



Volume 2: Developing Vision 2040

Phase 4 Stakeholder Involvement Summary

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Prepared for



Prepared by



with



ENGINEERS • PLANNERS • PUBLIC INVOLVEMENT



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Executive Summary

The Vision 2040 Long Range Plan is a 25-year, community-driven transit plan facilitated by VIA Metropolitan Transit (VIA). This plan guides transit investments by evaluating future growth in the Greater San Antonio Region, understanding the community's vision for public transportation in the region, and identifying the short- and long-term projects and strategies to achieve the vision. As the VIA Vision 2040 Long Range Plan development process continued into the fourth phase of the project (Phase 4: Define Projects and Plans), VIA sought feedback from the public and key stakeholders on the draft Vision 2040 Long Range Plan. VIA collected a fourth round of community input through on-line comments, transit meetups discussing the plan, and a survey of VIAtrans customers.

Community Outreach

As part of the community-driven process for Phase 4, VIA's staff invited the public to provide comments on the Vision 2040 Long Range Plan, presented the plan to dozens of community groups, and held a transit meetup to go over the plan, gather feedback and answer any questions in person. This outreach effort extended from July 6 through September 27, 2016. An on-line interactive map highlighted the premium corridors, express routes, and various transit facilities throughout the Greater San Antonio Region and allowed the public to add comments directly on the map. The public also could provide comments through social media and comment cards. VIA received a total of 62 comments during the review period, ranging from support for Light Rail Transit to proposed service improvements for existing routes.

VIA Transit Advisory Council

VIA staff provided an update of the Vision 2040 Long Range Plan to the VIA Transit Advisory Council (VTAC) on June 2, 2016. In addition to revisiting the three components of the long range plan recommendations (a better bus system, a rapid transit network, and innovative solutions), the meeting focused on the changing demographics and attitudes of young people, specifically the shift in desirability of owning a car and living away from the city core. Linked to this discussion was the role VIA and intercity development could play in these shifting attitudes, including how VIA can support development in station areas along planned rapid transit lines.

VIAtrans Ridership Survey

VIA also gathered input from VIAtrans riders during the Phase 4 outreach effort. VIA conducted a phone survey focused on understanding riders' experience with VIA's on-demand paratransit service,

their current usage of VIA services, and possible factors that would encourage them to begin using or increase their use of fixed route bus service.

Key findings from the survey included:

- The majority of respondents **did not have access to a smartphone** (60 percent).



- Approximately one-third of respondents **exclusively rely** on VIAtrans service.



- The majority of riders use VIAtrans to reach **medical appointments**.



- Having **accessible bus stops with safe sidewalks** would encourage VIAtrans customers to begin riding VIA's fixed-route bus service.



Vision 2040 Outreach Summary

Throughout the development of the Vision 2040 Long Range Plan, VIA continuously engaged the public and stakeholders to gather feedback, ideas, and priorities. This outreach effort ensured the entire Vision 2040 planning process and outcomes reflected and addressed the needs of the Greater San Antonio Region's residents, employers, municipalities, agencies, and community organizations. During the 18-month outreach process, VIA involved thousands of participants through a variety of means, including the project web site, community events, and regional surveys. The summary of these outreach efforts of all four outreach phases are outlined below:

- The Vision 2040 web site was the main repository for progress updates, news clips, interim materials, and ultimately the final Vision 2040 Long Range Plan document. More than 1,040 **subscribers** signed up through the web site to receive updates and meeting notices related to Vision 2040.
- VIA conducted community surveys during each phase of the Vision 2040 planning process. In total, VIA received more than 11,000 **survey responses** that helped to inform the projects and strategies in the Long Range Plan.
- Communication and coordination with stakeholders, planning partners, and community groups was a key component of the Vision 2040 public involvement strategy. In total VIA, held over 275 **community outreach events**, including presentations, information tables, transit meetups and meetings.
- VIA utilized **social media** to promote opportunities to review and comment on the draft Vision 2040 Long Range Plan and advertise survey and community outreach events. In total, 41 posts were made on social media, resulting in an estimated reach of over 40,000 users.



1,040 VIA Vision 2040
Website Subscribers

Over
11,000
Survey Responses



Over
275 **Community Outreach Events**



including presentations, information tables, transit meetups, and meetings

41 social media posts reaching over
40,000 **Users**



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1.0 Introduction

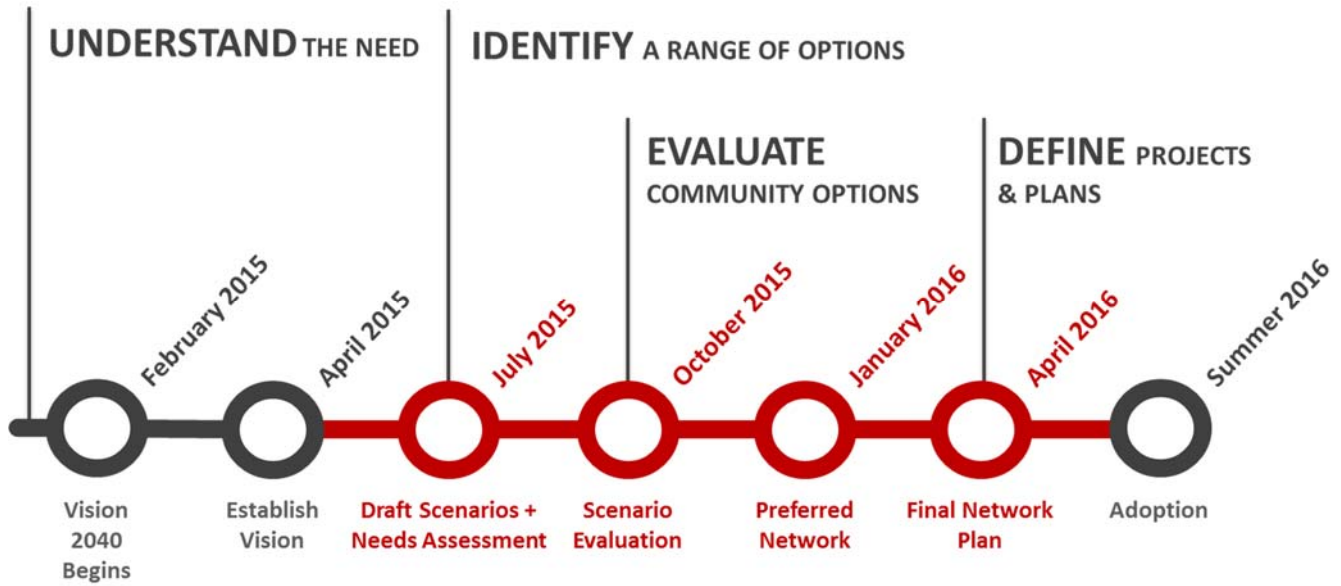
VIA Metropolitan Transit (VIA) updates its long range plan every five years to reassess the region's public transportation needs and establish a strategic framework to guide transit investment in the region. In early 2015, VIA launched the development of the community-driven Vision 2040 Long Range Plan, resulting in potential high-capacity transit projects, including identification of station areas, suggested land uses, and critical enhancements to local bus services.

VIA designated four key phases for the Vision 2040 Long Range Plan development process (Figure 1.1). Each phase provided stakeholder engagement opportunities informing and soliciting feedback from key groups across the community. This document summarizes the key findings from the stakeholder involvement activities supporting Phase 4 – Define Projects and Plans. Key activities supporting the fourth round of stakeholder involvement included:

- **Community Outreach.** The outreach effort focused on introducing the draft Vision 2040 Long Range Plan to the public and gathering any feedback and suggestions on VIA's outlook and plan for the next 25 years. Outreach activities included hosting a transit meetup, advertising on social media and news media, and inviting the public to view and provide comments on the draft long range plan in person and on-line. Section 2.0 provides a summary of the various efforts undertaken during Phase 4 of Vision 2040.
- **VIA Transit Advisory Council.** VIA provided an update on the Vision 2040 Long Range Plan to the VIA Transportation Advisory Council (VTAC) and focused a discussion on how the changing intercity development could support VIA operations and vice versa. Section 3.0 provides more information on this meeting.
- **VIATrans Ridership Survey.** This survey was designed to evaluate VIATrans subscribers' experience and opinions of VIATrans service, including factors that would encourage more use of VIA's fixed-route bus service usage. Section 4.0 provides a summary of the findings from the VIATrans phone survey.

The stakeholder input summarized in this report was used to help VIA finalize the Vision 2040 Long Range Plan for adoption.

Figure 1.1 Vision 2040 Key Milestones





2.0 Community Outreach

The purpose of Phase 4 outreach related to collecting community comments and feedback on the Draft Vision 2040 Long Range Plan and interactive map. VIA facilitated an effort to provide opportunity for broad community participation from July 2016 and through September 2016. Building on the lessons learned from the Phase 1, 2, and 3 stakeholder outreach processes, VIA focused on seeking continued public participation to gather feedback on potential transit improvements. This section summarizes VIA's extensive community outreach activities completed during the fourth phase of community engagement for Vision 2040.

2.1 Targeted Outreach and Community Events

Prior to the adoption of the Vision 2040 Long Range Plan, VIA hosted a Transit Meetup at Madhatters Tea House & Café, a local San Antonio restaurant, inviting the community to learn more about Vision 2040, review the draft long range plan, and discuss public transportation in the Greater San Antonio Region. VIA advertised the meetup through social media and other news outlets and the event was completely open and free to the public (Figure 2.1).

Following adoption of the final Vision 2040 Long Range Plan on August 23, 2016, VIA continued to make presentations to community groups across the region to highlight the three visionary components of the future transit network: a better bus system, rapid transit network, and innovative solutions. In total, VIA made presentations to 31 community groups throughout August and September 2016. A comprehensive list of these various outreach locations and events is provided in Appendix A.

Figure 2.1 VIA Transit Meetup



2.2 Social Media, News Media, and Paid Advertising

VIA also promoted the opportunity to review and comment on the draft Vision 2040 Long Range Plan through a variety of social and news media outlets, as well as paid advertising. Social media activity between July 22 and August 19, 2016 included:

- 19 posts on Facebook (Figure 2.2), resulting in an estimated reach of 30,497;
- 6 paid posts on Facebook, resulting in 67,799 total impressions and 916 engaged users;
- 13 Tweets (Figure 2.3) resulting in an impression reach of 8,727 and 161 interactions; and
- 3 posts on Instagram, resulting in 40 Likes.

Examples of the social media posts on Facebook and Twitter are displayed in Figure 2.2 and Figure 2.3, with more shown in Appendix B.

Figure 2.2 Example Facebook Post

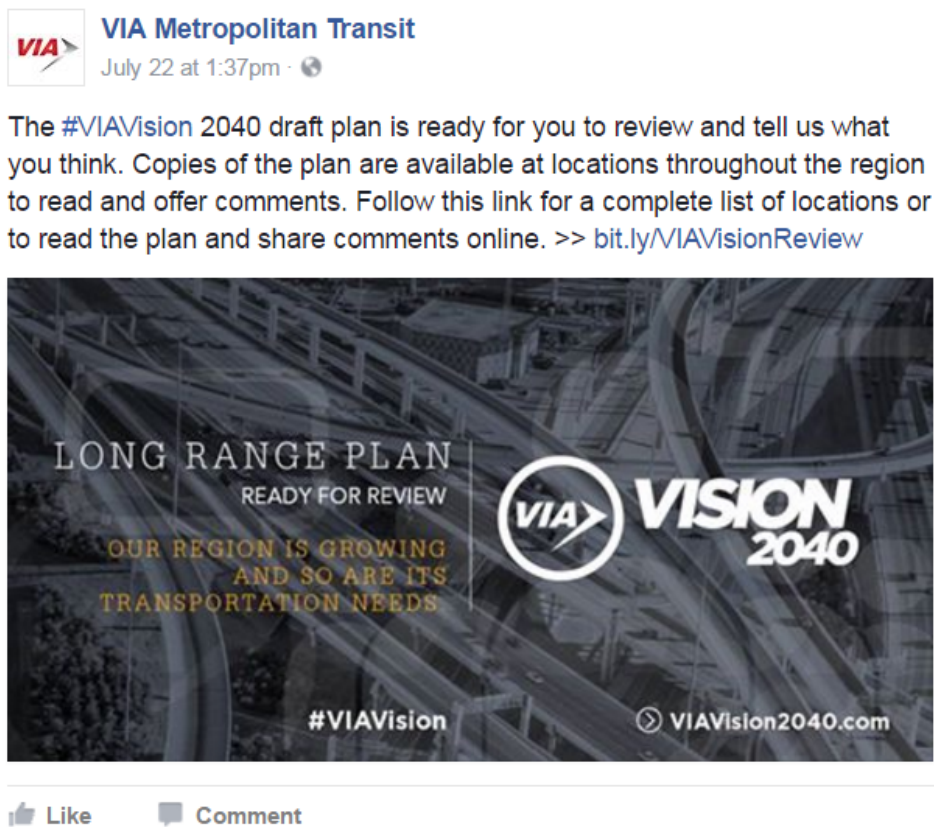


Figure 2.3 Example Twitter Post



In addition to engagement and promotion of the Vision 2040 Long Range Plan through social media, VIA's outreach efforts included more traditional media outlets. Throughout Phase 4, various media outlets included stories and segments highlighting the opportunity for the community to provide feedback on the draft Vision 2040 Long Range Plan. The story was covered by radio, television, and newspapers.

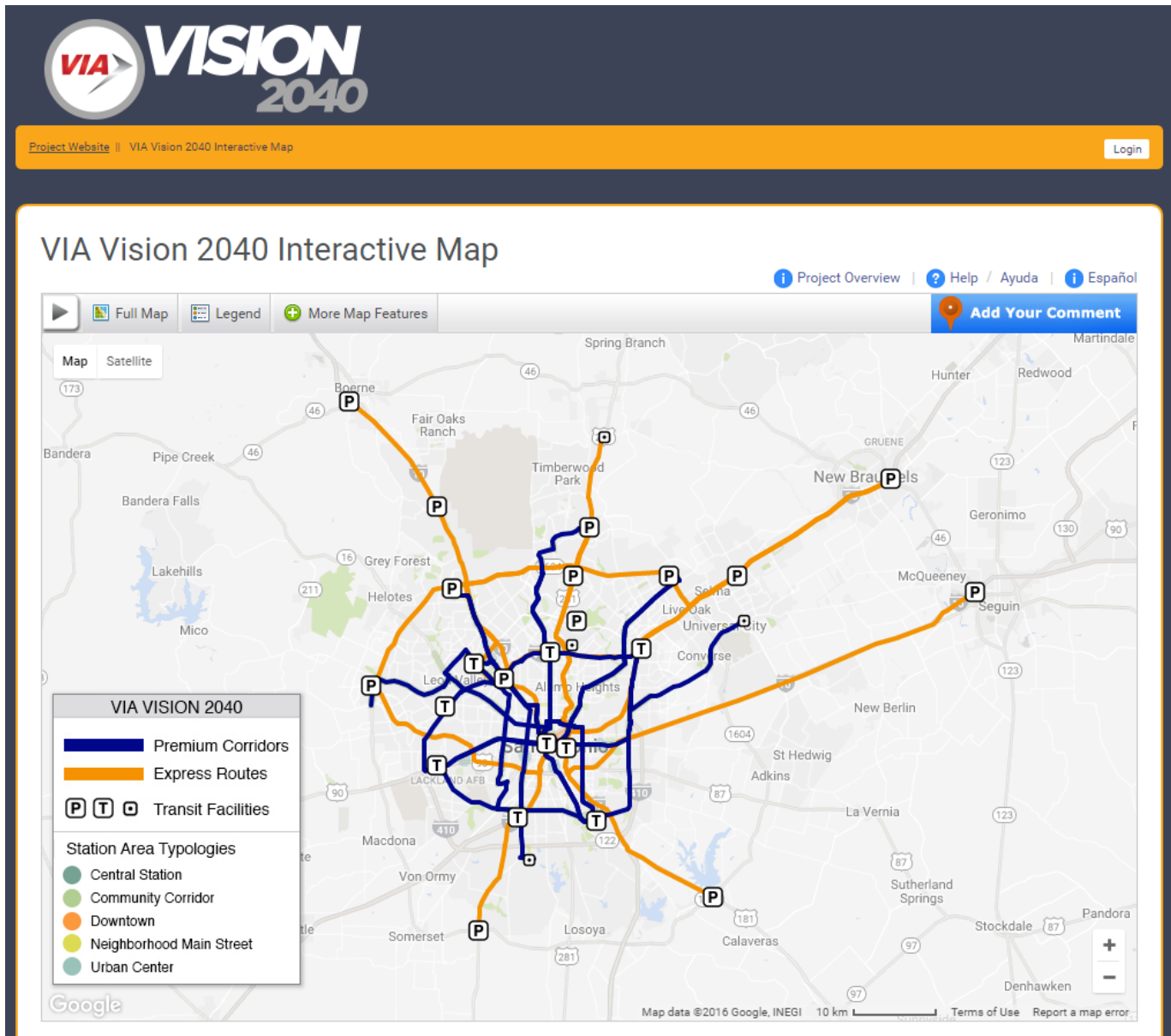
Table 2.1 Phase 4 Media Summary

Date of Story	Media Outlet(s)
7/21/16	KSAT-TV on-line only
7/25/16	KTSA Radio + on-line
7/27/16	<i>Northeast Herald</i> + on-line
7/28/16	TWC News (13 airings) + on-line
7/31/16	TWC News (6 airings)
8/1/16	TWC News (3 airings)
8/3/16	<i>Northeast Herald</i> + on-line
8/10/16	<i>Northeast Herald</i> + on-line <i>Southside Reporter</i> + on-line
8/14/16	TWC News (22 airings) + on-line
8/15/16	TWC News (3 airings)
8/15/16	Radio NB + on-line
8/17/16	<i>Southside Reporter</i> + on-line <i>Northeast Herald</i> + on-line

2.3 Print and Digital Outreach

The public also had the opportunity to view and provide comments on the proposed Vision 2040 transit network on-line (<http://maps.viavision2040.com/projects/VIA/>) from July 22 through August 19, 2016. This map highlighted the premium corridors, express routes, and various transit facilities throughout the Greater San Antonio Region and allowed the public to add comments directly on the map. A snapshot of the web site is shown in Figure 2.4.

Figure 2.4 Vision 2040 Interactive Map



In addition to receiving comments on the proposed routes, residents could view and provide comments on the draft Vision 2040 Long Range Plan, both on-line and at select public locations. A full list of the locations with a printed copy of the draft long range plan is provided in Appendix A and mapped in Figure 2.5. VIA provided hard copies of the plan in libraries, municipal buildings, universities, and transit centers throughout the region.

2.4 Public Comments

VIA staff advertised the draft Vision 2040 Long Range Plan through various means, including E-Blasts, cards on VIA buses, and flyers (see Appendix B). From July through August 2016, the public could provide comments through various means, including email, social media, the Vision 2040 web site, and comment cards. VIA received 62 public comments, ranging in topic from ways to improve existing service, support for Light Rail Transit (LRT)/ Bus Rapid Transit (BRT) and overall thoughts on the state of transit in the Greater San Antonio Region (Table 2.2, Figure 2.6).

Many comments expressed support for the goals outlined in the Vision 2040 Long Range Plan, either directly or by highlighting opportunities to expand current service offerings in a manner commiserate with Vision 2040. Several commenters mentioned a desire for LRT, BRT, or express service. Others mentioned that increased frequency and reliability would aid in travel around the region.

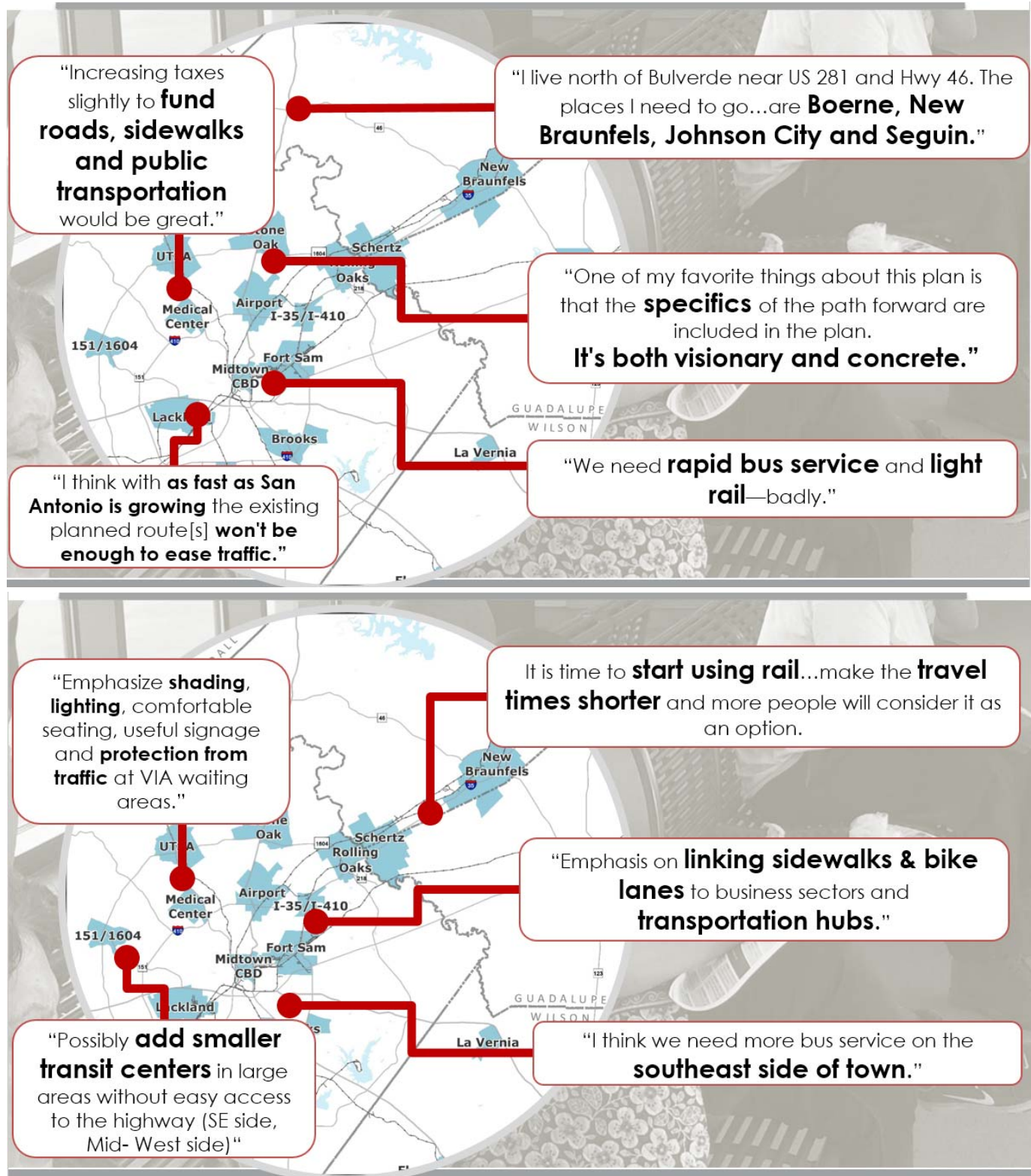
Not all comments were positive; several commenters were skeptical about the role of public transit (or, for that matter, public agencies in general) in the Greater San Antonio Region's future. Several commenters expressed strong feelings about the role of autonomous and connected vehicles and ride-hailing services (e.g., Uber and Lyft) in providing public transit. A more detailed discussion of these emerging transportation technologies can be found in *Volume 3: Defining Projects and Plans*.

Table 2.2 Interactive Map Comments

Subject	Number of Comments
Positive (for Vision 2040)	36
Current Service Critiques and Suggestions	11
Negative (against Vision 2040)	11
TNCs (for and against)	5
Total	62

A full list of these comments are shown in Appendix C.

Figure 2.6 Selected Interactive Map Comments





3.0 VIA Transit Advisory Council

The VIA Transit Advisory Council (VTAC) is an ad-hoc committee established by the VIA Board of Trustees. The purpose of the VTAC is to assist the Board in clarifying the purpose, role, and image of VIA as a leader in regional planning for transportation that increases mobility and promotes economic development and sustainability in the region. VTAC acts as both a body of advisors to the Board and a body of liaisons to the public at large, business sector, and other major civic organizations to provide a forum for discussion regarding various initiatives. VTAC served as the community advisory representative group for the 18-month Vision 2040 planning process.

During the June 2, 2016 meeting, VIA staff provided an update of Vision 2040 to VTAC. In addition to revisiting the three components of the Vision 2040 Long Range Plan recommendations (a better bus system, a rapid transit network, and innovative solutions), the group discussed the changing demographics and attitudes of young people, specifically the shift in desirability of owning a car and living away from the city core. Linked to this discussion was the role VIA and intercity development could play in these shifting attitudes, including how VIA can support development in station areas along planned rapid transit lines.

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4.0 VIAtrans Ridership Survey

VIAtrans is VIA's on-demand paratransit service, which provides curb-to-curb service for residents living within three-quarters of a mile of VIA fixed-route services.¹ VIA conducted a phone survey of current VIAtrans subscribers in July 2016, asking customers about their current experiences, their current usage of VIA services (including VIAtrans, VIA fixed-route bus service, and other providers), and what factors would encourage them to begin using or increase their use of VIA fixed route bus service.

4.1 Key Findings

- The majority of respondents **did not have access to a smartphone** (60 percent).



- Approximately one-third of respondents **exclusively rely** on VIAtrans service.



- The majority of riders use VIAtrans to reach **medical appointments**.



¹ For a detailed description of VIAtrans service, see *Non-Fixed Route Services – Expanding Transit Choices* in *Volume 3: Defining Projects and Plans*.

- Having **accessible bus stops with safe sidewalks** would encourage VIAtrans customers to begin riding VIA's fixed route bus service.



4.2 Respondent Characteristics

VIA collected a total of 500 survey responses; of these, 442 customers agreed to answer questions related to their VIAtrans experience. In general, respondents to the survey were older, more likely to be Hispanic or Black, and less likely to have attended college or university than the general public (Figure 4.1).² Forty percent of respondents did not have access to a mobile telephone equipped with internet access (a.k.a. a "smartphone"). While about 64 percent of US adults own a smartphone, this percentage decreases with age; only 54 percent of adults age 50-64 and 27 percent of adults age 65 or greater own a smartphone.³

² "General public" refers to residents of the eight-county San Antonio-New Braunfels Metropolitan Statistical Area (MSA), which is the study area for Vision 2040. While the VIAtrans service area comprises the region within three-quarters of a mile of all fixed route services (an area roughly correspondent to VIA's current service area), MSA statistics are provided for consistency with other Vision 2040 statistics and surveys.

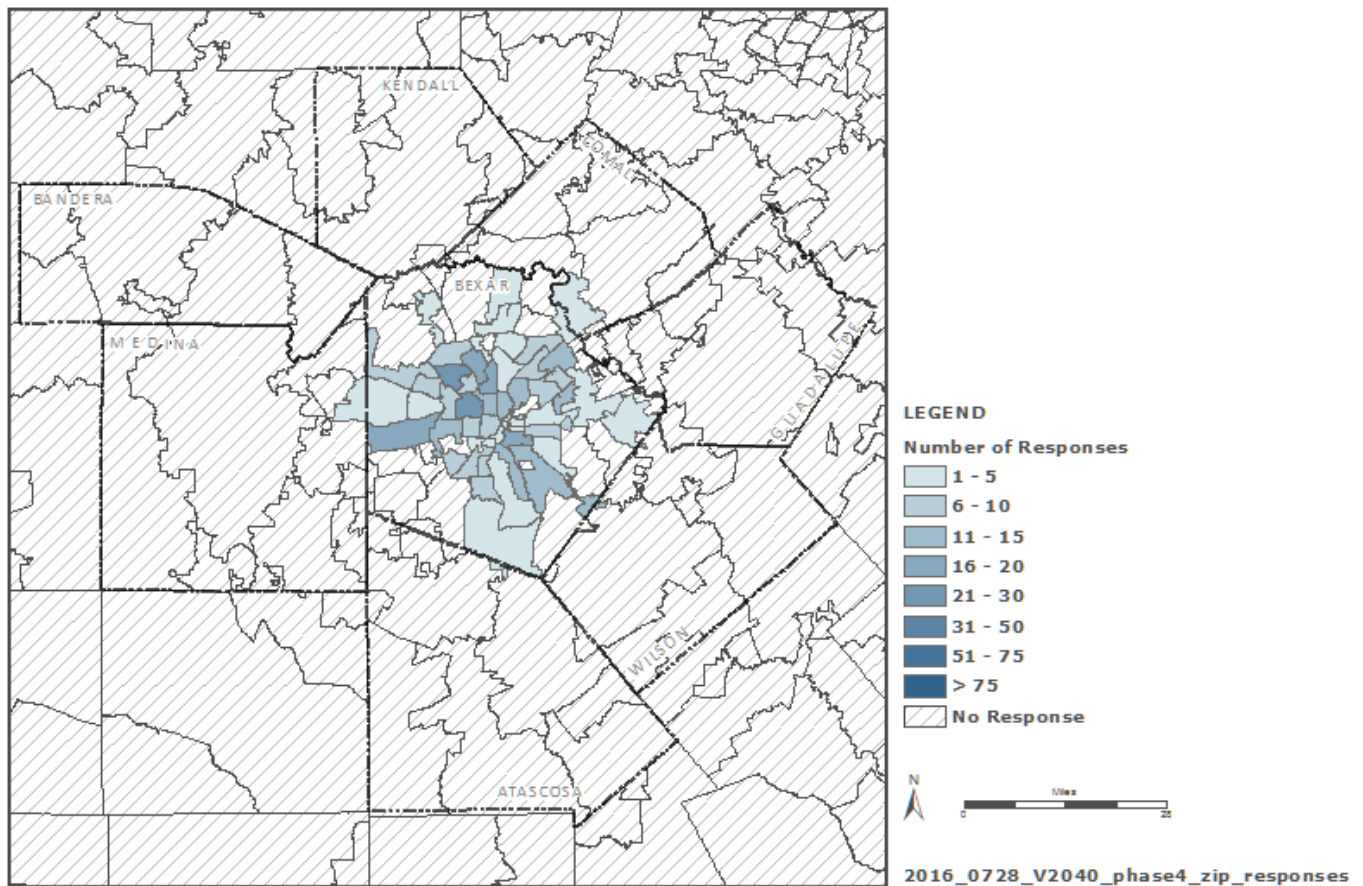
³ <http://www.pewInternet.org/2015/04/01/chapter-one-a-portrait-of-smartphone-ownership/>.

Figure 4.1 VIAtrans Survey Respondent Demographics



Of responses giving a ZIP code, 396 were from Bexar County, with one each in Comal and Wilson counties (Figure 4.2).

Figure 4.2 VIAtrans Responses by ZIP Code



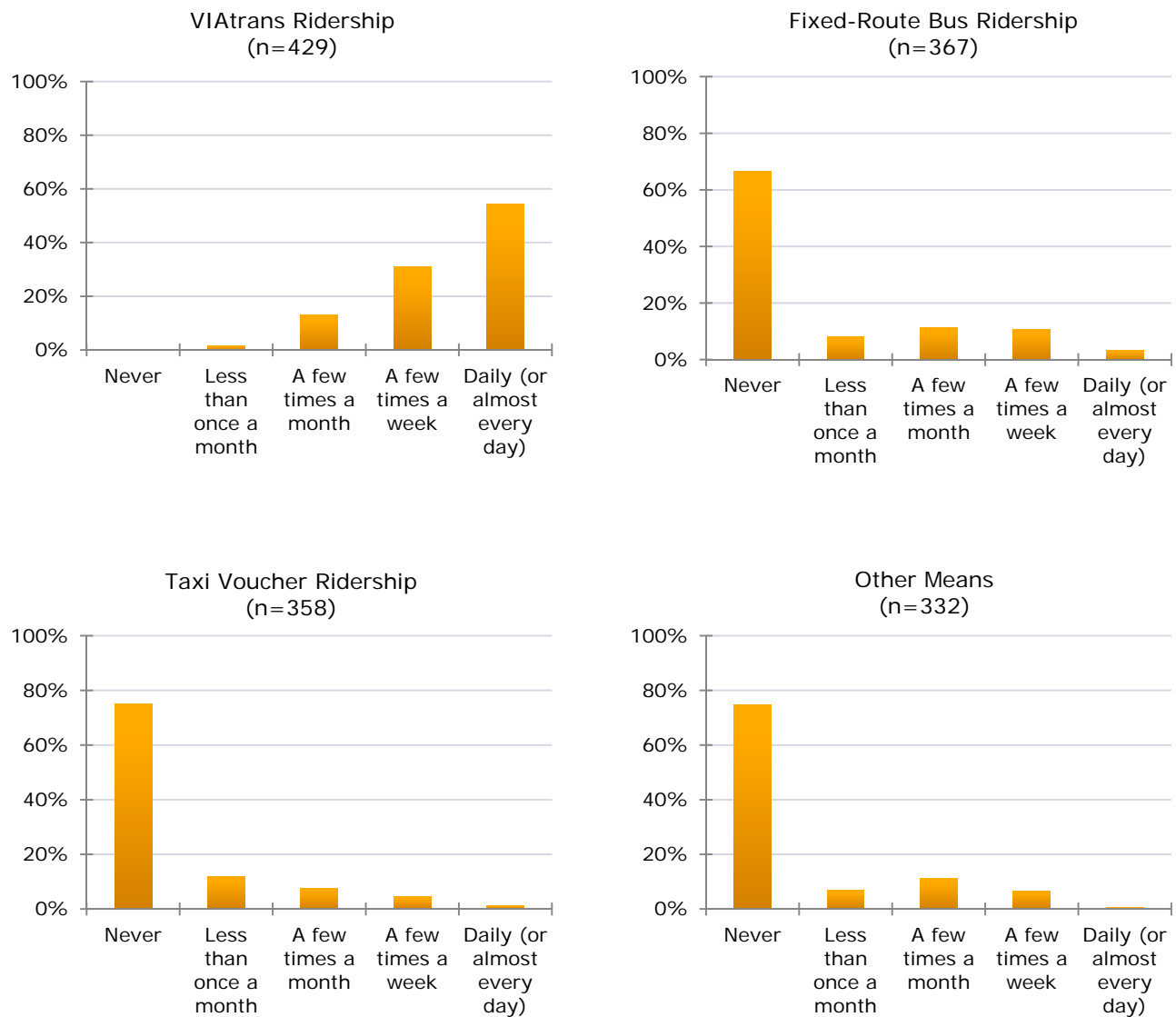
4.3 Results

4.3.1 Ridership Frequency

Questions on ridership frequency were broken down into four categories: VIAtrans, VIA fixed route bus service, VIA taxi vouchers, or other. Most VIAtrans riders surveyed use the service at least weekly; 35 percent of respondents using VIAtrans do not use any other form of transportation (Figure 4.3).⁴

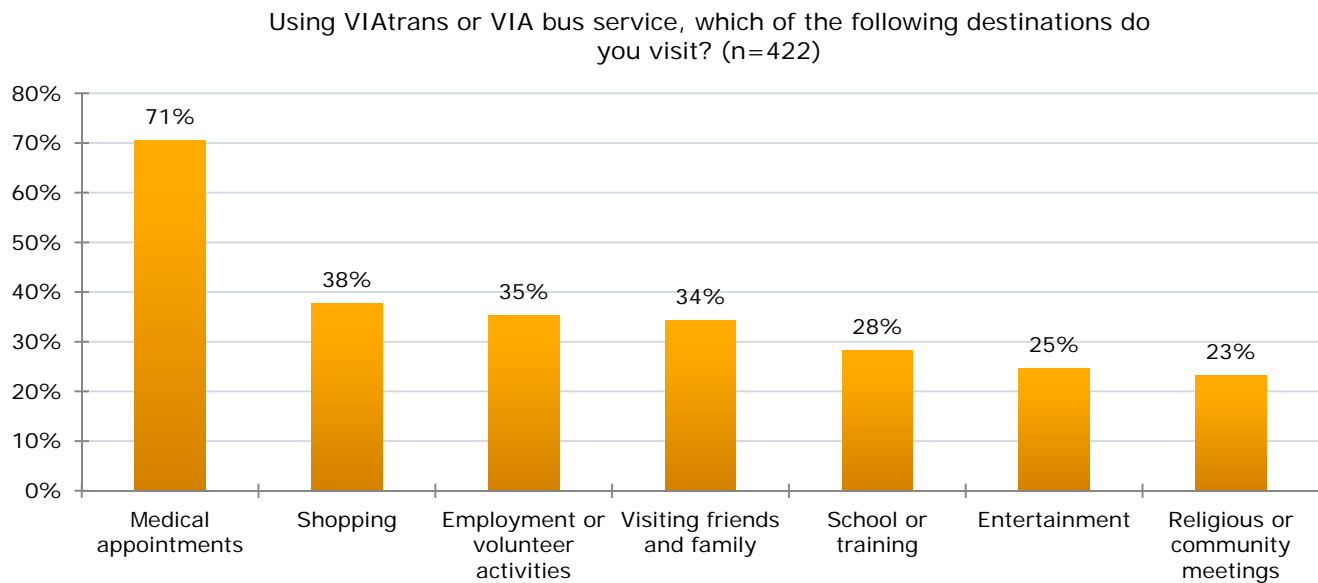
⁴ The question inquiring about other services was "For the first question, I am going to read transportation services currently offered in the area. Please let me know if you use any of the services I mention, and how often you use the service." In other words, respondents were asked if they used any other transportation services, which may have been interpreted to exclude private vehicles, family members, etc. However, some of those who responded to the question in the affirmative included family, friends, neighbors, or their own vehicle (as opposed to community/church services, AACOG dial-a-ride, or others). It is therefore unclear to what extent this set of responses fully captures the quantity of respondents who rely exclusively on VIAtrans.

Figure 4.3 VIAtrans Ridership by Service Type



Over 70 percent of respondents use VIAtrans to reach medical appointments, by far the most common destination. Other destinations reported by over 30 percent of respondents include shopping, employment/volunteerism, and visiting friends or family (Figure 4.4).

Figure 4.4 VIAtrans Destinations



Riders were generally satisfied with most aspects of VIAtrans service. All polled factors were rated higher than 3.5 out of 5, with 5 being the most satisfied (Figure 4.5). Less frequent riders (excluding those who “never” rode the service) were more likely to rate each factor highly, especially the “On time arrival” and “Length of trip” options (Table 4.1).

Figure 4.5 Most Important Factors for VIAtrans

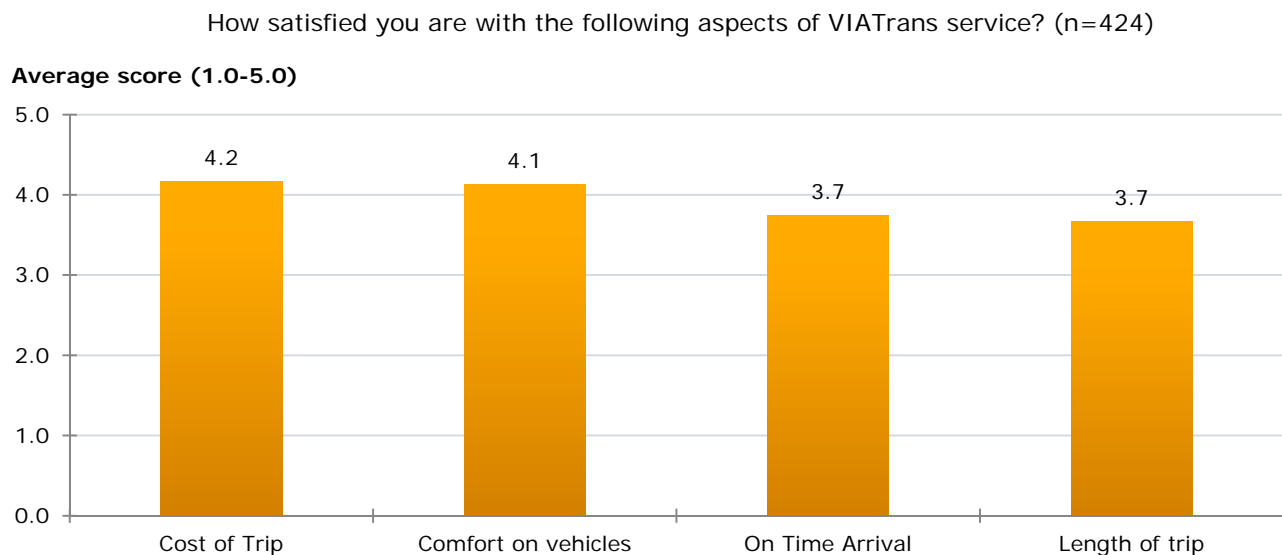


Table 4.1 Most Important Factors for VIAtrans versus Ridership Frequency

	Never	Less than once a month	A few times a month	A few times a week	Daily (or almost every day)	Average
Cost of trip	3.0	4.2	4.2	4.1	4.2	4.2
Comfort on vehicles	1.0	4.2	3.9	3.9	4.3	4.1
Length of trip	3.0	4.3	3.5	3.6	3.7	3.7
On time arrivals	3.0	4.5	3.7	3.6	3.8	3.7

Most respondents (82 percent) did not have any desire to use VIA fixed route bus service more frequently than they currently do (Figure 4.6). The desire to use VIA fixed route bus service more often was strongly linked to current usage, with the majority of VIAtrans riders who currently use fixed route service wanting to use the fixed route service even more (Table 4.2). This suggests that VIAtrans customers are more likely to increase their current usage of VIA fixed route bus services if they already use fixed route service.

Figure 4.6 VIAtrans Desire to Use VIA Fixed Route Bus Service

Would you like to use [VIA] bus service more often than you do now? (n=432)

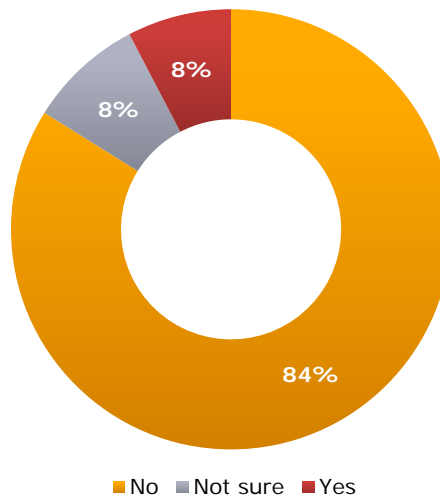


Table 4.2 VIAtrans Desire to Use VIA Fixed Route Bus Service More Often versus Frequency of VIA Bus Ridership

		Currently use VIA fixed route bus service		
		Never	Other Response	n
Desire to use VIA fixed route bus service more often?	No	71%	29%	307
	Not Sure	55%	45%	31
	Yes	25%	75%	28

Questions regarding the importance of individual factors for usage of VIA fixed route bus service garnered fewer responses (approximately one-tenth as many as other questions). Of those that answered, the ability for buses to accommodate mobility aids, waiting times, and safety and accessibility of bus stops were rated as the most important factors, though nearly every factor had an average score above 3.0 (Figure 4.7, Table 4.3).

Figure 4.7 VIAtrans Most Important Factors for Deciding Whether or Not to Use VIA Fixed Route Bus Service

How important [are] the following aspects to you in deciding whether or not to use VIA bus service? (n=47)

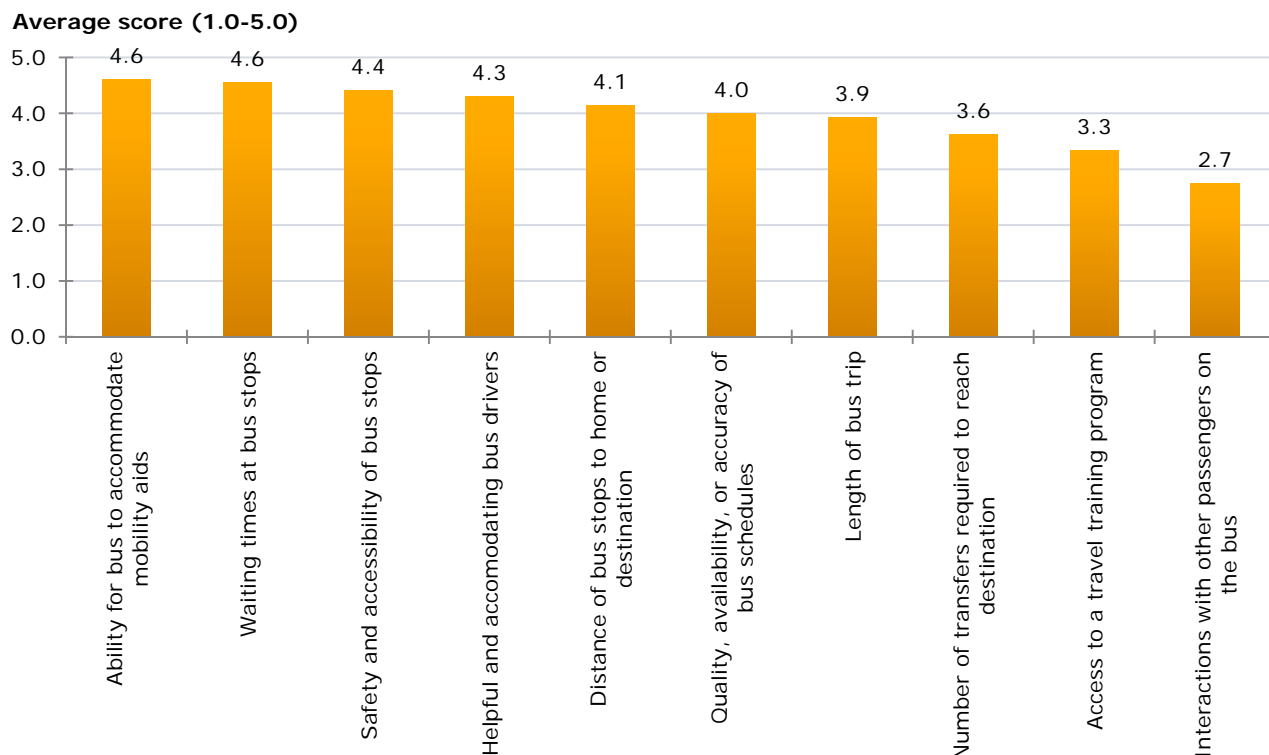


Table 4.3 VIAtrans Most Important Factors for VIA Fixed Route Bus versus Ridership Frequency

	Never	Less than once a month	A few times a month	A few times a week	Daily (or almost every day)	Average
Ability for bus to accommodate mobility aids	4.5	4.4	4.9	4.6	4.5	4.6
Waiting times at bus stops	4.3	5.0	4.4	4.8	4.5	4.6
Safety and accessibility of bus stops	4.2	5.0	4.3	4.5	4.5	4.4
Helpful and accommodating bus drivers	4.3	4.4	4.6	4.2	4.0	4.3
Distance of bus stops to home or destination	3.5	4.9	4.3	4.2	5.0	4.1
Quality, availability, or accuracy of bus schedules	3.6	4.6	3.7	4.5	4.5	4.0
Length of bus trip	3.6	4.6	4.2	3.7	4.0	3.9
Number of transfers required to reach destination	3.1	4.3	3.2	4.3	4.0	3.6
Access to a travel training program	3.3	2.8	3.8	3.2	3.5	3.3
Interactions with other passengers on the bus	2.5	3.5	3.1	2.9	3.5	2.9

When asked to rank factors, respondents overwhelmingly selected “more accessible bus stops with safe sidewalk areas” as a top three response than other choices (Figure 4.8). Regarding technologies or tools that would encourage higher VIA fixed route bus service ridership, notice of vehicle arrival, either by phone/email or in real time at stations, were the highest-ranked options (Figure 4.9).

Figure 4.8 VIAtrans Most Important Factors for Starting VIA Fixed Route Bus Service

What are the top three factors that would encourage you to start using VIA fixed route bus services or use VIA bus services more often? (n=56)

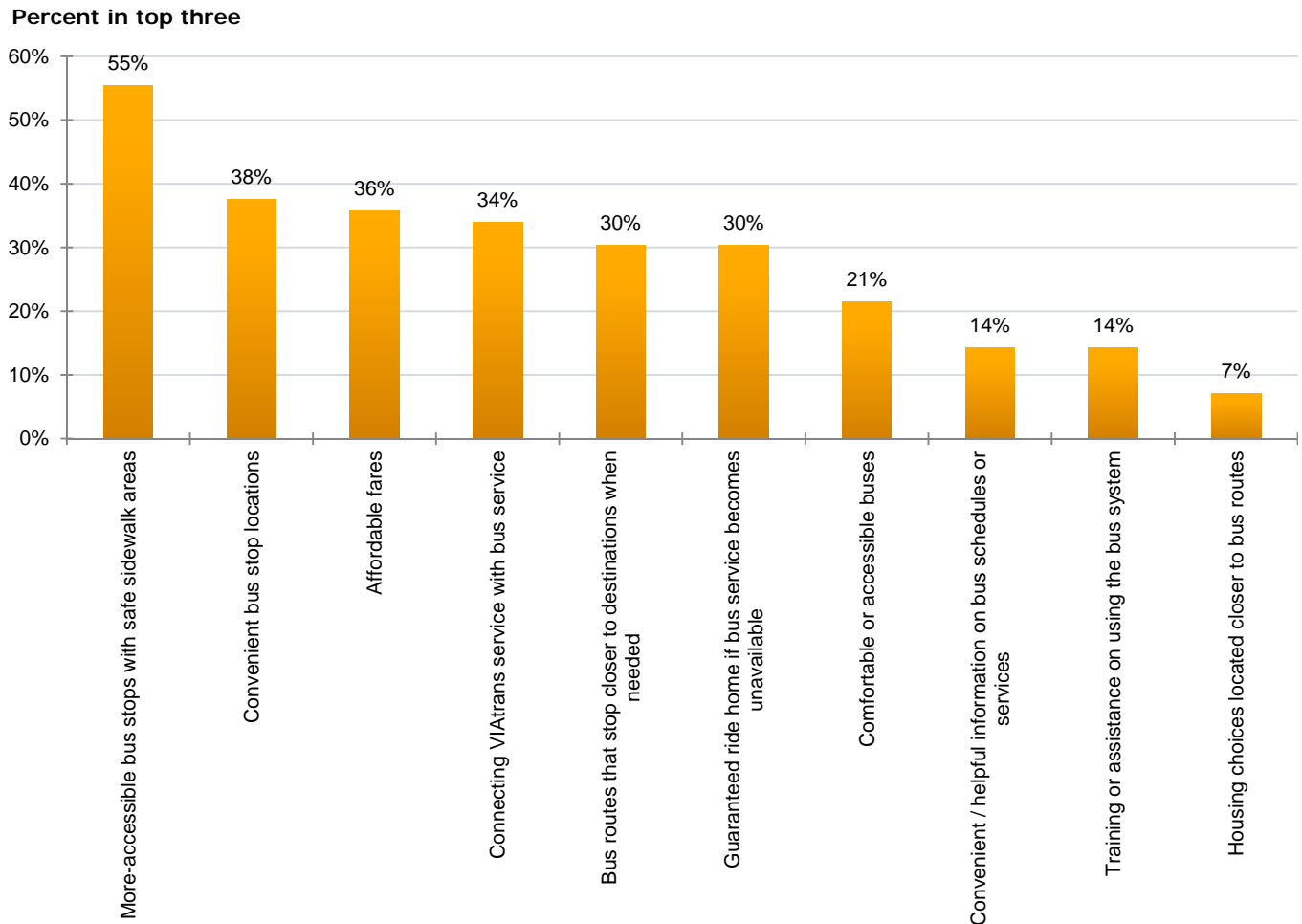
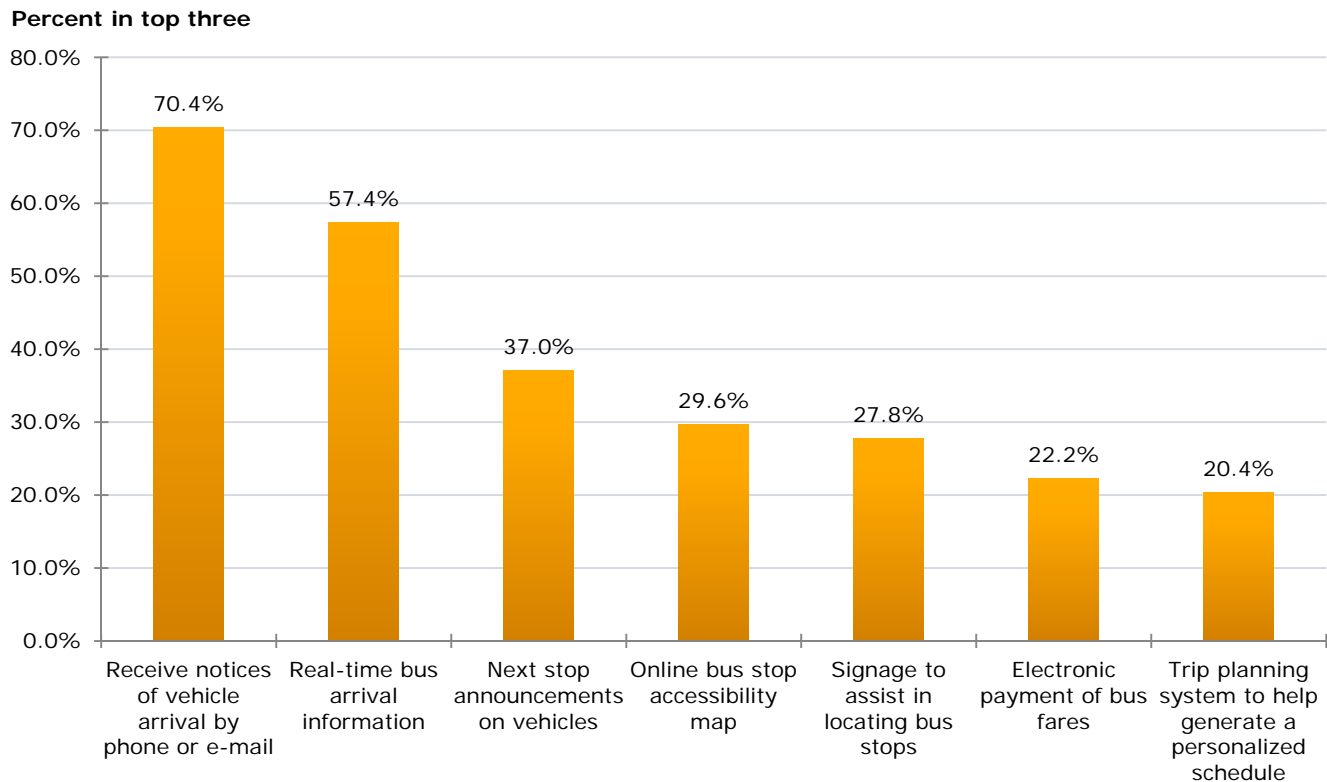


Figure 4.9 VIAtrans Most Important Technologies for Starting VIA Fixed Route Bus Service

What tools would encourage you to use VIA fixed route bus service more often?



4.4 Verbatim Comments

In addition to fixed-response questions, two open-ended questions were included in the survey:

- Are there additional items you feel VIA could do to make VIA bus service and VIAtrans more accessible?" (Table D.1); and
- "Please tell us about your experience using VIA bus service" (Table D.2).

For ease of reading, the unedited comments for both questions were sorted into five general categories (Table 4.4). All verbatim comments are provided in Appendix D.

Table 4.4 VIAtrans Verbatim Comment Summary

	Accessibility		VIA Fixed Route Bus Service	
Equitable Access and Training	2	11%	6	12%
Coverage and Availability	1	6%	7	14%
Sidewalks and Physical Accessibility	4	22%	5	10%
Staff and Service	8	44%	25	49%
Positive Feedback	3	17%	8	16%
Total	18		51	



A. Community Outreach

A.1 Targeted Outreach and Community Events

Table A.1 Community Events and Outreach Locations

Start Time	Name of Event	Outreach Type	Number of Attendees
7/6/16	Port Authority of San Antonio VISION 2040 Update	Meeting	5
7/7/16	Hill Country Retreat Senior Facility Men's Breakfast Club	Presentation	200
7/12/16	OP Schnabel Resident Council	Neighborhood Meeting	15
7/13/16	North San Antonio Chamber of Commerce Infrastructure Committee Meeting	Meeting	35
7/19/16	Meeting with Congressman Castro Staff	Meeting	5
7/20/16	Public Agency IGR Roundtable	Meeting	15
7/21/16	Eastside Dreamers Academy	Presentation	50
7/22/16	Vision 2040 VIAtrans Phone Survey AM	Project Outreach	25
7/26/16	Vision 2040 Meeting with City of Converse	Project Outreach	5
7/28/16	Northhampton Association Meeting	Neighborhood Meeting	80
7/29/16	Vision 2040 Briefing with City of Kirby	Meeting	3
7/29/16	Oasis Neighborhood Association	Neighborhood Meeting	35
8/3/16	Rotary Club of San Antonio Weekly Meeting featuring Jeff Arndt	Presentation	200
8/3/16	San Antonio Transportation Association Monthly Meeting	Agency Representation	40
8/4/16	North SA Chamber Chairman's Council Event	Agency Representation	45
8/4/16	Meeting with Mayor of Sandy Oaks Micki Ball	Meeting	5
8/5/16	Vision 2040 Meeting with Monique Vernon, City Manager of Kirby	Project Outreach	10
8/8/16	Vision 2040 Briefing with Councilwoman Shirley Gonzales District 5	Meeting	5
8/8/16	Northside Neighborhoods Organized Development Presentation on Vision 2040	Presentation	35
8/10/16	Vision 2040 Briefing with Commissioner Wolff	Meeting	5
8/10/16	Vision 2040 briefing with Commissioner Wolff	Meeting	4

Start Time	Name of Event	Outreach Type	Number of Attendees
8/11/16	Vision 2040 Final Draft Briefing with Monique Vernon - City of Kirby	Project Outreach	10
8/15/16	SAMCo Board and Executive Committee Meeting	Meeting	65
8/16/16	Vision 2040 briefing with Councilwoman Viagran's Office (Chris Villa)	Meeting	5
8/17/16	Vision 2040 Briefing with Councilman Ron Nirenberg's Staff	Meeting	5
8/17/16	Vision 2040 Briefing with Judge Nelson Wolff	Meeting	8
8/18/16	Vision 2040 Briefing with County Commissioner Rodriguez	Meeting	5
8/25/16	Vision 2040 Briefing Councilman Gallagher & Staff Update on Naco Pass	Meeting	5
9/13/16	Mission San José Neighborhood Association - VIA Update	Neighborhood Meeting	30
9/15/16	Alamo Area Accessible Transportation Coalition Initiative (AAATCI)	Meeting	35
9/17/16	District 10 Briefing Vision 2040	Agency Representation	40
9/19/16	Vision 2040 Briefing with Commissioner Tommy Calvert	Meeting	5
9/19/16	SAMCo Executive Committee Meeting	Meeting	125
9/27/16	Vision 2040 Briefing with Commissioner Tommy Calvert	Meeting	5
TOTAL			1,165

Table A.2 Locations with Printed Copies of the Draft LRP

Location	Address	City	Zip Code
Bibliotech Digital Library	2003 S. Zarzamora	San Antonio	78207
Bibliotech Digital Library	3505 Pleasanton Road	San Antonio	78221
Bazan Branch Library	2200 West Commerce Street	San Antonio	78207
Brook Hollow Branch Library	530 Heimer Road	San Antonio	78232
Carver Branch Library	3350 East Commerce Street	San Antonio	78220
Central Library	600 Soledad Street	San Antonio	78205
Cody Branch Library	11441 Vance Jackson Road	San Antonio	78230
Collins Garden Branch Library	200 North Park Boulevard	San Antonio	78230
Cortez Branch Library	2803 Hunter Boulevard	San Antonio	78224
Encino Branch Library	2515 East Evans Road	San Antonio	78259
Forest Hills Branch Library	5245 Ingram Road	San Antonio	78228
Great Northwest Branch Library	9050 Wellwood Street	San Antonio	78250
Guerra Branch Library	7978 Military Drive West	San Antonio	78227

Location	Address	City	Zip Code
Igo Branch Library	13330 Kyle Seale Parkway	San Antonio	78249
Johnston Branch Library	6307 Sun Valley Drive	San Antonio	78227
Landa Branch Library	233 Bushnell Avenue	San Antonio	78212
Las Palmas Branch Library	515 Castroville Road	San Antonio	78237
Maverick Branch Library	8700 Mystic Park	San Antonio	78254
McCreless, Branch Library	1023 Ada Street	San Antonio	78223
Memorial Bench Library	3222 Culebra Road	San Antonio	78228
Mission Branch Library	3134 Roosevelt Avenue	San Antonio	78214
Pan American Branch Library	1122 West Pyro Avenue	San Antonio	78221
Parman Branch Library at Stone Oak	20735 Wilderness Oak	San Antonio	78258
Molly Pruitt Library at Roosevelt H.S.	5110 Walzem Road	San Antonio	78218
San Pedro Branch Library	1315 San Pedro Avenue	San Antonio	78212
Semmes Branch Library	15060 Judson Road	San Antonio	78247
Thousand Oaks Branch Library	4618 Thousand Oaks Drive	San Antonio	78233
Tobin Branch Library at Oakwell	4134 Harry Wurzbach Road	San Antonio	78209
Westfall Branch Library	6111 Rosedale Court	San Antonio	78201
City of Alamo Heights	6116 Broadway	Alamo Heights	78209
City of Balcones Heights	3300 Hillcrest	Balcones Heights	78201
City of Castle Hills	209 Lemonwood Drive	Castle Hills	78213
City of China Grove	2412 FM 1516 South	China Grove	78263
City of Converse	403 South Seguin Road	Converse	78109
City of Elmendorf	8304 FM 327	Elmendorf	78112
City of Kirby	112 Bauman	Kirby	78219
City of Leon Valley	6400 El Verde Road	Leon Valley	78238
City of Olmos Park	120 West El Prado	Olmos Park	78212
City of St. Hedwig	13065 FM 1346	St. Hedwig	78152
City of Shavano Park	900 Saddletree Court	Shavano Park	78231
City of Terrell Hills	5100 North New Braunfels	Terrell Hills	78209
City of New Braunfels	424 South Castell Avenue	New Braunfels	78130
City of Boerne	402 East Blanco Road	Boerne	78006
City of Seguin	205 North River Street	Seguin	78155
Coates Library at Trinity University	1 Trinity Place	San Antonio	78212
Dolph Briscoe Library	7703 Floyd Curl Drive	San Antonio	78229
Je & le Mabell Library at UIW	4301 Broadway Street	San Antonio	78209
John Peace Library at UTSA	One UTSA Circle	San Antonio	78249
Louis J. Blume Library at St. MU	1 Camino Santa Maria	San Antonio	78228

Location	Address	City	Zip Code
Northeast Lakeview College Library	1201 Kitty Hawk Road, Building 600	Universal City	78148
Northwest Vista College Library	3535 North Ellison Drive, 1 st Floor	San Antonio	78251
Palo Alto College Library	1400 West Villaret, Ozuna Library	San Antonio	78244
San Antonio College Library	1001 Howard Street	San Antonio	78212
St. Phillip's College Library (Main Campus)	1801 Martin Luther Drive	San Antonio	78203
St. Philip's College Library (SW Campus)	800 Quintana Road, Building 1-C123	San Antonio	78211
Sueltenfuss Library at OLLU	411 Southwest 24 th Street	San Antonio	78207
Texas A&M University-San Antonio Library	One University Way	San Antonio	78224
UTSA Downtown Campus Library	501 West Cesar East Chavez Boulevard	San Antonio	78207
Centro Plaza	909 West Houston Street	San Antonio	78207
Crossroads Park & Ride	151 Crossroads Boulevard	San Antonio	78201
Downtown Information Center	211 West Commerce Street	San Antonio	78205
Ellis Alley Information Center	212 Chestnut	San Antonio	78202
Ingram Transit Center	3215 Northwestern	San Antonio	78238
Kel-LAC Transit Center	7183 Hwy 90 West	San Antonio	78227
Madla Transit Center	1584 Cantrell	San Antonio	78224
Medical Transit Center	5330 Medical Drive	San Antonio	78240
North Star Transit Center	7538 San Pedro	San Antonio	78216
Randolph Park & Ride	9400 IH-35 North	San Antonio	78233
VIA Metro Center (VMC)	1021 San Pedro	San Antonio	78212



B. Marketing Materials

B.1 Vision 2040 E-Blast Graphic



**VISION 2040
LONG RANGE
PLAN
READY FOR REVIEW**

**PLAN DE LARGO ALCANCE
DE VISIÓN 2040 DE VIA ESTÁ
LISTO PARA
REVISAR**

Vision 2040 is a community-driven process to update VIA's Long Range Plan through the year 2040.

Visión 2040 es un proceso impulsado por la comunidad para actualizar el plan a largo plazo de VIA hasta el año 2040.

The draft plan is now available for review and comment at all **VIA** Information Centers, public libraries and online at **VIAVision2040.com**.

The public is invited to offer input on the final draft plan by **August 19, 2016**. Here's how:

1. Go online to **VIAVision2040.com**;
2. Use the printed comment form available at the **VIA Information Centers** and public libraries; or
3. Call **VIA** Customer Service at (210) 362-2020.

El proyecto de plan está disponible para su revisión y comentario en todos los **Centros de Información de VIA**, bibliotecas públicas y en

Se invita al público a ofrecer sus aportaciones sobre el proyecto de plan final a lo más tarde el **19 de agosto de 2016**:

1. En la red en **VIAVision2040.com**;
2. Utilizando el formulario de comentarios impresos y disponibles en los **Centros de Información de VIA** y en las bibliotecas públicas; ó
3. Llamando a la oficina de Servicio al Cliente de **VIA** al (210) 362-2020.

B.2 Interior Bus Cards



VISION 2040 LONG RANGE PLAN READY FOR REVIEW

Vision 2040 is a community-driven process to update VIA's Long Range Plan through the year 2040.

The draft plan is now available for review and comment at all **VIA Information Centers**, public libraries and online at **VIAVision2040.com**.

The public is invited to offer input on the final draft plan by **August 19, 2016**. Here's how:

1. Go online to **VIAVision2040.com**;
2. Use the printed comment form available at the **VIA Information Centers** and public libraries; or
3. Call VIA Customer Service at (210) 362-2020.

Scan for more information




VIAVision2040.com



PLAN DE LARGO ALCANCE DE VISIÓN 2040 DE VIA ESTÁ LISTO PARA REVISAR


Visión 2040 es un proceso impulsado por la comunidad para actualizar el plan a largo plazo de VIA hasta el año 2040.

El proyecto de plan está disponible para su revisión y comentario en todos los **Centros de Información de VIA**, bibliotecas públicas y en **VIAVision2040.com** en la red.

Se invita al público a ofrecer sus aportaciones sobre el proyecto de plan final a lo más tarde el **19 de agosto de 2016**:

1. En la red en **VIAVision2040.com**;
2. Utilizando el formulario de comentarios impresos y disponibles en los Centros de Información de **VIA** y en las bibliotecas públicas; ó
3. Llamando a la oficina de Servicio al Cliente de VIA al (210) 362-2020.

Analizar en busca de más información

VIAVision2040.com

B.3 Comment Cards



VIA would like to hear from you. Please provide comments on the Vision 2040 plan and concepts. Include your name and mailing address with all written comments. Comment forms and/or letters may be submitted until August 19, 2016. The draft plan is now available for review and comment at all **VIA Information Centers**, public libraries and online at **VIAVision2040.com** until **August 19, 2016**.

**Local Government and
Community Relations – Vision 2040
VIA Metropolitan Transit**
P.O. BOX 12489, San Antonio, TX 78212
or by email at GCR@viainfo.net

VIA desea escuchar su voz. Favor de proveer sus comentarios sobre el plan de Visión 2040 y sus conceptos. Incluye su nombre y domicilio con todos sus comentarios. Sus comentarios pueden ser enviados hasta el 19 de agosto, 2016. El proyecto de plan está disponible para su revisión y comentario en todos los **Centros de Información de VIA**, bibliotecas públicas y en **VIAVision2040.com** en la red hasta el **19 de agosto 2016**.

**Local Government and
Community Relations – Vision 2040
VIA Metropolitan Transit**
P.O. BOX 12489, San Antonio, TX 78212
o por correo electrónico a GCR@viainfo.net

Please provide your comments below / Por favor provee sus comentarios aquí:

Name (please print) / Nombre (escriba con letra de molde por favor): _____

Neighborhood / Organization / Vecindad/Organización: _____

Street Address / Domicilio: _____

_____ Zip Code / Código Postal: _____

Email: _____

Do you want to be included in our mailing list? ☐ Yes / Sí ☐ No / No
Desea recibir información por correo postal?

VIAVISION2040.COM

B.4 Vision 2040 Flyers



**VISION 2040
LONG RANGE
PLAN
READY FOR REVIEW**

Vision 2040 is a community-driven process to update VIA's Long Range Plan through the year 2040.

The draft plan is now available for review and comment at all **VIA** Information Centers, public libraries and online at **VIAVision2040.com**.

The public is invited to offer input on the final draft plan by **August 19, 2016**. Here's how:

1. Go online to **VIAVision2040.com**;
2. Use the printed comment form available at the **VIA Information Centers** and public libraries; or
3. Call VIA Customer Service at (210) 362-2020.



VIAVision2040.com



**PLAN DE LARGO ALCANCE
DE VISIÓN 2040 DE VIA ESTÁ
LISTO PARA
REVISAR**

Visión 2040 es un proceso impulsado por la comunidad para actualizar el plan a largo plazo de **VIA** hasta el año 2040.

El proyecto de plan está disponible para su revisión y comentario en todos los Centros de Información de **VIA**, bibliotecas públicas y en **VIAVision2040.com** en la red.

Se invita al público a ofrecer sus aportaciones sobre el proyecto de plan final a lo más tarde **el 19 de agosto de 2016**:

1. En la red en **VIAVision2040.com**;
2. Utilizando el formulario de comentarios impresos y disponibles en los Centros de Información de **VIA** y en las bibliotecas públicas; ó
3. Llamando a la oficina de Servicio al Cliente de VIA al (210) 362-2020.



VIAVision2040.com

B.5 Transit Meetup Flyer



VIA **Transit Meetup** @ **MadHatters**
Tea House & Café

The future of public transit is up to you.
Let's meet up and talk transportation.
This month's event is all about your thoughts
on the #VIAVision 2040 Long Range Plan.

6 to 7 p.m. | Thursday, August 18, 2016
MadHatters Tea House & Café
320 Beauregard St.

RSVP by Aug. 17 to VIAMeetup@viainfo.net.

Visit VIAVision2040.com to learn more.

Follow the conversation on

#VIAMeetup

B.6 Social Media Postings

Figure B.1 Transit Meetup Social Media Image



Figure B.2 Graphics Used for Facebook Posts





Figure B.3 Example Twitter Posts



Mayor Ivy R Taylor  @IvyRTaylor · Aug 9

Your opinion counts! Let us know what you think of the @Via_Transit Vision 2040: viavision2040.com



2



3



T.J. Mayes @TJinSATX · Aug 8

Great presentation by @Via_Transit staff to neighborhood leaders about solutions for growing congestion issues



4



SA CCDO and 135 others follow



thepaddle. @thepaddlesa · Jul 29

@Via_Transit is planning for the future w/ VISION2040. Draft now available for public feedback @BexarWitness



VISION 2040: VIA Seeks Input on Long Range Plan

VIA and community stakeholders have been developing VISION 2040, the metro's long range plan over the past year and half. As of this week, the ...

bexarwitness.com



Figure B.4 Example Instagram Post



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C. Vision 2040 Plan Verbatim Comments

Table C.1 Received Public Comments

Comment	Zip Code	Type
To provide more frequency of bus service especially in northwest and outside of loop 410 also later service in the northwest areas Timberhill streets Grissom and to provide better on time connections at all transit centers especially during peak hours as of right now I have to take three buses to get to the V.A. Medical Center. I hope VIA will respond.	78238	Paper Survey
Mechanical Malfunctions of buses – rode on one bus that was bouncing up and down, rattling, and very noisy the whole trip. Very uncomfortable, and not good for those with back problems! Several times when using the rear exit doors, I have had trouble pushing the doors open, not for lack of strength, which I had to use, and when it did open the stepping down was too high and plus I was trying to keep the door open at the same time. I almost lost my balance because my feet were in a small space between the bus and the curb!! Thanks for your attention.	78201	Paper Survey
I think we need more bus service on the southeast side of town. This includes a bus to run along Pecan Valley between Southcross and New Braunfels/Brooks. This would really help with connectivity.	78210	Internet
One of my favorite things about this plan is that the specifics of the path forward are included in the plan. It's both visionary and concrete.	78232	Internet
San Antonio-gee-z-can your planning get any worse? Put in a light rail, bring back the streetcar plan and please stop listening to CAR COMPANIES like Red McCombs when it comes to transit decisions. Talk about conflict of interest, you should be sued for allowing that. Actually can I sue you? How about this, strike down your stupid law where "voters" (read: old grumpy white people without a clue how transit actually work) make decisions. Seriously – this is the 21st century, not 1972. Your plans are not going to do anyone any good. Be a test site for Tesla bus and Google – anything but this ridiculous plan which looks like you are destined to have the worst traffic in the country by 2040. You grand plan is updated bus routes? Are we living in 1965? Seriously? That's not a plan. You are the 7 th largest city in the country and the ONLY one in the top 10 without a modern light rail system. You wonder why people don't utilize downtown for as many conferences and as a destination like other major cities THIS IS WHY. Take your stupid laws to court and get them struck down so you can end your STUPID SELF INFLICTED traffic issues. YOU DID THIS TO YOURSELF. Take it to the higher courts and stop for the good of all your people letting GRUMPY OLD PEOPLE make all the decisions.	78108	Internet
We need rapid bus service and light rail badly.	78210	Internet
Has VIA ever considered proposing a city sales tax increase? And if so, what would that look like? Increasing taxes slightly to fund roads, sidewalks and public transportation would be great.	78231	Internet

Comment	Zip Code	Type
Fantastic job putting together the document! I'm excited what VIA has in store for the future of transit in San Antonio. What I'm excited about in the plan: Natural Gas Buses – One of the things I am most excited about after experiencing the VIVA buses is the massive reduction in heat and sound generated by the natural gas buses. I work downtown and love transit but the diesel buses make it almost unbearable to walk on downtown streets with buses coming by every couple of minutes. Emphasis on frequency – This is the bedrock of a system, I love what Houston did in re-envisioning its network with an emphasis on frequency. I would like to see more of this, even if it sacrifices some of the coverage in the area. Let's face it, with the current funding available we can't possibly provide good service to everyone. Dedicated lanes – this is just critical to ever making the transit system a success both in BRT and Express buses. I hope this becomes a reality. As for my criticisms of the plan: Rail – I am hopeful that all things in this plan get implemented, but I'm also realistic. What is the reason for including rail transit instead of spending the very limited money available on Bus Rapid Transit? I ride the buses somewhat frequently and I've never encountered a situation where the Primo buses couldn't handle the load. If we do get to that point, 5 minute wait times would be highly appreciated. Potentially big events would warrant LRT but we just aren't there yet. Getting real BRT could naturally turn into LRT if it is warranted by ridership counts. Ticketing upgrades – Maybe I missed it, but I didn't see the ticketing system specifically mentioned. It also seems like one of the easier things to address. One of my pet peeves of the system is the antiquated ticketing system. It's made a couple of small steps forward (31 day pass that isn't based on the month and buying day passes on board) but why can I not buy a ticket online to show to the bus driver? Or buy the ten ticket pass that includes transfers (you could sell them at the same price and consider that a "discount" for buying ahead of time)? Or use a credit card? Or just a stored value card? Here's the thing, I don't keep cash and I definitely don't have \$1.30 at any given time. As for the routes, I'm relatively neutral, they look good and I'm excited that they seem like they will complement each other. I'm a little surprised that the Broadway/Austin Highway corridor isn't rated higher because that is the one I normally ride and it seems to be high ridership, but I guess the numbers speak for themselves.	78202	Internet
To build a more connected San Antonio. I think it would be very beneficial to provide mobile ticketing via smartphones. This way anyone with a phone from any given bus stop can actually purchase fare right before the bus arrives. The alternative can be rather burdensome and a logistical nightmare. In the interest in increasing ridership. Mobile ticketing can allow for spontaneous ridership to occur at any given time of day. CapMetro in Austin has this and it was the decision point that allowed me to ride the bus to downtown in Austin.	78215	Internet
The 31-day pass is not really useful when the expiration time is during no running hours. It expires at 2:30 am on the 31 st day, only 2 1/2 hours into the 31 st day...at a time that the busses are not running. I feel I like I'm being cheated a day. Can the time be change to a more reasonable time for actual use? Like 11:59pm of the 31 st day.	78216	Internet
Suggest increased publicity on students & traditional nonusers changing their transportation preferences: more people biking, walking & riding the bus; emphasize hazards of poor air quality. Suggest increased bikeshare stations & routes, with public funding where necessary to ensure solvency. Suggest city codes mandating curb ramps for wheelchairs (passing space, level landings, ensuring no obstacles, grates, gaps, & slope) and walk-lights & maybe even with countdown timers if there's enough \$. Suggest PRIMARY emphasis on linking sidewalks & bike lanes to business sectors and transportation hubs both in planning new public spaces and in retrofitting and revamping existing public spaces.	78233	Paper Survey
Possibly add smaller transit centers in large areas without easy access to the highway (SE side, Mid-West side) that are not quite as large/expensive as the main transit	78223	Internet

Comment	Zip Code	Type
centers, but offer some shelter and amenities for major lines that converge. For example at Houston/New Braunfels, there are several major bus lines that converge with many riders, however there are no major amenities for riders besides limited overhead cover. They could benefit from a "mini" transit stop to provide amenities for riders. Love the idea to expand BRT and implement LRT. Make sure it is connected somehow to the major urban colleges (Trinity, UIW, UTSA) because students without cars often need transportation. Especially at Trinity, I know many out-of-town students wanted to go downtown or surrounding areas quicker than the local service allows. Enhancing the mobile app is a must, especially if real-time travel info can be added. Expanding the shelters is also huge because San Antonio gets so hot.		
Please consider connecting as many public library branches as possible along your routes. They are public spaces that provide natural meeting/waiting places, as well as lighted parking. Public libraries are usually located within residences and have adequate sidewalks and paths leading into and out of residential areas. Do also consider the County's Bibliotech and surrounding cities' libraries as stops along your routes. I think it would be a win-win for the libraries and your budget. I'm sure the branches won't mind the extra attention they will receive with new and sure to return visitors. The existing infrastructure of a library – parking, a/c, books, Internet, Wi-Fi, lighting, right-of-way, intracity department cooperation – should help minimize any stress to your budget.	78201	Internet
Please put a Rail System that runs from San Antonio through New Braunfels and into Austin. This corridor is booming and getting very congested on I-35. It would be a very intelligent decision. Thank you.	78130	Internet
I live North of Bulverde near U.S. 281 and Hwy 46. The places I need to go, not where the city of San Antonio wants me to go, are Boerne, New Braunfels, Johnson City and Seguin. To get to those places the city of San Antonio wants me to drive to Bulverde, take the transit system to San Antonio, then the transit system to my destination and good luck getting where you need to go once you get there. There is nothing in the plan for people to get between any of the places to go without going to San Antonio. The only people you are pleasing are the business owners that are in San Antonio. It is time you truly cared about the PEOPLE, not the politicians. Yes I have lived in a number of large metropolitan areas over many years in 10 states and Vancouver, BC. I have also visited for a week or longer in 49 out of the 50 states, the southern provinces of Canada, Australia, and New Zealand. I have used the transit systems in most of the places I have visited. I will NOT support your plan in ANY WAY.	78070	Internet
This is just another BS plan that makes it where the people that need it the most must wait an average of 3 times longer than it would normally take to drive the same distance. It is time to start using rail. VIA has a partnership with the city and TXDOT, so start asking to use their right-of-way to make rail lines. You can start by connecting the military bases and the airport for you will know that you will make a profit. Oil and gas will not be around forever and VIA needs to plan for when that happens. This is also make the travel times shorter for more people will consider it as an option.	78109	Internet
Issue #1: Whenever I connect my smartphone, and or tablet to bus via Free Wi-Fi service, every 30-35 minutes it automatically disconnects and I have to start the whole process over again. This has be corrected. Issue 2: The Go VIA VIA app is good but every so often it keeps crashing on my smartphone on every single use; the maps you all use are out of date. This could use a reboot. Issue 3: I purchased a 31-day pass 2 months and I got to use it only three days. It was stolen from me. I still had my printed receipt and you all couldn't put a stoppage on who was using my pass which I paid for. Issue 4: Your machines keep getting full of change and never get emptied. This needs to be addressed. Also when purchasing a ticket from the machine before the ticket window opens, most times the card gets stuck on the first use and never comes out of the slot. Fix the problem besides giving the person a refund. Issue 5: Still many people	78238	Internet

Comment	Zip Code	Type
bring food/drink on the bus. This is needs to be stopped and should be allowed to those that are diabetic or medical needs. Issue 6: Primo busses haven't been running on time from downtown during the early afternoon before 5:00 p.m. or after their scheduled start time at 4:00 am. Issue 7: All these people who get exempt being valued riders; I take it they get that service from their employer. I've seen a person who rides the bus from a very short distance to and from work who mistreats the system; I think it should be for those who come like 20-25 minutes away.		
I love that there is light rail on the long-term plan, though I think there either needs to be more routes planned or to shoot for an earlier opening. I think with as fast as San Antonio is growing the existing planned route won't be enough to ease traffic, (leading impatient people to potentially stop the further expansion).	78227	Internet
This plan is not relevant to the rapidly evolving area of shared transportation services like Uber and Lyft. Your plan is that the status quo of public transportation will still be relevant in the year 2040. Elon Musk, Google, Amazon, TNC's, the Rental Car Industry and the Auto Industry will transform transportation services in less than 10yrs. Public transportation as it exists today will be a fossil by 2025.		Internet
Dear VIA I hope that you consider pursuing the following 13 near-to-long term goals to improve VIA ridership and services as part of VIA Vision 2040: 1. Establish a way residents can purchase an annual pass at EZ Ride rates or similar (\$60 to \$365 per year) http://www.viainfo.net/Fares/Corporate.aspx ; 2. establish off-board automated fare purchasing (including vending machines); 3. offer B-Cycle at major VIA transit hubs including as planned at Five Points and Centro Plaza; 4. assist in developing and maintaining bike lanes and great walking paths along VIA routes and linking stops; 5. assist in reducing posted traffic speeds to at least 30mph near VIA stops; 6. assist in providing safe pedestrian crossings near (within 100 ft. of) VIA stops; 7. redesign existing transit hubs to improve walkability and bikeability – including Crossroads Park & Ride, North Star Park & Ride; and Centro Plaza; 8. Emphasize shading, lighting, comfortable seating, useful signage and protection from traffic at VIA waiting areas; 9. Plan for and provide retail at VIA transit hubs and better integrate VIA stops with retail; 10. Better integrate VIA stops with creek and other park trail systems; 11. expand existing VIVAvia routes to include REnewSA Avenida Guadalupe and Five Points as well as make Centro Plaza a transfer point for all VIVAvia routes – including by making VIVAvie routes more circular; 12. Provide a strong airport-Centro Plaza-Convention Center connection (one vehicle/no transfer); 13. Transition to electric vehicles charged by renewable energy including distributed renewable energy (solar at more VIA transit hubs and stops). Thank you for considering incorporating these goals with your near- and long-term planning. Best regards,	78201	Internet
My compliment on a well written draft – one which of course will play out over time. Certainly (and inevitably) light rail – with a tilt toward regional connections. Though the automobile will be around for a while, reliance on it for primary transportation should be dissuaded. Great cities require well thought out, evolving, transportation plans but more importantly, the impetus to act now. Pull it through!	78209	Internet
I love the VIA Vision 2040 plan, particularly how it emphasizes TOD. The frequency/ limited stops of Primo/express buses are also really important for cross-town travel. Otherwise what would be a 20-minute drive ends up being a 1.5 hour bus ride(s).	78240	Internet
VIA: Many salutations! I spent the latter part of July 2016 celebrating my niece's first birthday and cannot get out of my mind how the birthday girl was the only one not enjoying the party. The party was held outside in the backyard and we all know how Texas gets in the summertime. There were people there that I had not even met; can you imagine how an infant that barely turned a year old would feel to see a bunch of new faces mixed in with three that she knows really well and a couple with whom she is	78201	Internet

Comment	Zip Code	Type
<p>getting acquainted? Added all up, it makes a lot of sense that my niece would bawl her eyes out even with all of the birthday gifts these strangers have brought her. VIA... learn some humility!!! Stop behaving toward us like we were born yesterday!!! For not a few of us, this is not our first rodeo. We have had community outreach initiatives like this soliciting our opinion in the past; while most of them have been quite enjoyable, the end result all too often is that VIA has already made its decision and is looking to us for that rubber stamp of approval which is nice to have but really means very little in the great grand scheme of things. If you have not already guessed, I am withholding my approval of the Vision 2040 Long-Range Plan draft document and I just told you one of the reasons. Another reason is that the draft document is free-verse poetry that ignores some very crucial elements of reality: * Right from the start, traffic congestion has NEVER been about the physical roadways themselves. * There exists no city – NOT A SINGLE CITY – that has thrived and flourished as a result of allowing haphazard private development within its limits; unless and until San Antonio realizes this lesson, research initiatives like this are doomed to failure. * The only way that public transit will succeed is if private automobile travel is made into a huge headache relative to public transit. Put another way, public transit traffic and private automobile traffic CANNOT coexist without interfering each other. You can ask any mainline transit operator about the close calls he has had with motorists that expect to not be made to face the music for their recklessness. * Right from the start, San Antonio has shown no stomach for doing the necessary grunt work to decisively insist upon responsible development. Instead of being within a fixed area near a mainline service route, residential development is all over the place; even if the haphazard placement were not an issue, the fact that the residential development is not dense around the schools and that there are very few parks and medical facilities right in the neighborhood is quite troubling. * 1.6 million additional people from now to 2040... do you seriously expect anybody of conscientious intellect to greet this news with a smile on his face considering how clumsy San Antonio has been with the slightly over million people it already has?!? VIA, San Antonio... stop lying to yourselves... if you want a large population, the responsible thing to do is to already have had this renovation done. There should not be a single mainline motor coach with only a few passengers on it. It should be very difficult to locate a single-family residence within San Antonio; apartment buildings should be the rule. It should not be difficult to land an entry-level job to start building an employment history. * San Antonio should also give some serious thought away from trying to be all things to all people. The backbone of a healthy macroeconomy is one that builds things. The Toyota factory that was recently built far to the south of San Antonio is a prime example of a healthy industrial sector; if the factory workers are paid enough for their labor to buy some of what they produce, that is what drives a healthy economy. If I were the mayor, I would be doing everything possible to hang a »CLOSED FOR RENOVATION« sign because San Antonio for all practical purposes is under renovation and the Vision 2040 initiative is nothing but a big pow-wow over what renovations are to take place. The greatest of these renovations is facing the fact that a shift in emphasis from quantity to quality should have already taken place. A good first step to this end is to establish bedroom communities on clearly established plots of land where multifamily dwellings and recreational facilities are at hand along with both proactive medical facilities and educational facilities complete with a public transit route to the main city that operates on people hours. New Braunfels, Seguin, and Boerne are three of the towns near San Antonio that can be availed in this manner; encourage people to settle in the outlying towns with dexterous public transit within those towns and with San Antonio. Postscript: I am of the conviction that the Lone Star commuter rail is a good idea and I urge you to not give up on it; still, both Union Pacific and Burlington Northern-Santa Fe need to have some hefty monopoly-busting civil litigation happen to them so that they cannot own railways across much of the United States. If the commuter trains have the capability to</p>		

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transport private motor vehicles along with their owners that will be what the doctor ordered.		
-Would love to see the Express Service from Cibolo Creek/Retama/The Forum to Downtown S.A reinstated. -Would also be great if there was an express route from New Braunfels to Downtown San Antonio...or at least to the Randolph Park and Ride -A new Park and	78130	Internet
Thank you for emailing me and informing me about next Thursday's meeting. I would love to attend but unfortunately, I cannot be there because of a previous commitment. If I could attend, I would point out that San Antonio's dependence on automobile transport discriminates against the young, the old and the disabled, and that everyone falls into one of these categories at some point in their lives. So, of course I am in favor of more and improved public transportation, more communities that don't require cars, and an overall environment that promotes walking, biking and any other forms of transportation that don't use fossil fuels. Good luck with the meeting, If you schedule more of these, please make them on a Monday or Tuesday evening as those are the easiest for me to attend. Thank you all for your work in this important area that affects all our lives.		email
Via should be phased out. The City can move the resources into the 21st Century and use tech to address the public's needs. All Via does is cost too much and give very little in return. Instead of paying Via to run huge buses that are usually empty or at least nowhere near filled to capacity, the City can simply take the money and provide the people who need public transportation with some kind of debit card for using taxis or Uber or some other ride sharing program. If we allowed people to use Uber or taxis to get around and subsidize those services then we could probably save a ton of money and improve the traffic congestion issues Via says they want to help. It is the huge Via buses usually causing traffic issues and tearing up our roads. Think about it, instead of catching three or four different buses to get to downtown or some other place, there would be one call, or app used on the person's phone and someone comes to their door, picks them up and drops them off where they need to be in a short amount of time. No changing buses. No waiting in the rain or heat for a bus to come late. Tell Via we do not need 20 th Century HOV lanes, or 19 th Century railroads to relieve our traffic. We need the roads we have repaired from these huge buses crushing the asphalt and causing huge ruts. Remove Via from the picture and traffic will improve on its own. Stop paying these politically connected people to go on trips, pay for studies, and eat out on our dime. Step into the 21 st Century market solutions and stop wasting money on Via.	78207	Internet
Please rush metro express to Schertz	78108	Internet
As a downtown resident I would like to see a direct north/south line, preferably rapid transit, or light rail, that left the downtown area (maybe the new Hemisfair Park) that went along HWY 281 stopping at the Pearl, the Quarry Market, the airport, maybe Brookhollow then on out to Loop 1604 that would intersect with bus lines going East and West. Residents outside of Loop 1604 then could park and ride to the downtown area or any number of the stops along the way. Surely this would take some of the congestion off of 281. I know that in this city as backwards as we seem to be that it is only a pipe dream but most other larger cities have an airport to downtown run for tourists. I am constantly questioned by visitors as to why SA doesn't think ahead and plan something like this. Dallas, Chicago, Houston and most others already are embracing the benefits of a light rail system.	78205	Internet
Better payment methods would be a nice thing as well. Reloadable cards or contactless cards to be exact would speed up the boarding process and help fix some delays	78213	Internet

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My question is why VIA hasn't fixed or upgrade crossroads & Randolph. Come see for yourself.	78229	Internet
VIA's Vision 2040 plan attempts to persuade San Antonians that residents of the region should pay more taxes to build an expensive system of dedicated bus lanes and possibly rail transit to meet the future transport needs of the fast-growing area. This plan fails to take into account transit's irrelevance to most residents of the region today and changing transportation technologies that will make transit even less relevant in the future. VIA in San Antonio Today According to the National Transit Database, San Antonio transit carried 210 million passenger miles in 2014, nearly 85 percent of which were on VIA buses. That may sound like a lot, but it is not: according to the Federal Highway Administration, San Antonio highways, roads, and streets supported 15.7 billion vehicle miles of travel in 2014. At an average occupancy of 1.67 people per vehicle, that's 26.2 billion passenger miles, meaning transit carried well under 1 percent of the region's motorized passenger travel (and virtually no freight). Transit is more heavily used for commuting than any other purpose. According to the Census Bureau's American Community Survey, transit carries just 2.7 percent of San Antonio commuters to work. About 3.1 percent of San Antonio workers live in households without cars, but only about 35 percent of them take transit to work, while 43 percent drive alone (probably in employer-supplied vehicles) or carpool to work. Transit doesn't even work for most people who don't have cars. This should not be surprising. Transit carries significant shares of travel only in urban areas with concentrated job centers and dense populations. Manhattan, for example, has two million jobs in about seven square miles and is surrounded by many residential areas with densities well over 10,000 people per square mile. Chicago's central business district has half a million jobs and the city has close to 12,000 people per square mile. Boston, Philadelphia, San Francisco, and Washington downtowns have well over 200,000 jobs and the cities also have around 10,000 people per square mile or more. San Antonio, by comparison, has only about 72,000 jobs in its central business district, and the city's population density in 2010 was less than 2,900 people per square mile. At 3,160 people per square mile, San Antonio's suburbs were actually a little denser than the city itself, a reversal of the usual urban form. Even in downtown San Antonio, only about 7 percent of workers take transit to work. With both jobs and residents widely distributed across the region, transit—especially "big-box" transit aimed at carrying large numbers of people from one point to another—isn't effective. This can be seen by comparing VIA's bus productivity compared with the industry-wide average in the nation. In 2014, the average VIA bus, which had 37 seats, carried an average of 8.6 riders at any given time over the course of a day (that is, passenger miles divided by vehicle miles were 8.6). This is 18 percent below the industry-wide average of 10.5 and well below the average in such cities as Los Angeles (20), San Francisco (19), and New York (18). VIA fare revenues average just 13 cents per passenger mile, compared with a national average for buses of 20 cents. This suggests that VIA must offer particularly low fares to attract even the small number of people who use it. VIA's 2040 plan calls transit an "environmentally friendly transportation choice." This is belied by the reality that VIA buses consumed 38 percent more energy and emitted 56 percent more greenhouse gases per passenger mile than the average transit bus nationwide. They also used 41 percent more energy and emitted 62 percent more greenhouse gases than the average automobile, including both cars and light trucks. VIA makes a negligible contribution to congestion reduction. Although the 2040 plan says, "one full bus can move as many people as 40 cars" (accompanied by a graphic showing 40 people), this unfairly assumes that each car holds just one person. A comparison of full buses should be with full cars; the average car holds about 5 people so one bus moves about as many people as eight cars. A more realistic comparison is with actual average occupancies, which are 8.6 for VIA buses and 1.67 for cars, so an average VIA bus moves only about as many people as five cars. Considering buses' frequent stops and slow accelerations, they may actually create more congestion	97730	Internet

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<p>than whatever cars they do take off the road. VIA's proposal to create exclusive lanes for bus-rapid transit will only make congestion worse, especially if those lanes were previously open to all traffic. Even if new lanes were built exclusively for buses, giving those buses priority over other traffic at signals would increase congestion for both cross traffic and traffic parallel to the transit line. Light-rail transit does the same: because it often has signal priority at streets that it crosses, it creates more congestion than is relieved by the few people it attracts out of automobiles. VIA in the Long Term VIA's long-range plan purports to identify San Antonio's transportation needs in 2040. Yet the plan says nothing about how self-driving cars are likely to affect the need for and use of transit. Instead, it merely envisions self-driving buses. The reality is that self-driving cars will reduce both the dollar and time cost of travel. Self-driving cars promise to reduce congestion, which will make transport speedier and reduce fuel waste. In addition, when drivers of self-driving cars can spend their time reading, watching videos, or working, they won't consider the time spent in the car to be so costly. This means that urban areas such as San Antonio are likely to become even more dispersed than they already are, which makes transit even less effective. On a cost basis, transit will have a huge disadvantage when compared with self-driving cars. In 2014, VIA spent nearly a dollar to move each passenger mile by bus. By comparison, Americans spent an average of just 43 cents per vehicle mile for driving, counting the cost of purchasing, operating, and insuring cars plus highway subsidies out of general funds (less diversions of gas taxes and other highway user fees to transit and non-highway purposes). At 1.67 people per car, that's just 26 cents per passenger mile, little more than a quarter of the cost of VIA bus transit. Uber, Lyft, and other car-sharing companies have promised to place fleets of self-driving cars on the road so people can rely on shared vehicles rather than own one. Uber projects that its costs will be lower than the cost of individual car ownership, meaning it will have an even greater cost advantage over transit. Ford has promised that it will have cars available for such service—cars lacking steering wheels, brakes, or accelerators—by 2021. While that may be optimistic, such cars will certainly be available well before 2040. If anyone will be able to use a car-sharing service for far less than the cost of transit, the question people will have is why they should continue subsidizing VIA. While there may be a few routes where transit involving 40-seat buses still make sense, for the most part car-sharing and shared car-pooling are likely to replace transit by 2040. A Practical Long-Range Plan Considering the probable effects of this new technology, long-term, capital-intensive transit projects are likely to be a huge waste. Instead, it makes more sense for VIA to make short-run, noncapital-intensive improvements to its transit system. This may include bus-rapid transit, but using existing lanes shared with other vehicles. Such bus-rapid transit would be low in cost, but would still have a major speed advantage over existing buses because the rapid buses would stop fewer times. Given that the vast majority of travel in the San Antonio area is by automobile, it would be unfair to give transit riders expensive bus lanes, even more expensive rail lines, or priority at traffic signals. The fact that VIA transit is less environmentally friendly than driving also suggests that the city should not put transit riders ahead of auto users. While San Antonio will need to build new roads to accommodate the region's growing population, the city and region can do other things to relieve congestion at a relatively low cost. Traffic signal coordination is one of the most cost-effective ways of reducing congestion, and it can help auto users as well as bus-rapid transit lines. But exclusive bus lanes and rail transit are not only expensive, they do little to relieve congestion. Instead of promising congestion relief, VIA argues that exclusive transit routes offer people a "choice." But the question is whether that choice is cost-effective. Considering the high cost, the few people who use transit, and the likelihood that exclusive transit routes will actually increase congestion for everyone else, it makes more sense to spend that money relieving congestion for everyone, not just those few who use transit. VIA, meanwhile, should concentrate on making low-cost</p>		

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improvements to bus service such as rapid buses that run on shared lanes but stop less frequently than ordinary buses.		
\$10 million dollars is not enough? It's too much. If VIA were in the private market place, it would be out of business. The only reason it survives is with tax payer subsidies. The few people who ride, would be even fewer if they had to pay the actual fare costs. Light rail has not worked anywhere else tried and only exists with more taxpayer subsidies. We seem to be doing it just because it is "the thing to do." That's not a rational reason. Please remember you are spending other peoples' money. The environmental movement is supported with emotions and cherry picked data. This crisis and others are a crisis in name only. Based on my college environmental studies classes 30 years ago, we should all be dead now. I'm not exaggerating. But the environmentalist does. I beg you to think before spending other peoples' money. Calling something an "investment" does make it so. Be a true liberal and open up to more than one version of the story. I could go on and on about such things as it costing only an additional \$26 million to satisfy an endangered spider at Loop 1604/Hwy 151, highly regulated enforcement of Edwards Aquifer water because of so-called endangered sub-species in Comal Springs costing us billions of dollars to buy water we don't need from East Texas. Government isn't saving us from anything. Government is spending our money on needless things and wanting us to feel good about it. Does anyone really listen?	78249	Internet
The Express-News reported August 13: "The private operator of Texas 130, a high-speed toll road east of San Antonio, plans to give up on the debt-laden highway just four years after it opened...transferring (its debt) to its largest lenders which include the Federal Highway Administration" (that's us, folks) The problem, "traffic failed to meet projections." (Great plan; baaaad reality). And who is accountable? (No name is mentioned, although Joe Krier is on the SH130 Board). And how does Vision 2040 differ from the SH130 fiasco? A "visionary" transportation project with no personal accountability, unreliable market assessment, "free" government money, just like the Alamodome and Modern Streetcar projects. The fool fails to learn from his experience.	78248	Internet
Would love to see a round trip ticket-say \$2 for at least VIVA. Also like round dollars and not carrying change all-day for \$3 is essentially the same as \$2.75 for me. VIVA should go to Cevalos in southtown with all the new apts.	78204	Comment Card
Why are patrons being dumped at transit stations and asked to wait for the next bus? We paid our fares and have some place go be. It is bad service to just leave a paying customer to wait on the next bus, especially when connecting buses are late. Will there be more space for bikes? I ride with my family and the 3 bikers cannot go out together. Will there be more wheelchair spaces? When I can take my Mom out, we get stuck out, because she has no mobility of her body, can't walk our use her legs, we're been left behind for the next bus in bad weather. Dallas has buses that had 4 handicapped slots. Are you going to have refillable cards? I am tired of seeing all the litter from the transfers and the bus cards. When will be connected to outer regions?	78239	Internet
Not happy with VIA considering pairing with Uber/Lyft – transportation corporations that treat workers like dirt, that do not care about public safety and have been shirking their duties to protect drivers and riders in this manner and in insurance as well. Uber lobbyists are being funded by the Koch brothers, which also lobbied to stop the urban rail referendum here a couple years ago. Uber has designs to take over public transportation and privatize it. This is unacceptable. Do NOT work with them. You already have cabs here that you could work with. Or better yet, just expand service!	78210	Internet
VIA's Vision 2040 claims that, overall, "(p)ublic transportation is overwhelmingly safer than automobile travel" based on fatalities per 1 billion passenger miles of travel. By painting with a broad brush the plan does not mention light rail. Thus, it fails to make the relevant comparison of deaths caused by urban driving with the same statistic for	78212	Internet

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light rail, which VIA proposes as a replacement for the automobile in San Antonio. The omitted comparison shows, in fact, light rail is more dangerous. In 2012, light rail killed 12.5 people for every billion passenger miles carried; buses killed 4.5 people per billion passenger miles; and driving cars in urban traffic, by comparison, killed 4.9 per billion passenger miles (www.fhwa.dot.gov/policyinformation/statistics/2012/fi30.cfm). While buses were slightly safer than cars, light rail was 2.5 times more deadly. The problem with light rail fatalities arises because a car or a bus is much lighter than a 51+ ton light rail train (25 or 26 tons per train car). Auto and bus tires are wider, made of rubber, and run on pavement which, unlike rails, is an abundant source of welcome friction. Car and bus operators are actually drivers who can brake for pedestrians and vehicles, steer to avoid collisions, and are used to reacting to their environment. Because a light rail train at 30 mph takes a minimum of 220 feet to stop (longer depending on reaction time), a potential hazard may either not be noticed at this distance or is created within the stopping distance of the train. Light rail, which interacts with people, often operates in the same streets as autos and often crosses streets, simply is not sufficiently safe.		
Vision 2040 purports to be a "community-driven" plan but is based on weak community feedback when it claims "high demand" for light rail transit. It relies on a mere 3705 unauthenticated respondents to an unscientific online survey (summer 2015). Less than half considered rail transit among San Antonio's three highest transportation priorities. Dwarfing these questionable responses are the over 150,000 verified votes of registered city residents who twice, by margins of 3 to 1 and 2 to 1, stated their opposition to light rail in 2000 and 2015. Thanks to the nearly 27,000 who, in 2014, signed petitions to amend the City Charter, it now requires a separate public vote before VIA can lay any tracks or receive any city funding for light rail. Even though it makes 17 "light rail" references in the 48 pages, VIA does not even mention this manifest opposition to Vision 2040's light rail plan, let alone explain how it overcomes it. Nor does VIA sport a stellar planning track record. Its last effort as part of SA 2020 forecast a tripling of 2010 ridership. With the decade half over, the result is a decline of 10%. See www.sa2020.org/dashboard/progress_type/transportation/126/ Rather than add to the more than \$17 million wasted on its Modern Streetcar boondoggle, VIA should drop its quixotic efforts to force-feed light rail on the community it claims to be listening to.	78212	Internet
Had a great time! Very informative. Was a bit weary [sic] of "speed dataing" at start, but it was a lot of fun. Regarding 2040 plan, it is very exciting to see VIA's plan for connecting activity centers. Very interested in watching BRT take shape.	78212	Comment Card
Via's 2040 Plan has been called Via's 'roadmap' for the next 25 years by Via's President and CEO Jeffrey Arndt. So Vision 2040 has implications that cement certain policies in place that the public had little say over nor can it overrule, with the exception of a forced vote on light rail (as the result of a change in the city charter by voters). Via is an unelected board that has control of our ATD sales revenues. Half was programmed for roads and half was programmed for transit by the San Antonio voters. Yet, the vast majority of Via's initiatives unnecessarily restrict auto access to our public streets and highways in order to give priority to its buses. This is NOT what San Antonio voters bargained for when they passed the ATD sales tax in 2004. Recently, Via has pushed a hostile takeover over ALL ATD revenues for its transit projects, stripping any further use of it on roads. This not only breaks the contract with voters, it is an outrageous conflict of interest. Transit ridership has not increased despite major investments. The vast majority of travelers do so by automobile. With just 2.7 percent of commuters utilizing transit, the takeover of our public roads by an unelected transit agency has never been authorized by the majority of voters in Bexar County or its surrounding counties. Ninety-seven percent of commuters use an automobile to get where they need to go on a daily basis. Via's hostile plans against car travel has been tried in other cities around the country and it's failed. The latest report on public transit by Steven Polzin of the University of South Florida (http://www.planetizen.com/node/85595/public-	78229	Internet

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<p>transportation-ridership-three-steps-forward-two-steps-back) deals a fatal blow to the philosophy, 'If you build it, they will come.' The report notes a 1.3% – 2.5% decline in transit ridership in 2015. But perhaps the most damaging figure is that transit ridership has remained flat for 45 years. That's a very stubborn figure. Contrary to the narrative of transit advocates, overall ridership has also remained flat despite fluctuations in the price of gasoline. Meanwhile, transit supply has exploded while demand for transit has remained the same and even declined (despite lack of car ownership among millennials, urbanization, and the high cost of car ownership). So, after spending billions in taxpayer dollars on shiny new buses and rail cars, government has little to show for it in terms of actual riders. By contrast, the Federal Highway Administration reports a 3.5% increase in vehicle miles traveled in 2015. Yet, 28% of Federal surface transportation funds (which primarily originate from Federal gasoline taxes) are diverted from highways to public transit. It's high time this raid of road funds ends. Via and the politicians who enable its waste need to cease the push for ever more transit systems with little to no riders just to satisfy their anti-automobile and antipetroleum ideology. Transit only accounts for 2% of total trips taken nationally, with 40% of all mass transit trips originating in one city — New York, which is arguably built around mass transit. New York is unique and its travel patterns have not been duplicated on a large scale by most other cities in America. In, yet, another sign that the age of transit investment needs to cease, millennials, the oft-repeated reason as to why taxpayers must 'invest' in more mass transit, represented the largest group of car buyers last year. TransUnion data recently reported that this group is the "fastest-growing segment of auto-loan consumers," responsible for 27% of total auto-loan originations in 2014, compared to only 16% of the same market in 2009. J.D. Power reports millennials' share of new vehicles bought rocketed to 27 percent in 2014 from 18 percent in 2010. Via buses also contribute more emissions per passenger mile than autos, they also consume more energy than an auto, and they only carry about as many people as five cars. When Bexar County is in non-attainment, anything that generates more emissions and consumes more energy (like Via buses), should NOT be the centerpiece of the region's transportation plan. According to Randal o'Toole of the Cato Institute, in 2014, "VIA spent nearly a dollar to move each passenger mile by bus. By comparison, Americans spent an average of just 43 cents per vehicle mile for driving, counting the cost of purchasing, operating, and insuring cars plus highway subsidies out of general funds (less diversions of gas taxes and other highway user fees to transit and non-highway purposes). At 1.67 people per car, that's just 26 cents per passenger mile, little more than a quarter of the cost of VIA bus transit." HOV lanes make congestion WORSE not better Imposing ANY type of restricted lanes on public streets and highways will only create more congestion, not alleviate it. Dedicated or restricted lanes are folly to pursue given the fact Bexar County is in non-attainment, that imposing restricted or dedicated bus lanes has not proven to meaningfully increase overall transit ridership or reduce auto trips, and auto capacity is what the public wants, it's what their tax dollars have paid for, and it's what they're demanding. Adding unrestricted lanes helps add needed capacity for BOTH buses and cars. HOV lanes do not have public support and taxpayers want unrestricted access to the lanes paid for with their tax revenues. The ideology of the planners at Via and city of San Antonio is one that if you create road scarcity and put San Antonians on a road diet, they'll be forced to switch modes and get on a Via bus to gain mobility. Yet, once again, the data shows overall transit ridership for the last 45 years has been flat, whereas vehicle miles traveled by car has increased, regardless of congestion levels. Road scarcity only drives up emissions due to more congestion and more idling vehicles. The HOV-bus lanes are designed to "keep the buses on time...by keeping the cars out of the lanes so they don't jam it up." -Mario Medina, former TxDOT Dist. Engineer, MPO, June 25, 2012. HOV-bus lanes give politically correct modes of travel fast rides, while intentionally depriving the general purpose lanes of expansion leaving them perpetually congested. It allows government bureaucrats to pick the winners and losers and such lanes punish single occupancy vehicles and restricts</p>		

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<p>mobility for the vast majority of Texans who commute alone in their personal automobiles. These policies are starkly anticar, antiliberty, antimobility, and antifreedom. "Efforts to improve traffic by restricting it...are counterproductive in proportion to the traffic restriction." – From The Best Evidence of HOV Lane Effectiveness by Jack Mallinckrodt. Dr. Joy Dahlgren in her study Analysis of the Effectiveness of HOV Lanes said: "Public policy currently promotes construction of HOV lanes and discourages construction of general purpose lanes. This reflects a widely held notion that because HOV lanes encourage ride-sharing and transit use, they reduce congestion and emissions. My research shows that in a wide range of typical conditions, construction of a general purpose lane reduces congestion and emission more than the construction of an HOV lane." Another study showed general purpose lanes provide: 7 times the travel time savings, 2.5 times the freeway congestion relief, 2 times the congestion relief on arterials (side roads), 16 times more emissions reduction, 12 times the reduction of energy consumption All at less than half the total net cost of the HOV alternative. Mixed-flow lane additions surpassed every other alternative in every evaluated benefit per unit total net cost. From The Best Evidence of HOV Lane Effectiveness by Jack Mallinckrodt: "In all the known complete transportation modeling studies that have quantitatively evaluated (overall congestion and/or polluting emissions), optimal performance occurs in the natural, unrestricted Mixed-Flow operational mode. In all these cases, any attempt to preferentially restrict the natural free distribution of traffic, whether by HOV or HOT (High Occupancy Toll) operation, made overall congestion and emissions worse. "And the findings are essentially unanimous in saying that under typical conditions, maximum transportation benefit per added lane-mile is afforded by unrestricted, mixed-flow, rather than HOV operation." So if there is no appreciable or measurable benefit to HOV/transit lanes, and the data actually shows such lanes cause more congestion, then why would Via intentionally seek to impose them on every highway across San Antonio further exacerbating emissions problems and non-attainment? The only answer is an anti-car agenda designed to manipulate people out of their cars at taxpayer expense. Via wants to spend other people's money (to add insult to injury, most of it is tax revenues derived from auto users) to intentionally inflict pain on auto travelers in pursuit of elevating transit over other modes, despite the fact only 2.7% of commuters travel by bus. This is an absolutely unacceptable policy and a complete misuse of taxpayer funds. Under NO circumstances should an unelected local transit agency have control over how our public highways are built, operated, or utilized. The State has jurisdiction over our public highways and Via, while a partner, is not the master. The public is only getting more outraged by the lack of responsiveness, the rigged online surveys (that only let you choose from predetermined pro-transit options, none had any option for automobile preferences or adding traditional, unrestricted auto capacity), and the intent to inflict as much pain as possible on auto travel to promote a pro-transit agenda. Via needs to stick to improving existing bus service, nix any further plans to force rail upon a city that has twice voted it down, and cease its anti-liberty war on cars that seeks to control usage of our public highways. _____ This portion is submitted by Mr. Don Dixon, resident of Morningside Drive, San Antonio 1. Via keep hands off of state highways. No via input or control or management thereof. 2. On state highways, no exclusive bus lanes. No HOV lanes. No restricted lanes. 3. No transit rail – rail trolleys, light rail, heavy transit rail in San Antonio. 4. Divest Via of control of ATD sales tax funds all together. Place management and control of all ATD funds under an independent elected board. 5. Reduce or eliminate the routes and or frequency of buses when the buses are empty or near empty. 6. Eliminate the buses or routes far away from downtown center. The further out on the wagon wheel spokes of San Antonio highway system, the less likely the mobility depends on a bus to get around. It is only efficient to travel by car when travel is done in outlying towns or areas. 7. Eliminate all programs, tax or policy, that tries to force or manipulate behavior that is aimed at or forces people out of cars or to reside in a location only desired by Government or</p>		

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Government planners. That policy is anti-liberty and is anti-freedom and has no place in a free country. 8. Scrub all Via operations and policy to save tax money and eliminate waste.		
520 Bus rarely on time, perhaps route is too long to meet scheduled times posted. Also VIA police should be enforcing bus stop smoking ordinance which is mostly ignored throughout the city.	78229	Internet
There's so many apps out there that you can use the data for, such as moveit. How will you negotiate with them to find out driver accountability? Some areas do well, but new buses will do no good without more public awareness. Can kiosks be set inside HEBS or fare cards? Can there be a way to have more discounts using bus transport, especially with viva for the museums. I'd love if we could connect to Austin. People do work there and live here.	78154	Internet
I would like to recommend a site location for a possible transit center when service is extended to the New Braunfels area. The Comal I.S.D. has been leasing an old elementary school complex to Comal County for a few years to accommodate several offices and organizations. The old Goodwin school is located at 1200 Church Hill Drive at Loop 337. It is about one mile west of Interstate 35 North, connecting to State Highway 46. The complex includes some unused area where the CISD buses used to load and drop students. The location has high visibility, and is convenient to motorists from New Braunfels, Seguin, Canyon Lake, etc. Please consider this property for a future bus terminal. No ART vehicles area stored there now, but I have mentioned it to our management in the past, for a better bus yard.	78130	Internet
Please no streetcars. Please fast light rail (or subway) on private "right-of-way" using old rail lines is a good idea. Express Buses ok, but have limited advantages		Facebook
We need light rail from W. Commerce into downtown.		Facebook
Carpooling and frequency		Facebook
Need more Buses on every Route including route #2 Blanco!!		Facebook
How about 24 hours just do line up till 4		Facebook
Need to make once an hour routes once every half hour.		Facebook
We need light rail!!		Facebook
More Buses and Onetime Schedules! Not 10-20 Minutes Late!		Facebook
Buses need to operate later on the Northwest side of the city. I.e. 534 route.		Facebook
A bus to Schlitterbahn, Landa Park, and Wurstfest. Sounds good to me.		Facebook
A bus going down Pearsall Rd to SW High School. To many people in all weather conditions walk from that area to Sky Harbour bus stop. It's insane. Kids sometimes have to walk due to staying late for other activities.		Facebook
Better payment methods would also help, like contactless cards and smartphone ticketing		Facebook
Austin voters have wisely refused to do business with Über/Lyft when they refused to follow the more stringent laws required of the local taxi industry, including more in-depth background checks with finger printing. There are published reports of the fallout from not screening out criminals for these taxi jobs: women raped. Google it as I did. Protect us. If you want Über & Lyft here, do as Austin did: Hold Über/Lyft to our local, stringent SAN ANTONIO COMMUNITY STANDARDS. You can count on us protecting ourselves if	78212	Internet

Comment	Zip Code	Type
you don't. We will continue to broadcast the truth that Uber/Lyft operate under dangerously low standards.		
I don't support any part of an Uber-like plan. We need to be thinking of ways to get cars off the road not put more on. Get a good mass transit system and it will be used. Sell it in the Northside and show them it works then you can have the support you need to make us a first class city with trains and buses like DC or Portland	78232	Internet
It was unregulated private development that got us into this sprawling mess, and I don't think reliance on an unregulated private corporation is going to get us out of it. My point being, your plan shouldn't condone the use of private transportation for the first-/last-mile solution of their route. We need less cars on the road, less congestion going forward as much as we can convert those choice riders. We need to support bike and pedestrian infrastructure, incorporating it into your routes and stops as seamlessly as possible. We need to get that funding for light rail in areas where it would be highly efficient (Please god someone solve the I35 corridor crisis.). We have to solve the congestion issue, not add to it. Your plan shouldn't collaborate with private corporations that want to underpay their workers and put all liability on them, as workers are expected to furnish and maintain their own vehicles. Average workers here in San Antonio can't afford Uber to and from work on a daily basis, not on the wages they make. Please reconsider your plan. You should really collaborate with the city's bike department to help create facilities (for bike maintenance, possibly showers, wayfinding, etc.). That would be more conducive to working with your plan to fight congestion in an environmentally friendly way. For one thing... at least. Thanks for your consideration.	78249	Internet
I think that for a public corporation like VIA to be considering partnering with Uber (which has been fighting against public safety regulations and been dodging paying their workers and fair shares of fees and taxes) is a BAD move. We do not need Uber or Lyft. These mega corporations will be insidious and getting them out after they lobby their way in (with the help of money from Koch brothers, by the way), will be extremely difficult! Keep VIA public transit PUBLIC!	78213	Internet
Partnering with me with Uber and other ride hail corporations. This is a BAD MOVE! Outsourcing public transportation needs to private corporations that try to make money off human need will only end badly. Letting these corporations in the door will mean it'll be 100x harder to get them out. I support VIA – not Uber! # Transportation4All	78210	Internet
VIA needs to lower fares; VIA previously announced fares went up because of rising fuel prices. Now that fuel prices are at their lowest ever, VIA fares have continued to rise. Riders and public are very angry at VIA for lying.	78212	Internet
(duplicate comment)		
San Antonio needs a 21 st century public transportation and is about 100-200 years behind! We need more efficient bus routes, light rail etc. My neighbor has to take huge detours to get around due to subpar bus service. The city has thoughtlessly neglected via to the detriment of the majority of the population. Currently, city council is deluding itself that Uber or Lyft are decent solutions. They are not. I recently met a gentleman who says he like Dallas better than SA because they have much better public transportation! Seriously?!? I grew up in Europe, my spouse grew up in S Korea. We both know that public transportation works. I hate getting around SA, since the entire city is centered around cars, and every individual needing their own car. We only have one vehicle for a family of 5. As a result, there is a lot we cannot do, from fun to getting to the doctor, simply because our city council refuses to invest in much needed public transport infrastructure. And we are pretty secure, educated, middle class with helpful friends. I can't imagine how others struggle to get around.	78210	Internet

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D. VIAtrans Ridership Survey Verbatim Comments

Table D.1 VIAtrans Verbatim Comments (Accessibility)

Equitable Access and Training
more training
Lower fare rate for person that are on a fix income. Unable to afford VIAtran prices.
Coverage and Availability
closer stops to where we live (1604 and Marbach).
Sidewalks and Physical Accessibility
no the city to fix sidewalk.
All bus stops need sidewalks.
Need more shade at bus stops.
more shelters
Staff and Service
Bus drivers should be more helpful and tolerant of VIAtrans users. The buses should arrive in a timely manner to all locations (to/from destinations).
Appointment I had 1604 on the access road call appointment VIAtrans in the route. VIA said not on route. On the service area map. Unable to make drs. appointment.
Incorporate VIAtrans service into GO VIA App to allow customers the opportunity to book trips on-line. Buy VIAtrans tickets on the app.
Hot weather call customers; to call customer on hot/bad weather all the times.
no scheduling on VIAtrans less time; sitting in cold & heat; not good for customer
Yes VIAtrans service will calls up to two to come and get you, VIA drop off but does not pick up; even thou they go the place of pick up.
Drivers that care about us
Drivers need to be nicer to us riders
Positive Feedback
there are a lot; VIA doing the best
happy with VIAtran; don't ride regular bus line
outstanding job

Table D.2 VIAtrans Verbatim Comments (VIA Fixed Route Bus Service)

Equitable Access and Training

make more affordable for disabled

10 minute rule is very difficult with her pain. Has to cancel at last minute to meet guideline. Policy 10 min before pickup time. But there not considered late until 30 minutes. She has to call 2 hours in advance to not be penalized. She is in chronic pain,. What can VIA do to take this into consideration?

Would like to ride via trans subsidy taxi more but her legs are too short and she has trouble getting comfortable.

Sometimes wheelchair seats are both full on bus.

can see numbers; reverse number & I fall on bus

I love it (caretaker) but wishes her daughter who is a VIAtrans customer can use it more. More training on how to use the bus would help her.

Coverage and Availability

Would like to see VIAtrans service outside of Loop 1604

They live in Timberwood Park 78260 and want service to their location.

more bus stops blanco-bitters-wurzbach pkwy areas

Ms would like to have bus pick her up at home instead of the McDonald's down the road. Sometimes the buses are late; they could improve on their routing and scheduling.

Ms would like door-to-door service as she is legally blind and it would be most helpful to have the bus arrive at her door to pick her up.

Ms would like to have door-to-door service as she has fallen before while going out to get picked up.

Mr's sister said that mr would prefer to be dropped off right at his sister's house instead of at the curb/corner because he has to walk and there are neighborhood dogs that come after him. Mr's sister said she has tried calling to make this happen but was told that it depends on the driver, as they decide where they drop mr off. Mr's sister said that she prefers a van to drop him off as mr has been dropped off in front of her house when mr has taken a van.

Sidewalks and Physical Accessibility

Eisenhauer Rd desperately needs sidewalks between N New Braunfels and Harry Wurzbach

Last week one of the bus drivers parked around the corner, and it was difficult and dangerous for mr to get to the bus. The sidewalk is uneven and mr is 100 yrs. old. One of the daycare employees told the bus drivers they need to park closer for mr's safety, and the caretaker would like to reiterate that it is important for mr to be picked up in an area where it is convenient and easy for him to get to the bus.

Never go alone it's a good idea to ride with others.

bus stops are not equipment from shelter from elements; wet; not enough coverage

Rain with no sidewalks makes for people getting stuck in the mud.

Staff and Service

Sometime problematic. late for handicap person

She said very rarely the bus drivers are too sleepy or tired because they have too long and too many routes.

It would be helpful to have the buses arrive on time; sometimes when there are appointments to go to the bus arrives way too early and the doctor offices are closed.

Bus drivers should be more helpful with the users who need assistance.

There have been a few times recently where the buses haven't arrived on time and the client was waiting over an hour to be picked up. The client had to have family/friends pick her up instead to make doctor's appointments. Then when VIAtrans finally arrived late, they penalized her for "not being at the pick up location" and advised that she would be suspended from riding the bus for a month.

Not impressed with the taxi service. Messed up time of pickup.

Ms said that bus drivers need to know their routes and need to pick up their users on time. Recently she was waiting for the bus to go to a doctor's appointment and the bus kept going up and down the street (passing her) because the bus driver didn't know he could go across the entire street. She called VIA while she saw the bus passing and was told he was just picking up other riders. This wasn't the case since the bus came back and the driver admitted to not knowing he could cross the street to pick her up. She lives off Callaghan by Oak Hill.

Bus drivers are generally pleasant, but the VIA cab drivers are extremely rude. It is difficult to ride in the back or middle of the cab because it's hard to get in there (a stool is needed). Often ms rides in the front seat but the drivers don't like that since they have to move their personal belongings.

Ms uses VIAtrans often and thinks the scheduling and bus routes could be improved. Often she feels like she get a "tour of the city" because the bus is going all over town to get to where she needs to be. She also would like the buses to be on time and wait for her as she has a walker and it takes her a little longer to get to the bus once it's arrived. The bus has sometimes left without her as she is walking to the bus.

Spoke w/mr's mom who said she currently has her son on the automated scheduling system which is working well. She normally has him use the bus Mon.-Fri. but now that it's summer and she is home (she is a teacher not going back to work until 8/1/16), she would like to have him use the bus Mon.-Thurs. She contacted VIAtrans who said that she can call each week to cancel the VIAtrans service for Friday so the bus doesn't come, but may not be able to be in the program anymore if he wasn't using the bus on Fridays. Mr's mom would like to work something out where he can still use the bus and be a part of the program. She said he is in a wheelchair and would like Fridays to be a day where he can be out of his wheelchair and stretch, as he isn't able to do that Mon.-Thurs. She said once she goes back to work he will be using the bus Mon.-Fri. again.

Ms' mom says the scheduling could be improved and her daughter often has to be picked up way too early and stay on the bus way too long due to routes.

They sit her down between overweight boys and she has to "scrunch" her shoulders just to fit in her seat.

Arranged for VIA Taxi Subsidy. Called a week then a day in advance to confirm. Via did not show up. Family had to haul him and transport him for his surgery. Very unhappy with situation.

Ms would like the scheduling to be improved as the bus often arrives too early or later than it should.

VT card expired and bus operator took it away.

When VIAtrans drivers are late this make me late to work as well; My sons pick up is at 7:45am; so when drive comes at 8 am or 8:45 to pick up son to Daycare this make me late to work.

Son doesn't talk and some drivers are very friendly and others are not. Sensitivity training is needed.

Sometime they come in the morning I have to waiting at 3:45am or 4am morning; walk to the street to pick me up. Come in to the deluxe home.

I have had several accidents on the VIA bus service and no one has called to follow up and check up on me.

Need better signs for first two rows being reserved for disabled people.

Caught the bus at my bus stop & get to my destination on time. Wheelchair could move a little more quickly; the lift equipment to slow.

It is very hot in summer and most of the time except winter.

drivers haven't always been nice

very hot in this weather

Some drivers don't think I should be on VIAtrans. They should keep their comments to themselves

Positive Feedback

everything is good

VIAtrans very good and excellent service.

yes, good service

Do like some of the bus operators, friendly, some are asked them very helpful, they can drop you off at a closer side. So operator are helpful. Some operator will stop a littler far from drop off point.

No pretty good reliable long wait.

Not bad

it's been fine

majority of all drivers are super nice