



WELCOME

Better Bus Plan Community Workshop

January 2025

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- 1 Please sign in.
- 2 Explore the Better Bus Plan exhibits.
- 3 View the Draft Network maps.
- 4 Share your feedback at the comment tables.



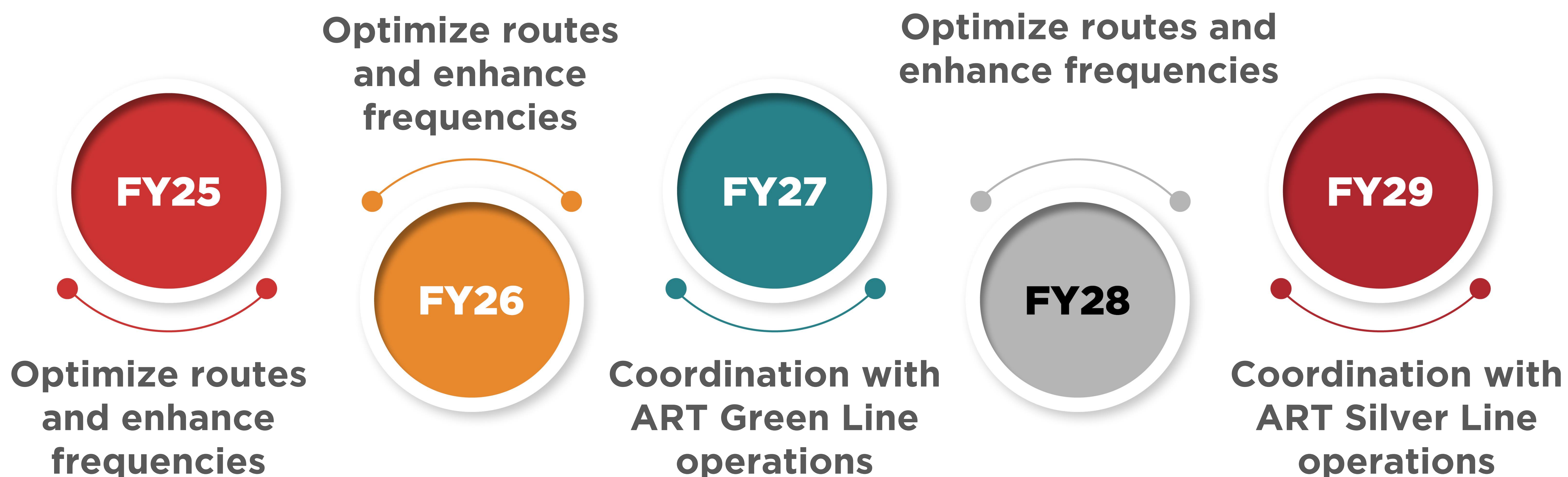
VIA's Better Bus Plan

With input from the community, riders, businesses, bus operators, and the VIA Board, the Better Bus Plan helps shape VIA's commitment to deliver higher-frequency bus service and expand coverage and convenience with the VIA Link on-demand network. Starting in fall 2023, VIA has undertaken extensive planning and outreach efforts to understand how to improve customer experience and better adapt the VIA transit network to the changing needs of our growing region.



Implementation

The Better Bus Plan is designed to strengthen VIA's transit system through proposed improvements over the next five years. Service improvements are phased over this time period to work with other major VIA initiatives, including ART implementation, and to support equity, enhance network connections and improve access.



Better Bus Plan Goals

As part of Keep SA Moving, the Better Bus Plan goals align with the Keep SA Moving principles of frequent, direct, simple, and convenient to better connect people to places of interest or opportunity.

FREQUENT

Frequency across network at **30 minutes or better** and more frequent service on key corridors.

DIRECT

Direct and faster service connecting people where they want to go.

SIMPLE

Transit service that is **simplified for ease of use.**

CONVENIENT

Transit service that is **available when and where it is needed.**

Engagement Efforts So Far



Stakeholder Group Meetings

Including business community and technical advisory committees.

At-Stop Outreach Pop-Up Activities

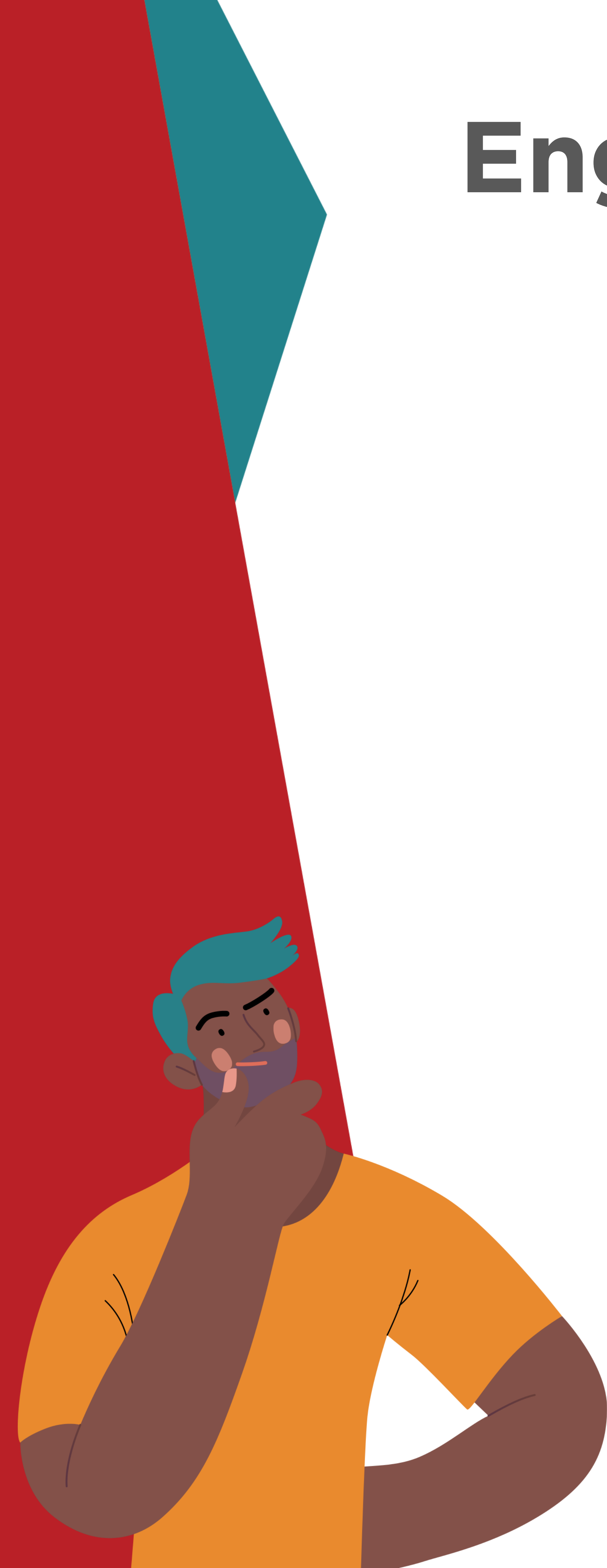
Engaged VIA Patrons at bus stop/transit hubs across San Antonio and collected more than 800 comments.

Elected Official Meetings

Meetings held with local officials including CoSA Transportation & Infrastructure Committee.

Additional feedback tools included:

- ☐ Informational Interior Cards on 300 buses
- ☐ Online Survey Form & Interactive Comment Map
- ☐ In-Person Comment Cards



What We've Heard So Far

Reliability & On-Time Performance

At-stop outreach comments highlighted the bus not arriving on-time as an obstacle to using the system.

More Frequent Service

Many comments mentioned needing shorter wait times and requesting more frequent service.

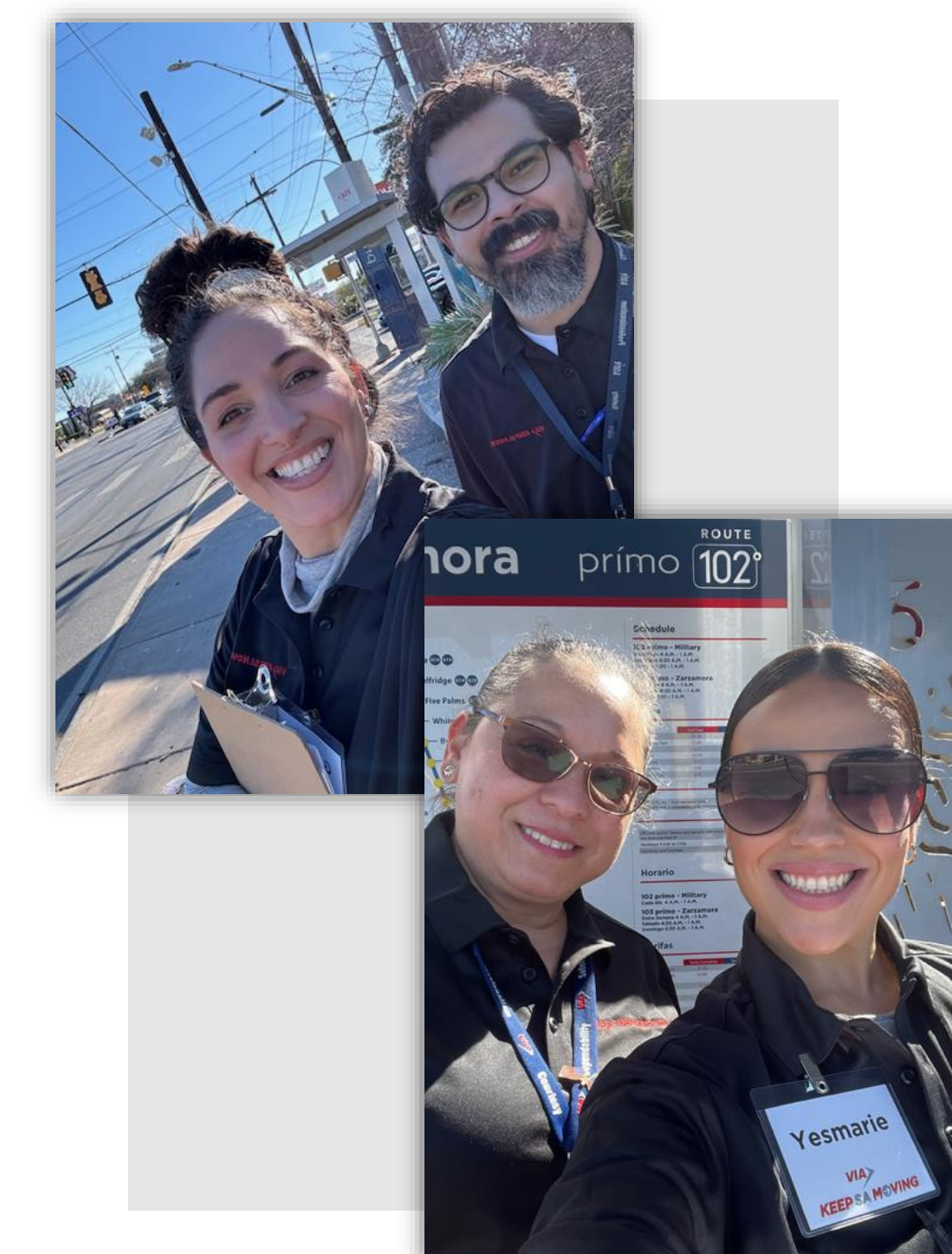
More Convenient Stops

Some comments asked for more convenient bus and VIA Link stop locations. Specifically, comments highlighted the need for stops closer to home or work.

New Routes

Some comments called for more routes across the network, while other comments were specific requests for new routes in certain areas.

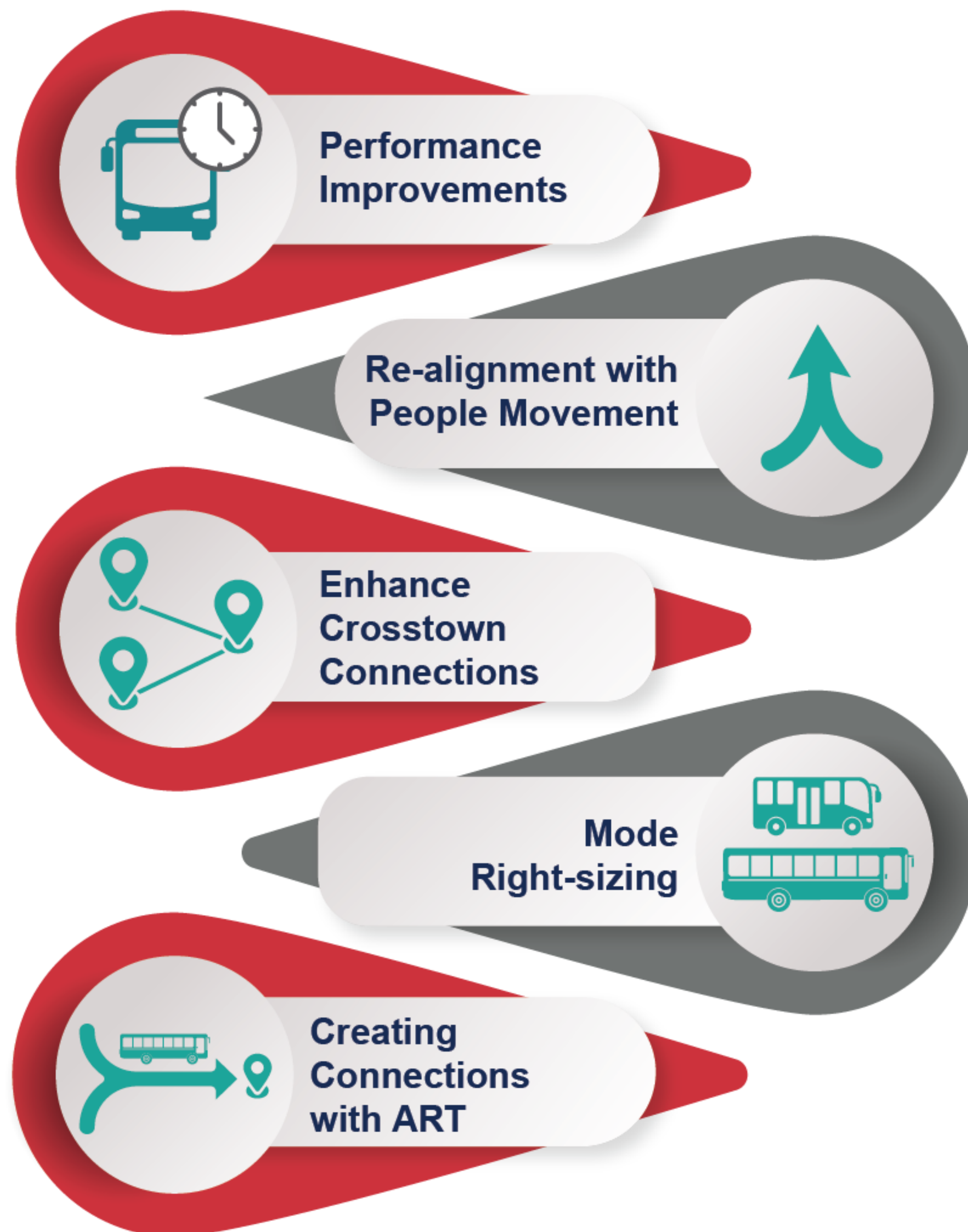
“I would love to see the bus run more frequently, on weekends, and later into the evening.”



Proposed Service Strategies



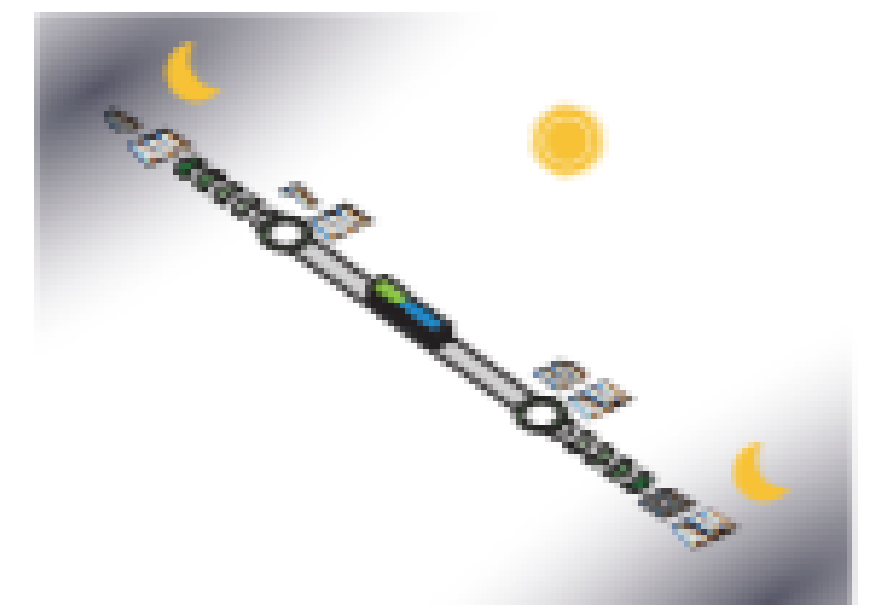
Opportunities identified in the Market and Existing Service Assessment included:



How do we improve the existing service to capture these opportunities:

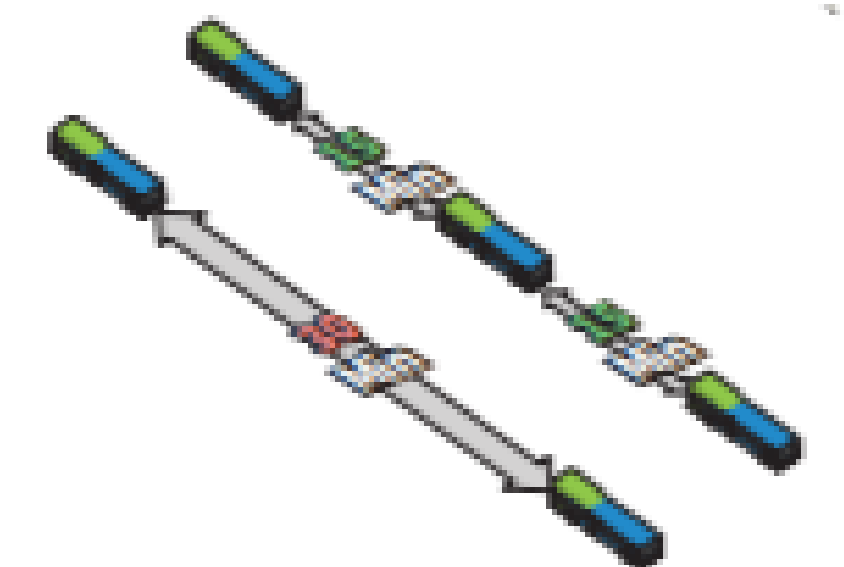
Improve Span of Service

Span of service refers to the hours in which the bus operates. A route that serves a main corridor or serves late-night destinations might need a later span of service. All routes should have a minimum consistent span of service that gives people the flexibility to use the service when they need it.



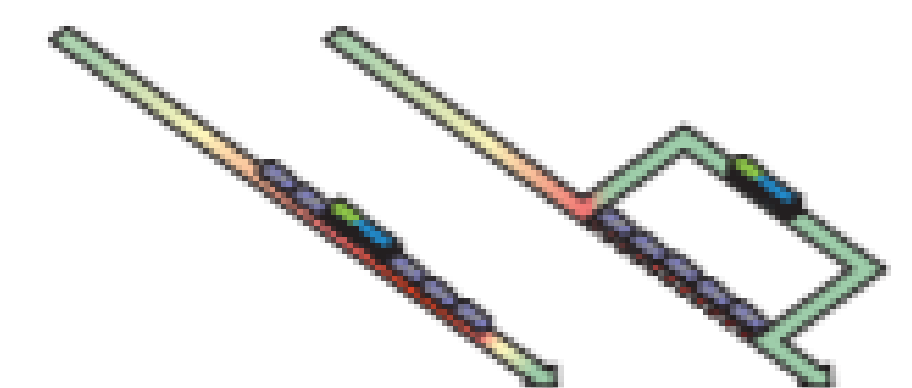
Increase Frequency of Service

Frequency refers to how often a bus arrives at any given bus stop. Higher-frequency service, and service better than every 30 minutes, allows people to use transit more often for a larger variety of trip purposes. It's a more competitive service when a bus comes more frequently and consistently throughout the day.



Realign Service

Alignment refers to where a bus goes. As people's travel trends changed post-pandemic, reconsideration of the connections made on transit were re-evaluated. Alignment decisions can help a bus route serve new locations and provide better transfer connections.



The Proposed Better Bus Plan...

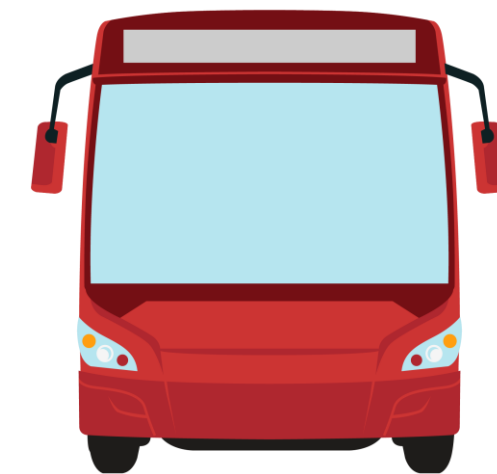


Improves our bus system through thoughtful design enhancements, expanding and refining VIA Link services, and exploring additional innovative transit solutions. Through these proposed changes, the Better Bus Plan could deliver the many benefits to VIA's current and future riders, including:



Provides more frequent service

17% more people have access to high frequency (20 minutes or better) transit service.



Better service across VIA's service area

Almost 50% of people see an increase in their level of service during peak and midday periods.



Improves access to job opportunities

There are 44% more jobs accessible across the VIA service area within 30 minutes on transit.



Advances access to transit

Low income and minority communities have access to at least two more grocery stores during midday within 30 minutes on transit.



Minimal Impact to Existing Stops

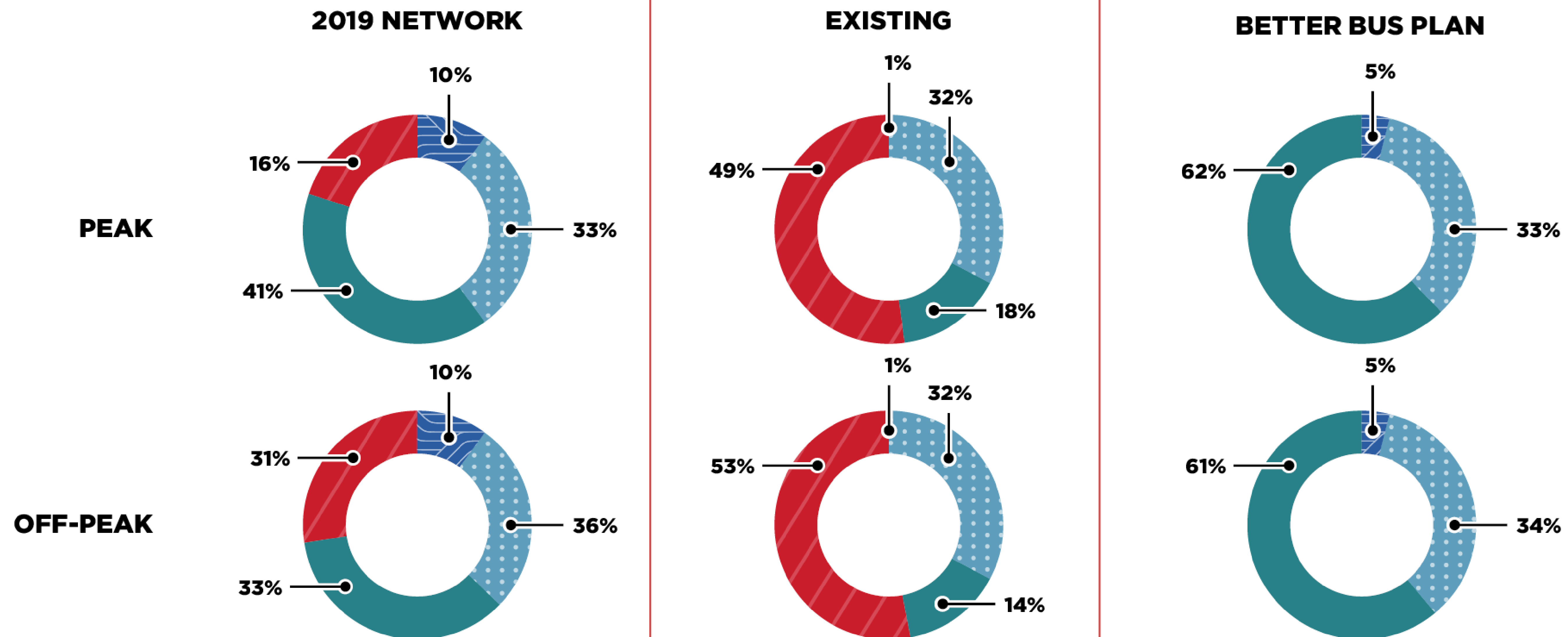
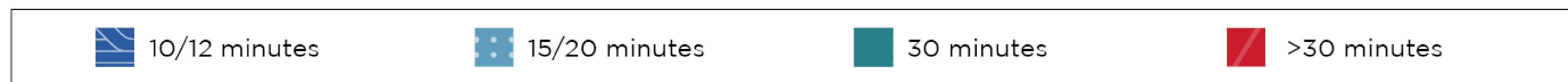
Less than 1% of existing ridership is losing service to their existing bus stop.

With the Better Bus Plan, every route will offer service every 30 minutes or better between 6 a.m. and 7 p.m. on weekdays and 8 a.m. and 6 p.m. on weekends.

Once the Better Bus Plan is fully implemented, all service would improve to every 30 minutes or better.

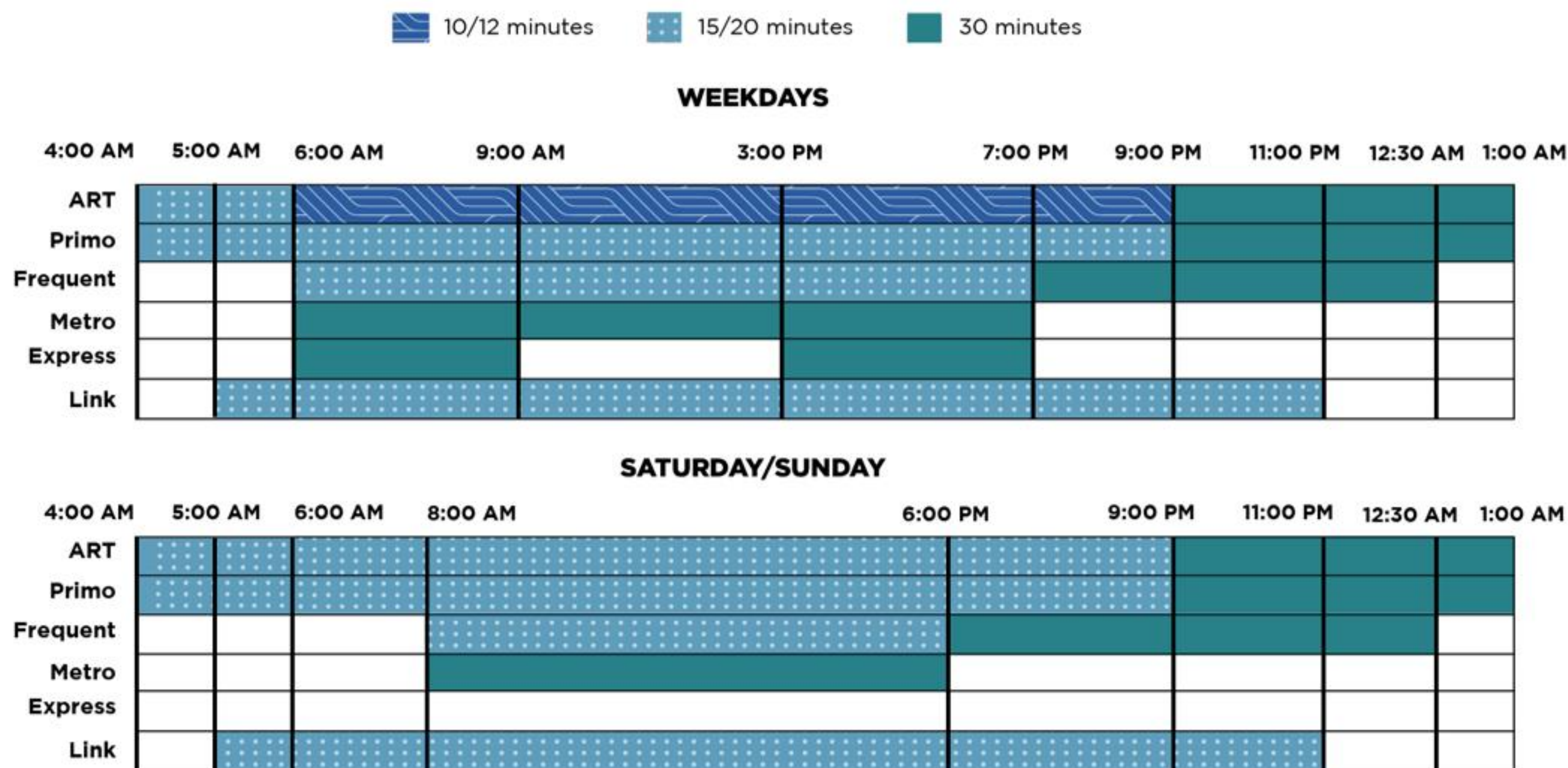


Percentage of Route by Frequency





Standardizing service that improves your experience with a faster and more reliable trip every day of the week.



Note: Graphic depicts **minimum level of service**; there may be less frequent service offered during other times of day

Will provide better access to more essential destinations.



During peak periods, there are over **40% more** job opportunities available to everyone.



There are **47% more** grocery stores accessible throughout the day for low-income populations and **63% more** for minority populations.



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Refreshments



Kids' Corner

