Public Comment Summary Report on proposed service changes to ValleyRide bus services

Introduction
Valley Regional Transit (VRT) is proposing changes to fixed-route service in Boise/Garden City and intercounty service. The proposed changes, developed by VRT planners, are designed to maximize the effectiveness of existing transit resources and connect more people to more places more often. Any changes to existing ValleyRide bus service would be implemented in late fall 2018.

Background
Valley Regional Transit planners began examining the existing ValleyRide bus system earlier this year. This process included reviewing ridership trends and public comment, and applying transit system design practices included in ValleyConnect 2.0 in redesigning the system.

The proposed service change benefits include:
- 15-minute service on State Street during the peak period and 30-minute service all day on Saturday
- 30 minute all day service on Emerald
- More frequent and direct connections between the VA Medical Center and downtown Boise
- Improved service between Garden City and downtown Boise in the peak period
- All-day service to Bown Crossing, Harris Ranch and new service to Barber Park
- Improved on-time performance on intercounty and Canyon County services

Collecting Public Comment
The public comment period began in late May and ended on Monday, June 25. VRT staff engaged the public on these proposals in the following ways:

- Open Houses - Three open houses were held to provide more information and to collect comment – two in Boise and one in Caldwell. A total of 110 people attended. Of those attendees, 55 provided comment.

- Dedicated webpage: A comprehensive webpage was developed that included detailed information about the proposed changes, including maps and new route descriptions,
the various ways that the public can provide comment (e.g. attending an open house, taking an online survey, downloading a public comment form, calling Mark Carnopis, VRT Community Relations Manager). For the first time, those visiting the online survey could provide comments directly on a map that showed the proposed service changes. We received 57 comments via this process.

- **On-line survey**: A total of 161 people took the online survey. In addition, the VRT Community Relations Manager received approximately 12 comments from the public.

- **Social Media**: Finally, we utilized an extensive use of social media channels that included Facebook and Twitter. We received about a dozen comments via Facebook.

- **Getting the word out**: Posters were placed inside all ValleyRide buses. In Canyon County, the posters were in both English and Spanish (both the comment form and online survey were also available in Spanish). Notices were also posted at Main Street Station, Happy Day Transit Center, at Boise State, and in key bus shelter locations. Bus operators were provided with flyers that provide basic information about the proposed service changes and contact information. Customer Service representatives at the Happy Day Transit Center and Main Street Station were provided with flyers that provided individual route information. Also, two press releases were issued. Media coverage came from the Idaho Statesman, the Idaho Press, KIVI-Channel 6 (with online coverage from other television media sites), and KBSU radio. We posted on the VRT Facebook and Twitter accounts. A myriad of email distribution lists were utilized, including, but not limited to, the United Way, the Idaho Foodbank, the Treasure Valley Community Resource Center, VRT Regional Coordination Council membership and its outreach database, neighborhood associations, and NextDoor.
Summary of Comments: Online Survey

We received over 160 on-line surveys. A summary of those responses is included below.

Q1: Which of the routes that are currently proposed to change do you use? (Please check all that apply)

Findings: Most of our online comments were made by people using routes in the areas with the largest proposed impacts, State Street, South East Boise, Overland. Riders of the intercounty services were also well represented.
For each of the following proposed service improvements, please state whether you would use the bus service more, less, or about the same.

Q2: Consolidation of #1 Parkcenter and #18 Harris Ranch

Findings: The bar chart above shows that a slightly higher percentage of the current riders would use the service more with the change then those who would use it less. However that support is somewhat dependent on whether the riders were currently using the 1 Parkcenter or 18 Harris Ranch, with the 18 Harris Ranch riders being more supportive of the change than the 1 Parkcenter riders. Two out of every three survey respondents who currently use the 18 Harris Ranch said that they would use the service more. Based on the open ended feedback and conversations at the open houses, the users of the current 1 Parkcenter who would use the service less due to the change lived near Timberline High School in Southeast Boise and would now be served by the 2 Broadway. As a result the 1 Parkcenter concept was revised to serve Boise Ave and serve many of the existing 1 Parkcenter riders better.
Q3: Consolidation of #1 Vista and #14 Hyde Park

Findings: Current riders of the 14 Hyde Park and residents living in the 83702 zip code were excited about the change. Both groups said that they would use the 3/14 combination more than the existing configuration. While we are not proposing to move forward with this combined route, it appears that more riders would use the Hyde Park service if it connected to places beyond downtown.
Q4: Providing 30-minute, all-day service on the #5 Emerald

Findings: With the exception of the area near the Ada County Sheriff’s office, this change was overwhelmingly supported. Zero online survey respondents who currently use the 5 Emerald stated that they would use the service less due to this change. In response to the concerns about the Sheriff’s office, the 28 Cole/Victory was revised to serve Barrister and Allumbaugh.
Q5: Providing 15-minute peak service and 30-minute Saturday service on the #9 State Street

Findings: These changes were very well received. 88% of online respondents who use the 9 State Street service now said that they would use it more with increased frequencies.
Q6: Providing service in the AM and PM rush hour on the #11 Garden City rather than in the middle of the day.

Findings: 83% of current 11 Garden City riders said that they would use the service more with peak availability rather than the current midday service. The response was largely positive, however the less excited riders were significantly less excited. There were no current 11 riders that said the change would not affect their ridership.
Q7: Providing two-way service on Warm Springs Avenue rather than serving Park Boulevard and Walnut.

Findings: Seventy-five percent of current 17 Warm Springs riders said that direct, 2-way service on Warm Springs would get them to use the service more. The more interesting finding of Warm Springs riders was regarding the combination of the 16/29 routes. Twenty-five percent of current 17 riders said that the 16/29 combination would cause them to use the service less. This is likely because of the loss of frequency on the portion of Warm Springs that the 16 VA Shuttle and 17 Warm Springs currently provide duplicated service.
Q8: Consolidating #16 VA Shuttle and #29 Overland by extending the 29 to downtown Boise and the VA campus. This would provide 30-minute rush hour service to the VA.

Findings: The current 16 and 29 riders were both split on the usefulness of this change. About half of both groups felt that they would use the service more often, while a quarter of the 16 and a third of the 29 riders felt that they would use the service less.
Q9: Improvements to on-time performance and reliability on the intercountry routes.

Findings: A large portion of intercounty riders were accepting of the changes and felt that they would use the services more, even though the routes were proposed to be shortened. The exception to this is Route 40 riders who use it to get to and from Saint Luke’s and Boise State. The revised proposal maintains service to Saint Luke’s and Boise State while still improving on-time performance by providing a one-way loop rather than running service through town in both directions.
Q10: What are the most common destinations you travel to on transit?

Findings: We received more than 140 written comments about what the most common destinations are for those filling out the survey. The word cloud above shows that major destinations such as the Boise Towne Square Mall, the Airport, BSU, were all popular. The variety of destinations illustrates the importance of connecting as many people to as many places as possible.
Q11: Do the proposed service improvements increase the number of destinations you would be able to reach by transit?

Findings: Almost thirty percent of people felt that they would be at least as well off with the change than they are today, with forty-one percent of the people felt they would be a little or a lot better off.
12 If the proposed service improvements do not help you, what changes would you recommend?

Findings: We received more than 110 written comments about improvements to the proposals. The complete texts of those suggestions are included in the appendix. The word cloud above shows the variety of interests represented in these comments – making bus routes work for more people, later service, higher frequencies, longer hours etc. The revised proposals are intended to provide the highest levels of service to the areas of strongest demand and connect as many people to as many places as possible.
13 What is your home zip code?

**Service Change Outreach Responses by ZIP Code**

Findings: People from all over the Treasure Valley are using existing transit services and are interested in how those routes serve them.
14 Do you have additional comments?

Findings: We received more than 110 written comments about additional comments. The complete texts of those comments are included in the appendix. The word cloud above shows the variety of interests represented in these comments and the relatively fewer large words illustrate less commonality in the themes, but clearly ensuring that transit service that gets people where they are going in a timely manner is important to our existing riders.
Summary of Comments: Written Comments at the Open House

In addition to the online surveys, we received 55 written comments at the open houses and more than 110 comments via other means – e-mail, via the VRT website etc.

Routes Used

Findings: Similar to our on-line survey findings, most of our comments were made by people using routes in the areas with the largest proposed impacts, State Street, South East Boise, Overland. There were fewer intercounty riders represented in these comments.
Findings: The proposed changes to the 2, 5, 17, 29 & 16, and 40 all had significantly more support than opposition. The proposed changes to the 1, 1 & 14 were more mixed and the changes to the 41 & 42 were not supported. The revised proposals were designed to address some of the concerns raised by those opposing the original concepts.
Findings: When the public was given open-ended questions on how to improve service, the most common requests were for increased frequencies, more convenient service and greater access to places across the Treasure Valley. The complete text of additional written comments are included in the appendix.
Appendix A: Online Survey Questions

Let us know what you think about the proposed service changes

Before taking the survey we invite you to learn more about what service changes are being proposed. Please read the brief descriptions below and click on the "Learn More" link to access more details about the proposed changes.

- 1 Parkcenter – Extended to Harris Ranch and Barber Park
- 2 Broadway – Stream lined and extended to Law Ave
- 3 Vista – Extended to Hyde Park with 30 minute all-day service
- 5 Emerald – Service increased to 30 minutes all day
- 9 State Street – Service increased to 15 minute peak service during the week and 30 minute service on Saturday
- 11 Garden City – Service changed to run in peak period rather than the middle of the day
- 14 Hyde Park – Extended to the Airport with 30 minute all-day service
- 16 VA Shuttle – Consolidated with an extended route 29
- 17 Warm Springs – Streamlined to provide two-way service on Warm Springs
- 18 Harris Ranch – Consolidated with the 1 Parkcenter, all-day service to Harris Ranch
- 29 Overland – Extended to downtown and the VA on the East and to Maple Grove on the West
- 40 Nampa/Meridian Express – Improved on-time performance and terminating at Main Street Station
- 41 Happy Day Transit Center/Boise State – Consolidated with route 42
- 42 Happy Day Transit Center Towne Square Mall – Improved on-time performance and terminating at Towne Square Mall

**LEARN MORE**

1. Which of the routes that are currently proposed to change do you use? (Please check all that apply)

- [ ] 1 Parkcenter
- [ ] 2 Broadway
- [ ] 3 Vista
- [ ] 5 Emerald
- [ ] 9 State Street
- [ ] 11 Garden City
- [ ] 14 Hyde Park
- [ ] 16 VA Shuttle
- [ ] 17 Warm Springs
- [ ] 18 Harris Ranch
- [ ] 29 Overland
- [ ] 40 Nampa/Meridian Express
- [ ] 41 Happy Day Transit Center/Boise State
- [ ] 42 Happy Day Transit Center Towne Square Mall

For each of the following proposed service improvements, please state whether you would use the bus service more, less or about the same.
Appendix A: Online Survey Questions

2. Consolidation of Routes 1 Parkcenter and 18 Harris Ranch and revisions to the 2 Broadway
   - More
   - About the same
   - Less
   - I do not use these routes

3. Consolidation of Routes 3 Vista and 14 Hyde Park
   - More
   - About the same
   - Less
   - I do not use these routes

4. Providing 30 minute service all day on the 5 Emerald
   - More
   - About the same
   - Less
   - I do not use this route

5. Providing 15-minute peak period service and 30 minute Saturday service on the 9 State Street
   - More
   - About the same
   - Less
   - I do not use this route

6. Providing service in the AM and PM rush hour on the 11 Garden City rather than in the middle of the day
   - More
   - About the same
   - Less
   - I do not use this route
Appendix A: Online Survey Questions

7. Providing two way service on Warm Springs Ave rather than serving Park Blvd and Walnut.
   - More
   - About the same
   - Less
   - I do not use this route

8. Consolidating routes 15 VA Shuttle and 29 Overland by extending the 29 to downtown Boise and the VA. This would provide 30 minute rush hour service to the VA.
   - More
   - About the same
   - Less
   - I do not use this route

9. Improvements to on-time performance and reliability on the inter-county routes.
   - More
   - About the same
   - Less
   - I do not use inter county service

10. What are the most common destinations you travel to on transit?

11. Do the proposed service improvements increase the number of destinations you would be able to reach by transit?
    - A lot
    - A little
    - About the same
    - Not at all

12. If the proposed service improvements do not help you, what changes would you recommend?

Appendix A: Online Survey Questions

13. What is your home zip code?

14. Do you have additional comments?

Thank you for taking the time to take this survey!

We encourage you to participate in any of the upcoming open houses. VRT staff will review the public input, continue to test these concepts and prepare a final recommendation to the VRT board in September. We are planning to implement any changes by the end of the year.
Appendix B Written Open Ended Comments:

Online Open Ended Survey Questions:

Q10: What are the most common destinations you travel to on transit?

<table>
<thead>
<tr>
<th>#</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>CWI, Downtown Boise, Medical, Southeast Boise. I worry about the students going out to CWI in Nampa. There are very few choices for them under this new plan. I primarily use transit to get from SE Boise to St. Luke's, but my kids use the system to get to CWI.</td>
</tr>
<tr>
<td>2</td>
<td>State Street, The Bench, Emerald and Benjamin and state</td>
</tr>
<tr>
<td>3</td>
<td>Downtown Boise, Meridian, meridian to downtown boise</td>
</tr>
<tr>
<td>4</td>
<td>Downtown Boise, down town</td>
</tr>
<tr>
<td>5</td>
<td>Downtown Boise, Earlier Service, Garden City, Later Service. Downtown. I would like to be able to use it for travel to Garden City but current timing is not viable as an alternative to biking the greenbelt.</td>
</tr>
<tr>
<td>6</td>
<td>Downtown Boise, downtown</td>
</tr>
<tr>
<td>7</td>
<td>Downtown Boise, Hyde Park, Hyde Park to/from downtown.</td>
</tr>
<tr>
<td>8</td>
<td>State Street, Towne Square Mall, The Towne Square mall and areas near the mall, and various destinations on State Street.</td>
</tr>
<tr>
<td>9</td>
<td>Boise State, Downtown Boise, Entertainment, Shopping, BSU and downtown for shopping and entertainment</td>
</tr>
<tr>
<td>10</td>
<td>Downtown Boise, Southeast Boise, Gekeler ave to downtown - would be more difficult to reach Broadway and Linden is too narrow a road for a bus to stop on for pax pick-up and drop off.</td>
</tr>
<tr>
<td>11</td>
<td>Boise State, The Boise State campus.</td>
</tr>
<tr>
<td>12</td>
<td>Recreation, Parks and the foothills</td>
</tr>
<tr>
<td>13</td>
<td>Southeast Boise, Gekeler to Downtown (both ways), Gekeler to Federal Way Fred Meyer, Downtown to Federal Way Fred Meyer, Gekeler to Parkcenter, Gekeler to Apple Alberstons, Parkcenter to Apple</td>
</tr>
<tr>
<td>14</td>
<td>Downtown Boise, Shopping, downtown, Fred Meyer, Winco</td>
</tr>
<tr>
<td>15</td>
<td>Commute, Downtown Boise, Home to work downtown and back.</td>
</tr>
<tr>
<td>16</td>
<td>State Street, State &amp; VMP to Market Place. Keep Market Place stop because of apartments, businesses, and houses.</td>
</tr>
<tr>
<td>17</td>
<td>Downtown Boise, The Bench, Route 7 a and 7b to the Liberty st stop from the downtown station.</td>
</tr>
<tr>
<td>18</td>
<td>Downtown Boise, Hyde Park, Downtown and occasionally Hyde Park.</td>
</tr>
<tr>
<td>19</td>
<td>Downtown Boise, Towne Square Mall, Downtown, YS mail for connections</td>
</tr>
<tr>
<td>20</td>
<td>East End, I want bus service in Foothills East neighborhood. Routes are already established by school buses. It's absurd that it takes more than 45 minutes for me to travel by bus when downtown is 2 miles away.</td>
</tr>
<tr>
<td>21</td>
<td>Southeast Boise, I go to Liberty Elementary (Law and Bergeon) and back to Broadway and Beacon.</td>
</tr>
</tbody>
</table>
Appendix B Written Open Ended Comments:

Online Open Ended Survey Questions:

Q10: What are the most common destinations you travel to on transit?


23. Commute  Medical  South Boise  would be work. Cloverdale/Amy area to downtown hospital

24. Downtown Boise  Main to Transit Center

25. Downtown Boise  Downtown

26. Boise State  Caldwell  Downtown Boise  Downtown Nampa  Nampa  The Village  Towne Square Mall  Boise Towne Square Mall, Downtown, and Boise State's campus, as well as intercounty service to Nampa and Caldwell. I would love to see service expanded to reach The Village at Meridian, as well as more direct intercounty service to Nampa's downtown area.

27. 3/14 Concern  3 Vista i was there when you tried the same thing on the weekends if it goes through I'm done with Valley rides Services for good I spend on YEARLY passes thats a lot of lost revenue stop consulting people in Utah and focus on your Drivers and passengers

28. Commute  Downtown Boise  Nampa  (Work) Boise and (Home) Nampa

29. Airport  Downtown Boise  HP  West YMCA  West YMCA, HP, Downtown, Airport

30. Downtown Boise  Downtown

31. Commute  Downtown Boise  Harris Ranch  On Time Performance  State Street  Downtown, Home (Collister area), Harris Ranch, but would go more places by bus if route timing and service improved! :)

32. Downtown Boise  downtown

33. Downtown Boise  Southeast Boise  1. From SE Boise (Holcomb & Boise Ave) to Downtown and back using #1 Parkcenter route 2. From Downtown to Parkcenter and Bown Way using #18 Harris Ranch

34. Downtown Boise  Harris Ranch  Harris Ranch to Main St., downtown

35. VA  a medical center

36. Airport  Home from airport

37. Downtown Boise  Harris Ranch  Harris Ranch & downtown Boise.

38. Southeast Boise  Gelder/Carter

39. Boise State  Downtown Boise  Towne Square Mall  Boise State University Town Square Mall Main Street Station

40. Airport  Downtown Boise  Southeast Boise  State Street  The Bench  orchard,vista,broadway,fairview,state,arkcenter

41. Downtown Boise  The Bench  Downtown, Franklin Rd, Overland/Cole

42. Chinden  West Eagle  I would like an extension all the way down state street from 32nd and taft to chinden and linder or state to chinden and linder...i work at fred meyer on chinden and linder...would love to take a bus to work..

43. Airport  Downtown Boise  State Street  Between State/Collister, Vista/Overland, and St. Luke's downtown. The proposed new routes look fantastic to me, and I think will make a big positive impact for a lot of people.

44. East End  Harris Ranch  Harris Ranch and Park Ave

45. Medical  the hospitals
Appendix B Written Open Ended Comments:

Online Open Ended Survey Questions:

Q10: What are the most common destinations you travel to on transit?

<table>
<thead>
<tr>
<th>No.</th>
<th>Location(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>46</td>
<td>Airport, Commute, Downtown Boise, Southeast Boise</td>
</tr>
<tr>
<td>46</td>
<td>Downtown for work, Federal Way near end of route 2 for home, airport 1x/month</td>
</tr>
<tr>
<td>47</td>
<td>Commute, Downtown Boise, The Bench</td>
</tr>
<tr>
<td>47</td>
<td>The Zions Building Down Town where I work, Federal Way &amp; Overland, Overland &amp; Vista.</td>
</tr>
<tr>
<td>48</td>
<td>Downtown Boise, Harris Ranch</td>
</tr>
<tr>
<td>48</td>
<td>Harris Ranch to downtown</td>
</tr>
<tr>
<td>49</td>
<td>Commute, Southeast Boise</td>
</tr>
<tr>
<td>49</td>
<td>work downtown and Park Center</td>
</tr>
<tr>
<td>50</td>
<td>Commute</td>
</tr>
<tr>
<td>50</td>
<td>To get to work</td>
</tr>
<tr>
<td>51</td>
<td>Airport, Northwest Boise, State Street</td>
</tr>
<tr>
<td>51</td>
<td>State Street, #10/12 route, and vista route from downtown to airport</td>
</tr>
<tr>
<td>52</td>
<td>Downtown Boise, The Bench</td>
</tr>
<tr>
<td>52</td>
<td>Main St Station using Orchard bus. Overland to BSU.</td>
</tr>
<tr>
<td>53</td>
<td>Boise State, Downtown Boise, Hyde Park</td>
</tr>
<tr>
<td>53</td>
<td>Downtown, BSU campus, Hyde Park</td>
</tr>
<tr>
<td>54</td>
<td>Boise State, Shopping, Towne Square Mall</td>
</tr>
<tr>
<td>54</td>
<td>Mall and BSU, sometimes Walmart.</td>
</tr>
<tr>
<td>55</td>
<td>Downtown Boise</td>
</tr>
<tr>
<td>55</td>
<td>Main Street Station.</td>
</tr>
<tr>
<td>56</td>
<td>Downtown Boise, Meridian</td>
</tr>
<tr>
<td>56</td>
<td>Meridian to 8th &amp; Main</td>
</tr>
<tr>
<td>57</td>
<td>Downtown Boise, Meridian, Towne Square Mall</td>
</tr>
<tr>
<td>57</td>
<td>Meridian to Downtown; less frequently the Mall to Downtown</td>
</tr>
<tr>
<td>58</td>
<td>Boise State, Downtown Boise, State Street</td>
</tr>
<tr>
<td>58</td>
<td>VMP (Veterans memorial park); BSU, Downtown</td>
</tr>
<tr>
<td>59</td>
<td>Concern, Frequency</td>
</tr>
<tr>
<td>59</td>
<td>IDAHO TRANSPORTATION DEPT. It is insane decision of valley ride to change route #2 to accommodate #1, and not provide frequency and start time of bus #2 same as bus #1. This is stupid decision of Valley ride</td>
</tr>
<tr>
<td>60</td>
<td>Downtown Boise</td>
</tr>
<tr>
<td>60</td>
<td>Downtown.</td>
</tr>
<tr>
<td>61</td>
<td>Downtown Boise, Nampa, The Bench</td>
</tr>
<tr>
<td>61</td>
<td>The main street station on bus 3 and to borah highschool on bus 6. Also to nampa on bus 40.</td>
</tr>
<tr>
<td>62</td>
<td>Boise State, Downtown Boise, Medical</td>
</tr>
<tr>
<td>62</td>
<td>Downtown, Saint Luke’s Hospital and Boise State</td>
</tr>
<tr>
<td>63</td>
<td>Airport, Downtown Boise</td>
</tr>
<tr>
<td>63</td>
<td>Downtown and the airport</td>
</tr>
<tr>
<td>64</td>
<td>Boise State</td>
</tr>
<tr>
<td>64</td>
<td>Boise State University</td>
</tr>
<tr>
<td>65</td>
<td>Downtown Boise, Meridian</td>
</tr>
<tr>
<td>65</td>
<td>Meridian to downtown</td>
</tr>
<tr>
<td>66</td>
<td>Commute, CWI, Downtown Boise</td>
</tr>
<tr>
<td>66</td>
<td>Work (8th and main) and back to cw.</td>
</tr>
<tr>
<td>67</td>
<td>Downtown Boise, State Street</td>
</tr>
<tr>
<td>67</td>
<td>I travel from Veteran’s Parkway to Downtown.</td>
</tr>
<tr>
<td>68</td>
<td>Downtown Boise, The Bench</td>
</tr>
<tr>
<td>68</td>
<td>Overland and Maple Grove to Downtown, Main Street.</td>
</tr>
<tr>
<td>69</td>
<td>Hyde Park, Recreation</td>
</tr>
<tr>
<td>69</td>
<td>Camels Back Park, ridges to rivers</td>
</tr>
<tr>
<td>70</td>
<td>Hyde Park</td>
</tr>
<tr>
<td>70</td>
<td>North End</td>
</tr>
<tr>
<td>71</td>
<td>Airport, Downtown Boise</td>
</tr>
<tr>
<td>71</td>
<td>Downtown to the airport.</td>
</tr>
<tr>
<td>72</td>
<td>16/29, 3/14, 5, Concern, Support</td>
</tr>
<tr>
<td>72</td>
<td>I drive the 5 rout so that change is good but the change to the 29 and the 3 will suck for drivers and time not happy with the change</td>
</tr>
<tr>
<td>73</td>
<td>Commute</td>
</tr>
<tr>
<td>73</td>
<td>Work home</td>
</tr>
<tr>
<td>74</td>
<td>Commute</td>
</tr>
<tr>
<td>74</td>
<td>home to office and office to after work meetings</td>
</tr>
<tr>
<td>75</td>
<td>Downtown Boise, Harris Ranch</td>
</tr>
<tr>
<td>75</td>
<td>Harris Ranch to Courthouse</td>
</tr>
</tbody>
</table>
Appendix B Written Open Ended Comments:

Online Open Ended Survey Questions:

Q10: What are the most common destinations you travel to on transit?

76 Commute Downtown Boise Meridian To work (stop and pickup on 1st St) and back to the Park & Ride @ Overland and Ten Mile.

77 Concern Routing I don’t personally but am advocating for disadvantaged people who do. The Emerald route needs to continue to go down Barrister.

78 Downtown Boise Long Walk Towne Square Mall I travel to the hub at the mall and walk almost 1 mile to work. I also travel to the downtown hub from Vista.

79 Downtown Boise Nampa From Nampa to Downtown Boise.

80 Boise State Downtown Boise Medical Boise State and Saint Luke’s Hospital

81 Boise State Towne Square Mall Boise Town Square Mall, Boise State University

82 1 Boise State Concern Routing I need the new Parkcenter route proposal changed so it will continue serving the Transit Center at Boise State.

83 Boise State CWI Downtown Boise CWI, BOISE State, Main St. Station

84 Downtown Boise Downtown

85 5 9 Downtown Boise Frequency Medical Shopping State Street Support The Bench Towne Square Mall I live near n colle & uslick. I take the Fairview buses to the mall and downtown very frequently. I also take the emerald bus to the mall and my doctor’s office at 13th & river frequently. Occasionally, I also take the the w state street bus to the w state street Wal-Mart. Rarely, I take the #28 bus to the w overland Wal-Mart. I am very excited about the changes to the #5 and the #9 routes.

86 Airport Boise State Southeast Boise Towne Square Mall La Quinta Boise Airport, Boise Towne Square Mall, Boise State University, Axiom ParkCenter

87 Caldwell Commute Downtown Boise From Caldwell to Boise during the weekdays as my commute to work.

88 Downtown Boise Meridian Blue Marlin/Roaring Springs to 1st and Main. Return trip in evening. 1st and Idaho to Roaring Springs.

89 Commute Downtown Boise my work downtown

90 Boise State Southeast Boise The number 1 to the university from the SE side; proposed changes would highly impact my commute, as well as that of many more university users. An ill-conceived plan at best!

91 Boise State Boise State

92 Caldwell The Bench From Caldwell Park and Ride to Overland and Vista and back to Caldwell

93 Downtown Boise Earlier Service Later Service Meridian On Time Performance I travel from Meridian to downtown Boise and back for work. I use the 40 for this service and would love to see the performance of this route improved and the times improved as well.

94 State Street State Street

95 Downtown Boise Downtown

96 Airport Downtown Boise Downtown and the airport

97 Boise State Boise State

98 Airport The Boise airport.

99 Boise State Downtown Boise Medical Saint Luke’s and Boise State University.
Appendix B Written Open Ended Comments:

Online Open Ended Survey Questions:

Q10: What are the most common destinations you travel to on transit?

100 40 Boise State Concern Routing Boise State. If the proposal to change route 40 goes through, I, as well as some of my colleagues who also ride the bus, will start driving. Nobody wants to take two buses on the way to work.

101 Downtown Boise Medical Southeast Boise The stop closest to Federal Way and Broadway, on the loop. Then to St. Luke's in downtown Boise.

102 Boise State Boise State

103 Downtown Boise Southeast Boise Main St Station, Law and Bergeon stop.

104 Airport Downtown Boise Hyde Park Mainly from downtown to/from the airport and sometimes from the North End to/from downtown.

105 Downtown Boise The Bench Downtown and Bench area

106 Downtown Boise Northwest Boise State Street State street and glenwood to downtown and vice versa.

107 Downtown Boise Eagle Eagle to Boise

108 Downtown Boise Northwest Boise Downtown and Northwest Boise

109 Commute Work and Home

110 Commute Downtown Boise Recreation State Street State St.: home-work-home or home-work-ymca at-home

111 CWI CWI to 1st Street and back.

112 Downtown Boise Meridian The Bench Silverstone and overland, overland and vista

113 Downtown Boise State Street State street to downtown

114 Airport Downtown Boise Meridian 10 mile park and ride to downtown. I also occasionally take bus from downtown to airport.

115 Commute Downtown Boise Home and work (downtown)

116 Airport Commute Downtown Boise Work in downtown Boise and the Airport

117 Boise State Downtown Boise Northwest Boise Boise State and Sage and Collister and Downtown

118 East End Garden City Warm Springs to Garden City

119 Airport Downtown Boise Towne Square Mall Downtown, the Boise TSM area, the airport.

120 Airport Downtown Boise Errands Medical Southeast Boise Airport, downtown, medical offices along Parkcenter, occasionally the Mall, 13th Street post office

121 Downtown Boise Towne Square Mall The mall, downtown

122 Boise State Downtown Boise State Street The Bench Towne Square Mall VA Downtown. Upper Bench. West State Street. Towne Square Mall. VA Medical. BSU.

123 Commute Work

124 Downtown Boise Downtown

125 Airport Downtown Boise Towne Square Mall Main Street Station, the mall, the airport.

126 Commute Downtown Boise Nampa Nampa to downtown Boise and Back for work
Appendix B Written Open Ended Comments:

Online Open Ended Survey Questions:

Q10: What are the most common destinations you travel to on transit?

<table>
<thead>
<tr>
<th>#</th>
<th>Written Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>127</td>
<td>Downtown Boise, Harris Ranch State Street Harris Ranch to Downtown and Downtown to State and Collister area</td>
</tr>
<tr>
<td>128</td>
<td>Boise State BSU admin bldg</td>
</tr>
<tr>
<td>129</td>
<td>Downtown Boise, Southeast Boise Downtown from Southeast Boise.</td>
</tr>
<tr>
<td>130</td>
<td>Downtown Boise Hyde Park Towne Square Mall From Hyde Park #14 downtown to the courthouse area. To the Boise Town Square mall</td>
</tr>
<tr>
<td>131</td>
<td>Downtown Boise Garden City Recreation Downtown, YMCA, Garden City</td>
</tr>
<tr>
<td>132</td>
<td>Airport Commute Southeast Boise Work at parkcenter blvd; airport</td>
</tr>
<tr>
<td>133</td>
<td>Commute I travel 5 days a week on Route 40 which is due to my employer being a Corporate Sponsor, other wise I would drive my self 5 days of the week.</td>
</tr>
<tr>
<td>134</td>
<td>Downtown Boise Harris Ranch Harris Ranch to downtown</td>
</tr>
<tr>
<td>135</td>
<td>Downtown Boise Harris Ranch The Bench Downtown, Harris Ranch, Latah and Americana</td>
</tr>
<tr>
<td>136</td>
<td>Downtown Boise Downtown</td>
</tr>
<tr>
<td>137</td>
<td>Southeast Boise State Street The Bench Towne Square Mall I travel all over for my job and I would so love to be able to do it all on the bus. save money on gas, cut down on traffic and pollution. I go Broadway, Vista, State and the mall area the most right now. I would go everywhere if I could get there faster!</td>
</tr>
<tr>
<td>138</td>
<td>Downtown Boise Hyde Park Harrison Blvd, 9th st</td>
</tr>
<tr>
<td>139</td>
<td>Downtown Boise Towne Square Mall Boise Towne Square Mall, Downtown Boise</td>
</tr>
<tr>
<td>140</td>
<td>Downtown Boise Later Service Southeast Boise St. Luke's DT. Via Broadway (2) would like to see this route run later in the evening.</td>
</tr>
<tr>
<td>141</td>
<td>Downtown Boise Northwest Boise Towne Square Mall Weekend Service I take the number 10/12 four days a week. I take it from the Castle/Northwall Area to the mall. I would take that same bus on the weekends if it was offered. I also take the 7 from the mall to downtown. I take this bus 2 times a week. I also take the number 10/12 from downtown to the Castle/Northwall area 4 times a week.</td>
</tr>
<tr>
<td>142</td>
<td>Downtown Boise Towne Square Mall Downtown Boise, the mall</td>
</tr>
<tr>
<td>143</td>
<td>Bike Routes Chinden The Village I can't use the transit system because it does not service my neighborhood.</td>
</tr>
<tr>
<td>144</td>
<td>Downtown Boise I travel all over Boise on the system and use many destinations. I most commonly go between libraries and Main Street Station though</td>
</tr>
<tr>
<td>145</td>
<td>Downtown Boise downtown</td>
</tr>
</tbody>
</table>
**Appendix B Written Open Ended Comments:**

**Online Open Ended Survey Questions:**

Q12: If the proposed service improvements do not help you, what changes would you recommend?

<table>
<thead>
<tr>
<th>#</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2 Columbia Village   Earlier Service   Micron   Support   I'm not sure. I appreciate the earlier Broadway bus. That will mean I will be able to take transit more frequently. I still wonder why this new plan provides no service to the Micron area.</td>
</tr>
<tr>
<td>2</td>
<td>Nun</td>
</tr>
<tr>
<td>3</td>
<td>40 Concern   Routing   Loop route 40 to 1st and then around. why abandon St. Lukes on the Cities biggest employers</td>
</tr>
<tr>
<td>4</td>
<td>16/29 Concern   Frequency   I am concerned about service to Boise's East End neighborhoods. Currently the East End is pretty well served by routes 16 and 17, both of which are covered by one vehicle with one driver. Although each route runs once an hour all day, the routes converge on Warm Springs Ave., giving half hour service along Warm Springs all the way from Coston St. to the downtown terminal. Under the proposed changes, route 16 would eliminate service altogether from 1st Street east to Coston and Warm Springs, a loss of 8 stops along E. Jefferson, E. Washington, and N. Coston. Route 17 would eliminate service on Park Blvd. and S.Walnut St., a total of 5 stops. The remaining service in the East End would consist of route 17 operating only on Warm Springs and only once an hour daily. This &quot;streamlined&quot; route could be covered in about 15 minutes, wasting additional recovery time at the terminal. Since the existing schedule covers the East End with much more service (13 current stops which would be eliminated under the new proposal), much of which with half hour headway, and with the absolute minimum of one vehicle and one driver, I think it would be a big mistake to make the proposed changes in the East End. To attract more riders to the system you need better service, not worse! Any potential cost saving would be very small and definitely not worth the effort.</td>
</tr>
<tr>
<td>5</td>
<td>2 Concern   Routing   Please maintain the Gekeler route - many of us on this route are elderly or have other mobility issues - we need the stops on Gekeler!</td>
</tr>
<tr>
<td>6</td>
<td>40 Concern   Routing   The current 40 route works perfectly for me. Any changes to it would not result in an improvement.</td>
</tr>
<tr>
<td>7</td>
<td>Earlier Service   Earlier schedule times for transit to airport</td>
</tr>
<tr>
<td>8</td>
<td>2 Concern   Routing   Primarily 2 Broadway with service on Gekeler, Pennsylvania/Parkcenter, and Apple. The proposed change is eliminating service to many stops that people rely on as their only transportation, and a long distance to a stop. There are several apartment complexes, townhomes, retirees, handicap and refugees that will be negatively impacted. I would suggest restructuring from the 2-way pick up on the same streets and incorporate Gekeler, Apple and Pennsylvania.</td>
</tr>
<tr>
<td>9</td>
<td>2 Concern   Routing   Keeping Route 2 the same</td>
</tr>
<tr>
<td>10</td>
<td>7 Concern   Frequency   Headway Adherence   On Time Performance   I recommend more service on the 7a and 7b routes. I especially would like more reliably timed service into downtown. Currently the difference in arrival times on inbound buses at the Liberty st stop is is much less than a half an hour which means I can't reliably take either to get to work at a reasonable time. The inbound buses sometimes come less than 15 minutes apart! Currently I get a ride to work with a friend and take the bus home because I can rely on the 30 min alternating departure times of the 7a and 7b. Additionally, adding greater frequency to these routes would help my commute by negating some of the time discrepancies between the two inbound routes.</td>
</tr>
<tr>
<td>11</td>
<td>2 Concern   Routing   No change on Route 2 or at least keep it running on Geckler and NOT on Linden.</td>
</tr>
</tbody>
</table>
Appendix B Written Open Ended Comments:

Online Open Ended Survey Questions:

Q12: If the proposed service improvements do not help you, what changes would you recommend?

1. 1/18 10/29 Concern Front/Myrtle Main Street Station Stop Support #1.2 - promote and facilitate the BSU Orange connectivity in lieu of #1. #16,29 - provide transit center stop so other routes can exchange with VA. #17 - new route will be efficient and require less time to complete. Expand to add coverage of a underserved destination/area such as Ada county courthouse/Winco/Broad st. It could do this in 40 min loop like #3.

2. 9 Concern In-lane Stops If you are going to increase the bus traffic on State you need to create pull outs so they don't block traffic. State is already extremely busy and the busses stopping at multiple locations every 15 minutes is going to mess up traffic even more than it does now. Please reconsider or at least make changes that don't require busses to stop in the middle of the street.

3. Earlier Service Later Service Long Walk Focus on providing useful public transportation from East Boise to grocery stores at Broadway on the way to downtown. For example, provide shuttle or bus service in foothills East neighborhood that mirrors the school bus routes. At least provide a loop service that gets us from Shenandoah and Shaw Mountain Roads to downtown within 10 minutes. Even with Warm Springs proposed improvement, I have to walk more than a half mile to get to Warm Springs. Finally, provide useful transport to airport from East Boise at all hours.

4. 1/18 2 Concern Frequency I currently take the Parkcenter and have 30-minute service at peak times, which is when I usually travel. You are cutting that back to 60-minute service. That is a change, not an improvement.

5. Accessibility make them more accessible for people to get to downtown

6. NA

7. 1/18 Concern Weekend Service Weekend service for parkcenter

8. 16/29 Frequency Later Service On Time Performance Support Weekend Service As is, the route 29 bus is supposed to run every 60 minutes but is constantly behind schedule because of normal traffic. I don't think extending the route is a bad idea, but the top priority should be increasing frequency of service. Overland is such a main corridor I think it could support 30-minute all-day service—not only do regular citizens ride it but a lot more BSU students would as well if it were more reliable. I also really recommend increasing evening and weekend service. Having evening service downtown on the 29 or the 6 route would give a great deal more freedom to those of us who take the bus and allow us to participate in social events we've had to miss cut on in the past. Weekend service (including Sundays) would have the same effect since lots of social and community events happen on the week end—intercounty weekend service would be great since people like to visit family and friends (or come to the city and shop) when the work week is over. I'd love to be able to visit my parents in Caldwell without having to spend three nights out of the week there. I believe VRT has the potential to be *so much more* than just a commuter system.

9. Frequency Later Service Leave the routes as they are and make your buses run later I'm initially from Portland where Buses run till Midnight longer hours and two buses per route every 30 min and you would have more riders

10. 40 Concern On Time Performance Routine Have the drivers try a little harder to hit their pick up times on time. We all understand that traffic happens, but when we start cut late at CWI in Nampa, we are going to be late for work by the time we get to downtown Boise. We take getting to work on time very seriously. Also if the Nampa Express bus didn't stop in Meridian, we could save time to get people to downtown Boise (all the way to BSU) on time. Can we add a bus dedicated as the Meridian Express Bus?

11. 8x Concern Frequency The Village West YMCA Add more 8x routes or Add dedicated downtown to West YMCA/HP Add a route from Downtown to Meridian Village area

12. 5 Frequency Routing I have been waiting eagerly for frequent service on the emerald 5 route but by changing the route itself it changes my commute time to the closest stop from 10 min to 30 min. It actually increases my commute time now and I don't know how I will be able to do that in the winter because it will take even longer. Please don't change that route!
Appendix B Written Open Ended Comments:
Online Open Ended Survey Questions:
Q12: If the proposed service improvements do not help you, what changes would you recommend?
Appendix B Written Open Ended Comments:

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Q12: If the proposed service improvements do not help you, what changes would you recommend?

Columbia Village Equipment I would love to see the stop update sign working in the busses. Connection to Columbia Village.

Earlier Service Later Service Extended running hours. I'm surprised a metro transit line cuts it's time at 6:30 pm. If the time was extended a bit I'd be inclined to use the bus more often.

Concern Meridian On Time Performance Routing South Boise The Village Get the buses OFF 13th! That road is too narrow, there is too much traffic and too many pedestrians. Use 15th and Harrison Blvd instead. People can walk two blocks to get to Hyde Park. 29 Overland already has problems staying on time, how is sending it off to the VA going to help? This is a terrible idea. Yes, the VA needs service, but it should be combined with something else, if it has to be. Maybe Broadway? Get service out to Lake Hazel between Cole and Maple Grove or 5 Mile. There are so many homes going in out there, and no public transit to service it. Get service out to the Village in Meridian. Or the rest of the way down Fairview to Meridian.

West Garden City Improvement of Route 11 (Garden City) to include the Garden City Library and City Hall would increase my usage of the route.

Concern Frequency On Time Performance do anything to speed up the routes and make them run on time. I would also like to see more times available on the 40.

Concern Frequency Provide timings & frequency of new #2 same as old #1

Concern Frequency Frequency & timing of #2 should be same as that of #1

Concern Main Street Station Stop I recommend not changing the Vista bus route because it allows people from the airport to be directly dropped off somewhere that can give them directions to help navigate Boise. Also, I enjoy getting off at the mss instead of front street because I am then able to catch another bus easily because they are all together.

On Time Performance Routing Change your route times before cutting destinations.

3/14 Concern Main Street Station Stop Please leave the Vista #3 bus coming into and leaving Main Street Station

9 Frequency Support I like the changes. Increased routes is encouraging, I don't want to have to wait an hour to take the next bus. My time is as valuable as my money so need to know I can get where I need to go in a reasonable amount of time.

None

Concern On Time Performance Routing Support Design routes to flow better. Some routes spend most of their time in a few blocks of travel, even when no one uses those areas. Route 5 will be improved, route 14 will be worsen, i.e. 13th street.

Concern Keep service on Gekeler and Apple. Don't put the 29 and 16 routes together. Don't put the 3 and 14 routes together.

Routing Have drivers do the rout to see for real how bad it will be not some person at a desk

Concern Routing Keep #3 the same and interline 14 and 17 routes what you are proposing will not work it had been done before and it did not work.

Later Service Later bus schedule

Weekend Service Sunday service

Routing Create more loop routes rather than out and back! it makes more sense to walk a couple blocks extra if the bus travels near a point at different times.
Appendix B Written Open Ended Comments:

Online Open Ended Survey Questions:

Q12: If the proposed service improvements do not help you, what changes would you recommend?

60  Concern  Routing  I don't care about the time of the bus. I work at the Ada County Courthouse (as do 3-4 other people in Kuna), and I DO NOT like the idea of having to walk an extra 20" to work and be extra late (I start at 7:45 am), or having to leave in the morning on a bus that's a half hour earlier just to be on time. I've been riding 40 almost every day for 14 months and know a lot of people on my bus—it's friendly. Why would you cut out service for blind riders who work and get off/on at 5th and Main/Idaho? Why cut out service to St Luke's at 1st and Main/Idaho? What is the point? This new route idea leaves me and other people steaming.

61  Concern  Routing  Keep the Barrister loop on one of the routes to help people getting out of jail. We provide between 50-70 bus tickets a month for this group.

62  Earlier Service  Later Service  Extending daily hours

63  On Time Performance  Work with drivers to make sure that they START their route on-time so that the stops are on-time.

64  Concern  Routing  I would not rely on a third party service (Boise State downtown shuttle) to precipitate public transit services. Unless there is a formal arrangement between BSU and VRT that is unclear in the proposed changes this seems like it risks being highly unreliable for Boise State students and staff.

65  Frequency  more frequency

66  Concern  Routing  Adjust the times on the #40 in the mornings by moving them up 10 minutes. This would increase the chances of getting into downtown before 8:00. Chopping off going to Boise State won't improve on time performance, it's the traffic on I-84 between kercher and garrity that throws the bus off schedule at the beginning.

67  Support  They do help me, a lot.

68  Later Service  On Time Performance  The Village  Adding a service that goes to the Village Mall in Meridian from downtown or mall. Extending hours of bus times would also help. Earlier route 29 to help catch connection on vista.

69  41/42  Concern  Overcrowded Bus  Consolidating routes #41 and #42 will make the 40 minute ride from Boise to Caldwell very uncomfortable. As it stands the 5:00 pm bus gets crowded and during busy times of the year there is not enough seats to accommodate the need.

70  Concern  Keep route 40 the same. I will not be able to ride the bus with the proposed changes. I would not get to work in time in the morning.

71  1/18  Concern  On Time Performance  reliable on-time routes. Depending on the driver, the #1 can vary by 10 minutes in the 6:00 am hour.

72  1/18  Concern  Earlier Service  Later Service  Weekend Service  KEEP the Parkcenter route as it is. ADD Saturdays and longer hours to make it truly useful for the community that depends on it.

73  Concern  Don't make the changes.

74  Concern  Keeping them the same. Changes in time would result in me not being able to make the connection needed to get to work by 7:30am or to get to Caldwell by 6pm.

75  On Time Performance  Support  I would like to see the bus actually hit their scheduled times for pick up and drop off. It is very frustrating that is it the norm to have your bus always running late. I'm hoping taking off the BSU loop will improve the performance to where the bus can be closer to on-time.

76  Frequency  Support  The proposed service improvements are very helpful for me as I primarily take the State Street bus route during peak hours.
Appendix B Written Open Ended Comments:
Online Open Ended Survey Questions:
Q12: If the proposed service improvements do not help you, what changes would you recommend?

<table>
<thead>
<tr>
<th>ID</th>
<th>Frequency</th>
<th>Concern</th>
<th>Routing</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>77</td>
<td></td>
<td></td>
<td></td>
<td>I use the bus to get to downtown more during the midday. I think I might use our more instead of my car if I knew I could hop on a bus within 15 minutes anytime, not just your peak times.</td>
</tr>
<tr>
<td>78</td>
<td>2</td>
<td>Concern</td>
<td>Frequency</td>
<td>Routing</td>
</tr>
<tr>
<td>79</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>80</td>
<td>40</td>
<td>Concern</td>
<td>Routing</td>
<td>Break route 40 into two routes. One drops off from the first-of-downtown to the main-street station and the other that starts dropping off after main-street station, through Boise State. Less stops for each, which would give you all your “on time” goal.</td>
</tr>
<tr>
<td>81</td>
<td>2</td>
<td>Concern</td>
<td>Earlier Service</td>
<td>Frequency</td>
</tr>
<tr>
<td>82</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>83</td>
<td>Frequency</td>
<td></td>
<td></td>
<td>Increased frequency on more routes.</td>
</tr>
<tr>
<td>84</td>
<td>Eagle</td>
<td>State street route to start in Eagle, rather than across from Walmart.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>85</td>
<td>9x</td>
<td>Concern</td>
<td>Stops</td>
<td>Support</td>
</tr>
<tr>
<td>86</td>
<td>40</td>
<td>Concern</td>
<td>Routing</td>
<td>The proposed changes to Route 40 will reduce a large majority of riders. It would need to at least service to the end of Main &amp; 1st to service Ada County and St. Lukes Downtown, which I know a lot of people use the Route 40 for.</td>
</tr>
<tr>
<td>87</td>
<td>9</td>
<td>Concern</td>
<td>Stops</td>
<td>Keep the many stops on 9 - State St. Otherwise, customers have to walk further than is comfortable to more remote stops.</td>
</tr>
<tr>
<td>88</td>
<td>NA</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>89</td>
<td>40/42</td>
<td>Concern</td>
<td>Routing</td>
<td>Intercounty needs to be less circuitous.</td>
</tr>
<tr>
<td>90</td>
<td>Later Service</td>
<td></td>
<td></td>
<td>We would use the bus 100s of times more if you offered bus service from State &amp; Glenwood to downtown (I others) until at least midnight all nights except Sundays. That way people can take bus downtown for dinner/drinks &amp; be able to take it back home. By stopping service at 7pm, we can’t do this. Also, you really need to offer service from Caldwell, Nampa, Eagle &amp; Meridian to all points in Boise from 6am-7pm - this would cut down immensely in rush out &amp; I-84 traffic. Thank you!</td>
</tr>
<tr>
<td>91</td>
<td>40</td>
<td>Concern</td>
<td>Frequency</td>
<td>Meridian</td>
</tr>
<tr>
<td>92</td>
<td>Frequency</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>93</td>
<td>1/18</td>
<td>Concern</td>
<td>Frequency</td>
<td>More frequent routes. Combine 9 with the 1</td>
</tr>
<tr>
<td>94</td>
<td>Routing</td>
<td></td>
<td></td>
<td>Moving away from the hub and spoke system would be ideal. The bus changes add a 1/2 hour to a trip (total of 1 hour) that can be done by bicycle start to finish in 20 minutes.</td>
</tr>
<tr>
<td>95</td>
<td>3/14</td>
<td>Concern</td>
<td>Earlier Service</td>
<td>Later Service</td>
</tr>
</tbody>
</table>
Appendix B Written Open Ended Comments:

Online Open Ended Survey Questions:

Q12: If the proposed service improvements do not help you, what changes would you recommend?

- Concern Frequency Routing: The Roosevelt (#4) and the Emerald (#5) both leave at the same time from Main Street Station and generally arrive about the same time. And they follow the same route from downtown and up Americana. Why not stagger their schedules slightly (as much as connection "windows" allow) and, by doing so, achieve better, more frequent service, at least along the downtown-to-Americana leg of the trip? Both lines literally trip over each other now; if you varied their schedules slightly, you'd provide greater service, and lessen the chance of a 30- or 60-minute wait for the next bus if you miss this pair, under their existing arrangement.

- Support: So long as Hyde Park service isn’t reduced in any way, the extension to Vista would be a great way to reach the airport, and a time saver, as the wait at transit center can add half an hour.

- Concern Routing: The improvements are helpful for frequency, but there are no new destinations that I would use.

- Concern Routing: Keeping the 11 going up and down Chinden. That is where most people take it from/to. It needs to run all day as well.

- Concern more buses

- Concern Weekend Service: Not sure if these changes will include bus service to Harris Ranch on the weekends but if not, that would be something I would recommend.

- Concern On Time Performance: Schedule the 45 for morning route. Valley ride is consistently late and I fail to see how the proposed changes have anything with getting to BSU on time. In fact you’ve now made the commute longer. Horrible idea. You are no longer serving the needs of BSU.

- Concern Stops: The combination of the 1 and 18 would also need additional stop markings. The times I’ve tried to ride the 18 outbound from downtown I have no idea where I can/can’t alight the bus near my home at Barber Valley Drive.

- Concern Meridian: There should be service that runs to Eagle and and deadzone on West of Eagle Road/Justick/Five Mile.

- Concern: It seems as though you’re more worried about the college students than people trying to get to work in a more cost effective way & reduce the amount of vehicles on the roadways.

- Support: The proposed changes will be great.

- Later Service: Later service

- Earlier Service Later Service: they do help me. another change i would like to see is at least for now extended hours. some people work in the evening, how great would it be for them to get off at 10pm and be able to get home on the bus. this city is big enough for 24 hour service, i feel. would keep the drunks off the road on the weekend too.

- Concern Routing: The bus does not fit on that street at all, having to stop constantly to allow two vehicles to pass each other in such a narrow street. We could cut the time in half if we moved the route over a block or two. That is "streamlining!"

- Concern Frequency Later Service: More frequent buses (30 MIN) all day ParkCenter and Broadway. And Busses running later than 6:45 PM

- Later Service: I would love to see the number 10/12 extended later in the evening. If they ran later I would be able to dine downtown or attend a movie/concert/event and still be able to take the bus home in the later evening hours. With the last bus at 6:45, it doesn’t allow me time to do that so I am not able to do these things downtown after work.
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Q12: If the proposed service improvements do not help you, what changes would you recommend?

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<thead>
<tr>
<th>ID</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>112</td>
<td>16/29 Concern On Time Performance Support While I support the idea of the changes to Route 29, the route itself barely runs on time, so the route will run even longer by extending the route past BSU. The western extension to Maple Grove would be most beneficial on Saturdays when the 28 does not run.</td>
</tr>
<tr>
<td>113</td>
<td>Eagle Meridian The Village Run a bus out Chinden west of Eagle Rd. Run a bus From Eagle to the Village.</td>
</tr>
<tr>
<td>114</td>
<td>3/14 Concern Routing Support Route 3 should follow the current alignment of Route 14 and serve Harrison Blvd and improve safety overall</td>
</tr>
<tr>
<td>115</td>
<td>Frequency Support they help because of change of frequency</td>
</tr>
</tbody>
</table>
Appendix B Written Open Ended Comments:
Online Open Ended Survey Questions:
Q14: Do you have any additional comments?

<table>
<thead>
<tr>
<th>#</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Support My family wants to ride the bus for a number of reasons. (We have a member of our household who is unable to drive.) We appreciate the efforts to try to make the system better. Thank you!</td>
</tr>
<tr>
<td>2</td>
<td>No</td>
</tr>
<tr>
<td>3</td>
<td>Earlier Service Later Service Extended hours would be welcome!</td>
</tr>
<tr>
<td>4</td>
<td>16:29 Concern East End Frequency See number 12, above.</td>
</tr>
<tr>
<td>5</td>
<td>3/14 Airport Support I support all the proposed changes to service routes in 2018 b/c they are revenue/budget neutral and consolidate existing routes. I am very supportive of the combined Hyde Park/Vista to the Airport route because it would make it very convenient for me to get to/from the airport.</td>
</tr>
<tr>
<td>6</td>
<td>Downtown Boise Frequency State Street Support Improving the frequency of bus service will encourage more people to ride the bus instead of drive, which seems to be more and more important these days. Traffic in downtown Boise and on State Street has been becoming noticeably heavier and more time consuming as the population of the city and metro area increases. If more people ride the bus, it will improve traffic flow, improve mental health and stress levels, and reduce air pollution.</td>
</tr>
<tr>
<td>7</td>
<td>Boise State Parking Support I think it’s wonderful that the city is proposing these changes. More access, less cars. My son uses the buses to go to BSU, it helps a lot not to have to pay $300 a semester for parking and not to have the worry of having him on the roads during rush hour.</td>
</tr>
<tr>
<td>8</td>
<td>Concern Routing Please see #12 above</td>
</tr>
<tr>
<td>9</td>
<td>40 Boise State Concern Earlier Service The last AM 40 route hits downtown at 8AM. The shuttle service to BSU (that is suggested we utilize if the changes are implemented) doesn’t start until 9. Waiting an hour to continue to the destination isn’t acceptable. Having to transfer - which won’t be as simple as just hopping another to another vehicle, there will be a delay even if the route times did overlap - makes the service valueless to me. Having to time out the addl connection for the return trip adds length to my day or causes me to lose productivity by cutting my day short. The first 45 route starts at 9. There is not another inter-county option that gets me to campus early enough so I’ll have to begin driving back and forth. I’ve recommended utilizing the bus service to every person I know who commutes. Very disappointing.</td>
</tr>
<tr>
<td>10</td>
<td>Nope</td>
</tr>
<tr>
<td>11</td>
<td>2 Concern Routing Stops The current two-way proposed for 2 Broadway is significantly impacting routes by eliminating Geceler and Apple. Ideally you can re-evaluate those changes. I see turning on Linden makes sense, but not eliminating Geceler, Pennsylvania and Apple. As well, Linden is not an ideal street for bus stops.</td>
</tr>
<tr>
<td>12</td>
<td>8 Concern Stops Keep at least 1/4 mi stops on State St.</td>
</tr>
<tr>
<td>13</td>
<td>7 Frequency More service more places. Most people I talk to about the bus are surprised that I actually ride the bus. I tell them it’s because the 7a and b routes offer me twice hourly buses, which is just barely a functional wait time. If I had to wait an hour for a bus that I missed, I simply would not take the bus. Please add more service on all possible routes.</td>
</tr>
<tr>
<td>14</td>
<td>Drivers Support We love riding the bus and really appreciate the drivers.</td>
</tr>
<tr>
<td>15</td>
<td>16:29 Stops Service deletions such as #16 - re-use benches and signs effectively where use is high or stop is not “obvious”</td>
</tr>
</tbody>
</table>
Appendix B Written Open Ended Comments:

Online Open Ended Survey Questions:

Q14: Do you have any additional comments?

16 9 Concern In-lane stops. Please don't add more busses stopping more often on state. The street gets backed up a lot already. You need to create pullouts for the busses so they don't keep blocking traffic!

17 Thank you for providing the opportunity to express our needs.

18 I just happened to stumble on these changes when I was looking something up on your website. You could have written the word out better.

19 5 Concern Routing I do not personally use the Emerald Route, but I hope all other routes will be bypassed by the new route. There are some low incomes areas that likely rely on the bus that may have more difficultly without a close by public transportation option. If VRT is not already doing so, it would be great if you could inform those riders of the opportunity to voice their concerns.

20 Support would love to see bus routes improve so more people would use

21 NA

22 3 Rail Support I've heard it mentioned that rail travel is a possibility at some point in the future, and I wanted to say I think that would be fantastic! I've lived other places with rail systems and it was so nice to be able to bypass all the car traffic!

23 5 Concern Fire the idiot making these decisions and for ONCE listen to passengers we RIDE your buses not this moron

24 40 Concern Routing Please don't make ALL of us on the Nampa Express get off at the transit center, then we are going to be late to work, so what is the point. The 40 has loyal riders (me 5 years, others 12 years), please don't change the stops on us now.

25 Concern Drivers Support Overall I think you provide good service. Occasionally there are drivers who have not been trained on the routes they are assigned and don't know the stops.

26 5 Concern Routing Please don't change the emerald route!

27 9 Frequency Support Creating the first route with service every 15 minutes is a huge step in the right direction. THANK YOU! I only hope you continue to increase frequency for more and more routes :)\n
28 no

29 Bikes Customer Service Support I attended the open house at the Main Terminal on 6/19/18. The event was well-organized, the presentations were clear and the VRT representatives were very patient and professional. Thanks for that opportunity! Often I use the bike rack on the bus and much appreciate that addition to the system! I also use Green Bikes and have occasionally have called RideLine for help. My call has always been answered promptly and the agent has cheerfully provided the technical help or information needed to get me going. Thank You!

30 no

31 Support I appreciate the effort to improve schedules and service areas. Since changing the schedule years ago, I haven't been able to ride the bus to work, so please keep adjusting.

32 We live at The Terraces of Boise on Warm Springs Ave. Having daytime services would be helpful to some independent living residents, but even more significant for employees and staff. Thanks!

33 Earlier Service Later Service Just to push out the bus schedule.

34 no

35 Columbia Village I used to use the bus service every day when it ran a loop through Columbia Village onto Amary to Federal Way to Broadway. I believe a whole sector of the Southeast Boise population is very under served by the bus service.
Appendix B Written Open Ended Comments:

Online Open Ended Survey Questions:

Q14: Do you have any additional comments?

<table>
<thead>
<tr>
<th>No.</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>36</td>
<td>No</td>
</tr>
<tr>
<td>37</td>
<td>Frequency Highway 44: It sure would be nice to have more options on the 44 Hwy 44 route, instead of just one in the morning and one at night.</td>
</tr>
<tr>
<td>38</td>
<td>1/18 Concern Routing Support: I appreciate the proposed merging of Park Center &amp; Harris Ranch because it adds more potential stops. This is good. It's the bypass of the neighborhood for half the route that doesn't work.</td>
</tr>
<tr>
<td>39</td>
<td>2 Concern Routing: Did you ever wonder about those poor people that work around Home Depot, how late they are going to be at work by going around the neighborhood first. What you can do is, continue the Broadway route the way it is till you get to Gekeler and Boise ave, turn right to Law, right on Law to Borgeson, turn right back on route it can be done and you take those people to work first, then you pick up the people that is going to work on the Gekeler Farm area. By going right on Linden you are not serving any one.</td>
</tr>
<tr>
<td>40</td>
<td>9 Concern Shopping Stops: concerned with state street route, will it stop by Walmart too?</td>
</tr>
<tr>
<td>41</td>
<td>Fares: I would also really like to see a discounted rate for the year pass for those who work for state government and other jobs with discounted rates.</td>
</tr>
<tr>
<td>42</td>
<td>Support: I'm glad you're finally overhauling the routes. It's long overdue.</td>
</tr>
<tr>
<td>43</td>
<td>On Time Performance: The biggest deterrent for me is the on-time performance, Meridian to Downtown. Improving this would make a very big difference in my ability to consistently use mass transit. Thank you!</td>
</tr>
<tr>
<td>44</td>
<td>1/18 2 Concern Earlier Service Frequency: It is insane idea to combine #1 (present route) to new Broadway route &amp; not provide timings of 1st Broadway bus leaving Bus station @ 5:15am and provide frequency of 30 minutes during rush hours. Why Valley ride is penalizing current riders of #1 and making happy happy Harris Ranch riders. Valley ride is forgetting 1st principle of planning: not to harm present riders of number and then improve the system. Does Valley ride gives damn @ present riders of #1 You won't increase ridership if you don't care @ all of present riders.</td>
</tr>
<tr>
<td>45</td>
<td>1/18 Concern Earlier Service Frequency: DONT CHANGE PRESENT ROUTE 1 IF FREQUENCY AND TIMING OF #2 IS NOT SAME AS #1</td>
</tr>
<tr>
<td>46</td>
<td>3/14 Concern Hyde Park Routing: I strongly urge that the vista route not be changed. I have ridden to North junior high multiple times by taking the vista route and then hyde park and it was not a hassle by any means. For this route in specific I recommend leaving a perfectly great route untouched.</td>
</tr>
<tr>
<td>47</td>
<td>40 Boise State Concern Downtown Boise Routing: Doesn't make sense to cut off direct access to half of downtown Boise, including to a hospital and university, just to stay on time. If you are not able to stay on time with your routes, it's time to adjust the expected overall time of the route.</td>
</tr>
<tr>
<td>48</td>
<td>Downtown Boise Later Service Support: We do not use the bus service but feel it could be more profitable and usable with the changes you are planning to make. The main comment we have is this: Why not get rid of all those big buses and only use the shuttle size buses? The big ones are running empty most of the time that we can see. Using smaller buses would be more economical and easier and cheaper to run. More routes are needed and the times that the buses run should be until midnite. A lot of people are downtown for different reasons in the evenings or work late and take the bus to town but cannot return near home because buses aren't running at those late times.</td>
</tr>
</tbody>
</table>
Appendix B Written Open Ended Comments:

Online Open Ended Survey Questions:

Q14: Do you have any additional comments?

<table>
<thead>
<tr>
<th>Page</th>
<th>Comment ID</th>
<th>Location</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>50</td>
<td>40</td>
<td>Boise, State</td>
<td>Concern</td>
</tr>
<tr>
<td>51</td>
<td>3/14</td>
<td>Main Street Station Stop</td>
<td>Concern</td>
</tr>
<tr>
<td>52</td>
<td>40</td>
<td>Boise, State</td>
<td>Concern</td>
</tr>
<tr>
<td>53</td>
<td>South Boise, South Meridian</td>
<td></td>
<td>Support</td>
</tr>
<tr>
<td>54</td>
<td>40</td>
<td>Boise, State</td>
<td>Concern</td>
</tr>
<tr>
<td>55</td>
<td>3/14</td>
<td>Concern</td>
<td>Routing</td>
</tr>
<tr>
<td>56</td>
<td>3/14</td>
<td>Concern</td>
<td>Routing</td>
</tr>
<tr>
<td>57</td>
<td>1/18</td>
<td>Frequency</td>
<td>Support</td>
</tr>
<tr>
<td>58</td>
<td>1/18</td>
<td>Frequency</td>
<td>Support</td>
</tr>
<tr>
<td>59</td>
<td>Concern</td>
<td>Drivers</td>
<td>On Time Performance</td>
</tr>
<tr>
<td>60</td>
<td>3/14</td>
<td>Concern</td>
<td>Main Street Station Stop</td>
</tr>
<tr>
<td>61</td>
<td></td>
<td>Earlier Service</td>
<td>Later Service</td>
</tr>
<tr>
<td>62</td>
<td>1/18</td>
<td>Frequency</td>
<td>Support</td>
</tr>
<tr>
<td>63</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>64</td>
<td>5</td>
<td>Concern</td>
<td>Routing</td>
</tr>
<tr>
<td>65</td>
<td>1/18</td>
<td>Frequency</td>
<td>Support</td>
</tr>
</tbody>
</table>
Appendix B Written Open Ended Comments:

Online Open Ended Survey Questions:

Q14: Do you have any additional comments?

67 40  Concern  Routing  Any body you ask for suggestions whose place of employment is before the Main Street Station will tell you this is a good idea. Any body who works past Main Street Station will tell you the same thing I am going to tell you: "We will stop riding the bus". We take the bus because it makes our commute easier. Having to switch buses, and wait for two buses, DOES NOT make things easier.

68 40  Concern  Routing  Relying on BSU shuttle service between downtown and the main campus, after taking a bus, (which is already fairly inconvenient in my area), would make this inconvenient enough that I just wouldn't bother using the bus. It is already only a backup option for me. I would probably just call in sick instead.

69 1/18  Boise State  Concern  Routing  Yes ParkCenter business and Boise State Yanke Campus need access to the Main Campus. We have been using the current ParkCenter VRT Route to connect the two. Students and Staff need it to continue.

70 7  Frequency  If they make the 7a & 7b routes more frequent in the future it would help me out alot.

71  Earlier Service  Sidewalks  Weekend Service  I'm thankful Boise has a bus system but it isn't always reliable. Having to walk where there is no sidewalks if I have to catch the route 3 early in the morning. Having route 29 run that early may help others so that they can catch transfers as well. I would recommend having Route 1 available more on Friday and Saturdays.

72  No

73 1/18  Concern  Without knowing the time schedules, it's difficult to know the impact of these changes. Since I rely on #1 service to get to and from work each day, I'm concerned how the change will affect me.

74 1/18  Concern  The Parkcenter plan is wrong no matter how you look at it. How can a metropolitan area growing as quickly as Boise have so little idea of the community it serves, and so little money to grow its services, rather than depriving one population to better serve another.

75 40  Boise State  Concern  Routing  No way I'm getting on two buses to get to school and back. I'll drive first.

76 16/29  3/14  43  Concern  The current 3, 29, and 43 routes work best for my schedule. Any changes could force me to have no other choice than to drive back and forth to work.

77 40  Routing  Support  Yes. I think removing the BSU loop is a great idea and one that us regular passengers have talked about for a long time. We hope that it will be implemented.

78 9  Meridian  On Time Performance  Stops  Support  I primarily take the State Street bus during peak hours and it typically is late due to the volume of individuals getting on and off. I would like to propose routes to that go further down Fairview or into Meridian for something to consider for future plans.

79 9  Frequency  Support  Weekend Service  The 15 minute peak change to the 9 seems like a great idea and should increase public participation. Consider Sunday expansion.

80 9  Stops  You're proposing less stops on the 9 route. Please KEEP the stop at Pierce Park

81 1/18  2  Boise State  Concern  Frequency  Routing  There is no service to the main part of Boise State Campus from Southeast Boise. Geeler between Linden and Parkcenter loses all service. The 2 is far to infrequent to be of use to me, particularly with the Boise State bus stop being on Broadway. I walk to Apple and Boise Ave just to catch the 1 because it is more frequent and drops me in front of the administration building. I ride the bus in the winter and crossing Broadway with the ice and snow is really difficult. I think this is a terrible proposal.
Appendix B Written Open Ended Comments:

Online Open Ended Survey Questions:
Q14: Do you have any additional comments?

<table>
<thead>
<tr>
<th>82</th>
<th>Earlier Service</th>
<th>Frequency</th>
<th>Later Service</th>
<th>Support</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>I am very pleased with the bus service. The more frequently the bus runs, the better for everyone.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>83</th>
<th>Concern</th>
<th>Routing</th>
</tr>
</thead>
<tbody>
<tr>
<td>40</td>
<td>I will stop riding the bus if the proposed changes to route 40 are approved. I've loved riding the bus but I cannot afford the extra time, worry and effort it will take me to change buses just to go an extra 5 minutes further.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>84</th>
<th>Concern</th>
<th>Routing</th>
</tr>
</thead>
<tbody>
<tr>
<td>40</td>
<td>I realize you want to improve the routes so buses are &quot;on time&quot;, however ending route 40 at main street and expecting everybody who is traveling beyond that to switch buses (no matter how often the next bus will be there) will only cause people to stop riding the bus. This morning, on one bus, I counted ten people who were still on the bus past the main-street station. I know most of them would stop riding the bus with the proposed changes. That is ten additional cars on the roads.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>85</th>
<th>Earlier Service</th>
<th>Routing</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>I cannot currently ride the bus to work, which I would love to be able to do. I arrive to work at 06:30, but the #2 bus does not typically start until after that time, for me to arrive at the Federal Way and Broadway stop on the loop.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>86</th>
<th>Routing</th>
<th>Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/16</td>
<td>Thank you for changing route 1. Going farther down on Boise Ave will allow more people to catch the bus.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>87</th>
<th>Concern</th>
<th>On Time Performance</th>
<th>Routing</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Running a bus through Broadway and Linden is going to be UNBELIEVABLY slow in the mornings and evenings, that road is regularly backed up 3 blocks.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>88</th>
<th>Routing</th>
<th>Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/14</td>
<td>Combining routes 14 and 3 into a single route with greater frequency of service would be very useful to me and a big improvement, so I am very happy to see it being proposed.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>89</th>
<th>Dedicated Lanes</th>
<th>Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>It would be great to have a designated bus lane down state street.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>90</th>
<th>Concern</th>
<th>Routing</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>I would suggest a Hill Road bus between Horseshoe Bend and Downtown be considered. As Hill Road has so few stop light/stop signs, a bus could take people downtown nearly as fast driving. As increased time is the number one deterrent to people taking the bus to work, a Hill Road bus with few stops would be very successful I think. The current &quot;Hill Road&quot; bus (10) zig zags through residential neighborhoods with a high number of stops and takes forever to get downtown.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>91</th>
<th>Concern</th>
<th>Meridian</th>
<th>Routing</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>There are very few people who use Route 40 all the way to BSU. The changes made won't affect them with the shuttles that are provided. However, Route 40 is 95% Professional Commuters traveling to work. I get off at Main &amp; 1st, as do many others. Stopping at the Main Street Station would lose many commuters travelling for Ada County and St. Lukes. The current schedule also is very accommodating for professionals commuting. It seems the changes come from a misconception that 40 is for BSU. When in fact, it is dominated by working professionals that don't go beyond 1st street. If the 40 were to stop at Main Street Station, it would not be beneficial and I would no longer ride. ALSO, service to Meridian is largely lacking! Adding an express route from Meridian would greatly increase those that utilize the awesome bus system.</td>
<td></td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>92</th>
<th>Concern</th>
<th>Stops</th>
<th>Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Keep up the great work! Add more buses to accomplish 15 minute intervals instead of removing stops. Fewer stops for 9 State St. will make customers walk longer distances to stops.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| 93 | NO |

<table>
<thead>
<tr>
<th>94</th>
<th>Caldwell</th>
<th>Eagle</th>
<th>Later Service</th>
<th>Meridian</th>
<th>Nampa</th>
<th>Rail</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>See previous. Would love rapid rail too!</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>No.</td>
<td>Type</td>
<td>Comment</td>
<td></td>
<td></td>
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<td>----------------------------------------------------------------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>95</td>
<td>Concern</td>
<td>I noticed that one of the changes to route 40 is going into the transit center. Is that right? I don’t think that’s a good idea. The Costa Vida stop is better for keeping the route fast as it takes long to corkscREW down into the transit center. Riders just want to get on and off on Main and keep moving.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>96</td>
<td>Support</td>
<td>We know it’s difficult without funding, thanks for what you do!</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>97</td>
<td>Frequency</td>
<td>Thank you for increasing frequency on high ridership routes!</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>98</td>
<td>Later Service</td>
<td>Later hours</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>99</td>
<td>Fares</td>
<td>If it is more expensive to run long cross neighborhood Routes that run the length of town then you should increase fares to pay for it. Bussing will still be more competitive than driving and will finally become a usable transportation option for people.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>100</td>
<td>Concern</td>
<td>Yes, I recommend not closing outbound 9 State &amp; 11th stop. If a stop must be removed in that area I suggest closing outbound State &amp; 9th or State &amp; 13th. I rarely see these used, while State and 11th is high-traffic with the Y and Boise High nearby plus the existing shelter.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>101</td>
<td>Frequency</td>
<td>A more frequent downtown-to-airport Vista line would be highly marketable to those of us who have a lot of time for bus transit and who want to lessen the costs of airport parking and expensive cab rides. Even adjusting the Vista line service into the mid- evening hours on weekdays would enable flyers to arrive in Boise, catch a bus downtown, and transfer to the improved/expanded service on the popular State Street line.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>102</td>
<td>Downtown Boise Frequency Later Service Support Weekend Service</td>
<td>We need to increase VRT’s budget! Would love better Sunday and late night service so that a night downtown could include a bus ride home! Thank you!!!</td>
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<tr>
<td>103</td>
<td>9 Frequency Later Service Support</td>
<td>1. We need more routes running frequently (the new State St every 15 mins is great!) 2. Routes that run later hours. 3. 83705 is not a “rich” area and I think many more people would ride the bus if there were more convenient routes. 4. If a person needs to use two routes mid-day it can take 1-2 hours longer on the bus than driving a car to the destination.</td>
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<tr>
<td>104</td>
<td>3/14 Airport Downtown Boise Frequency</td>
<td>A 15 minute Airport to downtown bus.</td>
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<td>105</td>
<td>40 Concern Routing</td>
<td>The problem is getting between counties not limiting service. Stopping at main with the 40 is going to unnecessarily disrupt commuters to both St. Lukes and BSU. Apparently the new management has forgotten why they exist and are focused on convenience instead of riders. This proposed change will force me to drive and stop using valley ride.</td>
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<tr>
<td>106</td>
<td>1/18 Support</td>
<td>Combining the 1 and 18 will definitely provide me more options for my commute and other trips. I normally bike the Greenbelt from near Barber Valley Drive but do not depart until after my daughter starts school. The inbound 18 has already stopped running, so taking transit means I have to walk a lot further to take the current 1 route at Boise and Law. I just choose to bike when that happens, even in inclement weather. The better all-day service along ParkCenter will make that and easier decision. It also helps with my evening commute home as I usually leave downtown a hour or so before the even outbounds runs begin on the 19.</td>
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<tr>
<td>107</td>
<td>Later Service</td>
<td>Please consider extending the evening hours past 6 pm. The severely restrict transit or those working until 5:30 or 6 pm</td>
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<tr>
<td>108</td>
<td>3/14 Support</td>
<td>Excited about the Vista/Hyde Perk. I hope I can schedule flights to use it more often to get home/airport. I would think a lot of Northenders would use it to get to the Airport.</td>
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<tr>
<td>109</td>
<td>Frequency Weekend Service</td>
<td>More frequent service on all routes; improve weekend service, including Sundays.</td>
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</table>
Appendix B Written Open Ended Comments:

Online Open Ended Survey Questions:

Q14: Do you have any additional comments?

110 | **Concern, Routine** | I have a proposed route change to 40. instead of leaving CWI & going back down I.C. Blvd, go down Birch St to Northside Blvd, then continue on the same route, missing having to get on the freeway, which greatly impacts the flow & time. Might pick up more riders if it went through the residential area of Birch also.

111 | **Support** | I'm thrilled that some of these changes are finally happening. I know it was going to take a traffic crisis situation before anything changed and we have a traffic crisis! This city is so great and growing at an astonishing rate, we need to have a great transit system to go along with that! Thanks for making it happen!

112 | **Concern, On Time Performance** | Please do your research, being late for weeks or more while you figure out if the proposed changes work or not is not a viable option for most of us.

113 | **Earlier Service, Later Service, Weekend Service** | I appreciate that Valley regional transit is open to hearing feedback. I think that it is crucial to increase hours and days of operation and to extend some of the bus lines in light of the congestion that we are experiencing in the Treasure Valley.

114 | **Weekend Service** | I would really like to see Route 4 adding Saturday service, even if limited to 2 morning and 2 late afternoon trips.

115 | **Bikes** | The amount of busing available is pathetic. You can't even live here without a car. No wonder the traffic sucks. People don't have any other options. The bike routes near me dead end. Pathetic.

116 | **Bikes, Stops** | More bike rakes at the bus stops in general for those who can't walk to the bus stop and can't take their bike because the bus bike rack is already full.

117 | **3/14 Support** | Looking forward to all possible changes! Especially the Hyde Park route since the outbound/inbound has been so different.
Appendix C Comment Form:

Comment Form — Proposed bus service changes for fall 2018

Thank you for taking the time to complete this comment form. Your input is important in helping us develop a final service change proposal. Please review Valley Regional Transit's informational materials and displays regarding the proposed service change alternatives for ValleyRide bus service.

Do you use ValleyRide bus services? ________________________________

If you answered “yes,” how often do you use the service? ________________________________

What time of day do you use our services the most? ________________________________

What routes do you ride? ________________________________

In what city do you reside? ________________________________

Are you a student? ________________________________

If you are employed, in what city do you work? ________________________________

Please answer the following questions on specific proposed route changes:

Would you support or oppose the proposed change to 1 Parkcenter and 18 Harris Ranch? ______

Please explain your answer ________________________________________________________________

______________________________________________________________

Would you support or oppose the proposed changes to 2 Broadway? ______

Please explain your answer ________________________________________________________________

______________________________________________________________

Would you support or oppose the proposed changes to 3 Vista and 14 Hyde Park? ______

Please explain your answer ________________________________________________________________

______________________________________________________________

Would you support or oppose the proposed changes to 5 Emerald? ______

Please explain your answer ________________________________________________________________

______________________________________________________________

Would you support or oppose the proposed changes to 9 State Street? ______

Please explain your answer ________________________________________________________________

______________________________________________________________
Appendix C Comment Form:

Comment Form — Proposed bus service changes for fall 2018

Would you support or oppose the proposed changes to 11 Garden City? __________
Please explain your answer __________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

Would you support or oppose the proposed changes to 17 Warm Springs? __________
Please explain your answer __________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
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________________________________________________________________________________

Would you support or oppose the proposed changes to the 29 Overland & 16 VA Shuttle? ______
Please explain your answer __________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

Would you support or oppose the proposed changes to 40 Nampa/Meridian Express? ______
Please explain your answer __________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

Would you support or oppose the proposed changes to the 42 CWI/Towne Square Mall and 41 Happy Day Transit Center? __________
Please explain your answer __________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

Thank you for taking the time to fill out this form. Do you have any additional comments about Boise transit service?
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

You have several options to comment. You can either turn this form in today or take it with you and fill it out at your convenience. When completed, please mail this form to: Valley Regional Transit, attn: Mark Carnopis, 700 NE 2nd Street, Suite 100, Meridian, ID 83642. It also can be faxed to 208-846-8564. The deadline for submitting the form is Monday, June 25, 2018.
Appendix D Other Written Comments:
Written comments from comment form and other sources organized by route

Route 1

1. Combining these routes make sense.
2. If #2 Broadway runs every 30 minutes 6-9 a.m. and 3-7 p.m.
3. Even though one direction may take longer, it would be nice to have access to more of Boise, and it
   would be really convenient to have more time to choose from.
4. Because it does not serve the area of Law and Bergeson
5. Because new route does not pass through my area
6. Needs to go by the University
7. Once-an-hour on #1 (Parkcenter) during midday still seems thin, and destined never to add new
   riders.
8. Frequency of #2 has to be same as #1, otherwise don't change route.
9. No service to SUB (Student Union Building), removes this as a reasonable option for me due to
   distance I would have to walk. This is the route I mostly use due to more frequent service and access
   to BSU than the #2
10. If it increases ridership and gets single car drivers off the road. The very bad thing is that it misses
    BSU.
11. Maybe would support w/earlier service on #2 Broadway.
12. I get off at Gekeler and Boise Ave. There are several people who use the same bus stop. And people
    use the stop on Pennsylvania
13. Yes, if you keep timings and frequency of #2 new route to #1, otherwise don't change routes 1 & 2.
    30-minute frequency helps me to come back and forth to my house
14. I liked the #1 going through BSU. I know you're trying to serve St. Luke's, but at the expense of BSU.
    Also, you have Broadway and Parkcenter serving St. Luke's, but nothing at BSU.
15. Health reasons. Limitations to walking. Increased traffic and corners that are problems where
    sidewalks and wheelchairs need to be considered strongly.
16. Perfect
17. Would like to be able to access downtown Boise mid-day for banking, shopping, medical appts., etc.
    Now I have to try to get car rides.
18. New route is not serving the old route #1. Change in route does not serve my area. Timing of 1st bus
    from Main Street should be 5:15 am, frequency should be 30 minutes in ..... New route does not
    come to my area
19. Boise is far behind in bus service where it needs to be especially w/recent surge in growth. Traffic is
    compounding. We need anything that will encourage more public transportation. We also need
    extended bus schedule through later evening.
20. Back to the drawing board with this one. You can do better.
21. I live in River Heights and very much support this change. I would also support more frequent stops
    and an eventual loop that connected the Park Center route to Surprise Way via Warm Springs when
    you are ready. Thanks for considering my opinion. S Bywater.
22. Route 1 =combining Parkcenter & Harris Ranch--such a brilliant move!!! It may reduce the traffic in
    our area --which is increasing in the Barber Valley as the construction becomes faster and denser. So
    many of us now living here said we'd consider taking the bus if it was more frequent than just early
    morning and early evening(currently the situation with Harris Ranch route). We would definitely
    help promote “taking the bus instead” if you made these route changes. Mary Lou & Dick Kinney,
    Springcreek/Harris Ranch
23. I love having more frequent options for bus ridership from Harris Ranch. The limiting factor to date has been the last pickup is at 7:30 a.m. and many people don't start work until 9:00 a.m. There needs to be an 8:00 a.m. bus which it looks like there is. I would suggest that the peak commute time in the morning is 6:30 - 8:30 a.m. and evening peak time is 16:30 -18:00. It would be good to have 30 minute buses during this time. Thank you for considering.

24. The stated goal of this proposed route is to provide all-day service to Harris Ranch. While the inbound proposed plan to provide that service, the outbound plan completely bypasses the Harris Ranch neighborhood. This is unfortunate and should not be the proposed plan. I have been taking the bus since May 2017. During my year-long patronage, I have always used the Wise Way bus stop for commuting to my office downtown. There are at least 4 other consistent passengers who use this stop. We would have to walk a mile to the Eckert stop or a mile to the Bown stop. Considering 1/4 mile is considered the average walking distance for commuters to reach a bus stop, this seems an unfair distance to make us travel for the outbound bus. I implore the department to consider keeping the Wise Way stop in the new outbound plan.

25. Regarding proposed change to # 1 Parkcenter and 18 Harris Ranch: Harris Ranch area has grown so much and would potentially meet the needs of many new people. This is a great expansion! The concerns that I found with the change is that the bus no longer be going on 9th /Capitol and down University Dr. There is high demand for this area on the route and will be eliminated in this proposal. Is the BSU Shuttle covering enough area? And will the hours (especially the summer hours) be sufficient to meet the needs of the customers? Maybe the bus could go down 9th/ Capital and down University Dr. rather than going down Main St. I copied the following information from Boise State University Bronco Shuttle website: PLEASE look up from your phones and WAVE at shuttles. We need help finding Boise State riders verses Valley Ride riders. The Blue on Campus route and Gray route will not run Summer the Summer hours for the Orange Downtown Route are: • Mon-Thurs May 6 – June 23, 2018 • 9am to 8:30pm • No Weekend or Friday Service • Mon-Thurs June 24-Aug11th • 9am to 7:30pm • No Weekend or Friday Service BLUE ON CAMPUS ROUTE – (NO WEEKEND SERVICE). • Monday – Thursday 7am to 10pm • Friday 7am to 5:30pm ORANGE DOWNTOWN (BOISE STATE TO CITY CENTER) ROUTE- (NO WEEKEND SERVICE). • Monday – Friday 7am to 10pm GREY REVERSE DOWNTOWN (BOISE STATE TO CITY CENTER) ROUTE- (NO WEEKEND SERVICE). FOR MORE INFO ON THE NEW GREY ROUTE SEE LINK (NEW GREY ROUTE) • Monday – Friday 9am to 5:30pm Please see the shuttle tracker app for wait times. The Orange Downtown route will experience unexpected delays due to construction in Downtown Boise. Peak high traffic hours are (8:00 am to 1:00pm and 3:00pm to 6:00 pm). The last loop of the Blue on campus route will begin in the East Stadium Parking Lot at 9:30 pm Monday through Thursday, and 5:00 pm on Friday

26. The people of Harris Ranch use this bus system to and from downtown. Please continue frequent stops. This helps cut down on emissions and less vehicles on the road helps with the growing traffic problem. Thank you

27. The proposed 1-Harris Ranch via Parkcenter (Outbound) route no longer stops at Wise Way. I believe this will negatively impact many commuters, like myself, who live in the growing Harris Ranch Community. The new proposed Outbound route would cause several current and future commuters to walk just over a mile (20-25 minutes) to the next/nearest stop, which may prove to be quite an inconvenience. For convenience and consistency, I believe the Outbound route should be the same as the Inbound route.
Appendix D Other Written Comments:
Written comments from comment form and other sources organized by route

28. I really a lot of the current park center that picks me up at Manitou and beacon. This plan would get rid of that which Is bad for me
29. I do not think that you should eliminate the service down Broadway to BSU. There are customers that use the bus system in this area and the BSU Shuttle hours are varying in the summer...
30. With the new changes to Park center, since the bus will not go through Campus, i will lose access to the convenient bus options I had before. Please do not change it. I ride twice a day 5 days a week.

Route 2

1. The proposed changes will streamline operations
2. The route appears to service the area well. My concern is w/timberline, the students filling up the bus. Maybe 30 or 45 minutes between buses?
3. It will take longer to get to Fred Meyer Shopping center and there is only one chance to return downtown (bus does not go down Federal Way at spaced interval)
4. With conditions #2 timings and frequency has to be same as those of #1.
5. Timings and frequencies should be in ......... Downtown @ 5:15 p.m., 30-minute frequency during rush hour.
6. My dentist is at Boise Ave. Gekeler and Pennsylvania, so need that service
7. It would cause people to walk farther
8. Because timings and frequency of new route 2 is not same as #1 (current route). If 1st bus .... @ 5:00 and frequency should be 30 minute.
9. Yes, but timing and frequency of new #2 has to be: 1st leaving main station at 5:15 a.m. and 30-minute service during rush hour.
10. Proposed change to #2 will work if 1st from station leaves at 5:15 a.m. and frequency is every 30 minutes during rush hour.
11. Broadway needs to be every 30 minutes.
12. The frequency of the #2 makes it really not feasible to rely on when my schedule fluctuates as it does. It isn’t coordinated w/BSU shuttles. Crossing Broadway in the winter is difficult.
13. But the 30 minutes during am and pm commute times might be nice.
14. Yes, only if timing and frequency are same as that of #2.
15. Would like it to be 30-minute peak since I used to ride the #1. If I miss my bus, I have to wait an hour for the next one. Would like the route to start at 6 a.m. instead of 6:30 a.m.
16. This route is already once an hour all day and covers only a limited area of neighborhoods in a large area in all directions. To cut it more creates a true hardship.
17. I think it would save time and cover a better area, but needs to run later like the 9 route
18. Needs to turn right on Apple to cover Old Saybrook stop. No need to cover Law twice.
19. Generally, it seems okay. It took me a long time to understand your showing both current and proposed on your posters - and also that changes to one route were perhaps offset by changes to another. Maybe I'm tired after a long day, or maybe there could be more clarity.
20. From Linden, right on Boise, right on Apple, right on Bergeson to TK Circle, right down Bergeson, left on law, left on Boise, left on Linden. Old Saybrook off Apple Street is a very busy stop. Recommend not cutting Apple off #2.
21. Because timings and frequency is not same as that of old route #1, changes won't work.
22. Back to the drawing board on this one. You can do better.
Appendix D Other Written Comments:
Written comments from comment form and other sources organized by route

23. The first bus should pass from Holdon & Boise Avenue @ 5:45am and reach downtown @ 6:15am; lot of commuter @ present catch #1 reaching down town @ 6:15am. Its going to be big incontinence to commuter if you start new route of #2 @ same time compare to old route 2.

24. THE TIMING & FREQUENCY OF NEW BROADWAY ROUTE SHOULD BE THE SAME AS CURRENT ROUTE 1. WHY VALLEY RIDE IS ANXIOUS TO PLEASE RIDERS OF HARRIS RANCH AND DISPLEASE CURRENT RIDERS OF #1. PLEASE DON"T FORGET THAT IT IS GREAT CONVINENCE TO CURRENT RIDERS OF #1 IF FREQUENCY AND STARTING TIME OF NEW BUS ROUTE IS NOT SAME. IF TIMING ARE NOT SAME OF NEW BUS ROUTE 2 TO CURRENT #1 ROUTE VALLEY SHOULD NOT THINK OF EVEN MAKING ANY CHANGES TO PRESENT ROUTE 1

25. From Boise Avenue & Holdon I have been taking # 1 for last 15 years @ 5:45am, new Broadway route passes through apple & Boise Avenue @ 7:15am. I humbly request you to change new Broadway route to pass through Boise avenue & Holdon @ 5:45am. I hope you will make needful changes. Thank you.

26. Frequency & timings of #2 - new route should be the same as timings and frequency of current #1 route

27. ROUTE #2 SHOULD START @ 5:15 am @ FROM MAIN STATION & FREQUENCY SHOULD BE 30 MINUTES DURING PEAK HOURS

28. FREQUENCY & TIMING OF #2 SHOULD BE SAME AS THAT OF #1

29. BSU is contributing funds for transit system, my class schedule demands to take first Broadway bus from Boise avenue & E. Victory Road @ 5:45 am and my class schedule also requires me take bus every 30 minutes during peak hours. Timings of nw #2 shall be to start 5:15am from main station & 30 minutes frequency during peak hours

30. Provide timing & frequency of new bus route 2 to same as that of old route #1.

31. Regarding proposed change to # 2 Broadway: The # 2 Broadway bus proposed change does eliminate the area of Gekeler and the area on Apple that it used to serve. I would like to suggest that after it does the loop on Federal Way that it returns down Gekeler and Apple St. to serve a few more people that cannot walk long distances.

32. My husband and I are hoping you won't change route 2. A lot of us from Lakewood catch the bus at Gekeler and Old Saybrook or Carter. It is a convenient way for us to get downtown. One neighbor rides the bus daily to work and can stop at Fred Meyer for groceries after. She is visually impaired. The proposed route takes Linden, which is a very narrow road with heavy traffic. We feel this would cause even more problems on Linden. It also could be a problem for White Pine school drop offs and pick ups by increasing the traffic issues. We hope you will reconsider this route change.

33. My husband and I are hoping you won't change route 2. A lot of us from Lakewood catch the bus at Gekeler and Old Saybrook or Carter. It is a convenient way for us to get downtown. One neighbor rides the bus daily to work and can stop at Fred Meyer for groceries after. She is visually impaired. The proposed route takes Linden, which is a very narrow road with heavy traffic. We feel this would cause even more problems on Linden. It also could be a problem for White Pine school drop offs and pick ups by increasing the traffic issues. We hope you will reconsider this route change.

34. I use the bus at least once a week and catch it at Old Saybrook on Gekeler. The new route will not include Gekeler and therefor is unacceptable. Also Linen is too narrow for any bus stops to be made along there, so please keep route 2 the same!!
Appendix D Other Written Comments:
Written comments from comment form and other sources organized by route

Route 3

1. I have several shopping locations on Vista. The bus running every 30 minutes all day long would be helpful.
2. I start work at 7:30 a.m. and the current times and routes work to provide me to get there on time. The route proposed and route times is unrealistic event at 30 minutes.
3. One bus makes it much easier.
4. I think the Number 3 should go longer in the evening, there's flights 24 hours a day from the airport.
5. Didn't work before, longer wait to go back home above Rose Hill, dependent on peak time running every 20 minutes, you try driving through Hyde Park in 20 minutes!
6. 3 needs to go to MSS drop off.
7. Merging the two seems a better approach that will yield more riders and build a better "North End to Airport " mentality.
8. This would change the interval times from 15 to 30 minutes which would make the wait downtown longer and the ride home longer. Not just for me but for the multitudes of others who take this route.
9. Why spend thousands of $ on a hub if you aren't using it? If you need to transfer to a bus within the hub have to walk/rush to get there.
10. This was tried before and it did not work.
11. This route will be impossible to drive. Drivers need a break. 13th Street needs to be removed from all routes. It is dangerous.
12. I prefer being able to access the bus at MSS. Much easier - especially given city's very slick trick sidewalks in winter. I do not want to cross 9th Street (aka Indy 500 in my office) to make the bus. Of course I understand the desire to make a stronger route and I appreciate that intent. I do not like 30 minutes all day concept. Just not thrilled about missing that nice onboard and off-board at MSS.
13. Exiting on a busy street, especially in the winter. Convenience is why I ride. I also like using Main Street Station.
14. Two reasons: I use the Vista 3 to get from downtown to Overland being dropped by 7:30 which is when I start work. 2). The new route would not enable me to get to my work on time.
15. Good idea! This can allow people to access airport via bus from North End.
16. This combination is a bad idea, but 30 minute all day service on Vista is a good idea. Back to the drawing board. Keep these two routes Named separately. They have been that way for at least 45 years that I am aware. Vista is one part of town, Hyde Park another. If the routes are interlined, the destination sign on the bus becomes Vista (or Downtown) as it begins the return trip from the Hyde Park area and reads Hyde Park (or Downtown) when leaving the airport. Forty foot (40’) buses are used on Vista. The turning radius of a 40’ transit bus is substantially different (wider) than a 35’ coach because a 40’ transit bus has a MUCH longer wheelbase. Streets on the north end are not friendly to a 40’ bus turning radius because of their narrowness and vehicles parked close to intersections. This can delay service and cause accidents. It appears the current Hyde Park schedule is a 20-minute round trip from Main St Station. It also appears to be too little time to run the route and stay under the posted speed limits. If you’re looking at hooking a 20-minute route to a 40-minute route to create a 60-minute route. I suggest, in this case, it isn’t going to work very well. Lastly, what justifies 30-minute service to the Hyde Park route?
Appendix D Other Written Comments:
Written comments from comment form and other sources organized by route

17. I love the new more-regularly-timed route 3! If you could change one thing, I'd ask that the time be extended (perhaps with fewer stops) to 9PM, so that it can be used more easily for later return flights and to connect to the late running 9 and 7. (Or, for business-people who have parking spots downtown.)

18. Regarding the proposed line 3. It would be a big mistake to combine these two routes. Most people living in the North End work downtown. Pointless to add the route 3. I will discontinue riding the 14 if these are combined.

19. Regarding proposed change to # 3 Vista/Hyde Park: I support the changes. It will still serve both needed routes in a more efficient way. However, it could serve more people if you keep the stops that are on Harrison Blvd in place instead of eliminating them Happy to see that it is every 30 minutes all day. This is needed especially at the Airport.

20. I'm sure lots of thought went into this by someone -- just not the riders. I have been ride the transit system for 17 years and instead of improving it appears to become -- my ride on the #3 usually gets me from pickup to work in 10 minutes total. In other words, very convenient -- the proposed change does not sound as convenient. From what it looks like I will not have to exit at Front Street and walk to 9th not a problem in nice weather but that is a busy street and present dangers for people on foot and not to mention the mobility devices and bicycles. It was really nice to have the Main Street Station as a start and end point. Not sure yet where I will get on.

21. Route 3 - I love the changes being proposed, I use the #3 consistently and the #14 occasionally. Trying to keep track of the 20 min. - 40 min. intervals and how it relates to the other routes timetables is a real pain.

Route 5

1. During that time that the 5 runs every 30 minutes, it takes about :55 minutes to or from school. However, during the time it runs once an hour, it takes (+-) 1:30 to 2:00 hours for the same run depending on how much walking I do. Example, walking from 13th and Shoreline to 27th and Main for the 7B.

2. The route appears to service the route.

3. Lack of access to services

4. I take it daily either from/to town or from/to Curtis.


6. I live on Barrister and Allumbaugh and it would be too far to walk to Emerald to catch the #5 like if I was carrying groceries. I do like that you are running it more frequently.

7. Realignment of timing on the #5 (Emerald) and #4 Roosevelt seems like an opportunity to expand frequency while cutting costs. #4 and #5 both lines leave and arrive at the same times, partially over the same route (downtown to Americana). Would your connection times allow you to stagger such service and thereby gain service in 15-minute increments throughout downtown leg at virtually no additional costs?

8. If this would be more convenient than driving and increase ridership

9. It will be great if they ran later - into the evening.

10. Perfect

11. Change is more efficient

12. Regarding proposed change to # 5 Emerald: I believe the route serving all of Emerald is a good idea, however there are many riders that live in Apartments off of Allumbaugh and many riders that need
Appendix D Other Written Comments:
Written comments from comment form and other sources organized by route

to go to Intermountain Hospital and other facilities on Barrister as well as the Family Medical center on 777 Raymond. I propose that you keep the return inbound trip from the Boise Towne Square Mall serving this area and have the outbound trip serving Emerald to Cole as you show.

Route 9

1. No need to change to 15-minute frequency.
2. Route 9 needs to stop on Walmart side of street - bus cutout or in driveway and back out.
3. Keep the Walmart stop (put shelter there). Keep Collister stop still stop by Carl’s Jr. on State Street?
4. 15-minute peak service on the heaviest used line seems appropriate and likely to gain the most new ridership. Market the heck out of it. Any chance you could expend line to terminus east of Eagle (at Winco/Home Depot shopping center). To gain some Eagle Ridership while providing service to an additional large shopping area?
5. No need to change frequency because bus is not crowded, use the .... Of extra bus from #9 to new route of the #2
6. 15-minute peak and 30 minutes makes it "convenient" for people to take this route and not drive on State Street.
7. Frequency and timing are working fine.
8. Make a #9 bus State Street a stop at State and Bogart Street.
9. It would make it a lot easier being able to catch the bus to make connections downtown.
10. Perfect
11. I have general concerns about the changes to the 9 affecting 9X, as adding more times and fewer stops seems to overlap with the purpose of 9X. This long-term I would like to see the 9X pushed out into Eagle or even Star and 9 have these changes.
12. I try to use the 9 from Plantation - to transfer. When 9 is late, 9X should pick up .... To downtown. I have been allowed to ride the 9X on occasion. The bus was empty to Main Station. I was the only rider when I pulled into Main Station. I recently read that ridership was a bit lower than 10 years ago. Please don’t extend. Don’t raise the fares to the riders. Be more efficient with what you currently run. Your vision is early re: rider benefits.
13. Ridership is low, why provide 15-minute frequency in rush hour.
14. Great idea! Let's get more cars off of State Street. Also, 15 minutes is a much better increment of time because walking from 36th to 12th Street takes 30 minutes anyhow. I hope the increment goes to 10 minutes.
15. If stops are moved farther apart, what happens to the 9X route? If stops are moved further apart, and the narrative doesn’t say which stops, how will that effect ridership? Has passenger by stop counts been taken? My guess is they have not been.
16. On outbound route 9 I think you should consider keeping the State & 11th stop, because it seems to have multiple people every time I get on there (being right by the school and the YMCA). If you must drop a stop I'd drop either State & 9th or State & 13th, as at the same time of day they usually have no one or 1 person.
17. Don’t change #9 to 15-minute frequency during rush hour.
18. Good to see increased service times on a bus with high ridership. I think we can have increased ridership on more routes as we make all them more convenient to the public.
19. Route #9 - I use #9 occasionally and have found that it is a very long ride, so streamlining is a good idea, but I am a bit concerned about the distance between stops being lengthened.
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Route 11

1. Changes on this route will provide better safety to patrons.
2. Looks like a nice "partial" alternative to 8X - if needed to adjust route.
3. I do not use it, but the time was inconvenient when I was looking at an apartment there.
4. Garden City line is so thin at present that it's almost non-existent. Yet the demographics of the Chinden corridor would seemingly argue for more and better service.
5. Chinden needs to be covered
6. The concept of moving service to peak times from off peak is good.
7. Route #11 - Because of the previous hours (midday) I only used the #11 if I absolutely had to, with the new hours I would be using #11 at least 4 times as much and appreciate the change in route so that I don't have to cross Chinden (a real pain).

Route 14

1. The 14 should stay the 14 cause the 14 takes a while to get through Hyde Park.

Route 16

2. The idea of the VA change, move stop times is really appealing.
3. Not affect my ride to senior center
4. "As a daily rider on routes 16 and 17, I do not support the reduction in frequency from every half hour to once per hour for service in Boise's east end. This reduction in service makes the bus a less viable option for my transportation needs and I expect for others, in particular commuters who have specific start and end times for a job, school, medical appointments, etc. Ensuring an on-time arrival could mean catching a bus up to an hour earlier than need be, and waiting up to an hour for the return trip. I appreciate the effort to streamline two-way service on Warm Springs route 17, but I see the reduction in frequency as an net negative. I think such a plan would result in shrinking existing ridership and would not promote new ridership. I offer two alternative suggestions that I think more closely support the ValleyConnect 2.0 plan's principles of "more people more often".
5. Alternative 1: run the new proposed streamlined route 17 every half hour
6. Alternative 2: retain two separate routes to the Boise east end alternating every half hour;
7. a/ new proposed streamlined route 17 and
8. b/ a streamlined route 16 that runs from Main Street Station, east on Main Street, left on Broadway, right on Jefferson, right fork to Washington, right on Coston, right on Warm Springs back into town. Thank you for considering my input.
9. Will Rt. 16 still go on Warmsprings? I think the # 17 should still serve the area on Broadway to Park Blvd. and at Walnut to serve the apartments along this area. Convenience to service is essential.
10. Will Rt. 16 be serving the area on Warmsprings too? Keep the Broadway /Park Blvd Walnut service area please.
11. To Whom it May Concern : In regard to merging the VA Shuttle 16 route with Overland 29. I saw the reasoning behind these changes and it seemed to include everything but the necessities needed by veterans and VA staff who use the transit system for work and appointments. The 16 route has also been the "staggered" route for those who also access the 17 route. If anything, I'd hope it will get
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those who are seeking medical services through that whole area, including the VA, St. Luke’s, Elks Rehab, and the various medical offices in that neighborhood downtown more quickly so they connect with their transfer buses on time.

Route 17

1. This change will streamline operations
2. It seems to service the area well. I use this bus when I have missed the #2 bus.
3. Depends on #2 Broadway times and occupancy.
4. This means there will be only hourly service on Warm Springs - this could also potentially mean a 30-minute wait to catch a connecting bus at Main.
5. To many seniors and disable rely on this bus with the current route. The proposed would make a lot of them having to walk a long way and leaving them with no shelter stops (same with the 16 route).
6. One hour is a long time for this route.
7. I use this as my transportation almost every day of the week. I use it to the #16 as I volunteer 3 days a week at the senior center and every week volunteer at the VA.
8. I'd like to know how often this route is utilized! Let's put more buses on State Street.
9. I think the #17 should still serve the area on Broadway to Park Blvd. and at Walnut to serve the apartments along this area. Convenience to service is essential. I do not see it to be a good thing to cut a service area that has been good for so long.
10. To Whom It May Concern, I'm not sure who created these reroutes, but it doesn't seem that rider needs were taken into consideration at all. First off, this is not streamlining this route. This is reducing a route that was already in place, and completely separating 16, further comments on 16's page coming. There is some conflictive information here. The new proposed route says it will reduce the walk that riders make to bus stops. In fact, it will increase the walk for almost all of the riders, many of whom are walking impaired. After riding the 16/17 for years, I can say that most riders get on in the Walnut area, or the back NE neighborhood Washington Ave area. So, in fact, this proposal not only cuts available transportation by going to a 60-minute route but reduces the area of the route. I would also like to point out that there are a lot of people with disabilities, the elderly, refugees, and children who depend on this transportation. In fact, I'm positive that we would love it if the route could be increased to include Saturdays so those who are unable to drive could go to the market without having to pay a taxi fare. Our neighborhood is often thought of as being posh because of Warm Springs Ave, but actually, one block off Warm Springs in both directions are apartment complexes and small single-family houses. This area may not have the density of riders, but it is still a part of Boise that needs good transportation, and the changes should not be made on rider participation, but rider need. What do the bus drivers think of these route changes? Will they be able to keep to the time constraints for these routes? It's especially important since the number of laps is being reduced by half, and this could impede transfers with other buses, especially in inclement weather. For those of who ride to and from work, there is also the question of what or where are we to stay whilst waiting 30-45 minutes for the next bus to this area.

Route 29

1. The route change to include downtown could make things more convenient going to school. However, that's dependent on how often the bus runs between the Main Street Station and Towne Square Mall.
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2. Current Route times work to get me to the 43 on time. Unrealistic on the 60-minute route time.
3. Combining these routes will improve ridership
4. Because I travel between downtown and Overland.
5. I use this bus to get to the Walmart at Cole/Overland. And when I can't use the 17 or 2 bus.
6. This limits Warm Springs to 60-minute service which also impacts connections at Main Street Station.
7. More connections.
8. 29 is already short on time. Adding VA to this route will guarantee it will never be on time.
9. I use the 29 in the afternoon to get to BSU before the 4:44 pick up by the 43. Any changes would cause me to miss the 43.
10. I can stay directly on the 17 and then it changes into the 16 which I use to get to the senior center and the VA where I volunteer almost every day of the week. I have looked at the map and do not see where I would get the #16 after I depart from the 17 downtown station- where do I get the #16?
11. Route from downtown out Emerald or out Fairview to Curtis (this connects to VA, St. Luke's, and St. Alphonsus then to Emerald and TSM. One bus one way, one bus the other. Proposed service from downtown to Boise State via 9th Street only duplicates existing services including the BSU Shuttle, which is doing very well moving people from Campus to downtown and vice versa.
12. Great to see the expansion for the Overland bus to go further up Overland and to serve the new area on Maple Grove and Franklin. So many more people can be served (so many apartments and businesses in this area)

Route 40

1. I work at BSU. We need 1 stop. I suggest limiting stops along Beacon and University. Maybe make the 40 one way morning 40 into Boise only afternoon 40 out to Canyon County.
2. Getting across town will be a PITA.
3. There needs to be increased services to the Meridian community
4. Yes, after seeing the frequency of shuttles to BSU do you think you will add a 3:30 ish bus pickup near Idaho Power?
5. I work at St. Luke's downtown Boise and dropping 1st Street from the route would cause me to have to drive to work walking from 8th to 1st would make me late to work and inclement weather it's simply not an option. I agree with eliminating the BSU stops, but taking it down to 1st Street would be best for me and other St. Luke's employees who ride the bus. I so appreciate this route and how it makes my commute less stressful and safer for me. Also, parking is awful as it is right nowon our campus. More people having to drive would make it worse.
6. Parking is already a major issue at the St. Luke's campus downtown. Changing this route would make it even worse and ultimately lead to lack of parking for employees who normally ride the bus.
7. On a good day it will take me 15 minutes to walk from 8th to 1st at St. Luke's, which is one of the largest employed businesses in Boise. We have numerous employees who commute from Nampa to Boise.
8. I take the 40 and require the times pick up and drop off to remain the same.
9. I work at St. Luke's and take this bus, especially during the winter. I would have to walk to St. Luke's in the snow. I would rather wait for a bus running late than have a new stop.
10. A 45-minute schedule is a rotating schedule. It's a VERY bad idea. It confuses people even in this technological age. It is much simpler for riders to remember a fixed schedule – 10, 20, 30 or 60
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minute headways. Either find 15 minutes of productive run time to add to the route or lay the bus up for 15 minutes at either end (or a combination of layup time at either end that equates to 15 minutes) and make it 60-minute service. How many extra trips does a 45-minute schedule gain, if any? Will they be productive? Next reason to keep it a 60-minute schedule, besides that it currently is, is that it will make the schedule consist with the Route 42 headway and that minimizes rider confusion.

1. Although, I appreciate route 40 will have more capacity for earlier and later times, the elimination of the route running every 30 minutes will be a major disruption for what has become a major commuter route from Meridian. There are also a significant number of users who ride this line who work for Ada County and St. Luke's. This will reduce ridership for those employees.

11. I am very confused by these proposals. You have not addressed a significant number of ridership in the Meridian area. In fact, by the changes in route 40 you will eliminate many Meridian users (mostly who live in south Meridian) from being able to utilize the bus system at all. There needs to be an extension of route 8/8x past Eagle Road. Please do not adjust the 40 schedule from every 30 minutes, and please run the 40 to at least one stop at BSU (it doesn't need to run through campus). It would be great to extend the route to run earlier and later one time in the morning and afternoon. The 40 is the ONLY option right now for anyone riding who lives from Ten Mile through Eagle Road. I encourage you to do an assessment of that population and the amount of cars from that area.

12. I've been riding the Route 40 from the Overland & Black Marlin stop (Roaring Springs) to Main & 1st for almost two years now, and have noticed that a very large majority of riders of that route are those commuting for work. Typically, at my stop, about 10-15 people get on and off daily, all professionals commuting. And that is typical for each pickup time. There are very few BSU students, so the proposed change makes sense for that. However, if the bus were to stop at the Main Street Station, there isn't another bus that would take me the remaining 10 blocks to my work, and it would then become very difficult to utilize the bus at all and would probably stop. If the Route 40 were to continue down Main Street and service St. Luke’s (which there are about 8 people that use the 1st street stop, and typically 9 that use the 3rd street), and possibly wrap around at 1st street, then those that use this route for work would still be able to use it all the way to the end of Main Street. Very few, typically BSU students/professors, ride it beyond the 1st street stop/pickup. Please keep the route servicing All Main Street and Idaho Street Stops. -Ben

13. Please keep route 40 as is. The fact that you all are proposing to cut a direct bus line from Caldwell, Nampa and Meridian to a major hospital and university is something that I cannot even begin to comprehend or support. You say that you want to keep routes on time, I ask you "on time for who?" What about everybody who rides the route 40 bus that works past the Main-Street station?

14. While I’m sure the change will be difficult for some, reliability in the pick up and drop off times does need to be improved in order to make public transportation an appealing option. This solution seems to benefit the most people, as long as it doesn’t leave others without an option.

15. I believe the "inbound" and "outbound" directions on the map for the #6 Orchard Route need to be reversed.

16. Cutting short the bus 40 route at 8th (depo) will cut out St. Luke’s employees & others who work between 5th St &Walgreens stops. I propose to cut the route at 1st street. Thank you. Nancy Gibson (Washington Group Plaza)

Route 41
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1. This combination of routes makes good sense but need to maintain a couple of midday runs for connectivity between Boise and Nampa/Caldwell.
2. 41 allows me to go directly to my work with transferring. My experience with transfers are they arrive late.

Route 42

1. The 42 is chronically late to Towne Square and arrives about 10 minutes after the other routes have left TSM. I have to wait 45 minutes to catch 7B, 28, 29 or other bus.
2. More convenient for intercounty riders.
3. Seems cleaner and easier for drivers and easier for riders to find stops.
4. The number 42 does not meet up with the last 29 at the Mall. They say it does but it never does. The 29 needs a few more routs at night. There's people at the Mall working till 10:00 too.
5. Bad idea. Back to the drawing board on this one. You can do better. Asking people to transfer at TSM to get to their other destinations does not exactly encourage ridership. People do not want to transfer if they can avoid it.

Other Comments

1. I would like to see free rides for all students, regardless of what school they attend. I am currently attending Steven-Henagar College at Cole and Overland. I am also on disability so minimalizing the amount of walking is important to me. Also, more shelters, like the outbound side at the 13th Street Post office (4 & 5). Both sides at Entertainment and Orchard and the inbound to the Mall on Vinnell (28), and both sides of Cole and Overland.
2. There are few options to get from Caldwell (Franklin Park & Ride) to connect to Vista and Overland. Any changes here may force me to have to drive.
3. I would like to see rider alerts on the app. Select a stop, have a popup give details about next arrival, etc.
4. I would like to see the 52 exist as the 52A from Nampa to HDTC and the 52B as is for Blvd where is goes all the way to Caldwell and back so I know which is Nampa and which is Caldwell.
5. Trash cans at bus stops please. Lots of poop cups at Liberty and Fairview.
6. Can we add a stop at Eagle and St. Luke's rather than at Eagle and Franklin? More issues with the bus locator - too many bus tablets are out of service - One Bus Away in Seattle works well - make ours like theirs. Need to have a more responsive customer service. There needs to be a tracking system for complaints. How do we track dropped trips? And how do we communicate that to the public? Better training for customer service.
7. Please don't get rid of the stop at Saxton/State. A lot of people shop there. Some of the drivers on the #9 route drive like demolition race car drivers, very rough. I really like the bus locator app.
8. I am looking forward to expanded service.
9. Your service is excellent.
10. Keep up the good work! In the future, I would love to see even more service to places in southeast Boise. Thanks!
11. #9 frequency is not that high, #9 requires 15-minute frequency.
12. Thanks for all you do. We enjoy the bus.
13. We are Corpus Christi House day shelter in downtown Boise. Many of our guests need access to Job Services in Meridian and bus service to Meridian would increase their chances for employment.
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14. Thanks.
15. Moving the parking sign at 13th and Grand stop further south to make room for the bus to curb so that wheelchairs can get on the bus.
16. Evening hours, even if just weekends, could appeal to Boise's night life.
17. Trash is needed at stops, people use when supplied and otherwise it's a mess. I like the benches, too.
18. Garden City should have more buses more often. Saturday buses to Nampa and Caldwell would help. You used to have the 45 later than 6:30. It used to go to 9:45, that was nice, people to go to night classes at CWI too. Have some buses run after 2 a.m. It would decrease the DUIS.
19. Leave the #3 bus alone! Not only for riders but for drivers. Please extend the hours on the 3.
20. I would hesitate on anything that made it more difficult for new users or users that are already suing making transit easier and convenient will benefit all.
21. Why you are messing up ..... Route1.
22. Combine Route 2 with Harris Ranch.
23. should hold this meeting at BSU Student Union. Route 1 really needs to be kept as it why can't Harris Ranch be served by Warm Springs Route - Appreciate service. Increase 7a and 9 until 9 p.m. Should put ad in paper, 1 gal gas in car vs 1 gallon gas on bus. Pollution output as well.
24. Wish you would work longer hours and Sunday service.
25. Could you expand airport service to connect with airlines arriving in the 7-9 p.m. time period? An opportunity to arrive by plane, connect to a bus headed to downtown, then connect to an expanded State Street line has great marketing potential as a "airport shuttle."
26. Star, ID need a second or later route, like 7:30 a.m. and 4:30 p.m.
27. To make these changes and ask for feedback during summer when most students and faculty are gone is disingenuous and makes it appear underhanded.
28. We have not used ValleyRide services yet. We just moved to Harris Ranch. We are new to the area and think that transit is an important asset for the city.

29. Push the 9 or 9X out to Star. 44 needs to run twice a day, or push the 9X to Star PLEASE! We in Star have to be away from home for 12 hours a day due to the current schedule.
30. There needs to be more stops with some sort of shelter.
31. Long-term, routes go further into Eagle or out to Star would be preferred. 1X each day at 6:55 a.m. pickup and 6:10 p.m. drop off are doable, but even one more time slot each way a day would be much better.
32. Thank you for open houses, for anything to improve route coverage, for increasing frequency on some routes. Transportation is the life blood of a community. Public transit enriches an area for both residents and visitors. Thank you for all the "green" aspects of what you do. I enjoyed/appreciated how reflective and attentive your staff were as they listened to various attendees
33. Lack of convenient public transportation is a big downside to Boise. Now I to rely on car drivers. I would like the independence of transit that I have had in other cities. Route 1 & 18 would be a big step.
34. I am a receptionist and we have patients who ride this bus. It is not wise for a patient to walk 8 blocks. I can see the BSU route discontinued as they have other transportation from 8th to BSU. ST. Luke's has a "big" parking issue. This change will encourage people to drive and stop riding.
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35. I do like taking the bus and the 43, 40 3, and 29 routes as they currently allow me to get to work from Caldwell and back with my current job schedule requirement. Any changes will not make it feasible to ride the bus.

36. I have ridden this bus for 15 years since I moved from California. I do not drive so the bus is my only transportation. I love riding the bus. I would like to see the #17 on a Saturday schedule at least every hour. I am not able to get even downtown on a Saturday. Also a later bus even to at least 8:00 p.m.

37. There are no routes from downtown to Eagle/Meridian. There are conscientious citizens who live in Boise and would like to use public transport to Eagle Hospital/Village/etc. from downtown.

38. Why does the bus system stop before 7 p.m.? Even on Fridays and Saturdays on Broadway. I'm sure many students would like extended service hours, especially the weekends. This will discourage driving under the influence and decrease traffic. We also need bus service on Sundays.

39. Why is there no buses going by the eagle Rd part of Boise? We live on eagle and MCMILLIAN, in the Boise city limits. It would be so great if my husband, who works downtown, could just jump on a bus.

40. Where can I find the new times for the new stops? I fear these changes will not get me to downtown work in time.

41. Is there any way to assist the homeowners and renters in the Ruby Subdivision and the Millstream Subdivision via a bus stop on Garrett and Marigold. Traffic on Chinden and Garrett is dangerously fast. Speeds are up to 50 miles an hour at that bus stop. Thank you for your time.
1. Although, I appreciate route 40 will have more capacity for earlier and later times, the elimination of the route running every 30 minutes will be a major disruption for what has become a major commuter route from Meridian. There are also a significant number of users who ride this line who work for Ada County and St. Luke's. This will reduce ridership for those employees.

2. I am very confused by these proposals. You have not addressed a significant number of ridership in the Meridian area. In fact, by the changes in route 40 you will eliminate many Meridian users (mostly who live in south Meridian) from being able to utilize the bus system at all. There needs to be an extension of route 8/8x past Eagle Road. Please do not adjust the 40 schedule from every 30 minutes, and please run the 40 to at least one stop at BSU (it doesn't need to run through campus). It would be great to extend the route to run earlier and later one time in the morning and afternoon. The 40 is the ONLY option right now for anyone riding who lives from Ten Mile through Eagle Road. I encourage you to do an assessment of that population and the amount of cars from that area.

3. I've been riding the Route 40 from the Overland & Black Marlin stop (Roaring Springs) to Main & 1st for almost two years now, and have noticed that a very large majority of riders of that route are those commuting for work. Typically, at my stop, about 10-15 people get on and off daily, all professionals commuting. And that is typical for each pickup time. There are very few BSU students, so the proposed change makes sense for that. However, if the bus were to stop at the Main Street Station, there isn't another bus that would take me the remaining 10 blocks to my work, and it would then become very difficult to utilize the bus at all and would probably stop. If the Route 40 were to continue down Main Street and service St. Lukes (which there are about 8 people that use the 1st street stop, and typically 9 that use the 3rd street), and possibly wrap around at 1st street, then those that use this route for work would still be able to use it all the way to the end of Main Street. Very few, typically BSU students/professors, ride it beyond the 1st street stop/pickup. Please keep the route servicing All Main Street and Idaho Street Stops. -Ben

4. I love the new more-regularly-timed route 3! If you could change one thing, I'd ask that the time be extended (perhaps with fewer stops) to 9PM, so that it can be used more easily for later return flights and to connect to the late running 9 and 7. (Or, for business-people who have parking spots downtown.)

5. On outbound route 9 I think you should consider keeping the State & 11th stop, because it seems to have multiple people every time I get on there (being right by the school and the YMCA). If you must drop a stop I'd drop either State & 9th or State & 13th, as at the same time of day they usually have no one or 1 person.
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6. Regarding the proposed line 3. It would be a big mistake to combine these two routes. Most people living in the North End work downtown. Pointless to add the route 3. I will discontinue riding the 14 if these are combined.

7. Why is there no buses going by the eagle Rd part of Boise? We live on eagle and MCMILLIAN, in the Boise city limits. It would be so great if my husband, who works downtown, could just jump on a bus.

8. I live in River Heights and very much support this change. I would also support more frequent stops and an eventual loop that connected the Park Center route to Surprise Way via Warm Springs when you are ready. Thanks for considering my opinion. S Bywater.

9. The first bus should pass from Holden & Boise Avenue @ 5:45am and reach downtown @ 6:15am; lot of commuter @ present catch #1 reaching down town @ 6:15am. Its going to be big incontinence to commuter if you start new route of #2 @ same time compare to old route 2.

10. THE TIMING & FREQUENCY OF NEW BROADWAY ROUTE SHOULD BE THE SAME AS CURRENT ROUTE 1. WHY VAL:LEY RIDE IS ANXIOUS TO PLEASE RIDERS OF HARRIS RANCH AND DISPLEASE CURRENT RIDERS OF #1. PLEASE DON"T FORGET THAT IT IS GREAT CONVINIENCE TO CURRENT RIDERS OF #1 IF FREQUENCY AND STARTING TIME OF NEW BUS ROUTE is NOT SAME. IF TIMING ARE NOT SAME OF NEW BUS ROUTE 2 TO CRRENT #1 ROUTE VALLEY SHOULD NOT THINK OF EVEN MAKING ANY CHAGES TO PRESENT ROUTE 1

11. Route 1 =combining Parkcenter & Harris Ranch--such a brillant move!!! It may reduce the traffic in our area --which is increasing in the Barber Valley as the construction becomes faster and denser. So many of us now living here said we'd consider taking the bus if it was more frequent than just early morning and early evening(currently the situation with Harris Ranch route). We would definitely help promote "taking the bus instead" if you made these route changes. Mary Lou & Dick Kinney, Springcreek/Harris Ranch

12. I love having more frequent options for bus ridership from Harris Ranch. The limiting factor to date has been the last pickup is at 7:30 a.m. and many people don't start work until 9:00 a.m. There needs to be an 8:00 a.m. bus which it looks like there is. I would suggest that the peak commute time in the morning is 6:30 - 8:30 a.m. and evening peak time is 16:30 -18:00. It would be good to have 30 minute buses during this time. Thank you for considering.

13. Where can I find the new times for the new stops? I fear these changes will not get me to downtown work in time.

14. Please keep route 40 as is. The fact that you all are proposing to cut a direct bus line from Caldwell, Nampa and Meridian to a major hospital and university is something that I
cannot even begin to comprehend or support. You say that you want to keep routes on time, I ask you "on time for who?" What about everybody who rides the route 40 bus that works past the Main-Street station?

15. While I'm sure the change will be difficult for some, reliability in the pick up and drop off times does need to be improved in order to make public transportation an appealing option. This solution seems to benefit the most people, as long as it doesn't leave others without an option.

16. I believe the "inbound" and "outbound" directions on the map for the #6 Orchard Route need to be reversed.

17. From Boise Avenue & Holdon I have been taking #1 for last 15 years @ 5:45am, new broadway route passes through apple & Boise Avenue @ 7:15am. I humbly request you to change new Broadway route to pass through Boise avenue & holdon @ 5:45am. I hope you will make needful changes. Thank you.

18. Frequency & timings of #2 - new route should be the same as timings and frequency of current #1 route

19. ROUTE #2 SHOULD START @ 5:15 am @ FROM MAIN STATION & FREQUENCY SHOULD BE 30 MINUTES DURING PEAK HOURS

20. FREQUENCY & TIMING OF #2 SHOULD BE SAME AS THAT OF #1

21. BSU is contributing funds for transit system, my class schedule demands to take first Broadway bus from bose avenue & E. victory rd @ 5:45 am and my class schedule also requires me take bus every 30 minutes during peak hours. Timings of nw #2 shall be to start 5:15am from mainstation & 30 minutes frequency during peak hours

22. Provide timing & frequency of new bus route 2 to same as that of old route #1. Don't change #9 to 15 minutes frequency during rush hour.

23. The stated goal of this proposed route is to provide all-day service to Harris Ranch. While the inbound proposed plan to provide that service, the outbound plan completely bypasses the Harris Ranch neighborhood. This is unfortunate and should not be the proposed plan. I have been taking the bus since May 2017. During my year-long patronage, I have always used the Wise Way bus stop for commuting to my office downtown. There are at least 4 other consistent passengers who use this stop. We would have to walk a mile to the Eckert stop or a mile to the Bown stop. Considering 1/4 mile is considered the average walking distance for commuters to reach a bus stop, this seems an unfair distance to make us travel for the outbound bus. I implore the department to consider keeping the Wise Way stop in the new outbound plan.
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24. Regarding proposed change to # 2 Broadway: The # 2 Broadway bus proposed change does eliminate the area of Gekeler and the area on Apple that it used to serve. I would like to suggest that after it does the loop on Federal Way that it returns down Gekeler and Apple St. to serve a few more people that cannot walk long distances.

25. Regarding proposed change to # 1 Parkcenter and 18 Harris Ranch: Harris Ranch area has grown so much and would potentially meet the needs of many new people. This is a great expansion! The concerns that I found with the change is that the bus no longer be going on 9th /Capitol and down University Dr. There is high demand for this area on the route and will be eliminated in this proposal. Is the BSU Shuttle covering enough area? And will the hours (especially the summer hours) be sufficient to meet the needs of the customers? Maybe the bus could go down 9th/ Capital and down University Dr. rather than going down Main St. I copied the following information from Boise State University Bronco Shuttle website: PLEASE look up from your phones and WAVE at shuttles. We need help finding Boise State riders verses Valley Ride riders. The Blue on Campus route and Gray route will not run Summer The Summer hours for the Orange Downtown Route are: • Mon-Thurs May 6 – June 23, 2018 • 9am to 8:30pm • No Weekend or Friday Service • Mon-Thurs June 24-Aug11th • 9am to 7:30pm • No Weekend or Friday Service BLUE ON CAMPUS ROUTE – (NO WEEKEND SERVICE). • Monday – Thursday 7am to 10pm • Friday 7am to 5:30pm ORANGE DOWNTOWN (BOISE STATE TO CITY CENTER) ROUTE- (NO WEEKEND SERVICE). • Monday – Friday 9am to 5:30pm Please see the shuttle tracker app for wait times. The Orange Downtown route will experience unexpected delays due to construction in Downtown Boise. Peak high traffic hours are (8:00 am to 1:00pm and 3:00pm to 6:00 pm). The last loop of the Blue on campus route will begin in the East Stadium Parking Lot at 9:30 pm Monday through Thursday, and 5:00 pm on Friday

26. Regarding proposed change to # 3 Vista/Hyde Park: I support the changes. It will still serve both needed routes in a more efficient way. However it could serve more people if you keep the stops that are on Harrison Blvd in place instead of eliminating them Happy to see that it is every 30 minutes all day. This is needed especially at the Airport.

27. Regarding proposed change to # 5 Emerald: I believe the route serving all of Emerald is a good idea, however there are many riders that live in Apartments off of Allumbaugh and many riders that need to go to Intermountain Hospital and other facilities on Barrister as well as the Family Medical center on 777 Raymond. I propose that you keep the return inbound trip from the Boise Towne Square Mall serving this area and have the outbound trip serving Emerald to Cole as you show.

28. The people of Harris Ranch use this bus system to and from downtown. Please continue frequent stops. This helps cut down on emissions and less vehicles on the road helps with the growing traffic problem. Thank you
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29. The proposed 1-Harris Ranch via Parkcenter (Outbound) route no longer stops at Wise Way. I believe this will negatively impact many commuters, like myself, who live in the growing Harris Ranch Community. The new proposed Outbound route would cause several current and future commuters to walk just over a mile (20-25 minutes) to the next/nearest stop, which may prove to be quite an inconvenience. For convenience and consistency, I believe the Outbound route should be the same as the Inbound route.

30. Regarding proposed change to # 5 Emerald: I believe the route serving all of Emerald is a good idea, however there are many riders that live in Apartments off of Allumbaugh and many riders that need to go to Intermountain Hospital and other facilities on Barrister as well as the Family Medical center on 777 Raymond. I propose that you keep the return inbound trip from the Boise Towne Square Mall serving this area and have the outbound trip serving Emerald to Cole as you show.

31. I'm sure lot of thought went into this by someone -- just not the riders. I have been ride the transit system for 17 years and instead of improving it appears to become -- my ride on the #3 usually gets me from pickup to work in 10 minutes total. In other words very convenient -- the proposed change does not sound as convenient. From what it looks like I will not have to exit at Front Street and walk to 9th not a problem in nice weather --but that is a busy street and present dangers for people on foot and not to mention the mobility devices and bicycles. It was really nice to have the Main Street Station as a start and end point. Not sure yet where I will get on.

32. I really a lot of the current park center that picks me up at Manitou and beacon. This plan would get rid of that which Is bad for me

33. This is a needed improvement to serve this growing area:) Some Saturday times would be great to see too!

34. Good to see increased service times on a bus with high ridership. I think we can have increased ridership on more routes as we make all them more convenient to the public.

35. It is good to see peak hour service. This area would benefit from some mid-day service too the citizens needs and abilities vary.

36. Will Rte 16 still go on Warmsprings? I think the # 17 should still serve the area on Broadway to Park Blvd. and at Walnut to serve the apartments along this area. Convenience to service is essential.

37. I think the # 17 should still serve the area on Broadway to Park Blvd. and at Walnut to serve the apartments along this area. Convenience to service is essential. I do not see it to be a good thing to cut a service area that has been good for so long.

38. Will Rte 16 be serving the area on Warmsprings too? Keep the Broadway /Park Blvd Walnut service area please.
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39. I do not think that you should eliminate the service down Broadway to BSU. There are customers that use the bus system in this area and the BSU Shuttle hours are varying in the summer...

40. Great to see the expansion for the Overland bus to go further up Overland and to serve the new area on Maple Grove and Franklin. So many more people can be served (so many apartments and businesses in this area)

41. It is nice having this bus that goes downtown

42. Is there any way to assist the homeowners and renters in the Ruby Subdivision and the Millstream Subdivision via a bus stop on Garrett and Marigold. Traffic on Chinden and Garrett is dangerously fast. Speeds are up to 50 miles an hour at that bus stop. Thank you for your time. Jenita Gumiensky 208-284-3452

43. It is good to add more service times in Peak hours. The people like convenience to meet all of the needs. Please run as often as possible. All day would be ideal... There needs to be a bus that runs later at the Boise Towne Square Mall at least until 6:50PM

44. Route 3 - I love the changes being proposed, I use the #3 consistently and the #14 occasionally. Trying to keep track of the 20 min. - 40 min. intervals and how it relates to the other routes timetables is a real pain.

45. Cutting short the bus 40 route at 8th (depot) will cut out St. Lukes employees & others who work between 5th St & Walgreens stops. I propose to cut the route at 1st street. Thank you. Nancy Gibson (Washington Group Plaza)

46. Route #9 - I use #9 occasionally and have found that it is a very long ride, so streamlining is a good idea, but I am a bit concerned about the distance between stops being lengthened.

47. Route #11 - Because of the previous hours (midday) I only used the #11 if I absolutely had to, with the new hours I would be using #11 at least 4 times as much and appreciate the change in route so that I don't have to cross Chinden (a real pain)

48. My husband and I are hoping you won't change route 2. A lot of us from Lakewood catch the bus at Geckler and Old Saybrook or Carter. It is a convenient way for us to get downtown. One neighbor rides the bus daily to work and can stop at Fred Meyer for groceries after. She is visually impaired. The proposed route takes Linden, which is a very narrow road with heavy traffic. We feel this would cause even more problems on Linden. It also could be a problem for White Pine school drop offs and pick ups by increasing the traffic issues. We hope you will reconsider this route change.

49. The proposed change to 2-Broadway doesn't make sense in that the route is the same for both inbound and outbound. Why repeat the same route going both ways?? The only thing that improves is if someone missed the bus going one direction they could catch it
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coming back! This change totally bypasses Gekeler between Linden & Bergeson, & Apple between Boise Ave & Bergeson. We are both elderly and rely on being able to have a reasonably short distance to walk from our home to Gekeler to catch the bus. This change is not, in our opinion, an improvement.

50. I use the bus at least once a week and catch it at Old Saybrook on Geckler. The new route will not include Geckler and therefor is unacceptable. Also Linen is too narrow for any bus stops to be made along there, so please keep route 2 the same!!

51. With the new changes to Park center, since the bus will not go through Campus, i will lose access to the convenient bus options I had before. Please do not change it. I ride twice a day 5 days a week

52. To Whom It May Concern, I'm not sure who created these reroutes, but it doesn't seem that rider needs were taken into consideration at all. First off, this is not streamlining this route. This is reducing a route that was already in place, and completely separating 16, further comments on 16's page coming. There is some conflictive information here. The new proposed route says it will reduce the walk that riders make to bus stops. In fact, it will increase the walk for almost all of the riders, many of whom are walking impaired. After riding the 16/17 for years, I can say that most riders get on in the Walnut area, or the back NE neighborhood Washington Ave area. So, in fact, this proposal not only cuts available transportation by going to a 60-minute route but reduces the area of the route. I would also like to point out that there are a lot of people with disabilities, the elderly, refugees, and children who depend on this transportation. In fact, I'm positive that we would love it if the route could be increased to include Saturdays so those who are unable to drive could go to the market without having to pay a taxi fare. Our neighborhood is often thought of as being posh because of Warm Springs Ave, but actually, one block off Warm Springs in both directions are apartment complexes and small single-family houses. This area may not have the density of riders, but it is still a part of Boise that needs good transportation, and the changes should not be made on rider participation, but rider need. What do the bus drivers think of these route changes? Will they be able to keep to the time constraints for these routes? It's especially important since the number of laps is being reduced by half, and this could impede transfers with other buses, especially in inclement weather. For those of who ride to and from work, there is also the question of what or where are we to stay whilst waiting 30-45 minutes for the next bus to this area.

53. To Whom It May Concern : In regard to merging the VA Shuttle 16 route with Overland 29. I saw the reasoning behind these changes and it seemed to include everything but the necessities needed by veterans and VA staff who use the transit system for work and appointments. The 16 route has also been the "staggered" route for those who also access the 17 route. If anything, I'd hope it will get those who are seeking medical services through that whole area, including the VA, St. Luke’s, Elks Rehab, and the various
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medical offices in that neighborhood downtown more quickly so they connect with their
transfer buses on time.

54. This is a needed improvement to serve this growing area:) Some Saturday times would
be great to see too!

55. It is good to see peak hour service. This area would benefit from some mid-day service
too the citizens needs and abilities vary.

56. It is nice having this bus that goes downtown

57. It is good to add more service times in Peak hours. The people like convenience to meet
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be a bus that runs later at the Boise Towne Square Mall at least until 6:50PM
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Nicole Young
June 19 at 2:18pm

If/when will the hours of service for Buses be extended? It would be wonderful to have service later in the evening for those of us who utilize transportation for work.
Will service be added on Sundays at some point?
If/when will frequency of the 2 Broadway be increased?
Thank you!

Kimberly Trupp Love
June 18 at 11:28pm

Yay for changes to the 9 State Street!!

Ethan Schweitzer-Goslin
June 18 at 10:45pm

This is fantastic news! These seem like some simple common sense changes that will make a big difference! Everyone make sure to share this around as much as possible! It would be great to organize some community activities to highlight some of these service improvements, any body have any ideas?

1 Like

Janet Freeman
June 18 at 10:39am

Yes, yes and yes!! You do need to expand to surrounding city’s...

1 Like

Kylie Steege
June 18 at 10:34am

More stops for sure at horseshoe bend and Carlton bay!!

1 Like
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Don Allan  Bus schedules that don’t stop at 5 pm… life doesn’t stop at 6
Like · Reply · 1w

Amber Nau  Why isn’t any Sunday bus service offered in a city this big (or even on the table in this proposal)?! I was really hopeful when I heard about this expanded bus service that Sunday rides would be available. People want to get to church. Many people work on Sundays or want to get to cultural events. We need bus services that reflect our current and projected growth!
Like · Reply · Message · 1w

Elena Soto  I agree with you there Amber. But I don’t know if they ever thought about the homeless population benefiting extended bus hours to help them get to and from work.
Like · Reply · Message · 1w

Mercedes Christesen  Agreed
Like · Reply · Message · 1w

Write a reply...

Sean David  ValleyRide seems to be configured for people who work days, M-F. Get off work at 8 PM? Too bad. Graveyard shift? Sorry, out of luck. Work Sundays? Nope, not for you either. Church on Sunday? Same answer. Want to go to the movies in the evening? Not hap... See More
Like · Reply · Message · 1w
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Cecelia Glover Book: evening hours. please! My husband takes the bus everyday, but he misses the last one out of downtown Boise around 6pm. I have to battle traffic all the way from Nampa to Boise and back to pick him up. Super inconvenient. No one who works past 6pm can get home on the bus, which makes absolutely no sense. Students at BSU should be able to count on bus service, so the class schedules should be considered as well.

Romiah Snow CVI: students too! Currently the transportation to and from Overland/Maple Grove and Nampa locations is horrible and next to impossible to navigate (coming from the Northend). 2 and 3 hour wait times, with no bus stops near those locations. To relatable, some CVI classes don't start until 10:00. I end up driving him and waiting.

Cara Applestein: Thank God. It's about time Boise had the public transit system it needs for a city of this size. I'd love to see a light rail to Nampa eventually but I know that's probably wishful thinking. Increasing bus frequency, reliability and coverage is a great first step, though. Maybe also consider bus only lanes during rush hour in the most heavily congested areas to encourage bus use. Glad to see some planning going into this! Evening and weekend hours are extra important.

Jessica Weber: YES! YES! YES!

Trisha Wieber: I'd love to see more routes and times for BSU students as well as a little earlier schedule for the #10 bus. The number 10 isn't overly reliable to get Boise High students to school on time.

Birdiee Bakly Fleck: Weekend busses would be nice. Caldwell to Boise and back. Finding I'm driving to Boise on the weekends a lot. Would love to ride the bus.

Greg Little: I've already completed the survey but would like add a suggestion- involve stakeholders that are grouped and have mobility and transportation issues such as assisted living communities, homeless shelters, etc. that may not be close enough to a hub stop and create weekly routes to groceries, medical centers, etc.

Barbara Vandenburg: Darcy: How about service to the Eagle Road corridor. I work at Eagle and ustick and I flat-out can't take the bus to work.

John Billings: I still feel sorry for the folks waiting for a bus on Sunday.

Trisha Wieber: Park and ride could be a helpful option too.

Rob Phillips: Still, not nearly enough.

Loath Russell Hellenman: Yes we definitely need more busses! More routes too please!


Micaiah Massoy: Might be better to suggest how late. All night is not practical at this point.

Vicky Ann Houssos: If the average business (mostly restaurants) down town closes around 11, I would say run them until at least midnight. Me and most people I know work double shifts, we can open and close. We can get to work, but we can't get home. We also work on Sundays and holidays.

Lisa Stewart: We need more routes between Meridian and Boise.

Lisa Johnson-Holbrook: The Treasure Valley is growing at an incredible rate. We have needed a more comprehensive transit system for a long time. Routes from all points in Nampa to major points in Kamp and from Nampa to Meridian and Boise is needed. Nampa to the Boise Mall. 12th Ave up to WinCo and Idaho Center on Gandy would be great. Southside & Greenhurst area to other points in the Treasure Valley. A multi mile interconnected system would be an improvement for the Treasure Valley.