

# FY2024 Final Network Redesign

## September 2023 Public Comment Summary



This document represents the third and final outreach phase of the 2023 Better Bus initiative.



**Phase 1:** In the first phase ([April 2023](#)), we asked participants to help define priorities for our network redesign, primarily around the focus of services on frequency or coverage. We received **407** surveys and hundreds of additional comments via three (3) open houses, email, phone, social media, and other in-person outreach. This feedback, along with guidance from our Board of Directors, pointed us in the direction of focusing on more frequent service in high-ridership areas, among other priorities.

**Phase 2:** In the second phase ([May-June 2023](#)), we asked participants to provide feedback on three scenarios that represented various iterations of route design. These scenarios included similar and increased budgets with different focuses on coverage and frequency. VRT staff used this feedback from **386 survey responses**, **570** individual comments, and dozens of additional comments via three (3) open houses, email, phone, social media, and other in-person outreach to create a final proposal.

**Extension:** In June, after reviewing feedback from the first two phases, we [extended the timeline for the bus network update](#) due to extensive community feedback and an improved funding outlook. After exploring scenarios with the public and seeing the demand for quality transit, our funding partners provided additional contributions to mitigate service reduction. These contributions allowed us to propose reinvestments toward the higher-frequency network the public demanded while providing service where and when it is needed most without having to cut the total amount of service hours available to the region. Specific areas of re-analysis included changes to Boise's North End, Central Bench, and Southeast Boise.

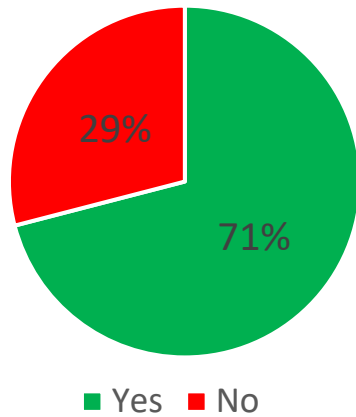
**Phase 3:** In this final phase of public outreach ([August 2023](#)), we presented a final redesign proposal to the public. This proposal took elements of the three scenarios from Phase 2 and was guided by public feedback. In this phase, we received surveys from **186** individuals who provided more than **480** comments on individual routes or services via four (4) public hearings, email, phone, social media, and other in-person outreach.

**Final network redesign:** Using feedback from all three phases, we made final recommendations to the VRT Board of Directors with various route consolidations. These recommendations allowed us to retain many of the services the public desired, including service in Boise's North End, the Central Bench, and Southeast Boise. A summary of the final proposal with staff recommendations can be found on [page 194 of the October board packet](#).

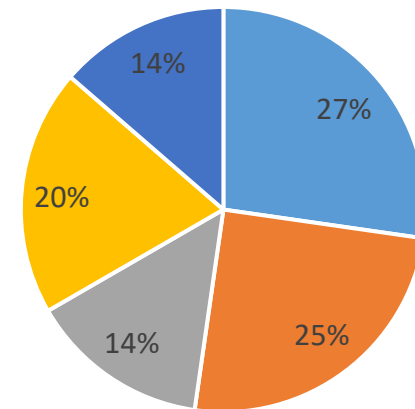
The following information summarizes feedback data for this phase and comments for each proposed change.

# FEEDBACK DATA

Are Survey Respondents Current Riders? (n=186)

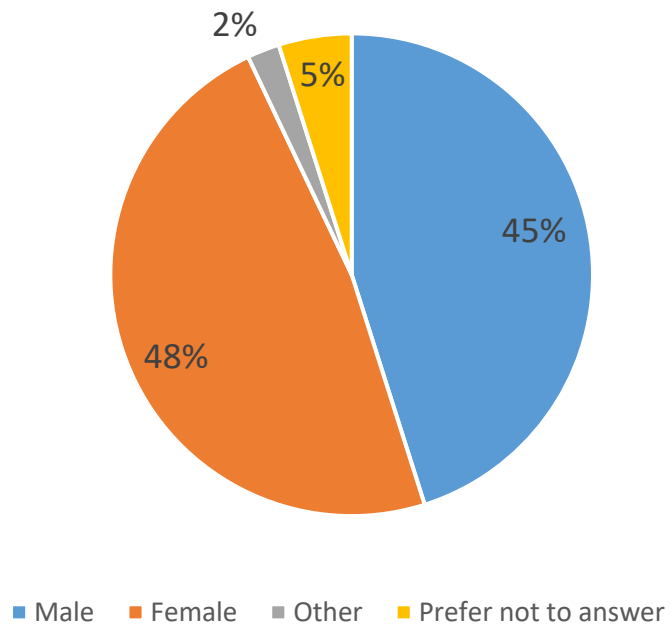


Ride Frequency (n=132)

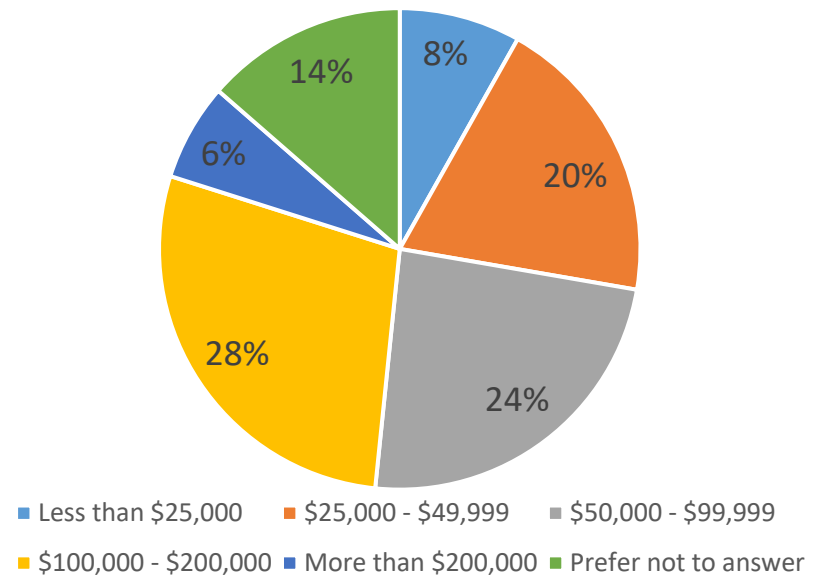


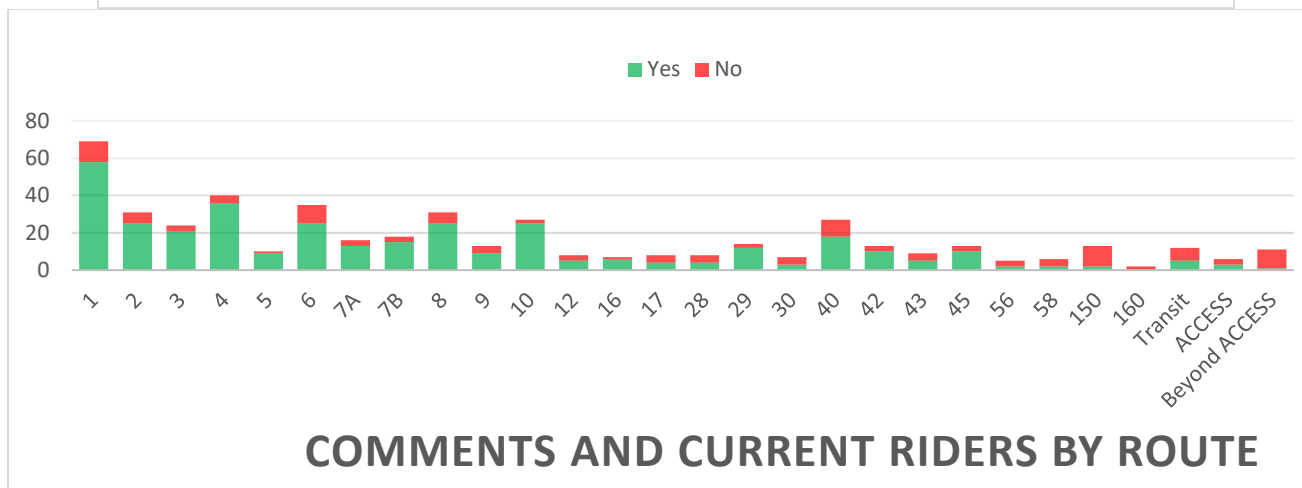
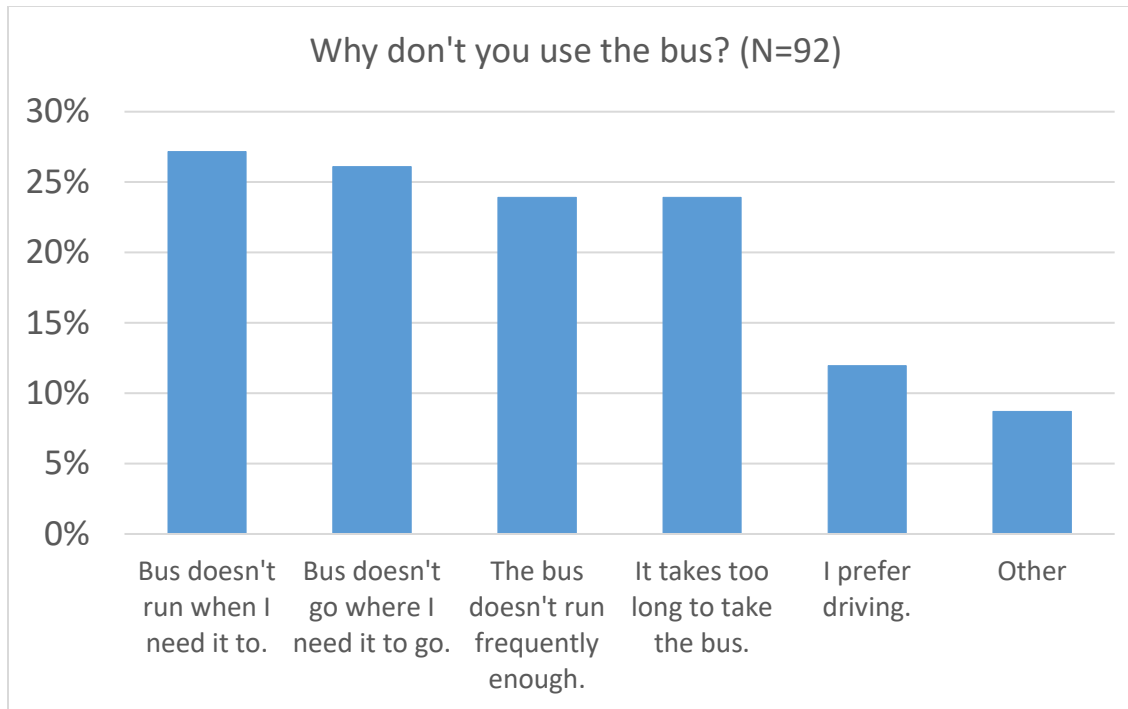
- More than once a week
- Every day
- More than once a month
- Less than once a month
- At least once a week

Gender



Income





# ROUTE 1 HARRIS RANCH

## Feedback overview

Responses: 69

Current riders:

Yes: 58

No: 11

Nature of impact:

Positive: 0

Negative: 57

None: 1

## Describe the impacts you will see with the elimination of this route

- I use this route to get to the Axiom on Apple and Parkcenter. So now I have to walk a mile to get to the gym which will take up a great portion of my workout time.
- I use this route to get to my appointments and work through out the week. Please keep this route
- I am disabled and this important route for me to around the town and I need this to save my life depend on this route. Keep this route please and especially keeping it at Bown crossing pickup spot .
- With current gas prices, inflation, rise in cost of living, etcetera, I as a queer, disabled, poor, person of color who has no working car may have to forfeit going to university with the loss of this route (therefore losing my bus pass entirely), and may need to consider changing jobs. This could impact the trajectory of my life right now, and as dramatic as this statement may seem, I know a lot of people in the surrounding neighborhoods that rely on this route as well who will be grieved to lose such a valuable resource. Thank you for your time.
- It will make it harder for me to get to work. My partner and I share a car, and our work schedules are very different.
- I use this route to get to and from work downtown at least two days per week and this will negatively impact my ability to use public transportation
- Will need to use a car as alternate Route 2 option isn't convenient
- Unable to travel to doctor appointments , wellness classes , grocery shopping, particularly during extreme heat and winter conditions. I use this bus service 5 to 6 times a week for various reasons . As a senior citizen this change majorly affects my mobility. Also more clarification is necessary on monetary expense due to Lyft or alternative options.
- My children would use this route to go to Sage International on Park Center/Mallard and back to my office in downtown Boise. We live outside the bus zone for the school. My daughter is now a senior so my son would be using the bus route alone once old enough. Without the route I can not drop him off until 8 and must pick him up by 4 making my work hours outside the normal 8-5. I will have to pay for before and after school care. I am sure there are other parents that use this bus route for the same reasons as well.
- I am unable to drive or ride a bike. I have chosen an apartment relying on bus ones service. I don't know how I will do until my lease is up. I rely on the bus for independence.
- People from Harris Ranch along Parkcenter are older professionals. It has ALWAYS BEEN SO STUPID to deviate this route to run thru Boise State. Riders do not want to delay their trip into downtown. You should have run this route directly from Parkcenter into downtown. Then you would have had so many more riders. Stop trying to learn as you go. Contact larger cities with successful transit systems.
- There are quite a few offices along this stretch of Parkcenter, as well as a few restaurants as well. Personally, it will not allow me to take the bus into work anymore, which I like to do at least once or twice a week when the weather gets colder.
- I think this will impact the amount of traffic on Warm springs and park center, especially commuters going to BSU and downtown for work.
- I will no longer have a public transportation route from my home in Harris Ranch to downtown.
- My ophthalmologist clinic is on PARK CENTER AND MALLARD DR I will need some kind of transportation to get to and from my appointments and go at least 4 times a year.

- no busses on Park Center, this will also impact the Sage and increase the cars that will now be needed to transport kids that currently use the bus
- I have used the #1 bus in the past, and continue to use, to go to work, school and downtown. I am a senior citizen who prefers to use the bus than to drive downtown. In summer, yes, I can walk to the #2 bus stop on Boise Ave. In the winter, it will not be safe to walk the additional distance on the ice/snow.
- For those even older than me, this will be a pain. You DO want us riding, yes? Having said that, if it increases ridership systemwide... I can live with it. I'm just bummed.
- We use this bus route for our field trips from Riverstone International School. I also know of a frequent (if not daily) rider who is visually challenged who depends on the bus. It is a convenient bus route for us as it picks up right in front of the Coffee Mill and goes to downtown, from there we can either walk to our destination(s) or connect with another bus. This is a vital source of transportation for us - please consider keeping it in active service.
- I work at Riverstone International School. We use this bus route for field trips and our cohort of international boarding students also use the route. We don't want to see this choice go away and will do our best to fully use the service with more frequency.
- I live on Highland Valley Road and currently walk two miles to get to the bus stop at Eckert and Warm Springs. I can then get down town to the office where I work. Eliminating this bus service will significantly increase my travel time and costs.
- While we no longer commute to work, we currently bicycle downtown and to the Albertsons on Parkcenter. At some point, as we age, we will be less likely/able to bike. One of the reasons we bought our home was because of the easy access to a bus downtown. It's disappointing to lose that.
- I will have absolutely no way to get to work. This is terrible.
- I use this for work when I can't ride my bike. This is such a disservice for those of us who live over here!!
- I'll have to ride a mile farther on my bike to use the bus. In bad weather, I'll probably drive instead. I use the bus 3-4 times a week now, once a day.
- I occasionally use this route to visit family in Harris Ranch. There isn't a good route to get to Harris Ranch once this route is eliminated and the number 2 route is too far to walk to parts of Harris Ranch, which will require driving instead of taking the bus.
- I currently work 5 days a week at Bown Crossing. I take the bus both ways an average of 4 days a week. When I cannot get a ride or afford a taxi/rideshare (which is most of the time) the bus is my only option. If this route is eliminated I will have to walk half a mile from the nearest bus stop just to get to work. This might not sound that bad, but in a snowstorm or a heatwave it is miserable and can even be dangerous. I know several folks who regularly use this route and who would also be negatively impacted by its elimination.
- I frequent this route to work and it is convenient to the St Lukes Urgent Care on Parkcenter.
- Keep #1 or Adjust another route to include a stop at SL urgent Care on Parkcenter and local businesses.
- We live in Pier Pointe and are in our mid-70s and use the bus 1-2 times a week to travel to BSU or downtown. It is affordable, accessible, and preferable to driving, finding and paying for expensive parking. We are actively advocating using the bus with our friends and neighbors in southeast Boise. We feel that once people give it a try, they will see how it is so much easier and less expensive than driving. Before you end this route, we suggest (plead) that you continue the route with a smaller bus (already used sometimes on Route 1) and engage in some outreach and marketing with neighborhood associations and businesses in this area. We are surrounded by people who dislike the heavy traffic and want to help Boise with air quality and other issues. Many are not aware of this route but would give it a try if they were. Perhaps some testimonials from folks like us would be persuasive with expanding ridership. Please do not abandon this route.
- Can't get to job. My 18 yo daughter just graduated from Timberline and will be starting the Step program through the Boise Schools. She can't drive due to epilepsy and is mentally disabled. She wants to work as a dishwasher or washing dogs. I can't drive her everywhere and we are going to start learning the bus system. She walks quite a bit (she use to walk home from Timberline HS everyday, about 3.25 miles), but walking more than that to catch the bus is a little too much, especially in the Winter.

- As a certified family home provider, I have three residents who use Route 1 to get to campus events, work, and to the Bown Crossing Library. Walking extra distances can create a safety issues for these residents..
- I use this service to go to work and downtown. I am disabled and cannot drive myself. This is an awful decision that has a large negative impact on east Boise' young, poor, and disabled communities. Very disappointing day.
- I am a student and I use the bus during the fall and spring semesters to get to Boise State. I cannot afford parking on campus.
- Though I only periodically use Route 1 bus service now, it is a very important option for me and others when needed. The population in Harris Ranch is growing rapidly and includes new schools and businesses that might see reverse-commute use of the bus service. For instance, the new Idaho Outdoor Fieldhouse, located in Harris Ranch and catering to ex-military and challenged athletes through Mission43 and the Challenged Athletes Foundation - Idaho, will be opening this fall and providing services to people who may require or prefer bus transportation, people who may not yet even know they should be commenting on your proposal. While I understand the need to periodically reevaluate and adjust services based on needs and budgets, it seems like the wrong time to eliminate bus service to Harris Ranch. Thanks for taking comments on this.
- My disability doesn't allow me to drive
- The number 1 bus stops right by our house. My husband and my children (ages 6 and 8) ride the bus to school and work in downtown Boise 4 mornings per week. It will be a huge loss for us if this route is discontinued. The other bus routes are too far for the kids to get to.
- As I visit Harris Ranch it's amazing to see how much new high density housing is just coming online this year and I believe would support this line well enough to justify keeping it. As a resident of Columbia Village, I park and ride on occasion on this line as our neighborhood also has no direct access to the valleyride transit system. I think the Harris Ranch route should be continued and stops added along HWY 21 and Warm Springs for the buses on this route during their deadhead periods. I'd wake up early if I knew I could catch one of the busses as it goes from the yard to the first stop in Harris ranch...
- this is the closest route to go to work. Do not suspend the stop at River Run as it is perfect for me to go to work weekdays. Suggest another weekday bus at this stop as it is near SL urgent care too.
- I am lucky and have choices. If this is eliminated, it would be an inconvenience as I am trying to use my car less and less, but I would be ok. But I would worry for my neighbors who don't have such privilege and who I see using this route.
- Moved to Harris Ranch area this summer. A big draw was the bus route (1) that connects Harris Ranch to downtown. We are a one income, one car family. Driving and parking downtown is cost prohibitive. Eliminating this route is a significant negative impact to my family financially.
- No bus route means no access to any residents in this growing area. Many retirement communities will not have access to medical appointments. Many employees in the area wont have access to get to Barber Valley either. The price to Lyft to another bus route will not help those on a Fixed income.
- I will not be able to take the bus from where I live near Albertsons/Broadway to downtown to connect to my bus that takes me to work (the 5).
- Can't get to school
- Many students, even if it isn't now, will be impacted. Late elementary and middle school kids are not eligible to drive, so if they want to hang out with their friends, although it is true that they can be driven by their parents, parents are also very busy with their lives and their other children's activities. Furthermore, the population boom in the Treasure Valley will help boost ridership. One of the main reasons I took the bus often in East Asia was because there was way too much traffic. As a large majority of the people in Boise lives in this corridor, and people are still flocking to Boise, I see huge potential in this area, even if revenue may not be there right at this moment.
- This route goes up and down Parkcenter one of the busiest areas in Southeast Boise, the 2 Route is not an adequate substitute to the 1, it connects BSU with Southeast, which is where a huge population of BSU student live. Getting rid of the 1 Route is like getting rid of the BSU shuttle or banning bikes from campus. I personally will miss my classes, leading to academic failures as a direct result of this change.

- I am a professor at Boise State University and use the bus daily. This would disrupt my daily commute massively, and I am heartbroken you all are choosing to do this.
- As you know, educators are greatly underpaid, and we must utilize each benefit offered to us just to survive. Using my free bus pass from BSU saves me enough money for one month of groceries.
- Please reconsider this, not just for me but for everyone who lives and will live in SE Boise. The area is growing, especially around this route, and it is short-sighted to eliminate it just as the boom is happening. Not having this route will make it even harder for everyone trying to get by in this area of town.
- Closest stop to reach downtown.
- I need bus service to Boise State University to then catch a bus to CWI, where I work. I'm having some health issues and not able to drive for several months.
- I was hoping to being using this route to commute to and from work as my employer just purchased me a bus pass.
- I live near Park Center & Pennsylvania. It has been very convenient to use stops directly on Park Center.
- so convenient (easy 2 block walk) to downtown - I would have commented sooner but I mistakenly heard the change was to eliminate the route out to Harris Ranch (which seemed ok). The Lyft option will confuse the hell out of people in my neighborhood... connect to where?? Will the Lyft drivers know where to take us to minimize wait times for the bus? And this nebulous ""Access"" program? Definitely not well explained,. (But could be promising.)
- We use the bus to get to and from the airport (via downtown metro station transfer).
- We have neighbors who are college students and both the grade school and large apartment complex will be occupied in the next few months. It would seem that ridership might increase due to those two events.
- While I appreciate that Route 1 is not currently heavily used but that may well change. I'm concerned that its elimination will make it difficult for many to get to work, school, shopping and appointments.
- There are many new apartment complexes going up near the fire department in Harris Ranch. There are also four new condo buildings. There is going to be a need for commuter bus service otherwise everyone will need to drive. This increases the traffic on Parkcenter and impact parking in downtown. We also have a new school.
- I live in Harris ranch. It is a 3.8 mile walk to the closest 2 stop. It's further to the closest 17 stop. This move eliminates public transportation for me and pretty much entire Barber Valley. (Estimated future population nearing 10000).
- Most of the Barber valley residents use public transportation to go downtown or can go downtown and then transfer. I propose extending the 17 to the intersection of Eckert and Warm Springs 4 way stop.
- No bus service means more traffic as the new apartments and condos begin to fill. No alternative to driving when heading downtown, currently it's so convenient to jump on the bus and leave the car at home.
- Having a low-carbon option for commuting is important to me. My commute includes a mix of cycling, driving, and bus. The Lyft service might be helpful for folks who do not have a car, but it does nothing to reduce the carbon impact of commuting by car (in fact, it may be worse, as the Lyft vehicle would need likely to drive two ways).

### Other comments about this route

- Keep this route to serve Bown crossing and southeast Boise please
- I understand why Route 1 is being cut due to low ridership. However I believe ridership could be increased with a targeted messaging campaign aimed at Boise State faculty and downtown professionals. The Harris Ranch bus route could improve the daily commute for many citizens.
- Of all the Boise residents I know, the ones who live out here are the least likely to use the bus system. The occasional trips I've made on this bus can easily be replaced by Greenbelt or the modified Broadway line
- More frequent service and extended hours would have made this bus more rideable.
- But I live there and this route is always Empty , great move !!!
- This also helps maintain property values by having access to transportation. nobody wants to do the Lyft/transit thing, it's too complicated.



- This route connects a significant and growing part of Boise to downtown. It is a major disappointment to see it cancelled.
- I would recommend extending this route and have go down Warm Springs rather than Park Center. You could combine this with the route that serves the Botanical Gardens.
- I no longer drive and depend on public transit..
- I support this change as it would put more trips and frequent buses toward some of the more popular routes. However, those who regularly use the Route 1 to get to work, school, shop, food, etc. may not be as pleased. Hopefully, they will be open to using the expanded Lyft Transit Connections service. Riders can also use the updated Route 29 to travel from BSU to MSS and vice versa.
- If the number 2 could up to Mallard there is lots of room to turn around and go back to Broadway thank you
- I am very disappointed about this change. I expected to have this service expanded so it was more useable by the neighborhoods from Warm Springs Avenue up to Table Rock Road. School buses have easily provided service to these neighborhood. Why not offer those routes throughout the week for other residents? Super disappointed
- It would be nice to continue the #1 as it was before it was extended to go out to Harris Ranch. There are many apartments on Apple, Pennsylvania, and on Parkcenter. Perhaps a smaller bus or a van would work instead of a large bus. I have seen ridership increase this past year and it will continue to as more people get used to the idea.
- In bad weather, the bus is wonderful to go to Bown Crossing. Can you subsidize the bikes? (You have a station near Parkcenter & Mallard.) Finally: the UMo app is always acting up - can we go back to the VRT app?
- I also have a friend who uses this line regularly for her commute. She is blind and needs this route for independence.
- Harris Ranch is a hugely populated area with several schools and really needs some kind of bus service. The impact on me personally will be great and the hardest part is the loss of my independence if this route is terminated.
- I live in the area of this route & agree it should be stopped. Low ridership. I support your new proposal; utilizing services in high frequency areas.
- This discontinuation seems OK. Perhaps, if not already considered, a very strong Park and Ride would better serve this narrow end of the area.
- I wish the original proposal had been adopted, the one still giving service to the Bown Library.
- I understand there is limited ridership in this area, but if future funds are ever available, it would be great to extend service out to this area again.
- Please do not discontinue this route as i am bus dependent and rely on #1 to get to work and other places.
- We know that making these changes is a matter of economics. We also understand that Ada County is not supporting VRT as it should and are embarrassed that Idaho provides no state funding for public transportation. How can we, as supporters of public transportation, help to encourage the use of bus service in our area (beyond riding more frequently)? Old habits are hard to break and take time. Thank you.
- With the new apartments along Warm Springs that don't have adequate parking (one new building called "The Cut" has 30 units with only 30 parking spaces), a bus route will be crucial. I think the city of Boise is not requiring as many parking spots for apartments and homes in order to entice people to ride bikes, walk or use the bus. This proposed closure negates that desire to reduce cars.
- Makes sense to cut back service based on rider numbers.
- Do not stop #1 route.
- I used to live in Harris Ranch, but moved closer to downtown Boise several years ago. I can understand that budgets are budgets, and some things have to give; however, with the huge growth this area is seeing, I hope that there is some milestone at which restoring service to this area can return.
- I am actively trying to use this route more. Often, I plan to use the route to use into downtown or downtown back home (to get in some steps, but also use public transportation instead of burning fossil fuels). If the route goes away entirely, I'd likely walk or use my bike, but I see a lot of fellow passengers use it who clearly need this for transport, so I try to use it as often as I can to help bolster numbers. My child is also getting to

an age where I want to train her to use it for her trips (I think it is important for kids to be able to navigate public transportation), and I would be so disappointed to lose this route). I'd LOVE to see it somehow increased for days when the Botanical Gardens are having concerts or other special events!

- As I ride the 1 route regularly I can clearly see that the bus is not at full capacity however, some type of modified service and/or smaller passenger vehicles should be considered. As a resident of Harris Ranch new buildings are being completed weekly/monthly. This includes densely populated apartment buildings. It's shocking that with a significant population soon to be arriving to this area that public transit would be eliminated, cutting people off.
- This area is only about 60% built out, with new families and residents as well as new businesses coming to this area, you are cutting off a major lifeline to the rest of Boise before it's even had a chance to be used. There are MANY retired residents in this area that rely on this route. Soon there will be more Retired Military AND disabled/challenged Veterans that would more than likely use these services as well. Please don't cut off access for the Barber Valley.
- This was probably discontinued due to lack of rider ship. I think it would be a good to have a route maybe not starting at downtown that could just go around the south east end. That way timberline kids and just people commuting in the area could use. Specifically for high school promote that it's free with an ID
- Keep Route 1
- This route is run by some of the best staff you have. They are truly wonderful.
- It's hard to believe that it's a brand new school and hundreds of new multi-family units being built along this route that it will be discontinued now. The Harris Ranch community is based on conservation and the city is turning their back just as the high density housing comes online? And it isn't a temporary stoppage, if you discontinue, it's my understanding it will take well over a year to bring service back. In the meantime, the thousands of new residents and students will employ other, less environmentally friendly ways to get around and get used to that convenience instead. We would ride the bus even more if the route continued on the weekend. Service should be expanded, to be more convenient and attractive, not cut!
- Based on comments made by current Harris Ranch route riders at the Boise public hearing (9/7/2023) concerning that route ending, I suggest VRT put on their collective thinking caps and come up with a solution to riders requests. It's simple, right in front of your eyes. Needs about 12, maybe 13, bus hours which can probably be found in underutilized early morning, evening, and Saturday service hours or by postponing some of the other proposed service "improvements". Just get it done.
- I am concerned that this route is being slated for elimination just as hundreds of new apartment and condominium units are being completed and a new elementary school is opening. Our neighborhood is growing, and has the level of density that should make transit work. What's the hurry to cut the service before we know the impacts of these changes?
- I am a full-time professor at Boise State University. I want to give some feedback on the cancelling of the 1. I believe this is very short sighted of VRT, of this proposal. That area of town is growing immensely. While there might now be enough riders right now, or it may seem like there's not, those riders would continue going forward. Also, I personally use VRT and the 1 line every day to commute to work and as you know educators like myself are vastly under paid. The only way we can get by is by using benefits like free bus passes. That is one of the only ways I can make rent and have groceries—through the money that I save taking public transit. Taking the 1 line out cuts not just myself off but also the students, that I know personally, that use the VRT 1.
- I think maybe we could defund the police in some capacity?! I am sure they are getting enough body armor and tanks. I have no idea why having one more bus line is less important than armoring [the police] with state-of-the-art military hardware. That's my own personal opinion on that but to get back to the point... We must, we must service this entire city, not just portions of the city. With that area going it would be really too bad to see [route 1] go. It's going to be difficult for people like me to make it. Anyway, I hope you all have a great day and thank you for hearing me out.
- I am an occupational therapist here in Boise I help adult clients with disabilities. I wanted to check on the ACCESS line and the general Route 1. I do have some clients that access that bus and it sounds like it is going to be discontinued by Summer 2024. I was told by a VRT employee that Access will continue to run out

there and I want to verify that that is correct so I can pass it on to my clients. We also are wondering about the new BEYOND ACCESS. I didn't know what that was looking like or if there is a proposed start date for that.

- I have been riding VRT and the Bus system for about 34 years now starting out on fixed line when the bus served areas that I lived. In fact, we've always selected houses to try and be on a fixed line. About 10 years ago I started using ACCESS as well. Both services have been exceptional, I'm thrilled. Huge thank you for the freedom and for even having the services available. I'm shocked when I look on Park Center, when I look at West Boise and to take the bus to work and to live in park center. The proposal I saw a couple months ago included maintaining the Park Center route without going all the way to Harris Ranch. If I get that and no one is riding all the way out to Harris Ranch then drop it. But I am shocked you are dropping all of Park Center. There are tons of apartments there off of Mallard, to the south, tons and tons. And there are homes, businesses, apartment complexes. I'm deeply disappointed you guys are considering dropping all of Park Center.
- You folks must have received an open check from Comrade Little and Creepy Uncle Joe. It would cost taxpayers billions of dollars to set up a functional transit system in this valley. It will not work to serve anyone and the busses will continue to clog the streets, empty. The Treasure Valley is way behind the eight ball on this subject and now they are attempting to bilk taxpayers out of billions to fund something that won't and cannot be successful. Let's see you folks move towards a pay to ride system, where those who need a vehicle to get to where they're going, call for it, much like the ride share programs out there now. Let's also see you run it without stealing from those who won't and don't ride it, to subsidize those who can't afford it. It won't work! More robbing from Peter to pay Paul nonsense brought to you by an infamous Communist from the Boise Council. Enough already with the pie in the sky ideas and always having a hand out for the Feds to grease the palms of the elitists of Idaho. Much like the worthless choo choo train servicing downtown Boise, stop taking other citizen's hard earned money, to pay for your wish lists. Boise is not, and never will be a big city needing to move mass amounts of people. In fact, I'd venture to say, that with the poor pay, unaffordable housing, high food costs, and mass traffic, Boise's shining light is going to dim immensely, for those who thought they might like to move here and a mass exodus from this State, is about to renew itself. I can eat out at a restaurant in California for less than here in the Treasure Valley. I can also buy houses, in many Southern and Northern California cities, for the same amount of cheaper than it is in the Treasure Valley. Taxes come out about equal as well, but California gives way more back for what they steal from you, than Boise does. Good luck, and I certainly hope smart folks fight VT, tooth and nail

# ROUTE 2 BROADWAY

## Feedback overview

Responses: 31

Current riders:

Yes: 25

No: 6

Nature of impact:

Positive: 1

Negative: 1

None: 1

## What about this route doesn't work for you?

- Used Harris line instead
- Would love for it to run longer and have 30 minute headways all day.

## Other comments about this route

- I only wish it ran more frequently, but I understand that may not be practical
- Not a perfect fit (I commute from across the canal to the south), but it's manageable.
- Linden street is a residential area. It's not fair for residents to have a bus run by every 30 minutes for the 2 passengers that use the service on this street. The city has put a lot of burden on Linden through poor planning, and most use vehicles Linden as a short cut. PLEASE, give us a break and re-route the buses or at the very least, don't increase service on our street.
- Saturday PM extension is very nice. Half-hour service all the time would be great, but understandable it's not feasible yet.
- Thanks for keeping route 2 unchanged !
- This seems like a really well designed line for serving the sections of east Boise that will get the most utility out of the bus system
- Wish this bus came more frequently. If I have a late/early meeting or morning appointment, I often lose an hour or more waiting for the next bus. It would be helpful if it came every 30 minutes rather than every hour. I know it's more frequent in the morning, but if I have a doctor's appointment during the more frequent period, I have to wait a long time (after 10:30am) to get the bus.
- Glad to see longer hours on Saturday! Glad to see the routing stayed the same!
- I understand this relies on an absolute shoestring budget, but hours need to be expanded for the bus systems to be effective.
- I don't use this route, but I believe that maintaining the current route will be beneficial for commuters downtown and along Broadway, Linden, Boise Ave, Law, Bergeson, and Federal Way, allowing them to travel to the Airport, Downtown, or other destinations along the corridor. The extended service hours on Saturday will also benefit commuters along with transfer opportunities to Routes 3 and 6 at the airport.
- Any chance the eastern edge could be extended to Bown Crossing and Holcomb? I would be able to use it if it did. Especially since the #1 is being discontinued.
- Perfect the way it is. Appreciate the every 30" during rush hour. Also appreciate that it runs past 9PM. Bus drivers are friendly and helpful.
- Wish this route left Main St Station on the hour and half hour not :20 and :40. For example, the 40 minute wait time between 7:40 and 8:20 is killer. I don't ride the us because of that. Also, on your proposed schedule the second time from Main Street Station reads, ""S Broadway Ave & W."" What street is ""W"" referring to? Thanks.
- It might be more convenient for me if the bus makes a slight detour to the BSU transit center. With the loss of Route 1, it will be difficult to travel between the SE Boise area and BSU. Also, I do not see why this route should go all the way up to the airport when there are other options for getting from downtown to the airport.

- Sometimes I wish there was one more route before 9 am but I'm overall just so happy you're keeping the route so that it goes off Broadway to Law, otherwise this route wouldn't work for me so thank you!
- Very important for it to drive on Bergeson and connect to the airport
- If you are going to eliminate route 1, then extend this one further to reach Eckert Rd and Warm Springs intersection

# ROUTE 3 VISTA

## Feedback overview

Responses: 24

Current riders:

Yes: 21

No: 3

## What about this route doesn't work for you?

- I can wait 15 minutes for a bus from the airport, but no longer. An airport-to-downtown route that runs any less than every 15 minutes is the same as not having a reliable bus route.
- It would be great if the times were more frequent. Especially in the morning hours between 7-9am when folks are leaving their residence and heading to work.
- All other missed transfer opportunities.

## Other comments about this route

- I think you should combine State and Vista into a single frequent service. Given their matching service frequencies and shared end point, I can't imagine this adding much cost. Getting people in NW Boise to the airport on a single bus with a single ticket would be awesome and encourage new riders to give VRT a try!
- While 15-minute headways are an improvement by Boise standards, they are still not great for services that require a transfer. Longer routes are a low cost way to make the system useful to more potential riders.
- The only comment I have is that I wish the bus stops by Vista/Rose Hill/(Gourley?) were covered bus stops. Plus, the one by the Bench Auto Service place is always a mess with trash and weeds. Isn't that business responsible for maintaining the appearance of the sidewalk.
- Strongly support increased frequency and service hours on this line, especially if the Latah line is going away
- Prefer walking or cycling
- Usually, I use an Uber to get to and from the airport and downtown because sometimes it runs every 30 minutes, so it just seems unreliable. To me, if the bus connection between airport and downtown isn't leaving every 10-15 minutes, then I just assume there's no bus and make other plans.
- Great! I feel lucky that I live so close to this route. This is a model for how all routes should be!
- Sometimes the Vista Route is early or very late. The frequent service is nice but not a reality if the bus is 10 minutes late (I've experienced this more than once when trying to catch the bus at 9th/river up toward the airport).
- I don't currently use this route, but I believe the Route 3 is convenient as it provides a direct connection along Vista between downtown and the airport, and to destinations along the corridor. The increased frequency will be beneficial for commuters along with transfer opportunities to Routes 2 and 6 at the airport. Also, a stop at the Boise Depot would supplement the potential rail service.
- I like how it's connected to the Broadway route. It's very convenient to be able to stay on the Broadway bus, then it becomes the Vista bus without having to re-board at the airport which gives me many drop off sites along the way before it hits downtown's Main Street Station. Keep up the good work!
- Needs to run on a Sunday
- Would love to see this route run on Sundays. It's a great addition to tourism in Boise and use of the airport as it can pick people up and drop them off at the airport. The fact that it doesn't run on Sundays is challenging though-- as that is a popular travel date.
- It would be nice to have an increased frequency, and later hours of service. It is difficult to have a night on the town without the ability to get home after restaurants close.
- Please add covered bus stops at the new Nez Perce bus stop
- I hope VRT plans good signage at the airport. Bus service to/from these is valuable, but only if (brand new) visitors can figure it out. Signage should include a full transit map and schedule, similar to what is available at MSS. Additionally, paper route maps and schedules should be held by the general customer service office at the airport. Finally a big sign and a bench should be in front of the physical bus stop outside.

# ROUTE 4 ROOSEVELT

## Feedback overview

Responses: 40

Current riders:

Yes: 36

No: 4

Nature of impact:

Positive: 0

Negative: 34

None: 2

## Describe the impacts you will see with the elimination of this route

- As a visually impaired rider, walking to the Vista route is not safe, especially in the winter. I have fallen while crossing Vista and suffered a concussion. Also, with the bright sunlight, I'm not able to see when the "walk" sign is on to be able to safely cross Vista. The walk fore takes 20 minutes to the Vista stop, on a good day.
- I am very disappointed the route 4 is going to be discontinued. I ride 5 days a week to and from my job. There are several women I know who depend on this route and won't be able to walk to Vista. A couple of coworkers live on Latah and there's no route for them to get to work after 4 is discontinued.
- I'll have to pay to drive and park downtown for work, and I can't afford that. I don't feel comfortable walking to Emerald or Overland in the dark early morning hours.
- This is the only route that takes you to this area via the airport. I have used it several occasions. Hopefully your GIS developer turned on the webhook turned on so you can see this survey123 form in your email.
- This is how I get to and from the airport and with the elimination of this route, it will force me to use uber/lyft which is not economical. The bus was a cheap option, but it seems VRT does not believe in providing a public service to the community and ensuring everyone has a access to transportation like they are supposed to. Instead of figuring out solutions, VRT just cuts routes/frequency making it harder to use public transportation. This was made clear when the frequency of route 4 was drastically decreased and eliminated weekend trips. If the bus runs every hour on a relatively short route, why would anyone take it? That explains the low ridership, it is just simply not convenient. Also, the city could push these bus routes via advertising/community outreach, but no effort is made it seems. Also, lack of stops could explain low ridership. Cutting routes is not the solution here to solve VRTs major problems.
- Not only will I now be forced to walk over a half mile out of direction, but my new route, Orchard, will no longer have direct access to downtown. Forcing a transfer at the Intersection of Fairview and Orchard is not realistic and will result in an even deeper drop in ridership to Orchard. This change is not about me however. What concerns me the most is by removing the Roosevelt route you are doing a true disservice to the residents of Boise who need it the most. The Roosevelt Area is not only in a Census-designated historically disadvantaged community, but has some of the lowest car ownership numbers across the entire valley. I implore you to take into account equity to your decision making, and by removing this route you will be hurting some of our most vulnerable residents.
- Losing bus service is sad for me. I use it to get to work to avoid high parking costs downtown where I work. I understand I can use another route, but let's be real here I'm not going to walk several blocks to get to another one (inconvenient and time consuming).
- I will be unable to get to work via bus. Getting to the closest stop on the #3 to get me downtown will take an extra 20 minutes from my morning and the same getting home in the evening. This means I wont be able to get my daughter to and from her schoolbus stop on time as well.
- This will prevent me from getting to work, grocery store and other locations that were convenient for me. I will now have to walk to the vista stop, which will add over 45 minutes to my commute daily. Over the course of a year this will be about 195 extra hours that I will spend trying to get to the locations that I need. Maybe consider having less times and keep the route instead of eliminating it for all the folks that need it.
- I already have a 15 minute walk to my nearest bus stop, but this makes it closer to 30
- This is how I commute to my employment downtown

- I ride this bus almost everyday. It is right next to my house. If you eliminated it I would not be able to get to downtown as you have now eliminated the 4 and changes the 6 bus to skip downtown. I cannot walk 1milw to and from the bus stop everyday in the freezing cold to get to the 3 bus. This makes absolutely no sense
- I need to catch bus at 1215 downtown to get home before 1245. Also, I need this route if I miss the #5 bus or leave at a time other than 30 after the hour.
- Long walk to the number 3 service
- To get to either the Vista or Overland routes from my home, I will have to walk up and down a steep hill, where I didn't have to do so with the #4. This isn't a deal-breaker for me; the stop is now about a 15-20 minute walk away from my house instead of 5-8 minutes. As long as the Overland bus goes to the transit station downtown I should still be able to ride. It will require me to get out of my house earlier than with the #4. I will likely ride the bus less, especially during the hottest part of the summer and coldest part of the winter due to the extended walking time.
- I have a lot of foot pain so I will really miss having a bus stop within only a few blocks. For me to walk all the way to and from Emerald to meet the #5 bus is much farther. It will really defeat the purpose of taking the bus. On the #4 I often see a woman who has a visual impairment and cannot drive. I often see people using walkers and wheelchairs. One man I see in the afternoons cannot drive because he lost his license due to a DUI. But if he can't get to work and loses his job then that isn't going to help his drinking any.
- Increase cost (Lyft ride & a bus fare) and time (another 20-30 minutes each way to get to a stop-does not include additional route time) to get to another bus stop. This would add another 260 hour a year on transportation.
- There is not an available bus route within close proximity to where I live to be able to ride another bus
- I will lose out on the only affordable option available to me on transportation to get to and from work.
- I'm so sad about the plan to discontinue the 4! I understand it's impossible to please everyone, and I appreciate the hard work you're all putting toward a better bus system. I love the bus system and I'd love to see it develop over the next five years. However, the impact of this will be very negative for me - I won't be able to rely on the bus to get to work anymore. It'll affect many of my fellow 4 riders even more severely because they're not physically able to walk/bike or because they're just too far to do it comfortably year-round. The 4 doesn't get as much use as some of the other routes, but its use seems pretty consistent. I'd love it you could explore other options before cutting it entirely. Could you keep one bus per hour in the morning and cut out some rides in the afternoon? Or just give it another year and reevaluate? 😊 Thanks for the opportunity to provide feedback.
- The current route takes me to my place of employment, will now have to adjust to allow for walking time based on proposed routes
- For those who live on the Bench, the 4 provides quick and easy access to downtown and connections to buses that you cannot connect with at the mall without waiting long periods of time. It also provides easy airport access. For all neighborhoods closet to downtown, the Bench is one of the least car dependent and most likely to use the bus. Eliminating routes along the Bench make the option for the bus less appealing. Easy bus access all over the Bench was one of the reasons we bought a home in this neighborhood!
- I live on Roosevelt and work downtown. My new option is to walk to Vista and catch the bus? That's a long walk.
- This is a daily bus that helps me get to work. I live in between the two routes north and south and will now have to walk further without sidewalks to get to my new bus.
- I often use this route to go to/from the airport AND to/from downtown (where I work, spend money, recreate). There's already a lack of safe bike access to the Bench, why would you eliminate an existing, safe alternative to/from downtown that I often see people using?! Plus, the bench is growing! I purchased a house up here (from the N End) for two years now and one of the selling points was the access to the #4 bus route and I know I'm not the only one.
- This is the main route I use to get to work and downtown events, but it's a huge hit to getting to/from the airport and the bench! This is the best and most efficient route.
- I live on the bench, right off vista and take the bus to and from downtown occasionally. I'd like to take it a lot more when my 3 and 4 year old get bigger. They attend foothills school which doesn't have bus service. I'd



like for them to eventually take the city bus to school. I also have a lot of friends and family who take the bus to the airport and I know they will start parking at my house more often without this service. Adding more cars to my cramped neighborhood.

- Used for airport transport. Very important
- My route from the bench to DT will be impacted!
- This route gives me access to the airport and helps me get from the bench downtown. Please keep!
- Best airport route and route for bench to downtown
- Airport access without having to park at airport. This connects downtown to the bench, why would you eliminate BBC this route?

### Other comments about this route

- It seems like this route gets quite a few riders. If it continues to run, the small buses would usually be enough to keep the route busy. I also wonder if bus drivers who are shown ID cards for free rides are clocking those riders.
- If this route has to be eliminated, please consider adjusting an existing route to travel Franklin/Rose Hill between Orchard and Vista.
- Please consider the residents in this area by providing alternative AFFORDABLE transportation options that would provide transportation to everywhere route 4 did. Providing the \$2 lyft program would be beneficial, but it MUST include the airport as an option within that \$2 lyft program if coming from the area route 4 served. The whole draw of route 4 is that it served the airport as an affordable transportation option to/from the airport. A lyft program must provide the same otherwise VRT has failed their community. There has been multiple times where I wanted to ride route 4, but could not afford to wait 45 minutes until the bus came. This should be a concern especially on a route as small as route 4. Riders are pushed away by the lack of convenience that a public bus service is supposed to provide... Furthermore, the system is simply not ready to move away from a spoke and hub model. by removing Orchard's connection to downtown you are once again asking our most vulnerable residents to add additional delays and transfers for something I question will actually increase ridership on that route. Please reinstate the Roosevelt route and keep Orchard connected to Main Street Station, even if only during commute times, not for ridership, but for the riders who need it the most.
- Sad to see this line go but the increase in services on nearby lines will hopefully be a net net win for getting around this area. Might make bringing a bike more important
- The bus is often half full when I'm riding it. I guess I get that this cut is based on the number of people riding it, but it just doesn't seem like it's underutilized when I'm on it.
- This change effectively eliminates bus access from the bench and is a huge negative impact to the lower income users of VRT.
- I support this change as it puts more trips and buses toward some of the more popular routes. Those that regularly use the Route 4 can use the expanded Transit Connections or Beyond ACCESS, and will have other options to getting Downtown, the Airport, Towne Square Mall, and other destinations.
- Please don't get rid of it!!
- I understand that the #4 was a low-ridership route. I'm disappointed to see it go, but I understand the need to expand services in areas with more riders.
- I know you're doing your best. But taking a bus away does not seem like a good way to increase ridership. Have you considered making the #4 a once-per-hour bus all day, even earlier and later? Please try to find a solution that is better than simply canceling a bus that people need.
- You all need to provide Sunday service. This route serves a disadvantaged area of Boise. Riding bikes is not always another option to get to work either with two benches to climb/or heat.
- I believe I read where this route would remain in effect with a bus stop still located on W Rose Hill Street. Stops only discontinued on all of Latah and Roosevelt street as well as Owyhee
- TAKING AWAY THIS ROUTE IS AWFUL. A HORRIBLE IDEA. not everyone can afford a \$7-\$11 LYFT to get to work. I am one of these folks. Taking away this route is going to have SUCH a huge negative impact on me and I can only imagine countless others.

- I see this bus traveling mostly empty all the time. This is probably not going to affect too many people. There could be more frequent Overland routes perhaps. This was a bad route to tie to the airport.
- I love the 4!! please share how the abandoned covered bus stop structures will be repurposed (if any)
- Please provide safe sidewalks to bus routes if you're removing a route that makes people who rely on them having to walk further.
- I believe it is a terrible choice to disconnect the Bench from Downtown. The #3 is too far east for a lot of people and The Latah side of The Bench is growing, why would you prevent that connection to a growing part of the city? Additionally, this is the only route I really even see folks on.
- The Vista #3 bus is a more dangerous route going downtown -- crossing Rose Hill AND Vista can be scary and time consuming and there's not even a bike lane on either road.
- After attending DBA's State of Downtown yesterday, I feel it's extremely important to have access to both sides of downtown to continue our city's growth.
- Is there any other options besides completely discontinuing? Even less frequent service would be better than nothing! Thanks for all you guys do.
- Boise is growing and also lagging in public transportation use. We need to reduce traffic and encourage public transport. I would suggest more marketing for transport to increase usage.
- We need better more specific public transportation not less and sub par!
- I'm a homeowner of a small house on Rose Hill which I purchased in 2021. I love the location, access to downtown (my office and business), airport and highway. I also especially love the newly developed area on Latah at Alpine -- three bustling businesses under one Carwash Canopy (Push & Pour, The Stil and Wyld Child). Each of these businesses have multiple locations throughout the valley, but only fully opened their doors recently and they have "The Carwash" packed from sun up to sun down, daily! The growth of this once desolate part of the city is one of the many reasons I chose my home; and I know I'm not the only one. Another reason would be because of the #4 bus route that stops in front of "The Carwash" and again at Latah & Rose Hill, before continuing on to the airport. I was completely disheartened to see your recommendation of discontinuing this service with the redesign of VRT. I feel this decision was made too soon --
  - 1. it does not take in account the newly developed area ("The Carwash")
  - 2. nor the removal of the turning lane on Latah that just happened, making it even more difficult to access businesses along the east side of the street.
  - 3. it also doesn't take in account the #4 stops at Julia Davis Park where Treefort, among many community run festivals and events are held
  - 4. have you ever tried to ride your bike to Julia Davis from up here? You have to take the sidewalk and either magically cross Vista without getting hit by a car or go against traffic on the sidewalk on the Ann Morrison park side of 9th/Capitol.
  - 5. how about dragging a suitcase along Rose Hill to get to the Vista stop? The sidewalks are completely torn up from Latah to Vista.
- I totally understand following numbers and making hard decisions on consolidating routes. However, I feel this decision wasn't taking in account the recent growth and changes. I would encourage you to rethink completely eliminating Route 4, I feel it hinders any growth opportunities which have already started budding. Would you consider keeping it? Vista and Orchard are very far stops with scary traffic between...have you ever walked them? I was able to make some comments on the redesign online, but do not feel there was ample time to talk to Latah businesses and their patrons to encourage them to do the same. Can the comment period be reopened?

# ROUTE 5 EMERALD

## Feedback overview

Responses: 11

Current riders:

Yes: 9

No: 1

## What about this route doesn't work for you?

- Frequency
- In the evening, it arrives at the Town Square Mall too late to transfer to other busses.
- waiting time during mid day, After Medical i dont enjoy waiting 25 minutes
- Connections with cross routes: 4, 6, and even 28 (bannister and allembaugh is not that far from emerald and liberty) would be better if actually planned for transit stops.

## Other comments about this route

- Needs 15 minute midday routes
- I wish the ran more often and extended into the evening.
- It is the closest (5 miles to the mall) route that works for me in terms of schedule and getting me to downtown. Other routes either the scheduled doesn't work (no times in the ""middle"" of the day) or I have to go through a complex routing and hope the timing is right otherwise I will be waiting over 30 minutes
- I do not use this route currently, but I believe it convenient for a direct connection between Downtown and Towne Square Mall via Emerald, and other destinations such as Kathryn Albertson and Ann Morrison Parks, St. Alphonsus, etc. The change in schedule will also be convenient for more transfers.
- More frequency
- This route used to leave downtown 5 minutes later than the 6 and 7b, which was nice.

# ROUTE 6 ORCHARD

## Feedback overview

Responses: 35

Current riders:

Yes: 25

No: 10

Nature of impact:

Positive: 6

Negative: 18

None: 0

## Please describe the impacts you will see with the changes to this route.

- Will stop using because being discontinued. I don't think the Curtis Rd. branch should be discontinued.
- I would have to transfer on my way (from the 6 to the 7 at Fairview to get downtown and then on the 2 to get to St. Luke's (again, if transfer allows)... not sure of the impact as I can't see the time/schedules/transfers.
- Please keep it going downtown. Useless otherwise.
- Rather than riding the 6 directly from the Main Street Transit Station downtown, I will have to start on the 5 and transfer to the 6 at Emerald
- I love the fact that I can access the airport from this route change. I will have to change busses to get downtown. Hopefully the transfer will be quick and the busses will be on time. Punctuality is very important to me. I stopped riding the bus for a while because it was not dependable.
- It will take much longer to get downtown where we work, eat, and meet with our friends. It would be a terrible decision to remove this critical route from the Borah neighborhood. No high schooler or refugee is needing to go to the airport on a daily basis. If we need to get to the airport, it's easier to go down cassia and get the Roosevelt or vista. Please do not do this.
- I live on Curtis road. You are abandoning us .We depend on the bus to get around but now we will have nothing. Shame on you. Destroying the bus service. Obviously you decided to make these changes no matter what the public wants.
- If you get rid of my stop at phillippi and cassia I will letterly be trapped in my home with no way to go anywhere. Please don't do this, I can't walk very far.
- Will need to start using the 29 and transferring to Emerald or BSU shuttle to get downtown for work.
- I will no longer have connectivity from the Curtis/Overland intersection
- This change turns the 6 into an airport shuttle. Why not run with that, have it run 3 times a day and provide a Franklin route from TSM to downtown that ACTUALLY serves the bench, since the Roosevelt route is getting cut and this one is no longer useful to the neighborhood. A Franklin route would better serve all of the bench and has the potential to expand into meridian.
- The removal of the Curtis leg between Franklin and Orchard will mean a much further walk to my new stop. I don't want to use the Orchard Bus to access. Who is asking for Orchard to become a North-South route that services Garden City and Collister?
- The 6 route is how I get to downtown for work.
- I used to have a convenient, fast direct route downtown where I work. I will now have to transfer to another bus with a less direct route downtown. I only ride in the winter when it is too cold to bike, I will have to get on a warm bus, get off in a cold area and wait again.
- I cannot get downtown. I live in the bench at kootenai and Roosevelt. I would not be able to get downtown because of this change to the number 6 and you've eliminated the number 4. I ride this bus daily and people use it to go downtown, not hill road. I also use the hill road bud from downtown and there is literally no one on it. Why would you change this route away from downtown. The beauty of this route is being able to get downtown. This would have an extremely negative impact on me.

- Instead of taking 1 bus downtown, I will need 2. There's also the concern of making my connection for the second bus at the airport. Yes the 3 runs frequently, but if my 6 route is even minutes too slow, I run the chance of being late to work if I have to wait for another 15 minutes.
- I can go to the air port
- More direct route to English classes.
- My stop goes away on Phillippi and Targee. It doesn't go downtown or to the mall. As a person with mobility issues this limits my ability to get around and access to downtown services
- I live on Orchard and now I can take the bus and with this change I will be able to take the bus on the same street. Multifamily building complexes will benefit from this.
- Better connections.
- It is already a mile walk to Curtis and Iverland for me to catch it, but it is a direct route downtown, which I like. Orchard is even further. Also, your 'new' schedules are not detailed enough to understand if transit connections are actually such, or simply places where routes cross in space, but are far separated in time.
- I can no longer use the bus to get from my home on Curtis Rd to Fred Meyer or Albertsons and other stores in that area.

### Other comments about this route

- Removing downtown service on #6 Orchard is a very bad idea, in my opinion.
- This would make for 2 transfers on a very short commute, but doable if times/transfers align. Also, it isn't indicated how many buses and/or how often the runs or times of route in the new proposal, so it's difficult to assess workability.
- This route is consistently busy, with many regulars who go downtown for work. It would negatively impact a large community of refugees and high schoolers. In addition it would negatively impact all of the businesses that are on Orchard. Many run by immigrants and refugees who may live in the Borah neighborhood. Please do not go through with this proposed change.
- Excited about the increased transit options along the state st corridor in this redesign
- I like how it will travel north/south! I think this will add good connectivity throughout the city, instead of just inefficiently moving people around the Bench on a loop.
- genuinely liked the original route. it was very convenient, I do however understand that more people need access and I support that. hoping my commute isnt too much longer as a result
- The joke has always been you can walk somewhere in Boise faster than the bus can get you there. By unending the central bench routes, you're making that worse especially for the lower income commuters and students who cannot afford to live next to the BSU campus, who is also a large contributor to your budget. I hope you have a wide net of languages to communicate these changes clearly. Most of the people I ride with are in the refugee community who work in the downtown hotels. I hope you're ready to explain to all the walks of life in your ridership.
- this is a great option for me since I live around the Hill Road and Veterans Park (36th Street). I could use this as an alternate to the airport and my daughter can use it to get her to work at Pojo's! much better for us than having to ride downtown to transfer. Evenings and Saturdays are excellent opportunities!
- Routing should go up Curtis to Fairview. this way the 7 and 6 can share stops and transferring passengers won't need to walk to another stop.
- I have lived near targee and Curtis for many years and have never seen a person at the bus stop at Curtis and targee
- A cross-town route is well needed, and this route would provide service to the Airport via Orchard and up to Hill Road. It would provide well needed service on Veteran's Memorial Parkway and 36th St. It would provide several transfer opportunities to Downtown, Towne Square Mall, and several other destinations. Those who currently use the 6 Orchard to get Downtown can continue to do so via one of the many connection opportunities like the Restructured 29, 5, 7, 8, 9, and 10. People can also connect to Routes 2 and 3 at the Airport.
- The route should consider as a alternative going up on Fairview to Curtis then down to the dog bone. So it can catch Fairview route SE corner inbound for passengers headed downtown.

- This is absolutely fantastic, I will start using this route for additional trips I was making before by car as a result.
- Will the stop be outside the airport or in the airport? It would be better to have one of each so local traffic and airport traffic don't have to compete for space on the bus. Plus, I'm not sure how to walk out of the airport safely on foot.
- Frequency should always be every 30 or 15 minutes. More than that discourages the use of public transportation.
- I am not sure why it cannot go to downtown.
- Would transfer time add more time or would it be really synchronized?
- I worry I will be in winter waiting for another bus to arrive.
- I am more interested in the bus going to downtown than the airport.
- Please, don't disconnect downtown out of this route.
- Frequency must be very 15 or maximum 30 minutes and extended in time to more evening buses. They should run until 9pm
- These routes have been incredibly important and losing and changing them will hurt the community. I use to take the 4 and 6 route and losing those accesses will hurt high schoolers and those going downtown from the bench. We need more routes, not less
- Please describe the transfer features/services that will be added at the airport (if any)
- You will eliminate a lot of apartment service. Curtis has these from Overland to Cassia, and Franklin has them from close to Curtis to Phillippi.

# ROUTE 7 FAIRVIEW

## Feedback overview

Responses: 18

Current riders:

Yes: 15

No: 3

Nature of impact:

Positive: 8

Negative: 4

None: 2

## Describe the impacts you will see with the elimination of this route

- Regular commuter on 7 so greater frequency will be very much appreciated.
- Currently ride 7a at Ustick and Ash Park
- More frequent buses during commute times. Consolidation of 7A and 7B will hopefully make bus arrival times make more sense.
- The 30 minutes between buses is going to be problematic for my schedule.
- Increased frequency on this line will make a lot of trips to west boise and beyond via bus more practical, reducing the need for careful timing of trips or using a car
- need 15 minute midday frequency
- Leaving every 15 minutes will be nice. :)
- I am not 100% certain at this point but it appears I will now get on the 12 at Ash Park and Ustick (historically that has been my stop on 7A) and then get off again at Cole and Fairview where I will transfer to the 7 which runs every 15 minutes. The fact that 12 will be arriving every 30 minutes is an improvement for me if I read that correctly.
- The increase frequency will be a significant improvement. Currently between the 7A/7B routes I effectively have access to transit every 30 minutes.
- I have no bus to catch. I ride the bus downtown to get to work. I catch the bus at Milwaukee and Northview. I have caught the bus there for the last 15 years or so. The best I can tell, there is no close bus stop for me to catch. I thought it interesting that while the web page asked for age, it did not allow entry. So, I am 69 years old.
- Better routing.
- Earlier and later frequent service will be nice, but the transfer at TSM will only be useful if there are busses there at every time the new 7b arrives there.

## Other comments about this route

- It is hard to see what the stops are for the new routes.
- I will try to keep analyzing the 7 and 12 maps to ensure my assumptions above are correct.
- I use this route daily and would not be able to have the current job I have if I was not able to ride the bus from the mall to the main station. The 7:30 leave time from the mall and the 5:15 pickup at the main station is the best time frame for me. Please do not remove that route schedule. Thank you
- I don't currently use this route, but I believe the route is convenient for service along Fairview between Downtown and Towne Square Mall with access to other destinations along the corridor. The increased frequency will make the Route 7 more accessible for riders. Those who currently use the 7A will be able to transfer to the Restructured 12 to reach their destinations. They will also have access to the expanded Transit Connections.
- Per the changes doc there is increased frequencies in the evening but not the morning. Was this a typo or will the morning commute have 30 minute spans on this route? Right now your document says 15 minute peak (5-9pm and 3-7pm) but does not give reference to if that's weekday/weekend.
- There is no change to the problems entered the last time. The maps are not clear as to where the bus stops are going to be. It seems that you are discounting people for convenience. There seems to be no care for

the migrants who catch the bus at Milwaukee and Northview or Cole and Settlers. There is still no care for those at the Sober living house. There does not seem to be any interest in those who need to sell plasma to get by. As an older person it is obvious that I am not cared about either. There has been much lip service about cutting downtown traffic, but the actions show that it is just lip service. You are guarteenning more traffic downtown with the hope that the convenience might cut down traffic downtown. Since the city is a part of this change, it is good that it is happening before the election. It will be interesting if the Mayor is called on it when she is talking about the compassion she has for the less fortunate.

- I find the recent change away from (a) continuing down Fairview to make a right on Orchard before entering the connector/Main/Fairview onramp to (b) using the ontamp between Mor furniture and Ktvb studios as a poor choice. 7b often waits quite a while idle downtown, and the (a)--(b) switch shrinks the useable footprint of the 7b. I have wanted to use the 7b by walking up Orchard from Chinden. Having only one direction available at Orchard and Fairview makes this service less valuable.
- I don't ride public transit myself (due to my schedule with school drop offs and bus route stop times ending before I have finished working), but I frequently interact with those who are reliant on the bus system to help them meet their basic needs. I work with folks who need to travel to DHW for a variety of reasons and utilize the 7 A/B route to do so. I didn't see an area to comment on the bus routes in general outside of specific questions tailored to ridership and routes. I wanted to provide general feedback regarding the stops and ease of access to route information. The current routes as designed have limited to no street names on the route brochures. This makes it difficult to read in general and orient yourself to where the stops are on the map. Additionally, many stops around my area (83709/Cole rd specifically), seem to only have a bus stop sign, with ~maybe a bench, on one side of the street. No shade structures are provided anywhere near my home. This is a disparity between bus stops I have seen in other areas (Roosevelt/Overland bus shelter is a great example). I have heard Elaine Clegg's vision of having a tree planted at every bus stop. While I admire this approach, my area is surrounded by impervious surfaces and we are disproportionately impacted by heat due to this. We also have been identified as an area that struggles with our tree canopy. I believe all of these factors tie together. I have traveled and used public transit in other countries, with information distributed in foreign languages. I was able to figure out where to go there, but I struggle to navigate the bus system here. This is because the maps of service areas are not located in the bus shelter (if this exists at all). Additionally, the frequency with which bus lines run at that stop, including days/times are not included at the location. This information would be helpful to a person with getting where they need to go. I understand that some folks use the Umo app, but the reality is that not everyone has access to a smart phone/internet to utilize the service/ or are fluent in technology. Maps of service areas and run times would create a more equitable opportunity for those riders. I would have loved for commentary surrounding this to be included in the proposed changes and solicitation of feedback. I am happy to discuss this further if it is of interest. Thank you for your time.



# ROUTE 7A FAIRVIEW

## Feedback overview

Responses: 16

Current riders:

Yes: 13

No: 3

Nature of impact:

Positive: 0

Negative: 10

None: 2

## Describe the impacts you will see with the elimination of this route

- As a resident of the Shenandoah West neighborhood, the Ustick portion of this route allows me to catch a bus downtown without a transfer. The closest alternative is to travel north to catch the 8/8x.
- We need MORE bus coverage, not less
- I used to ride the bus to work 2 or 3 days per week a couple months ago. This route was direct to downtown. Now I would need to change buses to get downtown. However, I haven't taken the bus in months due to the terrible customer service and complete lack of training for when things go wrong (e.g., magnetic strip stops working on change card, app glitch results in overcharge). I even bought a car just so I wouldn't have to deal with VRT anymore. So I suppose there is no impact by the elimination of this route except to cement the fact that I will never take the bus again.
- The time changes. The 7B/7 route if being combined should be a more frequent route than every 30 minutes starting at 2pm not 3pm.
- This is the route to and from work with this route gone I will have to figure out a whole new schedule
- The commuters as well as daily passengers going to Cole and Ustick will not have service to the area with one bus. This will force some back into their cars and loss of more ridership.
- I need this route to get to my doctors appt by myself. I don't want to have to rely on others to get a ride there.
- Currently, I have about a 10-15 minute walk to the closest bus stop (the 7A on Milwaukee and Northview); with the new redesign I will have a 25-30 minute walk to the nearest stop, or increase my transit time by about 20 minutes each direction (due to having to take multiple buses, with a transfer). While I can technically get to more places via the bus, I most definitely do NOT benefit from this trade-off or want to see it happen.
- There are a lot of houses and people that live within reasonable walking distance to the series of 7A stops on Milwaukee, and with this redesign all of those people's public transit options will be either much worse, or not worth the effort. Please keep the 7A!
- not able to get to my twice a month visit to visit elderly relative at corner of Ustick and Milwaukee
- I will drive into work instead of taking the bus. I could make the inbound route work, but the return will not. I understand better the thought of convenience now.

## Other comments about this route

- I'm glad to see low use routes discontinued or reduced. Nearly every route runs empty all day except AM/PM commute times.
- Please don't end this route!!
- I support this in favor of increasing frequency on the Route 7 (currently 7B) and other popular routes. Those who are currently using the 7A will be able to transfer to the Restructured 12 or use Lyft Transit Connections to reach their destinations.
- I hope your modeling actually pans out. You will get more traffic downtown based on my conversations with others. Hopefully it is mitigated by others giving up their cars. I suspect a person with reasonable math skills could figure out how to incorporate the 7A into the schedule. It has been a good 16 years riding the bus.

- I have had some time to review the proposed changes and I have some thoughts. As a 15 year daily rider of the bus, my concern is that while the proposed changes are bigger and more inclusive they are accomplishing this at the cost of efficiency of the current system. While the proposed move from a spoke-and-hub distribution transit system we currently use to a grid distribution transit system will improve access to the bus system, it will also lead to a longer commute for most and much further travel from door to bus stop for all. I am not opposed to a move to the grid distribution system if it was coming with a large expansion to our existing system. This does not appear to be the case with the proposed changes. The reallocation of our current resources to make a larger less efficient system seems like it will disproportionately effect those most reliant on the bus like the economically disadvantaged and those with mobility challenges like the disabled and the elderly with the increased distance from door to bus stop.

# ROUTE 8 CHINDEN

## Feedback overview

Responses: 31

Current riders:

Yes: 25

No: 6

Nature of impact:

Positive: 7

Negative: 17

None: 1

## Please describe the impacts you will see with the changes to this route.

- I depend on the bus to get me to my dentist and doctor appointments. we don't drive. Obviously you decided to make these changes no matter what the public wants. Shame on you.
- longer walk to bus stop
- The improved frequency on this route at commute times will mean that I'll be able to ride the bus more often.
- I currently catch 8X at McMillan and Cloverdale to go to work downtown, but it looks like that section of the route is being discontinued.
- I have lost my morning route from Emerald and Mitchell to the Mall for work.
- excited to ride chinden to and from downtown - thank you. the 30 min wait window is wonderful, thanks.
- The change increases choices for the morning and afternoon commute which is helpful and much needed. It does however eliminate the early bus "home" option at 2:55 pm which was always nice if you needed to get home before school let out. This impact is tolerable, but if use and ridership remain steady it would be nice to restore an earlier option in a future expansion. Overall impact of these changes is very positive.
- 8X has pickup/drop off right outside of the neighborhood I live in. Proposed 8 route cuts out my section of the route entirely, and would require me to travel considerably further to catch the bus to Downtown. Extreme heat or cold, rain or snow, would make it extremely difficult for me to walk to and from the bus, while still being presentable for work. I rely on the bus exclusively for my transportation to and from work and this would impact me greatly.
- Bought a home in DeMeyer Park specifically because it was on the 8X route and is the only way to efficiently get to work downtown as we sold our 2nd car to embrace public transportation. With no stops on McMillan, I will need to quit my job as remote work is no longer available for my position.
- Cutting McMillan out completely will very much negatively impact me. I rely on the busstops off McMillan between Five Mile and Cloverdale to get to work in downtown Boise. I accepted a job downtown because of this route - we only have 1 car in our household and I can manage the 10-15 minute walk to the busstop on McMillan. I rely on the bus to avoid expensive car payments and maintenance, heavy traffic and affordable parking is not available within 10 blocks of my workplace.
- the additional headways and slight shifting of times gives more flexibility. love that there are some better times in the PM rush hour!
- I rely on this route to get to work in downtown Boise. The hourly schedule was fine - easy to work around though one more later route would have been nice sometimes. The negative is that McMillan is completely skipped. Am I supposed to wait for a Lyft every morning and evening? I can't work from home and don't have a car. Please keep McMillan between Cloverdale and Five Mike as part of the route.
- My stop is McMillan and Cloverdale, so this eliminates me usage.
- I get on and off the bus at McMillan and five-mile
- I will be able to get to work on time instead of very early or very late!
- Better routing.
- Longer walk to bus stop from residence, impacted by inclement weather

- I live near the Five Mile and McMillan Bus Stop. I use it weekly for some needed meetings. Removing that bus stop will screw up my ability to get to the mall and back. Please don't remove service there. I really need it, and so do many others. Removing routes isn't how you gain ridership, it's how you lose it.
- The bus stop will be farther away, which would be okay, but the continued end of the route at 5 pm means that I can't use the bus any time I may get out of work late (which is pretty often) because there are no alternative options.
- It looks like you are removing McMillan from the 8x route. We live in a subdivision off of McMillan (East of Cloverdale) and occasionally use 8x to commute into downtown for work. It has been great for alternate transportation. If you remove this stop we won't have bus service near enough to us. Please don't remove the McMillan stops from 8x!
- It will no longer be anywhere near any of the stops that I use this bud for
- We use the McMillan Rd pickup/drop off to/from downtown Boise. Would have to figure out how to get to a stop on a different road.
- I can no longer use the bus to get to my dentist office and the health dept.
- I just moved to DeMeyer Park neighborhood a few weeks ago and chose the house in part due to the closeness to the 8X. My neighbors just told me the McMillan stops are going away. I start my new job downtown on 10/2/2023 and fully planned on the existing route as my sole transportation to work as my partner & I can only own 1 car and he drives to Mountain Home each day. I see no good way to get to the other stops and get to work in under 60 minutes with the new plan.

### Other comments about this route

- Changes seem to benefit westbound commute substantially. This would get me riding the bus to commute. But, 8AM cutoff for morning seems real early.
- This route would be amazing! Connecting several cities together. I could take it to and from work. I work at the Boise VA hospital and I hope there is a connecting bus to reach the hospitals it would help patients and workers get to them. My subdivision is filled hospital workers who don't know how to drive in the winter so also this would be great! I do not have a reliable car to currently get to work and currently there is no route I can take from my house at ten mile and chinden or on ten mile that gets to me downtown within walking distance. So all because of transportation I work from home I've tried for 4 years. This would be fabulous! I could get a higher paying job and also a reliable year round transportation cheaper than purchasing another vehicle. Thank you for listening to US! I've been requesting it for years!
- I still miss the 11 bus that came into the Garden City neighborhoods.
- I wish there were scheduled times in the afternoon like at 1 and 2
- I work at the State of Idaho Chinden Campus and this change will allow me to ride to and from work up to 5 days a week and it shouldn't take me 2 hours like it currently does (which is why I don't ride now). THANK YOU!!! this is such a great change/addition!!! please please please implement this option!
- While the changes make no difference to me as I catch the bus at West YMCA or State or Idaho Chinden Campus, I know another rider on the bus who will be adversely impacted. He lives along 5 mile and does not have access to an automobile.
- will the 160 still be available if needed? sometimes I may miss the pm return window of 5:30-5 and need to get back to car on chinden. Is there any park and ride locations on chinden that are official VRT places or just park where I can find a spot? Haven't had much luck finding the park and rides noted in the paper bus fliers.
- There is ample and used parking at the Idaho Chinden Campus (former HP). It would make a lot of sense to promote this area as a park and ride and increase service between downtown and this park of town.
- I don't currently use this route. I think a direct connection along Chinden between Downtown Boise and State of Idaho Chinden would be beneficial for commuters trying to get Downtown via Chinden, State of Idaho, and other destinations along the corridor, plus access to transfers. The increase in frequency will also be an improvement compared to the current frequency on the 8x. Those losing service along the current 8/8x will have access to other routes, Lyft Transit Connections, and Beyond ACCESS.
- not the worst you could have done but from my experience a lot of people get on and off at the places on the route that are being cut out of the proposed new schedule

- Please do not remove the route from this part of town that goes directly downtown.
- If this route ends, I will be forced to quit my job and find something closer to home since we cannot afford another car.
- 8X Rocks!
- Other neighbors have mentioned that they didn't take 8X because it only offered 3 routes each morning and again for evening. Increased frequency would have helped them - yet now it won't it'll McMillan is off the route.
- I can't ride the bus to and from work anymore with these changes.
- Is that route going to change where will I have to pick the 8 bus up now
- Would love a later route for times when I have to stay later at work or would like to visit a downtown establishment before going home.
- Don't ruin your network
- A decent waiting area. A covered shelter to protect passengers from the elements and not the horribly designed ones downtown. If you look at large cities they have real bus stops. It is clearly marked with the routes and bus stop number as well. Can we do better for the people??? Please add more stops on Chinden.
- No five mile access!!!
- Please keep serving the McMillan Rd to/from Downtown Boise piece of the route. Thanks.
- There really should have been a way to warn prospective homeowners of this negative impact. I moved from an area with no service within miles in Meridian to DeMeyer because of the available service that ran perfectly with my work hours.

# ROUTE 9 STATE STREET

## Feedback overview

Responses: 16

Current riders:

Yes: 9

No: 4

## What about this route does or doesn't work for you?

- The east bound collister bus stop shelter / bench was removed and never replaced.
- Stopping traffic on State Street for mostly empty buses

## Other comments about this route

- We should combine Vista and State Street into one route. This would connect NW Boise to BSU, the Bench Depot, and the Airport.
- Directly connecting more Boiseans to the Bench Depot with better transit could even help in our application for Amtrak funding.
- No service to NW Boise.
- need later hours for returning at night from downtown events
- Why don't the buses use tap to pay? Using the third party Umo app is annoying, if people could just tap with a card, phone, or smart watch this would be easier for new riders.
- I wish there were longer hours after 9pm, especially on weekends.
- When buses get close to Downtown Boise, traffic flow and safety need to be optimized by keeping bus stops off narrow sections of State St, such as 9th and State. There are plenty off bus only areas Downtown where they can pull over, out of traffic and not clock a State Highway.
- I would like it if this was extended to Eagle
- My only issue on this route is one of safety. I often ride to downtown and get off at 9th St. and going back get off at Ellen's Ferry. Both stops have a big drop-off to the street. Ninth has a low curb but the lawn is much higher and cut way back at a slant and I always worry that I will fall trying to figure out the safest way to step down. At Ellen's Ferry there is no curb and again a big drop down. I like the time schedule but this is a problem. No. 9 is a much needed bus and I think more buses need more routes across the city that make it attractive for people to ride to work and for older people to use to get to shopping and appointments.
- I don't currently use this route, but I think it's convenient for service along State St, providing access to Downtown Boise, State/Glenwood, and destinations along the corridor. The frequency is good as well. With the Network Redesign, riders will also have access to various connections like the Restructured 6 and Restructured 12. At some point in the future (FY 2025 or later), you might consider restoring the extension into Eagle.
- Needs to extend further east such as to Locust

# ROUTE 10 HILL ROAD

## Feedback overview

Responses: 27

Current riders:

Yes: 25

No: 2

Nature of impact:

Positive: 1

Negative: 12

None: 6

## Please describe the impacts you will see with the changes to this route.

- I use this route to commute to work. I will no longer be able to do that with the proposed change. If you are trying to get people not to ride buses anymore, this change is a great way to do it.
- My typical work hours are from 7am to 4:30pm. Based on the proposed changes, I will not longer have a public transit option.
- If service ends at 4pm that will not be available for working commuters, only as a school bus. The fact that this is a low ridership time is most likely because it runs on the :45 after the hour. This time takes me an hour to get home. If it ran on the :15 I'm sure more people would take it. Sometimes I ride the 9 home but it's a 45 minute walk home from State St.
- I take the 10 at off peak hours
- Limited service will make the commute more difficult and increase our reliance on vehicles
- No longer serves us at Gary Lane and near Hill Rd
- It would not impact my commute, but my son with disabilities would not be able to ride this mid-day.
- My family will not be able to get downtown during the day in the summer
- As I understand the change in frequency in the 2-4 time frame will be much helpful for me. I like to see that there will be connections to other buses to avoid having to go downtown to connect to some of the other routes. The time it takes to travel to other buses can be a negative factor for people. Benches and shelters are appreciated esp. in unpleasant weather.
- The changes in frequency will make this route completely un-useable for me. It is noted that it is for commuter and school peak, but the times are only from 7-8 AM and 2-4 PM. That really means it is for school transport only. For commuters, it needs to run longer in the morning and afternoon.
- I do appreciate your work to make the bus system more effective and to better serve the community. I know it is tough to make everyone happy! :)
- My children and I take this route to access the library or other events downtown during the week. If this route is adjusted, we will not be able to logistically use Bus 10 "Our Bus" as my 3 year old daughter says. Please keep this route on the hourly. Our family and community thank you!
- I regularly take the 10 to commute to and from work. As a commuter working downtown 8-5, it would be great if the last bus could leave Main Street Station after 5 pm, such as the current 5:45 pm time. It is difficult to leave work early to catch the 4:45pm bus, but at the same time, I'm glad to still have options on the 10 bus.
- The morning bus 10, leaving W State St & W Ellens at 7:08 am and arriving at Main Street Station at 7:35 am is the route I most often take and is great for getting me to work on time. Thank you for including this route and time in the latest proposal!
- I typically take the 6 am bus in to downtown at least 3 days a week. I take the 5:45 home up to 5 days a week. In the summer, I sprinkle in bike riding combined with bus, so the impact is not as much. In winter I will likely have to drive a car to work instead of take the bus.
- I've heard they are reducing the hours it will run, if so that will impact the flexibility of making doctor etc. appointments.
- I will have to leave work early to catch the bus home between 3 and 4pm.

- Prefer all day service.
- I take this bus mid-day and later than the 4:45 bus to get to and from work.

### Other comments about this route

- This change is a terrible idea. We should be making it easier for commuters, not harder.
- Suggest expanding the commute hours to 6am - 9am and 2pm - 6pm
- Boise clearly does not care about it's people! Absolutely zero effort to increase accessibility for public transportation and reduce cars on the road. You are forcing me to buy a car! Boise is not populated only along State St and Vista Ave. Great job already Elaine Clegg!! Not
- I am really happy to hear that ValleyRide is not eliminating the 10 line. Reducing service to the historically busy times of the day is a smart move. Great job and thanks!
- Please keep this route!
- I use this weekly
- Thank you for not eliminating service altogether. My son rides this bus a lot.
- Fails to provide service into the late evenings
- More frequency would probably increase ridership. Less frequency will decrease ridership.
- I like the bus route. It goes through my neighborhood and it is very convenient. With the city on a mission to remove parking and encourage no cars it is foolish to do so without adequate public transportation in place. I often think that people who work downtown and have to pay for parking would really benefit having extended bus schedules for transportation to and from work, especially those that work evenings in shops and restaurants. It could make it more attractive to people wanting to shop and dine downtown. We have climate crisis right now and need to reduce emissions right now. I would love to see the city and the bus system push as hard as possible to increase encourage bus usage and routes and times. I know that's a big ask but it seems critical. A lot of people seem to not even consider taking the bus.
- I do not use this route. I believe maintaining this route will be convenient for those that use it regularly during peak service hours. May I suggest having the route run from 7-9am and 2-7pm? Or even 8pm? You may also consider having the route connect to both the 9 and Restructured 12 routes by extending the 10 to State and Glenwood while maintaining the loop around Ellens Ferry, State, Pierce Park, Castle, and Collister. The connection to the Restructured 6 will also be convenient for commuters. Folks will also have access to the expanded Transit Connections.
- Also, the prior re-route several years ago removed stops further up Pierce Park, so the route became very inefficient for me. I now have either 3/4 mile to a mile walk from the closest bus stops at Castle/Pierce Park (route 9) or State/Pierce Park (route 10).
- This change is compatible with my use of this route. Thanks!
- Keep looking to provide more frequency of public transportation!
- I really appreciate the adjustments to the latest proposal for limited service on the 10 route instead of the previous proposal, which eliminated the service entirely. I very much hope the limited commute service on the 10 remains in the new service proposal, especially the morning service arriving at Main Street Station at 7:35 am.
- I think this is a good change. I only use the 10 early morning 7-8am and afternoon 3-4pm.
- I hope that you will consider broadening the span. While you do a great job to cover the school kids schedule there are a good and growing number of us that come in earlier and need to work later. At the very least consider 6, 7, and 8 am for morning and either shifting to 3, 4, and 5 PM at night or 2 PM through 5 PM (eliminating the last bus of the day and 5 to 6 hours during the day). What I'd really like is for the span to stay as it is - I believe if you look at the ridership growth in our area, we are increasing quite rapidly. It is challenging to grow ridership if the routes are not reliable in the long run, giving people time to know them and try them. Additionally, when looking at a map - this area is not well covered if this route is reduced or goes away. There is no other line that runs along the foothills to collect folks and the growth occurring here. Thank you!
- I am 73 and walking down to State Street to catch the 10 isn't always doable.
- If service is still available during commute times, that would have no impact on what I use. Thank you.



- Please have one last loop after 5 pm. Many people work till 5 and will not be able to catch the last proposed bus at 4:45 pm. Thank you.
- I just moved to the apartments at Hill & 15<sup>th</sup>. I moved up there because they had a great rate on the apartment but also because it is on the 10 bus route, I like the area, and I was glad it had a bus route. It is a secluded area but it also had a bus route so I can get into town and get to my job, able to get around, and able to be in a not-so-populated area. I know they are debating on to close that bus route. I know that me, and quite a few of my neighbors, use that bus route. And we are hoping to keep it open so we can get to and from work. We are wanting to keep that line open so we can to and from work, the store, basically just around town. That's our life line for those of us that don't have cars and can't afford to Uber everywhere. So we'd appreciate if you could keep it open. Yeah, that's the concern in general: wanting to keep the 10 open. If you keep it open we'd appreciate it.
- As I understand it, ridership increased in 2022. In response to this, VRT is cutting service. I ride the 10 bus, which looks like it will be eliminated under the new system. This is incredibly irresponsible and will lead to a less viable public transit system. You are making a big mistake. Further, your public information campaign is dishonest. Please do not cut service.
- I read that you are considering changes to Route 10 and most likely will cut this line. I am deeply troubled by this! I take this bus 4 days a week and often during the school year it is packed with students. How will these kids get to High School and college?? How will I get to work? I will have to walk 1.5 miles to get to State Street to catch Route 9. I will not be able to do that in the winter or when it is very dark. As it is, I have to take Route 9 to get home and walk the distance since Route 10 is only offered once an hour. It appears VRT is only concerned with looking like a good option by increasing routes only on some routes but in fact you are making so many other lives more of a struggle. Don't we have enough hardships in this life?
- I would like to suggest that Route Ten restore service to it's former and long-time stop at North 15th St. and Parkhill Drive, from which it once looped onto Bogus Basin road and returned south to the rest of the route. This small re-addition of a stop would do wonders to promote ridership by the many who live in the apartment complexes at that corner, and also would encourage residents in the Lower Highlands (such as this one) and Highlands to make the stroll to the stop. Presently, the Hill Road stop is atleast a quarter mile walk for those described, and an uphill walk for those returning home (a concern for elderly and those with mobility issues.) As an anecdote in favor of restoration: Years ago, in winter when I couldn't ride my bike downtown to work or play, I would instead walk to the 15th/Parkhill stop to catch the bus. It was a pleasant ten minute walk. Now, however the walk to the Hill Road stop requires twenty minutes on foot. Combined with the 15 to 20 minute bus ride, I usually opt to drive downtown. And where's the fun in that? Please consider restoring service to the North 15th St. and Parkhill Drive stop on Route ten, as I believe the small addition would greatly serve the many in the area and increase ridership on the line.

# ROUTE 12 COLE/GLENWOOD

## Feedback overview

Responses: 11

Current riders:

Yes: 5

No: 3

Nature of impact:

Positive: 5

Negative: 1

None: 1

## Please describe the impacts you will see with the changes to this route.

- I imagine improved on-time service, which would help me make my connections to and from the 9.
- As long as the 9 & 12 connect (sometimes they miss each other now) this will be a positive change for my daughter with special needs.
- Thanks for improving the frequency on the 12. We'll likely use this route more as a result of it; it has been difficult to catch the route without waiting a long time before.
- Right now, on Saturdays I have about a mile and a half to walk to the 7A but with this route it will be less than a mile.
- Better connections.
- No maple grove access from and to the mall!!!

## Other comments about this route

- Ending service at 7p means that many days she will not be able to take the bus home. Her shifts often end at 7 or 7:30p. We'll have to figure out that piece for her.
- Excited to be able to be able to get between the state st line and chinden more conveniently at this end of town
- Does it still go to the mall ?
- Reason for not using this route has been due to infrequent schedule, now with 30 minute intervals I would be more inclined to take the bus.
- I support this change. It would continue to serve areas that are currently served by the 7A and current Route 12, and provide connections to Routes 7, 8, and 9. Those who currently use the 7A to reach their destinations will be able to use the 7 and transfer to the Restructured 12, and vice versa. Those who might be losing service on the current 7A and 12 will have access to other routes and be able to utilize Lyft Transit Connections, ACCESS, or Beyond ACCESS.
- Love it!
- No routes on any of the stops that I need! No mall access, no maple grove access!!

# ROUTE 16 VA LOOP

## Feedback overview

Responses: 7

Current riders:

Yes: 6

No: 1

Nature of impact:

Positive: 2

Negative: 2

None: 2

## Please describe the impacts you will see with the changes to this route.

- I generally ride to and from the North End, using the stops north of Hays (Sherman street, Brumback street). I do not own a car, and my health limits how far I can walk. The current bus route allows me to go downtown at a reasonable price. Taking a car service to and from downtown is much more expensive. I would rather pay a higher rate for bus service. The new, discontinued stops along 9th Street will make my mobility options very limited.
- they are positive
- I live in the North End, and I walk to work. I love my neighborhood because it is close enough to downtown to walk, and there is a bus route nearby for when the weather is very hot. If the 16 is discontinued, that will unfortunately put me in a car when the weather is too hot to safely walk.
- Better routing.

## Other comments about this route

- I really wish this bus could at least run on Saturday so I could attend 5 o'clock Mass. I really miss going to mass. thank you
- I don't currently use this route. Maintaining the Route 16 will be convenient for those traveling to the VA Hospital and other destinations along the route. Depending on how many people use this route to get to Hyde Park will determine whether to remove service from Hyde Park.

# ROUTE 17 WARM SPRINGS

## Feedback overview

Responses: 8

Current riders:

Yes: 4

No: 4

Nature of impact:

Positive: 1

Negative: 0

None: 3

## Please describe the impacts you will see with the changes to this route.

- Better connections.

## Other comments about this route

- Please increase service times, 1 hour intervals are too long
- I want bus service available from Warm Springs Avenue up to Table Rock Road. School buses have provided service to students in these neighborhoods. Why not provide the same service all day, every day to all residents of this neighborhood?
- St Luke's is one of the largest employers in Idaho and sadly, bus route 17 does not continue to the Harris Ranch area where many employees and volunteers commute from to the Boise location. Currently, the only option is to take bus route 1 to the transit center and wait for a connection. Many of us try to bike/scooter to St Luke's when weather/air quality permits and would welcome a consistent bus option as we were hoping route 17 would be continued past the Penitentiary instead of using that location to turn around. Thank you for considering this option.
- I don't currently use this route. Maintaining the Route 17 will be convenient for those who use it regularly. It'll also allow continued access the Botanical Gardens, Old Penitentiary, and other destinations on the route. Service to the Fish and Game office will also be good for riders, including nearby access to Kristin Armstrong Municipal Park.
- I used this route to get to Boise High everyday. I think more kids on warm springs would use it if it ran every 30min. There are a lot of north/Boise high kids so promoting it to go to school would also increase ridership.
- Would like to see more frequency, but glad you are keeping this route running!
- The proposed Warm Springs route needs some refinement. So I suggest VRT put on their collective thinking caps and come up with a better solution. And to find that solution, I suggest VRT staff put themselves in the riders shoes.

# ROUTE 26 USTICK/MAPLE GROVE

## Feedback overview

Responses: 5

Current riders:

Yes: 4

No: 1

## Other: Please describe - What about this service won't work for you?

- I support this proposed route. Please place a bus stop at Ustick/N. Cloverdale intersection. Without this stop, the route doesn't serve my needs.

## Other comments about this route

- A direct connection between The Village and Towne Square Mall is well needed. It'll also be convenient for all day access to residents and destinations along Ustick and Maple Grove. This route along with the Restructured 45 will be convenient for riders. I don't know if and when I'll be able to ride the route, but I may test it out as an alternate method for getting from Meridian to Boise and BSU. Those who may be losing service on current routes will have access to other routes, Lyft Transit Connections, ACCESS, and Beyond ACCESS.
- It still will take me nearly an hour to get downtown and requires multiple stops/transfers to do so.

# ROUTE 28 COLE/VICTORY

## Feedback overview

Responses: 8

Current riders:

Yes: 4

No: 4

## Other: Please describe - What about this route works for you?

- This route provides many students access to attend school. Thank you for keeping this route!

## Other comments about this route

- Special needs students use this route to learn how to use the city bus system assuming that they will never learn to drive their own car. This gains them the independence to get around town on their own.
- I love this route and I recognized in an earlier proposal that there might be a change to it, so I'm grateful it is able to run in this area of Boise. I think busses south of Overland could have more potential, but the main issue I have with a route like this is that it only runs every hour.
- My kids & I rode VRT THUS summer to get around while our car was under maintenance and it was a fresh look at the system. We haven't utilized the bus in many years, & I have to say I am really grateful for the successful changes to make it more comfortable. The busses are always clean, & most of the drivers are friendly and seem to enjoy their work. The bus station downtown is always clean & staff is helpful for things like a lost bus pass or lost and found. Overall, riding the bus is easiest when remaining on one route (like the 9). As soon as connections come into play, it becomes unreliable, & there is no resolution to that unreliability. For instance, in order to get to Entertainment, this route, from the Marketplace, 9 route, it required us leaving 2 hours in advance to ensure on time arrival. The 9 could get us to a connection for the 12 or the 7, but on multiple occasions the 7 wasn't running on time or hold requests were denied. On a bus that runs only every hour, this left us stranded or turning around to go home & wasting all the travel time. In terms of connections, there needs to be a back up that doesn't require passengers to leave hours earlier. It is out of passengers' control that a bus is behind schedule, so being left without a resolution drew the conclusion that we cannot rely on VRT to get from A to B. If routes like this can't run more than once an hour, there needs to be an alternative for the lapse in connections from other routes, such as a Lyft credit to get to the destination (in this case the Lyft coverage wasn't applicable). Thank you for hearing our concerns!
- I don't currently use this route. Keeping the Route 28 will be convenient for those that use it to get to school, work, and other destinations.
- With the SW Boise area expanding so quickly and so many single family homes out there, the traffic is a nightmare at commute times on Cole, Maple Grove, and Five Mile to get down to Lake Hazel where all of that new development is happening. This will only get worse as the Locale development continues to grow. Would it be possible to create a transit center at the lot on Orchard near the airport? Put a park and ride there and have a route that goes to the main street station.
- It would be very helpful if the route could be extended to serve area near Lake Hazel & Maple Grove. We have several clients who live in that area who would like to be able to take public transportation to work. Thank you!

# ROUTE 29 OVERLAND

## Feedback overview

Responses: 15

Current riders:

Yes: 12

No: 2

Nature of impact:

Positive: 6

Negative: 4

None: 2

## Please describe the impacts you will see with the changes to this route.

- Changing the route will also change the times of the pick up and drop off. I use this bus to make connects to other buses which could negatively impact that ability.
- Since the Orchard bus route is needlessly becoming a North-South route to service Garden City I will be using the redesigned 29 to get downtown.
- I will be able to go directly downtown from a stop closer to my home.
- Adding mileage to an already Habitually late route is counterproductive.
- This is where I and many others have services out there and it's around the area of many whom uses the area just too get to and from A medical and non medical services. Along with Mall as well it expands beyond the mall areas. My Parents live around that rout areas. AND I have services out their. Main services. Which are easier rout s too get to and from Particular locations. And there's lots of new developing business and Growth up there as well. Why Reduce and get rid of an area where's there's continuously growing And there's Movie theaters, Grocery Stores. And very Huge important main Governmental reorses which is the Social Security Administration, Boise Ada County Housing Authority . Walmart, lots of other business, such as Counseling, doctors dentist , hair salons, Hotels, lots of retail and non retail business, and residential Growth. And the underline main reason why There's not a lot of Riders is A. Y
- The connection with number 6 and the improved frequency.
- Better overall service.
- Depending on the timing of the route, it will make it harder for me to get to work on time in the morning. I would like to see what the new timing on the route would be before I am sure it will be a positive change.
- Extending service to downtown will make the bus a more attractive form of transportation.

## Other comments about this route

- Very much in support of extending this route to MSS. Good alternative to 7 this way.
- Will there be any changes to the timing of this route?
- During the school year, I use Route 29 to travel from BSU to Towne Square Mall, and transfer to the 42 to get to Ten Mile Park and Ride in Meridian in the afternoon and evening. I currently use 40 for morning commutes from Ten Mile Park and Ride to BSU. Depending on my school schedule for the upcoming Fall semester, I may also use 42 to get from Meridian to Towne Square Mall and 29 to BSU. I'll also be using the 40 for morning commutes during the semester. The changes to the 29 next summer will not impact me. I support this change as it would continue to provide service to Towne Square Mall, BSU, and other destinations via Overland and Cole. The extension to Main Street Station will also increase access to and from downtown, especially for those losing service on certain routes.
- And underline main readings There's not a lot of Riders/ Passengers is because A Not easy access too the Bus stops , not enough bus stops and Not enough covered and places too sit . Hours of Operation. And Days as well , The On line Rout too System and not Google friendly , needing too link VR bus pass, and physical Bus pass Together, QR codes and designated numbers for the Routs . Of when particular time bus is actually coming , And have an tablet or reader board also at each designated Bus Stops. Must. I'd like too show how The Transportation app was used in Oregon. This is app was quite useful easy and awesome way. Too actually keep track of. I'd really like too actually set up an meeting time too show how And why this

worked And not having too compromised and get rid of . Any EDDImportant Routs. Extend the time from 6:00 pm too 24/ 7 plus which also includes Saturdays and Sundays . Hours same hours . I'd would really like too set up an appointment so I can explain better

- This route should be extended to include airport access. Boise Town Mall to the airport is an 11 minute drive via car but takes over an hour to get to via bus from this starting point. Overland and Cole road has heavy traffic as this is a high-density area/ suburb.... it is absurd that no accessible bus line exists from Boise Town Mall to the airport (and vice versa)
- I currently use Route 6 to get from Overland/Orchard to downtown so I was sorry to see this go away. But this change to Route 29 with access to downtown without requiring a transfer is a great change.
- I work at Boise State and I teach late classes. I wish there could be at least an extension of the service until 8pm or ideally 9pm when restaurants in downtown close.
- Frequency should be every 30 minutes at all times. More than 30 minutes of wait discourage the use of buses.
- please add covered bus stops at the Vista and Orchard connections
- I have ridden this route for 14 years. It has been a life saver. It allowed me to get to BSU to work without having to pay for a parking permit on campus. It has also allowed me to remove one more car from the roads.
- HNA has reviewed Route 29, and it is quite a circuitous route going through the BSU Campus, and would take much longer to get downtown. In addition our neighborhood is divided by two benches: the Depot Bench and Airport Bench which makes getting to Overland via Roosevelt quite the hike for most of our neighborhood--and perilous in winter conditions (at a minimum a 1/2 mile and generally a mile for most). Route 3 would require a similar walk (1/2 mile from Owyhee Elementary at the closest point, but more for most others).



# ROUTE 30 PINE

## Feedback overview

Responses: 7

Current riders:

Yes: 3

No: 4

## Comments about this route

- I live in downtown Meridian and would definitely use this route more but it only operating at peak hours is a real killer for me. The village is a destination for shopping and leisure mostly so operating this route as a commuter style line with peak only times doesn't work. I'd much rather have a bus that runs all day if I want to reach shopping.
- This would be a great bus route, if it could get me to my gym, near where the bus originates at Tem Mile Crossing. It work to take me home, but not get there. Similarly, there's a route on Cherry Lane that could get me to work at CWI, but it won't take me home at the appropriate times.
- I don't currently use this route. I believe it's convenient for local service to Downtown Meridian, The Village, Ten Mile Crossing, and other destinations along the Pine Corridor. Having the Restructured Route 45 run along the same corridor will be convenient in maintaining 30-minute service from the current Route 30. I also believe the Restructured 45 will be great for connecting Downtown Meridian and The Village to destinations like Towne Square Mall, Downtown Boise, BSU, CWI, and much more. The 30 and 45 would also provide connections to the new Route 26.
- For Route 30, consider adding stops to Ten Mile and Pine, and Hickory and Fairview. For stops that are planned with the Restructured 45, consider including Ten Mile and Pine, Fairview and Records, Fairview and Cloverdale.
- At some point in the future (FY 2025 or later), you may consider adding more fixed route service to the Meridian area including potential OnDemand service.
- Decreasing the pick-ups to every 60 minutes will eliminate our usership. My son takes this bus home from Meridian high after various sports practices. If he misses the bus due to practice running late, he will have to wait an hour instead of a half hour. Given we are headed into colder weather this is unacceptable. I'm disappointed in your choice to DECREASE service to this area. It really needed 15 minute pick ups. You are headed in the wrong direction on this one.
- There needs to be a way to get from 'downtown'-area meridian, to towne square mall!!!! Please add a stop to the mall on this route, after the village.
- When I looked at the new times for route 30, there were only a small handful of stops. Are those just the "main" stops? I have a family member who currently gets on EB near Pine & Ten Mile but I don't see that stop listed.

# ROUTE 40 CALDWELL/BOISE

## Feedback overview

Responses: 28

Current riders:

Yes: 18

No: 9

Nature of impact:

Positive: 7

Negative: 9

No impact: 2

## Please describe the impacts you will see with the changes to this route.

- The bus not going to the TWO previous stops at CWI will help on timeliness of route 40.
- Maintaining the inter-county routes allows me to continue using the bus system to get to and from work. I live in Nampa and work in downtown Boise. Thank you. Otherwise, I would have to drive every day.
- I currently ride the 43 and it is a great route for me. I see both good and bad in the changes. It will be a lot longer ride, but on the flip side I do see that having more buses at different times as a positive. If I could make one suggestion it would be to cutout the section from 10 mile to meridian road. I just think that will add too much time to those of us at the very end of this route. I also think that is being covered by a different bus route? or maybe I am getting that wrong I don't know because the changes are a bit hard to follow.
- I use this bus to get downtown or back to home. With these changes it will affect the times of when I will be picked up or dropped off. Going downtown I use this bus to connect to other buses to get to work on time. Changing the route will also change the time schedule which could make it impossible to make those connections to arrive at work on time.
- Please don't eliminate the CWI campus stop from this express option. I commute to the Nampa CWI campus from downtown Boise. With the rerouting of the 45 route, I will not have any good options for my commute. Please create a good express option from Boise to the Nampa CWI campus. I work a regular schedule, Mon-Fri 8:30am - 5pm.
- Really excited to hear about the early afternoon service addition
- It looks like this will not be going to cwi main campus. I also don't know what times the morning routes are or if it will be able to get me downtown Boise by 7. Your map and sparse description of the changes lead me to feel this will cause issues with my ability to commute by bus anymore.
- It appears that Meridian service is no longer included. I am am regular commuter from Meridian to downtown Boise and this will greatly impact my daily commute.
- MUCH better than the PREVIOUS version of changes that were proposed for this route. Looking forward to seeing the proposed time for the stops along the route.
- If I'm reading it right there will be an earlier bus back to Nampa in the afternoon. That's great!
- I currently use the Route 40 in the morning to travel from Ten Mile Park and Ride in Meridian to BSU during the school year. The impact for me should be relatively minimal as the 40 will continue to provide direct access into Downtown Boise and BSU. What I'm most concerned with is the number of trips. I feel like there should be at least 2 AM trips and 2 PM trips for the 40 as opposed to the proposed 1 AM and 1 PM. Reducing trips to 1 morning and 1 afternoon/evening may also reduce ridership.
- If possible, I suggest providing 2 AM trips from Caldwell to Boise, 2 AM trips from Boise to Caldwell, 2 PM trips from Caldwell to Boise, and 2 PM trips from Boise to Caldwell. Also take into consideration the trips that are currently used the most on the 40.
- I will no longer have transportation to work.
- Be able to take an earlier bus, getting to my office before I actually have to start work. This will allow me to settle in before work starts
- I am trying to understand the changes fully. I live off Linder and commute into Boise for work. I've historically used this route as it has been my most direct. However I get off at ten mile and vanguard and have to Uber

home as I medically can't drive and I believe this is the most direct route. Is this getting rid of the ten mile and vanguard stop?

- Thank you for retaining the direct service from Meridian to Downtown Boise on route 40. I have been riding this route regularly for 9 years. I attended the open house at the Boise City Council chambers. I think it is important and good that you restored the 4:00 pm time westbound out of downtown. I think the times you propose westbound in the afternoon are good.
- I do suggest adjusting the times for the eastbound trips in the morning to get to downtown before 8:00 am so people can be at their places of work by 8:00 am. The current proposal call for the last bust to leave Meridian at 7:28 am and arrive downtown (BSU, I think) by 7:58 am. However, that is assuming no extra delay in traffic which is not very realistic. A slight adjustment to leave Meridian at 7:15 am or so would be appreciated. I think you would have more riders if it regularly made it to downtown by 8:00 am. Thank you for listening to the feedback on the original proposals and adjusting accordingly. Long live route 40!
- Downtown Nampa is being bypassed by the proposed Express route (40+42) going to Boise. Therefore, travelers will need to plan their routes away from the city center (Nampa) if intending to travel Boise on an optimized route. This is counter intuitive as city centers typically serve as expected thoroughfares to major destinations.

### Other comments about this route

- I currently ride the 43. What time or times will the 40 leave from Caldwell and then what time or times will it return from Boise?
- An earlier afternoon pick up would be nice
- While I am not thrilled with the changes being made, I can say that compared to the three options presented earlier in the year, this is clearly an improvement and something I can probably make work and continue to ride the bus for my commute. Thanks for listening to the suggestions and comments, sometimes it feels like those of us who use the bus are not heard.
- We are purchasing a house in Nampa, and I was hoping to use this route to get to the Ada County Courthouse every day.
- Please post specific bus stops and times. I think this will help alleviate a lot of concern over whether these changes will truly impact riders negatively.
- It seems like adding just one stop in Meridian, just off I-84, would greatly improve the new plan and would be a much better option than requiring riders to go through Boise Towne Square to get downtown.
- This could be a great option for those who reverse commute from Boise to Caldwell. The current Express Services Caldwell-Boise only works with those who commute into Boise in the morning, returning to Caldwell in the afternoon. If I understand this correctly, I could commute from Boise to Caldwell in the mornings using this line.
- The timing of the stops in downtown Boise is CRITICAL. Since most riders take this bus to and from work, the stops in downtown Boise need to provide service so that people can get to work on time. ALSO, the evening pickup times need to match with times that people are leaving work. If someone starts work at 8:00 am, they need to arrive in downtown Boise at 7:45 am. If someone gets off work at 5:00 pm, they need a bus to leave at 5:15 pm. From my personal experience of riding the bus for OVER TEN YEARS, the most common times for starting work are: 6:30am, 7:00am, 7:30am, and 8:00am. So, the end-of-the-day times would be: 3:30pm, 4:00pm, 4:30pm, and 5:00pm. Then the drop-off and pickup times would be 15 minutes PRIOR to these work start/end times. Looking forward to seeing the proposed drop times for this route.
- It's really, REALLY, hard to see what exact changes will be and what the new route will actually look like. Is there a way to get a map that can isolate one route and zoom in?
- I work in Canyon County and support all improvements to transit in Canyon County.
- This bus route was standing room only before the pandemic, hopefully it will pick back up again. Can't imagine why anyone would choose to fight interstate traffic if they could take a bus, especially if it's free through work or school.
- I support this change as it maintains express service on I-84 and maintains direct access into Downtown Boise and BSU. Having the combined service run on the freeway while making stops off the freeway at the

Garrity Walmart, Ten Mile Park and Ride, and Overland/Black Marlin; Overland/Blue Marlin, will be beneficial for commuters in those areas. Extending the 40 further into Caldwell will also be convenient for commuters. Folks will also have access to 42, 45, the new routes 56 and 58, 150 OnDemand, ACCESS, and Beyond ACCESS.

- This should be a passenger rail route. Then divert the busses into residential areas in the nampa/caldwell area. to attract riders. Stops are too far away from any residential areas to actually be usable.
- I support this change and I agree with the proposed schedule. I agree with the 40 being combined with the 43 and continuing to provide direct access to Downtown Boise and BSU. I currently use the 40 in the morning to commute from Ten Mile P&R in Meridian to BSU during the school year, then use 29 and 42 in the afternoon and evening to return to Ten Mile. The changes to the 40 should have little to no impact on me. Note: I already submitted a response for Route 40, but in the previous response, I assumed and was concerned about the route being reduced to just 1 AM trip and 1 PM trip. However, after discovering that I can review proposed timetables for each route including the 40's proposed schedule, I can see that that is not the case, and I am in full support of the 40's proposed schedule with the 3 morning 1 afternoon/evening trips Caldwell-Boise, and 1 morning 4 afternoon/evening trips Boise-Caldwell.
- I used to ride this route until the early afternoon route out of Boise was cancelled. Because a number of us stopped riding at that time, our employer stopped sponsoring our bus passes. I will watch to see what the new route times are to consider riding again. Ridership is driven by convenience and comfort. Convenience: Why run this route backwards in the morning? The need is suburbs into Boise/BSU, not the other way. Jet the bus back to the beginning (no stops) to be able to offer more pickup times. Probably would be more on time as well this way. Same with the afternoon. Make getting people out of Boise/BSU the priority and eliminate the return stops. Comfort: This route should have a full-sized bus all the time. The small bus with vinyl seats is ridiculously bouncy, is uncomfortable and this bus is horribly noisy with all of the rattling. I have a headache by the time I get to work. Offer the comfort of a quiet, full sized bus and people will be more apt to ride.
- How do I get to a bus stop if I live in the suburbs? Is there a parking lot near the stops? Why is service only running in the mornings during commute hours? Have we forgotten that trips happen outside of those hours?
- I want more frequently run busses. Every 10-15 minutes. Every 30 would be better than the current 8 hour gap....
- I want stops where people live. Why would I drive to a bus stop if it's just as easy to drive the rest of the way. What is the advantage and what incentivizes me to ride the bus? Nothing at this point in time.
- Makes sense to run more buses in the morning, going into Boise (fewer buses going back to Caldwell) and then doing the opposite in the evenings. This caters to the daily commuters who work in Boise, but can't afford to live there. Thanks!
- I'd love to add Lyft access to this route
- I don't ride the bus because the barrier to entry is too high, and it is not convenient enough. Planning a day around transportation is unrealistic when most people have personal vehicles. Increased frequency and more robust routes for Nampa would vastly increase the likelihood that many suburbanites would ride the bus. Currently, this is a garbage system for the poor, and nobody wants to ride because that's the perception. Make it better for everyone and change that perception. I want to ride the bus, but you've made it increasingly more difficult.
- One or two additional miles required to reach a bus stop does not seem like much on paper or digital simulation, but when on foot/bike/wheelchair, can be the difference between feasible and impossible. Thank you for considering my comments regarding this change.
- I have been riding bus 40 from my house in Nampa to my employment in downtown Boise for over 14 years. Without question, bus 40 has helped me to maintain my employment. It has been a quick, reliable and economically viable transportation from Canyon County to downtown Boise for a long time. I am blind and, as such, my transportation options are limited. Because of this, I have come to heavily depend on bus 40 and its service to downtown Boise from Canyon county. Over the years, sadly, I have quietly taken bus 40 for granted. With its quick service to the vital employment area of downtown Boise, it has, simply put, always

been there. This is certainly one of the valuable services Valley Regional Transit has given to people like me in the community is this badly needed route from Canyon county to downtown Boise and, to many people like myself, it's an employment lifeline. When I recently heard about bus 40 possibly going away, I knew my time of taking it for granted must come to an end and, thus, my reason for writing. If I had my way, I would love to keep things the way they are now. You folks have done a wonderful job with this intercounty service and I would hate to break a great thing. However, I realize that, given the current economic situation, that may no longer be feasible. If there is any way to keep bus 40 going, even if is only one time per day, I would appreciate that more than I've made it apparent over the years. I have heard that bus 42 may have its frequency increased to every thirty minutes—possibly even fifteen minutes. Would it be possible to decrease bus 42's frequency slightly, just to allow bus 40 to remain in existence, even for only one route in the morning and one in the afternoon? The possibility of having no direct intercounty connection to downtown Boise concerns me. Having to make a connection at the Boise Towne Square mall, as a blind person, becomes more complex. It can be a challenge at times when buses are lined up to go from each bus attempting to find your own and the possibility of missing your bus while attempting to find it would add time. If the frequency of the routes are increased, it wouldn't add as much time, but if one bus 40 existed it would eliminate this situation entirely. Further, I'm concerned about the added time it would take to get from, say, the College of Western Idaho, down Cherry Lane and Fairview to the mall, make the connection and then get downtown. Currently, in the morning I can get from where I pick up the bus at Franklin and Tieg to Fifth and Main in about 35-40 minutes. I'm hoping the new changes wouldn't add significantly to that time. I appreciate your efforts as well as the efforts of your drivers and other staff who work hard every day to create a reliable service to downtown Boise that we in Canyon County have come to depend on and, possibly, take for granted. If there is any way possible to keep that lifeline connected, I would appreciate it immensely and would be willing to pay a higher bus fare if that's what it meant to keep it going.

- Please do not discontinue route 40 in your new design plan or consolidate it. I have been a loyal route 40 rider from Meridian to Boise State for 5 years and merging it with another route and have to transfer at the mall to not be able to get to Boise State would cause me to have to start driving every day. It would take way to long with all the transfers. Leave the intercounty route 40 alone. Pre pandemic it was standing room only and has picked up quite a bit since.

# ROUTE 42 HAPPY DAY TO TOWNE SQUARE MALL

## Feedback overview

Responses: 13

Current riders:

Yes: 10

No: 3

Nature of impact:

Positive: 4

Negative: 5

No impact: 0

## Please describe the impacts you will see with the changes to this route.

- None
- We purposefully bought a house in Nampa near the 42 route (along Birch) so my disabled father would have independence and the ability to take the bus to go shopping and get out. Now, the bus service is being removed from the Cherry/Birch area and he will lose access to a bus.
- Two people age 21-24 in this household use the Franklin and Cherry pick up location in front of Franklin Village. They use it to get to CWI and to work on Nampa Caldwell Blvd. Without this bus they will be unable to work or attend class and they do not have a vehicle or the money to buy a vehicle or other transportation.
- The increased frequency will make the 42 more convenient. Restoration of all day service to Nampa-Caldwell Blvd. Supplement the new 56 and 58 routes and 150 OnDemand.
- Get off on Franklin and Oral. And I have been for years now. This is take me home(literally).
- The stop on Birch was very helpful when needing to go from Downtown Boise and back.
- Losing the stop at Maple Grove and Overland will make the short trip to CWI much longer, requiring either a transfer to another route or an extra mile-long walk.
- Better overall service.

## Other comments about this route

- As long as I can still catch the bus at Overland and Silverstone headed back to Boise around 6:15pm if I get off work late, I'm happy! Thank you for keeping the Overland routing in this proposal!!
- Thank you for listening to my feedback earlier this year. I fully support this route!
- I used to ride this route, but I appreciate how the coverage will be down Five Mile since that didn't exist before. I would suggest a stop at Five Mile/Franklin. Thanks!
- During the school year, Route 42 is one of the routes I use to travel from BSU to Ten Mile Park and Ride in Meridian. I use the 40 in the morning to get from Ten Mile P&R to BSU, and then in the afternoon and evening, I use the 29 to get from BSU to Towne Square Mall, then I transfer to 42 to get back to Ten Mile. I sometimes will also use 42 and 29 to get to BSU depending on the situation. The changes to the 42 should have little to no impact on me. Can the Restructured 42 run till 7:00 or 8:00 at night. The Restructured 45 could also become a potential option for getting from Meridian to BSU and back to Meridian. I support this change as it would provide 60-minute service all day as opposed to the current 60–120-minute service. The increased frequency will make the 42 more convenient. It will also bring back all day service to Nampa-Caldwell Blvd. and Garrity, providing access to Downtown Nampa and parts of Caldwell. It also continues to serve the Ten Mile Park and Ride.
- Please don't change this route. Not that it matters.
- Glad to see you included Overland Road between Meridian Road and Five Mile Road, although I was not able to see a list of proposed stops along that stretch. I assume there will be at least one bus stop along that stretch.
- A new resident just learning about this route that goes near where I live, I'm happy about the idea that this line will be more frequent but I'm a bit disappointed that there will be no weekend service (the days that I don't work and seems like I would be more likely to explore or go somewhere via bus)
- If the frequency of buses improved, this would be a great route for me

# ROUTE 43 CALDWELL EXPRESS

## Feedback overview

Responses: 9

Current riders:

Yes: 5

No: 4

Nature of impact:

Positive: 0

Negative: 4

No impact: 0

## Describe the impacts you will see with the elimination of this route

- Supposedly this is replaced by the 40, but I won't be able to get to the stadium by 6:30 to catch the bus and it seems like local service doesn't start until 6, so I can't take a bus from my current stop (12th and Chicago) to catch the 40. (This could be wrong, the posted "change document" does not include stop locations and schedules.) I would have to stop using the service.
- This will add time in the morning and in the evening. I use this bus to connect to other buses downtown in the morning and connect to in the evening. The current schedule facilitates these connections so that I can make it to work on time or get home at a decent time.
- more people on the freeways. People will lose money thanks to your changes. I always thought you were here to help with both of those things. I see college kids on the bus, that will impact them as well. I'm really sorry to see the 43 go away. A lot of people can't afford vehicles. It will impact the area a lot in a negative way.
- The elimination of this route will impact me in the way that I will not be able to ride a bus as a means of transportation. The timing of the now route 40 will not work with my work schedule. I would be better off just driving to work rather than riding the 40 Bus. This route had already impacted me when it went to only one bus making it very difficult that I needed to flex my work schedule. With gas prices rising, I will need to find a new job in Caldwell.

## Other comments about this route

- I'm OK with the replacement IF we see more trips AND service is extended to 10th and Cleveland, but I won't be able to use service that starts from the stadium. If there's only service to 10th and Cleveland once a day that's probably OK.
- shifting to an earlier inbound (Boise to Caldwell) by 30 Min, would encourage a lot more people to ride this bus. I've heard a lot of complaints ever since it went down to 1 bus.
- It's too far for the one-trip peak.
- This should be a passenger train route.
- Pre-covid this route ran twice in the morning and twice in the afternoon. I was usually half full or more depending on how many BSU students rode that day. I rode with 3-4 co-workers, and the same riding home in the afternoon. Then the route went to once in the morning once in the afternoon, but the times were stretched to accommodate riders from both route times from before the change. This was understandable with most people either being considered non-essential or working from home. My group did some of both but none of us rode the bus as often as before due to the extended time it would now take due to the route time change. I often ask my co-workers if they started riding again but the answer is the same. With travel time from home in the morning till the time you're home again in the evening it's close to 12 hours depending on traffic. I understand why this route is being discontinued but to be honest the problem will be worse with the consolidation of the commute routes. I suspect
- I support this change. I agree with the decision to combine the 40 with the 43. Those losing service on the current 43 will have access to the new 56 and 58 routes, Restructured 42, and 150 OnDemand.

# ROUTE 45 BOISE STATE/CWI

## Feedback overview

Responses: 13

Current riders:

Yes: 10

No: 3

Nature of impact:

Positive: 5

Negative: 3

No impact: 1

## Please describe the impacts you will see with the changes to this route.

- Where is the start of the 45? Downtown Boise or TSM? Wondering if I need to transfer at TSM to get to Meridian. The description suggests that I will need to transfer.
- I now only have to take one bus from downtown Boise to downtown Meridian instead of two.
- It would be helpful to see a time points schedule like current PDF printable schedule. Although this sounds good, that remains to be seen. However adding new buses for more service during the day sounds good. Currently when I ride this bus from Nampa to BSU, I have to spend a long day in BSU before returning, or at least find other options.
- I live near downtown Boise and commute to the Nampa CWI campus. I am disappointed to lose this express route, in addition to the 40 route option. This would extend my ride to a point that would not make riding the bus an option for me. Please create a good express option for commuting from Boise to the Nampa CWI campus. I work a regular Mon-Fri 8:30am - 5pm job.
- Increased number of trips. Increased access to popular areas in Nampa, Meridian, and Boise. Connects Downtown Meridian and The Village with Towne Square Mall, Downtown Boise, BSU, and CWI. Potentially become another option for getting from Meridian to BSU and back to Meridian. Provides many options for transferring to and from other routes.
- Time consuming. This new change will make me late for work. Since I get off of five mile and Fairview
- Expanded schedule is very helpful to allow more options for morning & afternoon boardings!
- Prefer all day service.

## Other comments about this route

- However, I am unable to see the new frequency of the bus. Currently, I have to carpool home because the 45 does not start up till 5pm or after. If the bus were to run throughout the day or even start back at 3pm, I would ride the bus more than just one to two days a week.
- Don't put ads covering the bus windows. This makes a bus feel like a prison. It is dehumanizing.
- I work in Canyon County and support all improvements to transit in Canyon County.
- I would use this route a lot more often if there was a return bus (Boise -> Nampa) earlier in the afternoon, around 3:30 - 4:30pm. Right now, the earliest return bus is after 6pm.
- This route would be incredible! Even better if it were hourly!!!
- I sometimes use this route, but not as much the 40, 29, and 42. I am in full support of the reroute as it would provide service to several destinations including CWI, Ten Mile Crossing, Downtown Meridian, The Village, Towne Square Mall, Downtown Boise, BSU, and much more. The increased number in trips will be extremely convenient compared to the current 2 AM and 2 PM trips. I currently use 40, 29, and 42 to travel from Meridian to BSU and back to Meridian during the school year, and I could potentially use the 45 a lot more for the same purpose with the restructure and increase in trips. Although I am in full support of the reroute, service along Cherry Ln and Fairview between Ten Mile and The Village would be removed. In the future (FY 2025 or later) consider adding some sort of connection to Cherry and Fairview from Ten Mile to The Village while maintaining service on the Proposed Restructured Route 45.
- i will use this route if it runs all day



# ROUTE 56 CLEVELAND BLVD

## Feedback overview

Responses: 5

### What about this route will or will not work for you?

- Needs to have good connection to new 40 route
- I only work in Canyon County

### Other comments about this route

- Caldwell and especially Cleveland Blvd can be pretty terrifying places to walk or bike, especially in the peak winter and summer weeks. This line and Caldwell south together with increased connectivity to the rest of the valley will greatly reduce my need for a car in the area. No more parking logistics and I can safely have a couple drinks when out at dinner
- Would potentially use this in the morning and afternoons to connect with proposed new route 40. Reverse commuter from Boise to Caldwell.
- I work in Canyon County and support all improvements to transit in Canyon County.
- The new 56 and 58 and Restructured 42 routes will be great in restoring fixed route service to the Nampa/Caldwell area. Folks will be able to connect to and from intercounty services and have access to the 150 OnDemand in areas with or without fixed route service. Since I don't live in Canyon County, I likely won't be using 56 and 58, but I will continue to use 40 and 42 to get from Meridian to Boise and back to Meridian. I'll also potentially be able to use the Restructured 45 a lot more for the same purpose.
- Given the ongoing commercial and industrial development near Caldwell Airport, it would be beneficial to establish additional routes serving this location. Research indicates that employees in these manufacturing or production roles often lack access to personal vehicles or are restricted from driving. Additionally, many companies in the area adhere to fixed schedules, starting around 7:00 am or 8:00 am and ending at 3:30 pm or 5:00 pm. By providing transportation options aligned with their work hours, it's likely that more employees will choose to work in this vicinity. Also, I've noticed that there are no bus stops around Montana and Homedale or Indiana and Homedale, particularly near Vallivue High School.

# ROUTE 58 SOUTH CALDWELL

## Feedback overview

Responses: 6

### What about this route will or will not work for you?

- I only work in Canyon County
- Bus frequency.

### Other comments about this route

- It would be nice to have the MarketPlace as a destination on this route. Also, instead of every 60 minutes, every 45 minutes would be easier to manage with scheduling appt.
- Will greatly reduce the need for OnDemand or Lyft between Happy Day Transit Center and Caldwell
- I work in Canyon County and support all improvements to transit in Canyon County.
- I want bus service every 10-15 minutes so it is just as easy to ride the bus as it is to drive. Ridership will improve if this is implemented.
- The new 56 and 58 and Restructured 42 routes will be great in restoring fixed route service to the Nampa/Caldwell area. Folks will be able to connect to and from intercounty services and have access to the 150 OnDemand in areas with or without fixed route service. Since I don't live in Canyon County, I likely won't be using 56 and 58, but I will continue to use 40 and 42 to get from Meridian to Boise and back to Meridian. I'll also potentially be able to use the Restructured 45 a lot more for the same purpose.

# 150 NAMPA/CALDWELL ONDEMAND

## Feedback overview

Responses: 13

Current riders:

Yes: 2

No: 11

Nature of impact:

Positive: 1

Negative: 1

No impact: 0

## Please describe the impacts you will see with the changes to this route.

- Doesn't seem like huge changes but hopefully will make it easier to find OnDemand rides

## Other comments about this route

- I have tried several times to use the on demand service for Nampa to Caldwell and back. Getting to Caldwell from my home in Nampa by 8am usually works out well. I can schedule a ride most days in time to get me to work on time. However, returning to Nampa from Caldwell has proven to be quite problematic. I start at 4pm requesting a ride from Caldwell City Hall to Nampa (I get off work at 5pm). All three times I have tried to schedule a ride home, I have had to retry, and retry, and retry again. Calling the number is no better. I have not gotten through until sometime between 5:30pm and 6pm, and then the wait was at least 30 minutes, putting me home at 6:30 - 7pm, I would like to use this route at least a couple of times a week, but the time required to schedule a ride home soon after 5pm is onerous, and I can't be getting home at 6:30-7 each night.
- I work in Canyon County and support all improvements to transit in Canyon County.
- This is a sad route to nowhere. I would love to ride the bus if it would start near residential areas. Currently, this is unusable. I have no need to be along this corridor, not for groceries, shopping, work, or living. It looks like it goes through downtown but then drops me miles from any other destinations I would like to go. It also runs so infrequently I have no desire to attempt to ride the bus. Planning my day around a route that doesn't service the area well does not attract me to use the bus. Would love to see a more robust and frequently run bus service in the nampa/calwell area. This poor design contributes to the car centered infrastructure I would love to see disappear. At least move the bus stops to the far side of the intersection so the bus isn't trapped at the light as soon as it loads.
- I do not currently use this route. I support this change for a few reasons. Service reduction appears to be minimal. Service is expanded in some areas. It supplements the new and restructured fixed routes (Commute: 40, 45; Local: 42, 56, 58). Serves areas with and without fixed service. Those who use the 150 regularly will continue to have access to it. Folks will also be able to use the ACCESS and Proposed Beyond ACCESS services.
- Any time I see one of the buses they are either empty or only have 1 or 2 riders.
- Why are you reinventing uber? Put time and effort into bus routes so frequent you don't need this. Make this for everyone, not just poor people
- It doesn't pick up close to my home.
- I wish the bus would cover Middleton, at the very least the outskirts (before the roundabout) I travel daily and would love to have a different mode of transport but walking/ cycling would be too dangerous and inconvenient due to the amount of lanes, lack of designated pedestrian space, angry drivers, and the overpass.
- I'd use the bus services more but it's difficult because of how the cities are laid out. It's too much subdivisions, giant parking lots, 3 or 4 lane roads, lack of shade and accessible sidewalks, scattered about stores, and constant construction. It hinders all other options besides driving. We don't have the freedom of choice because the city is built for the car not for the people. The city is growing but it's growing wrong. Fixing the layout will fix the routes.

- The VRT On Demand in Nampa, Idaho is worthless. It is totally unreliable and cannot be counted on at any time or day. Half the time this worthless On Demand will not even allow you to book the ride. It says "high demand, try again in a few minutes" which is total nonsense. You can try it over and over for hours sometimes with the same result. Nobody can count on this WORTHLESS On Demand nonsense to get to work or to catch connecting bus service. This On Demand is operated like some Uber taxi service. Rarely is anyone else on the bus with me, or maybe one other person on occasion. Get rid of this WORTHLESS On Demand nonsense and run the bus as a regular route that you can count on. Even if the route takes two hours, at least somebody will know when and where it will be and can count on it.

# 160 EAGLE ONDEMAND

## Feedback overview

Responses: 3

Current riders:

Yes: 0

No: 2

## Comments about this route

- I don't currently use this route, but I believe the route is convenient for OnDemand service within the City of Eagle and areas surrounding. It also allows Eagle residents to access The Village, St. Luke's Meridian, Gary & Bunch, and various locations within and outside Eagle. It may or may not be as convenient for riders outside of Eagle or the provided service area, so in the future (FY 2025 or later), you may consider implementing a few fixed route options that connect to Eagle. For example, extending the 9 State Street into Eagle, implementing the planned Hwy 44 route between Caldwell and Eagle, and if possible (because I know it isn't very bus stop friendly), a north-south route along Eagle Rd that connects Eagle to The Village, St. Lukes Meridian, and Route 42 at Overland and Silverstone. These routes could potentially supplement the current OnDemand service. Also consider installing bike racks on the OnDemand buses.

# LYFT TRANSIT CONNECTIONS

## Feedback overview

Responses: 12

Current riders:

Yes: 5

No: 7

Nature of impact:

Positive: 3

Negative: 2

No impact: 0

## Please describe the impacts you will see with the changes to Transit Connections.

- I suspect this means some additional Lyft trips I take will have reduced pricing, even though I'm not actually using transit at either the start or end of the trip - so this feels maybe unsustainable for VRT if a lot of people find out about it. That said, I'm glad VRT is continuing to explore how to fill gaps using Lyft and other services.
- The people at the end of Barber Valley won't be able to get downtown.
- There are a lot of businesses and workers that work along Parkcenter Blvd. There will be no service to this area. More driving.
- more access to employment opportunities

## Other comments about this route

- Will definitely use this once it expands to more of the city
- I don't understand what transit service means
- There should be a more direct airport route from the Boise Towne Square Mall to support west Boise folks. Thank you!
- I would love to use this service however it's not in my area. Due to seizures, I'm medically unable to drive. However I live in Meridian and need to commute into Boise for work. There are no lines close to my house and I've had to pay for an Uber or Lyft to help connect me. I'd love if the boundaries could change. I use route 40 and live off Linder
- The current service area of Lyft Transit Connections is relatively limited, so expanding it will be convenient for more people that want to use it. It'll also be convenient for areas losing fixed route service.

# ACCESS

## Feedback overview

Responses: 7

Current riders:

Yes: 3

No: 3

Nature of impact:

Positive: 0

Negative: 3

No impact: 0

## Please describe the impacts you will see with the changes to the ACCESS service areas.

- We need more access bus and route 1 in the discounted areas where I reside!! Save my access and routes 1 please
- This area are census tracts 101.01, 7.04 and 7.03. Each tract has 4,206, 3,711 and 2,417 people. That's around 10,00 people without bus service.

## Other comments about this route

- I would use this service but it doesn't come out in my area any more. I live in Columbia Village and it would be helpful if it came out to my area. If it did I would take advantage of it since I work on Maple Grove and Overland.
- We need service to and from for two stops: Winco and St. Luke's downtown in the mid-morning and mid-afternoon, as well as to/from the airport from Harris Ranch in the early mornings and evenings. We would also use the service to go downtown on Wednesday, Friday, and Saturday evenings for public events. Please schedule service in alignment or around the time of the regular public events. Senior citizens enjoy free events. The majority of Harris Ranch residents are baby boomers. Please provide Lyft connections past Park Center out to at minimum the Lucky 13 corner.
- I do not use ACCESS Services. I support this change as service will be expanded in various areas, and those that are losing service will be able to use the new Beyond ACCESS Service. Another benefit is the Beyond ACCESS service will stretch to areas outside the current transit region, allowing folks in those areas with disabilities to travel throughout the valley.

# BEYOND ACCESS

## Feedback overview

Responses: 12

Current riders:

Yes: 1

No: 10

Nature of impact:

Positive: 0

Negative: 1

No impact: 0

## Please describe the impacts you will see with the changes to specialized transit service.

- It appears we will not be picked up at our residence and unable to continue to get to work on time and will likely lose our jobs

## Other comments about this route

- I was not aware that this service is available in my area. You need more marketing for this.
- I think this will be a huge help to my grandparents
- Is this service available in the Columbia Village area?
- What is this? Uber for poor people? I would love to see public transportation expanded and run so frequently that this service is obsolete. Public transit is an amazing solution to cut down on car traffic and all the pitfalls that follow it. Would love to see Trams, Trains, and alternative modes of transportation designed for everyone, not just the marginalized.
- Census tract 7.03, which includes Harris Ranch has 2417 people. Census tract 7.04, which includes Tablerock, has 3711 people Census tract 101.01, which includes Milldistrict, Riverheights has 4206 people That's around 10,000 people with no bus service if route 1 is canceled.
- Due to seizures I am unable to drive however I am trying to still maintain my job which requires me to commute from Meridian to Boise. I'm struggling to find affordable options that can help me make this commute (8-5)
- I do not use Harvest Transit or Village Van, but I have sometimes seen Harvest Transit vans while I'm at work. Would this replace services like Harvest Transit? I think Beyond ACCESS will be convenient because it'll allow those who are losing ACCESS service due to route reductions to continue using ACCESS. It also stretches to areas outside of the current transit system, allowing folks in those areas with disabilities to travel throughout the valley or their community.
- Inform the public how this works. Many people are afraid of taking the bus because of lack of information of how to pay, catch and ride a bus to the closest destination.