

**VIA Rapid Silver Line Community Conversations September 2024
Comment Response Matrix**

Comment Number	Source	Name	Date	Comment	Response
1	Online Comment	Anonymous	9/1/2024	Will the virtual meeting be recorded and can we watch that recording anywhere?	Thank you for your comment. The virtual meeting is available at keepsamoving.com/via-rapid-silver-line/ , along with all exhibits, documents, and related information. These materials are available in English and Spanish and are accessible to people of all abilities.
2	Online Comment	Anonymous	9/1/2024	I go throu [sic] to doctors appt. It takes me 2 hours; 3 diff. transfers. Thats just 1 way. From Randolph park n ride to medical center nw. It would be nice spending less time traveling.	Thank you for your comment. Advanced Rapid Transit is part of the Keep San Antonio Moving (KSAM) initiative, a voter-approved proposition to advance San Antonio's public transit and increase connectivity to move more people faster and farther. VIA's Better Bus Plan is a project that will evaluate existing service and improvements to the bus network, visit KeepSAMoving.com/better-bus for more information. Your suggestions have been noted for future transit planning.
3	Online Comment	Monica	9/1/2024	I love this idea!! I wish we could have a rail system as well, but I know it's been voted no many times.	Thank you for your comment and support of the project. Visit us at keepsamoving.com to get future updates about the project.
4	Online Comment	Anonymous	9/6/2024	How many people use this route currently, does it connect with the new housing developments along I-10 east , outside of the 410 loop . Has there been research into the expansion of population in these older neighborhoods, or decline. Does it take into account of (sic) the proposed relocation of households that would be effected (sic) by the city's plan of flood control mitigation south of Hwy 90. I believe not having person to person meetings to answer questions, does give the citizens enough inside (sic) on the planning and research about the need of new route, you are talking about a large fleet of buses	<p>Thank you for your comments. In 2023, there were more than 6,300 daily riders on the corridor. Bexar County could see more than 900,000 new residents by 2045, commuting to more than 560,000 new jobs. The areas immediately around the proposed Silver Line could see 34,000 new residents and 40,000 new jobs. This was calculated based on population and employment estimates within ½ mile of potential station areas using Transportation Analysis Zone data from AAMPO's travel demand forecasting model.</p> <p>While this project is not connected to the City of San Antonio's flood control mitigation project, drainage modeling is part of the project.-We are having follow up meetings with affected property owners and residents along the corridor.</p>
5	Written Comment Form	Xavier Sanchez	9/11/2024	Concern with the condition of W. Commerce regarding pot holes, etc. Will this be addressed?	Thank you for your comment. VIA is currently doing a pavement assessment within the corridor limits and will be working with the City to determine what improvements will be made as part of the VIA Rapid Silver Line project.
6	Written Comment Form	Dominique Renteria	9/11/2024	Millions of dollars towards a plan that historically displaces working class people instead of improving the entire transit system. Let us democratically vote for the board of trustees!! Stop turning people to VIA Link.! The whole point is to get cars OFF the road. VIA Link should be a means to an end. Obsolete. Why create something new when you can improve what you have?	Thank you for your comment. The proposed VIA Rapid Silver Line project supports equitable access to opportunity for members of the community. Advanced Rapid Transit is part of the larger future of the Keep San Antonio Moving (KSAM) initiative and is part of the voter-approved proposition to advance San Antonio's public transit and increase connectivity to move more people faster and farther. VIA is implementing a program called Better Bus to evaluate existing service and improvements to the bus network, visit

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					KeepSAMoving.com/better-bus for more information. Your suggestions have been noted for future transit planning.
7	Written Comment Form	Christopher Hanna	9/11/2024	I want this project to continue as it is. We are behind the times with transit in San Antonio. Cities are meant to grow and change over time to meet the needs of the people who live there, I want VIA to hold firm when fears of change come up- they show up in traffic and construction concerns, "gentrification," people saying nobody will ride. There isn't a perfect solution but I believe we need options on how we get around, I love this city and I want to see it prosper.	Thank you for your comments and support of the project. Visit us at keepsamoving.com to get future updates about the project.
8	Written Comment Form	Jesse Lara	9/11/2024	<ol style="list-style-type: none"> 1. This project is not finished yet. How will it be funded? 2. Trips to the East side for me, only happen for events at JFC (Freeman Coliseum) or Frost Ctr. 3. I don't feel like there is enough people traffic to use this service. 4. Are you going to tear up the streets? This will be very inconvenient 5. Is this a late run service like line ups? What happen when events at JFC or Frost etc. are over? Will this service still be running? 	<p>Thank you for your comments. The current funding plan anticipates that the proposed Rapid Silver Line corridor project will be funded using Federal Transit Administration Capital Investment Grant Funds, VIA Project Funds, and Advanced Transportation District (ATD) Bexar County Funds. Further, the project was selected to receive an \$8.1M Project Development Grant from the Federal Transit Administration.</p> <p>Regarding your comment on ridership, through a robust planning and community engagement process, this corridor was selected to serve as a backbone of the system that would provide better connections to the overall transit network, including downtown, offer positive impacts to travel times and high ridership potential.</p> <p>Regarding your comment on construction, construction plans will be designed to minimize impact to businesses, travelers, and residents along the corridor. While there is not a plan yet for the VIA Rapid Silver Line construction, it will likely be similar to plans for the Green Line in that it will be completed in phases and mostly near station locations, so as not to impact the entire corridor at once. We can expect temporary detours and short-term changes to stop locations and lane usage, mostly where the stations will be located. A construction timeline and details will be shared prior to beginning work.</p> <p>Regarding late run service, VIA is implementing a program called Better Bus to evaluate existing service and improvements to the bus network, visit KeepSAMoving.com/better-bus for more information.</p>
9	Written Comment Form	Pedro Silva	9/11/2024	I want to thank you all for putting on this event. Most of my questions (concerns) were answered. I would suggest community meeting where there is a "townhall" like discussion. I believe implementing an ART is a step in the right direction for the city of San Antonio. I've grown up using VIA to go to school, work, doctor's appointments, etc., as well as walked biked, and driven, however I've found using the public transportation is not always reliable. I would much rather use public transportation and my bicycle than drive but that is not always ideal with long wait times and issues with the current system. I believe this ART will help remedy some of those issues. My main concern is how it will impact the communities this line will run through, as well as the businesses. VIA and the City of San	Thank you for your comments. The proposed VIA Rapid Silver Line project supports equitable access to opportunity for members of the community. In addition to VIA hosting public meetings in January and September 2024, VIA has also been meeting with neighborhood associations, businesses, property owners and residents along the Silver Line. Your suggestion about a town hall will be taken into consideration for future public outreach efforts.

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				Antonio need to work with local organizations, businesses, leaders, etc. to make sure their needs and concerns are met. The West and East sides have currently been hit with gentrification and displacement. If done wrong this ART plan can further affect these communities. However I believe VIA & COSA have the ability to help these communities with community engagement opportunities like today, and taking our concerns seriously. The community depends on you as much as you depend on us, please keep that in mind when making plans and changes. Having said all that I am excited [sic] for San Antonio getting an ART system. I look forward to using those services once they become available. PS COSA put more bike lanes! Cyclists are at risk! Improve side walks! Pedestrians are at risk!	Improvements to existing sidewalks are planned around station areas and areas providing transfers to ART stations. Your suggestions have been noted and have been provided to the City of San Antonio for consideration.
10	Written Comment Form	Rita Garza	9/11/2024	We already have an exciting bus route on Commerce & Buena Vista. We need better routes instead of fast bus system. My major concern is the development is going to raise our property taxes! I'm disabled and on a very fixed income. I'm totally against it! My elderly neighbors who are also on a fixed income are very worried about the bus system and their taxes going up. They are also against it!	<p>Thank you for your comment. Your comments on routes have been noted and will be taken into consideration as the project progresses. VIA is implementing a program called Better Bus to evaluate existing service and improvements to the bus network, visit KeepSAMoving.com/better-bus for more information.</p> <p>The VIA Rapid service will make it easier for you to get from your home to your workplace, medical appointments, grocery stores, restaurants, schools and other local businesses. There is a host of factors that determine the value of housing in the San Antonio area. Our goal is to enhance mobility options for all.</p>
11	Written Comment Form	Robert Hernandez	9/11/2024	How is VIA ensuring TOD will gauruntee [sic] affordable housing?	<p>Thank you for your comment. The proposed VIA Rapid Silver Line project supports equitable access to opportunity for members of the community. Advanced Rapid Transit is part of the larger future of the Keep San Antonio Moving (KSAM) initiative and is part of the voter-approved proposition to advance San Antonio's public transit and increase connectivity to move more people faster and farther. Affordable Housing is managed by the City of San Antonio. For more information about affordable housing please visit www.sa.gov/Directory/Departments/NHSD.</p>
12	Written Comment Form	Maria Antonietta Cardenas (Toni)	9/11/2024	<p>VIA drivers – 99.5 are professional, trust and respect</p> <p>2 trips – no professional, nor do they care to be do the minimum, don't go above and beyond</p> <ul style="list-style-type: none"> - Be scared because of driver – last person on the trip - Her friend got stuck at a church – 10 years ago - 8 bucks becomes 10 - diapers for mom – expense and humiliation 	<p>Thank you for your comments. Feedback regarding VIA drivers is outside the scope of the VIA Rapid Silver Line. Your feedback will be shared with the appropriate team in the Customer Service department.</p>
13	Online Comment	Anonymous	9/11/2024	I would like improved public transportation without gentrification of areas being served	<p>Thank you for your comment. The VIA Rapid service will make it easier for you to get from your home to your workplace, medical appointments, grocery stores, restaurants, schools and other local businesses. There is a host of factors that determine the value of housing in the San Antonio area. Our goal is to enhance mobility options for all.</p>

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14	Written Comment Form	Mickey Sweet	9/12/2024	As a frequent VIA rider, I applaud the efforts to provide a rapid bus line to San Antonio, especially on the Eastside of the city, with the exploding growth the city is currently experiencing, this proposal is long overdue.	Thank you for your comment and support of the project. Please visit keepsamoving.com to learn more and stay updated about the project.
15	Written Comment Form	Eugene Marck	9/12/2024	More service to airport should be considered aside from #5 and Green line Need buses that are more comfortable. Not really pleasant compared to going in your car. Referring to ride quality and noise...hard seats. Thank you.	Thank you for your comments. Silver Line provides a connection to the San Antonio airport through connecting service to the VIA Rapid Green Line. VIA's Better Bus Plan is a project that will evaluate existing service and improvements to the bus network, visit KeepSAMoving.com/better-bus for more information. Your comments related to vehicles will be shared with the appropriate team at VIA.
16	Written Comment Form	Sandra Williams	9/12/2024	What a blessing to have a better cost effective way of transportation w/o compromising space.	Thank you for your comment and support of the project. Please direct your friends and families to keepsamoving.com to learn more and stay updated about the project.
17	Online Comment	Mike Andry	9/12/2024	For the VIA Silver Line: Please consider extension, additionally, to the Las Palmas Shopping Center or to the Kel/Lac TC in the Westside, and to near I-10/Houston St. on the Eastside. Thank you!	Thank you for your comment. The VIA Rapid Silver Line will have continuing service to the Kel Lac Transit Center and the future East Side Transit Center. For service to the areas beyond the corridor, VIA's Better Bus Plan is a project that will evaluate existing service and improvements to the bus network, visit KeepSAMoving.com/better-bus for more information.
18	Online Comment	Enrique Sanchez	9/12/2024	I understand that you are looking for feedback from the community but a lot of people that will be using the new silver line don't have time to go to these meetings. I recommend that you have some people go out and ride on the existing via lines along the silver lines proposed route and talk with the riders since they will be the people that will likely be using the new line. I believe you can get quite a bit of useful feedback by going out and meeting with existing riders. I believe people will be very receptive and thankful that you are trying to get their input by going to them. I do support what via is trying to do and I believe if you want feedback this would be a great way of getting it.	<p>Thank you for your comments. In addition to VIA hosting public meetings in January and September 2024, VIA has also been meeting with neighborhood associations, businesses, property owners and residents along the Silver Line.</p> <p>A virtual meeting was also provided as an option for the public to learn about and provide feedback about the project. These materials are available in English and Spanish and are accessible to people of all abilities. The virtual meeting can be accessed at keepsamoving.com/projects/via-rapid/via-rapid-silver-line/0924virtualmeeting/</p> <p>Your suggestion on getting feedback directly from riders while using VIA service will be taken into consideration for future public outreach efforts.</p>
19	Online Comment	John Kenton	9/13/2024	After building subways, Los Angeles did this in the NW part of the metroplex (San Fernando Valley?). Do we know how that worked out. I'd rather see a subway built.	Thank you for your comment. Bus Rapid Transit (BRT), locally known as Advanced Rapid Transit (ART) was selected over various alternatives and is a proven technology that has been employed in multiple cities across the world.

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20	Written Comment Form	Kevin Balderrama	9/14/2024	<p>My biggest concern for this project is the way people will access one stations, I think that if we want higher ridership we will need to provide safer and comfortable access to these stations, we need</p> <ol style="list-style-type: none"> 1. Wider sidewalks 2. Protected sidewalk with tree shade along streets that lead to stations (ex: Colorado St) 3. Traffic calming measures 4. Transit oriented development measures along corridor to prevent parking lots and suburban type development in historic westside. 5. Design stations according to the areas cultural distinction and urban fabric 	<p>Thank you for your comments. The station designs feature off-board fare collection, improved lighting, and other convenient amenities such as real-time signage to track bus arrival information. Some stations may feature level boarding.</p> <p>VIA Rapid provides a higher level of accessibility, while also reducing potential delays. Pedestrian improvements for this project would be Americans with Disabilities Act (ADA) compliant. Crosswalks at station locations (curbside or center) will have updated signals and pedestrian amenities, including new ADA-compliant curb ramps, pedestrian push buttons, crosswalk markings, and pedestrian signal heads. In addition, opportunities to enhance safety along the corridor including the use of lighting and improved sidewalk connections between stations will be evaluated.</p> <p>The City of San Antonio is evaluating options to address transit-oriented development land use and zoning opportunities. Learn more at www.saspeakup.com/tod. Your comments on station location, design, and amenities have been noted and will be taken into consideration as the project progresses.</p>
21	Written Comment Form	Jerome Stowe	9/14/2024	<p>There exists concern amongst the neighbors along San Pedro in Northmoor and Olmos Park Terrace that our streets, particularly where they intersect San Pedro – Mariposa, Clower, Hermosa, Wildwood, Mandalay, Thorain, Hermire, Lovera, El Monte, will be subject to loosened and opportunistic multi-unit development that will compromise the ability of the adjacent and nearby residences to have a peaceful street; that will increase the presence of parked vehicles (as has already been seen nearby) a long the residential streets; will increase unwanted activity and accompanying transformations that accompany multi-unit construction that was never envisioned for single family homes. May San Antonio residents, particularly in these nearby neighborhoods, have been seeking the calm, peaceful, enjoyable, atmosphere of a residential street and home to grow their family, to retire, to enjoy, day-to-day working class life. There is a great concern that developers will be able to scoop in to a rapidly changing environment, with still-loose regulation and transform the neighborhoods into a new vision, that disregards the integrity of the single family household. An attempt to transform the current San Pedro businesses may be better received and supported by attracting employers that give jobs, businesses that provide much-needed services, in lieu of pay-day, pawn shops, unsightly lots, etc. Please keep these thoughts in mind. Also, it is imperative that a “2 year” project not be allowed to sprawl into a ten-year project, by leniency on the project mgmt. and construction vendors. Planning in details, and what-ifs need to be mapped out to exhaustion.</p>	<p>Thank you for your comments. The areas you identified are located along the VIA Rapid Green Line. For more information regarding the Green Line and the latest updates on construction, please visit keepsamoving.com/via-rapid-green-line/. Prior to the construction phase, VIA plans to allow for business and neighborhood access and usual traffic patterns during the project’s pre-construction phase. Considerations for everyone using the corridor, including pedestrians, motorists, people with mobility devices, bicyclists, and others, are part of the design process and included in the project. Your comments regarding future development of multi-unit construction will be shared with the appropriate team.</p>
22	Online Comment	Anonymous	9/14/2024	<p>Shut down Centro Plaza, it has become a haven for homeless, prostitution and drug dealers.!</p>	<p>Thank you for your comment regarding Centro Plaza. Your feedback will be shared with the appropriate team at VIA.</p>

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23	Online Comment	Jack Lloyd-Reilley	9/14/2024	<p>First, it doesn't look like any of my comments from the last comment period were heeded, which is disheartening.</p> <p>Second, it looks like essentially nothing is being built on the east side past Pine St. Presumably because the road is too narrow. This mostly defeats the point, since without the bus lane this is mostly just a regular city bus, and there is already a regular bus on Houston St. If VIA cannot or will not widen Houston or build a viaduct to accommodate the buses, then I think the project should be rerouted to Commerce St, which does have room for dedicated bus lanes and which has similar population and business density to Houston. Since the link to the Frost Bank Center is a requirement, it can be reached by hooking north at the end of the line on Coca-Cola place, which also takes the buses straight to the front steps of the Freeman Coliseum. Additionally, this route would serve St. Philips college, which Houston St. routing does not. The current bus on Commerce St., the 25, has higher ridership than the Houston bus (24), so this route would probably have higher ridership too.</p> <p>Third, the roll plots seem to pretend that the railroad crossing at St. Paul's square doesn't exist. It does, and will be a substantial delay for the bus. I still believe the route should cross I-37 at Montana street, which is already bus-only here in at least one direction, use the existing Robert Thompson transit center, which is both cheaper (because it already exists) and higher quality than any stop you can build on the side of the street on Commerce, and rejoin the planned route on Cherry St. or some point east (which also reduces the sharpness of the turn compared to the intersection at Commerce St). If my recommendation of rerouting to Commerce street east of Cherry is also taken, then it would make sense to continue on Montana for a few blocks first, where the two streets are closer. Montana goes under the railroad, so it bypasses the railroad crossing, significantly improving the speed and reliability of the bus.</p> <p>Fourth, the connection to Centro Plaza is still bad. Even if the bus route cannot be designed to access Centro Plaza directly, there should at least be pedestrian improvements to ease the bad transfer.</p> <p>Fifth, I want to express that the bus should be designed for the highest speed and convenience of the bus riders. Therefore, the strongest form of bus priority signals should be used, and bus priority lanes provided everywhere possible. Additionally, the lanes need to be designed to keep cars out; simply designating them on paper without building any infrastructure to enforce this will result in most drivers ignoring the bus lane, defeating the point.</p> <p>The design of the west side looks good, so it is disappointing to see how underdesigned [sic] the east side seems to be, with sharp corners, missed transfers, railroad crossings, and no bus lane. This does not look like it will be "rapid" or "advanced" on the east side, based on these design decisions.</p>	<p>Thank you for your comments.</p> <p>Currently there are plans for three VIA Rapid stations east of Pine St. These stations are proposed at the following intersections: New Braunfels/Houston, Walters St./Houston, Mel Waiters/Houston, and at the Frost Bank Center. The buses on this segment of the corridor will run in mixed traffic.</p> <p>Regarding your comment on the railroad crossing at St. Paul, the planning team is aware that the route alignment crosses the railroad track at grade and is subject to interruptions by railroad operations. Opportunities to minimize delays along the corridor will be evaluated. The route selection was part of an overall planning process in 2016-2018 for the Advanced Rapid Transit program, which included public engagement, ridership modeling, and economic development opportunities, to determine the corridor.</p> <p>Regarding your comment on transfers to and from Centro Plaza, pedestrian improvements are being considered</p> <p>Regarding speed and convenience, VIA's ART system, called VIA Rapid, is designed to deliver fast, frequent and reliable public transit, using bus-friendly traffic signals, and offering off-board fare collection for faster boarding. Transit signal priority (TSP) on the Silver Line will work similarly to TSP on Fredericksburg Road, and Zarzamora Streets for Primo. TSP is activated when the bus is running later than the scheduled time. When activated, TSP extends the green signal or truncates the red light on the cross street.</p> <p>The VIA Rapid project allows for flexible design of stations and bus improvements to accommodate roadway characteristics throughout the corridor. These stations allow riders the opportunity to benefit from the overall VIA Rapid network.</p> <p>Thank you for staying involved in the project. We look forward to your continued feedback.</p>
24	Online Comment	Carlos Arnaldo Hernández	9/15/2024	<p>Hello my name is Carlos and I all ready feel the application to driving in your Vanpoll. With the cost. of \$23.00 for hours and a inseting for \$4,000.00 But I don't know what is the status of this. Please let me know if you're needing anything else information. At 210-843-5926 or to my email. vejigantetalentservices@gmail.com</p>	<p>Thank you for your comment and for considering joining the VIA team. We have shared this comment with the hiring department. If you'd like to contact them directly, please call 210-362-2240.</p>

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25	Online Comment	Anonymous	9/15/2024	Build a light rail along this corridor instead of a bus lane. That will provide economic development, but that makes too much sense.	<p>Thank you for your comment. Light rail is currently not in the scope of the proposed VIA Rapid Silver Line project.</p> <p>Bus Rapid Transit (BRT), locally known as Advanced Rapid Transit (ART) was selected over various alternatives and is a proven technology that has been employed in multiple cities across the world.</p>
26	Online Comment	James Craig Hanks	9/16/2024	I'm no longer a resident of San Antonio, although I am there at least 3 times/month (I moved close to work in San Marcos). More extensive and frequent transit is great! As a former resident, and now a frequent visitor [sic], a primary concern is reliability of transit during special events. For instance, three times in the past 2 years we have visited SA overnight, getting a room downtown, and attending an event at the ATT/Frost Bank Center. In one instance we were able to take VIA to the event, and in the other two instances the buses were ahead of schedule and we had to find another way to the venue. In all three instances, the buses where not stopping at the arena after the event (and one was a SPURS game!), although stops were scheduled. This is quite bad for out-of-town guests. If the proposed VIA Rapid Silver Line could solve that problem, that would be great.	<p>Thank you for your comments. VIA's Better Bus Plan is a project that will evaluate existing service and improvements to the bus network, visit KeepSAMoving.com/better-bus for more information. As part of the overall planning for the VIA Rapid Silver Line, operation for special events is being taken into consideration.</p>
27	Online Comment	Anonymous	9/17/2024	Emission free electric buses, please! ⚡	<p>Thank you for your comments. The VIA plans to purchase CNG (compressed natural gas) vehicles for the Advanced Rapid Transit program.</p>
28	Online Comment	Teresa Hampton	9/24/2024	Is it ride friendly and accessible to seniors with traveling physical limitations with existing VIA Trans access??	<p>Thank you for your comment. Yes, VIA Rapid stations feature level-boarding and will be fully ADA-compliant. You can also ride the VIA Rapid service using your VIATrans pass.</p> <p>All crosswalks at station locations (curbside or center) will have updated signals and pedestrian amenities, including new ADA-compliant curb ramps, pedestrian push buttons, crosswalk markings, and pedestrian signal heads. In addition, opportunities to enhance safety along the corridor including the use of lighting will be evaluated.</p>
29	Online Comment	Cesar Ivan Mendez	9/25/2024	The VIA Rapid Silver Line project should extend past the General McMullen and into St.Marrys [sic] University to connect further into the West Side of San Antonio. This will allow students and commuters to Downtown and the East side	<p>Thank you for your comment. The VIA Rapid Silver Line will have continuing service to the Kel Lac Transit Center and the future East Side Transit Center. VIA is implementing a program called Better Bus to evaluate existing service and improvements to the bus network, visit KeepSAMoving.com/better-bus for more information.</p> <p>Advanced Rapid Transit is part of the Keep San Antonio Moving (KSAM) initiative, a voter-approved proposition to advance San Antonio's public transit and increase connectivity to move more people faster and farther. Your suggestions have been noted for future transit planning.</p>

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30	Online Comment	Kemp	9/27/2024	Please invest into a metro or railway system	Thank you for your comment. A rail system is outside the scope of the proposed VIA Rapid Silver Line project. VIA Rapid is part of the larger future of the Keep San Antonio Moving (KSAM) initiative and is part of the voter-approved proposition to advance San Antonio's public transit and increase connectivity to move more people faster and farther.