



Public Comment Summary Report on the Final Draft of ValleyConnect 2.0

Introduction

At 1,275 survey responses, the public response to ValleyConnect 2.0 was record breaking. We received almost twice as many survey responses on this plan than on the dozens of previous surveys we have used. Our social media presence had strong results with increase in page likes, shares, and comments. This effort increased visibility of VRT as a whole and was covered by print, online, television and radio outlets.

Background

Work on the ValleyConnect 2.0 (VC 2.0) plan began in summer 2016. VC 2.0 is an update to the 2011 ValleyConnect plan. It is Valley Regional Transit's response to the need to increase transit options and service in the region to accommodate both existing population growth and land uses and future changes in these two areas.

The VRT Board, Executive Board, and the Regional Coordination Council were provided updates to ValleyConnect 2.0 during the fall and winter. In January 2018, the final draft plan was presented to the Board. The panel reviewed the final draft and had it sent out for public comment.

The public comment phase for the plan began February 1, 2018 and ended on March 15, 2018. An extensive outreach plan included community presentations (e.g. City Council workshops, public meetings, and stakeholder groups and regional forums), aggressive promotion of an online survey through regular rider notification outlets such as bus posters and website announcements. In addition, we distributed more than 2,000 large postcards that provided VC 2.0 highlights and attempted to answer "Why ValleyConnect 2.0."

Finally, we utilized an extensive use of social media channels that included Facebook and Twitter.

This multi-tiered approach to gather public comment resulted in a high level of involvement by the public and stakeholders. More specific details about the level of public participation are contained further in this report.

Outreach Schedule/Collecting Public Comment

Four VRT staff made up the outreach team: Executive Director Kelli Badesheim, Principal Planner Stephen Hunt, Development Director Rhonda Jalbert, and Community Relations Manager Mark Carnopis. The outreach was coordinated by Executive Assistant Linda Ihli.

The outreach team staffed 47 outreach events in both Ada and Canyon counties. The total attendance from these events was approximately 1,200 people. The events included two open forums in Caldwell and Boise, and two open houses held at the Main Street Station.

In addition, we issued two press releases that garnered media coverage from the Idaho Press Tribune, KTVB-Channel 7, the Boise Weekly, KBSU radio, and www.boisedev.com.

We also were aggressive in getting the word out via our social media channels. We posted numerous times on Facebook and Twitter. We boosted our post on FaceBook, which resulted in:

- More than 50,000 members seeing our post.
- 1,092 link clicks
- 130 page likes
- 124 comments, and
- 214 shares.

A summary of the relevant comments are included in the Appendix.

Other less-used outlets to provide public comment included comments sent to the VRT Community Relations Manager's office or through customer service RideLine.

Summary of Online Survey Results

A total of **1,275** people took the online survey, with a 100 percent completion rate. The survey consisted of 14 questions that measured respondents' preferences for transit priorities/amenities and the level of financial support they would be willing to spend to make the plan a reality.

Public Comment Summary

- In general, the public was supportive of ValleyConnect 2.0 and what it is trying to accomplish.
- A high number of respondents voiced support for the need for a rail component.
- Support was strong for increasing frequency, lengthening the hours and days of operation.
- More than eighty percent of respondents were willing to pay \$250/year or more for public transportation if it were sufficient to allow them to reduce the number of cars they own.

- Eighty-eight percent of survey respondents agreed that buses should be prioritized to move through traffic when roadways are constrained and when congestion is bad.
- Survey respondents were interested in VRT focusing more than 75% of its efforts into fixed route services rather than on-demand/specialized services.

Appendices:

- A. List of ValleyConnect 2.0 Outreach Events w/attendance
- B. Online Survey Results
- C. VC 2.0 Facebook Response Highlights
- D. Letters Received from VRT Board Jurisdictions – City of Boise & City of Eagle
- E. Open Ended Responses by Jurisdiction - available on-line at this web address (88 pages)
<https://www.valleyregionaltransit.org/media/1394/finalsurveyresults.pdf>

Appendix A - List of ValleyConnect 2.0 Outreach Events

| Day | Date | Event | # | NOTES |
|-----------|-------------|---|-------------|-----------------------|
| Tuesday | 12/19/17 | RCC | 12 | RCC members |
| Friday | 01/19/18 | Highway 44 Group | 3 | Information |
| | 01/23/18 | Boise City Council Strategic Plan Workshop | 10 | Information |
| Monday | February 5 | Meridian Transportation Commission | 10 | Workshop |
| Tuesday | February 6 | TVCRC Quarterly Mtg (Treasure Valley Community Resource Comm) | 30 | Survey info |
| | | Kuna City Council | 6 | Workshop |
| | | Star City Council | 6 | Workshop |
| Thursday | February 8 | Boise Elevated | 11 | Presentation |
| | | Women in Transportation (WTS) | 11 | Survey info |
| Monday | February 12 | CCDC Board | 6 | Presentation |
| | | Ada County Commissioners | 3 | Survey info |
| | | Canyon County Hub (United Way) | 30 | Presentation |
| Tuesday | February 13 | United Way convened meeting in Ada County | 7 | Workshop |
| | | United Way convened meeting in Canyon County | 11 | Workshop |
| | | ACHD Project Managers | 11 | Survey info |
| | | Wilder City Council | 6 | Workshop |
| Monday | February 19 | Notus City Council | 30 | Workshop |
| Tuesday | February 20 | Healthy Impact Nampa Food Access Committee | 6 | Survey info |
| | | Caldwell City Council | 20 | Workshop |
| Wednesday | February 21 | ACHD Commissioners | 25 | Workshop |
| | | Open House Nampa 2 & 3 rd Street Rebuild Project | 30 | Survey Info |
| | | Garden City Community Collaborative | 20 | Survey info |
| | | Open House at Main Street Station-Transportation Advocacy Group | 12 | Open House |
| | | Middleton City Council | 55 | Workshop |
| Thursday | February 22 | Boise Chamber Transportation Committee | 20 | Presentation |
| | | Boise GreenBike Movie Event | 400 | Survey info available |
| Friday | February 23 | Meridian Downtown Business Association | 24 | Survey info |
| Monday | February 26 | Parma City Council | 15 | Workshop |
| Tuesday | February 27 | Ada County Hub (United Way) | 18 | Survey Info |
| | | Eagle Open House at Eagle City Hall | 12 | Open House |
| | | Eagle City Council | 20 | Presentation |
| | | Nampa Transportation Master Plan Workshop | 40 | Presentation |
| Wednesday | February 28 | COMPASS Regional Transportation Advisory Committee (RTAC) | 25 | Presentation |
| | | Meridian Development Corporation | 10 | Presentation |
| Thursday | March 1 | Kuna Advisory Committee | 50 | Survey info |
| | | Open House at Main Street Station (1 st Thursday) | 40 | Open House |
| Monday | March 5 | Caldwell Chamber of Commerce Transportation Committee | 21 | Survey info |
| Tuesday | March 6 | Canyon County Commissioners | 3 | Workshop |
| | | Healthy Impact Nampa-Transportation Equity Committee | 8 | Presentation |
| | | Greenleaf City Council | 15 | Workshop |
| Wednesday | March 7 | ITD – Interagency Working Group | 13 | Workshop |
| Thursday | March 8 | West Boise Neighborhood Association (WBNA) | 12 | Presentation |
| Monday | March 12 | Nampa City Council | 15 | Workshop |
| | | Garden City – City Council | 12 | Workshop |
| Tuesday | March 13 | Meridian City Council | 15 | Workshop |
| Wednesday | March 14 | CCDC Staff & City of Boise Planning Staff | 12 | Workshop |
| Thursday | March 15 | ITD Board | 20 | Presentation |
| Monday | APRIL 2 | PUBLIC HEARING at VRT Board of Directors Meeting | | Public Hearing |
| | | | 1191 | |

Appendix B: Online Survey Results

ValleyConnect 2.0 Transit Survey

[ValleyConnect 2.0](#) provides a blueprint for design principles and performance measures for future transit development in Ada and Canyon counties. It provides for two conceptual network scenarios - intermediate and growth.

We are currently in the community comment phase of ValleyConnect 2.0. Your input is important and will play a large role in shaping the final version of the plan. Please take a few minutes to complete this survey about ValleyConnect 2.0.

The first map below shows expanded service under the ValleyConnect 2.0 plan. The second map shows the current ValleyRide bus services. Please review these maps before beginning the survey.

FIGURE 10.
ValleyConnect 2.0 Growth Scenario Conceptual Network

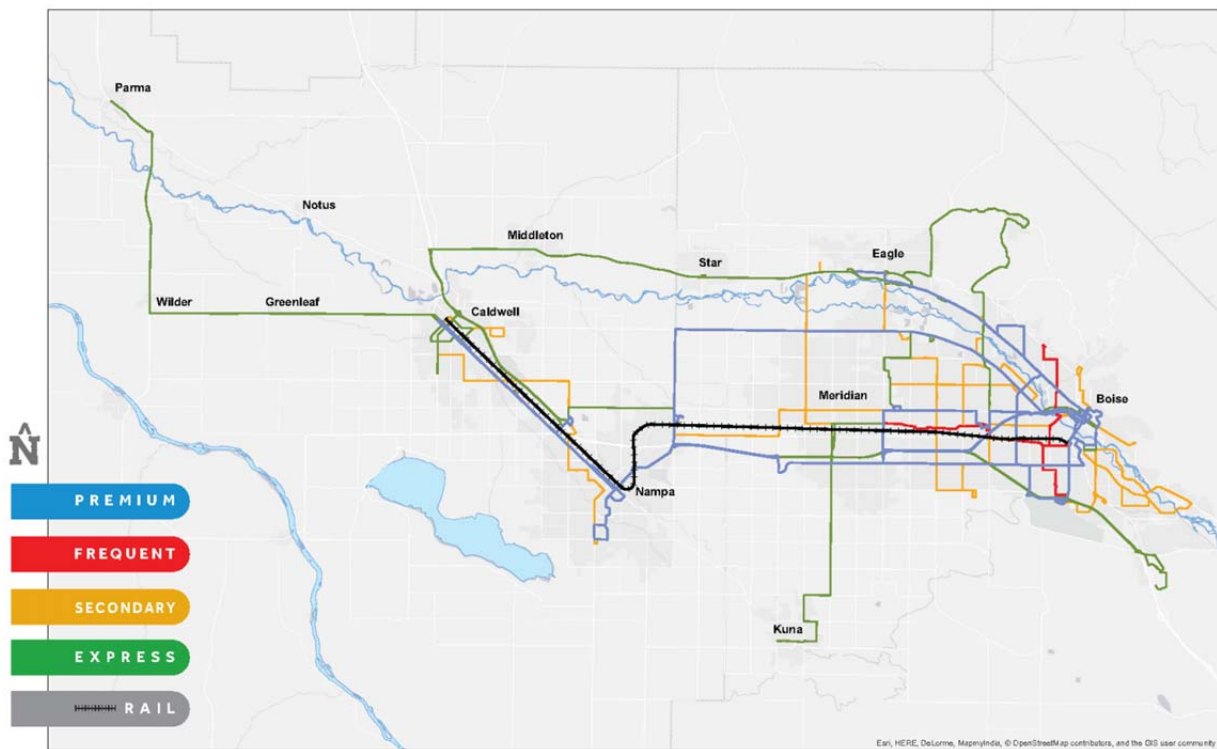
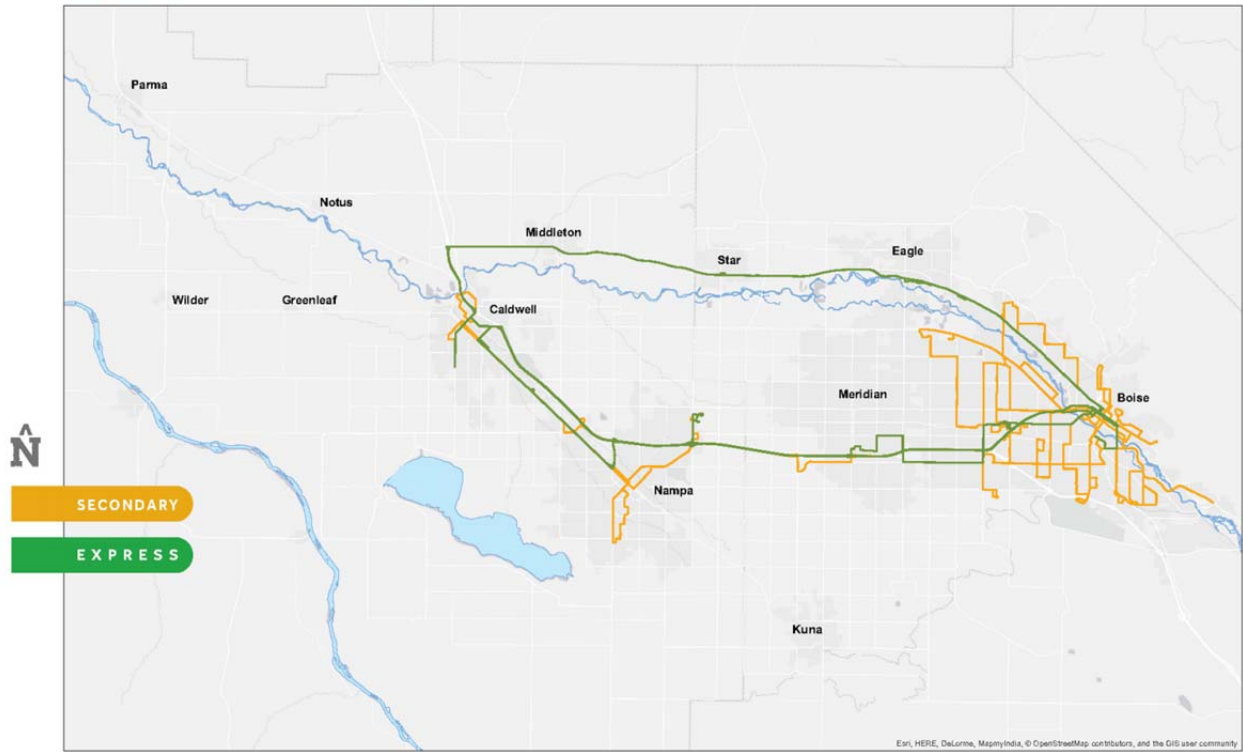


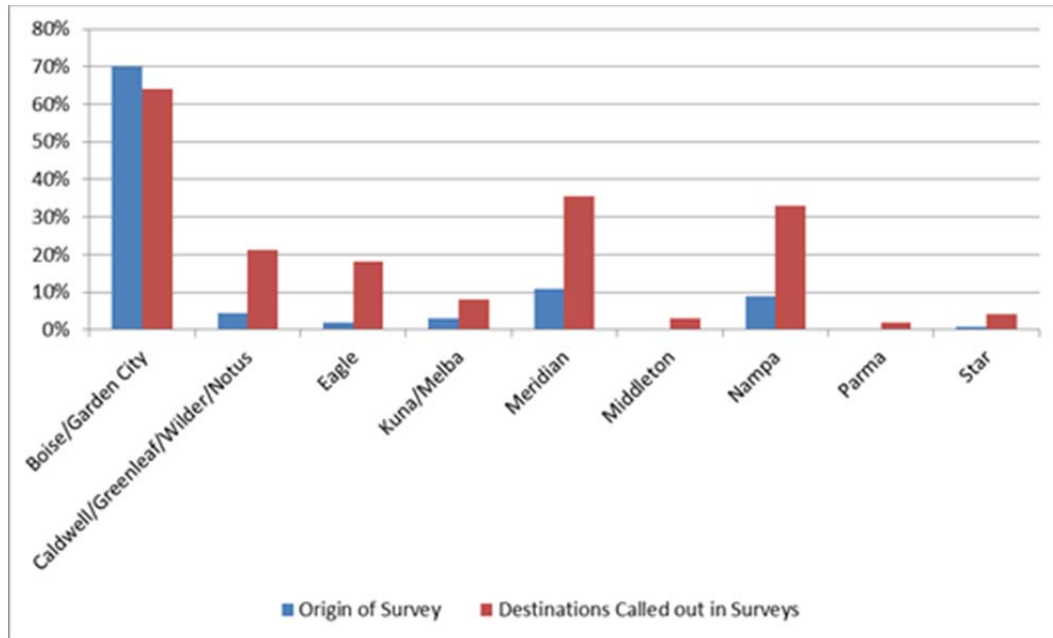
FIGURE 8.

ValleyConnect 2.0 Current Public Transportation Network



Question 1: What are the priority areas that many people should be able to get to using transit?
Please list destinations, districts, institutions or neighborhoods

Question 2: If the growth network existed today, where would the next priority places that transit should serve? Please list destinations, districts, institutions or neighborhoods

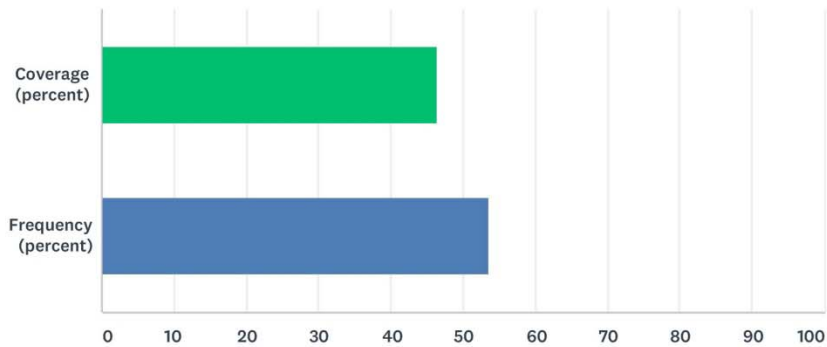


Findings: Destinations in Boise were identified by a majority of respondents but more than 30% of the survey respondents specifically identified Meridian and Nampa as destinations that should be available on transit. What is significant about these results is that virtually every community outside Boise was identified as a desirable destination at least three times more often than there were respondents from those communities. For example, eleven percent of the survey respondents came from Meridian but thirty-six percent of survey respondents identified Meridian as an important destination to be connected to. These results illustrate the regional nature of public transportation, highlight the importance of interconnectivity between communities, and demonstrate the economic impact that transit can bring to community by making its jobs and goods available to a broader community. In addition to these generic destinations, survey respondents also identified the following as key destinations;

- 22% identified Boise State University
- 17% identified the Boise Airport
- 17% identified hospitals
- 16% identified The Village in Meridian
- 10% identified Micron
- 8% identified the College of Western Idaho

Q3 All else being equal, providing more bus trips per hour (frequency) on a given route will increase the number of places people can get to on transit, whereas adding new routes will bring bus stops closer to more people (coverage). The current VRT service investment policy says 70 percent of resources should go towards frequency and 30 percent towards coverage. The Valleyconnect 2.0 growth network follows that policy. To what degree so you think VRT should invest in coverage vs. frequency? Please enter a percentage number in each of the boxes below. The two numbers must add up to 100. Please omit the percent sign from your response.

Answered: 1,212 Skipped: 63

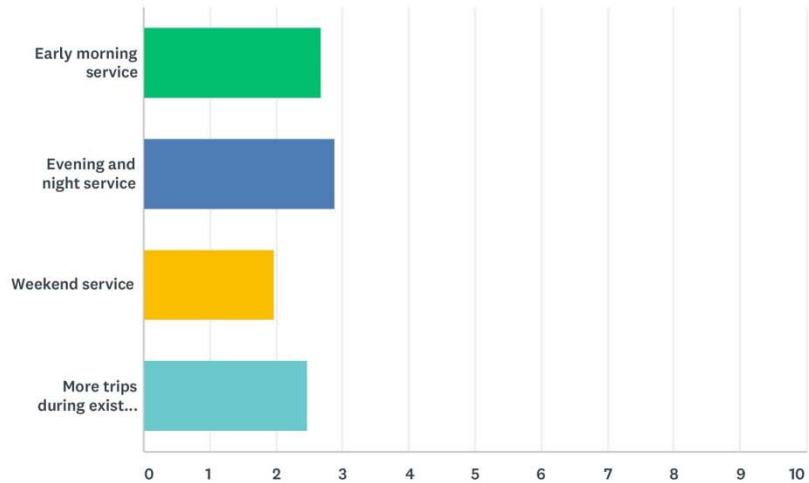


| ANSWER CHOICES | AVERAGE NUMBER | TOTAL NUMBER | RESPONSES |
|--------------------------|----------------|--------------|-----------|
| Coverage (percent) | 47 | 56,341 | 1,211 |
| Frequency (percent) | 54 | 64,859 | 1,212 |
| Total Respondents: 1,212 | | | |

Findings: On the whole, survey respondents were interested in expanding coverage almost as much as they were in increasing frequency which may suggest that the current service network does not serve many of the places people are trying to go. The growth network does expand coverage to many parts of Ada and Canyon counties.

Q4 Please prioritize the following types of service investments from the most helpful to the least helpful.

Answered: 1,251 Skipped: 24

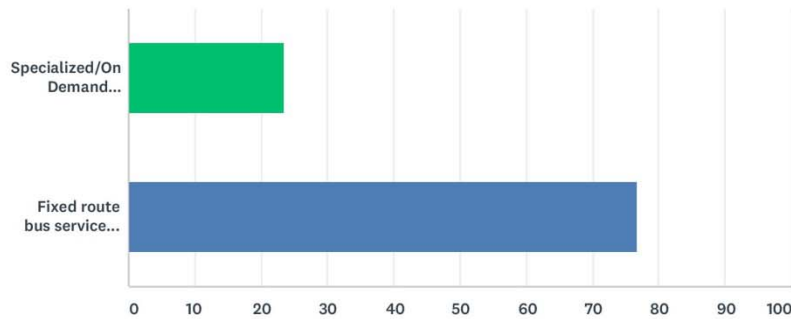


| | 1 | 2 | 3 | 4 | TOTAL | SCORE |
|---|---------------|---------------|---------------|---------------|-------|-------|
| Early morning service | 34.67% 423 | 23.77% 290 | 16.89% 206 | 24.67% 301 | 1,220 | 2.68 |
| Evening and night service | 27.30% 335 | 41.32% 507 | 24.78% 304 | 6.60% 81 | 1,227 | 2.89 |
| Weekend service | 10.41% 128 | 19.37% 238 | 27.42% 337 | 42.80% 526 | 1,229 | 1.97 |
| More trips during existing times (higher frequencies) | 27.88% 344 | 15.72% 194 | 30.79% 380 | 25.61% 316 | 1,234 | 2.46 |

Findings: The survey respondents saw a need for increased service at all times of the day with roughly 1/3 of the respondents prioritizing service starting earlier as the highest priority followed by higher frequencies and service continuing later in the evening. When taken together, the survey respondents prioritized morning, evening, and higher frequencies roughly equivelantly. ValleyConnect 2.0 plans to make progress on all three fronts along with additional weekend service.

Q5 ValleyConnect 2.0 has a "fixed-route first" philosophy because buses on a regular schedule provide more trips per hour than specialized, on demand service by as much as 10 to 1. However, ValleyConnect 2.0 provides for specialized, on demand services in order to provide some mobility options to areas that may not warrant fixed-route service. To what degree do you think VRT should invest in specialized, on-demand type services? Please enter a percentage number in each of the boxes below. The two numbers must add up to 100. Please omit the percent sign from your response.

Answered: 1,199 Skipped: 76

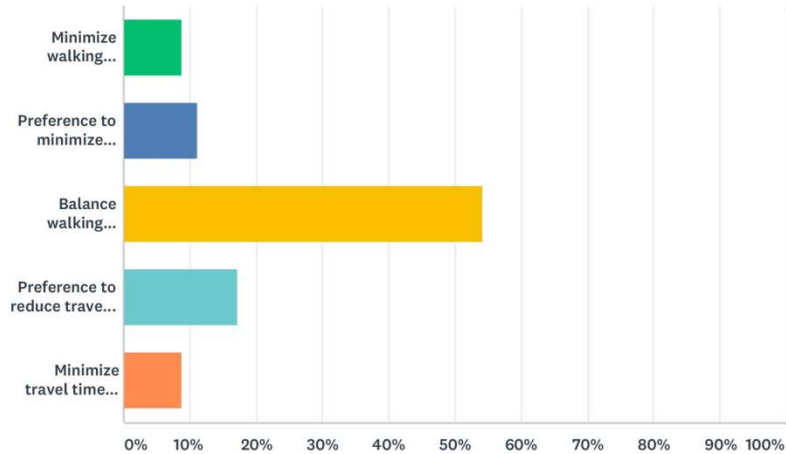


| ANSWER CHOICES | AVERAGE NUMBER | TOTAL NUMBER | RESPONSES |
|-----------------------------------|----------------|--------------|-----------|
| Specialized/On Demand (percent) | 23 | 27,921 | 1,189 |
| Fixed route bus service (percent) | 77 | 91,979 | 1,198 |
| Total Respondents: 1,199 | | | |

Findings: Survey respondents viewed the value of fixed route service significantly higher than specialized, on-demand services. ValleyConnect 2.0 builds on a “fixed route first” philosophy that is supported with on-demand and specialized services to “ride between the lines”.

Q6 ValleyConnect 2.0 is focused on developing a high quality transit experience. One of the key considerations for transit is how often transit vehicles stop. More stops means more people will have shorter distances to walk, but they will spend more time on the bus. On the other hand, fewer stops mean passengers will get to their destinations earlier and the bus will be able to start its next trip sooner. Also, fewer bus stops means that they are more likely to have amenities such as shelters, benches etc. Which one of the following statements most closely matches your feelings about how often the bus should stop?

Answered: 1,253 Skipped: 22

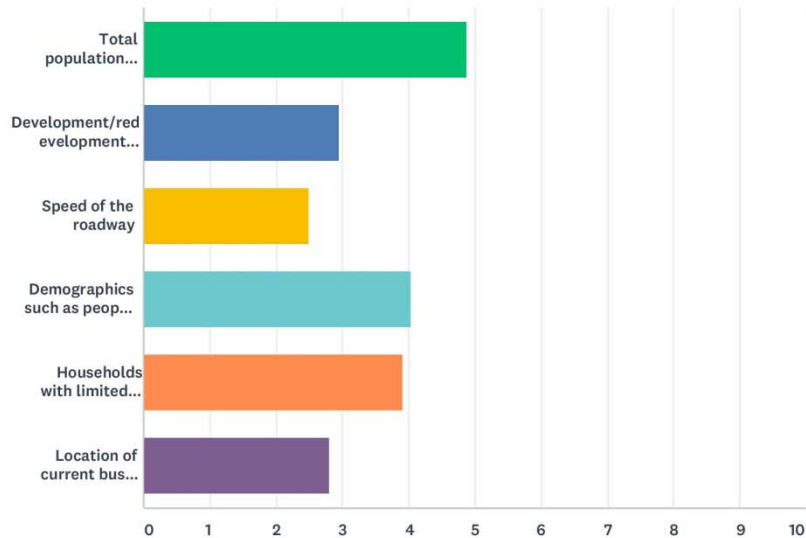


| ANSWER CHOICES | RESPONSES |
|--|------------|
| Minimize walking distance (more stops) | 8.70% 109 |
| Preference to minimize walking distance | 11.09% 139 |
| Balance walking distance and travel time | 54.11% 678 |
| Preference to reduce travel time | 17.24% 216 |
| Minimize travel time (fewer stops) | 8.86% 111 |
| TOTAL | 1,253 |

Findings: Survey respondents showed a strong preference for a balance of walking distances and travel time. Overall, however there was a slight preference to reduce travel time compared to minimizing walking distances. ValleyConnect 2.0 is geared at providing a balance of secondary – typically closer stop spacing, premium – typically a preference for reduced travel time, and express services which minimize travel time and limit stops.

Q7 Developing a transit network that connects more people to more places more often will require that VRT make decisions between which roadways to serve. Assuming that transit ridership would be comparable between the service options, how would you prioritize the following considerations when planning for which roadways should have service?

Answered: 1,228 Skipped: 47

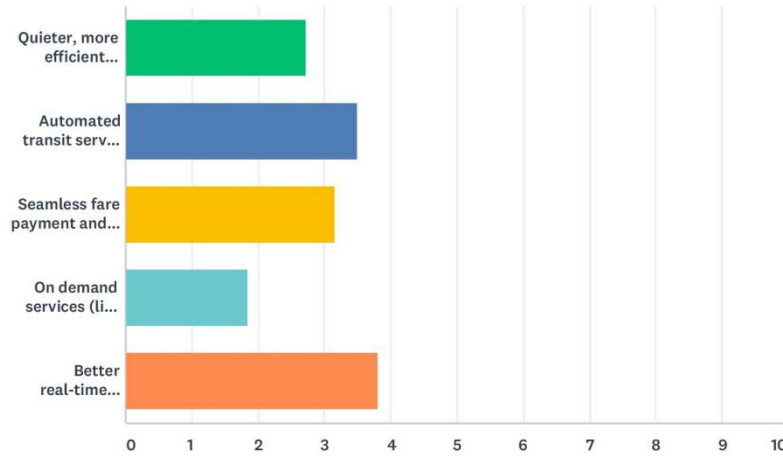


| | 1 | 2 | 3 | 4 | 5 | 6 | TOTAL | SCORE |
|---|---------------|---------------|---------------|---------------|---------------|---------------|-------|-------|
| Total population and/or jobs | 50.54% 607 | 14.15% 170 | 18.07% 217 | 9.49% 114 | 4.16% 50 | 3.58% 43 | 1,201 | 4.87 |
| Development/redevelopment potential | 4.87% 58 | 14.61% 174 | 14.78% 176 | 22.42% 267 | 22.84% 272 | 20.49% 244 | 1,191 | 2.95 |
| Speed of the roadway | 3.86% 46 | 8.63% 103 | 11.65% 139 | 17.02% 203 | 26.99% 322 | 31.85% 380 | 1,193 | 2.50 |
| Demographics such as people with low incomes or people of minority status | 21.84% 263 | 25.75% 310 | 16.86% 203 | 14.37% 173 | 11.79% 142 | 9.39% 113 | 1,204 | 4.03 |
| Households with limited access to vehicles | 13.10% 158 | 27.78% 335 | 24.13% 291 | 15.01% 181 | 13.18% 159 | 6.80% 82 | 1,206 | 3.92 |
| Location of current bus stops | 7.16% 86 | 9.41% 113 | 14.40% 173 | 21.23% 255 | 20.57% 247 | 27.23% 327 | 1,201 | 2.80 |

Findings: Current population and jobs were prioritized by survey respondents over roadway speed, existing bus stop locations, and redevelopment potential. Demographics such as income, minority status, and access to vehicles were also prioritized highly. ValleyConnect 2.0 network was reviewed again to align routes more closely to existing population and employment centers and corridors with lower incomes and minority populations.

Q8 The next three questions deal with investment priorities. There are many new and exciting innovations happening in transportation and transit. Please rank the following types of investments in technology that would be most helpful to least helpful.

Answered: 1,232 Skipped: 43

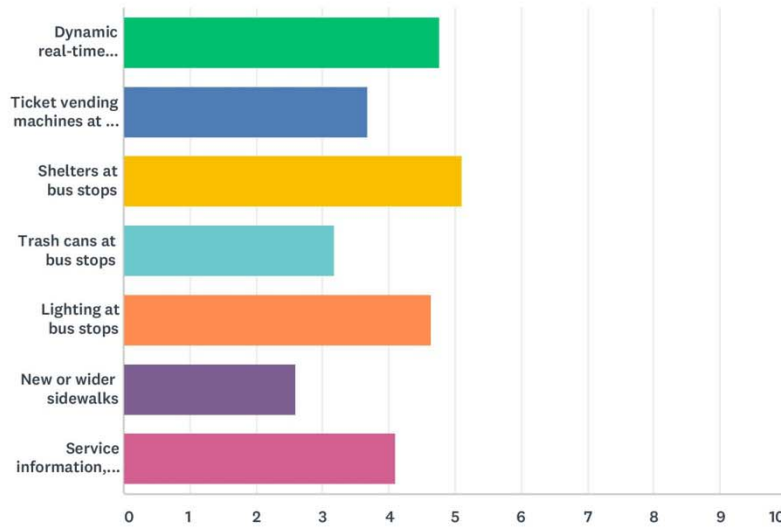


| | 1 | 2 | 3 | 4 | 5 | TOTAL | SCORE |
|--|---------------|---------------|---------------|---------------|---------------|-------|-------|
| Quieter, more efficient electric transit vehicles | 15.42% 185 | 16.92% 203 | 18.42% 221 | 23.58% 283 | 25.67% 308 | 1,200 | 2.73 |
| Automated transit service which could allow for more services and be more responsive to demand | 26.94% 323 | 25.02% 300 | 25.02% 300 | 16.68% 200 | 6.34% 76 | 1,199 | 3.50 |
| Seamless fare payment and trip planning between modes (e.g. bike share, car share taxi, carpool, vanpool, buses, etc.) | 14.13% 170 | 25.52% 307 | 29.43% 354 | 23.94% 288 | 6.98% 84 | 1,203 | 3.16 |
| On demand services (like Lyft or Uber) that could get you to and from your bus stop. | 4.66% 56 | 7.90% 95 | 9.65% 116 | 23.79% 286 | 53.99% 649 | 1,202 | 1.85 |
| Better real-time information about when the next bus is coming provided on both mobile platforms and key bus stops. | 39.98% 487 | 25.21% 307 | 17.49% 213 | 10.76% 131 | 6.57% 80 | 1,218 | 3.81 |

Findings: Real time information that will help existing and would be customers to know when the next bus is coming was ranked as the highest priority, and on-demand services ranked lowest among survey respondents. Survey respondents did express a high degree of interest in automated transit. ValleyConnect 2.0 plans to expand VRT’s investment in technology to get more real time information out and to actively pursue pilot opportunities to advance automated transit.

Q9 Moving more people on transit means more people will be waiting at bus stops and using the sidewalks. Prioritize the following passenger amenities from the most helpful to the least helpful.

Answered: 1,232 Skipped: 43

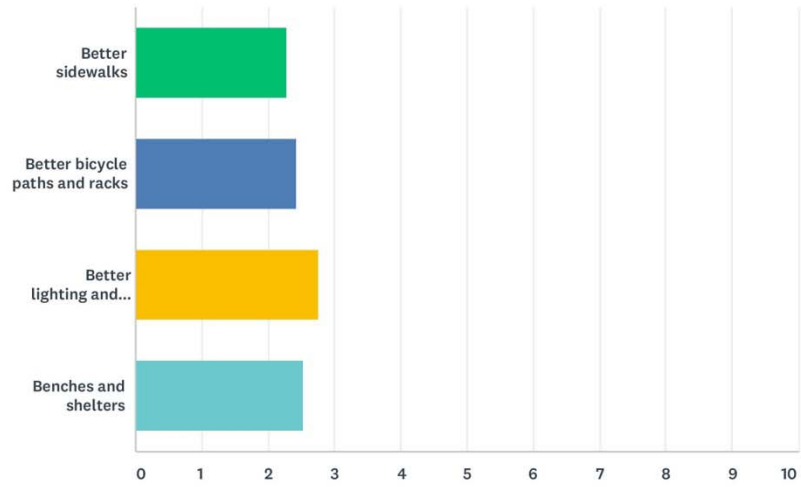


| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | TOTAL | SCORE |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-------|-------|
| Dynamic real-time information on signs at bus stops | 31.81% 383 | 14.95% 180 | 11.71% 141 | 11.79% 142 | 10.55% 127 | 9.39% 113 | 9.80% 118 | 1,204 | 4.78 |
| Ticket vending machines at bus stops | 7.13% 85 | 15.44% 184 | 13.09% 156 | 15.18% 181 | 17.03% 203 | 17.37% 207 | 14.77% 176 | 1,192 | 3.69 |
| Shelters at bus stops | 26.62% 324 | 20.87% 254 | 18.65% 227 | 14.38% 175 | 11.42% 139 | 5.92% 72 | 2.14% 26 | 1,217 | 5.11 |
| Trash cans at bus stops | 2.17% 26 | 9.01% 108 | 12.59% 151 | 16.51% 198 | 18.60% 223 | 23.10% 277 | 18.02% 216 | 1,199 | 3.18 |
| Lighting at bus stops | 13.61% 165 | 20.30% 246 | 22.94% 278 | 17.57% 213 | 14.19% 172 | 8.91% 108 | 2.48% 30 | 1,212 | 4.65 |
| New or wider sidewalks | 5.82% 70 | 4.91% 59 | 6.07% 73 | 8.99% 108 | 13.48% 162 | 21.05% 253 | 39.68% 477 | 1,202 | 2.59 |
| Service information, e.g. maps and schedules at bus stops | 13.81% 167 | 15.22% 184 | 15.55% 188 | 15.72% 190 | 14.56% 176 | 13.32% 161 | 11.83% 143 | 1,209 | 4.11 |

Findings: Almost one third of survey respondents prioritized real-time information as their highest priority but overall, shelters and bus stop investments were the highest priority for survey respondents, followed by real time information and lighting. These responses appear to prioritize passenger safety and comfort along with accurate service information. ValleyConnect 2.0 plans to expand both the technology investments and the passenger amenities that will improve safety and comfort such as shelters, benches, and lighting.

Q10 Prioritize the following types of investments that could make it easier for you to get to transit from most helpful to least helpful.

Answered: 1,231 Skipped: 44

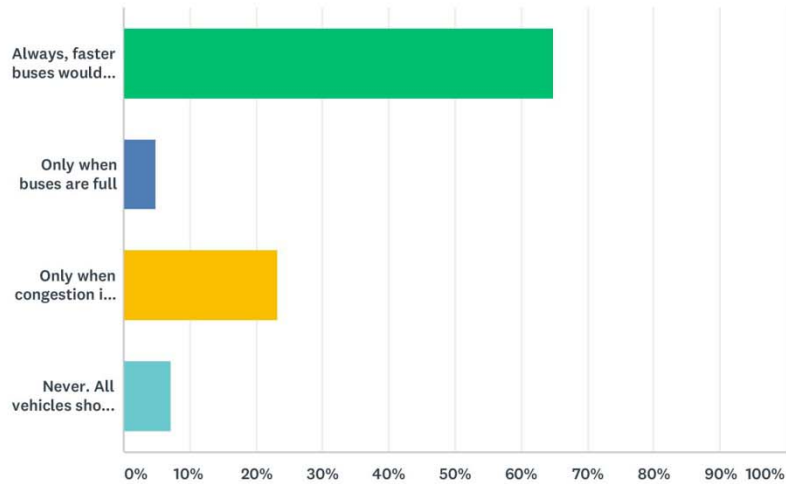


| | 1 | 2 | 3 | 4 | TOTAL | SCORE |
|--------------------------------|---------------|---------------|---------------|---------------|-------|-------|
| Better sidewalks | 16.93% 204 | 23.98% 289 | 29.96% 361 | 29.13% 351 | 1,205 | 2.29 |
| Better bicycle paths and racks | 29.17% 353 | 17.36% 210 | 21.24% 257 | 32.23% 390 | 1,210 | 2.43 |
| Better lighting and crosswalks | 25.83% 313 | 35.07% 425 | 28.80% 349 | 10.31% 125 | 1,212 | 2.76 |
| Benches and shelters | 28.99% 354 | 23.75% 290 | 19.25% 235 | 28.01% 342 | 1,221 | 2.54 |

Findings: Better bicycle paths and racks, benches and shelters, and lighting were all within 5 percentage points of each other as being ranked the most helpful investment to get to transit. Overall, however, better lighting and crosswalks ended up being slightly more important to survey respondents, likely because of the safety benefits. It would appear that although better sidewalks were consistently prioritized lower than the other investments, all investments were valued by survey respondents.

Q11 One full bus carries 19 times more people than are in the average vehicle on the road today. That bus also takes up a lot less roadway space. When roadway space is limited, to what degree should transit be prioritized (e.g. bus lanes, signal priority, in-lane stops) so more people can move through a congested area faster?

Answered: 1,241 Skipped: 34

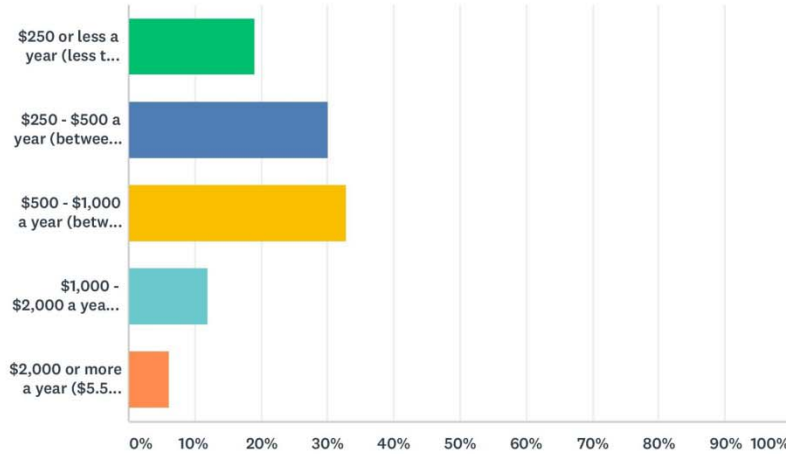


| ANSWER CHOICES | RESPONSES |
|--|------------|
| Always, faster buses would make service more attractive | 64.87% 805 |
| Only when buses are full | 4.92% 61 |
| Only when congestion is heavy | 23.21% 288 |
| Never. All vehicles should be treated the same, even if the result is fewer people can make it through a congested area. | 7.01% 87 |
| TOTAL | 1,241 |

Findings: Survey respondents overwhelmingly supported prioritizing transit when roadway space is limited so more people can move through the intersection. Eighty-eight percent of survey respondents said that buses should be prioritized either always or during congestion, with only seven percent saying all vehicles should be treated the same.

Q12 The next two questions deal with funding. Assuming public transportation is sufficient for your household to get by with one less vehicle – which could save you as much as \$8,000/year - how much per year would you be willing to spend on supporting transit?

Answered: 1,241 Skipped: 34

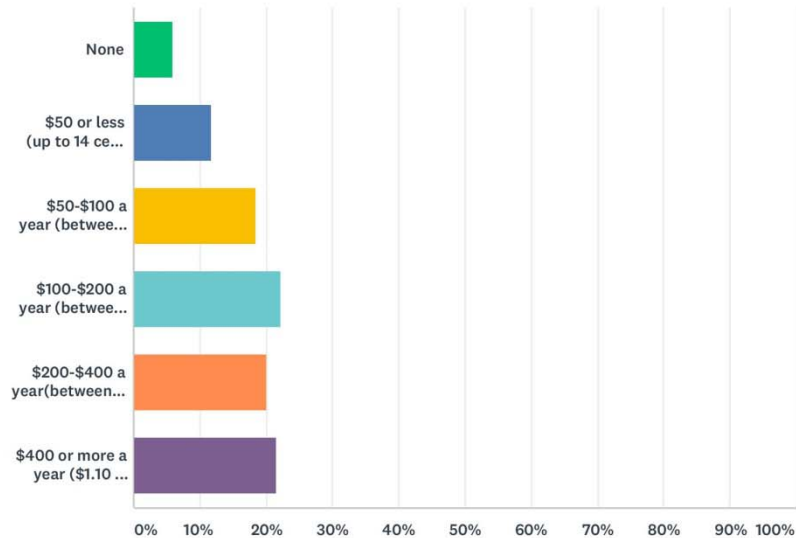


| ANSWER CHOICES | RESPONSES | |
|--|-----------|-------|
| \$250 or less a year (less than 70 cents a day) | 18.94% | 235 |
| \$250 - \$500 a year (between 70 cents and \$1.35 a day) | 30.22% | 375 |
| \$500 - \$1,000 a year (between \$1.35 and \$2.75 a day) | 32.88% | 408 |
| \$1,000 - \$2,000 a year (between \$2.75 and \$5.50 a day) | 11.85% | 147 |
| \$2,000 or more a year (\$5.50 a day or more) | 6.12% | 76 |
| TOTAL | | 1,241 |

Findings: Fifty-one percent of the survey respondents said they would be willing to pay more than \$500/year to support transit that was sufficient for their household to function with one less vehicle. Eight-one percent said they would be willing to pay \$250 or more.

Q13 Assuming public transportation is sufficient for your neighbor's household to get by with one less vehicle – which would increase the capacity of existing roadways and limit or defer roadway expansion and reduce demand for parking - how much per year would you be willing to spend on supporting transit?

Answered: 1,237 Skipped: 38

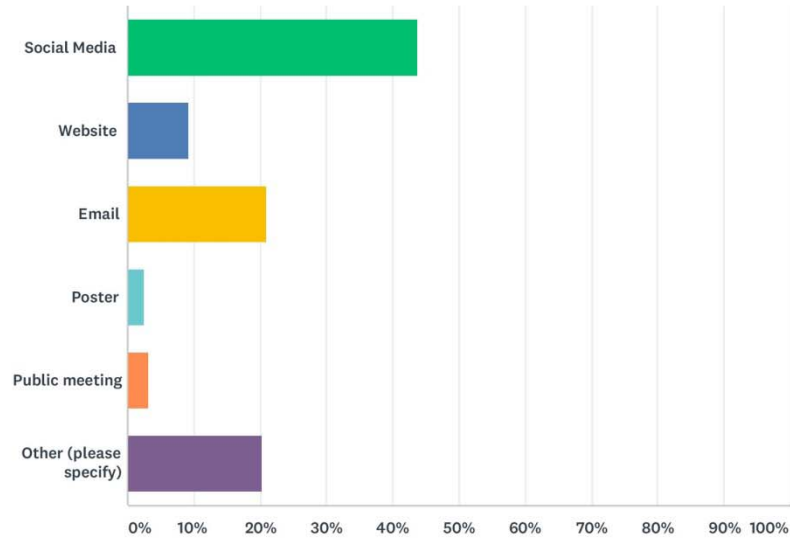


| ANSWER CHOICES | RESPONSES | |
|--|-----------|-------|
| None | 5.82% | 72 |
| \$50 or less (up to 14 cents a day) | 11.80% | 146 |
| \$50-\$100 a year (between 14 cents and 28 cents a day) | 18.51% | 229 |
| \$100-\$200 a year (between 28 cents and 55 cents a day) | 22.15% | 274 |
| \$200-\$400 a year (between 55 cents and \$1.10 a day) | 20.13% | 249 |
| \$400 or more a year (\$1.10 a day or more) | 21.58% | 267 |
| TOTAL | | 1,237 |

Findings: Ninety-four percent of the survey respondents were willing to pay something to support public transit if it was sufficient for their neighbor to get by with one less vehicle. Eighty-two percent of the survey respondents were willing to pay \$50 or more to support public transportation.

Q14 How did you learn about this survey?

Answered: 959 Skipped: 316



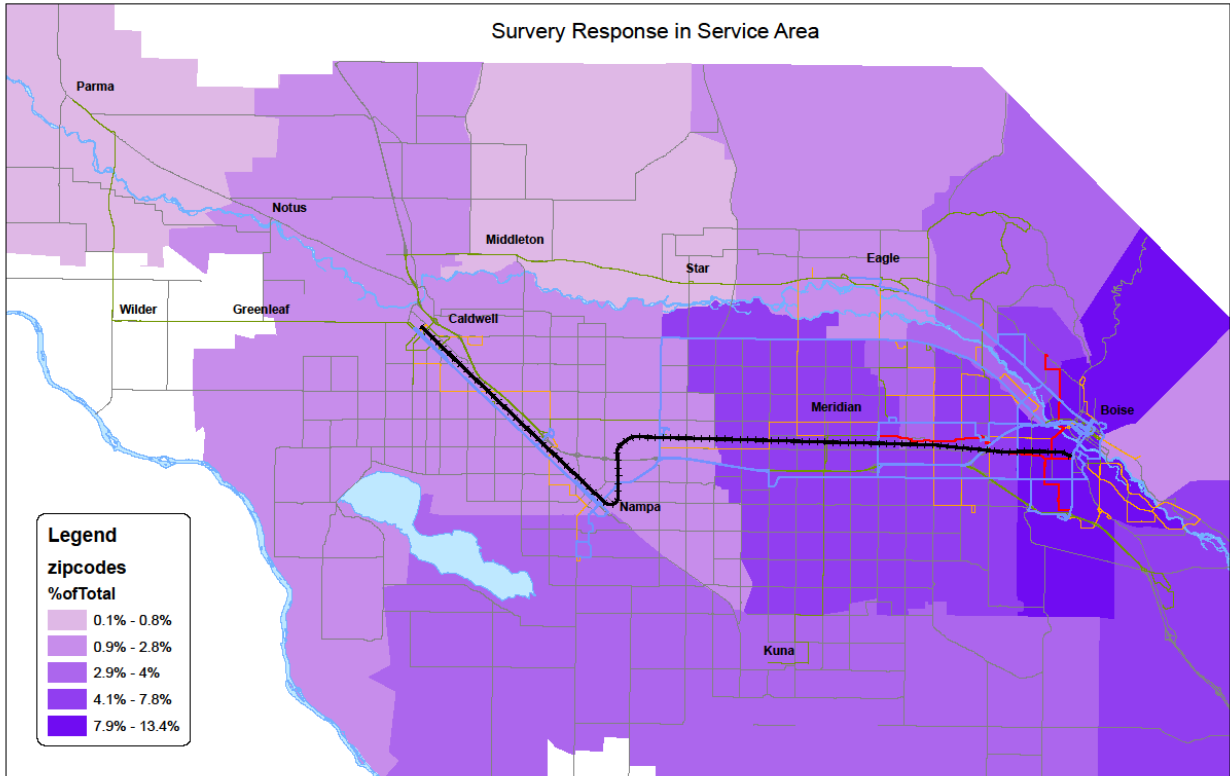
| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|-----|
| Social Media | 43.80% | 420 |
| Website | 9.28% | 89 |
| Email | 20.86% | 200 |
| Poster | 2.61% | 25 |
| Public meeting | 3.23% | 31 |
| Other (please specify) | 20.23% | 194 |
| TOTAL | | 959 |

Findings: With almost half of the respondents hearing about the survey from Social media, it was a successful way to solicit participation in the survey.

Question 15: Thank you for taking the time to complete this survey. Please let us know if there is any additional information that you want to provide that we haven't asked you.


Findings: We received more than 680 open-ended comments. More than 250 of those were comments or suggestions about service such as more frequency, later night service, better on-time performance, service to new places. Other themes included interest in rail (over 100 comments), and the importance of transit for work (over 100 comments).


Question 16: What is your home ZIP Code?




Findings: Although most of the responses were from the Boise area, there was good representation across the Treasure Valley, including in the far west portions of VRT's service area.


Appendix C – Facebook Response Highlights – Positive


 **Lori Burelle** Took the survey. Lots of peeps at Micron excited about the possibility of getting bus service up there.
👍❤️ 8
Like · Reply · Message · 1w


 **Ian Travis** Hey, market it as European and trendy. We love our public transit in Europe and finding Boise even had some was great. Love the Boise Buses.
👍 1
Like · Reply · Message · 3w


 **Jordan Morales** Been bus commuting downtown for over a year. Have to drive 10 mins to the bus stop but getting to relax the rest of the way into work and not pay for parking is awesome.
👍 9
Like · Reply · Message · 3w · Edited


 **Mikey Pullman** I do this all the time, it's a good deal.
👍 6
Like · Reply · Message · 3w


 **Donna Bernardelli** I save \$1800 in parking fees and \$4.50 a day in fuel. Drive 4 miles, then relax the rest of the way. People just need to give it a try. Wouldn't hurt if the state would support mass transit.
👍❤️😄 16
Love · Reply · Message · 3w


 **Dale Allen** "The State" already does "support mass transit" in the City of Boise, Ada and Canyon Counties, to the tune of hundreds of thousands, (if not millions), of taxpayer dollars per year. If you really believe that Valley Ride is a "private company" take a look at the sticker on the license plate on any of the vehicles owned/operated by Valley Ride. "Exempt" stickers are not issued to private companies, only to government entities.
👍 1
Like · Reply · Message · 3w · Edited


 **Dale Allen** PS, We the People are "The State".
👍 1
Like · Reply · Message · 3w

 **Marina Rose** Dale, there is no mention of Valley Ride being a "private company" in Donna's original comment. And if you look at the funding that Valley Ride does receive, there is very little from the state, it's mostly from local (city) funds. I'm not trying to start an argument; I think what Valley Ride is trying to do is commendable - they're reaching out for public comment, instead of just moving forward with a plan that has zero community feedback. Good job, Valley Regional Transit.
👍❤️ 2
Love · Reply · Message · 3w

 **Jason Sievers** I wish the bus ran a little later, but it has been a lifesaver for my single car family. I've worked downtown and rarely miss the last bus home to my part of town (6:20 pm). There are times when the bus is totally full but a lot of times when there are only one or two riders. I have always felt that if more people gave it a chance rather than complaining about the system's shortcomings it would give them the boost they needed to grow. Don't get me wrong, I understand the challenges posed by limited routes and accessibility to the system by different groups, but I am thankful our city has a bus system and I know for many people it is absolutely essential. Cars, insurance, gas, Ubers and taxis are all very expensive for low wage earners.
👍 4
Like · Reply · Message · 3w

 **Leyla Cufurovic** Hi Jason, I'm a college student writing about the transportation system in the Treasure Valley. Would it be okay if I use your comment in my paper? I would blur out your last name if you prefer.
👍 1
Like · Reply · Message · 2w

 **Jason Sievers** Feel free 😊
👍 1
Like · Reply · Message · 2w · Edited

 **Leyla Cufurovic** Awesome, thank you!
👍 1
Like · Reply · Message · 2w

Appendix C – Facebook Response Highlights - Negative

Jim Bolen Are they finally going to be on time? Don't know how many times I've had to wait 20 minutes past the due time.
 Like · Reply · Message · 1w

Tammy Brubaker No kidding I've learned can't take the bus if you need to be somewhere important on time. It made me late too often so I stopped riding it.
 Like · Reply · Message · 11h

Bobby Speedy Gray You see so many empties because you can't count on the bus to return you home. The service ends too early.
 Like · Reply · Message · 3w

Susan Dittus End time of service and inconvenience of routes keep me from using the bus more. I used the Overland 29 a lot as a student, but when class ended at 9 pm, useless. I use Vista to go downtown every so often, but no bus route will get me to my job in Garden City in a reasonable time. Many our in the same boat, even with us willing to walk a fair distance. I hope that changes so ridership goes up.
 Like · Reply · Message · 3w

Hal Jordan I agree it's the lack of routes, frequency and early end time that keeps most of us off the busses 😞
 Like · Reply · Message · 1w

Write a reply...

Chris Fu No system should grow more than 20% a year. This should be far more focused on incremental and proven improvements instead of a "to big to fail/succeed" government boondoggle.
 Like · Reply · Message · 2w

Kathleen Tuttle Riding a bus is not an option for many people. Handicapped situation is a nightmare. If you have any meetings or appointments down there...it is worse. Parking garages are not close enough and close too soon. Other transportation becomes too expensive. Hate downtown situation.
 Like · Reply · Message · 3w

Matt Boxer Riding the bus/light rail is always an option. The state of mass transit is just so horrible in the valley, none of you think its reliable.
 Like · Reply · Message · 2w

Scott Henrichs Oh goody higher taxes for a service no one wants to use. I lived in Portland and the only way they get people to ride is by refusing to expand roads and refusing to allow parking garages to be built. Oh and it helped spread crime into the suburbs. Thanks but no thanks. Put that tax money into expanding roads.
 Like · Reply · Message · 3d

Jeff Taylor Frequency is more important.
 Like · Reply · Message · 1w

Blook Sklootch Make the thousand refugees can get to the welfare office. They need thier free money.
 Like · Reply · Message · 3d

Darrel Morris I am very disappointed with the pretend bus i have lived here my entire life and im 57 years oldso why does it take two whole hours before i have to be at school it takes two hours for a 10 minute drive .i have to catch a bus on glenwokd street at 8 am just so i can get to maplegrice and overland wh we re cwi campus is two hours reaty no bus on holidays no bus on sundays really you gu y xxx have spent the mon eff th you get on stupid stuff lime a hole in the ground for no benifit to public just ridicules if you want a bus that is awesome stud y what seattle wasingto n has done w j t h public transpo ft tation
 Like · Reply · Message · 1w

Vicky Ann Housos Hey you know what would be cool? If the same bus that got me to work in the morning could get me home after work! Shutting down your bus system at freaking 6 is stupid and useless for those of us who work night shifts.
 Like · Reply · Message · 3w

Christine White This is BS, the bus doesn't run late enough for many downtown workers. How does this help the disabled? How does this bring consumers to local businesses? It's all about the money, meters, and what the city council and developers have decided is best.
 Like · Reply · Message · 3w

Juju Ana Lombardi There is no bus that runs in my area, Boise Heights. In fact, is there any bus service to any of the foothill neighborhoods?
 Like · Reply · Message · 3w

Max Donahue it would be neat if the bus came at the time it's says it will come and not in the 25 minute window that it actually shows up in
 Like · Reply · Message · 3w

Lorraine Marquardt Murray Not to be a downer, but big whoop. Thing is, no bus from West Boise to get downtown or anywhere else. Also buses that do run somewhere have such limited routes & hours of operation. Also alot of people go the other way on Fairview, Ustick & Eagle....very congested. Way overdue to revamp the system, add routes and extended hours
 Like · Reply · Message · 3w · Edited

Appendix C – Facebook Response Highlights – Negative

Marti Bridges You can ride the bus all day because it takes half the day to get to where you're going. I can walk faster than the bus can get me from the Highlands to the Central Bench!
 👍👍 28
 Like · Reply · Message · 3w

Kati Carberry Too true!
 👍 4
 Like · Reply · Message · 3w

LaRita Schandorff Please express this in the survey. They want this kind of input. Without it they will not get the needed financial support from cities to fix the problems and make the system usable ,
 👍 4
 Like · Reply · Message · 3w

Marti Bridges LaRita Schandorff will do LaRita. I totally support mass transit. After a month in Europe even in towns smaller than Boise like Salzburg, Austria, they are beyond us by leaps and bounds!
 👍❤️ 10
 Like · Reply · Message · 3w

Henry Mccoubrey Marti Bridges they were that in 1972! in Germany.
 Like · Reply · Message · 3w

Ralph Poore How much do I pay in taxes to subsidize that \$2 ride on the government bus monopoly?
 👍👍 4
 Like · Reply · Message · 3w

⬆️ Hide 26 Replies

Greg Little How much do I pay to subsidize your "free" parking in any area outside of the metered downtown core?
 👍 8
 Like · Reply · Message · 3w

Ralph Poore Where I park on private property, Zero.
 👍 2
 Like · Reply · Message · 3w

Greg Little Ralph Poore do you ever use on street parking?
 Like · Reply · Message · 3w

Ralph Poore Greg Little What does that have to do with the government bus monopoly?
 Like · Reply · Message · 3w

Bryan Wilkins Ralph, how much do I pay for to subsidize your driving? Do you realize that for every dollar you spend on driving, it's subsidized \$1.00 by taxpayers? Ever park in front of your house? Yep, that's subsidized "free" parking. How about the fuel you run through your vehicle? Gasoline? Subsidized. Corn ethanol? Subsidized. Diesel? Subsidized. Need I go on?
 👍 4
 Like · Reply · Message · 3w

Greg Little Ralph Poore You mentioned parking on private property. But most people don't rely solely on private parking and often park on the street. Street parking is heavily subsidized. Just trying to figure out where you draw the line on subsidies.
 Like · Reply · Message · 3w

Ralph Poore Greg Little I doubt you know most people or even most drivers, and I don't buy your argument about street parking subsidies. But for the sake of argument, let's say that it is correct. One subsidy doesn't justify another. If it did, there would be no end of things you could justify on that basis. There is simply no reason for a government bus monopoly.
 👍 2
 Like · Reply · Message · 3w

Dale Allen Greg, what you said is true, and in the end, what the VRT Board of Directors decides, with only that "input" which dovetails to what they want, is what will end up being the "new plan". VRT is just another layer in the government bureaucracy.
 👍 3
 Like · Reply · Message · 3w

Jessica Pearson "Another layer in the government bureaucracy." Dude if you don't want to be involved with PUBLIC transport, take a cab or drive yourself. Just don't complain about the traffic or parking situation. 🙌
 👍👍 4
 Like · Reply · Message · 3w · Edited

Elena Rodriguez Jessica Pearson freedom of speech allows anyone to complain about anything, however your point is understood. Frustration is tiring and fruitless. Action is results oriented.
 👍 2
 Like · Reply · Message · 3w


Kimberly Kohler Dale Allen -You are absolutely right about that!
 Like · Reply · Message · 3w


Pam Connelly Most profitable.
 Like · Reply · Message · 3w


Kristin Prescott I Agree! Plus No Service in SE Boise where people are moving in like a cancer.
 👍 2
 Like · Reply · Message · 3w


Chris Hillman Most buses only run on the hour, combined with often being late so you miss connections. It's impossible to depend on the bus if you have to be somewhere at a certain time.
 👍 1
 Like · Reply · Message · 3w

Appendix C – Facebook Response Highlights – Suggestions

 **Cecelia Glover Book** Evening hours, please! My husband takes the bus everyday, but if he misses the last one out of downtown Boise around 6pm, I have to battle traffic all the way from Nampa to Boise and back to pick him up. Super inconvenient! No one who works past 6pm can get home on the bus, which makes absolutely no sense. Students at BSU should be able to count on bus service, so the class schedules should be considered as well.
 40
 Like · Reply · Message · 3w · Edited

 **Romiah Snow** CWI students too! Currently the transportation to and from Overland/Maple Grove and Nampa locations is horrible and next to impossible to navigate (coming from the Northend). 2 and 3 hour wait times, with no bus stops near those locations. 😞 To reiterate, some CWI classes don't start until 1900. I end up driving him and waiting.
 12
 Like · Reply · Message · 2w · Edited


 **Tammy Brubaker** The Utah's bus and train is very affordable and goes through several cities, and includes the regular bus through towns bus and trains both runs through. I like this transit but think it should go through to mountain home, twin falls etc, as well as Boise , Nampa, Caldwell. And not cost more than Utah's and goes to less cities. And went all day and til late evening times. Hope it will be evenings, nights as well as day times cuz many jobs, have night shifts and what a much better way to travel afternoons, evenings, the 1-84 gets backed up everyday around 3pm til 8-9pm at night. Hopefully having another option will be better. We've need a public transit system for along time. I'd like to see it go through other areas of Idaho for that price like Utah has. It goes everywhere.
 1
 Like · Reply · Message · 2d

 **Jessica Weber** Light rail from Caldwell out to the Micron area would be awesome!
 Never owned a vehicle when I lived in Portland, their system is incredible.
 2
 Like · Reply · Message · 1w

 **Barbara Vandenburg Darcy** How about serviceservicev to the Eagle Road corridor. I work at Eagle and Ustick and I flat-out can't take the bus to work.
 Like · Reply · Message · 6d


 **John Billings** I still feel sorry for the Folks waiting for a Bus on Sunday, 🙄🙄🙄🙄🙄🙄🙄
 7
 Like · Reply · Message · 3w


 **Trisha Wieber** Park and rides could be a helpful option too.
 3
 Like · Reply · Message · 1w


 **Rob Phillips** Still, not nearly enough.
 1
 Like · Reply · Message · 1w


 **Loah Russell Helderman** Yes we definitely need more busses! More routes too please! 😊
 1
 Like · Reply · Message · 6d


 **Jenny McCade** More stops in Meridian would be wonderful!
 1
 Like · Reply · Message · 1w


 **Birdeena Bakly Fleck** I go to Boise a lot from Caldwell on the weekends.....need a weekend route. Please! I love riding the bus, but currently I have to drive to it to get anywhere. What about those without cars and cannot ride bikes?
 Like · Reply · Message · 3w


 **Cara Applestein** Thank God. It's about time Boise had the public transit system it needs for a city of this size. I'd love to see a light rail to Nampa eventually but I know that's probably wistful dreaming. Increasing bus frequency, reliability and coverage is a great first step, though. Maybe also consider bus only lanes during rush hour in the most heavily congested areas to encourage bus use. Glad to see some planning going into this! Evening and weekend hours are extra important
 24
 Like · Reply · Message · 3w


 **Jessica Weber** YES! YES! YES!
 Like · Reply · Message · 1w


 **Trisha Wieber** I'd love to see more routes and times for BSU students as well as a little earlier schedule for the #10 bus. The number 10 isn't overly reliable to get Boise High students to school on time.
 3
 Like · Reply · Message · 1w


 **Birdeena Bakly Fleck** Weekend busses would be nice. Caldwell to Boise and back. Finding I'm driving to Boise on the weekends a lot. Would love to ride the bus.
 5
 Like · Reply · Message · 2w


 **Greg Little** I've already completed the survey but would like add a suggestion- involve stakeholders that are grouped and have mobility and transportation issues such as assisted living communities, homeless shelters, etc. that may not be close enough to a hub/stop and create weekly routes to groceries, medical centers, etc.
 5
 Like · Reply · Message · 1w

 **Vicky Ann Housos** Run. Your. Freaking. Buses. At. Night. So. We. Can. Get. Home. The end.
 2
 Like · Reply · Message · 3d

 **Micah Massey** Might be better to suggest how late. All night is not practical at this point.
 Like · Reply · Message · 3d

 **Vicky Ann Housos** If the average business (mostly restaurants) down town closes around 11, I would say run them until at least midnight.
 Me and most people I know work double shifts, we open and close. We can get to work, but we can't get home. We also work on Sundays and holidays.
 2
 Like · Reply · Message · 3d

 **Lisa Stewart Fetty** We need more routes between Meridian and Boise.
 Like · Reply · Message · 5d

 **Lisa Johnson-Holbrook** The Treasure Valley is growing at an incredible rate. We have needed a a more comprehensive transit system for a long time. Routes from all points in Nampa to major points in Nampa and from Nampa to Meridian and Boise is needed. Nampa to the Boise Mall. 12th Ave up to WinCo and Idaho Center on Garrity would be great. Southside & Greenhurst area to other points in the Treasure Valley. A multi mile interconnected system would be an improvement for the Treasure Valley.
 6
 Like · Reply · Message · 3w