

2023 Better Bus Routes: Survey Responses



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Current Routes

Route 1 Harris Ranch via Parkcenter

Comments: 14

Current rider

- Yes – 14 (93%)
- No – 1 (7%)

What works

- This route has great access to BSU, shopping, medical facilities, and bus stops in convenient locations. It provides access from the eastern edge of Boise to downtown, allows disabled and seniors independence, with the paratransit service following the same route.

What doesn't work

- This route needs weekend and higher frequency service. Currently riders have to walk excessively far to access bus stops and have to walk to work on weekends (3 hours roundtrip for some) and can ride their bike faster or can't ride at all during inclement weather because of the distance. Adding service at noon and bringing back the Albertson's stop were suggested.

Other comments

- Paratransit riders dependent on ACCESS are extremely concerned about cuts to service and the ability to maintain independence and mobility to make medical appointments. Looping with Route 17 and moving to a smaller bus to save money were suggested.

Route 2 Broadway

Comments: 15

Current rider

- Yes – 14
- No – 1

What works

- The current frequency is good, serves Albertsons (2), connects to downtown and work (5), connects to BSU (2), serves Commerce St.(2), connects to the airport (2), convenient (2), weekend service

What doesn't work

- Arrival times downtown seem off. Arrivals occur just after the top of the hour :05-:10 after.

Other comments

- Concerned about losing access to Fred Meyer and other areas of SE Boise including Gekeler and Apple (2), would like to see service to Micron and Albertsons on Federal way, concerned about reliability of on-demand service, concerned about losing weekend and evening service, redesign looks interesting.

Route 3 Vista

Comments: 8

Current rider

- Yes – 7 (88%)
- No – 1 (12%)

What works:

- Riders like the frequent service and access to the airport. The route has good transfer opportunities with Route 29 before 8 am.

What doesn't work

- Transfers to Route 29 after 8am take too long and don't work. The span is too short to adequately service the airport and catch early morning or late evening flights. Sunday service and bringing back the Albertson's stop were suggested.

Other comments

- Currently stops are poorly located. This route should not be interlined with Route 4 and should include Sunday service. The service to the library is confusing and there should be a connection to the Depot for future train service.

Route 4 Roosevelt

Comments: 17

Current rider

- Yes - 17 (100%)
- No - 0 (0%)

What works

- This route is convenient for many riders as it is close to homes on the Bench and low-income neighborhoods and accesses the airport and downtown. It is essential for commuters and allows riders to visit friends and make social visits.

What doesn't work

- There is no weekend service for riders that work on the weekend. The low frequency of service and span make it hard to access airport on both ends of a trip. The route takes too long to connect to Idaho State Campus, and it is hard to get to the Elder Park n Ride. The use of short busses makes some riders feel like second class citizens. This route should connect to Route 6 and not the 3, it should connect to other buses more easily.

Other comments

- Riders love this route and the convenience that it offers, especially to the airport, it was also felt more people would use this route if they knew about it. Cutting this route eliminates service to the people that need it most.

Route 5 Emerald

Comments: 3

Current rider

- Yes - 3
- No - 0

What works

- It is another connection between downtown Boise and the Towne Square Mall (3), it is consistent.

What doesn't work

- There aren't other routes to transfer to at the mall when the 5 arrives, could run more frequently, why no stops between 9th and Capital near library.

Other comments

- Outbound service leaving at MSS at 20 after was helpful, don't understand why reducing coverage is a common theme of VRT operations, improvements were nice, don't randomly change service

Route 6 Orchard

Comments: 6

Current rider

- Yes - 6 (100%)
- No - 0

What works:

- This route has great peak frequency, connects to route 29, has good stop locations, and direct service without having to make transfers on Orchard Street. The route goes downtown and is used for groceries and other shopping along Orchard.

What doesn't work

- This route dead ends and should connect to the mall or airport. The Albertson's stop is closed. The route is not frequent enough. The routes doubles up with the Route 7's downtown which results in splitting ridership between 3 routes.

Other comments

- Suggestions include expanding coverage by going past Borah, exiting near S Franklin Park or Allumbaugh, continue on Philippi to Kootenai and turn left to Orchard. It was also noted doubling up on Curtis doesn't add many riders.

Route 7A Fairview/Ustick

Comments: 4

Current rider

- Yes - 3
- No - 1

What works

- Connects to work, downtown and entertainment, the route is perfect, close to home, easy walk for older people, goes on Fairview, gets me to my doctor

What doesn't work

- Doesn't go to mall, icy sidewalks in the winter

Other comments

- Lots of regular riders going to work and other places, needed route, halfway houses, assisted living facilities, apartment buildings, refugees, transportation to and from Winco. Bring back the old 7 extended to Ustick.

Route 7B Fairview/Towne Square Mall

Comments: 3

Current rider

- Yes - 3 (100%)
- No - 0 (0%)

What works

- This route goes to the mall and is dependable.

What doesn't work

- The route no longer goes downstairs at Main Street Station.

Other comments

- This route is hard to transfer from Route 2 to Route 7 because there are odd-times for transfers. The reroute onto the Connector at Curtis rather than a turn onto Orchard, then the connector results in riders having to catch Route 6 at Irving or ride outbound on Route 7 to mall then continue downtown, which is inconvenient.

Route 8 Five Mile

Comments: 5

Current rider

- Yes - 4 (80%)
- No - 1 (20%)

What works

- An essential route for riders who would use it more often if frequency increased. The route accesses the YMCA, businesses at the Garverdale Ct. stop. It is convenient for riders to get between home, work, and school without having to walk more than 1 mile and it accesses unique shopping areas.

What doesn't work

- Route needs Saturday service and more frequency. Currently it stops at 1:45pm which limits work options and the ability to go downtown and get back.

Other comments

- This route is essential to some riders, the other route on Chinden (8X) is too infrequent, unless the frequency was increased. More service to Meridian Village would be right for this neighborhood.

Route 8X Five Mile/Chinden Loop

Comments: 10

Current rider

- Yes - 8 (80%)
- No - 2 (20%)

What works

- Stops at the Idaho State Chinden Campus, connects to Asana's, essential to my commute (3), good cover of area, picks up and drops off at Five mile and Edna, downtown Boise (3), direct access to downtown, would love one or two midday times, Saturday service would be cool.

What doesn't work

- Could be more direct from the central bench, too infrequent (5), run earlier and later in the morning, needs to run during the day (6) and Saturday, doesn't go far enough West into Meridian.

Other comments

- Run more frequently and all day, would prefer to get downtown rather than the mall, happy to drive to park and rides in lieu of downtown and Hyde Park, looking for public transportation in crowded areas

Route 9 State Street

Comments: 19

Current rider

- Yes - 11 (73%)
- No - 4 (27%)

What works:

- The 15-minute frequency is critical, efficient, and straight and direct. There are lots of stops, but it does access downtown and serves Walmart. There is no need for parking, and you can ride electric buses. The route can be supported by a north - south route crossing rider.

What doesn't work

- Route poses a safety risk when crossing to the eastbound side when it's dark and visibility is poor. ACHD needs to restrict rights on red, keeping intersection corners sharp, and narrowing intersections to force drivers to keep pedestrians and bikes safe. There are poor sidewalks. The route should run to 2am on weekends, it should start earlier and end later Saturday (although Saturdays are slow) and Sunday service should be added. Transfers to Route 2 are difficult because the bus no longer goes downstairs at Main Street Station. A stop needs to be added on the Walmart side of the street at State & Glenwood. A bike rack is needed at State and Willow NC, and a streetlight is needed at State and Willow SC to allow drivers to see riders waiting at stop (some riders are resorting to cell phone lights/headlamps to get

driver's attention. The route should extend to Bogart (covers State & Roe) with limited-service hours and a connection to Eagle. Peak traffic on State causes delays on the 9, making Route 10 the preferred alternative. A bus rapid transit route along State Street should be developed with a bus only lane to allow buses to bypass traffic. The route is away from apartments.

Other comments

- There should be more park and rides along State Street. This route should be the model that shows how a bus system can work and work well. Bus stops need more shelters and visibility, there is poor lighting at stops, and buses should go back downstairs at Main Street Station (MSS). Frequency should be improved to 15 minutes all day, Sunday service added, and a Eagle Extension relaunched. Drivers at MSS are leaving late during peak periods and the next bus is "on top" of them.

Route 10 Hill Road

Comments: 54

Current rider

- Yes - 49 (92%)
- No - 4 (8%)

What works

- This is an extremely convenient neighborhood route with good frequency that is close to a lot of riders homes in the North End and provides great access to Boise High school, downtown and can be used for shopping, work, exercise, dining, and socializing. It is primarily used for commuting and is standing room only during the peak especially in the morning, but is empty during the day. It is a good for all weather commuting and avoids State Street, staying walkable and people don't have to worry about parking. It is easier and safer to access in the dark and utilizes electric buses. People depend on the route, and it provides good service for vulnerable populations including low-income, refugees, and people with disabilities (ACCESS buses are unreliable), students, and those without vehicles. It is noted there are incomplete/poor sidewalk connections on State Street, it is unsafe for vulnerable populations, and Hill & State are too busy/chaotic for cyclists. The route offers transfer opportunities to BSU and the fare is free for BSU students and staff.
- It is the only route the services the North End and Hill road and is closer than Route 9 and serves 36th and Catalpa. More bike racks are needed at stop. More park & rides along State and other routes (Collister & State) are also needed. It is difficult to understand the schedule and there is requests for trip training, and some would pay a higher fare.

What doesn't work

- This route needs increased frequency, weekend service, and to run later. The route is convenient, and it is close to home and work. The route takes too long, and it is faster to bike/drive downtown. Numerous transfers lead to long one-way trips. There is awkward timing, and some stops make it difficult for disabled riders to load/unload, the bus is often late. It needs to arrive at Boise High stop earlier. The bus is mostly empty during the day but standing room only in the peak. It no longer connects to the 12 and the 9 is too far away.

Other comments

- This route is the most convenient, 9 and 16 are too far to access and not a viable option for all riders. Don't eliminate this route it serves refugees, the disabled population, students a cross town bus will not serve these populations. OnDemand might serve the disabled population. Maintain coverage of Northwest Boise, keep a route serving the North End. There needs to be access from 36th downtown and BSU. Bike access to/on State need improved, would trade 10 for better/safe pedestrian crossings on State. Change to commuter/school route (6), full in peak (4), serves commuters (5), serves schools (4) (Hillside, Boise High (2))consider commuters to work and school, empty midday (2), heavily ridden by Boise High

Students (3), important for students (3), make it better for students, midday service is unnecessary. This route needs to be promoted better, especially to refugees where there is a language barrier, frequency increased to 30 minutes in the peak. It is the only public transportation. It is just as fast to drive. OnDemand is unreliable. Elimination will increase vehicles on Collister and in north end. North end residents are passionate about public/sustainable transportation. Serves the Magnolia apartment complex and Lower Highlands. Serves critical refugee and low-income populations and those with no other option. Should serve Hill Road. Will become more valuable service as neighborhood population ages.

Route 12 Maple Grove

Comments: 5

Current rider

- Yes – 5 (100%)
- No – 0 (0%)

What works

- This route is the only reasonable way to go north-south short of going downtown. Town Square Mall should be a hub. A rider shouldn't have to go through 2 hubs to transfer. It is easier to get to State Street and the mall than connect with the 9. The route should stay on Maple Grove, changing to Ustick would leave a lot of people unable to catch the bus close by.

What doesn't work

- The route takes too long and needs 30-minute frequency. Weekends service should be added. The route should go due north to the mall and a stop added at Fred Meyer.

Other comments

- A connection to routes 10-12 should be reestablished.

Route 16 VA/Hyde Park Loop

Comments: 3

Current rider

- Yes – 1 (33%)
- No – 2 (67%)

What works:

- This route serves Hyde Park from the city center and is good for shopping and eating out in Hyde Park. Parking is difficult in Hyde Park, this route helps. Saturday service is nice.

What doesn't work

- The route needs to run later and on weekends, it could cover more area. The route is better for getting people to the neighborhood for economic support instead of commuters going out.

Other comments

- The route is too short. It does keep cars out of the neighbor's streets in Hyde Park.

Route 17 Warm Springs

Comments: 8

Current rider

- Yes – 6 (75%)
- No – 2 (25%)

What works

- This route works fine as it is. It is convenient for home and work and provides service to the Old Penitentiary. ACHD is studying the area for improved bike and pedestrian lanes. It is

premature to eliminate this route, it serves residential neighborhoods and provides access to work, shopping etc.

What doesn't work

- This route is too short, doesn't run on Saturday, does not run frequently or late enough. The route should go further down Warm Springs to southeast Boise. The stops are spaced too far apart (1/2 mile).

Other comments

- This route could hook with Route 1 making a loop. Please don't eliminate this route, it provides timely service to downtown, a return trip could go through the neighborhood north of Warm Springs (closer stops) route and make a loop. It serves the Botanical Garden.

Route 28 Cole/Victory

Comments: 15

Current rider

- Yes - 13 (87%)
- No - 2 (13%)

What works

- Serves Walmart, needed to take student and staff to DTEC and other schools (12), provides independence for students (5), connects to jobs, community events and homes, many staff and students use route, only way to school (2), enables young adults with disabilities to be engaged members of the community and give them access to employment opportunities, used Mon-Fri during the school year, used daily how students get to work and into the community, use route daily to train students how to use public transportation, students use route to and from job sites where they have been hired or are participating in employment training, family members and friends use route especially south of Overland, connects to mall which connects to many other hubs,

What doesn't work

- No issues (5), no stop by Costco, riders must wait outside until bus is ready to leave, not frequent enough for more students to ride, only two trips before school starts, biking and walking on Victory is dangerous making public transportation the only safe option if you can't find a ride, starts at 8 in the morning, arrives at same time school starts, students get to school a few minutes late every day,

Other comments

- Can't see students continuing to be successful without it, students use it daily, stop at Costco and do loop, please consider keeping route (3), losing it would devastate our community, eliminating this route eliminates opportunities for citizens who rely on public transportation because they cannot access a drivers license, nor hold a job that requires a license (3), consider running only at times there are high numbers of student on the line, losing service south of Overland will make it difficult to find alternative transportation from these areas, service is 100% necessary for students regardless of ridership, provides save transportation at a critical time in life, route is important to ensure underserved population gets to and from school to get a degree and learn a trade,

Route 29 Overland

Comments: 4

Current rider

- Yes - 1 (33%)
- No - 2 (67%)

What works

- It goes west on Overland, it is another way to get to places, it serves BSU commuters, and provides transfer opportunities at Towne Square Mall.

What doesn't work

- The route doesn't go far enough west on Overland and should extend to Five Mile. The transfer time at Maple Grove is too long. The frequency needs to be increased to 60 minutes all day and it needs to go downtown.

Other comments

- Keep service after 6 pm at BSU.

Route 30 Pine

Comments: 8

Current rider

- Yes - 3 (38%)
- No - 5 (63%)

What works

- You can use it to transfer to the 42 to get to Boise. It provides convenient access the Village, Downtown, and Ten mile. It can also be used as back-up to route 45. The frequency of pick-ups is good. According to a couple of riders nothing works on this route.

What doesn't work

- This route needs weekend service and increased frequency all day. It needs to connect to CWI and the mall. It is impossible to use if you have a schedule that changes every week. There is no connection to Boise or any place useful. The big Albertsons is useful but hard to get to.

Other comments

- This route would get more riders if it connected to Boise, Town Square Mall, Roaring Springs, the residential area at 10 mile, the big Albertsons (now it is 1 hour bike ride or there all day waiting), and frequency was increased mid-day or all day. Rider's request stops at Hickory and Fairview businesses. It is a waste of resources to run an empty bus all day.

Route 40 Nampa/Meridian Express

Comments: 20

Current rider

- Yes - 17(85%)
- No - 3 (15%)

What works

- ONLY bus the connects Meridian and downtown, straight shot from Meridian and Overland to downtown Boise a HUGE factor (2), perfect time to leave drops me off right in front of work, time, convenience access to park and ride, runs during commuter time, runs between CWI And Boise State, Nampa and Boise state are easy to get to and from, access at Ten Mile Park and Ride extremely convenient, express service, no sitting in traffic in my car, access to a park and ride, really helpful, same time as in car-makes it worthwhile, fast, quick stops, right through downtown to Boise State, Folks who can't see ride it, connects to the Blind Center, allows me to quickly get to work each day, don't have to buy a parking pass, helps me get to work, morning pick up times are great, afternoon pickup time are good too, drops me off right at my office, Ten Mile Park and Ride is convenient, Goes through Nampa and arrives in downtown Boise and BSU,

What doesn't work

- A fourth run would be helpful, extend service toward the middle of the day, the 4:00 pm run out of Boise was the most convenient trip for 8 hour work day, would have been more convenient to eliminate 6pm outgoing trip and keep 4pm trip, price too much money and not

enough express, late times, it would be nice if there was one more run in the mornings, the current times are adequate, losing the 4pm departure time from Boise last year was disappointing, eliminated some times, less convenient now, would be nice if there were more times available, bus is often late in the PM, buses are nearly always 20 minutes late or more, too long between morning and afternoon runs, stuck downtown for 9.5 to 10 hours that is a disincentive to taking the bus, its slow, gets stuck in traffic, does not run frequently enough, no midday pick up from Nampa to downtown Boise, need to get to downtown Boise without having to spend the entire day there

Other comments

- Do not eliminate this route (3), to remove this route would be a huge disservice to the valley and commuters (2), sadly they cut some times of service, I get it, not enough riders, before the pandemic it was standing room only (2), not almost empty, too bad, I love this route. DON'T CHANGE IT!, since the pandemic numbers have been slowly increasing, a possible earlier afternoon pick up time would be something I would consider, consider splitting it into two routes, one from CWI to downtown and one from Overland/Black Marlin to downtown Boise, would sacrifice frequency for punctuality, please have at least one midday pick up in Nampa, not practical to use route 42 as this requires three buses in each direction, when can we get full Nampa coverage? Smaller towns have better transit, I only go from my house to downtown Nampa and neighborhoods, most of Nampa does not live along the 2 routes offered, disappointed in our car dependency, pro "15 minute city", let build commuter rail city to city and a tram system within each city, route has a lot of driver turnover, new drivers are painful to ride on, often 30 minutes late or more, used to be a five-day a week rider before reduction in trips, this route currently meets my needs and I take it daily, Monday to Friday, this bus helps me get to work because I can't drive, I have been riding the Express bus for 5 years and I have perfect attendance at work, talk to the bus drivers about ideas, all drivers say eliminating this route is a mistake, many working professional use this route, every rider is one less car using the road, if the new route doesn't go to BSU, won't be using it, every time I ride this bus it is more than 50% full, maybe adding Kuna route would create more travelers, make it more express, add freeway stops

Route 42 Happy Day to Towne Square Mall

Comments: 10

Current rider

- Yes - 7 (78%)
- No - 2 (22%)

What works

- Great commuter connection from Overland/Maple Grove to Boise, connects to transfer opportunities to BSU/downtown all for a local fare. Ten Mile park and ride for 40/42 is extremely convenient. 30 minute commute/60 minute midday is better than current 60/120 service on current 42. Route is convenient and close to home. Regular timing makes trip planning easy. Route provides access to medical appointments and other activities for disabled riders.

What doesn't work

- Route needs increased frequency; it is regularly late to the mall resulting in missed transfers and long waits. There needs to be closer service to YMCA on Eagle and Amity. The Franklin & Umbria Hills stops are a poor location as they are not on flat ground, there is no sidewalk access, the stop should move closer to Franklin and Ten Mile.

Other comments

- I like the S Meridian Route, add more! I have an elderly friend that uses this route, if it is cut she will have to move to where transportation is available. I need bus access after 6pm to

get home from BSU. Please don't cut this route. You could have this route do what the 40 does and go downtown, plus it needs increased frequency.

Route 43 Caldwell Express

Comments: 11

Current rider

- Yes – 8 (73%)
- No – 3 (27%)

What works

- Route has stops close to home and work. It is a direct route to St. Luke's Plaza. It has few stops to/from Caldwell/Boise making it a true express route. It would be nice to leave downtown earlier. It is the only bus from Caldwell to Boise. It reduces cars on the road. The route is used by a number of my colleagues and is vital to the Valley. The hours and pick-up and drop-offs are convenient.

What doesn't work

- If people need routes for work you shouldn't change, disabled citizens have no other resources for transportation. Please reconsider the 4pm cut-off time, it should run on Saturday. We should focus on more service not less. It is nice to have 2 options for times. Leaving Boise at 5:30pm makes for a long day. It is nice to have early 43 back. The price for one ride is for 3. One run wastes a lot of my day, 2 buses would be better.

Other comments

- There are some stops that are a waste of time and could be cut. It would be worth my money if it ran all day. If this route is changed, I won't take the bus. This is the only true express route, everything is moving to local routes which take too long. Don't eliminate or combine this route. Would love to see a dedicated lane on I-84 that allows buses to bypass traffic, more people would have an incentive. I support budget/tax increases for dedicated transit lines. There are lots of benefits. The route is convenient and reduces the number of vehicles on the road.

Route 45 Boise State/CWI via Fairview

Comments: 11

Current rider

- Yes – 7 (54%)
- No – 6 (46%)

What works

- This route is an alternative to the 613 bus, Meridian to BSU, and another way to get to Boise. It is 30 minutes faster than other routes. The route is only useful when I am at campus all day. A couple riders indicated nothing works on this route.

What doesn't work

- This route takes too long and there is no place to park your car. There is no way to go to Boise without being stuck all day it is not practical for me to take the 42 to Boise I have to use 3 buses. This route needs increased frequency (2-3 trips in the am and pm), to add a stop to Fairview and Cloverdale and re-add Franklin and Tiegs, more stops could be added along Franklin and 10 mile and a midday pick-up from Nampa to Boise.

Other comments

- Run the route all day so I can go to Albertsons. Removing all the express routes will not increase ridership. Leave routes 40 & 43 alone. Having transit from Nampa to Boise is very helpful.

Route 150 Nampa/Caldwell OnDemand

Comments: 10

Current rider

- Yes – 9 (90%)
- No – 1 (10%)

What works

- It runs till 8, the convenience of scheduling a ride and bus generally being available within 15 minutes, the surprise ride to who knows where, the coverage goes where I need it too, I like that I can request a bus when I need it, nothing, more frequent service when it works, convenient for trips between Nampa and Caldwell, it used to work well, but not too much demand

What doesn't work

- Can't get to Boise, service area too spotty, would be nice if you could fill in the gaps, add more virtual stops like on Midland between Karcher Blvd and Lack Blvd, the wait time, once was stuck at Albertsons for 3 hours, times don't work when I close at work, its Uber but for poor people, sometimes unable to schedule a ride for more than an hour, makes it unreliable to use for schedule appointments, On Demand to South YMCA in Meridian, morning trips are full at 5:58am need more resources to offer more robust service in Nampa/Caldwell

Other comments

Wish I could be picked up at Kimball and Spruce, run it so frequently it would take longer not to take the bus, would suggest more frequent intercounty routes,

Route 160 Eagle OnDemand

Comments: 6

Current rider

- Yes – 3 (50%)
- No – 3 (50%)

What works

- Can anyone else use this route? Another non connected island that goes nowhere. The only route close to employment (Intuit) on Eagle is the 8x. You can take the 160 to Discover Way allowing the rider to walk the remainder of way to Intuit. Before you could connect to 9 midday to get to downtown Boise as the 8x doesn't run midday. Great option to travel between Eagle and the Village.

What doesn't work

- Route is limited to Eagle residents. A fixed route alternative is needed. There should be a weekend option. High demand means seats are unavailable. It does provide another option from Glenwood/Saxton to State of Idaho Campus. There have been routing issues where the rider was waiting at a stop at Saxton and State and was directed by the driver to walk across street to a business for pick up. There needs to be better park and ride information on the website. Service doesn't run late enough for commuters and service is hard to navigate.

Other comments

- Similar Meridian service desired that accesses the YMCA at Eagle & Amity. Service area should be expanded to more areas of Eagle and made available on weekends.

Revised Routes

Revised 1, 16, 17

Comments: 48

Support

- Yes – 19
- No – 27

Why would you support this change?

- Proposed route serves larger population of potential riders, good to mix things up until you find something that works, this change would give a way downtown, would use this route to travel to Main Street Station from BSU, travelers can still access the VA, no one rides the 1, would cover loss of service from change to route 2 (2), good consolidation, This would increase my ability to ride fixed line on Boise Ave/Park Center area, still covers the areas I visit off Park Center and Warm Springs, Looks like a good compromise, still serves main, high density areas.

Why would you not support this change?

- If change is at the cost of the 2, I do not support it as it privileges the wealthier River Run area and hurts low income areas south of Boise Ave, I would no longer be able to ride the bus to work, losing this route would greatly impact my sons ability to have some independence, he LOVES riding the bus, this cuts out Harris Ranch which is in the midst of significant construction of multi-family housing, there are a lot of areas that would no longer be served unless the proposed on demand service is approved as shown, change leaves east Boise with no option to reach Main Street Station, I use the Warm Springs route at least twice a day, this would eliminate service for several of my friends on the route 17, eliminates bus coverage in Harris Ranch, one of the fastest growing neighborhoods in Boise just as they are completing high density housing, I would lose access to public transport and likely not use the system anymore, everything shouldn't have to go downtown, Harris Ranch is growing fast, I ride from BSU to Harris Ranch several times most weeks during the school year, could you add commuter coverage to Harris Ranch? I am completely dependent on the ACCESS bus to attend my medical appointments, without use of this service if this route is taken away it would greatly handicap my ability to get around town and leave me homebound, this completely eliminates my access to affordable transportation, the Boise VA is important and this doesn't cover it so well, eliminates service to Harris Ranch and Bown crossing, very confusing route and no Saturday service, will service to St Luke's urgent care on Park Center continue?, I will have to walk more than 1 mile to get to work. I am disabled and this is my only way to get to work, will take me 2 hours to get to work, route provides important connectivity to Harris Ranch, new destinations being added, keep the connectivity between Harris Ranch and downtown, Riverstone International regularly used the bus to support students getting into the community (4), service at the Coffee Mill supports field trips throughout the school year, blind community members use this route as well, I use this route and losing it would force me to use Uber to and from work, which I cannot afford,

Would you support increasing frequency on this revised route or coverage in neighboring areas?

- Frequency – 17 (37%)
- Coverage – 29 (63%)

Other comments

- My adult son rides route 1 everyday, he is able to walk to the bus stop in Harris Ranch, would on-demand be available to schools? Truly a bummer that the North and East end will no longer have direct service, would like to see Boise's trolley system make a comeback – evenings, weekends and during concerts at Outlaw field, its time to think of other options to positively reinforce use of public transportation, on-demand extend to Columbia Village apartments, route could be improved by having stops near Golden Dawn estates, East Jr

High and Riverstone, increased frequency would be helpful too, please extend the hours later into the evening, removing legs of 17 and 1 would completely alienate neighborhoods from the network, seems lopsided, narrowly focused and unfair to East Boise residents, do a loop that covers instead of a dead end route, I thought the goal was to increase service not abandon us, reducing service and cutting routes doesn't help people get where they need to go, we need to increase funding to build a functional, quality public transport network, could you combine the warm springs and Harris Ranch route for a loop? Every time rerouting is done the East Northeast neighborhoods lose out, Boise VA route is very important, On-demand should extend down Federal Way, keep the route (2) going down Law and Bergeson do not limit my ability to be independent, please continue to serve Harris Ranch (2)

Revised Route 2

Comments: 50

Support

- Yes – 16 (31%)
- No – 35 (69%)

Why would you support this change?

- This is not a large change. I don't want to pay for parking. There is no need for service on Boise Ave. This route continues to serve businesses on Federal way. It continues to provide service on Commerce, a stop near St. Luke's, Central laundry on Denver, and connects to the airport and Greyhound station.

Why would you not support this change?

- Eliminates service to existing riders and low-income population. It does not access enough residences. It removes access for students to get to Timberline and Boise State. Route doesn't align with VC2.0. It should extend to Albertsons and Ice World. Sunday airport service is needed.

Would you support increasing frequency on this revised route or coverage in neighboring areas?

- Frequency – 17 (37%)
- Coverage – 29 (63%)

Other comments

- OnDemand option will not work. Route should have 15 minute frequency. This is a neighborhood route.

Revised Route 5

Comments: 7

Support

- Yes – 13 (93%)
- No – 1 (7%)

Why would you support this change?

- Route is a key connection between Town Square Mall and Main Street Station. Route needs better frequency and more flexibility in arrival time in morning. It is a good alternative to access downtown when the 4 & 6 combined and no longer go downtown.

Why would you not support this change?

- Some misunderstanding of the change.

Would you support increasing frequency on this revised route or coverage in neighboring areas?

- Frequency – 13 (93%)
- Coverage – 1 (7%)

Other comments

- Increased frequency would be key improvement to 15 minutes all day. Previous improvements are still working.

Revised Route 6

Comments: 34

Support

- Yes – 10 (29%)
- No – 24 (71%)

Why would you support this change?

- Route provides an additional north - south airport connection without having to go downtown which is an improvement. It connects to State St. and the 7B on Fairview. Access to VMP, north/south route without having to do downtown. OnDemand is beneficial to areas of lost service. There is a lack of ridership on the 4. Sunday service to the airport should be added. Route should go from TSM to BOI or MSS to BOI, apartments, senior living and high school served by proposal.

Why would you not support this change?

- There needs to be additional navigation for visually impaired/senior riders to access the route. This presents a loss of access from route 4 to U of I, high schools, jobs, stops on Roosevelt, and access to MSS. This loss of access disadvantages residents and existing riders by increasing walk distance and transfers. In addition, accessing Vista in inclement weather is dangerous and Vista and Targee are difficult to cross due to a lack of ADA crossing signal. This revision demonstrates moving away from spoke & hub model. OnDemand service is better for occasional riders but not daily riders.

Airport or Hill Road

- Airport – 18 (69%)
- Hill Road – 8 (31%)

Would you support increasing frequency on this revised route or coverage in neighboring areas?

- Frequency – 10 (31%)
- Coverage – 22 (69%)

Other comments

- Rename to "VMP/Orchard" route. Improvements should include frequency as well as coverage. There is a preference for more funding to add frequency without elimination of service. Crosstown routes and transfers work best at higher frequencies (15 minutes). Transfer locations and times for rider information should be highlighted. The 15/45 minute pulse should be removed and time route for length/performance. This proposal focuses primarily on businesses but not residences, it needs to go from BOI to Hill road. OnDemand will cripple ridership instead there should be greater frequency to reduce transfer wait times.

Revised Route 7

Comments: 7

Support

- Yes – 12 (86%)
- No – 2 (14%)

Why would you support this change?

- Increase the frequency. It makes sense to eliminate poor performing routes, and increase frequency on higher ridership routes. I don't use this route often, but it is convenient to have a route on Fairview between downtown, the mall, and west bench. Frequency would provide flexibility for remote workers.

Why would you not support this change?

- Route isn't ridden enough to change.

Would you support increasing frequency on this revised route or coverage in neighboring areas?

- Frequency – 11 (85%)

- Coverage – 2 (15%)

Other comments

- None

Revised Route 8/8x/12

Comments: 13

Support

- Yes – 7 (44%)
- No – 9 (56%)

Why would you support this change?

- Provides a local route connection from Boise to Meridian, and between the Mall & the Village, which provides access for shopping. Extended service along Ustick is beneficial for commuters. OnDemand should be used for areas losing service. There needs to be more connections between Boise and Meridian.

Why would you not support this change?

- Low population density and limited attractors = low performance. Eliminate this route and fund route 8x. Orchard/Emerald is the Best in Class. This eliminates service to currently served areas increasing difficulty in accessing appointments, YMCA, Central District Health, WIC office and the dentist office (Garverdale). The closure of Goddard & Kingswood stop.

Would you support increasing frequency on this revised route or coverage in neighboring areas?

- Frequency – 8 (62%)
- Coverage – 5 (37.8%)

Other Comments

- Focus on frequency and coverage, add Saturday service. Service should be provided to cover all 4 YMCA's.

Revised Route 8X

Comments: 12

Support

- Yes – 11 (65%)
- No – 6 (35%)

Why would you support this change?

- Increased the frequency and time frame and add Saturday service. It makes sense to eliminate poor performing routes and increase frequency. Route provides access along Chinden to State of Idaho and 160 Eagle. It looks like this route would work better than the 2/8X. It is too slow for me. Greater frequency provides more options and shortens my length of time from being away from home (12 hours). The route should extend farther west down Chinden to suburbs which would allow more Meridian riders to ride.

Why would you not support this change?

- This will extend the walking distance from 1 mile to/from the bus stop twice a day. This scenario assumes workers to the State campus live to the east. Improve frequency and extend to the south and west of campus. Coverage should extend to all 4 YMCA's. A later afternoon return route would create better usage and match riders.

Would you support increasing frequency on this revised route or coverage in neighboring areas?

- Frequency – 10 (63%)
- Coverage – 6 (38%)

Other comments

- Can this route run all day with 30 minute frequency? Creates a large gap in service, add a few stops in garden city to improve ridership and revenue. The ridership is growing after

Covid, State is moving more departments to Chinden, which should grow ridership. It is either too early or too late.

Revised Route 29

Comments: 20

Support

- Yes – 10 (43%)
- No – 13 (57%)

Why would you support this change?

- This route works. It needs to access the Eagle & Amity YMCA. It improves access to businesses along Overland b/w Cole and 5 miles it is easier to get to Walmart, and provides good coverage.

Why would you not support this change?

- Route cuts off access to schools. Kids need it to get to/from school. Please include a stop at Frank Church between 8-9am and 3-5pm. Route needs to access Frank Church or Dennis Technical Education Center. There are no routes past Overland at least something to Victory. I won't be able to be picked up at Overland and Vista to go to BSU on 40/43. This cuts a big population b/w Kootenai, Morris Hill, Roosevelt and Owyhee, Flying Y and Philippi, single route far from city center.

Would you support increasing frequency on this revised route or coverage in neighboring areas?

- Frequency – 9 (45%)
- Coverage – 11 (55%)

Other comments

- The route is long. It could loop by Social Security should be removed and stay on Overland, take it off of the 15's/45's and give shorter or longer breaks to make transfers based on real data. The 29/40/42 changes shouldn't affect me just so long as I can get to class at BSU. Extend Federal way to Kootenai and Owyhee, it should serve the apartments at Allembaugh and Liberty which have little service. Leave routes alone. Please don't cut Frank Church. People south of Overland will be left without service, cutting Frank Church and DTEC represents an equity problem. I don't know one person that rides, why increase frequency or coverage?

General comments

General comments: 96

Scenario preference

- Scenario A – 6 (7%)
- Scenario B – 49 (61%)
- Scenario C – 26 (32%)

Scenario A comments

- Not increasing the frequency on the 6 and 5 would complicate transfers for riders. You would think the routes would align with the transportation hubs, nothing proposed addresses the need in Kuna. This does not progress the idea of public transportation, eliminating lines is bad for transit support, reducing service hours is not good, it makes the bus not feasible for people and can hurt employment needs. It is understood there is budget constraints, but the service has to be useful. Reducing frequency, but keeping routes is better. The frequency is too low in off-peak hours and Saturday to be useful. The 2 to downtown, then 8X to HP is too long, it is faster to e-bike 12 miles.
- The tracking app makes it easier to plan for. Keep route 10 and run at peak times. Commuter service between Nampa, Meridian, Boise (and back again in the PM) is incredibly important in reducing vehicle traffic on the I-84. If budgets can't be increased, a commuter route & timing that will get folks into Boise before 8:00 AM should be paramount. Cut the first bus on the route #40 to save money. Adjustments in timing and number of buses should be considered before a complete route change or elimination. Reducing routes makes utilization more challenging. Adding busses to west Boise and the Village in Meridian seems like a good addition. Eliminating a direct commuter bus to downtown is not desirable. It's a good plan. Please consider combining shorter routes of similar frequency into longer routes of the same frequency. 15-minute headways are an improvement, but anyone making a transfer still has to plan an extra 15 minutes into every trip for a transfer. For a 5-mile trip, this is still unreasonable. Continuous service from State to Vista, for example, would combine a 3-mile route with a 6-mile route for a more useful 10-mile route that would connect many Boiseans to the airport directly. People who don't ride buses now are unlikely to start if they have to wait 15-minutes for a transfer. I think we can drive ridership increase if people on busy corridors have at least one option to cross town without a transfer. The main downside I see is traffic jams on one half of the combined routes. As needed, we could announce that passengers need to exit downtown, allowing the bus on the less busy side to turn around and continue service on that half.
- I like 7B being every 30 minutes and the routes that would service Walmart. It eliminates the neighborhood Service to the Curtis and Roosevelt lines. I ride and catch it on Philippi and Grover, and it's just me and another person and I, in the summer I ride a bike. If this is the proposed move then I can see how it limits the extra expense for future ridership. I just ask that we keep this old route maps in case density increases. You should explain some about the budget. Is this an ongoing issue (probably). Can one-time changes be used to handle several years of these ongoing issues? The thrust of the question is looking at the funds for new busses. Only one driver (out of many asked) has commented that they like the new (electric) busses. From a rider's perspective, the only advantage they offer is a back window. How far could bus expenses be used to continue expanded service?
- I know that the city is interested in zero-emission vehicles, but the emissions from the expanded driving due to lower ridership should be considered. The city should also consider the emissions from the bus-stops they continue to pour (concrete), and the likelihood that those will be re-poured several times — that is certainly how roads and sidewalks/gutters seem to work: see downtown (Jefferson) for example. This won't fix the underlying issue of funding. Please put all your resources towards getting more funding I am willing to pay taxes

for a service I use. Please keep bus 42 as many of the riders are unable to drive. Reconsider the Orchard route. This is a terrible idea, service hours are insufficient as it is, a growing community needs growing transit. Disappointing the 28 is being cut on Victory right where high-density housing was approved that would utilize transit. Don't drop Frank Church. This will discourage ridership. Raise the fares, they are too low, stop stored value cards you are losing \$7000 a year, too big of discount. I am NOT in favor of streamlining and reducing the hours of the Broadway route, it would make my bus ride 2 hours. I need to get to work on the 43. North/South connections are critically lacking currently in Boise and Garden City, especially considering the vehicle saturation of these roadways worsening the bike level of service. You are basically hurting the underprivileged, the people who can't afford cars or aren't capable of driving. This scenario is a poor choice.

Scenario B comments

- I appreciate that there will be service between the Village and Boise Town Square Mall. Extending the #6 will be a great service to those that currently are living and will be living as apartments continue to be built, in the apartments on Adams Street/Veterans Parkway. The #6 will provide the Adam's Street residents service to the State Street route and to the Emerald Routes. Saturday service on the #12, as it provides service to the mall area and Wal-mart (Glenwood/State), will be a great asset to those who work in those areas or who need to have access to shopping. I think this is good. We need to increase the budget to get improved service. I think focusing on frequency is a good idea - focus on where people are already in the habit of riding but need more frequent buses. It looks like a step in the right direction, but I'd hope VRT can actually get more budget. I suspect that a more convenient-to-use bus would encourage ridership. If I can show up at a bus stop and know there will be a bus arriving shortly, I will be much more inclined to use that system. This scenario still has limited service hours. Both frequency and coverage are issues that make it difficult to use the public transit system, so I don't know which to choose (B or C). We really need a serious public transit expansion as well as a more bike/pedestrian friendly city. I believe that this will meet the needs better and with more frequent buses it will attract new riders. This would apply to all scenarios: The Chinden campus could and should become another hub for bus service. Cities need to make those vital ped and bike connections to support this effort. More safe and viable connections to stops will make coverage challenges less of an issue.
- We need frequency more than anything, because frequency equals great convenience. Please consider a route along Federal Way. More service for 7B is good. I think if VRT evaluates and looks at keeping the scenario A routes for 5 years and then reevaluate in 5 years, then that could be adjusted. Consolidating the 40, 42, and the 43 will make it harder for me to use the bus, I would be willing to pay more. Extending coverage is more important than frequency. This will encourage people to take the bus, if it doesn't take so long. Devoting more resources to the already high performing routes can help prove the point that transit can work if the buses run more frequently and get people to where they want to be. I'm fine giving more tax money to help our community! I think frequency should be a focus but not at the expense of coverage. Many people need the bus to get to work or to school and shouldn't have to have a car or walk 30+ minutes to catch the bus then transfer multiple times to get to their destination. Many routes are underutilized and can be best served with shifts to where demand is needed. This is better than scenario A but still would fall short. I have to request buses 12 or 7B to be held for me at the mall, so I won't miss them. Sometimes they'll hold, sometimes not. Why not shave off the sitting time at BSU (which is usually 10-15 min.), let this bus depart the Student Union Bldg @ BSU just 3-5 minutes earlier to give it adequate time in the heavy afternoon traffic on Overland & Cole Rd.? Prefer this one the most just due to the reason that because VRT doesn't have a dedicated funding system, focusing on maximizing ridership and making the buses as full as they can be is the most prudent way forward. Getting more cashflow into the system as well as taking away the

"empty buses" talking point from transit opponents is the best way forward. VRT should maintain a baseline level of service. This scenario, with the addition of keeping the current route 10, would be my ideal path forward for VRT. Service hours should be the priority. I also think that making the busses run later into the night would significantly decrease drunk drivers on the road, as they would have an alternative to just driving themselves. Extend to Middleton and Star. Consolidating the 40, 42, and the 43 will make it harder for me to use the bus.

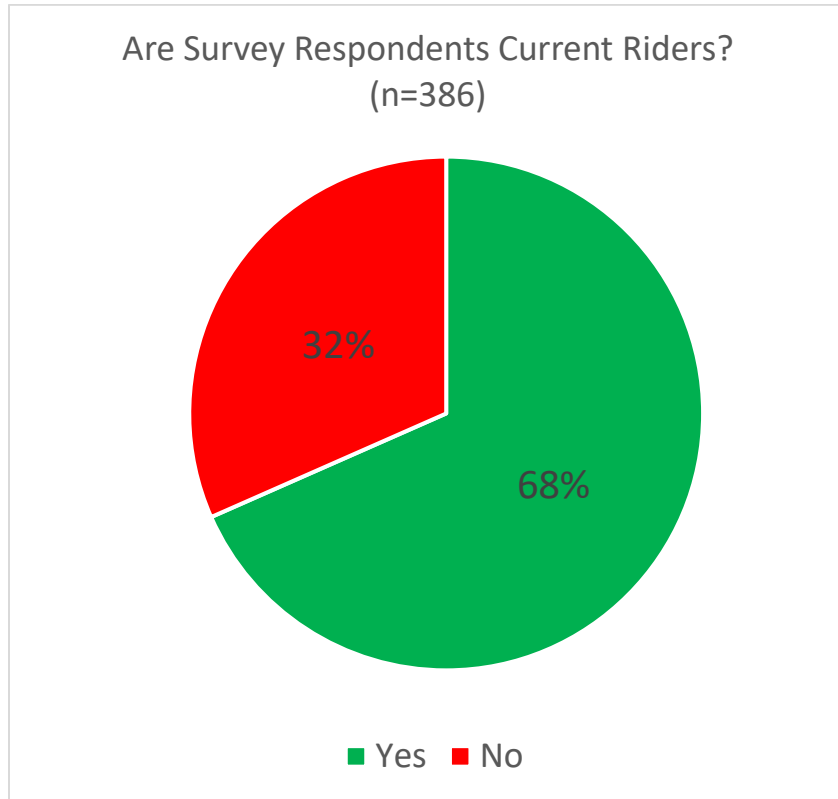
Scenario C comments

- I would suggest focusing on additional coverage after securing good ridership in specific areas. Do scenario B then C. I feel like Scenario C would be the best option. This way, OnDemand Service would be providing access to areas losing service due to reductions. I'm not sure I'd ever use the on-demand service, given prevalence of bike facilities in SE Boise and access to an infrequent bus line that's already there. It seems like most of the commuters that I talk to who don't ride the bus say that coverage is why they don't ride, so increased coverage seems to make sense. That said, I'm not convinced that they would ride even given a closer stop. However, I'm not clear on why eliminating Route 10, which can be full of school age riders on their way to and from school, is common to all of the alternatives. If route 10 is eliminated, my personal ridership would decrease, although I would probably take the 9 into downtown instead. I think this is a great idea, but I think more coverage in the busier routes will make the most financial sense to allow the bus system to be stable. Survival of the bus system is paramount. My commute is out of Kuna. By eliminating the bus 40 route, you are taking away my ability for my ride to work downtown. Over the last several years this route has been very convenient for many downtown workers that commute to Idaho Power, Simplot, the Hospital, College, Clearwater Analytical, and Wells Fargo. With this being the only bus to cover the Nampa, Meridian, Caldwell area, it makes no sense that you are taking it away. You will be hurting a lot of commuters!!!! How does that make sense for us to have to take two different buses to get to the downtown area. I along with many other riders are upset with this change. It upsets me that I am paying taxes, and paying the daily fee of \$7.50 also, and my opinion doesn't even count. None of these solutions serve the many thousands of new homes and apartments being built south of Overland. This is not only an untapped resource in ridership, but an opportunity to create a service line down Lake Hazel and back to Main Street Station via Overland.
- Why is on-demand in the central nexus of the Boise routes and yet there is a gigantic gap/lack of on-demand coverage in SE Boise? I prefer the focus on frequency over coverage. For too long VRT has tried to cover wide areas of the valley with too few buses that don't run often enough. By doing so, it winds up serving fewer people because the resources are stretched too thin for the service to be practical. While it is painful, eliminating underperforming routes ultimately helps the system by providing good or better service to corridors that are already serving the area well. To allow people more options and less travel time would mean a lot to our community. I think to cut service to areas that already have service doesn't show progression. When you cut what we have worked to get it makes people lose confidence in the system. We need to make sure that people can get to their jobs, medical and groceries. Coverage focus to continually adapt to the needed areas is paramount, especially with the strong redevelopment in Ada County. Again, would this mean eliminating Bus 43 the ONLY bus that goes to Caldwell or is it considered a less-used route? You would not have a better bus service by eliminating Bus 43. I bristle with the 60 minute frequency on many of the local routes. I think giving 30 minute peak frequency to routes like 12, 29, 42 can really help make a world of difference. Especially since these restructured routes will be some on the only north/south connections in the system I think a 30 min frequency is a must. Saturday service is very important for proposed route 1 and existing route 2 and proposed on demand in East Boise. I wish this would increase coverage in S

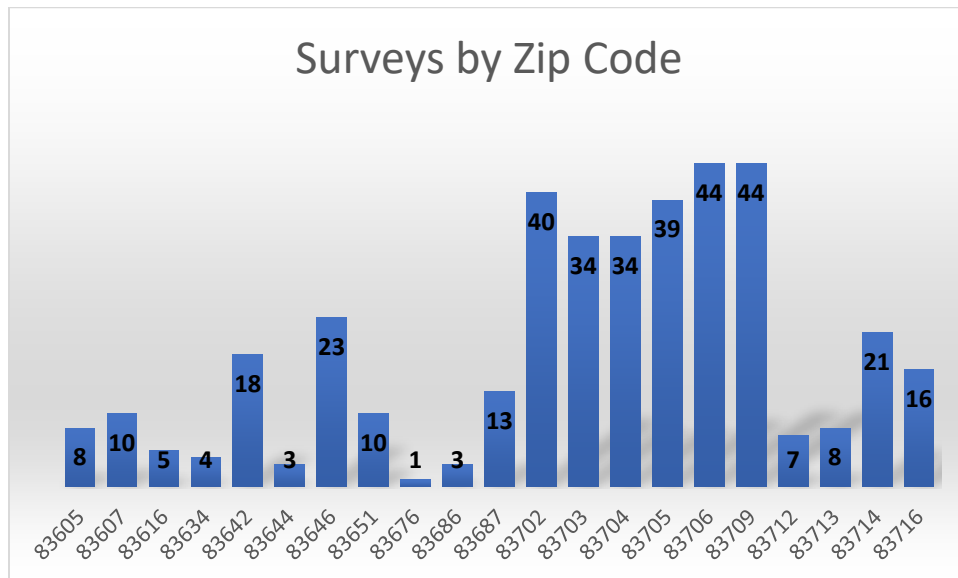
Meridian. The one bus that runs every hour down overland (42) is not very convenient for commuters. I choose to drive downtown most days because of how infrequent and unreliable this bus, and the exchange to the 5 at TSM, is. I do think the OnDemand service is a good idea, however not being able to schedule prior with such a large proposed area in Scenario C. I don't see it meeting daily demand for riders.

Survey statistics

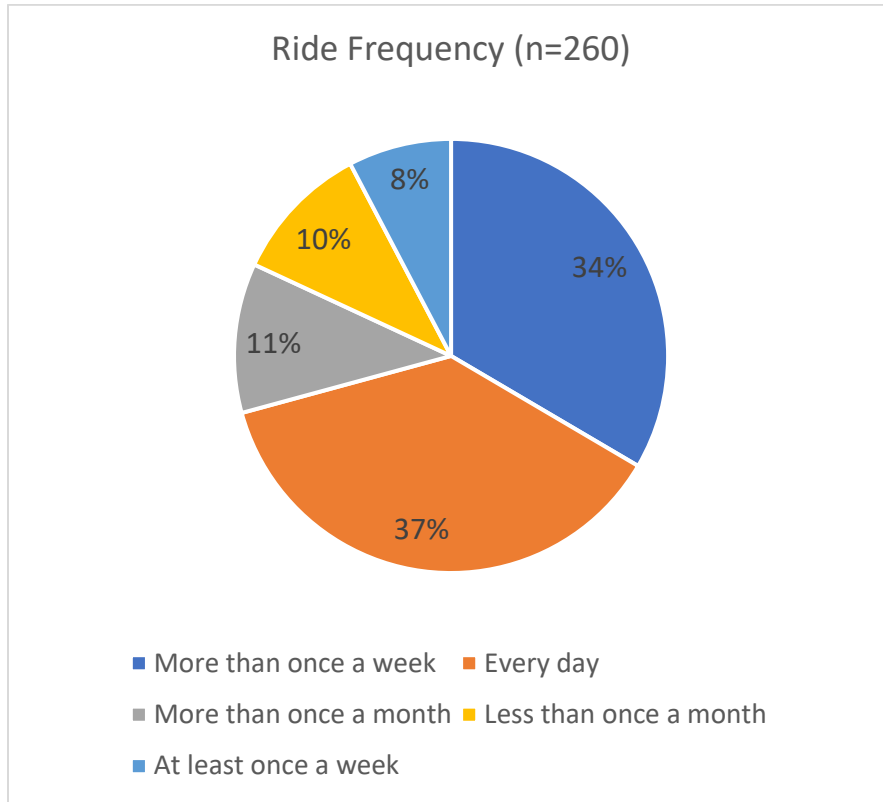
Riders vs. non-riders



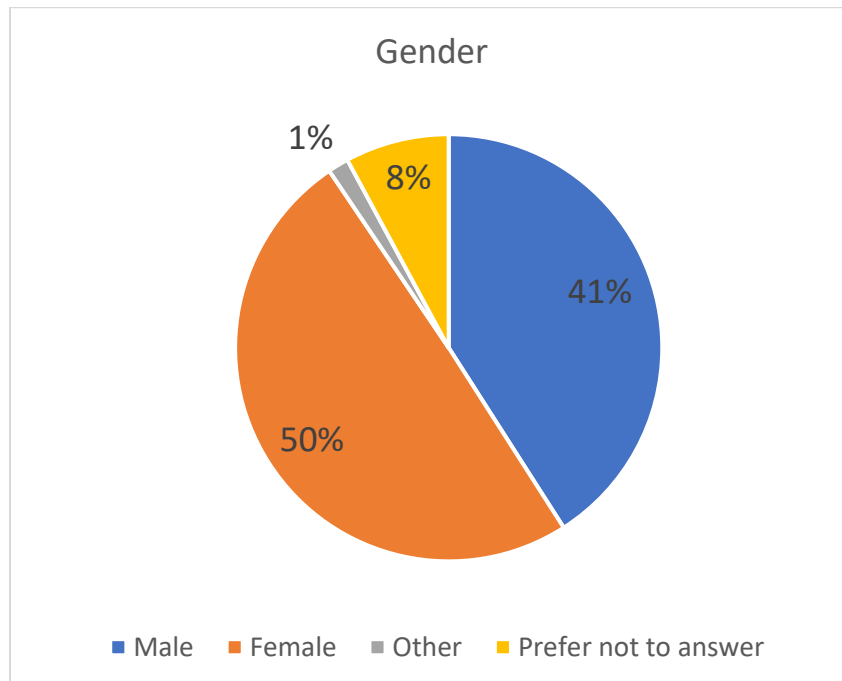
Surveys by ZIP code



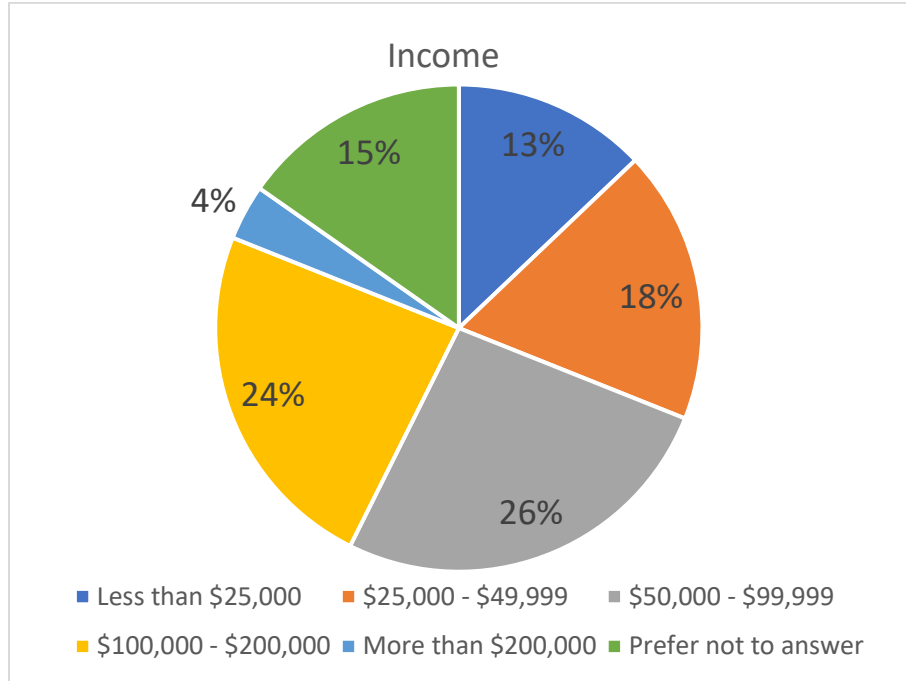
Ride frequency



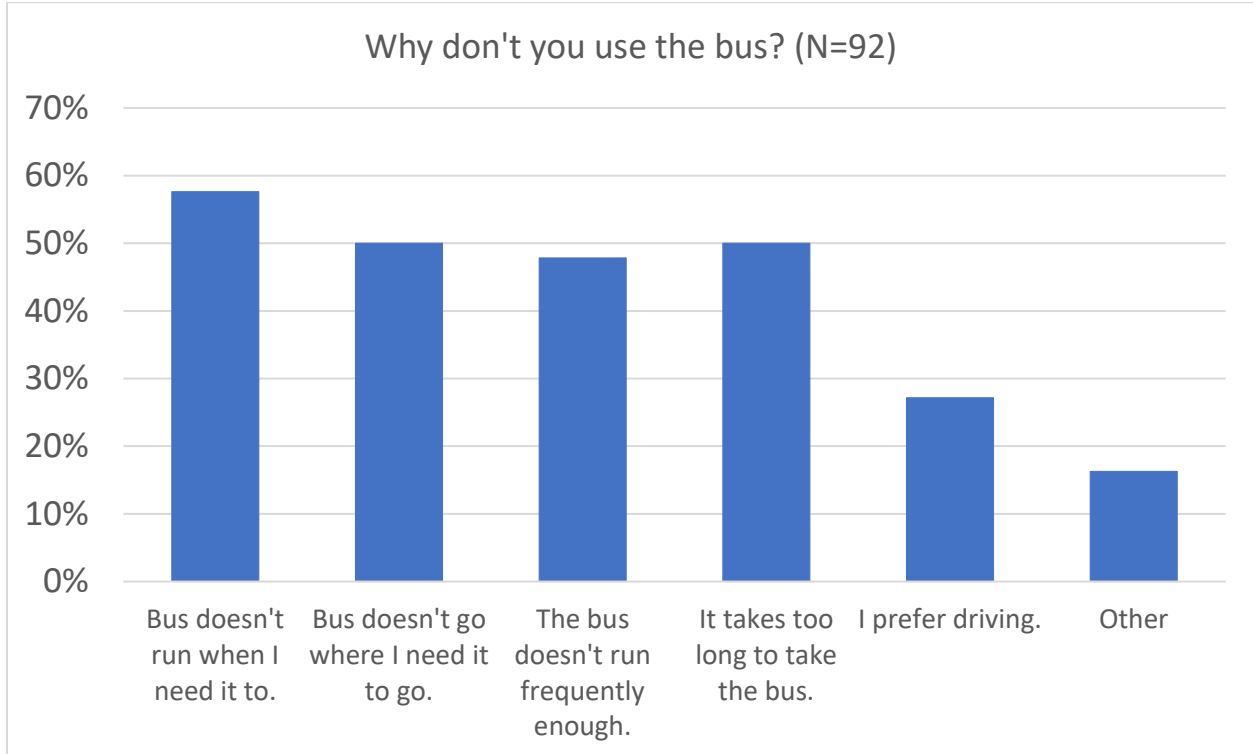
Gender



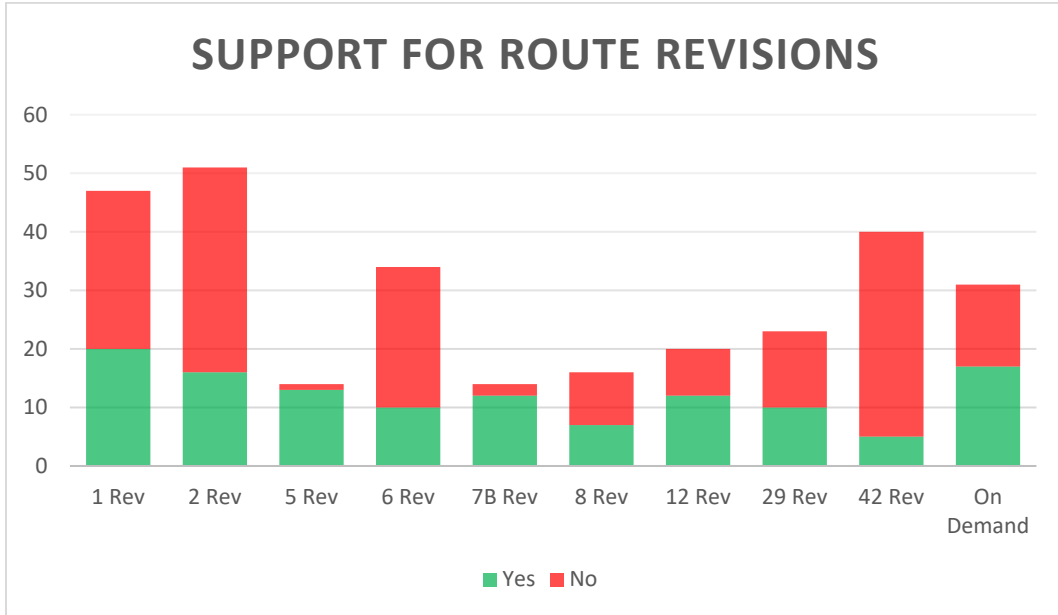
Income



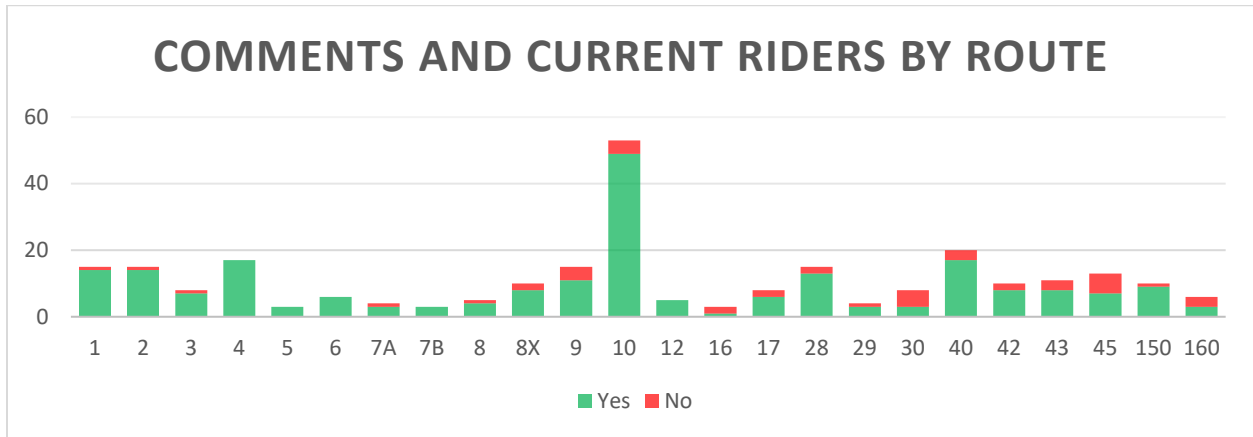
Why don't you use the bus?



Support for route revisions



Comments and current riders by route



Which scenario do you prefer?

