



Association of Government Accountants San Antonio Chapter



John Clamp
Chief Administrative Officer

February 13, 2025



About VIA Metropolitan Transit

THE REGION'S MOBILITY PROVIDER

VIA Metropolitan Transit

VIA is governed by an **11-member board** of trustees. Board members are appointed to staggered two-year terms by the following entities: San Antonio City Council (appoints five), Bexar County Commissioners Court (appoints three), and the Suburban Mayors (appoints two). The **Chair** of the Board is elected by the Board members and serves a two-year term. The 11-member **VIA Board of Trustees** meets monthly to discuss policy issues and hear comments from the community. VIA Board Meetings are generally held on the 4th Tuesday of each month.



Current Board of Trustees



Laura Cabanilla

Chair

Elected by VIA Board of Trustees



Leo Gomez

Vice Chair

Bexar County Appointee



Atahlie Malone

Secretary

City of San Antonio Appointee

Current Board of Trustees



Paul Basaldua

Member

Bexar County Appointee



Akeem Brown

Member

Bexar County Appointee



Louis R. Cooper

Assistant Board Secretary

Greater Bexar County Council
of Cities Appointee



Javier Paradez

Member

City of San Antonio Appointee



Adrian Reyna

Member

City of San Antonio Appointee



Melanie Tawil

Member

City of San Antonio Appointee



Kevin Wolff

Executive Committee

Greater Bexar County Council
of Cities Appointee



Vacant Seat

EXECUTIVE LEADERSHIP TEAM



Jon Gary Herrera
President/CEO

Herrera was unanimously appointed by the VIA Board of Trustees in October 2024, becoming the first Latino President and CEO to lead the state's second-largest transit service area in the agency's 46 years.



Tremell Brown
Deputy CEO

Brown was named to the agency's No. 2 spot on the senior leadership team in May 2023, after a national search, and oversees all staff functions and operations of VIA. He directly manages key operating divisions of VIA, including Fiscal Management, Human Resources, Technology and Innovation, Safety, Training and System Security, and Procurement.



John G. Clamp
Chief Administrative Officer

John G. Clamp is responsible for the oversight and direction of VIA's Fiscal, Procurement, Technology/Innovation, and Human Resources divisions, including their short- and long-term operational impacts, and the management of VIA's resources and capital assets.

EXECUTIVE LEADERSHIP TEAM



Bonnie Prosser Elder

Senior Vice President Legal/General Counsel

Bonnie Prosser Elder is responsible for the oversight and coordination of legal services for VIA. She is also responsible for the risk management and claims section of the organization.



Rod Sanchez

Senior Vice President Planning and Development

Roderick "Rod" J. Sanchez, AICP, is responsible for the oversight and direction of all aspects of VIA's planning and capital expansion program, including high-capacity transit projects and other capital investments.

OUR VISION AND MISSION

CONNECTING OUR REGION

VIA Metropolitan Transit provides regional multimodal transportation options that connect our community to opportunity, support economic vitality, and enhance quality of life throughout our region.





Family of Services

Local Bus Service

Connects the region with mass transit

VIA Link

Mobility-on-demand service

Express

Direct to downtown

Primo

More comfort, fewer stops, faster service

VIAtrans

Paratransit service for customers with disability

VIA Vanpool

Groups of 5 to 15 share their commute





BY THE NUMBERS

VIAINFO.NET

29*

**MILLION
PASSENGER
TRIPS**



8



**TRANSIT
CENTERS**

2,128
EMPLOYEES

3

**PARK &
RIDE
FACILITIES**

97

ROUTES

14

**MEMBER
CITIES**



516

BUSES



BUS STOPS

5,984



139

**VIA
& TRANS
VANS**

5



**VIA LINK
ZONES**

2

**HOV
LANES**



1,210

SQUARE MILES

About *VIA* ➤

Most
Outstanding
MTA in Texas

TTA 2024



AWARDS & ACCOMPLISHMENTS

2024 Highlights

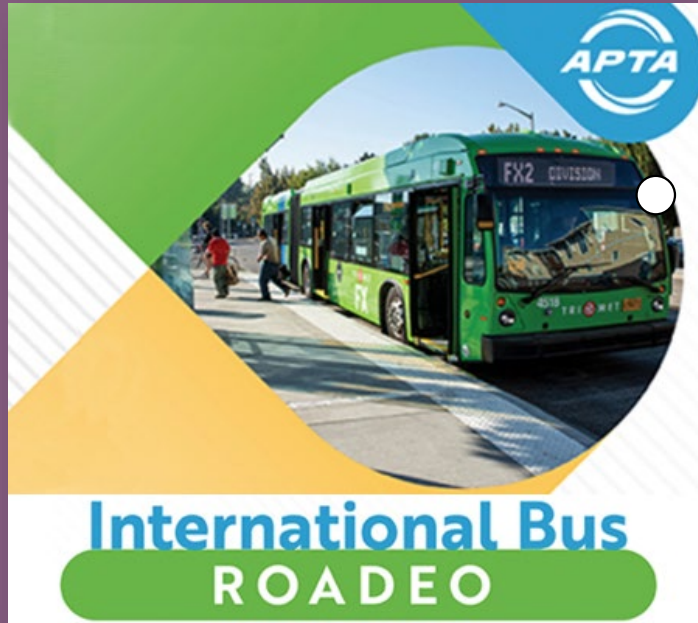


MOST OUTSTANDING MTA IN TEXAS
2024 | Texas Transit Association

**HIGHEST + MOST IMPROVED
NET PROMOTER SCORE**
2024 | TransPro



**HIGHEST CUSTOMER
SATISFACTION SCORE**
2024 | TransPro



STATE ROADEO

1ST Place, Maintenance Team Category
1ST Place, Bus Operator Category
2024| Texas Transit Association

INTERNATIONAL BUS ROADEO

5TH Place, Maintenance Team Category
14TH Place, Bus Operator Category
2024 | American Public Transportation Association

CTAA NATIONAL COMMUNITY TRANSPORTATION ROADEO

1st Place, Van Operator + Otis Reed Driver of the Year Award

MARKETING EXCELLENCE AWARDS

1ST, 2ND, 3RD Place
2024| AMA San Antonio Chapter

ADWHEEL AWARD

1ST Place: Best Workforce Development
Marketing and Communications
2024 | American Public Transportation Association



AWARDS & ACCOMPLISHMENTS 2024 HIGHLIGHTS





OUR CUSTOMERS

Who does VIA serve?



WHO RIDES THE BUS?



Local Workforce
52%

UTILIZE VIA
TO TRAVEL TO WORK



Transit Reliant
93%

REPORT THEY ARE
DEPENDANT ON VIA TO
MAKE TRIPS



Persons Of Color
OVER 80%

62% HISPANIC/LATINO
20% BLACK/AFRICAN
AMERICAN

WHO RIDES THE BUS?



Annual Household
48%

HAVE A HOUSEHOLD
INCOME UNDER \$25,000
PER YEAR



Daily Riders
58%

SAY THEY USE VIA MORE
THAN 5 DAYS PER WEEK



Long-Term Ridership
37%

REPORT RIDING VIA MORE
THAN 5 YEARS



Results Overview Summer 2024

90% of customers are satisfied with VIA bus service.

Fixed route customer NPS is **72**.

Bus customers are **MOST** satisfied with:

- ▶ How easy it is to purchase and pay your fare (95%)
- ▶ Days of operation (94%)
- ▶ Bus routes get you to locations you need to go (92%)

Bus customers are **LEAST** satisfied with:

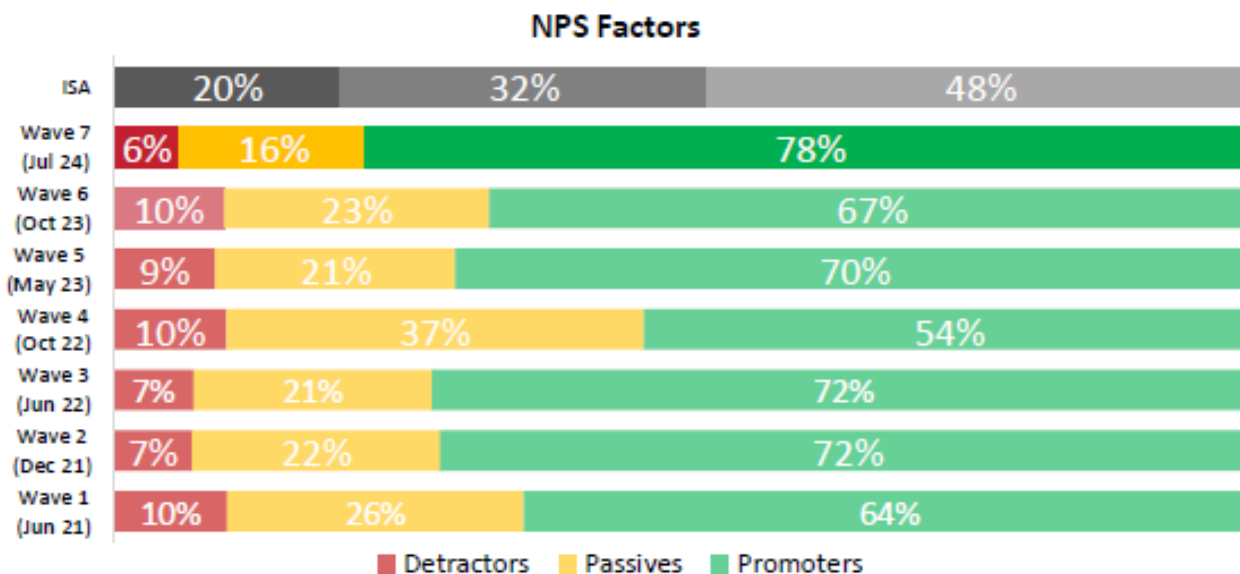
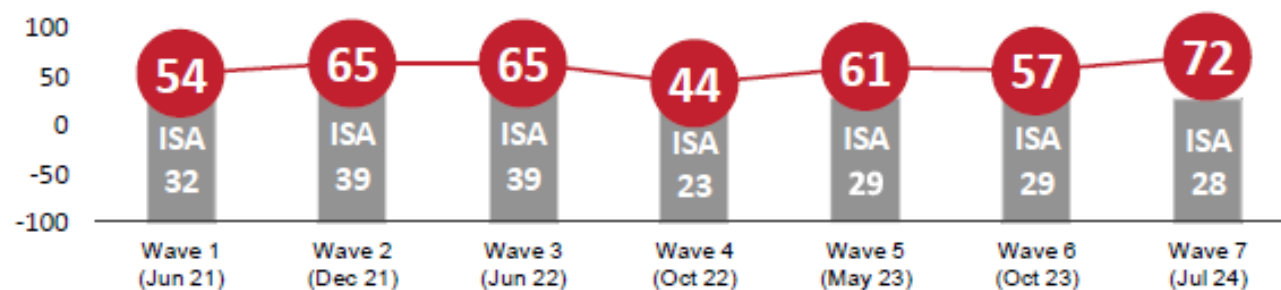
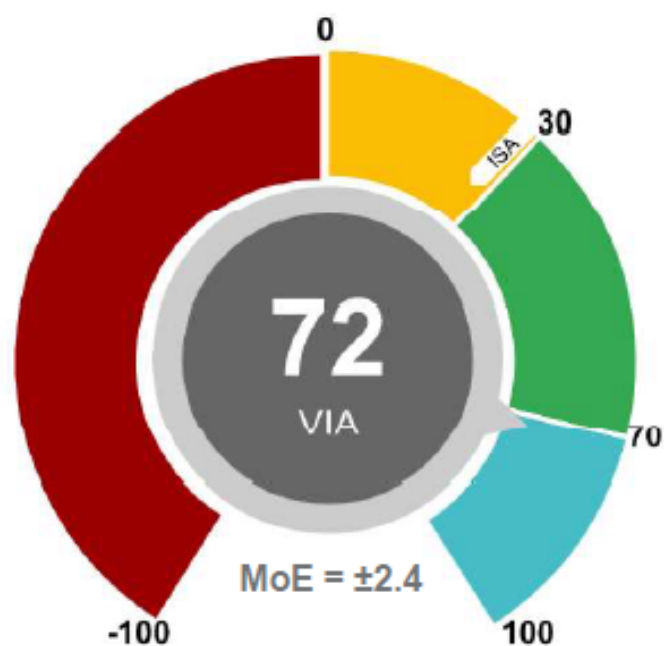
- ▶ Weather protection at bus stops (61%)
- ▶ Bus stop cleanliness (71%)
- ▶ How often the bus arrives on weekends (72%)

Most Important Factors to Bus Customers

1. Bus arriving at scheduled time
2. Bus routes get you to locations you need to go
3. Amount you pay to ride the bus



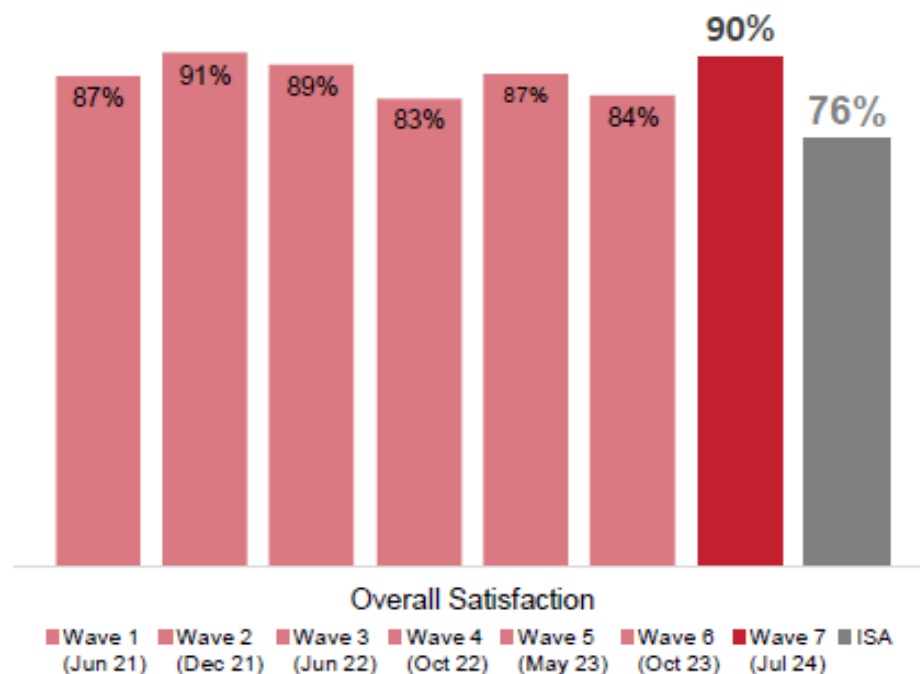
Net Promoter Score Summer 2024



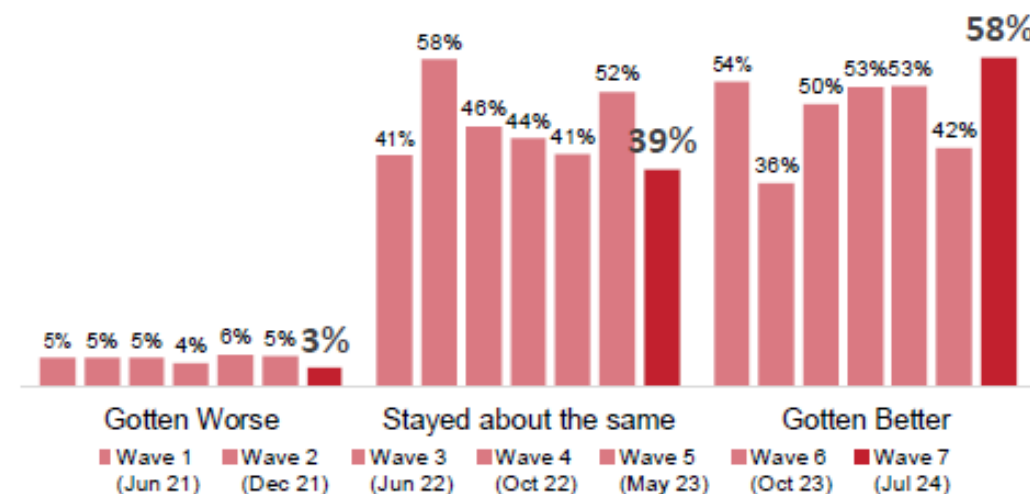


Overall Satisfaction Summer 2024

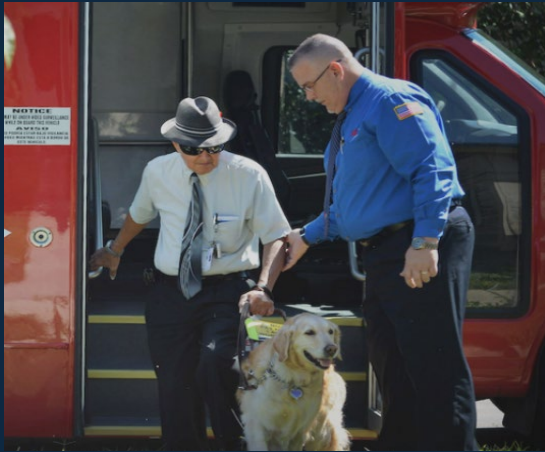
Overall, how satisfied are you with your experience using the VIA bus service?



In the past year, the bus service has:



Who rides VIAtrans?



Medical Access
71%

UTILIZE VIATRANS TO
GO TO MEDICAL
APPOINTMENTS



Transit Reliant
93%

REPORT THEY ARE
DEPENDENT ON VIA
TO MAKE THEIR TRIPS



Persons Of Color
78%

OF VIATRANS RIDERS
IDENTIFY AS A PERSONS
OF COLOR

Who rides VIAtrans?



Annual Household
49%

HAVE A HOUSEHOLD
INCOME UNDER \$25,000
PER YEAR



Primary Way to Travel
56%

VIATRANS IS THE WAY
THEY TAKE MOST OF THE
TRIPS



Long-Term Ridership
73%

REPORT RIDING VIATRANS
MORE THAN 3 YEARS

VIAtrans Results Overview

More than 9 in 10 customers are satisfied with VIAtrans service.

Customers are most satisfied with...

- VIAtrans taking them to where they need to go (98%)
- Wheelchair lifts working properly (98%)
- Safety while riding (98%) and boarding the vehicle (97%)
- VIAtrans vehicle cleanliness (97%)
- The value VIAtrans brings for the cost to ride (96%)

Customers' Top 3

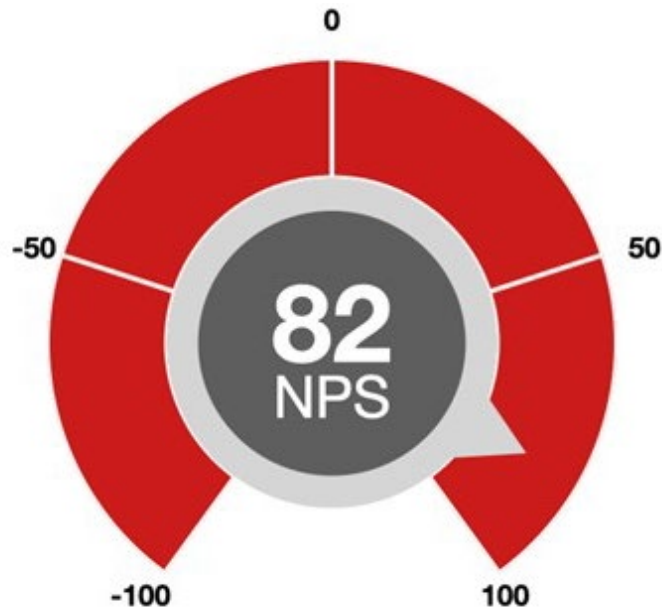
**Most Important
Elements of Service**

Travel Time
Helpful Drivers
Friendly Drivers

Net Promoter Score

VIAtrans Service

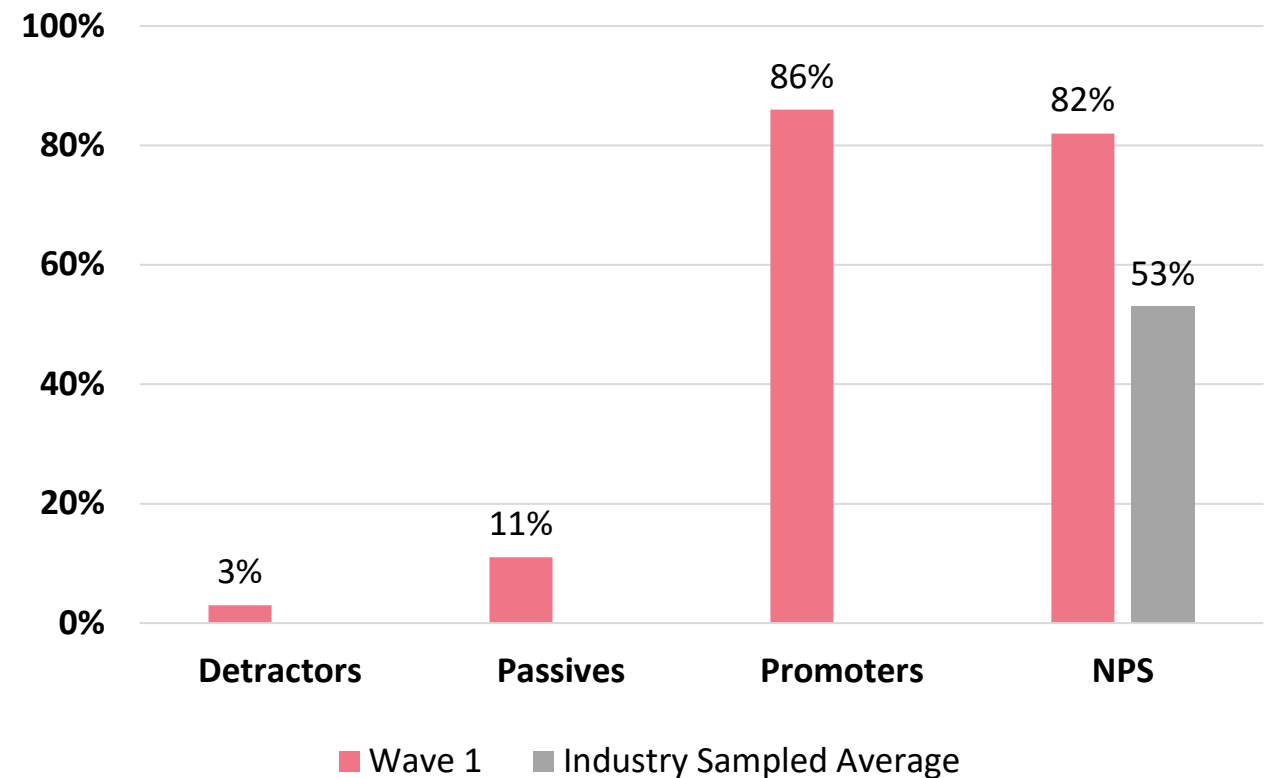
- Likelihood of recommending VIA to friends and neighbors.
- VIA's VIAtrans NPS is the same as the Industry Sampled Average (82%).



 **TransPro Insight**
Driving Excellence

With an industry leading NPS, VIAtrans customers find great value in the services provided and are willing to recommend the services to others.

Net Promoter Score



FUNDING AND FINANCIAL OVERVIEW

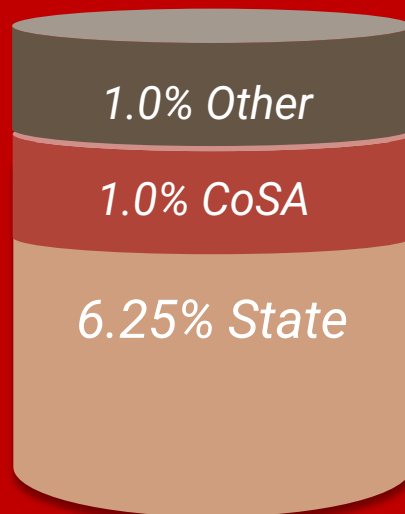


HOW TRANSIT IS FUNDED IN TEXAS

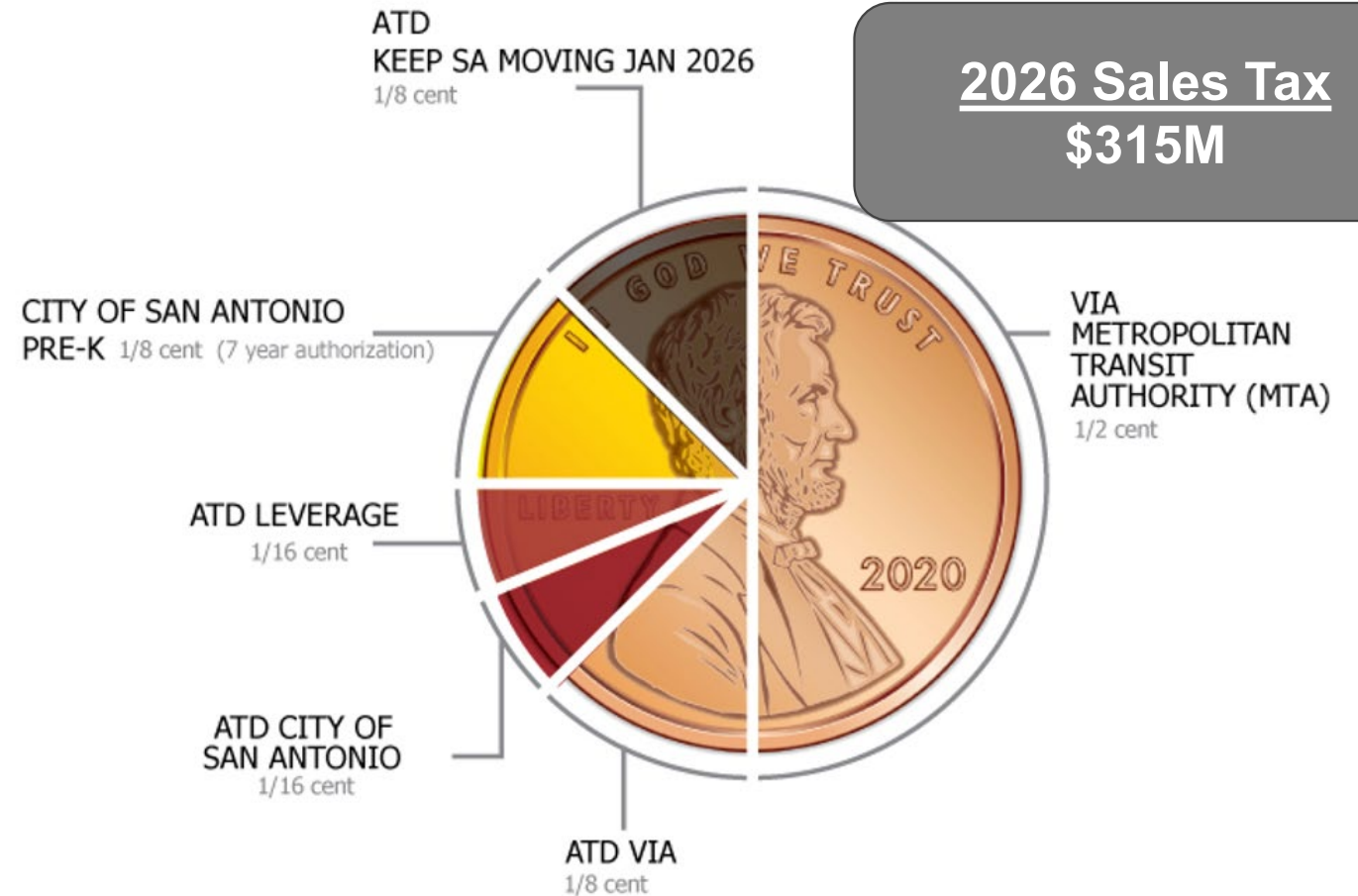
1973 Texas Legislature authorized up to 1% local sales tax for transit (MTA)

1977 San Antonio voters approve the creation of the first MTA in Texas VIA, funded by a ½ cent (.5%) sales tax

**8.25%
SALES
TAX**



PENNY SALES TAX ALLOCATION 2026



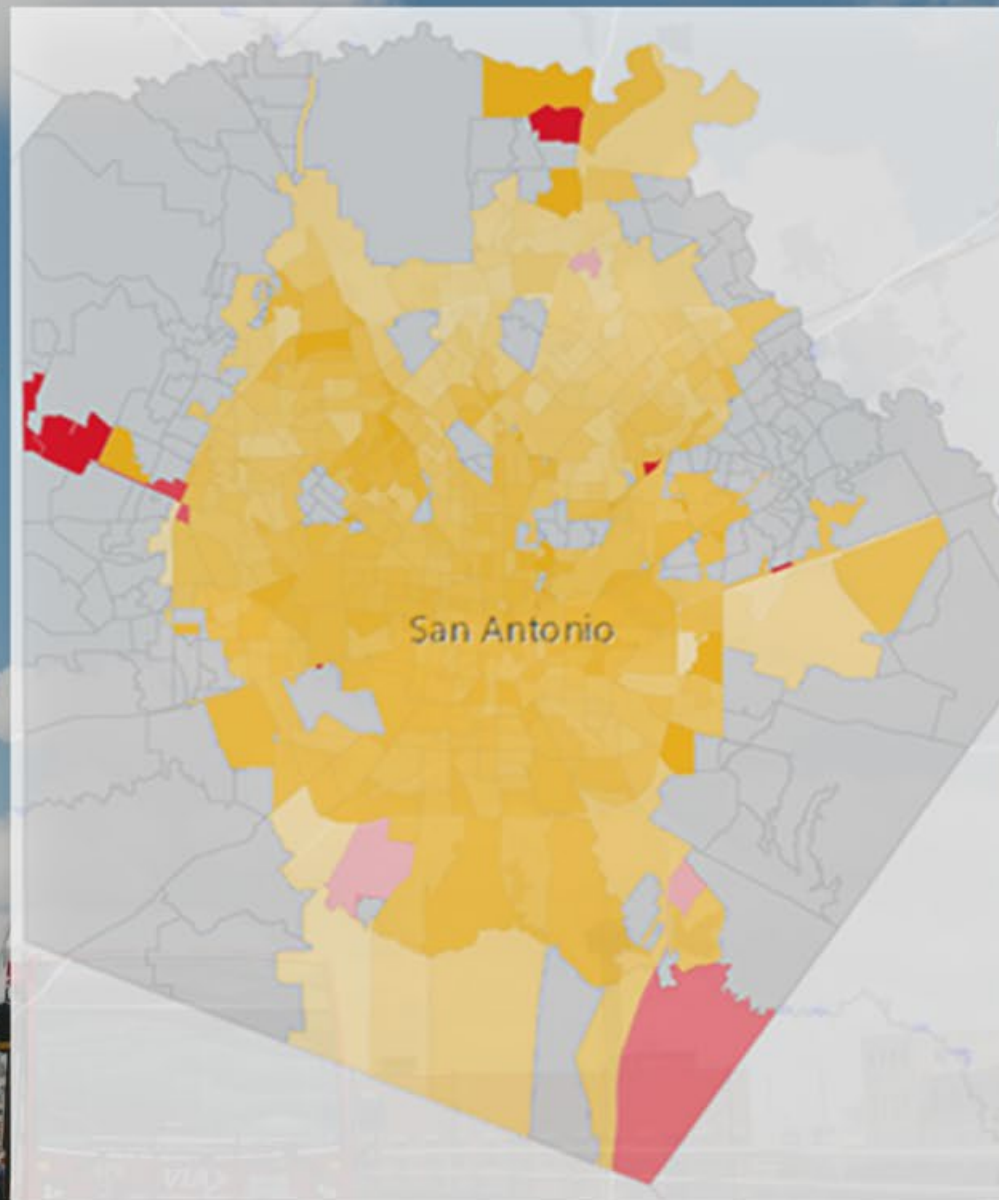
Community-backed initiative to fund transit improvements

Unified in moving people faster
and farther.

For 

Against 

*68% voter approval of funding transit
improvements in November 2020.



68% VOTER APPROVAL*

to fund **VIA** *KEEP SA MOVING*

San Antonio is billions of dollars behind.

VIA remains the least-funded
transit agency among major
metro areas in Texas.

Sales Tax Revenue FY 25

1,210 SQ MI *



\$274M

VIA + ATD



549 SQ MI



\$574M

Capital Metro |
Austin



700 SQ MI



\$910M

DART | Dallas



1,285 SQ MI



\$1B

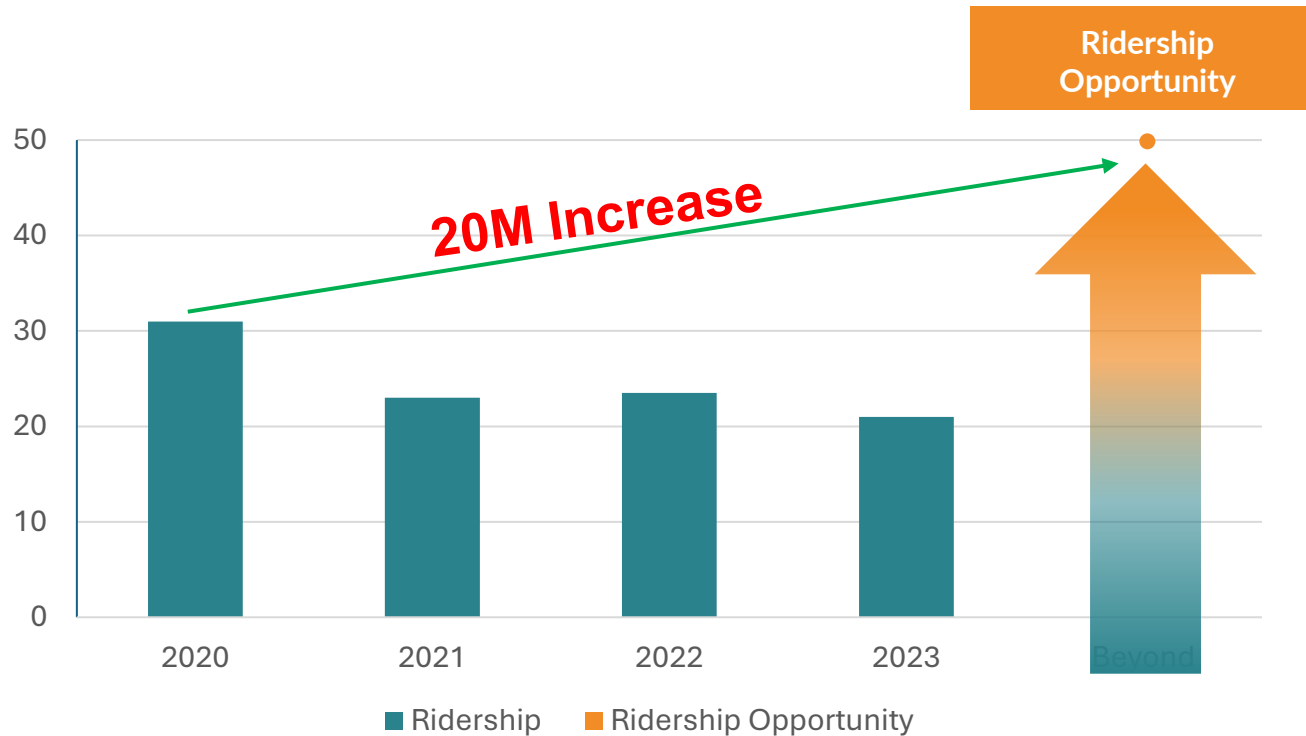
METRO | Houston



* Jan 2026 \$54M

Expanding Ridership Potential

Driving Ridership Growth



Where We Are

Ridership opportunities for continued growth and community impact with new leadership.

Opportunity: Expanding access and improving service positions VIA for long-term community benefit.

- **Improving Customer Experience**
Enhance service and improve the customer experience to meet community needs better.
- **Hiring & Streamlining**
Hire bus operators and optimize resources and operations to deliver reliable and efficient transit services.
- **Innovation Through Connection**
Strengthen partnerships and adopt innovative solutions to better serve our community.

Operating Expense Budget

\$307.6M

FY 2025

\$281.9M

FY 2024

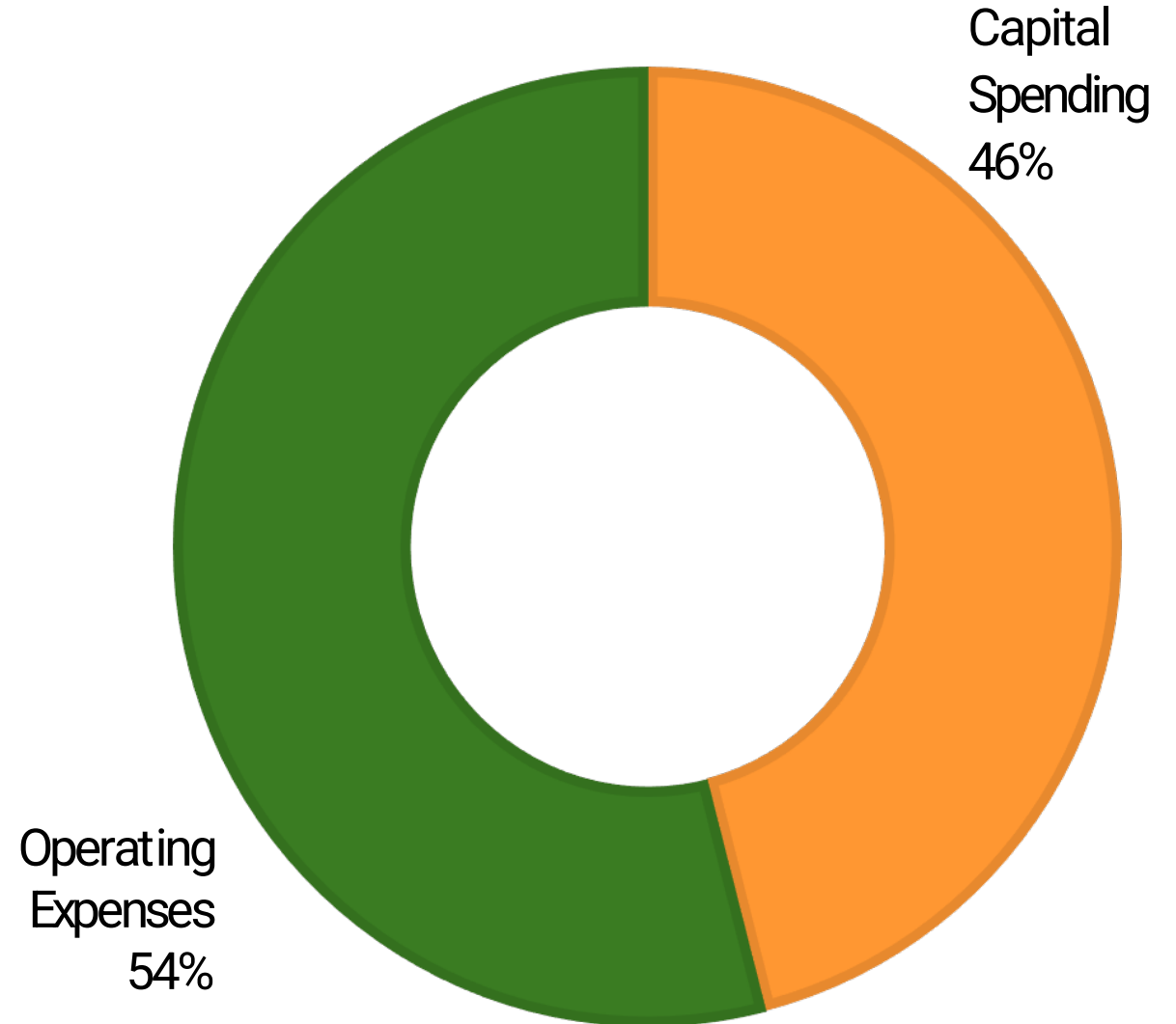
\$274.0M

FY2023



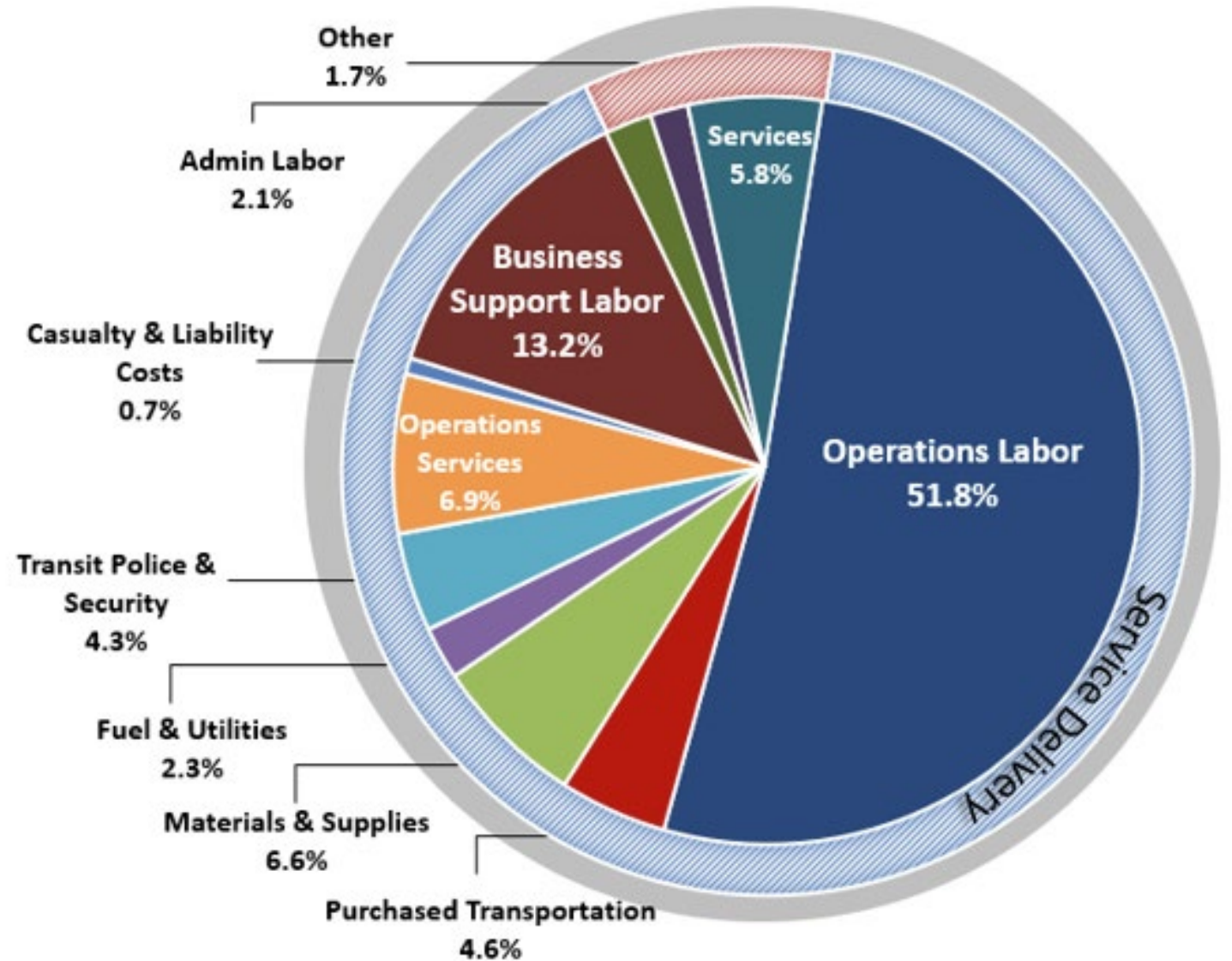
FY 2025 Operating and Capital Consolidated Budget

	\$M
Operating expense budget	\$307.6
Capital spending budget	\$265.9
Total consolidated budget	\$573.5



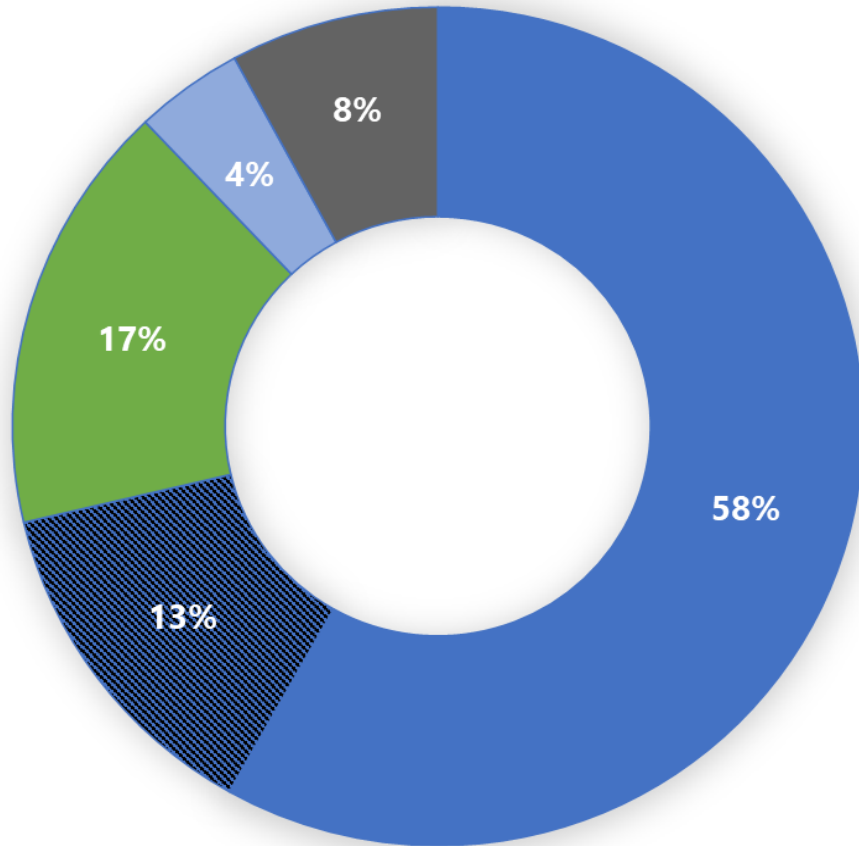
FY 2025 Operating Expense Budget

\$307.6M



REVENUE ASSUMPTIONS/PROJECTIONS

Revenue FY 2025



■ Sales Taxes ■ ATD (VIA Share) ■ Grants
■ Farebox ■ Other Net Revenue

Total Revenue: \$384.6



\$223.7M
Sales Tax - MTA



\$50.6M
Sales Tax – ATD
(VIA portion)



\$63.9
Grants



\$15.9
Farebox Revenue

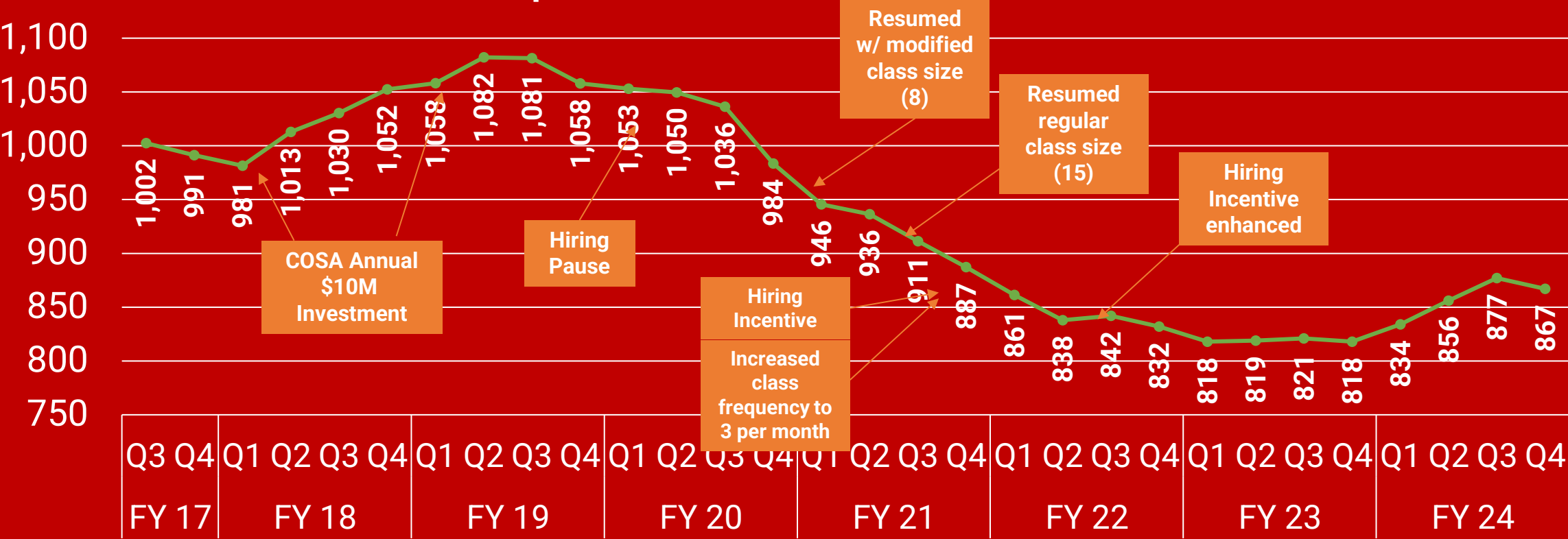


\$30.5M
Other Net Revenue (includes COSA
Partnership, Investment Income, Bus
Advertising , and Misc. Revenue)

Operating Expenses: \$307.6M

OPERATOR RECRUITMENT/HIRING

Full-Time Equivalent Bus Operator Workforce





Financial Highlights

FY25 Reporting - December



Balance Sheet

Statement of Net Position (\$ in Millions)

FY25 – December



Statement of Net Position	FY2024	FY2025	FY25 vs. FY24
Current Assets	\$552.3	567.4	\$15.1
Capital Assets	420.6	414.3	(6.3)
Other Noncurrent Assets	272.8	275.5	2.7
Total Assets	1,245.7	1,257.3	11.6
Deferred Outflow of Resources	66.9	59	(7.9)
Total Assets and Deferred Outflow of Resources	1,312.6	1,316.3	<u>3.7</u>
Current Liabilities	93.6	84.8	(8.8)
Long-Term Liabilities	479.4	475.5	(3.9)
Total Liabilities	573.0	560.3	(12.7)
Deferred Inflow of Resources	11.6	7.1	(4.5)
Total Liabilities and Deferred Inflow of Resources	584.6	567.4	<u>(17.2)</u>
Net Investment in Capital Assets	258.7	145.8	(112.9)
Restricted	118.4	142.9	24.5
Unrestricted	350.9	460.2	109.3
Total Net Position	\$728.0	748.9	\$20.9

Treasury Overview (\$ in Millions)

December 31, 2024



Outstanding Debt						Cash Reserves			
Debt Series	Maturity (mmm/yy)	Int Rate	Issued	Balance	FY25 Debt Service	Cash Reserves	Nov 2024	Dec 2024	Variance
Series 2013	Aug 26	4.49%	\$40.0	\$2.9	\$1.6	Unrestricted	\$429.1	421.3	\$(7.8)
Series 2014	Aug 27	5.00%	32.9	3.8	1.4	Restricted*	259.3	259.3	0.0
Series 2017	Jul 29	5.00%	82.0	45.0	10.3	Total Cash Reserves	\$688.4	680.6	\$(7.8)
Series 2020	Jul 25	1.05%	11.0	2.2	2.3	Policy Days Cash on Hand Requirement	120 days	120 days	0 days
Series 2020	Aug 38	2.26%	28.9	27.1	1.0				
Series 2020	Aug 38	2.17%	23.8	22.2	0.8				
Series 2024	Aug 54	4.36%	143.4	143.4	6.2	Actual Days Cash on Hand	168 days	158 days	(10) days
\$Total/ %Weighted Avg		4.03%	\$362.0	246.6	\$23.6	Interest Earned			
Cash & Investments						Interest Earned	YTD Actual	YTD Budget	FY 25 Budget
									FY 25 Forecast
Cash & Investments		Nov 2024	Dec 2024	Dec 2023		Interest (Act)	\$7.9	4.9	19.4
Cash		\$622.7	639.7	\$149.6					\$31.6
Investments		65.7	40.9	296.0					
Cash & Investments		\$688.4	680.6	\$445.6		Interest %	4.6%		4.6%

*Restricted cash reserves includes cash set aside for bond construction funds, bond funds, TxDOT grant funds, debt service, construction, and Bexar County 2024 Funds.



Income Statement

Revenues & Expenses (\$ in Millions)



FY25 – December

Revenues & Expenses December 2024	Month		YTD		2024	2025	2025
	Act	Bud	Act	Bud	Actuals	Budget	Forecast
Sales Taxes *	\$26.7	27.5	71.5	71.0	265.4	\$274.4	\$274.9
Grants	3.6	4.6	12.2	13.9	50.9	63.9	63.1
Fare Box	1.2	1.3	4.0	4.1	15.5	15.9	15.9
Capital Contributions	0.4	0.0	19.7	0.0	106.2	0.0	66.4
Other	2.0	0.8	8.6	5.2	27.0	30.5	31.8
Revenues	33.9	34.2	115.9	94.2	465.0	384.7	452.1
Labor & Fringes	16.2	18.8	54.7	56.8	185.1	218.8	219.6
Services	2.3	3.5	8.1 ⁹	11.7	27.7	40.0	37.8
Purchased Transportation	0.1	1.2	3.8	3.3	11.0	14.2	15.8
Material & Supplies	2.3	2.2	7.1	6.7	25.3	23.1	23.4
Other	0.5	0.7	1.7	2.5	16.7	21.3	20.5
Expenses	21.4	26.4	75.3	81.0	265.8	317.4	317.1
Change in Net Position	\$12.5	7.8	40.6	13.2	199.2	67.3	\$135.0

* Sales Taxes as shown is reduced by remittances to other entities.

Capital Program Sources & Uses (\$ in Millions)



FY25 – Budget

Unrestricted Cash Reserves Beginning FY 2025		\$184.0				
Capital Program Sources & Uses	FY25	FY26	FY27	FY28	FY29	Total
Capital Program Uses						
Revenue Vehicles	\$31.6	0.0	65.9	4.4	65.1	252.8
Passenger Facilities	19.1	6.9	2.9	4.4	1.2	34.5
Operational Facilities	26.6	10.8	1.0	0.0	0.0	38.4
Replacement Components for Revenue Vehicles	10.8	5.3	5.3	0.0	0.0	21.4
Keep San Antonio Moving (KSAM)	166.0	241.6	228.6	177.4	40.4	854.0
Other	11.8	4.0	3.3	0.5	0.4	20.0
Total TIP Projects	265.9	268.6	307.0	272.5	107.1	1,221.1
Funding Sources						
Grant Funds	63.1	161.1	158.5	86.3	41.4	510.4
TxDOT Grant Funds	3.3	0.0	0.0	0.0	0.0	3.3
Bonds	69.9	45.8	39.5	81.8	60.7	297.7
VIA Cash/Capital	129.6	61.7	109.0	104.4	5.0	409.7
Total Funding Sources	265.9	268.6	307.0	272.5	107.1	\$1,221.1
Unrestricted Cash Reserves Ending FY 2029		\$230.3				



VIA 
KEEP SA
MOVING

UNDERSTANDING THE NEED

1

Texas is the **fastest-growing state** in the U.S.



The San Antonio Region will add **1.6 M new residents** between 2010 and 2040.



And **1.3M new vehicles** to our roadways.

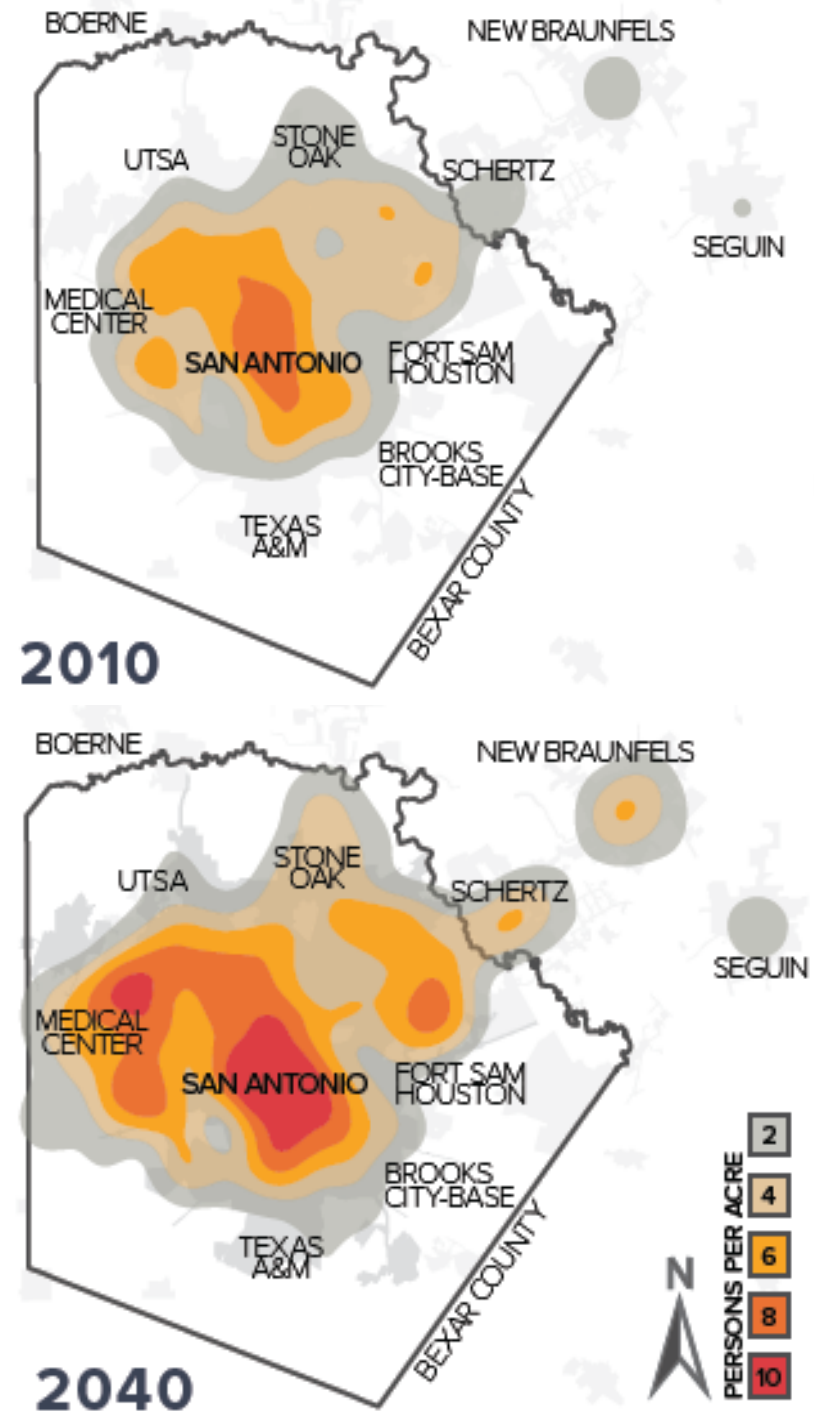


The growth is equivalent to **146 new residents** per day.



It will also bring an estimated **838,000+ new jobs**.

Projected Population Growth | 2010 – 2040



UNDERSTANDING THE NEED



By 2040, the average person will **spend more time driving.**

- **2010:** 50 minutes per day
- **2040:** 91 minutes per day



By 2040, average **travel speed will decrease.**

- **2010:** 29 mpg
- **2040:** 19 mph



This will **affect people's ability** to reach key destinations.

Roadway Congestion | 2010 – 2040



THE EVOLUTION OF KEEP SAN ANTONIO MOVING (KSAM)





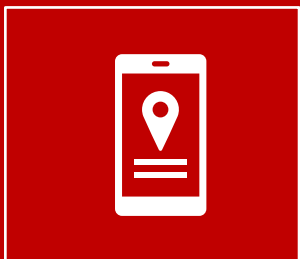
IMPROVE THE SYSTEM

- Connect more people to more places with additional options by offering more frequent and reliable transit service.
- Focus on innovation



EXPAND MOBILITY OPTIONS

- Make more trip options available to fit different/specific needs.
- More VIA Link zones.



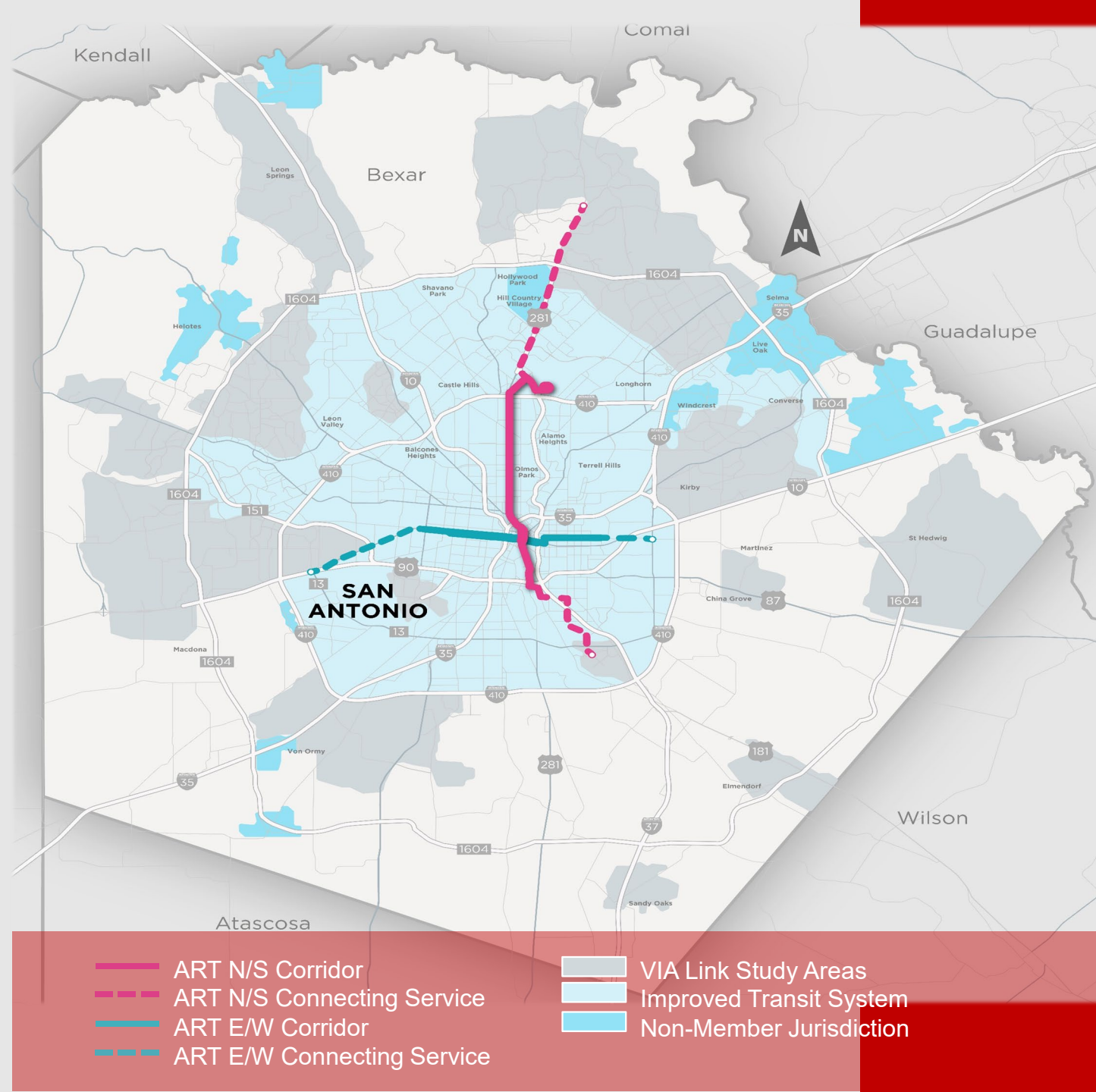
INVEST IN CAPITAL AND TECHNOLOGY

- Advanced Rapid Transit (ART)
- Universal Travel App
- Attract Federal Dollars



KSAM PROMISE

- ✓ Deliver VIA Rapid Green Line
- ✓ Enhance bus service within network
- ✓ Expand VIA Link service
- ✓ Build new ops/maintenance facility
- ✓ Plan for accessible service expansion
- ✓ Deliver VIA Rapid Silver Line
- ✓ Further expansion of VIA Link Service
- ✓ Full build-out of maintenance facility



KSAM GOALS 2025 | *Deliver Keep San Antonio Moving Projects*

Advance VIA Rapid Green Line (N/S ART Corridor)

- Full Funding Grand Agreement in place
- Construction phasing schedule finalized
- Pre-construction work in progress
- Ongoing community engagement and education outreach

Advance VIA Rapid Silver Line (E/W ART Corridor)

- Complete environmental studies
- Advance engineering/final design
- Ongoing community engagement/education outreach + Project Offices opening

Advance Better Bus Plan

- Solicit community for Draft Network Plan
- Board adoption and phased implementation
- Invest in frequency improvements in key corridors*
- Grow ridership in five active VIA Link zones

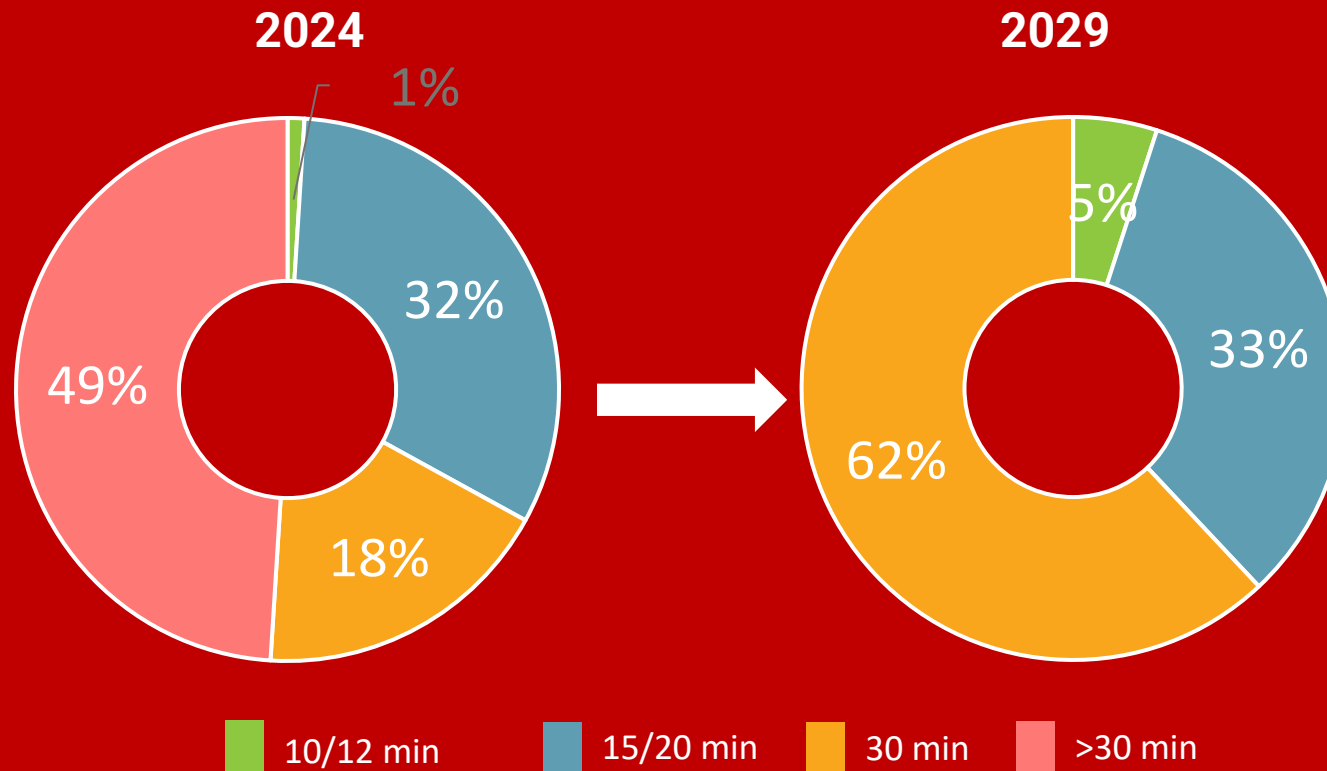
Capital Improvements

- Second Operating and Maintenance Facility
- Eastside Transit Center



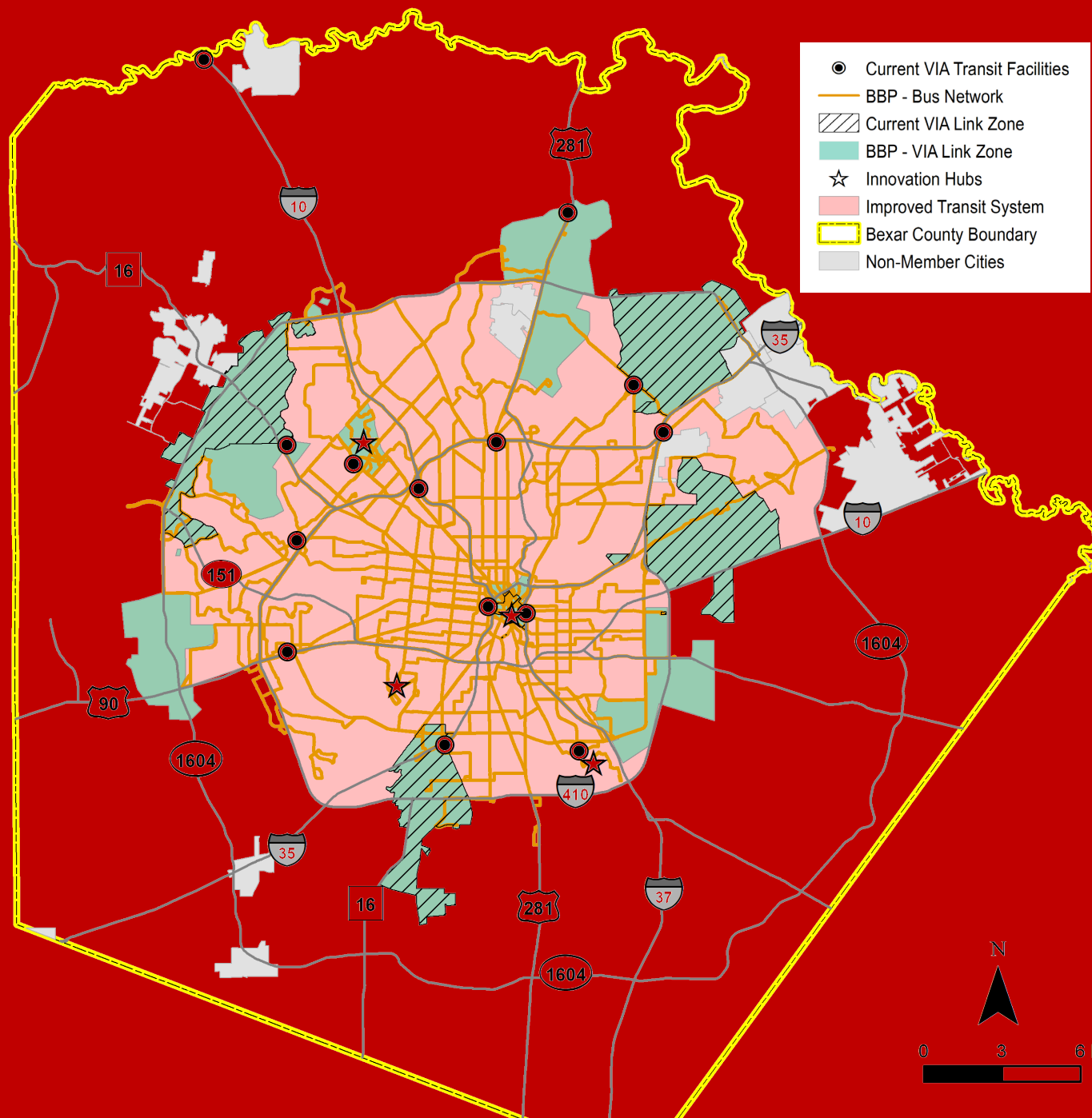
Improving the System

Improve to Frequencies of 30 minutes or better*



*During peak hours





VIA Link Expansion

VIA LINK ZONES

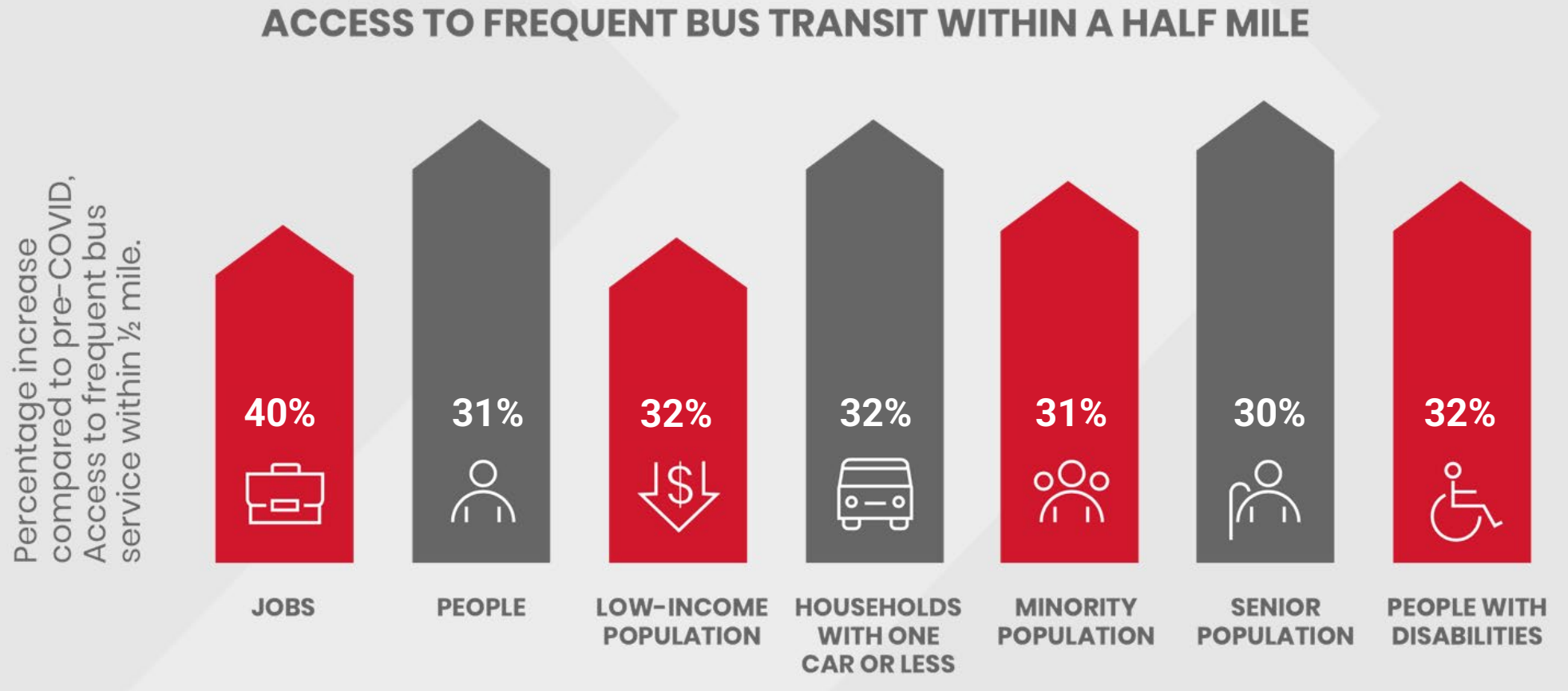
- **65% of people** gain access within ½ mile of transit
- **86% of jobs** gain access within ½ mile of transit
- Up to **50 square miles more** of VIA Link service

INNOVATION HUBS

- New transportation **technologies**
- Flexible, accessible **options**
- First/last mile **solutions**

BENEFITS OF FREQUENT SERVICE

Keep SA Moving
projects are
designed to
enhance the system
so that **31% more
residents** will have
increased access to
frequent bus service
that runs **every 20
minutes or better**
during peak times.



Source: VIA Better Bus Plan – Draft Service Plan Network, November 2024

VIA RAPID

GREEN LINE



Moving more people faster and farther

VIA Rapid Green Line

Green Line Project Details



Construction Limits:

US 281 to
Steves Avenue



Service Connections:

Stone Oak P&R
and Brooks TC



Length:

10.35 miles
*11.7 miles
total length*



Stations:

26 new stations



Vehicles:

17 new
articulated CNG
vehicles



Frequency:

10-minute on
weekdays and
15-minute on
weekends

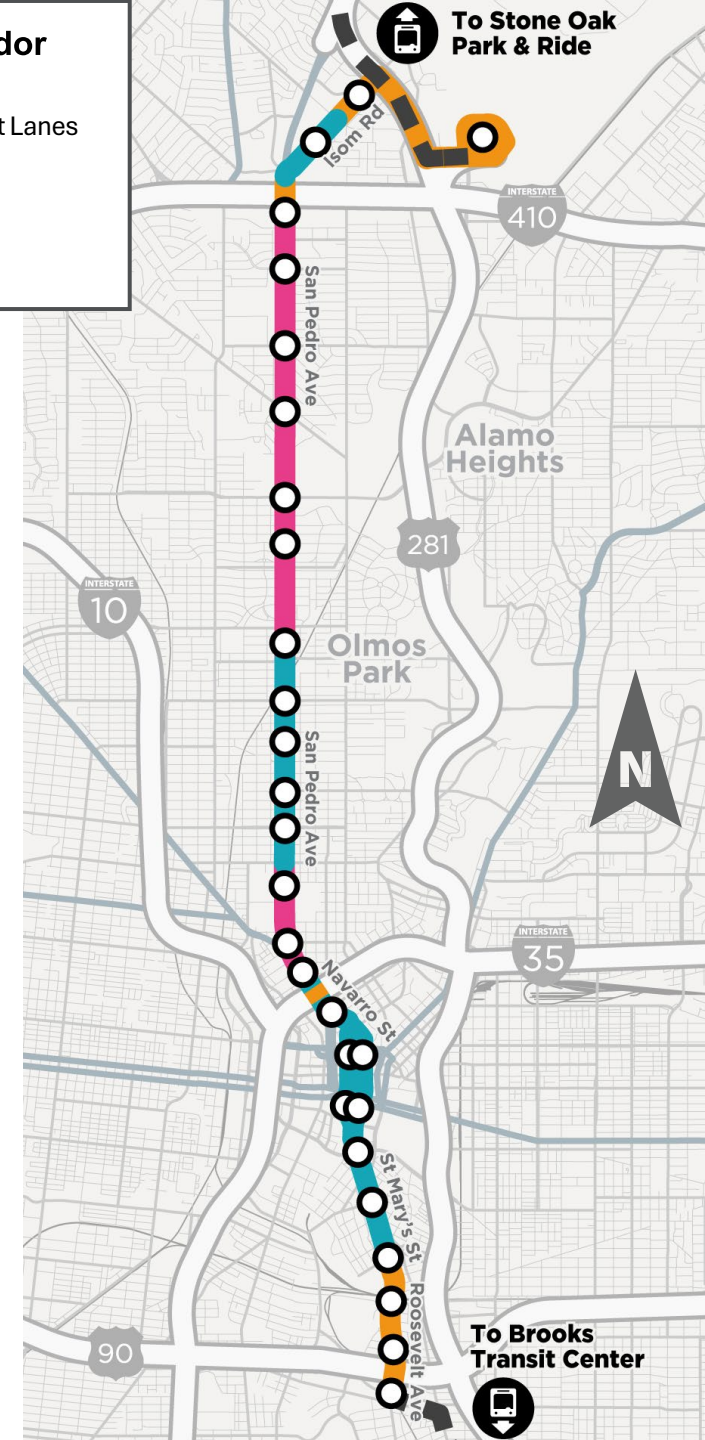


Transit Lanes:

Center Running,
Business Access and
Transit Lanes,
Mixed Traffic

ART North/South Corridor

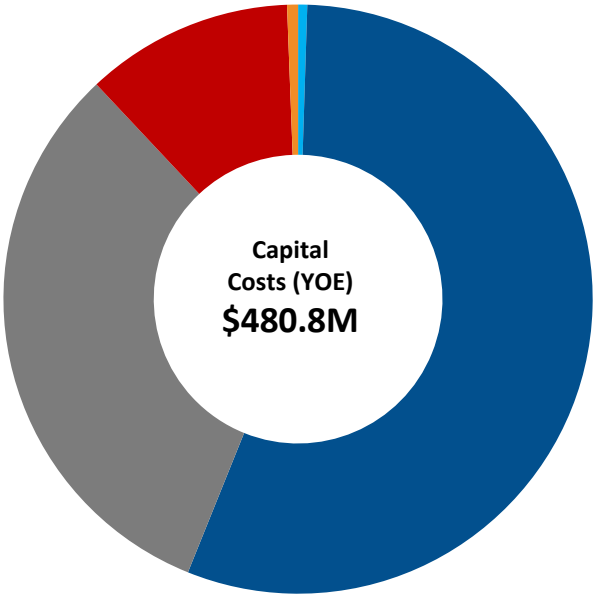
- Center Running Lanes
- Business Access/Transit Lanes
- Mixed Traffic Lanes
- Connecting Service
- Stations



*Cost Estimate Current as of September 2024

VIA Rapid Green Line Financial Plan for Full Funding Grant Agreement

PROJECT COST ESTIMATE		\$480.8M
Federal Funds		\$270.4M
STBG Funds		\$2.6M
New Starts Grant		\$267.8M
Local Bonds		\$153.7M
ATD Revenue Bonds		\$153.7M
Local Funds		\$56.8M
VIA Project Funds		\$54.1M
Texas Mobility Funds		\$2.7M



FEDERAL STBG FUNDS

\$2.6M (0.5%)

NEW STARTS GRANT

\$267.8M (55.7%)

ATD REVENUE BONDS

\$153.7M (32%)

VIA PROJECT FUNDS

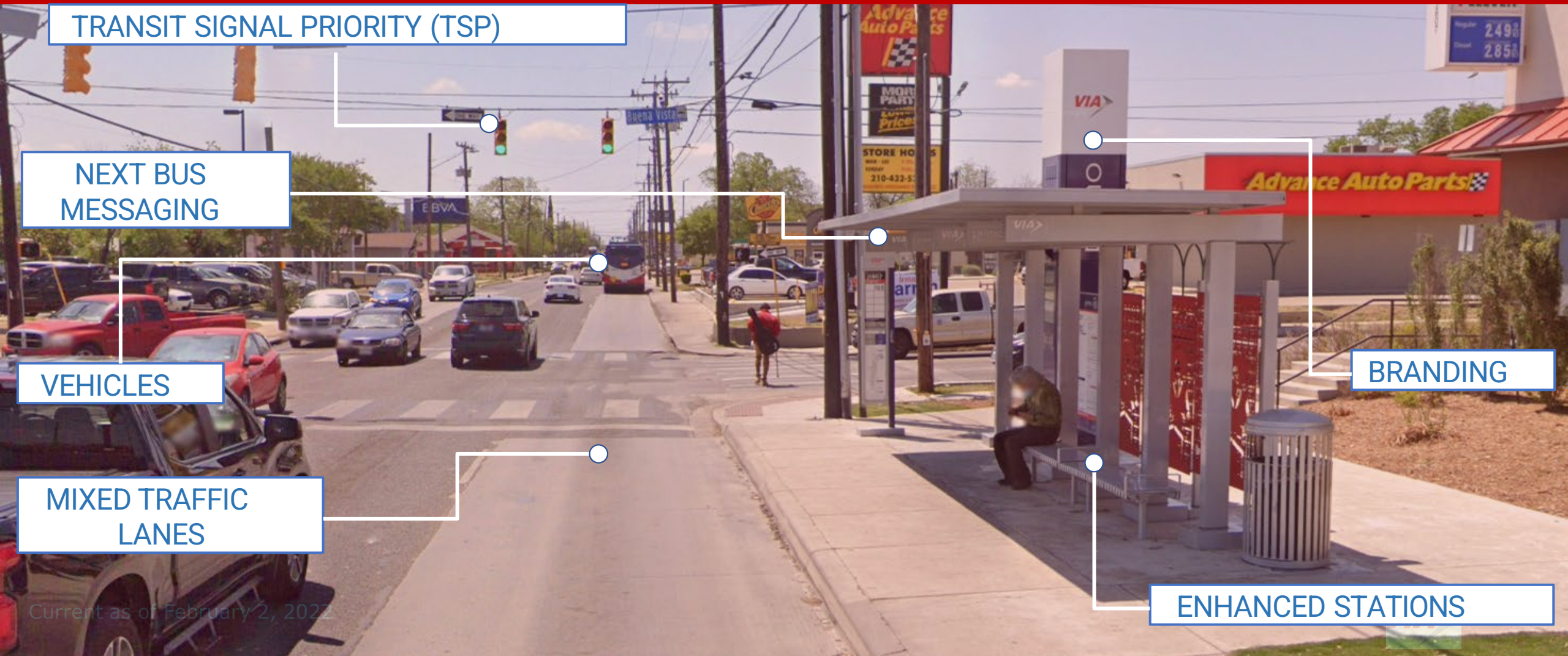
\$54.1M (11.2%)

TEXAS MOBILITY FUNDS

\$2.7M (0.6%)

Notes: Totals may not sum due to rounding. Cost estimate is at 40% design, which is subject to change. Estimate includes a portion of the estimated financing costs that are considered eligible for FTA New Starts funding. Eligible financing costs include bond issuance costs and interest accrued during project construction.

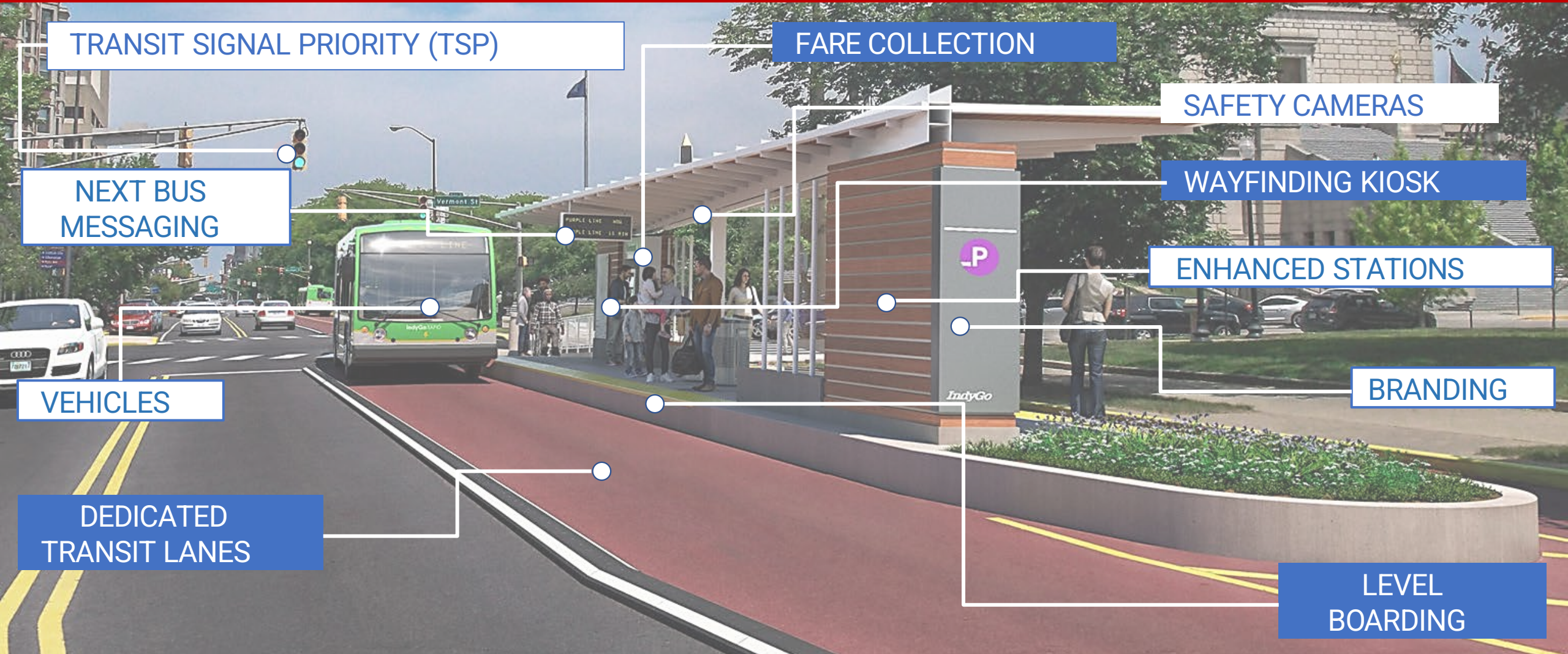
Prímo Service



Current as of February 2, 2022

Current as of February 2, 2022

ART is the Next Step



Current as of September 2024

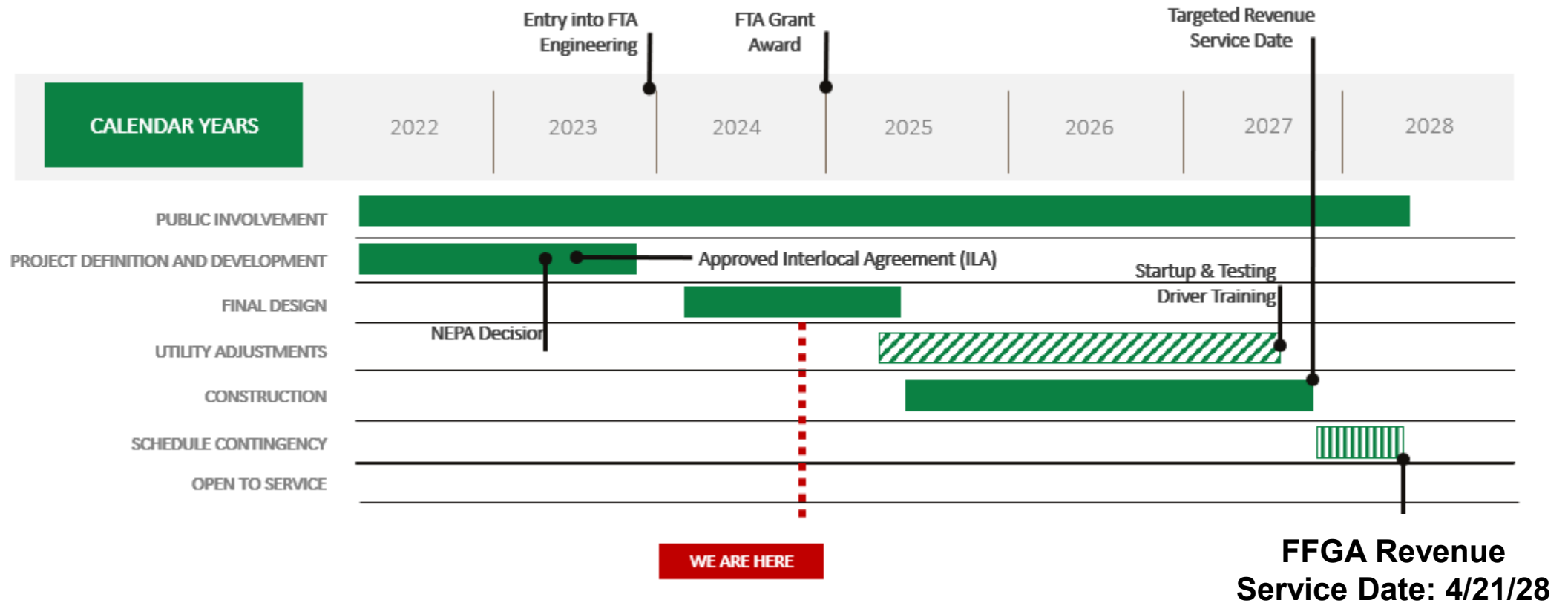
Note – The example shown here is based on the center running a dedicated lane.

Features and Benefits

- Improve 20 intersections
- Upgrade 66 traffic signals
- Add and repair 4 miles of sidewalks
- Supports economic development
- Replace 79 inlets and drainage improvements at stations
- 47 lane miles of pavement resurfacing



VIA Rapid Green Line Overall Schedule



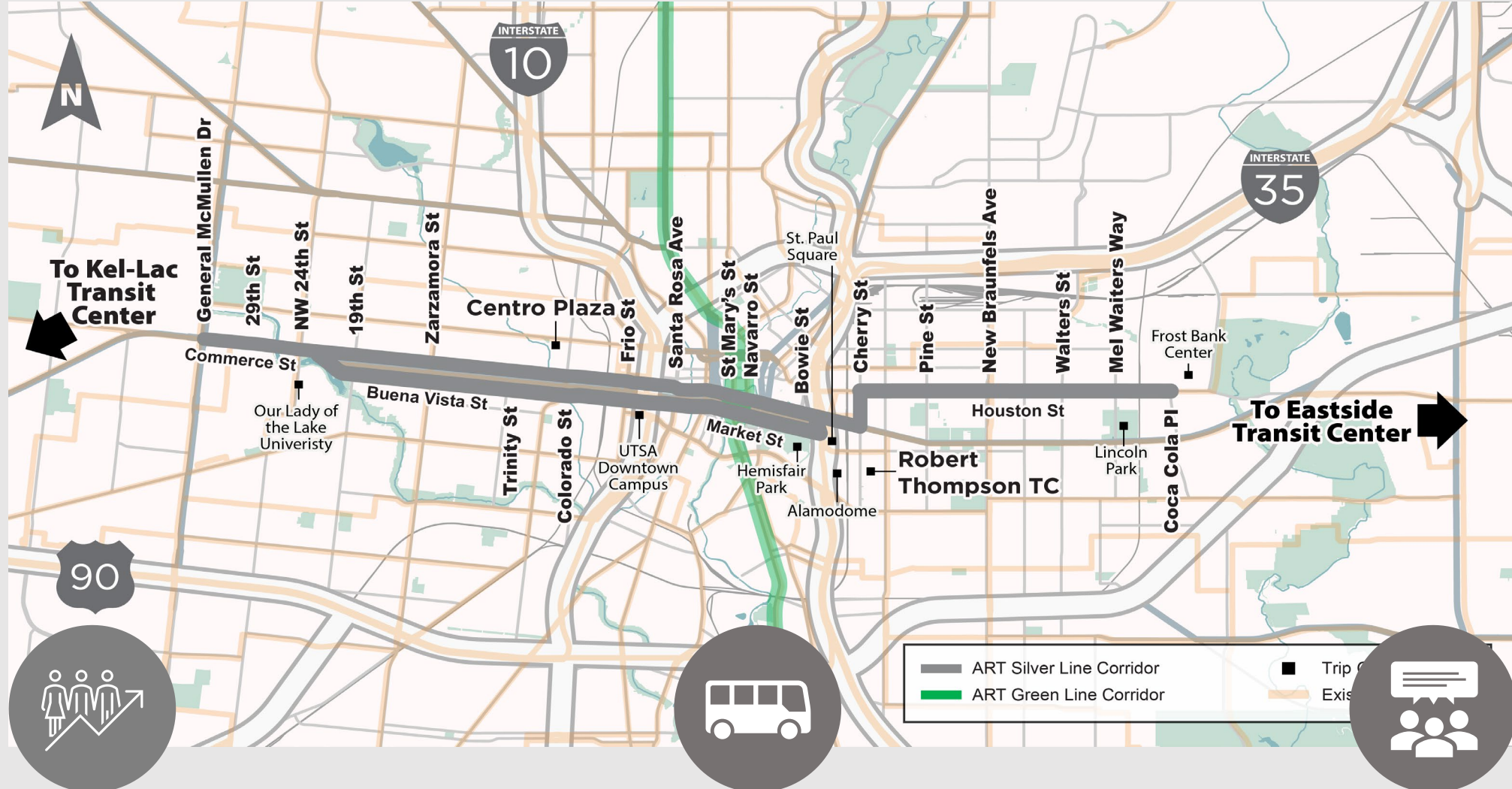
VIA RAPID

SILVER LINE



Moving more people faster and farther

VIA Rapid Silver Line

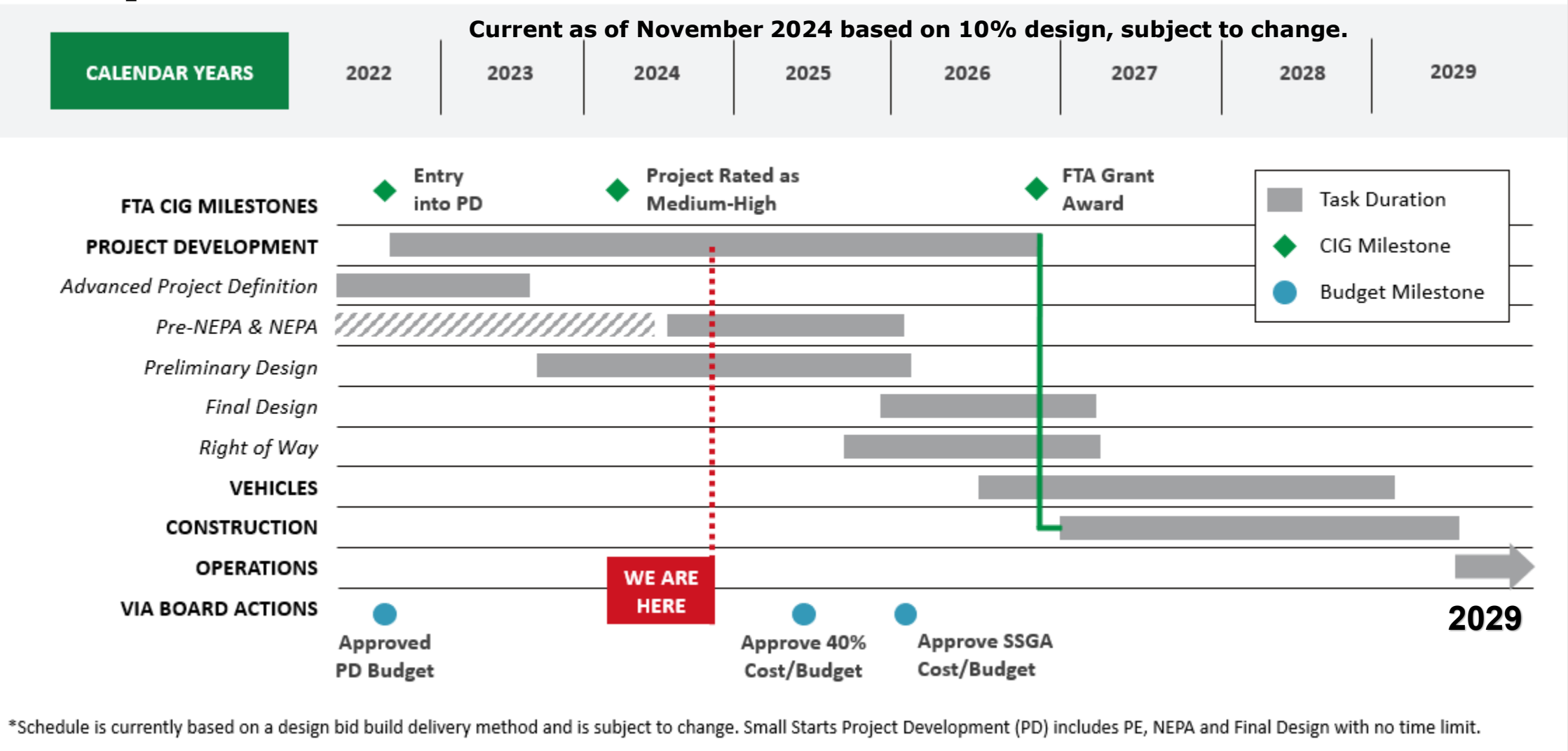


Meeting the growth of
our region

Providing faster, frequent,
reliable travel for everyone

Improving the experience

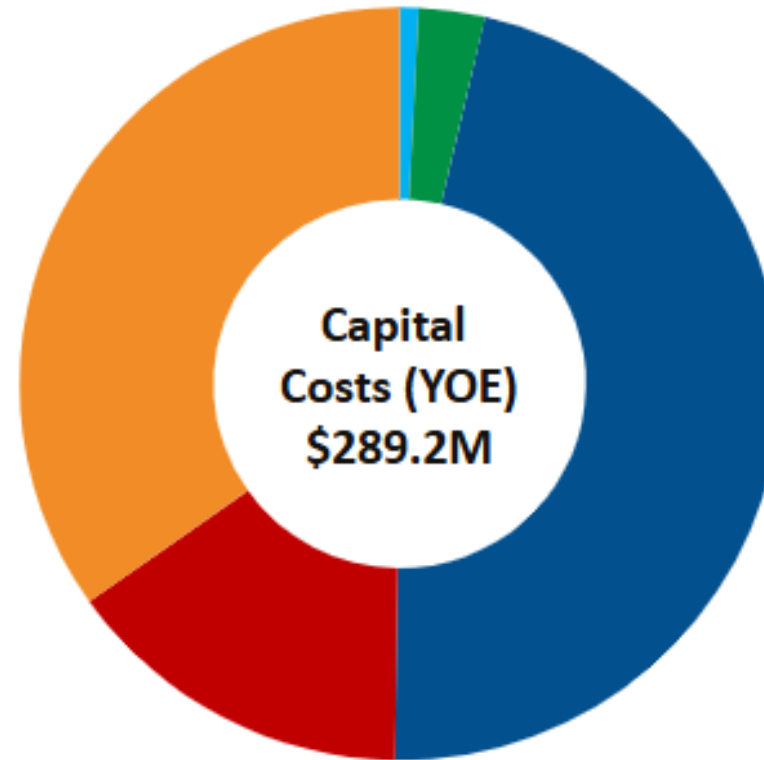
VIA Rapid Silver Line Overall Schedule



VIA Rapid Silver Line Financial Plan

PROJECT COST ESTIMATE	\$289.2M
Federal Funds	\$145.3M
STBG Funds	\$2.4M
CIG Small Starts Grant – pre-award	\$8.1M
CIG Small Starts Grant	\$134.8M
Local Funds	\$143.9M
VIA Project Funds (\$0.6M STBG Match)	\$43.4M
ATD Bexar County Funds	\$100.5M

Notes: Totals may not sum due to rounding. Cost estimate and financial plan are preliminary, order of magnitude, and subject to change. Assumes 49.4% share of FTA Capital Investment Grant funds.



FEDERAL STBG FUNDS
\$2.4M (0.8%)

SMALL STARTS GRANT – PRE-AWARD
\$8.1M (2.8%)

SMALL STARTS GRANT
\$134.8M (46.6%)

VIA PROJECT FUNDS
\$43.4M (15.0%)

BEXAR COUNTY FUNDS
\$100.5M (34.8%)

ART CIG Program Overview

VIA RAPID GREEN LINE

- New Starts Project with \$480.8M YOE*
- Completed NEPA in May 2023; Entered in Engineering in December 2023
- Received Medium-High Rating from FTA; Full Funding Grant Agreement expected Jan 2025
- Critical 3-Year Timeline to open revenue service (Fall 2027)**
- Anticipated New Starts CIG funds - \$267.7M based on FY 2024 and prior year appropriations

VIA RAPID SILVER LINE

- Small Starts Project with \$289.2M YOE*
- Currently in Project Development (NEPA/40% Design)
- Received Initial Medium-High Rating from FTA;
- Received \$8.1M CIG and Expedited Project Delivery Pilot Program grant; received \$100.5 million from Bexar County
- Recommended \$134.7M in FY 2025 President's Budget (CIG – Small Starts Grant)

* Current estimated costs and subject to change; rounding error may exist

** VIA Goal is to open in Fall 2027 but by April 2028.



CAPITAL PROJECTS

Building for a Better Tomorrow



CAPITAL PROJECTS

FINAL DESIGN/CONSTRUCTION

Randolph Transit Center
Under construction

Eastside Transit Center
Out for bids Oct 2024



CAPITAL PROJECTS

PROGRAMMING AND CONCEPTUAL DESIGN

- *2nd Maintenance/Operations Facility*
- *Site Selection/Acquisition*

PLANNING INITIATIVES

- *Mobility-on-Demand Expansion*
- *Facility Master Planning*





VIA's NaviLens Technology

NaviLens is wayfinding and information technology that helps blind and low-vision riders navigate to a bus stop, access real-time next bus arrival information, and receive directions to the bus when it arrives at the bus stop with the use of their smart phone (Android or IOS) and the NaviLens apps. The technology can be used in 34 different languages, meaning that non-English speakers can also use the system to more easily use transit here.

Over the next several months, VIA will install nearly 6,000 multi-colored QR-style coded NaviLens signs at bus stops and other locations. The NaviLens app automatically detects the signs whenever users' phones are within 50 feet. Once a sign is detected, the app provides spoken navigation to it and translates the code into an audio message that includes real-time information.

Delivering the NaviLens technology underscores VIA's continued commitment to investing in technology and innovation aimed at improving accessibility and the customer experience.



VIA's NaviLens Technology

- App based
- Automatically will detect bus stop(s) within 50ft range
- Provides real time bus information
- App guides user to the bus stop via voice instructions
- App is for all users
- 34 languages

NaviLens NaviLens GO

San Antonio's VIA Metropolitan Transit Texas

Accessible
bus stops





DISCOVER THE NEW COLORS OF OUR CITY



**New look of our maps
makes it easier to explore
San Antonio**

Welcome to the new refreshed bus system map and route schedules! We're excited to introduce a clearer, more user-friendly design that makes navigating our city's bus routes easier than ever before. While the maps have a fresh new look, the service remains the same.

What's New:

- Color-Coded Routes:**
 We use colors to distinguish route "frequency". The color of each route represents how often the bus comes by each stop.
- Distinct Line Styles:**
 Some buses stop at many locations along the route, while others have limited stops or travel express along highways with no stops. Each route now features its own unique line style to represent that stop spacing.

Whether you're a daily commuter, a weekend explorer, or a visitor discovering our city for the first time, our new maps are designed to simplify your journey and maximize your experience.



So, hop on board and explore everything our city has to offer with confidence, convenience, and clarity.



VIAinfo.net/newmaps
(210) 362-2020




Frequent Service • Servicio Frecuente

During the midday, a bus comes every...
Durante el mediodía, un autobús pasa cada...

-  **primo**
 15 minutes or less • minutos o menos
-  20 minutes or less • minutos o menos

Standard Service • Servicio Estándar

During the midday, a bus comes every...
Durante el mediodía, un autobús pasa cada...

-  30 minutes • minutos
-  40-60 minutes • minutos
-  More than 60 minutes or rush hours
 Más de 60 minutos o horas pico

Service Type • Tipo de Servicio

-  Regular Route • Ruta Regular
-  Skip Route • Ruta Skip
 Limited-stop service • Servicio con paradas limitadas
-  Express Route • Ruta Expreso
 Non-stop service • Servicio sin paradas



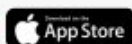
HOW IT WORKS



Book

Download the VIA Link app.

Book a ride when you need it — now or up to 7 days in advance. You can also book online at VIAinfo.net/Link or by phone at (210) 655-LINK.



PRO TIP Use the Transit app to plan trips that include both bus and VIA Link



Pay

Cost **\$1.30** per trip. VIA passes and discounts accepted.



Meet

A VIA Link van will meet you at a nearby **predetermined pick-up** location within the zone.



Ride

Present your driver with the payment then sit back and relax.



Link

When **transferring to a VIA bus**, ask the driver for a **FREE** transfer.



VIA Link is the convenient way to connect to shopping, restaurants, work and more in your neighborhood.

Transfer from Link to a bus for seamless connections outside the zone.



Easy

On-demand service means VIA is on your schedule.



Faster

Cut down your travel time with short wait times. A Link van is usually available to pick you up in less than 20 minutes.



Only \$1.30

Same low fares as regular VIA services. VIA passes are accepted, and discounts are available for students, seniors, children and others.



VIAINFO.NET/LINK



Your link to the neighborhood

A ride service on your schedule, and at VIA prices.



VIAinfo.net/Link

How to Ride VIA Link



VANPOOL SERVICE

VIAWorks Vanpool vehicles may travel almost anywhere, as long as trips start or end within VIA's bus service area. Vanpool makes it possible for **groups of five to 15 persons** to share a ride to work, while splitting the cost of van rental and fuel.

- It eliminates driving a personal vehicle and reduces gasoline and emissions.
- It saves parking costs and traffic hassles.
- It's tax free for riders if done as a payroll deduction.*
- Vanpool drivers may keep the van during evenings and weekends, in exchange for keeping a daily log, and managing the group's finances and scheduled maintenance.
- It offers an attractive benefit package on behalf of employers.
- There is always a **guaranteed ride home** in case of emergency with VIAWorks and the Alamo Commutes Emergency Ride Home program.

For questions about VIAWorks Vanpool, call **210-362-2380**



VIAinfo.net/goMobileplus

goMobile Plus App

Managed by

VIA



VIAinfo.net/HOV

QUESTIONS?



THANK YOU FOR YOUR TIME.

VIAINFO.NET