

Round 1 Community Engagement Summary March 2021

Introduction and background context

This report summarizes the engagement that took place in round one of the Contra Costa Transit Authority East County Integrated Transit Study (study). The purpose of this round of engagement was to define and to collect feedback from community members on the goals, purpose, and need for the study.

The Contra Costa Transportation Authority (CCTA) is studying the cost effectiveness and performance of transit service alternatives along the State Route 4 (SR-4) corridor between the Antioch Bay Area Rapid Transit (BART) station and the future Innovation Center @ Brentwood. The study, funded through a California Department of Transportation (Caltrans) Sustainable Communities Transportation Planning Grant, aims to identify both near-term and long-term solutions for providing transit service between Antioch and Brentwood.

The study will consider an extension of fast, frequent, high capacity, zero-emission transit to Brentwood, while connecting to existing local and regional services. The study is underway, and your participation is important. We have established a planning timeline that relies on early and lasting committee involvement by local stakeholders to advise and review the data-driven process of evaluating alternatives and developing a locally-preferred alternative.

Timeline

The process for developing the study is broken out into four different phases:

- 1. Discovery.** We will develop our vision and study goals and refine with community input.
- 2. Develop details.** We will start to develop alternatives and evaluation criteria based our vision and goals.
- 3. Decision making.** We will refine and evaluate alternatives to identify a locally-preferred alternative.
- 4. Design and Delivery.** We will prepare a conceptual design, cost estimates, and implementation plan for the locally-preferred alternative.

As of April 2021, the project is wrapping up phase one of the study and using the feedback and input received to guide and inform the next phase of work. As of March 2020, the study is following the direction of the Governor's Office to help slow and prevent the spread of the coronavirus, COVID-19. In response to the governor's directive and until directive changes, the project team will plan engagement efforts in an online or virtual form and ensuring that public engagement remains equitable and inclusive.

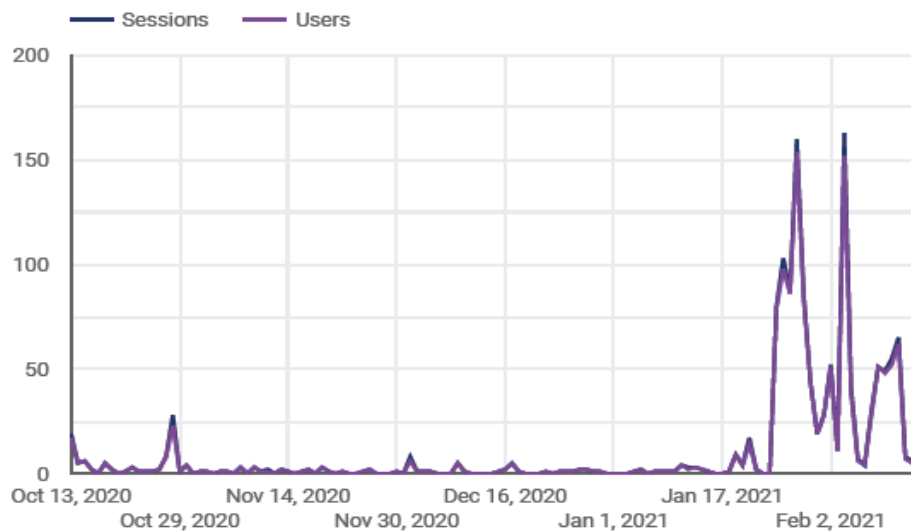
Online Open House

From Oct. 13, 2020 to Feb. 15, 2021, the Contra Costa Transit Authority (CCTA) hosted an online open house at eastcountyransit.com. Through this online open house, visitors could learn about the East County Integrated Transit Study purpose and goals, as well as share feedback on the travel needs of community members. This feedback will help inform the CCTA's East County Integrated Transit Study, which will identify solutions for improving transit service between Antioch and Brentwood.

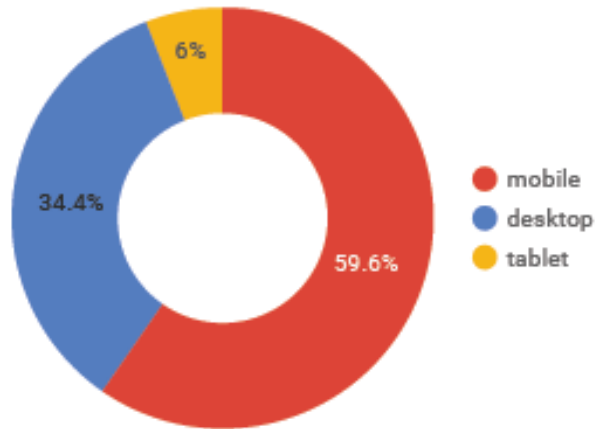
Community members learned about the online open house via email, NextDoor, and other social media shares from governmental and technical partners who participate in the steering and technical advisory committees for the study, social media ads, and community benefit organizations.

The online open house met all accessibility requirements and had the option to be translated using Google Translate to 108 languages. The online open house could be accessed via computer, mobile or laptop, and paper copies could be requested. Users represent unique number of visitors and sessions are the number of times the site was visited. Site analytics for the online open house included:

- Unique users: 1,217
- Sessions: 1,360
- Average session duration: approximately 2 minutes

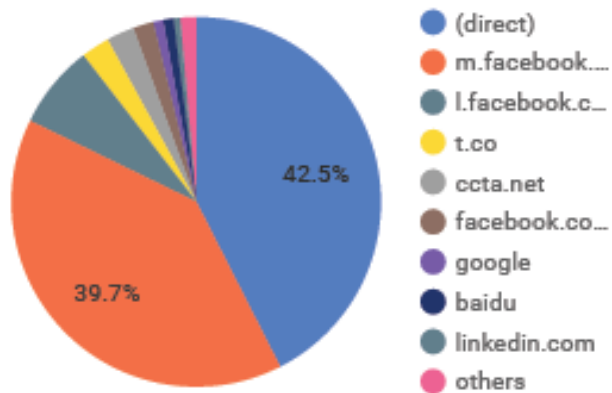


Device



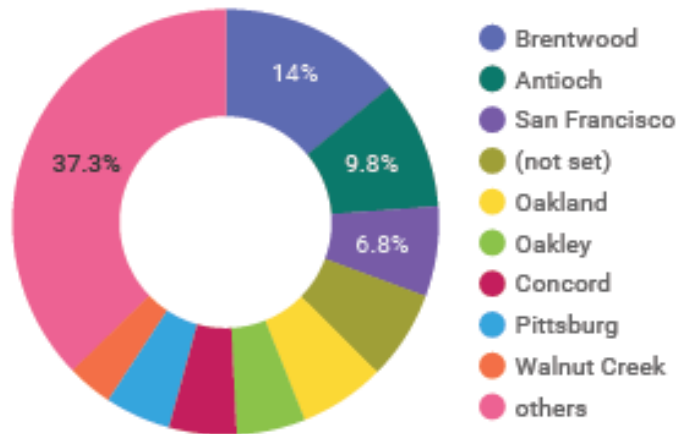
Device: The device used to access the site. 59.6% of devices accessing the site were mobile, 34.4% were desktop computers, and 6% were tablets.

Traffic Source



Source: How users are accessing the site. 42.5% of traffic was direct, which means typing or copying and pasting the site web address (URL) directly into a web browser. 39.7% of traffic was via “m.facebook”, which is Facebook on mobile device. There are two other Facebook URLs. “t.co” is via Twitter.

Visitor Location



Location: Physical location of user when visiting the site, based on their IP address. 37.3% were from other locations not listed here. 14% were from Brentwood, 9.8% were from Antioch, and 6.8% were from San Francisco. The rest were from Oakland, Oakley, Concord, Pittsburg, and Walnut Creek.

Survey results

Through a survey, CCTA learned about visitors' relationship to East Contra Costa County and vision for future transit in the area from 250 respondents.

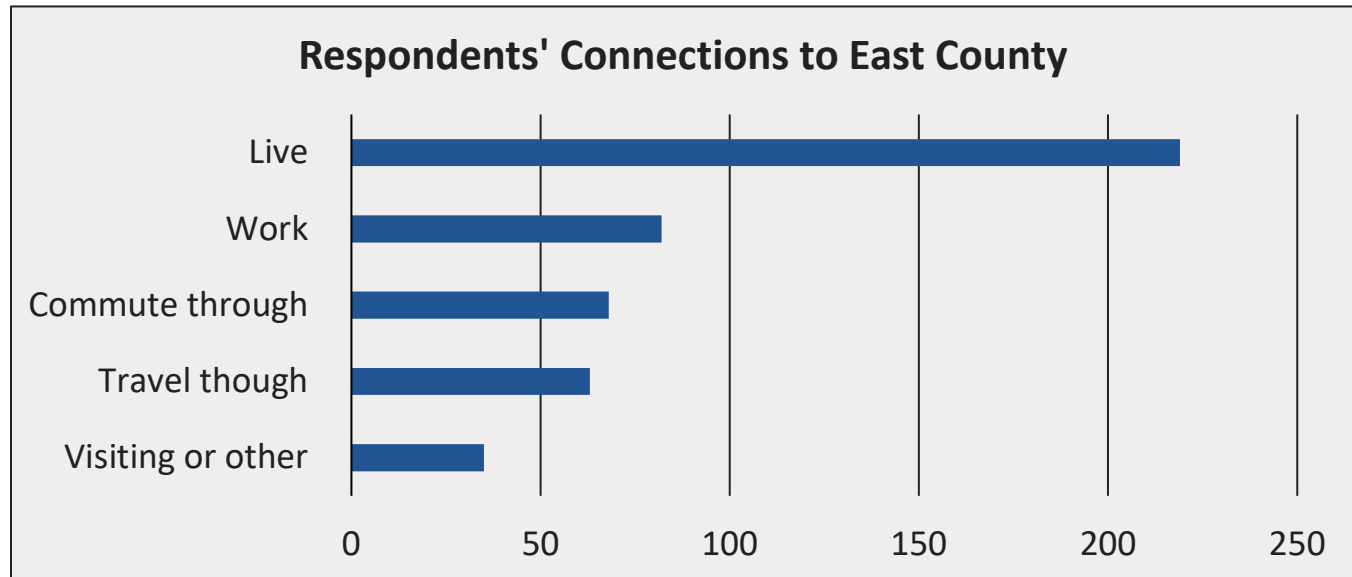
What is your zip code?

The top five zip codes for respondents were all in East Contra Costa County and included:

- 91 from 94561 in Oakley
- 54 from 94513 in Brentwood
- 19 from 94509 in Antioch
- 17 from 94565 in Pittsburg

What is your connection to East Contra Costa County (East County)?

Respondents could indicate if they live, work, travel through, commute through, or visit East County, and could select multiple options. Nearly 90% of respondents (219 out of 250) indicated they live in East County.



Please rank the following goals you think we should prioritize in this study from most important to least. (1 being the most important to 3 being the least important)

Respondents selected their top three priorities out of six. Overall, respondents ranked the options in the following order, from highest to least priority.

1. Improve rider experience
2. Allow for future, innovative transit options
3. Support economic development
4. Respond to equitable access needs
5. Improve air quality
6. Communicate benefits of transit

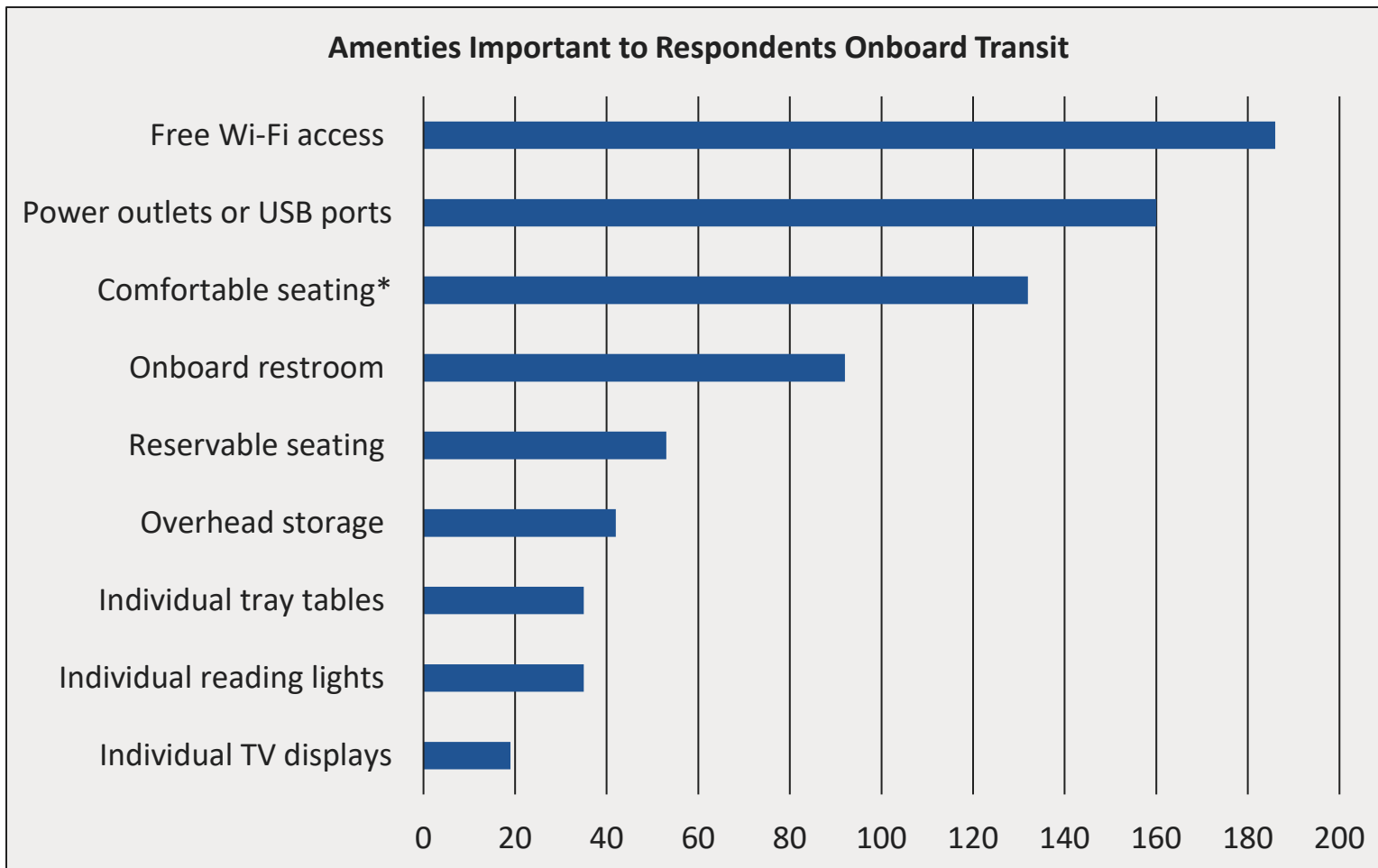
While riding transit, what onboard amenities are important to you when traveling?

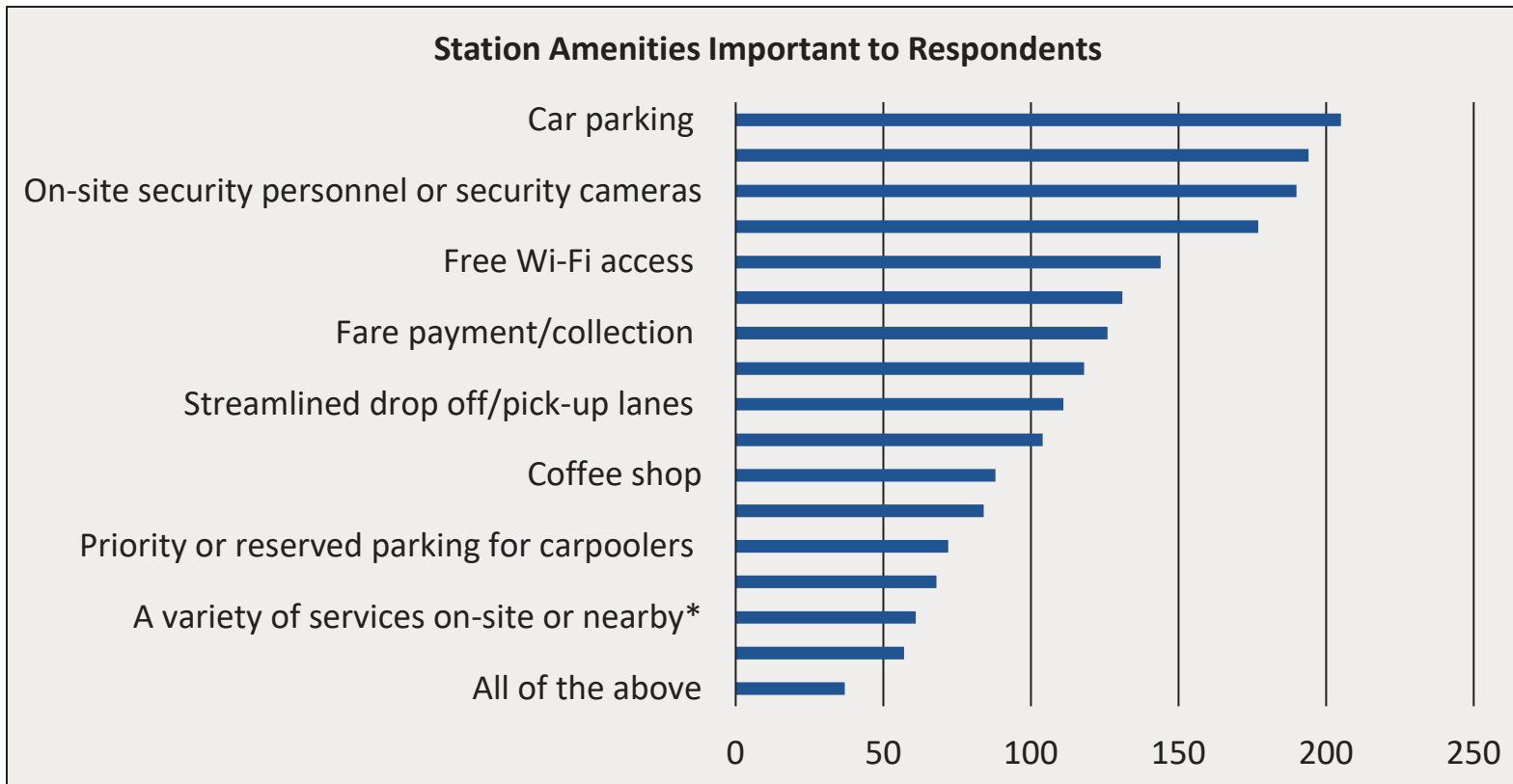
People responding to the survey could select any amenities that they view as important. The top three amenities selected were free Wi-Fi access, power outlets or USB ports, and comfortable seating*. The next six selected were onboard restroom, reservable seating, overhead storage, individual tray tables, individual reading lights, and individual TV displays.

**** Examples provided include reclining seats, comfort headrests, footrests.***

What station amenities are important to you?

Respondent could select any of the options that they considered important. The top three station amenities selected were car parking, bathrooms, and on-site security personnel or security cameras

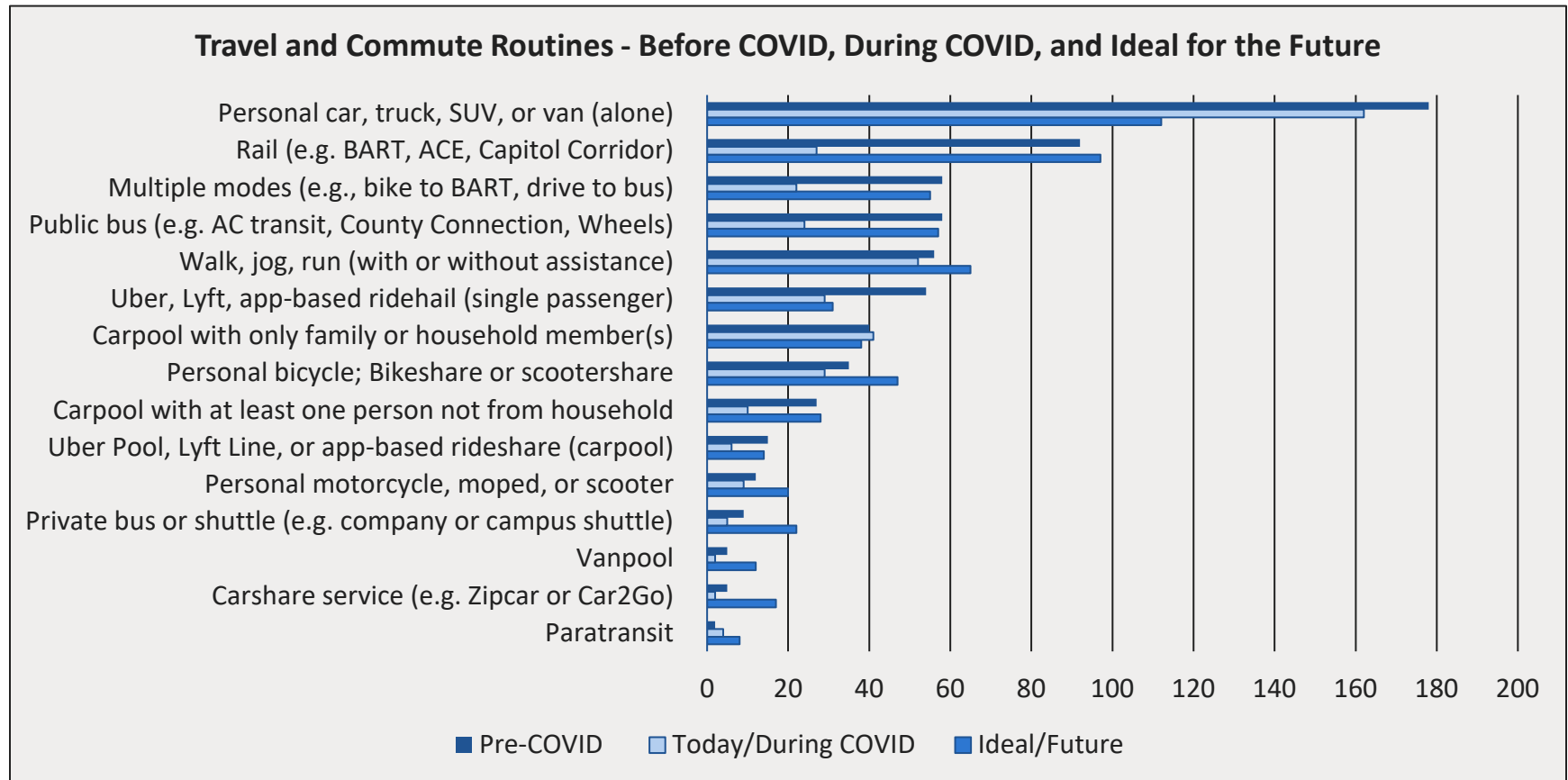




* Examples provided included dry cleaning , grocery pickup, day care services, storage lockers, and food and retail shops.

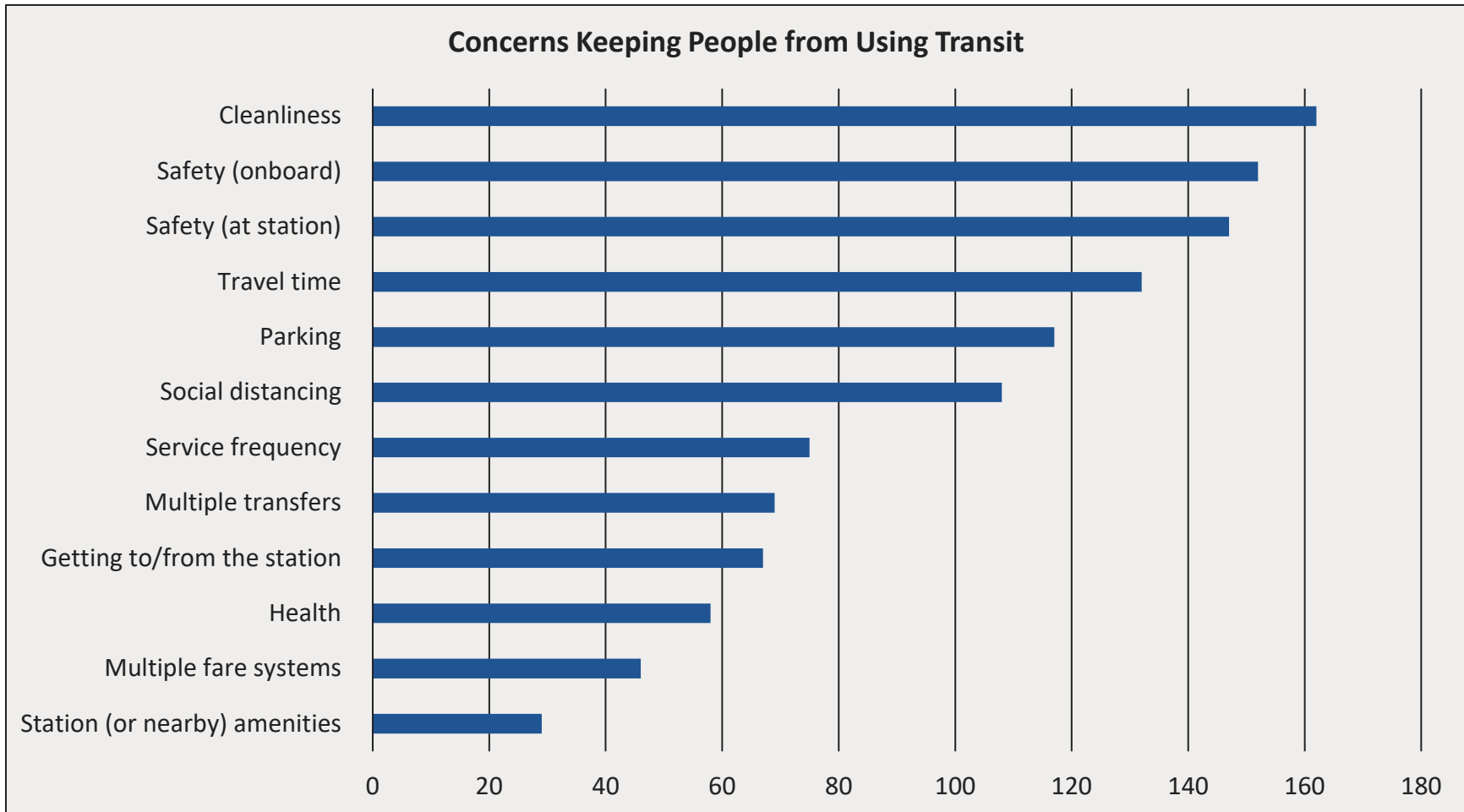
How did you travel/commute pre-COVID, today and what would your ideal/future travel/commute consist of? (select all that apply)

Respondents were able to select all options that applied to their travel and commute routines. The most common travel or commute option prior to COVID were driving alone, taking a train, using multiple modes, using a public bus, and walking, jogging or running with or without assistance. During COVID, the use of all travel options decreased except carpooling with members of the family or household, which increased slightly. As people considered their ideal travel options for the future, responses showed a noticeable decrease in driving alone and using Uber, Lyft, or app-based ridehail services as a single passenger. Responses showed the desire to increase taking the train, walking, jogging or running with or without assistance, using a bike or scooter, using a personal motorcycle, moped or scooter, taking a private bus or shuttle, vanpooling, using a carshare service, or using Paratransit in the future.



What concerns keep you from using transit?

Respondents could select any options that they felt prevented them from using transit. The most common barriers to using transit indicated by the responses were cleanliness, safety on board, and safety at the station.

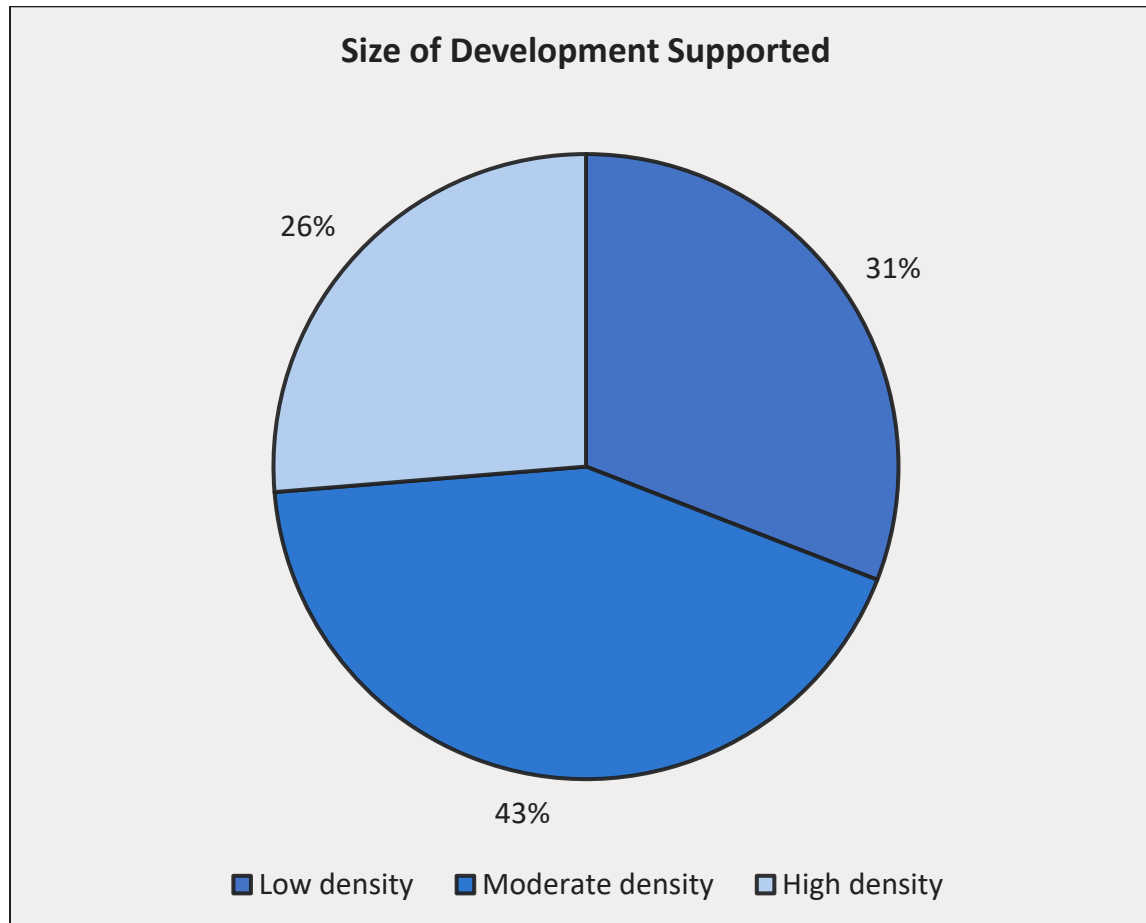


What size of development would you support being built in the area immediately surrounding major, regional transit stations (1/2 mile)?

EAST COUNTY INTEGRATED TRANSIT STUDY (study)

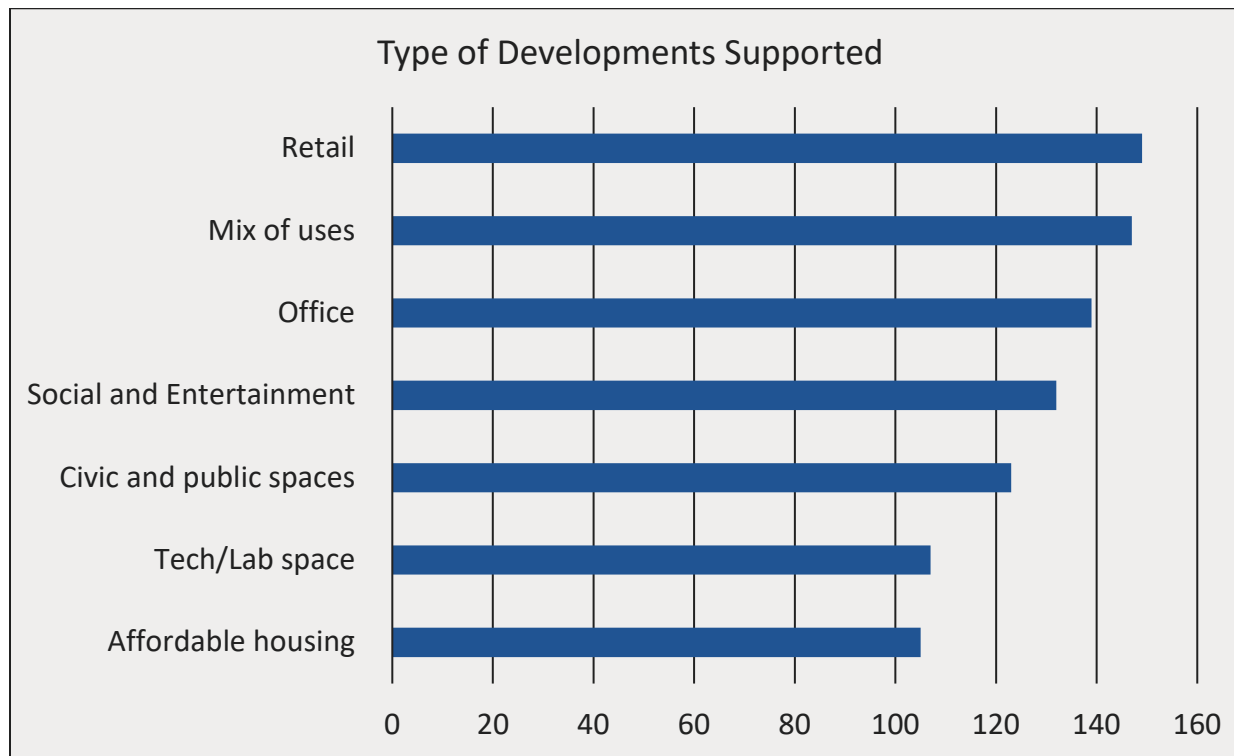
Contra Costa Transportation Authority

Respondents could select between three levels of development density, or how closely people live near each other, to support for the areas within a half-mile of major, regional transit stations: Low density (1-2 story buildings, single use), moderate density (3-5 story buildings, mostly commercial with some mixed use), or high density (over 5 story buildings, multiple mixed uses). Responses were split, with the highest number of respondents supporting the moderate density option of 3-5 story buildings, mostly commercial with some mixed use.



What type of development would you support being built in the area immediately surrounding major transit stations (half a mile)?

Respondents could select any of the options that they supported for types of development. The top three most supported types of development indicated in the responses were retail space, mixed-use space, or office space.



EAST COUNTY INTEGRATED TRANSIT STUDY (study)

Contra Costa Transportation Authority

Open-ended comments

Some visitors also provided additional comments using a comment form at the end of the online open house. Comments have been kept anonymous for privacy protection.

ECITS Round 1 – Summarized Public Comments	Count of Comments
n/a	5
Alternatives	1
Amtrak connection	1
Commuter services	1
More train service	1
not in favor	2
Passenger safety and security	1
Passenger safety and security; cleanliness; affordability; adequate parking	1
Senior accessibility to transit	1
Tri Delta fixed route service	5
Passenger safety and security; cleanliness; affordability; convenient	1
Wants BART extension and address lack of parking	1
Distribution of project related information	2
Accessibility for transit dependent communities	1

EAST COUNTY INTEGRATED TRANSIT STUDY (study)

Contra Costa Transportation Authority

Transit and alternative transportation accessibility in Byron and Discovery Bay	1
Covered bus stops; Sensory impaired passenger accommodations and amenities	1
Grand Total	26

Community-based organizations engagement

We reached out to 14 community-based organizations identified after developing the community engagement plan by CCTA and the consultant team. We reached out to the community-based organizations to share the round 1 online open house with them and request they circulate the online open house with the communities they serve. In addition, TransForm forwarded our communication to Bike East Bay, who did reach out in response. Bike East Bay is a regional bike advocacy non-profit working in Contra Costa and Alameda Counties to improve bicycling and transit. They wrote us to share that they are working with BART on two important projects related to the study:

1. New bike path from Hillcrest Avenue to Antioch eBART Station (tentatively opening March 2021)
2. A bike/pedestrian bridge over the State Route 4 Bypass at the future Brentwood eBART station, which is only funded at this time.

They have also been working with the city of Antioch to add better bike lanes to important streets such as Deer Valley and Lone Tree Way, with not much success. They mentioned that this study could help make a case for better bikeways on these streets, to support better transit and commute alternatives.

They also worked with Tri Delta Transit and CCTA on the 2020 Transportation Expenditure Plan, which didn't pass at the ballot, but had funding for priority Complete Street Projects with transit, walk, and bike infrastructure improvements. They suggested Deer Valley/Lone Tree Way as a good candidate project.