

# East County Integrated Transit Study, Contra Costa Transportation Authority Round 2 Community Engagement Summary October 2021

## Introduction and background context

This report summarizes the engagement that took place in Round 2 of the Contra Costa Transit Authority (CCTA) East County Integrated Transit Study (study). The purpose of this round of engagement was to collect feedback from community members on their preferences of the proposed alternatives and to understand their view of the importance of each of the evaluation criteria.

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 is considering 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. Our planning timeline 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 developed our vision and study goals and refine with community input.
- 2. Develop details.** We started developing 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 October 2021, the project is wrapping up phase two 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

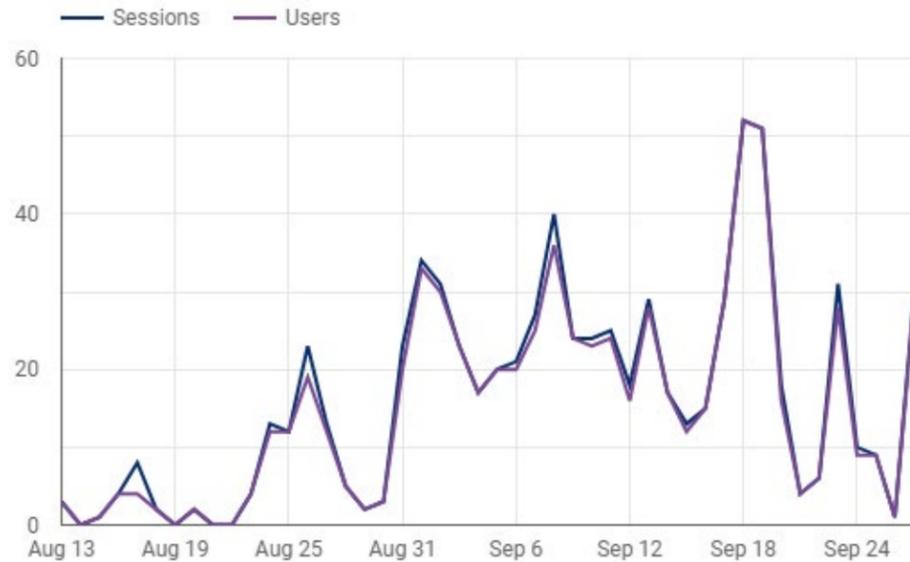
From Aug. 13, 2021 to Sept. 27, 2021, CCTA hosted an online open house at [eastcountytransit.com](http://eastcountytransit.com). Through this online open house, visitors could learn about the high-capacity transit options the study purpose and goals, the high-capacity transit options being considered, and share feedback on the proposed alternatives. This feedback will help inform the CCTA's study, which will identify solutions for improving transit service between Antioch and Brentwood.

Community members learned about the online open house via email, Facebook, Twitter, NextDoor, and other social media shares from governmental, transit, and technical partners who participate in the steering and technical advisory committees for the study, social media ads (clickthrough and conversions), 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, tablet, 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:

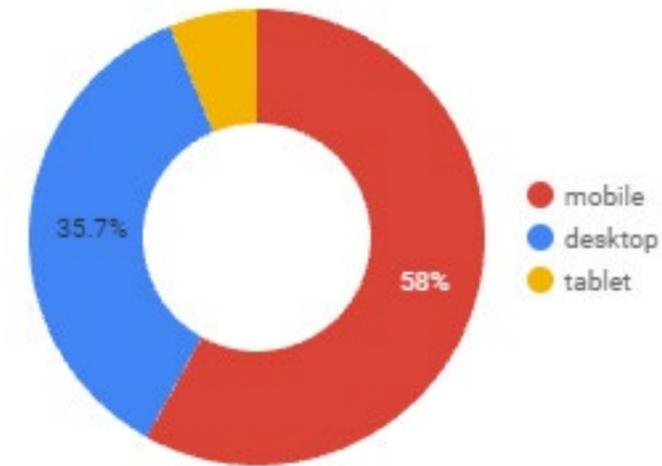
- Unique users: 630
- Sessions: 736
- Average session duration: approximately 2 minutes





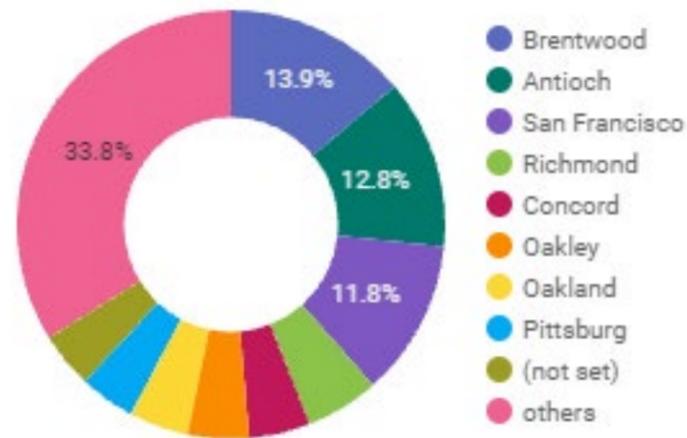
Trend of sessions and users over the course of the online open house.

## Device



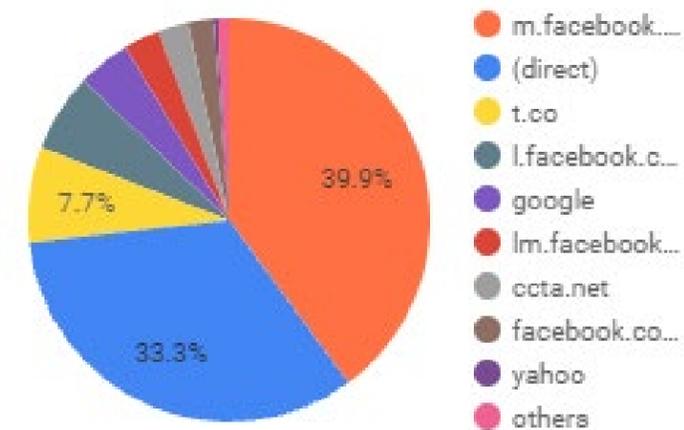
**Device:** The percentage of the types of devices used to access the site were 58% mobile, 35.7% desktop computers, and 6.3% were tablets.

## Visitor Location



**Location:** Based on their IP addresses, people's physical locations when accessing the site were as follows: 33.8% from other locations not listed here, 13.9% from Brentwood, 12.8% from Antioch, and 11.8% from San Francisco. Site visitors also came from Concord, Oakland, Oakley, Pittsburg, and Richmond.

## Traffic Source



**Source:** Most of the site traffic, 51.1%, came via Facebook with 39.9% on a mobile device (m.facebook), 6.3% via a link shim to protect user from malicious software (l.facebook), 2.9% on a mobile device via a link shim (lm.facebook), and 2% from the Facebook URL (facebook.com). 33.3% came directly through the CCTA site web address (direct) and 2.5% from the project website (ccta.net). Twitter (t.co) sourced 7.7% of traffic and Google sourced 4.2%.

## Survey results

From the 75 survey participants, all but one completed the survey for a 99% completion rate. Survey participants shared an open-ended comment, commented on the six proposed alternatives, and indicated which proposed alternatives they supported, opposed, or somewhat supported.

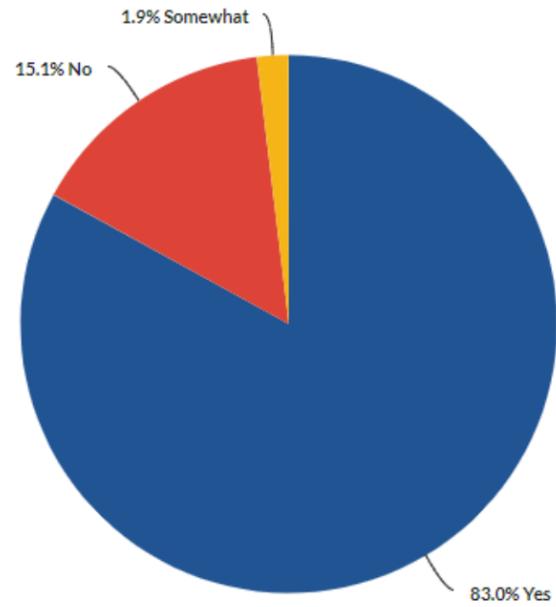
Proposed Alternative 1 was the most supported from the respondents with 83% saying “yes” they support this alternative. All other proposed alternatives received at least 30% less support overall. Alternative 5 was the most opposed with 41% of respondents saying “no” they do not support this alternative.

The following is a ranking of the proposed alternatives, from highest to lowest, by percentage of “yes” responses:

1. **Alternative 1 (83%)**
2. Alternative 6 (53.1%)
3. Alternative 3 (52.9%)
4. Alternative 2 (52%)
5. Alternative 5 (51%)
6. Alternative 4 (50%)

Proposed Alternative	Yes	No	Somewhat	Combined Yes or Somewhat
<b>1</b> Extend BART commuter rail service in the State Route 4 (SR-4) median from the future Innovation Center @ Brentwood Station to the existing Antioch Station.	<b>83%</b>	<b>15%</b>	<b>2%</b>	<b>85%</b>
<b>2</b> Build new bus-only lanes in the State Route 4 (SR-4) median from the future Innovation Center @ Brentwood Station to the existing Antioch Station.	52%	32%	16%	68%
<b>3</b> Build new bus-only lanes in the State Route 4 (SR-4) median from Brentwood through the State Route 160 (SR-160) interchange to support service that runs to the existing BART Pittsburg / Bay Point Station.	53%	37%	10%	63%
<b>4</b> Provide express bus service in existing State Route 4 (SR-4) travel lanes between the future Innovation Center @ Brentwood and the existing BART Antioch Station.	50%	36%	14%	64%
<b>5</b> Provide express bus service in existing State Route 4 (SR-4) travel lanes between the future Innovation Center @ Brentwood and the existing Pittsburg / Bay Point Station.	51%	41%	8%	59%
<b>6</b> Provide rapid bus service using existing and new local street network between the future Innovation Center @ Brentwood Station and the existing Antioch Station.	53%	35%	12%	65%

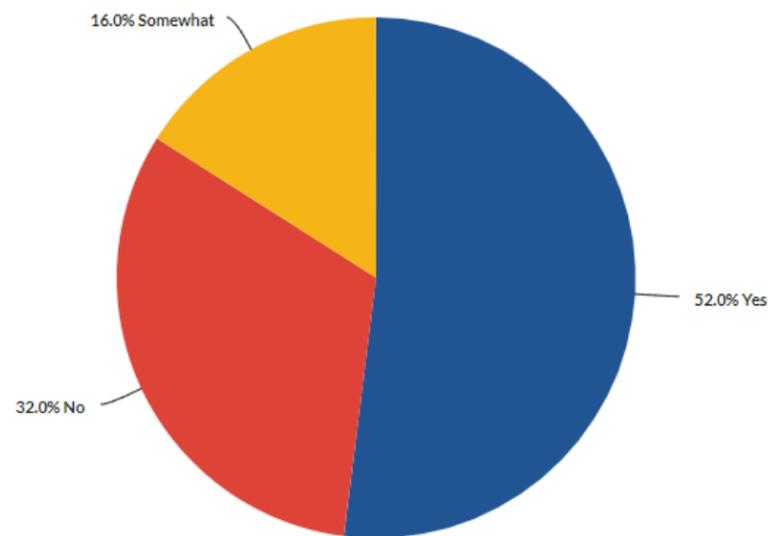
**Do you support Alternative 1?**



*53 total responses: 83% **Yes**, 15% **No**, and 2% **Somewhat**.*

Value	Percent	Responses
Yes	83.0%	44
No	15.1%	8
Somewhat	1.9%	1
<b>Totals: 53</b>		

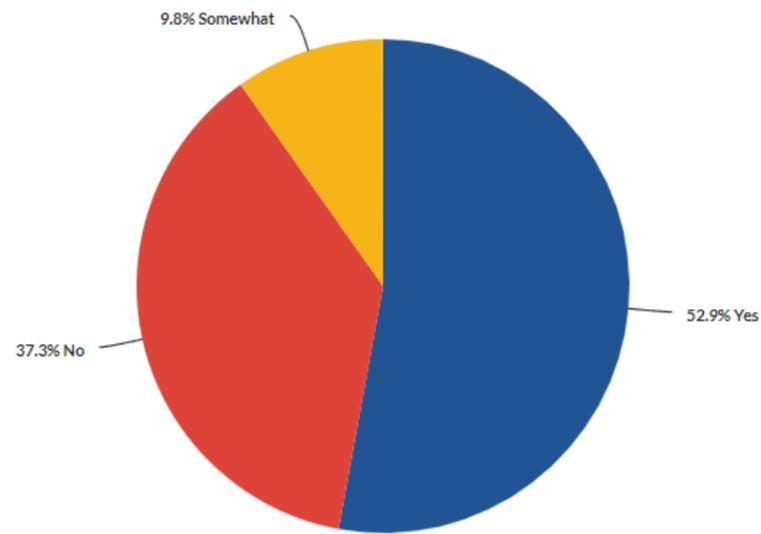
**Do you support Alternative 2?**



*50 total responses: 52% **Yes**, 32% **No**, and 16% **Somewhat**.*

Value	Percent	Responses
Yes	52.0%	26
No	32.0%	16
Somewhat	16.0%	8
<b>Totals: 50</b>		

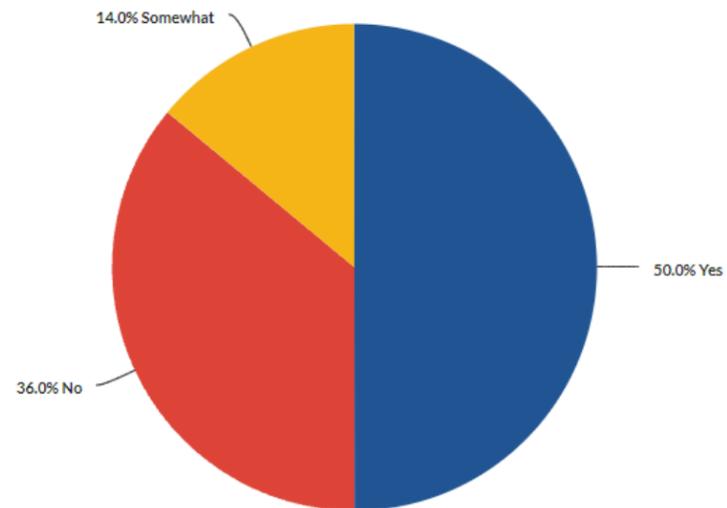
**Do you support Alternative 3?**



51 total responses: 53% **Yes**, 37% **No**, and 10% **Somewhat**.

Value	Percent	Responses
Yes	52.9%	27
No	37.3%	19
Somewhat	9.8%	5
		Totals: 51

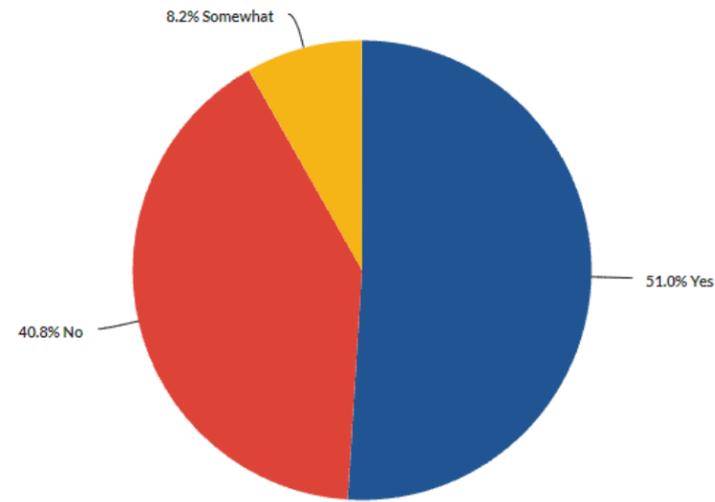
**Do you support Alternative 4?**



50 total responses: 50% **Yes**, 36% **No**, and 14% **Somewhat**.

Value	Percent	Responses
Yes	50.0%	25
No	36.0%	18
Somewhat	14.0%	7
		Totals: 50

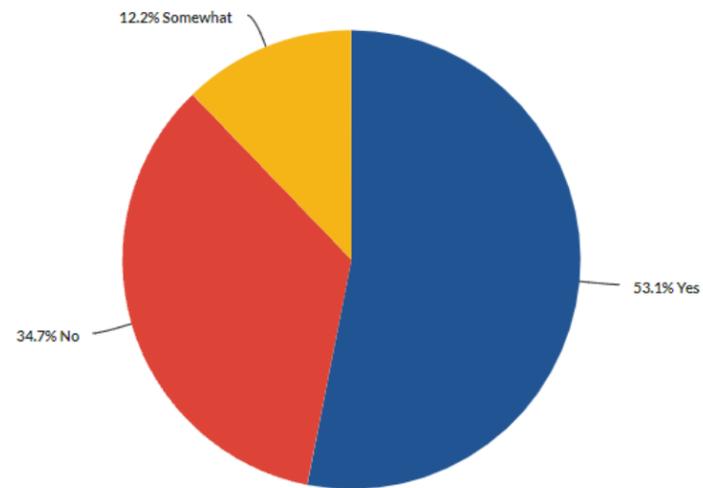
**Do you support Alternative 5?**



*49 total responses: 51% **Yes**, 41% **No**, and 8% **Somewhat**.*

Value	Percent	Responses
Yes	51.0%	25
No	40.8%	20
Somewhat	8.2%	4
Totals: 49		

**Do you support Alternative 6?**



*49 total responses: 53% **Yes**, 35% **No**, and 12% **Somewhat**.*

Value	Percent	Responses
Yes	53.1%	26
No	34.7%	17
Somewhat	12.2%	6
Totals: 49		

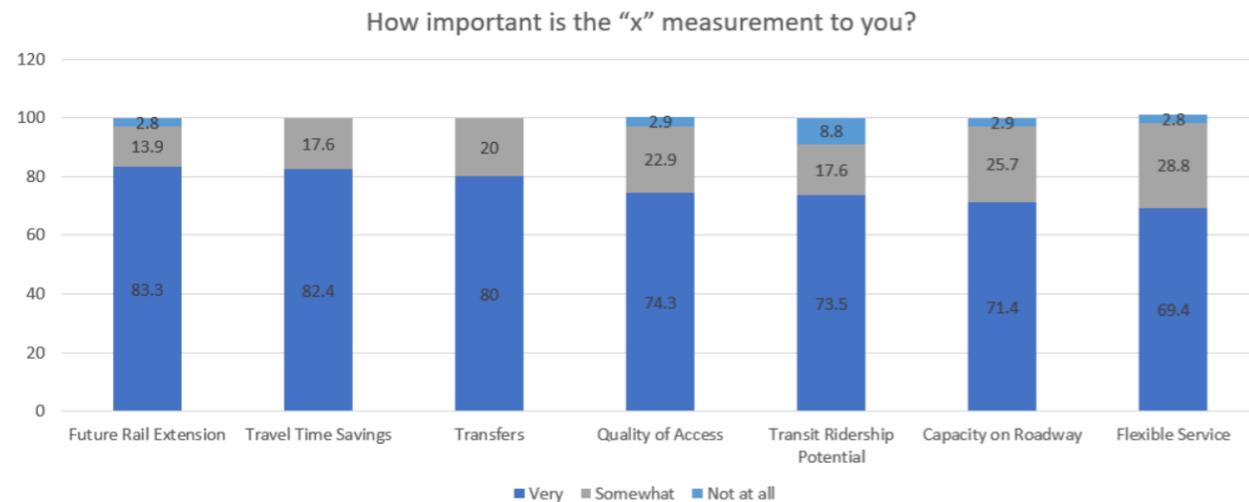
## Evaluation Criteria Survey Summary

Respondents were asked to indicate the level of importance of each of the 14 evaluation criteria. There were 36 respondents total with each criteria having 34-36 responses.

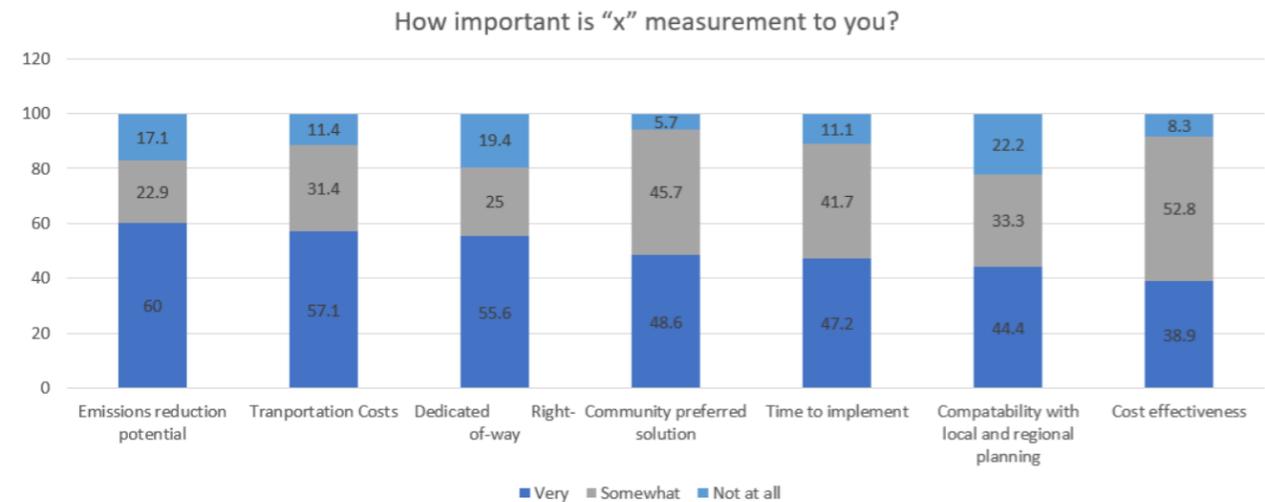
The survey asked participants to answer how important each of the following criteria was to them. The following order, from highest to lowest, indicates the criteria which received the most percentage of “very important”.

1. **Future rail extension (83.3%)**
2. **Travel time savings (82.4%)**
3. **Transfers (80%)**
4. Quality of access (74.3%)
5. Transit ridership potential (73.5%)
6. Capacity on roadway (71.4%)
7. Flexible service (69.4%)
8. Emissions reduction potential (60%)
9. Transportation costs (57.1%)
10. Dedicated transit right-of-way (55.6%)
11. Community preferred solution (48.6%)
12. Time to implement (47.2%)
13. Compatibility with local and regional planning (44.4%)
14. Cost effectiveness (38.9%)

### Higher-rated evaluation criteria



### Lower-rated evaluation criteria



## Open-ended comments from East County Transit – website email sign up

The total count of responses for the East County Transit email sign up was 294 with a 78.2% completion rate. Additionally, people could share what else they would like us to know and 26 comments were submitted.

ECITS Round 2 – Summarized Public Comments	Count of Comments
Accessibility for transit dependent communities	1
Alternatives (e.g. e-bikes, more roads)	2
Commuter services	1
Cost concerns	3
Covered bus stops; sensory impaired passenger accommodations and amenities	1
Get it done/hurry up	3
More information distribution	2
More train service	1
No need here / don't want	3
Passenger safety and security, cleanliness	4
Sculptures, trees and plants at transit hubs and centers	1
Senior accessibility to transit	1
Transit and alternative transportation accessibility in Byron and Discovery Bay	1
Tri Delta fixed route service	3
Wants BART extension and parking (Oakley, Brentwood to Antioch)	3