



TRI DELTA TRANSIT

Eastern Contra Costa Transit Authority
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APPENDIX A

Agenda Item 7e

Tri Delta Transit Bus Route Evaluation and Redesign

Board of Directors Meeting

Wednesday October 27, 2021



Tri Delta Transit
BUS ROUTE EVALUATION AND REDESIGN

Feedback Outreach Summary & Analysis

October 2021 *DRAFT*



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Outreach Overview

General Overview

Feedback outreach for Transform Tri Delta Transit began September 14, 2021 and ended October 27, 2021. The outreach period included a required 21-day Public Hearing Notice period in advance of the Tri Delta Transit Board meeting on October 27th. Survey responses were evaluated throughout the outreach period and promotion and outreach was focused on reaching a demographic of respondents that reflected the diversity of residents of the transit service area and of those who participated in the initial outreach for this project.

Covid-19

The state of California reopened on June 15, 2021 allowing full capacity in indoor spaces, including transit vehicles. In the weeks leading up to the opening of this stage of outreach, a surge in cases of the Delta variant of Covid was resulting in new restrictions and a renewed awareness of the risks of transmission. Masks were still required on board buses and public meetings remained virtual. In-person or on-board surveying and in-person public meetings were deemed risky and insensitive to the public health concerns of riders.

Outreach & Promotion

A Transform Tri Delta Transit project web page created for the initial outreach was updated to reflect the feedback stage of the project. Along with providing basic information about the project, the feedback survey and fact sheets were hosted on the project page.



Project Web Page – English & Spanish

Promotion of the project and feedback survey was done through the following:

- Direct email to community organizations, including the community-based organizations listed in Tri Delta Transit's Title VI program plan
- Direct email to businesses in the transit service area
- Direct email and follow up to cities and chambers of commerce
- Direct email to individuals participating in 511 Contra Costa free and low-cost bus pass programs
- Direct email invitation to respondents of the initial outreach survey to participate in the feedback outreach
- General and targeted social media posts on Twitter, Facebook, and Instagram
- On-board, transit center and bus stop signage
- Web and print ads
- Agency service alerts and newsletters
- 511 Contra Costa's TDM outreach newsletter
- Virtual town hall meeting
- Neighborhood social connection app Next Door

Electronic promotion offered a direct link to the project page and feedback survey. Print promotion offered a QR code and/or URL to the project website, along with a phone number and email to request a paper survey or to take the survey over the phone. All survey options, the virtual town hall meeting, and outreach materials were offered in Spanish and English. A listing of outreach activities and promotions, the intended stakeholders, and the outcome is included below. Samples of promotional materials are also included.

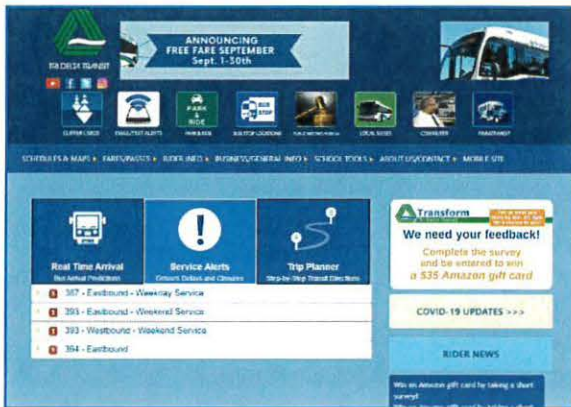


Outreach Activities and Outcomes

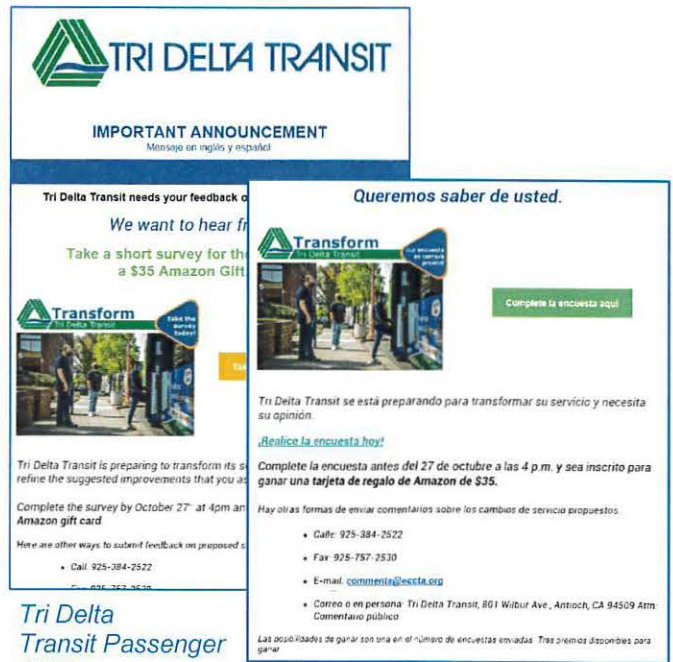
| Outreach Activity | Potential Reach | Stakeholders | | | | | | | | | | | Outcome | Comments | |
|---|-----------------------------|-----------------|------------------|----------|---------|----------------|---------------|---------------|----------|-----|-----------------|------------|---------|----------|---------------------|
| | | Existing Riders | Potential Riders | Business | Schools | Human Services | Priority Mgt. | Neighborhoods | Students | LTP | Senior-Disabled | Low-Income | | | Staff |
| Project website | Unknown | X | X | X | X | X | X | X | X | X | X | X | | | Spanish and English |
| Project survey - Survey Monkey | Unknown | X | X | X | X | X | X | X | X | X | X | X | | | Spanish and English |
| Project Fact Sheet | Unknown | X | X | X | X | X | X | X | X | X | X | X | | | Spanish and English |
| Project phone number/email active | Unknown | X | X | X | X | X | X | X | X | X | X | X | | | Spanish and English |
| TDT Bus, Station and Stop Signage | TDT Daily Riders | X | | | | | | | X | X | X | X | | | Spanish and English |
| TDT Staff and Driver Break Room Postings/In-service Meetings | TDT Staff | | | | | | | | | | | | X | | |
| TDT Website - Web header link to survey | Avg. monthly homepage views | X | | | | | | | X | X | X | X | | | |
| TDT Single-topic Newsletter (Issued 9/23/21) | 7,514 | X | | | | | | | X | X | X | X | | | Spanish and English |
| Project Press Release Issued 9/20/21 | Media outlets | X | X | X | X | X | X | X | X | X | X | X | X | | |
| Paper surveys through TDT and mailed upon request | 25 each | X | | | | | | | | | | | X | | Spanish and English |
| Social Media on Tri Delta Transit platforms | 3636 Impressions/Reach | X | X | X | X | X | X | X | X | X | X | X | X | | Spanish and English |
| Social Media on 511CC platforms | | | | | | | | | | | | | | | |
| Email - Contra Costa Health Services and Overcoming Transportation Barriers | 3 | | | | X | | | | | X | | X | | | |
| Email - Human Services Organizations | 25 | | | | X | | | | | X | X | | | | |
| Email - Senior Centers and Senior Services | 9 | | | | X | | | | | X | | | | | |
| Email - Equity Organizations | 6 | | | | X | | | | | X | | | | | |
| 511CC Newsletter (Issued 10/6/21) | 19,675 | X | X | X | | | | | X | X | X | X | | | |
| Email - TDT Ride 4 Free Bus Pass Recipients | 340 | X | | | | | | | X | X | X | X | | | |
| Email - East County Employers | 133 | | X | | | X | | | | | | | | | |
| Ways to Take Survey bus cards/signage | TDT Daily Riders | X | | | | | | | X | X | X | X | | | Spanish and English |
| Survey ads for web/print | | X | X | X | X | X | X | X | X | X | X | X | | | |
| Virtual Town Hall presentations - public hearing notice | Unknown | X | X | X | X | X | X | X | X | X | X | X | | | Spanish and English |
| Chamber of Commerce outreach | 3 | X | X | | | X | | | | | | | | | |
| Next Door/Patch Neighborhood Social Apps | 6,900 | | | | | | | | | | | | | | |

(Chart to be updated for final report with detailed outcomes.)

Outreach Promotion Samples



Tri Delta Transit Website



Tri Delta Transit Passenger Alerts



Public Hearing Notice



Tri Delta Transit Social Media

Transform Tri Delta Transit

Tri Delta Transit is preparing to transform its service and needs your input. After receiving community feedback last fall, Tri Delta Transit is proposing a number of service improvements. [Take the survey](#) to share your thoughts about each of the proposed changes. Complete the survey and you'll be entered to win one of three \$35 Amazon gift cards.

[Take the Survey](#)

511 Contra Costa TDM Outreach Social Media and Newsletter

511 Contra Costa
Sep 21 · 🌐

Tri Delta Transit wants to know what improvements you'd like to see. Take their survey and give them your feedback.

Tri Delta Transit
Sep 21 · 🌐

How would you change our service? Here's your chance to give Tri Delta Transit feedback on proposed service imp... See More

You 1 Comment

Like Comment

Transform Tri Delta Transit DRIVER ALERT

We're proposing changes to our service and need your input!

- Please take the survey by **October 27th - 4pm.**
- Encourage your riders to do the same.

Take the survey:

- Online**
Visit transformtrideltatransit.com
Scan me to take the survey!
- Phone**
Call **925-285-8076**
8am to 8pm weekdays
- Paper**
Call **925-285-8076**
8am to 8pm weekdays or email transformtrideltatransit.com to request a paper survey

Thank you.

Tri Delta Transit Bus Stop, On Board, and Driver Notices

Transform Tri Delta Transit

We're proposing changes to our service and need your input!

Take the survey:

- Online**
Visit transformtrideltatransit.com
Scan me to take the survey!
- Phone**
Call **925-285-8076**
8am to 8pm weekdays
- Paper**
Call **925-285-8076**
8am to 8pm weekdays or email transformtrideltatransit.com to request a paper survey

All survey input must be received by October 27, 2021 at 4pm. There are many ways to submit feedback on proposed service changes:
Call: 925-384-2522 or Fax: 925-757-2530 or E-mail: comments@accta.org or Mail/in-person: Tri Delta Transit, 801 Wilbur Ave., Alhambra, CA 94509 Alt: Public Comment

¡Estamos proponiendo cambios en nuestro servicio y necesita su opinión!

Realice la encuesta:

- En Línea**
Visite transformtrideltatransit.com
¡Escanee para realizar la encuesta!
- Teléfono**
Llame al **925-285-8076**
8am to 8pm de lunes a viernes
- Escrita**
Llame al **925-285-8076**
8am to 8pm de lunes a viernes o correo electrónico transformtrideltatransit.com para solicitar una encuesta escrita en papel.

Todas las aportes de la encuesta deben ser recibidos antes del 27 de octubre de 2021 a las 4pm. Hay muchas maneras de enviar comentarios sobre la propuesta cambios en el servicio:
Calle: 925-384-2522 o Fax: 925-757-2530 o E-mail: comments@accta.org O Correo o en persona: Tri Delta Transit, 801 Wilbur Ave., Alhambra, CA 94509 Alt: Comentario publico

Complete the survey to be entered to win a \$35 Amazon gift card!
Chances to win are one in the number of surveys submitted. Three prizes available to win.

¡Complete la encuesta para participar y ganar una tarjeta de regalo de Amazon de \$35!
Las posibilidades de ganar son una en el número de encuestas enviadas. Tres premios disponibles para ganar.

Transform Tri Delta Transit

Por favor, envíenos su opinión sobre las mejoras de servicio propuestas.

Realice la encuesta:

- En Línea**
Visite transformtrideltatransit.com
¡Escanee para realizar la encuesta!
- Teléfono**
Llame al **925-285-8076**
8am to 8pm de lunes a viernes
- Escrita**
Llame al **925-285-8076**
8am to 8pm de lunes a viernes o correo electrónico transformtrideltatransit.com para solicitar una encuesta escrita en papel.

Complete the survey and be entered to win a \$35 Amazon gift card.
Chances to win are one in the number of surveys submitted. Three prizes available to win.

Complete la encuesta y sea inscrito para ganar una tarjeta de regalo de Amazon de \$35.
Las posibilidades de ganar son una en el número de encuestas enviadas. Tres premios disponibles para ganar.

Please send us your input on proposed service improvements.

Take the survey:

- Online**
Visit transformtrideltatransit.com
Scan me to take the survey!
- Phone**
Call **925-285-8076**
8am to 8pm weekdays
- Paper**
Call **925-285-8076**
8am to 8pm weekdays or email transformtrideltatransit.com to request a paper survey

Complete the survey and be entered to win a \$35 Amazon gift card.
Chances to win are one in the number of surveys submitted. Three prizes available to win.

Virtual Town Hall Meeting

Virtual Town Hall

¿Qué puedo hacer?

¡Realice nuestra encuesta!

- ▶ En línea a través de transformtridelatransit.com
 - Haga clic en el botón 'Realice nuestra encuesta'
- ▶ Llame 925-285-8076
 - De Lunes a Viernes de 8am – 8pm
- ▶ Encuesta escrita
 - Llame al 925-285-8076
 - Correo electrónico transformtdt@amobility.com

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TRENDING: Police arrest Oakley resident on drug charges

Tri Delta Transit seeks transit input
Oct 3, 2021

Eastern Contra Costa Transit Authority (Tri Delta Transit) is seeking community input to improve transit service in eastern Contra Costa County.

After receiving feedback from residents last fall, the agency developed service improvements in response to the identified needs.

Proposed improvements include bus service to the new Oakley Park & Ride lot located on Main Street, northwest of East Cypress Road, expansion of Tri MyRide services in both Antioch and Pittsburg, and service to the new Los Medanos College Brentwood Center.

Tri Delta is now seeking feedback on these suggested improvements at <http://www.transformtridelatransit.com>.

Media Coverage

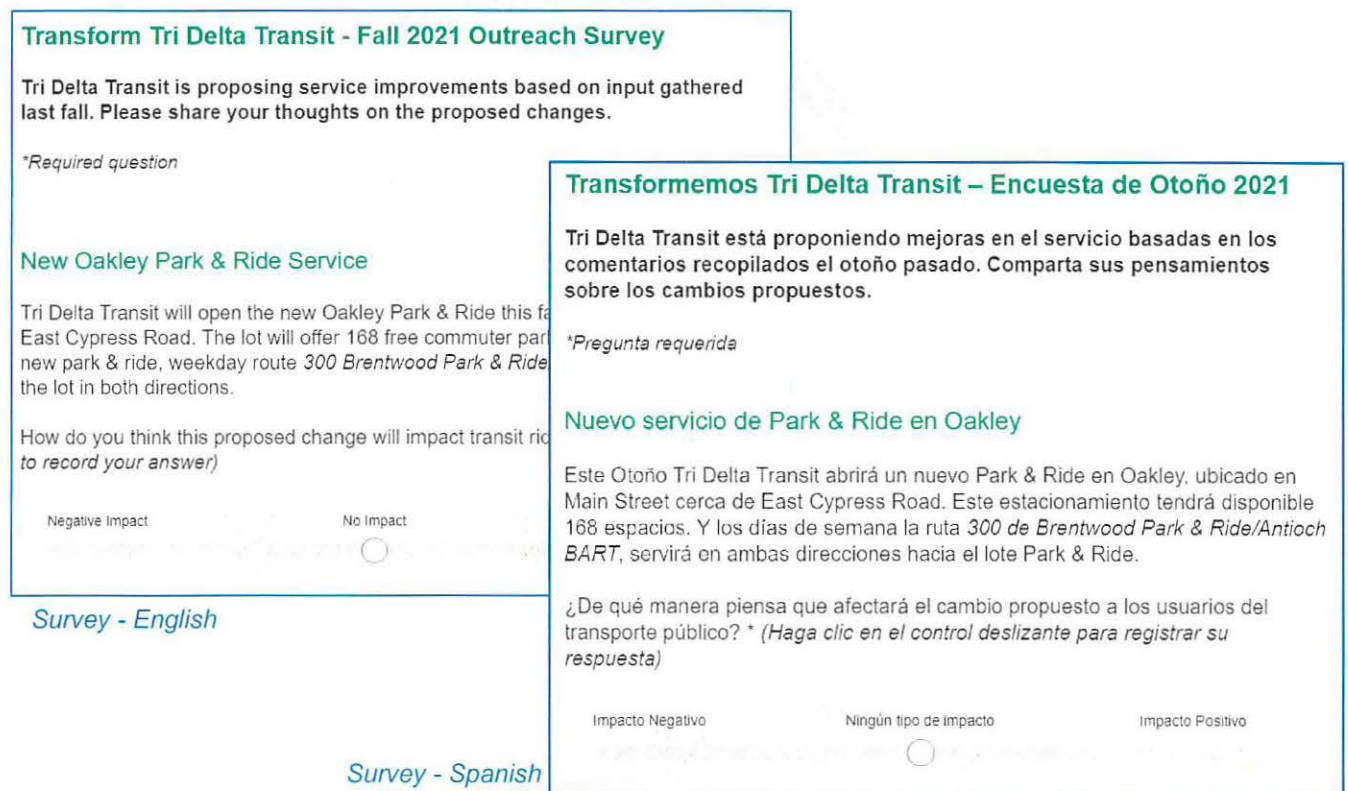
Feedback Survey

General Overview

The feedback outreach survey was the second of two surveys in the Transform Tri Delta Transit project. The first was conducted in fall 2020 and was used to identify the transit improvements that were of greatest value to east Contra Costa County residents and transit riders. The initial outreach survey responses were used to develop proposed route revisions. This second feedback survey was used to get input on each of the proposed route revisions.

Survey Instrument

Respondents had the option to take the feedback survey online, on paper, or over the phone and all options were offered in English and Spanish. The feedback survey presented each proposed service change, grouped by type of change, then asked respondents to rate that change on a sliding scale from having a 'Negative Impact' on transit riders, 'No Impact' on transit riders or a 'Positive Impact' on transit riders. That rating corresponded to a numerical value, and the average value for each rating has been included in the *Survey Data Summary* and in the *Survey Data Results*.



The image displays two overlapping screenshots of a survey instrument. The top-left screenshot is in English and titled "Transform Tri Delta Transit - Fall 2021 Outreach Survey". It contains the following text: "Tri Delta Transit is proposing service improvements based on input gathered last fall. Please share your thoughts on the proposed changes." followed by a note "*Required question". Below this is a section titled "New Oakley Park & Ride Service" which describes a new park & ride lot at East Cypress Road. The question asks, "How do you think this proposed change will impact transit riders?" and shows a slider scale from "Negative Impact" to "No Impact" with a radio button selected under "No Impact".

The bottom-right screenshot is in Spanish and titled "Transformemos Tri Delta Transit – Encuesta de Otoño 2021". It contains the following text: "Tri Delta Transit está proponiendo mejoras en el servicio basadas en los comentarios recopilados el otoño pasado. Comparta sus pensamientos sobre los cambios propuestos." followed by a note "*Pregunta requerida". Below this is a section titled "Nuevo servicio de Park & Ride en Oakley" which describes a new park & ride lot at Main Street. The question asks, "¿De qué manera piensa que afectará el cambio propuesto a los usuarios del transporte público?" and shows a slider scale from "Impacto Negativo" to "Impacto Positivo" with a radio button selected under "Ningún tipo de impacto".

Respondents were also encouraged to share comments about each proposed change. Comments that were applicable to the change were coded as 'Positive', 'Negative' or 'Suggestion'. Percentages of positive and negative comments are included in the *Survey Data Summary* and a detail of all comments, along with suggestions and comments with specifics about the proposed change have been included in the *Survey Data Results*. Additional questions were presented on a few of the proposed changes and voluntary demographic questions were also posed.

Survey Data Summary

A total of 396 valid, individual survey responses were submitted through October 18. Nine surveys have been taken in Spanish. Most surveys were taken online with eight surveys taken over the phone or on paper.

A voluntary incentive of three, \$35 Amazon gift cards was offered to encourage participation. To date, a total of 300 survey respondents opted-in to the random gift card drawing.

Key Findings

Survey respondents rated that each of the proposed service improvements would have a positive impact on transit riders. Those ratings and the percentage of positive and negative comments is summarized in the following table and detailed in the *Survey Data Results*.

| Proposed Route Revision | Average Rating | % Positive Comments | % Negative Comments |
|--|----------------|---------------------|---------------------|
| New Oakley Park & Ride Service | | | |
| Route 300 stop at lot in both directions | +3.36 | 80% | 6% |
| Route 383 route revised to serve lot in both directions | +2.24 | 62% | 30% |
| Routes 391 and 393 revised to serve lot in both directions | +2.02 | 61% | 29% |
| Express Service on Route 300 | | | |
| Route 300 becomes 300X with express service eliminating two stops | +2.08 | 67% | 24% |
| Route 300X fares increase to express cash fare of \$2.50 or \$1.25 | +0.47 | 44% | 51% |
| Tri MyRide Service Expansion | | | |
| Tri MyRide Antioch zone expansion | +3.31 | 73% | 4% |
| Tri MyRide Pittsburg zone expansion | +3.05 | 83% | 3% |
| New Services | | | |
| New route 202 Los Medanos College Brentwood Center | +3.02 | 76% | 8% |

| Proposed Route Revision | Average Rating | % Positive Comments | % Negative Comments |
|--|----------------|---------------------|---------------------|
| Tri MyRide Corridor on East Cypress to Bethel Island | +2.77 | 83% | 5% |
| Weekend Service | | | |
| Weekend route restructure | +2.34 | 71% | 16% |

New Oakley Park & Ride Service

All the proposed revisions to fixed-route service to serve the new Oakley Park & Ride lot were rated favorably. The primary concern with the route changes was the elimination of stops on W. Cypress Road.

Forty-two percent (42%) of respondents indicated that they plan to use the new park & ride lot. The most common response for frequency of use was 2 days a week at 18% then 3 days at 12%. The most popular locations for adding new park & ride lots were in Antioch near the Somersville Towne Center or along Lone Tree Way.

Express Service on Route 300

Revisions to route 300 from a local to an express route by eliminating stops and by increasing the fare were both rated favorably. However, the response to the cash fare increase was the lowest rated change in the survey and comments for the change were more than half negative.

Tri MyRide Service Expansion

Both the proposed Antioch and Pittsburg Tri MyRide zone expansions were favorably rated and among the most highly rated proposed service changes in the survey. When asked about further expansion, the highest percentage of respondents would like to see Tri MyRide service expanded to include the gap in service between Antioch and Pittsburg.

New Services

The proposed new route 202 to serve the Los Medanos College Brentwood Center campus was favorably rated. The primary issue respondents cited with the service was that three round trips per day was not enough. Twenty-six percent (26%) of survey respondents indicated that they may attend the new campus.

Weekend Service

The proposed restructure of weekend service was favorably rated, and positive comments highlighted the convenience of having the same routes operating seven days a week.

Looking to the Future

Survey respondents cited a willingness both to use driverless on-demand service at 48% and use an app that allowed them to plan, book and pay for Tri Delta Transit service, bike share, Uber, etc. at 78%.

Past Survey Participation

Forty percent (40%) of respondents cited having taken the first initial outreach survey. Of those, 59% felt that the restoration of pre-Covid bus service and the proposed changes outlined in the survey addressed the feedback they provided last fall. Six percent (6%) stated that the changes did not address their feedback while the remaining 35% were unsure.

Demographic

Demographic questions in the survey were optional, but a large response rate allows us to assess that we reached a representative audience of the Tri Delta Transit service area and those having taken the initial survey.

- 94% of respondents live in east Contra Costa County
- 32% of respondents are 51 and older
- 69% of respondents identify as a race or nationality other than White
- 43% of respondents speak a language other than English
- 83% of respondents have access to at least one vehicle

Survey Data Results

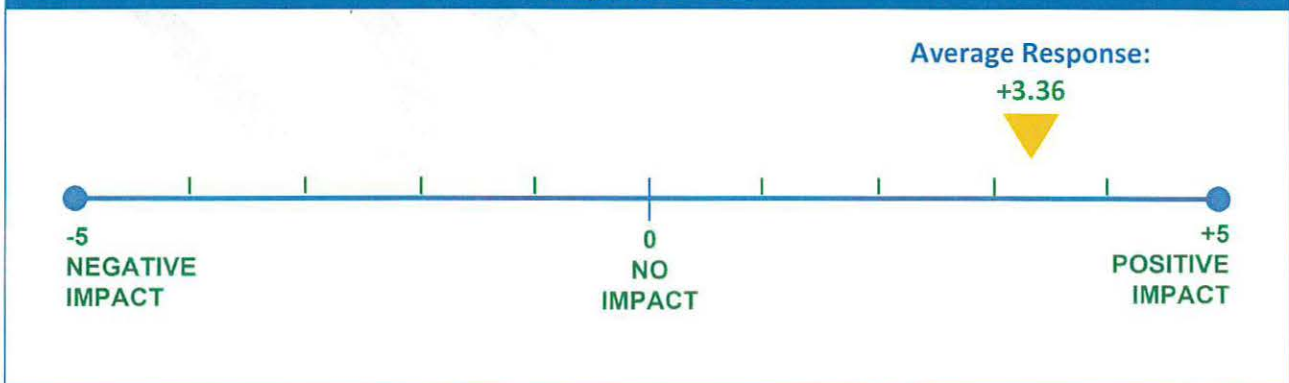
New Oakley Park & Ride Service

Route 300

Tri Delta Transit will open the new Oakley Park & Ride this fall on Main Street near East Cypress Road. The lot will offer 168 free commuter parking spaces. To serve the new park & ride, weekday route 300 Brentwood Park & Ride/Antioch BART will stop at the lot in both directions.

How do you think this proposed change will impact transit riders?

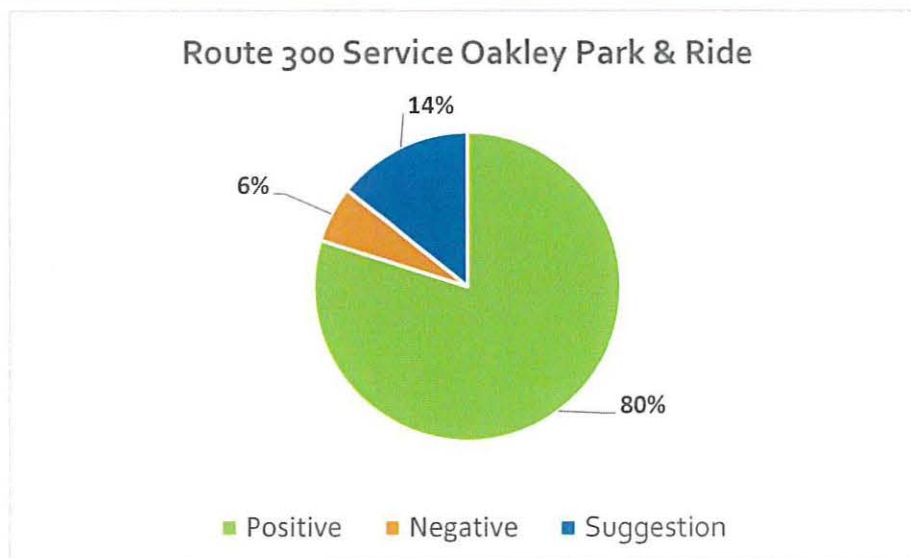
Responses = 396



Please share any comments you have on the proposed change.

Applicable Comments = 119

| | |
|------------|-----|
| Positive | 80% |
| Negative | 6% |
| Suggestion | 14% |



Specific Positive Comments:

- It will help ease traffic on Highway 4
- This will be great for Oakley driver not have to drive over to Antioch.
- Anything that adds more routes between Brentwood Oakley and Antioch is good for all
- This would really help people living around Oakley in accessing more bus rides for schools
- Connection to dt oakley from antioch is good
- Anything that would attract more riders especially a safe place to park is always welcomed. However, BART just expanded its parking lot at Hillcrest, so it might be tempting to drive there. If the traffic from Oakley to Hillcrest becomes a bear, then this new park-n-ride lot would be a great consideration.
- This is going to be great! Many people drive to Antioch BART because of parking. Free parking is a great incentive for taking transit. The success will depend upon how long the parking can remain free.
- When I used to live in Brentwood, the bus I took to BART went through Oakley. There were several riders that parked by Burger King to take the bus. Having a dedicated park and ride area to park would be helpful for those riders.
- It will make it easier for people to get to the Antioch Bart from Oakley and Brentwood.
- I take 391 so it a great idea to have 300 on west
- Anytime you provide a service to connect with BART will have a positive impact.

- This is a nice change that will be beneficial. Will there be any buses that you can offer that will go to those new Amazon facilities at 6000 Wilbur Avenue at Bridgehead Road in Oakley?
- Very good, just need more parking space

Specific Negative Comments:

- Frequency of 300 is good but does not stop at West Cypress and Main (Chevron and Arco) yet it passes that area, what a waste of time waiting for 391 whose frequency is less.
- This is positive ONLY if this is an additional stop on the 300 route. PLEASE keep all other stops i.e. Charles way at Empire
- With BART finally expanding parking, why take the bus?
- Most likely to have one more place for Homeless to make camp, Just like At Brentwood park and ride! No one parks in Brentwood park and ride because of Homeless camping out there and Bart does nothing, None of Barts highest up never comes around to even look at problems, Let see if they will park here, Lol, So I'm thinking Oakley in time will be the same way
- It can cause traffic jams
- It may delay 300 from Brentwood to Antioch Bart Station.

Suggestions:

- More area's need service
- Time can be allocated reasonably to make people travel more convenient
- Provide more convenient transportation
- It would be helpful to have buses come out further back in oakley as well as bethel island
- By adding an additional stop it will affect the riders from Brentwood park and ride to leave earlier. It will also affect the arrival time at Bart station
- It would make a very positive impact to the Brentwood commuting if as part of this change there was a direct to Anitoch BART route added. It takes so long to go through Oakley and adding an larger stop would only make it slower.
- If the lot was off E cypress and/or had a bus that ran from Bethel Island/Knightesen area to the Park n Ride, this May decrease number of cars on the road
- We need more public transportation
- Raise prices, cause traffic to area
- They need big sidewalks to get there, from both sides. I would walk on a dangerous road to get there as it stands. So I would pass. I would never walk down the side of that road to get there.
- Great location, hopefully more frequency.
- Will work, don't ever want bus service down Cypress
- Any way to loop in and out of the park and ride and get back onto W Cypress Road? Seems to miss a lot of potential riders for the benefit of 168 to 200 people who drive?
- More free parking Spaces will affect some passengers who have cars to drive themselves
- The timing on the buses need to become way better people should not be waiting a hour for the bus
- I think this is a great addition. Need another one in Discovery Bay. I also feel another one is needed on the Antioch and Brentwood border.....maybe near the intersection of Lone Tree and Jeffrey Way near the 4 bypass.
- I think the parking lot should be far away from where people live

Route 383

Weekday route 383 Blue Goose Park/Antioch BART will be revised to serve the new Oakley Park & Ride lot in both directions. The bus will travel O'Hara and Main Street between West Cypress Road/O'Hara and West Cypress Road/Main Street. Stops along West Cypress Road at O'Hara, Orchard Park Drive, Rose Avenue, and Mellowood Drive/Fall Lane will no longer be served.

How do you think this proposed change will impact transit riders?

Responses = 396

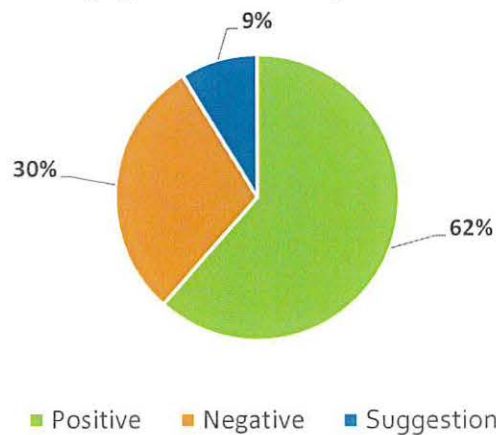


Please share any comments you have on the proposed change.

Applicable Comments = 91

| | |
|------------|-----|
| Positive | 62% |
| Negative | 30% |
| Suggestion | 9% |

Route 383 Service Oakley Park & Ride



Specific Positive Comments:

- Love ❤️ the 383 it is faster to get around in Oakley with it then the 391 or the 300
- It shortens the trip which is great!
- With stops along main street, will bring access to those small business along that rode and convenience.
- Depending on if there are any stops between the turn and the reconnect, this should help many people.
- It's good to expand to the Oakley area and increase ridership
- hopefully everyone in Antioch and Oakley will take the bus.
- Although it's a slight detour, it is a good detour because it doesn't impact route time (if at all) because Main St. has a faster speed limit and has a steady flow of traffic, and it will include the New Oakley Park n Ride. It's a win win.
- This is a great faster way to have access to others shops along main street since the growth of business in that area has grown.
- At night, it will give more stops and less waking in farther distance
- I think it's faster and more timely to get to work than before and it's a nice route change

Specific Negative Comments:

- Why near a Elementary School and a park for children at that? Stupid idea
- Looks like a long walk for people who use those routes to get to the new destination
- Looking at the map, this route would add a few minutes to the ride. Not a good look.
- I use this bus all the time and I know people who use it also who won't be able to catch the 393 once it stops going by rose avenue
- People don't live on Main street. They live on the Cypress corridor.
- What will happen to stops on W. Cypress road? It's not fair to forget about those stops
- Potentially slower trip to BART using Main Street
- Current riders will have a longer ride. Perhaps move the pick-up to the corner of W. Cypress and Main streets.
- The 383 is not used very often but the. New stops are very far for a walking distance
- Definite negative impact to riders along the discontinued service portion of W. Cyprus Rd as well as a longer travel time for riders along the "detour". Riders may now choose to park at or be driven to the P&R for the 300 connection rather than taking 383 to/from BART Positively, the route will serve Main Street
- Cutting this route will have a negative impact to the community that lie along the W Cypress area. Reducing service in residential areas mean less access to students and elderly passengers.
- The route may make it a little hard for some to get to stops near there home or current location
- The stops are to far away from where people live. Nor everyone has a mode of transportation to get there. A better solution would be Laurel instead of Cypress. You already have bus turnouts west of Rose Ave. In both directions.
- I'm concerned there will be some riders not be close to a bus stop

Suggestions:

- More area's need service
- Modify the more reasonable route

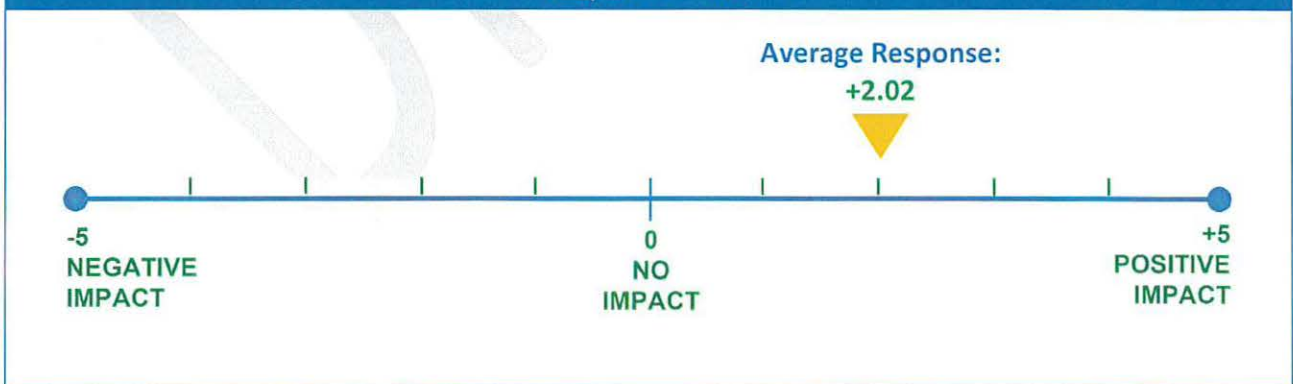
- Try different time schedule
- Why not keep the same route? Doesn't the 300 cover Main St to the New Park and Ride?
- Any way to loop in and out of the park and ride and get back onto W Cypress Road? Seems to miss a lot of potential riders for the benefit of 168 to 200 people who drive?
- That they put buses every half hour
- It looks like proposed "detour" will not make significant effectiveness. if re-routing is necessary, southbound on O'Hara Rd after the *L-turn* onto Grant St why not extend Grant St a quarter mile towards Brentwood Blvd, take a *R-turn* onto Brentwood Blvd to: + the corner of Sand Creek Rd where a brand new destination that is The Grocery Outlet will soon exist (use existing bus stop next to Delta Dental office). + then continue southbound on Brentwood Blvd + make a *R-Turn* onto 2nd St; cross Central Blvd & *rejoin* O'Hara Rd till Blue Goose Park is reached => (Adams Ln bus stop relocated here). =>> restart northbound route back towards Antioch BART
- Can offer that will go to those new Amazon facilities at 6000 Wilbur Avenue at Bridgehead Road in Oakley?

Routes 391 & 393

Weekday route 391 Brentwood Park & Ride/Pittsburg Center Station and weekend route 393 Brentwood Park & Ride/Pittsburg Center Station will also be revised to serve the new Oakley Park & Ride lot in both directions. The routes will remain on Main Street. Stops along West Cypress Road at O'Hara, Orchard Park Drive, Rose Avenue, and Mellowood/Fall Lane will no longer be served.

How do you think this proposed change will impact transit riders?

Responses = 396

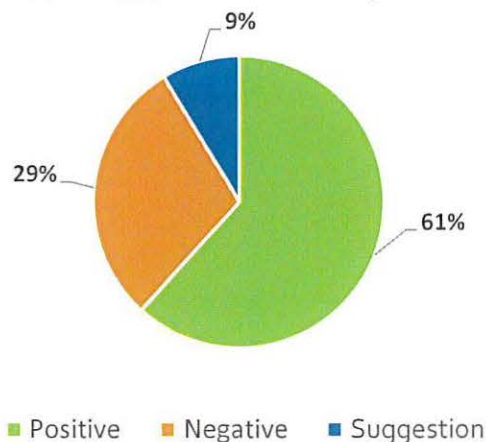


Please share any comments you have on the proposed change.

Applicable Comments = 82

| | |
|------------|-----|
| Positive | 61% |
| Negative | 29% |
| Suggestion | 9% |

Routes 391 & 393 Service Oakley Park & Ride



Specific Positive Comments:

- This is extremely helpful especially to students that use the bus in that area
- The new Park and Ride needs to be serviced, and this change addresses that servicing need, making it rather obvious and necessary change
- will save a few minutes by bypassing city streets. Good.
- This change is a positive one and is much needed for the people who live in Oakley who take the bus and Bart.
- Anything that goes thru Pittsburg is good.
- Save my time to on walking to 393 stop now
- This is an excellent faster and closer option for even Brentwood residents to have quick access to BART and many other travel options.
- Get it open as soon as possible
- I think it might be better after the change, because before the change, people had to walk a long way to get to the bus, so people don't have to go too far

Specific Negative Comments:

- Again, looks like a long walk for anyone using those current stops
- A lot of passengers used this to stop at the middle school as well as local senior citizens.
- There are some riders who get off close to the schools and daycares on the normal route. This would significantly change that for them.
- It will make it harder to get the bus on Cypress.

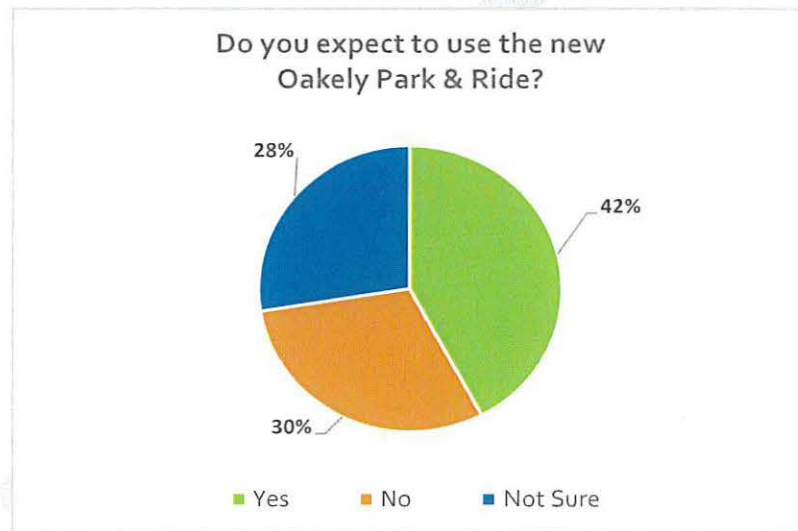
- All old stop should be included. The new bus stop route. Many elderly and families live there.
- That means no service left on West Cypress. Big mistake
- Feels less Accessible compared to the O'Hara rd proposal
- Seems like alot of lost service on west cypress road
- Misses all the stops people really use. Take West Cypress to Rose Ave then a right on Main St again. People never really use the Oakley park and ride anyway. I've only seen one person get out of a car for the Oakley park and ride near the city center. And I walk by there several times a week.
- Definite negative impact to riders along the discontinued service portion of O'Hara Rd. and W. Cyprus Rd Riders may now choose to park at or be driven to the P&R for the 300 connection rather than taking 391 to/from BART Positively, the route will serve Main Street
- Main St is very busy, more stops available
- This is an inconvenience for the people who currently use the stops that will no longer be served.
- The 391 is not used very often but the. New stops are very far for a walking distance
- This means that your riders have to walk further to get to bus stops.
- The students that attend O Hara Park Middle School will be heavily impacted. Also, what about the folks who take public transportation from that area? We are trying to keep more cars off the road.....not increase them. Compromise???
- Same problem as above. Keep at least one of these routs on Cypress

Suggestions:

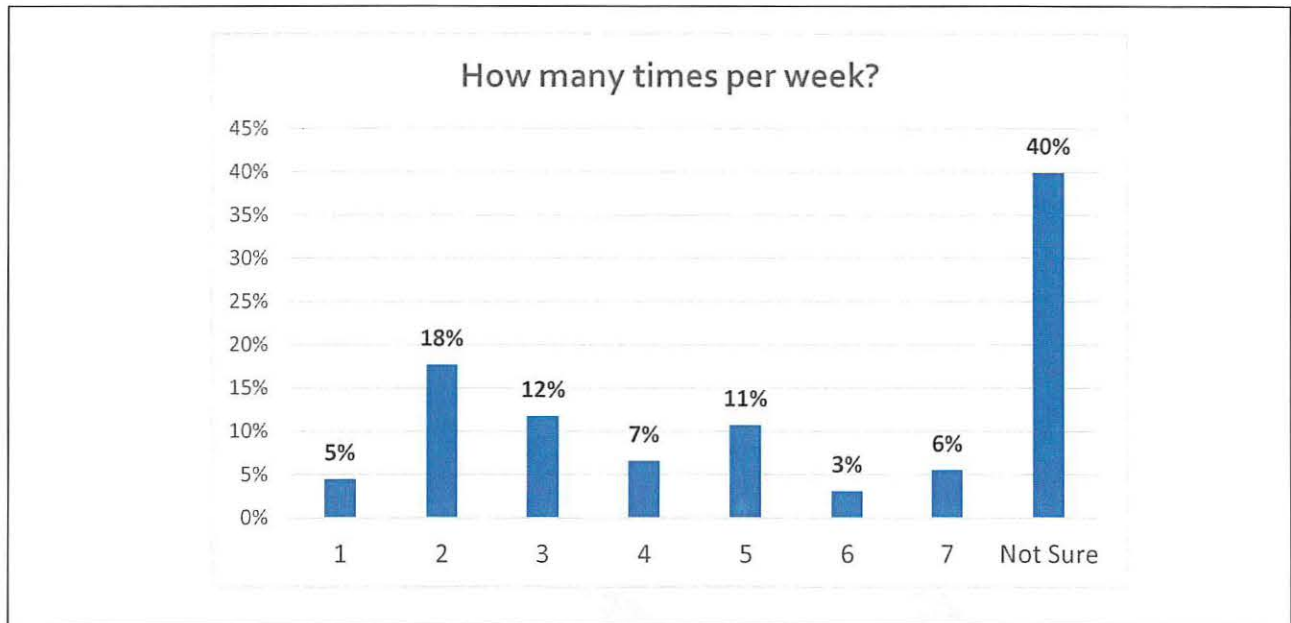
- More area's need service
- I would wish they would bring the 393 back to the Antioch mall area
- I miss the 383 coming down vintage parkway I would use it a lot more if it still did
- Bring the 391 back to bay point Bart station
- Any way to loop in and out of the park and ride and get back onto W Cypress Road? Seems to miss a lot of potential riders for the benefit of 168 to 200 people who drive?
- Similar to the response above, will this change not alienate user of the stops along Cypress and Ohara? Ridership metrics would be useful to determine impact of this change. With that being said, it is not clear what the overlap is with 391/393 and 383 Routes. It seems there is a strategy here that will not alienate Cypress / Ohara users
- The change seems positive to me, taking advantage of the opportunity I wanted to ask you to please a stop on route 391 and 393 for those of us who live on L street, since the closest stop we have until G street in both directions. One possible stop could be where the 380 stops towards the bart de bay point, and the other passing the chevron gas station.

Additional Questions

| Do you expect to use the new Oakley Park & Ride? | |
|---|-----|
| Responses = 396 | |
| Yes | 42% |
| No | 30% |
| Not Sure | 28% |



| If yes, how many times per week? | |
|---|-----|
| Responses = 288 | |
| 1 | 5% |
| 2 | 18% |
| 3 | 12% |
| 4 | 7% |
| 5 | 11% |
| 6 | 3% |
| 7 | 6% |
| Not Sure | 40% |



| Where would you like to see additional park & ride lots in East Contra Costa County? | |
|---|--------------|
| Applicable Responses = 104 | |
| Antioch <ul style="list-style-type: none"> • Sommerville Mall/Area (4) • Rivertown (1) • Mira Vista (1) • Contra Loma (1) • Los Medanos (1) • Lone Tree Way Area (9) • G. Street (1) • Deer Valley (1) • Buchanan Rd. (2) • BART Station (3) | 33 Responses |
| BART Stations in general | 2 Responses |
| Bay Point | 7 Responses |
| Brentwood <ul style="list-style-type: none"> • Streets of Summerset (1) | 10 Responses |
| Byron | 2 Responses |
| Concord | 2 Responses |
| County Parks in general | 5 Responses |

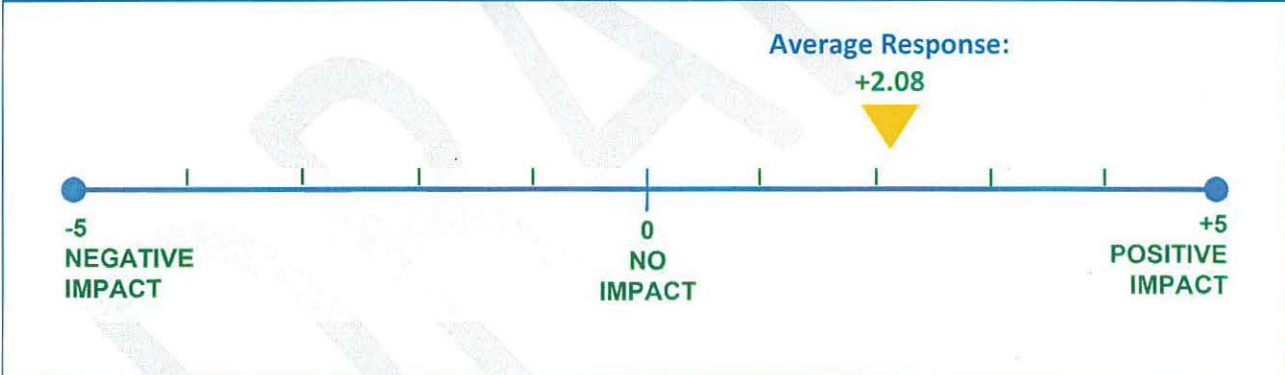
| | |
|---|--------------|
| Discovery Bay | 9 Responses |
| Knightsen | 1 Response |
| Oakley <ul style="list-style-type: none"> • Emerson Ranch (1) • Slatten Ranch (1) | 6 Responses |
| Pittsburg | 12 Responses |
| Residential Areas in general | 2 Responses |
| Suggestions <ul style="list-style-type: none"> • Park and rides mean nothing to me I would like to see more bus routes in my area so I don't have to walk so far to get to a stop and I would like to see earlier service on weekends • can the free lot off bailey by bay point bart be reopened? • I think there's enough of them. • Need to see you update current bus stops in Far East county. Need sun shade. Need seating. Nice that your creating a park & ride but you need to think of the riders you have now. • Not sure. Security may be harder. • Getting to my health appointment in Brentwood near John Muir is very time consuming. I would like a faster route bus. • I would like one that goes to the hiking trails (for example... From the Pittsburg marina to Black Diamond Mines to Contra Loma) • In not sure at the moment I live in antioch and I'm close to the bus stops • alwasy helpful to have more bus lines. • It's the Best Ride Ever!!!! P.S: Thank You 😊!!! • Don't really know at this time but I know the weekend service needs improvement I work on weekends and get to and from work is very hard. I always have to wait a hour before a bus comes for me to get home • A bus route in Discovery Bay | 15 Responses |

| | |
|---|--|
| <p>Suggestions:</p> <ul style="list-style-type: none"> • I want 300 to stop at east Bolton road and west Bolton road • Would love to see mini-buses into neighborhoods which would pick people up by waiving the bus down. Mini's would take PAX out to main bus lines and the closest BART Station. | |
|---|--|

Express Service on Route 300
Route & Stop

In addition to serving the new Oakley Park & Ride lot, the 300 Brentwood Park & Ride/Antioch BART route will become an express bus and be named 300X. Stops at Main Street & Norcross and Brentwood Boulevard & Village Drive will be eliminated in both directions to make the service faster.

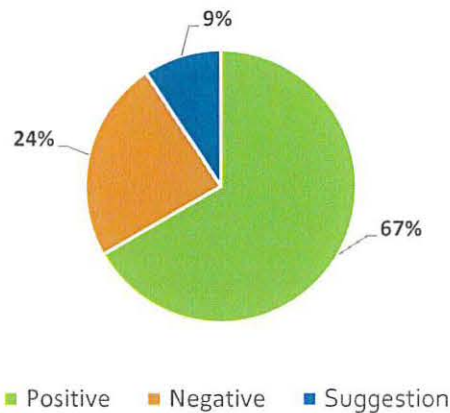
How do you think this proposed change will impact transit riders?
Responses = 373



Please share any comments you have on the proposed change.
Applicable Comments = 75

| | |
|------------|-----|
| Positive | 67% |
| Negative | 24% |
| Suggestion | 9% |

Route 300 Converted to Express Route



Specific Positive Comments:

- I have friends who live in Oakley and Brentwood and they could use this service. Oakley needs more transportation services.
- This will be great. Not stopping as much and get to Bart station in Antioch a lot faster.
- Wahoo! An express bus from the Brentwood park & ride to the Antioch BART was desperately needed.
- Faster for Brentwood riders!
- This would be a plus to the community, due to increased population with new housing developments sprouting everywhere.
- Since Oakley isn't far from Brentwood, I think making it a faster choice is a great idea.
- I think there will be more choices and speed up by adding express buses

Specific Negative Comments:

- I'm not sure since I don't know how many people use the 2 stops you are eliminating.
- Unless you have another bus to pick up the people who utilize these stops you are not being considerate of the people who use your service.
- I think commuters from Brentwood Blvd and Village Drive will have a hard time.
- I don't think that those stops should be taken away. That 300 is already fast
- We depend on the 300 express to get to Bart that would be an issue 😞
- This would make this bus inaccessible to me so I'm not in favor of this change
- Main ST / Norcross: This will have some impact and expect that your rider metrics will be reviewed. Brentwood / Village: This will have an even greater impact to South Oakley/Brentwood riders. Is there an alternate line that will server these riders?
- Some people need those stops. Maybe you should have another bus that stops at affected stops
- people who would ride along housing on Cypress would lose out to a few who would drive to the park and ride lot.
- This is a challenge, especially in Brentwood. The 300 stop before and after Brentwood Boulevard & Village Drive is at the Brentwood Park & Ride lot. It's not too but because of the unhoused population that has grown adjacent to this lot, there is a safety growing cleanliness and safety

element that needs to be addressed for customer to feel safe using this as the primary stop for the 300 in Brentwood.

- My first reaction is this will have a negative impact, but I don't have the data to know just how many people will be impacted by this change.
- Less stops will leave some riders not able to ride the bus

Suggestions:

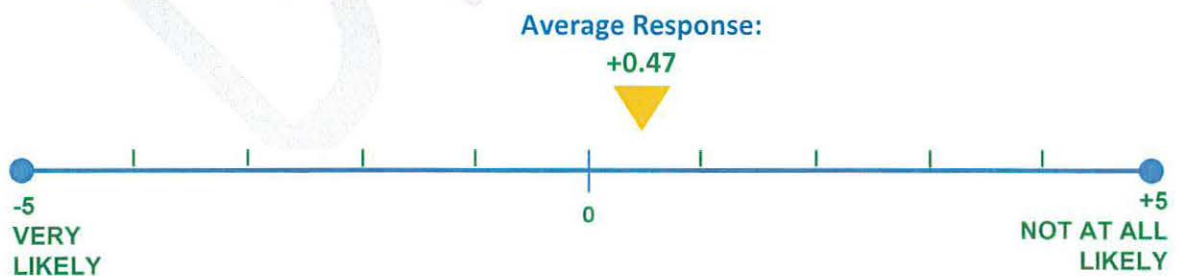
- More area's need service
- You can make an extra trip if you can
- Has a survey been done on how many people get on and off at these propose stops? It's hard to know how the impact will be if we don't know how many people it impacts
- By eliminating those extra stops, should it be the same arrival time?
- Honestly, in Brentwood it would be most convenient to have a stop by Brentwood Blvd and Lone Tree Way. Not everyone in Brentwood wants to go to the Brentwood Park n Ride to catch the 300 that is completely opposite from most Brentwood homes because it's at the near edge of SouthEast Brentwood. If 300 had another Brentwood stop on Bwood Blvd and Lone Tree it would make it so convenient to use it for more than only Bart- we would be able to catch it to the Antioch Bart Park n Ride to be able to use Tri MyRide for Grocery and other store shopping without a much longer wait like it takes when riding the regular buses.
- I want to see new places to ride on the bus 🚌
- This 300X should run the entire day or @ least extend the evening hours another run or 2.

Fares

The general rider fare for the 300X Brentwood Park & Ride/Antioch BART will increase from \$2.00 to the cash express fare of \$2.50.

How likely is it that the cash fare increase will impact a rider's ability or willingness to ride the 300X route?

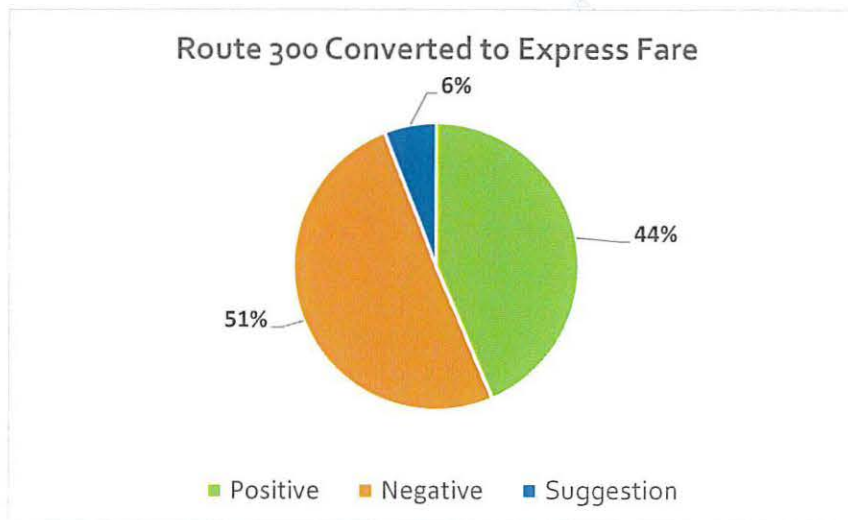
Responses = 373



Please share any comments you have on the proposed change.

Applicable Comments = 85

| | |
|------------|-----|
| Positive | 44% |
| Negative | 51% |
| Suggestion | 6% |



Specific Positive Comments:

- That route has been due for a fare increase for quite some time, in order to keep pace with similar changes across other county services
- You pay for the faster and improved service
- It's not so much of a change that it should create undo hardship.
- Hey! We just came out of a pandemic everyone should understand that increases happen.
- \$.50 is a fair increase.
- This price increase is fine. 50 cents more won't matter for people who need to get to work.
- I think people will pay more to get to the Antioch Park and ride faster.
- Not a big enough change to impact riders.
- This will most likely have an effect but the effect will most likely be minimal due to the added benefits.
- I think the speed is worth it
- if is going to help riders to get to their destination faster it will not impact at all
- 50 cent isn't going to send anyone over the edge it's understandable given the pandemic loss of ridership decrease and passengers so I don't mind at all
- You still have to get where your going so you have to pay
- Might impact some riders but being that its a faster option the \$2.50 is worth it.
- I think this will help balance the use of the Oakley lot and the high usage of the Brentwood lot

- If passes don't change it won't cost more.
- Fare should go up, it's a way of living. Everything else goes up yearly, it's only fair.
- I think there will be more choices and speed up by adding express buses

Specific Negative Comments:

- Most people who ride the bus are low income - any change in price will impact riders
- Most people who take public transit can barely afford the fares. Bart is over priced. All transit fares are a scam. My tax dollars pay for everything n then you charge me again. Robbery
- not sue. but we already pay a 300 park fee at the bart
- Not only it's a fare increase (even small, but psychologically still negative) the \$.50 requires passengers using cash to carry/ search for change
- For those who are in a hurry, \$.50 is okay, but for those who are not in a hurry, \$.50 is big.
- People say they can't afford 2 dollars already
- Not today Covid-19
- Those who take the bus have no choice so they'll take it anyway. It affects the poorer citizens negatively.
- The proposal of removing stops and increasing fee's by 25% is not a good look
- If it's going to cost more don't even think about making that change. I can just walk the extra distance. The cheaper, the better!!
- It may be too much of a jump on the fare to be an express bus. It won't save that much time.
- People are struggling with finding work and being paid poor wages, struggling to pay rent or mortgage. This will affect many struggling people and families
- should not have different price. make it the same price as local bus.
- With this hard time we have been having some people may have just started back to work and there money might not be as good and before all this pandemic started
- It isn't that much of an increase, but accumulated over a month, it is significant
- Express service isn't premium service and \$.50 extra seems arbitrary at best and a penalty at worst especially to already high commuting fares/cost out of east county adding \$1.00 per day/\$5.00 per week
- I don't think the increase should have been added for an express route.
- Commuting is expensive enough; work with BART to lower fares for those who transfer to/from BART to somewhere on the average of \$1/ride, subsidized by those who pay for parking.
- The area & majority of riders are low income. I don't think you should raise it but you should repurpose funds.
- An increase in fares during an ongoing pandemic seems detrimental to riders.
- Possibly going to reduce ridership as some may not want to pay the extra.
- This is a short ride with regular bus, not the coach bus it used to be. \$2.50 fare is too high.
- It may be a hardship for some due to the price increase of food, gas, housing, etc.
- Don't raise the price to promote more riders.

Suggestions:

- If you increase the fare, you should also ensure that bus arrivals/departures are coordinated with the arrivals/departures of the BART trains. I'm not paying more just to sit around at the BART station waiting for a bus for 40 minutes or more.

- I wish they would low the prices down more for a day pass
- Would there be a discount for taking Bart as a connection routes?
- We really need a 300 stop by Bwood Blvd and Lone Tree. It has been an extra amount of time planning for those of us who would go in opposite direction to catch the 300 at the Dollar General Stop. Now that it's increased in price and requires us to travel to the bwood park n ride or Oakley pnr to catch it it will deter us from taking it. We like taking it because of the express time to get to Antioch
- I think the interior of the car needs to be clean and clean. We're willing to spend that money.

Tri MyRide Service Expansion
Antioch

Antioch Tri MyRide service will be expanded to include Prewett Ranch Road, Lone Tree Way, Deer Valley Road, and the Kaiser Permanente Antioch Medical Center.

How do you think this proposed change will impact transit riders?

Responses = 359

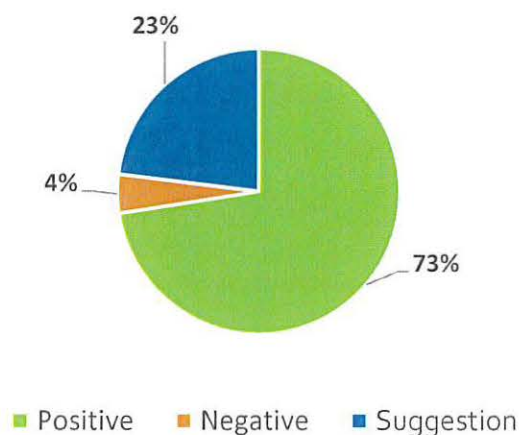


Please share any comments you have on the proposed change.

Applicable Comments = 91

| | |
|------------|-----|
| Positive | 73% |
| Negative | 4% |
| Suggestion | 23% |

Antioch Tri MyRide Expansion



Specific Positive Comments:

- I moved to Clayton, on Marsh Creek Road, next to Deer Valley. Being able to get bus service on MyRide to Kaiser would be wonderful!
- This will be the most welcome of all the proposed changes to several riders, myself included. I've often wished Antioch was served by this service as were other nearby cities
- I like the better access to Kaiser.
- Absolutely excellent. It will allow seniors to get to Kaiser and Sutter Delta.
- This expansion will help me and my neighbors at Quail Lodge a great deal!
- This is a great service and should be under continual expansion!
- I think it will be positive awesome I love the door pic up mostly for elderly people I think is very helpful.
- It's good that it goes to Kaiser Antioch!
- this is good, because I can go to Kaiser on it.
- That is exciting news to have much more choices to go and especially that it expands near all the doctor offices that are used most and medical areas that are much needed for families.
- Good idea and allows for more customers to travel safely in Pittsburg and Antioch.
- It will make it easier for those who have to try to get to their appointments
- This is fantastic news! I live within the (south of) Prewett Ranch Rd expansion area
- The inclusion of Kaiser I think will be a big help for folks
- Sounds good to me, because sometimes there are places where the bus stop is very remote and with that service it is fabulous !!
- I wasn't even aware of Tri My Ride. Sounds like a great service. I work in Livermore. Since there is NO public transportation offered from Walnut Blvd and over Vasco to Livermore, I don't use Tri Delta Transit. But, my children do from time to time.
- Yes, Tri My Ride should be expanded it is too limited.
- It will allow riders access to health facilities in that area.

- Great I definitely want to try it from Hillcrest to Kaiser Permanente for my many medical appointments

Specific Negative Comments:

- It will be slower of only one shuttle
- Great system except when the bus is full and has numerous stops depending on the day or time may take regular bus
- I live just outside the service zone, expanding it would help me so much.
- Unless more buses are used

Suggestions:

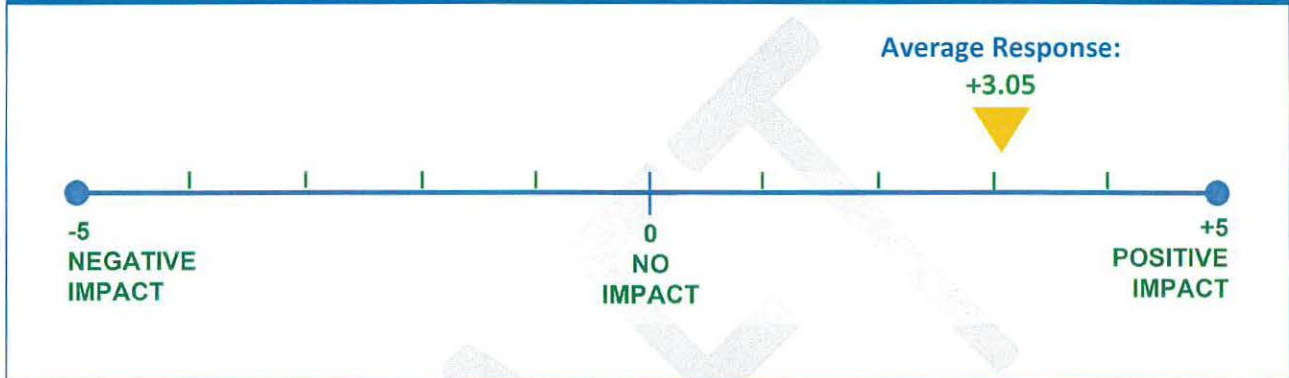
- I would like the Tri MyRide service to be expanded north. Even though I live less than 2 miles from the Antioch BART station TMR doesn't offer service. May I suggest you expand north, towards 18th st/ Lake Alhambra area.
- More area's need service
- I'd like to see it expand to where we are on W. 8th St. in Antioch the cross streets being K and it's parallel L st
- I love using Tri My Ride and sometimes when you just don't want to drive somewhere yourself, it's a great option to use. Also to note is that more area equals more usage so hopefully this will not impact the timing for using this service
- Will the bigger zone result in longer waits or trips?
- As long as you get more buses. The current busses can be inadequate during peak hours, leading to severe delays and missed trains.
- No problem about expanding as long as Tri MyRide service arrives within 30 minutes of the requested time.
- Can it be expanded towards Brentwood area?
- I think they should add my picking up areas to help the community out more
- Brentwood is better expansion than Pittsburg
- I wish you would come to Oakley where I live
- I think this would be utilized more often if it was advertised better
- This is a huge expansion and way more accessible to Antioch residences however with a larger area of coverage that will bring increase waiting times ridership is going to take longer to get to your destination as the driver has to travel farther for certain passengers. Those who expect the transit system to take them to a father destination should logically anticipate a longer wait time and not complain about it
- Reduce waiting time
- Reduce unnecessary waiting time
- hopefully expansion includes addition shuttle buses to cover the expanded area
- Close to Streets of Brentwood where I would see three movies a week if I could get a simple bus without transfers.
- Stick to regular line schedules
- As long as you provide enough running time when ridership increases
- Can the Tri MyRide expand to Brentwood?
- Needs to expand to contra loma area.

Pittsburg

Pittsburg Tri MyRide service will be expanded to include Willow Pass Road, Pacifica Avenue, Evora Road, West Leland Road, and Shore Acres.

How do you think this proposed change will impact transit riders?

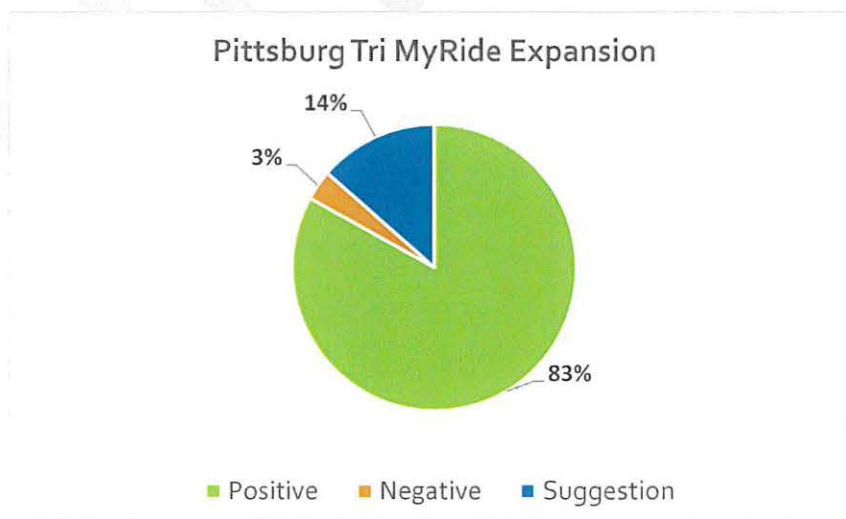
Responses = 359



Please share any comments you have on the proposed change.

Applicable Comments = 59

| | |
|------------|-----|
| Positive | 83% |
| Negative | 3% |
| Suggestion | 14% |



Specific Positive Comments:

- A welcome change, especially for those needing to catch 6 am SFO train from Pittsburg Bay Point station.
- Trimyride seems poised to attract and eventually serve a greater number of commuters, which can only benefit all those touched by the service and/or in need of the said.
- Those areas need service so many single mothers can really use the door to door service.
- This is a great service and should be under continual expansion!
- Like I said before I think is very helpful specially for elderly like me I love my ride.
- It would give lots of families that are near those back roads a way to travel more easier.
- I live close to these areas, so it might benefit me
- Good but need more expansion. Go to East Leland and the new park and ride by the new pittsburg station. Tri myride should be expanded down east leland, harbor, loveridge, railroad. Start from the new bart station and have a tri myride for people that need this service off railroad, east leland, harbor, piedmont way, hanna street, freed, etc/ Please cover more areas of Pittsburg. This is a great service. Just needs more expansion.
- I think it is very good and I suggest more places to open
- I think with the expansion of these two areas, more people will be more willing to take the bus

Specific Negative Comments:

- Not a lot of people in that area
- Similar if not identical comment as to the Antioch Transit expansion however this is a more dangerous area of town so it's good that this provides a safer option for certain people if they're willing to pay for it I just hope the driver doesn't get mugged at some point

Suggestions:

- More area's need service
- More area equals more usage so hopefully this will not impact the timing for using this service
- Will the bigger zone result in longer waits or trips?
- Even better, the elderly can be free
- I would love to see Tri MyRide on different route in the community of Antioch and Pittsburg
- Hoping there would be a new San Marco bus route instead
- Needs to meet demands of increasing population in our communities.
- I like this, but nervous it may slow down the buses. Needs to have reliable time schedule so that we can plan our commute

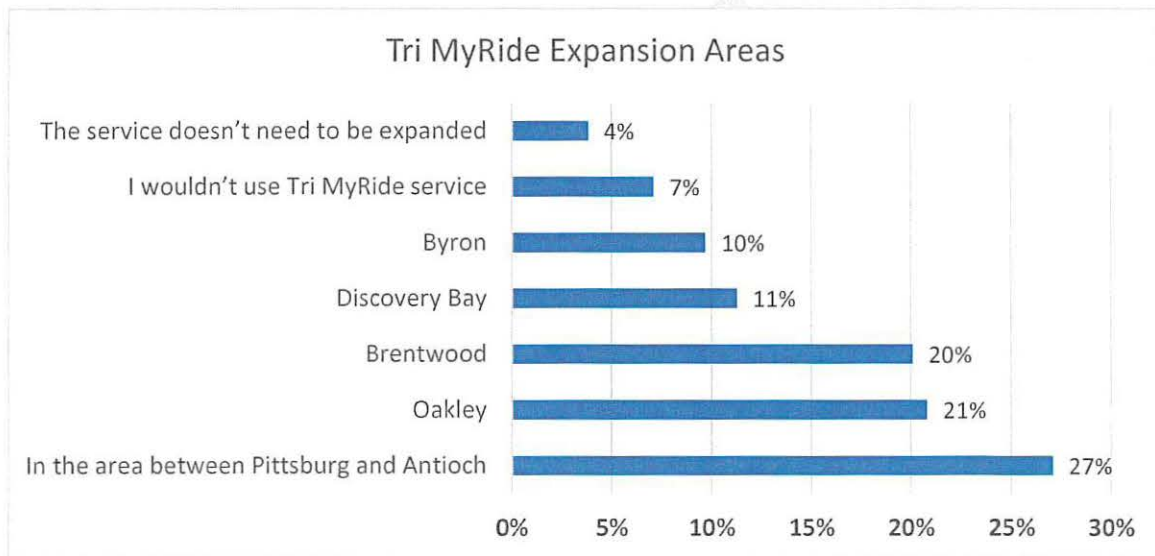
Additional Question

If Tri Delta Transit were to continue expanding its Tri MyRide service areas, where else would you like to see it operate?

Responses (multiple responses) = 701

| | |
|---|-----|
| In the area between Pittsburg and Antioch | 27% |
| Oakley | 21% |

| | |
|--|-----|
| Brentwood | 20% |
| Discovery Bay | 11% |
| Byron | 10% |
| I wouldn't use Tri MyRide service | 7% |
| Tri MyRide doesn't need to be expanded | 4% |



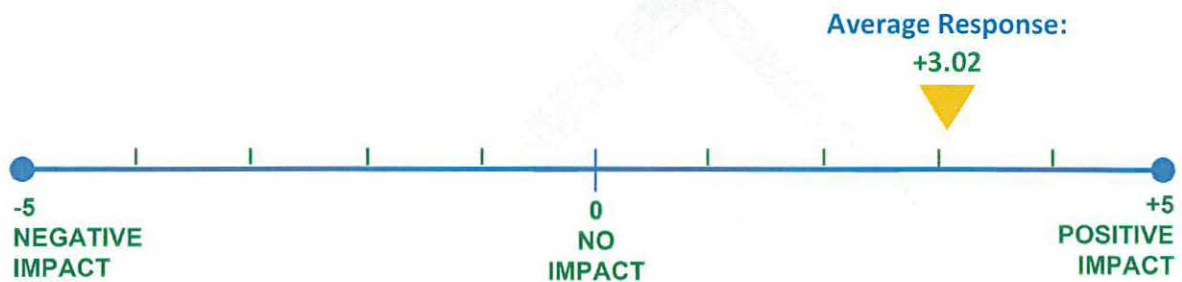
New Services

Route 202 Los Medanos College – Brentwood Center

A new route 202 will serve staff and students when the Los Medanos College Brentwood Center campus fully opens to in-person learning. The route will offer three weekday round trips between the Brentwood Park & Ride and the new campus.

How do you think this proposed change will impact transit riders?

Responses = 354

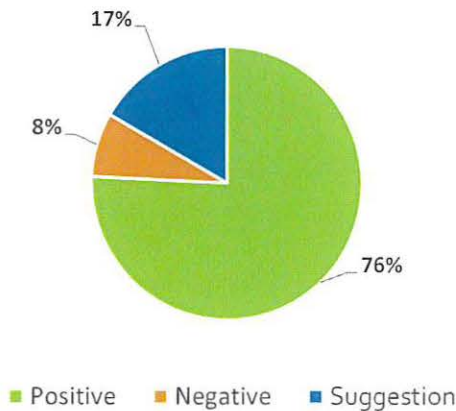


Please share any comments you have on the proposed change.

Applicable Comments = 66

| | |
|------------|-----|
| Positive | 76% |
| Negative | 8% |
| Suggestion | 17% |

New 202 Route to Los Medanos College



Specific Positive Comments:

- I would not use this service, but it would probably be helpful to students and staff of LMC.
- Will be good a good advantage for students.
- Yes! It's so needed my daughter will definitely need that service 😊
- I think this will help students with transportation issues.
- this would improve transportation for students that attend Los Medanos College, as many students can't afford a car.
- I think more people would use the bus with this new 202 Route to the new Los Medanos college and the Brentwood park and ride.
- I think this is a positive thing for people in the Brentwood area although it does not directly affect me in any way
- I think this is a great idea especially for students that are taking classes at both campuses
- My child would benefit from this bus route
- I would've really liked to have this route when I was studying at LMC. I'm sure many students will use this route.
- This is a better opportunity for students to get to campus in a more efficient way and if anything it may increase admission rate just because of the accessibility to even get to the campus thanks to this bus route
- Excellent idea to support the students
- it will greatly help collage students and staff
- This is a great idea to support students and LMC faculty and staff

Specific Negative Comments:

- It should provide more than three trips
- We don't need the service from Park and Ride. Would be better if from near Streets of Brentwood.
- Depending on parking available at the brentwood campus I'm not sure there will be many people who would utilize a route from a park and ride area instead of just driving to campus
- Just 3 trips a day?
- Not enough times for students

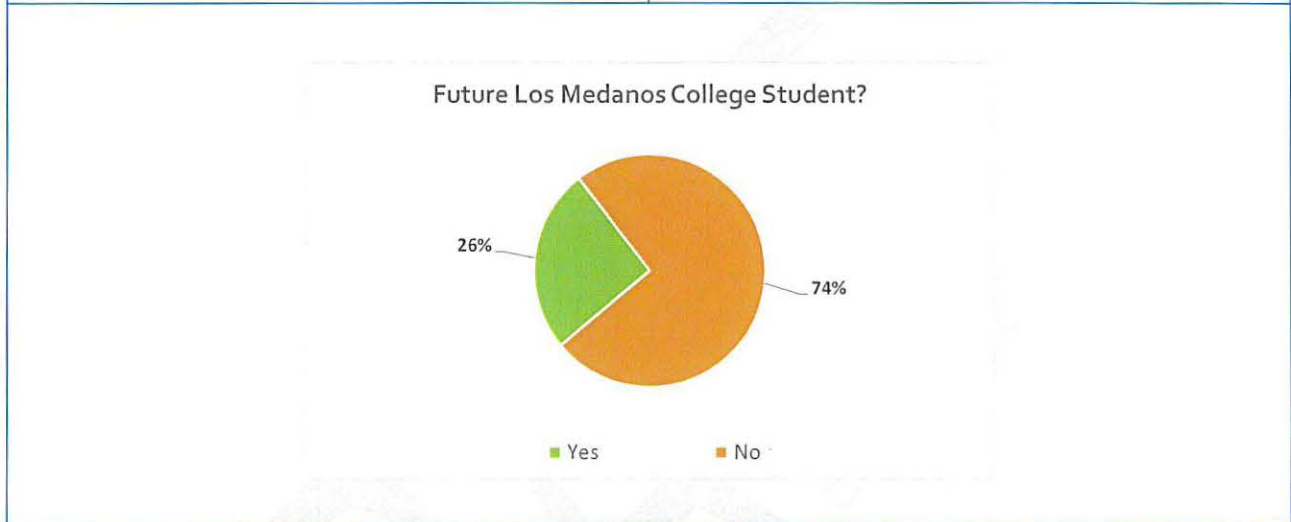
Suggestions:

- More area's need service
- Is it possible to increase the number of flights
- It can be expanded to other places
- There should be an express route from every city Tridelta serves to LMC just like the 381 from Pittsburg to LMC
- only 3x a day not enough
- I use it if fast
- Service should coincide with class schedules. There shouldn't be just one bus to catch, or to miss
- I think eventually it will need more than 3 round trips to accommodate people.
- Good for students but more trips.
- Would like to have more bus service for students.
- I propose a four-day round trip instead of three.

Route 202 Los Medanos College – Brentwood Center: Additional Questions

Are you a student planning to attend the new Los Medanos College Brentwood Center?
Responses = 354

| | |
|-----|-----|
| Yes | 26% |
| No | 74% |



If yes, when do you anticipate attending the new campus?
Applicable Responses = 24

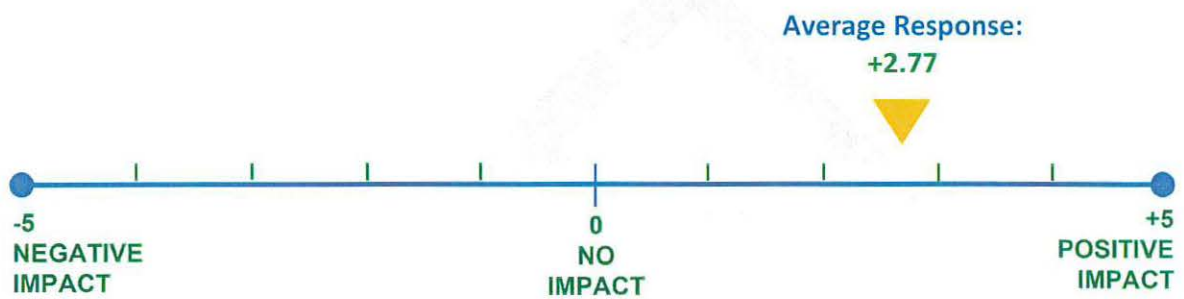
| | |
|-----------------|------------|
| Fall 2021 | 5 Students |
| Winter 2021 | 1 Student |
| Spring 2022 | 4 Students |
| 2022 in general | 8 Students |
| 2023 in general | 2 Students |
| When fully open | 4 Students |

Tri MyRide Corridor on East Cypress to Bethel Island

A new, proposed *Tri MyRide* service will provide rides along the corridor connecting the Antioch BART station, new Oakley Park & Ride, Main Street, and East Cypress Road including housing on East Cypress, Summer Lakes, and along Bethel Island Road to Bethel Island.

How do you think this proposed change will impact transit riders?

Responses = 354

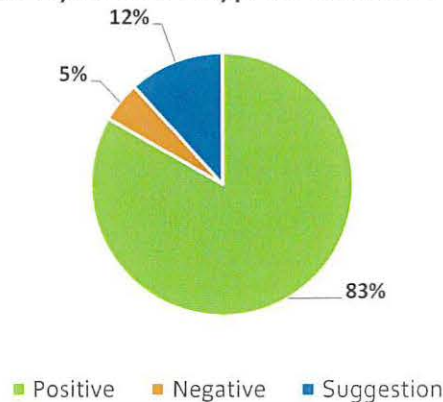


Please share any comments you have on the proposed change.

Applicable Comments = 60

| | |
|------------|-----|
| Positive | 83% |
| Negative | 5% |
| Suggestion | 12% |

New Tri MyRide East Cypress Corridor Service



Specific Positive Comments:

- This is perhaps the most welcome addition to the service under discussion to date, simply because Antioch BART is expanding in ridership
- Bethel Island is a very remote area and this would help people who live there to get to other larger towns.
- You would have more riders riding bus from Bethel Island.
- Lots of people live on East Cypress corridor (like me) and would use it.
- Definitely needed! There are very few transportation options Far East County
- This would be amazing and hopefully reduce the need to drive a car to the Antioch Bart for many many peoples
- More Oakley options is great!
- This should be a priority to serve far east Oakley
- Nice views. I might just use that route for the scenic views around Bethel
- I often work out there and it will be a great idea to have a bus that goes out there
- That would be great encourages more exploration in the delta region
- My older son used to ride a bike to Bethel Island and now it would make so much difference and add much easier travel choices.
- it will greatly help bethel island
- I would think those outlying areas around Bethel Island would be very useful. I have heard people from that area comment that they would appreciate Public Transit being better.
- This would be great for our college students without a car!

Specific Negative Comments:

- Great, add more traffic on this already busy corridor
- More area equals more usage so hopefully this will not impact the timing for using this service

Suggestions:

- More area's need service
- As long as it lasts
- I hope I can pass by our school
- This will not directly affect me but since they are servicing people who don't usually use the bus and those areas they need to have more buses available
- will this be 7 days/week service?
- We need to be responsive 2 to work with you
- In the future, several such bus routes should be set up to facilitate travel

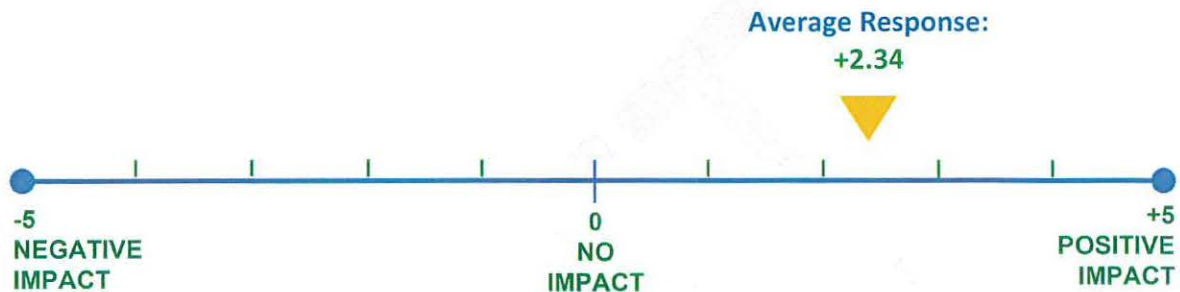
**Weekend Service
Route Restructure**

Tri Delta Transit plans to restructure weekend service. Instead of operating different routes on weekdays and weekends, some routes will operate seven days a week. Some areas currently not receiving weekend service will have weekend service under this proposal. Other areas will lose weekend service.

The following weekday routes will be revised to operate service seven days a week: **380, 381, 388, 389 and 391**. The following Saturday and Sunday routes will be eliminated: **392, 393, 394, 395 and 396**.

How do you think this proposed change will impact transit riders?

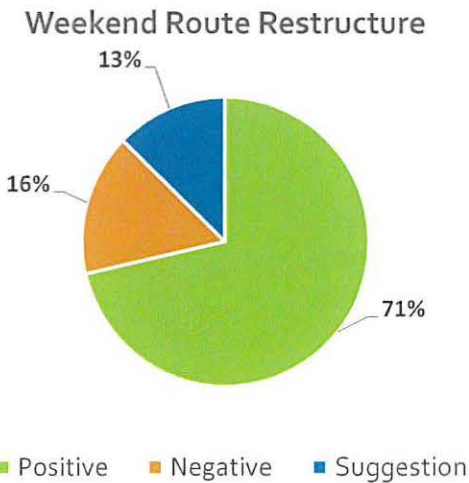
Responses = 351



Please share any comments you have on the proposed change.

Applicable Comments = 70

| | |
|------------|-----|
| Positive | 71% |
| Negative | 16% |
| Suggestion | 13% |



Specific Positive Comments:

- I will be able to go to my destination faster. As sometimes I need to go to Antioch Bart or Oakley.
- This is perfect. Weekend service simply needs to be a slimmed down version of the weekday service, rather than completely different from it
- Having consistent routes seven days a week makes a lot of sense and is less confusing to customers. It looks like there will be more coverage
- I have been hoping for this for the longest time I have lived in this area for 16 years this needed to be done 10 years ago if they go through with this plan it will be beneficial to many people and will help them get two jobs and appointments
- Less confusion, knowing when the bus operates every day
- I think this is a great idea we need seven day a week service because our jobs operate seven days a week
- Yes, this is better planning, and doesn't confuse the public
- Glad that the weekend service will again have a Brentwood Bus route that goes all the way to Pittsburg again. It was not a favorite to need to transfer buses at Antioch PnR
- The routes I take would have better weekend service.
- Seven day 388 service along Dallas Ranch Rd & Prewett Ranch Rd is fantastic!
- The 381 is my main route. I do use the 392 on weekends occasionally, so would be sad to lose that but access to 381 on weekends would still keep the easy connection to BART which I think is the most important part of weekend service.
- Yeah, we need time out every weekend. Exactly what you need
- I believe it would be less complicated
- Fantastic! This is wonderful. Offer more half price fare days. Thank you for all the free rides during the month of September!!!
- As long as they follow the same route as during the week it is very good, especially routes 380, and 391 that are the ones that people use the most.

Specific Negative Comments:

- I need the 395 to get to work in the Streets of Brentwood. If the 385 was a 7 day a week service, then I'd have no problem.
- 395 should remain
- The routes coming out to Brentwood Park and ride and to the streets is important to have on weekends.
- I use 392 often on weekends, it will be a pain to lose.
- The weekend busses are a pain, and sometimes they don't wait and its only the 2 busses that go to that stop
- Streets of Brentwood is the best part of Tri Delta Transit. If I couldn't go see movies there and get a Krispy Kreme donut then I would think about changing to driving as my form of transportation.
- For me I hope there is still away to do the area near Target and Streets of Brentwood because I need all that area to do my shopping.
- The current early Sunday morning departures from Antioch BART do not correspond w. the BART eastbound schedules from both Pittsburg Bart stations. ALSO: WHY does the earliest

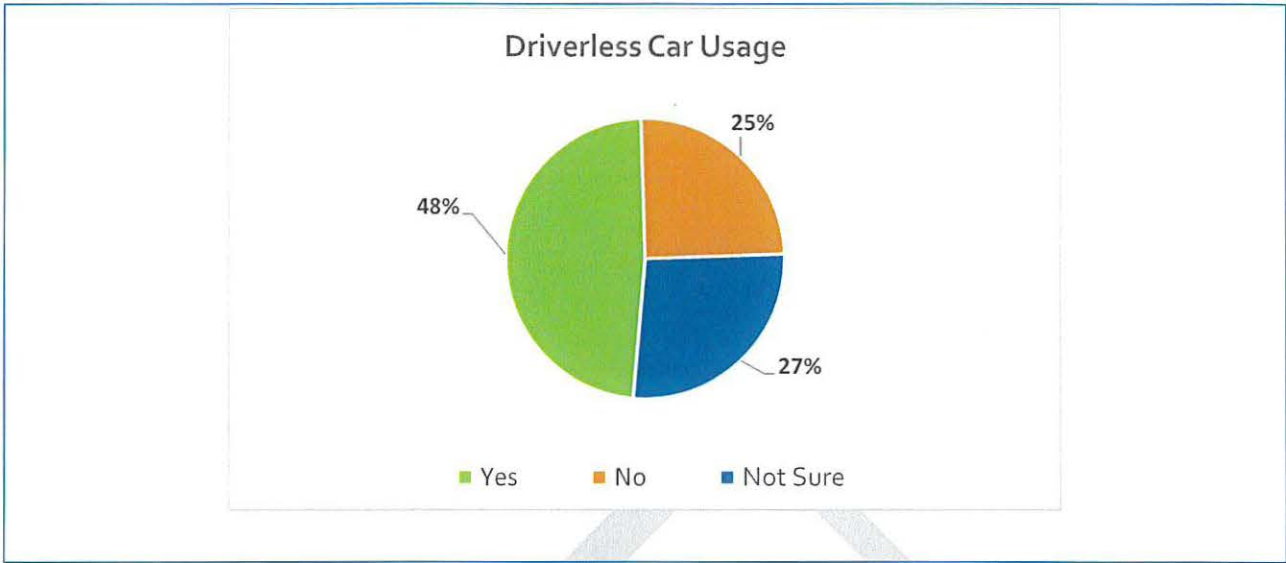
392E (Sundays/Holidays) commence @ Lone Tree/Davison? there are no BART Station(s) there. Should it not depart from perhaps even Los Medanos College?... in order to meet up with the earliest 393E @ Antioch BART *(please make this happen - right away!... please)*

Suggestions:

- May be confusing for some riders until they adjust to the changes
- More area's need service
- Both positive and negative. I use the 380/396 route quite frequently. On the weekends, it is nice to bypass the portion of the route off of Leland Rd. between Pittsburg/Bay Point bart and the intersection of Railroad and Buchanan.
- Not sure, eliminating routes always affects someone. But it looks like the area with the greater need will get some attention.
- I would truly love if they would bring the 393 eastbound and westbound back near the Antioch mall areas
- Weekend service is much needed as riders like to take Bart to San Francisco for cultural events, museums, theatre. We really need more weekend service on the Tri-Delta Transit.
- If it'll be more expensive, don't do it. If it's going to make the buss longer to get places, don't do it. Other than that, I guess it's nice to have more routes
- If you are proposing routes 380, 381, 388, 389, and 391 to operate on weekends and holidays, then be my guest. However, I would appreciate it if it continues to operate the exact same schedules as they are doing now.
- After the service reduction, are there any buses travelling between Brentwood Park & Ride and Antioch Bart Station on Saturday and Sunday? It seems no services are available during weekend from Brentwood Park & Ride.

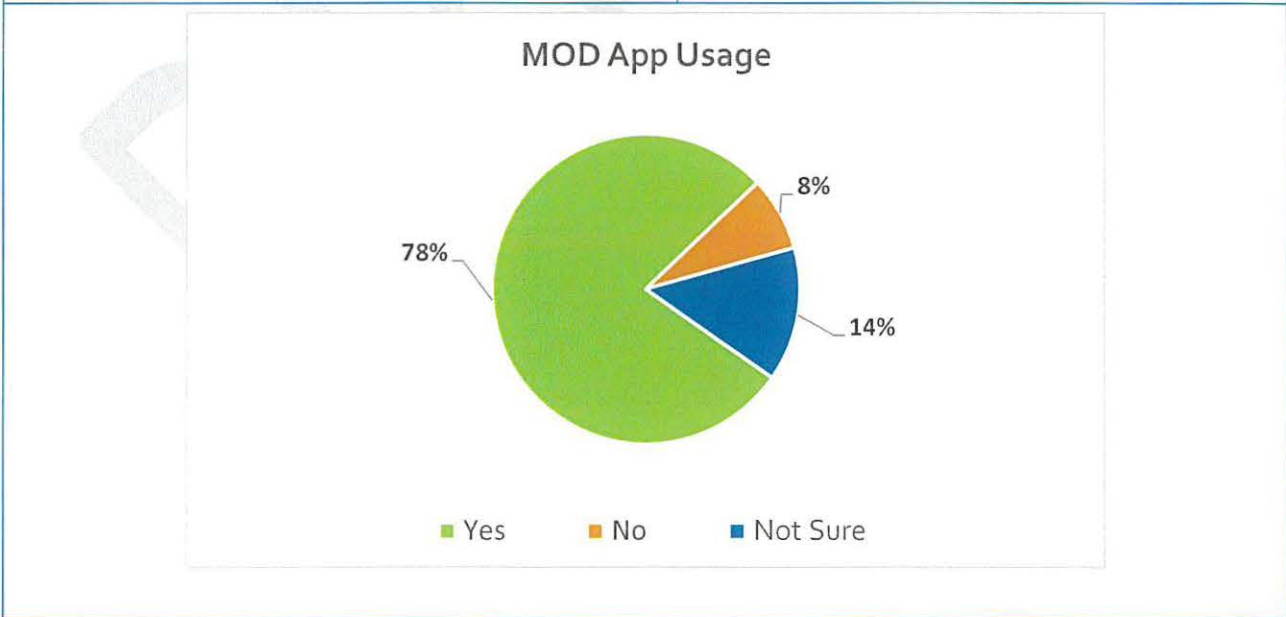
Looking to the Future
Emerging Trends

| Would you ride in a small, driverless car that provided on-demand service? | |
|---|-----|
| Responses = 349 | |
| Yes | 48% |
| No | 25% |
| Not Sure | 27% |
| | |

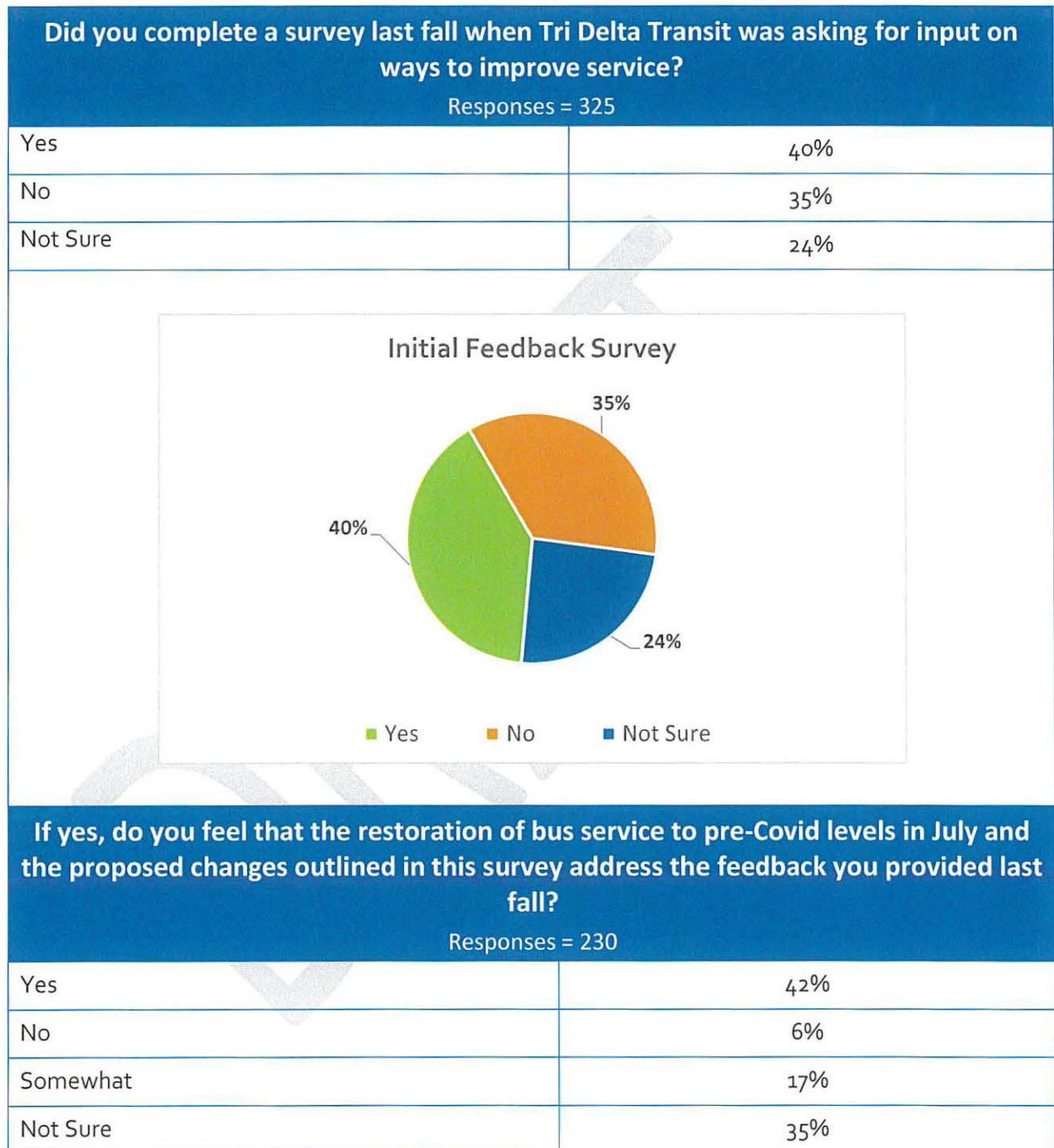


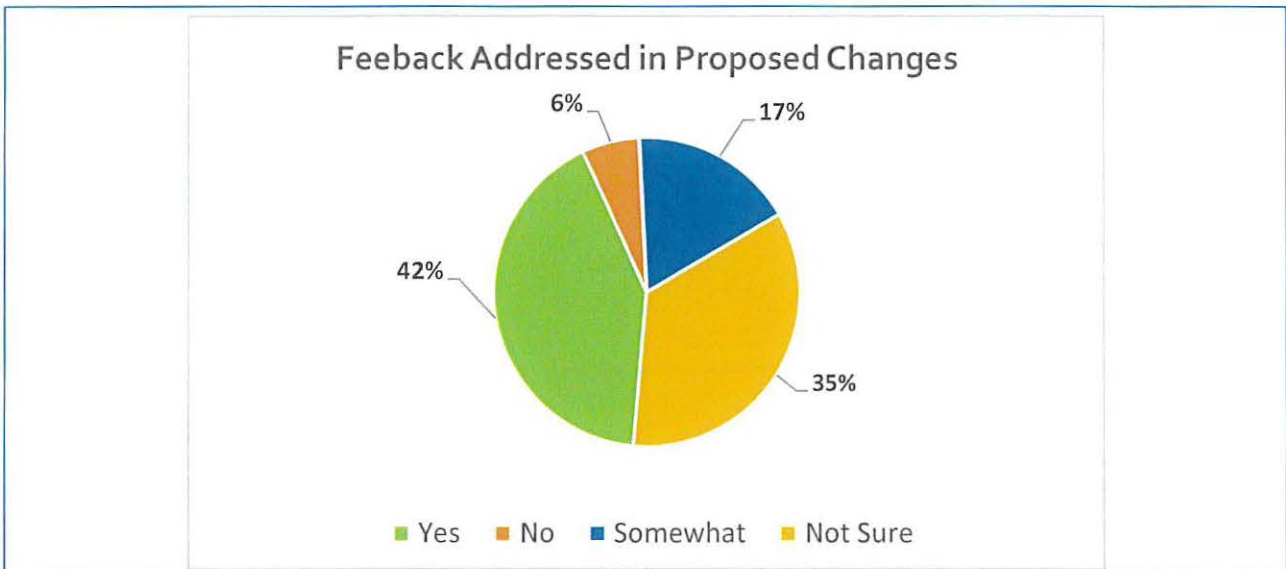
Would you use a smartphone app that allowed you to plan and pay for a trip on Tri Delta Transit or BART, reserve a bikeshare, or call an Uber - all with just a few clicks?
 Responses = 349

| | |
|----------|-----|
| Yes | 78% |
| No | 8% |
| Not Sure | 14% |



Past Survey Participation





If no, why not?
Responses = 19

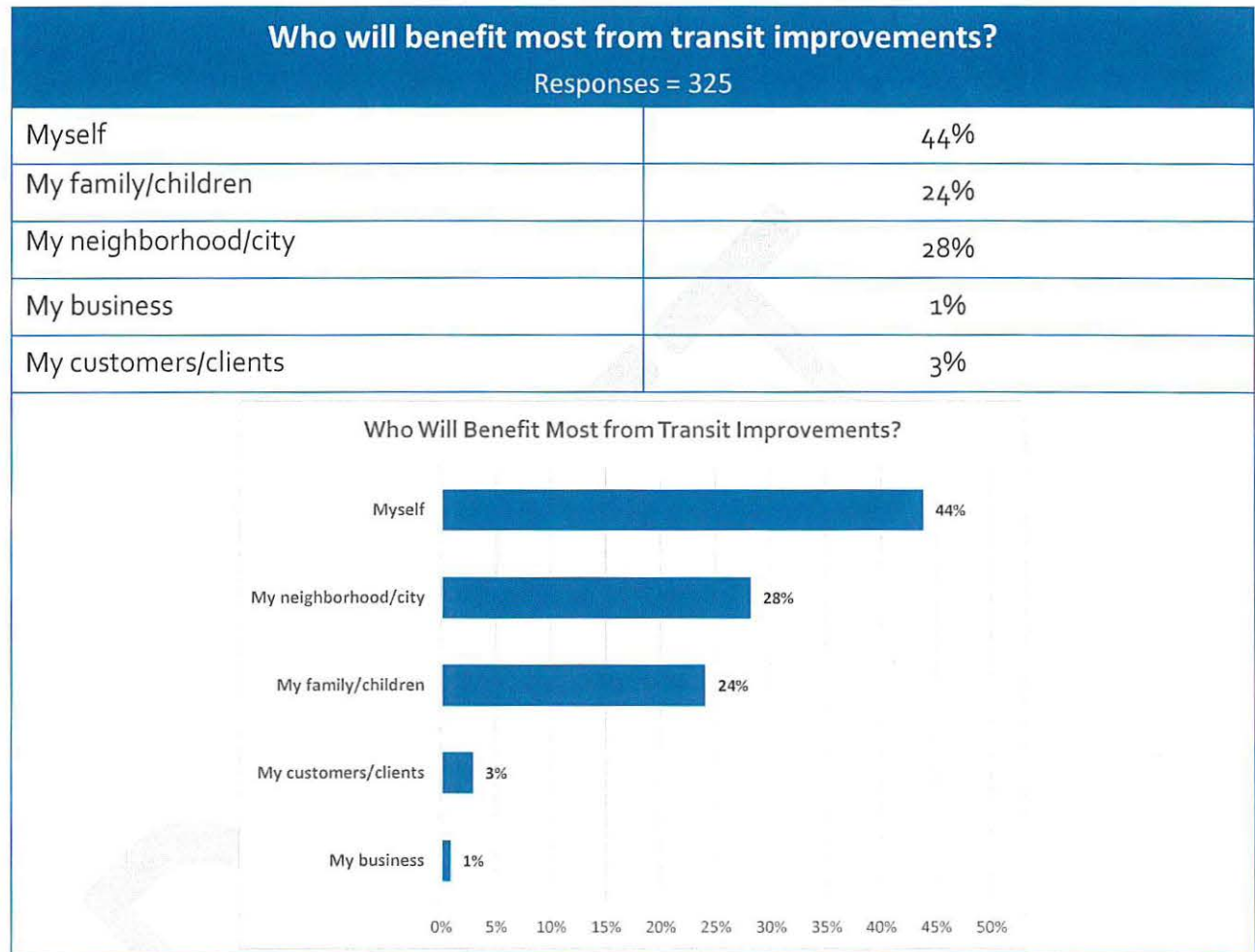
| | |
|--|----------------|
| I don't remember the survey/feedback I gave | 13 Respondents |
| I commented on timed Tri Delta departing bus connections with arriving BART at Antioch station as often connections are missed by minutes resulting in long, and lonely, waits for the next bus. | 1 Respondent |
| Judging from the BART stations and empty they are I think it's a waste | 1 Respondent |
| I didn't notice any improvements on the bus schedules not being the same time frame. Example: At least 10-15 min. in between would help, not having to wait an hour for the next bus. | 1 Respondent |
| I didn't use any transit buses last year | 1 Respondent |
| Because I travel by car | 1 Respondent |
| Because the impact on people is so great with and without the epidemic | 1 Respondent |

Demographics

Feedback Survey

The feedback survey included demographic questions regarding age, gender, income, household size, education, and language. To get a sense of how service changes might impact respondents, they were asked who they felt transit improvements would most benefit. Respondents were also asked where they lived to ensure that similar demographic targets

were reached. There was a particular interest in matching the diversity of those respondents who participated in the initial outreach.

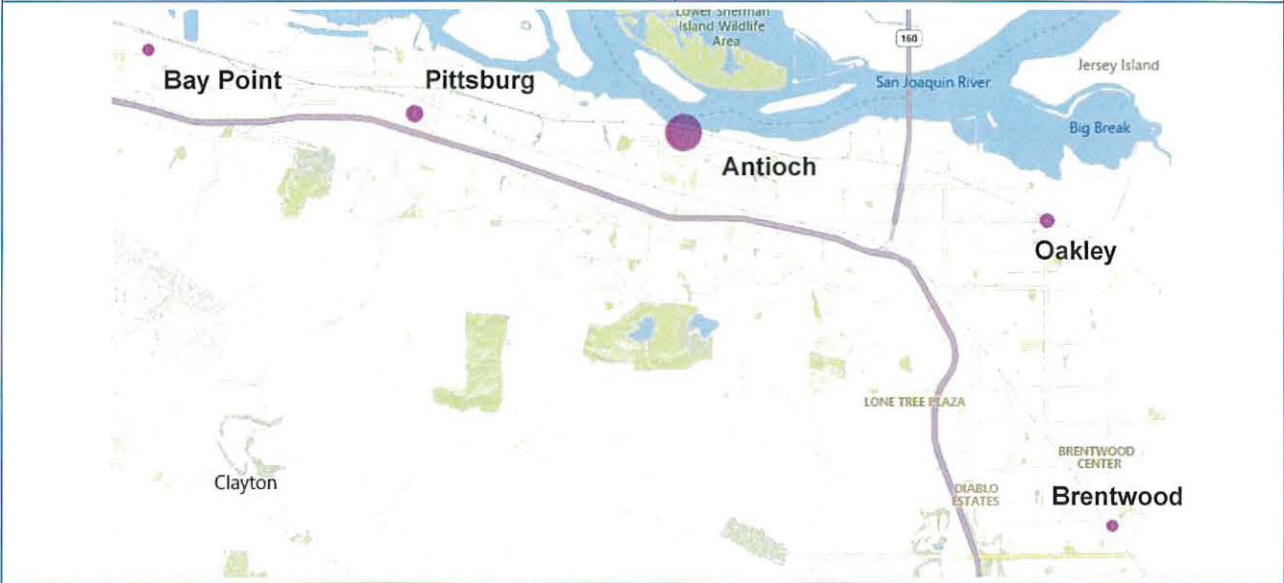


In What City Do You Live?

Responses = 335

| | |
|---|-----|
| Antioch | 42% |
| Bay Point | 13% |
| Brentwood | 9% |
| Oakley | 13% |
| Pittsburg | 17% |
| Other | 6% |
| <ul style="list-style-type: none"> • Discovery Bay (4) | |

- Concord (3)
- Bethel Island (2)
- San Lorenzo, Danville, Castro Valley, Springfield, San Francisco, San Luis Obispo, Hammond, Washington, Clayton, Emerson Ranch (1 each)



| Demographic | Variable | % of Total Responses |
|---|---------------|----------------------|
| Which is your age? Respondents = 335 | 17 or younger | 4% |
| | 18-24 | 18% |
| | 25-50 | 46% |
| | 51-64 | 24% |
| | 65 or older | 8% |
| How do you identify? Respondents = 337 | Female | 55% |
| | Male | 43% |
| | Other | 2% |
| Do you have any dependents or any people in your household under the age of 18? Respondents = 337 | No | 53% |
| | Yes | 47% |
| How many people live in your household? Respondents = 336 | 1 | 17% |
| | 2 | 19% |
| | 3 | 21% |
| | 4 | 21% |
| | 5 | 5% |
| | 6 | 6% |

| Demographic | Variable | % of Total Responses |
|---|--|----------------------|
| | 7 | 6% |
| | 8 | 2% |
| | More than 8 | 2% |
| How many vehicles does your household have access to? Respondents = 334 | 0 | 17% |
| | 1 | 31% |
| | 2 | 34% |
| | 3 or more | 17% |
| What is the highest level of school you've completed or highest degree you've received? Respondents = 334 | Less than high school degree | 6% |
| | High school degree or equivalent (e.g., GED) | 24% |
| | Some college but no degree | 22% |
| | Associate degree | 11% |
| | Bachelor's degree | 25% |
| | Graduate degree | 12% |
| Are you a student? Respondents = 332 | No | 69% |
| | Yes - K-12 | 5% |
| | Yes - Part time college/university | 13% |
| | Yes - Full time college/university | 8% |
| | Yes - Other | 4% |
| Which best describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2020 before taxes? Respondents = 323 | Below \$20,000 | 22% |
| | \$20,000 - \$34,999 | 17% |
| | \$35,000 - \$49,999 | 11% |
| | \$50,000 - \$74,999 | 15% |
| | \$75,000 - \$99,999 | 11% |
| | \$100,000 - \$149,999 | 6% |
| | \$150,000 or more | 18% |
| How do you identify? (check all that apply) Responses = 373 | Latino/Hispanic | 15% |
| | Black/African American | 22% |
| | Asian | 11% |
| | American Indian/Alaskan Native | 13% |
| | Native Hawaiian/Pacific Islander | 2% |
| | White | 31% |
| | Other | 6% |
| Do you speak a Language other than English at home? Respondents = 335 | Yes | 43% |
| | No | 57% |
| If you answered "yes" above, Which languages do you speak at home? (check all that apply?) | Spanish | 48% |
| | Tagalog | 26% |
| | Chinese | 13% |
| | Other: Vietnamese (3), | 13% |

| Demographic | Variable | % of Total Responses |
|-----------------|--|----------------------|
| Responses = 144 | Hindi (2), Arabic (2), Urdu (2), Pashto, Yoruba, Nepali, Russian, Samoan, Bengali, French, Indonesian, and Portuguese (1 each) | |

Comparative Demographics:

Demographic representation of the Feedback Survey was compared to the three prior surveys:

- The initial outreach survey for the Transform Tri Delta Transit project was conducted in Fall of 2020 under Covid restrictions. It was targeted to not just bus riders, but to non-riders, and to businesses and community organizations that could be impacted by a service redesign. Of the 354 respondents who answered a question regarding how often they ride Tri Delta Transit, 18% cited they were not riders.
- An Origin & Destination (O&D) Survey conducted in February 2019, 20 months before the initial Transform Tri Delta survey was released. The O&D Survey was conducted on buses and surveyed only passengers. In addition, the O&D Survey splits demographic data between weekday and weekend riders.
- Tri Delta Transit service area demographics as reported by the American Community 5-Year Survey of 2015 – 2019.

| Demographic | Variable | Feedback Survey | Initial Outreach | O&D Survey (Wkdy/Wkend) | TDT Service Area |
|----------------|--|-----------------|------------------|-------------------------|------------------|
| Age | 24 or younger | 22% | 11% | 31%/31% | 14% |
| | 25-64 | 70% | 79% | 60% ¹ /60% | 82% |
| | 65 or older | 8% | 10% | 9% ² /9% | 4% |
| Gender | Female | 55% | 63% | 48%/40% | 46% |
| | Male | 43% | 35% | 52%/60% | 54% |
| | Other | 2% | 2% | - | - |
| Household Size | 1 | 17% | 14% | 14%/11% | 17% |
| | 2 | 19% | 21% | 21%/19% | 28% |
| | 3 | 21% | 19% | 20%/24% | 19% |
| | 4 | 21% | 22% | 20%/23% | 17% |
| | 5 | 5% | 10% | 13%/15% | 11% |
| | 6 or more | 16% | 13% | 12%/8% | 8% |
| Student Status | No | 69% | 80% | 70%/85% | 71% |
| | Yes - K-12 | 5% | 2% | 11%/4% | 7% |
| | Yes - Part time college/university & Other | 17% | 11% | 16%/8% | 22% ³ |

| Demographic | Variable | Feedback Survey | Initial Outreach | O&D Survey (Wkdy/Wkend) | TDT Service Area |
|-----------------------------|------------------------------------|-----------------|------------------|-------------------------|------------------|
| | Yes - Full time college/university | 8% | 7% | 2%/4% | |
| Race/Identity | Latino/Hispanic | 15% | 21% | 28%/38% | 36% |
| | Black/African American | 22% | 26% | 40%/32% | 14% |
| | Asian | 11% | 14% | 6%/5% | 10% |
| | American Indian/Alaskan Native | 13% | 3% | 3%/1% | .3% |
| | Native Hawaiian/Pacific Islander | 2% | 2% | 2%/2% | .6% |
| | White | 31% | 28% | 28%/25% | 36% |
| | Other | 6% | 6% | 1% | 5% |
| Language other than English | Yes | 43% | 36% | 31%/44% | 36% |
| | No | 57% | 64% | 69%/56% | 64% |
| Language | Spanish | 48% | 54% | 79%/91% | - |
| | Tagalog | 26% | 15% | 6%/3% | - |
| | Chinese | 13% | 10% | .5%/1% | - |
| | Other | 13% | 21% | 14.5%/5% | - |

Source:

Initial Outreach – Transform Tri Delta Transit Outreach, Fall 2020

O&D Survey – 2019 Tri Delta Transit On-Board Survey, MTC, April 2019

TDT Service Area – American Community Survey 5-year, 2015-2019. Stats estimated by geospatial intersection.

Note: 1- Data for 25-62 age group. 2- Data for 62 or older. 3-Part-time and Full-time college/university is combined.

Feedback outreach for this stage of the Transform Tri Delta Transit project aimed to reach similar demographic targets to the three previous surveys included in the above chart, with an interested in matching the diversity of those respondents who participated in the initial outreach most closely. The circumstance of Covid, and an interest in reaching not just transit riders makes this group the most comparable target audience.

There were a few differences in participants of this survey:

Gender: While still leaning heavier on female participants, the balance of respondents to this feedback outreach is a closer reflection of the gender statistics of the service area.

- The initial outreach survey had a large female audience from direct emails sent to more than 1,200 families that participated in 511 Contra Costa’s free or low-cost student bus pass programs in the Tri Delta Transit service area. Records suggest that most of these contact emails were for female head of household

members. Direct emails were sent to a smaller group of pass recipients for the feedback survey.

Age: The age range categories offered between each of surveys was not the same, so age ranges were lumped into just three groupings that matched all surveys. The feedback outreach attracted a higher percentage of respondents under the age of 24 compared to the initial outreach survey.

- The difference in younger respondents could be a result of schools and community colleges being closed to in-person classes during the initial survey. With fewer students travelling by bus to school, and no option for outreach to students at school sites, avenues for promotion were limited. During the feedback survey outreach many campuses had returned to at least partial in-person learning and outreach to student populations had a greater chance of success. This theory is supported by the difference in respondents identifying that they are students. Twenty percent (20%) of initial outreach survey respondents were students compared to 31% of respondents to this feedback survey.

Race/Identity: Respondents were able to select all nationalities with which they identify, and with two exceptions, the results for each option was similar to the response rate of at least one of the prior surveys. Differences of note were:

- In the feedback survey, an unusually high percentage of respondents identifying as American Indian/Alaskan Native (13%) skews results for this race/identity demographic. Two groups of respondents returned surveys from the same IP address, but unique device IDs, within a one-hour time-period on two different days. All respondents also identified as 'students', but other responses in these surveys were unique, indicating that they were not duplicate surveys. Outreach to community-based organizations, including to Native Health Services may have reached a classroom or community group of young American Indians/Alaskan Natives that were encouraged to participate.
- Responses from those identifying as Hispanic/Latino are lower than in the initial outreach and the other surveys. Additional focus was given to reaching Hispanic/Latino respondents with additional rounds of Spanish language outreach to Latino organizations and media outlets. Other surveying sources, such as the US Census, have shifted to classifying both Hispanic-white and Hispanic non-white groups in demographics. Some Hispanics identify as White because they are from European Spanish speaking countries. This division of Hispanic responses can also skew responses.
- Those identifying as 'Other' continues to grow with 6% of respondents to this survey. This could point to the increasing diversity of the area.

Language: Forty-three percent (43%) of respondents cited speaking another language at home, higher than any of the three prior surveys. Of those languages spoken, the largest increases were in those speaking Tagalog and Chinese. A lower percentage of

Spanish speaker may be a result of the lower number of those identifying as Hispanic/Latino.

Service and Fare Equity Analysis

A Service & Fare Equity Analysis was conducted on the proposed service and fare changes and is detailed in a Service & Fare Equity Analysis Report. A summary of the outcomes is included here.

An Equity Analysis determines if protected populations will be disproportionately impacted by a major service change or fare change. Per Tri Delta Transit Title VI Policy, a disparate impact to minority populations or a disproportionate burden to low-income populations exists for:

- A service decrease where the protected population impacted is greater than 10 percentage points above the percentage of protected population system wide
- A service increase where the protected population impacted is less than 10 percentage points below the percentage of protected population system wide
- A fare change where the difference in average fare between protected and non-protected riders is greater than 10 percent.

Based on Tri Delta Transit’s definition of a major service change, the following revisions qualified for an equity analysis:

- Fixed-route service additions and deletions
 - New route #202 to Los Medanos Campus in Brentwood
 - Weekend Service Restructure
- On-demand Tri MyRide service additions
 - New Tri MyRide Corridor Service
 - Tri MyRide Service Antioch Zone Expansion
 - Tri MyRide Service Pittsburg Zone Expansion
- Fare Increase
 - Increase from local to express fare on route 300

Proposed Fixed-Route Service Revisions

No disparate impact or disproportionate burden was found to exist for the proposed fixed-route service revisions, as the impact for the changes is no less than -10%.

| | Low Income | Minority |
|-----------------------------------|--------------|--------------|
| Service Area Average | 27.6% | 65.5% |
| Weekend Restructure and Route 202 | 36.2% | 73.4% |
| Difference | +8.6% | +7.9% |

No disparate impact or disproportionate burden was found to exist for the proposed Tri MyRide service revisions, as the impact for the changes is no less than -10%.

| | Low Income | Minority |
|--|--------------|---------------|
| Service Area Average | 27.6% | 65.5% |
| New Corridor Service and Zone Expansions | 27.6% | 75.6% |
| Difference | +.03% | +10.0% |

Analysis shows that the proposed fare change equally impacts protected and non-protected populations, therefore no disparate impact or disproportionate burden was found to exist.

| | Low Income | Non-Low Income | Difference |
|----------------------|------------|----------------|------------|
| Adult Fare | 50% | 50% | 0% |
| Senior/Disabled Fare | 50% | 50% | 0% |
| | Minority | Non-Minority | Difference |
| Adult Fare | 50% | 50% | 0% |
| Senior/Disabled Fare | 50% | 50% | 0% |