



Survey for the Monument Corridor Community-Based Transportation Plan

The Contra Costa Transportation Authority (CCTA), in coordination with the City of Concord, is conducting a study to find out how to improve transportation services for residents in the Monument Corridor.

Input from the Monument Corridor community is very important and appreciated!

Please take a few minutes to fill out this survey and return it to the person who gave it to you, or you can also take the survey on-line at: www.surveymonkey.com/r/MonumentCBTP. Please only fill out the survey once and return by **July 31, 2019**.

If you have any questions or need assistance filling out this survey, please contact Naomi Armenta at 510-506-7586 or narmenta@nelsonnygaard.com.

A. How do you travel?

1. How do you usually get around? (Check all that apply.)

- Walk/Roll
- Monument Shuttle
- Bus/BART
- Bicycle
- Paratransit
- Drive
- Get a ride
- Uber/Lyft
- Other _____

2. Name three destinations which are currently hard for you to reach (e.g. job, grocery shopping, parks and recreation, school and daycare, medical and health care appointments, social services, religious center, etc).

(List the destination type and name the specific locations that are hard to reach.)

- Destination 1 (Type & specific location) _____
- Destination 2 (Type & specific location) _____
- Destination 3 (Type & specific location) _____
- No difficulty reaching destinations

B. Identify Transportation Needs

1. Which transportation problems are the most serious for you?

C. For EACH type of transportation listed below, identify up to THREE issues that you think most need improvement and would improve mobility for you and/or members of your household.

1. MONUMENT SHUTTLE

- I do not take the bus. If not, why not? _____
- No improvement needed

If you do take the Shuttle, check up to **THREE** issues that most need improvement & location where it applies.

- Buses running according to schedule _____
- More service available (days, times, shorter wait time, etc.) _____
- Transfers to other transit (Which lines?) _____
- Bus stop comfort and/or safety (Which bus stops?) _____
- Need for more information and access to information (maps, schedules, etc.) _____
- Other _____

2. BUS/BART

- I do not take the bus or BART. If not, why not? _____
- No improvement needed

If you do take the bus or BART, check up to **THREE** issues that most need improvement & location where it applies.

- Cost of transportation _____
- Transit running according to schedule (Which lines?) _____
- More service available (days, times, shorter wait time, etc.) _____
- Transfers between other transit services (Which lines?) _____
- Bus stop and/or station comfort and/or safety (Please specify.) _____
- Need for more information and access to information (maps, schedules, etc.) _____
- Other _____

3. WALKING & ROLLING

- No improvement needed

If you do have concerns about walking and/or rolling, check up to **THREE** issues that most need improvement & location where it applies.

- Crossing the street (enough time, no signals, no crosswalks) (Which streets?) _____
- Lack of sidewalks or curb ramps (Which streets?) _____
- Pavement quality, obstacles, lack of resting spots (Where?) _____
- Safety (What kind of concerns, and where?) _____
- Other _____

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4. DRIVING

Do you have a car available to drive?

Always Usually Sometimes Never

Prefer not to drive _____

If you have a car available but do not always drive, why not? (Check all that apply)

Legal restrictions _____

Cost of fuel _____

Cost of vehicle maintenance and repairs _____

Cost of driver insurance _____

Road/pavement conditions (Where?) _____

Traffic congestion (When and where?) _____

Other _____

5. BIKING

I don't ride a bicycle. If not, why not? _____

No improvement needed

If you do bicycle, check up to **THREE** issues that most need improvement & location where it applies.

Lack of bicycle paths (Where?) _____

Safety on turns, intersections, etc. (Where and why?) _____

Safety of bike paths (Where and why?) _____

Theft and vandalism of bicycles (Where?) _____

Other _____

6. PARATRANSIT (Transportation for people with disabilities which prevent their use of buses.)

I don't ride paratransit

No improvement needed

If you do ride, check up to **THREE** most important needs in paratransit.

Reliable service, arrives and drops off on time _____

Hours of service _____

Cost _____

Customer service, drivers and schedulers _____

Information, well-publicized, easy to understand _____

Other _____

7. OTHER Please describe any other transportation issues or needs in your neighborhood. (Please be as specific as possible.)

D. What would be the most important transportation improvement you would want for the Monument Corridor?

E. Please tell us about yourself:

1. What is your residential ZIP code? _____

What is your neighborhood? (or major intersection near your house) _____

2. Are you: Employed full-time Employed part-time A student Unemployed Retired

3. Do you have a driver's license? Yes No

4. Do you use a smartphone? Yes No

5. What is the primary ethnicity you identify with? Hispanic/Latino African American White Asian
 Other _____ Decline to answer

6. What is your age? _____

7. What is your annual household income?

Under \$10,000 \$10,000 - \$24,999 \$25,000 - \$49,999 \$50,000 - \$74,999 \$75,000 or more

8. Do you have difficulty using transportation because of a disability? Yes No

9. Primary language spoken at home: English Spanish Other _____

F. Keep in touch!

If you would like to receive information about this project, please fill in your contact information below:

Name _____

Email _____

Phone _____

Thank you for your time.