

# **Monument Corridor Community-Based Transportation Plan**

## **Public Outreach and Engagement Plan**

6/10/19

### **Background**

The Contra Costa Transportation Authority (CCTA) is preparing a Community Based Transportation Plan (CBTP) with Nelson\Nygaard Consulting, and along the Monument Corridor of Concord. The Metropolitan Transportation Commission (MTC) states that the purpose of a CBTP is to improve mobility options for low-income communities in the Bay Area and bring “local residents, community organizations and transportation agencies together to identify...important transportation challenges and develop strategies to overcome them.”<sup>1</sup>

This Public Outreach and Engagement Plan (“Outreach Plan”) is the cornerstone of the CBTP grass roots approach, and provides a framework for public outreach and engagement to be conducted in the Monument Corridor by the consultant team in close cooperation with CCTA staff. The Outreach Plan will be updated and refined to reflect input from staff, the Project Working Group (PWG), and the Steering Committee to optimize the effectiveness of the outreach efforts.

### **Public Outreach and Engagement Plan Objectives**

The Outreach Plan aims to engage members of the target population groups, including older adults, people with disabilities and low-income residents, in the identification of mobility needs and strategies to address those needs.

The key engagement activities include:

- Project Working Group (PWG) meetings
- Steering Committee meetings
- Stakeholder interviews
- Intercept and electronic surveys
- Focus groups
- Community Open House meeting
- Attendance at existing organizational/agency meetings

The consultant team began conducting PWG meetings in November 2018. Additional meetings will occur as needed throughout the course of the project. In

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<sup>1</sup> <https://mtc.ca.gov/our-work/plans-projects/equity-accessibility/community-based-transportation-plans>

the course of the first two meetings participants helped identify individuals to participate in stakeholder interviews, as well as potential participants on the Steering Committee.

### **Stakeholder Interviews**

*Purpose:* Interviews will be conducted with a minimum of nine stakeholders who can represent the broad mobility needs of the three target population groups.

*Timing:* The team has already conducted stakeholder interviews in Spring 2019 with the following individuals:

- Rick Ramacier – General Manager, CCCTA (County Connection)
- Colleen Isenberg – representing Supervisor Karen Mitchoff
- Ben Hornstein – member of the Council on Aging, Concord Police Department volunteer, Monument resident
- Debra Bernstein, Dave Thomas – Executive Director and Program Director of Monument Impact
- Kathi Hamilton – Resource and Referral Supervisor, CoCoKids
- Susan Rotchy – Independent Living Resources
- Kenji Yamada – Bike Concord
- Obdulia Sánchez – First 5
- Maurice Delmer – Concord Vet Center
- Celeste Graybill – Vice Principal, Oak Grove Middle School
- Dr. Sedique Popal – Noor Islamic Cultural Community Center

The team will finish any remaining interviews deemed necessary in early Summer.

See Attachment A for the Draft Stakeholder Interview Guide, which summarizes the interview methodology.

### **Steering Committee**

*Purpose:* The Committee's overall purpose is to guide CBTP development. To do so, the Committee will meet up to three times to provide feedback on CBTP elements such as the initial existing conditions report (demographics and existing transportation services), the public outreach campaign, identified gaps and strategies, and to help prioritize solutions. The Committee met for the first time in April 2019 and has already helped identify key stakeholders who should be consulted during the development of the CBTP and provided input regarding engagement activities and venues. The Committee will also encourage community ownership of the CBTP and establish community support for future recommendations and programs.

*Committee Composition:* Committee members include local stakeholders (individuals, and community-based organizations) and elected officials.

- Carlyn Obringer – Mayor, City of Concord
- Dominic Aliano – Councilmember, City of Concord
- Rick Ramacier – General Manager, County Connection
- Dave Thompson – Program Director, Monument Impact
- Sandra Scherer – Executive Director, Monument Crisis Center
- Stephanie Roberts – Director, Special Projects - Mt. Diablo School District
- Rhea Laughlin – Community Engagement Program Officer, First 5 Contra Costa
- Kenji Yamada – Member/Advocate, Bike Concord

*Timing:* The Steering Committee met for the first time on April 11<sup>th</sup>. Two more Committee meetings will be held in the course of this project. These will tentatively occur in late 2019/early 2020 to solicit input on the Draft Implementation Plan before being presented to elected officials.

## **Community Survey/Feedback Forms**

The team has drafted a brief survey form posing questions about travel locations, access to transportation services and soliciting ideas for potential solutions. The survey will be translated into Spanish. Team members will distribute the surveys at key locations identified by both the PWG and the Steering Committee. For example, in and near the Monument Corridor the team will distribute the surveys at Monument Impact offices, Monument Crisis Center, libraries, Police Department, BART station, in addition to other locations suggested by Steering Committee members. Survey materials will also be used as part of intercept surveys in key gathering places in the neighborhood.

In addition, the City of Concord will host an electronic version of the survey on its website using the Survey Monkey tool and other means of electronic distribution will be investigated (e.g. CCTA, appropriate Facebook pages, NextDoor, etc).

*Timing:* The survey form will be finalized and posted online in early June. The team will then distribute the survey in paper and electronic form from June through the end of July.

## **Community Open House**

The team, working closely with CCTA and City of Concord staff, will plan an outreach event at one of the schools in the Monument Corridor (or another appropriate location if the schools are not available), during a weekday early evening in June/July. The event will include Spanish translators, childcare as needed, and food.

The format for the event will include a brief presentation of the purpose of the study, followed by the evening's objectives. Three to five "stations" will be located throughout the auditorium. Stations will include relevant charts and

maps and each will be staffed by a team member who will be available to explain the purpose of the station and solicit information on residents' transportation needs. Residents will be able to use sticky notes to leave comments and suggestions.

## **Focus Groups**

*Purpose:* Focus groups afford in-depth facilitated discussions about transit services and transportation needs and are an important part of the community engagement process because they allow for spontaneity. Without the pressure to reach consensus, members are encouraged to speak freely, make personal decisions, and reflect on new ideas. The team will work with CCTA and City of Concord staff to identify locations, provide materials and recruit participants. A draft focus group protocol will be submitted to CCTA prior to conduct of the groups.

*Criteria for participation:* Monument residents who reflect the demographics of the community, and are willing and able to participate in a group and follow general ground rules for participation. A translator will be available if needed.

*Timing:* July/August 2019. It is anticipated that at this point in the project the facilitator will be able to test the acceptability of potential strategies to address mobility needs.

## **Develop and Maintain Community Meeting Calendar**

Outreach meetings will be publicized on the City of Concord and CCTA web sites (and through other social media as available and appropriate) as a way of reaching individuals who may not be affiliated with organizations or visit public locations.

## **Performance Metrics on Outreach Activities**

*Purpose:* The team will develop both quantitative and qualitative measures of the effectiveness of various outreach strategies. The purpose of this exercise is to provide insights that will benefit future studies of the population in the study area.

*Timing:* Performance metrics will be developed in June and the results of the effectiveness of each of these measures will be included in the CBTP final report.

## **ATTACHMENT A: CONCORD COMMUNITY-BASED TRANSPORTATION PLAN**

### **Stakeholder Interview Guide**

Interviews will be conducted with a range of stakeholders that represent diverse and unique perspectives. An overview of the categories of interviewees and draft questions are listed in the matrix below (with two additional columns in case we want to add). While there are many more questions than needed for a half-hour discussion, this list will give the team flexibility to base the questioning on topics that are most interesting or relevant to the interviewee. (The highlighted questions are those considered highest priority, but flexibility is critical for these discussions.) More detailed interview questions may be developed for specific individuals; these questions are intended to serve as a guide.

#### **Stakeholder/Organizational Categories:**

- A. Public Agencies and Service Providers, Elected Officials
  - Including: County Connection, La Clinica, Concord Senior Center, Schools, Concord Veterans Center, Councilmember, Supervisor
- B. Non-Governmental Organizations
  - Including: Monument Impact, Monument Crisis Center, First 5, Bike Concord, St. Francis or St. Agnes church, COCOKIDS, Independent Living Resources
- C. Business
  - Including: Chamber of Commerce

#### **Draft Interview Questions and Category**

Before starting with these questions, we will introduce ourselves and the project, explaining the purpose of the community-based transportation plan, the fact that one was done for the Monument Corridor about a decade ago, and we wish to update the information from there and incorporate new technology that has been employed in transportation since that time.

Question Category	Draft Stakeholder Questions	Interview Category				
		A	B	C	D	E
What's working well?	When thinking about the key populations in this study (people with disabilities, seniors and low-income residents), what aspects of transportation and mobility in the Monument Corridor work well today? (Prompts: easy to get around by car, destinations that transit serves, accessible transit/paratransit, quality of bike facilities, pedestrian infrastructure, legibility of information, etc.)	X	X	X		

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Question Category	Draft Stakeholder Questions	Interview Category				
		A	B	C	D	E
	How does the Concord transportation network currently support your organization's clients/members/participants?	X	X	X		
What are the opportunities?	How can mobility and transportation be improved in Concord to provide the things the key populations want most? (Prompts: increased paratransit service, multimodal connections between specific destinations, walking/biking/transit access to downtown, more transit/free shuttle service, bike/ped facilities, more affordable options, carshare or bikeshare programs, new mobility services, better wayfinding and information, safety, etc.)	X	X	X		
	What are the opportunities to improve access and connections to transit, specifically? (Prompts: first/last mile, bike/ped, bike share connections, car share, shuttles, TNC availability)	X	X			
	What are the opportunities to make it easier and safer to walk, bike, or roll in the Monument Corridor? (Prompts: sidewalks, bike paths, safe crossings, lighting, signals)	X	X	X		
What are the barriers?	What are the barriers to making the improvements you are suggesting? (Prompts: funding, political support, land use, etc.)	X	X	X		
What are common destinations?	What are some of the common destinations that residents wish to access but may have problems doing so?	X	X	X		
What are the priorities?	What should the City of Concord's top priority for transportation be with regard to serving the key populations?	X	X	X		
Other	What are the most promising avenues for increasing revenue and/or reducing costs?	X		X		
	Are there any major regional projects that you would like to see in the future? (Prompts: big ticket items like BART extensions, new roadways...etc.)					