

CCTA
Martinez Amtrak Station Shared Mobility Hub
Outreach Summary Report



This report summarizes outreach activities and provides findings from the Martinez Amtrak Station Shared Mobility Hub outreach campaign between February 14 and March 14, 2025.

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EXECUTIVE SUMMARY

As part of the INNOVATE 680 Program, the Contra Costa Transportation Authority (CCTA) conducted community outreach to introduce and gather input on the proposed transformation of the Martinez Amtrak Station into a shared mobility hub. To support this effort, the team developed an online survey that was promoted as part of the overall outreach effort. Outreach activities included three in-person pop-up events, email newsletters, organic and paid social media, printed flyers, and posters at the Martinez Amtrak Station. CCTA's Shared Mobility Hubs project webpage was also updated with the most accurate and timely information about the project.

As the primary tool for collecting input on the project, the survey was open from February 14 to March 14, 2025. The purpose of the survey was to better understand current travel patterns, user needs, and gather feedback on proposed improvements to enhance the station experience. A total of 387 responses were collected.

The feedback revealed a strong desire for the following:

- Improved pedestrian access
- Real-time transit information
- Enhanced safety features
- Upgraded station amenities
- Improved bus stop waiting areas

The findings will directly inform the design and amenities planned for the station.

OUTREACH OVERVIEW

The goal of the outreach campaign was to introduce the public to the concept of a shared mobility hub and to gather community input on priorities and proposed improvements at the Martinez Amtrak Station.

A mix of digital and in-person outreach strategies were used to engage the community and promote participation. Outreach activities included community pop-ups at key locations to “meet people where they are” and have conversations about the project; updated website content for the project page on CCTA.net; and online engagement via organic social media, paid social media, and email newsletters.

At the core of the outreach campaign was an online survey that was open between February 14 and March 14, 2025, to collect public feedback on travel habits, station usage, and the proposed improvements at the Martinez Amtrak Station. The survey aimed to assess current usage, mobility needs, and transit connections, as well as preferred enhancements and amenities that could improve the commuter experience.

Survey questions focused on understanding how people currently access the station, the challenges they face, and what design improvements or features would best support their transportation needs. Respondents were also asked about their interest in new mobility options, such as micromobility services and improved multimodal connections. Basic demographic information was collected to ensure that the input reflects the diverse needs of the community.

Feedback collected during the outreach period will be used to refine design, ensuring that the project effectively meets the needs of commuters, while promoting sustainable transportation options.

Timeline of Promotional Activities

The following table provides a timeline of outreach conducted or organized by the project team.*

Date	Source
February 14	Start of Outreach/Survey Launch Promoted in partner newsletter: City of Martinez
February 23	Pop-Up: Martinez farmer's market
February 25	Survey promoted in partner newsletter: Capitol Corridor's CC Rail Mail newsletter
February 26	Pop-Up: Martinez Amtrak Station
February 27 – March 9	Paid social media ad (broad targeting)
March 2	Pop-Up: Martinez Farmer's Market
March 3 – 14	Ongoing promotion at the Amtrak station via: - A-frame posterboard - Flyers - Postcards
March 3	CCTA social media post (Facebook)
March 5	Partner newsletter promotion: - Downtown Martinez & Co - Martinez Community Foundation
March 7	Community flyering in six locations
March 10 – 14	Paid social media ad (micro-targeted)
March 13	City of Martinez social media post
March 14	End of outreach/survey closed

**It is possible that additional outreach occurred through partners that was not directly tracked or reported.*

OUTREACH STRATEGY

Outreach was conducted via a mix of digital and in-person outreach strategies. Images of all collateral developed are presented in Appendix A: Outreach Collateral at the end of this report.

Digital Outreach

Social Media & Newsletters

A suite of ready-to-post content was developed for CCTA and others to share via their social media channels and email newsletters.

Paid Social Media Advertising

A paid social media advertising campaign was launched to promote the survey and encourage participation from individuals living in or traveling through Martinez. The campaign ran from February 14 to March 14, 2025, with two distinct targeting phases to maximize engagement:

- **Broad Targeting (February 27 – March 9):** Targeted users living or recently traveling within a 10-mile radius of Martinez to maximize reach and awareness.
- **Micro Targeting (March 10 – March 14):** Targeted users living or recently traveling within a one-mile radius of the Martinez Amtrak Station.

Ad Campaign Performance:

Metric	Outcome
Ad Spend	\$560.72
Views	148,796
Clicks	1,320
Cost per Click	\$0.42

Partner Promotion

A toolkit of ready-to-post content and graphics was shared with local partners. This toolkit included pre-written social media posts, graphics, and suggested email text to ensure consistent messaging and maximize outreach. It is confirmed that the following partners shared information from the toolkit:

- The City of Martinez
- Capitol Corridor
- Downtown Martinez & Co.
- Martinez Community Foundation

The results of the partner communications are summarized in the Survey Reach & Participation section below.

In-Person Outreach

Community Flyering

A promotional flyer was developed and distributed at the following key community locations:

- Martinez Adult Education
- Martinez Health Center

- Martinez Senior Center
- Martinez Library
- Martinez Courthouse
- Martinez City Hall

Pop-Up Events

The outreach team held three pop-up tabling events to engage with the community directly and encourage survey participation:

Pop-Up #1: Martinez Farmer's Market

- Date: February 23, 2025, from 9AM to 1PM
- Estimated engagements: 86
- Themes heard:
 - Overall support for project
 - Concerns about parking at the station
 - Requests to have the pedestrian bridge at the station re-opened



Pop-Up #2: Martinez Amtrak Station

- Date: February 26, 2025, from 8AM to 11AM
- Estimated engagements: 15
- Themes heard:
 - Support for added amenities at/around the station
 - Support for improved real-time transit updates
 - Requests to have the pedestrian bridge at the station re-opened



Pop-Up #3: Martinez Farmer's Market

- Date: March 2, 2025 from 9AM to 1PM
- Estimated engagements: 30
- Themes heard:
 - Overall support for bikeway improvements
 - Concerns about safety and unhoused individuals in/around the station
 - Concerns about parking at the station



SURVEY REACH & PARTICIPATION

Between February 14 and March 14, 2025, **387** survey responses were collected, with 61% of participants residing in Martinez. Of those who started the survey, **254 completed it**, resulting in a **66% completion rate**.

Survey Participation Overview

Metric	Result
Total Responses	387
Completed Surveys	254
Completion Rate	66%

To understand which outreach methods were most effective, unique tracking links and QR codes were used across digital ads, partner emails, social media posts, and printed materials. This allowed CCTA to evaluate which promotional efforts most successfully drove survey engagement.

Outreach Performance by Source

Tracking Link	# of Completed Surveys
Facebook Ad (Broad: Martinez + 10-mile radius)	61
Capitol Corridor (email)	57
City of Martinez (email and social media)	43
QR Code: Pop-up Boards	16
QR Code: A-Frame at station	3
Facebook Ad (Micro-targeted: Station + 1-mile radius)	3
Downtown Martinez & Co (email)	3
Martinez Community Foundation (email)	2
Untraceable*	66
Total	254

**"Untraceable" responses refer to completed surveys that could not be linked to a specific source. These may have resulted from direct link sharing, third-party reposts, printed materials without scannable QR codes, or email forwards from community members.*

SURVEY RESULTS

The survey consisted of 17 questions that provide insight into how people use the Martinez Amtrak Station, their current travel patterns, and their priorities for future improvements.

Highlights for each of the survey questions are listed below, followed by visuals showing the complete response breakdown for each question.

A compilation of open-ended responses is included in Appendix B.

Summary of Key Findings

- 61% of respondents live in Martinez. *[Fig 1]*
- 71% of respondents use the Martinez Amtrak station at least a few times a year, of which 30% use it on a weekly or monthly basis. *[Fig 2]*
- 80% of respondents have used Capitol Corridor train service within the last year *[Fig 3]*
- The most common reasons for using the Station were 1) visiting friends/family (48%), 2) recreation (46%), and 3) work (31%). *[Fig 4]*
- 78% of respondents use the station at the start of their trip. *[Fig 5]*
- 59% of respondents drive alone and park at the station. *[Fig 6]*
- For those whose trip ends at the station, the majority of respondents take a personal bike/scooter (48%) or walk (48%) to their destination. *[Fig 7]*
- Finding parking at the station is occasionally a challenge, with 27% reporting that it is “sometimes” challenging to find parking and 26% reporting it is “very often” or “always” challenging to find parking. *[Fig 8]*
- Of the respondents who use a bike or scooter, 59% bring it with them on transit. *[Fig 9]*
- Respondents were evenly split between interest and disinterest in using bus services, with only 15% currently using the bus. *[Fig 10]*
- The top challenges to using bus services were long travel times (24%) and uncoordinated bus and train schedules (24%). *[Fig 11]*
- The most desired improvements were real-time signage (62%), better safety and security (51%), upgraded station amenities (50%), improved bus waiting areas (42%), and pedestrian paths (41%). *[Fig 12]*
- 62% of respondents said the proposed design would lead them to use the station more often. *[Fig 13]*
- 60% of respondents said the proposed design would make them more likely to shift to alternative modes of transportation. *[Fig 14]*
- Gender representation was relatively even between men (44%) and women (48%) *[Fig 15]*
- The largest age group was 35–44 (22%), followed by 55–64 (20%) and 65–74 (18%). *[Fig 16]*
- 10% of respondents identified as having a disability. *[Fig 17]*

Open-ended responses reinforced key concerns and improvement requests:

- **Pedestrian Access & Safety:** Many respondents urged the reopening of the pedestrian bridge, citing difficulties crossing when trains block access. Others expressed safety concerns at the station, requesting improved lighting and increased security.
- **Amenities & Comfort:** Respondents requested restroom improvements, additional vending machines, expanded retail options, and more printed maps and schedules for those without smartphones.
- **Connectivity:** Some respondents noted that bus service to the station is infrequent and not well-timed with train schedules, requesting better coordination between buses and trains.

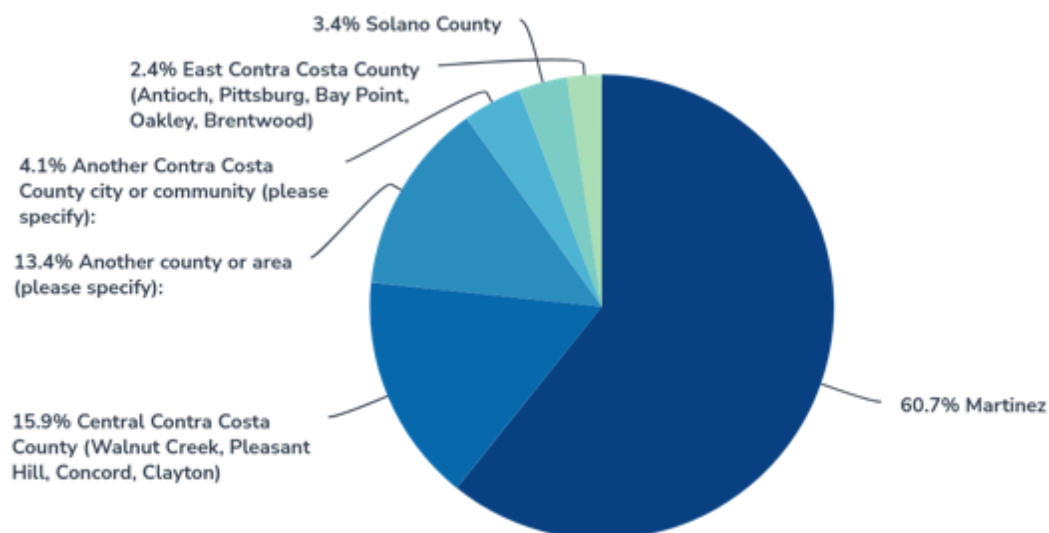
A full list of open-ended responses is available in Appendix B.

Complete Survey Responses

Section I: Travel Habits

Q1: What city or community do you live in?

Figure 1

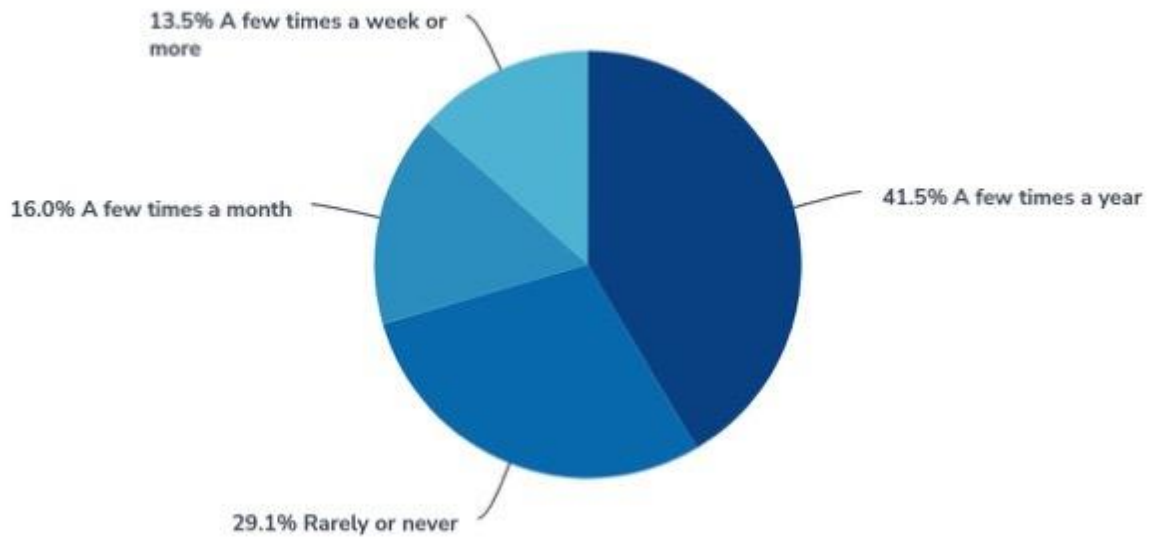


Value	Percent	Responses
Martinez	60.7%	176
Central Contra Costa County (Walnut Creek, Pleasant Hill, Concord, Clayton)	15.9%	46
<u>Another county or area (please specify): (click to view)</u>	13.4%	39
<u>Another Contra Costa County city or community (please specify): (click to view)</u>	4.1%	12
Solano County	3.4%	10
East Contra Costa County (Antioch, Pittsburg, Bay Point, Oakley, Brentwood)	2.4%	7

Totals: 290

Q2: In the past year, how often did you visit or use the Martinez Amtrak Station?

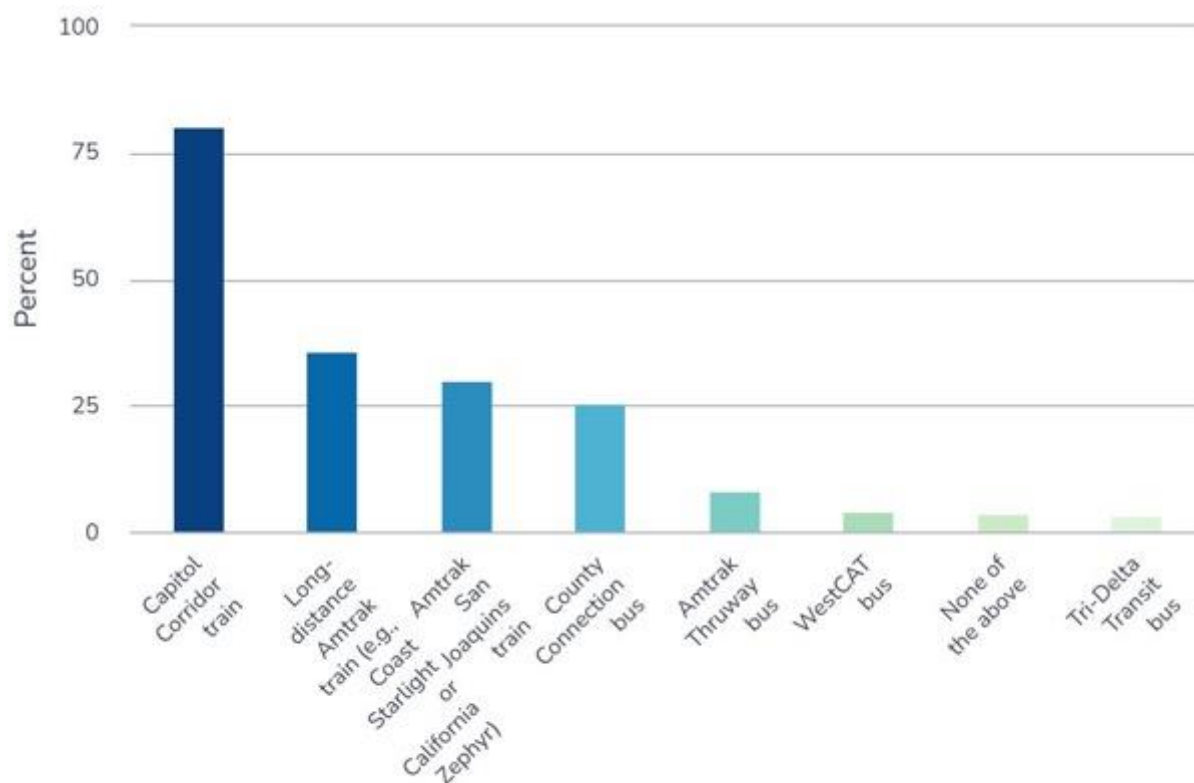
Figure 2



Value	Percent	Responses
A few times a year	41.5%	114
Rarely or never	29.1%	80
A few times a month	16.0%	44
A few times a week or more	13.5%	37
Totals: 275		

Q3: In the past year, what transportation services have you used at the Martinez Amtrak Station? (select all that apply)

Figure 3

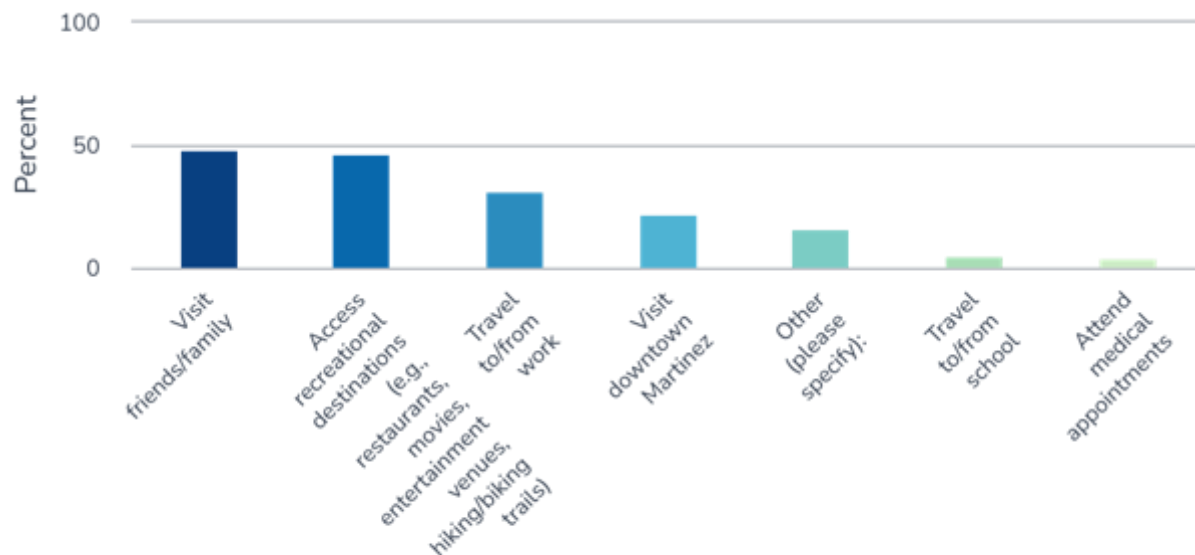


Value	Percent	Responses
Capitol Corridor train	80.3%	155
Long-distance Amtrak train (e.g., Coast Starlight or California Zephyr)	35.8%	69
Amtrak San Joaquins train	30.1%	58
County Connection bus	25.4%	49
Amtrak Thruway bus	8.3%	16
WestCAT bus	4.1%	8
None of the above	3.6%	7
Tri-Delta Transit bus	3.1%	6

Totals: 193

Q4: Why do you typically travel through the Martinez Amtrak Station? (select all that apply)

Figure 4



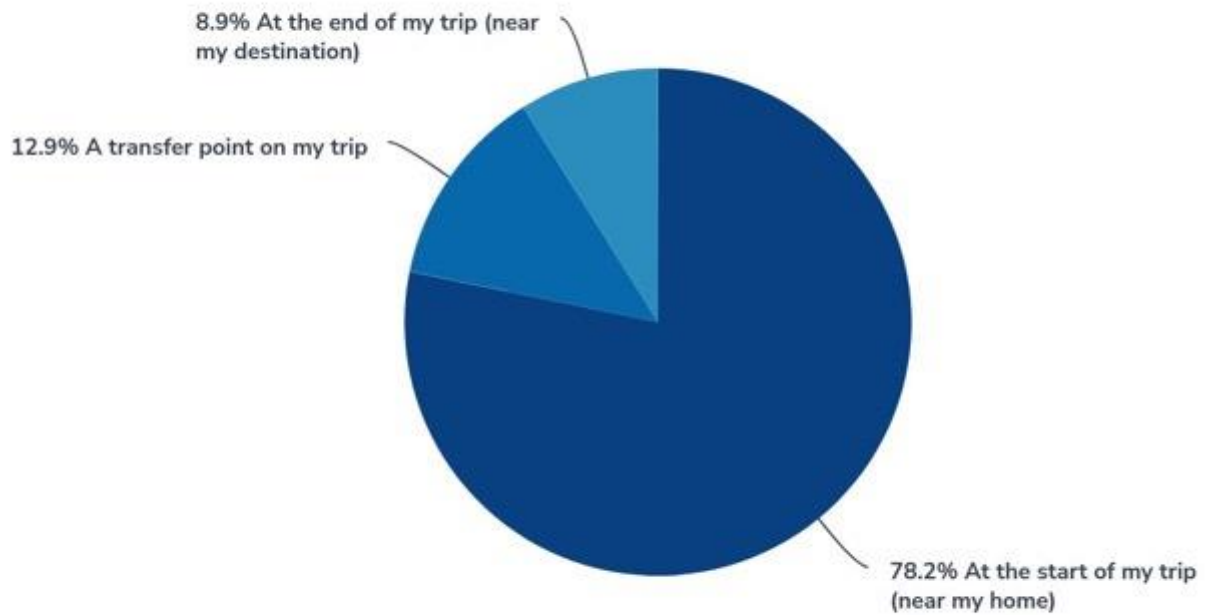
Value	Percent		Responses
Visit friends/family	47.9%		91
Access recreational destinations (e.g., restaurants, movies, entertainment venues, hiking/biking trails)	46.3%		88
Travel to/from work	31.1%		59
Visit downtown Martinez	22.1%		42
<u>Other (please specify): (click to view)</u>	16.3%		31
Travel to/from school	4.7%		9
Attend medical appointments	4.2%		8

Totals: 190

Common themes among respondents who selected “Other” included airport connections, work or leisure trips, and errands.

Q5: Thinking about trips you take (or might take) that involve the Martinez Amtrak Station, where is the station in relation to your trip?

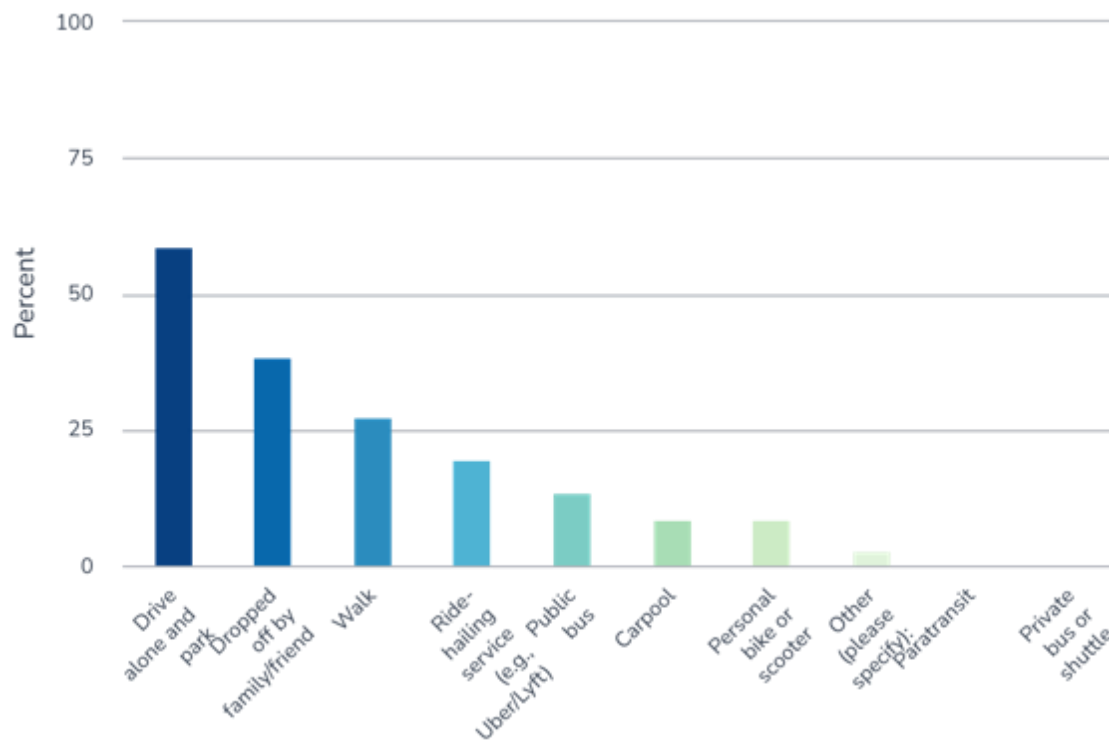
Figure 5



Value	Percent		Responses
At the start of my trip (near my home)	78.2%		212
A transfer point on my trip	12.9%		35
At the end of my trip (near my destination)	8.9%		24
Totals: 271			

Q6: How do you typically travel to the station from your home? (select all that apply)

Figure 6

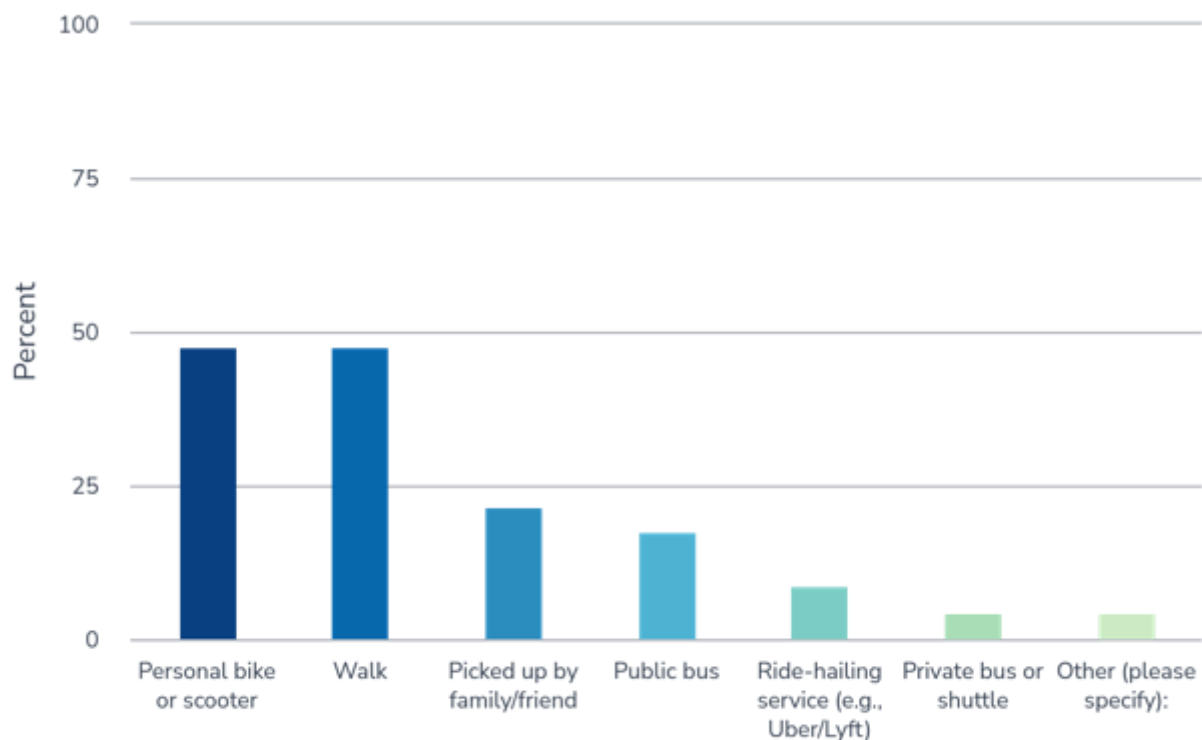


Value	Percent		Responses
Drive alone and park	58.7%		122
Dropped off by family/friend	38.5%		80
Walk	27.4%		57
Ride-hailing service (e.g., Uber/Lyft)	19.7%		41
Public bus	13.5%		28
Carpool	8.7%		18
Personal bike or scooter	8.7%		18
Other (please specify): (click to view)	2.9%		6
Paratransit	0.5%		1
Private bus or shuttle	0.5%		1

Totals: 208

Q7: How do you typically travel to your destination from the station? (select all that apply)

Figure 7

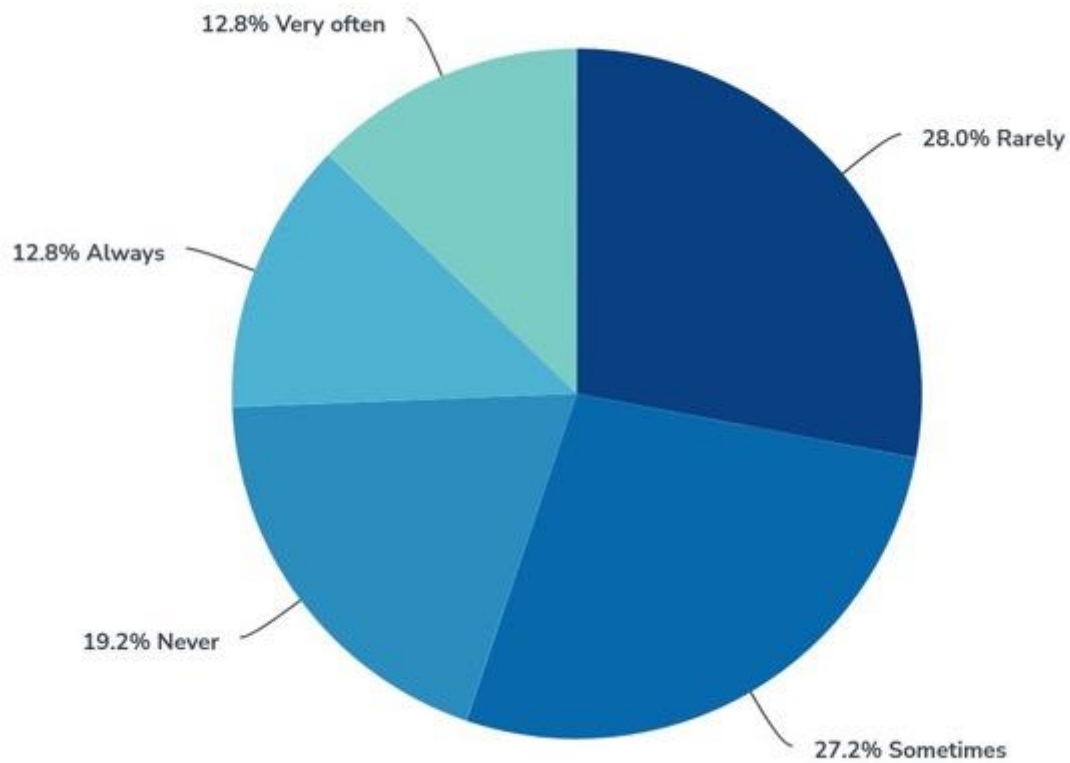


Value	Percent		Responses
Personal bike or scooter	47.8%		11
Walk	47.8%		11
Picked up by family/friend	21.7%		5
Public bus	17.4%		4
Ride-hailing service (e.g., Uber/Lyft)	8.7%		2
Private bus or shuttle	4.3%		1
<u>Other (please specify): (click to view)</u>	4.3%		1

Totals: 23

Q8: When you drive, how often is finding a parking space a challenge at the station?

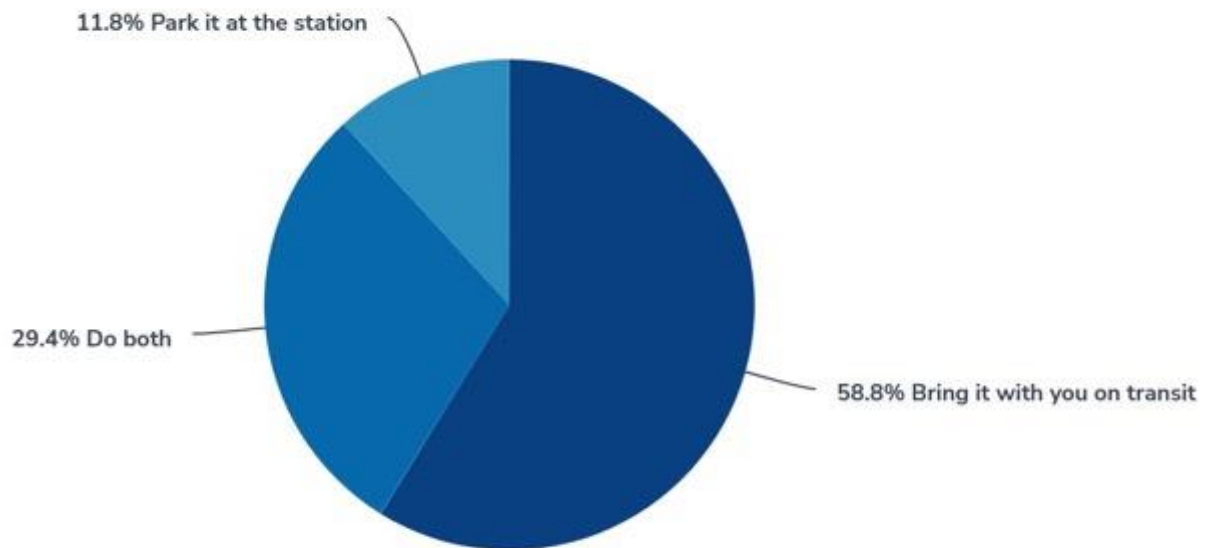
Figure 8



Value	Percent		Responses
Rarely	28.0%		35
Sometimes	27.2%		34
Never	19.2%		24
Always	12.8%		16
Very often	12.8%		16
Totals: 125			

Q9: When you use a bike or scooter, do you typically:

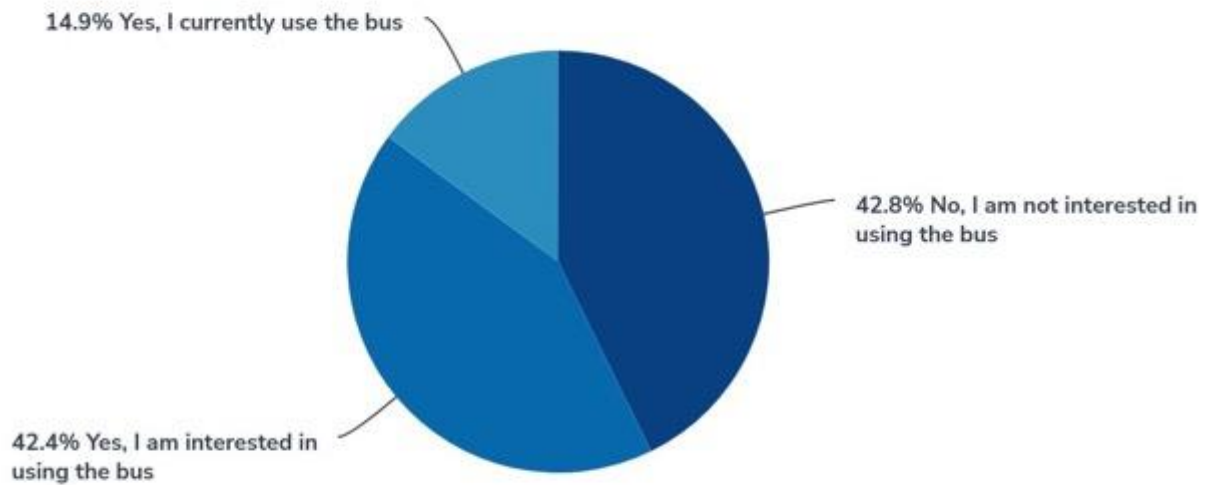
Figure 9



Value	Percent	Responses
Bring it with you on transit	58.8%	10
Do both	29.4%	5
Park it at the station	11.8%	2
Totals: 17		

Q10: Do you currently use or are you interested in using bus services at the Martinez Amtrak Station?

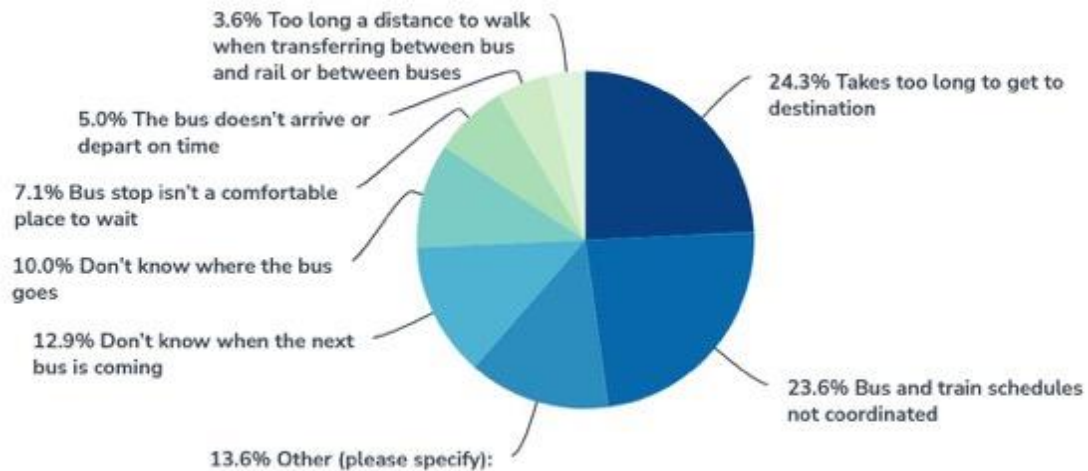
Figure 10



Value	Percent		Responses
No, I am not interested in using the bus	42.8%		115
Yes, I am interested in using the bus	42.4%		114
Yes, I currently use the bus	14.9%		40
			Totals: 269

Q11: What is the biggest challenge in using bus services at the Martinez Amtrak Station?

Figure 11



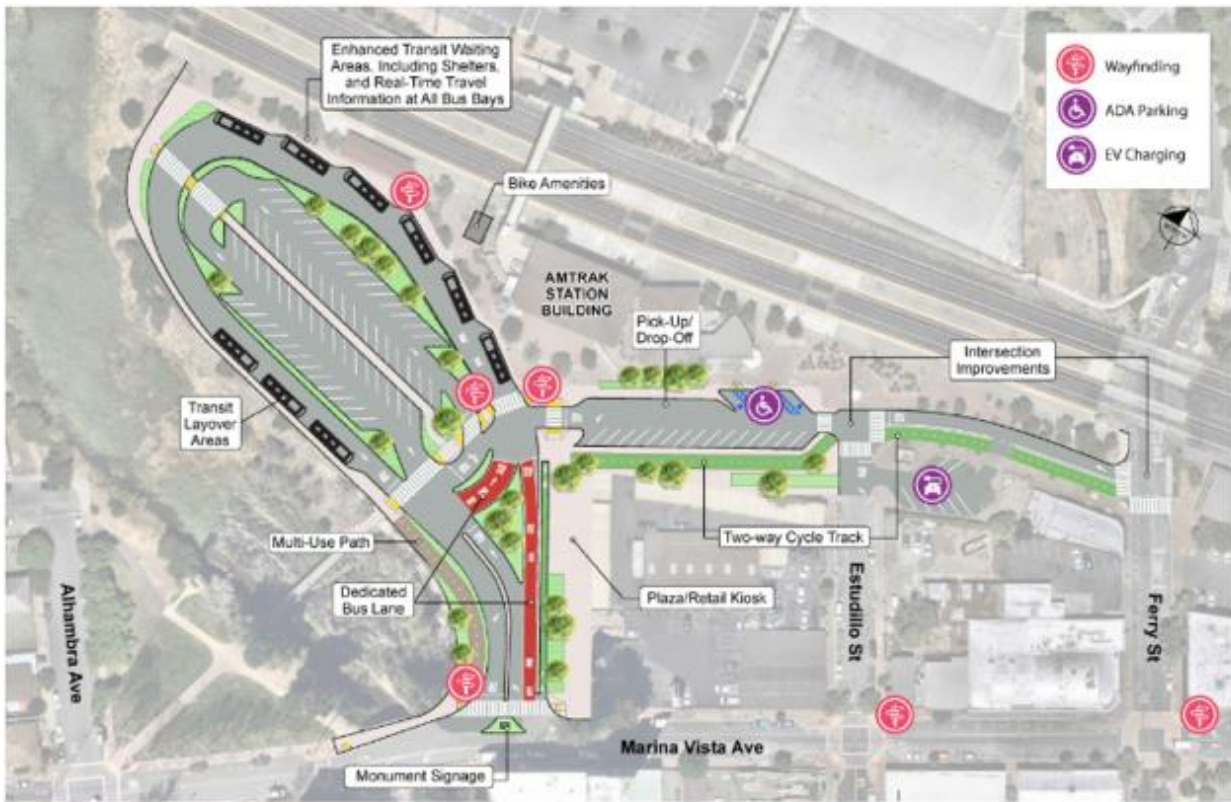
Value	Percent		Responses
Takes too long to get to destination	24.3%		34
Bus and train schedules not coordinated	23.6%		33
Other (please specify): (click to view)	13.6%		19
Don't know when the next bus is coming	12.9%		18
Don't know where the bus goes	10.0%		14
Bus stop isn't a comfortable place to wait	7.1%		10
The bus doesn't arrive or depart on time	5.0%		7
Too long a distance to walk when transferring between bus and rail or between buses	3.6%		5

Totals: 140

Respondents who selected "Other" highlighted infrequent and unreliable service, limited or distant bus stops, facilities that are dirty or lack amenities (e.g. bike storage), and traveling with luggage.

Section II: Priorities and Improvements

Respondents were shown a design concept highlighting specific improvements being proposed at the Martinez Amtrak Station and asked to reference this for the following set of questions.



Conceptual Shared Mobility Hub Design

Q12. The list below includes specific improvements being proposed at the Martinez Amtrak Station. Please indicate which changes, if any, would improve your experience using the station.

Figure 12

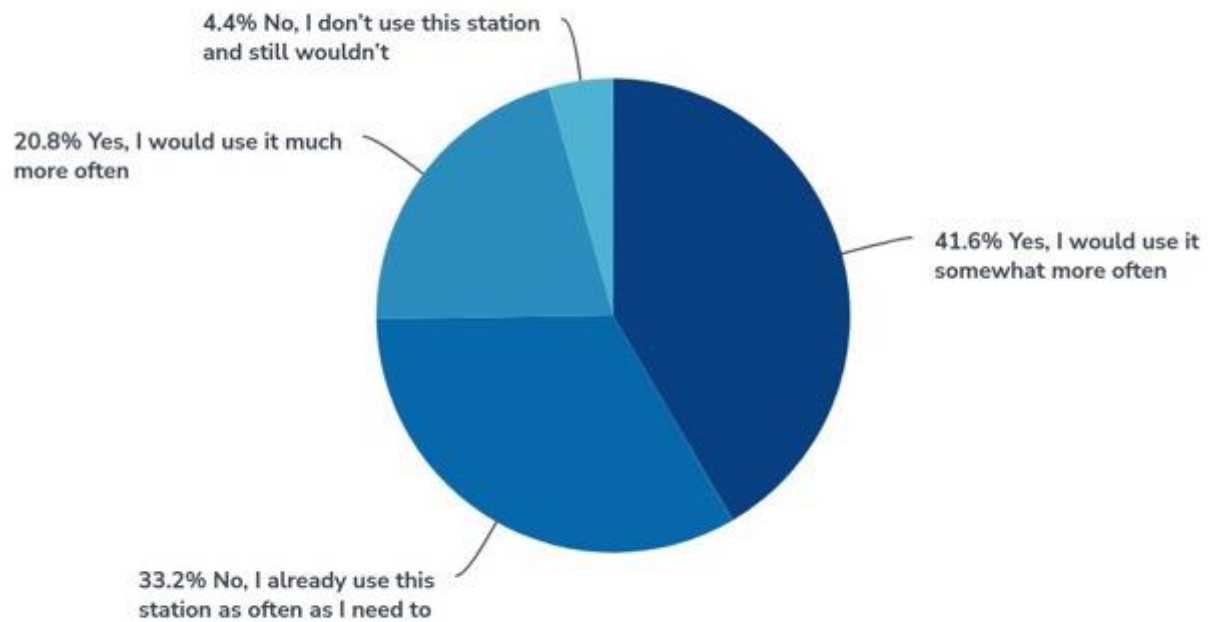
Value	Percent		Responses
New signage indicating actual bus and train arrival times	62.1%		154
Improved safety and security measures (e.g., lighting, wider pedestrian areas)	51.2%		127
Upgraded station amenities (e.g., Wi-Fi, device charging)	49.6%		123
Improved bus stop waiting areas (e.g., shelters, benches)	41.5%		103
New or more comfortable walking paths and crosswalks	41.1%		102
Enhanced landscaping and green spaces	37.9%		94
New, separated bike paths	31.9%		79
Clearer wayfinding and navigation signs	31.9%		79
More secure bike storage (or storage for other personal mobility devices)	26.6%		66
Better accessibility for all users	26.6%		66
More convenient pick-up and drop-off	24.2%		60
More biking and rolling options (e.g., shared bikes, scooters)	21.4%		53
<u>Other (please specify): (click to view)</u>	18.1%		45
E-bike charging stations	16.5%		41
More electric vehicle chargers	15.3%		38

Totals: 248

Respondents who selected “Other” highlighted improvements such as more parking, opening the pedestrian bridge, food service options, and coordination between transit services.

Q13. Would the proposed design affect how often you use this station?

Figure 13

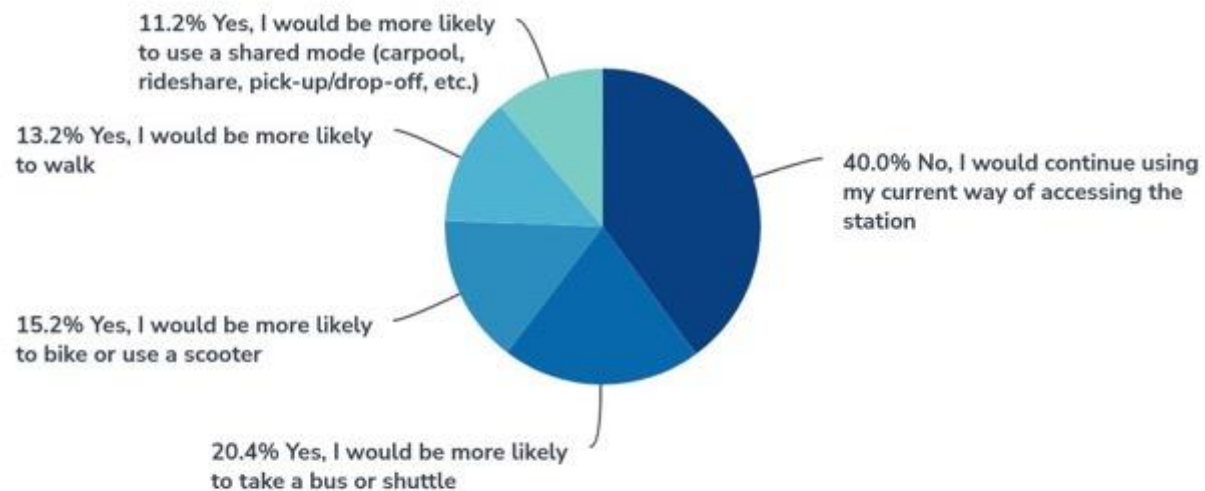


Value	Percent		Responses
Yes, I would use it somewhat more often	41.6%		104
No, I already use this station as often as I need to	33.2%		83
Yes, I would use it much more often	20.8%		52
No, I don't use this station and still wouldn't	4.4%		11

Totals: 250

Q14. Would the proposed design you selected change how you access the station?

Figure 14

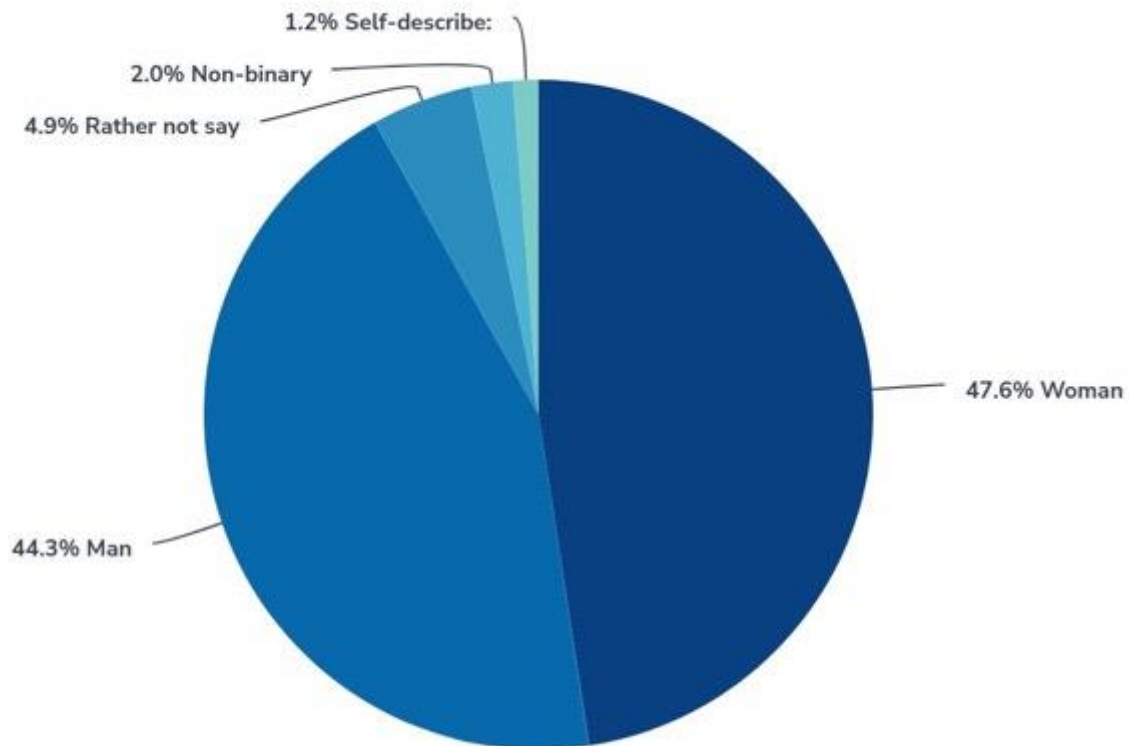


Value	Percent		Responses
No, I would continue using my current way of accessing the station	40.0%		100
Yes, I would be more likely to take a bus or shuttle	20.4%		51
Yes, I would be more likely to bike or use a scooter	15.2%		38
Yes, I would be more likely to walk	13.2%		33
Yes, I would be more likely to use a shared mode (carpool, rideshare, pick-up/drop-off, etc.)	11.2%		28
Totals: 250			

Section III: Optional Demographic Questions

Q16. How do you identify in terms of gender?

Figure 15

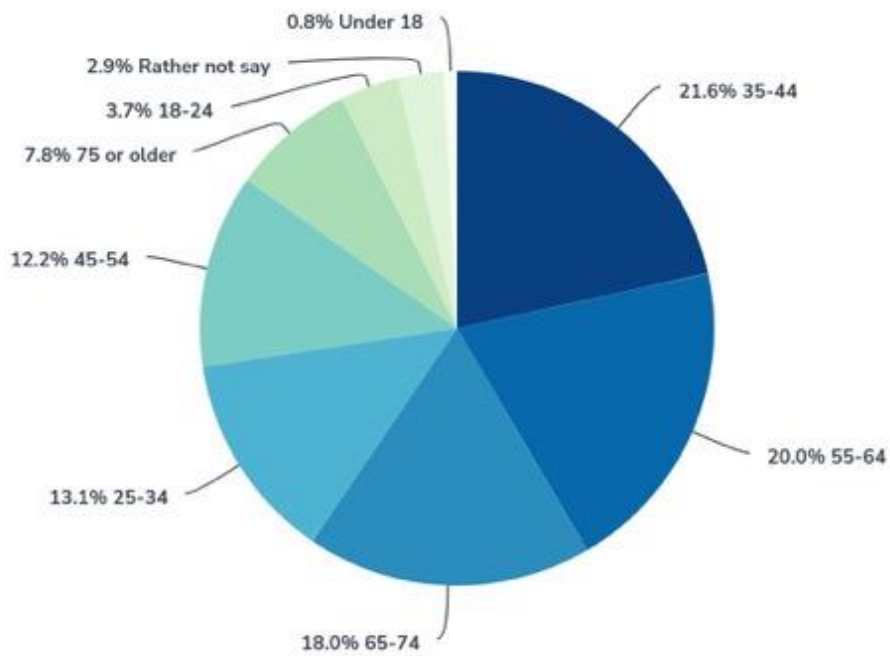


Value	Percent		Responses
Woman	47.6%		117
Man	44.3%		109
Rather not say	4.9%		12
Non-binary	2.0%		5
Self-describe: (click to view)	1.2%		3

Totals: 246

Q17: How old are you?

Figure 16

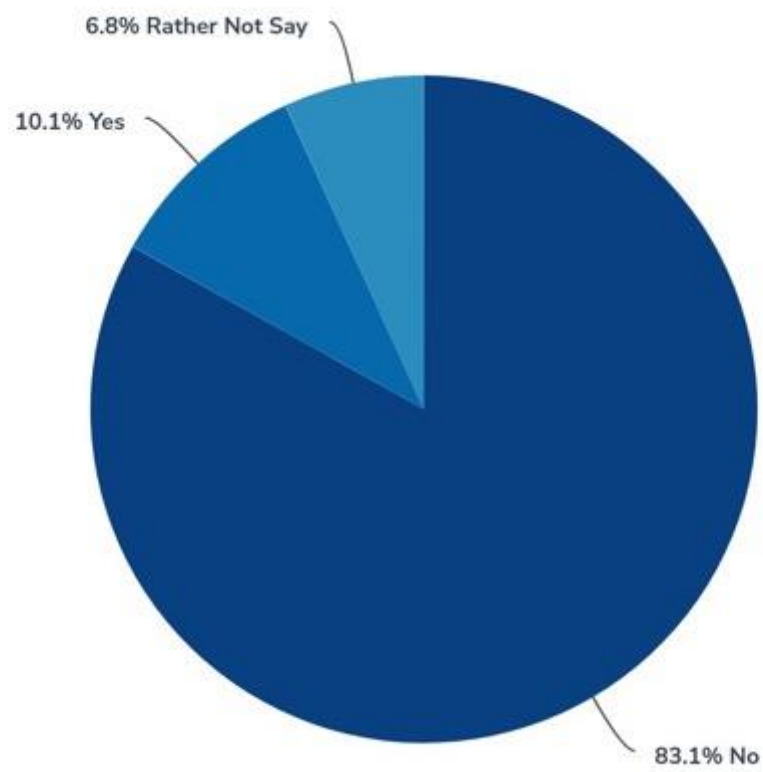


Value	Percent		Responses
35-44	21.6%		53
55-64	20.0%		49
65-74	18.0%		44
25-34	13.1%		32
45-54	12.2%		30
75 or older	7.8%		19
18-24	3.7%		9
Rather not say	2.9%		7
Under 18	0.8%		2

Totals: 245

Q18: Are you a person with a disability?

Figure 17



Value	Percent		Responses
No	83.1%		197
Yes	10.1%		24
Rather Not Say	6.8%		16
Totals: 237			

APPENDIX A: OUTREACH COLLATERAL

Printed Flyer

HELP SHAPE THE FUTURE OF TRANSPORTATION IN MARTINEZ!

The Contra Costa Transportation Authority (CCTA) is transforming the Martinez Amtrak Station, into a shared mobility hub. The Martinez Shared Mobility Hub will bring together various modes of transportation and amenities to improve station access and safety, better integrate the station with the downtown community, enhance the passenger experience, facilitate seamless connections between transit services, and promote mobility and alternative modes of transportation.

Learn more
ccta.net/SMH



What is a shared mobility hub?

Shared mobility hubs are locations where various modes of transportation come together for more convenient and seamless travel. They may also feature amenities like mobile retail, enhanced waiting areas, and Wi-Fi.

TAKE THE SURVEY!



ccta.net/SMH-survey



ccta.net/SMH





CONTRA COSTA
transportation
authority



INNOVATE 680
IMAGINE THE POSSIBILITIES

Project Fact Sheet (Front Page)

INNOVATE 680 MARTINEZ SHARED MOBILITY HUB

FACT SHEET

Overview

Shared mobility hubs are locations where various modes of transportation such as biking, walking, transit, carpooling, and ride-hailing come together for more convenient and seamless travel. They may also feature amenities like mobile retail, package delivery, enhanced waiting areas, device charging, and Wi-Fi.

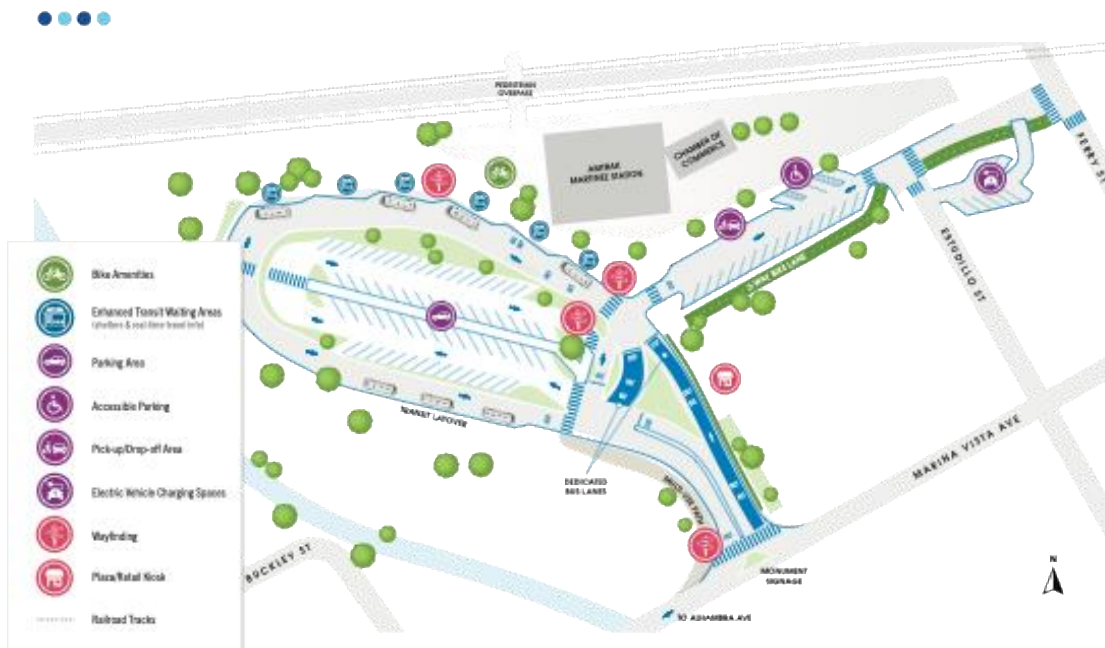
The Shared Mobility Hubs project is one of six groundbreaking initiatives under the Contra Costa Transportation Authority's (CCTA) INNOVATE 680 program. This program is implementing a suite of projects to address corridor-wide congestion, travel delays, and long-standing operational challenges along Interstate 680 (I-680).



The Martinez Shared Mobility Hub

The Martinez Amtrak Station is at the west end of downtown Martinez, connecting to I-680 via Marina Vista Avenue and to State Route 4 (SR-4) via Alhambra Avenue. Served by intercity and long-distance passenger rail, as well as several local bus operators, it is an ideal location for a shared mobility hub.

Key priorities for the Martinez shared mobility hub include improving station access and safety, better integrating the station with the downtown community, enhancing the passenger experience, facilitating seamless connections between transit services, and promoting mobility and alternative modes of transportation.





Benefits of the Martinez Shared Mobility Hub

PHASE 1

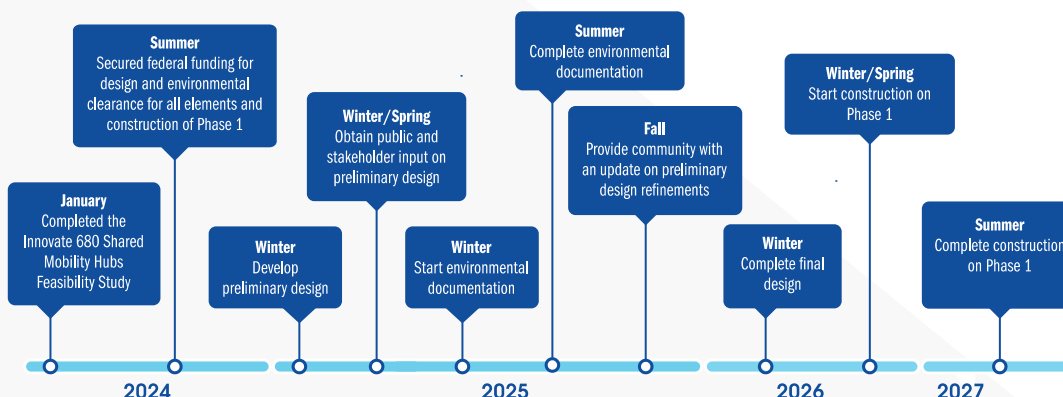
- Improved pedestrian pathways, shorter crossings, and high visibility crosswalks throughout the station area to ensure safe access to buses, trains, parking, passenger pick-up/drop-off, and other facilities.
- Reconfigured pick-up/drop-off area.
- Expanded parking for electric vehicles.
- Enhanced signage to make it easier for travelers to find their way, including parking information and real-time transit information.
- On-site bike storage, E-bike charging stations, bike sharing services, and bike repair facilities.

- New bike connections, including bike facilities for all ages and abilities within the station site.
- Vibrant plaza additions such as pop-up retail shops.

FUTURE PHASE

- Accommodation for future express bus service along I-680 that will connect Dublin/Pleasanton, San Ramon, Walnut Creek, and Martinez.
- Relocation of bus bays to better facilitate passenger connections, while enhancing bus stop waiting areas, including the addition of new shelters.

Key Milestones



For more information about this project contact:

Stephanie Hu, *Director of Projects* | stephanieh@ccta.net

Jay Zhang, *Associate Engineer* | jzhang@ccta.net

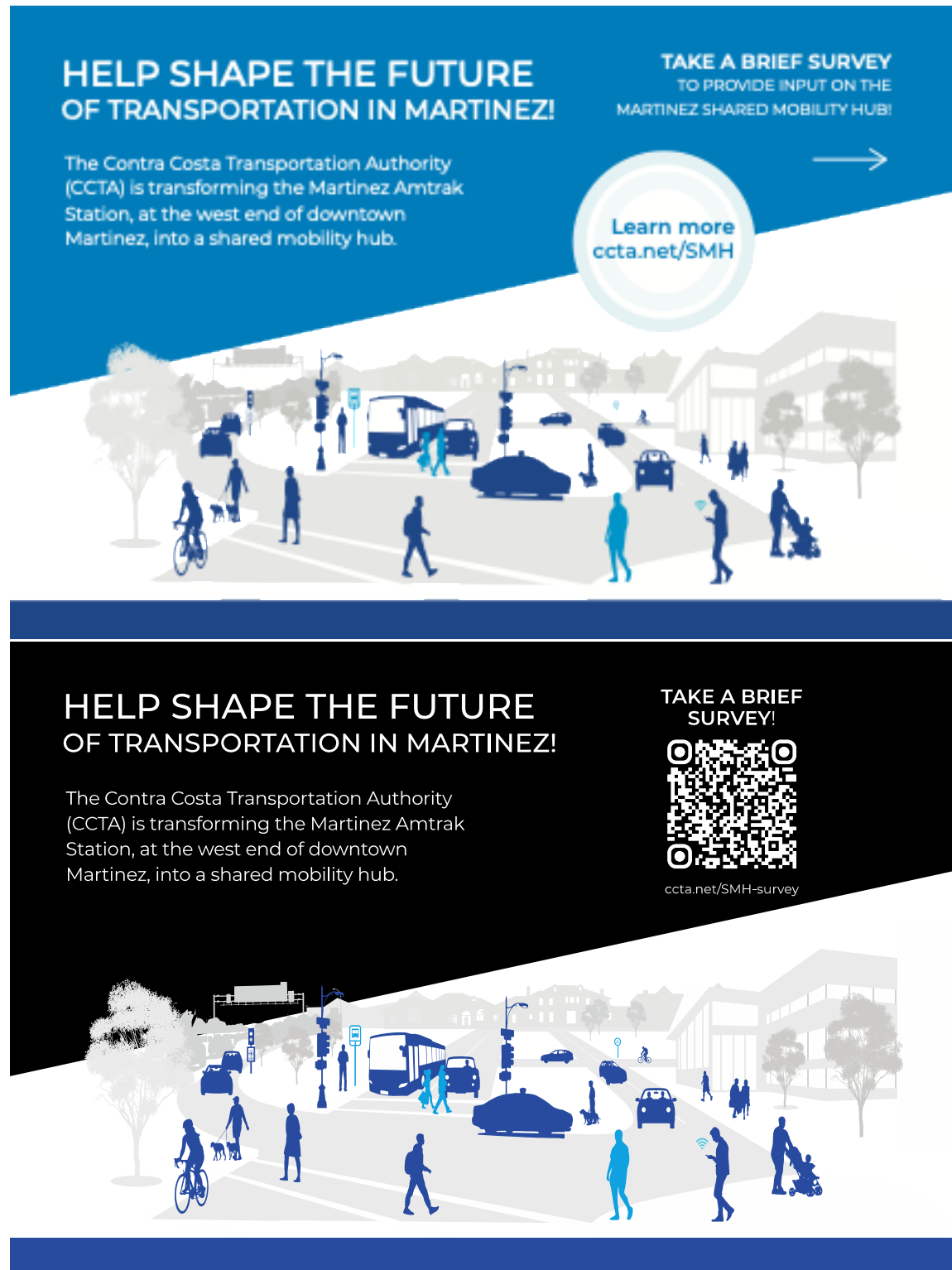


Stay Informed!

ccta.net/INNOVATE680/smh



Postcard

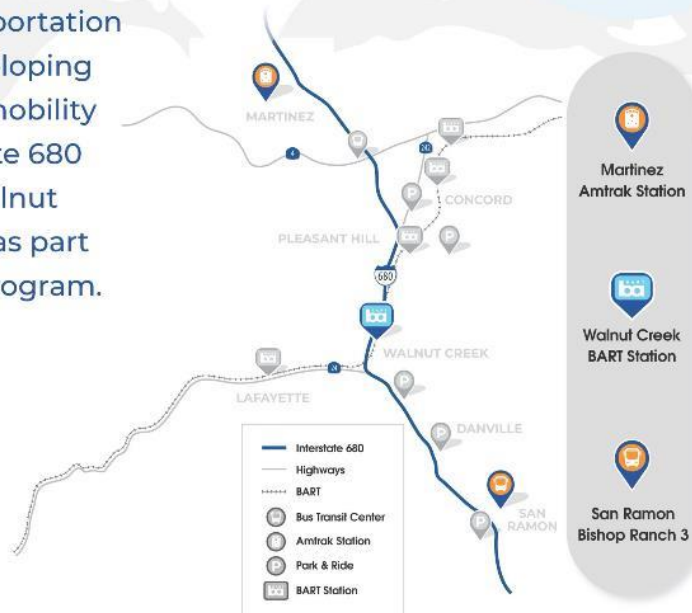


Posterboard Sign 1

INNOVATE 680 SHARED MOBILITY HUBS

The Contra Costa Transportation Authority (CCTA) is developing plans for three shared mobility hubs along the Interstate 680 corridor in Martinez, Walnut Creek, and San Ramon as part of the INNOVATE 680 program.

Learn more
ccta.net/SMH



What is a shared mobility hub?

Shared mobility hubs are locations where various modes of transportation such as biking, walking, transit, carpooling, and ride-hailing come together for more convenient and seamless travel. They may also feature amenities like mobile retail, package delivery, enhanced waiting areas, device charging, and Wi-Fi.



ccta.net/SMH



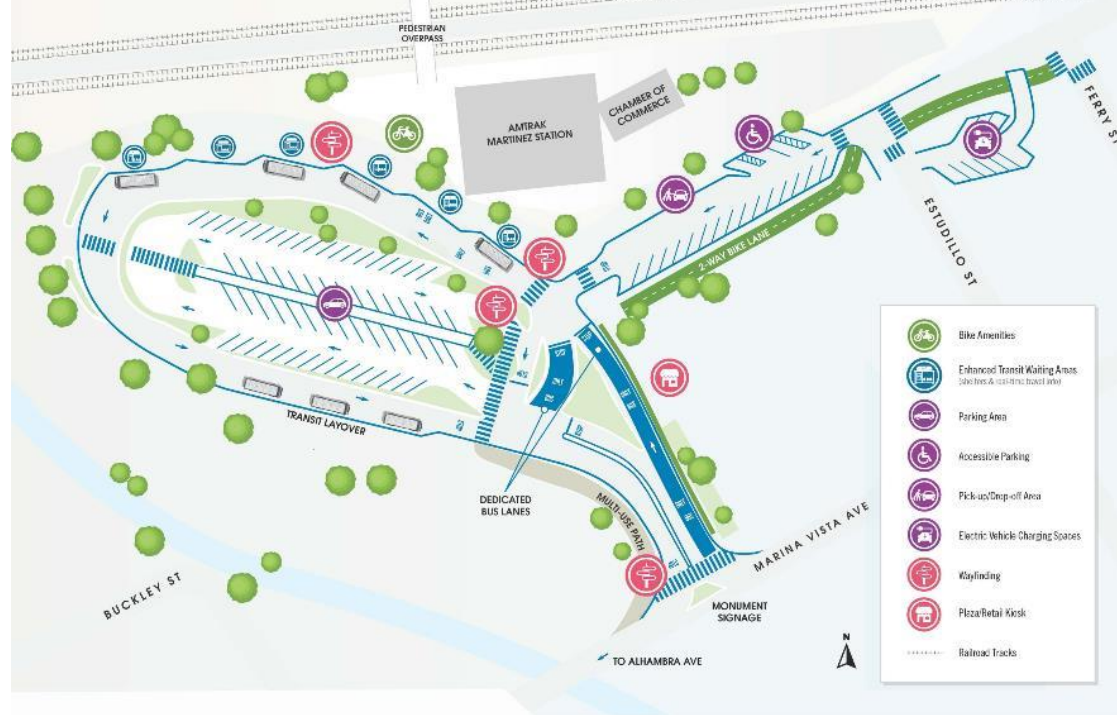
CONTRA COSTA
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authority

INNOVATE 680
IMAGINE THE POSSIBILITIES



Posterboard Sign 2

MARTINEZ AMTRAK STATION SHARED MOBILITY HUB



Potential Features



Expanded Transit Connections
Express bus service between Martinez and Dublin/Pleasanton, San Ramon, and Walnut Creek.



New Safety Features
High-visibility crosswalks, better pedestrian pathways, and improved lighting for safer access.



Enhanced Wayfinding & Signage
Real-time travel updates.



Upgraded Passenger Facilities
Improved bus stops with shelters, and new passenger pick-up and drop-off areas.



Improved Bike Facilities
Bike storage, charging stations, bike share, and repair facilities.



Vibrant Public Spaces
Pop-up retail shops, green spaces, and more.



ccta.net/SMH-survey

Help shape the future
of transportation in Martinez!

Take a brief survey and
let us know which of the potential
improvements matter most to you!

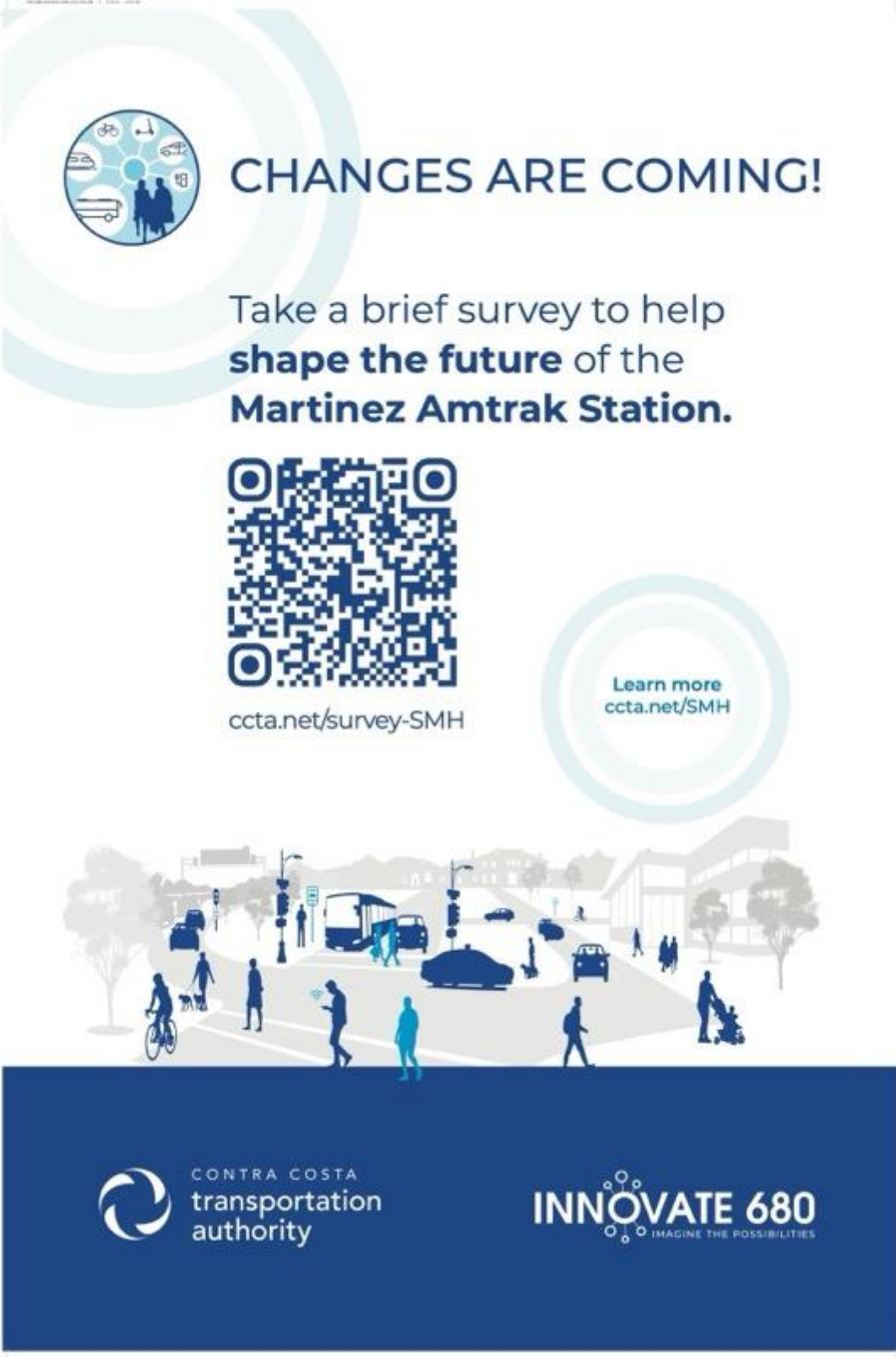
Learn more
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A-Frame Sign



The sign features a circular graphic on the left containing icons for a bicycle, a train, a car, a person walking, and a person pushing a stroller. To the right of this graphic, the text "CHANGES ARE COMING!" is displayed in a large, bold, blue font. Below this, a smaller blue font reads "Take a brief survey to help **shape the future** of the **Martinez Amtrak Station.**". A large QR code is positioned below the text. Underneath the QR code, the URL "ccta.net/survey-SMH" is printed. To the right of the QR code, a circular graphic contains the text "Learn more ccta.net/SMH". At the bottom of the sign, there is a stylized illustration of a street scene with various modes of transportation: a person on a bicycle, a person walking a dog, a person pushing a stroller, a person walking, a car, a bus, and a train. The bottom of the sign is a solid dark blue band containing the Contra Costa Transportation Authority logo and the "INNOVATE 680" logo with the tagline "IMAGINE THE POSSIBILITIES".

CHANGES ARE COMING!

Take a brief survey to help **shape the future** of the **Martinez Amtrak Station.**



ccta.net/survey-SMH

Learn more
ccta.net/SMH



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 INNOVATE 680
IMAGINE THE POSSIBILITIES

Email Newsletter Content: (Content may have been tweaked slightly depending on who sent it out.)

Help Shape the Future of Transportation in Martinez!



Do you or people you know visit downtown Martinez or use the Martinez Amtrak Station? The Contra Costa Transportation Authority (CCTA) is planning improvements to transform the station into a shared mobility hub that brings together multiple transportation options—like biking, walking, transit, carpooling, ride-hailing, and on-demand shuttle service—into a single, convenient location. This effort is part of CCTA's larger Innovate 680 Program to improve travel along I-680 in Contra Costa County.

As CCTA designs this shared mobility hub to foster a more connected community, they would love input from Martinez residents — and anyone who plans to use the hub to travel throughout Contra Costa County.

Please take this brief survey and feel free to share: <https://survey.alchemer.com/s3/8175885/c54285fc2e11>

Social Media Content (Organic):



Contra Costa Transportation Authority - CCTA

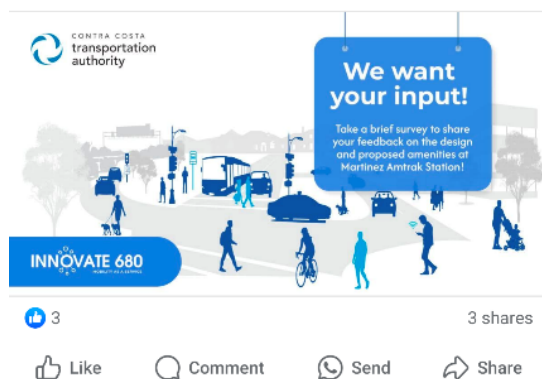
Mar 3 · 🌐

CCTA is planning a Shared Mobility Hub at the Martinez Amtrak Station as part of its Innovate 680 Program, and we want your input!

A shared mobility hub brings together biking, walking, transit, carpooling, ride-hailing, and more in one convenient place, with potential upgrades like improved station access, enhanced waiting areas, and electric bike charging.

What would make the station better for you? Your feedback will help shape improvements that make non-car travel easier and more accessible.

📄 Take the 4-minute survey today:
<https://survey.alchemer.com/s3/8175885/2414ab916358>



Paid Social Media Ad:



Contra Costa Transportation Authority - CCTA
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...

X

Attention Martinez residents and transit users!
Have you ever used the Martinez Amtrak Station? CCTA is planning exciting improvements to transform the Station into a Shared Mobility Hub with new amenities and connections for transit, biking, carpooling, and more!

Help shape this vision by taking a brief survey:



APPENDIX B: OPEN-ENDED RESPONSE

Q1: What city or community do you live in?

Alameda
Sacramento
Alameda County
San Francisco
Napa County
Yolo
Amador
Dekalb county, GA
Humboldt
Los Angeles
Los Angeles County
Mendocino County
Placer
Placer County
Riverside
Rocklin
Sacramento
Sacramento Region
Sacramento area
San Francisco
San Rafael
Santa Clara
Shasta
Sonoma County
Sonoma

Q4: Why do you typically travel through the Martinez Amtrak Station?

Airport connections
Airport connections
Amtrak train trips.
Bike to train
Delay in train
Doctor appointments
Go to Oakland and then take Ferry to SFO. Go to Sacramento
How does this question relate to Q#3? It's a THROUGH STATION! MEANING: DO NOT GET OFF! NOT TRANSFER EITHER, AS IN Q#5. YOU ARE CREATING BIAS IN THE SURVEY! CHOICES in Q#5 AGAIN ARE BIASED, NOT INCLUSIVE.
Railfan
To Historic Downtown Sacramento
To connect with Capitol Corridor, San Joaquines & Amtrak Long-Distance trains
Travel for vacation/pleasure from nearest station to home
Travel to other cities: sacramento, merced, Seattle
Traveled to a convention
Traveling from San Francisco to Ukiah, CA, via Amtrak.
Vaca
Vacation travel on Amtrak
Visit Sacramento
Visit the state Capitol
Volunteer work
Work in Sacramento
Work in native garden
closest station to me
excursions to Sacramento, Davis, and the Sierra foothills
for pleasure, transit to San Ramon
passing through on the way to Sacramento for work.
take a trip up to Sac
taking Amtrak
to pickup my car.
visit other areas

Q6: How do you typically travel to the station from your home?

BART
I don't use the station.
If there was a shuttle from Walnut Creek
Nunya
Thruway
Wheelchair

Q7: How do you typically travel to the station from your home?

Drive

Q11: What is the biggest challenge in using bus services at the Martinez Amtrak Station?

Bay Ferry Links
Bus has limited service
Bus stop needs cleaning and landscape work regularly
Commute doesn't allow for Amtrak but I used to commute daily to Emeryville via Amtrak and bus
Don't know
Headways too far apart
I haven't tried yet
I will be using the bus from the Martinez station to Napa in April. I don't know of any challenges.
No challenge
The Solano. Bus does not go the Martinez Amtrak. I wish it did so as to connect with both Cap
The bus schedule is limited
The bus stop is too far
There are no safe bike lockers at the station.
They don't come often enough, and are not reliable enough
carrying luggage on the bus is awful
none
unsure

Q12: The list below includes specific improvements being proposed at the Martinez Amtrak Station. Please indicate which changes, if any, would improve your experience using the station.

More parking
Access to bathrooms in the morning and evening. The station is usually closed when I'm there
Bathrooms, open pedestrian bridge
Better accommodations to store ebikes in the trains. Ebikes are much heavier, so it is difficult to lift them on/off public transportation or onto the storage places for regular bikes.
Clearer communication of how I can best get to work in sf or to airport when I travel.
Clearer parking process / right now must go into station to get pass only when open
Comfortable outdoor seating and shade
Coordination with Vallejo Transit Center
Electronic Bus Stop Signs
Food Service
Food truck or close proximity for coffee and snacks
I don't use it
If possible, some sort of secure overnight parking for taking Amtrak to Sacramento for 2 to 3 days.
Improve public safety, reduce break-ins
It would be nice if the station was more accessible for lifting a bikes/scooter onto a train-- it is currently very difficult lift to lift up a bike to a train from the low station platform.
LOWER COST IMPROVEMENTS THAT COULD DELIVER MORE BANG FOR YOUR BUCK! CLEARLY YOU ARE OVERSPENDING WITH THE EXTENSIVE LIST IN Q#7.
Make the pedestrian bridge open at all times
More Parking in Martinez
More bus service. Not much available for Pacheco
More car parking! Bus or bicycle from my home 12 miles away is uttely impractical at present..
More separation for cars - no cross traffic
More shade outside while waiting for the bus.
Open the pedestrian bridge!
Parking
Regular Fast and direct shuttle to BART
Renovated bathroom and open the overpass bridge that has been closed off!!! Just barbwire the roof so no one steals the copper...
Schedule coordination between trains and buses
Shelters for pickup area, too!
Snack / coffee bar
Stop wasting my tax money
Traffic calming in parking lot...I am always having to dodge speeding cars
Viewing area for folks to watch the trains
We should be able to use clipper card on the Capitol corridor
better cafe in station
better security: my car was stolen when parked overnight right in front of the station!
bring coffee shop inside Amtrak station
clear info on bus routes
connect to other cities bike paths, BART, etc
cross over to Marina
fix the bridge
less transient activity to feel safe

move auto parking away from the platform, to minimize pedestrian hazards to only buses
none
rest rooms

Q15: Are there any additional improvements you'd like to suggest for the station?

Open the pedestrian bridge! Too many times, I have been trapped at the Marina. Unable to get out when a train blocks (and they often do!). WASTE OF MONEY otherwise.
Hate to say it, but make it less appealing for people experiencing homelessness: more regular cleanings, more patrols, etc. Make bike lanes, improve bus shelters, add accessibility. The reality is that my family will not be using the station at all if it is not perceived to be safe.
Make the overpass over the tracks usable so that overflow parking is available and safe to walk to and from and increase security.
Fix the bathrooms, coordinate the buses with train times better (from Amtrak to BART!). Open up that overpass bridge with whatever security needed, and set up some vending machines if the snack bar is never coming back.
Reopening the bridge across the tracks would be nice. The city spent \$8 million on it. If the snack bar is going to be closed forever, find a way to reuse the space. Get the city to pay for more frequent bus service. I know the city is partially responsible for funding the JPA that runs County Connection.
Amtrak tickets are too expensive. It's cheaper for two people to drive to Sacramento from Martinez than to take Amtrak. That should never be true. Public transport should be cheaper. Car is \$9 bridge toll + ~\$20 gas round trip. Amtrak was \$25 ONE WAY PER PERSON. Insane. \$30 vs \$100.
open the bridge for pedestrian access
Please open the pedestrian bridge and make it accessible to the public again. It's ridiculous and unacceptable as a member of the public that the issue hasn't been fixed and addressed yet.
The Capitol Corridor train tends to stop at the west end of the platforms. There doesn't appear to be a convenient crosswalk to cross between the bus bays and the parking lot. It seems there could be potential conflict points with pedestrians having low visibility coming out in front of buses to get to the parking lot.
There is an unaddressed level of safety at the station which makes it uncomfortable to use this mode of transportation. Improve lighting, access and patrol and that could help dramatically.
More retail options for food, books, personal items, etc.
Regular, direct, and fast access to BART.
More trains!
Fix and open the pedestrian skyway!
You'll need to reduce the cost of Amtrak to increase the number of people going there. My wife would like to work in Oakland but doesn't want to drive and a \$242 per month is too expensive. Offer deals to Martinez residence to increase ridership.

I love the station. I wish they still had the snack/coffee station. I would like to know when busses are arriving and departing.
Decent food options available
Improved vending options (food, etc.) would be great. That would make waiting in the area more comfortable. And less boring.
Open the pedestrian track overcrossing. Would make parking in sports warehouse area feasible. Would also be a public attraction.
No, I'm not unhappy with the station as is
If the main parking lot for the Amtrak station is full, there currently feels like no easy way to get from the opposite side/overflow lot to the main station
I'd take my e-bike to the station rather than my car more often.
More dependable train schedules
The station area is valuable real estate. Considerations for auto parking on-site are unnecessary, as parking is in abundance north of the tracks. It would be easier to negotiate a deal to share that parking lot, than complicate the station area. For a truly multi-modal facility, the hazards of automobiles must be moved away from vulnerable users. An existing loop east of the station is sufficient for drop-off and pickups by private automobile. The relinquished space at the station can be used for a retail, to serve transiting passengers and the nearby community.
None
I'm glad to see the Plaza/Retail kiosk being considered.
reopen the coffee and snack kiosk
More secure bike storage (like Sacramento Valley Station) would be beneficial.
No
Packaged food to take on the train. Sign up for calendar of Sacramento events that I could take Capital Corridor to. (And how to make the connection there on bus/light rail)
Please recognize that our bicycle only works for those living near the station. Build a strong structure like BART has done.
Please try to minimize loss of traveler vehicle parking. This will help maintain regional travel functionality and diversion of VMT on I680 and I80. Thank you.
Emphasis on Martinez is misplaced for long term planning. There should be an Amtrak route from Richmond to Vallejo (using the older car bridge, converted) and on to Suisun. Shuttle routing and the triangle would create more flexibility.
With fixed rail and Bay Ferry boarding locations, we need better rail/ferry connections maintained
The amenities for passengers waiting for a long-distance train are pretty minimal.
BART shuttle and coordinating schedules
more comfortable waiting

There needs to be sufficient parking for those that drive and ride Amtrak both commuters and other Amtrak trains—perhaps reopen the walkway over the tracks and have specific places for Amtrak passengers to park. The walkway over the tracks should be closed at night after the last train leaves.
THE STATION IMPROVEMENTS SPECIFICALLY PROPOSED BY CCTA SHOULD NOT SIPHON OFF USERS FROM THE CAPITOL CORRIDOR (CC) OR BART. BART, ESPECIALLY, IS IN NEED OF AS MANY RIDERS (AND FARES) AS POSSIBLE TO REDUCE ITS FISCAL CLIFF. NO MONEY SHOULD BE SPENT BY CCTA TO PULL RIDERS AWAY FROM BART OR CC. CCTA MAY BE USING GRANT FUNDS FOR THIS UNNEEDED MOBILITY HUB, AND THEREFORE, IT MAY NOT DIRECTLY IMPACT CONTRA COSTA COUNTY TAXPAYERS. STILL, CCTA SHOULD NOT BE WORKING IN COMPETITION AGAINST THE UPCOMING PROPOSED REGIONAL TRANSPORTATION MEASURE. THE INNOVATE 680 IS A TERRIBLE GRAB BAG OF MANY UNNEEDED PROJECTS COUPLED WITH ONLY A FEW THAT WOULD POTENTIALLY HAVE VALUE, RELYING ON TECHNOLOGY MORE THAN 30 YEARS IN THE MAKING. CCTA SHOULD BE STRENGTHENING CONNECTIONS TO THE NORTH CONCORD STATION, NOT DISSOLVING THAT HUB. I680-180—THIS IS A PIPE DREAM, NOT PERFORMANCE-BASED, AND MORE WINDOW DRESSING THAN AN ACTUAL IMPROVEMENT IN SERVICE OR SUPPORT TO OTHER LONG-ESTABLISHED REGIONAL SYSTEMS. DON’ T BE SELFISH. SUPPORT EXISTING REGIONAL SYSTEMS THAT DOMINATE AND HAVE SHAPED TRANSPORTATION PATTERNS FOR DECADES.
Keep the entrance open as a waiting area when passengers are transferring to or from a bus, especially during evening hours if a bus is good and not too late.
Additional shade/trees, especially along the proposed two-way cycle track, multiuse path, and plaza/northbound class IV bike lane near Marina Vista entrance. -Include green “crossbike” markings for two-way cycle track across intersection at Estudillo St. -Add RRFB/HAWK beacon or stop sign at pedestrian crossing of Marina Vista Ave near Castro St. -Add green paint for bike lane on Marina Vista Ave, especially near intersection/right turn mixing zones. - Add shade structures on train platforms
Would really like more availability in train times, and later trains returning to Sacramento on the capitol corridor line.
Have regularly scheduled express bus service to Walnut Creek and south so that inland valley residents can access the train without having to take BART the long way around to Richmond.
Yes
This station’ s hours have changed. I understand not staffing it all night, but I would like to see an earlier open. I also feel the need for wifi or charging stations in this day and age is imperative.
Free to Bart shuttle
In the proposed design, clear signage on Marina Vista Ave for vehicle pickup and drop-off would be helpful. Many people will be accustomed to driving into the existing main entrance to do so, but with this design they will need to turn on Estudillo or Ferry to get to the pickup/drop-off. The one-way traffic through the facility and on Marina Vista also means if they miss turning on Estudillo or Ferry, they’ ll need to make a series of left turns to get back there. Otherwise, thank you - appreciate that improvements to the station are being made!

No.
no
Better connections, especially to Marin and Smart Train. A ferry connection. If I can drive to North Concord BART in 15 minutes, but it takes over an hour by bus or if I can't get bus home from DVC night classes, it's USELESS.
Better bus signage. Longer hours to buy soda sunday
I would like the Amtrak trains to accommodate carry on e-bikes.
Expanded vending machines, cycle track down through Martinez, most importantly. We should be able to use the clipper card on the capitol corridor. This would be useful for the entire public transportation system. This could even connect Sacramento to Sonoma County.
Easy access from the street for ride sharing with shelters and lighting. Bus service to Benicia would be helpful, but that's another issue.
Please include shade and seating and crosswalks
Wifi and better bus connections. Or more bus service. I'd love to take the bus but with limited service it just doesn't work.
Yes. I would personally like to see more historical things around or inside the depot. Mainly to describe the past and present of rail travel. As well as promoting things around martinez for passengers arriving here in town.
No
Better visibility. More advertising. People should know how great train travel is! Fun, fast, cheap & easy!
fix the bridge
open the overhead walkway. connect the train to BART
The biggest limitation of using Amtrak is there are far too few buses that travel to the station, and they are not timed appropriately with the train schedules. In your proposed design, there is no way to access the passenger drop off when entering from south of the station. This traffic design seems like it would create more problems than solve.
Secure place to wait after being dropped off by a train in late night or early morning hours.
More safety around the Amtrak station & its parking areas could bring more citizens downtown. (I've heard of car break-ins.)
Better bathrooms, or bathroom access at Amtrak. If the station is closed, you are out of luck. Something to improve wi-fi connectivity. More shade would be great, but better benches would be nice too.
Integrate Amtrak long distance departure times to the Amtrak California information displays. Add food and beverage vendor in station
Finding a ride-share early in the morning or late at night is extremely difficult. Taking a bus to the station is a must, but the buses run too infrequently.
Food and beverage (not vending machines) Padded seating. Those benches are hard!

Thanks for asking for input
Make the elevator and bridge over the tracks be more reliably open and working.
express shuttle to Bart
To enhance Martinez, get rid of parking meters and put in a parking garage and finish parking lot where building torn down. Add parking spaces on vacant lots.
Active Security is important.
Information of when next bus is leaving Martinez station. When on the bus going to Martinez (I haven't use it) when next train is leaving, even though I could use the Amtrak app I guess. Information about parking, if we have to pay or just request a paper permit given by the front desk and we use to put it on our car dashboard (this was before the pandemic, not anymore)
More bus routes
I would like to understand how I can better commute to San Francisco and also catch a plane from Oakland or SFO.
Open the walking bridge
No
The bikeways look great. Make sure that they are connected with the broader bicycling network in Martinez.
open the pedestrian Bridge
safer environment for people to wait / in early time lighting covered seating
How about numbered seating, so that you don't have to stand in 90-degree heat for half an hour to board the bus? It could be done with explanatory signs, and it would be a model for the rest of the country. And this country could use a lesson in manners.
none
better food, beverage options
my daughter will commute to Davis in the fall. I am concerned about parking in the AM when it is dark.
more hard copy of maps and train info not only phone info - for those who are elderly/pt with no phones - what stops of train stations seniors like to take train -city should encourage more businesses to open later surrounding stations -getting off train and not know where to go -no bus that meets the bus
A need for a digital display of all buses and all the trains (not just Capitol Corridor/San Joaquins) including their anticipated arrival times. The indoor waiting area needs longer hours including a security guard.
There needs to be direct connection to BART.
No
rest rooms
correct clock inside station * have track information before train arrives

You are taking away the public parking along the front of the station. Do not do this
More of a question of providing adequate space for proposed I-680 Express services.
Thank you for the survey, any improvements to our transit infrastructure are so appreciated! The CCTA team does a wonderful job, and I wanted to let you know how much we appreciate it. We need more things for cyclists. Most places cannot be biked to because there are no secure bike lockers. They need to be in a well-lit area, with an occasional security guard check or presence, and if there is an opportunity for a security camera as a deterrent to thieves, that would be wonderful as well. Basically, we need more help for cyclists. And now that people have e-bikes, secure storage is even more important to get people out of their cars. Looking forward to further improvements, again, thank you! Best, D. Nagrockza
Open the pedestrian crossing over the tracks for use!
No
No
Improved signage for ALL train destinations and arrivals Improved signage for bus destinations and departures
I would like to see a ferry terminal added to the options.
Need more parking for cars.
Clearing up the homeless problem would help get more people to use Amtrak. This is the primary reason I won't use public transport – it's dirty. Martinez also could use better parking signage to its existing lots to improve experiences. Strongly opposed to adding more bike lanes and reducing parking. People don't want to be on bikes or in bad weather – keep the parking that we have. The majority of the bike traffic in town is homeless traffic.
Ensure that all walking/rolling connections are contiguous to common destinations – downtown area, etc.
Safety. Jail releases middle of the night and they go to station for bus
The proposed changes would be a disincentive to use as personal auto access would be more confusing and more difficult to navigate.
Amtrak is too expensive means of travel.
No homeless camping is a must. 24hr security.
Amtrak times and delays. The trains are extremely slow and delays occur often making the time getting to ur destination double. Faster times is best. The tickets are annoying a loadable card is nice to have.
Better signs and intuitive paths. Self-help kiosks. More staff to help direct people. Kudos to the people who work there, they're friendly.
We must get access to the Marina and prevent the trains from blocking access.
Better parking permit situation/signage such as when it's required maybe an automated kiosk so you don't have to check in with the agent
Clean and well-maintained facilities like toilets
It's not necessary.

No
Open the walkway to the Marina
Keep the area safer and clean on the inside and outside. No homeless hanging around. Also, the people that work at the station they could be friendlier and more helpful.
Make it cleaner with fewer homeless.
More bikes
Pair station improvements with separated (with bumps/barriers) bike lanes down the main thoroughfares into downtown – i.e. Alhambra, Pine, Pacheco. Needs to be safer and easier to move throughout the city.

Q16: How do you identify in terms of gender?

Need S.M.A.R.T link asap
There is only man and woman. Stop violating federal mandates
none