

**BICYCLE ADVISORY COMMITTEE (BAC)
SAN MATEO COUNTY TRANSIT DISTRICT ADMINISTRATIVE BUILDING
Bacciocco Auditorium, 2nd Floor
1250 San Carlos Avenue, San Carlos CA 94070**

MINUTES OF MARCH 15, 2018

MEMBERS PRESENT: J. Alba, C. Bargar, M. Guevara, A. Olson, N. Rodia, D. Provence, D. Thoe

STAFF PRESENT: C. Fromson, L. Low, J. Navarro

Chair Dan Provence called the meeting to order at 5:45 p.m. and led the Pledge of Allegiance.

PUBLIC COMMENT

Shirley Johnson discussed the Board's 2015 bike to seat ratio decision and stated her desire for 96 bike spaces and more seat capacity on the electric trains. She stated her support for the funding application for 8-car electric trains.

APPROVAL OF MINUTES OF JANUARY 18, 2018

Motion/Second: Rodia/Provence

Ayes: Alba, Bargar, Olson, Provence, Rodia

Absent: Brazil, Buckley

Mr. Guevara arrived at 5:48 p.m.

CALTRAIN BUSINESS PLAN

Chair Provence noted the Caltrain Business Plan presentation was postponed until the next meeting.

Ms. Thoe arrived at 5:55 p.m.

BIKE BUMP PRESENTATION

Lori Low, Government and Community Affairs Officer, presented:

- Overview
- Bumps by Station 2017
- Bumps by Train: Northbound 2017
- Bumps by Train: Southbound 2017
- Bumps by Month 2016 and 2017
- Bike Bump Form Discussion

Ms. Alba asked if the auto-generated Twitter alert is sent based on when the form is submitted, independent of when a person is bumped.

Ms. Low stated the form generates the automatic tweet.

Chair Provence noted the form has several purposes: data collection for staff and conductors; real-time data to allow riders to make quick adjustments; and advocacy for more bikes onboard space. He said that while these are all good reasons, he thought the Committee should decide on their priorities and determine if this tool works well for each. Chair Provence also asked how staff uses the data.

Ms. Low said the information is self-reported and real-time data can be useful to the bikes onboard community. She noted that the information is shared at each BAC meeting.

Ms. Low noted Mr. Bargar's previous request for a comparison between bike bumps and annual count data and said that would be presented in July during the annual count presentation.

She also said that in trying to look at the busiest bike trains, they found that this often changes, perhaps due to cyclists self-adjusting. She noted that in 2017, one of the busier trains towards the end of the year wasn't part of the schedule earlier in the year.

Ms. Fromson said the form's genesis in 2015 came from a desire to have more data and noted the form's fields have changed since then. She said there's an ongoing effort to improve data collection and noted bike bumps are now part of the annual count.

Ms. Fromson stated the purpose of this presentation is help people understand how the bump form works today and to find out if there are changes members would like to see made.

Vice Chair Olson asked if reports that are not current could be filtered out so information that's out of date wouldn't be tweeted.

Chair Provence noted bike bump form information isn't necessarily known to passengers and suggested posting information on station bulletin boards.

Mr. Guevara suggested the form could be improved by auto-populating the date the actual event occurred and moving the prominence of the name requirement, as that might deter people from filling out the form.

Ms. Alba asked if the reports are generated by a committed group of individuals who feel responsible for reporting bumps or if there's a large variance in who reports. She asked if people can fill out the form even if they personally haven't been bumped.

Ms. Low said she did not look for frequency in names when she analyzed the data.

Ms. Low said witnesses of a bump can fill out a form with the additional bumps field, but noted Mr. Brazil's previous concern that if several people report the same bumps, it may skew the data.

Mr. Guevara said that could be thought of as noise in the system because it can happen year over year. He noted it depends on what information is being looked for, but when examining historical trends the overall shape of the curve would still be the same, so by design we need to live with that notion of noise.

Chair Provence noted that the data may be flawed, and so the most important information is letting cyclists know that a train coming is full.

Chair Provence said an idea that was circulating was that of conductors passing out cards to cyclists who have been bumped. She noted the cards could have useful information and be a way conductors could count bumps.

Mr. Bargar said in regards to over reporting, it wouldn't be too difficult to see if there are multiple reports for the same train, station, and time and average them.

Ms. Low said that's a possibility, but people would have to trust in the information that's being put out afterward and recognize that alterations are occurring based on an individual's best guess.

Vice Chair Olson said averaging might make better sense when similar additional bikes bumped information is reported.

Mr. Guevara asked if there's a way to use the electronic displays at stations like 22nd Street to offer more information.

Chair Provence supported this idea.

Ms. Alba noted that its qualitative as the number of bumps may depend on how many people know about the form.

Ms. Fromson noted having bike bump form information at stations could be useful. She noted that the use of the VMS signs can be sensitive due to other information communication needs, but posting something on a physical sign is a possibility. She said making information about the busiest trains would be useful so cyclists with some flexibility can make small adjustments to their schedule.

Vice Chair Olson said that while the busiest trains can change, putting information on the website where they can see recent trends would be useful.

Ms. Fromson said the number of schedule changes last year was unique, as they were creating windows for electrification construction. She said staff could come back to the group with a concept regarding what type of information would make the most sense to give the broader bike community.

Ms. Thoe said this presents an opportunity to not only provide information but also create a cyclist-friendly area, such as providing tools and air pumps at stations frequently used by cyclists.

Ms. Fromson said it sounded like revisiting the bike section of the website and including information that's relevant to the busiest bike stations could be useful.

Ms. Alba asked if anyone can tweet from the account that sends the bike bump form auto tweets.

Mr. Bargar said that account is used by staff to tweet other Caltrain bike-related messages, but a lay person doesn't have access to tweet from it directly. He noted people can tweet at it.

Ms. Rodia asked how the bike bump form is publicized.

Ms. Low said through the bike section of the website and that the cumulative data is also posted on the BAC section of the website.

Ms. Fromson said the social media team also refers to it.

Ms. Rodia asked if there's a way to expand the functionality of the Caltrain mobile app.

Ms. Low said it was a big step for the agency to launch the mobile app and it presents a lot of possibilities they're hoping to explore.

Ms. Rodia suggested integrating bike bump reporting into the mobile app.

Chair Provence asked if the idea of conductors passing out cards was already under consideration.

Ms. Low said she had not heard of that occurring.

Mr. Navarro said the conductors are taxed right now, but probably at the end of May he could start having them do bike bump counts and manual station announcements when the bike cars are at capacity. He noted when the annual count information is analyzed they can report on which trains are over a certain capacity and at which stations.

Chair Provence asked if the conductors radio the information in.

Mr. Navarro said when the conductor reports a train is at capacity he calls the control center and the social media team gets the information for the control center.

Chair Provence noted that he used to see VMS sign announcements about trains being at capacity. He asked if it worked through the same process.

Mr. Navarro said yes. He noted that there are about four or five heavily used stations by the bike community so they will work on how to get the message out to the community.

Ms. Fromson noted that getting the information out about the heaviest-used bike trains/stations could help spread capacity and would be a good step in a two-pronged approach.

Chair Provence asked if they could see a draft of what would be available to people at stations.

Ms. Fromson said how much information would be a station would need to be thought about, but general information especially as it pertains to the website could be discussed and once the annual count information is analyzed that could help inform next steps as well.

Ms. Low said the annual count is on the Work Plan for July when the information is more fully analyzed.

Mr. Bargar asked how often is the data presented to the JPB.

Ms. Fromson answered annually.

Public Comment

Shirley Johnson presented a slide on bicycle bumps from 2009 to 2017, noting reported bumps and the number of people reporting are dropping, a trend she saw with her own Bikes Onboard bump form. She said keeping people engaged by responding directly to each report was important to that experience. She suggested actual bump counts be compared to voluntary reported bumps and applauded Mr. Navarro's suggestion that conductors count bumps. She suggested conductors hand out cards to help count bumps.

SUBCOMMITTEE ON UNDERSTANDING EMU DESIGN CONSTRAINTS UPDATE

Mr. Bargar thanked Subcommittee member Ms. Thoe and Caltrain staff for their efforts. Mr. Bargar noted the Subcommittee was created in December 2017 and they updated the BAC in January 2017, with several meetings since then.

Casey Fromson, Director of Government and Community Affairs, gave an overview of staff's answers to the Subcommittee's questions.

Chair Provence thanked staff for their work.

Ms. Thoe noted that Question #4 changed from when the Subcommittee last met and stated she was concerned the cars were designed to allow for conversion to seats in the bike areas but not the reverse.

Ms. Fromson said she requested the change in wording because the draft answer was misleading. She reiterated that anything is possible, such as putting bikes where seats are currently located, but different levels of design work would be required depending on the option.

Ms. Thoe said it seems like there's an idea of what it would take to turn bike space to seat space, but to do the reverse is more of an unknown.

Ms. Fromson said they wanted to get across that both scenarios are feasible; however, Ms. Thoe's point is taken.

Mr. Bargar noted that in last month's CalMod update to the Board, EMUs were not on the critical path. He asked if EMUs would become the critical path if changes like these were to take effect.

Ms. Fromson said EMUs are right behind PG&E on the critical path timeline, and if that slips or gets shortened there would be an impact. She noted that even today, EMUs are the most critical path to having revenue service in 2022.

Mr. Bargar noted the design period on the timeline goes to 2019 and overlaps with manufacturing and delivery. He asked what aspect of design that refers to.

Ms. Fromson said it's not large, substantive design, but rather small refinements such as making sure signs are in the right places. She noted the manufacturing of major EMU pieces has begun, and photos of this work can be seen in the CalMod update to the Board.

Ms. Fromson said the EMU shells will arrive in Salt Lake City in 2018 and by 2019 the first trainset will arrive at JPB and then a whole testing process will commence that is built into the timeline. She said about one trainset a month will arrive and noted that time is fast approaching and so staff are working to get all the logistics together while building excitement for the project.

Chair Provence thanked staff for including a side-by-side view of the coach car and bike car per his request. He noted this allowed him to see that the seat count would go down more significantly than he initially thought. The Chair stated his biggest concern is bike security. He asked if there was any thought given to revisiting a stair channel up to the mid-level, and if there was an update on the security issue.

Ms. Fromson said staff definitely heard that security is a concern and has seriously engaged in the issue. She said the task force has met and are currently in the data collection phase. Ms. Fromson said the BAC is a key group to engage with on this issue and staff will give an overall update at the next BAC meeting.

Chair Provence asked if Operations is concerned with people standing next to their bikes and slowing the boarding and alighting process.

Mr. Navarro said they currently deal with that issue as people stand next their bikes when it's time to board and alight.

Mr. Bargar said he envisions a Giants game day crowd scenario where there are sufficient numbers of bike passengers who want to monitor their bikes, and getting out of the bike car becomes difficult.

Mr. Navarro suggested staff continue to research and gather data, and then by the end of the year they can determine some solutions to mitigate theft, and if they can find money in the budget to implement solutions, particularly at the stations they know are most problematic, it would be a win-win.

Ms. Rodia referred to Question #9 and asked for clarification on if the EMU cars as designed could be configured into longer trainsets without affecting performance.

Ms. Fromson responded that if additional cars are purchased they will make sure the cars have the appropriate power capability so performance is not degraded. She noted Question #9 was specifically in response to adding one car right now; whereas, staff is already thinking long-term about 8-car trainsets and making sure those have the power they need.

Mr. Bargar asked about the cost of retrofitting or reconfiguring the trainset once the EMUs are delivered.

Ms. Fromson said anything is possible and acknowledged that the needs of the system in 10 years may be different from today. She noted it's hard to know now what the trains at that time will look like; however, she said there will always be a process and analysis that occurs before changes are made so tradeoffs and implications are clear. She reiterated that things are possible in the future but they need all the facts and information so informed decisions can be made.

Ms. Rodia asked about expected service life of the EMUs.

Ms. Fromson said 30 years.

Ms. Rodia asked when they would need to be refurbished.

Ms. Fromson said 15 years is the mid-life. She noted Caltrain currently has cars in use from the 1980s and that she imagines there will likely be changes that occur over the course of 30 years to the new trains.

Ms. Rodia asked if there was a lot of interest in changing the configuration, she wanted to understand what would be the natural point to do that work as part of the regularly scheduled maintenance.

Ms. Fromson responded that if one looks at the fleet in use today, they have not been drastically altered, except for in some places seats were removed for more bike space. She noted that was done in the past and could happen in the future along with other changes. Ms Fromson said the information presented gives a detailed look at where things are today and how the elements included in EMUs were determined.

Ms. Thoe said it was good to hear staff was working on deterrent strategies, but she wanted to return to the conversation about a third bike car and longer EMUs and how it involves the conductors. Ms. Thoe said she would like to hear the issues the conductors

have with the onboard cyclists and how the community could help the conductors do their job better and vice versa and hopes that type of dialogue could be part of the strategy.

Ms. Fromson said the work on security has made them take a step back and look at who needs to be involved. She said reaching out to conductors would be part of the effort.

Mr. Bargar said in the past there was a strong assertion that one conductor per car was needed but it seems in Question #8 that position may have softened.

Ms. Fromson noted in an ideal world there would be one conductor per bike car, but today making due with two conductors for three bike cars. She said there may be a difference in how we're operating today based on what the trains will be like in the future. She noted that if the trains become longer than there may be respective changes as well.

Mr. Bargar noted that in the past there had been assertions that three bike car trains have longer dwell times than two bike car trains. Mr. Bargar said he was curious if there was more of an effort to compare those, but it doesn't seem like it was done in Question #8, part 2.

Mr. Navarro noted that a third conductor would be a large part of his budget as he currently has 104 conductors and that would raise his headcount to 15.

Mr. Bargar wanted to clarify that he's not asking for a third conductor for three bike cars.

Mr. Navarro noted that it's always been two conductors per train, but once the trainsets increase to seven or eight cars a third conductor is required by contractual agreement with the unions.

Mr. Bargar said he was supportive of the stronger agency effort to examine bike security and looks forward to hearing the preliminary results.

Chair Provence thanked Ms. Thoe and Mr. Bargar for their work on the Subcommittee and thanked staff as well.

Public Comment

Ms. Johnson thanked the Subcommittee and staff for their work. She stated not having public comment on the train car layout was problematic and discussed the desirability of distributing bikes among all cars. Ms. Johnson noted she contacted the FRA and FTA regarding bike stacks and emergency windows. She encouraged that all cars have the same layout and that there be 96 bike spaces on the 8 car trainsets.

CHAIRPERSON'S REPORT – Dan Provence

- 2018 Work Plan

Chair Provence noted the Caltrain Business Plan was moved to the May meeting. He asked that there be a future discussion regarding updating the website.

Mr. Bargar said it would be nice to see a security related presentation added to one of the upcoming meetings.

Mr. Navarro noted that they will need a little more time on security, it won't be immediate.

Ms. Thoe asked if the Transit Police would present twice a year.

Ms. Low asked if Mr. Bargar was talking about the bike security outreach effort rather than the Transit Police check in.

Mr. Bargar confirmed.

Ms. Thoe asked if there were plans to change the website design.

Ms. Fromson said there are some plans to update the platform of the website, but certainly it would be useful for the group to think about what could go on the website given the functionality it has now.

Ms. Thoe said she wanted to make sure that the design wouldn't change quickly after thought was put into improvements to the current site.

Ms. Fromson said the content would be transferred to the new platform, so it would still be good to think about.

Chair Provence said it might be a good subcommittee item.

Ms. Low said in the bike security outreach effort they'll look at some low-hanging improvements such as the bike section of the website.

Ms. Fromson said a group discussion might be useful to determine if they want to dive into a subcommittee and what general bike topics should be on the website.

Chair Provence reiterated his support for Ms. Thoe's idea of a bike repair station and thought it might fit under the Bike Parking Management Plan (BPMP).

Ms. Fromson confirmed the BPMP would be the ideal spot for that item, especially if there's a bike vendor handling all of the stations in the system. She noted it would be good to have this discussion at that time.

Mr. Bargar encouraged that the person in charge of the BPMP reach out to local bike shops near stations to see if they'd like to partner on something like Ms. Thoe's suggestion.

Ms. Fromson said it's very exciting that Caltrain will soon have a staff member dedicated to digging into these items, especially since there's so much room to grow on improving the experience at stations.

Ms. Rodia asked if there will be any substantial news prior to the BPMP agenda item in November.

Ms. Fromson said that the sequencing starts with getting a staff member on board and then once they're up to speed implementations can begin. She said if anything of note comes up earlier they would bring it to the Committee.

Public Comment

Ms. Johnson suggested the work plan be more action oriented and that the BAC form an ad hoc committee to write a resolution regarding train layout. She encouraged them to take an actionable item to the Board and urged them to report directly to the JPB. Ms. Johnson complimented Chair Provence's work; however, she advocated the removal of public agency representatives from the BAC.

STAFF REPORT – Lori Low

- 2018 Bike Bump Report YTD
- Bike Parking Management Plan Update
- Bike Share Update

Chair Provence supported the idea of a Caltrain foundational policy on bike share which the BAC would review.

- Funding Update

Ms. Thoe asked where things were at in the process of the TIRCP.

Ms. Fromson replied there are multiple rounds of TIRCP applications. She noted an application was submitted almost two years ago for which \$20 million was awarded towards electrification funding. She said staff expects to hear back on this round in April.

- Bike Security Outreach Effort
- Bikes Board First Pilot
- Miscellaneous: Sunnyvale Station Rehabilitation Project, Bike Decals

Ms. Fromson thanked the Committee for putting their passion, heart, and soul into the Committee. She wanted them to know she was 100% certain their issues were felt throughout the agency. She noted that staff strives to incorporate their feedback; she also stated that in addition to the BAC, there are four other committees and there are conversations occurring regarding the best way to make sure the Board receives information from them. Ms. Fromson reiterated that the BAC's efforts are known throughout the agency all the way up to the Board and thanked the members again for the effort they put into the Committee.

Vice Chair Olson suggested that the jury summons as a free ticket to jury duty might be a good pilot to do with the county. He noted that if the county paid for it, it might be an additional revenue source for Caltrain.

Ms. Alba suggested it could be a one-time code with the mobile ticketing app.

Ms. Thoe suggested that Hillsdale be one of the Bikes Board First pilot stations due to the number of bumps reported at that station and that it's a unique station given the employment and housing next to it.

Mr. Bargar said he'd like to offer feedback on the bike share policy. In regards to the hiring of the planner, he suggested sharing the listing with the bike coalitions as well.

Ms. Fromson said staff would definitely share the listing with the coalitions.

Public Comment

Ms. Johnson asked when the planner position would be posted.

Ms. Fromson said that had not yet been determined.

Ms. Johnson asked will the 8:1 seat to bike ratio be applied to the 8-car trainsets.

Ms. Fromson noted that typically during the public comment period there isn't back and forth, but since the Committee is a bit more informal she would be happy to answer after Ms. Johnson finishes her comments.

Ms. Johnson thanked staff for taking the bike security issue seriously and for the Bikes Board First Pilot.

Ms. Fromson noted the electrification project assumed 75% electrified service with 6-car trains. She a specific amount of new funding hasn't yet been awarded, and given that the amount is unknown it would be difficult to know what could occur. Given that, Ms. Fromson stated the 8:1 ratio applies to the current project.

WRITTEN CORRESPONDENCE

Chair Provence noted the Committee discussed a lot of the items in the correspondence packet such as EMU car design and security.

Mr. Guevara said there were a couple of emails reporting bikes bumps and asked if staff took that into account in their analysis.

Ms. Low said the presentation was based on the bike bump form.

COMMITTEE REQUESTS

Mr. Bargar said he was planning to volunteer to be on a subcommittee or create a motion, as the Committee and Board have been receiving thick correspondence packets regarding bike passenger concerns over security and capacity on the EMUs.

He noted he had previously attended a JPB meeting and it wasn't that convenient, and so it would be good to have a formal resolution sent every now and then if there wasn't another reporting mechanism.

Ms. Thoe said she would be interested in sending a resolution as well and would appreciate it if staff could let them know what a more regular, formal communication could be with the Board.

Ms. Fromson said staff could absolutely get back to the Committee on this and noted there are active discussions occurring right now regarding how to manage the different groups and a process for how the Board hears from them. Ms. Fromson said staff will report to the Committee on those deliberations.

Ms. Thoe asked what the process would be if they wanted to send a resolution regarding the EMUs and concerns over bike space, bike security and other related items.

Ms. Fromson said once they determine if they'd like to pursue something, someone can draft something and when that's agendaized they can then take action. Ms. Fromson said it could also be a more open-ended item to better understand how communication goes to the Board, and that it could be done in different ways.

Mr. Bargar said he would potentially like to have an item on the agenda and asked if he drafted a resolution before then should he send it to Ms. Low who would then send it to the Board, or would it be discussed at the BAC meeting.

Ms. Low said Mr. Bargar could send it to her and she could distribute it to the Committee.

Ms. Low noted that previously the Committee had taken action regarding a preferred bike storage option and then sent a letter to the Board. She noted the Board not only received the letter, but the information in it was also included in a Board presentation.

DATE, TIME AND LOCATION OF NEXT MEETING

May 17, 2018 at the Central Auditorium in San Carlos.

Meeting adjourned at 7:37 p.m.