

**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 JANUARY 18, 2018**

**MEMBERS PRESENT:** J. Alba, C. Bargar, J. Brazil, G. Buckley, M. Guevara, D. Provence, N. Rodia, D. Thoe

**STAFF PRESENT:** B. Burns, L. Low, J. Navarro

Chair Dan Provence called the meeting to order at 5:46 p.m. and led the Pledge of Allegiance.

**INTRODUCTION OF NEW MEMBERS**

The members of the Committee introduced themselves.

**PUBLIC COMMENT**

None.

**APPROVAL OF MINUTES OF NOVEMBER 16, 2017**

Motion/Second: Brazil/Thoe

Ayes: Alba, Bargar, Brazil, Buckley, Provence, Rodia, Thoe

Absent: Guevara, Olson

**ELECTION OF OFFICERS**

Mr. Brazil nominated Mr. Provence as chair.

Motion/Second: Brazil/Bargar

Ayes: Alba, Bargar, Brazil, Buckley, Provence, Rodia, Thoe

Absent: Guevara, Olson

Chair Provence nominated Mr. Olson as vice chair.

Motion: Provence /Thoe

Ayes: Alba, Bargar, Brazil, Buckley, Provence, Rodia, Thoe

Absent: Guevara, Olson

**BROWN ACT PRESENTATION**

Nicole Witt, Attorney, presented:

- Who is subject to the Brown Act
- What does the Brown Act require
- What's a meeting
- Closed Session Exception
- Committees

- Brown Act Pitfall: Serial Conversations
- Frequently Asked Questions & Special Points

Mr. Brazil asked if the Committee doesn't have legislative or budgetary authority if they're still subject to the Brown Act.

Ms. Witt said the Committee is subject to the Brown Act by language of its own charter.

Mr. Bargar asked about the appropriateness of taking action on an item that's not explicitly on the agenda, but is included in the written correspondence packet.

Ms. Witt replied that to be safe, the item should be explicitly listed on the agenda as the idea behind properly noticing items on the agenda is so a member of the public can have enough information to determine if they would like to attend the meeting and speak on the item.

#### Public Comment

Shirley Johnson suggested an ad hoc committee be formed to remove the Brown Act from the charter.

#### **BIKE SAFETY AND SECURITY PRESENTATION**

Ms. Low said at the last meeting members had questions regarding bike theft reporting. She thanked the Transit Police for presenting and making themselves available to answer questions. She also noted staff is working on a larger bike security outreach effort that will involve the Transit Police and the BAC, and this presentation offers a snapshot of today.

Jenny Le and Sargeant Aquino, presented:

- Mission of San Mateo County Sherriff's Office

Ms. Thoe asked about the Transit Police's jurisdiction.

Sgt. Aquino responded it's the Caltrain right-of-way from 4<sup>th</sup> and King to Gilroy and includes stations, platforms, and the trains themselves.

Mr. Guevara arrived at 6:14 p.m.

Ms. Le and Sgt. Aquino continued their presentation:

- Facts about Bicycle Statistics
- Bicycle Thefts 2017
- Preventative Measures
- Preventative Measures
- How to Report a Bike Theft
- Approach

Mr. Brazil asked about for-profit and non-profit bike registries.

Ms. Le said the Transit Police is aware of the different forms and since they operate across three counties they are looking into a service specifically for Caltrain riders.

Sgt. Aquino noted that Stanford requires that bikes be registered with their Department of Public Safety so they are registered with the campus police.

Mr. Brazil asked if stickers actually help since thieves could easily remove them.

Sgt. Aquino confirmed that identifying information on the bike is helpful.

Mr. Brazil asked if Caltrain contracts with an auctioneer for abandoned or unclaimed bikes.

Sgt. Aquino said that abandoned or unclaimed bikes go to Caltrain's lost and found and are held for a certain amount of time and then donated to charity. He noted Caltrain does get quite a few of these types of bikes.

Mr. Brazil asked what the recommended response was if a person saw a thief trying to steal a bike.

Sgt. Aquino advised against people intervening as he did not want individuals putting their own safety at risk; instead, he recommended they call 911. He encouraged people to call the Transit Police if they see anything suspicious.

Mr. Brazil noted that not everyone will be within viewing distance of their bike on the EMUs and said that perhaps video cameras can help.

Ms. Low said there will be traditional security cameras on the lower, mid, and upper levels of the EMU bike cars. She said they are also exploring other possibilities such as a live feed which riders could watch on their phones. She noted technology changes quickly, but they're exploring what's possible.

Mr. Bargar asked if the thefts not categorized as onboard were at stations or if there were ambiguous reports.

Ms. Le said about 4% are ambiguous reports. She said if a specific time, location, and other identifying markers were reported it would be helpful. She noted they are working with Caltrain and the Sheriff's Office to post more information about this online.

Mr. Bargar asked there's follow up on the ambiguous reports.

Sgt. Aquino said they try to, but if there's no license number it makes it difficult as there's no way of entering it into their statewide automated property system. He said if there's a suspicion a bike has been stolen the system allows them to run the number and see if it's been reported as stolen.

Mr. Bargar asked if there are multiple ways to make an official report.

Sgt. Aquino said a report can be made in person, online, and by phone.

Mr. Bargar asked if they look for reports on Twitter.

Sgt. Aquino said that Twitter is not an official place to report a theft and that it's not always monitored .

Mr. Bargar noted people have posted about their bikes being stolen onboard via Twitter. He thought more than one person indicated they reached out to the Sheriff's Office, but perhaps they submitted ambiguous reports. Mr. Bargar asked if having passengers in view of bikes can help deter theft.

Sgt. Aquino replied in the affirmative, comparing it to Neighborhood Watch, although he noted one can't prevent every crime.

Ms. Buckley recommended more outreach on who to call and how to report theft, and suggested flyers on the bike car.

Ms. Le said they are working with the Sheriff's Office on the Transit Police page and with Caltrain to provide better information.

Ms. Alba asked if the flyer could be turned into a pamphlet that could be on the train.

Ms. Low said she would share that idea with the marketing team.

Ms. Thoe requested that in the upcoming coordinated work the Transit Police and Caltrain staff will be doing, there be more information on the bike section of the Caltrain website on: theft, reporting, the Transit Police, and a link to the safety and security page.

Ms. Thoe asked if the two bike theft arrests reported in 2017 were related.

Sgt. Aquino said he would need to look it up.

Ms. Low said staff is looking into station cameras as other agencies have found them to be effective in apprehending repeat offenders.

Ms. Alba asked if there is coordination with lost and found.

Ms. Le said it would be best to report to both the Transit Police and Lost and Found so they work together.

Ms. Thoe suggested the Lost and Found form on the Caltrain website be improved with drop down menus and pop up boxes containing additional information to help guide users through the process.

Ms. Low noted they recently hired a web person so they may be able to better implement such suggestions.

Mr. Bargar noted that bike lockers at the 4<sup>th</sup> and King Station were broken into last year; and that while they're better than just a bike rack, they're still imperfect.

Sgt. Aquino said while there's no 100% way to prevent that there are steps one can take to deter it.

Chair Provence asked about the status of the bike lockers at 4<sup>th</sup> and King.

Mr. Navarro said the lockers have been removed.

Mr. Brazil asked what type they were.

Mr. Provence said they were monthly keyed lockers.

Ms. Rodia asked if the Transit Police or Caltrain removes abandoned bicycles that are locked to station racks at regular intervals.

Sgt. Aquino said that like abandoned vehicles, notice must be given prior to removal. However, he noted if they receive a report a bike has been vandalized or parts have been removed they will cut the lock and take it. Sgt. Aquino said it had been awhile since they had swept all the stations for abandoned bikes.

Mr. Brazil noted the removal of abandoned bikes was in the Bike Parking Management Plan.

Chair Provence thanked the Transit Police for their presentation and noted continued effort towards a solution could lead to a decrease in bike thefts.

#### Public Comment

Shirley Johnson asked if there were no dedicated seats on the EMU bike cars.

Ms. Low said there are three flip seats on the lower level of each bike car.

Ms. Johnson noted the importance of being vigilant and her desire to have more seats within view of bikes.

#### **BIKES BOARD FIRST PILOT UPDATE**

Ben Burns, Manager of Rail Operations, presented:

- Delay Minutes by Type
- November Delays
- December Delays
- Pilot Description
- Initial Findings and Challenges
- Calendar Year 2017
- Next Steps

Mr. Brazil asked if the purpose of the pilot was to see if there would be a reduction in the delays. He noted that ridership goes down in December and that it takes awhile for behavior to change.

Mr. Burns said communication was through the VMS signs and direct contact with riders, yet people continued their same routine.

Ms. Thoe asked how the methodology would be different in the upcoming pilot.

Mr. Burns said they would use a timer.

Ms. Thoe asked if there was also a different way to implement it.

Mr. Burns said they would use social media to get the message out to a broader audience.

Ms. Alba asked if it made more sense to compare day-to-day or car-to-car.

Ms. Thoe asked about comparing year-to-year, such as December 2016 to December 2017.

Ms. Rodia asked if there was more fine grain information on delays among stations or between different types of train cars.

Mr. Burns said he broke the data down to every station across the system, train IDs, conductors, and engineers.

Ms. Rodia asked about the difference between the different train types.

Mr. Burns said there's not a huge difference between the two.

Ms. Rodia said she's noticed differences between the train types such as space for queuing, number of doors, and how the configuration of seats and bike storage areas makes a difference.

Mr. Burns noted there are different choke points and said they've thought about putting different zones over the racks.

Ms. Rodia asked if he knew which stations have the longest delays.

Mr. Burns said Redwood City, Sunnyvale, Mountain View, 22<sup>nd</sup>, San Francisco, and San Jose.

Mr. Bargar said the BAC has previously noted the differences between the bombardiers and galleries and how that impacts on and off times. He said Ms. Johnson had previously stated there wasn't a substantial difference between the two types of trains.

Ms. Thoe noted the two sets of stairs as another significant factor.

Mr. Guevara asked if a randomized control was considered.

Mr. Burns said there are some stations where few bikes get on and others where many cyclists get on.

Mr. Guevara said if resources are limited the pilot could just be done at Mountain View as opposed to multiple stations to measure exact difference and account for the impact.

Mr. Navarro noted the delays come from those without bikes mixing with those bringing bikes onboard. He said they will use a stop watch in the pilot which will give them a much better understanding in April.

Ms. Buckley said her experience with Bikes Board First was that it only worked when the conductor was actively involved, making announcements and directing people.

Chair Provence asked how the pilot worked with three bike cars and two conductors.

Mr. Burns said they had additional staff helping and together they would try to corral the bike passengers to queue in the proper spot; then the manager would be in one bike car, Mr. Burns would be in another, and the conductors would be in the middle. Mr. Burns said they would only do one station a day due to limited resources.

Chair Provence asked if there would be staff out there every day reinforcing the message.

Mr. Burns said they would ask other departments to help.

Chair Provence reiterated the importance of conductor communication. He noted when a conductor effectively directs bikes and other passengers the train works well and is a positive experience. Chair Provence thanked staff for this effort and said he's heard others cyclists onboard discussing the pilot.

Chair Provence also noted often the first cyclists on board the gallery cars want to put their bikes close to the entry doors, slowing down loading. He requested conductors ask people to move all the way in when loading their bikes.

Mr. Burns said in April they might have zone identification

Ms. Thoe recommended reaching out to the bike coalitions and the BAC to help get information out about the Bikes Board First Pilot.

Ms. Alba asked if the zones in the bike car are part of the Bikes Board First Pilot or if they will be permanently implemented in April.

Mr. Burns said permanently.

Ms. Alba asked how much do bikes account for of the 66% delay from passengers.

Mr. Burns said 28%. He noted bikes as a separate category rank second in all categories for delays.

Mr. Bargar said that on the busier trains there isn't always an even balance of zone destinations, so it might be worth doing a pilot for the zone designation. He requested zone signage be presented to the BAC for input.

Mr. Navarro said it could be a pilot that runs in conjunction with the other pilot in April.

Ms. Alba asked if there would be analysis regarding what zones are most used.

Mr. Burns said marketing would come up with the data and could do a presentation.

Chair Provence asked that the Committee be updated before a zone pilot takes place.

#### Public Comment

Shirley Johnson thanked staff for the pilot and noted the stop watch will help collect needed data.

#### **REPORT OF THE SUBCOMMITTEE ON UNDERSTANDING EMU DESIGN CONSTRAINTS**

Ms. Danielle Thoe said the Subcommittee met twice, reviewed its scope and timeline, established its name, and determined questions for staff. Ms. Thoe and Mr. Bargar shared the following Subcommittee questions with the BAC:

- The BAC would like to better understand the factors that went into the decision to order trainsets where the individual cars are not identical.
- Please explain how the electrical equipment is spread among the cars and how that was determined in relation to bikes.
- What constraints determine what can go into the passenger space of the EMU cars as it relates to seats, bikes, and how these items are spread out?
- How flexible are the interior of the cars? For example, we know that the bombardier cars can be changed (+/- seats and bikes) with some work. Is there a similar ability with the EMUs after Caltrain has received them from Stadler?
- What's involved in changing the configuration and the interior of the cars? What is the time and cost impact?
- Can you share more detailed engineering drawings of the proposed bike car layouts?
- Can you share a capacity spreadsheet?
- The BAC would like a better understanding of why three EMU bike cars need three conductors. From a rider perspective, the current system of 3 bombardier bike cars with two conductors works well. The BAC would like to hear an explanation from conductor and operations perspectives, and would like to see supporting data on if the addition of a third bombardier bike car (with only 2 conductors) has had a positive or negative impact, including on dwell times or specific incidents or duties.

- The BAC would like to understand the reasons why Caltrain would not run 7-car EMUs—both from a technical and operational standpoint. Please note, the manager of rail operations stated the EMUs could not operate as a 7-car trainset at the November 2017 BAC meeting, whereas the Stadler website states that 7-car trainsets are possible.
- Why has staff's FRA interpretation changed from 2009 regarding the placement of bike racks in front of emergency exit windows?
- Regarding the EMU bike car layout, theft and security is a concern. Staff stated that there was only one reported theft from the train in 2016.
  - Could staff share 2017 data?
  - The safety and security report data differentiates substantially from incidents noted on social media. What can staff do to determine the reason for this discrepancy? This is critical information to the BAC as the current security standards provides some basis for the design of the EMUs.

Mr. Brazil thanked the Subcommittee members for their work and asked when staff would answer the questions.

Ms. Low said at the March BAC Meeting.

Chair Provence thanked the Subcommittee.

#### Public Comment

Shirley Johnson asked for timing and cost to be considered in the questions.

Mr. Bargar noted they would like timing and cost to be included.

Mr. Brazil concurred.

#### **CHAIRPERSON'S REPORT – Dan Provence**

- 2018 Work Plan

Mr. Bargar asked if the "CalMod Update" item in March encompasses staff's responses to the Subcommittee's questions.

Chair Provence said yes.

Ms. Low noted that its listing was determined at the last BAC meeting, but they could choose to change it.

Ms. Alba asked if the staff response to the Subcommittee should be listed separately.

Chair Provence said the response to the Subcommittee will be its own item.

Ms. Alba requested the pilots also be listed in the Work Plan for March.

Ms. Thoe concurred.

Ms. Alba requested that an update on bike safety materials also be given.

Mr. Brazil said that while he applauds efforts for better onboard bike capacity, he encouraged the Committee to think bigger. He noted that as ridership grows and more people use bikes as a means to get to and from stations, only a small portion will be able to bring their bikes onboard, so there needs to be more solutions including stationary bike parking and bike share. Mr. Brazil said a discussion is needed regarding early long-term planning to make stationary bike planning succeed in the near and far term. He noted there are excellent examples in other countries where some cities have over 10,000 bike parking spaces at a station.

Ms. Thoe requested a July item on bike share where information from the different operators is pulled together and issues that arise at stations are discussed.

Mr. Brazil offered to work with staff on bike share presentation possibilities and to connect staff to bike share contacts. He emphasized the need for a focus on stationary bike planning.

Chair Provence agreed and noted that with so many bike share systems its not really intuitive for Caltrain riders.

Ms. Thoe said she suggested July due to the shorter agenda and there may be more information post rainy season.

Ms. Alba noted many e-bikes are now in circulation.

Ms. Thoe asked if a motion was needed to update the Work Plan.

Chair Provence noted that "Bike Share" was already in the "Committee Suggestions" portion.

Ms. Low noted that when staff meets with the chair and vice-chair they review the Work Plan and can choose to have an item moved into a different spot.

Ms. Alba asked for an update on the bike access and parking position.

Ms. Low noted that a Bike Parking and Management Plan (BPMP) update was on this meeting's agenda under the staff update, and it's also scheduled as its own agenda item for July. She said if staff were hired earlier he or she could come to the Committee sooner.

Chair Provence said when the person is hired the Committee would like to hear from them and start providing input early on.

Ms. Alba asked if the position had a formal title.

Ms. Low said the title had not yet been determined .

**STAFF REPORT – Lori Low**

- BAC recruitment
- Bike Bump Report
- Bike Parking Management Plan Update
- Bike Share Update
- Funding Effort Update
- Outreach Effort on Bike Security

Public Comment

Ms. Johnson asked that the voluntary bike bumps be compared to the annual count numbers. She also said she supported the grant for eight-car EMUs.

Ms. Thoe asked staff to possibly compare voluntary bikes bumped to those recorded during the passenger count period.

**WRITTEN CORRESPONDENCE**

Mr. Bargar said he made public comment at the December JPB Board Meeting regarding the EMU car layout and sent a letter, which could be read in the correspondence packet. He noted the packet was thick and many of those writing were expressing their desire to sit in view of their bikes in the EMUs.

**COMMITTEE REQUESTS**

None.

**DATE, TIME AND LOCATION OF NEXT MEETING**

March 15, 2018 at the Central Auditorium in San Carlos.

Meeting adjourned at 7:34 p.m.