

**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 NOVEMBER 15, 2018

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

STAFF PRESENT: C. David, L. Low, J. Navarrete, D. Provence

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

PUBLIC COMMENT

Ms. Johnson urged that the Caltrain comprehensive access policy be updated so that bikes are higher on the priority list, making the order: walk, bike, transit, drive.

Mr. Lebrun stated his concern over the loss of seats when the upper doors are in use.

APPROVAL OF MINUTES OF SEPTEMBER 20, 2018

Motion/Second: Bargar/Guevara

Ayes: Alba, Bargar, Guevara, Olson, Rodia, Thoe

Abstain: Brazil, Lyons

Absent: Velasco

INTRODUCTION OF NEW MEMBER

The members welcomed Kaley Lyons, the San Mateo County Public Agency representative.

ANNUAL CUSTOMER SATISFACTION SURVEY UPDATE

Julian Jest, Market Research Specialist, presented:

- Objectives
- Methodology
- Results
- Next Steps

Mr. Brazil asked if there's a third language group that Caltrain is tracking.

Mr. Jest replied there were only 16 responses in Spanish, which is a small percentage. He noted each survey has a language barrier card and that about half of the 39 cards were in Mandarin.

Mr. Brazil asked if there was discussion to put more resources into reaching other language communities with outreach materials.

Mr. Jest replied there isn't advertising for this survey as they don't want any particular group to be over represented.

Mr. Brazil asked if there was trend data available for the slides that just showed one year.

Mr. Jest said yes.

Mr. Brazil noted that there was a large portion of people with bikes with high satisfaction and a portion with low satisfaction, but not much in the middle, and asked why that might be.

Mr. Jest said he did not want to conjecture since the survey doesn't include follow-up questions.

Mr. Brazil offered the theory that it could be due to bike bumps or lack of good bike parking options.

Ms. Rodia asked about overall satisfaction from this year to last year and if it was statistically significant.

Mr. Jest noted this is the first time they asked the question about bringing a large item onboard. He said at the station there were statistically significant increases for being informed of delays and for the information boards; and for the cleanliness of stations and parking lots there was a statistically significant decrease.

Ms. Rodia asked if the overall satisfaction for this year versus last year was statistically significant.

Mr. Jest said the rating was very similar to last year.

Ms. Rodia asked about the mobile ticketing app and the 3.74 rating.

Mr. Jest said they asked how satisfied a person was with the app.

Ms. Rodia asked if there was data for customer satisfaction for both people who used the app and those who didn't.

Mr. Jest said he can look into that.

Ms. Rodia asked if there was a prevailing positive or negative aspect to themed comments.

Mr. Jest said typically if a customer shares something it's because they feel strongly that it's something they'd like Caltrain to work on or look into.

Ms. Thoe asked for an explanation regarding the expectation that weekend riders would be more likely to use the app.

Mr. Jest said weekend riders are typically more occasional riders, so rather than having a monthly pass, the app is a convenient way for them to purchase a ticket.

Mr. Bargar, noting there might be more Mandarin speakers than exclusively Spanish speakers, asked if Caltrain was considering adding Mandarin or some other language to the next survey.

Mr. Jest said the survey is reviewed each year with the Title VI officer, and they look at the overall trends of the three counties to make sure they are providing a survey to those who need it most.

Public Comment

Ms. Johnson thanked staff for conducting the survey and said her take-away is that bike riders love Caltrain. She said customer satisfaction may go down for cyclists who bring their bikes onboard if there are no seats in view of bikes on the electric trains. She encouraged Caltrain to think of both off-peak and peak hours.

Mr. Drew appreciated that scooters, folding bikes, and other modes were broken out, and asked if the "other" section included wheeled transportation modes. He also noted his desire to better understand the benchmarks for translating a survey. He encouraged next year's survey to include a question on if customers use another Caltrain app besides the Caltrain sponsored one.

Mr. Lebrun suggested that anyone bringing a bike onboard get a t-shirt that points out that they stand while riding Caltrain.

CALTRAIN BUSINESS PLAN UPDATE

Sebastian Petty, Senior Policy Advisor, presented:

- How Should Caltrain Grow?
- Focus on Service
- Focus on the Business Case
- Focus on the Corridor – Community Interface
- Focus on Organization

Mr. Guevara left at 6:43 p.m.

Mr. Brazil asked which major firms are on the technical team in relation to partnering with Stanford.

Mr. Petty said on the Stanford side its First Class Partnerships who are focused on the business aspects as well as overall strategic advising. He also mentioned Permut Consulting and Fehr and Peers for program management. He noted subs such as Arup, and Deutsche Bahn are doing the service planning; Strategic Economics is doing some land use analysis; and HGR Decision Economics is doing some economic analysis; and that a number of different firms are doing outreach activities.

Mr. Brazil asked if the scope included unconstrained, big thinking.

Mr. Petty acknowledged the seriousness of that question and said they are trying to build on decisions that were previously made and stay within the broad lines of policy discussion.

Mr. Brazil asked how much discussion there might be around shifting the organization from public to potentially public/private.

Mr. Petty noted Caltrain is a public agency, but service is provided by a private entity. He also stated that there are many different ways that it could be structured and they'll look at the full spectrum.

Mr. Bargar noted a historic Silicon Valley Bike Coalition newsletter from the 70s pushing for bikes onboard; and the advocacy group, Seamless Bay Area, that is pushing for a cohesive vision of how the many regional transit operators might work together. He asked if the Business Plan is considering infill stations.

Mr. Petty said they will do some level of exploration of what could be accommodated or not precluded. He noted that there are a number of stations on the line that are tightly spaced together which creates some real service challenges so that it's hard to talk about infill stations without also talking about closing stations. He said they're trying to create a framework that would allow for those conversations.

Mr. Bargar mentioned the Oakdale study which looked at a subway under 3rd Street, and said an Oakdale Station might better serve people who live in Bayview.

Mr. Petty said that for those who care about that issue it's important the city is aware. He noted there are a lot of planning priorities and Caltrain generally takes cues on local stations from local partners.

Mr. Bargar noted Senator Wiener's plans to pursue zoning reform and asked if Caltrain is involved in conversations about how zoning around stations may change and how that might benefit Caltrain.

Mr. Petty said they're putting the framework of analysis together to make sure Caltrain can be an active participant in those types of conversations.

Ms. Rodia noted that in the midday, hourly person trips are actually higher on the freeway than in the A.M. peak. She asked what the time cut off was, as maybe part of the morning commute might be getting bumped into midday, and both of those are lower than the PM peak.

Mr. Petty noted Bay Area freeway volumes stay at fairly elevated rates throughout the day, and the chart is based on vehicle occupancy data, so it's reflecting person trips, not necessarily vehicle trips.

Ms. Rodia noted it would be odd that the midday trips would be higher than the morning.

Ms. Alba said that she's on the Stanford team working on this, but any questions she asks would be with her BAC hat on. She asked if there was a summary sheet, similar to the station fact sheets, with a quick overview comparing the different stations.

Mr. Petty noted that there is general interest in the fact sheets and much of their purpose was to facilitate conversations with individual cities and jurisdictions, but he appreciates hearing suggestions as the fact sheets will be updated throughout the project.

Chair Olson asked if all the cities are participating in the corridor interface component.

Mr. Petty said there are a few venues through which that happens, such as the City County Coordinating Group, which is a staff level group that meets monthly and is comprised of the different cities, counties, and local jurisdictions. He also noted that a policy member from each of those jurisdictions is on the Local Policy Maker Group, which has a public meeting on the third Thursday of every month at the auditorium. Mr. Petty said they have also been holding individual meetings with each city.

Chair Olson noted that even a station that's getting relatively infrequent service can be experiencing growth, such as Hayward Park. He also noted that the level of service can create the demand.

Mr. Petty said in subsequent presentations, there will be data that speaks in detail to what's occurring at stations with land use changes.

Chair Olson noted sharing two-tracks with High Speed Rail is going to put significant constraints on the possible service that can be delivered. He asked if the consequences of those constraints have been modeled and if stakeholders have been notified.

Mr. Petty said some of those details could be included in presentations as early as next month. He noted that they are looking at a range of options, including what kinds of service are enabled when infrastructure is added; and if there's less infrastructure, what can be done within that framework. Mr. Petty said they want to show a spectrum of options so there's a level of understanding regarding trade-offs and opportunities with the different approaches.

Ms. Alba asked if they are starting to look at how people access the stations.

Mr. Petty said the big picture vision level will talk about it, and then once the Board indicates a growth trajectory they'd like pursued, he will start doing a more detailed plan. He also noted that they will be looking to integrate the station management toolbox into the work as they move forward.

Chair Olson asked if the cities are embracing the idea of growth.

Mr. Petty said some interesting themes have emerged as virtually every jurisdiction is planning for some level of growth, and nearly all are counting on Caltrain to be able to

accommodate some of that growth. He noted hearing concerns regarding at-grade crossings and local connectivity to the stations and said it will be discussed in the plan at both a conceptual best practice level and then in more detail.

Public Comment

Mr. Drew said he appreciated the comments regarding infill stations, noting the spacing on the Peninsula is tight, but south of San Jose there's greater distances between stations. He also noted the service benefits of passing tracks at stations.

KEYED LOCKER UPDATE

Dan Provence, Principal Planner of Station Access, offered some background on the keyed lockers and noted that they're trying to fix the billing issue, which includes forgiving all non-payments in the past, and open up the unused lockers for use.

Chair Olson asked what it costs to rent a locker and if Caltrain was rethinking how much to charge for them.

Mr. Provence said it's \$33 for six months. He noted that while they could potentially charge more, they want to encourage use, especially since it's free to take a bike onboard; and they want to determine actual demand.

Mr. Provence noted this is a short-term fix and they will be looking into electronic, on-demand lockers, and so studying the price for keyed lockers may not be the best use of resources if they are going to be eliminated for e-lockers.

Mr. Brazil said it might be good to have a two to five year strategy to obtain more funds for the e-locker conversion.

Mr. Bargar said he agreed that it would be important to make any on-demand service easy for passengers, especially for anyone who's sensitive to price.

Mr. Bargar noted in the correspondence packet there was a letter from someone about his locker situation and how after paying for his locker it took him two months to receive his key.

Mr. Provence said he looked into it and finance agreed to extend the person's locker for those number of months.

Ms. Rodia asked if the process to sign up for the lockers will be updated.

Mr. Provence said the process may remain as his focus will be on moving towards e-lockers and medium and long-term improvements.

Ms. Rodia asked if he anticipates more people to be on the waitlist than the spaces that become available.

Mr. Provence said that if only 14% are being actively used, then they could open up a fair amount of space, but they'll have to see what results and he will report back to the BAC once he has actual numbers.

STATION BIKE PARKING AND ACCESS ASSESSMENT

Dan Provence, Principal Planner of Station Access, gave an overview of the assessment process and shared photos of current wayside facilities and asked for BAC feedback.

Chair Olson said in San Mateo there are three stations and potential for access along Old County and Delaware, so there's a good opportunity for bike share. He noted when considering station access it's important to make sure everything's safe for bikes, people parking, and people getting dropped off.

Mr. Bargar noted on the street level outside 22nd Street, e-lockers have been approved by SFMTA.

Mr. Provence said the SFMTA effort was well underway prior to his joining Caltrain, and he believes the e-lockers will be an improvement to the current situation.

Mr. Bargar noted at the station level rack he's seen vandalized bikes.

Chair Olson said that one would have to carry their bike down the stairway.

Mr. Bargar noted they would have to do so, even if they weren't bringing their bike onboard the train, which is a hassle.

Mr. Provence noted the e-lockers should assist in helping with the issue.

Mr. Bargar asked what might occupy the old keyed locker space at 4th and King.

Mr. Provence said there's a draft proposal being discussed internally, but that they're looking to use that area for bike purposes.

Mr. Bargar said Motivate has a map where people can suggest where they want to see bike share stations located. He suggested a map like that would be helpful for Caltrain, where people could suggest what types of bike storage they want to see at stations and where specifically it might be located at a station.

Mr. Provence said he could look into it.

Mr. Brazil said Wiki maps could work and the City of San Jose is using them for their bike plan update.

Mr. Brazil said bike parking should be located in spaces that are visible and where there's foot traffic. He encouraged repurposing parking spaces for racks, as six to eight bike parking spaces can fit into one vehicle space; also, if in five year Caltrain desires to move the bike parking it's easy to do. He also suggested coordinating with cities, especially in regards to prioritizing limited space.

Mr. Provence said in talking to the different bike share companies, he's heard that with the e-bikes they're looking potentially at more dock stations or dock bikes, and are interested in putting them at Caltrain stations.

Ms. Rodia said she's excited about this work and voiced her support of it.

Ms. Alba said she hopes we get to the point where there are massive bike parking areas like in Europe. She noted these often have showers, bike rentals, services, and retail and that if Caltrain gets to 250,000 riders then there should be fantastic bike parking facilities at those stations.

Mr. Brazil voiced support for Ms. Alba's statement and noted that for Diridon Station area planning they are starting to consider possibly 10,000 bike parking spaces.

Ms. Lyons said that there are several bike/ped master plans being done in San Mateo County, and these may be collecting data that Caltrain would find useful on the type and location of bike parking residents want.

Ms. Lyons asked if Caltrain is considering BikeLink as it switches from keyed to e-lockers.

Mr. Provence said BikeLink is at existing stations, but they're still learning about what's possible.

Ms. Lyons asked if spaces in the Menlo Park bike shed are reserved or on demand.

Mr. Provence confirmed they're reserved.

Ms. Lyons noted BART has on-demand bike rooms accessed with the BikeLink card and suggested the Menlo Park shed be converted into an on-demand system.

Mr. Provence said they're ultimately looking into something like that, and that Palo Alto recently had something similar implemented.

Public Comment

Mr. Yarborough expressed support for improving bike parking and bike share, but noted the need for bikes onboard for a segment of the population and encouraged Caltrain to pursue a policy that emphasizes both.

TRANSIT AND INTERCITY RAIL CAPITAL PROGRAM

Lori Low, Government Affairs & Community Relations Officer, gave an update on the Transit and Intercity Rail Capital Program (TIRCP), offering background information on the application, award, and November election. She also outlined a project scope and its intended objectives.

Members asked how much would go towards wayside bike improvements and wifi.

Ms. Low said \$3.5 million for wayside bike improvements and \$14 million for wifi.

Mr. Bargar asked to what extent have decisions been made about the seven-car trainsets and how they will be laid out.

Ms. Low said in December, the board will be discussing just the vehicle purchase, not the details about what is inside the seventh car. She noted there would be a longer public process for that.

Chair Olson said that would be a good opportunity to address some of their concerns with the six-car EMU bike design.

Ms. Rodia asked if there was an economic reason for configuring the EMUs as seven versus eight-car trainsets.

Ms. Low noted the work the EMU Subcommittee did, and at that time they were looking at eight-car EMUs with the hope of receiving the full grant application award. She said the seven-car trainsets work within the funding received, and reiterated that there would be additional costs due to infrastructure modifications that would have needed to occur for eight-car trainsets.

Ms. Thoe asked if the additional cars would be substantially different from the ones already purchased, as her understanding was only even number trainsets could work.

Ms. Low noted that while the unpowered car would have been desirable for its additional length, to properly power and run the trainset the seventh car must be a powered car.

Mr. Bargar asked if there would still be a mix of diesel and electric service.

Ms. Low said that while it would mean much less diesel service, yes, there would still be a mix.

Ms. Bargar was appreciative that there would be a wider exploration regarding the configuration of the interior of the cars.

Chair Olson encouraged Caltrain to consider this an opportunity to rethink the design for bike accommodation on the EMUs.

Public Comment

Ms. Johnson said there are three main reasons to redesign including minimizing congestion on the bike car to keep dwell times at a minimum; improving bike security; and increasing onboard bike capacity to 96 bike spaces per eight-car EMU. She also stated her desire to have a fourth bike car on the diesel trains.

TOWNSEND CORRIDOR PROJECT UPDATE LETTER

Cliff Bargar, BAC Member, introduced the letter and gave an update on the project's status.

Motion/Second: Rodia/Alba
Ayes: Alba, Bargar, Brazil, Lyons, Olson, Rodia, Thoe
Abstain: None
Absent: Velasco

SANTA CLARA MASTER BIKE PLAN AS RELATED TO LAWRENCE STATION LETTER

Cliff Bargar, BAC Member, introduced the letter and gave background information on the bike plan and the bike access issues near Lawrence Station.

Ms. Rodia noted her concern for bike lanes on El Camino.

Mr. Brazil said El Camino serves many major destinations and runs through all three counties (with different names). He noted that a Class IV bike lane can accommodate all ages and abilities and strongly encouraged El Camino be included.

Mr. Bargar said the proposal specifically lists Class IV bikeways on El Camino and Kifer.

Ms. Thoe acknowledged that a bike lane without protection on El Camino was not wise, but that she supports the Class IV proposal.

Ms. Alba voiced her support for keeping the language regarding El Camino and Class IV bike lanes in the letter.

Ms. Rodia agreed to support the language.

Mr. Brazil requested a change to the last line in the main paragraph be changed from "elimination" to "repurposing."

Members voiced their support of this change.

Mr. Bargar suggested a change to the last sentence to read "...Caltrain riders who live, work, go to school, or otherwise spend time in the City..."

Members voiced their support for this change.

Ms. Thoe asked why the greeting line is to the JPB rather than to the City.

Ms. Low said it was advised as the letter is sent to the Board and the City is cc'd, as was done with the original Townsend Street letter.

Ms. Thoe asked for an explanation of why this is the case.

Ms. Low said she would get back to them.

Members thanked Mr. Bargar for putting the letters together.

Motion/Second: Bargar (as amended)/Thoe
Ayes: Alba, Bargar, Brazil, Lyons, Olson, Rodia, Thoe

Abstain: None
Absent: Velasco

Mr. Brazil and Ms. Rodia left at 8:08 p.m.

MEETING CALENDAR

CHAIRPERSON'S REPORT – Andrew Olson

- 2018 Work Plan
- 2019 Work Plan

Ms. Thoe requested a standing item on each agenda for an update on EMU design as it relates to bikes.

Chair Olson noted his desire for the Committee to do more outreach to cities along the corridor.

STAFF REPORT – Lori Low

- Bike Bump Report
- Bike Webpages Update
- Bike Access Take One

Mr. Bargar asked that a link for reporting bike thefts be included in the safety and security section.

Ms. Low said she would see if they could get a shortened URL for that.

A member noted the typo on the app name.

Chair Olson asked if there was consideration given to including guidance for bringing a bike onboard.

Ms. Low said they were trying to keep it brief and direct people to the websection as much as possible, as detailed sections would be quite crowded.

Ms. Thoe said she'd be in favor of more information and tri-fold format that answers "How do I load my bike?," "How do I protect my bike?," "How do I keep myself safe?," and "Why should I bike and ride Caltrain?" She would find something with smaller font and less white space more useful.

Ms. Low asked Ms. Thoe to email her the example document she referenced.

Chair Olson agreed with Ms. Thoe and also suggested information on bike bump reporting be included.

Ms. Low said she'd be happy to look into it, although it may no longer be glossy, but of course they want it to be functional.

Members thanked Ms. Thoe for her work on the BAC.

- Recruitment
- Bike Access Survey
- Holiday Service

WRITTEN CORRESPONDENCE

Members stated their appreciation of the draft index.

COMMITTEE REQUESTS

Chair Olson asked members about the possibility of including photos of themselves on the website.

Members were comfortable with this suggestion.

Chair Olson suggested people send their photos to Ms. Low and when there was a sizable majority collected they would be put online.

Ms. Thoe said the local outreach and Mr. Bargar's letter writing are good directions for the Committee and she was excited about their future work.

DATE, TIME AND LOCATION OF NEXT MEETING

January 17, 2019 at the Central Auditorium in San Carlos.

Meeting adjourned at 8:22 p.m.