



Caltrain Bike Parking Management Plan Update

Caltrain Bicycle Advisory Committee

July 20, 2017



Overview

- Quick review of project's key questions
- Update on recommended management approach for Caltrain's bike parking system
- Next steps
 - Draft Plan will be released publicly soon



Key Questions for Project

- What is the market for bike parking at Caltrain?
 - What will the future demand for bike-based trips to Caltrain be?
 - What mix of bike parking will best serve Caltrain customers?
 - Which customers will always choose to bring their bike on board vs. which ones might choose to park a bike if better facilities were available?

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Key Questions, continued

- How can Caltrain deliver high-quality bike parking?
 - What goals and standards should apply to our bike parking system?
 - What is the best model for managing and operating a bike parking system? What resources may be needed?
 - How should we focus and phase investments in the bike parking system?

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Recommended Approach to Managing Caltrain's Bike Parking System

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Summary of Caltrain's Existing Bike Parking System Management Approach

- **Caltrain staff:** responsible for the oversight and administration of existing bike parking facilities (registration/invoicing for keyed lockers, TASI coordination, etc.)
 - Resource and time constraints
- **Transit Services America, Inc. (TASI) staff:** responsible for all the physical aspects of existing bike parking facilities (maintenance, emergency repairs, keys for lockers, etc.)
- **Third Party Involvement:** contracted vendors operate and manage SF Bike Valet Station at 4th & King and e-lockers at Sunnyvale

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What's the Problem for Caltrain today?

- Current bike parking supply and management isn't meeting customers' needs:
 - 90%+ of Caltrain's bicycling passengers currently bring bikes on board
 - Many (but not all) customers have shown demonstrated interest in bike parking facilities through surveys
 - Large supply but low use of keyed lockers
 - Customer service issues
- Challenges implementing capital improvements to bike parking facilities in the past
- Multiple departments are involved in management and administration currently – no clear “owner”

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Methodology on Management Approaches

- Research/interviews:
 - Caltrain staff
 - Peer agencies: BART, Capitol Corridor, LA Metro, RTD, TransLink, and Dutch Railways
 - Bike parking vendors
 - Focused on staffing, responsibilities, contracts, costs, funding sources, and RFPs
- Developed goals and performance measures
- Developed 3 overall management approaches and cost estimates

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Three Management Approaches to Future Bike Parking System and Improvements

1. **Centralized:** Caltrain hires new staff to procure, install, and manage all improvements and manage/administer existing (and new) facilities.
2. **Decentralized:** Caltrain's partners (cities, counties) lead improvements at stations, and Caltrain's current management and administration of existing facilities is maintained.
3. **Third Party:** Caltrain contracts with third party vendors to procure, install, and manage improvements to and manage/administer existing (and new) facilities. (Similar to current SF Bike Valet Station)

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Recommended Management Approach for Caltrain

- Hybrid approach that combines Centralized and Third Party Approaches
- Recommendation based on:
 - Discussions with Caltrain staff
 - Success stories from peer agencies
 - BAC feedback

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Recommended Management Approach: Hybrid Approach

- **Primary responsibility:** delegated to third party vendor(s) that specialize in bike parking facilities and services
 - Administration and management of all of Caltrain's bike parking facilities, including keyed lockers
 - Customer interactions and marketing
 - Maintenance and repair (no longer TASI's responsibility)

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Recommended Management Approach: Hybrid Approach

- **Secondary responsibility:** assigned to a dedicated project manager for bike parking and access in the Rail Operations Dept.
 - Manage vendor procurement processes
 - Pursue funding
 - Manage/coordinate with internal and external stakeholders

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Recommended Management Approach: Hybrid Approach

- **Additional support** would come from other agency department staff
 - Rail Division (Contracts & Budget; Engineering & Maintenance)
 - JPB Real Estate
 - Caltrain Planning
 - Marketing & Communications
 - Legal support

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Estimated Costs of Hybrid Management Approach

- Operational costs for bike parking system:
 - Current spending on bike parking operations is estimated to be approximately \$390,000 annually (TASI, staff, and some third party costs)
 - Estimated total annual cost of hybrid management approach is approximately \$500,000
- On-going operation will require direct funds from JPB each year (grants typically not available for operational costs)

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Capital Improvements

- Once management regime is in place, identification and phasing of capital improvements can proceed
 - Caltrain has had limited success implementing bike parking capital improvements previously
 - Dedicated project manager needed
- Future funding sources:
 - Conceptual commitment of \$3 million from the JPB's member agencies in 2015 for bike parking improvements (will require discussion with partners)
 - Grants
 - Local cities and agencies

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Next Steps

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Draft Plan

- Draft Plan is complete
- Currently undergoing internal staff review
- Public Review Draft will be posted online and sent to BAC shortly
 - Will email BAC when Draft Plan is ready for review
 - Staff welcomes your comments and feedback on the Draft Plan via email (please send emails to both Brent Tietjen and Melissa Jones)

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What's Next:

- Draft Plan circulated to BAC and CAC
- Next CAC meeting : August 2017
- Revisions to Plan as needed in September
- Next BAC meeting: September 2017
- October 2017: update Caltrain's Board of Directors with Final Plan

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Questions and Comments?

Thank you!

