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?

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?
Recommended Approach to Managing Caltrain’s Bike Parking System

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
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”

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
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)

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
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)

• **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
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

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)
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

Next Steps
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)

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
Questions and Comments?

Thank you!