

Bicycle Advisory Committee - Follow Up Items

FOLLOW UP REPORT - BAC for September 2014						
#	Requestor	Request for Action	Staff Responsible	Dt. Requested	Dt. Completed	Comments
10	Garrett Turner & Wes Brinsfield	Statistics on bike theft - onboard, which stations, types of trains	D. Triolo	9/19/2013	ongoing	Staff is looking into better ways to track this information, such as creating an online form for bike thefts. Once a list of ideas is created, staff would like to hear the BAC's feedback at a future meeting.
23	Dan Provence	Keep apprised of 22nd Street Station modifications/plans	Sebastian Petty	3/20/2014	ongoing	Staff will update BAC if any changes occur.
28	Wes Brinsfield	Add Levi's Stadium update to September - bike specific	April Maguigad	7/21/2014	9/16/2014	There have been no issues that we know of with bicycles with Levi's Stadium service.
29	Wes Brinsfield	Mr. Brinsfield said he would like to know if there is a public forum to provide input on train schedules.	April Maguigad	7/21/2014	9/16/2014	Currently there is not a public forum for input on train schedules.
30	Edward Saum	Mr. Saum asked for clarification on stacking. He asked if there is a policy on bike stacking in regards to locations.	April Maguigad	7/21/2014	9/16/2014	Caltrain strongly encourages the use of destination bike tags to let other bike passengers know what station the bike will be traveling to. This helps keep bikes organized on the rack for easier bike traffic flow when getting on and off the train. There are no specific policy or rules.
31	Dan Provence	Mr. Provence said a person went into the bike car with a stroller and conductor made an announcement berating the customer. He said there must be a better way to guide people. He said there should be more information at stations about which car to get on with stroller or luggage because the conductor should not have handled it that way.	April Maguigad	7/21/2014	9/16/2014	If possible, these types of comments should be forwarded to Caltrain immediately including the date, train number and any other information that would be helpful. This helps us to work with TASI to better address the situation.
32	Edward Saum	Mr. Saum asked if there is a minimum age for bicyclists. He asked if it has to do with whether a child can lift his or her own bike or if a parent can lift the child's bike. He asked if a child sized bike can go in the luggage car.	Tasha Bartholomew	7/21/2014	9/16/2014	Per the Caltrain policy, cyclists must be at least 6 years old. Cyclists younger than 12 years of age must be accompanied by an adult and be able to carry their own bike on and off the train.
33	Jesse Quirion	Mr. Quirion asked if destination tags can be stored in the bike cars.	Tasha Bartholomew	7/21/2014	9/16/2014	Staff will continue to work with the Marketing Department, who produces the destination tags, to ensure that conductors are given sufficient amounts of bike tags for cyclists.
34	Garrett Turner	Chair Turner asked if there is specific station data to see how the program is affecting Caltrain. Mr. Kim said he can find that data. He said the majority of Bike Share trips originate and end at Caltrain stations.	Doug Kim	7/21/2014	9/17/2014	Please see attached data information.
35	Garrett Turner	Chair Turner said he would like someone to talk at the next meeting about lessons learned and impacts from the first few events at the stadium.	April Maguigad	7/21/2014	9/16/2014	The first few events have gone very well. We have not made any changes to our original plan and consider our planning efforts a success.
36	Amitabha Banerjee	Mr. Banerjee said a comment came in that said the conductor only allowed 50 bikes but there was room for 80 and asked if that incident could be looked into. Ms. Bartholomew said Ms. Maguigad can follow up on it.	April Maguigad	7/21/2014	9/17/2014	Caltrain continues to work with TASI, our contract operator, on these types of issues.

Bike Share Program Station Data

- The Bike Share data shows that stations located at Caltrain stations are generally the most popular origin stations. In Mountain View 47% of trips begin at the Caltrain stations, which make up only 29% of the bikeshare stations in Mountain View. In Redwood City, 47% of trips start at the Caltrain bikeshare station, while in San Jose, 23% of trips start at the Caltrain station, which only makes up 6% of the stations in San Jose. In SF, 8% of trips start at the 4th/King station, 40% more trips than the next busiest station at the Ferry Building.
- The story is similar on destination stations within each service area (with the exception of the University and Emerson Bike Share station in Palo Alto, which ranks above the Palo Alto Caltrain station as the most popular destination Bike Share station).
- In the case of Palo Alto and Mountain View where two Caltrain stations are served by Bike Share, the Palo Alto and Mountain View Caltrain stations are more popular in terms of Bike Share origins and destinations than the California Avenue and San Antonio Caltrain stations.
- We know that Bike Share is primarily used by Caltrain commuters, many of whom arrive from San Francisco. Bike Share use also typically peaks during the morning and evening hours, indicating the prevalence of commute trips.
- We are completing a survey of Bike Share annual members to confirm whether Caltrain riders were more inclined to leave their personal bikes at home because of Bike Share access.
- The Bike Share stations located at Caltrain stations are generally the most popular in terms of origins and destinations within each service area, indicating high use by Caltrain commuters.