

**Caltrain Bicycle Advisory Committee (BAC)
San Mateo County Transit District Administrative Building
1250 San Carlos Avenue, San Carlos CA 94070**

MINUTES OF JANUARY 19, 2012

MEMBERS PRESENT: C. Babcock, J. Brazil, D. Forsell, S. Johnson, R. Kauffman,
A. Levin, R. Lauber, D. Provence, J. Sam

MEMBERS ABSENT: None

STAFF PRESENT: B. Dufty, C. Dos Remedios, A. Maguigad N. McKenna, M. O'Donnell

Chair Shirley Johnson called the meeting to order at 6:49p.m. and led the Pledge of Allegiance.

Introduction of New Members

Bevan Dufty introduced himself as Interim Manager of Community Relations. Mr. Dufty introduced new members, Ron Lauber, general public member from Santa Clara County and Dan Provence, public agency member from San Francisco Municipal Transportation Agency (SFMTA).

Election of Officers for 2012

Chair Johnson said the charter states the chair shall rotate among the three counties. She is from San Francisco County so the next chair must be from either Santa Clara or San Mateo County.

A motion (Brazil/Kauffman) to nominate Carlos Babcock for Chair was passed unanimously. A motion (Provence/Kauffman) to nominate Shirley Johnson for Vice Chair was passed unanimously.

Approval of Minutes of November 17, 2011

Ms. Johnson said on page 2, item C, on the follow-up report the sentence "She moved this back to the open items because the BAC is under the Brown Act as stated in the charter." be revised to remove "because the BAC is under the Brown Act as stated in the charter" because the wording isn't relevant for her moving it back to the action items.

A motion (Brazil/Sam) to approve the amended minutes of November 17, 2011 was passed.

Public Comment

None

Chairperson's Report

Ms. Johnson said each month Bikes Onboard posts a bumps graph on their website. There were 75 bumps reported in November which is a 46 percent decrease from November 2010 and 17 reported bumps in December which is a 61 percent decrease from December 2010. When Caltrain upgraded all the gallery trains to two bike cars bumps decreased. Bumps still occur on the Bombardier trains and would be great if Caltrain worked to have a consistent number of bike spaces.

Ryan Kaufmann said if a passenger gets bumped and another train is departing in 12-14 minutes later the total impact on the passenger commute is not as severe as being completely shut out.

James Sam said if he misses a train he can take another train, but they don't always stop at his stop.

Mr. Kaufmann said if a person gets bumped on a 200 train there is a 300 train behind it and it is important to keep data balanced.

Follow-up Report:

- a) *Consider counting bumped bikes in 2012 February annual passenger counts*
Mr. Dufty said he doesn't have an update and will email advisory committee tomorrow with information.
 - b) *Provide Caltrain's policy stating that Caltrain requires all committees to be subject to the Brown Act.*
Mr. Dufty said a copy of the Brown Act PowerPoint was provided to the new members. The BAC was established pursuant to a directive of the Executive Director and pursuant to that directive was that the committee would follow the Brown Act. Ms. Johnson said the issue is the policy and apparently there is a policy that Caltrain requires all committees be subject to the Brown Act and the BAC has requested to see that policy.
 - c) *Bike locker management. Bring RFI specifics to BAC.*
Mr. Dufty said he has been advised by Budget and Grants Administrative Specialist Rosemary Lake and her team that they are currently pursuing a survey of 18 agencies in North America and expect to begin that surveying very soon. This will be brought back to the BAC at the March meeting.
 - d) *Include Brown Act training on January meeting agenda.*
Ms. Johnson said this item was excluded from the agenda because, as Mr. Dufty previously stated, staff didn't want to take meeting time for this item and just passed along the PowerPoint to the new members.
 - e) *Will Santa Clara station undercrossing include a stair channel for bikes?*
Mr. Dufty said there will not be stair channels for bikes at this station. John Brazil asked if this was an intentional design conscience choice or just an omission. Mr. Dufty said he can see if he can more information and distribute. Mr. Kauffman said as more stations are grade separated there are going to be sub-terrain bike passage and this is a nice feature.
- Chair Babcock asked about the mirrors at the stations. Manager, Stations and Access Mike O'Donnell said they have been installed at Lawrence and San Antonio stations.
- f) *Conductors have apparently intentionally shut doors on boarding cyclists to try to get them to board faster. Address conductor behavior and consider giving passengers with bikes priority boarding at bike cars because walk-ons can board at other doors.*

Mr. Dufty said Director of Rail Michelle Bouchard has asked Amtrak to investigate situations in which problems have occurred. Manager of Rail Operations April Maguigad said she is meeting with Amtrak next week on customer complaints.

- g) *What is utilization of bike parking facilities at Menlo Park and Palo Alto stations?*
Mr. Dufty said there is no update on this item.

Staff Report

Mr. Dufty presented a Certificate of Appreciation to Ms. Johnson for her contributions as chair in 2010-2011. Chair Babcock thanked Ms. Johnson for her work.

Mr. Dufty reported:

- Executive Officer Customer Service and Marketing Rita Haskin said staff is currently conducting a bike locker survey and results should be available for the March meeting.
- Staff received emails regarding the Warm Planet bike facility.
- Information on the new Santa Monica Bike Center was distributed. This bike facility has capacity for parking 360 bikes. This was funded through a grant administered by the Los Angeles County Metropolitan Transportation Authority.

Ms. Levin asked what the revenue mix is for the services provided by this facility. Mr. Dufty said an update can be given at the March meeting.

Ms. Johnson asked if there was any operational start-up funding for the Santa Monica Bike Center. Mr. Dufty said he will find out and report back next month.

Ms. Johnson asked if the committee could be consulted on the questions prior to a survey being done.

Bike Parking at Stations

Background and History

Mr. Dufty said he visited the Warm Planet Bike Facility and met with Karl "Kash" Hass. The facility was constructed in 2005 with a Federal grant amounting to \$839,000. The direction from the Board was they would not subsidize the long-term operation of a bike parking facility out of the JPB budget. Staff was to obtain a Clean Air Grant to cover agency staff costs and provide a three-year operating subsidy to get a facility up and operating to the point where it could be self-sustaining and that total grant was \$339,000. The original Request for Proposal (RFP) was issued May 31, 2005 and it sought operators of the facility and stipulated no additional subsidy would be available beyond the three years and called for a plan to demonstrate how the facility would be self-sustaining after the three years. The RFP called for a parking of a minimum of 100 bikes and allowed the operator to charge for bikes, if necessary. A three year agreement expired May 31, 2010 and it provided a three-year subsidy that decreased every year. The first year the subsidy was \$100,000, second year \$85,000 and third year \$65,000. The contract was extended without a subsidy for a nine month period on June 1, 2010 and extended indefinitely with either party able to cancel upon a 90-day notice. A new RFP was issued September 29, 2010 stipulating no subsidy would be provided. Two bids were received, one from Warm Planet, which did not seek a subsidy, and one from another firm that did seek a subsidy. Negotiations begun with Warm Planet and during the negotiations Warm Planet

provided a proposal that called for a subsidy since the RFP did not state there would not be a subsidy. The Board rejected all bids and authorized the issuance of a new RFP. Caltrain learned through this process that a subsidy is probably necessary to run the facility as currently configured. The Board has indicated it will support the provision of a modest subsidy. Staff wants to maintain a bike parking facility in San Francisco as it provides an immense value providing an important service to Caltrain customers and relieving onboard capacity pressure. Near-term staff is hopeful that an interim agreement can be negotiated with Warm Planet to maintain current service. Staff is prepared to offer an interim subsidy and working with Kash to determine the appropriate amount of the subsidy and the financial reporting requirements necessary to support a payment of a subsidy by a public agency. Long-term, staff wants to expand and improve the bike parking services at 4th and King. Perhaps it can serve as a model for facilities and services provided at other stations. Staff will be engaged in a planning process to determine future long-term bike parking demand and to look at both capital and operating solutions to address the demand.

Darcy Forsell said she was moved by the compassion of the emails from people regarding the need for Warm Planet. She is glad the Board acknowledged the need for an interim funding source.

Mr. Brazil said it would helpful in framing discussions to focus on a sustainable financial model. Retail doesn't help much, but need a sustainable business model for the operator. A sustainable business model doesn't necessarily mean no subsidy.

Mr. Sam asked where the subsidy would come from the JPB or does it include SFMTA? Mr. Dufty said he met with SFMTA's Executive Director Edward Reiskin on the issue of Warm Planet and asked if he would be open to SFMTA being responsible for the bike parking facility. He also spoke to Andy Thornley with the San Francisco Bicycle Coalition on this issue.

Mr. Kauffman said from a BAC perspective the goal is to park as many bikes as possible.

Warm Planet Presentation

Kash reported:

- Bike parking demand has increased 16 percent from 2010 to 2011.
- Warm Planet parked over 30,000 bikes in 2011.
- Caltrain received \$260,000 in ticket revenue from Warm Planet customers.
- Bike parking operating cost equate to less than \$2.50 per trip.
- Warm Planet has been operating without a subsidy for over a year.
- Counterproductive options include:
 - charge for bike parking
 - turn away customers
 - reduce operating hours to three hours in the morning and three hours in the evening.
- People he turns away will no longer be retail customers.

- Short-term solutions include more bikes on trains or interim funding to cover retail to bike parking.
- A long-term solution would be building a larger facility.

Ms. Forsell asked what the total capacity is. Kash said 170 bikes have been handled in a day, but with a little reconfiguration can hold an additional 40 bikes.

Ms. Forsell asked what the square footage of the building is. Kash said 1,500 square feet.

Ms. Forsell asked if there is always overflow. Kash said yes, but Fridays are a little lighter.

Ms. Forsell asked if there is a retail model without having retail at the location. Kash said a minimum space is needed to show the bikes and he is looking at getting a second location.

Mr. Sam asked if he knows where the customers are coming from. Kash said they are mostly local coming from their homes in San Francisco to take the train. Warm Planet fits a niche that Muni does not.

Chair Babcock asked if service has to be suspended anytime during the day. Kash said no. He said the Giants have a bike parking facility and when that fills up they overflow to Warm Planet but he tries to keep it to Caltrain patrons.

Ms. Forsell asked if anyone has ever been turned away. Kash said no.

Ms. Levin said the Santa Monica facility offers quite a bit more and with more space would Warm Planet be able to offer additional services. Kash said the history of the facility was scaled back from its original design. If that would have happened we would not be in this position. Showers are a bit of a frill, but would like to have bike rentals and bigger retail.

Ms. Levin said there probably is a huge demand for bike sharing and this would be an ideal location.

Ms. Levin asked if there is a low fee people are willing to pay to park their bike. Kash said people are paying through their taxes for transit options. He could charge for parking but would slow things down and require more record keeping.

Mr. Provence said he was looking at the bicycle locker report and is there a way for Warm Planet to use the lockers for overflow. Kash said people who use the lockers need to access their bikes at odd hours.

Mr. Brazil asked if he paid rent on the land. Kash said no.

Mr. Brazil said the \$260,000 in ticket revenue is assuming people wouldn't otherwise take Caltrain if they didn't have Warm Planet. Kash said Warm Planet is capturing those who normally would drive.

Mr. Dufty said there is recognition that an interim subsidy is needed and Warm Planet is unable to get grant funding because of the uncertainty of the contractual relationship. Kash is willing to

open his financial documents and provide the necessary information staff is requesting. Kash said his biggest concern is spending a lot of time writing reports. He is overwhelmed now and doesn't have the time justifying numbers every month and would rather decide on a subsidy.

Mr. Dufty asked Kash if there are people using the facility who are not riding Caltrain. Kash said it is not a significant issue to be concerned with and there are probably a few people not riding Caltrain.

Mr. Dufty said the BAC should reach out to Mr. Reiskin at SFMTA since he is a bicycle advocate and doesn't own a car.

Discussion of RFP

Mr. Dufty asked the BAC what is important to ask for in the RFP? Is it charging a nominal fee for the service and what is that fee? Is being a demand responsive system the most important element? From Kash's standpoint it is because it provides the best service to both the customer and the agency in terms of ensuring that individuals are not refused and does not discourage them from using Caltrain. There is an evolution going on in terms of understanding what the benefit is. This is a somewhat non-traditional model and because of the loss of the subsidy it has really pushed the issue of what do we do because it may not be sustainable as it is.

Mr. Kauffman asked if the RFP has been drafted. Mr. Dufty said no and it will no longer have the prohibition of a subsidy. Mr. Kauffman said it is a "Catch 22." Kash is providing an excellent service for Caltrain and his customers who are trying to purchase goods from the space, but he is a victim of his own success. There needs to be a dedicated portion of space dedicated to retail to make this a viable business. He believes the parking should be free and if he starts charging it will run people out of the space. He thinks Caltrain should densify the amount of bike parking that can be put in the space and to commit to a minimum square footage of retail to allow Kash to have revenue and sustain his customer base he is supporting with this excellent service.

Chair Babcock said if a cost is charged it will bog the administrative and process down for Kash. He is providing a speedy service to the customer to drop their bike and get on the train.

Ms. Forsell said the RFP was issued in May and included no subsidy and parking for 100 bikes which is very low. It should be parking on demand and Kash's ability to accommodate the bikes is key and need to redefine the long-term sustainability. The number one issue is demand and is hard for Kash to grapple with this issue. The City of San Mateo has been able to get grant funding with pods and more parking by the station.

Mr. Brazil said in the short-term it would be good to do some effective, quantitative survey of what current users want and future users want.

Ms. Johnson said she is concerned with the size of the facility and will the facility be enlarged.

Ms. Levin said the bike parking is part of overall last mile connectivity and understand the cost benefits like shuttles.

Public Comment

Adam Vollmer, San Francisco, said he lives in San Francisco and works in Palo Alto. Warm Planet is a fantastic service and is a key driver of trends and people commuting by bikes. Warm Planet provides a delightful experience for the commuter and the idea of charging a nominal fee would turn people away.

Mr. Sam said he has only been biking since January 2010 and the main reason was because he could park his bike at Warm Planet.

Ms. Johnson said in reading the bike correspondence having Warm Planet is a driver to get people on the train.

Mr. Dufty said he will see about having a presentation on the Transbay Joint Powers Authority plans for bike parking at the Transbay Terminal next month.

Ms. Forsell thanked Mr. Dufty for his work and for stepping up to the plate on this issue.

Report of the Project Tracking Ad Hoc Committee (Johnson and Babcock)

Ms. Johnson said the purpose of the committee is to track projects that are completed, in progress and in the que. Ms. Johnson reviewed the report with the committee. She asked if a presentation could be given on how cost effectiveness is established on prioritizing projects. Ms. Johnson said she and Chair Babcock looked at the projects in the Bicycle Access Plan. At a future meeting she would like to open the Plan and look at all the projects and prioritize the projects and make recommendations to staff.

Mr. Brazil said he sees the value of this but ultimately the BAC cannot tell staff what projects should be done. Moving forward the BAC can ask staff what criteria was used for ranking the projects and if there is any value for the BAC in doing this project too.

Ms. Johnson said if there already is a prioritize list that staff has then they would like to see it.

Ms. Forsell said this is not part of the BAC charter and should not be doing this type of work when this is staff's job and legal counsel should weigh in on this type of work too.

Mr. Kauffman said staff has their own criteria and priorities. If the ad hoc committee wants to continue this work then bring to the committee annual updates, but not every two months that is staff's job.

2012 BAC Meeting Calendar

A motion (Johnson/Brazil) to approve 2012 meeting calendar was approved (Sam abstained).

Committee Requests

Ms. Johnson said there are comments regarding non-cyclists sitting in the bike car and people are not paying attention to the sign and a few conductors make announcements about bike car seating is for cyclists. She asked that conductors make more announcements.

Mr. Brazil asked for an update on the bike share program and Caltrain's involvement.

Date and Time of Next Meeting

Thursday, March 15, 2012, at 6:45 p.m. at 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd floor, San Carlos CA 94070.

The meeting was adjourned at 9:01 p.m.