

**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 JULY 17, 2014

MEMBERS PRESENT: A. Banerjee, W. Brinsfield, D. Provence, J. Quirion, E. Saum,
G. Turner (Chair), S. Vanderlip

MEMBERS ABSENT: J. Brazil

STAFF PRESENT: J. Averill, T. Bartholomew, C. Fromson, R. Hernandez (TransitAmerica
Services, Inc.), D. Kim, M. O'Donnell

Chair Garrett Turner called the meeting to order at 5:45 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF MAY 15, 2014

No discussion.

Motion/Second: Saum/Banerjee

Ayes: Banerjee, Brinsfield, Provence, Quirion, Saum, Turner, Vanderlip

Absent: Brazil

PUBLIC COMMENT

Catherine Young, San Francisco, said she and her husband moved to San Francisco from Australia and are impressed with the bike infrastructure on Caltrain. She said her husband enjoys the flexibility offered by commuting with a bike onboard. She said her husband has not been denied boarding, but has seen it happen to others.

REGIONAL BIKE SHARE PROGRAM UPDATE – Doug Kim

Doug Kim, Director, Planning, said 11 months ago, five cities along the Peninsula kicked off the new Bay Area Bike Share Program, which was funded by the Metropolitan Transportation Commission (MTC).

- Member-based system focused on short-term use
- Not a rental program for long bike rides, but for around-town use
- Membership pricing has three tiers:
 - Twenty-four-hour membership: \$9
 - Annual membership: \$88
 - Three-day membership: \$22
- Membership
 - About 15 percent of users are annual members
 - Fifty percent of the annual members are from San Francisco
 - About 3 percent buy the three-day pass
 - About 81 percent buy a 24-hour membership
 - About 85 percent of the 24-hour users are in San Francisco

- Thirty percent buy online making it unclear what city they are from
- Trips
 - Ninety percent of trips occur in San Francisco
 - Six percent occur in San Jose
 - Palo Alto, Mountain View and Redwood City each pick up 1 to 2 percent
- User demographics
 - About 69 percent are male
 - Eighty percent are white
 - Twenty-three percent are between the ages of 30 and 34
 - Seventeen percent are between the ages of 25 and 29
 - Twenty-three percent have a household income of \$200,000 or more
 - Nineteen percent have a household income of \$100,000 to \$150,000
 - About 91 percent have at least a four-year degree
- Average duration of a trip is 23 minutes
 - If riders take bike out and return it within 30 minutes, it is free
- Average daily use covers 10 miles

Mr. Kim said an evaluation has shown Redwood City stations are too close together. A study has been done in Redwood City to find out what has worked and hasn't worked. In the next year, two stations will be moved farther out from downtown and more stations will be added in residential areas.

Mr. Kim said MTC decided to invest further into the program. MTC's original funding was for one year. They have committed to one to two more years, expanding the network to Berkeley, Oakland, and San Mateo, and 300 more bikes coming to the original Peninsula cities, increasing the total number bikes to 1,000.

Mr. Kim said there has been a push on corporate partnerships where businesses are offering to help co-fund the price of the memberships.

Mr. Kim said as MTC looks at growing the program, they are looking at different business models and possibly having a nonprofit run the system and handle some of the marketing and sponsorships.

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.

Wes Brinsfield asked why there are no stations on the Stanford campus. Mr. Kim said Stanford was uncomfortable about how stations would be branded and look. He said he heard there might be an agreement with Stanford for the second year, but it is unconfirmed.

Mr. Brinsfield asked how the numbers look compared to projections at the beginning of the program. Mr. Kim said there were no initial projections. The allocation of bike stations was based on hope there would be more ridership spread throughout the system. The suburban locations have not performed up to hopes. Redwood City has

the lowest performing stations. He said he hopes to come back in a year with better information.

Dan Provence asked what the latest news is on expansion. He said he heard the vendor had financial troubles. He asked what the possibility is of getting the 300 additional bikes for the system. Mr. Kim said it will happen. He said there was a partnership between an operator and manufacturer for the first pilot process. The manufacturer was sold and is finalizing the transfer of all Bike Share assets to the new company.

Amitabha Banerjee asked what people are using bikes for. He asked what the criteria and restrictions are for picking rental station locations, and if there is a way for people to recommend them. He asked what the chances are of this program continuing in the long run. Mr. Kim said 76 percent of users are using the program for work destinations. He said analysis was done to determine where to put the stations. The analysis looked at demographics, locations that made sense, and clusters. He said each station is located on public right of way. Part of the focus will be trying to find employers and employment centers that will sponsor a station. Mr. Kim said he does not have the financials from Alta Bike Share. The first year had heavy subsidies to help provide the seed money, so it is hard to answer about long-term financial viability.

Mr. Brinsfield asked if there is an underserved population such as those who do not make as much money. He asked if the demographics have been compared to other regions that have Bike Share to see if they are typical. Mr. Kim said the demographics are consistent with other cities. He said locating stations in residential areas will reach other markets.

Edward Saum asked if there is a minimum number of bikes needed per station that make a break-even point. Mr. Kim said a minimum of 10 bikes are needed.

CALTRAIN STRATEGIC PLAN UPDATE – Casey Fromson

Casey Fromson, Government Relations Officer, said this is a high-level policy document. It has a 10-year outlook. The document contains guiding principles, goals, and specific objectives. Outreach was conducted in several different ways including public workshops, announcements, onboard materials, information on the Web, social media, and newsletters. She said staff would like to take a draft to the Board in August for review and a final in September for adoption.

Chair Turner said bikes are only mentioned once in the document and should be in more than one program.

Ms. Fromson said 30 written comments have been received, two comments have addressed bikes and bike capacity, and the rest address capacity issues in general.

Ms. Fromson said item 2B1 in the Caltrain Strategic Plan Guiding Principles, Goals and Objectives calls out the need to maximize train capacity while balancing onboard accommodation of bicycles, luggage and passenger facilities. She said 3B3 is about developing transitional and long-term strategies to reduce station dwell time and

achieve level boarding. She said it does not specifically say bikes, but it would make it easier for bikes. She said 5B1 is to develop a station access plan based on the Caltrain Access Policy Statement, and bikes are a part of that plan. She said 5B2 is to complement the bikes onboard program by implementing the Caltrain Bicycle Access and Parking Plan. She said 5B3 is to pursue strategies that enhance first- and last-mile connections to stations. She said looking at the plan holistically, there are other areas that do have a meaningful impact on bicycles. She said the guiding principles are the subject matters and value statements for what Caltrain is looking to do, the goals are aspirational statements and the objectives describe the outcome.

Chair Turner said the guiding principles and goals are set, but the objectives might take a different bicycle focus. Ms. Fromson said staff will take any comments.

Steve Vanderlip said there is a lack of hard numbers about what bike capacity projections are for the future. He asked how a 10-year plan can be made without knowing what the need is. Ms. Fromson said this is a focus at a policy level to create policy steps in order to make detail decisions. She said more work needs to be done for bike policy and implementation. This sets a policy framework.

Mr. Brinsfield said the policy statement should be something to the effect that Caltrain will quadruple ridership capacity for bikes and non-bikes and lay the groundwork to make that goal a reality. He said Bike Share might need to be called out in the plan.

AD HOC COMMITTEE REPORTS

Bike Bump Reporting – Dan Provence

Mr. Provence said the committee discussed the draft form that was put together. He said all the fields required answers, so a few were changed to optional. He said having the name required would help track people and discourage people from over reporting, but some people wouldn't want to provide their name, so that field requirement is still to be determined. He said they talked about what to do with the reports once they are received.

Mr. Banerjee said he created a Google form customers could use to report bumps and an auto tweet would be sent out so people could see where the bumps are. He said this form is under consideration by Caltrain staff. Tasha Bartholomew, Community Relations Officer, said the social media officer and other staff members are looking at the form and the BAC can discuss it more at the next meeting.

Chair Turner asked if this can be tied into the station announcements.

Rebecca Hernandez, Manager, Customer Service, TransitAmerica Services, Inc., said when conductors let dispatch know bicycle capacity is reached, a message can be announced on the Visual Message Sign. She said this could give bicyclist a chance to make other plans.

Public Comment

Shirley Johnson, San Francisco Bicycle Coalition (SFBC), said people should be allowed to report other bumps they see besides just their own. She said a comments field should be included in the form, and graphs should be available as an automated output.

Catherine Young, San Francisco, said real-time information would be useful, would appease frustrated people and would allow people to make adjustments to their travel plans.

Mr. Brinsfield said the subcommittee is addressing how to use this information. He said if patterns are seen he would like to have Caltrain make some action around them.

Mr. Banerjee said he knows of some peak trains that are not even at half bike capacity and would like Caltrain to advertise them.

Bike Capacity – Steve Vanderlip

Mr. Vanderlip said the subcommittee met and have developed three goals: explore and find ways to increase capacity per train and per day; do not get involved in alternatives such as wayside improvements, but stay focused on bike capacity; and learn about capacity goals and what future requirements could be. He said he reached out to bicyclists and made a list of ideas such as allowing five bikes per rack as long they do not block the aisles, adding a third bike car to Bombardier trains, running more trains, adding more cars to some trains, double stacking bike racks, removing more seats and adding more bike racks, changing the seats to be more narrow so more bikes could fit, and charging more for bikes and using the money to pay for more capacity.

Public Comment

Shirley Johnson, SFBC, said 85 percent of the people who bike to Caltrain bring bikes onboard. She said she wants new Bombardier cars to be bike cars. She said she hopes the committee looks at providing input on the Electric Multiple Units (EMU).

Mr. Saum said the committee will receive a presentation on EMUs at the next meeting and the committee should set a 20 percent goal for bike capacity on the EMUs.

Catherine Young, San Francisco, said she is excited about the possibility of increasing bike capacity. She said this would increase ridership from drivers who are afraid of being bumped from the train.

CHAIRPERSON'S REPORT – Garrett Turner

2014 Work Plan update

Chair Turner said some items have been moved. He said in September there will be an Alameda Bikes update for the San Francisco bike station, a Caltrain Modernization Program update, a presentation on EMUs, and the Bike Access and Parking Plan (BAPP). He said in November there will be an election of officers and setting the new meeting calendar.

Mr. Brinsfield suggested a bicycle-specific update be made in September on the Levi's Stadium events that will happen in August.

STAFF REPORT – Tasha Bartholomew

Ms. Bartholomew reported:

- Caltrain staff presented an overview of the BAPP implementation strategy to the Citizens Advisory Committee and to the Board. Staff received questions about funding, staff availability for implementation, and the relationship of the BAPP to other bike programs. Staff is working on documenting the BAPP implementation strategy, and will provide a draft and next meeting to the BAC in September.
- A video series is being produced to highlight rules and helpful tips for bike access on Caltrain. The first video will be about how to board and disembark. Common themes from a survey about the video include stacking bikes on the racks, accessing the bike car, destination tags, and seating. A production schedule is being worked on. Marketing will be asking if any BAC members would like to participate in the video.

Schedule and Process for New Timetables – Mike O'Donnell

Mike O'Donnell, Manager, Stations and Access, said the schedule change on October 5 is due to the San Mateo Bridges Replacement Project. He said the bridges at Poplar, Santa Inez, Monte Diablo, and Tilton avenues are going to be reconstructed. Part of the project will be to raise the rail grade to allow for more vertical clearance on those streets, and the structures themselves are aging and failing. He said because the tracks are being raised, trains will have to single track around those areas. The schedule changes are under design but staff is trying to coordinate the meets of the north and southbound trains to minimize any delays due to construction.

Chair Turner asked how long the construction will be. Ms. Bartholomew said it will be around two or two and a half years.

Chair Turner asked if train type is going to be addressed to meet specific schedule points based on bike bumps or bike capacity. Mr. O'Donnell said he does not have specifics to provide because staff is still working on the schedule.

Chair Turner said the goal of this topic was to have Caltrain make a presentation on how the schedule process works before the published schedule is made so the BAC could have input. He asked if there is a committee that takes public input for the schedule that people could participate in so BAC members could provide input. Ms. Bartholomew said the BAC would need to work with April Maguigad, Manager, Rail Operations.

Chair Turner said the BAC will not be able to advocate for bikes and the types of trains being used because by the next BAC meeting in September it will be too late. He asked if Caltrain will take public comment on the schedules. Ms. Bartholomew said she believes yes, but she will have to discuss it with internal staff.

Chair Turner asked if an ad hoc committee for schedule changes could work with Caltrain on the process and report back to the public on how it worked. He appointed Jesse Quirion, Mr. Brinsfield, and himself to the ad hoc committee. Mr. Quirion will be the chairperson.

Mr. Brinsfield said he would like to know if there is a public forum to provide input as well.

Bikes to Levi's Stadium for 49ers Games – Mike O'Donnell

Mr. O'Donnell said the Mountain View Station will be impacted. The first event is August 2. He said Santa Clara Valley Transportation Authority (VTA) and Caltrain are partnering on the operation of that station and the flow of passengers that transfer from Caltrain to VTA. He said a dry run was on July 1. He said staff will not know what the bike impacts are until they experience an event. He said there is far less bike capacity on VTA than Caltrain. He said there will be bike parking at the stadium and there will be complimentary valet bike service located in two parking lots. He said the closest Caltrain station to the stadium is Santa Clara. He said there will be two special trains from San Francisco that will go to Mountain View, so bicyclists who plan to ride to the stadium from Santa Clara Station will not want to take the special trains.

Mr. Brinsfield said some bike trails will be closed on game days. Mr. O'Donnell said the stadium website shows the bike trails that will be open.

Mr. Saum said opaque bags may not be allowed in the stadium or even in the bike parking area.

Chair Turner asked if there will be special trains after games heading north.

Mr. O'Donnell said staff has a matrix that covers all possible times when an event ends to help them know what to do at any given time to accommodate traffic from the stadium. Chair Turner asked if Caltrain has posted the matrix on the website or if it will be published later. Mr. O'Donnell said he is not sure if it will be posted.

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.

WRITTEN CORRESPONDENCE

Public Comment

Shirley Johnson, SFBC, said some correspondence showed there was bike space available, but the conductors still bumped the bicyclist. She said conductors should be given discretion to let on extra bikes if they want. She said a conductor made an announcement that he was reprimanded for letting on too many bikes. She said management should allow conductors more discretion.

Mr. Banerjee said a comment came in that said the conductor only allowed 50 bikes, but there was room for 80. He asked if that incident could be looked into.

Ms. Bartholomew said Ms. Maguigad can follow up on it.

COMMITTEE REQUESTS

Mr. Saum asked for clarification on stacking. He asked if there is a policy on if bikes must be stacked by location and whether people can move bikes to stack them by location better.

Mr. Provence said he saw a mother go into the bike car with a stroller and the conductor made an announcement berating the customer. He said there is no

guidance and 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 a stroller or luggage because the conductor should not have handled it that way.

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.

Mr. Quirion said conductors don't always have bike tags and asked if destination tags can be stored in the bike cars.

DATE, TIME AND LOCATION OF NEXT MEETING:

September 18, 2014 at 5:45 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Meeting adjourned at 7:28 p.m.