



Caltrain Bicycle Parking Management Plan

Board of Directors
November 2, 2017
Agenda Item 9

Context for Plan

- Capacity and Access Issues
- Modernization program with Electrification
- Complementing limited on-board bike capacity with parking facilities
- Growing Bike-Based Trips



Scope of the Plan

- Part 1:
 - Data Collection and Analysis
 - Customer Research
- Part 2:
 - Performance Goals, Measures, Targets
 - Management Recommendations
 - Implementation Strategy

Key Questions for Plan – Part 1

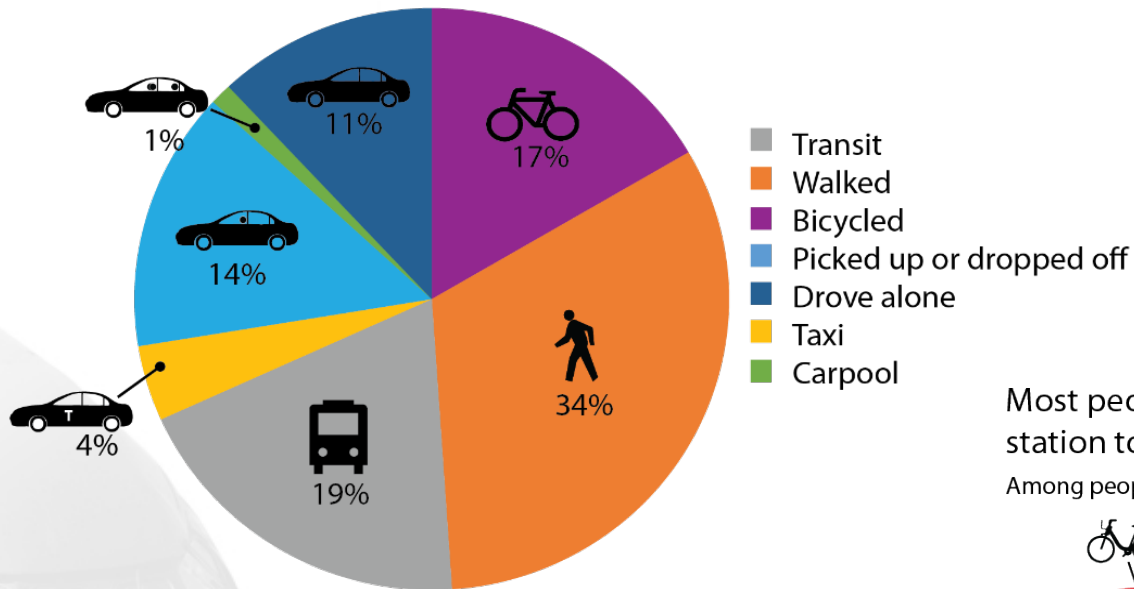
- What is the market for bike parking at Caltrain?
 - What will the future demand for bike-based trips to Caltrain be?
 - What mix of bike parking will best serve Caltrain customers?
 - Which customers will always choose to bring their bike on board vs. which ones might choose to park a bike if better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

Key Questions for Plan – Part 2

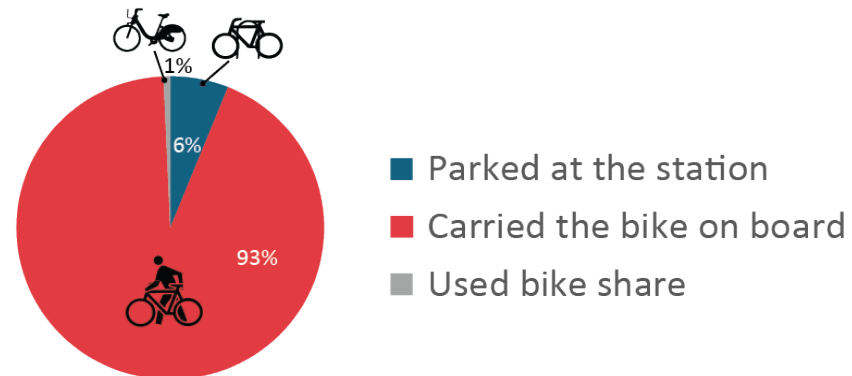
- How can Caltrain deliver high-quality bike parking?
 - What goals and standards should apply to our bike parking system?
 - What is the best model for managing and operating a bike parking system? What resources may be needed?
 - How should we focus and phase investments in the bike parking system?

Summary of Technical Analysis Findings

Overall Mode of First and Last Mile Connections to Caltrain

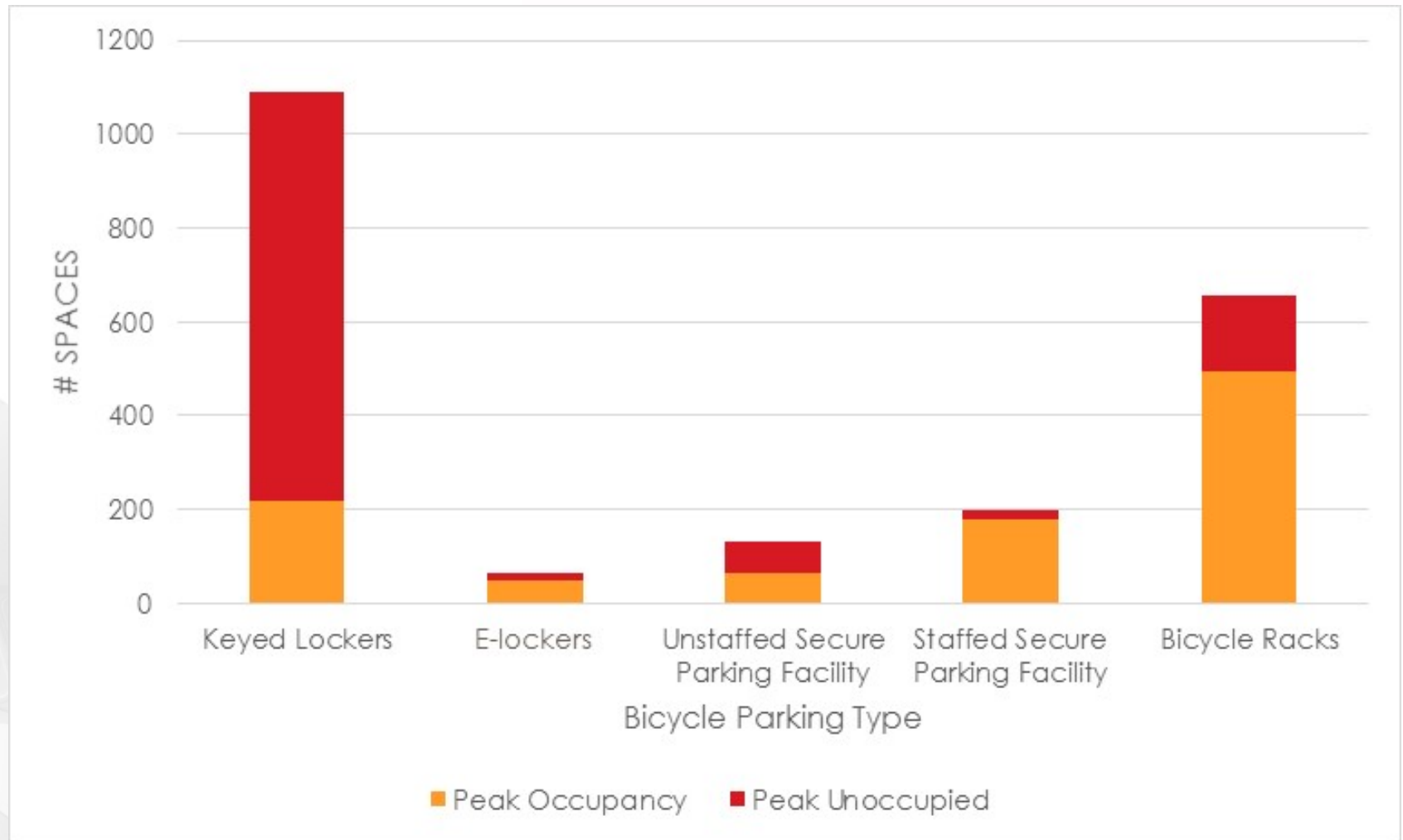


Most people who rode a bike to the station took it with them on board
Among people who rode a bike to the station...



Source: 2014 Caltrain On-Board Transit Survey Data

Occupancies of Bike Parking Facilities



Passenger Survey Results

Percentage of online survey respondents that would consider using the bike parking facility instead of bringing bike on board the train:

- Staffed, secure bike valet: 80%
- On-demand bike lockers: 75%
- Unstaffed, secure, enclosed facility: 66%
- Reserved bike locker: 60%
- Bike racks: 49%
- Extensive bike share program: 45%

Conclusions from Part 1

- Significant market demand exists for wayside facilities from Caltrain's passengers
- Demand for bike parking facilities will remain strong in years to come, with projected future ridership growth
- Not all cycling passengers will use wayside facilities

Conclusions from Part 1, cont.

- Current bike parking system is not meeting customers' needs
- Qualities most desired in bike parking facilities by Caltrain passengers:
 - High level of security
 - Quick, easy, hassle-free experience
 - A guaranteed parking spot
 - On-demand without advanced registration

Summary of Part 2 Findings



Goals & Performance Measures

- Goals for Bike Parking System:
 - Enhance the customer experience for Caltrain passengers
 - Provide a viable alternative to bringing a bicycle on board for Caltrain passengers
 - Make efficient use of Caltrain's resources
- Performance Measures:
 - Quantitative metrics established for each goal to track progress towards achievement
 - Will be used to guide decision-making about the bike parking system

Current Management Issues

- Caltrain's existing organizational structure is not currently resourced to support the expansion and operation of an improved bike parking system
 - Multiple departments are involved in management and administration currently and there is no clear "owner," which results in:
 - Customer service issues
 - Challenges implementing capital improvements to bike parking facilities

Recommended Changes to Management Approach

- Primary Responsibility: Management and administration of system delegated to **third party bike parking specialists**
- Secondary Responsibility: **Dedicated project manager** to lead RFP, funding efforts
- Additional support from Caltrain staff

Capital Improvements to Follow Management Changes

- Plan recommends a significant increase in bike parking capacity throughout the system
 - Preference for parking options that are secure and easy to use
- Dedicated project manager needed
- Funding for capital improvements must be pursued
- Feasibility studies and detailing planning for capital improvements to follow

Coordination

- Technical Advisory Committee
- Bicycle Advisory Committee
- Citizen's Advisory Committee
- Passenger Intercept Survey
- Passenger Focus Groups
- Public Review of draft Plan – available on the Caltrain website for comment

Public Review - Major Revisions or Additions to Draft Plan

- More data on bike thefts at stations
- Additional language to support adoption of new bike parking technologies
- Additional implementation action to create Funding Plan

Funding for Bike Parking System

- Annual funds will be needed for operations and maintenance costs
 - Estimate of annual operational cost of current management approach: \$390,000
 - Estimate of annual operational cost of new management approach: \$570,000
- Funding for capital improvements also needed
- Detailed Funding Plan to be developed during implementation

Funding for Bike Parking System, cont.

- Potential funding sources:
 - Annual JPB Operating & Capital Budgets
 - Conceptual commitment of \$3 million for wayside facilities made by the JPB's member agencies in 2015
 - Grants
 - Local cities and agencies
 - Other sources (private partners, etc.)
- Dedicated project manager to pursue and secure funding for bike parking system

Action Requested

Staff recommends that the Board of Directors adopt the Caltrain Bicycle Parking Management Plan

Next Steps

- After adoption, pursue implementation:
 - Hire dedicated project manager for bike access
 - Develop Funding Plan
 - Secure funding for bike parking system
 - Begin procurement process to contract with third party vendors to manage bike parking system