Bike Board First Pilot Program Update

Bicycle Advisory Committee
July 19, 2018
Agenda

- Pilot Description
- Methodology
- Communication
- Findings
- Next Steps
- Q&A
Pilot Description

• To improve On Time Performance, Caltrain identified the top reason for delay.

• Top Type of Delay: On-Board/Passengers (Bikes, Luggage, PNAs) at 66%

• Identified Top Stations:
  o Mt. View
  o Palo Alto
  o Redwood City
  o Sunnydale
  o Hillsdale
  o 22nd ST.
Methodology

- Bikes to board 1st at bike cars
- Data collected at bike cars (before and after pilot):
  - Boarding time
  - Passengers boarding and alighting
  - Bicyclists boarding and alighting
Communication – At Stations

At Stations
- Conductor announcements upon station approach
- Static signs / A-frames
- Additional JPB staff / direct communication
- VMS (visual messaging systems)
- Audio station announcements
Communication - Community

- Press Release
- Social Media
- Peninsula Moves Blog
## Findings Phase 1:

### Mt. View

<table>
<thead>
<tr>
<th>Train#</th>
<th>20-Apr</th>
<th>4-May</th>
<th>2-Week Average</th>
<th>Baseline</th>
</tr>
</thead>
<tbody>
<tr>
<td>313</td>
<td>00:55.9</td>
<td>00:53.4</td>
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<td>01:25.6</td>
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<td>01:07.1</td>
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### Palo Alto

<table>
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<th>27-Apr</th>
<th>4-May</th>
<th>2-Week Average</th>
<th>Baseline</th>
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<td>00:53.0</td>
<td>00:56.0</td>
<td>01:00.2</td>
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</tbody>
</table>

*Data collected on 3 days*

### Redwood City

<table>
<thead>
<tr>
<th>Train#</th>
<th>20-Apr</th>
<th>4-May</th>
<th>2-Week Average</th>
<th>Baseline</th>
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</thead>
<tbody>
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<td>221</td>
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Findings Phase 2:

Sunnyvale

<table>
<thead>
<tr>
<th>Train#</th>
<th>15-Jun</th>
<th>22-Jun</th>
<th>29-Jun</th>
<th>3wk avg</th>
<th>Baseline</th>
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</thead>
<tbody>
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<td>00:59.6</td>
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<td>00:55.6</td>
<td>01:09.6</td>
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<tr>
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<tr>
<td>329</td>
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<td>00:41.0</td>
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<td>01:15.0</td>
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Hillsdale

<table>
<thead>
<tr>
<th>Train#</th>
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<th>22-Jun</th>
<th>29-Jun</th>
<th>3wk avg</th>
<th>Baseline</th>
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<tr>
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22nd ST.

<table>
<thead>
<tr>
<th>Train#</th>
<th>15-Jun</th>
<th>22-Jun</th>
<th>29-Jun</th>
<th>3wk avg</th>
<th>Baseline</th>
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</thead>
<tbody>
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<td>00:50.9</td>
<td>01:39.2</td>
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Findings Phase 2 (cont’d)

- 36 trains observed (3 week average)

- Desired Range (45 sec to 1 min):
  - 5 of 7 trains boarding within desired range; 71% improvement.

- Boarding Time:
  - 32 of 36 trains improved boarding time; 88% improvement
Q&A

Thank you!

Jennifer Navarrete
Rail Operations
Customer Experience Communications Lead