



# Caltrain Bicycle Parking Management Plan

Board of Directors  
October 5, 2017  
Agenda Item 11

# Context for Plan

- Capacity and Access Issues
- Modernization program with Electrification
- Complimenting 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

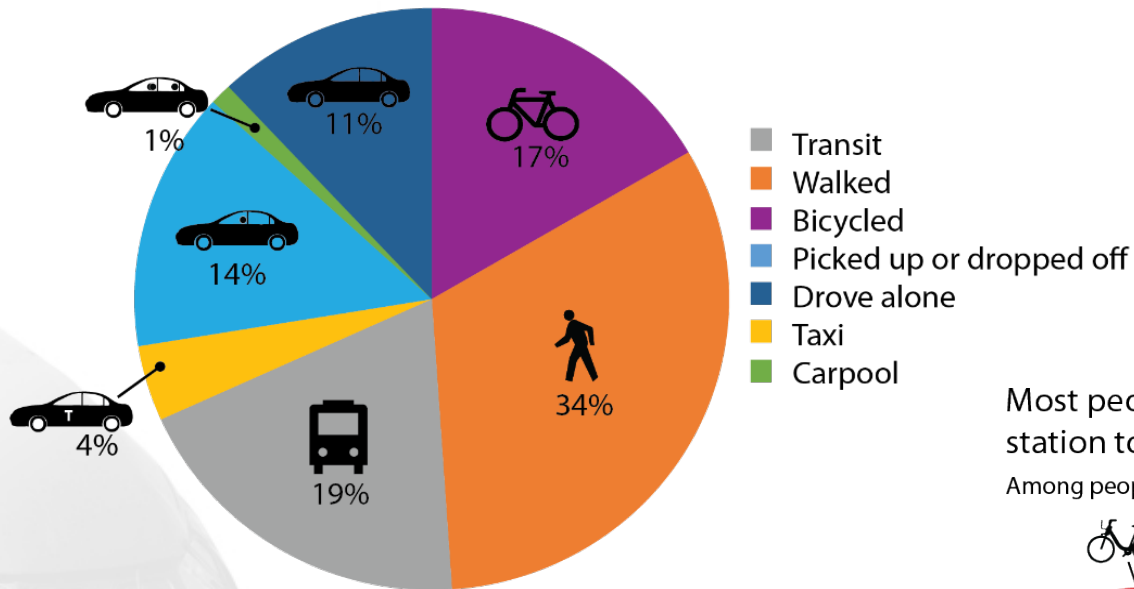
- What is the market for bike parking at Caltrain?
  - What will the future demand for bike-based trips to Caltrain be?
  - What mix of bike parking will best serve Caltrain customers?
  - Which customers will always choose to bring their bike on board vs. which ones might choose to park a bike if better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

## Key Questions for Plan – Part 2

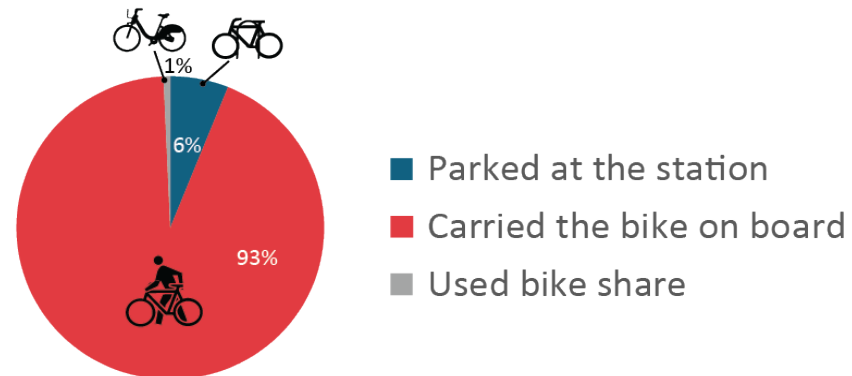
- How can Caltrain deliver high-quality bike parking?
  - What goals and standards should apply to our bike parking system?
  - What is the best model for managing and operating a bike parking system? What resources may be needed?
  - How should we focus and phase investments in the bike parking system?

# Summary of Technical Analysis Findings

# Overall Mode of First and Last Mile Connections to Caltrain

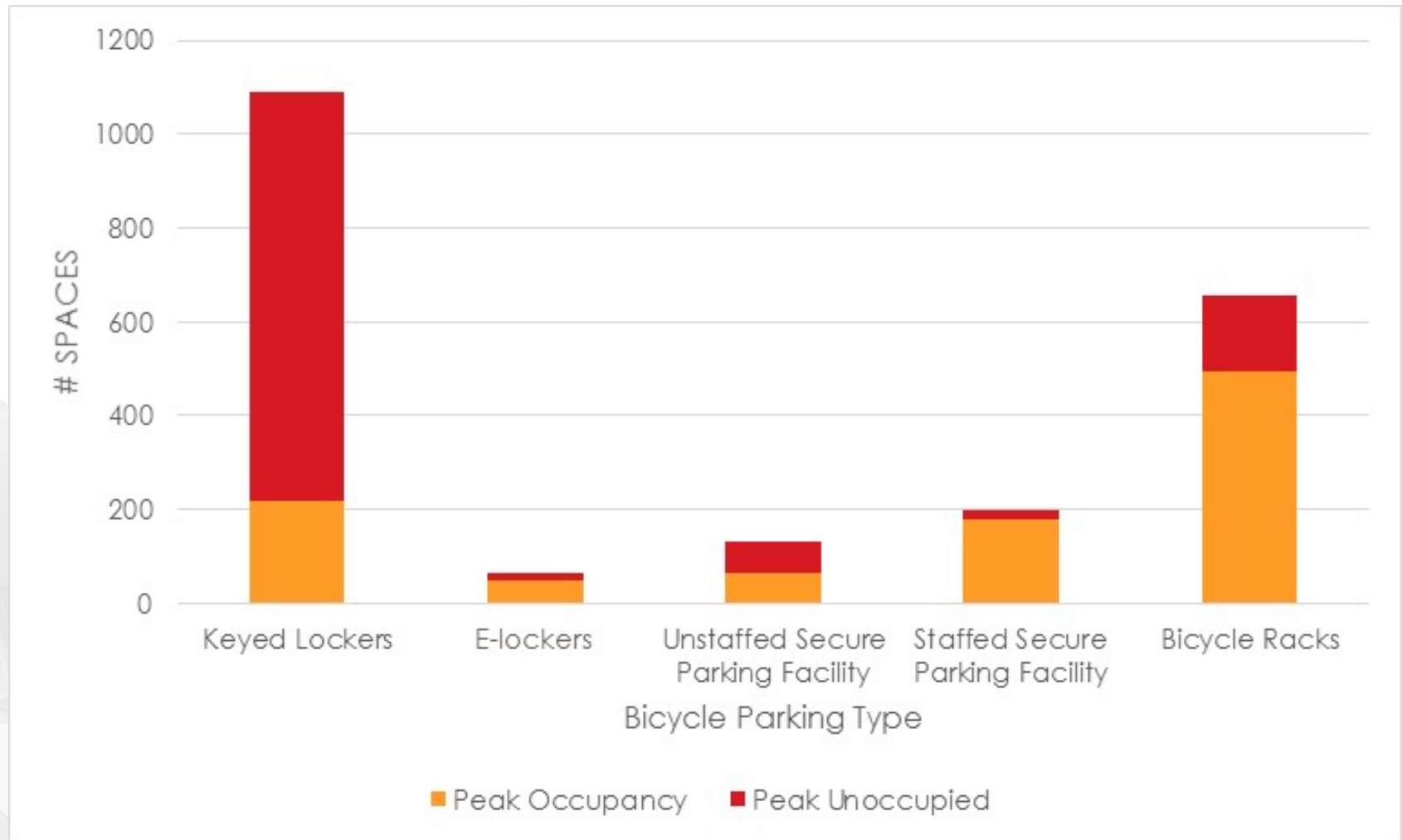


Most people who rode a bike to the station took it with them on board  
Among people who rode a bike to the station...



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