Bike Security Task Force Update

JPB Citizens Advisory Committee
September 19, 2018
Agenda Item 9
Presentation Outline

• Interdepartmental Effort
• Data Gathering & Improvements

Improvements Key

- Complete
- Near-term
- Long-term
Interdepartmental Effort

• Monthly Meetings
• Departments Involved
  - Social Media
  - Transit Police
  - Rail Operations
  - Safety & Security
  - Planning
  - Marketing
  - Community Affairs
  - Customer Service
Social Media

• Data Gathered
  – Reviewed all bike security related social media posts 2016 & 2017
  – Reviewed protocol and response

• Improvements
  🚚 Coordinated with Transit Police and Safety & Security on standardized messaging/response
Transit Police

• Data Gathered
  – Bike theft reports 2016 & 2017

• Improvements
  – Sheriff’s online reporting form updated (separate “onboard” and “at station”)
  – Bike theft data incorporated into monthly Safety & Security Reports
  – Annual bike security presentation to BAC
  – Bike safety tips posted to both Sheriff’s and Caltrain websites
Transit Police

• Improvements Continued

529 Garage: Technology help with registering bikes, education, prevention, reporting, and theft recovery. Implementation Fall/Winter 2018

Register. Report. Recover!

Keep your bikes safe in the 529 Garage, the largest community-powered bike recovery service.

REGISTER FOR FREE
Rail Operations

• Data Gathered
  – Conductor Survey (June 2018)

• Improvements
  - Retraining response protocol with conductors
  - Possibility of security cameras at stations
  - Security cameras in electric trains
  - Bike counters in electric trains
Lost and Found

• Data Gathered
  – Inventory bikes in lost and found

• Improvements
  – Updated lost and found website w/ bike info
  – New 24 hour lost and found recovery in San Jose and San Francisco. Implementation Fall 2018.
  – Streamline process and new online system (Auto-generates detailed questions and automatic matches). Implementation Winter 2018/2019
Other Sources

• Data Gathered
  – Customer Service: Bike security related comments from 2016 & 2017
  – Marketing: Surveys from 2015 to 2017
  – Community Affairs:
    ▪ BAC bike security related comments from 2016 & 2017
    ▪ Requested best practices from advocacy organizations and public agencies
Other Sources

- Improvements
  - 2018 Annual Survey: Bike security related data
  - Caltrain website (more accessible safety tips, best practices, Transit Police info)
  - Onboard Bike car (decals: inclusion of Transit Police information)
  - Take Ones: Transit Police flyer
Questions