



Bike Security Task Force Update

Bicycle Advisory Committee
September 20, 2018

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

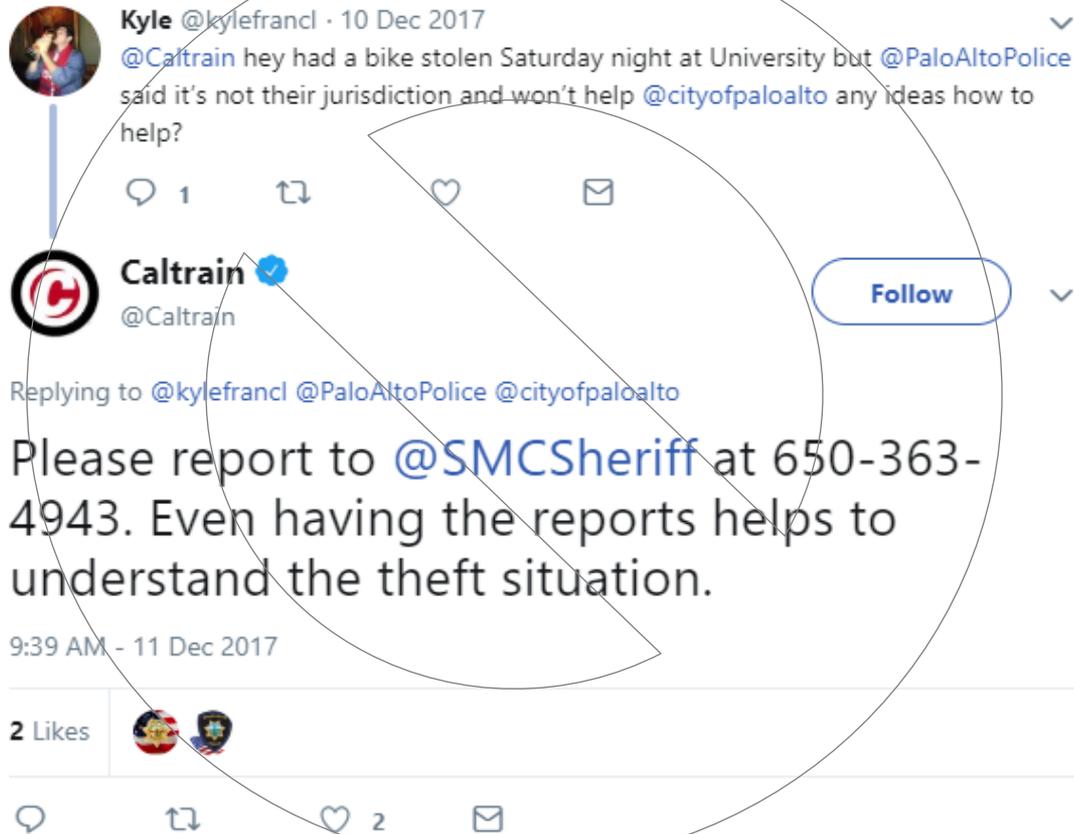


- Data Gathered
 - Reviewed all bike security related social media posts 2016 & 2017
 - Reviewed protocol and response



- Improvements
 - 🚩 Coordinated with Transit Police and Safety & Security on standardized messaging/response

Social Media – Old Message



Kyle @kylefrancl · 10 Dec 2017
@Caltrain hey had a bike stolen Saturday night at University but @PaloAltoPolice said it's not their jurisdiction and won't help @cityofpaloalto any ideas how to help?

Caltrain @Caltrain
Replying to @kylefrancl @PaloAltoPolice @cityofpaloalto
Please report to @SMCSheriff at 650-363-4943. Even having the reports helps to understand the theft situation.

9:39 AM - 11 Dec 2017

2 Likes

Social Media – Updated Message

Please report theft, & as much detail, to Transit Police by calling 1.877.723.7245 (1.877.SAF.RAIL).

For more bike safety info visit

http://www.caltrain.com/riderinfo/Bicycles/Tips_for_Keeping_Your_Bike_Safe.html

*Some stolen bikes end up in our lost & found, please file a report there too.

<http://www.caltrain.com/riderinfo/lostandfound.html>

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

An advertisement for the 529 Garage bicycle recovery service. The background is a dark, close-up image of many bicycle wheels. The text is centered and reads: "Register. Report. Recover!" in large, bold letters. Below this, in smaller white text, it says "Keep your bikes safe in the 529 Garage, the largest community-powered bike recovery service." At the bottom, there is a yellow button with the text "REGISTER FOR FREE".

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

Next Steps & Feedback