

**BICYCLE ADVISORY COMMITTEE (BAC)  
SAN MATEO COUNTY TRANSIT DISTRICT ADMINISTRATIVE BUILDING  
Bacciocco Auditorium, 2nd Floor  
1250 San Carlos Avenue, San Carlos CA 94070**

**MINUTES OF JULY 18, 2019**

**MEMBERS PRESENT:** J. Alba, C. Bargar, J. Brazil, J. Malmo-Laycock, M. Munowitch, A. Olson, N. Rodia

**STAFF PRESENT:** J. Jest, J. Navarro, L. Low, D. Provence

Chair Olson called the meeting to order at 5:48 p.m. and led the Pledge of Allegiance.

**PUBLIC COMMENT**

None.

**APPROVAL OF MINUTES OF MAY 16, 2019**

Motion/Second: C. Bargar/N. Rodia

Abstain: J. Malmo-Laycock, M. Munowitch

**INTRODUCTION OF NEW MEMBERS**

The members welcomed Julia Malmo-Laycock, the San Mateo Public Agency Representative, and Monica Munowitch, the San Francisco Public Agency Representative.

**PROJECT 529**

Jenny Le, Management Analyst for the Transit Police, and Michael Baron, Detective for the Transit Police, presented:

- Current Environment
- Historical Data
- Strategic Plan
- Project 529 Tools
- Outreach & Marketing

Chair Olson asked how many of the fields for online reporting are required.

Ms. Le said make, model, and whether it occurred at a train station or onboard (location specificity).

Chair Olson asked about the serial number.

Detective Baron said it's not required as they didn't want it to be an impetus to completing the form; however, it is more work for their team. He noted that Project 529 will allow people to have all that information in one spot.

Ms. Le said they're working to integrate Project 529's database with their reporting system so all the information is readily available—which would be less work for the deputies and for the bike rider.

Ms. Alba asked if you would have to re-register with Project 529 if you had already registered with another bike registry.

Ms. Le said you would need to register with Project 529 to obtain the shield sticker.

Detective Baron said they have access through Project 529 to other bike registries.

Ms. Alba noted that Stanford has its own bike registry.

Ms. Malmo-Laycock asked how much the shield costs.

Ms. Le said it's under \$12. She noted Project 529 has agreed to offer the shield at cost through a partnership with the bike shops, and they're currently working out the logistics.

Vice Chair Bargar thanked the Transit Police and Mr. Navarro for their work to make this a priority. He suggested the Transit Police coordinate with the bike coalitions on the outreach events to help get the message out to their members.

Mr. Brazil said they hear anecdotal things such as organized thieves, and was wondering if the Transit Police have heard that the thieves are actually organized or just individuals, and if there might be emerging themes, such as thieves targeting a certain type of bike.

Detective Baron said it's probably a combination of people who are organized and others who are just opportunistic.

### **ONBOARD BIKE DECALS**

Julian Jest, Mark Research Analyst , presented:

- Project Goal
- Draft Decal Design
- Decal Positioning

Mr. Brazil suggested putting a bike symbol before the "Ride Right" text. He also asked the Committee if text was needed regarding stacking bikes.

Mr. Brazil thanked Caltrain for Bikes Board First but noted it's not being announced or enforced and suggested a decal outside the doors that says "Bikes Board First" might help the situation.

Ms. Low noted that Bikes Board First is an item under the staff report.

Ms. Munowitch said that language regarding stacking bikes for efficiency to help people board faster might be desirable.

Mr. Jest said that made sense to him.

Chair Olson suggested a video that illustrates how boarding is slowed when someone stops and loads at the first spot instead of moving down. He noted his desire for signage that enforces seats in the bike car being for cyclists; and that the conductors need to have bike tags in their pockets otherwise they should be placed in the brochure pockets of the train.

Ms. Rodia supported the idea of including language that says the seats are for people with bicycles, and noted that she hasn't experienced people stacking incorrectly.

Chair Olson said it would be useful to have a video on correct stacking.

Mr. Brazil said it's important to keep the sign succinct and asked if they could determine which items are the most important to include.

Ms. Low clarified that anyone can sit in the bike car, but there is currently a courtesy sign about allowing cyclists to sit in the bike car. She noted that another staff member suggested the decal just say "Bike Car" at the top so it's clear to other riders. She also said they could look into a video about efficient boarding, but there is already a video on the webpage on how to take a bike onboard that covers stacking.

Ms. Alba said she supported including the station list, although asked why the station list design for the two train types are so different.

Mr. Jest said their primary goal is to provide the list so people can see what order their station comes in; however, he would look into why the information included in the station list is presented differently.

Ms. Alba suggested "move down" include something about speed. She also asked about the reporting phone number versus the online direct link.

Mr. Jest said when you see a phone number there's a sense of immediacy

Ms. Rodia said there's a safety section in the bike section with the link. She asked if the old decals would be removed.

Mr. Jest said there would be a significant cost to remove the old decals. He noted with the new electric trains coming, it makes sense to leave them.

Vice Chair Bargar said with smart phones there are people who would rather use the online form since they find it just as easy as dialing a phone number. He also noted that a list of tips on stacking would be helpful on the website.

Ms. Low asked Vice Chair Bargar to send the list of tips to her.

Ms. Rodia suggested adding the theft reporting link directl to the caltrain.com/bike page.

Chair Olson suggesting using the words "Move In" instead of "Move Down" due to the gallery cars' two sets of doors.

Mr. Jest said they would look at that, he noted they're trying to have a standard decal as much as possible to keep costs down.

Ms. Malmo-Laycock said it would be helpful to have the tags in the actual train car. She also suggested a QR code that would go directly to the online theft reporting site.

Vice Chair Bargar noted it could replace the symbol of the phone.

#### Public Comment

Mr. Drew said he found the airport symbols to be useful, and the zone labeling to be confusing for people. He asked if the reporting theft information is for all riders or just cyclists. He also noted that if a URL is listed for the online reporting form, that might require maintenance as an address could change over time.

#### **BIKE IMPROVEMENTS**

Dan Provence, Principal Planner, Station Access, presented:

- Big Picture Being Developed
- Shorter Term Efforts at 10 Stations

Mr. Brazil said he'd like to connect Dan with Andrea at the City as San Jose is looking to pilot scooter corrals too.

Vice Chair Bargar said it was good that there's integration with the Business Plan and other planning efforts. He noted that there's currently unreliable bike share in San Francisco due to Lyft suing SFMTA and their not actively rolling out new bikes, making it hard to rely on any one company.

Vice Chair Bargar said a potential stakeholder for the consultant's scope is local employers as there may be an opportunity to work with some of the larger ones that are interested in bikes, which might allow for larger scale contracts and coordinated efforts.

Mr. Provence said there's great opportunities with the employers and they should talk about ways to bring them in.

Vice Chair Bargar said it was good to see deliverables at key years, not just 2022. He asked what fraction of the \$3.5 million will be spent on the 10 stations and will there be funds left beyond fall 2020.

Mr. Provence said there will still be money left and they are looking at opportunities to leverage the money to make it go even farther.

Public Comment

Scott Mace applauded Mr. Provence's efforts and encouraged that pricing of on-demand, secure Caltrain bike parking be consistent. He noted that the BART bike station rooms managed by Bike Hub are priced similarly to e-lockers which is more desirable than the rates at the Palo Alto Station bike room. Mr. Mace urged that VTA repair the e-lockers at Tamien Station.

Mr. Drew said that access to the stations is a missing component, which has come up in Broadway grade separation presentations at the TA board and CAC meetings. Mr. Drew also noted that while this is a bicycle specific committee, he urged there be the ability to address other micromobility devices.

Mr. Brazil asked if there was a budget and schedule available to share.

Mr. Provence said the consultants will be working out the budget details.

Mr. Brazil asked if the consultant work only involves the planning effort or also the purchasing and installing.

Mr. Provence said they're working on the planning effort.

Mr. Brazil noted that at the City they've been trying to get people to bike more but are hearing there's not enough secure bike parking. He asked if Mr. Provence thought higher security bike parking was needed to get more people to bike to and from Caltrain. He noted that the more secure options cost more, take more space, and are not always aesthetically pleasing, but there's a value to them.

Mr. Provence agreed that cost is an important factor. He noted that offering a variety of options so that people with different finances, bikes, and needs can all be served is important.

Mr. Brazil asked if the consultants will be tasked with evaluating the pros and cons of repurposing exiting station space, such as car parking, and if they would consider higher efficiencies and most effective use of funds for space.

Mr. Provence said yes.

Mr. Brazil asked if bike rails on stairs would be considered.

Ms. Alba said it's good to see the progress being made between meetings and asked what the bike mode share is across the system.

Mr. Provence said approximately 9.5% take their bike onboard. He noted the most intense research was done by MTC that showed about 14% of people accessing the stations by bike; however, that information is older and so they're looking to refine some of the numbers and update the data.

Ms. Alba said she thought there was an access survey.

Ms. Low said there was an online survey, and that the Business Plan includes information about mode share.

Ms. Alba said having good baseline data will influence what the targets will be, and it's important to have as high a target as possible because of space constraints at stations, and the positive aspect of people riding their bikes to stations should be taken into account.

Ms. Alba asked about the timeline for the deliverables on the micromobility piece.

Mr. Provence said they are hoping to have the micromobility piece done in a year.

Ms. Alba asked if they're working with cities.

Mr. Provence said there's a quarterly call regarding bike share, noting it will be important to expand that discussion.

Ms. Alba asked if it's possible to replace out-of-date bike racks with better short-term bike racks and provide more racks overall when e-lockers are going in at a station.

Mr. Provence said as they get more specifics he will be checking on what's existing, noting there's a variety of bike racks and in various conditions.

Ms. Alba asked it whether it might be possible to spend part of the \$3.5 million on an e-bike pilot that subsidizes and provides an incentive for an e-bike for six months for commuters to change their mode of access to stations.

Mr. Provence said he had not thought of that.

Ms. Alba asked about the removal of abandoned bikes.

Mr. Provence said there is staff that takes care of that.

Ms. Alba said there are good examples from Europe where they've successfully transitioned someone from driving to becoming an avid e-biker user. She asked if they don't get enough usage out of the e-lockers and bike rooms, whether some of the \$3.5 million could be used to subsidize the cost of renting a bike for a week to increase occupancy in the facilities.

Mr. Provence appreciated the ideas. He noted that there is so much low-hanging fruit that they need to prioritize making more bike parking spots available to customers at low to no cost.

Chair Olson noted Mr. Mace's desire for consistency in pricing.

Mr. Provence said he fully agrees.

Chair Olson said the mode share for bikes should be aspirational and should be high. He noted that when Caltrain is meeting with all the cities regarding the Business Plan, they should take that opportunity to get more city buy in on the mode share so bike infrastructure improvements to/from the stations can be improved.

Chair Olson asked if the e-locker vendor data regarding occupancy is shared with Caltrain.

Mr. Provence said they can obtain that information.

Chair Olson said that's valuable data that can tell them if more e-lockers are needed due to high use.

Ms. Rodia asked what the specific policy is in regards to the removal of abandoned bikes.

Mr. Provence said TASI removes them.

Ms. Rodia asked about frequency

Mr. Provence said sometimes it's requests. He also noted that sometimes there are notices just in case it is someone's bike.

Ms. Munowitch asked about the consultant deliverables for the station plan and asked if the scope would include community engagement.

Mr. Provence said they will work with the bike coalitions and social media, and some station outreach events; he said it would be good to flush that aspect out more.

Ms. Munowitch said she recognizes that's a lot of outreach, but if this is to identify infrastructure plans at the stations, then a key component will be hearing from folks that use and access the stations.

Mr. Provence said they want to get the details right and hear from the users.

Ms. Malmo-Laycock thanked Dan for his work on this.

### **SUBCOMMITTEE ON EMU CONFIGURATION**

Chair Olson said the Subcommittee met again prior to the Board meeting and reiterated their concerns. He confirmed that everyone was aware of the decision and that it was also touched upon with the written correspondence. He said the Subcommittee's work has concluded.

### **CHAIRPERSON'S REPORT**

- 2019 Work Plan

Ms. Rodia suggested they go over the staff and committee suggestions as they're getting closer to the end of the year.

Ms. Low said Dan had previously talked about the Grade Separation Tool Kit.

Mr. Provence said he's working to get bike improvements incorporated into the tool kit. He also noted that they're getting closer to being able to use the RCUP tool.

Ms. Low said the bike theft app was presented today.

Ms. Alba asked about the onboard bike decals.

Ms. Low said they could give a verbal update on them in the future.

Chair Olson asked about Measure B.

Ms. Low said VTA provided Caltrain with written bike- specific information which she shared with the Committee.

Ms. Rodia asked about bike share outreach.

Vice Chair Bargar explained the intent behind that item, and said that Mr. Provence actually covers most of that now; and that most of the items have been talked about except for EMU queuing.

Ms. Rodia asked if that meant all items except EMU queuing could be removed.

Ms. Low said yes, except the queuing would be closer to electric train service. She noted the Business Plan is an item that is continuing into next year.

#### **STAFF REPORT**

- a. Bike Bump Report YTD
- b. Bikes Board First
- c. Santa Clara E-Lockers Update
- d. Bike Share Policy Update
- e. Comment Card Update

Mr. Brazil noted Diridon Station planning related to bikes.

Ms. Low recommended the website [www.diridonsj.org/disc](http://www.diridonsj.org/disc).

Ms. Munowitch asked to see the bike bump report in chart format to better understand if there were trends. She noted she understood the data is subjective.

Ms. Low said she could look into that for the annual report.

Ms. Alba asked for something that showed a month to month comparison over the past year.

Ms. Low said they could consider including that in the annual report. She also noted that a pattern might begin to emerge, but then it changes because people self-regulate and being to take a different train.

### **WRITTEN CORRESPONDENCE**

Chair Olson noted the length of the correspondence packet, and that while he was disappointed it was good to see efforts being made on bike security.

Ms. Rodia asked if the summary index for the correspondence packet could be sent in advance.

Ms. Low said yes.

Vice Chair Bargar and committee members thanked Ms. Low for her correspondence work.

### **COMMITTEE REQUESTS**

Ms. Rodia noted she almost got bumped from the train as a walk-on rider, and that trains are at over capacity for all riders. She asked if there was anything the Committee could do.

Ms. Low said Caltrain does not have a dedicated source of funding. She noted they are continuously working to pursue funding and apply for grants.

Ms. Alba asked if staff could map the existing bike racks and also remove abandoned bikes at the 10 stations where short-term improvements are being made.

Vice Chair Bargar suggested that more outreach occur when bike parking is installed so more people know about it. He noted that the e-lockers at 22<sup>nd</sup> Street are a bit out of the way so may not be noticeable.

Mr. Provence said he was working to improve on that.

Vice Chair Bargar suggested cards in the bike car that outline the work that's happening and what's being planned.

Mr. Provence said he'd be happy to hear the ideas people have.

Ms. Alba said if there were cards that said something about adding e-bike capacity and offering information on what to do if people want to try it out.

Chair Olson requested that the website show a map of where the bike parking amenities are. He also asked if there will be a survey done periodically to understand how many bike parking spots are used at a given station.

Mr. Provence said they want to track their progress and see what's working and he's appreciative of all these ideas.

Ms. Alba said the committee is excited about the opportunity to give feedback, and that they appreciate the progress being made month to month. She noted they are looking forward to seeing how the \$3.5 million could best be put to use.

Chair Olson said these are reasons to continue to be enthusiastic about bikes and Caltrain.

**DATE, TIME AND LOCATION OF NEXT MEETING**

Next BAC meeting on September 19, 2019 at the Central Auditorium in San Carlos.

Meeting adjourned at 7:39 p.m.