

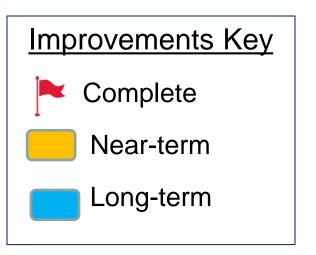
Bike Security Task Force Update

JPB Citizens Advisory Committee
September 19, 2018
Agenda Item 9



Presentation Outline

- Interdepartmental Effort
- Data Gathering & Improvements





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