



# 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





A promotional graphic for the 529 Garage bike recovery service. It features a dark background with a close-up of bicycle wheels. The text "Register. Report. Recover!" is prominently displayed in yellow and green. Below it, a white text box says "Keep your bikes safe in the 529 Garage, the largest community-powered bike recovery service." At the bottom, a yellow button reads "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

# Questions