

**Peninsula Corridor Joint Powers Board
Bicycle and Active Transportation Advisory Committee (BATAC)**

1250 San Carlos Avenue, San Carlos, CA 94070

Minutes of July 17, 2025

Members Present: M. Chin, J. Gardner, L. Gomez, J. Henke, C. Luong, N. Rodia, C. Bargar
(Chair)

Members Absent: J. Bolka

Staff Present: B. Lopez, L. Lumina-Hsu, J. Navarette, L. Peabody, D. Provence

1. Call to Order

Committee Chair Bargar called the meeting to order at 5:45 pm.

2. Roll Call

Loana Lumina-Hsu, BATAC Secretary, called the roll and confirmed a quorum was present.

3. Pledge of Allegiance / Safety Briefing

Chair Bargar led the Pledge of Allegiance and delivered the safety briefing.

4. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances – There were none.

5. Public Comment on Items not on the Agenda – There were none.

6. Approval of Meeting Minutes for June 9, 2025

Motion/Second: Bargar/Rodia

Ayes: Gardner, Gomez, Henke, Luong, Rodia, Chin, Bargar

Noes: None

7. Discord, Social Media Update (Lisa Peabody, Director, Customer Experience)

Lisa Peabody, Director, Customer Experience, provided the presentation that included the following:

- Caltrain began using Discord June 2025
- Social media engagement opportunities: BlueSky, Instagram, Facebook, Reddit
- Discord metrics: over 120 members joined #caltrain-bikes channel ; over 520 messages
- Key themes: bike tag usage; etiquette

The Committee members had a robust discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Caltrain Wi-Fi during peak hours; public ability to file reports; unable to connect; connected but no service; locations of non-working Wi-Fi (Menlo Park; Lawrence to San Carlos)
- Staff acknowledgement and logging of Discord messages identifying website errors
- Caltrain's moderating frequency, bots and community moderators, goal every couple days
- Broaden audience outreach; social media campaign to bring awareness; information aboard trains; channel on bike tags
- Twitter/X usage; Caltrain moderation; Code of Conduct posted and enforcement
- Use social media for service alerts; public crowd sourcing information; marketing service alert subscription

Public Comment

Chris Florkowski commented on Discord message monitoring.

8. Bike Page, Website discussion (Baltazar Lopez, Government Affairs Officer)

Baltazar Lopez, Government Affairs Officer, provided the presentation that included the following:

- Reviewed *Bike Page Best Practices* discussion points for inclusion on website
- Upcoming Silicon Valley Bike Coalition feedback

The Committee members had a robust discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Information missing or outdated on public website
 - Train Types and Bikes reference to diesel trains; bike cars location
 - How to pay for bike lockers
 - Frequently Asked Questions
- Proposed list covers bicycle security or safety; split list into two sections: (1) on train, (2) on platform
- Suggestions to Add
 - Sitting in view of your bike, if possible
 - Get bike insurance – check if covered by existing insurance policies
 - Securely wrap bike with bungee cord
 - Information on what to do if bike is stolen, besides reporting to law enforcement
 - Link *Bike Valet Parking* options
 - Embed map of bike lockers
 - Picture or diagram of train stations and where to wait
 - Properly labeled bike tag
 - Bike storage and bike lockers
 - Overnight bike storage at platforms: Use two locks
 - Bike rooms and eLockers

- Use special key for locking screws for wheels and seat posts
- Suggestion to Remove
 - Bike alarm (not on train; on platform)
 - Locking your wheel to the frame
- Additional feedback
 - Registering your bike; discussion on difficulties registering bike
 - Check with your local police/sheriff department; cities and counties may offer bike registration programs
 - Rank practices in order with most easy task to complete at top
 - Ask for feedback on Discord channel and other social media
 - Explain destination tag; how to get one; how to complete
 - Encourage usage of Velcro strap for front brakes
 - Different webpage for basic bike usage best practices with instructional video, diagrams, stacking forward-backward; instructional stickers in bike cars
 - Naming of bike storage units, active mobility storage
 - Clarify bulky bike attachment, such as child seat
 - Make online theft report link easy to find
- Bike car decals and graphics at platforms and on train cars

9. Unstaffed Bike Rooms (Dan Provence, Principal Planner)

Dan Provence, Principal Planner, provided the presentation that included the following:

- Upcoming unstaffed bike rooms features: access kiosk with account verification; variety of bike racks; air pump and repair stations
- Redwood City Bike Room: site preparation and improvements; openings; bike and scooter spaces; pump
- Menlo Park Bike Room: seal openings; bike and scooter spaces; pump
- Sunnyvale Station: conceptual stage; use existing structure; staff in talks with City of Sunnyvale
- Hillsdale Station: conceptual stage

The Committee members had a robust discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Sunnyvale: auto-opener door for accessibility
- Bike pump valves versatility
- Security cameras on-site
- Using existing shade structures for bike rooms and having shade structures for riders
- Outreach to local cities of upcoming bike rooms; movement of persons around or to off property
- Connecting to BikeHub and/or BikeLink, mobile apps

10. Report of the Chair - Chair Bargar stated there was no report.

11. Staff Report

11.a. Bait Bike Program Update

Mr. Lopez provided the presentation that included the following:

- Transit police started the bait bike program
- Ridership statistics

11.b. ELockers

Mr. Provence provided the presentation that included the following:

- Reached 500th eLocker space on the corridor
- Bike lockers installed at San Mateo, Sunnyvale, Mountain View, San Bruno
- Installation in partnership with cities and local transit agencies
- Promotion of eLockers; press release; media interviews; social media campaign
- Hayward Park and Palo Alto next on list to receive eLockers

12. Written Correspondence – Available online. Correspondence received within 72 hours prior to meeting will be shared at the next regular meeting.

13. Committee Member Comments

Member Rodia requested agendaizing review bicycle related rules and guidelines, and conductor training on rule enforcement.

14. Date / Time / Location of Next Regular Meeting: Thursday, September 18, 2025 at 5:45 pm, via Zoom and in person at the San Mateo County Transit District, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA 94070.

15. Adjournment - The meeting adjourned at 7:20 pm.