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AGENDA

Peninsula Corridor Joint Powers Board

Bicycle and Active Transportation Advisory Committee
(BATAC) Meeting

November 19, 2026, 5:45 pm

Public Hearing Room, 5th Floor
166 North Rollins Road, Millbrae, CA 94030

Members of the public may attend in person at the noticed location(s) or participate remotely via Zoom at **https://us02web.zoom.us/j/82381346829?pwd=qkSx7kx2HGvdeu3cJvm2441bae2bmL.1** or by entering Webinar ID: **823 8134 6829**, passcode: **838933**, in the Zoom app for audio/visual capability or by calling 1-669-900-6833 (enter webinar ID and press **#** when prompted for participant ID) for audio only. The video live stream will be available after the meeting at https://www.caltrain.com/video-board-directors.

Public Comments: Written public comments may be emailed to publiccomment@caltrain.com or mailed to 166 North Rollins Road, Millbrae, CA 94030, and will be compiled and posted along with any BATAC correspondence. Any written public comments received within two hours prior to the start of the meeting will be included in the following BATAC correspondence reading file, posted online at: https://www.caltrain.com/about-caltrain/meetings.

Oral public comments will also be accepted during the meeting in person and through Zoom* or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Participants using Zoom over the Internet should use the Raise Hand feature to request to speak. For participants calling in, dial *67 if you do not want your telephone number to appear on the live broadcast. Callers may dial *9 to use the Raise Hand feature for public comment. Each commenter will be recognized to speak, and callers should dial *6 to unmute themselves when recognized to speak.

Note: All items appearing on the agenda are subject to action by the Committee.

BATAC Members

County	Public Agency	Bike Organization	General Public
San Francisco	Henry Ly	Cliff Bargar	John Bolka *(Chair)*
San Mateo	*Vacant*	Geoff Smith	Lourdes Gomez
Santa Clara	Christine Luong	Jim Gardner *(Vice Chair)*	Justin Ward

Each public comment is limited to three minutes. The BATAC Chair has the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

November 19, 2026 - Thursday 5:45 pm

1. Call to Order
2. Roll Call
3. Pledge of Allegiance / Safety Briefing
4. Public Comment for Items Not on the Agenda
   Comments by each individual speaker shall be limited to three (3) minutes. Items raised that require a response will be deferred for staff to reply.
5. Consent Calendar
   - 5.a. Approval of Meeting Minutes for September 17, 2026 — Motion
   - 5.b. Approval of the 2027 BATAC Meeting Calendar — Motion
6. 2026 Customer Satisfaction Survey (Julian Jest, Manager, Market Research) — Informational
7. 2027 BATAC Workplan (Baltazar Lopez, Government Affairs Officer) — Informational
9. Menlo Park and Redwood City Bike Rooms (Dan Provence, Principal Planner) — Informational
10. Report of the Chair (John Bolka) — Informational
    - 10.a. Recruitment for BATAC — Informational
11. Staff Report (Baltazar Lopez and Dan Provence) — Informational
    - 11.a. Bike Safety Signs/Bikes Board Here Decals
    - 11.b. Bike Bump Report
    - 11.c. Bike Survey Update
    - 11.d. Election Recap

12. Correspondence

13. Committee Member Comments
    Committee members may make brief statements regarding correspondence, BATAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the BATAC.

15. Date / Time / Location of Next Regular Meeting: Thursday, January 21, 2027, 5:45pm
    The meeting will be accessible via Zoom and in person at the San Mateo County Transit District Headquarters, Public Hearing Room, 5th Floor, 166 North Rollins Road, Millbrae, CA 94030.

16. Adjournment

Information for the Public

All items appearing on the agenda are subject to action by the BATAC. If you have questions on the agenda, please contact staff at 650.508.6495 or batac@caltrain.com. Agendas are available on the Caltrain website at https://www.caltrain.com. Communications to the BATAC can be emailed to batac@caltrain.com.

Free translation is available; Para traducción llama al 1.800.660.4287; 如需翻译 请电*1.800.660.4287*

Date and Time of Board and Committee Meetings

JPB Board: First Thursday of the month, 9:00 am; JPB Finance Committee: Two Mondays before the Board Meeting, 2:30 pm; JPB Technology, Operations, Planning, and Safety (TOPS) Committee: Two Wednesdays before the Board meeting, 1:30 pm. JPB Advocacy and Major Projects (AMP) Committee: Two Wednesdays before the Board meeting, 3:30 pm. JPB Citizens Advisory Committee (CAC): Third Wednesday of the month, 5:40 pm. The date, time, and location of meetings may be changed as necessary. Meeting schedules for the Board and Committees are available on the website.

Location of Meeting

Members of the Public may attend this meeting in person or remotely via Zoom as per the information provided at the top of the agenda. Should Zoom not be operational, please check online at https://www.caltrain.com/about-caltrain/meetings for any updates or further instruction.

Public Comment*

Members of the public are encouraged to participate remotely or in person. Public comments may be submitted by comment card in person and given to the BATAC Secretary. Written public comments may be emailed to publiccomment@caltrain.com or mailed to 166 North Rollins Road, Millbrae, CA 94030, and will be compiled and posted along with any BATAC correspondence. Any written public comments received within two hours prior to the start of the meeting will be included in the following BATAC correspondence reading file, posted online at: https://www.caltrain.com/about-caltrain/meetings.

Oral public comments will also be accepted during the meeting in person or through Zoom or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Each public comment is limited to three minutes. Online commenters will be automatically notified when they are unmuted to speak. The BATAC Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

Accessible Public Meetings/Translation

Upon request, the JPB will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least 72 hours in advance of the meeting or hearing. Please direct requests for disability-related modification and/or interpreter services to the Title VI Administrator at San Mateo County Transit District, 166 North Rollins Road, Millbrae, CA 94030; or email titlevi@samtrans.com; or request by phone at 650.622.7864 or TTY 650.508.6448.

Availability of Public Records

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that is distributed to a majority of the legislative body, will be available for public inspection at 166 North Rollins Road, Millbrae, CA 94030, at the same time that the public records are distributed or made available to the legislative body.

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

166 North Rollins Road, Millbrae, California 94030

DRAFT Minutes of September 17, 2026

Members Present:	Cliff Bargar, Lourdes Gomez, Christine Luong, Henry Ly, Geoff Smith, Justin Ward, Jim Gardner (Vice Chair), John Bolka (Chair)
Staff Present:	A. De Lancie, T. Huckaby, L. Ko, B. Lopez, L. Peabody, D. Provence, B. Tietjen

1. **Call to Order**
   Committee Chair Bolka called the meeting to order at 5:45 pm.

2. **Roll Call**
   BATAC Secretary Lauryn Ko called the roll and confirmed a quorum was present.

3. **Pledge of Allegiance / Safety Briefing**
   Chair Bolka led the Pledge of Allegiance and delivered the safety briefing.

4. **Public Comment on Items not on the Agenda**
   There were none.

5. **Consent Calendar**
   - **5.a. Approval of Meeting Minutes for May 21, 2026**
   - **5.b. Reapprove Remote Meetings for the Bicycle and Active Transportation Advisory Committee Under Senate Bill 707**

   Motion for Item 5.a./Second: Bolka/Ward
   Ayes: Bargar, Gomez, Luong, Ly, Smith, Ward, Gardner (Vice Chair), Bolka (Chair)
   Noes: None

   Motion for Item 5.b./Second: Gardner/Bargar
   Ayes: Bargar, Gomez, Luong, Ly, Smith, Ward, Gardner (Vice Chair), Bolka (Chair)
   Noes: None

   Public Comment
   Roland commented on the meeting transcript.

6. Marketing Partnerships Updates

Taylor Huckaby, Deputy Chief of Communications, provided the presentation that included the following:

- Sports and music events ridership increase; themed trains
- "Go Faster. Go Caltrain." campaign promotion through sports events, GoPass and business promotions, and company partnerships
- 79 percent of overall pre-pandemic ridership
- Special events and sports games breakdown
- Grand Award recipient in American Public Transportation Association's (APTA) 2026 AdWheel Awards

Staff provided further clarification in response to the Committee comments and questions, which included sports team partnerships, business to business (B-B) outreach and benefits, new rider ridership from special events, and Stanford Station status.

7. Caltrain Fiscal Outlook

Annie De Lancie, Government Affairs Officer, provided the presentation that included the following:

- Service coverage, accolades, and regional benefits
- Safety enhancements and partnerships
- Amenities brought by electrification services; growing youth ridership and ridership diversity
- Welcome City Partnerships through GoPass Program and marketing partnerships
- Pre-pandemic, pandemic, and post-pandemic ridership trends; 33 percent operating revenue coverage from farebox recovery
- Cost containment strategies and non-fare revenue strategies to sustain service, with $75 million annual operating deficit starting in Fiscal Year 2028 (FY28); potential service cuts and revenue implications

Ms. De Lancie and Brent Tietjen, Program Manager, External Affairs, provided further clarification in response to the Committee comments and questions, which included the following:

- Service cut scenarios and associated labor costs
- Wi-Fi service between Redwood City and Palo Alto
- Fare increases, additional taxes, and regional transit measures to gather funds
- Parking prices and demand within areas; leasing lots to generate revenue
- Structural budget deficits of other regional transit agencies; interagency cost cutting

Public Comment

Roland commented on on-track accidents, dynamic envelope striping, on-time performance, ridership trends, consultant contract minimization, automatic passenger counters (APCs), and private ownership of the Gilroy Right-of-Way.

Giuliano commented on ridership, bike car availability, and first-and-last mile transportation.

8. Bike Bump Update

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

- New form to provide detailed responses and encapsulate complaints, compliments, ideas, requests, and feedback
- Feedback submission pathway to resolve issues and collect data
- Train type limitations on bike cars

Ms. Peabody and Dan Provence, Principal Planner, provided further clarification in response to the Committee comments and questions, which included uniform resource locator (URL) and quick response (QR) code optimization, report format, and bike car capacity.

Public Comment

Roland commented on search engine usage, real-time bike car data collection, and bike availability at stations.

Betsy Megas commented on the old feedback process, weekend service, and feedback redirection to other transit agencies.

9. E-Lockers Update

Mr. Provence provided the presentation that included the following:

- 2025 Customer Satisfaction survey found 21 percent of riders use bikes or scooters in conjunction with their Caltrain trip
- G7 model installations and features; distributions in Zones 1-4 and 6
- Access mode distributions; total summer rentals; customer by station distribution, total rentals by station, and daily rentals
- Upcoming work in San Francisco; Santa Clara Valley Transportation Authority (VTA) coordination; bike room openings; bike locker and ramp placements

Staff provided further clarification in response to the Committee comments and questions, which included the one-day May spike for daily rental since first installation, charging docks for electric bikes (e-bikes), South County Connector bike occupancy, locker safety, bike room openings, locker misusage, updated amenities to increase usage, and relocation of San Francisco lockers.

Public Comment

Roland commented on automatic bike counters (ABC) and free bike storage.

Giuliano commented on bike link and station improvements, insufficient bike parking and accommodations, bike car capacity, and accommodations for larger cycles.

10. Report of the Chair

Chair Bolka stated there was no report.

11. Staff Report

11.a. Bikes on board pilot postponed
11.b. Bike Survey
11.c. Redwood City and Menlo Park Bike Rooms
11.d. Code of Conduct: Enforcement of bikes/scooters on platforms/stations
11.e. Bike Security Press Release
11.f. Remembering John Brazil

Baltazar Lopez, Government Affairs Officer, and Mr. Provence, provided the presentation that included draft rules and considerations, passenger habits survey, policy enforcement, bike storage theft arrest by Transit Police, and the passing of John Brazil, former BATAC Committee member.

The Committee remembered John Bolka's service on BATAC.

12. Committee Member Comments

Mr. Lopez stated that there will be workplan updates at November's meeting.

The Committee commented on the missing correspondence agenda item, bike theft, and bike lane closure in Mountain View.

13. Date / Time / Location of Next Regular Meeting: Thursday, November 19, 2026 at 5:45 pm via Zoom and in person at the San Mateo County Transit District Headquarters, Public Hearing Room, 5th Floor, 166 North Rollins Road, Millbrae, CA 94030.

14. Adjournment

The meeting adjourned at 7:35 pm.

DRAFT

Bicycle and Active Transportation Advisory Committee

2027 MEETING CALENDAR

Every Other Month Third Thursday 5:45 pm
January 21
March 18
May 20
July 15
September 16
November 18

The BATAC meets every other month at 5:45 p.m. Meetings will be conducted in a hybrid format (virtually via Zoom) and in-person at 166 N. Rollins, 5th Floor, Millbrae, CA (just one block from the Caltrain Station), unless otherwise stated at Bicycle and Active Transportation Advisory Committee Meeting Calendar (caltrain.com)

Individual members of the public may participate in-person if they comply with the District's current workplace safety policies, unless stated otherwise, unless scheduled or stated otherwise at https://www.caltrain.com/about-caltrain/meetings.

Dates may be subject to change.

DRAFT

2026 Customer Satisfaction Survey Key Findings



Bike and Active Transportation Committee
November 19, 2026
Agenda Item 6

Caltrain

Survey Purpose & Methodology

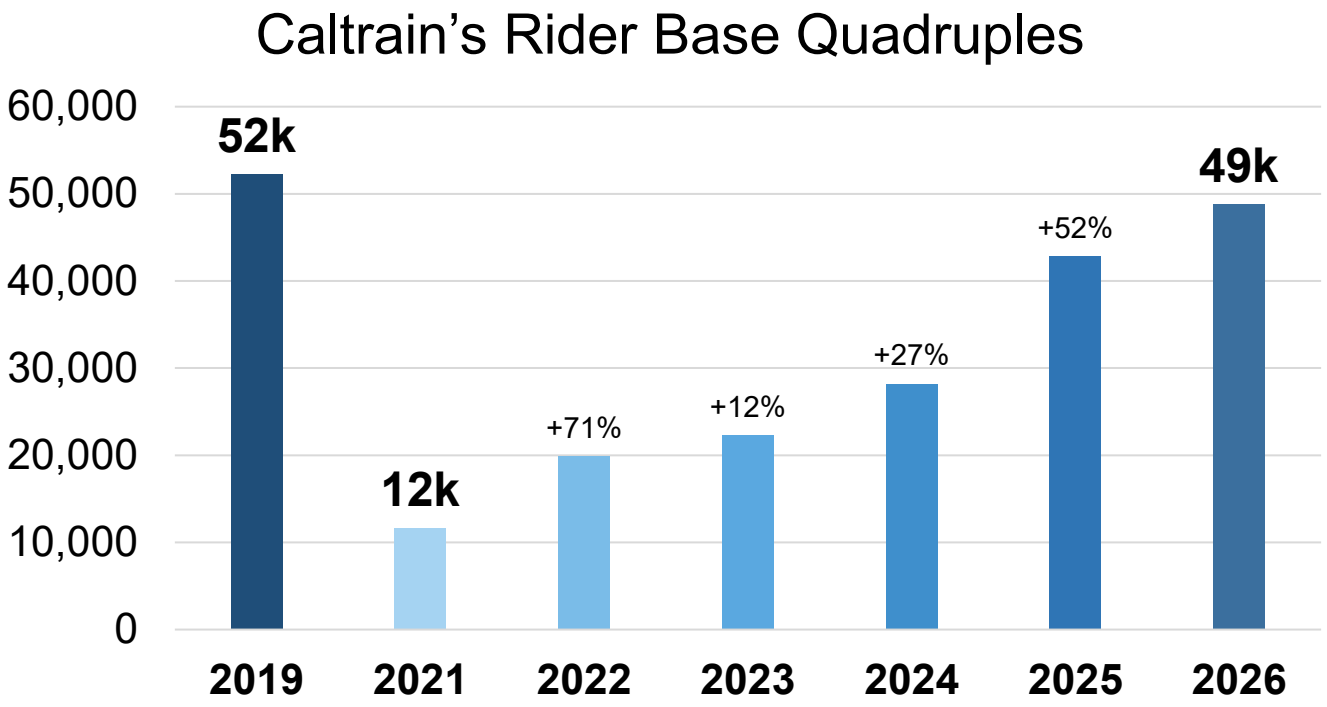
The 2026 Customer Satisfaction Survey is required under the contract with TASI. The survey measures customer satisfaction with the onboard experience, stations, and service overall.

Fieldwork Details	Sampling Design	Questionnaire
Dates: 5/5/26 – 5/20/26 **Sample size:** *N* = 2631 **Margin of Error:** 1.78%	Northbound + Southbound trains • Local (23) • Express (9) • Limited (6) • South County Connector (4) • Weekend local (16) Random selection of trains above	• Overall satisfaction • Onboard satisfaction • Station satisfaction • Specific questions on conductor, safety, information, service/schedule satisfaction

Executive Summary

- **Record-high customer satisfaction** sustained in 2026, holding steady at 4.40 out of 5.
- **Highest-ever rating** for helpfulness of **train conductors** (4.63 out of 5).
- **Cleanliness** and **on-time service** are key drivers to high customer satisfaction.
- **Cleaner restrooms**, more frequent and useful **audio announcements**, and timely **delay updates** were identified as areas for improvement.
- **Special events** introduce new riders to Caltrain — **one in five riders took their first Caltrain trip to attend an event.**

Large YOY Growth in Customer Base Since 2021



Key Findings

- Additional 37,000 unique monthly riders since 2021.
- Ride frequency stabilized to average of 2-3x/week.

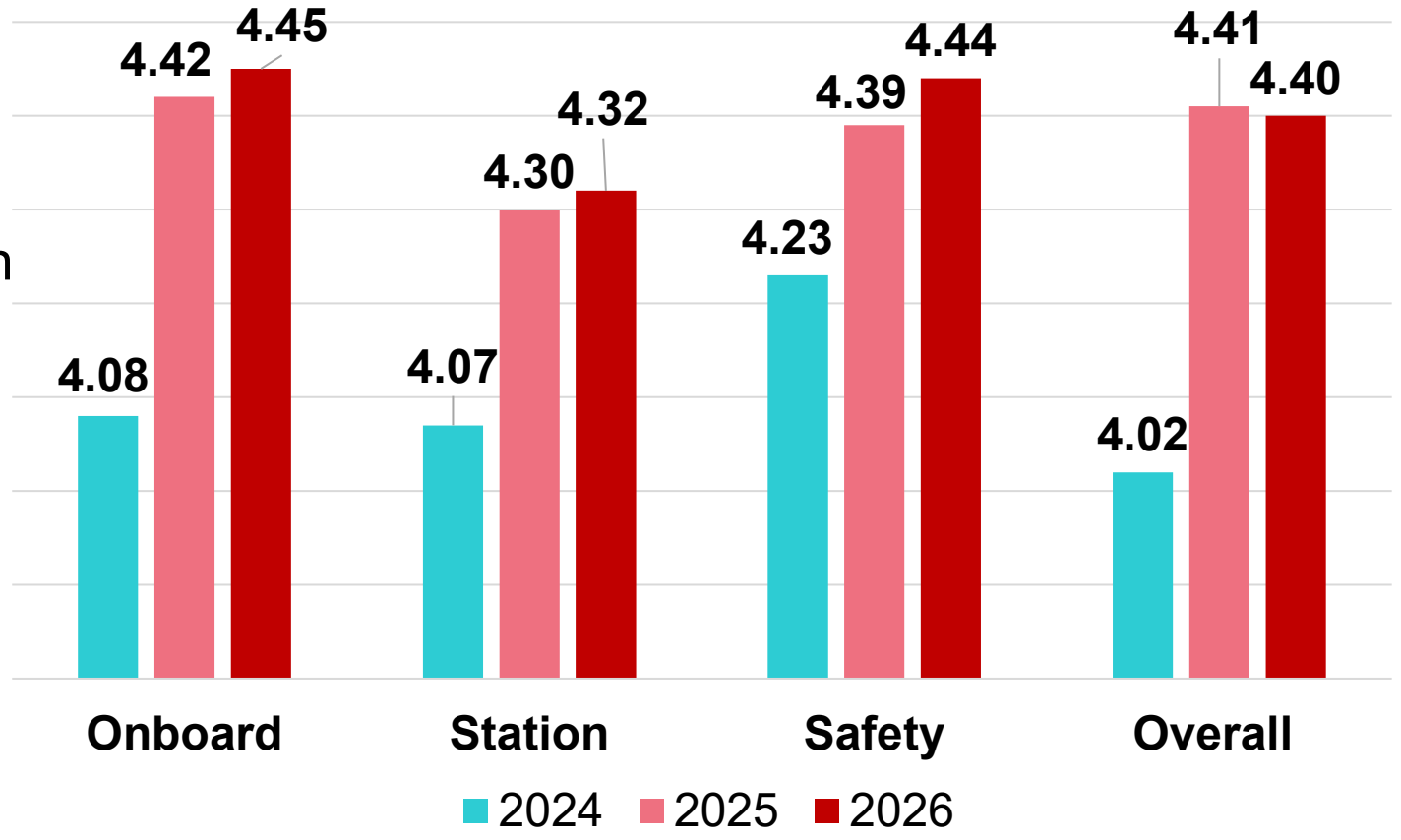
Key Insight: Caltrain now serves nearly as many unique monthly riders as in 2019 (pre-pandemic) even though fewer commuters travel 5x/week.

*Estimated unique riders = total monthly ridership / reported trip frequency

Post-Electrification Satisfaction: High

Key Findings

- Overall customer satisfaction increased from **4.02 to 4.40** since 2024.
- **92% of riders** are satisfied with Caltrain overall.
- Riders feel safe on Caltrain (4.44), a core Caltrain value.
- Consistent high ratings for onboard (4.45) and station experience (4.32) since May 2025.



Key Insight: Customer satisfaction has risen significantly since Caltrain electrification and has remained at record-high levels.

Bike and Scooter Riders: High Satisfaction, Lower Information Ratings

Overall	Onboard	Station
4.35	4.38	4.30

Lower Ratings for Bike and Scooter Riders

- Relevance and timeliness of info in text/email alerts (3.72)
- Information provided on digital displays (3.97)
- Posted information on info boards (4.05)
- Usefulness of automated onboard announcements (4.06)

Key Findings

- **High overall satisfaction**: 93% of bike and scooter riders are satisfied with Caltrain, comparable to other riders.
- **Information is an opportunity**: Bike and scooter riders gave lower ratings to rider information and communication channels than other riders.

Recommendation: Conduct follow-up research to determine what information is critical for bike and scooter riders.

Top of Mind for Bike and Scooter Riders

Based on open-ended survey comments

1) **Reliable Boarding**
   - Timely alerts when bike cars are full
   - Reduced bike car overcrowding

2) **Orderly Boarding and Exiting**
   - Minimize other riders in bike car
   - Clearer communication about bike car etiquette

3) **Adequate Space**
   - Accommodations for e-bikes, e-scooters, bikes with panniers, etc.



Recommendation: Improve bike car capacity communications, reinforce boarding etiquette, and address capacity issues, particularly for new bike/scooter riders.

What Creates an Excellent Customer Experience?

Overall Satisfaction
(4.40)

On-time Arrival at Destination
(4.40)
On-time performance builds rider trust in the system.

Cleanliness of Interiors
(4.35; down from 4.51 in 2025)
Cleanliness is a basic customer expectation. As our fleet travels more miles, regular cleaning and upkeep provide a welcoming experience.

Arrival Prediction Times on Platform Signs
(4.38)
Reliable arrival information helps riders plan their trips and builds confidence in the service.

Cleanliness at Stations
(4.19)
A clean station environment promotes a comfortable experience at the start and end of trip.

Recommendation: On-time arrival performance, cleanliness onboard and at stations, and train arrival info should be maintained and monitored to ensure continued high customer satisfaction.

Conductors: Our Strength



Key Findings

- Professional appearance of conductors rated **4.70***
- Visibility of conductors rated **4.38***
- Politeness and helpfulness of conductors rated **4.63** (up from 4.57)

Key Insight

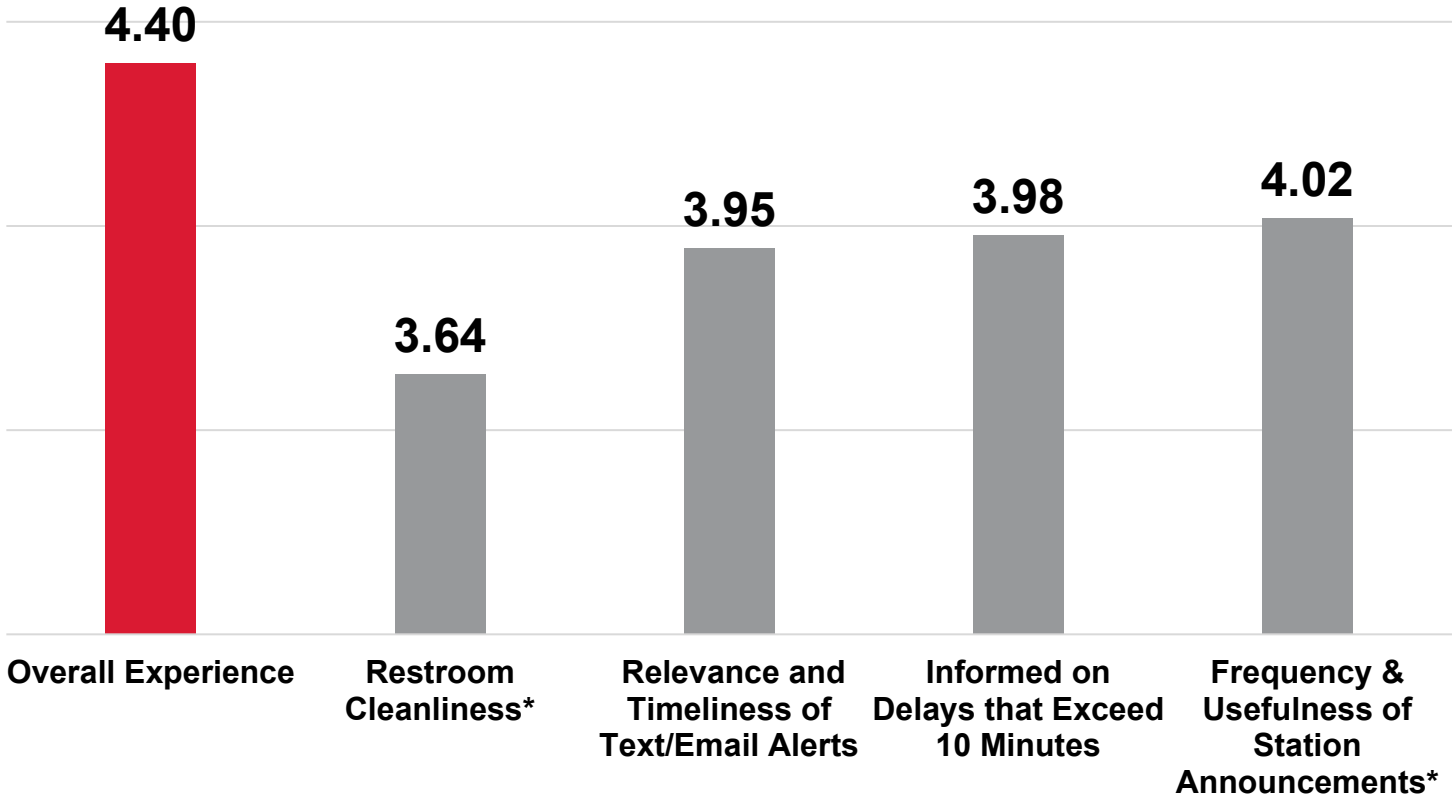
Highly-rated conductors create a welcoming onboard experience and reinforce riders' sense of safety and confidence.

*New in the 2026 survey

Opportunities to Improve

Key Findings

- Restroom cleanliness is the largest opportunity for improvement.
- Riders seek more timely, relevant, and useful service information, especially during delays.
- Frequent and long-term riders rate these areas lower, making them important opportunities for improvement.



*new or modified rating

Key Insight: Targeted improvements can lift the rider experience, especially for frequent and long-term riders.

Special Events Attract New Riders

What brought first-time riders to Caltrain?

- 60% commute (50% work; 10% school)
- 20% special event (sports, concert, festival/parade)
- 20% other purposes

Special events generate strong ridership

- 25% of riders use Caltrain for special events at least monthly
- Event riders report high overall satisfaction 4.40 / 5



Insight

- Leisure-rider marketing and co-branding with sports teams and special events continues to expand customer base beyond traditional work commuter travel.

Addressing Rider Feedback

Customer Priority Areas Identified in Survey	Projects/Service Supporting Customer Priorities
Station and onboard cleanliness	• New customer feedback platform launched August 2026 makes it easier to report cleanliness issues and supports faster, more targeted follow-up.
Onboard restroom cleanliness	• Increased onboard restroom servicing to improve cleanliness and rider comfort. • Alerts on train restroom status will be provided on dedicated Caltrain webpage.
On-time arrival at destination	• Continued monitoring of delay minutes by train; implement schedule adjustments as needed.
Train arrival prediction times (electronic platform signs)	• Improving the accuracy and timeliness of train arrival and delay information on platform signs.
Text and email service alerts	• Continue refining alerts and protocols for clearer, more timely service updates. • Strengthen ongoing QA to improve alert accuracy, consistency and relevance.
Bike & scooter information	• Interview bike and scooter riders to identify parking and communication barriers. • Promote awareness of bike-car capacity alerts.

Ridership Growth Opportunities

Growth Focus	Key Actions
Attract new riders through special events	• Continue post-event service for major events throughout Caltrain corridor. • Make fare payment easier and faster with mobile Clipper readers at major events. • Improve event wayfinding with portable station signage. • Continue theme train and special event activations to build awareness and engagement. • Expand co-branding partnerships with venues, teams and event organizers to reach new riders and promote Caltrain.
Grow commuter ridership	• Deliver marketing campaigns that highlight Caltrain's value to commuters with fare products like GoPass, and Caltrain Monthly Pass (once Next-Generation Clipper is stabilized).

Next Steps: Improving the Bike & Scooter Experience on Caltrain

- **Use findings from October 2026 Bike and Scooter Survey** to inform development of onboard bike and scooter rules, and potential rider education and outreach.
  - Rules will help address capacity and etiquette issues.
  - Consider follow-up interviews focused on bike parking and information.

- **Expand awareness of bike parking options** through targeted rider education and promotion.

- **Continue adding secure bike parking** where demand and feasibility support investment.



Quotes From Riders

I love taking Caltrain. It is one of the best trains that I have been on, and I'm from New York. Thank you for all that you do.

This is the best public transportation that I have had in my life. Everything is extraordinary, including the staff, announcements, cleanliness, and timing. Thank you for everything.

The Caltrain experience is always pleasant. It helps with my commute and has a positive impact on the environment.

I take the train to work every day and to go to dinners, etc. I love having the option of not driving and the frequent trains!

Caltrain has greatly improved my commute over the last three years. The conductors are friendly, and the service is reliable. I couldn't work where I do without Caltrain.



Quotes From Riders Continued

I love Caltrain! Post-electrification service is much better and has improved my life.

I really appreciate Caltrain's onboard conductors. I regularly ride the trains home very late at night and feel safe thanks to the great conductors.

This is my first ride—very impressed with the comfort, cleanliness, and convenience compared to where I'm from.

I rely on Caltrain for the once or twice a year that I attend conferences at the Santa Clara Convention Center. Even on nights when there are 49ers games at the stadium, the rides have been organized and well run. I know that does not happen magically on its own and is a testament to Caltrain operations.

This is one of the best rail systems in the entire U.S. I've been committed to riding since electrification. You all are amazing. Keep up the good work.



FOR MORE INFORMATION

WWW.CALTRAIN.COM

Peninsula Joint Corridors Power Board
Bicycle and Active Transportation Advisory Committee (BATAC)
Staff Report

To: JPB Bicycle and Active Transportation Advisory Committee (BATAC)

From: Baltazar Lopez, Government Affairs Officer

Subject: **2027 JPB BATAC Workplan**

Purpose

The purpose of the Committee is to facilitate dialogue between Caltrain and its current and future customers who use active transportation as their primary mode of access to the Caltrain rail line. Active transportation includes walking, biking, and using scooters, skateboards, and other closely related modes of personal and shared (including electric) micromobility. This Committee will provide a formal venue for the interests and perspectives of these customers to be fully integrated into Caltrain's decision-making processes, particularly concerning:

- New ideas related to the needs of customers who use active transportation to access Caltrain
- Proposed investments and pilot programs
- Operating procedures
- Caltrain communications

The Committee shall be advisory in nature, and actions taken shall be brought to the Peninsula Corridor Joint Powers Board by Caltrain staff, when appropriate. Although the Committee is not and was not created by a legislative body, it has been created as a venue that is open to the public and shall follow the Ralph M. Brown Act to ensure transparency and consistency with the Joint Powers Board and other Caltrain committees.

Function

The function of the Committee is to promote and advance overall communication between Caltrain and customers who use active transportation to access Caltrain, and to explore the realm of needs these riders have with respect to utilizing current and future Caltrain services while taking into account the needs of all Caltrain customers.

- Helps to educate the community-at-large, as well as other customers who use active

transportation, and serves as a communication conduit to ensure broad feedback on Caltrain initiatives related to active transportation.
- Provides a connection to regional and local active transportation-related planning processes between active transportation stakeholders, the public, and public agencies.

List of Agenda Topics/Presentations for 2025:

January 21

- Introduce Committee members
- Election of Chair and Vice Chair
- Bike Security Update

March 18

- Authorize Remote Attendance

May 20

- Diridon Station Project Update

July 15

- TBD

Sept. 16

- Reauthorize Remote Attendance

November 18

- Adopt 2028 Calendar

Staff Suggestions

- Grade Separation Projects Update
- BEMU
- Railyards

Committee Suggestions

- TBD

Caltrain Bike Stations

Bicycle & Active Transportation Advisory Committee

November 19, 2026



What is a bike station?



- Secure, covered bike parking facility
- Shared access
- Unstaffed
- Membership required

Bike Stations vs Bike e-Lockers

Bike Stations

- Shared access
- Access by linked Clipper card
- Use own lock
- Weekly, monthly, annual plans
  - 7 days - $5
  - 30 days - $12
  - Annual - $60

E-Lockers

- Individual access
- Access by app, prepaid card, linked Clipper card
- Pay by the hour
  - 5 cents/hour standard
  - 8 cents/hour XL spaces

Funding, Implementation & Operations

- State Transit and Intercity Rail Capital Program (TIRCP) funding
- JPB/TASI:
  - Electrical, bike racks, facility improvements, etc.
  - Maintenance of the exterior of the facilities
- Agreement with BikeHub (operator of SF valet & Palo Alto Bike Station)
  - Design input
  - Access kiosk, signs, and monitoring cameras
  - Customer registration and service
  - Interior maintenance

Site Selection for Bike Stations

- Redwood City
  - Top 5 e-locker station
  - Top 5 bike boarding station
  - Existing structure
- Menlo Park
  - Historically top 10 bike boarding station
  - History of a Bike Station

Other Top Bike Stations Considered for Bike Stations

- San Francisco – existing valet; working to improve locker area
- Palo Alto – existing facility
- Mountain View – existing facility
- San Jose Diridon – will coordinate with future efforts
- Sunnyvale – exploring design options
- 22nd Street – coordinating bike parking with other station construction

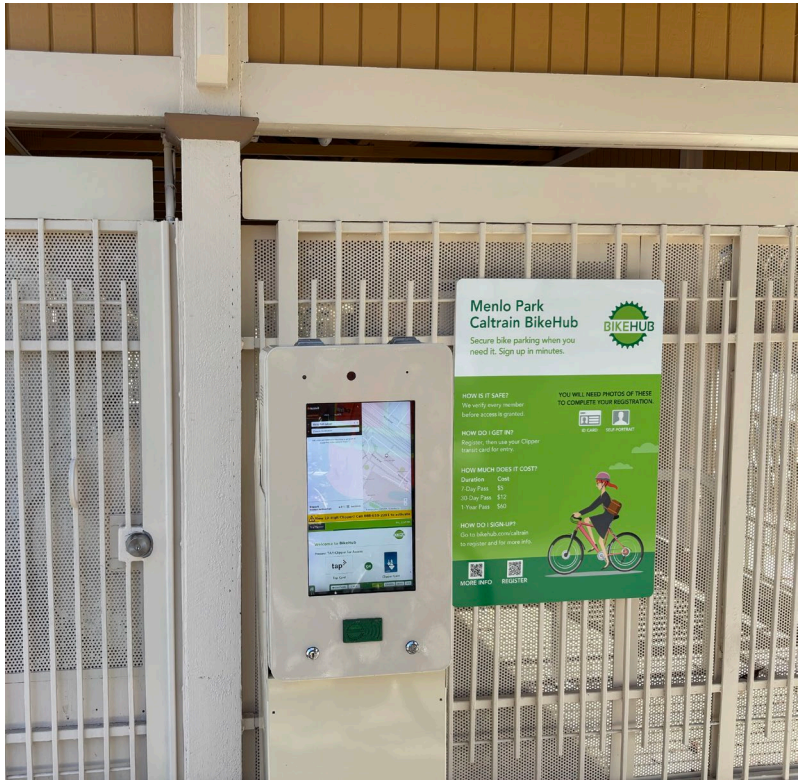
Redwood City Exterior





Menlo Park Exterior





Interior Features



Double Decker Racks



Hanging Racks

Interior Features



Scooter Racks

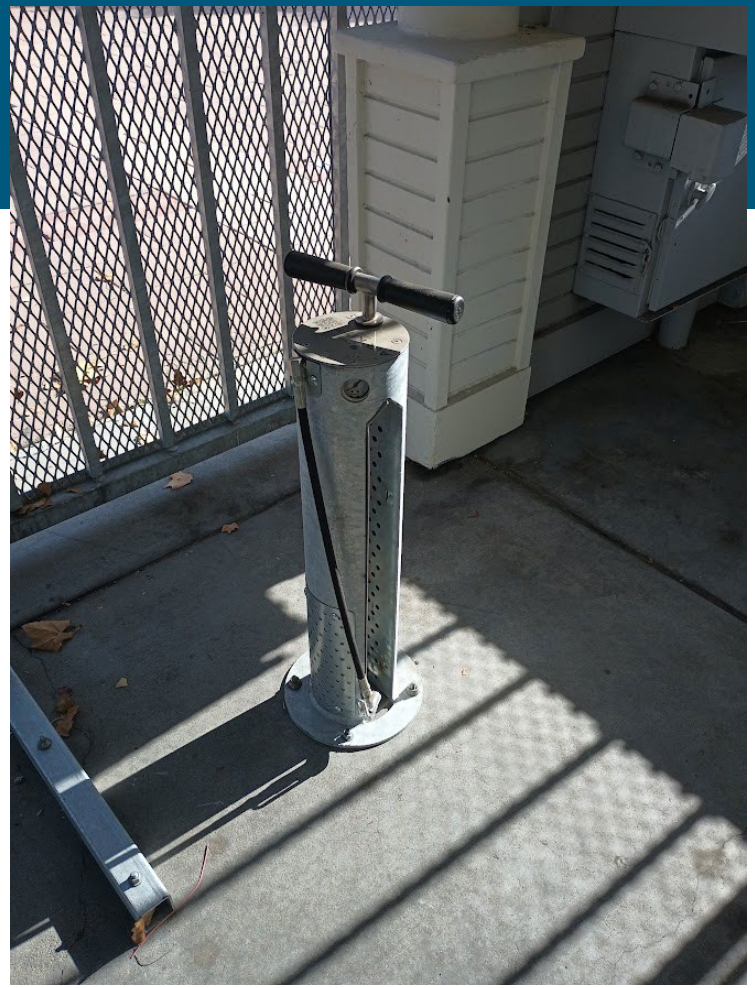


Large Bike Parking

Interior Features

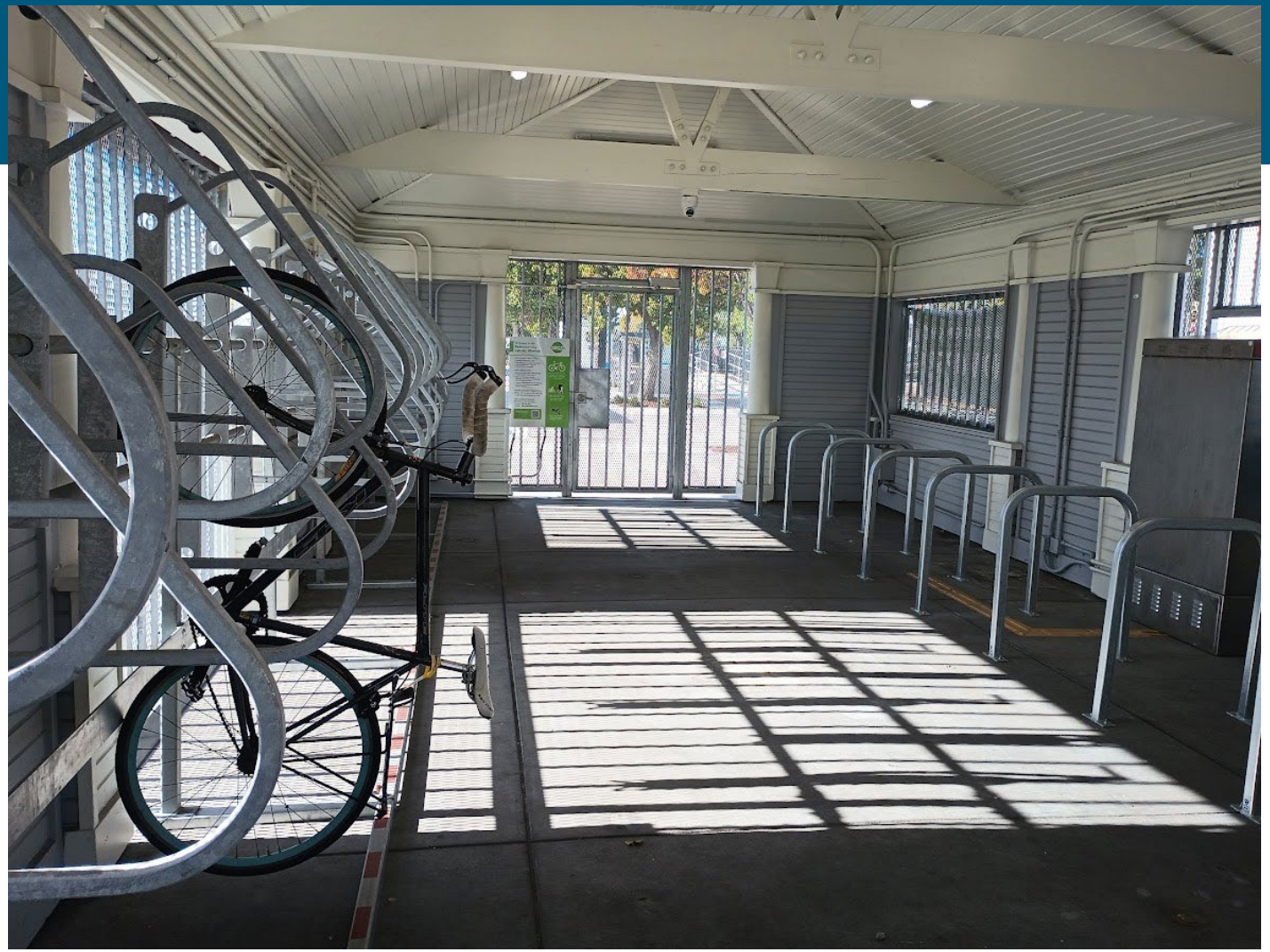


Improved Lighting & Cameras



Bike Pump

Redwood City Interior



Menlo Park Interior



Questions



Palo Alto Bike Station

JPB Bicycle and Active Transportation Advisory Committee (BATAC)
Meeting of November 19, 2026

Correspondence as of November 12, 2026

#	Subject
1.	New Bay Ferries bikes policy restricts e-motos & certain larger bikes
2.	Disappeared “Bikes Board First Here“ platform signage?
3.	Thermal runaway lithium ion battery fires inside a train car
4.	Bike Storage Media Interview Request

Outlook

New Bay Ferries bikes policy restricts e-motos & certain larger bikes

From Adrian Brandt <adrian.brandt@gmail.com>
Date Thu 11/12/2026 9:06 AM
To Brent Tietjen <TietjenB@caltrain.com>
Cc Jason Dayvault <dayvaultj@caltrain.com>; Theodore Burgwyn <burgwynt@samtrans.com>; Dan Provence <provenced@caltrain.com>; Caltrain, Bac (@caltrain.com) <batac@caltrain.com>; Baltazar Lopez <LopezB@caltrain.com>

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Dear Caltrain Staff and BATAC,

In light of ongoing challenges with riders bringing oversized and/or overweight and/or non-street-legal vehicles onto our increasingly crowded and over-subscribed bike cars, I wanted to bring the new & recently in-effect SF Bay Ferries "bike" carriage policy restrictions to your attention.

https://www.sfbayferry.com/bikes-scooters/

Unlike our trains, which have twice as many bike car doors as conductors, ferry crews typically can and do carefully monitor every boarding rider, making such policy enforcement easier.

So, of course, what works for the ferries may not work as well for Caltrain, but it's worth noting what policies they have developed and are trying to limit certain over-large "bikes" and e-motos (at least during peak periods, for now).

Cheers!
Adrian

BIKE & SCOOTER RULES

EFFECTIVE NOVEMBER 2, 2026

All vessels have limited bike and scooter stowage capacity. Stowage is first-come, first-served.

ALLOWED ONBOARD

Traditional and folding bikes



Class 1, 2 & 3 electric bikes
Pedal assist or throttle. 750W or less.



Scooters
Floorboard. Possible seat.



Cargo and recumbent bikes
7 ft. or less in overall length



Skateboards



Assistive devices that can be driven onboard

Assistive devices, such as wheelchairs and mobility scooters, used by passengers with disabilities.

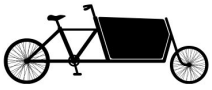
Learn more: sfbf.mobi/accessibility

NOT ALLOWED MON.-THURS. 7:00 AM-9:00 AM | 4:30 PM-6:30 PM

Passenger trailers



Cargo bikes
Over 7 ft. in overall length



Tricycles
Standard and recumbent. Pedal or motor powered.



NEVER ALLOWED ONBOARD

Motorcycles and dirtbikes
Two-wheeled, motor powered. Has pegs.



Mopeds and motor scooters
Two-wheeled, motor powered. Pegs or pedals. More than 750W.



Cargo trailers



DISEMBARKATION:

- WEEKDAYS: Bikes and scooters disembark first, foot traffic follows
- WEEKENDS: Foot traffic disembarks first, bikes and scooters follow

STOWAGE:

- All bikes and scooters must be stowed in designated stowage areas.
- Bikes and scooters must not be locked to the vessel.
- Park bikes and scooters in an orderly manner to maximize space.
- Electric devices must be powered off in terminals and onboard vessels. Charging is prohibited.
- Assistive devices driven onboard may be parked in designated areas. Passengers may remain on their mobility device during transit.

TERMINAL PARKING:

- Bike and scooter parking at terminals is first-come, first-served.
- Parked bikes and scooters at terminals must be locked on a designated bike stowage rack.
- Park bikes and scooters in an orderly manner to maximize space.
- Bikes and scooters stored inside terminal facilities overnight must be used regularly by the owner.

Passengers must follow all crew instructions

More Information and full bike and scooter policy:
sfbf.mobi/bikes-scooters

Questions:
sfbf.mobi/contact-us

San Francisco Bay Ferry

Outlook

Disappeared “Bikes Board First Here“ platform signage?

From Adrian Brandt <adrian.brandt@gmail.com>
Date Tue 10/20/2026 11:57 AM
To Theodore Burgwyn <burgwynt@samtrans.com>
Cc Baltazar Lopez <LopezB@caltrain.com>; Dan Provence <provenced@caltrain.com>; Caltrain, Bac (@caltrain.com) <batac@caltrain.com>

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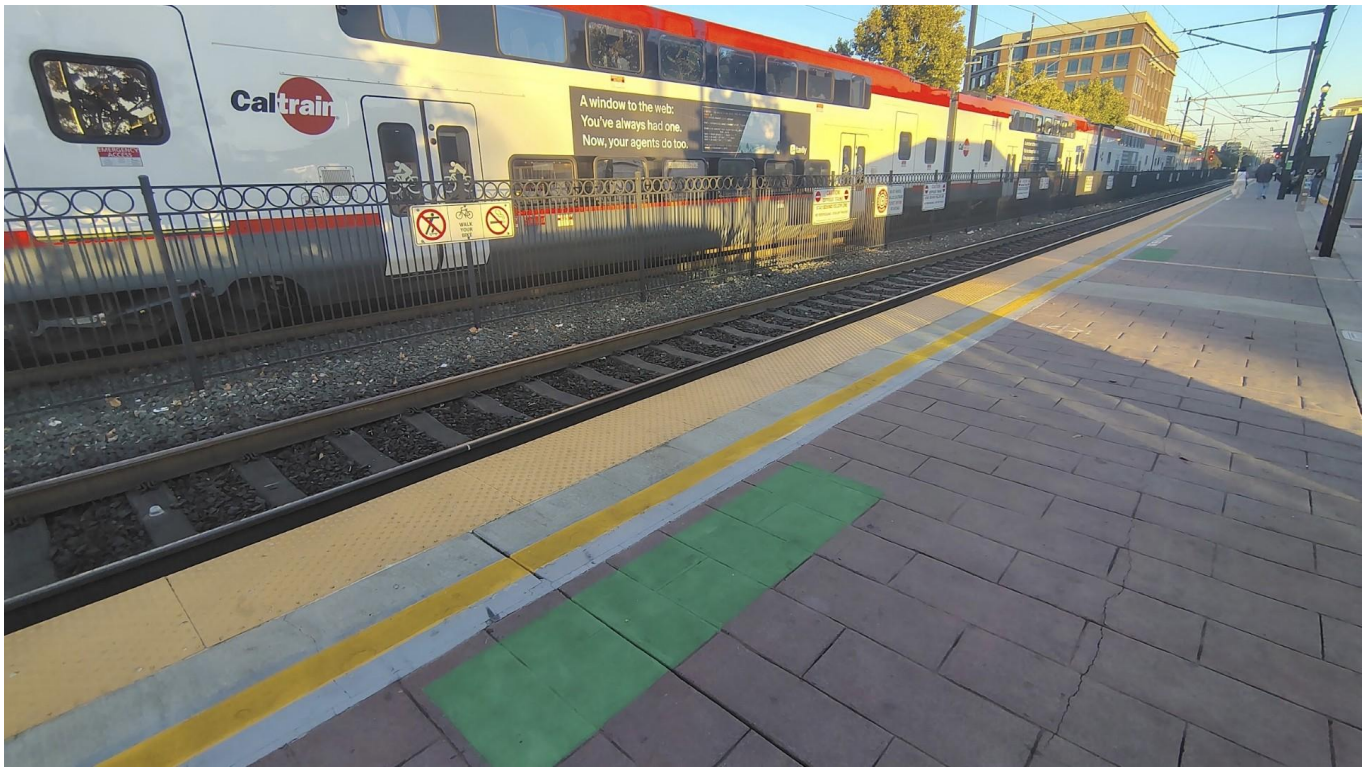
Hi Ted, Dan, & Baltazar,

What has happened to our “Bike Board First Here“ platform signage reflecting the proven dwell time saver I worked so hard to convince former COO Joe Navarro to try, measure, and ultimately adopt as official Caltrain policy?

It now appears to have been painted out/over at many (or all?) stations.



Cheers!

-Adrian

Outlook

Thermal runaway lithium ion battery fires inside a train car

From Adrian Brandt <adrian.brandt@gmail.com>
Date Wed 9/16/2026 3:10 PM
To Caltrain, Bac (@caltrain.com) <baccaltrain@samtrans.com>
Cc Dan Provence <provenced@caltrain.com>; Baltazar Lopez <LopezB@caltrain.com>; Jerry Guaracino <guaracinoj@caltrain.com>; Bargar, Cliff [cliff.bargar@gmail.com] <cliff.bargar@gmail.com>

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Here's something to consider when working on the revised bike car policy.

Thermal runaway battery fires in trains, planes, and in any closed spaces are deadly serious … as shown in this video of actual timed fire tests inside a train car: https://youtu.be/-hAbjcD8yVA

Makes you think if cheap/shoddy and/or after-market e-scooter, e-bike, or e-moto battery pack goes into thermal runaway 🔥 in the bike racks downstairs, how quickly could a packed bike car be safely evacuated while the train is cruising between stops? ☠️

On Thu, Sep 10, 2026 at 14:36 Caltrain, Bac (@caltrain.com) <baccaltrain@samtrans.com> wrote:

> Thank you, Adrian.
>
> I want to inform you that all your emails have been forwarded to BATAC members in the correspondence packet that will be made public on our upcoming BATAC meeting.
>
> We are moving to address many of your concerns and will have updates to share in the next two BATAC meetings this year.
>
> ---
>
> **From:** Adrian Brandt <adrian.brandt@gmail.com>
> **Sent:** Thursday, September 3, 2026 2:16 PM
> **Subject:** Man arrested in connection with almost a dozen Caltrain bicycle thefts
>
> **ATTENTION:** This email came from an external source. Do not open attachments or click on links from unknown senders.
>
> # Man arrested in connection with almost a dozen Caltrain bicycle thefts

https://www.almanacnews.com/crime/2026/09/03/man-arrested-in-connection-with-almost-a-dozen-caltrain-bicycle-thefts/

Av
atar
by **Bay City News Service**
3 hours ago


Commuters on Caltrain head to the bike car as they board the northbound train from University Avenue station in Palo Alto in August 2017. Photo by Veronica Weber.
Commuters on Caltrain head to the bike car as they board the northbound train from University Avenue station in Palo Alto in August 2017. Photo by Veronica Weber.

An East Palo Alto man was arrested for allegedly stealing nearly a dozen bicycles from Caltrain, the San Mateo County Sheriff's Office announced Sept. 2.

Jesus Molina-Barajas, 28, was arrested on Sept. 1 at a hotel in Hayward and booked into the Maguire Correctional Facility in Redwood City on suspicion of grand theft of personal property and petty theft.

The Sheriff's Office is contracted by Caltrain to provide policing services along the transit corridor from San Francisco to Gilroy and investigated 10 separate reports of bicycle thefts.

Between May and August, deputies investigated the thefts, assisted by video provided by Caltrain from inside the train, eventually identifying Molina-Barajas as the suspect.

Molina-Barajas was previously arrested in September 2025 in connection with a different bicycle theft, the Sheriff's Office said.

According to sheriff's officials, deputies will continue to work collaboratively with Caltrain, which supports approximately 1.8 million bicycle trips each year, to police bicycle thefts.

Molina-Barajas was arraigned on Sept. 1 and released without bail on "supervised own recognizance" by Judge Malisha Jones.

> *This story was written by Adam Sutro for Bay City News*

Outlook

Bike Storage Media Interview Request

From Miranda de Moraes <mdemoraes@embarcaderomedia.org>
Date Wed 9/30/2026 1:51 PM
To Caltrain, Bac (@caltrain.com) <batac@caltrain.com>

You don't often get email from mdemoraes@embarcaderomedia.org. Learn why this is important

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

Hello,

I'm a reporter with the Redwood City Pulse, writing about Caltrain's new bike storage facility at its Redwood City station. I'd love to touch base with a representative of BATAC to hear more about this change. I'm flexible for a call at most times tomorrow and Friday — 310-489-8769.

Thanks!
Miranda de Moraes
Reporter, Redwood City Pulse
2345 Yale St, 1st FL
Palo Alto, CA 94306
o: 650.326.8210 m: 650-223-6533

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