

**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 AUGUST 24, 2017**

**MEMBERS PRESENT:** C. Bargar, M. Guevara, A. Olson, D. Provence, D. Thoe, S. Vanderlip

**MEMBERS ABSENT:** J. Brazil, W. Brinsfield, G. Buckley

**STAFF PRESENT:** M. Jones, L. Low, J. Navarro

Chair Dan Provence called the meeting to order at 6:17 p.m.

**PUBLIC COMMENT**

None.

**CALMOD UPDATE**

Lori Low, Government and Community Affairs Specialist, presented:

- Construction Update
  - Field Work Status
  - Pole Foundation Work
  - OCS Wire Installation
  - Construction Impacts
  - Ongoing Public Outreach
  - Schedule
- Electric Train Design – Seats
  - EMU Seat Outreach
  - EMU Seat Selected
- Electric Train Design – Bike Car Configuration
  - Why Two Bike Cars v. Three
  - Exploration of Other Designs
  - Security: Reported Bike Thefts
  - Bike Car Security
- Electric Train Design – Onboard Bike Storage
  - Comparison Table for Poll
  - EMU Onboard Bike Storage Outreach
  - EMU Onboard Bike Storage Written Comments
  - Mid-Poll Update
  - Timeline Overview

Mr. Barger asked if the foundation, pole, and wires work would be mostly at night time.

Ms. Low responded that it would be both daytime and night work.

Mr. Navarro said that it would be 8:00 p.m. to 6:00 a.m. Monday through Thursday; and Friday would be 54 hour weekends.

Mr. Vanderlip asked if there would be power outlets at the seats.

Ms. Low responded that there would be two outlets under each set seat (she walked over to the physical sample and pointed them out).

Mr. Vandelip asked if there would be a USB port.

Ms. Low answered that they are exploring if there could be a dual USB/AC port; however, they are also considering if USB will still be the most relevant technology by the project's end.

Regarding the different car lengths, Ms. Thoe asked if both the inside and outside of the bike is 5' longer.

Mr. Navarro answered that it is 5' longer since every other car has traction power but the bicycle cars—which have the pantograph on them. He noted that the EMUs have been formulated to be quicker and better at stopping. Mr. Navarro said putting traction power in the bicycle cars would take up more room, and they wouldn't be able to fit as many bikes in there; which is why they were specifically designed that way.

Regarding higher bike storage, Mr. Navarro noted that a big concern is if there is a full lift of the bike off the ground and then the train moves, there could be an injury.

Mr. Olson noted that if there was a larger, sturdier overhead storage area, people could hit their head on it when cyclists are storing bikes.

Mr. Vanderlip asked if there would be security cameras on the bike cars.

Ms. Low answered there would be security cameras on the lower and mid-level of each bike car and that staff is exploring what the monitors' capabilities are.

Mr. Vanderlip noted that if someone wanted to lock their bike to the train, staff wouldn't be able to stop them from doing so.

Chair Provence said that it's currently against the rules to do so.

Mr. Navarro said that in the future, Caltrain would probably be able to give someone a citation for doing that.

Regarding the hybrid bike stand, Ms. Thoe asked why it's so tall.

Ms. Low replied that the wheel turning and the angle helps to fit as many bikes as possible, and the design also keeps the bikes from infringing on the aisle.

Mr. Vanderlip asked if the written comments in the presentation were from people who had tried the samples.

Ms. Low said that during the station and event outreach with the samples, she encouraged people to submit their comments, and she met people who said they had already submitted comments. Ms. Low said the online written comments did not show if people had tried the samples, some may have and some may not have.

#### Public Comment

Hans Nielson said he was concerned about theft with the bottom of the car given over to bike storage almost entirely. Mr. Nielson rides the train almost an hour daily from Sunnyvale to San Francisco and back, and finds it unappealing to have to stand in the lower part of the car. He asked that the bikes be spread across more cars to allow for seating.

Brett Retachi wanted to echo concerns over bike theft. As a bicyclist, he said that unless the bike is locked up where he can see it, he wouldn't trust where his bike is, and thinks there are a lot of bicyclists that feel the same way. He said that monitors help, but if a cyclist is in the upper level and sees their bike being taken, especially by someone who waits until the last minute when the doors are closing, there isn't a way to get it back. Mr. Retachi asked for a solution to that. Mr. Retachi said after viewing the samples it looked like one could lock their bike to the hybrid option pretty easily; and while some bicyclists may miss their stop because they don't unlock their bike on time, it does give them the option to lock. He said that would help with concerns over the hybrid; and with the stacking option a cyclist is good there. Mr. Retachi said the suggestion of spreading the bikes throughout the train seems like a good idea, but it sounds like there are some constraints.

Mr. Bargar stated that after trying the bike samples, he has cooled to the idea of the hybrid design and is skeptical of the results of the poll if people have not tried the mock-ups.

Ms. Thoe asked if the poll is a vote or a poll, and Mr. Bargar asked if the poll is binding.

Ms. Low said no. They will pair the results of the poll with technical analysis and other feedback. She also stated that she was surprised during station and event outreach by the response to the hybrid option; but yes, there are definitely people who took the poll without trying the samples.

Mr. Bargar said that after trying the samples, he's not sure that the two positive online comments for the hybrid option shown in the presentation are actually accomplished by that design, such as easier storage. He stated it could still be cumbersome to lift one's bike when it's between other bikes, and it might not prevent a bike from getting scratched.

Ms. Thoe noted that bike-to-bike contact can occur more when people are frazzled. She said with stacking it's easily visible that one needs to unstack them. She noted that

if one thinks it's going to be easy and then they arrive at the station and are feeling rushed, that's when more contact could occur.

Mr. Vanderlip asked if the hybrid option was tried on a moving train, where one is holding a backpack and in a hurry. He noted it's one thing to take one's time with the samples here, but it's another on a moving train.

Ms. Low said the hybrid design is not used anywhere else. She also said staff spoke with agencies who have vertical storage, which is an even bigger lift when the vehicle is moving.

Mr. Vanderlip asked if there could be an indicator that signals the owner when a bike was taken off the rack.

Ms. Low noted that there are items like a key finder, that can be connected to the object or bike and then can be tracked from a cell phone. She also noted that wifi is not part of the electrification project.

Ms. Thoe noted that there will be cyclists that want to GPS track their bike, but it's not part of this project.

Ms. Low said yes, in those cases it is on the individual to implement it.

Mr. Olson noted that the stacking option minimizes theft concerns. Regarding the hybrid design, he stated that while conceptually the on and off seems nice, the videos and samples demonstrate that it could be difficult due to cables and neighboring bikes, and that he's not sure the design realizes all its promises.

Mr. Navarro said any time a passenger is making a lift, even with luggage on a moving train, the ability to go off balance and fall is there. He is not fond of any lift with a bike.

Mr. Olson said people are used to the stacking option.

Mr. Navarro noted the EMUs accelerate and brake quicker, unlike today's trains which are much slower, so he is concerned about the lift.

Mr. Vanderlip asked for clarification if the electric trains accelerate and brake faster.

Ms. Low answered yes.

Mr. Guevara said with VTA, he's found it harder to put a bike on a moving vehicle as raising an object without wheels versus one with wheels is different. Mr. Guevara noted that if an object has wheels and the vehicle starts, then the bike will start moving with the vehicle making it more difficult.

Mr. Guevara stated he personally likes the stacking option, and that when he first used it, he couldn't imagine how it worked. He said after riding the train for two years, he's

been surprised at how well it works. He noted that in very few instances did he see people not marking their bikes correctly with their destination.

Mr. Navarro asked Mr. Guevara how many bikes VTA holds.

Mr. Guevara answered four.

Mr. Navarro said when Caltrain loads and unloads at someplace like Palo Alto and there are 25 bikes going on at one time, the train is going to be moving and it will get up to 75 mph within a couple of minutes, so it's a different experience than VTA.

Mr. Guevara said an interesting comparison would be how many bikes VTA transports versus Caltrain.

Ms. Low said that in past years, Caltrain took approximately 6,000 bikes a day on the train. This past year it was approximately 5,200, but the rain was very heavy. She noted Caltrain is a unique system in how many bikes it takes onboard.

Mr. Navarro said he was overseas to look at the mock-ups, and no one there brings bikes on the trains. He noted that one will see hundreds of bikes parked at the stations because bikes aren't brought onboard.

Chair Provence stated he'd like staff to consider a shelf for folding bikes. He understood concerns about lifting when the train is accelerating, but the folding bikes have been problematic when they are folded and placed in the stacking area. He asked that space be made available for them. Chair Provence thought there was some potential for them to fit under the seats, and encouraged Caltrain to have messaging about this in the bike cars.

Chair Provence asked if the bike numbers were based off of three hooks or two hooks in the flip seat area.

Ms. Low confirmed that the numbers were based off of two hooks. She noted that the sample had three hooks to allow staff to assess if three hooks might fit.

Chair Provence asked the Committee if they felt it was worth it to have hooks there, or if they felt that permanent seating was a bigger issue given security concerns.

Mr. Vandelip asked if the bike numbers for the stacking and hybrid options included the hooks.

Ms. Low said the hooks are included in those numbers.

Mr. Vandelip noted that if the hooks were removed, there would be less onboard bike storage space.

Mr. Navarro said there are four hooks in each bicycle car. So there would be eight less onboard bike storage spots per trainset.

Ms. Low noted that without the bike hooks the ratio would not be maintained.

Chair Provence said there are concerns about security and concerns about being bumped.

Mr. Olson said a pair of seats would not be enough.

Chair Provence said having more eyes in the bike car could discourage theft.

Ms. Low noted there are six flip seats per bike car.

Mr. Navarro stated that the flip seats would be for the ADA community first, bikes second, and seats third. Passengers in wheelchairs will board in the second car from the north, and will continue to board the train as they do today.

Chair Provence said it was good to see that the flip seats will be individual seats and so if one person used a hook it wouldn't prevent all of them from being used.

Mr. Navarro said they will try to set a culture when the vehicles arrive. He pointed out that there are two doors on the lower level, so they hope to establish one door for exiting and one door for entering. Mr. Navarro said that would help minimize theft as well. If someone is trying to take a bike out the entrance door quickly it will be difficult with everyone coming in.

Mr. Bargar said he is still conflicted about the hooks. He asked if the hooks were tried out on a provisional basis, could they then be removed. Mr. Bargar also stated his concern over conflicts occurring in the bike hook area and the lack of seating in the bike car to meet a specific number of bikes.

Ms. Thoe said staff discussed increased capacity per hour due to increased frequency of trains. She asked if there is extra capacity as a result, and not all the bike slots are taken, is there a way to have more seats in the bike car.

Mr. Navarro said with the EMUs they will run 114 trains a day versus the 92 that run today, which will give cyclists more flexibility and options to get on certain bike cars that aren't crowded. There is the potential that the bike hooks wouldn't be needed, as riders can better schedule themselves due to the frequency of the trains. He noted that right now, everyone wants to get to the same location at the same time, which is a crunch point. Mr. Navarro said that while we don't know what type of service we're going to run in four or five years, with electrification there will be more trains and it will be more dynamic; it could be a shorter train ride as well. Caltrain is still working on it, but things will be changing to try and benefit everyone, especially for overcrowding at peak service. During that time, bike commuters can be more spread out because there will be more options.

Ms. Low said during the Annual Count Presentation, a BAC member had asked that Caltrain demark the busiest trains for cyclists on the timetable or online to encourage

onboard cyclists to take a train that wasn't as busy, reducing the chances of getting bumped and creating more availability in the bike cars. Caltrain is looking into that idea.

Mr. Navarro said the concept of how the trains run right now will be completely different in the future. There will be quicker trains; less dwell time; passengers will be coming in and out of the bike car using certain doors; and the trains can run closer together, so they will be more frequent and faster. Mr. Navarro stated that there will be more options, reducing crowding on the bike cars; and that there would be more bike spaces per hour than currently.

Chair Provence pointed out that it would be beneficial if more people chose to ride their bikes to stations.

Mr. Navarro responded in the affirmative, and that by increasing the trains and improving the schedule, it would allow for more bikes per hour on the train.

Mr. Bargar noted the response he's seen to this argument is that as ridership grows, the number of people riding bikes would grow proportionally. Mr. Bargar said in which case, even if the number of bike spots are increased per hour, the trains would still need more space due to the increase in the number of people now riding their bikes.

Mr. Navarro said they are looking at the increase in ridership and bikes and are trying to plan for service in the long-term. They're examining different options, such as making the trains longer, and working to meet the needs of future growth.

Ms. Low noted that the Bike Parking Management Plan (BPMP) is an important solution, as it found that approximately 40% of people who take their bike onboard actually live or work within a half mile of a station.

Ms. Thoe asked if it was under a half mile.

Ms. Jones answered that on either end of their trip, they have under a half mile.

Ms. Low noted that if the BPMP is adopted and begins implementation, and if bike share's popularity continues to grow, perhaps the number of people who feel they need to bring their bike onboard may change.

Chair Provence asked that if the stacking option is selected, that the bungees be closer together, similar to the Gallery cars; and that the placement of the bar that bikes are stacked against is farther out so the front wheel can be straight, which leads to better stacking.

Chair Provence noted the six BAC members in attendance are in support of the stacking option.

Ms. Low encouraged the members to let their organizations and networks know about the different options being discussed.

Ms. Thoe asked if the BAC could formalize their statement and what they would need to do.

Ms. Low said the BAC could write a letter to the Board.

Mr. Vandelip stated the desire to make a recommendation.

Ms. Thoe asked what occurs if the poll continues to weigh heavily towards the hybrid option, but the BAC writes a letter to the Board stating they support the stacking option.

Ms. Low said they would need to think through how the different feedback is incorporated, but the desire is to do what the bike community wants. She acknowledged that the BAC members are knowledgeable representatives of that community, but that the poll is trending very heavily towards the hybrid option.

Vice Chair Olson noted that the poll is not an unbiased sample, and that staff should not have to feel bound by the results.

Ms. Thoe said she was surprised the poll was being treated similarly to the previous polls, which have a significantly less impact to operations.

Ms. Low said prior to presenting these two options, they went through an intensive internal vetting process, so these are two options that met the requirements.

Ms. Low said that during station outreach, there were a number of people that tried out the samples, and even after they were walked through the pros and cons of each option, their preference was still the hybrid option.

Mr. Vandelip asked if the minutes could reflect that all six members in attendance were recommending the stacking option.

Ms. Low said yes.

Ms. Thoe asked if that needed to be formalized by a vote.

The BAC recommended the stacking option for the EMU onboard bike storage.  
Motion/Second: Thoe/Provence  
Ayes: Bargar, Guevara, Olson, Vanderlip

Mr. Guevara asked about the poll's security measures.

Ms. Low said it only allowed for one vote per IP address.

Mr. Guevara asked if he voted from his home computer and then voted from his phone, would that count as two votes.

Ms. Low said if a person has access to different IP addresses, then the answer is yes. She noted that with the exterior poll, there were approximately 6,000 votes; with the seat poll it was about 2,500 votes; and with the bike poll, there are currently under 2,000 votes. Ms. Low also said that during station outreach, a number of people said they wouldn't take the poll because they don't use their bike for their commute.

Ms. Thoe said thank you for offering more details on the three bike question.

Ms. Low noted she received Ms. Thoe's letter requesting more information on what makes it difficult for two conductors to run three bike cars. She asked that Mr. Navarro, or Ms. Amezcua from TASI, to speak to why three bike cars are difficult on the conductors.

Ms. Amezcua said the conductors spend a lot of their time helping with the bike cars boarding and deboarding, and that's become a large part of their boarding process, as well as helping people who need assistance, and maintaining an understanding and view of the entire platform. She noted that having three bike cars can be challenging for two conductors.

Mr. Navarro said it is quite challenging for the conductors. The system handles approximately 500 riders in wheelchairs a month, and about 5,000 to 6,000 bikes onboard a day. He noted that at the last CAC meeting it was suggested that bikes be let on first. Mr. Navarro stated first the bikes need to deboard, then potentially bikes can board, which might help passengers without bikes to choose a passenger-only car. Mr. Navarro said operations is looking into these options and trying to take everything into consideration and apply as much as they can.

Mr. Bargar said the longer bike cars sound like a design decision that was already made, but he would still like three cars to be considered if possible.

Mr. Navarro said for revenue service they just had to raise fares. If there's an additional bike car, it might require another conductor, which increases operating costs, but revenue is not increased by as much since there is no fee on bicycles. He noted that on the East Coast passengers pay to bring their bikes on the train; however, in California there's a luggage law that prevents them from charging a fee or requiring a permit.

Mr. Olson noted that for the stacking design, the height of the bar in the Gallery cars is preferable.

Ms. Low said they would need to examine where the window is located, but they would bring the information to the manufacturer.

Mr. Vandelip asked that it be a similar design to the Gallery cars.

#### **APPROVAL OF MINUTES WITH AMENDMENTS OF JULY 20, 2017**

Mr. Olson noted there were two places where comments that Mr. Brinsfield made were attributed to him.

Motion/Second: Olson/Thoe

Ayes: Barger, Guevara, Provence, Vanderlip  
Absent: Brazil, Brinsfield, Buckley

### **BIKE PARKING MANAGEMENT UPDATE**

Melissa Jones, Senior Planner, presented:

- Public Review Draft Plan Released
- Draft Plan Overview
- What's Next

Mr. Bargar asked if Ms. Jones would rather receive feedback by email or at this time.

Ms. Jones said members could do either. General comments could be given now, although she would recommend very specific items, such as those related to text changes, be submitted via email.

Chair Provence noted that the tone on page 43 could be updated to be more forward looking.

Ms. Jones acknowledged the current capacity constraints and noted it will very likely continue.

Mr. Bargar said he appreciated the document, that it was thorough with a lot of great data. Mr. Bargar asked about the data from the Bike Link electronic lockers.

Ms. Jones said when they spoke to VTA, at that time VTA didn't have an operating agreement with Bike Link to share the data.

Mr. Bargar noted there's an acknowledgement that it's worth looking into which bikes are dead on the racks and that a process to get rid of those should be developed. He asked that this be added to the near-term goals.

Mr. Bargar said with the number of bike shares popping up, once Caltrain has a dedicated staff person, it would be good to explore if those companies would be willing to offer discounted memberships to Caltrain pass holders. Mr. Bargar said it would be a good way for those companies to get a foot in the door with people inclined to use their product, and for Caltrain to encourage people to not bring their bikes on the train.

### Public Comment

Hans Nielson said he's excited to have better bike parking options, as the current situation is not good in Sunnyvale, and he's looking forward to having more smart lockers. Mr. Nielson said at Sunnyvale Station there is a large number of keyed lockers and it's a difficult process to get keys, and since there's only four smart lockers which are usually full, he doesn't have a choice but to bring his bike on the train.

Mr. Nielsen said a friend in Belmont who rides to the station would love to park his bike there, but he is on the long-term waiting list for a locker. Mr. Nielsen said he thinks smart

lockers are great from a usability perspective, as they limit the amount of time a bike will live there and they will get used.

Dave Barker said that the parking should look to the future, and it would be ideal if a Clipper card or credit card could also be used for the smart locker so one only needs one pass to lock a bike.

Chair Provence thanked Ms. Jones for her presentation.

### **CHAIRPERSON'S REPORT**

Chair Provence noted the 2017 Work Plan.

### **STAFF REPORT – Lori Low**

Ms. Low reported on the approved fare changes. For the Bike Bump Report she noted there were 51 to date with an additional 229, but in looking at the information more closely, there were a couple of outliers, where 15 and 22 bumps were reported at one time.

For the 4th and King Lockers, Ms. Low reported that:

- Over recent months, there has been a series of serious safety and security concerns, and staff is evaluating how best to address this.
- Locker occupancy is dropping due to these concerns.
- Caltrain will discontinue all the leases of the keyed lockers. Staff is in process of starting this, and no further leases will be offered.
- The keyed lockers will ultimately be removed. However, Caltrain is committed to providing bike parking facilities, and recognizes how important facilities at 4th & King are to customers.
- Staff wants to ensure that prior to or in conjunction with locker removal, there is a plan in place to utilize that space.
- It was noted that solutions may be relatively short term due to possible station modernizations and implementation of the Bike Parking Management Plan.
- Staff would like the BAC's input.

Mr. Navarro said to give more context, the transient situation at that station has become an issue. He noted the non-profit organization takes bikes in for free and staff is working with them to extend their hours to be open for early morning and later in the evening bike commuters. Mr. Navarro said staff is planning to offer the organization more space on the property when the lockers are removed and will clean the area up. Mr. Navarro wanted to clarify that bike parking will not go away at the station, but instead it will be a different option.

Mr. Navarro reported that the lockers get broken into almost every night, and currently, 25 do not have doors due to security concerns. Mr. Navarro noted that some people were living in them, and security is an issue because the lockers are so high that people can hide behind them, making some cyclists afraid to enter the fenced in area.

Mr. Navarro said staff is working with the City of San Francisco to use some of the property to make Townsend more bicycle friendly than it is now.

Ms. Low noted there was also vandalism to the security cameras. She reiterated that one of the options staff is exploring is the BikeHub expansion and extension of hours. She said staff is also talking with Ford GoBike to see if they need more docking space and if that location could work for them. Ms. Low said staff is also exploring utilization of the space for additional moped parking to free up Townsend Street curb space for TNC drop offs. She asked if the BAC had other needs that the space could provide. She noted that staff wants to move quickly and hopes to have a decision within the next few months on how to move forward with that space.

Mr. Bargar asked if there was the possibility of putting electronic lockers there.

Ms. Jones said that's part of the longer-term look and that certainly would be a prime location. She stated that management and funding of the lockers would need to be determined, but that's definitely an idea with long-term potential.

Mr. Navarro said after going out to bid, there's potential for doing the electronic lockers. Mr. Navarro reported that BikeHub mentioned the possibility of creating a dropbox for bikes, where a person could swipe a license to go in so it's clear who has been in and out. He stated staff would be looking into how BikeHub could give better service and security.

Mr. Navarro pointed out that out of 180 lockers only 16% are occupied.

Ms. Jones said the numbers have probably gone down due to all the security issues.

Mr. Navarro said it's a loss to maintenance the lockers and keep them secure.

Chair Provence asked if Bike Link lockers are more secure than the monthly lockers.

Ms. Jones reported that BART has never had a theft with Bike Link lockers. She stated the keyed lockers are older and are easier to pry open; whereas the bike link lockers are very secure.

Mr. Bargar said if the security of the keyed lockers can't be improved than it makes sense to get rid of them and better utilize the space.

Mr. Bargar said it was worth noting that in the Bike Parking Management Plan some of the station areas have particularly high rates of bike theft.

Mr. Navarro said he hopes the organization in San Francisco will want to open up more space, as they have been effective.

Chair Provence asked if there was a long-term plan to expand the 4th & King facility to more bike parking indoors.

Ms. Jones responded potentially yes.

Mr. Navarro they would work with SF MTA to make it a better area to commute with bikes and traffic.

Chair Provence asked if on the Townsend side it would mean more moped parking.

Mr. Navarro said staff presented their thoughts to the City.

Ms. Jones said another option is expanding bike share as their current configuration is pretty constrained.

Chair Provence asked if there were numbers on how bike share is doing since Ford GoBike opened.

Ms. Jones said they are doing well and 4th & King is their busiest station.

Chair Provence said it would be great except for the vandalism that's occurred.

Mr. Bargar asked if bike share pays to put their docking stations on Caltrain's property.

Ms. Jones said she didn't think so but could look into it.

Mr. Bargar said if they do need to pay for space and Ford would be willing, then that money could help subsidize additional bike parking.

#### **WRITTEN CORRESPONDENCE**

Ms. Low noted that one came in today that she included in the packet but has not had a chance to respond to yet. Chair Provence noted that Shirley Johnson, who was past chair of the BAC, wrote about a lot of the items they discussed today.

#### **COMMITTEE REQUESTS**

None.

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

November 16, 2017 at the Central Auditorium in San Carlos.

Meeting adjourned at 7:35 p.m.