



Bicycle E-locker Update

Bicycle and Active Transportation Advisory Committee
November 18, 2021

Overview

- Stations with 2021 Installations

- San Bruno (8 spaces)
- Burlingame (12 spaces)
- Hillsdale (16 spaces)
- Belmont (16 spaces)
- San Carlos (8 spaces)
- Redwood City (16 spaces)
- Palo Alto (16 spaces)
- California Ave (8 spaces)
- San Antonio (8 spaces)
- Mountain View (16 spaces)
- Sunnyvale (20 spaces)
- Lawrence (16 spaces)
- Diridon (32 spaces)

- Other Stations with E-lockers

- 22nd Street (20 spaces)
- Millbrae (32 spaces)
- San Mateo (24 spaces)
- Hayward Park (4 spaces)
- Santa Clara (12 spaces)
- Diridon (24 additional spaces)
- Tamien (10 spaces)

- Over 300 spaces total at 19 stations

Other Work in 2021

- Communication and coordination with keyed locker tenants
- Site preparation, including clearing old lockers and installing concrete pads
- Networked e-lockers at San Mateo and Hayward Park stations to accept Clipper card and the new app
- Worked with the vendor to fine tune the app

Promotional Efforts

- Bike Coalitions
- Social Media
- On Board Materials
- 100+ Free Hours
- Coordination with other Caltrain Outreach



Get a free squishy train!
Bring in this flyer and use
the SF Station bike valet



Bike Better with Caltrain!
caltrain.com/bikes

FREE BIKE VALET



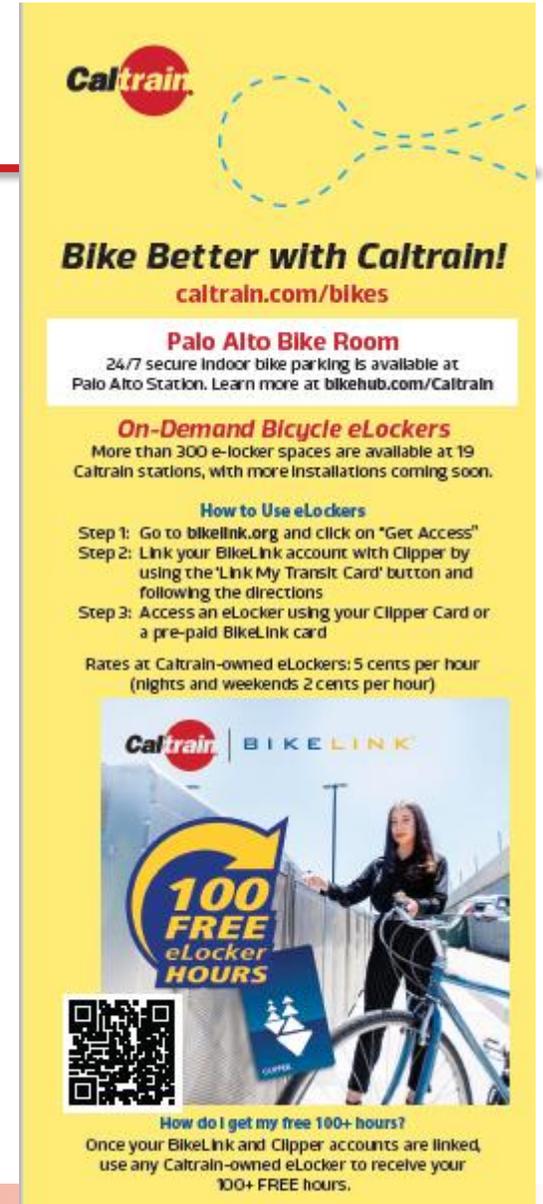
San Francisco Station

Caltrain offers free bike valet parking at
San Francisco Station
Check in is quick and easy
See staff for simple instructions

Open Weekdays 7 AM - 7 PM

10% Off on Parts & Accessories
Bring this flier for 10% off parts and accessories,
including lights, locks, helmets and more!

Fast Bike Repairs
Staff bike mechanics are here to help.
Most repairs are same day!
bikehub.com/caltrain



Bike Better with Caltrain!
caltrain.com/bikes

Palo Alto Bike Room
24/7 secure indoor bike parking is available at
Palo Alto Station. Learn more at bikehub.com/Caltrain

On-Demand Bicycle eLockers
More than 300 e-locker spaces are available at 19
Caltrain stations, with more installations coming soon.

How to Use eLockers

Step 1: Go to bikehub.org and click on "Get Access"
Step 2: Link your BikeLink account with Clipper by
using the "Link My Transit Card" button and
following the directions
Step 3: Access an eLocker using your Clipper Card or
a pre-paid BikeLink card

Rates at Caltrain-owned eLockers: 5 cents per hour
(nights and weekends 2 cents per hour)



100 FREE eLocker HOURS



How do I get my free 100+ hours?
Once your BikeLink and Clipper accounts are linked,
use any Caltrain-owned eLocker to receive your
100+ FREE hours.

E-Locker Use – 2021 Installation Locations

	May 11, 2021 - August 11, 2021	August 12, 2021 - November 12, 2021
Unique Cards	141	197
Weekday Rentals	533	965
Weekend Rentals	135	200
Total Rentals	668	1165
Total Parked Hours	7231	14241

Top 10 Stations – Last 3 Months

	<u>Station</u>	<u>Spaces</u>	<u>Total Parked Hours</u>	<u>Unique Cards</u>	<u>Weekday Rentals</u>	<u>Weekend Rentals</u>	<u>Total Rentals</u>
1	Mountain View	16	2800	40	331	66	397
2	Hillsdale	16	2660	12	127	4	131
3	Millbrae	32	2178	25	145	40	185
4	Palo Alto	16	1941	30	58	29	87
5	Diridon	32	1678	31	81	23	104
6	Lawrence	16	1616	8	85	1	86
7	22nd Street	20	1452	16	151	17	168
8	Sunnyvale	20	1147	31	99	24	123
9	San Mateo	24	1134	22	111	13	124
10	Cal Avenue	8	917	15	58	9	67

Upcoming Efforts

- Review & Promotion of Mobile App
 - Available now
 - Let staff know about your experience
- December Installations
 - South San Francisco Station (12 spaces)
 - Bayshore Station (4 spaces)
- Menlo Park Station Approval
- Winter Installations
 - Mountain View
 - Menlo Park
- More Outreach