

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 MAY 19, 2016

MEMBERS PRESENT: E. Barton, W. Brinsfield, D. Provence, E. Saum, G. Turner, S. Vanderlip, C. Young

MEMBERS ABSENT: A. Banerjee, J. Brazil

STAFF PRESENT: C. David, N. Debessay, S. Petty, B. Tietjen

Chair Wes Brinsfield called the meeting to order at 5:46 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF MARCH 17, 2016

Motion/Second: Turner/Saum

Ayes: Barton, Provence, Saum, Turner, Vanderlip, Young

Absent: Banerjee, Brazil

Abstain: Brinsfield

PUBLIC COMMENT

None

BIKE PARKING MANAGEMENT PLAN PRESENTATION (SEBASTIAN PETTY)

Sebastian Petty, Principal Planner, presented:

- Capacity and Access Challenges
 - Between 11 percent and 19 percent of customers make “bike-based” trips to and/or from system
 - Majority (~90 percent) involve taking a bike on-board the train
 - Peak load trains often over capacity for bikes and people
 - Bike riders sometimes “bumped” or denied boarding due to capacity limits
- Caltrain Electrification
 - Increase in service levels, capacity and performance
 - 6 peak hour trains
 - 8:1 seats to bike ratio on new trains (vs existing 9:1)
 - Future blended system with CAHSR and service to Transbay Terminal
- Growing bike-based trips on Caltrain
 - Caltrain ridership projected to double by 2040
 - Caltrain wants to grow both the number and share of bike-based trips to the system
 - Expansion of on-board bike capacity included in electrification but must be balanced against overall capacity needs

- Long term growth in the number of bike-based trips to the system will also require increased utilization of wayside facilities (bike parking and bike share)
- Key Questions
 - What is the market for bike parking at Caltrain?
 - What will the future demand for bike-based trips to Caltrain be?
 - What mix of bike parking will best serve Caltrain customers?
 - Which customers will always choose to bring their bike on board vs. which ones might choose to park a bike if better facilities were available?
 - How can Caltrain deliver high-quality bike parking?
 - What goals and standards should apply to our bike parking system?
 - What is the best model for managing and operating a bike parking system? What resources may be needed?
 - How should we focus and phase investments in the bike parking system?
- General Schedule
 - Data Collection and Customer Research
 - Start: Now
 - Duration: 5 months
 - Performance Goals and Targets
 - Start: August 2016
 - Duration: 5 months
 - Management & Implementation Recommendations:
 - Start: December 2016 – Duration: 4 months

Cordelia Crockett, Senior Transit Planner, Stantec Consulting, presented:

- Key Activities
 - Data Collection
 - Analysis of MTC Survey Data
 - Parking occupancy and turnover data collection
 - Customer Research
 - Intercept Survey of “Bikes on Board” users (Summer 2016)
 - Web-based Open Survey (Summer 2016)
 - Keyed Locker User Survey (Summer 2016)
 - Focus Groups (Fall 2016)
 - Outreach
 - Caltrain BAC and CAC
 - Study Technical Advisory Committee
 - Project Website/Comment Form
 - Additional Public meetings as requested by stakeholders
- Existing Bike Parking System

Sean Co, California Market Lead, Toole Design Group, presented:

- MTC Data
 - Survey period: October/November/December 2014

- Sample size: 5,704 trips on Caltrain, including 1,094 bike-based trips
- Data types: Trip Type (Home to Work, Home to College/University, etc), Trip Origin, Access Mode, Origin Station, Access Mode, Egress Mode, Exit Station, Trip Destination, Socioeconomic Information
- Detailed information about bicycle access, including type of bike parking used at the entrance station and whether bike was brought on board
- Additional Data Collection
 - Observe midday bike rack usage at top stations
 - Collect data on usage of keyed, eLocker and shared bike facilities
 - Observe “efficiency” of keyed locker usage at top stations
- Intercept Survey
 - Collect 320+ completed surveys by interviewing passengers in the bike cars during July
 - Focus will be customers who currently bring their bike on board
 - Intercept methodology used to insure representative sample
 - Questions explore trip patterns observed in the MTC data and examine customers’ interest / ability to store bike at a Caltrain station rather than take it on board
- Questionnaire – Keyed Locker Users
 - Collect 20+ completed surveys from the users of keyed lockers through an email / mailback questionnaire
 - Questions will aim to explain observed usage of these lockers and identify positives and shortcomings of current parking system
- Web-Based Survey
 - Open to everyone
 - Will occur after onboard survey
 - Will provide more general format for input
 - Questions related to trip patterns, bike parking needs and options
 - Not a representative sample
- Focus Groups
 - Three focus group meetings planned for early fall
 - Will be held along the Caltrain corridor, likely in the afternoon / evening commute period
 - Focus group participants will be selected through respondents to the intercept survey who provide their contact information
 - Focus groups will be used to explore ideas and concepts for bike parking improvements

Steve Vanderlip asked if Caltrain has a number of bike based trips they want to grow to? Mr. Petty said there is not a specific number but we have a general access policy that qualitatively encourages bike, pedestrian, and transit access to the system.

Garret Turner asked if the graph shown is depicting that bikes on board capacity is expected to be capped after 2020. Mr. Petty said the graphic was not a graph of capacity but was meant to show an example distribution of future bike access modes. Mr. Petty said what the graph was showing was observed bike based trip demand and how that might distribute overtime.

Mr. Turner repeated his question about capacity of bikes on board. Mr. Petty said that the graph was an aspirational graph where Caltrain might see an overall increase in bike-based trips but a share of those trips are utilizing bike share or bike parking facilities. Mr. Petty said that a part of the study was to see if that was possible.

Mr. Vanderlip asked if Caltrain does increase passenger capacity, will the ratio of bikes to seats stay the same? Mr. Petty said potentially yes and that capacity for everyone at some point might remain flat.

Chair Brinsfield said one ideal might be to decrease bikes on board because wayside facilities as well as transit and bike access options are good enough that passengers do not need to bring their bikes on board.

Mr. Petty said Caltrain would like to grow the number of people who access the system by bicycle and keep choices available to riders. Mr. Petty said part of the study was also to find out what is the market for bike parking and other wayside facilities.

Ellen Barton stated Caltrain should also consider reaching out to those who are not currently using a bicycle to access the station.

Ms. Barton asked why would you not call or email the users of the bike lockers instead of using a mail back survey? Mr. Petty said both survey options will be considered based on the set-up of the system.

Mr. Vanderlip said Bike to Work Day would have been a good day to do survey and outreach about the study. He also said large employers should be involved in the discussion. Ms. Crockett said there are two employers on the Technical Advisory Committee for the study, Facebook and Stanford. Ms. Crockett said there might also be outreach through Caltrain's GoPass companies.

Mr. Vanderlip also said colleges should be considered during survey outreach. Mr. Petty said the intercept survey on the train has the goal of getting survey results from a good sample of riders who take their bike on the train and not just self-selected riders.

Garrett Turner asked if the surveys that are planned for July will be conducted during just the peak times and is Caltrain planning to avoid Giants games and other special events. He also asked how the survey is managing those who are shifting their commutes to the non-peak times in order to avoid being bumped. Mr. Co said the survey will be conducted during the morning commutes for several hours. Mr. Turner asked if the survey will look at something besides just the bullet trains. Mr. Co said yes and that the survey will include questions that will attempt to capture information on schedule shifts.

Vice Chair Provence said he was excited to see the focus on e-lockers. Vice Chair Provence asked if we know any information on e-locker usage. Mr. Petty said Caltrain does not directly manage most of the e-lockers in our system. Mr. Petty said he would pull that information to correspond with the intercept survey.

Vice Chair Provence said he would emphasize minimal corrals and inverted U-racks. He also recommended taking a look at police reports about stolen bicycles and at the bike bump report to prioritize locations for improvements.

Edward Saum said surveys should start early, before the peak period, if that is possible. Mr. Co said the survey crew will start very early in the morning.

Ms. Barton asked how far in the future will the study and its results be planning for. Mr. Petty said that is not determined yet but that will be determined as part of the study.

Ms. Barton asked if Caltrain is coordinating with Commute.org. Mr. Co said that was a good suggestion.

Ms. Barton said equity with the car parking experience should be considered and that bicycle trips should be encouraged. Ms. Barton also said incentivizing the right behavior should be a focus of the study.

Mr. Petty said that bike parking in the Bay Area hasn't been very expensive but it still may be a barrier for some people.

Catherine Young asked what an MTC survey was. Mr. Co said MTC is the Metropolitan Transportation Commission and they lead an effort to collect ridership data for all the operators in the system.

Ms. Young asked how people will be recruited for the focus group. Chair Brinsfield said the slides mention that respondents to the survey will be considered for the focus group.

Ms. Young asked if consultation with the BAC was considered. Mr. Co said yes, opportunities for BAC feedback are built into the schedule.

Ms. Young also said that the bicycle advocacy groups are also a good resource for outreach.

Ms. Young asked if there is scope to work with other agencies that may have control of land around the stations. Mr. Petty said yes, staff members from the cities with our largest ridership stations are included on the technical advisory committee.

Ms. Young asked if there is funding allocated for implementation after the study is complete. Mr. Petty said there is not funding allocated but there is a conceptual funding commitment from the Joint Powers Board that was associated with the electrification project.

Mr. Vanderlip asked if there is work to identify how many Caltrain users could use a bike. Mr. Co said the MTC data survey can show the distance of other trip modes to the station as well. Mr. Vanderlip said it would be helpful to know why people who could bike to the station are not choosing to do so. Mr. Co said finding reasons of why people are not riding a bike is a difficult question to answer.

Chair Brinsfield said taking on a survey like this is a difficult task. Chair Brinsfield said if there is a way to ask a question about incentives for wayside facilities would encourage people to not bring their bikes on board. Chair Brinsfield said Google has bicycle stress maps that show how people are getting to their company and that info could be useful for the study. Chair Brinsfield asked what part of the population Caltrain may be missing since the survey is being taken in July when school is out of session. Mr. Co said that was considered.

Mr. Turner said that bicycle ridership is not steady and that there is an increase in the number of bicycles in the summertime. Mr. Turner said for the slide depicting bike access modes it would be more realistic to show a slight increase in the number of bikes on board.

Mr. Petty said the slide was meant to be illustrative and that it may not need to be carried forward.

ANNUAL PASSENGER COUNT PRESENTATION (CATHERINE DAVID)

Catherine David, Senior Planner, presented:

- Presentation Outline
 - Purpose and Count Methodology
 - 2016 Challenges
 - 2016 Count Results
 - Summary
 - Next Steps
- Purpose of Ridership Counts
 - Provide a measurement relative to previous years
 - Data for evaluating service changes
 - Identify trends: station, time, train, direction
 - Allocate resources to address capacity issues
 - Validate revenue-based ridership estimates
- Data Collection Methodology
 - Headcount on every weekday train averaged over 5 weekdays
 - Headcount on every weekend train for one weekend
 - Differs from monthly revenue-based average weekday ridership calculations
 - Fifth year for “bikes denied boarding” count
- Challenges
 - Surveys suspended during special events & construction activities
 - Surveys extended into mid-March
 - More rain in 2016 than in past several years
- Ridership data
- Bikes: Denied Boardings
 - Fifth year counted with annual count
 - 118 bikes were denied boarding from the 528 trains counted
 - Carried approximately 29,130 bikes on the trains counted
 - Denied boardings were observed at 16 stations

- Denials on 15 northbound trains and 8 southbound trains
- Summary
 - PAX Ridership is at an all-time high: 83 percent increase since 2010
 - Caltrain has a strong reverse-peak ridership
 - The majority of stations saw growth
 - All three counties saw increases
 - Overall weekend ridership increased
- Next Steps
 - Review allocation of 6-car trains
 - FY2017 Operating and Capital budgets must support the required resources to meet demand
 - Increasing capacity FY2017 – FY2020 is essential to continue ridership/revenue growth
 - Future service planning requires use of ridership data to develop potential service scenarios to improve capacity pre-/post-electrification

Ms. David said the bike bump report was compared to the annual passenger counts. Ms. David said there were 24 self-reported bike bumps and 118 bike bumps were counted during the same time period.

Ms. Barton asked what the weekend survey data included. Ms. David said that included everyone, both regular passengers and bicyclists.

Mr. Saum stated that based on the data reported the self-report bike bump form appears to be four to five times less than what was counted as part of the annual count. Mr. Saum also said that weather changes should be noted in the report and that the ridership data should not be considered outside of the context of the weather.

Ms. David said that weather was noted during the counts and that information could be included appendices so there is documentation of weather.

Vice Chair Provence asked what the denied bicyclist boarding count were in past years. Ms. David said as part of the annual count there 214 bikes bumps in 2015; 50 bike bumps in 2014; 59 bike bumps in 2013; 51 bike bumps in 2012. Ms. David also said there are limitations because the surveyors are on the trains in the vestibules.

Mr. Turner asked if there were stations stops added or removed between 2016 and 2015. Mr. Turner said he believes that 22nd Street Station had trains added to that station. Ms. David said that the last time trains were added to a stop was in 2014. She said information on those additional station stops were reported in the 2015 Annual Count Report.

Mr. Turner asked if there was an average weekday analysis by elimination of the rain days. Ms. David said that it is a good suggestion and that information could be included in the report.

Mr. Turner requested Caltrain conduct a summer survey because people are more likely to ride bikes in the summer months. Mr. Turner said more people are comfortable riding in the summer when it's not dark in the morning and evenings.

Ms. David said there is about 16-17 percent increase of ridership in the higher ridership months.

Mr. Vanderlip asked what the maximum capacity is, including standees. Nahom Debessay, Manager, Rail Compliance said the policy is that if there room on the train, we try not to turn people away if they can safely get on. Ms. David said there is a service standard policy that we the agency tries not to have over 1.2 times capacity during peak hours and 1.0 during non-peak hours. Mr. Debessay said that capacity is being compared to seats and does not consider standees.

Mr. Petty said expressing capacity as a percentage of seated capacity is standard throughout the transit industry.

Mr. Vanderlip asked if Caltrain has ever counted non-bike rider bumps. Mr. Debessay said we may experience regular passenger bumps during special events but during regular service that is not usually a problem. Mr. Debessay said during special events there are usually standby trains to help with the extra capacity.

Catherine Young seconded Mr. Turner's request for a second bike count in the summer.

Ms. Young also said that SFMTA has just released bike counts that were done through an automated process. Ms. Young said that if an automated process could be considered for those who access Caltrain by bicycles. Chair Brinsfield said that this comment has come up regarding the new train sets and that this topic would be good to discuss when the new train contract is awarded.

Vice Chair Provence said there are about 50 in-pavement counters throughout San Francisco and that it might be possible for Caltrain to have in-pavement counters to help gauge bicycle ridership.

Chair Brinsfield said requested that when this information is presented to the Board that it is presented in context with the weather and other factors that may impact bicycle ridership. Chair Brinsfield also said he would like to make sure that Caltrain is not drawing decisions based on the self-reported bump reports because that information appears to be under reported. Ms. David said this report was presented to the Board in early May and the weather was noted as context.

CALMOD UPDATE

Sebastian Petty, Principal Planner, presented:

- Funding Update
 - Regional 7-party Supplemental MOU (May)
 - State/CHSRA Agreement (June/July)
 - Cap and Trade Grant Award (August)

- FTA Core Capacity Award (End of 2016)
- Bathrooms
- Board Action (July 2015)
 - RFP for Electric Trains
 - Design vehicle with one bathroom per train
 - Option for no bathrooms
 - Consider additional bathrooms at stations
- Public Feedback Electric Trains
 - Sources
 - Rider Surveys in 2014, 2015, 2016 (~10,000 responses)
 - Public meetings (18)
 - Email, Website, Social Media
 - Priority: #1 more seats, #2 more standing space
 - Support for bathroom dips when capacity tradeoffs explained
 - Majority desire at least one bathroom onboard (especially for special events and unexpected incidents)
- Technical Information
 - 1 Bathroom per Train, Cost for Fleet
 - \$2.8m (proposal)
 - Annual Operation and Maintenance Costs
 - Capacity
 - One bathroom eliminates approximately 12 seats or 24 standees (proposal)
- ADA Considerations
 - Current law
 - Does not require any bathrooms or any specific number per train
 - If one is included, both bathroom and car must be ADA accessible and clearly marked
 - Bathrooms would likely be in the second car and all passengers expecting to need it would be encouraged to use this car
 - One bathroom per train is acceptable to FTA
- Bathrooms at Stations
 - Public bathrooms SF and Diridon
 - Private bathrooms at several stations for patrons of a private business
 - Costs Standalone Facility
 - \$134,000 capital cost per unit (Portland Loo estimate for installation in Portland)
 - Additional hookup costs
 - Annual Operation and Maintenance costs
 - Other considerations such as security
- Bicycle Elements
 - JPB Action (July 2015)
 - 8:1 ratio seats to bikes (current system is 9:1)
 - \$3m capital commitment to bike parking at stations
 - Bike Parking Management Plan
 - Ongoing, kickoff March 2016
 - Will identify needs and implementation approach
 - Additional public involvement on onboard bike configuration post-award

- Dual Doors
 - Context
 - Requested by stakeholders
 - “Not to preclude” future HSR boarding decisions
 - Customized vehicle
 - Technical Information
 - Requires internal lift if upper doors opened
 - Cost of upper doors, plus lift \$30m (proposal)

Mr. Turner asked if the Board would go back to consider something closer to an off-the-shelf option since there was only one firm who bid. Mr. Petty said at this point there is not a plan to go back and reconsider those options. Mr. Petty said that once the upper doors are activated there would be internal configuration considerations that will be required for ADA and bicycle access.

Mr. Turner asked if it was possible to push the Quarterly Updates to people who sign-up to receive updates.

Mr. Vanderlip asked if funding is secured. Mr. Petty said there is a full funding plan identified and Caltrain is working on getting all the agreements signed.

Vice Chair Provence asked how the project affects Gilroy service. Mr. Petty said the initial project includes a 75 percent fleet conversion and that there would still be diesel trains in operation. Mr. Petty said at some point in the future when the full fleet has been electrified, there would be a shuttle service to Gilroy.

Mr. Saum asked if all the stations would have to be modified for higher level platforms. Mr. Petty said that in order to achieve level boarding, all stations would have to be modified.

Ms. Young asked if there is a plan to have mock-up trains. Mr. Petty said there are plans for people to experience the new train environment and their layout. Mr. Petty said the exact process for that public input on the design is dependent on funding.

Mr. Turner asked if all four doors would be in use at the point of high-speed rail coming on board. Mr. Petty said there are many variables that determine which doors will be in use. Mr. Petty said California High-Speed Rail Authority is currently going through their scoping process right now and as they develop those plans, Caltrain will have a better idea of how to plan for Caltrain platform modifications and phasing. Mr. Turner asked if there is a possibility of all four doors being used at once. Mr. Petty said yes, that is a possibility.

CHAIRPERSON'S REPORT

Chair Brinsfield congratulated Caltrain for the addition of the new bike cars in March.

2016 Work Plan

Chair Brinsfield reviewed the 2016 Work Plan and asked the committee if there are requests from the Committee.

Vice Chair Provence asked if information from the San Mateo Bike Share Program could be added to the presentation in July.

Ms. Young asked if there could be a standing item included about the Bike Parking Management Plan.

Chair Brinsfield suggested that an ad hoc committee be created to review the survey before the July meeting. Ms. Young and Ms. Barton agreed to assist with the ad hoc committee to review the survey. Chair Brinsfield asked Ms. Young and Ms. Barton to prepare a report on the ad hoc committee for the July BAC meeting.

Chair Brinsfield requested an update on ENVISON Silicon Valley.

STAFF REPORT – Brent Tietjen

Mr. Tietjen reported:

- Wished everyone a Happy Bike Month.
- Caltrain will have special service for the COPA America event.
- The City of San Mateo launched their bike share program.
- Thanked the members for attending the March celebration of the additional bike cars.
- A follow-up report was included the committee packet.

Mr. Debessay gave an update on the rollout of the new bike car and that the service would be monitored for the next few months to determine its impact on the ridership.

Mr. Turner asked if Caltrain has considered doing a hand-out about the bike bump form. Mr. Tietjen said he has asked the Social Media Officer to continue outreach about the bike bump form.

Ms. Young said she heard comments within the first few days of the new car rollout about people being confused about which car to get on. Mr. Turner said the conductors have been pretty good about waiting for bicyclist to get to another car that has space.

Ms. Young asked if there are specific train types for different numbers. Mr. Debessay said yes, in general, there is a set train type for the different train numbers.

Mr. Tietjen said there was the bike bump report included in the committee packet. Mr. Tietjen said Caltrain was considering make changes to the form to include information on which car people were bumped from and information about which type of car people were bumped from.

Ms. Young asked if the information about the type of train could be gathered from cross-referencing the train number with the reported bump. Mr. Debessay said yes that

information is available and Caltrain could use it to deduce what train type people were bumped from.

WRITTEN CORRESPONDENCE

The written correspondence packet was distributed.

Mr. Turner asked if it should be brought to the conductor's attentions when there is bike space being used from non-bike riders. Ms. David said that should be reported to conductors.

COMMITTEE REQUESTS

Mr. Vanderlip asked if a process for queuing at the stations could be considered. Chair Brinsfield said that might be a good discussion for the new train design.

Mr. Saum asked if the full passenger count report can be pushed out the members when it is available. Mr. Saum also asked for ridership on the days when rain was not reported.

Ms. Barton asked if queuing has been considered by the committee. Chair Brinsfield said queuing has been discussed before and might make sense to discuss during the new train design. Mr. Saum said the two issues that were brought up in the past were the two different types of cars and the enforcement of the queuing system.

Ms. Barton said there was a soft launch of MoveBayArea.org.

Mr. Saum said there was the Fourth of July parade had a bicycle related theme and invited the members to attend and ride in the parade.

Mr. Turner said he rarely gets checked for his ticket on the train. He said he wasn't sure if there has been a noticeable drop in fare evasion because conductors are not checking. Mr. Turner also said that there is a safety issue for the conductors and said he does not know how much revenue loss there is because of fare evasion.

DATE, TIME AND LOCATION OF NEXT MEETING:

July 21, 2016 at 5:45 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Meeting adjourned at 8:17 p.m.