Bike Board First Pilot Program

Bicycle Advisory Committee

May 17, 2018

Agenda

- **Pilot Description**
- **Methodology**
- **Communication**
- **Findings**
- **Next Steps**

Pilot Description

- **To improve On Time Performance, Caltrain identified the top reason for delay.**

- **Top Type of Delay: On-Board/Passengers (Bikes, Luggage, PNAs)** at **66%**

- **Top 3 Stations:**
    - o **Mountain View**
    - o **Palo Alto**
    - o **Redwood City**

Methodology

Data collected at bike cars (before and after pilot):

- **Passengers boarding and alighting**

- **Bicyclists boarding and alighting**

- **Boarding time**

Communication – At Stations

At Stations

- **Conductor announcements upon station approach**

- **Static signs / A-frames**

- **Additional JPB staff / direct communication**

- **VMS (visual messaging systems)**

- **Audio station announcements**

Communication - Community

- **Press Release**

- **Social Media**
  - **Twitter: 49,824 impressions; 965 engagements**
  - **FB: 10,554 reach, 331 engagements, 1384 clicks**
  - **Instagram: 1645 story views**

- **Coverage including *MSN, CBS, SF Chronicle, Mt. View Voice, SM Daily Journal***

Findings: Mt. View

Train#	Average			
	20-Apr	4-May	2-Week Average	*Baseline*
305	00:32.7	00:44.0	00:39.8	*N/A*
207	00:30.9	00:31.5	00:31.9	*N/A*
211	00:36.2	00:26.8	00:30.3	*00:26.2*
313	00:55.9	00:53.4	00:55.4	*01:25.6*
215	00:42.1	00:31.1	00:34.5	*00:30.5*
217	00:38.6	00:41.4	00:42.4	*00:38.8*
221	00:54.5	00:48.4	00:53.3	*01:07.7*
323	01:00.3	01:08.6	01:07.1	*02:16.4*
225	00:40.2	00:41.5	00:40.8	*00:41.3*
227	01:04.9	01:12.1	01:10.0	*01:17.2*
231	00:48.3	00:46.4	00:49.1	*00:48.6*
Total			07:22.9	*09:12.3*

Findings: Palo Alto

Train#	Average			
	27-Apr *	4-May	2-Week Average	*Baseline*
305	00:43.0	00:44.0	00:43.0	*N/A*
309	00:46.0	00:45.0	00:45.0	*00:27.1*
207	00:36.0	00:34.0	00:35.0	*00:25.8*
313	01:01.0	01:01.0	01:01.0	*00:42.6*
215	01:03.0	00:53.0	00:56.0	*01:00.2*
319	00:58.0	01:12.0	01:07.0	*00:48.4*
217	01:02.0	00:51.0	00:55.0	*00:29.1*
323	01:17.0	01:20.0	01:19.0	*00:51.9*
225	00:54.0	00:56.0	00:55.0	*00:27.0*
329	01:16.0	01:15.0	01:15.0	*01:24.0*
227	01:10.0	01:29.0	01:21.0	*00:56.3*
Total			10:09.0	*07:32.4*

*Data collected on 3 days

Findings: Redwood City

Train#	Average			
	20-Apr	4-May	2-Week Average	*Baseline*
309	00:33.8	00:37.1	00:35.5	*00:46.5*
207	00:41.9	00:43.7	00:42.8	*00:38.0*
211	00:27.8	00:29.8	00:28.8	*00:39.5*
319	00:47.3	00:55.1	00:51.2	*00:33.5*
217	00:41.6	00:46.9	00:44.3	*00:35.5*
221	00:50.0	00:51.2	00:50.6	*01:06.0*
329	01:06.9	00:58.7	01:02.8	*01:08.0*
227	00:53.7	01:01.6	00:57.7	*00:57.5*
231	00:37.0	00:40.9	00:38.9	*00:20.0*
Total			06:52.5	*06:44.5*

Findings

Station	Trains	Baseline	Pilot Ave.	Change
Mt. View	11	09:12.3	07:22.9	-01:49
Palo Alto	11	07:32.4	10:09.0	02:37
RWC	9	06:44.5	06:52.5	00:08

Pilot data from April 20 to May 4, 6:00 a.m. to 9:00 a.m.

Next Steps

- **Complete current pilot through 5/18**
- **Recommend continuing pilot at the following stations:**
  - **Sunnyvale (NB)**
  - **Hillsdale (NB)**
  - **22nd Street (SB)**