

## BICYCLE AND ACTIVE TRANSPORTATION COMMITTEE(BATAC)

### DRAFT MINUTES January 18, 2024

**Members Present:** S. Atkinson, J. Bolka (Chair), K. Carpenter, M. Chin, J. Henke, S. Lacson, N. Rodia, R. Smith

**Member Absent:** C. Bargar (Vice Chair)

**Staff Present:** L. Low, J. Navarrete, D. Provence, B. Tietjen, L. Peabody, N. Steward-Crooks, M. Tseng

Chair John Bolka called the meeting to order at 5:45 p.m. and led the Pledge of Allegiance.

#### **CONSIDERATION OF REQUESTS, IF ANY, OF DIRECTORS TO PARTICIPATE REMOTELY DUE TO EMERGENCY CIRCUMSTANCES:**

There were none.

#### **PUBLIC COMMENT**

Cliff Bargar c apologized for his absence due to his dog's medical emergency.

Chris Blakowski commented about the elevators at the Bay Shore Station and the difficulty of taking a sixty-five pound bike up the stairs to board the train.

#### **APPROVAL OF MINUTES OF NOVEMBER 16, 2023 MEETING**

Motion/Second: Rodia/Bolka

Ayes: Atkinson, Bolka, Carpenter, Chin, Henke, Lacson, Rodia, Smith

Noes: None

Absent: Bargar

#### **ELECTION OF OFFICERS**

##### Public comment

Cliff Bargar welcomed Member Jacob Henke and provided a brief introduction. He commented his interest to serve as either Chair or Vice Chair or let John Bolka serve Vice Chair.

- Members provided introductions
- Chair Bolka commented on his ineligibility to serve as Chair again and solicited committee members interest in the position of Chair
- Member Bargar was nominated to serve as Chair

Motion/Second pending Member Bargar's acceptance: Low/Bolka  
Ayes: Atkinson, Bolka, Carpenter, Chin, Henke, Lacson, Rodia, Smith  
Noes: None  
Absent: Bargar

Member Lacson commented interest in serving as Vice Chair.

Motion/Second: Bolka/Rodia  
Ayes: Atkinson, Bolka, Carpenter, Chin, Henke, Lacson, Rodia, Smith  
Noes: None  
Absent: Bargar

Lori Low, Manager of Government and Communication Affairs, clarified that Vice Chair Lacson to act as Chair until Member Bargar accepts nomination.

#### **CALTRAIN ELECTRIFICATION UPDATE**

Brent Tietjen, External Affairs Manager, provided a presentation that included the following:

- January 16<sup>th</sup> was 160<sup>th</sup> anniversary for rail service on the Caltrain Corridor
- Tracks south of Tamien station will not be electrified as they are owned by Union Pacific Railroad
- Working with State and have a first in the nation pilot program to install batteries on new emus (electric multiple units) to provide zero emission service to Gilroy
- Full corridor will be energized in March 2024. Full electric service (104 trains) from San Francisco to San Jose in September 2024; Twenty percent more service
- One remaining tour in San Mateo County in Spring of 2024
- Working through the energy policy and with local community choice aggregations (CCA) to determine the type of energy procurement
- Additional weekend shutdowns this week to conduct testing
- Safety campaign focus on communities, schools, and school groups. Safety campaign presentations available upon request via website. Working with marketing firm to get word out about electrified trains and boost ridership

#### **PUBLIC COMMENT**

Cliff Bargar conveyed his satisfaction with the emu corridor testing and thanked the Committee for their support of his election to Chair, Mr. Bolka for his service as Chair, and Sean Lacson for his service as Vice Chair.

Chris Blakowski commented whether support mechanisms will be in place to provide real-time status, a mobile application particularly regarding bike cars being full.

The Committee members had a discussion and staff provided further clarification in response to Committee comments and questions on the following:

- Updates to Eucalyptus Grove along service line at Burlingame Station
- New trains and station platforms accessibility for persons with mobility issues

## **8. CUSTOMER FEEDBACK INDUSTRY SAFE**

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

- Various methods to submit feedback. Contacting the Customer Service Team is the fastest and most direct method
- Primary methods for receiving, logging, and responding to feedback. Complete customer feedback cycle done within 10 days
- Safety management software record, respond and track feedback. Consumer reports also routed to responsible departments, transit police, or operators
- Working with TransitAmerica Services, Inc. (TASI) to conduct investigations and root-cause analysis
- Consumer data shared with internal agencies to discuss trends, improvements and opportunities

### Public comment

Cliff Bargar conveyed his satisfaction that the social media team has branched out from Twitter and hopes that an alternative to Twitter can come sooner than later for real-time updates.

The Committee members had a discussion and staff provided further clarification in response to Committee comments and questions on the following:

- Jennifer Navarrete, Customer Experience Communications Lead, clarified types of issues handled by TASI
- Date and time information not passed through on feedback form
- Provide customer feedback mechanism through the mobile application
- Working on bike car capacity alerts
- Welcomes beta-testers to provide feedback

## **CHAIRPERSON'S REPORT**

### **a. 2024 Work Plan**

The Chairperson's Report, provided by Member Bolka as the former Chair, included the following:

- Work plan for 2024 subject to change
- Ms. Low commented adding the alert system update

Member Rodia commented on date corrections needed to the 2024 Work Plan.

Member Smith requested for Metropolitan Transportation Commission (MTC) Regional Bike Share Program to be agendized. Dan Provence, Principal Planner, commented about initial conversations with MTC about potentially adding a few bike stations. Regular updates to be provided via staff report.

#### **STAFF REPORT**

Lori Low, Manager of Government and Community Affairs, reported zero bike bumps for Year-to-Date 2024.

Ms. Low requested Ms. Navarrete to respond to Member Rodia's comment from last meeting about bumpy tracks. Ms. Navarrete reported track inspections completed between Cal Avenue and San Antonio on the northbound tracks which yielded no defects and will be inspected again within the next month.

#### **WRITTEN CORRESPONDENCE**

Cliff Bargar commented about Adina's email regarding signage for BikeLink lockers and recommended pictures of locker locations at stations and website.

Mr. Provence commented on planning to put temporary A-frame signs at some stations.

Vice Chair Lacson asked if it is possible to add lockers on Google and Apple Maps.

Member Smith requested future staff report on the impact of bike locker signage.

Member Carpenter confirmed locker locations are available on GoogleMaps and suggested publicizing bike locker locations on Google Maps. Mr. Provence noted that there are pictures on the app.

#### **COMMITTEE REQUESTS**

There was none.

**DATE AND TIME OF NEXT MEETING: March 21, 2024 at 5:45 p.m. at 1250 San Carlos Ave., San Carlos, CA 94070.**

**ADJOURNMENT** The meeting was adjourned at 6:47 pm