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NOVEMBER 7, 2019

TO: BOARD OF DIRECTORS

Through: PHILLIP A. WASHINGTON *PAW*
CHIEF EXECUTIVE OFFICER

From: JAMES DE LA LOZA *[Signature]*
CHIEF PLANNING OFFICER

Subject: SECURE BICYCLE PARKING PROGRAM UPDATE

ISSUE

At the September 2018 board meeting, Directors Bonin, Solis, and Garcia put forth a motion, Item 22, to assess the Secure Bicycle Parking Program ("Program") and evaluate opportunities to improve access through changes to its management practices and/or increasing capacity at high-demand locations.

BACKGROUND

In July 2018, Metro Parking Management and Shared Mobility assumed administration for the operation of the Program. This Program manages secure bicycle parking lockers and bicycle hubs at multiple Metro transit stations. As Metro expands its transit network and makes mobility across LA County more feasible without an automobile, an increase in bicycle use to access stations is anticipated. Metro encourages using alternative modes of transportation to access transit stations and needs to provide a safe and secure system for parking bicycles.

DISCUSSION

Assessment

Parking management performed an assessment of the Program and found several areas where improvements could be made. The assessment established a baseline that outlined the current conditions of the program and allowed staff to prioritize improvements by identifying deficiencies which are negatively impacting the program overall. The assessment formed the basis of next steps to improving the Program at Metro by increasing utilization, adding capacity and improving security.

Program Survey

Parking Management conducted surveys of current renters and people on the program's waitlist to better understand intended use as well as what users liked and disliked about the current program. Metro received nearly 850 responses to the surveys with a general consensus that lockers are favored over other forms of secure bicycle

parking.

Of the 245 current renters who responded to the survey, more than 92% stated that they are satisfied with the current program. This outcome was not surprising as these users currently have access to a monthly locker that is in high demand. The survey also posed a question asking if alternative secure bicycle parking options were provided, would current renters consider using them. Nearly 78% stated that they would consider using a daily locker and 63% stated they would consider using secured shared space such as a bike hub.

There were 603 responses to the survey from the waitlist group. These are users who registered for a bike locker but have not been able to secure one due to high demand. Of those who responded, 74% have been on the waitlist for greater than six months. Similar to renters, 88% of respondents stated they would consider using a daily locker and 74% stated they would consider secure shared space such as a bike hub. Both the waitlist and renter groups had similar trip lengths with 60% traveling less than 2 miles to their nearest station.

Additional comments made by both groups also gave insight on performance and expectations of the program and possible areas of improvement. One recurring complaint from those on the waitlist was that they were unable to see what position they were on the list. Renter comments were directed at cleanliness and security concerns as it relates to the program.

Program Enhancements

With the results of the surveys acting as a guide, along with improvements recommended in the original assessment, staff has begun implementing enhancements to increase overall utilization and capacity of secure bicycle parking at Metro stations. Basic improvements such as relocating underutilized lockers to heavier demand stations are underway. However, not all stations have the real estate available to add more lockers.

The most immediate improvement to increase utilization of secure bicycle parking is to offer a daily option with walk up registration capability. All secure bicycle parking requires registration and processing prior to being allowed to utilize the secure facility/locker. The only current option for bicycle parking for those who are unregistered is the traditional bicycle rack. Staff has been working with the Bike Hub provider to develop walk up registration for daily use. This would allow anyone who wants to park their bike the option to use a secure facility versus the unsecured bike rack which would increase utilization inside the bike hubs.

To address bicycle parking capacity issues at stations where full-service bike hubs are not feasible, staff has been working with planning managers of new corridors and transit-oriented developments to implement a new automated type of facility which will operate a scaled-down version of Metro's Bike Hub. These are shared space facilities with secure access controls that have ample parking capacity to address high demand. These facilities can accommodate three times as many bicycles in the same real estate footprint as a bicycle locker and have dedicated security cameras. This new facility type

is planned and being constructed at Purple and Gold Line Extension stations and will be a new parking option to the Program.

Though the new shared automated facilities will address capacity issues, some users simply prefer bicycle lockers over shared space. Staff consulted with the incumbent bicycle locker vendor to address security of the lockers. Improvements are planned for all locker doors to be upgraded with a new security feature as well as outfitted with upgraded digital locks. The current lockers are keyed locks, which are inefficient, inconvenient and manually tracked. Upgraded digital locks will allow Metro more tools for program enhancements such as allowing for potential daily use programming on a first-come-first-serve basis. Digital locks will bring ease of use to users while eliminating the cost and need for re-keying of lockers after renters vacate. This will be completed simultaneously with lockers being outfitted with enhanced security features. This upgrade will also give Metro access to a mobile app that comes with the digital locks. The app will manage the payment process for daily use lockers as well as track utilization of lockers system-wide.

Staff explored adding an automated secure bicycle rack to the program. Though this system may be beneficial in the future for Metro, staff recommended not to move forward with the procurement since it did not address a daily use option for users and did not facilitate equity in its operations. The cost of this system was too great given the program's other current needs. Investment into improving the current program outweighs implementing this new solution.

Program Management Software

Currently, the program is comprised of several manual processes which are prone to human error. Locker inventory is tracked via spreadsheets and renter information is at times outdated and/or inaccurate. Reconciliation of cancellations and delinquent payments is also challenging. Similar to Parking Management's car parking system, staff is developing a scope of service to provide management software for secure bicycle parking to better facilitate the Program. This software will track inventory, reconcile payments and allow for technology enhancements that are currently lacking in the program. Users will be able to manage and update their own accounts, cancel, and view their position on the waitlist. Metro will be able to reconcile payment delinquencies, better manage locker availability and implement ridership requirements. Staff will be able to manage bicycle hubs, bicycle lockers and any secure access controls on one singular platform. This management software is the first step in being able to manage and make necessary changes to the program's business rules structure.

Business Rules and Policy

Transit ridership verification is a key function for Parking Management in managing demand in its Park & Ride lots system-wide. Monthly parkers are required to ride transit ten (10) individual days a month to maintain their monthly parking permit. When this rule was implemented for parking cars, it facilitated turnover providing space for those on the waitlist. Staff recommends implementing this same rule for the non-daily options of the Program. Management software that staff is pursuing would give Metro the ability to implement and manage this rule in the same fashion as it does in Metro's Park &

Rides.

NEXT STEPS

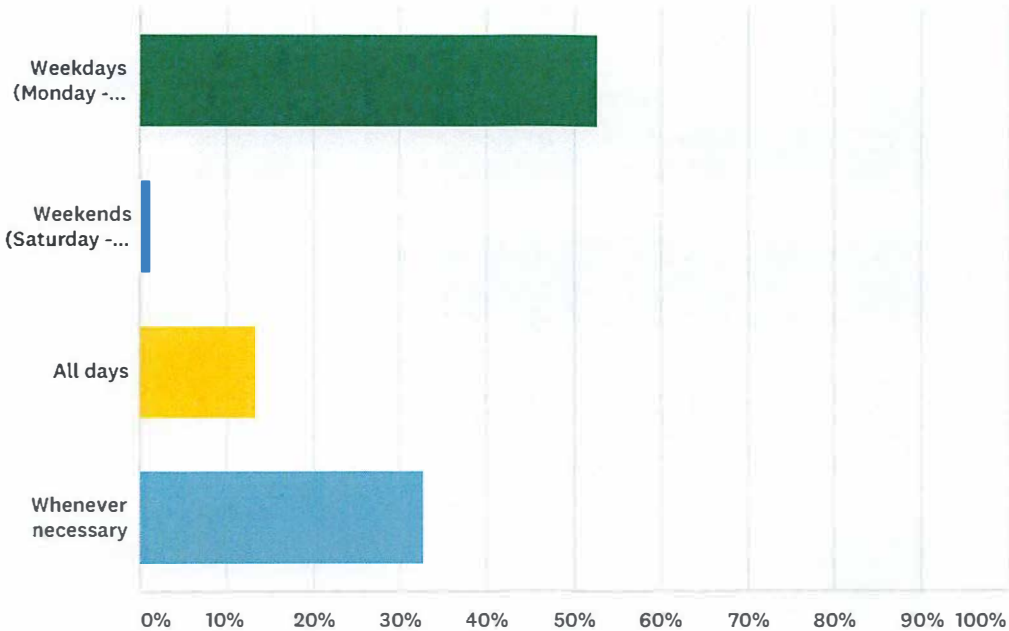
Once management software is procured and the program structure is implemented, staff will report back to the Board for approval of new business rules and policies, including new pricing recommendations.

ATTACHMENTS

- Attachment A – Current Renter Survey
- Attachment B – Waitlist Survey

Q1 What days do you currently use the bike locker?

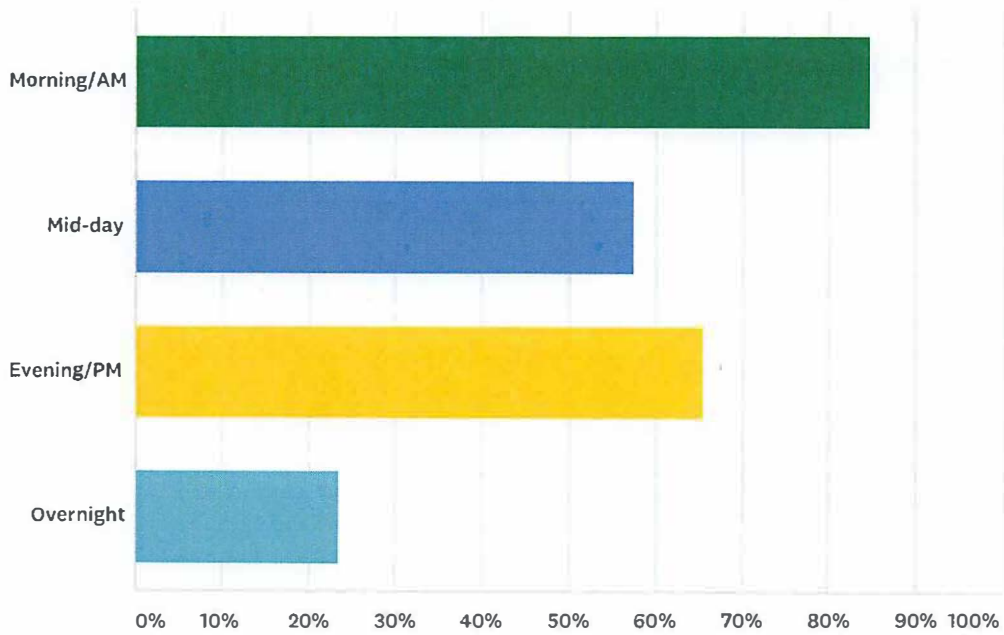
Answered: 245 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|------------------------------|-----------|------------|
| Weekdays (Monday - Friday) | 52.65% | 129 |
| Weekends (Saturday - Sunday) | 1.22% | 3 |
| All days | 13.47% | 33 |
| Whenever necessary | 32.65% | 80 |
| TOTAL | | 245 |

Q2 What time of the day do you use the bike locker? (select all that apply)

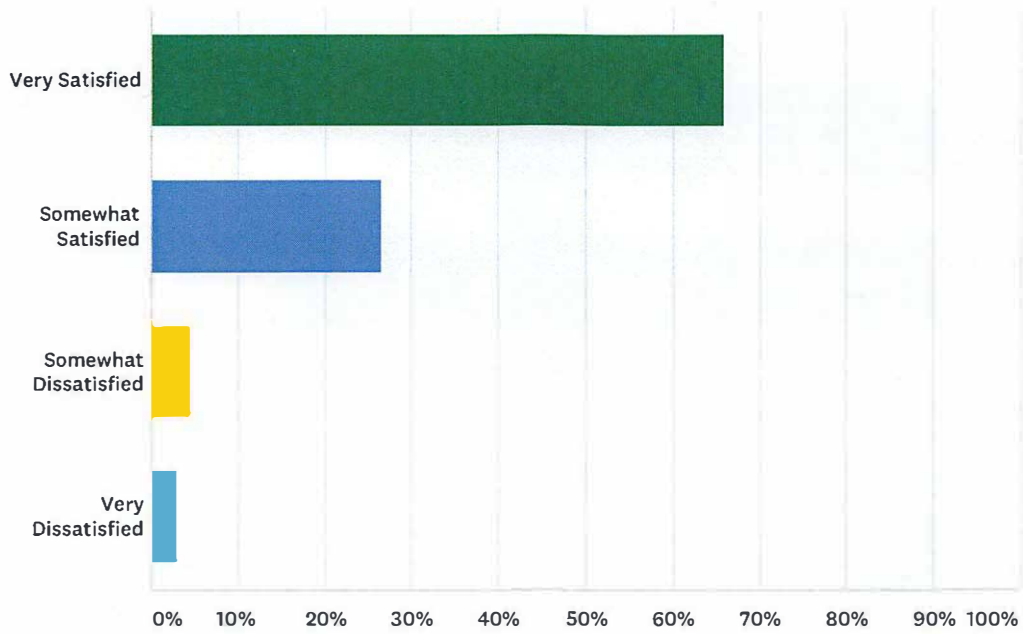
Answered: 243 Skipped: 4



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|-----|
| Morning/AM | 84.77% | 206 |
| Mid-day | 57.61% | 140 |
| Evening/PM | 65.43% | 159 |
| Overnight | 23.46% | 57 |
| Total Respondents: 243 | | |

Q3 How satisfied are you with the current Metro bike locker program?

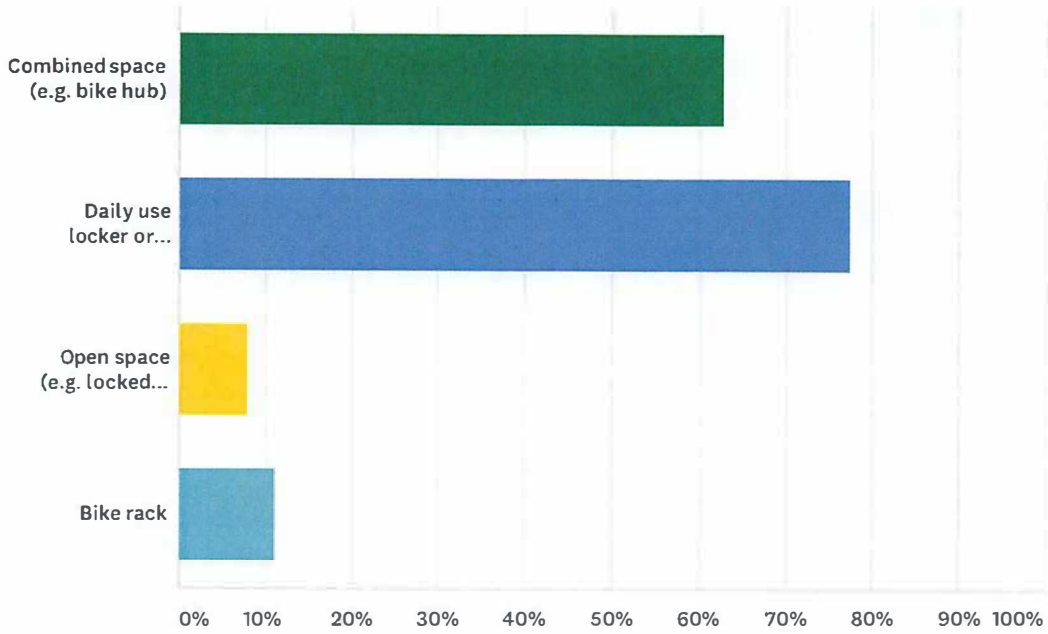
Answered: 244 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|------------|
| Very Satisfied | 65.98% | 161 |
| Somewhat Satisfied | 26.64% | 65 |
| Somewhat Dissatisfied | 4.51% | 11 |
| Very Dissatisfied | 2.87% | 7 |
| TOTAL | | 244 |

Q4 If Metro provided other options for parking and storing your bike, would you use any of the following? (select all the apply)

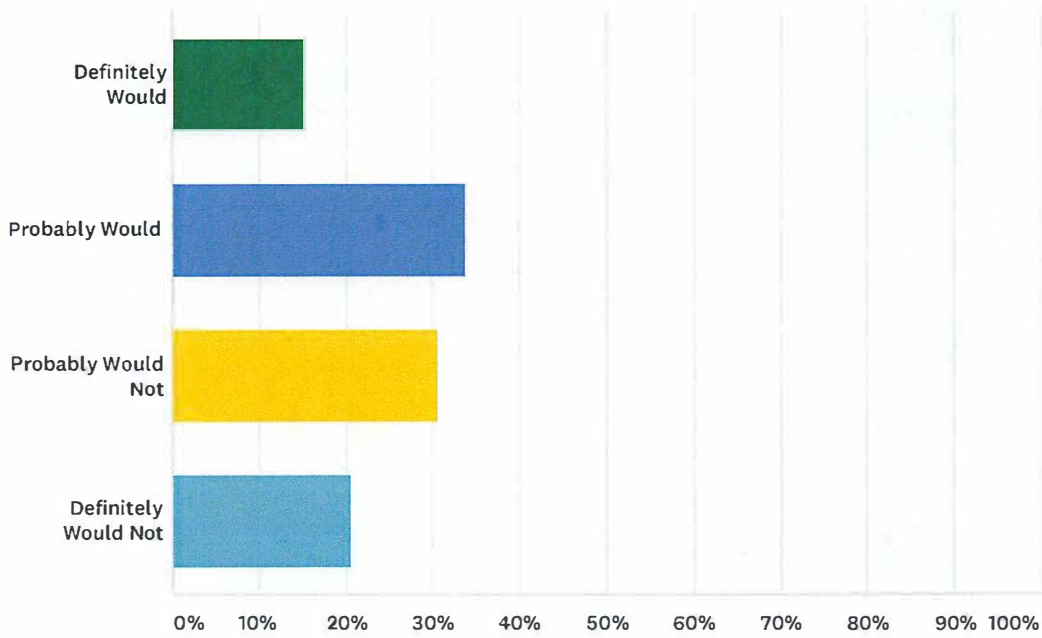
Answered: 191 Skipped: 56



| ANSWER CHOICES | RESPONSES | |
|--------------------------------------|-----------|-----|
| Combined space (e.g. bike hub) | 62.83% | 120 |
| Daily use locker or secure bike rack | 77.49% | 148 |
| Open space (e.g. locked to fence) | 7.85% | 15 |
| Bike rack | 10.99% | 21 |
| Total Respondents: 191 | | |

Q5 If Metro eliminated the monthly bike locker program, would you utilize a daily locker program?

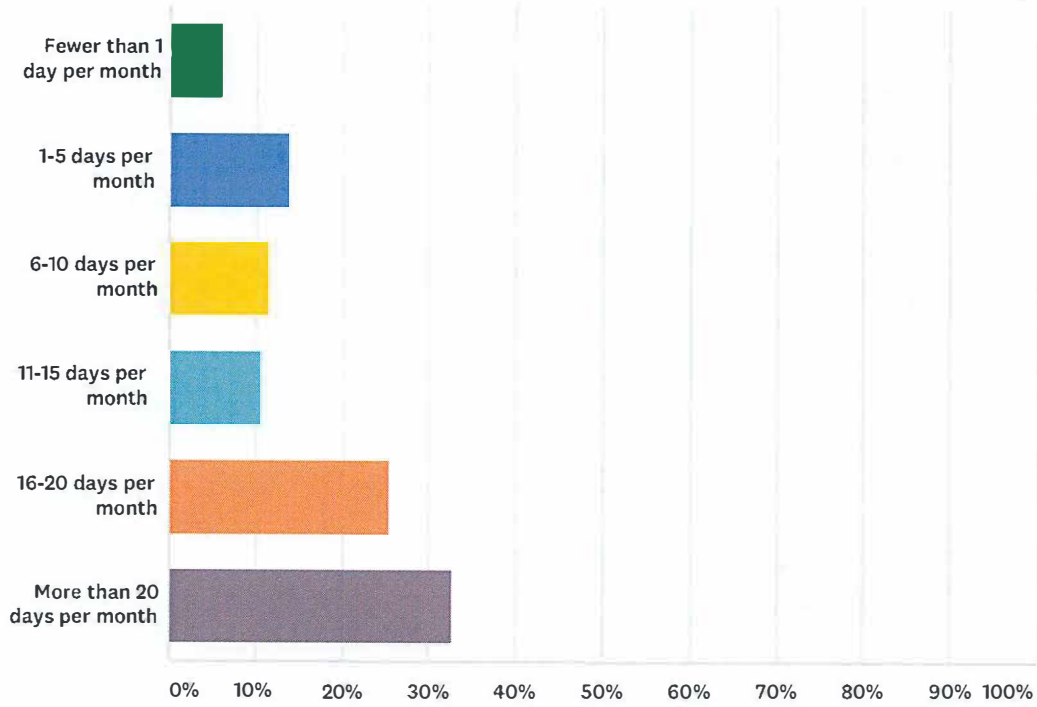
Answered: 243 Skipped: 4



| ANSWER CHOICES | RESPONSES | |
|----------------------|-----------|------------|
| Definitely Would | 15.23% | 37 |
| Probably Would | 33.74% | 82 |
| Probably Would Not | 30.45% | 74 |
| Definitely Would Not | 20.58% | 50 |
| TOTAL | | 243 |

Q6 On average, how many days per month do you use the bike locker?

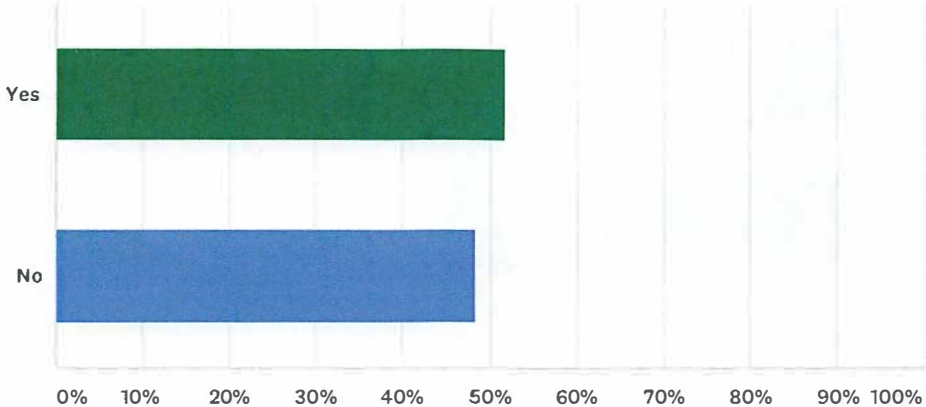
Answered: 245 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|-----------------------------|-----------|------------|
| Fewer than 1 day per month | 6.12% | 15 |
| 1-5 days per month | 13.88% | 34 |
| 6-10 days per month | 11.43% | 28 |
| 11-15 days per month | 10.61% | 26 |
| 16-20 days per month | 25.31% | 62 |
| More than 20 days per month | 32.65% | 80 |
| TOTAL | | 245 |

Q7 If Metro conducted a workshop on secure bike parking to solicit your feedback, would you attend?

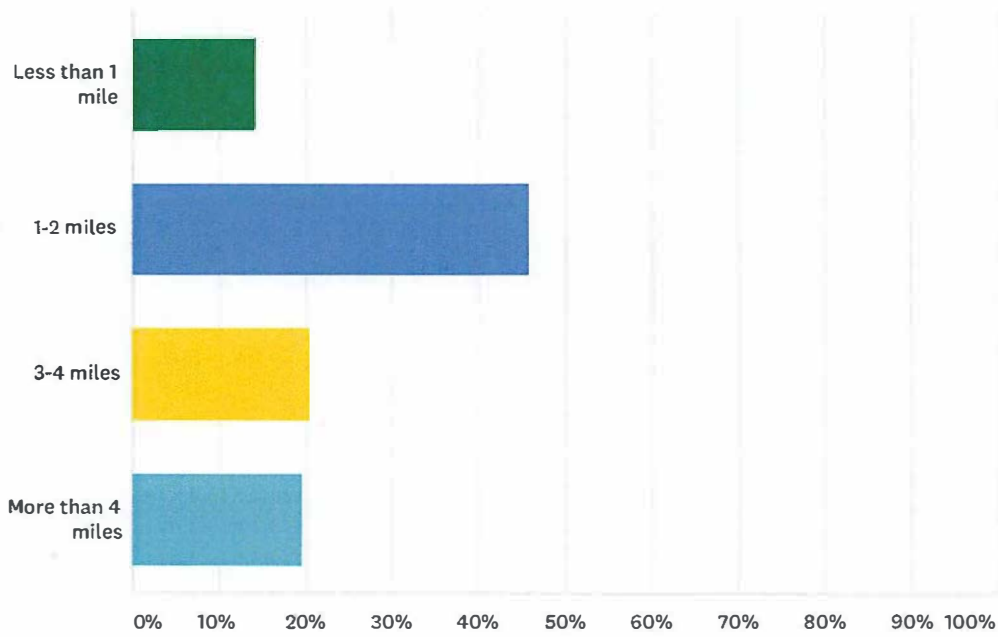
Answered: 242 Skipped: 5



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 51.65% | 125 |
| No | 48.35% | 117 |
| TOTAL | | 242 |

Q8 What is your average trip length, one-way, to the nearest station (in miles)?

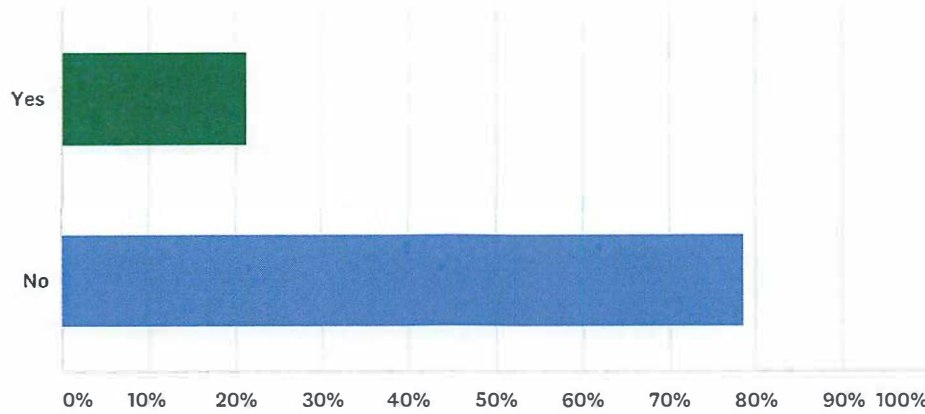
Answered: 245 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|------------|
| Less than 1 mile | 14.29% | 35 |
| 1-2 miles | 45.71% | 112 |
| 3-4 miles | 20.41% | 50 |
| More than 4 miles | 19.59% | 48 |
| TOTAL | | 245 |

Q9 Are you traveling to a farther station due to lack of bike locker availability at your home station (closest station to your residence)?

Answered: 244 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 21.31% | 52 |
| No | 78.69% | 192 |
| TOTAL | | 244 |

Q10 What is your home station (closest station to your residence)?

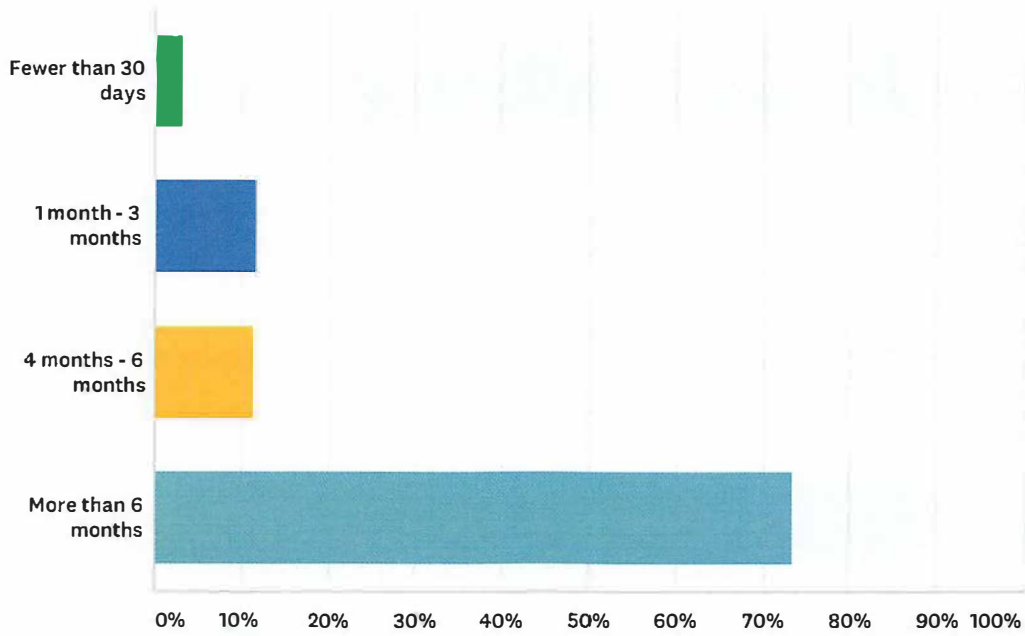
Answered: 239 Skipped: 8

Q11 Do you have any additional comments, questions, or concerns you would like to share?

Answered: 178 Skipped: 69

Q1 How long have you been on the waitlist?

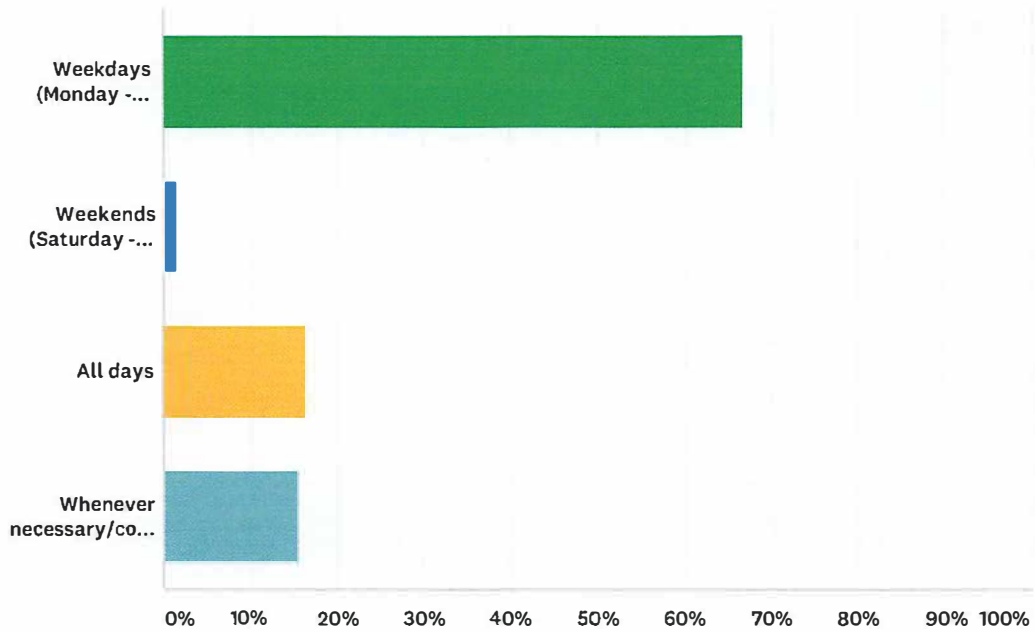
Answered: 603 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|---------------------|-----------|------------|
| Fewer than 30 days | 3.15% | 19 |
| 1 month - 3 months | 11.77% | 71 |
| 4 months - 6 months | 11.61% | 70 |
| More than 6 months | 73.47% | 443 |
| TOTAL | | 603 |

Q2 What days would you use the bike locker?

Answered: 602 Skipped: 2

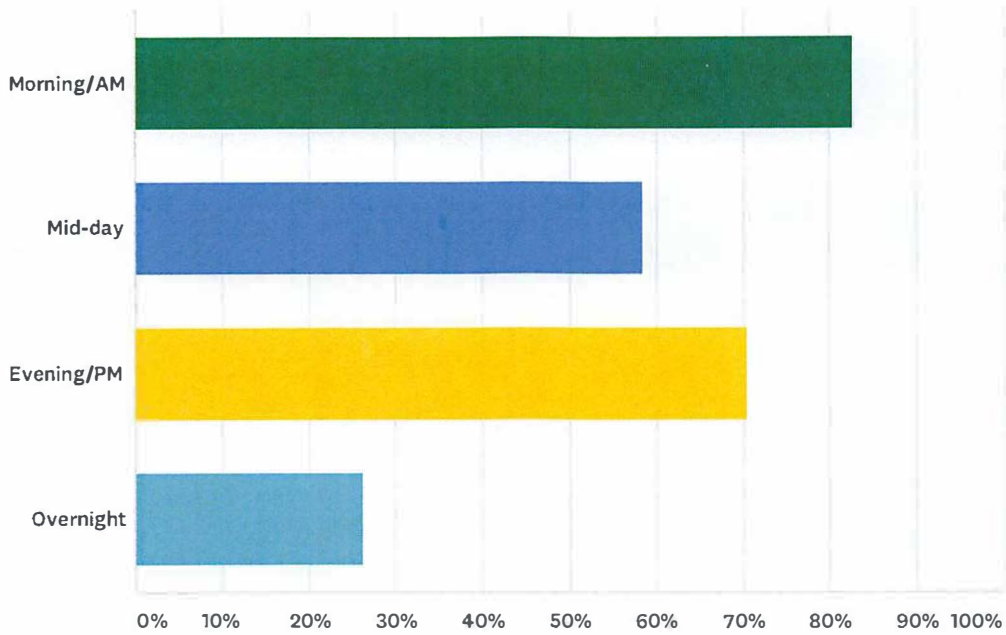


| ANSWER CHOICES | RESPONSES | |
|-------------------------------|-----------|------------|
| Weekdays (Monday - Friday) | 66.78% | 402 |
| Weekends (Saturday - Sunday) | 1.50% | 9 |
| All days | 16.28% | 98 |
| Whenever necessary/convenient | 15.45% | 93 |
| TOTAL | | 602 |

Bike Locker Station Assessment

Q3 What time of the day would you use the bike locker? (select all that apply)

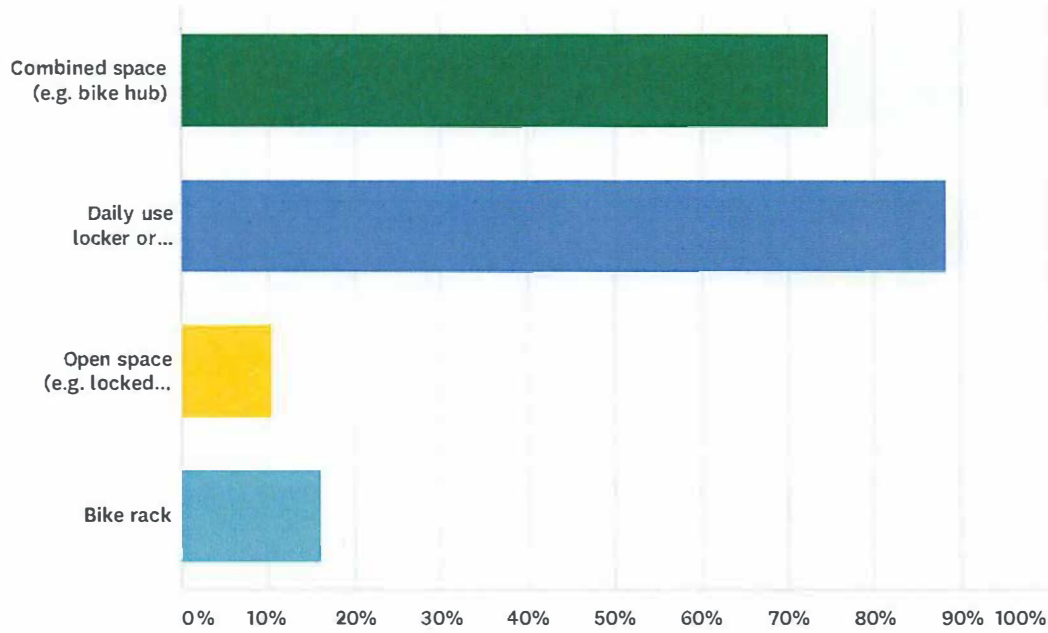
Answered: 602 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|-----|
| Morning/AM | 82.72% | 498 |
| Mid-day | 58.31% | 351 |
| Evening/PM | 70.60% | 425 |
| Overnight | 26.08% | 157 |
| Total Respondents: 602 | | |

Q4 If Metro provided other options for parking your bike, would you use any of the following? (select all that apply)

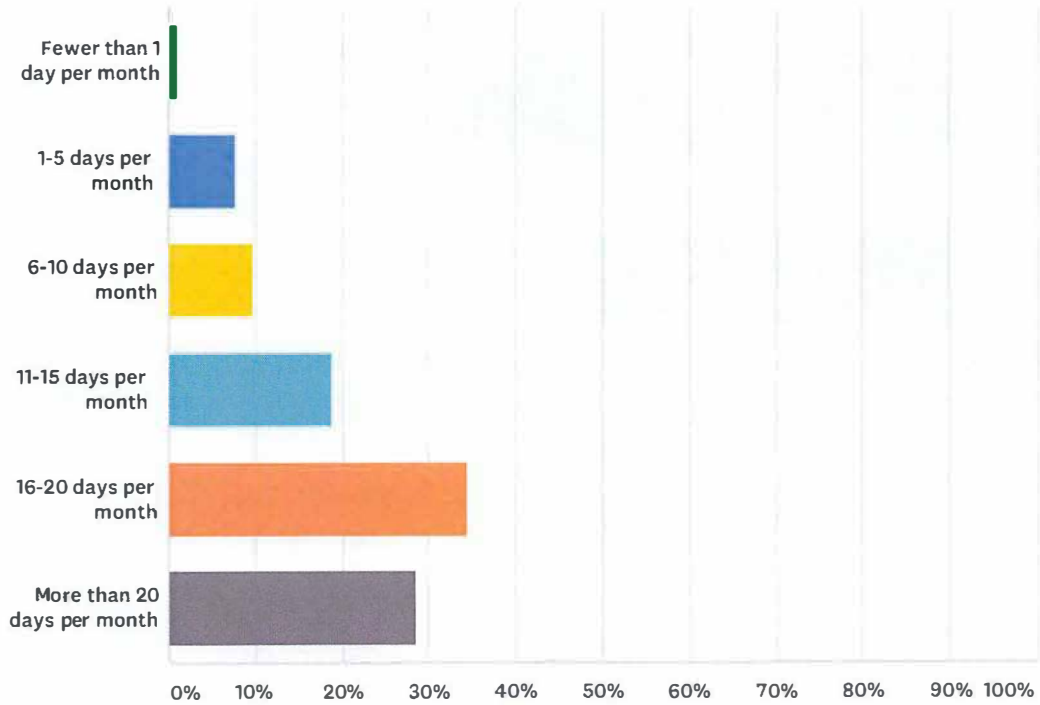
Answered: 560 Skipped: 44



| ANSWER CHOICES | RESPONSES | |
|--------------------------------------|-----------|-----|
| Combined space (e.g. bike hub) | 74.64% | 418 |
| Daily use locker or secure bike rack | 88.21% | 494 |
| Open space (e.g. locked to fence) | 10.36% | 58 |
| Bike rack | 16.07% | 90 |
| Total Respondents: 560 | | |

Q5 On average, how many days do you think you would use the bike locker?

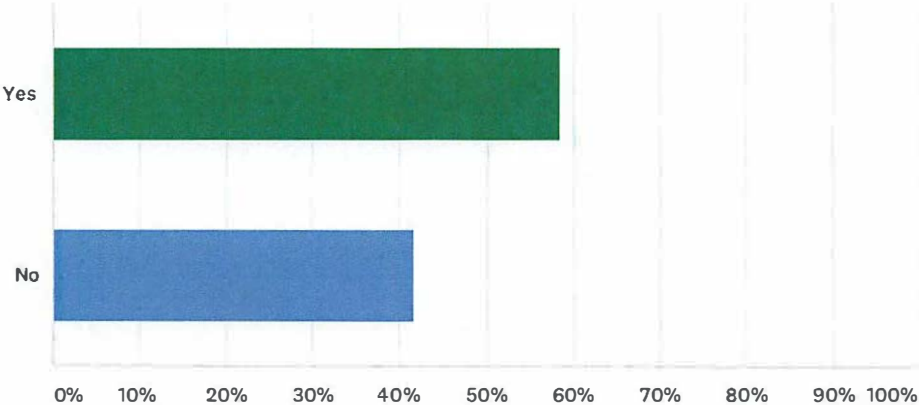
Answered: 603 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|-----------------------------|-----------|------------|
| Fewer than 1 day per month | 1.00% | 6 |
| 1-5 days per month | 7.79% | 47 |
| 6-10 days per month | 9.62% | 58 |
| 11-15 days per month | 18.91% | 114 |
| 16-20 days per month | 34.33% | 207 |
| More than 20 days per month | 28.36% | 171 |
| TOTAL | | 603 |

Q6 If Metro conducted a workshop on secure bike parking to solicit your feedback, would you attend?

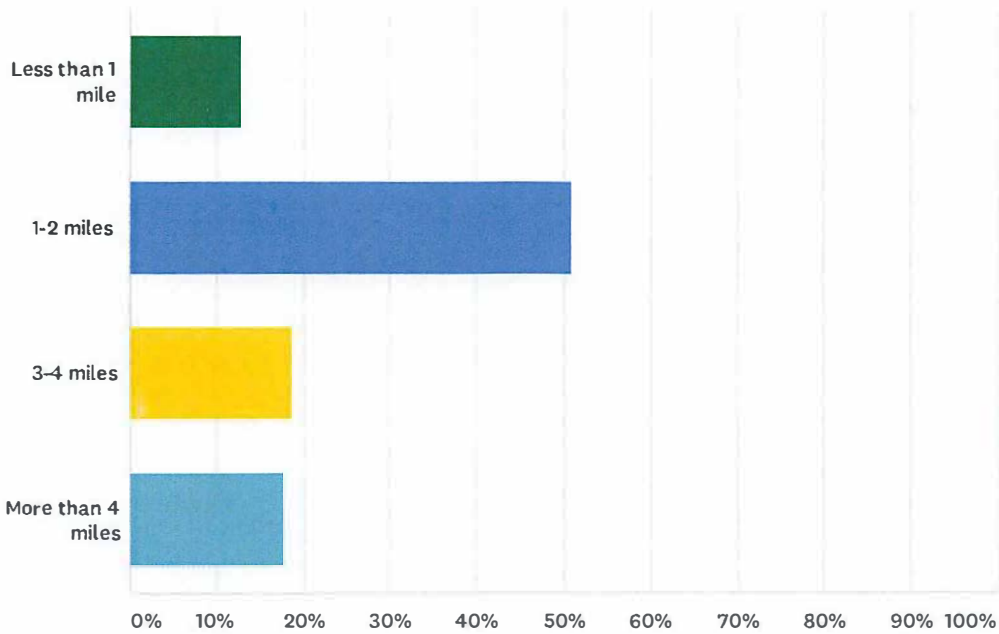
Answered: 601 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 58.40% | 351 |
| No | 41.60% | 250 |
| TOTAL | | 601 |

Q7 What is your average trip length, one-way, to the nearest station (in miles)?

Answered: 603 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|------------|
| Less than 1 mile | 12.77% | 77 |
| 1-2 miles | 50.91% | 307 |
| 3-4 miles | 18.57% | 112 |
| More than 4 miles | 17.74% | 107 |
| TOTAL | | 603 |

Q8 What is your home station (closest station to your residence)?

Answered: 598 Skipped: 6

Q9 Do you have any additional comments, suggestions, or concerns you would like to share?

Answered: 386 Skipped: 218