



Board Report

File #: 2018-0792, **File Type:** Motion / Motion Response

Agenda Number: 23.

SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE FEBRUARY 21, 2019

SUBJECT: SECURE BICYCLE PARKING MOTION RESPONSE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE secure bicycle parking assessment report in response to September 2018 Board Motion item 22.

ISSUE

At the September 2018 board meeting, Directors Bonin, Solis, and Garcia put forth a motion 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 and report back in February 2019. Metro staff has performed this analysis in the attached Secure Bicycle Parking Program Assessment Report (Assessment).

BACKGROUND

In July 2018, Metro Parking Management and Shared Mobility assumed administration for the operation of the Secure Bicycle Parking Program ("Program"). This Program manages secure bicycle parking lockers and bicycle hubs at multiple of 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 place to park bicycles. The Assessment outlines the existing conditions and performance of the Program today and recommendations for improvements, both in the interim and for the longer term.

DISCUSSION

Due to the immediate need, Metro staff performed the assessment promptly and focused heavily on four critical components: (1) the business model, (2) increasing utilization, (3) security, and (4) increasing facility options for secure bicycle parking. Staff reviewed rental and utilization rates as well as placement of bicycle lockers and security elements used for deterrence. In the process of performing this assessment and subsequent recommendations, Metro staff consulted with program managers of Bay Area Rapid Transit (BART) bicycle program in San Francisco, who recently piloted

a new bicycle parking program at their stations. Metro also consulted Metro Transit Security and Los Angeles Police Department (LAPD) regarding security of the bicycle locker program and the challenges the program has faced.

Inventory, Utilization and Demand

Currently, there are three different types of bicycle parking facilities that LA Metro offers across the transit system: (1) The traditional bicycle rack, (2) bicycle locker, (3) bicycle hub. The traditional bicycle rack is offered virtually at every station. They tend to be moderately utilized at most stations, depending on their placement. However, being that it is the least secure of LA Metro’s parking options, where demand warrants, one of the other two types of secured bicycle parking is available.

Bicycle lockers are deployed at 53 stations across the transit system, spanning each of Metro’s transit lines. The total number of lockers deployed at each station varies according to demand and the availability of suitable real estate in and around the station to place them due to their large footprint. Many stations do not have real estate available for additional lockers, limiting the ability to increase capacity when warranted.

Although the average rental subscription rates of bicycle lockers are high, nearly 80% system-wide, daily utilization of bicycle lockers is relatively low, averaging less than 20% during peak transit hours. The subscription demand for bicycle lockers is extremely high at some transit corridors where requests are exceeding 100% of total available lockers and have created sizable waiting lists. The table below illustrates average demand and utilization at sample stations with fully subscribed bicycle lockers.

Bicycle Locker Utilization - Sample Stations					
Line	Station	# Lockers	Waitlisted	Demand %	Avg. Utilization
Green	Norwalk	32	37	115.63%	21.88%
Green	Lakewood	12	20	166.67%	68.06%
Red	North Hollywood	52	140	269.23%	13.46%
Red	Universal City	32	30	93.75%	4.17%
Gold	APU/Citrus	24	48	200.00%	24.31%
Gold	Memorial Park	16	16	100.00%	5.21%
Expo	Bundy	16	66	412.50%	3.13%
Expo	La Cienega/Jefferson	24	64	266.67%	23.61%
Blue	Wardlow	16	26	162.50%	23.96%

Alternative Rental Models

The current bicycle locker program offers a bi-annual payment model with auto renewals every six months. On the surface, the high rental rates at stations imply the program is successful and

operating efficiently, however, the security issues that have been identified during the transition of the program have made clear that the model itself is exacerbating some of the security concerns.

On a daily basis, many bicycle lockers are used by customers as long-term storage rather than as a first/last mile connection. The use of the bicycle lockers for long-term storage has resulted in an increase in theft issues across the system. Thieves have targeted lockers with bicycles that are stored overnight and on the weekends.

In consultation with the bicycle program manager from BART, a daily use model has increased utilization of their program substantially. BART's pricing model is .05 cents per hour and accelerates after 10 hours to encourage removal of the bicycle. Staff recommends a similar pricing model to yield a similar outcome.

Adjusting the business model from prepaid monthly rentals to daily rentals would greatly increase utilization and reduce security issues. The recommended daily rental business model would make bicycle lockers available on a first-come-first-served basis, promote more turnover, discourage overnight and long-term storage, and reduce the number of bicycles brought on Metro buses and trains.

High Demand Locations

Where Metro has retail space and funding, bicycle hubs will continue to be the option deployed for high demand locations. Currently, there are three bicycle hubs in operation: LA Union Station, El Monte Station on the Silver Line, and Hollywood and Vine Station along the Red Line. There are three additional bicycle hubs in the pipeline for operations: Culver City (Ivy Station) on the Expo Line, Willowbrook/Rosa Parks Station which serves the Green and Blue Lines, and the Airport Metro Connector (AMC) which will open upon completion of the Crenshaw LAX Line.

The Culver City bicycle hub will open in the next 45 days and is expected to be heavily utilized. The demand for secure bicycle parking is high along the Expo Line with over 500 people on the waitlist for the bicycle locker program. However, there is not enough real estate to deploy additional lockers to meet that demand.

Creation of a service option that is between bicycle hubs and bicycle lockers that takes up less of a footprint at stations than the current program is recommended. For example, a hybrid, scaled down, automated version of bicycle hubs could be designed with an enclosed area with secure bicycle parking that allows for increased capacity and improved line of sight. This area could be fenced or caged in with TAP card access control, allowing only transit users accessing the area to securely park their bicycles. The new facility type would increase capacity and potentially replace the existing bicycle lockers by better utilizing the real estate that is available.

Interim Changes

There are immediate interim improvements that can enhance the efficiency and security of the Program. The first priority to improve the security is to evaluate the placement of lockers, station by station, and relocate or remove as necessary. Staff will work with Transit Security to ensure new

placements are within camera views and are ideal for theft deterrence. Metro staff will investigate alternative mechanisms and locations to deter theft and continue to research potential solutions.

Community engagement and performing outreach to the bicycle community is another priority for Metro staff, as understanding the needs of the users will enable Metro to implement the most effective strategy and contribute to long term solutions in addressing many of the security concerns. Staff will perform outreach and incorporate feedback into further recommendations for improving the Program.

Equity Platform

Program security refinements and increasing availability of secure bicycle parking will encourage more patrons to utilize the Program. These program improvements are in alignment with the first pillar of the platform: Define and Measure. Patrons will have equal opportunity to access secure bicycle parking measurable by increased Program utilization through higher turnover.

FINANCIAL IMPACT

There is no immediate impact to Metro's expense budget. Staff will work with Chief Planning Officer through the annual budget process to accomplish Program changes and recommendations.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Improvements to the Program align with goal 2 of the Strategic Plan. These enhancements will "deliver outstanding trip experiences for all users of the transportation system" by promoting resources for safe and secure parking and shrink the number of bicycles transported on Metro.

NEXT STEPS

Metro staff will work with internal departments to design and conceptualize a new automated facility type that expands capacity of secure bicycle parking using the same real estate as the current bicycle locker program. At stations where there is appropriate space and demand, Metro staff will also explore the potential for piloting a daily bicycle locker rental program. Staff will consult with BART regarding their recent pilot program, as well as review input from the bicycle community during Metro's outreach.

Staff will report back in 180 days on the progress of the Secure Bicycle Parking Program with the results of the outreach with the bicycle community and more specific recommendations on changes to the pricing model.

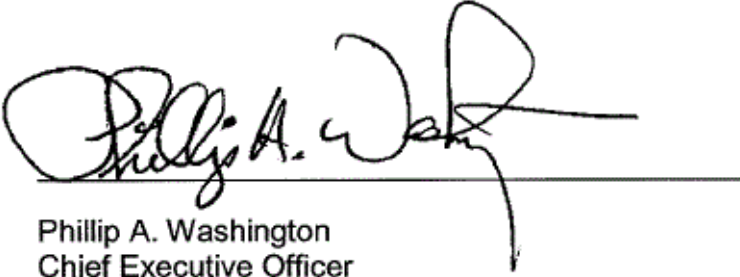
ATTACHMENTS

Attachment A - Secure Bicycle Parking Program Assessment Report

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