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August 2nd, 2018

Attention: Matt Craig, Manager, Transportation Planner, TransLink
cc: Rex Hodgson, Senior Planner, TransLink
Shezana Hassko, Project Manager II, TransLink
Bowinn Ma, Parliamentary Secretary for TransLink

Re: HUB Cycling's Recommendations for improving the #BiketoTransit Experience

Dear Mr. Craig,

HUB Cycling is a charitable organization that works to make cycling better through education, action, and events in Metro Vancouver. We have more than 2,300 members, 38,000 direct supporters, and 11 active committees across the region.

We would like to thank TransLink for its continued commitment to increasing multi-modal trips across the region. In particular, HUB Cycling supports TransLink's measures to integrate transit with cycling, including secure bicycle parking at SkyTrain Stations, transit-friendly infrastructure such as floating bus islands adjacent to protected bike lanes, and multifaceted support of HUB Cycling's [#BiketoTransit campaign](#).

The success of integrating cycling and transit is becoming increasingly apparent in North American cities. For example, as part of Ottawa's new Confederation Line, OC Transport is installing bicycle 'runnels' (ramps) and cycling wayfinding signage at all stations. In the Bay Area of California, nearly 7% of passengers using public transit bicycle to a BART station. Through increased investment in cycling infrastructure, BART's Bicycle Program Capital Plan aims for a 60% increase in bike-to-transit trips by 2022¹.

Building upon this momentum and in conjunction with the #BiketoTransit campaign, HUB Cycling would like to present a selection of recommendations for improving the cycling and transit experience in Metro Vancouver.

¹ https://m.bart.gov/sites/default/files/docs/BART%20bicycle%20capital%20plan_FINAL_2017-05-31.pdf



1. Bikes-on-Board

While research shows that bicycles on-board lack scalability due to the amount and value of the space taken by a bicycle, small measures should be made to improve existing accommodations for passengers with bicycles.

Millennium and Expo Lines:

- Consider changing two to four seats to folding seats (or removing altogether) so passengers can comfortably bring bicycles on board. When people currently bring their bicycles on board, they feel as though they are obstructing the path of fellow passengers. Since the train doors open on both sides, passengers with bicycles have to uncomfortably shift out of the way to let fellow passengers on and off. While space-saving upright bike racks are one option, many bicycle types are often too heavy for passengers to comfortably lift. Ideally, space should be allocated so that passengers only need to wheel their bicycles on-board and position horizontally in place.



San Francisco *BART*



Sonoma County *SMART*



Alsace, France *TGV*



On the Canada Line, there is sufficient amount of horizontal space to park bicycles.

Canada Line:

- In train cars that allow bicycles, add a clip to the metal bicycle wheel holder (or other locking mechanism, similar to what exists on the West Coast Express) so that the bicycle is stable while the train is moving. Currently, passengers are required to stand beside their bike and press the brakes to keep the bicycle in place. An additional strap for the side of the bicycle would prevent it from falling over sideways.



Portland *Tri Met*

All SkyTrain Stations:

- Add signage on train platforms indicating where passengers should stand to board train cars that accommodate bicycles. Existing bicycle icons near the doors of

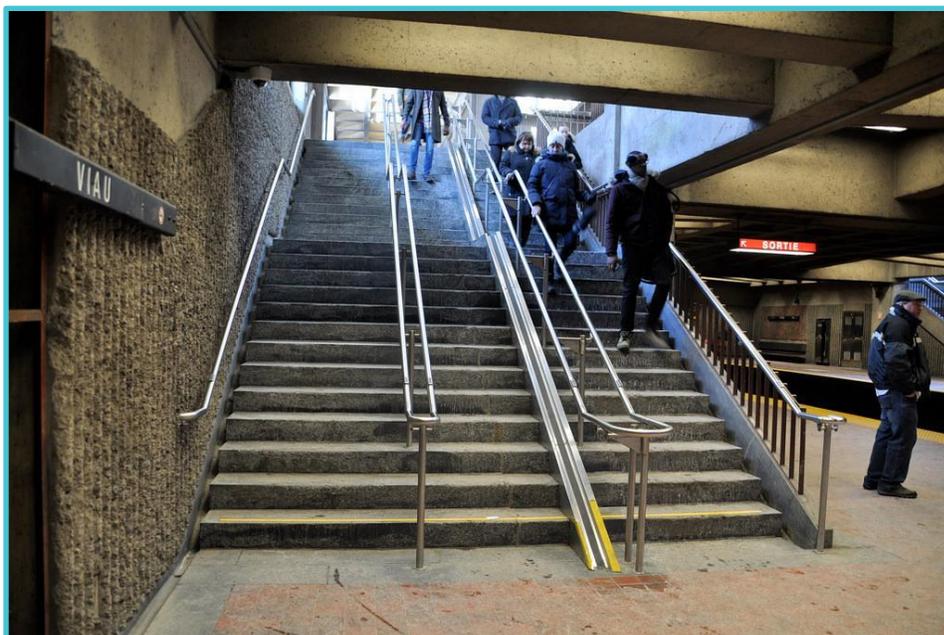


Canada Line train cars are helpful. However, signage on train platforms would be more visible and would notify waiting passengers that those with bicycles may be boarding at those locations.



Minneapolis - St. Paul Metro Transit

- More intuitive signage indicating where to park bicycles when exiting the YVR-Airport Canada Line Station.
- More wayfinding along designated bicycle routes to and from SkyTrain stations.
- Install runnels (stairways with bike ramps) at SkyTrain Stations that have a higher proportion of passengers with bicycles. Runnels increase access and egress to station platforms and free up more space in elevators for passengers with accessibility needs.



Runnel, Montreal STM



2. Bikes On Bus

- The yellow hooks on bus bike racks often get sticky and are hard to use. The grey BC Transit hooks are less sticky and more user-friendly. For existing bus bike racks, increase maintenance checks (including grease) to ensure they are working efficiently. Thank you for upgrading many of the racks that make it easier for passengers to pull the yellow handle to lift the rack up and down.
- Greater capacity bicycle racks on Route 620: Tsawwassen Ferry / Bridgeport Station and Route 250: Horseshoe Bay / Dundarave / Vancouver. Currently, many passengers take their bicycles on BC Ferries but we hear from many who say they feel uncomfortable cycling upon arrival to the Lower Mainland. For example at Tsawwassen and Horseshoe Bay ferry terminals, many passengers with bicycles are passed up and have to wait one to two hours to get on the next bus with available bike racks. Options to improve convenience and comfort could include:



Three capacity bus bike rack *King County Metro Transit*



Four capacity bus bike rack *Roaring Fork Transport Authority*



- Given that the 620 and 250 have fewer stops, a rear bus rack could also be an effective option.



Brno, Czech Republic *IDS JMK*



Strasbourg, France *STS*



Sylt, Germany *SVG*

- Exception to allow bicycles brought on-board the 620 and 250 if front bus rack is full on the last scheduled bus leaving Tsawwassen and Horseshoe Bay ferry terminals. Currently, the Toronto Transit Commission (TTC) on-board bicycle policy is discretionary, if space permits during off-peak hours².

² https://www.ttc.ca/Riding_the_TTC/Bikes/Bikes_on_TTC_Vehicles.jsp



- Many children’s bicycles are not large enough to be placed on the front bus bike rack thus restricting children from taking their bike on the bus altogether. Consider an exception to allow certain sized children’s bicycles on board.

3. Bikes on West Coast Express (WCE)

- Many of the current bike straps are not functional. Often, passengers are unable to pull the fabric strap through the metal clasp and/or the rear strap isn’t long enough to reach both bicycles, if two are on-board. Replace these straps with more resilient clips and longer straps at the back. Include signage indicating to keep the passenger seat up when bicycles are parking, making the straps more functional.



These types of front straps work well on several WCE trains

- Install runnels at West Coast Express Stations that have a higher proportion of passengers with bicycles (ex. Waterfront Station). Runnels increase access and egress to station platforms while increasing the availability of elevators for passengers with accessibility needs.
- Increase the speed of the elevators at Waterfront Station. It is very busy with people with bikes, strollers, large items, and accessibility needs. Currently, passengers may spend upwards of 5 minutes waiting for an elevator.
- Provide secure bike parkades and covered short-term bike parking at WCE stations.



- More wayfinding on designated bicycle routes to and from WCE stations.

4. Bikes on SeaBus

- Provide designated space for bicycles on-board. Currently, there is no designated space or signage directing passengers with bicycles on-board.
 - Consider removing two to three seats near the entrance / exit doors (or changing those seats to fold-up versions) to allow space for bicycles on-board.
- Increase the speed of the elevators at Waterfront Station that serve SeaBus. It is very busy with people with bikes, strollers, large items, and accessibility needs. Currently, passengers may spend upwards of 5 minutes waiting for an elevator.

5. Bicycle Parking at Transit Stations

- Strengthen security at indoor bike-parkades. Potential measures could include:
 - Clearer signage or advertising campaign encouraging users to refrain from holding the parkade door open to unknown users.
 - Signage or advertising campaign encouraging users to lock bicycles as they would at outdoor bicycle racks.
 - More detailed monitoring of users (ex. tracking by hour rather than by day, increasing scheduled maintenance visits by operational staff). In the event of theft, detailed usage logs could more effectively track usage and potential thefts.
 - Replace the perforated metal panels closest to the door with a stronger material to prevent unwarranted access (King George Station bike parkade).
- Improve functionality and comfort inside bike-parkades by:
 - Installing proper drainage to keep water outside of the parkade / interfering with electrical cords (King George Station bike parkade)
 - Revising the layout of the bicycle racks, providing more head room so users can access the lower tier without danger of hitting their head. Currently, the physical layout of the bike rack makes it difficult to operate (King George Station bike parkade).



- Installing one or two seats as well as railings at hip and shin level. Currently there is no place for users to sit down or to lean their bicycle in order to organize their belongings (ex. dry / wet gear, helmet, lights, accessories) (King George Station bike parkade).
- Ensuring outdoor racks at transit stations are plentiful and in visible locations where there are many “eyes on the street”. For example, at the Yaletown-Roundhouse Station, bicycle racks are off to the side and hidden from most passengers entering or exiting the station. Lack of visibility increases risk of theft and may prevent people from using the racks.
- Where space permits, allow indoor, vertical-stack bike parking. This option provides significant visibility and is a more affordable option, as it makes use of underutilized space.



Vertical bike-parking at a transit station, Mexico City *CDMX*

6. Cycling to and from Transit Stations

- Explore feasibility of allowing passengers to use their Compass Card at nearby Mobi or U-bicycle stations



7. Marketing

- Consider revising the poster below to emphasize restrictions. Given the size and appearance of the current wording, passengers may interpret the heading literally (ie. “No bikes on weekdays”), without reading the more important and accurate text beneath it.



We hope these insights and recommendations are useful as we continue our collaborative efforts to improve the #BiketoTransit experience for all users across Metro Vancouver.

We look forward to discussing these matters with you in more detail.

Sincerely,

Erin O'Melinn
Executive Director
HUB Cycling