



## Board Report

**File #:** 2021-0753, **File Type:** Contract

**Agenda Number:** 8.

### PLANNING AND PROGRAMMING COMMITTEE FEBRUARY 16, 2022

**SUBJECT: SYSTEMWIDE BICYCLE PARKING PROGRAM IMPROVEMENTS AND CAPITAL UPGRADES**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to execute a five-year firm fixed price Contract No. PS78889000 to eLock Technologies, LLC for the bicycle parking program in the amount of \$6,094,458, subject to resolution of all properly submitted protest(s) if any.

#### **ISSUE**

In September 2018, the Metro Board put forth a motion (Attachment D) 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. The motion directed the CEO to inventory existing secure bike parking facilities, assess demand for additional secure bike parking, evaluate alternative rental models, and identify locations that could be good candidates for future bike parking.

Staff conducted an internal review of the Program and issued the Secure Bicycle Parking Program Assessment Report (Assessment Report). The Assessment Report evaluated existing conditions, parking utilization and demand, safety and security challenges, and the existing business model (Attachment C). An update was provided to the System Safety, Security and Operations Committee in February 2019 (2018-0792) The purpose of this board report is to introduce the new proposed Program and seek approval for the contract to implement the Program.

#### **BACKGROUND**

##### **Existing Program**

Metro's current bicycle parking consists of bicycle racks, lockers, and bicycle hubs. Bicycle racks are located at each station along the transit corridors, are free of charge, and are currently the only daily bicycle parking option. Bicycle lockers are available at 57 stations and rented on a 6-month subscription basis. Bicycle lockers are fully subscribed and long waitlists are applied for anyone wishing to occupy a locker; however, daily utilization of the bicycle lockers is very low. Metro Bike

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Hubs are located at five stations, offer membership-only parking, and are also currently underutilized. Bicycle theft has seen an increase over the last three years, causing parking concerns for many patrons.

### Secure Bicycle Parking Program Assessment Report

The Assessment Report provided to the board in February 2019 focused on assets, accessibility, auditing, and availability as some major challenges. Below are some highlighted findings from the Report:

- The current subscription rate for lockers is above 80%, while the daily utilization of the lockers is below 20%. Metro Bike Hubs are very much underutilized at below 10%.
- Secure bicycle parking is currently only offered through subscriptions and requires a pre-registration process. Daily parking options and immediate on-site subscriptions are not currently available and is a deterrent to potential one-off or non-recurring users.
- Bicycle theft has increased systemwide. However, actively monitoring hubs and identifying when breaches occur can help curb some security challenges.
- Reporting and reconciliation are challenging as the master spreadsheet is updated with data from multiple bicycle locker payment system reports. The reports are not comprehensive and are not account based.
- The current locker program is labor intensive with physical keys that require rekeying and physical collection/delivery of keys when a subscriber cancels and the locker transitions to another user.

The new Program offers solutions to the challenges identified in the Report.

## **DISCUSSION**

### Surveys

Subsequent to the Assessment Report, staff conducted surveys with bicycle locker subscribers and patrons on the program wait list. This survey provided information on what the program needed to encourage Metro patrons to use bicycle parking infrastructure. It also helped guide the direction of the design for the new Program.

Some key findings from the survey are:

- 79% of current monthly renters and 88% of patrons on the wait list would utilize daily use lockers
- 73% of current monthly renters and 83% of patrons on the wait list [would] use the bicycle lockers more than 11 days per month

- Only 22% of current monthly renters are traveling to farther stations because of lack of availability of bicycle lockers at their home station
- 73% of patrons on the wait list have been waiting over six months

Overall, the survey results have suggested that Metro retain the bicycle locker program as lockers are overwhelmingly the preferred bicycle parking option for renters and patrons on the waitlist. Daily use bicycle lockers, which will create turnovers, are a popular option for Metro patrons and require capital investment for upgrades.

Staff also consulted with other municipalities, transit agencies, universities, equipment providers and Metro internal departments to gather best practices and lessons learned.

### Research/Best Practices

Staff consulted with and researched similar agencies and local bicycle coalitions to gather best practices and lessons learned with their respective bicycle parking programs. Many agencies shared similar challenges to the ones that Metro is facing. However, common goals are ease of use, daily parking, and equitable options. The City of Vancouver eliminated its pre-registration process for the communal bicycle parking areas and experienced an increase in utilization. UCLA staff demonstrated their solution of daily parking and cash acceptance options for bicycle locker use. Bicycle coalitions also expressed their wish list for the program, which included daily parking options in secured areas.

### Goals

Goals for the newly developed Program are as follows:

- Offer a variety of parking options through daily and monthly parking,
- Increase locker utilization,
- Reduce and/or eliminate rental wait lists,
- Improve security, and
- Offer secure daily parking without pre-registration

### Proposed New Program

The new Program concept shall use a pricing and transit patron focus to manage demand and to balance the high demand bicycle lockers with the low demand bicycle hubs. Key considerations for the new Program include:

- Offer free secured parking at Metro Bike Hubs until demand reaches a designated threshold before a very modest pricing policy is implemented.
- Create a pricing policy for daily and monthly parking for bicycle lockers (where demand is already high) to promote the turnover of underutilized lockers and create availability for new active users.
- Remove pre-registration. Simple identification and contact information can be processed on-site through a digital kiosk. This on-site kiosk will allow more patrons to park bikes at a moment's notice rather than having to research how to use a hub, pre-register, or wait to gain

access to a bike locker.

- Transition bicycle lockers from a mechanical keyed system to a digital keyless system, offering daily locker options to those patrons that prefer to promptly park in lockers and removing the physical coordination of keys and rekeying. The new bicycle lockers will also have an option for patrons who do not use credit cards or smartphones, allowing more patrons to access the preferred parking method.
- Where possible, bicycle lockers will be placed inside bicycle shelters or Metro Bike Hubs to offer more secure parking options. The newly developed shelters will be equipped with monitoring equipment and will be actively monitored while occupants are inside the bicycle shelters. This concept provides a proactive response to suspicious activity, reduces theft, and provides a secure bicycle parking environment.

### Other Program Benefits

Other benefits of the new Program include parking guidance system capabilities and online account management capability. Once implementation of the new Program begins, Metro will have the ability to broadcast available bicycle parking spaces to patrons through websites and mobile apps. Patrons will be able to know what option of bicycle parking is available at each station before leaving for their commute.

The new customer management portal will allow patrons to manage their accounts online, with various payment methods and locker reservations. Staff will be able to accurately reconcile revenue and have usage data available to manage the program and make business decisions properly.

## **DETERMINATION OF SAFETY IMPACT**

The Program will not create any safety impacts. All contractors and subcontractors are required to attend Metro Safety Training prior to working at any Metro station. Any equipment installation will be coordinated with Metro's Track Allocation program to ensure that proper assistance and support is present.

## **FINANCIAL IMPACT**

The Program will be funded through local funds, capital budgets and annual operational budgets. The total estimated project cost is \$6,094,458, including five years of annual operating costs. Future years of operating costs will be budgeted through the annual operating budget.

### Impact to Budget

The source of funds for this action will be local funds including Measure M 2% Active Transportation funds.

## **EQUITY PLATFORM**

This Program aligns with Metro's equity platform. Staff conducted cyclist surveys and consulted

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bicycle coalition groups to learn what the communities wanted and needed. The Program goals were shaped by those wants and needs.

Bicycle locker locations have remained at the same stations since the program's inception. Staff has reviewed each station and placement of current bicycle lockers and has determined the need for additional locker locations. Under the new program, bicycle parking will be offered to communities that have not previously had access to equitable parking options. Bicycle lockers will also have a payment option for patrons who do not have or choose not to use credit cards or smartphones.

Metro Bike Hubs and bicycle shelters will be free to utilize, offering many patrons a secured bicycle parking option when arriving at the station. This parking option will no longer require a pre-registration process and can be accessed once on-site, making this parking available to anyone that chooses to park in the secured area.

Additionally, on-site kiosks and the mobile app are capable to be translated into the seven required languages: Armenian, Chinese (simplified and traditional), Japanese, Korean, Russian, Spanish, and Vietnamese. This will allow for multilingual transactions and benefit marginalized communities with limited English proficiency. Overall, the Program will be more inclusive, allowing more patrons who need to rely on bicycle transportation to park at the stations. More bicycle parking options will be available at more transit corridor stations across the system.

Lastly, the Diversity and Economic Opportunity Department (DEOD) established a 6% Small Business Enterprise (SBE) and 3% Disabled Veterans Business Enterprise (DVBE) goal for this solicitation. The proposed Contractor team, a Small Business Prime, exceeded the goal by making a 68.76% SBE commitment and 4% DVBE commitment.

Metro's Workforce Initiative Now - Los Angeles (WIN-LA) program is applicable to this professional services contract. This is the first contract in which WIN-LA provisions were successfully part of the solicitation process. As part of their proposal, the proposed Contractor has committed to allocate 10% of the contract total wages and benefits to the creation of jobs and employment opportunities for WIN-LA participants.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Implementing the Program at Metro facilities and stations will support:

- a. Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. Providing daily bicycle parking will enable cyclists that once relied on vehicles to transition to their bicycle for commuting.
- b. Goal 2: Deliver outstanding trip experiences for all users of the transportation system. Updating bicycle parking and making it available to all patrons adds to the user experience and makes it easier for patrons to access transportations.
- c. Goal 3: Enhance communities and lives through mobility and access to opportunity. Secure bicycle parking options will be expanded to communities that previously did not have these options available.

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## **ALTERNATIVES CONSIDERED**

The Board may choose not to approve the contract for Metro's Secure Bicycle Parking Program.. This is not recommended as the Program needs to be updated in order to offer more robust and secure parking options for Metro patrons. The award of this contract is necessary to update the bicycle parking program to meet the new program and agency goals.

## **NEXT STEPS**

Upon approval by the Board, staff will negotiate and execute Contract No. PS78889000 with eLock Technologies, LLC for bicycle parking equipment and services to implement the Bicycle Parking Program.

Program planning and scheduling is intended to start at contract award with the implementation of the Program anticipated to start in FY23 Q1.

After the capital upgrade and proof of concept, Staff will also assess the potential expansion of the program based on the bicycle parking demand at both new and existing transit stations.

## **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Attachment C - Secure Bicycle Parking Program Assessment Report

Attachment D - Board Motion Item 22 September 20, 2018

Prepared by: Stacie Endler, Manager, TDM Programs, (213) 922-2538

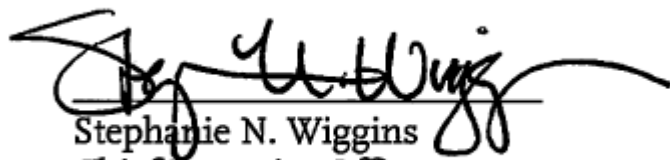
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Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

BICYCLE PARKING PROGRAM FOR BICYCLE LOCKERS  
AND SHELTERS/PS78889000

1.	<b>Contract Number:</b> PS78889000	
2.	<b>Recommended Vendor:</b> eLock Technologies LLC	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> September 2, 2021	
	<b>B. Advertised/Publicized:</b> September 2, 2021	
	<b>C. Pre-Proposal Conference:</b> September 9, 2021	
	<b>D. Proposals Due:</b> November 1, 2021	
	<b>E. Pre-Qualification Completed:</b> December 20, 2021	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> November 3, 2021	
	<b>G. Protest Period End Date:</b> February 22, 2022	
5.	<b>Solicitations Picked up/Downloaded:</b> 20	<b>Bids/Proposals Received:</b> 5
6.	<b>Contract Administrator:</b> Lily Lopez	<b>Telephone Number:</b> (213) 922-4639
7.	<b>Project Manager:</b> Stacie Endler	<b>Telephone Number:</b> (213) 922-7506

**A. Procurement Background**

This Board Action is to approve Contract No. PS78889000 in support of the Bicycle Parking Program for Bicycle Lockers and Shelters. The Contractor shall complete replace, install and/or upgrade bicycle lockers to a keyless locker system including a management software system, mobile application, payment kiosks, bike shelter access controls, and monitoring equipment and services. Board approval of contract award is subject to resolution of all properly submitted protest(s).

The Request for Proposals (RFP) was issued in accordance with Metro's Acquisition Policy and the contract type is firm fixed price. The RFP was issued with an SBE goal of 6% and a 3% DVBE goal.

One amendment was issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on September 27, 2021, extended the proposal due date.

A virtual pre-proposal conference was held on September 9, 2021, attended by 11 participants representing 10 firms. A total of 44 questions were asked and responses were released prior to the proposal due date.

A total of 20 firms downloaded the RFP and were included in the planholders list. A total of five proposals were received on November 1, 2021 from the following firms:

- Cole Ticket Solutions Inc.
- eLock Technologies LLC
- eLock Technologies LLC (alternate solution)
- Somnium Group & InsaneLab
- Tranzito (Bike Hub)

## **B. Evaluation of Proposals**

A Proposal Evaluation Team (PET) consisting of staff from Metro’s Countywide Planning Department was convened and conducted a comprehensive technical evaluation of the proposals received.

All proposals were evaluated based on the following evaluation criteria and weights:

- |   |            |
|---|------------|
| • Proposal Requirements                           | 30 percent |
| • Technical Ability                               | 30 percent |
| • Innovations/Enhancements                        | 20 percent |
| • Workforce Initiative Now – Los Angeles (WIN-LA) | 2 percent  |
| • Cost  | 18 percent |

Several factors were considered when developing these weights, giving the greatest importance to meeting the proposal requirements and technical ability. The PET evaluated the proposals according to the pre-established evaluation criteria.

During the period of November 2 to December 13, 2021, the PET members independently evaluated and scored the technical proposals. The PET agreed that the final ranking of proposals scored eLock Technologies LLC’s proposal as the highest scored. The PET concluded that eLock Technologies LLC’s proposal presented technical ability and met proposal requirements.

### **Qualifications Summary of Firms within the Competitive Range:**

#### **eLock Technologies LLC**

eLock Technologies, LLC provided adequate information to demonstrate their understanding and ability to perform the work described in the RFP. eLock Technologies, LLC has outlined in their proposal how the program goals will be accomplished. They have proposed solutions for improved security, equitable parking options, increased locker utilization, reduction/elimination of locker rental waiting lists, access controlled daily parking without pre-registration, keyless locker rentals, enforceable bicycle parking, and occupancy utilization and broadcast parking availability.

#### **eLock Technologies LLC (alternative solution)**



eLock Technologies, LLC provided adequate information to demonstrate their understanding and ability to perform the work described in the RFP. In their alternative solution proposal, eLock Technologies, LLC provided enhanced features that went above the requirements described in the RFP.

### **Cole Ticket Solutions Inc.**

Cole Ticket Solutions Inc. (CTS) proposed acceptable solutions to all program goals listed in the RFP. Technical solutions described in the proposal, such as mobile application and integration capabilities, were thoroughly described. CTS solutions provided general solutions for other project goals which created many clarification needs. CTS proposed providing a solution once all its vendors come together and development is outlined and completed.

### **Tranzito (Bike Hub)**

BikeHub demonstrated thorough solutions for security and technical integration goals. BikeHub did not present an equitable solution for bike locker rentals as it did not offer a cash option to rent bicycle lockers. The business model presented in the proposal did not meet the model as described in the RFP. The proposed solution kept the program as exclusive by offering membership packages where the RFP asked for a more inclusive business model.

### **Somnium Group & InsaneLab**

Somnium Group & InsaneLab (Somnium) provided technical solutions for many of the project goals. Mobile application, access control, and third party integrations were adequately described in the proposal. However, Somnium did not address several aspects in their proposal. A locker vendor for locker replacements and new purchases were not included, nor were solutions for several innovations and/or enhancements, causing the proposal to fall short of RFP requirements.

A summary of the PET scores is provided below:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	<b>eLock Technologies LLC</b>				
3	Proposal Requirements	88.67	30.00%	26.60	
4	Technical Ability	96.00	30.00%	28.80	
5	Innovations/Enhancements	93.35	20.00%	18.67	
6	Workforce Initiative Now – Los Angeles (WIN-LA)	100.00	2.00%	2.00	
7	Cost	74.56	18.00%	13.42	
8	<b>Total</b>		<b>100.00%</b>	<b>89.49</b>	<b>1</b>
9	<b>eLock Technologies LLC (alternate solution)</b>				
10	Proposal Requirements	97.33	30.00%	29.20	
11	Technical Ability	95.33	30.00%	28.60	
12	Innovations/Enhancements	92.50	20.00%	18.50	
13	Workforce Initiative Now – Los Angeles (WIN-LA)	100.00	2.00%	2.00	
14	Cost	54.56	18.00%	9.82	
15	<b>Total</b>		<b>100.00%</b>	<b>88.12</b>	<b>2</b>
16	<b>Cole Ticket Solutions Inc.</b>				
17	Proposal Requirements	85.33	30.00%	25.60	
18	Technical Ability	78.67	30.00%	23.60	
19	Innovations/Enhancements	75.85	20.00%	15.17	
20	Workforce Initiative Now – Los Angeles (WIN-LA)	50.00	2.00%	1.00	
21	Cost	100.00	18.00%	18.00	
22	<b>Total</b>		<b>100.00%</b>	<b>83.37</b>	<b>3</b>
23	<b>Tranzito (Bike Hub)</b>				
24	Proposal Requirements	69.33	30.00%	20.80	
25	Technical Ability	83.33	30.00%	25.00	
26	Innovations/Enhancements	90.00	20.00%	18.00	
27	Workforce Initiative Now – Los Angeles (WIN-LA)	50.00	2.00%	1.00	
28	Cost	38.94	18.00%	7.01	
29	<b>Total</b>		<b>100.00%</b>	<b>71.81</b>	<b>4</b>

<b>30</b>	<b>Somnium Group &amp; InsaneLab</b>				
<b>31</b>	Proposal Requirements	30.00	30.00%	9.00	
<b>32</b>	Technical Ability	67.33	30.00%	20.20	
<b>33</b>	Innovations/Enhancements	5.00	20.00%	1.00	
<b>34</b>	Workforce Initiative Now – Los Angeles (WIN-LA)	100.00	2.00%	2.00	
<b>35</b>	Cost	74.28	18.00%	13.37	
<b>36</b>	<b>Total</b>		<b>100.00%</b>	<b>45.57</b>	<b>5</b>

### **C. Cost Analysis**

The recommended price of \$6,094,458 has been determined to be fair and reasonable based upon the independent cost estimate (ICE), the Project Manager's technical analysis, a cost analysis, fact finding, and negotiations.

The negotiated amount includes eLock Technologies equitable bicycle locker solution, from the alternate proposal, which enables cash paying customers to rent lockers. Metro has incorporated this recommendation into the overall solution to better meet project goals.

	<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Negotiated Amount</b>
1.	eLock Technologies	\$5,341,937	\$6,375,926	\$6,094,458
2.	eLock Technologies (alternative solution)	\$7,296,979	\$6,375,926	N/A
3.	Cole Ticket Solutions Inc.	\$3,982,741	\$6,375,926	N/A
4.	Tranzito (Bike Hub)	\$10,231,805	\$6,375,926	N/A
5.	Somnium Group & InsaneLab	\$5,362,520	\$6,375,926	N/A

### **D. Background on Recommended Contractor**

The recommended firm, eLock Technologies LLC is a Berkeley, California-based design, manufacturing, service, and technology company focused on electronic bicycle parking systems for municipalities and transit agencies, established in 1998.

eLock Technologies LLC is the largest supplier of eLockers and bike parking access control kiosks. Clients range from municipalities and agencies throughout California,

such as Bay Rapid Area Transit (BART), Valley Transportation Authority (VTA), San Diego Association of Governments (SANDAG), Caltrain and others in the Pacific Northwest.

The assigned Project Manager has worked for 5 years at eLock and has a total of 21 years of experience managing communications and logistics for complex projects. The overall experience of the team is vast as key personnel have coordinated first-response for bike locker users, installed and maintained electronic bike lockers and Bike Shelter kiosks for over a decade.

**DEOD SUMMARY****BICYCLE PARKING PROGRAM / PS78889000****A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 6% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. eLock Technologies, a Small Business Prime, exceeded the goal by making a 68.76% SBE commitment and 4% DVBE commitment.

<b>Small Business Goal</b>	<b>6% SBE 3% DVBE</b>	<b>Small Business Commitment</b>	<b>68.76% SBE 4% DVBE</b>
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	<b>SBE Subcontractor</b>	<b>% Committed</b>
1.	eLock Technologies (SBE Prime)	68.76%
	<b>Total SBE Commitment</b>	<b>68.76%</b>

	<b>DVBE Subcontractor</b>	<b>% Committed</b>
1.	O.E.M. Precision	4%
	<b>Total DVBE Commitment</b>	<b>4%</b>

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

The Living Wage and Service Contract Worker Retention Policy is not applicable to this contract.

**C. Prevailing Wage Applicability**

Prevailing Wage requirements are applicable to this project. DEOD will monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA)..

**D. Project Labor Agreement/Construction Careers Policy**

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.

**E. Workforce Initiative Now – Los Angeles (WIN-LA)**

Metro's Workforce Initiative Now- Los Angeles (WIN-LA) program is applicable on this professional services contract. This is the first contract in which WIN-LA provisions were successfully part of the solicitation process. As part of their proposal, the Contractor has committed to allocate 10% of the contract total wages and benefits to the creation of jobs and employment opportunities for WIN-LA participants.



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# Secure Bicycle Parking

## Program Assessment Report

Prepared By:  
Parking Management





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## Background

In July 2018, Parking Management and Shared Mobility assumed responsibility for the operation of the Secure Bicycle Parking Program (“Program”). This Program manages secure bicycle parking lockers and bicycle hubs at many of Los Angeles Metro’s 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. LA Metro encourages using alternative modes of transportation to access transit stations and it is necessary to provide a safe and secure place to park bicycles. This assessment outlines the conditions of the Program as they exist today and recommendations for improvements both in the interim and for the longer term. Due to the urgency of the situation, rather than solicit and procure a consultant, staff performed this assessment internally to evaluate the state of the program.

## Existing Conditions

### *Facilities*

Today, there are three different types of bicycle parking facilities that LA Metro offers across the transit system.

1. Traditional bicycle rack
  - The standard traditional bicycle rack is free of charge for transit patrons. They are available on a first come first served basis and require the user to provide and utilize their own locking mechanisms.
2. Bicycle Locker
  - These are metal container like boxes that users can store their bicycles for a fee. These are rented out in six month increments for a cost of \$24, or \$48 for the year. They have keyed access control and require a \$50 deposit from the user to ensure key return at the end of the agreement.
3. Bicycle Hub
  - These are secure indoor facilities where bicycle parking is offered for a fee. The bicycle hub facilities offer controlled access in which, staff is available during





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certain hours to assist with repairs and purchasing of bicycle accessories.

Pricing options range from \$5 for a seven day pass, \$12 a month, or \$60 a year.

These are typically located at stations with extremely high demand.

The traditional bicycle rack is offered virtually at every station. 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 offered.



## Utilization and Demand

Demand for secure bicycle parking is on the rise. As mobility evolves in LA County, more and more users are turning to bicycles as a mode of accessing Metro transit stations. For stations with current or projected high demand, bicycle hubs are Metro's present solution. Since not



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every station has the demand that warrants the operation of a large bicycle parking facility like a bicycle hub, bicycle lockers serve as the key secure alternative to the traditional bicycle rack.

Current demand for bicycle lockers is high. Currently, lockers are deployed at 53 stations across the transit system, spanning each of Metro's transit lines. 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. Therefore the demand generates waitlists at these locations, exceeding 100% of the total available lockers at many stations. Many stations do not have real estate available for additional lockers, limiting the ability to increase capacity when warranted.

Although the subscription rate of bicycle lockers is high, averaging nearly 80% across all transit lines, actual utilization of lockers on a daily basis is relatively low. On average, less than 20% of lockers are utilized for bicycle storage during peak transit hours, resulting in many rented lockers sitting vacant due to their infrequent use.

Bicycle Locker Utilization					
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%

Bicycle Locker Demand					
Transit Line	# Lockers	# Rented	Rented %	Waitlisted	Demand +/-
Blue	38	34	89.47%	65	171.05%
Expo	136	129	94.85%	569	418.38%



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Gold	220	165	75.00%	279	126.82%
Green	110	75	68.18%	181	164.55%
Orange	159	96	60.38%	31	19.50%
Purple	16	14	87.50%	55	343.75%
Red	134	95	70.90%	163	121.64%
Silver	16	9	56.25%	8	50.00%

\*waitlists accepted even at stations without lockers

### ***Safety and Security***

For many, secure bicycle parking gives a sense of convenience and assurance that their bicycle is secure, permitting them to ride Metro without having to take their bicycle on their commute. However, there are many challenges to ensuring the safety and security of bicycles within the secure bicycle program.

#### **1. Theft and Break-Ins**

One of the initial challenges faced by staff within weeks of assuming administration of bicycle locker operations, were a string of break-ins that occurred across the system, mainly during the overnight hour. At various locations and on multiple occasions, thieves were able to access and remove bicycles from the lockers. Customers affected appeared to have been utilizing the lockers as a storage for their bicycles rather than for daily use as first/last mile option. Staff explored the possibility of retrofitting the lockers to further secure them, however the retrofit was ultimately unsuccessful as they too were breached. Bicycle hubs have also experienced similar security challenges as thieves were able to disengage door locking mechanisms at facilities, gaining access to bicycles secured on the racks. Reinforced and upgraded secure access controls which corrected the issue.

#### **2. Line of Sight and Secure Bicycle Parking Placement**

Being able to maintain a line of sight is an important factor in bicycle parking security. At several of the stations affected by break-ins, the line of sight was a key issue identified as



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contributing to theft occurrences. In order to mitigate the incidence of theft, bicycle lockers need to be placed in highly trafficked areas, close to the station entrance and in view of dedicated security cameras. However, due to the relatively large footprint of the infrastructure, bicycle lockers are often placed where space is available, outside the ideal line of sight or in 'dead space,' to maintain a clear path of travel. How they are arranged also matters. Doors of lockers should be visible from all angles and never arranged in ways that create blind spots that can be hidden behind. Ideally, where there is opportunity to place lockers in high pedestrian traffic areas such as heavy rail mezzanines, this should be considered.

### 3. Security Cameras and CCTV

While bicycle lockers may be within visual range of security cameras, they may not always be the primary purpose for positioning them. This means if secure bicycle parking happens to fall within the visual frame of station security cameras; it may not be the principal focus of those cameras. Thus, if thieves do not see localized, visible cameras pointing at a locker, the ability to deter the break in is reduced. Bicycle hubs are well covered with security cameras and are a good example of using cameras to deter. Inside hubs, not only are cameras visible, but so are monitors displaying the video of those cameras.

### 4. Secure Access Control

Secured bicycle parking is dependent on controlling access by providing the customer with an electronic key card or a standard key. This is what makes the Program more secure from the standard bicycle rack, in which the customer provides their own locking mechanism.

Currently, to acquire and access a bicycle locker, the customer must register online before they are provided a physical key to open their assigned locker. A \$50 deposit is required for the key and refunded upon its return. These keys are stored in a large bag and are verified by program staff as to whether they work on which locker. The process of cancelling the locker involves the customer mailing the key back and staff traveling on-site to check the locker to verify the key still works. Once verified, the deposit is refunded to the customer. The



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management of the key system is cumbersome and poorly tracked at best because each step is extremely manual and prone to inaccuracies.

## 5. Patrols and Stings

Providing safe and secure bicycle parking is important for Metro, but when it comes to life versus property, life is always more important. Program staff works with Transit Security and law enforcement that patrol and provide enforcement for stations. Sting operations where bicycles are left unattended are designed to attract thieves and have been successful, but may not always lead to capturing the perpetrators, nor do they fully deter the behaviors from happening again. The ability to patrol bicycle lockers proactively also depends on other types of criminal activity occurring in the system as crimes against persons take priority over theft of property.

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Totals
Blue	-	-	-	1	-	-	1	1	-	1	-	-	<b>4</b>
Expo	1	1	5	2	1	1	4	9	6	4	4	-	<b>38</b>
Gold	1	-	2	-	-	-	1	1	2	1	1	-	<b>9</b>
Green	-	-	-	2	2	-	-	-	-	-	-	-	<b>4</b>
Orange	-	4	1	1	3	-	1	-	-	-	-	2	<b>12</b>
Red	2	1	3	1	1	-	-	-	-	-	1	1	<b>10</b>
Silver	1	-	-	-	-	-	-	1	-	1	-	-	<b>3</b>

\*The table depicts the number of reported bicycle theft incidents per transit line by month

\*\*December incidents based on incidents reported to customer service as KPI from security not yet available

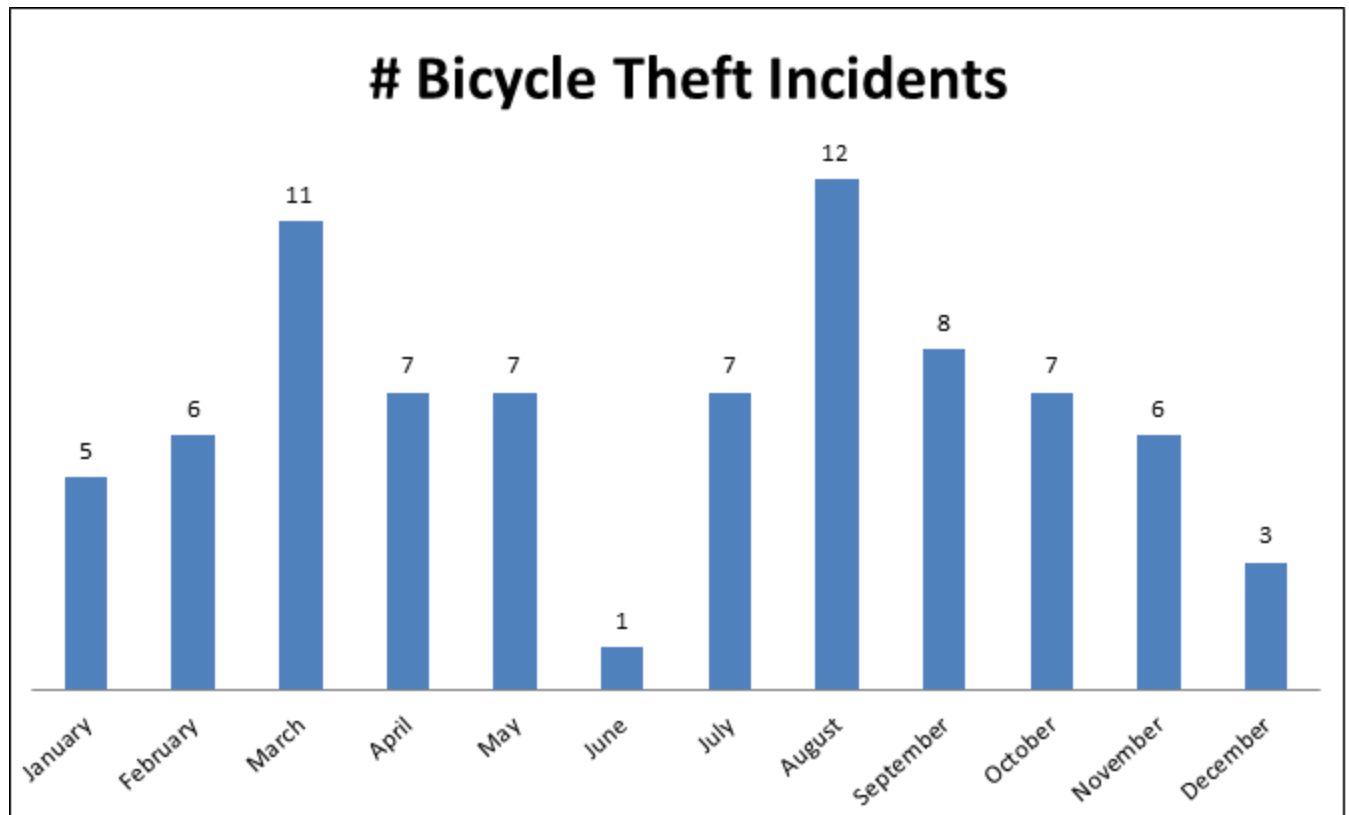


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### ***Business Model***

The current business model for secure bicycle parking is a prepaid or recurring model whereas customers of bicycle hubs have several choices including weekly, monthly, and annual options. The current bicycle locker program offers a bi-annual payment model with auto renewals every six months. A major focus of this report is to assess whether or not the models in place for operating secure bicycle parking are appropriate and facilitate utilization. On the surface, seeing high rental rates at stations gives the impression that the program is successful and operating efficiently. However, the security issues that have been identified during the transition of the program, has made clear that the model itself is exacerbating some of the security concerns, especially within the bicycle locker program. Although bicycle lockers rentals are nearly at capacity, the actual utilization of those lockers is below 20%. On a daily basis, many bicycle lockers are used by customers as long term storage rather than as a first/last mile connection. That fact alone has led to an increase in theft issues across the



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system. Thieves have targeted bicycles that are being left overnight and on the weekends, which typically are those of users who store their bicycles.

The six month rental model is inexpensive and automatically renews at the end of the term. Many renters may not remember they have a rental agreement, or they may not mind the \$24 charge every six months just to secure the locker in case they need it. Waitlists are long for bicycle lockers at many stations, so those lucky enough to obtain a locker hold on to them as long as possible. The current model offers no incentive for utilization or to promote turnover.

### **Recommendations**

Staff recommends overhauling the bicycle locker program in order to increase utilization and to make bicycle parking more secure for the everyday user. In order to increase utilization, the Program must promote and incentivize turnover and incorporate new facility types where demand warrants. Four critical components were driving forces in developing recommendations for improving the Secure Bicycle Parking program: (1) the business model, (2) increasing utilization, (3) security, and (4) increasing facility options for secure bicycle parking.

In the process of performing this assessment and subsequent recommendations, Metro consulted with program managers of the bicycle program for Bay Area Rapid Transit (BART) 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. Both Transit Security and LAPD are supportive of revamping the bicycle locker program to improve security elements.

### **Removal/Relocation of Current Lockers**

Staff recommends removing or relocating lockers from stations that have lowest rental rates and highest security issues including poor line of sight. Metro has asked customers to vacate bicycle lockers at several stations due to on-going security concerns until alternative solutions



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can be put into place such as placing lockers in closer proximity to the station to reduce bicycle theft and encourage higher utilization.

### **Daily Use Business Model**

Changing the prepaid monthly model to one that is for daily use and eliminating monthly bicycle locker rentals all together would greatly increase utilization and reduce security issues. This new model, on a first come first served basis, would promote turnover and encourage users to utilize the secure bicycle parking facilities on a daily basis, reducing the number of bicycles brought on Metro. In consultation with program managers from BART, the 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. This pricing strategy is anticipated to reduce bicycle thefts by eliminating long term storage of bicycles all together.

### **New Technology & Facility Type**

Staff recommends the creation of a service option that is between Bicycle Hubs and Bicycle Lockers that take up less of a footprint at stations than the current program. For example, a hybrid, scaled down version of Bicycle Hubs would 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 in with TAP card access control, allowing only transit users into the area to securely park their bicycle. Inside the fenced in facility, staff recommends placing newly procured secure bicycle racks which are of similar footprint to standardized racks, but utilize technology to secure the bicycle rather than a user's own locking mechanism. This can be done via smartphone or kiosk. Staff will continue evaluating multiple options for secure bicycle parking and deploying the ideal solution for each station. The current bicycle locker program operates under a 'one size fits all' type of program, which is ineffective. Space availability, station security, and bicycle parking demand all factor in determining the right solution. Adding a new facility type would increase capacity at some locations that do not have the space to add additional lockers by better utilizing the space that is available.





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## **Daily Use Bicycle Lockers**

Where feasible, lockers that can be rented daily on a first come first served basis would be deployed so long as the placement meets or exceeds line of sight recommendations. New daily lockers would be outfitted with digital locking technology which can be accessed at a kiosk or by smartphone. This would eliminate program inefficiencies such as key exchanges and reduce the amount of maintenance required when a renter vacates their locker and Metro has to re-core it. Daily rates would be established to encourage users to remove their bicycles each day, promoting turnover and increasing availability of secure bicycle parking for all who need it. A key area where the current program falls short is the siting of lockers. Daily lockers should only be placed at stations that have positive line of sight from highly trafficked areas to ensure lockers are not tampered with. Staff does not recommend that there be a one to one replacement of the current lockers in the system as space availability is essential in determining the correct solution for the station. Based on conversations with BART, retrofitting current lockers is not recommended, especially if the current locker type has been compromised. Metro retrofitted added security elements to lockers that were compromised, but they too were breached. Other options, such as secure bicycle racks, should be considered as an alternative for secure bicycle parking when space is limited. Bicycle Hubs will continue to be the option deployed for high demand locations where Metro has retail space and funding.

## **Access Controls and Security Cameras**

Staff recommends that secure bicycle parking be located at stations that have fixed cameras for monitoring bicycle parking assets. These cameras should be visible and in close proximity to the secure bicycle facility and act as a deterrent to theft. Relocation of lockers in coordination with security to provide better coverage is recommended. Implementing access controls wherever possible will add an additional layer for secure bicycle parking and to identify those using the facility which will aid in investigating bicycle thefts.

## **Interim Improvements and Next Steps**

Staff will work on incorporating and implementing a daily use option as part of its billing model to increase utilization at bicycle hubs and within the locker program. Metro will



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explore the potential for a daily locker rental pilot program at stations with higher demand and secure space to place them. Staff will begin scope of work and consult with BART regarding their recent pilot program.

The bicycle locker program will be overhauled and evaluated station by station. Staff will evaluate station siting at all locations and remove lockers from areas that have had security issues, but replace with an alternative secure parking solution. Staff will also perform outreach and engage the bicycle community for input on improving the secure bicycle parking program.

An unsolicited proposal for a technologically advanced secure bicycle rack is currently underway with procurement. These bicycle racks use advanced technology by way of a digital locking mechanism that secures both the bicycle tires and bicycle frame. The footprint of the digital rack is smaller than bicycle lockers and takes up about the same space as a traditional bicycle rack. Metro will implement this new rack at 5 stations beginning in July 2019. Upon success of this rack, Metro will expand to 10 stations. These racks should be used as an alternative to bicycle lockers where space is limited or security warrants.

## **MOTION BY:**

### **DIRECTORS BONIN, SOLIS, AND GARCIA**

#### **MTA Operations, Safety, & Customer Experience Committee Item 22**

September 20, 2018

### **Secure Bike Parking at Metro Stations**

The provision of secure bicycle parking at Metro Stations is an integral component of Metro's First Last Mile Strategic Plan. According to Metro's 2017 rider survey, four percent of Metro Rail customers and two percent of Metro Bus customers arrive at their station or stop by biking. Eighteen percent of Metro Rail customers report regularly bringing a bicycle on board a train for some of their trips. Half of people who drive to Metro stations live within biking distance. Metro was an early adopter of bike lockers at its rail and BRT stations, with lockers now available for rent throughout the system. More recently, Metro has constructed large capacity Bike Hubs at major transit stations, including El Monte Bus Station, Union Station, and Hollywood/Vine. The newest Bike Hub will open later this fall at the Culver City Expo Line Station. These facilities represent a major investment in first/last mile access and reduce the need for riders to carry bikes on crowded trains and buses.

Although the expansion of Bike Hubs is a critical step forward, the majority of secure bike parking is still provided by the bike locker program, which remains oversubscribed. Wait lists for lockers at some stations exceed 50 people, representing a barrier to transit use for a significant number of people. However, the lockers are leased to one individual for 6-month terms, meaning that on any given day it may sit empty. At the same time, there are no secure bike parking options for casual riders or people with irregular commute patterns.

Metro has successfully adopted best management practices in its parking program to assess demand and manage inventory for maximum public benefit. Metro should similarly evaluate its bike parking program to assess opportunities to improve access to secure parking through changes to its

management practices and/or increasing capacity at high-demand locations.

WE, THEREFORE, MOVE that the Board direct the CEO to:

- A. Inventory existing secure bike parking facilities;
- B. Assess demand for additional secure bike parking, including wait lists for bike lockers, utilization of existing bike racks, reports of bike theft, and the availability of alternative first/last mile options, such as bike share;
- C. Evaluate alternative rental models for bike lockers used by other transit agencies, including hourly or daily rentals;
- D. Identify high-demand locations that could be good candidates for future Bike Hubs;
- E. Evaluate interim steps that can be taken to deter theft at existing bike parking, such as lighting, surveillance cameras, targeted enforcement, etc.;
- F. Report back to the Board with the above information in February 2019.

###



# Systemwide Bicycle Parking Program Improvements and Capital Upgrades

February 16, 2022

Planning & Programming Committee

Legistar File #: 2021-0753

# Issue & Background

## **ACTION**

Authorize the Chief Executive Officer (CEO) to execute a five-year firm fixed price Contract No. PS78889000 to eLock Technologies, LLC for the bicycle parking program in the amount of \$6,094,458, subject to resolution of all properly submitted protest(s) if any.

## **BACKGROUND**

- September 2018 board motion for staff to assess Secure Bicycle Parking Program and provide recommendations for improvements
- Secure Bicycle Parking Program Assessment Report finalized in February 2019
  - Bicycle lockers are highly rented (>80%), underutilized (<20%), and present a long waitlist (>6 months)
  - Bike Hubs are underutilized (<10%) and offer parking on a membership-only basis
  - Systemwide increased bicycle theft
  - Labor intensive with physical keys

# Research & New Goals

- **Staff conducted surveys with bicycle locker subscribers and wait list patrons**
  - Most would use daily lockers
  - Utilization would be higher if lockers were available
  - Lockers are preferred method of bicycle parking
- **Consulted with similar agencies and bicycle coalitions for feedback on program**
  - Similar goals of ease of use, daily parking, and equitable options
- **Developed new goals for our program**

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  - Offer a variety of bicycles parking options through daily and monthly parking

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  - Increase locker utilization

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  - Reduce and/or eliminate rental wait lists

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  - Improve security

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  - Offer secure daily parking without pre-registration

# New Program

## Manage demand through pricing policy

- Free secured bicycle parking at Metro Bike Hubs until demand reaches threshold
- Pricing policy for bicycle lockers that promotes turnover or underutilized lockers

## Remove pre-registration

- ID and contact information can be processed on-site through a digital kiosk
- No waiting to gain access to a bike hub

## Transition lockers from keys to a digital keyless system

## Monitoring program

- Quality camera and two-way speaker system
- Actively monitored while occupied
- Lockers to be placed inside hubs, where possible

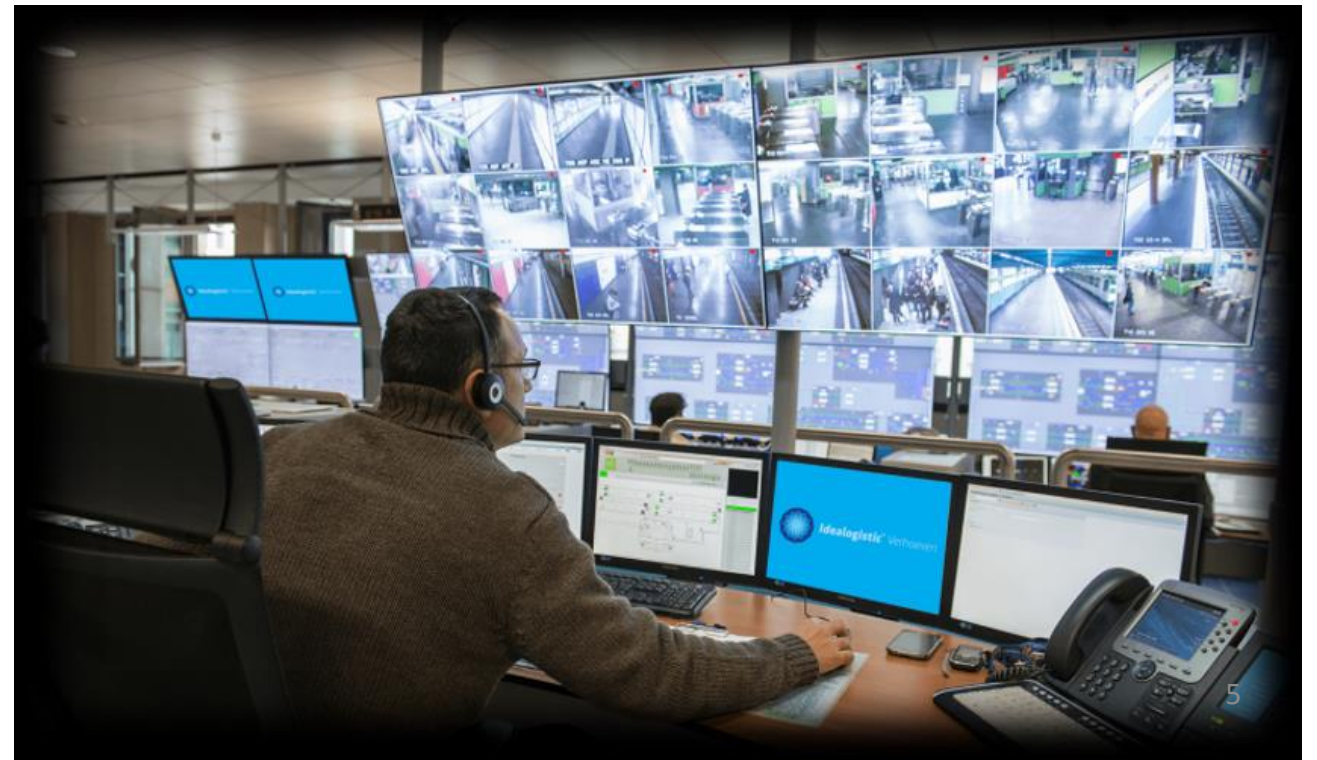




*Above: eLock Technologies Lockers, as seen at UCLA – Metro Bike Lockers Retrofit with Digital Upgrades and Daily Parking Option*

*Upper right: Metro Bike Hubs – Access & Monitoring Control, and Management System Upgrades*

*Lower right: Remote Monitoring Control & Customer Service Center*



# Equity& Procurement Process

- New bicycle parking options offered to communities that previously did not have bicycle parking access.
- Pre-registration eliminated making parking accessible to everyone, not just subscribers.
- New program is more inclusive by offering free secured bicycle parking at stations and expanding secured locker parking at new locations.
- First contract procurement in which **WIN-LA** provisions were successfully a part of the solicitation process.