



SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION

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Claire Gallogly
809 Center Street
Santa Cruz, CA 95060

January 28, 2020

Re: JUMP Bikes Parked on Sidewalks and Pedestrian Access

Dear Ms. Gallogly,

The Elderly & Disabled Transportation Advisory Committee (E&D TAC) advises the Santa Cruz County Regional Transportation Commission (RTC), the Santa Cruz Metropolitan Transit District (Metro), and other service providers on transportation needs for people with disabilities, seniors and persons with limited means. At its meetings on November 5, 2019 and December 10, 2019, the E&D TAC members discussed the difficulties faced by pedestrians, especially those with disabilities, as a result of JUMP bikes being improperly parked in the pedestrian paths of travel. Thank you for your participation as we began the process of identifying the problems and considering potential constructive solutions.

The Committee appreciates your goal to engage more people in active transportation by offering a bike-share program, thereby promoting increased exercise, sustainable transportation options and potentially reducing greenhouse gasses. However, these objectives should not be pursued at the expense of pedestrians, especially those who live with disabilities.

The E&D TAC is aware of the following incidents associated with JUMP Bikes parked on sidewalks:

- Pedestrians using wheelchairs are unable to reach their destination because they have no way to get around the JUMP Bike, and may not be able to turn around or find another accessible route.
- Blind pedestrians have been injured navigating around JUMP Bikes, especially by handle bars sticking out into the path of travel.
- Pedestrians have been unable to reach the walk light button because a JUMP Bike is locked to the pole.
- Pedestrians have walked in the street because they cannot physically move the JUMP Bike parked on the sidewalk and there is not enough space for a pedestrian to navigate around the JUMP Bike on the sidewalk.
- Pedestrians who are physically able to do so have knocked over JUMP Bikes parked on the sidewalk in order to make enough space for them to pass and continue walking on the sidewalk.

The E&D TAC would like to engage in a collaborative process with the City of Santa Cruz and other stakeholders to identify and implement actions that prevent JUMP Bikes from

creating obstacles and hazards for pedestrians. To that end, E&D TAC is seeking improved management of JUMP Bike parking to ensure that sidewalks and paths in the City of Santa Cruz are accessible and safe. The E&D TAC supports improvements that prohibit JUMP Bikes from blocking the sidewalk as well as stricter and quicker policing when JUMP Bike riders do not follow the rules.

The E&D TAC acknowledges that you have put in place to report JUMP Bike hazards. However, these processes, including reporting the serial number of an improperly parked JUMP Bike via email or phone, are proving to be quite onerous, not accessible or effective. For example,

- a blind pedestrian cannot read a serial number and individuals using a wheelchair are not always able to get at the proper angle to read the serial number;
- calling the police may not result in a response;
- reporting mechanisms are not circulated widely enough to be known by the public; and,
- there is no feedback regarding the hazard or action taken.

Here are possible solutions that the Committee would like you to explore:

- Require that a JUMP Bike is properly parked before allowing the trip to be ended.
- Require that JUMP Bikes are picked-up and returned to docking stations more frequently.
- Place JUMP Bike parking instructions and rules on JUMP Bikes.
- Increase enforcement, fines and citations for JUMP Bikes parked improperly.
- Consider having City of Santa Cruz staff, parking meter readers, report improperly parked JUMP bikes.
- Consider revising the City of Santa Cruz ordinance pertaining to bike parking on sidewalks to modify the distance from the curb where it is allowable to park bikes.
- Establish a program for real-time removal of JUMP Bikes blocking sidewalks or otherwise creating hazards for pedestrians.
- Work with E&D TAC and other JUMP Bike stakeholders to review and update policies and rules which govern bike-share management in the City of Santa Cruz.

Our intent is not to remove JUMP Bikes from our community, but to seek improved JUMP Bike management. Please understand the urgency created by JUMP Bikes parking on the sidewalks and the need to address the problem quickly. The E&D TAC would appreciate a response from the City of Santa Cruz before the E&D TAC's February 11, 2020 meeting. Thank you very much for your prompt attention to this matter.

Sincerely,



Veronica Elsea, Chair
Elderly and Disabled Transportation Advisory Committee

Cc: Santa Cruz City Council