

**Bicycle Advisory Committee**

**CORRESPONDENCE**

**Part 1**

**December 15, 2015**

**From:** [De La Torre, Andria](#)  
**To:** ["aj.schrauth@gmail.com"](mailto:aj.schrauth@gmail.com)  
**Cc:** [Board \(@caltrain.com\)](#); [Bartholomew, Tasha](#); ["cac@caltrain.com"](mailto:cac@caltrain.com); [Caltrain, Bac \(@caltrain.com\)](#)  
**Subject:** Bumped  
**Date:** Monday, September 14, 2015 5:48:01 PM

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Good afternoon, AJ. Your message to the Caltrain Board of Directors, Caltrain Citizens Advisory Committee and Bicycle Advisory Committee was referred to me for response. The groups will receive a copy of our correspondence.

We regret to hear that you were not able to board your train on Aug. 26, and we understand the frustration caused when it comes to customers who lack common courtesy and etiquette towards their fellow riders. We have information posted online at [www.caltrain.com/riderinfo/Bicycles/Bicycle\\_General\\_Info.html](http://www.caltrain.com/riderinfo/Bicycles/Bicycle_General_Info.html) regarding the boarding process as first-come, first-served basis and also explaining that if the bike car is full, the cyclist will have to get off and wait for the next train. Customers should self-determine this as conductors are not always able to be stationed at the bike cars while performing their other duties in a five or six car train.

Earlier this year, we purchased used rail cars to assist in accommodating our ridership growth. We have plans to retrofit some of the cars so that each Bombardier train set will have three bike cars, accommodating a total of 72 bikes. We are still working on the retrofit work schedule and don't have an estimate of when they will be completed.

We have passed along your suggestions and will explore the feasibility of these options. Again, we apologize for the inconvenience that you have experienced and appreciate you sharing your feedback.

Kind Regards,  
Andria

**Andria De La Torre**  
SamTrans | Caltrain | TA  
Customer Service Department  
1250 San Carlos Ave.  
San Carlos, CA 94070-1306  
1-800-660-4287  
[www.smctd.com](http://www.smctd.com)

Sent: Wednesday, August 26, 2015 5:57 PM  
To: Nabong, Sarah  
Cc: [Board \(@caltrain.com\)](#); [Bartholomew, Tasha](#); [cac@caltrain.com](mailto:cac@caltrain.com); [Caltrain, Bac \(@caltrain.com\)](#)  
Subject: Bumped

Hi,

I was just bumped from Caltrain 269. I was the fourth cyclist to arrive at the rear bike car and four cyclists were let on the train. I was not one of them because there is no queuing system to fairly

establish who arrived first. The train stopped about half a car length short of its usual location and two people who arrived last pushed on the train first.

What, exactly am I supposed to do in that situation? Should I just push through the crowd to ensure I'm on first? That doesn't seem like a good idea as it is rude, but it appears to be the conductor sanctioned method.

I think you need to do something to establish a system to determine who gets on the train when spots are limited. Even just announcement saying that bikes should board in the order they arrived would be an improvement (and completely free). A number dispenser like at the deli counter would be good and pretty damn cheap. If you're willing to spend a little more, you could build a railed-off bike queue at the platform where the bikes board. There are many options and all of them are an improvement on the current free-for-all.

**From:** [Tietjen, Brent](#)  
**To:** [Christine Ryan](#)  
**Cc:** [Caltrain, Bac \(@caltrain.com\)](#); [Board \(@caltrain.com\)](#); [Caltrain, Bac \(@caltrain.com\)](#); [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org); [cacsecretary \(@caltrain.com\)](mailto:cacsecretary (@caltrain.com))  
**Subject:** RE: 16 bikes (at least--possibly more) bumped  
**Date:** Thursday, October 29, 2015 5:26:41 PM

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Dear Ms. Ryan,

Thank you for your message. Your email to the Caltrain Board of Directors, Caltrain Citizens Advisory Committee and Bicycle Advisory Committee was referred to me for response. The Board and Committees will receive a copy of our correspondence.

We sincerely apologize for the inconvenience and delay that you encountered recently and we regret that you and others have been unable to board your intended trains. As you may be aware, Caltrain is experiencing unprecedented growth in ridership for customers travelling both with and without bicycles. While we try to accommodate as many bicycles as possible, the total count cannot exceed four per rack, for a total of 48 on Bombardier equipment and 80 on our Gallery equipment. Unfortunately, if the bike capacity is full on a particular train, the only option is to board the following train which may have capacity.

Earlier this year we purchased used rail cars to assist in accommodating our ridership growth. We have plans to retrofit some of the cars so that each Bombardier train set will have three bike cars, accommodating a total of 72 bikes. We are still working on the retrofit work schedule at this time and don't yet have an estimated completion date. We again apologize for the inconvenience and thank you for sharing your feedback.

We have created a Twitter account that is automatically populated when customers report a "bike bump" via a form on our website. This Twitter account helps our customers stay informed of real-time bike capacity information and can be found here: <https://twitter.com/BikesOnCaltrain>. We encourage you to report any future bumps by using this form: <http://www.caltrain.com/riderinfo/Bicycles/BikeBumpForm.html>.

Thank you again for your feedback. We look forward to providing you with more positive experiences on your future commutes.

Best,

**Brent Tietjen, Acting Community Relations Officer**

SamTrans | Caltrain | TA  
Office of Public Affairs  
1250 San Carlos Ave.  
San Carlos, CA 94070-1306  
650-508-6495

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**From:** Christine Ryan  
**Sent:** Monday, October 19, 2015 10:16:52 AM (UTC-08:00) Pacific Time (US & Canada)  
**To:** Board (@caltrain.com); Caltrain, Bac (@caltrain.com); [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org); cacsecretary (@caltrain.com)  
**Subject:** 16 bikes (at least--possibly more) bumped

From 332 at 22nd street station in SF. Not one bike was allowed on. Kind of a horrible way to start the week.

**From:** [Caltrain\\_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))  
**To:** [Heyward Robinson](#); [Tietjen, Brent](#)  
**Cc:** [ATissier@smcgov.org](mailto:ATissier@smcgov.org); [jgee@redwoodcity.org](mailto:jgee@redwoodcity.org); [Caltrain\\_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com)); [Mueller, Raymond D](#); [Cline, Richard A](#); [Murphy, Seamus](mailto:Murphy, Seamus); [PMoran@smcgov.org](mailto:PMoran@smcgov.org)  
**Subject:** RE: Your Online Police Report 15-11338 Has Been Approved  
**Date:** Friday, December 11, 2015 3:49:40 PM

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Dear Mr. Robinson,

Thank you for your message to the Caltrain Bicycle Advisory Committee (BAC). This message will be included in the correspondence packet for the next BAC meeting.

I apologize for the negative experience you've experience at the Menlo Park Caltrain Station. I've have notified our station maintenance crew of the damaged bicycle rack and they will have it repaired as soon as possible.

Please feel free to contact me directly via the contact information below if you have additional questions.

Thank you again for your message.

Best,

Brent Tietjen, Acting Community Relations Officer  
SamTrans | Caltrain | TA  
Office of Public Affairs  
1250 San Carlos Ave.  
San Carlos, CA 94070-1306  
650-508-6495  
[tietjenb@samtrans.com](mailto:tietjenb@samtrans.com)

-----Original Message-----

**From:** Heyward Robinson [<mailto:hrobi@comcast.net>]  
**Sent:** Tuesday, December 01, 2015 2:47 PM  
**To:** [PMoran@smcgov.org](mailto:PMoran@smcgov.org)  
**Cc:** [ATissier@smcgov.org](mailto:ATissier@smcgov.org); [jgee@redwoodcity.org](mailto:jgee@redwoodcity.org); [Caltrain\\_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com)); [Mueller, Raymond D](#); [Cline, Richard A](#)  
**Subject:** Re: Your Online Police Report 15-11338 Has Been Approved

Thank you for sending me the report. The serial number of the bike that was stolen is WSBC 602111835J. The bike is a Specialized make, Sirrus model, size medium, color "neon". The bike was purchased on 8/18/2014 in Menlo Park CA.

I am also attaching pictures of the bike rack at the Menlo Park Caltrain station that the bike was locked to. I'll note that the nuts to one leg of the rack are missing, making it possible for bikes to be removed from the rack without having to cut the lock. I would expect that this might create a liability issue for Caltrain. I've attached picture of the rack that makes this clear. I've been told that the rack has been in this condition for some time.

I am copying this message to the elected members of the Caltrain Board who represent San Mateo County, as well as Caltrain's Bicycle Advisory Committee. I would also copy Caltrain's management but am unable to find contact information for them. Please contact me if you have any comments or questions.

Heyward Robinson

On 11/30/15 6:34 PM, [CaSanMateoCountySo@coplogic.com](mailto:CaSanMateoCountySo@coplogic.com) wrote:  
> Your online report has been approved and the permanent case number is

- > 15-11338.
- >
- > Please note in the attached report that sensitive information has been
- > replaced with \*\*\* in order to maintain privacy in emails.
- >
- > If you have serial number(s) for the stolen property, please e-mail us the information. We will enter the item(s)
- > into the state-wide automated property system. This system aids law enforcement in identifying property we locate.
- >
- > Thank you for using our online reporting system and please e-mail us
- > with any suggestions you have for improving our system.
- >
- >
- > Online Officer
- > San Mateo County Sheriff's Office

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Heyward Robinson, Ph.D

650-465-8633 cell

hrobi@comcast.net

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