

Bicycle Advisory Committee

CORRESPONDENCE

Part 1

**September 19, 2013 –
November 15, 2013**

Averill, Joshua

From: Jonathan Withrington <jonathan@withrington.net>
Sent: Thursday, November 14, 2013 5:43 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Two bikes got bumped off the 269 on the 14th Nov 2013 from the san Carlos station.
Jon

Averill, Joshua

From: Michael Fitzsimons <fitzsimons.michael@gmail.com>
Sent: Thursday, November 14, 2013 5:35 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Bumped again on #269 at San Carlos. This causes me to get home 30 minutes late.

Michael Fitzsimons

Averill, Joshua

From: Bikes on Board <bikesonboard@sfbike.org>
Sent: Thursday, November 14, 2013 1:00 PM
To: Nabong, Sarah; Martinez, Martha; Caltrain, Bac (@caltrain.com); bartholowmewt@samtrans.com
Subject: Fwd: 5+bikes bumped at Menlo park, nb385

----- Forwarded message -----

From: **Karen Shakespear** <kshakespear@gmail.com>
Date: Wed, Nov 13, 2013 at 6:50 PM
Subject: 5+bikes bumped at Menlo park, nb385
To: cac@caltrain.com, bikesonboard@sfbike.org

I've been trying to get on a train for 45 minutes now and they are all full.

Averill, Joshua

From: Bikes on Board <bikesonboard@sfbike.org>
Sent: Thursday, November 14, 2013 1:00 PM
To: Nabong, Sarah; Martinez, Martha; Caltrain, Bac (@caltrain.com); bartholowmewt@samtrans.com
Subject: Fwd: 6+ bikes bumped nb279 at Menlo park

----- Forwarded message -----

From: **Karen Shakespear** <kshakespear@gmail.com>
Date: Wed, Nov 13, 2013 at 6:23 PM
Subject: 6+ bikes bumped nb279 at Menlo park
To: cac@caltrain.com, bikesonboard@sfbike.org

Averill, Joshua

From: Bikes on Board <bikesonboard@sfbike.org>
Sent: Thursday, November 14, 2013 12:59 PM
To: Nabong, Sarah; Martinez, Martha; Caltrain, Bac (@caltrain.com); bartholowmewt@samtrans.com
Subject: Fwd: Approx. 20 bikes bumped nb279 at Palo alto

----- Forwarded message -----

From: **Karen Shakespear** <kshakespear@gmail.com>
Date: Fri, Nov 8, 2013 at 6:19 PM
Subject: Approx. 20 bikes bumped nb279 at Palo alto
To: cac@caltrain.com, bikesonboard@sfbike.org

Averill, Joshua

From: Daniel Low <danglow@gmail.com>
Sent: Wednesday, November 13, 2013 6:59 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

I along with 3 other cyclists were denied boarding on NB 385 at redwood city due to insufficient bike space.

Daniel

Averill, Joshua

From: Rob Kahn <RKahn@fenwick.com>
Sent: Wednesday, November 13, 2013 6:48 PM
To: Nabong, Sarah
Cc: 'bikesonboard@sfbike.org'; Martinez, Martha; Bartholomew, Tasha; 'cac@caltrain.com'; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment: Bike Bumps on NB385 on 11/13/2013

There were at least two bike bumps on NB 385 at Mountain View.

There were at least a dozen bikes waiting at Palo Alto. Only a very small number of them were able to get on board. Looks like 6-10 bikes were stranded at Palo Alto.

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Averill, Joshua

From: Conny Barton <conny.barton@gmail.com>
Sent: Wednesday, November 13, 2013 9:41 AM
To: Nabong, Sarah; bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes bumped from this morning's Caltrain

At least 15 bikes, of which I was one, were denied boarding this morning on the 323 northbound Caltrain at the Mountain View Station due to insufficient space. The next train, #225, also had bombardier cars and had insufficient space to take all the bikes which were denied boarding from the previous train plus the bikes for that train.

--

Conny Barton
conny.barton@gmail.com
650-224-0906 (cell)

Averill, Joshua

From: Cody Andersen <cody.w.andersen@gmail.com>
Sent: Wednesday, November 13, 2013 8:56 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hello,

On November 13th at 8:30 am in Burlingame, myself and 7 other bicyclists were denied access to CalTrain. Please provide adequate space for all fare paying riders.

Thank you,

Cody

Averill, Joshua

From: Jean Fraser <jsfraser@aol.com>
Sent: Wednesday, November 13, 2013 8:38 AM
To: Bikes on Board; Caltrain, Bac (@caltrain.com); Martinez, Martha
Subject: 7 passengers with bikes were bumped at 4th and King today, untold numbers at 22nd street

The 8:14 baby bullet out of SF was completely full of bikes today, turning away 7 passengers with bicycles at 4th and King and an untold number at 22nd street where no one could board.

While 4th and King has good bike parking, there is no safe bike parking at 22nd street. I urge you to consider working with SFMTA to design a system to allow more passengers to leave bikes safely at 22nd street.

Thank you for being a leader in allowing bikes on board and for considering my views.

Cheers, Jean

Jean S. Fraser

Averill, Joshua

From: Michael Fitzsimons <fitzsimons.michael@gmail.com>
Sent: Tuesday, November 12, 2013 5:46 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

I was bumped from train 269 in San Carlos tonight. Now I will get home 30 minutes late. Caltrain absolutely needs more bike capacity.

Michael Fitzsimons

Averill, Joshua

From: Jonathan Dirrenberger <jonathan.dirrenberger@gmail.com>
Sent: Friday, November 08, 2013 6:28 PM
To: lindella@samtrans.com
Cc: Bartholomew, Tasha; cac@caltrain.com; bikesonboard@sfbike.org; Martinez, Martha; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain - Bicycle Bump Report on 8 Nov 2013

Hi,

On the evening of Friday 8 Nov 2013 on NB 279 with the Bombardier cars, more than a dozen cyclists (I couldn't count them all there were so many) were bumped at Palo Alto (plus several at Cal Av) because the regular Gallery cars were not used. Caltrain cannot let this car swap happen as the Bombardier cars simply do not have enough capacity.

I think the conductor's need to hand out voucher's for \$5 which can be redeemed at Walgreen's for Clipper cash to each cyclist who is bumped. There needs to be some sort of compensation for cyclists who are refused entry on a train.

Thanks for your time,
Jonathan Dirrenberger
San Francisco, CA

Averill, Joshua

From: Jeremy Sabol <jsabol@stanford.edu>
Sent: Thursday, November 07, 2013 5:30 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hello,

I was bumped from a train this evening because the bike cars were at capacity - it was the 269 train heading north at Palo Alto, at 5:16. 8 other bikes were bumped along with me. Thank you for keeping track of riders who are not allowed to board.

Best,
Jeremy Sabol
1297 18th st, SF CA 94107
415-505-1807

Averill, Joshua

From: Tim Hickey <tahickey@yahoo.com>
Sent: Thursday, November 07, 2013 7:35 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hello,

There were approximately 6 bikes bumped from the SB 314 on 11/7 at the 22nd Street stop. Please stop using the bombardier cars on bullets. It's a disservice to your riders.

Sincerely,

Tim Hickey

Averill, Joshua

From: Dan Yang <dsyang@gmail.com>
Sent: Thursday, November 07, 2013 8:09 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

5 cyclist bumped south #220 8:01AM Millbrae

Averill, Joshua

From: Lucy Maxian <lucymaxian@gmail.com>
Sent: Wednesday, November 06, 2013 7:24 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

I just got bumped from Rwc the 7:19 pm bullet to sf.
this is the third time this month.

Averill, Joshua

From: Jason Terk <jason@goterkyourself.com>
Sent: Wednesday, November 06, 2013 7:23 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

I, along with two others (three bikes total), was just bumped from the southern most bike car on caltrain #289 (a bombardier train) in redwood city.

-Jason Terk

Averill, Joshua

From: dandodger1@gmail.com on behalf of Daniel Hall <dhall12@stanford.edu>
Sent: Tuesday, November 05, 2013 8:24 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

15 - 20 bikes bumped on southbound 324 at 22nd street at 8:19 am

Daniel Hall

--

Daniel Hall

Sustainable Design & Construction
CEE Master of Engineering Candidate
415.967.9999 | dhall12@stanford.edu



Averill, Joshua

From: Scott Yarbrough <yarbrough.scott@gmail.com>
Sent: Monday, November 04, 2013 6:17 PM
To: Caltrain, Bac (@caltrain.com); bikesonboard@sfbikes.org
Subject: More bumps

Hey Caltrain

At least 6 cyclists bumped in RWC on the northbound 5:52 train tonight. Too many bumped from what I saw were at least three additional bike openings in the northern most car. I know on time arrivals are imperative, but if conductors would direct pedestrians to enter away from the bike entrance, more cyclists could board in a more timely fashion. The mess in the bike cars did not have to be the case tonight...

Averill, Joshua

From: Ryan Schmidt <rschmidtca@gmail.com>
Sent: Monday, November 04, 2013 5:39 PM
To: lindella@samtrans.com; bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: 8 bikes bumped from limited

Just a quick note that 8 bikes were bumped from northbound train #269 today in Redwood City. Not good.

Does Caltrain have any plans to address the limited bike capacity, especially in the 5 o'clock hour between RWC & San Mateo?

Ryan

Averill, Joshua

From: Jason Terk <jason@goterkyourself.com>
Sent: Monday, November 04, 2013 5:33 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

I, along with four others (five bikes total), was just bumped from the northern most bike car on caltrain #269 in redwood city.

-Jason Terk

Averill, Joshua

From: Andrew Ness <andrewn@gmail.com>
Sent: Monday, November 04, 2013 8:35 AM
To: Nabong, Sarah
Cc: Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; bikesonboard@sfbike.org; cac@caltrain.com; Martinez, Martha
Subject: Re: Bikes on Caltrain Comment

At least 6 additional paying customers were denied service due to insufficient bicycle capacity at Millbrae on the same train.

On Sep 17, 2013 8:49 AM, andrewn@gmail.com wrote:

At least two paying customers were denied service due to insufficient bicycle capacity on southbound 226 at Hillsdale on September 17, 2013.

This train is a Bombardier train with two bike cars. All Bombardier trains need to have at least three bike cars in order to meet existing demand.

Averill, Joshua

From: Andrew Ness <andrewn@gmail.com>
Sent: Monday, November 04, 2013 8:23 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

At least 11 paying customers were denied service due to insufficient bicycle capacity on southbound 324 at 22nd st on 11/4/13. This two bike car gallery train was already full before it left the origin station. I do not know how many paying customers were denied service at 4th and king, I just heard the conductors yelling "no more bikes" several minutes before we were scheduled to depart.

Averill, Joshua

From: Jason Terk <jason@goterkyourself.com>
Sent: Tuesday, October 29, 2013 5:29 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

I, along with four others (five bikes total), was just bumped from the southern most bike car on caltrain #269 in redwood city.

Averill, Joshua

From: pat giorni <hogorni@yahoo.com>
Sent: Tuesday, October 29, 2013 2:16 PM
To: Martinez, Martha; Caltrain, Bac (@caltrain.com)
Cc: BIKES ONboard; bikesmc; Corinne Winter
Subject: Anecdotal Bump Count from October 3, 2013 JPB Correspondence Packet
Attachments: Oct. 3, 2013 Bump Count.doc

Please find attached for easy reproduction the monthly bump report as reflected in the October 3, 2013JPB Correspondence Packet.

Regards,

Pat Giorni

**Oct. 3, 2013
Bump Report**

	Bumps Reported	Station- Time/Train#	Name and email Address
Sept. 4	4	SSF-#228	Chris Cesar
Sept. 12	1	22nd-#304	Brian Hall Ricardo Almeida
Sept.14	10+	PA-#801	Almeida
Sept.16	12	Hillsdale-#215	Karen Ota
Sept. 17	3+	SB-#226	Andrew Ness
	2+	Burl-#226	Andrew Ness
	2+	Hillsdale-#226	Andrew Ness
Sept.18	3	Burl-#225	Simon Yun
	5	SCarlos-#289	Patrick Kitto
Sept. 24	15+	22nd?-#230	AdamBovill
	3	Millbrae-#332	Sam Bowman
	5	22nd-#220	Blair Menn
	1	Millbrae-#220	Blair Menn
	2	Burlingame- #225	Mike Swire
	4	SM-#225	Mike Swire
Sept. 26	1	MP-#269	Joseph Elwin
Sept.30	1	MP-#269	Joseph Elwin
Oct. 1	5+	22nd-#324	Dave Blizzard
Total	79+		

Averill, Joshua

From: arisofalaska@gmail.com on behalf of Aris Vlasakakis <aris@vlasakakis.com>
Sent: Tuesday, October 29, 2013 9:10 AM
To: Nabong, Sarah
Cc: Bartholomew, Tasha; Caltrain, Bac (@caltrain.com); bikesonboard@sfbike.org; cac@caltrain.com; Martinez, Martha
Subject: 8 Bike riders on Caltrain bumped off this morning

On Caltrain 332 at 9.02 am at the 22nd street station, October 29th, seven bicycle riders were refused entry. This was an egregious act by the conductor, a silver-haired middle aged man who only allowed six bicycles to enter.

There is quite a lot of space on this train, I was lucky enough to enter as a bike ride. The conductor is completely disinterested in helping the entry to people trying to get to work on time.

You as a transit agency have since good conductors who really get the bicyclists on board, especially the bullet trains. Other conductors get MORE bicyclists on board and to work on time and safely!

Thank you,
Argyrios Vlasakakis

Averill, Joshua

From: Parijat Kalia <kaliaparijat@gmail.com>
Sent: Tuesday, October 29, 2013 8:49 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Not allowed to board NB 324 at 22nd street due to insufficient bike capacity. 2nd day in a row. Can you guys possibly start regulating your intake of bikers on each station? Like adding an upper limit to the number of bikers on 4th & King would be great because it has a monopoly on bikes.

Sent from my iPhone

Averill, Joshua

From: AJ Schrauth <aj.schrauth@gmail.com>
Sent: Wednesday, October 23, 2013 7:02 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bumped

I was just bumped from Caltrain 385 along with three other cyclists at redwood city. As always, this is a huge pain in the ass. Tonight I will be extremely late for my 8:00 pm soccer practice if I can make it at all. Seriously, is anything being done to make Caltrain a legitimate option? Is there anyway to get a refund for all bumps? This is ridiculous.

~AJ

Averill, Joshua

From: Daniel Low <danglow@gmail.com>
Sent: Wednesday, October 23, 2013 6:56 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

I along with 3 other cyclist have been denied boarding on NB 385 in redwood city due to insufficient bike capacity.

Daniel

Averill, Joshua

From: Cody Andersen <cody.w.andersen@gmail.com>
Sent: Wednesday, October 23, 2013 9:00 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

I was denied access to train 225 at 8:35 am on October 22nd.

Averill, Joshua

From: Patrick Kitto <patrick.kitto@gmail.com>
Sent: Tuesday, October 22, 2013 6:44 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Tuesday October 22nd, train 279 San Carlos to 4th/King gallery consist.

Boarded the second bike car. Total number of bikes on board: 58

Isle way was clear of bikes, most tracks had 5 bikes. Dwell time at San Mateo was not increased. Proof positive that the the official capacity is significantly lower then the true capacity and demand is not being met by current service.

Averill, Joshua

From: Yoichi Shiga <yoichishiga@gmail.com>
Sent: Tuesday, October 22, 2013 4:57 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hi there,

I wanted to inform you that I have gotten bumped from the SB train 332 at 22nd street two days in a row (Oct 21st and 22nd) :(

Not sure if it this is because of the BART strike but I really think we could use more bike racks. Maybe by removing the 8 seats in the gallery bike cars, which to be honest can typically only seat 2 people, we could open up some space. I really enjoy Caltrain but don't like to feel like a second class rider.

Thanks,

Yoichi

Yoichi Shiga
707 292 7264
yoichishiga@gmail.com

Averill, Joshua

From: arisofalaska@gmail.com on behalf of Aris Vlasakakis <aris@vlasakakis.com>
Sent: Tuesday, October 22, 2013 9:16 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain seven riders bumped off this morning

On Caltrain 332 at 9.02 am at the 22nd street station, October 22nd, seven bicycle riders were refused entry. This was an egregious act by the conductor, a blonde middle aged woman, who only allowed six bicycles to enter.

There is quite a lot of space on this train, I was lucky enough to enter as a bike ride. The conductor is very callously refusing entry to period just trying to get to work on time.

You as a transit agency have since good conductors who really get the bicyclists on board, especially ppb the bullet trains. This woman in particular is notorious for not wanting to deal with the bicyclists, and it is making Caltrain look bad. Other conductors get MORE bicyclists on board and to work on time and safely!

Thank you,
Argyrios Vlasakakis

Averill, Joshua

From: Lizelle Serrano <lizellemds@gmail.com>
Sent: Tuesday, October 22, 2013 8:44 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

This is the 2nd day in a row that I've been unable to board Caltrain at 22nd St. San Francisco because the bike car was full before it even arrived. Yesterday I missed the last bullet train and had to take a local train, and today I'm on a limited train that takes 20 minutes longer to reach my stop.

Caltrain needs to have more bike cars and a better system for boarding/ and getting seated. Nearly every conductor I've encountered -- with one rare exception -- is rude and unsympathetic toward cyclists. I've been bumped from Caltrain and had to take slower trains nearly 10 times since I've started commuting a few months ago (and this isn't even counting ridiculous delays for constantly hitting pedestrians or trains breaking down on the tracks). Instead of telling riders to buy folding bikes or to lock up their bikes at the station, Caltrain should assume responsibility for this problem and provide more bike space since there's obviously a high need for it.

- Lizelle Serrano

Averill, Joshua

From: Lucy Maxian <lucymaxian@gmail.com>
Sent: Monday, October 21, 2013 7:36 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

just hit bumpers at Rwc along with 8 other riders from the #289

Averill, Joshua

From: Jonathan Dirrenberger <jonathan.dirrenberger@gmail.com>
Sent: Monday, October 21, 2013 2:10 PM
To: lindella@samtrans.com
Cc: Bartholomew, Tasha; bikesonboard@sfbike.org; Martinez, Martha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain - Bicycle Bump Report on 21 Oct 2013
Attachments: Caltrain Bicyclists Bumped - 2013-10-21.jpg

Hi,

On Monday 21 Oct 2013 on SB 230 with the gallery cars, I and 4-6 others were bumped at 22nd St. Then, after waiting ~15 min for the next train, I was bumped again on SB 332 also with the gallery cars along with ~30 other bicyclists. Yes, you read that correctly: there were so many other cyclists bumped that I couldn't count. However, attached is a picture which shows one group of bumped cyclists at the 2nd bike car as the 332 train was pulling away. As a result of being bumped *twice*, not only did I arrive to work late, but I missed a 10am meeting.

This problem is out of control. The worst part is, Caltrain doesn't seem to care as dozens of paying customers experience this every week. I feel like, as a cyclist, I'm a 2nd class passenger. Not only are cyclists regularly not allowed on the train, but conductors routinely yell at us when there are dozens of cyclists trying to jam in one door while non-bicyclists are also clogging the way and there is nothing we can do to go faster. The problem isn't the cyclists but the lack of capacity on the trains; the conductors can't be taking out their anger on cyclists for a problem which is not the cyclists' fault. To speed boarding up, conductors should tell non-bicyclists trying to board on a bike car with dozens of bicyclists to go to a different car. It just doesn't make sense that bicyclists should have to deal with yet another obstacle in trying to get on a train. There is also at least one conductor who organizes bicyclists by having those going the furthest get on first. Of course, as long as this doesn't effect who is bumped, this is very helpful. All conductors should be doing this.

I think Caltrain needs to start offering credits to bicyclists who are bumped. The conductors can hand out coupons to all bumped cyclists which can then be cashed-in at Walgreens to add value to our Clipper card. This could be for, say, \$5. This would go a long way to showing customers that Caltrain doesn't view them as 2nd class customers and values their business and satisfaction. It would also incentivize Caltrain to address this massive problem since the Board could now attach a precise cost to bumping passengers.

Another and better solution is preventative: allow 5 bicycles per rack as long as the bikes remain behind the line on the floor indicating the boundary of the aisle. It's utterly frustrating to see bicyclists bumped when there definitely is room on the bike car but Caltrain is hung up on the letter of some rule that was created long before bicycle capacity was an issue. The federal law is that the aisle must be clear, *not* that there can only be 4 bikes per rack, correct? If so, then it's time to rephrase the bicycle limit as: "Bicycles must be racked so that they remain behind the line". After all, this also prevents 4 bikes racked poorly which extend into the aisle. Remember: the point isn't about how many bikes are on a rack but that the aisles are kept clear. 5 (sometimes even 6) bikes racked well can easily meet this requirement. In the rush hour commute times when the bike cars are at capacity, the vast majority of cyclists will make sure to rack there bike well if it means not getting bumped. Some appropriate signage and, most important, announcements by the conductors on the issue will go a long way as well.

Ultimately, Caltrain needs to add a 6th car -- a 3rd bike car -- on certain rush-hour trains like 220 and 332. This will solve much of the problems with bicycle capacity. I don't really understand why this isn't being prioritized since it's a relatively easy way to help passengers while also increasing capacity and hence revenue. And keep in mind that adding another bike car actually adds an entire half car of non-bicycle capacity as well.

A final suggestion: every station should have the area marked on the platform for both bike cars where cyclists should wait. It should be marked such that there is a "starting place" where the queue forms so that boarding priority is clear in the event of bumps. Right now it's a mad dash to the door with bicyclists who arrived first often getting pushed aside by those arriving later. There should also be signage that explains the Bikes on Board process: to rack bikes in order, to rack them tightly, to use a bike tag (and how to get one), that non-bicyclists should not sit in the bike car, etc. There should be similar signage for passengers carrying luggage as a lot of luggage-carrying passengers try to put luggage in the bike car. I would also like to see the conductors going around enforcing this policy (as well as making sure cyclists are racking their bikes properly and that non-bicyclists are not sitting in the bike car) rather than standing in the vestibules chit-chatting like many of them do.

Thanks for your time,
Jonathan Dirrenberger
San Francisco, CA



Averill, Joshua

From: Mirko Schmidt <schmidt3d@gmail.com>
Sent: Monday, October 21, 2013 9:14 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hey, I was not able to board TWO caltrains in a row. 8:50 and 9:05 @ 22nd SB.

Mirko

--

Sent from my Android phone with K-9 Mail. Please excuse my brevity.

Averill, Joshua

From: Timothy Seward <timothy@whipsawinc.com>
Sent: Monday, October 21, 2013 9:11 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

About 20-25 bikes bumped today at 9:04am 22nd going south. Please expand the bike car to the full lower level. I am disabled and it is easier for me to ride a bike then walk on my prosthetic legs. This is crazy you have so many empty seats all the way to san jose where my drop of is.

Tim
415 375 1353

Averill, Joshua

From: Adam Bovill <greenkiwi@gmail.com>
Sent: Monday, October 21, 2013 8:52 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

5 bumped at 22nd street on sb train that leaves sf at 844.

Averill, Joshua

From: Kevin Brosnan <kbrosnan@gmail.com>
Sent: Monday, October 21, 2013 8:21 AM
To: Nabong, Sarah
Cc: Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; bikesonboard@sfbike.org; cac@caltrain.com; Martinez, Martha
Subject: Bikes on Caltrain Comment

16 Bikes bumped on 8:20am at 22nd st

Kevin

Averill, Joshua

From: lingling c <lingling88_c@yahoo.com>
Sent: Friday, October 18, 2013 12:37 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Dear Caltrain,

This Tuesday, there was not enough capacity on #323 Baby Bullet Train to San Francisco at 8:16am from Hillsdale. I have been riding the Caltrain for about a week and haven't been bumped before, but this time it was very problematic for me when I could not get on the train. I need my bike in order to ride to my work and I used my bike to deliver for my job. Therefore, being bumped was quite a stressful event for me. I was late for work that day and it would be an enormous comfort if I knew I was guaranteed a spot to ride the train with more capacity for the baby bullet trains to get to the city faster and other trains as well. Otherwise, I love that the Caltrain has specific bike cars.

Thank you,
Christine

Averill, Joshua

From: Daniel Low <danglow@gmail.com>
Sent: Tuesday, October 15, 2013 7:07 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

I along with 6 other cyclist was denied boarding on caltrain NB 385 at the redwood city station.

Averill, Joshua

From: jean fraser <jsfraser@aol.com>
Sent: Tuesday, October 15, 2013 5:21 PM
To: Caltrain, Bac (@caltrain.com); Martinez, Martha; Bikes on Board
Subject: 3 passengers denied boarding at Hillsdale station at 5:17 pm today

Unfortunately, three passengers with bicycles were denied boarding at the Hillsdale station this evening on the 5:17 pm baby bullet heading north.

I very much appreciate Caltrain's accommodation of bikes on board. I hope Caltrain will be an enthusiastic supporter of the expansion of the Bay Area bike share to continue to grow Caltrain's ridership by handling the last mile connections in a sustainable way.

Thank you for considering my thoughts.

Jean S. Fraser

Averill, Joshua

From: Alex Portilla <alex.portilla@gmail.com>
Sent: Tuesday, October 15, 2013 5:21 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

5 bikes bumped in Palo Alto on the 269. Quite a few folding bikes taking up spots for others.

-Alex

Sent from my iPhone

Averill, Joshua

From: Mark <kingjeep@yahoo.com>
Sent: Monday, October 14, 2013 5:12 PM
To: Bartholomew, Tasha
Cc: 'Michael Sonn'; Averill, Joshua; Nabong, Sarah; bikesonboard@sfbike.org; Martinez, Martha; Caltrain, Bac (@caltrain.com)
Subject: Re: CalTrain and bike security

Tasha,
Thank you for looking into this incident and finding solutions to the problems with the bike rack. I sincerely appreciate your effort in this manner, and hope that the improvements will keep bikes safer at the station in the future.
Mark Haney

Visit my blog <http://thinkbiggersanjose.blog.com>
Content Magazine Contributor Content-magazine.com

On Monday, October 14, 2013 5:00 PM, "Bartholomew, Tasha" <bartholomewt@samtrans.com> wrote:
Hello Mark.

Your email was forwarded to me for response because I am the staff liaison to the Bicycle Advisory Committee. The BAC will receive a copy of your message and this response at its next meeting.

First, let me apologize for situation that happened to you, your wife and your friend earlier this month. I forwarded your email to our Manager of Stations and Access last week, and he said he would check the existing lighting and see if there is the potential to add more lighting or make changes within our resources to improve security at the bike racks.

Since then, he was able to check the lighting in the bike area and did notice that some tree branches were blocking the light. He plans to have the tree branches trimmed ASAP to improve the lighting.

I also spoke with the Transit Police about this incident and was told that they are looking into the situation. Caltrain's Chief of Protective Services said he is looking into whether the security camera(s) in that bike area, is in fact, not working. He said we contract with a company that monitors our security equipment and that he usually gets notified immediately if a camera is not working, and that they try to rectify the problem as soon as possible.

Again, I apologize about your bikes being stolen and will update you if I hear anything more from the Transit Police or our Manager of Stations and Access.

Best,

Tasha Bartholomew, Community Relations Officer
Office of Public Affairs
San Mateo County Transit District (*SamTrans, Caltrain, TA*)
1250 San Carlos Ave., San Carlos CA 94070
650.508.7927 (direct line)

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Follow us on [@SamTrans_News](https://www.instagram.com/SamTrans_News) and [@Caltrain_News](https://www.instagram.com/Caltrain_News)

From: Michael Sonn [mailto:sonn.michael@gmail.com]

Sent: Tuesday, October 08, 2013 8:50 AM

To: Averill, Joshua; Bartholomew, Tasha; Nabong, Sarah; bikesonboard@sfbike.org; Martinez, Martha; Caltrain, Bac (@caltrain.com)

Cc: kingjeeper@yahoo.com

Subject: Fwd: CalTrain and bike security

I'm passing this along for Mark. I've cc'd him for follow up.

Station security should be addressed. I hear this rack is in a dark and unwelcoming place with little foot traffic and eyes. Also, the news about the camera being out of order for a while is disconcerting.

Thank you,
Mike Sonn
Caltrain BAC

----- Forwarded message -----

From: Mark <kingjeeper@yahoo.com>

Date: Fri, Oct 4, 2013 at 5:24 PM

Subject: CalTrain and bike security

To: "sonn.michael@gmail.com" <sonn.michael@gmail.com>

Michael,

CalTrain doesn't have an email address to send comment too so I fill out their comment form online. This is what I wrote:

"On the night of 10/03/13 between 1800hrs and 2200hrs my bike, my wife's bike and my friend's bike were all stolen from the Diridon Station bike rack. We were attending the Sharks home opener and had locked all three bikes with the same lock. When we returned after the game we noticed not only was our lock cut but so another lock, meaning another bike was probably taken too. We talked with San Mateo Sheriff's deputies and they advised us that bike theft is common all along the corridor and that we could file a report if we wanted. The deputies informed us that the camera pointed at the bike rack hasn't worked for a while. Further the bike rack is isolated and the lighting at night is terrible, making it difficult to protect bikes. We understand the improbability of ever getting these bikes back, but we want a better security system for future bike riders at the Diridon Station. We will be in contact with the Sharks organization and the SAP Center to engage them in joining with bike advocacy groups like the Bike Valet for future events. I will be attaching this email to the Bike Advocacy Council as well. Thank you for your time."

Thanks for taking an interest in this incident, I hope we can work together to fix to security problem that currently exists at the station. Let me know what else I should/can do.

Mark Haney

Visit my blog <http://thinkbiggersanjose.blog.com>

Content Magazine Contributor Content-magazine.com

Averill, Joshua

From: Bartholomew, Tasha
Sent: Monday, October 14, 2013 5:00 PM
To: kingjeep@yahoo.com
Cc: 'Michael Sonn'; Averill, Joshua; Nabong, Sarah; bikesonboard@sfbike.org; Martinez, Martha; Caltrain, Bac (@caltrain.com)
Subject: RE: CalTrain and bike security

Hello Mark.

Your email was forwarded to me for response because I am the staff liaison to the Bicycle Advisory Committee. The BAC will receive a copy of your message and this response at its next meeting.

First, let me apologize for situation that happened to you, your wife and your friend earlier this month. I forwarded your email to our Manager of Stations and Access last week, and he said he would check the existing lighting and see if there is the potential to add more lighting or make changes within our resources to improve security at the bike racks.

Since then, he was able to check the lighting in the bike area and did notice that some tree branches were blocking the light. He plans to have the tree branches trimmed ASAP to improve the lighting.

I also spoke with the Transit Police about this incident and was told that they are looking into the situation. Caltrain's Chief of Protective Services said he is looking into whether the security camera(s) in that bike area, is in fact, not working. He said we contract with a company that monitors our security equipment and that he usually gets notified immediately if a camera is not working, and that they try to rectify the problem as soon as possible.

Again, I apologize about your bikes being stolen and will update you if I hear anything more from the Transit Police or our Manager of Stations and Access.

Best,

Tasha Bartholomew, Community Relations Officer
Office of Public Affairs
San Mateo County Transit District (*SamTrans, Caltrain, TA*)
1250 San Carlos Ave., San Carlos CA 94070
650.508.7927 (direct line)

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Follow us on [@SamTrans News](#) and [@Caltrain News](#)

From: Michael Sonn [mailto:sonn.michael@gmail.com]
Sent: Tuesday, October 08, 2013 8:50 AM
To: Averill, Joshua; Bartholomew, Tasha; Nabong, Sarah; bikesonboard@sfbike.org; Martinez, Martha; Caltrain, Bac (@caltrain.com)
Cc: kingjeep@yahoo.com
Subject: Fwd: CalTrain and bike security

I'm passing this along for Mark. I've cc'd him for follow up.

Station security should be addressed. I hear this rack is in a dark and unwelcoming place with little foot traffic and eyes. Also, the news about the camera being out of order for a while is disconcerting.

Thank you,
Mike Sonn
Caltrain BAC

----- Forwarded message -----

From: **Mark** <kingjeeper@yahoo.com>
Date: Fri, Oct 4, 2013 at 5:24 PM
Subject: CalTrain and bike security
To: "sonn.michael@gmail.com" <sonn.michael@gmail.com>

Michael,
CalTrain doesn't have an email address to send comment too so I fill out their comment form online. This is what I wrote:

"On the night of 10/03/13 between 1800hrs and 2200hrs my bike, my wife's bike and my friend's bike were all stolen from the Diridon Station bike rack. We were attending the Sharks home opener and had locked all three bikes with the same lock. When we returned after the game we noticed not only was our lock cut but so another lock, meaning another bike was probably taken too. We talked with San Mateo Sheriff's deputies and they advised us that bike theft is common all along the corridor and that we could file a report if we wanted. The deputies informed us that the camera pointed at the bike rack hasn't worked for a while. Further the bike rack is isolated and the lighting at night is terrible, making it difficult to protect bikes. We understand the improbability of ever getting these bikes back, but we want a better security system for future bike riders at the Diridon Station. We will be in contact with the Sharks organization and the SAP Center to engage them in joining with bike advocacy groups like the Bike Valet for future events. I will be attaching this email to the Bike Advocacy Council as well. Thank you for your time."

Thanks for taking an interest in this incident, I hope we can work together to fix the security problem that currently exists at the station. Let me know what else I should/can do.

Mark Haney

Visit my blog <http://thinkbiggersanjose.blog.com>
Content Magazine Contributor Content-magazine.com

Averill, Joshua

From: Andrew Ness <andrewn@gmail.com>
Sent: Monday, October 14, 2013 9:05 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

At least 4 paying customers were denied service due to insufficient bicycle capacity on southbound 230 on October 14, 2013 at Millbrae.

This is a two car gallery train and yet paying customers were turned away on Columbus day when many people aren't even going to work. There needs to be more bicycle capacity in order to meet existing demand.

Andrew Ness

Averill, Joshua

From: Andrew Ness <andrewn@gmail.com>
Sent: Monday, October 14, 2013 8:57 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

At least 4 paying customers were denied service due to insufficient bicycle capacity on southbound 230 on October 14, 2013 at 22nd street.

This is a two car gallery train and yet paying customers were turned away before the train even left San Francisco, on Columbus day when many people aren't even going to work. There needs to be more bicycle capacity in order to meet existing demand.

Andrew Ness

Averill, Joshua

From: Elizabeth Bennett <liz@bennettworld.org>
Sent: Monday, October 14, 2013 8:52 AM
To: Averill, Joshua

Dear Caltrain Bicycle Advisory Committee,

I love riding the Caltrain. I especially love taking my bike on the Caltrain so that I can ride from the Mountain View stop to where I work. Unfortunately, today I attempted to board the southbound 8:18 bullet train from 22nd St, when the train conductor allowed just one bike to board the train, out of perhaps 20-30 bicyclists who were waiting at the station.

This is unacceptable. I purchased a ticket to ride on the Caltrain, along with all of those other bicyclists and it is completely unacceptable for all of us to be turned away. ALL OF US. This leaves us bicyclists with no other option except (heaven forbid) drive to work (I can't because I don't have a car) or take a much later train. I am hesitant to even attempt to bring my bike on the 9:02 train because not only will there be all of the regular 9:02 bicyclists riding, there will also be ALL of the 8:18 bicyclists. And I have been turned away from the 9:02 train before, so I suspect that it may happen again today.

I implore you, as the Caltrain Bicycle Advisory Committee, to hear my complaints and please bring up these issues at your next convening. The Caltrain bike program is bursting at the seams and something really ought to be done about it.

Sincerely,
Elizabeth Bennett

303.483.8976
Potrero Hill Resident and Bicyclist

Averill, Joshua

From: Marion Silies <masilies@gmail.com>
Sent: Thursday, October 10, 2013 8:48 PM
To: lindella@samtrans.com; bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: bike bumps despite free space!

Hey all,
I would like to report that this morning (10/10) at least 13 bikes got bumped at 22nd street on the 9:02 train (332). What was disturbing is that there was capacity for many more bikes (at least ten, maybe even for all), but the conductor seemed more worried about leaving the station on time than about letting us behind on the platform. He arbitrarily named a number of bikes that would "fit", since these boarded fast then allowed a few more and then prevented other bikes on getting on, despite many half-full and one empty rack.
I do understand that conductors cannot allow more than four bikes per rack for safety reasons and I don't complain if I have to wait for that reason, but this was a very different situation.
Thanks for listening,
Marion

Averill, Joshua

From: Alex Portilla <alex.portilla@gmail.com>
Sent: Thursday, October 10, 2013 7:59 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

At least 5 people were bumped getting on the 220. There was plenty of room on the train for more bikes.

Sent from my iPhone

Averill, Joshua

From: Ryan Schmidt <rschmidtca@gmail.com>
Sent: Tuesday, October 08, 2013 5:36 PM
To: lindella@samtrans.com; bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; Averill, Joshua; Caltrain, Bac (@caltrain.com)
Subject: Re: 4 bikes bumped on limited

Just a quick note that 4 bikes were bumped from the northbound 269 train at the Redwood city stop today. Both bike cars were full. (I checked.) It looks like there is definitely a need for additional capacity between Redwood city & San Mateo around 5:30. Does Caltrain have any plans to add service during this timeframe (or should we just start doing a rain dance so that there will be less bikes on the train)?

Ryan

Averill, Joshua

From: Mike Swire <mswire@yahoo.com>
Sent: Tuesday, October 08, 2013 11:22 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; Averill, Joshua; Caltrain, Bac (@caltrain.com)
Subject: Unnecessary bumps this morning

On #319 this morning, four cyclists were bumped at San Mateo. I made it on the train, however. I was saddened to see that there were four bike spaces in the back of the gallery car, however. Apparently these weren't visible to the conductor due to the 10+ people standing in the gallery. These cyclists were standing in the gallery because there were 6 non-cyclists sitting in the seats above the bikes. In addition, there were 4+ cyclists who sat away from their bikes in the other car (a theft risk).

When is Caltrain going to help cyclists find seats in the Bike Car so that they aren't bumped and can prevent bike theft?

Thanks,

Mike Swire

Averill, Joshua

From: Michael Sonn <sonn.michael@gmail.com>
Sent: Tuesday, October 08, 2013 8:50 AM
To: Averill, Joshua; Bartholomew, Tasha; Nabong, Sarah; bikesonboard@sfbike.org; Martinez, Martha; Caltrain, Bac (@caltrain.com)
Cc: kingjeeper@yahoo.com
Subject: Fwd: CalTrain and bike security

I'm passing this along for Mark. I've cc'd him for follow up.

Station security should be addressed. I hear this rack is in a dark and unwelcoming place with little foot traffic and eyes. Also, the news about the camera being out of order for a while is disconcerting.

Thank you,
Mike Sonn
Caltrain BAC

----- Forwarded message -----

From: Mark <kingjeeper@yahoo.com>
Date: Fri, Oct 4, 2013 at 5:24 PM
Subject: CalTrain and bike security
To: "sonn.michael@gmail.com" <sonn.michael@gmail.com>

Michael,
CalTrain doesn't have an email address to send comment too so I fill out their comment form online. This is what I wrote:

"On the night of 10/03/13 between 1800hrs and 2200hrs my bike, my wife's bike and my friend's bike were all stolen from the Diridon Station bike rack. We were attending the Sharks home opener and had locked all three bikes with the same lock. When we returned after the game we noticed not only was our lock cut but so another lock, meaning another bike was probably taken too. We talked with San Mateo Sheriff's deputies and they advised us that bike theft is common all along the corridor and that we could file a report if we wanted. The deputies informed us that the camera pointed at the bike rack hasn't worked for a while. Further the bike rack is isolated and the lighting at night is terrible, making it difficult to protect bikes. We understand the improbability of ever getting these bikes back, but we want a better security system for future bike riders at the Diridon Station. We will be in contact with the Sharks organization and the SAP Center to engage them in joining with bike advocacy groups like the Bike Valet for future events. I will be attaching this email to the Bike Advocacy Council as well. Thank you for your time."

Thanks for taking an interest in this incident, I hope we can work together to fix the security problem that currently exists at the station. Let me know what else I should/can do.

Mark Haney

Visit my blog <http://thinkbiggersanjose.blog.com>
Content Magazine Contributor Content-magazine.com

Averill, Joshua

From: Jacky Schuler <jackyschuler@gmail.com>
Sent: Tuesday, October 08, 2013 8:48 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; Averill, Joshua; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Monday, October 7

5+ bikes bumped @ Redwood City on northbound 269

Averill, Joshua

From: Daniel Low <danglow@gmail.com>
Sent: Monday, October 07, 2013 7:03 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; Averill, Joshua; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

To Caltrain operators,

I along with 4 other cyclist have been denied boarding to NB 385 train at Redwood City Station at 6:52 pm 10/7/2013 due to insufficient bike capacity. We are now stuck waiting in the dark for the next train to arrive in 30 minutes. What are your plans to remedy the shortage of bike capacity on Caltrain?

Sincerely,
Daniel Low

Averill, Joshua

From: emc08@hotmail.com
Sent: Friday, October 04, 2013 12:40 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; Averill, Joshua; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment
Attachments: IMG-20131004-00761.jpg

Hi,

Just wondering if this now accepted on Caltrain - guy talking loudly on his phone while conducting business and refusing to be quiet (notice the feet on the seats - guy in the back).

This is happening on the train that left SF at 12:07.

Eduardo
Sent on the Sprint® Now Network from my BlackBerry®



Averill, Joshua

From: Kerensa Crump <kerensa@stanford.edu>
Sent: Wednesday, October 02, 2013 10:38 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; Averill, Joshua; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

I was bumped 10/1/13 at 22nd street at 8:19 AM because the bike cars were full.

~Kerensa Crump

Averill, Joshua

From: ctilton65@yahoo.com
Sent: Tuesday, October 01, 2013 8:56 AM
To: Caltrain, Bac (@caltrain.com)
Subject: Re: Thank You For Your Comment

Hello

I was bumped yet again from getting my bike on the train. The train was number 324 at 8:19 am Doubt you guys really care either way but I figured it was worth a shot

Chris Tilton

Sent from my iPhone

On Mar 14, 2012, at 4:31 PM, "Caltrain, Bac (@caltrain.com)" <baccaltrain@samtrans.com> wrote:

> Dear Caltrain Customer,

>

> Thank you for your comments and input to the Caltrain Bicycle Advisory Committee. We value our bicycle customers and appreciate you taking the time to help us better our services. All correspondence sent to this email address will be shared with the BAC members at the next scheduled meeting.

>

> If you are reporting a denied bike boarding on the train, we regret the inconvenience this caused you. In order to improve consistency in operations and improve the commute for our patrons who bring their bikes aboard, Caltrain now has two bike cars on every train.

>

> All older style Gallery trains, which make up approximately 70 percent of daily schedule, have 80 available bike slots. The other 30 percent of the schedule is served by two-bike car Bombardier trains that can accommodate up to 48 bikes per train. Most Baby Bullet express trains will continue to operate with Bombardier trains, so please plan accordingly.

>

> Caltrain staff will continue to work in partnership with the BAC towards improvements in our overall bicycle service. This includes access to our stations and improved bike parking facilities, as well as onboard bicycle capacity.

>

> Your correspondence will be tracked in order to assist us in determining trends we can address in the future.

>

> Thank you again.

>

> Best regards,

>

> Gina Simi

> Interim Community Relations Manager

>

>

Averill, Joshua

From: Ryan Schmidt <rschmidtca@gmail.com>
Sent: Tuesday, October 01, 2013 5:45 PM
To: lindella@samtrans.com; bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; Averill, Joshua; Caltrain, Bac (@caltrain.com)
Subject: 3 bikes bumped on limited

Hello. Is there any chance that you can add more bike capacity to the limited Caltrain runs? I usually ride the train (always with my bike) from San Mateo to Redwood City in the morning (usually train #220) & then back in the afternoon (usually train #267). Of late the bike cars have been extremely full, nearly always at capacity.

Today, Oct. 1, I tried to catch train #269 from Redwood City but unfortunately the train was so full that the conductor wouldn't let me on. I was one of 3 cyclists who weren't allowed to board.

Does Caltrain have any plans to address its limited bike capacity?
Otherwise I'll need to make it a priority to ride my bike from RWC to SM rather than taking the chance of getting bumped.

Thank you.

Ryan

Averill, Joshua

From: Dave Blizard <daveblizard@gmail.com>
Sent: Tuesday, October 01, 2013 8:33 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; Averill, Joshua; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Caltrain #324 8:19
5-6 bikes bumped at 22nd street

OH
"and I paid 8 bucks for this shit!"

As the doors closed and the train rolled away.

Come on Caltrain these people should be given a medal, not treated like second class citizens.

-D

Typed with thumbs on iPhone. Typo's don't count.

Averill, Joshua

From: Joseph Elwin <josephelwin@gmail.com>
Sent: Monday, September 30, 2013 8:54 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; Averill, Joshua; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

I got bumped from the 5:19 train northbound from Menlo park. Now I have to wait for another 25 minutes for et next train.

Joseph Elwin

--
Joe

Averill, Joshua

From: Joseph Elwin <josephelwin@gmail.com>
Sent: Thursday, September 26, 2013 5:25 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

I got bumped from the 5:19 train northbound from Menlo park. Now I have to wait for another 25 minutes for et next train.

Joseph Elwin

--
Joe

Averill, Joshua

From: Mike Swire <mswire@credomobile.com>
Sent: Tuesday, September 24, 2013 4:52 PM
To: Bartholomew, Tasha; Caltrain, Bac (@caltrain.com); bikesonboard@sfbike.org; Martinez, Martha; CAC Caltrain; Nabong, Sarah; Steve Vanderlip
Subject: bumps

This morning, train #225 denied four cyclists at San Mateo and two at Burlingame. The conductor initially denied boarding to other cyclists despite two bike spaces being available on the train. He was in a hurry as boarding was delayed. This would be less likely to occur if cyclists were not required to wait for non-cyclists to board the train and then clog the vestibule, slowing the entry of cyclists.

Mike Swire

Averill, Joshua

From: Blair Menn <blairmenn@gmail.com>
Sent: Tuesday, September 24, 2013 11:35 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hello all,

I'm writing to report that five bikes were bumped on train 220 today (9/24/13) at 22nd St station and one bike was bumped at San Mateo.

Thanks,
Blair Menn
673 Andover St
San Francisco, CA 94110

Averill, Joshua

From: Samuel Bowman <sbowman@stanford.edu>
Sent: Tuesday, September 24, 2013 9:17 AM
To: lindella@samtrans.com; bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Re: Bikes on Caltrain Comment

Hi all,

The 9:15 SB departure from Millbrae (#332?) just bumped three bikes from the southern bike car. More bike racks would be great!

Thanks!

Sam Bowman
Stanford

Averill, Joshua

From: Adam Bovill <greenkiwi@gmail.com>
Sent: Tuesday, September 24, 2013 7:55 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

SB 230 bumped at least 15 bikes this morning. Don't have an exact count.

Old rolling stock... 2 cars.