

**Bicycle Advisory Committee**

**CORRESPONDENCE**

**Part 1**

**March 21, 2013**

**Averill, Joshua**

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**From:** Shirley Johnson <dr\_shirley\_johnson@yahoo.com>  
**Sent:** Tuesday, March 12, 2013 9:33 PM  
**To:** Caltrain, Bac (@caltrain.com)  
**Cc:** cac@caltrain.com  
**Subject:** Bombardier trains need three bike cars  
**Attachments:** 20130207\_JBP\_Handout.doc

Dear BAC,

I attended the February JPB meeting to make public comment. I would like to share my comment (copied below) as well as the handout (attached) I provided to Board members.

Best regards,  
Shirley Johnson

=====

JPB Public Comment  
February 7, 2013

Good morning.

I'm Shirley Johnson and I lead the BIKES ONboard project of the San Francisco Bicycle Coalition.

I'd like to commend Caltrain for its outstanding bicycle program.

12% of Caltrain passengers bike to the station. 2% park at the station, and 10% bring their bike onboard. This is an impressive statistic, one you can be proud of. That means people are leaving their cars at home for their entire trip.

Caltrain's onboard bicycle program is truly outstanding, so good in fact, that there needs to be more of it.

The graph on your handout shows bicycle bumps over a two year period. The horizontal axis shows month in 2011 and 2012, and the vertical axis shows reported bumps.

Caltrain passengers voluntarily report bumps; you see these reports every month in your correspondence packet. But not all bumps are reported, and the actual number of bumps is at least three times more than reported, based on bump counts Caltrain has conducted.

Caltrain upgraded all trains to two bike cars in June 2011, and after that time, bumps dropped. But new customers have discovered Caltrain's wonderful onboard bike service, and trains are maxed out again on bike space.

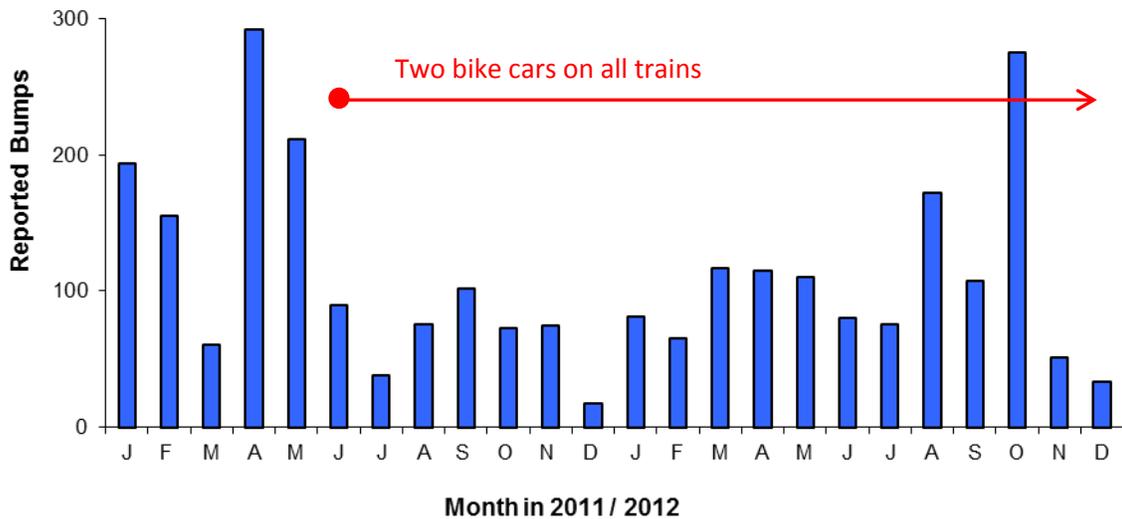
Gallery trains hold 80 bikes, but Bombardier trains hold only 48. Nearly all bumps are from Bombardier trains, so we recommend adding a third bike car to Bombardier trains.

I'd like to thank Caltrain again for its outstanding bicycle program. Please keep up the good work and add a third bike car to Bombardier trains.

Thank you.

Shirley Johnson  
San Francisco

## Caltrain leaves customers with bicycles behind



As of June 2011:

- 25% of trains hold 48 bikes (Bombardier trains)
- 75% of trains hold 80 bikes (gallery trains)

Nearly all bicycle bumps today are from Bombardier trains.

## Solution

Add a third bike car to Bombardier trains  
to hold 72 bikes each.

## Averill, Joshua

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**From:** pat giorni <hogorni@yahoo.com>  
**Sent:** Tuesday, March 12, 2013 3:16 PM  
**To:** Martinez, Martha  
**Cc:** Caltrain, Bac (@caltrain.com); BIKES ONboard; bikesmc; Corinne Winter  
**Subject:** Anecdotal Bump Count from March 7, 2013 JPB Correspondence  
**Attachments:** March 7, 2013.doc

Please find attached for easy reproduction the Bump Count as reflected in the March 7, 2013 JPB Correspondence packet.

Regards,

Pat Giorni

<b>Mar. 7, 2013 Packet</b>	<b>Bumps Reported</b>	<b>Station-Time/Train#</b>	<b>Name and email Address</b>
Feb. 12	10	Millbrae-#385	A J Schraurt
Feb. 13	10	22nd-#332	Daniel Hall
Feb. 14	5	RWC-#375	Jeff McKnight
Feb. 20	9+	22nd-#332	Loren Mooney
Feb. 25	2+	SM-#279	Andrew Ness [
Feb.26	10	RWC-#375	Patrick Angell]
	10(repeat)	RWC-#375	A J Schraurt []
Feb. 28	23	PA-#385	Go Sasaki {
	1	MP-#385	Go Sasaki {}
Mar. 1	6	Sunnyvale-#329	Gert van Dijken [
	1	SC-#277	Jacky Schuler [
Mar. 4	3	Millbrae-#312	Tom Corboline [
	4	Millbrae-#312	John [
	2+(repeat)	22nd-#312	Tim Hickey [
	4+	22nd-#312	Robert Jordan [
Mar. 5	4	PA-#385	Maxence Nachury []
	1	RWC-#279	Jacky Schuler [
	3	PA-#279	Catherine Roth []
	6	RWC-#375	Jeff McKnight []
<b>Total</b>	<b>102+</b>		

## Averill, Joshua

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**From:** Andrew Ness <andrewn@gmail.com>  
**Sent:** Monday, March 11, 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

Today, March 11, 2013, at least one paying customer was denied service due to insufficient bicycle capacity on northbound 277 at Hillsdale. This was a Bombarider train.

## Averill, Joshua

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**From:** mcknight.jeff@gmail.com on behalf of Jeff McKnight <jeff@mcknight.at>  
**Sent:** Monday, March 11, 2013 6:21 PM  
**To:** lindella@samtrans.com; Nabong, Sarah  
**Cc:** Caltrain, Bac (@caltrain.com); bikesonboard@sfbike.org; cac@caltrain.com; mcintyret@samtrans.com; Martinez, Martha  
**Subject:** Bikes on Caltrain - Bump Report

-- Bump Report --  
# of bikes bumped: 2  
Train #: NB 277  
# of bike cars: 2  
Type of cars: Bombardier (new)  
Station: Hillsdale  
Date: 3/11/2013  
Time: 6:08pm

The conductor was reasonably polite.

Thanks!  
Jeff McKnight

## Averill, Joshua

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**From:** John <nekoball@gmail.com>  
**Sent:** Monday, March 11, 2013 9:27 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Train Number: SB332

Time: 9:17AM

4 cyclists bumped off at Millbrae

2 full gallery cars

-John Luk

## Averill, Joshua

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**From:** Jean Fraser <jsfraser@aol.com>  
**Sent:** Monday, March 11, 2013 8:25 AM  
**To:** Caltrain, Bac (@caltrain.com); Martinez, Martha; Bikes on Board  
**Subject:** 16 passengers with bikes bumped at 22nd street on 8:14 baby bullet this morning

Unfortunately, contrary to recent practice, the train on the 8:14 baby bullet out of SF was a Bombardier this morning. Accordingly, the bike cars were filled at 4th and King and all the passengers with bikes, 16 of them, were bumped at 22nd street. Since the 8:19 does not stop at 22nd street, all of these passengers who had come to rely on the 80 bike slots provided by the gallery cars, had their morning commutes screwed up this morning.

I understand that occasionally Caltrain has to change out train sets. It would be good to 1) invest in secure bike parking at 22nd street and 2) have a notification system, perhaps a special twitter account, to warn passengers when bike cars are full/train sets are changed so they can plan accordingly.

Thanks you for your considering my views and for being a leader in bringing bikes on board.

Cheers, Jean

Jean S. Fraser

## Averill, Joshua

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**From:** srk@hci.stanford.edu on behalf of Scott Klemmer <srk@cs.stanford.edu>  
**Sent:** Friday, March 08, 2013 9:09 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Hello,

Train 322 left two bikes at 22nd Street this morning, including me. The faster rush-hour trains: 322, 324, 230, and 332 remain jam-packed everyday. The much slower 228 is often nearly empty,

+scott

p.s. When conductors help herd cyclists, it really helps boarding speed. Ray does a great job of this.

--

Scott Klemmer  
Associate Professor, Computer Science  
Stanford University, [Gates 384](#)  
<http://hci.st/srk>

## Averill, Joshua

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**From:** Bartholomew, Tasha  
**Sent:** Thursday, March 07, 2013 2:17 PM  
**To:** Averill, Joshua; Martinez, Martha  
**Subject:** FW: Bikes on Caltrain - Bump Report

FYI

**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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**From:** Bartholomew, Tasha  
**Sent:** Thursday, March 07, 2013 2:16 PM  
**To:** 'mcknight.jeff@gmail.com'  
**Subject:** Bikes on Caltrain - Bump Report

Good afternoon Mr. McKnight,

I was forwarded your information below by one of my colleagues in Customer Service. I am sorry that you had a bad experience the other day with one of our conductors. I have asked Caltrain's Rail Operations Department look into this matter. We want to make sure that anyone using our commuter rail service is treated with respect. We do not want any person, whether they are a passenger or conductor, to ever feel threatened while on Caltrain.

Thank you for making us aware of this unfortunate situation.

Best regards,

**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://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

-- Bump Report --  
# of bikes bumped: 6  
Train #: NB 375  
# of bike cars: 2  
Station: Redwood City

Date: 3/5/2013

Time: 5:52pm

Conductor at the rear car said it was full, and when I attempted to show him the empty slots on the rack nearest the vestibule, he pushed my bike and said he would hit me if I didn't step back.

Can you please ask conductors not to push and threaten passengers?

Thanks!

Jeff McKnight

## Averill, Joshua

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**From:** Maxence Nachury <nachury@gmail.com>  
**Sent:** Tuesday, March 05, 2013 7:09 PM  
**To:** lindella@samtrans.com  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Train 385, Palo Alto Station, 6:43 pm

Situation is chaos: counting more than 45 bikes on the front bike train which is BOMBARDIER style (24 bike capacity)

At least 4 cyclists (probably many many more) had been bumped from previous train (which was also BOMBARDIER style).

These two trains are always GALLERY style. Changing the type of train is very disruptive to the bicycle service.

Thank you for keeping the bicycle service convenient for everyone.

Max

## Averill, Joshua

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**From:** Jacky Schuler <jackyschuler@gmail.com>  
**Sent:** Tuesday, March 05, 2013 6:52 PM  
**To:** Nabong, Sarah; bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on board

Hello,

I would just like you to know that I have been bumped from TWO trains in the last 5 days.

Tonight I was bumped from the 279 at Redwood City (i believe this is correct but it came early so I cannot say for sure). On Friday I was bumped from the 277 at San Carlos.

While I understand there is limited space, this is quite an inconvenience for those who depend on Caltrain for transportation. It is only the first week on March and I can only assume that it will be worse as summer approaches.

Thanks,  
Jacky

## Averill, Joshua

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**From:** Catherine Roth <catroth@alumni.stanford.edu>  
**Sent:** Tuesday, March 05, 2013 6:49 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 would like to report a bike bump from northbound Caltrain 279 at the Palo Alto station (at 6:16pm). I was among three cyclists who were told that there was "no more room" by the conductor because the Bombardier had reached bike capacity.

I rely on the 279 to get home to San Francisco every day and find it extremely frustrating when Caltrain's inadequate bike capacity prolongs my commute (because I was bumped, I had to take the 283, getting me home a half hour later than planned). As a bike commuter, I am trying to be "part of the solution." I sincerely hope that Caltrain will do something soon about its insufficient bike capacity.

Sincerely,  
Catherine Roth  
[croth87@gmail.com](mailto:croth87@gmail.com)

**Averill, Joshua**

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**From:** mcknight.jeff@gmail.com on behalf of Jeff McKnight <jeff@mcknight.at>  
**Sent:** Tuesday, March 05, 2013 6:07 PM  
**To:** lindella@samtrans.com  
**Cc:** Caltrain, Bac (@caltrain.com); bikesonboard@sfbike.org; cac@caltrain.com; Martinez, Martha; mcintyret@samtrans.com  
**Subject:** Bikes on Caltrain - Bump Report

-- Bump Report --  
# of bikes bumped: 6  
Train #: NB 375  
# of bike cars: 2  
Station: Redwood City  
Date: 3/5/2013  
Time: 5:52pm

Conductor at the rear car said it was full, and when I attempted to show him the empty slots on the rack nearest the vestibule, he pushed my bike and said he would hit me if I didn't step back.

Can you please ask conductors not to push and threaten passengers?

Thanks!  
Jeff McKnight

## Averill, Joshua

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**From:** Tim Hickey <tahickey@yahoo.com>  
**Sent:** Monday, March 04, 2013 9:36 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 312 bumped at least 2 bikes @ 22nd. This should be a gallery car. Those passengers would be late to work or school today because of insufficient bike capacity.

Tim Hickey

Sent from my iPhone

## Averill, Joshua

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**From:** Adina Levin <aldeivnian@gmail.com>  
**Sent:** Monday, March 04, 2013 9:03 AM  
**To:** Averill, Joshua  
**Cc:** Pat Giorni  
**Subject:** Does Caltrain BAC get bike theft reports

Dear BAC members,

Here is a copy of a report delivered to the BART Bicycle Advisory Task Force itemizing bike theft reports for the month of February. Does the Caltrain BAC receive similar reports (I did not see such information while I was on the BAC)? If not, it might be helpful to review such data to understand bike security issues for Caltrain riders.

Thanks,

Adina Levin

From: Robert Raburn [mailto:robertraburn@covad.net]  
Subject: Feb Bicycle Police Log

Esteemed BBATF Members – There were 31 reported criminal bicycle incidents reported to the BART Police during February 2013. An arrest of a bicycle thief was made at Pleasant Hill on 2-4-13.

All BBATF members are eligible to assist during the Bike Pilot scheduled for five weekdays, March 18-22. When space is available, bicyclists will be allowed on all but the first three cars of the peak-hour trains. Please ask to lean bikes against the wall to not block doors or isles.

-Robert

### Bicycle Theft – 19th Street Station

2/28/13 1831 hours

A victim reported his \$400.00 green Echo K2 hybrid 27 speed bicycle was stolen while it was cable locked at the station between 1730 hours on 2/27/13 and 1820 hours on 2/28/13. Video hotline notified.  
1302-4432 L12

### Bicycle Theft – Walnut Creek Station

2/28/13 1804 hours

A victim reported his \$200.00 blue and white Schwinn Beach Cruiser bicycle was stolen while it was cable locked at the station between  
0730-1800 hours. 1302-4428 L12

#### Petty Theft (Bicycle) – Union City Station

2/28/13 0834 Hours

A patron reported the theft of his Motiv men's mountain bike from the bike racks. The bike was secured to the rack with a cable lock on 2/27 at 0800 hours. When the victim returned at 2045 hours, the bike and lock were gone. Station video is being requested. 1302-4349 L16

#### Bicycle Theft – 19th Street Station

2/26/13 2143 hours

A victim reported his \$150.00 mountain bicycle (unknown brand) was stolen while it was cable locked at the station between 0500 hours on 2/22/13 to 2140 hours on 2/26/13. 1302-4136 L12

#### Bicycle Theft – Bay Fair Station

2/26/13 1940 hours

A victim reported her \$300.00 black and silver Trek women's mountain bicycle was stolen while it was cable locked at the station between 1700-1940 hours.

#### Petty Theft (Bicycle) – West Oakland Station

2/26/13 0958 Hours

A patron reported the theft of his unknown brand mountain bike (estimated value of \$200). The bike was secured with a cable lock on 2/25 at 1700 hours and when the victim returned on 2/26 at 0950 hours, the bike and lock were gone. 1302-4036 L16

#### Bicycle Theft – Concord Station

02/25/13 2219 hrs.

A BART customer reported the theft of a Magna, green, woman's, 5-speed mountain bicycle. The theft occurred between 1130-2120 hrs. today from the west bicycle racks. The cable lock with which the bicycle had been secured was also stolen. 1302-3982 L23

#### Bike Theft – Concord Station

2/25/13, 1559 hours

A patron reported their red and white Trek mountain bike, valued at \$300, was stolen from the station between 1100-1555 hours. The victim secured the bike to the railing near the addfare machines using a U-lock around the seat post. An unknown suspect removed the seat and took the seat and bike, leaving the lock attached to the railing. 1302-3922 L18

#### Bike Theft – Ashby Station

2/23/13, 1822 hours

A patron reported their black and white Giant road bike was taken from the station between 1630-1820 hours. The patron locked their bike to the rack using a cable lock. The cable lock was severed by the bike thief and left at the scene. 1302-3646 L18

#### Grand Theft (Bicycle) – Hayward Station

2/22/13 1412 Hours

A victim called to report that his 21-speed Fisher bicycle (black and white) and guitar were stolen from the bike racks between 1300-1345 hours. The victim said that he locked the bike and guitar case to the rack with a cable lock and left to go to the library. When he returned, the bike and guitar were gone. He valued the bike at \$2,000 and the guitar and case at \$1,800. Station video is being requested. 1302-3451 L16

#### Petty Theft (Bicycle) – Ashby Station

2/20/13 0933 Hours

A patron reported the theft of her 21 speed Marin Urban bike. The bike was locked to the bike racks with a cable lock on 2/14 at 1500 hours. When the victim returned on 2/14 at 1900 hours, the bike was gone. 1302-3021 L16

#### Bike Theft – 24th Street Station

2/19/13, 2241 hours

A patron reported via phone that their Trek 7000 mountain bike had been stolen between 0730-2230 hours. The victim secured the bike to the racks using both a U-lock and a cable lock. When the victim returned, both the bike and the two locks were missing. 1302-2970 L18

#### Bike Theft – Castro Valley Station

2/15/13 1630 Hours

The victim called to report the theft of his bike, a red Schwinn beach cruiser with white wall tires. The victim secured his bike to the bike racks West of the entrance to the station with two chains and locks between the hours of 1100-1345, today. The bike was valued at \$50. 1302-2363 L17

#### Bicycle Theft – Concord Station

2/14/13 1556 hours

A victim reported his \$200.00 silver Huffy bicycle was stolen while it was locked with a chain at the station between 0900-1600 hours. 1302-2199 L12

Bicycle Theft – Dublin/Pleasanton Station

2/13/13 1851 hours

A victim reported his \$2,000.00 Specialized blue and gray men's 21 speed mountain bicycle was stolen while it was cable locked at the station between 1000-1845 hours. 1302-2057 L12

Burglary – San Bruno Station

2/12/13 1126 hours

A victim reported his \$800.00 beige Huffy 6 speed mountain bicycle was taken from the bike lockers at the station between 2215 hours on 1/31/13 to 1130 hours on 2/12/13.

Bike Theft – Walnut Creek Station

2/11/13, 2043 hours

A patron reported the theft of their Bertoni Americana road bike from the station. The theft occurred between 2/9/13 at 1730 hours and today at 0730 hours. The patron secured the bike to the racks using a cable lock. 1302-1734 L18

Bike Theft – Pleasant Hill Station

2/11/13, 1524 hours

A patron reported the theft of their white Schwinn mountain bike from the station, between 0730-1500 hours. The victim secured their bike to the racks with a cable lock. 1302-1667 L18

Bike Theft – Fruitvale Station

02/10/13 2146 Hours

The victim called to report the theft of his black Specialized Crossroad bike, valued at \$750, from the North bike rack between the hours of 1200-2000. The victim secured his bike with a cable and lock. 1302-1566 L17

Petty Theft (Bicycle) – Concord Station

2/09/13 2325 Hours

A patron called to report the theft of his single speed SE Logger bicycle. It was locked using a cable lock at 1000 hours and when he returned at 2325 hours, the bike and lock were gone. 1302-1426 L16

Bicycle Theft – Pleasant Hill Station

2/8/13 1903 hours

A victim made a telephone report that his 7 speed men's mountain bicycle (unknown brand) was stolen while it was cable locked at the station between 0700-1815 hours. 302-1260 L12

Bicycle Theft – Dublin/Pleasanton Station

2/7/13 1913 hours

A victim reported his Trek 7300 bicycle was stolen while it was cable locked at the station between 0700-1915 hours. Video hotline notified. 1302-1094 L12

Bicycle Theft – Dublin/Pleasanton Station

2/7/13 1829 hours

A victim reported her \$300 blue Trek 3900 mountain bicycle was stolen while it was cable locked in the center island of the bus zone between 0845-1830 hours. Video hotline notified. 1302-1080 L12

Bicycle Theft – North Berkeley Station

2/7/13 1741 hours

A victim reported his \$100 yellow BMX bicycle was stolen while it was chain locked at the station between 0600-1745 hours. 1302-1065 L12

Bicycle Theft – 19th Street Station

2/6/13 1638 hours

A victim reported his \$300 Denali black and yellow 21 speed mountain bike was stolen while it was cable locked at the station between 0900 hours on 2/5/12 to 1630 hours on 2/6/13. 1302-0876 L12

Bicycle Theft – Bay Fair Station

2/5/13 1738 hours

A victim reported his \$300.00 white 18 speed mountain bicycle (unknown brand and model) was stolen while it was cable locked at the station between 1200-1730 hours. There were no video cameras in the area for the video hotline to retrieve. 1302-0713 L12

Bicycle Theft – Hayward Station

2/4/13 1705 hours

A victim reported his \$100.00 black Kent Thruster single speed road bicycle was stolen while it was cable locked at the station between

0815-1645 hours. 1302-0547 L12

#### Possession of Narcotics/Attempt Bicycle Theft – Pleasant Hill Station

2/4/13 1339 hours

While on patrol, an officer observed a man attempting to cut the lock off a bicycle at the bike racks. The officer contacted the man, who was also in possession of bolt cutters, and found the lock on the bike next to him was nearly cut off. The man was placed under arrest for attempt theft and possession of tools. A search incident to arrest resulted in the recovery of suspected methamphetamine. The suspect was interviewed by a detective, and the arrest was approved by a sergeant.

1302-0510 L12

#### Bicycle Theft – Macarthur Station

2/2/13 15:15

A patron reported that a Trek men's style mountain bike was taken from the bike racks at Macarthur station by an unknown susupect sometime between 1/24/13 at 10:10 and 2/2/13 at 12:00. The bike was secured by an unknown type of cable lock. 1302-0253 L11

#### Bicycle Theft – Walnut Creek Station

2/1/13 1848 hours

A victim reported his black Free Spirit Albany men's 18 speed bicycle was stolen while it was cable locked at the station between 0820-1835 hours. 1302-0160 L12

#### Bicycle Theft – Pleasant Hill Station

2/1/13 1538 hours

A victim reported his \$130.00 black Mongoose 20 inch bicycle was stolen while it was locked with a "U" bolt and chain at the station between 0715-1515 hours. Video hotline notified. 1302-0107 L12

\*\*\*digested Police Log reports forwarded by\*\*\*

-Robert Raburn, PhD

Director - District 4

San Francisco Bay Area Rapid Transit District (BART)

300 Lakeside Drive, PO Box 12688

Oakland, CA 94604-2688

510-530-3444 hm

## Averill, Joshua

---

**From:** Robert Jordan <robmjordan@icloud.com>  
**Sent:** Monday, March 04, 2013 8:19 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 four bikes were bumped from 7:19 a.m. (#312) southbound train at 22nd St. this morning.

## Averill, Joshua

---

**From:** John <nekoball@gmail.com>  
**Sent:** Monday, March 04, 2013 7:24 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Four cyclists bumped.

-Sb312

-7:16am

-Millbrae

-Bombardier (not normally Gallery)

-Next train SB314 is likely a bombardier as well and next train after that is not for 30 minutes.

## Averill, Joshua

---

**From:** Tom Corboline <tomcorboline@gmail.com>  
**Sent:** Monday, March 04, 2013 7:24 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

I wanted to report that 3 bicyclist were bumped at millbrae on the 7:17 baby bullet. It was a bombardier-style train I would like to urge Caltrain to add more capacity and allow paying customers to board their trains and not be treated like a nuisance.

Best regards  
Tom Corboline

## Averill, Joshua

---

**From:** gertvd@gmail.com on behalf of Gert van Dijken <gert@vandijken.com>  
**Sent:** Monday, March 04, 2013 7:19 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 sure if it was reported before, but I got bumped last Thursday, Sunnyvale Station, Northbound, train 329, along with at least 6 or so bikes (hard to say since some were waiting for the local). The reason was that there was only one bikecar.

Thanks,

--

Gert van Dijken  
Caribbean Hurricane Network  
<http://stormcarib.com>

## Averill, Joshua

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**From:** Go Sasaki <sasaki47@gmail.com>  
**Sent:** Sunday, March 03, 2013 9:57 AM  
**To:** lindella@samtrans.com  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment, and another comment.

Dear Caltrain,

I hope you are well. I am writing to report some bike bumps on Thursday, 2/28. I was riding north on #385 and at Palo Alto 8 bikes were bumped from the south car at 6:45. I saw 17 more waiting at the north end of the platform as we passed (probably bumped as well). 1 bike was bumped at Menlo Park.

The conductor was bumping intelligently, asking people where they were going, and taking them if the next train wouldn't go to their stop.

Also, you may be aware of the breakdown of the engine for train #104 in the morning. I was really inconvenienced by this breakdown, but I was impressed with the professionalism and upbeat attitude of the conductor on #206. He is on #104 sometimes in the morning and makes the ride more pleasant.

Thank you,  
Go Sasaki

## Averill, Joshua

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**From:** Matt Colyer <matt@colyer.name>  
**Sent:** Thursday, February 28, 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

2 bikes were bumped at San Mateo on the north car of the 329 this morning despite there being room on the bike car. If conductors are going to enforce bike counts please make sure they count the bikes on the car.

## Averill, Joshua

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**From:** AJ Schrauth <aj.schrauth@gmail.com>  
**Sent:** Tuesday, February 26, 2013 6:05 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Once again, I was bumped from caltrain 375 along with about 10 other riders at redwood city. As always the additional time away from family is an unwelcome surprise. Spring is coming fast and it doesn't take much thought to predict that more people will ride their bikes to work with nice weather. What are you guys doing to plan for the additional riders? The problem is only going to get worse unless you address it.

~AJ

## Averill, Joshua

---

**From:** Patrick Angell <darchangell@icloud.com>  
**Sent:** Tuesday, February 26, 2013 6:01 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Roughly 10 bikes just got bumped 5:52pm train northbound at RWC station. Certainly there must be a way to pre-communicate how much space is on board. I could have locked my bike up here and picked it up in the morning.

-Patrick

**Averill, Joshua**

---

**From:** Andrew Ness <andrewn@gmail.com>  
**Sent:** Monday, February 25, 2013 6:40 PM  
**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 two paying customers were denied service due to insufficient bicycle capacity on Feb 25th 2013 on northbound 279 at San Mateo. This was a two bike car gallery train. We need more bicycle capacity.

**Averill, Joshua**

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**From:** pat giorni <hogorni@yahoo.com>  
**Sent:** Monday, February 25, 2013 5:45 PM  
**To:** Martinez, Martha; Caltrain, Bac (@caltrain.com)  
**Subject:** Anecdotal Bump Count from February 7, 2013 JPB Correspondence  
**Attachments:** Feb. 7, 2013.doc

Please find attached for easy reproduction the Bump Count as reflected in the February 7, 2013 JPB Bike Correspondence packet.

Regards,

Pat Giorni

<b>Feb. 7, 2013 Packet</b>	<b>Bumps Reported</b>	<b>Station-Time/Train#</b>	<b>Name and email Address</b>
Jan. 16	6+	MP-#375	Lee Chae
Jan. 17		6 22nd-#332	Matthew Deans]
Jan. 23	1+(repeat)	22nd-#332	Dominic Nguyen]
		13 22nd-#332	Matthew Deans]
Jan.24	7+	RWC-#375	Patrick Meagan
Jan. 29		1 Millbrae-#314	Tom Corboline [
Jan. 31		6 22nd-#332	Scott Klemmet [
	6(repeat)	22nd-#332	Lilia Scott
	6(repeat)	Millbrae-#332	Lilia Scott
Feb. 1	9+	PA-#375	Evan Danaher.
	8+	MP-#375	Evan Danaher
	1+	RWC-#375	Evan Danaher []
Feb. 5		2 SC-#279	JJ Duncan
Feb. 6	20+	22nd-#220	Adam Bovill
	10(repeat)	22nd-#220	Scott Crosby []
	10(repeat)	22nd-#220	Chris Cain
	25+	22nd-#322	Adam Widmer
	20(repeat)	22nd-#322	Loren Mooney]
	1(repeat)	22nd-#322	Brian Hall
	1(repeat)	22nd-#324	Brian Hall

## Averill, Joshua

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**From:** Loren Mooney <lorenamooney@gmail.com>  
**Sent:** Wednesday, February 20, 2013 8:10 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

More than 9 bikers were bumped from the SB 322 at 22nd street. This train is usually an old style car with greater bike capacity, but today it was a new style, so bikers are being offered half the typical service.

It makes it very difficult to plan a commute when service is switched up like this. For bikers on a busy bullet train, the effect is the same as if Caltrain cut its number of trains--without warning there is only half the opportunity to get where we need to go.

Thank you for hearing this comment.

Loren Mooney

## Averill, Joshua

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**From:** mcknight.jeff@gmail.com on behalf of Jeff McKnight <jeff@mcknight.at>  
**Sent:** Thursday, February 14, 2013 6:12 PM  
**To:** lindella@samtrans.com  
**Cc:** Caltrain, Bac (@caltrain.com); bikesonboard@sfbike.org; cac@caltrain.com; mcintyret@samtrans.com; Martinez, Martha  
**Subject:** Re: Bikes on Caltrain - Bump Report

-- Bump Report --  
# of bikes bumped: 5  
Train #: NB 375  
# of bike cars: 2  
Station: Redwood City  
Date: 2/14/2013  
Time: 5:52pm

Conductor at the rear car said it was full even after I pointed out a rack that clearly had two open slots. He then told us to go to the front car and that he would hold the doors, and then HE DID NOT HOLD THE DOORS, AND THE TRAIN DEPARTED WITHOUT US.

Now I'm going to have to cancel reservations for Valentine's dinner and explain to my wife. I don't mind getting bumped as much as the lying.

Can you please at least ask conductors not to lie to passengers?

Thanks!  
Jeff McKnight

## Averill, Joshua

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**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Wednesday, February 13, 2013 9:08 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

10 bikers bumped on sb train 332 at 22nd street. At least 5 more spaces were not filled (had less than 4 bikes) but Caltrain employee would not let bikers on.

Sent from my iPhone

**Averill, Joshua**

---

**From:** Shirley Johnson <dr\_shirley\_johnson@yahoo.com>  
**Sent:** Wednesday, February 13, 2013 7:59 AM  
**To:** Bartholomew, Tasha  
**Subject:** requesting Caltrain BAC endorsement of resolution to end bike blackout on BART

Good morning Tasha,

I'm reaching out to you, because the new BAC chair has not been elected. I'm copying past BAC members, because I don't know who the new members are.

The BART Bicycle Advisory Task Force (BBATF), of which I'm a member, has written a resolution requesting BART lift the ban on bikes during commute periods. We are asking for bike coalition and local BAC endorsement of this resolution to show the BART Board that support for ending the bike blackout is widespread. Given the connectivity of Millbrae BART with Caltrain, we're requesting Caltrain BAC endorsement. Would it be possible to put this to vote at the March 21 BAC meeting please? The resolution is posted here, and I've copied it below for your convenience.

[https://docs.google.com/document/d/1LVgKebhEnDTRmxYDbAkaoe\\_Mr0WVQ8-akdKJL7pRIpc/edit](https://docs.google.com/document/d/1LVgKebhEnDTRmxYDbAkaoe_Mr0WVQ8-akdKJL7pRIpc/edit)

We're asking for endorsement before April 1, the date of the next BBATF meeting. We plan to present the resolution to the BART Board in late April/early May.

Please let me know if you have any questions, and thanks for your support of bikes on BART!

With kind regards,  
Shirley

=====

### **Resolution for the Accommodation of Bicycles Onboard BART at All Times**

WHEREAS, BART provides vital regional transportation in the Bay Area for business commuters, students, tourists, and residents; and

WHEREAS, bicycles solve the "last mile" problem by providing a convenient and flexible means for passengers to access the stations and reach their final destinations while reducing both traffic congestion and the need for costly automobile parking facilities; and

WHEREAS, bicycling provides health benefits to communities by reducing both air pollution and noise pollution, and bicycling provides health benefits to riders through exercise to help curb the steep rise in health problems such as hypertension, diabetes, and obesity in America today; and

WHEREAS, the New York City Metropolitan Transportation Authority subway, the busiest subway in the United States, allows bicycles onboard at all times; and

WHEREAS, the Los Angeles Metro, Montreal Metro, and many other transit systems worldwide allow bicycles onboard at all times; and

WHEREAS, bicycling in the Bay Area has increased significantly in recent years and bicycle access to BART has increased over 20% in the last two years; and

WHEREAS, BART can expect accelerated increases in ridership and revenue from significant and consistent numbers of bicycle-dependent and bicycle-preferring customers, if the current ban on bicycles onboard during commute hours is eliminated; and

WHEREAS, bicycles onboard BART is a socially beneficial intermodal transportation solution that reduces or eliminates reliance on the automobile, thereby lowering our dependence on fossil fuels as well as our production of carbon emissions and other climate-changing greenhouse gases; and

WHEREAS, our nation's dependence on imported petroleum and our contribution to global climate change are two of the most critically important issues in the world today; and

WHEREAS, the State of California has taken a leadership position in the United States to encourage responsible land use, develop petroleum alternatives, and implement solutions to climate change;

NOW, THEREFORE, BE IT RESOLVED that we, the undersigned, express our appreciation for BART's efforts to support and serve bicyclists and bicycle commuters through allowing bicycles onboard most trains in most directions, through the provision of bike stations and secure bike parking options, through improved station access, and through pilot programs to allow bicycles onboard at all times; and

BE IT FURTHER RESOLVED that we, the undersigned, urge BART to lift the current ban on bicycles onboard during commute hours at the earliest possible opportunity, to allow bicycles onboard BART at all times and in all directions.

## Averill, Joshua

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**From:** AJ Schrauth <aschrauth@exponent.com>  
**Sent:** Tuesday, February 12, 2013 7:05 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,

I was just bumped from Caltrain 385 along with about 10 other people. As a result I will get home an hour later than planned and miss my dinner plans. As always, this is a huge inconvenience. Nothing like a needless two hour commute to ruin a day.

~AJ

## Averill, Joshua

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**From:** Brian Hall <brian.v.hall@gmail.com>  
**Sent:** Wednesday, February 06, 2013 8:39 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,

While trying to commute to work this morning I was prevented from boarding the 322 and 324 trains at 22nd street due to a lack of capacity on your bike cars.

Incredibly Frustrated and Very Late to Work,

Brian Hall

transmitted via telephonic apparatus

## Averill, Joshua

---

**From:** Loren Mooney <lorenamooney@gmail.com>  
**Sent:** Wednesday, February 06, 2013 8:14 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

There were approximately 20 bikes bumped from Caltrain 322 at 22nd st (8:02 train). What puzzles me greatly is that there appeared to be empty bike racks on the train, but the conductors would not let us on and gave no explanation. Is there an explanation?

I appreciate the privilege of being able to bring my bike on board, but Caltrain becomes an unviable option of transportation when bike capacity rules appear to be disregarded.

Thank you for your attention and consideration.

Loren Mooney

## Averill, Joshua

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**From:** Adam Widmer <adam@rebuildingtogetherpeninsula.org>  
**Sent:** Wednesday, February 06, 2013 8:08 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 25 bikes bumped Southbound at 22nd street. Wednesday, Feb. 6 @ 8:02am. There appeared to be many spots available, but the conductor may have been punishing all of us for a couple people acting out because they couldn't get on.

## Averill, Joshua

---

**From:** Chris Cain <cwain@gmail.com>  
**Sent:** Wednesday, February 06, 2013 8:01 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Southbound 220 at 7:49 at 22nd street all bikes bumped (at least 10, probably 15). Highly unusual for no bikes to be allowed on board.

## Averill, Joshua

---

**From:** Scott Crosby <scrosby@gmail.com>  
**Sent:** Wednesday, February 06, 2013 7:54 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

10 bikes bumped at 22nd st station, 07:49 train (220). This means I will miss my 8:30 meeting in Palo Alto. Conductor would not let us on despite ample space.

Really aggravating.

## Averill, Joshua

---

**From:** Adam Bovill <greenkiwi@gmail.com>  
**Sent:** Wednesday, February 06, 2013 7:53 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Sb220 completely full at 22nd street.

Accepted no bikes at all, which meant that there were 15-20+ people left stranded.

Probably due to sb314 being annulled, but still not an acceptable solution.

## Averill, Joshua

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**From:** JJ Duncan <jj@livingly.com>  
**Sent:** Tuesday, February 05, 2013 6:46 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Myself and one other bicyclist were bumped from northbound Caltrain #279 at San Carlos at 6:29 p.m. on Tuesday, Feb. 5.

--

**JJ Duncan**

Deputy Editor, Zimbio

[jj@livingly.com](mailto:jj@livingly.com)



## Averill, Joshua

---

**From:** Evan Danaher <edanaher@edanaher.net>  
**Sent:** Monday, February 04, 2013 10:54 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Oops; forgot to actually send this on Friday (February 1). It's still true, though:

The 375 was newer cars Friday, only holding 48 bikes. It's still just dark enough to make it difficult to count, but I counted at 3 cyclists bumped from the second car and at least 6-8 from the first at Palo Alto.

At Menlo park, I saw at least 6 on the second car and two from the first. Redwood city had at least one from the second car, and I think another at the first, though he may have been waiting for the next train.

Totals:

at least 9 bumps at Palo Alto

at least 8 bumps at Menlo Park

at least 1 bump at Redwood City

**Averill, Joshua**

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**From:** pat giorni <hogorni@yahoo.com>  
**Sent:** Thursday, January 31, 2013 10:02 AM  
**To:** Martinez, Martha  
**Cc:** BIKES ONboard; bikesmc; Caltrain, Bac (@caltrain.com); Corinne Winter  
**Subject:** Anecdotal Bump Count from January 3, 2013 JPB Correspondence  
**Attachments:** Jan. 3, 2013 bump count.doc

Please find attached for easy reproduction the Bump Count as reflected in the October 4, 2012 JPB Correspondence packet.

Regards,

Pat Giorni

<b>Jan. 3, 2013 Packet</b>	<b>Bumps Reported</b>	<b>Station-Time/Train#</b>	<b>Name and email Address</b>
Dec. 10	18	22nd-#332	Matthew Deans
	2	Millbrae-#332	Matthew Deans
	3(repeat)	??-#322?	Dominic Nguyen
	15+(repeat)	22nd-#332	Jonathan Dirrenberger
Dec.13	12	22nd-#220	Jenn Gross
	1	RWC-#375	Lee Chae
	1 (repeat)	RWC-#375	Ted Ketai
<b>Total</b>	<b>33</b>		

## Averill, Joshua

---

**From:** Lilia Scott <liliapilia@gmail.com>  
**Sent:** Thursday, January 31, 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 Comment

22nd st station: 6 bikes bumped on the last bullet of the day  
Millbrae: counted another 6 bumped

## Averill, Joshua

---

**From:** Scott Klemmet <srk@hci.stanford.edu>  
**Sent:** Thursday, January 31, 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

train 332 left six bikes at 22nd. there appeared to be room in the northern car

## Averill, Joshua

---

**From:** Tom Corboline <tomcorboline@gmail.com>  
**Sent:** Tuesday, January 29, 2013 7:42 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 just want to report that I was bumped from the millbrae station on the BB train at 7:32 this morning. I don't know if there were other bikes or not

A very disappointing morning indeed!

## Averill, Joshua

---

**From:** Meagan Patrick <mpatrick@hopelab.org>  
**Sent:** Thursday, January 24, 2013 6:21 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

I was bumped from train 375 along with at least 6 others at redwood city.

Empty seats, but no room for bikes apparently.

## Averill, Joshua

---

**From:** Matthew Deans <matthew.deans@gmail.com>  
**Sent:** Wednesday, January 23, 2013 9:10 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

13 cyclists were bumped from Caltrain #332 at 9:04a at 22nd St this morning. Bombardier car, southern bike car. I could not see whether there were more bumped at the other bike car but I assume there were.

Cyclists were turned away before we even left 4th St. I could not see how many, only heard the conductor call cyclists back from the platform.

Thanks,  
Matt

Sent from a device with a tiny keyboard and a haphazard spelling corrector

## Averill, Joshua

---

**From:** Dominic <nagoooooyen@gmail.com>  
**Sent:** Wednesday, January 23, 2013 9:10 AM  
**To:** lindella@samtrans.com  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Dear Caltrain,

I was once again bumped from southbound 8:57 train along with every biker at 22nd street station because of the bombardier cars.

Please consider using regular cars for baby bullets only. There are quite a few of us who are consistently bumped every time bombardiers are used.

Dominic Nguyen

## Averill, Joshua

---

**From:** Matthew Deans <matthew.deans@gmail.com>  
**Sent:** Thursday, January 17, 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

6 cyclists were bumped from Caltrain #332 at 9:05a at 22nd St this morning. Gallery car, southern bike car. I could not see whether there were more bumped at the other bike car.

Thanks,  
Matt

Sent from a device with a tiny keyboard and a haphazard spelling corrector

## Averill, Joshua

---

**From:** Lee Chae <leechae@gmail.com>  
**Sent:** Wednesday, January 16, 2013 6:02 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Train 375 bumped at least six bikes at Menlo Park.

**Averill, Joshua**

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**From:** pat giorni <hogorni@yahoo.com>  
**Sent:** Wednesday, December 26, 2012 11:32 AM  
**To:** Martinez, Martha  
**Cc:** BIKES ONboard; bikesmc; Caltrain, Bac (@caltrain.com); Corinne Winter  
**Subject:** Anecdotal Bump Count from Dec. 6, 2012 JPB Correspondence  
**Attachments:** Dec. 6 2012 Bump Report.doc

Please find attached for easy reproduction the Bump Count as reflected in the December 6, 2012 JPB Correspondence packet.

Regards,  
Pat Giorni

<b>Dec. 6, 2012 Packet</b>	<b>Bumps Reported</b>	<b>Station-Time/Train#</b>	<b>Name and email Address</b>
Oct. 31	6+	22nd-#332	Aris Vlasakakis]
Nov. 5		6 22nd-#314	Tim Hickey [
		1 SC-#269	Jeff McKnight [
		12 PA-#277	Carlin Eng[
Nov. 7		9 22nd-#332	Matthew Deans
	8+(repeat)	22nd-#332	Aris Vlasakakis
Nov. 12		2 22nd-#332	Aris Vlasakakis
Nov. 13		1 Hayward Pk-#263	Josh [
Nov. 15	3+	SM-#220	Dana Jordan[
Nov.27	12(repeat)	22nd-#322	Loren Mooney [.com]
		15 22nd-#322	Daniel Hall [
	12(repeat)	22nd-#322	Adam Widmer
Nov. 29	1+	Millbrae-#322	Corey
<b>Total</b>	<b>56+</b>		

## Averill, Joshua

---

**From:** Ted Ketai <tketai@gmail.com>  
**Sent:** Thursday, December 13, 2012 6:05 PM  
**To:** lindella@samtrans.com  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

The conductor on train 375 at redwood city just bumped a cyclist despite there being less bikes on the train than allowed. He then refused to recount the bikes when notified of this because he's on a power trip.

## Averill, Joshua

---

**From:** Lee Chae <leechae@gmail.com>  
**Sent:** Thursday, December 13, 2012 6:05 PM  
**To:** lindella@samtrans.com  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

1 bike bumped from train 375 at redwood city even though there was one bike spot open.

## Averill, Joshua

---

**From:** Jenn Gross <oliotya@gmail.com>  
**Sent:** Thursday, December 13, 2012 9:00 AM  
**To:** lindella@samtrans.com  
**Cc:** Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; bikesonboard@sfbike.org; Martinez, Martha; cac@caltrain.com  
**Subject:** at least 12 cyclists bumped this morning

This morning, on train 220 heading south bound out of 22nd street at 7:49 am, at least 12 cyclists were bumped. I had to then bike to 4th and king st. since I was afraid I'd get bumped on the following train which is often full when it arrives at 22nd street. This was very inconvenient for me. I don't know why caltrain used the bombardier train on that route this morning when it was rush hour and the bombardiers have limited bike space.

Jenn

## Averill, Joshua

---

**From:** Bartholomew, Tasha  
**Sent:** Tuesday, December 11, 2012 3:32 PM  
**To:** 'Jonathan Dirrenberger'  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; cac@caltrain.com; Caltrain, Bac (@caltrain.com); Maguigad, April  
**Subject:** RE: Bikes on Caltrain Comments

Dear Mr. Dirrenberger,

I am sorry that you and 14 others were bumped from train #332 on Monday. Caltrain always appreciates feedback from our customers and I will work with the Rail Operations Department to try and get your questions/suggestions answered as quickly as possible.

Best regards,

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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Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain) Follow us on @SamTrans\_News and @Caltrain\_News

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

From: Jonathan Dirrenberger [mailto:[jonathan.dirrenberger@gmail.com](mailto:jonathan.dirrenberger@gmail.com)]  
Sent: Tuesday, December 11, 2012 3:03 PM  
To: [lindella@samtrans.com](mailto:lindella@samtrans.com)  
Cc: [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org); Martinez, Martha; Bartholomew, Tasha; [cac@caltrain.com](mailto:cac@caltrain.com); Caltrain, Bac (@caltrain.com)  
Subject: Bikes on Caltrain Comments

Hi,

On Monday 12/10/2012 on southbound train 332 with the Bombardier cars, myself along with approximately 15 (!) other bicyclists were bumped at 22nd St. Though this is a larger number of bumps than normal (probably due to the mild weather that day), this train is very problematic with regards to having enough bicycle capacity. I have 2 solutions and I would love to hear a response on both:

1) Remove the remaining "quad" seats in the Bombardier bike cars. Yes, it's unfortunate that most cyclists then won't be able to sit near their bikes, but it is still better than being bumped. However, since seating will now be even more limited than it already is, it would be imperative in this case that Caltrain put up much more visible signs (the current signs are way too small for anybody to see) indicating that non-cyclists should avoid sitting in the bike car AND (this is even more important) the conductors actually make such announcements AND actually enforce this policy. There are just way too many non-cyclists sitting in the bike car who have absolutely no business being there but simply don't understand the shortage of seating for bicyclists. I think the entrance ways, especially to the Gallery cars, need to have the floors painted with yellow arrows indicating bicyclists are to go one way and non-bicyclists the other, with accompanying symbols for bicycles and pedestrians.

Also, couldn't you add a couple single seats near the doors in the bombardier cars? I feel like there might be some room for strategically placed seats ....

2) [This is the better solution] Add a 6th car to certain trains during peak hours, this car being a bike car. I have never heard a good explanation as to why Caltrain isn't pursuing this option to both increase its cyclist and non-cyclist capacity in the ensuing decade before electrification and the accompanying upgrades are complete. As far as I can tell, Caltrain has absolutely no plan on how to upgrade capacity in the next decade, and given the exploding ridership, this is unacceptable. Adding a 6th car will undoubtedly introduce complications (these trains will go slower requiring a rejiggering of the schedule, some stations will need their platforms extended, etc.), but these are easily solvable with a little willpower and effort.

Finally, why can't the recently-added limited southbound train 236 stop at 22nd St? There is a high-demand for southbound trains at 22nd St in the mornings, and it seems like a waste that this train just blows right by. In fact, all morning southbound trains should be stopping at 22nd St.

Looking forward to your response,  
Jonathan Dirrenberger  
San Francisco, CA

## Averill, Joshua

---

**From:** Jonathan Dirrenberger <jonathan.dirrenberger@gmail.com>  
**Sent:** Tuesday, December 11, 2012 3:03 PM  
**To:** lindella@samtrans.com  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comments

Hi,

On Monday 12/10/2012 on southbound train 332 with the Bombardier cars, myself along with approximately 15 (!) other bicyclists were bumped at 22nd St. Though this is a larger number of bumps than normal (probably due to the mild weather that day), this train is very problematic with regards to having enough bicycle capacity. I have 2 solutions and I would love to hear a response on both:

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Looking forward to your response,  
Jonathan Dirrenberger  
San Francisco, CA

## Averill, Joshua

---

**From:** Dominic Nguyen <nagoooyen@gmail.com>  
**Sent:** Monday, December 10, 2012 9:53 AM  
**To:** lindella@samtrans.com  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Dear Caltrain,

I was bumped for the third time due to the lack of bicycle space on the bombardier cars.

I take the last southbound express train in the morning. It's incredibly frustrating to be among the dozen cyclists who cannot get to where they need to be.

Problems like this might be addressed by eliminating bombardier cars from express trains or simply communicating when they are present to allow bikers to plan ahead for the inevitable bump.

Yours,  
Dominic

## Averill, Joshua

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**From:** Matthew Deans <matthew.deans@gmail.com>  
**Sent:** Monday, December 10, 2012 9:19 AM  
**To:** Matthew Deans  
**Cc:** lindella@samtrans.com; bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Re: Bikes on Caltrain Comment

2 more riders bumped at Millbrae, south bike car. The rest is the same as below.

-Matt

On Dec 10, 2012, at 9:08 AM, Matthew Deans <matthew.deans@gmail.com> wrote:

- > 18 bikes bumped at 22nd street
- > Caltrain #332
- > 9:02a today
- > Bombardier
- > South bike car only, I could not see how many more were bumped at the north bike car.
- >
- > One passenger argued with the conductor, saying he thought his bike would fit out of the way and that he had already been bumped once and was now late for work.
- >
- > Matt

## Averill, Joshua

---

**From:** Matthew Deans <matthew.deans@gmail.com>  
**Sent:** Monday, December 10, 2012 9:08 AM  
**To:** lindella@samtrans.com  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

18 bikes bumped at 22nd street  
Caltrain #332  
9:02a today  
Bombardier

South bike car only, I could not see how many more were bumped at the north bike car.

One passenger argued with the conductor, saying he thought his bike would fit out of the way and that he had already been bumped once and was now late for work.

Matt

## Averill, Joshua

---

**From:** Corey <tocorey@gmail.com>  
**Sent:** Thursday, November 29, 2012 10:02 PM  
**To:** lindella@samtrans.com  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment - bump Monday 11/26/12 8:15am, South Bound Train #322 @ Millbrae

Dear Caltrain,

Number of bumped bikes:  
At least 1 biker cannot get on the train.

Date/Day, Time:  
Monday 11/26/12 8:15am

Station:  
Millbrae

Train number or time plus travel direction:  
#322, south bound

Train type, i.e., old or Gallery (80) vs. new or Bombardier (48):  
Gallery

Any additional information such as how getting bumped affected your day:

Thank you.  
Corey

**Averill, Joshua**

---

**From:** Adam Widmer <adamwidmer@gmail.com>  
**Sent:** Tuesday, November 27, 2012 8:13 AM  
**To:** lindella@samtrans.com  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

12 bikes bumped from 22 nd street SB train at 8:02am. 11/27/2012

## Averill, Joshua

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**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Tuesday, November 27, 2012 8:08 AM  
**To:** lindella@samtrans.com  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Dear Caltrain,

Approximately 15 bike customers have been bumped at the 8:02 southbound 22nd street Caltrain stop. Please consider adding additional bike cars on busy routes to ensure your customers are able to ride the train.

Regards,

Daniel Hall  
Stanford University

Sent from my iPhone

## Averill, Joshua

---

**From:** Loren Mooney <lorenamooney@gmail.com>  
**Sent:** Tuesday, November 27, 2012 8:08 AM  
**To:** lindella@samtrans.com  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

There were 12 bike customers bumped from the SB 8:02 at 22nd baby bullet train.

Thank you for your attention to this matter.

Loren Mooney

## Averill, Joshua

---

**From:** Josh <jgalde@gmail.com>  
**Sent:** Friday, November 16, 2012 6:48 PM  
**To:** lindella@samtrans.com  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

I was bumped from Caltrain on Tuesday, Nov 13<sup>th</sup> at 5:00pm at Hayward Park, Northbound and was the new bombedere train. It was 15 min late. The conductor refused to let me run to the other door and see if there was room in the other train. They had no idea if there was room... Also, there was plenty of room.. I have no idea why I was bumped! I had to ride 30 min to catch the next train or wait an hour.

Thanks,  
Josh

P.S. - I filed a complaint against the conductor on the train on the 13th.

## Averill, Joshua

---

**From:** Dana Jordan <drogoff@hotmail.com>  
**Sent:** Friday, November 16, 2012 7:35 AM  
**To:** Bartholomew, Tasha  
**Cc:** Martinez, Martha; Haskin, Rita; Maguigad, April; Caltrain, Bac (@caltrain.com); Rios, Rona  
**Subject:** RE: Bikes on Caltrain Comment

Thank you so much, Tasha,  
If anyone has any questions, please don't hesitate to contact me.  
Dana

> From: bartholomewt@samtrans.com  
> To: drogoff@hotmail.com  
> CC: martinezm@samtrans.com; haskinr@samtrans.com; MaguigadA@samtrans.com; baccaltrain@samtrans.com; riosr@samtrans.com  
> Date: Thu, 15 Nov 2012 20:46:03 -0800  
> Subject: RE: Bikes on Caltrain Comment

>

> Dear Dana,

>

> First, I'd like to apologize for the incident you encountered this morning. It is always Caltrain's goal to provide excellent customer service, and it is unfortunate when a customer feels they have been mistreated by one of our staff. I am forwarding your message to our Rail Operations Department, who will investigate the situation. Caltrain will get back to you regarding the incident ASAP. Thank you for making us aware of the situation.

>

> Best regards,

>

> 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

>

>

>

> -----Original Message-----

> From: Dana Jordan [mailto:drogoff@hotmail.com]

> Sent: Thursday, November 15, 2012 8:29 AM

> To: lindella@samtrans.com

> Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)

> Subject: Bikes on Caltrain Comment

>

> Hi there,

> I am currently on southbound train# 220, where there is always an excess of bikers and bumps have been more and more prevalent at the San Mateo station.

> Luckily, I made it on this morning because I get to San Mateo early, but there was a student who could not get on (along with about 3 others) and as the student was trying to talk to the conductor (Hispanic man with scratchy voice), the conductor unnecessarily called the transit police. The student did nothing- did not use profanities, did not force his way on.. was just expressing his freedom of speech and inquiring about getting on the train.

> Then once on the train the conductor disrespectfully took my bike from a rack and tossed it onto another, not securing it and, although I had nothing to do with the precious situation, began harassing me about bike rules. I've been taking my bike on the train consistently for almost 15 years now and have never seen such a blatant disrespect for customers as I did today.

> I'd like to make a formal complaint about both conductors (the blonde lady joined in on the harassment towards me) on today's train 220- they should be there to help us , not attack us.

> Please let me know if you have anymore questions- I'm happy to help.

> Dana Jordan

>

> Sent from my iPhone

## Averill, Joshua

---

**From:** Mike Swire <mswire@yahoo.com>  
**Sent:** Thursday, November 15, 2012 9:44 PM  
**To:** Haskin, Rita  
**Cc:** jonathan.dirrenberger@gmail.com; Caltrain, Bac (@caltrain.com); bikesonboard  
**Subject:** Re: priority seating for cyclists

Hi Rita,

Thanks for checking with your maintenance staff to ensure that the signs are placed in all trains. Can you report what you have found? I have not seen the signs in the Bombardier cars this week.

I appreciate the on platform messaging this week. I have not heard the conductors make similar announcements, however. Unfortunately, I don't believe that they are having an effect. On this afternoon's train we had several cyclists sitting on the floor or in other cars while at least five non cyclists were sitting in the bike car.

Thanks

Mike Swire

On Oct 9, 2012, at 6:38 PM, "Haskin, Rita" <[haskinr@samtrans.com](mailto:haskinr@samtrans.com)> wrote:

Mr. Swire – Thank you for the feedback. We feel the size of the signs is adequate. I will remind out maintenance staff to make certain that they are placed on each train in an area where customers enter the bicycle car.

We also will work on announcements from conductors. They will be part of a larger discussion regarding onboard communications.

**Rita P. Haskin**  
SamTrans | Caltrain | TA  
Office of Customer Service and Marketing  
1250 San Carlos Ave.  
San Carlos, CA 94070-1306  
650-508-6248  
[www.smctd.com](http://www.smctd.com)

---

**From:** Mike Swire [<mailto:mswire@yahoo.com>]  
**Sent:** Friday, October 05, 2012 3:43 PM  
**To:** Haskin, Rita  
**Cc:** [jonathan.dirrenberger@gmail.com](mailto:jonathan.dirrenberger@gmail.com); Caltrain, Bac (@[caltrain.com](http://caltrain.com)); bikesonboard  
**Subject:** priority seating for cyclists

Hello Rita,

I just read your response to Mr. Dirrenberger's question on why Caltrain can't notify non-cyclists that cyclists have priority for seats in the bike car.

I would like to know why you failed to answer Mr. Dirrenberger's question (the same question that I have asked Caltrain several times). Nowhere in Mr. Dirrenberger's email did he ask that seating in the

bike car be restricted. Instead he asked for larger signs and more consistent announcements from employees.

Your non-response is similar to that on Caltrain's [website](#). You point out that DoT relieves Caltrain of any requirement to force riders to vacate for the disabled. You then say that you can't restrict seats for cyclists as this would be better treatment. Again, why can't you provide the same treatment for cyclists as for the disabled - large, clear signs saying that cyclists have priority, announcements from conductors, periodic walkthroughs asking (not telling) people to be courteous?

I point out, also, that half of your trains do not have signs. Only the gallery cars have small signs (that are placed where no one can see them).

This is sad because it is in Caltrain's interest to give cyclists seats. Without seats, cyclists must sit on the floor or in another car - this means longer on- and off-boarding times. Cyclists standing (with cleats on) increases your liability. Cyclists sitting in non-bike cars increases your liability in cases of theft. Without clear rules, customers are forced to establish their own rules, resulting in arguments and physical confrontations (yes, I have seen this happen). Finally, by affording us seats, you will make us happier, increasing the likelihood that we will continue to use Caltrain in the long-term.

Sincerely,

Mike Swire  
[mswire@yahoo.com](mailto:mswire@yahoo.com)  
415 706 1653

**Mr. Dirrenberger's ask** - . So all you need to do is make the existing signs much bigger and placed in a more prominent spot and then have the conductors make announcements which **remind** everyone that priority is to be given to bicyclists in the bike car

**Your response to Mr. Dirrenberger** - "We appreciate that you would like to restrict the car that accommodates bikes to just bicyclists. However, as a public transit agency, we are open to all customers. We have installed the signs in the bike car as a courtesy. Many non-bicycle customers choose to ride in the northernmost bicycle car for ease of egress since it's closest to the concourse doors and connecting Muni service at the San Francisco station."

### **Caltrain website -**

**"Why can't the seats in the Caltrain bike car be reserved for only bicyclists?"**

To answer that, we look to guidance provided by the federal Department of Transportation.

Department of Transportation Americans with Disabilities Act regulation 49 Code of Federal Regulations section 37.167(j) requires transit operators to **request** that riders move to allow an individual with a disability to sit in priority seating and requires the posting of signs identifying priority seats, also stating that able-bodied riders should make seats available to passengers with disabilities. The regulation then goes on to relieve operators of any requirement to force riders who say "no" to moving.

Consistent with 49 CFR section 37.167, Caltrain doesn't **require** people sitting in priority seats to move to accommodate individuals with disabilities - who are a protected class. So, to require such movement from non-bike users to accommodate bike riders would be inconsistent, essentially placing the rights of bike riders on a higher level than the rights of people with disabilities.

## Averill, Joshua

---

**From:** Bartholomew, Tasha  
**Sent:** Thursday, November 15, 2012 8:46 PM  
**To:** 'Dana Jordan'  
**Cc:** Martinez, Martha; Haskin, Rita; Maguigad, April; Caltrain, Bac (@caltrain.com); Rios, Rona  
**Subject:** RE: Bikes on Caltrain Comment

Dear Dana,

First, I'd like to apologize for the incident you encountered this morning. It is always Caltrain's goal to provide excellent customer service, and it is unfortunate when a customer feels they have been mistreated by one of our staff. I am forwarding your message to our Rail Operations Department, who will investigate the situation. Caltrain will get back to you regarding the incident ASAP. Thank you for making us aware of the situation.

Best regards,

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

From: Dana Jordan [mailto:[drogoff@hotmail.com](mailto:drogoff@hotmail.com)]  
Sent: Thursday, November 15, 2012 8:29 AM  
To: [lindella@samtrans.com](mailto:lindella@samtrans.com)  
Cc: [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org); Martinez, Martha; Bartholomew, Tasha; [cac@caltrain.com](mailto:cac@caltrain.com); Caltrain, Bac (@caltrain.com)  
Subject: Bikes on Caltrain Comment

Hi there,  
I am currently on southbound train# 220, where there is always an excess of bikers and bumps have been more and more prevalent at the San Mateo station.  
Luckily, I made it on this morning because I get to San Mateo early, but there was a student who could not get on (along with about 3 others) and as the student was trying to talk to the conductor (Hispanic man with scratchy voice), the conductor unnecessarily called the transit police. The student did nothing- did not use profanities, did not force his way on.. was just expressing his freedom of speech and inquiring about getting on the train.  
Then once on the train the conductor disrespectfully took my bike from a rack and tossed it onto another, not securing it and, although I had nothing to do with the precious situation, began harassing me about bike rules. I've been taking my bike on the train consistently for almost 15 years now and have never seen such a blatant disrespect for customers as I did today.  
I'd like to make a formal complaint about both conductors (the blonde lady joined in on the harassment towards me) on today's train 220- they should be there to help us, not attack us.  
Please let me know if you have anymore questions- I'm happy to help.  
Dana Jordan

Sent from my iPhone

## Averill, Joshua

---

**From:** Haskin, Rita  
**Sent:** Thursday, November 15, 2012 5:17 PM  
**To:** Caltrain, Bac (@caltrain.com)  
**Cc:** Martinez, Martha; Bartholomew, Tasha; Rios, Rona  
**Subject:** RE: Bikes on Caltrain Comment

Thanks, Josh. Tasha will make the initial reply to the customer. After Operations investigates, then Customer Service will provide final response. I've provided a copy to Sarah Nabong to enter in Transit Safe.

Rita

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

From: Averill, Joshua On Behalf Of Caltrain, Bac (@caltrain.com)  
Sent: Thursday, November 15, 2012 12:41 PM  
To: Haskin, Rita  
Cc: Martinez, Martha; Bartholomew, Tasha  
Subject: FW: Bikes on Caltrain Comment

Hi Rita,

This complaint came in through the BAC e-mail, but it is a complaint about the conductor. Thanks.

-Josh

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

From: Dana Jordan [mailto:drogoff@hotmail.com]  
Sent: Thursday, November 15, 2012 8:29 AM  
To: lindella@samtrans.com  
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
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