

**Bicycle Advisory Committee**

**CORRESPONDENCE**

**Part 1**

**May 16, 2013 – July 10, 2013**

## Averill, Joshua

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**From:** Adam Titrington <atitrington@gmail.com>  
**Sent:** Wednesday, July 10, 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

Every morning this week 323 has turned away 5-10 bikes at Palo Alto. Please respond to the increased demand.

## Averill, Joshua

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**From:** Michael Osborne <osbornemc@gmail.com>  
**Sent:** Wednesday, July 10, 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

At least 8 bikes bumped on the 8:06 in Palo Alto again. I got on, but figured someone ought to report it

Purged from my iPhone

## Averill, Joshua

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**From:** Michael Osborne <osbornemc@gmail.com>  
**Sent:** Tuesday, July 09, 2013 8:13 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

3rd time in 7 days. 15 bikers bumped in Palo Alto today

Purged from my iPhone

## Averill, Joshua

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**From:** Tim Hickey <tahickey@yahoo.com>  
**Sent:** Tuesday, July 09, 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

The SB 314 is still a Bombardier and today there were about 8 paying passengers bumped at 22nd St. because they had bikes and we were full. Please increase your bike capacity now. These people have to get to work and will be late because a bad decision is made for a baby bullet train to be a smaller bike capacity car. Please make changes now!

Sincerely,

Tim Hickey

## Averill, Joshua

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**From:** gertvd@gmail.com on behalf of Gert van Dijken <gert@vandijken.com>  
**Sent:** Wednesday, July 03, 2013 9:38 AM  
**To:** Nabong, Sarah  
**Cc:** bumped; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Conductor closing doors on bikers again

Hi, I have complained through the Caltrain website many times about this. The conductors haven't done it for a while (at least on my train), but this morning they were doing it again. I guess sending messages to Caltrain through the website doesn't get anywhere, so I thought I bring it up with you too since it concerns bikers. Follows is the message I send to Caltrain, via the Contact Us form. In short, the issue is that conductors close the doors on bikers and then quickly reopen them, apparently to try speeding up the boarding of bikes. This is a dangerous and unnecessary practice and should stop. Thanks, Gert

Hi, they are at it again... I have complained about this many times about this dangerous and total unnecessary practice before. NB 329 @ Sunnyvale, second bike car, the conductor is closing the door on bikers trying to board. One biker half on the steps, one biker still outside. The conductor closes, and reopens the door (with a biker trapped in between), apparently to "speed up" boarding of bikers. The conductor knows that on this train at Sunnyvale always a lot of bikers get on. The "regular" riders get on first, but because the train is often so full they cannot all find a seat right away and get stuck in the hallway, blocking the path for us bikers. Also, some bikers try to park their bike on the train as close to the door as possible, blocking the entry for other bikers. That's why it is taking a long time for us to board. If the conductor gets impatient with that, he/she either should be prepared and be at that door, or get on the intercom, to ask bikers already on the train to make space for other bikers that still have to board. Closing the doors on us is totally useless because those bikers outside are just as eager to board as the conductor is eager to leave, we just can't board! So please, again, send a note to all conductors to stop this useless and dangerous practice! Thank you for reading all the way till here. Thanks, Gert

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

**Averill, Joshua**

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**From:** Morgan, Bob [ACCUS] <RMorgan3@ITS.JNJ.com>  
**Sent:** Tuesday, July 02, 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

Today, 7/2/13, Train 323 a Bombardier train was 100% full leaving San Jose. At least 4 bikes were bumped at Mountain View and another 4 were bumped in Palo Alto.

## Averill, Joshua

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**From:** Karina Rochelle Kloos <karinakloos@gmail.com>  
**Sent:** Tuesday, July 02, 2013 8:44 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Re: Bikes on Caltrain Comment

... And there were another 5 who were bumped as well (8:05 train from Palo Alto to SF)

Sent from my iPhone

On Jul 2, 2013, at 8:27 AM, Karina Rochelle Kloos <[karinakloos@gmail.com](mailto:karinakloos@gmail.com)> wrote:

> Got bumped today -- and quite rudely too! :(  
>  
> Sent from my iPhone

## Averill, Joshua

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**From:** Karina Rochelle Kloos <karinakloos@gmail.com>  
**Sent:** Tuesday, July 02, 2013 8:27 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Got bumped today -- and quite rudely too! :(

Sent from my iPhone

## Averill, Joshua

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**From:** Billy D <billyd1970@gmail.com>  
**Sent:** Tuesday, July 02, 2013 7:58 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'd like to report that 11 bikes were bumped from the #220 7:49 train at 22nd st. Including me. Bike ridership is Incredibly popular and its a shame to see empty seats that would be filled if you had more bike room on trains. Especially now because of the BART strike.

Keep up the good work and thanks!  
Bill Doyle.

Email sent from my phone so no guarantees.

## Averill, Joshua

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**From:** Dan Murphy <murphytdan@gmail.com>  
**Sent:** Monday, July 01, 2013 8:21 AM  
**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 missed my 805am palo alto to SF caltrain because there was no bike space :-(

Sent from my iPhone

## Averill, Joshua

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**From:** Morgan, Bob [ACCUS] <RMorgan3@ITS.JNJ.com>  
**Sent:** Thursday, June 27, 2013 2:14 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com); robertmjr@comcast.net  
**Subject:** Bikes on Caltrain Comment

Dear Caltrain,

I have been riding Caltrain along with my bicycle between San Jose and Palo Alto since 2008. I ride almost every day and have seen significant improvement in the on time performance. The trains run on time and I know that if I arrive 1 minute late I will probably miss the train. I am sure that a lot of effort has gone into running the trains on time and I thank you for that.

There is another area that needs to improve- the bicycle capacity on the trains. It doesn't do me any good to have the train run on time when I am denied boarding because there is no room for my bicycle. This happened to me this morning along with 3 others in San Jose on NB 323 on one of the new style trains. This is a growing problem, just yesterday I saw a dozen bikes left behind at the Mountain View stop. That is 50% of the capacity of one of the new style bike cars. Every day lately there are at least 4 or 5 bikes that can't board at Palo Alto.

It is time to add additional space for bikes on this route, either by adding a third new style car or run the old style train with two bike cars. I know it probably isn't an easy problem to solve but it needs to be addressed. The potential for growing ridership among cyclists is huge since they don't have to live or work near the station or depend on a shuttle. Also I hope in planning for the next generation of trains you will add enough bike capacity for current and future needs.

Sincerely,  
Robert Morgan

## Averill, Joshua

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**From:** Michael Osborne <osbornemc@gmail.com>  
**Sent:** Wednesday, June 26, 2013 8:11 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

I've been bumped in Palo Alto the past two days, and 4 times in the past two weeks. Caltrain already has my money, so I have no other recourse.

Purged from my iPhone

## Averill, Joshua

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**From:** Haskin, Rita  
**Sent:** Thursday, June 20, 2013 3:59 PM  
**To:** 'm\_i\_five@hotmail.com'  
**Cc:** Bartholomew, Tasha; Nabong, Sarah; Caltrain, Bac (@caltrain.com); 'cac@caltrain.com'; Averill, Joshua  
**Subject:** RE: RE: June 18th 2013 Train 365

Good afternoon, Mr. Sheridan. Your message to the Caltrain Citizens Advisory Committee, Caltrain Bicycle Advisory Committee and staff was referred to me for response. The advisory committees will receive a copy of your correspondence and this response at their next meetings.

I apologize for Caltrain not being able to accommodate you and other cyclists earlier this week. Our standard is to provide two bike cars on every train. However, periodically due to maintenance or other issues we have to run a train set with only one bike car. Because of safety concerns, we aren't able to accommodate more than four bikes per rack.

We appreciate that you've chosen to ride Caltrain for your commute and regret that our service hasn't met your expectations. I've posted information below on how to request a refund for your June Monthly Pass.

If you'd still like to commute by Caltrain, you may want to consider renting a Caltrain bike locker. Information is online at [www.caltrain.com/bikelockers](http://www.caltrain.com/bikelockers).

Again, I apologize for Caltrain not providing you the expected service reliability.

Sincerely,

**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)

**Monthly Pass Refund** ([www.caltrain.com/refunds](http://www.caltrain.com/refunds))

An unused Monthly Pass, returned prior to the date the pass first became valid, will be refunded for the full fare paid. A Monthly Pass returned during the month for which it's issued will be pro-rated and refunded based on the remaining period of non use (the value of two one-way fares per weekday up to the date the pass is returned for refund). Please contact Clipper@ at [www.clippercard.com](http://www.clippercard.com) or 1.877.878.8883.

**From:** brian sheridan [[mailto:m\\_i\\_five@hotmail.com](mailto:m_i_five@hotmail.com)]  
**Sent:** Thursday, June 20, 2013 3:07 PM  
**To:** [cac@caltrain.com](mailto:cac@caltrain.com); Bartholomew, Tasha; Caltrain, Bac (@caltrain.com); Nabong, Sarah  
**Subject:** RE: June 18th 2013 Train 365

The conductor for train 365 Northbound on June 18th rejected six cyclists at Menlo Park and and additional four cyclists at Redwood city. There was only one bike car and the conductor was unaccommodating.

As part of my salary packet my company pays for my commute so this is part of my compensation. As it has become common place for cyclists to be rejected at Menlo Park and Redwood city I no longer feel that this part of my compensation is being provided. Whom should I have my Human Resources personnel contact within Caltrain to obtain a refund so that I can find a more reliable form of transportation.

Many Thanks,

Mike.

## Averill, Joshua

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**From:** brian sheridan <m\_i\_five@hotmail.com>  
**Sent:** Thursday, June 20, 2013 3:07 PM  
**To:** cac@caltrain.com; Bartholomew, Tasha; Caltrain, Bac (@caltrain.com); Nabong, Sarah  
**Subject:** RE: June 18th 2013 Train 365

The conductor for train 365 Northbound on June 18th rejected six cyclists at Menlo Park and and additional four cyclists at Redwood city. There was only one bike car and the conductor was unaccommodating.

As part of my salary packet my company pays for my commute so this is part of my compensation. As it has become common place for cyclists to be rejected at Menlo Park and Redwood city I no longer feel that this part of my compensation is being provided. Whom should I have my Human Resources personnel contact within Caltrain to obtain a refund so that I can find a more reliable form of transportation.

Many Thanks,

Mike.

## Averill, Joshua

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**From:** Mark P Sullivan <ursafoot@gmail.com>  
**Sent:** Thursday, June 20, 2013 9:23 AM  
**To:** lindella@samtrans.com  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; mcintyret@samtrans.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Ten bikes were bumped from the southbound bullet 220 at 22nd St. It was a new Bombardier train with two bike cars. I was on my way to a conference and missed some talks. To avoid being more than 30min late, I had to backtrack from 22nd St to the 4th x King station. Then that train was fifteen minutes late.

--mark

## Averill, Joshua

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**From:** Adri Artola <aa\_artola@yahoo.com>  
**Sent:** Thursday, June 20, 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

I was not allowed onto Caltrain due to insufficient bike space. Please do something about this!

Thank you

## Averill, Joshua

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**From:** Maxence Nachury <nachury@gmail.com>  
**Sent:** Wednesday, June 19, 2013 6:23 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 279, Palo Alto, 6:16pm

Over 20 cyclists bumped. There was only space for 1 bike. This is ludicrous.

## Averill, Joshua

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**From:** Richard McClellan <richard.mcclellan@gmail.com>  
**Sent:** Wednesday, June 19, 2013 8:22 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 not allowed on the 8:05am train this morning in Palo Alto. The same thing happened last Thursday at the same time. Are there any plans to add more of the trains with larger bike capacity?

Thanks,  
Richard McClellan

## Averill, Joshua

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**From:** Ian Singleton <ian.singleton@gmail.com>  
**Sent:** Tuesday, June 18, 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

I was bumped this morning from 332 southbound at 22nd street.

[iansingleton3.wordpress.com](http://iansingleton3.wordpress.com)

## Averill, Joshua

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**From:** Trevor Potter <potter.tj@gmail.com>  
**Sent:** Tuesday, June 18, 2013 8:28 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 3 people bumped this morning at 22nd street, train 322 southbound.

## Averill, Joshua

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**From:** Phil King <phil.king@gmail.com>  
**Sent:** Tuesday, June 18, 2013 8:26 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Northbound 323 bumped 2+ bikes at Hillsdale this morning. There were two visible free spaces on the racks through the windows. The female conductor was hostile, refused to actually look at the two racks that had only 3 bikes instead of 4. She was rude, not to mention incompetent.

- Phil King  
650-575-7746

## Averill, Joshua

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**From:** Adam Widmer <adam@rebuildingtogetherpeninsula.org>  
**Sent:** Tuesday, June 18, 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

7 bikes bumped from Southbound 8:02am train at 22nd street Tuesday, June 18th

## Averill, Joshua

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**From:** Dan Yang <dsyang@gmail.com>  
**Sent:** Tuesday, June 18, 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

6/18 Caltrain 312 left Millbrae 2 minutes early

## Averill, Joshua

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**From:** Jonathan <jseder@gmail.com>  
**Sent:** Monday, June 17, 2013 8:30 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

With the arrival of good weather, cyclists are bumped daily from the 323. And today, with a Bombardier set on the 225, cyclists were bumped from that, too.

## Averill, Joshua

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**From:** Billy D <billyd1970@gmail.com>  
**Sent:** Wednesday, June 12, 2013 6:10 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Re: Bikes on Caltrain Comment

Bumped @ Palo Alto  
Train #381 6:06 train  
Bombardier Style.  
9 other riders also bumped.

Email sent from my phone so no guarantees.

## Averill, Joshua

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**From:** Sam Bowman <sbowman@stanford.edu>  
**Sent:** Tuesday, June 11, 2013 9:07 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 9:02 SB departure from 22nd St bumped about five bikes, and the seating areas of the train are fairly empty: I'd love to see more bike racks!

Thanks!

Sam Bowman  
Stanford

## Averill, Joshua

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**From:** Matthew Deans <matthew.deans@gmail.com>  
**Sent:** Tuesday, June 11, 2013 9:30 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 bicycles bumped at 22nd St this morning at 9:02, 4 more at Millbrae at 9:15.  
Caltrain #332

Gallery car. (Surprising! This rarely happens. It is much more frequent when using Bombardier cars on this schedule.)

One thing that exacerbated the bike car crowding this morning was a conductor at 4th & King asking people, starting at about 8:53, not to walk down to the second bike car even though there was time. I haven't seen that before. Instead, the 4-5 minute rush of bikes all tried to load on the first bike car and the congestion and larger number of bikes made the boarding process very slow, and left no room on the rear bike car when we got to 22nd. Some of the bumps may have been people who simply didn't make it to the second bike car when they were told the rear bike car was full.

Thanks for your typically excellent support, and your openness for feedback.

-Matt

## Averill, Joshua

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**From:** Jonathan Dirrenberger <jonathan.dirrenberger@gmail.com>  
**Sent:** Tuesday, June 11, 2013 9:22 AM  
**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 11 June 2013

Hi,

On Tuesday 11 June 2013 on southbound train 332 with the Gallery cars, I and 15 (yes, 15!) other bicyclists were bumped at 22nd St. It really concerns me how often this is happening on the trains I ride. Yet when I imagine how much this must happen on the trains I do *\*not\** ride, I realize the status quo is unacceptable. Caltrain must address this issue by increasing bicycle capacity.

One easy step is to allow 5 bicycles per rack as long as they remain behind the line. 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 bikes racked well can easily meet this requirement. And trust me: in the rush hour commute times when the bike cars are at capacity, the vast majority of cyclists will make sure to rack their bike well if it means not getting bumped. A little signage and announcements by the conductor on the issue will go a long way as well.

Finally, Caltrain needs to look at adding a 6th car -- and making it a bike car -- on certain rush-hour trains like 322 and 332. This will solve much of the problems with bicycle capacity.

Thanks for your time,  
Jonathan Dirrenberger  
San Francisco, CA

## Averill, Joshua

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**From:** arisofalaska@gmail.com on behalf of Aris Vlasakakis <aris@vlasakakis.com>  
**Sent:** Tuesday, June 11, 2013 9:15 AM  
**To:** lindella@samtrans.com  
**Cc:** Caltrain, Bac (@caltrain.com); bikesonboard@sfbike.org; Bartholomew, Tasha; cac@caltrain.com; Martinez, Martha  
**Subject:** 3 Bikes on Caltrain were rejected

Three bicyclists were rejected from Caltrain on the baby bullet at 9.02am June 11th at the 22nd st. Station in San Francisco.

There was \*adequate space\* to accommodate them, these were the older larger trains, and it appears the conductor was more interested in blindly following a quota fit bicycles rather than intelligently using the space and getting people to their jobs! This was a blonde woman over forty. Another conductor who is an Asian man with short hair always asks that mountain view and San Jose enter first, to accommodate everyone more efficiently. This lady did not do that.

Please help your rail workers get everybody on board and promote efficiency.

Argyrios Vlasakakis  
San Francisco

## Averill, Joshua

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**From:** Tim Hickey <tahickey@yahoo.com>  
**Sent:** Tuesday, June 04, 2013 7:34 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

1 cyclist bumped @ 22nd St. on the bombardier SB314 today. Please use the galleries!

Tim Hickey

Sent from my iPhone

## Averill, Joshua

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**From:** Joerg Beckert <jbeckert@gmail.com>  
**Sent:** Monday, June 03, 2013 12:13 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 in Mountain View off baby bullet 323 together with at least 3 other riders.

"Happy" Monday

## Averill, Joshua

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**From:** emc08@hotmail.com  
**Sent:** Thursday, May 30, 2013 3:50 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment  
**Attachments:** IMG-20130530-00474.jpg

Hello,

I am not reporting a bump, but rather disgust at the attached photo. This woman did not have a bicycle but yet proceeded to sit in the bike car and put her dirty feet on the seats. All with the complacency of the conductor, who was in the vestibule and actually walked by twice.

Sent on the Sprint® Now Network from my BlackBerry®



**Averill, Joshua**

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**From:** chriswest84@gmail.com on behalf of chris west <chris.w@codeskillz.com>  
**Sent:** Thursday, May 30, 2013 7:46 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,

3 bikes unable to get on train 314. May 30th 2013.

-chris

## Averill, Joshua

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**From:** Adam Widmer <adam@rebuildingtogetherpeninsula.org>  
**Sent:** Tuesday, May 28, 2013 6:34 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Every bike was bumped from the 8:02 at 22nd street Southbound this morning AND the 6:25 Northbound just now Tuesday May 28. BOTH trains were the bombardier trains. The local trains following both of these trains were gallery trains and were less than 50% full. What gives?

## Averill, Joshua

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**From:** Jonathan Dirrenberger <jonathan.dirrenberger@gmail.com>  
**Sent:** Tuesday, May 28, 2013 8:32 AM  
**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 28 May 2013

Hi,

On what is becoming an unfortunate regular occurrence, on Tuesday 28 May 2013 on southbound train 322 with the Bombardier cars (which are not standard on this train), I and 11 other bicyclists were bumped at 22nd St. I barely got on the next train, but ~10 other cyclists did not. It really concerns me how often this is happening on the trains I ride. Yet when I imagine how much this must happen on the trains I do *\*not\** ride, I realize the status quo is unacceptable. Caltrain must address this issue with the mindset that it is solvable (as it really is!).

The Bombardier cars for train 322 are simply not sufficient to meet cyclist demand (even the Gallery cars are sometimes not sufficient). Every time Caltrain messes up the train set and uses Bombardier cars instead of Gallery cars on train 322, it's usually a sure bet that at least 20-30 regular passengers (cyclists) will have their morning ruined by getting bumped. The number is so large because using the wrong train set creates a cascading problem which essentially leads to bumps for the next 30-50 minutes. 22nd St is the hardest hit when it comes to SB bumps in the morning, yet the issue could be helped by having *\*all\** SB morning trains stop at the station. In addition, it's time for Caltrain to add a 6th car to trains with high cyclist demand (like 322) and make this car a bike car.

Thanks for your time,

Jonathan Dirrenberger  
San Francisco, CA

## Averill, Joshua

---

**From:** Loren Mooney <lorenamooney@gmail.com>  
**Sent:** Tuesday, May 28, 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

More than a dozen cyclists were bumped this morning from the 322 at 22nd street due to a low-capacity new train.

If you would just stick with the same style of equipment on the same daily trains, we cyclists would adapt to find the older, greater capacity trains. But the constant switching is maddening. We are paying for service we can never count on. Better yet, why not add another bike car on the popular rush hour bullet trains? You do bike counts. You must know the habits of your dedicated cycling ridership. Please provide consistent service to us.

Many thanks,  
Loren Mooney

## Averill, Joshua

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**From:** Smith, Cheryl <cheryl.smith@sap.com>  
**Sent:** Friday, May 24, 2013 3:33 PM  
**To:** Adina Levin; Averill, Joshua; Averill, Joshua  
**Subject:** RE: Caltrain/bike cars experience

Thank you very much for considering this. With the new bicycles on BART, it might increase the usage of the bike cars still more. Maybe keep the Bombardier trains for non-commute hours?

I will try again and let you know how it goes.  
Sincerely,  
Cheryl

**From:** aldeivnian@gmail.com [mailto:aldeivnian@gmail.com] **On Behalf Of** Adina Levin  
**Sent:** Tuesday, May 21, 2013 12:42 PM  
**To:** bacsecretary@caltrain.com; Smith, Cheryl; Caltrain CAC Secretary  
**Subject:** Fwd: Caltrain/bike cars experience

Hi, Cheryl,

I forwarding your comment to the Bicycle Advisory Committee and Citizens' Advisory Committee.

Caltrain has made a lot of progress at adding more bike capacity on board, but there are still occasional bumps at very busy times.

- Adina

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

**From:** **Smith, Cheryl** <[cheryl.smith@sap.com](mailto:cheryl.smith@sap.com)>  
**Date:** Thu, May 16, 2013 at 8:36 AM  
**Subject:** Caltrain/bike cars experience  
**To:** "[friends@friendsofcaltrain.com](mailto:friends@friendsofcaltrain.com)" <[friends@friendsofcaltrain.com](mailto:friends@friendsofcaltrain.com)>

Hi,

On Tuesday evening 5/14, I decided to meet some friends at a restaurant n Belmont that is close to Caltrain. So, inspired by my friends in Team Bike Challenge, I decided to take my bike on board the train.

I caught the 6:07 pm from the San Antonio stop going Northbound. It is a semi-express train and was the newer bullet design. And it was very full of bicycles. The conductor asked us to contact Caltrain to alert them to the problem.

He had to turn down cyclists at all the subsequent stops, including the Stanford one which had many bikes waiting. (California, Palo Alto, Redwood City, San Carlos)

Note: He did kindly decide to "turn a blind eye" to the other bike car and not walk down there, so I do not have an accurate count about how many were actually bumped and had to wait for the next train. Cyclists were also trying to be as efficient as possible about stacking our bicycles and getting on and off quickly.

However, it did strike me that less than a week after Bike to Work Day, we have cyclists that will decide this experience is too stressful and time-consuming to do frequently.

Please feel free to forward this information.

Best regards, Cheryl

**From:** Friends of Caltrain [mailto:[friends@friendsofcaltrain.com](mailto:friends@friendsofcaltrain.com)]  
**Sent:** Wednesday, May 01, 2013 9:14 PM  
**To:** Smith, Cheryl  
**Subject:** Safe and effective routes to 4th and King

Do you use the 4th and King station in San Francisco? [How do you get there? How could the experience be better and safer?](#) I often use Caltrain to get to and from SF - access by walking or biking is uncomfortable and doesn't feel safe.

Improving access to 4th and King is one of the issues covered in the Central Corridor Plan that is in a review cycle in San Francisco. The [Central Corridor Plan](#) focuses on the rapidly evolving section of SOMA between 2nd and 6th streets.

Among many topics including land use, public space, and environmental sustainability, the Plan covers key access routes to the 4th and King Station. Proposed changes include cycle tracks and better crosswalks on 2nd and on 6th (after the Central Subway construction), better sidewalks and cycle tracks and streetscape improvements on 3rd, 4th, Howard and Folsom, and possibly converting the Howard/Folsom 1-way couplet back to 2-way, and a separated transit lane on 3rd.

You can read the [Draft Plan here](#) (the Streetscape and Circulation section is Chapter 4). And you can [comment on the scope of the Environmental Impact Report](#) until May 24.

Tomorrow, May 2 at 5:30, at 1 South Van Ness, 2nd Floor, the SMFTA Citizens Advisory Council is [reviewing the Draft Plan](#). There will be also be public scoping meeting for the Environmental Impact Report on May 15 at 6pm at the Mendelson House at 737 Folsom Street, San Francisco. Both of these meetings are good opportunities to learn more and comment.

Some of you may already be familiar with the multiple and overlapping projects to improve safety on the access routes to 4th and King. If you are familiar with more of the relevant projects please [contact me](#), I'd love to write a blog post about the topic, or link to or publish something you write.

And if you are interested in working on this and other pedestrian safety issues in San Francisco, you can apply for a spot on the [San Francisco Pedestrian Safety Advisory Committee](#) which advises the Board of Supervisors and Muni.

And another reminder for folk who use Caltrain in San Francisco - there will be a [lively lunchtime event on May 23](#) at SPUR at 2nd and Mission, looking at options and decisions for the Caltrain/High Speed Rail corridor in San Francisco

Thanks for sharing your thoughts about better access to 4th and King, and being involved in making the Caltrain experience better over time.

- Adina

Adina Levin

[Friends of Caltrain](#)

If you want to unsubscribe, [click here](#)

## Averill, Joshua

---

**From:** Jonathan Dirrenberger <jonathan.dirrenberger@gmail.com>  
**Sent:** Friday, May 24, 2013 8:16 AM  
**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 22 May 2013

Hi,

On Wednesday 22 May 2013 on southbound train 322 with the Bombardier cars (which are not standard on this train), I and 16 other bicyclists were bumped at 22nd St. I barely got on the next train, but ~12 other cyclists did not. Several were bumped twice at 22nd St.

Especially now with the nice weather and more cyclists riding, Caltrain needs a solution to the limited bicycle capacity. The Bombardier cars for train 322 are not sufficient to meet cyclist demand. Every time Caltrain messes up the train set and uses Bombardier cars instead of Gallery cars on train 322, it's usually a sure bet that at least 20-30 regular passengers (cyclists) will have their morning ruined. This is because using the wrong train set creates a cascading problem which essentially leads to bumps for the next 30-45 minutes.

22nd St is the hardest hit when it comes to SB bumps in the morning yet the issues could be helped by having *\*all\** SB morning trains stop at the station. Also, while on the subject of the most neglected station of the Caltrain system even though it has one of the highest ridership rates, why can't 22nd St get electronic signs, more adequate stairways (a 2nd one is needed on the south end of both platforms), disabled/bicycle ramps, and better speaker systems? All these inadequacies add up so that a cyclist at 22nd St can often feel like a second class citizen on Caltrain.

Thanks for your time,

Jonathan Dirrenberger  
San Francisco, CA

PS: I had trouble with my phone yesterday and it appears an incomplete message was accidentally sent to you. Please ignore that message.

## Averill, Joshua

---

**From:** Jonathan Dirrenberger <jonathan.dirrenberger@gmail.com>  
**Sent:** Thursday, May 23, 2013 7:22 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 22 May 2013

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On Wednesday 22 May 2013 on southbound train 322 with the Bombardier cars (which are not standard on this train), I and 16 other bicyclists were bumped at 22nd St. I barely got on the next train, but ~12 other cyclists did not. Several were bumped twice.

Especially now with the nice weather and more cyclists riding, Caltrain *\*needs\** a solution to the limited bicycle capacity. The Bombardier cars for train 322 are not even close to being sufficient to meet cyclist demand. Every time Caltrain messes up the train set and uses Bombardier cars instead of Gallery cars on train 322, you ruin the morning for a 20-30 regular passengers. Using the wrong train set creates a cascading problem which essentially leads to bumps for the next 30-45 minutes.

22nd St is the hardest hit when it comes to SB bumps in the morning yet the issues could be helped by having *\*all\** SB morning trains stop at the station. Also, why can't 22nd St get electronic signs, more adequate stairways (a 2nd one is needed on the south end of both platforms), and better speaker systems?

Thanks for your time,

Jonathan Dirrenberger  
San Francisco, CA

## Averill, Joshua

---

**From:** Loren Mooney <lorenamooney@gmail.com>  
**Sent:** Wednesday, May 22, 2013 7:02 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

I'd like to report a half dozen bumped cyclists on Caltrain 385 at Menlo Park Wednesday evening.

The train was the low capacity style. The next train to come, an old style higher-capacity car had an almost empty bike car. Unfortunately, it doesn't stop at 22nd st, where a high number of cyclists get off.

Please, please do what you can to ensure that the most popular bullet trains have greater bike capacity. It's very frustrating to depend on a service whose capacity can vary by close to 100% on any given day.

Thanks for your attention,  
Loren Mooney

## Averill, Joshua

---

**From:** Haskin, Rita  
**Sent:** Wednesday, May 22, 2013 6:20 PM  
**To:** 'Shirley Johnson'  
**Cc:** Martinez, Martha; McKenna, Nancy; Bartholomew, Tasha; Averill, Joshua; Nabong, Sarah; bikesonboard@sfbike.org; Caltrain, Bac (@caltrain.com); cac@caltrain.com  
**Subject:** RE: please give cyclists priority boarding at bike cars

Thank you for your additional comments, Dr. Johnson. We'll take them into consideration.

Rita

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**From:** Shirley Johnson [mailto:dr\_shirley\_johnson@yahoo.com]  
**Sent:** Tuesday, May 21, 2013 8:48 AM  
**To:** Haskin, Rita  
**Cc:** Martinez, Martha; McKenna, Nancy; Bartholomew, Tasha; Averill, Joshua; Nabong, Sarah; bikesonboard@sfbike.org; Caltrain, Bac (@caltrain.com); cac@caltrain.com  
**Subject:** Re: please give cyclists priority boarding at bike cars

Dear Ms. Haskin,

Thank you for your thoughtful response.

I find it strange that you think conductors would be needed to police bike car doors if bicyclists were given priority boarding. Passengers follow the current policy of bicycles boarding last without policing, so why would a new policy be any different?

I understand there would be an education period, and there may be some time needed for all passengers to realize a new policy is in place. To smooth the transition, a sign that reads "Priority boarding for bicyclists" could be placed next to the bicycle decal on the outside of bike cars.

I look forward to hearing from you after the evaluation is completed. Thank you for your consideration.

Sincerely,  
Shirley Johnson, PhD

---

**From:** "Haskin, Rita" <[haskinr@samtrans.com](mailto:haskinr@samtrans.com)>  
**To:** "dr\_shirley\_johnson@yahoo.com" <[dr\\_shirley\\_johnson@yahoo.com](mailto:dr_shirley_johnson@yahoo.com)>  
**Cc:** "Martinez, Martha" <[martinezm@samtrans.com](mailto:martinezm@samtrans.com)>; "McKenna, Nancy" <[mckennan@samtrans.com](mailto:mckennan@samtrans.com)>; "Bartholomew, Tasha" <[bartholomewt@samtrans.com](mailto:bartholomewt@samtrans.com)>; "Averill, Joshua" <[AverilJ@samtrans.com](mailto:AverilJ@samtrans.com)>; "Nabong, Sarah" <[nabongs@samtrans.com](mailto:nabongs@samtrans.com)>; "[bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org)" <[bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org)>  
**Sent:** Friday, May 17, 2013 1:02 PM  
**Subject:** RE: please give cyclists priority boarding at bike cars

Good afternoon, Dr. Johnson. Your letter to the Caltrain Board of Directors, Caltrain Bicycle Committee and staff was referred to me for response. A copy of your letter and this response will be provided to the Board of Directors at its next meeting.

We regret that your boarding experience at the South San Francisco station wasn't a pleasant one May 6. Our Rail Operations staff has been notified about the issue and will take any necessary action with the personnel involved. While I understand your desire to board that train, please be aware that it's not safe to force the doors open.

Thank you for offering a recommendation to solve the type of situation you encountered. With two bike cars offered on every train, we don't have the ability to have the conductors police those doors to keep non-bicyclist off until all bicycles board. This also would be difficult because the Bombardier bike cars have two doors each, requiring policing at four locations.

Once we've completed our evaluation of your suggestion, we'll let you know the results.

Again, thank you offering this suggestion.

Sincerely,

**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:** Shirley Johnson [[mailto:dr\\_shirley\\_johnson@yahoo.com](mailto:dr_shirley_johnson@yahoo.com)]

**Sent:** Friday, May 10, 2013 11:19 AM

**To:** Martinez, Martha; Bartholomew, Tasha; [cac@caltrain.com](mailto:cac@caltrain.com); Caltrain, Bac (@caltrain.com); Nabong, Sarah; [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org)

**Subject:** please give cyclists priority boarding at bike cars

Dear Caltrain policy makers,

Could you please give cyclists priority boarding at bike cars? This would solve the problem of conductors closing doors on cyclists, who are currently required to board last.

I took northbound train 263 on Monday, May 6, scheduled to depart South San Francisco at 5:05pm. It was over 5 minutes late. There was a mass of Giant's fans who decided to board the second bike car. They will still boarding well after all other doors had cleared, but I had to wait for them, because I had a bike.

Just as the last Giant's fan stepped onboard, the doors began to close, even though I had already lifted my bike and started to board. Fortunately, I was able to grab the door and force it back open. I knew I would have to rush to board, because this is not the first time conductors have closed the doors on me, but it happened again anyway.

I understand the conductor may have been in a hurry due the train being late, but closing the doors in the face of a boarding passenger is unacceptable. If conductors think that is the way to make people hurry to board, it won't work. We can't go any faster than the walk-ons boarding in front of us.

Walk-on passengers can choose any door, but cyclists must board at bike cars. If cyclists were given priority boarding, walk-ons could choose other doors. This would more evenly distribute boarding among all doors to reduce dwell time.

Your bikes onboard program has made great improvements in the past several years, and this minor policy adjustment will make it even better. All customers will appreciate the shorter dwell time, and cyclists will appreciate not having the doors closed in their faces.

Thank you.

Sincerely,  
Shirley Johnson, PhD

## Averill, Joshua

---

**From:** Dana Jordan <djordan@shschools.org>  
**Sent:** Wednesday, May 22, 2013 6:07 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Hi there-  
I was just denied access onto northbound train 277 T the Menlo park station along with 5 other bikers. It was a bombardier style train. With ridership at record levels, in lauding bike ridership, Caltrain should really consider an extra bike car on, at least, the bombardier trains.  
Thank you -  
Dana

Sent from my iPhone

## Averill, Joshua

---

**From:** Jonathan Dirrenberger <jonathan.dirrenberger@gmail.com>  
**Sent:** Wednesday, May 22, 2013 8:57 AM  
**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 22 May 2013

Hi,

On Wednesday 22 May 2013 on southbound train 322 with the Bombardier cars (which are not standard on this train), I and 16 other bicyclists were bumped at 22nd St. I barely got on the next train, but ~12 other cyclists did not and were bumped. I think

Especially now with the nice weather and more cyclists riding, Caltrain *\*needs\** a solution to the limited bicycle capacity. The Bombardier cars for train 322 are not even close to being sufficient to meet cyclist demand. Every time Caltrain messes up the train set and uses Bombardier cars instead of Gallery cars on train 322, you ruin the morning for a 20-30 regular passengers. Using the wrong train set creates a cascading problem which essentially leads to bumps for the next 30-45 minutes.

Jonathan Dirrenberger  
San Francisco, CA

## Averill, Joshua

---

**From:** Dan Yang <dsyang@gmail.com>  
**Sent:** Wednesday, May 22, 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

3 cyclists bumped from 322 @ Millbrae 8:15 am  
5/22/2013

## Averill, Joshua

---

**From:** Billy D <billyd1970@gmail.com>  
**Sent:** Wednesday, May 22, 2013 8:15 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, I'm writing to let you know that every bike rider at the 22nd street station was bumped from #332 due to insufficient equipment. As far as my eye counts that is 20 plus riders that now can't get to work or other destinations on time. And now riders for the next train are arriving ensuring a backup and probably more bumps.

Please keep trying to keep the correct equipment running at specified times or if possible try some sort of notification system so those of us who ride can plan for alternative modes of transportation.

Thank you and keep up the good work.

Bill Doyle - bumped 5/22 #332 @ 22nd st station 8:02am

Email sent from my phone so no guarantees.

**Averill, Joshua**

---

**From:** Adam Widmer <adam@rebuildingtogetherpeninsula.org>  
**Sent:** Wednesday, May 22, 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

Approx. 25 bikes bumped from Southbound 8:02 train from 22nd street. Newer style train... Would it be out of the question to remove the seating on the lower level of the bike cars on the newer trains to add at least 8 more spots per car? It seems like there's even potential for 16 more spots if spaced out correctly.

-Adam Widmer.

## Averill, Joshua

---

**From:** aldeivnian@gmail.com on behalf of Adina Levin <friends@friendsofcaltrain.com>  
**Sent:** Tuesday, May 21, 2013 12:42 PM  
**To:** Averill, Joshua; cheryl.smith@sap.com; Averill, Joshua  
**Subject:** Fwd: Caltrain/bike cars experience

Hi, Cheryl,

I forwarding your comment to the Bicycle Advisory Committee and Citizens' Advisory Committee.

Caltrain has made a lot of progress at adding more bike capacity on board, but there are still occasional bumps at very busy times.

- Adina

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

**From:** **Smith, Cheryl** <[cheryl.smith@sap.com](mailto:cheryl.smith@sap.com)>  
**Date:** Thu, May 16, 2013 at 8:36 AM  
**Subject:** Caltrain/bike cars experience  
**To:** "[friends@friendsofcaltrain.com](mailto:friends@friendsofcaltrain.com)" <[friends@friendsofcaltrain.com](mailto:friends@friendsofcaltrain.com)>

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I caught the 6:07 pm from the San Antonio stop going Northbound. It is a semi-express train and was the newer bullet design. And it was very full of bicycles. The conductor asked us to contact Caltrain to alert them to the problem.

He had to turn down cyclists at all the subsequent stops, including the Stanford one which had many bikes waiting. (California, Palo Alto, Redwood City, San Carlos)

Note: He did kindly decide to "turn a blind eye" to the other bike car and not walk down there, so I do not have an accurate count about how many were actually bumped and had to wait for the next train. Cyclists were also trying to be as efficient as possible about stacking our bicycles and getting on and off quickly.

However, it did strike me that less than a week after Bike to Work Day, we have cyclists that will decide this experience is too stressful and time-consuming to do frequently.

Please feel free to forward this information.

Best regards, Cheryl

**From:** Friends of Caltrain [mailto:[friends@friendsofcaltrain.com](mailto:friends@friendsofcaltrain.com)]  
**Sent:** Wednesday, May 01, 2013 9:14 PM  
**To:** Smith, Cheryl  
**Subject:** Safe and effective routes to 4th and King

Do you use the 4th and King station in San Francisco? [How do you get there? How could the experience be better and safer?](#) I often use Caltrain to get to and from SF - access by walking or biking is uncomfortable and doesn't feel safe.

Improving access to 4th and King is one of the issues covered in the Central Corridor Plan that is in a review cycle in San Francisco. The [Central Corridor Plan](#) focuses on the rapidly evolving section of SOMA between 2nd and 6th streets.

Among many topics including land use, public space, and environmental sustainability, the Plan covers [key access routes](#) to the 4th and King Station. Proposed changes include cycle tracks and better crosswalks on 2nd and on 6th (after the Central Subway construction), better sidewalks and cycle tracks and streetscape improvements on 3rd, 4th, Howard and Folsom, and possibly converting the Howard/Folsom 1-way couplet back to 2-way, and a separated transit lane on 3rd.

You can read the [Draft Plan here](#) (the Streetscape and Circulation section is Chapter 4). And you can [comment on the scope of the Environmental Impact Report](#) until May 24.

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And if you are interested in working on this and other pedestrian safety issues in San Francisco, you can apply for a spot on the [San Francisco Pedestrian Safety Advisory Committee](#) which advises the Board of Supervisors and Muni.

And another reminder for folk who use Caltrain in San Francisco - there will be a [lively lunchtime event on May 23](#) at SPUR at 2nd and Mission, looking at options and decisions for the Caltrain/High Speed Rail corridor in San Francisco

Thanks for sharing your thoughts about better access to 4th and King, and being involved in making the Caltrain experience better over time.

- Adina

Adina Levin

[Friends of Caltrain](#)

If you want to unsubscribe, [click here](#)



## Averill, Joshua

---

**From:** Shirley Johnson <dr\_shirley\_johnson@yahoo.com>  
**Sent:** Tuesday, May 21, 2013 8:48 AM  
**To:** Haskin, Rita  
**Cc:** Martinez, Martha; McKenna, Nancy; Bartholomew, Tasha; Averill, Joshua; Nabong, Sarah; bikesonboard@sfbike.org; Caltrain, Bac (@caltrain.com); cac@caltrain.com  
**Subject:** Re: please give cyclists priority boarding at bike cars

Dear Ms. Haskin,

Thank you for your thoughtful response.

I find it strange that you think conductors would be needed to police bike car doors if bicyclists were given priority boarding. Passengers follow the current policy of bicycles boarding last without policing, so why would a new policy be any different?

I understand there would be an education period, and there may be some time needed for all passengers to realize a new policy is in place. To smooth the transition, a sign that reads "Priority boarding for bicyclists" could be placed next to the bicycle decal on the outside of bike cars.

I look forward to hearing from you after the evaluation is completed. Thank you for your consideration.

Sincerely,  
Shirley Johnson, PhD

---

**From:** "Haskin, Rita" <haskinr@samtrans.com>  
**To:** "dr\_shirley\_johnson@yahoo.com" <dr\_shirley\_johnson@yahoo.com>  
**Cc:** "Martinez, Martha" <martinezm@samtrans.com>; "McKenna, Nancy" <mckennan@samtrans.com>; "Bartholomew, Tasha" <bartholomewt@samtrans.com>; "Averill, Joshua" <AverillJ@samtrans.com>; "Nabong, Sarah" <nabongs@samtrans.com>; "bikesonboard@sfbike.org" <bikesonboard@sfbike.org>  
**Sent:** Friday, May 17, 2013 1:02 PM  
**Subject:** RE: please give cyclists priority boarding at bike cars

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Thank you for offering a recommendation to solve the type of situation you encountered. With two bike cars offered on every train, we don't have the ability to have the conductors police those doors to keep non-bicyclist off until all bicycles board. This also would be difficult because the Bombardier bike cars have two doors each, requiring policing at four locations.

Once we've completed our evaluation of your suggestion, we'll let you know the results.

Again, thank you offering this suggestion.

Sincerely,

**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:** Shirley Johnson [[mailto:dr\\_shirley\\_johnson@yahoo.com](mailto:dr_shirley_johnson@yahoo.com)]

**Sent:** Friday, May 10, 2013 11:19 AM

**To:** Martinez, Martha; Bartholomew, Tasha; [cac@caltrain.com](mailto:cac@caltrain.com); Caltrain, Bac (@caltrain.com); Nabong, Sarah; [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org)

**Subject:** please give cyclists priority boarding at bike cars

Dear Caltrain policy makers,

Could you please give cyclists priority boarding at bike cars? This would solve the problem of conductors closing doors on cyclists, who are currently required to board last.

I took northbound train 263 on Monday, May 6, scheduled to depart South San Francisco at 5:05pm. It was over 5 minutes late. There was a mass of Giant's fans who decided to board the second bike car. They will still boarding well after all other doors had cleared, but I had to wait for them, because I had a bike.

Just as the last Giant's fan stepped onboard, the doors began to close, even though I had already lifted my bike and started to board. Fortunately, I was able to grab the door and force it back open. I knew I would have to rush to board, because this is not the first time conductors have closed the doors on me, but it happened again anyway.

I understand the conductor may have been in a hurry due the train being late, but closing the doors in the face of a boarding passenger is unacceptable. If conductors think that is the way to make people hurry to board, it won't work. We can't go any faster than the walk-ons boarding in front of us.

Walk-on passengers can choose any door, but cyclists must board at bike cars. If cyclists were given priority boarding, walk-ons could choose other doors. This would more evenly distribute boarding among all doors to reduce dwell time.

Your bikes onboard program has made great improvements in the past several years, and this minor policy adjustment will make it even better. All customers will appreciate the shorter dwell time, and cyclists will appreciate not having the doors closed in their faces.

Thank you.

Sincerely,  
Shirley Johnson, PhD

## Averill, Joshua

---

**From:** Adam Titrington <atitrington@gmail.com>  
**Sent:** Tuesday, May 21, 2013 8:17 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Conductor on train 323 turned a cyclist away this morning with multiple spaces available on the racks. Some of us aboard pointed out there was more room (racks with less than four bikes) but were ignored.

This type of situation undermines the authority of the conductors.

**Averill, Joshua**

---

**From:** Matthew Pasternack <mpasternack@gmail.com>  
**Sent:** Tuesday, May 21, 2013 8:16 AM  
**To:** bikesonboard@sfbike.org; Martinez, Martha; Caltrain, Bac (@caltrain.com); cac@caltrain.com  
**Subject:** 6 BIKES BUMPED FROM TRAIN 323 IN MOUNTAINVIEW

Please get more bike capacity.

**Averill, Joshua**

---

**From:** emc08@hotmail.com  
**Sent:** Monday, May 20, 2013 5:20 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 that I was bumped from Caltrain 370 AT THE SAN FRANCISCO STATION PRIOR TO DEPARTURE. This also happened to approximately 20 other bicyclists.

Please note that this bullet train is supposed to leave at 5:14 and I was bumped at 5:04 - 10 minutes prior to departure.

Thank you.

Eduardo

Sent on the Sprint® Now Network from my BlackBerry®

## Averill, Joshua

---

**From:** Matt Colyer <matt@colyer.name>  
**Sent:** Monday, May 20, 2013 8:55 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

3 bikes were bumped from the north car on Caltrain 329 at San Mateo on 5/20.

## Averill, Joshua

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**From:** Haskin, Rita  
**Sent:** Friday, May 17, 2013 1:02 PM  
**To:** 'dr\_shirley\_johnson@yahoo.com'  
**Cc:** Martinez, Martha; McKenna, Nancy; Bartholomew, Tasha; Averill, Joshua; Nabong, Sarah; bikesonboard@sfbike.org  
**Subject:** RE: please give cyclists priority boarding at bike cars

Good afternoon, Dr. Johnson. Your letter to the Caltrain Board of Directors, Caltrain Bicycle Committee and staff was referred to me for response. A copy of your letter and this response will be provided to the Board of Directors at its next meeting.

We regret that your boarding experience at the South San Francisco station wasn't a pleasant one May 6. Our Rail Operations staff has been notified about the issue and will take any necessary action with the personnel involved. While I understand your desire to board that train, please be aware that it's not safe to force the doors open.

Thank you for offering a recommendation to solve the type of situation you encountered. With two bike cars offered on every train, we don't have the ability to have the conductors police those doors to keep non-bicyclist off until all bicycles board. This also would be difficult because the Bombardier bike cars have two doors each, requiring policing at four locations.

Once we've completed our evaluation of your suggestion, we'll let you know the results.

Again, thank you offering this suggestion.

Sincerely,

**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:** Shirley Johnson [[mailto:dr\\_shirley\\_johnson@yahoo.com](mailto:dr_shirley_johnson@yahoo.com)]  
**Sent:** Friday, May 10, 2013 11:19 AM  
**To:** Martinez, Martha; Bartholomew, Tasha; [cac@caltrain.com](mailto:cac@caltrain.com); Caltrain, Bac (@caltrain.com); Nabong, Sarah; [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org)  
**Subject:** please give cyclists priority boarding at bike cars

Dear Caltrain policy makers,

Could you please give cyclists priority boarding at bike cars? This would solve the problem of conductors closing doors on cyclists, who are currently required to board last.

I took northbound train 263 on Monday, May 6, scheduled to depart South San Francisco at 5:05pm. It was over 5 minutes late. There was a mass of Giant's fans who decided to board the second bike car. They will still boarding well after all other doors had cleared, but I had to wait for them, because I had a bike.

Just as the last Giant's fan stepped onboard, the doors began to close, even though I had already lifted my bike and started to board. Fortunately, I was able to grab the door and force it back open. I knew I would have to rush to board, because this is not the first time conductors have closed the doors on me, but it happened again anyway.

I understand the conductor may have been in a hurry due the train being late, but closing the doors in the face of a boarding passenger is unacceptable. If conductors think that is the way to make people hurry to board, it won't work. We can't go any faster than the walk-ons boarding in front of us.

Walk-on passengers can choose any door, but cyclists must board at bike cars. If cyclists were given priority boarding, walk-ons could choose other doors. This would more evenly distribute boarding among all doors to reduce dwell time.

Your bikes onboard program has made great improvements in the past several years, and this minor policy adjustment will make it even better. All customers will appreciate the shorter dwell time, and cyclists will appreciate not having the doors closed in their faces.

Thank you.

Sincerely,  
Shirley Johnson, PhD

## Averill, Joshua

---

**From:** Megan Wachs <megan.wachs@gmail.com>  
**Sent:** Friday, May 17, 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

Got bumped from the 8:05 northbound in palo alto, about 10 of us

Thanks,  
Megan

---  
Sent via carrier pigeon. Please excuse my brevity.

## Averill, Joshua

---

**From:** Justin <sidecar@gmail.com>  
**Sent:** Thursday, May 16, 2013 6:24 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Just got bumped at Palo Alto because there was not enough bike capacity. When will this issue be addressed? Thanks!

-Justin

**From:** Jonathan Dirrenberger <jonathan.dirrenberger@gmail.com>  
**Sent:** Thursday, May 16, 2013 12:01 PM  
**To:** Bartholomew, Tasha  
**Cc:** Martinez, Martha; Averill, Joshua  
**Subject:** Re: Bikes on Caltrain - Bicycle Bump Report

Tasha,

Thank you for the response. I'm really glad to hear that Caltrain is looking at adding 6 cars on certain trains; this will be a huge help. The sooner the better.

Just one response. You missed my point on the issue regarding giving cyclists seating priority on Caltrain. This is frustrating that you guys aren't listening to what we cyclists keep saying. **Nobody is saying that Caltrain needs to ban non-cyclists from the bike car.** If you read again what I wrote (this last time and every other time), this is about **requesting** (not demanding/forcing) non-cyclists stay to out of the bike car. I've been riding Caltrain every day for 6+ years as a cyclist, and I very rarely see a disabled person on the bike car. (By the way, on the Gallery cars, there is almost no reason a disabled person would want to sit in the bike car since obviously the upstairs seats aren't accessible and the few downstairs seats are all the way at the end of the car through bikes ... why wouldn't they just go to the other half of the car were there are *\*designated\** handicapped seats right be the vestibule? Now in the Bombardier cars, this issues is more relevant. But again, as I will keep repeating throughout this email, this is not about restricting these people's access to the bike car.) Instead, the **vast majority** of non-cyclists sitting in the bike car are **perfectly able-bodied** (evidenced by the fact that they usually sit upstairs on Gallery cars) and are sitting there purely because they are unaware of the limited seating available for cyclists. I have even talked to non-cyclists sitting in the bike car about this, and every time they tell me they had no idea what they were doing was problematic. And to be fair, if I wasn't a cyclist, I'm not sure I would really notice, at least not at first.

So please stop avoiding this issue by playing the disabled access card. This is not at all what this is about. If it was only disabled people trying to use the bike car, there is not a single cyclist who would complain. Further, it would happen so rarely that this entire issue would be moot. Instead, the *\*vast\** majority of non-cyclists sitting in the bike car are simply doing so because of ignorance (or, in the worst case, belief that even if what they are doing is disrespectful, nobody will play on their conscious by making regular announcements which discourage this disrespectful behavior). All it would take is for Caltrain to clearly state through signage, and by having the conductors announce, that non-cyclists should respect the limited seating for cyclists and take a sit in any one of the 8 other half-cars that are not for bikes. Again, please note: I said **nothing** about **demanding/forcing** non-cyclists to leave the bike car. Most people are respectful and presented with such an issue would gladly find a seat in another car. And for those very few who wouldn't, well, we can just deal with them since there numbers will be so low. Again, not once have I said anything about there being a hard rule that only cyclists can sit in the bike car. The point here is to acknowledge that people are usually respectful of others ... **when** they are made aware what they are doing is adversely affecting someone else.

Look, you already have (ridiculously small and poorly-placed) signs that say exactly what I'm requesting, and there are a handful of conductors who actually make such announcements, so this concept isn't new to Caltrain. Instead, it's becoming very clear to me that Caltrain has some other reason for avoiding the issue and keeps playing the disabled access card to deflect criticism while making some token effort (the small signs) to appease criticism. I don't understand why Caltrain is being so difficult on this issue. Just put up some large prominently-placed signs, paint arrows on the floor telling cyclists to go one way and non-cyclists to go the other, label the places on platforms where bicyclists should go to board the train with "Bicyclist Boarding Area", and have the conductors make regular announcements that non-cyclists should respect the limited seating available for cyclists and take a sit in a different car. You will then make the Caltrain experience *\*much\** more pleasant for cyclists while simultaneously doing nothing to adversely affect the non-cyclist's experience and still allowing for disabled persons who may want to sit in the bike car to do so (which again, will be so rare that cyclists wouldn't care anyways).

I have great interest in seeing Caltrain succeed and the whole experience made more pleasant for cyclists and non-cyclists alike, but is getting ridiculous that Caltrain staff refuse to address this issue in a satisfactory way. Can somebody please just **read** what I'm saying carefully and actually address the issue in a meaningful way?

Thanks for your time.  
Jonathan Dirrenberger

On Wed, May 15, 2013 at 3:36 PM, Bartholomew, Tasha <[bartholomewt@samtrans.com](mailto:bartholomewt@samtrans.com)> wrote:

Hello Mr. Dirrenberger,

I know you have written Caltrain a number of times regarding bike bumps and possible solutions to the problem. I was able to speak with management in our Rail Operations Department about your concerns and suggestions. Here is what I found out:

1) Though some conductors allow it when done properly, it should be Caltrain policy to allow 5 bikes per rack provided they don't go over the line on the floor. Sometimes, bikes can be packed very tightly so that 5 can be as compact as 4 done sloppily. Caltrain is required to keep the aisles clear, but it seems that there is no law that says how many bikes can be on a rack, correct? I think Caltrain needs to look at being more flexible while still meeting legal requirements, and I feel like there are some opportunities here. I feel Caltrain is hung up on the pendantics/letter of some rule created a long time ago (long before bicycle bumping was an issue) and its time to revisit this rule.

Answer: **While there is no regulation with the number of bikes per rack onboard Caltrain, our Rail Operations Department believes four bikes per rack is what we can offer to ensure the safety of the riders.**

2) [This is the best 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 (a half dozen or so extra cars will need to be purchased, these trains will go a little 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. It's certainly *\*much\** cheaper than the electrification plans. I just don't understand what Caltrain's plan is for meeting the increasing demand for the next 5-10 years before electrification. Is the plan really to make riders, especially cyclists, suffer more and more and make their commutes more unreliable and often just plain miserable? Is this really the business plan? Because this is where it's headed, and I haven't heard a word on what Caltrain's plan is for the short- and medium-term for accommodating the increasing growth which is already overwhelming the system.

Answer: **The Rail Operations Department is looking into expanding service in the near future. This includes potentially buying some new rail cars (Bombardiers), and adding a 6<sup>th</sup> train car to some of the consists. This could likely happen within the next year.**

3) Why can't the 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 the station. This especially would help cyclists. In fact, all morning southbound trains should be stopping at 22nd St. Why can't this be implemented?

Answer: **The current schedule was developed in 2005. Advocates pushed for more service at 22nd Street, as we only had half of the Baby Bullet trains stopping there (again, only in the AM southbound). That got changed (all AM**

southbound Baby Bullet trains stop at 22nd Street) as part of public input and it turned out to be the right move. With the increase in overall ridership since 2005, there are many tweaks we would like to make to the timetable (including possibly adding stops at 22nd Street) but we need to make them as part of a comprehensive change to the timetable, which is not an easy feat. All of the requests that we have received will be taken into consideration when we begin working on a new timetable.

Finally, to make the experience more pleasant for cyclists who already have to deal with routinely being bumped, Caltrain MUST enforce a rule that non-bicyclists should be actively discouraged from sitting in the bike car and taking away the already-insufficient seating for bicyclists who need to keep an eye on their bike. The conductors need to make announcements about this and, since they are often in the bike car anyway bumping bicyclists, actually enforce the rule. I can guarantee you that the vast majority of non-bicyclists sitting in the bike car do so out of ignorance and do not understand the plight cyclists on Caltrain go through. This policy should be a no-brainer and is extremely easy to apply. To help, you need much better and more prominent signs expounding the policy. To start, why can't you paint the floors in the entrance ways with bright yellow arrows indicating bicyclists go one way and non-bicyclists the other? Also, why can't you paint the platform in the general area where the bicycle cars stop to help infrequent or first-time bicyclists determine where to go? You could also put \*prominent\* signs on the platform in the same area saying something like "Priority Boarding for Bicyclists" so that bicyclists boarding aren't slowed down by non-bicyclists cramming in the same door.

Answer: While conductors cannot tell non-cyclists not to sit in the bike car, they can encourage them to sit in the other cars as a courtesy to bicyclists. Many people have asked, "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.

Lastly, I have passed on your comments about painting the entrance floors with bright yellow arrows to our Rail Operations Department for consideration.

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](tel:650.508.7927) (direct line)

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**From:** Jonathan Dirrenberger [mailto:[jonathan.dirrenberger@gmail.com](mailto:jonathan.dirrenberger@gmail.com)]

**Sent:** Wednesday, May 08, 2013 8:19 AM

**To:** [lindella@samtrans.com](mailto:lindella@samtrans.com)

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

**Subject:** Bikes on Caltrain - Bicycle Bump Report

Hi,

On Wednesday 8 May 2013 on southbound train 322 with the Bombardier cars (which are not standard on this train), approximately 15 bicyclists were bumped at 22nd St and 4 at Millbrae (I was barely able to get on at 4th & King St, and then only because the conductors were reasonable enough to acknowledge that 5 bicycles can be packed tightly enough to stay out of the aisle). Especially now with the nice weather and more cyclists riding, Caltrain \*needs\* a solution to the limited bicycle capacity. I have a few solutions/ideas and would love to hear a well-thought out response on each.

1) Though some conductors allow it when done properly, it should be Caltrain policy to allow 5 bikes per rack provided they don't go over the line on the floor. Sometimes, bikes can be packed very tightly so that 5 can be as compact as 4 done sloppily. Caltrain is required to keep the aisles clear, but it seems that there is no law that says how many bikes can be on a rack, correct? I think Caltrain needs to look at being more flexible while still meeting legal requirements, and I feel like there are some opportunities here. I feel Caltrain is hung up on the pedantics/letter of some rule created a long time ago (long before bicycle bumping was an issue) and its time to revisit this rule.

2) [This is the best 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 (a half dozen or so extra cars will need to be purchased, these trains will go a little 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. It's certainly \*much\* cheaper than the electrification plans. I just don't understand what Caltrain's plan is for meeting the increasing demand for the next 5-10 years before electrification. Is the plan really to make riders, especially cyclists, suffer more and more and make their commutes more unreliable and often just plain miserable? Is this really the business plan? Because this is where it's headed, and I haven't heard a word on what Caltrain's plan is for the short- and medium-term for accommodating the increasing growth which is already overwhelming the system.

3) Why can't the 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 the station. This especially would help cyclists. In fact, all morning southbound trains should be stopping at 22nd St. Why can't this be implemented?

Finally, to make the experience more pleasant for cyclists who already have to deal with routinely being bumped, Caltrain MUST enforce a rule that non-bicyclists should be actively discouraged from sitting in the bike car and taking away the already-insufficient seating for bicyclists who need to keep an eye on their bike. The conductors need to make announcements about this and, since they are often in the bike car anyway bumping bicyclists, actually enforce the rule.

I can guarantee you that the vast majority of non-bicyclists sitting in the bike car do so out of ignorance and do not understand the plight cyclists on Caltrain go through. This policy should be a no-brainer and is extremely easy to apply. To help, you need much better and more prominent signs expounding the policy. To start, why can't you paint the floors in the entrance ways with bright yellow arrows indicating bicyclists go one way and non-bicyclists the other? Also, why can't you paint the platform in the general area where the bicycle cars stop to help infrequent or first-time bicyclists determine where to go? You could also put \*prominent\* signs on the platform in the same area saying something like "Priority Boarding for Bicyclists" so that bicyclists boarding aren't slowed down by non-bicyclists cramming in the same door.

Thanks for your time, and looking forward to your response.

Jonathan Dirrenberger  
San Francisco, CA

## Averill, Joshua

---

**From:** Mike Swire <mswire@credomobile.com>  
**Sent:** Thursday, May 16, 2013 10:58 AM  
**To:** Bartholomew, Tasha; Caltrain, Bac (@caltrain.com); bikesonboard@sfbike.org; Martinez, Martha; CAC Caltrain; Nabong, Sarah; Steve Vanderlip  
**Subject:** FW: Bike thefts on Caltrain

Hi Tasha,

I was just contacted by Officer Victor Lopez with the SM Sheriff's office. Thanks for putting him in touch with me.

Officer Lopez said that he was unaware that there were recently thefts in the bike car. Can you please confirm that Caltrain notified the police upon receiving notification of all thefts that appear in the monthly BAC correspondence file?

Also, the officer said that theft in the bike car will be very difficult to control if cyclists do not sit in the bike car.

Mike

---

**From:** Mike Swire  
**Sent:** Wednesday, May 15, 2013 12:19 PM  
**To:** 'Bartholomew, Tasha'; Caltrain, Bac (@caltrain.com); bikesonboard@sfbike.org; Martinez, Martha; CAC Caltrain; Nabong, Sarah; Steve Vanderlip  
**Subject:** RE: Bike thefts on Caltrain

Thanks for the response, Tasha.

I don't think that reporting non-cyclists will be of much benefit. The thieves often take a beater bike on the train and then leave with another bike so identifying non-cyclists won't be a big help. Also, there are 7-10 non-cyclists in the bike car every afternoon – how is pointing these people out to the conductor going to help?

Ultimately, the only way to solve this problem is to enable people to watch their bikes. People can't watch their bikes when they are forced to sit in another car. People can't watch their bikes when there are 10+ people standing in the aisles. Both of these situations are caused by non-cyclists sitting in the bike car.

You say that you already *request* that seats be given to the disabled, but that you don't need to force riders to sit elsewhere. If you are so interested in being consistent, why not afford cyclists the same treatment:

- Clear markings on all trains and throughout the bike car ASKING non-cyclists to sit elsewhere
- Regular announcements on all trains ASKING non-cyclists to sit elsewhere
- Placement of conductors at the bike car door during boarding, ASKING non-cyclists to sit elsewhere
- Give cyclists priority boarding at bike car doors, instead of having to wait for a horde of non-cyclists to clog up the bike car, delaying onboarding

Thanks,

Mike Swire

---

**From:** Bartholomew, Tasha [<mailto:bartholomewt@samtrans.com>]  
**Sent:** Wednesday, May 15, 2013 10:59 AM  
**To:** Mike Swire; Caltrain, Bac (@caltrain.com); [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org); Martinez, Martha; CAC Caltrain; Nabong, Sarah; Steve Vanderlip  
**Subject:** RE: Bike thefts on Caltrain

Mr. Swire,

Thank you for your comments and the photo of a person of interest regarding bike thefts. I have forwarded your email to our Transit Police Department, who will look into the situation.

I have spoken with both the Transit Police and Rail Operations departments about this issue. The Transit Police recognize that bike thefts onboard Caltrain and at stations are a problem. The Transit Police are in the process of doing more enforcement. More uniformed and plain clothed deputies are expected to be on trains to monitor the situation. They also are encouraging people to report suspicious activity whenever they see non-cyclists hanging near the bike area, just as you have done.

While conductors cannot tell non-cyclists not to sit in the bike car, they can encourage them to sit in the other cars as a courtesy to bicyclists. Many people have asked, "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.

This bike theft issue will be discussed at the next Bicycle Advisory Committee scheduled for tomorrow evening at 6:45 p.m. If your schedule allows, I encourage you to attend. Again, thank you for your input.

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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**From:** Mike Swire [<mailto:mswire@credomobile.com>]

**Sent:** Tuesday, May 14, 2013 10:34 PM

**To:** Bartholomew, Tasha; Caltrain, Bac ([@caltrain.com](mailto:@caltrain.com)); [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org); Martinez, Martha; CAC Caltrain; Nabong, Sarah; Steve Vanderlip

**Subject:** FW:

Hi Caltrain,

I was dismayed to read in the monthly correspondence file that bike theft is on the rise in the bike car. I am not surprised, however, given the number of cyclists forced to sit in other cars or upstairs given Caltrain's unwillingness to help cyclists find seats near their bikes.

Not sure if you caught anybody last month, but here is a suspect! This dude was looking mighty suspicious on the bike car this afternoon, southbound leaving SF at 520p – no bike tags, checking out others' bikes, moving in and out of the bike car and looking around a lot, moving his crappy bike from rack to rack for no apparent reason. Kind of grubby.

I informed the conductor. He seemed unaware that there were recent thefts. I would expect conductors to be on the lookout given the recent thefts.

Mike Swire

415 706 1653

[Mswire@yahoo.com](mailto:Mswire@yahoo.com)