

**Bicycle Advisory Committee**

**CORRESPONDENCE**

**Part 2**

**July 10, 2013 – July 18, 2013**

## Averill, Joshua

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**From:** Bartholomew, Tasha  
**Sent:** Tuesday, July 16, 2013 2:45 PM  
**To:** 'Melendez, Antonio (Engineering Operation)'; Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** RE: Bikes on Caltrain Comment

Good afternoon Antonio. Your letter to the Caltrain Citizens Advisory Committee, Bicycle Advisory Committee and staff was referred to me for response. The CAC and BAC will receive a copy of your message and this response at its next meeting.

I apologize for you and the others not being able to board Train 226 with your bicycle this morning. With the growing popularity of Caltrain, many trains are getting more and more crowded, both with customers with bikes and those without. I have forwarded your email to our Rail Operations Department to look into this issue. From my understanding, Train 226 should have been a gallery set, which accommodates 80 bikes, rather than our Bombardier set, which only accommodates 48 bikes.

In regards to your second item, our Manager of Rail Operations will also look into this issue. Caltrain employees are to be professional at all times, and should not use profanity in the presence of our customers. I apologize if you and others were offended. Again, staff will look into both issues and address these situations as soon as we get more information.

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](http://@SamTrans_News) and [@Caltrain\\_News](http://@Caltrain_News)

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**From:** Melendez, Antonio (Engineering Operation) [mailto:antonio.melendez@hp.com]  
**Sent:** Tuesday, July 16, 2013 11:09 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

1. I bike every day to Caltrain, take my bike on train and then bike to work. Today I was denied entry today with a bicycle onto the Bombardiers (48-bike capacity) 226 Caltrain at 8:38am at the Burlingame station because the bike racks were full. Having to take the next train because the low capacity on the train it was very inconvenient. 9 other bikers were denied.
2. There are some very nice people who work on Caltrain. Today after the Caltrain employee announced that was only one space available and apologized for the situation. The train doors closed and open a few times. At that moment she said very loud "Are you fucking kidding" It was very astonishing to hear this from a Caltrain employee. I understand employees get frustrated and irritated but Caltrain needs to train their employees to always be kind, polite, and understanding to ALL Caltrain riders.

Regards.  
Antonio Melendez,

ASG QA Attach Partner Applications | Hewlett-Packard Company,  
e: [antonio.melendez@hp.com](mailto:antonio.melendez@hp.com) | w: 650-258-8002 | m: 408-540-8042

 hp = *Everybody On*

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## Averill, Joshua

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**From:** Melendez, Antonio (Engineering Operation) <antonio.melendez@hp.com>  
**Sent:** Tuesday, July 16, 2013 11:09 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

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**Regards.**

**Antonio Melendez,**

ASG QA Attach Partner Applications | Hewlett-Packard Company,  
e: [antonio.melendez@hp.com](mailto:antonio.melendez@hp.com) | w: 650-258-8002 | m: 408-540-8042

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## Averill, Joshua

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**From:** Vytas SunSpiral <vytas@sunspiral.org>  
**Sent:** Tuesday, July 16, 2013 9:11 AM  
**To:** Nabong, Sarah  
**Cc:** Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Window Shades on Caltrain

Please look into getting 50% Shade Cloth window shades for caltrain windows, or at a minimum, please make sure that is part of the requirements for future trains.

Every train in europe has this -- simple mesh shades that you can pull down to cut down the direct sunlight, yet still see through. Currently half of the train seats on caltrain are undesirable to sit in because of direct sunlight through the window on hot days is very uncomfortable. It would also help reduce heat in the cars with the constantly failing air-conditioner. Finally, as many commuters are using computers while riding cal-train, direct sunlight makes it difficult to see a computer screen, so again, riders tend to favor the shady half of the train.

This is simple, civilized, and well worth the effort.

thanks

vytas

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Vytas SunSpiral  
cell- 510-847-4600  
Office: 650-604-4363  
N269 Rm. 193

Stinger Ghaffarian Technologies  
Intelligent Robotics Group  
NASA Ames Research Center

I will not tiptoe cautiously through life only to  
arrive safely at death.

-----  
Vytas SunSpiral [www.sunspiral.org](http://www.sunspiral.org)  
Love - Bass - Earth - Chaos - Flow  
I will not tiptoe cautiously through life only to  
Arrive safely at death.

The Art and Science of Being Human!  
[www.magicalrobot.org/BeingHuman](http://www.magicalrobot.org/BeingHuman)

## Averill, Joshua

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**From:** Vytas SunSpiral <vytas.sunspiral@nasa.gov>  
**Sent:** Tuesday, July 16, 2013 9:07 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bump report

July 16th, 9:02 am  
SB 332 @ 22nd st  
8 bikes bumped

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Vytas SunSpiral  
cell- 510-847-4600  
Office: 650-604-4363  
N269 Rm. 193

Stinger Ghaffarian Technologies  
Intelligent Robotics Group  
NASA Ames Research Center

I will not tiptoe cautiously through life only to  
arrive safely at death.

## Averill, Joshua

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**From:** Tim Hickey <tahickey@yahoo.com>  
**Sent:** Tuesday, July 16, 2013 7:35 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Hello,

Approximately 6-8 bikes from 22nd St and 1 from Millbrae were not permitted onto the SB 314 today because of insufficient capacity of the Bombardier cars. These are people going to work and school and the decision by Caltrain to run this type of train at this type is either naive to the needs of the passengers or intentionally malicious. Please use the gallery cars for SB 314. Please also increase the number of bike cars from 2 to 3 cars. It is entirely possible and the ridership warrants it.

Thank you,

Tim Hickey

## Averill, Joshua

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**From:** Haskin, Rita  
**Sent:** Monday, July 15, 2013 11:37 AM  
**To:** 'Shirley Johnson'  
**Cc:** Martinez, Martha; McKenna, Nancy; Bartholomew, Tasha; Averill, Joshua; Nabong, Sarah; bikesonboard@sfbike.org; Caltrain, Bac (@caltrain.com); cac@caltrain.com; Bouchard, Michelle  
**Subject:** RE: please give cyclists priority boarding at bike cars

Shirley, thank you for the reminder. I regret not getting back to you earlier. I've discussed your idea a number of times with our Operations staff. For now we will maintain our current boarding protocol.

Rita

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**From:** Shirley Johnson [mailto:dr\_shirley\_johnson@yahoo.com]  
**Sent:** Friday, July 12, 2013 10:33 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

Hello Rita,

I'm still waiting to hear back on this. Please let me know status. Thank you.

Sincerely,  
Shirley

---

**From:** "Haskin, Rita" <[haskinr@samtrans.com](mailto:haskinr@samtrans.com)>  
**To:** 'Shirley Johnson' <[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" <[AverillJ@samtrans.com](mailto:AverillJ@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)>; "Caltrain, Bac (@caltrain.com)" <[baccaltrain@samtrans.com](mailto:baccaltrain@samtrans.com)>; "[cac@caltrain.com](mailto:cac@caltrain.com)" <[cac@caltrain.com](mailto:cac@caltrain.com)>  
**Sent:** Wednesday, May 22, 2013 6:20 PM  
**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](mailto:bikesonboard@sfbike.org); Caltrain, Bac (@caltrain.com); [cac@caltrain.com](mailto: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

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**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" <[AverillJ@samtrans.com](mailto:AverillJ@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

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Shirley

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**To:** 'Shirley Johnson' <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>; "Caltrain, Bac (@caltrain.com)" <baccaltrain@samtrans.com>; "cac@caltrain.com" <cac@caltrain.com>  
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<[bartholomewt@samtrans.com](mailto:bartholomewt@samtrans.com)>; "Averill, Joshua" <[AverillJ@samtrans.com](mailto:AverillJ@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

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

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Thank you.

Sincerely,  
Shirley Johnson, PhD



**Averill, Joshua**

---

**From:** pat giorni <hogorni@yahoo.com>  
**Sent:** Wednesday, July 10, 2013 9:43 AM  
**To:** Martinez, Martha; Caltrain, Bac (@caltrain.com)  
**Subject:** Anecdotal Bump Count from May 2 and June 6, 2013 JPB Correspondence  
**Attachments:** May 2\_June 6, 2013.doc

Please find attached for easy reproduction the Bump Count as reflected in the May 2, and June 6, 2013 JPB Correspondence packets.

Regards,  
Pat Giorni

**May 2,  
2013**

<b>Packet</b>	<b>Bumps Reported</b>	<b>Station-Time/Train#</b>	<b>Name and email Address</b>
Apr. 9	8	22nd-#216	Daniel Hall
	6	22nd-#312	Tim Hickey
Apr. 12	10	SF-#220	Jonathan Dirrenberger]
Apr. 16	3 (repeat)	Hillsdale-#323	Suzie Scales
	6	Hillsdale-#323	Christa Ansbergs
	6	22nd-#216	Daniel Hall
	1	Millbrae-#320 ?	Timothy Seward
Apr.30	1	SM-#289	C Tilton
Ma. 1	8	22nd-#322	Jonathan Dirrenberger
<b>Total</b>	<b>46</b>		

**Jun 6,  
2013**

<b>Packet</b>	<b>Bumps Reported</b>	<b>Station-Time/Train#</b>	<b>Jun 6.2013 Packet</b>
Ma. 8	7	Millbrae-#322	Dan Yang
	10	22nd-#322	Adam Widmer
	2+	SA-#135	Austin Lee
Ma 9	3+	RWC-#289	Sam Bowman
Ma. 13	4+	PA-#323	Adam Titrington
	3	SC-#206	Sean Carlton
	8+	Hillsdale-#323	Tim Linquis
	7+ (repeat)	Hillsdale-#323	Dave Mayer
Ma 14	2+	PA-#323	Jacinda Shelly
	5	MV-#323	Mia Hu
Ma 16	1	PA-#283	Justin
Ma 17	10	PA-#323	Megan Wachs
Ma 20	3	SM-#329	Matt Colyer
Ma 21	6	MV-#323	Matthew Pasternack
Ma 22	20+ (repeat)	22nd-#322	Bill Doyle
	25	22nd-#322	Adam Widmer
	6	MP-#277	Dana Jordan
	6	MP-#385	Loren Mooney
	17	22nd-#322	Jonathan Dirrenberger
Ma 28	12	22nd-#322	Jonathan Dirrenberger
	10	22nd-#324	Jonathan Dirrenberger
	12+ (repeat)	22nd-#322	Loren Mooney
	no number given	22nd-#322	Adam Widmer
	no number given	RWC?-#279	Adam Widmer
Ma 30	3	Hillsdale-#314	Chris West
Ju 3	4+	MV-#323	Joerg Beckert
Ju 4	1	22nd-#314	Tim Hickey
<b>Total</b>	<b>148+</b>		