

Bicycle Advisory Committee

CORRESPONDENCE

Part 1

July 19, 2013 – September 18, 2013

Averill, Joshua

From: Simon Yun <simonyun@gmail.com>
Sent: Wednesday, September 18, 2013 8:46 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Three bikes bumped from NB225 at Burlingame.

Sent from my iPhone

Averill, Joshua

From: Andrew Ness <andrewn@gmail.com>
Sent: Tuesday, September 17, 2013 8:50 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 two paying customers were denied service due to insufficient bicycle capacity on southbound 226 at Hillsdale on September 17, 2013.

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

Averill, Joshua

From: Andrew Ness <andrewn@gmail.com>
Sent: Tuesday, September 17, 2013 8:43 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 two paying customers were denied service due to insufficient bicycle capacity on southbound 226 at Burlingame on September 17, 2013.

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

Averill, Joshua

From: Andrew Ness <andrewn@gmail.com>
Sent: Tuesday, September 17, 2013 8:41 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 three paying customers were denied service due to insufficient bicycle capacity on southbound 226 at San Bruno on September 17, 2013.

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

Andrew Ness

Averill, Joshua

From: Ricardo Almeida <ricardo.almeida@ucsf.edu>
Sent: Saturday, September 14, 2013 6:45 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,

Just to mention that I was bumped off today from the NB 801 train in Palo Alto (10:58am), what arguably is a weekend rush hour service. The conductor said both bike cars were full and apologized for the limited bike capacity (it wasn't a Bombardier train, which is bizarre considering this was a Baby bullet service). I was left behind together with 8-10 other bikers - poor service!

Regards,

Ricardo

Averill, Joshua

From: Brian Hall <hallbrian@hotmail.com>
Sent: Thursday, September 12, 2013 7:26 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Bumped from the 304 train at 22nd street. No room left on either car. Why are they using the Bombardier trains on a rush hour baby bullet?

Frustrated and late for work.

-Brian

transmitted via telephonic apparatus

Averill, Joshua

From: Chris Cesar <chris.cesar101@gmail.com>
Sent: Thursday, September 05, 2013 9:19 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hello,

I and three other cyclists was bumped yesterday (9/4/13) from train 288 at the So San Francisco station at 7:08 pm. It's a long, 38 minute wait in a cold, windy station with no shelter to speak of. The 288 on 9/4 was equipped with Bombardier cars. This is the second time this summer I have been bumped from this train and I am strongly considering abandoning Caltrain altogether. I like saving mone and reducing pollution by taking the train, but I cannot continue to use Caltrain if I constantly risk being forced to wait in a cold windy station and get home 50 minutes late.

I have been riding Caltrain from Sunnyvale to SSF daily for 11 years. Nearly always taking the 288 home. Over the last year, the frequency of this train being equipped with Bombardiers has increased to it being most of the time. I have been told that this is because some survey indicated that the bike cars on this train were always well below the capacity of the Bombardiers.

Please take another look at this, and do it soon. Besides getting bumped yesterday and in July, I can attest that the train is routinely over capacity for bikes. Nearly every time I have taken this train this summer, the bike car is full, but most of the time the conductors look the other way and lets us on anyway. I chose to drive during the Bart strike and during the Bay Bride closure for fear that increased bikes would cause me to be bumped.

Please take action soon. I have until the end of the month to cancel my automatic train monthly pass, which I will do if thing do not improve.

Chris Cesar

Averill, Joshua

From: AJ Schrauth <aj.schrauth@gmail.com>
Sent: Wednesday, September 04, 2013 7:49 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bumped

I was just bumped from Caltrain 289 at redwood city along with about 10 others.
Last week on Monday the 26th I was bumped from Caltrain 375 with about 10 others also at redwood city.

Every time I get bumped like this its a huge inconvenience. What is being done to address the issue? It is only going to get worse in the future, so I hope you are working on something. At the least, you need to get your capacity status updates available online. If you can get the info to the station boards (where it is useless, by the way) then you can get it to your website. I just want to get home and see my family and it sucks that Caltrain is constantly standing in the way.

~AJ

~AJ Schrauth

Averill, Joshua

From: Kim, Helen <helen.kim@mountainview.gov>
Sent: Wednesday, August 21, 2013 1:42 PM
To: Cocke, Stacy
Cc: Caltrain, Bac (@caltrain.com); O'Donnell, Michael; Petty, Sebastian; Fromson, Casey
Subject: MV Caltrain Station Parking Lot complaint (bike racks)

Hi Stacy – I look forward to hearing from Sebastian. Thank you.
Helen

From: Cocke, Stacy [mailto:cockes@samtrans.com]
Sent: Wednesday, August 21, 2013 12:23 PM
To: Kim, Helen
Cc: Caltrain, Bac (@caltrain.com); O'Donnell, Michael; Petty, Sebastian; Fromson, Casey
Subject: RE: MV Caltrain Station Parking Lot complaint (bike racks)

Hi Helen – I hope you are doing well. Thanks for reaching out to us.

Is it okay with you if we have all station related bicycle issues route through Sebastian? Sebastian is leading some longer term bicycle planning at the station...but he will also help facilitate coordination internally to respond to the immediate concerns you're receiving.

If that sounds good, Sebastian will follow up with you directly.

Thanks, Stacy

Stacy Cocke
Senior Planner, Caltrain Modernization Program
Ph: 650.508.6207

From: Kim, Helen [mailto:helen.kim@mountainview.gov]
Sent: Wednesday, August 21, 2013 9:56 AM
To: O'Donnell, Michael; Cocke, Stacy
Cc: Caltrain, Bac (@caltrain.com)
Subject: MV Caltrain Station Parking Lot complaint (bike racks)

Michael/Stacy – The City continues to receive complaints regarding the lack of enforcement at the Caltrain Station Parking Lot in Downtown Mountain View for the abandoned bicycles on the racks and requests for adding more bike racks to alleviate the current cramped condition. I would greatly appreciate your help in responding to our Caltrain customers. Thank you.



Helen Kim | Project Manager | PWD
500 CASTRO STREET • MOUNTAIN VIEW • CALIFORNIA 94041
(650) 903-6311 office | helen.kim@mountainview.gov e-mail

Averill, Joshua

From: Cocke, Stacy
Sent: Wednesday, August 21, 2013 12:23 PM
To: 'Kim, Helen'
Cc: Caltrain, Bac (@caltrain.com); O'Donnell, Michael; Petty, Sebastian; Fromson, Casey
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Thanks, Stacy

Stacy Cocke
Senior Planner, Caltrain Modernization Program
Ph: **650.508.6207**

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Helen Kim | Project Manager | PWD
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(650) 903-6311 office | helen.kim@mountainview.gov e-mail

Averill, Joshua

From: Kim, Helen <helen.kim@mountainview.gov>
Sent: Wednesday, August 21, 2013 9:56 AM
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Cc: Caltrain, Bac (@caltrain.com)
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Helen Kim | Project Manager | PWD
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(650) 903-6311 *office* | helen.kim@mountainview.gov *e-mail*

Averill, Joshua

From: Shawn C. Tarte <Shawn@cgucca.com>
Sent: Tuesday, August 20, 2013 10:42 AM
To: Nabong, Sarah
Cc: 'bikesonboard@sfbike.org'; Martinez, Martha; Bartholomew, Tasha; 'cac@caltrain.com'; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hi,

Today I was asked not to get on CalTrain due to my bike yet again. A fellow cyclist who was also asked not to get on asked how often this happens. I told him about once a month or so. He decided he will make sure not to use Caltrain in the future. Forgive me for speaking for you but I realized that by not letting cyclists get on that you were hoping they would find alternate means of getting to work other than using your, clearly outdated, system. Might I say, mission accomplished. Maybe I'll start taking the other way of getting from Milbrae to San Carlos. Oh yeah, now I remember, you're pretty much the only way to get there and a lot of people, such as myself, rely on you to get to work. Not that you do an excellent job (I wouldn't need the bike if you did) but you've just clearly capitalized on a desperate market and scrapped by with a minimum amount of effort—bravo!

I would also like to point out that it was nice to see the next train wiz by with plenty of room for bikes (though it didn't stop, schedules are schedules and everyone knows Caltrain never runs late).

On certain occasions, I've had to wait an hour for the "right" train cause the other ones didn't hit my stop, before being told not to get on. Kinda seems to be an ongoing problem. Here are some helpful ideas:

You should get another Bike Car,
or you should run more trains,
or you should better organize your bike cars,
or you should have trains hit more stops,
or you should ease up on your rules.

Sincerely,

Shawn Tarte
Administrative Assistant
C. G. Uhlenberg LLP
333 Twin Dolphin Drive, Suite 230
Redwood City, CA 94065
Phone (650) 802-8668
Fax (650) 802-0866

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Averill, Joshua

From: Tim Hickey <tahickey@yahoo.com>
Sent: Tuesday, August 20, 2013 7:38 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

No greetings necessary at this point really because it's not chummy when people get bumped,

2 more bumped on the SB 314 today @ Millbrae. 2 people who were heading to work and will now be late. I guess it's okay because JPB officials probably don't ride bikes except for recreation therefore if a person is serious about their job, they'd drive. Can we please replace some people at Caltrain? SOON?

Thanks much,

Tim Hickey

Averill, Joshua

From: Phil King <phil.king@gmail.com>
Sent: Monday, August 19, 2013 6:45 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Southbound 380 bumped 2 bikes tonight before leaving San Francisco 4th and King. Had to catch the next train.

- Phil

Averill, Joshua

From: Barry Marchessault <barry3dat@yahoo.com>
Sent: Thursday, August 15, 2013 10:06 AM
To: Nabong, Sarah
Cc: "bikesonboard@sfbike.org"; Martinez, Martha; Bartholomew, Tasha; "cac@caltrain.com"; Caltrain, Bac (@caltrain.com)
Subject: Bumped Again!

Myself and 3 other riders were bumped from Caltrain #314 departing Millbrae this morning, so much for folks telecommuting later in the week!

This was the second time myself and another regular rider were bumped in the last two days.

I wish I could see these new train cars as an improvement, but they are extremely bike unfriendly and I feel you need 3 of them per rush hour train to make up for the lost bike rack capacity offered by the older cars?

In missing the train I was late for a teleconference, "forced" to ride to Burlingame and endure dense traffic on California avenue, forced to buy a zone upgrade I wouldn't need if I was able to transfer to VTA light rail in Mountain View as well as battle El Camino Traffic in Santa Clara in order to get to a bike path adjacent to the Lawrence stop which is the best station departure point in my commute but costs me more as it's the first stop in zone 4.

When I explain to my colleagues the cost of my monthly pass couple with the frequently forwarded emails outlining my progress to the office when bumped or when trains are delayed they all suggest I buy a car!

If there is a Caltrain bike committee I want to be on it!

Yours,
Barry

"I would prefer an intelligent hell to a stupid paradise"
- Pascal

----- Forwarded Message -----

From: Barry Marchessault <barry3dat@yahoo.com>
To: "nabongs@samtrans.com" <nabongs@samtrans.com>
Cc: "bikesonboard@sfbike.org" <bikesonboard@sfbike.org>; "board@caltrain.com" <board@caltrain.com>; "bartholomewt@samtrans.com" <bartholomewt@samtrans.com>; "cac@caltrain.com" <cac@caltrain.com>; "bac@caltrain.com" <bac@caltrain.com>
Sent: Tuesday, August 13, 2013 2:02 PM
Subject: Bikes on Caltrain Comment

Folks,

I am a Caltrain monthly pass holder and have been for several years now.

Myself and another rider were bumped this morning from Caltrain #314 in Millbrae.

This is the second time this has happened to me in the last two weeks.

Ironically the conductor informed myself and the other rider who is also a regular passenger that he couldn't let us on even though there was far more space on the train than there was yesterday because his supervisor was aboard.

I would think his supervisor would be concerned that riders were being bumped the 1st stop out of Zone 1 with only 3/4 of the trip to San Jose completed?

Ironically I have altered to my commute to take an earlier train from Millbrae although train 216 leaving San Bruno is closer and far less crowded with stops nearer my work and is an older train with greater capacity than the newstyle cars typically run for #314 even though I have to literally take my life in hand battling traffic on El Camino on the way to the Millbrae station primarily as a function of cost.

When I am bumped from train #314 I have to purchase a zone upgrade and face even worse traffic on El Camino in Santa Clara and arrive at work after 9:00am.

Bottom line, the newer style train cars are less bicycle friendly and are running beyond bike and it shouldn't cost \$252 monthly to ride a train from San Bruno to Lawrence station!

Yours,
Barry

Averill, Joshua

From: John <nekoball@gmail.com>
Sent: Thursday, August 15, 2013 8:07 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Caltrain SB314.

This train is consistently run as a bombardier train set and consistently over bike capacity.

8/15/13 : Six cyclists bumped at Millbrae off 314. Next train to Mountain View, from Millbrae, is a 40 minute delay.

8/14/13 : Four cyclists bumper at Millbrae off 314. Next train (220) to Mountain View, from Millbrae, is a 40 minute delay. 220 arrived 30 minutes later and due to having only one bike car caused additional bumps all the way to Palo Alto.

Bike capacity on this train is a serious daily issue. Aside from Fridays, the 314 bike cars are always over capacity. How lenient the conductor happens to be dictates whether you get to work on time. Considering Millbrae is only a quarter of a way from San Francisco to San Jose it's frustrating that caltrain is turning away paying customers.

John Luk

Averill, Joshua

From: Tim Hickey <tahickey@yahoo.com>
Sent: Thursday, August 15, 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

Hello,

There were 4 cyclists who could not board the SB 312 at Millbrae and at least 1 at 22nd St this morning because Caltrain continues to use a Bombardier for a baby bullet. Please change to a gallery car in order to allow people to get to work and not be late.

Sincerely,

Tim Hickey

Averill, Joshua

From: Phil King <phil.king@gmail.com>
Sent: Wednesday, August 14, 2013 8:36 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Caltrain 323 northbound bumped 8 bikes at hillsdale this morning. Happens almost every morning because Caltrain continues to use the newer equipment with less space for bikes for this run. Frustrating!!

Caltrain 225 northbound bumped at least 5 bikes at San Mateo this morning. Several more at Burlingame. This train also used the newer equipment.

- Phil

Averill, Joshua

From: Jenn Gross <oliotya@gmail.com>
Sent: Tuesday, August 13, 2013 8:32 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: bumped on caltrain

I was bumped today on bombardier train #371 heading northbound at 5:17 p.m. from the Hillsdale train station. There were a total of 6 of us who got bumped. It is VERY helpful when the 5:17 pm train is a gallery train rather than a bombardier. It resulted in me being late for my class this evening.

Jenn

Averill, Joshua

From: Lee Chae <leechae@gmail.com>
Sent: Tuesday, August 13, 2013 5:17 PM
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 the palo alto 5:06pm train. They initially got on and were made to de-board at hillsdale.

Averill, Joshua

From: Barry Marchessault <barry3dat@yahoo.com>
Sent: Tuesday, August 13, 2013 2:02 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Folks,

I am a Caltrain monthly pass holder and have been for several years now.

Myself and another rider were bumped this morning from Caltrain #314 in Millbrae.

This is the second time this has happened to me in the last two weeks.

Ironically the conductor informed myself and the other rider who is also a regular passenger that he couldn't let us on even though there was far more space on the train than there was yesterday because his supervisor was aboard.

I would think his supervisor would be concerned that riders were being bumped the 1st stop out of Zone 1 with only 3/4 of the trip to San Jose completed?

Ironically I have altered to my commute to take an earlier train from Millbrae although train 216 leaving San Bruno is closer and far less crowded with stops nearer my work and is an older train with greater capacity than the newstyle cars typically run for #314 even though I have to literally take my life in hand battling traffic on El Camino on the way to the Millbrae station primarily as a function of cost.

When I am bumped from train #314 I have to purchase a zone upgrade and face even worse traffic on El Camino in Santa Clara and arrive at work after 9:00am.

Bottom line, the newer style train cars are less bicycle friendly and are running beyond bike and it shouldn't cost \$252 monthly to ride a train from San Bruno to Lawrence station!

Yours,
Barry

Averill, Joshua

From: Matt Colyer <matt@colyer.name>
Sent: Monday, August 05, 2013 8:51 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; McKenna, Nancy; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

6 bikes bumped on 329 today at Millbrae.

Averill, Joshua

From: Bryan Cheung <bryan.cheung@gmail.com>
Sent: Monday, August 05, 2013 8:05 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; McKenna, Nancy; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain - 15 bikes bumped

2013-08-05
NB 217 15 bikes bumped.

Averill, Joshua

From: gertvd@gmail.com on behalf of Gert van Dijken <gert@vandijken.com>
Sent: Wednesday, July 31, 2013 9:43 AM
To: Haskin, Rita
Cc: McKenna, Nancy; Averill, Joshua; Bartholomew, Tasha
Subject: Re: Conductor closing doors on bikers again

THank you. I have reported about the door closing multiple times over the years and it annoys me a lot every time it happens as you notice. I have been commuting with Caltrain and my bike since 1999 and would like to continue to. Thanks.

--

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

On Wed, Jul 31, 2013 at 9:36 AM, Haskin, Rita <haskinr@samtrans.com> wrote:

Gert – Conductors are expected to act professionally with all Caltrain customers. If you are experiencing anything less, we'd like you to report it to www.caltrain.com/contact so that we can investigate it and take appropriate action.

We value all customers whether they have bikes, mobility aids or luggage.

Rita

From: gertvd@gmail.com [mailto:gertvd@gmail.com] **On Behalf Of** Gert van Dijken
Sent: Wednesday, July 31, 2013 8:32 AM
To: Haskin, Rita
Cc: McKenna, Nancy; Averill, Joshua; Bartholomew, Tasha
Subject: Re: Conductor closing doors on bikers again

Thank you for your reply. Yes, in a perfect world the conductor does close the door after the last passenger (and I guess you mean including bikers) has boarded. But this is definitely not the case from time to time. I have had the doors close on me (and reopen) on multiple instances even when there are a couple other bikers on the platform still waiting to board. It is a 'speed-up' tactic, nothing else. And it doesn't even work.

Suppose a conductor would close/quickly reopen the door on a group of regular riders that for one reason or another takes some time to board? There would be a racket! Often it seems that we bikers are 'second-rate' customers and have to endure yelling and other abuse from the conductor.

Thank you,
Gert

--

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

On Tue, Jul 30, 2013 at 3:27 PM, Haskin, Rita <haskinr@samtrans.com> wrote:

Good afternoon, Gert. Your message to the Caltrain Board of Directors, Citizens Advisory Committee and Bicycle Advisory Committee was referred to me for response. They will receive a copy of this correspondence at their next meeting.

We apologize for your experience in boarding the train and having the doors open and close. Be assured that this isn't a tactic that our conductors use to try to rush customers to board the train. We want our customers to board in the safest manner possible. Once a conductor has seen the last customer board, he or she will close the doors. Unfortunately, customers will sometimes put something into the path of the door, which will cause it to reopen.

We investigate all complaints that are submitted and take any action necessary with the personnel involved. Our goal is to provide Caltrain customers with a pleasant experience.

Thank you for taking the time to provide us with feedback. Comments from customers is one of the ways that we determine how the service should be improved.

Sincerely,

Rita P. Haskin

SamTrans | Caltrain | TA

Executive Officer, Customer Service and Marketing

1250 San Carlos Ave.

San Carlos, CA 94070-1306

[650-508-6248](tel:650-508-6248)

www.smctd.com

Consumer Report #070067

From: gertvd@gmail.com on behalf of Gert van Dijken[SMTP:GERT@VANDIJKEN.COM]

Sent: Wednesday, July 03, 2013 9:37:32 AM

To: Nabong, Sarah

Cc: bumped; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com;
Caltrain, Bac (@caltrain.com)

Subject: Conductor closing doors on bikers again
Auto forwarded by a Rule

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

--

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

Averill, Joshua

From: Haskin, Rita
Sent: Wednesday, July 31, 2013 9:37 AM
To: 'Gert van Dijken'
Cc: McKenna, Nancy; Averill, Joshua; Bartholomew, Tasha
Subject: RE: Conductor closing doors on bikers again

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Rita

From: gertvd@gmail.com [mailto:gertvd@gmail.com] **On Behalf Of** Gert van Dijken
Sent: Wednesday, July 31, 2013 8:32 AM
To: Haskin, Rita
Cc: McKenna, Nancy; Averill, Joshua; Bartholomew, Tasha
Subject: Re: Conductor closing doors on bikers again

Thank you for your reply. Yes, in a perfect world the conductor does close the door after the last passenger (and I guess you mean including bikers) has boarded. But this is definitely not the case from time to time. I have had the doors close on me (and reopen) on multiple instances even when there are a couple other bikers on the platform still waiting to board. It is a 'speed-up' tactic, nothing else. And it doesn't even work.

Suppose a conductor would close/quickly reopen the door on a group of regular riders that for one reason or another takes some time to board? There would be a racket! Often it seems that we bikers are 'second-rate' customers and have to endure yelling and other abuse from the conductor.

Thank you,
Gert

--

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

On Tue, Jul 30, 2013 at 3:27 PM, Haskin, Rita <haskinr@samtrans.com> wrote:

Good afternoon, Gert. Your message to the Caltrain Board of Directors, Citizens Advisory Committee and Bicycle Advisory Committee was referred to me for response. They will receive a copy of this correspondence at their next meeting.

We apologize for your experience in boarding the train and having the doors open and close. Be assured that this isn't a tactic that our conductors use to try to rush customers to board the train. We want our customers to board in the safest manner possible. Once a conductor has seen the last customer board, he or she will close the doors. Unfortunately, customers will sometimes put something into the path of the door, which will cause it to reopen.

We investigate all complaints that are submitted and take any action necessary with the personnel involved. Our goal is to provide Caltrain customers with a pleasant experience.

Thank you for taking the time to provide us with feedback. Comments from customers is one of the ways that we determine how the service should be improved.

Sincerely,

Rita P. Haskin

SamTrans | Caltrain | TA

Executive Officer, Customer Service and Marketing

1250 San Carlos Ave.

San Carlos, CA 94070-1306

[650-508-6248](tel:650-508-6248)

www.smctd.com

Consumer Report #070067

From: gertvd@gmail.com on behalf of Gert van Dijken[SMTP:GERT@VANDIJKEN.COM]

Sent: Wednesday, July 03, 2013 9:37:32 AM

To: Nabong, Sarah

Cc: bumped; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)

Subject: Conductor closing doors on bikers again

Auto forwarded by a Rule

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

Averill, Joshua

From: Karina Rochelle Kloos <karinakloos@gmail.com>
Sent: Tuesday, July 30, 2013 8:10 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; McKenna, Nancy; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

5 of us denied a spot on the 8:05 train from Palo Alto to SF. And again, conductor doesn't know how to count and was very rude to a fellow passenger.

Sent from my iPhone

Averill, Joshua

From: David Bob <davidinnl@hotmail.com>
Sent: Tuesday, July 23, 2013 1:42 PM
To: lindella@samtrans.com; McKenna, Nancy; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com); bikesonboard@sfbike.org
Subject: Bumping cyclist from a bike car that is not full

Hi,

I caught the #332 from 22nd street this morning. The conductor stopped bikes from boarding and told the people left on the platform that the car was full. People inside (including myself) told him that there was still space (2 racks only had 2 bikes on them) but he said the bikes were taking too long and he had to close the doors. Is it true that the train has to leave even if people are still boarding? How can we rely on Caltrain to get us to work if we are refused boarding for no reason other than a schedule that does not have enough time for us to get on the train no matter how early you arrive at the station.

Many of the conductors have been doing a great job with the cyclists lately, making sure cyclist move to the end of the car, asking non cyclist passengers to move out of the bike car and one guy who even boarded cyclist in order of destination. There certainly seems to be some divergence in performance though based on today's experience.

David Nissen
San Francisco

Averill, Joshua

From: starte <starte@gmail.com>
Sent: Tuesday, July 23, 2013 9:29 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; McKenna, Nancy; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hi,

I've just been denied service on board caltrain due to possession of a bike. I know bikes can be a dangerous tool as they are a symbol of liberal ideology for many. However, I thought the denial particularly unfair since the other cars were not that full. I also thought it was unfair that the next car denied me service as well. This put me nearly an hour late for work. My boss was, needless to say, unimpressed. Please make more room for bikes in the future.

Shawn tarte.

Sent from my Verizon Wireless 4G LTE Smartphone

Averill, Joshua

From: Kevin Brosnan <kbrosnan@gmail.com>
Sent: Tuesday, July 23, 2013 9:11 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; McKenna, Nancy; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

4 bikes bumped from 9:02 @ 22nd street

Kevin Brosnan

Averill, Joshua

From: Tony Esterbrooks <tonstatones@gmail.com>
Sent: Tuesday, July 23, 2013 8:05 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; McKenna, Nancy; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain-323

I've noticed the past few mornings that the older trains which accommodate more bikes has been used for northbound 323. Thanks so much for sending those trains versus the newer ones which are often full by the time it reaches Mountain View.

Just out of curiosity will the larger gallery trains be used from now on or is there a way to find out which trains are used when? Thanks as this helps much with planning my commute.

Regards,

-Tony

Averill, Joshua

From: Maxence Nachury <nachury@gmail.com>
Sent: Monday, July 22, 2013 7:08 PM
To: lindella@samtrans.com
Cc: bikesonboard@sfbike.org; McKenna, Nancy; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Today July 22, 2013

Train 385, Palo Alto Station, 6:43 pm

Counting more than 25 bikes bumped from the train which is BOMBARDIER style (48 total bike capacity).

This train is always GALLERY style. Changing the type of train is very disruptive to the bicycle service.

Several (>4) cyclists bumped from the next train (287) in Palo Alto and many cyclists (>20) bumped from 287 in Menlo Park.

Thank you for keeping the bicycle service convenient for everyone.

Max

Averill, Joshua

From: Cody Andersen <cody.w.andersen@gmail.com>
Sent: Friday, July 19, 2013 9:12 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

To whom it may concern,

Today, July 19th, I was denied boarding on Caltrain #225 at Burlingame because of insufficient capacity for bicycles. This is especially frustrating as I've already paid my fare through my monthly pass. I'm a daily rider and would appreciate if Caltrain could supply sufficient capacity for all paying riders.

Cody