

Bicycle Advisory Committee

CORRESPONDENCE

Part 1

**November 21, 2013 –
January 14, 2014**

Averill, Joshua

From: Mathias Gibson <mgibson1@gmail.com>
Sent: Tuesday, January 14, 2014 8:19 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Every time I try to catch the 8:14am northbound from Palo Alto they have the new bombardier trains that don't fit hardly any bikes and I get bumped even though I'm 5 minutes early.

Why would you run the train with half the bike capacity during rush hour? Just to fuck over cyclists? And you conductors don't care at all, they stick to an arbitrary limit and kick people off when it's passed.

Fix your mistake Caltrain. Evolve and serve your customer base

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Sent from my mobile

Averill, Joshua

From: Michael Konwiak <mkonwiak@gmail.com>
Sent: Monday, January 13, 2014 8:58 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,

My bike got bumped on the 375 bullet train at the redwood city stop. No bikes were allowed on. This is the first time I have been bumped on this train but I have seen increased biker volume since the new year so it is not completely surprising but disapointing. I would urge strongly that additional bike capacity be made available for the north bound commute trains such as the 375.

Thank you,

Mike konwiak
Monthly Caltrain pass holder

Averill, Joshua

From: martin and lynn <banditsjoy4@astound.net>
Sent: Monday, January 13, 2014 7:19 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Jan 13, 2014 Northbound 269 out of Redwood City. Only 1 bike let on board, 9 or more of us were bumped. Bumped last Thursday also.

This is dead of winter and we're getting bumped due to insufficient capacity. It'll only get worse as weather improves.

Realistically, it's time for 3 bike cars on that train.

Thank you.

Martin

Averill, Joshua

From: AJ Schrauth <aj.schrauth@gmail.com>
Sent: Monday, January 13, 2014 6:11 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bumped

Hi

I was just bumped from Caltrain 269 at redwood city with about 15-20 other cyclists. Seriously, 15-20 people!! There is no reason that you should be running low-capacity cars at rush hour. And no, a broken down train is not an acceptable excuse. That just means that you are not spending the money to maintain or replace your equipment.

If you refuse to fix the issue, then it's time to start a bump compensation program: any time you refuse a paying passenger access you give them \$10. It would make it a whole easier to count the bumps and might focus more attention on the issue. Not only that, you'd be getting deal as compared to the true value of the passengers time.

If that doesn't fly with you, here's another potential solution: buy a bus. If you can't afford new trains, then have a shuttle on call in case the bike cars fill up to deliver people to their destinations. I'm sure there are many other potential solutions, so maybe it's time to try something before baseball season starts again?

In this case, I skipped out of work early so my wife could get to a meeting this evening and I could see my daughter before bedtime. Now, I'll be about 45 minutes late, my daughter will be asleep, my wife will be late for her meeting and I have to suffer the consequences of leaving work early. Bottom line, I get screwed this time just like the last time and just like the next time while you take no action.

Also to add insult to the situation, a Caltrain rep was wandering through the group of bumped cyclists handing out flyers about electrification and caltrain improvement that are years away. We're still waiting on solutions to the easy problems (why can't we get real-time train locations yet?) while you have someone marketing to people who already use your service about changes that are ages away.

Looking forward to any attempt to even think about this issue.

~AJ

Averill, Joshua

From: Michael Fitzsimons <fitzsimons.michael@gmail.com>
Sent: Monday, January 13, 2014 5:49 PM
To: Nabong, Sarah
Cc: Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; bikesonboard@sfbike.org; cac@caltrain.com; Martinez, Martha
Subject: Bikes on Caltrain

Hello. Myself and four other bikers were bumped from boarding #269 at San Carlos on the back bike car.

Michael

Averill, Joshua

From: Percy Link <percylink@gmail.com>
Sent: Monday, January 13, 2014 5:40 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hello,

I was not allowed to board today because the bike cars were full: San Carlos station, train 269, approx 5:30 pm.

Percy Link

Sent from my iPhone

Averill, Joshua

From: Dana Jordan <djordan@shschools.org>
Sent: Monday, January 13, 2014 5:36 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hi there,
Myself and three other bikers were bumped from the nbound train 269 in Menlo park. We are at the second bike car region and on the platform near the northernmost part of the train there are 4 or 5 other bikers who were also bumped. 269 is normally an older train with more bikes lots but was a bombardier train today. I rely on this train to get to my second job in San Mateo, which now I will be very late for, and I was the first biker on the platform. I am extremely frustrated that I can't always rely on consistency from Caltrain.
Thank you for listening,
Dana

Sent from my iPhone

Averill, Joshua

From: Michael Fitzsimons <fitzsimons.michael@gmail.com>
Sent: Tuesday, January 07, 2014 5:37 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

I was bumped on train 269 at San Carlos tonight. There were 7 other cyclists that were denied boarding on this bike car. Please expand bicycle capacity. 273 comes soon but gets me home 30 minutes later.

Michael

Averill, Joshua

From: pat giorni <hogorni@yahoo.com>
Sent: Friday, December 27, 2013 11:18 AM
To: Martinez, Martha
Cc: Caltrain, Bac (@caltrain.com); BIKES ONboard; bikesmc; Corinne Winter
Subject: Anecdotal Bump Count from December 5, 2013 JPB Correspondence Packet
Attachments: Dec 5, 2013 Bump Count.doc

Please find attached for easy reproduction the monthly bump report as reflected in the December 5, 2013 JPB Correspondence Packet.

Regards and Happy New Year,

Pat Giorni

Dec. 5, 2013 Packet	Bumps Reported	Station-Time/Train#	Name
Nov. 7		5 Millbrae-#220	Dan Yang
		6 22nd-#314	Tim Hickey
		9 PA-# 269	Jeremy Sabol
Nov. 8	12+	PA-# 279	Jonathan Dirrenberger
	20 (approx)	PA-# 279	Karen Shakespear
Nov. 12		1 S Carlos-#269	Micheal Fitzsimons
Nov. 13		7 SF-#324	Jean Fraser
	unspecified	22nd-#324	Jean Fraser
		8 Burl-#225	Cody Andersen
	15+	MV-#323	Conny Barton
	unspecified	MV-#225	Conny Barton
	2+	MV-#385	Rob Kahn
	6+	PA-#385	Rob Kahn
		4 RWC-#385	Daniel Low
	6+	MP-#279	Karen Shakespear
	5+	MP-#225	Karen Shakespear
Nov. 14	1 (repeat)	S Carlos-#269	Micheal Fitzsimons
		2 S Carlos-#269	Jonathan Withrington
Dec. 2		5 RWC-#385	Daniel Low
Dec. 3		6 22nd-#220	Chris Tilton
Total	119+		

Please note that Nov.7 through Nov. 14 bumps were previously reported in the November 7, 2013 packet as BAC additions. Therefore, the actual Bump Count Total per the November 7, 2013 packet is **221+**. The master spreadsheet has been amended to reflect that change.

Nov. 7, 2013 Packet	Bumps Reported	Station-Time/Train#	Name
Total	305+ (221+ Actual)		

Averill, Joshua

From: Adam Widmer <adam@rebuildingtogetherpeninsula.org>
Sent: Thursday, December 19, 2013 5:32 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

5 people Bumped from Northbound train at 5:25pm

Averill, Joshua

From: Scott Yarbrough <yarbrough.scott@gmail.com>
Sent: Tuesday, December 10, 2013 5:43 PM
To: Caltrain, Bac (@caltrain.com); bikesonboard@sfbike.org
Subject: %#(@%!#?#!!! bumps !!!
Attachments: IMAG0123_ZOE006_SHOT.jpg

Caltrain 267 bumped 6 cyclists from the northbound 5:25 pm stop in Redwood City. The attached picture shows the northern bike car and unused capacity prior to the next stop in San Carlos. As you can see, there was no need for the conductor to prevent cyclist access in the pictured car. I attempted to board the southern bike car before being permitted on the northern car, but the other conductor was also refusing cyclist access, again where capacity was apparently evident.

Tonight's experience was inexcusable. I can only guess that the purpose of the bumping tonight was to keep the train on schedule. Caltrain should train its conductors to provide boarding to cyclists on the bike cars prior to permitting pedestrian access when there are concerns about on time performance. There are multiple other passenger boarding doors and everyone could board more quickly if you would train your conductors to use some common sense.

On Nov 4, 2013 6:17 PM, "Caltrain, Bac (@caltrain.com)" <baccaltrain@samtrans.com> wrote:
Dear Caltrain Customer,

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

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

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

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

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

Thank you again.

Best regards,
Tasha Bartholomew
Community Relations Officer



Averill, Joshua

From: Michael Fitzsimons <fitzsimons.michael@gmail.com>
Sent: Tuesday, December 10, 2013 5:40 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Got bumped on 269 going north at San Carlos tonight. Lately it seems I get bumped about 50% of the time here. There needs to be more bike capacity.

Michael

Averill, Joshua

From: Brad Simeral <bsimeral@gmail.com>
Sent: Monday, December 09, 2013 9:20 AM
To: lindella@samtrans.com; bikesonboard@sfbike.org; Martinez, Martha; mcintyret@samtrans.com; Caltrain, Bac (@caltrain.com); Simon, Mark
Subject: Cyclist Bump Report: 2013/11/14

- + 8 bumped cyclists
- + Date = Thursday, November 14
- + Station = 22nd Street
- + Direction & Train = Train 220: Southbound, 7:44am from 4th & King / 7:49am from 22nd St
- + Train = Old/Gallery - 2 cars

Averill, Joshua

From: Chris Tilton <ctilton65@yahoo.com>
Sent: Tuesday, December 03, 2013 7:52 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

6 people bumped from 7:49 am caltrain northbound train

Sent from my iPhone

Averill, Joshua

From: Daniel Low <danglow@gmail.com>
Sent: Monday, December 02, 2013 6:58 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

I along with 4 other cyclists were denied boarding on nb385 in redwood city due to insufficient bike capacity.