

Bicycle Advisory Committee

CORRESPONDENCE

Part 1

March 20, 2014 – May 9, 2014

Caltrain, Bac (@caltrain.com)

From: Scott Palmer <james.scott.palmer@gmail.com>
Sent: Thursday, May 08, 2014 9:11 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Report of bumped cyclists

Dear Sir,

While participating in Bike to Work day (5/8/2014), I observed 2 cyclists being bumped from boarding Caltrain #319. The cyclists were denied access at the San Mateo station while trying to board a Bombardier coach.

I urge you to explore options to expand bicycle capacity on this coaches.

I think it would be a fairly straightforward effort to increase bicycle storage 2 times current capacity on the Bombardier coaches by simply installing racks above the current bicycle storage spaces. Most cyclists are familiar with the concept of hanging their bicycle from a wall or ceiling mount in their garage or home and the concept would apply equally well on Caltrain coaches.

This expanded capacity would require nothing more than mounting two 4 foot long cantilevered aluminum bars spaced approximately 24 to 30 inches apart 6 feet directly above current bicycle storage on effected Bombardier coaches. The cantilever would support a minimum load of 450lbs (30 lbs x 5 bicycles plus 200% margin of error). Cyclists would simply lift their bicycles up an onto the bars such that the bars would support the top tube of the front triangle of a typical double diamond frame thereby doubling bicycle storage capacity for a minimum cost.

Best regards,
Scott Palmer

Caltrain, Bac (@caltrain.com)

From: Clare Brown <cbrown@medallia.com>
Sent: Thursday, May 08, 2014 7:58 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment - bumped :(

Bumped from the 6:36am southbound from San Mateo. The conductor let two bikes on and there were only three other bikes and he wouldn't let us on. I know there is a strict 4 bikes per rack rule, but if staggered correctly, you can easily and safely fit five.

Waiting another 30 minutes was not the best way to start "Bike to Work" day.

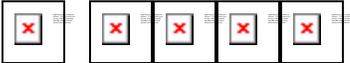
I bike/Caltrain to work 4 or 5 times a week and just accept getting bumped once in a while happens, but I know many of my co-workers continue to drive and sit in traffic because it is "more reliable than biking with Caltrain", despite our work offering to pay for our Caltrain tickets.

--

Clare Brown

Analyst, Client Solutions | ❖ Medallia, Inc.

Office: 650.223.7725



Caltrain, Bac (@caltrain.com)

From: Michael Fitzsimons <fitzsimons.michael@gmail.com>
Sent: Wednesday, May 07, 2014 7:33 PM
To: bikesonboard@sfbike.org; Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on board

I and three other bicyclists were denied boarding on caltrain route 191 in Redwood city tonight. This was a bombardier train (ie the enemy of bicyclists). The next train, the local, was a galley train with plenty of extra room.

I have heard that caltrain has no plans to expand bicycle capacity. This makes no sense to me. This is my third bump this week on different routes. I guess I need to spend \$500 and buy a foldable bike?

Michael

Caltrain, Bac (@caltrain.com)

From: Haskin, Rita
Sent: Wednesday, May 07, 2014 6:20 PM
To: 'fitzsimons.michael@gmail.com'
Cc: Caltrain, Bac (@caltrain.com); Board (@caltrain.com); cacsecretary (@caltrain.com); Bartholomew, Tasha
Subject: Re: Bumped again

Good afternoon, Michael. Your message to the Caltrain Board of Directors, Caltrain Citizens Advisory Committee and Caltrain Bicycle Committee was referred to me for response. They will receive a copy of our correspondence.

I regret that you weren't able to board Train 269 with your bicycle yesterday. Caltrain is experiencing unprecedented growth both for customers with and without bikes. Although we successfully transport about 5,874 customers with bikes on an average weekday, we realize that other customers would like to bring their bikes on board. We're facing similar challenges at some of our more popular stations where customers aren't able to find a parking spot.

Caltrain's top priority is to provide a safe service. With that in mind, we've determined that each rack can safely accommodate up to four bikes. We don't have any plans to expand the onboard bike capacity. Caltrain is working on wayside solutions to be able to accommodate customers with bikes. Information about renting a bike locker is available at www.caltrain.com/bikelockers.

Again, I regret that you weren't able to ride the train with your bike and hope that you are able to in the future.

Rita

Rita P. Haskin
SamTrans | Caltrain | TA
Executive Officer, Customer Service and Marketing
1250 San Carlos Ave.
San Carlos, CA 94070-1306
650-508-6248
www.smctd.com

Consumer Report #050084

I and three other bicyclists were denied boarding on route 269 going north at San Carlos on the south car this evening. I have been riding this route for over a year and it is increasingly becoming unworkable. This is my second bump this week. How long can Caltrain act like it has enough bike capacity? Michael

Caltrain, Bac (@caltrain.com)

From: Caroline Alden <carolinealden@gmail.com>
Sent: Wednesday, May 07, 2014 10:26 AM
To: Haskin, Rita
Cc: Caltrain, Bac (@caltrain.com); Board (@caltrain.com); cacsecretary (@caltrain.com); Bartholomew, Tasha
Subject: Re: Caltrain and Bikes

Dear Ms. Haskin,

Thank you for taking my comments into consideration.

Best,

Caroline

On May 6, 2014, at 5:45 PM, Haskin, Rita <haskinr@samtrans.com> wrote:

Good afternoon, Ms. Alden. Your message to the Caltrain Board, Caltrain Citizens Advisory Committee and the Caltrain Bicycle Advisory Committee was provided to me for response.

I regret that you weren't able to board the train with your bicycle yesterday. Caltrain is experiencing unprecedented growth both for customers with and without bikes. Although we successfully transport about 5,874 customers with bikes on an average weekday, we realize that other customers would like to bring their bikes on board. We're facing similar challenges at some of our more popular stations where customers aren't able to find a parking spot.

Caltrain's top priority is to provide a safe service. With that in mind, we've determined that each rack can safely accommodate up to four bikes. Caltrain is working on wayside solutions to be able to accommodate customers with bikes. If you're able to board at the San Francisco station, you may be able to park your bike at our staffed parking facility. Or, you may opt to rent a bike locker. Information about both options is available at www.caltrain.com/bikelockers.

Again, I regret that you weren't able to ride the train with your bike and hope that you are able to in the future.

Rita

Rita P. Haskin

SamTrans | Caltrain | TA
Executive Officer, Customer Service and Marketing
1250 San Carlos Ave.
San Carlos, CA 94070-1306
650-508-6248
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Consumer Report #050052

Tuesday, May 06, 2014 8:48 AM To: Nabong, Sarah Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com) Subject: Caltrain and Bikes Dear Caltrain, I am writing to report being bumped from yesterday's 8:02 train, southbound from the 22n street

station, because there was no room for more bikes on the train. Crowds of bikers were rushing to cut in front of one another, knowing they might get bumped. As one of the last to have arrived at the station, I was not allowed to board. This morning I decided to take the bus instead, and it was so late (over a full half hour) that I missed two trains. I am trying to do my part to relieve congestion on the roads and limit greenhouse gases and smog in the air. However, it is simply not cost or time effective for me to spend hours each morning missing trains because of limited capacity or a broken muni system. I realize that muni is out of your purview but the example is meant to illustrate that if I can't put my bike on the train, I won't be able to take the train. Please consider expanding your bike capacity on Caltrain, and in the meantime please ask conductors to be more lenient about space issues (there was clearly plenty of room for one more bike in the front car of the 8:02 train). Thank you, Caroline Alden

Caltrain, Bac (@caltrain.com)

From: Dana Jordan <djordan@shschools.org>
Sent: Tuesday, May 06, 2014 5:57 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hi there,

I am at the Menlo park station and tried to get on the northbound train #375. There wasn't a conductor so we didn't officially get bumped but the second bike car was so crowded that another biker and I didn't even attempt to push our way in.

Thank you!

Dana

Sent from my iPhone

Caltrain, Bac (@caltrain.com)

From: Haskin, Rita
Sent: Tuesday, May 06, 2014 5:45 PM
To: 'carolinealden@gmail.com'
Cc: Caltrain, Bac (@caltrain.com); Board (@caltrain.com); cacsecretary (@caltrain.com); Bartholomew, Tasha
Subject: Re: Caltrain and Bikes

Good afternoon, Ms. Alden. Your message to the Caltrain Board, Caltrain Citizens Advisory Committee and the Caltrain Bicycle Advisory Committee was provided to me for response.

I regret that you weren't able to board the train with your bicycle yesterday. Caltrain is experiencing unprecedented growth both for customers with and without bikes. Although we successfully transport about 5,874 customers with bikes on an average weekday, we realize that other customers would like to bring their bikes on board. We're facing similar challenges at some of our more popular stations where customers aren't able to find a parking spot.

Caltrain's top priority is to provide a safe service. With that in mind, we've determined that each rack can safely accommodate up to four bikes. Caltrain is working on wayside solutions to be able to accommodate customers with bikes. If you're able to board at the San Francisco station, you may be able to park your bike at our staffed parking facility. Or, you may opt to rent a bike locker. Information about both options is available at www.caltrain.com/bikelockers.

Again, I regret that you weren't able to ride the train with your bike and hope that you are able to in the future.

Rita

Rita P. Haskin

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Consumer Report #050052

Tuesday, May 06, 2014 8:48 AM To: Nabong, Sarah Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com) Subject: Caltrain and Bikes Dear Caltrain, I am writing to report being bumped from yesterday's 8:02 train, southbound from the 22n street station, because there was no room for more bikes on the train. Crowds of bikers were rushing to cut in front of one another, knowing they might get bumped. As one of the last to have arrived at the station, I was not allowed to board. This morning I decided to take the bus instead, and it was so late (over a full half hour) that I missed two trains. I am trying to do my part to relieve congestion on the roads and limit greenhouse gases and smog in the air. However, it is simply not cost or time effective for me to spend hours each morning missing trains because of limited capacity or a broken muni system. I realize that muni is out of your purview but the example is meant to illustrate that if I can't put my bike on the train, I won't be able to take the train. Please consider expanding your bike capacity on Caltrain, and in the meantime please ask conductors to be more lenient about space issues (there was clearly plenty of room for one more bike in the front car of the 8:02 train). Thank you, Caroline Alden

Caltrain, Bac (@caltrain.com)

From: Michael Fitzsimons <fitzsimons.michael@gmail.com>
Sent: Tuesday, May 06, 2014 5:35 PM
To: bikesonboard@sfbike.org; Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bumped again

I and three other bicyclists were denied boarding on route 269 going north at San Carlos on the south car this evening. I have been riding this route for over a year and it is increasingly becoming unworkable. This is my second bump this week. How long can Caltrain act like it has enough bike capacity?

Michael

Caltrain, Bac (@caltrain.com)

From: Caroline Alden <carolinealden@gmail.com>
Sent: Tuesday, May 06, 2014 8:48 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Caltrain and Bikes

Dear Caltrain,

I am writing to report being bumped from yesterday's 8:02 train, southbound from the 22n street station, because there was no room for more bikes on the train. Crowds of bikers were rushing to cut in front of one another, knowing they might get bumped. As one of the last to have arrived at the station, I was not allowed to board. This morning I decided to take the bus instead, and it was so late (over a full half hour) that I missed two trains. I am trying to do my part to relieve congestion on the roads and limit greenhouse gases and smog in the air. However, it is simply not cost or time effective for me to spend hours each morning missing trains because of limited capacity or a broken muni system. I realize that muni is out of your purview but the example is meant to illustrate that if I can't put my bike on the train, I won't be able to take the train. Please consider expanding your bike capacity on Caltrain, and in the meantime please ask conductors to be more lenient about space issues (there was clearly plenty of room for one more bike in the front car of the 8:02 train).

Thank you,

Caroline Alden

Caltrain, Bac (@caltrain.com)

From: Christine Cook <mschristinecook@gmail.com>
Sent: Monday, May 05, 2014 6:31 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bike bumping on Caltrain

This evening there were five bikes denied boarding on the northbound train departing RWC at 6:29pm

This seems to be an increasingly frequent occurrence (for me anyway) bike ridership doesn't seem to be decreasing. I hope Caltrain will find a way to better serve it's bike riders!

Christine

Caltrain, Bac (@caltrain.com)

From: Maxence Nachury <nachury@gmail.com>
Sent: Monday, May 05, 2014 6:25 PM
To: lindella@samtrans.com
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

May 5 2014

Train 279, Palo Alto Station

At least 5 cyclists bumped.

Caltrain, Bac (@caltrain.com)

From: Michael Fitzsimons <fitzsimons.michael@gmail.com>
Sent: Monday, May 05, 2014 5:42 PM
To: bikesonboard@sfbike.org; Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on board

I and six other bicyclists were denied boarding on #269 at San Carlos this evening on the South bike car. Now I will be 30 minutes late in getting home. Caltrain needs more bike capacity.

Sincerely
Michael

Caltrain, Bac (@caltrain.com)

From: Dan Yang <dsyang@gmail.com>
Sent: Monday, May 05, 2014 8:24 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

5 Bicyclist bumped from 322 south bound May 5th 8:15 Millbrae.

Caltrain, Bac (@caltrain.com)

From: Daniel Low <danglow@gmail.com>
Sent: Thursday, May 01, 2014 6:57 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: 9 Bumped on caltrain

Hi,

Nine cyclists were denied boarding on NB 385 at redwood city due to insufficient bike capacity.

Daniel

Averill, Joshua

From: Billy D <billyd1970@gmail.com>
Sent: Wednesday, April 30, 2014 1:55 PM
To: De La Torre, Andria
Cc: Averill, Joshua
Subject: Re: Caltrain comment-040276

Hi Andria,

Thank you for your reply, suggestions and looking into the situation. I definitely only have the perspective of viewing from the outside so don't know the actual count of bikes on-board. All I can say is what I saw on one side of the train, empty and not full racks. It was Gallery equipment (80).

Though the suggestion of getting there early is great, it doesn't help if no riders are accepted on the train. Additionally, there is no "line" to get into. It is a free for all for riders. It is difficult to get other riders to accept the concept of a line when there is no one to regulate or provide instructions for lineup. I have tried. Sometimes an orderly line occurs, mostly it doesn't. If a train pulls up short of where a line has formed then those standing closest to the door are accepted on board, with out regard as to who is in a line. If a train pulls ahead of a formed line then it is a mad dash to the doors, often with the most pushy or insistent person getting on the train. Often times I've heard the same phrase yelled when someone suggests a line order be followed. That phrase is "I don't care, I NEED to get to work". Unfortunately the conductors aren't any help as they just accept the closest people to the door.

An orderly line would be a very welcomed addition. I would like to pose a counter suggestion to you. I propose CalTrain provide markers and a designated area at the train stops for bike riders to form a line. This would not only help riders self-organize. But it would provide a method for conductors to see and accept those riders in the line (and not who just so happens to be closest to the doors).

Again, thanks for providing this service and it's continued improvement.

Bill Doyle
CalTrain rider

On Tue, Apr 29, 2014 at 4:01 PM, De La Torre, Andria <delatorrea@samtrans.com> wrote:

Dear Mr. Doyle,

Thank you for submitting your comments to Caltrain. We apologize for the inconvenience and delay that you experienced on 4/15/14 and we regret to hear that you were unable to board your intended Train No. 324 that day. We have forwarded your report to the proper parties for review and we were informed that they interviewed the crew regarding this situation. On occasion the bicycle racks may get out of balance and the appearance of space is not necessarily the case as the total count cannot exceed 48 on Bombardier equipment and 80 on our Gallery equipment. We are considering alternatives to best meet the needs of all of our ridership. While there is room to board without a bicycle, one recommendation when traveling with a bike is to arrive early for the train so that you can be closer in line at the door when it's time to board. We again sincerely

apologize for the inconvenience and please know that it is never our intention to deny boarding when space permits. Thank you again for your continued support and information that will help us provide a better riding experience.

Kind Regards,

Andria De La Torre

SamTrans | Caltrain | TA

Customer Service Department

1250 San Carlos Ave.

San Carlos, CA 94070-1306

[1-800-660-4287](tel:1-800-660-4287)

www.smctd.com

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"No! Try Not -- Do, or Do Not; There is no Try."

-- Master Yoda

Caltrain, Bac (@caltrain.com)

From: Marek Dulak <diskretne@yahoo.com>
Sent: Tuesday, April 29, 2014 8:47 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: 9 Bike Riders Not Allowed to Enter the Train in San Carlos

Dear Caltrain/Sam Trans Representative,

I and other 8 bike riders were not allowed to board the Northbound train #269 in San Carlos station at 5:29pm due to capacity. Although the time was the major inconvenience, I have to catch the same train at 5:29pm tomorrow (on Wed. April 30) as I have to report to work in San Francisco at 6:30pm. Please help me to make it on that train - as I do not see any secured lockers in San Carlos to keep my bicycle there - I will passionately await your response.

Best regards,

Marko Dulak

Caltrain, Bac (@caltrain.com)

From: Michael Fitzsimons <fitzsimons.michael@gmail.com>
Sent: Tuesday, April 29, 2014 5:45 PM
To: bikesonboard@sfbike.org; Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes in Board

Five bicyclist were denied entry on the south bike car of route 269 at San Carlos tonight. Caltrain needs more bike capacity.

Michael

Caltrain, Bac (@caltrain.com)

From: Ryan Schmidt <rschmidtca@gmail.com>
Sent: Tuesday, April 29, 2014 5:33 PM
To: lindella@samtrans.com; bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: 6 bikes bumped from 269 NB

Hello. Just a quick email to let you know that 1 bike was bumped in RWC today & 6 more were bumped in San Carlos.

Perhaps more interesting is that the conductor on the rear bike car told cyclists awaiting the train to head to the front bike car (in RWC) in spite of the fact that there was still plenty of space in the bike car. (There was space for at least 4 more bikes in the rear bike car.) After the stop in SC there was space for at least 5 additional bikes in the rear bike car.

Pretty lame that conductors are leaving cyclists on the platform when there's space for them inside the bike car...

Ryan

Caltrain, Bac (@caltrain.com)

From: AJ Schrauth <aj.schrauth@gmail.com>
Sent: Tuesday, April 29, 2014 5:31 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Re: Bumped

Hi I was just bumped from train 269 at redwood city along with 4 other cyclists. As usual this is fucked up and a waste of my time. Still waiting on any hint of a solution. I guess the baseball season snuck up on Samtrans again. If only it were know beforehand.

~AJ

Caltrain, Bac (@caltrain.com)

From: Tim Hickey <tahickey@yahoo.com>
Sent: Wednesday, April 23, 2014 2:55 PM
To: Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; Caltrain Bump report; Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain Bump report; Nabong, Sarah
Subject: 1 bumped at Millbrae

Hello,

1 person (at least) was bumped from SB314 at Millbrae because they had a bike and we were at capacity. How much does this cost the bay area in lost productivity? I know I'm not working when I'm waiting for a train.

Thanks,

Tim Hickey

Caltrain, Bac (@caltrain.com)

From: Tim Hickey <tahickey@yahoo.com>
Sent: Wednesday, April 23, 2014 2:51 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Janice Li; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: 2 bumped at 22nd Street on SB 314

Hello,

There were at least 2 people with bicycles bumped at 22nd Street today, people on their way to work, maybe school, and your lack of accommodations for cyclist led to this. Do not let this happen with the new fleet - MAKE SURE THE ELECTRIFIED SYSTEM HAS GREATER CAPACITY AND FLEXIBILITY FOR MORE CAPACITY IF DEMAND WARRANTS IT.

Thanks,

Tim Hickey

Caltrain, Bac (@caltrain.com)

From: Michael Isard <misard@michaelisard.com>
Sent: Tuesday, April 22, 2014 8:30 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

I take my bike on Caltrain every day commuting from 4th and King to Mountain View. I am lucky enough, at those two endpoints, that there is almost always enough capacity for bikes, for which I am grateful! I have been riding Caltrain since 1999 and overall the service is much improved over the last 15 years.

This morning unfortunately the 814 southbound was already full by 810 and it seems that there must be 15 or 20 bumps with me on the 819. As I am sure you are aware, all the benefits for me as a commuter of having express service are lost if I have to arrive at the station increasingly early just to be able to get on the train. I hope you will continue to look in to increased bike capacity on the additional equipment you are considering in the short term, and for electrification.

As an aside, you could substantially reduce dwell time for the gallery cars if you asked the conductors to direct foot passengers away from the northernmost car at mountain view. There is typically a delay of 20-30 seconds before the first bike can board, which would be eliminated if most pedestrians boarded at the next car. Of course I realize the delay is then compounded by "uncooperative" bike passengers who insist on stopping just inside the car to load their bikes --- I have no idea how to educate that kind of person to consider everyone's time above their fleeting convenience I'm afraid.

Yours,
Michael Isard.

Caltrain, Bac (@caltrain.com)

From: Ryan Schmidt <rschmidtca@gmail.com>
Sent: Monday, April 21, 2014 10:04 PM
To: lindella@samtrans.com; bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: 2 bikes bumped from 269 NB
Attachments: image.jpeg; ATT00001.txt

Just a quick note that at least 2 bikes were bumped from northbound train #269 today in San Carlos. Not good.

Following is a picture of the front bike car when it pulled away from San Carlos. It sure looks like there was space for 2 more bikes here.

What steps is Caltrain taking in the near future to increase bike capacity?

Thx.

Ryan



Caltrain, Bac (@caltrain.com)

From: Michael Fitzsimons <fitzsimons.michael@gmail.com>
Sent: Monday, April 21, 2014 5:35 PM
To: Bikes on Board; Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on caltrain

2 bikers denied boarding on 269 at San Carlos on the Southern bike car. I will now be home 30 minutes late. Caltrain needs more bike capacity.

Michael

Caltrain, Bac (@caltrain.com)

From: Ashlynn <aacamuti@gmail.com>
Sent: Monday, April 21, 2014 8:15 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Good morning,

I would like to bring to your attention that roughly six bikes were bumped from the 323 train (7:57) at the Mountain View Caltrain station this morning. I hope that by providing this information, improvements can be made to make Caltrain a reliable means of transportation for cyclists.

Thank you for your time,

Ashlynn, a daily Caltrain commuter

Sent from my iPhone

Caltrain, Bac (@caltrain.com)

From: Billy D <billyd1970@gmail.com>
Sent: Tuesday, April 15, 2014 8:44 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bumped from train #324 South at 22nd Street

Hello, normally if I report a bump it is straight fact, no judgement, as I realize Caltrain is doing its best and can't control when a train is full. Today however is a different story. Today, me, and 12-15 other riders were bumped, or should I better say, refused ridership. I say refused because it was clearly visible that both bike cars had EMPTY bike slots. Please read that again, EMPTY bike slots, as well as others that only had one or two bikes. And it wasn't as if the numbers were counted and some riders were allowed to board. No riders were allowed to board. Usually a conductor will state that a car is full, some even apologize (not necessary but a nice courtesy). Not so for train #324. Only two words. No bikes!

Im a recent returnee to bike/train commuting. I initially stopped because I was getting bumped too often and couldn't reliably make it to work any longer. So I would either drive to work or the CalTrain station and park.

I can no longer drive so bike ridership is essential for me. And others. Every rider bumped is a missed fare. Bumped because a train is full, is inconvenient, but understandable and begs for additional capacity. Being bumped, or should I say, refused ridership when there is clearly room? Inexcusable.

Terribly frustrated, and now, extremely late for work.

Bill Doyle

Caltrain, Bac (@caltrain.com)

From: Michael Fitzsimons <fitzsimons.michael@gmail.com>
Sent: Monday, April 14, 2014 5:35 PM
To: Bikes on Board; Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com)
Cc: janice@sfbike.org; Caltrain, Bac (@caltrain.com)
Subject: Bumped

Bumped from 269 going north at San Carlos. Four total bicyclists were denied boarding on the south bike car. More bike capacity is needed on caltrain. Now I will get home 30 minutes late.

Michael

Caltrain, Bac (@caltrain.com)

From: Conny Barton <conny.barton@gmail.com>
Sent: Friday, April 11, 2014 8:58 AM
To: Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; Board (@caltrain.com); cacsecretary (@caltrain.com); Nabong, Sarah; Bikes on Board
Subject: Bikes Bumped on Caltrain 4/11/14

At least 3 bikes were bumped from Northbound train 323, bombardier cars, at the Hillsdale station this morning 4/11/14.

--

Conny Barton
conny.barton@gmail.com
650-224-0906 (cell)

Caltrain, Bac (@caltrain.com)

From: Lucy Maxian <lucymaxian@gmail.com>
Sent: Thursday, April 10, 2014 3:54 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

to whom it concerns

I wanted to report being bumped from the bike car on Tuesday April 8 at Rwc the #279 train. 6:25 pm. the conductor was extremely rude, 4 bikes even got off at Rwc yet he didn't let any of us cyclists waiting get on the train.

thank you for tracking these issues

lucy maxian

Caltrain, Bac (@caltrain.com)

From: Conny Barton <conny.barton@gmail.com>
Sent: Thursday, April 10, 2014 9:50 AM
To: Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; Board (@caltrain.com); cacsecretary (@caltrain.com); Nabong, Sarah; Bikes on Board
Subject: bikes bumped on Caltrain Thursday morning 4/10

Northbound train 323, bombardier cars, at least 4 bikes were bumped at the Mountain View station this morning 4/10/14. At least 5 bikes were bumped in Palo Alto, and at least 8 bikes were bumped in Hillsdale on that same northbound tain.

--
Conny Barton
conny.barton@gmail.com
650-224-0906 (cell)

Caltrain, Bac (@caltrain.com)

From: Leslie <geekgirl@gmail.com>
Sent: Wednesday, April 09, 2014 9:15 AM
To: Caltrain, Bac (@caltrain.com); bikesonboard@sfbike.org; cacsecretary (@caltrain.com); Board (@caltrain.com)
Subject: Over capacity report, 332, April 9th

At 22nd street station, the southmost bike car was over capacity by 9 bikes, though the conductor was nice enough to let people stack bikes up.

Please add a third bike car on the bullet trains! It's so needed

Leslie

Sent from the road while on tour.

On Mar 5, 2014 9:54 AM, "Leslie" <geekgirl@gmail.com> wrote:
I was on the south-most bike car on Train 220 this morning, March 5th.
I happened to get on in time at 4th and King. However, all bikes were turned away (I saw many sad faces) at 22nd Street and Millbrae station, and only 4 bikes were allowed on at San Mateo (when there were more than 4 people with bikes waiting to get on).

Leslie

Caltrain, Bac (@caltrain.com)

From: Patrick Kitto <patrick.kitto@gmail.com>
Sent: Wednesday, April 09, 2014 8:20 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Millbrae station, train 322, April 9th.

Seven bikes bumped.

Caltrain, Bac (@caltrain.com)

From: Conny Barton <conny.barton@gmail.com>
Sent: Wednesday, April 09, 2014 8:18 AM
To: Caltrain, Bac (@caltrain.com); Bikes on Board; Board (@caltrain.com); cac@caltrain.com; Bartholomew, Tasha; Nabong, Sarah
Subject: Bikes bumped on caltrain

At least 6 bikes were bumped from the northernmost train car on the 323 train at 7:57 am northbound from the mountain view. This was a bombardier car. On Wednesday 4/9

Conny

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Conny Barton
conny.barton@gmail.com
650-224-0906 (cell)

--

Conny Barton
conny.barton@gmail.com
650-224-0906 (cell)

Caltrain, Bac (@caltrain.com)

From: Conny Barton <conny.barton@gmail.com>
Sent: Wednesday, April 09, 2014 8:18 AM
To: Caltrain, Bac (@caltrain.com); Bikes on Board; Board (@caltrain.com); cac@caltrain.com; Nabong, Sarah; Bartholomew, Tasha
Subject: Bikes bumped on caltrain

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Conny

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Conny Barton
conny.barton@gmail.com
650-224-0906 (cell)

Caltrain, Bac (@caltrain.com)

From: Viraj Navkal <viraj@upstart.com>
Sent: Tuesday, April 08, 2014 7:27 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

I just got bumped from the 279 train at redwood city

Caltrain, Bac (@caltrain.com)

From: Christine Cook <mschristinecook@gmail.com>
Sent: Tuesday, April 08, 2014 6:46 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Today I was one of six people denied boarding on NB Caltrain 279 at RWC. Sorry end to a challenging transit day with a morning service interruption as well. It's always inconvenient to have to wait for the next train with available bike car space, and this is something that is occurring much more frequently.

I've been committed to public transit for my entire adult life. I don't have a car, and value that Caltrain has been at the national forefront implementing both shuttle and bike programs. Unfortunately, I'm not lucky enough to have the kind of job where I can show up "whenever"; denied bike boarding and mechanical failures combined mean that my ability to be at work on time is diminished, and this in turn threatens my job.

Several years ago Caltrain committed to two bike cars per train - it would be fantastic to see additional ground breaking efforts to solve the current bike car overcapacity situations.

Christine Cook

Caltrain, Bac (@caltrain.com)

From: Jacky Schuler <jackyschuler@gmail.com>
Sent: Tuesday, April 08, 2014 6:35 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Bump report 4/8

8+ bikes bumped at San Carlos (279). 4 bike got off of the front car and he still didn't let us on.

This is ridiculous. It's only April. It's no wonder people drive.

Caltrain, Bac (@caltrain.com)

From: dandodger1@gmail.com on behalf of Daniel Hall <dhall12@stanford.edu>
Sent: Tuesday, April 08, 2014 6:28 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

30 bikes bumped nb 381 at Palo Alto. Several more riders bumped from the next train .. But I got on. Riders bumped at redwood city too

--

Daniel Hall

Sustainable Design & Construction
CEE Master of Engineering Candidate
415.967.9999 | dhall12@stanford.edu



Caltrain, Bac (@caltrain.com)

From: Ted Ketai <tketai@gmail.com>
Sent: Tuesday, April 08, 2014 6:11 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Approximately 11 cyclists were bumped at 6:06pm from the northbound train at Palo alto. It was a bombardier car instead of the usual gallery and could fit only 1 more bike.

Caltrain, Bac (@caltrain.com)

From: Austin Lee <austlee@gmail.com>
Sent: Tuesday, April 08, 2014 10:33 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: 20 Bicyclists Denied Boarding Train 135 @ Mountain View, 9:30am 4/8/14

I've written to this list before about bike bumps on train 135 between MV and PA, but today was the biggest hit I've ever seen after the train pulled up totally full: 20 at MV, likely a few more at SA if history serves. A couple of them were complaining that they had been denied boarding from train 233 as well 30 minutes earlier. About half of us went home instead of waiting. Who knows what fraction of the 20 decided that driving is simply the better option for all future trips. These disillusioned train riders don't show up on your customer service polls, so they are effectively invisible to you, but you know they exist when stuff like this happens.

I've been a daily rider for 2 years now. I believe in Caltrain and want it to thrive for the sake of our environment, but you are squandering good will and I want to help, so here's my advice, repeated for the second time:

Add another bike car to 135, or switch it to gallery cars.

Also, \$9.50 refund of cash to clipper 1201915245 for my unused pass day, seriously.

-Austin

Caltrain, Bac (@caltrain.com)

From: Conny Barton <conny.barton@gmail.com>
Sent: Tuesday, April 08, 2014 9:30 AM
To: Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; Board (@caltrain.com); cacsecretary (@caltrain.com); Nabong, Sarah; Bikes on Board
Subject: Bikes bumped

At least 4 bikes were left on the platform this morning in Mountain View They were denied boarding northbound train 323 at 7:57 am April 8 2014.

Thanks,
Conny



--
Conny Barton
conny.barton@gmail.com
650-224-0906 (cell)

Caltrain, Bac (@caltrain.com)

From: Shirley Johnson <dr_shirley_johnson@yahoo.com>
Sent: Thursday, March 27, 2014 9:56 PM
To: Haskin, Rita
Cc: Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Re: Bicycle Bump Graph for 2013

Dear Ms. Haskin,

Thank you for your response and for confirming that the configuration of the new rail cars has not been determined. This leaves open the possibility of making the sixth car a bike car, something that would smooth operations and improve customer experience with more consistent service.

I agree that Caltrain did a wonderful job of expanding onboard bike capacity in 2009 and 2011, and we thank you for that. Now it's 2014, and unfortunately every week many cyclists are bumped. Walk-on passengers are not bumped, but passengers with bicycles are.

There is a need for additional seating capacity on a few trains during peak commute period between the two busiest stops. But there is a need for more bike capacity before trains even leave San Francisco! We request that you consider this fact when you configure the new rail cars. Making the sixth car a bike car will allow more customers to bike to and from the stations, which will leave more room in parking lots for those who need to drive.

Regarding the date of my email, it's discouraging that my email took nearly two months to arrive. I emailed it three times, but it never appeared in the JPB correspondence packet, I didn't receive a reply from anyone at Caltrain, and I didn't receive an undeliverable message. Therefore, I contacted Josh Averill, and he kindly put me in touch with IT at Caltrain. After sending a series of test emails at IT's request, I learned that Caltrain's email client was rejecting emails with attachments, even small attachments. It makes me wonder how many other emails Caltrain did not receive. I hope this problem has been remedied.

Best regards,
Shirley

P.S. I'm not sure if the attachment was included with the email you received, so please click the link below to download the file. I am not including this file as an attachment to this email, because I'm not sure this email would go through with an attachment, given my past experience.

<https://drive.google.com/file/d/0B7qJ2svk6gEGMWROaIVmpIVUk/edit?usp=sharing>

From: "Haskin, Rita" <haskinr@samtrans.com>
To: "dr_shirley_johnson@yahoo.com" <dr_shirley_johnson@yahoo.com>
Cc: "Board (@caltrain.com)" <Board@caltrain.com>; "cacsecretary (@caltrain.com)" <cacsecretary@caltrain.com>; "Caltrain, Bac (@caltrain.com)" <baccaltrain@samtrans.com>
Sent: Monday, March 24, 2014 3:09 PM
Subject: Re: Bicycle Bump Graph for 2013

Dear Dr. Johnson – Your message to the Caltrain Board of Directors, Bicycle Advisory Committee and Citizens Advisory Committee was referred to me for response. Although the e-mail is dated Feb. 4, we received it only last week.

We understand your passion for wanting to expand onboard bike capacity. Caltrain has done a wonderful job of expanding the ability of customers with bikes to bring them onboard. As we consider additions to our rail car fleet, we'll evaluate the feasibility of any further expansion, balanced with the

needs of customers without bikes, customers with luggage and customers with wheelchairs and other mobility devices.

For customers that would like to ride one of the trains where there isn't available onboard bike space, we encourage them to either try a different train or to use one of our wayside options: bike racks and bike lockers. Many Caltrain stations have an ample supply of bike lockers for customers to rent for six months for just \$33. We list the stations with locker capacity at www.caltrain.com/bikelockers.

Thank you for your continued feedback about Caltrain.

Sincerely,

Rita

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

Consumer Report #030344

To: "board@caltrain.com" Cc: "bac@caltrain.com" ; "cac@caltrain.com" Sent: Tuesday, February 4, 2014 11:02 PM Subject: Bicycle Bump Graph for 2013 Dear Caltrain Board, The attached graph shows bicycle bumps for 2013 tallied from voluntary bump reports in your monthly correspondence packet. The graph shows that bicycle bumps are a continuing, serious problem. Nearly all bicycle bumps occur due to Bombardier trains holding only 48 bikes instead of 80 bikes as for gallery trains. As reported in last month's JPB meeting minutes, Caltrain plans to buy Bombardier cars to run six-car trains and to replace a gallery train with a Bombardier train. This will result in a decrease in onboard bike space due to the lower bike capacity of Bombardier trains. The solution is to make the new Bombardier car a bike car for the six-car trains. Please upgrade Bombardier trains to three bike cars when the new Bombardier cars are added to the fleet. Thank you.

Caltrain, Bac (@caltrain.com)

From: J Murphy <jennifer.murphy@me.com>
Sent: Tuesday, March 25, 2014 2:08 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

+ number of bumped bikes: 5
+ day: February 17
+ station: San Mateo
+ train number or time plus travel direction: SB502 (first train of the day!)
+ train type, i.e., old or gallery vs. new or Bombardier, and any additional information such as how getting bumped affected your day: Gallery, and it really threw off my day, because the conductor yelled at us (was very rude,) and wouldn't let my husband board (he didn't even have a bike, he was just standing with me,) and he was late to work because he had to run home and drive, and I was late to work because I was bumped. This was just irritating that on a holiday that largely isn't actually a holiday for most of corporate America, that Caltrain Bike Cars were already full so far north (I was going to Mountain View.) Thanks for collecting this data.

Caltrain, Bac (@caltrain.com)

From: Russ Vernick <rvernick@guidewire.com>
Sent: Tuesday, March 25, 2014 9:38 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); rvernick@yahoo.com
Subject: Bikes on Caltrain Comment

I just started biking and riding Caltrain instead of driving to/from work. Mostly, it's been refreshing to read on the train instead of sit in traffic, and I like getting a few extra miles of biking in to get to and from the stations.

Yesterday, March 23rd, 2014, I was bumped from the 371 while trying to board at Hillsdale, and nearly bumped again from the 269 in San Mateo (it was very close to capacity).

I'd like to make Caltrain my regular commute. Initially, I was concerned about the reliability of the schedule, and now I'm likewise concerned about whether there'll be room for me when the train does arrive. As you plan for future capacity and electrification, I'd really appreciate it if you made room for more bikes as well.

Thanks,
Russ

Caltrain, Bac (@caltrain.com)

From: Andrew Ness <andrewn@gmail.com>
Sent: Tuesday, March 25, 2014 8:55 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

At least 8 paying customers were denied service due to insufficient bicycle capacity on 3/25/14 on southbound 230 at 22nd st. The train was a Bombardier with only two bike cars. There needs to be at least three bike cars on Bombardier trains in order to meet existing demand.

Andrew Ness

Caltrain, Bac (@caltrain.com)

From: Haskin, Rita
Sent: Monday, March 24, 2014 3:10 PM
To: dr_shirley_johnson@yahoo.com
Cc: Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Re: Bicycle Bump Graph for 2013

Dear Dr. Johnson – Your message to the Caltrain Board of Directors, Bicycle Advisory Committee and Citizens Advisory Committee was referred to me for response. Although the e-mail is dated Feb. 4, we received it only last week.

We understand your passion for wanting to expand onboard bike capacity. Caltrain has done a wonderful job of expanding the ability of customers with bikes to bring them onboard. As we consider additions to our rail car fleet, we'll evaluate the feasibility of any further expansion, balanced with the needs of customers without bikes, customers with luggage and customers with wheelchairs and other mobility devices.

For customers that would like to ride one of the trains where there isn't available onboard bike space, we encourage them to either try a different train or to use one of our wayside options: bike racks and bike lockers. Many Caltrain stations have an ample supply of bike lockers for customers to rent for six months for just \$33. We list the stations with locker capacity at www.caltrain.com/bikelockers.

Thank you for your continued feedback about Caltrain.

Sincerely,

Rita

Rita P. Haskin

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Consumer Report #030344

To: "board@caltrain.com" Cc: "bac@caltrain.com" ; "cac@caltrain.com" Sent: Tuesday, February 4, 2014 11:02 PM
Subject: Bicycle Bump Graph for 2013 Dear Caltrain Board, The attached graph shows bicycle bumps for 2013 tallied from voluntary bump reports in your monthly correspondence packet. The graph shows that bicycle bumps are a continuing, serious problem. Nearly all bicycle bumps occur due to Bombardier trains holding only 48 bikes instead of 80 bikes as for gallery trains. As reported in last month's JPB meeting minutes, Caltrain plans to buy Bombardier cars to run six-car trains and to replace a gallery train with a Bombardier train. This will result in a decrease in onboard bike space due to the lower bike capacity of Bombardier trains. The solution is to make the new Bombardier car a bike car for the six-car trains. Please upgrade Bombardier trains to three bike cars when the new Bombardier cars are added to the fleet. Thank you.

Caltrain, Bac (@caltrain.com)

From: Percy Link <percylink@gmail.com>
Sent: Thursday, March 20, 2014 5:35 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hello,

I was just denied a caltrain ride with my bicycle at San Carlos station, train 269, 5:29 pm.

Thank you for your attention,
Percy

Sent from my iPhone