

Bicycle Advisory Committee

CORRESPONDENCE

Part 2

May 9, 2014 – May 15, 2014

Caltrain, Bac (@caltrain.com)

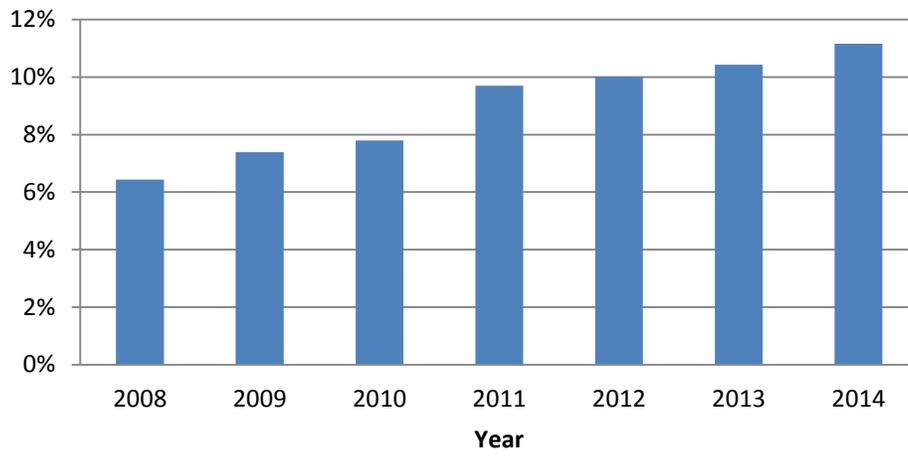
From: Shirley Johnson <dr_shirley_johnson@yahoo.com>
Sent: Thursday, May 15, 2014 10:01 AM
To: Caltrain, Bac (@caltrain.com)
Cc: Bartholomew, Tasha; Janice Li; Averill, Joshua
Subject: Graph of % of Caltrain bikes-no-board passengers
Attachments: Graph_BikesOnBoard_Passengers.docx

Dear Caltrain Bicycle Advisory Committee,

Please see the attached graph showing the increase over time of the percentage of Caltrain passengers who bring a bike onboard. Even with bicycle bumping being a severe problem, bikes-on-board passengers continue to increase. Today over 11% of Caltrain passengers bring a bike onboard, and the percentage would be even higher if Caltrain had sufficient bike capacity to meet demand.

Sincerely,
Shirley Johnson
Leader, BIKES ONboard project
San Francisco Bicycle Coalition

Caltrain Bikes-on-board Passengers



Caltrain, Bac (@caltrain.com)

From: dandodger1@gmail.com on behalf of Daniel Hall <dhall12@stanford.edu>
Sent: Thursday, May 15, 2014 9:08 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

15 bikes bumped at southbound 22nd street train 332 at 9:02 am. Newer train with only capacity for 48 bikes. No bikes were let on board at 22nd. Please use the 80 bike capacity cars during this peak time for bike riders!

--

Sent from my iPhone

Caltrain, Bac (@caltrain.com)

From: Haskin, Rita
Sent: Wednesday, May 14, 2014 10:25 PM
To: Ari Benderly
Cc: Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Bartholomew, Tasha
Subject: RE: bikes on caltrain comment

Thank you for the follow-up comments, Ari. As part of Caltrain's annual count, it counts how many customers with bikes aren't able to ride. A copy of the presentation given to the Board of directors is available at www.caltrain.com/ridership.

Rita

From: Ari Benderly [ari.benderly@gmail.com]
Sent: Wednesday, May 14, 2014 2:30 PM
To: Haskin, Rita
Cc: Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Bartholomew, Tasha
Subject: Re: bikes on caltrain comment

Rita,

Thank you for your reply. The unfortunate reality is that one cannot use a service if it may be arbitrarily unavailable on any given day, regardless of the reason.

I'm curious why you are not collecting statistics from your conductors about how many bikes are being bumped per train per stop? If you were, you would know that many commuters are impacted by this problem, and would not have to rely on a random e-mail from some guy that has finally lost it after missing yet another morning work obligation due to this problem.

On a more practical front, I would suggest that your policy restricting the total number of bikes per car leaves no room for conductor discretion. It has been my observation that even with 4 bikes per rack, there is often room for another 10% in the car without pushing bikes into the isle where they would create a safety hazard. Sometimes, bikes do spill into the isle, even when the car is not full. If that is the safety criteria, it is neither monitored nor enforced.

Why not allow the conductor the discretion to let the extra 1 - 4 people on the train if there is adequate room in the car? If you have to err either towards either an arbitrary limit, or stranding customers, I think you should stretch the limit. That would almost eliminate the possibility of getting bumped, except under unusual circumstances.

While the coin toss was sad, it was actually more fair than "leave it to the customers to determine who was there first". If you leave it to the "mob", then the most aggressive, rude people are going to muscle to the front, whether they were there first or not. I have witnessed this multiple times in the last few weeks. The artificial scarcity created by your existing capacity limits drives that kind of behavior.

And, while storage at 22nd street may be nice, I need the bike for the other end of my commute as well.

Thank you,

AB

On Tue, May 13, 2014 at 5:35 PM, Haskin, Rita <haskinr@samtrans.com<mailto:haskinr@samtrans.com>> wrote: Good afternoon, Ari. Your message to the Caltrain Board, Caltrain Citizens Advisory Committee and the Caltrain Bicycle Advisory Committee was provided to me for response.

I apologize for you not being able to board the train on a number of occasions in the past month because of capacity limits. I also regret the conductor's conduct.

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've requested that our Operations staff investigate whether conductors are having customers fully utilize the available onboard capacity. Also, the conductors shouldn't be tossing a coin to determine who boards but should leave it to the customers to determine who was there first. We'll remind them of this.

Caltrain is working on wayside solutions to be able to accommodate customers with bikes. Unfortunately, placing lockers at the 22nd Street station is a challenge because of available space on the surface.

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<tel:650-508-6248>
www.smctd.com<http://www.smctd.com>

Consumer Report #050181
ari.benderly@gmail.com<mailto:ari.benderly@gmail.com>

Caltrain Management, I changed my job schedule in April and have now been bumped at least 6 times in the last month trying to get to work! That is a 30% rate! All bumps have been at the 22nd Street station trying to go south in the morning. I have been bumped from the 7:19am train, the 7:49am train, and the 8:02am train (and every single time I have tried to board it!), and the 8:19am train. I was bumped again this morning from the 7:19am train. I was the only bike trying to board the rear bike car. The attendant would not let me on, even though I could see space in the car. The front car was also full and at least 4 other people could not board. Yesterday, the attendant turned away 6+ from the 8:02am, then the same group tried to board the 8:19am and the attendant allowed 1 person (who was not bumped from the previous train) on, and then literally flipped a coin to determine who would get the second and last slot. What a degrading and ridiculous situation. You are forcing bicycle riders to forgo common courtesy and "fight" to get a precious space on the train. If you need a bicycle to complete the last leg of your commute, and you cannot board the train, how can you take public transit? You cannot organize a commute around a service that, on any given day, is unavailable to you. There is actually more space on the bike cars. The attendants are needlessly following an arbitrary protocol to limit the number of bikes, regardless of the actual space being occupied in the car. To leave a handful of people off the train, simply because an arbitrary limit is reached (I assume in the name of safety - but with no concern for the actual safety context) is completely unacceptable. The impact on those people, and their ability to get to work is enormous. You are forcing me back into a car, simply because you are failing to manage your service effectively. A simple count on most trains would indicate that bicyclists make up a significant percentage of total riders during peak commute hours. Failing to accommodate those riders is contrary to the mission of any responsible transit system. -AB

Caltrain, Bac (@caltrain.com)

From: Jonathan Withrington <jonathan@withrington.net>
Sent: Wednesday, May 14, 2014 7:14 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

4 bikes got bumped off the northbound 287 at san Carlos 7:04pm . Normally the next train is even busier so let's see how that goes.

Caltrain, Bac (@caltrain.com)

From: Ari Benderly <ari.benderly@gmail.com>
Sent: Wednesday, May 14, 2014 2:31 PM
To: Haskin, Rita
Cc: Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Bartholomew, Tasha
Subject: Re: bikes on caltrain comment

Rita,

Thank you for your reply. The unfortunate reality is that one cannot use a service if it may be arbitrarily unavailable on any given day, regardless of the reason.

I'm curious why you are not collecting statistics from your conductors about how many bikes are being bumped per train per stop? If you were, you would know that many commuters are impacted by this problem, and would not have to rely on a random e-mail from some guy that has finally lost it after missing yet another morning work obligation due to this problem.

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On Tue, May 13, 2014 at 5:35 PM, Haskin, Rita <haskinr@samtrans.com> wrote:

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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've requested that our Operations staff investigate whether conductors are having customers fully utilize the available onboard capacity. Also, the conductors shouldn't be tossing a coin to determine who boards but should leave it to the customers to determine who was there first. We'll remind them of this.

Caltrain is working on wayside solutions to be able to accommodate customers with bikes. Unfortunately, placing lockers at the 22nd Street station is a challenge because of available space on the surface.

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](tel:650-508-6248)

www.smctd.com

ari.benderly@gmail.com

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Caltrain, Bac (@caltrain.com)

From: Shirley Johnson <dr_shirley_johnson@yahoo.com>
Sent: Tuesday, May 13, 2014 11:18 PM
To: Caltrain, Bac (@caltrain.com)
Cc: Bartholomew, Tasha
Subject: Caltrain needs more bike capacity to meet growing demand

Dear Caltrain Bicycle Advisory Committee,

I see that Caltrain Annual Passenger Count Data is on your agenda for May 15. I'd like to share some statistics with you.

Bikes-on-board passengers are the fastest growing passenger segment. The increase in weekday bike boardings outpaces the increase in walk-on boardings as shown below:

Annual Increase in Weekday Boardings

2011: 11% increase in walk-on boardings; 38% increase in bike boardings
2012: 1% increase in walk-on boardings; 16% increase in bike boardings
2013: 11% increase in walk-on boardings; 16% increase in bike boardings
2014: 11% increase in walk-on boardings; 20% increase in bike boardings

Caltrain counted bumped bikes for some trains during the 2014 annual passenger count. The report shows the total number of bumped bikes, but Caltrain kindly provided the detailed data to allow a comparison of actual bumps with voluntarily reported bumps. The data show that there were over 15 times more actual bumps than reported bumps (analysis appended below).

These data emphasize the growing demand for Caltrain onboard bike space. Currently over 11% of passengers bring a bike onboard. There is continued latent demand for onboard bike service, as the bump count shows. Caltrain should increase bike capacity onboard trains to meet growing customer demand and to improve its customer service.

Sincerely,
Shirley Johnson
BIKES ONboard project
San Francisco Bicycle Coalition

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Bump Count Detail

Date	Train Monitored	Bumps Counted	Bumps Reported	Station
2/3/2014	324	2	Millbrae	
2/3/2014	366	1	Palo Alto	
1/27/2014	215	3	Burlingame	
1/28/2014	323	2	Mountain View	
1/28/2014	323	4	Palo Alto	
1/28/2014	323	1	Hillsdale	
1/22/2014	323	2	Palo Alto	
2/4/2014	225	2	San Mateo	
2/4/2014	225	2	Burlingame	
1/27/2014	375	2	Menlo Park	

1/27/2013	375	3		Redwood City
1/22/2014	375	3	3	Redwood City
1/23/2014	375	5		Palo Alto
1/23/2014	375	5		Menlo Park
1/23/2014	375	4		Redwood City
1/23/2014	277	3		Palo Alto
1/23/2014	277	3		San Carlos
1/23/2014	277	3		Hillsdale
	TOTAL	50	3	

Caltrain, Bac (@caltrain.com)

From: Shirley Johnson <dr_shirley_johnson@yahoo.com>
Sent: Tuesday, May 13, 2014 10:33 PM
To: Caltrain, Bac (@caltrain.com)
Cc: cacsecretary (@caltrain.com); Bartholomew, Tasha; Janice Li
Subject: prioritized list of bicycle projects

Dear Bicycle Advisory Committee,

The BIKES ONboard team would like to share a prioritized list of projects to improve Caltrain onboard bicycle service. We have polled our supporters to develop the following list, and we respectfully request that you emphasize these projects in your work plan.

Based on supporter input, the three top priority projects are:

Priority # 1: Increased onboard bike capacity to reduce and ultimately eliminate bumping.

- + Short term: mark minimum aisle width and allow bikes stack to the lines
- + Medium term: third bike car on Bombardier trains for six-car trains to hold 72 bikes
- + Long term: 20% bike capacity on electrified trains

Priority # 2: Priority boarding for bicyclists at bike cars to encourage walk-ons to board at other doors, thereby reducing dwell time.

Priority # 3: Courtesy campaign that bike cars are for bikers to encourage walk-ons to sit elsewhere, so cyclists can guard their bikes against theft.

Over 80% of those who bike to the station bring their bikes onboard, primarily because they need their bikes at both ends of their commutes. Therefore, Caltrain onboard bicycle service is of high importance to those you represent. We ask that you work with staff to promptly implement these projects to improve Caltrain service for its customers. Thank you.

Sincerely,
Shirley Johnson
Leader, BIKES ONboard project
San Francisco Bicycle Coalition

Caltrain, Bac (@caltrain.com)

From: Teresa Pratt <teresapratt@gmail.com>
Sent: Tuesday, May 13, 2014 6:46 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 bump

Just got bumped from the Palo Alto 6:43 NB train. Two low-capacity bike cars were full.

Teresa Pratt

Caltrain, Bac (@caltrain.com)

From: Haskin, Rita
Sent: Tuesday, May 13, 2014 5:35 PM
To: 'ari.benderly@gmail.com'
Cc: Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Bartholomew, Tasha
Subject: Re: bikes on caltrain comment

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

I apologize for you not being able to board the train on a number of occasions in the past month because of capacity limits. I also regret the conductor's conduct.

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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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Executive Officer, Customer Service and Marketing
1250 San Carlos Ave.
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www.smctd.com

Consumer Report #050181
ari.benderly@gmail.com

Caltrain Management, I changed my job schedule in April and have now been bumped at least 6 times in the last month trying to get to work! That is a 30% rate! All bumps have been at the 22nd Street station trying to go south in the morning. I have been bumped from the 7:19am train, the 7:49am train, and the 8:02am train (and every single time I have tried to board it!), and the 8:19am train. I was bumped again this morning from the 7:19am train. I was the only bike trying to board the rear bike car. The attendant would not let me on, even though I could see space in the car. The front car was also full and at least 4 other people could not board. Yesterday, the attendant turned away 6+ from the 8:02am, then the same group tried to board the 8:19am and the attendant allowed 1 person (who was not bumped from the previous train) on, and then literally flipped a coin to determine who would get the second and last slot. What a degrading and ridiculous situation. You are forcing bicycle riders to forgo common courtesy and "fight" to get a precious space on the train. If you need a bicycle to complete the last leg of your commute, and you cannot board the train, how can you take public transit?

You cannot organize a commute around a service that, on any given day, is unavailable to you. There is actually more space on the bike cars. The attendants are needlessly following an arbitrary protocol to limit the number of bikes, regardless of the actual space being occupied in the car. To leave a handful of people off the train, simply because an arbitrary limit is reached (I assume in the name of safety - but with no concern for the actual safety context) is completely unacceptable. The impact on those people, and their ability to get to work is enormous. You are forcing me back into a car, simply because you are failing to manage your service effectively. A simple count on most trains would indicate that bicyclists make up a significant percentage of total riders during peak commute hours. Failing to accommodate those riders is contrary to the mission of any responsible transit system. -AB

Caltrain, Bac (@caltrain.com)

From: chris west <chriswest84@gmail.com>
Sent: Tuesday, May 13, 2014 5:27 PM
To: bikesonboard@sfbike.org; Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bumped bikes

4 bikes bumped
Tuesday may 13th
Palo alto station
NB 269 gallery train

Regards,
Chris W.

Caltrain, Bac (@caltrain.com)

From: Georgia Andrews <alabamapeach@gmail.com>
Sent: Tuesday, May 13, 2014 5:17 PM
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 nb 267 @ Hillsdale

Just got bumped from the 267 at Hillsdale (which was also late). I ran down to the southernmost car so I'm not sure if anyone was bumped from the northernmost car. I was the only one at my car.

Caltrain, Bac (@caltrain.com)

From: Haskin, Rita
Sent: Tuesday, May 13, 2014 4:40 PM
To: 'r.lucascoe@gmail.com'
Cc: Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Bartholomew, Tasha
Subject: RE: Re: Bikes on Caltrain Comment

Pardon my oversight but I just realized that I neglected to respond to one of your recommendations: limited bike car boarding to those only with bikes.

As a public transit agency, we aren't able to segregate customers by whether they have a bicycle or not. That also is one of reasons that the bike portion of the car isn't reserved just for those with bicycles.

Rita

From: Haskin, Rita
Sent: Tuesday, May 13, 2014 4:38 PM
To: 'r.lucascoe@gmail.com'
Cc: Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Bartholomew, Tasha
Subject: Re: Bikes on Caltrain Comment

Good afternoon, R. Lucas Coe. 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 and two other customers weren't able to board the train with your bicycles 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.

Please accept our apologies for the miscommunication from the Caltrain crew who directed you to a bike car that was already full while there appeared to be spaces available in the original bike car you approached. Our Operations staff is investigating this and will take any corrective action necessary with the crew.

Caltrain's top priority is to provide a safe service. On-time performance is desirable but not at the expense of safety. Our goal is to accommodate as many customers as we can while not unnecessarily holding up the train. For instance, we don't hold the train for runners because if we did that at each station, the train could be 15 to 30 minutes late by the time it gets to the end of the line.

Again, I regret the experience you had and appreciate that you've chosen Caltrain as your commute solution for five years.

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1250 San Carlos Ave.
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Consumer Report #050160

r.lucascoe@gmail.com

Hello, Three cyclists were left at PA trying to board the 5:54 (277). There was space in the first car, but the staff asked us to go to the second car. Arrived at second car only to be told by staff it was full. 1. Why are staff unable to effectively communicate with each other on the train? 2. Was the train running late and cyclists were taking too long? I've heard from staff that there are costs involved to Caltrain when it's running late, so staff aren't encouraged to allow all cyclists to board. Suggestion, make the bike cars entry only for cyclist and foot traffic can use any of the other doors. Too many times staff yell at bicyclists to hurry up when in fact we enter AFTER foot traffic. Thank you, R. Lucas Coe Usin Caltrain for over 5 years to commute to work.

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Sent: Tuesday, May 13, 2014 3:25 PM
To: Janice Li; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
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I have been bumped from the 7:19am train, the 7:49am train, and the 8:02am train (and every single time I have tried to board it!), and the 8:19am train.

I was bumped again this morning from the 7:19am train. I was the only bike trying to board the rear bike car. The attendant would not let me on, even though I could see space in the car. The front car was also full and at least 4 other people could not board.

Yesterday, the attendant turned away 6+ from the 8:02am, then the same group tried to board the 8:19am and the attendant allowed 1 person (who was not bumped from the previous train) on, and then literally flipped a coin to determine who would get the second and last slot. What a degrading and ridiculous situation. You are forcing bicycle riders to forgo common courtesy and "fight" to get a precious space on the train.

If you need a bicycle to complete the last leg of your commute, and you cannot board the train, how can you take public transit? You cannot organize a commute around a service that, on any given day, is unavailable to you.

There is actually more space on the bike cars. The attendants are needlessly following an arbitrary protocol to limit the number of bikes, regardless of the actual space being occupied in the car. To leave a handful of people off the train, simply because an arbitrary limit is reached (I assume in the name of safety - but with no concern for the actual safety context) is completely unacceptable. The impact on those people, and their ability to get to work is enormous.

You are forcing me back into a car, simply because you are failing to manage your service effectively. A simple count on most trains would indicate that bicyclists make up a significant percentage of total riders during peak commute hours. Failing to accommodate those riders is contrary to the mission of any responsible transit system.

-AB

Caltrain, Bac (@caltrain.com)

From: Ari Benderly <ari.benderly@gmail.com>
Sent: Tuesday, May 13, 2014 7:31 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 for the 2nd day in a row. 314 train at 22nd station. How is someone supposed to rely on transit under these circumstances? I am forced to return to driving!

Caltrain, Bac (@caltrain.com)

From: r.lucascoe@gmail.com
Sent: Monday, May 12, 2014 7:09 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

Hello,

Three cyclists were left at PA trying to board the 5:54 (277). There was space in the first car, but the staff asked us to go to the second car. Arrived at second car only to be told by staff it was full.

1. Why are staff unable to effectively communicate with each other on the train?
2. Was the train running late and cyclists were taking too long? I've heard from staff that there are costs involved to Caltrain when it's running late, so staff aren't encouraged to allow all cyclists to board.

Suggestion, make the bike cars entry only for cyclist and foot traffic can use any of the other doors. Too many times staff yell at bicyclists to hurry up when in fact we enter AFTER foot traffic.

Thank you,

R. Lucas Coe

Usin Caltrain for over 5 years to commute to work.

Caltrain, Bac (@caltrain.com)

From: Hilary Douglas <hildoug@yahoo.com>
Sent: Monday, May 12, 2014 6:56 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

Hiya!

About 5 of us were just bumped from NB 385 in Palo Alto. We barely fit on NB287 because it's the one with way less bike space.

Thanks,
~Hilary

sent from the iPhone

Caltrain, Bac (@caltrain.com)

From: Ari Benderly <ari.benderly@gmail.com>
Sent: Monday, May 12, 2014 8:23 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 from 2nd consecutive train, 324 south. 6 or 7 people bumped, 4 of us from the previous train!

Caltrain, Bac (@caltrain.com)

From: Ari Benderly <ari.benderly@gmail.com>
Sent: Monday, May 12, 2014 8:11 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 again! southbound 322 at 22nd station.

And your conductor - female, blond - takes particular pleasure doing it, with no regard to the impact on people trying to get to work.

Caltrain, Bac (@caltrain.com)

From: Haskin, Rita
Sent: Friday, May 09, 2014 2:04 PM
To: 'james.scott.palmer@gmail.com'
Cc: Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Bartholomew, Tasha
Subject: Re: Report of bumped cyclists

Good afternoon, Mr. Palmer. Your message to the Caltrain Board, Caltrain Citizens Advisory Committee and the Caltrain Bicycle Advisory Committee was referred to me for response.

Thank you for letting us know about the customers with bikes that weren't able to ride the train of their preference on Bike to Work Day because of capacity limits. 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. We won't be expanding our onboard capacity but are working on wayside solutions to be able to accommodate customers with bikes. Information about wayside options, such as leasing a bike locker is available at www.caltrain.com/bikelockers.

Again, we appreciate the feedback.

Rita

Rita P. Haskin

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www.smctd.com

From: Scott Palmer [<mailto: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