COMMENTS	CALTRAIN RESPONSES
CAPACITY	
13 don't think it will be effective to increase bike parking	parking may not work for all patrons, but it is improving and providing more options for passengers to access station, see ch. 3 pg 11.
22	explanation in scope, ex. summary iii.
17 like SFBC's plan better	noted.
90 more bikes on board	see appendix e.
1 prefer more bike capacity, even w/out seat in sight of racks	see appendix e.
5 future plans should tackle capacity issue	see appendix e.
12 support SFBC version of bike plan [which is all about capacity]	capacity not in scope of plan, see ex. summary iii.
2 environmental benefit vs. financial bottom line - so support more bikes onboard	see appendix e comprehensive access policy and appendix g
1 do NOT increase onboard capacity	noted.
INNOVATIVE IDEAS	
27 don't like fees for bikes on board	pg. 34-36 delete congestion pricing reference.
9 likes fees for bikes on board	see above.
1 if fee for BOB during peak, then should be uniform peak surcharge	see above.
4 supports folding bike subsidy	noted, see pg. 35-36.
7 likes bikeshare program idea	noted. see pg. 34-35.
6 needs predictable info on capacity	noted. see pg. 18 and 37.
6 support real time info; announce second bike car	noted. see pg. 33-34 and appendix e.
3 doesn't support folding bike subsidy	noted.
BICYCLISTS' NEEDS/TRAVEL BEHAVIOR	
18 needs bike on both ends	noted, see appendix e pg 127-128.
2 please increase train frequency	see appendix e pg 127 & 134
1 monthly pass holders should have priority and not get bumped	see appendix e pg. 127 and appendix f pg 140.
1 most Caltrain bike riders are low income	not in plan, but noted in caltrain annual riders surveys most riders not low income.
1 rides Caltrain instead of BART due to BART peak period bike restrictions	see appendix e pg. 131
3 promote people using 2 bikes, one on each end	see appendix e pg. 128, adaptations.
ACCESS & PARKING PLAN - GENERAL	
5 supports the Caltrain bike parking and access plan	noted.
2 likes plan to increase bike parking at station	noted, see ch. 4.
1 support Caltrain plan for improved bike access to platforms	noted.
1 critique of capacity (7%) defining usage [doesn't count latent demand]	see ch.2 pg. 6 and appendix f pg. 138.
ONBOARD OPERATIONS/OPERATIONS PROTOCOL	
1 let bicyclists board whichever car they want	see ch.2 pg.6-7 and appendix e pg. 128-132.
5 pls reconfigure cars to improve operations- general	not in scope, see appendix e pg. 128-132.
1 conductors are rude about lack of capacity	see appendix e pg. 127-128.
5 pls improve on-off loading of bike process/conductor responsibilities	see appendix e pg.127-132.
20 pls put 2 bike cars per train	see appendix e pg. 128-132.
4 allow bikes to board first	see appendix e pg. 128-132.
10 enforce a rule to prevent people w/o bikes from riding in bike car	see appendix e.
12 remove seats for more bike space	see appendix e pg. 128-132.
1 narrow one of the two doors of bike cars to allow more room for bikes on board	see appendix e pg. 128-132.
3 vertical storage for on board racks	see appendix e pg. 128-132.
1 bunch racks together on bombardier bike cars	see appendix e pg 130-131.
1 do a good job, can do a bit better in explaining trade off of removing seats	see appendix e.
5 can racks on board be redesigned?	see appendix e pg. 128-132.
2 don't eliminate bikes on board [SFBC communication indicated Caltrain was eliminating program altogether]	no plans to do this, see appendix e.
1 allow only bikers to board Gallery car - northern most car	see appendix e pg. 128-132.
2 make more space available on board for folding bike storage	see appendix e pg. 128.
1 replace fixed seats with fold up seats	see appendix e pg. 129-132.
2 source of dwell time delay cost?	the source is an operations report not included in the plan.
1 make train consists consistent	see appendix e pg. 129-132.
1 add designated storage area for folding bikes	see appendix e pg. 127-128.
1 relocate hand pole of Gallery car doors	see appendix e pg. 129-130.
STATION SPECIFIC	
1 allow electronic, secured access to valet bike station when valet hours are over	see ch. 3 pg. 17 for discussion of e-lockers as option and ch 5 pg. 34.
1 san mateo station needs a bike station (secured parking)	see ch. 4 pg. 60-63.
1 why bike lockers at 22nd street being reduced?	see ch 4. pg 50-53.
1 no access at SM on RR Ave so cyclists hopping fence	see ch. 4 pg. 60-63.
1 wants more bike racks at Palo Alto	see ch. 4 pg. 76-81.
1 what happened to lockers at Lawrence station?	future station access study will address station not identified directly in the plan.
1 add more bike parking on NB side of RC platform, crossing gate takes time	see ch.4 pg. 27.
1 crosswalk at Arguello and Broadway needed as opposed to locker relocation	see ch. 4 pg. 25.
1 assessment of issues at Mtn View station is correct	noted, see pg. 29.
CUSTOMER SERVICE	
1 education campaign needed for "rookie bikers" who increase dwell time	see FAQ on Caltrain web site.
2 improve conductor enforcement of current policies	see appendix e.
2 support for Caltrain plan for improved marketing/education	noted.
2 have more bike tags available	see pg. 18-19, added sentence about dowloadable bike tags.
1 give a discount on bike locker rental if I buy a monthly pass	see pg. 18-19.
1 it's helpful when conductors announces there are 2 bike cars	see ch. 5 pg33-34.
1 thinks conductors should be able to manage capacity ahead of train stop	see FAQ on Caltrain web site.
1 have folding bikes folded and not allow in bike car.	this is already policy.
FUNDING	
2 Funding the bike plan recommendations is a waste of public money	noted.
SYSTEMWIDE ISSUES	
1 Chapter 3- clarify quickly securing bike if going to be bumped.	noted, see changes.
1 supports e lockers	noted, see chapter 3.
1 supports e lockers. Plan should state support more strongly.	noted, see changes
1 support abandoned bike abatement, so long as clear notification.	noted, see ch. 3 pg 12-13.
1 make bike parking free and secure.	noted, see ch. 3.
OTHER	
1 Doesn't like current policy on basket/panier restriction. Not evenly enforced.	not in scope of plan
1 have a Caltrain dining/brewery car with flat screen tv's.	not in scope of plan
1 build more passengers shelters, especially MV and PA	not in scope of plan
1 distribute 10-ride validators more evenly throughout platforms	not in scope of plan