Bicycle Advisory Committee

CORRESPONDENCE

Part 1

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

Michael
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
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
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
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
<table>
<thead>
<tr>
<th>Date</th>
<th>From</th>
<th>Station-Time/Train#</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov. 7</td>
<td>Millbrae-</td>
<td>#220</td>
<td>Dan Yang</td>
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<tr>
<td></td>
<td>22nd-#314</td>
<td></td>
<td>Tim Hickey</td>
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<td></td>
<td>PA-# 269</td>
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<td>Jeremy Sabol</td>
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<td></td>
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<td>20 (approx)</td>
<td>Karen Shakespear</td>
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<td>S Carlos-</td>
<td>#269</td>
<td>Micheal Fitzsimons</td>
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<td>Nov. 13</td>
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<td>Jean Fraser</td>
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<td>15+</td>
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<td>unspecified</td>
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<td>2+</td>
<td>Rob Kahn</td>
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<td>6+</td>
<td>Rob Kahn</td>
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<td>RWC-#385</td>
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<td>Nov. 14</td>
<td>S Carlos-</td>
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<td>Micheal Fitzsimons</td>
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<td>1 (repeat)</td>
<td>Jonathan Withrington</td>
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<td>Dec. 3</td>
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<td><strong>119+</strong></td>
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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.

<table>
<thead>
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<th>Station-Time/Train#</th>
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<tr>
<td>Nov. 7</td>
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<td><strong>305+</strong></td>
<td><strong>(221+ Actual)</strong></td>
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5 people Bumped from Northbound train at 5:25pm
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
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
6 people bumped from 7:49 am caltrain northbound train

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