

Bicycle Advisory Committee

CORRESPONDENCE

Part 1

September 17, 2015

From: [Tietjen, Brent](#)
To: [Brad Freitag](#)
Cc: [Caltrain, Bac \(@caltrain.com\)](#); [Bartholomew, Tasha](#); bikesonboard@sfbike.org; [Board \(@caltrain.com\)](#)
Subject: FW: Bikes on Caltrain Comment
Date: Wednesday, September 02, 2015 10:10:31 AM

Dear Mr. Freitag,

Thank you for your message. Your email to the Caltrain Board of Directors, Caltrain Citizens Advisory Committee and Bicycle Advisory Committee was referred to me for response. The Board and Committees will receive a copy of our correspondence.

We sincerely apologize for the inconvenience and delay that you encountered recently and we regret that at times you have been unable to board your intended trains. As you may be aware, Caltrain is experiencing unprecedented growth in ridership for customers travelling both with and without bicycles. While we try to accommodate as many bicycles as possible, the total count cannot exceed four per rack, for a total of 48 on Bombardier equipment and 80 on our Gallery equipment. Unfortunately, if the bike capacity is full on a particular train, the only option is to board the following train which may have capacity.

Earlier this year we purchased used rail cars to assist in accommodating our ridership growth. We have plans to retrofit some of the cars so that each Bombardier train set will have three bike cars, accommodating a total of 72 bikes. We are still working on the retrofit work schedule at this time and don't yet have an estimated completion time. We again apologize for the inconvenience and thank you for sharing your feedback.

We have created a Twitter account that is automatically populated when customers report a "bump" via a form on our website. This Twitter account helps our customers stay informed of real-time bike capacity information and can be found here: <https://twitter.com/BikesOnCaltrain>. We encourage you to report any future bumps by using this form: <http://www.caltrain.com/riderinfo/Bicycles/BikeBumpForm.html>.

Thank you again for your feedback. We look forward to providing you with more positive experiences on your future commutes.

Best,

Brent Tietjen, Acting Community Relations Officer

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From: Brad Freitag [<mailto:bradfreitag@gmail.com>]
Sent: Wednesday, August 12, 2015 7:47 AM
To: Nabong, Sarah
Cc: Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; bikesonboard@sfbike.org; Board (@caltrain.com); cac@caltrain.com
Subject: Re: Bikes on Caltrain Comment

I was bumped today on the 7:42am Southbound from Hillsdale. I was 1 of 5 cyclists.

Regards,
Brad

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Sent from [Mailbox](#)

On Tue, Feb 4, 2014 at 8:02 PM, Brad Freitag <bradfreitag@gmail.com> wrote:

I was bumped 1/21/14 on the 6:40am southbound from Hillsdale. There were at least 4 other cyclists. Big bumner because it is an pretty empty train. Please help.

Sincerely,
Brad Freitag

Sent from my iPad

From: [AJ Schrauth](#)
To: [Nabong, Sarah](#)
Cc: [Board \(@caltrain.com\)](#); [Bartholomew, Tasha; cac@caltrain.com](#); [Caltrain, Bac \(@caltrain.com\)](#)
Subject: Bumped
Date: Wednesday, August 26, 2015 5:56:37 PM

Hi,

I was just bumped from Caltrain 269. I was the fourth cyclist to arrive at the rear bike car and four cyclists were let on the train. I was not one of them because there is no queuing system to fairly establish who arrived first. The train stopped about half a car length short of its usual location and two people who arrived last pushed on the train first.

What, exactly am I supposed to do in that situation? Should I just push through the crowd to ensure I'm on first? That doesn't seem like a good idea as it is rude, but it appears to be the conductor sanctioned method.

I think you need to do something to establish a system to determine who gets on the train when spots are limited. Even just announcement saying that bikes should board in the order they arrived would be an improvement (and completely free). A number dispenser like at the deli counter would be good and pretty damn cheap. If you're willing to spend a little more, you could build a railed-off bike queue at the platform where the bikes board. There are many options and all of them are an improvement on the current free-for-all.

~AJ