

Bicycle Advisory Committee

**Correspondence
as of**

September 12, 2019

From: [Caltrain, Bac \(@caltrain.com\)](mailto:Caltrain, Bac (@caltrain.com))
To: "Justin Poelma"; [Caltrain, Bac \(@caltrain.com\)](mailto:Caltrain, Bac (@caltrain.com))
Subject: RE: Bikes board first policy - deboarding?
Date: Thursday, September 12, 2019 4:37:27 PM

Hi Justin,

Thanks for the kind words! Yes, Bikes Board First only applies to boarding (the rules and guidelines for bikes onboard are [here](#)). I'm sorry that other customers have pressured you while deboarding. I've sent your comment on to the operations team. Caltrain values cyclists and supports bikes as an excellent first and last mile solution. With the most extensive onboard bicycle program among passenger railroads in the nation, we're continuously trying to improve service to all our riders. Again, thank you for your feedback!

Best,
Lori

From: Justin Poelma [<mailto:jpoelma@gmail.com>]
Sent: Monday, August 26, 2019 8:48 AM
To: Caltrain, Bac (@caltrain.com)
Subject: Bikes board first policy - deboarding?

Hi,

Thank you for all of your work promoting bike ridership on the Caltrain. I'm a daily bike car rider (with bike of course!) and appreciate the advocacy. The bikes board first initiative really does make boarding easier and some of the Caltrain attendants have been more vigilant in directing non-bike passengers to other cars. Still some way to go there but moving in the right direction.

My question pertains to deboarding. For years, I've let passengers on the non-bike side deboard first out of courtesy. However, I've recently been harassed several times by a fellow bike passenger saying, "Just go! Bikes go first! You have to just go!". It's very frustrating. I've never heard anything about bikes deboarding first and no one has ever suggested this to me before.

Can you please clarify this policy? I'm tired of being harassed at 8 am. Unfortunately, I'll have to complain to the Caltrain staff about this daily harassment if I can't get this resolved.

Best,
Justin

From: [Caltrain, Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
To: "Paul MacRory"; Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com)); Bartholomew, Tasha; [cacsecretary \(@caltrain.com\)](mailto:cacsecretary (@caltrain.com)); [Caltrain, Bac \(@caltrain.com\)](mailto:Caltrain, Bac (@caltrain.com))
Subject: RE: Bikes on Caltrain Comment
Date: Thursday, September 12, 2019 3:34:30 PM

Hi Paul,

Thanks for letting us know, and for the compliment on the site! We contacted the SF Bike Coalition and the link is now working. Caltrain values cyclists and supports bikes as an excellent first and last mile solution. With the most extensive onboard bicycle program among passenger railroads in the nation, Caltrain is continuously trying to improve service to all its riders. Again, we thank you for taking the time to contact us!

Best,
Lori

From: Paul MacRory [mailto:pmacro@icloud.com]
Sent: Wednesday, July 24, 2019 5:05 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com)); Bartholomew, Tasha; [cacsecretary \(@caltrain.com\)](mailto:cacsecretary (@caltrain.com)); [Caltrain, Bac \(@caltrain.com\)](mailto:Caltrain, Bac (@caltrain.com))
Subject: Bikes on Caltrain Comment

Hi,

Just wanted to report that the link to the Caltrain bike rules is broken: http://www.caltrain.com/riderinfo/Bicycles/Bicycle_General_Info.html

This is linked from: <https://sfbike.org/resources/bikes-transit/>

Thanks for an otherwise great site!

Thanks,
Paul

From: [Alex Eisenhart](#)
To: [Caltrain, Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Subject: NEWS: Caltrain Sponsors BraveMaker Film Festival to Promote Suicide Prevention
Date: Monday, September 9, 2019 3:21:51 PM



NEWS

September 9, 2019

Media Contact: Alex Eisenhart, 650.622.7850

Caltrain Sponsors BraveMaker Film Festival to Promote Suicide Prevention

Caltrain is proudly sponsoring this week's [BraveMaker](#) screening of [The Edge of Success](#) at [The Fox Theatre](#) in Downtown Redwood City on Thursday, September 12. Doors open at 6 p.m. and the event begins at 7 p.m.

The documentary film examines two clusters of high school student suicides that occurred in Palo Alto over the last decade, some of which tragically took place on Caltrain tracks. Like the film, this event seeks to raise awareness about this important issue and offer hope and resources to the community.

The event will include a post-screening panel, featuring the filmmakers Kathryn Basiji and Liza Meak, a mental health professional from [StarVista](#), two local students and a parent as well as Caltrain's Chief Communications Officer, Seamus Murphy.

"While we are first and foremost a public transit agency, we are also committed to working with the communities we serve to help prevent suicides and address underlying causes for these tragedies," said Murphy. "Through partnerships like this, we hope to help reduce the stigma around mental health, amplify the message that help is available and refer those in crisis to local public health agencies for the support they need."

The Caltrain Board of Directors this month proclaimed September as both Rail Safety and Suicide Prevention Month in collaboration with San Mateo County Behavioral Health & Recovery Services.

"We couldn't ask for a better partner to promote mental health and suicide prevention awareness," said BraveMaker Founder, Tony Gapastione. "We all need to work together to make our community safer for everyone, especially those most vulnerable and in need of emotional support."

Tickets for the event are can be purchased through [Eventbrite](#). In addition, Caltrain is doing an online giveaway of five pairs of tickets through social media. Staff will also be on site providing rail safety information.

Caltrain reminds the public if someone is ever facing a mental health crisis or considering suicide, the [National Suicide Prevention Lifeline](#) is available at 1-

800-273-8255 to provide 24/7, free and confidential support.

For more information, visit www.caltrain.com/SuicidePrevention.

###

About Caltrain: Owned and operated by the Peninsula Corridor Joint Powers Board, Caltrain provides commuter rail service from San Francisco to San Jose, with limited commute service to Gilroy. While the Joint Powers Board assumed operating responsibilities for the service in 1992, the railroad celebrated 150 years of continuous passenger service in 2014. Planning for the next 150 years of Peninsula rail service, Caltrain is on pace to electrify the corridor, reduce diesel emissions by 97 percent by 2040 and add more service to more stations.

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From: [Alex Eisenhart](#)
To: [Caltrain, Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Subject: NEWS: Caltrain Board Proclaims September Rail Safety & Suicide Prevention Month
Date: Thursday, September 5, 2019 1:15:35 PM



NEWS

September 5, 2019

Media Contact: Alex Eisenhart, 650.622.7850

Caltrain Board Proclaims September Rail Safety & Suicide Prevention Month

For most people living and working along the rail corridor, the sight of Caltrain operating daily service up and down the Peninsula is commonplace. However, complacency around a heavy commuter train and relatively open access to the rails often leads to tragedy.

To highlight the importance of safety around train tracks and the high rate of intentional deaths on the rails, the Caltrain Board adopted a proclamation designating September as both Railroad Safety Month and Suicide Prevention Month during its monthly meeting.

“At Caltrain, safety is always our number one priority and that commitment extends far beyond the month of September, with a year-round emphasis on safety around trains and train tracks,” said Gillian Gillett, Chair of the Caltrain Board of Directors. “We are also painfully reminded by the individuals who all too frequently take their own lives on the tracks that mental health is often an important factor in these tragedies.”

The rail agency addresses safety through a comprehensive, ongoing program that focuses on the “Three E’s” of railroad safety – Education, Engineering and Enforcement.

Caltrain has also historically collaborated with suicide prevention agencies to prevent intentional deaths on the rails by posting crisis hotline signage at points all along the corridor and collaborating with the San Mateo County Suicide Prevention Committee.

For the last 15 years, Caltrain has planned or participated in an annual rail safety event in conjunction with [Operation Lifesaver](#), an international model program for rail safety. Since 2009, [California Operation Lifesaver](#) has declared September as Rail Safety Month. As one of the nonprofit organization’s community partners, Caltrain joins in their efforts to promote rail safety initiatives.

This year, Caltrain will be promoting rail safety awareness at Facebook Festivals in Menlo Park on Saturday, September 21. As a community outreach effort, staff will have a booth set-up at this event with educational materials and

giveaways to promote rail safety.

On Thursday, September 12, Caltrain is also co-sponsoring the [BraveMaker](#) film screening of *The Edge of Success*, which documents the tragic string of suicides among high school students in Palo Alto over the last decade. The event will take place at the Fox Theatre in Downtown Redwood City. Doors open at 6 p.m. with free refreshments and the screening begins at 7 p.m., followed by a panel discussion.

Throughout the month of September, the San Mateo County Sheriff's Office Transit Police Bureau will continue to conduct strategic enforcement at various grade crossing throughout the corridor. The Transit Police Bureau developed the High-Intensity Strategic Enforcement Program (HISEP) to target locations where people may engage in unsafe behavior, such as trespassing along the rail line and walking around lowered gates at stations or grade crossings.

The Sheriff's Office Transit Police Bureau is committed to its role as a safety advocate. Officers will continue raising public awareness in an effort to end tragic collisions, fatalities and injuries at grade crossing and on the right-of-way.

In addition, Caltrain has created a new series of rail safety public service announcements entitled *Caltrain Safe w/ Kari Byron*. The videos feature former *MythBusters* host and Bay Area native, Kari Byron, who is also hosting the upcoming educational travel series, *Crash Test World*.

To be a part of the conversation during Rail Safety Month, passengers and local residents can pick a favorite safety tip and share it on social media with **#CaltrainSafe**.

Examples of tips:

- If you encounter an emergency on Caltrain or see something suspicious, call the **Transit Police at 1.877.SAF.RAIL (1.877.723.7245)**.
- A typical Caltrain train can take nearly a mile to stop, even when emergency brakes are applied.
- It is never safe to stop closer than 15 feet from the rails, and a train is at least three feet wider than tracks on both sides.
- Only cross Caltrain tracks at designated crossings when it is safe to do so. While it might not be the quickest route, it is the safest.

For more information, visit www.caltrain.com/railsafety.

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Planning for the next 150 years of Peninsula rail service, Caltrain is on pace to electrify the corridor, reduce diesel emissions by 97 percent by 2040 and add more service to more stations.

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From: [Alex Eisenhart](#)
To: [Caltrain, Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Subject: NEWS: Caltrain and SamTrans will Operate a Sunday Schedule for Labor Day
Date: Thursday, August 29, 2019 9:19:31 AM



NEWS

August 29, 2019

Media Contact: Alex Eisenhart, 650.622.7850

Caltrain and SamTrans will Operate a Sunday Schedule for Labor Day

[Caltrain](#) and [SamTrans](#) will operate a Sunday schedule for Labor Day on Monday, September 2.

Caltrain service will not operate south of the Diridon Station, but a shuttle bus will be available between [Tamien](#) and [Diridon](#) Stations. The last southbound train of the day will leave from San Francisco Station at 9:37 p.m. and the last northbound train of the day will depart San Jose Diridon Station at 10:08 p.m.

SamTrans Sunday bus service is less frequent than the weekday schedule and does not serve schools or routes that do not operate on normal Sundays. Passengers should consult the timetables of their regular bus lines to get information on Sunday schedules.

To plan a trip, passengers can call the Customer Service Center at 1-800-660-4287 or visit www.caltrain.com or www.samtrans.com.

The administrative offices of the San Mateo County Transit District, which manages Caltrain and SamTrans, will be closed on Labor Day.

###

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Follow Caltrain on [Facebook](#) and [Twitter](#).

About SamTrans: SamTrans operates 70 routes throughout San Mateo County. Funded in part by a half-cent sales tax, the San Mateo County Transit District also provides administrative support for Caltrain and the San Mateo County Transportation Authority. SamTrans has provided bus service to San Mateo County customers since 1976.

Follow SamTrans on [Facebook](#) and [Twitter](#).

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From: [Alex Eisenhart](#)
To: [Caltrain, Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Subject: NEWS: Caltrain Offers Glimpse of Future Electric Fleet with Model Train Roadshow
Date: Wednesday, August 28, 2019 3:22:47 PM



NEWS

August 28, 2019

Media Contact: Alex Eisenhart, 650.622.7850

Caltrain Offers Glimpse of Future Electric Fleet with Model Train Roadshow

Starting this week, Caltrain staff will be displaying a miniature model of its future electric trains set to begin service in 2022. This new outreach effort aims to provide information about electrification and raise additional awareness around the benefits of Caltrain's modernization projects.

The first roadshow event is taking place from 7 a.m. to 9 a.m. this Thursday, August 29, at the San Francisco Station. The to-scale replica train roadshow will take place at locations along the corridor, including local libraries, museums and festivals. Caltrain's social media followers will be given clues as to where the roadshow will happen next. More information about the travelling roadshow can be found on the Caltrain Modernization website at www.CalMod.org/Roadshow.

On-site staff at the station events will also provide information on the [Caltrain Business Plan](#) and offer riders a chance to give feedback on its recently drafted [Service Vision](#). The selection of the Long Range Service Vision is an important interim step towards the completion of the Business Plan. Visit www.Caltrain2040.org to learn more about the Service Vision, which includes:

- Increased all-day Service Frequency
- Increased Ridership and Capacity
- Environmental benefits
- Better transfers to connecting services
- Benefits to riders and the region

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From: [Alex Eisenhart](#)
To: [Caltrain, Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Subject: NEWS: Caltrain Partners with Project 529 to Promote Bike Registration
Date: Thursday, August 15, 2019 10:44:51 AM



NEWS

August 15, 2019

Media Contact: Alex Eisenhart, 650.622.7850

Caltrain Partners with Project 529 to Promote Bike Registration

Caltrain Rail Operations and the San Mateo County Sheriff's Department are encouraging bike riders to register their bikes in partnership with [Project 529](#).

This app-based system allows bike owners to input identifying information about their bike and report theft. San Mateo County Sheriff's Department, which contracts with Caltrain to serve as the agency's Transit Police unit, has access to the 529 database for both Caltrain and several other bike communities already registered with the program in the event that a bike is reported stolen in the area.

To promote the program, Caltrain is hosting three free bike registration days:

Palo Alto Caltrain Station

Tuesday, August 20, 3:30 p.m. to 7:30 p.m.

Redwood City Caltrain Station

Wednesday, August 21, 3:30 p.m. to 7:30 p.m.

San Francisco Caltrain Station

Thursday, August 22, 3:30 p.m. to 7:30 p.m.

Caltrain riders who use a bicycle are encouraged to take advantage of these events and help deter theft. In addition to the digital registry, the program offers shield stickers, which indicate the bike's secure registration and help deter theft. The first 500 people, per location, to register their bike will receive a free shield sticker.

"On Caltrain, Transit Police frequently locate and recover bikes, however enforcement becomes challenging in the absence of registration information to verify ownership," said Lieutenant Victoria O'Brien. "This partnership with Project 529 adds an additional layer of security for Caltrain riders who use a bicycle."

To download the app or learn more, visit www.Project529.com/Caltrain.

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diesel emissions by 97 percent by 2040 and add more service to more stations.

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From: [Dan Lieberman](#)
To: [Caltrain, Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Subject: NEWS: Caltrain Holds Hearing on Fare Changes
Date: Tuesday, July 30, 2019 2:29:02 PM



NEWS

July 30, 2019

Media Contact: Dan Lieberman, 650.508.6385

Caltrain Holds Hearing on Fare Changes

The Caltrain Board of Directors will hold a public hearing at its August Board meeting to discuss [potential changes](#) to the agency's fare structure. The Board invites public comment on the potential changes to the fares in the Codified Tariff at the August 1 hearing.

The potential changes that the Board may consider for adoption include an increase to the price of the Go Pass of up to 20% on January 1, 2020, with a 5% increase to follow every two years on January 1. Clipper discounts for one-way fares and monthly passes would also be removed or reduced in January 2020.

Other potential changes that the Board may consider for adoption include regular incremental fare increases every two years, with a 50 cent increase to the base fare scheduled for July 2020, a 25 cent increase to the zone fare scheduled for July 2022 and a 50 cent increase to the base fare scheduled for July 2024.

The potential fare changes would also formally allow Caltrain to participate in MTC's Regional Means Based Fare Pilot Program, currently scheduled to begin in early 2020. By participating in this regional program, Caltrain would offer eligible participants a 20% discount on the single-ride adult Clipper Card fares. Additionally, charter trains, parking and bicycle locker fees would be removed from the Codified Tariff. These fees would be placed in a separate document and any changes to the fees or the rules would be brought to the Board in a later process.

The Board will have a final vote on the changes to the Tariff at its September meeting.

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Gilroy. While the Joint Powers Board assumed operating responsibilities for the service in 1992, the railroad celebrated 150 years of continuous passenger service in 2014. Planning for the next 150 years of Peninsula rail service, Caltrain is on pace to electrify the corridor, reduce diesel emissions by 97 percent by 2040 and add more service to more stations.

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From: [Alex Eisenhart](#)
To: [Caltrain, Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Subject: NEWS: Caltrain to Host Online 'Town Hall' on Hillsdale Station Temporary Closure
Date: Monday, July 29, 2019 11:55:14 AM



NEWS

July 29, 2019

Media Contact: Alex Eisenhart, 650.622.7850

Caltrain to Host Online 'Town Hall' on Hillsdale Station Temporary Closure

On Wednesday, July 31, from noon to 1 p.m., Caltrain will host a Virtual Town Hall about the temporary closure of Hillsdale Station, set to begin in December. This long-planned stage in the multi-year [25th Avenue Grade Separation Project](#) is a necessary milestone in the progression of this safety effort that will improve rail operations and traffic flow.

The town hall will be live-broadcasted, and interactive on [Caltrain's YouTube page](#), and will include an overview and timeline of the temporary station closure. Registered participants can interact with project staff in a live chat.

The 25th Grade Separation Project is a collaboration with the City of San Mateo to make improvements to safety, traffic flow and to reduce train noise. Once completed, the grade separation will allow traffic to pass under the tracks at 25th Avenue, as well as complete east-west connections at 28th and 31st avenues, reducing local traffic congestion and increasing safety for drivers and pedestrians. In addition, the project will result in a new, modernized Hillsdale Station that is scheduled to open in 2020.

The project started in October 2017. Construction work has been ongoing since then, including relocation of utilities; the building of bridge abutments and girders; and the installation of mechanically stabilized earth walls. While a majority of the construction activities are taking place during the day, some activities need to be conducted during nights and weekends outside of normal train service hours, due to their close proximity to the railroad tracks. Neighbors may experience construction noise and light during these times and can sign up for a weekly construction notice at www.caltrain.com/25thGS.

The project, funded by a combination of city, state, High-Speed Rail Authority and San Mateo County Measure A funds, is estimated to cost \$180 million.

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From: [Provence, Dan](#)
To: [Cliff Bargar](#)
Cc: [Caltrain, Bac \(@caltrain.com\)](#)
Subject: Re: 22nd St lockers update
Date: Tuesday, July 23, 2019 1:20:25 PM

Hi Cliff,

Thanks for sharing this story. The theory is that secure bike parking can reduce some of the demand for on board space. Glad to hear there are at least 2 instances of that shift happening.

Have a good one,
Dan

Sent from [Workspace ONE Boxer](#)

On July 22, 2019 at 8:28:43 AM PDT, Cliff Bargar <cliff.bargar@gmail.com> wrote:

Hey Dan,

I thought I'd send an anecdotal update before I forget. I was just talking with one of my colleagues on the walk to our office from the train and he mentioned that he started leaving his bike in the e-lockers at 22nd St instead of bringing it on board. Apparently La Stazione now carries BikeLink cards (I hadn't realized that but it's also reflected on the BikeLink website). He said that at ~\$0.50 per day it's worth saving the hassle of having to bring his bike on board. So now we know that there are at least two users!

Best,
Cliff

From: [Kevin Jude](#)
To: [Caltrain, Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Subject: Re: Bikes on Caltrain
Date: Thursday, July 11, 2019 11:09:59 AM

Thank you Lori. I'm really happy to hear that there will be 14 seats within view of bikes on the new bike cars. I'm really excited about electrification and thank you for all of your work.

Best wishes
Kevin

On Thu, Jul 11, 2019 at 11:04 AM Caltrain, Bac (@caltrain.com) <BAC@caltrain.com> wrote:

Dear Kevin,

Thank you for your feedback. On June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

Since that time, Caltrain heard from the bicycle community concerns about security and requests to have additional seats next to bikes on the electric trains. A public process began in February examining the possibility of reconfiguring the already-designed two electric train bike cars and the new seventh car. On April 17, Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options for these cars, as well as station bike and micromobility improvements. Insights and feedback from this workshop, along with general public input, survey results, project schedule, funding partner and CAC/BAC feedback, Business Plan information, and financial impacts and feasibility of the recommendations were considered and factored into the staff recommendation that was presented to the CAC and BAC in May.

In response to requests from cyclists concerned about bike security, the Board

approved reconfiguring the electric train bike cars to add more seats. The electric trains will maintain 72 bike in the two bike cars while increasing the number of seats to 14 total (original design was 6 seats total). The Board also approved spending at least \$3.5M towards bike station parking / micromobility improvements before the start of electrified service. In addition, Caltrain's bike security task force will continue to explore and implement possible improvements to the bike program. For more information, you can view the Board [presentation](#).

Caltrain values cyclists and supports bikes as an excellent first and last mile solution. With one of the most extensive onboard bicycle programs among passenger railroads in the nation, Caltrain is continuously trying to improve service to all its riders and is currently developing a [Business Plan](#), that is working to identify opportunities and strategies to meet the needs of the corridor, as [future ridership growth projections](#) show a potential for up to a 300% increase by 2040.

Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and Caltrain is eager to improve service for all its riders.

Best,

Lori

From: Kevin Jude [mailto:kevinmjude@gmail.com]

Sent: Friday, June 07, 2019 12:08 PM

To: Board (@caltrain.com)

Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary [@caltrain.com]; bikesonboard@sonic.net

Subject: Bikes on Caltrain

I'm very disappointed to hear that the Caltrain board has backtracked on it's promise to increase bike capacity on electric trains. I commute 3 days a week on BART Caltrain and need my bike for first and last miles and to make connections between services. I learned early on that I will often get bumped if I try to transfer from BART at Millbrae, so instead I bike between Embarcadero and Fourth St. I had hoped that this problem would be alleviated in the future, but alas it seems you have chosen instead to make it worse.

Sincerely

Kevin Jude

voter, citizen, bike commuter

Berkeley, CA

From: [Bikes on Board](#)
To: [Caltrain, Bac \(@caltrain.com\)](#)
Cc: ["Kevin Jude"; Board \(@caltrain.com\); CalMod@caltrain.com; cacsecretary \[@caltrain.com\]](#)
Subject: Re: Bikes on Caltrain
Date: Thursday, July 11, 2019 10:59:09 PM

Hello Kevin,

Thank you for writing to Caltrain and expressing your disappointment about Caltrain backtracking on its promise for more bike capacity on electric trains.

It's indeed very disappointing that on June 6, the Caltrain board unanimously approved a train configuration with FAR FEWER seats and LESS bike capacity than trains today.

Caltrain has received hundreds of emails, dozens of public comments at board meetings, and over 1000 people signed a [petition](#) for seats within view of bikes and more bike capacity on electric trains. A public agency is expected to listen to the public, but Caltrain chose not to.

We'd like to offer some clarification on Caltrain's response to you, which contains a good dose of misleading information.

Caltrain writes:

Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach.

It's true that Caltrain did a lot of outreach, but there was ZERO outreach on bike-car layout during that time.

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Thus, under the current Electrification project there will be [a 17% increase in onboard bike capacity](#).

In fact, onboard bike capacity will DECREASE by 7%. Caltrain obfuscates the capacity loss by reporting line capacity (bike spaces per peak hour). This so-called 17% increase in line capacity is inflated, because Caltrain assumed an atypical base case to make the future numbers look better. For details, please visit [this spreadsheet](#).

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The workshop looked good on paper, but in fact it was a publicity stunt, not a serious attempt to address bike riders' concerns. Caltrain staff provided only two options at the workshop - two or three bike cars. These constraints made it impossible for attendees to come up with adequate seats within view of bikes AND meet the board-mandated 8:1 ratio of seats-to-bike-spaces (84 bike spaces per electric train). Caltrain can finally say they took input on bike-car layout (about four years too late), but they didn't provide the public with realistic options to solve the layout problem. I was at the workshop, and some attendees left in disgust.

Caltrain completely ignored [our recommendations](#) for alternate car configurations that would have solved the layout problem.

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Translation: 7 folding seats (3 at the same location as wheelchair space) in view of 36 bikes. Can you say "invitation

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It's shocking that a public agency could ignore the tremendous public outcry for adequate seats within view of bikes. And it's disturbing that the board completely ignored the wisdom of their predecessors, who in 2015 unanimously approved an increase in bike capacity on electric trains. We hope Caltrain becomes more customer-focused in the future.

Thank you again for raising your voice, Kevin.

More bikes, no bumps,
Shirley Johnson
[BIKES ONboard Project](#)

On 2019-07-11 11:04, Caltrain, Bac (@caltrain.com) wrote:

Dear Kevin,

Thank you for your feedback. On June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

Since that time, Caltrain heard from the bicycle community concerns about security and requests to have additional seats next to bikes on the electric trains. A public process began in February examining the possibility of reconfiguring the already-designed two electric train bike cars and the new seventh car. On April 17, Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options for these cars, as well as station bike and micromobility improvements. Insights and feedback from this workshop, along with general public input, survey results, project schedule, funding partner and CAC/BAC feedback, Business Plan information, and financial impacts and feasibility of the recommendations were considered and factored into the staff recommendation that was presented to the CAC and BAC in May.

In response to requests from cyclists concerned about bike security, the Board approved reconfiguring the electric train bike cars to add more seats. The electric trains will maintain 72 bike in the two bike cars while increasing the number of seats to 14 total (original design was 6 seats total). The Board also approved spending at least \$3.5M towards bike station parking / micromobility improvements before the start of electrified service. In addition, Caltrain's bike security task force will continue to explore and implement possible improvements to the bike program. For more information, you can view the Board [presentation](#).

Caltrain values cyclists and supports bikes as an excellent first and last mile solution. With one of the most extensive onboard bicycle programs among passenger railroads in the nation, Caltrain is continuously trying to improve service to all its riders and is currently developing a [Business Plan](#), that is working to identify opportunities and strategies to meet the needs of the corridor, as [future ridership growth projections](#) show a potential for up to a 300% increase by 2040.

Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and Caltrain is eager to improve service for all its riders.

Best,

Lori

From: Kevin Jude [mailto:kevinmjude@gmail.com]
Sent: Friday, June 07, 2019 12:08 PM
To: Board (@caltrain.com)
Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary (@caltrain.com); bikesonboard@sonic.net
Subject: Bikes on Caltrain

I'm very disappointed to hear that the Caltrain board has backtracked on it's promise to increase bike capacity on electric trains. I commute 3 days a week on BART Caltrain and need my bike for first and last miles and to make connections between services. I learned early on that I will often get bumped if I try to transfer from BART at Millbrae, so instead I bike between Embarcadero and Fourth St. I had hoped that this problem would be alleviated in the future, but alas it seems you have chosen instead to make it worse.

Sincerely

Kevin Jude

voter, citizen, bike commuter

Berkeley, CA

From: [Bikes on Board](#)
To: [Caltrain, Bac \(@caltrain.com\)](#)
Cc: "Ed Ruder"; [Board \(@caltrain.com\)](#); [CalMod@caltrain.com](#); [cacsecretary \[@caltrain.com\]](#)
Subject: Thank you for writing to Caltrain!
Date: Thursday, July 11, 2019 10:56:48 PM

Hello Ed,

Thank you for writing to Caltrain and explaining the fatal flaw in the new bike-car design. We completely agree with you and hope Caltrain listens.

It's disappointing that on June 6, the Caltrain board unanimously approved a train configuration with FAR FEWER seats and LESS bike capacity than trains today.

Caltrain has received hundreds of emails, dozens of public comments at board meetings, and over 1000 people signed a [petition](#) for seats within view of bikes and more bike capacity on electric trains. A public agency is expected to listen to the public, but Caltrain chose not to.

We'd like to offer some clarification on Caltrain's response to you, which contains a good dose of misleading information.

Caltrain writes:

Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach.

It's true that Caltrain did a lot of outreach, but there was ZERO outreach on bike-car layout during that time.

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It's shocking that a public agency could ignore the tremendous public outcry for adequate seats within view of bikes. And it's disturbing that the board completely ignored the wisdom of their predecessors, who in 2015 unanimously approved an increase in bike capacity on electric trains. We hope Caltrain becomes more customer-focused in the future.

Thank you again for raising your voice, Ed.

More bikes, no bumps,
Shirley Johnson
[BIKES ONboard Project](#)

On 2019-07-10 16:25, Caltrain, Bac (@caltrain.com) wrote:

Dear Ed,

Thank you for your feedback. On June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

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Caltrain values cyclists and supports bikes as an excellent first and last mile solution. With one of the most extensive onboard bicycle programs among passenger railroads in the nation, Caltrain is continuously trying to improve service to all its riders and is currently developing a [Business Plan](#), that is working to identify opportunities and strategies to meet the needs of the corridor, as [future ridership growth projections](#) show a potential for up to a 300% increase by 2040.

Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and Caltrain is eager to improve service for all its riders.

Best,

Lori

From: Ed Ruder [mailto:ed@ruders.org]

Sent: Friday, June 07, 2019 12:54 PM

To: Board (@caltrain.com)

Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary (@caltrain.com); Bikes on Board

Subject:

TWIMC:

I commute between San Jose Diridon and San Francisco 4th and Townsend stations 3 out of 5 weekdays, and have been for more than 7 years.

I ride my bike between my home and Diridon station (~ 2 miles), and between 4th and Townsend and my office on Market & 11th (~ 2 miles), taking my bike on a bike car.

I appreciate the work that Caltrain has been doing to lengthen the electric trains to accommodate more daily riders--I think it's a great commute option that is bound to get more popular with better trains.

I think using bikes to travel to/from train stations using the bike car is an excellent option that will become more popular if the accommodations for cyclists are good.

Unfortunately, the latest bike car designs that Caltrain has approved have a serious flaw--too few seats near the bikes. I think that this is a fatal flaw, as it leaves bikes exposed to easy theft, which will be rampant unless the design is changed.

Please reconsider your approval, and consider other designs for the Caltrain bike cars that provide more fixed seating near the bikes. This will greatly reduce theft, decrease congestion on bike cars, and increase the utility of Caltrain as a commute option.

Sincerely,

Ed Ruder

150 Arroyo Way, San Jose, CA

408-242-1347

From: [Bikes on Board](#)
To: [Caltrain, Bac \(@caltrain.com\)](#)
Cc: ["Peter Hand"; Board \(@caltrain.com\); CalMod@caltrain.com; cacsecretary \[@caltrain.com\]](#)
Subject: Re: Please reconsider bicycle car designs
Date: Thursday, July 11, 2019 10:52:05 PM

Hello Peter,

Thank you for writing to Caltrain and explaining that their decision will cost them ridership, because bike riders will be forced back into their cars.

It's disappointing that on June 6, the Caltrain board unanimously approved a train configuration with FAR FEWER seats and LESS bike capacity than trains today, as you so aptly point out.

Caltrain has received hundreds of emails, dozens of public comments at board meetings, and over 1000 people signed a [petition](#) for seats within view of bikes and more bike capacity on electric trains. A public agency is expected to listen to the public, but Caltrain chose not to.

We'd like to offer some clarification on Caltrain's response to you, which contains a good dose of misleading information.

Caltrain writes:

Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach.

It's true that Caltrain did a lot of outreach, but there was ZERO outreach on bike-car layout during that time.

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It's shocking that a public agency could ignore the tremendous public outcry for adequate seats within view of bikes. And it's disturbing that the board completely ignored the wisdom of their predecessors, who in 2015 unanimously approved an increase in bike capacity on electric trains. We hope Caltrain becomes more customer-focused in the future.

Thank you again for raising your voice, Peter.

More bikes, no bumps,
Shirley Johnson
[BIKES ONboard Project](#)

On 2019-07-10 16:24, Caltrain, Bac (@caltrain.com) wrote:

Dear Peter,

Thank you for your feedback. On June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

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Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and Caltrain is eager to improve service for all its riders.

Best,

Lori

From: Peter Hand [mailto:pkhandwww@yahoo.com]

Sent: Friday, June 07, 2019 1:31 PM

To: Board (@caltrain.com)

Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary [@caltrain.com]; bikesonboard@sonic.net

Subject: Please reconsider bicycle car designs

Dear Board Members,

As one who commutes every day, rain or shine, by bike and CalTrain, I am disappointed by the new design proposal that both reduces bike capacity, and reduces my and other bicyclists' ability to prevent theft of our vehicles.

The cost per mile of my CalTrain commute is already significantly higher all-in than commuting by car would be for me. I imagine the same is true for many bicycle commuters, and any decisions that discourage or reduce bike commuting are going to cost the system and also affect everybody via increased traffic congestion and pollution as cyclists are forced to go back to their automobiles.

I urge you to reconsider the plan. Though not perfect, the current bike cars with seating in the upper level that provides a view of the bike stacks, would be much preferable.

Regards,

Peter Hand

From: [Bikes on Board](#)
To: [Caltrain, Bac \(@caltrain.com\)](#)
Cc: "[Erico Gomes](#)"; [Board \(@caltrain.com\)](#); [CalMod@caltrain.com](#); [cacsecretary \[@caltrain.com\]](#)
Subject: Re: Caltrain going backwards with bicycles
Date: Thursday, July 11, 2019 10:48:50 PM

Hello Erico,

Thank you for writing to Caltrain and emphasizing that they have taken a step backwards.

It's disappointing that on June 6, the Caltrain board unanimously approved a train configuration with FAR FEWER seats and LESS bike capacity than trains today.

Caltrain has received hundreds of emails, dozens of public comments at board meetings, and over 1000 people signed a [petition](#) for seats within view of bikes and more bike capacity on electric trains. A public agency is expected to listen to the public, but Caltrain chose not to.

We'd like to offer some clarification on Caltrain's response to you, which contains a good dose of misleading information.

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It's shocking that a public agency could ignore the tremendous public outcry for adequate seats within view of bikes. And it's disturbing that the board completely ignored the wisdom of their predecessors, who in 2015 unanimously approved an increase in bike capacity on electric trains. We hope Caltrain becomes more customer-focused in the future.

Thank you again for raising your voice, Erico.

More bikes, no bumps,
Shirley Johnson
[BIKES ONboard Project](#)

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Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and Caltrain is eager to improve service for all its riders.

Best,

Lori

From: Érico Gomes [mailto:ericofg@gmail.com]

Sent: Friday, June 07, 2019 1:55 PM

To: Board (@caltrain.com)

Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary (@caltrain.com); bikesonboard@sonic.net

Subject: Caltrain going backwards with bicycles

Dear Caltrain Board,

It is sad to see that instead of stimulating one of the best and healthiest way of commuting you have taken a step back by reducing the number of bikes allowed and less safety by having cyclists in other cars. More and more people choose bicycles to commute and I've seen the numbers increase year over year. I hope that your decision doesn't turn as bad as I expect once live.

Best of luck,

Erico