

Bicycle Advisory Committee

CORRESPONDENCE

Part 1

January 17, 2014 – March 14, 2014

Averill, Joshua

From: Andrea Minarcek <aminarce@gmail.com>
Sent: Friday, March 14, 2014 3:40 AM
To: Caltrain, Bac (@caltrain.com)
Subject: Caltrain bump email

Hello:

I'm writing to report that I got bumped last night from the northbound 385 train at 6:46, at the Menlo Park station.

Thanks,
Andrea Minarcek

Averill, Joshua

From: pat giorni <hogorni@yahoo.com>
Sent: Thursday, March 13, 2014 11:04 AM
To: Board (@caltrain.com); Caltrain, Bac (@caltrain.com); Averill, Joshua; cacsecretary (@caltrain.com)
Cc: BIKES ONboard; bikesmc; Corinne Winter; svbcbikes@bikesiliconvalley.org; SVBC-pen
Subject: Anecdotal Bump Count from the March 6, 2014 JPB Correspondence Packet

Please find below the Anecdotal Bump Count from the March 6, 2014 JPB Correspondence Packet:

Mar. 6, 2014 Packet	Bumps Reported	Station-Time/Train#	Name and email Address
Feb. 5		1 RWC-#375	Mark Roennigke
Feb. 11		3 22nd-#314	Tim Hickey
Feb. 17		1 SM-#226	Mgkeeney]
Feb. 19	4+ (repeat)	22nd-#230	Andrew Ness [
		5 22nd-#230	Adam Widmer
Feb. 20		10 RWC-#269	AJ Schrauth
		2 SCar-#269	Micheal Fitzsimons
Feb.25	24+	22nd-#324	Daniel Hall
Mar. 4		4 SSF-#288	Dan Shore
Mar. 5	Unspecified	22nd-#220	Leslie
	Unspecified	Millbrae-#220	Leslie
	Unspecified	SM-#220	Leslie
Total	50+		

Pat Giorni

Averill, Joshua

From: Dan Shore <dgmshore@gmail.com>
Sent: Tuesday, March 11, 2014 7:08 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Bumped off NB caltrain 284 at South SF station with 4 other cyclists. Newer trains with less bike slots suck balls.

Averill, Joshua

From: Jonathan <jonathan@withrington.net>
Sent: Tuesday, March 11, 2014 5:55 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

San Carlos northbound 11 march 2014. 5:50pm Two trains canceled and the first one that turns up more than 12 bikes are bumped.

I'm 1hr late and supposed to be meeting a notary to close escrow on a house purchase.

Jon

Averill, Joshua

From: AJ Schrauth <aj.schrauth@gmail.com>
Sent: Tuesday, March 11, 2014 5:52 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Re: Bumped

I was just bumped from Caltrain 273 at redwood city along 15 others. Yes, 15! No excuse for that.

It would be nice if you could include the fact that the bike cars are full with your station status updates. Had I seen that when I got to the station 45 minutes ago I would have just ridden my bike straight to SF and would have beaten the train I'm gonna take, whichever that one will be. Still waiting to see evidence that you will take any modest step to improve service. Opening day is less than a month away, any plans to avoid bumps then?

~AJ Schrauth

Averill, Joshua

From: Chris Tilton <ctilton65@yahoo.com>
Sent: Tuesday, March 11, 2014 8:26 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

8 riders bumped on 8:19 southbound train from 22nd st

Sent from my iPhone

Averill, Joshua

From: Jonathan <jonathan@withrington.net>
Sent: Thursday, March 06, 2014 5:42 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hi,
2 bikes just got bumped at San Carlos on the northbound 5:29pm train.
I'll be late for dinner with the family in japan town now.
Jon

Averill, Joshua

From: Leslie <geekgirl@gmail.com>
Sent: Wednesday, March 05, 2014 9:54 AM
To: bikesonboard@sfbike.org; Board (@caltrain.com); Caltrain, Bac (@caltrain.com); cacsecretary (@caltrain.com)
Subject: Multiple bump report, #220 March 5th

I was on the south-most bike car on Train 220 this morning, March 5th. I happened to get on in time at 4th and King. However, all bikes were turned away (I saw many sad faces) at 22nd Street and Millbrae station, and only 4 bikes were allowed on at San Mateo (when there were more than 4 people with bikes waiting to get on).

Leslie

Averill, Joshua

From: Phu Tran <phumt70@yahoo.com>
Sent: Wednesday, March 05, 2014 9:05 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Dear Caltrain,

This morning I got bumped from #324 but saw that some of the compartments only had two bikes when the max is four. I've seen others get bumped too for no good reason. Understood sometimes it is over crowded with bikes but last couple of time it's just not reasonable. Same conductors bumping bikers too! I don't understand why caltrain workers have to be so harsh while people need to get to work on time. It's just mean.

Averill, Joshua

From: Dan Shore <dgmshore@gmail.com>
Sent: Tuesday, March 04, 2014 7:27 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Tried to board Southbound train 288 @ SSF with my bike and was denied boarding by the conductor with 3 other cyclists. Looked like there was a reasonable amount of space for more bikes but was told they were at capacity. Newer style train has insufficient bike capacity. Not happy.

- Dan

Averill, Joshua

From: pat giorni <hogorni@yahoo.com>
Sent: Wednesday, February 26, 2014 11:04 AM
To: Board (@caltrain.com)
Cc: Caltrain, Bac (@caltrain.com); Averill, Joshua; cacsecretary (@caltrain.com); BIKES ONboard; bikesmc; Corinne Winter; bikes@lists.svbc.dreamhost.com
Subject: Anecdotal Bump Count from the Feb. 6, 2014 JPB Correspondence Packet

Please find below the Anecdotal Bike Bump Count per the Feb. 6, 2014 JPB Correspondence packet.

Regards,

Pat Giorni

Feb. 6, 2014 Packet	Bumps Reported	Station- Time/Train#	Name and email Address
Jan. 9		1 RWC-#269	Martin and Lynn [
Jan. 13		4 MP-#269	Dana Jordan[
	1(repeat)	SCar-#269	Percy Link
		5 SCar-#269	Micheal Fitzsimons
	20+	RWC-#269	AJ Schrauth
	9+ (repeat)	RWC-#269	Martin and Lynn [
		1 RWC-#375	Michael Konwiak
	1 (repeat)	MP-#269	Bill McDonnell [
Jan. 14		1 PA-#225	Mathias Gibson
Jan. 21		7 22nd-#324	Chris Tilton [
	5+	Hills- #206	Brad Freitag [
Jan. 22		3 RWC-#375	Adam Widmer [
Jan. 23	6+	22nd-#322	Adam Widmer
	6+	SM-#220	Dana Jordan[
	4+	MP-#269	Dana Jordan[
		1 PA-#385	Viraj [
Jan. 28		8 22nd-#314	Daniel Hall
		1 RWC-#269	Martin and Lynn
Jan. 31		20 22nd-#230	Adam Widmer
Feb. 3		1 MP-#269	Karen Shakespear
Feb. 4	3+	MP-#279	Karen Shakespear
Total	97+		

Averill, Joshua

From: dandodger1@gmail.com on behalf of Daniel Hall <dhall12@stanford.edu>
Sent: Tuesday, February 25, 2014 8:25 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

I counted At least 24 bikes bumped at 22nd street train 324 sb at 8:19. Only 1 bike let on.

I will miss an important meeting for this one.

Need a secure lock up for bike riders at 22nd so we can leave our bikes At the station when this happens.

Daniel Hall

--

Daniel Hall

Sustainable Design & Construction
CEE Master of Engineering Candidate
415.967.9999 | dhall12@stanford.edu



Averill, Joshua

From: Haskin, Rita
Sent: Saturday, February 22, 2014 5:50 PM
To: Ryan Schmidt
Cc: cacsecretary (@caltrain.com); bikesonboard@sfbike.org; Bartholomew, Tasha
Subject: RE: Caltrain capacity

Ryan, we are working on buying used rail cars that may be able to allow us to add an extra car to each train. If we get the cars, they'd need to go through some maintenance and may not be in service for a year. Due to the increased non-bike ridership, we won't be removing seats to accommodate bikes on board. Wayside accommodations should be able to handle bikes during peak commute times.

Rita

From: Ryan Schmidt [rschmidtca@gmail.com]
Sent: Friday, February 21, 2014 8:14 PM
To: Haskin, Rita
Cc: Averill, Joshua; Bartholomew, Tasha; bikesonboard@sfbike.org
Subject: Re: Caltrain capacity

Thanks for your email Rita.

You mentioned that you're "looking into ways to accommodate the [increased] demand". What options are you considering to help accommodate the increased demand by bikes during commute times?

Thanks again.

Ryan

On Feb 21, 2014, at 12:00 PM, "Haskin, Rita" <haskin@samtrans.com<<mailto:haskin@samtrans.com>>> wrote:

Good morning, Mr. Schmidt. Your e-mail to the Caltrain Citizens Advisory Committee, Caltrain Bicycle Advisory Committee and staff was referred to me for response. They'll receive a copy of our correspondence.

Thank you for letting us know about the customers with bikes that weren't able to ride Train 269. We regret that they weren't able to board this train. As Caltrain's ridership – for both customers with bikes and those without – continues to grow, we're looking into ways to accommodate the demand.

We don't have any current plans to expand the number of bike spots on the trains. An option for some customers may be to store their bikes in lockers at the stations. Most of our stations have lockers, and only three stations are at capacity. Information on the availability of lockers and other bike storage options is available at www.caltrain.com/bikelockers<<http://www.caltrain.com/bikelockers>>.

Thank you again for taking the time to let us know about Train 269.

Sincerely,

Rita

Rita P. Haskin
SamTrans | Caltrain | TA
Office of Customer Service and Marketing
1250 San Carlos Ave.
San Carlos, CA 94070-1306
650-508-6248

www.smctd.com<<http://www.smctd.com/>>

Consumer Report #020429

Ryan Schmidt – rschmidtca@gmail.com<<mailto:rschmidtca@gmail.com>>

Just a quick note that at least 6 bikes were bumped from northbound train #269 today in Redwood City. Not good. Does Caltrain have any plans to address the limited bike capacity, especially in the 5 o'clock hour between RWC & San Mateo?

Averill, Joshua

From: Ryan Schmidt <rschmidtca@gmail.com>
Sent: Friday, February 21, 2014 8:14 PM
To: Haskin, Rita
Cc: Averill, Joshua; Bartholomew, Tasha; bikesonboard@sfbike.org
Subject: Re: Caltrain capacity

Thanks for your email Rita.

You mentioned that you're "looking into ways to accommodate the [increased] demand". What options are you considering to help accommodate the increased demand by bikes during commute times?

Thanks again.

Ryan

On Feb 21, 2014, at 12:00 PM, "Haskin, Rita" <haskinr@samtrans.com> wrote:

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Thank you again for taking the time to let us know about Train 269.

Sincerely,

Rita

Rita P. Haskin
SamTrans | Caltrain | TA
Office of Customer Service and Marketing
1250 San Carlos Ave.
San Carlos, CA 94070-1306
650-508-6248
www.smctd.com

Consumer Report #020429

Ryan Schmidt – rschmidtca@gmail.com

Just a quick note that at least 6 bikes were bumped from northbound train #269 today in Redwood City. Not good. Does Caltrain have any plans to address the limited bike capacity, especially in the 5 o'clock hour between RWC & San Mateo?

Averill, Joshua

From: Haskin, Rita
Sent: Friday, February 21, 2014 12:01 PM
To: 'rschmidtca@gmail.com'
Cc: Averill, Joshua; Bartholomew, Tasha; bikesonboard@sfbike.org
Subject: Caltrain capacity

Good morning, Mr. Schmidt. Your e-mail to the Caltrain Citizens Advisory Committee, Caltrain Bicycle Advisory Committee and staff was referred to me for response. They'll receive a copy of our correspondence.

Thank you for letting us know about the customers with bikes that weren't able to ride Train 269. We regret that they weren't able to board this train. As Caltrain's ridership – for both customers with bikes and those without – continues to grow, we're looking into ways to accommodate the demand.

We don't have any current plans to expand the number of bike spots on the trains. An option for some customers may be to store their bikes in lockers at the stations. Most of our stations have lockers, and only three stations are at capacity. Information on the availability of lockers and other bike storage options is available at www.caltrain.com/bikelockers.

Thank you again for taking the time to let us know about Train 269.

Sincerely,

Rita

Rita P. Haskin

SamTrans | Caltrain | TA
Office of Customer Service and Marketing
1250 San Carlos Ave.
San Carlos, CA 94070-1306
650-508-6248
www.smctd.com

Consumer Report #020429

Ryan Schmidt – rschmidtca@gmail.com

Just a quick note that at least 6 bikes were bumped from northbound train #269 today in Redwood City. Not good. Does Caltrain have any plans to address the limited bike capacity, especially in the 5 o'clock hour between RWC & San Mateo?

Averill, Joshua

From: AJ Schrauth <aj.schrauth@gmail.com>
Sent: Thursday, February 20, 2014 5:39 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bumped

I was just bumped from Caltrain 269 at redwood city along with 9 other people. As always it's a pain in the ass, but I'll spare the details until I see some sign you care about your passengers.

~AJ Schrauth

Averill, Joshua

From: Michael Fitzsimons <fitzsimons.michael@gmail.com>
Sent: Thursday, February 20, 2014 5:36 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Tonight I was bumped on 269 at San Carlos in Southern bike car. One other biker was denied boarding. Now I will be 30 minutes late getting home. Please add bike capacity.

Averill, Joshua

From: Ryan Schmidt <rschmidtca@gmail.com>
Sent: Thursday, February 20, 2014 5:29 PM
To: lindella@samtrans.com; bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: 6+ bikes bumped from 269 NB

Just a quick note that at least 6 bikes were bumped from northbound train #269 today in Redwood City. Not good.

Does Caltrain have any plans to address the limited bike capacity, especially in the 5 o'clock hour between RWC & San Mateo?

Ryan

Averill, Joshua

From: Yahoo <adamwidmer@yahoo.com>
Sent: Wednesday, February 19, 2014 8:56 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

5 bikes bumped from Southbound train at 22nd street at 8:49am. Wednesday Feb 19.

Sent from my iPhone

Averill, Joshua

From: Andrew Ness <andrewn@gmail.com>
Sent: Wednesday, February 19, 2014 8:54 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

At least four paying customers were denied service due to insufficient bicycle capacity today on southbound 230 at 22nd street. The train was over capacity for bicycles before it even left San Francisco.

This was a two bike car gallery train.

We need more bicycle capacity to meet existing demand.

Andrew Ness

Averill, Joshua

From: Averill, Joshua on behalf of Caltrain, Bac (@caltrain.com)
Sent: Tuesday, February 18, 2014 3:40 PM
To: Caltrain, Bac (@caltrain.com)
Subject: RE: Bumped bikes on Calatrain today

To: Tim Hickey [\[mailto:tahickey@yahoo.com\]](mailto:tahickey@yahoo.com)

Thank you for submitting your comments to Caltrain and we have forwarded your comments to the proper parties for review. We regret that some customers with bicycles weren't able to board the train at 22nd Street. We are limited with the onboard bicycle capacity and let customers know that they may want to rent a Caltrain bicycle locker. There is still plenty of space at the San Francisco station for bike locker rentals. We haven't started designing the new rail cars; however, bike capacity will be one of the considerations. Again we apologize for any inconvenience and we thank you for sharing your feedback.

Andria De La Torre
Customer Service Rep 2 (FT)

-----Original Message-----

From: Tim Hickey [mailto:tahickey@yahoo.com]
Sent: Tuesday, February 11, 2014 7:25 AM
To: lindella@samtrans.com; bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bumped bikes on Calatrain today

Hello,
On the SB 314 at 22nd Street, there were 3 riders who had bicycles and were not permitted to board to capacity at 4th and King. Turning away paying riders is not conducive to increased ridership. Please change all baby bullets to gallery cars and make sure the new cars have bike capacity when they enter rotation.

Thank you,

Tim Hickey

Averill, Joshua

From: Mgkeeney <mgkeeney@gmail.com>
Sent: Monday, February 17, 2014 8:47 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Got bumped
San Mateo 8:43
Monday Feb 17th

Averill, Joshua

From: Haskin, Rita
Sent: Tuesday, February 11, 2014 2:16 PM
To: Bartholomew, Tasha; Averill, Joshua
Subject: FW: Caltrain: Non-bicyclists in bike cars

From: Peter Diaz [mailto:pdiaz@mercyhsb.com]
Sent: Monday, February 10, 2014 9:17 PM
To: Haskin, Rita
Subject: Re: Caltrain: Non-bicyclists in bike cars

Thank you for replying, Rita!

Peter

On Mon, Feb 10, 2014 at 4:30 PM, Haskin, Rita <haskinr@samtrans.com> wrote:

Good afternoon, Mr. Diaz. Thank you for letting us know about your experience on Caltrain last week. I regret that it wasn't a positive one.

Caltrain conductors can assist with crowd control as customers are moving in and out of the train cars. However, they can't prohibit customers without bikes from traveling in the cars that are bike accessible. The guidance we use for this is included in the second question on our Bicycle FAQs page:
www.caltrain.com/riderinfo/Bicycles/Bicycle_FAQs.html.

If you'd like to submit a complaint – or compliment – to Caltrain, the best method is to complete the brief form at www.caltrain.com/contact. The information is placed in a database, which we use for tracking, and assigned out for investigation.

Thank you again for taking the time to contact us.

Rita

Rita P. Haskin

SamTrans | Caltrain | TA

Office of Customer Service and Marketing

1250 San Carlos Ave.

San Carlos, CA 94070-1306

[650-508-6248](tel:650-508-6248)

www.smctd.com

From: Peter Diaz [<mailto:pdiaz@mercyhsb.com>]

Sent: Saturday, February 08, 2014 5:02 PM

To: Nabong, Sarah

Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; Caltrain, Bac (@caltrain.com); cac@caltrain.com

Subject:

Hello,

I am bicyclist that has been using Caltrain for over a decade now. It frustrates me that not all conductors have the common sense to have a full bike car with passengers in the aisles disembark so that bicyclist can disembark without bumping people on the way out. We really don't want to hit people with our bicycles, get them dirty or get their clothing snagged onto our bicycles.

Some conductors actually do ask the passengers to disembark to let the bicyclist out which is of tremendous help and efficient. This one conductor did not! As a result, the people in the aisles were waiting for us to disembark but yet failed to clear a path and we were waiting for them to clear a path. We did not know what was going on. I honestly thought there was something going on at the exit. It turns out that the conductor was waiting for us all along. Out of frustration, he blamed us for the delay. The train was #375 on 2/5/14 from Millbrae to 22nd St.

Can you please make it a part of conductors protocol to have passengers disembark when bike cars are full of people in the aisles? Thank you!

--

Peter Diaz

--

Peter Diaz
Service Learning Coordinator
Religious Studies
Mercy High School

Email disclaimer

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Averill, Joshua

From: Tim Hickey <tahickey@yahoo.com>
Sent: Tuesday, February 11, 2014 7:25 AM
To: lindella@samtrans.com; bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bumped bikes on Calatrain today

Hello,

On the SB 314 at 22nd Street, there were 3 riders who had bicycles and were not permitted to board to capacity at 4th and King. Turning away paying riders is not conducive to increased ridership. Please change all baby bullets to gallery cars and make sure the new cars have bike capacity when they enter rotation.

Thank you,

Tim Hickey

Averill, Joshua

From: Haskin, Rita
Sent: Monday, February 10, 2014 4:31 PM
To: 'pdiaz@mercyhsb.com'
Cc: Bartholomew, Tasha; Averill, Joshua; Martinez, Martha; Nabong, Sarah
Subject: Caltrain: Non-bicyclists in bike cars

Good afternoon, Mr. Diaz. Thank you for letting us know about your experience on Caltrain last week. I regret that it wasn't a positive one.

Caltrain conductors can assist with crowd control as customers are moving in and out of the train cars. However, they can't prohibit customers without bikes from traveling in the cars that are bike accessible. The guidance we use for this is included in the second question on our Bicycle FAQs page: www.caltrain.com/riderinfo/Bicycles/Bicycle_FAQs.html.

If you'd like to submit a complaint – or compliment – to Caltrain, the best method is to complete the brief form at www.caltrain.com/contact. The information is placed in a database, which we use for tracking, and assigned out for investigation.

Thank you again for taking the time to contact us.

Rita

Rita P. Haskin

SamTrans | Caltrain | TA
Office of Customer Service and Marketing
1250 San Carlos Ave.
San Carlos, CA 94070-1306
650-508-6248
www.smctd.com

From: Peter Diaz [<mailto:pdiaz@mercyhsb.com>]
Sent: Saturday, February 08, 2014 5:02 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; Caltrain, Bac (@caltrain.com); cac@caltrain.com
Subject:

Hello,

I am bicyclist that has been using Caltrain for over a decade now. It frustrates me that not all conductors have the common sense to have a full bike car with passengers in the aisles disembark so that bicyclist can disembark without bumping people on the way out. We really don't want to hit people with our bicycles, get them dirty or get their clothing snagged onto our bicycles.

Some conductors actually do ask the passengers to disembark to let the bicyclist out which is of tremendous help and efficient. This one conductor did not! As a result, the people in the aisles were waiting for us to disembark but yet failed to clear a path and we were waiting for them to clear a path. We did not know what was going on. I honestly thought there was something going on at the exit. It turns out that the conductor was waiting for us all along. Out of frustration, he blamed us for the delay. The train was #375 on 2/5/14 from Millbrae to 22nd St.

Can you please make it a part of conductors protocol to have passengers disembark when bike cars are full of people in the aisles? Thank you!

--
Peter Diaz

Averill, Joshua

From: Peter Diaz <pdiaz@mercyhsb.com>
Sent: Saturday, February 08, 2014 5:02 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; Caltrain, Bac (@caltrain.com); cac@caltrain.com

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--

Peter Diaz

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Averill, Joshua

From: Mark Roennigke <mroennigke@gmail.com>
Sent: Wednesday, February 05, 2014 6:07 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Dear Caltrain leadership,

I was not allowed to board the northbound train this evening at 5:52pm at the Redwood City station. I believe the train was #375. The lack of space for cyclists is becoming ever more frustrating as ridership appears to be increasing. If you expect to maintain customer satisfaction I would strongly recommend dealing with this issue.

-Mark

Sent from my iPhone

Averill, Joshua

From: Brad Freitag <bradfreitag@gmail.com>
Sent: Tuesday, February 04, 2014 7:02 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

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

Sincerely,
Brad Freitag

Sent from my iPad

Averill, Joshua

From: Karen Shakespear <kshakespear@gmail.com>
Sent: Tuesday, February 04, 2014 6:22 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

At least three bikes bumped at Menlo park on nb 279.

Averill, Joshua

From: Karen Shakespear <kshakespear@gmail.com>
Sent: Monday, February 03, 2014 6:50 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

I was bumped at Menlo park tonight, train 279 nb.

Averill, Joshua

From: AJ Schrauth <aj.schrauth@gmail.com>
Sent: Monday, February 03, 2014 5:29 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bumped

I was just bumped from Caltrain 269 at redwood city along with along with 3 other cyclists. I'd tell you how much this screws up my day, but you clearly don't care. I'll keep reporting the bumps and maybe someday you'll attempt to fix it. I won't hold my breath though. Another 45 minutes wasted for no reason.

~AJ Schrauth

Averill, Joshua

From: Yahoo <adamwidmer@yahoo.com>
Sent: Friday, January 31, 2014 8:52 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

20 bikes bumped from Southbound 8:49 train at 22nd street. 1/31/14. This is uncanny for a Friday!

Sent from my iPhone

Averill, Joshua

From: Haskin, Rita
Sent: Thursday, January 30, 2014 6:38 PM
To: 'banditsjoy4@astound.net'
Cc: McKenna, Nancy; Averill, Joshua; Bartholomew, Tasha; Nabong, Sarah; bikesonboard@sfbike.org
Subject: Re: Bikes on Caltrain Comment

Good evening, Mr. Love. Your message to the Caltrain Board of Directors, Citizens Advisory Committee and Bicycle Advisory Committee was referred to me for response.

Thank you for letting us know about your experience with a Caltrain conductor Tuesday. I apologize for the doors being closed before you could board the train. I've notified our Operations staff. They will follow up with the crew and take any action necessary.

For future negative or positive encounters that you'd like to report, the best way is to complete our brief online form at www.caltrain.com/contact. The information gets put into a database and routed to all parties that need the information.

I hope that your future commutes on Caltrain are pleasant.

Sincerely,

Rita

Rita P. Haskin

SamTrans | Caltrain | TA
Office of Customer Service and Marketing
1250 San Carlos Ave.
San Carlos, CA 94070-1306
650-508-6248
www.smctd.com

From: martin and lynn [<mailto:banditsjoy4@astound.net>]
Sent: Tuesday, January 28, 2014 6:40 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Northbound 269 out of Redwood City this evening, 2nd bike coach conductor. I was near the end of bikes boarding, conductor told me to go to the front bike coach as this one was full.

Running through a crowded platform isn't safe, plus I'm 64 years old and can no longer run. I hustled as fast as safe to do so, however.....

Before I could get to the front bike coach your conductor closed the doors and left me stranded on the platform. What a mean and cruel thing to do! Forget about being bumped, that's NOT the issue.

I've been commuting from San Mateo to RWC on Caltrain since early 2000 and bringing a bike on board since early 2008. I've never experienced anything on Caltrain that rises to this level of deplorable customer treatment by any of your staff. If anything..... at the very least..... if anything, he should have waited until I boarded the front coach as he instructed me to do before he closed the doors.

Respectfully,
Martin Love

Averill, Joshua

From: martin and lynn <banditsjoy4@astound.net>
Sent: Tuesday, January 28, 2014 6:40 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Northbound 269 out of Redwood City this evening, 2nd bike coach conductor. I was near the end of bikes boarding, conductor told me to go to the front bike coach as this one was full.

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Respectfully,
Martin Love

Averill, Joshua

From: dandodger1@gmail.com on behalf of Daniel Hall <dhall12@stanford.edu>
Sent: Tuesday, January 28, 2014 7:23 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

8 bikes bumped at 22nd street for the 7:19 sb train this morning. Low capacity train for high demand time slot.

--

Daniel Hall

Sustainable Design & Construction
CEE Master of Engineering Candidate
415.967.9999 | dhall12@stanford.edu



Averill, Joshua

From: Viraj <vnavkal0@gmail.com>
Sent: Thursday, January 23, 2014 7:00 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hello, I am a cyclist and i just got bumped from train #385 at Palo alto.

Averill, Joshua

From: Scott Yarbrough <yarbrough.scott@gmail.com>
Sent: Thursday, January 23, 2014 6:07 PM
To: Caltrain, Bac (@caltrain.com); bikesonboard@sfbikes.org; bikesonboard@sfbike.org
Subject: Re: Bumped on 2 consecutive trains

Really!?! Trying to get on Redwood city northbound train and was bumped from the 5:25, and 5:52 trains. It still remains to be seen if I'll get on the 6:25 train, announced as being at capacity. And why did you run the bombardier for the 375 tonight? Perhaps you need to run more consists? All your rush hour trains are at capacity for cycling AND non-cycling passengers and have been so routinely for 6 months or more.

Scott

On Jan 23, 2014 6:03 PM, "Scott Yarbrough" <yarbrough.scott@gmail.com> wrote:

Really!?! Trying to get on Redwood city northbound train and was bumped from the 5:25, and 5:52 trains. It still remains to be seen if I'll get on the 6:25 train, announced as being at capacity. And why did you run the bombardier for the 375 tonight? Perhaps you need to run more consists? All your rush hour trains are at capacity for cycling AND non-cycling passengers and have been so routinely for 6 months or more.

Scott

Averill, Joshua

From: Scott Yarbrough <yarbrough.scott@gmail.com>
Sent: Thursday, January 23, 2014 6:03 PM
To: Caltrain, Bac (@caltrain.com); bikesonboard@sfbikes.org
Subject: Bumped on 2 consecutive trains

Really!?! Trying to get on Redwood city northbound train and was bumped from the 5:25, and 5:52 trains. It still remains to be seen if I'll get on the 6:25 train, announced as being at capacity. And why did you run the bombardier for the 375 tonight? Perhaps you need to run more consists? All your rush hour trains are at capacity for cycling AND non-cycling passengers and have been so routinely for 6 months or more.

Scott

Averill, Joshua

From: Dana Jordan <djordan@shschools.org>
Sent: Thursday, January 23, 2014 5:35 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Another bump report Bikes on Caltrain Comment

Hi again-

On the nbound train 269 in Menlo park there were at least 4 bikes bumped tonight.

Three bike cars would be great!!

Thanks again,

Dana

Sent from my iPhone

Averill, Joshua

From: Dana Jordan <djordan@shschools.org>
Sent: Thursday, January 23, 2014 8:50 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Another bump...Bikes on Caltrain Comment

Hi there,
I feel the bumps are increasing. I, along with at least 5 or 6 others, were bumped from sbound train 220 in San Mateo. Both bike cars were full and, according to the conductor, were full out of 22nd street. The 220 is notorious for being extra over crowded with bikes- any chance there can be a THIRD bike car on this train?
Thank you,
Dana Jordan

Sent from my iPhone

Averill, Joshua

From: Yahoo <adamwidmer@yahoo.com>
Sent: Thursday, January 23, 2014 8:32 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

At least 6 bikes bumped from Southbound 8:02am train from 22nd street. More bumped from Millbrae on the same train.

Sent from my iPhone

Averill, Joshua

From: Yahoo <adamwidmer@yahoo.com>
Sent: Wednesday, January 22, 2014 5:57 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

3 bikes bumped from northbound train at 5:52pm in Redwood City.

Sent from my iPhone

Averill, Joshua

From: Chris Tilton <ctilton65@yahoo.com>
Sent: Tuesday, January 21, 2014 8:25 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Martinez, Martha; Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

7 bikes were bumped on the southbound 8:19am train at 22nd st The racks were not even full I was the only bike they let on and there are two racks with only one bike on them I told the conductor And he have me a stern warning that "knows his job and he was made because a few of the racks were over stacked. Which they are not. This guy is very anti bike for some reason His name is James

Sent from my iPhone

Averill, Joshua

From: Bill McDonnell <bill@athertonlane.com>
Sent: Friday, January 17, 2014 10:16 AM
To: Nabong, Sarah
Cc: 'bikesonboard@sfbike.org'; Martinez, Martha; Bartholomew, Tasha; 'cac@caltrain.com'; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hello,

On Thursday January 16, 2014, at the Menlo Park Caltrain Station, on train 269 northbound to SF at 5:19 p.m., I was not allowed to get on the train with my bicycle (I was bumped). The conductor said “the bike car is at capacity.” Please add bike capacity on trains at that time (commute peak time) or allow more bikes (exceed the Caltrain self-imposed “capacity”) on the bike car at commute peak time. Thank you.

Bill McDonnell
(mobile) (415) 225-6625

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Averill, Joshua

From: Bill McDonnell <bill@athertonlane.com>
Sent: Friday, January 17, 2014 10:13 AM
To: Nabong, Sarah
Cc: 'bikesonboard@sfbike.org'; Martinez, Martha; Bartholomew, Tasha; 'cac@caltrain.com'; Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hello,

On Monday January 13 at the Menlo Park Caltrain Station, on train 269 northbound to SF at 5:19 p.m., I was not allowed to get on the train with my bicycle (I was bumped). The conductor said “the bike car is at capacity.” Please add bike capacity on trains at that time (commute peak time) or allow more bikes (exceed the Caltrain self-imposed “capacity”) on the bike car at commute peak time. Thank you.

Bill McDonnell
(mobile) (415) 225-6625

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