

Bicycle Advisory Committee

CORRESPONDENCE

Part 1

May 16, 2014 – July 11, 2014

Caltrain, Bac (@caltrain.com)

From: AJ Schrauth <aj.schrauth@gmail.com>
Sent: Thursday, July 10, 2014 7:42 PM
To: De La Torre, Andria
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com); Averill, Joshua
Subject: Re: Bumped

Andria,

Thanks for the response. I hope you can make improvements to the experience of bringing a bike on caltrain, but I doubt reviewing bike capacity rules with the conductors will solve the issue. I'm sure they are all well aware of the capacity rules and do their best to adhere to them. The issue is that there is not a good system in place to make it easy for them to keep track of capacity. I'm sure they have many other tasks to attend to at stops beyond counting bikes.

While I have your attention, I'd like to make one other observation/suggestion. Etiquette and, I believe, current rules require cyclists to wait for other passengers to exit the train before we exit and enter before we enter. Often when the train is busy, the cyclist are waiting for passengers to clear the entryway when the conductors would like to close the door to keep schedule. A number of times this has prompted a reprimand from the conductor for the bikes to hurry up, when in reality the cyclist are not the problem, we just have to be last. It seems to me that it would be easier to request that the passengers without bikes board at a different door. They board faster in general and can easily move into the bike car once on the train. This would give the cyclists more time to arrange themselves and hopefully keep the busy trains from being delayed.

Again, thank you for the response. I hope you can make improvements of the bike/Caltrain experience by attacking problems. However, without capacity expansion or significant refinement of the system, I don't expect to see much improvement.

~AJ

On Wednesday, July 9, 2014, De La Torre, Andria <delatorrea@samtrans.com> wrote:

Good Morning AJ. Your message to the Caltrain Board of Directors, Caltrain Citizens Advisory Committee and Bicycle Advisory Committee was referred to me for response. The groups will receive a copy of our correspondence.

Thank you for letting us know about your experience on Caltrain this past Monday. We regret to hear that you observed more bike space within the bike racks than were allowed to board. We have shared this report with our Operations staff to review the capacity limits with the conductor.

We strive to set expectations for customers about whether they'll be able to board with a bike. One way we do this is with information on our website. We note that if the bike car is full, the cyclist will have to get wait for

the next train. We expect our Caltrain conductors to assist with crowd control as customers are moving in and out of the train cars. In the bike cars, each rack can safely accommodate up to four bikes. Our conductors are responsible for only allowing a safe number of customers with bikes board the train.

Again, we apologize for the oversight you observed. We value your input as we strive to manage our growing system and we thank you for your suggestion of a queuing system; we will discuss the feasibility of this suggestion.

Kind Regards,

Andria

Andria De La Torre

SamTrans | Caltrain | TA

Customer Service Department

1250 San Carlos Ave.

San Carlos, CA 94070-1306

1-800-660-4287

www.smctd.com

Sent: Monday, July 07, 2014 7:12 PM

To: Nabong, Sarah

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

Subject: Re: Bumped

Hi,

I was the last cyclist allowed on Caltrain 385 out of redwood city. There were at least two cyclists bumped behind me at the rear car and may have been more at the front. The rack on which I placed my bike had only three bikes on it and there was plenty of room in the car for the other two bikes. It's crazy that your conductors are turning away cyclists with space available. There are enough issues with capacity to begin with, so why make it worse? I understand the conductor has a difficult task to keep track of bike capacity, but if you want to bump cyclists then the onus is on you to have a system in place to do that fairly.

Along a similar line, I got to the station pretty early and was the third cyclist at the platform, yet I was still almost bumped. Have you considered any sort of queuing system at the station? An automated system could make it possible to estimate capacity in real time, but would obviously cost more money and time to implement. An analog system, i.e. A designated bike waiting line behind a railing, would be simple, easy, and cheap. It would be much easier to bump people fairly if you had any system in place. Relying on the honor system will not work unless you keep sufficient capacity to avoid bumps all together. If it has not already, it will put your hard-working and generally friendly conductors in unnecessarily risky situations.

Thanks.

Caltrain, Bac (@caltrain.com)

From: Jennifer Gross <jgross@smcgov.org>
Sent: Thursday, July 10, 2014 10:53 AM
To: Nabong, Sarah
Cc: Caltrain, Bac (@caltrain.com); Board (@caltrain.com); cacsecretary (@caltrain.com); Bartholomew, Tasha; bikesonboard@sfbike.org; janice@sfbike.org
Subject: Bikes on Caltrain Comment

Hello,

I and at least 6 other cyclists were bumped on the 7:14 am train heading southbound from 4th and King (train #314). I was late for my 8 am meeting this morning as a result of being bumped. If Caltrain wants to retain customers and encourage more customers to use their train and bike, they must ensure that their bullet trains have more bike capacity. A bombardier train is not sufficient for a bullet train on a weekday.

Thank you,
Jennifer

Caltrain, Bac (@caltrain.com)

From: Conny Barton <conny.barton@gmail.com>
Sent: Thursday, July 10, 2014 8:06 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

At least 7 bikes were denied boarding from the 323 train at 7:57 this morning Thursday July 10. This was the northbound train. It was a bombardier car.

Regards
Conny Barton

Sent from my iPhone

Caltrain, Bac (@caltrain.com)

From: Ryan Schmidt <rschmidtca@gmail.com>
Sent: Wednesday, July 09, 2014 5:34 PM
To: lindella@samtrans.com; bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: 12 bikes bumped from 269 NB

Just a quick note that at least 12 bikes were bumped from northbound train #269 today in Redwood City. Not good.

It would be nice if Caltrain has adequate capacity for bikes.

Ryan

Caltrain, Bac (@caltrain.com)

From: De La Torre, Andria
Sent: Wednesday, July 09, 2014 10:57 AM
To: 'aj.schrauth@gmail.com'
Cc: 'bikesonboard@sfbike.org'; Board (@caltrain.com); Bartholomew, Tasha; 'cac@caltrain.com'; Caltrain, Bac (@caltrain.com); Averill, Joshua
Subject: Bumped

Good Morning AJ. Your message to the Caltrain Board of Directors, Caltrain Citizens Advisory Committee and Bicycle Advisory Committee was referred to me for response. The groups will receive a copy of our correspondence.

Thank you for letting us know about your experience on Caltrain this past Monday. We regret to hear that you observed more bike space within the bike racks than were allowed to board. We have shared this report with our Operations staff to review the capacity limits with the conductor.

We strive to set expectations for customers about whether they'll be able to board with a bike. One way we do this is with information on our website. We note that if the bike car is full, the cyclist will have to get wait for the next train. We expect our Caltrain conductors to assist with crowd control as customers are moving in and out of the train cars. In the bike cars, each rack can safely accommodate up to four bikes. Our conductors are responsible for only allowing a safe number of customers with bikes board the train.

Again, we apologize for the oversight you observed. We value your input as we strive to manage our growing system and we thank you for your suggestion of a queuing system; we will discuss the feasibility of this suggestion.

Kind Regards,

Andria

Andria De La Torre
SamTrans | Caltrain | TA
Customer Service Department
1250 San Carlos Ave.
San Carlos, CA 94070-1306
1-800-660-4287
www.smctd.com

Sent: Monday, July 07, 2014 7:12 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Re: Bumped

Hi,

I was the last cyclist allowed on Caltrain 385 out of redwood city. There were at least two cyclists bumped behind me at the rear car and may have been more at the front. The rack on which I placed my bike had only three bikes on it and there was plenty of room in the car for the other two bikes. It's crazy that your conductors are turning away cyclists with space available. There are enough issues with capacity to begin with, so why make it worse? I understand the conductor has a difficult task to keep track of bike capacity, but if you want to bump cyclists then the onus is on you to have a system in place to do that fairly.

Along a similar line, I got to the station pretty early and was the third cyclist at the platform, yet I was still almost bumped. Have you considered any sort of queuing system at the station? An automated system could make it possible to estimate capacity in real time, but would obviously cost more money and time to implement. An analog system, i.e. A designated bike waiting line behind a railing, would be simple, easy, and cheap. It would be much easier to bump people fairly if you had any system in place. Relying on the honor system will not work unless you keep sufficient capacity to avoid bumps all together. If it has not already, it will put your hard-working and generally friendly conductors in unnecessarily risky situations.

Thanks.

Caltrain, Bac (@caltrain.com)

From: brandonpaski@gmail.com
Sent: Wednesday, July 09, 2014 8:55 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: NB 227 four bikes bumped in RWC

Conductor bumped four bikes on NB 227 in Redwood City. Northern most bike car.

Conductor did not know if the second bike car had room. It looked like all bikes on second bike car did board the train.

Thank you for your time.

-BP

Caltrain, Bac (@caltrain.com)

From: Nabong, Sarah
Sent: Tuesday, July 08, 2014 1:24 PM
To: douglas.smith.mvca@gmail.com
Cc: Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Good Afternoon Mr. Smith. Your message to the Caltrain Board of Directors, Caltrain Citizens Advisory Committee and Bicycle Advisory Committee was referred to me for response. The groups will receive a copy of our correspondence.

Thank you for informing us about your experience on Caltrain yesterday. It is Caltrain's top priority to provide a safe service. With that in mind, it has been determined that each rack can safely accommodate up to four bikes. We strive to provide clarity for every customer regarding the rules pertaining to boarding with a bike. One way we do this is with information located on our website. Thank you for letting us know that the bike racks weren't filled with four bikes each. Our conductors are responsible for allowing only a safe number of customers with bikes board the train. We have requested that our Operations staff remind and monitor conductors to ensure that they are instructing customers to fully utilize available onboard capacity. We value your input as we strive to manage our growing system.

Kind regards,

Sarah Nabong

SamTrans | Caltrain | TA
Customer Service Department
1250 San Carlos Ave.
San Carlos, CA 94070-1306
1-800-660-4287
www.smctd.com

Hello -

On the northbound #231 train, at the 8:37am mountain view stop, in the southern second bike car the conductor was turning bikes away, he only allowed 8 bikes onto the car (started with 5, but 3 people got off), and he turned away 3 to 4 people. Hopefully maybe they got on the northern bike car.

But once I got on, there were still space, about half of the places only had two bikes in the spot, and there are allowed 4 bikes. I told the conductor of this, but he couldn't count until the train had gotten started. Once started he did a count and told me, oh, I was right looks like two more could have gotten on. I think it was more than two.

But would it also be possible to let more bikes on the train? I think 5 bikes could fit into each spot for the peak times.

Let me know what you think of this.

Thanks -

Douglas Smith
650-999-1235

douglas.smith.mvca@gmail.com

Caltrain, Bac (@caltrain.com)

From: Monica Schwartz <mj.schwartz@gmail.com>
Sent: Monday, July 07, 2014 7:18 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Cyclists bumped

5 cyclists
Monday, 07/07/14
SSF station
288
Bombardier, of course

Thanks,
Monica

Caltrain, Bac (@caltrain.com)

From: AJ Schrauth <aj.schrauth@gmail.com>
Sent: Monday, July 07, 2014 7:12 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Re: Bumped

Hi,

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Along a similar line, I got to the station pretty early and was the third cyclist at the platform, yet I was still almost bumped. Have you considered any sort of queuing system at the station? An automated system could make it possible to estimate capacity in real time, but would obviously cost more money and time to implement. An analog system, i.e. A designated bike waiting line behind a railing, would be simple, easy, and cheap. It would be much easier to bump people fairly if you had any system in place. Relying on the honor system will not work unless you keep sufficient capacity to avoid bumps all together. If it has not already, it will put your hard-working and generally friendly conductors in unnecessarily risky situations.

Thanks.

~AJ

Caltrain, Bac (@caltrain.com)

From: Douglas Smith <douglas.smith.mvca@gmail.com>
Sent: Monday, July 07, 2014 10:14 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hello -

On the northbound #231 train, at the 8:37am mountain view stop, in the southern second bike car the conductor was turning bikes away, he only allowed 8 bikes onto the car (started with 5, but 3 people got off), and he turned away 3 to 4 people. Hopefully maybe they got on the northern bike car.

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But would it also be possible to let more bikes on the train? I think 5 bikes could fit into each spot for the peak times.

Let me know what you think of this.

Thanks -

Douglas Smith
650-999-1235
douglas.smith.mvca@gmail.com

Caltrain, Bac (@caltrain.com)

From: Shirley Johnson <dr_shirley_johnson@yahoo.com>
Sent: Wednesday, July 02, 2014 11:45 AM
To: Board (@caltrain.com)
Cc: Caltrain, Bac (@caltrain.com); cacsecretary (@caltrain.com); Janice Li
Subject: suggestions for how to increase onboard bike capacity
Attachments: Bicycle_Bump_Graph_140703.doc

Dear Joint Powers Board,

Bicycle bumps are increasing as shown in the attached graph of reported bumps. Bicycle bumps force cyclists back into their cars, costing Caltrain ridership and revenue.

We recognize that Caltrain is carrying more passengers than ever, and we understand there is limited seating capacity at peak periods on some trains. Therefore, we offer the following suggestions to help reduce bicycle bumps and improve customer service.

Increase onboard bike capacity as follows:

Short term

Mark minimum aisle width and allow bikes to stack to the lines, enabling potentially more than four bikes per rack

Medium term

Make the sixth car a bike car on six-car Bombardier trains when new rail cars arrive, so Bombardier trains can carry 72 bikes (gallery trains currently hold 80 bikes, whereas Bombardier trains currently hold only 48 bikes, causing unreliable service)

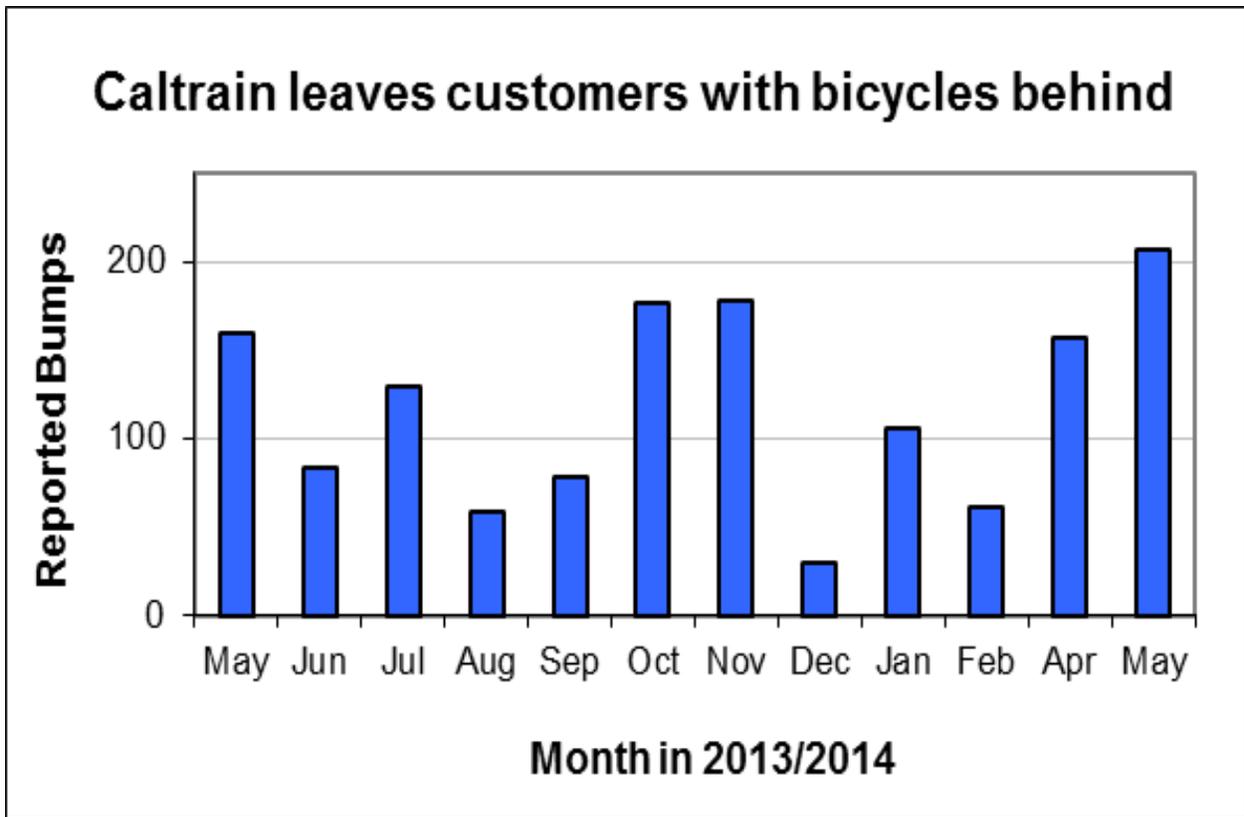
Long term

20% bike capacity on electrified trains to meet increasing demand

It is imperative that Caltrain plan for more bicycles onboard, particularly when additional capacity is added. Bikes onboard reduces traffic congestion, reduces pollution, frees up seats on shuttles and buses, and frees up expensive parking spaces for those who need them.

Please encourage staff to work toward the goal of a greener Caltrain with more onboard bike capacity. Thank you for your support.

Best regards,
Shirley Johnson, PhD
Leader, BIKES ONboard project
San Francisco Bicycle Coalition
www.sfbike.org/bob



The graph represents a lower bound, because not all bumps are reported.

Caltrain, Bac (@caltrain.com)

From: M Baer <mbbaer@gmail.com>
Sent: Wednesday, July 02, 2014 8:27 AM
To: Nabong, Sarah
Cc: Bartholomew, Tasha; janice@sfbike.org; bikesonboard@sfbike.org; cacsecretary (@caltrain.com); Michael Baer; Board (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Re: Bumped bike

That was the NORTHERNMOST car. I suspect he was so angry because the train was several minutes late.

On Jul 2, 2014 8:24 AM, "M Baer" <mbbaer@gmail.com> wrote:

On the same train and same stop today, most of the bikes in my car were bumped. After getting mine on the train, I tactfully informed the conductor that there were two racks with only three bikes, and thus more room. He yelled at me that, because some racks had five, the car was full.

Michael

On Jun 29, 2014 5:04 PM, "M Baer" <mbbaer@gmail.com> wrote:

My bike was bumped twice last week at 8:13 am Northbound (train 319) at Sunnyvale. Fortunately, there was a train soon thereafter that only delayed me by 13 minutes, but anyone going to San Mateo would not be so lucky (since the later train does not stop there). They would be delayed half an hour.

Michael

Caltrain, Bac (@caltrain.com)

From: M Baer <mbbaer@gmail.com>
Sent: Wednesday, July 02, 2014 8:25 AM
To: Nabong, Sarah
Cc: Bartholomew, Tasha; janice@sfbike.org; bikesonboard@sfbike.org; cacsecretary (@caltrain.com); Michael Baer; Board (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Re: Bumped bike

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Michael

On Jun 29, 2014 5:04 PM, "M Baer" <mbbaer@gmail.com> wrote:

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Michael

Caltrain, Bac (@caltrain.com)

From: Dan Shore <dgmshore@gmail.com>
Sent: Tuesday, July 01, 2014 7:32 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bike Bump Report

Three bikes (including me) bumped from SB 190 at South SF. New bombardier equipment sucks balls. Never room for bikes.

Caltrain, Bac (@caltrain.com)

From: Jason Terk <jason@goterkyourself.com>
Sent: Tuesday, July 01, 2014 5:54 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hello,

I, along with 10 others (11 people total) just got bumped attempting to board the southernmost bike car on NB 269 in redwood city. There were clearly visible open bike slots in the racks; the bike car was full of standing non-riders (giants game day), not bikes.

Thanks,
-Jason terk

Caltrain, Bac (@caltrain.com)

From: De La Torre, Andria
Sent: Tuesday, July 01, 2014 1:24 PM
To: 'Laura Swaminathan'
Cc: Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; Averill, Joshua
Subject: RE: Bikes On Caltrain

Laura – Thank you for the follow-up. I should have mentioned that your original message was shared with our Operations staff regarding review of the conductor's behavior. The Operations management will take any necessary action.

Train service is based upon demand of all customers, not just those with bikes. San Francisco and Palo Alto have been consistently in the top five ridership station for years. You can see a list of the top 10 stations in our 2014 Annual Passenger Counts presentation, available at www.caltrain.com/ridership; Menlo Park ranked #10 this year. Thank you again for your additional feedback.

Regards,
Andria

Andria De La Torre
SamTrans | Caltrain | TA
Customer Service Department
1250 San Carlos Ave.
San Carlos, CA 94070-1306
1-800-660-4287
www.smctd.com

From: Laura Swaminathan [mailto:lauras@gmail.com]
Sent: Tuesday, July 01, 2014 8:41 AM
To: De La Torre, Andria
Cc: Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; Averill, Joshua
Subject: Re: Bikes On Caltrain

Andrea -

While I appreciate a response, I do not feel that you have addressed some unique concerns about this incident:

I was singled out, I believe, because of my friendly demeanor. I was literally directed to the BACK of the line, even though I had arrived early. Even though I was the third to the platform, more than a dozen cyclists boarded the train and I was the only one left behind. This was unfair selection by the conductors. This has taught me that I need to be (pardon my language) an asshole at all future boardings. I will stand my ground and elbow my way through in order not to be a victim again. I will never never make eye contact with the conductors. I will use my body position and bicycle to block others from cutting in front of me.

Also, nearly every cyclist I spoke to after this incident told me that they bike an additional 10-15 minutes out of their way in order to board at 4th/King. Similarly, on the way home, people bike further to get to Palo Alto instead of Menlo Park because there are more trains stopping there and you are more likely to get a spot with your bike. I do worry that the CalTrain policy which tracks usage in order to gauge demand and plan future

routes will be skewed because of this. I see a self-feeding cycle in which more trains are planned to stop at 4th/King and Palo Alto because apparently more people "want" to ride from those stations, when actually the "demand" you see in your statistics is actually an artifact of people avoiding the unreliable service at 22nd and Menlo Park. Have you taken this into account in your planning?

Thank you

On Mon, Jun 30, 2014 at 5:37 PM, De La Torre, Andria <delatorrea@samtrans.com> wrote:

Good Afternoon Ms. Swaminathan. Your message to the Caltrain Board of Directors, Caltrain Citizens Advisory Committee and Bicycle Advisory Committee was referred to me for response. The groups will receive a copy of our correspondence.

Thank you for letting us know about your experience on Caltrain last Tuesday, and we regret that you weren't able to board your intended train. Caltrain is experiencing unprecedented growth in ridership for customers travelling both with and without bicycles. Although we successfully transport about 5,874 customers with bikes on an average weekday, we realize that other customers would like to bring their bikes on board. We are experiencing similar capacity constraints for customers with cars at our Baby Bullet stations.

We expect our Caltrain conductors to assist with crowd control as customers are moving in and out of the train cars. In the bike cars, each rack can safely accommodate up to four bikes. Our conductors are responsible for only allowing a safe number of customers with bikes board the train. We strive to set expectations for customers about whether they'll be able to board with a bike. One way we do this is with information on our website. We note that if the bike car is full, the cyclist will have to get wait for the next train.

Many Caltrain stations have an ample supply of bike lockers, including the San Francisco station, for customers to rent. We list the stations with locker availability at www.caltrain.com/bikelockers. You also may want to consider starting your trip at the San Francisco station in case the bike cars fill to capacity before reaching the 22nd Street station.

Again, we apologize for the inconvenience you experienced. We value your input as we strive to manage our growing system.

Kind Regards,

Andria

Andria De La Torre

SamTrans | Caltrain | TA

Customer Service Department

1250 San Carlos Ave.

San Carlos, CA 94070-1306

[1-800-660-4287](tel:1-800-660-4287)

www.smctd.com

Sent: Sunday, June 29, 2014 9:26 PM

To: Nabong, Sarah

Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)

Subject: Bikes on Caltrain

I was denied boarding Caltrain with my bike on MY FIRST DAY AT A NEW JOB!!

I arrived 10 minutes early to the 22nd Street station to catch train #322 on Tuesday June 24.

Unfortunately as a new rider, I did not know that I should be aggressive and shoulder my way through the crowd, eyes downcast without looking at the conductor. Possibly because of my passive attitude and ready eye contact, one conductor selected me out of the group trying to board the rear bike car to go try the second bike car closer to the front. Unfortunately in the few seconds it took me to comply and walk to the other car, the other conductor decided it was full and denied me boarding completely. EVERY OTHER RIDER ON THE PLATFORM GOT TO BOARD EXCEPT ME!!! It was not as though if he let me on, twenty other people would have clamored for equal treatment, since I was the last one there. I begged and cried because I was very anxious about being late on my first day of work, but the man had absolutely no sympathy or rationality.

I cycled to 4th and King and took the next train from there, to avoid the same problem, and arrived at work 30 minutes late. Unfortunately I nearly encountered the same problem trying to come home from Menlo Park, as the train was again near capacity.

I can't describe how hurt, frustrated and disappointed I was in our public transportation system in general. You should at the very least post warning signs that Caltrain is NOT a guaranteed way to commute with a bike

Caltrain, Bac (@caltrain.com)

From: Laura Swaminathan <lauras@gmail.com>
Sent: Tuesday, July 01, 2014 8:41 AM
To: De La Torre, Andria
Cc: Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; Averill, Joshua
Subject: Re: Bikes On Caltrain

Andrea -

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Good Afternoon Ms. Swaminathan. Your message to the Caltrain Board of Directors, Caltrain Citizens Advisory Committee and Bicycle Advisory Committee was referred to me for response. The groups will receive a copy of our correspondence.

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on an average weekday, we realize that other customers would like to bring their bikes on board. We are experiencing similar capacity constraints for customers with cars at our Baby Bullet stations.

We expect our Caltrain conductors to assist with crowd control as customers are moving in and out of the train cars. In the bike cars, each rack can safely accommodate up to four bikes. Our conductors are responsible for only allowing a safe number of customers with bikes board the train. We strive to set expectations for customers about whether they'll be able to board with a bike. One way we do this is with information on our website. We note that if the bike car is full, the cyclist will have to get wait for the next train.

Many Caltrain stations have an ample supply of bike lockers, including the San Francisco station, for customers to rent. We list the stations with locker availability at www.caltrain.com/bikelockers. You also may want to consider starting your trip at the San Francisco station in case the bike cars fill to capacity before reaching the 22nd Street station.

Again, we apologize for the inconvenience you experienced. We value your input as we strive to manage our growing system.

Kind Regards,

Andria

Andria De La Torre

SamTrans | Caltrain | TA

Customer Service Department

1250 San Carlos Ave.

San Carlos, CA 94070-1306

[1-800-660-4287](tel:1-800-660-4287)

www.smctd.com

Sent: Sunday, June 29, 2014 9:26 PM

To: Nabong, Sarah

Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)

Subject: Bikes on Caltrain

I was denied boarding Caltrain with my bike on MY FIRST DAY AT A NEW JOB!!

I arrived 10 minutes early to the 22nd Street station to catch train #322 on Tuesday June 24.

Unfortunately as a new rider, I did not know that I should be aggressive and shoulder my way through the crowd, eyes downcast without looking at the conductor. Possibly because of my passive attitude and ready eye contact, one conductor selected me out of the group trying to board the rear bike car to go try the second bike car closer to the front. Unfortunately in the few seconds it took me to comply and walk to the other car, the other conductor decided it was full and denied me boarding completely. EVERY OTHER RIDER ON THE PLATFORM GOT TO BOARD EXCEPT ME!!! It was not as though if he let me on, twenty other people would have clamored for equal treatment, since I was the last one there. I begged and cried because I was very anxious about being late on my first day of work, but the man had absolutely no sympathy or rationality.

I cycled to 4th and King and took the next train from there, to avoid the same problem, and arrived at work 30 minutes late. Unfortunately I nearly encountered the same problem trying to come home from Menlo Park, as the train was again near capacity.

I can't describe how hurt, frustrated and disappointed I was in our public transportation system in general. You should at the very least post warning signs that Caltrain is NOT a guaranteed way to commute with a bike

Caltrain, Bac (@caltrain.com)

From: De La Torre, Andria
Sent: Monday, June 30, 2014 5:37 PM
To: 'lauras@gmail.com'
Cc: Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; Averill, Joshua
Subject: Bikes On Caltrain

Good Afternoon Ms. Swaminathan. Your message to the Caltrain Board of Directors, Caltrain Citizens Advisory Committee and Bicycle Advisory Committee was referred to me for response. The groups will receive a copy of our correspondence.

Thank you for letting us know about your experience on Caltrain last Tuesday, and we regret that you weren't able to board your intended train. Caltrain is experiencing unprecedented growth in ridership for customers travelling both with and without bicycles. Although we successfully transport about 5,874 customers with bikes on an average weekday, we realize that other customers would like to bring their bikes on board. We are experiencing similar capacity constraints for customers with cars at our Baby Bullet stations.

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Again, we apologize for the inconvenience you experienced. We value your input as we strive to manage our growing system.

Kind Regards,

Andria

Andria De La Torre
SamTrans | Caltrain | TA
Customer Service Department
1250 San Carlos Ave.
San Carlos, CA 94070-1306
1-800-660-4287
www.smctd.com

Sent: Sunday, June 29, 2014 9:26 PM

To: Nabong, Sarah

Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)

Subject: Bikes on Caltrain

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I cycled to 4th and King and took the next train from there, to avoid the same problem, and arrived at work 30 minutes late. Unfortunately I nearly encountered the same problem trying to come home from Menlo Park, as the train was again near capacity.

I can't describe how hurt, frustrated and disappointed I was in our public transportation system in general. You should at the very least post warning signs that Caltrain is NOT a guaranteed way to commute with a bike

Caltrain, Bac (@caltrain.com)

From: Laura Swaminathan <lauras@gmail.com>
Sent: Sunday, June 29, 2014 9:26 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain

I was denied boarding Caltrain with my bike on MY FIRST DAY AT A NEW JOB!!

I arrived 10 minutes early to the 22nd Street station to catch train #322 on Tuesday June 24.

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I can't describe how hurt, frustrated and disappointed I was in our public transportation system in general. You should at the very least post warning signs that Caltrain is NOT a guaranteed way to commute with a bike

Sadly,
Laura Swaminathan
204A Hoffman Ave
SF, CA 94114

Caltrain, Bac (@caltrain.com)

From: pat giorni <hogorni@yahoo.com>
Sent: Sunday, June 29, 2014 7:52 PM
To: Board (@caltrain.com)
Cc: Caltrain, Bac (@caltrain.com); Averill, Joshua; cacsecretary (@caltrain.com); BIKES ONboard; bikesmc; Corinne Winter; SVBC-pen; svbcbikes@bikesiliconvalley.org
Subject: Anecdotal Bump Count--May and partial June, 2014
Attachments: May_partial June 2014.doc

Please find attached for easy reproduction the Bump Count for May and the first week of June, 2014.

Total JPB	
Correspondence Packet	114+
Partial BAC May Total	92+
Total May Bumps	206+
Partial June Total per JPB	16+

Regards,
Pat Giorni

**May 15,
2014 BAC**

Ma. 1		9	RWC-#385	Daniel Low >
Ma. 5		5	Millbrae-#322	Dan Yang >
	5+	7	SCar-#269	Micheal Fitzsimons [
			PA-#279	Maxence Nachury
		5	RWC-#279	Christine Cook
		1	22nd-#322	Caroline Alden
Ma. 6		4	SCar-#269	Micheal Fitzsimons [
		2	MP-#375	Dana Jordan <
Ma. 7		4	RWC-#191	Micheal Fitzsimons []
Ma. 8		3	SM-#206	Clare Brown <
		2	SM-#319	Scott Palmer >
Ma. 12		1	22nd-#312	Ari Benderly <
		6	22nd-#324	Ari Benderly <
		5	PA-#385	Hilary Douglas <
		3	PA-#277	R. Lucas Coe <
Ma. 13		5	22nd-#314	Ari Benderly < >
		1	Hillsdale-#267	Georgia Andrews <
		4	PA-#269	chris west
		1	PA-#285	Teresa Pratt
Ma. 14		4	SCar-#287	Jonathan Withrington
Ma. 15		15	22nd-#322	Daniel Hall
Partial May Total	92+			

**June 5,
2014 JPB**

Ma. 8		1	SCar-#269	Bruce Garretson [
Ma. 12		7	MV-#323	bl artjuan [
Ma. 13		1	PA-#381	Henry Mayer [
Ma.14	5+		SF-#370	Alex Herzick [
		1	PA-#381	Henry Mayer
Ma. 15		20	22nd-#332	Ziyan C
		1	PA-#385	Henry Mayer [
Ma. 16	2+		??-#365	Greg DeFoe [
Ma.19	3+		SF-#288	Alex Herzick [
		1	SCar-#269	Nathan Lee
	1(repeat)		SCar-#269	Georgia Andrews <
		3	RWC-#269	Georgia Andrews
Ma. 20		7	MV-#323	bl artjuan
	12+		SF-#332	Henry Mayer
	5+		MV-#135	Austin Lee [
	1+(repeat)		SF-#332	Ziyan C
	1+		22nd-#332	Ziyan C
		7	RWC-#269	Adam Widmer [
Ma.21	5+		PA#323	Alex Herzick [
Ma. 22		8	RWC-#269	Adam Widmer [
	8(repeat)		RWC-#269	Jason Terk
	6(repeat)		RWC-#269	Ryan Schmidt
Ma. 25		6	SCar-#269	guiseppe marino [

Ma. 27		7 Hillsdale-#221	guiseppe marino
Ma. 29		4 Millbrae-#217	M V [
		1 SF-#282	Benjamin Busjaeger [
		3 SM-#282	ksveinsson
Ma.30		3 PA-#323	ksveinsson
Total	114+		
Partial BAC			
May Total	92+		
Total May	206+		

**June 5,
2014 JPB**

Jun. 2	2	SM-#215	Matt Colyer
	1	Millbrae-#319	Matt Colyer
	7	MP-#375	Rob Kahn [
Jun. 3	4+	RWC-#269	AJ Schrauth
Jun. 4	2	Millbrae-#220	Dan Yang
Partial			
June Total	16+		

Caltrain, Bac (@caltrain.com)

From: M Baer <mbbaer@gmail.com>
Sent: Sunday, June 29, 2014 5:05 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Michael Baer
Subject: Bumped bike

My bike was bumped twice last week at 8:13 am Northbound (train 319) at Sunnyvale. Fortunately, there was a train soon thereafter that only delayed me by 13 minutes, but anyone going to San Mateo would not be so lucky (since the later train does not stop there). They would be delayed half an hour.

Michael

Caltrain, Bac (@caltrain.com)

From: Fred Lam <fclam@gmail.com>
Sent: Thursday, June 26, 2014 8:35 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Got bumped northbound 323 @ millbrae (8:24) along with 6 other cyclist.

This is getting ridiculous. Commuters with bikes at later stations are getting bumped unfairly. It also no longer make any sense to use the newer carts for express trains given the amount of cyclist trying to get onto the bullet. I personally don't know if anyone is aware of this email alias, but there are more cases of people getting bumped without being reported.

Sent from my iPhone

Caltrain, Bac (@caltrain.com)

From: Alex Herzick <alex.herzick@gmail.com>
Sent: Thursday, June 26, 2014 8:12 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment - Bumped 6/24

Bumped from June 24 805am northbound palo alto baby bullet, at least 5 others bumped, new train

On Jun 17, 2014, at 6:19 PM, Alex Herzick <alex.herzick@gmail.com> wrote:

Bumped from June 16 614pm southbound baby bullet at sf, at least 4 others bumped, new train

On May 21, 2014, at 8:16 AM, Alex Herzick <alex.herzick@gmail.com> wrote:

Bumped from May 21, 805am northbound palo alto baby bullet, at least 4 others bumped, new train

On May 19, 2014, at 3:08 PM, Alex Herzick <alex.herzick@gmail.com> wrote:

Bumped from May 8, 6:56pm southbound at SF station, at least 3 others bumped, new train

especially painful to get bumped from last express train and have to wait 34 minutes for a local

Caltrain, Bac (@caltrain.com)

From: Tom Birch <froody@gmail.com>
Sent: Tuesday, June 24, 2014 6:29 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Myself and another rider were bumped from NB297 at Menlo Park today (6/24).

Cheers,
Tom

Caltrain, Bac (@caltrain.com)

From: Ratti, Joe (00410) <joe.ratti@rhmr.com>
Sent: Tuesday, June 24, 2014 2:05 PM
To: Nabong, Sarah
Cc: 'bikesonboard@sfbike.org'; 'janice@sfbike.org'; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bumped last week

Week ending 6/20: Bumped from 6:14 PM train home on 6/16 @ 4th & King and the following morning bumped from 7:16 am Train @ Hillsdale.

Regards,

Joe Ratti

Client Service Director

Robert Half Management Resources

50 California Street | 10th Floor | San Francisco | CA 94111 USA | roberthalfmr.com

Desk: 415.434.1980 Ext. 21130

Cell: 415.513.3920

Robert Half Management Resources is the world's leading provider of senior-level accounting, finance and business systems professionals on a project and interim basis, operating from more than 150 offices worldwide

Caltrain, Bac (@caltrain.com)

From: Nabong, Sarah
Sent: Monday, June 23, 2014 11:42 AM
To: mef@tradeshift.com
Cc: Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Caltrain Comment-060335

Good afternoon, Mr. Freeman. Your message to the Caltrain Board of Directors, Caltrain Citizens Advisory Committee and Bicycle Advisory Committee was provided to me for response. They will receive a copy of our correspondence.

We regret that your experience on Caltrain this week wasn't a positive one. Caltrain is experiencing unprecedented growth both for customers with and without bikes. Although we successfully transport about 5,874 customers with bikes on an average weekday, we realize that other customers would like to bring their bikes on board. Customers with cars are experiencing similar capacity constraints when trying to park at one of the Baby Bullet stations. We don't have any plans to increase onboard bike capacity or parking capacity. However, many Caltrain stations have an ample supply of bike lockers for customers to rent. We list the stations with locker capacity at www.caltrain.com/bikelockers.

Caltrain conductors often assist with managing the customer flow into and out of cars; however, with only two conductors and five train cars they aren't able to assist at every door.

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.

Again, we apologize for the inconvenience you experienced.

Best regards,

Sarah Nabong

SamTrans | Caltrain | TA
Customer Service Department
1250 San Carlos Ave.
San Carlos, CA 94070-1306
1-800-660-4287
www.smctd.com

Bikes on Caltrain Comment Really tired of this.....bumped with my bike twice this week Caltrain @ Hillsdale. Lately it has gotten worse and worse. And I don't want to mention every train that passes through Hillsdale has started to average 5-6 min or more late. And when I'm not bumped, I'm literally swimming in a dangerous sea of bicycles, I get grease on my clothes, pushed around, and it's just an awful experience. And if I decide, you know what, let's leave the bike home - then I'm standing shoulder to shoulder and Caltrain isn't even designed for that. You guys really need to wake up and do something about this rider capacity issue now. I would honestly rather just start driving into the city and paying 30 dollars a day to park....at least then I can be sure I'll be on time to work. Unhappy customer over here...and I've ridden the system for years now. Sad to see it decline

Caltrain, Bac (@caltrain.com)

From: Mark Freeman <mef@tradeshift.com>
Sent: Friday, June 20, 2014 10:08 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Really tired of this.....bumped with my bike twice this week Caltrain @ Hillsdale. Lately it has gotten worse and worse. And Id on't want to mention every train that passes through Hillsdale has started to average 5-6 min or more late.

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Unhappy customer over here...and I've ridden the system for years now. Sad to see it decline

Mark Freeman

VP, Global Customer Success

Cell: +1 919.810.0369

LinkedIn: <https://www.linkedin.com/in/freem>

Twitter: @markfreeman @tradeshift

TRADESHIFT

Network Powered Business

tradeshift.com | tradeshift.com/enterprise

Caltrain, Bac (@caltrain.com)

From: Conny Barton <conny.barton@gmail.com>
Sent: Friday, June 20, 2014 9:00 AM
To: Nabong, Sarah
Cc: Bikes on Board; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Re: Bikes Bumped Friday 6/20

Additionally, I have noticed over the past few days that the bombardier cars on the 323 train are at capacity when they arrive at the Mountain View Station, with only one or 2 bikes getting off, allowing only one or 2 bikes to get on at the Mountain View stop.

Conny

On Fri, Jun 20, 2014 at 8:56 AM, Conny Barton <conny.barton@gmail.com> wrote:
At least a dozen bikes were bumped from the 323 northbound train at the Mountain View station on Friday June 20th at 7:57 am. This was a bombardier car.

Regards,

Conny Barton

--

Conny Barton
conny.barton@gmail.com
[650-224-0906](tel:650-224-0906) (cell)

--

Conny Barton
conny.barton@gmail.com
[650-224-0906](tel:650-224-0906) (cell)

Caltrain, Bac (@caltrain.com)

From: Conny Barton <conny.barton@gmail.com>
Sent: Friday, June 20, 2014 8:56 AM
To: Nabong, Sarah
Cc: Bikes on Board; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes Bumped Friday 6/20

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Regards,

Conny Barton

--

Conny Barton
conny.barton@gmail.com
650-224-0906 (cell)

Caltrain, Bac (@caltrain.com)

From: Conny Barton <conny.barton@gmail.com>
Sent: Friday, June 20, 2014 8:55 AM
To: Nabong, Sarah
Cc: Bikes on Board; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes bumped Thursday 6/19

Bikes were bumped from the 323 northbound train at the Mountain View station on Thursday June 19. This was a bombardier car.

Regards,

Conny Barton

Caltrain, Bac (@caltrain.com)

From: Jacinda Shelly <jacinda.shelly@gmail.com>
Sent: Friday, June 20, 2014 8:09 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

7 bikes bumped from car 4 on the 8:05 at Palo Alto. Several bumped from the first car as well.

I'm going to be late to work because of this, unfortunately.

Caltrain, Bac (@caltrain.com)

From: Alex Herzick <alex.herzick@gmail.com>
Sent: Tuesday, June 17, 2014 6:19 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Re: Bikes on Caltrain Comment - Bumped 5/21

Bumped from June 16 614pm southbound baby bullet at sf, at least 4 others bumped, new train

On May 21, 2014, at 8:16 AM, Alex Herzick <alex.herzick@gmail.com> wrote:

Bumped from May 21, 805am northbound palo alto baby bullet, at least 4 others bumped, new train

On May 19, 2014, at 3:08 PM, Alex Herzick <alex.herzick@gmail.com> wrote:

Bumped from May 8, 6:56pm southbound at SF station, at least 3 others bumped, new train

especially painful to get bumped from last express train and have to wait 34 minutes for a local

Caltrain, Bac (@caltrain.com)

From: Michael Konwiak <mkonwiak@gmail.com>
Sent: Tuesday, June 17, 2014 5:36 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hello,

The 269 train on Tuesday 6/17 bumped about 8 bikes at redwood city, including myself. This is very frustrating and I urge Caltrain to consider adding more bike capacity to all rush hour trains.

Regards,

Mike

Caltrain, Bac (@caltrain.com)

From: adamwidmer@gmail.com
Sent: Tuesday, June 17, 2014 5:29 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes bumped

~6 bikes bumped from NB 269 at Redwood City.

Sent from my iPhone

Caltrain, Bac (@caltrain.com)

From: Elisabeth Kohnke <ekohnke@icloud.com>
Sent: Tuesday, June 17, 2014 8:28 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: I got bumped

I wasn't allowed to board the 8:19am at the 22nd st station this morning. Front bike car did not look that full either. 4 people got bumped I think, including myself.

Thanks,
Elisabeth

Sent from my wee computing device.

Caltrain, Bac (@caltrain.com)

From: Caroline Alden <carolinealden@gmail.com>
Sent: Tuesday, June 17, 2014 8:28 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Good morning,

I am writing to report being bumped from the 8:19 SB out of 22nd street on the front car of the #324. The conductor only let several bikes on and some of us were left behind.

Please consider adding more bike carrying capacity to Caltrain. Thank you.

Caroline Alden

Caltrain, Bac (@caltrain.com)

From: Matt Colyer <matt@colyer.name>
Sent: Monday, June 16, 2014 6:53 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

20 bikes bumped southbound 6:56 train leaving SF

Caltrain, Bac (@caltrain.com)

From: Nathan Lee <nathanbryanlee@icloud.com>
Sent: Monday, June 16, 2014 5:38 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

5 bikes bumped waiting for the 269 northbound from San Carlos to San Francisco

Caltrain, Bac (@caltrain.com)

From: Conny Barton <conny.barton@gmail.com>
Sent: Monday, June 16, 2014 9:05 AM
To: Nabong, Sarah; Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; Bikes on Board; Board (@caltrain.com); cacsecretary (@caltrain.com)
Subject: Bikes bumped on train 323 Monday 6/16/14

8 bikes were bumped from the northernmost (bombardier) car on northbound train 323 this morning 6/16 7:57 am at the Mountain View station. This count did not include the bikes bumped from the train car closer to the engine.

Thank you

Conny Barton

Caltrain, Bac (@caltrain.com)

From: Ashlyne <aacamuti@gmail.com>
Sent: Thursday, June 12, 2014 6:21 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hello-

I have been turned away from the south bound bullet train every day this week out of San Francisco (6:14). Bike capacity has been at a maximum the past couple of months making transportation to and from work (mv to SF) extremely unreliable. I am voicing my concern and advocating to expand bicycle storage capacity for this growing sector of commuters. I hope my voice can count. I appreciate this service that Caltrain offers and hope to see it expand to become more reliable.

Thank you for listening,

Ashlyne Camuti

Sent from my iPhone

Caltrain, Bac (@caltrain.com)

From: adamwidmer@gmail.com
Sent: Thursday, June 12, 2014 5:34 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes bumped

At least 7 bikes bumped from NB 269 at Redwood City. Thursday June 12.

Sent from my iPhone

Caltrain, Bac (@caltrain.com)

From: Kevin Brosnan <kbrosnan@gmail.com>
Sent: Wednesday, June 11, 2014 5:54 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

8 bumped bikes Palo Alto Caltrain train # 375 approx 5:43pm

Caltrain, Bac (@caltrain.com)

From: Nathan Lee <nathanbryanlee@icloud.com>
Sent: Wednesday, June 11, 2014 5:34 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

5 cyclists bumped from train 269 heading north bound from San Carlos. The bumping seems to be getting worse

Caltrain, Bac (@caltrain.com)

From: AL L <al230673@gmail.com>
Sent: Wednesday, June 11, 2014 1:16 PM
To: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Nabong, Sarah
Subject: Train 135 NB 6/11/14 2 bikes bumped San Ant. 2 bikes nearly bumped Cal Ave

2 bikes were bumped this morning at San Antonio on train 135
2 more bikes were told they were bumped at Cal Ave despite there being sufficient space on the racks due to people getting off at Cal Ave. They got angry and blocked the door from closing and had some back and forth with the conductor until she eventually gave in and let them on.

Caltrain, Bac (@caltrain.com)

From: Conny Barton <conny.barton@gmail.com>
Sent: Tuesday, June 10, 2014 8:19 AM
To: Bikes on Board; Caltrain, Bac (@caltrain.com); Board (@caltrain.com); cacsecretary (@caltrain.com); Bartholomew, Tasha; Nabong, Sarah
Subject: Bikes bumped on NB 323

At least 10 bikes (6 in the northern most car) were bumped from the NB 323 train this morning, Tuesday June 10 at 7:57 at the Mountain View station. This train had the bombardier cars.

Regards,
Conny Barton

--
Conny Barton
conny.barton@gmail.com
650-224-0906 (cell)

Caltrain, Bac (@caltrain.com)

From: jim@jimadler.me
Sent: Tuesday, June 10, 2014 8:05 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Bumped off 323 to Palo Alto. Tuesday is really bad. Please add another bike car

Sent from my phone. Please forgive the typos.

Caltrain, Bac (@caltrain.com)

From: Ari Benderly <ari.benderly@gmail.com>
Sent: Monday, June 09, 2014 6:18 PM
To: Haskin, Rita
Cc: Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Bartholomew, Tasha
Subject: Re: bikes on caltrain comment

Rita,

Thank you. I appreciate the response. I would like to clarify a point about the logistical realities of using Caltrain that your comment seems to ignore: "*We hope that those who want to spare the air by taking Caltrain will be able to access a station without a bike if boarding during the time that trains are at bicycle capacity.*" (I am assuming you are not referring to passengers without bikes, because they have no reason to be aware of, or care about bicycle capacity...)

If you need a bike to cover the last leg of your journey, and you take that bike to your origin Caltrain station, you cannot then decide as the doors open and you are told by the conductor that there isn't room on the train for you, that you will simply board without your bicycle.

First, you don't have time to do anything with said bike, so at a minimum, you miss the train anyway. Second, the station may not have secure bicycle parking, even if you wanted to board. And finally, you need the bike for the last leg, so boarding without it is useless. Plus, what if you already bought a day pass? Now, you have to try to get a refund, then figure out how to get to your job via some other service or a car?

It is an untenable situation, which is why the current implementation of your service is so unacceptable. You should either allow bikes, or not allow bikes. Trying to show up at the station and "hope" you might get on your train is ridiculous.

You let regular passengers board even when all of the seats are full, yes? They often stand and block the walkways, the stairs, etc... Why is that acceptable, when excess bicycles are not?

Thank you,

AB

On Mon, Jun 9, 2014 at 5:00 PM, Haskin, Rita <haskinr@samtrans.com> wrote:

Good afternoon, Ari. I regret that you weren't able to board with your bike again. I'm referring this complaint to our Customer Service Department who will log it and send it to our Rail Transportation Department for investigation.

Caltrain has a maximum limit of bikes that shouldn't be exceeded, and each conductor is responsible for enforcing this safety rule. Those who don't enforce it will be reminded about their responsibility. The annual count I referenced isn't undertaken by our conductors but by an outside contractor.

We hope that those who want to spare the air by taking Caltrain will be able to access a station without a bike if boarding during the time that trains are at bicycle capacity. We also have options at most stations for storing a bike in a locker. Unfortunately, we don't have extra space on peak-hour trains for more bikes; a similar problem we have with automobile parking at our most popular stations. We have no current plans to expand parking. We offer a list of which transit agencies and routes serve our stations at www.caltrain.com/transitconnections.

Thank you for your continued feedback. You may want to send it via our website (www.caltrain.com/contact) so that it can be placed directly into the database then investigated in a timely manner.

Rita

Rita P. Haskin

SamTrans | Caltrain | TA

Executive Officer, Customer Service and Marketing

1250 San Carlos Ave.

San Carlos, CA 94070-1306

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

www.smctd.com

From: Ari Benderly [mailto:ari.benderly@gmail.com]

Sent: Monday, June 09, 2014 11:14 AM

To: Haskin, Rita

Cc: Board ([@caltrain.com](mailto:caltrain.com)); cacsecretary ([@caltrain.com](mailto:caltrain.com)); Caltrain, Bac ([@caltrain.com](mailto:caltrain.com)); Bartholomew, Tasha

Subject: Re: bikes on caltrain comment

Rita,

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I have been making a note of the conductor when I have not been allowed to board the train. Of the 10 times I have been bumped since April 20 of this year, 8 of them have been by the same conductor.

She is a middle aged women with blond shoulder length hair, and was working the northern most car of the #322 train this morning. She says that she is enforcing the total limit of bikes, regardless of the actual space in the car. I know this, because I have boarded many trains when she was not working and found the car was way over its strict limit. I was still able to board because a different conductor applied some judgement and allowed the extra people with bikes to board.

In fact, there are many times when the car was not full, and I have been able to board with the same problem conductor referenced above. During some of those trips, I have observed that she blocked people with bikes on subsequent stops after the car filled up, even though there were rows with spots available. Specifically, due to the way Caltrain has organized the bike cars, and the lack of any enforcement of order on those cars, there were some bicycle rows with 6 or 7 bikes, and some rows with only 2 bikes. The additional people could have easily boarded the train and stored their bikes in those rows that were not full, but that conductor simply turned them away because she met her total count.

If the conductor is not enforcing the supposed limit of 4 bikes per row, then why enforce the total number of bikes limit? It is nonsensical. The rows with 7 bikes spill out into the isle and could be considered a hazard, or at least an impediment to the efficient loading and unloading of the car.

On the days when I have boarded trains with different conductors, I have observed that most of them will allow everyone on, even if the car is full, and one or two of the people must stand up with their bike for the next stop or two until more space is available. This is the right thing to do, but Caltrain mgmt does not seem to be holding its conductors to a consistent standard.

And, on the question of counting the number of people bumped, I do not believe your conductors are making accurate counts. I have observed multiple conductors bumping riders, and only occasionally are they "counting" the number of people, or taking any action that could possibly resemble the creation of a log/record. Unless they have incredible memories or some invisible method of recording the data, it isn't being done consistently.

Summer is here, and with more air pollution, more spare the air days, plus increased bicycle ridership, I would guess that you are going to have a lot of unhappy customers.

Thank you,

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On Wed, May 14, 2014 at 10:24 PM, Haskin, Rita <haskinr@samtrans.com> wrote:

Thank you for the follow-up comments, Ari. As part of Caltrain's annual count, it counts how many customers with bikes aren't able to ride. A copy of the presentation given to the Board of directors is available at www.caltrain.com/ridership.

Rita

From: Ari Benderly [ari.benderly@gmail.com]

Sent: Wednesday, May 14, 2014 2:30 PM

To: Haskin, Rita

Cc: Board ([@caltrain.com](mailto:caltrain.com)); ccasecretary ([@caltrain.com](mailto:caltrain.com)); Caltrain, Bac ([@caltrain.com](mailto:caltrain.com)); Bartholomew, Tasha

Subject: Re: bikes on caltrain comment

Rita,

Thank you for your reply. The unfortunate reality is that one cannot use a service if it may be arbitrarily unavailable on any given day, regardless of the reason.

I'm curious why you are not collecting statistics from your conductors about how many bikes are being bumped per train per stop? If you were, you would know that many commuters are impacted by this problem, and would not have to rely on a random e-mail from some guy that has finally lost it after missing yet another morning work obligation due to this problem.

On a more practical front, I would suggest that your policy restricting the total number of bikes per car leaves no room for conductor discretion. It has been my observation that even with 4 bikes per rack, there is often room for another 10% in the car without pushing bikes into the isle where they would create a safety hazard. Sometimes, bikes do spill into the isle, even when the car is not full. If that is the safety criteria, it is neither monitored nor enforced.

Why not allow the conductor the discretion to let the extra 1 - 4 people on the train if there is adequate room in the car? If you have to err either towards either an arbitrary limit, or stranding customers, I think you should stretch the limit. That would almost eliminate the possibility of getting bumped, except under unusual circumstances.

While the coin toss was sad, it was actually more fair than "leave it to the customers to determine who was there first". If you leave it to the "mob", then the most aggressive, rude people are going to muscle to the front, whether they were there first or not. I have witnessed this multiple times in the last few weeks. The artificial scarcity created by your existing capacity limits drives that kind of behavior.

And, while storage at 22nd street may be nice, I need the bike for the other end of my commute as well.

Thank you,

AB

On Tue, May 13, 2014 at 5:35 PM, Haskin, Rita <haskinr@samtrans.com<mailto:haskinr@samtrans.com>>>> wrote:

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Caltrain's top priority is to provide a safe service. With that in mind, we've determined that each rack can safely accommodate up to four bikes. We've requested that our Operations staff investigate whether conductors are having customers fully utilize the available onboard capacity. Also, the conductors shouldn't be tossing a coin to determine who boards but should leave it to the customers to determine who was there first. We'll remind them of this.

Caltrain is working on wayside solutions to be able to accommodate customers with bikes. Unfortunately, placing lockers at the 22nd Street station is a challenge because of available space on the surface.

Again, I regret that you weren't able to ride the train with your bike and hope that you are able to in the future.

Rita

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Consumer Report #050181
ari.benderly@gmail.com<mailto:ari.benderly@gmail.com>

Caltrain Management, I changed my job schedule in April and have now been bumped at least 6 times in the last month trying to get to work! That is a 30% rate! All bumps have been at the 22nd Street station trying to go south in the morning. I have been bumped from the 7:19am train, the 7:49am train, and the 8:02am train (and every single time I have tried to board it!), and the 8:19am train. I was bumped again this morning from the 7:19am train. I was the only bike trying to board the rear bike car. The attendant would not let me on, even though I could see space in the car. The front car was also full and at least 4 other people could not board. Yesterday, the attendant turned away 6+ from the 8:02am, then the same group tried to board the 8:19am and the attendant allowed 1 person (who was not bumped from the previous train) on, and then literally flipped a coin to determine who would get the second and last slot. What a degrading and ridiculous situation. You are forcing bicycle riders to forgo common courtesy and "fight" to get a precious space on the train. If you need a bicycle to complete the last leg of your commute, and you cannot board the train, how can you take public transit? You cannot organize a commute around a service that, on any given day, is unavailable to you. There is actually more space on the bike cars. The attendants are needlessly following an arbitrary protocol to limit the number of bikes, regardless of the actual space being occupied in the car. To leave a handful of people off the train, simply because an arbitrary limit is reached (I assume in the name of safety - but with no concern for the actual safety context) is completely unacceptable. The impact on those people, and their ability to get to work is enormous. You are forcing me back into a car, simply because you are failing to manage your service effectively. A simple count on most trains would indicate that bicyclists make up a significant percentage of total riders during peak commute hours. Failing to accommodate those riders is contrary to the mission of any responsible transit system. -AB

Caltrain, Bac (@caltrain.com)

From: Haskin, Rita
Sent: Monday, June 09, 2014 5:01 PM
To: 'Ari Benderly'
Cc: Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Bartholomew, Tasha
Subject: RE: bikes on caltrain comment

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To: Haskin, Rita
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Thank you for your reply. The unfortunate reality is that one cannot use a service if it may be arbitrarily unavailable on any given day, regardless of the reason.

I'm curious why you are not collecting statistics from your conductors about how many bikes are being bumped per train per stop? If you were, you would know that many commuters are impacted by this problem, and would not have to rely on a random e-mail from some guy that has finally lost it after missing yet another morning work obligation due to this problem.

On a more practical front, I would suggest that your policy restricting the total number of bikes per car leaves no room for conductor discretion. It has been my observation that even with 4 bikes per rack, there is often room for another 10% in the car without pushing bikes into the isle where they would create a safety hazard. Sometimes, bikes do spill into the isle, even when the car is not full. If that is the safety criteria, it is neither monitored nor enforced.

Why not allow the conductor the discretion to let the extra 1 - 4 people on the train if there is adequate room in the car? If you have to err either towards either an arbitrary limit, or stranding customers, I think you should stretch the limit. That would almost eliminate the possibility of getting bumped, except under unusual circumstances.

While the coin toss was sad, it was actually more fair than "leave it to the customers to determine who was there first". If you leave it to the "mob", then the most aggressive, rude people are going to muscle to the front, whether they were there first or not. I have witnessed this multiple times in the last few weeks. The artificial scarcity created by your existing capacity limits drives that kind of behavior.

And, while storage at 22nd street may be nice, I need the bike for the other end of my commute as well.

Thank you,

AB

On Tue, May 13, 2014 at 5:35 PM, Haskin, Rita <haskinr@samtrans.com<mailto:haskinr@samtrans.com>>> wrote:

Good afternoon, Ari. Your message to the Caltrain Board, Caltrain Citizens Advisory Committee and the Caltrain Bicycle Advisory Committee was provided to me for response.

I apologize for you not being able to board the train on a number of occasions in the past month because of capacity limits. I also regret the conductor's conduct.

Caltrain is experiencing unprecedented growth both for customers with and without bikes. Although we successfully transport about 5,874 customers with bikes on an average weekday, we realize that other customers would like to bring their bikes on board. We're facing similar challenges at some of our more popular stations where customers aren't able to find a parking spot.

Caltrain's top priority is to provide a safe service. With that in mind, we've determined that each rack can safely accommodate up to four bikes. We've requested that our Operations staff investigate whether conductors are having customers fully utilize the available onboard capacity. Also, the conductors shouldn't be tossing a coin to determine who boards but should leave it to the customers to determine who was there first. We'll remind them of this.

Caltrain is working on wayside solutions to be able to accommodate customers with bikes. Unfortunately, placing lockers at the 22nd Street station is a challenge because of available space on the surface.

Again, I regret that you weren't able to ride the train with your bike and hope that you are able to in the future.

Rita

Rita P. Haskin
SamTrans | Caltrain | TA
Executive Officer, Customer Service and Marketing
1250 San Carlos Ave.
San Carlos, CA 94070-1306
[650-508-6248](tel:650-508-6248)<tel:650-508-6248>
www.smctd.com<<http://www.smctd.com>>

Consumer Report #050181
ari.benderly@gmail.com<mailto:ari.benderly@gmail.com>

Caltrain Management, I changed my job schedule in April and have now been bumped at least 6 times in the last month trying to get to work! That is a 30% rate! All bumps have been at the 22nd Street station trying to go south in the morning. I have been bumped from the 7:19am train, the 7:49am train, and the 8:02am train (and every single time I have tried to board it!), and the 8:19am train. I was bumped again this morning from the 7:19am train. I was the only bike trying to board the rear bike car. The attendant would not let me on, even though I could see space in the car. The front car was also full and at least 4 other people could not board. Yesterday, the attendant turned away 6+ from the 8:02am, then the same group tried to board the 8:19am and the attendant allowed 1 person (who was not bumped from the previous train) on, and then literally flipped a coin to determine who would get the second and last slot. What a degrading and ridiculous situation. You are

forcing bicycle riders to forgo common courtesy and "fight" to get a precious space on the train. If you need a bicycle to complete the last leg of your commute, and you cannot board the train, how can you take public transit? You cannot organize a commute around a service that, on any given day, is unavailable to you. There is actually more space on the bike cars. The attendants are needlessly following an arbitrary protocol to limit the number of bikes, regardless of the actual space being occupied in the car. To leave a handful of people off the train, simply because an arbitrary limit is reached (I assume in the name of safety - but with no concern for the actual safety context) is completely unacceptable. The impact on those people, and their ability to get to work is enormous. You are forcing me back into a car, simply because you are failing to manage your service effectively. A simple count on most trains would indicate that bicyclists make up a significant percentage of total riders during peak commute hours. Failing to accommodate those riders is contrary to the mission of any responsible transit system. -AB

Caltrain, Bac (@caltrain.com)

From: Drew Abernathy <andrew.dr.abernathy@gmail.com>
Sent: Monday, June 09, 2014 8:48 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: [Caltrain] Bumped from bike car

Hello,

I am submitting a feedback report about being denied bike boarding access to the SB220 and SB322 Caltrains at 22nd street station on Monday, June 9th due to lack of bike car capacity. At least half a dozen other passengers were denied access to the 220 train along with me, and about a dozen were denied access to the 322 train as well.

I was forced to bike to 4th & King to ensure that I didn't get bumped a 3rd time, and I believe there were individuals at 22nd st station who did get bumped three times in a row.

Thank you for the consideration.

Drew

Caltrain, Bac (@caltrain.com)

From: Tom Birch <froody@gmail.com>
Sent: Thursday, June 05, 2014 5:37 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Just got bumped from NB269 @ Menlo Park

Myself and another cyclist were denied getting on the NB269 at Menlo Park today. If the bigger capacity trains are overflowing and the newer trains have less bike capacity, should I just give up and use my car?

Tom

Caltrain, Bac (@caltrain.com)

From: Scott Yarbrough <yarbrough.scott@gmail.com>
Sent: Thursday, June 05, 2014 5:31 PM
To: Caltrain, Bac (@caltrain.com); Bikes on Board
Subject: Re: Out of Office: More bumps

Another bump, Redwood City northbound 5:25 train. 10 paid cyclists here on the platform, waiting for Caltrain to honor our tickets.

Four years of bike bumping, and it does not get any easier. I think I'm done with the train for a while....

On Oct 29, 2012 5:55 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

Caltrain, Bac (@caltrain.com)

From: Fred Lam <fclam@gmail.com>
Sent: Thursday, June 05, 2014 8:35 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Getting bumped on 323

Just got bump trying to get on northbound 323 (leaves Millbrae at 8:24). Both carts were full according to the conductors. Myself and 2 other cyclist were bumped.

Sent from my iPhone

Caltrain, Bac (@caltrain.com)

From: Chris Gwyer <cgwyer@gmail.com>
Sent: Thursday, June 05, 2014 8:21 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

Hi,

I cycle to work year-round, using Caltrain to get me to and from SF / Palo Alto. This morning on the 323 train (which left Palo Alto at 8:05), I saw at least 4 bikes not being allowed to board the train due to lack of capacity at PA, then another 4 at the next stop in Hillsdale. This lack of capacity creates a disincentive for people to use public transport; I'd like to suggest that future new designs of the bombardier carriages take this into account and have increased capacity for bikes, or that the old style bombardier carriages are used which have much greater capacity.

Thank you for your consideration,

Chris. Gwyer

Sent from my iPhone

Caltrain, Bac (@caltrain.com)

From: pat giorni <hogorni@yahoo.com>
Sent: Wednesday, June 04, 2014 4:12 PM
To: Board (@caltrain.com); Caltrain, Bac (@caltrain.com); Averill, Joshua; cacsecretary (@caltrain.com)
Cc: BIKES ONboard; bikesmc; Corinne Winter; SVBC-pen; svcbikes@bikesiliconvalley.org
Subject: Anecdotal Bump Count--March, April and partial May 2014
Attachments: March_April_Partial May 2014 Bump Count.doc

Please find attached for easy reproduction the March, April and partial May 2014 Anecdotal Bump Count. Owing to the lateness of this posting, I'm not expecting this report to be included in the June 1, 2014 JPB Correspondence packet.

Please note that I am now gleaning the information from the Bicycle Advisory Committee Correspondence as well as the JPB monthly packet in order to report by the actual month in order to provide a more accurate snapshot of the complaints.

Regards,

Pat Giorni

**Apr. 3,
2014**

Packet	Bumps Reported	Station- Time/Train#	Name and email Address
Mar. 6		2	Jonathan Withrington <
Mar. 11		5 SSF-#284	Dan Shore [
		SCar-#269?	
		12 5:50pm	Jonathan Withrington
		16 RWC-#273	AJ Schrauth
		8 22nd-#324	Chris Tilton
Mar.13		1 MP-#385	Andrea Minarce
Mar. 17	5+	RWC-#279	Ryan Schmidt
		4 SCar-#247	Micheal Fitzsimons
Mar. 19		1 SCar-#289	Jacky Schuler [
Mar. 20		1 SCar-#269	Percy Link
		3 SA-#135	Terry Barton
Mar. 23		1 Hillsdale-#371	Russ Vernick
Mar. 25	8+	22nd-#230	Andrew Ness [
Total	67+		

**May 1,
2014 JPB
and May
15, 2014
BAC**

Packet	Bumps Reported	Station- Time/Train#	Name and email Address
Ap. 8	4+	MV-#323	Conny Barton
		20 MV-#135	Austin Lee
	11 (repeat)	PA-#381	Ted Ketai <
		30 PA-#381	Daniel Hall <
	8+	SCar-#279	Jacky Schuler <
		6 RWC-#279	Christine Cook
	1 (repeat)	RWC-#279	Viraj Navkal
	1 (repeat)	RWC-#279	Lucy Maxian
Ap. 9	6+	MV-#323	Conny Barton
Ap.10		7 Millbrae-#322	Patrick Kitto
		4 MV-#323	Conny
		5 PA-#323	Conny Barton
		8 Hillsdale-#323	Conny Barton
Ap. 11	3+	Hillsdale-#323	Conny Barton
Ap.14		4 SCar-#269	Micheal Fitzsimons []
Ap. 15		12 22nd-#324	Billy D <
Ap. 21		6 MV-#323	Ashlyne <
		2 SCar-#269	Micheal Fitzsimons []
	2 (repeat)	SCar-#269	Ryan Schmidt
Ap. 22	15+	SF-#226	Michael Isard >
Ap. 23		2 22nd-#314	Tim Hickey >
	1+	Millbrae-#314	Tim Hickey <
Ap. 29		5 RWC-#269	AJ Schrauth
	1 (repeat)	RWC-#269	Ryan Schmidt <
	6 (repeat)	SCar-#269	Ryan Schmidt <
	5 (repeat)	SCar-#269	Micheal Fitzsimons [
		9 SCar-#269	Marek Dulak

April 2014**Total 157+****May 15,
2014 BAC**

Ma. 1	9	RWC-#385	Daniel Low >
Ma. 5	5	Millbrae-#322	Dan Yang >
	7	SCar-#269	Micheal Fitzsimons [
		PA-#279	Maxence Nachury
	5	RWC-#279	Christine Cook
	1	22nd-#322	Caroline Alden
Ma. 6	4	SCar-#269	Micheal Fitzsimons [
	2	MP-#375	Dana Jordan <
Ma. 7	4	RWC-#191	Micheal Fitzsimons []
Ma. 8	3	SM-#206	Clare Brown <
	2	SM-#319	Scott Palmer >
Ma. 12	1	22nd-#312	Ari Benderly <
	6	22nd-#324	Ari Benderly <
	5	PA-#385	Hilary Douglas <
	3	PA-#277	R. Lucas Coe <
Ma. 13	5	22nd-#314	Ari Benderly < >
	1	Hillsdale-#267	Georgia Andrews <
	4	PA-#269	chris west
	1	PA-#285	Teresa Pratt
Ma. 14	4	SCar-#287	Jonathan Withrington
Ma. 15	15	22nd-#322	Daniel Hall
Partial May			
Total	92+		

Caltrain, Bac (@caltrain.com)

From: Haskin, Rita
Sent: Wednesday, June 04, 2014 12:38 PM
To: rschmidtca@gmail.com
Cc: Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Bartholomew, Tasha
Subject: Re: 2 bikes bumped from 269 NB

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

It's unfortunate that some customers with bikes weren't able to board Train 269, although, you report via the photograph that there appeared to be room. With the number of bikes included in the photo, it's hard to determine if there was space for additional bikes. We allow up to 40 bikes in the gallery bike cars. However, if a conductor determines that it's reached a safe limit, then others may be requested to board the next train.

As mentioned in our correspondences earlier this year, Caltrain is experiencing challenges with its growing ridership, both for customers with bikes and those without. We also are hearing from customers with cars that aren't able to find available parking spots at their stations of choice.

We don't have any current plans to expand the number of bike spots on the trains. We are looking into increasing our wayside bike storage facilities. Information was presented to the Caltrain Bicycle Advisory Committee in May. Materials from that presentation can be accessed via www.caltrain.com/bac.

Thank you again for continuing to provide feedback about Train 269.

Sincerely,

Rita

Rita P. Haskin

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

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

From: Ryan Schmidt [<mailto:rschmidtca@gmail.com>]
Sent: Monday, April 21, 2014 10:04 PM
To: lindella@samtrans.com; bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: 2 bikes bumped from 269 NB

Just a quick note that at least 2 bikes were bumped from northbound train #269 today in San Carlos. Not good.

Following is a picture of the front bike car when it pulled away from San Carlos. It sure looks like there was space for 2 more bikes here.

What steps is Caltrain taking in the near future to increase bike capacity?

Thx.

Ryan

Caltrain, Bac (@caltrain.com)

From: Dan Yang <dsyang@gmail.com>
Sent: Wednesday, June 04, 2014 8:07 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

2 bike commuters bumped southbound 220 at Millbrae 6/4 8:01am

Caltrain, Bac (@caltrain.com)

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

Hi

I was just bumped from Caltrain 269 at redwood city with at least three other cyclists. Still waiting on a hint of action on this issue.

~AJ

Caltrain, Bac (@caltrain.com)

From: Rob Kahn <RKahn@fenwick.com>
Sent: Monday, June 02, 2014 5:58 PM
To: Nabong, Sarah
Cc: 'bikesonboard@sfbike.org'; 'janice@sfbike.org'; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment: Bike Bump Report

7 bikes were refused entry today (Mon Jun 2) on CalTrain NB #375 at the Menlo Park station. There were 38 bikes in the car, so technically could have taken two more, but the conductor refused entry. And there was even room for a few more than 40, as all the bikes were neatly stacked against the side rails.

Please help increase bike capacity so no bicycle commuters are refused entry to ride on CalTrain.

Thanks,

Rob Kahn,
CalTrain daily commuter

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Caltrain, Bac (@caltrain.com)

From: Matt Colyer <matt@colyer.name>
Sent: Monday, June 02, 2014 7:49 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: 319 1 bike bumped at millbrae

1 bike bumped from the northbound bike car on train 319 at millbrae.

Caltrain, Bac (@caltrain.com)

From: Matt Colyer <matt@colyer.name>
Sent: Monday, June 02, 2014 7:42 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment

2 bikes bumped on the northbound 7:33 train in the north bike car at the San Mateo stop.

Caltrain, Bac (@caltrain.com)

From: Benjamin Busjaeger <busjaeger@gmail.com>
Sent: Thursday, May 29, 2014 6:23 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: 4th and king southbound 6:20

Sent from my iPhone

Caltrain, Bac (@caltrain.com)

From: Greg Macway <greg.macway@gmail.com>
Sent: Wednesday, May 28, 2014 6:18 PM
To: bikesonboard@sfbike.org; cac@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary (@caltrain.com)
Subject: 5/28 early closure of SB train #378
Attachments: image.jpeg; ATT00001.txt

On 5/28 the SB train 378 closed its doors at 5:28 (train departs at 5:33) citing the train was at capacity.

The attached picture shows the bike rack availability on the 5/28 as it departed.



Caltrain, Bac (@caltrain.com)

From: M V <chitov@msn.com>
Sent: Tuesday, May 27, 2014 8:38 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); bikesmc@hotmail.com
Subject: Bikes on Caltrain Comment

Good Tuesday morning,

Just got bumped fr the NB 217 at Millbrae at 8 am. With 3 other cyclists.

Conductor says he already 'had 50 bikes and the train's capacity was 48'. This was a gallery train so he the cap is 80! And we could all clearly see that the bike racks in that first car were not all 4 bikes deep. Some only had 2!

Bad enough to be bumped. But to be bumped for no reason is ludicrous.

Manito

Sent from my phone

Caltrain, Bac (@caltrain.com)

From: giuseppe marino <giuseppe.415@hotmail.it>
Sent: Sunday, May 25, 2014 6:43 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bumped twice last week!

1) Train #269 arriving at 5:29 pm San Carlos Northbound. 6 cyclists, including myself were bumped.

2) Train #221 arriving 8:02 am (late) Hillsdale Northbound. 7 cyclists were bumped.

Lyndsey Brahm
lyndsey.brahm@gmail.com

Caltrain, Bac (@caltrain.com)

From: Ziyang C <ziyanc@gmail.com>
Sent: Thursday, May 22, 2014 5:56 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; Janice Li; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes bumped 5/20/14

- All bikes bumped at 22nd, a few at 4th & King
- Tuesday 5/20/2014
- 22nd Street & 4th & King
- #332 (southbound, 8:57am 4th & King)
- Older (non-bombardier) train. This happened because the 8:44am train (#230) did not leave and they combined the #230 and #332 so it became very crowded.

Caltrain, Bac (@caltrain.com)

From: Ryan Schmidt <rschmidtca@gmail.com>
Sent: Thursday, May 22, 2014 5:33 PM
To: lindella@samtrans.com; bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: Re: 6 bikes bumped from 269 NB

Dear Caltrain,

Today 6 more bikes were bumped at the RWC stop on NB269. As was the case on Apr. 29 below, there was easily enough space for these bikes on the train. Below is a photo from inside the rear car.



When will Caltrain address this situation? It's very unfortunate that Caltrain is leaving cyclists behind when there is enough space for them on the train.

Ryan

On Apr 29, 2014, at 5:33 PM, Ryan Schmidt <rschmidtca@gmail.com> wrote:

Hello. Just a quick email to let you know that 1 bike was bumped in RWC today & 6 more were bumped in San Carlos.

Perhaps more interesting is that the conductor on the rear bike car told cyclists awaiting the train to head to the front bike car (in RWC) in spite of the fact that there was still plenty of space in the bike car. (There was space for at least 4 more bikes in the rear bike car.) After the stop in SC there was space for at least 5 additional bikes in the rear bike car.

Pretty lame that conductors are leaving cyclists on the platform when there's space for them inside the bike car...

Ryan

Caltrain, Bac (@caltrain.com)

From: Jason Terk <jason@goterkyourself.com>
Sent: Thursday, May 22, 2014 5:29 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: NB 269 - 8 riders bumped

Hello,

I, along with seven other cyclists, was just bumped from the south bike car on north bound train 269 in redwood city. The conductor allowed a total of two bikes into the south bike car.

-Jason Terk

Caltrain, Bac (@caltrain.com)

From: adamwidmer@gmail.com
Sent: Thursday, May 22, 2014 5:29 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bumped bikes

~8 bikes bumped from NB 5:25 train at Redwood City Thursday May 22.

Sent from my iPhone

Caltrain, Bac (@caltrain.com)

From: Bruce Garretson <bruce.garretson@gmail.com>
Sent: Thursday, May 22, 2014 4:59 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Denied Boarding

Denied boarding on the last car of the 269 from San Carlos on May 8th. Also on May 20th, conductor in middle car told cyclists at San Mateo there was no room when in fact there were additional places based on 4 bikes per rack. Same conductor on a previous day had said that there no places when in fact one whole rack was empty!

Caltrain, Bac (@caltrain.com)

From: Alex Herzick <alex.herzick@gmail.com>
Sent: Wednesday, May 21, 2014 8:16 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment - Bumped 5/21

Bumped from May 21, 805am northbound palo alto baby bullet, at least 4 others bumped, new train

On May 19, 2014, at 3:08 PM, Alex Herzick <alex.herzick@gmail.com> wrote:

Bumped from May 8, 6:56pm southbound at SF station, at least 3 others bumped, new train especially painful to get bumped from last express train and have to wait 34 minutes for a local

Caltrain, Bac (@caltrain.com)

From: adamwidmer@gmail.com
Sent: Tuesday, May 20, 2014 5:29 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bumped from caltrain

7 bikes bumped from Northbound 5:25pm train at Redwood City on Tuesday 5/20. Old style train.

Sent from my iPhone

Caltrain, Bac (@caltrain.com)

From: Austin Lee <austlee@gmail.com>
Sent: Tuesday, May 20, 2014 9:41 AM
To: Nabong, Sarah
Cc: Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; bikesonboard@sfbike.org; cacsecretary (@caltrain.com); Board (@caltrain.com)
Subject: About 5+ bikes denied boarding at MV Caltrain 135 930am 2/20/14

Both cars currently totally full. Conductor is allowing about 7 bikes beyond capacity to board at Cal ave.

-Austin

Caltrain, Bac (@caltrain.com)

From: Henry Mayer <hmayer00@gmail.com>
Sent: Tuesday, May 20, 2014 9:24 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bumped!

Hello,

I was given this email address to submit bump reports. I wanted to report that i was bumped 3 days in a row last week (Tuesday, Wednesday, & Thursday, twice the 6:06pm, once the 6:43pm, northbound out of palo alto). Then i was bumped this morning from the southbound 8:57 along with more than a dozen other bikes (and presumably many more at 22nd st).

I mostly love the Caltrain, but there's clearly a daily shortage of bike capacity, which has made Caltrain an unreliable means of transportation. Commuting is bad enough without worrying about getting kicked off your train, and thus being habitually late to work or dinner. Especially given the expense (\$179/mo!) I expect more.

Thank you for listening,

Henry

Caltrain, Bac (@caltrain.com)

From: bl artjuan <blartjuan@yahoo.com>
Sent: Tuesday, May 20, 2014 9:17 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment -Bumped off train

Got bumped off Northbound Train 323 at Mountain View Station.

Monday 5/12/14 and Today 5/20/14 there were seven of us who got bumped off today.

Please ask the conductors how many bike riders are bumped off this train everyday.

Thank you,

Bike Rider

323

Caltrain, Bac (@caltrain.com)

From: Georgia Andrews <alabamapeach@gmail.com>
Sent: Monday, May 19, 2014 5:41 PM
To: Nabong, Sarah
Cc: Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; bikesonboard@sfbike.org; janice@sfbike.org; cacsecretary (@caltrain.com); Board (@caltrain.com)
Subject: Correction! 269 Re: Bikes bumped at rwc & San Carlos nb 273

Wasn't paying attention to the time, this is actually on nb 269. Gallery equipment.

On May 19, 2014 5:34 PM, "Georgia Andrews" <and.georgia.m@gmail.com> wrote:

I didn't personally get bumped, but I saw 3 people bumped from the north car in redwood city, 1 in San Carlos.

Caltrain, Bac (@caltrain.com)

From: alabamapeach@gmail.com on behalf of Georgia Andrews
<and.georgia.m@gmail.com>
Sent: Monday, May 19, 2014 5:34 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes bumped at rwc & San Carlos nb 273

I didn't personally get bumped, but I saw 3 people bumped from the north car in redwood city, 1 in San Carlos.

Caltrain, Bac (@caltrain.com)

From: Nathan Lee <nathanbryanlee@icloud.com>
Sent: Monday, May 19, 2014 5:33 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bumped San Carlos

5:29 express heading northbound. Got bumped the 269

Caltrain, Bac (@caltrain.com)

From: Alex Herzick <alex.herzick@gmail.com>
Sent: Monday, May 19, 2014 3:09 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment - Bumped 5/8

Bumped from May 8, 6:56pm southbound at SF station, at least 3 others bumped, new train

especially painful to get bumped from last express train and have to wait 34 minutes for a local

Caltrain, Bac (@caltrain.com)

From: Alex Herzick <alex.herzick@gmail.com>
Sent: Monday, May 19, 2014 3:06 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes on Caltrain Comment - Bumped 5/14

Bumped from May 14, 5:14pm southbound baby bullet at SF station, at least 5 others bumped, new train

Caltrain, Bac (@caltrain.com)

From: outlook_6fedb250dac6dcda@outlook.com on behalf of Greg DeFoe
<greg@defoetech.com>
Sent: Friday, May 16, 2014 6:07 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bumped

At least 2 bikes bumped from both cars of gallery 365 today. There wer clearly open spaces at the second car nearest the door. Conducted refused us because of standing traffic in doorway. By the time they left there were just 2 or 3 people that would have had to step aside to let US thru. And it was not very tight.

Caltrain, Bac (@caltrain.com)

From: Ziyang C <ziyanc@gmail.com>
Sent: Friday, May 16, 2014 5:28 PM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bikes bumped 5/15

- About 20 bumped (only one was let on the train)
- Thursday 5/15/14
- 22nd Street
- #332 (southbound, 9:02am)
- Bombardier