

Bicycle Advisory Committee

CORRESPONDENCE

Part 2

July 11, 2014 – July 17, 2014

Caltrain, Bac (@caltrain.com)

From: Ralph Durham <durham.ralph@gmail.com>
Sent: Thursday, July 17, 2014 12:23 PM
To: pat giorni
Cc: Board (@caltrain.com); Caltrain, Bac (@caltrain.com); Averill, Joshua; cacsecretary (@caltrain.com); BIKES ONboard; bikesmc; Corinne Winter; SVBC-pen; svbcbikes@bikesiliconvalley.org
Subject: Re: [SVBC general] Bay Area Bike Riders Upset About Getting 'Bumped' Off Caltrain - CBS San Francisco

It would help somewhat if folding bike users would use the luggage car. When I travel on peak times with a folding I do. It seems rude to use limited space in the bike car when I have another option.

On Wed, Jul 16, 2014 at 6:08 PM, 'pat giorni' via SVBC general discussion list <svbcbikes@bikesiliconvalley.org> wrote:

[Bay Area Bike Riders Upset About Getting 'Bumped' Off Caltrain - CBS San Francisco](#)



Bay Area Bike Riders Upset About Getting 'Bumped' Off Ca...
Despite the transit agency having dedicated bike cars, passengers with bikes are often denied access due to a lack of space on trains.
[View on sanfrancisco.cbsloca...](#) Preview by Yahoo

Regards,
Pat Giorni

--

Topics posted to this list are visible to the public.

You received this message because you are subscribed to the Google Groups "SVBC general discussion list" group.

To unsubscribe from this group and stop receiving emails from it, send an email to svbcbikes+unsubscribe@bikesiliconvalley.org.

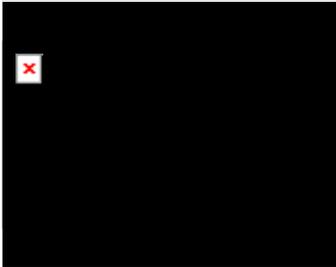
To post to this group, send email to svbcbikes@bikesiliconvalley.org.

Visit this group at <http://groups.google.com/a/bikesiliconvalley.org/group/svbcbikes/>.

Caltrain, Bac (@caltrain.com)

From: pat giorni <hogorni@yahoo.com>
Sent: Wednesday, July 16, 2014 6:09 PM
To: Board (@caltrain.com)
Cc: Caltrain, Bac (@caltrain.com); Averill, Joshua; cacsecretary (@caltrain.com); BIKES ONboard; bikesmc; Corinne Winter; SVBC-pen; svcbikes@bikesiliconvalley.org
Subject: Bay Area Bike Riders Upset About Getting 'Bumped' Off Caltrain - CBS San Francisco

[Bay Area Bike Riders Upset About Getting 'Bumped' Off Caltrain - CBS San Francisco](#)



Bay Area Bike Riders Upset About Getting 'Bumped' Off Ca...

Despite the transit agency having dedicated bike cars, passengers with bikes are often denied access due to a lack of space on trains.

[View on sanfrancisco.cbsloca...](#) Preview by Yahoo

Regards,
Pat Giorni

BREAKING: Malaysian Passenger Airliner Crashes In Ukraine Near Russian Border. According To Reuters

Local

Bay Area Bike Riders Upset About Getting 'Bumped' Off Caltrain

July 16, 2014 6:31 AM

Like

13

Tweet

4

Share

5

View Comments



A bike rider at the San Carlos Caltrain station on July 15, 2014. (Curtiss Kim/CBS)

Related Tags: Bicycle Riders, Bikes, Bumped, Caltrain, Capacity, Commuters, Curtiss Kim, San Francisco Bicycle Coalition, Train Cars

SAN CARLOS (KCBS) – Passengers can often be bumped from an airline flight but now, it seems to be happening more and more often for some commuters on Caltrain.

The term "bumped" is when a passenger is denied boarding due to a lack of onboard capacity. Riders with bikes are feeling the brunt, with many denied access because of a lack of space on trains. Caltrain rider Enrique Carmona said it's a growing problem.

Bay Area Bike Riders Upset About Getting 'Bumped' Off Caltrain



KCBS Radio



radio.com PLAY.IT

Listen LIVE

Sponsored by AUDIO AD CENTER



Do you know your loved one's end-of-life wishes?

Innovative Hospice Care VITAS

Find Out More

FROM OUR PARTNERS

PREDICTING IMPACT OF RAIDERS 2014 DRAFT

5 THINGS WE'VE LEARNED ABOUT A'S



CNNMoney's Free Portfolio Tool

One View of Your Stocks, Funds & 401K
cnnmoney.com



Shocking Weight Loss Trick

Never heard of a probiotic that helps you lose weight? Then read this.

<http://www.probioslim.com>

Buy a link here

GET BREAKING NEWS FIRST



Receive News, Politics, and Entertainment Headlines Each Morning.

Sign Up

\$1 MILLION REACH FOR RICHES GIVEAWAY

WIN UP TO **\$50,000 GUARANTEED!**

GRATON RESORT & CASINO

JUNE 30 - JULY 27 [LEARN MORE](#)

LOCAL VIDEO

"During the weekdays, they might add another car. And during the peak time, when it's really busy, maybe they can add another car," he said.

That seems like a simple [solution](#). But not so said Christine Dunn with Caltrain.

"We just don't have any extra trains," Dunn said. "We're using all of our available equipment. Every time we put a bike rider and their bike onboard a train, we have to take out a seat."

Kristin Smith with the San Francisco Bicycle Coalition said they are hoping Caltrain can come up with a suitable solution. "What we're really asking Caltrain is, get more capacity, whether that means having a new bike car [design](#) that would accommodate more bikes, or adding an extra bike car to it," said Smith. "It's clear that more and more people want to be combining bikes and transit."

The SF Bicycle Coalition said Caltrain has long been a proponent of bike access on transit. The first dedicated bike car was introduced in 1992 and now, all trains have two dedicated bike cars. Despite this, bike passengers are still getting bumped on a daily basis, with an increase over the last three months.

MIKE SUGERMAN'S ABOUT THE BAY



LATEST EYE ON THE BAY

[Best Bars For Singles In The East Bay](#)

[Best Waffles In The Bay Area](#)

[Best Men's Boutiques In San Francisco](#)

[Best Free Concerts In The Bay Area](#)

[Best Public Golf Courses In The Bay Area](#)

More In South San Francisco

Advertisement



[New Rule in South San Francisco, CA:](#)



[Suze Orman's Trick To Pay Mortgage...](#)



[New Diet Pill Too Strong?](#)



[1 Simple Trick to Learn Spanish](#)



[Controversy Over New Steroid Alternative](#)



13



4



5

[View Comments](#)

FROM AROUND THE WEB

[Is Your BYOD Policy a Disaster Waiting to Happen?](#) (Tech Page One)

[10 Coolest Cars Under \\$18,000](#) (Kelley Blue Book)

[7 Cars That Are 100% Worth Their Price-Tags](#) (Insider Car News)

[It's not Junk: The Most Overlooked Garage Sale Items You Should Buy](#) (Reader's Digest)

[How Does Hitting a Deer Impact Your Insurance?](#) (Allstate)

[Congratulations, It's a...Car! How We Name Zipcars](#) (Zipcar)

WE RECOMMEND

[Call Girls, Money & Power In Silicon Valley: Tech Exec Shares His Story](#) (CBS San Francisco)

[Collectors From Around The World Buy Military Vehicles At Portola Valley Auction](#) (CBS San Francisco)

[Comcast 'Embarrassed' By Employee's Behavior During Service Cancellation Call With San Francisco Customer](#) (CBS San Francisco)

[Californians Using More Water, Not Less During Drought; Statewide Fines Approved For Water Wasters](#) (CBS San Francisco)

[Richmond Council Backing Off Plan To Ban Anti-Gay Speakers; Disruptions Continue](#) (CBS San Francisco)

[Oakland Police Says Past Statement On Mayor Jean Quan Crash Inaccurate, Phone Use Not Ruled Out](#) (CBS San Francisco)

Recommended by 

TODAY'S CIRCULARS

[Musician's Friend: Choose the Right One for You](#)
[Rite Aid: Save on Health & Wellness Products](#)

[Sports Authority: Great Savings on Footwear!](#)
[Guitar Center: The Best Selection of Guitars](#)

17 Comments

CBS SanFran

 Login ▾

Sort by Newest ▾

Share  Favorite 



 Joe · 10 hours ago
Part of the problem is that non-cyclists take up seats and standing space in the bike cars. Caltrain turns a blind eye, however, refusing to help. The result is more bumped cyclists, more bike theft as cyclists are forced to sit away from their bikes, and more delays as it is more difficult to get on and off of trains.
^ | ▾ · Reply · Share >

 Evangaline Brenda Howard · 17 hours ago
Well, something has to be done. More people want to cycle and take public transportation and provisions need to be considered. The Bay Area is spending millions of dollars making public transportation easy to get around than in past years. I've been a Bay Area resident for over 30 years and has seen the remarkable difference in our Public Transportation System. I am a cyclists and found getting to work in Fremont great! If I had to be bumped off my Express Bus to Fremont because of space, I would be late for work and possibly lose my job. Cal Train must fix this problem!
1 ^ | ▾ · Reply · Share >

 **Matthew Self**  [@mself](#) · 11 hours ago
Caltrain ridership is growing fast, but bike ridership is growing twice as fast as the overall growth. This is because of end-user demand. Most riders are commuters who have to get to and from Caltrain at each end of their train ride. Since public transit connections are not good enough in many cases, bringing your bike on board lets you get where you need to go at the far end.

This isn't "do-gooders" promoting a weak idea -- it's what real commuters

Find us on Facebook



KCBS Radio

 Like 6,328



KCBS Radio

5 mins

The new #Apple #spaceship HQ is getting closer to launch! #applesnewhq



 Facebook social plugin

this isn't do-gooders promoting a wacky idea -- it's what real commuters are doing in increasing numbers of their own accord. We should make the infrastructure support this model that is working.

^ | v · Reply · Share >



Burt Bokerstroms · 21 hours ago

I always thought bikes on Bart was so dangerous. If they put the bikes in the cars like on caltrain like bart what happens when you get into a accident like the subway in Russia, or a fire etc. You have dark cars and a bunch of people squished with bikes.

^ | v · Reply · Share >



saimin · 21 hours ago

Does Caltrain publish a list of trains where you are most likely to get bumped? That would help people with flexible schedules choose a less crowded train.

1 ^ | v · Reply · Share >



Harold · a day ago

Caltrain just needs to run the older trains during rush hour and stop using the new ones with limited capacity, both for bikes and commuters. The older trains can hold almost double, maybe triple, the amount of bikes compared to the newer ones. This also holds true for passengers, the newer trains design is flawed and limits the number of passengers and bikes that can board.

1 ^ | v · Reply · Share >



BikerOnCaltrain → **Harold** · 21 hours ago

Agreed - the newer bombardier trains are no good for rush hour use. I recognize that it makes it easier for people to work with laptops on the train, but getting everyone access to the train should be higher priority. Also, maybe reduce the stops on the express trains. If you are a biker that gets on after PA, good luck finding a spot on the train.

1 ^ | v · Reply · Share >



Kar → **BikerOnCaltrain** · 19 hours ago

The newer bombardier is needed for other direction, where most train are standing room only. Old type car has many disadvantage - longer dwell time, many steps, wheel chair lift, small space for standing.

Some of reverse commute train also need the newer bombardier train too.

^ | v · Reply · Share >



TheZip · a day ago

The bike riders are just the typical whiners complaining they aren't getting special treatment. When a bike occupies the space of a seat then that one rider is taking up the space for 3 people. They somehow think they so special that their bike should be able to take the place of 2 other people. So in order to ride on a taxpayer subsidized train they want to force 2 other people to drive their cars. What a bunch of spoiled brats.

The whole taxpayer subsidy situation makes it financially untenable to increase capacity. These transit agencies lose money when they add capacity since the subsidy is fixed. Adding cars and employees costs more money they aren't recouping in fares. If the fares subsidized the system then adding more capacity would actually increase revenue. Doesn't everyone remember the situation when BART was on strike? All the transit agencies that increased capacity were crying over the fact they were losing money.

The solution is simple. Quite paying transit agencies subsidies from people who aren't using the system. Get the government, and the union out of it. If it is financially viable the private sector will run it and make a profit from the people riding the system.

2 ^ | v · Reply · Share >



Matthew Self → TheZip · 11 hours ago

The public subsidy for Caltrain is actually less (as a percentage of costs) than the subsidy for highways. Everyone who pays federal income taxes is paying for the federal highway program (whether you drive a car or not). So subsidies are really a distraction from this issue.

The issue is that demand for Caltrain (both for bikes and non-bike users) is increasing faster than they can expand capacity. In the short term, finding ways to be more flexible about bike cars is the best solution.

1 ^ | v · Reply · Share >



xxx4 → TheZip · 14 hours ago

"The bike riders are just the typical whiners complaining they aren't getting special treatment. "

As a rider, a caltrain rider, I apologize for that, but after being harassed by drivers ...

^ | v · Reply · Share >



hailfromsf → TheZip · 19 hours ago

When all you have is a hammer, everything looks like a nail, doesn't it? Your private sector solution is simplistic. Those people who aren't using public transit still benefit from it indirectly via reduced traffic on the roads and cleaner air. I'd prefer we did not take an organization chartered with providing a critical service to the public and replace it with a monopoly chartered with making its investors rich. Capitalism is great for many things, like cars, cell phones and other competitive markets, but it is not the end-all solution for everything in our society. Let the government handle our infrastructure, that's one of the things it's good at.

4 ^ | v · Reply · Share >



Erica_JS → TheZip · 21 hours ago

By saying transit agencies "lose money" you are ignoring the major public benefits of having a transit system in the first place - less crowded roads and less pollution. If there were no Caltrain and all those riders had to drive into the city, the financial costs of wasted time for both the former riders and the other drivers would be millions of dollars a day. So just looking at operating expenses is not a complete picture of whether the system is "losing money."

3 ^ | v · Reply · Share >



BikerOnCaltrain → TheZip · a day ago

The Zip- people alone are NEVER bumped. So by adding more bike capacity, your argument that 2 people will have to drive is unfounded. All it means is that those 2 people might now have to stand (gasp!) instead of taking up 2 seats (1 for them and of course 1 for their bag) on the train.

Also, calling someone a whiner because they aren't able to use the public transportation system, that they are PAYING for, is pretty obnoxious. A classic example of people painting bikers in a bad light unnecessarily.

4 ^ | v · Reply · Share >



Karl → BikerOnCaltrain · 20 hours ago

Some of slower reverse commute train can handle more bicycles while most of traditional commute train runs standing room only. One of problem comes from FRA regulation of bike on board inhibiting flexible bike capacity on train.

^ | v · Reply · Share >



dan7000 → BikerOnCaltrain · a day ago

Sounds like they need to stop letting people take up a seat with their

bag - nobody does that on Bart or Muni - and then they need to start charging an extra fare for every bicycle if it takes up that much space.

1 ^ | v · Reply · Share >



BikerOnCaltrain → dan7000 · 21 hours ago

Do you realize how expensive Caltrain already is? You think that charging more for bikers to use make this easier? That's ludacris - it will only drive down ridership. I wouldn't take my bike on caltrain and wouldn't commute that way if they did that.

^ | v · Reply · Share >

[Subscribe](#)

[Add Disqus to your site](#)

DISQUS



Be Part Of It



Watch Ed Sheeran Play 'Sing' from #EdonEllis



Everything You Need For An Epic Summer



Get Started Now

SF Bay Area



[OTHER CBS LOCAL CITIES ▶](#)

©2014 CBS Local Media, a division of CBS Radio Inc. All rights reserved.

[News](#) [Business](#) [Local](#) [Politics](#) [Health](#) [Tech](#) [Entertainment](#)

[Watch + Listen](#) [Heard On](#) [Seen On](#) [Audio on Demand](#) [Music](#)

[Sports](#) [Raiders](#) [SF Giants](#) [Sharks](#) [Warriors](#) [STATS](#)

[Best of](#) [Arts & Culture](#) [Family & Pets](#) [Food & Drink](#) [Nightlife & Music](#) [Shopping & Style](#) [Travel](#)

[Corporate](#) [About Us](#) [Advertise](#) [Business Development](#) [Contact](#) [Mobile](#) [Connect](#)

[SF Business Listings](#) [Restaurants](#) [Bars & Clubs](#) [Shopping](#) [Professional Services](#)

[SEARCH LISTINGS](#)

[Privacy Policy](#) | [Ad Choices](#) | [Terms of Use](#) | [EEO Reports](#) | [Contact KPIX 5](#) | [Contact KCBS Radio](#) | [Deals](#) | [KPIX-TV Public File](#)
Powered by [WordPress.com](#) VIP

Caltrain, Bac (@caltrain.com)

From: pat giorni <hogorni@yahoo.com>
Sent: Wednesday, July 16, 2014 2:40 PM
To: Board (@caltrain.com)
Cc: Caltrain, Bac (@caltrain.com); Averill, Joshua; cacsecretary (@caltrain.com); BIKES ONboard; bikesmc; Corinne Winter; SVBC-pen; svcbikes@bikesiliconvalley.org
Subject: Anecdotal Bump Count--June and partial July 2014
Attachments: June_partial July_2014.doc

Please find attached for easy reproduction to Bump Count for June and partial July 2014 per the JPB July 3, 2014 Correspondence packet and the posted BAC July 17, 2014 Correspondence Part 1:

Total June, 2014 190+

Partial July Total 51+

Regards,
Pat Giorni

June_partial July_2014

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+		

July 11, 2014 BAC

Jun. 5		4 PA-#323	Chris Gwyer
		4 Hillsdale-#323	Chris Gwyer
		3 Millbrae-#323	Fred Lam
		10 RWC-#269	Scott Yarbrough
		2 MP-#269	Tom Birch
Jun.9	6+	22nd-#220	Drew Abernathy
	12+	22nd-#322	Drew Abernathy
		1 SF-#360	Ashlynnne
	6+(repeat)	22nd-#322	Ari Benderly
Jun.10		1 ??-#323	jim@jimadler.me
		1 SF-#360	Ashlynnne
	10+	MV-#323	Conny Barton
Jun.11		2 San A-#135	AL L
		1 SF-#360	Ashlynnne <
		2 Cal Ave-#135	AL L <
		5 SCar-#269	Nathan Lee >
		8 PA-#375	Kevin Brosnan
Jun.12	7+	RWC-#269	adamwidmer
		1 SF-#360	Ashlynnne >
Jun.16		8 MV-#323	Conny Barton >
		5 SCar-#269	Nathan Lee <
		20 SF-#288	Matt Colyer
	4+	SF-#360	Alex Herzick
		1 SF-#360	Ratti, Joe (00410)
Jun.17	1+	SF-#324	Caroline Alden
		1 SF-#313	Ratti, Joe (00410)
		4 SF-#324	Elisabeth Kohnke
		6 RWC-#269	adamwidmer
	8+(repeat)	RWC-#269	Michael Konwiak
Jun.19	1+	MV-#323	Conny Barton
Jun.20		7 PA-#323	Jacinda Shelly
	12+	MV-#323	Conny Barton
Jun.24		2 MP-#297	Tom Birch
		1 22nd-#322	Laura Swaminathan
	5+	PA-#323	Alex Herzick
Jun.26		7 Millbrae-#323	Fred Lam
June 23-27		2 Sunny-#319	M Baer
Partial June Total	167+		

July 3, 2014 JPB

Jun. 5	3	PA-#323	ksveinsson
Jun. 23	2	SB-#282	ksveinsson
Jun. 24	2	SB-#282	ksveinsson
Partial June Total	7		
Total June, 2014	190+		

July 11, 2014 BAC

Jul.1	11	RWC-#269	Jason Terk]
	3	SSF-#190	Dan Shore [
Jul.7	2+	RWC-#385	AJ Schrauth
	5	SSF-#288	Monica Schwartz
Jul.9	4	RWC-#227	brandonpaski
	12+	RWC-#269	Ryan Schmidt
Jul. 10	7+	MV-#323	Conny Barton
	7+	SF-#314	Jennifer Gross
Partial July Total	51+		

Caltrain, Bac (@caltrain.com)

From: Nabong, Sarah
Sent: Tuesday, July 15, 2014 1:24 PM
To: Christopher Cain
Cc: Caltrain, Bac (@caltrain.com); cacsecretary (@caltrain.com)
Subject: Bikes on Caltrain Comment

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

Thank you for letting us know that you weren't able to board Train 220 yesterday with your bike. We regret you weren't able to board the second bike car as directed.

We've shared your report with our Operations staff to investigate why bicyclists weren't able to board if there was room, as you observed. On occasion the bicycle racks may get out of balance and the appearance of space is not necessarily the case as the total count cannot exceed 48 on Bombardier equipment and 80 on our Gallery equipment.

While we have no plans to expand onboard bike capacity, we are looking into increased wayside capacity.

Thank you again for your continued support and information that will help us provide a better riding experience to you and other customers.

Kind Regards,

Sarah

Sarah Nabong

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

Hi,

I was just bumped at 22nd street on the 7:49 AM, train 220, on 7/14. There were probably 20 of us left at the station — we were all told to go to the second bike car, which clearly had multiple racks with one or two bikes on them, and not a single bike was allowed onto that car. The bike car appeared half empty — I don't mean four to a rack, I mean there were clearly no more than 25 bikes in that car. Very frustrating as bikes can usually rely on that train at that time.

Thanks.

Chris

Caltrain, Bac (@caltrain.com)

From: Fred Lam <fcblam@gmail.com>
Sent: Tuesday, July 15, 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: Bumped 323 millbrae

Got bumped 323 northbound from millbrae to sf. 6 other cyclist also got bumped.

Sent from my iPhone

Caltrain, Bac (@caltrain.com)

From: Ari Benderly <ari.benderly@gmail.com>
Sent: Tuesday, July 15, 2014 8:11 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,

I was bumped from the 8:02am southbound train at 22nd station, along with approx 10 other people.

Thank you for the great service!

Caltrain, Bac (@caltrain.com)

From: Conny Barton <conny.barton@gmail.com>
Sent: Tuesday, July 15, 2014 8:11 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 bumped on Tuesday July 15

8 bikes were bumped from the northernmost car at the Mountain View station from the northbound train 323 at 7:57 am This was a bombardier car.

Regards.
Conny Barton

Sent from my iPhone

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

Caltrain, Bac (@caltrain.com)

From: Christopher Cain <cwain@gmail.com>
Sent: Monday, July 14, 2014 8:30 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 was just bumped at 22nd street on the 7:49 AM, train 220, on 7/14. There were probably 20 of us left at the station — we were all told to go to the second bike car, which clearly had multiple racks with one or two bikes on them, and not a single bike was allowed onto that car. The bike car appeared half empty — I don't mean four to a rack, I mean there were clearly no more than 25 bikes in that car. Very frustrating as bikes can usually rely on that train at that time.

Thanks.

Chris

Caltrain, Bac (@caltrain.com)

From: adamwidmer@gmail.com
Sent: Monday, July 14, 2014 7:54 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 bumped

25+ bikes bumped from Southbound 7:49am train at 22nd street. No bikes were allowed on the train, but there were less than 40 bikes on the car. Trains appear to be running on schedule.

Sent from my iPhone

Caltrain, Bac (@caltrain.com)

From: David Fisher <fisher.davidj@gmail.com>
Sent: Monday, July 14, 2014 7:40 AM
To: Nabong, Sarah
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: Bumps on 319

Caltrain 319 was full starting where I got on in redwood city. I made it on with three others but about 10 bikers were bumped. Bumps continued all the way to SF

Sent from my iPhone

Caltrain, Bac (@caltrain.com)

From: De La Torre, Andria
Sent: Friday, July 11, 2014 4:03 PM
To: 'AJ Schrauth'
Cc: bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)
Subject: RE: Bumped

AJ,

Thank you for the follow-up. We will include your comments regarding conductor etiquette towards boarding bicyclists to our Operations team. We also appreciate your additional suggestion for the boarding process in the bike cars. We value your interest in improving the Caltrain experience for all riders.

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: AJ Schrauth [mailto: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 door to keep schedule. A number of times this has prompted a reprimand from the conductor for the bikes to hurry up, when I 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.