

Bicycle Advisory Committee

CORRESPONDENCE

Part 1

June 23, 2015

McKenna, Nancy

From: Shirley Johnson <dr_shirley_johnson@yahoo.com>
Sent: Sunday, May 31, 2015 12:39 PM
To: Board (@caltrain.com)
Cc: Janice Li; Emma Shlaes; cacsecretary (@caltrain.com); Bikes On Board; Steve Vanderlip; Murphy, Seamus; Caltrain, Bac (@caltrain.com)
Subject: Caltrain bicycle bumps reported in May
Attachments: Caltrain Bicycle Bump Reports_for_JPB_201505.xlsx; Bump_Graph_May2015.docx

Dear Joint Powers Board,

Please find attached the bicycle bump report spreadsheet for May and a graph of reported bumps over the past year. The total number of unique bicycle bumps reported in May 2015 was 155, a 25% decrease compared with May 2014. This high bump count emphasizes the importance of adding a third bike car to Bombardier trains, and we thank you again for the decision to add the third bike car once the Metrolink cars have been refurbished.

Some important notes about bump reporting:

1. SFBC released a bump report form on February 12, 2015 (see sfbike.org/bumpform). Much to our surprise, Caltrain released a bump report form on March 5, 2015 (see <http://www.caltrain.com/riderinfo/Bicycles/BikeBumpForm.html>). The forms take the place of emails to report bumps.
2. The SFBC's form populates a publicly available spreadsheet in real time at sfbike.org/bumpreports. Caltrain's form sends a tweet via Twitter @BikesOnCaltrain, but there is no associated publicly available spreadsheet of the data. Therefore, we automatically transfer the information from the tweet into our spreadsheet in real time. Caltrain's tweet does not include the total number of bumped bikes, so we add a cautionary note in the comments column of our spreadsheet.
3. Tweets from Caltrain's form do not include date of the bicycle bump. For the purpose of calculating the bump total, we assume the date of the tweet is the date the bump occurred, except as noted in number 4 below.
4. There is a known glitch in Caltrain's software that results in the last bump report of the day not being tweeted until the next morning. The spreadsheet at sfbike.org/bumpreports has been edited to correct for this glitch. The attached downloaded spreadsheet notes the corrected rows in the "Editor Comments" column.

We have been communicating with Caltrain to collaborate on bump reporting to produce a Caltrain-managed bump reporting method to avoid confusion and provide the most complete information possible for Caltrain customers and staff. We look forward to advancing our collaboration with Caltrain.

Best regards,
Shirley Johnson
Leader, BIKES ONboard project

Customer-Reported Bicycle Bumps in May 2015

Total Unique Bumps Reported: 155

Spreadsheet available at www.sfbike.org/bumpreports

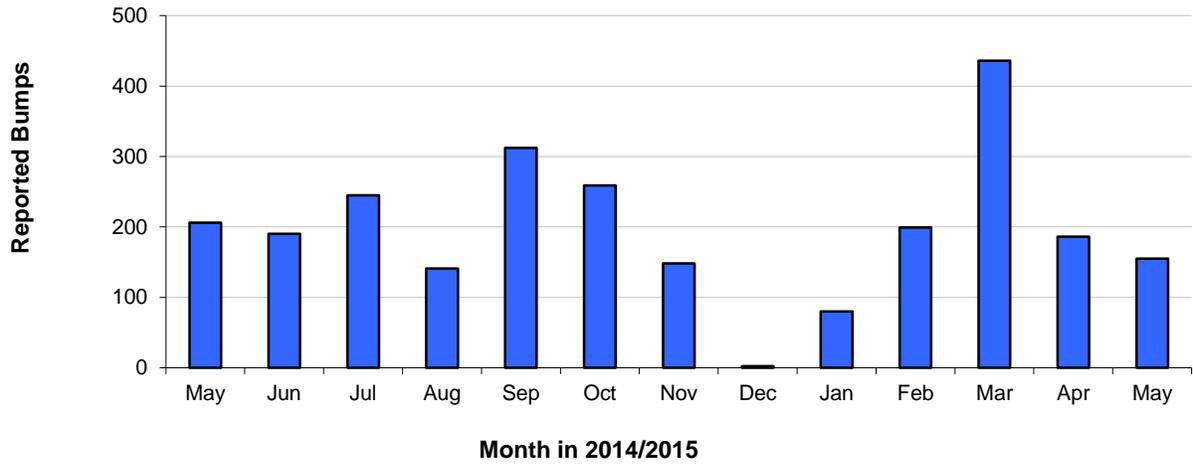
Editor Comments	Timestamp	Date of bicycle bump(s)	Total number of bumped bikes	Departure station	Travel direction	Scheduled departure time	Train number	Train type	Comments
Due to known glitch in Caltrain's software, date of bicycle bump changed from 5/4 to 5/1.	5/4/2015 17:12:35	05/01	1	Hillsdale	North	8:16 am	323		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Hillsdale NB 323 at 8:16 am. #Caltrain' id:595380395694129152
	5/4/2015 8:22:15	05/04	1	22nd Street	South	7:19 am	314		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at 22nd St SB 314 at 7:19 am. #Caltrain' id:595247039065231360
	5/4/2015 18:38:00	05/04	1	Palo Alto	North	5:06 pm	371		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Palo Alto NB 371 at 5:06 pm. #Caltrain' id:595401799953186816
Due to known glitch in Caltrain's software, date of bicycle bump changed from 5/5 to 5/4.	5/5/2015 7:33:27	05/04	1	San Carlos	North	6:29 pm	279		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at San Carlos NB 279 at 6:29 pm. #Caltrain' id:595596969063550976
	5/5/2015 8:21:39	05/05	1	22nd Street	South	8:20 am	324		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at 22nd St SB at 8:20 am. #Caltrain' id:595609135913271296
Due to known glitch in Caltrain's software, date of bicycle bump changed from 5/6 to 5/5.	5/6/2015 7:23:10	05/05	1	22nd Street	South	8:20 am	324		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at 22nd St SB at 8:20 am. #Caltrain' id:595956946739560448
Due to known glitch in Caltrain's software, date of bicycle bump changed from 5/6 to 5/5.	5/6/2015 17:31:24	05/05	1	Mountain View	North	9:36 am	135		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Mountain View NB 135 at 9:36 am. #Caltrain' id:596109827752861696
	5/5/2015 17:31:12	05/05	4	Redwood City	North	5:25 pm	269	Gallery	The lack of predictability and capacity is rapidly making Caltrain a useless transportation option for cyclists. One of my coworkers just canceled his pass and bought a car because Caltrain is so bad for bikes. Keep up the good work.
Repeat report. Omitted from total.	5/5/2015 17:34:12	05/05	2	Redwood City	North	5:25pm	269	Gallery	There appeared to be more space for bikes in southern bike car. Preference apparently given to standing room for passengers without bikes in the bike car.
	5/6/2015 7:46:10	05/06	1	22nd Street	South	7:19 am	314		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at 22nd St SB 314 at 7:19 am. #Caltrain' id:595962580968976384
	5/6/2015 19:02:14	05/06	1	4th & King	South	6:56 pm	288		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at San Francisco SB 288 at 6:56 pm. #Caltrain' id:596132849310248960
	5/6/2015 17:20:58	05/06	10	4th & King	South	5:14pm	370	Bombardier	
	5/6/2015 7:46:11	05/06	1	Hillsdale	South	7:42 am	314		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Hillsdale SB at 7:42 am. #Caltrain' id:595962616033378304
	5/6/2015 7:53:51	05/06	1	Millbrae	South	7:32 am	314		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Millbrae SB 314 at 7:32 am. #Caltrain' id:595964633585831936
	5/6/2015 19:01:07	05/06	1	San Mateo	South	10:40 am	138		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at San Mateo SB at 10:40 am. #Caltrain' id:596132519075917824
	5/7/2015 19:01:38	05/07	1	4th & King	South	6:56 pm	288		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at San Francisco SB 288 at 6:56 pm. #Caltrain' id:596494945164263424
	5/12/2015 17:37:03	05/11	10	22nd Street	South	7:19am	314	Bombardier	Bumped as expected. My buddy who gets on at 4th and King waved to me from the window above the bike car...

Due to known glitch in Caltrain's software, date of bicycle bump changed from 5/11 to 5/08.	5/11/2015 18:09:52	05/11	1	4th & King	South	6:56 pm	288		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at San Francisco SB 288 at 6:56 pm. #Caltrain' id:597931398654136320
	5/11/2015 18:32:50	05/11	1	Menlo Park	North	5:47 pm	375		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Menlo Park NB 375 at 5:47 pm. #Caltrain' id:597937210000715777
	5/11/2015 18:30:00	05/11	5	Redwood City	North	6:25pm	279	Gallery	Second bump in one day.
Repeat report. Omitted from total.	5/11/2015 18:32:50	05/11	1	Redwood City	North	6:25 pm	279		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Redwood City NB 279 at 6:25 pm. #Caltrain' id:597937235061706752
Repeat report. Omitted from total.	5/11/2015 17:56:24	05/11	7	Redwood City	North	5:53pm	375	Gallery	
Repeat report. Omitted from total.	5/11/2015 17:57:40	05/11	6	Redwood City	North	5:53pm	375	Gallery	Now I will be late for picking up my kids.
	5/11/2015 18:09:54	05/11	9	Redwood City	North	5:53 pm	375	Gallery	Glad to see those new cars are paying immediate dividends.
Repeat report. Omitted from total.	5/11/2015 18:38:19	05/11	1	Redwood City	North	5:53 pm	375		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Redwood City NB 375 at 5:53 pm. #Caltrain' id:597938800443043841
Due to known glitch in Caltrain's software, date of bicycle bump changed from 5/12 to 5/11. Repeat report. Omitted from total.	5/12/2015 9:04:20	05/11	1	Redwood City	North	5:53 pm	375		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Redwood City NB 375 at 5:53 pm. #Caltrain' id:598156505758638080
Repeat report. Omitted from total.	5/16/2015 11:24:39	5/11	5	Redwood City	North	5:53pm	375	Gallery	5 bikes bumped from south-end bike car. North car also full.
	5/12/2015 9:37:05	05/12	16	22nd Street	South	9:12am	134	Bombardier	At least one bicyclist who was bumped had been waiting an hour already.
Repeat report. Omitted from total.	5/12/2015 9:55:49	05/12	1	22nd Street	South	9:31 am	134		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at 22nd St SB 134 at 9:31 am. #Caltrain' id:598169618398584832
Due to known glitch in Caltrain's software, date of bicycle bump changed from 5/13 to 5/12. Repeat report. Omitted from total.	5/13/2015 17:11:36	05/12	1	22nd Street	South	9:31 am	134		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at 22nd St SB 134 at 9:31 am. #Caltrain' id:598641571286749184
	5/12/2015 7:21:55	05/12	15	22nd Street	South	7:19am	314	Bombardier	No bikes were allowed to board!
	5/12/2015 9:05:27	05/12	1	4th & King	South	8:57 am	332		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at San Francisco SB 332 at 8:57 am. #Caltrain' id:598156889151524864
Due to known glitch in Caltrain's software, date of bicycle bump changed from 5/14 to 5/13.	5/14/2015 8:31:39	05/13	1	Palo Alto	North	5:09 pm	371		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Palo Alto NB 371 at 5:09 pm. #Caltrain' id:598873044052938752
	5/14/2015 11:07:20	05/14	10	Sunnyvale	North	7:13am	319	Bombardier	
	5/26/2015 18:51:57	05/18	15	22nd Street	South	7:19am	314	Bombardier	Always bumped on Monday and Tuesday...
	5/18/2015 18:51:23	05/18	7	Palo Alto	North	06:43pm	385	Gallery	
	5/19/2015 7:03:32	05/19	1	Mountain View	North	6:57 am	313		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Mountain View NB at 6:57 am. #Caltrain' id:600663035137503233
Due to known glitch in Caltrain's software, date of bicycle bump changed from 5/20 to 5/19.	5/20/2015 17:25:15	05/19	1	Palo Alto	North	8:11 am	323		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Palo Alto NB 323 at 8:11 am. #Caltrain' id:601181724165345281
	5/19/2015 17:31:29	05/19	4	Redwood City	North	5:25pm	269	Gallery	Conductor allowed zero bikes into southern bike car even though at least one bike got off at this stop.
Repeat report. Omitted from total.	5/19/2015 17:31:56	05/19	4	Redwood City	North	5:25pm	269	Gallery	Giants game day. Less commuter bikes than normal, but every bike bumped.
	5/20/2015 8:32:37	05/20	1	Hillsdale	North	8:16am	323	Gallery	

	5/21/2015 8:42:53	05/20	3	Menlo Park	North	5:19pm	269	Gallery	Four waiting. One was allowed on. Conductor was very unhelpful or sympathetic.
Repeat report. Omitted from total.	5/20/2015 8:13:01	05/20	1	Mountain View	North	6:57 am	313		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Mountain View NB at 6:57 am. #Caltrain' id:601042711513206786
	5/20/2015 8:56:52	05/20	3	Mountain View	North	07:03AM	313	Bombardier	This report is for second bike car, no idea how full front car was. Yesterday on the same train people came from front car to take available stops. Train left San Jose at 6:45 with about 14 bike in 2nd bike car. 8 riders including myself got off in Palo Alto. There were about 8 bikes waiting there to get on
	5/20/2015 17:30:43	05/20	1	Palo Alto	North	5:15 pm	269		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Palo Alto NB 269 at 5:15 pm. #Caltrain' id:601183270995296257
	5/20/2015 17:32:55	05/20	1	Redwood City	North	5:25 pm	269		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Redwood City NB 269 at 5:25 pm. #Caltrain' id:601183809137221633
	5/20/2015 17:33:34	05/20	4	Redwood City	North	5:25pm	322	Gallery	Giants game day
Repeat report. Omitted from total.	5/20/2015 18:00:04	05/20	2	Redwood City	North	5:53pm	375	Gallery	
	5/20/2015 18:00:15	05/20	2	Redwood City	North	5:52pm	375	Bombardier	Bumped. Bummer to a good day.
	5/21/2015 8:08:23	05/21	1	Redwood City	North	5:25 pm	269		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Redwood City NB 269 at 5:25 pm. #Caltrain' id:601404087964344322
	5/22/2015 8:40:46	05/22	2	Redwood City	North	8:33am	329	Gallery	Rode on to empty platform to catch train and was not denied access for riding on the platform. Reprimands are not posted for this action. Another cyclist was denied board because of the same action.
Due to known glitch in Caltrain's software, date of bicycle bump changed from 5/27 to 5/26.	5/27/2015 8:03:24	05/26	1	Menlo Park	North	6:19 pm	279		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Menlo Park NB 279 at 6:19 pm. #Caltrain' id:603577155226763264
	5/26/2015 17:28:58	05/26	7	Redwood City	North	5:25pm	269	Gallery	
	5/26/2015 8:37:36	05/26	1	San Mateo	North	8:36 am	329		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at San Mateo NB at 8:36 am. #Caltrain' id:603223382012755970
	5/27/2015 8:59:13	05/27	1	Burlingame	North	8:47 am	225		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Burlingame NB 225 at 8:47 am. #Caltrain' id:603591045595598852
	5/27/2015 8:47:10	05/27	1	Mountain View	North	7:57 am	323		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Mountain View NB 323 at 7:57 am. #Caltrain' id:603588032613089280
	5/27/2015 19:30:44	05/27	1	Palo Alto	North	5:44 am	375		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Palo Alto NB at 5:44 am. #Caltrain' id:603750005577363456
	5/28/2015 7:40:55	05/28	1	San Carlos	North	7:23 pm	289		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at San Carlos NB 289 at 7:23 pm. #Caltrain' id:603933964127105025

Total unique 155

Caltrain leaves customers with bicycles behind



Not all bumps are reported, so actual bumps are more than shown.