

Bicycle Advisory Committee

CORRESPONDENCE

Part 2

November 13 – November 19, 2014

McKenna, Nancy

From: De La Torre, Andria
Sent: Wednesday, November 19, 2014 5:51 PM
To: 'froody@gmail.com'
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 afternoon Mr. Birch. 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.

We apologize for the inconvenience some cyclists experienced at the Palo Alto station yesterday. We have shared this report with our Operations staff to ensure that conductors communicate bike capacity to waiting cyclists, as well as allowing bike passengers on the platform to board when bike capacity permits.

Our conductors are responsible for only allowing a safe number of customers with bikes onboard the train, and we've determined that each rack can safely accommodate up to four bikes. We regret the challenge this policy causes to customers with bikes; however, our focus is on providing a safe service to all passengers.

Thank you for your feedback. We look forward to providing you with more positive experiences on your future commutes.

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: Tuesday, November 18, 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: Bikes on Caltrain Comment

3 bikes were bumped from the 279 at Palo Alto this evening.

There was space, but the conductors just closed the doors, presumably because the train was running late and so many bikes were trying to get on. The north car was full and the conductor would only let 4 bikes on, the south car had a bunch of space and there was no conductor there so we could get on, but they closed the door forcing some riders off. More bikes got in the south car at Menlo Park.

On the older trains that have more space, strictly enforcing the 4-bikes per slot rule seems to insure against total overcrowding, but almost guarantee that riders will be kicked off during peak hour, or at stations immediately after busy stops. Can't this rule be revised to say, make sure each stack of bikes is behind the line on the floor? You can fit 6 or 7

well-stacked fixies/no-frills commuter bikes in the space allotted to 4, or you can fit 2 poorly stacked mountain bikes/touring bikes with panniers.

McKenna, Nancy

From: Shirley Johnson <dr_shirley_johnson@yahoo.com>
Sent: Wednesday, November 19, 2014 3:38 PM
To: Caltrain, Bac (@caltrain.com)
Cc: Bartholomew, Tasha; Averill, Joshua; cacsecretary (@caltrain.com)
Subject: bump report
Attachments: Memo_Bump_Report_141119.doc

Dear Bicycle Advisory Committee,

Please see the attached bump report.

Best regards,
Shirley

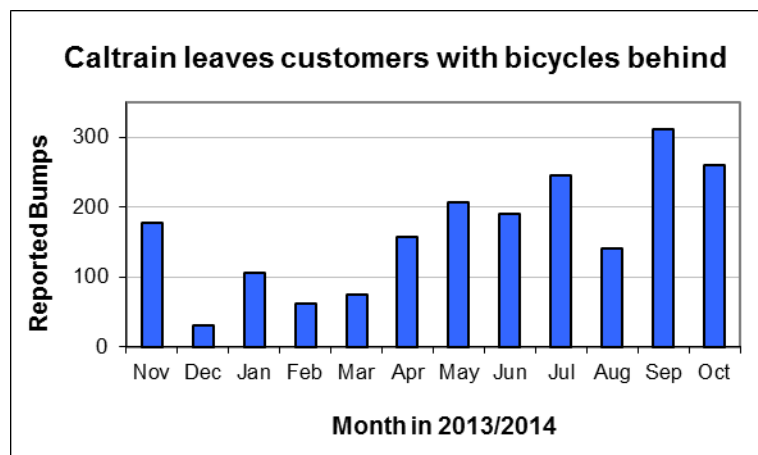
November 19, 2014

TO: Bicycle Advisory Committee

FROM: Shirley Johnson
Leader, BIKES ONboard project

SUBJECT: **BUMP REPORT**

Cyclists voluntarily report bumps (cyclists denied boarding due to insufficient bike capacity) to the Joint Powers Board (JPB), and these bump reports appear in the JPB correspondence packet. The BIKES ONboard team of the San Francisco Bicycle Coalition tallies the bump reports to create the graph below.



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

The table below shows the percentage change in reported bumps since March 2014, the last time I provided a bump graph to the BAC.

Month in 2014	% Change Compared with Same Month in Previous Year
March	0%
April	234%
May	29%
June	129%
July	90%
August	139%
September	300%
October	46%

September 2014 sets a record high for reported bumps since we started tracking bumps in 2009. Bumps have increased dramatically over last year, showing that bike capacity is maxed out, which forces cyclists back into their cars, costing Caltrain ridership and revenue.

There are two things that can be done to help reduce bicycle bumps, thereby improving customer experience and encouraging more people to bike to and from Caltrain stations:

Short-term: Allow more than four bikes per rack by marking minimum aisle width.

Medium-term: Configure the new Bombardier cars as bike cars to increase bike capacity on Bombardier trains to 72 bike spaces per train, close to the 80 bikes spaces currently on gallery trains.

The new Bombardier cars are expected to be in service in fall 2015, but that is a year away, and Caltrain customers are faced with a serious shortage of bike capacity now. We encourage implementing the short-term solution as soon as possible to address the immediate need for more bike capacity, followed by the medium term solution to improve consistency in bike capacity across the fleet.

McKenna, Nancy

From: Josh <jgalde@gmail.com>
Sent: Tuesday, November 18, 2014 7:18 PM
To: Nabong, Sarah; bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)
Subject: 5 bikes bumped from NB273 on 11/18 at 6:10pm at Hayward Park on 11/

Nb273 was at maximum capacity picking up all the bikes after the accident. caltrain needs to do a better job of ensuring that the next train is a local. Had to watch 3 trains go by with barely any bikes on board.

Unacceptable. My night ruined. Thx.

Josh

McKenna, Nancy

From: Alex Herzick <alex.herzick@gmail.com>
Sent: Tuesday, November 18, 2014 6:00 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 11/18

Bumped from November 18 533pm southbound baby bullet from SF. At least 10 others bumped. New train.

McKenna, Nancy

From: pat giorni <hogorni@yahoo.com>
Sent: Tuesday, November 18, 2014 12:05 PM
To: Caltrain, Bac (@caltrain.com); Averill, Joshua; cacsecretary (@caltrain.com)
Cc: Bikes On Board
Subject: Partial Anecdotal Bump Count for November 2014
Attachments: Partial Bump Report Nov 2014.doc

Please find attached for easy reproduction the Partial Anecdotal Bump Count for November 2014 to be included in the Correspondence file.

Regards,
Pat Giorni

Partial November 2014 Bump Report

BikesOnBoard Nov. 2014

Nov. 3	15	PA-#269	Hilary Douglas
Nov. 4	1	22nd -#322	"Ian Singleton"
	1	22nd -#324	"Ian Singleton"
Nov. 5	1	RWC-#375	AJ Schrauth
	5+ (repeat)	RWC-#279	AJ Schrauth
	6	RWC-#279	Daniel Low
Nov. 6	6	RWC-#322	Lisa Kronstad
	7 (repeat)	PA-#269	Colleen Caleshu
	10	PA-#269	Daniel Hall
	4+	MP-#269	Daniel Hall
	8+	RWC-#269	Ryan Schmidt
	5 (repeat)	RWC-#269	martin and lynn
	12	MP-#375	Tom Birch
Nov. 10	5	22nd -#324	Daniel Hall
Nov. 12	7(repeat)	22nd -#324	Chris Leader
	9	22nd -#324	Daniel Hall
	1(repeat)	22nd -#324	Collin Price
	13	PA-#371	Daniel Hall
	6	PA - #323	Paul Carlstrom
	7	RWC-#269	Scott Yarbrough
Nov. 13	15	RWC-#273	Scott Yarbrough
Nov. 17	15	RWC-#289	Phil King
Partial Nov. 2014	134		

McKenna, Nancy

From: Phil King <phil.king@gmail.com>
Sent: Monday, November 17, 2014 7:26 PM
To: Caltrain, Bac (@caltrain.com); bikesonboard@sfbike.org; cac@caltrain.com; Nabong, Sarah; Bartholomew, Tasha; Board (@caltrain.com)
Subject: 15 bikes bumped at redwood city

Northbound 289 was full at redwood city tonight. 15 bikes bumped.

It's too late and too cold to tolerate this garbage service level. Totally unacceptable. Someone needs to step up and rush - hurry! - to get more cars in service. I'm doing my part to ride my bike and keep cars off the road, only to be left hanging by a service that I pay for. My tax dollars and my ticket dollars feel wasted.

- Phil

<http://www.flickr.com/pkingdesign>

McKenna, Nancy

From: De La Torre, Andria
Sent: Thursday, November 13, 2014 5:59 PM
To: 'nigel@tunnacliffe.com'
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 afternoon Mr. Tunnacliffe. 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.

We apologize for the inconvenience experienced on Train 324 and regret any unclear communication provided by the conductor during the boarding process. We have shared this report with our Operations staff to ensure that conductors communicate bike capacity, policies, and bike car location in a clear and professional manner.

While we try to accommodate as many bicycles as possible, the total count cannot exceed four per rack for a total of 48 on Bombardier equipment and 80 on our Gallery equipment. If the bike car is full, customers will have to wait for the next train with bicycle capacity as our conductors are responsible for only allowing a safe number of customers with bikes board the train.

Again, we apologize for the inconvenience you experienced on your first commute with your bicycle. We look forward to providing you with more positive experiences on your future commutes.

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: Thursday, November 13, 2014 2:13 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

I boarded the 8:14 train at 4th and King. When I went to get onto the first car, a caltrain rep told me (in a very unpleasant tone) to get on the next car. I got on the next car, which didn't have any bike racks, right as the doors were closing. The same unpleasant woman came and got quite upset with me, and asked me to get off at 22nd street and reboard on the car at the front of the train. I got off at 22nd street, but there was no more space for bikes so I had to wait for the next train.

Overall, as my first experience taking my bike on Caltrain, it was not a pleasant experience.

McKenna, Nancy

From: Scott Yarbrough <yarbrough.scott@gmail.com>
Sent: Thursday, November 13, 2014 5:39 PM
To: Board (@caltrain.com)
Cc: Bikes on Board; Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; Nabong, Sarah
Subject: 15 cyclists bumped in RWC

Tonight there were 15 paid passengers with bicycles who were bumped from the RWC northbound baby bullet. All passengers arriving by foot or car were permitted to board. I have now experienced repeated bumps in both a single day and during the week. I hope I am permitted on the next train, since I've been standing on one of your more frequently used platforms trying unsuccessfully to board a train for an hour now.

Scott

On Nov 12, 2014 5:29 PM, "Scott Yarbrough" <yarbrough.scott@gmail.com> wrote:

The 5:25 northbound train stopping in RWC again bumped seven paid passengers carrying bicycles. No passengers arriving by car or foot were prohibited from boarding.

On Oct 27, 2014 5:45 PM, "Scott Yarbrough" <yarbrough.scott@gmail.com> wrote:

Northbound train bumped 5 cyclists during the 5:25 pm stop. Conductor is the female who reliably permits fewer cyclists than the available space would otherwise allow her to admit on board, frustrating the group left on the platform. All pedestrian and automobile driving passengers were permitted to board.

Scott