

**Bicycle Advisory Committee**

**CORRESPONDENCE FILE**

**November 20, 2014**

**Part 1**

**September 18 – November 12, 2014**

## McKenna, Nancy

---

**From:** Scott Yarbrough <yarbrough.scott@gmail.com>  
**Sent:** Wednesday, November 12, 2014 5:30 PM  
**To:** Board (@caltrain.com)  
**Cc:** Bikes on Board; Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; Nabong, Sarah  
**Subject:** 7 cyclists bumped in RWC

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](mailto: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

## McKenna, Nancy

---

**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Wednesday, November 12, 2014 5:10 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

About 13 bikes bumped nb 371 at 5:06 leaving Palo Alto. I was fortunate enough to get on. Only capacity for 48 bikes (new bombardier cars).

Sent from my iPhone

## McKenna, Nancy

---

**From:** Paul Carlstrom <paul.carlstrom@gmail.com>  
**Sent:** Wednesday, November 12, 2014 1:03 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bike comment--got bumped in PA from the #323 northbound train (along with five other cyclists)

I was bumped from the #323 northbound train at the Palo Alto station this morning---along with five other cyclists.

Had assumed I'd be able to make my appointment in town on time. Didn't happen. Had to take northbound train #225 instead, and was late for my appointment.

Discouraging, particularly since I had initially intended to drive--and then decided to take my bicycle on the train instead.

Regards,

Paul Carlstrom  
415-297-1336

## McKenna, Nancy

---

**From:** Collin Price <cmp22191@gmail.com>  
**Sent:** Wednesday, November 12, 2014 8:23 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

8:19am at 22nd st, both cars, 80 bike capacity train

Collin Price

## McKenna, Nancy

---

**From:** Chris Leader <chris.l.leader@gmail.com>  
**Sent:** Wednesday, November 12, 2014 8:23 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 of us bumped at 22nd st from the 8.19

Happened last week too and we could see spaces inside

Thanks

Chris leader

**McKenna, Nancy**

---

**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Wednesday, November 12, 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

9 bikes bumped sb 324 at 8:19 at 22nd street. 80 car train was full leaving 4th and king. Zero bikes allowed on the train

Sent from my iPhone

## McKenna, Nancy

---

**From:** Shirley Johnson <dr\_shirley\_johnson@yahoo.com>  
**Sent:** Tuesday, November 11, 2014 11:07 AM  
**To:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Cc:** Janice Li  
**Subject:** Even greater justification for 20% bike capacity on electrified trains  
**Attachments:** Historical\_and\_Projected\_Bike\_Passengers\_141111.xlsx

Dear Joint Powers Board, Citizen's Advisory Committee, and Bicycle Advisory Committee,

Caltrain staff announced at last Thursday's JPB meeting that electrification is delayed until 2021, so the spreadsheet I sent with the email below is already outdated. Please see the attached revision, where the projection of ridership growth is extended to 2021. This provides even greater justification for 20% bike capacity on electrified trains. Thank you.

Best regards,  
Shirley Johnson, PhD  
Leader, BIKES ONboard project  
San Francisco Bicycle Coalition

----- Forwarded Message -----

**From:** Shirley Johnson <dr\_shirley\_johnson@yahoo.com>  
**To:** "board@caltrain.com" <board@caltrain.com>; "cacsecretary@caltrain.com" <cacsecretary@caltrain.com>; "bac@caltrain.com" <bac@caltrain.com>  
**Cc:** Janice Li <janice@sfbike.org>  
**Sent:** Tuesday, November 4, 2014 10:21 PM  
**Subject:** Justification for 20% bike capacity on electrified trains

Dear Joint Powers Board, Citizen's Advisory Committee, and Bicycle Advisory Committee,

Projections show that electrified trains need to have 20% bike capacity to meet demand for bikes-on-board passengers. These projections are derived from real data and need to be taken seriously in planning efforts.

The projections are based on Caltrain's annual passenger counts from 2008 through 2014. Caltrain added bicycle capacity in 2009 and 2011, so growth in bicycle boardings since 2008 is more representative of actual demand than prior years, when bicycle capacity was even more restricted. Over the past six years, February annual passenger counts show (see the attached spreadsheet):

Average annual increase in AWR (average weekday ridership) = 6.45%  
Average annual increase in weekday bicycle boardings = 17.05%

Extrapolation of these annual increases to 2019 reveals that nearly 20% of Caltrain passengers are expected to bring a bike onboard electrified trains, assuming there is sufficient onboard bike capacity.

The projection of 20% bikes-on-board passengers in 2019 is low for the following reasons:

- (1) Currently onboard bicycle space is limited, forcing many bikes-on-board passengers back into their cars due to the high frequency of bumping. The annual increase in bicycle boardings would have been even higher than 17.05%, if Caltrain had had sufficient onboard bike space.
- (2) February passenger counts severely understate bicycle boardings in warmer months, when bicycle boardings increase over 42% whereas walk-on boardings increase by only 11% according to a comparison of Caltrain February 2004 with October 2004 passenger counts (2004 is the only year Caltrain conducted its passenger count twice).

Given that past increases in bicycle boardings were capped and bicycle boardings increase substantially in summer, **20% bicycle capacity on electrified trains is the minimum acceptable.**

Caltrain must plan to meet the needs of all its riders, and stop pushing customers with bicycles away. Electrification is a golden opportunity to do that. Let's not pass up this opportunity!



Best regards,  
Shirley Johnson, PhD  
Leader, BIKES ONboard project  
San Francisco Bicycle Coalition

## Projected Ridership Based on Caltrain February Passenger Counts

*Italics show projections.*

Year	AWR	% increase AWR	bike boardings	% increase bike boardings	% bicycle passengers
2008	36993		2382		6.44%
2009	39122	5.76%	2890	21.33%	7.39%
2010	34120	-12.79%	2659	-7.99%	7.79%
2011	37779	10.72%	3664	37.80%	9.70%
2012	42354	12.11%	4243	15.80%	10.02%
2013	47060	11.11%	4910	15.72%	10.43%
2014	52611	11.80%	5874	19.63%	11.16%
<i>2015</i>	<i>56004</i>	<i>6.45%</i>	<i>6876</i>	<i>17.05%</i>	<i>12.28%</i>
<i>2016</i>	<i>59617</i>	<i>6.45%</i>	<i>8048</i>	<i>17.05%</i>	<i>13.50%</i>
<i>2017</i>	<i>63462</i>	<i>6.45%</i>	<i>9420</i>	<i>17.05%</i>	<i>14.84%</i>
<i>2018</i>	<i>67555</i>	<i>6.45%</i>	<i>11026</i>	<i>17.05%</i>	<i>16.32%</i>
<i>2019</i>	<i>71913</i>	<i>6.45%</i>	<i>12906</i>	<i>17.05%</i>	<i>17.95%</i>
<i>2020</i>	<i>76551</i>	<i>6.45%</i>	<i>15106</i>	<i>17.05%</i>	<i>19.73%</i>
<i>2021</i>	<i>81488</i>	<i>6.45%</i>	<i>17682</i>	<i>17.05%</i>	<i>21.70%</i>

Average annual increase in ridership from 2008 to 2014

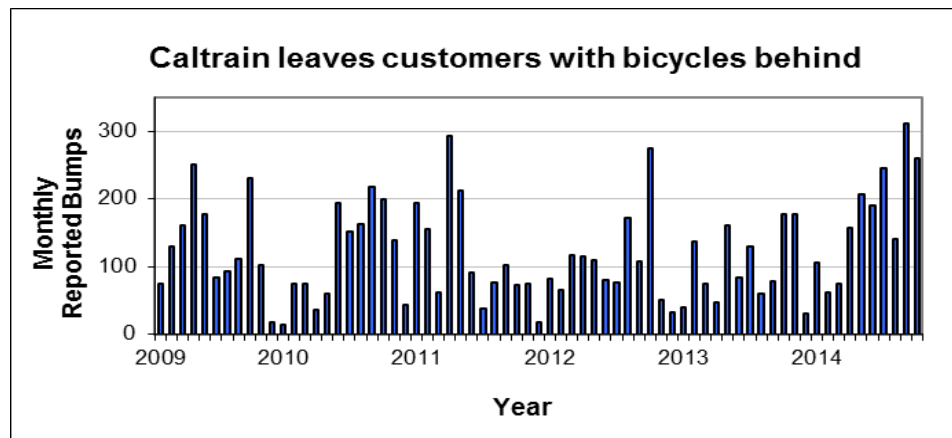
AWR	bike boardings
6.45%	17.05%

### Recommendation: EMUs need at least 20% bike capacity in every car.

Notes:

1. Caltrain added bike capacity in 2009 and 2011, so the last six years are a better representation of actual demand compared with prior years. However, bike boardings were still capped by insufficient onboard bike space (see bump graph below).
2. Summer ridership increases over 42% for bike boardings but only 11% for walk-ons (see Caltrain 2004 February and 2004 October passenger counts). Therefore the February passenger counts (as above) severely underpredict percentage of bicycle passengers during peak season.

Based on notes 1 and 2 above, the projections for bike boardings are a lower bound. Twenty percent bike capacity on EMUs is the minimum acceptable.



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

## McKenna, Nancy

---

**From:** Bert Hill <echill@sfhills.org>  
**Sent:** Tuesday, November 11, 2014 8:24 AM  
**To:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Cc:** Shirley Johnson  
**Subject:** SF Bicycle Advisory Committee Resolution to Support Bicycle Storage on Added Bombardier Cars  
**Attachments:** Resolution for New Bombardier Bike Cars- Final.pdf

Joint Powers Board and Caltrain BAC Members;

Please find attached, the above referenced resolution by the SF Bicycle Advisory Committee.

This resolution requests that increased capacity roughly maintains the ratio of usage by bicycle and pedestrian customers. We also firmly believe that more bicyclists would utilize Caltrain if the availability of rack space was reliable on all trains.

Regards,

Bert Hill, Chair  
San Francisco Bicycle Advisory Committee



**San Francisco Bicycle Advisory Committee**  
City Hall, Room 408  
1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102

**RESOLUTION:  
CALLING FOR A THIRD BIKE CAR ON ALL BOMBARDIER TRAINS  
AT CALTRAIN**

**WHEREAS**, the San Francisco Peninsula rail transit service, Caltrain, provides a vital public transportation link serving the City and County of San Francisco and its citizens and has provided on-board carriage of bicycles since 1992, and

**WHEREAS**, Caltrain's on-board bicycle service allows citizens to ride their bicycles at both ends of their commutes, taking the burden off heavily subsidized feeder buses, shuttles, roadways, and parking spaces, and

**WHEREAS**, Caltrain's on-board bicycle service is an intermodal transportation solution that is socially and economically beneficial in eliminating reliance on the automobile, thereby effecting a reduction of the impact of global warming and a reduction in demand for petroleum; and

**WHEREAS**, Caltrain's on-board bicycle service encourages bicycling, which provides health benefits to communities by reducing both air pollution and noise pollution, and bicycling provides health benefits to riders through exercise to help curb the steep rise in maladies such as hypertension, diabetes, and obesity in America today; and

**WHEREAS**, Caltrain's Comprehensive Access Policy prioritizes bicycling over driving as a station access mode, and

**WHEREAS**, inconsistent and limited capacity for bicycles on-board Caltrain discourages bicyclists from using Caltrain and can result in their choosing to drive alone in their personal automobiles instead, adding to pollution, traffic congestion, and petroleum use, and

**WHEREAS**, Caltrain desperately needs more onboard bicycle capacity, because paid passengers with bicycles are routinely left behind on the platform due to insufficient onboard bicycle space, while all walk-on passengers are allowed to board, and

**WHEREAS**, Caltrain currently has inconsistent bicycle capacity across its fleet, because gallery trains have space for 80 bicycles, but Bombardier trains have space for only 48 bicycles, and

**WHEREAS**, inconsistent bicycle capacity among Caltrain trains leads to unreliable service, and even more customers with bicycles get left behind on the platform when Bombardier trains are swapped for gallery trains due to service disruptions, and

**WHEREAS**, consistent and sufficient bicycle capacity on-board Caltrain would simplify Caltrain operations and improve service reliability, enabling cyclists who have abandoned Caltrain to return and encouraging new customers to bring their bicycles on-board Caltrain, thereby increasing ridership and ticket revenue, and

**WHEREAS**, Caltrain will purchase 16 Bombardier cars to alleviate peak period crowding by adding a sixth car to its existing five-car Bombardier trains, and

**WHEREAS**, the new Bombardier cars need rehabilitation before going into service in fall 2015, and it is economically prudent to configure the cars according to customer base to avoid expensive retrofits later, and

**WHEREAS**, 13% of Caltrain passengers currently bring a bicycle onboard according to Caltrain's Draft Environmental Impact Assessment for Electrification, and

**WHEREAS**, configuring a Bombardier car to a bike car requires replacement of only 20 seats with bicycle racks, leaving over 110 seats in the rest of the car, and

**WHEREAS**, 13% of the new capacity corresponds to 13 of the new Bombardier cars configured as bike cars, more than enough to add a third bike car to all Bombardier trains, and

**WHEREAS**, adding a third bike car to Bombardier trains would expand bicycle space from 48 to 72 bicycles, close to the 80 bicycles held by gallery trains, making Caltrain's fleet more consistent and increasing overall onboard bicycle capacity,

**THEREFORE, BE IT RESOLVED** that the San Francisco Bicycle Advisory Committee advises that Caltrain should configure a sufficient number of the new Bombardier cars as bike cars to allow all Bombardier trains to have three bike cars.

Submitted and adopted on October 27, 2014

**Approved by unanimous consent in attendance:**

District 1: Kevin Dole

District 2: (Open)

District 3: Marc Brandt

District 4: Edward Nicholson

District 5: Morgan Fitzgibbons

District 6: Richard May

District 7: Bert Hill

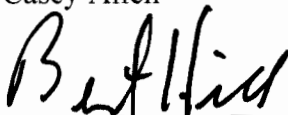
District 8: Tim Doherty (Absent)

District 9: Amar Puri (absent)

District 10: (Open)

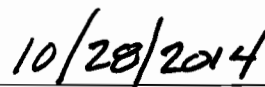
District 11: Casey Allen

Signed



Bert Hill, Chair

Date



## McKenna, Nancy

---

**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Monday, November 10, 2014 8:22 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

5 bikes bumped sb 324 at 22nd at 8:19. Room for 80 bikes.

Sent from my iPhone

## McKenna, Nancy

---

**From:** Tom Birch <froody@gmail.com>  
**Sent:** Thursday, November 06, 2014 6:12 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

And there were 45 bikes in the North car of NB279 after I got on at Menlo Park, so I would have been bumped from that too if the conductor wasn't such a nice guy.

Tom

On Thursday, November 6, 2014, Tom Birch <[froody@gmail.com](mailto:froody@gmail.com)> wrote:  
Another 12 or so bikes were bumped from NB375 at Menlo Park, as the train was full of bikes and only 2 bikes got off.

Tom

On Thursday, November 6, 2014, Tom Birch <[froody@gmail.com](mailto:froody@gmail.com)> wrote:  
Today NB269 bumped 9 bikes at Menlo Park, even though there were at least 3 spaces for bikes visible in the south bike car.

Tom

## McKenna, Nancy

---

**From:** Ryan Schmidt <rschmidtca@gmail.com>  
**Sent:** Thursday, November 06, 2014 5:32 PM  
**To:** lindella@samtrans.com; bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** At least 8 bikes bumped from 269 NB

Today at least 8 bikes were bumped from 269 NB. Not good...  
Ryan



## McKenna, Nancy

---

**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Thursday, November 06, 2014 5:25 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

Nb 269 at 5:16 pm. 10 bikes bumped at Palo Alto. Then at least 4 bikes bumped in Menlo park. Capacity for 80 bikes.

Sent from my iPhone

## McKenna, Nancy

---

**From:** Colleen Caleshu <colleen.caleshu@gmail.com>  
**Sent:** Thursday, November 06, 2014 5:20 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

5-7 cyclists just bumped at Palo Alto heading north on the train leaving at 5:16. It was the train with larger bike capacity.

Colleen

(Sent from a handheld. Please forgive brevity and typos.)

## McKenna, Nancy

---

**From:** Lisa Kronstad <lmkronstad@gmail.com>  
**Sent:** Thursday, November 06, 2014 9:49 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Hello,

Myself and approximately five other bike commuters were bumped from the Southbound 8:30 AM train at Redwood City on Nov. 6, 2014. A number of bikes disembarked but the Caltrain employee would not allow an equal number of bike commuters to board the train. While I have been bumped many times when the train was clearly very, very full, in this situation that was not the case as empty bike racks were visible from the platform. I just wanted to document this event as it was out of the ordinary, seemed unnecessary cruel, and in case it is helpful in the future.

Thank you,

Best,

Lisa

-----  
Lisa Kronstad, Ph.D.  
Postdoctoral Scholar  
Stanford University

## McKenna, Nancy

---

**From:** AJ Schrauth <[aj.schrauth@gmail.com](mailto:aj.schrauth@gmail.com)>  
**Sent:** Wednesday, November 05, 2014 6:40 PM  
**To:** Nabong, Sarah  
**Cc:** [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org); Board (@caltrain.com); Bartholomew, Tasha; [cac@caltrain.com](mailto:cac@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Re: Bumped

I got on the next train but at least 5 others did not.

One of the guys who did get on was not one of the first four to the station and other riders were justifiably upset about that. Either the engineer or the conductor told him to "get over it."

Without a system to fairly bump riders when capacity is limited you put your conductors and passengers at risk for WHEN one of these arguments gets out of hand. It won't be me to cause a problem, but without action I'm sure it will happen and I can be pretty confident that you won't take action.

~AJ

On Wednesday, November 5, 2014, AJ Schrauth <[aj.schrauth@gmail.com](mailto:aj.schrauth@gmail.com)> wrote:

Hey, it's me again bumped from Caltrain 375 at RWC with four others. My brother just landed at SFO and he's staying with me for one night only and Caltrain manages to fuck that up for me...thanks for that! I'm so excited to sit at the station here instead of hanging out with him and my daughter.

I got to the station early to ensure I got home and was the second bike. Of course they only let one guy on (I at least have decency to let the right guy board) at the back car and said the front was full. When I ran to the front car they were letting cyclists on, but not me. Of course the conductor fed me some bullshit about 5 minutes. Im not what was referring to, but a bump never costs just give minutes. I'm tired of the misinformation from Caltrain. I know you're at capacity, but you could at least try to help us out by not making shit up. I can't believe I pay for this crap service. I'll keep waiting for you to do something like chump.

I'm a huge fan of rail transit in general, but I can't see how it's responsible to give Caltrain any money for electrification. It will just be squandered just like hours of my time. Better to just tear up the tracks and install a bike freeway, at least then I'd get home reliably.

~AJ Schrauth

## McKenna, Nancy

---

**From:** Daniel Low <danglow@gmail.com>  
**Sent:** Wednesday, November 05, 2014 6:40 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

I along with 5 other cyclists were bumped off NB 279 in Redwood city today at 6:25pm

Daniel

## McKenna, Nancy

---

**From:** AJ Schrauth <aj.schrauth@gmail.com>  
**Sent:** Wednesday, November 05, 2014 6:15 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bumped

Hey, it's me again bumped from Caltrain 375 at RWC with four others. My brother just landed at SFO and he's staying with me for one night only and Caltrain manages to fuck that up for me...thanks for that! I'm so excited to sit at the station here instead of hanging out with him and my daughter.

I got to the station early to ensure I got home and was the second bike. Of course they only let one guy on (I at least have decency to let the right guy board) at the back car and said the front was full. When I ran to the front car they were letting cyclists on, but not me. Of course the conductor fed me some bullshit about 5 minutes. Im not what was referring to, but a bump never costs just give minutes. I'm tired of the misinformation from Caltrain. I know you're at capacity, but you could at least try to help us out by not making shit up. I can't believe I pay for this crap service. I'll keep waiting for you to do something like chump.

I'm a huge fan of rail transit in general, but I can't see how it's responsible to give Caltrain any money for electrification. It will just be squandered just like hours of my time. Better to just tear up the tracks and install a bike freeway, at least then I'd get home reliably.

~AJ Schrauth

## McKenna, Nancy

---

**From:** Armando Fox <fox@cs.berkeley.edu>  
**Sent:** Wednesday, November 05, 2014 11:52 AM  
**To:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Cc:** janice@sfbike.org; bikesonboard@sfbike.org  
**Subject:** bike bumping on Caltrain

Dear Caltrain board and planners:

As part of the new purchase of Bombardier cars, I strongly encourage Caltrain to retrofit the new cars to make them bike cars.

Bike riders are part of the solution to Bay Area traffic, not part of the problem of transit. The number one reason cited in APTA transit surveys by people who choose NOT to take public transit is that it is not compatible with their schedule. Yet Caltrain's response to bike riders' requests to add more bike cars is "Cyclists also may want to adjust their schedules to ride trains with adequate bike capacity."

Given APTA's findings, that is equivalent to saying "Cyclists may also want to drive their cars solo instead of choosing bicycling+Caltrain."

I've been bike-bumped enough times that I now find myself driving from SF to the Peninsula even when the Caltrain schedule works for my commute and even when I'd much rather take the train and use the time to get work done-- because my last mile relies on a bike connection (there is only anemic bus service that would take nearly 45 minutes to go three miles) and I'm afraid that if I get bumped I will be late for my appointments.

Caltrain needs to acknowledge that cyclists are a key part of the overall transit picture, and needs to accommodate them. Asking cyclists to "change their schedules" to take other trains, especially when there are already so few express and limited-stop trains, is a nonstarter. If the Peninsula was blanketed by efficient and frequent bus service or other transit, this would be different, but the last-mile options from most Peninsula stations ranges from inefficient to abysmal. Cyclists should be applauded for rising to that challenge, not treated as second-class citizens who should be expected to rearrange their schedule even as they are staring at half-empty passenger-only cars on the very trains that are denying them boarding.

Armando Fox  
Professor, Computer Science Division  
Faculty Advisor, UC Berkeley MOOC Lab  
fox .at. cs .dot. berkeley .dot. edu  
581 Soda Hall MC#1776, Berkeley, CA 94720-1776  
+1.510.642.6820 / <http://www.cs.berkeley.edu/~fox>

TAKE MY CLASS FOR FREE VIA edX: <http://saas-class.org> LIKE IT ON FACEBOOK: <http://facebook.com/saas-class> TRY MY BOOK (NOT FREE): <http://beta.saasbook.info> (goes with the course)

## McKenna, Nancy

---

**From:** Shirley Johnson <dr\_shirley\_johnson@yahoo.com>  
**Sent:** Tuesday, November 04, 2014 10:21 PM  
**To:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Cc:** Janice Li  
**Subject:** Justification for 20% bike capacity on electrified trains  
**Attachments:** Historical\_and\_Projected\_Bike\_Passengers\_141104.xlsx

Dear Joint Powers Board, Citizen's Advisory Committee, and Bicycle Advisory Committee,

Projections show that electrified trains need to have 20% bike capacity to meet demand for bikes-on-board passengers. These projections are derived from real data and need to be taken seriously in planning efforts.

The projections are based on Caltrain's annual passenger counts from 2008 through 2014. Caltrain added bicycle capacity in 2009 and 2011, so growth in bicycle boardings since 2008 is more representative of actual demand than prior years, when bicycle capacity was even more restricted. Over the past six years, February annual passenger counts show (see the attached spreadsheet):

Average annual increase in AWR (average weekday ridership) = 6.45%  
Average annual increase in weekday bicycle boardings = 17.05%

Extrapolation of these annual increases to 2019 reveals that nearly 20% of Caltrain passengers are expected to bring a bike onboard electrified trains, assuming there is sufficient onboard bike capacity.

The projection of 20% bikes-on-board passengers in 2019 is low for the following reasons:

- (1) Currently onboard bicycle space is limited, forcing many bikes-on-board passengers back into their cars due to the high frequency of bumping. The annual increase in bicycle boardings would have been even higher than 17.05%, if Caltrain had had sufficient onboard bike space.
- (2) February passenger counts severely understate bicycle boardings in warmer months, when bicycle boardings increase over 42% whereas walk-on boardings increase by only 11% according to a comparison of Caltrain February 2004 with October 2004 passenger counts (2004 is the only year Caltrain conducted its passenger count twice).

Given that past increases in bicycle boardings were capped and bicycle boardings increase substantially in summer, **20% bicycle capacity on electrified trains is the minimum acceptable.**

Caltrain must plan to meet the needs of all its riders, and stop pushing customers with bicycles away. Electrification is a golden opportunity to do that. Let's not pass up this opportunity!

Best regards,  
Shirley Johnson, PhD  
Leader, BIKES ONboard project  
San Francisco Bicycle Coalition



## Projected Ridership Based on Caltrain February Passenger Counts

*Italics show projections.*

Year	AWR	% increase AWR	bike boardings	% increase bike boardings	% bicycle passengers
2008	36993		2382		6.44%
2009	39122	5.76%	2890	21.33%	7.39%
2010	34120	-12.79%	2659	-7.99%	7.79%
2011	37779	10.72%	3664	37.80%	9.70%
2012	42354	12.11%	4243	15.80%	10.02%
2013	47060	11.11%	4910	15.72%	10.43%
2014	52611	11.80%	5874	19.63%	11.16%
<i>2015</i>	<i>56004</i>	<i>6.45%</i>	<i>6876</i>	<i>17.05%</i>	<i>12.28%</i>
<i>2016</i>	<i>59617</i>	<i>6.45%</i>	<i>8048</i>	<i>17.05%</i>	<i>13.50%</i>
<i>2017</i>	<i>63462</i>	<i>6.45%</i>	<i>9420</i>	<i>17.05%</i>	<i>14.84%</i>
<i>2018</i>	<i>67555</i>	<i>6.45%</i>	<i>11026</i>	<i>17.05%</i>	<i>16.32%</i>
<i>2019</i>	<i>71913</i>	<i>6.45%</i>	<i>12906</i>	<i>17.05%</i>	<i>17.95%</i>

Average annual increase in ridership from 2008 to 2014

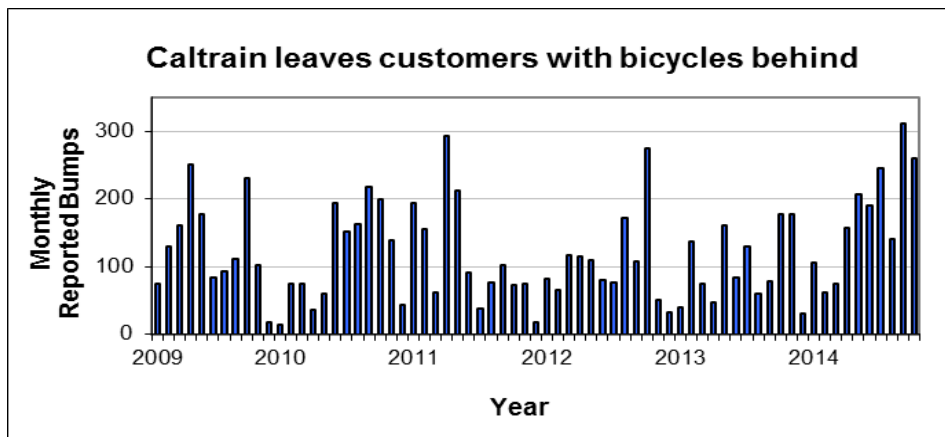
AWR	bike boardings
6.45%	17.05%

### Recommendation: EMUs need at least 20% bike capacity in every car.

Notes:

1. Caltrain added bike capacity in 2009 and 2011, so the last six years are a better representation of actual demand compared with prior years. However, bike boardings were still capped by insufficient onboard bike space (see bump graph below).
2. Summer ridership increases over 42% for bike boardings but only 11% for walk-ons (see Caltrain 2004 February and 2004 October passenger counts). Therefore the February passenger counts (as above) severely underpredict percentage of bicycle passengers during peak season.

Based on notes 1 and 2 above, the projections for bike boardings are a lower bound. Twenty percent bike capacity on EMUs is the minimum acceptable.



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

## McKenna, Nancy

---

**From:** Ian Singleton <ian.singleton@gmail.com>  
**Sent:** Tuesday, November 04, 2014 8:37 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

I was bumped off 322 and 324 this morning at 22nd St station.

226 only took us because nobody monitored capacity. But we're all in and orderly.

## McKenna, Nancy

---

**From:** Hilary Douglas <hildoug@yahoo.com>  
**Sent:** Monday, November 03, 2014 5:22 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!

Me again! 15 bikes bumped from the second bike car of NB 269 at Palo Alto. I can see more up near the first car.

Many people bargaining with conductor "I got bumped last time"

Told the rest of my fellows to email as well, hope they do!

I normally avoid this train. Haven't made it or the 371 in ages.

Thanks for reading,

~Hilary

sent from the iPhone

**McKenna, Nancy**

---

**From:** pat giorni <hogorni@yahoo.com>  
**Sent:** Sunday, November 02, 2014 5:36 PM  
**To:** Board (@caltrain.com)  
**Cc:** Caltrain, Bac (@caltrain.com); Averill, Joshua; cacsecretary (@caltrain.com); Bikes On Board; bikesmc; Corinne Winter; SVBC Committee Peninsula; SVBC General  
**Subject:** Anecdotal Bump Count for July 2014  
**Attachments:** October 2014 Bump Count.doc

Please find attached for easy reproduction the complete Anecdotal Bump Count for October, 2014

Regards,

Pat Giorni

**BikesOnBoard Oct 2014**

Oct. 1		6	Hillsdale-#217	Davemezee
	15+		22nd -#324	Billy D
		6	22nd -#322	Jonathan Dirrenberger
Oct. 2		13	PA-#269	Daniel Hall <
		9	RWC-#269	Daniel Hall >
		1	Hillsdale-#370	Katherine Moore
Oct. 6		11	22nd -#220	Billy D
		3	22nd -#332	Jonathan Dirrenberger
Oct. 7		20	22nd -#324	Ari Benderly
		1	Milbrae-#323	Fred Lam <
		5	Hillsdale-#206	Kevin Diggins
		18	PA-#269	Daniel Hall
		1	Hillsdale-#371	<kagerocks
		1	Hillsdale-#273	<kagerocks
		5	MP-#269	Micheail O'Sullivan
Oct. 8		1	SA-#135	Monica Lee
		6	MP-#289	Hilary Douglas
Oct. 9		7	22nd -#332	Daniel Hall <
	6+(repeat)		MP-#269	Rob Kahn
	6+		RWC-#269	Rob Kahn
	1+		SF-#314	Peter Khoury
		13	PA-#269	Daniel Hall <
	1 (repeat)		PA-#269	Susan Vargas <
		10	MP-#269	Micheail O'Sullivan
Oct. 13		2	Hillsdale-#370	David Cooke
Oct. 14		5	RWC-#269	martin and lynn
Oct. 15		5	RWC-#269	martin and lynn
Oct. 20		8	RWC-#273	Jason Terk <
		8	RWC-#269	AJ Schrauth
Oct. 21		6	22nd -#332	Daniel Hall
Oct. 23	3+		Hillsdale-#273	Georgia Andrews
		10	PA-#375	Daniel Hall
		1	MP-#375	Daniel Hall <
		3	RWC-#375	Daniel Hall <
Oct. 27		5	RWC-#269	Scott Yarbrough <
		8	RWC-#279	Jessica Psy DeLacy
	8(repeat)		RWC-#279	Ben Whan
Oct. 28		11	22nd -#324	Daniel Hall
	1 (repeat)		22nd -#324	Eric Trautmann <
		7	RWC-#261	Bruce Lundquist

Oct. 29		8 RWC-#269	AJ Schrauth
		9 PA-#269	Hilary Douglas
	4 (repeat)	RWC-#269	Martin Love
Oct. 30		1 SA-#233	Bryn Dole
<b>Total October, 2014</b>	<b>259+</b>		

	2014	2013	2012	2011	2010	2009
<b>October</b>	<b>259+</b>	<b>177+</b>	<b>279+</b>	<b>91+</b>	<b>202+</b>	<b>232+</b>

	(1 thru 23) 2014	2013	2012	2011	2010	2009
<b>Sept.</b>	<b>312+</b>	<b>74+</b>	<b>133+</b>	<b>100+</b>	<b>229+</b>	<b>111+</b>

	2014	2013	2012	2011	2010	2009
<b>August</b>	<b>141+</b>	<b>59+</b>	<b>167+</b>	<b>76+</b>	<b>161+</b>	<b>115+</b>

	2014	2013	2012	2011	2010	2009
<b>July</b>	<b>245+</b>	<b>126+</b>	<b>76+</b>	<b>36+</b>	<b>129+</b>	<b>83+</b>

## McKenna, Nancy

---

**From:** Martin Love <Mlove@smcgov.org>  
**Sent:** Thursday, October 30, 2014 11:55 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

4 cyclists on Northbound #269 out of Redwood City were bumped yesterday, 2nd bike coach.

Thank you.

## McKenna, Nancy

---

**From:** Bryn Dole <bryn.dole@gmail.com>  
**Sent:** Thursday, October 30, 2014 9:13 AM  
**To:** Bikes on Board; Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Re: Bicycle Bumps  
**Attachments:** IMG\_8039.JPG

1 bike bumped at San Antonio station  
Oct 30, 2014  
Train #233 northbound  
Gallery car





**McKenna, Nancy**

---

**From:** AJ Schrauth <aj.schrauth@gmail.com>  
**Sent:** Wednesday, October 29, 2014 5:32 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bumped

Hi,

I was the last cyclist allowed on Caltrain 269 at RWC. Approximately 8 cyclists were denied an on time trip home.

~AJ

## McKenna, Nancy

---

**From:** Hilary Douglas <hildoug@yahoo.com>  
**Sent:** Wednesday, October 29, 2014 5:19 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

9 bikes bumped at Palo Alto from NB269  
~Hilary

sent from the iPhone

## McKenna, Nancy

---

**From:** Bruce Lundquist <brucel@stanford.edu>  
**Sent:** Wednesday, October 29, 2014 7:24 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

7 (seven) bikes were denied boarding on CalTrain 261 at the Redwood City Station on Tuesday, October 28.  
Just letting you know . . . .  
Bruce Lundquist

--  
Bruce Lundquist  
Senior Designer  
Stanford University Press  
425 Broadway  
Redwood City, California 94063  
(650) 723-6808

[www.sup.org](http://www.sup.org)  
<https://www.facebook.com/stanforduniversitypress>

## McKenna, Nancy

---

**From:** Eric Trautmann <etrautmann@gmail.com>  
**Sent:** Tuesday, October 28, 2014 8:31 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 from the 22nd st 8:19

Thanks!

Sent from a mobile device

## McKenna, Nancy

---

**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Tuesday, October 28, 2014 8:26 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

11 bikes bumped sb 324 at 22nd st at 8:19 am. Zero bikes were allowed on the train. All 80 slots taken leaving 4th and king.

Daniel Hall

Sent from my iPhone

## McKenna, Nancy

---

**From:** Ben Whan <benwhan@gmail.com>  
**Sent:** Monday, October 27, 2014 6:34 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

8 people turned away from a car that wasn't even CLOSE to full. Forward bike car on the 6:25 northbound train @redwood city. At least one rack had only one bike on it, everyone is just shocked. So frustrating...

**McKenna, Nancy**

---

**From:** Jessica Psy DeLacy <aeyoqen@gmail.com>  
**Sent:** Monday, October 27, 2014 6:29 PM  
**To:** Nabong, Sarah  
**Cc:** Bikes on Board; Janice Li; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes+on+Caltrain+Comment

Train 279 out of Redwood City would not let eight cyclists on. There were racks that weren't full, but people were still not allowed on.

Thank you!



## McKenna, Nancy

---

**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Thursday, October 23, 2014 5:57 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

Then at least 3 more bumped at redwood city nb 375.

Sent from my iPhone

> On Oct 23, 2014, at 5:50 PM, Daniel Hall <[dandodger1@gmail.com](mailto:dandodger1@gmail.com)> wrote:

>

> Then one more bumped at Menlo park

>

> Sent from my iPhone

>

>> On Oct 23, 2014, at 5:49 PM, Daniel Hall <[dandodger1@gmail.com](mailto:dandodger1@gmail.com)> wrote:

>>

>> About 10 bikes bumped on nb 375 at Palo Alto at 5:44. Hard to tell

>> for certain because I got on and couldn't exactly count the other

>> car, but there were 4 at my car and several on the back car that got bumped.

>> Capacity for 80.

>>

>> Danny Hall

>>

>> Sent from my iPhone

## McKenna, Nancy

---

**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Thursday, October 23, 2014 5:50 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

Then one more bumped at Menlo park

Sent from my iPhone

> On Oct 23, 2014, at 5:49 PM, Daniel Hall <[dandodger1@gmail.com](mailto:dandodger1@gmail.com)> wrote:

>

> About 10 bikes bumped on nb 375 at Palo Alto at 5:44. Hard to tell for

> certain because I got on and couldn't exactly count the other car, but

> there were 4 at my car and several on the back car that got bumped.

> Capacity for 80.

>

> Danny Hall

>

> Sent from my iPhone

## McKenna, Nancy

---

**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Thursday, October 23, 2014 5:49 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

About 10 bikes bumped on nb 375 at Palo Alto at 5:44. Hard to tell for certain because I got on and couldn't exactly count the other car, but there were 4 at my car and several on the back car that got bumped. Capacity for 80.

Danny Hall

Sent from my iPhone

## McKenna, Nancy

---

**From:** Georgia Andrews <and.georgia.m@gmail.com>  
**Sent:** Thursday, October 23, 2014 5:48 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 - bump report

Bumped from NB 273 at Hillsdale today, along with at least two others.

## McKenna, Nancy

---

**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Tuesday, October 21, 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

6 bikes bumped at 22nd st sb #332 at 8:02 am. Capacity for 80 bikes.

Sent from my iPhone

## McKenna, Nancy

---

**From:** AJ Schrauth <aj.schrauth@gmail.com>  
**Sent:** Monday, October 20, 2014 5:58 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bumped

I was just bumped from train 269 (delayed) at RWC with 7 others at the rear bike car. Not sure how many were at the front.

~AJ

## McKenna, Nancy

---

**From:** Jason Terk <jason@goterkyourself.com>  
**Sent:** Monday, October 20, 2014 5:49 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 7 others (8 total) just got bumped attempting to board the southernmost bike car on NB 273 in Redwood City.

Thanks,  
-Jason Terk

## McKenna, Nancy

---

**From:** martin and lynn <banditsjoy4@astound.net>  
**Sent:** Monday, October 20, 2014 5:01 AM  
**To:** Nabong, Sarah; Bikes on Board; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Fw: Bumped

From: **martin and lynn** <[banditsjoy4@astound.net](mailto:banditsjoy4@astound.net)>

Date: Wed, Oct 15, 2014 at 6:45 PM

Subject: Re: Bikes on Caltrain Comment

To: Bikes on Board <[bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org)>

Same as last night, 5 of us bumped on Train 269 northbound out of Redwood City.



## McKenna, Nancy

---

**From:** martin and lynn <banditsjoy4@astound.net>  
**Sent:** Saturday, October 18, 2014 4:18 PM  
**To:** Nabong, Sarah; Bikes on Board; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bumped

On Tue, Oct 14, 2014 at 6:14 PM, martin and lynn <[banditsjoy4@astound.net](mailto:banditsjoy4@astound.net)> wrote:  
Northbound #269 out of Redwood City, 5 of us bumped at 2nd bike coach, room for 1 only when it pulled in. Was bumped twice last week. Bumping is becoming the norm like it was when there was only 1 bike coach not too many years ago.

Respectfully,  
Martin Love

## McKenna, Nancy

---

**From:** martin and lynn <banditsjoy4@astound.net>  
**Sent:** Tuesday, October 14, 2014 6:14 PM  
**To:** Nabong, Sarah  
**Cc:** Bikes on Board; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Northbound #269 out of Redwood City, 5 of us bumped at 2nd bike coach, room for 1 only when it pulled in. Was bumped twice last week. Bumping is becoming the norm like it was when there was only 1 bike coach not too many years ago.

Respectfully,  
Martin Love

## McKenna, Nancy

---

**From:** Triolo, Dave  
**Sent:** Tuesday, October 14, 2014 3:25 PM  
**To:** Averill, Joshua  
**Subject:** FW: Bicycle Theft on Caltrain consists and property.

And this is my response to Pat Giorni.

---

**From:** Triolo, Dave  
**Sent:** Monday, October 13, 2014 4:39 PM  
**To:** 'pat giorni'  
**Subject:** RE: Bicycle Theft on Caltrain consists and property.

Ms. Giorni-

Thank you for forwarding Ms. Baldwin's email. She did not provide any contact information other than email, so I will respond to her via email under separate cover.

I of course cannot speculate as to where her son may have left a message, but had he called 1-877-SAF-RAIL (the official 24 hour number to the Transit Police), his call would have been immediately answered and the Transit Police would have been dispatched to take the report.

Bicycle theft is regarded with no less significance than other property crimes, nor are they necessarily any less difficult to address. The Transit Police provides services commensurate with their available resources and based upon call priority; however it remains my expectation that every effort will be made to identify potential ways for them to address bicycle theft system-wide.

Thank you again for your concern and interest,

Sincerely,

**Dave Triolo, Chief**  
**Department of Safety, Risk Management & Transit Police**  
**San Mateo County Transit District (SamTrans)**  
**Peninsula Corridor Joint Powers Board (Caltrain)**  
**San Mateo County Transit Authority**  
**1250 San Carlos Avenue**  
**San Carlos, CA 94070**  
**650-508-6237w**  
**650-483-9844c**

---

**From:** pat giorni [<mailto:hogorni@yahoo.com>]  
**Sent:** Monday, October 13, 2014 2:25 PM  
**To:** Triolo, Dave  
**Subject:** Bicycle Theft on Caltrain consists and property.

Dear Mr. Triolo,

The below email came to my attention as I was compiling the monthly bicycle bumps report. I am disturbed that a customer has not been able to get satisfaction in securing any police report in timely fashion for a bicycle theft that occurred on Caltrain property due to 1) jurisdictional overlap; 2) lack of Sheriff's Department response; 3) Caltrain's failure to have a reasonable Bicycle Theft Prevention security plan and response.

It would appear that nothing has been done since you gave the following report to the BAC in January 2014: Bicycle Theft Prevention Update (Dave Triolo)

[http://www.caltrain.com/Assets/\\_Agendas+and+Minutes/BAC/Minutes/2014/1-16-14+BAC+Minutes.pdf](http://www.caltrain.com/Assets/_Agendas+and+Minutes/BAC/Minutes/2014/1-16-14+BAC+Minutes.pdf)

in order to prompt Caltrain to take necessary action to make it easier to report thefts and obtain the necessary documentation for customers to file for insurance loss.

Currently, bicycle value averages \$1000.00 and above; so what is occurring on Caltrain consists and property amounts to grand theft. I wonder how auto theft and vandalism are handled in Caltrain parking lots. I'm betting that any police response is immediate with the necessary report provided for insurance claims. Certainly no less should be done for bicycle owners.

I look forward to your prompt attention to this issue.

Sincerely,

Pat Giorni

On Saturday, October 11, 2014 9:24 PM, Bikes on Board <[bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org)> wrote:

----- Forwarded message -----

From: **Deborah Baldwin** <[baldwinart@mac.com](mailto:baldwinart@mac.com)>

Date: **Saturday, October 11, 2014**

Subject: Bikes on Caltrain Comment

To: "[nabongs@samtrans.com](mailto:nabongs@samtrans.com)" <[nabongs@samtrans.com](mailto:nabongs@samtrans.com)>

Cc: "[bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org)" <[bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org)>, "[janice@sfbike.org](mailto:janice@sfbike.org)"

<[janice@sfbike.org](mailto:janice@sfbike.org)>, "[board@caltrain.com](mailto:board@caltrain.com)" <[board@caltrain.com](mailto:board@caltrain.com)>, "

[bartholomewt@samtrans.com](mailto:bartholomewt@samtrans.com)" <[bartholomewt@samtrans.com](mailto:bartholomewt@samtrans.com)>, "

[cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com)" <[cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com)>, "[bac@caltrain.com](mailto:bac@caltrain.com)"

<[bac@caltrain.com](mailto:bac@caltrain.com)>

Hi

My son wasn't able to take his bike with him on the train last Saturday. He was taking the train from Palo Alto to SF. (There were a lot of riders because of the Strictly Bluegrass Festival) So he locked it up at Palo Alto. When he got back from the festival, it had been stolen!

To add injury to this, the Palo Alto police wouldn't take a report because they said it was on Caltrain land. When he called Caltrain, he was told to leave a message with the sheriffs department. No one has called him back in the past three days.

What other alternatives do we have? We can't even file an insurance claim without a report.

Thank you

Debbie Baldwin

Sent from my iphone

## McKenna, Nancy

---

**From:** Triolo, Dave  
**Sent:** Tuesday, October 14, 2014 3:24 PM  
**To:** Averill, Joshua  
**Subject:** FW: Your Email of: Bikes on Caltrain Comment

Josh- This is my response to the mother

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

From: Triolo, Dave  
Sent: Tuesday, October 14, 2014 2:58 PM  
To: baldwinart@mac.com  
Subject: RE: Your Email of: Bikes on Caltrain Comment

Ms. Baldwin-  
My apologies; the toll-free phone number is: 1-877-SAF-RAIL (1-877-723-7245).

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

From: Triolo, Dave  
Sent: Monday, October 13, 2014 11:05 PM  
To: baldwinart@mac.com  
Subject: Your Email of: Bikes on Caltrain Comment

This email is addressed to: Deborah Baldwin at baldwinart@mac.com

Dear Ms Baldwin:

Your email to our Customer Service Department on October 11 was forwarded to me late this afternoon. I am sorry to learn from your email that your son's bicycle was stolen from the Palo Alto Caltrain Station recently, and that he has had difficulty in contacting the Transit Police. I of course do know the circumstances surrounding his attempts to contact us, but since your son's contact information was not included in your email, perhaps you would be kind enough to provide him with the following telephone number to call. It will be answered 24hrs/day by our emergency communications center, where he simply needs to identify himself as a Caltrain passenger that wants to make a report of a stolen bicycle. A transit police deputy will be promptly dispatched to take the report.

Thank you,

Dave Triolo, Chief  
Department of Safety, Risk Management & Transit Police San Mateo County Transit District - SamTrans Peninsula Corridor Joint Powers Board - Caltrain San Mateo County Transit Authority  
1250 San Carlos Avenue  
San Carlos, CA 94070

## McKenna, Nancy

---

**From:** De La Torre, Andria  
**Sent:** Tuesday, October 14, 2014 9:35 AM  
**To:** 'bikesonboard@sfbike.org'; 'janice@sfbike.org'; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** FW: Bikes on Caltrain Comment

### 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](http://www.smctd.com)

---

**From:** De La Torre, Andria  
**Sent:** Monday, October 13, 2014 4:33 PM  
**To:** 'Deborah Baldwin'  
**Subject:** RE: Bikes on Caltrain Comment

Hi Debbie,

Can you confirm that the number your son called was the 1.877.723.7245 provided below? It is a 24 hour dispatch center, so someone should be answering and we will investigate further if that is indeed the number that only had a message service. Thank you.

### 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](http://www.smctd.com)

---

**From:** Deborah Baldwin [<mailto:baldwinart@mac.com>]  
**Sent:** Monday, October 13, 2014 4:29 PM  
**To:** De La Torre, Andria  
**Cc:** [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org); [janice@sfbike.org](mailto:janice@sfbike.org); Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Re: Bikes on Caltrain Comment

Hi

Thank you for your comments. Unfortunately, my son has tried to call and has left three messages. No one yet has returned his call. It's fairly outrageous that a report concerning a theft is so delayed.

Debbie Baldwin

Sent from my iPhone

On Oct 13, 2014, at 4:17 PM, "De La Torre, Andria" <[delatorrea@samtrans.com](mailto:delatorrea@samtrans.com)> wrote:

Good afternoon Ms. Baldwin. 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 regret to hear about your son's negative experience when returning to the Palo Alto station to retrieve his bicycle. We have forwarded your comments to our Chief of Protective Services. In the meantime, please contact our Transit Police at 1.877.723.7245 to make a report of this incident. Again we apologize and I hope this information assists you.

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](http://www.smctd.com)

Sent: Saturday, October 11, 2014 6:57 AM

To: Nabong, Sarah

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

Subject: Bikes on Caltrain Comment

Hi

My son wasn't able to take his bike with him on the train last Saturday. He was taking the train from Palo Alto to SF. (There were a lot of riders because of the Strictly Bluegrass Festival) So he locked it up at Palo Alto. When he got back from the festival, it had been stolen!

To add injury to this, the Palo Alto police wouldn't take a report because they said it was on Caltrain land. When he called Caltrain, he was told to leave a message with the sheriffs department. No one has called him back in the past three days.

What other alternatives do we have? We can't even file an insurance claim without a report.

Thank you



## McKenna, Nancy

---

**From:** pat giorni <hogorni@yahoo.com>  
**Sent:** Monday, October 13, 2014 2:53 PM  
**To:** Board (@caltrain.com)  
**Cc:** Caltrain, Bac (@caltrain.com); Averill, Joshua; cacsecretary (@caltrain.com); Nabong, Sarah; Bartholomew, Tasha; Bikes On Board; bikesmc; Corinne Winter  
**Subject:** Fw: Bicycle Theft on Caltrain consists and property.

FYI

Pat Giorni

On Monday, October 13, 2014 2:25 PM, pat giorni <hogorni@yahoo.com> wrote:

Dear Mr. Triolo,

The below email came to my attention as I was compiling the monthly bicycle bumps report. I am disturbed that a customer has not been able to get satisfaction in securing any police report in timely fashion for a bicycle theft that occurred on Caltrain property due to 1) jurisdictional overlap; 2) lack of Sheriff's Department response; 3) Caltrain's failure to have a reasonable Bicycle Theft Prevention security plan and response.

It would appear that nothing has been done since you gave the following report to the BAC in January 2014: Bicycle Theft Prevention Update (Dave Triolo)

[http://www.caltrain.com/Assets/\\_Agendas+and+Minutes/BAC/Minutes/2014/1-16-14+BAC+Minutes.pdf](http://www.caltrain.com/Assets/_Agendas+and+Minutes/BAC/Minutes/2014/1-16-14+BAC+Minutes.pdf)

in order to prompt Caltrain to take necessary action to make it easier to report thefts and obtain the necessary documentation for customers to file for insurance loss.

Currently, bicycle value averages \$1000.00 and above; so what is occurring on Caltrain consists and property amounts to grand theft. I wonder how auto theft and vandalism are handled in Caltrain parking lots. I'm betting that any police response is immediate with the necessary report provided for insurance claims. Certainly no less should be done for bicycle owners.

I look forward to your prompt attention to this issue.

Sincerely,

Pat Giorni

On Saturday, October 11, 2014 9:24 PM, Bikes on Board <bikesonboard@sfbike.org> wrote:

----- Forwarded message -----

**From:** Deborah Baldwin <[baldwinart@mac.com](mailto:baldwinart@mac.com)>

**Date:** Saturday, October 11, 2014

**Subject:** Bikes on Caltrain Comment

To: "[nabongs@samtrans.com](mailto:nabongs@samtrans.com)" <[nabongs@samtrans.com](mailto:nabongs@samtrans.com)>  
Cc: "[bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org)" <[bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org)>, "[janice@sfbike.org](mailto:janice@sfbike.org)" <[janice@sfbike.org](mailto:janice@sfbike.org)>, "[board@caltrain.com](mailto:board@caltrain.com)" <[board@caltrain.com](mailto:board@caltrain.com)>, "[bartholomewt@samtrans.com](mailto:bartholomewt@samtrans.com)" <[bartholomewt@samtrans.com](mailto:bartholomewt@samtrans.com)>, "[cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com)" <[cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com)>, "[bac@caltrain.com](mailto:bac@caltrain.com)" <[bac@caltrain.com](mailto:bac@caltrain.com)>

Hi  
My son wasn't able to take his bike with him on the train last Saturday. He was taking the train from Palo Alto to SF. (There were a lot of riders because of the Strictly Bluegrass Festival) So he locked it up at Palo Alto. When he got back from the festival, it had been stolen!  
To add injury to this, the Palo Alto police wouldn't take a report because they said it was on Caltrain land. When he called Caltrain, he was told to leave a message with the sheriffs department. No one has called him back in the past three days.  
What other alternatives do we have? We can't even file an insurance claim without a report.  
Thank you  
Debbie Baldwin

Sent from my iphone

## McKenna, Nancy

---

**From:** Deborah Baldwin <baldwinart@mac.com>  
**Sent:** Saturday, October 11, 2014 6:57 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

My son wasn't able to take his bike with him on the train last Saturday. He was taking the train from Palo Alto to SF. (There were a lot of riders because of the Strictly Bluegrass Festival) So he locked it up at Palo Alto. When he got back from the festival, it had been stolen!

To add injury to this, the Palo Alto police wouldn't take a report because they said it was on Caltrain land. When he called Caltrain, he was told to leave a message with the sheriffs department. No one has called him back in the past three days.

What other alternatives do we have? We can't even file an insurance claim without a report.

Thank you

Debbie Baldwin

Sent from my iphone

## McKenna, Nancy

---

**From:** Fred Lam <fcblam@gmail.com>  
**Sent:** Friday, October 10, 2014 5:15 PM  
**To:** De La Torre, Andria  
**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

Another one of those days where bike cart is overloaded, this is the 370 train. All the people you're seeing on the far end have bikes, overstocked.



Sent from my iPhone

On Sep 19, 2014, at 9:47 AM, "De La Torre, Andria" <[delatorrea@samtrans.com](mailto:delatorrea@samtrans.com)> wrote:

Good Morning, Mr. Lam. 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 the feedback regarding the inconsistencies that you've observed. We expect our conductors to assist with crowd control as customers move in and out of the train cars. The conductors are responsible for only allowing a safe number of customers with bikes board the train, with no more than four per rack. We will remind our crews that they should implement our policies with consistency. If you observe anything to the contrary, please complete our form at [www.caltrian.com/contact](http://www.caltrian.com/contact) so that we can investigate and take any necessary corrective action.

We also regret that you weren't able to board your intended train with your bicycle on Wednesday. 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 – about 11 percent of our daily ridership – 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.

Many Caltrain stations have an ample supply of bike lockers for customers to rent. We list the stations with locker availability at [www.caltrain.com/bikelockers](http://www.caltrain.com/bikelockers).

Again, we apologize for the inconvenience you are experiencing. 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](http://www.smctd.com)

Sent: Wednesday, September 17, 2014 5:26 PM

To: Nabong, Sarah

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

Subject: Re: Bikes on Caltrain Comment

This is crazy. You have conductors who turns people away, and you have conductors just let people pile'em on. Where's the consistency with the regulation? Either do it right or don't do it at all.

Sent: Wednesday, September 17, 2014 5:13 PM

To: Nabong, Sarah

Cc: [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org); [janice@sfbike.org](mailto:janice@sfbike.org); Board (@[caltrain.com](https://caltrain.com)); Bartholomew, Tasha; cacsecretary (@[caltrain.com](https://caltrain.com)); Caltrain, Bac (@[caltrain.com](https://caltrain.com))  
Subject: Bikes on Caltrain Comment

Bump from the 370. Who know how many other people got bump. They were turning people away 10 minutes before the train is to board.

## McKenna, Nancy

---

**From:** Micheail O'Sullivan <micheail@hotmail.com>  
**Sent:** Friday, October 10, 2014 2:39 PM  
**To:** bikesonboard@sfbike.org; Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Menlo Park station

For the week ending October 10 2014 Train 269 northbound denied access to passengers at Menlo Park station on:

Monday 10/6 - All 8 passengers

Tuesday 10/7 - 5 passengers - 1 person was accommodated with a place on the train

Wednesday 10/8 - I do not have the information

Thursday 10/9 - All 10 passengers

Friday 10/10 - ??????

It would be easier for us to report when we get on the train instead of reporting bumps. We are the first stop in zone 3 and pay a premium on our monthly passes to be treated this way?  
I hope someone is working on some solutions.

Thank you for your time.

Mike.



## McKenna, Nancy

---

**From:** Susan Vargas <energygirl@gmail.com>  
**Sent:** Thursday, October 09, 2014 5:23 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Got bumped from train 269 at Palo Alto Univ Ave station today.

Susan Vargas

## McKenna, Nancy

---

**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Thursday, October 09, 2014 5:23 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

13 bikes bumped nb 269 at 5:16 at Palo Alto. This is my third trip in a row where I have been bumped. Gallery style w capacity for 80

Sent from my iPhone

## McKenna, Nancy

---

**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Thursday, October 09, 2014 9:06 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

7 bikes bumped sb 332 at 22nd ave. 9:02 departure. Galley style train with room for 80 bikes.

Sent from my iPhone

## McKenna, Nancy

---

**From:** Peter Khoury <peat@curious-peter-george.com>  
**Sent:** Thursday, October 09, 2014 8:04 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

I was bumped off of train 314 at 4th & King Station. It's likely going to make me late for my meeting in Sunnyvale. Their were definitely many other bikes bumped at the same time.

Peter Khoury

## McKenna, Nancy

---

**From:** Rob Kahn <RKahn@fenwick.com>  
**Sent:** Wednesday, October 08, 2014 7:21 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

More than a dozen (no hyperbole) bicycle commuters got bumped on NB #289 at Menlo Park and Redwood City stations tonight. Am hoping the new Bombardiers are fitted with more bike capacity.

-----  
NOTICE:

This email and all attachments are confidential, may be legally privileged, and are intended solely for the individual or entity to whom the email is addressed. However, mistakes sometimes happen in addressing emails. If you believe that you are not an intended recipient, please stop reading immediately. Do not copy, forward, or rely on the contents in any way. Notify the sender and/or Fenwick & West LLP by telephone at (650) 988-8500 and then delete or destroy any copy of this email and its attachments. Sender reserves and asserts all rights to confidentiality, including all privileges that may apply.

**McKenna, Nancy**

---

**From:** Hilary Douglas <hildoug@yahoo.com>  
**Sent:** Wednesday, October 08, 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

About 6 bike just got bumped from Palo Alto on NB 385. Additionally, no one was able to get on at Menlo Park.  
~Hilary

sent from the iPhone

## McKenna, Nancy

---

**From:** De La Torre, Andria  
**Sent:** Wednesday, October 08, 2014 5:53 PM  
**To:** 'fcblam@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, Fred. 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 regret to hear about your experience yesterday and we apologize for the inconvenience that was caused to your commute. Caltrain is experiencing unprecedented growth in ridership for customers travelling both with and without bicycles. While we try to accommodate as many bicycles as possible, the total count cannot exceed 48 on Bombardier equipment and 80 on our Gallery equipment.

We have used our station electronic message signs to let bicyclists know when a train's bike capacity is full. The conductors relay the information to the dispatch center. However, it's an imperfect system because of the flow of customers on and off at each station, allowing the information to become outdated in a very short amount of time so we are suspending the effort. As an option, many Caltrain stations have an ample supply of bike lockers for customers to rent. We list the stations with locker availability at [www.caltrain.com/bikelockers](http://www.caltrain.com/bikelockers).

Please contact Clipper Customer Service at 1.877.878.8883 to request a refund. As information for the future, if a second tag is done at the same reader within 15 minutes of the first tag, the second tag will cancel your ride. A message will be displayed on the screen that your initial tag was refunded. If you want to ride the train, you will need to tag on again. If your second tag was done after 15 minutes, you will be charged the maximum one-way fare.

Again we apologize for the inconvenience and thank you for sharing your feedback,

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](http://www.smctd.com)

Sent: Tuesday, October 07, 2014 10:19 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 today from 323. Spoke to the conductor and said they were full with bikes since Palo Alto. Would've been nice to get some notification. Ended having to pay extra to switch to BART.

Do you give refunds for people that tagged on but couldn't get on the train?



## McKenna, Nancy

---

**From:** Alex Herzick <alex.herzick@gmail.com>  
**Sent:** Wednesday, October 08, 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:** Bikes on Caltrain Comment - Bumped 10/8

>>>>> Bumped from October 8 514pm southbound baby bullet at San Francisco, at least 10 others bumped, new train

## McKenna, Nancy

---

**From:** Monica Lee <lee.monicaa@gmail.com>  
**Sent:** Wednesday, October 08, 2014 12:31 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

Hi there,

This morning (10/8) I got bumped on the Northbound train at San Antonio Caltrain Station. I'm not sure about the train # but it was the one scheduled for 9:38am at San Antonio and was not an express (ie it stops at every station).

I'm positive it was a train with only 1 bike car. The Caltrain personnel told me as much. There was someone at the entrance to the bike car physically blocking people from entering because it was full.

I and another woman were not allowed to board and I had to wait for the next train.

Given that the car had reached capacity way down in San Antonio, this means that for the next 15 stops up to SF conceivably many, many bikers were denied access to the train.

Including my phone # in my sig if you need to reach out.

Monica Lee  
925-286-0580

Sent from my iPhone

## McKenna, Nancy

---

**From:** Casey McFarland <CMcFarland@genomichealth.com>  
**Sent:** Wednesday, October 08, 2014 11:24 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

I have been bumped 3 times from the RWC caltrain in the past month. All occasions have occurred with the 5:25 out of RWC northbound. Some days there have been up to 5 cyclists bumped.

---

The contents of this electronic message, including any attachments, are intended only for the use of the individual or entity to which they are addressed and may contain confidential information. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution, or copying of this message or any attachment is strictly prohibited. If you have received this transmission in error, please send an e-mail to [postmaster@genomichealth.com](mailto:postmaster@genomichealth.com) and delete this message, along with any attachments, from your computer.

## McKenna, Nancy

---

**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Tuesday, October 07, 2014 5:56 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

Correction. It was the 269 nb at 5:16. I had the wrong train.

On Tuesday, October 7, 2014, Daniel Hall <[dandodger1@gmail.com](mailto:dandodger1@gmail.com)> wrote:  
18 bikes bumped on #273 nb at 5:26 in Palo Alto. Gallery style with capacity for 80.

Sent from my iPhone

--

Sent from my iPhone

## McKenna, Nancy

---

**From:** kagerocks@gmail.com  
**Sent:** Tuesday, October 07, 2014 5:50 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 from 2 trains in a row tonight. Looks like this new schedule made things worse. Come on Caltrain- you could be so much better by adding bike capacity.

Hillsdale 5:17 northbound  
Hillsdale 5:42 northbound

## McKenna, Nancy

---

**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Tuesday, October 07, 2014 5:24 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

Correction. It was the 269 nb at 5:16. I had the wrong train.

On Tuesday, October 7, 2014, Daniel Hall <[dandodger1@gmail.com](mailto:dandodger1@gmail.com)> wrote:  
18 bikes bumped on #273 nb at 5:26 in Palo Alto. Gallery style with capacity for 80.

Sent from my iPhone

--

Sent from my iPhone

**McKenna, Nancy**

---

**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Tuesday, October 07, 2014 5:22 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

18 bikes bumped on #273 nb at 5:26 in Palo Alto. Gallery style with capacity for 80.

Sent from my iPhone

## McKenna, Nancy

---

**From:** Kevin Diggins <kjdiggs@gmail.com>  
**Sent:** Tuesday, October 07, 2014 10:46 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

5 bikes were bumped this morning 10/7/14 at Hillsdale for southbound train 206 at 6:42 running bombardier cars.



## McKenna, Nancy

---

**From:** Ari Benderly <ari.benderly@gmail.com>  
**Sent:** Tuesday, October 07, 2014 8:31 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 southbound 8:19am train at 22nd st. No bike allowed on either car. Approx 20 people bumped! And... I could clearly see there was room in both bike cars.

## McKenna, Nancy

---

**From:** Jonathan Dirrenberger <jonathan.dirrenberger@gmail.com>  
**Sent:** Monday, October 06, 2014 9:58 AM  
**To:** lindella@samtrans.com; Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org  
**Subject:** Bikes on Caltrain - Bicycle Bump Report on 6 October 2014

Hi,

I and 2 other bicyclists were bumped from the 332 train with Gallery cars at 22nd St on the morning of 6 October 2014. Note that this is my second bump in less than a week. Not only will I (again) be late for work because I have to take the next train but because the next train is a local instead of a bullet. The repeated occurrence of such bumps is extremely frustrating for bicyclists and clearly demonstrates that more bicycle capacity is needed on rush hour trains.

Please add a 6th car to rush hour trains and make them bike cars. Since you are in fact buying new cars, don't squander this opportunity with anachronistic thinking that neglects the massive growth of bicycling in the Bay Area and its potential to solve the "last mile" problem and hence reduce carbon emissions and reduce the need for Caltrain to provide expensive infrastructure for car parking.

Also, Caltrain needs to abandon the outdated (created long before Caltrain was this popular and bicycle bumps were a problem) rule that there can only be 4 bicycles per rack. This is arbitrary and does not allow for efficient use of extremely limited space. Since keeping the aisles clear for safety reasons is the intent of this rule, just change the rule to be: bicycles must not block the aisle (as indicated with lines on the floor). This means bicyclists can pack as many bicycles on the rack as they can as long as the aisle remains clear. Note that this usually means 5 bicycles can fit on a rack. However, it will be important to sign this rule properly so bicyclists understand that they need to pack their bicycles more tightly. Trust me: if bicyclists know that careful packing is the difference between getting on the train or not, it will happen.

Thanks for your time,  
Jonathan Dirrenberger  
San Francisco, CA

## McKenna, Nancy

---

**From:** Billy D <billyd1970@gmail.com>  
**Sent:** Monday, October 06, 2014 8:02 AM  
**To:** bikesonboard@sfbike.org; Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bumped from 220 @22nd st.

All right, today's bump report. 11 bumped from SB 220@22nd st

Bill Doyle

Email sent from my phone so no guarantees.

> On Oct 1, 2014, at 8:50 AM, Billy D <billyd1970@gmail.com> wrote:

>

> I couldn't even count the number of riders bumped today there were so many. I'll estimate 15+ and I think that is conservative.

>

> Please please as please configure some of the new cars as bike cars. I have never seen a regular rider bumped for capacity. I experience it regularly, at least weekly that me and other bike riders get bumped. So much so that CalTrain is becoming unreliable as a source of transportation.

>

> Please help keep cars off the road and those of us with bikes pedaling along.

>

> Bill Doyle

>

>

**McKenna, Nancy**

---

**From:** Katherine Moore <kta.moore@gmail.com>  
**Sent:** Friday, October 03, 2014 8:43 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

I was bumped on train 370 from Hillsdale on 10/2/14.

Katherine Moore

## McKenna, Nancy

---

**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Thursday, October 02, 2014 5:31 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

Now Just saw 9 more bikes bumped at redwood city nb 269.

Sent from my iPhone

## McKenna, Nancy

---

**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Thursday, October 02, 2014 5:26 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 Comment

At least 13 bikes bumped nb 269 at Palo Alto at 5:16pm. Gallery style train w capacity for 80 bikes. I was glad to get on this one.

Sent from my iPhone

## McKenna, Nancy

---

**From:** De La Torre, Andria  
**Sent:** Wednesday, October 01, 2014 5:48 PM  
**To:** 'gertvd@gmail.com'  
**Cc:** 'janice@sfbike.org'; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bumped...

Good afternoon, Gert. 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 regret that some customers with bicycles weren't able to board Train 366. Caltrain is experiencing unprecedented growth in ridership for customers travelling both with and without bicycles. Although we successfully transport about 6,000 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.

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. It's unfortunate that some conductors are varying from our standards because it provides inconsistency.

We have shared this report with our Operations staff to ensure that conductors remain consistent and professional when informing customers of our bike policies and capacity.

As an option, many Caltrain stations have an ample supply of bike lockers for customers to rent, including Palo Alto. We list the stations with locker availability at [www.caltrain.com/bikelockers](http://www.caltrain.com/bikelockers).

Again, we apologize for the inconvenience. 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](http://www.smctd.com)

Sent: Tuesday, September 30, 2014 10:08 AM  
To: Nabong, Sarah  
Cc: bumped; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
Subject: Bumped...

Hi, yesterday Sep.29 people got bumped at the Palo Alto Station. Southbound Bombardier Train 366, 2nd bike car. This is always a very busy train. There were at least 3 people bumped at my door, more at the other.

I wrote a nice email the other day about Conductor Sami who is treating bikers as VIPs. This conductor however was not so nice. He let exactly the number of bikes on the train that officially fit. One woman was already on the train, the doors were closed, but she had to get off. She was pleading that she would be late to pick up her kids somewhere, but he had no mercy. Doors opened and she had to get out. I know, rules are rules, but this was not cool at all! Esp. since at the next station (Sunnyvale) a lot of bikes get off anyways.

Thanks for reading all the way through,



## McKenna, Nancy

---

**From:** Jonathan Dirrenberger <jonathan.dirrenberger@gmail.com>  
**Sent:** Wednesday, October 01, 2014 9:47 AM  
**To:** lindella@samtrans.com  
**Cc:** Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; bikesonboard@sfbike.org; cac@caltrain.com; Board (@caltrain.com)  
**Subject:** Bikes on Caltrain - Bicycle Bump Report on 1 October 2014  
**Attachments:** 2014-08-04 09.09.17.jpg

Hi,

I and 5 other bicyclists were bumped from the 332 train with Gallery cars at 22nd St on the morning of 1 October 2014. Not only will I be late for work because I have to take the next train but because the next train is a local instead of a bullet. The repeated occurrence of such bumps is extremely frustrating for bicyclists and clearly demonstrates that more bicycle capacity is needed on rush hour trains.

Note that more safe bicycle storage at stations may help but it won't solve the problem since most bicyclists need their bikes on both ends. And bike share will not have anywhere near enough coverage down the Peninsula for at least a decade and hence is also not a solution. Further, I, like many other bicyclists, often get on and off at different stations. Thus, the real solution is a 6th car which is a bike car, at least for trains with high numbers of bumps.

I have been suggesting to Caltrain for years that a 6th car is needed and I'm glad to hear Caltrain has finally done this. However, it will be a great disservice to your self and bicyclists to not make this car a bike car. Please don't squander this opportunity with anachronistic thinking that neglects the massive growth of bicycling in the Bay Area and its potential to solve the "last mile" problem and hence reduce carbon emissions and reduce the need for Caltrain to provide expense infrastructure for car parking.

I also think there is room to add a new bullet or limited train between 9am and 9:30am. Clearly the demand is there and it would attract some of the bicyclists who take the 332 but wouldn't mind going in a little later some days if they didn't have to sit on the brutally slow local trains.

Finally, Caltrain needs to abandon the outdated (created long before Caltrain was this popular and bicycle bumps were a problem) rule that there can only be 4 bicycles per rack. This is arbitrary and does not allow for efficient use of extremely limited space. Since keeping the aisles clear for safety reasons is the intent of this rule, just change the rule to be: bicycles must not block the aisle (indicated with lines on the floor as is currently done). This means bicyclists can pack as many bicycles on the rack as they can as long as the aisle remains clear. Note that this usually means 5 bicycles can fit on a rack; see the attached picture of exactly such a case (note that the 5 bicycles in the picture are completely clear of the aisle). Why is Caltrain not allowing this given the massive shortage of bicycle space? There is nothing worse than getting bumped and looking into the bike car and seeing there is still room but Caltrain won't use it because you are bizarrely hung-up on some anachronistic rule.

Thanks for your time,  
Jonathan Dirrenberger  
San Francisco, CA



**McKenna, Nancy**

---

**From:** Davemezee <davemezee@gmail.com>  
**Sent:** Wednesday, October 01, 2014 8:03 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,

6 bikes were unable to board the northbound 7:51am train at Hillsdale. Please increase bike capacity, especially for future space planning.

Thank you

Sent from my iPhone

## McKenna, Nancy

---

**From:** Mark Eliot <mark@eliotlabs.org>  
**Sent:** Tuesday, September 30, 2014 9:56 PM  
**To:** bikesonboard@sfbike.org; Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Denied boarding

While on the northbound 277 this evening (Sept 30th) I saw 2 people denied boarding at San Carlos Station. The 277 was a gallery train and the north-end car was full of bikes.

-M

## McKenna, Nancy

---

**From:** Jessica Psy DeLacy <aeyoqen@gmail.com>  
**Sent:** Tuesday, September 30, 2014 7:25 PM  
**To:** Nabong, Sarah  
**Cc:** Bikes on Board; Janice Li; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Hello!

Tonight, September 30th at the Redwood City Station, myself and five other cyclists got bumped from train 289. I was also bumped with two other cyclists from the same train yesterday night, September 29th. I get consistently bumped from this train (it's the newer style bombardier car), and it's really a bummer :/.

Thank you!  
Jessica "Psy" DeLacy

## McKenna, Nancy

---

**From:** Chris <paperplanepilot@yahoo.com>  
**Sent:** Tuesday, September 30, 2014 6:28 PM  
**To:** bikesonboard@sfbike.org; Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** 7 people left behind on train 366 in PA Monday afternoon

The conductor allowed two extra bikes above the 24 in the second Bombadier car and even with that 7 bikes were left behind. This train is constantly filled to capacity, **we need more capacity**. To avoid being possibly bumped today on the same train, I caught the 5:28 from Menlo to SJ, I was surprised the front car was almost to capacity with 36 bikes! It was late and will get me home much later than the 16 minute time difference.

My morning train leaving SJ at 645AM almost gets to capacity when it makes its first stop in Mountain View.

**We need more bike capacity.**

**Thanks, Chris Holland**

## McKenna, Nancy

---

**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Tuesday, September 30, 2014 5:22 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

19 bikes bumped on nb 269 departing Palo Alto at 5:16. Galley train with capacity for 80 bikes.

Daniel Hall  
Stanford University.

Sent from my iPhone

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Tuesday, September 30, 2014 5:05 PM  
**To:** 'Mia Hu'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: more bikes, no bumps

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

**Tasha Bartholomew, Community Relations Officer**  
Office of Public Affairs  
San Mateo County Transit District (*SamTrans, Caltrain, TA*)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### **We're on Facebook and Twitter!**

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)  
Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

**From:** Mia Hu [mailto:miahu.mail@gmail.com]  
**Sent:** Tuesday, September 30, 2014 4:29 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** more bikes, no bumps

Dear board members,

I have been using clatrain for my daily commute to work from South Bay to San Francisco since 2005. I started riding bikes from 2006 and appreciate every efforts Caltrain has provided to ease the commute.



I appreciate the initiative of purchasing the new Bombardier cars to ease the crowding situation during commute-period and would like to plead adding bike cars for those new Bombardier cars. For all the fellow bikers, it is very important not to be bumped during commute hours. The bikers help reducing pressures on the parking lots and are the most frequent customers of caltrain. We all know benefits of biking to work (environmentally reducing traffic congestion and pollution and financially increasing Caltrain revenue).

However, I constantly experience being bumped out these couple years because the bike cars are full - which make me late for work or home and inconvenient for all the fellow bikers. We would really appreciate the efforts of adding a third bike cars so less bikers will be bumped and be late with their work or appointments.

Mia Hu

Mountain View, CA

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Tuesday, September 30, 2014 3:10 PM  
**To:** 'Mark Assaf'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: New Train Cars

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

**Tasha Bartholomew, Community Relations Officer**  
Office of Public Affairs  
San Mateo County Transit District (*SamTrans, Caltrain, TA*)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### We're on Facebook and Twitter!

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)

Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

---

**From:** Mark Assaf [mailto:mark@pacificworkplaces.com]  
**Sent:** Tuesday, September 30, 2014 2:21 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** New Train Cars

To Whom it May Concern;

I am a 55 year old Finance Director in San Mateo who lives in San Francisco.

I have been a train commuter for the past four years. I commute daily approximately three miles to a train station, and aprox. three more miles

from a station to my workplace. I have been depending on Caltrain as a vehicle to get around for ten years, since I stopped driving a car in 2005.

Caltrain, in conjunction with a bicycle, is uniquely convenient as a complete car replacement due both to the geographic shape of the peninsula, as well as my ability to bring my bike on the train.

I use the train year round, for work, for runs down to Santa Cruz, for trips to the airport...there is literally no place I need to go on the peninsula, in the Bay Area, and, even in the world that I can get to without utilizing Caltrain as at least a part of my travel arrangements and for that, The Board and your staff have my warmest thank you.

In the ten years I have been depending on my bicycle I have not had one stolen, ever, and I attribute this to never locking it up anywhere. It comes into my house, and it comes into my office, it gets me to wherever I happen to need to be. I attribute this to Caltrains (and now BARTs) policy of reserving room for bikes.

It is my understanding that Caltrain in the near future intends to acquire more rolling stock. I would like to take this chance to encourage you to increase and extend your accommodations for bicycles. Bicycles lend a versatility and speed to commuting that makes it eminently more practical for a casual bike rider like myself to stay out of a car. Bypassing busses, shuttles, and other conveyances while taking advantage of your express trains actually reduces my commute time over driving a car. It is an outstanding value proposition, and I am glad it is available.

Again, thank you for your time and effort.

Mark Assaf

**|| Mark Assaf**  
|| *Finance Office*  
||  
|| 1900 South Norfolk, Suite 350  
|| San Mateo, CA, 94403  
||  
|| Phone: (650) 577-2308  
|| Fax: (415) 946-4006

[mark@pacificworkplaces.com](mailto:mark@pacificworkplaces.com)

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Tuesday, September 30, 2014 3:09 PM  
**To:** 'Lawrence'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: Please use the new train cars to run three bike cars on each Caltrain.

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

**Tasha Bartholomew, Community Relations Officer**

Office of Public Affairs  
San Mateo County Transit District (*SamTrans, Caltrain, TA*)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

**We're on Facebook and Twitter!**

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)

Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

---

**From:** Lawrence [mailto:lawrencegarwin@yahoo.com]  
**Sent:** Tuesday, September 30, 2014 12:23 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; cacsecretary (@caltrain.com); Bartholomew, Tasha; janice@sfbike.org; Caltrain, Bac (@caltrain.com)  
**Subject:** Please use the new train cars to run three bike cars on each Caltrain.

Dear Caltrain Board,

I live in Palo Alto and frequently use the Caltrain service, always taking my bicycle along. I travel to both San Francisco and San Jose for cultural and athletic events and to visit with friends. I used to commute twice a week to work at the SF Maritime National Historic Park. (Dishearteningly, the lack of schedule coordination and even the posting of a Caltrain schedule at the SFO BART station makes taking the train to or from the airport a very risky endeavor, so I no longer recommend it, nor do it myself. Taking a bus south from the airport is usually much quicker and less expensive than the BART/Caltrain trip. I'd be happy to see a change here, as well.)

Thank you for your purchase of an additional 16 commuter rail cars. With ridership soaring these will be crucial to encouraging folks to ride the train rather than drive cars. Quality of life improves drastically for not only the riders, but all Peninsula residents with increased Caltrain ridership.

People riding their bikes to and from Caltrain further increases all area residents' quality of life. Unfortunately, up to 200 times a month, a Caltrain passenger is bumped from one train to a later one (or an alternate form of transport) due to the lack of space on board for bicycles. This affects the entire Peninsula population, as all cyclists are discouraged from riding Caltrain with the looming possibility of being bumped, and often drive a car instead.

To remedy this, please run three bike cars on all trains where bumping has occurred or is easily predicted. I understand that it would be most convenient and cost effective to convert the new train cars to fill this need. Caltrain ridership and revenue will only increase from this change. And life on the Peninsula will improve commensurately.

Thank you for your thoughtful consideration of my requests.

Sincerely,

Lawrence Garwin  
Palo Alto, California

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Tuesday, September 30, 2014 10:17 AM  
**To:** 'Catherine Young'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: Please retrofit the new cars into bike cars!

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

**Tasha Bartholomew, Community Relations Officer**  
Office of Public Affairs  
San Mateo County Transit District (*SamTrans, Caltrain, TA*)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### **We're on Facebook and Twitter!**

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)

Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

**From:** Catherine Young [mailto:gatto.catherine@gmail.com]  
**Sent:** Monday, September 29, 2014 9:46 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Janice Li  
**Subject:** Please retrofit the new cars into bike cars!

Hi Caltrain,

My husband currently rides Caltrain daily with his bike to get to and from work. He's been doing this for the last few months or so and it's changed our lives for the better. Not only does the bike reduce his commute time, it also gets him exercising which is a luxury he used to forgo with a longer commute time. He is now healthier and happier and so am I!

He's been catching later trains than he would like to avoid being bumped with his bike during peak times, but recently he's been bumped even from these 'sure thing' trains and has had no choice but to work from home or get the car and drive to work. Due to this and the threat of increasing ridership driving up bump rates, he is now considering abandoning Caltrain, (even though his work covers the cost of his fare). This will make me very sad.

Please retrofit the newly purchased railcars as bike cars and add a third bike car to Bombardier trains. This increase in capacity on Bombardier trains, bringing the bike space count up to almost match the Gallery trains, will ease bumps during peak times and calm the flow on effects to subsequent services.

Increasing bicycle ridership is something Caltrain should be proud of. Caltrain has the largest on board Bicycle capacity I've ever seen and provides a fantastic service for the most part.

Please take this opportunity to cater for your fastest growing ridership segment who are currently experiencing the worst consequence of peak congestion - denied boarding.

Catherine Young  
San Francisco

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Tuesday, September 30, 2014 10:17 AM  
**To:** 'Brett Holcomb'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: Please retrofit the new cars into bike cars!

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

**Tasha Bartholomew, Community Relations Officer**  
Office of Public Affairs  
San Mateo County Transit District (*SamTrans, Caltrain, TA*)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### We're on Facebook and Twitter!

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)

Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

**From:** Brett Holcomb [mailto:ready.set.get.brett@gmail.com]  
**Sent:** Monday, September 29, 2014 8:20 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); janice@sfbike.org  
**Subject:** Please retrofit the new cars into bike cars!

I commute on caltrain every day and it would be great to see more bike cars.

I get on in San Jose and that's always pretty easy, but I get off in Palo Alto and that can sometimes be challenging. The bike cars with 10 racks in them are particularly nice since people are rarely left behind unless there's a special event in SF.

Thanks!  
- Brett Holcomb



## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Tuesday, September 30, 2014 10:16 AM  
**To:** 'Borak, Mary Jo'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: Please make more bike storage capacity on the new rolling stock

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

**Tasha Bartholomew, Community Relations Officer**  
Office of Public Affairs  
San Mateo County Transit District (*SamTrans, Caltrain, TA*)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### We're on Facebook and Twitter!

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)  
Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

---

**From:** Borak, Mary Jo [mailto:maryjo.borak@cpuc.ca.gov]  
**Sent:** Monday, September 29, 2014 6:20 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Please make more bike storage capacity on the new rolling stock

Hi Caltrain Board

I regularly take my bike on Caltrain from Menlo Park to San Francisco where I head Infrastructure Permitting and CEQA at the CPUC. Thank you so much for increasing the bike capacity on the existing trains. It has been so successful that we need more bike storage and capacity on the new rolling stock. The bike cars are overflowing with bikes, and often I cannot take my preferred bullet train home at night because the bike cars are too full.

Thank you for your consideration  
Mary Jo Borak



## McKenna, Nancy

---

**From:** Zoe Hoster <zoe.hoster@gmail.com>  
**Sent:** Tuesday, September 30, 2014 8:51 AM  
**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

four cyclists were bumped yesterday on caltrain 267 at San Mateo.

On Thu, Sep 4, 2014 at 5:57 PM, Zoe Hoster <[zoe.hoster@gmail.com](mailto:zoe.hoster@gmail.com)> wrote:  
Hi, I was bumped from train 269 at San Mateo today along with 2 other people.

--  
Zoë Hoster  
+1 415 269 7621

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Monday, September 29, 2014 4:43 PM  
**To:** 'Matthew Self'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: Configure new Metrolink rail cars for bikes

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

**Tasha Bartholomew, Community Relations Officer**  
Office of Public Affairs  
San Mateo County Transit District (*SamTrans, Caltrain, TA*)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### We're on Facebook and Twitter!

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)

Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

---

**From:** Matthew Self [mailto:mself.com@gmail.com] **On Behalf Of** Matthew Self  
**Sent:** Monday, September 29, 2014 4:35 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Configure new Metrolink rail cars for bikes

Caltrain Board:

I would like to express my support for configuring the new Metrolink rail cars as bike cars.

I commute to work on Caltrain, but my office is not within walking distance of the station. The only way that I am able to use Caltrain for my commute is to bring my bike on board. Recently, I have had trouble always getting a space, which is extremely inconvenient. And it seems to be getting worse each month!

I am so glad that the Caltrain Board has been able to acquire the additional rail cars to increase overall capacity. But given that bike-on-board riders are about 13% of total ridership, it's essential that the new cars also support bikes-on-board. Having a third bike car per train would alleviate the existing crunch and allow for continued ridership growth, assuming a steady or even increasing percentage of riders who choose to use bikes.

Thank you,

—Matthew Self

Matthew Self  
Redwood City

## McKenna, Nancy

---

**From:** Robert Schloss <schloss.robert@gmail.com>  
**Sent:** Monday, September 29, 2014 4:08 PM  
**To:** Bartholomew, Tasha  
**Cc:** Board (@caltrain.com)  
**Subject:** Re: Bombardier cars / Bike Cars

Thank you for your response, consideration & work around all of it.

Have a nice week,  
Bob

On Mon, Sep 29, 2014 at 3:18 PM, Bartholomew, Tasha <[bartholomewt@samtrans.com](mailto:bartholomewt@samtrans.com)> wrote:

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

**Tasha Bartholomew, Community Relations Officer**

Office of Public Affairs

San Mateo County Transit District (*SamTrans, Caltrain, TA*)

1250 San Carlos Ave., San Carlos CA 94070

[650.508.7927](tel:650.508.7927) (direct line)

**We're on Facebook and Twitter!**

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)

Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

**From:** Robert Schloss [mailto:[schloss.robert@gmail.com](mailto:schloss.robert@gmail.com)]

**Sent:** Monday, September 29, 2014 2:19 PM

**To:** Board ([@caltrain.com](mailto:caltrain.com)); bikesonboard; Nabong, Sarah; Bartholomew, Tasha; cacsecretary ([@caltrain.com](mailto:caltrain.com)); Caltrain, Bac ([@caltrain.com](mailto:caltrain.com))

**Subject:** Bombardier cars / Bike Cars

Hi- I was excited to hear about the new Bombardier cars to be purchased and wanted to send an email asking that Caltrain please consider using the an additional car as a bike car so that there would be 3, since the Bombardier trains are frequently those that bicyclists cannot board due to load capacity.

I commute from SF to Belmont/San Carlos daily and the prospect of getting "bumped" on any given ride (especially commute hours) is really high and getting higher (which ultimately is a good thing in terms of increased ridership).

Thank you for your consideration,

Bob Schloss

San Francisco, CA 94118

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Monday, September 29, 2014 4:03 PM  
**To:** 'Dana Jordan'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: more bike cars on Bombardier trains please

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

**Tasha Bartholomew, Community Relations Officer**  
Office of Public Affairs  
San Mateo County Transit District (*SamTrans, Caltrain, TA*)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### We're on Facebook and Twitter!

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)

Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

---

**From:** Dana Jordan [mailto:[drogoff@hotmail.com](mailto:drogoff@hotmail.com)]  
**Sent:** Monday, September 29, 2014 3:41 PM  
**To:** Board (@caltrain.com)  
**Cc:** [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org); Nabong, Sarah; Bartholomew, Tasha; [@caltrain.com](mailto:cacsecretary); Caltrain, Bac (@caltrain.com)  
**Subject:** more bike cars on Bombardier trains please

Hi there,

I am an avid biker/Caltrain rider for 15+ years now going to/from San Mateo to either Mountain View (former job) or Menlo Park (current destination) and would really love to see more bike capacity on all trains but, most needed, on the bombardier trains.

I don't have to tell you all about the obvious increase in bike-ridership over the years but I do want to point out my observations of more bikers on the trains that used to be almost empty.



I take southbound train 220 in the morning - it stops in San Mateo at 7:07AM - and, on numerous occasions this year, I have counted 8 bikers boarding in San Mateo. That's fantastic! Years past I can remember being the only biker - or one of maybe a few - getting on that early morning train with plenty of room in the bike car. This year the plush room I used to look forward to has changed into a more crowded car - not quite threatening bumpage but definitely more populated.

I am super excited that Caltrain is purchasing more bombardier cars - thank you for putting the effort forth to reduce crowding. It would be really helpful if those new cars could be bike cars to increase the total to 72 instead of 48 bikes. Inevitably, the bombardier trains mean bumping if you are anywhere near commute time (~7-10AM and ~4-7PM). For this reason, I have chosen to ride the entire 15 miles home in the afternoon - it takes me the same amount of time or longer on the train if I'm bumped. And, in the morning, I just do the "please please please" method to get on my desired train....that is, after I arrive at least 10 minutes early to ensure I'm one of the first in line.

Biking is becoming the new way of commuting in the Bay area - a lot of the businesses offer incentives for biking and using public transportation. With more bike availability on your trains, that means more revenue for you. Conversely, stagnating the bike availability could result in a stagnation in revenue and I'm sure Caltrain prefers the former :).

Thank you for listening,  
Dana Jordan  
San Mateo

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Monday, September 29, 2014 3:18 PM  
**To:** 'Eric Eldon'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: Please retrofit the new cars into bike cars

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

**Tasha Bartholomew, Community Relations Officer**  
Office of Public Affairs  
San Mateo County Transit District (*SamTrans, Caltrain, TA*)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### **We're on Facebook and Twitter!**

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)

Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

**From:** ereldon@gmail.com [mailto:ereldon@gmail.com] **On Behalf Of** Eric Eldon  
**Sent:** Monday, September 29, 2014 1:56 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); janice@sfbike.org  
**Subject:** Please retrofit the new cars into bike cars

Hi,

My name is Eric, I've been a bicycle-Caltrain commuter for nearly 15 years, back from when I lived in Mountain View and worked in San Francisco, to when I lived in San Francisco and worked in Mountain View. I now both live and work in SF, but I still take Caltrain regularly for meetings around the Peninsula. I know how important the bike option has been for me, and how important it is for an increasing number of other riders, too.

So, thank you for buying the new cars, and please do everything you can to encourage bicycles, including retrofitting as well as buying third bike cars.

It has always driven me nuts that regular riders come in and take seats away from bicyclist in bike cars. This, as you know, is particularly common on northbound trains as the pedestrians like using the bike car's position to offboard first. I've sometimes been forced to sit in adjoining cars because of these people, which has prevented me from watching my bike. Caltrain should make it possible for people like me to ensure the safety of their own belongings as much as possible, and a third car would go a long way in rearranging us for coexistence.

Feel free to ask me if you have any further questions.

-Eric

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Monday, September 29, 2014 3:18 PM  
**To:** 'kara.e.baker@gmail.com'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: Bikes on the new Bombardier cars

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

**Tasha Bartholomew, Community Relations Officer**  
Office of Public Affairs  
San Mateo County Transit District (*SamTrans, Caltrain, TA*)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### **We're on Facebook and Twitter!**

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)  
Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

---

**From:** Board (@caltrain.com)  
**Sent:** Monday, September 29, 2014 1:48 PM  
**To:** Bartholomew, Tasha  
**Subject:** FW: Bikes on the new Bombardier cars

---

**From:** Kara Baker [<mailto:kara.e.baker@gmail.com>]  
**Sent:** Sunday, September 28, 2014 9:25 PM  
**To:** Board (@caltrain.com)  
**Cc:** [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org)  
**Subject:** Bikes on the new Bombardier cars

I am a Caltrain commuter and would really like to see the new train cars accommodate bikes. It's so great that Caltrain is adding additional cars to alleviate crowding. Biking and riding the train is a real necessity for some riders and I hope that can continue with these new added cars. I personally ended up purchasing a folding bike about 5 years ago due to frequent issues that I was having with getting bumped, but not everyone can afford to purchase a new bike, let alone an expensive folding bike like I did. Let's continue to make bike/train commuting accessible to everyone. I hope that full-sized bikes will continue to be accommodated and encouraged in the new cars. Riding the train and riding our bike is such a pleasant and healthy way to commute.

Thank you for your time and consideration.

Best regards,  
Kara Baker  
834 Esplanada Way  
Stanford, CA 94305

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Monday, September 29, 2014 12:36 PM  
**To:** 'Jonathan Walden'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: Please retrofit the new cars into bike cars

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

**Tasha Bartholomew, Community Relations Officer**  
Office of Public Affairs  
San Mateo County Transit District (*SamTrans, Caltrain, TA*)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### We're on Facebook and Twitter!

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)

Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

---

**From:** Jonathan Walden [mailto:[jonathan\\_walden@hotmail.com](mailto:jonathan_walden@hotmail.com)]  
**Sent:** Monday, September 29, 2014 12:20 PM  
**To:** Board (@caltrain.com)  
**Cc:** [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org); Nabong, Sarah; Bartholomew, Tasha; [@caltrain.com](mailto:cacsecretary); Caltrain, Bac (@caltrain.com); [janice@sfbike.org](mailto:janice@sfbike.org)  
**Subject:** Please retrofit the new cars into bike cars

Dear Caltrain Board,

I think caltrain needs more bicycle capacity, and I hope you will provide bicycle areas in the new cars.

As an occasional bicycle commuter from Berkeley to Oracle HQ in Redwood shores, I like to use a combination of AC Transit Transbay or Bart, and Caltrain to get to work. The quickest route for me is bike to West Oakland, Bart to Embarcadero, ride to Caltrain station, and take Caltrain to Belmont.

Recently due to Caltrain being so crowded, I can't rely on getting my bike on Caltrain, and I have had to switch to taking BART to Millbrae, and riding the last 10 miles.

This public transit / bicycle trip saves 3 gallons of gas, and keeps me out of the mind numbing traffic jams the fill 101 and 880 and hwy 92.

Thanks,  
Jonathan Walden

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Monday, September 29, 2014 11:54 AM  
**To:** 'Maude David'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: Please retrofit the new cars into bike cars!

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

**Tasha Bartholomew, Community Relations Officer**  
Office of Public Affairs  
San Mateo County Transit District (*SamTrans, Caltrain, TA*)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### We're on Facebook and Twitter!

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)  
Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

**From:** Maude David [mailto:[maudemdavid@gmail.com](mailto:maudemdavid@gmail.com)]  
**Sent:** Monday, September 29, 2014 11:35 AM  
**To:** Board (@caltrain.com)  
**Cc:** [janice@sfbike.org](mailto:janice@sfbike.org); Bartholomew, Tasha; Nabong, Sarah; Caltrain, Bac (@caltrain.com); [cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com); [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org)  
**Subject:** Please retrofit the new cars into bike cars!

Hi,

I commute everyday using caltrain from San Francisco to Palo Alto. Both stations are to far from my home and work place, I need to take my bike on both side to go to work (It would add an extra 40 min to my commute to take the bus). And I am regularly bumped off caltrain when I try to board it with my bike.



I heard that Caltrain purchased 16 new cars. That's great. But none of them are bike cars. How did this happened? Can you please take in consideration the bikers, and add a third bike car to all trains, this will just allow more people to commute with Caltrain from the city and reduces bumps.

Thanks,

Maude David

--

Maude M. David  
Postdoctoral researcher  
Division of Systems Medicine  
Department of Pediatrics  
Stanford University

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Monday, September 29, 2014 11:17 AM  
**To:** 'Howie Meyerson'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: Bombadier Cars for Bikes

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

**Tasha Bartholomew, Community Relations Officer**  
Office of Public Affairs  
San Mateo County Transit District (*SamTrans, Caltrain, TA*)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### **We're on Facebook and Twitter!**

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)  
Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

**From:** Howie Meyerson [mailto:howiem@gmail.com]  
**Sent:** Monday, September 29, 2014 11:06 AM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bombadier Cars for Bikes

Dear CalTrain Board Members,

Back in 1994, I moved to The Crossings development near the San Antonio CalTrain station in Mountain View. Over the years, I have made good use of that convenient location. I have ridden CalTrain to work, sports events, bike rides, and many other purposes.

I'm glad to see that CalTrain is moving to purchase more cars to alleviate overcrowding. Many others also see the benefit of riding CalTrain as well.

I am concerned that the new Bombadier cars will have limited bicycle capacity. Being able to bring a bicycle on board greatly increases the flexibility of travel by train. Please see that the Bombadier cars are configured to better accommodate bicycle riders, and that there is a third bicycle car on most trains.

Thank you very much,  
Howard Meyerson  
Mountain View, CA

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Monday, September 29, 2014 10:14 AM  
**To:** 'Peter Colijn'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: New Bombardier car configuration

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

### **Tasha Bartholomew, Community Relations Officer**

Office of Public Affairs  
San Mateo County Transit District (*SamTrans, Caltrain, TA*)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### **We're on Facebook and Twitter!**

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)  
Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

**From:** Peter Colijn [mailto:[caffeine@colijn.ca](mailto:caffeine@colijn.ca)]  
**Sent:** Monday, September 29, 2014 10:00 AM  
**To:** Board (@caltrain.com)  
**Cc:** [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org); Nabong, Sarah; Bartholomew, Tasha; [cacsecretary \(@caltrain.com\)](mailto:cacsecretary@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** New Bombardier car configuration

To whom it may concern:

I frequently use CalTrain to commute between San Francisco and Mountain View. Because my home (in Bernal Heights) and office (north Shoreline) are not very close to CalTrain stations, I always bring my bike. If I could not bring my bike on CalTrain, it would not be a useful service for me. Taking a bus on both ends would dramatically increase my total commute time, and I would likely drive instead.

I am thankful that CalTrain is buying new Bombardier cars to increase overall capacity. However, I am concerned that trains with the new cars won't be configured properly to address bike demand.

Currently, the old gallery-style trains can carry 80 bikes (40 per bike car). However, the Bombardier trains can only carry 48 bikes. This is a huge difference, and a significant decrease in capacity, at a time when bike "bumps" on the higher-capacity gallery trains are already quite common, especially at stops like 22nd Street, Palo Alto and Menlo Park.

I urge the board to please configure the new Bombardier cars as bike cars, so that Bombardier trains can have a bicycle capacity of 72, closer to the current gallery-style trains.

There are many CalTrain riders in a similar situation as mine; CalTrain has a "last mile" problem. Bicycles provide an effective, convenient and sustainable solution to this problem and make CalTrain a viable alternative to driving for many. While there are various shuttles and connectors to address "last mile" needs, the convenience of these services is often limited. Using local transit (like MUNI) or a shuttle on both ends of the CalTrain commute would double my total commute time, for example.

Thank you for your time,  
Peter Colijn

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Monday, September 29, 2014 9:51 AM  
**To:** 'karen okasaki'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: NEW BOMBARDIER CARS

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

**Tasha Bartholomew, Community Relations Officer**  
Office of Public Affairs  
San Mateo County Transit District (*SamTrans, Caltrain, TA*)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### We're on Facebook and Twitter!

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)

Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

---

**From:** karen okasaki [mailto:otakaren@hotmail.com]  
**Sent:** Monday, September 29, 2014 9:42 AM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** NEW BOMBARDIER CARS

To Whom It May Concern:

I am a daily Caltrain rider for the past 30+ years, commuting to work from San Mateo to San Francisco. Am looking forward to the new Bombardier cars and suggest that these new cars can accommodate the increasing number of new bike commuters, which increases revenue for Caltrain and a resolution to being "bumped" from the train going to and coming from San Francisco. Making Caltrain a leader in green efficiency, less cars on the road, less pollution, etc...

Another suggestion would be to add another third bike car to all Bombardier trains, since currently it only holds 48 bikes to increase it to 72 bikes to accommodate the increasing number of new bicyclists.

Thank you for your time.

My address is:

733-27th avenue  
San Mateo, CA 94403

Karen Okasaki

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Monday, September 29, 2014 9:50 AM  
**To:** 'James Rozzelle'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: bikes, capacity

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

**Tasha Bartholomew, Community Relations Officer**  
Office of Public Affairs  
San Mateo County Transit District (*SamTrans, Caltrain, TA*)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### We're on Facebook and Twitter!

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)  
Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

---

**From:** James Rozzelle [mailto:jrozzelle@yahoo.com]  
**Sent:** Friday, September 26, 2014 1:07 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** bikes, capacity

Dear Caltrain Board Members,

My name is James Rozzelle. I live in San Francisco and for the past 15 years I have bike/train commuted to biotech jobs on the Peninsula. My first was in San Mateo (6 yr), then SSF, Palo Alto for one year, now I'm back in SSF. The local service to SSF is rarely oversubscribed, luckily for me. But I'm distressed to hear that cyclists are still getting bumped off trains further down the Peninsula. I



know it's better than when I first started going to San Mateo, when every summer afternoon I would wait on the platform with uncertainty that I'd be allowed on. So first I thank you for your efforts to accommodate more bikers and increase ridership of bike commuters.

With bikes increasingly a first option for commuters, any opportunity to increase bike capacity on Caltrain should be seized. To do otherwise is short-sighted. I hope that when new cars are added to the fleet you will take it as an opportunity to add bike capacity, especially to the bullet trains operating during commute hours.

Best regards,

-james rozzelle  
San Francisco

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Monday, September 29, 2014 9:46 AM  
**To:** 'D Poe'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: Caltrain Bike Cars

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

### **Tasha Bartholomew, Community Relations Officer**

Office of Public Affairs  
San Mateo County Transit District (*SamTrans, Caltrain, TA*)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### **We're on Facebook and Twitter!**

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)  
Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

**From:** D Poe [mailto:dickpoe01@gmail.com]  
**Sent:** Sunday, September 28, 2014 10:36 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Caltrain Bike Cars

Dear Caltrain -

I am a regular user of Caltrain. It is a great public transit system - with one huge deficit.

It is a backbone rail line without a collector or distribution network. Users do not generally commence a trip within a walkable half mile of a Caltrain station or end it within a similar radius. Many have to travel further to and from stations at either end of a Caltrain ride. That is and has long been a difficult problem.

Shuttles are spotty and inadequate. Using autos to complete either end of a Caltrain trip defeats its purpose. Parking lots and automobile drop-offs at stations chew up precious centrally-located real estate, require large arteriole streets, exacerbate traffic in areas that can least tolerate it, and likely produce as much or more congestion and pollution as Caltrain is intended to relieve.

In the long run, Caltrain needs to be a network rather than a trunk line. In the meantime, bicycles are the most efficient and least impactful means of travel to and from Caltrain stations. You have wisely decided to accommodate bicycles on trains. It is no giveaway to cyclists. The cost of accommodating a bicycle on a train is far lower than that of building and maintaining two parking spaces - one at both stations on either end of a commute. Account for the foregoing and the savings in congestion, street widening, & real estate sprawl resulting from cyclists' reduction in car trips, and the case for bicycles as an indispensable component of the Caltrain system is compelling.

**Until Caltrain builds out an effective, comprehensive network, all new trainsets need to keep up with and increase bicycle capacity.** It is the smart, cost-effective thing to do. Your ridership is willing to pitch in with their bicycles instead of demanding fleets of expensive shuttles. Their dedication deserves the same from Caltrain.

Thank you.

--

Sincerely

,

Richard Poe

Menlo Park, CA

[dickpoe01@gmail.com](mailto:dickpoe01@gmail.com)

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Monday, September 29, 2014 9:45 AM  
**To:** 'Caroline Alden'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: No Bombadier Trains

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

**Tasha Bartholomew, Community Relations Officer**  
Office of Public Affairs  
San Mateo County Transit District (*SamTrans, Caltrain, TA*)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### **We're on Facebook and Twitter!**

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)  
Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

---

**From:** Caroline Alden [mailto:carolinealden@gmail.com]  
**Sent:** Sunday, September 28, 2014 11:30 PM  
**To:** Board (@caltrain.com)  
**Cc:** Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** No Bombadier Trains

Dear Caltrain,

I understand that there is discussion regarding the addition of bombardier cars to Caltrain, and I am writing to urge you to please consider options that involve more places for bikes on board Caltrain.

I ride from 4th and King to Palo Alto and back every day. On a recent morning bombardier cars was substituted in for the normal bike cars and the train was a nightmare that day. Both bombardier trains were full before we even left 4th and King to head south. The beleaguered conductors had to make near-constant announcements apologizing to riders for the confusion and for the lack of space. At every stop crowds of paying customers were turned away.

This to me was a clear indication that bombardier trains create major, unnecessary strain on the system and stress for all riders, not just bikers. Bombardier trains also don't appear to seat that many people to begin with - the awkward layout accommodates neither riders with bikes nor riders without bikes. Bike cars with the traditional layout are far superior.

As you continue planning for the future please consider the increasingly high bike ridership in our community. Capacity is already maxed out on the bullet trains and parking stress, gas prices, environmental concerns, and the logistical ease that biking affords is adding more bicycle ridership to Caltrain all the time.

Thank you,

Caroline Alden  
San Francisco

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Monday, September 29, 2014 9:43 AM  
**To:** 'Scott Yarbrough'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: New Bombardier Cars - Make them bike cars, please!

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

### Tasha Bartholomew, Community Relations Officer

Office of Public Affairs

San Mateo County Transit District (*SamTrans, Caltrain, TA*)

1250 San Carlos Ave., San Carlos CA 94070

650.508.7927 (direct line)

### We're on Facebook and Twitter!

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)

Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

**From:** Scott Yarbrough [mailto:yarbrough.scott@gmail.com]  
**Sent:** Monday, September 29, 2014 9:16 AM  
**To:** Board (@caltrain.com)  
**Cc:** Bikes on Board; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** New Bombardier Cars - Make them bike cars, please!

Good morning,

I am writing in advance of the October 2 Caltrain board meeting in San Carlos to provide written public comment in the event that I do not have the opportunity to address the board in person this coming Thursday.

I would like first to express my enthusiastic support of the Caltrain bikes on board policy. As a regular commuter from my San Francisco residence to the peninsula, I appreciate not having to drive my car the 80 to

100 miles each day that a round trip commute to my work would require. I do not have a tech job with access to a tech shuttle, but instead work at multiple school sites in a public school district where I absolutely have to have my bicycle for transportation to the school sites, where I have to be on time to cover student services during the instructional day and to meet with families and school staff. The Caltrain bikes on board policy makes public transportation an option for me where it would not exist in the absence of a reliable bike boarding policy for my commute.

During the past two school years, however, the bikes on board policy as currently implemented has made travel with my bicycle on Caltrain much more unpredictable. I have been "bumped" from boarding with my bicycle after paying my fare repeatedly during the month of September 2014, with one week including daily boarding denials each of the first four days of the week. I chose to drive on the Friday of that week because of the significant disruption that the bumping created, including:

- missing a child care pick-up for my daughter from her after school program at the end of one work day
- missing school site coverage on one morning when a student had significant behavioral challenges that resulted in a call for police assistance, a phone call required in part due to my absence and the lack of staff coverage in the program
- missing all but the final 20 minutes of my son's "back to school night" at his school.

On every occasion when I was bumped during September, I was one of 6 to 15 cyclists who was not permitted to board the train. I did not observe a single occasion when a pedestrian who walks or drives to Caltrain and who boards without a bicycle was left on the platform due to insufficient space.

I understand that capacity concerns during the morning and evening rush commute times impact all of Caltrain's customers. People are standing in the aisles, and during Giants home games that start in the evening, every car is packed with people standing elbow to elbow in all of the cars. The bike cars tend to be the most crowded of all during such commutes, typically holding more non-cyclist passengers than those cars containing seats, as the floor plan of the bike cars tends to accommodate more standing passengers than is the case in a non-bike car. But even during Giants home games, Caltrain conductors typically permit all paid pedestrian passengers to board, while bumping many of your regular train/cycling commuter base customers.

I encourage the board to make all of the additional bombardier cars ones with the capacity to hold bicycles in order to increase the passenger capacity of Caltrain commuter trains during rush hour for BOTH pedestrian AND bicycle using customers. The addition of non-bike cars addresses the comfort and seat access of your pedestrian and driving/pedestrian customers, but fails to address the group who is always left standing on the platform when the train is full, namely commuters with a bike that they have to bring on the train.

I am all for comfort and it makes my day when I can sit in a chair on my ride back to San Francisco after biking 20 or more miles getting to/from my work sites and Caltrain stations between work and home. I also understand that almost every public transportation option in our increasingly crowded region can require standing during the commute. I would prefer a consistent and reliable way get to and from where I need to be so that I can avoid driving every day, even if that means I do not get a seat on the public means of moving around our region. I am sure that there are others in your regular commuter base who would agree that a consistently available transportation option is superior to one that is inconsistent, even when the inconsistent option includes a seat for the ride to the meeting that you may not get to on time.

Scott Yarbrough  
San Francisco/Redwood City

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Monday, September 29, 2014 9:43 AM  
**To:** 'Gert van Dijken'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: New Bombardier Cars should be bike cars

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

**Tasha Bartholomew, Community Relations Officer**  
Office of Public Affairs  
San Mateo County Transit District (*SamTrans, Caltrain, TA*)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### **We're on Facebook and Twitter!**

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)  
Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

**From:** gertvd@gmail.com [mailto:gertvd@gmail.com] **On Behalf Of** Gert van Dijken  
**Sent:** Monday, September 29, 2014 9:26 AM  
**To:** Board (@caltrain.com)  
**Cc:** bumped; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** New Bombardier Cars should be bike cars

Hi,



I am a daily commuter using Caltrain from Sunnyvale to Palo Alto. I also take my bike on the train, and have done so since 1999. I have seen a lot of changes regarding bike cars/capacity over the years. It was great when we got more racks in a car, and even better, that there are now standard 2 bike cars on each train! However, bike cars are getting more and more crowded over time. Not only have I not been able to sit down during my short train ride, often the bike car is just full of bikes. I would have never expected it, but I think the time is ripe for a third bike car to alleviate this. Hopefully the new cars will be configured as such (or the older cars reconfigured).

I think it is a great service what you are offering for bikers. Maybe it is too successful. I am from the Netherlands, a biking country, and even there we don't have bike cars like these! I think I am very lucky that I can take my bike on the train, it is a great service and super fast compared to driving. But from time to time it is a bit frustrating to stand huddled together in a very crowded bike car!

Thanks for listening,

Gert

--

Gert van Dijken  
Caribbean Hurricane Network  
<http://stormcarib.com>

## McKenna, Nancy

---

**From:** Conny Barton <conny.barton@gmail.com>  
**Sent:** Monday, September 29, 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

At least 5 bikes were bumped front the northernmost bike car on the northbound 323 train at the Mountain View station at 7:57am on Monday September 29. Many more were bumped at the second bike car.

Regards  
Conny Barton

Sent from my iPhone

**McKenna, Nancy**

---

**From:** pat giorni <hogorni@yahoo.com>  
**Sent:** Sunday, September 28, 2014 10:59 AM  
**To:** Board (@caltrain.com)  
**Cc:** Caltrain, Bac (@caltrain.com); Averill, Joshua; cacsecretary (@caltrain.com); Bikes On Board; bikesmc; Corinne Winter; SVBC General; SVBC Committee Peninsula  
**Subject:** Partial September, 2014 Anecdotal Bump Count  
**Attachments:** PARTIAL Sept.doc

Please find attached for easy reproduction the Partial September, 2014 Anecdotal Bump Count for inclusion in the Correspondence packet before your monthly meeting.

Regards,

Pat Giorni

PARTIAL Sept, 2014 Bump Report

**BikesOnBoard Sept 2014**

Sept. 2		2	MV-#323	David Cooke
Sept. 3		12	MV-#323	Conny Barton
		2	RWC-#206	Bruce Lundquist
Sept. 4	2+		San Carlos-# 269	Ryan Schmidt
		3	SM_#269	Zoe Hoster
Sept. 8		5	Hillsdale-#206	Jennifer Gile <
		1	RWC-#206	Bruce Lundquist
		4	22nd-#220	Daniel Hall
	10(repeat)		22nd-#322	Daniel Hall
	20+		22nd-#322	Adam Widner
	1(repeat)		22nd-#322	Ari Benderly
		15	22nd-#324	Billy D
		8	Hillsdale-#227	Phil King
Sept. 9		8	Hillsdale-#313	karen okasaki
		4	22nd-#220	Daniel Hall
	2+		PA-#385	Jonathan Ragan-Kelley
	1(repeat)		Hillsdale-#313	Ratti, Joe (00410)
		10	RWC-#269	Scott Yarbrough
		1	Millbrae-#332	Viraj
Sept. 11		3	SA-#135	Bryn Dole
	14+		PA-#371	Jonathan Ragan-Kelley
	10+		PA-#269	Jonathan Ragan-Kelley
	3+(Repeat)		PA-#371	Hilary Douglas
		6	RWC-#269	Scott Yarbrough
		5	SanCarlos-#269	Scott Yarbrough
		1	Millbrae-#332	Viraj
Sept. 12		1	Millbrae-#332	Viraj
<b>Partial Tot Sept, 2014</b>	<b>139+</b>			
<b>Sept. 12</b>	<b>6+</b>		22nd -#332	Thomas Young
<b>Sept. 15</b>	<b>8</b>		MV-#323	David Cooke
	<b>7+ (repeat)</b>		MV-#323	Conny Barton
	<b>5</b>		San Carlos?-#289	Jessica Psy DeLacy
<b>Sept. 16</b>	<b>12+</b>		22nd-#312	Scott Yarbrough
	<b>10+</b>		22nd-#312	AJ Schrauth
	<b>10</b>		MV-#233	itsmekirby
	<b>4</b>		Millbrae-#314	Tom Corboline
	<b>2</b>		SB-#267	Mark Eliot
	<b>3+</b>		MV-#135	Bryn Dole
	<b>4</b>		San Antonio-#135	Bryn Dole
<b>Sept. 17</b>	<b>1</b>		SF-#370	Fred Lam
<b>Sept. 18</b>	<b>6</b>		San Antonio-#233	David Cooke
	<b>2</b>		SB-#267	Mark Eliot
<b>Partial Tot Sept, 2014</b>	<b>212+</b>		(73 + 139)	<b>Sent to CAC and BAC in time for meetings</b>

Sept. 22		5	22nd -#322	Billy D
	10+		22nd -#324	Billy D
		11	RWC-#375	AJ Schrauth
		5	RWC-#279	AJ Schrauth
Sept. 23	1(repeat)		RWC-#375	Zlatko Unger
		1	RWC-#375	Zlatko Unger
	7+		RWC-#269	Ryan Schmidt
	2 (repeat)		RWC-#269	Jason Terk
<b>Partial Tot Sept, 2014</b>	<b>251+</b>		<b>(39 + 73 + 139)</b>	<b>Sent to Board in time for Oct.2 meeting</b>

	(1 thru 23) 2014	2013	2012	2011	2010	2009
<b>Sept.</b>	<b>251+</b>	<b>74+</b>	<b>133+</b>	<b>100+</b>	<b>229+</b>	<b>111+</b>

	2014	2013	2012	2011	2010	2009
<b>August</b>	<b>141+</b>	<b>59+</b>	<b>167+</b>	<b>76+</b>	<b>161+</b>	<b>115+</b>

	2014	2013	2012	2011	2010	2009
<b>July</b>	<b>245+</b>	<b>126+</b>	<b>76+</b>	<b>36+</b>	<b>129+</b>	<b>83+</b>

## McKenna, Nancy

---

**From:** David Giberton <dgiberton@yahoo.com>  
**Sent:** Friday, September 26, 2014 5:30 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 this evening on the 4:56 out of SF.

Sent from my iPhone

## McKenna, Nancy

---

**From:** Suzie Scales <scales.suzie@gene.com>  
**Sent:** Thursday, September 25, 2014 2:12 PM  
**To:** bikesonboard@sfbike.org; Bartholomew, Tasha; Nabong, Sarah; cacsecretary (@caltrain.com); janice@sfbike.org; Caltrain, Bac (@caltrain.com); Board (@caltrain.com)  
**Subject:** Fwd: Bumps off NB217

Please see below for report of  $\geq 6$  bikes bumped on Tues 23rd Sept.  
Suzie

Begin forwarded message:

**From:** Bikes on Board <[bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org)>  
**Subject:** Re: Bumps off NB217  
**Date:** September 23, 2014 6:40:37 PM PDT  
**To:** Suzie Scales <[scales.suzie@gene.com](mailto:scales.suzie@gene.com)>

Hi Suzie,

It seems as though you've sent your bump report only to the BIKES ONboard email. However in order for us to count your report in our monthly tally it needs to also be sent to all of the relevant Caltrain email addresses below, in addition to ours, and included in the public record:

[bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org),  
[board@caltrain.com](mailto:board@caltrain.com),  
[bartholomewt@samtrans.com](mailto:bartholomewt@samtrans.com),  
[cac@caltrain.com](mailto:cac@caltrain.com),  
[bac@caltrain.com](mailto:bac@caltrain.com)

The monthly Bump Report tallied by the BIKES ONboard team is also sent as a matter of record in this way.

I understand that it's not the most efficient or convenient of ways to report bumps, particularly given how regularly they occur, but at this point in time it's still our best/only option. After all, it's Caltrain who really need to read/see all the bump reports and know there's a problem.

Again, we really appreciate your dedicated reporting. If you wouldn't mind re-sending your bump report to all the email addresses, we'd be happy to tally them in our count.

Best regards,

Catherine Young

BIKES ONboard project

San Francisco Bicycle Coalition

<http://www.sfbike.org/bob>

On Tue, Sep 23, 2014 at 8:09 AM, Suzie Scales <[scales.suzie@gene.com](mailto:scales.suzie@gene.com)> wrote:  
6 bikes were bumped at Hillsdale at 7:51 off the NB217 this morning (middle carriage), and it looked like at least 4 more from the northern carriage. Caltrain did put an electronic sign saying 217 was at capacity with bikes after that. Everyone got on the 221 slow train ok at 8:02.

Suzie



## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Thursday, September 25, 2014 11:06 AM  
**To:** 'denise sauerteig'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: More bike cars on Caltrain!

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

### **Tasha Bartholomew, Community Relations Officer**

Office of Public Affairs  
San Mateo County Transit District (*SamTrans, Caltrain, TA*)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### **We're on Facebook and Twitter!**

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)  
Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

**From:** denise sauerteig [mailto:denisemundo@gmail.com]  
**Sent:** Wednesday, September 24, 2014 12:06 PM  
**To:** Board (@caltrain.com); Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); janice@sfbike.org  
**Subject:** More bike cars on Caltrain!

Hello Caltrain and other Interested Parties,

For the last 5 years I have been riding Caltrain every weekday to my job in Menlo Park and back home. I use my bicycle on both ends to get to and from the train.

I love using public transportation and the ability to make it work with a bicycle! With Caltrain+Biking as my key transport to work and bicycling as my primary non-work travel mechanism, I've been able to live practically carless for several years now.

Bikes on Caltrain work so well that ridership is increasing like crazy - anyone who has been riding Caltrain for at least the last 1.5 years can attest. The worst thing that can happen is getting bumped from a train that's completely full. The more this happens the more passengers get discouraged from using the train as a regular transportation option.

**Please use the newly purchased cars as bike cars. 3 bike cars per bullet train is the way to go.** It will make the daily grind of commuters, both those with bikes and without, and the train conductors regulating passenger behavior, that much better.

Promoting biking on Caltrain, and preventing the bumping, is the right thing to do.

Best,  
Denise

--

Denise Sauerteig  
(c) 415.637.6365

## McKenna, Nancy

---

**From:** Adam Long <adam@adamlong.com>  
**Sent:** Thursday, September 25, 2014 8:42 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

Hi,

Just reporting that this past Tuesday, my partner and several other customers were not allowed on the #279 train departing Menlo Park at 6:19pm and headed to San Francisco because the train was “full for bikes.” While I understand that many trains are running at capacity, it is disappointing that Caltrain will force customers to waste time waiting at stations because train supply cannot meet demand. I would just like to voice my concern about this issue and encourage Caltrain to work on increasing bike capacity in cars, increasing the number of bike cars on trains, and/or increasing the number of trains running on any given to accommodate increased demand.

Thank you,

Adam Long

## McKenna, Nancy

---

**From:** Hilary Douglas <hildoug@yahoo.com>  
**Sent:** Wednesday, September 24, 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

Didn't get bumped, but NB 269 waaaay over bike capacity out of Palo Alto/ Menlo Park.

sent from the iPhone

## McKenna, Nancy

---

**From:** AJ Schrauth <aj.schrauth@gmail.com>  
**Sent:** Wednesday, September 24, 2014 5:47 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Re: Bumped

Hey, it's me again. I just got bumped from train 269 with 5 others at RWC. Second time in the week and as usual this is an embarrassment. Today needed to get home by 6 to pick up my daughter, but that won't be happening. I guess she'll just take care of herself since 1 year olds are growing up so early these days. Thanks Caltrain great job you're doing these days.

I was at the rear car and was told both cars were full (despite 2 bikes getting off at the rear car). When I looked to the front car, they were letting cyclists on so I ran and was turned away. Not sure how being two bikes over at the last station was ok, but one extra was not okay. At this point your conductors have lied so many times about bike capacity that I don't plan to believe them again. You clearly have no reliable system for tracking the bike capacity, so you have no reliable justification to bump anyone. I will keep letting you know when I'm bumped as I'm certain it will happen again soon.

~AJ Schrauth

## McKenna, Nancy

---

**From:** AJ Schrauth <aj.schrauth@gmail.com>  
**Sent:** Tuesday, September 23, 2014 6:55 PM  
**To:** De La Torre, Andria  
**Cc:** bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Re: Bumped

Andria,

Thank you for your response, however, without action it rings quite hollow. There are many actions Caltrain could take without waiting for new cars to improve the experience of cyclists, so please spare the excuses. For instance, you could start by publicizing bump statistics by station and by train so we could determine the risk of being bumped accurately when choosing a train. You could also implement a queuing system of some sort so that arriving earlier to a station would improve my chance of getting on a train. You could also work on a system for keeping a real-time count of bikes on a train. You could also encourage non-cyclists to board at one of the non bike cars (they can easily move to the bike car to sit) so that the boarding process is faster. You could provide compensation to those who are denied boarding. These are just what I came up with in a few minutes. I'm sure there are many more actionable improvements that could be made, it just requires an awareness of the problem and a desire to fix it which both seem missing.

I can't speak to people trying to park at the stations, however, I doubt that waiting for new cars to improve train capacity will solve that issue. If the new cars are bike cars you could suggest that those customers ride to the station.

I'm glad that Caltrain has bike lockers available at stations as I'm sure they are extremely useful for many customers. However, unless Caltrain is in the mood to buy me another bike so I can leave one on each end of my commute that solution is not an option for me.

I'm not holding out any hope for the new schedule either. The last time you changed the schedule the bump problem got much much worse. I'm curious how you will evaluate the effect of the new schedule on bicyclists.

I hope to see some action soon. Maybe if it rains this year the crowds will decrease.

~AJ

On Tuesday, September 23, 2014, De La Torre, Andria <[delatorrea@samtrans.com](mailto:delatorrea@samtrans.com)> wrote:

Good Afternoon Mr. Schrauth. 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 regret to hear about your experience yesterday and we apologize for the delay that was caused to your commute. Caltrain is experiencing unprecedented growth in ridership for customers travelling both with and without bicycles. Although we successfully transport about 6,000 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.

While we try to accommodate as many bicycles as possible, the total count cannot exceed 48 on Bombardier equipment and 80 on our Gallery equipment. If the bike car is full, customers will have to get 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. We regret if Train 312 used Bombardier equipment yesterday when it normally does not. There are times when due to maintenance cycling or other operational issues that equipment is changed. Unfortunately, we don't have spare train sets to accommodate the growing demand of customers. We are working to purchase used train cars; however, they will need to be refurbished before being placed into service, a process that may take up to a year.

We have used our station electronic message signs to let bicyclists know when a train's bike capacity is full. The conductors relay the information to the dispatch center. However, it's an imperfect system because of the flow of customers on and off at each station, allowing the information to become outdated in a very short amount of time.

As an option, many Caltrain stations have an ample supply of bike lockers for customers to rent. We list the stations with locker availability at [www.caltrain.com/bikelockers](http://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 as you have experienced. In addition, we are adding a 22nd Street stop to a limited number of trains when we adjust our timetable on Oct. 5. Morning southbound Trains 216 and 226 will serve customers at the station; evening stops will be added to Trains 267, 277 and 287. These changes may add more flexibility for your commute.

Again, we apologize for the inconvenience. We do appreciate that you choose Caltrain as your commute mode and thank you for sharing your feedback.

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](http://www.smctd.com)

Sent: Monday, September 22, 2014 6:32 PM

To: Nabong, Sarah

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

Subject: Re: Bumped

Shockingly, the next train 279 only had room for 5 of us in the rear bike car. Pathetic.

I was one of the five to force my way on, but why should everyone else be stranded for another half hour. There were at least ten more folks bumped at the rear car. When do they get home?? Do you even care?

On Monday, September 22, 2014, CUSTOMER wrote:

I was just bumped from Caltrain 375 at redwood city along with 10 other cyclists. As usually, getting home a half-hour late is unacceptable. I won't see my daughter today thanks to this. What's worse, the only signs of change at Caltrain are that you are moving in the wrong direction. This morning you ran bombardier cars on train 312 and the mass of regulars at 22nd street was only on time for work because the conductors on 312 are hands down the best Caltrain conductors around. However, your message system claimed the train was full (it was not) and several regulars left to ride to 4th and King. This is the second time in a week you've ran the low capacity cars on a high demand train. Do you even pay attention to how many cyclists are bumped? It's an embarrassment.

I even rode to RWC early this afternoon to ensure that I got on the train today and there was no message about train 375 being full (there was a message for 269) which had long passed the station. If you had any system capable of communicating with your passengers I could have ridden to San Carlos and maybe gotten home. Instead I'm stuck here at RWC wondering if the next train will be full or not.



## McKenna, Nancy

---

**From:** De La Torre, Andria  
**Sent:** Tuesday, September 23, 2014 5:49 PM  
**To:** 'zlatkounger@gmail.com'  
**Cc:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); 'janice@sfbike.org'; 'bikesonboard@sfbike.org'  
**Subject:** Bumped off of #319 at RWC despite being one of the first commuters with a bike

Good Afternoon Zlatko. 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 regret to hear about your recent experiences while attempting to board Train 319. Caltrain is experiencing unprecedented growth in ridership for customers travelling both with and without bicycles. Although we successfully transport about 6,000 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 conductors to monitor the available onboard bike capacity so that they know how many cyclists can board at the next station. It's not up to the conductors to police who gets to get on first; we rely on the customer community to manage this. We have asked our Operations team to investigate, and take any necessary action, your claims that the conductor doesn't allow the available number of cyclists board. The conductor can't manage customers' behavior that happens when they aren't looking; it's not feasible to have an employee stationed at each bike car. While we try to accommodate as many bicycles as possible, the total count cannot exceed 48 on Bombardier equipment and 80 on our Gallery equipment. If the bike car is full, customers will have to get 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.

As we consider additions to our rail car fleet, we'll evaluate the feasibility of any further expansion, balanced with the needs of customers without bikes, customers with luggage and customers with wheelchairs and other mobility devices. We haven't determined the design of the new electrified fleet, but we are in the midst of soliciting feedback from customers. If you haven't already, please take a few minutes to take our survey at [www.caltrain.com/emusurvey](http://www.caltrain.com/emusurvey). In the meantime, many Caltrain stations have an ample supply of bike lockers for customers to rent. We list the stations with locker availability at [www.caltrain.com/bikelockers](http://www.caltrain.com/bikelockers).

Again, we apologize inconvenience. 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](http://www.smctd.com)

Sent: Tuesday, September 23, 2014 8:44 AM  
To: Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
Cc: janice@sfbike.org; bikesonboard@sfbike.org

Subject: Bumped off of #319 at RWC despite being one of the first commuters with a bike

Good morning,

For the second day in a row I have been bumped from Caltrain #319 by conductor Eddy at the Redwood City Caltrain station.

Despite being one of the first bikers on the platform, Eddy has denied me entry. Others, who came in minutes before the train arrived, managed to get on when the conductors are not looking, or got on the 2nd bike car.

The best part about all of this is that there was plenty of room on the first bike car. Eddy just does not play fair.

I urge you to consider adding more bike capacity on morning routes. My situation has been common for the past two months. Discrimination against commuters who make an effort to be the first and ride the train in peace has got to stop.

I have paid for my monthly just like any other passenger, and would like to be treated equally.

Thank you for your time.

Sincerely,

## McKenna, Nancy

---

**From:** Jason Terk <jason@goterkyourself.com>  
**Sent:** Tuesday, September 23, 2014 5:32 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Hello,

2 people just got bumped attempting to board the southernmost bike car on NB 269 in Redwood City.

Thanks,  
-Jason Terk

## McKenna, Nancy

---

**From:** Ryan Schmidt <rschmidtca@gmail.com>  
**Sent:** Tuesday, September 23, 2014 5:30 PM  
**To:** lindella@samtrans.com; bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** At least 7 bikes bumped from 269 NB

The trend of bumping bikes in redwood city continues. Today at least 7 bikes were bumped from 269 NB. Not good...  
Ryan

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Tuesday, September 23, 2014 11:03 AM  
**To:** 'Yann'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: Bike space on current and future Bombardier trains

*Thank you for your interest in expanding Caltrain's on board bicycle capacity.*

*In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.*

*During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.*

*Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.*

*The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.*

*Thank you for your patience.*

### **Tasha Bartholomew, Community Relations Officer**

Office of Public Affairs  
San Mateo County Transit District (SamTrans, Caltrain, TA)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### **We're on Facebook and Twitter!**

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)  
Follow us on [@SamTrans News](https://www.facebook.com/SamTransNews) and [@Caltrain News](https://www.facebook.com/CaltrainNews)

**From:** Yann [mailto:jesuisyann@gmail.com]  
**Sent:** Tuesday, September 23, 2014 10:43 AM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbikes.com; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bike space on current and future Bombardier trains

Hello,

My name is Yann Ly and I have been a Caltrain user for ten years. I do not own a car and believe in the importance of public transportation. I am thrilled to see increase in ridership and to have seen more bikers over the years. But I am also concerned about space for the future increase in ridership. During rush hour, I frequently hear the announcements warning riders of arriving trains to be at capacity with bike riders. I have also read that new Bombardier trains will not hold the same 80 bikes that is seen on gallery trains. I am writing to you in hope that you will examine and consider allocating enough space to both seats and bike racks for current and future demand.

Bike riders depend on public transportation for traveling far distances and are vast supporters of the train. I am a regular monthly pass holder and use many of the Caltrain stops for travel to my different job locations. Allowing more bike and pure transit commuters to take the train would also relieve car congestion, as I frequently see during peak hours at places such as Millbrae. This would ease the flow of traffic and pedestrians.

Thank you for your time and I hope you take the concerns of mine and fellow riders into consideration in future planning.

Respectfully,  
Yann Ly

## McKenna, Nancy

---

**From:** Kayla Kielar <kaylakielar@gmail.com>  
**Sent:** Tuesday, September 23, 2014 10:41 AM  
**To:** Bartholomew, Tasha  
**Cc:** Board (@caltrain.com)  
**Subject:** Re: Please retrofit the new cars into bike cars!

Hi Tasha,

Thank you for the explanation and for working hard to meet the needs of the Caltrain bike commuters. We are appreciative of your efforts and are willing to help provide assistance in the process. Please let us know when we can help. Thanks!

Kayla

On Tue, Sep 23, 2014 at 10:29 AM, Bartholomew, Tasha <[bartholomewt@samtrans.com](mailto:bartholomewt@samtrans.com)> wrote:

Dear Ms. Kielar,

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

**Tasha Bartholomew, Community Relations Officer**

Office of Public Affairs

San Mateo County Transit District (*SamTrans, Caltrain, TA*)

1250 San Carlos Ave., San Carlos CA 94070

[650.508.7927](tel:650.508.7927) (direct line)

**We're on Facebook and Twitter!**

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)

Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

**From:** Kayla Kielar [mailto:[kaylakielar@gmail.com](mailto:kaylakielar@gmail.com)]

**Sent:** Wednesday, September 17, 2014 4:09 PM

**To:** Board ([@caltrain.com](mailto:caltrain.com))

**Cc:** [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org); Nabong, Sarah; Bartholomew, Tasha; cacsecretary ([@caltrain.com](mailto:caltrain.com)); Caltrain, Bac ([@caltrain.com](mailto:caltrain.com)); [janice@sfbike.org](mailto:janice@sfbike.org)

**Subject:** Please retrofit the new cars into bike cars!

Hi,

I am so excited to hear that Caltrain has purchased more trains! I ride the Caltrain every day to get to work and am so thankful to have this service in our community. Caltrain is a safer, greener, healthier form of transportation and I am proud to be a commuter.

I live a bit far from the train station, so I ride my bike. I work in a cancer center and am responsible for calculating radiation doses for personalized cancer treatment plans. I also consult with patients regarding their stereotactic radiosurgery and brachytherapy, and have to be at work on time for these appointments.

Many of my employees have inquired about taking the train, and I have converted a few into new Caltrain riders by discussing the benefits (no traffic!). There are quite a few times that I have been passed up by a train that is no longer accepting bikes (full), and it has really caused issues with the cancer patient appointments having to



be delayed or rescheduled. When I come in late and it is due to the Caltrain, staff and patients become annoyed and displeased with Caltrain. Adding a third bike car to all trains would greatly improve the service that is offered and increase ridership and revenue.

Thank you again to Caltrain for adding more trains. I hope Caltrain will consider adding a third bike car to all trains so we can better the service provided to the community.

Kayla

-----  
Kayla N. Kielar, PhD, DABR, MSM

Chief Radiation Oncology Physicist

Dorothy E. Schneider Cancer Center

Mills Peninsula Health Services

100 S. San Mateo Drive

San Mateo, CA 94401

office: [\(650\) 696-4533](tel:6506964533)

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Monday, September 22, 2014 5:01 PM  
**To:** 'Justin Landrum'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: Please retrofit the new cars into bike cars!

*Thank you for your interest in expanding Caltrain's on board bicycle capacity.*

*In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.*

*During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.*

*Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.*

*The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.*

*Thank you for your patience.*

**Tasha Bartholomew, Community Relations Officer**  
Office of Public Affairs  
San Mateo County Transit District (SamTrans, Caltrain, TA)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### **We're on Facebook and Twitter!**

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)  
Follow us on [@SamTrans News](https://www.facebook.com/SamTransNews) and [@Caltrain News](https://www.facebook.com/CaltrainNews)

**From:** Justin Landrum [mailto:justin.landrum@gmail.com]  
**Sent:** Monday, September 22, 2014 4:17 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); janice@sfbike.org  
**Subject:** Please retrofit the new cars into bike cars!

Hello Caltrain and other Interested Parties,

I ride Caltrain every weekday, to work and back home, and use my bicycle on both ends to get that "last mile."

I love using public transportation and the ability to make it work with a bicycle! With Caltrain+Biking as my key transport to work and bicycling as my primary non-work travel mechanism, I've been able to live carless for several years now.

Bikes on Caltrain work so well that ridership is increasing like crazy - anyone who rides Caltrain can attest. The worst thing that can happen is getting bumped from train that's completely full. It destroys your plans for the day and crushes your soul. It makes you want to curl up into a ball and cry.

Please Please, for the love of all that is good and beautiful and right with this world, use the newly purchased cars as bike cars. 3 bike cars per bullet train is the way to go. Biking is pure and clean and wonderful.

Promoting biking on Caltrain, and preventing the bumping, is the right thing to do.

Love,  
Justin

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Monday, September 22, 2014 5:00 PM  
**To:** 'Bruce Lundquist'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: Please retrofit the new cars into bike cars!

*Thank you for your interest in expanding Caltrain's on board bicycle capacity.*

*In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.*

*During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.*

*Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.*

*The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.*

*Thank you for your patience.*

### **Tasha Bartholomew, Community Relations Officer**

Office of Public Affairs  
San Mateo County Transit District (SamTrans, Caltrain, TA)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

### **We're on Facebook and Twitter!**

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)  
Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

---

**From:** Bruce Lundquist [mailto:brucel@stanford.edu]  
**Sent:** Monday, September 22, 2014 2:42 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); janice@sfbike.org  
**Subject:** Please retrofit the new cars into bike cars!

It is terrific news that CalTrain is purchasing Bombardier cars to relieve crowding on peak-hour trains.

I take train 206 in the morning from 4th and King and always get on, but over the last few months the train has reached capacity by the time I get off in Redwood City.

I take train 261 in the afternoon from Redwood City, and so far have always been able to get on, but I often have to stand at least part

of the way.

I urge CalTrain to convert the new cars to bike cars. This would make the 6-car Bombardier sets essentially match the 5-car Gallery sets in bike capacity and reduce the number of cyclists who are denied boarding.

Thank you

Bruce Lundquist  
San Francisco

--

Bruce Lundquist  
Senior Designer  
Stanford University Press  
425 Broadway  
Redwood City, California 94063  
(650) 723-6808

[www.sup.org](http://www.sup.org)

<https://www.facebook.com/stanforduniversitypress>

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Monday, September 22, 2014 1:32 PM  
**To:** 'Robert-Jan Huijsman'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: Please retrofit the new cars into bicycle cars

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

Tasha Bartholomew, Community Relations Officer Office of Public Affairs San Mateo County Transit District (SamTrans, Caltrain, TA)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

We're on Facebook and Twitter!

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain) Follow us on @SamTrans\_News and @Caltrain\_News

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

**From:** Robert-Jan Huijsman [mailto:rjhuijsman@me.com]  
**Sent:** Thursday, September 18, 2014 11:02 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); janice@sfbike.org  
**Subject:** Please retrofit the new cars into bicycle cars

Dear directors of Caltrain,

I was excited to read that you have recently expanded your fleet of railway cars! I am a great fan of your service, and am excited to see it develop. I strongly believe you hold one of the key answers to the Bay Area's traffic problems, and am a regular rider between Mountain View and SF.

The way your service is at its strongest is when combined with a bicycle. Your trains do the long distance, the bicycle does the "last mile". In fact, bicycles are essential to the success of your service: if it weren't for the option of bringing a bicycle, many people (myself included) would most likely drive instead. The ability to bring a bike is a gigantic value differentiator for your service; I believe it is critical to your business.

In that light, I am disturbed to hear increasing numbers of bicycle-carrying riders are being bumped from your trains during rush hour due to overcrowded bicycle cars. Not only is this a great disappointment to your customers, it actively threatens your business model and delays the solution to the transit problem in the Bay Area. I strongly urge you to ensure bicycle riders will always find a place on Caltrain, for their comfort, but most of all to ensure your own continued growth.

Preventing bumping of bicycle riders can be achieved in the short term by retrofitting a number of your new cars to be bicycle cars, and attaching a third bicycle car to your rush hour trains. I hope you will investigate this option, in which case I am confident you will find it makes absolute business sense.

Sincerely,  
Robert-Jan Huijsman.

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Monday, September 22, 2014 1:31 PM  
**To:** 'Pete Krauer'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: Caltrain More Bike Cars Needed Now

Dear Mr. Krauer,

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

### **Tasha Bartholomew, Community Relations Officer**

Office of Public Affairs

San Mateo County Transit District (*SamTrans, Caltrain, TA*)

1250 San Carlos Ave., San Carlos CA 94070

650.508.7927 (direct line)

### **We're on Facebook and Twitter!**

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain)

Follow us on [@SamTrans\\_News](https://twitter.com/SamTrans_News) and [@Caltrain\\_News](https://twitter.com/Caltrain_News)

---

**From:** Pete Krauer [mailto:pkrauer@teslamotors.com]

**Sent:** Friday, September 19, 2014 6:49 PM

**To:** Board (@caltrain.com)

**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)

**Subject:** Caltrain More Bike Cars Needed Now

Dear Caltrain,

I have been a Caltrain rider now for about 24 years and in the early days I rode a skateboard so that I could get to and from the train. These days I ride my bike and I love being able to just load it on the train and sit by my bike (I'm always



afraid that someone will steal it). Many times the when I ride the bombardier cars I have to stand for 1 to 2 stops and I'm close to the end of the line (so most people have gotten off already). This means that currently we don't have enough capacity. I often see people struggle with their bikes because they have to stand or try to squeeze between the seats to get to the other bike racks.

Thanks for adding cars and please add bike cars I'm sure more people will start riding and those of us that do ride will continue.

Thanks for listening and just keeping the train system running,  
Pete Krauer



**McKenna, Nancy**

---

**From:** Billy D <billyd1970@gmail.com>  
**Sent:** Monday, September 22, 2014 8:22 AM  
**To:** bikesonboard@sfbike.org; Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bumped from 322@22nd st.

5 riders bumped from 8:02am train 322@22nd st station.

I appreciate all caltrain does to accommodate riders. However, this is the second time I was told the car was full by a conductor yet I could easily see available slots in the bike car with no other bikes waiting to be placed. What ever the reason it seems rather unacceptable that a rider/caltrain user should be denied ridership when there are slots available.

I've made this suggestion before and I'll keep doing it. I r encourage caltrain to set up specific areas at stations for bike riders to self organize lines. Bumps are at an all zzzžzzzdddx cçsetr4 4 time high (observations from being a bike/train rider for the past 5 years) and riders know it and crowd entrances QAq

Email sent from my phone so no guarantees.

## McKenna, Nancy

---

**From:** Haskin, Rita  
**Sent:** Friday, September 19, 2014 3:41 PM  
**To:** 'matthew\_deans@yahoo.com'  
**Cc:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Re: Bikes on Caltrain

Good afternoon, Mr. Deans. Your message to the Caltrain Board of Directors, Caltrain Citizens Advisory Committee, Caltrain Bicycle Advisory Committee and staff was referred to me for response. The Board and committee members and staff will receive a copy of our correspondence.

Thank you for letting us know about your concern about having customer information included in correspondence that is posted as part of the Caltrain Bicycle Advisory Committee agenda packet. It has been the practice of this agency to make a copy of all correspondence received by the Board or a particular committee available at their monthly meetings. Staff responses to the correspondence also are included. The Bicycle Advisory Committee has opted to make the packet of correspondence available electronically via the Caltrain website.

We are in the process of developing a web form to be used to report instances where a customer with a bike wasn't able to board a train. Providing an e-mail address will be optional. However, it hasn't been decided whether this will negate the need to discontinue that portion of the correspondence packet.

In response to your feedback, we've added the following language to our Contact page ([www.caltrain.com/contact](http://www.caltrain.com/contact)) to inform those that want to submit an online comment that the information may be made public:

"Correspondence, including any personal information such as names and e-mail addresses, submitted to this agency will become disclosable public records."

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](http://www.smctd.com)

Consumer Report #090161

Matthew Deans – [matthew\\_deans@yahoo.com](mailto:matthew_deans@yahoo.com)

Comment I just found out that all of these reports are made public, including the email address and full name of the sender, e.g.

[http://www.caltrain.com/Assets/\\_Agendas+and+Minutes/BAC/Correspondence/2011/May+19\\$!2c+2011+BAC+Correspondence+File+Part+2+of+2.pdf](http://www.caltrain.com/Assets/_Agendas+and+Minutes/BAC/Correspondence/2011/May+19$!2c+2011+BAC+Correspondence+File+Part+2+of+2.pdf) I found this out when I was alerted by a credit/identity monitoring service regarding a number of public documents containing my email address all posted by Caltrain. While this might be happening in the name of transparency and good governance, it is also increasing the risk of at least unwanted spam/phishing etc., and at most identity theft, for every person who reports being bumped. I don't think this is your intention and I respectfully request you find a way to document the incident reports in a way that protects the identity of those who are helping you improve your services by providing feedback. Thanks!

## McKenna, Nancy

---

**From:** De La Torre, Andria  
**Sent:** Friday, September 19, 2014 9:48 AM  
**To:** 'fcblam@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 Morning, Mr. Lam. 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 the feedback regarding the inconsistencies that you've observed. We expect our conductors to assist with crowd control as customers move in and out of the train cars. The conductors are responsible for only allowing a safe number of customers with bikes board the train, with no more than four per rack. We will remind our crews that they should implement our policies with consistency. If you observe anything to the contrary, please complete our form at [www.caltrain.com/contact](http://www.caltrain.com/contact) so that we can investigate and take any necessary corrective action.

We also regret that you weren't able to board your intended train with your bicycle on Wednesday. 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 – about 11 percent of our daily ridership – 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.

Many Caltrain stations have an ample supply of bike lockers for customers to rent. We list the stations with locker availability at [www.caltrain.com/bikelockers](http://www.caltrain.com/bikelockers).

Again, we apologize for the inconvenience you are experiencing. 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](http://www.smctd.com)

Sent: Wednesday, September 17, 2014 5:26 PM  
To: Nabong, Sarah  
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
Subject: Re: Bikes on Caltrain Comment

This is crazy. You have conductors who turns people away, and you have conductors just let people pile'em on. Where's the consistency with the regulation? Either do it right or don't do it at all.

Sent: Wednesday, September 17, 2014 5:13 PM

To: Nabong, Sarah

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

Subject: Bikes on Caltrain Comment

Bump from the 370. Who know how many other people got bump. They were turning people away 10 minutes before the train is to board.

## McKenna, Nancy

---

**From:** Bartholomew, Tasha  
**Sent:** Thursday, September 18, 2014 3:54 PM  
**To:** 'John Schlag'  
**Cc:** Board (@caltrain.com)  
**Subject:** RE: Please retrofit the new cars into bike cars!

Dear Mr. Schlag,

Thank you for your interest in expanding Caltrain's on board bicycle capacity.

In recent years, Caltrain has worked to accommodate the system's growing number of cyclist commuters by expanding on-board capacity by more than 50 percent since 2008.

During this time, Caltrain has continued to experience record ridership growth and today, the system is over-capacity for both cyclists and non-bike passengers during peak commute hours.

Since there is an increasingly urgent need to address this issue, Caltrain is evaluating options for expanding bike and non-bike capacity through the addition of rail cars on the system's most popular trains.

The process for adding more cars is lengthy and it will take approximately one year before this equipment is ready to be deployed. We are working hard to evaluate options for the configuration of the equipment and will be engaging members of the bike community, Caltrain passengers and other stakeholders when more information is available.

Thank you for your patience.

Tasha Bartholomew, Community Relations Officer Office of Public Affairs San Mateo County Transit District (SamTrans, Caltrain, TA)  
1250 San Carlos Ave., San Carlos CA 94070  
650.508.7927 (direct line)

We're on Facebook and Twitter!

Like us on Facebook at: [www.facebook.com/samtrans](http://www.facebook.com/samtrans) and [www.facebook.com/caltrain](http://www.facebook.com/caltrain) Follow us on @SamTrans\_News and @Caltrain\_News

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

From: John Schlag [mailto:[jschlag.me@gmail.com](mailto:jschlag.me@gmail.com)]  
Sent: Thursday, September 18, 2014 11:12 AM  
To: Board (@caltrain.com)  
Cc: [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org); Nabong, Sarah; Bartholomew, Tasha; [@caltrain.com](mailto:cacsecretary); Caltrain, Bac (@caltrain.com); [janice@sfbike.org](mailto:janice@sfbike.org)  
Subject: Please retrofit the new cars into bike cars!

Greetings, Caltrain Folk -

I'd very much appreciate it if we could have more bike space on the used cars being purchased. I'm a regular Caltrain rider from SF/4th to Mtn View.

Many thanks,

-John Schlag



## McKenna, Nancy

---

**From:** Shirley Johnson <dr\_shirley\_johnson@yahoo.com>  
**Sent:** Thursday, September 18, 2014 3:37 PM  
**To:** Caltrain, Bac (@caltrain.com)  
**Cc:** cacsecretary (@caltrain.com); Janice Li; Bartholomew, Tasha  
**Subject:** new capacity should match ridership

Dear Bicycle Advisory Committee,

It's exciting that Caltrain will add 16 new Bombardier cars to its fleet to help alleviate crowding during peak commute periods. The cars need retrofitting, so now is the time to assess how many of the cars should be bike cars.

As new capacity is added, it makes sense to match capacity with current customer base. According to a survey that Caltrain conducted and published in the Draft EIR for Electrification, 13% of Caltrain passengers bring a bike onboard. Bicycles are routinely bumped, so the percentage would be higher if there were more bike space, but let's take the minimum of 13%.

If 13% of the new capacity is bike capacity, then that would enable all six-car Bombardier cars to have three bike cars. In addition to the 24 bike spaces, there will be approximately 110 more seats added to the train with the addition of the sixth car, so walk-on passengers will be able to find a seat during busy commute periods.

For reference, here are the calculations:

Estimated number of seats per car: 130

Number of seats added to the fleet:  $16 \times 130 = 2080$

Number of seats to remove for 13% bike capacity:  $0.13 \times 2080 = 270$

Number of cars to convert to bike cars (20 seats must be removed for 24 bike spaces):  $270/20 = 13$

If 13 of the 16 new Bombardier cars are converted to bike cars, there will be more than enough bike cars for all Bombardier trains to have three bike cars.

Please ensure all six-car Bombardier trains have three bike cars by retrofitting new Bombardier cars as bike cars. This will help all your customers by allowing more people to bike to and from the station, thereby freeing up spaces in parking lots, freeing up seats on shuttles, reducing traffic congestion, and improving public health. Thank you.

Sincerely,  
Shirley Johnson

## McKenna, Nancy

---

**From:** De La Torre, Andria  
**Sent:** Thursday, September 18, 2014 2:48 PM  
**To:** 'dgmshore@gmail.com'  
**Cc:** Board (@caltrain.com); 'bikesonboard@sfbike.org'; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain

Good Afternoon, Mr. Shore. 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 experiences on Caltrain, and we regret that you aren't always able to board your intended train with your bicycle. 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 – about 11 percent of our daily ridership – 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.

Many of the trains that are popular with cyclists are also popular with Caltrain riders that do not use bicycles as part of their commute. As a result, Caltrain strives to maintain a delicate balance between the number of seats available for non-bike riders and slots available for bicycles. As we consider additions to our rail car fleet, we'll evaluate the feasibility of any further expansion, balanced with the needs of customers without bikes, customers with luggage and customers with wheelchairs and other mobility devices.

We haven't determined the design of the new electrified fleet, but we are in the midst of soliciting feedback from customers. If you haven't already, please take a few minutes to take our survey at [www.caltrain.com/emusurvey](http://www.caltrain.com/emusurvey).

As an interim solution, if it's feasible, you may opt to store your bike in a locker at the South San Francisco station. Unfortunately, we don't have any vacancies at the Redwood City station.

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](http://www.smctd.com)

Sent: Tuesday, September 09, 2014 5:43 PM  
To: Board (@caltrain.com)  
Cc: bikesonboard@sfbike.org; Bartholomew, Tasha; Nabong, Sarah; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
Subject: BIKES ON CALTRAIN

Hello,  
I am lending my voice to ask to PLEASE add more bike capacity to Caltrain.

I live about 1 mile from the Redwood City Caltrain stop. It's about a 15-20 min walk, but I can bike there in about 5 min. I bring my bike on board and take a bullet/limited stop train to South San Francisco and bike the remaining 2 miles to work. From home to work takes about 40-45 min. At night, it usually takes about the same amount of time, provided I don't get bumped (~50% chance of getting bumped from the Bombardier trains). Getting bumped literally adds an extra hour to my commute home (including 40 min wait for next train, 20 min extra on local train vs. express). If I choose to not bring my bike on Caltrain, I walk 15 min to Caltrain, take a bullet from RWC to Millbrae (15 min) then take a company shuttle to work (30 min + 5 min walk). Total time about 65 min. On the way home, my shuttle is less efficient and often gets stuck in traffic + I will usually have to wait at the Millbrae platform for at least 10-15 min. Time to get home is closer to 75-80 min.

Biking to/from Caltrain stations at both ends and bringing my bike on board shaves almost 45-50 min off my commute per day and I get some exercise, too! My Caltrain fares are completely reimbursed by my company, so I would very much like to be green and healthy and take my bike on Caltrain.

Conversely, if I were to drive, I could do my commute in less than 40 min each way. It is more expensive for gas (~\$50/week) and requires my complete attention.

That said, I have resorted to simply driving myself to work this past summer because the bike cars on my preferred Caltrain routes (Train 217 Morning, 278 or 288 Evening) have been slammed. It is no fun trying to get out of a packed bike car in South SF when most people are staying on until SF. I am glad that at least they aren't bumping people at RWC, but usually at least 12+ bikes per bike car get on in RWC in the morning and it is very hectic and unpleasant. In the evening, the 278 from SSF is usually just as packed and I often (50% chance) get bumped from the 288 because it is a stupid Bombardier train and the bike cars are almost always full once it leaves SF. Then I get home an hour later than I had expected. 40 min of the extra time is spent twiddling my thumbs at the sketchy SSF station, often in the dark. Instead of getting home at 7:35 PM, I get home exhausted at 8:30 PM. NO FUN.

CLEARLY, the bike cars on Caltrain are appreciated and well-used. They make my commute much easier when they are not filled to or above capacity. I should add that I consider myself lucky to get a space for my bike on caltrain and NEVER get a seat. I don't even bother trying to look for a seat. I'm OK with that since I'm only on Caltrain for 20 min or so. PLEASE add more capacity for bikes on board with current equipment and ESPECIALLY for the new electrified equipment. I would really like to use Caltrain as my main mode of commuting transportation. TAKE MY MONEY!!! Just please stop making it so damn hard for me!

## McKenna, Nancy

---

**From:** Mark Eliot <mark@eliotlabs.org>  
**Sent:** Thursday, September 18, 2014 11:20 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Janice Li; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

I saw two people denied boarding on Tuesday, Sept 16th on the northboard 267 at either Millbrae or San Bruno (can't remember which)

-M