

**Bicycle Advisory Committee**

**CORRESPONDENCE**

**Part 1**

**July 17, 2014 – September 12, 2014**

## Caltrain, Bac (@caltrain.com)

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**From:** Pepper, Robert <Robert.Pepper@ssa.gov>  
**Sent:** Friday, September 12, 2014 2:57 PM  
**To:** Board (@caltrain.com)  
**Cc:** Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** RE: Caltrain Rider and bike user

I am writing concerning the new cars (Bombardier) that are being purchased to alleviate commute-period crowding. I would like to make sure that bike users will have enough space to avoid bumping. I am able to use CalTrain with a bike in the non-commute hours but I have not had a lot of success during the commute hours due to bumping. I had to purchase a foldup bike to allow me to board without fear of being bumped. I am concerned for other bike riders and I did want you to know that I think those on board with bikes are improving the problem of traffic congestion by riding bikes and are assisting to avoid further pollution by riding bikes. They should not be inconvenienced due to not enough bike cars during commute hours.

By the way, the bike cars often have people seated in the cars that do not have bikes. The bike riders have to stay with their bike to avoid theft so they have to stand. This is not fair and the conductors should check on the bike cars to make sure only bike rides are seated in those (bike) cars. I noted this and had to complain to a conductor for letting so many people sit in the bike cars without bikes after a Giants afternoon game and there were hundreds of seats available in other cars.

Rob Pepper/Belmont-Hillsdale to San Francisco CalTrain Rider.

## Caltrain, Bac (@caltrain.com)

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**From:** Reyn Johnson <reynjohnson@gmail.com>  
**Sent:** Friday, September 12, 2014 10:17 AM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** RE <http://www.caltrain.com/Page3474.aspx>

Dear Caltrain Board,

I am a regular bike commuter. I commute between Palo Alto and Belmont/Hillsdale. Recently, I read about the recent purchase of Bombardier cards from southern California. Thank you for purchasing this new (to Caltrain) rolling stock to alleviate commute-period crowding.

Most day for the afternoon run, I'm faced with full bike cars, where conductors are involved with directing bike traffic and enforcing good behaviour of the cycling passengers. It is quite crowded, and occasionally, I am not able to get on a train due to congestion. This occurred yesterday afternoon.

I urge you to consider using these new Bombardier cars as bike cars, please, to alleviate bumping, increase ridership and revenue. This would also reduce parking in the lots and reduce pollution.

Specifically, I ask you to consider adding a third bike car to all Bombardier trains, so they will hold 72 bikes instead of only 48. New capacity should match current ridership, and currently 13% of Caltrain passengers bring a bike onboard (Reference: Caltrain Draft Environmental Impact Report for Electrification). Sixteen new cars will add approximately 2,100 seats to the fleet. If Caltrain replaces 13% of the seats with bike space, then 13 of the 16 new Bombardier cars should be bike cars, which would enable all six-car Bombardier trains to have three bike cars.

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Best regards,

Reyn Johnson  
708 Mendocino Way  
Redwood City, CA 94065-1797  
(650) 888-0743

## Caltrain, Bac (@caltrain.com)

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**From:** Viraj <vnavkal0@gmail.com>  
**Sent:** Friday, September 12, 2014 9:44 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bumped from 332 at millbrae

Hello,

I was just bumped from train #332 at millbrae. Please add more bike cars! This is the third time I have been bumped in the past week.

## Caltrain, Bac (@caltrain.com)

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**From:** Matt Colyer <matt@colyer.name>  
**Sent:** Thursday, September 11, 2014 7:29 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** New Bombardier Bike Cars

Hello,

My name is Matt Colyer and I'm a daily bike commuter on the Caltrain for the past five years. I ride from Redwood City to San Francisco. I used to ride the 8:30am train into the city however due to crowding over the last two years I've had to rearrange my schedule to the 9:20 train, the last limited stop train from Redwood City. However in the recent weeks even the 9:20 train has become to full and I now have to ride the 6:45am train in order to reliably get a seat and avoid getting bumped.

I appreciate that you've decided to move forward with the new cars, they are sorely needed. However it is my firm opinion that theses cars should be bike cars. The Bombardier trains already hold fewer bikes than the older style trains and there is frequent bumping today. In order to continue to attract future riders it is paramount that the bike capacity is increased, many frustrated bikers already turned away today. Bikes solve the last mile problem as many cities on the peninsula aren't dense enough such that all commuters can live within walking distance of a train stop. We should encourage that, not bump them.

Thank you for your time and consideration,  
-Matt Colyer  
Redwood City, CA

## Caltrain, Bac (@caltrain.com)

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**From:** Scott Yarbrough <yarbrough.scott@gmail.com>  
**Sent:** Thursday, September 11, 2014 5:44 PM  
**To:** Bikes on Board; Caltrain, Bac (@caltrain.com); Bartholomew, Tasha; Nabong, Sarah; cacsecretary (@caltrain.com); Board (@caltrain.com)  
**Subject:** Re: More bike bumps

So tonight I was permitted on the 269 northbound baby bullet, boarding at Redwood City, but the conductor failed to permit 6 cyclists in Redwood City from boarding, and an additional 5 cyclists in San Carlos from boarding. There were at least four additional bike spaces in the northern-most car that could have been used by the cyclists left on the platform, but the conductor refused to permit any more cyclists to board than the number who disembarked at each stop.

It is imperative that Caltrain develop a more reliable system that increases bike capacity as it moves toward electrification. The city of San Francisco is moving toward a goal of dramatically increasing sustainable, non-automobile travel by the end of the current decade. The change will increase the use of bicycles as a commute vehicle, and will result in an increased need for bike capacity on Caltrain. The current capacity, while appreciated by commuters like myself, continues to be insufficient. Please increase your capacity for bikes on board trains.

I think I'll take my car tomorrow, though, since I was bumped 3 of the 4 days of this work week.

Scott Yarbrough  
RWC/SF

On Sep 9, 2014 5:36 PM, "Scott Yarbrough" <[yarbrough.scott@gmail.com](mailto:yarbrough.scott@gmail.com)> wrote:

10 paid cyclists tonight in RWC, all bumped from the Northbound RWC bullet train that departed for SF at 5:25.

You really need additional bike capacity on your trains! I am missing a child care pick up tonight due to your unreliable system.

Scott Yarbrough  
SF/RWC

## Caltrain, Bac (@caltrain.com)

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**From:** Jonathan Ragan-Kelley <katokop1@gmail.com> on behalf of Jonathan Ragan-Kelley <jrk@cs.stanford.edu>  
**Sent:** Thursday, September 11, 2014 5:20 PM  
**To:** bikesonboard@sfbike.org; Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** At least 10 bikes bumped from #269 at Palo Alto, 9/11/2014

Immediately after, I made it onto 269 but at least 10, and probably significantly more, didn't. The volume of backed up bikes appeared to actually be increasing.

> On Sep 11, 2014, at 5:09 PM, Jonathan Ragan-Kelley <[jrk@cs.stanford.edu](mailto:jrk@cs.stanford.edu)> wrote:

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> The conductor was totally non-communicative, and wouldn't allow boarding even though some racks visibly had 2-3 bikes on them. Multiple people addressed him to ask questions and he refused to say a word.

>

> Bombardier trains have become effectively impossible to board northbound at Palo Alto between 5-7pm.

>

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>> On Sep 9, 2014, at 7:18 PM, Jonathan Ragan-Kelley <[jrk@cs.stanford.edu](mailto:jrk@cs.stanford.edu)> wrote:

>>

>> Train 385 had to bump a number of bikes today at Palo Alto. It's a Gallery train but was still well over capacity and delayed by the boarding process with so many bikes.

## Caltrain, Bac (@caltrain.com)

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**From:** Hilary Douglas <hildoug@yahoo.com>  
**Sent:** Thursday, September 11, 2014 5:14 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** 3+ bikes bumped from NB371

Just saw three + bikes bumped from NB371 at Palo Alto.  
There are also 5 of us who are standing with bikes on board because there is no rack space.

Bombardier trains are the worst.

We need more bike capacity on the new trains.

~Hilary

sent from the iPhone

## Caltrain, Bac (@caltrain.com)

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**From:** Jonathan Ragan-Kelley <katokop1@gmail.com> on behalf of Jonathan Ragan-Kelley <jrk@cs.stanford.edu>  
**Sent:** Thursday, September 11, 2014 5:10 PM  
**To:** bikesonboard@sfbike.org; Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** At least 14 bikes bumped from #371 at Palo Alto, 9/11/2014

The conductor was totally non-communicative, and wouldn't allow boarding even though some racks visibly had 2-3 bikes on them. Multiple people addressed him to ask questions and he refused to say a word.

Bombardier trains have become effectively impossible to board northbound at Palo Alto between 5-7pm.

> On Sep 9, 2014, at 7:18 PM, Jonathan Ragan-Kelley <[jrk@cs.stanford.edu](mailto:jrk@cs.stanford.edu)> wrote:

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> Train 385 had to bump a number of bikes today at Palo Alto. It's a Gallery train but was still well over capacity and delayed by the boarding process with so many bikes.

## Caltrain, Bac (@caltrain.com)

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**From:** Jonathan Cesena <jrcesena56@yahoo.com>  
**Sent:** Thursday, September 11, 2014 5:01 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!

Please provide more bike cars. Everyday the cars fill up and people are left standing on the platforms.

Thank you

Sent from my iPhone

## Caltrain, Bac (@caltrain.com)

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**From:** Bryn Dole <bryn.dole@gmail.com>  
**Sent:** Thursday, September 11, 2014 10:55 AM  
**To:** Bikes on Board; Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bicycle Bumps

3 bikes bumped (or more, only saw those trying to get on the 2nd bike car)  
Sept 11, 2014  
San Antonio Station  
Train #135 (northbound)  
Bombardier

## Caltrain, Bac (@caltrain.com)

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**From:** Zoe Hoster <zoe.hoster@gmail.com>  
**Sent:** Thursday, September 11, 2014 10:42 AM  
**To:** Board (@caltrain.com); Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org  
**Subject:** New bombardier cars must be bike cars

Hello,

I commute on Caltrain daily from San Francisco to San Mateo, and often also ride south to Palo Alto on the train to visit friends.

Thank you very much for purchasing additional cars to alleviate commute-hour crowding.

Please outfit the new cars as bike cars, so that the trains have capacity for 72 bikes. I often bring my bike on board, as I love the flexibility of being able to travel to destinations that are farther than walking distance from the train station. The bike cars also enable me to commute by bike some mornings, and take the train back in the evening.

However bringing my bike means always taking a risk that I will be bumped from the train. If I cannot rely on bringing my bike on Caltrain, I would have to resort to driving.

Best regards,  
Zoe Hoster

San Francisco, CA

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Zoë Hoster  
+1 415 269 7621

## Caltrain, Bac (@caltrain.com)

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**From:** Florez, Jon <jflorez@stanford.edu>  
**Sent:** Thursday, September 11, 2014 9:39 AM  
**To:** Board (@caltrain.com); bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bombardier cars means bike cars 091114

Good day,

Thank you for adding new cars and new lines in the coming years. As a daily commuter via Caltrain by bike, please consider converting some of the new cars to bike cars. There have been numerous times as a bike commuter that the current capacity of two Caltrain bike cars are full to capacity.

On a side note, but one that should be strongly considered by all, affected by this decision to add bike cars is to request that passengers non-bike riders and ones with luggage not use the bike cars. Many times the cars have luggage or strollers hitched up to the rails where a bike should be. Additionally, foot traffic immediately uses the bike car seats leaving no seat for the bike commuter. It is understood that the cars are public access, however, the small sticker at the entrance may be better placed at each window seat asking the commuter to consider alternate seating and leave this area for bike commuters.

Finally, there have been numerous times when non riders are eying the bikes in ways that seems more than just in admiration.

Thank You

~STANFORD UNIVERSITY~

Jon Florez

T 1.650.736.8377

 / [jflorez@stanford.edu](mailto:jflorez@stanford.edu) / [jonf@bonair.stanford.edu](mailto:jonf@bonair.stanford.edu)

## Caltrain, Bac (@caltrain.com)

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**From:** Elliot Schwartz <elliott.schwartz@gmail.com>  
**Sent:** Wednesday, September 10, 2014 10:41 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Make new cars bike cars

Hello,

My name is Elliot Schwartz. I live in San Francisco and take Caltrain to Millbrae weekly, and then bike the rest of the way to work. In my previous job, I took Caltrain daily, also with my bike on board.

Thank you for buying additional train cars to help with passenger demand. While those passengers who walk, drive, or take transit to and from Caltrain are just now beginning to see the effects of crowding on peak trains by having to stand, those of us who bring our bike on board have experienced years of crowding by being denied boarding.

To keep pace with the growth in riders, avoid denying more passengers boarding, and reclaim some of the riders scared away by being bumped -- the new cars need to be bike cars. Please add a third bike car to such that all trains hold at least 72 bikes. Bringing a bike on board is the only way that those of us who do not live or work on a frequent transit route that directly connects to Caltrain can reliably get to and from the station.

Thank you for your consideration,

Elliot Schwartz

San Francisco, CA

## Caltrain, Bac (@caltrain.com)

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**From:** Michael Isard <misard@michaelisard.com>  
**Sent:** Wednesday, September 10, 2014 7:01 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Caltrain bike car capacity

I have been commuting daily on Caltrain from San Francisco since 1999, first to Palo Alto and since 2002 to Mountain View. I need to cycle to reach my destination at both ends, so I take my bike on the train. It is great that you are expanding the rush hour train capacity by getting new Bombardier trains. However I am very concerned by the idea that you will not expand bike capacity at the same time, and may even reduce it on some trains. As you know, the bike cars are already overcrowded on all rush hour trains, and I have modified my commute already to avoid ever using a Bombardier train. My commute is only feasible in the first place because I travel between 4<sup>th</sup> and King and Mountain View: if I needed to get on at 22<sup>nd</sup> St or Palo Alto (or anywhere north) I would never be able to count on loading my bike, and would end up driving a significant fraction of the time. Reducing bike capacity to the point where I couldn't even reliably get on at SF or MV would be very bad for my Caltrain commute.

I hope you will consider expanding bike capacity on Bombardier trains to 72 by adding a third bike car to all of those trains when you increase capacity.

Thanks,  
Michael Isard (San Francisco)

PS I realize that dwell time is a problem with the gallery car trains. You could reliably reduce dwell time by 20-30 seconds at Mountain View northbound every train in peak hours by asking the conductors to direct foot passengers to the second car. As it is, each day no bikes are loaded until a large group of foot passengers have got on, and the train is delayed while the bikes eventually get to load. If the foot passengers were directed to another car they would have plenty of time to walk to that car while the bikes are loading. Of course loading bikes quicker is also important, but I have finally noticed in the last few months a reduction in bikers who hold up the line by trying to stash their bikes near the door.

## Caltrain, Bac (@caltrain.com)

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**From:** Lerond Mallard <lmallard913@gmail.com>  
**Sent:** Wednesday, September 10, 2014 2:36 PM  
**To:** Board (@caltrain.com)  
**Cc:** Nabong, Sarah; cacsecretary (@caltrain.com); Bartholomew, Tasha; Caltrain, Bac (@caltrain.com); bikesonboard@sfbike.org  
**Subject:** New Bombardier Cars

I am a multi-modal commuter (bus-bike-train) from the East Bay to Stanford University, for the past seven years. I depend on public transport to get to work, make a living and do my civic duty to reduce greenhouse gas.

Please do not REDUCE the bike capacity. Do dedicate some cars for bicyclist, some of the most loyal Caltrain riders. The bay area is a progressive region and leader/model for the rest of the country. Do not erode or regress on that status and abandon loyal riders. the commitment to two bike cars has been successful but as of late I have seen too many bikers left on the platforms with tickets in hand. I encourage you all to think of adding another bike car.

Sincerely,  
Lerond Mallard  
Albany, CA  
650-521-3460

## Caltrain, Bac (@caltrain.com)

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**From:** Irvin Dawid <irvindawid@gmail.com>  
**Sent:** Wednesday, September 10, 2014 1:41 PM  
**To:** Board (@caltrain.com)  
**Cc:** Shirley Johnson; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Used Bombardier cars from MetroLink

Thanks for these additional cars - they are desperately needed!

Suggestion: Make the lower level accommodate bikes - that leaves top level, and the two sides, to accommodate passengers without bikes, but it still would not bring the Bombardier consist equal to gallery car consist bike capacity.

Thanks!

Irvin Dawid  
615 Ansel Rd., Burlingame, 94010  
650-283-6534  
Monthly pass customer, zone 2-1.

**Caltrain, Bac (@caltrain.com)**

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**From:** Barry Marchessault <barry3dat@yahoo.com>  
**Sent:** Wednesday, September 10, 2014 1:18 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Increase Bike Capacity

Folks,

I am a daily rider, a monthly pass holder and I am also a bicyclist. I was happy to learn of plans to add Bombardier cars to increase commute capacity but also concerned that these cars will not increase bike capacity? Considering the uptick in bicycle ridership I witness daily, I wish to recommend that bike capacity be bolstered on all trains.

Increasing bike capacity will result in increased ridership and revenue and reduce “bumping”.

Money spent on bicycle infrastructure is the most far reaching and efficient as cyclists don’t require additional parking, bus, and shuttle infrastructure

I urge you to be forward thinking in your capacity planning and ensure a third bike car is added to all Bombardier trains, to increase capacity to 72 from the current limit of 48.

Yours,

Barry Marchessault  
San Bruno

## Caltrain, Bac (@caltrain.com)

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**From:** Hung Le <lehung55@gmail.com>  
**Sent:** Wednesday, September 10, 2014 9:55 AM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Caltrain new bike Bombardier cars

Dear Caltrain Board Members,

I am a bike commuter, using Caltrain daily between Diridon/Tamien and the upper Peninsula. I read with interest the latest news from Caltrain. First of all, I am very glad that Caltrain consider six-car trains soon – this is a long awaited added capacity that we have been looking for. I, along with many commuters, thank you for this addition.

However I need to voice my deep concern regarding Caltrain decision for the new cars. More specifically the plan (or rather, lack of plan) for accommodation of bikes on board. In the past year I have noticed an increase in bike commuters on the train, very consistent with increase in overall ridership reported by Caltrain. I have kept moving up my commute time earlier and earlier to avoid the possibility of being bike-bumped, but even the earliest trains at the crack of dawn (and the after-8pm late return trains) get filled up with bikers. This shows that more and more people are interested in bike-commute, and to take bikes on train. Yet even with this evidence, what I read is that Caltrain plans to acquire new Bombardier cars without any plan to retrofit for bikes.

I think it is very short-sighted not to consider bike space for these newly acquired cars. I would like offer my thoughts about the Bombardier cars. There is no doubt that the Bombardier is quieter, and has a low profile making it easier for people to embark/disembark. But as a biker I am far from being a fan of this type of car for one simple reason: it accommodates 40% fewer bikes than a gallery car!! Thus I read with great disappointment that Caltrain even considers replacing gallery trains with Bombardier. Having said that, I believe if you do have to replace the gallery trains, then it is imperative that the new Bombardier cars retrofitted for bikes; and have 3 bike cars for the Bombardier trains to bring them to the equivalent bike capacity as gallery trains.

Furthermore, I would like to question Caltrain general attitude regarding bicycles. A majority of bike commuters I talked to feel that there seems to be a general “anti-bike” attitude at Caltrain: instead of considering different ways to promote bikes on board, Caltrain has consistently treated bikers as an after-thought, and we have to fight tooth and nail just to have Caltrain to take a second look!

Cities everywhere are reconfiguring roads to have bike lanes, bike sharing, etc. and encourage commuters to get back to the greener and healthier way of transportation; even BART is now fully embracing bikers. Yet from every piece of news I read, Caltrain appears to plan for the opposite directions: (a) resists retrofitting train for bike space, (b) slow to consider bike cars for the electrification plan, (c) responding to increase in non-biker ridership only. This is far from promoting a low carbon footprint bay area!

I don't know how many, if any, of Caltrain Board members or staff commute on bikes, but I hope you show your understanding for the needs of a growing segment of commuters who try to spread the back-to-basic transportation. Therefore I urge that the new Bombardier cars must be retrofitted for bikes.

Sincerely,

Hung Le  
One less car on the road  
San Jose

## Caltrain, Bac (@caltrain.com)

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**From:** Alpesh Patel <alpesh.patel@gmail.com>  
**Sent:** Wednesday, September 10, 2014 9:47 AM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; Caltrain, Bac (@caltrain.com); cacsecretary (@caltrain.com)  
**Subject:** Why 6-car Bombardiers need to include "3" bike cars

Dear Caltrain Board,

I heard from SFBC that Caltrain is looking to make Bombardier trains 6 cars long. Congratulations! That could be a win for public transit in general and Giants fans in particular. Unfortunately, and inexplicably, the current proposal is NOT a win for cyclists. You can change that, and have a plan where EVERYONE wins, by ensuring the EVERY 6-car train includes 3 bike cars. Below is background on my experience as a rider and reasons 3 bike cars per train are essential.

### My Caltrain Use

I moved to SF 9 years ago (2 miles from Caltrain) and have worked in the Peninsula that whole time (~3 miles from Caltrain). The bike and train commute is efficient; I'm either exercising, or on the train getting things done. Without my bike on both ends, I would not take Caltrain.

A year ago my office moved from Foster City to Redwood Shores. With my bike, I can use any of FOUR stops near the office (Hillsdale, Belmont, San Carlos, Redwood City). Because most trains make only limited stops (which I support) being able to catch trains at different stops means I have more trains to choose from, and I need that flexibility to avoid driving.

The fastest way home is to catch a Bombardier train at Hillsdale, but this is one where I am at greatest risk of getting bumped. It is only in the last few months that I realized that Hillsdale station gives me the fastest commute home (despite not being the closest station). Sadly, I have been bumped on 2 out of 6-8 attempts to catch a train there.

Reasons 6-car Bombardiers need to include 3 bike cars:

- 1) Cyclists (including me) still get bumped.** There is clear demand for more than 48 bikes per train at commute hours. When gallery trains often have more than 80 bikes, it is clear that we do not yet know how much demand there is for bike space. Bumps are an underestimate of demand. The fear of bumps still keeps some away.
- 2) The bike/train commute is here to stay.** The factors driving the bike and train commute are becoming stronger, not weaker, with time. Driving is getting worse. Land is getting more expensive, meaning that companies cannot afford to consolidate workplaces along any one corridor such as the 101. Cities are wisely getting more bike friendly.
- 3) Faster boarding.** 3 bike cars makes for faster boarding and exiting. Boarding and exiting bikes is generally a bit slow but smooth, except when at or above capacity. With 3 bike cars, either boarding will be faster due to less frequent overcrowding, or it will be no worse than today but with a LOT more people who would have otherwise not caught the train. Either is a win.

4) **Don't make the problem worse!** If one gallery train is replaced with a Bombardier, that train will lose **THIRTY-TWO** bike spots. At least going with 3 bike cars will limit that reduction to eight. That is still sad, but tolerable if the net capacity for bikes is going up a lot.

Even on gallery trains, a big reason bumps happen less is that smart conductors allow more than 40 bikes when necessary to get everyone on board. Over 80 bikes on a train is a **REGULAR** occurrence. 72 on the Bombardiers makes sense.

I'm excited about 6-car trains. I'm happy that those who walk, bus or drive will have more seats. Please include cyclists in the win!

Alpesh Patel,  
San Francisco

## Caltrain, Bac (@caltrain.com)

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**From:** Andrea Minarcek <aminarce@gmail.com>  
**Sent:** Wednesday, September 10, 2014 9:17 AM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** New Bombardier cars must be bike cars

Dear members of the Caltrain Board:

Hello. My name is Andrea Minarcek, and I'm writing to ask that you please make the new Bombardier cars bike cars.

I live in San Francisco and work in Menlo Park. Every day of the week, I commute by bike and Caltrain to work. I can't afford a car right now, and I live far enough from San Francisco's Caltrain stations that I need to cycle there (to the 4th and King stop), so commuting with my bike is a must.

I'm glad to hear that you're buying new cars to help alleviate crowds during the commuting hours. Thank you. May I suggest—and strongly urge—you to make the new cars bike cars? It would help more passengers be able to fit on the trains. As it is, with only two bike cars per train, my fellow cyclists and I are often bumped. In fact, I was bumped not once but twice last evening at the Menlo Park station and was late to a client dinner in San Francisco because of it. I'm bumped at least once a week, though I often try to change up which train I catch to avoid it.

Making the new cars into bike cars would also help the environment, by encouraging more passengers to cycle, rather than drive, to their station stops. That would reduce traffic congestion and pollution—and by extension, garner a good reputation for Caltrain and for the Bay Area in general.

Please make the new Bombardier cars bike cars.

Thank you for your consideration.

Best,  
Andrea Minarcek  
- San Francisco resident

## Caltrain, Bac (@caltrain.com)

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**From:** Lotti Dunbar <lottid@mac.com>  
**Sent:** Tuesday, September 09, 2014 10:13 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** bombardier cars

Hi

I have been enjoying taking Caltrain to work with my bike. It is getting dark and colder and it is very nice to ride to work in a heated train. After work, I ride home on my bike. I get my exercise that way, unwind, look at the beautiful bay trail, save some pollution and congestions and get home about 10 min later than when I would take 101 and my car. My commute is 8 to 10 miles depending which route I take and I love it. I catch the 313 train at Hillsdale at 7:16AM and ride to Millbrae on the express train. The train is crowded and often maxed out with bikes. I have gotten bumped.

Having new cars that only hold 48 bikes instead 80, would probably mean that I would not get a spot in a bike car and would probably have to drive to work in the already crowded 101 corridor.

Pleas consider adding extra cars to accommodate bikes. It's one of the best ways to help with traffic grid lock.

sincerely

Lotti Dunbar  
[lottid@mac.com](mailto:lottid@mac.com)

## Caltrain, Bac (@caltrain.com)

---

**From:** Matthew Deans <matthew\_deans@yahoo.com>  
**Sent:** Tuesday, September 09, 2014 7:29 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Re: Bikes on Caltrain 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+BA C+Correspondence+File+Part+2+of+2.pdf](http://www.caltrain.com/Assets/_Agendas+and+Minutes/BAC/Correspondence/2011/May+19$!2c+2011+BA C+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!  
-Matthew

## Caltrain, Bac (@caltrain.com)

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**From:** Jonathan Ragan-Kelley <katokop1@gmail.com> on behalf of Jonathan Ragan-Kelley <jrk@cs.stanford.edu>  
**Sent:** Tuesday, September 09, 2014 7:18 PM  
**To:** bikesonboard@sfbike.org; Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes bumped from #385 at Palo Alto, 9/9/2014

Train 385 had to bump a number of bikes today at Palo Alto. It's a Gallery train but was still well over capacity and delayed by the boarding process with so many bikes.

## Caltrain, Bac (@caltrain.com)

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**From:** Dan Shore <dgmshore@gmail.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!

Daniel Shore,  
Redwood City CA

## Caltrain, Bac (@caltrain.com)

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**From:** Scott Yarbrough <yarbrough.scott@gmail.com>  
**Sent:** Tuesday, September 09, 2014 5:36 PM  
**To:** Bikes on Board; Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** More bike bumps

10 paid cyclists tonight in RWC, all bumped from the Northbound RWC bullet train that departed for SF at 5:25.

You really need additional bike capacity on your trains! I am missing a child care pick up tonight due to your unreliable system.

Scott Yarbrough  
SF/RWC

## Board (@caltrain.com)

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**From:** Dave Maltz <dave@akdm.net>  
**Sent:** Tuesday, September 09, 2014 5:18 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org,nabongs@samtrans.com,bartholomewt@samtrans.com,cacs  
ecretary@caltrain.com, bac@caltrain.com  
**Subject:** More bike cars please!

Dear Caltrain Board,

It is wonderful that you are buying new trains to extend the length to 6 cars. Please let that extra car be a bike car.

I am a regular bike commuter (I am on 267 now) and have been for 10 years. I have seen an uptick in cyclists and witnessed many getting bumped in the early morning on yesterday's 206. Demand continues to increase and space should expand to accommodate.

Thanks for your consideration,

Dave Maltz  
San Francisco <> San Carlos

--

sent from my phone

## Caltrain, Bac (@caltrain.com)

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**From:** Jonathan Ragan-Kelley <katokop1@gmail.com> on behalf of Jonathan Ragan-Kelley <jrk@cs.stanford.edu>  
**Sent:** Tuesday, September 09, 2014 4:34 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bike capacity in new Bombardier cars

I have been dependent on the combination of Caltrain and my bike for commutes to and from all parts of the Peninsula over the past six years. Currently, I commute daily from 4th & King to Palo Alto. I am excited that Caltrain is buying new Bombardier cars to increase peak time capacity. However, Bombardier trains already have far too little bike capacity at peak hours, and bike commute rates are only increasing (rapidly).

Limited bike capacity is an enormous problem, especially on commute-time trains. Many of us who build our entire livelihood around a Caltrain-based commute simply cannot make this work without taking bikes on board to connect at both ends of the train ride. As it becomes more and more difficult to guarantee space for bikes, Caltrain becomes less and less feasible as a mode of transportation, especially for regular commuting to and from work.

The obvious solution is for Bombardier trains to switch to three bike cars from two, increasing their bike capacity by 50%. Increased bike capacity would encourage current Caltrain riders to shift from driving to biking. But more significantly, increased bike capacity would increase total ridership. Many of us would simply have to give up Caltrain as a commute option without the ability to use a bike on either end to connect to home and work.

Investing in \*decreasing\* the ratio of bike spaces to total train capacity on these already most-constrained trains, as is currently planned, could be catastrophic.

The possibility of being bumped due to insufficient bike capacity is already a major problem at peak hours. Reducing reliability for bike commuters risks making Caltrain untenable as a commute option; if we can't trust the system to get us to and from work on a schedule, we can't use it. Without it, for most of us, the only other tenable option is driving. This has an enormous potential impact on ridership, fare revenue, traffic congestion and pollution.

Thank you,  
Jonathan Ragan-Kelley  
2652 Harrison St.  
San Francisco, CA

## Caltrain, Bac (@caltrain.com)

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**From:** Martin MacKerel <martin.mackerel@gmail.com>  
**Sent:** Tuesday, September 09, 2014 4:28 PM  
**To:** Board (@caltrain.com)  
**Cc:** BIKES ONboard; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Please outfit new Bombardier cars with bike racks

I'm a programmer; I live in San Francisco and I have worked at jobs in SF and up and down the Peninsula for the last 15 years. While I currently work in SF, it is likely that I will work in the South Bay again in the next couple of years. Whenever I work in the South Bay, I commute by biking to Caltrain from home, bringing the bike on board, and then biking to my workplace.

I'm happy that you're buying more of the new Bombardier cars and electrifying the service. I respectfully request that these new cars include bike racks, and that a third bike car be added to all-Bombardier trains to increase bike capacity on those trains to 72.

Only with consistent capacity that eliminates bumping can Caltrain be reliable and trusted; only with that reliability will more people use Caltrain and leave their cars behind. In my experience, there is no substitute to the combination of Caltrain and bicycling to allow me to engage in a long commute in a dependable, flexible, and healthy way.

Yours,

Martin MacKerel

San Francisco

## Caltrain, Bac (@caltrain.com)

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**From:** Rob Kahn <RKahn@fenwick.com>  
**Sent:** Tuesday, September 09, 2014 3:19 PM  
**To:** Board (@caltrain.com)  
**Cc:** 'bikesonboard@sfbike.org'; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Input on new Bombardier trains

Hi Caltrain:

I read recently about the intent to purchase 16 surplus Bombardier trains to deal with the increased ridership. Welcome news indeed. I've been a dedicated Caltrain rider for over a decade now, commuting from San Francisco to Mountain View four days a week. The service is a tremendous asset and I'm constantly promoting it to co-workers and neighbors who are also dealing with the commute between SF and Silicon Valley.

I'm also an avid supporter of bicycle transportation, and am encouraging CalTrain to convert as many Bombardier cars as possible to bike cars. I was told recently that about 13% of CalTrain commuters are bicycle commuters, and hopefully that number continues to rise, so it would be important to ensure enough capacity for all CalTrain riders, including those who have to use a bicycle as part of their total commute trip. Sixteen new cars will add approximately 2100 seats to the fleet. If Caltrain replaces 13% of the seats with bike space, then 13 of the 16 new Bombardier cars should be bike cars, which would enable all six-car Bombardier trains to have three bike cars. This would also hopefully alleviate some of the current bicycle capacity issues, where commuters in Menlo, Palo Alto and other mid-peninsula stops are still experiencing inability to get on board during peak hours. It's a logistical nightmare when you have to miss a train because they've run out of bike room, and seems completely avoidable by making sure the additional cars include the necessary bike capacity.

I look forward to riding on CalTrain with the expanded capacity.

Warm regards,

Rob Kahn

22<sup>nd</sup> Street SF to Mountain View daily commuter.

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Rob Kahn, Chief Marketing Officer  
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## Caltrain, Bac (@caltrain.com)

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**From:** Ratti, Joe (00410) <joe.ratti@rhmr.com>  
**Sent:** Tuesday, September 09, 2014 2:29 PM  
**To:** Board (@caltrain.com)  
**Cc:** 'bikesonboard@sfbike.org'; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** NEW BOMBARDIER CARS MUST BE BIKE CARS

To whom it may concern,

I have to say I was very happy to hear 6 new cars were being ordered to add capacity. Back in the day, Caltrain used to run trains with various configurations (not just the standard 5-car train we see today) and ran more trains/day. I have been riding Caltrain since 1999. I have lived through many capacity changes on Caltrain. And I have been kicked off of more than my fair share of trains for various reasons. I used to commute to Sunnyvale and, when Pacbell Park opened, Caltrain was not prepared for the traffic increase. I was often kicked off my commute home train to allow over-capacity trains to express to SF.

Today, I regularly get denied access to the 6:14 train (#380) out of SF due to bike capacity. Sometimes, I am not allowed to get on the 6:20 (#282) as well, which means I have to wait for the 6:56 train (#288). On the way in to SF, I board at the Hillsdale station. My start time is 8am. The 7:16 train (#313) is the perfect arrival time for my commute. The earlier train gets me to work ½ hour early and the later train does not arrive in time. All too often, these days, I am denied access to the morning train due to bike capacity issues. The only time I can reliably catch that train is when it uses gallery equipment (not bombardier).

While the baby bullets are a great add, the new bike cars are decidedly unfriendly, reducing capacity by almost 50%. Over the past year, I have switched to a bike/train commute. I need my bike on both ends of my commute. It is not an option for me.

It has been said that seating is a priority because Caltrain cars are not configured for standing passengers. There is nothing to hold onto. I have to ask, why? From a cost perspective, would it not be less expensive to install hand rails and such for passengers to hold and take the new cars and add back the bike capacity stolen for the sake of seat capacity? In the bike car, I almost always have to stand because non-bike passengers are sitting in our seats.

Stop discriminating against bike passengers.

Joe Ratti  
415-513-3920

PS: Today, 9/9, I was bumped from the 7:16 train (#313) due to bike capacity. This happens at least once a week now, sometimes twice. Evening commute bumps happen regularly (at least 4 times a week I am denied access to at least one train due to capacity).

## Caltrain, Bac (@caltrain.com)

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**From:** Phil King <phil.king@gmail.com>  
**Sent:** Tuesday, September 09, 2014 1:29 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; Caltrain, Bac (@caltrain.com); cac@caltrain.com; cacsecretary (@caltrain.com)  
**Subject:** increase bike capacity on Caltrain

Hi -

I'm writing to state my support for increasing capacity for riders with bikes on all Caltrain runs during commute hours. I read recently that Caltrain is in the process of purchasing more cars to start running six-car trains next year. This is great news that will help alleviate over crowding.

I bring my bike on Caltrain from San Mateo to San Francisco 5 days a week and have done so for the past 6 years. I've been bumped from trains many times, especially on my northbound trip from Hillsdale to SF. The frequency of "bumps" has been increasing as ridership has grown; I was bumped from my usual northbound train 3 times in the past month. On one occasion 8 other cyclists were bumped along with me. Having to wait 30 minutes for another train, or having to take a local train instead of an express, is a very poor option on the occasions when I've been bumped. I end up missing meetings and generally having a bad experience that also impacts my team at work.

I believe strongly that adding a third bike car to commute hour trains would both be a good fit for ridership trends and would also encourage continued ridership growth. I very much hope that Caltrain will add bike capacity as part of the move to six-car trains.

Thank you  
Phil King  
San Mateo, CA  
650-575-7746

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[www.flickr.com/photos/pkingdesign](http://www.flickr.com/photos/pkingdesign)  
[www.linkedin.com/in/pking/](http://www.linkedin.com/in/pking/)

## Caltrain, Bac (@caltrain.com)

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**From:** Ryan Garrett <ryanreporter@gmail.com>  
**Sent:** Tuesday, September 09, 2014 1:08 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Please make Bombardier cars bike cars

Hi Caltrain Board,

I take Caltrain from San Francisco to Zones 2 and 3 and back about 3-5 times a week for work in the Peninsula. My bicycle is by far the simplest way to get from my apartment to Caltrain and Caltrain to my office (and it's healthy, reduces stress, etc.)

As a regular Caltrain commuter for more than six years, I've certainly noticed how crowded the trains are now. I read that you are buying new Bombardier cars and appreciate this effort to cut down on overcrowding. As a loyal customer, I would appreciate it if these cars are bike cars. Bikers are some of your most dependable customers, but we are already routinely stranded during peak commute hours. Also, bike cars reduce our communities' dependencies on parking lots and shuttles and further reduce traffic congestion and pollution.

With that in mind, please add a third bike car to all Bombardier trains to increase their capacity to 72 bikes. Anyone who has ridden the Caltrain in peak hours knows that 48 bike spaces simply doesn't cut it for your customers.

Thank you,

Ryan Garrett, San Francisco

## Caltrain, Bac (@caltrain.com)

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**From:** Neil Wolff <NWolff@vpcp.com>  
**Sent:** Tuesday, September 09, 2014 12:42 PM  
**To:** Board (@caltrain.com)  
**Cc:** bikesonboard@sfbike.org; Nabong, Sarah; Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Please make the new train cars bike cars

I live in Los Altos and work in San Bruno. I regularly take Caltrain to and from work, always with my bike. My teenage daughter attends school in San Mateo and takes Caltrain daily, sometimes with her bike.

Caltrain's bike capacity during commute hours is insufficient. I have been bumped a couple of times. It is always very stressful when the conductors are shouting at the cyclists to board and disembark to keep the train on time but we can't move because there are just too many bikes on each car.

You'll increase your ridership overall if you make the new cars bike cars and provide three bike cars on each train.

Neil Wolff  
Los Altos, CA

## Caltrain, Bac (@caltrain.com)

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**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Tuesday, September 09, 2014 7:58 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bike bump 22nd street.

4 bikes bumped at 22nd street #220 southbound at 7:49 am. This is my second day in a row getting bumped at this time. Train was a full 80 bike car.

Daniel Hall  
Stanford university

Sent from my iPhone

## Caltrain, Bac (@caltrain.com)

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**From:** karen okasaki <otakaren@hotmail.com>  
**Sent:** Tuesday, September 09, 2014 7:42 AM  
**To:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Cc:** janice@sfbike.org; bikesonboard@sfbike.org  
**Subject:** Reporting bump 9/9/14 #313

Reporting 8 bicyclists being bumped from Hillsdale station northbound to San Francisco on 9/9/14, train #313. Thank you.

Karen okasaki

As part of the new purchase of Bombardier cars, I strongly encourage Caltrain to retrofit the new cars to make them bike cars. I am excited by the purchase and the opportunity to address the growing ridership, especially as more and more people are denied access onboard due to limited bike capacity. [Please include details of your Caltrain experience, especially if you've been denied boarding in the past. Also include information about yourself and where you commute to and from by Caltrain.]

Sent from my Windows Phone

## Caltrain, Bac (@caltrain.com)

---

**From:** Phil King <phil.king@gmail.com>  
**Sent:** Monday, September 08, 2014 9:09 AM  
**To:** Caltrain, Bac (@caltrain.com); bikesonboard@sfbike.org; cac@caltrain.com; Nabong, Sarah; Bartholomew, Tasha; Board (@caltrain.com)  
**Subject:** 8 bikes bumped at Hillsdale NB 227

At least 8 bikes were not able to board at Hillsdale this morning on the NB 227 train at 8:51. 5 bikes were able to board. Being unable to board the 227 means that my next best option is the local service NB 231. This delays my arrival to San Francisco by 30 minutes, which is a huge inconvenience.

There are at least a couple trains that need a 6th car, hopefully as a 3rd bike car. I hope this is being actively planned.

- Phil

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

## Caltrain, Bac (@caltrain.com)

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**From:** Billy D <billyd1970@gmail.com>  
**Sent:** Monday, September 08, 2014 8:28 AM  
**To:** bikesonboard@sfbike.org; Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bumped #324 s

15 bikes bumped from 324 S at 22nd.

Keep up the good work but please do some evaluation to expand bike capacity during commute hours.

Thanks,  
Bill Doyle  
Bike/train commuter since 2007

## Caltrain, Bac (@caltrain.com)

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**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Monday, September 08, 2014 8:09 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Email #2. Now at least 10 bikes bumped at 22nd street southbound train #322 (8:02 am). Conductor let us know there were 76 bikes on board at 4th and king. Fortunately I was one of the four... I'm sure more will be bumped on the next baby bullet southbound.

Daniel Hall  
Stanford University

Sent from my iPhone

## Caltrain, Bac (@caltrain.com)

---

**From:** Ari Benderly <ari.benderly@gmail.com>  
**Sent:** Monday, September 08, 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:** Bumped from southbound train

22nd station, 8:02 train southbound. Conductor only allowed 4 bikes to board. 13 people could not board, including someone bumped from previous train.

## Caltrain, Bac (@caltrain.com)

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**From:** adamwidmer@gmail.com  
**Sent:** Monday, September 08, 2014 8:06 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes bumped

20+ bikes bumped from SB 8:02am train from 22nd st. Monday Sept. 8th.

Sent from my iPhone

## Caltrain, Bac (@caltrain.com)

---

**From:** Daniel Hall <dandodger1@gmail.com>  
**Sent:** Monday, September 08, 2014 7:58 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

4 bikes bumped at 22nd street southbound train #220 (7:49 am)

Daniel Hall  
Stanford University

Sent from my iPhone

## Caltrain, Bac (@caltrain.com)

---

**From:** Bruce Lundquist <brucel@stanford.edu>  
**Sent:** Monday, September 08, 2014 7:28 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

I wanted to report one bike was denied access to the second bike car on train 206 at Redwood City this morning. It wasn't me--I witnessed as I was getting off the train.

I forgot to report last week--I think Wednesday--2 bikes were denied access on the same train at the same station.  
Thanks

--

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

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

## Caltrain, Bac (@caltrain.com)

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**From:** Jennifer Gile <jen.gile@gmail.com>  
**Sent:** Monday, September 08, 2014 7:05 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

Good morning,

This morning, five cyclists were bumped at Hillsdale for the south bound 206 car. It was a bombardier style car, and both bike cars were full.

The 206 has heavy ridership most days. Full and full to capacity bike cars are not unheard of.

With the demands on 206, cyclists would appreciate this being a gallery style car to accommodate the ridership.

Thank you,  
Jennifer Gile.

## Caltrain, Bac (@caltrain.com)

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**From:** Jane Huang <jane.x.huang@gmail.com>  
**Sent:** Friday, September 05, 2014 1:59 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Hello, I would like to report that the 6:56 train out of SF 4th and King ran out of bike capacity on 8/19. I can't quite remember, but I believe I was also bumped from that train last week, too. I hope this information is useful to you in determining future train schedules and bike capacity issues. Thanks!

## Caltrain, Bac (@caltrain.com)

---

**From:** Zoe Hoster <zoe.hoster@gmail.com>  
**Sent:** Thursday, September 04, 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:** Bikes on Caltrain Comment

Hi, I was bumped from train 269 at San Mateo today along with 2 other people.

## Caltrain, Bac (@caltrain.com)

---

**From:** Ryan Schmidt <rschmidtca@gmail.com>  
**Sent:** Thursday, September 04, 2014 5:38 PM  
**To:** lindella@samtrans.com; bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** At least 2 bikes bumped from 269 NB

The trend of bumping bikes in San Carlos continues. Today at least 2 bikes were bumped from 269 NB. Not good...  
Ryan

## Caltrain, Bac (@caltrain.com)

---

**From:** Ratti, Joe (00410) <joe.ratti@rhmr.com>  
**Sent:** Thursday, September 04, 2014 1:37 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Re: bumped

I arrived last night to the 6:14 baby bullet @ 6:03 and was denied due to too many bikes! Your issue is getting worse. I need my bike for transportation on both ends of my commute, so abandoning my bike is not a viable solution.

You simply need gallery-equipment bike capacity on baby bullets

Thanks

Joe

Sent from my iPhone

On Aug 27, 2014, at 7:32 AM, "Nabong, Sarah" <[nabongs@samtrans.com](mailto:nabongs@samtrans.com)> wrote:

Good Morning, Mr. Ratti. 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 weren't able to board your intended train with your bicycle. Of the 22 Baby Bullet trains we operate, half of them use Bombardier equipment. The balance use gallery cars. Bombardier equipment is much better equipment to use when transporting large volumes of customers who board and alight at different stations because each car has two doors. This reduces the amount of time a train dwells in the station.

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. We currently don't have any additional bike cars to add to the Bombardier trains, and due to the across-the-board growth and capacity constraints, we won't be converting any additional cars to bike cars. We are in the process of purchasing used Bombardier cars; however, these will require refurbishment and will be used to add a sixth car to trains. There aren't plans to convert them to bike cars.

A couple of alternatives that you may want to consider are storing your bike in a station locker or riding a different train that has bike capacity.

Again, we apologize for the inconvenience you are experiencing and we appreciate your wish to continue using Caltrain along with your bike during your commute. We value your input as we strive to manage our growing system.

Kind regards

**Sarah Nabong**

SamTrans | Caltrain | TA  
Customer Service Department  
1250 San Carlos Ave.  
San Carlos, CA 94070-1306  
1-800-660-4287  
[www.smctd.com](http://www.smctd.com)

**From:** Ratti, Joe (00410) [<mailto:joe.ratti@rhmr.com>]

**Sent:** Tuesday, August 26, 2014 9:34 AM

**To:** Nabong, Sarah

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

**Subject:** bumped

Last night, 8/25, bumped from 6:14 train (baby bullet) @ 4th & King

Today, 8:26, bumped (along with 4 other bikes) from 7:16 train (baby bullet) @ Hillsdale

It is very clear that the baby bullet trains are popular, but they use equipment that constrains bikes from 40/car to 24/car. There is a simple fix to this problem, but it seems to escape Caltrain. The question is why? A baby bullet train holds 48 bikes, but a local can hold 80. Simple options seem to be adding a 3rd bike car to baby bullet trains, or run gallery equipment.

What is being done to address this? Employment is increasing and trains will continue to grow ridership . . . exacerbating the situation.

Thanks,  
Joe Ratti

## Caltrain, Bac (@caltrain.com)

---

**From:** De La Torre, Andria  
**Sent:** Wednesday, September 03, 2014 4:17 PM  
**To:** 'skizpowder@gmail.com'  
**Cc:** Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Trains

Good Afternoon, Mr. Tyler. Your message to the Bicycle Advisory Committee was referred to me for response. The group will receive a copy of our correspondence.

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.

We list which trains are usually assigned Bombardier equipment at [www.caltrain.com/bikesonbombardiers](http://www.caltrain.com/bikesonbombardiers). Equipment swaps may change periodically due to maintenance cycling or major service delays. If resources permit, we try to send a message via Twitter (@GoCaltrain) when a Bombardier set runs in place of a gallery set.

As alternatives, 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)) or customers with flexible schedules may utilize a different train that has lower bike ridership.

Again, we apologize for the inconvenience you experience. 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 03, 2014 10:07 AM  
To: Caltrain, Bac (@caltrain.com)  
Subject: Bikes on Trains

Hello,

I bike to Cal Train, take my bike onto the train, then bike the rest of the way to work each day and back home in the evening. Cal train does a great job and I appreciate the service immensely. However, the last few months on the train I have been getting bumped from my regular trains due to overcrowding in the bike cars. Getting bumped from a train has made me late to work a few times, left me at a station for hours in other cases, and it is really bad on Giants game days (chaos on the train) or when a Gallery train is swapped for a Bombardier. Is there a plan in place to alleviate the increased demand for bike space on the trains? Also, is there a resource for identifying in advance when a Gallery train has been replaced by a Bombardier train because finding out at the station is too late (this might help me avoid getting bumped)?

Warm Regards,

## Caltrain, Bac (@caltrain.com)

---

**From:** juhyo <skizpowder@gmail.com>  
**Sent:** Wednesday, September 03, 2014 10:07 AM  
**To:** Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Trains

Hello,

I bike to Cal Train, take my bike onto the train, then bike the rest of the way to work each day and back home in the evening. Cal train does a great job and I appreciate the service immensely. However, the last few months on the train I have been getting bumped from my regular trains due to overcrowding in the bike cars. Getting bumped from a train has made me late to work a few times, left me at a station for hours in other cases, and it is really bad on Giants game days (chaos on the train) or when a Gallery train is swapped for a Bombardier. Is there a plan in place to alleviate the increased demand for bike space on the trains? Also, is there a resource for identifying in advance when a Gallery train has been replaced by a Bombardier train because finding out at the station is too late (this might help me avoid getting bumped)?

Warm Regards,  
Zach Tyler

## Caltrain, Bac (@caltrain.com)

---

**From:** Conny Barton <conny.barton@gmail.com>  
**Sent:** Wednesday, September 03, 2014 8:12 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes bumped. Wednesday. September 3

At least a dozen bikes were bumped from the northbound 323 train at the Mountain View station this morning.  
At 8 am

Regards  
Conny

Sent from my iPhone

**Caltrain, Bac (@caltrain.com)**

---

**From:** pat giorni <hogorni@yahoo.com>  
**Sent:** Monday, September 01, 2014 1:28 PM  
**To:** Board (@caltrain.com)  
**Cc:** Caltrain, Bac (@caltrain.com); cacsecretary (@caltrain.com); Averill, Joshua; Bikes On Board; bikesmc; Corinne Winter; SVBC Committee Peninsula; SVBC General  
**Subject:** Anecdotal Bump Report for August 2014  
**Attachments:** August 01\_to\_31\_2014.doc

Please find attached for easy reproduction the Anecdotal Bump Report for August 2014 .

Regards,  
Pat Giorni

**BikesOnBoard Correspondence  
August 2014**

Aug. 1	5+	MV-#323	Conny Barton
Aug. 4		9 22nd-#322	Jen Shiu <
Aug. 5	10+	MV-#323	Conny Barton
Aug. 6		7 RWC-#375	AJ Schrauth
Aug. 7	12+	RWC-#269	Ryan Schmidt <
Aug.13		7 PA-# 366	Gert van Dijken
Aug. 14		2 MV-#323	David Cooke
		6 22nd-#324	Adam Bovill
		2 Milbrae-#324	Adam Bovill
	1+	MV-#323	Conny Barton
	1+	PA-# 323	Conny Barton
	1+	Hillsdale-#323	Conny Barton
		1 San Carlos-# 215	Benjamin Busjaeger
		1 Milbrae-#323	Fred Lam <
	3+	San Carlos-# 269	Adam Bovill
		2 SSF-#288	David Fisher
	10+	PA-# 269	Adam Bovill
Aug. 18		6 RWC-#385	Billy Doyle
		1 MP-#289	Tom Birch
Aug. 19		8 MV-#323	Conny Barton
		3 Milbrae-#323	Fred Lam
Aug. 20		5 RWC-#269	Ryan Schmidt
	3+	MV-#135	Douglas Smith
		6 PA-#366	Chris
Aug. 21		2 MV-#323	David Cooke
	1+(repeat)	MV-#323	Conny Barton
		1 Cal Ave-#225	LEANN JUDD
Aug. 25		3 Hillsdale-#227	Phil King
		15 SF-# 278	Phil King
		1 SF-#380	Ratti, Joe (00410)
Aug. 26		5 Hillsdale-#313	Ratti, Joe (00410)
Aug. 27		2 San Carlos-# 206	Colleen Caleshu
<b>Total August, 2014</b>	<b>141+</b>		

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

## Caltrain, Bac (@caltrain.com)

---

**From:** Nabong, Sarah  
**Sent:** Wednesday, August 27, 2014 7:32 AM  
**To:** joe.ratti@rhmr.com  
**Cc:** 'bikesonboard@sfbike.org'; 'janice@sfbike.org'; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** bumped

Good Morning, Mr. Ratti. 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 weren't able to board your intended train with your bicycle. Of the 22 Baby Bullet trains we operate, half of them use Bombardier equipment. The balance use gallery cars. Bombardier equipment is much better equipment to use when transporting large volumes of customers who board and alight at different stations because each car has two doors. This reduces the amount of time a train dwells in the station.

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. We currently don't have any additional bike cars to add to the Bombardier trains, and due to the across-the-board growth and capacity constraints, we won't be converting any additional cars to bike cars. We are in the process of purchasing used Bombardier cars; however, these will require refurbishment and will be used to add a sixth car to trains. There aren't plans to convert them to bike cars.

A couple of alternatives that you may want to consider are storing your bike in a station locker or riding a different train that has bike capacity.

Again, we apologize for the inconvenience you are experiencing and we appreciate your wish to continue using Caltrain along with your bike during your commute. We value your input as we strive to manage our growing system.

Kind regards

### Sarah Nabong

SamTrans | Caltrain | TA  
Customer Service Department  
1250 San Carlos Ave.  
San Carlos, CA 94070-1306  
1-800-660-4287  
[www.smctd.com](http://www.smctd.com)

**From:** Ratti, Joe (00410) [<mailto:joe.ratti@rhmr.com>]  
**Sent:** Tuesday, August 26, 2014 9:34 AM  
**To:** Nabong, Sarah  
**Cc:** 'bikesonboard@sfbike.org'; 'janice@sfbike.org'; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** bumped

Last night, 8/25, bumped from 6:14 train (baby bullet) @ 4th & King  
Today, 8:26, bumped (along with 4 other bikes) from 7:16 train (baby bullet) @ Hillsdale

It is very clear that the baby bullet trains are popular, but they use equipment that constrains bikes from 40/car to 24/car. There is a simple fix to this problem, but it seems to escape Caltrain. The question is why? A baby bullet train holds 48 bikes, but a local can hold 80. Simple options seem to be adding a 3rd bike car to baby bullet trains, or run gallery equipment.

What is being done to address this? Employment is increasing and trains will continue to grow ridership . . . exacerbating the situation.

Thanks,  
Joe Ratti

## Caltrain, Bac (@caltrain.com)

---

**From:** Colleen Caleshu <colleen.caleshu@gmail.com>  
**Sent:** Wednesday, August 27, 2014 6:55 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bumped when there was space in other car

Good morning,

Two riders were just bumped quite unnecessarily at the San Carlos station, train #206.

The conductor in the back bike car told us that car was full so go to the front car. We ran to the front car but the doors closed before we got there. We could see that there was room in that car.

It was the type of train with less bike capacity (I forget the names).

Colleen

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

## Caltrain, Bac (@caltrain.com)

---

**From:** Ratti, Joe (00410) <joe.ratti@rhmr.com>  
**Sent:** Tuesday, August 26, 2014 9:34 AM  
**To:** Nabong, Sarah  
**Cc:** 'bikesonboard@sfbike.org'; 'janice@sfbike.org'; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** bumped

Last night, 8/25, bumped from 6:14 train (baby bullet) @ 4<sup>th</sup> & King  
Today, 8:26, bumped (along with 4 other bikes) from 7:16 train (baby bullet) @ Hillsdale

It is very clear that the baby bullet trains are popular, but they use equipment that constrains bikes from 40/car to 24/car. There is a simple fix to this problem, but it seems to escape Caltrain. The question is why? A baby bullet train holds 48 bikes, but a local can hold 80. Simple options seem to be adding a 3<sup>rd</sup> bike car to baby bullet trains, or run gallery equipment.

What is being done to address this? Employment is increasing and trains will continue to grow ridership . . . exacerbating the situation.

Thanks,

Joe Ratti

## Caltrain, Bac (@caltrain.com)

---

**From:** Phil King <pk@bebop.co>  
**Sent:** Monday, August 25, 2014 5:58 PM  
**To:** Caltrain, Bac (@caltrain.com); bikesonboard@sfbike.org; cac@caltrain.com; Nabong, Sarah; Bartholomew, Tasha; Board (@caltrain.com)  
**Subject:** SB 278 bumped 15+ bikes at 4th & King

I witnessed more than 15 bikes bumped from the SB 278 before it left 4th & King at 5:56 today. We all had to wait 20 minutes for the SB380 leaving at 6:14.

- Phil

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

## Caltrain, Bac (@caltrain.com)

---

**From:** De La Torre, Andria  
**Sent:** Monday, August 25, 2014 11:22 AM  
**To:** 'douglas.smith.mvca@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. Smith. Your message to the Caltrain Board of Directors, Caltrain Citizens Advisory Committee and Bicycle Advisory Committee was referred to me for response. The groups will receive a copy of our correspondence.

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, including the Mountain View station, for customers to rent; Mountain View also has a shared access bike storage shed managed by the City of Mountain View. We list the stations with locker availability at [www.caltrain.com/bikelockers](http://www.caltrain.com/bikelockers)<<http://www.caltrain.com/bikelockers>>. As part of our Bicycle Access and Parking Plan, we will explore more station storage.

Again, we apologize for any inconvenience you experience. 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, August 20, 2014 4:34 PM  
To: Nabong, Sarah  
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: Bikes on Caltrain Comment

Hello -

On the northbound train that stopped in Mountain View this morning at 9:29am, in the southern bike car, the conductor came out saying there are only 5 spots for bikes on the car. I only just made it onto the car to get to work. There were at least three bike riders behind me that did not make it onto the train. They were also told that the northern bike car was full, and there may have been more riders bumped from the train there. The car remained full for the next two stops until the California Ave. stop, when enough bikes got off to open up spaces, and after the Palo Alto stop there were spaces free for the rest of the ride.

Also at Mountain View stop every morning there are bikes locked to everything, to sign posts, to fences, to trees. The current bike parking places at Mountain View are always full, and people are just locking their bikes to anything they can find. Esp. the bikes locked to the fences are often in the way of getting around on the platform. More bike parking spots in Mountain View would help a lot.

Thanks -

## Caltrain, Bac (@caltrain.com)

---

**From:** Phil King <phil.king@gmail.com>  
**Sent:** Monday, August 25, 2014 9:01 AM  
**To:** Caltrain, Bac (@caltrain.com); bikesonboard@sfbike.org; cac@caltrain.com; Nabong, Sarah; Bartholomew, Tasha; Board (@caltrain.com)  
**Subject:** NB 227 - 3 bikes bumped at Hillsdale

3 bikes / riders were not able to board on the NB 227 train at Hillsdale station this morning. The cars were both way over full, so 3 was an understatement of the problem. Super frustrating :(

- Phil King  
650-575-7746

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

## Caltrain, Bac (@caltrain.com)

---

**From:** LEANN JUDD <leannjudd@me.com>  
**Sent:** Friday, August 22, 2014 6:41 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bumped 8/21

I got bumped from the 8:11 train leaving Cal Ave on Thursday morning. I was surprised bc that's never happened before at Cal ave to me. I'm a commuter and that's my regular train for years.

LeAnn

## Caltrain, Bac (@caltrain.com)

---

**From:** Tom Birch <froody@gmail.com>  
**Sent:** Thursday, August 21, 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

On a southbound train this morning I counted 48 bikes in one of the cars before San Mateo. If the rules had been followed strictly, as they sometimes are, 8 people would have been bumped.

Tom

## Caltrain, Bac (@caltrain.com)

---

**From:** Conny Barton <conny.barton@gmail.com>  
**Sent:** Thursday, August 21, 2014 8:49 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

Bikes were bumped from the northbound 323 train at the Mountain View station this morning August 21 at 7:57 am.

Regards  
Conny Barton

Sent from my iPhone

## Caltrain, Bac (@caltrain.com)

---

**From:** Ryan Schmidt <rschmidtca@gmail.com>  
**Sent:** Wednesday, August 20, 2014 5:28 PM  
**To:** lindella@samtrans.com; bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** At least 5 bikes bumped from 269 NB

The trend of bumping bikes in RWC continues. Today at least 5 bikes were bumped from 269 NB. Not good...

Ryan

## Caltrain, Bac (@caltrain.com)

---

**From:** Douglas Smith <douglas.smith.mvca@gmail.com>  
**Sent:** Wednesday, August 20, 2014 4:34 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

Hello -

On the northbound train that stopped in Mountain View this morning at 9:29am, in the southern bike car, the conductor came out saying there are only 5 spots for bikes on the car. I only just made it onto the car to get to work. There were at least three bike riders behind me that did not make it onto the train. They were also told that the northern bike car was full, and there may have been more riders bumped from the train there. The car remained full for the next two stops until the California Ave. stop, when enough bikes got off to open up spaces, and after the Palo Alto stop there were spaces free for the rest of the ride.

Also at Mountain View stop every morning there are bikes locked to everything, to sign posts, to fences, to trees. The current bike parking places at Mountain View are always full, and people are just locking their bikes to anything they can find. Esp. the bikes locked to the fences are often in the way of getting around on the platform. More bike parking spots in Mountain View would help a lot.

Thanks -

Douglas

## Caltrain, Bac (@caltrain.com)

---

**From:** Maja Herberg <maja@herberg.name>  
**Sent:** Wednesday, August 20, 2014 8:44 AM  
**To:** cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Board (@caltrain.com)  
**Cc:** janice@sfbike.org; bikesonboard@sfbike.org  
**Subject:** Bikes on caltrain

Dear Caltrain Board Members,

As part of the new purchase of Bombardier cars, I strongly encourage Caltrain to retrofit the new cars to make them bike cars. I am excited by the purchase and the opportunity to address the growing ridership, especially as more and more people are denied access onboard due to limited bike capacity.

For the last year and a half I have been using Caltrain and my bike from Lawrence or Sunnyvale station to Palo Alto to get to work. Every day it is a hassle and stress getting off in Palo Alto from the overloaded bike car. Many of my colleagues have chosen not to take Caltrain to work altogether for this very reason.

In my experience there are 2 major causes for this challenge.

- 1) Lack of space and bike capacity. It has happened to me to be left on the platform in the morning. When I have important early morning meetings that I cannot miss I now take the car.
- 2) People not owning bikes sitting in the bike car. This prevents bike owners to sit down. Since they need to stay close to their bikes to ensure its safety and be able to remove it if need be they stand in the aisle. This prevents others from getting on or off the bike car and creates great delays affecting all passengers. Your conductor Sergio on train 227 has so far done a great job politely asking pedestrians to leave the bike car to bikers. He has now stopped doing so and the experience has worsened considerably.

Thank you for your consideration.

Maya Herberg

## Caltrain, Bac (@caltrain.com)

---

**From:** Berke Sokhan <berkesokhan@gmail.com>  
**Sent:** Wednesday, August 20, 2014 8:27 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bike car full

323 is at capacity for bikes.

## Caltrain, Bac (@caltrain.com)

---

**From:** De La Torre, Andria  
**Sent:** Tuesday, August 19, 2014 2:34 PM  
**To:** 'billyd1970@gmail.com'  
**Cc:** 'bikesonboard@sfbike.org'; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bumped #385 N

Good Afternoon, Mr. Doyle. 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 weren't 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.

Unfortunately, we don't know of an efficient way to announce when a bike car has reached its capacity. Part of the challenge is that customers with bikes may be disembarking at the next stop, opening up space for others. It's not feasible for us to have an employee stationed in each bike car to monitor capacity. If you have any suggestions on how this information could be collected and disseminated, please let us know.

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

Kind Regards,  
Andria

**Andria De La Torre**  
SamTrans | Caltrain | TA  
Customer Service Department  
1250 San Carlos Ave.  
San Carlos, CA 94070-1306  
1-800-660-4287  
[www.smctd.com](http://www.smctd.com)

Sent: Monday, August 18, 2014 7:07 PM  
To: [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org); Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
Subject: Bumped #385 N

At least 6 people bumped from 385 N at RWC 6:52.

Just a thought, isn't there some way to announce full trains to those waiting?

Thanks,

## Caltrain, Bac (@caltrain.com)

---

**From:** Nabong, Sarah  
**Sent:** Tuesday, August 19, 2014 2:33 PM  
**To:** jonathan.dirrenberger@gmail.com  
**Cc:** Bartholomew, Tasha; cac@caltrain.com; bikesonboard@sfbike.org; Caltrain, Bac (@caltrain.com); Board (@caltrain.com)  
**Subject:** RE: Bikes on Caltrain - Bicycle Bump Report on 21 July 2014

Good Afternoon, Jonathan. 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 suggestions regarding the procedures for storing a bike onboard. It is Caltrain's top priority to provide a safe service. With that in mind, it has been determined that each rack can safely accommodate up to four bikes. Your feedback on how more space can be gained is interesting and may work well in a less-hurried environment. We strive to provide clarity for every customer regarding the rules pertaining to boarding with a bike. Many of the suggestions you made are covered in the information we provide on our website ([www.caltrain.com/bicycles](http://www.caltrain.com/bicycles)). We are in the process of producing a video that addresses bringing bikes onboard. We solicited input from customers regarding what to include.

We value your input as we strive to manage our growing system.

Kind regards,

### Sarah Nabong

SamTrans | Caltrain | TA  
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1-800-660-4287  
[www.smctd.com](http://www.smctd.com)

Hi, Since I suspect that those at Caltrain who make the policies regarding bicycles on boards have rarely ridden Caltrain with a bike (let alone regularly as part of their commute) to understand the issues bicyclists face, I've attached a picture I took last week of a random example of 5 bikes (none are mine) on a single rack that clearly do not intrude into the aisle. I challenge you to tell me how this is a violation of anybody's safety. Once again, I strongly suggest Caltrain update their bicycle policy to simply say that bicycles must not extend past the aisle line; drop the reference to a specific quantity. In addition, there should be signage suggesting to bicyclists how to rack their bicycle to do this as efficiently as possible, namely: 1) All bikes must have a destination tag; see the conductor if you don't have one. [By the way, conductors should \*always\* have bike tags; I'm amazed at how often they do not.] 2) Rack bikes in order of destination with those going the furthest behind those going to nearer stops. 3) Never lock your bike to the rack. [By the way, this means bicyclists MUST be given priority seating in the bike car so they can keep an eye on their bikes. It is not an exaggeration to say that it is ridiculous that Caltrain does not enforce this. Most non-bicyclists are completely oblivious to the plight of bicyclists on Caltrain and it behooves everyone for Caltrain to help everyone understand that it is optimum for non-bicyclists to stay out of the bike car.] 4) Do not leave helmets, locks, panniers, etc on your handlebars/bike. This interferes with tight packing of bikes. 5) Orient pedals and handlebars carefully so bikes "fit together". This often includes alternating the direction each bike faces. 6) Make sure bikes are vertical and not leaning over. Pull them up snug to the next bicycle taking great care not to damage others' bicycles. 7) Bikes with drop handlebars should take

extra care to orient them properly to maximize tight-packing. Having good signage that lays these guidelines out as well as a little conductor enforcement (rather than having conductors yell at bicyclists about this arbitrary 4-bikes-per-rack rule) can easily increase bike capacity of each bike car by 6-10 bikes. Thanks for your time,

## Caltrain, Bac (@caltrain.com)

---

**From:** De La Torre, Andria  
**Sent:** Tuesday, August 19, 2014 2:26 PM  
**To:** 'tfyoung@gmail.com'  
**Cc:** 'bikesonboard@sfbike.org'; 'janice@sfbike.org'; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Good Afternoon, Mr. Young. 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 weren't 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.

In the bike cars, each rack can safely accommodate up to four bikes. Our conductors are responsible for only allowing a safe number of customers with bikes board the train. We strive to set expectations for customers about whether they'll be able to board with a bike. One way we do this is with information on our website. We note that if the bike car is full, the cyclist will have to wait for the next train. A co-worker who boards Train 208 in Burlingame mentioned that there's always plenty of space in the bike car. If your schedule allows, you may want to try this train.

We are going to have a few more trains serve the 22nd Street station starting in early October. 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 you are experiencing and we appreciate your wish to continue using Caltrain along with your bike during your commute. 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: Monday, August 11, 2014 1:12 PM  
To: Nabong, Sarah  
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: Bikes on Caltrain Comment

Greetings Caltrain,

I'm writing to report that I (and about 4 others) were bumped from Wednesday the 6th of August's 8:19am southbound train at 22nd street. The next train got me to work 1/2 an hour later than I had planned.

This was particularly frustrating because I was making a special effort that morning to get to work earlier than usual so that I could leave work at a reasonable time at the end of the day for a change. Because I've heard about all the bike bumping, I normally choose to wait until after peak hour to take the train to and from work (about 8:49am is the earliest train that seems to be reliable for bikes), however getting home late each evening is starting to take it's toll on my family and myself.

We're new to San Francisco and so we're trying to get out and make new friends as often as we can. Unfortunately my wife is usually forced to go to social events without me because I come home from work too late. We would both really like to change this, but the risk of being bumped from earlier trains deters me.

When we first got to San Francisco I often drove to work down the freeway which I found very stressful. Since the first day I took my bike on board, my daily commute to work has been relaxing, enjoyable, productive, cheaper AND more active! So much so, that since that first ride, I have only driven to work once.

I would not like to return to driving, but to achieve a work-life balance I think I might have to compromise.

Thanks,

## Caltrain, Bac (@caltrain.com)

---

**From:** De La Torre, Andria  
**Sent:** Tuesday, August 19, 2014 11:47 AM  
**To:** 'aj.schrauth@gmail.com'  
**Cc:** 'bikesonboard@sfbike.org'; Board (@caltrain.com); Bartholomew, Tasha; 'cac@caltrain.com'; Caltrain, Bac (@caltrain.com)  
**Subject:** Bumped

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

We have shared this report with our Operations staff to review with the crew in regards to ensuring that policies and fare checking is enforced. We regret if there were individuals on that train that were taking up physical space in the bicycle rack area. 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. We will ask our conductors to remind customers to not block bike rack access.

Again, we apologize for the inconvenience this caused other riders wishing to board. We value your input as we strive to manage our growing system.

Kind Regards,  
Andria

**Andria De La Torre**  
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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, August 12, 2014 5:34 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

Hi,

I'm sure how many folks were just bumped from Caltrain 269 at RWC but there at least two. I was able to get the train and then saw this: people sitting where 3 bikes could fit. Someone doesn't get home on time because of this BS! It's time to start enforcing rules on passengers that don't have bikes as well as those that do. On that note, I've never seen a fare inspector for a giants game.

## Caltrain, Bac (@caltrain.com)

---

**From:** De La Torre, Andria  
**Sent:** Tuesday, August 19, 2014 11:43 AM  
**To:** 'bertocci@gmail.com'  
**Cc:** 'bikesonboard@sfbike.org'; Board (@caltrain.com); Bartholomew, Tasha; 'cac@caltrain.com'; Caltrain, Bac (@caltrain.com)  
**Subject:** Caltrain Bike comment

Good Morning, Mr. Bertocci. 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 any inconvenience that you or other passengers have experienced while attempting to board the bike cars. We have shared this report with our Operations staff to review with the crews. We expect our Caltrain conductors to assist with crowd control as customers are moving in and out of the train cars and to perform proper operations of the train doors. However, we can't restrict customers without bikes from boarding the cars that accommodate bikes.

We value your input as we strive to manage our growing system.

Regards,  
Andria

**Andria De La Torre**  
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San Carlos, CA 94070-1306  
1-800-660-4287  
[www.smctd.com](http://www.smctd.com)

> Recently, I've seen multiple examples of conductors closing the doors before bicycles have had a chance to enter or exit the train.

>

> On August 7th, I was getting on the #282 train in Sunnyvale. Myself and two other bicyclists waited for the many bicyclists to exit the train. As the last bicyclist exited the train, the doors started before we had a chance to get on the train. We had to push the doors open to prevent them from closing on us.

>

> Today, August 14th, I saw the same thing occur on the #262 train at the Sunnyvale station. One bicyclist getting on the train waited for everyone to exit, and the doors closed before she had a chance to get on the train. She also had to push them open. A few minutes later, I got on the #366 train. This was a bombardier train, and while cyclists were entering one door, others were exiting the second door. The conductors started closing the doors while cyclists were still exiting, and one cyclist got stuck on the train.

>

> First, it is unacceptable that oblivious conductors are closing the doors early on cyclists. Second, this is indicative of a larger problem. It frequently takes much longer to load and unload the bike cars than all of the other cars. Whether loading or unloading, there is inevitably a large stream of non-bicyclists who push ahead of bicyclists, and the exits can't handle this much traffic. The southbound evening commute trains are usually a few minutes late by the time they get to Sunnyvale, and I'm sure a large part of that is due to inefficiently loading and unloading bicyclists at earlier stops.

>

> An excellent solution to this problem would be to only allow bicyclists to enter and exit the train through the bike cars. Non-bicyclists would need to enter and exit from one of the adjoining cars. On some morning commutes, I've seen the conductor tell non-bicyclists to enter at the other cars, and it has made a huge difference in how quickly the train is able to load. Doing this would benefit all riders by keeping trains on schedule. Also, it would help prevent incidents like I described where conductors close the doors on cyclists too early.

>

> Regards,

## Caltrain, Bac (@caltrain.com)

---

**From:** Fred Lam <fclam@gmail.com>  
**Sent:** Tuesday, August 19, 2014 8:30 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Bumped northbound 323 at millbrae. 3 cyclist stranded.

Sent from my iPhone

## Caltrain, Bac (@caltrain.com)

---

**From:** Conny Barton <conny.barton@gmail.com>  
**Sent:** Tuesday, August 19, 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 bumped Tuesday August 19

At least 8 bikes were bumped from the northbound 323 train at the Mountain View station on Tuesday August 19 at 7:57 am.

Regards  
Conny Barton

Sent from my iPhone

## Caltrain, Bac (@caltrain.com)

---

**From:** Tom Birch <froody@gmail.com>  
**Sent:** Monday, August 18, 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

I was bumped from the 289 at Menlo Park today.

Tom

## Caltrain, Bac (@caltrain.com)

---

**From:** Billy D <billyd1970@gmail.com>  
**Sent:** Monday, August 18, 2014 7:07 PM  
**To:** bikesonboard@sfbike.org; Nabong, Sarah; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bumped #385 N

At least 6 people bumped from 385 N at RWC 6:52.

Just a thought, isn't there some way to announce full trains to those waiting?

Thanks,  
Bill Doyle  
Avid bike/Train rider, when I get on that is.

## Board (@caltrain.com)

---

**From:** Haskin, Rita  
**Sent:** Monday, August 18, 2014 4:14 PM  
**To:** 'peat@curious-peter-george.com'  
**Cc:** Board (@caltrain.com)  
**Subject:** Re: Santa Clara Stadium Suggestion - Union Pacific Tracks

Good afternoon, Mr. Khoury. Your letter to members of the Caltrain Board of Directors was referred to me for response. The Board members will receive a copy of our correspondence.

Thank you for your suggestions regarding Caltrain service to Levi's® Stadium. We're excited to be serving another professional sports venue.

It was heartening to see you mention one of the challenges to providing direct service to the stadium: working out an agreement with Union Pacific. There also are other challenges, such as making sure that all Caltrain crews are trained on the new territory, determining what to do with a train once it drops off passengers, and finding a schedule that works. The Great America train station also is served by the Altamont Corridor Express and Capitol Corridor trains. These trains operate southbound on the single-track line while Caltrain would need to operate northbound.

It's nice to be able to provide customers with a one-seat ride; however, there also are advantages for operating the service to the stadium under our current plan. One of the biggest advantages is the ability to offer multiple trains. Customers coming from San Francisco and the Peninsula have their choice of the two special trains we operate or the three regular trains that stop at the Mountain View station. There also wouldn't be a time savings for providing direct service. It takes about 25 minutes for VTA light rail to travel from Mountain View to the stadium. It would take Caltrain 14 minutes to get to the Santa Clara station, unknown minutes to switch tracks to head north on the Union Pacific tracks, then nine minutes to get to the Great America station.

While we've only provided service to one football game so far, the initial ridership is encouraging. Preliminary numbers show that between 1,700 and 2,000 Caltrain customers transferred to VTA for the final leg of their trip to Levi's® Stadium.

As we get more experience providing service for customers heading to the stadium, we'll assess if any adjustments should be made to improve service. It took many years to reach the level of service and popularity Caltrain currently experiences with service to Giants games. We're confident that Caltrain will provide a vital link to the Bay Area's newest stadium.

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 #080295

To CalTrain JPB Board of Directors including Tom Nolan, Malia Cohen, and Jose Cisneros, I am a long time rider of CalTrain and given the success I've witnessed of the use of CalTrain to travel to AT&T park I wanted to make some suggestions about the new 49ers stadium. I see all sorts of people using CalTrain to get to Giants games. They take CalTrain because it takes them practically to the doorstep of the stadium. They take it because its faster and more comfortable than driving. They take it because its easy and they don't have to think about it. I know CalTrain is offering service to Levi's Stadium, but its not going to achieve the same ridership as the trains to AT&T park because spectators have to take light rail as a connection. Light rail is slow. The ride is long and light rail doesn't have nearly the capacity that a full size CalTrain set has. With less capacity light rail will either be very crowded or will have long delays, but my guess

that it will be both very crowded and will have long delays. When people need to transfer between two types of public transit, ridership plummets. When they can easily walk to their destination, ridership soars.

Here's what I think the JPB should do to make CalTrain to Levi's stadium as convenient as CalTrain to AT&T park. Train sets need to run down the peninsula to Santa Clara and then transfer over to the Union Pacific tracks and use those tracks to drop people off at the Amtrak/ACE train Santa Clara Great America station. Similarly when the game is over a train should leave the station run down to Santa Clara and then head up the peninsula. Caltrain could also run a train set between Diridon station and the Amtrak Great America station. I've heard so much discussion about how bad traffic is getting into and out of Levi's stadium a CalTrain run as described above would draw lots of riders. There's something easy and desirable about a short easy walk from the stadium to a seat on a train which then takes you to your destination without transfers. I know that there are plenty of complications such as securing permission from Union Pacific to run on those tracks during game times. I also know that operationally reversing a train isn't standard operating procedure, but both things are possible. I am convinced that direct train service from Levi's stadium to peninsula and south bay destinations would be a real winner. I really want to see CalTrain be as popular for 49er's games at Levi Stadium games as it is for Giant's games at AT&T park. These special service trains are a great way of introducing new riders to CalTrain. Don't miss an opportunity.

## Caltrain, Bac (@caltrain.com)

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**From:** Brett Bertocci <bertocci@gmail.com>  
**Sent:** Thursday, August 14, 2014 6:47 PM  
**To:** Caltrain, Bac (@caltrain.com)  
**Subject:** Re: Comment from BAC Webpage

Please ignore the original email address. I accidentally sent it from my work email.

Brett

On Aug 14, 2014, at 6:46 PM, Brett Bertocci <brett.bertocci@riverbed.com> wrote:

> Recently, I've seen multiple examples of conductors closing the doors before bicycles have had a chance to enter or exit the train.

>

> On August 7th, I was getting on the #282 train in Sunnyvale. Myself and two other bicyclists waited for the many bicyclists to exit the train. As the last bicyclist exited the train, the doors started before we had a chance to get on the train. We had to push the doors open to prevent them from closing on us.

>

> Today, August 14th, I saw the same thing occur on the #262 train at the Sunnyvale station. One bicyclist getting on the train waited for everyone to exit, and the doors closed before she had a chance to get on the train. She also had to push them open. A few minutes later, I got on the #366 train. This was a bombardier train, and while cyclists were entering one door, others were exiting the second door. The conductors started closing the doors while cyclists were still exiting, and one cyclist got stuck on the train.

>

> First, it is unacceptable that oblivious conductors are closing the doors early on cyclists. Second, this is indicative of a larger problem. It frequently takes much longer to load and unload the bike cars than all of the other cars. Whether loading or unloading, there is inevitably a large stream of non-bicyclists who push ahead of bicyclists, and the exits can't handle this much traffic. The southbound evening commute trains are usually a few minutes late by the time they get to Sunnyvale, and I'm sure a large part of that is due to inefficiently loading and unloading bicyclists at earlier stops.

>

> An excellent solution to this problem would be to only allow bicyclists to enter and exit the train through the bike cars. Non-bicyclists would need to enter and exit from one of the adjoining cars. On some morning commutes, I've seen the conductor tell non-bicyclists to enter at the other cars, and it has made a huge difference in how quickly the train is able to load. Doing this would benefit all riders by keeping trains on schedule. Also, it would help prevent incidents like I described where conductors close the doors on cyclists too early.

>

> Regards,  
> Brett Bertocci

## Caltrain, Bac (@caltrain.com)

---

**From:** Brett Bertocci <Brett.Bertocci@riverbed.com>  
**Sent:** Thursday, August 14, 2014 6:46 PM  
**To:** Caltrain, Bac (@caltrain.com)  
**Subject:** Comment from BAC Webpage

Recently, I've seen multiple examples of conductors closing the doors before bicycles have had a chance to enter or exit the train.

On August 7th, I was getting on the #282 train in Sunnyvale. Myself and two other bicyclists waited for the many bicyclists to exit the train. As the last bicyclist exited the train, the doors started before we had a chance to get on the train. We had to push the doors open to prevent them from closing on us.

Today, August 14th, I saw the same thing occur on the #262 train at the Sunnyvale station. One bicyclist getting on the train waited for everyone to exit, and the doors closed before she had a chance to get on the train. She also had to push them open. A few minutes later, I got on the #366 train. This was a bombardier train, and while cyclists were entering one door, others were exiting the second door. The conductors started closing the doors while cyclists were still exiting, and one cyclist got stuck on the train.

First, it is unacceptable that oblivious conductors are closing the doors early on cyclists. Second, this is indicative of a larger problem. It frequently takes much longer to load and unload the bike cars than all of the other cars. Whether loading or unloading, there is inevitably a large stream of non-bicyclists who push ahead of bicyclists, and the exits can't handle this much traffic. The southbound evening commute trains are usually a few minutes late by the time they get to Sunnyvale, and I'm sure a large part of that is due to inefficiently loading and unloading bicyclists at earlier stops.

An excellent solution to this problem would be to only allow bicyclists to enter and exit the train through the bike cars. Non-bicyclists would need to enter and exit from one of the adjoining cars. On some morning commutes, I've seen the conductor tell non-bicyclists to enter at the other cars, and it has made a huge difference in how quickly the train is able to load. Doing this would benefit all riders by keeping trains on schedule. Also, it would help prevent incidents like I described where conductors close the doors on cyclists too early.

Regards,  
Brett Bertocci

## Caltrain, Bac (@caltrain.com)

---

**From:** Adam Bovill <greenkiwi@gmail.com>  
**Sent:** Thursday, August 14, 2014 5:37 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Nb269 3+ bumped at San Carlos

## Caltrain, Bac (@caltrain.com)

---

**From:** Adam Bovill <greenkiwi@gmail.com>  
**Sent:** Thursday, August 14, 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:** Nb269 bumped 9+ at redwood city

## Caltrain, Bac (@caltrain.com)

---

**From:** Adam Bovill <greenkiwi@gmail.com>  
**Sent:** Thursday, August 14, 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:** Nb269 bumped 10+ at PA station

## Caltrain, Bac (@caltrain.com)

---

**From:** Gert van Dijken <gertvd@stanford.edu>  
**Sent:** Thursday, August 14, 2014 2:13 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Hi, just reporting a bump.

August 13, train 366 at Palo Alto. New train. Second bike car.  
About 7 bikers or so were denied entry. This was the first time I saw people getting bumped in a long time.

This train is always totally full with bikes. Normally the conductors are a bit lenient and allow more bike than officially fit, since most bikers get off at the next train station (Sunnyvale). However, this time the conductor did not allow any extra bikes on. He also didn't allow bumped riders to go quickly to the other bike car. But I am not sure if there was actually space on that side (Northern end).

Trains have become very busy as of the last month or so. I take this train regularly and the 329 from Sunnyvale. The morning train is getting fuller and fuller too. I have not sat in a seat for months, since there is no place to sit. But luckily the bullet takes me in no-time to the next stop.

Thanks!  
Gert

---

Gert van Dijken - [gertvd@stanford.edu](mailto:gertvd@stanford.edu)  
Department of Environmental Earth System  
Science (EESS), Stanford University  
phone: (650) 736-1231 (office); 724-7646 (lab)  
fax: (650) 725-7344  
<http://ocean.stanford.edu/gert>

Mailing address:  
Geophysics, Mitchell Bldg.  
397 Panama Mall, Room 324  
Stanford, CA 94305-2215

## Caltrain, Bac (@caltrain.com)

---

**From:** Conny Barton <conny.barton@gmail.com>  
**Sent:** Thursday, August 14, 2014 8:40 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes bumped Thursday August 14

Bikes were bumped from the northbound 323 train this morning 8/14/14 from the Mountain View, Palo Alto and Hillsdale stations.

Regards  
Conny. Barton  
Sent from my iPhone

## Caltrain, Bac (@caltrain.com)

---

**From:** Adam Bovill <greenkiwi@gmail.com>  
**Sent:** Thursday, August 14, 2014 8:34 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Sb324 2 bumped at milbrae

## Caltrain, Bac (@caltrain.com)

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**From:** Adam Bovill <greenkiwi@gmail.com>  
**Sent:** Thursday, August 14, 2014 8:33 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Sb324 6 bumped at 22nd st

## Caltrain, Bac (@caltrain.com)

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**From:** Fred Lam <fclam@gmail.com>  
**Sent:** Thursday, August 14, 2014 8:30 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Got bumped again for NB323 at millbrae.

These emails are useless. You guys do nothing about it.

Sent from my iPhone

**Caltrain, Bac (@caltrain.com)**

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**From:** David Cooke <davidcooke@me.com>  
**Sent:** Thursday, August 14, 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:** My son and I just got bumped

My son and I just got bumped off the 7:57am out of Mountain View - train 323

Sent from my iPhone

## Caltrain, Bac (@caltrain.com)

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**From:** Benjamin Busjaeger <busjaeger@gmail.com>  
**Sent:** Thursday, August 14, 2014 7:33 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

San Carlos northbound 215 7:24

Sent from my iPhone

## Caltrain, Bac (@caltrain.com)

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**From:** Peter Khoury <peat@curious-peter-george.com>  
**Sent:** Tuesday, August 12, 2014 10:19 PM  
**To:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Cc:** janice@sfbike.org; bikesonboard@sfbike.org  
**Subject:** New Bombardier Cars

To Whom It May Concern,

I have been riding CalTrain with my bike on board since 1998 and have seen CalTrain make great strides in the past 15+ years. The improvements to the schedule and the increased bike capacity has really benefited the quality of my life. I know that the system is under a lot of strain from heavy use and I fully support the Joint Powers Board in their efforts to address this issue by purchasing Bombardier cars. Should the JPB need community support for any of the planned improvements I will lend my voice to help shore up funding as I did in the last funding crisis a couple of years back by going to the San Francisco transit subcommittee.

In return I would ask that the JPB include additional bike capacity in any new cars that are purchased, both for bombardier cars and any new cars being purchased for electrification of the line. Having my bike on board CalTrain is a very important part of my commute. First it allows me to board at the 4th and King station in the morning. I board here because I can arrive at the station anytime within a 30 minute window and typically can immediately hop on the train without waiting, find a seat, relax and rest on the train while I wait for it to start its journey. In the afternoon I disembark at 22nd St which is a little closer to my house and the train arrives there 5 minutes earlier. Disembarking at the penultimate stop saves me 25 minutes a week and 2 hours a month in my travel time. Furthermore there are no bike lockers at the 22nd st station so I can't even use 2 bikes if I wanted to. (There used to be bike lockers at the Muni building near by which were demolished but that's a whole other story.) Having a bike on board gives me flexibility on those occasions when CalTrain has substantial delays. I have sometimes biked between two stations that CalTrain had set up an emergency bus bridge between. I have biked to Millbrae to take Bart when an engine was broken or there was a death. Lastly the public transit connections just are not as reliable as a bike. The muni 48 bus pulls out of its stop at 22nd st even as passengers are coming up the stairs from the train. Similarly I have seen CalTrain conductors rush to close the doors on their train at the Mountain View station so that they wouldn't have to wait for transfers coming from a VTA light rail connection. (Even more disturbingly I heard a conductor make a threat to somebody who was just trying to help fellow VTA passengers make their train.) Given all the uncertainty I think the best transit combination is me with my bike on board CalTrain.

cheers,  
Peter Khoury

## Caltrain, Bac (@caltrain.com)

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**From:** Adam Bovill <greenkiwi@gmail.com>  
**Sent:** Tuesday, August 12, 2014 6:09 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Re: Sb324 bumped at least 3 riders at 22nd

Sb380 full on bikes before it left sf

On Aug 12, 2014, at 8:24 AM, Adam Bovill <[greenkiwi@gmail.com](mailto:greenkiwi@gmail.com)> wrote:

Sb324 bumped at least 3 riders at 22nd

2 cars  
Old

You should have a twitter account, reporting would be easier. And have better visibility

## Caltrain, Bac (@caltrain.com)

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**From:** AJ Schrauth <aj.schrauth@gmail.com>  
**Sent:** Tuesday, August 12, 2014 5:34 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Re: Bumped  
**Attachments:** IMG\_0778.JPG

Hi,

I'm sure how many folks were just bumped from Caltrain 269 at RWC but there at least two. I was able to get the train and then saw this: people sitting where 3 bikes could fit. Someone doesn't get home on time because of this BS! It's time to start enforcing rules on passengers that don't have bikes as well as those that do. On that note, I've never seen a fare inspector for a giants game.

~AJ



## Caltrain, Bac (@caltrain.com)

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**From:** Adam Bovill <greenkiwi@gmail.com>  
**Sent:** Tuesday, August 12, 2014 8:25 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Sb324 bumped at least 3 riders at 22nd

Sb324 bumped at least 3 riders at 22nd

2 cars  
Old

You should have a twitter account, reporting would be easier. And have better visibility

## Caltrain, Bac (@caltrain.com)

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**From:** Thomas Young <tyoung@gmail.com>  
**Sent:** Monday, August 11, 2014 1:12 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Greetings Caltrain,

I'm writing to report that I (and about 4 others) were bumped from Wednesday the 6th of August's 8:19am southbound train at 22nd street. The next train got me to work 1/2 an hour later than I had planned.

This was particularly frustrating because I was making a special effort that morning to get to work earlier than usual so that I could leave work at a reasonable time at the end of the day for a change. Because I've heard about all the bike bumping, I normally choose to wait until after peak hour to take the train to and from work (about 8:49am is the earliest train that seems to be reliable for bikes), however getting home late each evening is starting to take it's toll on my family and myself.

We're new to San Francisco and so we're trying to get out and make new friends as often as we can. Unfortunately my wife is usually forced to go to social events without me because I come home from work too late. We would both really like to change this, but the risk of being bumped from earlier trains deters me.

When we first got to San Francisco I often drove to work down the freeway which I found very stressful. Since the first day I took my bike on board, my daily commute to work has been relaxing, enjoyable, productive, cheaper AND more active! So much so, that since that first ride, I have only driven to work once.

I would not like to return to driving, but to achieve a work-life balance I think I might have to compromise.

Thanks,

Thomas Young

## Caltrain, Bac (@caltrain.com)

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**From:** Jonathan Dirrenberger <jonathan.dirrenberger@gmail.com>  
**Sent:** Monday, August 11, 2014 9:46 AM  
**To:** De La Torre, Andria  
**Cc:** Bartholomew, Tasha; cac@caltrain.com; bikesonboard@sfbike.org; Caltrain, Bac (@caltrain.com); Board (@caltrain.com)  
**Subject:** RE: Bikes on Caltrain - Bicycle Bump Report on 21 July 2014  
**Attachments:** 2014-08-04 09.09.17.jpg

Hi,

Since I suspect that those at Caltrain who make the policies regarding bicycles on boards have rarely ridden Caltrain with a bike (let alone regularly as part of their commute) to understand the issues bicyclists face, I've attached a picture I took last week of a random example of 5 bikes (none are mine) on a single rack that clearly do not intrude into the aisle. I challenge you to tell me how this is a violation of anybody's safety.

Once again, I strongly suggest Caltrain update their bicycle policy to simply say that bicycles must not extend past the aisle line; drop the reference to a specific quantity. In addition, there should be signage suggesting to bicyclists how to rack their bicycle to do this as efficiently as possible, namely:

- 1) All bikes must have a destination tag; see the conductor if you don't have one. [By the way, conductors should *\*always\** have bike tags; I'm amazed at how often they do not.]
- 2) Rack bikes in order of destination with those going the furthest behind those going to nearer stops.
- 3) Never lock your bike to the rack. [By the way, this means bicyclists **MUST** be given priority seating in the bike car so they can keep an eye on their bikes. It is not an exaggeration to say that it is ridiculous that Caltrain does not enforce this. Most non-bicyclists are completely oblivious to the plight of bicyclists on Caltrain and it behooves everyone for Caltrain to help everyone understand that it is optimum for non-bicyclists to stay out of the bike car.]
- 4) Do not leave helmets, locks, panniers, etc on your handlebars/bike. This interferes with tight packing of bikes.
- 5) Orient pedals and handlebars carefully so bikes "fit together". This often includes alternating the direction each bike faces.
- 6) Make sure bikes are vertical and not leaning over. Pull them up snug to the next bicycle taking great care not to damage others' bicycles.
- 7) Bikes with drop handlebars should take extra care to orient them properly to maximize tight-packing.

Having good signage that lays these guidelines out as well as a little conductor enforcement (rather than having conductors yell at bicyclists about this arbitrary 4-bikes-per-rack rule) can easily increase bike capacity of each bike car by 6-10 bikes.

Thanks for your time,  
Jonathan Dirrenberger  
San Francisco

On Jul 23, 2014 6:31 PM, "Jonathan Dirrenberger" <[jonathan.dirrenberger@gmail.com](mailto:jonathan.dirrenberger@gmail.com)> wrote:



## Caltrain, Bac (@caltrain.com)

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**From:** Greg Lindahl <greg@blekko.com>  
**Sent:** Saturday, August 09, 2014 4:57 PM  
**To:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Cc:** janice@sfbike.org; bikesonboard@sfbike.org  
**Subject:** Bikes on Caltrain

As part of your ongoing improvements of Caltrain, please retrofit more cars as bike cars. 100% of the time that I ride Caltrain, I have a bike along. Many of my company's employees are the same. Without bike capacity, I'll drive my Tesla in the HOV lane instead -- creating a first world problem! Please, take my money! Keep the HOV lane for carpoolers!

-- Greg Lindahl, CTO, blekko

## Caltrain, Bac (@caltrain.com)

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**From:** Tim Hickey <tahickey@yahoo.com>  
**Sent:** Thursday, August 07, 2014 10:06 PM  
**To:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Cc:** Janice Li; bikesonboard@sfbike.org  
**Subject:** Bike capacity for the new fleet

As part of the new purchase of Bombardier cars, I strongly encourage Caltrain to retrofit the new cars to make them bike cars. I am excited by the purchase and the opportunity to address the growing ridership, especially as more and more people are denied access onboard due to limited bike capacity.

I ride from SF to SJ and see many get bumped at 22nd, especially on the Bombardier cars. Please remember that we passengers with bikes are trying to get to work and school and to deny us by failing to plan for the expected bike ridership is shortsighted, antiquated, and counterproductive to encouraging of cycling as a multimodal, non-auto transportation tool. Bay Area Bike Share and storage facilities can help but only to a limited degree. The expected increase in bike ridership, especially along the Caltrain Corridor, is going to be much greater than that of the rest of the nation, state, region, and even 3 counties served by the intercity rail service. Bikes and rail make sense and lack of capacity for the new fleet will greatly hinder the next generation of car free workers and residents.

Sincerely,

Tim Hickey

## Caltrain, Bac (@caltrain.com)

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**From:** Ryan Schmidt <rschmidtca@gmail.com>  
**Sent:** Thursday, August 07, 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 12 bikes bumped from 269 NB

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

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

Ryan

## Caltrain, Bac (@caltrain.com)

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**From:** alex norwood <alex\_norwood@hotmail.com>  
**Sent:** Thursday, August 07, 2014 9:57 AM  
**To:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Caltrain Needs To Address Bikes and Breakdowns

Dear Caltrain,

In the first 24 hours of returning to work, my commute has been affected by being bumped off the trains. This has happened last night in Menlo Park on Tuesday at 5:19pm, and yesterday morning at 22nd stop at 9:01am. I have been bumped in the past, but the capacity is now apparently growing at an alarming rate that this has happened twice in row.

Tuesday night's overall commute was 90 minutes long, most of that was dedicated to waiting for the next available train.

Yesterday morning I had to cancel going to work, because the next train wasn't for another hour. The overall commute would have been over two hours to Menlo Park from 22nd St.

I rely on the train, for economical reasons. I find that my only option is being challenged when there are no affordable feasible alternatives.

However, with the new purchase of Bombardier cars, I strongly encourage Caltrain to retrofit the new cars to make them bike cars. I am excited by the purchase and the opportunity to address the growing ridership, especially as more and more people are denied access onboard due to limited bike capacity.

Additionally, I am excited that having new trains will mean more reliable operation. In the past I have experienced delays of over two hours, culminating to three hours in commute time. On February 28,

2013 at around 6:30am, there was an incident where the second SB commuter train had a mechanical break down. The passengers were forced to disembark in South San Francisco.

This is relevant to the cycling situation, because with the current trains, even with the best of intentions where "**cyclists [...] adjust their schedules to ride trains with adequate bike capacity**" the busier commuter trains had priority and passed those of us who planned to avoid the rush hour or being bumped.

In situations such as the one described above the passengers should be, at the very least, financially compensated. I never understood why there's no financial compensation for stranded passengers. If a service isn't provided to expectation, then there should be some compensation.

In closing, Caltrain should consider these adjustments as opportunities to improve its product and services to meet expectations and the demands of a more environmental conscious generation in a growing economy.

Thank you for your time and understanding,  
-Alex Norwood

## Caltrain, Bac (@caltrain.com)

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**From:** AJ Schrauth <aj.schrauth@gmail.com>  
**Sent:** Wednesday, August 06, 2014 6:19 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 Caltrain 375 at RWC with 6 others at the rear car. There were probably more at the front car. Interesting, two bikes got off, but none were allowed on. I'm not sure how that works.

As usual, this is a pain in the ass but I won't hold my breath for any action on this front.

~AJ

## Caltrain, Bac (@caltrain.com)

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**From:** Derek Somogyi <derek@gogrid.com>  
**Sent:** Wednesday, August 06, 2014 3:57 PM  
**To:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Cc:** janice@sfbike.org; bikesonboard@sfbike.org  
**Subject:** Caltrain Bombardier Cars

As part of the new purchase of Bombardier cars, I strongly encourage Caltrain to retrofit the new cars to make them bike cars. I am excited by the purchase and the opportunity to address the growing ridership, especially as more and more people are denied access onboard due to limited bike capacity.

As a regular rider of Caltrain (from Milbrae to 4<sup>th</sup> & King), I routinely find myself getting denied boarding due to full bike cars. There is no rhyme or reason as to what days of the week or time of commute (albeit during "rush hour" times) which makes it extremely difficult to plan for. I would hope that Caltrain is making efforts to address the growing number of biking commuters and provide increased space for these loyal patrons.

Thank you,

Derek

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## Caltrain, Bac (@caltrain.com)

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**From:** Bryn Dole <bryn.dole@gmail.com>  
**Sent:** Wednesday, August 06, 2014 2:07 PM  
**To:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Cc:** janice@sfbike.org; bikesonboard@sfbike.org  
**Subject:** Caltrain Needs More Bike Capacity

As part of the new purchase of Bombardier cars, I strongly encourage Caltrain to retrofit the new cars to make them bike cars. I am excited by the purchase and the opportunity to address the growing ridership, especially as more and more people are denied access onboard due to limited bike capacity.

I have been riding Caltrain with my bike as part of my daily commute for 7 years. The bike car has steadily become more and more crowded in that time. Adding a second bike car was a huge relief, but now two bike cars is not enough. Nearly every bike car I ride is near or at capacity at some point of my trip. When people get bumped off of Caltrain, or realize that they might get bumped, it discourages the use of Caltrain. This defeats Caltrains goals of increasing ridership (and revenue) and also negatively affects traffic, congestion, and our environment.

You must consider making every new Bombardier car a bike car. I see no other way to keep up with the growth of bicycle commuting here in the Bay Area.

Bryn Dole

## Caltrain, Bac (@caltrain.com)

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**From:** Hilary Douglas <hilaryd@stanford.edu>  
**Sent:** Wednesday, August 06, 2014 12:44 PM  
**To:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Cc:** janice@sfbike.org; bikesonboard@sfbike.org  
**Subject:** Caltrain Needs More Bike Capacity

Dear Caltrain,

As part of the new purchase of Bombardier cars, I strongly encourage Caltrain to retrofit the new cars to make them bike cars. I am excited by the purchase and the opportunity to address the growing ridership, especially as more and more people are denied access onboard due to limited bike capacity.

I have been commuting from 4<sup>th</sup> & King to Palo Alto for three years. The last year and a half I have been doing so, everyday - rain or shine - with my bike - a 4 mile ride to the train station, followed by a 3 mile ride to my office. While I love the newer trains which are the most convenient for my commute SB314 and NB371, I have learned to avoid them at all costs. Even getting on at 4<sup>th</sup> & King, when I know I can get **my** bike on, I find it incredibly stressful to sit comfortably in my seat while my fellow commuters at 22<sup>nd</sup> St get turned away and in turn get very angry at the conductors. Obviously, the riders' anger is misplaced and it is a tense situation for all parties, but the interaction always makes me uncomfortable and a bit guilty that I made the train and will arrive at work at the time I intended.

I have adjusted my commute to times when the older cars (read: more bike space) are operating. In the morning, I never worry, thankful that I am at the beginning of the line. But in the afternoon, I never know if I will make it on the NB 269, NB 375, or even NB 277. (Obviously Giants game days are a different story altogether and I strive for NB 263 in the hopes that a bunch of drunken passengers won't sit/lean against the bikes.)

In recent weeks, I have even had a hard time getting bike space on NB385 and NB287. Perhaps, it is due to increased bikers during the summer months, but it is a disturbing trend. My commute time is 90 minutes each way if I make my intended train but every bump, or train I choose to skip, is more time I am away from my family, friends and home.

I am thankful every day that I can ride my bike and take the train to and from work. I hope that you will consider new cars with increased bike capacity so that those of us trying to do something good for ourselves and the planet can continue to do so and that Caltrain is still a viable commuting option as our population expands.

Thank you for your consideration!  
~Hilary

Hilary Douglas  
Assistant Director, Community-Engaged Scholarship  
Haas Center for Public Service  
hilary.douglas@stanford.edu  
650-725-8727

## Caltrain, Bac (@caltrain.com)

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**From:** anthony kleppe <anthonykleppe@gmail.com>  
**Sent:** Wednesday, August 06, 2014 11:33 AM  
**To:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Cc:** janice@sfbike.org; bikesonboard@sfbike.org  
**Subject:** Bike Capacity on Caltrain

As the board considers the purchase of new car for Caltrain's fleet, Caltrain should consider one of its fastest growing segments; commuters with bicycles. Caltrain, like other important transit links have the potential to serve both your riders and the communities you serve by facilitating more bike use in the first and last mile commute. Cities are finding that bikes are good for both business and the environment.

By providing this capacity, Caltrans will be making transit a better choice for your riders. The ability to have my bike on Caltrans makes it easier for me to use transit. My commute to Redwood City without my bike takes too long when I factor in the wait for transit to / from my house and the office . When on my bike, the commute is a responsible, healthy and reasonable choice.

I think most of us would agree that getting people out of our cars and into transit makes the Bay Area a better place to live. The Caltrans Board has the ability to help effect this change. Please make sure that bicyclist have appropriate facilities on Caltrans.

Thank you for your consideration.

Anthony Kleppe, San Francisco, CA

## Caltrain, Bac (@caltrain.com)

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**From:** Kathleen Gabriel <kathleengabriel@hotmail.com>  
**Sent:** Wednesday, August 06, 2014 11:07 AM  
**To:** Caltrain, Bac (@caltrain.com); cacsecretary (@caltrain.com); Board (@caltrain.com)  
**Cc:** janice@sfbike.org; bikesonboard@sfbike.org  
**Subject:** Caltrain improvements

Hi there,

As part of Caltrain's ongoing improvements, I urge you to consider retrofitting some of your new cars into bike cars. I have been a daily commuter with Caltrain for over 10 years now, and rely on your service; I also rely on being able to bike to and from the train station in order to make my daily commute. As the Bay Area is growing more concerned with not just traffic congestion but sustainable transit options, it makes sense to not just connect the different mass transit systems of BART, Muni, and Caltrain, but to make it possible for more people to use their bicycles in conjunction with mass transit.

I have been bumped from the bike car several times this year while commuting. Most recently, last week I was one of the lucky three bicyclists who got on the train in San Mateo, leaving 5 unlucky commuters at the station. The conductor then expressed scorn to those of us on the train, saying that we should feel lucky that bikes were allowed on the train at all, and lecturing a fellow bicyclist for the next three stops about how it was ridiculous that people with bikes should expect to ride on the train.

I think it is unfortunate that a Caltrain employee feels that bicyclists have less of a right to use public transit than pedestrians. To me, it makes sense to encourage people to bike to and from the train - this expands Caltrain's reach, and therefore its potential ridership.

In addition, I would like to address the response that Caltrain made to Bikes ONBoard, when asked about potentially increasing bike capacity on the train: "**Cyclists also may want to adjust their schedules to ride trains with adequate bike capacity.**" For many commuters, this is not possible. Consider your own employees - would it be reasonable to expect a train conductor to take a later bus and therefore arrive to work later, because the bus could not accommodate your employee? Additionally, how am I to know in advance which trains will have adequate capacity? There have been cases in which I have been bumped from two trains in a row, so now more often than not if I am bumped from a train I will give up and drive instead.

It is only becoming more common that people are using bicycles as transportation, and have the need to incorporate their bikes with mass transit. I ask you to look into any options for Caltrain to be on the forefront of this change in our transit habits.

Thank you,  
Kathleen Gabriel

## Caltrain, Bac (@caltrain.com)

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**From:** valerietuffy@gmail.com  
**Sent:** Wednesday, August 06, 2014 8:51 AM  
**To:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Cc:** janice@sfbike.org; bikesonboard@sfbike.org  
**Subject:** Caltrain Needs More Bike Capacity

As part of the new purchase of Bombardier cars, I strongly encourage Caltrain to retrofit the new cars to make them bike cars. I am excited by the purchase and the opportunity to address the growing ridership, especially as more and more people are denied access onboard due to limited bike capacity.

I've been denied access to Caltrain during my morning commute from Hillsdale to SF more and more frequently. As overall ridership increases, so too should bike capacity.

Sincerely,

Valerie Tuffy, 94403

## Caltrain, Bac (@caltrain.com)

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**From:** Haskin, Rita  
**Sent:** Wednesday, August 06, 2014 8:17 AM  
**To:** 'Mike Swire'  
**Cc:** Caltrain, Bac (@caltrain.com)  
**Subject:** RE: theft on Caltrain

There should be signage in all bike cars. The last time you inquired, Mike, I had Maintenance staff check and it was there. I will ask them to do another check. If the deals aren't there, they will post them.

Rita

**From:** Mike Swire [mailto:quincy14142135@gmail.com]  
**Sent:** Tuesday, August 05, 2014 11:07 PM  
**To:** Haskin, Rita  
**Cc:** Caltrain, Bac (@caltrain.com)  
**Subject:** Re: theft on Caltrain

Hi Rita,

Do all trains have signage? My understanding is that signage was removed in the new trains. Is this true? If so, why is there no signage on these trains?

Tx,

Mike

**Caltrain, Bac (@caltrain.com)**

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**From:** Mike Swire <quincy14142135@gmail.com>  
**Sent:** Tuesday, August 05, 2014 11:07 PM  
**To:** Haskin, Rita  
**Cc:** Caltrain, Bac (@caltrain.com)  
**Subject:** Re: theft on Caltrain

Hi Rita,

Do all trains have signage? My understanding is that signage was removed in the new trains. Is this true? If so, why is there no signage on these trains?

Tx,

Mike

## Caltrain, Bac (@caltrain.com)

---

**From:** Padi Hallam Joseph <p.hallam.joseph@gmail.com>  
**Sent:** Tuesday, August 05, 2014 10:36 PM  
**To:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); janice@sfbike.org; bikesonboard@sfbike.org  
**Subject:** Feedback: Caltrain Needs More Bike Capacity

Dear board members,

I am writing this email because being bumped from the Caltrain with my bike significantly affects my life and ability to do business. When I travel to the Millbrae station and get bumped from not one, but two trains, it's upsetting. Unfortunately, it happens to me at least once a week, despite arriving to the station early and waiting patiently with my bike for the train to come. I often am told I need to go to the "other" car, then I run with my bike and try to make it to the other bike car. It's especially hard for me because as a Broadway resident, our Caltrain station is closed and we rely on the Millbrae station to get down to Palo Alto. My husband travels to 4th and King every day and I go to Palo Alto. We own a car, but really consider ourselves public transit commuters and vastly prefer not to drive, especially with how expensive the commute is in the Bay Area. Every morning and evening that we get to spend in a comfy car, reading emails and books and listening to NPR instead of sitting in dead stopped traffic is a little victory. It's also a key reason we moved to the Bay Area - we are happy to be part of this economy and the community here. However, being bumped from the Caltrain has been so detrimental as to make riding the Caltrain with our bikes a gamble every morning - "will I be able to get onto the train this morning on one of the TWO trains that can get me to work on time?," I wonder! I read that you are adding additional cars to the trains. I am so happy to hear that. Please, please, please consider making more cars bike cars. As we deal with increasingly severe environmental and economic consequences from climate change, we absolutely cannot keep being a society of drivers. Additionally, it's just plain lovely to not sit in dead stopped traffic all morning, and to enjoy the beautiful sun, palm trees, and gorgeous landscapes of the Bay area from a train car every morning while getting time to read the news and be alone with ones thoughts. It's very important to me that you add more bike capabilities, and I know others share my sentiments. I look forward to hearing from you regarding this issue and I know it will continue to be an important issue to me and other community members. Please don't hesitate to contact me with updates on this issue.

Best,  
Padi

—

Padi Hallam Joseph, Ph.D.

(650) 260-3405  
[padi.joseph@gmail.com](mailto:padi.joseph@gmail.com)  
[p.hallam.joseph@gmail.com](mailto:p.hallam.joseph@gmail.com)

## Caltrain, Bac (@caltrain.com)

---

**From:** Jan van der Lugt <janlugt@gmail.com>  
**Sent:** Tuesday, August 05, 2014 9:40 PM  
**To:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Cc:** janice@sfbike.org; bikesonboard@sfbike.org  
**Subject:** Caltrain Needs More Bike Capacity

Dear sir/madam,

As part of the new purchase of Bombardier cars, I strongly encourage Caltrain to retrofit the new cars to make them bike cars. I am excited by the purchase and the opportunity to address the growing ridership, especially as more and more people are denied access onboard due to limited bike capacity.

I've been riding on the Caltrain every workday for 10 months now, and have regularly been unable to get on the train with my bike. The new electric trains would be the perfect moment to ensure more Caltrain riders can take their bikes with them!

- Jan

## Caltrain, Bac (@caltrain.com)

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**From:** sergiobacallado@gmail.com  
**Sent:** Tuesday, August 05, 2014 5:17 PM  
**To:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Cc:** janice@skbike.org; bikesonboard@sfbike.org  
**Subject:** Caltrain needs more bike capacity

Dear board,

As part of the new purchase of Bombardier cars, I strongly encourage Caltrain to retrofit the new cars to make them bike cars. I am excited by the purchase and the opportunity to address the growing ridership, especially as more and more people are denied access onboard due to limited bike capacity.

In recent weeks, I have been getting bumped from cars very often, sometimes making me late to work meetings and personal appointments.

Best,

Sergio Bacallado

## Caltrain, Bac (@caltrain.com)

---

**From:** Karl Schults <karl.schults@gmail.com>  
**Sent:** Tuesday, August 05, 2014 5:14 PM  
**To:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Cc:** janice@sfbike.org; bikesonboard@sfbike.org  
**Subject:** Caltrain Needs More Bike Capacity

As part of the new purchase of Bombardier cars, I strongly encourage Caltrain to retrofit the new cars to make them bike cars. I am excited by the purchase and the opportunity to address the growing ridership, especially as more and more people are denied access onboard due to limited bike capacity.

While I have not personally been bumped from Caltrain due to capacity, the bike cars are always very full, and I likely have only escaped this fate because I tend to ride trains leaving the downtown SF station, and arrive early enough to board before the train is full. When the bike cars are full to capacity, it can take a long time for bikers to disembark at a station, as they have to squeeze through all the people waiting, find and remove their bike from the rack, and then squeeze through everyone again, this time with the added encumbrance of a bike.

Please add capacity, instead of just telling bikers to rearrange their schedule. There is only so far that strategy can work, and mostly it discourages commuters from biking in the first place. While that does reduce congestion in the bike cars, I'm sure that is not the desired outcome.

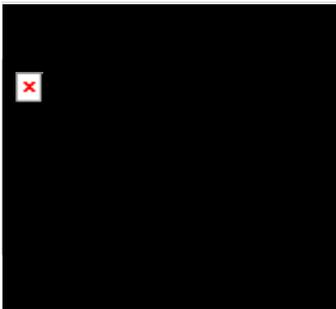
Sincerely,  
Karl Schults

**Caltrain, Bac (@caltrain.com)**

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**From:** pat giorni <hogorni@yahoo.com>  
**Sent:** Tuesday, August 05, 2014 4:18 PM  
**To:** Board (@caltrain.com)  
**Cc:** Caltrain, Bac (@caltrain.com); Averill, Joshua; cacsecretary (@caltrain.com)  
**Subject:** Caltrain Needs More Bike Capacity Now

## [Caltrain Needs More Bike Capacity Now | San Francisco Bicycle Coalition](#)



[Caltrain Needs More Bike Capacity Now | San Francisco Bi...](#)  
Last month, we highlighted what it means to get “bumped” off Caltrain, an issue which affects people’s daily lives, especially when it comes to getting to wor...  
[View on www.sfbike.org](http://www.sfbike.org) Preview by Yahoo

# Caltrain Needs More Bike Capacity Now

By Janice Li on August 5, 2014



Last month, we highlighted [what it means to get “bumped” off Caltrain](#), an issue which affects people’s daily lives, especially when it comes to getting to work or coming back home. The number of people wanting to bring their bike onboard is far outpacing the growth of overall

Caltrain ridership, with 13% of passengers now bringing their bike onboard. More people combining bikes and transit is good for all of us — as the city and region experience a huge population growth, bikes and transit allow people to get around and have more options of where they work or live while minimizing the stress on our streets and our environment. Despite this, people denied boarding Caltrain with their bikes is at an all time high.



Problem: Passengers can't bring their bike on Caltrain.

Solution: Increase onboard bicycle capacity on Caltrain.

Increasing bike capacity is even more timely now that Caltrain plans on purchasing new trains to handle the growing ridership. However, when our [Golden Wheel awardee](#) and Bikes ONBoard leader Shirley Johnson sent a letter to Caltrain urging them to use this opportunity to increase capacity, this was the response she received:

**Cyclists also may want to adjust their schedules to ride trains with adequate bike capacity.**

We are disappointed to see that rather than directly addressing the issue of bike capacity, Caltrain is asking their passengers to rearrange their schedule. We have heard from members that the repeated bumps mean they now drive to work, adding more congestion on the freeways, and moving away from sustainable transportation. Caltrain has proposed to increase bike parking at their stations, which is helpful for some but doesn't address the problem for the many who need their bike for the last mile to and from their destination point and can't afford two bikes.

This is the time to be heard. **Please take a moment to write a letter to Caltrain today to urge them to increase their bicycle capacity as they plan their purchase for new train cars. [This template will get you started.](#)**

To: board@caltrain.com, cacsecretary@caltrain.com, bac@caltrain.com

CC: janice@sfbike.org, bikesonboard@sfbike.org

Subject: Caltrain Needs More Bike Capacity

As part of the new purchase of Bombardier cars, I strongly encourage Caltrain to retrofit the new cars to make them bike cars. I am excited by the purchase and the opportunity to address the growing ridership, especially as more and more people are denied access onboard due to limited bike capacity.

[Please include details of your Caltrain experience, especially if you've been denied boarding in the past. Also include information about yourself and where you commute to and from by Caltrain.]

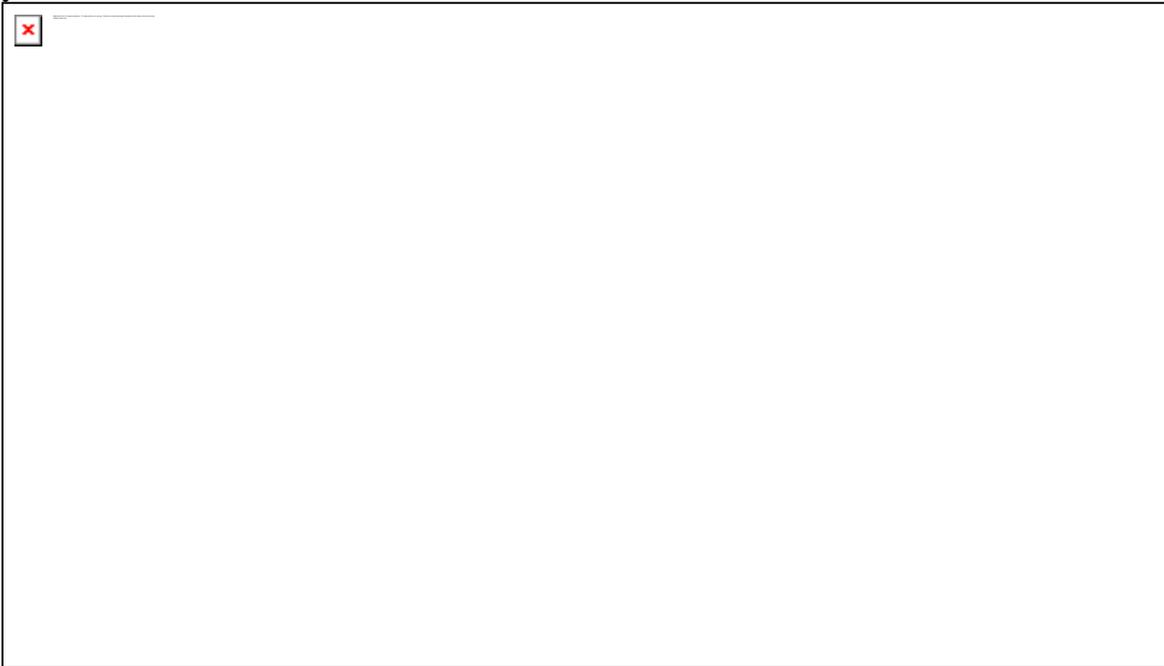
Your letter will be considered a registered public comment, but if you'd like to tell the Board directly, they will be discussing this issue on Thursday at their offices in San Carlos.

**Joint Powers Board Meeting**

Thursday, August 7 at 10AM

1250 San Carlos Ave., 2nd Floor, San Carlos, CA

The San Francisco Bicycle Coalition and our Bikes ONBoard committee continues to be hard at work making sure Caltrain takes this issue seriously. In the meantime, consider handing this to your boss.



Promoting the Bicycle for Everyday Transportation.

833 Market Street 10th Floor, San Francisco, CA 94103 | © San Francisco Bicycle Coalition

Regards,

Pat Giorni

## Caltrain, Bac (@caltrain.com)

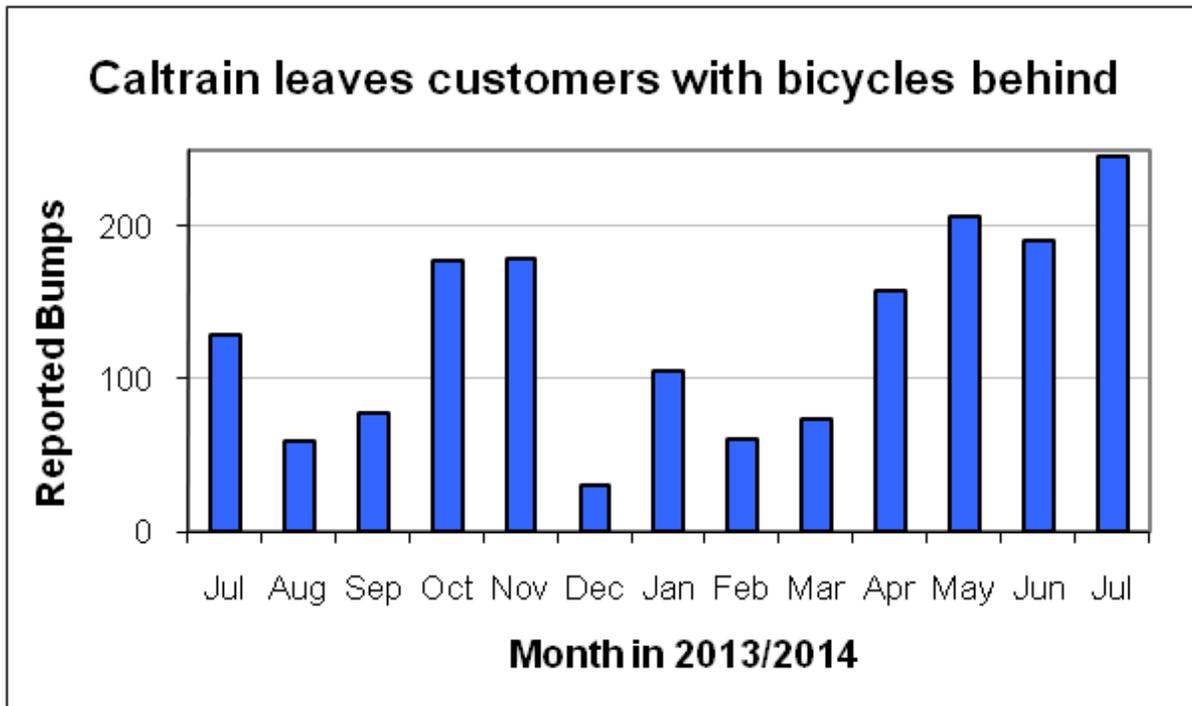
---

**From:** Shirley Johnson <dr\_shirley\_johnson@yahoo.com>  
**Sent:** Tuesday, August 05, 2014 3:34 PM  
**To:** Board (@caltrain.com)  
**Cc:** Janice Li; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** bicycle bumps are increasing; more bike capacity needed  
**Attachments:** Bicycle\_Bumps\_August\_JPB\_Mtg.docx

Dear Joint Powers Board,

As shown by the attached graph of reported bumps, there is an alarming trend of increasing service denials to customers with bicycles. Caltrain sorely needs more bicycle capacity. Please ensure that the new Bombardier rail cars that Caltrain is negotiating to purchase are retrofitted to include bike capacity. Thank you.

Best regards,  
Shirley Johnson, PhD  
Leader, BIKES ONboard project



The graph represents a lower bound, because many bumps are never reported.

## Caltrain, Bac (@caltrain.com)

---

**From:** De La Torre, Andria  
**Sent:** Tuesday, August 05, 2014 1:55 PM  
**To:** 'andrewn@gmail.com'  
**Cc:** 'bikesonboard@sfbike.org'; 'janice@sfbike.org'; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

Good Afternoon, Mr. Ness. 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 weren't 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.

It's unfortunate that you've given up on Caltrain; we don't like losing customers. At some point, it would be nice if you could return to Caltrain and take advantage of a bike locker or the bike station at the San Francisco station so that you didn't have to take you bike onboard. However, we realize that you may have some constraints at the destination end of your station. We have heard of some customers that rent two lockers so that they have a bicycle available on both ends of their commute. If that will be feasible in the future, you can check for locker availability at [www.caltrain.com/bikelockers](http://www.caltrain.com/bikelockers).

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

Kind Regards,

Andria

**Andria De La Torre**  
SamTrans | Caltrain | TA  
Customer Service Department  
1250 San Carlos Ave.  
San Carlos, CA 94070-1306  
1-800-660-4287  
[www.smctd.com](http://www.smctd.com)

Sent: Thursday, July 31, 2014 5:01 PM  
To: Nabong, Sarah  
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: Bikes on Caltrain Comment

I was a daily Caltrain commuter for more than 4 years. I happily traded my daily drive down 101 for riding Caltrain with my bicycle on board. In order to make that work for me, I moved closer to the 4th and King station. I was so committed that I even sold my car. Things went pretty well, although when summer came around I was bumped quite a few times. Fortunately Caltrain was working on improving things by adding a second bicycle car to all consists, so there was hope, and eventually some relief.

Things were pretty good, however ridership continued to increase without further expansion of on-board bicycle space. This year as the bumps continued and Caltrain refused to even discuss adding more on-board bicycle capacity, I gave up. I have discontinued my monthly pass, purchased a vehicle, and am back to driving down the freeway in a single occupant vehicle. It costs me more and traffic can be a pain at times, but it's never as bad as being denied service due to insufficient bicycle capacity and instantly being delayed for an hour or more as has happened to me frequently as a Caltrain customer.

With a 2-zone monthly pass, I paid Caltrain \$6,426 in my 4 years and 3 months of ridership. Over the next 4 years, Caltrain will not be receiving any revenue from me as you have left me standing on the platform too many times.

## Caltrain, Bac (@caltrain.com)

---

**From:** Haskin, Rita  
**Sent:** Tuesday, August 05, 2014 12:23 PM  
**To:** 'quincy14142135@gmail.com'  
**Cc:** Caltrain, Bac (@caltrain.com)  
**Subject:** Re: theft on Caltrain

Good afternoon, Mike. Your message to the Caltrain Bicycle Advisory Committee was referred to me for response. The BAC members will receive a copy of our correspondence.

We regret that someone tried to steal a fellow customer's bike from onboard the train.

The boom in Caltrain ridership is resulting in more and more crowded trains. Many customers find the first seat or standing space they can, and oftentimes it's in the bike portion of the car.

We have placed signage in the bike cars and have the conductors make period announcements. We will check on the frequency of those announcements, balanced with the other announcements they make, to see if the frequency should be increased.

Thank you for your feedback over the years. It assists us in improving our service.

Sincerely,

Rita

**Rita P. Haskin**

SamTrans | Caltrain | TA  
Office of 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 #080048  
Mike Swire – quincy14142135@gmail.com

I just read about the bike theft that occurred on Caltrain today. Luckily, another cyclist tracked down the thief. It is sad that Caltrain has placed the onus of policing the bike car on cyclists. This would be easily preventable, however, if Caltrain gave cyclists priority on the bike car. Fewer non-cyclists on the bike car would make it easier to find a seat in the bike car instead of moving to another car. Bikes would be more visible. It would also be easier to identify suspicious, infrequent riders. Why can't Caltrain put more signage and make more announcements asking (not telling) non-cyclists to stay out of the bike car??????

## Caltrain, Bac (@caltrain.com)

---

**From:** Conny Barton <conny.barton@gmail.com>  
**Sent:** Tuesday, August 05, 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 bumped on Tuesday August 5

At least 10 bikes were bumped from the 323 northbound train at the Mountain View train station this morning

Regards.  
Conny Barton  
Sent from my iPhone

## Caltrain, Bac (@caltrain.com)

---

**From:** quincy14142135@gmail.com on behalf of Mike Swire <mswire91@gmail.com>  
**Sent:** Monday, August 04, 2014 10:48 PM  
**To:** Caltrain, Bac (@caltrain.com)  
**Subject:** theft on Caltrain

I just read about the bike theft that occurred on Caltrain today. Luckily, another cyclist tracked down the thief. It is sad that Caltrain has placed the onus of policing the bike car on cyclists. This would be easily preventable, however, if Caltrain gave cyclists priority on the bike car. Fewer non-cyclists on the bike car would make it easier to find a seat in the bike car instead of moving to another car. Bikes would be more visible. It would also be easier to identify suspicious, infrequent riders.

Why can't Caltrain put more signage and make more announcements asking (not telling) non-cyclists to stay out of the bike car??????

Mike Swire

## Caltrain, Bac (@caltrain.com)

---

**From:** Jen Shiu <jen@maraxi.com>  
**Sent:** Monday, August 04, 2014 8:18 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

This morning on 8-4-14 9 bike were bumped on train 322 at 22nd street.

Unreliable commute options encourages driving. Please promote more secure bike parking at stations.

Sincerely,  
Jen Shiu

## Caltrain, Bac (@caltrain.com)

---

**From:** Conny Barton <conny.barton@gmail.com>  
**Sent:** Monday, August 04, 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 bumped Monday August 4

At least 5 bikes were bumped from the NB 323 train this morning at the Mountain View station at 7:57 this morning. The train had bombardier cars

Regards  
Conny Barton  
Sent from my iPhone

**Caltrain, Bac (@caltrain.com)**

---

**From:** pat giorni <hogorni@yahoo.com>  
**Sent:** Sunday, August 03, 2014 7:16 PM  
**To:** Board (@caltrain.com)  
**Cc:** Caltrain, Bac (@caltrain.com); Averill, Joshua; cacsecretary (@caltrain.com); BIKES ONboard; bikesmc; Corinne Winter; SVBC-pen; svbcbikes@bikesiliconvalley.org  
**Subject:** Anecdotal Bump Count for July 2014  
**Attachments:** July\_01\_to\_31 2014 Bump Count.doc

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

Please note that I am now gleaming the information for the spreadsheet from the Bicycle Advisory Committee Correspondence, the JPB monthly Correspondence packet, as well comments CC-ed to San Francisco Bicycle Coalition's BikesOnBoard project in order to report by the entire month and provide a more accurate snapshot of the complaints.

I have included in the attachment a table of July 2009-2013 bump counts that tallies with the reports I have been providing.

Regards,

Pat Giorni

**July 11, 2014 BAC**

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

**BikesOnBoard July**

Jul.14		10	RWC-#319	<a href="#">David Fisher &lt;</a>
	1(repeat)		RWC-#319	<a href="#">dhans</a>
	25+		22nd-#220	adamwidmer@
	20(repeat)		22nd-#220	<a href="#">Christopher Cain</a>
Jul. 15		8	MV-#323	Conny Barton <
		7	Millbrae-#323	Fred Lam <
Jul. 19		1	SM-#431	<a href="#">Teresa Zhang &lt;</a>
Jul. 20		10	22nd-#322	Ari Benderly <
Jul.21		1	SF-#370	<a href="#">Malcolm Dunne</a>
		1	RWC-#319	<a href="#">David Fisher</a>
		1	RWC-#319	<a href="#">David Fisher</a>
		1	RWC-#319	<a href="#">dhans</a>
		5	22nd-#220	Jonathan Dirrenberger
	6+		SF-#288	Megan Myers <
		1	MP-#385	Tom Birch <
Jul. 22		20	PA-#386	Alex Herzick <
		2	SF-#386	<a href="#">zpremiumz</a>
		3	RWC-#319	<a href="#">Michael Pes &lt;</a>
		10	SF-#386	<a href="#">Michael Pes</a>
		1	SF-#370	<a href="#">Malcolm Dunne &lt;</a>
		1	SF-#282	<a href="#">Benjamin Busjaeger</a>
Jul. 23		5	PA-#323	Alex Herzick <
		4	Hillsdale-#371	Jean Fraser <
		1	Millbrae-#323	Fred Lam <
Jul.24		9	MV-#323	Conny Barton <
		1	SF-#370	<a href="#">Malcolm Dunne &lt;</a>
Jul. 28		10	RWC-#319	<a href="#">David Fisher &lt;</a>
		1	RWC-#319	<a href="#">dhans</a>
		8	Hillsdale-#217	<a href="#">Ansbergs, Christa R</a>
	10+		MP-#385	<a href="#">R. Lucas Coe</a>
	10+		PA-#287	<a href="#">R. Lucas Coe</a>
	1+		P-#287	<a href="#">R. Lucas Coe &lt;</a>
		7	Hillsdale-#221	Davemezee <
		4	Millbrae-#323	Fred Lam
		1	Hillsdale-#287	<kagerocks
Jul.29		1	MV-#323	Ashlyne <
		1	SF-#282	Ashlyne <
Jul. 30		1	SF-#272	peterlively1@

	2+	S Antonio-#233	Douglas Smith <
		3 Cal Ave-#233	Douglas Smith <
<b>Total BikesOn Board</b>	<b>194+</b>		
<b>Total July, 2014</b>	<b>245+</b>		

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

## Caltrain, Bac (@caltrain.com)

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**From:** Teresa Zhang <resa@alum.mit.edu>  
**Sent:** Friday, August 01, 2014 4:09 PM  
**To:** janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Nabong, Sarah; bikesonboard@sfbike.org  
**Subject:** Fwd: Bump on Caltrain 431

Please see my bump report below. I was going from San Mateo to SF 4th and King.

Thank you,  
Teresa

Begin forwarded message:

**From:** Teresa Zhang <[resa@alum.mit.edu](mailto:resa@alum.mit.edu)>  
**Date:** July 19, 2014 at 1:06:32 PM PDT  
**To:** "[bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org)" <[bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org)>  
**Subject: Bump on Caltrain 431**

Bump on northbound Caltrain 431 today.

Teresa

## Caltrain, Bac (@caltrain.com)

---

**From:** Andrew Ness <andrewn@gmail.com>  
**Sent:** Thursday, July 31, 2014 5:01 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 was a daily Caltrain commuter for more than 4 years. I happily traded my daily drive down 101 for riding Caltrain with my bicycle on board. In order to make that work for me, I moved closer to the 4th and King station. I was so committed that I even sold my car. Things went pretty well, although when summer came around I was bumped quite a few times. Fortunately Caltrain was working on improving things by adding a second bicycle car to all consists, so there was hope, and eventually some relief.

Things were pretty good, however ridership continued to increase without further expansion of on-board bicycle space. This year as the bumps continued and Caltrain refused to even discuss adding more on-board bicycle capacity, I gave up. I have discontinued my monthly pass, purchased a vehicle, and am back to driving down the freeway in a single occupant vehicle. It costs me more and traffic can be a pain at times, but it's never as bad as being denied service due to insufficient bicycle capacity and instantly being delayed for an hour or more as has happened to me frequently as a Caltrain customer.

With a 2-zone monthly pass, I paid Caltrain \$6,426 in my 4 years and 3 months of ridership. Over the next 4 years, Caltrain will not be receiving any revenue from me as you have left me standing on the platform too many times.

Andrew Ness

## Caltrain, Bac (@caltrain.com)

---

**From:** Shirley Johnson <dr\_shirley\_johnson@yahoo.com>  
**Sent:** Thursday, July 31, 2014 2:50 PM  
**To:** Haskin, Rita  
**Cc:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Janice Li  
**Subject:** Re: a case for more bike capacity

Dear Ms. Haskin,

Thank you for your response. We sincerely appreciate that Caltrain accommodates bicycles, and we encourage Caltrain to continue its commitment to green commuting. We are happy to hear that the feasibility of retrofitting the new Bombardier cars to be bike cars is under consideration.

As you are certainly aware, more onboard bike capacity encourages mode shift from driving to biking, thereby alleviating full parking lots.

You must also be aware that bike parking at stations is already undersubscribed, so more bike parking is not the answer to the bike bumping problem. Staff surveyed bike parking utilization at Menlo Park, Palo Alto, and Mountain View in February 2012. Results were presented to the Caltrain Bicycle Advisory Committee, and are shown below:

*Bike Parking Utilization in February 2012*

Bike cage in Menlo Park: 61.9% in use  
Bike lockers in Palo Alto: 45.7% in use  
Bike lockers in Mountain View: 60.3% in use

A prudent way for Caltrain to spend its limited resources is to add more onboard bike capacity, because there is very high customer demand.

As you weigh the needs for all your customers, please keep in mind that only bicyclists are bumped, not walk-ons. The glaring need for more bike capacity cannot be overstated.

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

---

**From:** "Haskin, Rita" <haskinr@samtrans.com>  
**To:** "dr\_shirley\_johnson@yahoo.com" <dr\_shirley\_johnson@yahoo.com>  
**Cc:** "Board (@caltrain.com)" <Board@caltrain.com>; "cacsecretary (@caltrain.com)" <cacsecretary@caltrain.com>; "Caltrain, Bac (@caltrain.com)" <baccaltrain@samtrans.com>  
**Sent:** Monday, July 28, 2014 10:44 AM  
**Subject:** Re: a case for more bike capacity

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

We are working diligently to purchase additional cars to handle our growing ridership. However, it may not be feasible to retrofit any acquired cars to serve as bike cars. The volume of customers without bicycles is significant. Caltrain also is experiencing customers who are denied parking spaces because the lots at the most-popular stations are filling fast. These customers are choosing to either arrive at the station earlier or move to an adjacent station with available parking.

Please be assured that we're working on solutions for accommodating customers with bicycles. However, the solutions may be focused on wayside facilities. Cyclists also may want to adjust their schedules to ride trains with adequate bike capacity. Our annual ridership count includes the most-popular trains for customers with bicyclist. The adjacent trains may provide a good alternative for some customers.

We understand your passion for advocating for bicyclists. Caltrain has done a tremendous job of transforming itself into the top bicycle accessible commuter rail system in the nation. We will continue to weigh the needs of all of our customers, including those using a wheelchair or other mobility aid, those with luggage and those with bikes.

Sincerely,

Rita

**Rita P. Haskin**

SamTrans | Caltrain | TA

Office of Customer Service and Marketing

1250 San Carlos Ave.

San Carlos, CA 94070-1306

650-508-6248

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

Shirley Johnson – Consumer Report #070380

Dear Joint Powers Board, We are excited about the possibility of Caltrain adding more Bombardier cars to its fleet. We strongly encourage you to retrofit the new Bombardier cars to make them bike cars. Adding a new Bombardier bike car to a train will add approximately 120 seats and 24 bike spaces. While the seats are needed, the bike spaces are needed even more. Bikes-on-board passengers are Caltrain's fastest growing passenger segment, as shown by the attached graph. Bicycle boardings grew a whopping 120% between 2010 and 2014, whereas walk-on boardings increased less than 50% in that same period. Bicycle boardings are capped by insufficient bike capacity, so the increase in bicycle boardings would have been even more dramatic, if Caltrain had adequate onboard bike space. Your correspondence packet is filled each month with bump reports from cyclists who were denied boarding, so there is certainly latent demand. It is unfair that one type of passenger gets bumped while everyone else is served. This imbalance is especially troubling, because passengers with bicycles are a benefit to Caltrain in that bicyclists do not use expensive parking spaces or occupy seats on Caltrain shuttles. Furthermore, bicyclists benefit the community by reducing traffic congestion and pollution. We trust the negotiations with Metrolink for the new Bombardier cars will be successful, so Caltrain can add both seating capacity and bike capacity to its fleet to better serve ALL its customers. Thank you.

## Caltrain, Bac (@caltrain.com)

---

**From:** Douglas Smith <douglas.smith.mvca@gmail.com>  
**Sent:** Thursday, July 31, 2014 10:40 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

And another report from yesterday...

Yesterday, 7/30, on the northbound train that arrived at San Carlos at 5:29pm, in the northern bike car, the car arrived full. The conductor said that no bikes could get on the train. At least three bike riders were directed to the other bike car, I'm not sure if they got on the train.

Thanks -

Douglas

## Caltrain, Bac (@caltrain.com)

---

**From:** Douglas Smith <douglas.smith.mvca@gmail.com>  
**Sent:** Thursday, July 31, 2014 10:38 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

Didn't get around to submitting a bump report yesterday...

Yesterday, 7/30, on the northbound train arriving at 8:59am in Mountain View, in the southern bike car, the car became full of bikes at that stop. At the next two stops, San Antonio and Cal. Ave. bike riders were turned away. At least 2 at San Antonio, and 2-3 more at Cal. Ave. They were directed to the northern most bike car, I'm not sure if they got on there. When the train got to Palo Alto about 20 people with bikes got off from that one car, and things were freed up for more riders after that point.

Thanks -

Douglas

## Caltrain, Bac (@caltrain.com)

---

**From:** peterlively1@yahoo.com  
**Sent:** Wednesday, July 30, 2014 6:32 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

Bumped from #272, the 5.20 pm from SF.

I've been a daily rider for over eighteen months. I'm very proud of the fact that I have only ever driven from my home mid peninsula to work in SF only once in all that time.

Not sure if I can continue to do the daily "Caltrain adventure", too many people and not enough room.  
Peter.

[Sent from Yahoo Mail on Android](#)

## Caltrain, Bac (@caltrain.com)

---

**From:** Ashlyne <aacamuti@gmail.com>  
**Sent:** Tuesday, July 29, 2014 7:08 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

All:

Tumultuous day for bikers on Caltrain. I was bumped from the 7:57 bullet train 323 at mountain view. This is an every day occurrence. This afternoon, I was bumped on the southbound 6:20 train (limited express) from San Francisco. The result of these bumps caused an additional 40 of active train riding time, without including waiting. As bike capacity increases, please increase thoughts toward a viable solution for all riders and bikers.

As always, thank you for your time.

Ashlyne

(A daily commuter dependent on Caltrain and pedal power)

Sent from my iPhone

## Caltrain, Bac (@caltrain.com)

---

**From:** kagerocks@gmail.com  
**Sent:** Monday, July 28, 2014 7:20 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

Bumped from train 287 northbound at Hillsdale. Newer trains with half the bike spots simply don't get the job done.

## Caltrain, Bac (@caltrain.com)

---

**From:** R. Lucas Coe <lucascoe@stanford.edu>  
**Sent:** Monday, July 28, 2014 7:08 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bumped off 646 and 657 in Menlo park

Hi,

At least 10-15 bumped at Menlo. Plus several others bumped at Palo Alto.

Thank you

R. Lucas Coe

## Caltrain, Bac (@caltrain.com)

---

**From:** Ansbergs, Christa R <christa.r.ansbergs@lmco.com>  
**Sent:** Monday, July 28, 2014 2:22 PM  
**To:** Nabong, Sarah  
**Cc:** 'bikesonboard@sfbike.org'; Board (@caltrain.com); Bartholomew, Tasha; 'cac@caltrain.com'; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Bump report

Bikes Bumped today (7/28/14) at Hillsdale station:  
8 biked bumped from 7:51 express train #219, 2 nippon-sharyo cars, all full.  
All were able to get on 8:02 local #221

Christa R Ansbergs

## Caltrain, Bac (@caltrain.com)

---

**From:** Haskin, Rita  
**Sent:** Monday, July 28, 2014 10:45 AM  
**To:** 'dr\_shirley\_johnson@yahoo.com'  
**Cc:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Re: a case for more bike capacity

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

We are working diligently to purchase additional cars to handle our growing ridership. However, it may not be feasible to retrofit any acquired cars to serve as bike cars. The volume of customers without bicycles is significant. Caltrain also is experiencing customers who are denied parking spaces because the lots at the most-popular stations are filling fast. These customers are choosing to either arrive at the station earlier or move to an adjacent station with available parking.

Please be assured that we're working on solutions for accommodating customers with bicycles. However, the solutions may be focused on wayside facilities. Cyclists also may want to adjust their schedules to ride trains with adequate bike capacity. Our annual ridership count includes the most-popular trains for customers with bicyclist. The adjacent trains may provide a good alternative for some customers.

We understand your passion for advocating for bicyclists. Caltrain has done a tremendous job of transforming itself into the top bicycle accessible commuter rail system in the nation. We will continue to weigh the needs of all of our customers, including those using a wheelchair or other mobility aid, those with luggage and those with bikes.

Sincerely,

Rita

**Rita P. Haskin**

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Shirley Johnson – Consumer Report #070380

Dear Joint Powers Board, We are excited about the possibility of Caltrain adding more Bombardier cars to its fleet. We strongly encourage you to retrofit the new Bombardier cars to make them bike cars. Adding a new Bombardier bike car to a train will add approximately 120 seats and 24 bike spaces. While the seats are needed, the bike spaces are needed even more. Bikes-on-board passengers are Caltrain's fastest growing passenger segment, as shown by the attached graph. Bicycle boardings grew a whopping 120% between 2010 and 2014, whereas walk-on boardings increased less than 50% in that same period. Bicycle boardings are capped by insufficient bike capacity, so the increase in bicycle boardings would have been even more dramatic, if Caltrain had adequate onboard bike space. Your correspondence packet is filled each month with bump reports from cyclists who were denied boarding, so there is certainly latent demand. It is unfair that one type of passenger gets bumped while everyone else is served. This imbalance is especially troubling, because passengers with bicycles are a benefit to Caltrain in that bicyclists do not use expensive parking spaces or occupy seats on Caltrain shuttles. Furthermore, bicyclists benefit the community by reducing traffic congestion

and pollution. We trust the negotiations with Metrolink for the new Bombardier cars will be successful, so Caltrain can add both seating capacity and bike capacity to its fleet to better serve ALL its customers. Thank you.

## Caltrain, Bac (@caltrain.com)

---

**From:** Fred Lam <fclam@gmail.com>  
**Sent:** Monday, July 28, 2014 8:29 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 bump from 323. 3 other cyclist got bump as well.

Sent from my iPhone

## Caltrain, Bac (@caltrain.com)

---

**From:** Davemezee <davemezee@gmail.com>  
**Sent:** Monday, July 28, 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

Good Morning,

A total of 7 bikes were prevented from boarding northbound caltrain at hillsdale (departing at 7:51am).

Sent from my iPhone

## Caltrain, Bac (@caltrain.com)

---

**From:** dhans <dhans@bmwsf.com>  
**Sent:** Monday, July 28, 2014 7:38 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** 319

Got bumped of the 319 at rwc. 3rd Monday in a row

## Caltrain, Bac (@caltrain.com)

---

**From:** Shirley Johnson <dr\_shirley\_johnson@yahoo.com>  
**Sent:** Friday, July 25, 2014 5:56 PM  
**To:** Board (@caltrain.com)  
**Cc:** cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Janice Li  
**Subject:** a case for more bike capacity  
**Attachments:** 140725\_Graph\_of\_Caltrain\_Boardings.docx

Dear Joint Powers Board,

We are excited about the possibility of Caltrain adding more Bombardier cars to its fleet. We strongly encourage you to retrofit the new Bombardier cars to make them bike cars. Adding a new Bombardier bike car to a train will add approximately 120 seats and 24 bike spaces. While the seats are needed, the bike spaces are needed even more.

Bikes-on-board passengers are Caltrain's fastest growing passenger segment, as shown by the attached graph. Bicycle boardings grew a whopping 120% between 2010 and 2014, whereas walk-on boardings increased less than 50% in that same period.

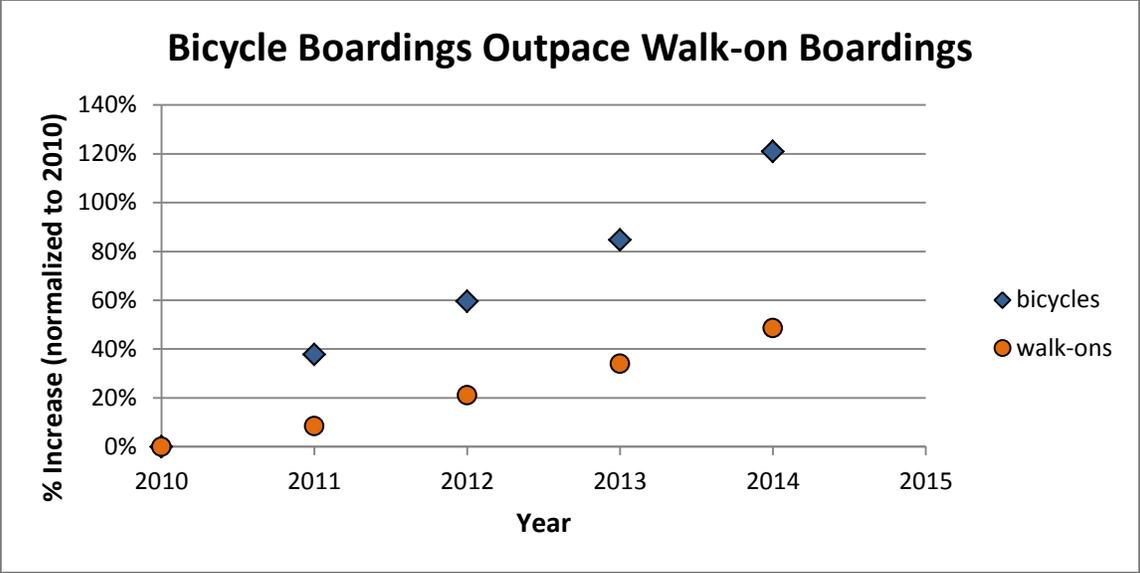
Bicycle boardings are capped by insufficient bike capacity, so the increase in bicycle boardings would have been even more dramatic, if Caltrain had adequate onboard bike space. Your correspondence packet is filled each month with bump reports from cyclists who were denied boarding, so there is certainly latent demand.

It is unfair that one type of passenger gets bumped while everyone else is served. This imbalance is especially troubling, because passengers with bicycles are a benefit to Caltrain in that bicyclists do not use expensive parking spaces or occupy seats on Caltrain shuttles. Furthermore, bicyclists benefit the community by reducing traffic congestion and pollution.

We trust the negotiations with Metrolink for the new Bombardier cars will be successful, so Caltrain can add both seating capacity and bike capacity to its fleet to better serve ALL its customers. Thank you.

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

P.S. Please confirm receipt of this email. In the past, my emails with attachments have not been received. Thank you.



Bicycle boardings are limited by insufficient bike capacity, and would be even higher with more bike capacity.

## Caltrain, Bac (@caltrain.com)

---

**From:** Fred Lam <fclam@gmail.com>  
**Sent:** Thursday, July 24, 2014 5:15 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 for 5:14 from sf to millbrae

Sent from my iPhone

## Caltrain, Bac (@caltrain.com)

---

**From:** Conny Barton <conny.barton@gmail.com>  
**Sent:** Thursday, July 24, 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 7/24/14

9 bikes were bumped from the 323 NB train at the Mountain View station at 7:57 this morning. It was with the bombardier cars.

Regards.

Conny  
Barton  
Sent from my iPhone

## Caltrain, Bac (@caltrain.com)

---

**From:** Jonathan Dirrenberger <jonathan.dirrenberger@gmail.com>  
**Sent:** Wednesday, July 23, 2014 6:31 PM  
**To:** De La Torre, Andria  
**Cc:** cac@caltrain.com; Bartholomew, Tasha; bikesonboard@sfbike.org; Caltrain, Bac (@caltrain.com); Board (@caltrain.com)  
**Subject:** RE: Bikes on Caltrain - Bicycle Bump Report on 21 July 2014

Andria,

I appreciate your willingness to listen and respond. Thanks.

Yet, as someone who has been riding with my bicycle on Caltrain nearly every work day for seven (yes, 7) years and on and off the ten years before that, I need to point out that you/Caltrain are deflecting my point. We are not debating the fact that Caltrain's number one priority is the safety of all passengers; I agree totally with this. What I disagree with, and what you are deflecting, is whether the rule of 4 bikes per rack is indeed the safest. For example, I have seen 3 bikes racked so poorly that they stick out into the aisle. How are 3 bikes per rack sticking out into the aisle the safest for your passengers? Isn't the real issue not about how many bikes are on each rack but making sure the aisles are clear?

The answer, of course, is that it's not safer and instead Caltrain is anachronistically and unquestioningly clinging to an outdated policy created long before bicyclists were being bumped. The point I am making, and the one Caltrain insists on avoiding/deflecting, is that this policy needs to be reconsidered in light of the massive increases in cyclists. It's just as easy, in fact easier, to have the conductors enforce the rule that bicycles can't extend into the aisle regardless of how many are on a rack (it's much easier to look down the aisle and see which bicycles intrude instead of having to count bicycles). And this also is *\*safer\** for passengers since it *\*directly\** addresses the issue of aisles being blocked rather than indirectly from some arbitrary limit on the number of bikes.

Given the massive increases in cyclists (and all passengers for that matter), Caltrain needs to stop clinging to outdated and arbitrary rules and be more willing to make changes to accommodate the changing times. I have yet to hear an effective rebuttal/reason why Caltrain cannot modify the bike rack rule, and that's disappointing. The passengers deserve better.

Thanks again for your time,  
Jonathan

On Jul 23, 2014 5:42 PM, "De La Torre, Andria" <[delatorrea@samtrans.com](mailto:delatorrea@samtrans.com)> wrote:

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

Kind Regards,

**Andria De La Torre**

SamTrans | Caltrain | TA

Customer Service Department

1250 San Carlos Ave.

San Carlos, CA 94070-1306

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

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

**From:** Jonathan Dirrenberger [mailto:[jonathan.dirrenberger@gmail.com](mailto:jonathan.dirrenberger@gmail.com)]

**Sent:** Wednesday, July 23, 2014 3:42 PM

**To:** De La Torre, Andria

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

**Subject:** Re: Bikes on Caltrain - Bicycle Bump Report on 21 July 2014

Andria,

Thanks for the response. Just wanted to make a further comment. You said:

" 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."

You do realize this doesn't solve the bigger problem, right? Sure, I may get on the train if I switch to 4th & King, but now somebody else at 22nd St now gets bumped. This is good for me, but not for the larger cause; all your suggestion does is shift around who gets bumped, not the total number of bumps. That is not a solution.

I appreciate that you are trying to address the issue, but your comments reinforce my concerns that Caltrain doesn't think about these issues clearly enough or through a wide enough lens to realize that the only real solution (short of having a full roll-out of bike share throughout both SF and Peninsula, something which is many, many years away) is increasing bicycle capacity on the trains.

I would also like to add that one easy fix that can be implemented immediately is not having a limit of 4 bikes per rack. I've been told this is federal law, but I'm pretty sure there's no law that says exactly this ("4 bikes per rack"). I'm fairly confident the federal law says that the aisles must be kept clear and that the 4-bike limit is a **Caltrain-specific** interpretation of the law. Instead, Caltrain's policy should be: bikes cannot block the aisle (marked with tape), and if that's 4 bikes, 5 bikes, 6 bikes, or maybe even only 3, then so be it. Because, in fact, you can actually rack 5 bikes per rack and keep them out of the aisle if done tightly and carefully. I think you need to rephrase this rule and just change it to say "Bikes must not protrude into the taped aisle" and let bicyclists do this however they wish. You'd be surprised at how tightly bicyclists can pack bikes when it

determines whether or not they get to work/home on time.

Thanks again.  
Jonathan

On Tue, Jul 22, 2014 at 1:53 PM, De La Torre, Andria <[delatorrea@samtrans.com](mailto:delatorrea@samtrans.com)> wrote:

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

Thank you for letting us know about your experience on Caltrain yesterday morning, and we regret that you weren't able to board your intended Train No. 230. Caltrain is experiencing unprecedented growth in ridership for customers travelling both with and without bicycles. Although we successfully transport about 5,874 customers with bikes on an average weekday, we realize that other customers would like to bring their bikes on board. We are experiencing similar capacity constraints for customers with cars at our Baby Bullet stations.

Many Caltrain stations have an ample supply of bike lockers, including the San Francisco station, for customers to rent. We list the stations with locker availability at [www.caltrain.com/bikelockers](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 regards to your comments about adding station stops at 22nd Street, we are considering adding a 22nd Street stop to a limited number of trains when we adjust our timetable in October. While it may seem like a simple thing to add a stop to a train, it may have adverse impacts on the trains ability to operate in its allotted time. 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. We will continue to evaluate what we can do in the future to accomplish additional bike ridership and we will look at our equipment cycles to see how to best handle the heaviest bike traffic. Unfortunately, we don't have any additional trains to add to trains now to accommodate our growing ridership.

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

Kind Regards,

Andria

**Andria De La Torre**

SamTrans | Caltrain | TA

Customer Service Department

1250 San Carlos Ave.

San Carlos, CA 94070-1306

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

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

Sent: Monday, July 21, 2014 9:13 AM

To: [lindella@samtrans.com](mailto:lindella@samtrans.com)

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

Subject: Bikes on Caltrain - Bicycle Bump Report on 21 July 2014

Hi,

I and 4 other bicyclists were bumped from the 230 train with Gallery cars at 22nd St on the morning of 21 July 2014. This is extremely frustrating especially since I will now be late for a meeting at work.

This has been happening constantly, even since the 2nd bike cars were made permanent for all trains. This shows that more capacity is needed yet I have heard absolutely from Caltrain that even acknowledges the problem let alone offers solutions. More safe bicycle storage at stations may help but it won't solve the problem since most bicyclists need their bikes on both ends. Further, I often get on and off at different stations. The real solution is a 6th car which is a bike car, at least for trains with high numbers of bumps.

However, it would also help to have all southbound trains in the morning stop at 22nd St. Why is this not the case? 22nd St is one of the most popular stations yet some southbound AM trains skip it. I also think there is room to add an entire (limited) train between 9am and 9:30am. Clearly the demand is there and it would attract some of the bicyclists who take the 230 but wouldn't mind going in a little later some days.

Thanks for your time,

## Caltrain, Bac (@caltrain.com)

---

**From:** De La Torre, Andria  
**Sent:** Wednesday, July 23, 2014 5:42 PM  
**To:** 'Jonathan Dirrenberger'  
**Cc:** Bartholomew, Tasha; Board (@caltrain.com); bikesonboard@sfbike.org; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** RE: Bikes on Caltrain - Bicycle Bump Report on 21 July 2014

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

Kind Regards,

### Andria De La Torre

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1-800-660-4287  
[www.smctd.com](http://www.smctd.com)

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**Sent:** Wednesday, July 23, 2014 3:42 PM  
**To:** De La Torre, Andria  
**Cc:** Bartholomew, Tasha; Board (@caltrain.com); bikesonboard@sfbike.org; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Re: Bikes on Caltrain - Bicycle Bump Report on 21 July 2014

Andria,

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

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Many Caltrain stations have an ample supply of bike lockers, including the San Francisco station, for customers to rent. We list the stations with locker availability at [www.caltrain.com/bikelockers](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 regards to your comments about adding station stops at 22nd Street, we are considering adding a 22nd Street stop to a limited number of trains when we adjust our timetable in October. While it may seem like a simple thing to add a stop to a train, it may have adverse impacts on the trains ability to operate in its allotted time. 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. We will continue to evaluate what we can do in the future to accomplish additional bike ridership and we will look at our equipment cycles to see how to best handle the heaviest bike traffic. Unfortunately, we don't have any additional trains to add to trains now to accommodate our growing ridership.

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

Kind Regards,

Andria

**Andria De La Torre**

SamTrans | Caltrain | TA

Customer Service Department

1250 San Carlos Ave.

San Carlos, CA 94070-1306

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

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

Sent: Monday, July 21, 2014 9:13 AM

To: [lindella@samtrans.com](mailto:lindella@samtrans.com)

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

Subject: Bikes on Caltrain - Bicycle Bump Report on 21 July 2014

Hi,

I and 4 other bicyclists were bumped from the 230 train with Gallery cars at 22nd St on the morning of 21 July 2014. This is extremely frustrating especially since I will now be late for a meeting at work.

This has been happening constantly, even since the 2nd bike cars were made permanent for all trains. This shows that more capacity is needed yet I have heard absolutely from Caltrain that even acknowledges the problem let alone offers solutions. More safe bicycle storage at stations may help but it won't solve the problem since most bicyclists need their bikes on both ends. Further, I often get on and off at different stations. The real solution is a 6th car which is a bike car, at least for trains with high numbers of bumps.

However, it would also help to have all southbound trains in the morning stop at 22nd St. Why is this not the case? 22nd St is one of the most popular stations yet some southbound AM trains skip it. I also think there is room to add an entire (limited) train between 9am and 9:30am. Clearly the demand is there and it would attract some of the bicyclists who take the 230 but wouldn't mind going in a little later some days.

Thanks for your time,

## Caltrain, Bac (@caltrain.com)

---

**From:** jean fraser <jsfraser@aol.com>  
**Sent:** Wednesday, July 23, 2014 5:40 PM  
**To:** Caltrain, Bac (@caltrain.com); Bikes on Board  
**Subject:** At least 4 bicyclists bumped from 5:17 northbound train at Hillsdale today

Jean S. Fraser

## Caltrain, Bac (@caltrain.com)

---

**From:** Jonathan Dirrenberger <jonathan.dirrenberger@gmail.com>  
**Sent:** Wednesday, July 23, 2014 3:42 PM  
**To:** De La Torre, Andria  
**Cc:** Bartholomew, Tasha; Board (@caltrain.com); bikesonboard@sfbike.org; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Re: Bikes on Caltrain - Bicycle Bump Report on 21 July 2014

Andria,

Thanks for the response. Just wanted to make a further comment. You said:

" 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."

You do realize this doesn't solve the bigger problem, right? Sure, I may get on the train if I switch to 4th & King, but now somebody else at 22nd St now gets bumped. This is good for me, but not for the larger cause; all your suggestion does is shift around who gets bumped, not the total number of bumps. That is not a solution.

I appreciate that you are trying to address the issue, but your comments reinforce my concerns that Caltrain doesn't think about these issues clearly enough or through a wide enough lens to realize that the only real solution (short of having a full roll-out of bike share throughout both SF and Peninsula, something which is many, many years away) is increasing bicycle capacity on the trains.

I would also like to add that one easy fix that can be implemented immediately is not having a limit of 4 bikes per rack. I've been told this is federal law, but I'm pretty sure there's no law that says exactly this ("4 bikes per rack"). I'm fairly confident the federal law says that the aisles must be kept clear and that the 4-bike limit is a **Caltrain-specific** interpretation of the law. Instead, Caltrain's policy should be: bikes cannot block the aisle (marked with tape), and if that's 4 bikes, 5 bikes, 6 bikes, or maybe even only 3, then so be it. Because, in fact, you can actually rack 5 bikes per rack and keep them out of the aisle if done tightly and carefully. I think you need to rephrase this rule and just change it to say "Bikes must not protrude into the taped aisle" and let bicyclists do this however they wish. You'd be surprised at how tightly bicyclists can pack bikes when it determines whether or not they get to work/home on time.

Thanks again.  
Jonathan

On Tue, Jul 22, 2014 at 1:53 PM, De La Torre, Andria <[delatorrea@samtrans.com](mailto:delatorrea@samtrans.com)> wrote:

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

Thank you for letting us know about your experience on Caltrain yesterday morning, and we regret that you weren't able to board your intended Train No. 230. Caltrain is experiencing unprecedented growth in ridership

for customers travelling both with and without bicycles. Although we successfully transport about 5,874 customers with bikes on an average weekday, we realize that other customers would like to bring their bikes on board. We are experiencing similar capacity constraints for customers with cars at our Baby Bullet stations.

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

Kind Regards,

Andria

**Andria De La Torre**

SamTrans | Caltrain | TA

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

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

Sent: Monday, July 21, 2014 9:13 AM

To: [lindella@samtrans.com](mailto:lindella@samtrans.com)

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

Subject: Bikes on Caltrain - Bicycle Bump Report on 21 July 2014

Hi,

I and 4 other bicyclists were bumped from the 230 train with Gallery cars at 22nd St on the morning of 21 July 2014. This is extremely frustrating especially since I will now be late for a meeting at work.

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However, it would also help to have all southbound trains in the morning stop at 22nd St. Why is this not the case? 22nd St is one of the most popular stations yet some southbound AM trains skip it. I also think there is room to add an entire (limited) train between 9am and 9:30am. Clearly the demand is there and it would attract some of the bicyclists who take the 230 but wouldn't mind going in a little later some days.

Thanks for your time,

## Caltrain, Bac (@caltrain.com)

---

**From:** De La Torre, Andria  
**Sent:** Wednesday, July 23, 2014 12:42 PM  
**To:** 'michael.pes@icloud.com'  
**Cc:** 'bikesonboard@sfbike.org'; 'janice@sfbike.org'; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Got bumped twice today

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

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

Caltrain's goal is to serve all customers and to not discriminate against any of them. Regrettably, we don't have enough capacity for the demand. We're facing a similar issue with parking at our most popular stations. We expect Caltrain conductors to assist with crowd control as customers are moving in and out of the train cars. In the bike cars, each rack can safely accommodate up to four bikes. Our conductors are responsible for only allowing a safe number of customers with bikes onboard the train. We regret to hear that you observed available bike space within a bike rack than were allowed to board on Train 288. We have shared this report with our Operations staff to remind the conductor of the capacity limits.

While we have no plans to increase onboard bike capacity, customers with bikes may opt to ride a different train that has capacity. Another option may be to store the bike at the station if a locker is available. We will continue to evaluate what we can do to optimize the available onboard capacity, including possible changes our equipment. Again, we apologize for the inconvenience you experienced. We value your input as we strive to manage our growing system.

Kind Regards,  
Andria

### **Andria De La Torre**

SamTrans | Caltrain | TA  
Customer Service Department  
1250 San Carlos Ave.  
San Carlos, CA 94070-1306  
1-800-660-4287  
[www.smctd.com](http://www.smctd.com)

Sent: Tuesday, July 22, 2014 7:11 PM  
To: Nabong, Sarah  
Cc: bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
Subject: Got bumped twice today

I was refused access to 319 this morning at Redwood city and to 389 this evening at 6.33pm in San Francisco. We were 3 bikes left out at the Redwood station this morning whereas more than 10 bikes were to wait for the 6.56 train in San Francisco. It seems that the controllers are getting a little too zealous with the bike overload restriction, in the 6.56 train

one of the rack in this train has only 3 bikes and conductors kept on refusing access to bikers in South San Francisco. Is this not a form of discrimination?

I am seeing bikers bumped every day now except Fridays.

Bikers are getting more and more eager to load their bike on the train first, before the latter reaches full load, which at some point will result in arguments between bikers.

Thanks for your support

## Caltrain, Bac (@caltrain.com)

---

**From:** Alex Herzick <alex.herzick@gmail.com>  
**Sent:** Wednesday, July 23, 2014 9:00 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 7/23

Bumped from July 23 805am  
northbound palo alto baby bullet, at  
least 5 others bumped, new train

On Jul 22, 2014, at 6:34 PM, Alex Herzick <[alex.herzick@gmail.com](mailto:alex.herzick@gmail.com)> wrote:

Bumped from July 633pm  
southbound baby bullet from sf, at  
least 20 others bumped, new train

This is getting ridiculous...

On Jun 26, 2014, at 8:12 AM, Alex Herzick <[alex.herzick@gmail.com](mailto:alex.herzick@gmail.com)>

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

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

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

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

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

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

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

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

## Caltrain, Bac (@caltrain.com)

---

**From:** Fred Lam <fclam@gmail.com>  
**Sent:** Wednesday, July 23, 2014 8:27 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 again. Caltrain 323 (8:24) at millbrae station.

Sent from my iPhone

## Caltrain, Bac (@caltrain.com)

---

**From:** Benjamin Busjaeger <busjaeger@gmail.com>  
**Sent:** Tuesday, July 22, 2014 10:38 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain Comment

SF southbound 6:20 July 22nd

Sent from my iPhone

## Caltrain, Bac (@caltrain.com)

---

**From:** Michael Pes <michael.pes@icloud.com>  
**Sent:** Tuesday, July 22, 2014 7:11 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Got bumped twice today

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I am seeing bikers bumped every day now except Fridays.  
Bikers are getting more and more eager to load their bike on the train first, before the latter reaches full load, which at some point will result in arguments between bikers.

Thanks for your support  
Mike

## Caltrain, Bac (@caltrain.com)

---

**From:** zpremiumz <zpremiumz@hotmail.com>  
**Sent:** Tuesday, July 22, 2014 6:37 PM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** 386

Me and my friend Jim got bumped from the 386 leaving sf

## Caltrain, Bac (@caltrain.com)

---

**From:** Alex Herzick <alex.herzick@gmail.com>  
**Sent:** Tuesday, July 22, 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:** Re: Bikes on Caltrain Comment - Bumped 7/22

Bumped from July 633pm southbound baby bullet from sf, at least 20 others bumped, new train

This is getting ridiculous...

On Jun 26, 2014, at 8:12 AM, Alex Herzick <[alex.herzick@gmail.com](mailto:alex.herzick@gmail.com)>

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

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

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

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

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

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

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

## Caltrain, Bac (@caltrain.com)

---

**From:** De La Torre, Andria  
**Sent:** Tuesday, July 22, 2014 1:53 PM  
**To:** 'jonathan.dirrenberger@gmail.com'  
**Cc:** Bartholomew, Tasha; Board (@caltrain.com); 'bikesonboard@sfbike.org'; 'cac@caltrain.com'; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain - Bicycle Bump Report on 21 July 2014

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

Thank you for letting us know about your experience on Caltrain yesterday morning, and we regret that you weren't able to board your intended Train No. 230. Caltrain is experiencing unprecedented growth in ridership for customers travelling both with and without bicycles. Although we successfully transport about 5,874 customers with bikes on an average weekday, we realize that other customers would like to bring their bikes on board. We are experiencing similar capacity constraints for customers with cars at our Baby Bullet stations.

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

Kind Regards,  
Andria

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1-800-660-4287  
[www.smctd.com](http://www.smctd.com)

Sent: Monday, July 21, 2014 9:13 AM  
To: lindella@samtrans.com  
Cc: Bartholomew, Tasha; Board (@caltrain.com); bikesonboard@sfbike.org; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
Subject: Bikes on Caltrain - Bicycle Bump Report on 21 July 2014

Hi,

I and 4 other bicyclists were bumped from the 230 train with Gallery cars at 22nd St on the morning of 21 July 2014. This is extremely frustrating especially since I will now be late for a meeting at work.

This has been happening constantly, even since the 2nd bike cars were made permanent for all trains. This shows that more capacity is needed yet I have heard absolutely from Caltrain that even acknowledges the problem let alone offers solutions. More safe bicycle storage at stations may help but it won't solve the problem since most bicyclists need their bikes on both ends. Further, I often get on and off at different stations. The real solution is a 6th car which is a bike car, at least for trains with high numbers of bumps.

However, it would also help to have all southbound trains in the morning stop at 22nd St. Why is this not the case? 22nd St is one of the most popular stations yet some southbound AM trains skip it. I also think there is room to add an entire (limited) train between 9am and 9:30am. Clearly the demand is there and it would attract some of the bicyclists who take the 230 but wouldn't mind going in a little later some days.

Thanks for your time,

## Caltrain, Bac (@caltrain.com)

---

**From:** Megan Myers <megellen@gmail.com>  
**Sent:** Monday, July 21, 2014 7:00 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

Over 6 bike riders just bumped from the 6:56pm train from San Francisco. Please increase the capacity! Or have more trains between 6:30 and 7:30. It's been a long day at work, and I want to get home! :) Thanks!

-Megan

Sent from my iPhone

## Caltrain, Bac (@caltrain.com)

---

**From:** Tom Birch <froody@gmail.com>  
**Sent:** Monday, July 21, 2014 6:57 PM  
**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  
**Attachments:** photo1.jpg; photo2.jpg

A girl was bumped from the NB 385 at Menlo Park today, even though there were 3 bike spots available (as shown in the attachments).

Tom



## Caltrain, Bac (@caltrain.com)

---

**From:** Jonathan Dirrenberger <jonathan.dirrenberger@gmail.com>  
**Sent:** Monday, July 21, 2014 9:13 AM  
**To:** lindella@samtrans.com  
**Cc:** Bartholomew, Tasha; Board (@caltrain.com); bikesonboard@sfbike.org; cac@caltrain.com; Caltrain, Bac (@caltrain.com)  
**Subject:** Bikes on Caltrain - Bicycle Bump Report on 21 July 2014

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Thanks for your time,  
Jonathan Dirrenberger  
San Francisco, CA

## Caltrain, Bac (@caltrain.com)

---

**From:** dhans <dhans@bmwsf.com>  
**Sent:** Monday, July 21, 2014 7:42 AM  
**To:** Nabong, Sarah  
**Cc:** bikesonboard@sfbike.org; janice@sfbike.org; Board (@caltrain.com); Bartholomew, Tasha; cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** 319

Just got bumped at redwood city off the 319, I was bumped last Monday as well off the same train.

**Caltrain, Bac (@caltrain.com)**

---

**From:** Conny Barton <conny.barton@gmail.com>  
**Sent:** Thursday, July 17, 2014 7:31 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 bumped on Tuesday July 15

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

Regards.  
Conny Barton

Sent from my iPhone

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