

**Bicycle Advisory Committee**

**CORRESPONDENCE**

**Part 2**

**March 19, 2015**

## McKenna, Nancy

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**From:** Shirley Johnson <dr\_shirley\_johnson@yahoo.com>  
**Sent:** Wednesday, March 18, 2015 3:28 PM  
**To:** Bartholomew, Tasha  
**Cc:** Simon, Mark; Janice Li; Caltrain, Bac (@caltrain.com); Murphy, Seamus; McKenna, Nancy  
**Subject:** Re: Bump reporting - let's collaborate  
**Attachments:** Handout\_for\_BAC\_Data\_Viz\_150319.pdf

Hello Tasha,

Thanks for your response. The data visualization team requested a 10-minute time slot on the March 19 BAC agenda as a way to encourage collaboration and get feedback from the BAC, but was told the agenda is full.

In lieu of a presentation by the team leader, the team has provided a handout (please see attached) that I'll present during public comment on the team's behalf.

We hope this information will encourage Caltrain to collaborate with us.

Best regards,  
Shirley

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**From:** "Bartholomew, Tasha" <bartholomewt@samtrans.com>  
**To:** 'Shirley Johnson' <dr\_shirley\_johnson@yahoo.com>  
**Cc:** "Simon, Mark" <simonm@samtrans.com>; Janice Li <janice@sfbike.org>; "Caltrain, Bac (@caltrain.com)" <baccaltrain@samtrans.com>; "Murphy, Seamus" <murphys@samtrans.com>  
**Sent:** Friday, March 6, 2015 4:08 PM  
**Subject:** RE: Bump reporting - let's collaborate

Thank you for your email Shirley. Seamus Murphy has reached out to Janice Li for a more in-depth conversation regarding this bike bump form. I don't know if they have spoken yet, but I am awaiting direction from him after that conversation occurs.

Regards,  
Tasha

**Tasha Bartholomew, Community Relations Officer**  
Office of Public Affairs  
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**From:** Shirley Johnson [mailto:dr\_shirley\_johnson@yahoo.com]  
**Sent:** Thursday, March 05, 2015 10:05 PM  
**To:** Bartholomew, Tasha  
**Cc:** Simon, Mark; Janice Li; Caltrain, Bac (@caltrain.com)  
**Subject:** Bump reporting - let's collaborate

Hello Tasha,

Let's collaborate on bump reporting.

At this morning's JPB meeting, I presented a new method of reporting bumps using [sfbike.org/bumpform](http://sfbike.org/bumpform). This form automatically populates a spreadsheet in real-time at [sfbike.org/bumpreports](http://sfbike.org/bumpreports). Mr. Scanlon praised this method during his executive director's report saying that "being able to work with the data is a good step forward."

We created this form, because according to Mark Simon's email below, the bump report project was abandoned.

Although it came as a surprise that Caltrain released its bump form this afternoon (<https://twitter.com/BikesOnCaltrain/status/573639945086095360>), this would be an excellent opportunity to collaborate.

The Caltrain form has the advantage that it sends a tweet. The sfbike form has the advantage that it collects more thorough information and compiles all bump reports in real-time in a publicly available spreadsheet that can be easily downloaded for data analysis. If we combined the methods, it would provide both Caltrain and bike commuters a single source for bump reporting that would yield the best benefit to everyone.

In addition, we currently have a team of software engineers who have volunteered their time to work on data visualization to help commuters choose the best trains for their commutes.

Please accept our offer to collaborate.

Best regards,  
Shirley

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**From:** "Bartholomew, Tasha" <[bartholomewt@samtrans.com](mailto:bartholomewt@samtrans.com)>  
**To:** "Bartholomew, Tasha" <[bartholomewt@samtrans.com](mailto:bartholomewt@samtrans.com)>  
**Sent:** Friday, January 23, 2015 11:08 AM  
**Subject:** Message from Mark Simon Re: Bike Bump Form

To the BAC and to all who have weighed in recently concerning the efforts by Caltrain to develop a formal method by which cyclists can report that they were unable to board a train due to the unavailability of bike slots:

Given the latest round of discussions and the inability to reach consensus on the information that should be gathered by this form, I believe it is best to abandon the project and the attempt to formalize bump reporting as an official Caltrain activity.

Since the bump reporting effort began, bicycle bumps have been informally tracked by Bikes on Board volunteers and contained unsubstantiated reports by Caltrain customers. In March, 10 months

ago, I came to the BAC and proposed that we work together to develop a more formal manner in which the bump data is collected. This was done both out of a desire to obtain more accurate information and because a Bikes on Board volunteer asked that she be relieved of the task of compiling the information provided by the informal count effort.

My concern, openly expressed at the time, was that the current manner of bump counting under the Bikes on Board program was anecdotal at best and was information that did not constitute genuine data. It was my hope that a more effective and accurate manner of collecting this information could be devised. As a public transit agency, we have an obligation to provide data that is valid and credibly collected. The Bikes on Board information, while useful, does not meet the standard we have to operate under as a public agency. Specifically, the fact that cyclists can report other cyclists as being bumped creates a fundamental flaw in the information. For example, it is not unusual to receive reports from the same train by two cyclists that they and three others were bumped. Are they counting the same bumps? Is that four bumps, five bumps or eight? Similarly, we don't know if someone who is counted by a third party as being bumped is truly someone who was denied boarding or someone who was awaiting the arrival of a different train. It is not unusual to receive a bump report that says, "Me and 5 or 6 others were bumped." Is that six or seven?

Throughout the time that bump reporting has been undertaken informally, Bikes on Board advocates have contended that the number of bumps is significantly undercounted, relying on a calculation of trends and other information. In fact, the annual February count conducted by Caltrain suggests the reports provided by Bikes on Board substantially over-count the number of bumps, even when the February data is extrapolated and adjusted to reflect higher ridership trends that occur in the mid-year. All other data we collect about ridership confirms the accuracy of the February count. Why the bump data would vary significantly is a puzzle, but it was our hope that a formal bike bump form would resolve this question. In either case, both Bikes on Board advocates and Caltrain staff agree that the current means of counting bumps is likely to be inaccurate, given that it is entirely anecdotal and relies on the accuracy and veracity of second-hand information.

We proposed that individuals be able to report only their bumps and not report other bumps they may have observed, this having occurred with widely varying degrees of accuracy and certainty. A BAC subcommittee was formed to develop the form and a tremendous amount of work was done, including several meetings with the subcommittee and the staff and significant work by subcommittee members to develop a form that would be easy to use, could be widely disseminated and prove effective.

The unresolved point of contention has been, and remains, allowing people to report not only their own bump, but as many other bumped cyclists as they could observe. Even though Caltrain staff was averse to what struck us as a haphazard manner of reporting information that would be provided to the Caltrain board of directors as an official report, we agreed to compromise. A comment section was added to the form and second-hand observations could be made there. Others, including members of the BAC, assert that the comment section is insufficient and that the form should more precisely replicate the Bikes on Board reporting method and allow a specific means by which people can report the bumping of others.

If the net result of this effort is a reporting method that is identical to one already in place – one that doesn't use staff or public resources -- then there is no reason to change.

Unless I hear a compelling case otherwise, that is my decision.

I regret that this decision means we will not be able to take advantage of the hard work and expertise brought to this effort by the subcommittee. I am deeply grateful to Amithaba for his efforts to develop a reporting form that could be circulated in realtime so that cyclists could learn about full bike cars before they go to the station. I am disappointed we are unable to move forward, but I can't justify expending staff resources on something that is already being done, nor am I willing to formally provide the board information that is only anecdotal at best or to assign the Caltrain name to information that does not meet a standard of accuracy.

Mark Simon  
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## Bump Data Visualization

BIKES ONboard Project, San Francisco Bicycle Coalition

### Objective

Provide easily interpretable information about how often bikes are bumped to:

- aid bicycle commuters with commute planning
- support Caltrain staff for future capacity planning

### Challenges

- Incomplete data (not all bumps are reported)
- Inconsistent data (sfbike form reports all bumps; Caltrain tweet reports only one bump)
- Limited data set at this time; lack of historical data

### Concept for Bump Overview

Create a series of interactive tables that highlight problem areas for bike commuters along the Caltrain line. An example is shown below.

## NORTHBBOUND EVENING BUMPS + EXPAND

	267	269	371	273	375	277	279	381	283	385
Tamien	-	4:32	-	4:59	-	-	5:32	-	5:58	-
San Jose	4:31	4:39	4:45	5:06	5:23	5:31	5:39	5:45	6:05	6:23
College Park	-	-	-	-	-	-	-	-	-	5:16
Santa Clara	-	4:44	-	5:11	-	-	5:44	-	6:10	5:19
Lawrence	4:39	4:52	-	-	-	5:39	5:52	-	-	5:25
Sunnyvale	-	4:58	-	-	-	-	5:58	-	-	5:29
Mountain View	4:46	5:03	4:58	-	5:35	5:46	6:03	5:58	-	6:35
San Antonio	-	5:07	-	-	-	-	6:07	-	-	-
California Ave	-	5:11	-	-	-	-	6:11	-	-	-
Palo Alto	4:54	5:16	5:06	5:26	5:44	5:54	6:16	6:06	6:24	6:43
Menlo Park	4:57	5:19	-	-	5:47	5:57	6:19	-	-	6:46
Redwood City	-	5:20	-	5:33	5:53	-	6:25	-	6:31	6:52
San Carlos	5:04	5:29	-	5:37	-	6:04	6:29	-	6:35	-
Belmont	-	-	-	5:40	-	-	-	-	6:38	-
Hillsdale	5:08	-	5:17	5:44	-	6:08	-	6:17	6:42	-
Hayward Park	-	-	-	5:47	-	-	-	-	6:45	-
San Mateo	5:12	5:36	-	5:50	-	6:12	6:36	-	6:48	-
Burlingame	5:17	-	-	5:55	-	6:17	-	-	6:53	-
Millbrae	-	5:45	5:27	6:01	6:09	-	6:45	6:28	6:59	7:07
San Bruno	5:24	-	-	6:05	-	6:24	-	-	7:03	-
So. San Francisco	-	-	-	6:09	-	-	-	-	7:07	-
Bayshore	-	-	-	6:17+	-	-	-	-	7:15+	-
22nd Street	5:35	5:57	5:39	6:25+	6:21	6:35	6:57	6:40	7:23+	7:19
San Francisco	5:43	6:04	5:46	6:33	6:28	6:43	7:04	6:47	7:31	7:26

03/13 - 10 cyclists bumped

03/11 - 1 cyclists bumped

03/10 - 22 cyclists bumped

03/05 - 3 cyclists bumped

02/24 - 8 cyclists bumped

02/11 - 3 cyclists bumped

02/04 - 3 cyclists bumped

01/07 - 4 cyclists bumped

5:50

mouse-over state shown

### Proposed Next Steps

- Collaborate with Caltrain to produce a combined, single bump report form/method
- Finalize and publish data visualization for bump overview
- Consider enhancements as more data become available

March 19, 2015

Contact us at: [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org)

## McKenna, Nancy

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**From:** De La Torre, Andria  
**Sent:** Tuesday, March 17, 2015 2:32 PM  
**To:** 'chitov@msn.com'  
**Cc:** Caltrain, Bac (@caltrain.com)  
**Subject:** Millbrae Bike Racks

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

We appreciate your observations and are glad to hear that you are utilizing a bike locker at the Millbrae station. We have forwarded your request for a bicycle corral on the west side entrance of the Millbrae station to our facilities department. The Millbrae station is operated by BART with the exception of the Caltrain tracks and immediate platform and I was informed this request should be addressed by BART. I made a courtesy call to the Customer Service number listed on the BART website and left a voice message with your request, however you may also want to contact them directly. Thank you again for sharing your feedback.

Kind Regards,  
Andria

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

## McKenna, Nancy

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**From:** M V <chitov@msn.com>  
**Sent:** Thursday, March 05, 2015 8:45 AM  
**To:** Caltrain, Bac (@caltrain.com)  
**Subject:** Millbrae Bike Racks  
**Attachments:** image1.JPG; ATT00001.htm; image2.JPG; ATT00002.htm; Millbrae Station bike racks v2.pdf; ATT00003.htm

**Categories:** Added to transitsafe

Hello,

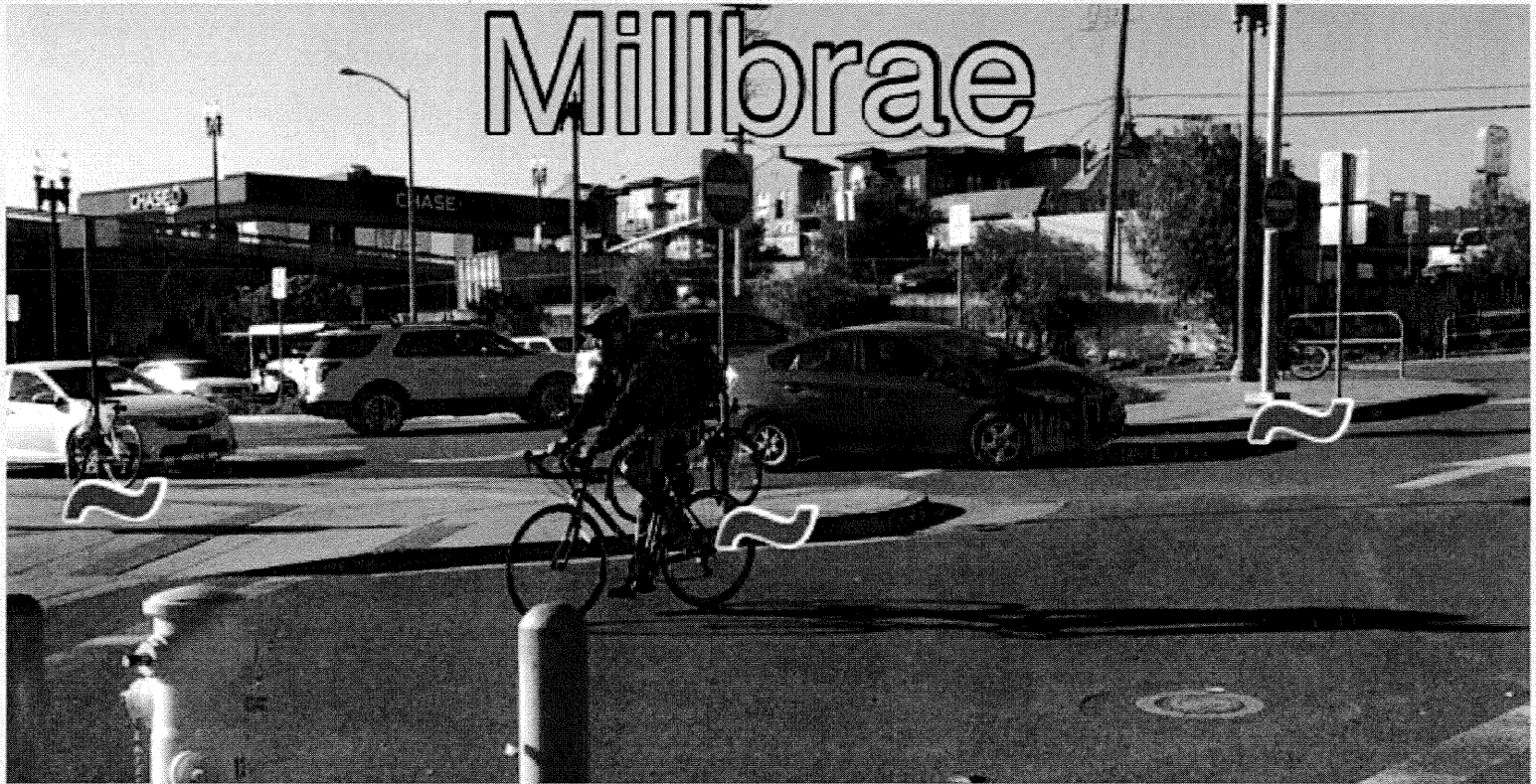
Please consider putting in a bike corral near the west entrance of Millbrae station.

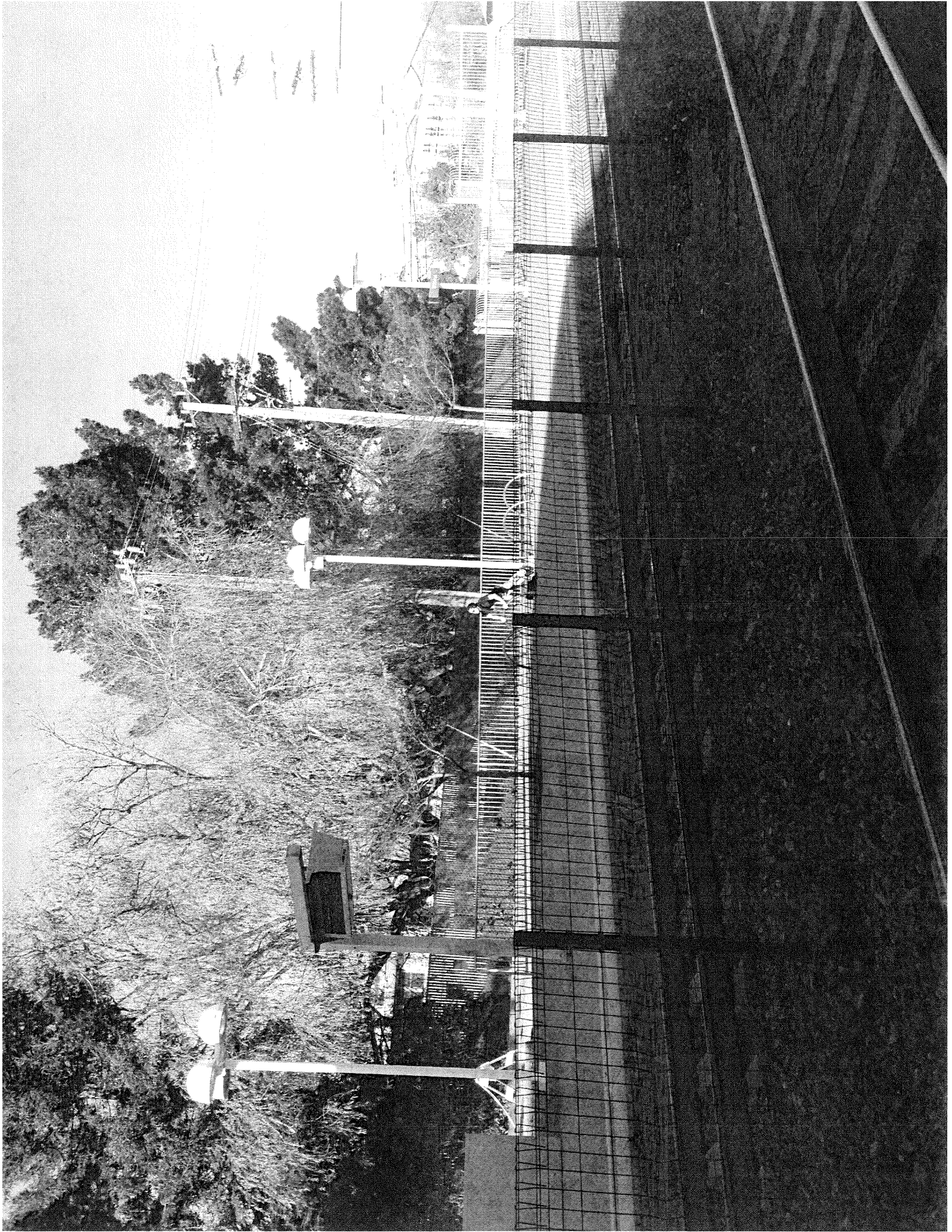
The bike racks that are currently there are either fully occupied or are so far away out of the way that they are not used. One set of racks is at the far north end of the station out of sight that I've never seen people use it except as exercise equipment.

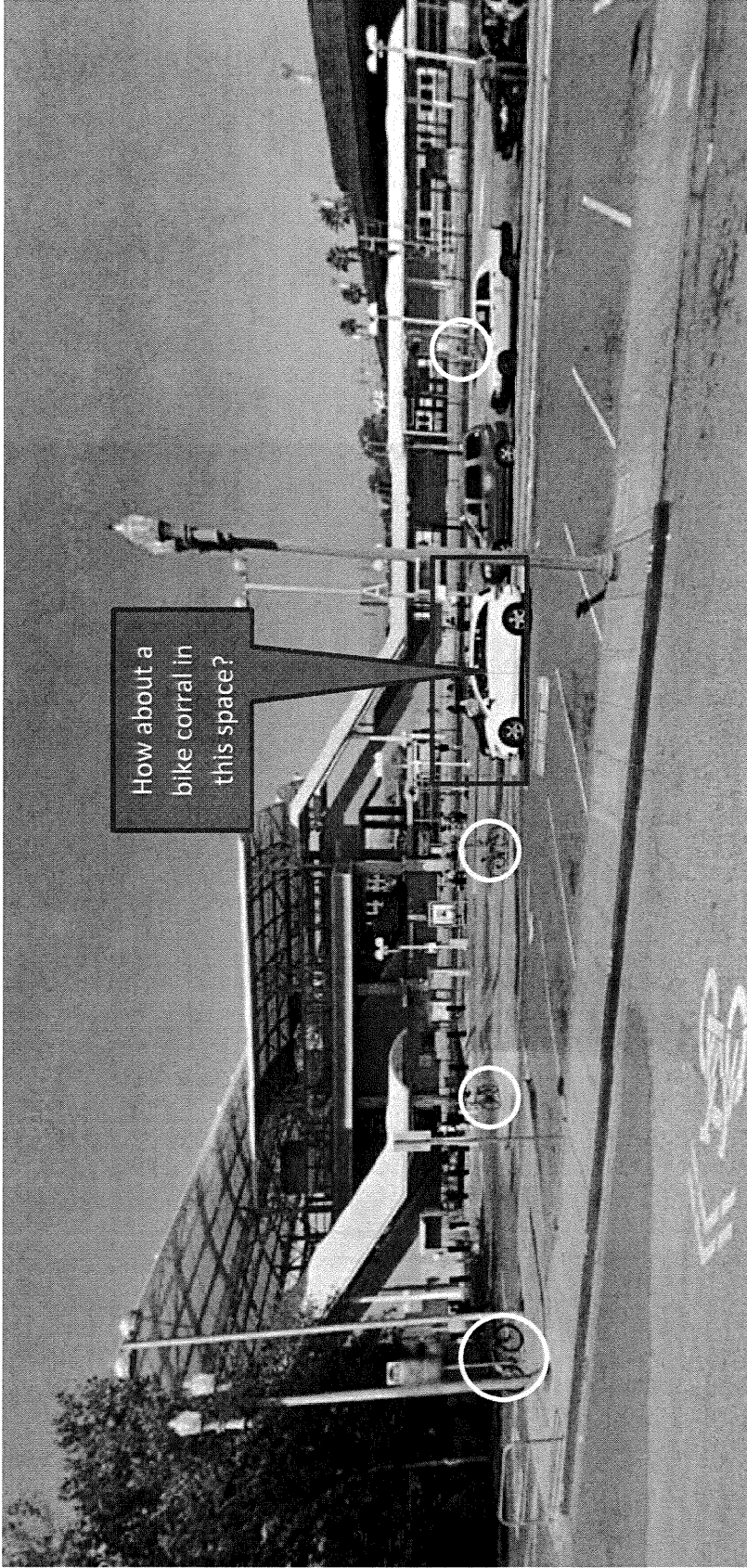
Meanwhile bikes are parked on stairways, sign poles and barricades. I think it's time for a bike corral right at the entrance by the kiss and ride. I probably won't use it myself regularly since I rent a bike locker at the station by I'm seeing bikes parked at odd places. Ideally the new corral would be in bike to work day. But as long it's just considered it'd be wonderful.

Thanks,  
Manito

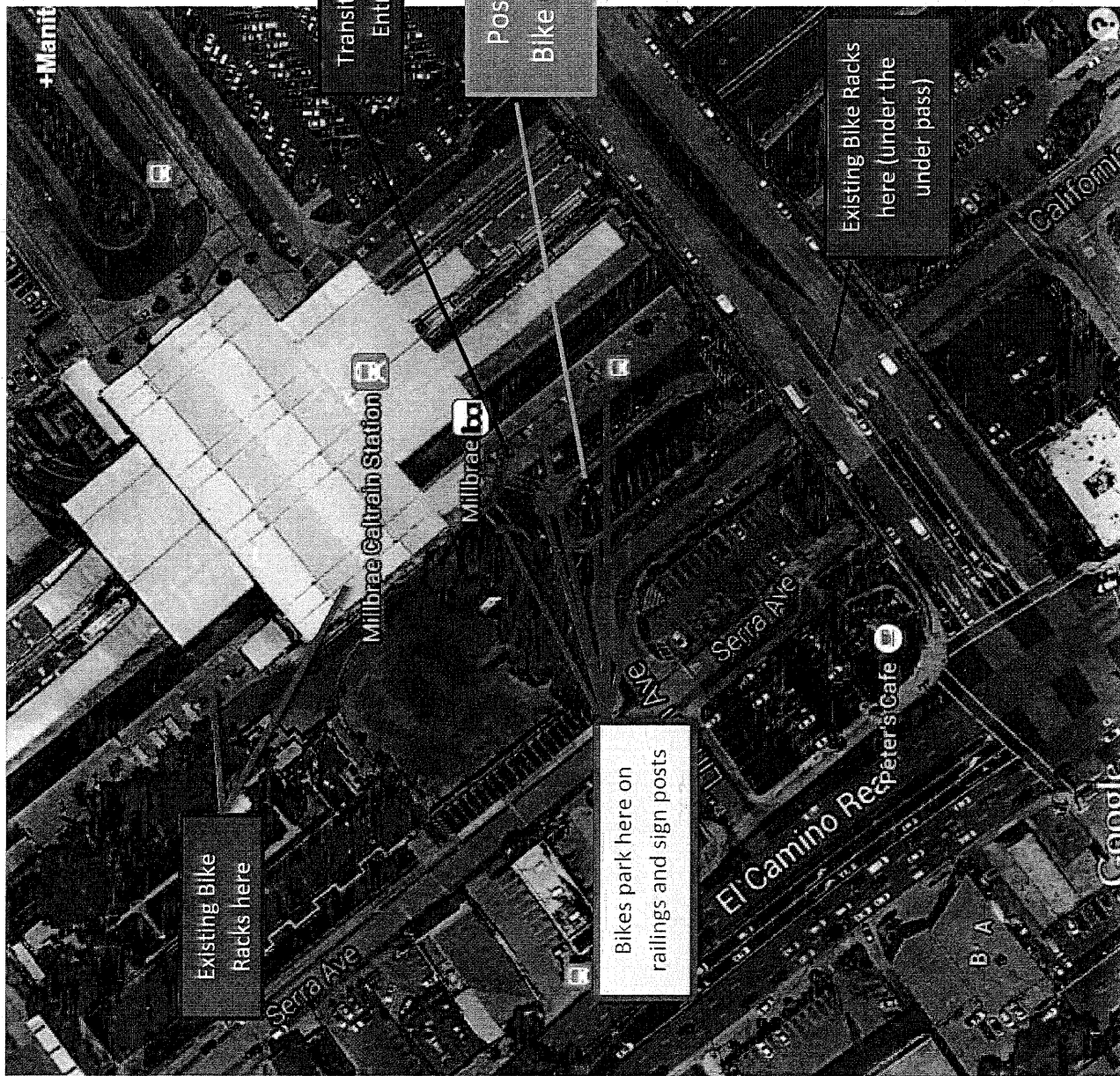








How about a bike corral in this space?



Existing Bike Racks here

Bikes park here on railings and sign posts

Possible Bike Corral

Transit Station Entrance

Existing Bike Racks here (under the under pass)