

**Bicycle Advisory Committee**

**CORRESPONDENCE**

**Part 1**

**May 21, 2015**

## McKenna, Nancy

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**From:** Jonathan Dirrenberger <jonathan.dirrenberger@gmail.com>  
**Sent:** Thursday, May 14, 2015 11:16 PM  
**To:** Haskin, Rita  
**Cc:** Board (@caltrain.com); cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com)  
**Subject:** Re: Caltrain Service at 22nd Street Station

Rita,

Thanks for the response. A couple comments ...

First, I want to point out that 236 is the \*only\* southbound train from the start of service in the morning until the early afternoon (when commute patterns shift) that does not stop at 22nd St. This makes no sense: why would passenger boarding patterns be consistent all morning \*except\* at this one instant during the whole commute? The answer, of course, is that they are consistent and this is simply an anachronism/anomaly that needs to get rectified immediately.

Second, note that the train before 236 is a local which leaves 4th & King at 9:07am (#134) and the train after is a local which leaves 4th & King at 10:07am (#138). So adding a couple extra minutes on 236 so that it can stop at 22nd St does not affect the system at all (other than adding 2 minutes to this train's time) given the 30 minutes of separation between the trains. Given that 22nd St and 4th & King should really be thought of as one single "San Francisco" station, it just doesn't make sense to skip 22nd St when it is one of the most popular boarding stations in the morning heading southbound.

In conclusion, I think it's clear that 236 needs to stop at 22nd St.

Thanks for your time,  
Jonathan Dirrenberger  
San Francisco, CA

On Wed, May 13, 2015 at 5:46 PM, Haskin, Rita <[haskinr@samtrans.com](mailto:haskinr@samtrans.com)> wrote:

Good afternoon, Mr. Dirrenberger. Your message to the Caltrain Board of Directors, Caltrain Citizens Advisory Committee and the Caltrain Bicycle Advisory Committee was referred to me for response. The members of the board and committees will receive a copy of our correspondence.

Our station stopping pattern during the peak-commute times was developed to allow the trains to travel from end-to-end as quickly as possible while providing service to various stations along the line. Last October, we adjusted our service and added five more stops to the 22<sup>nd</sup> Street station. Currently, nearly all southbound trains serve the station in the morning. We will take your recommendation for Train 236 into consideration the next time we adjust our service.

We regret that you and other customers were inconvenienced yesterday when one of our trains had a mechanical failure. Unfortunately, a breakdown during the peak commute generally has a cascading effect on other trains due to track access and volume of customers being served with one less train.

Thank you for taking the time to provide us with input and also for being a Caltrain commuter.

Sincerely,

Rita

**Rita P. Haskin**

SamTrans | Caltrain | TA

Office of Customer Service and Marketing

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1250 San Carlos Ave.

San Carlos, CA 94070-1306

650-508-6248

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

Consumer Report #050174

Sent: Tuesday, May 12, 2015 10:23 AM

To: [cac@caltrain.com](mailto:cac@caltrain.com); Caltrain, Bac ([@caltrain.com](mailto:@caltrain.com)); Board ([@caltrain.com](mailto:@caltrain.com)); [lindella@samtrans.com](mailto:lindella@samtrans.com); Bartholomew, Tasha

Cc: [bikesonboard@sfbike.org](mailto:bikesonboard@sfbike.org)

Subject: Caltrain schedule improvements

Hi,

Why doesn't SB 236 stop at 22nd St? This train is way under capacity and 22nd St is one of the most popular stops in the system going south in the morning, so why wouldn't you have this train stop at 22nd St? I can't think of a single good reason, so please just make this easy change and be done with it. You are always reactive instead of proactive and this is yet another sign of that.

Further, with today's utter failure of Caltrain due to mechanical issues, this train blew past 22nd St when there were 16 bicyclists waiting who had been bumped from previous trains. (By the way, after being bumped on the previous train, the rude conductor told us another one was right behind ... but what he critically didn't mention was that it wouldn't be stopping at our station. I'm going to give him the benefit of the doubt and assume this was just incompetence and not outright lying.) I and more than a dozen others ended up having to wait over ONE HOUR in the bitter cold in the dumpy 22nd St station because you guys can't least organize your trains in a rational way when everything breaks down, let alone on a normal day.

So please, just have 236 stop at 22nd St and let's move on to other more important issues, like lack of bicycle capacity. The San Francisco Bay Area deserves better than this.

Thanks for your time,

## McKenna, Nancy

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**From:** Shirley Johnson <dr\_shirley\_johnson@yahoo.com>  
**Sent:** Monday, May 04, 2015 9:55 AM  
**To:** Board (@caltrain.com)  
**Cc:** cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Janice Li  
**Subject:** passengers counts support third bike car on Bombardier trains  
**Attachments:** 2015\_Annual\_Passenger\_Counts\_Analysis\_for\_JPB.xlsx

Dear Joint Powers Board,

The 2015 annual passenger counts accentuate what a great plan it is to add a third bike car to Bombardier trains after the new Metrolink cars have been refurbished.

The passenger counts show that limited seating capacity has no apparent impact on walk-on passengers, as the increase in walk-on ridership is consistent with past trends. In contrast, bicycle boardings fell off in 2015 due to insufficient onboard bike capacity, costing Caltrain ridership and revenue. Bicycle bumps are at an all-time high, forcing bicyclists back into their cars.

The lost bike ridership will equate to over \$500,000 lost ticket revenue in 2015. It is important to add the third bike car to Bombardier trains as soon as possible to minimize lost revenue. The attached Excel file shows calculation details and graphs.

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Thank you once again for the plan to add a third bike car to Bombardier trains later this year. A Bombardier bike car will add 24 bike spaces and over 110 seats to the train to meet the needs of all customers.

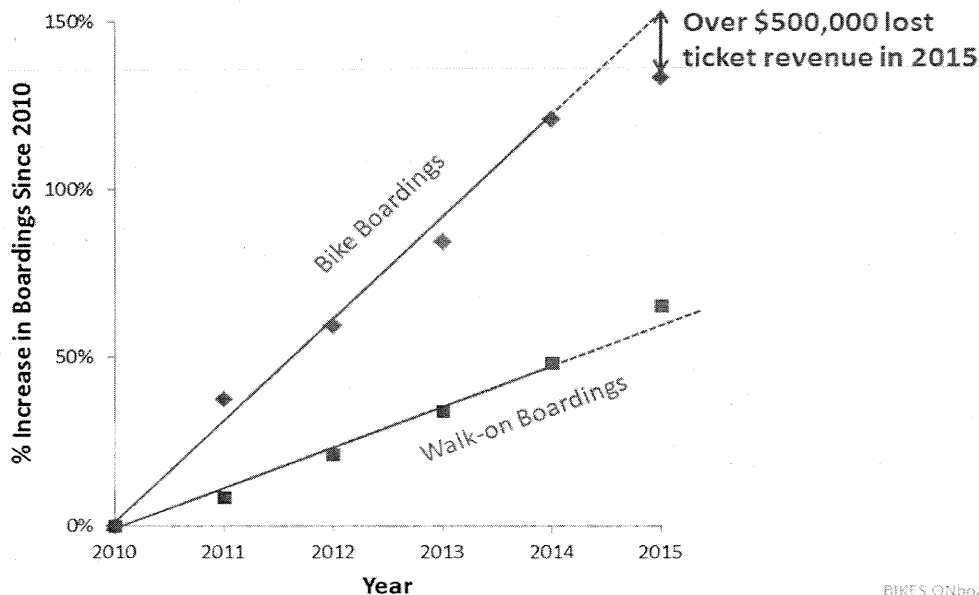
Best regards,  
Shirley Johnson  
Leader, BIKES ONboard project

## Trends in Caltrain Ridership Support Adding a Third Bike Car to Bombardier Trains

Caltrain added bike capacity in 2009, so bike boardings were less restricted starting in 2010. Therefore, we analyze ridership trends starting in 2010 using data from Caltrain annual passenger counts.

year	total avg weekday ridership	weekday bike boardings	weekday walk-on boardings	bike boardings compared with 2010	walk-on boardings compared with 2010
2010	34120	2659	31461	0%	0%
2011	37779	3664	34115	38%	8%
2012	42354	4243	38111	60%	21%
2013	47060	4910	42150	85%	34%
2014	52611	5874	46737	121%	49%
2015	58245	6207	52038	133%	65%

### Limited Bike Capacity Dampens Bike Boardings in 2015 Limited seating does not impact walk-on boardings



BIKES ONboard  
www.sfbike.org/bob

Percentage increases in bike and walk-on boardings are approximately linear, until 2015 when bike boardings fell off due to insufficient bike capacity.

The trend in bike boardings would predict 150% increase in bike boardings in 2015 compared with 2010.

150% increase corresponds to 6648 expected weekday bike boardings in 2015.

Lost weekday bike boardings in 2015 = 441 due to insufficient bike capacity.

Working days per year = 250

Lost annual bike boardings in 2015 = 110,125 due to insufficient bike capacity.

Total ridership in January 2015 = 1,361,938 from Joint Powers Board meeting minutes.

Total revenue January 2015 = \$6,442,147 from Joint Powers Board meeting minutes.

Average ticket price in January 2015 = \$4.73

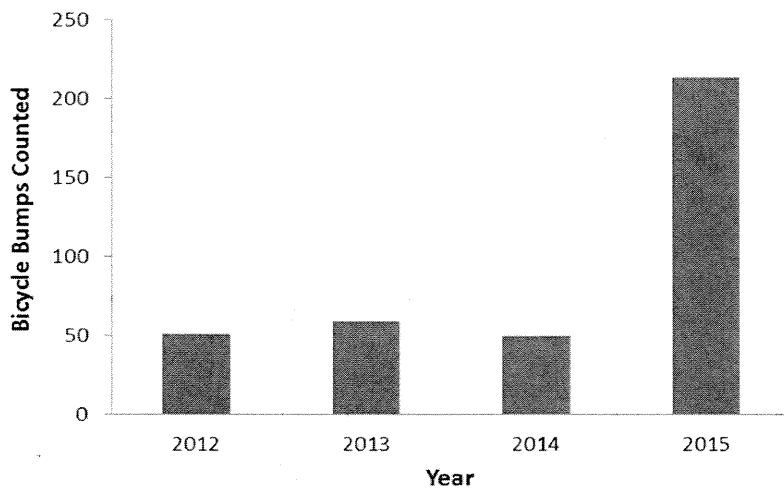
**Predicted annual revenue loss in 2015 = \$520,906** due to lost bike boardings.

The depressed bike ridership in 2015 is due to insufficient bike capacity leading to bicycle bumps, which

force bicyclists back into their cars.

Caltrain started counting bicycle bumps in 2012 during its annual passenger counts. Bicycle bumps in 2015 are the highest ever.

## Huge Increase in Bicycle Bumps in 2015



BIKES ONboard  
[www.sfbike.org/bob](http://www.sfbike.org/bob)

### Conclusion:

**Adding a third bike car to Bombardier trains is prudent and financially sound.**

## McKenna, Nancy

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**From:** Shirley Johnson <dr\_shirley\_johnson@yahoo.com>  
**Sent:** Sunday, May 03, 2015 2:54 PM  
**To:** Board (@caltrain.com)  
**Cc:** cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Janice Li; Emma Shlaes; Steve Vanderlip; Bikes On Board; Murphy, Seamus  
**Subject:** Caltrain bicycle bumps 18% higher in April 2015 compared with April 2014  
**Attachments:** Caltrain Bicycle Bump Reports\_for\_JPB\_201504.xlsx; Bump\_Graph\_April2015.docx

Dear Joint Powers Board,

Please find attached the bicycle bump report spreadsheet for April and a graph of reported bumps over the past year. The total number of reported unique bicycle bumps in April 2015 was 186, an 18% increase over April 2014. This high bump count emphasizes the importance of adding a third bike car to Bombardier trains, and we thank you again for the decision to add the third bike car once the Metrolink cars have been refurbished.

Some important notes about bump reporting:

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

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

Best regards,  
Shirley Johnson  
Leader, BIKES ONboard project



**Customer-Reported Bicycle Bumps in April 2015**  
**Total Unique Bumps Reported: 186**

Spreadsheet available at [www.sfbike.org/bumpreports](http://www.sfbike.org/bumpreports)

Editor Comments	Timestamp of bump report	Date of bicycle bump(s)	Total number of bumped bikes	Departure station	Travel direction	Scheduled departure time	Train number	Train type	Customer Comments
Confirmed with customer that bumps occurred in March, even though timestamp shows report was made in April. Not included in April total.	4/23/2015 18:25:31	03/26	5	Mountain View	North	6:57am	313	Bombardier	Got to work 30 min. late.
	4/1/2015 7:24:54	04/01	1	22nd Street	South	7:19 am	314		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Jacqueline Rose was bumped at 22nd St SB 314 at 7:19 am. #Caltrain' id:583273792186785792
	4/1/2015 7:41:21	04/01	1	22nd Street	South	7:19 am	314		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Anonymous was bumped at 22nd St SB at 7:19 am. #Caltrain' id:583277892303499264
	4/1/2015 7:48:28	4/1	8	Hillsdale	South	7:42am	314	Bombardier	Conductors were enforcing limits
Due to known glitch in Caltrain's software, date of bicycle bump changed from 4/2 to 4/1.	4/2/2015 10:34:23	04/01	1	Millbrae	North	7:32 am	314		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'urseberry was bumped at Millbrae NB 314 at 7:32 am. #Caltrain' id:583683815828168704
Due to known glitch in Caltrain's software, date of bicycle bump changed from 4/2 to 4/1.	4/2/2015 17:58:21	04/01	1	San Bruno	South	10:27 am	138		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Pat was bumped at San Bruno SB 138 at 10:27 am. #Caltrain' id:583795585012015104
	4/2/2015 18:17:14	04/02	3	4th & King	South	6:14pm	380	Bombardier	
	4/3/2015 11:13:32	04/02	3	San Carlos	North	5:29pm	269	Bombardier	It was a Giants game crowd trying to get to the game that limited the number of bikes. On these days, there simply isn't enough space on the Limited trains to accommodate everyone. I had to take the next train, a Local that made all stops. It set me back about 30 minutes. Caltrain needs a strategy for weeknight Giants fans going to the ballpark, as well as Caltrain passengers and bikes so that everyone can fit!
	4/3/2015 8:21:22	04/03	1	Hillsdale	North	8:16 am	323		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Scott wong was bumped at Hillsdale NB 323 at 8:16 am. #Caltrain' id:584012689325817856
Due to known glitch in Caltrain's software, date of bicycle bump changed from 4/6 to 4/5.	4/6/2015 17:44:50	04/05	1	Hillsdale	North	8:16 am	323		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Scott wong was bumped at Hillsdale NB 323 at 8:16 am. #Caltrain' id:585241747900489730
	4/6/2015 18:13:50	04/06	4	4th & King	South	4:14pm		Gallery	Nor
	4/6/2015 18:20:11	04/06	1	4th & King	South	6:14pm	380	Bombardier	
	4/6/2015 8:26:28	04/06	1	Hillsdale	North	8:16 am	323		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Scott wong was bumped at Hillsdale NB 323 at 8:16 am. #Caltrain' id:585101045904211969
	4/6/2015 8:43:11	04/06	2	Redwood City	North	7:45am	217	Gallery	Caltrain employee in north bike car is aggressive repeatedly. Shouting unprovokedly.
	4/8/2015 16:49:04	04/08	5	Palo Alto	North	4:43pm	365	Bombardier	Second time this week because of mechanical issues. It's only Wednesday! Come on, guys. We depend on you!!!
	4/8/2015 7:56:12	04/08	8	Redwood City	North	7:45am	217	Gallery	

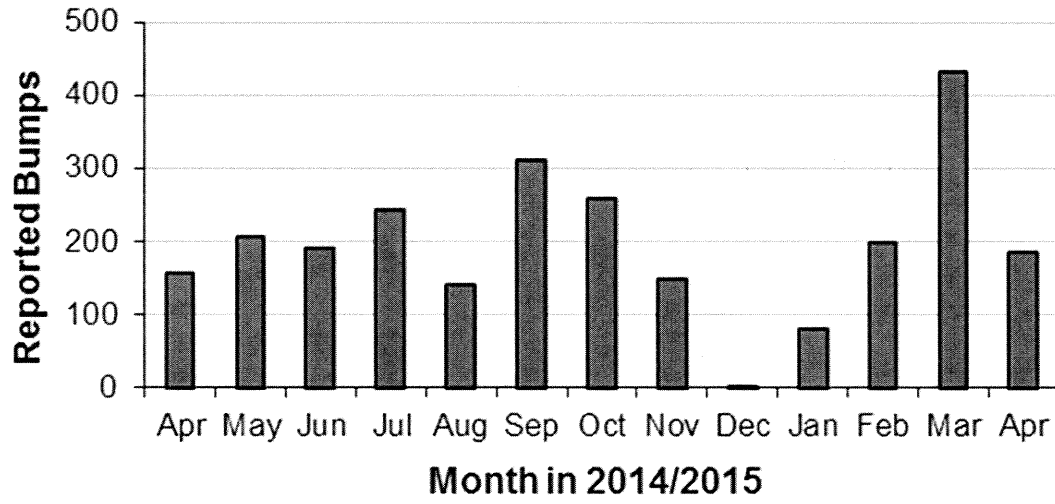
Due to known glitch in Caltrain's software, date of bicycle bump changed from 4/9 to 4/8.	4/9/2015 8:07:11	04/08	1	4th & King	South	5:33 pm	376		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Ryan was bumped at San Francisco SB 376 at 5:33 pm. #Caltrain' id:586183469853605889
	4/10/2015 8:19:59	04/10	1	22nd Street	South	8:03 am	322		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Anonymous was bumped at 22nd St SB at 8:03 am. #Caltrain' id:586549079712342016
Repeat report. Omitted from total.	4/10/2015 8:17:31	04/10	3	Hillsdale	North	8:16am	323	Bombardier	CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Anonymous was bumped at Hillsdale NB 323 at 8:16 am. #Caltrain' id:58655265326791873
	4/10/2015 8:34:12	04/10	1	Hillsdale	North	8:16 am	323		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Anonymous was bumped at Hillsdale NB 323 at 8:16 am. #Caltrain' id:58655265326791873
	4/13/2015 7:23:02	04/13	1	22nd Street	South	7:19 am	314		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Anonymous was bumped at 22nd St SB at 7:19 am. #Caltrain' id:587621848013123584
Due to known glitch in Caltrain's software, date of bicycle bump changed from 4/14 to 4/13.	4/14/2015 8:06:29	04/13	1	Hillsdale	North	8:16 am	323		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Scott wong was bumped at Hillsdale NB 323 at 8:16 am. #Caltrain' id:587995189756563456
Repeat report. Omitted from total.	4/14/2015 8:05:07	04/14	8	22nd Street	South	8:02am	322	Gallery	
	4/14/2015 8:05:54	04/14	9	22nd Street	South	8:02am	322	Gallery	CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Anonymous was bumped at 22nd St SB 322 at 8:02 am. #Caltrain' id:587995333793308672
Repeat report. Omitted from total.	4/14/2015 8:06:30	04/14	1	22nd Street	South	8:02 am	322		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Anonymous was bumped at 22nd St SB 322 at 8:02 am. #Caltrain' id:587995333793308672
	4/14/2015 8:07:36	04/14	1	22nd Street	South	8:02 am	322		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Dylan Jackson was bumped at 22nd St SB 322 at 8:02 am. #Caltrain' id:587995494707761153
Due to known glitch in Caltrain's software, date of bicycle bump changed from 4/15 to 4/14.	4/15/2015 7:24:06	04/14	1	22nd Street	South	8:02 am	322		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Dylan Jackson was bumped at 22nd St SB 322 at 8:02 am. #Caltrain' id:588346877076230144
Repeat report. Omitted from total.	4/14/2015 8:42:39	04/14	1	Mountain View	North	7:57 am	323		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Anonymous was bumped at Mountain View NB 323 at 7:57 am. #Caltrain' id:588004302779715584
	4/14/2015 19:35:11	04/14	1	Palo Alto	North	4:54 pm	277		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Scott Johnston was bumped at Palo Alto NB 277 at 4:54 pm. #Caltrain' id:588168456278781952
Repeat report. Omitted from total.	4/15/2015 7:21:47	04/15	5	22nd Street	South	7:19am	314	Bombardier	CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Anonymous was bumped at 22nd St SB 314 at 7:19 am. #Caltrain' id:588380774371459072
	4/15/2015 9:38:37	04/15	1	22nd Street	South	7:19 am	314		This was the rear car (closest to locomotive travelling north). Car already over capacity, but correct stacking/ arranging of bikes keeps the aisles clear and usually allows 5 bikes per rack, a 25% increase over the 4 bike per rack maximum. Suggest better signage to encourage better arranging.
	4/15/2015 7:39:07	04/15	2	Redwood City	North	7:30 am	319	Bombardier	
Due to known glitch in Caltrain's software, date of bicycle bump changed from 4/16 to 4/15.	4/16/2015 7:20:01	04/15	1	Redwood City	North	7:30 am	319		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Sophie Martin was bumped at Redwood City NB 319 at 7:30 am. #Caltrain' id:588708417046478848
Repeat report. Omitted from total.									

Repeat report. Omitted from total.	4/16/2015 7:21:07	04/16	1	22nd Street	South	7:19 am	314	Bombardier	CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Anonymous was bumped at 22nd St SB at 7:19 am. #Caltrain' id:588708670776672256
Repeat report. Omitted from total.	4/16/2015 7:21:28	04/16	7	22nd Street	South	7:19am	314	Bombardier	
Repeat report. Omitted from total.	4/16/2015 7:24:26	04/16	1	22nd Street	South	7:19 am	314		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Anonymous was bumped at 22nd St SB 314 at 7:19 am. #Caltrain' id:588709266782978048
	4/28/2015 16:44:05	04/16	10	22nd Street	South	7:19am	314	Bombardier	
	4/16/2015 18:52:18	04/16	1	Menlo Park	North	6:46 pm	385		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Henry Mayer was bumped at Menlo Park NB 385 at 6:46 pm. #Caltrain' id:588882601852567552
	4/16/2015 17:39:06	04/16	8	Redwood City	North		365	Gallery	There were at least 4 visible spaces on the racks on the east side of the south bike car, but no bikes were allowed on. They of course waited patiently for all the pedestrians to pile into the train even though there were trains directly behind and there wasn't room for people to evacuate safely in an emergency.
	4/16/2015 17:45:35	04/16	1	Redwood City	North	5:43 pm	263		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Ryan was bumped at Redwood City NB 263 at 5:43 pm. #Caltrain' id:588865769271730176
	4/17/2015 17:15:55	04/17	2	4th & King	South	5:14pm	370	Bombardier	I hate bombardier trains
Due to known glitch in Caltrain's software, date of bicycle bump changed from 4/20 to 4/19.	4/20/2015 14:49:45	04/19	1	4th & King	South	6:14 pm	380		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at San Francisco SB 380 at 6:14 pm. #Caltrain' id:590271097993572352
	4/20/2015 18:02:57	04/20	5	Redwood City	North	5:53 pm	375	Gallery	Conductor at the south car told us there was no room but there was room at the front. There was no room at the front. There are two issues here: 1) there was room in the south car, several racks had only three bikes 2) everyone at the front car for on no matter when they got to the station. I was probably well ahead of them but I luck to be at the wrong door. Thanks again for the waste of a night. Also, still waiting to see any fare enforcement before a Giants game. I'd happily be a little late to ensure people are paying their fare.
	4/21/2015 7:23:05	04/21	8	22nd Street	South	7:19am	314	Bombardier	Car totally full, no bikes allowed to board. Conductor didn't even try to accommodate anyone.
	4/21/2015 17:16:05	04/21	8	4th & King	South	5:14pm	370	Bombardier	
	4/21/2015 17:53:47	04/21	3	Menlo Park	North	5:47pm	375	Bombardier	
	4/21/2015 8:02:33	04/21	1	Mountain View	North	7:57 am	323		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Mountain View NB at 7:57 am. #Caltrain' id:590530858966130688
	4/22/2015 10:37:04	04/22	12	Mountain View	North	7:57am	323	Bombardier	Good management of the bicyclists by the conductor. She ordered all riders to one door to control the number of boardings. Until there is enough space for all bicyclists, we need a fair way to queue on the platform so those who get to the station first get on the train first. The process now favors the aggressive over the polite/civil - not cool.
	4/23/2015 7:46:27	04/23	1	22nd Street	South	7:19 am	314		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at 22nd St SB at 7:19 am. #Caltrain' id:591251663517716480
Repeat report. Omitted from total.	4/28/2015 16:42:06	04/25	15	22nd Street	South	7:19am	314	Bombardier	
	4/27/2015 7:24:54	04/27	1	22nd Street	South	7:19 am	314		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at 22nd St SB 314 at 7:19 am. #Caltrain' id:592695788276449282
	4/27/2015 7:28:38	04/27	7	22nd Street	South	7:19am	314	Bombardier	Got the next train. Total delay = 15 mins so not that bad this time.
	4/27/2015 17:27:28	04/27	1	California Avenue	North	9:47 am	135		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at California Ave NB 135 at 9:47 am. #Caltrain' id:592847429042642944
	4/27/2015 7:49:01	04/27	1	Hillsdale	South	7:46 am	314		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Hillsdale SB 314 at 7:46 am. #Caltrain' id:592701977869561858

	4/28/2015 8:09:20	04/27	2	Millbrae	South	9:15am	332	Gallery	Getting bumped made me late for my physical therapy appointment. It was not possible to reschedule or delay it, and I lost about 1/3 of my appointment (which I had to pay for anyway).
	4/27/2015 8:51:41	04/27	1	Redwood City	South	8:46 am	322		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Redwood City SB 322 at 8:46 am. #Caltrain' id:592717690659299329
	4/28/2015 18:57:39	04/28	6	4th & King	South	6:56pm	288	Bombardier	
Due to known glitch in Caltrain's software, date of bicycle bump changed from 4/29 to 4/28.	4/29/2015 11:21:15	04/28	1	4th & King	South	5:33 pm	376		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at San Francisco SB 376 at 5:33 pm. #Caltrain' id:593421421386145792
Due to known glitch in Caltrain's software, date of bicycle bump changed from 4/29 to 4/28.	4/29/2015 17:23:11	04/28	1	22nd Street	South	7:19 am	314		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at 22nd St SB at 7:19 am. #Caltrain' id:593571147343626240
	4/28/2015 7:20:50	04/28	5	Hillsdale	North	7:16am	313	Bombardier	2 bumped from front car, 3 from rear car.
	4/29/2015 11:21:14	04/28	1	Palo Alto	South	5:14 pm	366		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at Palo Alto SB at 5:14 pm. #Caltrain' id:593212408346345473
Due to known glitch in Caltrain's software, date of bicycle bump changed from 4/30 to 4/29.	4/30/2015 7:10:49	04/29	1	4th & King	South	5:14 pm	370		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at San Francisco SB 370 at 5:14 pm. #Caltrain' id:593779395321401344
	4/29/2015 19:07:53	04/29	10	4th & King	South	6:56pm	288	Bombardier	
Repeat report. Omitted from total.	4/29/2015 19:14:26	04/29	5	4th & King	South	6:56pm	288	Bombardier	This sucked. I was trying to get home in time to say goodnight to my four year old daughter.
	4/29/2015 17:28:16	04/29	5	Palo Alto	North	5:16pm	269	Gallery	The south car conductor refused to let me on even though I could see racks with spaces for bikes
	4/29/2015 7:42:32	04/29	1	San Mateo	North	7:39am	319	Bombardier	
	4/30/2015 7:32:42	04/30	1	22nd Street	South	7:19 am	314		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'A cyclist was bumped at 22nd St SB 314 at 7:19 am. #Caltrain' id:593784837086908416

Total Unique Bicycle Bumps 186

## Caltrain leaves customers with bicycles behind



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

## McKenna, Nancy

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**From:** Arnulfo Lopez <arnulfoeaglewolf@yahoo.com>  
**Sent:** Wednesday, April 29, 2015 7:13 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

Often get bumped trying to get on the 625pm northbound train in Redwood City. Need more bike trains on this time slot, especially when Giants are playing, easily too full with intoxicated morons.

## McKenna, Nancy

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**From:** Shirley Johnson <dr\_shirley\_johnson@yahoo.com>  
**Sent:** Monday, April 20, 2015 3:28 PM  
**To:** Bartholomew, Tasha; Board (@caltrain.com)  
**Cc:** cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Nabong, Sarah; Janice Li; Emma Shlaes; Steve Vanderlip; Bikes On Board; Board (@caltrain.com); Murphy, Seamus  
**Subject:** collaboration on bump reporting

Dear Ms. Bartholomew,

Thank you for your email. Indeed we are all in agreement that a Caltrain-managed form that tracks bicycle bumps appropriately is the best option.

Just to reiterate, the current Caltrain form would be improved with the following functionality:

1. The tweet needs to include the date of the bumps, because not all customers report bumps the same day they were bumped.
2. The tweet needs to include the total number of bumped bikes to improve data accuracy and inform followers of the severity of the problem.
3. The information from the form needs to populate a publicly viewable spreadsheet in real-time, so the information is readily available and preserved for analysis.

Tech specialists from the BIKES ONboard team developed the SFBC form, and we are happy to share our methodology including customization of the publicly viewable spreadsheet to protect user confidentiality and addition of regular expressions to alert users of entry errors. Please let us know how we can help move the collaboration forward. Thank you.

Best regards,  
Shirley Johnson  
Leader, BIKES ONboard project

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**From:** "Bartholomew, Tasha" <bartholomewt@samtrans.com>  
**To:** 'Shirley Johnson' <dr\_shirley\_johnson@yahoo.com>; "Board (@caltrain.com)" <BoardCaltrain@samtrans.com>  
**Cc:** "cacsecretary (@caltrain.com)" <jpbcacsecretary@samtrans.com>; "Caltrain, Bac (@caltrain.com)" <baccaltrain@samtrans.com>; "Nabong, Sarah" <nabongs@samtrans.com>; Janice Li <janice@sfbike.org>; Emma Shlaes <emma@bikesiliconvalley.org>; Steve Vanderlip <bikesmc@hotmail.com>; Bikes On Board <bikesonboard@sfbike.org>  
**Sent:** Friday, April 17, 2015 2:21 PM  
**Subject:** RE: Caltrain bicycle bumps set a new record high in March

Dear Dr. Johnson,

Thank you for passing this information along. We're glad to see that people are using the forms. We've discussed these issues with Emma Shlaes, with SVBC, and Janice Li, with SFBC, and it seems like we all agree that it would be preferable to have one place for cyclists to formally report a complaint about being bumped. We'll continue to work with them to improve the functionality of our form and to capture some of the "auto-populating" functionality of the SFBC form.

Hopefully we can land on a Caltrain-managed form that tracks these complaints appropriately.

Regards,

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

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Follow us on [@SamTrans News](https://twitter.com/SamTrans) and [@Caltrain News](https://twitter.com/Caltrain)

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**From:** Shirley Johnson [mailto:dr\_shirley\_johnson@yahoo.com]

**Sent:** Tuesday, March 31, 2015 11:19 PM

**To:** Board (@caltrain.com)

**Cc:** cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Nabong, Sarah; Bartholomew, Tasha; Janice Li; Emma Shlaes; Steve Vanderlip; Bikes On Board

**Subject:** Caltrain bicycle bumps set a new record high in March

Dear Joint Powers Board,

Please find attached the bicycle bump graph and spreadsheet of raw data for March. The total number of reported bicycle bumps in March was 427, a 477% increase over March 2014. Part of this large increase is likely due to the new bump reporting methods available to Caltrain customers.

Some important notes about bump reporting:

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

We have asked Caltrain to collaborate with us on bump reporting to produce a combined bump reporting method to avoid confusion and provide the most complete information possible for Caltrain customers and staff. The attached report titled "Comparison of Caltrain-Counted and Customer-Reported Bicycle Bumps" provides justification for permitting customers to submit eye witness reports of the total number of bicycle bumps instead of reporting only their own bump. We look forward to collaborating with Caltrain.



Best regards,  
Shirley Johnson  
Leader, BIKES ONboard project

## McKenna, Nancy

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**From:** Haskin, Rita  
**Sent:** Monday, April 13, 2015 12:03 PM  
**To:** 'robert.schloss@yahoo.com'  
**Cc:** Board (@caltrain.com)  
**Subject:** Re: Can Caltrain please provide some additional supervision on appropriate use of the bike car.

Good afternoon, Mr. Schloss. 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.

Thank you for letting us know about your experience in bringing your bike onboard. We regret that there has been some difficulty do to customers without bikes blocking access to the racks. Our conductors try to monitor the usage in the bike car as best they can while they work the five-car train. We continue to advise customers to not put luggage in the bike area and ask them as a courtesy to allow customers with bike to use those cars. We will develop some announcements that our conductors can make and will display them on the electronic message signs at stations. We also will remind customers via social media.

With a growing ridership, many customers are seeking any open space on the trains. Now that baseball season has arrived, some trains will get more crowded. Fortunately, we're working on a plan to add an additional car to our Bombardier train sets. We are assessing the condition of the 16 used train cars we purchased and will develop a schedule for getting them into service. Once the assessment is complete, we'll be able to develop an implementation schedule.

We appreciate your message and hope you experience more pleasant trips soon.

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 #040156

Sent: Friday, April 10, 2015 6:04 PM  
To: cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Board (@caltrain.com)  
Subject: Can Caltrain please provide some additional supervision on appropriate use of the bike car.

Hi I have been riding Caltrain for years as a bicyclist and I respect and appreciate efforts of those who have supported enabling bicyclists to use the train. So thank you.

Lately on very full trains the bike car and landings have been overrun by standing non bicyclist passengers. I understand the need and desire for folks to want to stand in an open space so they can hang as a group with their friends

etc. Having said that when it's crowded it makes it virtually impossible to get on and off the train with a bike without bumping into someone with the bike or worse not being able to get on or off at the stop (in time).

Also I have been on trains where passengers sit in front of the racks so that you can't even put the bike where it's supposed to be. Particularly since Caltrain allows drinking on the train (a practice I think should be curtailed for a host of reasons...but that's another discussion:) the reactions and willingness to allow the car/ racks to be used for bikes efficiently/safely during these times has become more and more challenging.

Just as cyclists wouldn't park a bike in a seat, luggage rack or aisle can't conductors oversee the bike space for reasonable bike utilization and ensure safety?

There are signs in every window telling bicyclists how to behave but none posted on every window for other passengers relative to collaborative use of the bike space in the safest way possible.

As support of what I'm talking about, here are some pics. The night when people were sitting on the floor they wouldn't even move to allow cyclists to board and hook their bikes to a rack. And, there was plenty of bike rack space.

All that would really need to be done is to occasionally monitor the bike cars during peak periods and make an announcement to either stand elsewhere or at a minimum "...for any standing in the bike car make sure you allow access to the racks and exiting & entry to people with bikes " or something to that effect.

Thanks for any consideration you can give. I realize the train is for all types of passengers so I'm not lobbying for priority in as much as appropriate use of the space already designated.

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Thanks very much,







## McKenna, Nancy

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**From:** Shirley Johnson <dr\_shirley\_johnson@yahoo.com>  
**Sent:** Tuesday, March 31, 2015 11:19 PM  
**To:** Board (@caltrain.com)  
**Cc:** cacsecretary (@caltrain.com); Caltrain, Bac (@caltrain.com); Nabong, Sarah; Bartholomew, Tasha; Janice Li; Emma Shlaes; Steve Vanderlip; Bikes On Board  
**Subject:** Caltrain bicycle bumps set a new record high in March  
**Attachments:** Bicycle\_Bump\_Graph\_150331.docx; Caltrain Bicycle Bump Reports\_for\_JPB\_201503.xlsx; Report\_Bicycle\_Bump\_Count\_Analysis\_SFBC\_20150325.pdf

Dear Joint Powers Board,

Please find attached the bicycle bump graph and spreadsheet of raw data for March. The total number of reported bicycle bumps in March was 427, a 477% increase over March 2014. Part of this large increase is likely due to the new bump reporting methods available to Caltrain customers.

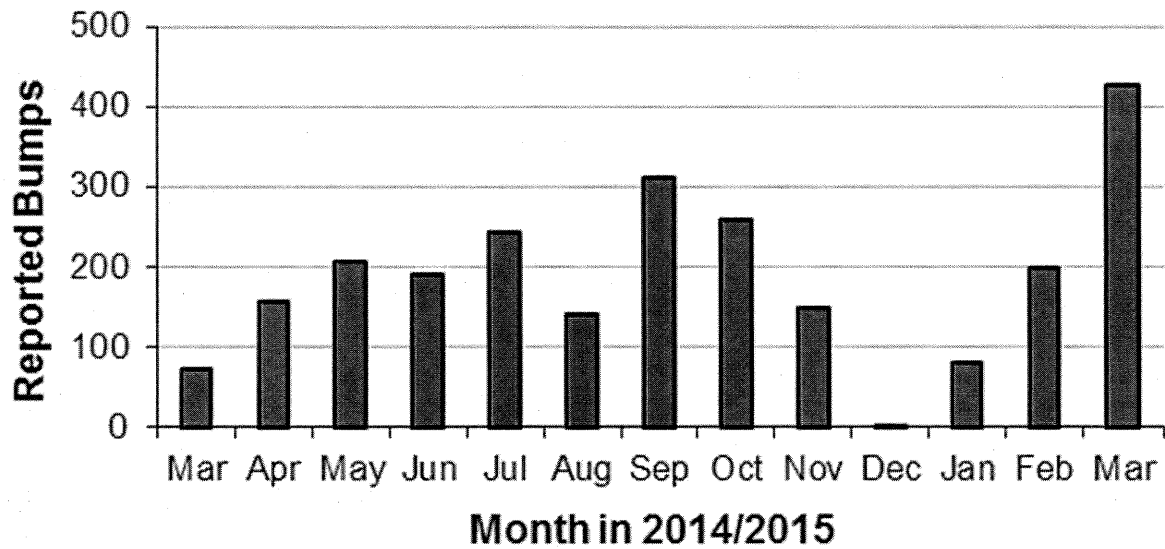
Some important notes about bump reporting:

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

We have asked Caltrain to collaborate with us on bump reporting to produce a combined bump reporting method to avoid confusion and provide the most complete information possible for Caltrain customers and staff. The attached report titled "Comparison of Caltrain-Counted and Customer-Reported Bicycle Bumps" provides justification for permitting customers to submit eye witness reports of the total number of bicycle bumps instead of reporting only their own bump. We look forward to collaborating with Caltrain.

Best regards,  
Shirley Johnson  
Leader, BIKES ONboard project

## Caltrain leaves customers with bicycles behind



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



Customer-Reported Bicycle Bumps in March 2015  
Total Unique Bumps Reported: 427

Editor Comments	Timestamp of bump report	Date of bicycle bump(s)	Total number of bumped bikes	Departure station	Travel direction	Scheduled departure time	Train number	Train type	Customer Comments
	3/3/2015 8:01:57	03/03	4	Hillsdale	North	7:51am	217	Gallery	Train stopped too far up platform so pedestrians overcrowded doors and 4 bikes could not get in despite 1-2 spaces on bike car Delayed me getting home by almost 40 minutes.
	3/4/2015 22:38:02	03/03	1	Menlo Park	North	5:19pm	269	Gallery	
	3/4/2015 8:01:57	03/04	8	Mountain View	North	7:57 am	323	Bombardier	
	3/17/2015 14:27:51	03/04	5	San Mateo	North	7:38am			
Repeat report. Omitted from total.	3/8/2015 20:38:30	03/05	1	22nd Street	South	7:19 am	314		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Keith ostewicz was bumped at 22nd St SB 314 at 7:19 am. #Caltrain' id:573649193719500801 The conductor made a comment that is what we get for riding a bike
	3/5/2015 21:57:12	03/05	20	22nd Street	South	7:19am		Bombardier	
	3/8/2015 20:38:34	03/05	1	22nd Street	South	8:02 am	322		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Michael Coyle was bumped at 22nd St SB 322 at 8:02 am. #Caltrain' id:573670842187431936
	3/8/2015 20:38:31	03/05	1	4th & King	South	5:56 pm	278		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Anonymous was bumped at San Francisco SB 278 at 5:56 pm. #Caltrain' id:573661418425188355
	3/8/2015 20:38:29	03/05	1	4th & King	South	8:19 am	226		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Henry Pan was bumped at San Francisco SB 226 at 8:19 am. #Caltrain' id:573642068993560576
	3/8/2015 20:38:33	03/05	1	Belmont	North	5:40 pm			CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Emmy Williford was bumped at Belmont NB at 5:40 pm. #Caltrain' id:573669137626484736
	3/8/2015 20:38:33	03/05	1	Hillsdale	North	6:13 pm			CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Kelsey was bumped at Hillsdale NB at 6:13 pm. #Caltrain' id:573668167517478914
	3/8/2015 20:38:36	03/05	1	Hillsdale	North	6:43 pm			CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Bob Loblaw was bumped at Hillsdale NB at 6:43 pm. #Caltrain' id:573676027395883009
	3/8/2015 20:38:35	03/05	1	Menlo Park	North	5:19 pm			CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Veronica was bumped at Menlo Park NB at 5:19 pm. #Caltrain' id:573670995011244034
	3/17/2015 13:27:41	03/05	3	Millbrae	South	10:31am		Bombardier	
	3/8/2015 20:38:32	03/05	1	Millbrae	South	5:49 pm			CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Peter was bumped at Millbrae SB at 5:49 pm. #Caltrain' id:573667340514033664
	3/8/2015 20:38:31	03/05	1	Palo Alto	North	5:52 pm	267		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Amitabh was bumped at Palo Alto NB 267 at 5:52 pm. #Caltrain' id:573663462024437760
	3/8/2015 20:38:37	03/05	1	Palo Alto	South	7:35 pm			CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'ANUSTART was bumped at Palo Alto SB at 7:35 pm. #Caltrain' id:573688255613984768
	3/5/2015 18:28:24	03/05	3	Redwood City	North		269	Gallery	Real time delay info would really improve my commute. The signs should not just say how late the train is. It should include when it will arrive at the station.
	3/8/2015 20:38:39	03/06	1	Hayward Park	North	5:47 am	273		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Carlos was bumped at Hayward Park NB 273 at 5:47 am. #Caltrain' id:574030361790808064
	3/8/2015 20:38:38	03/06	1	Hillsdale	North	8:16 am	323		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Daniel P. was bumped at Hillsdale NB 323 at 8:16 am. #Caltrain' id:5739555959569882113
	3/8/2015 20:38:38	03/06	1	Mountain View	North	7:57 am	323		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Steve hackney was bumped at Mountain View NB 323 at 7:57 am. #Caltrain' id:573881095084621824

	3/6/2015 18:03:43	03/06	6	Redwood City	North	5:53 pm	375	Gallery	Conductor advised cyclists that there was insufficient space and only permitted 3 to board the second (southern) bike car. Cyclists who were permitted to board counted an additional 6 bike spaces not used on the car.
	3/13/2015 17:44:24	03/08	6	Mountain View	North	10:50 AM		Gallery	I was 1 hour late for lunch with a friend.
	3/9/2015 16:25:05	03/09	1	22nd Street	South	8:45 am			CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Amy Lange was bumped at 22nd St SB at 8:45 am. #Caltrain' id:575074613635387393
Invalid date of bicycle bump. Timestamp is earlier than scheduled departure time.	3/9/2015 16:02:08	03/09	1	4th & King	South	5:00 pm			CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Renee was bumped at San Francisco SB at 5:00 pm. #Caltrain' id:575068972388872193
Repeat report. Omitted from total.	3/9/2015 17:53:35	03/09	1	Burlingame	South	8:40 am	226		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Guillaume B was bumped at Burlingame SB 226 at 8:40 am. #Caltrain' id:575096939110400000
Due to known glitch in Caltrain's software, date of bicycle bump changed from 3/10 to 3/09.	3/10/2015 7:23:05	03/09	1	Burlingame	South	8:40 am	226		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Guillaume B was bumped at Burlingame SB 226 at 8:40 am. #Caltrain' id:575300740291280896
	3/9/2015 8:03:39	03/09	3	Hillsdale	North	7:51am	217	Gallery	CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'one_crab was bumped at Hillsdale SB 226 at 10:02 am. #Caltrain' id:574999306790293504
	3/9/2015 11:25:46	03/09	1	Hillsdale	South	10:02 am	226		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Michael C was bumped at 22nd St SB at 7:19 am. #Caltrain' id:57530136912328576
	3/10/2015 7:25:17	03/10	1	22nd Street	South	7:19 am			CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Anonymous was bumped at 22nd St SB at 7:19 am. #Caltrain' id:575301490836774912
	3/10/2015 7:26:24	03/10	1	22nd Street	South	7:19 am			CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Dave M was bumped at 22nd St SB 226 at 8:24 am. #Caltrain' id:575317083954810881
	3/10/2015 8:28:41	03/10	1	22nd Street	South	8:24 am	226		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Dave M was bumped at 22nd St SB 226 at 8:24 am. #Caltrain' id:575317083954810881
	3/10/2015 8:32:28	03/10	1	22nd Street	South	8:24am	226	Gallery	Conductor said they were running with one bike car today, and suggested I report it.
Repeat report. Omitted from total.	3/10/2015 8:54:57	03/10	1	22nd Street	South	8:49 am	230		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'David was bumped at 22nd St SB 230 at 8:49 am. #Caltrain' id:575323767934611456
Repeat report. Omitted from total.	3/10/2015 9:15:44	03/10	1	22nd Street	South	8:49 am	230		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Paul was bumped at 22nd St SB 230 at 8:49 am. #Caltrain' id:575328945211637760
	3/10/2015 8:52:44	3/10	16	22nd Street	South	8:49am	230	Bombardier	Swapped to a bomb and now a lot of people are late for work.
	3/10/2015 9:10:16	03/10	1	22nd Street	South	9:00 am			CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Spor was bumped at 22nd St SB at 9:00 am. #Caltrain' id:575327790628794368
	3/10/2015 9:11:25	3/10	5	22nd Street	South	9:02am	332	Gallery	I managed to get on, counted at least 5 off the south bike car who didn't.
Repeat report. Omitted from total.	3/10/2015 8:47:16	03/10	1	4th & King	South	8:44 am	230		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Mostafa mokhtar was bumped at San Francisco SB 230 at 8:44 am. #Caltrain' id:575321823916597248
Repeat report. Omitted from total.	3/10/2015 8:50:34	03/10	1	4th & King	South	8:44 am	230		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Sean was bumped at San Francisco SB 230 at 8:44 am. #Caltrain' id:575322786610028544
Repeat report. Omitted from total.	3/10/2015 9:05:53	03/10	1	4th & King	South	8:44 am			CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Prateek Gupta was bumped at San Francisco SB at 8:44 am. #Caltrain' id:575326669633814528

	3/11/2015 23:20:16	03/10	12	4th & King	South	8:44am	230	Bombardier	I guarantee you that at least another dozen were then bumped at 22nd St. and probably a handful more at points further south. That's approximately 30 people bumped on one train! I honestly think those making the decisions about Caltrain's bicycle capacity need to experience this themselves so the understand how utterly frustrating it is. I'm missing a meeting at work especially since now I have to take the bullet which doesn't stop at my station requiring a longer commute. This problem is all because the regular Gallery cars were replaced with the Bombardier cars which do not have sufficient bicycle storage. These Bombardier cars are problem and you must add a 3rd bicycle car to them as soon as possible.
									Also, Caltrain needs to abandon the outdated (created long before Caltrain was this popular and bicycle bumps were a problem) rule that there can only be 4 bicycles per rack. This is arbitrary and does not allow for efficient use of extremely limited space. Since keeping the aisles clear for safety reasons is the intent of this rule, just change the rule to be: bicycles must not block the aisle (as indicated with lines on the floor). This means bicyclists can pack as many bicycles on the rack as they can as long as the aisle remains clear. Note that this often means 5 bicycles can fit on a rack. However, it will be important to sign this rule properly so bicyclists understand that they need to pack their bicycles more tightly. And conductors need to make announcements accordingly. Trust me: if bicyclists know that careful packing is the difference between getting on the train or not, it will happen.
									Finally, what is the deal with the conductors not providing access to the trains at 4th St until the last minute? This morning, the entire station was clogged because, even though the 332 train was sitting there, conductors would not allow access until about 5 minutes before departure. Try to imagine just how inefficient this process is given the entirely inadequate size of the station and platform at 4th St. It completely shuts down people's ability to move through the station as well as making the boarding process a unnecessarily stressful mess. There is no reason Caltrain can't figure this out given that these trains
									CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Ruth was bumped at Mountain View NB 323 at 7:57 am. #Caltrain' id:575451308196429824
									CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Anonymous was bumped at Palo Alto NB at 5:16 pm. #Caltrain' id:575456181231050752
									Thank you.
Repeat report. Omitted from total.									Everytime there is a fatality on the tracks, the conductors apologize for the delay over the loudspeaker, even though it is clearly not Caltrain's fault. Yet I have never heard an apology announced when bikes are bumped. Perhaps if people heard that Caltrain was ruining commutes on a daily basis they would demand service improvements.
									Not good...
Repeat report. Omitted from total.									Train already full when it arrived at Redwood City. Three riders were also bumped from the earlier 7:30 am train.
									CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Anonymous was bumped at San Mateo NB 215 at 7:32 am. #Caltrain' id:575308834723512320
									CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Anonymous was bumped at San Mateo NB 319 at 7:39 am. #Caltrain' id:575415527490895872
									CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Brendon Ritz was bumped at San Mateo NB 215 at 7:40 am. #Caltrain' id:575306605127823360

	3/11/2015 18:58:40	03/11	1	Menlo Park	North	6:46 pm			CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Steve Trulane was bumped at Menlo Park NB at 6:46 pm. #Caltrain' id:575838186561130496
	3/11/2015 19:09:38	03/11	1	Menlo Park	North	7:05 am	287		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Steve Trulane was bumped at Menlo Park NB 287 at 7:05 am. #Caltrain' id:575840930470699008
	3/11/2015 19:07:26	03/11	1	Menlo Park	North	7:05 pm			CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Johnny was bumped at Menlo Park NB at 7:05 pm. #Caltrain' id:575840327413678080
	3/11/2015 18:38:38	03/11	6	Mountain View	North	6:35pm	385	Bombardier	There was only one bike car on the train.
	3/11/2015 17:49:09	3/11	13	Palo Alto	North	5:44pm	375	Gallery	
Repeat report. Omitted from total.	3/11/2015 18:55:00	03/11	6	Palo Alto	North	6:43 pm	385	Bombardier	This train also had only one bike car, which the platform announcements warned us about, but it never said where the one car would be--at the front (north end) of the train or towards the back (south). The conductor in that bike car (it was, in fact, the northernmost) told me he'd been asked specifically which bike car was running, and he told them "north"--why was this info not shared w/ the waiting passengers?
	3/11/2015 18:47:05	03/11	20	Palo Alto	North	6:43pm	385	Bombardier	One f'ing car. Are you kidding me!!!!????
	3/11/2015 19:04:08	03/11	1	Palo Alto	North	6:54 pm	287		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Bumped twice was bumped at Palo Alto NB 287 at 6:54 pm. #Caltrain' id:575839434861514752
	3/11/2015 17:54:12	03/11	1	Redwood City	North	5:25 pm	269		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'AJ Schrauth was bumped at Redwood City NB 269 at 5:25 pm. #Caltrain' id:575821874845736960
	3/11/2015 18:54:17	03/11	1	Redwood City	North	6:52 pm			CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Annie was bumped at Redwood City NB at 6:52 pm. #Caltrain' id:575837111343017984
	3/12/2015 8:22:45	03/12	1	Hillsdale	North	8:16 am	323		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'John B was bumped at Hillsdale NB 323 at 8:16 am. #Caltrain' id:576040408586719232
	3/12/2015 8:55:31	03/12	1	Hillsdale	North	8:16 am	323		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Vishnu was bumped at Hillsdale NB 323 at 8:16 am. #Caltrain' id:576048782082621440
	3/12/2015 16:19:03	03/12	1	Hillsdale	North	8:16 am	323		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Daniel P was bumped at Hillsdale NB 323 at 8:16 am. #Caltrain' id:576160429069701120
Due to known glitch in Caltrain's software, date of bicycle bump changed from 3/13 to 3/12.	3/13/2015 8:16:58	03/12	1	Mountain View	North	6:35 pm	385		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Carrie Sandahl was bumped at Mountain View NB 385 at 6:35 pm. #Caltrain' id:576401377196425217
	3/12/2015 18:15:05	03/12	4	Redwood City	North	5:52pm	375	Gallery	I raced to San Carlos station and caught the 6:04 there. If Caltrain had a real time info system for bike capacity, then I could have ridden to San Carlos at leisurely pace. All it takes are simple improvements to the bike experience to make a big difference. Unfortunately Caltrain just ignores the issue. I only aimed for 375 because 269 has been a bump-fest of late. Not sure how I can do anything avoid bumps.
	3/13/2015 17:41:03	03/13	10	Redwood City	North	5:25pm	269	Gallery	"Conductor Steve" failed to allow the (at minimum) final 3 open bike spaces that were visibly available (photograph available upon request) during the extended stop during which a person in a wheel chair was assisted with boarding. When Steve was asked if the spaces could be used by several of the cyclists who were bumped, Steve declined.
	3/19/2015 8:32:04	3/16	5	Hillsdale	North	8:16am	323	Bombardier	At Hillsdale for the 816am for me, and what I've heard from other cyclists on earlier trains northbound from hillsdale, getting bumped is common. Thanks for creating this form.
	3/19/2015 9:29:08	03/16	3	Menlo Park	North	5:19pm		Gallery	
	3/16/2015 16:16:46	03/16	1	Mountain View	North	7:57 am	323		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Abi was bumped at Mountain View NB 323 at 7:57 am. #Caltrain' id:577609278925635584

	3/16/2015 18:20:43	03/16	5	Palo Alto	South	5:14pm		Bombardier	First day riding my bike to the station and of course the bike cars on the way back are full. Way to promote carless alternatives by making it easier to drive than bike caltrain!
Repeat report. Omitted from total.	3/18/2015 10:18:46	03/16	5	Palo Alto	South	5:14pm	366	Bombardier	One of the doors of the bike car didn't open, so conductor didn't want to let more bikes in. There was space though. Could have easily moved between the few rows of chairs...
Due to known glitch in Caltrain's software, date of bicycle bump changed from 3/17/ to 3/16.	3/17/2015 8:15:57	03/16	1	Palo Alto	South	5:17 pm	366		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Leandra was bumped at Palo Alto SB 366 at 5:17 pm. #Caltrain' id:577850680292941824
Invalid date of bicycle bump. Timestamp is earlier than scheduled departure time.	3/16/2015 8:53:43	03/16	6	Redwood City	North	8:45am	227	Gallery	Conductor said there was a bike club with about 12 bikes so both bike cars were packed.
	3/16/2015 9:04:14	03/16	1	San Carlos	North	5:29 pm	269		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Joe was bumped at San Carlos NB 269 at 5:29 pm. #Caltrain' id:577500564965224448
	3/16/2015 9:00:57	03/16	1	Sunnyvale	North	7:13 am	319		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Anonymous was bumped at Sunnyvale NB 319 at 7:13 am. #Caltrain' id:577499628628779008
Repeat report. Omitted from total.	3/17/2015 8:28:48	03/17	8	22nd Street	South	8:19am	324	Gallery	
	3/17/2015 18:37:37	03/17	1	California Aven	North	6:20 pm			CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Guillaume Bousquet was bumped at California Ave NB at 6:20 pm. #Caltrain' id:578007175920029696
Due to known glitch in Caltrain software, date of bicycle bump changed from 3/18 to 3/17.	3/18/2015 15:49:28	03/17	1	California Aven	North	6:20 pm			CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Guillaume Bousquet was bumped at California Ave NB at 6:20 pm. #Caltrain' id:578327150480097281
	3/17/2015 13:22:17	03/17	3	Hillsdale	North	7:16am	313	Bombardier	Lame, we were bumped from first bike car and not given enough time to run down to 2nd bike car!!
	3/17/2015 7:58:15	03/17	4	Hillsdale	North	7:51am	217	Gallery	The Tuesday train is always packed and bikes are almost always left behind.
	3/17/2015 8:18:10	03/17	1	Hillsdale	North	8:16 am	323		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Scott wong was bumped at Hillsdale NB 323 at 8:16 am. #Caltrain' id:577851278883057664
	3/17/2015 18:27:46	03/17	1	Mountain View	North	7:57 am	323		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Tina was bumped at Mountain View NB 323 at 7:57 am. #Caltrain' id:578004561509552131
	3/20/2015 11:51:27	03/17	7	Mountain View	North			Bombardier	
	3/17/2015 18:55:55	03/17	20	Palo Alto	North	5:16pm		Bombardier	The conductor asked me to board in line through one door, meanwhile others behind me went to other door and boarded ahead of me. No consequence for them.
	3/17/2015 7:29:01	03/17	1	Palo Alto	North	7:05am		Bombardier	CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Dan was bumped at San Francisco SB 376 at 5:33 pm. #Caltrain' id:578327202669862912
Invalid date of bicycle bump. Timestamp is earlier than scheduled departure time.	3/18/2015 15:49:29	03/18	1	4th & King	South	5:33 pm	376		
	3/19/2015 18:01:46	3/18	10	Redwood City	North	5:25 pm	269	Gallery	At least 5 bike got off, no bikes on there was clearly room for bikes on the racks. The train was full of people, not bikes so why not bump people off the train? Cyclists get bumped every single day, why not bump the people when the train is dangerously full of them?
	3/18/2015 19:55:46	03/18	10	Redwood City	North	7:19pm	289	Bombardier	This was the last limited service. This increased my commute time by 40 minutes.
	3/18/2015 19:36:12	03/18	1	San Mateo	North	7:32pm	289	Bombardier	2 bombardiers on one train leaves a lot less bike capacity, please avoid for baby bullets.
	3/19/2015 17:44:23	03/19	1	4th & King	South	5:33 pm	376		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Dan was bumped at San Francisco SB 376 at 5:33 pm. #Caltrain' id:57871858993285952
	3/19/2015 6:48:19	03/19	1	Hillsdale	South	6:42am	206	Bombardier	I'm so tired of this.
	3/19/2015 18:04:20	03/19	30	Palo Alto	North	5:15pm	273	Bombardier	Was actually 273/371 combo. No bikes allowed on at Palo Alto at all

	3/24/2015 17:16:33	03/19	11	Palo Alto	North	5:16pm	Bombardier	I was bumped off 2 trains. Finally got on one and took it to RWC vs SC. Had my son pick me up because I had an out of town friend waiting at my home. Reports of a train braking down and cal train unable to accommodate all the bikes. Also, I would have gotten on the next train except different style showed up and bikers who hadn't been bumped from previous train now happened to be positioned to jump ahead of us and get on the second train I got bumped from that one because of rude bikers. A que system needs to be in place during busiest times to make it fair. So more bike spots and a que system during the known busy times.
Repeat report. Omitted from total.	3/19/2015 17:53:09	03/19	1	Palo Alto	North	5:52 am		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Patrick Rose was bumped at Palo Alto NB 273 at 5:52 am. #Caltrain' id:578720872510304256
	3/19/2015 18:07:23	03/19	14	Redwood City	North	5:25 pm	Gallery	I got on the next train 273 but 11 others bumped.
	3/19/2015 18:06:55	3/19	12	Redwood City	North	5:33 pm	Bombardier	Bumped from second train in a row. This time, plenty room for people, none for bikes. WTF, bump the people when there are too many people. Current plan seems to be if there are too many people, bump bikes if there are too many bikes bump bikes. Brilliant!
	3/19/2015 23:19:52	03/19	1	San Carlos	North	6:10 pm		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Jacqueline Rose was bumped at San Carlos NB 273 at 6:10 pm. #Caltrain' id:578802991966224384
	3/20/2015 10:14:43	03/20	20	Palo Alto	North	5:16pm	Gallery	Previous North Bound Baby bullet (371) broke down, +30 minute delays
	3/23/2015 18:25:35	03/23	8	4th & King	South	6:14pm		Greeting bumped made me 20 minutes late getting home, which lead to dinner being 20 minutes late for my family. High volume trains, such as the 380, that run at the prime of commuting hours should all be gallery trains. The bombardier trains should only be used for non-commuting hours.
Due to known glitch in Caltrain's software, date of bicycle bump changed from 3/24 to 3/23.	3/24/2015 7:21:40	03/23	1	San Carlos	North	6:10 pm		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Jacqueline Rose was bumped at San Carlos NB 273 at 6:10 pm. #Caltrain' id:580373710558789634
Due to known glitch in Caltrain's software, date of bicycle bump changed from 3/24 to 3/23.	3/24/2015 17:32:32	03/23	1	San Carlos	North	7:23 pm		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Robert Schloss was bumped at San Carlos NB 289 at 7:23 pm. #Caltrain' id:580527572569743361
	3/24/2015 8:14:07	03/24	1	22nd Street	South	7:19 am		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Anonymous was bumped at 22nd St SB at 7:19 am. #Caltrain' id:580386906250219520
Due to known glitch in Caltrain's software, date of bicycle bump changed from 3/25 to 3/24.	3/25/2015 8:06:24	03/24	1	4th & King	South	5:14 pm		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Anonymous was bumped at San Francisco SB 370 at 5:14 pm. #Caltrain' id:580747371329429504
	3/24/2015 13:21:18	03/24	1	Palo Alto	North	8:05 am		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Someone Else was bumped at Palo Alto NB 323 at 8:05 am. #Caltrain' id:580464302496333824
Repeat report. Omitted from total.	3/25/2015 17:32:17	03/25	1	22nd Street	South	8:02 am		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'Dylan Jackson was bumped at 22nd St SB at 8:02 am. #Caltrain' id:580889825680568320
	3/25/2015 8:08:34	03/25	2	22nd Street	South	8:02am	Gallery	
Due to known glitch in Caltrain's software, date of bicycle bump changed from 3/26 to 3/25.	3/26/2015 7:28:39	03/25	1	4th & King	South	5:33 pm		CAUTION: There may have been more than one bump! Transferred from Twitter @BikesOnCaltrain: 'harshal veera was bumped at San Francisco SB at 5:33 pm. #Caltrain' id:581100318185943042

Number of bumped bikes changed to from 1 to 3 based on customer comments.	3/26/2015 7:32:27	03/26	3	22nd Street	South	7:19am	314	Bombardier	I only counted myself but I saw at least two others being turned away.
	3/26/2015 7:49:00	03/26	4	Millbrae	South	7:32am		Bombardier	The south bike car was full before it go to millbrae. I think the other car was full too but I didn't because I tried to lock my bike up before the train left but was unsuccessful. :(
	3/30/2015 8:04	3/30	1	22nd Street	South	8:02am	322	Gallery	
	3/31/2015 17:25	3/31	8	Menlo Park	North	5:19pm	269	Gallery	
Repeat report. Omitted from total.	3/31/2015 17:54	3/31	6	Menlo Park	North	5:19pm	269	Gallery	Room for only one bike (in the front car).
	3/31/2015 17:44	3/31	7	Redwood City	North	5:25pm	269	Gallery	Space appeared available, but conductor inflexible. This is the second time in a row where the conductor only permitted the same number of cyclists to board as the number who disembarked from the same train, both incidents occurring on a stop that was prolonged due to assistance offered to a person with a physical disability. Some conductors (that's you, Conductor Steve) appear to use this system to limit cyclists when there is not enough capacity for all cyclists waiting on the platform and the conductor does not want to argue with irritated cyclists, though the result is that several spaces remain unused by cyclists who could otherwise board a train. Thanks for making me late AGAIN, Steve.

Total Unique Bicycle Bumps 427

# Comparison of Caltrain-Counted and Customer-Reported Bicycle Bumps

March 25, 2015

Prepared by:  
BIKES ONboard Project  
San Francisco Bicycle Coalition





## Executive Summary

Caltrain staff has expressed concern that Caltrain customers' eye witness reports of the number of bicycle bumps are exaggerated and that customers should be allowed to report only their own bump. Our analysis reveals that customers' reports capture 33% of bumps, whereas only 8% of bumps would be counted if the number of customers reporting is used as the metric for the bump count.

For more accurate bump totals, it is important to tally bumps from Caltrain customers' eye witness reports, not tally the number of customers reporting.

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## 1 Introduction

Caltrain, the commuter rail line between San Francisco and San Jose, provides onboard bicycle carriage in two designated bike cars per train. Caltrain runs two types of equipment, gallery trains having 80 bike spaces per train and Bombardier trains having 48 bike spaces per train. Caltrain's onboard bicycle service is so popular that sometimes customers with bicycles are denied boarding, or 'bumped,' due to insufficient onboard bike capacity. Caltrain customers voluntarily report bicycle bumps to the Joint Powers Board (JPB), the board that oversees Caltrain.

Accurate bump reports are important for capacity planning. The question has arisen as to how to obtain the most accurate information relying on customers' voluntary bump reports. Our analysis shows that tallying customers' eye witness reports provides a more accurate count than tallying the number of customers reporting bumps, although the count is still significantly lower than actual bumps.

## 2 Bump Count Methodology

Each month, we create a table of bump reports from customer emails to the JPB. If more than one customer reports bumps from the same train at the same station, we use the count from only one of the reports to avoid duplication. If the bump counts do not match among repeat reports, we take the highest count and disregard the others to calculate the total. Each month, we provide the detailed table of all bump reports along with the total number of unique bumps to the JPB.

## 3 Caltrain Staff's Concerns

Caltrain Executive Officer for Public Affairs, Mark Simon, wrote the following in an email dated January 23, 2015 sent to members of the Caltrain Bicycle Advisory Committee among others:

“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.”

Our analysis demonstrates that bumps are in fact under-reported and seasonal variation in bike ridership explains the increase in bicycle bumps in mid-year compared with February.

The same email dated January 23, 2015 continues:

“Specifically, the fact that cyclists can report other cyclists as being bumped creates a fundamental flaw in the information.”

“We proposed that individuals be able to report only their bumps and not report other bumps they may have observed”

Our analysis shows that restricting customers to reporting only their bumps would result in even more severe under-counting of bicycle bumps.

## 4 Caltrain Bump Counts vs Customer Reports

Caltrain began counting bicycle bumps on a subset of its trains in its February 2012 annual passenger counts and has continued this annual count to present day (counts for 2015 are not yet available). In addition, Caltrain conducted a bike count and dwell time study from April 21 through May 27, 2010. A total of 2340 weekday trains ran during the study period, and 425 trains were sampled, or 18%.

A summary table of Caltrain counts compared with customer reports is displayed below, and detailed tables for each study can be found in the Appendix.

Caltrain Study	Number of Bumps Caltrain Counted	Number of Unique Bumps Customers Reported	Number of Customers Reporting
2014 Annual Passenger Counts	50	3	1
2013 Annual Passenger Counts	59	39	6
2012 Annual Passenger Counts	51	16	4
2010 Bike Count and Dwell Time Study	55	12	6
Total	215	70	17
<b>% of Bumps Reported</b>		<b>32.6%</b>	<b>7.9%</b>

The data show that if customers' eye witness reports of the number of bicycle bumps are tallied, then less than one-third of bumps are reported. If customers are restricted to reporting only their own bumps, however, then less than 8% of bumps are reported.

Contrary to staff's allegation, customers do not substantially over-count bumped bikes. The tables in the Appendix show that over three-fourths of customer-reported counts either exactly match or under-count the Caltrain bump count.

## 5 Seasonal Variation in Bike Ridership

Caltrain's practice of estimating ridership in mid-year based on increase in ticket revenue compared with February (when accurate passenger counts are recorded) may be acceptable for total ridership. This method is flawed, however, when applied to bicycle bumps, because it does not account for the much higher increase in bike ridership compared with total ridership in warmer weather, as shown by Caltrain's own data.

Caltrain conducted passenger counts twice in only one year, 2004, when counts were conducted in February and October. Bike boardings in October were over 42% higher than February, whereas total passenger boardings increased only 11%. Therefore, estimation of bumps based on the increase in ticket revenue compared with February under-predicts bump counts in warmer months, because bike ridership increases approximately four times more than total ridership. Customer-reported bumps show that there are significantly more bumps in warmer weather, exactly what one would expect, based on Caltrain's own data.

## 6 New Bump Reporting Method

Caltrain customers have historically reported bumps via email to the JPB. In response to requests to streamline the bump reporting method, we created a Google form for reporting bumps. We released our form on February 12, 2015; the form can be found at [sfbike.org/bumpform](http://sfbike.org/bumpform).

Advantages of the new bump reporting method include:

1. Saves paper, because Caltrain staff does not have to print many bump-report emails for correspondence packets.
2. All bumps are shown in real-time in a publicly available spreadsheet at [sfbike.org/bumpreports](http://sfbike.org/bumpreports) to help bikes-onboard customers with commute planning.
3. The data are provided in a standardized format and can be downloaded by Caltrain staff for analysis to aid in future capacity planning.
4. It is easier for customers to report via a form than via email, particularly on smart phones.

Much to our surprise, on March 5, 2015 Caltrain released a Google form for reporting bumps; the form can be found at <http://www.caltrain.com/riderinfo/Bicycles/BikeBumpForm.html>. Caltrain's form sends a tweet via Twitter @BikesOnCaltrain, but the tweet does not include the total number of bumped bikes nor the date of the bump (customers don't always report on the same day they were bumped), and there is no associated publicly available spreadsheet of the form responses.

To gather the most complete data possible, we are automatically copying the tweeted bump reports @BikesOnCaltrain in real time into our spreadsheet at [sfbike.org/bumpreports](http://sfbike.org/bumpreports). We have also back-populated historical data for 2015 from customer emails sent to Caltrain.

We have asked Caltrain staff to collaborate with us to produce a combined, single bump reporting method to provide the best information for everyone. We anticipate that a combined form will encourage more customers to report bumps.

## 7 Conclusion

A tally of customer's eye witness reports of the total number of bumped bikes provides a more accurate bump count than tallying the number of customers reporting bumps. Historical data shows that customers report less than one-third of actual bicycle bumps, whereas if customers were restricted to reporting only their own bump, then less than 8% of bumps would be counted.

It is critical to accept customers' eye witness reports of the total number of bumped bikes to improve data accuracy to support Caltrain's future capacity planning.

## Appendix

### Bicycle Bumps from 2014 Caltrain Annual Passenger Counts

Date	Train	Location	Caltrain Count	Customer-Reported Count	Total Number of Customers Reporting
1/22/2014	323	Palo Alto	2	None reported	0
1/22/2014	375	Redwood City	3	3	1
1/23/2014	375	Palo Alto	5	None reported	0
1/23/2014	375	Menlo Park	5	None reported	0
1/23/2014	375	Redwood City	4	None reported	0
1/23/2014	277	Palo Alto	3	None reported	0
1/23/2014	277	San Carlos	3	None reported	0
1/23/2014	277	Hillsdale	3	None reported	0
1/27/2014	215	Burlingame	3	None reported	0
1/27/2014	375	Menlo Park	2	None reported	0
1/27/2014	375	Redwood City	3	None reported	0
1/28/2014	323	Mountain View	2	None reported	0
1/28/2014	323	Palo Alto	4	None reported	0
1/28/2014	323	Hillsdale	1	None reported	0
2/3/2014	324	Millbrae	2	None reported	0
2/3/2014	366	Palo Alto	1	None reported	0
2/4/2014	225	San Mateo	2	None reported	0
2/4/2014	225	Burlingame	2	None reported	0
<b>TOTAL</b>			<b>50</b>	<b>3</b>	<b>1</b>

Customers reported an additional 49 bumps during this time period from trains that Caltrain did not sample in its bump count.

## Bicycle Bumps from 2013 Caltrain Annual Passenger Counts

Date	Train	Location	Caltrain Count	Customer-Reported Count	Total Number of Customers Reporting
1/23/2013	332	22nd	3	13	2
1/23/2013	332	Millbrae	1	None reported	0
2/4/2013	324	22nd	1	None reported	0
2/5/2013	375	Menlo Park	4	None reported	0
2/5/2013	375	Redwood City	2	None reported	0
2/6/2013	322	22nd	22	25	3
2/6/2013	322	Millbrae	3	None reported	0
2/6/2013	324	22nd	5	1	1
2/11/2013	279	Redwood City	5	None reported	0
2/13/2013	279	San Carlos	1	None reported	0
2/13/2013	220	SF	1	None reported	0
2/13/2013	220	22nd	4	None reported	0
2/13/2013	220	Millbrae	1	None reported	0
2/13/2013	220	San Mateo	1	None reported	0
2/14/2013	371	Palo Alto	5	None reported	0
<b>TOTAL</b>			<b>59</b>	<b>39</b>	<b>6</b>

Customers reported an additional 113 bumps during this time period from trains that Caltrain did not sample in its bump count.

There is a large discrepancy on 1/23/2013, where Caltrain alleges that 3 bikes got bumped, while a customer reports that 13 bikes got bumped. For reference, the quote from the customer report is reproduced below:

“13 cyclists were bumped from Caltrain #332 at 9:04a at 22nd St this morning. Bombardier car, southern bike car. I could not see whether there were more bumped at the other bike car but I assume there were. Cyclists were turned away before we even left 4th St. I could not see how many, only heard the conductor call cyclists back from the platform.”

A second customer also made a report on 1/23/2013, but did not report the total number of bikes bumped. For reference, the quote from the second customer report is reproduced below:

“I was once again bumped from southbound 8:57 train along with every biker at 22nd street station because of the bombardier cars. Please consider using regular cars for baby bullets only. There are quite a few of us who are consistently bumped every time bombardiers are used.”

Obviously an error was made by either the Caltrain counter or the first customer reporting the bumps on 1/23/2013.

## Bicycle Bumps from 2012 Caltrain Annual Passenger Counts

Date	Train	Station	Caltrain Count	Customer-Reported Count	Total Number of Customers Reporting
2/3/2012	324	SF	8	8	1
2/3/2012	324	22nd St	9	7	2
2/3/2012	324	Millbrae	4	1	1
2/6/2012	378	Millbrae	1	None reported	0
2/8/2012	369	Hillsdale	2	None reported	0
2/13/2012	369	Hillsdale	1	None reported	0
2/14/2012	369	Palo Alto	2	None reported	0
2/15/2012	324	SF	15	None reported	0
2/15/2012	324	22nd	9	None reported	0
<b>TOTAL</b>			<b>51</b>	<b>16</b>	<b>4</b>

Customers reported an additional 21 bumps during this time period from trains that Caltrain did not sample in its bump count.



## Bicycle Bumps from 2010 Caltrain Bike Count and Dwell Time Study

Date	Train	Location	Caltrain Count	Customer-Reported Count	Total Number of Customers Reporting
5/4/2010	230	22nd St	7	7	2
5/6/2010	324	22nd St	3	None reported	0
5/11/2010	383	Menlo Park	6	None reported	0
5/12/2010	233	San Antonio	5	None reported	0
5/12/2010	233	California Ave	6	None reported	0
5/12/2010	275	Palo Alto	2	None reported	0
5/12/2010	275	Menlo Park	1	None reported	0
5/17/2010	267	Menlo Park	4	None reported	0
5/17/2010	267	Redwood City	5	None reported	0
5/17/2010	324	22nd St	5	None reported	0
5/17/2010	324	Hillsdale	2	None reported	0
5/17/2010	324	Millbrae	1	None reported	0
5/18/2010	324	SF	2	None reported	0
5/24/2010	275	Hillsdale	1	None reported	0
5/24/2010	324	22nd St	5	5	4
<b>TOTAL</b>			<b>55</b>	<b>12</b>	<b>6</b>

Customers reported an additional 53 bumps during the study period from trains that Caltrain did not sample in its bump count.