

JPB BOARD MEETING
August 1, 2019

Correspondence Packet as of
July 19, 2019 5:00 PM

From: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
To: "Virginia Smedberg"; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Cc: CalMod@caltrain.com; [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com)); [cacsecretary \[@caltrain.com \]](mailto:cacsecretary [@caltrain.com])
Subject: RE: your decision about bikes and train cars
Date: Wednesday, July 10, 2019 4:28:25 PM

Dear Virginia,

Thank you for your continued feedback. As you know, on June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

Since that time, Caltrain heard from the bicycle community concerns about security and requests to have additional seats next to bikes on the electric trains. A public process began in February examining the possibility of reconfiguring the already-designed two electric train bike cars and the new seventh car. On April 17, Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options for these cars, as well as station bike and micromobility improvements. Insights and feedback from this workshop, along with general public input, survey results, project schedule, funding partner and CAC/BAC feedback, Business Plan information, and financial impacts and feasibility of the recommendations were considered and factored into the staff recommendation that was presented to the CAC and BAC in May.

In response to requests from cyclists concerned about bike security, the Board approved reconfiguring the electric train bike cars to add more seats. The electric trains will maintain 72 bike in the two bike cars while increasing the number of seats to 14 total (original design was 6 seats total). The Board also approved spending at least \$3.5M towards bike station parking / micromobility improvements before the start of electrified service. In addition, Caltrain's bike security task force will continue to explore and implement possible improvements to the bike program. For more information, you can view the Board [presentation](#).

Caltrain values cyclists and supports bikes as an excellent first and last mile solution. With one of the most extensive onboard bicycle programs among passenger railroads in the nation, Caltrain is continuously trying to improve service to all its riders and is currently developing a [Business Plan](#), that is working to identify opportunities and strategies to meet the needs of the corridor, as [future ridership growth projections](#) show a potential for up to a 300% increase by 2040.

Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and Caltrain is eager to improve service for all its riders.

Best,
Lori

From: Virginia Smedberg [mailto:virgviolin@hotmail.com]
Sent: Friday, June 07, 2019 12:26 PM
To: Board (@caltrain.com)
Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary [mailto:cacsecretary@caltrain.com]; bikesonboard@sonic.net
Subject: your decision about bikes and train cars

Dear Board:

Why do you refuse to listen to the thoroughly thought through ideas of the people who are affected by this decision - the bike commuters? And why are you willing to break your promise of quantity of bike spaces? Electric trains will have only 7 folding seats within view of 36 bike spaces and 72 bike spaces per train. Today's diesel trains have up to 34 fixed seats within view of 40 bike spaces and 77 bike spaces per train on average.

We are your customers. Who benefits MORE from the designs you approved? We certainly do NOT. And our proposed designs would benefit all riders.

What a step backwards. Instead of designing a good layout for bike cars before they are built, Caltrain will be faced with expensive retrofit costs when the design fails in the field.

I really do not understand your logic. And obviously you have not managed to explain it well enough for all of us bike commuters to understand. You at least owe it to us to prove to us your logic of why your design works better than ours!

Frustratedly yours,
Virginia Smedberg
Palo Alto

From: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
To: "Theodore G Raab"; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Cc: CalMod@caltrain.com; [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com)); [cacsecretary \[@caltrain.com \]](mailto:cacsecretary [@caltrain.com])
Subject: RE: Wrong-headed decision, re: Seats per visible bikes
Date: Wednesday, July 10, 2019 4:22:39 PM

Dear Ted,

Thank you for your feedback. As you know, on June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

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Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and Caltrain is eager to improve service for all its riders.

Best,
Lori

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

From: Theodore G Raab [mailto:arctictkr@icloud.com]

Sent: Friday, June 07, 2019 2:28 PM

To: Board (@caltrain.com)

Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary (@caltrain.com);
bikesonboard@sonic.net

Subject: Wrong-headed decision, re: Seats per visible bikes

Hello:

Your recent decision as to bike spaces on electric trains is a step backwards. You have increased the risk per passenger with respect to bike-theft, and possible altercations while attempting to secure bikes.

I would ask the Group revisit this decision.

Regards, Ted K Raab

Sent from my iPhone

From: Bikes on Board
To: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Cc: "Ed Ruder"; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com)); CalMod@caltrain.com; [cacsecretary \(@caltrain.com\)](mailto:cacsecretary (@caltrain.com))
Subject: Thank you for writing to Caltrain!
Date: Thursday, July 11, 2019 10:56:48 PM

Hello Ed,

Thank you for writing to Caltrain and explaining the fatal flaw in the new bike-car design. We completely agree with you and hope Caltrain listens.

It's disappointing that on June 6, the Caltrain board unanimously approved a train configuration with FAR FEWER seats and LESS bike capacity than trains today.

Caltrain has received hundreds of emails, dozens of public comments at board meetings, and over 1000 people signed a [petition](#) for seats within view of bikes and more bike capacity on electric trains. A public agency is expected to listen to the public, but Caltrain chose not to.

We'd like to offer some clarification on Caltrain's response to you, which contains a good dose of misleading information.

Caltrain writes:

Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach.

It's true that Caltrain did a lot of outreach, but there was ZERO outreach on bike-car layout during that time.

Caltrain writes:

Thus, under the current Electrification project there will be [a 17% increase in onboard bike capacity](#).

In fact, onboard bike capacity will DECREASE by 7%. Caltrain obfuscates the capacity loss by reporting line capacity (bike spaces per peak hour). This so-called 17% increase in line capacity is inflated, because Caltrain assumed an atypical base case to make the future numbers look better. For details, please visit [this spreadsheet](#).

Electric trains will result in a lower percentage of Caltrain passengers being able to bring a bike on board.

Caltrain writes:

Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options

The workshop looked good on paper, but in fact it was a publicity stunt, not a serious attempt to address bike riders' concerns. Caltrain staff provided only two options at the workshop - two or three bike cars. These constraints made it impossible for attendees to come up with adequate seats within view of bikes AND meet the board-mandated 8:1 ratio of seats-to-bike-spaces (84 bike spaces per electric train). Caltrain can finally say they took input on bike-car layout (about four years too late), but they didn't provide the public with realistic options to solve the layout problem. I was at the workshop, and some attendees left in disgust.

Caltrain completely ignored [our recommendations](#) for alternate car configurations that would have solved the layout problem.

Caltrain writes:

The electric trains will maintain 72 bike in the two bike cars while increasing the number of seats to 14 total (original design was 6 seats total).

Translation: 7 folding seats (3 at the same location as wheelchair space) in view of 36 bikes. Can you say "invitation

to thieves"? To match today's trains, there would need to be 18 to 31 seats within view of 36 bikes. Caltrain would never require people to put their laptops or luggage out of sight in another car, but inexplicably they think that's acceptable for bikes.

It's shocking that a public agency could ignore the tremendous public outcry for adequate seats within view of bikes. And it's disturbing that the board completely ignored the wisdom of their predecessors, who in 2015 unanimously approved an increase in bike capacity on electric trains. We hope Caltrain becomes more customer-focused in the future.

Thank you again for raising your voice, Ed.

More bikes, no bumps,
Shirley Johnson
[BIKES ONboard Project](#)

On 2019-07-10 16:25, Caltrain, Bac (@caltrain.com) wrote:

Dear Ed,

Thank you for your feedback. On June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

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Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and Caltrain is eager to improve service for all its riders.

Best,

Lori

From: Ed Ruder [mailto:ed@ruders.org]

Sent: Friday, June 07, 2019 12:54 PM

To: Board (@caltrain.com)

Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary [mailto:cacsecretary@caltrain.com]; Bikes on Board

Subject:

TWIMC:

I commute between San Jose Diridon and San Francisco 4th and Townsend stations 3 out of 5 weekdays, and have been for more than 7 years.

I ride my bike between my home and Diridon station (~ 2 miles), and between 4th and Townsend and my office on Market & 11th (~ 2 miles), taking my bike on a bike car.

I appreciate the work that Caltrain has been doing to lengthen the electric trains to accommodate more daily riders--I think it's a great commute option that is bound to get more popular with better trains.

I think using bikes to travel to/from train stations using the bike car is an excellent option that will become more popular if the accommodations for cyclists are good.

Unfortunately, the latest bike car designs that Caltrain has approved have a serious flaw--too few seats near the bikes. I think that this is a fatal flaw, as it leaves bikes exposed to easy theft, which will be rampant unless the design is changed.

Please reconsider your approval, and consider other designs for the Caltrain bike cars that provide more fixed seating near the bikes. This will greatly reduce theft, decrease congestion on bike cars, and increase the utility of Caltrain as a commute option.

Sincerely,

Ed Ruder
150 Arroyo Way, San Jose, CA
408-242-1347

From: Clarence Yung
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Support the Fare Integration Study
Date: Thursday, July 11, 2019 9:21:02 AM

Caltrain Board,

I was perturbed to learn that the Clipper Executive Board has been hemming and hawing on funding the Fare Integration Study. (It's not even an actual plan for fare integration, but a study!)

Caltrain should immediately and strongly compel the Clipper Executive Board to fund the Fare Integration Study.

The current way that fares are both calculated and presented to riders is confusing, unfriendly, and most of all inequitable. To be frank, riders don't care about the 25+ Bay Area agencies that provide transit — they care about getting from A to B in a seamless way without having to navigate 3 or more fare schemes.

As Caltrain plans to expand service through the 2040 Business Plan, it is imperative that there is a real plan for fare integration to make transit a truly simple choice for all people in the Bay Area.

I've used transit systems in Berlin, Zurich, and Munich on a daily basis, and the transit rider experience in all of those metro areas is head and shoulders above the experience in the Bay Area. And the transit mode share in all of those metro areas reflects this better experience.

Please take steps to compel the Clipper executive board to fund the Fare Integration Study.

Thank you for your time.

— Clarence Yung

Clarence Yung
mococoa@gmail.com
2552 Borax St
Santa Clara, California 95051

From: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
To: peter_sze
Cc: Gumpal, Cindy; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: RE: RTC Discount Card for Disability
Date: Wednesday, July 17, 2019 3:39:00 PM

Dear Mr. Sze – did you mean for Caltrain service or for BART service?

For Caltrain Customer Service, please call 1-800-660-4287.

Information for hearing impaired: (TTY) 650-508-6448

Mailing Address: P.O. Box 3006, San Carlos, CA 94070-1306 or 1250 San Carlos Avenue, San Carlos, CA 94070

Office Phone: 650-508-6200

For BART (Bay Area Rapid Transit) Customer service, please call 1 (510) 464-7134.

Best,

Dora

From: peter_sze <szepete@gmail.com>
Sent: Sunday, July 14, 2019 7:24 PM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: RTC Discount Card for Disability

Hello, my name is Peter Sze I live in San Bruno and I take the San Bruno BART to San Francisco, every day. I was told that you could help me or help me by pointing me to show me how to get an application for Part A and the medical release authorization for Part D. You can either reply to this email or send me the forms at my address:

Peter Sze
2344 Shelter Creek Ln, San Bruno, CA 94066

Thank You ,
Peter Sze

From: Graig Norden
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Tuesday, July 09, 2019 10:35:42 AM

Caltrain Board,

I was disappointed to learn that in June, the Clipper Executive Board, which Caltrain participates in, voted to delay advancement of a Business Case Study for Fare Integration.

I'm writing you to urge that Caltrain strongly supports the immediate advancement of the Business Case Study for Fare Integration alongside other transit agencies in the region, MTC, and the Clipper Executive Board over the coming months and years.

Over the last several decades, numerous regions around the world, including regions with many cities and transit agencies, have successfully integrated their fare systems to create a fair, simple system of pricing that encourages transit use and has led to increasing ridership over time.

It is long past time for the Bay Area to introduce similar reforms to better serve transit riders and get more people to use transit.

Graig Norden
graign@gmail.com
530 Eighth Ave Apt 3
San Francisco, California 94118

From: Jeremy Smith
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Tuesday, July 09, 2019 10:47:06 AM

Caltrain Board,

I was disappointed to learn that in June, the Clipper Executive Board, which Caltrain participates in, voted to delay advancement of a Business Case Study for Fare Integration.

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Jeremy Smith
jsmith.build@gmail.com
184 Opal Ave
Redwood City, California 94062

From: Auros Harman
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Tuesday, July 09, 2019 11:17:18 AM

Caltrain Board,

I was disappointed to learn that in June, the Clipper Executive Board, which Caltrain participates in, voted to delay advancement of a Business Case Study for Fare Integration.

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Over the last several decades, numerous regions around the world, including regions with many cities and transit agencies, have successfully integrated their fare systems to create a fair, simple system of pricing that encourages transit use and has led to increasing ridership over time.

It is long past time for the Bay Area to introduce similar reforms to better serve transit riders and get more people to use transit.

Auros Harman
rmharman@auros.org
633 2nd Ave
San Bruno, California 94066

From: Monica Mallon
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Tuesday, July 09, 2019 11:31:43 AM

Caltrain Board,

I was disappointed to learn that in June, the Clipper Executive Board, which Caltrain participates in, voted to delay advancement of a Business Case Study for Fare Integration.

I'm writing you to urge that Caltrain strongly supports the immediate advancement of the Business Case Study for Fare Integration alongside other transit agencies in the region, MTC, and the Clipper Executive Board over the coming months and years.

Over the last several decades, numerous regions around the world, including regions with many cities and transit agencies, have successfully integrated their fare systems to create a fair, simple system of pricing that encourages transit use and has led to increasing ridership over time.

It is long past time for the Bay Area to introduce similar reforms to better serve transit riders and get more people to use transit.

Monica Mallon
monica.mallon@sjsu.edu
14854 Union Ave
San Jose, California 95124

From: Dustin Harber
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Tuesday, July 09, 2019 1:14:12 PM

Caltrain Board,

I'm a Santa Clara resident and CalTrain rider.

Having lived in Japan which has an excellent transit system including integrated fares across transit agencies, I know firsthand that integrated fares make using transit much easier and stimulates transit ridership.

I was disappointed to learn that in June, the Clipper Executive Board, which Caltrain participates in, voted to delay advancement of a Business Case Study for Fare Integration.

I'm writing you to urge that Caltrain strongly supports the immediate advancement of the Business Case Study for Fare Integration alongside other transit agencies in the region, MTC, and the Clipper Executive Board over the coming months and years.

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Dustin Harber
contact.dustin.now@gmail.com
4261 DRY BED CT
SANTA CLARA, California 95054

From: Alli Rico
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Tuesday, July 09, 2019 1:21:53 PM

Caltrain Board,

I was disappointed to learn that in June, the Clipper Executive Board, which Caltrain participates in, voted to delay advancement of a Business Case Study for Fare Integration.

As a daily Caltrain rider and supporter, I'm writing you to urge that Caltrain strongly supports the immediate advancement of the Business Case Study for Fare Integration alongside other transit agencies in the region, MTC, and the Clipper Executive Board over the coming months and years.

Over the last several decades, numerous regions around the world, including regions with many cities and transit agencies, have successfully integrated their fare systems to create a fair, simple system of pricing that encourages transit use and has led to increasing ridership over time.

It is long past time for the Bay Area to introduce similar reforms to better serve transit riders and get more people to use transit.

Alli Rico
alli_rico@outlook.com
374 N 5th St
San Jose, California 95112

From: Karen Grove
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Tuesday, July 09, 2019 2:50:56 PM

Caltrain Board,

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Karen Grove
karenfgrove@gmail.com
3826 Alameda De Las Pulgas
Menlo Park, California 94025

From: greg hensley
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Tuesday, July 09, 2019 5:23:06 PM

Caltrain Board,

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greg hensley
gregory@hensley.net
1083 Independence Dr
Alameda, California 94501

From: Nik Kaestner
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Tuesday, July 09, 2019 10:31:32 PM

Caltrain Board,

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Nik Kaestner
nikount@outlook.com
17 Milton St.
San Francisco, California 94112

From: Flavio Poehlmann
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Wednesday, July 10, 2019 1:09:37 AM

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Flavio Poehlmann
flavio.poehlmann@gmail.com
35620 Nuttman Lane
Fremont, California 94536

From: Peter Robinett
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Wednesday, July 10, 2019 11:00:08 AM

Caltrain Board,

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Peter Robinett
peter@robinett.us
3744 16th St, Apt 2
San Francisco, California 94114-1535

From: Susan Setterholm
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Wednesday, July 10, 2019 1:03:07 PM

Caltrain Board,

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Susan Setterholm
susan.setterholm@gmail.com
1000 Sutter Street #402
San Francisco, California 94109

From: Jonathan New
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Wednesday, July 10, 2019 9:16:25 PM

Caltrain Board,

I was disappointed to learn that in June, the Clipper Executive Board, which Caltrain participates in, voted to delay advancement of a Business Case Study for Fare Integration.

I am frequently inconvenienced at Milbrae where Caltrain and Bart schedules don't line up, or don't wait an extra minute for each other. It's a miserable experience to have Bart be a couple minutes late, causing an additional 30 minute wait for the next Caltrain.

I'm writing you to urge that Caltrain strongly supports the immediate advancement of the Business Case Study for Fare Integration alongside other transit agencies in the region, MTC, and the Clipper Executive Board over the coming months and years.

Over the last several decades, numerous regions around the world, including regions with many cities and transit agencies, have successfully integrated their fare systems to create a fair, simple system of pricing that encourages transit use and has led to increasing ridership over time.

It is long past time for the Bay Area to introduce similar reforms to better serve transit riders and get more people to use transit.

Jonathan New
jonnew@gmail.com
227 Monte Diablo Avenue
San Mateo, California 94401

From: Kyle Borland
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Monday, July 15, 2019 4:00:18 PM

Caltrain Board,

I was disappointed to learn that in June, the Clipper Executive Board, which Caltrain participates in, voted to delay advancement of a Business Case Study for Fare Integration.

I'm writing you to urge that Caltrain strongly supports the immediate advancement of the Business Case Study for Fare Integration alongside other transit agencies in the region, MTC, and the Clipper Executive Board over the coming months and years.

Over the last several decades, numerous regions around the world, including regions with many cities and transit agencies, have successfully integrated their fare systems to create a fair, simple system of pricing that encourages transit use and has led to increasing ridership over time.

It is long past time for the Bay Area to introduce similar reforms to better serve transit riders and get more people to use transit.

Kyle Borland
kgborland23@gmail.com
1688 Wallace Avenue, Apt 304
SAN FRANCISCO, California 94124

From: Kris Campos-Flores
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Wednesday, July 17, 2019 11:08:16 AM

Caltrain Board,

I was disappointed to learn that in June, the Clipper Executive Board, which Caltrain participates in, voted to delay advancement of a Business Case Study for Fare Integration.

I'm writing you to urge that Caltrain strongly supports the immediate advancement of the Business Case Study for Fare Integration alongside other transit agencies in the region, MTC, and the Clipper Executive Board over the coming months and years.

Over the last several decades, numerous regions around the world, including regions with many cities and transit agencies, have successfully integrated their fare systems to create a fair, simple system of pricing that encourages transit use and has led to increasing ridership over time.

It is long past time for the Bay Area to introduce similar reforms to better serve transit riders and get more people to use transit.

Kris Campos-Flores
kcampos0101@gmail.com
937 Willowleaf Drive, Apt 702
San Jose, California 95128

From: John Zhao
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Please Support Moving Forward Immediately with the Fare Integration
Date: Wednesday, July 17, 2019 12:17:13 PM

Caltrain Board,

I was disappointed to learn that in June, the Clipper Executive Board, which Caltrain participates in, voted to delay advancement of a Business Case Study for Fare Integration.

I'm writing you to urge that Caltrain strongly supports the immediate advancement of the Business Case Study for Fare Integration alongside other transit agencies in the region, MTC, and the Clipper Executive Board over the coming months and years.

Over the last several decades, numerous regions around the world, including regions with many cities and transit agencies, have successfully integrated their fare systems to create a fair, simple system of pricing that encourages transit use and has led to increasing ridership over time.

It is long past time for the Bay Area to introduce similar reforms to better serve transit riders and get more people to use transit.

As a resident in the South Bay, I often rely on Caltrain and other transit services to visit my friends in the Peninsula, San Francisco, and the East Bay. I often have no choice but to pay exorbitant fare for switching from Caltrain to BART or Muni, particularly since monthly passes on one transit service do not apply on a different transit service. We need fare integration to encourage cohesion and unity in the Bay Area.

John Zhao
jzhao098@gmail.com
10411 Lansdale Avenue
Cupertino, California 95014

From: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
To: "Jeff Munos"; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Cc: CalMod@caltrain.com; [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com)); [cacsecretary \(@caltrain.com\)](mailto:cacsecretary (@caltrain.com))
Subject: RE: Please reconsider you vote
Date: Wednesday, July 10, 2019 4:23:13 PM

Dear Jeff,

Thank you for your feedback. As you know, on June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

Since that time, Caltrain heard from the bicycle community concerns about security and requests to have additional seats next to bikes on the electric trains. A public process began in February examining the possibility of reconfiguring the already-designed two electric train bike cars and the new seventh car. On April 17, Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options for these cars, as well as station bike and micromobility improvements. Insights and feedback from this workshop, along with general public input, survey results, project schedule, funding partner and CAC/BAC feedback, Business Plan information, and financial impacts and feasibility of the recommendations were considered and factored into the staff recommendation that was presented to the CAC and BAC in May.

In response to requests from cyclists concerned about bike security, the Board approved reconfiguring the electric train bike cars to add more seats. The electric trains will maintain 72 bike in the two bike cars while increasing the number of seats to 14 total (original design was 6 seats total). The Board also approved spending at least \$3.5M towards bike station parking / micromobility improvements before the start of electrified service. In addition, Caltrain's bike security task force will continue to explore and implement possible improvements to the bike program. For more information, you can view the Board [presentation](#).

Caltrain values cyclists and supports bikes as an excellent first and last mile solution. With one of the most extensive onboard bicycle programs among passenger railroads in the nation, Caltrain is continuously trying to improve service to all its riders and is currently developing a [Business Plan](#), that is working to identify opportunities and strategies to meet the needs of the corridor, as [future ridership growth projections](#) show a potential for up to a 300% increase by 2040.

Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and Caltrain is eager to improve service for all its riders.

Best,
Lori

From: Jeff Munos [mailto:jeffmunos@gmail.com]

Sent: Friday, June 07, 2019 2:25 PM

To: Board (@caltrain.com)

Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary [mailto:cacsecretary@caltrain.com]; Bikes on Board

Subject: Please reconsider you vote

If there is no seating in the bike car, cyclist will have to either stand the entire duration of their train ride or risk getting their bike stolen.

~Jeff Munos

From: Bikes on Board
To: [Caltrain.Bac \(@caltrain.com\)](mailto:Caltrain.Bac (@caltrain.com))
Cc: "Peter Hand"; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com)); CalMod@caltrain.com; [cacsecretary \[@caltrain.com \]](mailto:cacsecretary [@caltrain.com])
Subject: Re: Please reconsider bicycle car designs
Date: Thursday, July 11, 2019 10:52:03 PM

Hello Peter,

Thank you for writing to Caltrain and explaining that their decision will cost them ridership, because bike riders will be forced back into their cars.

It's disappointing that on June 6, the Caltrain board unanimously approved a train configuration with FAR FEWER seats and LESS bike capacity than trains today, as you so aptly point out.

Caltrain has received hundreds of emails, dozens of public comments at board meetings, and over 1000 people signed a [petition](#) for seats within view of bikes and more bike capacity on electric trains. A public agency is expected to listen to the public, but Caltrain chose not to.

We'd like to offer some clarification on Caltrain's response to you, which contains a good dose of misleading information.

Caltrain writes:

Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach.

It's true that Caltrain did a lot of outreach, but there was ZERO outreach on bike-car layout during that time.

Caltrain writes:

Thus, under the current Electrification project there will be [a 17% increase in onboard bike capacity](#).

In fact, onboard bike capacity will DECREASE by 7%. Caltrain obfuscates the capacity loss by reporting line capacity (bike spaces per peak hour). This so-called 17% increase in line capacity is inflated, because Caltrain assumed an atypical base case to make the future numbers look better. For details, please visit [this spreadsheet](#).

Electric trains will result in a lower percentage of Caltrain passengers being able to bring a bike on board.

Caltrain writes:

Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options

The workshop looked good on paper, but in fact it was a publicity stunt, not a serious attempt to address bike riders' concerns. Caltrain staff provided only two options at the workshop - two or three bike cars. These constraints made it impossible for attendees to come up with adequate seats within view of bikes AND meet the board-mandated 8:1 ratio of seats-to-bike-spaces (84 bike spaces per electric train). Caltrain can finally say they took input on bike-car layout (about four years too late), but they didn't provide the public with realistic options to solve the layout problem. I was at the workshop, and some attendees left in disgust.

Caltrain completely ignored [our recommendations](#) for alternate car configurations that would have solved the layout problem.

Caltrain writes:

The electric trains will maintain 72 bike in the two bike cars while increasing the number of seats to 14 total (original design was 6 seats total).

Translation: 7 folding seats (3 at the same location as wheelchair space) in view of 36 bikes. Can you say "invitation

to thieves"? To match today's trains, there would need to be 18 to 31 seats within view of 36 bikes. Caltrain would never require people to put their laptops or luggage out of sight in another car, but inexplicably they think that's acceptable for bikes.

It's shocking that a public agency could ignore the tremendous public outcry for adequate seats within view of bikes. And it's disturbing that the board completely ignored the wisdom of their predecessors, who in 2015 unanimously approved an increase in bike capacity on electric trains. We hope Caltrain becomes more customer-focused in the future.

Thank you again for raising your voice, Peter.

More bikes, no bumps,
Shirley Johnson
[BIKES ONboard Project](#)

On 2019-07-10 16:24, Caltrain, Bac (@caltrain.com) wrote:

Dear Peter,

Thank you for your feedback. On June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

Since that time, Caltrain heard from the bicycle community concerns about security and requests to have additional seats next to bikes on the electric trains. A public process began in February examining the possibility of reconfiguring the already-designed two electric train bike cars and the new seventh car. On April 17, Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options for these cars, as well as station bike and micromobility improvements. Insights and feedback from this workshop, along with general public input, survey results, project schedule, funding partner and CAC/BAC feedback, Business Plan information, and financial impacts and feasibility of the recommendations were considered and factored into the staff recommendation that was presented to the CAC and BAC in May.

In response to requests from cyclists concerned about bike security, the Board approved reconfiguring the electric train bike cars to add more seats. The electric trains will maintain 72 bike in the two bike cars while increasing the number of seats to 14 total (original design was 6 seats total). The Board also approved spending at least \$3.5M towards bike station parking / micromobility improvements before the start of electrified service. In addition, Caltrain's bike security task force will continue to explore and implement possible improvements to the bike program. For more information, you can view the Board [presentation](#).

Caltrain values cyclists and supports bikes as an excellent first and last mile solution. With one of the most extensive onboard bicycle programs among passenger railroads in the nation, Caltrain is continuously trying to improve service to all its riders and is currently developing a [Business Plan](#), that is working to identify opportunities and strategies to meet the needs of the corridor, as [future ridership growth projections](#) show a potential for up to a 300% increase by 2040.

Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and Caltrain is eager to improve service for all its riders.

Best,

Lori

From: Peter Hand [mailto:pkhandwww@yahoo.com]

Sent: Friday, June 07, 2019 1:31 PM

To: Board (@caltrain.com)

Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary [@caltrain.com]; bikesonboard@sonic.net

Subject: Please reconsider bicycle car designs

Dear Board Members,

As one who commutes every day, rain or shine, by bike and CalTrain, I am disappointed by the new design proposal that both reduces bike capacity, and reduces my and other bicyclists' ability to prevent theft of our vehicles.

The cost per mile of my CalTrain commute is already significantly higher all-in than commuting by car would be for me. I imagine the same is true for many bicycle commuters, and any decisions that discourage or reduce bike commuting are going to cost the system and also affect everybody via increased traffic congestion and pollution as cyclists are forced to go back to their automobiles.

I urge you to reconsider the plan. Though not perfect, the current bike cars with seating in the upper level that provides a view of the bike stacks, would be much preferable.

Regards,

Peter Hand

From: Jon New
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com); BusinessPlan@caltrain.com
Subject: Please aim for the High Growth Scenario
Date: Friday, July 19, 2019 1:00:36 PM

Hi, I've been a frequent Caltrain rider for over 12 years. I've used it for my daily commute to work, and I've used it for Sharks and Giants games and several other events around the peninsula. I've lived in several places around the Bay Area, and I've always made it a priority to live close to Caltrain.

Please adopt the High Growth Scenario. There are so many instances I'd love to take Caltrain, and I cannot because it stops running, or it runs so infrequently that it's inconvenient. In fact, just this week, I attended a concert at Shoreline Amphitheater, a venue that holds over 22000 people, and Caltrain was not an option because service ended before the conclusion of the concert. That's thousands of additional cars polluting the air because we don't have higher train frequency.

Caltrain really has an opportunity to be the backbone of clean, frequent transit across the peninsula. Please adopt the High Growth Scenario.

Thank you,

Jonathan New
San Mateo

From: Megan Kanne
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Number of Clipper Card Readers at Millbrae
Date: Friday, July 12, 2019 9:21:59 AM

Dear Caltrain Chair, Vice Chair, and Board members,

The placement and number of Clipper card readers on the Northbound Caltrain platform at Millbrae often causes rider confusion and mistakes, as well as long lines. Riders are failing to tag off, especially in situations where the trains are delayed and the transfer time to BART is reduced.

As far as I can tell, there are only 2 Clipper card readers on the Northbound platform; one north and one south of the BART turnstiles and payment machines. This results in each half-train's worth of passengers converging on these two machines to tag off. They then swerve around the lines at the BART ticketing machines to get to the only open BART turnstile in the middle of the platform. Often folks are running in order to make their train. I myself have consciously made the choice to not tag off Caltrain and pay the full fare to SF in order to make it through the BART turnstiles and make a train.

Can additional Clipper card readers for Caltrain be placed adjacent to the BART turnstiles?

Alternatively, integrated fares would alleviate this problem. Please prioritize the study of integrated fares with BART.

I would appreciate any information or background Caltrain Staff can provide about how the number and placement of Clipper card readers at the Millbrae station was determined as well as future planned changes or improvements.

Regards,
Megan Kanne

From: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
To: "Dylan Harris"; [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com)); Janice Li; Provence_Dan
Subject: RE: More seats with views of the bicycles on Caltrain!
Date: Thursday, July 11, 2019 10:31:19 AM

Hi Dylan,

Thank you for that input. I've sent your comments to Dan Provence, our station access planner who is working to make bike and pedestrian improvements at our stations and is also working with cities on access.

Best,
Lori

From: Dylan Harris [mailto:teradyl@gmail.com]
Sent: Wednesday, June 05, 2019 4:53 PM
To: Caltrain, Bac (@caltrain.com)
Cc: Board (@caltrain.com); Janice Li
Subject: Re: More seats with views of the bicycles on Caltrain!

Thank you for your detailed response.

The next thing I have to say is very specific to my commute, but maybe you can help suggest who I can talk to about improving the bike connections on the roads near caltrain stations

Belmont is the station closest to my destination in Foster City, and often I end up on the bullet train and get off at the Hillsdale station. I need to first ride my bicycle to Belmont, and then cut over.

This sounds easy, however, I feel very unsafe on the Old Country Road riding towards Belmont station. During the sections with a bike lane, the bike lane is on the very edge, full of rocks, and still feels scary with fast moving cars going by. Sometimes the bike lane stops entirely, and people are moving quite fast on that road. Who can I talk to for better and cleaner bike lanes on this road?

When I finally get to Ralston Avenue & and the multi use path bridge, it's like I've reached heaven, but I had to pass through hell to get there!

Thank you!
Dylan

On Wed, Jun 5, 2019 at 4:38 PM Caltrain, Bac ([@caltrain.com](mailto:caltrain.com)) <BAC@caltrain.com> wrote:

Dear Dylan,

Thank you for your feedback. Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over

10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

Since then, Caltrain has heard from the bicycle community concerns about security and requests to have additional seats next to bikes on the electric trains. A public process began in February examining the possibility of reconfiguring the already-designed two electric train bike cars and the new seventh car. On April 17, Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options for these cars, as well as station bike and micromobility improvements. Insights and feedback from this workshop, along with general public input, survey results, project schedule, funding partner and CAC/BAC feedback, Business Plan information, and financial impacts and feasibility of the recommendations were considered and factored into a staff recommendation.

The resulting staff recommendation that was presented to the CAC and BAC in May, maintains 72 bikes in two-cars and in direct response to the bike community increases the number of seats in the bike cars to 14 total (original design was 6 seats total). Staff is also recommending a commitment to spending at least \$3.5M towards bike station parking / micromobility improvements before the start of electrified service.

In addition, in January 2018, Caltrain created a bike security task force to explore and implement possible improvements to the bike program. An update on its process and progress was given to the Caltrain Bicycle Advisory Committee in September and can be seen [here](#).

Caltrain values cyclists and supports bikes as an excellent first and last mile solution. With one of the most extensive onboard bicycle programs among passenger railroads in the nation, Caltrain is continuously trying to improve service to all its riders with programs such as the recently implemented “Bikes Board First” program.

As our riders know, Caltrain is extremely busy during commute times, with some of the trains at 140% capacity. [Future ridership growth projections](#) show demand continuing to grow and Caltrain is working to identify opportunities and strategies to meet the needs of the corridor with the development of a [Business Plan](#).

Again, we thank you for taking the time to send us your thoughts. Your feedback is

valuable, and Caltrain is eager to improve service for all its riders.

Best,

Lori

From: Dylan Harris [mailto:teradyl@gmail.com]
Sent: Tuesday, June 04, 2019 10:17 PM
To: Board (@caltrain.com); Caltrain, Bac (@caltrain.com)
Cc: Janice Li
Subject: More seats with views of the bicycles on Caltrain!

Dear Caltrain Board,

I am writing to you to urge you to reject the staff recommendation at your upcoming board meeting. I have serious concerns that Caltrain is not taking bike theft seriously. Instead, I urge you to approve three or more bike cars to provide adequate seating in view of bike spaces. If we can't lock our bikes on the train, we need to be able to watch them!

Caltrain has also made commitments to improving bike parking and bike share connections at stations but I haven't seen much of this. I commute once or twice a week between San Francisco & Foster City, and would love to see more improvements for me to use bikeshare on days when my own bike is improbable.

Thank you,
Dylan

From: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
To: "William Albright"; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Cc: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com)); [cacsecretary \(@caltrain.com\)](mailto:cacsecretary (@caltrain.com)); CalMod@caltrain.com
Subject: RE: more bike spaces
Date: Wednesday, July 10, 2019 4:27:24 PM

Dear William,

Thank you for your feedback. On June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

Since that time, Caltrain heard from the bicycle community concerns about security and requests to have additional seats next to bikes on the electric trains. A public process began in February examining the possibility of reconfiguring the already-designed two electric train bike cars and the new seventh car. On April 17, Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options for these cars, as well as station bike and micromobility improvements. Insights and feedback from this workshop, along with general public input, survey results, project schedule, funding partner and CAC/BAC feedback, Business Plan information, and financial impacts and feasibility of the recommendations were considered and factored into the staff recommendation that was presented to the CAC and BAC in May.

In response to requests from cyclists concerned about bike security, the Board approved reconfiguring the electric train bike cars to add more seats. The electric trains will maintain 72 bike in the two bike cars while increasing the number of seats to 14 total (original design was 6 seats total). The Board also approved spending at least \$3.5M towards bike station parking / micromobility improvements before the start of electrified service. In addition, Caltrain's bike security task force will continue to explore and implement possible improvements to the bike program. For more information, you can view the Board [presentation](#).

Caltrain values cyclists and supports bikes as an excellent first and last mile solution. With one of the most extensive onboard bicycle programs among passenger railroads in the nation, Caltrain is continuously trying to improve service to all its riders and is currently developing a [Business Plan](#), that is working to identify opportunities and strategies to meet the needs of the corridor, as [future ridership growth projections](#) show a potential for up to a 300% increase by 2040.

Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and

Caltrain is eager to improve service for all its riders.

Best,
Lori

From: William Albright [mailto:ping@ewilli.am]

Sent: Friday, June 07, 2019 12:46 PM

To: Board (@caltrain.com)

Cc: Caltrain, Bac (@caltrain.com); bikesonboard@sonic.net; cacsecretary (@caltrain.com); CalMod@caltrain.com

Subject: more bike spaces

come on. encourage bicycling! let's catch up to our European counterparts and provide space for bicycles.

for a healthier planet.

From: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
To: "Lawrence Garwin"; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Cc: CalMod@caltrain.com; [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com)); [cacsecretary \[@caltrain.com \]](mailto:cacsecretary [@caltrain.com])
Subject: RE: Layout of new Train Cars
Date: Thursday, July 11, 2019 10:33:17 AM

Dear Lawrence,

Thank you for your feedback. On June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

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Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and

Caltrain is eager to improve service for all its riders.

Best,
Lori

From: Lawrence Garwin [mailto:lawrencegarwin@yahoo.com]
Sent: Thursday, June 06, 2019 12:34 PM
To: Board (@caltrain.com)
Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary [@caltrain.com]; bikesonboard@sonic.net
Subject: Layout of new Train Cars

Caltrain Board,

Please direct your staff to provide additional options for consideration to solve the layout problem, not rubber stamp staff's faulty recommendation:

- Bike cars need at least half as many seats as bike spaces within view of bikes to match today's trains; any fewer will make bike theft even worse.
- You must keep your promise of the 8:1 ratio of seats-to-bike-spaces, that is, 84 bike spaces per seven-car electric train.
- One recommendation that nearly matches your promise: 4 bike cars, 80 bikes per train.

Caltrain staff's recommendation has only seven folding seats within view of 36 bikes. The ratio of seats-to-bike-spaces is 9.4 to 1 for the seven-car EMU train (you mandated 8 to 1). This recommendation distributes bikes among four bike cars to allow adequate fixed seats within view of bikes and the ratio of seats-to-bike-spaces is 8.3 to 1. Today's diesel trains have 77 bikes spaces per train.

Being able to travel on Caltrain with my bicycle has been crucial to my ability to volunteer at non profit organizations in San Francisco and otherwise do anything else on the peninsula that is not within biking distance of my home.

Thank you for your diligent consideration of my requests.

Lawrence Garwin
Palo Alto, California

From: [Seamans, Dora](#)
Cc: [Hartnett, Jim](#); [Mau, Carter](#); [Murphy, Seamus](#); [Low, Lori](#); [Bouchard, Michelle](#); [Fromson, Casey](#); [Bolon, Rafael](#); [Board \(@caltrain.com\)](#); [dcorbett@cityofsanmateo.org](#); [cityclerk@cityofsanmateo.org](#); [dpapan@cityofsanmateo.org](#); [Gumpal, Cindy](#); [Brook, Jean](#)
Subject: Correction. RE: Inaccurate documentation : 25th Ave Grade Separation - Relocation of siding - proposed location is marked incorrectly on the map
Date: Wednesday, July 17, 2019 4:00:53 PM
Attachments: [Enviro map_City block.png](#)

Dear Ms. dela Rosa, et al,

We would like to apologize that an incomplete map ([slide 15](#)) was included in the July 11 presentation on the 25th Avenue Grade Separation Project. The map showing the siding track didn't highlight the entire location. Attached is an accurate map.

As you know, the project required the removal of a siding track. Siding tracks are needed to maintain efficient and reliable commuter rail service, and they serve as temporary storage areas for equipment. As mentioned, Caltrain is currently evaluating possible alternative locations for a siding track that will replace as close as possible the siding track functions that were displaced for the 25th Avenue Grade Separation Project. More information on the replacement siding track can be found at www.caltrain.com/HP_Set-OutTrack, and please don't hesitate to contact me if you have any questions. Thank you.

Dora Seamans, MPA, CMC
Executive Officer/District Secretary
SamTrans, Executive Administration
1250 San Carlos Ave
San Carlos, CA 94070
Tel: 650-508-6242
Seamansd@samtrans.com

From: agdelarosa27@gmail.com <agdelarosa27@gmail.com>
Sent: Friday, July 12, 2019 7:28 PM
To: Bolon, Rafael <bolonr@samtrans.com>; Board (@caltrain.com) <BoardCaltrain@samtrans.com>; Fromson, Casey <Fromsonc@samtrans.com>; City Manager Drew Corbett <dcorbett@cityofsanmateo.org>; City Clerk San Mateo <cityclerk@cityofsanmateo.org>; Mayor Diane Papan <dpapan@cityofsanmateo.org>
Subject: Inaccurate documentation : 25th Ave Grade Separation - Relocation of siding - proposed location is marked incorrectly on the map

I truly appreciate that alternate sites are being sought for the proposed Hayward Park Set Out Track and Yard. However, I'm quite concerned that we will receive inaccurate information on the project, as, once again, misleading documentation has been presented to the JPB.

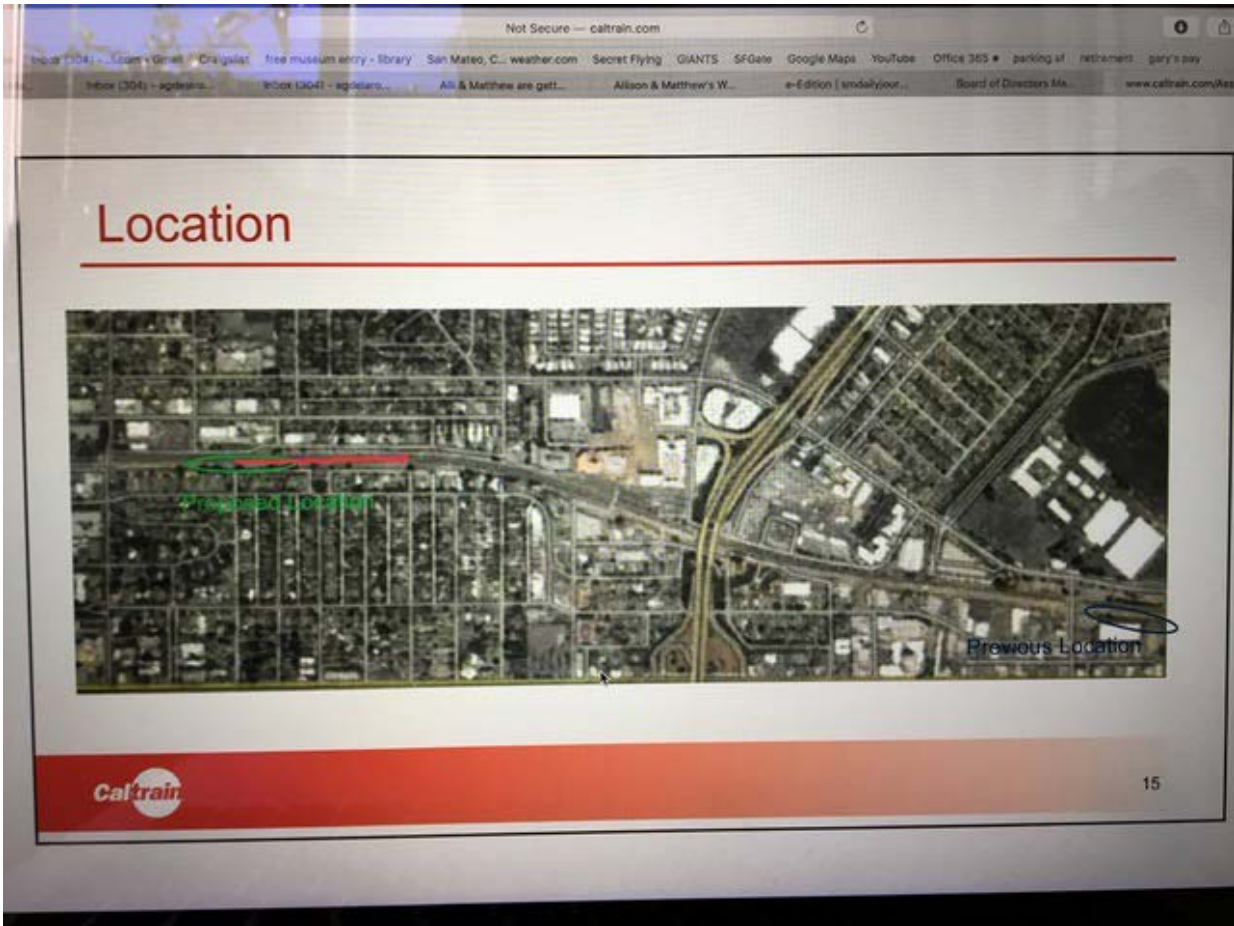
The proposed location image presented at the latest JBP meeting is quite inaccurate. The area "circled" in green is two plus blocks north of it's actual location. The current marking starts halfway between 9th and 10th Ave and ends well north of 12th Ave. This image completely neglects to circle the residential area that is most negatively impacted by the proposed yard and set out track. (Homes within 10' of the yard and a city park nearby.) The actual impact area, as I have noted in red, begins at 10th Avenue and extends much further south than detailed, to 14th

Avenue.

They say a picture is worth a thousand words. If we can't trust your pictures, how can we trust anything you say?

In the meantime, I'd really appreciate accurate documentation and would like this slide to be replaced with the proper location noted.

Anne de la Rosa, Hayward Park resident



http://www.caltrain.com/Assets/_Agendas+and+Minutes/JPB/2019/2019-07-11+JPB+25th+Avenue+Grade+Separation.pdf

From: [Fitzpatrick, Brian](#)
To: [Board \(@caltrain.com\)](#); [Murphy, Seamus](#)
Cc: [Fromson, Casey](#); [Bartholomew, Tasha](#); [Gumpal, Cindy](#); [Cardona, Gary](#); [Murphy, James](#)
Subject: Re: From Board Email FW: Easement information needed
Date: Wednesday, July 17, 2019 11:14:20 AM

Thanks Dora

Our team will contact her

Brian W Fitzpatrick
Samtrans, Caltrain and San Mateo County TA
Real Estate

Please pardon typos: Sent from my iPhone

On July 17, 2019 at 10:47:45 AM PDT, Board (@caltrain.com) <BoardCaltrain@samtrans.com> wrote:

Hello – please see the following and advise?

Thanks,

Dora

From: chateaulasalle-Jodi <chateaulasalle-Jodi@bandcmhc.com>
Sent: Wednesday, July 17, 2019 10:36 AM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: FW: Easement information needed

Good Morning-

In order to properly maintain the Easement for Chateau La Salle, it is best that we know where our level of responsibility lies. With the summer season in full force, we want to be sure overgrown vegetation is maintained, yet we need to stay within the proper boundaries. Please see the attached map for reference-I also have contacted the County Assessors office to see if they can assist us with this process.

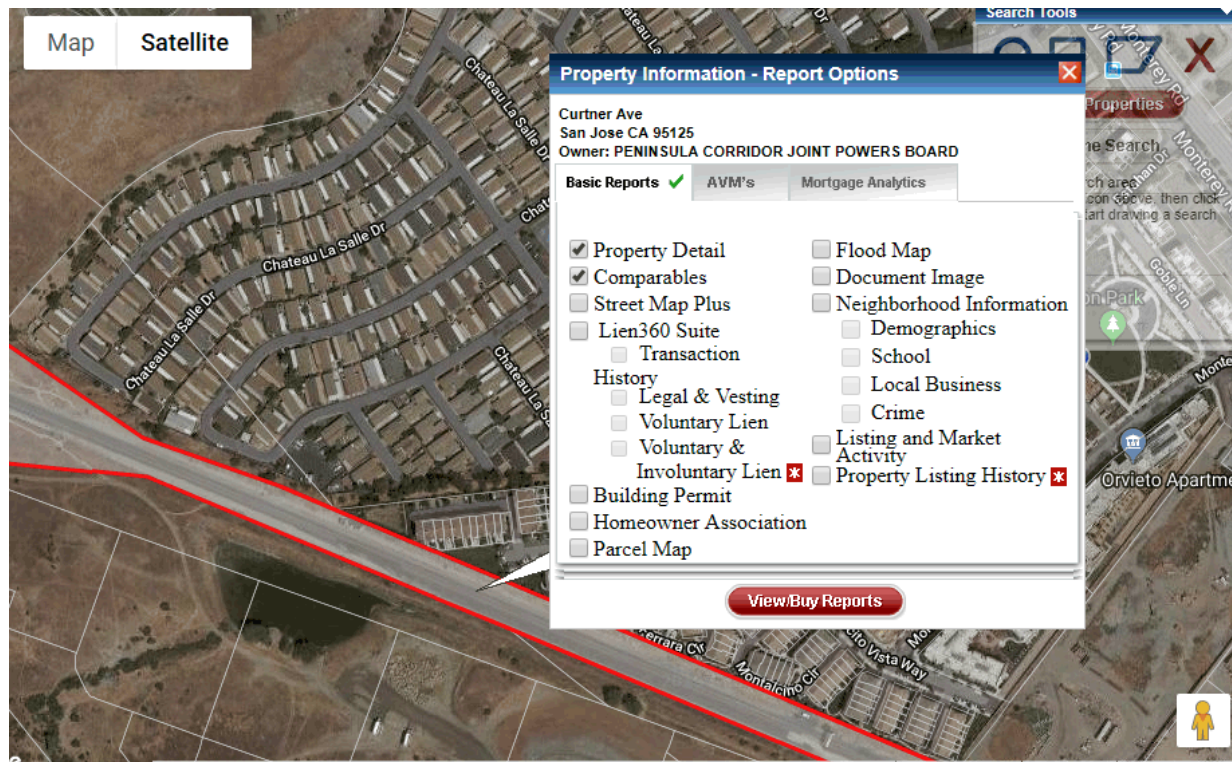
Thanking you in advance for your cooperation-

Jodi Cookson

Community Manager
Chateau La Salle
2681 Monterey Rd
San Jose, CA 95111
(408) 298-3230
chateaulasalle-Jodi@bandcmhc.com

From: Peter Kenney <pkenney@up.com>
Sent: Wednesday, July 10, 2019 1:23 PM
To: chateaulasalle-Jodi <chateaulasalle-Jodi@bandcmhc.com>
Subject: RE: Easement information needed

Hi - This stretch of right-of-way is owned by the commuter line (Joint Power Boards). UP reserved a freight easement.



Thanks,

Peter T. Kenney | Real Estate

Phone: 402.544.8581 | Fax: 402.501.0340 | Email: pkenney@up.com
Union Pacific Center | 1400 Douglas St. STOP 1690 | Omaha, NE 68179

From: chateaulasalle-Jodi <chateaulasalle-Jodi@bandcmhc.com>
To: Peter Kenney <pkenney@up.com>
Date: 07/10/2019 01:25 PM
Subject: RE: Easement information needed

*** STOP. EXTERNAL EMAIL. USE CAUTION ***

Peter-

Thank you for getting this back to me so quickly!.

I will forward this on to my Regional Manager and include her in any future correspondence-

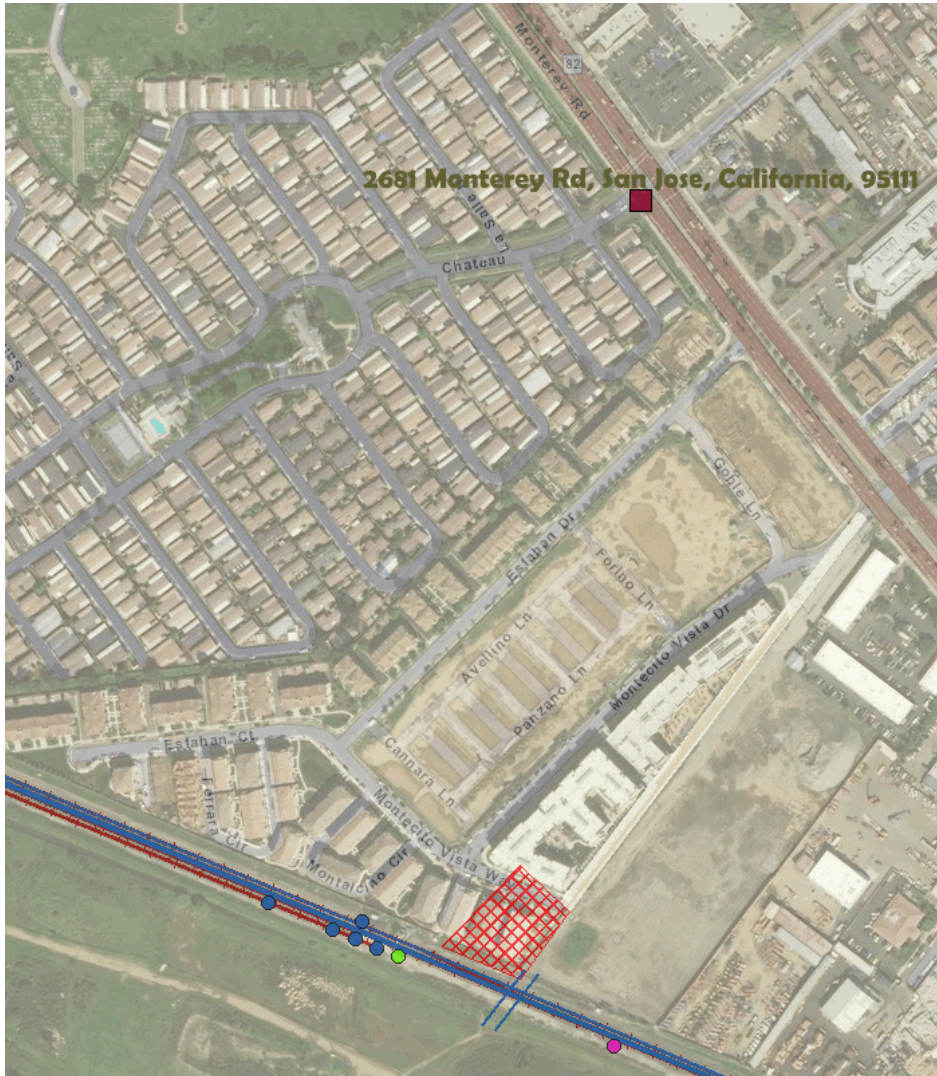
Jodi

Jodi Cookson

Community Manager
Chateau La Salle
2681 Monterey Rd
San Jose, CA 95111
(408) 298-3230
chateaulasalle-Jodi@bandcmhc.com

From: Peter Kenney <pkenney@up.com>
Sent: Wednesday, July 10, 2019 10:46 AM
To: chateaulasalle-Jodi <chateaulasalle-Jodi@bandcmhc.com>
Subject: RE: Easement information needed

Along the west side where our track is? I also see we might still own a small strip on south side?



Peter T. Kenney | Real Estate
Phone: 402.544.8581 | Fax: 402.501.0340 | Email: pkenney@up.com
Union Pacific Center | 1400 Douglas St. STOP 1690 | Omaha, NE 68179

From: chateaulasalle-Jodi <chateaulasalle-Jodi@bandcmhc.com>
To: Peter Kenney <pkenney@up.com>
Date: 07/10/2019 12:31 PM
Subject: RE: Easement information needed

*** STOP. EXTERNAL EMAIL. USE CAUTION ***

2681 Monterey Road
San Jose, CA 95111

Jodi Cookson

Community Manager
Chateau La Salle
2681 Monterey Rd
San Jose, CA 95111
(408) 298-3230
chateaulasalle-Jodi@bandcmhc.com

From: Peter Kenney <pkenney@up.com>
Sent: Wednesday, July 10, 2019 10:30 AM
To: chateaulasalle-Jodi <chateaulasalle-Jodi@bandcmhc.com>
Subject: Re: Easement information needed

Hello - Where is the property located?

Peter T. Kenney|Real Estate
Phone: 402.544.8581|Fax: 402.501.0340|Email: pkenney@up.com
Union Pacific Center|1400 Douglas St. STOP 1690 |Omaha, NE 68179

From: "Jodi Cookson" <chateaulasalle-Jodi@bandcmhc.com>
To: Peter Kenney/UPC@UP
Date: 07/10/2019 12:26 PM
Subject: Easement information needed

This message was submitted through the UP web site.

Subject: Easement information needed
;
Name: Jodi Cookson (null)
E-mail Address: chateaulasalle-Jodi@bandcmhc.com
;
Company: Chateau La Salle Phone Number: 408-298-3230
;

Good Morning-
Per our conversation, our Management team
is requesting a map that indicates property
lines regarding our easement. We want to
be clear of where our level of responsibility
lies.
;
;

This message was sent at Wednesday, 07/10/2019 12:25:43 PM Central
This message was generated from web site: www.up.com
This message was sent from IP address: 73.162.140.34
The user's browser is: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36
(KHTML, like Gecko) Chrome/75.0.3770.100 Safari/537.36 [Mozilla Windows NT 10.0]

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MGR_FUNC=Property%20Management&mgr_st=CA&mgr_ct=Santa%20Clara](https://www.uprr.com/reus/contacts/mgrcontacts/searchResult.cfm?MGR_FUNC=Property%20Management&mgr_st=CA&mgr_ct=Santa%20Clara)

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**

From: [Rios, Rona](#)
To: [Murphy, Seamus](#); [Board \(@caltrain.com\)](#); [Fromson, Casey](#); [Bartholomew, Tasha](#)
Cc: [Hartnett, Jim](#); [Mau, Carter](#); [Bouchard, Michelle](#); [Gumeal, Cindy](#); [Harvey, Christopher](#)
Subject: RE: Frightening Caltrain incident
Date: Thursday, July 18, 2019 11:54:04 PM

Hi,

FYI - sent to our customer:

From: Rios, Rona
Sent: Thursday, July 18, 2019 1:51 PM
To: 'priaag@birketthouse.com'
Cc: Board (@caltrain.com)
Subject: Consumer Report File #723271

Dear Pria Graves,

Your email addressed to the Caltrain Board was forwarded to me for response and they will receive a copy of this correspondence.

First, please accept my sincere apology for the handling of the incident you described occurring the afternoon of July 11th. We aim to provide safety first and foremost and appreciate your awareness and concern. Upon further investigation it is reported that the Engineer of train 272 took responsibility for the experience and apologized for what occurred. When a situation such as this happens, upon immediately missing the station, notification to our Central Control Facility is required and a thorough investigation is launched. I can assure you that our Rail Management Team did in fact follow all procedures related to this situation. Additionally, your concern for other riders waiting on the platform is noted and at the time of occurrence an announcement through our visual message signage should in fact be initiated – this procedure will be reviewed also. Regarding the actions and attitude of the conductor, management has been made aware of the interaction and will address this issue. We do expect our crew members to be professional at all times, especially when responding to customers with concerns during their travel experience.

We value our customers and take all concerns very seriously. We appreciate you taking the time to bring this experience to our attention and hope your future travels are positive experiences.

Best Regards,

Rona Rios
Director, Customer Experience
SamTrans/Caltrain/SMCTA
1250 San Carlos Avenue
San Carlos, CA, 94070
riosr@samtrans.com

From: Murphy, Seamus
Sent: Tuesday, July 16, 2019 5:02 PM
To: Board (@caltrain.com); Fromson, Casey; Bartholomew, Tasha; Rios, Rona
Cc: Hartnett, Jim; Mau, Carter; Bouchard, Michelle; Gumpal, Cindy
Subject: RE: Frightening Caltrain incident

Rona, will you please get details on this from Rail ops? If an apology is warranted, let's provide one.

From: Seamans, Dora **On Behalf Of** Board (@caltrain.com)
Sent: Monday, July 15, 2019 8:15 AM
To: Fromson, Casey; Murphy, Seamus; Bartholomew, Tasha; Rios, Rona
Cc: Hartnett, Jim; Mau, Carter; Bouchard, Michelle; Gumpal, Cindy
Subject: FW: Frightening Caltrain incident

Hello – FYI below. Please help.
Thank you,

Dora

From: Pria Graves <priag@birketthouse.com>
Sent: Friday, July 12, 2019 1:04 PM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Cc: Chavez, Cindy [cindy.chavez@bos.sccgov.org] <cindy.chavez@bos.sccgov.org>; Supervisor Joe Simitian <supervisor.simitian@bos.sccgov.org>
Subject: Frightening Caltrain incident

Dear Caltrain Board -

Yesterday afternoon, July 11th, train number 272 blasted through its scheduled stop at Santa Clara station without even slowing. Then at some considerable distance past the station, the engineer braked very abruptly and brought the train to a stop.

I assumed that they would then back the train up into the station but for whatever reason, they decided against that and after a few minutes continued on into San Jose Diridon. At that point things got even more confusing as they started announcing that Santa Clara-bound passengers should remain on board as the same train would then be going back north and would make an unscheduled whistle-stop at Santa Clara.

Unfortunately I did not think to ask which train number we were running north as but I expect it was train 287 since 289 comes in from Tamien. This must have been confusing to the poor folks waiting to board at San Jose since our train wasn't even due there until after train 287 was scheduled to depart! Who knows which platform they were waiting on? And what about any poor folks who had been waiting at Santa Clara to head south to Diridon? The next southbound at Santa Clara wasn't due to arrive for nearly half an hour!

Even more concerning was the attitude of the conductor on our northbound run who seemed to think this kind of thing was nothing out of the ordinary. Really?

If the engineer is paying so little attention to where the train is scheduled to stop, what else is (s)he not paying attention to? Red block signals? Stalled cars on crossings? Work zones? Having someone supposedly in control of a fast-moving train who cannot be trusted to stop where scheduled is frankly terrifying.

I hope that a full investigation into this incident will be conducted and I would like to be notified of the results.

Thank you for your attention to this matter.

Regards,

Pria Graves
2130 Yale Street
Palo Alto, CA 94306

From: Simon Karpen
To: changes@caltrain.com; [Board \(@caltrain.com\)](#)
Subject: Feedback on proposed fare increases
Date: Thursday, July 18, 2019 9:31:38 AM

Good morning Caltrain board and fare committee -

Like many regular Caltrain commuters (about 4 days a week), I rely on a monthly pass. The monthly pass is actually a pretty marginal deal - it's convenient, but between travel, occasionally switching to BART, etc - I'm probably losing a bit of money vs just tagging on and off for every ride.

The proposed 13.6% increase in the cost of a monthly pass in a year (between removing clipper discount and the 50c base fare increase) means that I am much more likely to switch to paying per ride, which will likely result in a net reduction of revenue for Caltrain.

The 2022 increase in zone fare will further reduce the incentive for a monthly pass, as it will likely push the cost of a 3-zone monthly pass above the amount one can obtain in a pre-tax transit account.

Also, BART is going Clipper-only and Caltrain should follow. The TVMs are legacy infrastructure and a significant waste of taxpayer funds even at the current 55c surcharge - removing the surcharge just results in a further subsidy to those who insist on using an antiquated method of purchasing a ticket.

Please consider the elasticity of monthly pass purchasing in your planning!

From: chateaulasalle-Jodi
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: FW: Easement information needed
Date: Wednesday, July 17, 2019 10:36:09 AM

Good Morning-

In order to properly maintain the Easement for Chateau La Salle, it is best that we know where our level of responsibility lies. With the summer season in full force, we want to be sure overgrown vegetation is maintained, yet we need to stay within the proper boundaries. Please see the attached map for reference-I also have contacted the County Assessors office to see if they can assist us with this process.

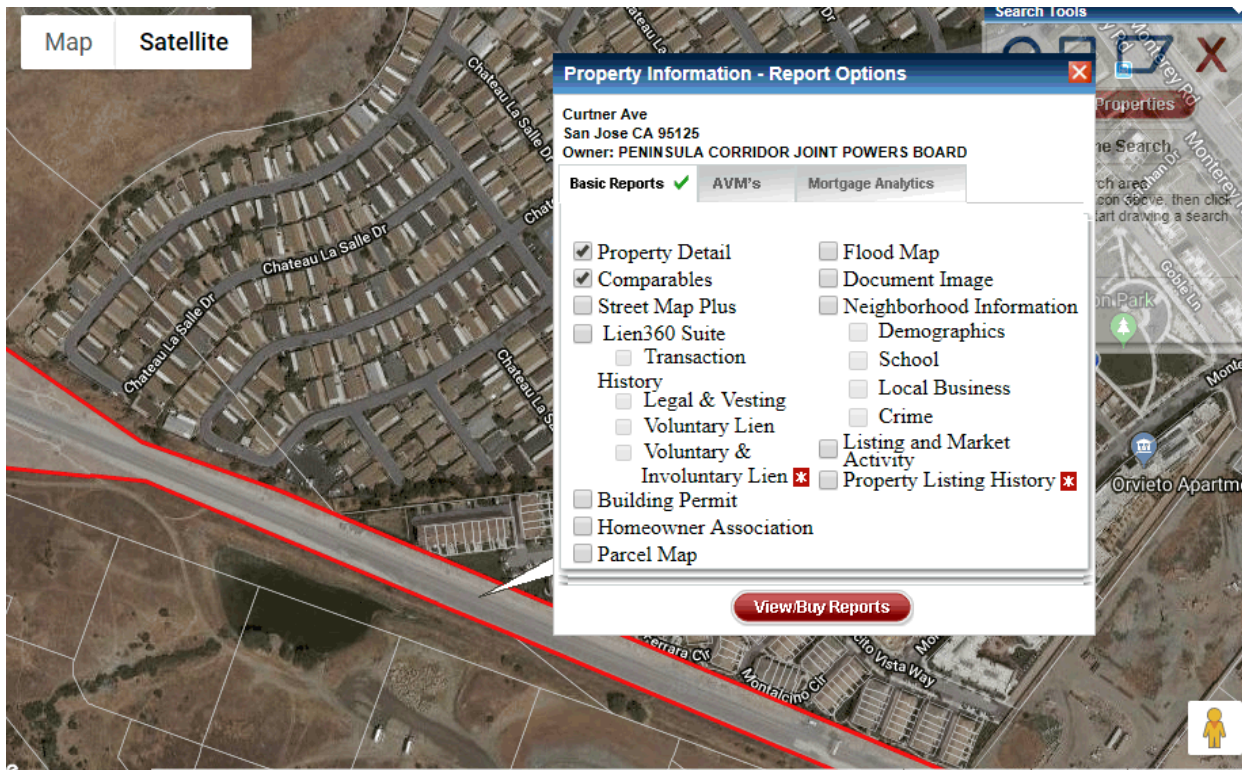
Thanking you in advance for your cooperation-

Jodi Cookson

Community Manager
Chateau La Salle
2681 Monterey Rd
San Jose, CA 95111
(408) 298-3230
chateaulasalle-Jodi@bandcmhc.com

From: Peter Kenney <pkenney@up.com>
Sent: Wednesday, July 10, 2019 1:23 PM
To: chateaulasalle-Jodi <chateaulasalle-Jodi@bandcmhc.com>
Subject: RE: Easement information needed

Hi - This stretch of right-of-way is owned by the commuter line (Joint Power Boards). UP reserved a freight easement.



Thanks,

Peter T. Kenney | Real Estate
Phone: 402.544.8581 | Fax: 402.501.0340 | Email: pkenney@up.com
Union Pacific Center | 1400 Douglas St. STOP 1690 | Omaha, NE 68179

From: chateaulasalle-Jodi <chateaulasalle-Jodi@bandcmhc.com>
To: Peter Kenney <pkenney@up.com>
Date: 07/10/2019 01:25 PM
Subject: RE: Easement information needed

*** STOP. EXTERNAL EMAIL. USE CAUTION ***

Peter-

Thank you for getting this back to me so quickly!
I will forward this on to my Regional Manager and include her in any future correspondence-

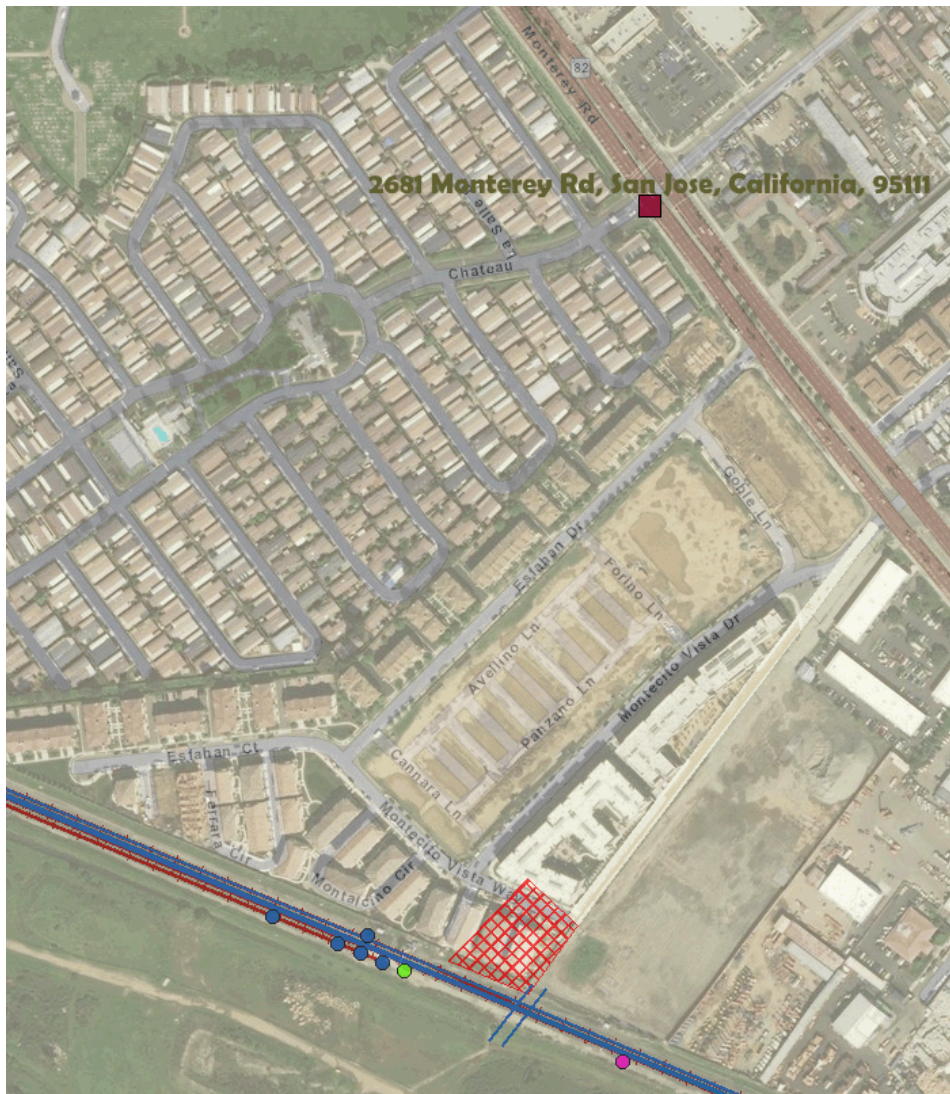
Jodi

Jodi Cookson

Community Manager
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2681 Monterey Rd
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(408) 298-3230
chateaulasalle-Jodi@bandcmhc.com

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Sent: Wednesday, July 10, 2019 10:46 AM
To: chateaulasalle-Jodi <chateaulasalle-Jodi@bandcmhc.com>
Subject: RE: Easement information needed

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Peter T. Kenney/Real Estate
Phone: 402.544.8581; Fax: 402.501.0340; Email: pkenney@up.com
Union Pacific Center; 1400 Douglas St. STOP 1690 ; Omaha, NE 68179

From: chateaulasalle-Jodi <chateaulasalle-jodi@bandcmhc.com>
To: Peter Kenney <pkenney@up.com>
Date: 07/10/2019 12:31 PM
Subject: RE: Easement information needed

*** STOP. EXTERNAL EMAIL. USE CAUTION ***

2681 Monterey Road
San Jose, CA 95111

Jodi Cookson

Community Manager
Chateau La Salle
2681 Monterey Rd
San Jose, CA 95111
(408) 298-3230

chateaulasalle-Jodi@bandcmhc.com

From: Peter Kenney <pkenney@up.com>
Sent: Wednesday, July 10, 2019 10:30 AM
To: chateaulasalle-Jodi <chateaulasalle-Jodi@bandcmhc.com>
Subject: Re: Easement information needed

Hello - Where is the property located?

Peter T. Kenney/Real Estate
Phone: 402.544.8581|Fax: 402.501.0340|Email: pkenney@up.com
Union Pacific Center|1400 Douglas St. STOP 1690 ,Omaha, NE 68179

From: "Jodi Cookson" <chateaulasalle-Jodi@bandcmhc.com>
To: Peter Kenney/UJC@UP
Date: 07/10/2019 12:26 PM
Subject: Easement information needed

This message was submitted through the UP web site.

Subject: Easement information needed
/ Name: Jodi Cookson (null)
E-mail Address: chateaulasalle-Jodi@bandcmhc.com
/ Company: Chateau La Salle Phone Number: 408-298-3230
/

Good Morning-
Per our conversation, our Management team is requesting a map that indicates property lines regarding our easement. We want to be clear of where our level of responsibility lies.
/ ;

This message was sent at Wednesday, 07/10/2019 12:25:43 PM Central
This message was generated from web site: www.up.com
This message was sent from IP address: 73.162.140.34
The user's browser is: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/75.0.3770.100 Safari/537.36 [Mozilla Windows NT 10.0]
This message was generated from: https://www.uprr.com/reus/contacts/mgrcontacts/searchResult.cfm?MGR_FUNC=Property%20Management&mgr_st=CA&mgr_ct=Santa%20Clara

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**

From: Chris Stivers
To: [Caltrain, Bac \(@caltrain.com\)](mailto:Caltrain.Bac@caltrain.com)
Cc: [Board \(@caltrain.com\)](mailto:Board@caltrain.com); CalMod@caltrain.com; cacsecretary_f@caltrain.com
Subject: Re: Disappointing Decision
Date: Thursday, July 11, 2019 1:13:54 PM

Thank you for the detailed response, Lori and I am encouraged by the efforts Caltrain is taking to be inclusive of all members of the community (cyclists included).

Cheers,
Chris

On Thu, Jul 11, 2019 at 1:07 PM Caltrain, Bac (@caltrain.com) <BAC@caltrain.com> wrote:

Dear Chris,

Thank you for your feedback. Caltrain takes theft very seriously and so I've sent the information you shared with our team. If a bike is stolen or missing, the individual should immediately call the Transit Police at [1.877.723.7245](tel:1.877.723.7245) or fill out their [online theft report form](#). More information can be found [here](#).

On June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations. Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

Since that time, Caltrain heard from the bicycle community concerns about security and requests to have additional seats next to bikes on the electric trains. A public process began in February examining the possibility of reconfiguring the already-designed two electric train bike cars and the new seventh car. On April 17, Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options for these cars, as well as station bike and micromobility improvements. Insights and feedback from this workshop, along with general public input, survey results, project schedule, funding partner and CAC/BAC feedback, Business Plan information, and financial impacts and feasibility of the recommendations were considered and factored into the staff recommendation that was presented to the CAC and BAC in May.

In response to requests from cyclists concerned about bike security, the Board approved reconfiguring the electric train bike cars to add more seats. The electric trains will maintain 72 bike in the two bike cars while increasing the number of seats to 14 total (original design was 6 seats total). The Board also approved spending at least \$3.5M towards bike station parking / micromobility improvements before the start of electrified service. In addition, Caltrain's bike security task force will continue to explore and implement possible improvements to the bike program. For more information, you can view the Board [presentation](#).

Caltrain values cyclists and supports bikes as an excellent first and last mile solution. With one of the most extensive onboard bicycle programs among passenger railroads in the nation, Caltrain is continuously trying to improve service to all its riders and is currently developing a [Business Plan](#), that is working to identify opportunities and strategies to meet the needs of the corridor, as [future ridership growth projections](#) show a potential for up to a 300% increase by 2040.

Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and Caltrain is eager to improve service for all its riders.

Best,

Lori

From: Chris Stivers [mailto:stivers.c@gmail.com]

Sent: Friday, June 07, 2019 2:01 PM

To: Board (@caltrain.com)

Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary [@caltrain.com]; Bikes on Board

Subject: Disappointing Decision

Dear board members, it is disheartening to learn today that the Caltrain board approved a car layout that fails to incorporate critical input from the cycling community. The limited number of bike spaces and lack of seats in view of bikes is a tragic setback in the promotion of alternative modes of transportation, which is so valuable in the Bay Area. I just returned from a month in Boston, where the local Commuter Rail has no dedicated bike space and only allows bikes during off-hours (i.e., no bikes allowed between 6-10am and 3:30-7:30pm), effectively making the commuter rail unavailable to someone who relies on a bike for the "last mile" commute. Instead of biking to the Commuter Rail, I relied on driving instead. In conversations with friends and colleagues, I applauded the progressive thinking of Caltrain in facilitating the bike-train-bike commute, so it is especially disappointing to hear that Caltrain is now moving in the opposite direction.

Perhaps the most worrying part of the new electric train design is the lack of security for bikes. Just last night, I witnessed someone experience bike theft on Caltrain. (And in case there is a way to report this, the theft occurred on the last train of the night, sometime prior to entering SF 4th & King Station, which is where I witnessed a male individual react to the shock of his bike missing from the bike car when he walked in from the adjacent car.) This is a prime example of the vulnerability we cyclists are faced with when we do not have the appropriate infrastructure on Caltrain. Many of us pour time, money, and love into our bikes and theft is truly a sad and tragic event.

I urge you to reconsider these plans. I know that you are trying to incorporate the needs of numerous parties; however, cyclists are a significant and valuable component of our Caltrain community, and who truly embody the effort to create a truly green commute.

Although I am only one voice in many, please let me know if there is anything I can do personally to help in making strides towards meeting the cycling community's Caltrain goals. I hope that we can collectively find an agreeable path forward.

Cheers,

Chris Stivers

From: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
To: "Tom Greene"; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Cc: CalMod@caltrain.com; [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com)); [cacsecretary \(@caltrain.com\)](mailto:cacsecretary (@caltrain.com))
Subject: RE: Disappointed with your new bicycle car decision
Date: Wednesday, July 10, 2019 4:26:43 PM

Dear Tom,

Thank you for your feedback. As you know, on June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

Since that time, Caltrain heard from the bicycle community concerns about security and requests to have additional seats next to bikes on the electric trains. A public process began in February examining the possibility of reconfiguring the already-designed two electric train bike cars and the new seventh car. On April 17, Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options for these cars, as well as station bike and micromobility improvements. Insights and feedback from this workshop, along with general public input, survey results, project schedule, funding partner and CAC/BAC feedback, Business Plan information, and financial impacts and feasibility of the recommendations were considered and factored into the staff recommendation that was presented to the CAC and BAC in May.

In response to requests from cyclists concerned about bike security, the Board approved reconfiguring the electric train bike cars to add more seats. The electric trains will maintain 72 bike in the two bike cars while increasing the number of seats to 14 total (original design was 6 seats total). The Board also approved spending at least \$3.5M towards bike station parking / micromobility improvements before the start of electrified service. In addition, Caltrain's bike security task force will continue to explore and implement possible improvements to the bike program. For more information, you can view the Board [presentation](#).

Caltrain values cyclists and supports bikes as an excellent first and last mile solution. With one of the most extensive onboard bicycle programs among passenger railroads in the nation, Caltrain is continuously trying to improve service to all its riders and is currently developing a [Business Plan](#), that is working to identify opportunities and strategies to meet the needs of the corridor, as [future ridership growth projections](#) show a potential for up to a 300% increase by 2040.

Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and Caltrain is eager to improve service for all its riders.

Best,
Lori

From: Tom Greene [mailto:tompgreen@gmail.com]
Sent: Friday, June 07, 2019 12:50 PM
To: Board (@caltrain.com)
Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary [mailto:calsecretary@caltrain.com]; bikesonboard@sonic.net
Subject: Disappointed with your new bicycle car decision

Dear Caltrain Board:

I am deeply disappointed with your recent decision to adopt an inadequate layout for the new Caltrain bicycle cars. The cars hold fewer bikes than current ones (72 vs 77), and the layout of the seats prevents clear view of the bikes and will encourage even more bicycle thefts.

This layout was presented by Caltrain staff at public meetings where it was clearly opposed by a majority of attendees. The public gave constructive feedback and proposed alternatives, but it was clear that your staff was not interested in accepting any public input at those meetings. Instead, you and your staff have rammed an inferior solution down our throats.

This decision is bad for Caltrain and the Bay Area in general. Bicycles are key for coupling commuters to Caltrain in "the first mile" and "last mile" of their journeys because there are few other viable transit options on the Peninsula.

Shame on you for this poor decision that goes against the interest of your riders!
Why does Caltrain accept public funding when you do not take public input seriously?

Sincerely,

Dr. Thomas Greene
416 Crest Dr.
Redwood City, CA

From: [Rios, Rona](#)
To: prg@birkelthouse.com
Cc: Board@caltrain.com
Subject: Consumer Report File #723271
Date: Thursday, July 18, 2019 1:50:55 PM

Dear Pria Graves,

Your email addressed to the Caltrain Board was forwarded to me for response and they will receive a copy of this correspondence.

First, please accept my sincere apology for the handling of the incident you described occurring the afternoon of July 11th. We aim to provide safety first and foremost and appreciate your awareness and concern. Upon further investigation it is reported that the Engineer of train 272 took responsibility for the experience and apologized for what occurred. When a situation such as this happens, upon immediately missing the station, notification to our Central Control Facility is required and a thorough investigation is launched. I can assure you that our Rail Management Team did in fact follow all procedures related to this situation. Additionally, your concern for other riders waiting on the platform is noted and at the time of occurrence an announcement through our visual message signage should in fact be initiated – this procedure will be reviewed also. Regarding the actions and attitude of the conductor, management has been made aware of the interaction and will address this issue. We do expect our crew members to be professional at all times, especially when responding to customers with concerns during their travel experience.

We value our customers and take all concerns very seriously. We appreciate you taking the time to bring this experience to our attention and hope your future travels are positive experiences.

Best Regards,

Rona Rios
Director, Customer Experience
SamTrans|Caltrain|SMCTA
1250 San Carlos Avenue
San Carlos, CA. 94070
riosr@samtrans.com

Dear Caltrain Board -

Yesterday afternoon, July 11th, train number 272 blasted through its scheduled stop at Santa Clara station without even slowing. Then at some considerable distance past the station, the engineer braked very abruptly and brought the train to a stop.

I assumed that they would then back the train up into the station but for whatever reason, they decided against that and after a few minutes continued on into San Jose Diridon. At that point things got even more confusing as they started announcing that Santa Clara-bound passengers should remain on board as the same train would then be going back north and would make an unscheduled whistle-stop at Santa Clara.

Unfortunately I did not think to ask which train number we were running north as but I expect it was train 287 since 289 comes in from Tamien. This must have been confusing to the poor folks waiting to board at San Jose since our train wasn't even due there until **after** train 287 was scheduled to depart! Who knows which platform they were waiting on? And what about any poor folks who had been waiting at Santa Clara to head south to Diridon? The next southbound at Santa Clara wasn't due to arrive for nearly half an hour!

Even more concerning was the attitude of the conductor on our northbound run who seemed to think this kind of thing was nothing out of the ordinary. Really?

If the engineer is paying so little attention to where the train is scheduled to stop, what else is (s)he not paying attention to? Red block signals? Stalled cars on crossings? Work zones? Having someone supposedly in control of a fast-moving train who cannot be trusted to stop where scheduled is frankly terrifying.

I hope that a full investigation into this incident will be conducted and I would like to be notified of the results.

Thank you for your attention to this matter.

Regards,

Pria Graves
2130 Yale Street
Palo Alto, CA 94306

From: Rios_Rona
To: "gardner@georgetown.edu"
Cc: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Consumer Report File # 722524
Date: Friday, July 19, 2019 11:09:31 AM

Dear Tomika Gardner,

Thank you for submitting your comments to Caltrain. We sincerely apologize for what you described and we understand how this could negatively impact your day.

Caltrain is a Proof-of-Payment system in which all passengers are required to be in possession of valid fare. Passengers without valid fare will be cited under our new zero tolerance policy. However, we do expect our crew members to be professional at all times, including during the course of fare enforcement. We would like to investigate this matter further with our Rail Operations team. In order to aid us in our investigation, would you mind giving us a little more detail? If possible would you be able to provide a train number, occurrence date and time? Providing us with such information will help the process immensely.

In regards to the violation you received, whether it's to contest it, or information about the hearing process etc., this information is located on the back of your Notice of Violation" as well as on Caltrain's website: (http://www.caltrain.com/Fares/Fare_Evasion_Policy.html) and Pticket.com/caltrain(https://www.pticket.com/CALTRAIN/contesting_info.html) websites.

Thank you again for bringing this to our attention and we again regret the negative impression this situation has left you. We appreciate your feedback and we look forward to providing you with improved customer service on your future commutes.

Kind Regards,

Rona Rios
Director, Customer Experience
SamTrans|Caltrain|SMCTA
1250 San Carlos Avenue
San Carlos, CA. 94070
riosr@samtrans.com

From: Tomika Gardner <gardner@georgetown.edu>
Sent: Monday, July 8, 2019 8:59 AM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Cc: boardsecretary@caltrain.com
Subject: Administrative Review Request Confirmation - Cite #33001228- Lic #76TGA925

Reason for contesting:

I asked station attendant how to configure my day pass and they refused to help me. I purchased the youth pass for my son who is 15 years old and the Medicaid pass for myself since I have my Medical card. I boarded very early in the morning and accidentally slept pass the zone limit of my ticket, but that was unintentional. I explained to Ms. Ulrich the agent who wrote the ticket that it was literally my second day in San Francisco and I don't understand how to work the ticket machine. No warning was given first, just a violation of \$75.

Both days I boarded Caltrain train staff and security were unusually focused on me and my son and unusually focused on verifying our tickets, with security in station also taking my picture without my authorization, which makes the citation appear premeditated.

When I asked to speak with a station manager to file a complaint the station master said there were three of them but he didn't know any of their names or when/if they were coming in to work, then he walked away. How does someone not know their managers' names? It looks like citation abuse with impunity, impeding my right to file a complaint and intimidating me from using the service under fear of harassment, debt or arrest for trespassing.

From: Rios, Rona
To: "hrre4o+1la7f7e8387sxckc4@guerrillamail.com"
Cc: Board (@caltrain.com)
Subject: Consumer Report #721421
Date: Thursday, July 11, 2019 11:36:30 AM

To whom it may concern,

Your correspondence to the Caltrain Board has been forwarded to me for response. First I want to thank you for taking the time to provide feedback. In regards to your request for additional service to Gilroy, please know that there are discussions and planning efforts currently taking place for additional Gilroy service. Discussions are being held to determine the needs and costs for additional equipment, crews, operating slots with the Union Pacific Railroad, and additional infrastructure needs.

Thank you for your patience as the planning process progresses. We appreciate the feedback and hope to provide increased service in the near future.

Kind regards,

Rona Rios
Director, Customer Experience
SamTrans(Caltrain)SMCTA
1250 San Carlos Avenue
San Carlos, CA. 94070

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

From: hrre4o+1la7f7e8387sxckc4@guerrillamail.com
Sent: Wednesday, June 26, 2019 3:54 PM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Subject: caltrain questionsimprovements

why do you not operate right now all of the express baby bullet trains to gilroy station??? This is needed more than bart extending to that area and make all express trains stop the four extra stations that will be telling you about in the future letters and will be getting before bart opens the new extension make your service better and have all express trains and regular trains during commute times go to gilroy will be addressing this to the board and multiple lawyers no you will not get at your board meeting and will be scolding you in public make these improvements to your service system all express trains need to travel to gilroy more people in the future will be going east beyond diridon and not westbound so make the express train travel four extra stations that is not hard to do caltrain

Sent using Guerrillamail.com
Block or report abuse: <https://www.guerrillamail.com/abuse/?a=Q051FwkQLUZnBy1%2BxBRcRvK>

From: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
To: "Katie Winters"; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com)); [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Cc: janice@sfbike.org
Subject: RE: Caltrain needs to take bike theft seriously
Date: Thursday, July 11, 2019 10:49:19 AM

Dear Katie,

Thank you for your feedback. On June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

Since that time, Caltrain heard from the bicycle community concerns about security and requests to have additional seats next to bikes on the electric trains. A public process began in February examining the possibility of reconfiguring the already-designed two electric train bike cars and the new seventh car. On April 17, Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options for these cars, as well as station bike and micromobility improvements. Insights and feedback from this workshop, along with general public input, survey results, project schedule, funding partner and CAC/BAC feedback, Business Plan information, and financial impacts and feasibility of the recommendations were considered and factored into the staff recommendation that was presented to the CAC and BAC in May.

In response to requests from cyclists concerned about bike security, the Board approved reconfiguring the electric train bike cars to add more seats. The electric trains will maintain 72 bike in the two bike cars while increasing the number of seats to 14 total (original design was 6 seats total). The Board also approved spending at least \$3.5M towards bike station parking / micromobility improvements before the start of electrified service. In addition, Caltrain's bike security task force will continue to explore and implement possible improvements to the bike program. For more information, you can view the Board [presentation](#).

Caltrain values cyclists and supports bikes as an excellent first and last mile solution. With one of the most extensive onboard bicycle programs among passenger railroads in the nation, Caltrain is continuously trying to improve service to all its riders and is currently developing a [Business Plan](#), that is working to identify opportunities and strategies to meet the needs of the corridor, as [future ridership growth projections](#) show a potential for up to a 300% increase by 2040.

Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and

Caltrain is eager to improve service for all its riders.

Best,
Lori

From: Katie Winters [mailto:winterskatie@gmail.com]
Sent: Thursday, June 06, 2019 12:36 PM
To: Board (@caltrain.com); Caltrain, Bac (@caltrain.com)
Cc: janice@sfbike.org
Subject: Caltrain needs to take bike theft seriously

Dear Caltrain Board,

I am writing to you to urge you to reject the staff recommendation at your upcoming board meeting. I have serious concerns that Caltrain is not taking bike theft seriously. Instead, I urge you to approve three or more bike cars to provide adequate seating in view of bike spaces.

Caltrain has also made commitments to improving bike parking and bike share connections at stations but I urge the board to direct staff to actual implement these improvements immediately.

Best regards,
Katie Winters

From: Bikes on Board
To: [Caltrain.Bac \(@caltrain.com\)](mailto:Caltrain.Bac@caltrain.com)
Cc: "Erico Gomes"; [Board \(@caltrain.com\)](mailto:Board@caltrain.com); CalMod@caltrain.com; [cacsecretary \[at\]caltrain.com](mailto:cacsecretary@caltrain.com)
Subject: Re: Caltrain going backwards with bicycles
Date: Thursday, July 11, 2019 10:48:48 PM

Hello Erico,

Thank you for writing to Caltrain and emphasizing that they have taken a step backwards.

It's disappointing that on June 6, the Caltrain board unanimously approved a train configuration with FAR FEWER seats and LESS bike capacity than trains today.

Caltrain has received hundreds of emails, dozens of public comments at board meetings, and over 1000 people signed a [petition](#) for seats within view of bikes and more bike capacity on electric trains. A public agency is expected to listen to the public, but Caltrain chose not to.

We'd like to offer some clarification on Caltrain's response to you, which contains a good dose of misleading information.

Caltrain writes:

Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach.

It's true that Caltrain did a lot of outreach, but there was ZERO outreach on bike-car layout during that time.

Caltrain writes:

Thus, under the current Electrification project there will be [a 17% increase in onboard bike capacity](#).

In fact, onboard bike capacity will DECREASE by 7%. Caltrain obfuscates the capacity loss by reporting line capacity (bike spaces per peak hour). This so-called 17% increase in line capacity is inflated, because Caltrain assumed an atypical base case to make the future numbers look better. For details, please visit [this spreadsheet](#).

Electric trains will result in a lower percentage of Caltrain passengers being able to bring a bike on board.

Caltrain writes:

Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options

The workshop looked good on paper, but in fact it was a publicity stunt, not a serious attempt to address bike riders' concerns. Caltrain staff provided only two options at the workshop - two or three bike cars. These constraints made it impossible for attendees to come up with adequate seats within view of bikes AND meet the board-mandated 8:1 ratio of seats-to-bike-spaces (84 bike spaces per electric train). Caltrain can finally say they took input on bike-car layout (about four years too late), but they didn't provide the public with realistic options to solve the layout problem. I was at the workshop, and some attendees left in disgust.

Caltrain completely ignored [our recommendations](#) for alternate car configurations that would have solved the layout problem.

Caltrain writes:

The electric trains will maintain 72 bike in the two bike cars while increasing the number of seats to 14 total (original design was 6 seats total).

Translation: 7 folding seats (3 at the same location as wheelchair space) in view of 36 bikes. Can you say "invitation to thieves"? To match today's trains, there would need to be 18 to 31 seats within view of 36 bikes. Caltrain would

never require people to put their laptops or luggage out of sight in another car, but inexplicably they think that's acceptable for bikes.

It's shocking that a public agency could ignore the tremendous public outcry for adequate seats within view of bikes. And it's disturbing that the board completely ignored the wisdom of their predecessors, who in 2015 unanimously approved an increase in bike capacity on electric trains. We hope Caltrain becomes more customer-focused in the future.

Thank you again for raising your voice, Erico.

More bikes, no bumps,
Shirley Johnson
[BIKES ONboard Project](#)

On 2019-07-10 16:24, Caltrain, Bac (@caltrain.com) wrote:

Dear Erico,

Thank you for your feedback. On June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

Since that time, Caltrain heard from the bicycle community concerns about security and requests to have additional seats next to bikes on the electric trains. A public process began in February examining the possibility of reconfiguring the already-designed two electric train bike cars and the new seventh car. On April 17, Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options for these cars, as well as station bike and micromobility improvements. Insights and feedback from this workshop, along with general public input, survey results, project schedule, funding partner and CAC/BAC feedback, Business Plan information, and financial impacts and feasibility of the recommendations were considered and factored into the staff recommendation that was presented to the CAC and BAC in May.

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Caltrain values cyclists and supports bikes as an excellent first and last mile solution. With one of the most extensive onboard bicycle programs among passenger railroads in the nation, Caltrain is continuously trying to improve service to all its riders and is currently developing a [Business Plan](#), that is working to identify opportunities and strategies to meet the needs of the corridor, as [future ridership growth projections](#) show a potential for up to a 300% increase by 2040.

Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and Caltrain is eager to improve service for all its riders.

Best,

Lori

From: Érico Gomes [mailto:ericofg@gmail.com]

Sent: Friday, June 07, 2019 1:55 PM

To: Board (@caltrain.com)

Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary [@caltrain.com]; bikesonboard@sonic.net

Subject: Caltrain going backwards with bicycles

Dear Caltrain Board,

It is sad to see that instead of stimulating one of the best and healthiest way of commuting you have taken a step back by reducing the number of bikes allowed and less safety by having cyclists in other cars. More and more people choose bicycles to commute and I've seen the numbers increase year over year. I hope that your decision doesn't turn as bad as I expect once live.

Best of luck,

Erico

From: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com)); [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Subject: RE: Caltrain Bike Cars
Date: Wednesday, July 10, 2019 4:16:55 PM

Dear Marina,

Thank you for your feedback. On June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

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Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and Caltrain is eager to improve service for all its riders.

Best,
Lori

From: Marina Chow [<mailto:marinaschow@gmail.com>]
Sent: Wednesday, June 05, 2019 9:31 AM
To: Board (@caltrain.com)
Cc: bikesonboard@sonic.net
Subject: Caltrain Bike Cars

Hello Caltrain Board,

I depend on Caltrain to get to and from work every day. I have a lot of affection for Caltrain. I love that Caltrain allows me to get to work without having to drive.

I take my bicycle on Caltrain everyday. I ride 2.5 miles to 22nd St station everyday, and from Palo Alto Station, I ride another 2.5 miles to my office on Page Mill Road. It is critical for me to be able to take my bike on the train. Recently, many cyclists have been bumped at 22nd St in the morning. One conductor suggested that cyclists could buy 2 bikes, one for boarding station and one disembarking station, to avoid having to take our bike on the train. Even though we live in the Silicon Valley, not everyone makes a techie salary, and buying 2 bikes is not financially viable, especially given the high rates of bike theft.

I would like to ask you to please

1. Add, not subtract bike capacity to trains. During commuting hours, each train should hold 80+ bikes (today's trains hold 77 bikes).
2. Maintain seats in the bike cars to allow cyclists to sit near their bikes to deter bike theft.

Thank you for running Caltrain. Lots of us depend on Caltrain and our bikes to get to/from work, and hope to continue to do so.

-marina

From: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
To: "Cliff Bargar"
Cc: [Janice Li, SF Bicycle Coalition](#); [Emma Shlaes](#); [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com)); [Board \(@caltrain.com\)](mailto:Board (@caltrain.com)); [cacsecretary \(@caltrain.com\)](mailto:cacsecretary (@caltrain.com))
Subject: RE: Caltrain BAC recommends three bike car option
Date: Thursday, July 11, 2019 10:47:45 AM

Dear Cliff,

Thank you for all the time and effort you give to Caltrain to improve the system and service for cyclists. As you know, on June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations. In response to requests from cyclists concerned about bike security, the Board approved reconfiguring the electric train bike cars to add more seats. The electric trains will maintain 72 bike in the two bike cars while increasing the number of seats to 14 total (original design was 6 seats total). The Board also approved spending at least \$3.5M towards bike station parking / micromobility improvements before the start of electrified service. In addition, Caltrain's bike security task force will continue to explore and implement possible improvements to the bike program.

Again, thank you for all you do and for your service to the BAC.

Best,
Lori

From: Cliff Bargar [mailto:cliff.bargar@gmail.com]
Sent: Wednesday, June 05, 2019 8:50 AM
To: Brinkman, Cheryl [cheryl.brinkman@gmail.com]; Gillett, Gillian [gillett@graffio.net]; Walton, Shamann [shamann.walton@sfgov.org]; charles@charles-stone.com; Pine, Dave [dpine@smcgov.org]; Collins, Ron [rcollins@cityofsancarlos.org]; Chavez, Cindy [cindy.chavez@bos.sccgov.org]; district6@sanjoseca.gov; Bruins, Jeannie [jbruins@losaltosca.gov]
Cc: Janice Li, SF Bicycle Coalition; Emma Shlaes; Bikes on Board; Caltrain, Bac (@caltrain.com); Board (@caltrain.com); cacsecretary (@caltrain.com)
Subject: Caltrain BAC recommends three bike car option

Dear Directors of the Peninsula Corridor Joint Powers Board,

I want to start by thanking you all for your involvement in this process, in particular for pushing for (and several of you for attending) April's workshop. I also want to acknowledge all of the hard work that Caltrain staff do to keep the system running and to plan for the future; the vast majority of the work that I've seen has been accomplished at a very high level. As the vice chair of the Bicycle Advisory Committee (and because I can't make it to tomorrow's meeting) I wanted to provide you with my own perspective on why I motioned at our last meeting that we support a three bike car option (which was affirmed by a vote of 6 ayes and one abstention). On this issue I don't believe that the staff report or recommendation is sufficiently grounded in actual facts or data to justify the Board's support.

First, there are a number of facts that I think we can all agree on. We know that bike security is a huge issue for riders who bring their bikes on board the train and that thefts are already at a much higher level than previously thought, with no real solutions on the way. Multiple surveys have shown that a large proportion of riders who bring their bikes on board do so

because they must travel more than half a mile on both ends of their train ride. Bike share has been a tremendous resource for a number of riders (myself included) but on the Caltrain corridor is currently limited to San Francisco and San Jose (and only serves a subset of both cities); riders who could rely on bike share or bike parking for one portion of their trip often have no alternative to bringing their own bike to get around on the Peninsula due to the low density land use, lack of reliable transit connections, and lack of secure bike parking.

There is some proportion of current (or potential) train riders who may be deterred from riding Caltrain due to concerns about bike capacity, getting bumped, and being delayed in reaching their destination. There is also some proportion of current (or potential) riders who may be deterred from riding due to frustrations with crowding in general and having to stand for some part of their the (some of these may even be the same people). Finally, the most recent survey (which staff insist is representative of ridership) actually shows a larger fraction of passengers support bike space on board trains than actually use it.

Beyond that, the presentation given to the BAC last month (being shown to the board tomorrow) has a number of misrepresentations or omissions. Some of these are things that Caltrain may have data for or be able to calculate but opted not to. The primary tradeoff being portrayed here is one of space for bikes versus space for people. However, both options under consideration (the two and three car options), having equivalent bike space, dedicate the same amount of space to people. That aside, I don't think we've been given enough information to weigh this tradeoff accurately. There has been no effort to quantify how many non-biking riders may be gained by removing bike spaces or how many biking riders would be lost. The costs presented here attributed to carrying bikes are really just the cost of a whole train, taking into account only seated capacity and ignoring that bikes generally bring fare-paying passengers with them. There's also no comparison of the cost of bike space on board the train with the costs of providing large parking lots, shuttle service, or space for secure bike parking, bike valet, and bike share at stations.

Given that both options represent a substantial compromise (at one bike space for every ~9.3 seats both are a significant departure from the previously promised 8:1 ratio) I encourage the Board not to further compromise on on board bike security by choosing the two bike car option, which would additionally negatively impact operations and dwell time by causing people with bikes to crowd into just those two cars. I also encourage the Board to direct staff to use the currently allocated \$3.5 million in wayside parking improvements more urgently and to develop a plan for restoring bike share services throughout the corridor. Caltrain can and should remain a leader on sustainable transportation, not only in our region but across the country.

Thank you,
Cliff Bargar
Caltrain BAC Vice Chair, representing San Francisco

From: Bikes on Board
To: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
Cc: "Kevin Jude"; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com)); CalMod@caltrain.com; [cacsecretary \[@caltrain.com \]](mailto:cacsecretary [@caltrain.com])
Subject: Re: Bikes on Caltrain
Date: Thursday, July 11, 2019 10:59:07 PM

Hello Kevin,

Thank you for writing to Caltrain and expressing your disappointment about Caltrain backtracking on its promise for more bike capacity on electric trains.

It's indeed very disappointing that on June 6, the Caltrain board unanimously approved a train configuration with FAR FEWER seats and LESS bike capacity than trains today.

Caltrain has received hundreds of emails, dozens of public comments at board meetings, and over 1000 people signed a [petition](#) for seats within view of bikes and more bike capacity on electric trains. A public agency is expected to listen to the public, but Caltrain chose not to.

We'd like to offer some clarification on Caltrain's response to you, which contains a good dose of misleading information.

Caltrain writes:

Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach.

It's true that Caltrain did a lot of outreach, but there was ZERO outreach on bike-car layout during that time.

Caltrain writes:

Thus, under the current Electrification project there will be [a 17% increase in onboard bike capacity](#).

In fact, onboard bike capacity will DECREASE by 7%. Caltrain obfuscates the capacity loss by reporting line capacity (bike spaces per peak hour). This so-called 17% increase in line capacity is inflated, because Caltrain assumed an atypical base case to make the future numbers look better. For details, please visit [this spreadsheet](#).

Electric trains will result in a lower percentage of Caltrain passengers being able to bring a bike on board.

Caltrain writes:

Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options

The workshop looked good on paper, but in fact it was a publicity stunt, not a serious attempt to address bike riders' concerns. Caltrain staff provided only two options at the workshop - two or three bike cars. These constraints made it impossible for attendees to come up with adequate seats within view of bikes AND meet the board-mandated 8:1 ratio of seats-to-bike-spaces (84 bike spaces per electric train). Caltrain can finally say they took input on bike-car layout (about four years too late), but they didn't provide the public with realistic options to solve the layout problem. I was at the workshop, and some attendees left in disgust.

Caltrain completely ignored [our recommendations](#) for alternate car configurations that would have solved the layout problem.

Caltrain writes:

The electric trains will maintain 72 bike in the two bike cars while increasing the number of seats to 14 total (original design was 6 seats total).

Translation: 7 folding seats (3 at the same location as wheelchair space) in view of 36 bikes. Can you say "invitation

to thieves"? To match today's trains, there would need to be 18 to 31 seats within view of 36 bikes. Caltrain would never require people to put their laptops or luggage out of sight in another car, but inexplicably they think that's acceptable for bikes.

It's shocking that a public agency could ignore the tremendous public outcry for adequate seats within view of bikes. And it's disturbing that the board completely ignored the wisdom of their predecessors, who in 2015 unanimously approved an increase in bike capacity on electric trains. We hope Caltrain becomes more customer-focused in the future.

Thank you again for raising your voice, Kevin.

More bikes, no bumps,
Shirley Johnson
[BIKES ONboard Project](#)

On 2019-07-11 11:04, Caltrain, Bac (@caltrain.com) wrote:

Dear Kevin,

Thank you for your feedback. On June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

Since that time, Caltrain heard from the bicycle community concerns about security and requests to have additional seats next to bikes on the electric trains. A public process began in February examining the possibility of reconfiguring the already-designed two electric train bike cars and the new seventh car. On April 17, Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options for these cars, as well as station bike and micromobility improvements. Insights and feedback from this workshop, along with general public input, survey results, project schedule, funding partner and CAC/BAC feedback, Business Plan information, and financial impacts and feasibility of the recommendations were considered and factored into the staff recommendation that was presented to the CAC and BAC in May.

In response to requests from cyclists concerned about bike security, the Board approved reconfiguring the electric train bike cars to add more seats. The electric trains will maintain 72 bike in the two bike cars while increasing the number of seats to 14 total (original design was 6 seats total). The Board also approved spending at least \$3.5M towards bike station parking / micromobility improvements before the start of electrified service. In addition, Caltrain's bike security task force will continue to explore and implement possible improvements to the bike program. For more information, you can view the Board [presentation](#).

Caltrain values cyclists and supports bikes as an excellent first and last mile solution. With one of the most extensive onboard bicycle programs among passenger railroads in the nation, Caltrain is continuously trying to improve service to all its riders and is currently developing a [Business Plan](#), that is working to identify opportunities and strategies to meet the needs of the corridor, as [future ridership growth projections](#) show a potential for up to a 300% increase by 2040.

Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and Caltrain is eager to improve service for all its riders.

Best,

Lori

From: Kevin Jude [mailto:kevinmjude@gmail.com]
Sent: Friday, June 07, 2019 12:08 PM
To: Board (@caltrain.com)
Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary (@caltrain.com); bikesonboard@sonic.net
Subject: Bikes on Caltrain

I'm very disappointed to hear that the Caltrain board has backtracked on it's promise to increase bike capacity on electric trains. I commute 3 days a week on BART Caltrain and need my bike for first and last miles and to make connections between services. I learned early on that I will often get bumped if I try to transfer from BART at Millbrae, so instead I bike between Embarcadero and Fourth St. I had hoped that this problem would be alleviated in the future, but alas it seems you have chosen instead to make it worse.

Sincerely

Kevin Jude

voter, citizen, bike commuter

Berkeley, CA

From: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
To: "Katherine Roberts"; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Cc: CalMod@caltrain.com; [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com)); [cacsecretary \[@caltrain.com \]](mailto:cacsecretary [@caltrain.com])
Subject: RE: Bike theft and bumps
Date: Wednesday, July 10, 2019 4:23:49 PM

Dear Katherine,

Thank you for your feedback. On June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

Since that time, Caltrain heard from the bicycle community concerns about security and requests to have additional seats next to bikes on the electric trains. A public process began in February examining the possibility of reconfiguring the already-designed two electric train bike cars and the new seventh car. On April 17, Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options for these cars, as well as station bike and micromobility improvements. Insights and feedback from this workshop, along with general public input, survey results, project schedule, funding partner and CAC/BAC feedback, Business Plan information, and financial impacts and feasibility of the recommendations were considered and factored into the staff recommendation that was presented to the CAC and BAC in May.

In response to requests from cyclists concerned about bike security, the Board approved reconfiguring the electric train bike cars to add more seats. The electric trains will maintain 72 bike in the two bike cars while increasing the number of seats to 14 total (original design was 6 seats total). The Board also approved spending at least \$3.5M towards bike station parking / micromobility improvements before the start of electrified service. In addition, Caltrain's bike security task force will continue to explore and implement possible improvements to the bike program. For more information, you can view the Board [presentation](#).

Caltrain values cyclists and supports bikes as an excellent first and last mile solution. With one of the most extensive onboard bicycle programs among passenger railroads in the nation, Caltrain is continuously trying to improve service to all its riders and is currently developing a [Business Plan](#), that is working to identify opportunities and strategies to meet the needs of the corridor, as [future ridership growth projections](#) show a potential for up to a 300% increase by 2040.

Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and

Caltrain is eager to improve service for all its riders.

Best,
Lori

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

From: Katherine Roberts [mailto:grrlfriday@mac.com]

Sent: Friday, June 07, 2019 2:25 PM

To: Board (@caltrain.com)

Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary [@caltrain.com];
bikesonboard@sonic.net

Subject: Bike theft and bumps

Your new configuration increases, not decreases, the likelihood of bike theft and bumps on Caltrain's bike cars. Please do not implement this design without re-considering this. Any repairs made to this faulty design in the future will cost far more, and cause way more problems, than getting it right the first time. This is your only chance to do this.

Thanks,
Katherine

From: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
To: "Anita Kari"; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Cc: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com)); [cacsecretary \(@caltrain.com\)](mailto:cacsecretary (@caltrain.com)); CalMod@caltrain.com
Subject: RE: Bike layout for electric cars
Date: Thursday, July 11, 2019 11:05:22 AM

Dear Anita,

Thank you for your feedback. On June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

Since that time, Caltrain heard from the bicycle community concerns about security and requests to have additional seats next to bikes on the electric trains. A public process began in February examining the possibility of reconfiguring the already-designed two electric train bike cars and the new seventh car. On April 17, Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options for these cars, as well as station bike and micromobility improvements. Insights and feedback from this workshop, along with general public input, survey results, project schedule, funding partner and CAC/BAC feedback, Business Plan information, and financial impacts and feasibility of the recommendations were considered and factored into the staff recommendation that was presented to the CAC and BAC in May.

In response to requests from cyclists concerned about bike security, the Board approved reconfiguring the electric train bike cars to add more seats. The electric trains will maintain 72 bike in the two bike cars while increasing the number of seats to 14 total (original design was 6 seats total). The Board also approved spending at least \$3.5M towards bike station parking / micromobility improvements before the start of electrified service. In addition, Caltrain's bike security task force will continue to explore and implement possible improvements to the bike program. For more information, you can view the Board [presentation](#).

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Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and

Caltrain is eager to improve service for all its riders.

Best,
Lori

From: Anita Kari [mailto:anita.e.kari@gmail.com]
Sent: Friday, June 07, 2019 12:25 PM
To: Board (@caltrain.com)
Cc: Caltrain, Bac (@caltrain.com); bikesonboard@sonic.net; cacsecretary (@caltrain.com); CalMod@caltrain.com
Subject: Bike layout for electric cars

Dear Board,

I am disappointed to see the approved bike car layout for the new electric trains. I have been commuting via Caltrain from the Peninsula to San Francisco for the past three years, and I am very grateful for the ability to bring my bike on the train. Personally, I feel that bike ridership is increasing as more housing has been built in close proximity to Caltrain stations . Bike cars are also becoming more crowded as more people use alternative means of commuting, such as electric bikes and electric scooters. I do not foresee the number of people using the bike cars decreasing, so why is there less bike spaces planned for the new electric trains than what exists currently?

Sincerely,

Anita Rinehart

From: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
To: "Jesse Atkinson"; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Cc: CalMod@caltrain.com; [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com)); [cacsecretary \[@caltrain.com \]](mailto:cacsecretary [@caltrain.com])
Subject: RE: Bike cars
Date: Wednesday, July 10, 2019 3:53:50 PM

Dear Jesse,

Thank you for your feedback. As you know on June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

Since that time, Caltrain heard from the bicycle community concerns about security and requests to have additional seats next to bikes on the electric trains. A public process began in February examining the possibility of reconfiguring the already-designed two electric train bike cars and the new seventh car. On April 17, Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options for these cars, as well as station bike and micromobility improvements. Insights and feedback from this workshop, along with general public input, survey results, project schedule, funding partner and CAC/BAC feedback, Business Plan information, and financial impacts and feasibility of the recommendations were considered and factored into the staff recommendation that was presented to the CAC and BAC in May.

In response to requests from cyclists concerned about bike security, the Board approved reconfiguring the electric train bike cars to add more seats. The electric trains will maintain 72 bike in the two bike cars while increasing the number of seats to 14 total (original design was 6 seats total). The Board also approved spending at least \$3.5M towards bike station parking / micromobility improvements before the start of electrified service. In addition, Caltrain's bike security task force will continue to explore and implement possible improvements to the bike program. For more information, you can view the Board [presentation](#).

Caltrain values cyclists and supports bikes as an excellent first and last mile solution. With one of the most extensive onboard bicycle programs among passenger railroads in the nation, Caltrain is continuously trying to improve service to all its riders and is currently developing a [Business Plan](#), that is working to identify opportunities and strategies to meet the needs of the corridor, as [future ridership growth projections](#) show a potential for up to a 300% increase by 2040.

Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and Caltrain is eager to improve service for all its riders.

Best,
Lori

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

From: Jesse Atkinson [mailto:jesse@jsatk.us]

Sent: Thursday, June 27, 2019 9:11 AM

To: Board (@caltrain.com)

Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary [@caltrain.com];
bikesonboard@sonic.net

Subject: Bike cars

The bike car proposal that has been approved is flat out bad. Please listen to and work with the folks at the Bike Coalition.

We don't need more bike thefts.

From: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
To: "David Gustafson"; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Cc: CalMod@caltrain.com; [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com)); [cacsecretary \[@caltrain.com \]](mailto:cacsecretary [@caltrain.com])
Subject: RE: Bike Car Design
Date: Wednesday, July 10, 2019 4:29:37 PM

Dear David,

Thank you for your feedback. On June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

Since that time, Caltrain heard from the bicycle community concerns about security and requests to have additional seats next to bikes on the electric trains. A public process began in February examining the possibility of reconfiguring the already-designed two electric train bike cars and the new seventh car. On April 17, Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options for these cars, as well as station bike and micromobility improvements. Insights and feedback from this workshop, along with general public input, survey results, project schedule, funding partner and CAC/BAC feedback, Business Plan information, and financial impacts and feasibility of the recommendations were considered and factored into the staff recommendation that was presented to the CAC and BAC in May.

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Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and

Caltrain is eager to improve service for all its riders.

Best,
Lori

From: David Gustafson [mailto:dwgustafson@gmail.com]
Sent: Friday, June 07, 2019 12:18 PM
To: Board (@caltrain.com)
Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary [@caltrain.com]; bikesonboard@sonic.net
Subject: Bike Car Design

Hello Caltrain board,

I've traveled over 30,000 miles on Caltrain over the past 7 years. I've often biked, the existing cars barely have enough room for bikers to sit and see their bikes.

The decision to approve the faulty bike car design yesterday is very short-sighted.

In practice they will either be stuffed with commuters standing, or will be a dream for the organized bike theft in the bay area.

This is going to be very expensive for you to retrofit when it fails in the field.

I'm not sure why you would host such collaborative-seeming meetings with bike commuters if you never intended to listen to your riders or learn from them.

If you're going make unilateral decisions, just do it - but you should remember this email when the bike cars are criticized.

I wonder how many years and meetings it will take to correct this mistake.

Regards,
David Gustafson

From: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
To: "Sherman Lo"; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Cc: CalMod@caltrain.com; [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com)); [cacsecretary \[@caltrain.com \]](mailto:cacsecretary [@caltrain.com])
Subject: RE: bike car decision
Date: Thursday, July 11, 2019 10:50:31 AM

Dear Sherman,

Thank you for your feedback. On June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

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Caltrain values cyclists and supports bikes as an excellent first and last mile solution. With one of the most extensive onboard bicycle programs among passenger railroads in the nation, Caltrain is continuously trying to improve service to all its riders and is currently developing a [Business Plan](#), that is working to identify opportunities and strategies to meet the needs of the corridor, as [future ridership growth projections](#) show a potential for up to a 300% increase by 2040.

Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and

Caltrain is eager to improve service for all its riders.

Best,
Lori

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

From: Sherman Lo [mailto:daedalus@stanford.edu]

Sent: Friday, June 07, 2019 12:05 PM

To: Board (@caltrain.com)

Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary [mailto:caltrain@caltrain.com]; bikesonboard@sonic.net

Subject: bike car decision

Dear sirs,

I hope you would reconsider your decision to have only 72 bike spaces per train as well as only 7 folding seats per bike train car that can view the bikes. I have been using caltrain since about 2000 and I remember the days of low ridership. It was the bike users that used and saved the service then. I think that this is poor support for some of your most loyal users. Please reconsider having more bike spaces (bike cars are often full) and a better ability to view/secure our bikes.

Best

Sherman

From: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
To: "Kevin Wang"; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Cc: CalMod@caltrain.com; [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com)); [cacsecretary \(@caltrain.com\)](mailto:cacsecretary (@caltrain.com)); Provence, Dan
Subject: RE: Bicycles on caltrain
Date: Thursday, July 11, 2019 10:05:11 AM

Dear Kevin,

Thank you for your thoughtful suggestions. I have shared them with our bike parking and station access planner who will be implementing improvements at stations. On June 6, the Board also approved spending at least \$3.5M towards bike station parking / micromobility improvements before the start of electrified service. In addition, Caltrain's bike security task force will continue to explore and implement possible improvements to the bike program. For more information, you can view the Board [presentation](#).

Caltrain values cyclists and supports bikes as an excellent first and last mile solution. With one of the most extensive onboard bicycle programs among passenger railroads in the nation, Caltrain is continuously trying to improve service to all its riders and is currently developing a [Business Plan](#), that is working to identify opportunities and strategies to meet the needs of the corridor, as [future ridership growth projections](#) show a potential for up to a 300% increase by 2040.

Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and Caltrain is eager to improve service for all its riders.

Best,
Lori

From: Kevin Wang [mailto:kjw@leftsock.com]
Sent: Sunday, June 02, 2019 7:48 PM
To: Board (@caltrain.com)
Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary (@caltrain.com); bikesonboard@sonic.net
Subject: Bicycles on caltrain

If you want less bicycles on caltrain, you need more bicycle parking. There's never any locked cabinets available at any of the stations I see (sunnyvale).

Valet parking is of course better; maybe try pairing up with a nearby bicycle shop to staff a locked shipping container as bicycle valet for a few months? \$15/hr * 16 hrs ~\$240 per day per station you choose to set up at.

utrecht central station (largest in the world) has bicycle parking for 22,000 bicycle and moves 186,000 passengers per day (12%). By that measure, sunnyvale station which moved AMWR 3,364 in 2018 ought to have 403 bicycle parking spaces. Instead, there are FOUR BikeLink locked bicycle boxes ($4/3364 = 0.1\%$ or 100x less than Utrecht's parking ratio). It's no wonder you have too many bicycles *on* caltrain.

Heck, you'd be getting more money out of me if you had BikeLink lockers at Lawrence

station, which is actually closer to my house, but is one zone further away from SF. There are currently ZERO BikeLink locked bicycle boxes at Lawrence station.

I see these "monthly rental" keyed lockers at many stations, but I've never seen a single one used. Many in fact look welded shut. Are they even being used? Can they be retrofitted for a modern electronic pay-per-use lock?

Bicycle security is a real problem. Even if I only use a \$100 beater bike to commute with, it's a huge hassle to get my bicycle stolen. To that end, I have to stand and watch over my bicycle. Doing so is physically painful for me, given my flat feet. Nearby seating would be far preferable.

- Kevin, Santa Clara

From: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
To: "Charles Sowers"; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Cc: CalMod@caltrain.com; [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com)); [cacsecretary \[@caltrain.com \]](mailto:cacsecretary [@caltrain.com])
Subject: RE: Bad Electric Train Bike layout Decision
Date: Wednesday, July 10, 2019 4:25:21 PM

Dear Charles,

Thank you for your feedback. As you know, on June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

Since that time, Caltrain heard from the bicycle community concerns about security and requests to have additional seats next to bikes on the electric trains. A public process began in February examining the possibility of reconfiguring the already-designed two electric train bike cars and the new seventh car. On April 17, Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options for these cars, as well as station bike and micromobility improvements. Insights and feedback from this workshop, along with general public input, survey results, project schedule, funding partner and CAC/BAC feedback, Business Plan information, and financial impacts and feasibility of the recommendations were considered and factored into the staff recommendation that was presented to the CAC and BAC in May.

In response to requests from cyclists concerned about bike security, the Board approved reconfiguring the electric train bike cars to add more seats. The electric trains will maintain 72 bike in the two bike cars while increasing the number of seats to 14 total (original design was 6 seats total). The Board also approved spending at least \$3.5M towards bike station parking / micromobility improvements before the start of electrified service. In addition, Caltrain's bike security task force will continue to explore and implement possible improvements to the bike program. For more information, you can view the Board [presentation](#).

Caltrain values cyclists and supports bikes as an excellent first and last mile solution. With one of the most extensive onboard bicycle programs among passenger railroads in the nation, Caltrain is continuously trying to improve service to all its riders and is currently developing a [Business Plan](#), that is working to identify opportunities and strategies to meet the needs of the corridor, as [future ridership growth projections](#) show a potential for up to a 300% increase by 2040.

Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and Caltrain is eager to improve service for all its riders.

Best,
Lori

From: Charles Sowers [mailto:charlessowers@gmail.com]
Sent: Friday, June 07, 2019 1:21 PM
To: Board (@caltrain.com)
Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary [mailto:caltrain.com]; bikesonboard@sonic.net
Subject: Bad Electric Train Bike layout Decision

As per your recent unanimous approval of a faulty staff recommendation, electric trains will have only 7 folding seats within view of 36 bike spaces and 72 bike spaces per train. Today's diesel trains have up to 34 fixed seats within view of 40 bike spaces and 77 bike spaces per train on average.

What a step backwards. Instead of designing a good layout for bike cars before they are built, Caltrain will be faced with expensive retrofit costs when the design fails in the field.

This is very disappointing.

--

Charles Sowers

From: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
To: "Rafael Casanova"; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Cc: CalMod@caltrain.com; [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com)); [cacsecretary \[@caltrain.com \]](mailto:cacsecretary [@caltrain.com])
Subject: RE: Bad decision on layout for Caltrain
Date: Wednesday, July 10, 2019 4:29:01 PM

Dear Rafael,

Thank you for your feedback. On June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

Since that time, Caltrain heard from the bicycle community concerns about security and requests to have additional seats next to bikes on the electric trains. A public process began in February examining the possibility of reconfiguring the already-designed two electric train bike cars and the new seventh car. On April 17, Caltrain held a Joint Citizens Advisory Committee and Bicycle Advisory Committee Workshop which included an interactive activity and robust discussion of possible reconfiguration options for these cars, as well as station bike and micromobility improvements. Insights and feedback from this workshop, along with general public input, survey results, project schedule, funding partner and CAC/BAC feedback, Business Plan information, and financial impacts and feasibility of the recommendations were considered and factored into the staff recommendation that was presented to the CAC and BAC in May.

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Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and

Caltrain is eager to improve service for all its riders.

Best,
Lori

From: Rafael Casanova [mailto:Raficas@hotmail.com]
Sent: Friday, June 07, 2019 12:46 PM
To: Board (@caltrain.com)
Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary [@caltrain.com]; bikesonboard@sonic.net
Subject: Bad decision on layout for Caltrain

I use the Caltrain daily from San Francisco to Sunnyvale and back. In my opinion, there are two issues:

#1 Capacity:

I can testify of how many people with bikes cannot get in the train because the capacity is not enough. Yet, you have decided to reduce it further.

#2 Security:

It is not new bicycles are at risk in Caltrain. I have seen 2 people looking for their bikes that were gone from the train. So, I make sure I am always watching my bicycle.

With the new design, people will not be able to keep an eye on their bicycles which scares me. I am a senior citizen who ride an electric bicycle because I need the help with the hills to get to my house from the Caltrain Depot. I will not be able to afford buying another ebike if mine gets stolen.

Please take into account capacity and security.

Rafael Casanova

From: [Seamans, Dora](#)
To: [Board \(@caltrain.com\)](#)
Subject: FW: Administrative Review Request Confirmation - Cite #33001228- Lic #76TGA925
Date: Monday, July 08, 2019 9:06:44 AM

From: Seamans, Dora **On Behalf Of** Board (@caltrain.com)
Sent: Monday, July 8, 2019 9:06 AM
To: Rios, Rona <riosr@samtrans.com>
Subject: RE: Administrative Review Request Confirmation - Cite #33001228- Lic #76TGA925

Hi Rona – please see the following and help?
Thank you,

Dora

From: Tomika Gardner <gardnert@georgetown.edu>
Sent: Monday, July 8, 2019 8:59 AM
To: Board (@caltrain.com) <BoardCaltrain@samtrans.com>
Cc: boardsecretary@caltrain.com
Subject: Administrative Review Request Confirmation - Cite #33001228- Lic #76TGA925

Reason for contesting:

I asked station attendant how to configure my day pass and they refused to help me. I purchased the youth pass for my son who is 15 years old and the Medicaid pass for myself since I have my Medical card. I boarded very early in the morning and accidentally slept pass the zone limit of my ticket, but that was unintentional. I explained to Ms. Ulrich the agent who wrote the ticket that it was literally my second day in San Francisco and I don't understand how to work the ticket machine. No warning was given first, just a violation of \$75.

Both days I boarded Caltrain train staff and security were unusually focused on me and my son and unusually focused on verifying our tickets, with security in station also taking my picture without my authorization, which makes the citation appear premeditated.

When I asked to speak with a station manager to file a complaint the station master said there were three of them but he didn't know any of their names or when/if they were coming in to work, then he walked away. How does someone not know their managers' names? It looks like citation abuse with impunity, impeding my right to file a complaint and intimidating me from using the service under fear of harassment, debt or arrest for trespassing.

From: [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com))
To: "Ed Ruder"; [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Cc: CalMod@caltrain.com; [Caltrain_Bac \(@caltrain.com\)](mailto:Caltrain_Bac (@caltrain.com)); [cacsecretary \(@caltrain.com\)](mailto:cacsecretary (@caltrain.com)); [Bikes on Board](#)
Subject: RE:
Date: Wednesday, July 10, 2019 4:26:00 PM

Dear Ed,

Thank you for your feedback. On June 6, the Board approved a bicycle access policy that will increase peak-hour bike capacity when Caltrain electrifies, and will provide more bike amenities at stations.

Receiving input from the public is extremely important to Caltrain and has been instrumental in the vehicle design. Prior to 2015, there was a two-year outreach effort that included public meetings, multiple surveys, and station outreach. Over 10,000 comments were received and this process directly fed into the original train design. Various rider communities had requests, and Caltrain tried to accommodate them while balancing the needs of all riders. Then in 2017, after 56 meetings, surveys, and station events; staff heard from the bicycle community that maximizing bicycle capacity on the electric trains was of the utmost importance. Thus, the Electrification Project brings a [17% increase in onboard bike capacity](#) over today which is achieved through train frequency.

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Again, we thank you for taking the time to send us your thoughts. Your feedback is valuable, and

Caltrain is eager to improve service for all its riders.

Best,
Lori

From: Ed Ruder [mailto:ed@ruders.org]

Sent: Friday, June 07, 2019 12:54 PM

To: Board (@caltrain.com)

Cc: CalMod@caltrain.com; Caltrain, Bac (@caltrain.com); cacsecretary [@caltrain.com]; Bikes on Board

Subject:

TWIMC:

I commute between San Jose Diridon and San Francisco 4th and Townsend stations 3 out of 5 weekdays, and have been for more than 7 years.

I ride my bike between my home and Diridon station (~ 2 miles), and between 4th and Townsend and my office on Market & 11th (~ 2 miles), taking my bike on a bike car.

I appreciate the work that Caltrain has been doing to lengthen the electric trains to accommodate more daily riders--I think it's a great commute option that is bound to get more popular with better trains.

I think using bikes to travel to/from train stations using the bike car is an excellent option that will become more popular if the accommodations for cyclists are good.

Unfortunately, the latest bike car designs that Caltrain has approved have a serious flaw--too few seats near the bikes. I think that this is a fatal flaw, as it leaves bikes exposed to easy theft, which will be rampant unless the design is changed.

Please reconsider your approval, and consider other designs for the Caltrain bike cars that provide more fixed seating near the bikes. This will greatly reduce theft, decrease congestion on bike cars, and increase the utility of Caltrain as a commute option.

Sincerely,

Ed Ruder
150 Arroyo Way, San Jose, CA
408-242-1347