

**JPB CITIZENS ADVISORY COMMITTEE**  
**San Mateo County Transit District Administrative Building**  
**1250 San Carlos Avenue, San Carlos CA 94070**

**MINUTES – OCTOBER 15, 2008**

**MEMBERS PRESENT:** P. Bendix, G. Graham, F. Granade, J. Hronowski, B. Jenkins,  
M. Kiesling, S. Richardson, B. Wilfley

**STAFF PRESENT:** M. Bouchard, J. Brown (Amtrak), M. Collins (Amtrak), R. Lake, B. Welch

Chair Bruce Jenkins called the meeting to order at 6:04 p.m. Michael Kiesling led the Pledge of Allegiance.

**Approval of Minutes – September 17, 2008**

Mr. Kiesling requested that in the Committee Comments on page 4, he would like to add that, “It was awkward that he had to surrender his ID at the Santa Clara police station.” The minutes were approved by the Committee with this correction.

**Chairperson’s Report**

No report.

**Public Comment**

Pat Giorni, Burlingame, said, in reading the minutes of all of the meetings in the last couple of months, she realized that the CAC has a lot of weight with the JPB. She hopes the CAC keeps an open mind on the use of Electric Personal Assistive Mobility Devices (EPAMD) on Caltrain but would hate to see this policy developed before bike car capacity issues are settled.

Jeff Carter, Burlingame, said a public question in the September JPB CAC minutes asked for more weekend service and weekend express service and the reasoning by staff for the lack of service was due to weekend construction work. He said, with respect to staff, this type of excuse would not be accepted in Europe. The issue is the need for more capacity on weekends and weekend express service because this is a potentially untapped market. This past weekend during Fleet Week, the 10 a.m. northbound train broke down, which meant there was no service for another hour and passengers were turned away. Caltrain needs to improve weekend service while continuing construction work.

Helen Mickiewicz, San Carlos, said she is a 10-ride ticket user. She recently took a bus which was late getting to the Caltrain station. She ran to catch the 6:33 p.m. train, barely got on in time and did not stop to validate her ticket. She hunted down a conductor through the entire train to get her ticket validated. Two conductors refused to validate her ticket and told her she could get off the train in Millbrae to validate her ticket. The train was held in Millbrae while Ms. Mickiewicz validated her ticket. She said it would have only taken the conductor three seconds to validate her ticket. She called three Caltrain customer service representatives that evening and all three said the policy states that the only acceptable reason for getting a ticket validated by a conductor is if the machine doesn’t work. She said this policy information is not on the Caltrain Web site and needs to be made clear on the site. She emailed Caltrain and did receive a reply. Deputy Director of Rail Transportation Michelle Bouchard will meet with Ms. Mickiewicz to continue discussion on this issue.

Sepi Richardson thanked Ms. Mickiewicz for outlining the complaint and said there are cards available on trains to submit complaints.

Ms. Bouchard reiterated, that in terms of transitioning to proof-of-payment, the requirement is to have valid fare media when onboard the train. Caltrain does understand that there have been issues with validators malfunctioning. Caltrain is also relying on the honesty of passengers and walks a fine line in terms of enforcing the policy that is necessary or Caltrain would have passengers coming on the train without fare media at all. Proof-of-payment is reliant on absolute random fare checks.

Francois Granade said most transit systems that use proof-of-payment don't have systematically onboard conductors. The fact that there is always a conductor on the train is an advantage to have better policy that would both take advantage of the freedom that the proof-of-payment gives and the fact that there is always a conductor to solve problem issues. Perhaps the conductor could officially have more discretion on policy decisions.

Brian Wilfley said he thinks it's unfair to conductors to ask them to be interpreting the rules all the time. The problem is in going from purchasing tickets onboard to proof-of-payment. The role of the conductor has changed into basically a law enforcement officer and the law enforcement officers on board are faced with two populations – those who habitually abuse the system and those who make a mistake. He said if you confront a lot of these people, the way you treat them could be somewhat variable. To be completely fair, Mr. Wilfley doesn't think the solution is to put more responsibility on the conductors. He thinks this is unfair and conductors are being asked to be law enforcement officers.

Gerald Graham said conductors have a hard job and should give riders a break if possible. He said there are malfunctioning validators at the Millbrae Intermodal Station and with the southbound San Carlos Station validator.

#### Public Comment

Ms. Mickiewicz asked if Caltrain considered putting a validator on the train. Mr. Wilfley said that, in defense of the conductors, it would not work because the habitual abusers would wait to validate their ticket until they saw the conductor. Ms. Bouchard said this was considered as an option and Caltrain decided not to do so for that reason. Conductors are enforcing fares but are primarily responsible for the safe operation of the train and the safety of its passengers. One of the largest tools conductors have is discretion but it is something that needs to be deployed in a very fair manner across the board. Caltrain is changing to an 8-ride ticket which addresses reliability issues.

Mr. Granade said the sociology of the passenger has changed in the last 10 years. Ten years ago, for example on the 11 p.m. train, it was obvious that one-third of the passengers would not pay. Today with any train, the proportion is 5 percent because the average user is way above the medium income level in the country.

#### **Presentation – Proposed Policy to Accommodate Electric Personal Assistive Mobility Devices (EPAMD) on Caltrain – (Trade name: Segway)**

Manager of Accessible Services Bill Welch said staff has been working on a policy for transporting Segways on Caltrain for some time.

- In 2005 the Department of Transportation (DOT) classified Segways. Caltrain completed field testing and hazard assessment and is in the process of completing a draft Caltrain policy for Segway use on trains.
- The DOT classified the Segway as a mobility aid when used by a person with a disability. The person must be permitted to use a ramp or lift to board a transit vehicle with an exception if there is a direct threat to the safety of others.
- The policy team included staff from rail and bus operations, risk management, accessible services and legal counsel, which assembled “best practices” on details of Segway use on transit and policy development.
- Testing involved boarding and securing a Segway on Caltrain gallery and Bombardier rail cars, buses, shuttles and paratransit vehicles.
- Seven possible station hazards were analyzed and staff recommended mitigation for Segway riders who fall into the track area while approaching the train and riders who collide with persons or objects resulting in another person falling into the track area. The recent BART accident involving a Segway was analyzed for hazard assessment details.
- The draft policy covers Segways and other EPAMDs to be transported on Caltrain and is limited to persons with disabilities who use EPAMDs as a mobility aid. Users must be certified by Caltrain to ensure safe operation in the station environment and EPAMDs may be operated on access ramps, train platforms and pedestrian underpasses.
- Caltrain will require users to obtain verification of a disability by a medical professional and proof that the user is competent to handle the device in a Caltrain environment. Vehicles must also include reflectors, lights and sound emitting devices. In addition, users must be certified on rules for boarding and alighting, walking, speed, use of ramps, stowing, and use in elevators.
- The proposed policy provides guidelines for visitors to Caltrain.
- Next steps include a presentation to the Caltrain Board; development of certification details and training materials, training Caltrain personnel and distribution of materials/policy to the public and Caltrain Web site.

Mr. Graham asked what BART is doing with Segways after its recent accident. Mr. Welch said BART passed a more restrictive policy in some ways than Caltrain is proposing. Anybody can use a Segway on BART but if the passenger doesn't have a disability the device can be used only during off peak hours. The Segway can't be ridden on the platform even though BART has level-boarding platforms. The rider must push/pull the device across the platform.

Paul Bendix asked about use projections in the next five to 10 years. Mr. Welch said it is difficult to predict. There is one person who has been advocating for Caltrain to create and implement a policy for a couple of years. She has been asked to solicit other Segway users to help review the policy. Review meetings will be setup this week with the Paratransit Coordinating Council (PCC) and the SamTrans and Caltrain Accessibility Advisory Committees.

Mr. Bendix asked if there is any Segway policy for general able-bodied users who want to take the vehicle onboard trains. Mr. Welch said no. The reason for that was that Caltrain wanted to make it available to the people that the law guidance targeted and that is people with disabilities. Caltrain did not want to be exposed to the risk of a lot of people using the Segway on the system. There has been no expression of public interest with Caltrain.

Mr. Welch said he felt there aren't a lot of people with disabilities who will find the Segway useful. If there is some mobility impairment that affects the ability to walk but a person can still stand up, it

is a perfect situation. But there are a host of other disabilities that would not be helped by the Segway and because of this it may have limited utility.

Mr. Welch said the high price of fuel and the availability of transit may create a market for Segway use on Caltrain.

Ms. Richardson asked if passengers could have temporary certification to use Segways. Mr. Welch said yes.

Mr. Kiesling said he lives in a dense area of San Francisco where Segways are rented and it's just about as pleasant as a skateboard or a bicyclist coming at you on the sidewalk at full speed. Most of the time bicyclists or skateboarders aren't on the sidewalk. This could become a complete menace for people who feel like riding their Segway on Caltrain. He said Caltrain is moving in the right direction by following the law to make sure not just anyone with a motorized vehicle can get on Caltrain.

Mr. Wilfley asked if the DOT guidance on Segways is guidance only because the language of the Federal Code is code. He asked if the DOT effectively defines this as mobility assistance device and therefore it affectively becomes a mandate. Mr. Welch said it will probably develop into the law at some point.

Mr. Wilfley said he was on the northbound Mountain View Caltrain platform when the express train stopped and the platform was mobbed. A wheeled device of any sort would have been an issue but a Segway, that can travel fast, would have been a real issue. He said Caltrain might want to consider BART's requirements that require the user to roll the device by hand once you reach the platform and to the train platform level. For those people who cannot walk with a Segway, they can be allowed to roll, but most of the time vehicles should not be rolling around on the platform.

Mr. Granade said the BART accident happened when a Segway user got off his vehicle and it continued to move. He asked if this sort of accident could still occur with the proposed Caltrain guidelines for Segway use. Mr. Welch said it could happen.

Mr. Bendix said if Segways occur in large numbers onboard trains, it would appear the vehicles would be stored vertically with a clamp like a push lawnmower. He asked if the American Public Transportation Association has looked at the issue of Segway use. Mr. Welch will follow up.

Mr. Granade said it seems there would be few Segway passengers and would this type of policy be useful for other motorized devices. Mr. Welch said the focus has been on the California Vehicle Code definition because it defines a Segway and there are really no other vehicles similar to that yet. Caltrain wants to limit the policy to Segways with a limited envelope, which describes the device in the vehicle code.

Mr. Granade said the Segway policy focuses on such a small population of riders. Ms. Bouchard said the genesis of the Segway policy was as a result of a perceived mandate and clear guidance from legislation. It was mandatory that Caltrain look at the issue of Segways and explore and mitigate as many of the risks as possible.

Ms. Bouchard said there are specific user policies on Caltrain for razor and electric scooters and other vehicles that can be folded up.

### **Staff Report**

Ms. Bouchard reported:

- Farebox revenue for September 2008 compared to 2007 increased about 18 percent.
- At its October meeting, the Board approved a 25-cent base fare increase effective January 1, 2009 and an 8-ride ticket, which only requires a stamp. This will phase out the 10-ride ticket, which requires a validation stamp and a cut. Testing indicates this will greatly increase the reliability of the 10-ride validators. The codified tariff was also changed to include language that will allow Caltrain to accept TransLink as valid fare media.
- Fuel prices seem to be moving closer to the \$3 per gallon budgeted amount.
- The Board adopted the Caltrain Bicycle Access and Parking Plan, which focuses on ways to improve bicycle access at Caltrain's 10 most popular stations. The Board requested that staff come back to the Board with the total access policy that addresses some of the onboard issues. Executive Director Michael Scanlon asked that staff take a look at onboard capacity and develop a solution that can potentially help Caltrain with dwell times and operational issues and meet some of the goals of the bike community in terms of onboard capacity.
- Giant's 2008 ridership was approximately 360,000 compared to 390,000 in 2007 and is considered a great success.
- Special service includes Stanford football for five games and a Halloween night party at AT&T Park with an anticipated crowd of 25,000.
- All bolsters are repaired and back on Caltrain's property with the last five cars expected back in service by the end of the week.
- Three of the new Bombardier cars are in service, two are waiting for testing and acceptance and two cab cars are in transit. It is anticipated that all new Bombardier cars will be in service by early November. Amtrak was thanked for their work in getting the cars into service.
- Caltrain will provide a Saturday schedule, Gilroy service and a morning express service in both directions on the Friday after Thanksgiving.

### **Committee Comments**

Chair Jenkins said the January 21, 2009 JPB CAC meeting will be held in the Giant's Executive offices at AT&T Park.

Mr. Wilfley said he was on a northbound train today and the windows were encrusted with some sort of an evaporative deposit but the train car was sparkling clean. He asked if the washing technique causes the windows to be more opaque. Ms. Bouchard will check on this.

Mr. Graham said the ticket validator at the top of the stairs at the south end of the Millbrae Intermodal station as you exit downstairs to BART trains has been out of service all month. Ms. Bouchard will follow up. He also notices that the last BART train is supposed to get into the station at 12:19 a.m. while the last train out of San Francisco is listed at 12:25 a.m. Caltrain usually holds the train for this connection. BART also holds their train for the northbound Caltrain and the cooperation between the two systems is encouraged.

Mr. Granade said yesterday morning, at approximately 8:15 a.m. at the San Carlos Caltrain station, he witnessed the vendors who pick up the farebox revenue passing the boxes of coins across the fence on the open tracks. Ms. Bouchard will follow up.

**Date, Time, Place of Next Meeting**

Wednesday, November 19, 2008 at 6 p.m., San Mateo County Transit District Administrative Building, 1250 San Carlos Ave., San Carlos CA 94070, 2<sup>nd</sup> Floor, Boccaccio Auditorium.

**Adjournment at 7:13 p.m.**