



JPB Board of Directors
Meeting of April 7, 2022

Correspondence as of April 6, 2022

Subject

1 Insufficient Notice for Schedule Change

2 South San Francisco Station Ribbon-Cutting Celebration

From: [Cliff Bargar](#)
To: [Public Comment](#)
Subject: Insufficient notice for schedule change
Date: Monday, April 4, 2022 8:13:56 AM

You don't often get email from cliff.bargar@gmail.com. [Learn why this is important](#)

ATTENTION: This email came from an external source. Do not open attachments or click on links from external senders.

Dear Members of the Caltrain Board of Directors,

I currently write this email while sitting on the floor at 4th and King, where I have been afforded an extra 40 minutes in my morning commute. As a 5+ year member of the BATAC I think it's safe to say that I'm more engaged than most passengers, and yet on my commute on Friday I didn't hear or see any announcement on board or at any stations indicating a service change today. The last I had seen or heard was in mid-March, when it was announced that the temporary schedule would last into April

(<https://twitter.com/Caltrain/status/1503180345146953730?t=nEHhZ37Fedct6F7DtTfGOQ&s=19>) - I assumed this meant more than 1 day.

The schedule change in March also lacked sufficient notice at the stations and on the train but at least it was announced online weeks in advance. Instead Caltrain seems to have mislead riders on the duration of this temporary schedule and decided it was OK just to announce it on Twitter on Friday afternoon (I didn't even get an email press release, which get sent for much smaller changes). Riders shouldn't be expected to check your Twitter feed before every ride.

While I'm here it's also worth emphasizing that I'm currently sitting on the floor because there is no seating for riders anywhere in this station or immediately outside of it, not even a single bench.

I'm glad that the regular schedule is back now and that Caltrain is continuing to make progress on electrification but the level of notice provided for planned schedule changes is simply unacceptable. Caltrain needs to do better next time.

Thanks,
Cliff

From: [Low, Lori](#)
To: [Board \(@caltrain.com\)](#); cliff.bargar@gmail.com
Subject: RE: Insufficient notice for schedule change
Date: Monday, April 4, 2022 7:46:54 PM

Dear Cliff,

Thank you for reaching out and for your long-time ridership and involvement with Caltrain. The seats at 4th and King Station are in the process of being replaced; however, the order has taken longer than anticipated due to COVID-19 supply chain issues. We are working to reinstall the seats in the near future.

In regards to communication, we agree that our riders should be as fully informed as possible about any schedule changes. We also understand there is always room for improvement. Below is how we let our riders know of the March and April changes. If you have additional suggestions on how we can better reach riders, please feel free to send them to me at lowl@samtrans.com. We're always open to new ideas on how to better communicate.

April Service Change

- Onboard: conductor announcements
- Stations: Ambassadors (4/1, 4/4 and planned for 4/5), announcements, digital signs
- Social media: multiple pushes on Twitter/FB, pinned on Caltrain Alerts
- Website: home page, March service change page, schedules landing page
- [Press release](#) (stories ran prior to today on KPIX, NBC, Telemundo, KTSF, San Mateo Journal, Climate Online)

Mid-March Service Change

- Onboard: Conductor announcements and seat drops
- Stations: Announcements and digital signs
- Social media
- Website: creation of March service change page, schedules landing page
- Print and digital newspaper ads
- Caltrain eNewsletter
- Board announcements
- Press release

Thank you again for your feedback.

All best,
Lori

From: Cliff Bargar <cliff.bargar@gmail.com>
Sent: Monday, April 4, 2022 8:11 AM
To: Public Comment <PublicComment@samtrans.com>

Subject: Insufficient notice for schedule change

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Thanks,
Cliff

SHARE:

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SOUTH SAN FRANCISCO STATION IMPROVEMENT PROJECT

RIBBON-CUTTING CELEBRATION



WHEN

Friday, April 8, 2022
Seating begins at 9:30 a.m.
Program starts promptly at 10:00 a.m.

WHERE

South San Francisco Caltrain Station
296 Airport Boulevard
South San Francisco, CA 94080
Event & Parking [Map](#)

RSVP

To RSVP, click [here](#).

SPEAKERS



Jackie Speier
U.S. Congresswoman



Kevin Mullin
California State Assembly
Speaker Pro Tempore



Josh Becker
California State Senator



Mark Nagales
South San Francisco Mayor &
San Mateo County Transportation
Authority Board Member
(Emcee)



Rico E. Medina
San Bruno Mayor &
San Mateo County Transportation
Authority Chair



Charles Stone
Belmont Councilmember &
Caltrain Vice Chair



Karyl Matsumoto
Former South San Francisco Mayor /
Former SamTrans and Transportation
Authority Chair

PLEASE JOIN US!

In 2017, Caltrain, in cooperation with the City of South San Francisco, began construction on the South San Francisco Station Improvement Project. With funding from the San Mateo County Transportation Authority, City of South San Francisco, and Federal Transit Administration, the \$96.6 million project built a fully-accessible station with a center-boarding platform, allowing riders to seamlessly move between platforms. The modernized station provides updated amenities, improves Caltrain efficiency, and lays the foundation for Caltrain electrification that will run faster, cleaner, and quieter service. A new pedestrian and bicycle underpass enhances the east-west connection; while the overall design integrates the station into the fabric of Downtown South San Francisco to better serve the community.



To ensure its commitment to public safety, people planning to attend this event should be mindful that Caltrain requires face coverings at all of its stations.
Please practice social distancing when possible.

Caltrain | www.caltrain.com/SSF



Caltrain | 1250 San Carlos Ave., San Carlos, CA 94070

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