



JPB Board of Directors
Meeting of June 4, 2020

Correspondence as of June 4, 2020, 8:30am

Subject

- 1 Automated Accessible Train Platform Assignments at Fourth & King and SJ
- 2 SSF Organized Protest Route

From: [Ryan Dour](#)
To: [Public Comment](#)
Subject: Automated accessible train platform assignments at Fourth & King and SJ
Date: Wednesday, June 3, 2020 5:06:38 PM

Hello,

My question is, where in the roadmap is the implementation of accessible track and train announcements for San Jose and San Francisco Fourth and King? When will upcoming stop announcements be automated while onboard?

Background:

At the moment the digital visual signage at SJ and the lack of even digital signage at SF Fourth and King is a problem, we need audible signage.

Look to Chicago's Metra system, at Union Station for example, every platform entrance has an audible sign speaking aloud the track numbers. There are digital sign boards with train and track assignments, those have a text to speech audible announcement that speaks the assignments repeatedly in a loop 24 hours a day.

At stations with only two platforms, announcements are made multiple times before trains arrive, using incredibly clear TTS and prerecorded safety messages. Each station along the Caltrain route on the other hand sounds like you took a land line telephone, jammed low quality text to speech over the line, and that is all we get. It sounds like muffled garbage that you cannot understand even when there are few distractions around.

When you are on board the Caltrain, the attending staff do attempt to announce every stop, this is great. But they are human, sometimes they forget, or don't realize they are not holding the mic correctly. They also are subject to background noises and immediate needs of passengers, both sometimes interrupt the announcements. Metra on the other hand uses automated announcements that are clear, and most important, consistent. They have had these announcements since 1998.

In short, send a few engineers or your contractors to Chicago to see how Metra has been handling this for more than two decades.

Thanks,
Ryan Dour

From: City of South San Francisco <leslie.arroyo@ssf.net>
Sent: Thursday, June 4, 2020 8:06 AM
To: Board (@caltrain.com)
Subject: Updates on planned peaceful protest scheduled today at 11:00 a.m. in South San Francisco



COMMUNITY UPDATE

Today's protest demonstration, scheduled to begin at City Hall at 11:00 a.m. and end at the Municipal Services Building in South San Francisco is expected to be orderly and peaceful. The following message includes details on street closures.

While the City is not organizing or sponsoring this protest, we believe public speech, debate and protests are part of our country's DNA. Civic engagement should be encouraged, and from that engagement, will come more informed decisions and ultimately a better community.

We know that boarded up businesses and the fear of the unknown has brought stress to many of you, but be assured we are fully staffed and ready to address any unfortunate turn of events to keep South San Francisco a great place to live, learn, work and play.

Event Details:

The event is scheduled to begin at 11:00 a.m. at South San Francisco City Hall. The protest includes a march to the Municipal Services Building at 33 Arroyo Drive. We understand the march route is down Grand Avenue to Chestnut Avenue; west on Chestnut Avenue to El Camino Real; and then to Arroyo Drive. The event is expected to conclude by 3:00 p.m. Local traffic will be affected by this march, therefore, please refer to the list of street closures and route map below.

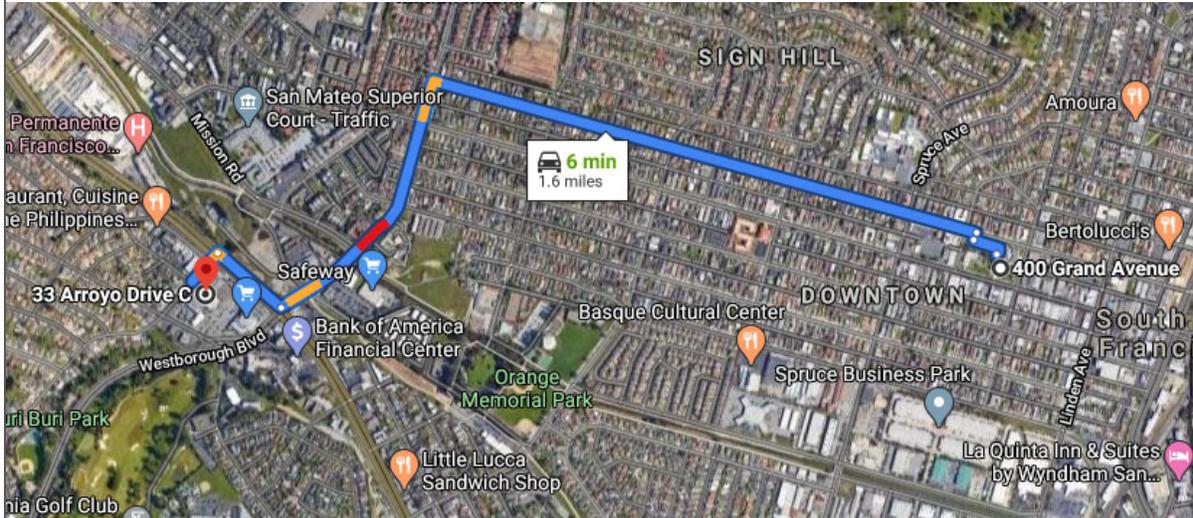
This demonstration, coupled with the COVID-19 crisis, makes it more important than ever to practice physical distancing and wear a mask to protect yourself and your family.

Street Closures:

In general, please expect road closures on Grand Avenue, Chestnut Avenue, and El Camino Real - as well as possibly the surrounding areas in between City Hall and the Municipal Services Building.

- 9:00 a.m.-5:00 pm. - Grand Avenue between Spruce and Maple is closed
- 10:00 a.m. - 5:00 p.m. - Arroyo Drive between Camaritas and El Camino is closed

Map of Protest Route:



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City of South San Francisco, 400 Grand Avenue, South San Francisco, CA 94080

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