



## **Caltrain New Electric Train Survey – Phase I September – October 2014**

### **Introduction**

As part of the Peninsula Corridor Electrification Project, Caltrain will be purchasing new electric vehicles. Caltrain conducted an “opt-in” online survey between Sept. 5 and Oct. 17, 2014 to learn more about customer priorities regarding the space available on the new vehicles for seats, standees, bicycles, toilets and luggage.

The online survey was available in English, Spanish, Vietnamese, and Chinese. Outreach efforts to encourage survey participation were made through: in-person tabling at the top ridership stations, onboard take ones, notifications via Visual Message System at stations, social media, news release, e-newsletter, e-mail distribution, website page, and dissemination by various partner agencies, cities, and community based organizations to their members. Meetings on the topic were also held with elected officials, advisory and advocacy groups.

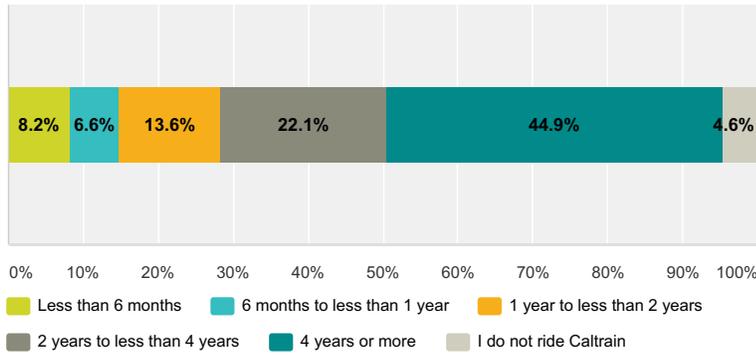
The following findings outline the data received from survey participants. While 4,196 responses were received, the survey isn’t considered statistically significant because the methodology applied to this study doesn’t capture or reflects Caltrain various demographic groups. This data does provide some important feedback as Caltrain staff begins the vehicle procurement process. Additional public discussion regarding the electric vehicle purchase will take place to aid in the development of the Request for Proposals for the acquisition of the rail cars, an action that will come to the Caltrain Board of Directors later in 2015.

# Caltrain New Electric Train Survey – Phase I

**Note:** Percentages may not add up to one hundred due to rounding.

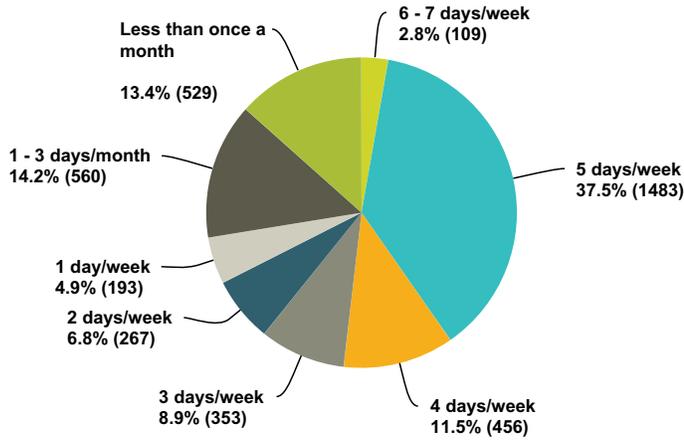
## Q1 How long have you been riding Caltrain?

Answered: 4,195 Skipped: 1



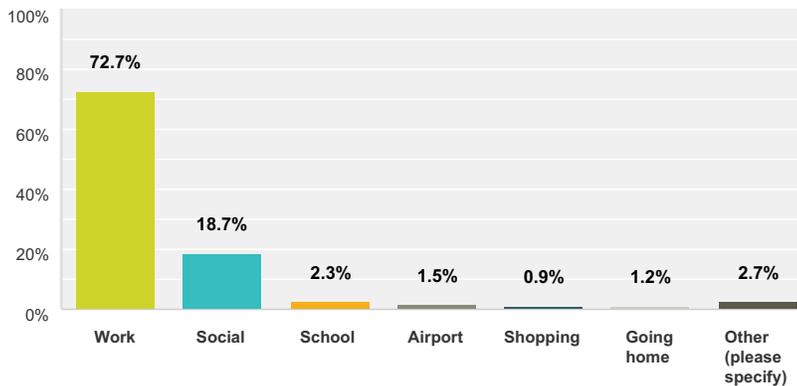
## Q2 How often do you usually ride Caltrain?

Answered: 3,950 Skipped: 246



## Q3 For what purpose do you primarily ride Caltrain?

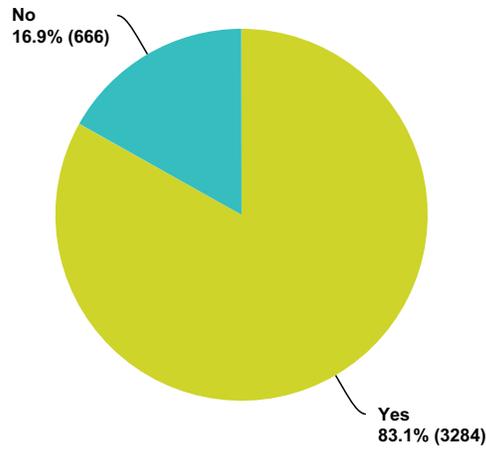
Answered: 3,950 Skipped: 246



## Q4 Do you have access to a car?

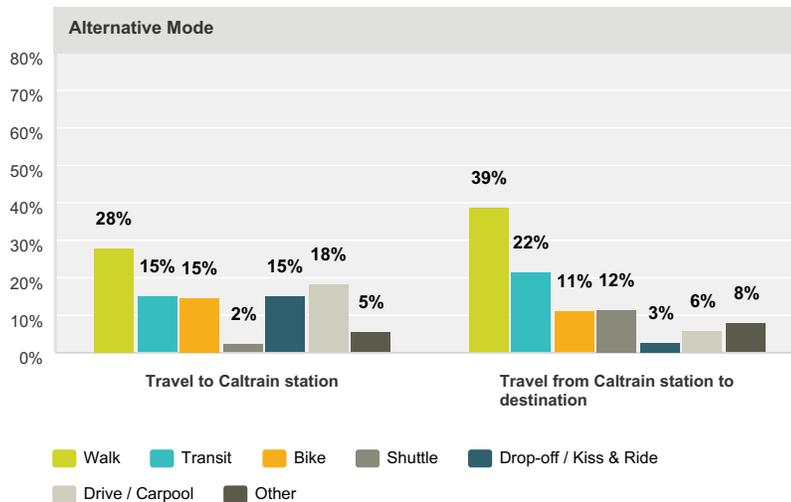
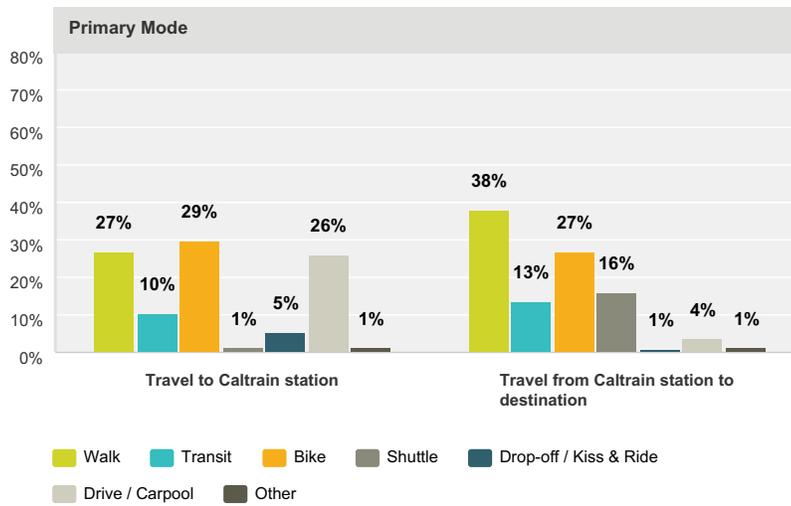
# Caltrain New Electric Train Survey – Phase I

Answered: 3,950 Skipped: 246

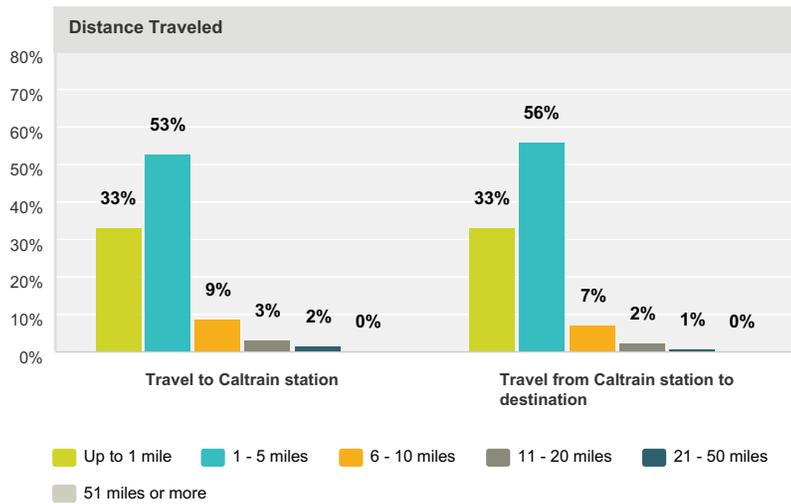
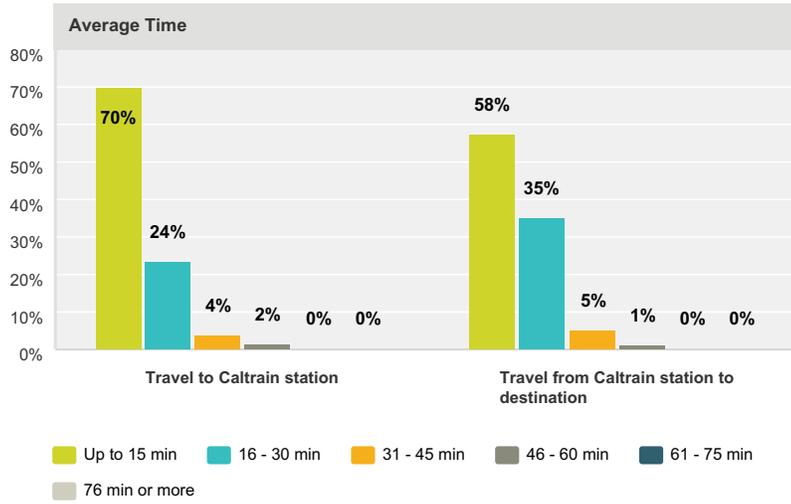


## Q5 Please provide the following information regarding your travel to and from the Caltrain station: \*

Answered: 3,601 Skipped: 595



# Caltrain New Electric Train Survey – Phase I

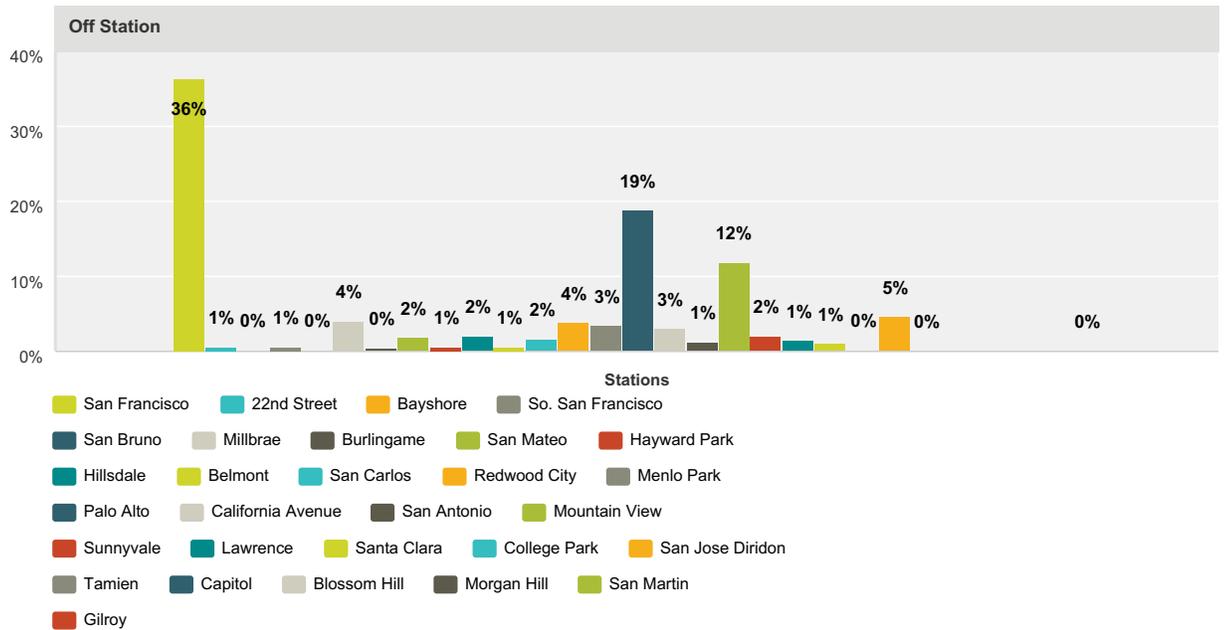
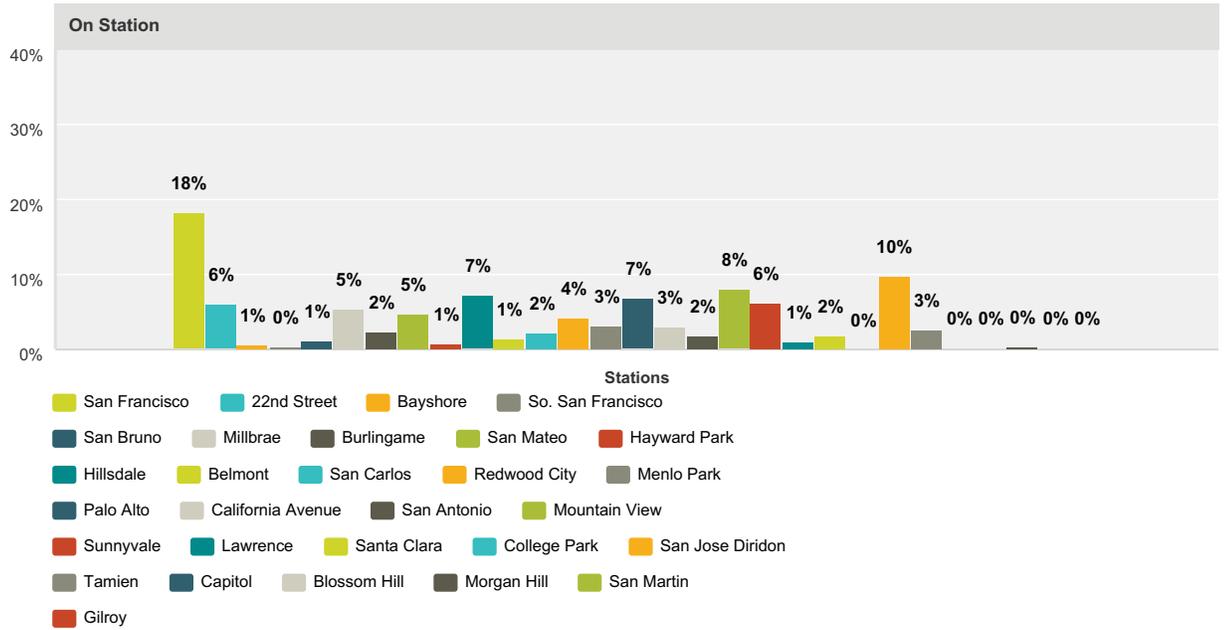


\* Responses showing "0%" mean that a respondent opted for the answer but there were not enough answers to roundup to the next integer number.

## Q6 On your most common trip, which station did you get on and get off. \*

Answered: 3,601 Skipped: 595

# Caltrain New Electric Train Survey – Phase I

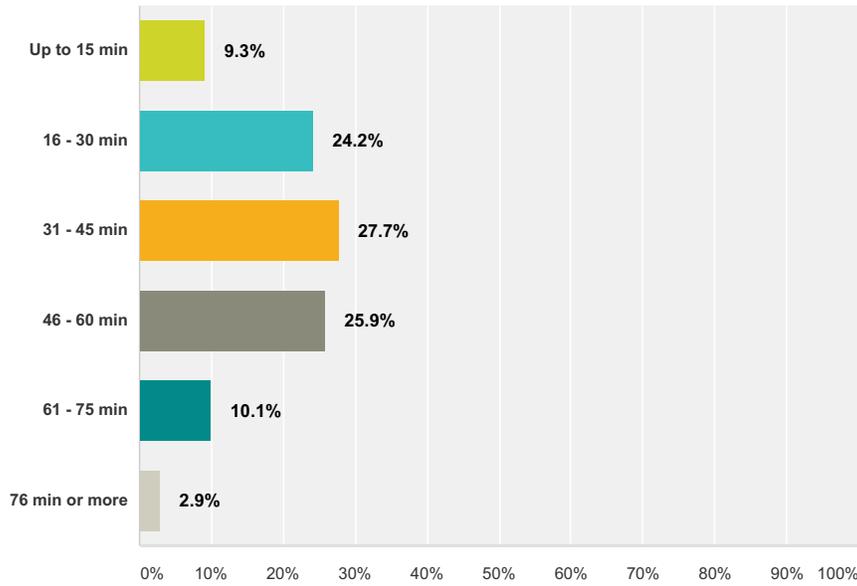


\* Responses showing "0%" mean that a respondent opted for the answer but there were not enough answers to roundup to the next integer number.

## Q7 On your most common trip, please provide the time you spend onboard Caltrain?

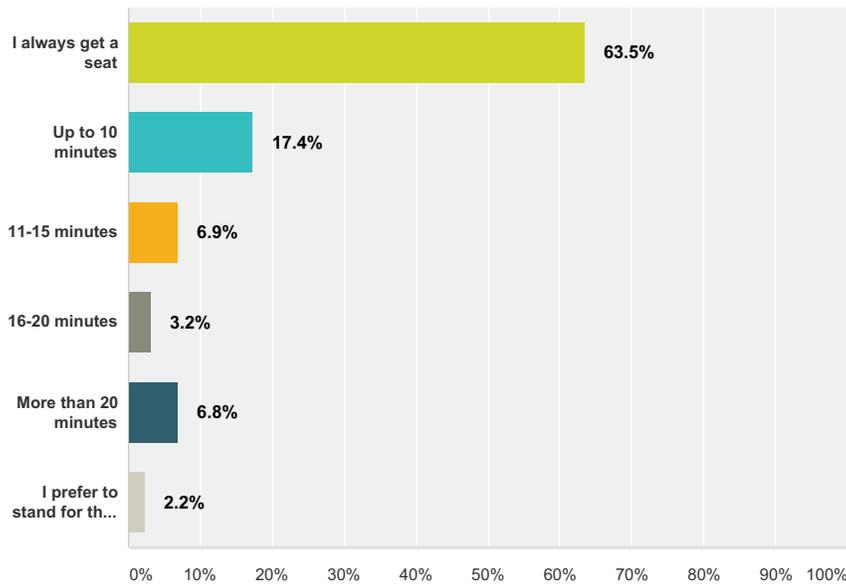
Answered: 3,601 Skipped: 595

## Caltrain New Electric Train Survey – Phase I



### Q8 On your trip to your destination, how long do you stand on Caltrain when you first board the train?

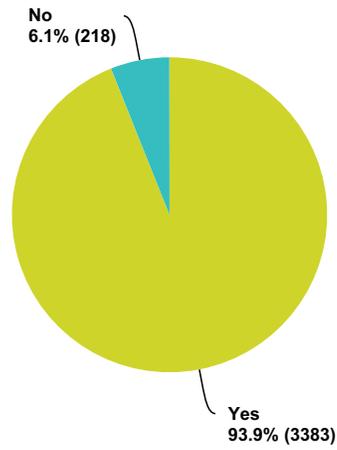
Answered: 3,601 Skipped: 595



### Q9 Do you usually make a round-trip on Caltrain?

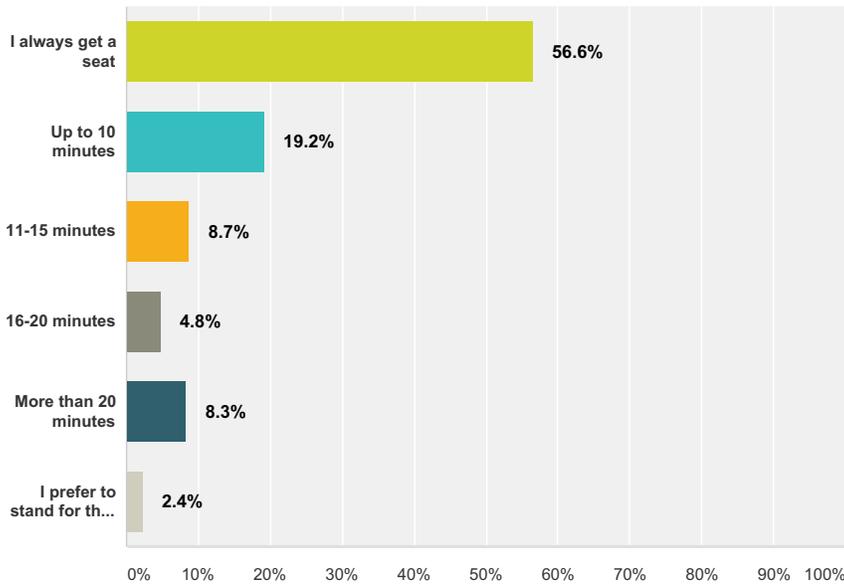
Answered: 3,601 Skipped: 595

# Caltrain New Electric Train Survey – Phase I



## Q10 On your return trip, how long do you stand on Caltrain when you first board the train?

Answered: 3,258 Skipped: 938

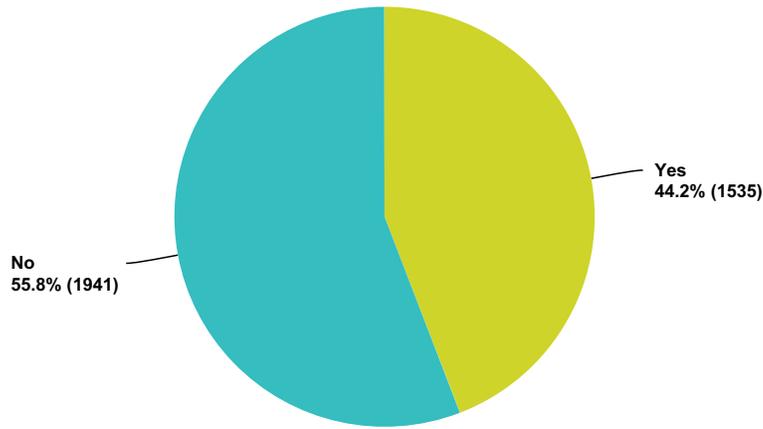


Starting Location (Q.11) and Final Destination (Q.12) ZIP code analysis were added to the end of this document.

## Q13 Do you ever bring your bike onboard?

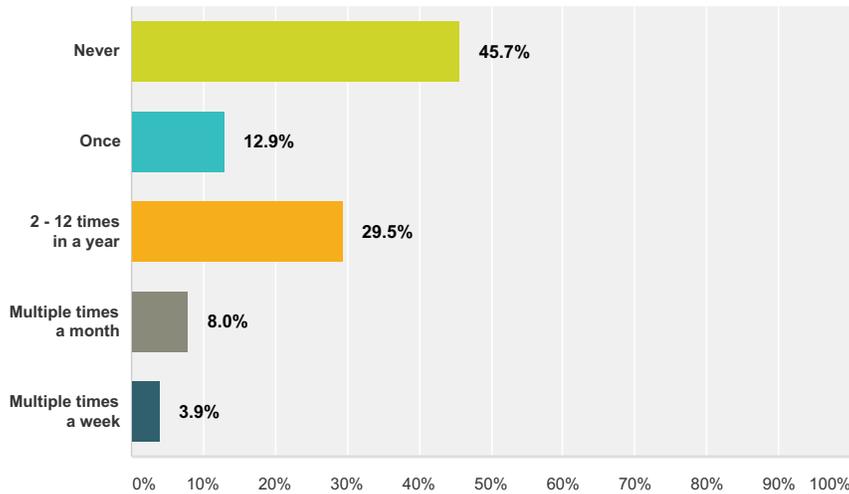
Answered: 3,476 Skipped: 720

# Caltrain New Electric Train Survey – Phase I



## Q14 In the last year, how many times have you been “bumped” or not allowed on the train with your bike because it was full?

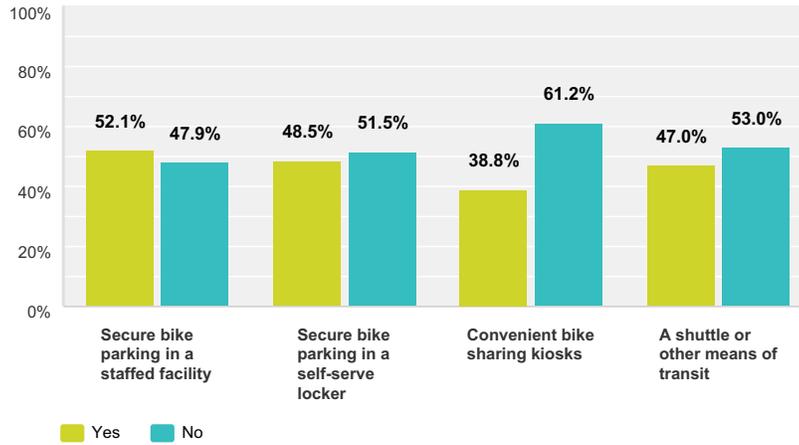
Answered: 1,527 Skipped: 2,669



## Q15 As an alternative to bringing your bike onboard Caltrain, would you consider using:

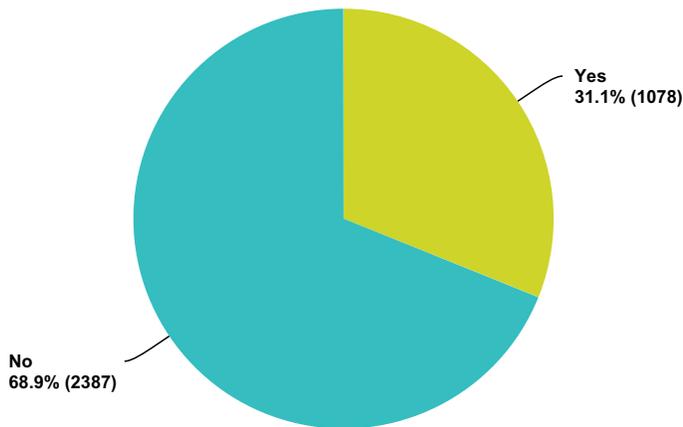
Answered: 1,527 Skipped: 2,669

## Caltrain New Electric Train Survey – Phase I



### Q16 Do you ever bring luggage or a stroller onboard?

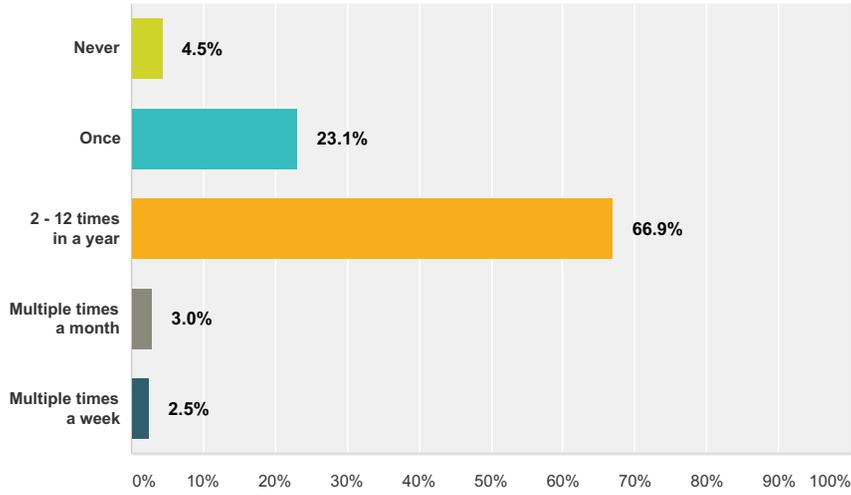
Answered: 3,465 Skipped: 731



### Q17 In the last year, how often did you bring luggage or a stroller onboard?

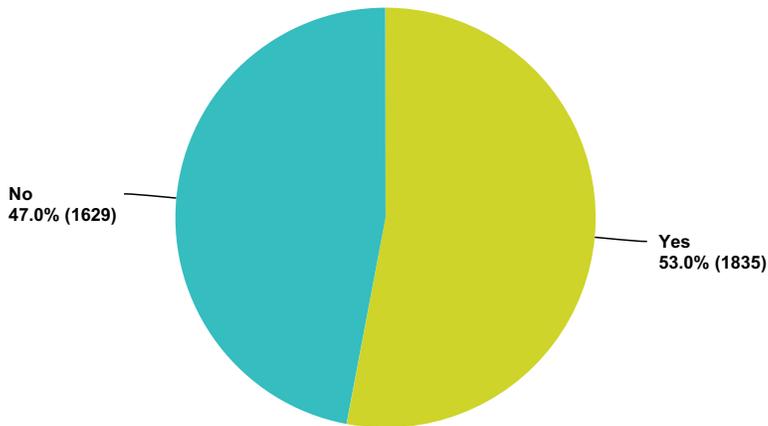
Answered: 1,077 Skipped: 3,119

# Caltrain New Electric Train Survey – Phase I



## Q18 Do you ever use the onboard bathroom?

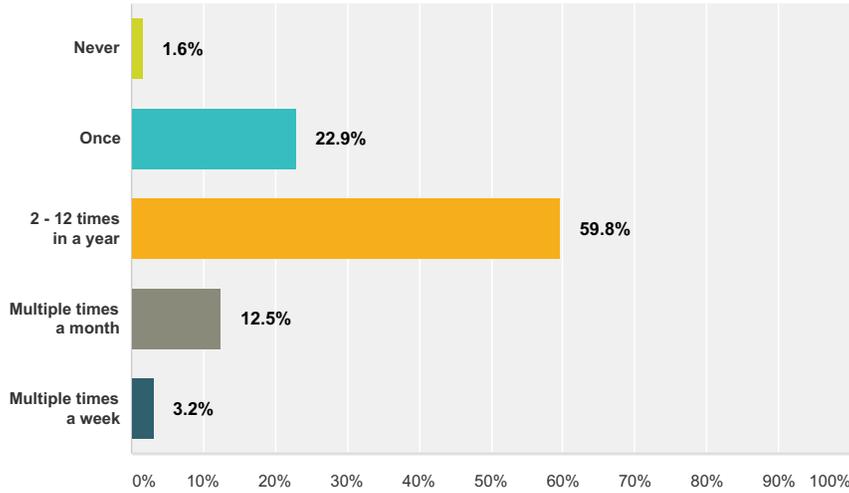
Answered: 3,464 Skipped: 732



## Q19 In the last year, how often did you use an onboard bathroom?

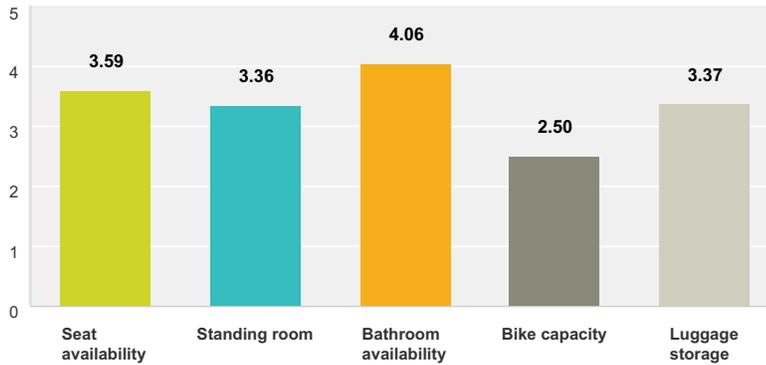
Answered: 1,835 Skipped: 2,361

## Caltrain New Electric Train Survey – Phase I



**Q20 Please rate your onboard experience riding the Bombardier car on the scale below (Not at all satisfied to Extremely satisfied). If the question does not apply, select N/A for Not Applicable.**

Answered: 3,398 Skipped: 798

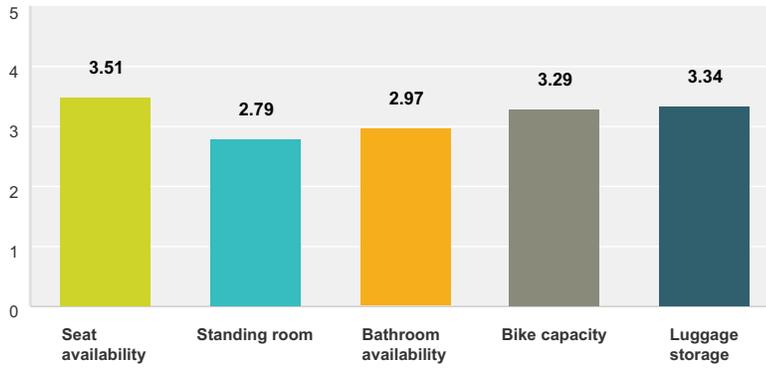


	Not at all satisfied	(no label)	Somewhat satisfied	(no label)	Extremely satisfied	N/A	Total	Weighted Average
Seat availability	5.62% 191.00	8.98% 305.00	24.96% 848.00	32.52% 1,105.00	21.31% 724.00	6.62% 225.00	3,398	3.59
Standing room	5.00% 170.00	11.65% 396.00	26.16% 889.00	25.04% 851.00	12.98% 441.00	19.16% 651.00	3,398	3.36
Bathroom availability	1.21% 41.00	2.68% 91.00	12.07% 410.00	21.16% 719.00	24.90% 846.00	37.99% 1,291.00	3,398	4.06
Bike capacity	14.74% 501.00	12.77% 434.00	12.63% 429.00	7.33% 249.00	4.56% 155.00	47.97% 1,630.00	3,398	2.50
Luggage storage	3.18% 108.00	6.18% 210.00	14.48% 492.00	13.30% 452.00	7.83% 266.00	55.03% 1,870.00	3,398	3.37

**Q21 Please rate your onboard experience riding the Gallery car on the scale below (Not at all satisfied to Extremely satisfied). If the question does not apply, select N/A for Not Applicable.**

# Caltrain New Electric Train Survey – Phase I

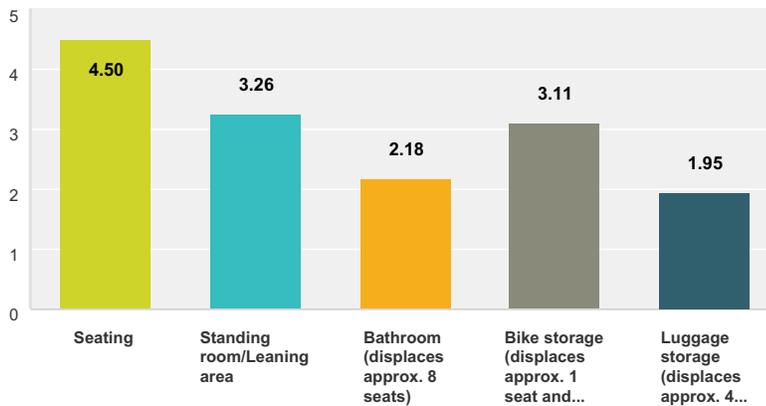
Answered: 3,398 Skipped: 798



	Not at all satisfied	(no label)	Somewhat satisfied	(no label)	Extremely satisfied	N/A	Total	Weighted Average
Seat availability	5.56% 189.00	10.77% 366.00	28.81% 979.00	34.31% 1,166.00	19.16% 651.00	1.38% 47.00	3,398	3.51
Standing room	13.51% 459.00	23.60% 802.00	26.34% 895.00	18.98% 645.00	6.36% 216.00	11.21% 381.00	3,398	2.79
Bathroom availability	8.18% 278.00	14.86% 505.00	20.78% 706.00	14.63% 497.00	7.45% 253.00	34.11% 1,159.00	3,398	2.97
Bike capacity	5.56% 189.00	8.77% 298.00	15.24% 518.00	17.30% 588.00	9.56% 325.00	43.56% 1,480.00	3,398	3.29
Luggage storage	3.06% 104.00	7.92% 269.00	17.86% 607.00	15.45% 525.00	8.24% 280.00	47.47% 1,613.00	3,398	3.34

## Q22 Please rank the following features (1 to 5) in the order that is most important to your Caltrain riding experience: 1=Most Important.

Answered: 3,476 Skipped: 720



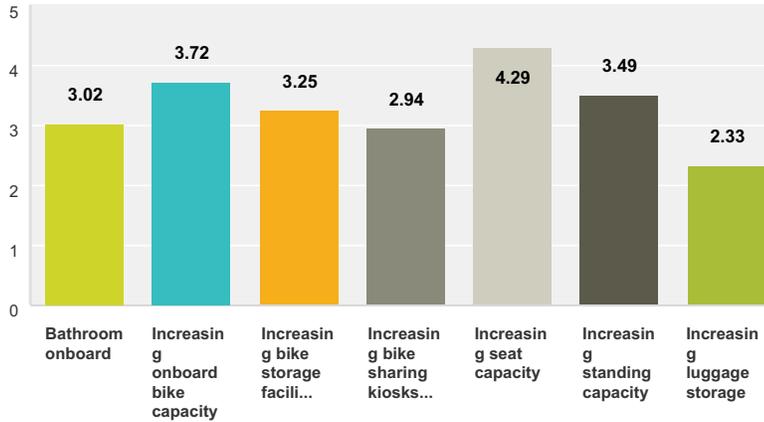
	1	2	3	4	5	Total	Score
Seating	65.51% 2,277.00	24.60% 855.00	6.39% 222.00	1.87% 65.00	1.64% 57.00	3,476	4.50
Standing room/Leaning area	3.97% 138.00	44.45% 1,545.00	31.50% 1,095.00	13.75% 478.00	6.33% 220.00	3,476	3.26
Bathroom (displaces approx. 8 seats)	2.50% 87.00	10.39% 361.00	23.68% 823.00	29.83% 1,037.00	33.60% 1,168.00	3,476	2.18
Bike storage (displaces approx. 1 seat and rider occupies 1 seat)	26.87% 934.00	15.16% 527.00	20.91% 727.00	15.82% 550.00	21.23% 738.00	3,476	3.11

# Caltrain New Electric Train Survey – Phase I

Luggage storage (displaces approx. 4 seats)	1.15% 40.00	5.41% 188.00	17.52% 609.00	38.72% 1,346.00	37.20% 1,293.00	3,476	1.95
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**Q23 Please rate the following statements about the features Caltrain is considering for the new electric trains between Unimportant to Very Important. If the question does not apply, select NA for Not Applicable.**

Answered: 3,476 Skipped: 720

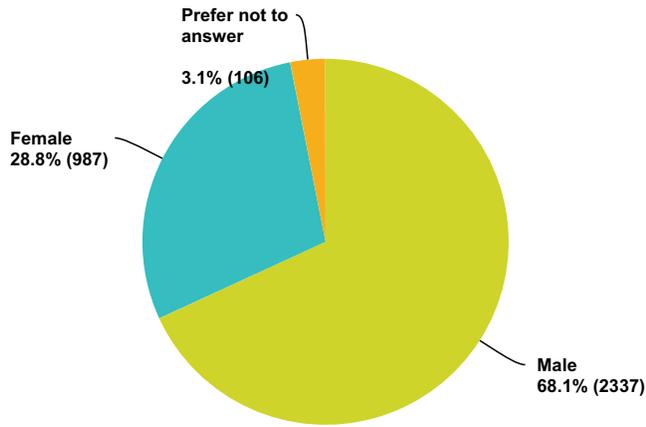


	Unimportant	(no label)	Moderately Important	(no label)	Very Important	N/A	Total	Weighted Average
Bathroom onboard	13.64% 474.00	19.45% 676.00	31.59% 1,098.00	15.19% 528.00	16.74% 582.00	3.39% 118.00	3,476	3.02
Increasing onboard bike capacity	9.78% 340.00	7.16% 249.00	18.93% 658.00	17.03% 592.00	37.69% 1,310.00	9.41% 327.00	3,476	3.72
Increasing bike storage facilities at stations	13.12% 456.00	12.14% 422.00	24.05% 836.00	17.00% 591.00	21.84% 759.00	11.85% 412.00	3,476	3.25
Increasing bike sharing kiosks at stations	17.06% 593.00	16.92% 588.00	24.08% 837.00	13.95% 485.00	16.00% 556.00	12.00% 417.00	3,476	2.94
Increasing seat capacity	1.70% 59.00	3.34% 116.00	15.65% 544.00	22.04% 766.00	55.93% 1,944.00	1.35% 47.00	3,476	4.29
Increasing standing capacity	5.06% 176.00	11.62% 404.00	33.06% 1,149.00	27.13% 943.00	21.40% 744.00	1.73% 60.00	3,476	3.49
Increasing luggage storage	23.62% 821.00	29.23% 1,016.00	28.68% 997.00	8.14% 283.00	3.16% 110.00	7.16% 249.00	3,476	2.33

## Q24 Gender:

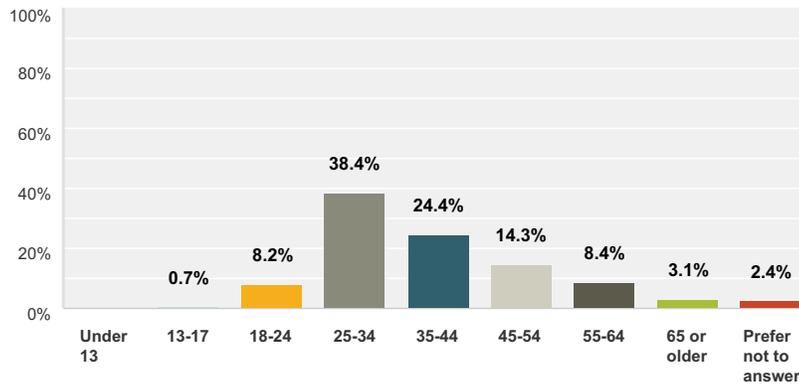
Answered: 3,430 Skipped: 766

# Caltrain New Electric Train Survey – Phase I



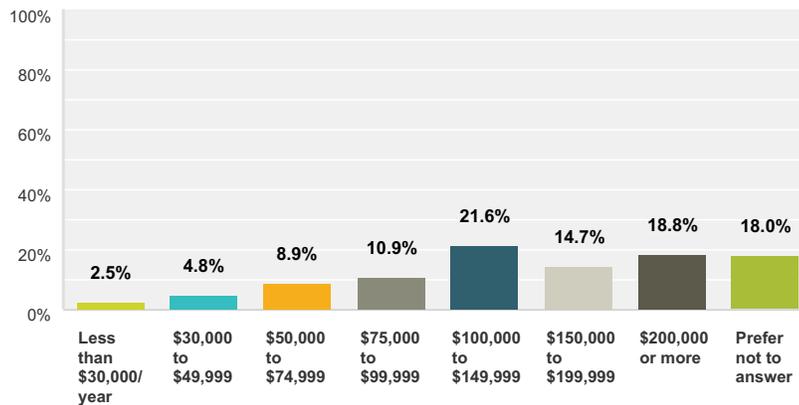
## Q25 Age:

Answered: 3,433 Skipped: 763



## Q26 Annual Household income:

Answered: 3,424 Skipped: 772



**Q.11 Starting location - ZIP Code**

(n=3,075)

Origin ZIP code	Count	Percent
94403	157	5%
94107	136	4%
94010	109	4%
94025	108	4%
94110	107	3%
94086	92	3%
94401	92	3%
94402	88	3%
94301	80	3%
94041	77	3%
94306	76	2%
94043	74	2%
95126	67	2%
94117	65	2%
94070	64	2%
94002	63	2%
94305	61	2%
95125	61	2%
94103	56	2%
95112	55	2%
94040	53	2%
94061	52	2%
94062	49	2%
94114	47	2%
94303	47	2%
94087	46	1%
94404	46	1%
94085	40	1%
94105	37	1%
94158	37	1%
94066	35	1%
94109	35	1%
95051	33	1%
95050	32	1%
94063	25	<1%
94030	24	<1%
94112	24	<1%
94115	24	<1%
94102	23	<1%
94131	22	<1%
94133	20	<1%
95123	20	<1%
95037	19	<1%
95110	19	<1%
95124	19	<1%
95128	19	<1%
95136	19	<1%
94108	18	<1%
94123	16	<1%
94065	15	<1%
94118	15	<1%
95014	15	<1%
94022	14	<1%
94080	14	<1%
95020	14	<1%
94089	13	<1%
95008	13	<1%
95129	13	<1%

**Q.12 Final destination - ZIP Code**

(n=2,307)

Destination ZIP code	Count	Percent
94305	296	13%
94107	206	9%
94105	139	6%
94025	115	5%
94043	105	5%
94103	99	4%
94301	76	3%
94063	70	3%
94304	70	3%
94041	69	3%
94306	67	3%
94111	61	3%
94104	39	2%
94022	37	2%
94403	34	1%
94086	32	1%
94085	30	1%
94102	30	1%
94080	29	1%
94065	27	1%
94070	27	1%
94089	27	1%
94040	26	1%
94401	26	1%
94010	25	1%
95110	25	1%
94158	22	<1%
95054	22	<1%
95113	22	<1%
94108	20	<1%
94110	20	<1%
94402	20	<1%
94303	19	<1%
95014	19	<1%
94030	16	<1%
94404	16	<1%
94035	15	<1%
94101	14	<1%
95051	11	<1%
94128	10	<1%
94133	10	<1%
94002	9	<1%
94109	9	<1%
95131	9	<1%
94061	8	<1%
94114	8	<1%
94117	8	<1%
95125	8	<1%
95192	8	<1%
94123	7	<1%
95050	7	<1%
95112	7	<1%
95134	7	<1%
94027	6	<1%
94062	6	<1%
95053	6	<1%
95126	6	<1%
94024	5	<1%

**Q.11 Starting location - ZIP Code**

(n=3,075)

Origin ZIP code	Count	Percent
95134	13	<1%
94134	12	<1%
95116	12	<1%
94116	11	<1%
95118	11	<1%
94304	10	<1%
95070	10	<1%
95117	10	<1%
94015	9	<1%
94027	9	<1%
94122	9	<1%
95035	8	<1%
95113	8	<1%
95120	8	<1%
95131	8	<1%
94005	7	<1%
94014	7	<1%
94024	7	<1%
94121	7	<1%
94124	7	<1%
95054	7	<1%
95111	7	<1%
94044	6	<1%
94610	6	<1%
95030	6	<1%
95121	6	<1%
95133	6	<1%
94111	5	<1%
95138	5	<1%
94127	4	<1%
94132	4	<1%
94608	4	<1%
94612	4	<1%
95119	4	<1%
95130	4	<1%
94609	3	<1%
94704	3	<1%
95032	3	<1%
95046	3	<1%
95060	3	<1%
95122	3	<1%
95127	3	<1%
95132	3	<1%
95135	3	<1%
94028	2	<1%
94101	2	<1%
94104	2	<1%
94309	2	<1%
94501	2	<1%
94606	2	<1%
94607	2	<1%
94611	2	<1%
94702	2	<1%
95139	2	<1%
92000	1	<1%
92112	1	<1%
93086	1	<1%
94019	1	<1%

**Q.12 Final destination - ZIP Code**

(n=2,307)

Destination ZIP code	Count	Percent
94115	5	<1%
94118	5	<1%
94124	5	<1%
94132	5	<1%
95035	5	<1%
94106	4	<1%
94026	3	<1%
94039	3	<1%
94087	3	<1%
94125	3	<1%
94309	3	<1%
95008	3	<1%
94005	2	<1%
94031	2	<1%
94066	2	<1%
94112	2	<1%
94113	2	<1%
94127	2	<1%
94129	2	<1%
94410	2	<1%
94608	2	<1%
94704	2	<1%
95015	2	<1%
95037	2	<1%
95070	2	<1%
95101	2	<1%
95104	2	<1%
95109	2	<1%
95111	2	<1%
94000	1	<1%
94001	1	<1%
94012	1	<1%
94013	1	<1%
94014	1	<1%
94015	1	<1%
94018	1	<1%
94020	1	<1%
94028	1	<1%
94034	1	<1%
94036	1	<1%
94037	1	<1%
94042	1	<1%
94050	1	<1%
94054	1	<1%
94067	1	<1%
94083	1	<1%
94088	1	<1%
94100	1	<1%
94116	1	<1%
94121	1	<1%
94131	1	<1%
94157	1	<1%
94170	1	<1%
94172	1	<1%
94205	1	<1%
94222	1	<1%
94300	1	<1%
94302	1	<1%

**Q.11 Starting location - ZIP Code**

(n=3,075)

Origin ZIP code	Count	Percent
94020	1	<1%
94031	1	<1%
94083	1	<1%
94084	1	<1%
94088	1	<1%
94096	1	<1%
94125	1	<1%
94130	1	<1%
94145	1	<1%
94205	1	<1%
94523	1	<1%
94526	1	<1%
94533	1	<1%
94534	1	<1%
94536	1	<1%
94539	1	<1%
94544	1	<1%
94545	1	<1%
94549	1	<1%
94551	1	<1%
94577	1	<1%
94582	1	<1%
94588	1	<1%
94703	1	<1%
94705	1	<1%
94706	1	<1%
94903	1	<1%
94920	1	<1%
94941	1	<1%
94965	1	<1%
94970	1	<1%
95003	1	<1%
95010	1	<1%
95023	1	<1%
95024	1	<1%
95033	1	<1%
95036	1	<1%
95053	1	<1%
95062	1	<1%
95066	1	<1%
95073	1	<1%
95085	1	<1%
95104	1	<1%
95148	1	<1%
95204	1	<1%
95406	1	<1%
95451	1	<1%
95762	1	<1%
96126	1	<1%

3,075

**Q.12 Final destination - ZIP Code**

(n=2,307)

Destination ZIP code	Count	Percent
94343	1	<1%
94380	1	<1%
94417	1	<1%
94490	1	<1%
94503	1	<1%
94538	1	<1%
94555	1	<1%
94601	1	<1%
94605	1	<1%
94610	1	<1%
94612	1	<1%
94709	1	<1%
94912	1	<1%
94956	1	<1%
95002	1	<1%
95012	1	<1%
95030	1	<1%
95040	1	<1%
95052	1	<1%
95062	1	<1%
95102	1	<1%
95117	1	<1%
95122	1	<1%
95123	1	<1%
95133	1	<1%
95139	1	<1%
95152	1	<1%
95241	1	<1%
95304	1	<1%
95306	1	<1%

2,307

- Cars are way over capacity. Far too many people. Why not run more cars per train? - Why not run more trains? Seems like demand could accommodate that. - My home stop is Santa Clara. Please bring at least one faster train each morning and evening. There are a lot of people waiting for every train at peak commute times.

- Need more obvious signs that people don't have bikes should give priority to bikers on bike cars. - The older trains are absolutely dangerous to bikers especially at near capacity. Should have some straps around for holding to keep people from moving around too much in the bike cars - vertical bike parking. It's much easier for us to get our bikes out if we have individual spots rather than the stacking bikes in front of each other. - put the clipper card scanner inside the trains near the exits or put more obvious signs outside to tag off or put the scanners at the exit of the station instead of random places.

- Our trains should be shorter, smaller but come more often. Look at the subway/train systems in Japan - always on time, come every 5-10 minutes, but they're typically shorter and smaller. They also are focused on how many people can fit/sit/stand in the train, rather than on bikes/luggage. There's also no bathrooms. Simple efficiency. I would take CalTrain more often if trains came more often and got me to my destination faster. It's very rare that I have heavy luggage or a bike with me because I would just want to go shopping in the next town or go to the city for a day.

- Would like level boarding, would be very helpful for seniors and people with disabilities. - Audible indicator to find Clipper machines for visually impaired passengers. - Audible indicator of location of train entry doors, should be easily locatable by listening to audible cues (again for visually impaired passengers). - Be careful if you add stanchions for standing passengers, be mindful that they should not be a hazard for visually impaired passengers. - A blind person needs to be able to locate a seat quickly before the electric train accelerates at fast rate. - Station announcements need to be clearly audible so that you know that you're at your stop (but not deafeningly loud). - It would be nice to state the direction of the train in the real-time station announcements. - Another benefit of level boarding, for a visually impaired passenger, is not worrying about colliding with the mini-hi. - Please keep the train horn less loud by positioning it towards the bottom of the train, as they are now rather than on top. - Keep comfortable seats like the ones we have currently, with the headrest and good cushioning, and lumbar support. - would be nice if conductor could tag the clipper card onboard as a courtesy for people with disabilities.

#1: Power outlets #2: wifi #3: snacks/drinks cart or service

#8 is a badly phrased question. I always sit if there is a seat available, but there often is not so I have to try to stand (which is very difficult on most of the trains).

(1) I have a recumbent bicycle. I would use Caltrain more if I was allowed to bring my bike on the train. (2) Please survey riders about what they would like the new trains to look like. I would love to have trains that look vintage or look steampunk, rather than something sleek, modern, and soulless.

<3 Caltrain.

•Please keep the onboard bathrooms CLEAN! •Allow Clipper tag-on & tag-off on the train, or at least spread more Clipper terminals at the stations. •WI-FI for God's sake! Geez! Before it goes out of style. •Mobile device charging outlets (110 vac electrical outlets). •Coffee/juice/Chron service during morning commute; martini service during the afternoon commute. (Maybe the upper deck of one car could be a lounge. You could start with the Baby Bullets) •Repair the roadbed in places so that the trains don't lurch from side-to-side quite so much.

1 more car with at least + 1/2 car of bike would be great!

1) can you add more cars to each trainset 2) really like having the bathroom availability on the bombardier cars

1) Considering that most stations have no toilet facilities, it's very important that they be available on the train. Maybe not one-per-car like the Bombardiers (although that's very convenient indeed), but definitely more than one-per-train as is common for the gallery cars. The smell of a gallery car bathroom by the end of the night is usually revolting (and sometimes overflowing), and it sometimes the odor seeps into the cars adjacent to the car with the bathroom. 2) I would be greatly appreciative if you considered those of us of "greater than average stature" in your bike planning. I am unable to ride the Bombardier trains with my bicycle as its wheelbase is too long to be accommodated (I use an XL sized bicycle frame, and even that is realistically too small for me... but there's no way an XXL will fit); on a gallery car, this is not generally an issue. Since I can't predict which train will arrive, I generally just skip travelling altogether. This doesn't help your farebox revenues nor does it help me feel good about the system. A suggestion of "use bike sharing" is not helpful since those bikes are realistically too small to ride for me and the point isn't to do shopping and such on my bicycle; they tend to frown at off-road riding on those things.

1) Existing and new cars have more capacity for bikes if the storage configuration could be optimized and the conductors were more cooperative (instead of just counting to 40); 2) If Caltrain ever does connect with the Transbay Terminal, some of the bike demand will ease; 3) whatever you do, optimize frequency of trains and timeliness--these are real limitations.

1) Gallery cars should be scrapped - single door loading is too slow, no room to maneuver in aisles, difficult to access upper levels, very small nasty bathroom. 2) Unpredictability of loading a bike on a popular train is HUGE reason NOT to ride. 3) Need scheduled service at major stations on 20 min headway MAX all day.

1) I wouldn't be on CalTrain for commute to work if I couldn't combine it with a bike (or possibly shuttle, but that's very unlikely to be possible to home or work) to get to and from the station. walking to nearest SamTrans, then riding the bus, takes too long. Bike+train is only one connection. 2) We do sometimes use CalTrain for recreation. We almost always bike to the yprtrain, and often take them onboard. 3) I'd be more likely yo use Lawrence station if it didn't nearly double my cost. Have you considered distance-based fares, rather than zones?

1) The Bombardier cars have more seating capacity but seats are cramped (knees bump together when seats are full). 2) I often bring along a kick scooter (Razor A5), but the Bombardier cars provide no good place to put it -- the older cars are much better, with either the luggage rack on the lower level or the central luggage shelf on the upper level.

1. let's get going with the electric train already, the sooner the better 2. consider to build smaller car, and add cars to accommodate crowded runs, and remove cars during off peak time 3. line track corridor with solar panel for immediate usage, and reduce transmission loss 4 build well insulated cars to conserve heating/cooling 5 current ambient temperature is usually too cold 6. provide wifi 7 use electric regeneration to slow train (may be already done) 8 when will it happen, let's do it pronto!

1. All cars need to have bike racks 2. There should be 25% bike capacity to account for future demand.

1. bike sharing: the current system only makes sense financially if there is a kiosk at both the train station and at the final destination. For example, I have a regular 1-hour appointment in Palo Alto's Midtown area, but there is no Midtown kiosk (that I know of), so the bikeshare pricing structure makes it prohibitive to use bike sharing for that appointment. 2. I have a bike locker at the San Carlos station. It works well for my commute, but I need to take my bike onboard for some errands (some of which are weekday) because there are no good alternatives at the other end. 3. Standing room: I have not been on a full Bombadier (new) car, so I can't comment on its capacity. I sometimes take the #269 (which uses the old cars) to come home, and it is painfully full by the time it gets to San Carlos. Getting from my seat to the doors is typically unpleasant (vaguely so when there's no Giants game, moderately so when there is a Giants game). 4. If there is anything that the cars can do to smooth out the ride, I would rank that as a moderately important feature. There are a few spots between San Carlos and Mt. View that are quite bumpy. (Though maybe it would be better to just fix up the tracks?) 5. THANK YOU. My commute would not be tolerable without Caltrain.

1. Fix the Caltrain - SFO connection: 1a. Caltrain users should be able to go to SFO on the same ticket 1b. furthermore should not have to change Bart trains to get to the airport). Right now, it is a nightmare to try to go to SFO from Palo Alto using Caltrain and Bart (and it is expensive). 2. Fix your pricing system --the current zone system penalizes heavily users who travel short distances but cross 2 zones because of the arbitrary zone cut offs. Use a mileage pricing scheme and collaborate with other agencies like Bart (if you want to attract more riders, create the economic incentives for them to switch)

1. I specifically plan my commute to avoid peak times; during peak hours and giants games, riding caltrain can be extremely uncomfortable, and impossible with a bike. 2. Bathrooms on the Bombadier train often have a strong smell. This should be fixed.

1. Please add wi-fi to the trains! This is an extremely important feature that has been overlooked for too long. It would add so much productivity to people's commute. 2. There are not enough northbound bullet trains in the morning. Please consider adding an extra bullet between 319 & 323 and 1-2 extras after 329.

1. Train travel to SJ or SF takes a lot longer then Bart per mile and costs more with less frequency. 2. Many Train surface street crossing are unsafe at "moderate" speeds. Large locomotives cannot stop in time to avoid objects on the track. Consider a "light rail" type of transportation system with the electrification project with a more frequent train schedule. Safer crossing speeds is acceptable even if the total travel time is increased. 3. Bathrooms are needed on the trains because there are no bathrooms at the train stations and the travel times are well over an hour. Have you noticed.... BART trains don't have bathrooms on them, but each train station has bathrooms if one was needed.

1. We need adequate storage for backpacks at every seat. Bombardier cars have unusable space in the overhead rack. 2. Make sure to use vacuum toilets like they use on airplanes. They control odor better than recirculating toilets. Toilets on the Bombardier cars are very good.

1-2 bathrooms per train is fine. Does not need to be every car. People over luggage and bicyclies. Riders should not have to stand because a cyclist gets both a seat and a bike parking place on the train.

2 comments: 1. The arrangement of seats in Bombardier cars is inefficient because there is no leg room when the seats are all facing each other like a group. Gallery cars have all seats facing the same way, so your feet go under the seat in front. All seats get filled and space is used more efficiently. 2. If 22nd st. had secure bike storage, I would not need to bring my bike on the train. I can't leave it at 22nd street because it will be stolen for sure. So, I ride 2-3 extra miles out of my way to 4th street in the morning for this reason. I have been biking and riding caltrain for 9 years, and I mention this in the survey every year.

A bullet train to South County would be nice.

A consideration which wasn't mentioned but I feel is important is the comfort of seating. The newer train cars have seating suitable for short distances, but not comfortable for longer rides and for that reason I avoid those trains. I work long days and enjoy an opportunity to nap on my return trip. While this obviously can't happen if I can't find a seat. Less obviously it can't happen if the seats all face each other and there isn't enough legroom or a headrest. If at some point there are no comfortable seats available on the train, I will stop riding it. I've been riding the train virtually every work day since 1997.

A dining car or a car with food/drink machines with seating would be a welcome addition. Thank you for your outstanding service. CalTrain saved me thousands when I was working and travelling between San Carlos and San Jose years ago and allowed me to read many, many books as well; for enjoyment and for work. I'm glad to see that you are doing well.

A direct train from San Jose to San Francisco with lesser cars maybe would be awesome!

a few baby bullet trains should stop in santa clara

A few more regular bike racks at the Mt. View station might be nice.

A high-tech train with WiFi is preferred. Also some way to combat bike possible onboard bike theft.

A lot of people travel from the south bay to San Francisco. It would be great if there is an express train making stops at San Jose - Sunnyvale - Mtn View - SF This would cut the commute time significantly and increase Caltrain ridership as people taking cars would begin to opt for Caltrain.

A new system to secure bicycle on the train would be appreciated, as well as secure and more and better bike parking at all stations.

A smoother quieter ride is most important. Please add WiFi.

A) Need more bike room onboard. I need my bike at both ends of my commute, and a rental bike would not fit me as I'm tall. Even if it did, I wouldn't want to rent a bike, I would want to use my own bike. B) seating is important -- I use the time on caltrain to work on my laptop -- it is what makes the ride efficient. If I cannot sit and work, it would be a total waste of my time. To that end, in the bombader cars the seats with tables and power are \*EXCELLENT\*. more of those please! In the galley trains, I can only use the seats that are facing each other. The single row seats are too cramped and I cannot use my laptop in them, so I never sit in them. C) WINDOW SHADES!!!!!! The new trains needs to have retractable window shades (50% shade cloth so you can still see through them some when down). Half of the train is unusable in each direction because direct sunlight through the windows makes it hard to use a laptop (and is often uncomfortably hot). pay attention and you will notice that many regular commuters will only sit on the shady side of the train in each direction so they can work. Every commuter train in Europe has window shades and it is a constant source of frustration that caltrain does not have this simple sensible feature. D) Two entrances per car --- the bombadiers are far more efficient for loading and unloading, especially for bikes. E) Even the galley cars get filled up with bikes. Every train car should have some room for bikes -- which would also speed up boarding times as there would be fewer bikes on each car trying to board (watch the process at mountain view some day....)

Ability to work on the train is key for me, so seating is most important. If service is very frequent, bathroom is less important (I can get off at next stop). I don't use a bike, but I believe it is important. Many people I know only need bike on one end, so bike storage should be encouraged.

About bike sharing: it's only useful if there are bike sharing stations at the final destination, not only at the Caltrain station, and this is not at all the case in the Peninsula, or anywhere outside downtown in San Francisco.

Absolutely must designate the at-grade crossing at Alma in Palo Alto an official Quiet Zone. Per federal law, Alma meets all the safety requirements even without the train horns to meet federal guidelines to become a Quiet Zone. Please do this without delay. Since all the safety protocols are in place, this would be an essentially zero cost to the City of Palo Alto and to CalTrain. Thank you for taking care of this!

Add a bullet train after 7 pm NB--would be tempted to take train off peak if they didn't take 1.25 hrs to get from MtV to SF

Add more bullets during commute hours that stop in San Mateo. Add more cars or more seats to bullet trains so I can get a seat.

Add more trains during 7AM - 10 AM, 4PM - 7 PM window. Plan for more parking spaces at bullet station stops. Consider adding more trains to Gilroy (after electrification).

Add some more cars! Keep the single seats! Also, make more announcements about loud conversation on the train, whether it be on the phone, or talking to the person you are sitting next to.

Add WiFi too - it doesn't take up any seats!

ADD WIFI YOU FOOLS!!!

Adding WiFi access should be a top priority for all trains.

additional concessions such as WiFi and a beverage cart would likely be successful.

Additional needs: - Wifi (free or for fee) - Quiet Car - Plugs at every seat

Additional trains out of Gilroy in AM; Additional trains headed to Gilroy in the PM.

Additionally, an improved ability to walk between cars would be nice and would help improve the chances of finding a seat.

Afternoon capacity needs increase more than AM capacity, for the times I travel

All cars need to be bike cars, so everyone can board at all doors. There should be 20% bike space onboard. Thank you.

ALL cars need to have bike racks, and there should be 20% bike capacity to account for future demand.

ALL cars need to have bike racks, and there should be 20% bike capacity to account for future demand.

All cars should have bike racks. There needs to be 20% bike capacity.

All new cars should have room for bicycles. Spreading bicycles across the train will decrease loading and unloading times, and allows cars to be moved between trains (for maintenance, etc) without affecting bicycle capacity.

All of the ADA concerns regarding upcoming electric trains concern visible disabilities (i.e. physically challenged people) and not 'invisible' disabilities (deaf, hard of hearing, people with poor vision issues, cognitive challenges). The RFP should include accessibility features such as Visible Alarms (not just audio alarms), Legible Next Destination billboards WITHIN the train, etc. Focusing upon physical disability passengers is not fulfilling the promise of accessible transport for those with disabilities which do not entail physical challenges.

**ALL SEATS MUST FACE IN THE SAME DIRECTION!**

All seats should have at least two armrests

All your questions are about ridership. There are a number of concerns about Traffic congestion due to train traffic. How can this survey address those issues? What about under grounding and lessening the cross traffic?

Almost every single trip I take, I bring a bike on board. Work commutes & weekend trips. If that accessibility is compromised enough I might be forced out of riding the train.

Along with improved seating, I hope Caltrain would look into adding more stops to stations south of downtown San Jose. There are two stations that are closer to where I live, but I chose to drive to Tamien because not many trains travel south.

Also important: Increased train frequency, (paid) WiFi service, power units at all seats

also would like safe and free wi-fi, electric outlets and usb power ports available to maximize ability to work while travelling.

Although I am an infrequent user of Caltrain, my high-school aged son is using it to commute to school every day. He would be interested in riding his bike to the station but is not sure of the availability of bike storage and/or capacity on the train. (Also, I am not happy with bike safety in downtown San Mateo). It would be great to see a coordinated plan that both improves downtown bike safety in all the corridor cities and also increases bike capacity. If bike sharing were available, I might use that option for my trips as well.

Although I never bike, loading bikes takes forever and often causes delays, especially when they're full. That should be sorted out. Also, I prefer the seat configuration in the older trains

An additional concern is the time it takes to both disembark and board the train. The gallery cars are especially bad since they have only a single door and more steps to go up. Also, loading of disabled persons particularly slows down the train. Level boarding would seem to be a priority to increase boarding efficiency and decrease the time spent stopped in a station.

Any decision to add bike capacity at the expense of seats should be subject to Title XI analysis.

Any discussion of increased frequency during peak times?

anything that can speed them up would be great. Also bathrooms really are important to have - especially when you've been stuck on a train which hit someone.

As a biker, I often feel like a second class citizen on Caltrain. I'm often denied access and conductors enforced rules very inconsistently. I really appreciate when conductors ask non-bikers to leave the bike car for bikers, but few do that. It would also be nice if more conductors had tags for bikers who need them, as that creates a great deal of stress in the cars when bikes have to be moved around in a crowded car to allow people to get out. more and more people are riding bikes, and need them on both ends of the trip so storage is NOT the answer for many of us. I hope Caltrain will consider adding more bike cars and will encourage conductors to treat us like all of the other fee paying customers. We are simply trying to be good stewards of the environment and would appreciate Caltrain's support of us!

As a cyclist, I am sick of getting bumped. I am also sick of being forced to stand in the bike car while non-cyclists rush in first and take all of our seats, even when space is available in non-bike cars.

As long as restrooms are not available at all BART stations and Cal Train stations (which is outrageous --- they say they are closed "for security reasons" but we know they are closed so people don't shoot up in them and because they don't have the funds to pay people to clean them), bathrooms will be a NECESSITY on Cal Trains. There are no bathrooms on BART trains, and I know that when I get to my destination station on Cal Train, it does not have a bathroom. There are few public restrooms in the Bay Area to use without paying for food in a restaurant, etc. So those restrooms on Cal trains are very important to lots of us who spend very large periods of time traveling.

As ridership has significantly increased, please add more trains. When doing so, please do not ignore farther-South stations, such as Blossom Hill, as there are more and more passengers boarding these stations. Baby-bullets should also be available to those stations, not just from the San Jose stations (where parking is expensive and is not always available). Please also coordinate with organizations that provide shuttle service as the shuttles have become crowded and overloaded, and there's no even room for standing passengers.

As silly as it sounds, some people just don't know how to share public transit. Perhaps, Caltrain may consider some in house "how to have a better Caltrain" experience videos. Make them fun like the Virgin in-flight information video. Also, stations need platforms should have marking for the luggage cars. Many people are visitors to the Bay Area and don't realize that there are luggage cars. That said, platform communication needs to improve overall. Lastly (I've been saving all my rants for an opportunity like this), Caltrain should model their ticket and clipper card ticketing system after the ones that VTA has (at least at the Mtn View light rail station). It's the fastest way I've found to add cash to my clipper card. Thanks! - a NYC transplant and public transportation advocate.

As we move towards the future, more and more people will begin using bicycles as an important part of their commute, so it is imperative for Caltrain to preemptively embrace these commuters before it's too late and the situation becomes untenable.

avoid seats that face each other. these become foot rests. shoes on the seats are a health hazard and disgusting. the older style cars avoid that, the Bombardier cars have nothing but shoes on their seats. Conductors never enforce the no shoes on seats rule.

Bathroom in every other car is acceptable, but not less. Bike capacity should not be reduced from current 80 bikes.

Bathrooms are not needed in my opinion, configuring the cars like a subway car instead of a commuter car will increase standing room significantly

Bathrooms are very important for pregnant women, children, and others (from time to time). Makes the trip much more pleasant if needed. I know this isn't the question, but more frequent trains would also be great.

Bathrooms in every car on bombardier usually means every car smell like a bathroom.

bathrooms not an issue if I have bathroom access at the station. SF caltrain is a nice place to get off because it has water fountains and restrooms readily available (albeit a bit small for the demand it is supposed to meet)

Because I travel for my commute, I prefer a train layout that maximizes quiet so I can work. The upstairs seats on the older train design seem to do a much better job of that than the seats that face each other. It would be nice to have specific areas for people who need to be on the phone or want to have loud conversations with their travel partners.

Because of limited bike capacity, I avoid bullet trains. It is also very annoying when people who don't have bikes sit in and above the bike area. I don't even understand why people want to be in a mess of bikes if they didn't bring a bike on-board.

Been riding since the 1960s. It'll be nice to see upgrades commensurate with the businesses and universities in the area. I HOPE SCHEDULE CHANGES WILL FACILITATE TRANSFERS FROM AMTRAK, LIGHT RAIL, ETC.

Being able to bring bikes on the train is really important and isn't replaceable with bikeshare / lockers. I bike to both endpoints, and often go other places in-between. I also often will get off at say Millbrae heading NB, and then get on at 22nd heading southbound. This makes bike lockers not very helpful.

Being on time.....

Better announcement system. Some announcements are hard to understand.

Better broadcast of train arrival times beyond just the station displays would be great. Overall, I enjoy riding Caltrain. Thanks for always working to make the system better!

better faster cheaper! You have ideal geography for your transportation system, a good demand and a greater (10x easily) potential demand (when its better faster cheaper!).

better internet visibility into either actual or projected passenger counts on a given train would be nice ... waze for caltrain or something like that

Better luggage facilities (loading/unloading from/to platform and storage onboard) and good connections to SFO and SJC might increase use of train to airports.

better on-time performance

Better to have more trains with more departure options than higher capacity trains. Also, more parking at stations like Mountain View, Sunnyvale and San Jose.

better transfers with VTA lightrail are important

Big difference between cellular reception between the Bombardier and Gallery equipment. Worth investigating, especially if wifi isn't planned.

Bigger issue for me is frequency; if the trains came more often during off hours, it wouldn't be such a big deal to miss one, and I would be far more inclined to ride rather than drive!

biggest need is more frequent trips between Burlingame and SF

Bike + Train is very environmentally-friendly, healthy, and scalable! Please don't reduce bike capacity.

Bike capacity is a big problem in particular on the Bombardier trains. New electrified trains should address this issue.

Bike capacity is becoming increasingly crowded in the time I have been using Caltrain. Extra on board bike capacity would be very welcome.

Bike capacity is super important, and not necessarily fixed by secure storage on either end. I often need my bike at work for errands and or just getting around the campus.

bike capacity on the train is very important because of how long shuttles and transit take to go the last miles to destination. I would take them but it takes me 2-3x longer than biking to destination (wait is long for bus/shuttles, too many stops, route is long, doesn't stop near work, etc)

Bike cars should be segregated from passenger cars so non-bikers do not take up space/seats in bike car. Have more than one door per car for on/off traffic; this increases standing area and time efficiency!

Bike cars take less passenger than regular cars. Increasing bike capacity will reduce number of actual passengers served. MORE WILL DRIVE!

Bike kiosks are often problematic because there is no kiosk near my destination or the nearby kiosks are full during rush hour. Above all, what I want are more frequent trains to San Carlos. For much of the day, and all weekend, they are hourly, which is far too infrequent.

Bike layout in the Bombardier cars is horrible, I groan every time I see one. The rows of seats between bike racks are part of the problem they make it tough to stack bikes in station order, just take them out or move them to one end.

Bike riders often get bumped because there is not enough room to store bikes.

Bike ridership in SF has grown 90%+ in the last 6 years. Caltrain ridership seems to have grown, too. More bike room onboard will make everyone's lives easier and happier. Thanks, Caltrain!

bike ridership is only going to continue to increase as a percent of total riders, so at least 20% of capacity needs to be dedicated to bike racks, with the flexibility to add more if necessary

Bike seating with the ability to see bikes is slightly preferred. Giants fans crowding onto bike cars and harassing bicyclists and their bikes is infuriating, so more standing space on non-bike cars.

Bike share and storage is only part of the solution but cannot alone satisfy demand.

bike share is pretty much useless on the peninsula (not enough density or mixed use). maybe charge a small fee for bringing a bike onboard.

Bike sharing at SV destinations would only work if bikes could be taken to offices and left there all day. Otherwise it is not a viable option. For restrooms, why not have one per two cars? People can move from car to car as needed.

Bike sharing won't work well on the Peninsula unless there is a huge investment. I strongly urge valet bike parking at the major stations.

bike should be allowed to board first as we have to secure our bikes then find a seat - due to this we have less of a selection or no selection of seats - only two cars are bike cars (much better than when we only had one) also we get yelled at because we are still loading, after the non bike people have boarded, and the conductors want to stay on time - a suggestion, beside letting the bike board first, would be to make all of the doors on the bombadiers bike cars like the handicap doors (the post is in the middle which allows loading bike on either side - when I boarded at 22nd and the mini bullet train I got bumped several times and usually took several stops to get a seat - that is why I take the local train now -- now on another subject - the Bayshore station has little cover from rain and wind, which is always present

Bike storage needs to be increased significantly; bike commuting will increase in the coming years and the current setup is woefully inadequate. Thank you.

bike travel is not a passing fad it is a viable alternative to driving. train travel is too!

Bike vs people capacity: encourage bike riders to (1) store their bikes in lockers at stations, or (2) give priority to folding bikes taken on trains at full capacity. Or, make cyclists pay a surcharge for a full-size bike carried on during peak trains. (Southwest Airlines requires 'persons of size' to purchase a second ticket for an extra seat -- refunded if the airplane is not at full capacity.)

Bikers like to stand.

Bikes are nice to see on board but the point of the system is to move human beings. Bikes should be accommodated through a bike sharing program. Bicyclists should be encouraged to use this accomodation through reduced round trip fares or "ride 10 get one free" type discounts, discounts offered by bicycle retailers or other inducements to use bike sharing. Contrary to the beliefs of a few bicyclists, driving to Caltrain is not evil. It is a physical necessity for those who cannot survive on a bicycle.

Bikes are the best way to get to/from the train from any moderate distance. The newer bombardier trains are so unwieldy for bikes, even on trains that are not very full! Also, please encourage pedestrians to board and sit elsewhere. They are a frequent cause of delaying the boarding (or getting off) of the bike car!!!

Bikes are the most important "last mile" connection option for Peninsula communities - the main areas serviced by Caltrain. As a local govt worker, I know how Peninsula/South Bay cities are rapidly recognizing the need to expand and improve their bike facilities. Public transit options are not (and are unlikely to ever be) as robust as in SF, and bike share will never be the best/only solution. To best serve it's client base and partner with the efforts of local communities, Caltrain needs to think about planning not just for existing on-board bike capacity but also future capacity... in those customers not biking due to capacity/bumping issues and those future bicycling customers joining the system and the Bay Area continues to grow and people continue to turn to bicycling as a commute (and personal) transportation mode.

Bikes make commuting better.

Bombadier trains suck!

Bombard car's seats are so narrow and don't have enough legroom. Also don't like that it's forcing people to face each other. Like the older cars much better.

Bring these EMUs faster!

Bullets every 20 min! 1+ bike car please!

Burlingame needs more trains at Burlingame Ave station.

Bus service out of willow glen to cal train on 64 is terrible, but parking is horrible in San Jose. In Hillsdale bike to office is least bad option, shuttle stops mysterious.

Buy the Stadler KISS

By far the most important factor, which the survey doesn't cover, is frequency of service. You can have the cheapest service with the most number of comfy seats and vast space for luggage, but if it only runs once an hour it's useless. Make trains run with a maximum of ten minutes between services, and from early morning to late at night, and you'll have a system almost competitive with taking a car.

Cab cars should continue to be bike cars, and should still be two on each train, one at each end. I would like bathrooms in every car. Luggage racks are desired in the middle of every car, both upper and lower decks, EXCEPT for bike cars.

Cafe car!

California avenue would certainly be served better with more stops and or an express of some sort. There's a ton of folks NOT working downtown that populate the Pagemill/El Camino area, Stanford and the Research Park area/VA that would benefit from NOT having to deal with the chaos of the main Palo Alto station. Last but not least, we're all working in the hub of technology and yet the trains carry none. If you are not providing wifi, at least have on board mobile broadband repeaters. Otherwise, you're all doing a tremendous job and I refuse to drive unless I absolutely must.

CalTrain already has a serious capacity issue right now. Electrification is an opportunity for CalTrain to ensure it will be able to meet future increased ridership demand.

Caltrain cars should have two full levels similar to double-decker trains operating in Germany, Holland and other European countries. The narrow stairways and aisles accessing upper level seats are antiquated.

Caltrain has horrible scheduling issues. Horrible "real time" updates. Horrible bike cars that should have an entrance on 1 end, and exit on another. Should provide basic bike stickers always - why is this sooo hard?

Caltrain has rules and policies, but they are not enforced. For example, strollers on the bike car and luggage in the isles. If everyone with luggage used the luggage car(s), then you would get a lot more complaints about luggage capacity.

Caltrain has the wonderful problem of increased ridership such that the train is often during commuter hours at capacity. Increased seating and standing room, especially during special events like Giants games, is incredibly important to me, a regular Caltrain user.

Caltrain is a dinosaur. It needs to be replaced by a modern transit system. Extend BART! Kill Caltrain! (Its already dead. Throwing more money at it won't give us a real transit solution.

Caltrain is a great service (so much better than sitting in traffic). I need my bike to get to the station and to my destination, so onboard bike capacity is extremely important to me.

Caltrain is an antiquated service with lousy scheduling. Hopefully with electric train acceleration, Caltrain can run trains more often. I use modern trains in Europe, Japan, China and Caltrain is worse by a factor of 100. Of course it is better than nothing.

caltrain is cool and very useful. Electric caltrain would be amazing. more wagon would be also amazing.

Caltrain is great, but the workers at the SF station ruin the experience. If anything, that is the greatest deterrent from me riding the train more often

Caltrain is great. You just need more trains.

Caltrain is mostly a commuter train during the week so it would make more sense to provide seats that are not facing each other. This country is way behind on public transit especially the trains. I welcome the more green and clean electric trains. It would be great if there are more frequent trips through out the day. Also, there must be more than one track each way so express trains can pass local trains that stop at every station. Thank you for your work!

CalTrain is SO much better, cleaner and with better employees than BART. CalTrain's lack of a dedicated 5 year budget (of their own) is bad. The huge gaps in time between trains and not enough Express trains is even worse though. Lastly, bathrooms on cars is so hugely important. PLEASE do not remove any of them!!!

Caltrain must also decrease it's noise level: this is a pollution and makes the peninsula unattractive

Caltrain must expand bike and seat capacity ASAP. New EMU trains must not be limited to six cars, need to have up to ten or more cars. Caltrain must have level boarding. Caltrain must run more than 6 trains per hour in either direction, EMU sets must not be fixed at three cars/set entire train needs to be accessible from any car. Bathrooms are important as Caltrain customers travel much longer distance than on BART, bathrooms are important especially after baseball and special events. Customers should not have to stand, more seats/longer trains/more frequent trains are needed. More bike capacity is needed. More track/passing capacity is needed. More local trains/service is needed. More bullet/express service is needed. Off-peak/night/weekend service must run every 20 minutes at very minimum and include express service.

Caltrain needs bike racks in every railcar. There needs to be enough bike space to eliminate bumps.

Caltrain needs to have free WiFi available for commuters.

Caltrain needs to work with samtrans, vta and especially bart to time transit connections better. Bart should be running a 2-to-4-car "shuttle" between millbrae and sfo that is timed for all caltrain arrivals ON ALL DAYS OF THE WEEK. Lack of connectivity between millbrae stop and sfo is a huge gap in caltrain's service that can be easily fixed. Riders shouldn't have to take 2 bart trains and 30 minutes to travel 1 mile.

Caltrain people are the unsung heroes of public transit in the bay area. Keep up the good work, you are awesome! And thanks for giving a voice to our users.

Caltrain provides a valuable service and I appreciate it. Keep it up! Also, more trains.

Caltrain really needs to look at its schedules as well. Part of the problem with crowding and loading times is how the trains are scheduled (speaking as an engineer). In regard to the recent schedule update, the answer to meeting on time performance is not just to delay trains at stations. The Bombardier cars help by having two doors passengers can board through. However a holistic look at what Level of Service means needs to be considered. The choices here on what make my Caltrain experience better are too narrow and almost a joke. What I care about is being on time to my destination, and getting there as quickly as possible (not just on time with what the schedule says). Reliability is key for me. Knowing the train will arrive when it should and that it will be a faster option than driving or biking.

Caltrain should consider digital signs inside that show the next stop and announcements ... as well as signs that point outward though the windows (located near doors) that show the stopping pattern of the train (local/limited/local) and train number.

Caltrain should increase bike capacity as it's first priority (after electrification). Secure bike storage at the station might be enough incentive to use Caltrain to get to SFO instead of driving.

Caltrain should run more bullet trains on the weekends. I can drive to sf in half the time it takes caltrain. I'd prefer to take the train but the service is too slow.

CalTtain very easy to ride and I have the Hillsdale station if I start out early as parking very tight.

Can you look at improving the process to making it faster to board the train? Maybe the bike cars should be a bike car entrance/exit only and regular passengers should board on another train.

can you please stop the trains from sounding the horn? it is obsolete. Trains in Germany and Japan do not horn. can you please put the bike cars next to each other so that bikers know which end of the platform to wait at. can you please make the trains always stop at the same spot on the platform.

Can't wait for electric trains!

Can't wait to see and ride new electric trains. Love trains

car parking at caltrain is not scalable, so bike capacity on cars is #1 important. most people can't walk to stations... 22nd for example isn't near anyone.

catch up to europe and the rest of developed world. Level boarding, clean, nice smelling bathrooms, fast service. More trains to gilroy as well.

CLEAN-CLEAN-CLEAN Bathrooms PLEASE!!!!

Clear signs needed so that non-riders do not take the seats in the bike cars.

Clipper Card is awful for Caltrain.

Clipper card system needs upgrade so one is automatically tagged on and off.

Clipper cards are a good idea - the first of the month tag on tag off is terrible. People forget all the time and are charged - where is this money going? Why not allow online destination designation?! Conductors give tickets all the time to long time monthly riders - poor idea!

Commuting on Caltrain during Giants home games is an absolutely horrendous experience. Caltrain has done absolutely nothing to plan for and accommodate the dramatic increase in riders, which negatively affects both commuters and train conductors.

Compatibility with high speed rail is more important than on board space because it locks in system capacity forever. Find a way to make the systems work together.

Converting to electric trains is a waste of taxpayer dollars. Stringing electric overhead will be an aesthetic disaster. Considering the number of riders, diesel power is clean, efficient, and much less expensive.

Could use more bike services at Lawrence.

Could you do anything about the smell of shit in the Bombardier bike cars? Those bathrooms are terrible. I would rather have no bathroom than that smell.

Could you please post the overall results of this survey and any lessons you guys have learned and new things you are considering based on this feedback on your site at some point?

Couldn't take a tri-school class at Mercy High School if I didn't have Caltrain. Thank you!

Current Bombardier cars have too little bike capacity. Most origin/destination points are too far to walk from Caltrain, so adequate bike/rail intermodal capacity is crucial.

Current ride has become unbearable due to crowding. Ridership has outgrown capacity. Anything you can do to fix is most appreciated.

Current trains bounce and shake too much.

Currently on my to work train ride there is barely room to stand. People have been unable to board trains on several occasions due to the train being completely full that there was no room for them to board.

Cycling is a practical type of transportation that's embraced in many countries around the world. It should be preferred as the to/from with Caltrain instead of cars, shuttles, etc. Increased capacity will make it a better experience and encourage the environmental benefits that cycling serves.

Cyclists are a core user group for Caltrain. I am and see cyclists every time I use Caltrain both for commuting and weekend recreation. Maintaining or improving bike facilities should be a primary goal for Caltrain.

definitely need electric carriages! can't happen soon enough

Designated bike cars are problematic. Please include bike racks in all cars. There should be enough bike racks so that bicyclists no longer get bumped.

Desperately in need of a later train to run all the way to the south end of the county

Difficult to step up onto old style cars when carrying computer, etc. I have experienced hip injuries from boarding Caltrain. Also, trains need to have WiFi.

Disappointing that electrification has not occurred already, but glad we're starting to catch up...

do not want to see empty train cars rolling-drop/add cars to meet daily capacity

DO NOT GO ELECTRIC, IT IS NOT EFFICIENT.

Do not have seating facing each other, there is not enough room for two sets of adult knees to be facing each other.

Do you know where the electricity necessary for these EMU cars will come from? Coal powered-plants are extremely dirty and cause just as much pollution as diesel trains, but in a region less visible to Bay-Area people (often the Four-Corners region), although absolutely NO less important to our health as a country or the planet. Please keep this in mind! Healthy electricity sources would make me much happier to ride, and I would encourage all my friends and relatives to ride, as well!

Does electric imply that wires will strung overhead for miles? If so, that's not going to be visually pleasing and probably means you're cutting down a LOT of trees. Besides, electrification requires burning oil which doesn't reduce the environmental impact. What's another alternative?

Don't build an elevated track thru the SF to SJ corridor!

Don't build seating that faces each other. Passengers knees knock and it is uncomfortable. I suspect it was done to create "work" areas but most people don't need it.

Don't let bikes take over the train. There are more non-bike riders than cyclists, and the cyclists would push out the non-cyclists if they could.

Don't need a bathroom in every car, but 1-2 per train consist seems reasonable since hardly any stations have bathrooms and not all stations have nearby businesses.

Don't replace the old coaches JUST because their means of propulsion (engine) is being replaced! That would be a waste of money and resources unless absolutely infeasible because of safety reasons.

Don't ride caltrain as much as in the past, but I still take it every now and then. The most important thing for the cars is increased general capacity (seating v standing does not really matter that much to me, although the trips are long enough to warrant as many open seats as possible). Also having additional bike storage is important as bikes are cumbersome in areas not specifically designed for them. Faster more reliable service is also more important and was not on this survey. IF EMU's are more reliable and faster then that is more important. Also level boarding would be nice

Don't use facing seat layout like on the bombardier cars. It wastes floor space and makes it hard to avoid kicking other passengers. Gallery seat layout is much more comfortable.

Doors should be open to board trains at 4th & King instead of lines and rush it creates to get on trains. Tickets should be sold on trains for \$2 above price and tickets should be checked during ride. This would improve customer experience. (I rode the trains in Chicago and it was significantly better customer experience.)

Downsides of Bombardier trains: - Not enough leg room between seats - No dedicated luggage areas Downsides of Gallery trains: - Not enough room for standing passengers - No electric outlets for charging cell phones Also, for me as for a resident of Foster City is a huge problem to get to and from Caltrain station. I have to spend 1.5 hours each way/3 hours a day for the commute if my family is not able to give me a ride to/from Hillsdale station. Parking is \$5/day and it's kind of expensive. I would prefer commuting by public transportation to/from Caltrain station if SamTrans would adjust schedules and add more buses especially for Foster City route due to an extensive distance from Hillsdale station and not a lot of other public transportation choices.

Due to a mild medical condition I would likely stop using Caltrain for my commute if no bathrooms were available on the train.

Due to ever rising CA electric rates, regular winter storm power outages, and security concerns about the electric grid, I can't imagine anything more stupid than electrifying the trains.

During rush hour it's almost impossible to get a seat unless you're the first one on the train. If you board in the middle of the line forget about it.

Electric cleaner than diesel

Electric trains = more trains with better frequency and faster trips. A big win for all riders.

Electric trains please!

Electrical outputs are important. When I get a seat with a desk on a bombardier car it makes the ride 10x better. Please note that bike storage space can be standing space if it's not full of bikes.

Electrification can't come soon enough.

Eliminate bicycles from crowded rush hour trains or make bicyclists pay the full cost of the space their bicycles occupy. Vary train length according to demand.

eliminate parking fees to make it easier to drive to/from caltrain. for \$5 parking plus \$7 fare it's cheaper to drive to SF (\$4-5 in gas in my Prius)

Emergency recovery time needs to be improved - if there is an accident on the tracks, or a mechanical malfunction, the system needs to be able to recover quickly with constant updates visible at the stations. The electronic signs currently at CalTrain stations are not helpful; though I take CalTrain for work, my significant other cannot because she is a nurse and her being able to reach work on time is vital to the person she is relieving.

Emphasize improved station area bike parking over onboard capacity and bike share as it is the most flexible/cost effective solution for accommodating the highest number of riders in the more suburban communities.

Enforce or encourage bike line ups at the station.

Enforcement of ppl not putting their feet or bags on seats when the train is crowded or not

-Ensure trains are easy to clean (i.e. no crevices such as at present where junk can collect) -Level boarding

Entrance and exits from cars should be at platform level and not require passengers to go up or down steep stairs. Put platforms at train floor level

Even though I do not normally bicycle to the train I support greater bicycle capacity to give people alternatives to driving.

Even though I don't ride a bike, I feel it's important to improve & expand services for those who do, to minimize solo car driving.

Every car should have bike racks. There should be enough racks so anyone who wants to bring a bike with them can. San Francisco Bicycle Coalition recommends 20% bike capacity.

excited to see the electrification of CalTrains

Existing 1 or 2 bathrooms are fine, even with my little kids needing to go a lot. Need more bike storage - I avoid peak hours & would not take a job because of bike bumping during peak hours.

Extra bike storage has been a huge win over the last few years. I think it is time to focus on centralizing the management and operations of station-side bike storage. Ideally, day-use lockers with Clipper integration. The locker keys are a little outdated and a lot of lockers end up underutilized.

Face to face seating is a disaster. No seat on the train has any legroom.

Face to face seating layout on Bombardier trains is ATROCIOUS. This is especially true in terms of leg room . What idiot thought you could fit legs and feet for two people in a space with only 17 inches separating them. Face to face seating arrangement MUST be abandoned. When seats are oriented in same direction you have adequate leg room because of the space below each seat.. You can also provide MORE seats in the same linear area when seats face the same direction. The face to face seating consumes 65 inches for every 4 seats. Seating in same direction consumes only 58 inches. Bombardier seating arrangement also leaves almost no room for arm rests . Bombardier train seats share 40 inches between two people side by side.. The Gallery trains share 43 inches.. AND the seat next to the window provides an additional 2 inches on the window sill for your arm. I almost always get a seat for one reason only.... I will take a later train just to avoid the torture of sitting on a Bombardier train with face to face seating.

Faster schedules is the most important

faster train. more frequent train.

Faster trains. 45 minutes to get from San Francisco to Palo Alto is too long. Add Express Tracks so that can have multiple trains on tracks like New York subway. Need more cars on some trains to adequately meet seating demand especially during rush hour. Also have more bullet trains during noon time ... some people work part time ... having at least one bullet train around noon would be helpful.

faster/level/easier bike boarding. Gallery cars have more bike capacity but slower loading. Bombardier are easier to load bikes, but lower capacity. Some way to get both? Also, significantly more comfortable/quieter/smooth ride on Bombardier is a plus!

Floor level boarding should be a top priority, why isn't it in the survey? Will significantly cut delays due to wheelchair and bike loading/unloading.

focus on shortening the end to end time. it is beginning to approach the drive time which i would do if the city morons would actually allow reasonably priced parking lots.

Folding bikes work great on Caltrain, especially on the Bombardier cars, but they are still relatively unpopular. Perhaps Caltrain can help advocate for them in addition to other bike services. Seating capacity means being able to do work on the train, which greatly increases the value of the trip. Bathrooms are important because, unlike BART, many caltrain stations have no facilities or are not close to them.

For a transit system to work you have to get riders to the station and to work. Bikes are the solution, now with new lightweight electrical bikes this is the future. You must provide a place on the train for everyone who is on the platform. If not you have failed. Don't build expensive ugly parking structures, buses don't work in suburbs. Bikes are the answer-add bike trains. Stop fighting it.

For bikes on train: If possible, bikes coming in one door, and exiting another door would alleviate the boarding and deboarding process  
Cyclists only in bike cars: Giants games and regular passengers add to boarding and deboarding problems. For current older model cars: The dividing handrail at the doors is offset. If the larger opening was always closer to the bikes, regular passengers and passengers with bikes could board/deboard simultaneously.

For bike's that aren't step-through frames, maybe there could be a rack where you can hang them through the frame to allow two tiers of storage.

For the future of mass transit and a more mobile society, providing a means for commuters to bring their bikes on board with them, so they can use them at the other end, is critical.

forward notice of scheduled arrivals. add cars for all sports events or road closures. better signs for new rides to find correct train. if full car direct passengers to less full car quickly. qit being late.

free wifi on board would be nice. nobody uses the bathroom. please don't increase fare! thank you for great service and friendly train staff.

free WIFI on the train would be a crazy and awesome addition

Frequency is by far the most important change that is needed. There are many trips that I and many others could make, but having to plan out the trips around train times is unfeasible - being able to simply walk to a station and knowing a train will be there in 15 minutes is what is needed for a truly transformative system as most of Europe has.

frequency of midday trains would increase my ridership.

Frequency of trains is more important than capacity. For instance my local station at Hayward Park gets one local train an hour that is too slow for my needs so I drive instead to Hillsdale which has inadequate parking after 9am.

Frequent uncomfortable encounters on Bombardier trains due to the seating arrangements, especially at night or during giants game season. Bombardier bike cars are also poorly designed (harder to get bike out due to metal frames, less aisle room, less bike/seat capacity, etc.).

From Santa Cruz sometimes commuter - single seats on top of gallery are the best. hate staring at others on bomb

Gallery Car: The first seats on the second level next to the stairs create an awkward/uncomfortable experience for the customer. The seats are facing each other and there is barely any leg room. Bombardier Car: Dislike the orientation of the seats facing each other.

Gallery train ventilation is inconsistent, temperature is usually it's very HOT and compounded by overcrowding in morning commute. Conductors need to do better job of moving standing passengers to back of cars and away from vestibule. It's suffocating standing in the hot, crowded vestibule on gallery trains. Improve train schedule, a train should arrive every 15-20 minutes. Gaps of 30 to 40 minutes is unacceptable. Improve CLIPPER CARD service, overcharging a monthly rider for accidentally tagging off more than once per month is a rip off. The system knows the card is paid up for a monthly fare.

Generally I think Caltrain is doing a good job, but Burlingame is getting increased bike ridership over the past 5 years, and I can see more and more bike riders on the platforms. I'm wondering how Caltrain plans to keep up with this trend. One can only assume that there will be more bike riders in the future, and I think accommodating this should be a high priority, as these folks keep the cars off the road and reduce pollution. I've lived in Europe and can tell you that their local trains have much more room for bikes, in various configurations, so it must be possible to get creative with our own. Also, these accommodations and configurations are not dependent on the modernization project, and could already be looked into now, with the diesel cars. Also, on another topic, I want to reiterate the importance of center pole alignment during the modernization project so that we can retain as many trees along through the various cities, as possible since the loss of trees will have a negative affect on our environment for many years to come, until (if ever) replacements grow in.

Get a club car or a coffee bar. Convince Starbucks to buy a car and serve coffee

Get a French or Swiss train.

Get more comfortable seating and make sure it's not so snug. There's barely room to move. Though I like the bullet (red) I don't like the seating. I would rather do the express trip on the old train for privacy at the top, I have a seat all to myself and love that.

Get rid of above seat racks on Bombardier. They are useless and are a hazard. They are invisible to those sitting under them so upon standing you hit your head into them.

Get rid of the Bombardier bike cars for rush hour--they've simply not the volume. Have at least 2x the volume of gallery bike cars on the rush hour (6:44 southbound from 4th/king, 4:15pm northwards from Palo Alto). It resembles a mass exodus each day. There simply needs to be more volume and better loading/unloading options (everyone gets stuck in the gallery cars, bikes not arranged per high-volume stop). Reach out to bike commuters re: solutions for both a) volume and b) storage on train (organized per high-volume stop) loading/unloading. Offer some sort of prize or fee for the best solution and get general consensus re: which is 'best.' Consider feedback from friendly conductors (most all). Forget about the bike lockers, manned bike station option as they are rarely used by regular commuters and take resources away from other, more widely-used, options.

Get Wifi!!!

Getting bikes on/off the train is the bottleneck at stations. Possible solutions: \* Don't have bikers share doors with non-bikers \* Give bikers right-of-way at doors over non-bikers \* Allow bikes on more cars \* More or larger doors in cars that carry bikes

Getting luggage to luggage storage is more of an issue than the amount of storage itself. I've ridden largely empty trains (2PM on a Tuesday for 2 stops) and been forced by the conductor to carry my two 45 lb each suitcases through three cars, to throw it on the rack, only to get off on the next stop. The aisles are too small to roll luggage, and transporting it from car to car is a hassle. If the luggage onboarding spots were indicated (much like the handicap spots are today), it would be MUCH simpler to board the trains and would minimize disturbance to passengers.

Getting your bike on and off the Caltrain is very difficult and stressful. Many of the seats are almost unusable because they are too close to the seats opposite, leaving not enough leg room for two people. A more frequent peak service would help reduce the number of bikes on board.

Given how packed trains are during rush hour, seating and standing room must be prioritized.

Given the common use of express trains to make most long distance trips shorter, the need for onboard bathrooms is greatly reduced. It's far more important to accommodate the exploding population of people bringing bikes on board. Caltrain also needs to develop a clearer system for queuing cyclists and, configuring entryways so cyclists are not pinched into a narrow space by handrails when boarding,

Glad to see strollers are part of the consideration. My family stopped using Caltrain much for family trips after an extremely unpleasant with a nasty conductor when my husband boarded a nearly-empty Caltrain on a Saturday and was hounded off board by the conductor because my husband had a stroller.

Go Caltrain. Maybe more limited trains?

Go Electric w/ Carbon Free Electricity!

Go electric!

Go EMU!

GO GREEN! also, faster trains would be lovely.

Go push pull

Good luck with the upgrades! CalTrain is an important part of my work and leisure life!

Good luck, I look forward to electrification!

Good system but modernizing Caltrain is critical including electrification, upgrading to handle more people and frequency of service. Bathrooms are nice but the other stuff is really important to the development of the Peninsula.

Grade separation at heavily used crossings is a MUST: Peninsula Ave., Howard Ave., Oak Grove Ave., Broadway.

Have a Twitter account with up-to-the-minute status of late trains. Add Wi-Fi onboard.

have free wifi. most other public transit in bay area has free wifi. Why cant caltrain learn from them. surely not rocket science. also not needed to invent the wheel. copy fro another transit.

Have had bike and bike parts stolen when attempting to park my bike at Hillsdale station. Could be better if bike lockers available on BOTH sides of tracks. When trying to catch a train, it is problematic to cross the tracks from your arrival side and risk getting stuck on wrong side of tracks when train comes. If I safely park my bike there, I would usually be one less bike on the train. As it is, I can't do it securely so I have to bring my bike.

Have longer trains for the Baby Bullets on Giants game nights headed to the city. If the station platforms aren't long enough, just don't open the doors on those cars. People can get on the train in the front and walk to the back inside the train. This might block a crossing for an extra minute, but the inconvenience of a few single-occupancy cars shouldn't be a problem.

Have the ability to scan/buy tickets onboard trains. This is an opportunity to upgrade train cars with a new ticketing system that allows riders more flexibility and convenience instead of planning (potentially) way ahead to secure a ticket beforehand. Barring that, please increase the number of ticket kiosks at and around the stations; the limited number of kiosks has resulted in delays for single-use riders. Also, please increase efficiency of ticketing machines (dispensing time) so that more riders can process transactions more quickly. Also, please provide more means of securing Clipper cards (such as at ticket vending kiosks) saving a separate trip to merchants that are authorized to distribute the monthly-use cards.

Having a bike on both ends of the train is very convenient and makes me much more likely to take train. The bike sharing program in the bay is very expensive for taking a bike for a day though, and is not a viable option a commute to work. Bike capacity on the train is thus very important to me.

Having a departure from San Francisco that stops at Hillsdale between 5:20 and 5:56 would be very helpful. To catch the 5:20, I have to leave work early. Otherwise, I get home 45 minutes later if I take the 5:56. Having your 5:33 SF departure stop in Hillsdale would be very helpful.

Having an electric train that can travel from the San Jose Airport to the San Francisco Airport is very important. Also, I would like to take the train from Palo Alto to Los Gatos and to Santa Clara University. This is long overdue and the Bay Area has way too much traffic now.

Having bike areas that hold a lot of bikes is great, like the older silver train cars. Also, when the signage and conductors support the bike area as being exclusive for bikes so we can sit near our bikes, rather than having selfish people taking our seats and us standing while there are seats in other areas.

Having ridden Caltrain for 8+ years I am extremely dissatisfied with the stewardship of customer service and rider experience. It feels like changes are always 4 years late (including raising your prices in response to the cost of oil back in like, 2006, which seemed totally reasonable to me but was done YEARS late and in a strange incremental way). Have you ever considered hiring usability consultants for your systems? I can still find out more information than most conductors have before the conductors have it (via Twitter). Clipper is an unintuitive system made worse by a poor rollout. The usability of the Clipper kiosks is unintelligible and the delayed money loading system for Clipper sets your customers up for failure. This latest 'schedule change' is a huge disappointment in terms of the fact that all commute-hour trains are standing-room only for any person who doesn't arrive 10 min before departure or boards the train right around RWC (heading north). On the plus side, it does seem like the management cracked down on truly mean conductors over the past year. I very rarely hear a passenger yelled at by a conductor anymore.

headspace above bike storage. Im only 5'6" and i always hit my head. ouch. also stairs are very steep to carry bike up. more bullet train options solar powered wi-fi. Put solar panels on the train roof to power wi-fi and offer free wi-fi

HEPA filters please! I'm tired of being coughed on. The idea is to get to work without becoming sick. The tracks are terrible and need to be leveled. It feels like I'm riding a stage coach.

Higher frequency of trains would be the greatest improvement. Waiting an hour for a train is too long if it's meant to be a form of transit to replace my car

Hooray for electrification!!!

Hope the new trains are quiet and that the horns are no louder than the ones today.

Hopefully the new cars will address the smoothness of the ride so it's easier to accomplish work.

Horizontal bike storage is cumbersome, damaging to bikes and horribly inefficient. Going to a vertical storage system would decrease wait times, prevent damage to the train and to other's bikes, and is much safer (sliding bikes).

I absolutely love the tables on the Bombardier trains. They make for by far the best ride. I also think it's very important to have at least one bathroom on the train.

I actually think the Bombardier car is excellent. Important to have room for bikes (see best practice layouts from Europe) and strollers that does not conflict with any ADA requirements. I'm sick of taking my sleeping child out of the stroller, which Muni and Bart do not require of me.

I almost always have my bicycle with me to use at both ends of the trip. It would be terrible if this were not possible

I always sit in the stairwells on the way in to SF because there are never seats.

I always thought that back to back bike cars (connected) would help mitigate people without bikes sitting in bike cars, and would reduce the impact of standing room only, as well as bike theft. While bikers usually self regulate the stacking of bikes, it takes one person without a tag to disrupt everything. Also with a crowded bike car, you can bet that you'll emerge with oily pants as people shimmy past each other with bikes that haven't cleaned their chain in 3 decades.

I am a past commuter from the east coast (Boston MBTA) and had the opportunity to ride your trains while here for a conference. I noticed that bikes are making up a very large number of commuters (had a bike on every VTA trolley). It would be more important to have more bathrooms at the stations than on-board trains. I also like larger windows on the trains, walk-over seats allow everyone to face forward if they like. If you have Wi-Fi internet then trays to set your lap top on would be more important.

I am a regular rider of the train during peak hours on weekdays. The only times seats aren't regularly available are when a train is down due to tech or emergency, or on Giants game days. During Giants game days, it would be nice to throw in an extra train in the afternoon/evenings or increase the number of stops on more trains so certain bullet trains that are normally commuter-heavy don't get filled to capacity due to fans riding.

I am against caltrain electrifying the tracks. Electricity may be cleaner but can also be a scarce resource as evidenced by the brown outs we have during extremely hot weather. I am against Caltrain expanding the tracks, seizing property and cutting down thousands of trees to do this. If we had wanted BART on the peninsula (which Caltrain will resemble once it goes electric), we would have voted for it years ago. Stick with diesel and find a way to make it work.

I am associated with the Stanford d.school. This project sounds like it could greatly benefit from a design thinking workshopping approach. Feel free to contact me to help design a series of user-centric workshops to design the future fleet. [iradloff@stanford.edu](mailto:iradloff@stanford.edu)

I am hopeful that with a modern electric train, we would see a more efficient HONEST way of ticketing than using the Clipper card to tag on and off. How much money does Caltrain STEAL annually from riders that merely forget to tag off, with no hope of recovering the fare?

I am lucky to mostly get a seat because of the stations I get on and off at and the times at which I choose to travel. But there are a lot more standing room only trains these days and I would like to see more commuters have seats! Also, Giants game days severely affect my ridership decisions as the trains are much more crowded and fans are not always pleasant to ride with (drunk, saving seats when people are standing, etc.)

I am not a fan of the newer trains that force people to face each other in the 4 seat setup, it makes it very difficult forcing everyone to move to let 1 person in or out of there window seat.

I am really pleased with the Caltrain the way it is now. It's very clean, and I'm always able to find a seat. It feels almost luxury, especially compared to BART. I like that it has two levels. My fiance likes it a lot because there's way more room on Caltrain for his bike than there is on BART and he needs his bike to be able to get to work.

I am very excited to hear about any development that makes traveling by Caltrain faster and more efficient. My biggest issue with it is that it stops running very early at night. Southbound 1 and 2am trains on weekends, as well as northbound trains until or past midnight would make it much easier to participate in activities in the south bay (I live in SF and don't have a car).

I answered that I had been bumped 2 - 12 times over the past year with my bike, but that was at 22nd St. Because I started getting bumped so often I switched to getting on at 4th & King, where I always get a seat. If bike capacity is not increased, it may be worth getting additional (maybe smaller) trains during peak commuter time; I feel like more and more people get left behind at 22nd.

I applaud Caltrain's efforts toward bicycle commuter comfort. It is by far the best of the commuter rail options for a bicycle commuter. I would like to see bullet and limited trains during more hours of the day

I avoid some trains because of the risk of being bumped with my bike.

I bike commute. I never get bumped because I ride a folding bike, purchased because I did get bumped. Bike capacity on the train is my #1 priority.

I bike/train whenever I can - went to the Opera in SF the other night by bike/train - thanks to SF's great bike paths, and Caltrain's bike cars. I usu don't ride during peak hrs, but when I had to, I have so far not gotten bumped, yay. Bikers seem to be very helpful to each other.

I bring my bike on board because it is the cheapest and most convenient for me. If I didn't take my bike on board, I would have to pay for bike share on one end and a bike locker on the other end. Please consider subsidizing bike lockers so they are free for the first 10 or 12 hours before charges kick in (see bike share model of first 30 minutes free). This will encourage a lot of people to board without their bikes, decreasing some of the demand for space on board.

I bring my bike on board in order to connect at my destination. Without this, Caltrain would not work for me.

I can hardly wait for electric Caltrain and dear \$deity please let there be high speed rail, too...

I can't believe anyone is considering increasing standing room. Out of all the ideas mentioned here that one is just the worst. Having to stand while riding the train completely ruins the experience for me, it negates all the benefits of not driving. I can't relax, I can't nap, I can't eat breakfast or put on make-up if I have to stand. Maximizing seating & bike capacity (or other bike solutions like more protected bike storage at stations) should by far be Caltrain's highest priorities.

I can't say enough how much I hate the new cars where all the seats are facing each other. Commuters do not want to stare at each other and interlock their knees. We just want to do some work or drink our coffee or listen to our podcasts or look out the window in peace. Sitting alone on the upper deck of the old cars is heaven. The only redeeming factor of the newer cars are the few seats with tables and outlets, which make it easier to get some work done. Also, standing sardine-style in car with drunk rowdy Giant's fans after a long day of work is the worst. Quiet cars or Giants only cars (or better yet, specially scheduled Giant's fan only TRAINS) would be soooooo appreciated.

I can't say how much I really appreciate being able to bring my bike on board. Thank you!

I commute between San Francisco and South City, and service is too infrequent (once an hour) to be usable.

I commute by Caltrain because I can bring my bike aboard. This means I can still get home after the company shuttle had stopped running or Caltrain service is disrupted due to a breakdown or collision. I would not be commuting by train/bike if bike capacity was as lousy as the bombardier cars.

I completely support bike ridership. I do think that riders should be encouraged to bring folding bikes onto the trains rather than full sized bikes. This would save space on the trains. To encourage this suggest that CalTrain charge a small ticket surcharge for non-folding bikes. (By the way, there are some fairly inexpensive folding bikes available for purchase). Combining this strategy with increased availability of secure bike storage at stations could lead to a better train riding experience for both riders and non-riders. Thank you (and good luck), [...]

I consider public transportation very important. We should have a system that is a good alternative to the car, a system that is reliable and comfortable, a system that is energy efficiently and serves the future demands.

I definitely would like to see more seating and space for bikes. I'd like to see a change in schedule as well. Currently, the train only goes to Morgan Hill & Gilroy in the afternoon and leaves those destinations in the morning. My son goes to school in Morgan Hill and I was disappointed that he can not take the train to school and must take the VTA. Although VTA is cheaper, I feel safer with CalTrain. Perhaps the electric trains will be less costly to run, allowing CalTrain to add those destinations throughout the day, not just one way each during commute times.

I do not bike, only because there is risk of being left at the station when the bike capacity is exceeded. I cannot take that risk so I cannot bike. Increased bike capacity would give me more options for getting to and from the station. The value of the train is I can work while commuting. If I cannot sit, then I cannot work, so seat capacity is very important. I have Crohn's Disease, so a bathroom on the train is extremely important. I could not ride without a bathroom, though I don't need more than one per train. It is important to me that the bathroom not cause the train car to smell, as it does in the current Bombardier train style. Thanks, this was a good survey.

I do not bring my bike onboard CalTrain because it is often too crowded, there is often not enough room for bikes on the train, and I am not strong enough to lift my bicycle up the stairs. It would be nice if there were a way to improve this so that more people could bring their bikes on CalTrain. If I could do that more easily, I would not drive to the station.

I do not like facing people when sitting as my legs touch and it is awkward, Please retain the privilege of eating and drinking on train (including alcohol). Please add a wi-fi.

I do not like how the trains with bathrooms smell like bathrooms. More so than anything else about Caltrain, the smell is the most off-putting to me.

I do not live in the CalTrain area. As such I must commute in when I am taking a trip on board.

I do not ride Caltrain NOW but I have a past experience of it. Frequency and late-night service are important too.

I do not ride CalTrain. One of the primary reasons is the lack of bike space. My home is 2 miles from the station, and my work is ~4 miles. Without a predictable ride for my bike, CalTrain is just not an option.

I do not take a bike on caltrain, but I hate to see bikers turned away for lack of capacity, which happens regularly. I want to support those who cannot walk to caltrain as I do, and help take cars off the road!

I do not want to stand at any time. If I can't find a seat I will get off and take BART.

I don't bike to the Caltrain because I worry about my bike being stolen if I leave it at the station and getting bumped if I want to take it on the train.

I don't currently bring my bike on board because I do not work, however I hope to in future, and am including the area along Caltrain in my job searching because I know I will have the option to bring my bike on board which will make this possible. Please ensure that the electrified trains have adequate bike capacity. If possible, on every carriage, rather than just designated bike cars. I also believe that given future trends toward increased employment along the Peninsula, bike capacity should meet this projected increase in bicycle ridership - up to 20% I believe? Thank you

I don't have a bike but my daughter depends on her bike to get to and from the train station. I know that bikers get left at stations due to lack of space. I commute during the 7:00 - 7:30 period, which I would think would be a peak period, and there seem to be plenty of seats for those who want them. No so much when I am going home at 5:15, but not too bad, either. You have to hunt, but people seem to find seats.

I don't like that the Bombardier seats force you to face, and knock knees with, a stranger.

I don't like the Bombardier seats. Sitting facing each other is extremely uncomfortable and very limiting.

I don't like the face to face seating arrangement of the Bombardier cars. Knee space is very cramped and it's more difficult to find a seat or get in or out of your seat when the train is full. I prefer the seating arrangement in the Gallery cars where the seats in each half of the car face the same direction. Caltrain needs to prioritize level boarding with a floor height that will match future high speed rail cars for best use of station platforms. Floor height should be 30" to be compatible with both double deck Caltrain cars and future single level high speed rail cars designed with same floor height.

I don't ride Caltrain often, but when I do, I really enjoy it. I don't have a car, so it's my only resource to get to places like San Jose.

I don't take a bike on Caltrain because I worry about getting bumped, especially on return trips home, and more especially when there are accidents on the tracks and trains are delayed. And while I usually get a seat (by showing up early enough), I think there should be more standing room for people who are only going a few stops (people getting on a bullet at Millbrae to go to 4th&King, for example, or Giants fans boarding at SSF). Also, I'm not a fan of the Bombardiers with their groups-of-four arrangement. There's just not enough leg space between the seats. The Gallery cars seat fewer people but at least you can stretch out without having to stick your legs through someone else's.

I don't think you need a bathroom in each car but it would be crazy not to have one available at all. I am done with stroller days but when I used one cal train was very stroller UN friendly. Not so good with luggage either if you are trying to take it to airport

I don't understand how electrification makes sense. The infrastructure is extremely expensive and you have to cut down a lot of trees. Upgrading the locomotives to higher efficiency units would make much more sense and not require any infrastructure changes.

I don't want the trains to go thru the current train lines in Palo Alto if they make a lot of noise.

I drive to the Hillsdale station because there is not convenient limited train service at the San Carlos station. I would love to see more trains and better spacing. The Hillsdale trains are all lumped close together in the afternoon and it would be great if the timing could be more spread out. I use bikeshare between the train and my office in San Francisco and I love it. I hated taking MUNI because they don't make it convenient.

I enjoy riding the train and the folks working on them have always been very pleasant. Definitely makes the commute easier. Thanks!

I enjoy the older style train where I can have a solo seat to myself, and also wouldn't mind more of those solo seats having access to power plugs for my electronic devices during my hour plus ride to and from the city each day.

I feel increasing seating legroom is a needed change.

I feel like it's important to have some bathrooms on the train (though not necessarily in every car, but at least 2). Also, I feel like the bike capacity is more than adequate, given that there is bike sharing, room for folding bikes, and bike lockers also. I feel like too many people who ride bikes are not willing to consider the options of using a bike that does NOT involve bringing their full size (non folding) bike on the train. If they were willing to do this, a lot of the controversy around bikes would not be there.

I feel like there needs to be additional trains that run during the baseball season. The trains really clog up in the late afternoon/evening trains when everyone is trying to get home, and adding all the baseball fans.... there is NO room. People are literally standing on the steps of the older trains and that is unsafe! It makes it extremely difficult to get off the train even when I am only standing 2 feet from the door, there are just too many people on these trains! I don't mind standing, but I also don't like elbows in my face! More trains or more space is needed!

I feel sorry for the bike riders who are often left behind. The Hillsdale Station needs some serious cleaning, landscaping, and pruning of the south parking lot. It is a dump.

I feel strongly about having more room for bikes and appropriate standing space; but my trips are shorter so my responses reflect my support of more bikes being accommodated for commute hours.

I find it completely unacceptable that I have to stand up on the train. This is not a subway, it is commuter rail. Fix it.

I find the gallery cars quite good in terms of bike/luggage/seat distribution. I commuted from Cal Ave to Sunnyvale with my bike five days a week for two summers, and found that quite pleasant. I have been on some pretty crowded trains, but I think the solution there is just more trains. :-)

I follow @caltrain\_news on twitter and even when I'm not riding caltrain, there are daily tweets regarding the bike car being at capacity. This is obviously a problem during rush hour, perhaps there could be trains running with an additional bike car during the times of 6:30-9am and 4:30-8pm?

I gave more consideration to standing room than normal, because crowds during Giants games get too big to feasibly handle, even with more seating.

I gave up on the bike car situation completely and got a folding bike.

I get a seat because I am senior with a bad leg, in the designated row, Else I would have to stand from Palo Alto to San Francisco - and likely drive instead.

I get bumped from the bike car almost daily. Please consider people like me and the many other riders that get bumped when you do your design. Look at Portland's MAX system, and do something other than stacking bikes on top of each other (seriously, who thought of that? Terrible idea!)

I get very angry when I hear the horn at nite. My other concern is train noise. Other countries have much quieter trains.

I go Hillsdale to Milbrae in the morning and then SSF to Hillsdale because of traffic patterns and shuttle availability/route times so my round trip isn't the same

I HATE the bombardier trains.

I hate sitting backward. There used to be seats that could switch positions. I hate the seats facing each other. No leg room, and the whole block of 4 seats is usually monopolized by one inconsiderate passenger.

I hate standing on a hot, crowded train. I do not understand why we have conductors; they don't reliably check that people have paid, and NOT ONCE in 6+ years have I ever seen a freeloading passenger removed from the train. Giants fans should have to ride in special cars for drunk, stupid, rude people who don't understand how public transit works.

I HATE that you do not stop in Atherton anymore during the week. This is why I stopped riding the train. So, go fuck yourselves. and this stupid survey.

I have been commuting on Caltrain since 1996 and really appreciate all of the safety and convenience upgrades that have been made. Thank you!

I have bike/train commuted for 11 yrs and seen continuing growth in bikes. Please continue making room for us. We depend on you.

I have ridden CALTRAIN a couple of times BUT will think of doing this daily when the NEW caltrain EMU is in place !!! LOOKING FORWARD TO THIS ! PLEASE don't put fabric on seats - they stink after thousands sit on them --- GOOD LUCK!!!

I have yet to experience a Bombardier train on CalTrain. I used them on LA Metro Link and they are much better than Gallery Cars. Bikes are out of control.

I hope the frequency of trains will be increased, along the Peninsula ; trains are not only for commuters. Thanks F.E.

I leave my bicycle at Santa Clara Station, but the bike racks are often full. It'd be nice to add more bike racks.

I like the four-top seats with a table. Those are by far the most popular. Can we have more of those? I am able to take Caltrain because of the free street parking around 22nd street. Anything Caltrain can do to help keep parking meters out of that area is greatly appreciated.

I like to work on the train, so power outlets are great. Tables good too, but not necessary

I live a 15-minute bike ride away from Caltrain, but my office is right next to the Menlo Park station. I would like to store my bicycle at Fourth and King station, but I can't, because it does not fit in the Caltrain bike lockers. I also cannot store it at Warm Planet Bicycles because I often work past their closing time. I would benefit from more bike capacity on the train, but even better would be to build secure bike storage with much more capacity and open until much later than Warm Planet Bicycles.

I live by the Menlo Park Caltrain Station, in a residential area. The freight trains are so heavy that they shake the building and that wakes me up most times. It appears to me that freight trains should not travel through residential areas for safety reasons. Second, the noise from the horns has increased noticeably over the past 6 months or so. Is that really necessary to use that level of noise?

I live in the Bay Area, but not currently on the Peninsula. I am excited that California is leading the way with new public transportation and high speed rail. I support all efforts to provide this vital infrastructure.

I live next to the Santa Clara train tracks and the current diesel trains are incredibly loud. I strong support moving to electric, assuming it's significantly quieter.

I love Caltrain and think you have a great service! The reason I don't use it more often is because my work is 1.5 miles from the station with limited transit options. I have to ride a bike most days, but find that I am often bumped. Now I take a bus and bring a razor scooter, but that option is slow and more expensive. Being bumped was probably the factor that stopped me from riding Caltrain the most. If there were other ways for me to get from the Caltrain station to work without bringing a bicycle on board, I would take Caltrain more.

I love CalTrain but I wish I had more info when trains are late. Silence = Bad!

I love Caltrain when I ride it. I enjoy the nostalgia train riding brings.

I love CalTrain! I hate driving :) I love seeing people who don't pay for tickets getting booted off, feel free to step up enforcement if you want to ;)

I love Caltrain! I wish for more trains running later in the evening. Such as past 7:30pm and that does not Giants games.

I love caltrain! Looking forward to better, faster trains.

I love Caltrain, but it needs to come more frequently! On the way home there is a 15 minutes window where three trains come that can get me home and then none come for another hour. Muni is always late and it's a long walk to Caltrain from my work, so it makes it really difficult to catch one of those three trains. Please space the trains out like BART does so they leave in 20 minute increments rather than all being clumped together in a small window. When I know I need flexibility to get home, I have to drive to BART and then BART/drive home. I really prefer Caltrain and don't want to drive if I can avoid it. I'm lucky I have a car and this option. Others don't. Also, Caltrain needs better real time updates and service advisories like BART's. I've arrived at Caltrain multiple times only to discover that it's delayed. Relying on passengers to tweet updates isn't helpful or efficient. I once took Caltrain to work and the train stopped for 25 minutes and the conductors did not make any announcements at all - we had no idea what was going on and we couldn't get off.

I love Caltrain. You do a great job.

I love cup-holders! It would be great to include them in the new cars - people bring coffee and tea onboard and cupholders prevent spills!

I love riding Caltrain in general, but I do not love it when people take up seats with their possessions--especially when the train is crowded--taking seats away from those of us who would like to sit down (or when they start something with passengers asking them if they could please sit down on those seats). Likewise, I have to admit one of the features I like about the older, all silver trains is that you in being able to see the upper story, you can see if a seat becomes available versus the newer, bombardier models (the ones with the red?) where it can be a guessing game going in as to whether you'd have better luck upstairs or not. Another issue that I really wish would get addressed at times are the fare evaders who sometimes take up seats (in the past, they used to specifically target seats where paying customers had been and took the little slips of paper indicating the person had paid or would sit in those seats if someone got up and saw no shame in what they did). However, getting back to the issue of the redesign, my concerns about added space for luggage is a way of securing it to prevent theft--if it's kept in a separate area (or even how Amtrak implemented it on their regional trains) from where the passenger is physically seated/standing, my concern is whether it would still be there when it was time to get off. On a semi-related note, a concern I have over restrooms is cleanliness--not just availability. It's something I noticed even with BART stations and part of the reason why the restrooms are sometimes closed to the public as when they're open, they're sometimes very nasty or the homeless don't always go in the toilet or may bathe themselves in the sink, etc. (similar in a sense to the main library in San Francisco).

I love riding the train and being out of my car. Caltrain is the only game in town on the peninsula. I stand on most trips because the trains are crowded, but I only go 2 stops. I would like to be able to stand in an area that is more out of the way for people trying to get on and off the train. The bombardier cars are much better for that.

I love taking the train every day, and I feel like Caltrain does a great job.

I love the Caltrain service! Please consider platform compatibility with High Speed Rail.

I LOVE the gallery style - Bombardier are weird - keep the old style (but make them better for the environment)

I LOVE the tables upstairs on the newer trains. I don't take a bike on the train, but it seems like people with bikes are bumped often on the train, which would discourage ridership/environmentally positive commuting. I would pay A LOT extra - 50-100% of the current monthly pass price for a bullet train directly from Mountain View (or Palo Alto) to SF.

i love the train and when i hear the train some people get scared because there one there phones

I miss the Atherton train station.

I much prefer the older cars because there is a single-seat option. I know it's contrary to increasing seat capacity to have single-rider seats, but their availability makes it much more comfortable for me to ride caltrain. I would definitely ride less if only shared-seating were available.

I need my bicycle to get to the Caltrain, but I also need my bike to get from my drop-off to work. I can't handle constantly getting bumped.

I need my bike for my commute to the station and from the station. I can't do one of these store your bike kiosk options.

I never bring my bike, because it's such a pain these days, I'd much prefer to bike to Palo Alto and take an express from there, but bike storage and/or bikes on trains is too iffy. I've been riding as part of my daily commute since 2005, but I need to do work during my commute, and a seat is CRITICAL! What about wifi??

I no longer use CalTrain. At one point I used CalTrain daily to commute to San Francisco. My son the same to San Jose. My daughter also to San Francisco. The train no longer stops in Atherton, so we find the train difficult to use though we would like to use it.

I noticed you didn't ask about frequency and on-time performance. That is THE MOST IMPORTANT ASPECT!!! Also, with so many riders, you would think you could use the extra money to maintain your trains a bit, so they're not always breaking down.

I often ride at off hours: midday and evening. The schedule is kind of a bummer for that. If I miss my train, there's nothing for an hour.

I personally LOVE the old trains. I like the fact that there is single seating on the upper levels. In this way I don't have to feel like I am getting in someones way or imposing on their space. I often stand on the new trains just so I do not have to feel awkward. I like the standing waiting room between the trains on the old trains and the way the bathrooms are set up facing the opposite side of the train. I do NOT like the way the bathrooms are set up on the new trains facing out to the entire rest of the train. Not only is awkward to stand or sit in front or close them, but the air often smells and it is just an unpleasant thought that all the fumes/germs are opening fully out into the rest of the train. In the old trains the bathrooms are more hidden and less obvious. I really prefer the old trains. :) The one thing nice about the new trains is if you are traveling with a group of 4 you can sit together.

I prefer seats in rows, not facing one another.

I prefer the Gallery cars over the Bombardier cars because they allow for sitting by yourself, despite the fact that they're older and shakier. Please add seats where you don't have to sit next to/across from other people on the new cars!

I prefer the gallery trains to the bombardier trains. The bullet trains are always overly full (seats and standing space). The bullets really need more cars added to accommodate the number of riders on board.

I prefer the more modern layout of the two car types, the one with the second, separated floor with the tables in the middle.

I prefer the older cars to the new ones. The reasons are that the seating in the new cars all face each other. This may sometimes be desirable when travelling in groups, but in general I do not like being forced to stare others in the face during the entire trip. Also, the new cars have a horrible problem with bathroom odors polluting the entire car. Many days the smell is positively foul.

I prefer the older silver bullet train layout.

I prefer the seating arrangement of the old cars (all facing one way) to the 'conversation pits' of the newer cars. I'm 6'4" and have more leg room with the older cars when the train is crowded.

I prefer the seats like the Gallery Car because the seats facing each other in the Bombardier Car are often troublesome to sit in as some passengers have long legs.

I prefer the seats on the Gallery (older) cars more so than the Bombardier (newer) cars because they are not facing each other. I'd much rather face the back of a seat than awkwardly arrange my legs with a stranger and trip over people getting in and out of the 4 seater units.

I prefer the single seating in the older style trains.

I quite dislike the seats facing each other in the newer train cars. When seated opposite a stranger, which is the case 99% of the time, it is extremely uncomfortable to tuck my legs under the seat while avoiding looking straight ahead.

I rarely take Caltrain because it will take me 1.5 hours to travel to school and I have to transfer to VTA in Mountain View vs. 50 minutes to drive on my own. Plus I spend less \$ on gas than I do with Caltrain & VTA

I rated the bike sharing low not because I don't think in theory the program is good but because I don't think the other locations of pods is helpful. In Redwood City I would love to be able to do the bike rentals to get to Caltrain so as not to drive but the pods are only in the downtown area and not located at parks/plazas in the more residential parts. Currently almost all the pods in Redwood City are in locations that it would only take me an extra 5 or may 10 minutes to walk over biking from the stations which doesn't seem helpful to me in getting people not to bring bikes on the Caltrain. My big issue with the older style ones is the 4 seats that face each other are very awkward as there is not enough leg room. Also I like having the luggage racks but if people are new to Caltrain they don't often know there is a designated luggage car so people with luggage are all over the place and using a 2nd seat for their bags. I think more standing space would help alleviate this. I would have no problem standing with my luggage in other cars if there was space and I wasn't getting in everyone's way. I also think the # bathrooms on the trains currently are a good number. I feel they get used a lot but there is never a huge line. More than the cars my issue is the schedule. I feel the times when it runs more than once an hour are extremely limited compared to common travel times especially for the trains that leave out of SF in the evening. It would be nice on the weekend to have 1 more later train and to have later trains coming up from San Jose as they end early. I enjoy taking Caltrain but the 2 biggest reasons I don't take it more is: parking is expensive and there is no alternative to get to the station (closest bus stop 10 min. walk and goes once an hour only during middle of day, no real bike storage at RWC and difficult to bring bike on board and be guaranteed space and no bike share pods in areas where people actually live). I feel there is this huge push on giving people options to get from the station to their destination but not in how people will get to the station especially in the suburb cities along the Peninsula. My 2nd impediment is the schedule and infrequency of trains not during the short block of time in the morning and late afternoon/evening.

I really appreciate the cars that don't have the high steps to get in. I like having a table, rare as that is. I'm deeply grateful for ecopass from work. In all, thanks, Caltrain! Connections w BART very important.

I really appreciate the service . . . I just wish there was more of it (i.e. more seating capacity on any given train.)

I really dislike the layout of the Bombardier cars. Since their inception, riders have had to get used to them, but dislike sitting knee to knee, face to face. Riders want some privacy. You can see people trying to avoid having someone sit across from them in the foursquare layout, but trains have become so crowded, you can't avoid it. Cars are difficult to navigate. Doors between cars are hard to open. Stairs limit movement between cars for those with disabilities. Restroom access is there for entire car to view, along with the smells. Please rethink. Gallery style cars are much better.

I really like the tables with plugs on the newer, split level cars. I understand if that reduces seating capacity for bullets, but I usually take the express trains (a little too late for the bullets), local train on the return, and it helps me be productive on the train.

I refuse to ride in a train with ads plastered on the windows, I get claustrophobic. Also, the conductors should not allow people without bikes to sit in bike car

I regularly get bumped from the bike car 3 trains in a row before getting on. Please increase bike capacity. Why do the bombardier bike cars even have seats downstairs? it doesn't seem to work well for either the bikes or the non-bikers.

I ride a bike on both ends of my trip and prefer to have room on the trains for my bike as opposed to bike shares. I go several miles on one end and need my bike to cover the distance in reasonable time.

I ride Caltrain now about once a month between San Francisco or Millbrae & Mountain View for 49ers games. Is it possible to give passengers on the northbound (postgame) trains who use Clipper a reminder to tag their cards AND give them some time to do it before departing

I ride Caltrain occasionally (more so in the past) and live near the tracks. I am looking forward to electrification to reduce both the diesel exhaust fumes and transit time (due to faster acceleration).

I ride differently coming and going to SF from home. Use muni SF to work am, walk back to CT in pm. Walk both ways home to/ fro CT. Sometimes CT to airports. Needed lift after foot surgery, no CT, no get to work. CT staff were champs!

I ride my bike to work and ride the Caltrain home. I rarely ride an express train with my bike, because it is unpleasantly crowded and I may get bumped. Annoyances: - Non-cyclists occupying seats in crowded bike car (some conductors are great advocates for cyclists, but most are not) - Passengers waiting to get on board standing immediately in front of the door (again, some conductors call this out and this is appreciated) - Passengers standing in the lobby or at the bottom of the stairs making it hard to get by with bikes, usually on crowded trains, which I avoid. If I had a longer trip and taking the express train was something that I wanted to do, I would be much unhappier as a cyclist riding the Caltrain.

I ride my longboard to and from the train, would be nice if there were some sort of rack or space for storing the longboard. Also please when you space out the seats, have tall people in mind! Right now there is little to no room on the Gallery cars except for the ones for the handicap and only on the side with the handicap bathroom.

I ride off-peak so I have not had any problems with bumping or lack of seats, but I know of others who have had these problems.

I ride the limited train from cal ave to San Francisco and the ride up to the city is always pleasant - there's room for my bike, I get a seat and the train is always on time. However, my main concern is taking the train back in the evening. All trains leaving from 5-7 are jam packed and I rarely get a seat if I don't get to the train 10+ minutes ahead of time. One question that wasn't asked was train schedule - it would be beneficial to riders to have 2-3 more trains leaving sf during that rush hour timeframe to avoid people getting bumped or riders having to stand all the way to San Jose.

I said to increase the bikeshare at stations, but it's not sufficient to do it only at stations--there also needs to be bikeshare at our final destinations, otherwise the system doesn't function!

I spend 2 hours of my day on Caltrain (San Jose to San Francisco round trip). Seating is very important so that I can work during this time. Wifi would improve the experience however mobile wifi devices address that gap.

I stagger my hours to accommodate Caltrain bike capacity already. Even the 6:24 AM and 3:59 PM train approaches bike capacity.

I started riding CalTrain in 2006, bringing my bike on board for almost every trip during commute hours. After years of frustration getting bumped when trying to get on at 22nd Street, the closest stop to my home, I have doubled my morning bicycle commute to get to the 4th and King station to ensure that I get on. I welcomed the addition of a second bike car to every morning commute train, but now see those getting filled again. I'm glad more people with bikes are using the train, but we need some quick alternative for cyclists at 22nd to safely and securely leave their bikes if a train pulls up already full. I think a similar need exists at Millbrae, as well.

I stopped riding the trains a few months ago after trying for a few months for a few reasons. 1. Drunk people on the train which causes fights and discomfort for other passengers. 2. I get out of class late and late trains run infrequently, causing me to be home by midnight, it wasn't worth it. 3. Not enough room for bikes on the train, no staff to help arguments over passengers without bikes going to the correct cars. 4. Costs about the same for me to drive, without all the disruption. I will gladly ride Caltrain again if it could be a better experience.

I strongly dislike the newer Bombardier cars. They do not have enough capacity.

I strongly prefer cars with individual seating to group or opposed seating arrangements.

I suggest installing jump seats in bike and standing room areas in order to increase seating capacity while still providing for more room for bikes and standing when the train is crowded.

I support level-boarding and platform height compatibility with CA HSR.

I take my bike on caltrain and I've gotten bumped from the 206 train at Hillsdale twice in two weeks. More bike capacity please! Running the 24 bike capacity cars during commute times is not good enough.

I take my child with me on the train as part of my commute - so I really liked the bombardier trains as I could put the stroller straight onto the train without folding it up, sometimes leaving the child in the stroller. for the older style train, the luggage rack was key - but when it was crowded there was no access to the luggage rack. I've also done my commuting with a bike in the past, and the old style was definitely better for that. If there was inexpensive bike sharing at the destination, I'd consider using that, but I'd need the bike all day (parked at my workplace) so not sure it's cost effective. I'd also consider having a bike locker at both departing station (not a problem in Belmont) and destination (a big problem in Palo Alto) and having two bikes...

I tend to bike to work and ride the train home. If I were confident that I would not be bumped, I would take the later train. It would let me work later, get home faster and easier, but the risk of getting bumped is too high.

I think CalTrain does a great job accommodating cyclists, even today, and I enjoy my CalTrain rides nearly every time. Thanks :)

I think Caltrain should use the train purchase/upgrade as an opportunity to upgrade the system to level boarding. I've seen numerous people injured due to the height difference of the platform and car. Level boarding has to happen eventually, what with high speed rail trains requiring it, so might as well do it now.

I think Caltrain should work with cities like Palo Alto to reduce the number of grade crossings. I think electrification is extremely important, but removing grade crossings would also make a big impact on the service.

I think electrification is important. Even more important is reducing travel time. If you could get to a point where a train travels in 30 minutes between south bay and city with most major stops (Mountain View, Palo Alto, Redwood City, San Carlos, San Mateo, ...) it would completely change the way people think about transfer in the bay. What does not work currently is that the travel time from SF to south bay is 1 hr + 10 mins wait at station +15 mins on each end for transfer. If door to door could be under 1 hour that would make the balance with the car much more amenable (because a car commute in rush hour is 75 minutes)

I think everyone feels that more seating is the most important thing Caltrain needs to focus on. With more seating, then the problem of trying to exit/board crowded trains goes away since no one would be standing in the way. You would get WAY MORE riders if you would just offer a reasonably comfortable experience: a seat.

I think if there were restrooms at the stations it would ease the need to have them on the trains. I have not seen any restrooms at any of the stations I've been to.

I think it would be good to charge a fare for bikes. Many people bring bikes and only ride them about a mile, when they could use something like a push scooter instead.

I think it would be important to add a northbound train in the night after the train # 199

I think it's important to have at least one bathroom on each train, but don't think every car needs one. I think the gallery level of having about 2 per train is good. Seating capacity is obviously a problem right now at rush hour, though I think electrification will also help run more cars per hour, so that will become a smaller concern. Bombardiers are really tight for bike space. I know seating is tight, but I think it's worth getting more capacity.

I think onboard bathrooms are very important. I don't use them because: on the bombardier, they smell bad and permeate the entire car; on the gallery, I can't find them. I know the conductors can't police the entire train. It would be nice if they could remind passengers when they enter the train platform that the luggage goes on a certain car. More room for bikes, even though I don't take mine onboard. I like the tables on the bombardier. When there is not a table, the facing chairs are cramped and awkward. I suppose the arrangement allows for more seating.

I think one thing that needs to be deeply considered is the future platform height in selecting an EMU. The platform height must be high enough to be compatible with HSR and the latest discussions of a 22-24" platform height to conform with the Bombardier cars locks in a platform height that is incompatible with any HSR on the market. Please reconsider this height in future discussions. thank you

I think that additional bike capacity on the trains and increased train hours are the most important aspect of positive change in Caltrain. If people can't get to and from the train easily, they won't take the train, and it's not like the train goes close to plenty of places where we might want to go. Second, if people can't take the train home after a night out, they won't take the train up. There need to be more late-night trains and they need to run later.

I think that more bike slots or a more efficient bike layout on the cars is of critical importance to helping keep the trains on schedule.

I think that the biggest advantage of the new proposed system will be the increased frequency of trains. Right now, if you miss a train during peak transit hours you have to wait 30 minutes for the next one. Even if the trains have less room for passengers, only having to wait 10-12 minutes for the next train will minimize the need for standing.

I think the old cars are better than the new ones in every respect. I particularly dislike the 4-seat "pods" in the new cars. They are extremely uncomfortable and the forced intimacy makes for an unpleasant commute.

I think this survey should be better promoted. I only found out about it through a visit to your twitter. Schedule reliability is extremely important. 312 sb always catches up to the train ahead at Mountain View, making many of us miss the vta light rail connection. Thank you I love riding Caltrain antx look forward to the new and updated trains.

I think you could make train rides significantly nicer and more convenient for myself and most commuters by adding high quality Wi-Fi capability to your trains.

I took Caltrain from Hillsdale Station to College Park for high school. Hard to believe I'm still riding some of the same cars 25 years later.

I travel to Belgium and Holland once a year for business. Our trains and stations are so primitive compared to these countries.

I typically ride express trains between PA to SF, and there is rarely an available seat when I board at either station. I would bring my bike, but I can't take the risk that the bike car is full and I will be denied a ride.

I understand the difficult trade-offs and challenges CalTrain faces, with increased ridership and increased bike usage. I would suggest that the bike usage be subject to permits, where CalTrain charges a fee to partly account for the use of a bike vs. having more seating that could otherwise go to passengers. The bike capacity issue impacts a smaller population than the standing room only issue, which impacts everyone and really makes riding the Caltrain unpleasant (or requires showing up 15 minutes early just to get a seat, which results in wasted time). I would love to use a bike on board, but I'd rather have a seat and buy a folding bike or use rollerblades than stand but have room for a full-size bike. Shared bike kiosks are great but sometimes they aren't available at peak rush hour times at 4th & King St, and returning from elsewhere in the city.

I use a walker and people are very generous to make sure I have a seat.

I use a wheelchair. the gallery cars are horrible the bombardier cars not a whole lot better will ride more often with high platform level entry boarding.

I use my bike on Caltrain everyday. I ride to the station and then I ride to work when I get off. Shuttles and bike storage solutions don't work for me as I need my bike with me at all times. Please highly consider making bikes on the train a long term solution for Caltrain. Thanks!

I use my bike to solve the "last mile" problem between home/work and CalTrain. If those bike sharing kiosks were put conveniently at major employers and industrial parks, and in residential neighborhoods near me, I wouldn't need to take my bike. But the key here is convenience - my car commute is 25 minutes in traffic, my bike-CalTrain-bike commute is 75 minutes (including waiting time at stations). At 12.5 miles one way its within range of a pluggable hybrid, so the "green" argument doesn't apply here. Biking to CalTrain must remain convenient, or it's back to driving solo for me (in an electric car).

I used to bring my bike on Caltrain to get to work, but I stopped because I got bumped too many times. I switched to driving my car every day, and just use Caltrain for social occasions on weekends now and then.

I used to commute daily on CalTrain, and would continue to, but there is not enough parking at the Sunnyvale station. I also find the bullet, local, and express trains look too similar, and if they do not come at the time I expect them (ahem) then I am apt to get on the wrong train. Could someone please please please just work up three prominent graphics -- perhaps magnetically attached so they are easy to move -- and slap them all over each car so we know what we're boarding? The single most important change is to RUN MORE TRAINS. Not longer trains with more seating (though that's great) but MORE TRAINS. My daily commute was from University Ave in Palo Alto to the San Antonio stop in Mountain View. Short, sweet, simple -- but if I missed the evening train it was an hour until the next one. That is a serious for anyone who has a normal job that is not strictly 9 to 5 on punchcards. The days of that are gone, now we get "oh one more thing" while trying to walk out the door, and then it's an epic wait to get home. Mornings are not much better, and it's so easy to get caught in traffic on the way to the station. I'm thrilled that CalTrain will reduce the carbon footprint of the trains -- that's great stuff! -- but the trains as they are now are basically configured fine. They just should depart about 6 minutes apart during peak hours, and no more than 12 minutes apart for off-peak, like other civilized areas do. Try Europe, or even the DC metro. You will get more riders when you RUN MORE TRAINS. Until then, CalTrain remains a sad local joke, a good idea that does not serve the community as well as it could. Also, did I mention you might RUN MORE TRAINS? Thanks for asking!

I used to get bumped a lot in the afternoon when I worked in Redwood City and had my bike with me.

I used to love riding the train but now it is so crowded it's an awful experience! I love the bullet trains, but please add more capacity. Also, the train ride is the easiest part - it's getting to and from the station that takes forever.

I used to ride almost every day but FasTrak sucks so badly that I went back to driving. I wish CalTrain/MTC cared enough to fix it instead of just increasing fares for people who gave up on it.

I used to ride CalTrain to work every day, but found it too cumbersome, particularly trying to get to and from CalTrain stations from my starting point and destination. So I no longer am a frequent rider.

i used to take the train more often, but between bathroom inavailability and crowdedness and taking more time to get to work, I have now stopped and take my car. now I use it once in a while for ease - like giants games etc

I will only ride caltrain if I can take my bike aboard. it is how i get around and you should encourage more bike capacity so people can ride more and drive less and reduce overall traffic congestion

I wish Caltrain could have wi-fi internet access for use while riding. The train trip could be more enjoyable if I had internet.

I wish Caltrain could operate more frequently than every hour in the afternoons and at nighttime. Caltrain serves my morning commute well, but it's hard to go home early if I have a family obligation or hard to stay late if I have a work event.

I wish daily parking at the station was less expensive. If it was I would take the train more often!

I wish most of the seats on the newer cars were not facing each other. There is very few seating for solo trips and often facing your seatmates at every row is a bit awkward as a solo traveler.

I wish there were CalTrain attendants at the stations to monitor unseemly people and those who choose to smoke on the dock. It feels unsafe to me at times.

I worry about lost revenue due to people sneaking onto trains

I would add that efficient ingress and egress are also important. On gallery standing room only cars it sometimes takes me 5 minutes to get off the train at Palo Alto. The bombardier cars are much more efficient

I would advise making a dedicated Bike Car similar to the ones found on the gallery set, and at the same time increase the train length from 5 cars to 6 or 7, to help alleviate crowding during rush hours. In addition, during the transition period, it may be helpful for standing riders to have increased luxuries (e.g. more ceiling grab bars, louder PA systems, etc.).

I would be willing to pay more to bring my bike on board. No more bumps, please!

I would bring my bike aboard if I didn't have to carry it up steps and had a reasonable expectation of having space for my bike.

I would like to see questions about ideal train departure times.

I would have used bike cars when I was younger, glad they are available now. It's hard to lift when >65. I would like to see senior seating respected. I have had to ask students to move their backpacks off of a senior seat. Most won't move unless I show my senior clipper card and insist. Maybe larger overhead storage to accommodate these massive backpacks? Thank you for asking.

I would like Caltrain to have higher frequency.

I would like Caltrain to increase the number of express trains between Palo Alto and SF. Please add the following: - 1 more express train in the morning from Palo Alto between 8:05 and 9:00/ -2-3 express trains in the middle of the day from San Francisco to the peninsula, outside commute hours. At 12:00, 1:00 and 2:00 preferably but if only 1 time then I would make it at 1:00 from San Francisco. - At least one more express train from San Francisco at 7:30 and preferably one at 8:30 as well.

I would like faster trains throughout the day. One fast train per hour please. The trains that stop at nearly every stop is just too slow.

I would like non-stop service from SF to Mountain View

I would like to see more trains per hour.

I would like to see more: Plugs for computers, tables for working at, small-glass partitions between every group of 4 seats (or some other way to cut down on noise). Also, please make sure to continue to cooperate with other transit agencies. We use multiple agencies to get around the bay area. Finally, consider finding a way to make the monthly Clipper Card easier to "register" at the start of the month. Tagging on & off once a month is a pain. If we were told that we could do it daily, without being charged cash, that would be great... we could stay in the habit... then again if we did it last month, couldn't the system just look-up that fact & assume we were in the same zone this month?

I would like to see one of the train cars designated as a "quiet" car where talking on cell phones (conference calls), music, drinking and partying, and loud conversations are restricted. A quiet car option would improve the daily commute immensely.

I would love better real time status of trains. The boards in the train stations are usually not correct. And when there is a significant delay, there is no way to tell when the next train will arrive and when that train will get to your stop.

I would only prefer/use any "secure" bike storage/service offered by Caltrain if they provided retribution for stolen bikes. I've already had a bike stolen from a Caltrain station bike rack/kiosk and was extremely disappointed at the way Caltrain handled the situation and my questions. It is highly unlikely that I'll be persuaded to use such kiosks or any Caltrain storage service again.

I would pay extra for reliable Wi-Fi

I would pay so much money for access to an exercise car - a train car with a gym in it! Make it happen!

I would probably use bike sharing if it existed at the station and close to where I work but don't like taking a bike in the train. I am lucky to have a shuttle option, though, which is ideal but depends on work. Also, seating room and bathrooms are more important to me on longer trips to other work sites or on weekends.

I would rather pay a 10%-15% premium for bike boarding than to compete with non-cyclists for bike car seating.

I would really like if there were more bombardier cars that went southbound. Another important thing is wifi onboard. It would make the trip much more enjoyable and would attract more people.

I would really like to see single seats in the new trains! Seats of 4 are good for the occasional family, but there's no need for them in trains that will be used mainly by commuters. If there must be 4-seaters, please increase the number of tables.

I would ride it more if the price was less. \$14 a day roundtrip is not affordable public transportation.

I would strongly prefer more trains than bigger trains, if that tradeoff is possible.

I would take Caltrain more often if I knew I was guaranteed to be able to take my bike onboard.

I would take the train more often if there were more trains heading south from SF at night (post 9pm).

I would use Caltrain more often, but the station is so far from the downtown in San Francisco. It's such a long walk if you are travelling with a child.

I'd keep my bike at the Caltrain station if I knew it was safe there while I was on the train. I usually bring my bike because I don't want it or parts stolen. Even cameras at racks would be helpful.

I'd like to see more bullet trains to and from Tamien.

I'd like to see more trains during the day. While Diridon is my primary station, it's only because there are so few trains going to Tamien. We also need more parking. Diridon could easily fill a 2-3 story garage. I have someone drop me off there because parking is too scarce. I've seen a lot of illegal parking at Tamien. I think these problems will only get worse.

If more frequent service I would use everyday.

If possible, I'd like to see increased frequency of trains outside of peak hours, especially on weekends. It's difficult to go from Sunnyvale to San Francisco on weekends when trains are hourly. Just having trains every half hour would be fine. Thank you for the great service!

If possible, it would be good to increase enforcement of riders bringing luggage onboard non-luggage cars. I encounter riders taking up seats with large suitcases nearly every day.

If there is anyway to avoid seats that face each other in the new EMUs, that would be awesome!

If there's wifi, make it fast and reliable. Charge for it. Incentive people, with discounts by using clipper card. Please look at making clipper card available on smart phones. Example, Apple's passbook. Also, lighting is important. I realize there are safety considerations but, current lighting is too harsh. Think Virgin Americas lighting. Only way to scale cycling use is not by tearing out seat space, but making it incredibly easy to use bike share. Co-sell one day passes w/train passes, monthly, etc. happy to help more. My mobile is 408-807-0770

If WiFi were available, it would increase the utility of the trains IMMENSELY. When I used to commute on the caltrain, wifi would have allowed me to get work done on the way. I think many people who normally drive would use the caltrain if they had internet. It would be a huge draw. Also, I really would like to see later trains on the weekend. On social nights it is very inconvenient that the trains end so early. I would like them to go until 2. It would increase safety and utility by a lot, and even allow more people to live outside of the city.

If you have any comments please submit them here:

I'm a social rider, but if I were a commuter, I would want to bring my bike and sit down. The bike cars are often full. So I don't bring mine because I might miss the train if it were full. Also, at grade boarding would help older less strong people bring bikes. I can't lift mine up the stairs of the current train. The tables on the bombardier and quad seating on the gallery are nice, but with so many single commuters, single and double seats with tray tables would be the best use of space. And Yes, airline style tray tables would be great for everyone. Or at least put them in the window seats only to minimize the exit politics.

I'm a tall man with jittery legs who rides from San Jose to SF. I seriously hate the bombardier trains because there are only like eight seats per car where I can stretch my legs. Being forced to sit across from other people is awful and I hate my morning commutes because of those trains. Also I'd really appreciate more service to and from Tamien but I realize that's out of this survey's scope. Just thought I'd let you know.

I'm all for modernizing the train.

I'm blown away why we can't take a bike trailer for kids on an EMPTY weekend morning train. Why wouldn't you want to encourage this??? Also transfers to/from the airports are TERRIBLE. I'd pay extra to have a rent-a-car type shuttle van meet every train at Millbrae to shuttle to SFO.

I'm excited about the ecological benefits, and time savings of the electric cars, especially if they have room for bicycles!

I'm handicapped, so I have a rollator that enables me to always sit, even when the train is at capacity.

I'm not a regular CalTrain commuter, but appreciate being able to bike to/from Caltrain to various places between San Jose and San Francisco to leave my car at home

I'm really excited about the electrification project and the increased capacity that Caltrain should be able to offer by eliminating a separate engine from the train. I hope that this will come with increased bike capacity. I think that biking to/from the Caltrain is a very important aspect of eliminating wasteful car driving and parking on either end of a commute. For some riders, being able to store your bike at the start or end of the trip (in a storage locker/facility) is an option, however for many others (myself included), a bike is necessary on both ends of the trip. Thank you for continuing to consider bicyclists while you upgrade the system!

I'm very excited for electrification! Level platform boarding would be amazing, please try to make this a priority if possible. And please play nice with CAHSR and share as many common systems and standards as possible! :)

I'm very new to the area - transferred from Chicago - so I'll probably be taking advantage of Caltrain as often as I was using CTA (quite a bit).

Important characteristics for the new trains is that the boarding should be level and multi-door. Among the gallery cars' many flaws are the excessively large staircase and single door per car, making station stops much longer than they should be.

Impossible to judge the relative importance of some options without there being a published service plan. The current schedule structure allied to lengthy turn around times needs serious re-working to gain the full benefit of level boarding. New schedule should have been the FIRST option before wasting money on new Bombardier rolling stock, addressing the primary issue of inventory/capacity management. There have been creative solutions outlined (thanks to Clem Tillier) that could be implemented even BEFORE electrification. Why are Caltrain staff dragging their feet on this? Also, does anyone realistically believe that there will ever be agreement between Caltrain and HSR about platform height? Similarly does anyone really believe that platform heights should be governed by rolling stock that could be obsolete or re-sold before electrification is complete. Caltrain should share its assumptions behind the decisions to buy more Bombardier coaches instead of other solutions. Very poorly argued by Caltrain.

Improve ADA accessibility. Move ways between seating section is below 36 inches, violation of ADA. Allow parking of recumbent bicycles. More bike storage capacity by hanging bikes by tire.

Improve Airport accessibility from Caltrain. This transferring to BART at Milbrae and/or San Bruno depending on the day and time is confusing.

Improve BART connection in new schedules, especially in unusual peak hours such as 6:45am-7:15am and 3:00PM-5:00PM

In addition to more on-board bike storage, ease of getting bikes on and off is important.

In addition to new trains, more frequent and more in quantity trains during commute hours would help alleviate some of these problems because people would have more options about which trains to take.

in lieu of onboard restrooms, more stations should have such facilities (a la Diridon Station or 4th and King)

In the current bike cars the stair case to go upstairs is on the side of the door. What happens is, people get on with their bike, lock them up and then have to walk against all other bikes in order to get out of the way. It should be the opposite -- you walk all the way in the bike car, and then the stairs to go up are on that end. Also, currently the door to get on has a wider section and a narrow section. It makes no sense that the narrow part is closer to the bike cars. Wider part should be adjacent to the bike side of the car and the narrow part adjacent to the regular seating area. Otherwise there is a bog mess in the vestibule while pedestrians try to go in between the bikes to get a seat.

In the newer model train bathroom stinks almost always. Only this new model have the problem. I commute everyday and this happen 3 or more times every weekday. Do something please. I do not want to ride in a car that smells like fermented shit every morning. I ride the first train from SF to Palo Alto. Thank you.

Include Wi-Fi on board all trains. Design seats for tall and portly people. Some current seats are too small. Design restroom doors to close automatically, so that doors are not constantly open with odor on board. Purchase head sets for CalTrain staff to communicate with officials, thus reducing noise from walkie-talkies. On weekend service, add more Baby Bullets or more frequent services, such as trains every 30 minutes. PLAN well for games, marches, events, to meet the demand as well as increase revenues (lost revenue due to not enough trains for events). Address over-crowding on trains to events. Address more security for trains. Currently, weekend train service is very poor, so please add more service and/or more bullet trains. Address the need for the new 49ers Levi Stadium train service.

Increase bike storage for baby bullet in morning. Increase number of cars on trains during rush hour commute times! Paying customers should not have to stand or be late to work because you can't store their bikes, it is ridiculous. Charge for a annual bike pass or something if necessary but if you encourage alternative transport dont punish the people who are doing the right thing!

Increase frequency and run more later trains

Increase more express train in weekend. More train in peak period not a 6-car train. Simplify stop pattern as current 5 different stop pattern in peak period but local and express.

Increase the frequency

Increase trains that service tamien. Especially train 262, to help relieve the night mare of trying to get off the platform with train 366.

Increased bicycle capacity is extremely important - for many of us it's the only economical and practical way to reach our jobs. My workplace is in an industrial area on the bayside of 101 in San Carlos, it is extremely unlikely there will be a bike-share kiosk there in the near future. For now, I absolutely need to take my bike on the train, there's no other way to get there without a car. Please, consider the impact on lower-income riders and make it easier to take bikes on the train. Thank you.

Increased capacity overall and accommodations for bicycles in order to get more people out of their cars. Increasing frequency would also be helpful. Workers here work long hours and the difficulty of using transit outside of standard commute hours discourages people from using the available transit options.

Increased number of trains between San Jose and Gilroy in morning and evening would be beneficial. One later in morning and evening would be good

Increased security at Caltrain stations would be appreciated if bikes are expected to be stored there. I've had a bike stolen at one.

Increasing #s of seniors who are mobile means a greater need for bathrooms than now. Station bathrooms irrelevant, when travelling for 1-1/4 + hours from one end to another. No dwell time to get off to use a station bathroom. Need more SEATS, for seniors, kids, and pregnant women. Need at least TWO accessible cars per train, to ALSO accommodate those with walkers, crutches, canes, braces, arthritis, etc. who can't easily & safely climb up / down the HIGH step from platform. Lifts need higher and firmer hand-hold rails. Train consist should keep accessible cars farthest from engine.

Increasing bike capacity onboard is absolutely crucial as biking becomes more and more popular. Things like better bike storage and bike sharing at stations are also important, but these are \*not\* substitutes for more bike capacity onboard.

Increasing bike capacity would increase the ridership to people who live more than a mile from Caltrain (more than a mile takes too long to walk and parking is too expensive and difficult to find), thus it would increase revenue. It's more important to get the bike onboard than to get a seat, but it would be nice if non-cyclists could be discouraged more strongly from using the bike car or crowding the entrance of the car opposite the bike car and delaying onboarding times for cyclists

Increasing bike share options at stations only works if final destination bike share options are increased. Sadly, this doesn't seem to be happening.

Increasing luggage storage on board is pointless if the use of it is not going to be enforced. Tired of suitcases on seats and in aisles!

Increasing the number of trains instead of the number of cars per train would also be welcome.

Instead of having on board toilets - how about adding toilets to the stations?!? The extra revenue from the seats would pay for the toilets! Cheaper maintenance?

Instead of using loud, weird trains why don't you just buy trains which are used in for example Germany. They are modern, quite and comfortable

Interconnections with other transit agencies (BART, VTA, Muni, etc.) make CalTrain even more useful. Coordinate schedules and have conductors alert to connecting passengers.

It always feels like a gamble to bring a bike. I take an earlier morning train to make sure I get a space. On my return I luckily get on at MTV which usually is safe, but later stations are often full or close to.

It is clear from the huge increase in bikes carried on Caltrain over my many years that it is an incomparably successful way to get more passengers on Caltrain and more cars off the road. I trust it will be possible to make all modifications necessary to take advantage of this great opportunity to make the area greener.

It is obvious in your survey that you would like to do away with restrooms (they take up maybe 8 seats per train not per car where as bikes take 1 seat per bike whether they are actually on board or not so something like 64 seats per train). The obvious solution here is to add an extra car and to have the bike stored vertically (front wheel up and against the wall, back wheel on the ground against the wall, seat facing the aisle)

It makes more sense that converting the Cal Train to BART system!! California should go with more Rapid Transit System (like BART) and high speed rail.

It might be worthwhile to consider splitting the train cars into three categories: 1) cars where there is standing space only for people with shorter commutes, 2) cars where there is predominantly seating and 3) cars entirely dedicated to bikes, maybe with foldable seats in the center for the bike owners. In addition, it might be good to provide broad ramps on the bike-only cars where several bike riders can simultaneously load their bike without having to wait for other passengers to board the train. This might speed up the boarding process and would avoid that bike riders are left behind, when the bike capacity on the train is exhausted.

It was not clear whether your questions about improvements apply to new or old style cars. I would say old cars need a lot of improvements which have been implemented in the new cars. I am fully satisfied with the new car design.

It would be good to offer a discounted or even free ride on Muni after riding Caltrain.

It would be great if it were easier to get a bike on the train. Currently, the steps are quite high, and when there are a lot of people it is quite difficult to get on the train while carrying a bicycle.

It would be great if trains could be configured or scheduled so an extra bike car (and/or passenger cars) can be added during rush hours

It would be great to have a better system for bikes with regards to non-bike riders. Non bike riders frequently block the way for bikes and make it difficult for us to get on, or sit in the bike car. They have the option to sit on any car, but bikers need to be by their bikes. :-/ maybe more outreach so they're more aware of it?

It would be most beneficial to have more seats & bike space... Over the years I have seen an increase in riders & bikers.

It would be nice if the overhead storage racks on the bullet trains were bigger or non existent. As they are, they are not very useful and people bang their heads a lot. I said I usually get on at San Jose Diridon. If more trains went to/from Blossom Hill, that would be my primary station.

It would be nice to be able to get real time train schedule status (on time/late by xx Minutes) by station on PC's and Mobile devices.

It would be nice to have a seat on a train. The trains are so stuffing, ventalation would be wonderful. add more trains through out the day.

It would be nice to have some indication of how many bikes are on a train before it pulls into the station. The "XX train is at capacity for bicycles" announcement is often missing or inaccurate.

It would be really nice to have complete safe trails for bike access to caltrain stations...if I had that I could use my bike to get to stations (as long as there is storage). Also, traffic control at the san jose station stinks. A complete disaster with no traffic cops to be seen. Pedestrians crossing illegally, cars blocking traffic, limited area to 'kiss and ride' and seemingly no interest by the city in making sure pedestrians don't walk into active traffic areas. It is danger waiting to happen.

Its about time an upgrade to antiquated, engines

It's essential that Caltrain expand bike capacity to serve those who travel farther than walking distance from stations. I see people getting bumped from the train all the time. People whose closest station is Palo Alto ride an extra distance south to cal ave or even San Antonio to avoid getting bumped on northbound trains in the evening. There should be valet bike parking at 22nd st.

I've considered using a bike on the train, but it looks like it's too much of a hassle, so I walk instead. I've seen bikers not being allowed on a train as well, and that is another reason I don't bike. If I did bike, secure storage at the station would be important. That way I could have a bike at each location and not have to worry about bringing it on the train. As for seating, I've answered I always get a seat, but that is because I purposefully avoid the trains I know get full. I'll let one or two trains pass by until I can get one I can sit down in.

I've lived in DC, Philadelphia, and LA, and taking my bike on Caltrain is the easiest it has ever been!

I've read elsewhere that CalTrain has purchased additional Bombardier cars to enable 6-car trains. The added sixth car should be a bike car. Bombardier train sets often run out of room for bikes. Also, the bike rack design in these cars doesn't work nearly as well as the ones in the gallery cars. The racks are narrower, with obstructions that block handlebars at the end adjacent to the doors. This reduces capacity when the first bike is loaded the "wrong" way. Also, the bungee cords are not well-placed. The centered design for bungee cord attachment on the gallery cars is much better.

Just as important as the cars are station amenities like wayfinding, real time announcements, bathrooms, and labeling tracks.

Just make sure you get cars where people aren't constantly banging their heads on the storage racks.

Keep up the good work! I can wait to ride.

Keep up the good work. Trains are very important to me.

Keep up the great work! I'm looking forward to EMUs.

Keeping bike car space the same or more is very important to me

LCD Screens indicating the next stop on each train car would be awesome. And louder speakers to hear the conductor.

Let's get this built, ASAP!

LEVEL BOARDING Memory schedule at all stations No longer than 20 minute wait at any Caltrain station Articulated train design (open gangway between cars) Multi-purpose space for bikes/luggage/standees (flip-down seats) Move bathrooms to stations where they belong

Level boarding and compatibility with HSR platforms are absolute requirements. Minimize total lifecycle costs including maintenance, not just up-front cost.

Level boarding for quick and handicap entrances and exits is essential

Level boarding is a far more important issue than figuring the balance of seating / standing / bike / bathrooms. Why is it not part of the survey?

Level boarding is also very important. Choose trains that are compatible with HSR for easy transfers, flexible scheduling, and greater capacity at Transbay terminal. Once constructed, every train should terminate at Transbay.

Level boarding is extremely important - please procure trainsets that allow this to be implemented once funding is available to upgrade platforms. This will be beneficial to everyone due to reduced dwell time, and especially useful for cyclists and wheelchair users. Bike storage should be similar to BART, with dedicated spaces by each door of the train. These spaces can be used for standees and wheelchairs when no bikes present. Very important to ensure that cyclists are no longer bumped, and everyone can get on the train they intended to get on. Not necessary to ensure that everyone gets a seat. There needs to be 1 or 2 restrooms on each train, but it's not necessary for every car to have a restroom.

Level boarding is VERY important as it will cut bicycle, wheelchair and other boarding delays dramatically and speed up trains and improve schedule reliability for everyone.

Level boarding please! And talk to the HSR project and coordinate platform levels with them now, so you can share platforms with them if necessary. Please!

level boarding please!!! find a way to make it work with freight. it is so much safer and more efficient (kids, elderly, disabilities, bikes, etc)

Level boarding would be appreciated, especially with bikes and luggage

LEVEL BOARDING! Late trains are the worst, level boarding is a great way to fix this.

LEVEL BOARDING: Without level boarding, bicyclists and disabled people take a long time to board. We need to have level boarding that is compatible with HSR. No excuses: build the system for level boarding so Caltrain doesn't have 3-4 min dwell times. Don't get fixated on the intermediate costs of having to sell the existing fleets.

Level loading from/to station platform to/from floor of train floor very important for safety as well as reducing time needed for loading and unloading passengers.

Level of sound of horns is now TOO LOUD from years past and disturbs the peace.

Limit passengers in the bike car to bicyclists to limit chance of the theft

Live schedule via application or website would be nice.

look at the Swiss rail system for inspiration

Looking forward to not being deafened by train noise while waiting on platform

Looking forward to the EMU's! This has been a long time in coming. BTW, make sure the platforms are the same height as the HSR trains - no need to redesign twice!

Looking forward to the new electric trains!!

Looking forward to wind/solar powered electric trains!

Lots --- After riding some trains in Austria; both intercity and commuter; I find that the Caltrain infrastructure is terrible --- bumpy rides using heavy equipment and infrequent service.

Love Caltrain

Love caltrain

Love Caltrain! Keep going and don't forget about us bike commuters (I know you're not forgetting us, just wanted to write it ;)

Love the idea of electrifying the trains. Smelling the exhaust and fumes everyday is awful. I also dread the horn. It's ear-piercing and hurts. Are there alternate ways to alert cars and pedestrians at crossings? Can the road/foot traffic be separated from the trains at all crossings? Thanks for considering.

love the single seats! wifi please

Luggage racks impact my ride even when I don't use them myself because other passengers may put their suitcases in the aisle or seats when the racks fill up or they are not educated where the luggage racks are. Although somewhat indicated on the exterior of the cars, the luggage and bike cars could be better indicated. Additional comments on stations: \* The "pay before you board" model is really unclear at stations for out-of-towners. There should be more prominent signage. \* I'd prefer to ride from Belmont instead of Hillsdale, but the train schedule is too limited.

Luggage storage needs to be co-located to the passenger Workers tool bag for security and quick exiting access

Main problems that preclude regular use of Caltrain are poor local connections to/from stations, infrequent service and the long travel times on Caltrain itself. Outside commute hours Caltrain simply isn't competitive on total trip time. I'll often take ride shares over a much cheaper Caltrain trip for convenience. This relegates Caltrain to a necessity for those without financial access to pricier transportation options, and commuters with no employer alternative to long-distance private car travel.

Make bike storage one-by-one, not in groups, so that bikes can be pulled out easily

Make Bikes Work. Support Bay Area Bike Share and Personal Bikes as much as possible.

Make Caltrain as close as possible to the JR Yamanote line in Tokyo (only with bike cars) and you have the right idea. Caltrain is a key element in the economic growth of the Bay Area - the whole tech industry relies on this so that good talent can get to work.

Make it better for bikers! Regulate the idiots that screw it up.

make it easier for people to sit next to each other

make it electric and eliminate all the noise for those that live near the tracks!

Make speed a priority

Make sure trains have Air Conditioning. They are rarely ever used on current trains & trains get very muggy & hot. Passengers are sweating & uncomfortable. Make sure Conductors enforce to passengers that they need to put luggage/bags under seats or in storage areas, not on seats next to them (blocking another passenger from sitting down).

Make the trains faster. Run more bullet trains. And plan ahead for Giants games by adding trains/capacity for the extra riders.

Make the trains MORE frequent with LESS stops. It has to be faster than a car!

Make the trains smaller and more frequent. You should consider adding an express train from San Francisco to Palo Alto and Mountain view (South Bay express)

Make your website mobile friendly. Although there are plenty of apps that use your data to help users find out train times, I still find going to your site and checking times the best way to find that information.

Many people take Caltrain of the long hall, working on the train, having varied seat/table/standing options is important. The electric cars should be close to the bombardier car configuration we have now. Allowing social, work and even comfortable staring in a double decker setting. I've been commuting on Caltrain for 17 years now. What makes it attractive to commuters is its civility: comfortable, lots of seats, clean, bathrooms, and safety provided by the conductors on board. Don't change the classiness of the cars, just how they are powered. The double decker trains could be longer to add capacity. Please don't turn the cars into BART style sticky, horribly loud, dirty, sardine cans. Many of us will switch to express buses so we can work in peace if you go the BART route.

Many thanks. We appreciate CALTrains and look forward to riding more often.

Many years ago I used to just have a beater bike that I left at the train station, since I didn't really need to bring my bike on board. Then, it got stolen at a station. I didn't learn and so found another beater bike, tried not leaving it overnight, locked it up better. Then they brought wire cutters and snipped everything off the bike. Now, I just bring my bike onboard all the time. Bike theft around the area is extremely rampant, and police do not patrol bike parking areas frequently; in some cases the bike parking area is in a secluded area, and loiterers are common, masking theft. Bike Sharing is quaint, but not useful for many commuters, since I can't bike home at the end of the night and bike back in the morning. What's left is to crowd the train with my bike since I can't trust it anywhere else. What would help is if secure bike parking could be found more easily at stations; even a self-service locked storage area would be great, that you could purchase for a few bucks a month. This would remove my bike from the train most days, saving space for those that really need to bike before and after their train ride.

Maybe you should also ask about the quality not only the quantity of the facilities on board...

Message and status board on interior car ends (can't always hear announcements). Cup holders and trash receptacles. Recycle containers.

Monthly passes on clipper card sucks. Makes me long for the days of paper passes.

More ac outlets or usb Charging ports

More availability during commute hours and after 8:00 a.m. of bullet trains. A lot of people need to drop off their kids at school at 8:00 a.m. and the only option is the train that makes every stop. It takes me literally an hour to get where I need to get, with 35 minutes of it being train time. When a bullet train would cut that in half.

More available trains to and from Morgan Hill / San Martin / Gilroy would be FANTASTIC!

More baby bullets please! Standing wouldn't be as bad...shorter trip.

More bike capacity Make it clear bike car first for bike rider Walker should first sit elsewhere

More Bike capacity More standing so get on more on Caltrain less bathrooms Add capacity for Folding Bikes saves space

More bike capacity.

more bike lockers please!

More bike racks

MORE BIKE RACKS!!! GETTING BUMPED AND ARRIVING LATE TO WORK SUCKS

More bike room!!!

More bike share, fewer on board bikes. European transit rarely allows bikes.

More bike space on board. If there's bathroom on board, please clean it. The stench is so strong, being upstairs is not enough.

More bike storage in trains! YES TO ELECTRIFICATION! Perhaps try out a pre-HSR train route? And bullet trains at 10:00, 12:00, 20:00, 23:00.

More bikes please.

More bikes spread out throughout the train so there's less blocking of boarding and disembarking

More Bombardier cars are welcome while we wait for Electrification. Keep up the good work!

More bullet trains, longer trains, and trains that stop at south San Jose stations more frequently are my biggest wants. It's a good service.

More Caltrain shuttle routes & more shuttle frequency please.

More cars and more trains please

more clipper transponders please

More Cup holders and onboard WiFi

More cup holders please :-)

More electrical outlets, please. Especially when I travel to San Jose, my phone battery will drain quickly.

More express or bullet trains after 6:56, and more trains overall

More frequent service to Lawrence!

More frequent train service is important to me.

More frequent trains

More frequent trains please!



More trains (even if with less capacity), and more trains running later at night. It would be nice to not have to plan ahead to take the Caltrain (i.e., just show up at the station like I would for BART), and awesome to have a train that runs near when the bars close (e.g., at 3am) -- even if it's only one or two trains that late at night, and even if it's just going South. Glad to hear Caltrain is modernizing! I hope getting rid of the diesel giants allows for more easily running more trains!

More trains and cars needed. More express trains on weekends needed. They would be filled.

More trains during rush hours are pretty much your only hope. I travel an hour and a half later than desired because I get bumped off earlier trains relatively frequently.

More trains for commuters on game days. My train in the morning is late at least 3 times a week. This is frustrating as my shuttle is timed to train.

More trains need to go to Tamien and further south!!! It makes no sense that we have to deboard the train at SJ and then see it leave and go to Tamien! I like the privacy of having a single seat.

More trains stopping at California Avenue

More-frequent trains would be great.

most disturbing part is boarding especially when people without bike go to bike carts. It would be faster and more satisfactory to everyone if you could manage boardings better, so people with bikes go to bike entrance, without to without entrance. This could be quite easily solved with signs and educational compaign for bike people how to board and for people without bike. If you installed couple of tv in each cart you could show such information as well as sell ads ;) It also would be helpful having information if first or last carts for bikes are full or limited availability. It could be displayed in the info panel together with other information.

Most important thing for commuter is that we can get on the train with our bike if we are commuting with bikes. It is much less important to be able to sit throughout the journey, particularly if the electric train will provide a shorter trip. Seats should be available to disabled people. Able bodies should be able to stand.

Moving between cars is important. Space per seat should not decrease. Even though I don't bring a bike or luggage, other than a backpack, both should be available. Money should be spent on more trains per day rather than just longer trains.

Must have more bike space

Must have more seats available, esp. for Giants games and now new Golden State Warriors games.

My bicycle is an essential part of my daily commute. I get bumped at Hillsdale Station northbound at least once per month, which is inconvenient for me and my employer. I hope bike capacity and higher capacity overall will be a priority. Reserved bike cars would also be great, despite idiotic legal challenges.

My biggest thing would be increasing amount of service rather than individual capacity. My train is usually not full, because the trains that leave 22nd street in the evening are basically all local, and no one wants to have to ride those unless they're stuck with them.

My bike is my main transportation option. I bike all over San Francisco. I also bike around campus during the work day. My bike is important to me on both ends of trip. Bike storage/share options don't really help me out unfortunately.

My comments regarding seating are based on some of the massive overcrowding that occurs on Caltrain during perfectly predictable events such as sporting events and special events. The current number of seats available is massively underwhelming. The riding experience is so poor that I do not feel comfortable bringing my children on the train. This is especially true for Giants games. We have been riding the train for years and with the continuing removal of parking at the stadium, ridership has gotten greater and greater. Caltrain is losing an opportunity to encourage riders and instead is losing riders because it has not figured out a way to comfortably accommodate the easily predictable increase in riders at these peak times.

My commute at both ends of the train ride are long enough that it's just not feasible for me to take the train if I can't ride a bike. And there are no bike-sharing kiosks in Bernal Heights or in this part of Menlo Park, so that's not an option. I suppose I could buy two cheap bikes and leave them in lockers (if there were lockers) but that doesn't solve the problem of getting my bike home on days that I ride all the way to work (at least once a week, and often more frequently than that).

My complaint is SEATING. Please listen to me: I DO NOT WANT TO STAND, I DO NOT WANT TO STAND. Please increase SEATING, increase on time performance, increase trains, increase space for bikes and for God Almighty's sake, get the luggage out of the aisles. WHERE ARE THE NEW CARS we were promised at the end of 2013 to come in 2014? Where are they? Trains during commute time are at 130% capacity and this is absolutely NUTS. You complained for years about lack of ridership and now you have the ridership and no place for us to SIT. I WANT TO SIT. and please listen to this: I'm not tall but I don't fit in those quad seating arrangements on the Bombardier trains. My knees are cramped and it's awful when there are four strangers staring at each other. No this is not fun. You need to FIX IT.

--My frequent purpose is to use bike from train destination, not store in locker --I like Bombardier's lower step up platform access --I'd be willing to stand with my bike instead of taking extra seat --Definition of acceptable bikes should not be restrictive --Electronic platform signs and/or smartphone apps should note whether bikes are being bumped for a given train --Bathrooms should not be on commuter trains

My highschool student rides the train Mon-Fri also

My main problem with CalTrain is just that the station at the north end is much farther from my work than the BART stations are, and the whole system has such a confusing schedule with the locals / expresses / bullets.

My only comment is for commuters now, I hope to see during rush hour times, another bike car to help facilitate the over-crowding of bikes and elevate all the standing passengers, as it is very uncomfortable trying to get on and off trains when the bike car gallery is full of standing passengers. I think it's completely unsafe to have so many passengers standing and bikes in the aisle. Usually trains 370, 278 and 380 leaving SF is way over-crowded and there should be a limit on # of bikes allow and no passengers should be in the aisles or on-off part of the car. Adding another bike car should eliminate this over-crowding.

My ride is reverse commute, and only when I need to travel quickly in the evening, so I never have problems with seating or bike capacity.

My ridership experience is wonderful with the exception of game days. Game day riders insist on saving seats for their friends. It is first come first served. Increase conductors or Caltrain Security on those days so the people that do use the Caltrain on a daily basis to commute do not have to deal with drunk, rude, disrespectful people that use the Caltrain as their personal bar and toilet. Thank you.

My stop (Redwood City) is always extremely heavily used - both on and off. It's by far the most heavily I've seen. Why can't RWC become a more common stopping point, especially Southbound? Please monitor usage data and make smarter scheduling decisions - based on real usage, not other considerations.

Need better messaging at stations. Warning train approaching, please stay behind yellow line. Better signs on train to know what train number it is or having it announced again while train is at station and have signs flashing what train it is.

Need better service levels south of Diridon.

need free wifi please

Need Lawrence station to be baby bullet station. This will add more scheduling options and flexibility.

Need longer consists (eg 10 cars) for express trains San Francisco - Palo Alto - San Jose. These will substantially reduce pressure in limited sand baby bullets.

Need more bike capacity, or I'll stop riding Caltrain.

Need more bullet trains in mornings and evenings---6:56 PM as the last limited train in the evening is not logical with more and more people working late/flexible hours. Same goes with the morning trains--many people don't start work exactly at 9 am, so there should be an increase in bullet trains.

Need more daytime & nighttime trains! - having just one slow train an hour, stopping everywhere, is losing ridership. Maybe buy some smaller single-decker self-powered carriages, as well as the commuter fleet? Not everyone in Silicon Valley works 9 to 5!

Need more on-board bicycle capacity since many bicyclists need their bikes at work (to go to lunch, to do errands) or because they get on and off at different stations. Bike share will not be spread thoroughly enough through SF and the Peninsula for at least 10 years for it to be a feasible option. So, in the meantime, we still need more bicycle capacity. Also, don't need a bathroom on every car like the Bombardier cars. Only need 2 per train like the Gallery cars. But can you actually make sure they don't reek like sewage, they are cleaned, and that the water, soap, and paper towels are working/replenished? My biggest problem with the bathrooms is that they are disgusting and often not working properly. Please put some effort into future ones. Finally, get rid of the ridiculous quad chairs facing each other, at least those without a table. This is awkward for everybody have to sit staring at each other with knees touching. Seat layout should be more like airliners where passengers sit next to each other, not facing each other.

Need more seating and conductors should intervene when people put their affairs on a seat and don't take them off when people are standing, and when people put their feet on seats.

Need more space for bikes on trains! Every car should have bike racks, and there should be enough space so people don't get bumped anymore.

Need more space for bikes.

Need more stops at the Belmont station - 1 stop per hour during commute hours is simply not enough.

need more train cars asap

Need more trains in middle of day, outside of commute times, and they need to run on time. They are frequently VERY late during these times.

need more trains! (I used to live in tokyo)

Need more trains...too crowded during commute times...giants games are the worst and there should be dedicated extra trains for fans

Need to improve ticket purchase process. Not enough kiosks (lines get long in the morning) and every station should have clipper refill options. Ridership continues to grow - either have more cars per train or more trains. Having a third track where possible would ease congestion - singletracking occurs too often and throws the entire network off schedule.

Need to improve ventilation and temperature control. Bombardier seating is awkward; increase leg room on current seating, face seats in one direction, and remove some overhead luggage racks.

Need Wi-Fi. More info and communication around delays & why. Less delays. Bicyclists are not 2nd class riders. :)

New bike cars should have two doors, creating one way traffic. Currently passangers and bikes must wait for everyone to turn bikes around and detrain before boarding. Two doors would also increase bike car capacity because of the space required to turn bikes around.

new cars should have good wi-fi and plugs for chargers; also trash bins on every level (like Capital Corridor trains)

New electric trains should have the same (or close to the same) layout and amenities as the Metro North and Long Island Rail Road systems in New York. Those systems strike a fair balance between meeting the needs of bicyclists and riders.

No mention of bike thefts or how to prevent on Caltrain. Also limited seating in bike cars should be reserved for cyclists. We need to keep a careful watch on our bikes.

No mention of the most important issue to me - very late night service between San Francisco and mountain view. Would love to see later trains throughout the week and on the weekend.

No more bathrooms. Don't increase bike capacity--1, it'll just induce demand, while Caltrain's ridership will grow plenty more even if bikers remain stagnant. 2, the Peninsula's failed land use is not Caltrain's job to mitigate.

No questions were asked about level boarding-I think this at least as important as electrification-Also didn't ask about extending platforms and running longer single level, more frequent service nor asked about additional funding to electrify all service, nor asked about extending ALL trains to Transbay which would accomplish higher ridership than anything mentioned in this survey.

Noise is an issue. Smooth out the ride. Get rid of level crossings. Reduce equipment weight. Make it the same gauge as BART. Speed, it needs to be faster. The station under crossings are placed in ridiculous places. Add more shade. Add more tag on/off stations.

Not all cars need to have bathrooms but all trains should have one. If I can't bike the train doesn't enable a transit solution except in the rare cases the destination is near a station. If I had a regular commute, secure bicycle storage would be attractive but it requires a secure bike at the destination. On board bike capacity is often critical to many trips.

Not asked but I'd prefer more shuttles to / from the Lawrence station (instead of sharing with the shuttle to Mountain View).

Not every car needs a bathroom, but each train should have at least one available.

Not listed that is more important than any of this is outlets for charging devices + tables. There's not enough tables on the older model. Also, it's hard to find which carriages are warm or cold. If there was clearly a room that was cooler or warmer (and marked), that would be helpful. Or maybe a display of temperature for each carriage?

Not mentioned in features, I'm looking for very clear automated announcements for all stops. Announcements should include approaching the next station, on which side the doors will open. On doors open, clearly announce the station ID number, type of service, and final destination. Once the train departs, announce the next station, and on which side the doors will open. Please consider Chicago's Metra service and CTA rail services as excellent examples for how automated announcements can be done well, with only useful information, and no wasted chatter.

Not one penny on bike accommodations until Palo Alto can go 10 minutes at rush hour without some biker riding down a crowded platform past the WALK YOUR BIKE signs. It's a problem and you do nothing to mitigate it.

Not related to rolling stock... Is there any way to do the underground power transmission as opposed to overhead? Technically, it seems possible. Of course it probably costs a lot more, but it seems like the increased value would be more than worth it.

Occasionally I'll ride my bike to the Station in San Bruno and take Caltrain to my destination, usually Redwood City. The majority of the time, though I ride my bike all the way to work in the morning. Then I'll take my bike on Caltrain in the evening and ride from the station in San Bruno to my home. There are a large majority of cyclists using Caltrain that do the same thing. If bumps continue to get worse I will be forced to find another job that allows me to use a different public transit system or is close enough to bike both ways. No matter what, if bumps get worse, I will stop making use of Caltrain.

Offer "bump" cards for priority boarding when bumped. Make engine stopping position more accurate and paint a bike queue area on the platform so bike lineup doesn't have to guess where the door will be. This will prevent line jumpers in overcrowded cars.

Older caltrain bike cars are very hard to load/unload. I love conductors that tell non-bike users to wait to board to increase flow.

On board bathrooms, bike space and luggage areas are all important to attract multiple-use riders. The train should not be just for commuters.

On the bombardier cars, there is no upper bar for standing passengers. I would like to stand near the doors when the train is approaching my stop, but there is nothing to hold on to. Also, I don't like the tables on the upper level because people use their laptops, so there's a laptop in my face for the whole ride. Otherwise, everything else is nice.

on the bombardier trains people constantly hit their heads on the luggage storage rail above seats, please don't make this design mistake again.

On the bomber cars people constantly hit their heads on the overhead racks on the bottom level. They would be easier to identify if they were painted red versus gray.

Onboard bathrooms would not be necessary if bathrooms at stations were available. Bike share kiosks at train stations is only useful if there is a dense network of kiosks in residential and business areas within 5 miles of the stations. Current bike share system is awful because of insufficient stations in all areas other than San Francisco south-of-Market.

Onboard bike capacity should be increased to 20 percent to meet demand.

Onboard storage for bikes is top priority. Improving on the current racking system would be very nice.

On-board wi-fi access will be very desirable for many

Onboard wi-fi is needed

One major thing would be to expand service to smaller stations. For example in the morning I tend to walk ~15 minutes to Lawrence from my home. Lawrence has trains stop at 8:12, 8:50, and 9:20. However in the evening I go from Palo Alto to Sunnyvale and walk ~25 minutes because only the 5:38 at Palo Alto stops at Lawrence. If anything is likely to make me stop taking CalTrain is that walk from Sunnyvale Station to my home in the summer. As driving in an air conditioned car would only add an extra ten minutes to my commute and often feels like it would be worth it.

One of the bike racks in Redwood City was removed recently. We routinely run out of room on the bike racks in the morning. More racks would be great, and would keep more bikes off the train.

One thing not mentioned here is level boarding. This will greatly speed up boarding time and stops at stations.

One thing that's great about the older trains is that they have upstairs single seats. Who knows if I'm the only one, but I really value this and strongly dislike the newer trains for this reason. It seems like most commuters are on their own and typically working quietly. The awkwardness of four people sitting tightly together practically touching knees while they all ignore each other to do their work while commuting is... awkward. I LOVE the bike cars in the old trains. Addicted to my Caltrain bike commute. Been at it for decades. :-) Thank you.

One toilet PER CAR is crazy. One PER TRAIN (or per 3/4 cars) makes some sense. Hey, no bike lockers at 22nd Street for more than TEN YEARS now.

Open Broadway daily

Open-Ended Response

Other things to consider: Visible Signage on outside of cars (local /express/ BB) Availability of Power Outlets Automatic stop announcements Are tables needed or not

Outlets and wifi would dramatically improve my experience on Caltrain, especially when I was commuting daily.

Parking at San Carlos station is consistently under-utilized. I used to purchase monthly parking permits, but cost has become quite prohibitive. Now I and many others park nearby and walk to station. I would otherwise gladly pay a reasonable fee to park in one of the currently many empty spots in the Caltrain lot. My \$0.02 of feedback.

Parking at Sunnyvale and Mountain View stations is the biggest problem. Next problem is very few trains stop at Hayward park and there is no connecting service e.g. Sunnyvale -> San Mateo ->Hayward Park. The southbound trains at San Mateo need to be synced with northbound trains if the northbound train does not stop at Hayward park station in the morning. Currently, northbound train stops arrives at San Mateo 10:33 am scheduled and usually late, south bound train from San Mateo is at 10:38am to Hayward park.

People using wheelchairs should be treated with respect. Placing the wheelchair seating next to the bathroom creates a horrible smell and sometimes a lot of pee all over. Should have Men one and women's in another. Very unpleasant next to the bathroom.

Phone chargers would be great. Also Wednesday's are particularly full on the train. Standing room only for my whole trip

Physically lifting my bicycle with bike bags is arduous. Sometimes I have to remove the bike bags so I can heist the bike, then the bags, in two trips. Access onto train needs to be easier. Of course, the Bombardier train is easier to lift bike onto. The bathrooms are third-world size and cleanliness on the old Trains. I try not to use them unless I am desperate. Finally, the seat need to be impermeable to liquid. I think you know the reasons why. When I see mass transit vehicles with cloth seat I wonder what the committee was thinking when they bought them? Seats need to be clean. I don't care if they are hard plastic. Cleanliness is important. Thank you for considering my input.

Planning my day is held hostage to the bullet frequency and the stations they visit. I drive extra to take mountain view because the bullet timings for leaving and returning work better with my work schedule. But it means I have to drive further and leave even earlier to hope to find parking at the station. I would really appreciate the frequency of bullets to be increased. Also parking is becoming more of an issue at bullet stop points. Extension lots are too far and there is no way to efficiently make it to the station on time.

Please add a lot of bike lockers at 22nd street stop. A lot of people will use them and this will drastically decrease the number of bikes getting on the train!

Please add another northbound train at the end of the night, e.g. 11:30pm from SJ.

Please add at least one more bike car to the rush hour trains. The issue isn't about bike storage pre- or post-ride. People need their bikes to get to and from the train stations, and many times, leaving their bikes at the station would cause an even greater inconvenience.

Please add bike cars and/or increase the number of trains.

Please add complimentary WiFi on board for current and new trains. It's 2014. Get with the program. P.S. I love Caltrain. It has saved my mental health and well being. Thank you for your service. I am also grateful that Stanford University gives us a complimentary yearly pass.

Please add more bike racks.

Please add more comfortable seats!

please add more electrical outlets for charging phones and laptops; please add on-train wifi!

please add more Menlo Park stops. If I miss the 4:22 p.m. train, I have to wait for over an hour

Please add more room for bikes! Consider adding an extra bike car.

Please add more service to South County, Morgan Hill, S Martin and Gilroy. We have no service on the weekends and extremely limited service during commute hours

Please add more trains going southbound during the night commute hours.

Please add WIFI!

Please adopt a sensible approach to level boarding: <http://caltrain-hsr.blogspot.com/2014/07/the-path-to-level-boarding.html>

Please allow us to pay for wifi. Bullet train slams all mobile services.

Please also improve how you all handle damage control/service delays. And lastly, please respect the time. Trains are often late. Very, very often.

Please ask the conductors to at least be polite when they leave customers and their bikes stranded at the station for the 45 minutes waiting for the next train. I won't go so far as to ask for them to be apologetic.

Please assign the existing new trains to peak hours leaving San Francisco, the old trains really are unsafe for that many people standing and pathetic bathrooms

Please bring wi-fi on board! I love caltrain.

Please consider adding an additional bike car on the old galley style trains where I hear you are adding two more cars. In general bike travel is getting less and less pleasant. Please increase capacity on any planned new trains. Thank you!

Please consider adding free wifi onboard.

Please consider adding FREE WiFi to train.

Please consider adding or widening train doors on the new cars, as this would speed loading and unloading of passengers from the very crowded commute trains and improve on-time performance. Currently, many heavily-used commute-hour trains run about five minutes late most mornings.

Please consider high-floor level boarding to match CAHSR.

Please consider level boarding for the sake of universal access. A wheelchair user should be able to enter the train at any door.

Please consider providing daily service again to the Atherton train station.

Please consider putting bike racks on every car to facilitate quicker loading and unloading of bikes. Also, the current design of stacking bikes is majorly flawed. Please consider designs of perpendicular bike storage that ensures bikes don't block each other in (like the VTA light rail).

Please consider storage for folding bikes. This will both decrease the amount of bike capacity required and increase the amount of luggage space. If current trends hold folding bikes will comprise a much larger portion of the bikes on board.

Please do a better job keeping non-bicyclists out of the seats and bike storage areas on the train.

Please do not cave in to the bicyclists. They delay the launch of the train departures and arrivals, and we need all the seats we can. Also make conductors enforce fare evaders more often. Provide a police officer for large events or games. SF Giants games bring a lot of drunks, many of whom are underage. There should be policemen on it. You already had a wake up call with the Gay Pride Parade where you had a conductor assaulted.

Please do not increase fares. I am not interested in paying more to ride electric trains. Riding CalTrain is already prohibitively expensive and it is a shame that we cannot have BART on the Peninsula as the cost and frequency and lack of noise from gate is much better. Please don't make it worse. Also, we live near the train station, as do so many of us on the Peninsula, and I am not interested in any increases in trains outside the hours of 10 am to 7 pm--in fact, I am quite hostile to any increases outside those hours as the gate sirens are quite loud (as is appropriate). Thank you and good luck!

Please do not make the seats on the electric train car the type on the current newer trains where people face each. The legroom is horrible on these trains. Nobody wants to sit facing a stranger. For tall people especially, these seats are horrible. I would rather ride in the older trains than in the current newer trains so that I do not have to sit with someones legs in my personal space. They are the worst trains ever.

Please do not put seats facing because it is impossible to sit well, legs don't fit

Please DO NOT take seats away. And please do not destroy the aesthetics of the train stations - the Burlingame Station is beautiful and recently renovated. It's an asset to the community and state. Let's electrify but let's do it in a way that does not destroy!

Please do not use Bombardier trains during peak hours since they have lower bike capacity than the older Gallery models.

Please do whatever it takes to make the trains run on time. I can't remember the last time a train was less than 5 minutes late and delays of 10 minutes can make a large impact on a person's work schedule. In addition, stop allowing alcohol on board. I enjoy a beer once in a while during my commute but it's not worth the hassle of dealing with drunk sports fans during the baseball season. The trains are the primary commute method for many people and it is unacceptable to share that with people drinking whiskey out of a bottle at 9 am.

Please don't design seats facing each other like in the most recent version of newest cars. It's very annoying to sit face to face with people, especially in the morning

Please don't reduce or eliminate bike capacity on the Caltrain. Can anything be done about the cleanliness of the train stations? Palo Alto station is disgusting from transient populations who live there. Will weekend bullet service be increased? or limited stops at the smaller stations? We often drive because the caltrain takes soooo long on the weekends, but otherwise would be frequent riders if service were more frequent (i.e. baby bullet) between major stations. Keep up the great work- you're doing great things to help the transit challenges in the bay area!

Please enable WiFi on Caltrain. With the latest tech startups located in the city, the trek from south bay to the city takes nearly 3 hours out of our lives. WiFi is extremely critical.

Please expand capacity for Giants game days. It is a hot sweaty nightmare on caltrain on game days that coincide with the evening commute.

Please expand service at the Blossom Hill station. I would prefer if it was added to the bullet line, but please at least make it a full member of the local & limited lines.

Please expand service to Blossom Hill. Driving to Tamien is no longer an option during morning peak and the light rail is not safe after 8.00 PM

Please expedite electric Caltrain And Aldo high speed rail to Sacramento

Please extend more service to Morgan Hill and Gilroy. More morning and evening departures/arrivals and some weekend service to SF and back

Please extent service to South San Jose area with more trains

Please find a way to deal with the surplus of bikes on caltrain. Not sending small bike cars during rush hour seems like a great place to start, and expanding bike capacity further in the future would be awesome.

Please find a way to designate cars for Giants fans. There is nothing worse than commuting home and standing in a crowd of racous, drunk fans.

Please fix the bathroom smells! Many northbound trains stink in the afternoons!

Please get rid of zones and implement mileage based payment system

Please give us wifi on the train!!! The train cars are fine and don't need to be changed, but wifi would be a big upgrade. Another would be faster kiosks to add to your clipper card - get rid of the dial-up internet please!!!

please have a better enforcement of people with no bikes seated in a no bike zone. Often i can not sit close to my bike at all and lots of people with no bikes are occupying those spaces in the bike cart

Please have all trains stop in the 5 most popular stations. It is shocking that some of the trains skip the most popular stations, causing unnecessary delays, inconvenience, and confusion for thousands of people. It can also relive pressure on the worst trains, e.g. if train 231 stopped at Palo Alto, then the most crowded train, 329, would not be as crowded

Please have level boarding! Makes for shorter dwell times.

Please have more trains stop @ Hayward Park exit and Lawrence exit. I know these aren't the most popular, but they're the closest to my work and house respectively and currently NO rush-hour trains stop at both :( Thanks! I love you guys!

Please have the conductors discourage passengers without bikes from sitting or standing in the bike cars. It's very frustrating to commute with people who can sit or stand in almost every other car in that packed space or have loud, drunk people just sitting on the floor blocking bikes on game days.

Please have wifi, more charging outlets, make it more reliable, run on-time, cheaper and faster!

Please include a consistent free Wifi onboard the new trains. Seriously, this is the tech capital of the world and we can't get a basic Wifi signal on the trains.

Please increase bicycle capacity in the trains.

Please increase bike capacity during peak hours. Please optimize flow so non-bike passengers don't obstruct bike on-boarding / off-boarding. Please dedicate certain bike racks to certain locations during peak hours (e.g. 2-4 racks for SF, 1-2 racks for Palo Alto).

Please increase bike capacity in train cars. Also, increase parking lot space. It is not reasonable to expect me to walk to the train station from my home.

Please increase bike capacity! Although I have never (yet) been bumped, I have come close many times, especially recently and especially from Bombardier cars. It is stressful for all concerned when you don't know if you'll be able to board the train or not.

Please increase bike capacity! I get bumped so often at 22nd St Southbound. I need my bike for both legs of the journey so parking stations do not work for me.

Please increase bike capacity! It's very hard to get to the office without a bike so if I can't get my bike on the train I just drive.

Please increase number of trains going to/from Tamien station!

Please increase seating capacity. I would like to rest during commute and not stand through the commute. The point of taking caltrain is the comfort as compared to driving all the way so might as well make it pleasant.

Please increase the Car Parking capacity at many stations Very difficult to get the parking space after 755 AM ant many stations and is very difficult to Park and ride. Or please arrange the shuttles at major stations that will help us to commute to station and avoid bringing the car to the station.

Please increase train frequencies and decrease stops as well. This will encourage caltrain ridership far more than any of these changes.

Please install wifi! Users will pay.

Please keep the relative bike capacity at least at its current level, or improve it. eg. if there is currently space for 80 bikes per 400 passengers, that is 80/400 or 20%. Please keep or improve that ratio, do not let it go down.

Please keep the same type of seats! The ones on the older style train are very comfortable and clean. Could do without the carpet, prefer new flooring similar to what BART uses. Also, please design the seats with knee & long leg room in mind. Those front seats on the older style train are terrible and embarrassing to deal with if you are a woman wearing a dress.

Please keep the San Antonio Station!

Please label the overhead luggage racks over the seating next to the bike area on the Bombardier cars with yellow & black "caution" tape... More than once I've bumped my head on this rack... Its neutral silver doesn't stand out at all, and the discontinuity between no rack (full standing) in bike area, and rack present (watch your head!) somehow is not noticeable enough. See <https://www.flickr.com/photos/jym/3262046011/> for a pic of what I'm talking about. Please put yellow & black "caution" tape on these overhead racks! Thanks.

Please make a bike-loading only car/door.

Please make it easier to use bikes in conjunction with Caltrain. Also Wifi is SEVERELY needed. Thank you.

Please make level boarding a priority. I've witnessed how much time is wasted on passengers getting on and off trains. From the models presented by the Caltrain org, the cost per minute saved seems substantial — better than electrification. The one thing that continually wins more and more choice riders is time savings. That should always be priority 1, and level boarding helps ensure competitiveness with private autos.

Please make sure there is plenty of priority seating for people with disabilities. Current trains are not completely a accessible!

Please make the legacy Nippon Sharyo fleet, Bombardier fleet & the new EMU's all capable of carrying at least 40 bikes per car so any will be predictable in capacity. I shutter when I see I'm about to board a Bombardier due to their reduced bike capacity. Thank you. P.S. Also add electrical outlets to seats for devices and bars and strap for hanging on for those who have to stand up.

Please make the trains folding-bike friendly. I see increasing number of people ride folding bike because of space limitation in bike cars

PLEASE MAKE TRAIN CONDUCTORS ENFORCE THE RULE FOR HANDICAPPED SEATING, I.E., MAKE ABLE-BODIED PASSENGERS MOVE FROM HAND9CAPPED SEATING SO DISABLED AND ELDERLY CAN HAVE THESE SEATS. THE CONDUCTORS SEEM RELUCTANT TO ENFORCE THIS.

Please mark each train more clearly! Referring to trains by tiny numbers only on the front is really confusing.

Please more etiquette announcements (especially on Giants game days) or larger, clearer signs. I often see elderly people and people with mobility problems trying to stand while more hale-and-hearty Giants fans occupy the handicapped seats, or people pile the neighboring seat with briefcases and coats. I am not quite elderly yet, but I am getting there, and this trend is disturbing. It would be disturbing even if it didn't affect me personally.

PLEASE more space for bikes. I basically gave up on riding Caltrain this summer because it was always slammed and unpleasant. Getting bumped is pretty much the worst thing that can be done to a cyclist/rider. When I get bumped from the bombardier train heading home from SSF to RWC in the evening I have to sit around at the station for \*40 min\*, in the dark usually, then take a local train that takes 20 min longer. Extra hour to my commute home. NO FUN.

Please no more newer train models. They are awkward to sit in and have very little bike capacity. Also, I will not store my bike at the station because I need it to get around my end destination.

Please no seats where passengers must face each other like on your Bombardian (new trains). Make the seats like the older trains. Strangers should not have to share foot space. The leg room is horrible on those trains and bigger and taller people have a hard time riding in those trains. Makes the ride very uncomfortable for all people involved.

Please note that I included options for bicycles riders as very important (more capacity, etc) - even though I do not ride a bike because I believe it is an important feature generally.

Please please if there must be toilets can they not make whole cars smell bad? And seats facing each other are awkward, though they are popular with students and on game days.

Please designate a car for sports fans so the rest of us can have a peaceful and SAFE ride. Please.

PLEASE PLEASE PLEASE prioritize bikes onboard Caltrain. It's horrible when people trying to utilize non-automobile transit get bumped. Bikes can be crucial for first- or last-mile transit, and given Caltrain's limited scope outside of the existing route, it's important to maximize the accessibility for these bikers.

Please please please share common platform height with HSR. 760mm should work great for both! This is so so important to the state!

PLEASE PLEASE restart atherton weekday commuter service! we would love to be able to walk to the train and then take it to work.

Please provide bike racks in every car. Recommend 20% bike capacity to meet future demand. Thank you.

Please provide more seats and cleaner bathrooms!!!!

Please provide WiFi service. It is embarrassing that Silicon Valley's commuter rail system does not provide a basic utility of modern life.

Please put a bar/snack shop on board. It would increase your revenue and I have heard SO many people say they would love a glass of wine or beer while they are on the train.

Please put more group of 4 seat on the new trains, like the bomber cars

please re-activate the Broadway Caltrain station on weekdays, it is really the closest to my work assignment. It is very inconvenient to have to take Burlingame station exit when I really need to go to Broadway, which is 25 mins walk away.

Please replace antiquated Gallery cars with modern low-floor, multiple door cars such as Bombardier, even if they are used cars from other systems. The Gallery cars have got to go.

Please restore the weekly stops at at Atherton. Now it is just weekends and was not included as a departure or destination station in your survey of which I take offense.

Please retrofit more cars with bike racks. Below I've pasted a letter I sent to the editors of several area newspapers. Dear Editor; While I have not personally been bumped from Caltrain due to capacity, the bike cars are always very full, and I likely have only escaped this fate because I tend to ride trains leaving the downtown SF station, and arrive early enough to board before the train is full. When the bike cars are full to capacity, it can take a long time for bikers to disembark at a station, as they have to squeeze through all the people waiting, find and remove their bike from the rack, and then squeeze through everyone again, this time with the added encumbrance of a bike. As part of the new purchase of Bombardier cars, I strongly encourage Caltrain to retrofit the new cars to make them bike cars instead of just telling bikers to rearrange their schedule. There is only so far that strategy can work, and mostly it discourages commuters from biking in the first place. While that does reduce congestion in the bike cars, I'm sure that is not the desired outcome.

Please run more trains per day, and adjust peak times for reality, not just when you think people are using the train. Thanks.

Please select a boarding height which allows high speed rail to purchase readily available trains and is not difficult to bridge between the systems.

Please take into account how baseball season impacts Caltrain riders. Normally the commute is fine, but during baseball season I often have to stand during the evening commute.

Please upgrade the air conditioning systems. Crowded trains can be very stifling.

please watch <https://www.youtube.com/watch?v=kP1KxPjh4RM>

PLEASE work harder at keeping non cyclists off the cyclist car. Your employees often bar the cyclists from boarding and we have to stand and watch as non cyclists take the limited seating near the bikes simply because they're the first seats they see.

Please! More trains and more bike cars! Caltrain is a joke. But I'm stuck with it.

Please, Please extend more service to South County, Morgan Hill, and Gilroy. We have NO weekend service and extremely limited options for the morning and evening commutes

Please, please, increase bike capacity onboard the trains

Please, please, please add more on-board bicycle space on the new trains. The first mile/ last mile is so important to transit, especially on the peninsula where residential density isn't high enough around the stations to support transit. Almost every day I see (and report) bicycle bumps and know of many more people that now drive to the stations to avoid the uncertainty of being bumped. Also, please consider adding an evening baby bullet, leaving SF after 8, to make it convenient for people who work late to get home.

Please, please, please put wifi on Caltrain.

Prefer seats not facing each other 'knee bumpers'

Prioritize level boarding. Get rid of barriers in the doors ( center railings). Make entrances more open and easier to move people quickly. If frequency of trains is increased, increasing bike storage on board is not necessary because many more bikes will be able to move per hour. Bike valet at 4th and King is over capacity. Replace staffed space with secure bike parking garage as in Palo Alto (or Bike Link). Offer Bike Link at all stations. People will pay for secure bike parking! Having in in one large room with key/card access and allowing those to lock bikes inside will deter crime and create revenue. Having the bike station staffed at 4K is a waste of time. Individual bike lockers are not desirable - people want a method where one can quickly get bike, not fumbling around in some gross locker. Get rid of bathrooms on board (THEY STINK). Get rid of facing seats (it is impossible to actually fit 4 people jammed in the small area.

Prohibit Alcohol consumption on trains.

Provide more room for in the seats. Squeeze for bigger people. Especially with brief cases.

Put 2-3 bike racks on every car to increase boarding time efficacy.

Questions regarding bikes only somewhat applied to me. I ride a foldable bike, which makes it easier to store in the bike car and luggage car. I would suggest making it easier to store foldable bikes on any car.

Quiet cars! No cell phones!!!!!!!

Quieter on train announcements in the morning, half the passengers are napping until destination

Quieter trains would be wonderful! I live near the tracks and any help w/ noise would be wonderful.

Rather than upgrading passenger cars, I would like to see more trains (including limited stops) running especially during the day time. Every hour is not practical for my schedule and I often have to drive whenever I have to go to work off peak hours.

really really really need more seats during commute hours NOW

Reduce number of stops between San Jose and San Francisco. May be a faster bullet with fewer stops. This is very useful because that could reduce the total time spent on train and overall commute time. Which currently stands between 1.5 hours to 2 hours each way including transits to and from caltrain.

Reduce service at park and rides that don't get any midday or weekend riders. Focus on core service stations to create time competitive trips with driving.

reduce the price, make less noise

Regardless of the design of the new cars, the system for storing bikes needs to be more clearly marked and destination tags need to be readily available. (There seems to be a surge in morning bike commuters in the past month or so, and also a surge in people who do not properly sort their bikes or have destination tags, leading to station delays and a lot of hassle.)

Reliability of service with a bike is an enormous issue. It's extremely common to be bumped, making Caltrain effectively an unreliable mode of transit any time you need to keep a schedule.

Reliable and fast on-board wifi should be available. Given the number of stations from SF to SJ, and assuming the electric trains are going to be more frequent, alternate trains should stop at alternate stops to reduce the journey times.

Renderings of new car interior would be great!

Replace Caltrain with BART

Reversible seats like in example. <http://asiabackpacking.blogspot.com/2011/02/japan-all-small-things.html>

Room or Racks that can accommodate folding bikes, this could open up more seats or standing space. ?Often times folding bikes occupy lots of standing area on bullet trains

Run electric all the way to Gilroy. Add more trains to Gilroy later

Runs through the heart of Silicon Valley. Get WIFI on board!!

Seat comfort should be a factor

Seating capacity needs to be increased. The number of standing passengers makes it difficult to get on and off the train. I will often take a later train if I know I will have to stand.

Seating capacity on the bombardier bike cars is very inefficient. There are nominally pods of 4 seats, but nobody will put more than 2 people in those seats unless they happen to be traveling together. The seats are close enough together that it's uncomfortable and awkward to bump knees with a stranger and/or step over them to get in and out. It is less common to use the sections of 2 seats on opposite sides of the "pods" inefficiently, but still happens often. Upstairs seats in the bike cars might as well not exist from my perspective -- I'm not going to let my bike out of sight.

Seating comfort is very important as is quietness of ride.

Seating that can be folded up during busy times for increased standing room would help. Folding bike helps, but each car would need better luggage areas. Need to know where to stand on platform to get to luggage car (before train arrives). Need level boarding or areas for level boarding for strollers, rolling shopping/computer carts, etc.

Seats are the Most Important as the potential customers at Caltrain will not ride if there are not enough seats.

Seats nowadays are scarce.

Seats that can be cleaned. The handicapped seats (the ones I have to use) are filthy.

Seats where a laptop can be opened without hitting the seat in front are very important. There are very few of these on the gallery cars. There are more on the newer cars, but more tables would be better.

Secure bike storage is important if it is ubiquitous at all stations, and I would only use it for one way trips since flexibility is required when cycling. With on-board bike ridership now at 13% (reference Electrification DEIR) plan should be to increase bike space aboard EMUs to 20% to accommodate future increased growth. W/ a cap of 6 trains/hour in each direction to accommodate HSR on 2 track system, current allotted on-board bike space will, in fact, be diminished unless every EMU car is modified to carry 12 -15 bikes per assumed 6 car train. Since bi-level EMUs allow for bike carriage on 1st level only, it may be impractical to fit them w/ dedicated bike cars. Plus it insures that when dedicated bike cars are pulled from service due to mechanical problems, capacity will not be decreased if replacement cars are outfitted to carry bikes.

Select cars like the Vancouver BC (Canada) Skytrain. They are sleek, with spaces for bikes, baby buggies at the front. I really enjoy riding the Skytrain. I can't lift my bike UP onto the Caltrain cars.

Since this is Silicon Valley, it would be nice to have some electrical outlets to charge cell phones and laptops.

Smooth ride is very important. It is very tough riding the old style compared to the bombardier

**SOME BIKE STORAGE ON EVERY CAR**

Some issues with survey design and questions: e.g. I've been bumped multiple times in some months but not more than 12 times per year (so two answers were correct); and my typical return trip is from a different station than the destination from my outbound trip (which the survey does not appear to account for). Also, no place to discuss important design issues such as train car layout to allow efficient ingress/egress (which is an obvious bottleneck to service speed at times).

Some of your questions are not very clear, like (#11/12?) cross streets under return trip. Please direct conductors to more actively deter pedestrians from sitting or standing in bike car. They take up seats near the bikes and decrease efficiency when they clog up the bike area, all staring at their phones and getting in the way. Improve access to bikes and to doors. On Gallery cars, the stairs down are at the exit from the bike area to the doors, so it creates a choke point where bikes exiting block people from entering to get at their bikes. If the stairs down were near the doors to the next car, then they could come down at the north end of the car and exit at the south end.

Some way of selling tickets onboard would be extremely convenient. There is nothing more frustrating than missing a train because you are getting tickets.

Something was wrong with question 20- it picked a default ranking and would not let me change it (probably because I'm running linux). My actual response to that question should be: 1- bike capacity 2- seating 3- luggage storage 4- standing room 5- bathrooms

Sooner rather than later...SRO daily.

Sooner the better

SSF Caltrain is hard to get to and has no transit connections. A path could easily be put in for direct access to the station for pedestrians. All that would be required is a fenced area to keep pedestrians on path toward platform and off tracks. I could probably build it myself.

Standing is not reasonable on Caltrain due to ride length and bumpiness. I am not comfortable standing.

Standing room in the gallery cars on Giants game days for evenings is miserable. No room to move around and if you stand in the vestibules the conductors yell at you, but there is no where to go. Get more cars and trains on Days When the giants play in the evenings.

Standing room would be greatly enhanced simply by installing places to hold onto in the ceiling of the cars. The term is escaping me, but those loops or handles you always see on a bus.

Stations should have bathrooms. Stations should have DVD rental kiosks. There are usually empty seats, but finding them is a multi-level guessing game like that scene in Princess Bride with the iocaine powder.

Stop the excessive horn blowing!

Storage for folding bikes would be nice. This is like a piece of luggage, but is not the best fit for the current luggage racks.

Stress and spot senior and disability help and cars at every stop. Help getting on is key to senior passengers.

Stroller storage and embarking and disembarking with children and stroller can be hazardous and difficult. I avoid the Caltrain because of this but would use it more if it was accessible

Strongly prefer single seats like in upper level of the current gallery car

Strongly suggest using existing cars with new electric locomotives. Don't waste money. Please extend most trains to Gilroy. It is a chicken and egg problem. If there are trains eventually there will be more riders.

student

Surevey should address the needs of the ADA and those with special needs. Seating areas and bike cars should offer universal wheelchair accomadation. Maximize space for optimum use by all passengers. I missed an appointment because the train car did not have wheelchair space available but had lots of bike space that I could have used. Make space universal with first come first served.

Survey a little hard to answer, since the nature of my job has me taking Caltrain 6 times a month -- 3 to one location and 3 to the other -- and survey pretty much geared to always using same beginning and end. (And probably doesn't care so much that I live near the Blossom Hill station, with limited service; and that I might use it and Tamian and San Jose -- along with Light Rail, depending on when I'm traveling. Also, while those are my "work" related trips, I also use Caltrain for pleasure/recreation trips. On those trips I would need the luggage racks, so they're necessary; but just weren't applicable to my trips for work. Also, bathrooms are NECESSARY. I have a personal aversion to public ones -- the condition/the smells, etc. -- but would use in an urgent situation. Keeping them clean is very important.

Surveys fail to capture detail. Accordingly: (i) This survey demands specification of fixed departure and arrival stations. Some users are non-commuters and regularly use various stations between SJ & SF. I travel by bicycle to various destinations between stations. For users like me, Caltrain is a travel corridor, not a fixed commute. Such travel may be accommodated by a roundtrip ticket, but the trip may involve several stations within common zones. (ii) I almost always get a seat, sometimes after searching on a longer-duration trip, but not always. Standing works. (iii) Bike space is much more of a problem. (iv) Men over 50 tend to visit restrooms more often. It is simply a function of age.

Take BART from Millbrae to SF. Electric Caltrain would be nice alternative

Take out some seats so there is more standing room (how about an entire car without seats?) Trains are way too crowded. Especially southbound from SF in evenings. Often, it takes up to 5 mins. just to exit a single car because there are so many people, pieces of luggage etc. Also, the Bombardier cars need more ceiling mounted handholds. I just saw the revised schedule for October and slowing the 313 down by two mins is still not going to solve the problem. The 313 will still catch the 211 because it's slow as hell. The 211 should leave 15 mins earlier. But we'd probably still catch it.

TEMPERATURE is an important consideration. Train cars are often too warm. There are a few very cold mornings in the winter, but prefer cold to a packed train car full of hot sweaty smelly people.

Thank you Caltrain. Thanks to you my commute to work is a pleasure (well, except in the rare cases when the air condition doesn't work right, :-)

Thank you for doing this survey

Thank you for getting user input. Caltrain as a travel option is critical to me. I ride Caltrain whenever I can because traveling by car/freeway is not sustainable and horrible with traffic. I would like to take Caltrain for all my trips between San Francisco and the peninsula/south bay. The 2 biggest barriers to riding the train for all my trips are: 1) schedule (few departures and not enough bullet trains outside of rush hour); 2) ability to count on loading my bike. Many commuters I know, including myself, need to use their bike to get from home to the Caltrain station and to get from the Caltrain station to their destination because of the distances. Having more bike sharing kiosks would be great. However, for this to realistically work for commuters, there would have to be bike sharing stations spread densely within a 10 miles radius of the train stations so that users can drop off the bikes at their destination. Otherwise, commuters would need to keep the bike share all day while at work, which would be problematic. Thank you!

Thank you for the customer outreach. I consider Caltrain very important to the bay area.

Thank you for the opportunity to express my preferences. Bike share schemes might work, but the spread required for them to be truly useful would necessitate government subsidy: they are not likely to run at a profit. Currently in San Francisco I am out of range from the nearest bike share station. The other issue with bike share is this: what if I use bike share to get to 4th/King St station, but when I get to Redwood City there are no bikes? It is likely more cost-effective and far more reliable to use my own bike.

Thank you for working to improve the train service. I'm pleased to have the train available to me. I fervently hope you work toward increasing accessibility for bicyclists. Bicycles require fewer parking places, don't create pollution, and help people get exercise. It's a winning solution. Please, please increase capacity for bicycles.

Thank you!

Thanks for all the work!

Thanks for letting us provide feedback! Please get rid of the seats facing each other (Bombardier Cars), they are very uncomfortable, awkward seating, and causes most problems with people not moving their bags off seats to allow passengers to sit.

Thanks for organizing this, and keep up the good work! I look forward to seeing what the future has in store for Caltrain thanks to your efforts.

Thanks for providing this important service. Allowing bikes on board made taking the train a much more attractive option, so please continue to accommodate bike riders

Thanks for taking the time to create this survey and collect the results! I know it's a lot of work and I appreciate the opportunity to be heard. :)

Thanks for the service. As far as bikes, I leave mine at the station but others bring bikes onboard. I don't think it makes sense to do bike sharing if it is expensive, but if inexpensive bike sharing can happen at ALL stations then less need for bike on train. But if this is not possible, then sufficient bike space on train very helpful (not to me personally but I think it is important).

thanks for this survey. I have two suggestions for the new trains: 1) the bike cars are super crowded right now during rush hours and are almost empty otherwise. one way to handle this without compromising to many seats for bike space is to add 1-2 bike cars to the train in rush hour and remove them in regular hours. 2) it would be great if wifi, tray tables and electric plugs are offered in the new system. This can help us in utilizing the time in train more efficiently.

Thank-you for providing this survey. I appreciate that Caltrain provides bike cars, but I feel that the bike capacity needs to be dramatically increased. In my experience, the bike cars are nearly always 100% full, and I see many riders (with bikes) bumped to the next train. During rush hour, the bike situation can seem impossible. Please make bikes a CENTERPIECE of the future Caltrain, and not an afterthought. Thank-you.

That bathrooms OFTEN do not have soap in the dispenser. This is a serious health problem! I get on at the start of the train, so this means that it isn't always examined before departure so the entire day it is without. Please make this basic sanitary issue is addressed daily!

The access for differently abled individuals is also of concern, more clear delineation and protocol for yielding seats to folks who need them. The reminders that the conductors give at the beginning of the trip, for example would be a good time to mention that those seats be reserved for people who need them.

The bathrooms frequently lack water and/or soap in the afternoon commute, and the toilets on the old trains generally don't flush properly. This puts everyone at risk for all kinds of diseases. I have been writing to Caltrain about this but nothing has changed. New trains must be cleaned and maintained to code.

The bathrooms have been DISGUTING!! And WIFI! We want WIFI! This is why you're losing money to "the buses".

The bathrooms need to be cleaner, and EVERYONE needs to be encouraged to SIT DOWN when utilizing the facilities.

The big wins I want to see from the EMU trains are faster commutes and increased express train frequency at peak commute times.

The bike cars should be limited to bike riders. The entry/exit is tricky especially when there are non-bikers clogging the vestibules and hallways.

The bike on/off problem makes the schedules unpredictable and denegrates the quality of service. Perhaps an open-air bike loading area. I've tried the bike kiosks. They're unmaintained (broken stalls), and confusing (should have a way on the train to reserve one where you're going). Also, the destination receptacles fill up with those, so you have to bike to somewhere else just to turn in the bike. Oh, and they're slow and heavy.

The bike racks on the newer cars are a disaster. There should be 3 bike cars to compensate for the lesser storage capacity of each car.

The bike share kiosks were a huge waste of money. No bike rider wants to give up their own, personal bike to use those. It was a real insult to loyal CalTrain riders to have cities spend our money on that useless crud (giving some business a cushy contract), while we bicyclists get turned away from CalTrain on the way to WORK (meaning we pay for public services) and school. SHAME on local government for those stupid light blue bike kiosks.

The bike sharing at present is totally inadequate for most needs (has to be returned to same town) and expensive. Would need to be expanded with much more flexible drop off policy to be a viable alternative. Also quite expensive at present.

The bike storage onboard is chaotic and leaves many people in a tight place trying to move a bunch of bikes around.

The bikes cause significant delays due to the overcrowding and difficulty of getting on and off.

The bikeshare station at Caltrain in SF is most often empty when you get off the train between 8 and 9am. Since this is the heaviest pod in the entire BABS system, could this get additional attention? Thanks for a great survey. Lots of tradeoffs...

The bikes-on-board system for Caltrain has been a huge success, giving the best of both worlds in energy savings and riders' off-train transportation options.

The bombardier cars are horrible for bikes. It would be best to take out all the seats for the bike car like done for the pullman cars. I have been riding for 10 years.

The bombardier model of split level is a far more comfortable ride. The entire car sits lower to the track, making the car more stable. Sitting on the lower level of the old cars is a rougher ride than the Bombardier at its worst. The old cars can ride so rough it can be impossible to read, write, or work at full speed. At railroad switches the car movement is so jolting that it can be hard to keep your seat on the upper level. The Bombardier cars ride is always smooth and gentle. This was not part of the survey, but should have been. The ride quality allows for commuters to work on the train, bringing increased ridership. People may be willing to pay more for fares, if the ride can be used to accomplish work related tasks. It is important to bring this "commuter friendly" ride and layout to the new electric train cars. Caltrain's greatest strength is the large distance covered at quick speed, but rides still take a long time because of the distance commuters cover. Allowing for a productive work environment will keep riders happy and paying. Secondly, the standing room on old train cars is cramped and inefficient. Because the second level is a half level, standing room is limited to single file or else people spend their entire ride hunched over to fit under the bulkhead. Additionally, the aisle up above on old cars is too narrow for people to comfortably stand without being partially in the seat of people sitting. The wide aisles and tall ceilings of Bombardier cars allow ample standing room and ergonomic standing positions.

The Bombardier train is much quieter and stabler than the Gallery train, which makes it much more comfortable. The Gallery train totally belongs to the past, not the 21st century! IMO the highest priority should be to add more baby bullet trains- more frequent services to the busiest stations (fast train, fewer stops) during rush hours.

The bombardier trains are awesome because they have plugs in every seat on the upper deck. Keep those!

The California Avenue station desperately needs more commute-hour service. Hourly trains all day are not enough. Also, the change in Clipper card policy, which gives riders only a 15-minute window to "un-tag" in the event of a major train delay, is unreasonably short. I waited at a station 45 minutes for a train delayed by a mechanical malfunction before making alternate plans to get home. I could not "un-tag" and had to call and appeal to Clipper customer service to get the charge for a ride to the end of line removed, which took 20 minutes of my time.

The Caltrain Bike Station needs to expand! I really miss the Atherton train station. Increased seat capacity is very important. Right now I mostly get seats, but earlier this year there was a period where I never got a seat. As I try to work on the train, not being able to open my computer and get stuff done definitely affected my ability to do my job. If I can't work on the train, I might as well drive in. Finally, the trains should have Wifi.

The CalTrain PA system is not helpful during delays. The recorded voice says "Train 225 is X minutes late" but does not give an estimate on when it will arrive.

The cars are too high to make biking with small children easy. I often ride with two 5 year old children and getting on and off the train with both their bikes is a hassle, yet they like to do it. Why can't the train bike car be flush to the train or at least have a ramp?

The Clipper card system is really flawed for Caltrain riders. I'm not at all in favor of the tag on/off system due to the fact that we lose money if we forget to tag off. As a student, that is a huge blow to my wallet, and I think it's really unfair for a petty mistake. What you SHOULD do is somehow integrate the Clipper card into the ticket purchase system so you can scan your card at a ticket machine and select your destination from there rather than tapping off at your destination. You can still catch people who don't pay for the appropriate zones. I have pitched this suggestion before, and I'm unsure if anyone from Caltrain is thinking about it, but PLEASE CONSIDER IT! Money and stress will be saved!

The connection to SFO in Millbrae was far better when there was the Caltrain Shuttle. The SFO connection via Bart takes too long and is too complicated. Please bring back the Caltrain shuttle. Bart screwed this up big time.

The current Bombardier seating arrangement does not make sense for commuting. Most commuters are riding solo or occasionally want to sit with a friend. In very rare instances is a 4-seat group facing each other useful for commuter. I would reduce these arrangements as much as possible to maximize commute capacity. There is plenty of room standing room in the Galley cars if the passengers knew to go up the stairs and stand up there out of the way. Filling up the first floor delays the trains. The conductors should make a concerted effort to announce this, particularly on giants game days, at every stop. The bike racks on the bombardier cars are also much larger than they need to be. I'm sure you could fit more bikes in with a smarter arrangement. Closely spaced angled racks would be great to avoid the issue of bikes getting buried or having to shuffle bikes to load them in the correct order.

The current Caltrains many times have a pungent nasty smell on their seats. Some kind of easily-cleanable seats for new trains would be very much appreciated.

The current cars have a lot of four-person seat configurations where there are two sets of two seats facing each other (in particular, I'm thinking of the seats on the lower level of the most common bike car). I want to make sure whoever is reading this understands something: given how close together the opposing seats are, there is not enough leg room for four people to actually sit comfortably there. As a result, there is an unwritten law dictating that only two people actually sit there. This is a huge waste of space. By simply making more space between the seats or turning around the second group of seats to face the same direction as the first group, you could double the number of people who could fit in those seats. Four strangers do not want to cram themselves into a small space where they have to face each other and can't get in and out easily without climbing over one another. The second thing I would like to advocate for is more space for bikes. And not just making better use of the 2 bike cars. We need more bike cars! People living in San Francisco and commuting down the peninsula to work should be able to trust that they can get to work in the morning by bike. This is a crucial economic and environmental issue with a clear course of action. More people should commute by bike and it's starting to happen. Our public transportation system should support this positive trend. As is, we're reaching a limit where people are already starting to think to themselves "It's too much of a hassle to get around by bike; I'm going to buy a car." It should be so much easier that it's a no-brainer to get a bike. That's all I've got. Have a great day!

The current trains are designed for longer haul lower capacity service, and when it's standing room only, the flaws of this show. It's not as much that the train needs more standing room, but that the interior is designed to facilitate standing passengers in addition to getting on and off the train. The gallery cars especially, but all cars have too many bottle necks. Ideally new trains should have at least three doors per car, and interiors that are designed to allow less bottlenecks. Perhaps some of the metrolink bombardier cars could be configured as a proof of concept for new interior layouts.

The electric train seems like a great idea. I hope you guys go along with it!

The electrification project is a bad investment. The money would be better spent on more new diesel trains. I am concerned about the noise on the EMU trains. BART is very noisy. Caltrain is a much better service today. The express trains offer fast comfortable service.

The electronic signs at the stations are a joke - they are minimally useful as the information displayed is typically incorrect. If there is a problem on the line the PA announcements do not give specific information about the impact of the problem for specific stations. BART has been doing a better job of this for 30 years - why is CalTrain so behind in adopting good transit technology to support riders?

The feature I'd like most on Caltrain is Wi-fi. Even if I have to pay a monthly subscription fee.

THE FOOD SMELL IS AWFUL AND VENTILATION IS LACKING IN THE TRAIN. I WISH THERE WAS AN IMPROVEMENT TO VENTILATION SYSTEM. HEPA FILTERS?

The frequency of trains needs to be increased!

The frequent shortages of bike capacity on the bombardier trains has reduced my Caltrain usage quite a bit, it's not reliable transport for me anymore.

The handicapped access to the trains in some stations seems very outdated and when a wheelchair passenger needs to get on the train, the hand crank elevator system can take lots of time to set up and use. This has caused delays several times.

The luggage rack above in the newer train is really badly designed. I saw at least 5 times ppl bump the head against it when they stand up. Can we have more bullet trains between Santa Clara and Palo Alto? I know you have 2 in am and pm, but they are just in the opposite direction of my commute.

The main reason that I don't ride Caltrain very often is the frequency of trains (especially on weekends) rather than anything about the cars. Being able to run more frequent trains would do a lot more for my Caltrain usage than any particular car interior upgrade.

The most effective way to increase ridership would be to coordinate better with BART timetables for easy transfers at Millbrae.

The most important factors, that were not addressed in this survey, are service frequency and speed. In particular I'd like to see faster bullets and bullets leaving out of San Jose after 8:03am as well as at least 2 trains per hour in the middle of the day and on the weekends. Only after those two factors does seating/standing capacity matter, in my opinion. I apologize if this survey is solely about new cars, which wouldn't have any impact on the above two priorities.

The most important issues to me is increasing stops to Tamien, more parking, and faster train service. Thanks!

The most important options for me are to have a seat AND a table with an outlet in the Bombardier cars. Its really frustrating that the older trains only have one outlet in the upper level. I also like how the newer cars have more privacy for using the computer. However, I dislike the bathrooms in the newer cars. I've been on the train several times where the bathroom has stunk up the entire train. There's barely any ventilation and the smell is nauseating. Overall though the new Bombardier cars are a great improvement. Wish there was wifi available too!

The most important thing is for Caltrain to go where I am going. Once the San Francisco extension is complete, I will ride Caltrain.

the most important things i care about are not mentioned here. wifi and desk space. THOSE are the most important concerns.

The new cars should be able to house lots of bicycles. I've notice a huge increase in ridership demand for bicycle racks. On the newer Bombardier trains, there is never enough room for bicycles and people are always standing; it is crucial for bicycle riders to be able to keep an eye on their bikes. There is also a lot of unused seat space due to the awkward layout of the seats. There should be more convenient storage for bags so people do not rest them on their seats, more leg and room in general so people are not tempted to rest their feet on seats, and easy in/out privileges, and wider seats. Not all riders are long distance, so Cal-Train will benefit from better standing room for people who are taking short distance trips. I think standing should be an option on every cart. Also, navigating the system needs to improve. For first time riders, figuring out the cal train system is very tricky. I also think the trains need to increase their wait time for people to board/unboard trains. Hopefully the newer trains have a better PA system also! Bathrooms should also be marked as to which car they are located in.

The new trains are honestly an incredible improvement over the old trains. If the same "people first" mentality is kept when designing the new electric cars, everyone will be so happy. When the old train pulls into my station, I honestly go "uhg, I have to sit in these old crappy cramped trains".

The newer trains are SO MUCH better than the old ones - I always get a seat on them, but for some reason they never run on the busiest rush hour express trains.

The Nippon Gallery cars are far more comfortable as a passenger. I'd love to see fewer Bombardier style cars. As a person with a bad back, there's no support in the hard plastic seats.

The number of people bicycling in The Bay Area is only going to continue to increase. I urge you to plan not for today, but for the lifetime of any new trains you purchase. Please make bicycles a major priority in your planning.

The old train bathrooms are pretty awful. The old train steps make boarding with a bike very challenging. (Crash, clink, stumbled, kaboom). The bombardier train seats are quite uncomfortable---Poor ergonomic design. I like their big bathrooms though. And boarding with a bike is so much easier!

The older trains were better for bikes. Newer trains have more bike "logjams" even with two exits, because riders have to clog the exits to get to their bikes.

The only days I have to stand are Giants game days

The only people who ever get bumped on the Caltrain are the bike riders. Coming up with a way to increase capacity for those people so that they can continue to use the Caltrain is critical.

The problem is not the number of bathrooms on Caltrain, but the cleanliness and drunk people passing out in them. Especially on game days - with many drunk passengers - the bathrooms become quickly messy.

The problem with the bike share racks is you can have as many add you want at the stations, but until there are more racks at destinations they are useless with a 30 minute rental time between docking

The question where responses were ranked 1-5 it was not possible to enter the desired responses. Seating capacity should be #1.

The reason I do not take cal trains is that my stop was eliminated several years ago with the promise to be restored and it has not been . As an active working adult who likes to go from Atherton to sf I find it difficult to go into the city I have to drive or get a ride to Menlo park or redwood cit ( might as well get self to Millbrae and take Bart which takes me to city center versus some far off location) ocasionally have put special needs adult son on redwood city train to meet dad at Townsend to go to giants game but too rare an ocasionally to feel that we have decent regional transportation. We do not . As us boomers grow in numbers the idea of bullet trains excluding local and regional transportation. Too many of my clients ( I own a home care company) are still driving I with major disabilities and often dementia because of a poor transit service. I do not except manhattan type transit but get real this is an urban suburban area that is so lacking in good transportation it is disgraceful

The reason I dont bike is because I don't want to get bumped off; which happens on the early morning trains and there isnt enough \*safe\* bike storage space. Bike lockers in MV or SF will be much appreciated. Bathrooms are important. I have been stuck on Caltrain multiple times during delays and not having a bathroom will be an issue.

The reason why I took this survey, was to express that Caltrain should have wifi. It's 2014 and we are in Silicon Valley... we should have wifi on our public transit.

the scheduling sucks. if someone need to transfer, need to wait like 15min. making total trip time very long

The seating in the new caltrain facing opposite to each other is very inconvenient. The older model was better with respect to seating arrangement.

The seating layout on the newer cars is much worse than the older cars. I don't really want to stare at a couple of random people on my way home every day. Skip the tables, and add more seats. Please no cloth seats, this should be a no brainer, but bart.

The seats on the Bombardier (sp) are horribly uncomfortable (call the cars torture trains). Virtually no leg room in the 4 seated configuration & I'm only 5 ft tall so people on the aisle put their legs in the walkway. Also terrible storage if you've shopped let alone if you have luggage! Be nice if riders could try out the design & provide feedback before cars are purchased. Thanks for at least surveying!

The shared bike things are useless since the bike must be returned within a short time. I need a shared bike that I can ride to work from my destination train station and keep it to ride back to the station in the evening.

The staffed Bike Station at SF is a great alternative to bringing bikes onboard for those of us who can walk at the other end, but even some of my coworkers who bike are not familiar with it. More awareness could keep bike on board space for those who need their bikes at both ends.

The ticket machines and ticket takers are horrible. I do not ride the train often, but I every time I ride, I see the ticket takers harass young minority males about whether they have their tickets. The ticket takers boot people off the trains and tell them to buy tickets at the next station. Doing this increases wait time for everyone, and I have seen instances where the platform ticket machines are not working, and then the train leaves the alleged fair evaders on the platform. In contrast, in the train systems of countries like Japan and the UK, you are able to buy a ticket from the ticket taker on board the train. Caltrain is shamefully archaic and an embarrassment to California and the Silicon Valley.

The train is always at full capacity on Millbrae and I'm never allowed to enter with my bike to go to work.

The trains are incredibly noisy when riding and for everybody around

The trains are often not on time There are constant problems Caltrain should merge with all the other community transport companies around the BA.

The trains seem to rock back and forth quite a bit in transit. Is there anything you can do to make the ride much smoother?

The two most important things to me were not covered in this survey: more trains and a more obvious system for distinguishing regular/limited/bullet (including better announcements/signage at stations)

There are 2 features I'd love to see: - more single-occupant seating (upper deck of gallery cars) - a quiet car or cars, possibly restricted to pass holders (especially when ball games interfere with commuting hours)

There are no convenient bike racks on the northbound side of San Antonio. Given the area, cheap u style racks would be sufficient.

there have been many more folding bicycles on Caltrain in recent years as more full-size bikes get bumped. This creates a strain on the luggage capacity of the gallery cars.

There is confusion about what is a bullet train. I know so many people that have missed their stops because they didn't know a train was a bullet. Also, could you make Clipper automatic? Using radio signals? And make screens that show what stop is arriving that are more visible? Thank you!

There should be bike racks in every car, same as BART. There should be enough bike racks, so bicyclists do not get bumped anymore.

There was one question in this survey about standing room. I should note that I actually never have to stand on the train unless it's a day when the Giants have a home game, and then I end up standing the whole way to the city in the evening. On normal days, I find trains crowded at rush hour but tolerable, but it's on game days that the crowding is really an issue. Caltrain should really run an entire extra train or two on days when there are special events. And of course it's easy to be mad about the drunkenness and the noise as well (I usually try to get work done on the train), but I don't want to be a party pooper. I just want a seat.

There were no questions about ADA accessible seating or easier boarding procedures for passengers with disabilities (such as level boarding), but I'd like to ensure that those are addressed in any changes you plan to make to the trains.

There were no questions about service planning and speed. It would be useful to find out how important baby bullet trains are. (To me they would be most appreciated - esp midday). Thanks for doing this survey.

There were no questions about wifi. I hope that means that "Of course there will be wifi on board any new trains in the CalTrain system." It is INSANE that there is not. Please make wifi happen. That and seating capacity should be your #1 priorities in any new train purchases.

There's no substitute for having a bike on both ends of the train ride. Having consistent bike capacity is critical to having Caltrain be a reliable mass transit service that displaces cars.

These trains need to operate on time and provide better alerts for when they are late. I hate hate hate how unreliable caltrain is and how there is virtually no way to determine where a train is and if it is late

Things that are really important for the future of public transit on the peninsula: - eliminate all grade-level crossings for Caltrain tracks with surface streets - electrification - lighter cars, faster acceleration/deceleration, cheaper to operate (i.e. electric rather than fossil fuel)

this does not address my problems: caltrain is too slow, too expensive (more than 3-4 times the price of driving with parking), is very inconvenient and dangerous in many stations for me and people who have difficulties walking. The train steps on the older cars is unusable by disabled people. The end location in sf is very very bad place to end up, and very hard for disabled to travel easily from, forcing a transfer at bart in millbrae but that has a horrible staircase problem. For old people and disabled the time and distance is way too great. Also the way clipper card is used is very bad for non-daily riders--get rid of it.

This is my 11th year with Caltrain. Up to 2011, I could get on a bullet train and transfer at Redwood city. Now bullet trains are full to the doors. Seating is limited on other trains also. The most important thing is to have more carts on all rush hour trains. Also the so called "transfer points" are funny: why would a person transfer from a local to local train? The transfer should be from a local to bullet, and from a bullet to local. Also there should be some natural ventilation in bathrooms. Very often, the cooling systems bring strong odor inside the carts. Cant wait for modernization and expansion of caltrain, but please add more cars with seats.. Thank you!

This survey didn't address the speed of trains or availability of service. My Caltrain experience would be greatly improved if the trains were faster, if they ran more than once per hour on off-peak times, and if they ran later into the night (24 hour service would be ideal obviously).

This survey didn't address what I think is one of the most important considerations with the new train sets: level boarding. From my understanding, this would VASTLY improve the Caltrain experience by speeding up boarding at all station. Please find a way to make level boarding happen.

This will help local air quality as well; glad you're looking at making the change to electric engines!

Those who bring bikes on to Caltrain should be paying an additional fee for a bike permit. Bikers cause excessive delays when on and off-boarding on the train. Additionally, the bike car should be located at the back of the train. When off-boarding into San Francisco, the off loading bikers cause consistent delays. Passengers who sit in the stairwells in the gallery trains should be cited. They consistently block other passengers from on and off boarding. The female Caltrain employee who rides the 7:28 Hillsdale to San Francisco is consistently rude, aggressive and unprofessional towards passengers. The clipper system is extremely complicated, and starting a shouting match with passengers is not the way to recoup lost fares. Allowing passengers to off board in San Francisco on both sides of the tracks would be very helpful in getting off the train quickly. It can take up to 10 minutes to get off the train and out into the station.

Three things that were not covered in the survey which are critical improvements: 1. WIFI on board (for pay or free) 2. Reclining seats 3. Seats arranged so they aren't facing other seats -- all facing one way

To avoid getting bumped I have changed which station I get on at (from 22nd to 4th) and avoid Bombardier trains.

To explain why bike storage is very important to me, I live in an area of SF that makes transit to the Caltrain stations very long and inefficient. Biking is the absolute best way to go. On my other end, the Stanford Marguerite system is fantastic, however my trip from the station to my office is 10-15 min longer when I ride Marguerite instead of my bike. Having my bike with me on both ends is also very important for getting around the Stanford campus during the day, for work tasks.

To increase capacity, You don't need a bathroom in every car. Two per train seems enough. Older train style area works better for bikes ( one large bike area is more flexible for arranging bikes, second level seating still provides Line of sight from rider to bike).

Today's trains are so much nicer than trains of many years ago. I am sure new cars will be even nicer!

Too many non bike riders sitting in bike car seats. Too many luggage carrying riders have no idea about the luggage car.

Too often Caltrain is operated in the many years I have been on the trains at different hours and days it really does seem for a much wealthier than median (not average!) elite who works in technology jobs in SF and is of a certain age and income level. Caltrain is no longer a "suburban, commuter railroad," but rather a much more "urban, intercity system," and that diversity in several dimensions, importantly, in reliability and professionalism, must be enhanced.

Top priority: eliminate facing seats. Those are extremely uncomfortable for commuters. Equip new train cars with seats that do not require interlacing your legs with a stranger's. Second priority: Increase number of toilets onboard. Third: VASTLY add to bike capacity; it's ridiculously impractical now for any commuter to bring a bike.

Train 217 northbound in the AM is conically late. In the past 3 weeks it has only hit Hillsdale on time twice.

Train 319 is insanely busy. I get on the train after it because it is so bad. There have been \*\*many\*\* times when I have seen people on bikes turned away because there are so many bikes on board. The train is totally full by the time it reaches Sunnyvale (my station), so very nearly all of the numerous people who board at Sunnyvale are standing. While I do not ride a bike, it is clear that this train needs an additional bike car. Thank you for taking our comments!

Train cleanup is also important. I notice may constant stains and dirty spots

Trains after 12a would be good as well. Consider cars with multiple amenities to shorten train length for non-busy hours

Trains always late to mt. View or to 4th & king. You should really reconsider your scheduling and come up w/ realistic arrival times. Especially local service trains right before bullets is a huge mistake. The bullet always catches up to the local service train and is always late due to that. You have to space them apart in time so bullet's never late. Also you have you figure out how to get the bikes in & out quicker. Maybe more signs at the stations telling bikers where to wait. Also bombardiers are much better in that sense since they have two doors per bike car which speeds things up somewhat. Galleries are total mess with single door for in & out of the bike car.

Trains are too crowded during rush hours; people packed in much to tight. Also, I would ride trains more frequently if they ran more often during non-rushhours and weekends. Once an hour isn't enough!

Trains are too packed at rush hour.

Trains need to be quiet to surrounding community - stop blow whistles needlessly.. Must be a better way. If people want to kill themselves let them, they will do it anyway, stop wasting money if all trying to serve/save a few

Trains need to run more frequently and later at night. Hourly trains with the last one at 12 AM is not sufficient for San Francisco.

Trains need to run more often and later so that it fits into people's lifestyles and not the other way around.

Trains should have Wifi !!!!

Trains should run in tunnels along the entire route. The existing grade level crossings are detrimental to cross traffic and a limitation on train frequency due to gate down time.

Trains with more power outlets, as well as Wi-Fi, would be great.

Trains without stairs to go up would be nice. Can caltrain please enforce "train etiquette," possibly with signs, announcements, or funny/clever visuals? The trains need more inside/outside information regarding what the train number is, not just on the very front of the train. Ideally, if you enter a train car, you should be able to look up and see the train # and what the next stops are. Thank you for working to improve these frustrating things.

transit options in Redwood City are nonexistent.

Transit stations must be connected to the local community for walkers and bikers! Mega parking garages impede ped/bike access, typically. If you want walkers and bikers to use transit (and leave the car at home) you must design the neighborhood for these uses!

Travel to sf on Caltrain would be much more likely and enjoyable if there were 1) better and safer bike options, 2) faster transit options

Trouble with bike share is there must be a kiosk at your destination, not just at the station.

Two bike cars is enough. Add more secure bike lockers and ride sharing to perhaps decrease the number of bikes taken on the train. Bathrooms on the older trains are nearly impossible to use for a female.

two highest priorities should be safety and efficiency. that sounds like grade separation and level boarding. in the mean time, more frequent service would encourage ridership



What can we learn from other countries who have made very successful EMUs?

Whatever improvements you make, please do so with attention to details for riders who have mobility disabilities.

What's even more important is actually keeping to the schedule that's published. The non-bullet trains are nearly always behind.

When adding seats, give consideration to tall passengers. For example SF Muni light rail seats are too tight for someone like me to sit in. Also, on Gallery cars, where two pairs of seats face each other, there is NOT enough leg room for four strangers to share!

When designing train cars, please make the level of noise the train generates on the outside, i.e. Horns, electrical whine, etc. the top priority. This is an opportunity to improve the quality of life of those community members who live and work along the rail corridor and endure the noisy trains as they are today. Thank you

When peak commute times coincide with an evening event in the city (mainly SF Giants baseball games), the shortage of seats on the train is especially an issue. I'd like to see Caltrain add trains with additional cars during these times--possibly even dedicated fan-only cars--so that commuters and fans can all get to the city without being packed like sardines and having to stand the entire time.

where is the questions about wifi on board? Really need this to make it more widely used. And it's not that hard, they can do it on airplanes!

Where is WiFi? We need plugs in each seat grouping for longer distances please! Cupholders are also appreciated

While I don't get bumped on my bike because I take the SF station all the way to MV, I know lots of people who are constantly bumped with their bikes at 22nd and Palo Alto. PLEASE increase bike capacity on the trains or bike storage options at popular stations! Thanks.

While I know bicyclists are a vocal group, they take up more space per person. I value seating room above all else because it allows more people on each train.

Why are ADA questions omitted? For example: location of bathroom proximity to wheelchair spaces. On both design there are no options but be right there at the door. Increase wheelchair access space to more than 3-4

Why do you not have wifi? This makes no sense. Busses has wifi. Even cars have wifi. Parks have wifi. I will gladly pay a bit more for my rides if you provide wifi. This makes no sense to any of us.

Why not add more cars to each train to increase bike and passenger capacity?

Wi Fi is important.

WiFi

wifi

wifi

Wi-Fi access and outlets at seats are also incredibly important.

WiFi and access to electrical outlets are extremely important for working while riding. More people would ride if WiFi was available and free.

WiFi is the reason I started this survey. The Caltrain NEEDS wifi! It's silicon valley!

Wi-Fi on board is very much missed

Wi-Fi on train would be awesome

WiFi on trains would be nice. Power outlets at every seat would be nice. More air flow would be nice. Ability for seats to recline would be nice.

WiFi on-board please!!

Wifi please

Wifi please!

Wifi service would be great. Need better signage on trains and platforms to indicate where each train will be stopping. Right now the system is only legible to frequent riders like myself. It's confusing to tourists and even to regular riders when the schedule gets out of whack. Wayfinding and platform signage at Diridon is especially challenging - I regularly encounter confused visitors and first time riders.

Wifi very important

wifi would be great.

Wifi would make the commute much better.

wi-fi! AC outlets for chargers! back-of-seat fold-up trays for using laptops! But here's my biggest CalTrain fantasy of all -- trains every 15 minutes with timed transfers at Millbrae. If this connection were seamless rather than having to wait sometimes for nearly an hour because you just missed a train (aaaaaaarggggh!) would at least barely bring us into the 21st century. Thanks!

Wifi! On board wifi would be AMAZING!!

Wifi!!! I'll pay! Please? Pretty please? Super bullet. Straight from sj to SF. No stops. Super duper bullet (higher speed)

Wifi!!!!

Window shades would help encourage people to take any seat on morning commute given that often people sit away from sunny side windows making seat access more difficult to come by (rider must ask person to move to sit down)

Wishing you good luck with your upgrade project. I love riding Caltrain, and would love to see expanded reach and service!

With bike cars becoming ever more crowded, I AVOID peak trains where I know there is a very high likelihood of being bumped. That's in part because it becomes a survival of the fittest as to who can push their bike onto the train first; it's cutthroat (just hang out at Palo Alto for the 8:05). If we could have a designated lane on the station to line up on, then bicyclists could line up there (with the person getting to the station first actually being able to get on!) and the conductor could then pick how many bikes are to get on. This would bring some order to whole process and would go a long way to scaling and ensuring an orderly entrance and exit to the bike car on busy trains. Can we also get faster trains? I think we should be doing 100mph easily; investing in trains that not only slow down and speed up faster (as you are doing with the EMUs), but go faster would increase ridership further since the alternative of taking the car would be so much slower.

With Caltrain bicycle policy even if seats are available but no more rack capacity the bicycle rider systemically is left behind.

With on-board bike ridership now at 13% (reference Electrification DEIR) plan should be to increase bike space aboard EMUs to 20% to accommodate future increased growth. W/ a cap of 6 trains/hour in each direction to accommodate HSR on 2 track system, current allotted on-board bike space will, in fact, be diminished unless every EMU car is modified to carry 12 -15 bikes per assumed 6 car train. Since bi-level EMUs allow for bike carriage on 1st level only, it may be impractical to fit them w/ dedicated bike cars. Plus it insures that when dedicated bike cars are pulled from service due to mechanical problems, capacity will not be decreased if replacement cars are outfitted to carry bikes. What is significantly missing from this survey is ADA accommodation--how much space allotted to wheelchair passengers, where they'd be placed, and how many seats would need to be removed.

With regards to bikes, The people who bring bikes on board will never store them, because they use them to get to and from the stations, so increasing bike storage is kind of illogical. Bike share is a cool program but I don't know how meaningful it is in a highly individualized western society like the U.S. We're just not taught those values here... I have noticed that the method of stowing bikes on both styles of train(particularly the gallery trains) is highly inefficient. This is in part due to the way bikes are designed. I have also noticed that at stations there are now painted queue lines on the platforms. In other countries there are and they seem to keep things a bit more organized, however, this being America, probably wouldn't go over too well no matter how sensible of an idea it is. It is a tricky design problem. Without a major overhaul to the current infrastructure as well as leaps in technology and social awareness, I am afraid we're going to be stuck with overcrowded cattle cars for awhile...

With ridership explosion, we really need more bike space.

With the new trains, will you be able to offer a schedule that runs late enough to make Caltrain a viable option to return to the South Bay after bars close in San Francisco?

Without bike on train, I will drive

Would also like to see quieter horns on cal trains.

Would like a better way to check the on-time-ness of the trains.

would like the train whistles less loud and not as many in the night (9pm-5am) sometimes i think the engineer is on dope!

Would like to see better number display on trains, like over every door. I like the two-door access of the bombardiers. I don't bring luggage very often, but glad for the storage when I do. Would like to see luggage space communicated to the passengers more often. Some riders with luggage don't use them.

Would like to see better reminders to not set in the bike car if you don't have a bike on the train. Thank you. Overall....cal train is great.

Would like to see more on board attendants monitoring offensive riders (ie loud, luggage in aisles, taking up extra seat with backpack etc.). Also would be nice if there could be a CalTrain attendant at the station monitoring unseemly people (bums, mentally ill people etc). feel unsafe at times.

Would love to have wifi on board. It's silicon valley and people in tech really needs internet wherever and whenever.

Would love to see Caltrain make an effort to reduce the stigma of "dealing with bikers". There are a handful of conductors who immediately begin yelling at patrons regarding bike capacity and getting on quickly as soon as the doors open. There is no need to yell at your customers.

Would love to see more frequent trains, especially between downtown Palo Alto and downtown Mountain View. Ideally, at least 3-4x/hour throughout the day.

Would ride more (use for work) if trains ran more frequently between Burlingame and Mountain View. Also would like the Atherton stop to be available during weekdays.

Would take Caltrain to SF more often if it were faster. Weekend schedules make EVERY stop on most trains.

Would very much like a better storage system for bikes. It is currently very inefficient how you must load bikes on top of one another. Please see these links for photos of systems that look like they would be easier to load and unload one's bike with:  
[http://www.mbta.com/riding\\_the\\_t/bikes/](http://www.mbta.com/riding_the_t/bikes/) <http://www.rodgerrealm.com/prague/>

wrong questions. beyond bike capacity the only other really important item is service interval. I would use the train even more if it wasn't an hr between trains esp. nights and weekends. Of modest importance would be level boarding. I am getting too old to climb steps w/ a bike.

Yay electrification!

You asked nothing about Electric transportation, why not?

You didn't even ask about seats at tables. I would rank them as more important than anything you did ask about. Same for on-board WiFi.

You don't mention anything about accessibility. Shame on you!

You don't need one bathroom per car. Every 2-3 cars is OK.

you forgot one option: Increased frequency - very important The potential with electric trains to run at a higher frequency should be used to the fullest extent!

You haven't asked about the most important issue: the frequency of service! We need more trains and we need to get to our destinations FASTER.

You need quick, level boarding that is compatible with eventual HSR. More capacity for luggage / folding bikes would really help. Allowing bikers to sit/stand near their bikes is essential, as I've witnessed at least 2 bike thefts because non-bikers insist on sitting in the bike cars. Get a grip of the Giants (& soon warriors) issue. It is HELL being on Caltrain when there are games. How about special non-commuter trains for them? How about not letting them cram into trains when they're full? How about how about train etiquette education for the "it's my first time in Caltrain ever!" -type fans?!

You operate a great service on a shoestring. Thanks.

You really, really, need more bike capacity on those trains.

You run a great service! Thank you for what you do. My suggestion is to consider adding 1-2 cars to the length of your trains if possible to accommodate more riders and bicycles. At least 1 additional car per train needs to be a bike train.

You should also consider reducing the waiting time for trains by increasing the number of trains on each route.

You should engineer the flow of people getting on and off the trains to minimize conflict and maximize efficiency. Also, bike organization on the trains could be much improved. Think about hiring industrial engineers to optimize the design of the train interiors and traffic flows on and off trains.

You should have a survey for riders with disabilities. Our experience is very different than non-disabled passengers.

You should look to add a few more late trains. The late northbound train is 10:30 (San Jose) but this forces people to leave events, evenings out early or DRIVE.

Your questions do not address my main problem, in the newer trains ESPECIALLY, there is a lack of leg room, and I'm a very small person! I have no idea why anyone would have made the newer trains with NO leg room! They are SO uncomfortable. The older trains don't ride as smooth, but have better seating.

You're not asking the right questions. Better questions would have to do with speed of service and efficacy of connecting transit. Caltrain needs more frequent and FASTER service.

電腦無線網路是目前一般大眾捷運的基本配備。 Free Internet Wi-Fi is essential to public transportation.