

2011 CALTRAIN RIDER SURVEY

On-Board Survey

VERBATIM COMMENTS

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VERBATIM COMMENTS BY CATEGORY

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VERBATIM COMMENTS BY CATEGORY

Schedules/Frequency

CALTRAIN IS VERY GOOD AND I LIKE THIS VERY MUCH. JUST MAKE AN IMPROVEMENT ON THE SPEED OF THE TRAIN. IT COULD BE FASTER.

I WISH THE TRAIN RAN MORE FREQUENTLY ON WEEKENDS AND STOPPED AT SAN BRUNO MORE FREQUENTLY.

THE BULLET TRAIN IS VERY CONVENIENT. I WILL DEFINITELY RIDE CALTRAIN AGAIN!

I LIKE THE EXPRESS TRAIN ON WEEKENDS. I'M REALLY HAPPY YOU DIDN'T GET RID OF WEEKEND SERVICES.

MORE BULLET TRAINS?

LOVE THE BULLET TRAIN. I WANT MORE ON THEM.

THERE IS NO TRAIN BETWEEN 7:18 AND 8:00 AM FROM SUNNYVALE. THIS IS A BIG GAP. THERE IS NO WAY WE CAN REACH THE OFFICE IN SAN FRANCISCO BY 9 AM.

DON'T CUT ANY SERVICE OR STATIONS.

PLEASE INCREASE CALTRAIN FREQUENCY.

RUN MORE "LIMITED" SERVICE TRAINS DURING AFTERNOON.

ALL IN ALL I THINK CALTRAIN IS AN EXCELLENT COMMUNITY PLATFORM. I THINK THERE SHOULD BE MORE TRAINS BETWEEN 6 AM AND 8 PM.

MORE EXPRESS TRAINS AFTER 7 PM.

I WOULD LIKE MORE SERVICE TO HAYWARD PARK.

KEEP THE BULLET TRAINS, EVEN IF CALTRAIN'S FUNDING IS CUT. THEY ARE PROFITABLE AND OFFER A TON OF UTILITY TO EVERYONE. CONSIDER RUNNING SHUTTLE BUSES FROM MAJOR STOPS TO MINOR STOPS RATHER THAN RUNNING AS MANY LOCAL TRAINS.

PLEASE INCREASE THE TRAIN FREQUENCY IN THE MORNING (8-10 AM) AND EVENING (6-9 PM).

TRAINS SHOULD RUN ON THE HOUR AND HALF HOUR ON WEEKENDS. IT IS ANNOYING WHEN YOU MISS THE TRAIN BY FIVE MINUTES BECAUSE THE CONDUCTOR WON'T WAIT FOR YOU TO BUY A TICKET, THEN YOU HAVE TO WAIT AROUND FOR AN HOUR.

NEED MORE MORNING TRAINS BETWEEN 9 AND 10 AM.

I WOULD LIKE EVEN MORE BULLETS, LATER IN EVENING.

I WAS REALLY LOOKING FORWARD TO THE CHANGE IN CALTRAIN SCHEDULE STARTING THIS MONTH. BUT WAS LEFT DISAPPOINTED WHEN IT WAS NOT IMPLEMENTED. A TRAIN EVERY 15 MINUTES DURING PEAK COMMUTE HOURS WOULD HAVE REALLY HELPED.

NEED MORE FREQUENCY OF TRAINS.

Schedules/Frequency

MORE FREQUENCY NEEDED.

PLEASE INCREASE SERVICE FREQUENCY. OTHER THAN THAT, MY CALTRAIN EXPERIENCE HAS BEEN EXCELLENT.

LATE NIGHT SERVICE ON FRIDAY AND SATURDAYS TO GET OUT OF THE CITY.

PLEASE STOP CUTTING THE SCHEDULE AND DO PLEASE KEEP THE WEEKEND SERVICE. IT'S MY ONLY WAY HOME.

MORE TRAINS ON BAY TO BREAKERS DAY.

EXTENDED SERVICE HOURS EARLIER AND MUCH LATER, ESPECIALLY ON SUNDAY. FASTER WOULD BE NICE TOO.

MORE FREQUENT STOPS.

CALTRAIN SCHEDULES ARE SEEMINGLY CHOSEN AT RANDOM AND DO NOT REFLECT EVEN MINIMAL AWARENESS OF TRAFFIC PATTERNS.

WE NEED MORE TRAIN TRIPS LATER IN THE DAY AND LOWER FARE. OTHER THAN THAT, I CAN ALWAYS COUNT ON CALTRAIN FOR SAFETY.

IS IT POSSIBLE TO HAVE A 7 AM BULLET TRAIN ON SATURDAYS? THANK YOU!

SUNDAY'S SCHEDULE NEEDS MORE TRAINS!

THERE IS NO EARLY TRAIN ON SUNDAY FOR CITY WORKERS ON AN IRREGULAR SCHEDULE.

MORE FREQUENT TRAIN SERVICE IN AM AND PM FROM SFO WOULD BE APPRECIATED.

TRAINS SHOULD COME WAY MORE OFTEN, ESPECIALLY ON THE WEEKENDS AND IN THE EVENINGS.

TRAINS SHOULD COME MORE OFTEN.

MORE WEEKEND TRAINS.

MORE BULLETS ON WEEKENDS.

FREQUENCY OF THE TRAIN ON WEEKENDS IS NOT GOOD.

TRAINS LATER THAN MIDNIGHT ON WEEKEND NIGHTS.

THE TRAIN NEEDS TO RUN MORE OFTEN ON THE WEEKENDS. I THINK THE TRAIN WOULD BE USED BY MORE PEOPLE IF IT RAN FROM SAN FRANCISCO LATER THAN MIDNIGHT.

RUN MORE FREQUENTLY BUT SHORTER (E.G.: SAN FRANCISCO TO PALO ALTO) ON WEEKENDS.

I LIKE THE WEEKEND BABY BULLET. I WOULD LIKE A LATER LAST TRAIN ON SUNDAY.

YOU NEED MORE BULLETS AND FEWER STOPS.

Schedules/Frequency

YOU NEED MORE BULLETS AND FEWER STOPS.

PLEASE DO NOT CUT SERVICE. THANK YOU.

I WOULD LIKE TO SEE MORE TRAINS MID-DAY.

THERE SHOULD BE MORE BULLET TRAINS.

MORE BULLET TRAINS!

THE TIMING BETWEEN TRAINS IS A LITTLE BIT LARGE. IT WOULD BE BETTER IF THERE WERE TRAINS EVERY 15 MINUTES.

TRAINS SHOULD COME MORE OFTEN!

I WOULD LIKE MORE SOUTHBOUND TRAINS ON SATURDAYS AND SUNDAYS.

THERE'S TOO MUCH TIME BETWEEN TRAINS ON BOTH WEEKDAYS AND WEEKENDS.

I WISH THERE WERE MORE BULLET TRAINS FROM SAN JOSE TO SAN FRANCISCO.

I'D LIKE MORE EXPRESS TRAINS.

SCHEDULE AN EARLY AM SOUTHBOUND FROM SAN FRANCISCO. YOU'LL REDUCE DRUNK DRIVING ON THE 101 BY 50%.

I APPRECIATE THE BABY BULLET ON WEEKENDS!

BULLETS ON WEEKEND ARE GREAT.

KEEP THE FREQUENCY OF TRAINS AND SERVICE!

WE NEED MORE FREQUENT BABY BULLET TRAINS.

I LOVE CALTRAIN AND AM SAD THAT TRAINS HAVE TO BE REDUCED!

I WANT TRAINS TO RUN EVERY 15 - 20 MINUTES. WE NEED TO INCREASE RIDERSHIP LIKE THOSE TRAINS IN EUROPE.

COULD USE MORE BULLET TRAINS.

IT WOULD BE HELPFUL IF YOU CAN ADD MORE LINES THAT STOP AT BURLINGAME.

BULLET TRAINS SHOULD RUN LATER AT NIGHT.

I HAVE BEEN RIDING CALTRAIN TO WORK FOR THREE YEARS NOW, AND I HAVE BEEN VERY SATISFIED WITH IT! THE ONLY THINGS I DISLIKE ARE BUDGET-RELATED: CUTTING SERVICE AND RAISING FARES, BOTH OF WHICH DO NOT HELP RIDERSHIP IN ANY WAY.

YOU COULD BE MORE PUNCTUAL WITH MORE AND MORE FREQUENT BULLET TRAINS.

MORE BABY BULLET TRAINS ON WEEKENDS.

Schedules/Frequency

MORE WEEKEND AND LATE NIGHT SERVICE IS SORELY NEEDED!

GREAT JOB. MAYBE MORE SPRINTER TRAINS.

I THINK THERE NEEDS TO BE MORE TRAINS RUNNING FROM SAN FRANCISCO TO SAN JOSE DURING GIANTS GAMES.

I LIKE THE CALTRAIN SERVICE FOR ITS CONVENIENCE. I DO THINK THE SERVICE COULD BE INCREASED; HOWEVER, WITH MORE FREQUENCY OF TRAINS. THANKS!

RUN EVERY HALF HOUR RATHER THAN EVERY HOUR ON WEEKENDS.

KEEP THE WEEKEND SERVICES RUNNING! KEEP THE BELMONT STATION OPEN!

HAVE TRAINS RUNNING LATER TO AND FROM SAN FRANCISCO.

I WOULD SUGGEST MORE BULLET TRAINS AVAILABLE. I WOULD UTILIZE CALTRAIN MORE IF IT WAS QUICKER. IT CURRENTLY TAKES ONE AND A HALF HOURS TO GET FROM SOUTH BAY TO SAN FRANCISCO.

I HOPE THERE ARE MORE TRAINS.

THE BABY BULLETS ARE GREAT AND THERE SHOULD BE MORE ON THE WEEKEND.

IT WOULD BE GREAT TO HAVE MORE FREQUENT TRAINS.

IT WOULD BE GREAT TO HAVE MORE TRAINS THAT STOPPED AT SANTA CLARA STATION.

IT WILL BE HELPFUL IF WE HAVE SOME TRAINS IN BETWEEN 5:30 PM TO 6:30 PM TO SAN FRANCISCO TO SAN BRUNO.

IT WOULD BE GOOD IF WE HAVE MORE BULLET TRAINS FROM SAN BRUNO TO SAN FRANCISCO IN THE MORNING 8-9 AM.

CAN BULLET TRAINS MAKE A STOP IN LAWRENCE?

THE WAIT TIME IS UNACCEPTABLE. I'M PAYING MORE FOR LESS! RUN A BULLET FROM GILROY OR SOUTH COUNTY!

OVERALL, I AM COMFORTABLE RIDING CALTRAIN FROM SAN JOSE TO SAN FRANCISCO WEEKLY. SPECIAL EVENTS MAKE IT A LITTLE DIFFICULT TO RIDE, BEING NOT ENOUGH TRAINS AVAILABLE HOURLY, BUT OVERALL SERVICE IS GREAT.

CALTRAIN DOES NOT COME OFTEN ENOUGH TO BE CONVENIENT.

CALTRAIN HAS ALWAYS BEEN A CONVENIENT, POSITIVE EXPERIENCE. I AM GLAD YOU DECIDED TO KEEP TRAINS RUNNING AND STOPPING AT THE SANTA CLARA STATION.

I WISH MORE TRAINS STOPPED AT SANTA CLARA. I WISH MORE BULLET TRAINS STOPPED AT SANTA CLARA. .

Schedules/Frequency

IT WOULD BE NICE TO HAVE MORE BABY BULLET TRAINS IN THE AFTERNOON-EVENING. I ALSO SUGGEST HAVING A TRAIN RUN EVERY 30 MINUTES. THE WAIT IS PAINFUL.

ADD MORE BULLET TRAINS!

NEED MORE TRAINS THAT STOP AT ALL STATIONS.

I LIVE IN MORGAN HILL. HAVING MORE TRAINS GOING TO AND FROM TAMIEN IS BIG FOR SOUTH SAN JOSE PEOPLE WHO TAKE LIGHT RAIL. I WOULD GIVE UP ONE OF THE THREE WEEKDAY TRAINS TO AND FROM GILROY FOR ONE GILROY TRAIN ON EACH WEEKEND DAY. IT COULD LEAVE GILROY AT 7 AM AND RETURN AT 8 PM.

INCREASING THE FREQUENCY DURING PEAK HOURS WILL DO WONDERS FOR COMMUTERS.

MORE BULLETS, WITH EVEN MORE STOPS, WOULD BE A HUGE BENEFIT TO COMMUTE TIME.

FREQUENCY SHOULD BE MORE ON PEAK HOURS.

FREQUENCY TO ALL STATIONS SHOULD BE MORE IN PEAK HOURS.

THERE IS A HUGE GAP IN SERVICE DURING COMMUTE HOURS AT MY STATIONS (SAN ANTONIO AND MOUNTAIN VIEW) LEAVING ME AN HOUR WAIT IF I MISS MY TRAIN.

DON'T CUT BULLET TRAIN SERVICE! THANK YOU TO ALL THE PEOPLE WHO KEEP CALTRAIN RUNNING!

ADD MORE TRAINS THAT GO TO TAMIEN!

CALTRAIN IS PRETTY GREAT. I WISH THERE WERE MORE TRAINS THAT WENT LATER.

PLEASE DO NOT GET RID OF THE BABY BULLET OR LIMITED TRAINS. I WILL HAVE TO START DRIVING IF YOU DO AND NO ONE WANTS ME ON THE ROADS.

IT'S DISAPPOINTING AT THE END OF THE DAY WHEN THE TRAIN DEPARTS MILLBRAE STATION JUST BEFORE I MAKE THE TRANSITION FROM BART AND I THEN HAVE TO WAIT AN HOUR FOR THE NEXT SCHEDULED TRAIN HEADED SOUTH ON MY WAY HOME.

RUN ONE DIRECT SAN JOSE TO SAN FRANCISCO TRAIN.

ALL OTHER TRAINS EXCEPT BULLET TRAINS TAKE TOO LONG COMMUTE HOURS. PLEASE TRY TO CUT DOWN ON STOPS TO MAKE LESS COMMUTE TIME. THE 4:30 TRAIN WOULD NOT TAKE MORE THAN 70 MINUTES IF YOU CUT SOME OF THE STATIONS. THANK YOU.

MORE TRAINS ON NIGHTS AND WEEKENDS. MORE TRAINS WEEKDAYS.

RIDING CALTRAIN FOR THE PAST YEAR REALLY MADE COMMUTING TO WORK LESS STRESSFUL. IT WOULD BE GREAT IF MORE TRAINS ARE ADDED, ESPECIALLY BETWEEN THE 8 TO 10 AM TIME SLOT.

Schedules/Frequency

I WOULD APPRECIATE IF THE FREQUENCY OF THE TRAINS INCREASED. THIS WOULD HELP US EVEN MORE.

FREQUENCY OF TRAINS SHOULD BE INCREASED.

I WOULD ENJOY A COUPLE OF SECONDS AFTER THE TRAIN STOPS TO GET MY TICKET. TODAY, I HAD TO WAIT AN HOUR AFTER THE BUS DROPPED ME OFF FROM SCHOOL BECAUSE THE ENGINEER DID NOT WAIT FOR ME AND THE TEN OTHER STUDENTS GETTING OFF THE BUS.

YOU NEED TO WAIT ON BART PASSENGERS TO BOARD IN MILLBRAE. AT LEAST FIVE MINUTES WON'T HURT FOR A DELAY.

MAKE TRAINS RUN ON TIME AND MORE OFTEN.

NEED A NORTHBOUND TRAIN BETWEEN 5:03 AND 5:37 PM IN MOUNTAIN VIEW ON WEEKDAYS. THAT'S TOO BIG OF A GAP DURING RUSH HOUR.

MORE BULLET TRAINS.

MORE BULLET TRAINS!

MY PREFERENCE WOULD BE TO HAVE ONE BABY BULLET LEAVING FROM SAN FRANCISCO EARLIER IN THE MORNING.

I WOULD LIKE MORE BABY BULLETS EARLIER IN AM AND LATER IN PM.

PROVIDE MORE BULLET TRAINS IN THE MORNINGS 7 AM - 9 PM PST AND FROM 4 PM TO 8 PM PST.

IT WOULD BE HELPFUL TO HAVE TWO BABY-BULLETS MAKING IDENTICAL STOPS, AROUND THE 8AM DEPARTURE TIME FROM SAN JOSE DIRIDON. THAT WOULD LESSEN BOARDING TIME IN SUNNYVALE AND HELP TRAINS STAY ON SCHEDULE.

I AM THANKFUL FOR THE CALTRAIN SERVICE, ESPECIALLY THE SERVICE NOT BEING CUT FROM TAMIEN STATION.

MORE BULLETS STOPPING AT SUNNYVALE, PLEASE. THE TRAINS ARE REALLY CROWDED AND I OFTEN HAVE TO STAND.

I AM HAPPY WITH CALTRAIN. IF YOU COULD INCREASE THE FREQUENCY OF BABY BULLETS AT PEAK TIMES, THAT WOULD BE GREAT, ESPECIALLY AT PEAK TIMES SUCH AS 7:30AM TO 9:30 AM AND 4:30 PM TO 7PM. THANKS, FOR YOUR FACILITIES AND TAKING CARE OF CUSTOMERS. I GREATLY APPRECIATE CALTRAIN SERVICE.

MORE FREQUENT TRAINS WOULD ALLOW ME TO TAKE TRAIN MORE OFTEN. THERE ARE LONG GAPS BETWEEN TRAINS FOR PALO ALTO TO SAN MATEO.

VERY SATISFIED. WOULD LIKE TO SEE MORE BULLETS WEEKDAYS.

MORE BULLET TRAINS ARE NEEDED!

Schedules/Frequency

LOCAL SERVICE NEEDS TO STAY AND IMPROVE. TRAINS ARE CROWDED FOR GAMES AND MID-DAY HALF SERVICE DURING DAY NEEDS TO COME BACK.

MORE TRAINS PLEASE.

MORE TRAINS IN THE MORNINGS AND EVENINGS ON WORKDAYS AT THE CALIFORNIA ST. STATION!

NEED TO KEEP CURRENT EXPRESS BULLET TRAIN SCHEDULES FOR AM AND PM. DO NOT CHANGE OR REMOVE BULLET SCHEDULES.

THANK YOU FOR SAVING SUNDAY SERVICE! BULLETS ON WEEKENDS ARE BRILLIANT.

OVERALL I AM VERY SATISFIED WITH CALTRAIN AND MY ONLY COMMENTS ARE MINOR, ESPECIALLY GIVEN THE FINANCIAL CHALLENGES OF THE LAST SEVERAL MONTHS. HOWEVER, I THINK THERE IS ROOM FOR IMPROVEMENT AND WOULD LOVE TO SEE MORE PEAK HOUR BULLET TRAINS AND EXPANDED CAPACITIES FOR BIKES. THERE WAS A PERIOD A COUPLE MONTHS AGO WHERE I HAD TO STOP TAKING CALTRAIN BECAUSE THE BIKE CARS WERE ARRIVING FULL AND I WAS REGULARLY BEING DENIED BOARDING WITH A LINE OF OTHER BIKERS. IT WAS A SERIOUS PROBLEM WITH THE NEWER STYLE TRAINS THAT ONLY SUPPORT A SMALL NUMBER OF BIKES. THANK YOU FOR DOING A GREAT JOB AND THE OPPORTUNITY TO VOICE MY OPINION!

THERE ARE TOO FEW BULLET TRAINS.

I WOULD LIKE TO SUGGEST EVEN FASTER BABY BULLET TRAINS THAT CAN GO FROM 4TH AND KING TO MOUNTAIN VIEW IN LESS THAN 40 MINUTES. THEN YOU WILL HAVE A POSITION WHERE IT IS A NO BRAINER TO TAKE THE CALTRAIN VERSUS DRIVING. MOUNTAIN VIEW IS THE MOST POPULAR DESTINATION.

BULLET TRAINS ARE GREAT! WISH THEY WOULD STOP AT MOUNTAIN VIEW AND SUNNYVALE LIKE THE WEEKEND BULLETS.

RUN SEPARATE TRAINS FOR DRUNKEN GIANTS FANS.

I KNOW THE BUDGET IS TIGHT, BUT MORE SERVICE LATER TILL 8:30 PM WOULD BE HELPFUL.

IT WOULD BE GREAT TO KNOW THE NEW TRAIN SCHEDULE AHEAD OF TIME FOR PLANNING PURPOSES. I KNOW THERE'S A PROPOSED SCHEDULE. WILL THE NEW SCHEDULE EFFECTIVE JULY 1ST BE CLOSELY REFLECTED?

MORE FREQUENT MORNING STOPS AT SAN CARLOS STATION BETWEEN 7:13 AND 7:30. WOULD LIKE A 7:20 OR 7:30 OPTION SOUTHBOUND.

I AM NOT AT ALL SATISFIED WITH THE FARE INCREASE AND THE REDUCTION OF SERVICE!

Schedules/Frequency

OVERALL, THE TRAIN SERVICE IS GOOD. I HATE THAT EVERY FEW MONTHS WE HAVE TO WORRY ABOUT CONTINUATION OF SERVICE. I FEEL IF CALTRAIN LOST/DISCONTINUED WEEKEND OR NIGHT SERVICE IT WOULD BE THE END OF CALTRAIN AND WOULD OVERCROWD BUS SERVICES!

Routes/Stops

KEEP SANTA CLARA STATION OPEN.

I LOVE CALTRAIN. I RIDE IT FOR EASILY DRIVABLE TRIPS IN PART JUST TO SUPPORT IT. IF ONE STATION'S GOT TO GO ON THE PENINSULA, IT SHOULD BE HAYWARD PARK.

MORE TRAIN STOPS.

PLEASE NEVER CLOSE THE CALIFORNIA AVE STATION. I NEED IT. MY LIFE WOULDN'T WORK WITHOUT YOU.

GOOD CALTRAIN SERVICE. LOOKING FORWARD TO EXPANDING CALTRAIN SERVICE TO OTHER AREAS. PLEASE CONSIDER THIS EXPANSION FEEDBACK.

BULLET TRAINS ARE GREAT! WISH THEY WOULD STOP AT MOUNTAIN VIEW AND SUNNYVALE LIKE THE WEEKEND BULLETS.

SOME STOPS COULD BE ELIMINATED OR REDUCED. WHO USES THE BAYSHORE STOP?

I AM A VISITOR TO CALIFORNIA. CALTRAIN IS GREAT. THEY SHOULD EXPAND TO MORE AREAS AND REDUCE THE RATES.

On-time Performance/Reliability

CALTRAIN DELAY IS VERY COMMON FOR ONE REASON OR THE OTHER. THAT IS THE BIGGEST TROUBLE. THERE IS NO CERTAINTY EVERY DAY.

TWO MAJOR DELAYS IN LAST FIVE DAYS WITH NO INFORMATION AVAILABLE AT SOUTH SAN FRANCISCO.

IT SEEMS YOU DON'T CARE ABOUT OTHERS. YOU JUST WANT MONEY FOR YOURSELVES. I HAVE ANOTHER JOB COOKING AT STANFORD AND KAISER HOSPITALS. WHEN YOU ARE LATE, FOR ANY REASON, I AM LATE TO WORK. I COOK FOR PATIENTS WHO ARE IN THE HOSPITAL. JUST TAKE A MOMENT AND THINK IF YOU WERE IN THE HOSPITAL AND NO COOK IS THERE. THINK WHAT THEY ARE WAITING FOR. YOU SUCK!

THERE ARE OTHER DELAYS ON CALTRAIN THAT CURRENTLY MAY BE OUT OF CALTRAIN'S HANDS.

STICK TO SCHEDULES BETTER.

I FOUND THE DELAYS OF THE TRAIN TO BE EXTREMELY FRUSTRATING.

LONG DELAYS DUE TO OBSTACLES ON THE TRACKS ARE DIFFICULT BUT SEMI-REGULAR DELAYS DUE TO MECHANICAL PROBLEMS OR SIGNALING ISSUES REALLY HURT OVERALL SATISFACTION.

TRAINS ARE OFTEN LATE WHICH I WISH I COULD KNOW ABOUT BEFORE LEAVING WORK.

WHY SO MANY MECHANICAL "MALFUNCTIONS?" WE WERE LATE TODAY OVER 25 MINUTES!

IN GENERAL, CALTRAIN IS GREAT. TONIGHT WHEN HANDED THIS SURVEY, THOUGH, THE TRAIN WAS ABOUT 15 MINUTES LATE. THAT IS A DIFFICULT TIME TO COMPLETE A "SATISFACTION SURVEY."

CALTRAIN IS REALLY GOOD. ON TIME, EVERY TIME.

TOO MANY LATE TRAINS!

FIGURE OUT HOW TO EXPEDITE SUICIDE CLEANUP. BE ON TIME FOR PICKING UP AND DROPPING OFF. TRAVEL FASTER.

PLEASE GET THE 9:24 AM TRAIN AT SUNNYVALE TO SAN FRANCISCO ON TIME. PLEASE! IT IS ALWAYS TEN MINUTES LATE.

TARDINESS ON LATE MORNING TRAINS IS UNACCEPTABLE.

THERE UNFORTUNATELY HAVE BEEN EIGHT PLUS FATALITIES ON THE CALTRAIN LINES THIS YEAR AND I HAVE EXPERIENCED SEVERAL TWO PLUS HOUR DELAYS DUE TO SUCH. WE NEED FASTER PROCEDURES TO DEAL WITH THOSE SITUATIONS OR PROVIDE FOR A SHUTTLE BUS.

On-time Performance/Reliability

OCCASIONAL ACCIDENTS HAVE CAUSED EXCESSIVE DELAYS. NEED TO PRE-EMPT AND HANDLE BETTER.

CALTRAIN IS GREAT, ALTHOUGH FREQUENT DELAYS DUE TO FATALITIES IS ANNOYING. I'M AWARE THERE ISN'T MUCH CALTRAIN CAN DO ABOUT THAT.

THERE MUST BE EFFORT, MAYBE ADDITIONAL EFFORT, TO MAKE SURE THAT TRAINS REACH ON TIME AS THE CONNECTING TRANSPORT VEHICLES WON'T STOP (OR WAIT) FOR A SECOND MORE. THIS IS ESPECIALLY TRUE WHEN BUSES (MUNI) SEE TRAIN PULLING IN BUT WON'T BOTHER AND LEAVE. IF CALTRAIN REACHES ON TIME, THIS WILL NOT BE A PROBLEM. TIME FROM 22ND STREET TO KING AND 4TH CAN BE ABOUT 8-10 MINUTES!

CALTRAIN DOES A TERRIBLE JOB OF RECOVERING FROM INCIDENTS.

THERE HAVE BEEN TOO MANY MECHANICAL PROBLEMS LATELY, PROBLEMS WITH ONE TRAIN RIPPLE THROUGH THE ENTIRE SYSTEM AND THE RECENT CRAWLING THROUGH CHARLESTON AVE IN PALO ALTO WAS RIDICULOUS. NEVERTHELESS, I LOVE THE CONVENIENCE OF CALTRAIN. JUST WANT IT TO BE MORE RELIABLE.

I RIDE OFTEN FROM MOUNTAIN VIEW TO SAN FRANCISCO. THEY ARE 98% ON TIME. IT'S GOOD, BUT COULD BE IMPROVED.

TOO MANY ENGINE BREAKDOWNS.

MAINLY, CALTRAIN NEEDS TO WORK ON TIMING. I'VE NOTICED 50% OR MORE OF THE TIME THE TRAIN IS LATE BY 5-10 MINUTES. I'VE NOTICED THIS BECAUSE I USE CALTRAIN TO GET TO WORK FIVE DAYS A WEEK.

THE MAIN GRIPE I HAVE WITH CALTRAIN IS THE TRAVEL TIME. IT TAKES TOO LONG TO GO TO YOUR DESTINATION IF YOU ARE TRAVELING A BIGGER DISTANCE. THERE'S ONLY ONE TRAIN THAT'S FAST AND THAT'S THE MINI BULLET. REDUCING TRAVEL TIME WILL GREATLY INCREASE THE TICKET SALES.

THERE SHOULD BE SPECIAL GAME TRAINS STOPPING AT CERTAIN LIMITED STOPS. THIS WAY, SPORTS FANS CAN FIND THEIR WAY HOME BETTER. SIXTY GOT OFF IN MILLBRAE FROM THE LAST GAME!

MY FAMILY AND I LIKE TO RIDE THE TRAIN. IT'S COMFORTABLE, RELIABLE AND ON SCHEDULE.

CALTRAIN IS ALWAYS VERY DEPENDABLE AND FAST.

YOU'RE OFTEN MISSING SCHEDULED TIMES!

MY MORNING COMMUTE TRAIN (127) IS VERY RELIABLE AND I'M VERY HAPPY WITH IT. HOWEVER, ALL OF THE AFTERNOON ONCE-AN-HOUR TRAINS ARE CONSISTENTLY ABOUT TEN MINUTES LATE. WHY?

THE TRAIN IS SLOW!

On-time Performance/Reliability

I'VE BEEN LEFT AT A STATION AFTER ASKING THE CONDUCTOR IF I COULD HAVE A MOMENT TO GET A TICKET BECAUSE THE MACHINE WASN'T WORKING. HE TOLD ME OK, AND THEN LEFT WITHOUT ME! MY BOYFRIEND WAS STILL ON THE TRAIN. THE CONDUCTOR TOLD MY BOYFRIEND THE TRAIN DOESN'T WAIT FOR ANYBODY; YET IT IS CONSISTENTLY LATE.

OVERALL, MY EXPERIENCE HAS BEEN VERY GOOD. THE ONLY THING I DON'T LIKE IS WHEN TRAIN IS LATE, ESPECIALLY IN THE MORNINGS.

I THINK CALTRAIN IS FABULOUS WHEN IT RUNS ON TIME. THE PROBLEMS I HAVE WITH CALTRAIN ARE ALL FROM WHEN IT IS LATE OR HITS SOMEONE. THEN, IT IS A MESS.

TIMELINESS IS THE MOST IMPORTANT FACTOR, BAR NONE.

MORE FREQUENT DELAYS, BUT DUE TO FATALITIES? OTHER REASONS?

THE FREQUENCY OF SERVICE DISRUPTING DELAYS (OVER 10 MINUTES) IS UNACCEPTABLE. NOTIFICATION IS GOOD ON TRAINS, BUT CALTRAIN SHOULD PROVIDE AN OFFICIAL ON-LINE NOTIFICATION SERVICE (SUCH AS TWITTER) THAT WE CAN SUBSCRIBE TO LEARN OF DELAYS BEFORE GETTING TO THE STATION.

I'VE BEEN RIDING CALTRAIN FOR 5 YEARS NOW. MY OVERALL RIDERSHIP EXPERIENCE HAS BEEN POSITIVE, EXCEPT FOR MAJOR DELAYS AT TIMES. I TAKE MILLBRAE BART BACK HOME AFTER CALTRAIN. SO CALTRAIN DELAYS HAVE A SIGNIFICANT IMPACT ON MY BART RIDE HOME AS WELL. I'D BE MOST HAPPY IF MAJOR DELAYS CAN BE MINIMIZED TO AS LITTLE AS POSSIBLE. THANKS!

CALTRAIN IS NEVER LATE ENOUGH THAT IT BOTHERS ME, UNLESS THERE IS A SUICIDE.

YOU COULD BE MORE PUNCTUAL WITH MORE AND MORE FREQUENT BULLET TRAINS.

THE TRAIN WAS CLEAN AND ON TIME.

I WISH THE TRAIN WAS ON TIME MORE.

I APPRECIATE THE PUNCTUALITY.

IT'S VERY FRUSTRATING TO BE ON A TRAIN THAT IS ALREADY LATE AND THEN STILL PULL OVER TO ALLOW THE BULLET OR A LIMITED TO PASS.

I USE CALTRAIN BETWEEN SAN ANTONIO - BAYSHORE STATIONS. VERY OFTEN, TRAINS ARE DELAYED DUE TO TECHNICAL ISSUES, ACCIDENTS THAT THROW ME OFF THE SHUTTLE/BUS SCHEDULE. LOCAL STOPS ARE ONLY SERVED ONCE IN ONE HOUR.

I'D PREFER THAT TRAINS NEVER LEAVE EARLY. FOUR OF US THIS MORNING, HAD THE DOORS CLOSED IN OUR FACES.

CLEANER THAN BART AND ON TIME! VERY GOOD.

On-time Performance/Reliability

THE TRAIN IS FINE AND MUCH EASIER THAN CAR. THE STAFF ARE FRIENDLY AND THE TRAIN IS USUALLY ON TIME. UNFORTUNATELY, I DON'T TRAVEL TO THE CITY AS MUCH AS I LIKE BUT IT'S NICE TO KNOW THAT THE CAL TRAIN EXISTS! THANK YOU AND KEEP UP THE GOOD WORK!

DELAYS SEEM COMMONPLACE AT LEAST WEEKLY AND OFTEN SEVERAL DAYS IN A ROW, PARTICULARLY SOUTHBOUND EVENINGS.

WE ARE ALWAYS LATE.

I HOPE THAT THE TRAIN CAN OPERATE ON TIME, ESPECIALLY ON RUSH HOUR.

MY TRAIN IS LATE ARRIVING AT MY DESTINATION AT SAN ANTONIO AND SOMETIMES MOUNTAIN VIEW EVERY DAY.

VERY DISSATISFIED WITH RECENT DELAYS.

TRAINS ALWAYS ARE COMING LATE.

NINE TIMES OUT OF TEN CALTRAIN IS WONDERFUL! HOWEVER, I GET VERY FRUSTRATED SOMETIMES WHEN THE TRAIN BREAKS DOWN OR THERE IS A FATALITY AND TRAIN SERVICE IS DELAYED. I TRAVEL FROM BLOSSOM HILL TO SAN FRANCISCO AND THAT IS A LONG COMMUTE, ESPECIALLY WHEN DELAYED!

CLIPPER IS A DISASTER. I HAVE HAD NUMEROUS PROBLEMS AND CONSTANTLY HEAR OTHER RIDERS COMPLAINING. DELAYS ARE ALSO A MAJOR PROBLEM. I USED TO TAKE CALTRAIN EVERY DAY TO AND FROM WORK BUT SINCE CLIPPER AND RECENT RASH OF DELAYS, I ONLY TAKE THE TRAIN TWO TO THREE TIMES PER WEEK.

I'M VERY DISSATISFIED WITH DELAYED TRAINS. THE ON-TIME ARRIVAL AT DESTINATION, ESPECIALLY ON 7:59 BULLET TO MOUNTAIN VIEW, IS TERRIBLE. THERE ARE LATE ARRIVALS OVERALL.

TRAIN #322 IS RARELY ON TIME AT MOUNTAIN VIEW. UPDATE THE SCHEDULE! IT NEVER ARRIVES AT 8:49 AM.

YOU HAVE A HORRIBLE ON-TIME RECORD SINCE APRIL. THIS IS AFTER A CONSISTENT ON-TIME RECORD FOR THE SEVEN MONTHS PRIOR.

I'M VERY SATISFIED. IT WORKS WELL FOR ME. THE HELP IS GREAT; TRAINS ARE CLEAN AND GENERALLY ON TIME.

IT APPEARS POOR LOGISTICAL PLANNING LEADS TO TOO MANY DELAYS WHERE THE BULLET SERVICE HAS TO SLOW DOWN FOR OTHER TRAINS.

TOO MANY DELAYS.

THE OVERALL EXPERIENCE WOULD RATE HIGHER, IF NOT FOR THE INCONVENIENCE OF DELAYED TRAINS DUE TO SUICIDES AND ACCIDENTS.

On-time Performance/Reliability

THE TRAINS ARE USUALLY LATE EVERY DAY AND IT'S HARD TO GET TO WORK ON TIME UNLESS I TAKE A TRAIN AN HOUR THAN I NEED TO.

POOR MAINTENANCE OF TRAINS MEANS THEY ARE REGULARLY LATE! THE ONLY SAVING GRACE IS THE COURTEOUS STAFF AND CAMARADERIE OF REGULAR RIDERS! WE'RE PAYING CUSTOMERS! ARE YOU PAYING ATTENTION?

OVERALL, I PREFER CALTRAIN OVER BART OR DRIVING! THERE ARE VERY FEW DELAYS, USUALLY DUE TO ACCIDENTS.

THE SOUTHBOUND ON WEEKDAY MORNINGS IS ALWAYS LATE.

MAKE TRAINS RUN ON TIME AND MORE OFTEN.

I COMMUTE FROM SAN FRANCISCO TO SAN JOSE ON THE BULLET. I WISH IT WAS EASIER! DRIVING IS FASTER.

I WORRY ABOUT TRAIN DELAYS. IT'S GETTING WORSE DAY BY DAY.

THE AMOUNT OF DELAYS I'VE EXPERIENCED ON CALTRAIN IS RIDICULOUS!

CLEARLY WHEN TRAINS ARE LATE DUE TO ACCIDENTS/FATALITIES, WE UNDERSTAND THAT DELAYS ARE BEYOND CALTRAIN'S CONTROL. HOWEVER, WHAT ABOUT THE OTHER TIMES? TRAIN SIGNAL MALFUNCTIONS, ETC. SHOULD NOT HAPPEN REGULARLY IN THE "HIGH TECH" CORRIDOR.

IT'S NICE TO HAVE THE EXPRESS TRAINS ON THE WEEKEND. UNFORTUNATELY, DURING MY PAST YEAR OF RIDING CALTRAIN, IT'S RARELY ON TIME, DELAYED, AND BROKEN DOWN TOO MANY TIMES.

LOTS OF DELAYS FOR EVENING TRAINS. UNRELIABLE.

FOUR DAYS OF DELAYS IS ABSOLUTELY UNACCEPTABLE. FIX IT!

BE ON TIME. THESE DELAYS ARE RIDICULOUS.

LOTS OF DELAYS RECENTLY.

I HAVE BEEN EXTREMELY UNSATISFIED WITH CALTRAIN RARELY BEING ON TIME TO MY DESTINATIONS. IT SEEMS LIKE THERE ARE CONSTANT DELAYS. I'D SAY THAT OUT OF TEN TRIPS, MY TRAIN IS ON TIME ONLY THREE OF THOSE. NOT GOOD!

PLEASE, NO DELAYS ON MONDAYS!

MY ONLY WISH IS THAT TRAIN 329 WOULD MAKE ITS STATION STOPS ON SAN MATEO, AND FURTHER UP THE PENINSULA, CLOSER TO ARRIVAL TIME.

THERE ARE TOO MANY DELAYS LATELY. YOU HAVE TO DO SOMETHING ABOUT THEM.

TRAIN DELAYS ARE MY BIGGEST COMPLAINT. OTHERWISE, EXPERIENCE IS GREAT.

On-time Performance/Reliability

DELAYS ON MORNING BULLETS HAPPEN TOO FREQUENTLY. I HAVE HAD TO CANCEL A NUMBER OF MEETINGS AT WORK DUE TO THESE DELAYS, WHICH IS VERY INCONVENIENT.

AVOID THE DELAYS.

OVERALL, VERY GOOD, BUT I HATE DELAYS EXCEEDING FIVE MINUTES.

AN EXPRESS TRAIN JUST IN FRONT OF BULLET ALWAYS CAUSES DELAY. WE'RE ALWAYS A FEW MINUTES LATE TO SAN FRANCISCO. I'M SATISFIED OVERALL, IF DELAYS CAN BE AVOIDED BY ANY MEANS.

BIKERS CAUSE DELAYS AND ARE NOT CHARGED FARE FOR THEIR BIKES. BIKES TAKE UP ROOM FOR MORE PASSENGERS. IT'S PART OF THE REASON THE TRAINS ARE SO CROWDED.

OFTEN PM TRAINS HAVE NOT BEEN ON TIME REACHING THE DESTINATION.

TRAINS ARE LATE VERY FREQUENTLY, AND IT'S GOTTEN WORSE LATELY TOO.

CAN YOU PLEASE MAKE SURE THAT ALL BULLET TRAINS RUN ON TIME AS MUCH AS POSSIBLE, ESPECIALLY DURING OFFICE HOURS?

TRAINS DELAYED BECAUSE OF SUICIDE OR SIGNALING ISSUES VERY FREQUENTLY. THIS CAUSES LOTS OF TROUBLE AND ENTIRE SCHEDULE FOR EVENING IS DISTURBED. ESPECIALLY FOR THE SIGNALING ISSUE, NEED TO FIND AN ALTERNATIVE. ON THE REST OF SYSTEM, ALL IS FINE.

GOOD TO USE THE SERVICE. I WOULD APPRECIATE IF THE TIMINGS WERE MAINTAINED PROPERLY.

CALTRAIN IS REALLY AN IMPORTANT COMMUTING OPTION TO ME (AS IT IS FOR MOST OTHER PASSENGERS). ONE CONCERN IS, IF THE TRAIN CAN ARRIVE AND DEPART STATIONS ON TIME IT WOULD BE REALLY GOOD.

SERVICE DISRUPTIONS AND DELAYS SHOULD BE LESS.

PLEASE IMPROVE THE RELIABILITY OF THE EQUIPMENT. WE HAD MANY SMALL DELAYS DUE TO TECHNICAL GLITCHES RECENTLY.

YOU'RE HARDLY ON TIME.

YOU NEED TO BE MORE ON-TIME. THEY ALWAYS RUN 10 TO 15 MINUTES LATE.

TRAINS IN THE MORNING HAVE BEEN PULLING IN FIVE TO TEN MINUTES LATER THAN THE SCHEDULED TIME.

TOO MANY DELAYS.

THERE ARE TOO MANY DELAYS. CALTRAIN IS NOT RELIABLE AT ALL, ESPECIALLY FOR THE PRICE YOU CHARGE.

On-time Performance/Reliability

PLEASE WORK ON BEING ON TIME. I'M MORE WORRIED ABOUT 5:14PM SOUTHBOUND BULLET. IT ALWAYS SLOWS DOWN AFTER PALO ALTO.

THE TRAINS TAKE TOO LONG. THAT IS MY PRIMARY CONCERN, SPEED.

I HAVE BEEN ON FOUR TRAINS IN SEVEN MONTHS THAT HAVE BEEN DELAYED DUE TO DEAD PEOPLE.

CONSTANT DELAYS EACH WEEK WITHOUT ANY INFORMATION BROADCAST (NOT EVEN VIA TWITTER) MAKE IT A DISAPPOINTING EXPERIENCE.

MY MOST VALUABLE ASSET IS MY TIME! I FEEL THAT CALTRAINS RUNS LATE FAR TOO OFTEN. EVERY EFFORT SHOULD BE MADE TO MAKE SURE THE TRAINS RUN ON TIME.

Delay Information/Service Announcements/Updates

TRAIN 233 SOMETIMES HAS A BOSTON ACCENT CONDUCTOR WHO IS USUALLY PLEASANTLY FUNNY. HOWEVER, THE LENGTH OF THE ANNOUNCEMENTS YOU ASK HIM TO READ (ABOUT EMERGENCIES, 15 FT FROM NEAREST RAIL) ARE READ SO FREQUENTLY IT IS HARD TO READ AND STUDY DURING MORNING COMMUTE. CAN THE ANNOUNCEMENTS BE MORE CONCISE? WE KNOW HOW TO TAG ON AND OFF BY NOW!

POST TEXT ALERTS WITH DELAY INFORMATION. I NEED TO BE BETTER INFORMED OF DELAYS TO ARRANGE FOR ALTERNATIVE TRANSPORT, SINCE I CAN'T DEPEND ON YOU!

OVERALL, THE EXPERIENCE IS GOOD BUT WE SHOULD BE INFORMED OF DELAYS IN A BETTER WAY. I USE AN ANDROID APP BUT IT DOES NOT HAVE UP-TO-DATE INFORMATION. TRY ADDING A FEED LIKE BART DOES.

PLEASE ARRANGE AND ADVERTISE REAL TIME UPDATES FOR WHEN THERE ARE EXTENSIVE DELAYS. CALTRAIN WEBSITE, TWITTER?

WHY ARE NO ANNOUNCEMENTS MADE IN THE SAN FRANCISCO STATION WHEN THERE ARE MAJOR DELAYS? I ALWAYS HAVE TO GET UPDATES BY ASKING A CALTRAIN EMPLOYEE.

TWO MAJOR DELAYS IN LAST FIVE DAYS WITH NO INFORMATION AVAILABLE AT SOUTH SAN FRANCISCO.

OVERALL, THE EXPERIENCE IS OK, BUT DELAY ANNOUNCEMENTS NEED TO BE SAID MUCH MORE CLEARLY AND ACCURATELY.

WHEN ANNOUNCEMENTS AT STATION ARE MADE, THEY NEED TO BE CLEAR AND ACCURATE. THAT'S USUALLY NOT TRUE. HOW ABOUT A STANDARD MESSAGE, NO IMPROVEMENT?

PUT THE TIME BACK ON STATION SIGNAGE AND PROVIDE MORE INFORMATION ABOUT DELAYS.

BEING IN A "TECH" CITY, CALTRAIN SHOULD HAVE BETTER MESSAGING ON DELAYS AND ACCIDENTS. I HAVE HAD RECENT TRAIN DELAYS, CHECKED WEBSITE FOR UPDATES BUT NOTHING. WHY NOT HAVE AN "UPDATE STATUS" AREA FOR ALERTS ON THE CALTRAIN WEBSITE. THIS IS NEEDED BADLY. MAYBE GET A TWITTER ACCOUNT TOO TO ALERT.

THERE IS NO CALTRAIN INFORMATION COUNTER AT 4TH AND KING. SINCE IT IS A MAJOR STOP, THERE SHOULD BE AN INFORMATION COUNTER HERE SO PEOPLE CAN GET ANSWERS TO THEIR QUESTIONS. USUALLY, THEY HAVE TO ASK THE HOMELESS GUYS.

CAN YOU PLEASE BE MORE COMMUNICATIVE WHEN TRAINS ARE LATE?

HAVE MORE ANNOUNCEMENTS, MORE OFTEN WHEN DELAYED AND TELL WHY THE TRAIN IS DELAYED.

Delay Information/Service Announcements/Updates

I WOULD LIKE TO BE BETTER INFORMED OF DELAYS AS SOON AS POSSIBLE SO WE CAN MAKE ALTERNATIVE PLANS, AN ALERT SYSTEM (IE TEXT, EMAIL BLAST, SIGN UP FOR SPECIFIC TRAIN ALERTS). OFTEN WHEN DELAYED AT THE SAN FRANCISCO STATION, ONE HAS TO RELY ON OTHER PASSENGERS OR WORD OF MOUTH. I CHECK TWITTER BUT I'M ALREADY AT THE STATION BEFORE I LEARN OF THE DELAY.

WHEN THERE IS AN ISSUE ON THE TRACKS AND ALL CALTRAINS ARE DELAYED I WOULD LIKE TO BE ABLE TO CHECK EACH TRAIN STATUS ON THE WEB OR VOICEMAIL OR IN THE STATIONS.

TRAINS ARE OFTEN LATE WHICH I WISH I COULD KNOW ABOUT BEFORE LEAVING WORK.

IT SHOULD NOT BE HARD TO GIVE USEFUL UPDATES IN CASES OF DELAYS. SHARING OF INFORMATION IS REALLY BAD. TELL US WHERE THE NEXT STOP WILL BE BEFORE WE DEPART.

I AM NOT HAPPY WITH THE WAY CALTRAIN COMMUNICATES DELAYS DUE TO SUICIDES AND ACCIDENTS. COMMUNICATION IS SLOW AND INADEQUATE.

PLEASE BE BETTER ABOUT INFORMING US ABOUT DELAYS.

CALTRAIN NEEDS A MOBILE ALERT SYSTEM FOR LONG DELAYS AND MORE INFORMATION ON ALTERNATE ROUTES HOME.

COMMUNICATION WHEN UNEXPECTED DELAYS OCCUR IS NOT GOOD. NEED TO USE BRIDGE BUSES MORE OFTEN. SITTING FOR TWO HOURS ON TRAIN WITH NO WAY TO GET OFF IS UNACCEPTABLE.

WHEN TRAIN IS LATE PLEASE GIVE THE REASON. IT HELPS ALLEVIATE THE CONFUSION AND FRUSTRATION, SO WE AS RIDERS ARE MORE INFORMED. ALSO, PLEASE POST THE DELAY MORE PROMINENTLY AND GIVE UPDATES MORE FREQUENTLY BOTH IN STATION AND ON TRAIN.

THE DELAY UPDATES/ANNOUNCEMENT IS A HUGE AREA OF IMPROVEMENT. I GENERALLY FOLLOW TWITTER BECAUSE THE CALTRAIN UPDATES ARE SO INACCURATE.

MAKE ANNOUNCEMENTS OF STOPS. I CARRY A SCHEDULE BUT IF A TRAIN IS NOT ON SCHEDULE, HOW DOES ONE KNOW WHAT TRAIN ONE IS ON. ALSO, YOU SHOULD HAVE A WAY TO CONTACT THE CONDUCTOR TO FIND OUT WHERE THE TRAIN STOPS.

WE WOULD LIKE AN EMAIL NOTIFICATION OF TRAIN IS DELAYED DUE TO ACCIDENT.

I FIND ALL INFORMATION ON TRAIN DELAYS FROM TWITTER.

I AM DISGUSTED AT WAITING AT STATIONS FOR DELAYS OR TRAINS THAT SIMPLY NEVER SLOW UP WITHOUT ANY ANNOUNCEMENTS BEING MADE OVER THE LOUDSPEAKER SYSTEM OR NOTICES POSTED ON FLASHING OVERHEAD BOARDS. CALTRAIN'S 22ND STREET STATION DOESN'T EVEN HAVE THE LATTER. THIS HAS HAPPENED A NUMBER OF TIMES THIS YEAR.

Delay Information/Service Announcements/Updates

SOME OF YOUR ANNOUNCEMENTS ARE VERY AMUSING, MAKING A TRIP EVEN MORE FUN ("WUNNERFUL"). I HOPE YOUR SERVICE WILL INCREASE, NEVER DECREASE.

WOULD LIKE TO RECEIVE BETTER NOTICE AT SAN FRANCISCO STATION WHEN THERE ARE DELAYS OR ACCIDENTS. CANNOT HEAR CALTRAIN STAFF WHEN ANNOUNCEMENTS ARE MADE. WOULD RECOMMEND A BLOW HORN OR VOICE BOX WHEN STAFF ARE COMMUNICATING TO A LOT OF PEOPLE.

I WANT TO BE INFORMED OF DELAYS THAT ARE LESS THAN TEN MINUTES.

BETTER INFORMATION.

REMIND RIDERS TO TAG OFF AT EVERY STOP.

ANNOUNCEMENTS OF STATIONS ARE OFTEN AMBIGUOUS.

IT WOULD BE GREAT IF THERE WAS UP-TO-DATE TRAIN DELAY INFO ON CALTRAIN WEBSITE (SYSTEM DELAY NOTIFICATION) AND AN IPHONE APP. GREAT SERVICE OVERALL!

WHEN TRAINS ARE DELAYED, IT IS NOT EASY TO KNOW WHICH TRAIN IS ARRIVING NEXT. MAYBE THE ANNOUNCEMENT BOARDS COULD BE USED TO INDICATE THE NEXT ARRIVING TRAIN.

ANNOUNCE WHICH TRAIN IS COMING/APPROACHING SO WE KNOW THAT WE'RE GETTING ON THE RIGHT TRAIN.

DURING FATALITY INCIDENTS, SUGGEST ANNOUNCEMENTS OUTSIDE ON PLATFORM BE MADE AWAY FROM THE FRONT OF THE ENGINE SO ONE IS NOT SUBJECTED TO THE SPLATTER OF HUMAN REMAINS LEFT ON THE TRAIN. IT'S HARD TO AVOID WHERE PEOPLE HAVE MORBID CURIOSITY TO STARE, BUT JUST A SUGGESTION.

IT IS OFTEN HARD TO TELL WHICH WAY TRAINS ARE GOING TO LEAVE. AN ANNOUNCEMENT OUTSIDE OF THE TRAIN WOULD HELP.

OCCASIONALLY TRAINS HAVE BEEN CANCELLED BUT NO ANNOUNCEMENT MADE. I WAITED AT MENLO FOR 45 MINUTES FOR A TRAIN THAT NEVER CAME AND NO ANNOUNCEMENT WAS MADE DURING THAT TIME.

NOTIFICATION FOR DELAYS HAS TO BE IMPROVED. THIS INCLUDES UPDATES ON WEBSITE, TWITTER, ETC.

FREQUENCY OF SERVICE- DISRUPTING DELAYS (OVER 10 MINUTES) IS UNACCEPTABLE. NOTIFICATION IS GOOD ON TRAINS, BUT CALTRAIN SHOULD PROVIDE AN OFFICIAL ON-LINE NOTIFICATION SERVICE (SUCH AS TWITTER) THAT WE CAN SUBSCRIBE TO LEARN OF DELAYS BEFORE GETTING TO THE STATION.

Delay Information/Service Announcements/Updates

UPDATES ON CALTRAIN, INTERCOM OR PHONE SHOULD BE MORE UP TO DATE THAN TWITTER. ANNOUNCE DELAYS BEFORE GETTING ON A TRAIN WHEN THEY ARE KNOWN, SO PASSENGERS CAN MAKE A CHOICE TO GET ON OR NOT.

PLEASE CREATE AND TRAIN PERSONNEL TO PROVIDE CLEAR, CONSISTENT MESSAGES WHEN TRAIN IS DELAYED. STATING CONFUSING TRAIN NUMBERS DOES NOT HELP! WE NEED TO KNOW CLEAR STOP INFO.

COULD USE BETTER SYSTEM FOR ANNOUNCING DELAYS.

USE TEXT MESSAGE ALERTS TO ADVISE ABOUT DELAYS IN SERVICE. INFORM RIDERS ABOUT SCHEDULE AND DEPARTURES FROM SAN FRANCISCO.

FIRST OFF, I HAVE BEEN USING THE CALTRAIN FOR OVER 4 YEARS AND I GREATLY APPRECIATE YOUR SERVICE (ESPECIALLY THE FUNNY ANNOUNCEMENTS!). PLEASE IDENTIFY A WAY TO EFFECTIVELY ANNOUNCE EXTREME DELAYS OF CANCELLATIONS VIA TWITTER, OR WEBSITE. PLEASE USE TRAIN DEPARTURE TIMES TO IDENTIFY TRAINS, RATHER THAN TRAIN NUMBERS.

STATION DELAY ANNOUNCEMENTS AND DISPLAY READER BOARD OFTEN ONLY INVOLVE SB TRAINS. THAT'S NOT VERY HELPFUL FOR NB RIDERS.

WITH DELAYS, CALTRAIN WEBSITE SHOULD OFFER INFO AND ALTERNATIVES.

ENABLE SMS ALERTS ABOUT DELAYS. IT'S USELESS TO FIND OUT ABOUT DELAYS ONCE AT THE STATION.

ON JUNE 18, THE TRAIN WAS OVER TEN MINUTES LATE. THERE WAS NO NOTICE AT THE MILLBRAE STATION.

IT WOULD BE GREAT IF SOUTHBOUND STATIONS (BETWEEN ZONES 5 AND 6) CAN ALSO BE INFORMED OF DELAYS THAT EXCEED 10 MINUTES. I'VE BEEN A CUSTOMER OF CALTRAIN FOR NEARLY 20 YEARS (BETWEEN ZONES 1-5) AND I REALLY APPRECIATE MY DAILY RIDES. KEEP UP THE GOOD WORK!

THE INFORMATION ANNOUNCEMENTS AT THE STATIONS ARE ALWAYS OUT OF DATE AND FAIRLY USELESS.

NEED MORE SIGNS OR ANNOUNCEMENTS.

DELAY ANNOUNCEMENTS ARE TERRIBLE.

WHEN AN INCIDENT OCCURS, THE TIME OF THE INCIDENT SHOULD BE SHOWN ON THE TICKER ALONG WITH SOUTHBOUND AND OR NORTHBOUND TRAIN DIRECTION AND TRAIN STOP. I USE SANTA CLARA AND MENLO PARK AND DON'T KNOW WHERE AND WHAT TIME AN INCIDENT OCCURRED.

Delay Information/Service Announcements/Updates

THE MOST FRUSTRATING ASPECT IS POOR COMMUNICATION DURING DELAYS. LAST WEEK CALTRAIN ANNOUNCED DELAYS OF ONE HOUR AND 45 MINUTES (FORCING PEOPLE TO MAKE ALTERNATIVE TRANSPORTATION ARRANGEMENTS). THEN A TRAIN BEGAN OPERATING WITHIN 30 MINUTES. PLEASE DO A BETTER JOB ALIGNING ON TRAIN STATUS BEFORE ANNOUNCEMENTS.

IS THERE A WAY TO RECEIVE TIMELY NOTIFICATIONS BY EMAIL OR WEBSITE WHEN TRAINS ARE DELAYED? AN I-PHONE APP WOULD BE WONDERFULLY USEFUL FOR THIS PURPOSE. MY ONLY COMPLAINT ABOUT CALTRAIN IS NOT KNOWING UNTIL GET TO A STATION THAT I MUST WAIT 30-40 MINUTES FOR MY TRAIN.

PLEASE INCREASE THE AVAILABILITY OF DELAY INFORMATION ONLINE/MOBILE. MAYBE A SUGGESTION OF ALTERNATE TRAIN TIMES AND OPTIONS.

OVERALL, I'VE HAD A GOOD EXPERIENCE BUT LATELY WE'VE HAD A FEW DELAYS AND WE WEREN'T AWARE OF. MORE COMMUNICATION IS NEEDED.

THE CALTRAIN WEBSITE COULD HAVE A REAL TIME ONGOING UPDATE OF DELAYS OR A REAL TIME MAP SHOWING TRAINS AS THEY PROGRESS. THIS IS DONE FOR THE BUS AT STANFORD (MARGARITTE SHUTTLE). GREAT IDEA SINCE SO MANY PEOPLE HAVE WIFI ON SMART PHONES AND COMPUTERS AND IT IS 24 HOUR REAL-TIME.

THERE IS NO SYSTEM AT THE STATIONS FOR INFORMING PASSENGERS WHEN SERIOUS DELAYS OCCUR.

I WOULD LIKE MORE INFORMATION ON DELAYS AT STATION. FOR EXAMPLE, WHAT HAPPENED AND WHERE IS THE TRAIN AT TIME OF THE DELAY?

POST DELAYED TRAINS ON WEBSITE SO WE CAN CHECK PRIOR TO DRIVING TO STATION.

USE TWITTER OR POST ALERTS ON CALTRAIN.COM.

I WISH THERE WAS AN EMAIL ALERT SYSTEM FOR TRAIN DELAYS. IT WAS ESPECIALLY DIFFICULT TO ARRIVE AT 4TH AND KING AND HAVE 2 HOUR DELAY DURING THE FATALITY LAST WEEK. IT WAS A LONG WALK TO BART AND SAMTRANS DEPOTS. I WISH THERE WAS A BUS BRIDGE OFFERED!

IMPROVE INFORMATION IN CASE OF DELAY. THANKS.

ANNOUNCEMENTS OVER LOUD SPEAKERS NEED TO BE CLEARER. SPEAKER NEEDS TO SPEAK MORE SLOWLY AND DELIBERATELY.

MORE ANNOUNCEMENTS/OFFICIAL TWITTER FOR DELAYS, SERVICE, ETC.

PROVIDE BETTER ONLINE/MOBILE ALERTS FOR DELAYS. LET ME KNOW BEFORE I LEAVE FOR THE STATION! TWITTER MESSAGES ARE CONFUSING.

Delay Information/Service Announcements/Updates

CALTRAIN NEEDS A CALTRAIN MAINTAINED TEXT MESSAGE BASED NOTIFICATION SYSTEM FOR INCIDENTS AND DELAYS.

POSTING DELAYS ON LINE ON THE WEBSITE OR MAYBE TWITTER WOULD BE AWESOME.

I NEED MORE INFORMATION DISPLAYED WHEN TRAINS ARE DELAYED OR NOT RUNNING AT NORMAL SCHEDULES.

FOR A FEW WEEKS, THE TRAIN WOULD SLOW TO A CRAWL BETWEEN PALO ALTO AND MOUNTAIN VIEW. SOME EXPLANATION WOULD HAVE BEEN HELPFUL.

THERE NEEDS TO BE A WAY TO CHECK FOR DELAYS FROM MOBILE DEVICES.

MORE INFORMATION IS NEEDED WHEN AN INCIDENT OCCURS. PROJECTED TIMES ARE OFTEN WRONG. NO KNOWLEDGE ON WHEN AND IF A BUS BRIDGE WILL BE PROVIDED.

I WISH CALTRAIN COULD CONVEY INFORMATION ABOUT TRAIN DELAYS MORE EFFECTIVELY. CONDUCTORS HAVE RECOMMENDED CHECKING THE CALTRAIN TWITTER ACCOUNT BECAUSE THAT INFORMATION IS MORE UPDATED THAN WHAT THE CONDUCTORS KNOW WHICH IS RIDICULOUS!

AT STATIONS THERE ARE NO ANNOUNCEMENTS OR ON-PLATFORM INFORMATION OF WHAT THE APPROACHING TRAIN IS. THIS IS A PROBLEM FOR NEW AND CASUAL RIDERS AND WHEN TRAINS FALL OFF SCHEDULE. THE DIGITAL DISPLAYS SHOULD INDICATE WHAT THE APPROACHING TRAIN IS. THERE IS NO INFORMATION ANYWHERE ABOUT WEEKEND TRACK ASSIGNMENTS AT DIRIDON.

REALLY APPRECIATED KNOWING RIGHT AWAY WHEN THERE WAS AN ACCIDENT THAT SERVICE WOULD BE DELAYED UP TO 90 MINUTES. WOULD HELP TO HAVE BUS CONNECTION INFORMATION AT STATIONS LIKE MILLBRAE. HEARD MANY PEOPLE ASKING HOW TO GET FROM MILLBRAE TO THE CALTRAIN STATIONS WHERE THEIR CARS WERE PARKED. NO ONE SEEMED TO KNOW.

STANDARDIZE ONBOARD ANNOUNCEMENTS TO IMPROVE CLARITY OF INFORMATION.

INFORMATION ON DELAYS IS MANY TIMES SCARCE OR NON-EXISTENT. WISH YOU HAD REAL TIME STATUS OF TRAINS ONLINE OR BY SMS TEXT. NEED TO IMPROVE REAL TIME TRAIN SCHEDULE STATUS AVAILABILITY.

OVERALL, THE ANNOUNCEMENTS ESPECIALLY ABOUT LONG DELAYS ARE VERY POOR. I CAN'T HEAR OUTSIDE ANNOUNCEMENTS. CONDUCTORS ON THE TRAINS DON'T SEEM TO HAVE ADEQUATE INFORMATION EITHER. ASIDE FROM THIS, I DO ENJOY TAKING THE TRAIN!

CALTRAIN CONDUCTORS ARE CLUELESS ABOUT CLIPPER. THEY GIVE NO INFORMATION ABOUT DELAYS OR SLOWING ON TRACKS TO TRAIN PATRONS. THEY ANNOUNCE STOPS TOO LATE. THE LIST COULD GO ON. THANKS FOR ASKING!

Delay Information/Service Announcements/Updates

INSTEAD OF SAYING A TRAIN LEFT STATION X MINUTES BEHIND SCHEDULE, HOW ABOUT SHOWING THE APPROXIMATE TIME OF ARRIVAL?

DELAYS WHILE ANNOUNCED AT STATIONS DO NOT GIVE MUCH INFORMATION BESIDES APPROXIMATE LATENESS. NEED MORE ACCURATE ARRIVAL TIME.

NOT MENTIONED IN THE SURVEY, THE MESSAGING AND NOTIFICATION OF DELAYS AND ISSUES BEFORE GETTING TO THE STATION IS ABSOLUTELY ABYSMAL. CALTRAIN MANAGEMENT SHOULD HAVE TO USE THE CALTRAIN TO COMMUTE DAILY. YOUR SURVEY MISSES REAL CUSTOMER PAIN POINTS.

NEED FAR MORE CURRENT AND UPDATED ACCURATE INFORMATION WHEN THERE ARE ACCIDENTS ON THE TRACKS AND CAUSE DELAYS. DESIGNATE A SINGLE POINT OF CONTACT FOR PASSENGER INFORMATION AND MAKE THAT KNOWN TO PASSENGERS WHEN THERE ARE DELAYS CAUSED BY ACCIDENTS REQUIRING BUS RIDERS. NEED A PLATFORM LOUDSPEAKER TO CONVEY INFORMATION TO LARGE GROUPS OR PASSENGERS.

CALTRAIN SHOULD UPDATE TRAIN STATUS IN REAL TIME EITHER THROUGH TWITTER OR WEBSITE. RIGHT NOW THERE IS AN UNOFFICIAL TWITTER PAGE. WE NEED AN OFFICIAL ONE WITH UP TO DATE INFORMATION THAT THE PUBLIC DOES NOT HAVE.

THE NON-CALTRAIN AFFILIATED TWITTER FEED IS STILL THE MOST RELIABLE WAY TO GET REAL TIME INFORMATION ABOUT TRAIN DELAYS ETC. I DON'T KNOW I'D DO WITHOUT THAT.

CREATE A MOBILE SITE OR TWITTER ACCOUNT THAT PROVIDES REAL TIME DELAY INFORMATION.

NEED REAL TIME INFORMATION ON TRAIN DELAYS POSTED ON YOUR WEBSITE SO WE CAN VIEW IT ON PHONES.

MORE INFORMATION REGARDING TRAIN DELAYS IS VERY IMPORTANT. I HAVE MISSED OTHER TRANSPORTATION CONNECTIONS DUE TO LATE ARRIVAL, BECAUSE I WAS NOT ABLE TO PLAN ACCORDINGLY.

I WOULD LIKE UPDATES ON SIGNIFICANT DELAYS ONLINE, SO I CAN GET ALTERNATIVE TRANSPORTATION BEFORE GOING TO THE STATION AND WAITING TO FIND OUT.

WHEN THERE IS DELAY THE AGENT SHOULD TAKE TIME TO STUDY THE TRANSPORTATION INFORMATION. HE IS NOT ABLE TO PROVIDE HELPFUL INFORMATION SUCH AS ALTERNATIVE TRANSPORTATION, ESTIMATE DELAY. TELL THE CUSTOMER WHAT HAPPENS! THE AGENT IS ALWAYS MISSING WHEN A PROBLEM HAPPENS. NO AGENT IS WILLING TO HELP OUT THE PASSENGER WHEN IT IS REQUIRED.

WHEN A TRAGEDY HAPPENS ON THE TRACKS, I UNDERSTAND. PLEASE PROVIDE INFORMATION AS FAST AS YOU CAN. PASSENGERS WAITING FOR TRAINS WITHOUT INFORMATION ARE HELPLESS.

Delay Information/Service Announcements/Updates

PLEASE PUT LIVE INFORMATION OF TRAIN DELAYS ON THE CALTRAIN WEBSITE, BOTH MAIN SITE AND MOBILE SITES.

THANK YOU FOR PROVIDING A GREAT SERVICE. I HAVE TWO SUGGESTIONS THAT WOULD MAKE OUR EXPERIENCE BETTER: 1. BETTER NOTIFICATION SYSTEM OF SERVICE DISRUPTIONS. INFORMATION ON WEBSITE AND POSSIBLY EMAIL/TEXT ANNOUNCEMENTS WOULD REALLY HELP. 2. FORGETTING TO TAG OFF WITH MY MONTHLY CLIPPER CARD TERRIFIES ME. IT WOULD BE EASIER IF WE COULD ACTIVATE ONLINE OR OTHER METHOD.

PLATFORM NOTIFICATIONS OF DELAYS IS VERY POOR. USUALLY LATE AND HARD TO HEAR, AND OFTEN NOT POSTED ON MARQUEES.

ANNOUNCING DELAYS NEEDS IMPROVEMENT.

TOO MANY SUICIDES, WITH LACK OF CLEAR TRAIN STATUS AFTERWARDS, FOR EXAMPLE: BUS BRIDGE ANNOUNCEMENTS

PLEASE IMPROVE ANNOUNCEMENTS A LOT. DELAYS ARE MORE FREQUENT AND ANNOUNCEMENTS ABOUT THEM ARE NEEDED PLEASE! OTHERWISE, I THINK THIS IS THE BEST PUBLIC TRANSIT OPERATION IN THE BAY AREA.

A BETTER JOB OF COMMUNICATING DELAYS IS NEEDED. IT'S VERY FRUSTRATING NOT KNOWING WHAT'S REALLY GOING ON.

CLIPPER CARD AND DELAY ANNOUNCEMENTS NEED IMPROVEMENT.

ANNOUNCEMENTS NEED TO BE BETTER HANDLED AT STATIONS. MORE SIGN BOARDS.

INDEFINITE SUSPENSION OF TRAINS IS NOT ANNOUNCED ACCURATELY. NEED TO PROVIDE CLARITY ON UNEXPECTED EVENTS. ANNOUNCE SUCH DELAYS IN MUNI STATIONS SO THAT WE WOULD TAKE ALTERNATIVE ROUTE.

ONLINE NOTIFICATIONS OF CURRENT DELAYS WOULD BE AWESOME! AN IPHONE APP OF DELAYS WOULD BE EVEN BETTER!

THE LACK OF INFORMATION SPECIFIC TO THE STATION IS IRRITATING E.G. WHAT TIME DELAYED TRAIN WILL ARRIVE.

OVERALL I LOVE CALTRAIN! COMMUNICATION DURING DELAYS COULD IMPROVE IN THE STATIONS, ON THE ELECTRONIC BOARDS AND WITH THE CONDUCTORS. IT WOULD BE HELPFUL TO BE INFORMED OF PROJECTED TIME DELAY AND ESTIMATES OF TRAIN SCHEDULE ADJUSTMENTS, ESPECIALLY AT THE SF 4TH AND KING STATION WHERE ZERO INFORMATION IS GIVEN DURING INCIDENTS. THE ELECTRONIC DISPLAYS COULD BE BETTER UTILIZED.

SOME CONDUCTORS ARE VERY COMMUNICATIVE ABOUT DELAYS, TOP NOTCH. OTHERS TELL US VERY LITTLE.

Delay Information/Service Announcements/Updates

I UNDERSTAND THERE WILL SOMETIMES BE DELAYS, BUT ON JUNE 13, THE 6:14 SB BULLET FROM SAN FRANCISCO RAN 40 MINUTES LATE INTO MOUNTAIN VIEW WITHOUT EXPLANATION. IT'S IMPORTANT TO BE ABLE TO MAKE ARRANGEMENTS IF YOU'RE THAT LATE. I'VE TAKEN CALTRAIN DAILY FOR 15 YEARS AND, COMPARED TO BART, MUNI, ETC., I LOVE CALTRAIN.

REGARDING DELAYS, IT WOULD BE NICE TO BE NOTIFIED AHEAD OF ARRIVAL AT THE STATION, SAY BY EMAIL/AUTOMATED.

ANNOUNCEMENTS AND HELP AT CALTRAIN STATIONS NEEDS IMPROVEMENT. LACK OF UPDATES DURING ACCIDENTS NEEDS IMPROVEMENT. TWITTER IS FASTER THAN PUBLIC ANNOUNCEMENTS.

DELAY ANNOUNCEMENTS ARE NOT SPECIFIC AND ARE OFTEN NOT TIMELY. BETTER INFORMATION CAN BE OBTAINED ON TWITTER FROM OTHER PASSENGERS, THAN FROM CALTRAIN.

USE AUDIO AT STATION TO ADVISE OF DELAYS. UPDATE TWITTER FEED IMMEDIATELY FOR DELAYS.

I WOULD LIKE CALTRAIN TO POST REAL-TIME ARRIVALS OF TRAINS AT THE STATIONS SOONER AS WELL.

AN OFFICIAL ONLINE SYSTEM TO TRACK DELAYS AND ANNOUNCEMENTS BEYOND THE UNOFFICIAL CALTRAIN TWITTER FEED WOULD BE A HUGE IMPROVEMENT.

ONLINE INFORMATION REGARDING TRAIN DELAYS WOULD BE HELPFUL.

I CAN GET BETTER AND MORE ACCURATE CALTRAIN STATUS FROM CALTRAIN TWITTER THAN FROM ANNOUNCEMENTS.

IT'S AN EXCELLENT EXPERIENCE. THE ONLY ISSUE IS THAT WHEN THERE ARE BIG DELAYS, THE INFO IN THE STATION IS WAY MORE INACCURATE THAN WHAT YOU CAN GET ON TWITTER.COM.

DELAY ANNOUNCEMENTS SHOULD BE MORE AUDIBLE AT STATIONS. CONDUCTORS OFTEN ANNOUNCE WHICH TRAIN WE ARE ON AFTER THE TRAIN LEAVES THE STATION. THEY SHOULD ANNOUNCE AS PEOPLE ARE BOARDING SO THEY CAN GET OFF IF NEEDED. OVERALL, CALTRAIN IS A GREAT, NEEDED SERVICE.

YOU NEED TO TELL PEOPLE WHEN THE ACCIDENT OCCURRED INSTEAD OF JUST STATING A DELAY OF AN HOUR TO AN HOUR AND A HALF. PEOPLE CAN THEN JUDGE WHETHER OR NOT TO WAIT IF THE ACCIDENT HAPPENED AT 4:30 AND THEY ARRIVE AT THE PLATFORM AT 5:15. OTHERWISE, WE ARE ALL TRYING TO ASK PLATFORM PEOPLE HOW LONG THEY HAVE BEEN WAITING AND QUITE A FEW HAVE ALREADY LEFT TO CATCH THE BUS.

WHEN USING THE PA SYSTEM FOR DELAY ANNOUNCEMENTS, PLEASE ENSURE THE ANNOUNCER IS CLEAR AND SPEAKS LOUD ENOUGH FOR PEOPLE TO HEAR.

Delay Information/Service Announcements/Updates

THERE SHOULD BE A BETTER WAY TO COMMUNICATE DELAYS AND TIMING OF THE DELAYS. MAYBE CALTRAIN COULD TEXT RIDERS WHEN THERE IS GOING TO BE A DELAY AND UPDATE WITH THE CORRECT INFO AS SOON AS THEY HAVE IT.

BETTER INFORMATION ABOUT TRAINS BEING LATE.

CONSTANT DELAYS EACH WEEK WITHOUT ANY INFORMATION BROADCAST (NOT EVEN VIA TWITTER) MAKE IT A DISAPPOINTING EXPERIENCE.

IF A TRAIN IS LATE, PLEASE HAVE SOMEONE ANNOUNCE WHICH TRAIN IS IN THE STATION BEFORE THE DOORS CLOSE OR WHEN PEOPLE ARE BOARDING SO THAT PEOPLE DON'T GET ON WRONG TRAIN. YOU COULD HAVE CONDUCTORS YELL IT OUT AS PEOPLE ARE BOARDING. HATE GETTING ON A FULL TRAIN ONLY TO HAVE TO GET OFF AT NEXT STOP.

UPDATE YOUR WEBSITE WHEN THERE ARE DELAYS, THE MAJORITY OF PEOPLE CAN ACCESS IT VIA SMARTPHONES. IT WOULD RELIEVE THE DELAY FRUSTRATIONS.

THERE NEVER SEEMS TO BE A GOOD ANNOUNCEMENT WHEN IT COMES TO DELAYS. I THINK MOST RIDERS UNDERSTAND DELAYS, BUT WE SHOULD DEFINITELY BE MADE AWARE OF ANY. THE LADY THAT ANNOUNCES DOESN'T EVEN SEEM TO CARE.

CALTRAIN NEEDS TO REPAIR THEIR TRAINS AND INFORM RIDERS WHEN TRAINS ARE DELAYED (ONLINE)! CALTRAIN IS A GREAT SERVICE, BUT THE TRAINS ARE GETTING OLD AND NEED TO BE REPAIRED MORE FREQUENTLY WHICH INCREASES DELAYS. ADDITIONALLY, IF THE STATE GIVES CALTRAIN MONEY, THEY SHOULD NOT USE IT ON EXECUTIVE BONUSES!

BETTER ACCESS TO REAL-TIME DELAYS; PREFERABLY ON THE I-CALTRAIN APP.

THE CALTRAIN SYSTEM IS TERRIFIC! MY ONLY CONCERN IS WHEN A TRAIN IS LATE AND THERE ARE NO ANNOUNCEMENTS AT THE STATION WHILE WAITING FOR THE TRAIN.

I SHOULD BE ABLE TO RECEIVE ALERTS THROUGH THE CALTRAIN APP INFORMING ME OF DELAYS.

REPEATING THE SAME CLIPPER CARD ANNOUNCEMENTS IS AUDITORY ABUSE.

AT THE STATIONS, CALTRAIN NEEDS TO IMPROVE ITS INFORMATION ON DELAYS. DELAYS OFTEN HAPPEN WITHOUT ANY INFORMATION TO PEOPLE WAITING. THE SPEAKERS ARE INAUDIBLE (ESPECIALLY AT 22ND ST). THE TOLL FREE NUMBER HAS AGENTS WHO KNOW NOTHING ABOUT WHAT IS HAPPENING ON THE GROUND. TWITTER SEEMS TO BE THE BEST SOURCE OF INFORMATION, AND IT'S NOT A CALTRAIN FEED! THAT IS AN EMBARRASSMENT!

THERE IS AMPLE ROOM FOR IMPROVEMENT ON INFORMING PASSENGERS OF SIGNIFICANT DELAYS, CHANGES, OF WHAT TRAIN THEY ARE ON, ETC. MY SUGGESTION IS A SINGLE TRAINMAN ON STATION PLATFORM USING A BULLHORN TO MAKE ANNOUNCEMENTS.

Transit Connections/Transfers

THE ONLY PROBLEM WITH CALTRAIN IS THAT THE FINAL SAN FRANCISCO STOP IS NOT CLOSE TO ANYTHING IN THE CITY AND THE MUNI CONNECTIONS ARE UNRELIABLE AND SLOW.

THERE NEEDS TO BE BETTER WAY TO GET FROM CALTRAIN AT 4TH AND KING TO DOWNTOWN SAN FRANCISCO.

I WISH THERE WAS A BETTER CONNECTION TO SFO. THE BART CONNECTION IS POORLY TIMED (BART LEAVES BEFORE YOU CAN BUY A TICKET) AND TAKES TOO LONG. THE OLDER VAN SHUTTLE WAS BETTER.

NEED BETTER CONNECTIVITY TO LOCATIONS AT TRAIN STATIONS.

CALTRAIN AND BART NEED TO COORDINATE TRANSFER TIMES AT BART MILLBRAE.

CALTRAIN DOES NOT TIME ARRIVAL AND DEPARTURE WELL WITH BART. SOMETIMES THE ARRIVING CALTRAIN MISSES BART'S DEPARTURE BY MERE MINUTES, CAUSING DIFFICULTY IN TRANSITION.

SFO CONNECTION VIA BART IS NICE!

MORE TIMED CONNECTIONS WITH SAMTRANS WOULD BE HELPFUL, ESPECIALLY THE BUSES THAT SERVICE EL CAMINO.

CALTRAIN ARRIVAL TIMES NEED TO COINCIDE BETTER WITH TRANSFERS AT THE MILLBRAE BART CONNECTION. EXAMPLE: BART LEAVES AT 4:16, CALTRAIN ARRIVES AT 4:18.

THERE'S POOR ALIGNMENT OF BART ARRIVALS/DEPARTURES AT MILLBRAE. PLEASE OPTIMIZE CONNECTIONS. IN GENERAL, THOUGH, RIDING CALTRAIN IS GREAT!

MORE SCHEDULING COINCIDING WITH VTA, ETC.

IT WOULD HAVE BEEN HELPFUL TO KNOW THAT CHANGING FROM CALTRAIN TO BART WOULD COST MORE. ONE FARE SHOULD COVER TRAVEL ON BOTH LINES WHEN A DAY PASS IS PURCHASED. BETTER SIGNS AT STATIONS WOULD BE HELPFUL.

TRAIN GETS ME HOME LATE EVERY DAY AND I OFTEN MISS THE BUS.

IT WOULD BE NICE IF THE SAN JOSE TRAINS COINCIDED BETTER WITH THE SANTA CRUZ-HWY 17 EXPRESS BUS. THANK YOU!

THE TRAIN IS SCHEDULED TO MISS MY PREFERRED BART TRAIN BY TWO MINUTES.

TRAINS NEED TO BE RESCHEDULED. THEY NEED TO TAKE BART SCHEDULE INFORMATION ACCOUNT AND TO TAKE NUMBER OF CITY PASSENGERS INTO ACCOUNT.

I WOULD ENJOY A COUPLE OF SECONDS AFTER THE TRAIN STOPS TO GET MY TICKET. TODAY, I HAD TO WAIT AN HOUR AFTER THE BUS DROPPED ME OFF FROM SCHOOL BECAUSE THE ENGINEER DID NOT WAIT FOR ME AND THE TEN OTHER STUDENTS GETTING OFF THE BUS.

Transit Connections/Transfers

YOU NEED TO WAIT ON BART PASSENGERS TO BOARD IN MILLBRAE. AT LEAST FIVE MINUTES WON'T HURT FOR A DELAY.

I WISH YOUR CONNECTION TIMED AT DIRIDON WITH VTA LIGHT RAIL WAS BETTER. I GET OFF NOW AT MOUNTAIN VIEW AND TAKE VTA SOUTH.

THE CALTRAIN AND BART CONNECTION IS VERY POOR! 50% OF THE TIME, I MISS THE CONNECTION, BECAUSE OF CALTRAIN DELAYS. THERE IS ONLY ONE MINUTE DIFFERENCE IN THE ARRIVAL OF CALTRAIN AND THE DEPARTURE OF BART, ESPECIALLY IN THE MORNING.

Crowding/Seat Availability

THE CROWDING BEGINS IN SAN CARLOS AND GETS WORSE AND OVERFILLED BY REDWOOD CITY.

TRAINS ON BASEBALL GAME DAYS ARE A NIGHTMARE! TOO CROWDED!

GIANTS GAME TRAINS ARE OVER-STUFFED. EVEN STANDING ROOM IS A CHALLENGE.

THE TRAIN IS GREAT, BUT IT'S SOMETIMES OVERCROWDED.

TRAINS CAN BE VERY CROWDED, DIRTY AND UNPLEASANT BEFORE AND AFTER GIANTS GAMES.

PLEASE DO SOMETHING ABOUT THE CROWDING THAT TAKES PLACE DURING GIANTS GAME DAYS, NORTHBOUND. THE TRAIN POPULATION SEEMS TO EXCEED TRAIN CAPACITY EVERY TIME.

MY ONLY ISSUE IS OVERCROWDED TRAINS, DUE TO GIANTS' GAMES.

TRAINS NEED TO BE RESCHEDULED. THEY NEED TO TAKE BART SCHEDULE INFORMATION ACCOUNT AND TAKE THE NUMBER OF CITY PASSENGERS INTO ACCOUNT.

TRAINS TO GIANTS GAMES ARE WAY TOO CROWDED, ESPECIALLY #373. HOW ABOUT ADDING MORE CARS OR EXTRA TRAINS FOR THOSE AFTERNOONS.

IT GETS TOO CROWDED ON GIANTS DAYS.

PLEASE GET MORE CARS ON TRAINS GOING TO GIANTS GAMES.

DURING GAME TIMES IT GETS CROWDED AND VERY LOUD. YOU SHOULD RUN MORE TRAINS.

MORE BULLETS STOPPING AT SUNNYVALE, PLEASE. THE TRAINS ARE REALLY CROWDED AND I OFTEN HAVE TO STAND.

BIKERS CAUSE DELAYS AND ARE NOT CHARGED FARE FOR THEIR BIKES. BIKES TAKE UP ROOM FOR MORE PASSENGERS. IT'S PART OF THE REASON THE TRAINS ARE SO CROWDED.

I USUALLY TAKE THE TRAIN THAT DEPARTS 7:29 FROM SAN MATEO AND OVER THE PAST COUPLE OF MONTHS; IT HAS BEEN VERY CROWDED DUE TO SWITCH TO OLD-STYLE TRAIN. BRING BACK THE NEW TRAIN.

THE PASSENGER CARS ARE BECOMING VERY CROWDED DUE TO HAVING TWO BIKE CARS.

WE NEED MORE CARS ON MORNING COMMUTER TRAINS. THEY ARE VERY CROWDED.

LOCAL SERVICE NEEDS TO STAY AND IMPROVE. TRAINS ARE CROWDED FOR GAMES AND MID-DAY HALF SERVICE DURING DAY NEEDS TO COME BACK.

Fares/Fare Policy/Ticket Validation Procedure

I WISH FARE WAS CHEAPER!!

THE FARE SHOULDN'T BE RAISED. IT'S TOO EXPENSIVE AS IT IS. OTHER THAN THAT, CALTRAIN IS A GREAT MODE OF TRANSPORTATION.

THE CONDUCTORS NEED TO BE STRICTER WHEN THEY CHECK FOR TICKETS. CITATIONS NEED TO BE GIVEN.

PLEASE CONSIDER GOING BACK TO THE 10-RIDE TICKET SYSTEM.

I'D PAY MORE FOR ON TRAIN TICKET PURCHASES IF AVAILABLE, ESPECIALLY IF I'M RUNNING LATE.

PLEASE RE-INSTATE MONTHLY PASSES ON THE TICKET MACHINES. IT IS SO MUCH MORE CONVENIENT THAN THE USELESS CLIPPER CARDS.

CLIPPER WAS A NIGHTMARE BUT HAS IMPROVED. I WOULD HOPE THE CONDUCTORS ARE MORE UNDERSTANDING OF MONTHLY PASS HOLDERS WHO FORGET TO TAG ON IN A NEW MONTH THOUGH.

ONE TERRIBLE CALTRAIN EXPERIENCE WAS I LEFT MY CLIPPER CARD IN ANOTHER PURSE ONE DAY AND WHEN THE CONDUCTOR CHECKED FOR PAYMENT I REALIZED I DIDN'T HAVE MY MONTHLY PASS. THE CONDUCTOR LITERALLY ASKED ME TO LEAVE THE TRAIN AND I HAD TO TAKE A LATER TRAIN AND MISSED AN IMPORTANT MEETING. I THINK THE CONDUCTOR SHOULD BE MORE SYMPATHETIC FOR REGULAR RIDERS.

CLIPPER CARD SHOULD BE CHECKED AUTOMATICALLY AT THE ENTRANCE.

DECREASE THE PRICE OF TICKETS!

I HAVE NEVER PERSONALLY HAD ISSUES WITH MY CLIPPER CARD, BUT GOD HELP ME THE DAY I DO BECAUSE THE CONDUCTORS ARE NOW SUPER STRICT ABOUT THE CARD.

WE SHOULD NOT HAVE TO SET THE ZONES EACH MONTH. CLIPPER NEEDS TO HAVE THE SAME GRACE PERIOD THE PAPER PASS HAD.

THE MAXIMUM FINE LISTED ON THE TRAIN WHEN YOU BOARD IS \$250. I WAS FINED \$360!

I DON'T THINK MANY PEOPLE WOULD SAY THIS, BUT YOU COULD RAISE FARES TO STAY SOLVENT. FARES ARE LOWER THAN THEY NEED TO BE. I'D RATHER PAY MORE THAN LOSE THE SERVICE.

PRICING BASED ON THE STATION INSTEAD OF THE ZONE WOULD BE FAIRER.

THE ABILITY TO PURCHASE ON BOARD WOULD BE FANTASTIC, LIKE A TICKET MACHINE ONBOARD. YOU COULD INCREASE REVENUE WITH ONBOARD VENDING MACHINES!

SMALLER ZONES OR PAY BY STOP.

Fares/Fare Policy/Ticket Validation Procedure

FARE EVASION IS STILL AN ISSUE. LIKE THE RIDER WHO PRETENDS TO BE FROM OUT OF TOWN AND THE CONDUCTOR LETS HIM RIDE FREE TO SAN FRANCISCO AFTER HE PUTS UP A BIG FUSS. THAT GETS TIRING AFTER YOU'VE SEEN THE SAME GUY PULL IT TWICE! ALSO, INTRUSIVE NOISE NEEDS TO BE STOPPED.

PLEASE LET ME USE MY DEBIT CARD TO PAY! CASH IS REALLY AWKWARD TO CARRY AS ARE DOLLAR COINS. MAYBE I WOULDN'T COMPLAIN SO MUCH IF YOU WOULD LOWER PRICES, THOUGH. NINE DOLLARS TO A JOB THAT PAYS \$9.50 AN HOUR IS BS. MY FIRST HOUR IS WORKING OFF GETTING THERE!

NOT ALLOWING THE PURCHASE OF TICKETS ON THE TRAIN IS STUPID.

ONLY FIFTEEN PERCENT OF AMERICANS MAKE UP THE VETERAN POPULATION OF THIS GREAT COUNTRY OF OURS. THEY SHOULD AT LEAST BE GIVEN HALF FARES WITH PICTURE IDS FOR THEIR PATRIOTIC SERVICES AS A SHOW OF GRATITUDE. IT WOULD ALSO INCREASE THE NUMBER OF VETERANS USING CALTRAIN.

I HAD A VERY BAD EXPERIENCE WITH ONE OF THE CONDUCTORS. THE MACHINE WASN'T TAKING CASH AND I DIDN'T HAVE A CREDIT CARD, SO I DECIDED TO BOARD THE TRAIN WITHOUT A TICKET. AS I GOT IN I TALKED TO ONE OF THE CONDUCTORS, TRYING TO EXPLAIN THE SITUATION TO HIM. ALL HE SAID WAS, "GET OFF AT THE NEXT STOP AND BUY A TICKET QUICK. I'LL WAIT HERE WITH THE DOORS OPEN." AS I GOT OFF THE TRAIN TO BUY MY TICKET, THE CONDUCTOR CLOSED THE DOORS ON ME AND THE TRAIN LEFT.

THERE NEEDS TO BE SOME CLARITY ON THE TICKETS ABOUT ZONES. I COULD ONLY FIGURE IT OUT BY ASKING.

PLEASE ALLOW 12 COURTESY TAG-OFF CREDITS FOR THOSE WHO FORGET TO TAG OFF WITHIN A 6 MONTH PERIOD. ALLOW EACH ONE-WAY TICKET FARE PURCHASED WITHIN THE PREVIOUSLY PURCHASED 8 RIDE TICKET ZONE TO BE RECATEGORIZED AS HAVING USED ONE RIDE OF THE EIGHT RIDE PASS FOR THOSE WHO FORGET TO BRING THEIR EIGHT RIDE PASS WITH THEM.

IT WOULD BE BETTER IF YOU COULD BUY TICKETS ON-BOARD THE TRAIN. NOT EVERY PLATFORM HAS A TICKET MACHINE (E.G. CALIFORNIA AVE.)

YOU NEED A BETTER TICKET SYSTEM.

HAVE A BART LIKE PAYMENT METHOD WHERE IT'S STATIONS, NOT ZONES, SO IF I GO FROM CLOSE STATIONS I WILL ONLY GET CHARGED FOR ONE.

IT WOULD BE HELPFUL IF THERE WERE MORE PAYMENT OPTIONS LIKE BEING ABLE TO PURCHASE TICKETS ON THE TRAIN.

LOWER PRICES! THAT, OR EXPAND ZONES!

MAKE A DISCOUNT FOR STUDENTS (18 - 23 YEARS OLD).

Fares/Fare Policy/Ticket Validation Procedure

CHECK TICKETS MORE CONSISTENTLY/MORE OFTEN.

IF YOU ARE GOING TO CHECK TICKETS, THEN BE CONSISTENT. I GOT KICKED OFF AT SOUTH CITY WEARING A T-SHIRT AND SHORTS AND HAD TO BUY A TICKET THERE. THE SECOND I WALKED TOWARD THE TRAIN, THEY CLOSED THE DOOR ON ME. THEN I WAITED IN THE COLD UNTIL 8:30 AND WHEN I GOT ON THE NEXT TRAIN, THEY DIDN'T EVEN CHECK MY TICKET.

CLIPPER CARD SERVICE NEEDS SOME IMPROVEMENTS, PLUS CALTRAIN CONDUCTORS SHOULD BE MORE LENIENT ABOUT CLIPPER CARD FAILURES. I HAVE MONTHLY PASS BUT STILL HAVE TO LISTEN TO CONDUCTORS ABOUT A CITATION SEVERAL TIMES.

I HAVE BEEN RIDING CALTRAIN TO WORK FOR THREE YEARS NOW, AND I HAVE BEEN VERY SATISFIED WITH IT! THE ONLY THINGS I DISLIKE ARE BUDGET-RELATED: CUTTING SERVICE AND RAISING FARES, BOTH OF WHICH DO NOT HELP RIDERSHIP IN ANY WAY.

8 RIDE CLIPPER TICKETS SHOULD NOT REQUIRE A CASH BALANCE. AUTO CHARGE THE NEGATIVE BALANCES TO A CREDIT CARD.

YOU MIGHT CONSIDER RESTRUCTURING YOUR FARES. PALO ALTO TO REDWOOD CITY IS \$4.50. IT'S ONLY TWO STOPS. SOUTHERNMOST THREE TO THE NORTHERNMOST TWO IS ALSO \$4.50! UNDERSTAND?

PUT TICKET DISPENSER IN THE TRAIN!

I WOULD LOVE THE ABILITY TO GET TICKETS INSIDE THE TRAIN.

I'M A LITTLE UNPLEASED ABOUT PRICES.

I KNOW THAT MONEY IS TIGHT BUT CALTRAIN PROVIDES COMMUTERS WITH A GREAT ALTERNATIVE TO DRIVING. IT IS MY BELIEF (NOT BASED ON ANY REAL DATA) THAT SIGNIFICANTLY RAISING FARES WOULD BE A PREFERABLE ALTERNATIVE TO CLOSING STATIONS OR MAKING TRAINS LESS FREQUENT.

ONE DAY I ACCIDENTALLY HIT "3" WHILE PURCHASING A TICKET THINKING IT MEANT ZONE 3, BUT IT WAS FOR THREE TICKETS. I SENT THEM IN AN ENVELOPE TO DISPUTE AND WAS DENIED A REFUND. IT GAVE ME THE IMPRESSION OF VERY POOR CUSTOMER SERVICE.

IT WOULD BE GREAT TO HAVE AN ANNUAL PASS OPTION. THE GO CARD IS NOT AVAILABLE AS I WORK AT A SMALL NON-PROFIT.

DISABLED FARE IS TOO MUCH MONEY.

IT WOULD HAVE BEEN HELPFUL TO KNOW THAT CHANGING FROM CALTRAIN TO BART WOULD COST MORE. ONE FARE SHOULD COVER TRAVEL ON BOTH LINES WHEN A DAY PASS IS PURCHASED. BETTER SIGNS AT STATIONS WOULD BE HELPFUL.

Fares/Fare Policy/Ticket Validation Procedure

THIS IS MY THIRD TIME RIDING CALTRAIN. THE FIRST TIME I TRIED TO TAKE A TRAIN, THE LINE WAS TOO LONG TO BUY A TICKET IN TIME AND THE MAN COLLECTING TICKETS WOULDN'T ACCOMMODATE ME IN ANY WAY, SO I MISSED THE TRAIN. THE SECOND TIME, THE MACHINE DIDN'T TAKE CASH, AND, AS A MINOR, I DIDN'T HAVE A CREDIT CARD. BESIDES THE DIFFICULTY OF BUYING TICKETS, EVERYTHING HAS BEEN GREAT.

FARE SEEMS VERY EXPENSIVE.

IT SEEMS LIKE I ALWAYS HAVE TO ADD MONEY TO THE CLIPPER CARD IN ADDITION TO BUYING MY 8-RIDE. WHY CAN'T YOU JUST TAKE A RIDE OFF?

REDUCE TRIP COST FOR REGULAR COMMUTERS.

I JUST WISH THE RATES DIDN'T HAVE TO GO UP! INSTEAD OF ZONES, COULD THE RATES BE CALCULATED BY THE NUMBER OF STATIONS BOARDING AND THE DESTINATION OR NOT THE NUMBER BUT A RANGE AMOUNT?

I STOPPED USING THE TRAIN WHEN THE PAPER MONTHLY TICKETS WERE DISCONTINUED. LUCKILY, MY JOB NOW INCLUDES A GO PASS.

SOMETIMES THE TICKET MACHINES DON'T WORK CAUSING A BACKUP FOR THE ONE GOOD MACHINE. I'VE HAD TO BOARD WITHOUT A TICKET AND BUY AT A DIFFERENT STATION. IT'S GENERALLY FRUSTRATING; MAYBE BUYING TICKETS ONBOARD WOULD REMEDY THIS?

WHY CAN'T I BUY TICKETS ONBOARD?

IT WOULD BE NICE IF CALTRAIN WOULD PROVIDE SCAN REBATES/REFUNDS WHEN THERE ARE ACCIDENTS ON TRACKS AND PASSENGERS HAVE TO TAKE A TAXI BACK HOME.

I HAVE A PASS AND FORGOT IT AT HOME ONE TIME AND WENT THROUGH A LOT OF HASSLE TO FIX IT. THE CONDUCTOR KNEW I HAD A PASS SINCE HE SEES IT EVERY DAY.

IT'S A TERRIBLY COMPLICATED AND UNEVEN FARE SCHEME (THE ZONE SYSTEM) AND EXTREMELY INCONVENIENT PAYMENT SYSTEM. FORGETTING TO TAG OFF GETS YOU SUBSTANTIALLY OVERCHARGED).THERE IS NO WAY TO REFILL CLIPPER CARD AT THE STATION.

SERVICE IS SATISFACTORY, THE TRAINS SEEM TO LEAVE ON TIME AND WE ARE KEPT INFORMED OF WHAT IS GOING ON THE ONLY ISSUE I HAVE IS THE FACT THAT THERE IS NO FINANCIAL BENEFIT TO TAKE THE TRAIN. THE TICKET IS MORE THAN WHAT I WOULD PAY IN GAS.

I DISLIKE THAT 8-RIDE TICKETS EXPIRE SO SOON.

I AM MOSTLY BOTHERED BY THE FACT THAT TRAINS ARE BEING CUT OFF AND PRICES GO HIGHER.

CALL POLICE ON PEOPLE WITH NO TICKET AND SUPPOSEDLY NO ID.

Fares/Fare Policy/Ticket Validation Procedure

I HATED USING 8-RIDE CLIPPER, MONTHLY ISN'T SO BAD.

A LITTLE EXPENSIVE.

THE MONTHLY PASS SHOULD BE THIRTY DAYS FROM WHEN I TAG ON, NOT A CALENDAR MONTH.

I'M GENERALLY VERY SATISFIED WITH CONDUCTORS, BUT I HAD ONE OCCASION WHEN A CONDUCTOR CITED ME FOR FARE EVASION BECAUSE I FORGOT TO BRING MY CLIPPER. EVEN THOUGH I WAS ABLE TO SHOW HER A MONTHLY PASS RECEIPT WHICH BEARS MY CLIPPER SERIAL #, SHE CITED ME. IT'S A VERY LENGTHY AND PAINFUL PROCESS TO CONTEST THE TICKET ONCE THE CITATION IS ISSUED. I DIDN'T OBSERVE ANY COURTESY FROM CALTRAIN IN THIS CASE AT ALL.

THE FARES AND PARKING FEES ARE GETTING TOO EXPENSIVE AND HIGH FOR MY BUDGET.

CALTRAIN BOARD OF DIRECTORS SHOULD JUST HAVE RAISED RATES EARLY THIS YEAR AND AVOIDED ALL THE MEDIA FRENZY. THAT SHOULD HAVE BEEN A NO-BRAINER.

PLEASE OFFER PAPER MONTHLY PASS AND 10 RIDES. ALLOW A GRACE PERIOD ON MONTHLY PASSES. ALLOW THE 10-RIDE TO BE USED BY MULTIPLE PERSONS. LOWER FARES.

CAN WE HAVE AN ONBOARD TICKET SERVICE? I SOMETIMES I MISS THE TRAIN BECAUSE BUYING A TICKET TAKES TIME.

HAS ABANDONING THE PAPER TICKET SYSTEM FOR 8 RIDES AND MONTHLY PASSES SAVED CALTRAIN MONEY?

I WISH THERE WERE MORE EFFICIENT WAY OF TICKETING SYSTEMS.

A DAY PASS SHOULD MEAN THAT YOU ARE ABLE TO GO WHEREVER YOU WANT TO GO!

DAY PASS SHOULD MEAN YOU GO WHEREVER YOU WANT TO, AND NOT JUST ONE ZONE.

IT'S EXPENSIVE TO GO FROM STANFORD TO SAN FRANCISCO.

I AM A VISITOR TO CALIFORNIA. CALTRAIN IS GREAT. THEY SHOULD EXPAND TO MORE AREAS AND REDUCE THE RATES.

FARES ARE TOO HIGH WITH ALL THAT WE HAVE TO DEAL WITH AS RIDERS.

\$179 FOR A MONTHLY PASS IS RIDICULOUS. I CAN GET A MONTHLY METRO CARD IN NEW YORK, FOR LESS THAN \$1.00.

GIVING FINES FOR TICKET PROBLEMS IS INCONSISTENT.

I BELIEVE THAT THE CONDUCTORS SHOULD CHECK TICKETS EVERYDAY. THIS AVOIDS CATCHING THE RIDERS WHO MANAGE TO RIDE MOST DAYS WITHOUT BUYING TICKETS. IF YOU CAN ENSURE MORE TICKETS ARE BOUGHT, TICKET PRICES CAN GO DOWN.

Fares/Fare Policy/Ticket Validation Procedure

I FEEL THAT THE CONDUCTORS ON THE CALTRAIN MUST HAVE A MORE CONSISTENT WAY OF DEALING WITH PASSENGERS WHO FORGET TO TAG THEIR CLIPPER OR BUY TICKETS.

TICKET CITATIONS ARE TOO STEEP.

MAYBE HAVE STUDENT DISCOUNTS.

SELL TICKETS ON THE TRAIN! THAT'S WHY I RATED MY OVERALL CALTRAIN EXPERIENCE AS "VERY DISSATISFIED."

IT SEEMS LIKE A SCHEME TO FINE PASSENGERS, INSTEAD OF SELLING TICKETS ON THE TRAIN. SELL TICKETS ON THE TRAIN, LIKE IN GERMANY.

ALTHOUGH I HAVE NOT HAD IT HAPPEN TO ME, I SEE CLIPPER CARDS MALFUNCTIONING FOR MONTHLY PASS CUSTOMERS. THE CALTRAIN EMPLOYEE SAYS THAT RECEIPTS AREN'T GOING TO BE HONORED AS A BACKUP TO BAD CARD READS, AND THAT CITATIONS ARE IMMEDIATE. THAT SHOULDN'T BE THE CASE.

WITH GLOBAL WARMING AND INCREASINGLY CROWDED CONDITIONS, WE NEED MORE MASS TRANSIT, NOT LESS. I WOULD HAPPILY PAY A SLIGHTLY HIGHER FARE OR PAY ADDITIONAL TAX (SALES TAX?) TO MAKE SURE CALTRAIN STAYS STRONG. I LOVE NOT HAVING TO DRIVE INTO SAN FRANCISCO EVERY DAY. THANK YOU.

KEEP UP THE GOOD WORK. I UNDERSTAND THE DIFFICULT TIMES, BUT FARES MUST BE REDUCED TO MAINTAIN ACCESSIBILITY.

ALLOWING PASSENGERS TO PURCHASE TICKETS ONBOARD WOULD BE AN IMPROVEMENT

SOME CONDUCTORS TAKE TOO MUCH PRIDE AND AUTHORITY ON TICKET CHECKS AND I HAVE SEEN THEM BE VERY RUDE TO SOME RIDERS WHO GENUINELY HAD CLIPPER CARD MALFUNCTIONS.

THERE ARE TOO MANY DELAYS. CALTRAIN IS NOT RELIABLE AT ALL, ESPECIALLY FOR THE PRICE YOU CHARGE.

CALTRAIN SHOULD DEVELOP A BETTER PROCESS WITH THE TICKET SYSTEM WHEN A RIDER FORGETS TO TAG ON AND OFF. EVERY CONDUCTOR IS INCONSISTENT WITH THE ACTIONS. I BELIEVE THEY SHOULD BE ABLE TO WRITE OFF USERS AT THEIR DISCRETION TO MAKE IT MORE CONVENIENT FOR RIDERS. A BETTER CUSTOMER SERVICE EXPERIENCE WOULD INCREASE RIDERSHIP.

CHECK GIANTS PASSENGERS' TICKETS!

CALTRAIN'S FARE SYSTEM IS COMPLICATED! ESPECIALLY FOR CASUAL USERS. THE HARDCORE DAILY COMMUTERS USUALLY GET A PASS, BUT THE WHOLE "TAG ON HERE, TAG OFF THERE" IS VERY DIFFICULT FOR NEW USERS.

Fares/Fare Policy/Ticket Validation Procedure

FARES NEED TO GO DOWN NOT UP. PROOF OF PAYMENT IS BROKEN. YOU NEED BART STYLE TURNSTILES, NOT CONDUCTORS.

IT'S BETTER THAN TAKING THE BUS, BUT ALMOST AS EXPENSIVE AS DRIVING MY CAR.

LOWER THE PRICE OF TICKETS, SO MORE PEOPLE WILL RIDE TRAINS. WHY IS UPPER MANAGEMENT IS GETTING PAID SO MUCH? GET A BETTER HANDLE ON YOUR BUDGET.

DON'T LIKE BEING ASKED FOR PASS/TICKETS WHILE ONBOARD, SO MAYBE BEFORE BOARDING IS BETTER, ESPECIALLY TO DEAL WITH SHADY PEOPLE.

I AM NOT AT ALL SATISFIED WITH THE FARE INCREASE AND THE REDUCTION OF SERVICE!

CALTRAIN IS ANOTHER FAT BUSINESS. I OFTEN WONDER WHAT CORPORATE PERSON DOES NOTHING YET STILL GETS PAID. FARES SHOULD BE A QUARTER OF WHAT THEY ARE NOW, AND THEN MILLIONS MORE WOULD RIDE.

ONE FEMALE CONDUCTOR MADE ME LEAVE THE TRAIN BECAUSE MY CLIPPER CARD DIDN'T READ CORRECTLY. MY BENEFITS ADVISOR AT WORK CALLED CALTRAIN AND AFTER AN HOUR OF INVESTIGATION, THEY ADMITTED THEIR MISTAKE. WHY DID I HAVE TO LEAVE THE TRAIN BECAUSE OF YOUR ERROR?

Personnel

CONDUCTORS ARE VERY ACCOMMODATING, HELPFUL AND SMILEY.

I HAVE SEEN VERY MEAN CONDUCTORS WITH AN ATTITUDE WHO SEEK OUT PEOPLE, TRYING TO GIVE CITATIONS FOR EVERYTHING AND ANYTHING.

EARLIER, THE CONDUCTORS WERE VERY RUDE TO SOME PASSENGERS WHO WERE BOARDING THE TRAIN LATE. IT WOULD BE APPRECIATED IF THEY WERE MORE COURTEOUS, CONSIDERING THE TRAIN WAS ABOUT TO LEAVE SEVERAL MINUTES AHEAD OF SCHEDULE.

A MINORITY OF THE CONDUCTORS ARE FAIRLY UNPLEASANT.

ON THE RIDE TO SAN FRANCISCO, PASSENGERS WERE NOT GIVEN ENOUGH TIME TO BOARD; SO THEY HELD THE DOORS OPEN FOR THEIR PEERS. THE CONDUCTORS COULD HAVE HANDLED THE SITUATION BETTER. THEY WERE EXTREMELY RUDE AND MADE MANY OF THE PASSENGERS FEEL UNCOMFORTABLE.

THE CONDUCTORS WERE RUDE TO PASSENGERS WHO WERE TRYING TO BOARD THE TRAIN. THEY SHOULD ALL BE FIRED!

I AM DISABLED AND USE MY BICYCLE AS MY WHEELCHAIR AND CONDUCTORS HAVE GIVEN ME DISRESPECT, TO SAY THE LEAST.

EXTRA CREDIT TO THE CONDUCTOR WHO STAYS IN THE FIRST BIKE CAR ON THE TUESDAY 8:54 AM SUNNYVALE TRAIN. HE IS VERY POLITE AND FUNNY. HE MAKES THE RIDE ENJOYABLE.

CONDUCTORS SHOULD HAVE A REFRESHER COURSE IN CUSTOMER SERVICE AND COURTESY. YELLING AT CUSTOMERS TO, "GET ON THE TRAIN NOW," ISN'T GOOD FOR BUSINESS. WHAT HAPPENED TO "ALL ABOARD?" I'VE BEEN RIDING CALTRAIN FOR 16 YEARS AND HAVE SEEN THE BEHAVIOR OF CONDUCTORS GETTING WORSE OVERALL.

I DON'T LIKE IT WHEN THE CONDUCTORS MAKE JOKES AND OVERUSE OR ABUSE THE INTERCOM SYSTEM, ESPECIALLY AT NIGHT WHEN I GET OFF WORK. I VALUE A 30 MINUTE QUIET RIDE HOME AND IT DRIVES ME CRAZY WHEN THE CONDUCTORS WON'T STOP TALKING.

THERE IS ONE CALTRAIN CONDUCTOR ON A NORTHBOUND TRAIN WHO KEEPS SAYING "OUR FINAL DESTINATION IS SAN FRANCISCO, WHERE TONY LEFT HIS HEART, HAVE A WUNNERFUL, WUNNERFUL." IT'S SO ANNOYING HEARING IT EVERY MORNING THAT I TAKE CALTRAIN. IT'S UNPROFESSIONAL AND HE NEEDS TO SHUT UP!

I'M MISSING STATION AGENTS AND TICKET OFFICES.

CONDUCTORS ON THE TRAINS ARE ALWAYS POLITE AND HELPFUL, NO MATTER WHAT CIRCUMSTANCES.

CONDUCTORS ARE GREAT.

GREAT CONDUCTORS.

Personnel

CONDUCTORS OFTEN ONLY OPEN ONE SET OF THE DOUBLE DOORS LEAVING THE PLATFORMS AT 4TH AND KING. IT CAUSES BACKUPS. CONDUCTORS NEED TO DO A BETTER JOB ANNOUNCING AND EXPLAINING DELAYS.

CONDUCTORS OFTEN UNFRIENDLY AND ARROGANT.

CONDUCTORS ARE HELPFUL, EXCEPT ONE MAN WHO WAS VERY RUDE, BUT HAS NOW BEEN TAKEN OFF THE TRAIN AND IS MOVED UP.

I HAD A VERY BAD EXPERIENCE WITH ONE OF THE CONDUCTORS. THE MACHINE WASN'T TAKING CASH AND I DIDN'T HAVE A CREDIT CARD, SO I DECIDED TO BOARD THE TRAIN WITHOUT A TICKET. AS I GOT IN I TALKED TO ONE OF THE CONDUCTORS, TRYING TO EXPLAIN THE SITUATION TO HIM. ALL HE SAID WAS, "GET OFF AT THE NEXT STOP AND BUY A TICKET QUICK. I'LL WAIT HERE WITH THE DOORS OPEN." AS I GOT OFF THE TRAIN TO BUY MY TICKET, THE CONDUCTOR CLOSED THE DOORS ON ME AND THE TRAIN LEFT.

THIS IS FIRST TIME RIDE ON CALTRAIN WITH KIDS. I DID NOT KNOW THAT NO BIKE TRAILERS WERE ALLOWED. I WISH CALTRAIN WOULD CHANGE THIS POLICY FOR PARENTS WANTING TO BIKE WITH KIDS. THE CONDUCTOR ALLOWED US ON THIS TIME, LUCKILY. HE WAS VERY NICE

THE ONLY INCIDENT I HAVE SEEN THAT BOTHERED ME WAS WHEN A DISABLED BLIND WOMAN ACCIDENTLY HIT THE BRAKE TRYING TO HELP WITH LUGGAGE AND I FELT THAT THE CONDUCTOR AND COPS COULD HAVE BEEN A LITTLE KINDER. THE WOMAN WAS BLIND.

I'VE BEEN LEFT AT A STATION AFTER ASKING THE CONDUCTOR IF I COULD HAVE A MOMENT TO GET A TICKET BECAUSE THE MACHINE WASN'T WORKING. HE TOLD ME OK, AND THEN LEFT WITHOUT ME! MY BOYFRIEND WAS STILL ON THE TRAIN. THE CONDUCTOR TOLD MY BOYFRIEND THE TRAIN DOESN'T WAIT FOR ANYBODY; YET IT IS CONSISTENTLY LATE.

I'D LIKE MORE SMILES AND FRIENDLINESS FROM PEOPLE WHO WORK FOR CALTRAIN.

PROVIDE YOUR STAFF WITH TRAINING FOR POTENTIAL CHILD ABDUCTION. WHAT TO DO IF YOU OR PASSENGERS SUSPECT AN ABDUCTION. THERE WAS AN INCIDENT ON THE TRAIN WHERE THE CHILD (5 YRS OLD) SCREAMED "I DON'T WANT TO GO". FOR THE ENTIRE RIDE IN A VERY LOUD VOICE AND HE WAS TRYING TO GET AWAY FROM THE PERSON WHO HAD HIM. THE PERSON SAID SHE WAS THE BABY SITTER. I FELT THE STAFF SHOULD HAVE CALLED THE POLICE TO CHECK IT OUT WITHOUT FEELING THEY WOULD GET IN TROUBLE FOR CALLING THE AUTHORITIES, WHICH WAS THE CASE.

HELP YOUR TRAIN CONDUCTORS TO BETTER HANDLE CONFLICT. I WAS GREETED TODAY BY A CALTRAIN CONDUCTOR YELLING AT A PASSENGER. WHEN THE CONFLICT ENDED AND OTHER PASSENGERS MADE COMMENTS TO HER, SHE WAS PRETTY UNNECESSARILY GRUFF.

CONDUCTORS ARE MOSTLY GREAT.

Personnel

THE THURSDAY EVENING CONDUCTOR NORTHBOUND AT 9:19 HAS BEEN RUDE ON THREE OCCASIONS.

THERE IS A CONDUCTOR ON THE MID-DAY AND MORNING TRAINS WHO ALWAYS SAYS "SAN FRANCISCO, WHERE TONY LEFT HIS HEART." HE IS HILARIOUS AND MAKES THE TRIP SO MUCH MORE ENJOYABLE. HE DESERVES A RAISE!

COURTESY OF CONDUCTORS IS WAY BELOW BASIC LEVEL. THEY NEED TO SHOW AT LEAST MINIMUM LEVEL OF MANNERS.

THE CONDUCTORS ARE RUDE!

THERE IS A CONDUCTOR NAMED [NAME REMOVED] ON TRAIN 233 WHO IS THE GREATEST CONDUCTOR IN THE WORLD! HE CARES ABOUT PASSENGERS AND CHEERS US UP EVEN ON THOSE GREY RAINY DAYS! HE IS FABULOUS!

THERE IS A CONDUCTOR WHO SOMETIMES READS OUT UPCOMING STATIONS AS ELMO FROM SESAME ST. KEEP HIM!

CONDUCTORS COULD BE MORE POLITE.

THERE HAS BEEN A FEW TIMES THE CONDUCTORS WHO WALK THE TRAIN ARE VERY RUDE.

I'M VERY PLEASED WITH CALTRAIN AND TAKE IT A LOT. IN FACT, I PREFER TAKING CALTRAIN OVER BART OR MUNI BECAUSE I FEEL LIKE THE TRAINS ARE CLEAN, SECURE AND THE CALTRAIN EMPLOYEES ARE FRIENDLY AND KNOWLEDGEABLE.

ONE OF YOUR TICKET CHECKERS IS ALWAYS RUDE.

THE CONDUCTORS ARE VERY PROFESSIONAL AND HELPFUL.

I LIKE [NAME REMOVED] THE CONDUCTOR.

CONDUCTORS ARE USUALLY NICE, BUT SOME PEOPLE POWER TRIP HARD! FOR EXAMPLE, YELLING AT ELDERLY CUSTOMERS, LEAVING STATIONS ONE-TWO MINUTES EARLY WITHOUT WAITING.

CALTRAIN CONDUCTORS ARE CLUELESS ABOUT CLIPPER. THEY GIVE NO INFORMATION ABOUT DELAYS OR SLOWING ON TRACKS TO TRAIN PATRONS. THEY ANNOUNCE STOPS TOO LATE. THE LIST COULD GO ON. THANKS FOR ASKING!

Personnel

THE SYSTEM NEEDS TO SHOW MORE COMPASSION TOWARDS HOMELESS AND INDIGENT PEOPLE. CONDUCTORS SHOULD SHOW MORE COMPASSION TO HOMELESS PASSENGERS WHO DON'T HAVE ANY MONEY FOR FARE. ALSO, YOUR CONDUCTORS AND SAN MATEO COUNTY SHERIFFS, AS YOUR SECURITY PROVIDERS, NEED TO BE TRAINED ON USE OF MEDICAL MARIJUANA AND SENSITIVITY TOWARD THE RELIGION OF RASTAFARI. MEDICAL MARIJUANA PATIENTS NEED TO BE ABLE TO SMOKE OUTSIDE STATIONS. AN AFRICAN-AMERICAN CONDUCTOR KICKED ME OFF TRAIN FOR SMELLING LIKE MEDICAL MARIJUANA. THEY ARE ALL ILLEGALLY HARASSING ME FOR USING MEDICAL MARIJUANA.

THE TRAIN IS FINE AND MUCH EASIER THAN CAR. THE STAFF ARE FRIENDLY AND THE TRAIN IS USUALLY ON TIME. UNFORTUNATELY, I DON'T TRAVEL TO THE CITY AS MUCH AS I LIKE BUT IT'S NICE TO KNOW THAT THE CAL TRAIN EXISTS! THANK YOU AND KEEP UP THE GOOD WORK!

THE TICKET TAKER COULD BE MORE COURTEOUS.

PLEASE HOLD ON TO YOUR CONDUCTORS. IT'S THE HUMAN INTERACTION AND INTERVENTION IF NECESSARY THAT ALLOWS CALTRAIN TO SET EXPECTATIONS FOR A SAFER TRANSIT EXPERIENCE. THE CONDUCTORS ARE FRIENDLY AND HAVE A SUPERB WORKING RELATIONSHIP WITH THE FINE PROFESSIONAL SAN MATEO COUNTY POLICE FORCE. TOGETHER, THEY HANDLE WHAT PROBLEMS ARISE APPROPRIATELY AND WITHOUT EXCESSIVE FORCE AVOIDING TRAGEDIES LIKE THE INCIDENT AT FRUITVALE BART.

CALTRAIN CONDUCTORS BY AND LARGE ARE GREAT.

THE CONDUCTORS ARE PRETTY RUDE SOMETIMES. I THINK THEY FORGET WHO PAYS THEIR SALARIES!

SOME OF THE CONDUCTORS HAVE BEEN EXTREMELY RUDE AND HOSTILE, WHICH AS A PAYING CUSTOMER, I DID NOT APPRECIATE. THE USUAL CONDUCTORS WHO ARE ON THE TRAINS THAT GO TO GILROY ARE PROFESSIONAL AND HELPFUL.

YOU GUYS HAVE AMAZING CONDUCTORS. THEY ARE SO HELPFUL AND FRIENDLY THAT IT ALL WORKS OUT. THANKS GUYS!

THE 4:56 SOUTHBOUND TRAIN 6/14 FROM SAN FRANCISCO HAD A GREAT CONDUCTOR. SHE WAS FUNNY, PERSONABLE AND GAVE VALUABLE INFORMATION I HAD NOT HEARD.

CONDUCTORS ARE RUDE AND TALK WAY TOO MUCH, MAKING ANNOUNCEMENTS THAT ARE NOT IMPORTANT.

IN GENERAL, CALTRAIN DOESN'T SEEM ACCOUNTABLE FROM THE BOARD DOWN TO CONDUCTORS. THE BOARD USED THREAT OF SCHEDULE CUTBACKS AND DIDN'T REALLY PRESENT ANYTHING. CONDUCTORS ARE RUDE AND ALWAYS SOUND CONDESCENDING. I DON'T THINK I CAN TRUST CALTRAIN BUT DON'T HAVE COMMUNITY ALTERNATIVES.

Personnel

REGARDING QUESTION ON COURTESY OF CONDUCTORS, ALL CONDUCTORS ARE USUALLY NICE, BUT I MET ONE RUDE CONDUCTOR ONCE. AFTER NOT ALLOWING ME TO BOARD MY BIKE IN THE FRONT CAR, EVEN THOUGH THERE WAS SPACE, HE COMMANDED ME TO GO TO THE OTHER BIKE CAR. HE THEN CLOSED THE DOORS BEFORE I GOT THERE! FORTUNATELY, IT NEVER OCCURRED AGAIN.

I NEED CONDUCTORS TO STAND OUT AT THE TRAIN PRIOR TO DEPARTURE. IT'S HARD TO KNOW WHETHER I GOT ON THE RIGHT TRAIN UNTIL ON-BOARD ANNOUNCEMENT. SOMETIMES THAT ANNOUNCEMENT ISN'T MADE UNTIL TWO OR THREE MINUTES AFTER DEPARTURE.

ONE THING I'M EXTREMELY DISSATISFIED WITH IS THE TIME IT TAKES FOR MONTHLY PASS/CASH TO END UP ON CLIPPER CARD, IF THE TRANSACTION WAS MADE ONLINE. I RECEIVED A CITATION THE FIRST TIME I RE-CHARGED MY CLIPPER CARD (DONE ON THE LAST DAY OF THE MONTH). EVEN THOUGH I RIDE EVERY DAY, CONDUCTOR WAS NOT WILLING TO BE UNDERSTANDING.

VERY FRIENDLY, HELPFUL STAFF. GREAT EXPERIENCE!

I HAVE SEEN VERY UNKIND INTERACTIONS FROM CONDUCTORS TOWARD SLEEPING RIDERS ON MORNING TRAINS AND BEHAVIORS THAT TEND TO VARY BASED ON THE APPEARANCE OF THE RIDER.

MY EXPERIENCE ON CALTRAIN HAS BEEN EXCELLENT. I PARTICULARLY WANT TO SAY HOW FRIENDLY, HELPFUL AND POLITE ARE THE CONDUCTORS ON THE 6:43 AM BABY BULLET!

CONDUCTORS ARE AWESOME.

THANK YOU TO THE ENGINEERS DRIVING OUR TRAINS! MY THOUGHTS GO OUT TO YOU EVERY TIME THERE IS A SUICIDE ON THE TRACKS.

CALTRAIN OFFICIALS NEED TO BE MORE COURTEOUS TO PASSENGERS!

POOR MAINTENANCE OF TRAINS MEANS THEY ARE REGULARLY LATE! THE ONLY SAVING GRACE IS THE COURTEOUS STAFF AND CAMARADERIE OF REGULAR RIDERS! WE'RE PAYING CUSTOMERS! ARE YOU PAYING ATTENTION?

SOME OF THE MANY CONDUCTORS ARE INCREDIBLY RUDE.

ARE THERE ANY EMPLOYEES WORKING AT SAN FRANCISCO STATION?

THE LAST TICKET COLLECTOR WAS VERY RUDE.

FIRST TIME USING CALTRAIN ON VISIT FROM IRELAND. IT'S A VERY FRIENDLY AND EFFICIENT MODE OF TRANSPORT. THE CONDUCTORS ARE HILARIOUS!

THE STAFF AND CONDUCTORS HAVE BEEN EXTREMELY RUDE AND UNPROFESSIONAL AT TIMES.

ALL OF THE CALTRAIN STAFF IS REALLY GREAT. NICE WORK!

Personnel

THERE ARE A FEW CONDUCTORS WHO DO SUCH A FANTASTIC JOB AT BEING PERSONABLE, HELPFUL AND FRIENDLY, LIKE THE GUY WHO SAYS., "HAVE A WONDERFUL." THERE HAVE BEEN A COUPLE OF CONDUCTORS WHO HAVE BEEN VERY RUDE AND CONDESCENDING.

THE TRAIN CONDUCTORS NEED TO TIDY UP THEIR APPEARANCE, WHICH IS TERRIBLE.

CONDUCTORS ARE VERY NICE.

SOME CONDUCTORS ARE RUDE.

WHEN TRAINS ARE BEHIND, CONDUCTORS OFTEN ANSWER ALL QUESTIONS WITH "YES, THIS IS YOUR TRAIN". ESPECIALLY WHEN ASKED IF A TRAIN IS EXPRESS OR LOCAL.

GREAT CONDUCTORS: COURTEOUS, PROFESSIONAL, AND POLITE.

CONDUCTORS ARE AWESOME!

THANK YOU TO ALL THE CONDUCTORS AND TRAIN OPERATORS WHO HAVE TO DEAL WITH THE SUICIDES AND THE ANNOYING / DISRUPTIVE RIDERS.

SOME CONDUCTORS ARE RUDE, BUT MOST ARE NICE.

I HAVE JUST STARTED USING CALTRAIN AND AM SO FAR VERY SATISFIED WITH MY EXPERIENCE. THE CONDUCTORS AND TICKET AGENTS ARE COURTEOUS FOR THE MOST PART, AND THE INTERIORS AND EXTERIORS ARE VERY CLEAN.

WHY IS THERE NO QUESTION COVERING "KNOWLEDGE AND/OR USEFULNESS OF CONDUCTORS". I'VE BEEN DIRECTLY MISINFORMED BY CONDUCTORS MYSELF, AND HEARD CONDUCTORS MISINFORMING OTHERS (ABOUT STATIONS SERVICED BY A PARTICULAR TRAIN, ABOUT LOCAL BUS SERVICE AT STATIONS, ETC.) WHETHER THEY ARE COURTEOUS OR NOT, IT WOULD BE A BETTER "OVERALL EXPERIENCE" IF CUSTOMERS WERE NOT SUBJECTED TO ERRONEOUS INFORMATION PRESENTED IN THE FORM OF A PROFESSIONAL UNIFORM.

THE ANNOUNCERS ON THE TRAINS ARE SOMETIMES VERY CREATIVE WITH THEIR ANNOUNCEMENTS, WHICH IS GREAT. IT KEEPS THE TRIP INTERESTING.

I AM VERY PLEASED WITH THE REGARD AND SAFETY FOR PASSENGERS ONBOARD THE TRAIN. ESPECIALLY CONSIDERING THAT I WAS ON A TRAIN WHICH STRUCK AND KILLED SOMEONE LAST WEEK. THE CONDUCTORS WERE VERY CALM AND PROFESSIONAL IN HANDLING THE SITUATION.

CONDUCTORS ARE GOOD PEOPLE AND I'M AMAZED HOW THEY PUT UP WITH ALL THE CRAZIES THAT TAKE THE TRAIN, ESPECIALLY DRUNK GIANTS FANS.

CONDUCTORS ARE OFTEN RUDE.

I LOVE THE STAFF ON CALTRAIN. ONE OF THE FRIENDLIEST CUSTOMER EXPERIENCES IN TRAVEL.

Personnel

NICE CONDUCTORS (POSITIVE OR NEUTRAL ATTITUDE) ARE GREAT. CONDUCTORS HAVING "BAD DAY" SHOULD TRY AND NOT LET IT SHOW TO PASSENGERS.

CONDUCTORS SHOULD CLOSE THOSE DOORS WHEN THEY ARE LEFT OPEN! ACT LIKE THEY CARE!

WHY DOES CALTRAIN SOMETIMES NEED FOUR CONDUCTORS TO SAN FRANCISCO OR SAN JOSE AS ONLY TWO SEEM TO COLLECT FARES?

MOST CONDUCTORS ARE FINE SERVICE AGENTS.

CALTRAIN SERVICES ARE GOOD. STAFF ARE FRIENDLY.

CALTRAIN HAS THE WORST CUSTOMER INTERFACE OF ANY COMMUTER TRAIN SYSTEM IN THE WORLD. IF YOU HAD ANY COMPETITION ON THIS CORRIDOR, YOU'D BE OUT OF BUSINESS.

NUMBER 13 [ADEQUACY AND CLARITY OF ONBOARD ANNOUNCEMENTS] VARIES BY THE CONDUCTOR.

PEOPLE WERE GENERALLY FRIENDLY AND HELPFUL.

THE DARK HAired CONDUCTOR ON THE 6:45 AM BULLET DESERVES TOP PAY! HE IS MR. PERSONALITY, HAPPY, AND JOKES WITH ALL THE RIDERS IN THE AM.

Enforcement/Security

THERE SHOULD BE A CAR FOR JUST SMALL OR BIG DOGGIES. MY DOGGY TRAVELS TOO! OTHER THAN THAT, IT'S AWESOME!

SMALL DOGS OR PUPPIES SHOULD BE ALLOWED ON TRAINS.

THERE'S NOT ENOUGH SECURITY AFTER GIANTS GAMES ON SOUTHBOUND TRAINS.

ENACT A SYSTEM SIMILAR TO THE FERRY. DESIGNATE A CAR ON EACH TRAIN AS A CELL PHONE FREE ZONE. NO CELL CONVERSATIONS ARE ALLOWED ON THAT ONE CAR.

CONDUCTORS SHOULD DO A BETTER JOB OF PROACTIVELY CLEARING SUGGESTED SEATING FOR SENIORS AND DISABLED ESPECIALLY DURING HEAVY COMMUTE PERIODS!

THE NOISE LEVEL OF SOME OF THE PASSENGERS CAN BE TIRING.

I WILL NOT TAKE CALTRAIN DURING GIANTS GAMES! VERY SCARY.

STOP ALLOWING ALCOHOL ON TRAIN.

NIGHT TRAINS WITH GIANTS FANS NEED SOME SECURITY ON BOARD.

I THINK IT SHOULD BE FORBIDDEN TO DRINK ALCOHOL ON BOARD, AS IT CAUSES PEOPLE TO BE LOUD AND ANNOYING.

I'VE NOTICED THAT THERE HAS BEEN AN INCREASE IN THE USE OF SOUND OUTPUT DEVICES WITHOUT HEADPHONES. EXAMPLES: LAPTOP MOVIE WATCHING BY MORE THAN ONE PERSON, MUSIC BEING PLAYED BY CELL PHONES WITHOUT HEADPHONES; AND CONDUCTORS INCREASINGLY IGNORE THIS BEHAVIOR. WHY DO THEY TOLERATE THIS?

SECURITY IMPROVEMENT.

CHEWING GUM ON BOARD TRAINS SHOULD BE BANNED AND FINES ISSUED FOR GUM USE.

EMPHASIZE MINIMAL USE OF CELL PHONES, MAYBE POST SIGNAGE IN THE TRAIN CARS. SOME PEOPLE ARE OBLIVIOUS TO THE BASIC COMMON COURTESY OF KEEPING CELL CONVERSATIONS TO A MINIMUM IF AT ALL.

CALTRAIN NEEDS TO BE MORE PET FRIENDLY. I HAVE A SERVICE ANIMAL AFTER 3 YEARS OF BRINGING HER ON THE TRAIN, EVERY NOW AND THEN I GET HARASSED BY THE CONDUCTOR ABOUT "NO PETS ON THE TRAIN".

THE FIRST TIME I WAS ON A CALTRAIN, A CREEPY MAN SAT NEXT TO ME. I'M FOREVER SCARED OF CALTRAIN.

DURING THE WORLD SERIES GAMES, THERE WAS TOO MUCH ALCOHOL INSIDE THE TRAIN.

I DON'T TRUST CALTRAIN AFTER MY FRIEND, A 5 FOOT TALL AND 115 POUND FEMALE, WAS KICKED OFF THE TRAIN AT NIGHT IN SOUTH SAN FRANCISCO FOR HOLDING THE DOOR OPEN FOR SOMEONE. WHAT IS WRONG WITH YOU PEOPLE??

Enforcement/Security

SOMETIMES, I FELT LIKE I WAS BEING TAILED ON THE TRAIN. DOES THE TRAIN HAVE ENOUGH SECURITY SO THAT I CAN FEEL TOTALLY SECURE THERE?

TRAINS CAN BE VERY CROWDED, DIRTY AND UNPLEASANT BEFORE AND AFTER GIANTS GAMES.

CONDUCTORS ARE UNWILLING TO ADDRESS LOUD AND INTRUSIVE CELL PHONE USE. THEY ONLY MAKE ANNOUNCEMENTS. THEY DO NOT ENGAGE PASSENGERS. IT'S THE SAME WITH SHOES ON SEATS.

CONDUCTORS NEED TO PAY MORE ATTENTION TO SECURITY ON TRAIN. THEY NEED TO LOOK, LISTEN, AND CHECK PASSENGERS GETTING ON THE TRAIN. ALL THEY DO IS FLIRT TO TALK TO THE FEMALES!

PARKING AT THE TAMIEN STATION FEELS UNSAFE. TOO MANY BREAK-INS. MORE SECURITY?

YOU NEED MORE SECURITY AT SOME STATIONS (REDWOOD CITY FOR EXAMPLE).

THE ENVIRONMENT, CLEANLINESS, SENSE OF SECURITY AT THE REDWOOD CITY, SAN CARLOS AND SAN FRANCISCO TRAIN STATIONS HAS DETERIORATED. THERE ARE AN INCREASED NUMBER OF PEOPLE WHO ARE VIOLATING THE BAN ON SMOKING ON THE PLATFORM. THIS NEEDS TO BE ADDRESSED.

I WISH MORE RIDERS AFTER 7 PM WOULD BE SCANNED. IT SEEMS LIKE CONDUCTORS ARE RELUCTANT TO DO THIS FOR SOME REASON. IT APPEARS MANY ARE RIDING FREE. THE LOSES CALTRAIN MONEY AND IT MAKES THOSE WHO DO PAY MORE WHEN FARES ARE INCREASED.

PLEASE HAVE CONDUCTORS ENFORCE NO SHOES ON SEATS AND KEEP CELL PHONE CONVERSATIONS SHORT AND QUIET AND NO SOUNDS EMANATING FROM HEADPHONES. INITIATE QUIET CARS.

CAN WE BRING OUR SMALL DOG TO THE TRAIN? WE NEED HIM WITH US ON DAY TRIPS TOO.

TOO MANY NOISY GIANTS FANS DURING BASEBALL SEASON.

PLEASE BAN ALCOHOL ON TRAINS 24/7! GIANTS FANS ARE LOUD AND DRUNK.

PEOPLE USING PHONE ON BOARD SHOULD BE ASKED MORE OFTEN TO KEEP THEIR CONVERSATIONS SHORT AND QUIET.

PEOPLE WHO ARE OUT TO LUNCH IN THE HEAD SHOULD NOT BE ALLOWED TO RIDE CALTRAIN. THEY ALWAYS USE THE F-WORDS AT ALL OF US, JUST BECAUSE THEY KNOW OR THINK THEY HAVE A PROBLEM. CONDUCTORS KNOW WHO THEY ARE.

TOO MANY NON-CYCLISTS IN MY BIKE CAR.

ONE CONTINUING PROBLEM IS NON-BIKE PASSENGERS IN THE BIKE CAR SEATS. CONDUCTORS COULD REGULATE THIS BETTER I THINK.

Enforcement/Security

HAVE A CONDUCTOR ONLY LET PEOPLE WITH BICYCLES SIT IN THE BICYCLE SECTIONS OF THE TRAIN.

CARS AT TAMIEN STATION ROUTINELY HAVE BEEN BROKEN INTO. YOU CAN SCAN THE PARKING LOT TO SEE PILES OF BROKEN GLASS EACH WEEK.

COULD USE MORE BIKE TAGS AND ENFORCEMENT OF NON-CYCLISTS TAKING UP BIKE CAR SEATS.

THE ABILITY TO CONSUME ALCOHOL ON BOARD IS VERY GOOD! IT HELPS PREVENT DRINKING AND DRIVING. IT ALSO GIVES ADDED INCENTIVES TO TAKE THE TRAIN TO GIANTS' GAMES!

CONDUCTORS SHOULD BE MORE DILIGENT IN FARE INSPECTION. I CAN THINK OF ONE CONDUCTOR WHO DOES A VERY GOOD JOB AS FAR AS TICKET INSPECTORS AND HE SHOULD BE COMMENDED.

I AM VERY HAPPY WITH CALTRAIN SERVICE, PARTICULARLY IN LIGHT OF THE OTHER TRANSPORTATION SYSTEMS IN THE BAY AREA. THE ONLY BAD THING IS THE GIANTS FANS, WHICH IS REALLY NOT YOUR FAULT; THE DRINKING ON THE TRAIN IS A NICE LITTLE TRADITION.

YOU SHOULD BAN ALCOHOL USE, WHICH IS POINTLESS. THIS IS NOT A BAR AFTER ALL.

1. YOUR BUDGET CUTS TO DEFER TRAIN MAINTENANCE IS ALREADY SHOWING—GRAFFITI INSIDE THE TRAINS; SCRAPES ON WINDOWS, UNCLEAN RESTROOMS IN CARS. 2. AS USUAL, FOR YEARS, EVEN THOUGH YOU'VE CUT BACK ON CONDUCTORS, ON WEEKEND AND LATE PM ROUTES, THEY JUST STAY IN ONE CAR AND DON'T MOVE THROUGH THE TRAIN. THIS ALLOWS GRAFFITI AND FREELoading, PLUS DRUNK RIDERS!

IT WOULD KEEP THE TRAINS CLEAN AND WITHOUT ODORS IF NO FOOD WAS ALLOWED ON TRAIN. PEOPLE BRING FOOD, PARTICULARLY IN THE EVENING.

HAVE CONDUCTORS STOP PEOPLE WHO DO NOT HAVE BICYCLES FROM ENTERING THE BIKE CAR BECAUSE THEY TAKE ALL THE SEATS. THIS HAPPENS EVEN WHEN THE TRAIN IS NOT CROWDED.

IF CALTRAIN DOESN'T WANT PEOPLE TO PUT THEIR FEET ON THE SEATS, THE CONDUCTORS SHOULD SAY SOMETHING. MOST DO NOT. I OFTEN SEE THEM WALK RIGHT BY AN OFFENDER.

I DON'T LIKE DRUNK OUT OF CONTROL GIANTS FANS.

ALCOHOL SHOULD NOT BE ALLOWED ON GIANTS BASEBALL NIGHTS GOING TO SAN FRANCISCO. SOME PASSENGERS ARE RUDE, DRUNK, AND DISRESPECTFUL. CONDUCTORS CANNOT SEEM TO CONTROL THOSE PASSENGERS.

GET THE DRUNKS OFF THE TRAIN ON GIANTS GAME DAYS.

Enforcement/Security

I WOULD LIKE TO SEE REMINDERS GIVEN FOR CELLPHONE USERS WHO ARE TOO LOUD. ALSO DRINKING ON CALTRAIN BEFORE GIANTS GAMES NEEDS BETTER MONITORING. MORE TICKET ENFORCEMENT, TOO, AS I KNOW THAT NOT ALL CUSTOMERS HAVE PAID FOR A TICKET. I SPEAK FROM 38 YEARS OF TAKING CALTRAIN.

I WOULD LIKE ANNOUNCEMENTS/ENFORCEMENT OF THE BIKE RULE: LAST ON/LAST OFF. TOO MANY TIMES, BICYCLISTS PUSH TO FRONT OF LINE OR BLOCK EXIT.

REMIND CUSTOMERS ON ALL BULLET STOPS TO KEEP CONVERSATIONS SHORT AND QUIET.

THERE ARE MANY CARS WITH BROKEN WINDOWS AT THE TAMIEN STATION. IT IS A TRAGEDY. PLEASE HAVE SECURITY OR CAMERAS IN THE PARKING LOTS.

MY SON IS IN A WHEELCHAIR AND HAS TO SIT IN A WHEELCHAIR SPOT. HE IS ONLY SIX AND I CAN'T LEAVE HIM ALONE. THE SEATS NEARBY SAY THEY ARE ONLY FOR SENIORS AND DISABLED, BUT WHAT ABOUT COMPANIONS? NO ONE EVER GETS UP AND I HAVE TO STAND OR MOSTLY SIT ON THE FLOOR NEXT TO THE WHEELCHAIR.

Safety Issues

MORE CLEARLY MARK WHERE TO GET ACROSS TRACKS.

CAN YOU MAKE TRAINS SAFER, SO THAT WE DON'T HIT AS MANY PEOPLE!

IF THERE WAS A WAY TO INSTALL FENCES AROUND STATION TRACKS, IT WOULD LIMIT THE AMOUNT OF ACCIDENTS IN THE FUTURE.

FIND A WAY TO HAVE FEWER SUICIDES.

WHEN SOMEONE CHOOSES TO END THEIR LIFE ON THE TRAIN TRACKS, ITS NOT YOUR FAULT. AS A PASSENGER, THOUGH, IT SUCKS. OVERALL, VERY PLEASED.

I FEEL THAT IT WOULD HELP IF THEY HAD CROSSING GUARDS AT ALL STOPS SO THERE WOULD BE FEWER INJURIES.

I WISH CALTRAIN WOULD MAKE IT HARDER FOR PEOPLE TO COMMIT SUICIDE.

COULD CALTRAIN DO MORE TO PREVENT THE SUICIDES FROM HAPPENING?

I WISH YOU COULD DO SOMETHING ABOUT SUICIDES.

THERE ARE TOO MANY DELAYS DUE TO PEOPLE ACCIDENTS. MORE BARRIERS HAVE TO BE ERECTED TO PREVENT SUICIDES.

THERE SHOULD BE MORE AWARENESS OF RAIL SAFETY TO PREVENT SUICIDE HAPPENING.

BUILD A FENCE AROUND THE TRAIN TRACKS. MONITOR AREAS WHERE PEOPLE COMMIT SUICIDE BETTER. IT IS SAD AND UNFORTUNATE BUT THE HIGH AMOUNT OF DEATHS NECESSITATES CHANGE.

I AM VERY PLEASED WITH THE REGARD AND SAFETY FOR PASSENGERS ONBOARD THE TRAIN. ESPECIALLY CONSIDERING THAT I WAS ON A TRAIN WHICH STRUCK AND KILLED SOMEONE LAST WEEK. THE CONDUCTORS WERE VERY CALM AND PROFESSIONAL IN HANDLING THE SITUATION.

THERE HAS TO BE A WAY TO SAFEGUARD AGAINST FATALITIES. IS EVERYTHING BEING DONE?

I HAVE BEEN ON FOUR TRAINS IN SEVEN MONTHS THAT HAVE BEEN DELAYED DUE TO DEAD PEOPLE.

I'M A BIG FAN OF STATIONS ABOVE THE STREETS AND ROADS, SUCH AS HILLSDALE OR SAN CARLOS, WHICH SEEMS LESS ACCIDENT-PRONE.

YOU NEED A SYSTEM TO GIVE EARLY WARNING TO TRAIN OPERATORS ABOUT OBSTRUCTIONS ON THE TRACK (E.G. CARS, PEOPLE, ETC). IT IS BETTER FOR THE TRAIN TO SLOW DOWN AND BE A LITTLE LATE THAN TO HIT SOMEONE.

Bikes/Bike Cars

ADD MORE BIKE SPACE ON THE NEWER MODEL TRAINS!

THE 5:33 AT SAN FRANCISCO (SAN FRANCISCO-SAN JOSE) BULLET HAS VERY FEW BICYCLE SLOTS. I DON'T UNDERSTAND WHY THE OLDER CALTRAIN IS NOT USED. EVERY DAY CYCLISTS HAVE TO BE BUMPED, EVEN FIVE MINUTES BEFORE DEPARTURE, WHILE THERE IS LOTS OF SPACE FOR PASSENGERS. THE OLDER CALTRAINS SHOULD BE USED AT PEAK HOURS AS THEY HAVE A LOT MORE CYCLE SLOTS. NEWER TRAINS SHOULD HAVE THREE BIKE CARS.

THANK YOU FOR ADDING TWO BIKE CARS TO EACH TRAIN. MAKES A HUGE DIFFERENCE!

WITH TWO BIKE CARS PER TRAIN, CONDUCTORS SHOULD COMMUNICATE WITH EACH OTHER WHEN CARS GET FULL. THEY SHOULD ALSO STEP OUT AND DIRECT CYCLISTS TO THE OTHER CAR IF THEIRS IS PACKED. I VERY RARELY SEE THIS HAPPENING.

THE NEW TRAINS DO NOT HAVE ENOUGH BIKE SPOTS. THE TWO CARS ON OLD TRAINS IS GREAT. KEEP THAT GOING!

MORE BIKE TAGS. WHY DON'T THE CONDUCTORS PROVIDE THEM?

STILL NOT ENOUGH ROOM FOR BIKES!

I HAVE BEEN TRYING TO CONTACT SOMEONE REGARDING BIKE LOCKERS AT MOUNTAIN VIEW. LEFT SEVERAL MESSAGES BUT NO ONE RETURNS THE CALL. IN THE MEANTIME, PEOPLE WHO HAVE BEEN RIDING LESS THAN MY FOUR PLUS YEARS HAVE GOTTEN A LOCKER.

I WOULD LIKE MORE ATTENTION PAID TO KEEPING NON-BICYCLISTS OUT OF CROWDED BIKE CARS.

I APPRECIATE SO VERY MUCH THE BIKE ACCESS ON CALTRAIN. THANK YOU FOR INCREASING TO TWO CARS FOR BIKES.

THANK YOU FOR ADDING ANOTHER BIKE CAR. HUGE BENEFIT FOR RIDERS.

CONCERNING STATIONS, I FIND THE PARKING SPACE AVAILABLE FOR BICYCLES IN PALO ALTO AND CALIFORNIA AREA REALLY TOO LIMITED.

NOT ENOUGH PARKING SPACES AVAILABLE FOR BIKES.

THIS IS FIRST TIME RIDE ON CALTRAIN WITH KIDS. I DID NOT KNOW THAT NO BIKE TRAILERS WERE ALLOWED. I WISH CALTRAIN WOULD CHANGE THIS POLICY FOR PARENTS WANTING TO BIKE WITH KIDS. THE CONDUCTOR ALLOWED US ON THIS TIME, LUCKILY. HE WAS VERY NICE.

HAVE A RAMP FOR BIKES TO GO ON TRAIN, AS THEY ARE SO HEAVY.

THE BIKE SITUATION COULD BE IMPROVED UPON, MAYBE GIVE OUT THE TAGS.

PLEASE MAINTAIN OR EXPAND BIKE CAPACITY! THANKS.

Bikes/Bike Cars

I DON'T USE MY BIKE OFTEN, BUT I KNOW PEOPLE WHO WISH THERE WERE MORE BIKE CARS AT HIGH TRAFFIC TIMES.

I LOVE CALTRAIN. I USE IT EVERY DAY WITH MY BICYCLE.

THANKS FOR TWO BIKE CARS.

YOU'VE IMPROVED BIKE ACCESS. THAT'S GOOD.

I LOVE THE STANDARD TWO BIKE CAR ARRANGEMENT! THANK YOU FOR LISTENING.

I REALLY LIKE THAT ALL TRAINS NOW HAVE TWO BIKE CARS.

I HATE THAT BIKERS BRING BIKES ON FOR FREE AND TAKE UP THREE TIMES THE SPACE THAT I DO. I AM SUBSIDIZING THEM!

BIKE CARS NEED BETTER ORGANIZATION.

TOO MANY NON-CYCLISTS IN MY BIKE CAR.

I REALLY APPRECIATE THE EXPANSION OF BIKE CAR SERVICE. AT ONE TIME, I WAS CONSIDERING NOT USING CALTRAIN ANYMORE AS I WAS REGULARLY BUMPED ON TRAINS OR COULDN'T FIND A PLACE FOR MY BIKE. IF I CAN'T TAKE MY BIKE, I WON'T USE CALTRAIN.

NO BICYCLE TAGS ARE AVAILABLE ON TRAINS. WHERE ARE WE SUPPOSED TO GET THEM? SIGNS INFORMING RIDERS ABOUT BIKE CAR SEATS BEING RESERVED FOR CYCLISTS ARE NOT PROMINENT.

HAVE A CONDUCTOR ONLY LET PEOPLE WITH BICYCLES SIT IN THE BICYCLE SECTIONS OF THE TRAIN.

THANKS FOR THE TWO BIKE CARS!

COULD USE MORE BIKE TAGS AND ENFORCEMENT OF NON-CYCLISTS TAKING UP BIKE CAR SEATS.

THANK YOU FOR ADDING TWO BIKE CARS TO TRAINS!

THERE ARE STILL BIKE BUMPS HAPPENING IN THE AM, SPECIFICALLY SOUTHBOUND TRAINS AT 22ND AND MILLBRAE. PLEASE KEEP FINDING WAYS TO ALLOW MORE BIKES ONBOARD!

BIKERS CAUSE DELAYS AND ARE NOT CHARGED FARE FOR THEIR BIKES. BIKES TAKE UP ROOM FOR MORE PASSENGERS. IT'S PART OF THE REASON THE TRAINS ARE SO CROWDED.

HAVE CONDUCTORS STOP PEOPLE WHO DO NOT HAVE BICYCLES FROM ENTERING THE BIKE CAR BECAUSE THEY TAKE ALL THE SEATS. THIS HAPPENS EVEN WHEN THE TRAIN IS NOT CROWDED.

BIKE CARS ARE OUT OF CONTROL BUT I AM A BICYCLIST. THERE TOO MANY NON-CYCLISTS ON BIKE CARS.

Bikes/Bike Cars

MORE SPACE IN THE BIKE CARS WOULD BE A PLUS.

THANK YOU FOR ADDING MORE BIKE CARS!

THE OVERALL CALTRAIN EXPERIENCE IS NOT RATED A 5 BECAUSE OF GETTING BUMPED ON MY BIKE AND BECAUSE OF THE TWO HOUR DELAYS WHEN THERE'S A FATALITY.

TWO BIKE CARS IN EVERY TRAIN IS GOOD.

THERE NEEDS TO BE BETTER BIKE TAG DISTRIBUTION. NOT ENOUGH BIKES HAVE THEM.

TWO BIKE CARS PER TRAIN IS A MUST. EXPLAIN IN ANNOUNCEMENTS WHY BIKERS NEED TO SIT IN BIKE CAR AND WHY OTHERS SHOULD REFRAIN FROM SITTING THERE. THEY HAVE THREE OTHER CARS; THEY DON'T NEED TO BE IN OURS!

HAVING TWO BIKE CARS ON EVERY TRAIN IS AWESOME!

CONDUCTORS SHOULD ONLY LET BIKERS ONTO THE FIRST BIKE CAR AND TELL OTHER CUSTOMERS TO GO TO THE OTHER THREE CARS WHICH HAVE HUNDREDS OF SEATS AVAILABLE FOR NON-BIKERS.

OVERALL I AM VERY SATISFIED WITH CALTRAIN AND MY ONLY COMMENTS ARE MINOR, ESPECIALLY GIVEN THE FINANCIAL CHALLENGES OF THE LAST SEVERAL MONTHS. HOWEVER, I THINK THERE IS ROOM FOR IMPROVEMENT AND WOULD LOVE TO SEE MORE PEAK HOUR BULLET TRAINS AND EXPANDED CAPACITIES FOR BIKES. THERE WAS A PERIOD A COUPLE MONTHS AGO WHERE I HAD TO STOP TAKING CALTRAIN BECAUSE THE BIKE CARS WERE ARRIVING FULL AND I WAS REGULARLY BEING DENIED BOARDING WITH A LINE OF OTHER BIKERS. IT WAS A SERIOUS PROBLEM WITH THE NEWER STYLE TRAINS THAT ONLY SUPPORT A SMALL NUMBER OF BIKES. THANK YOU FOR DOING A GREAT JOB AND THE OPPORTUNITY TO VOICE MY OPINION!

BIKERS ARE BEING BUMPED OUT CONSTANTLY IN THE AM TRAINS. MORE FLEXIBILITY OF CONDUCTORS IS NEEDED! THANKS.

IT'S VERY ANNOYING TO BE LEFT BEHIND BECAUSE THERE ISN'T SUFFICIENT SPACE FOR BICYCLES. BIKE CAR CANCELLATIONS CAN MESS UP YOUR DAY.

MORE BIKE CARS! BOMBARDIERS ARE USELESS.

MORE BIKE CARS! MORE BIKE CARS!

YOU NEED TO ADD BIKE TICKET TAGS ON THE TRAIN.

Train Cleanliness-Exterior/Interior

AS A VISITOR FROM THE EAST COAST, I'M EXPERIENCING THIS TRANSPORT SYSTEM FOR THE FIRST TIME. IT SEEMS VERY CLEAN AND EFFICIENT. TRANSPORTATION AS IT SHOULD BE. CONGRATULATIONS. I WISH WE HAD THIS IN AND AROUND BOSTON!

SEATS ARE TOO OFTEN STAINED AND DIRTY.

USUALLY TRAINS ARE NEAT AND NICE, BUT RESTROOMS ARE PRETTY NASTY.

LEATHER SEATS APPEAR CLEAN, BUT FABRIC SEATS LOOK FILTHY.

THE CLOTH SEATS ARE REALLY GROSS, UGH. I SUPPORT PUBLIC TRANSPORTATION BUT CALTRAIN HAS MANY AREAS THAT NEED ATTENTION.

THE CLEANLINESS OF THE RESTROOMS AND FACILITIES AND STUFF INSIDE THE RESTROOMS COULD BE FURTHER IMPROVED.

MAKE THE SEATS PLASTIC SO THEY ARE NOT SO DIRTY AND FILTHY ALL THE TIME.

PLEASE CLEAN THE WINDOW AT THE BACK OF THE LAST CAR SO WE CAN SEE CLEAR WHERE WE ARE GOING OR COMING. WINDEX AND A SQUEEGEE IS ALL YOU NEED.

THE CARPETS AND SEATS NEED TO BE CLEANED.

RESTROOM CARS ARE FREQUENTLY STINKY.

I'M VERY IMPRESSED WITH CLEANING. IT'S GREATLY IMPROVED AND APPRECIATED!

THE OLD TRAIN BATHROOMS WERE NOT CLEAN MANY TIMES AND HAD STRONG ODOR. OTHERWISE, CALTRAIN IS OKAY.

NON-DISABLED RESTROOMS ARE NEARLY ALWAYS NASTY. GENERALLY I LOVE CALTRAIN. FOR ITS FAULTS IT'S THE CLEANEST TRANSIT IN THE BAY AREA AND BEST OF ALL ALLOWS ME TO LIVE WITHOUT A CAR.

THE NON-LEATHERETTE (COVERED WITH FABRIC) CHAIRS ARE VERY SMELLY AND OFTEN VERY UNCLEAR AND GREASY.

TRAINS GET TRASHED ON GIANTS GAME RUNS. AS A COMMUTER, IT IS UNPLEASANT.

ALL IS GREAT, BUT IT NEEDS TO BE CLEANER.

THE UPSTAIRS AREA WAS DIRTY, LOTS OF GARBAGE

I WOULD LIKE TO SEE MORE GRAFFITI ON THE TRAINS AND IN THE STATIONS.

IT'S MUCH CLEANER THAN BOSTON'S MBTA/COMMUTER RAIL!

I'M VERY PLEASED WITH CALTRAIN AND TAKE IT A LOT. IN FACT, I PREFER TAKING CALTRAIN OVER BART OR MUNI BECAUSE I FEEL LIKE THE TRAINS ARE CLEAN, SECURE AND THE CALTRAIN EMPLOYEES ARE FRIENDLY AND KNOWLEDGEABLE.

Train Cleanliness-Exterior/Interior

CLEAN THE SEATS INSIDE CALTRAIN.

THE TRAIN WAS CLEAN AND ON TIME.

TRAINS CAN BE VERY CROWDED, DIRTY AND UNPLEASANT BEFORE AND AFTER GIANTS GAMES.

THE TRAIN USUALLY LOOKS CLEAN AND TIDY (NOT INCLUDING GIANTS GAMES), WHICH IS GOOD.

THE TRAIN INTERIOR NEEDS TO BE CLEANED MORE REGULARLY (VACUUM, DISINFECT, WINDOWS, ETC.).

CLEAN THE CLOTH SEATS! PLEASE! THEY ARE NASTY!

SOME SEATS ARE FILTHY. CLOTH SEATS REALLY NEED CLEANING, ESPECIALLY ON THE OLDER CARDS. THANKS.

THE BATHROOMS ON THE NEWER TRAINS ARE GREAT, A 5, BUT ON THE OLDER TRAINS THEY ARE VERY SMELLY AND SOMETIMES VERY DIRTY.

SERVICES ARE EXCELLENT. CLEANLINESS IS PERFECT. I FELT VERY NICE WHILE TRAVELLING.

CLEANER THAN BART AND ON TIME! VERY GOOD.

CLEANER THAN BART. VERY SATISFIED.

THE TRAIN INTERIORS ARE FILTHY AND OFTEN SMELL. THE CARPETING AND SEATS NEED TO BE REPLACED. ONE DOESN'T WANT TO SIT ON SOME OF THE SEATS BECAUSE THEY ARE SO DIRTY.

BATHROOMS SMELL.

THE TRAINS ARE FILTHY.

BATHROOM SMELLS BAD.

CLOTH SEATS ARE ALWAYS FILTHY.

I'M VERY SATISFIED. IT WORKS WELL FOR ME. THE HELP IS GREAT; TRAINS ARE CLEAN AND GENERALLY ON TIME.

IN GENERAL, CALTRAIN IS CLEAN AND PLEASANT TO RIDE!

CLOTH SEATS ARE MANY TIMES DIRTY WITH STAINS. BATHROOMS SOMETIMES SMELL BAD.

I HAVE JUST STARTED USING CALTRAIN AND AM SO FAR VERY SATISFIED WITH MY EXPERIENCE. THE CONDUCTORS AND TICKET AGENTS ARE COURTEOUS FOR THE MOST PART, AND THE INTERIORS AND EXTERIORS ARE VERY CLEAN.

BATHROOMS ARE DISGUSTING.

THE TRAINS UPHOLSTERY NEEDS TO BE STEAM CLEANED MORE OFTEN.

Train Cleanliness-Exterior/Interior

BATHROOMS STINK INTO THE CARS.

A RENOVATION OF TRAIN INTERIORS WOULD REMOVE STAINS AND ENHANCE EXPERIENCE.

THERE IS AN OVERWHELMING STENCH FROM RESTROOMS. SOMETIMES PEOPLE HAVE TO GO TO ANOTHER CAR!

THE WINDOWS ON THE OLDER TRAINS ARE SO DIRTY THAT YOU CAN BARELY SEE OUT OF THEM. THE NEW TRAINS HAVE BATHROOMS THAT SMELL.

PLEASE VINYL THE TRAIN SEATS! THE FABRIC UPHOLSTERY SMELLS BAD AND IS DIRTY!

Train/Car Condition/ Comfort of Ride

IT'S TOO HOT INSIDE.

SPEAKERS ARE HARD TO HEAR.

UNFORTUNATELY, I COULD NOT UNDERSTAND THE ANNOUNCEMENTS.

I WOULD LIKE CONDUCTOR'S VOICE TO BE LOUDER.

PLEASE RE-UPHOLSTER SEATS OF TRAINS; OTHERWISE I AM SATISFIED WITH CALTRAIN'S SERVICE.

SOMETIMES, THE ONBOARD ANNOUNCEMENTS AREN'T LOUD ENOUGH.

BATHROOMS SHOULD ALWAYS HAVE SOAP, WATER, TOILET PAPER AND PAPER TOWELS.

NEED TO FIX AIR CONDITIONING IN THE CARS THAT DON'T HAVE IT WITHIN A WEEK AT THE LATEST.

OLDER TRAINS ARE VERY BAD. NEW TRAINS GOOD.

CALTRAIN COULD ADD MORE CARS DURING GIANTS GAMES SO ITS NOT AS CROWDED AND YOU CAN, AT LEAST, GET OUT OF THE AISLE.

NEED AIR CONDITIONING.

MORE AIR CONDITIONING.

IT'S TOO LOUD ON THE TRAIN. I CAN'T EVEN GET SOME SLEEP.

SEATING IS NOT VERY NICE OR COMFORTABLE. FIRST CLASS CARRIAGE?

ANNOUNCEMENTS ABOUT APPROACHING STATIONS IS NOT CLEAR; SOMETIMES IT'S LIKE MUMBLING—MIGHT BE THE SPEAKERS.

ANNOUNCEMENTS COULD BE LOUDER.

THE TRAIN WAS CONVENIENT FOR THE TRIP I WANTED TO MAKE. HOWEVER, EQUIPMENT IS WORN-LOOKING AND THE TRAINS ARE OLDER, ESPECIALLY COMPARED TO MY EUROPEAN TRAIN EXPERIENCES.

THE OLDER COACHES ARE FAR MORE DESIRABLE. THE NEWER ONES BECOME RIDICULOUS WHEN YOU HAVE TO FACE SOME CLOWN SHOWING-OFF THEY KNOW HOW TO USE A CELL-PHONE, PRETENDING TO BE A CEO FOR MICROSOFT, OR CHATTING WITH SOMEONE ABOUT HOW COOL THEY ARE. IN OTHER WORDS, THE SEATING FORMAT FORCES YOU INTO UNCOMFORTABLE ARRANGEMENTS. OTHERWISE, YOU RUN AN EFFICIENT OPERATION. THANK YOU.

I LIKE THE CLEANLINESS AND THE AMBIENCE, BUT IT WOULD BE BETTER IF IT IS QUIETER FROM THE NOISE OUTSIDE.

Train/Car Condition/ Comfort of Ride

OLDER TRAINS GIVE A VERY BUMPY AND SOMETIMES ROUGH RIDE.

MECHANICAL AND SIGNAL PROBLEMS GETTING MORE FREQUENT. MAINTENANCE BUDGET ISSUE?

THE LIGHTING SYSTEM APPEARS TO DYSFUNCTION OFTEN, WHICH CAUSES MAJOR DELAYS. I AM WONDERING IF THE MAINTENANCE CAN GET BETTER.

THE OLDER TRAINS ARE VERY SHAKY AND NOISY. I SUGGEST YOU USE THE NEWER MODELS FOR BABY BULLET RUNS. .

THE NON-BULLET TRAINS ARE LOUD INSIDE. TEMPERATURE IS OFTEN TOO WARM. OVERALL, I LIKE CALTRAIN. THANKS!

LOUDSPEAKERS ON TRAINS ARE SOMETIMES TOO QUIET TO HEAR!

THE CALTRAIN EXPERIENCE IS VERY LOUD.

1. SOME IN-TRAIN LOUDSPEAKERS ARE PAINFULLY LOUD. 2. THE AIR IS SOMETIMES NOT CIRCULATED WELL, BUT USUALLY FINE. 3. GOOD LUCK AND THANKS!

I THINK THE SEATS ARE A LITTLE BIT COLD WHEN SITTING ON DURING WINTER. IS THERE ANY WAY FOR YOU TO MAYBE PUT CUSHIONS ON? THE TEMPERATURE INSIDE THE TRAIN IS ALSO A BIT LOW, AT LEAST FOR ME.

INCREASE AIR CONDITIONING.

AIR CONDITIONING RARELY WORKS ON ALL CARS.

AIR CONDITIONER IS BROKEN ON TWO CARS, AGAIN! PLEASE SEE THAT THEY ARE MAINTAINED AND RUNNING DURING SUMMER MONTHS.

YOU DON'T ASK ABOUT THE STATE OF THE CARS, ONLY CLEANLINESS. WELL, THEY SUCK. THEY HAVE BROKEN HEATERS AND AC UNITS, FAILING GENERATORS, TERRIBLE SHOCKS AND LOUD MACHINERY.

I HOPE THAT CLOTH SEATS GET EXCHANGED WITH VINYL/LEATHER LIKE SEATS. EVERYTHING ELSE IS FINE.

I AM A LITTLE DISAPPOINTED TO SEE THE WORLD'S SUPERPOWER STILL USE DIESEL ENGINES TO RUN THE TRAINS, WHILE DEVELOPING NATIONS USE ELECTRIC TRAINS.

THE TRAIN IS AN OLD SHAKY WAGON, ROUGH RIDE.

TRAINS ARE TOO BOUNCY TO WRITE CLEARLY.

RIDERS WOULD LOVE (AND MAY PAY FOR) WIFI ON THE TRAINS.

ADD WI-FI.

THE ON-BOARD EXPERIENCE IS MUCH BETTER IN THE NEW TRAINS.

Train/Car Condition/ Comfort of Ride

MAKE THE VOLUME OF ANNOUNCEMENTS LOUDER ABOARD TRAINS PLEASE.

THE BULLET TRAINS SOMETIMES HAVE A METHANE SMELL THAT FILLS THE ENTIRE CAR AND MAKES ME SICK. MAYBE YOU COULD INSTALL FANS IN THE RESTROOMS. I AM NOT THE ONLY ONE WHO NOTICES THIS.

SPEAKERS DO NOT REACH ALL CARS.

POOR MAINTENANCE OF TRAINS MEANS THEY ARE REGULARLY LATE! THE ONLY SAVING GRACE IS THE COURTEOUS STAFF AND CAMARADERIE OF REGULAR RIDERS! WE'RE PAYING CUSTOMERS! ARE YOU PAYING ATTENTION?

ONBOARD PA SYSTEMS ARE OFTEN POOR LOUD AND ALMOST SILENT.

OFTEN, YOU CAN'T UNDERSTAND OR EVEN HEAR THE CONDUCTORS.

ONCE OR TWICE A WEEK, ONE OF THE TRAIN CARS IS UNBEARABLY HOT.

THE TRAIN SHOULD STOP SHAKING!

MAKE THE TRAINS QUIETER INSIDE.

TOO SHAKY AND BUMPY OF A RIDE IN MOST CASES. TOO NOISY AT TIMES AFTER WORK HOURS SUCH AS BELLS, PEOPLE TALKING TOO LOUD. AIR CONDITIONING SHOULD BE ADJUSTED, ESPECIALLY WHEN IT'S COLD OUT.

THERE IS A SIGNIFICANT DIFFERENCE IN THE QUALITY OF THE EXPERIENCE ON THE NEWER TRAINS VERSUS THE OLDER TRAINS. THE OLD ONES ARE NOT A SMOOTH RIDE. IT'S HARD TO READ, WORK, WALK, ETC.

THE HEATER IS GREAT!

1. YOUR BUDGET CUTS TO DEFER TRAIN MAINTENANCE IS ALREADY SHOWING—GRAFFITI INSIDE THE TRAINS; SCRAPES ON WINDOWS, UNCLEAN RESTROOMS IN CARS. 2. AS USUAL, FOR YEARS, EVEN THOUGH YOU'VE CUT BACK ON CONDUCTORS, ON WEEKEND AND LATE PM ROUTES, THEY JUST STAY IN ONE CAR AND DON'T MOVE THROUGH THE TRAIN. THIS ALLOWS GRAFFITI AND FREELoading, PLUS DRUNK RIDERS!

AFTERNOON SOUTHBOUND TRAINS HAVE SMELLED VERY BADLY LATELY (BABY BULLETS).

SOMETIMES, WHEN THEY MAKE ANNOUNCEMENTS ON THE TRAIN AND AT THE PALO ALTO STATION YOU CAN'T HEAR THEM. PA SYSTEM REGARDING DELAYS IS NOT VERY LOUD!

AIR TEMPERATURE IS OFTEN TOO COLD. FREQUENT ANNOUNCEMENTS MAKE IT HARD TO SLEEP. CONSIDER ELECTRONIC SIGNS.

ONBOARD ANNOUNCEMENTS ARE TOO LOUD.

AC/HEATING IN CERTAIN CARS TENDS TO BE VERY WARM ON WARM DAYS.

Train/Car Condition/ Comfort of Ride

TRAIN TEMPERATURE IS CONSISTENTLY TOO HOT. MORE AC PLEASE!

THE TRAINS ARE ANCIENT AND HAVE FREQUENT MECHANICAL PROBLEMS. IT DOES NOT LIVE UP TO BAY AREA/SILICON VALLEY STANDARDS.

THE OLDER TRAINS (1985 VINTAGE) LEAK RAIN ONTO YOUR HEAD AND CLOTHING WHEN YOU ARE WAITING AT THE DOORS.

CALTRAIN NEEDS TO REPAIR THEIR TRAINS AND INFORM RIDERS WHEN TRAINS ARE DELAYED (ONLINE)! CALTRAIN IS A GREAT SERVICE, BUT THE TRAINS ARE GETTING OLD AN NEED TO BE REPAIRED MORE FREQUENTLY WHICH INCREASES DELAYS. ADDITIONALLY, IF THE STATE GIVES CALTRAIN MONEY, THEY SHOULD NOT USE IT ON EXECUTIVE BONUSES!

Car Features/Amenities

SPACE FOR A STROLLER WOULD BE GREAT!

ELECTRIC/MORE MODERN TRAINS WOULD BE NICE.

THERE SHOULD BE A CAR FOR JUST SMALL OR BIG DOGGIES. MY DOGGY TRAVELS TOO! OTHER THAN THAT, IT'S AWESOME!

PUT SIGNS SAYING THE TRAIN NUMBER NEXT TO THE DOORS. I'VE SEEN LOTS OF PEOPLE GET ON A BULLET OR A LIMITED, THINKING THEY WERE GETTING ON A LOCAL.

GOOD JOB. THE BIKE CAR HAS LESS LEG SPACE BETWEEN OPPOSITE FACING SEATS.

ALL SEATS SHOULD BE CHANGED TO VINYL. FABRIC IS EXTREMELY DIRTY AND UNCOMFORTABLE TO SIT IN.

I LOVE THE NEW TRAINS WITH FEWER STAIRS AND NICER BIKE CARS.

NEED TO ADD "WIFI" TO THE TRAIN. INTERNET CONNECTION IS TOO SPOTTY.

BABY BULLET TRAINS ARE USUALLY VERY CROWDED IN THE MORNING. THEY COULD USE A SIXTH CAR.

KEEP CALTRAIN FUNDED FOR YEARS TO COME BY ADDING BAR CARS TO EVENING COMMUTE TRAINS LIKE THEY DO ON THE EAST COAST.

IT WOULD BE AWESOME IF TRAIN HAD WIFI.

WIFI WOULD BE A GREAT ADDED FEATURE.

WIFI ON BOARD, PLEASE.

WIFI ON BOARD WOULD BE AWESOME.

WIFI. PLEASE MAYBE MAKE UP MIRROR CUP HOLDERS.

I REALLY LIKE THE VIEW OUT OF THE WINDOW. THANK YOU.

I LOVE THE TRAIN. THE ONLY THING I WOULD ADD IS WIFI ONBOARD.

MORE TRAINS WITH DESKS, PLEASE!

ALL TRAINS NEED RESTROOMS.

WORK WITH AT&T TO IMPROVE CELL PHONE COVERAGE.

I JUST WISH THERE WAS WIRELESS WIFI AVAILABLE ON ALL THE TRAINS.

IF YOU WANT TO HAVE CUSTOMER SATISFACTION, INCORPORATE WIRELESS ACCESS ONBOARD AND OFF TRAINS.

ONBOARD WIFI!

Car Features/Amenities

RIDING WITH DRUNK GIANTS FANS IN THE EVENING IS A TERRIBLE EXPERIENCE EVERY TIME. A QUIET CAR ON THOSE NIGHTS WOULD BE NICE. ONBOARD WIFI WOULD BE WONDERFUL.

AS AN IMPROVEMENT, ADD FREE WIFI ONBOARD PLEASE.

GET WIFI ON TRAINS.

NEEDS WIFI.

WIFI ON CALTRAIN!

PLEASE PROVIDE FREE WIFI ONBOARD TRAIN. EVEN A PREMIUM SERVICE FOR MONTHLY PASS HOLDERS WITH A SMALL ADDED CHARGE WOULD BOOST RIDERSHIP ON THIS SILICON VALLEY COMMUTE CORRIDOR.

THE BIGGER TRAINS WITH THE TABLES SHOULD BE USED ON THE NORTHBOUND RIDES, TOO.

WHEN WILL WE GET WIFI?

NEED SOMEONE SELLING SNACKS/BEER ON TRAIN. DIM LIGHTS AT NIGHT ON BOARD.

IT WOULD BE GOOD TO HAVE WIRELESS INTERNET ONBOARD.

I WOULD LIKE TO SEE FREE WIFI ONBOARD.

I WOULD LIKE MORE POWER OUTLETS AND WIFI EVEN AT MONTHLY CHARGE.

I THOUGHT I READ THAT CALTRAIN OFFERS WIFI ONBOARD, BUT I THINK I WAS MISTAKEN. HOWEVER, ONBOARD WIFI WOULD BE EXTREMELY HELPFUL.

IT'S TOO MUCH TO EXPECT, BUT IT WOULD BE NICE TO HAVE A PANTRY SECTION ONBOARD LIKE AMTRAK. IT WOULD HELP US GRAB SOME FOOD DURING EARLY MORNING HOURS.

PUT TVS IN THE SEATS AND START SELLING FOOD ON THE TRAINS.

ELECTRIFY CALTRAIN!

SELL BOOZE ON THE TRAIN. BUDGET PROBLEM SOLVED.

CALTRAIN SHOULD OFFER WIFI FOR A SMALL FEE TO RAISE MONEY.

PLEASE GET WIFI. IT IS A HUGE INCENTIVE FOR PEOPLE TO USE PUBLIC TRANSIT, BECAUSE THEY CAN COUNT IT AS TIME AT WORK. IT WILL PAY FOR ITSELF. OTHERWISE, I LOVE CALTRAIN. THANKS!

NEW TRAINS HAVE SUPER EXPERIENCE, ESPECIALLY THE TABLES ON WHICH I CAN WORK FROM MY LAPTOP.

ONBOARD WIRELESS INTERNET WOULD BE GREAT.

WIFI ON TRAINS IS DUE.

Car Features/Amenities

HAVING WIFI IS EXTREMELY IMPORTANT!

CALTRAIN WOULD BE EVEN BETTER WITH WIFI.

ONBOARD WIFI WILL BE A GOOD ADDITION.

YOU SHOULD OFFER FREE WIFI ON BOARD.

IT'D BE [EXPLETIVE REMOVED] GREAT IF THE TRAIN PROVIDED FREE WIFI.

I USED CALTRAIN FOR THE FIRST TIME YESTERDAY AND I AM HERE AGAIN. WELL DONE! MY SUGGESTION IS THAT WIRELESS AND COFFEE COULD BE A REVENUE GENERATOR. THANKS.

NEED MORE POWER OUTLETS ON TRAINS.

MORE POWER PLUGS! USE ALL PLASTIC SEATS (THE CLOTH ONES ARE NASTY).

WE NEED WIFI.

YOU GUYS NEED WIFI.

CALTRAIN IS A GREAT COMMUTING ALTERNATIVE. I WOULD LIKE CALTRAIN TO IMPLEMENT ONBOARD WIFI SOONER.

WILL WIFI BE AVAILABLE AT ANY POINT ON CALTRAIN?

ELECTRIFICATION AND FULL HIGH SPEED RAIL SHOULD BE THE HIGHEST PRIORITY.

PLEASE OPEN A BAR CAR, WITH COFFEE IN THE MORNING AND DRINKS IN THE AFTERNOON. YOU COULD OFFER SPECIALIZED CALTRAIN DRINKS LIKE A "CALTINI" OR A "CALARITA"!

I LOVE CALTRAIN! PLEASE MAKE IT WIFI ENABLED, SINCE I ALWAYS USE MY IPOD TOUCH ON THE TRAIN.

Signage/Printed Schedules

THIS IS MY FIRST TIME ON CALTRAIN. I DIDN'T UNDERSTAND SYSTEM AT FIRST; BUT THAT COULD HAVE BEEN MAINLY BECAUSE I WAS UNAWARE OF WHERE TO LOOK FOR HELP. PERHAPS EMPLOY A CONCIERGE OR HELP DESK ATTENDEE?

I WAS IN A RUSH AND DIDN'T HAVE MUCH TIME, BUT A BIG BILLBOARD WITH ANNOUNCEMENTS OF WHICH TRAIN AND TRACK TO TAKE DEPENDING ON YOUR DESTINATION WOULD HELP.

PUT THE TIME BACK ON STATION SIGNAGE AND PROVIDE MORE INFORMATION ABOUT DELAYS.

IS IT POSSIBLE TO POST NEXT TRAIN ARRIVING IN (X) MINUTES ON THE ELECTRIC SIGNS?

YOU SHOULD USE THE ELECTRONIC BOARDS MORE EFFICIENTLY.

TRAIN NUMBERS ARE DIFFICULT TO FIGURE OUT. MAYBE PUT THE TRAIN NUMBER ON THE SIDE OF THE TRAIN?

MY ONLY COMMENT WOULD BE THAT IT'S IMPOSSIBLE TO HEAR ANNOUNCEMENT AT STATIONS LIKE 22ND STREET (MY "HOME" STATION) SO I CAN'T TELL WHEN TRAINS ARE LATE. THE VISUAL SIGNS (E.G.: PALO ALTO) ARE MUCH BETTER FOR COMMUNICATIONS/DELAYS. THANK YOU.

WHERE DO WE FIND THE TRAIN NUMBERS ON THE TRAIN?

THERE ARE NO SCHEDULES POSTED IN PALO ALTO STATIONS GOING SOUTH. I LOVE THE TRAIN. IT MAKES IT EASY FOR ME TO GO BACK AND FORTH FROM HOME. THANK YOU.

I WOULD LIKE TO HAVE MESSAGE BOARDS INSTALLED AT SOUTH SAN FRANCISCO STATION. IT IS VERY HARD TO UNDERSTAND ANNOUNCEMENTS ON THE SPEAKERS.

I'D APPRECIATE MORE PRINTS OF THE SCHEDULE ON THE TRAIN.

TRAIN NUMBERS NEED TO BE ON EACH DOOR OF CARS OR EASY TO SEE FOR EVERYBODY.

TRAIN NUMBERS ON ILLUMINATED STATION/PLATFORM SIGNS WOULD BE HELPFUL.

NOT ENOUGH SIGNAGE AT STATIONS. CAN'T TELL WHICH STATION YOU ARE AT WHILE SEATED ON TRAIN. THERE ARE NOT ENOUGH SIGNS TO TELL YOU ON WHICH SIDE OF TRACKS TO WAIT. YOU NEED COMBINED BART, VTA, CALTRAIN AND MUNI ROUTE MAPS ON TRAINS.

THE SIGN AT THE HAYWARD PARK STATION THAT SHOWS BOTH DESTINATIONS ON THE SAME SIGN IS CONFUSING. IT SHOULD ONLY SHOW THE DESTINATION THAT CORRESPONDS TO THAT SIDE. RIGHT NOW, YOU HAVE TO WAIT UNTIL THE TRAIN ARRIVES TO FIGURE OUT WHICH ARROW IS RELEVANT, ESPECIALLY FOR EUROPEANS WHOSE TRAINS ARE ON THE OTHER SIDE. SIGNS GENERALLY COULD BE IMPROVED.

Signage/Printed Schedules

THE SIGN PASTED IN STATION INFORMED US TO GO TO TRACK TWO BUT THE CONDUCTOR INFORMED US IT WAS TRACK THREE.

SOME STATIONS DO NOT INDICATE THE DIRECTION VERY CLEARLY, I.E. TO SAN FRANCISCO TO SAN JOSE.

I WOULD LIKE BETTER SIGNS FOR BABY AND INFANT FARES. ALSO, BETTER SCHEDULES INFORMATION.

THE ELECTRONIC SIGNAGE AT SAN JOSE DIRIDON IS NOT FUNCTIONING WELL. ELECTRONIC SIGNS NEED TO SHOW DEPARTURE TIME AND TRACK # FOR THE NEXT THREE TRAINS. SIGNS SHOULD BE IN LOBBY WAITING ROOM, NOT BEHIND THE TICKET COUNTER.

IT SHOULD SAY THE TRAIN NUMBER ON THE ELECTRIC BOARDS WHEN THE TRAIN ARRIVES (HELPS WHEN TRAINS ARE DELAYED). I GOT ON THE WRONG TRAIN MORE THAN ONCE BECAUSE THEY RAN LATE AND IT CAN BE HARD TO SEE THE NUMBER IN THE FRONT OF THE TRAIN.

PUT STATION ADDRESS ON SCHEDULES AND WEBSITE FOR EASE OF GPS USE/FINDING STATIONS. A STREET SIGN INDICATING WHERE TO TURN FOR LAWRENCE STREET METRO WOULD ALSO HELP.

I AM A CALIFORNIA TOURIST. IT WOULD BE NICE TO HAVE ADDRESSES FOR THE TRAIN STATIONS AVAILABLE ON THE SCHEDULE SINCE THE HOTELS SEEM UNAWARE AS TO HOW TO GET TO THE CLOSEST STATION FROM THE HOTEL.

POST SIGNS OF STOPS THAT CAN BE SEEN FROM THE TRAIN.

NOTICE BOARDS ARE NOT CONVENIENTLY LOCATED, (ESPECIALLY AT MOUNTAIN VIEW).

IT WOULD BE GOOD TO LET RIDERS KNOW WHICH PLATFORM IS HEADING TOWARDS WHICH DIRECTION (NORTHBOUND OR SOUTHBOUND). RIGHT NOW IT IS VERY CONFUSING; ALWAYS HAVE TO ASK FOR HELP.

ADD MORE SIGNS AND STATION INFORMATION ON THE TRAIN.

IT'S REALLY ANNOYING TO FIGURE OUT WHAT TRAIN YOU'RE ON, AS THAT INFORMATION IS ONLY IN ONE PLACE. GIVEN NATURAL DELAYS, IT IS STRESSFUL TO ENSURE YOU ARE ON THE CORRECT TRAIN.

THERE SHOULD BE SIGNS AT UPSTAIRS BOXES AT MILLBRAE STATION THAT MORE BOXES ARE AVAILABLE ON THE DOWNSTAIRS PLATFORM.

I'M VERY SATISFIED. PLEASE POST MINUTES UNTIL NEXT TRAIN ARRIVES ON BULLETINS AT STATIONS

THE PROCESS WOULD BE MADE EASIER WITH MORE TICKET BOOTHS AND MORE POSTED SCHEDULES AND STATION STOPS BOTH AT THE STATIONS AND ON THE TRAIN.

Signage/Printed Schedules

I WOULD INCREASE THE FONT OF THE SCHEDULES EVER SO SLIGHTLY.

I WOULD LIKE TO SEE POSTINGS OF WEEKEND SCHEDULES AT THE TRAIN STATIONS.

SAN JOSE, REDWOOD CITY HAVE NO SCHEDULES. THEY MISQUOTED THEM TO ME ON THE TELEPHONE!

FOR NEW COMMUTERS AND TOURISTS, MANY CALTRAIN STATIONS MAKE IT HARD TO FIND THE NAME OF THE STATION, A SCHEDULE, OR EVEN THE SIDE OF THE TRACKS THE USER SHOULD BE ON. MUCH OF THIS COULD BE REMEDIED WITH A CAN OF SPRAY PAINT.

I STILL DON'T ALWAYS KNOW WHICH TRAIN IS WHAT AT SAN JOSE STATION, BUT COMMUNICATION HAS IMPROVED.

ONLY IMPROVEMENT WOULD BE CLEANER LABELS FOR TRAINS. OTHER THAN THAT, GREAT TRANSIT SERVICE!

BETTER VISIBILITY OF TRAIN NUMBERS.

IT WOULD BE NICE TO HAVE BETTER VISUAL ID OF THE TRAIN, SO I KNOW WHICH ONE IS MINE.

I WISH MORE INFORMATION WAS AVAILABLE AT STATIONS.

MORE SCHEDULES SHOULD BE POSTED AT ALL STATIONS. I APPRECIATE CALTRAIN SERVICES! THANKS!

HIGHLIGHT RESTROOMS ONBOARD PLEASE!

THE SFO STATION NEEDS A PERSON THAT CAN PROVIDE INFORMATION TO RIDERS ABOUT BUS ROUTES. NEED TRAIN PRINTED SCHEDULES TO TAKE.

SOME STATIONS DON'T HAVE DIGITAL OR OVERHEAD ANNOUNCEMENTS.

IT WOULD HAVE BEEN HELPFUL TO KNOW THAT CHANGING FROM CALTRAIN TO BART WOULD COST MORE. ONE FARE SHOULD COVER TRAVEL ON BOTH LINES WHEN A DAY PASS IS PURCHASED. BETTER SIGNS AT STATIONS WOULD BE HELPFUL.

THE PLATFORMS (AND HOW TO GET BETWEEN THEM) ARE NOT WELL-LABELED AT SOME STATIONS SUCH AS CALIFORNIA AVENUE.

PLEASE HAVE PRINTED SCHEDULES FOR BART PROVIDED AS WELL.

MESSAGE BOARDS SHOULD HAVE THE TIME LISTED OF THE ANNOUNCEMENT. I NEVER KNOW HOW CURRENT THE DELAY IS. IT COULD HAVE BEEN RESOLVED AND I TAKE ANOTHER WAY HOME.

SCHEDULES IN PRINT ARE A NIGHTMARE. I NEED SOME HELP TO CLARIFY IT. THERE ARE TOO MANY COLORS, CODES ETC.

MARK TRAIN NUMBERS BETTER.

Signage/Printed Schedules

MANY TRAINS HAVE RUN OUT OF SCHEDULES/BROCHURES.

COMMUNICATION AT STATION IS STILL TERRIBLE. ELECTRONIC SIGNS DON'T PROVIDE MUCH INFORMATION, AND ARE SOMETIMES WRONG.

SHOULD HAVE INFORMATION WHEN NEXT TRAIN ARRIVES AT STATION (IN MINUTES) LIKE ANY OTHER TRANSPORTATION SERVICE IN THE WORLD. HAVE INFORMATION WHERE TRAINS ARE GOING AT STATION. NOBODY KNOWS THAT TRAIN #383 STOPS AT PALO ALTO.

ONE IMPROVEMENT THAT MIGHT BE HELPFUL, AT STATIONS, HAVE THE SIGNS TELL YOU HOW LONG UNTIL THE NEXT TRAIN ARRIVES AND WHAT THE NEXT TRAIN WILL BE, I.E. BABY BULLET VS. LIMITED. I WOULD FIND THAT INFO EXTREMELY USEFUL.

AT STATIONS THERE ARE NO ANNOUNCEMENTS OR ON-PLATFORM INFORMATION OF WHAT THE APPROACHING TRAIN IS. THIS IS A PROBLEM FOR NEW AND CASUAL RIDERS AND WHEN TRAINS FALL OFF SCHEDULE. THE DIGITAL DISPLAYS SHOULD INDICATE WHAT THE APPROACHING TRAIN IS. THERE IS NO INFORMATION ANYWHERE ABOUT WEEKEND TRACK ASSIGNMENTS AT DIRIDON.

I AM FROM OUT OF STATE. I HAD A GREAT EXPERIENCE, EXCEPT IT IS DIFFICULT TO UNDERSTAND WHAT TRACK AND TRAIN TO GET ON. I WENT THE WRONG DIRECTION! IT WOULD BE HELPFUL IF THERE WERE MORE AND CLEARER SIGNS. THANK YOU!

IT WOULD BE GOOD TO HAVE ELECTRONIC SIGNAGE.

THIS WAS MY FIRST TIME ON CALTRAIN AND I DIDN'T REALIZE THE CLIPPER READER WAS IN THE STATION! IT WOULD BE NICE IF THAT WERE BETTER ADVERTISED.

CLARIFY TRAIN IDENTIFIERS!

CLEARLY LABEL BULLET TRAINS SO THEY'RE EASIER TO IDENTIFY, RATHER THAN JUST HAVING THE TRAIN NUMBER.

AT SAN JOSE MAKE IT CLEAR WHICH TRAIN IS WHICH SINCE I NEVER LOOK AT TRACK POSTER AND THERE ARE NO INDICATORS ON PLATFORM.

THE AUTOMATED SIGNS IN THE STATIONS ARE ALMOST USELESS. THEY SHOULD SHOW ARRIVAL TIME OF NEXT TRAIN. LEAVING SAN JOSE IT IS HARD TO KNOW THE RIGHT TRAIN. TRAINS SHOULD BE IDENTIFIED BY BOTH NUMBER AND SCHEDULED DEPARTURE TIME. I KNOW THIS TRAIN AS THE 5:05, NOT WHATEVER CALTRAIN NUMBER IT IS.

IT'D BE NICE TO ADD SIGNAGE TO THE SAN JOSE DIRIDON STATION INDICATING WHICH TRAIN IS ON WHICH TRACK SIMILAR TO WHAT'S IN PLACE AT 4TH AND KING.

TRAINS HAVE NO EXTERNAL LABELING, SO IT'S VERY HARD TO KNOW WHICH TRAIN IT IS (ESPECIALLY IF THEY ARE NOT ON SCHEDULE).

TRAIN #S NEED TO BE MORE VISIBLE.

Signage/Printed Schedules

ANNOUNCEMENTS NEED TO BE BETTER HANDLED AT STATIONS. MORE SIGN BOARDS.

POOR TRAIN INFORMATION AT STATIONS. NO INFO ON GIANTS SPECIAL TRAINS AT STATION.

PLEASE INCLUDE A "FIRST TIME USING CALTRAIN" GUIDE BY THE SCHEDULES. FOR FIRST TIME USERS, IT IS SO HARD TO UNDERSTAND THE WAY IT WORKS. THANKS!

IT WAS MY FIRST TIME RIDING AND I COULDN'T FIND ANYONE TO HELP ME FIGURE OUT WHAT TO DO.

I WAS CONFUSED BY WHICH TRACK TO USE AND MISSED MY TRAIN. I WAS SUPPOSED TO DEPART AT 7:30PM BUT SAW NO OVERHEAD TIME FOR IT. MY TICKET SAID ZONE 1 TO 4 SO I WAITED IN ZONE 1. I WAS VERY SAD.

NONE OF THE POSTINGS ON THE NEW INFORMATION BOARDS SEEM TO HAVE THE STATION ADDRESS, WHICH WOULD BE HELPFUL!

DIGITAL INFO BOARDS ON STATIONS SHOULD SHOW INFO ABOUT TRAIN NUMBER AND DESTINATION.

PLATFORMS IN SAN JOSE NEED THE DISPLAY ON THE PLATFORM TO NOTIFY OF DESTINATION.

CONSIDER ADDING ANOTHER SCHEDULE BOARD MOUNTAIN VIEW NORTHBOUND - NORTH END PLATFORM.

THANKS FOR THE CONVENIENCE OF CALTRAIN! POSTED INFORMATION ON INFORMATION BOARDS IS CONFUSING. PRINTED MATERIALS ARE HARD TO FIND.

IT WOULD BE MUCH MORE HELPFUL IF THE LED DISPLAYS AT THE STATION DISPLAYED THE NEXT TRAIN TO ARRIVE AND HOW MUCH LONGER UNTIL THE NEXT TRAIN ARRIVED; IE: "208 ARRIVING 10 MIN".

VISIBILITY OF TRAIN NUMBERS ON THE F40 LOCOMOTIVES IS NOT GOOD. IF YOU MISS IT AS IT PASSES, YOU'RE SUNK.

CALTRAIN NEEDS BETTER GRAPHICS AT STATIONS TO ASSIST PEOPLE NEW TO IT. IT IS VERY HARD TO TELL WHICH STOPS A TRAIN WILL MAKE, UNLESS YOU GET ONBOARD FIRST AND GET A PRINTED SCHEDULE. ALSO, IT IS MOST IRRITATING ON THE MORNING COMMUTE WHEN PEOPLE THINK THAT THEIR BACKPACK NEEDS ITS OWN SEAT AND THE TRAIN IS FULL. YOU COULD HAVE SOME PLAYFUL GRAPHIC POSTERS TO ADDRESS THIS. FINALLY, I DID NOT KNOW THAT THERE WERE ANY RESTROOMS ON THE TRAIN.

THERE SHOULD BE A SYSTEM TO ANNOUNCE THE NEXT TRAIN, LIKE BART DOES. MAKE IT REAL TIME AND CONNECT IT TO AN IPHONE APP.

Station Amenities/Condition/Cleanliness

MORE CLEARLY MARK WHERE TO GET ACROSS TRACKS.

SPEAKERS ARE HARD TO HEAR.

UNFORTUNATELY, I COULD NOT UNDERSTAND THE ANNOUNCEMENTS.

LOUDSPEAKERS AT STATIONS ARE VERY HARD TO UNDERSTAND AND HEAR.

LAWRENCE STATION IS VERY CLEAN. SOUTH SAN FRANCISCO IS REALLY BAD!

THERE IS NO CALTRAIN INFORMATION COUNTER AT 4TH AND KING. SINCE IT IS A MAJOR STOP, THERE SHOULD BE AN INFORMATION COUNTER HERE SO PEOPLE CAN GET ANSWERS TO THEIR QUESTIONS. USUALLY, THEY HAVE TO ASK THE HOMELESS GUYS.

PALO ALTO STATION STINKS OF URINE.

I FIND THE SANTA CLARA STATION POORLY LIT AND LESS SAFE FEELING THAN THE OTHERS.

MY ONLY COMMENT WOULD BE THAT IT'S IMPOSSIBLE TO HEAR ANNOUNCEMENT AT STATIONS LIKE 22ND STREET (MY "HOME" STATION) SO I CAN'T TELL WHEN TRAINS ARE LATE. THE VISUAL SIGNS (E.G.: PALO ALTO) ARE MUCH BETTER FOR COMMUNICATIONS/DELAYS. THANK YOU.

MAINTAIN APPROPRIATE CLEANLINESS OF STATIONS. SAN FRANCISCO (4TH AND KING) NEEDS CLEANING. GET RID OF THE PIGEONS AND THE HOMELESS AND IT MIGHT BE EASIER.

I WOULD LIKE TO HAVE MESSAGE BOARDS INSTALLED AT SOUTH SAN FRANCISCO STATION. IT IS VERY HARD TO UNDERSTAND ANNOUNCEMENTS ON THE SPEAKERS.

ENCLOSED WAITING ROOMS ON ALL STATIONS WOULD BE NICE.

THE STATION SPEAKERS AT 22ND STREET ARE HORRIBLE. ALL ANNOUNCEMENTS AT THAT STATION ARE COMPLETELY UNINTELLIGIBLE.

FOURTH AND KING NEEDS PA SYSTEM FOR ANNOUNCEMENTS.

THE HILLSDALE STATION SHELTERS ON THE SOUTHWEST SIDE ARE TOTALLY INADEQUATE IN SIZE AND WIND/WEATHER PROTECTION.

I AM DISGUSTED AT WAITING AT STATIONS FOR DELAYS OR TRAINS THAT SIMPLY NEVER SLOW UP WITHOUT ANY ANNOUNCEMENTS BEING MADE OVER THE LOUDSPEAKER SYSTEM OR NOTICES POSTED ON FLASHING OVERHEAD BOARDS. CALTRAIN'S 22ND STREET STATION DOESN'T EVEN HAVE THE LATTER. THIS HAS HAPPENED A NUMBER OF TIMES THIS YEAR.

YOU CAN'T HEAR ANNOUNCEMENTS AT THE SOUTH SAN FRANCISCO STATION. VERY UNCLEAR AND DISTORTED.

BAYSHORE CALTRAIN STATION IS VERY UNCLEAN, ESPECIALLY THE ELEVATORS.

Station Amenities/Condition/Cleanliness

ALSO, WAITING EXACTLY TEN MINUTES BEFORE TRAIN IS READY TO BOARD SUCKS! (SAN FRANCISCO AND 4TH & KING STATION)

ANNOUNCEMENTS COULD BE LOUDER.

THERE NEEDS TO BE MORE ACCESS TO CLIPPER CARD LOCATIONS AND MORE HUMAN CONTACT (CUSTOMER SERVICE) AT CALTRAIN STATIONS. I WOULD LIKE THE STATION TO PROVIDE MORE INFORMATION AND TICKETS FROM REAL PERSON RATHER THAN A MACHINE.

UPSTAIRS IS AT MILLBRAE IS TOO WINDY, SHELTER THOSE TICKET MACHINE AREAS.

CALTRAIN STATIONS NEED TO BE CLEANER.

THE IMPROVEMENTS OF THE STATION LOOKS GREAT. KEEP UP THE GOOD WORK.

I'M VERY IMPRESSED WITH CLEANING . IT'S GREATLY IMPROVED AND APPRECIATED!

THE LATE/DELAYED TRAIN ANNOUNCEMENTS OVER THE SPEAKERS AT THE 22ND ST. STATION ARE TOO QUIET.

I'M CURRENTLY FRUSTRATED BY MILLBRAE CONSTRUCTION. CAN'T YOU PAUSE DURING RUSH HOUR? IT'S SO LOUD!

IT WOULD BE INCREDIBLY HELPFUL AND CONVENIENT IF THERE WAS A WAY TO GET ACROSS THE TRACKS AT SAN ANTONIO STATION BESIDES THE TUNNEL. FOR EXAMPLE, DOWNTOWN MOUNTAIN VIEW STATION HAS TWO CROSSINGS OVER THE TRACKS AT EACH END. IT'S AMAZING SERVICE OTHER THAN THAT. CALTRAIN IS MAGNIFICENT.

I WOULD LIKE TO BOARD TRAINS EARLIER. STANDING IN STATION IS UNCOMFORTABLE. ELDERLY SHOULD BE ALLOWED TO SIT.

I WOULD LIKE TO SEE MORE GRAFFITI ON THE TRAINS AND IN THE STATIONS.

I CANNOT HEAR THE SPEAKERS AT SOUTH SAN FRANCISCO. PLEASE FIX THEM. THAT IS ALL I ASK.

I REALLY LOVE THE DOWNTOWN SAN JOSE STATION. LOVE THE RETRO!

STATION VENDING MACHINES WOULD BE NICE TO HAVE.

I WISH YOU COULD WAIT INSIDE DURING THE WINTER.

I WISH THERE WERE MORE BENCHES AT LAWRENCE STATION AND THAT THE BENCHES WERE PUT WHERE THE BIRDS DON'T POOP.

THE ENVIRONMENT, CLEANLINESS, SENSE OF SECURITY AT THE REDWOOD CITY, SAN CARLOS AND SAN FRANCISCO TRAIN STATIONS HAS DETERIORATED. THERE ARE AN INCREASED NUMBER OF PEOPLE WHO ARE VIOLATING THE BAN ON SMOKING ON THE PLATFORM. THIS NEEDS TO BE ADDRESSED.

Station Amenities/Condition/Cleanliness

WHY ALL THE EXPENSE TO IMPROVE THE STATIONS WHEN YOU ARE HAVING SUCH SERIOUS BUDGET PROBLEMS?

THE LOUDSPEAKERS AT 22ND ST ARE PRETTY USELESS. TO HEAR THEM CLEARLY, YOU HAVE TO BE STANDING RIGHT NEXT TO THEM, BUT THAT NEVER HAPPENS BECAUSE THEY ARE FAR FROM WHERE THE TRAIN STOPS.

I DON'T UNDERSTAND WHY THERE IS A LOBBY AT 4TH/KING STATION. IT JUST MAKES HOMELESS PEOPLE URINATE EVERYWHERE AND RUIN THE BATHROOMS.

THE AREA SURROUNDING THE 22ND ST STATION IS OFTEN A TRASH-FILLED DUMPING GROUND AND OFTEN FEELS UNSAFE.

THE TUNNELS AT THE PALO ALTO STATION ARE DIRTY AND SMELL. PALO ALTO STATION IS OKAY. SUGGEST SECURITY TO PREVENT TAGGING WALLS (GRAFFITI).

I WISH YOU COULD DO SOMETHING ABOUT THE TUNNEL AT PALO ALTO.

AT SOUTH S.F., I CAN'T UNDERSTAND SPEAKER INFORMATION AT THE STATION.

DIRIDON STATION NEEDS CLOCKS IN THE AREA WHERE THE TICKET MACHINES ARE.

I ADORE THE PIGEONS. PLEASE LET THEM BE.

SINCE, WITH SERVICE CUTS, I NOW HAVE TO SPEND FORTY-FIVE MINUTES TO AN HOUR EACH DAY WAITING AT THE STATION, PLEASE UPDATE THE CAFÉ AT SAN JOSE. THE FOOD IS EXPENSIVE AND IS JUST AWFUL. YOU COULD ALSO GIVE US SOMETHING TO DO THERE BESIDES COUNT THE HOMELESS OR WATCH THE JEHOVAH'S WITNESSES BY THE TICKET MACHINES.

MILLBRAE STATION (CALTRAIN AREA) UPKEEP IS NEGLECTED. IT GIVES CALTRAIN AND THE CITY A VERY BAD IMAGE, CONSIDERING THE NUMBER OF TOURISTS.

PLEASE FILL IN THE SIDEWALK HOLE AT DIRIDON.

CLEAN UP 22ND ST STATION!

ANNOUNCEMENTS AT 22ND STREET ARE ABYSMAL.

SOMETIMES, WHEN THEY MAKE ANNOUNCEMENTS ON THE TRAIN AND AT THE PALO ALTO STATION YOU CAN'T HEAR THEM. PA SYSTEM REGARDING DELAYS IS NOT VERY LOUD!

THE SMELL IN THE ELEVATOR AT TAMIEN IS VERY BAD.

ELEVATORS IN SUNNYVALE HAVE A BAD STENCH.

THE BATHROOMS AT STATIONS NEED TO BE WORKING.

IN THE WINTER, THE LIGHTING ON THE NB PLATFORM SIDE (PARKING LOT) AT PALO ALTO IS INADEQUATE.

Station Amenities/Condition/Cleanliness

AT SAN FRANCISCO 4TH STATION AND KING STATION, THE RESIDENT PIGEONS DEFECATE ON WAITING PASSENGERS AND BENCHES. IT'S DISGUSTING.

PLEASE PUT A PEET'S OR TULLY'S COFFEE SHOP AT MILLBRAE WHERE ALL THOSE UNUSED TICKET WINDOWS ARE.

FIX THE SPEAKERS AT PALO ALTO. YOU CAN'T HEAR THE TRAIN DELAY ANNOUNCEMENTS. STOP CARS FROM BLOCKING THE BUSES.

I NEED BETTER SPEAKERS FOR PUBLIC ANNOUNCEMENTS AT HILLSDALE STATION.

I WOULD LOVE TO SEE A SHUTTLE BETWEEN THE SAN FRANCISCO CALTRAIN STATION AND THE FERRY BUILDING.

ANNOUNCEMENT SPEAKERS ON PLATFORMS NEED UPGRADING.

Ticket/Clipper Machines

YOUR MACHINES ARE TOO CONFUSING AND COMPLICATED TO USE, WHERE ARE THE TICKET SELLERS?

ALL VENDING MACHINES MUST ALLOW DEBIT CARDS.

THERE AREN'T ENOUGH CLIPPER CARD READERS ON THE SOUTHBOUND PLATFORM AT HILLSDALE. EITHER ADD MORE OR SPREAD THE TWO OUT. THEY'RE BOTH PLACED AT THE FAR NORTH END.

THE CLIPPER SYSTEM IS MEANT AS A CONVENIENCE. YET THE PLACEMENT AND NUMBER OF READERS AT STATIONS ARE TERRIBLE. HILLSDALE, FOR EXAMPLE, LACKS CLIPPER READERS ON THE SOUTH END OF THE SOUTH-MOVING TRACKS, SO YOU HAVE TO CROSS TO THE OTHER SIDE AFTER THE TRAIN DEPARTS IN ORDER TO TAG OFF.

THERE ARE NOT ENOUGH CLIPPER CARD READERS AT ALL STATIONS.

CLIPPER TAG STATIONS ARE NOT SPACED ADEQUATELY AT REDWOOD CITY STATION SOUTHBOUND. TICKET MACHINES AT REDWOOD CITY ARE NOT LOCATED AT A CONVENIENT SPOT FOR THOSE WHO WANT TO PARK AT CALTRAIN LOT AND NEED TO PAY FOR PARKING PASSES DAY TO DAY. TICKET KIOSK SHOULD BE AT BOTH ENDS OF STATIONS.

LOCATIONS OF CLIPPER READERS AT MILLBRAE ARE VERY POOR FOR BART PASSENGERS.

THE CLARITY OF WHICH TYPE OF TICKET TO BUY WAS LACKING. IT WAS NOT CLEAR HOW TO GET ROUND TRIP.

MORE VENDING MACHINES.

VENDING MACHINES DON'T WORK WITH CREDIT CARDS.

YOU SHOULD BE MORE CONSISTENT WITH PAYMENT OPTIONS AT VENDING MACHINES.

SOMETIMES, WE HAVE TROUBLE WITH THE TICKET MACHINE CREDIT CARD OR CASH OPTION. WE HAVE TO MAKE THE SELECTION MULTIPLE TIMES OR EVEN CHANGE THE PAYMENT TYPE FOR TICKET TO BE ISSUED. IT CAN BE A PAIN.

TICKET MACHINES ARE NOT EASY TO USE. ZONE SELECTION IS NOT INTUITIVE.

PLEASE FIX THE CLIPPER CARD READER IN MILLBRAE STATION. INSTALL MORE CLIPPER CARD READER STATIONS.

MORE TICKET MACHINES IN CROWDED STATIONS, LIKE 4TH AND KING.

WHY AREN'T THERE ANY CLIPPER CARD CHARGING MACHINES AT THE STATION?

NEED MORE TICKET MACHINES.

IT TAKES A FEW TRIES BEFORE ONE CAN BE FAMILIAR WITH USING TICKET PURCHASE BOXES.

Ticket/Clipper Machines

I'VE BEEN LEFT AT A STATION AFTER ASKING THE CONDUCTOR IF I COULD HAVE A MOMENT TO GET A TICKET BECAUSE THE MACHINE WASN'T WORKING. HE TOLD ME OK, AND THEN LEFT WITHOUT ME! MY BOYFRIEND WAS STILL ON THE TRAIN. THE CONDUCTOR TOLD MY BOYFRIEND THE TRAIN DOESN'T WAIT FOR ANYBODY; YET IT IS CONSISTENTLY LATE.

SOME STATIONS SUCH AS HILLSDALE DO NOT HAVE ENOUGH TICKET VENDOR MACHINES, ESPECIALLY CONSIDERING HOW LONG THE STATION PLATFORMS ARE. IF PUSHED FOR TIME, IT'S A LONG RUN TO THE MACHINE.

WHEN BUYING TICKETS AT MACHINES, SHOULD HAVE THE OPTIONS FOR ADULT FARE VS DISABLED/SENIOR FARE, VS YOUTH FARE.

HAVE TICKET MACHINES STATE THAT COST OF DAY PASS IS EQUAL TO THE COST OF A ROUND TRIP.

THE PROCESS WOULD BE MADE EASIER WITH MORE TICKET BOOTHS AND MORE POSTED SCHEDULES.

THE RED MACHINE IS VERY CONFUSING ESPECIALLY WHEN YOU ARE IN A RUSH. WOULD BE NICE IF THERE WAS THE OPTION OF PURCHASING FROM THE WINDOW.

THE CALTRAIN VENDING MACHINE IS THE ONLY PLACE IN THE COUNTRY WHERE MY FRENCH VISA CARD WOULD NOT WORK.

YOU SHOULD ALLOW USE OF VISA AND GIFT CARDS AT VENDING MACHINES. THANKS.

I'D LIKE A CHECK BALANCE FUNCTION ON CLIPPER MACHINES. MORE EXPRESS TRAINS.

NOT ENOUGH TICKET MACHINES. THE TRAIN STARTS TO LEAVE BEFORE EVERYONE HAS HAD A CHANCE TO BUY ONE.

NEED MORE CLIPPER TAGGING MACHINES AND REMINDERS.

NEED MORE TAG-OFF/ON TERMINALS AT HILLSDALE STOP.

CERTAIN STOPS NEED TO HAVE MORE CLIPPER TAG MACHINES SO YOU DON'T NEED TO RUN TO THE ONLY MACHINE TO TAG-ON (SAN BRUNO FOR EXAMPLE).

I WAS IN A RUSH TO GET ON THIS TRAIN. I TRIED TWO CARDS, ONE DEBIT, AND ONE CREDIT. BOTH FAILED. LUCKILY, I HAD JUST ENOUGH TIME TO USE CASH AND GET MY TICKET AND RUSH ABOARD. OTHERWISE, I'D BE VERY ANGRY RIGHT NOW.

HOW DO I BUY AN 8-RIDE PASS? I CAN'T FIND IT ON THE MENU!

PUT A TICKET MACHINE ON THE TRAIN.

THE TICKET VENDING MACHINES ARE OUT OF ORDER.

TICKET MACHINES FREQUENTLY DO NOT ACCEPT CASH OR COINS. SOME VISA CARDS ARE OFTEN NOT ACCEPTED.

Ticket/Clipper Machines

OVERALL, IT'S GOOD EXCEPT THERE WAS FROM THE TICKET MACHINE AT THE SAN JOSE STATION.

I MISSED TWO TRAINS BECAUSE THE TICKET MACHINE WAS NOT ACCEPTING COINS. IT WAS ACCEPTING ONLY BILLS AT THE HILLSDALE STATION. PLEASE CHECK THE TICKET MACHINES OR LET US GET IN THE TRAIN AND WE CAN BUY THE TICKET IN THE NEXT STATION.

MAYBE HAVE ONE OR TWO MORE CLIPPER CARD READERS AT EACH STOP (AT LEAST THE BIGGER STOPS LIKE MILLBRAE).

CLIPPER MACHINES ARE TOO FEW, ARE OUT OF SERVICE, OR ARE REMOVED AT MILLBRAE STATION (NORTHBOUND).

THERE ARE NOT ENOUGH MACHINES.

CLIPPER IS VERY INCONVENIENT. THE CARD READERS ARE NOT ALWAYS PLACED IN A GOOD LOCATION AND IF AN INDIVIDUAL IS RUNNING LATE THEY MAY MISS THE TRAIN WHILE TRYING TO CLIP ON. CLIPPER WAS A VERY BAD DECISION.

THE CREDIT CARD READER ONLY WORKS AFTER THREE TRIES.

THIS IS MY THIRD TIME RIDING CALTRAIN. THE FIRST TIME I TRIED TO TAKE A TRAIN, THE LINE WAS TOO LONG TO BUY A TICKET IN TIME AND THE MAN COLLECTING TICKETS WOULDN'T ACCOMMODATE ME IN ANY WAY, SO I MISSED THE TRAIN. THE SECOND TIME, THE MACHINE DIDN'T TAKE CASH, AND, AS A MINOR, I DIDN'T HAVE A CREDIT CARD. BESIDES THE DIFFICULTY OF BUYING TICKETS, EVERYTHING HAS BEEN GREAT.

IT WAS NERVE-WRACKING TO HAVE THE PERSON IN FRONT OF ME AT THE TICKET MACHINE HAVE TROUBLE WITH HER CREDIT CARD JUST BEFORE THE TRAIN CAME. ANOTHER MACHINE WOULD HAVE HELPED.

WHEN PAYING FOR MY TICKET, IT ACCEPTED MY CREDIT CARD FOR THE PARKING FEE, BUT THEN WOULD ONLY ACCEPT CASH FOR THE RIDE! I ONLY HAD A \$20.00 BILL, SO I NOW HAVE A BUNCH OF DOLLAR COINS FROM THE CHANGE THAT ARE TOUGH TO USE. I HAVE NOT HAD THE PROBLEM BEFORE, BUT IT'S JUST ANNOYING TO DEAL WITH GIVEN THAT EVERYTHING ELSE WAS SIMPLE TO USE.

THE TAGGING OFF SYSTEM FOR CLIPPER CARD IS A BIT CUMBERSOME. CAN YOU PLEASE ADD MORE OF THE TAG STATIONS AS WELL?

ADD MORE CLIPPER CARD READERS IN STATION OR PLACE THEM MORE STRATEGICALLY.

MORE CLIPPER CARD READERS AT BUSY STATIONS (I.E. DOWNTOWN AND MOUNTAIN VIEW).

THERE NEEDS TO BE MORE CLIPPER CARD READERS AT THE MOUNTAIN VIEW STATION. YOU HAVE ABOUT TWENTY AT 4TH/KING AND JUST TWO AT MOUNTAIN VIEW.

ADD MORE CLIPPER TAG BOXES AT MOUNTAIN VIEW STATION.

Ticket/Clipper Machines

MOUNTAIN VIEW STATION HAS VERY FEW CLIPPER CARD READERS.

IT'S A HASSLE TO BUY MONTHLY PARKING PERMIT WITH CLIPPER CARD. I WISH MONTHLY PARKING COULD BE SOLD SEPARATELY!

THERE NEEDS TO BE MORE FUNCTIONING CLIPPER CARD READERS AT THE STATIONS. IT'S ALWAYS A BOTTLENECK TO TAG ON AND OFF AND SOME ARE NOT WORKING (MILLBRAE).

SOME MACHINES WILL NOT TAKE BILLS.

AT MILLBRAE, CLIPPER CARD READERS SHOULD BE PLACED CLOSER TO ENTRANCE TO BART (NORTHBOUND CALTRAIN).

CLIPPER CARD READER DOES NOT DISPLAY HELPFUL INFORMATION. IT IS HARD TO READ BECAUSE OF THE LIGHTING. THE MESSAGES ARE CRYPTIC. I WANT TO KNOW HOW MUCH I HAVE LEFT AND HOW MUCH I HAVE USED. THE NEGATIVE AMOUNTS ARE VERY CONFUSING.

THE VENDING MACHINE DOES NOT EXPLAIN 8 RIDE PURCHASE.

THE LOCATIONS OF CLIPPER TERMINALS ARE INADEQUATE. THEY ARE INCONSISTENTLY PLACED ACROSS STATIONS AND TOO FEW AT TERMINAL STATIONS.

THE TICKET MACHINE SHORTED ME A DOLLAR A WEEK AGO.

TICKET MACHINES ARE SOMETIMES HARD TO WORK OR DON'T TAKE MONEY.

WHY ARE THE TICKET MACHINES IN REDWOOD CITY NOT ALWAYS IN SERVICE?

I WOULD LIKE MILLBRAE STATION TO ADD MORE CLIPPER CARD READERS.

NOT ENOUGH CLIPPER CARD READERS AT THE STATIONS.

TICKET VENDING MACHINES (SUNNYVALE) SOMETIMES ACTS CRANKY AND DOES NOT ACCEPT SOME CREDIT CARDS, GIVING A "CARD AUTHORIZATION FAILS" NOTICE. THIS IS VERY ANNOYING!

ADDITIONAL CLIPPER CARD MACHINES AT THE PALO ALTO STATION WOULD BE NICE. GOING NORTHBOUND, THERE SHOULD BE A CLIPPER MACHINE CLOSER TO THE FRONT OF THE TRAIN.

IT WOULD BE GREAT IF THE TICKET MACHINES TOOK DEBIT CARDS, NOT JUST CREDIT CARDS OR CASH.

CLIPPER READERS AT HILLSDALE ARE VERY FEW AND FAR BETWEEN.

THERE SHOULD BE ANOTHER CLIPPER READER NEAR THE CASTRO STREET END OF THE SOUTHBOUND MOUNTAIN VIEW PLATFORM.

THERE SHOULD BE DOUBLE CLIPPER READERS NEAR ENTRANCE AT MOUNTAIN VIEW SINCE THERE IS ONLY ONE ENTRANCE.

Ticket/Clipper Machines

NEED MORE CLIPPER CARD TERMINALS AT DIRIDON AND TAMIEN ON PLATFORMS AND ELSEWHERE AT STATION EXITS.

THE CLIPPER MACHINE LOCATIONS SUCK. IT'S LIKE YOU WANT ME TO FORGET TO TAG OFF!

IT WOULD BE NICE TO HAVE TICKET MACHINES IN THE PARKING LOT AS WELL AS ON THE PLATFORM.

SOMETIMES, THE CREDIT CARD READER TAKES SEVERAL TRIES OR DOESN'T WORK. THIS HAS CAUSED ME TO MISS A TRAIN!

Parking/Parking Machines

I PURCHASE A CLIPPER MONTHLY PASS. WOULD BE MORE CONVENIENT IF I CAN PURCHASE A MONTHLY PARKING PERMIT AT THE SAME TIME ONLINE.

HAD TO ASK ABOUT HOW TO PAY FOR PARKING EVEN THOUGH IT WAS ON THE SAME MACHINE THAT I BOUGHT MY TICKET.

I VERY HAPPY TO HAVE THIS SERVICE AVAILABLE. NEED MORE PARKING PLACES FOR MIDDAY TRIPS-SUNNYVALE WHEN HAVING TO TRANSFER.

PARKING AT THE SUNNYVALE STATION IS TERRIBLE.

EVERYTHING WAS GREAT, EXCEPT MY CREDIT CARD COULD NOT BE READ WHEN I TRIED TO PURCHASE MY PARKING PASS. IT DID WORK FOR MY DAY TRIP TICKETS. HOWEVER, THE AREA IN FRONT OF THE FENCES IN THE PARKING LOT HAS A LOT OF TRASH!

THE PARKING RATE AT STATION HAS DOUBLED IN LAST FEW YEARS. IT'S GONE FROM \$20 TO \$40 PER MONTH!

I NEVER GET A PARKING SPOT AT MOUNTAIN VIEW, EVEN THOUGH I HAVE MONTHLY PASS. CLOSE TO 80% OF THE TIME, I HAVE TO GO TO THE NEXT STOP. PLEASE CHECK ON PARKING PROBLEMS.

PLEASE ADD MORE INFORMATION ON PARKING TICKET BUYING PROCEDURE.

COULD WE HAVE DAILY PARKING OPTIONS, RATHER THAN MONTHLY?

PARKING AT THE TAMIEN STATION FEELS UNSAFE. TOO MANY BREAK-INS. MORE SECURITY?

PARKING LOT IN SAN MARTIN HAS A LOT OF ROCKS AND OTHER OBJECTS HAVE PUNCTURED MY CAR TIRES.

I AM HAPPY TO HAVE CALTRAIN IN OUR COMMUNITIES. IT IS A GOOD BARGAIN. MY ONLY COMPLAINT IS WITH THE AVAILABILITY OF PARKING.

GO PASS USERS SHOULD HAVE AN EASIER ACCESS TO PURCHASE MONTHLY PARKING PASSES.

MORE PARKING AT 22ND ST.

THE DELAY BETWEEN PURCHASED MONTHLY PASS ON LINE AND ACTIVATION IS ANNOYING AND DOESN'T MAKE SENSE. I BUY AT WALGREENS, THEN HAVE TO GET PARKING AT A VENDING MACHINE WHICH IS CUMBERSOME.

POTHoles AT HILLSDALE EAST PARKING LOT SHOULD BE FIXED.

PLEASE CONSIDER HAVING A SEPARATE VENDING MACHINE FOR PARKING PASSES.

PARKING LOTS DO NOT HAVE NOT ENOUGH SPACES TO PARK. PARKING LOT VANDALISM IS RAMPANT. THERE ARE MANY BROKEN WINDOWS.

Parking/Parking Machines

SINCE THE SF TICKET OFFICE CLOSED, THERE IS NO WAY FOR ME TO USE MY COMMUTER CHECK TO BUY A PARKING PERMIT. OTHERWISE, GREAT JOB ALL AROUND. I LOVE CALTRAIN.

NEED ABILITY TO BUY PARKING PERMITS ONLINE.

MORE PARKING LOT SPACES AT MOUNTAIN VIEW STATION.

THERE ARE MANY CARS WITH BROKEN WINDOWS AT THE TAMIEN STATION. IT IS A TRAGEDY. PLEASE HAVE SECURITY OR CAMERAS IN THE PARKING LOTS.

Phone/Website/Internet

IT'S NOT YOUR FAULT BUT GOOGLE MAPS HAS THE WRONG TIMES FOR YOUR WEEKEND SCHEDULE.

I LOVE THE CALTRAIN APP ON THE IPHONE. HELPS SO MUCH WITH SCHEDULING!

OVERALL, THE EXPERIENCE IS GOOD BUT WE SHOULD BE INFORMED OF DELAYS IN A BETTER WAY. I USE AN ANDROID APP BUT IT DOES NOT HAVE UP-TO-DATE INFORMATION. TRY ADDING A FEED LIKE BART DOES.

BEING IN A "TECH" CITY, CALTRAIN SHOULD HAVE BETTER MESSAGING ON DELAYS AND ACCIDENTS. I HAVE HAD RECENT TRAIN DELAYS, CHECKED WEBSITE FOR UPDATES BUT NOTHING. WHY NOT HAVE AN "UPDATE STATUS" AREA FOR ALERTS ON THE CALTRAIN WEBSITE. THIS IS NEEDED BADLY. MAYBE GET A TWITTER ACCOUNT TOO TO ALERT.

I WOULD LIKE TO BE BETTER INFORMED OF DELAYS AS SOON AS POSSIBLE SO WE CAN MAKE ALTERNATIVE PLANS, AN ALERT SYSTEM (IE TEXT, EMAIL BLAST, SIGN UP FOR SPECIFIC TRAIN ALERTS). OFTEN WHEN DELAYED AT THE SAN FRANCISCO STATION, ONE HAS TO RELY ON OTHER PASSENGERS OR WORD OF MOUTH. I CHECK TWITTER BUT I'M ALREADY AT THE STATION BEFORE I LEARN OF THE DELAY.

IT WOULD BE GREAT IF THERE WAS UP-TO-DATE TRAIN DELAY INFO ON CALTRAIN WEBSITE (SYSTEM DELAY NOTIFICATION) AND AN IPHONE APP. GREAT SERVICE OVERALL!

CLIPPER INFORMATION ON THE CALTRAIN WEBSITE COULD BE CLEARER.

SAN JOSE, REDWOOD CITY HAVE NO SCHEDULES. THEY MISQUOTED THEM TO ME ON THE TELEPHONE!

WITH DELAYS, CALTRAIN WEBSITE SHOULD OFFER INFO AND ALTERNATIVES.

THE EMAIL NOTICES ARE NOT USEFUL, RECOMMEND HOLIDAY REMINDERS, REMINDERS OR MAJOR DELAYS ONLY.

NEED MORE ANNOUNCEMENTS ON WEBSITE ABOUT DELAYS AND HOLIDAY SCHEDULES.

THE CALTRAIN WEBSITE COULD HAVE A REAL TIME ONGOING UPDATE OF DELAYS OR A REAL TIME MAP SHOWING TRAINS AS THEY PROGRESS. THIS IS DONE FOR THE BUS AT STANFORD (MARGARITTE SHUTTLE). GREAT IDEA SINCE SO MANY PEOPLE HAVE WIFI ON SMART PHONES AND COMPUTERS AND IT IS 24 HOUR REAL-TIME.

POST DELAYED TRAINS ON THE WEBSITE SO WE CAN CHECK PRIOR TO DRIVING TO STATION.

USE TWITTER OR POST ALERTS ON CALTRAIN.COM.

WEBPAGE WITH LIVE UPDATE OF ALL TRAINS AND LOCATIONS!

THE CALL CENTER NEVER KNOWS WHERE THE TRAINS ACTUALLY ARE

Phone/Website/Internet

MAKE GPS OF TRAINS AVAILABLE ONLINE!

MORE INFORMATION AND BETTER SHUTTLE MAPS ONLINE! THANK YOU.

THE MONTHLY PASS AND TRANSFERS PLUS MUNI INFORMATION ON THE WEBSITE IS CONFUSING.

NEED REAL TIME INFORMATION ON TRAIN DELAYS POSTED ON YOUR WEBSITE SO WE CAN VIEW IT ON PHONES.

NEED GPS REAL-TIME LOCATION OF TRAINS AND TEXT/EMAIL/WEB APP OF LOCATION OF TRAINS.

YOU NEED A BETTER ONLINE EXPERIENCE. I WOULD LOVE A CALTRAIN PHONE APP.

MORE TIMELY INFO ON CALTRAIN WEBSITE.

YOU SHOULD OFFER REAL-TIME CALTRAIN ARRIVAL AND PAUSING AVAILABILITY.

YOU NEED A MORE COMPLETE SOURCE OF REAL-TIME INFORMATION OTHER THAN "@CALTRAIN" ON TWITTER. THEY ARE RATHER POOR ON EVENING SOUTH-BOUND TRAIN DATA, NOT EVERYONE LIVES IN SAN FRANCISCO.

I'M AN OCCASIONAL RIDER AND IT IS EASY AND CONVENIENT. I LIKE THE WEBSITE A LOT.

GOOGLE MAPS SHOULD BETTER SHOW TRAIN DELAYS FOR TRIP PLANNING. CALTRAIN SHOULD TIE IN BETTER TO ONLINE MAP APPLICATIONS.

UPDATE YOUR WEBSITE WHEN THERE ARE DELAYS, THE MAJORITY OF PEOPLE CAN ACCESS IT VIA SMARTPHONES. IT WOULD RELIEVE THE DELAY FRUSTRATIONS.

THE WEBSITE SHOULD HAVE REAL-TIME PROGRESS OF TRAINS NEAR ALL STOPS.

Delay/Accident Response

THE DOWNTOWN ACCIDENT HAD VERY EFFICIENT HANDLING OF SITUATION.

I ALWAYS HOPE THERE IS NO ACCIDENT. ONE TIME, ONE TRAIN MET AN ACCIDENT. CALTRAIN HAD TO CANCEL ALL THE LATER TRAINS. THE TRAIN I BOARDED WENT BACK TO THE TERMINAL. THAT DAY, I LOST THREE HOURS ON THE WAY TO HOME.

I WAS ON THE TRAIN DURING THE LAST INCIDENT IN BURLINGAME. IT WAS HANDLED PROFESSIONALLY AND VERY WELL. THANK YOU FOR A JOB WELL DONE FOR SUCH A TRAGIC INCIDENT.

THERE MUST BE A WAY TO HANDLE FATALITIES FASTER. CALTRAIN SHOULD SET A GOAL TO MINIMIZE DELAY TO 30 MINUTES.

THERE IS NO ALTERNATIVE PLAN FOR TRANSPORTATION WHEN THE SYSTEM STOPS DUE TO SWITCHING PROBLEM OR PEDESTRIAN ACCIDENT.

WHEN THERE IS A MAJOR DISRUPTION IN SERVICE DUE TO ACCIDENTS AND FATALITIES THERE SEEMS TO BE NO CUSTOMER PROTOCOL. COMMUNICATION IS BAD. SAN FRANCISCO STATION MANAGER IS NOWHERE TO BE FOUND AND THERE IS NO PLAN ON WHICH TRAINS WILL LEAVE WHEN. EVERYONE JUST HANGS AROUND AND THEN SUDDENLY THERE'S AN ANNOUNCEMENT ON WHICH A TRAIN IS DEPARTING. NEED TO HAVE WELL THOUGHT OUT CONTINGENCY PLAN.

HAVE SOME MEASURES AND ACTION PLAN TO MITIGATE THE DELAYS CAUSED BY ACCIDENTS ON THE RAILWAY TRACKS.

I WISH THERE WAS AN EMAIL ALERT SYSTEM FOR TRAIN DELAYS. IT WAS ESPECIALLY DIFFICULT TO ARRIVE AT 4TH AND KING AND HAVE 2 HOUR DELAY DURING THE FATALITY LAST WEEK. IT WAS A LONG WALK TO BART AND SAMTRANS DEPOTS. I WISH THERE WAS A BUS BRIDGE OFFERED!

AFTER DELAYS, ALL TRAINS SHOULD BE LOCAL.

IF TRAIN HITS AN OBJECT OR PERSON, LET ME OFF AS SOON AS POSSIBLE. I'M NOT A WITNESS

THERE APPEARS TO BE NO CONTINGENCY PLANS WHEN ACCIDENTS OCCUR OR WHEN TRAINS STOP FUNCTIONING. I WAS TRAPPED ON A TRAIN FOR 90 MINUTES WITH NO OPTION TO LEAVE BECAUSE WE WERE STOPPED IN THE MIDDLE OF NOWHERE AND HAD TO WAIT FOR ANOTHER TRAIN TO COME AND GET US. WHEN WE ARE STOPPED AT A STATION, THERE IS NO ADDRESS TO PROVIDE TO TAXIS TO PICK US UP.

WHEN CASUALTIES OR OTHER DELAYS OCCUR, CALTRAIN DOES POORLY IN PROVIDING ALTERNATE SOLUTIONS. THE SINGLE TRACK NORTH AND SOUTH LAYOUT IS A PROBLEM AND DOES NOT GIVE FLEXIBILITY WHEN ISSUES OCCUR.

Delay/Accident Response

CUSTOMERS SERVICES RATES A ZERO, IF THERE IS AN ACCIDENT, THE PASSENGERS ARE TREATED VERY POORLY. YOU HAVE ONLY THREE PROFESSIONAL CONDUCTORS. SAN FRANCISCO STATION IS THE WORST WITH ACCIDENTS, THE POLICE, CONDUCTOR AND MANAGEMENT CAUSE MORE DISORDER. THE CUSTOMER SERVICE ON THE PHONE AND BY WRITTEN COMMUNICATION AND ONLINE IS HORRIBLE. I AM VERY DISSATISFIED WITH YOUR SERVICE.

IT WOULD BE GREAT IF CALTRAIN COULD HAVE A BETTER CONTINGENCY PLAN TO DEAL WITH INCIDENTS. RIDERS ARE STUCK ON THE TRAINS. I DO TOTALLY UNDERSTAND THE INCIDENTS ARE BEYOND CALTRAIN CONTROL, BUT ASSISTING RIDERS CAUGHT BY IT IS AN OPPORTUNITY TO BETTER THE SERVICE.

YOU NEED TO HAVE SOME PLAN IN PLACE DURING MAJOR DELAYS.

SERVICE IS GOOD BUT WHEN FATAL ACCIDENTS OCCUR IT IS BECOMING DIFFICULT FOR THE PASSENGERS TO REACH THEIR DESTINATION. IF ACCIDENTS HAPPEN FOR ONE TRAIN, ALL TRAINS WILL COME TO A HALT.

I HAVE BEEN TAKING CALTRAIN FOR THREE YEARS NOW AND THE PROCEDURE OR PROTOCOL FOR DELAYS IS HORRIBLE.

WHEN THERE IS DELAY THE AGENT SHOULD TAKE TIME TO STUDY THE TRANSPORTATION INFORMATION. HE IS NOT ABLE TO PROVIDE HELPFUL INFORMATION SUCH AS ALTERNATIVE TRANSPORTATION, ESTIMATE DELAY. TELL THE CUSTOMER WHAT HAPPENS! THE AGENT IS ALWAYS MISSING WHEN A PROBLEM HAPPENS. NO AGENT IS WILLING TO HELP OUT THE PASSENGER WHEN IT IS REQUIRED.

IN CASE OF A FATALITY SUSPENDING THE TRAIN INDEFINITELY AND ASKING COMMUTERS TO LOOK FOR OTHER MODES OF TRANSPORT IS NOT GOOD. THERE HAS TO BE AN ALTERNATE SOURCE OF TRANSPORT PROVIDED INSTEAD OF LEAVING US IN LIMBO.

OVERALL, I'M SATISFIED WITH THE SERVICE. MY ONLY COMPLAINT IS WITH DELAYS LONGER THAN TEN MINUTES, ESPECIALLY ACCIDENTS AND SUICIDES. ALTERNATIVES AND RESOURCES ARE NEEDED AND FARE REFUNDS AS WELL.

ONE MAJOR ISSUE IS ACCIDENTS, BOTH THE LOSS OF LIFE ASPECT AND LACK OF ORGANIZED ALTERNATIVE TRANSPORT. OFTEN IT TAKES AS LONG TO FIND AND USE ALTERNATES AS IT DOES TO WAIT FOR SERVICES TO BE RESTORED. BRIDGING TRANSPORT SHOULD BE OFFERED QUICKLY.

THE OVERALL CALTRAIN EXPERIENCE IS NOT RATED A 5 BECAUSE OF GETTING BUMPED ON MY BIKE AND BECAUSE OF THE TWO HOUR DELAYS WHEN THERE'S A FATALITY.

YOU NEED A BETTER SYSTEM FOR WHEN THE TRAIN HITS SOMETHING ON THE TRACKS AND SERVICE STOPS COMPLETELY. THIS HAS HAPPENED THREE TIMES IN SIX OR SEVEN MONTHS. BART AND SAMTRANS DON'T GO TO MOUNTAIN VIEW SO THAT'S NOT HELPFUL.

Delay/Accident Response

OVERALL THE EXPERIENCE IS GOOD; BUT THERE NEEDS TO BE BETTER CONTINGENCY PLANS IN PLACE WHEN TRAINS GET STRANDED FOR VARIOUS REASONS, WHICH HAPPENS OFTEN!

WHEN ACCIDENTS CAUSE A DELAY IN SERVICE, QUICK OPTIONS TO AVOID LONG, LONG DELAYS.

General Compliments

GREAT

I ENJOY ALL MY TRIPS ON CALTRAIN. I FIND IT VERY RELAXING ON THE TRAIN, AND ENJOY TAKING TRIPS. AS I DO NOT DRIVE, CALTRAIN IS A BLESSING.

TRAIN AND TRAIN OPERATIONS ARE OKAY.

FOR ME, IT'S GREAT SERVICE.

I LOVED IT! IT'S A VERY COMFORTABLE RIDE. I'VE NEVER RIDDEN A TRAIN LIKE THIS!

EVERYTHING WAS FINE, AND THERE WERE NO PROBLEMS.

GREAT! I HAD A FUN TRIP!

THANKS. MY FIRST TIME ON CALTRAIN AND I ENJOYED IT.

AS A VISITOR, I FOUND IT A USEFUL MODE OF TRANSPORT AND VERY EASY TO USE.

I BELIEVE YOU GUYS ARE DOING A GREAT JOB. KEEP UP THE GOOD WORK. PLEASE DON'T STOP THE TRAINS.

A GREAT WAY TO RIDE.

OVERALL VERY SATISFIED. IT'S EASY TO WORK INTO MY DAILY ROUTINE.

I LOVE HOW CONVENIENT THE CALTRAIN IS IN THAT IT ALLOWS US TO TRAVEL RELATIVELY FREELY ACROSS CALIFORNIA. I LITERALLY CANNOT LIVE WITHOUT THIS SERVICE. I THANK YOU! I LOVE CALTRAIN!

IT'S A VERY COMFORTABLE, EASY CAREFREE RIDE. MY FAMILY IS NEW TO THE BAY AREA. WE'RE FROM CHICAGO. CALTRAIN IS A MUCH CLEANER, SAFER, AND OVERALL NICER EXPERIENCE THAN THE COMPARABLE CHICAGO METRO.

OVERALL A GOOD EXPERIENCE.

OVERALL, I APPRECIATE YOUR SERVICE.

VERY GOOD EXPERIENCE. I USE ABOUT ONCE A MONTH!

A VERY COMFORTABLE OPTION TO DRIVING AND ENVIRONMENTALLY FRIENDLY. KEEP IT UP. SAFE, RELIABLE, HASSLE-FREE.

IT IS GOOD SERVICE.

I HAVE GENERALLY HAD A PLEASANT AND EASY EXPERIENCE USING CALTRAIN.

I LIKE CALTRAIN!

General Compliments

I HAVE BEEN RIDING CALTRAIN REGULARLY FOR MANY YEARS (UNTIL RECENT RETIREMENT) AND HAVE ALWAYS FELT WELCOMED. EVEN NOW, I WOULD MISS IT ENORMOUSLY IF IT WERE TO BE SUPERSEDED.

GOOD SERVICE.

GREAT SERVICE EVERY DAY.

IT IS A WONDERFUL SERVICE AND IT SHOULD CONTINUE.

THE 12:07 SAN FRANCISCO HILLSDALE TRAIN IS IN ONE WORD "AWESOME."

THANKS FOR GOOD SERVICE. I AM VERY HAPPY.

I USE CALTRAIN INFREQUENTLY BUT HAVE ALWAYS BEEN SATISFIED.

THE OVERALL EXPERIENCE IS EXCELLENT.

GOOD JOB CALTRAIN.

FANTASTIC RIDE!

HAPPY WITH CALTRAIN PROCEDURES.

IT'S A GREAT TRAIN! I LIKE SITTING ON TOP OF IT!

SATISFIED OVERALL. IT'S A WONDERFUL SERVICE FOR SENIORS WHO CAN EXPLORE SAFELY. THANKS.

EVERYTHING IS OK FOR ME.

I HAVE BEEN RIDING FOR SIX YEARS DAILY. I'M HAPPY WITH MOST EVERYTHING.

GOOD SERVICE! THANK YOU!

I REALLY AM GLAD TO BE ABLE TO RIDE CALTRAIN FROM SAN FRANCISCO FOR MY JOB. IT'S A MUCH BETTER EXPERIENCE THAN BART.

VERY SATISFIED WITH SERVICE.

I AM OVERALL HAPPY WITH CALTRAIN AND MOST OF THEIR SERVICE AND EMPLOYEES.

IT'S A PLEASURE COMMUTING ON CALTRAIN!

I AM EXTREMELY SATISFIED WITH CALTRAIN SERVICE.

AWESOME.

I HAVE BEEN TAKING CALTRAIN FOR TWO YEARS NOW. OVERALL, IT'S BEEN GOOD.

CALTRAIN IS AN AMAZING WAY OF TRANSPORTATION AND I WILL BE USING IT MORE OFTEN.

General Compliments

CALTRAIN IS INCREDIBLY CONVENIENT. AS A COLLEGE STUDENT WITHOUT A CAR, I FIND THAT GETTING TO OTHER PLACES IN THE BAY MUCH FASTER BECAUSE OF CALTRAIN.

I ENJOY TAKING CALTRAIN TO THE CITY.

OVERALL EXPERIENCE WAS GOOD.

AS A SENIOR, I RELY ON CALTRAIN FOR MY VERY FREQUENT TRIPS BETWEEN SANTA CLARA AND SAN FRANCISCO (3 PER WEEK). I'VE BEEN A COMMUTER SINCE 1978 AND AM VERY HAPPY WITH THE PRESENT SERVICE.

THANK YOU CALTRAIN.

MANY THANKS FOR THE GREAT SERVICE!

THANK YOU FOR YOUR SERVICE.

I AM VERY SATISFIED WITH CALTRAIN AND THINK IT PROVIDES THE BEST COMMUNITY EXPERIENCE I HAVE HAD IN ANY CITY AND I HAVE LIVED IN MANY. GREAT SERVICE!

REALLY HELPFUL FOR MY DAY TO DAY JOURNEY.

OVERALL IT IS GOOD.

I LOVE CALTRAIN! EASY AND RELAXING!

VERY NICE!

NICE TRAIN. I AM FROM THE PHILIPPINES.

CALTRAIN IS A SYSTEM AS WELL OILED AS A MACHINE!

I APPRECIATE THE SERVICE.

I USE CALTRAIN FIVE DAYS A WEEK FROM HILLSDALE TO SAN FRANCISCO AND BACK. I APPRECIATE THE SERVICE VERY MUCH.

THANK YOU FOR A GREAT SERVICE!

I REALLY APPRECIATE HAVING CALTRAIN AVAILABLE.

CALTRAIN IS AN EXCELLENT PUBLIC SERVICE. DON'T LET IT WITHER AWAY!

GREAT JOB.

PERFECT TRIP!

THANK YOU FOR YOUR GREAT SERVICE I AM VERY SATISFIED. KEEP UP GOOD WORK!

OVERALL, THEY HAVE GREAT SERVICE.

CALTRAIN IS GREAT MASS TRANSIT. I HOPE THE STATION CLOSINGS AND SCHEDULE REDUCTIONS CAN BE AVOIDED.

General Compliments

I'M ON VACATION FROM IRELAND; CALTRAIN IS A LOT BETTER, ALL AROUND, THAN IRISH RAIL SERVICES!

PEOPLE IN THE BAY AREA LIKE TO COMPLAIN TOO MUCH! YOU ARE DOING GREAT!

FOR ME, IT'S EXCELLENT.

I TAKE THE TRAIN OCCASIONALLY. I LOVE THE RIDE.

GOOD TRAIN.

AWESOME EXPERIENCE, A PLUS.

NO MAJOR PROBLEMS WITH CALTRAIN. THE BABY BULLET IS GREAT.

GREAT SERVICE FOR COMMUTERS. IT MAKES TRANSPORTATION BETWEEN CITIES EASY.

OVERALL GOOD SERVICE.

CALTRAIN WAS REALLY HELPFUL AND USEFUL FOR ME. THANKS.

LOVE IT. VERY CONVENIENT.

I REALLY APPRECIATE THE AVAILABILITY AND SERVICE OF CALTRAIN. PLEASE KEEP IT FUNCTIONING. THANKS.

GOOD EXPERIENCE.

Other Comments

I LIVE IN MENLO PARK NEAR CALTRAIN. AS A NEIGHBOR OF CALTRAIN, I LOVE TO SAY YOUR HORNS ARE WAY TOO LOUD AND SOME CONDUCTORS HIT THE HORNS TOO MANY TIMES AND FOR TOO LONG A PERIOD. THIS IS VERY IRKSOME TO SOMEONE LIVING WITHIN EARSHOT OF THE TRAIN AND A REASON NOT TO SUPPORT CALTRAIN AND ITS EXPANSION OF ANY KIND IN MY NEIGHBORHOOD. ALL MY NEIGHBORS FEEL THE SAME. PLEASE BE SURE TO TONE DOWN THE HORN AND USE IT LESS FREQUENTLY, ESPECIALLY AT NIGHT! THANK YOU!

CHECK OUT WHAT IS DONE IN EUROPE AND BY ALL MEANS COPY IT!

FOR SOME REASON TRAINS CAN'T LEAVE AND ENTER THE 4TH AND KING STATION SIMULTANEOUSLY WHICH MAKES NO SENSE.

I RELY ON CALTRAIN DURING THE WEEK AND ALSO ON WEEKENDS. PLEASE FIND A DEDICATED FUNDING SOURCE ASAP.

THE TRAINS ARE TOO NOISY AND POLLUTE THE AIR TOO MUCH. THIS IS THE YEAR 2011, WHERE ARE QUIET TRAINS THAT DON'T SPEW CO2 INTO OUR PRECIOUS AIR? LOWER THE SOUND OF THE HORNS, AS THEY CAN BE HEARD FOR MILES WHEN THEY ONLY NEED TO BE HEARD IN FRONT OF THE TRAIN. STOP NOISE POLLUTION!

CALTRAIN MANAGEMENT IS NOT EFFICIENT WITH MY MONEY. STOP WHINING ABOUT SHORTFALLS AND IMPROVE YOUR EFFICIENCY.

IT WOULD BE REALLY COOL IF WE COULD LEARN MORE ABOUT THIS RAIL CORRIDOR'S HISTORY, LIKE THE SANTA FE STATION ON 3RD AND TOWNSEND.

GLAD TO HEAR YOU'RE PARTNERING WITH HIGH SPEED RAIL. THEY'LL BENEFIT FROM YOUR RIGHT OF WAY AND YOUR WELL DESERVED LOYAL RIDERSHIP. YOU'LL BENEFIT FROM HAVING A STABLE SOURCE OF DEDICATED FUNDING AT LAST THAT WILL ALLOW YOU TO MOVE QUICKLY, FIX YOUR RAIL BEDS, ELECTRIFY YOUR SYSTEMS AND EXPAND SERVICE. KEEP THEM ROLLING!

CALTRAIN'S A NECESSITY. LET'S GET IT PERPETUALLY FUNDED!

YOU NEED TO MAKE YOUR TRAIN STOPS A CONSISTENT TIME, LIKE ONE OR TWO MINUTES. CURRENTLY, THE TRAIN BARELY STOPS TO ALLOW ANY TIME TO BUY A TICKET FROM A MACHINE SHOULD YOU NEED TO JUMP BACK ON TO GO TO ANOTHER ZONE. JUST, ONE MINUTE WOULD SUFFICE.

THE MUNI GUYS WHO STAND IN THE DOORWAY AT SAN FRANCISCO 4TH AND KING SHOULD BE ASKED TO STAND OUT OF THE WAY OF THE DEPARTING PASSENGERS.

CALTRAIN IS VITAL TO BAY AREA! FUNDING MECHANISMS ARE INADEQUATE. NEED TO CREATE STABLE FUNDING SOURCE.

WHY DO SO MANY MUNI/POLICE BLOCK THE FLOW OF PEOPLE FROM THE TRAIN? THERE IS AN INSANE AMOUNT OF HONKING OF HORNS.

Lost & Found

I LOST MY PHONE ON A TRAIN AND NO ONE FROM LOST AND FOUND EVER CALLED ME BACK.
LOST AND FOUND IS TERRIBLE. I LOST MY GLASSES BUT THERE IS NO CENTRAL LOST AND
FOUND TO CHECK.

Clipper Card

INCREASE AVAILABILITY OF CLIPPER CARDS AND DON'T RESTRICT THE SALES TO WALGREENS.

ADDING FUNDS TO CLIPPER IS POOR TO VERY BAD. IT'S EASY FOR THE COMPANY, BUT HARD FOR NEW USERS WHO GET OVER-CHARGES WITHOUT REFUNDS. THREE DAYS, WHY? ALSO, THERE IS A LACK OF INFORMATION GIVEN TO CONDUCTORS, WHICH OFTEN FORCES RIDERS TO DETRAIN AND REBOARD, MISSING THEIR TRAINS.

CLIPPER CARD VALUE ADDED MACHINES WOULD BE HELPFUL LOCATED AT THE STATIONS.

I HAVE ABOUT 50% SUCCESS WITH THE CLIPPER CARD AT BART STATIONS, BUT IT ALWAYS WORKS AT CALTRAIN SO WISH IT WOULD WORK WELL AT BOTH.

OVERALL, CALTRAIN IS VERY EASY AND ALWAYS ON TIME. THE ONLY COMPLAINT IS THE CLIPPER. I BOUGHT ONE. IT REPEATEDLY DID NOT LET ME CLICK OFF. THIS ENDED UP COSTING ME MORE MONEY, BECAUSE I HAD TO BUY ONE TIME TICKETS. CLIPPER SUCKS.

IT WOULD BE GREAT IF THERE WERE A WAY TO VERIFY IN THE STATION THAT YOUR MONTHLY PASS HAD BEEN SUCCESSFULLY ADDED TO YOUR CLIPPER CARD.

I CAN'T BELIEVE THAT I CAN'T LOAD MONEY ONTO MY CLIPPER CARD AT A STATION OR EVEN ONLINE FOR IMMEDIATE USE! I JUST MOVED FROM BOSTON AND CLIPPER'S EASE OF USE, COMPARED TO THE MBTA'S CHARLIE CARD, PALES IN COMPARISON.

THE CLIPPER CARD SUCKS!

IF I HAVE A MONTHLY PASS, IT SHOULD JUST ADD AUTOMATICALLY WITHOUT TAGGING OR BY TAGGING ONE TIME ON THE FIRST DAY. I WAS DELAYED TO TAG OFF (6 HOURS LATER BUT SAME DAY) AND IT DEDUCTED \$10 TWICE THAT DAY.

CLIPPER'S WEBSITE DOES NOT POST ACTUAL MONEY ON THEIR SITE. I CANNOT RECONCILE MY BANK ACCOUNT TO CLIPPER'S TRANSACTION PAGE. SOMETIMES, I TAG OFF BUT IT DOES NOT POST TO CLIPPER ACCOUNT.

THERE IS CONFUSION WITH THE CLIPPER MONTHLY PASS. THERE IS VERY LITTLE INFORMATION ABOUT HOW AND WHEN TO TAG ON AND OFF WITH MONTHLY CLIPPER PASSES.

THE INABILITY TO FILL CLIPPER INSTANTLY ANYWHERE BUT SPARSE WALGREENS LOCATIONS IS A HUGE MINUS. THE PENALTY FOR FORGETTING TO TAG OFF IS UNREASONABLE FOR MONTHLY PASS USERS! THIS IS THEN COMPOUNDED BY INABILITY TO REFILL AT THE TICKET MACHINE (LIKE I CAN AT BART AND MUNI). RETHINK THIS SYSTEM AND/OR FIX REFILL!

OVERCHARGING FOR A WEEKEND JOURNEY ON A MONTHLY PASS IS JUST PLAIN SILLY (WHEN I FORGET TO TAG OFF).

I WOULD LIKE TO BE ABLE TO ADD VALUE ON CLIPPER CARDS AT STATIONS.

Clipper Card

PLEASE RE-INSTATE MONTHLY PASSES ON THE TICKET MACHINES. IT IS SO MUCH MORE CONVENIENT THAN THE USELESS CLIPPER CARDS.

I WOULD NEVER USE THE CLIPPER CARD AS AN 8-RIDE, BECAUSE I DON'T TRUST THE CARD TO ALWAYS WORK AT STATIONS. I LOVE CALTRAIN. KEEP UP THE GOOD WORK.

NEED MORE PLACES TO LOAD CLIPPER, BECAUSE ONLINE TAKES TOO LONG.

THE CLIPPER CARD SYSTEM IS WAY MORE COMPLICATED THAN NECESSARY.

I HAVE ISSUE WITH 8-RIDE TICKETS ON THE CLIPPER, AND ESPECIALLY WHEN SWITCHING FROM ONE 8-RIDE TO ANOTHER IN ONE DAY OR WHEN USED IN COMBINATION OF THE MONTHLY PASS.

CALTRAIN DID NOT PROVIDE INFORMATION ABOUT THE \$1.25 CLIPPER "CONVENIENCE" FEE UNTIL TWO DAYS AFTER I WAS IN CONTACT WITH THE CLIPPER. THIS WAS VERY UPSETTING, BECAUSE AS A RIDER I FELT I WAS NOT GUIDED CORRECTLY.

CLIPPER WAS A NIGHTMARE BUT HAS IMPROVED. I WOULD HOPE THE CONDUCTORS ARE MORE UNDERSTANDING OF MONTHLY PASS HOLDERS WHO FORGET TO TAG ON IN A NEW MONTH THOUGH.

I OVERHEAR CONFUSION AND ARGUMENTS ABOUT CLIPPER CARDS ON EVERY RIDE.

CLIPPER HAS AN INCREDIBLE NUMBER OF BUGS AND IS VERY DIFFICULT TO SET UP. GETTING A REFUND IS EVEN WORSE. I WOULD RATHER HAVE THE MONTHLY PAPER PASSES BACK.

MORE INFO ON HOW TO GET A CLIPPER CARD PLEASE.

THOUGH I PAID FOR MONTHLY CLIPPER CARDS, THE MACHINE ALWAYS ERRORS OUT WITH MY CARD. CLIPPER CARDS AREN'T GOOD.

WHY DOESN'T FUNDING ADDED TO CLIPPER CARD ONLINE SHOW UP IMMEDIATELY?

PAPER PASSES WERE EASIER FOR CUSTOMERS AND CONDUCTORS. OVERALL, I'M VERY HAPPY WITH CALTRAIN, BUT I DON'T LIKE CLIPPER.

DON'T REQUIRE MINIMUM BALANCE IN CLIPPER. CHARGE CLIPPER DEPOSITS MORE QUICKLY.

CLIPPER CARD LOADING IS INCONVENIENT.

CLIPPER MONTHLY NEEDS TO BE AVAILABLE AT THE MACHINE.

NEED A BETTER WAY TO LOAD MONEY INTO CLIPPER. WHO ON THE CALTRAIN BOARD HAS STOCK IN WALGREENS?

I USE WAGE WORKS. THEY AND CLIPPER DON'T WORK WELL TOGETHER. LOTS OF MISINFORMATION.

Clipper Card

THE 1.25 MINIMUM IS RIDICULOUS. SOLVE IT! A MONTHLY CLIPPER PASS SHOULD NOT REQUIRE \$1.25. IT'S OBVIOUSLY LAZINESS IN THE CREATION OF THE SYSTEM. YOU SHOULD NOT BURDEN YOUR CUSTOMER WITH THE FUNCTIONING OF YOUR SYSTEM.

YOUR THREE TO FOUR DAY DELAY ON CREDIT CARD TRANSACTIONS COST ME A \$106 FINE. THANKS SO MUCH. THERE HAS TO BE A BETTER WAY TO DO CREDIT CARD PURCHASES. THE IDEA OF CLIPPER IS NICE BUT THE EXCEPTIONS LEAVE MUCH TO BE DESIRED.

WHY CAN WE ONLY PUT TWO 8-RIDE PASSES ON A CLIPPER CARD AT A TIME? I GET THE \$50 VOUCHERS FOR CALTRAIN FOR WORK AND IT'S ANNOYING. I CAN'T PUT IT ALL ON MY CARD AT ONCE. ALSO, WOULD LIKE IT IF WE COULD TRANSFER OUR CASH ON CLIPPER CARD TOWARDS PAYMENT OF AN 8-RIDE.

CLIPPER CARDS SHOULD BE PURCHASED AT THE VENDING MACHINES AT THE CALTRAIN STATION. MEANWHILE, PASSENGERS SHOULD BE ABLE TO ADD VALUE TO THE CLIPPER CARDS AT THE VENDING MACHINE AT EACH CALTRAIN STATION.

THE CLIPPER CARD VENDORS (WALGREENS) ARE INSUFFICIENTLY TRAINED.

MY FAITH IN USING CLIPPER FOR TRIPS BEYOND MY MONTHLY ZONES IS LOW. I THINK I'M BEING OVERCHARGED.

GET THE PAPER MONTHLY PASS BACK. CLIPPER IS IMPOSSIBLE TO DEAL WITH. MANY PROBLEMS WITH CUSTOMER SERVICE AND BILLING.

IS IT POSSIBLE TO SPECIFY THE DISTANCE THAT I TRAVEL WHEN I FIRST TAG MY CLIPPER? I MANY TIMES FORGET TO TAG OFF.

YOU SHOULD BE ABLE TO ADD AND PURCHASE CLIPPER CARDS AT OR NEXT TO THE STATIONS.

CLIPPER CARD SERVICE IS A GIVEN I KNOW (MTC), BUT I DON'T LIKE IT. IT'S THE OPPOSITE OF CONVENIENT.

THERE SHOULD BE A WAY TO CHECK CLIPPER BALANCES AT THE STATION.

CLIPPER CARD MAKES IT FAR TOO EASY TO OVERPAY BY FORGETTING TO TAG OFF. YOU SHOULD BE ABLE TO TAG OFF ON THE TRAIN BEFORE GETTING OFF! I CAN ON MUNI, WHY NOT ON CALTRAIN?

WE NEED TO BE ABLE TO FILL CLIPPER CARDS AT MORE THAN TWO LOCATIONS; IE WALGREENS AND VTA OFFICES. THEY ARE NOT ALWAYS OPEN AT A CONVENIENT LOCATION OR TIME. NOT HAVING THE COUNTER AT DIRIDON BEING ABLE TO SELL OR RENEW CLIPPER IS RIDICULOUS.

ON THE CLIPPER CARD, APPROXIMATELY 20 PERCENT OF THE TIME, I GET A "SCAN AGAIN" ERROR, WITH 3 AUDIBLE BEEPS. I DON'T SEEM TO BE DOING ANYTHING DIFFERENTLY. IT WOULD BE GOOD TO REDUCE THIS RATE.

Clipper Card

I SHOULD BE ABLE TO ADD VALUE TO CLIPPER AT CALTRAIN STATIONS.

MORE THOROUGH CLIPPER CARD INFORMATION.

I DISLIKE HAVING TO TAG OFF ON CLIPPER AND OFTEN FORGET TO.

IT IS UNACCEPTABLE THAT IT CAN TAKE AS LONG AS FIVE DAYS TO ACTIVATE A MONTHLY PASS ON A CLIPPER CARD WHICH COULD RESULT IN A CITATION EARLY IN THE MONTH. ALSO, HAVING TO TAG ON AND OFF PRIOR TO THE FIRST RIDE OF THE MONTH IS VERY EASY TO FORGET IF I'M IN A HURRY.

THERE NEEDS TO BE MORE ACCESS TO CLIPPER CARD LOCATIONS AND MORE HUMAN CONTACT (CUSTOMER SERVICE) AT CALTRAIN STATIONS. I WOULD LIKE THE STATION TO PROVIDE MORE INFORMATION AND TICKETS FROM REAL PERSON RATHER THAN A MACHINE.

I WISH CLIPPER CARDS WERE EASIER TO GET HOLD OF.

I WANT TO REFILL CLIPPER AT HILLSDALE STATION OR REFILL ONLINE THE SAME DAY.

IT WOULD BE NICE IF I COULD RELOAD THE CLIPPER CARD USING MY COMMUTER CHECKS AT A CALTRAIN STATION INSTEAD OF HAVING TO MAKE AN EXTRA STOP AT WALGREENS.

I HAVE A ZONE ONE TO TWO MONTHLY PASS BUT SOMETIMES THE READERS SEE A ZONE TWO TO FOUR PASS. I HAVE BEEN KICKED OFF BECAUSE OF THIS.

MY ROOMMATE USED THE CLIPPER SERVICE AND WE WERE UNCERTAIN WHAT HAPPENED. IT CHARGED HIM BEFORE GETTING ON THE TRAIN. THEREFORE, WE DIDN'T KNOW IF WE SHOULD SCAN AFTER GETTING OFF. NEEDS BETTER INSTRUCTIONS AND EXPLANATION AT MACHINE. WE SHOULDN'T HAVE TO GO ONLINE TO FIGURE OUT AFTERWARDS.

THERE SHOULD BE CLIPPER TOP UP MACHINES AT STATIONS. THREE-DAY WAIT TO TOP UP IS RIDICULOUS. YOU SHOULDN'T NEED TO TAG OFF CALTRAIN AND THEN TAG ON BART AT MILLBRAE. TAGGING THROUGH THE BARRIER SHOULD DO BOTH.

WOULD LIKE TO SEE CLIPPER TOP-UP MACHINES AT ALL STATIONS. INTEGRATION OF CLIPPER CARD FARES ACROSS SERVICES (CALTRAIN, MUNI, BART ETC) COULD BE VASTLY IMPROVED. FOR A BETTER MODEL, LOOK AT OYSTER CARDS USED BY TRANSPORT FOR LONDON (T&L)! THANKS.

NO DIRECTIONS ON HOW TO USE CLIPPER CARD! WHAT DOES TAGGING MEAN?

MY BIGGEST COMPLAINT ABOUT THE CLIPPER CARD IS THAT I COULD NOT ADD VALUE AT CALTRAIN STATIONS. PLEASE IMPLEMENT SOME ADD-VALUE MACHINES FOR CLIPPER CARDS.

THE CLIPPER CARD IS A JOKE.

IT WOULD BE NICE TO BE ABLE TO RENEW MONTHLY CLIPPER FEES AT THE STATIONS.

Clipper Card

CLIPPER INSTRUCTIONS ARE NOT EASILY FOLLOWED WITH CRYSTAL CLARITY. I HAD SITUATION WHERE A CALTRAIN PURCHASE DIDN'T "STICK" BECAUSE VTA WAS USED FIRST. THIS IS NOT GOOD FUNCTIONALITY!

A 72 HOUR UPDATE DELAY ON CLIPPER IS A FAIL. YOU MOVE A COUPLE THOUSAND GOOGLE, MICROSOFT AND YAHOO ENGINEERS TO WORK, SO ABOUT HALF OF YOUR PASSENGERS CAN FIX THIS.

CLIPPER CARD NEEDS FASTER AVAILABLE FUNDS.

MAKE FARE UPGRADE (FOR MONTHLY PASSES) AVAILABLE WITH SIMPLE TAG-ON/TAG-OFF.

PLEASE PUT A CLIPPER FARE MACHINE IN SAN FRANCISCO STATION AT 4TH AND KING. WE SHOULD NOT HAVE TO GO TO TAT TO RELOAD. WAITING FOR 3 DAYS FOR CLIPPER RELOAD TO REGISTER ON CARD IS TOO LONG AND INCONVENIENT (FOR PASSES AND 8 RIDE TICKETS). I LOVE CALTRAIN. IT IS SO GOOD AND SO MUCH BETTER THAN DRIVING!

MY CLIPPER EXPERIENCE IS BAD!

MY JOB OFFERS COMMUTER VOUCHERS. IT'S A LITTLE TRICKY TO FIND OUT HOW TO USE THEM WITH CLIPPER.

HATE THE CLIPPER CARD! I WILL RIDE TRAIN LESS BECAUSE OF ITS MALFUNCTIONS. EVEN WHEN YOU TAG-OFF WITH AN 8-RIDE, IT SUBTRACTS THE WRONG AMOUNT. THERE IS NO REASON I HAVE TO HAVE AT LEAST \$1.25 ON CARD. SERIOUSLY! WHAT A STUPID IDEA! IT'S JUST ANOTHER WAY FOR CALTRAIN TO RIP OFF RIDERS!

YOU NEED TO STOP USING CLIPPER UNTIL YOU GET IT FIXED. YOU CAUSED ME TO PAY A \$150.00 FINE BECAUSE CLIPPER DOESN'T WORK. I HAVE NOW EMAILED CLIPPER THREE TIMES TO GET REFUNDS BECAUSE OF THEIR MISTAKES. MY CLIPPER ACCOUNT BALANCE STILL ISN'T CORRECT. FIX IT OR DROP IT!

THE CLIPPER CARD IS THE WORST.

CLIPPER IS REALLY BAD. I HATE CLIPPER. STUPID SYSTEM. ONE CONDUCTOR GAVE ME A CITATION BECAUSE OF CLIPPER TROUBLE WITH MY MONTHLY PASS. WHY DO WE HAVE TO TAG ON/OFF EVERY RIDE WITH A MONTHLY PASS? WHY MUST THERE BE A MINIMUM OF \$1.25 ON CARD?

I DO NOT LIKE TO USE CLIPPER CARD. WHY SHOULD I HAVE TO PAY \$1.25 MORE? CLIPPER CUSTOMER SERVICE IS NOT ABLE TO PROVIDE AN ANSWER TO THIS.

CLIPPER TIMES OF PURCHASE SHOULD BE UNIFORM ON MUNI AND CALTRAIN. IT'S A PAIN THAT THEY ARE DIFFERENT.

Clipper Card

"EASE OF USE OF TICKET VENDING MACHINES" SCORES 0 FOR CLIPPER BUT 5 FOR OTHER MACHINES. CLIPPER IS JUST A WAY TO MAKE CUSTOMERS PAY MORE, ESPECIALLY FOR MONTHLY-PASS HOLDERS. REMOVE CLIPPER SYSTEM. IT IS USELESS.

I'M USUALLY VERY SATISFIED. I WOULD LIKE IT IF THERE WAS A SYSTEM WHERE TICKET TAGGING WAS NECESSARY BEFORE ENTRY WITH NO FURTHER TICKETING PROCESS NEEDED.

CLIPPER CARD SERVICE NEEDS SOME IMPROVEMENTS, PLUS CALTRAIN CONDUCTORS SHOULD BE MORE LENIENT ABOUT CLIPPER CARD FAILURES. I HAVE MONTHLY PASS BUT STILL HAVE TO LISTEN TO CONDUCTORS ABOUT A CITATION SEVERAL TIMES.

CLIPPER CARDS ARE TERRIBLE WHEN I FORGET TO SWIPE OFF! IS THERE ANY WAY TO FIX THAT? OTHERWISE, THE CARDS ARE VERY CONVENIENT.

I WISH CLIPPER WAS EASIER TO RELOAD.

I'M VERY UNHAPPY WITH BEING CHARGED \$12 FOR FORGETTING TO TAG OFF.

THERE IS NO CLIPPER RELOADING MACHINE AT 4TH AND KING.

CAN CLIPPER WITH MONTHLY BE TAGGED OFF IN DIFFERENT ZONES SINCE IT'S FREE ZONE UPGRADE ON WEEKEND?

CLIPPER CARD MONTHLY PASSES THAT ARE LOADED ONLINE AREN'T AVAILABLE FOR USE FOR UP TO THREE DAYS WHICH IS VERY INCONVENIENT AND MEANS I PAY FARES FOR RIDES EARLY IN THE MONTH EVEN IF I LOAD THE MONTHLY PASS ON THE FIRST OF THE MONTH.

THE CLIPPER IS GOOD BUT TAGGING OFF IS CONFUSING AND EASY TO FORGET.

THE CLIPPER CARD HAS TAKEN AWAY SOME OF THE FLEXIBILITY OF THE 8-RIDE PASS, AS IT REQUIRES ME TO TAG ON AND OFF AT SPECIFIC STATIONS. I ENJOYED THE ABILITY TO GET ON AND OFF AT THE DIFFERENT STATIONS WITHIN THE SELECTED ZONES. SHARING THE 8-RIDE PASS WITH OTHER PASSENGERS ALSO SEEMS IMPOSSIBLE NOW. IF THESE ISSUES COULD BE ADDRESSED, THAT'D BE GREAT.

ONLINE CLIPPER COULD BE BETTER WHEN SELECTING PRODUCTS, I.E. A BOX TO CHOOSE MORE THAN ONE 8-RIDE.

IT'S DIFFICULT TO KNOW IF CLIPPER HAS LOADED THE PASS CORRECTLY.

I DON'T LIKE CLIPPER SERVICES AT ALL. THEY CHARGE SOMETIMES UNEVENLY. I'VE BEEN USING IT FOR SIX MONTHS AND DON'T UNDERSTAND YET HOW THEIR TRANSACTIONS WORK.

ALTHOUGH I'M SATISFIED WITH CALTRAIN OVERALL, THE CLIPPER CARD IS EXTREMELY CONFUSING, INCONSISTENT AND DIFFICULT TO OBTAIN. MY CARD CONSTANTLY HAS ERRORS (CAUSED BY WALGREENS OR THE CARD READER) SO I ALWAYS HAVE TO CALL CUSTOMER SERVICE. IT WOULD ALSO BE GREAT IF I COULD BUY CLIPPER AT THE TRAIN STATION AND LOAD IT THERE TOO.

Clipper Card

I SUSPECT THAT THE THREE TO FIVE DAY WAIT IS JUST TO FORCE US TO USE AUTOLOAD. CLIPPER'S EXPLANATION DOESN'T HOLD UP.

CLIPPER CARD IS, IN MY OPINION, A WASTE. THE MONTHLY PASS ON PAPER WORKED FINE. I GOT A DAMAGED CLIPPER CARD AND COULD NOT USE IT UNTIL IT WAS REPLACED WITH A NEW ONE. I SPENT MORE ON TICKETS MORE DUE TO CLIPPER AND EACH MONTH I AM NOT SURE IF MY MONTHLY PASS WILL BE ACTIVATED PROPERLY.

THE INSTRUCTIONS ON CLIPPER.COM AND CALTRAIN ON HOW TO PURCHASE PASSES ARE DIFFICULT TO UNDERSTAND. ADDING VALUE DOES NOT MEAN, TO ME, PURCHASE AN 8-RIDE TICKET. CALTRAIN COULD HELP BY HAVING MORE INSTRUCTIONS THAN, "GO TO CLIPPER.COM."

CLIPPER STILL NEEDS TO IMPROVE ON THAT PROCESS, WHEN AUTO LOAD FAILS. IT TAKES A LONG TIME TO GET YOUR CREDIT BACK AND YOU HAVE TO COME OUT OF POCKET IN BETWEEN.

CLIPPER IS VERY INCONVENIENT. THE CARD READERS ARE NOT ALWAYS PLACED IN A GOOD LOCATION AND IF AN INDIVIDUAL IS RUNNING LATE THEY MAY MISS THE TRAIN WHILE TRYING TO CLIP ON. CLIPPER WAS A VERY BAD DECISION.

CLIPPER INSTRUCTIONS ONLINE SHOULD BE WRITTEN MUCH CLEARER. THEY ARE VERY HARD TO UNDERSTAND. EVEN NOW, I DON'T GET IT AND I'M USING IT!

I WISH WE COULD ADD FUNDS TO CLIPPER CARD AT TICKET VENDING MACHINES. OUR OPTIONS ARE NOT CONVENIENT.

I AM CONSIDERING NOT RIDING BECAUSE OF THE CLIPPER CARD. IT IS USELESS. HEAVEN FORBID YOU FORGET TO TAG OFF!

PEOPLE AT CLIPPER CANNOT BE TRUSTED WITH INFORMATION AND ARE NOT WELL TRAINED.

I AM EXTREMELY UPSET AT REQUIRING A CLIPPER CARD FOR MEDICARE DISCOUNT PASSENGERS AND AM OUTRAGED AT THE ERADICATION OF MEDICARE DISCOUNT FOR MONTHLY PASSES AT VENDING MACHINES. IT'S RIDICULOUS TO MAKE THE CLIPPER CARD MANDATORY!

CLIPPER CARD NEEDS TO BE REFILLED FASTER WHEN ORDERING ONLINE. THREE TO FIVE DAYS IS TOO LONG A WAIT FOR UPLOAD TO APPEAR ON BALANCE.

NOT BEING ABLE TO INSTANTLY ADD VALUE TO CLIPPER EXCEPT AT THE VERY FEW STATIONS (OR ONLY IN SAN FRANCISCO?) THAT SUPPORT IT, OR WALGREENS, IS VERY INCONVENIENT AND ANNOYING. BETTER AVAILABILITY OF SERVICES FOR CLIPPER IS ESSENTIAL.

I AM OVERALL HAPPY WITH CALTRAIN, BUT FIND CLIPPER CUSTOMER SERVICE TO BE THE BANE OF MY EXISTENCE.

MY MAIN COMPLAINT IS WITH CLIPPER CARD. THE USER IS AT RISK FOR ALL CLIPPER CARD ERRORS SINCE MONEY IS PRELOADED AND NEVER REFUNDED FOR CLIPPER CARD ERRORS.

Clipper Card

IN THIS DAY AND AGE, IN THE MIDDLE OF THE SILICON VALLEY, YOUR IMPLEMENTATION OF THE CLIPPER CARD IS A JOKE. IT HAS COST ME SIGNIFICANT TIME AND MONEY AND HAS ADDED LITTLE TO NONE OF THE PROMISED CONVENIENCE.

IF YOU WANT PEOPLE TO USE CLIPPER CARD, MAKE ITS SERVICE AVAILABLE AT EVERY STATION! WHY IS THERE NO CLIPPER CARD RELOAD SERVICE AT THE MAIN STATION IN SAN FRANCISCO? VERY IMMATURE SERVICE!

WHY THE PUSH TO USE CLIPPER? PASSENGERS HATE IT BECAUSE IT'S TOO COMPLICATED. CONDUCTORS HATE IT BECAUSE THE MACHINES TAKE FOREVER TO READ THE CARD TO CHECK A TICKET. THE ONLY PEOPLE WHO ACTUALLY SEEM TO LIKE IT ARE THE FARE EVADERS WHO GET FREE RIDES BECAUSE A SYMPATHETIC CONDUCTOR LETS THEM RIDE BECAUSE, "I JUST LOADED IT AT WALGREENS, MY CLIPPER CARD MUST BE HAVING PROBLEMS."

REFUNDS ARE NOT IMMEDIATELY APPLIED TO CLIPPER CARD. IT WOULD BE MORE CONVENIENT IF I ONLY HAD TO TAG THE CARD ONCE BEFORE I RIDE THE CALTRAIN. IT'S HARD TO REMEMBER TO TAG OFF. I STILL DON'T REALLY KNOW HOW CLIPPER WORKS.

CLIPPER CUSTOMER SERVICE IS EXCELLENT. THEY ARE RESPONSIVE AND VERY HELPFUL.

CLIPPER SUCKS. CLIPPER CUSTOMER SERVICE SUCKS. GIVE ME BACK MY MONEY!

PLEASE MAKE ARRANGEMENTS FOR GETTING CLIPPER CARDS AND MONTHLY PASSES FOR CALTRAIN ON THE CALTRAIN STATIONS, LIKE SAN JOSE DIRIDON STATION.

I THINK THE CLIPPER CARD IS A PAIN. I DO NOT LIKE HAVING TO GO TO WALGREENS TO REFILL MY CARD. THE PAPER PASS WAS MUCH EASIER TO USE AND MAINTAIN.

I WISH THAT IF YOU TAGGED ON AND OFF AT THE SAME STATION IN THE SAME TIME PERIOD, YOU WOULD GET A FULL REFUND.

I LOVE CALTRAIN. HATE CLIPPER. IT'S MORE WORK TO BE SCANNED THEN TO FLASH THE OLD MONTHLY PASS. THE CONVENIENCE OF AUTO-RELOAD IS OUTWEIGHED BY HAVING TO TAG ON AND OFF; AND HAVING TO STILL PURCHASE PARKING AT THE MACHINE PLUGGING WITH A 10 DIGIT CLIPPER NUMBER. IT ALSO SEEMS IMPOSSIBLE TO ENFORCE AGAINST SOMEONE WITH THESE EXCUSE, "MY CARD MUST JUST NOT BE WORKING." OTHERWISE, I'M A BIG FAN.

I LOVE THE CONCEPT OF THE CLIPPER CARD, BUT I BOUGHT A MONTHLY PASS ONLINE AND IT DOESN'T READ VALID.

THE TAGGING OFF SYSTEM FOR CLIPPER CARD IS A BIT CUMBERSOME. CAN YOU PLEASE ADD MORE OF THE TAG STATIONS AS WELL?

THE CLIPPER CARD HAS BEEN VERY FRUSTRATING FOR ME. I HAVE YET TO HAVE A GOOD EXPERIENCE USING IT. I ALWAYS FEEL THAT I AM GOING TO BE DENIED, EVEN THOUGH I HAVE SPENT ABOUT \$100 ON IT.

Clipper Card

THERE IS A SEVERE PENALTY IF YOU FORGET TO TAG ON AND OFF.

DO WE GET A SHARE OF THE \$1.25 BALANCE ON CLIPPER? IT ADDS UP TO MILLIONS IN DUE COURSE.

IT'S SOMEWHAT CONFUSING THAT MONTHLY PASSES START ON THE FIRST OF EVERY MONTH. SHOULD MAKE THAT MORE OBVIOUS AT TIME OF PURCHASE.

CLIPPER IS A DISASTER. I HAVE HAD NUMEROUS PROBLEMS AND CONSTANTLY HEAR OTHER RIDERS COMPLAINING. DELAYS ARE ALSO A MAJOR PROBLEM. I USED TO TAKE CALTRAIN EVERY DAY TO AND FROM WORK BUT SINCE CLIPPER AND RECENT RASH OF DELAYS, I ONLY TAKE THE TRAIN TWO TO THREE TIMES PER WEEK.

THE CLIPPER CARD IS CONFUSING AND WITH THE THREE TO FOUR DAY LAG TIME AFTER ADDING FUNDS TO THE CARD IS NOT EFFICIENT.

TRANSITION TO CLIPPER WAS DISRUPTIVE AND REQUIRES TOO MUCH EFFORT. I HAVE PURCHASED CALTRAIN MONTHLY PASS, PARKING AND MUNI PASSES FOR SEVERAL YEARS. I AM VERY DISSATISFIED WITH THE CLIPPER EXPERIENCE. PLEASE GO BACK TO PAPER PASSES.

PLEASE GET RID OF CLIPPER AND FIND A BETTER MONTHLY PASS! CLIPPER IS UNUSABLE AND POORLY DESIGNED AS A SYSTEM.

CLIPPER IS BROKEN.

IT'S A TERRIBLY COMPLICATED AND UNEVEN FARE SCHEME (THE ZONE SYSTEM) AND EXTREMELY INCONVENIENT PAYMENT SYSTEM. FORGETTING TO TAG OFF GETS YOU SUBSTANTIALLY OVERCHARGED).THERE IS NO WAY TO REFILL CLIPPER CARD AT THE STATION.

I SHOULD BE ABLE TO LOAD CLIPPER AT CALTRAIN STATIONS (AT LEAST MAJOR ONES).

I LOSE A LOT OF MONEY WITH THE CLIPPER CARD MONTHLY PASS BECAUSE I NEVER REMEMBER TO TAG OFF THE FIRST DAY.

I REALLY HATE THE CLIPPER EXPERIENCE COMPARED TO PAPER PASSES. I USED TO BE ABLE TO BUY MY PASS ON 1ST OF EACH MONTH, BUT CAN'T BUY MONTHLY PASS AT THE STATION. AT WALGREENS, MY WAGE WORKS CARD IS NOT ACCEPTED FOR CLIPPER. IF I BUY A PASS ONLINE, I DON'T KNOW WHEN IT WILL SHOW UP ON MY CARD. IT WILL USE E-CASH UNTIL IT SHOWS UP.

WHY CAN'T I BUY A CLIPPER CARD OR RECHARGE CLIPPER AT CALTRAIN?

CLIPPER CUSTOMER SERVICE DOESN'T DO THEIR WORK. I HAVE TO BUY A CLIPPER CARD EVERY MONTH. I CALLED CUSTOMER SERVICE TO REGISTER MY CARD, BUT IT'S STILL NOT REGISTERED.

THE CLIPPER CARD WEBSITE IS VERY HARD TO UNDERSTAND. I HAD TO CALL SEVERAL TIMES TO FIND OUT THE AVAILABILITY OF MONTHLY PASS.

Clipper Card

I STARTED USING MY TRANSLINK CARD EARLY ON AND PROBABLY SPENT \$30.00 TO \$40.00 IN ADDITIONAL FARE WHEN THERE WERE VARIOUS GLITCHES WITH MY MONTHLY PASS. CLIPPER CUSTOMER SERVICE WAS TERRIBLE AS WAS THEIR 72 HOUR WINDOW FOR FIXING THE PROBLEM WHILE I STILL NEEDED TO PAY FOR THE CALTRAIN RIDES.

I'M VERY DISSATISFIED WITH OVERALL EASE OF USE OF CLIPPER BECAUSE ADDING MONEY TO CARD IS A BAD EXPERIENCE.

THE DELAY BETWEEN PURCHASED MONTHLY PASS ON LINE AND ACTIVATION IS ANNOYING AND DOESN'T MAKE SENSE. I BUY AT WALGREENS, THEN HAVE TO GET PARKING AT A VENDING MACHINE WHICH IS CUMBERSOME.

I WOULD LIKE TO HAVE THE MONTHLY PASS AUTOMATICALLY ADDED TO CLIPPER WITHOUT TAG ON/OFF ON THE FIRST DAY OF MONTH. NEED SOMEONE SELLING SNACKS/BEER ON TRAIN. DIM LIGHTS AT NIGHT ON BOARD. CALL POLICE ON PEOPLE WITH NO TICKET AND SUPPOSEDLY NO ID.

ONE THING I'M EXTREMELY DISSATISFIED WITH IS THE TIME IT TAKES FOR MONTHLY PASS/CASH TO END UP ON CLIPPER CARD, IF THE TRANSACTION WAS MADE ONLINE. I RECEIVED A CITATION THE FIRST TIME I RE-CHARGED MY CLIPPER CARD (DONE ON THE LAST DAY OF THE MONTH). EVEN THOUGH I RIDE EVERY DAY, CONDUCTOR WAS NOT WILLING TO BE UNDERSTANDING.

THE TRANSFER TO CLIPPER WAS AN ISSUE AT FIRST, WITH CUSTOMERS UNSURE ABOUT USAGE, HOW TO USE TAG MACHINES, ETC. NOW; I THINK WE'VE GOTTEN IN THE GROOVE.

REMEMBERING TO TAG OFF FOR A CLIPPER MONTHLY PASS SEEMS UNNECESSARY.

IT'S A HASSLE TO BUY MONTHLY PARKING PERMIT WITH CLIPPER CARD. I WISH MONTHLY PARKING COULD BE SOLD SEPARATELY!

CLIPPER CARD IS A GOOD SERVICE BUT GETTING INFORMATION ON HOW TO SET IT UP WAS BEYOND FRUSTRATING FOR ME AND MANY OTHERS I'VE SPOKEN WITH. NOT HAVING TO DAILY TAG ON AND OFF FOR MONTHLY PASSES WAS NOT EASILY FOUND ONLINE OR IN PRINTED MATERIALS. I FOUND OUT THROUGH A CONDUCTOR.

I HAVE ADDED CASH AND 8-RIDE TICKETS TO MY CARD AND IT HAS TAKEN FIVE DAYS TO SHOW ON THE CARD. THAT IS TOO LONG.

THERE NEEDS TO BE MORE WORK ON CLIPPER PROGRAMS.

I PURCHASE 8-RIDE TICKETS ON CLIPPER. I WAS SHOCKED ONE DAY WHEN I GOT OFF A COUPLE OF STOPS EARLY THAT THIS CAUSED MY CARD NOT TO WORK. I WILL NOT BE PURCHASING THE CLIPPER CARD 8 RIDES AGAIN AS A DAY PASS IS MUCH MORE FLEXIBLE. I CAN GET ON AND OFF AT ANY STATION WITHIN THE ZONES WITH A DAY PASS. I REALLY HATE USING THE CLIPPER CARD.

Clipper Card

THE CLIPPER CARD SYSTEM IS UNNECESSARILY COMPLICATED AND NOT WELL EXPLAINED.

I DON'T LIKE TO TAG OFF.

CLIPPER CARD IS A PAIN IN THE NECK! IT TAKES 2-3 DAYS BEFORE YOUR PAYMENT IS REGISTERED ON THE CARD. THAT'S THE SLOWEST SYSTEM I HAVE EVER KNOWN AND IS UNBELIEVABLE WHEN MY BANK KNOWS THE SECOND I BUY SOMETHING AT A STORE WITH MY CREDIT CARD! EVERYTHING ELSE IS GOOD.

CLIPPER IS TIME CONSUMING. STANDING IN LINE AT WALGREENS, INSTEAD OF USING A TICKET MACHINE, IS A WASTE OF TIME.

IT SEEMS INCONVENIENT THAT CLIPPER CARDS CAN'T BE RELOADED AT THE STATION.

THE CLIPPER CARD 8 RIDES IS A PAIN. IT MAKES THE CUSTOMERS CONSTANTLY HAVE TO TAG ON AND OFF.

CLIPPER CARDS ARE EASY TO USE WITH ONE EXCEPTION, THE TASK OF REMEMBERING TO TAG OFF. IDEALLY, I'D LIKE TO GET TO A SYSTEM THAT CAN SENSE WHEN I'M ON THE TRAIN OR A SYSTEM WITH AN RFID CHIP AND READER THAT TAGS ON AND OFF AT THE DOORS OF THE TRAIN ITSELF. THE CARD STAYS IN MY POCKET AND I'M A MUCH HAPPIER PASSENGER AND CUSTOMER.

I HATE CLIPPER WITH A PASSION. A COMPLETE WASTE OF A COMPANY FORCING EVERYONE TO THEIR SYSTEM.

CLIPPER CARD USE FOR TICKETS AND PARKING REMAINS BAFFLING AND DIRECTIONS ARE UNCLEAR. OBTAINING A SENIOR CLIPPER CARD IN JANUARY WAS VERY DIFFICULT AND DIRECTIONS WERE UNCLEAR AND CONTRADICTORY.

CLIPPER CARD SUCKS. WHY CAN'T YOU FIGURE OUT I AM BETWEEN SAN JOSE AND SAN FRANCISCO AND GET RID OF THE TAG ON AND OFF. WHOEVER DESIGNED IT NEEDS TO BE A BETTER PROGRAMMER.

THE CLIPPER TAG ON/TAG OFF FOR 8-RIDES IS NOT VERY USER FRIENDLY. WITH PAPER TICKETS, THE USER WOULD "TAG ON" AT VALIDATOR BUT NOT HAVE TO TAG OFF. IF YOU EXCEEDED YOUR ZONE, CONDUCTOR CITED YOU. THE CLIPPER 8-RIDE SHOULD WORK SAME WAY.

I'VE BEEN TAKING TRAIN FOR 20 PLUS YEARS. THE CLIPPER CARD IS TERRIBLE. IT'S STRESSFUL AND NOT RELIABLE.

CLIPPER DOES NOT WORK FIRST OF MONTH, EVEN WHEN YOU PAY CREDIT CARD OR DO AN AUTOMATIC WITHDRAWAL.

CLIPPER CARD IS HORRIBLE.

I WOULD LIKE TO ADD TO MY CLIPPER CARD AT THE MILLBRAE STATION.

Clipper Card

I DO NOT LIKE THE CLIPPER CARD SYSTEM.

IT WOULD BE NICE IF THE 8-RIDE PASS WOULD SHOW UP ON CLIPPER BEFORE YOUR FIRST USE OF IT!

THE CLIPPER SYSTEM ITSELF LEAVES MUCH TO BE DESIRED. NAMELY, THE REQUIREMENT OF A MINIMUM CASH BALANCE, THE REQUIREMENT TO ACTIVATE A MONTHLY TICKET, THE QUICKNESS OF READING BY TERMINALS, BEING DISPENSED AT WALGREENS AS OPPOSED TO AN ATM AT STATIONS, ETC.

INITIAL SETUP OF MONTHLY PASS CLIPPER CARD VERY CONFUSING. ONCE THE MONTHLY PASS IS LOADED ONTO CLIPPER, WHY DO I NEED TO SCAN IT AT BEGINNING OF MONTH?

I'M VERY DISSATISFIED WITH CLIPPER. THREE DAYS FOR PROCESSING OF PAYMENT? I CANNOT REFILL CARD AT VENDING MACHINE. WAGE WORKS MASTERCARD IS NOT ACCEPTED EVERYWHERE. THE USE OF THE CARD IS NOT INTUITIVE AT ALL.

THE CLIPPER WEBSITE IS SO HARD TO USE.

PLEASE GET CLIPPER TO ELIMINATE TAGGING FOR MONTHLY PASS USERS! HAVE CLIPPER FOLKS ONBOARD SOMETIMES FOR QUESTIONS.

I WOULD GET A CLIPPER CARD, BUT I SEE TOO MANY PATRONS HAVING AN ISSUE.

THE CLIPPER CARD IS A RIP-OFF! I HAVE ALREADY TOLD ALL MY FRIENDS AND FAMILY NOT TO USE IT AND HOPEFULLY THEY WILL TELL ALL THEIR FRIENDS TOO! THE CLIPPER CARD SUCKS!

TAG OFF AND TAG ON TWO TIMES IS VERY STRESSFUL AS IF YOU FORGOT TO DO ONE TIME AND REMEMBER NEXT DAY, THERE IS NOTHING YOU CAN DO EXCEPT CALLING AND IT IS NOT CONVENIENT ALL THE TIME. WALGREENS PEOPLE DO NOT KNOW MUCH ABOUT PASSES AND SOMETIMES CREATE PROBLEMS.

DO YOU REALLY EXPECT A 16 YEAR OLD KID BEHIND THE COUNTER AT WALGREENS TO ADEQUATELY EXPLAIN THE SYSTEM TO SOMEONE WHO'S NEVER USED IT?

PLEASE GET CLIPPER TO UPDATE THEIR WEBSITE SO FIRST TIME AND ONE TIME PURCHASES APPLY AUTOMATICALLY TO THE BUYER'S CARD!

YOU NEED TO ADD THE CLIPPER CARD ON VENDING MACHINES LIKE BART. ALSO, ALLOW CASH VALUE FOR CONVENIENCE. THERE SHOULD BE NO NEED TO GO TO WALGREENS TO BUY MONTHLY PASS OR HAVE THE ADDITIONAL \$1.25.

CLIPPER IS AWESOME!

THE CLIPPER TAG ON AND OFF SYSTEM IS RIDICULOUS. IT CHARGES ME FOR DESTINATIONS I CANNOT VISIT (4 ZONES AT SAN BRUNO TO PALO ALTO AT 1 AM). WHY CAN'T I PICK MY DESTINATION ZONE BEFORE TAGGING ON? IT WOULD BE MUCH MORE CONVENIENT.

Clipper Card

IT WOULD BE NICE IF YOU COULD LOAD CLIPPER AT THE STATION AND HAVE MONEY AND A PASS AVAILABLE IMMEDIATELY.

MAKE CLIPPER CARD PURCHASES ONLINE INSTANT. IT'S 2011!

IT'S STUPID AND IRRITATING THAT MONTHLY CLIPPER USERS HAVE TO TAG ON AND OFF EACH MONTH. THE READERS CAN TELL THAT THERE'S A MONTHLY PASS. THERE'S NO REASON TO MAKE USERS TAG ON AND OFF EXCEPT TO PENALIZE FORGETFUL PEOPLE.

COORDINATE THE CLIPPER SYSTEM SO ONE ISN'T OVERCHARGED WHEN ONE FORGETS TO TAG OFF, BUT TAGS ON AT VTA/MUNI.

THE CLIPPER DIRECT SERVICE HAS BEEN VERY DIFFICULT AND FRUSTRATING.

CLIPPER HAS OVERCHARGED ME MULTIPLE TIMES AND HAS BEEN EXTREMELY HARD TO DEAL WITH.

NEED CLIPPER VENDING MACHINES ON CALTRAIN STATIONS.

THE CLIPPER CARD IS A GREAT IDEA BUT MY E-CASH AND MY BART CASH GET MIXED UP. IT IS VERY FRUSTRATING.

WHAT IS CALTRAIN'S BUDGET FOR CLIPPER FEES THIS YEAR? HOW MUCH, IF ANYTHING, IS CALTRAIN SAVING BY NOT ISSUING PAPER-BASED MONTHLY PASSES? WHAT IS THE ONGOING COST OF CLIPPER AND WHY DID WE GO TO THIS ERROR-PRONE, INCONVENIENT SYSTEM WITH NO PAPER OPTION?

BAD CLIPPER SERVICE.

CLIPPER CARD PERFORMS CRIMINALLY, STEALING MONEY.

CLIPPER CARD PROCESS IS NOT USER-FRIENDLY. I WENT TO WALGREENS TO GET A MONTHLY PASS USING COMMUTER CHECK. THEY JUST ADDED VALUES. WHEN I CALLED CUSTOMER SERVICE, THEY SAID THEY CANNOT EVEN REFUND IT SINCE IT IS A COMMUTER BLOCK IN THE CLIPPER CARD I USED TO PURCHASE IT. SO, RIGHT NOW I STILL HAVE THAT MONEY VALUE AS I BOUGHT A MONTHLY PASS AGAIN FROM MY POCKET.

YOU SHOULDN'T HAVE TO TAG ON AND OFF FOR A MONTHLY PASS. IT CREATES LONG LINES.

THE ONLY BAD THING WITH CALTRAIN IS HOW DIFFICULT IT IS TO UPLOAD YOUR CLIPPER CARD. YOU HAVE TO GO INTO THE WALGREENS TO GET INSTANT VALUE.

MY BIG UPSET, ALTHOUGH IT'S NOT CALTRAIN'S FAULT, IS THE CLIPPER CARD SERVICE. I CANNOT BEGIN TO SAY HOW UPSETTING CUSTOMER SERVICE IS AND HOW ILLOGICAL HAVING TO KEEP \$1.50 ON A CARD IS. YES IT'S CONVENIENT AS IT WORKS FOR OTHER SERVICES, BUT THANKS TO A MUNI ERROR, I DIDN'T HAVE ENOUGH FOR CALTRAIN.

CLIPPER NEEDS TO ADD MONEY INSTANTLY, NOT THREE DAYS LATER.

Clipper Card

THE CLIPPER CARD IS CONFUSING. THE REQUIREMENT TO LOAD \$1.25 AT WALGREENS IS INCONVENIENT. I HAVE \$100 IN MONTHLY PASSES THAT I CAN'T USE BECAUSE I CAN'T LOAD \$1.25 ON MY CLIPPER CARD AT A CALTRAIN STATION.

THE CLIPPER MONTHLY PASS OPERATES UNLIKE ANY OF THE OTHER TRANSIT SYSTEMS. IT'S LOGICAL, SO SPELL IT OUT. MAKE IT CLEAR.

I WOULD LIKE TO LOSE THE \$1.25 MINIMUM AND FOR TAGGING TO NOT NECESSARY ON CLIPPER. NYC PUBLIC TRANSIT IS MUCH BETTER AND THEY ARE NOT A TECH CAPITAL.

AT FIRST, CLIPPER SYSTEM IS A PAIN, BUT ONCE YOU KNOW WHAT YOU ARE DOING, IT'S NOT BAD. I DON'T LIKE THAT IF YOU TAG ON AND FORGET TO TAG OFF THAT YOU LOSE A LOT OF CASH VALUE.

THANK YOU FOR PROVIDING A GREAT SERVICE. I HAVE TWO SUGGESTIONS THAT WOULD MAKE OUR EXPERIENCE BETTER: 1. BETTER NOTIFICATION SYSTEM OF SERVICE DISRUPTIONS. INFORMATION ON WEBSITE AND POSSIBLY EMAIL/TEXT ANNOUNCEMENTS WOULD REALLY HELP. 2. FORGETTING TO TAG OFF WITH MY MONTHLY CLIPPER CARD TERRIFIES ME. IT WOULD BE EASIER IF WE COULD ACTIVATE ONLINE OR OTHER METHOD.

AN 8-RIDE PASS ON CLIPPER CARD IS HARD TO USE. IF YOU GET OFF AT A DIFFERENT ZONE, YOU ARE CHARGED FULL FARE. THEY DON'T REFUND YOU WHEN CALLING CLIPPER, WHICH IS UNHELPFUL.

DO NOT LIKE CLIPPER CARD AT ALL. IT'S VERY INCONVENIENT. I HAVE TO LOAD MONEY THREE DAYS BEFORE A NEW MONTH, BUT SOMETIMES IT STILL DID NOT WORK. I LIKE THE PAPER MONTHLY PASS BETTER.

I FIND PAPER PASSES EASIER TO USE THAN THE CLIPPER CARD.

IS THERE A WAY TO MAKE CLIPPER CARDS AUTOMATICALLY RELOADED ONLINE, INSTEAD OF HAVING TO WAIT FIVE DAYS FOR UPLOAD TO BE ACTIVATED?

THE CLIPPER CARD PROCESS IS CONFUSING AS TO MONTHLY MONEY STORED AND TAG ON/OFF TIMES.

CLIPPER TAKES DAYS TO UPDATE A NEW PURCHASE. THAT'S NOT HOW A 21ST CENTURY TRANSPORTATION SYSTEM SHOULD RUN. ALSO, THE CLIPPER SYSTEM WITH BALANCE AND PASSES IS CONFUSING. I HAVE NO IDEA IF MY PASS WAS ACTIVATED.

CLIPPER MONTHLY PASS IS CONFUSING, ESPECIALLY CHARGES AT TAG ON/OFF. I COULD NOT PURCHASE MONTHLY PARKING, IT SAID THAT THE CARD DIDN'T HAVE RIGHT TYPE OF PASS, BUT IT DID.

Clipper Card

CLIPPER WEBSITE IS VERY POOR. IT MAKES IT HARD OR IMPOSSIBLE TO TELL WHICH AUTO LOAD PRODUCTS I HAVE. THE CLIPPER SYSTEM IS ALSO VERY POOR. DEDUCTING CASH AND REFUNDING IT WHEN YOU EXIT IS VERY CONFUSING TO NEW USERS. THE MESSAGES ON CLIPPER MACHINES WHEN YOU TAG ON/OFF ARE VERY UNHELPFUL TO NEW RIDERS.

ONLINE CLIPPER CARD SYSTEM NEEDS TO BE FASTER.

IF CLIPPER IS NOT LOADED FIVE DAYS PRIOR TO USE, IT BECOMES VERY EXPENSIVE TO RIDE. I USED TO BE ABLE TO PAY MONEY AND RIDE IMMEDIATELY. NOW I HAVE TO PAY MONEY, WAIT FIVE DAYS TO RIDE, THEN PAY MORE MONEY TO RIDE EARLIER THAN THAT. FIX IT PLEASE!

WHY IS THERE NO WAY TO LOAD CLIPPER CARD AT CALTRAIN STATION?

FASTER REGISTRATION ONLINE WOULD BE GREAT.

THE CLIPPER CARD ADDS A LOT OF TROUBLE FOR PURCHASING MONTHLY PASS, AND IT TAKES FOREVER TO FIX THE CLIPPER CARD PROBLEM ONCE IT HAPPENS. I PREFER THE OLD PAPER TICKET. MOST OF MY FRIENDS WHO RIDE CALTRAIN FEEL THE SAME.

CLIPPER CARD AND DELAY ANNOUNCEMENTS NEED IMPROVEMENT.

CLIPPER IS OK, BUT PAPER TICKETS AND 8-RIDES WERE MORE CONVENIENT THAN TAGGING ON AND OFF. LINES TO TAG OFF CAN BE LONG.

IT WOULD HAVE BEEN GOOD IF THE USE OF CLIPPER CARD WAS NECESSARY IN ORDER TO GET OUT OF THE STATION, LIKE WITH BART. THAT WAY WE WON'T FORGET TO TAG OFF AND LOSE MONEY.

TRANSLINK DOESN'T WORK AT TIMES.

CALTRAIN EITHER SHOULD DUMP CLIPPER CARD AND REPLACE WITH ALTERNATIVE FARE ENFORCEMENT SYSTEM THAT IS MORE SOPHISTICATED OR MANDATE CLIPPER TO UPGRADE IT'S SYSTEM.

I HAVE LOST A LOT OF MONEY BECAUSE OF CLIPPER USE. I DON'T LIKE IT.

CLIPPER REFUNDS OF 8-RIDE TICKETS FAILURE TO TAG OFF SHOULD NOT BE LIMITED TO 2 REFUNDS. THIS IS NOT FAIR. ADDING MONEY ONLINE SHOULDN'T HAVE A LONG WAIT TIME TO UPDATE AND USE THE CLIPPER CARD.

THE FIVE DAY WAIT FOR CLIPPER CARDS TO ACTIVATE IS SUCH AN OBVIOUS PLOY TO GET TICKET CITATION MONEY.

CLIPPER IS HORRIBLE. THEIR CUSTOMER SERVICE IS VERY BAD. WHY MUST YOU TAG FOR A PRE-PAID MONTHLY PASS? IT'S HARD TO REMEMBER TO TAG OFF EACH MONTH. IF AN ISSUE ARISES, THEY CANNOT FIX IT AT SERVICE CENTER.

ELIMINATE TAGGING FOR MONTHLY PASSES ON CLIPPER CARD.

Clipper Card

ALTHOUGH I HAVE NOT HAD IT HAPPEN TO ME, I SEE CLIPPER CARDS MALFUNCTIONING FOR MONTHLY PASS CUSTOMERS. THE CALTRAIN EMPLOYEE SAYS THAT RECEIPTS AREN'T GOING TO BE HONORED AS A BACKUP TO BAD CARD READS, AND THAT CITATIONS ARE IMMEDIATE. THAT SHOULDN'T BE THE CASE.

FIGURE OUT A BETTER WAY THAN TAGGING OFF WITH CLIPPER. THE TAG-OFF PROCESS IS ANNOYING!

CLIPPER CARD HAS BEEN A VERY UNSATISFACTORY EXPERIENCE. AS A DAILY COMMUTER, I HAVE BEEN TREATED LIKE A CRIMINAL AND REMOVED FROM THE TRAIN. THE DELAY IN PAYMENTS IS UNACCEPTABLE AND BLOCKING OF THE CARD WITHOUT REASON IS ALSO UNACCEPTABLE. FIX IT OR I WILL NOT BE A CUSTOMER!

I ALMOST NEVER TAKE CALTRAIN AND IT WASN'T AT ALL OBVIOUS TO ME HOW TO USE THE CLIPPER CARD TO PAY FOR THE TICKET. EVEN A NOTE ON THE TICKET VENDING MACHINE SAYING TO PAY FOR IT ELSEWHERE WOULD HAVE BEEN USEFUL.

I DO NOT UNDERSTAND THE INCENTIVE TO USE CLIPPER (IN LONDON, THE EQUIVALENT OYSTER CARD SAVES MONEY).

CLIPPER TRANSFER OF FUNDS NEEDS TO BE FASTER. THREE TO FIVE DAYS IS TOO LONG.

CLIPPER CARD IS A JOKE.

IMPROVE CLIPPER. IT'S RIDICULOUS TAG ON AND OFF FOR MONTHLY PASSES. IT SHOULD ACTIVATE AUTOMATICALLY WHEN LOADED. ALSO, ELIMINATE THE \$2.00 "CONVENIENCE FEE" TO LOAD PASSES.

FIX THE CLIPPER PASS, PLEASE.

THERE SHOULD BE A CLIPPER CARD VALUE READER IN AT LEAST SOME OF THE CALTRAIN STATIONS. THERE ARE CURRENTLY NONE.

MY CALTRAIN EXPERIENCE WITH THE CLIPPER PASS HAS BEEN VERY LOUSY BECAUSE I CAN'T ADD TO CARD AT STATION. THERE IS NO ONE TO ASSIST AND CONDUCTORS THAT TELL ME THAT I'LL NEVER GET REFUNDS FOR WASTED FARES. HOW CAN YOU SEND YOUR CUSTOMERS TO WALGREENS? RIDICULOUS PROCESS!

I NEED TO BE ABLE TO ADD FARE TO CLIPPER AT STATION. TAGGING TO ACTIVATE IS UNNECESSARY!

NEEDING TO SCAN THE CLIPPER MONTHLY PASS ON FIRST DAY OF EVERY MONTH IS REALLY UNCOMFORTABLE. I'M UNABLE TO TAG CLIPPER CARD ONBOARD WHEN I FORGET TO SCAN AT STATION. NEEDING TO GET OFF THE TRAIN TO TAG MY CLIPPER CARD WHEN I'M TRAVELING BEYOND MY MONTHLY PASS ZONES IS ALSO UNCOMFORTABLE.

Clipper Card

THERE NEEDS TO BE THE OPTION TO ADD FARE TO YOUR CLIPPER CARD AT STATIONS, LIKE BART AND TRANSBAY. IF CLIPPER IS OUT, YOU HAVE TO BUY A PAPER TICKET. THERE IS NO POINT. ZONE UPGRADES ON CLIPPER NEED TO BE BOUGHT SEPARATE AND CAN'T BE ADDED TO CARD ON THE FIRST OF THE MONTH. IF YOU RIDE OUTSIDE OF ZONE, YOU HAVE TO GET OFF TRAIN MID-RIDE TO TAG OFF.

USING CLIPPER CARD IS BAD FOR CALTRAIN. THERE IS A LONG LINE ON THE 1ST DAY OF THE MONTH TO TAG ON AND TAG OFF FOR THE MONTHLY PASS HOLDER. IT WOULD BE WISE TO DO THE SINGLE TAG TO LOAD THE MONTHLY PASS AND PAY \$2 MORE TO GET THE TICKET THROUGH WAGE WORK.

THE TRANSITION TO CLIPPER CARD WAS NOT SMOOTH. ONLY ONE PERSON KNEW HOW TO FIX MY PROBLEM AFTER NUMEROUS CALLS. IT WORKS NOW.

CLIPPER/COMMUTER CHECK AUTOMATIC LOADING IS GOOD, BUT FOR SOME REASON IT DID NOT WORK FOR JUNE.

THE CLIPPER CARD SYSTEM WORKS WELL ONCE AN ACCOUNT IS SET UP. OPENING AN ACCOUNT WAS INITIALLY DIFFICULT.

I WAS TOLD BY CLIPPER CUSTOMER SERVICE THAT THERE IS A MACHINE TO ADD FARE TO MY CLIPPER CARD AT THE 4TH/KING STATION. HOWEVER, I HAVE NOT SEEN ONE. IS IT HIDDEN SOMEWHERE?

NEED BETTER PORTABLE CLIPPER CARD READERS.

CLIPPER REFUND IS CONFUSING. THEY OWE ME \$40.00. IT'S NOT FLEXIBLE WITH MONTHLY PASS DEDUCTION.

TAKING FIVE DAYS TO LOAD VALUE ONTO A CLIPPER CARD IS RIDICULOUSLY LONG. GET A BETTER INTEGRATION CAPABILITY ACROSS YOUR IT SYSTEMS! CLIPPER CARD STAFF ARE PRETTY USELESS AND FRANKLY SPEAKING, VERY UNFRIENDLY.

THE CLIPPER CARD I RECEIVED IN THE MAIL DID NOT WORK. IT WAS ACTIVATED VIA PHONE CALL AND PAID FOR. A NEW CARD WAS SENT IN MAIL.

CLIPPER CARD RELOADING IS A NIGHTMARE.

WHY DOES CLIPPER TAKE THREE DAYS TO LOAD ONLINE?

PLEASE DO AWAY WITH THE CLIPPER CARD. IT'S A BIG SCAM.

NEED TO WORK ON THE CLIPPER CARD.

CLIPPER IS BADLY DESIGNED. I SHOULDN'T NEED TO TAG ON AND OFF IF I HAVE A MONTHLY PASS. INVARIABLY, EVERY MONTH AND A HALF THE TRAIN FORGETS TO TAG ON. ALSO THE \$1.25 MINIMUM IS SILLY AND UNNECESSARY. FIX IT.

Clipper Card

GIVE US MORE PLACES TO REFILL CLIPPER WITH A COMMUTER CHECK.

I FORGET TO TAG OFF ALL THE TIME. IT SHOULD NOT CHARGE THE MOST EXPENSIVE FARE.

MANY PROBLEMS WITH CLIPPER.

IF YOU BUY A MONTHLY PASS ON-LINE, THE PARKING PERMITS DON'T WORK.

PLEASE GO BACK TO THE MONTHLY PAPER PASSES. I HAVE HAD NOTHING BUT PROBLEMS WITH THE CLIPPER CARD.

THE CLIPPER TRANSITION IS CONFUSING!

OVERALL, I'VE HAD A GREAT CALTRAIN EXPERIENCE. ONE IMPROVEMENT WOULD BE TO HAVE ONLINE ADDITIONS TO THE CLIPPER CARD POST WITHIN 36 HOURS. NOW, IT SEEMS TO TAKE SEVERAL DAYS.

CLIPPER USE IS CONFUSING, ESPECIALLY REGARDING INTERAGENCY TRANSFERS.

OVERALL, I AM VERY SATISFIED WITH CALTRAIN. HOWEVER, MY EXPERIENCE WITH CLIPPER HAS BEEN LESS THAN SATISFACTORY. THEIR PHONE SERVICE IS SUBPAR. THE WAIT TIME FOR FUNDS ADDED ONLINE IS FAR TOO LONG. THEIR SYSTEM UPDATES NEED TO BE FASTER.

OVERALL, CLIPPER IS NOT AN EASY SYSTEM TO USE. WHY CAN'T I ADD FUNDS AT THE STATION? IF I WAS ADDING MONEY TO MUNI OR BART, I CAN DO IT RIGHT ON THEIR TICKET MACHINE. WHY CAN'T CALTRAIN DO THE SAME? GOING TO WALGREENS OR WAITING FOR IT TO ADD ONLINE IS NOT AT ALL USER- FRIENDLY IN THIS DAY AND AGE.

Survey Comments

THE PERSON GIVING OUT SURVEYS WAS VERY NICE.

THANK YOU FOR THE SURVEY!

WHY IS THERE NOT A SINGLE QUESTION FOR BIKE RIDERS?

IN GENERAL, CALTRAIN IS GREAT. TONIGHT WHEN HANDED THIS SURVEY, THOUGH, THE TRAIN WAS ABOUT 15 MINUTES LATE. THAT IS A DIFFICULT TIME TO COMPLETE A "SATISFACTION SURVEY."

WHY NO QUESTIONS ABOUT BIKES?

YOU DON'T ASK ABOUT THE STATE OF THE CARS, ONLY CLEANLINESS. WELL, THEY SUCK. THEY HAVE BROKEN HEATERS AND AC UNITS, FAILING GENERATORS, TERRIBLE SHOCKS AND LOUD MACHINERY.

YOU ARE NOT ASKING THE IMPORTANT QUESTIONS: SCHEDULES, PAYMENTS, COMFORT.

HOW ABOUT AN ELECTRONIC SURVEY SOMETIME?

I THINK IT'S HYSTERICAL YOU'RE DOING THIS ON A DAY WHEN THE TRAIN IS FIVE MINUTES LATE, DUE TO DOOR PROBLEMS!

NEXT TIME, PLEASE INCLUDE A BIKER QUESTION OR TWO.

NOT MENTIONED IN THE SURVEY, THE MESSAGING AND NOTIFICATION OF DELAYS AND ISSUES BEFORE GETTING TO THE STATION IS ABSOLUTELY ABYSMAL. CALTRAIN MANAGEMENT SHOULD HAVE TO USE THE CALTRAIN TO COMMUTE DAILY. YOUR SURVEY MISSES REAL CUSTOMER PAIN POINTS.

I THINK TAKING A SURVEY ON A TRAIN IS HARD.

WHY IS THERE NO QUESTION COVERING "KNOWLEDGE AND/OR USEFULNESS OF CONDUCTORS". I'VE BEEN DIRECTLY MISINFORMED BY CONDUCTORS MYSELF, AND HEARD CONDUCTORS MISINFORMING OTHERS (ABOUT STATIONS SERVICED BY A PARTICULAR TRAIN, ABOUT LOCAL BUS SERVICE AT STATIONS, ETC.) WHETHER THEY ARE COURTEOUS OR NOT, IT WOULD BE A BETTER "OVERALL EXPERIENCE" IF CUSTOMERS WERE NOT SUBJECTED TO ERRONEOUS INFORMATION PRESENTED IN THE FORM OF A PROFESSIONAL UNIFORM.

THANKS FOR CONDUCTING THE SURVEY.

PLEASE USE AN INTERNET SOLUTION FOR YOUR SURVEYS. USE SURVEYMONKEY.COM. POST THE SURVEY LINK ON THE CALTRAIN WEBSITE FOR CONSTANT FEEDBACK.

VERBATIM COMMENTS BY TRAIN

Comments from Train 101

THE TRAIN IS SCHEDULED TO MISS MY PREFERRED BART TRAIN BY TWO MINUTES.

I'VE BEEN TAKING TRAIN FOR 20 PLUS YEARS. THE CLIPPER CARD IS TERRIBLE. IT'S STRESSFUL AND NOT RELIABLE.

THANK YOU FOR YOUR GREAT SERVICE I AM VERY SATISFIED. KEEP UP GOOD WORK!

PEOPLE WHO ARE OUT TO LUNCH IN THE HEAD SHOULD NOT BE ALLOWED TO RIDE CALTRAIN. THEY ALWAYS USE THE F-WORDS AT ALL OF US, JUST BECAUSE THEY KNOW OR THINK THEY HAVE A PROBLEM. CONDUCTORS KNOW WHO THEY ARE.

CUSTOMERS SERVICES RATES A ZERO, IF THERE IS AN ACCIDENT, THE PASSENGERS ARE TREATED VERY POORLY. YOU HAVE ONLY THREE PROFESSIONAL CONDUCTORS. SAN FRANCISCO STATION IS THE WORST WITH ACCIDENTS, THE POLICE, CONDUCTOR AND MANAGEMENT CAUSE MORE DISORDER. THE CUSTOMER SERVICE ON THE PHONE AND BY WRITTEN COMMUNICATION AND ONLINE IS HORRIBLE. I AM VERY DISSATISFIED WITH YOUR SERVICE.

THE VENDING MACHINE DOES NOT EXPLAIN 8 RIDE PURCHASE.

CLIPPER DOES NOT WORK FIRST OF MONTH, EVEN WHEN YOU PAY CREDIT CARD OR DO AN AUTOMATIC WITHDRAWAL.

ALL OTHER TRAINS EXCEPT BULLET TRAINS TAKE TOO LONG COMMUTE HORS. PLEASE TRY TO CUT DOWN ON STOPS TO MAKE LESS COMMUTE TIME. THE 4:30 TRAIN WOULD NOT TAKE MORE THAN 70 MINUTES IF YOU CUT SOME OF THE STATIONS. THANK YOU.

BIKE CARS NEED BETTER ORGANIZATION.

CALTRAIN OFFICIALS NEED TO BE MORE COURTEOUS TO PASSENGERS!

OVERALL, THEY HAVE GREAT SERVICE.

POOR MAINTENANCE OF TRAINS MEANS THEY ARE REGULARLY LATE! THE ONLY SAVING GRACE IS THE COURTEOUS STAFF AND CAMARADERIE OF REGULAR RIDERS! WE'RE PAYING CUSTOMERS! ARE YOU PAYING ATTENTION?

POOR MAINTENANCE OF TRAINS MEANS THEY ARE REGULARLY LATE! THE ONLY SAVING GRACE IS THE COURTEOUS STAFF AND CAMARADERIE OF REGULAR RIDERS! WE'RE PAYING CUSTOMERS! ARE YOU PAYING ATTENTION?

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I THINK IT'S HYSTERICAL YOU'RE DOING THIS ON A DAY WHEN THE TRAIN IS FIVE MINUTES LATE, DUE TO DOOR PROBLEMS!

CLIPPER CARD IS HORRIBLE.

Comments from Train 101

SOME OF THE MANY CONDUCTORS ARE INCREDIBLY RUDE.

TOO MANY NON-CYCLISTS IN MY BIKE CAR.

I WOULD LIKE TO ADD TO MY CLIPPER CARD AT THE MILLBRAE STATION.

TOO MANY NON-CYCLISTS IN MY BIKE CAR.

PLEASE OFFER PAPER MONTHLY PASS AND 10 RIDES. ALLOW A GRACE PERIOD ON MONTHLY PASSES. ALLOW THE 10-RIDE TO BE USED BY MULTIPLE PERSONS. LOWER FARES.

MORE TRAINS ON NIGHTS AND WEEKENDS. MORE TRAINS WEEKDAYS.

IT WOULD BE GREAT IF CALTRAIN COULD HAVE A BETTER CONTINGENCY PLAN TO DEAL WITH INCIDENTS. RIDERS ARE STUCK ON THE TRAINS. I DO TOTALLY UNDERSTAND THE INCIDENTS ARE BEYOND CALTRAIN CONTROL, BUT ASSISTING RIDERS CAUGHT BY IT IS AN OPPORTUNITY TO BETTER THE SERVICE.

OVERALL, I PREFER CALTRAIN OVER BART OR DRIVING! THERE ARE VERY FEW DELAYS, USUALLY DUE TO ACCIDENTS.

MY ONLY ISSUE IS OVERCROWDED TRAINS, DUE TO GIANTS' GAMES.

AT SOUTH S.F., I CAN'T UNDERSTAND SPEAKER INFORMATION AT THE STATION.

Comments from Train 102

THE CLIPPER TAG ON/TAG OFF FOR 8-RIDES IS NOT VERY USER FRIENDLY. WITH PAPER TICKETS, THE USER WOULD "TAG ON" AT VALIDATOR BUT NOT HAVE TO TAG OFF. IF YOU EXCEEDED YOUR ZONE, CONDUCTOR CITED YOU. THE CLIPPER 8-RIDE SHOULD WORK SAME WAY.

Comments from Train 143

I AM EXTREMELY UPSET AT REQUIRING A CLIPPER CARD FOR MEDICARE DISCOUNT PASSENGERS AND AM OUTRAGED AT THE ERADICATION OF MEDICARE DISCOUNT FOR MONTHLY PASSES AT VENDING MACHINES. IT'S RIDICULOUS TO MAKE THE CLIPPER CARD MANDATORY!

DISABLED FARE IS TOO MUCH MONEY.

I AM HAPPY TO HAVE CALTRAIN IN OUR COMMUNITIES. IT IS A GOOD BARGAIN. MY ONLY COMPLAINT IS WITH THE AVAILABILITY OF PARKING.

I LOVE CALTRAIN! EASY AND RELAXING!

1. SOME IN-TRAIN LOUDSPEAKERS ARE PAINFULLY LOUD. 2. THE AIR IS SOMETIMES NOT CIRCULATED WELL, BUT USUALLY FINE. 3. GOOD LUCK AND THANKS!

IT WOULD HAVE BEEN HELPFUL TO KNOW THAT CHANGING FROM CALTRAIN TO BART WOULD COST MORE. ONE FARE SHOULD COVER TRAVEL ON BOTH LINES WHEN A DAY PASS IS PURCHASED. BETTER SIGNS AT STATIONS WOULD BE HELPFUL.

IT WOULD HAVE BEEN HELPFUL TO KNOW THAT CHANGING FROM CALTRAIN TO BART WOULD COST MORE. ONE FARE SHOULD COVER TRAVEL ON BOTH LINES WHEN A DAY PASS IS PURCHASED. BETTER SIGNS AT STATIONS WOULD BE HELPFUL.

IT WOULD HAVE BEEN HELPFUL TO KNOW THAT CHANGING FROM CALTRAIN TO BART WOULD COST MORE. ONE FARE SHOULD COVER TRAVEL ON BOTH LINES WHEN A DAY PASS IS PURCHASED. BETTER SIGNS AT STATIONS WOULD BE HELPFUL.

OVERALL, I AM COMFORTABLE RIDING CALTRAIN FROM SAN JOSE TO SAN FRANCISCO WEEKLY. SPECIAL EVENTS MAKE IT A LITTLE DIFFICULT TO RIDE, BEING NOT ENOUGH TRAINS AVAILABLE HOURLY, BUT OVERALL SERVICE IS GREAT.

STATION VENDING MACHINES WOULD BE NICE TO HAVE.

CALTRAIN DOES NOT COME OFTEN ENOUGH TO BE CONVENIENT.

THE PLATFORMS (AND HOW TO GET BETWEEN THEM) ARE NOT WELL-LABELED AT SOME STATIONS SUCH AS CALIFORNIA AVENUE.

SERVICES ARE EXCELLENT. CLEANLINESS IS PERFECT. I FELT VERY NICE WHILE TRAVELLING.

VERY NICE!

CLEANER THAN BART AND ON TIME! VERY GOOD.

CLEANER THAN BART AND ON TIME! VERY GOOD.

CLEANER THAN BART. VERY SATISFIED.

I JUST WISH THERE WAS WIRELESS WIFI AVAILABLE ON ALL THE TRAINS.

Comments from Train 143

THE TRAIN IS FINE AND MUCH EASIER THAN CAR. THE STAFF ARE FRIENDLY AND THE TRAIN IS USUALLY ON TIME. UNFORTUNATELY, I DON'T TRAVEL TO THE CITY AS MUCH AS I LIKE BUT IT'S NICE TO KNOW THAT THE CAL TRAIN EXISTS! THANK YOU AND KEEP UP THE GOOD WORK!

THE TRAIN IS FINE AND MUCH EASIER THAN CAR. THE STAFF ARE FRIENDLY AND THE TRAIN IS USUALLY ON TIME. UNFORTUNATELY, I DON'T TRAVEL TO THE CITY AS MUCH AS I LIKE BUT IT'S NICE TO KNOW THAT THE CAL TRAIN EXISTS! THANK YOU AND KEEP UP THE GOOD WORK!

THIS IS MY THIRD TIME RIDING CALTRAIN. THE FIRST TIME I TRIED TO TAKE A TRAIN, THE LINE WAS TOO LONG TO BUY A TICKET IN TIME AND THE MAN COLLECTING TICKETS WOULDN'T ACCOMMODATE ME IN ANY WAY, SO I MISSED THE TRAIN. THE SECOND TIME, THE MACHINE DIDN'T TAKE CASH, AND, AS A MINOR, I DIDN'T HAVE A CREDIT CARD. BESIDES THE DIFFICULTY OF BUYING TICKETS, EVERYTHING HAS BEEN GREAT.

THIS IS MY THIRD TIME RIDING CALTRAIN. THE FIRST TIME I TRIED TO TAKE A TRAIN, THE LINE WAS TOO LONG TO BUY A TICKET IN TIME AND THE MAN COLLECTING TICKETS WOULDN'T ACCOMMODATE ME IN ANY WAY, SO I MISSED THE TRAIN. THE SECOND TIME, THE MACHINE DIDN'T TAKE CASH, AND, AS A MINOR, I DIDN'T HAVE A CREDIT CARD. BESIDES THE DIFFICULTY OF BUYING TICKETS, EVERYTHING HAS BEEN GREAT.

THE SYSTEM NEEDS TO SHOW MORE COMPASSION TOWARDS HOMELESS AND INDIGENT PEOPLE. CONDUCTORS SHOULD SHOW MORE COMPASSION TO HOMELESS PASSENGERS WHO DON'T HAVE ANY MONEY FOR FARE. ALSO, YOUR CONDUCTORS AND SAN MATEO COUNTY SHERIFFS, AS YOUR SECURITY PROVIDERS, NEED TO BE TRAINED ON USE OF MEDICAL MARIJUANA AND SENSITIVITY TOWARD THE RELIGION OF RASTAFARI. MEDICAL MARIJUANA PATIENTS NEED TO BE ABLE TO SMOKE OUTSIDE STATIONS. AN AFRICAN-AMERICAN CONDUCTOR KICKED ME OFF TRAIN FOR SMELLING LIKE MEDICAL MARIJUANA. THEY ARE ALL ILLEGALLY HARASSING ME FOR USING MEDICAL MARIJUANA.

THERE IS NO SYSTEM AT THE STATIONS FOR INFORMING PASSENGERS WHEN SERIOUS DELAYS OCCUR.

THERE IS NO ALTERNATIVE PLAN FOR TRANSPORTATION WHEN THE SYSTEM STOPS DUE TO SWITCHING PROBLEM OR PEDESTRIAN ACCIDENT.

I THINK THE SEATS ARE A LITTLE BIT COLD WHEN SITTING ON DURING WINTER. IS THERE ANY WAY FOR YOU TO MAYBE PUT CUSHIONS ON? THE TEMPERATURE INSIDE THE TRAIN IS ALSO A BIT LOW, AT LEAST FOR ME.

IT WAS NERVE-WRACKING TO HAVE THE PERSON IN FRONT OF ME AT THE TICKET MACHINE HAVE TROUBLE WITH HER CREDIT CARD JUST BEFORE THE TRAIN CAME. ANOTHER MACHINE WOULD HAVE HELPED.

CLIPPER CARD NEEDS TO BE REFILLED FASTER WHEN ORDERING ONLINE. THREE TO FIVE DAYS IS TOO LONG A WAIT FOR UPLOAD TO APPEAR ON BALANCE.

NICE TRAIN. I AM FROM THE PHILIPPINES.

Comments from Train 143

CALTRAIN HAS ALWAYS BEEN A CONVENIENT, POSITIVE EXPERIENCE. I AM GLAD YOU DECIDED TO KEEP TRAINS RUNNING AND STOPPING AT THE SANTA CLARA STATION.

NOT BEING ABLE TO INSTANTLY ADD VALUE TO CLIPPER EXCEPT AT THE VERY FEW STATIONS (OR ONLY IN SAN FRANCISCO?) THAT SUPPORT IT, OR WALGREENS, IS VERY INCONVENIENT AND ANNOYING. BETTER AVAILABILITY OF SERVICES FOR CLIPPER IS ESSENTIAL.

I WISH MORE TRAINS STOPPED AT SANTA CLARA. I WISH MORE BULLET TRAINS STOPPED AT SANTA CLARA. .

I WISH YOU COULD WAIT INSIDE DURING THE WINTER.

WHEN PAYING FOR MY TICKET, IT ACCEPTED MY CREDIT CARD FOR THE PARKING FEE, BUT THEN WOULD ONLY ACCEPT CASH FOR THE RIDE! I ONLY HAD A \$20.00 BILL, SO I NOW HAVE A BUNCH OF DOLLAR COINS FROM THE CHANGE THAT ARE TOUGH TO USE. I HAVE NOT HAD THE PROBLEM BEFORE, BUT IT'S JUST ANNOYING TO DEAL WITH GIVEN THAT EVERYTHING ELSE WAS SIMPLE TO USE.

THE TICKET TAKER COULD BE MORE COURTEOUS.

IT WOULD BE NICE TO HAVE MORE BABY BULLET TRAINS IN THE AFTERNOON-EVENING. I ALSO SUGGEST HAVING A TRAIN RUN EVERY 30 MINUTES. THE WAIT IS PAINFUL.

I WOULD LIKE MORE INFORMATION ON DELAYS AT STATION. FOR EXAMPLE, WHAT HAPPENED AND WHERE IS THE TRAIN AT TIME OF THE DELAY?

FARE SEEMS VERY EXPENSIVE.

PLEASE HAVE PRINTED SCHEDULES FOR BART PROVIDED AS WELL.

I WISH THERE WERE MORE BENCHES AT LAWRENCE STATION AND THAT THE BENCHES WERE PUT WHERE THE BIRDS DON'T POOP.

CALTRAIN IS A SYSTEM AS WELL OILED AS A MACHINE!

Comments from Train 146

ANNOUNCEMENTS COULD BE LOUDER.

ANNOUNCEMENTS COULD BE LOUDER.

HAVE A BART LIKE PAYMENT METHOD WHERE IT'S STATIONS, NOT ZONES, SO IF I GO FROM CLOSE STATIONS I WILL ONLY GET CHARGED FOR ONE.

SFO CONNECTION VIA BART IS NICE!

MORE TICKET MACHINES IN CROWDED STATIONS, LIKE 4TH AND KING.

IT WOULD BE HELPFUL IF THERE WERE MORE PAYMENT OPTIONS LIKE BEING ABLE TO PURCHASE TICKETS ON THE TRAIN.

IT IS A WONDERFUL SERVICE AND IT SHOULD CONTINUE.

THE 12:07 SAN FRANCISCO HILLSDALE TRAIN IS IN ONE WORD "AWESOME."

THE TRAIN WAS CONVENIENT FOR THE TRIP I WANTED TO MAKE. HOWEVER, EQUIPMENT IS WORN-LOOKING AND THE TRAINS ARE OLDER, ESPECIALLY COMPARED TO MY EUROPEAN TRAIN EXPERIENCES.

YOU NEED MORE BULLETS AND FEWER STOPS.

YOU NEED MORE BULLETS AND FEWER STOPS.

THANKS FOR GOOD SERVICE. I AM VERY HAPPY.

I FEEL THAT IT WOULD HELP IF THEY HAD CROSSING GUARDS AT ALL STOPS SO THERE WOULD BE FEWER INJURIES.

THERE SHOULD BE SPECIAL GAME TRAINS STOPPING AT CERTAIN LIMITED STOPS. THIS WAY, SPORTS FANS CAN FIND THEIR WAY HOME BETTER. SIXTY GOT OFF IN MILLBRAE FROM THE LAST GAME!

I USE CALTRAIN INFREQUENTLY BUT HAVE ALWAYS BEEN SATISFIED.

I VERY HAPPY TO HAVE THIS SERVICE AVAILABLE. NEED MORE PARKING PLACES FOR MIDDAY TRIPS-SUNNYVALE WHEN HAVING TO TRANSFER.

THE DOWNTOWN ACCIDENT HAD VERY EFFICIENT HANDLING OF SITUATION.

PLEASE CLEAN THE WINDOW AT THE BACK OF THE LAST CAR SO WE CAN SEE CLEAR WHERE WE ARE GOING OR COMING. WINDEX AND A SQUEEGEE IS ALL YOU NEED.

THE OVERALL EXPERIENCE IS EXCELLENT.

IT IS UNACCEPTABLE THAT IT CAN TAKE AS LONG AS FIVE DAYS TO ACTIVATE A MONTHLY PASS ON A CLIPPER CARD WHICH COULD RESULT IN A CITATION EARLY IN THE MONTH. ALSO, HAVING TO TAG ON AND OFF PRIOR TO THE FIRST RIDE OF THE MONTH IS VERY EASY TO FORGET IF I'M IN A HURRY.

Comments from Train 146

MY FAMILY AND I LIKE TO RIDE THE TRAIN. IT'S COMFORTABLE, RELIABLE AND ON SCHEDULE.
GOOD JOB CALTRAIN.

FANTASTIC RIDE!

CALTRAIN IS ALWAYS VERY DEPENDABLE AND FAST.

CLIPPER INFORMATION ON THE CALTRAIN WEBSITE COULD BE CLEARER.

PARKING AT THE SUNNYVALE STATION IS TERRIBLE.

HAPPY WITH CALTRAIN PROCEDURES.

ADD MORE SIGNS AND STATION INFORMATION ON THE TRAIN.

IT'S A GREAT TRAIN! I LIKE SITTING ON TOP OF IT!

THE ONLY INCIDENT I HAVE SEEN THAT BOTHERED ME WAS WHEN A DISABLED BLIND WOMAN ACCIDENTLY HIT THE BRAKE TRYING TO HELP WITH LUGGAGE AND I FELT THAT THE CONDUCTOR AND COPS COULD HAVE BEEN A LITTLE KINDER. THE WOMAN WAS BLIND.

IT'S REALLY ANNOYING TO FIGURE OUT WHAT TRAIN YOU'RE ON, AS THAT INFORMATION IS ONLY IN ONE PLACE. GIVEN NATURAL DELAYS, IT IS STRESSFUL TO ENSURE YOU ARE ON THE CORRECT TRAIN.

I ALWAYS HOPE THERE IS NO ACCIDENT. ONE TIME, ONE TRAIN MET AN ACCIDENT. CALTRAIN HAD TO CANCEL ALL THE LATER TRAINS. THE TRAIN I BOARDED WENT BACK TO THE TERMINAL. THAT DAY, I LOST THREE HOURS ON THE WAY TO HOME.

PLEASE DO NOT CUT SERVICE. THANK YOU.

I WOULD LIKE TO SEE MORE TRAINS MID-DAY.

MORE TIMED CONNECTIONS WITH SAMTRANS WOULD BE HELPFUL, ESPECIALLY THE BUSES THAT SERVICE EL CAMINO.

YOU'RE OFTEN MISSING SCHEDULED TIMES!

WHY AREN'T THERE ANY CLIPPER CARD CHARGING MACHINES AT THE STATION?

THERE NEEDS TO BE MORE ACCESS TO CLIPPER CARD LOCATIONS AND MORE HUMAN CONTACT (CUSTOMER SERVICE) AT CALTRAIN STATIONS. I WOULD LIKE THE STATION TO PROVIDE MORE INFORMATION AND TICKETS FROM REAL PERSON RATHER THAN A MACHINE.

THERE NEEDS TO BE MORE ACCESS TO CLIPPER CARD LOCATIONS AND MORE HUMAN CONTACT (CUSTOMER SERVICE) AT CALTRAIN STATIONS. I WOULD LIKE THE STATION TO PROVIDE MORE INFORMATION AND TICKETS FROM REAL PERSON RATHER THAN A MACHINE.

NEED MORE TICKET MACHINES.

IT TAKES A FEW TRIES BEFORE ONE CAN BE FAMILIAR WITH USING TICKET PURCHASE BOXES.

Comments from Train 146

THERE SHOULD BE SIGNS AT UPSTAIRS BOXES AT MILLBRAE STATION THAT MORE BOXES ARE AVAILABLE ON THE DOWNSTAIRS PLATFORM.

UPSTAIRS IS AT MILLBRAE IS TOO WINDY, SHELTER THOSE TICKET MACHINE AREAS.

THE OLDER COACHES ARE FAR MORE DESIRABLE. THE NEWER ONES BECOME RIDICULOUS WHEN YOU HAVE TO FACE SOME CLOWN SHOWING-OFF THEY KNOW HOW TO USE A CELL-PHONE, PRETENDING TO BE A CEO FOR MICROSOFT, OR CHATTING WITH SOMEONE ABOUT HOW COOL THEY ARE. IN OTHER WORDS, THE SEATING FORMAT FORCES YOU INTO UNCOMFORTABLE ARRANGEMENTS. OTHERWISE, YOU RUN AN EFFICIENT OPERATION. THANK YOU.

SATISFIED OVERALL. IT'S A WONDERFUL SERVICE FOR SENIORS WHO CAN EXPLORE SAFELY. THANKS.

I WISH CLIPPER CARDS WERE EASIER TO GET HOLD OF.

EVERYTHING IS OK FOR ME.

LOWER PRICES! THAT, OR EXPAND ZONES!

MY MORNING COMMUTE TRAIN (127) IS VERY RELIABLE AND I'M VERY HAPPY WITH IT. HOWEVER, ALL OF THE AFTERNOON ONCE-AN-HOUR TRAINS ARE CONSISTENTLY ABOUT TEN MINUTES LATE. WHY?

THE CALTRAIN SYSTEM IS TERRIFIC! MY ONLY CONCERN IS WHEN A TRAIN IS LATE AND THERE ARE NO ANNOUNCEMENTS AT THE STATION WHILE WAITING FOR THE TRAIN.

Comments from Train 151

CAN WE HAVE AN ONBOARD TICKET SERVICE? I SOMETIMES I MISS THE TRAIN BECAUSE BUYING A TICKET TAKES TIME.

CALTRAIN CONDUCTORS ARE CLUELESS ABOUT CLIPPER. THEY GIVE NO INFORMATION ABOUT DELAYS OR SLOWING ON TRACKS TO TRAIN PATRONS. THEY ANNOUNCE STOPS TOO LATE. THE LIST COULD GO ON. THANKS FOR ASKING!

TICKET MACHINES ARE SOMETIMES HARD TO WORK OR DON'T TAKE MONEY.

FREQUENCY OF TRAINS SHOULD BE INCREASED.

INSTEAD OF SAYING A TRAIN LEFT STATION X MINUTES BEHIND SCHEDULE, HOW ABOUT SHOWING THE APPROXIMATE TIME OF ARRIVAL?

HAS ABANDONING THE PAPER TICKET SYSTEM FOR 8 RIDES AND MONTHLY PASSES SAVED CALTRAIN MONEY?

ONCE OR TWICE A WEEK, ONE OF THE TRAIN CARS IS UNBEARABLY HOT.

I WISH THERE WERE MORE EFFICIENT WAY OF TICKETING SYSTEMS.

THERE ARE TOO MANY DELAYS DUE TO PEOPLE ACCIDENTS. MORE BARRIERS HAVE TO BE ERECTED TO PREVENT SUICIDES.

FIRST TIME USING CALTRAIN ON VISIT FROM IRELAND. IT'S A VERY FRIENDLY AND EFFICIENT MODE OF TRANSPORT. THE CONDUCTORS ARE HILARIOUS!

I'M ON VACATION FROM IRELAND; CALTRAIN IS A LOT BETTER, ALL AROUND, THAN IRISH RAIL SERVICES!

TRAINS NEED TO BE RESCHEDULED. THEY NEED TO TAKE BART SCHEDULE INFORMATION ACCOUNT AND TAKE THE NUMBER OF CITY PASSENGERS INTO ACCOUNT.

TRAINS NEED TO BE RESCHEDULED. THEY NEED TO TAKE BART SCHEDULE INFORMATION ACCOUNT AND TO TAKE NUMBER OF CITY PASSENGERS INTO ACCOUNT.

THE SOUTHBOUND ON WEEKDAY MORNINGS IS ALWAYS LATE.

CONDUCTORS SHOULD BE MORE DILIGENT IN FARE INSPECTION. I CAN THINK OF ONE CONDUCTOR WHO DOES A VERY GOOD JOB AS FAR AS TICKET INSPECTORS AND HE SHOULD BE COMMENDED.

PEOPLE IN THE BAY AREA LIKE TO COMPLAIN TOO MUCH! YOU ARE DOING GREAT!

I WOULD ENJOY A COUPLE OF SECONDS AFTER THE TRAIN STOPS TO GET MY TICKET. TODAY, I HAD TO WAIT AN HOUR AFTER THE BUS DROPPED ME OFF FROM SCHOOL BECAUSE THE ENGINEER DID NOT WAIT FOR ME AND THE TEN OTHER STUDENTS GETTING OFF THE BUS.

Comments from Train 151

I WOULD ENJOY A COUPLE OF SECONDS AFTER THE TRAIN STOPS TO GET MY TICKET. TODAY, I HAD TO WAIT AN HOUR AFTER THE BUS DROPPED ME OFF FROM SCHOOL BECAUSE THE ENGINEER DID NOT WAIT FOR ME AND THE TEN OTHER STUDENTS GETTING OFF THE BUS.

A DAY PASS SHOULD MEAN THAT YOU ARE ABLE TO GO WHEREVER YOU WANT TO GO!

THE TRAIN SHOULD STOP SHAKING!

DAY PASS SHOULD MEAN YOU GO WHEREVER YOU WANT TO, AND NOT JUST ONE ZONE.

MAKE THE TRAINS QUIETER INSIDE.

YOU NEED TO ADD THE CLIPPER CARD ON VENDING MACHINES LIKE BART. ALSO, ALLOW CASH VALUE FOR CONVENIENCE. THERE SHOULD BE NO NEED TO GO TO WALGREENS TO BUY MONTHLY PASS OR HAVE THE ADDITIONAL \$1.25.

YOU NEED TO WAIT ON BART PASSENGERS TO BOARD IN MILLBRAE. AT LEAST FIVE MINUTES WON'T HURT FOR A DELAY.

YOU NEED TO WAIT ON BART PASSENGERS TO BOARD IN MILLBRAE. AT LEAST FIVE MINUTES WON'T HURT FOR A DELAY.

MAKE TRAINS RUN ON TIME AND MORE OFTEN.

MAKE TRAINS RUN ON TIME AND MORE OFTEN.

THERE SHOULD BE MORE AWARENESS OF RAIL SAFETY TO PREVENT SUICIDE HAPPENING.

THANK YOU FOR ADDING TWO BIKE CARS TO TRAINS!

CLIPPER IS AWESOME!

CALTRAIN'S A NECESSITY. LET'S GET IT PERPETUALLY FUNDED!

IT'S EXPENSIVE TO GO FROM STANFORD TO SAN FRANCISCO.

ELECTRIFY CALTRAIN!

I AM A VISITOR TO CALIFORNIA. CALTRAIN IS GREAT. THEY SHOULD EXPAND TO MORE AREAS AND REDUCE THE RATES.

I AM A VISITOR TO CALIFORNIA. CALTRAIN IS GREAT. THEY SHOULD EXPAND TO MORE AREAS AND REDUCE THE RATES.

PLEASE FILL IN THE SIDEWALK HOLE AT DIRIDON.

THE CLIPPER TAG ON AND OFF SYSTEM IS RIDICULOUS. IT CHARGES ME FOR DESTINATIONS I CANNOT VISIT (4 ZONES AT SAN BRUNO TO PALO ALTO AT 1 AM). WHY CAN'T I PICK MY DESTINATION ZONE BEFORE TAGGING ON? IT WOULD BE MUCH MORE CONVENIENT.

FOR ME, IT'S EXCELLENT.

WHY ARE THE TICKET MACHINES IN REDWOOD CITY NOT ALWAYS IN SERVICE?

Comments from Train 159

THERE SHOULD BE MORE BULLET TRAINS.

MORE BULLET TRAINS!

THE TRAIN IS SLOW!

THE TIMING BETWEEN TRAINS IS A LITTLE BIT LARGE. IT WOULD BE BETTER IF THERE WERE TRAINS EVERY 15 MINUTES.

I'VE BEEN LEFT AT A STATION AFTER ASKING THE CONDUCTOR IF I COULD HAVE A MOMENT TO GET A TICKET BECAUSE THE MACHINE WASN'T WORKING. HE TOLD ME OK, AND THEN LEFT WITHOUT ME! MY BOYFRIEND WAS STILL ON THE TRAIN. THE CONDUCTOR TOLD MY BOYFRIEND THE TRAIN DOESN'T WAIT FOR ANYBODY; YET IT IS CONSISTENTLY LATE.

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I'VE NOTICED THAT THERE HAS BEEN AN INCREASE IN THE USE OF SOUND OUTPUT DEVICES WITHOUT HEADPHONES. EXAMPLES: LAPTOP MOVIE WATCHING BY MORE THAN ONE PERSON, MUSIC BEING PLAYED BY CELL PHONES WITHOUT HEADPHONES; AND CONDUCTORS INCREASINGLY IGNORE THIS BEHAVIOR. WHY DO THEY TOLERATE THIS?

TRAINS SHOULD COME MORE OFTEN!

MORE TRAIN STOPS.

SOME STATIONS SUCH AS HILLSDALE DO NOT HAVE ENOUGH TICKET VENDOR MACHINES, ESPECIALLY CONSIDERING HOW LONG THE STATION PLATFORMS ARE. IF PUSHED FOR TIME, IT'S A LONG RUN TO THE MACHINE.

I WOULD LIKE MORE SOUTHBOUND TRAINS ON SATURDAYS AND SUNDAYS.

I'D LIKE MORE SMILES AND FRIENDLINESS FROM PEOPLE WHO WORK FOR CALTRAIN.

CALTRAIN ARRIVAL TIMES NEED TO COINCIDE BETTER WITH TRANSFERS AT THE MILLBRAE BART CONNECTION. EXAMPLE: BART LEAVES AT 4:16, CALTRAIN ARRIVES AT 4:18.

SECURITY IMPROVEMENT.

WHEN BUYING TICKETS AT MACHINES, SHOULD HAVE THE OPTIONS FOR ADULT FARE VS DISABLED/SENIOR FARE, VS YOUTH FARE.

Comments from Train 159

MAKE A DISCOUNT FOR STUDENTS (18 - 23 YEARS OLD).

THE CARPETS AND SEATS NEED TO BE CLEANED.

OVERALL, THE TRAIN SERVICE IS GOOD. I HATE THAT EVERY FEW MONTHS WE HAVE TO WORRY ABOUT CONTINUATION OF SERVICE. I FEEL IF CALTRAIN LOST/DISCONTINUED WEEKEND OR NIGHT SERVICE IT WOULD BE THE END OF CALTRAIN AND WOULD OVERCROWD BUS SERVICES!

OVERALL, MY EXPERIENCE HAS BEEN VERY GOOD. THE ONLY THING I DON'T LIKE IS WHEN TRAIN IS LATE, ESPECIALLY IN THE MORNINGS.

I HAVE BEEN RIDING FOR SIX YEARS DAILY. I'M HAPPY WITH MOST EVERYTHING.

THERE'S TOO MUCH TIME BETWEEN TRAINS ON BOTH WEEKDAYS AND WEEKENDS.

PROVIDE YOUR STAFF WITH TRAINING FOR POTENTIAL CHILD ABDUCTION. WHAT TO DO IF YOU OR PASSENGERS SUSPECT AN ABDUCTION. THERE WAS AN INCIDENT ON THE TRAIN WHERE THE CHILD (5 YRS OLD) SCREAMED "I DON'T WANT TO GO". FOR THE ENTIRE RIDE IN A VERY LOUD VOICE AND HE WAS TRYING TO GET AWAY FROM THE PERSON WHO HAD HIM. THE PERSON SAID SHE WAS THE BABY SITTER. I FELT THE STAFF SHOULD HAVE CALLED THE POLICE TO CHECK IT OUT WITHOUT FEELING THEY WOULD GET IN TROUBLE FOR CALLING THE AUTHORITIES, WHICH WAS THE CASE.

THE CROWDING BEGINS IN SAN CARLOS AND GETS WORSE AND OVERFILLED BY REDWOOD CITY.

I'M VERY SATISFIED. PLEASE POST MINUTES UNTIL NEXT TRAIN ARRIVES ON BULLETINS AT STATIONS

HAVE TICKET MACHINES STATE THAT COST OF DAY PASS IS EQUAL TO THE COST OF A ROUND TRIP.

GOOD SERVICE! THANK YOU!

CHECK TICKETS MORE CONSISTENTLY/MORE OFTEN.

IF YOU ARE GOING TO CHECK TICKETS, THEN BE CONSISTENT. I GOT KICKED OFF AT SOUTH CITY WEARING A T-SHIRT AND SHORTS AND HAD TO BUY A TICKET THERE. THE SECOND I WALKED TOWARD THE TRAIN, THEY CLOSED THE DOOR ON ME. THEN I WAITED IN THE COLD UNTIL 8:30 AND WHEN I GOT ON THE NEXT TRAIN, THEY DIDN'T EVEN CHECK MY TICKET.

CHEWING GUM ON BOARD TRAINS SHOULD BE BANNED AND FINES ISSUED FOR GUM USE.

CALTRAIN STATIONS NEED TO BE CLEANER.

Comments from Train 190

I AM OVERALL HAPPY WITH CALTRAIN AND MOST OF THEIR SERVICE AND EMPLOYEES.

I WANT TRAINS TO RUN EVERY 15 - 20 MINUTES. WE NEED TO INCREASE RIDERSHIP LIKE THOSE TRAINS IN EUROPE.

COULD USE MORE BULLET TRAINS.

TRAINS GET TRASHED ON GIANTS GAME RUNS. AS A COMMUTER, IT IS UNPLEASANT.

IT'S A PLEASURE COMMUTING ON CALTRAIN!

I AM EXTREMELY SATISFIED WITH CALTRAIN SERVICE.

IT WOULD BE INCREDIBLY HELPFUL AND CONVENIENT IF THERE WAS A WAY TO GET ACROSS THE TRACKS AT SAN ANTONIO STATION BESIDES THE TUNNEL. FOR EXAMPLE, DOWNTOWN MOUNTAIN VIEW STATION HAS TWO CROSSINGS OVER THE TRACKS AT EACH END. IT'S AMAZING SERVICE OTHER THAN THAT. CALTRAIN IS MAGNIFICENT.

COURTESY OF CONDUCTORS IS WAY BELOW BASIC LEVEL. THEY NEED TO SHOW AT LEAST MINIMUM LEVEL OF MANNERS.

MY CLIPPER EXPERIENCE IS BAD!

MY JOB OFFERS COMMUTER VOUCHERS. IT'S A LITTLE TRICKY TO FIND OUT HOW TO USE THEM WITH CLIPPER.

HATE THE CLIPPER CARD! I WILL RIDE TRAIN LESS BECAUSE OF ITS MALFUNCTIONS. EVEN WHEN YOU TAG-OFF WITH AN 8-RIDE, IT SUBTRACTS THE WRONG AMOUNT. THERE IS NO REASON I HAVE TO HAVE AT LEAST \$1.25 ON CARD. SERIOUSLY! WHAT A STUPID IDEA! IT'S JUST ANOTHER WAY FOR CALTRAIN TO RIP OFF RIDERS!

YOU NEED TO STOP USING CLIPPER UNTIL YOU GET IT FIXED. YOU CAUSED ME TO PAY A \$150.00 FINE BECAUSE CLIPPER DOESN'T WORK. I HAVE NOW EMAILED CLIPPER THREE TIMES TO GET REFUNDS BECAUSE OF THEIR MISTAKES. MY CLIPPER ACCOUNT BALANCE STILL ISN'T CORRECT. FIX IT OR DROP IT!

THE CLIPPER CARD IS THE WORST.

THE CONDUCTORS ARE RUDE!

CLIPPER IS REALLY BAD. I HATE CLIPPER. STUPID SYSTEM. ONE CONDUCTOR GAVE ME A CITATION BECAUSE OF CLIPPER TROUBLE WITH MY MONTHLY PASS. WHY DO WE HAVE TO TAG ON/OFF EVERY RIDE WITH A MONTHLY PASS? WHY MUST THERE BE A MINIMUM OF \$1.25 ON CARD?

I NEVER GET A PARKING SPOT AT MOUNTAIN VIEW, EVEN THOUGH I HAVE MONTHLY PASS. CLOSE TO 80% OF THE TIME, I HAVE TO GO TO THE NEXT STOP. PLEASE CHECK ON PARKING PROBLEMS.

Comments from Train 190

I DO NOT LIKE TO USE CLIPPER CARD. WHY SHOULD I HAVE TO PAY \$1.25 MORE? CLIPPER CUSTOMER SERVICE IS NOT ABLE TO PROVIDE AN ANSWER TO THIS.

THE NON-BULLET TRAINS ARE LOUD INSIDE. TEMPERATURE IS OFTEN TOO WARM. OVERALL, I LIKE CALTRAIN. THANKS!

CLIPPER TIMES OF PURCHASE SHOULD BE UNIFORM ON MUNI AND CALTRAIN. IT'S A PAIN THAT THEY ARE DIFFERENT.

CALTRAIN IS NEVER LATE ENOUGH THAT IT BOTHERS ME, UNLESS THERE IS A SUICIDE.

I WOULD LIKE TO BOARD TRAINS EARLIER. STANDING IN STATION IS UNCOMFORTABLE. ELDERLY SHOULD BE ALLOWED TO SIT.

USE TEXT MESSAGE ALERTS TO ADVISE ABOUT DELAYS IN SERVICE. INFORM RIDERS ABOUT SCHEDULE AND DEPARTURES FROM SAN FRANCISCO.

"EASE OF USE OF TICKET VENDING MACHINES" SCORES 0 FOR CLIPPER BUT 5 FOR OTHER MACHINES. CLIPPER IS JUST A WAY TO MAKE CUSTOMERS PAY MORE, ESPECIALLY FOR MONTHLY-PASS HOLDERS. REMOVE CLIPPER SYSTEM. IT IS USELESS.

FIRST OFF, I HAVE BEEN USING THE CALTRAIN FOR OVER 4 YEARS AND I GREATLY APPRECIATE YOUR SERVICE (ESPECIALLY THE FUNNY ANNOUNCEMENTS!). PLEASE IDENTIFY A WAY TO EFFECTIVELY ANNOUNCE EXTREME DELAYS OF CANCELLATIONS VIA TWITTER, OR WEBSITE. PLEASE USE TRAIN DEPARTURE TIMES TO IDENTIFY TRAINS, RATHER THAN TRAIN NUMBERS.

IT WOULD BE HELPFUL IF YOU CAN ADD MORE LINES THAT STOP AT BURLINGAME.

LOUDSPEAKERS ON TRAINS ARE SOMETIMES TOO QUIET TO HEAR!

I'M USUALLY VERY SATISFIED. I WOULD LIKE IT IF THERE WAS A SYSTEM WHERE TICKET TAGGING WAS NECESSARY BEFORE ENTRY WITH NO FURTHER TICKETING PROCESS NEEDED.

THERE IS A CONDUCTOR NAMED [NAME REMOVED] ON TRAIN 233 WHO IS THE GREATEST CONDUCTOR IN THE WORLD! HE CARES ABOUT PASSENGERS AND CHEERS US UP EVEN ON THOSE GREY RAINY DAYS! HE IS FABULOUS!

CLIPPER CARD SERVICE NEEDS SOME IMPROVEMENTS, PLUS CALTRAIN CONDUCTORS SHOULD BE MORE LENIENT ABOUT CLIPPER CARD FAILURES. I HAVE MONTHLY PASS BUT STILL HAVE TO LISTEN TO CONDUCTORS ABOUT A CITATION SEVERAL TIMES.

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ALL IS GREAT, BUT IT NEEDS TO BE CLEANER.

Comments from Train 192

THE BATHROOMS AT STATIONS NEED TO BE WORKING.

SELL TICKETS ON THE TRAIN! THAT'S WHY I RATED MY OVERALL CALTRAIN EXPERIENCE AS "VERY DISSATISFIED."

IT SEEMS LIKE A SCHEME TO FINE PASSENGERS, INSTEAD OF SELLING TICKETS ON THE TRAIN. SELL TICKETS ON THE TRAIN, LIKE IN GERMANY.

PLEASE INCLUDE A "FIRST TIME USING CALTRAIN" GUIDE BY THE SCHEDULES. FOR FIRST TIME USERS, IT IS SO HARD TO UNDERSTAND THE WAY IT WORKS. THANKS!

ADDITIONAL CLIPPER CARD MACHINES AT THE PALO ALTO STATION WOULD BE NICE. GOING NORTHBOUND, THERE SHOULD BE A CLIPPER MACHINE CLOSER TO THE FRONT OF THE TRAIN.

WE NEED MORE CARS ON MORNING COMMUTER TRAINS. THEY ARE VERY CROWDED.

I'M AN OCCASIONAL RIDER AND IT IS EASY AND CONVENIENT. I LIKE THE WEBSITE A LOT.

IT WOULD BE GREAT IF THE TICKET MACHINES TOOK DEBIT CARDS, NOT JUST CREDIT CARDS OR CASH.

SINCE THE SF TICKET OFFICE CLOSED, THERE IS NO WAY FOR ME TO USE MY COMMUTER CHECK TO BUY A PARKING PERMIT. OTHERWISE, GREAT JOB ALL AROUND. I LOVE CALTRAIN.

PLEASE IMPROVE THE RELIABILITY OF THE EQUIPMENT. WE HAD MANY SMALL DELAYS DUE TO TECHNICAL GLITCHES RECENTLY.

ALTHOUGH I HAVE NOT HAD IT HAPPEN TO ME, I SEE CLIPPER CARDS MALFUNCTIONING FOR MONTHLY PASS CUSTOMERS. THE CALTRAIN EMPLOYEE SAYS THAT RECEIPTS AREN'T GOING TO BE HONORED AS A BACKUP TO BAD CARD READS, AND THAT CITATIONS ARE IMMEDIATE. THAT SHOULDN'T BE THE CASE.

ALTHOUGH I HAVE NOT HAD IT HAPPEN TO ME, I SEE CLIPPER CARDS MALFUNCTIONING FOR MONTHLY PASS CUSTOMERS. THE CALTRAIN EMPLOYEE SAYS THAT RECEIPTS AREN'T GOING TO BE HONORED AS A BACKUP TO BAD CARD READS, AND THAT CITATIONS ARE IMMEDIATE. THAT SHOULDN'T BE THE CASE.

NEED MORE POWER OUTLETS ON TRAINS.

NEED ABILITY TO BUY PARKING PERMITS ONLINE.

THE ANNOUNCERS ON THE TRAINS ARE SOMETIMES VERY CREATIVE WITH THEIR ANNOUNCEMENTS, WHICH IS GREAT. IT KEEPS THE TRIP INTERESTING.

I AM VERY PLEASED WITH THE REGARD AND SAFETY FOR PASSENGERS ONBOARD THE TRAIN. ESPECIALLY CONSIDERING THAT I WAS ON A TRAIN WHICH STRUCK AND KILLED SOMEONE LAST WEEK. THE CONDUCTORS WERE VERY CALM AND PROFESSIONAL IN HANDLING THE SITUATION.

Comments from Train 192

I AM VERY PLEASED WITH THE REGARD AND SAFETY FOR PASSENGERS ONBOARD THE TRAIN. ESPECIALLY CONSIDERING THAT I WAS ON A TRAIN WHICH STRUCK AND KILLED SOMEONE LAST WEEK. THE CONDUCTORS WERE VERY CALM AND PROFESSIONAL IN HANDLING THE SITUATION.

IT WAS MY FIRST TIME RIDING AND I COULDN'T FIND ANYONE TO HELP ME FIGURE OUT WHAT TO DO.

FIGURE OUT A BETTER WAY THAN TAGGING OFF WITH CLIPPER. THE TAG-OFF PROCESS IS ANNOYING!

MORE POWER PLUGS! USE ALL PLASTIC SEATS (THE CLOTH ONES ARE NASTY).

WITH GLOBAL WARMING AND INCREASINGLY CROWDED CONDITIONS, WE NEED MORE MASS TRANSIT, NOT LESS. I WOULD HAPPILY PAY A SLIGHTLY HIGHER FARE OR PAY ADDITIONAL TAX (SALES TAX?) TO MAKE SURE CALTRAIN STAYS STRONG. I LOVE NOT HAVING TO DRIVE INTO SAN FRANCISCO EVERY DAY. THANK YOU.

LOCAL SERVICE NEEDS TO STAY AND IMPROVE. TRAINS ARE CROWDED FOR GAMES AND MID-DAY HALF SERVICE DURING DAY NEEDS TO COME BACK.

LOCAL SERVICE NEEDS TO STAY AND IMPROVE. TRAINS ARE CROWDED FOR GAMES AND MID-DAY HALF SERVICE DURING DAY NEEDS TO COME BACK.

MORE PARKING LOT SPACES AT MOUNTAIN VIEW STATION.

HAVE CONDUCTORS STOP PEOPLE WHO DO NOT HAVE BICYCLES FROM ENTERING THE BIKE CAR BECAUSE THEY TAKE ALL THE SEATS. THIS HAPPENS EVEN WHEN THE TRAIN IS NOT CROWDED.

HAVE CONDUCTORS STOP PEOPLE WHO DO NOT HAVE BICYCLES FROM ENTERING THE BIKE CAR BECAUSE THEY TAKE ALL THE SEATS. THIS HAPPENS EVEN WHEN THE TRAIN IS NOT CROWDED.

CLIPPER CARD HAS BEEN A VERY UNSATISFACTORY EXPERIENCE. AS A DAILY COMMUTER, I HAVE BEEN TREATED LIKE A CRIMINAL AND REMOVED FROM THE TRAIN. THE DELAY IN PAYMENTS IS UNACCEPTABLE AND BLOCKING OF THE CARD WITHOUT REASON IS ALSO UNACCEPTABLE. FIX IT OR I WILL NOT BE A CUSTOMER!

MORE TRAINS PLEASE.

MORE TRAINS IN THE MORNINGS AND EVENINGS ON WORKDAYS AT THE CALIFORNIA ST. STATION!

YOU'RE HARDLY ON TIME.

BATHROOMS ARE DISGUSTING.

CONDUCTORS ARE GOOD PEOPLE AND I'M AMAZED HOW THEY PUT UP WITH ALL THE CRAZIES THAT TAKE THE TRAIN, ESPECIALLY DRUNK GIANTS FANS.

Comments from Train 192

YOU NEED TO BE MORE ON-TIME. THEY ALWAYS RUN 10 TO 15 MINUTES LATE.

I ALMOST NEVER TAKE CALTRAIN AND IT WASN'T AT ALL OBVIOUS TO ME HOW TO USE THE CLIPPER CARD TO PAY FOR THE TICKET. EVEN A NOTE ON THE TICKET VENDING MACHINE SAYING TO PAY FOR IT ELSEWHERE WOULD HAVE BEEN USEFUL.

I WAS CONFUSED BY WHICH TRACK TO USE AND MISSED MY TRAIN. I WAS SUPPOSED TO DEPART AT 7:30PM BUT SAW NO OVERHEAD TIME FOR IT. MY TICKET SAID ZONE 1 TO 4 SO I WAITED IN ZONE 1. I WAS VERY SAD.

LOVE IT. VERY CONVENIENT.

KEEP UP THE GOOD WORK. I UNDERSTAND THE DIFFICULT TIMES, BUT FARES MUST BE REDUCED TO MAINTAIN ACCESSIBILITY.

ONLINE NOTIFICATIONS OF CURRENT DELAYS WOULD BE AWESOME! AN IPHONE APP OF DELAYS WOULD BE EVEN BETTER!

Comments from Train 193

I'D APPRECIATE MORE PRINTS OF THE SCHEDULE ON THE TRAIN.

THE CLEANLINESS OF THE RESTROOMS AND FACILITIES AND STUFF INSIDE THE RESTROOMS COULD BE FURTHER IMPROVED.

MY FAITH IN USING CLIPPER FOR TRIPS BEYOND MY MONTHLY ZONES IS LOW. I THINK I'M BEING OVERCHARGED.

LOCATIONS OF CLIPPER READERS AT MILLBRAE ARE VERY POOR FOR BART PASSENGERS.

CONDUCTORS OFTEN ONLY OPEN ONE SET OF THE DOUBLE DOORS LEAVING THE PLATFORMS AT 4TH AND KING. IT CAUSES BACKUPS. CONDUCTORS NEED TO DO A BETTER JOB ANNOUNCING AND EXPLAINING DELAYS.

CALTRAIN DOES A TERRIBLE JOB OF RECOVERING FROM INCIDENTS.

FOR SOME REASON TRAINS CAN'T LEAVE AND ENTER THE 4TH AND KING STATION SIMULTANEOUSLY WHICH MAKES NO SENSE.

GET THE PAPER MONTHLY PASS BACK. CLIPPER IS IMPOSSIBLE TO DEAL WITH. MANY PROBLEMS WITH CUSTOMER SERVICE AND BILLING.

PLEASE INCREASE SERVICE FREQUENCY. OTHER THAN THAT, MY CALTRAIN EXPERIENCE HAS BEEN EXCELLENT.

I PURCHASE A CLIPPER MONTHLY PASS. WOULD BE MORE CONVENIENT IF I CAN PURCHASE A MONTHLY PARKING PERMIT AT THE SAME TIME ONLINE.

BABY BULLET TRAINS ARE USUALLY VERY CROWDED IN THE MORNING. THEY COULD USE A SIXTH CAR.

WE WOULD LIKE AN EMAIL NOTIFICATION OF TRAIN IS DELAYED DUE TO ACCIDENT.

KEEP CALTRAIN FUNDED FOR YEARS TO COME BY ADDING BAR CARS TO EVENING COMMUTE TRAINS LIKE THEY DO ON THE EAST COAST.

I FIND ALL INFORMATION ON TRAIN DELAYS FROM TWITTER.

THE MAXIMUM FINE LISTED ON THE TRAIN WHEN YOU BOARD IS \$250. I WAS FINED \$360!

I AM DISGUSTED AT WAITING AT STATIONS FOR DELAYS OR TRAINS THAT SIMPLY NEVER SLOW UP WITHOUT ANY ANNOUNCEMENTS BEING MADE OVER THE LOUDSPEAKER SYSTEM OR NOTICES POSTED ON FLASHING OVERHEAD BOARDS. CALTRAIN'S 22ND STREET STATION DOESN'T EVEN HAVE THE LATTER. THIS HAS HAPPENED A NUMBER OF TIMES THIS YEAR.

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Comments from Train 193

LATE NIGHT SERVICE ON FRIDAY AND SATURDAYS TO GET OUT OF THE CITY.

TRAIN NUMBERS NEED TO BE ON EACH DOOR OF CARS OR EASY TO SEE FOR EVERYBODY.

CALTRAIN AND BART NEED TO COORDINATE TRANSFER TIMES AT BART MILLBRAE.

OVERALL VERY SATISFIED. IT'S EASY TO WORK INTO MY DAILY ROUTINE.

I WOULD LIKE MORE ATTENTION PAID TO KEEPING NON-BICYCLISTS OUT OF CROWDED BIKE CARS.

TRAIN NUMBERS ON ILLUMINATED STATION/PLATFORM SIGNS WOULD BE HELPFUL.

YOU CAN'T HEAR ANNOUNCEMENTS AT THE SOUTH SAN FRANCISCO STATION. VERY UNCLEAR AND DISTORTED.

IT WOULD BE AWESOME IF TRAIN HAD WIFI.

I APPRECIATE SO VERY MUCH THE BIKE ACCESS ON CALTRAIN. THANK YOU FOR INCREASING TO TWO CARS FOR BIKES.

SOME OF YOUR ANNOUNCEMENTS ARE VERY AMUSING, MAKING A TRIP EVEN MORE FUN ("WUNNERFUL"). I HOPE YOUR SERVICE WILL INCREASE, NEVER DECREASE.

THANK YOU FOR ADDING ANOTHER BIKE CAR. HUGE BENEFIT FOR RIDERS.

I DON'T THINK MANY PEOPLE WOULD SAY THIS, BUT YOU COULD RAISE FARES TO STAY SOLVENT. FARES ARE LOWER THAN THEY NEED TO BE. I'D RATHER PAY MORE THAN LOSE THE SERVICE.

IT WOULD BE NICE TO HAVE TICKET MACHINES IN THE PARKING LOT AS WELL AS ON THE PLATFORM.

NUMBER 13 [ADEQUACY AND CLARITY OF ONBOARD ANNOUNCEMENTS] VARIES BY THE CONDUCTOR.

Comments from Train 195

AWESOME.

CALTRAIN NEEDS TO BE MORE PET FRIENDLY. I HAVE A SERVICE ANIMAL AFTER 3 YEARS OF BRINGING HER ON THE TRAIN, EVERY NOW AND THEN I GET HARASSED BY THE CONDUCTOR ABOUT "NO PETS ON THE TRAIN".

THERE IS A CONDUCTOR WHO SOMETIMES READS OUT UPCOMING STATIONS AS ELMO FROM SESAME ST. KEEP HIM!

PLEASE NEVER CLOSE THE CALIFORNIA AVE STATION. I NEED IT. MY LIFE WOULDN'T WORK WITHOUT YOU.

BULLET TRAINS SHOULD RUN LATER AT NIGHT.

I HAVE BEEN RIDING CALTRAIN TO WORK FOR THREE YEARS NOW, AND I HAVE BEEN VERY SATISFIED WITH IT! THE ONLY THINGS I DISLIKE ARE BUDGET-RELATED: CUTTING SERVICE AND RAISING FARES, BOTH OF WHICH DO NOT HELP RIDERSHIP IN ANY WAY.

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STATION DELAY ANNOUNCEMENTS AND DISPLAY READER BOARD OFTEN ONLY INVOLVE SB TRAINS. THAT'S NOT VERY HELPFUL FOR NB RIDERS.

8 RIDE CLIPPER TICKETS SHOULD NOT REQUIRE A CASH BALANCE. AUTO CHARGE THE NEGATIVE BALANCES TO A CREDIT CARD.

CLIPPER CARDS ARE TERRIBLE WHEN I FORGET TO SWIPE OFF! IS THERE ANY WAY TO FIX THAT? OTHERWISE, THE CARDS ARE VERY CONVENIENT.

YOU MIGHT CONSIDER RESTRUCTURING YOUR FARES. PALO ALTO TO REDWOOD CITY IS \$4.50. IT'S ONLY TWO STOPS. SOUTHERNMOST THREE TO THE NORTHERNMOST TWO IS ALSO \$4.50! UNDERSTAND?

YOU COULD BE MORE PUNCTUAL WITH MORE AND MORE FREQUENT BULLET TRAINS.

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WITH DELAYS, CALTRAIN WEBSITE SHOULD OFFER INFO AND ALTERNATIVES.

WITH DELAYS, CALTRAIN WEBSITE SHOULD OFFER INFO AND ALTERNATIVES.

THE EMAIL NOTICES ARE NOT USEFUL, RECOMMEND HOLIDAY REMINDERS, REMINDERS OR MAJOR DELAYS ONLY.

I HAVE BEEN TAKING CALTRAIN FOR TWO YEARS NOW. OVERALL, IT'S BEEN GOOD.

Comments from Train 208

FIX THE SPEAKERS AT PALO ALTO. YOU CAN'T HEAR THE TRAIN DELAY ANNOUNCEMENTS. STOP CARS FROM BLOCKING THE BUSES.

PLEASE OPEN A BAR CAR, WITH COFFEE IN THE MORNING AND DRINKS IN THE AFTERNOON. YOU COULD OFFER SPECIALIZED CALTRAIN DRINKS LIKE A "CALTINI" OR A "CALARITA"!

DELAY ANNOUNCEMENTS SHOULD BE MORE AUDIBLE AT STATIONS. CONDUCTORS OFTEN ANNOUNCE WHICH TRAIN WE ARE ON AFTER THE TRAIN LEAVES THE STATION. THEY SHOULD ANNOUNCE AS PEOPLE ARE BOARDING SO THEY CAN GET OFF IF NEEDED. OVERALL, CALTRAIN IS A GREAT, NEEDED SERVICE.

CALTRAIN IS VITAL TO BAY AREA! FUNDING MECHANISMS ARE INADEQUATE. NEED TO CREATE STABLE FUNDING SOURCE.

MOST CONDUCTORS ARE FINE SERVICE AGENTS.

CALTRAIN SERVICES ARE GOOD. STAFF ARE FRIENDLY.

I WOULD LIKE TO SEE REMINDERS GIVEN FOR CELLPHONE USERS WHO ARE TOO LOUD. ALSO DRINKING ON CALTRAIN BEFORE GIANTS GAMES NEEDS BETTER MONITORING. MORE TICKET ENFORCEMENT, TOO, AS I KNOW THAT NOT ALL CUSTOMERS HAVE PAID FOR A TICKET. I SPEAK FROM 38 YEARS OF TAKING CALTRAIN.

YOU NEED TO TELL PEOPLE WHEN THE ACCIDENT OCCURRED INSTEAD OF JUST STATING A DELAY OF AN HOUR TO AN HOUR AND A HALF. PEOPLE CAN THEN JUDGE WHETHER OR NOT TO WAIT IF THE ACCIDENT HAPPENED AT 4:30 AND THEY ARRIVE AT THE PLATFORM AT 5:15. OTHERWISE, WE ARE ALL TRYING TO ASK PLATFORM PEOPLE HOW LONG THEY HAVE BEEN WAITING AND QUITE A FEW HAVE ALREADY LEFT TO CATCH THE BUS.

CALTRAIN HAS THE WORST CUSTOMER INTERFACE OF ANY COMMUTER TRAIN SYSTEM IN THE WORLD. IF YOU HAD ANY COMPETITION ON THIS CORRIDOR, YOU'D BE OUT OF BUSINESS.

WHEN USING THE PA SYSTEM FOR DELAY ANNOUNCEMENTS, PLEASE ENSURE THE ANNOUNCER IS CLEAR AND SPEAKS LOUD ENOUGH FOR PEOPLE TO HEAR.

THERE SHOULD BE A BETTER WAY TO COMMUNICATE DELAYS AND TIMING OF THE DELAYS. MAYBE CALTRAIN COULD TEXT RIDERS WHEN THERE IS GOING TO BE A DELAY AND UPDATE WITH THE CORRECT INFO AS SOON AS THEY HAVE IT.

BETTER INFORMATION ABOUT TRAINS BEING LATE.

I REALLY APPRECIATE THE AVAILABILITY AND SERVICE OF CALTRAIN. PLEASE KEEP IT FUNCTIONING. THANKS.

GOOD EXPERIENCE.

THANKS FOR THE CONVENIENCE OF CALTRAIN! POSTED INFORMATION ON INFORMATION BOARDS IS CONFUSING. PRINTED MATERIALS ARE HARD TO FIND.

Comments from Train 208

I NEED BETTER SPEAKERS FOR PUBLIC ANNOUNCEMENTS AT HILLSDALE STATION.

I WOULD LOVE TO SEE A SHUTTLE BETWEEN THE SAN FRANCISCO CALTRAIN STATION AND THE FERRY BUILDING.

WHEN ACCIDENTS CAUSE A DELAY IN SERVICE, QUICK OPTIONS TO AVOID LONG, LONG DELAYS.

IT'S BETTER THAN TAKING THE BUS, BUT ALMOST AS EXPENSIVE AS DRIVING MY CAR.

I HAVE BEEN ON FOUR TRAINS IN SEVEN MONTHS THAT HAVE BEEN DELAYED DUE TO DEAD PEOPLE.

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CONSTANT DELAYS EACH WEEK WITHOUT ANY INFORMATION BROADCAST (NOT EVEN VIA TWITTER) MAKE IT A DISAPPOINTING EXPERIENCE.

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GOOGLE MAPS SHOULD BETTER SHOW TRAIN DELAYS FOR TRIP PLANNING. CALTRAIN SHOULD TIE IN BETTER TO ONLINE MAP APPLICATIONS.

A RENOVATION OF TRAIN INTERIORS WOULD REMOVE STAINS AND ENHANCE EXPERIENCE.

I WOULD LIKE ANNOUNCEMENTS/ENFORCEMENT OF THE BIKE RULE: LAST ON/LAST OFF. TOO MANY TIMES, BICYCLISTS PUSH TO FRONT OF LINE OR BLOCK EXIT.

THERE IS AN OVERWHELMING STENCH FROM RESTROOMS. SOMETIMES PEOPLE HAVE TO GO TO ANOTHER CAR!

THE OLDER TRAINS (1985 VINTAGE) LEAK RAIN ONTO YOUR HEAD AND CLOTHING WHEN YOU ARE WAITING AT THE DOORS.

THE WINDOWS ON THE OLDER TRAINS ARE SO DIRTY THAT YOU CAN BARELY SEE OUT OF THEM. THE NEW TRAINS HAVE BATHROOMS THAT SMELL.

IT WOULD BE MUCH MORE HELPFUL IF THE LED DISPLAYS AT THE STATION DISPLAYED THE NEXT TRAIN TO ARRIVE AND HOW MUCH LONGER UNTIL THE NEXT TRAIN ARRIVED; IE: "208 ARRIVING 10 MIN".

IF A TRAIN IS LATE, PLEASE HAVE SOMEONE ANNOUNCE WHICH TRAIN IS IN THE STATION BEFORE THE DOORS CLOSE OR WHEN PEOPLE ARE BOARDING SO THAT PEOPLE DON'T GET ON WRONG TRAIN. YOU COULD HAVE CONDUCTORS YELL IT OUT AS PEOPLE ARE BOARDING. HATE GETTING ON A FULL TRAIN ONLY TO HAVE TO GET OFF AT NEXT STOP.

LOWER THE PRICE OF TICKETS, SO MORE PEOPLE WILL RIDE TRAINS. WHY IS UPPER MANAGEMENT IS GETTING PAID SO MUCH? GET A BETTER HANDLE ON YOUR BUDGET.

Comments from Train 208

UPDATE YOUR WEBSITE WHEN THERE ARE DELAYS, THE MAJORITY OF PEOPLE CAN ACCESS IT VIA SMARTPHONES. IT WOULD RELIEVE THE DELAY FRUSTRATIONS.

UPDATE YOUR WEBSITE WHEN THERE ARE DELAYS, THE MAJORITY OF PEOPLE CAN ACCESS IT VIA SMARTPHONES. IT WOULD RELIEVE THE DELAY FRUSTRATIONS.

ANNOUNCEMENT SPEAKERS ON PLATFORMS NEED UPGRADING.

THE WEBSITE SHOULD HAVE REAL-TIME PROGRESS OF TRAINS NEAR ALL STOPS.

I'M A BIG FAN OF STATIONS ABOVE THE STREETS AND ROADS, SUCH AS HILLSDALE OR SAN CARLOS, WHICH SEEMS LESS ACCIDENT-PRONE.

DON'T LIKE BEING ASKED FOR PASS/TICKETS WHILE ONBOARD, SO MAYBE BEFORE BOARDING IS BETTER, ESPECIALLY TO DEAL WITH SHADY PEOPLE.

THERE NEVER SEEMS TO BE A GOOD ANNOUNCEMENT WHEN IT COMES TO DELAYS. I THINK MOST RIDERS UNDERSTAND DELAYS, BUT WE SHOULD DEFINITELY BE MADE AWARE OF ANY. THE LADY THAT ANNOUNCES DOESN'T EVEN SEEM TO CARE.

CALTRAIN NEEDS TO REPAIR THEIR TRAINS AND INFORM RIDERS WHEN TRAINS ARE DELAYED (ONLINE)! CALTRAIN IS A GREAT SERVICE, BUT THE TRAINS ARE GETTING OLD AN NEED TO BE REPAIRED MORE FREQUENTLY WHICH INCREASES DELAYS. ADDITIONALLY, IF THE STATE GIVES CALTRAIN MONEY, THEY SHOULD NOT USE IT ON EXECUTIVE BONUSES!

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VISIBILITY OF TRAIN NUMBERS ON THE F40 LOCOMOTIVES IS NOT GOOD. IF YOU MISS IT AS IT PASSES, YOU'RE SUNK.

MANY PROBLEMS WITH CLIPPER.

IF YOU BUY A MONTHLY PASS ON-LINE, THE PARKING PERMITS DON'T WORK.

YOU NEED TO ADD BIKE TICKET TAGS ON THE TRAIN.

BETTER ACCESS TO REAL-TIME DELAYS; PREFERABLY ON THE I-CALTRAIN APP.

MORE FREQUENT MORNING STOPS AT SAN CARLOS STATION BETWEEN 7:13 AND 7:30. WOULD LIKE A 7:20 OR 7:30 OPTION SOUTHBOUND.

Comments from Train 221

THE CONDUCTORS ARE VERY PROFESSIONAL AND HELPFUL.

IT WOULD BE GREAT IF SOUTHBOUND STATIONS (BETWEEN ZONES 5 AND 6) CAN ALSO BE INFORMED OF DELAYS THAT EXCEED 10 MINUTES. I'VE BEEN A CUSTOMER OF CALTRAIN FOR NEARLY 20 YEARS (BETWEEN ZONES 1-5) AND I REALLY APPRECIATE MY DAILY RIDES. KEEP UP THE GOOD WORK!

GOOD CALTRAIN SERVICE. LOOKING FORWARD TO EXPANDING CALTRAIN SERVICE TO OTHER AREAS. PLEASE CONSIDER THIS EXPANSION FEEDBACK.

THE INFORMATION ANNOUNCEMENTS AT THE STATIONS ARE ALWAYS OUT OF DATE AND FAIRLY USELESS.

IT'S VERY FRUSTRATING TO BE ON A TRAIN THAT IS ALREADY LATE AND THEN STILL PULL OVER TO ALLOW THE BULLET OR A LIMITED TO PASS.

I MISSED TWO TRAINS BECAUSE THE TICKET MACHINE WAS NOT ACCEPTING COINS. IT WAS ACCEPTING ONLY BILLS AT THE HILLSDALE STATION. PLEASE CHECK THE TICKET MACHINES OR LET US GET IN THE TRAIN AND WE CAN BUY THE TICKET IN THE NEXT STATION.

I LIKE [NAME REMOVED] THE CONDUCTOR.

THE SFO STATION NEEDS A PERSON THAT CAN PROVIDE INFORMATION TO RIDERS ABOUT BUS ROUTES. NEED TRAIN PRINTED SCHEDULES TO TAKE.

ONLINE CLIPPER COULD BE BETTER WHEN SELECTING PRODUCTS, I.E. A BOX TO CHOOSE MORE THAN ONE 8-RIDE.

MAYBE HAVE ONE OR TWO MORE CLIPPER CARD READERS AT EACH STOP (AT LEAST THE BIGGER STOPS LIKE MILLBRAE).

NEED MORE SIGNS OR ANNOUNCEMENTS.

I CANNOT HEAR THE SPEAKERS AT SOUTH SAN FRANCISCO. PLEASE FIX THEM. THAT IS ALL I ASK.

CONDUCTORS ARE USUALLY NICE, BUT SOME PEOPLE POWER TRIP HARD! FOR EXAMPLE, YELLING AT ELDERLY CUSTOMERS, LEAVING STATIONS ONE-TWO MINUTES EARLY WITHOUT WAITING.

DELAY ANNOUNCEMENTS ARE TERRIBLE.

THE TRAIN USUALLY LOOKS CLEAN AND TIDY (NOT INCLUDING GIANTS GAMES), WHICH IS GOOD.

WHEN AN INCIDENT OCCURS, THE TIME OF THE INCIDENT SHOULD BE SHOWN ON THE TICKER ALONG WITH SOUTHBOUND AND OR NORTHBOUND TRAIN DIRECTION AND TRAIN STOP. I USE SANTA CLARA AND MENLO PARK AND DON'T KNOW WHERE AND WHAT TIME AN INCIDENT OCCURRED.

Comments from Train 221

THE TRAIN INTERIOR NEEDS TO BE CLEANED MORE REGULARLY (VACUUM, DISINFECT, WINDOWS, ETC.).

THE MOST FRUSTRATING ASPECT IS POOR COMMUNICATION DURING DELAYS. LAST WEEK CALTRAIN ANNOUNCED DELAYS OF ONE HOUR AND 45 MINUTES (FORCING PEOPLE TO MAKE ALTERNATIVE TRANSPORTATION ARRANGEMENTS). THEN A TRAIN BEGAN OPERATING WITHIN 30 MINUTES. PLEASE DO A BETTER JOB ALIGNING ON TRAIN STATUS BEFORE ANNOUNCEMENTS.

IT'S DIFFICULT TO KNOW IF CLIPPER HAS LOADED THE PASS CORRECTLY.

IT WOULD BE GREAT TO HAVE AN ANNUAL PASS OPTION. THE GO CARD IS NOT AVAILABLE AS I WORK AT A SMALL NON-PROFIT.

IT WOULD BE GREAT TO HAVE MORE FREQUENT TRAINS.

IT WOULD BE GREAT TO HAVE MORE TRAINS THAT STOPPED AT SANTA CLARA STATION.

THANK YOU FOR YOUR SERVICE.

I DON'T LIKE CLIPPER SERVICES AT ALL. THEY CHARGE SOMETIMES UNEVENLY. I'VE BEEN USING IT FOR SIX MONTHS AND DON'T UNDERSTAND YET HOW THEIR TRANSACTIONS WORK.

ALTHOUGH I'M SATISFIED WITH CALTRAIN OVERALL, THE CLIPPER CARD IS EXTREMELY CONFUSING, INCONSISTENT AND DIFFICULT TO OBTAIN. MY CARD CONSTANTLY HAS ERRORS (CAUSED BY WALGREENS OR THE CARD READER) SO I ALWAYS HAVE TO CALL CUSTOMER SERVICE. IT WOULD ALSO BE GREAT IF I COULD BUY CLIPPER AT THE TRAIN STATION AND LOAD IT THERE TOO.

CLEAN THE CLOTH SEATS! PLEASE! THEY ARE NASTY!

I SUSPECT THAT THE THREE TO FIVE DAY WAIT IS JUST TO FORCE US TO USE AUTOLOAD. CLIPPER'S EXPLANATION DOESN'T HOLD UP.

CONDUCTORS ARE UNWILLING TO ADDRESS LOUD AND INTRUSIVE CELL PHONE USE. THEY ONLY MAKE ANNOUNCEMENTS. THEY DO NOT ENGAGE PASSENGERS. IT'S THE SAME WITH SHOES ON SEATS.

IS THERE A WAY TO RECEIVE TIMELY NOTIFICATIONS BY EMAIL OR WEBSITE WHEN TRAINS ARE DELAYED? AN I-PHONE APP WOULD BE WONDERFULLY USEFUL FOR THIS PURPOSE. MY ONLY COMPLAINT ABOUT CALTRAIN IS NOT KNOWING UNTIL GET TO A STATION THAT I MUST WAIT 30-40 MINUTES FOR MY TRAIN.

IT WILL BE HELPFUL IF WE HAVE SOME TRAINS IN BETWEEN 5:30 PM TO 6:30 PM TO SAN FRANCISCO TO SAN BRUNO.

THE CALTRAIN EXPERIENCE IS VERY LOUD.

IT WOULD BE GOOD IF WE HAVE MORE BULLET TRAINS FROM SAN BRUNO TO SAN FRANCISCO IN THE MORNING 8-9 AM.

Comments from Train 221

I AM VERY SATISFIED WITH CALTRAIN AND THINK IT PROVIDES THE BEST COMMUNITY EXPERIENCE I HAVE HAD IN ANY CITY AND I HAVE LIVED IN MANY. GREAT SERVICE!

CLIPPER MACHINES ARE TOO FEW, ARE OUT OF SERVICE, OR ARE REMOVED AT MILLBRAE STATION (NORTHBOUND).

I USE CALTRAIN BETWEEN SAN ANTONIO - BAYSHORE STATIONS. VERY OFTEN, TRAINS ARE DELAYED DUE TO TECHNICAL ISSUES, ACCIDENTS THAT THROW ME OFF THE SHUTTLE/BUS SCHEDULE. LOCAL STOPS ARE ONLY SERVED ONCE IN ONE HOUR.

CLIPPER CARD IS, IN MY OPINION, A WASTE. THE MONTHLY PASS ON PAPER WORKED FINE. I GOT A DAMAGED CLIPPER CARD AND COULD NOT USE IT UNTIL IT WAS REPLACED WITH A NEW ONE. I SPENT MORE ON TICKETS MORE DUE TO CLIPPER AND EACH MONTH I AM NOT SURE IF MY MONTHLY PASS WILL BE ACTIVATED PROPERLY.

REALLY HELPFUL FOR MY DAY TO DAY JOURNEY.

CAN BULLET TRAINS CAN MAKE A STOP IN LAWRENCE?

OVERALL IT IS GOOD.

THE INSTRUCTIONS ON CLIPPER.COM AND CALTRAIN ON HOW TO PURCHASE PASSES ARE DIFFICULT TO UNDERSTAND. ADDING VALUE DOES NOT MEAN, TO ME, PURCHASE AN 8-RIDE TICKET. CALTRAIN COULD HELP BY HAVING MORE INSTRUCTIONS THAN, "GO TO CLIPPER.COM."

PLEASE INCREASE THE AVAILABILITY OF DELAY INFORMATION ONLINE/MOBILE. MAYBE A SUGGESTION OF ALTERNATE TRAIN TIMES AND OPTIONS.

COULD WE HAVE DAILY PARKING OPTIONS, RATHER THAN MONTHLY?

SOME SEATS ARE FILTHY. CLOTH SEATS REALLY NEED CLEANING, ESPECIALLY ON THE OLDER CARS. THANKS.

THE BATHROOMS ON THE NEWER TRAINS ARE GREAT, A 5, BUT ON THE OLDER TRAINS THEY ARE VERY SMELLY AND SOMETIMES VERY DIRTY.

CLIPPER STILL NEEDS TO IMPROVE ON THAT PROCESS, WHEN AUTO LOAD FAILS. IT TAKES A LONG TIME TO GET YOUR CREDIT BACK AND YOU HAVE TO COME OUT OF POCKET IN BETWEEN.

CONDUCTORS NEED TO PAY MORE ATTENTION TO SECURITY ON TRAIN. THEY NEED TO LOOK, LISTEN, AND CHECK PASSENGERS GETTING ON THE TRAIN. ALL THEY DO IS FLIRT TO TALK TO THE FEMALES!

THERE ARE NOT ENOUGH MACHINES.

THE WAIT TIME IS UNACCEPTABLE. I'M PAYING MORE FOR LESS! RUN A BULLET FROM GILROY OR SOUTH COUNTY!

MORE SCHEDULING COINCIDING WITH VTA, ETC.

Comments from Train 221

CLIPPER IS VERY INCONVENIENT. THE CARD READERS ARE NOT ALWAYS PLACED IN A GOOD LOCATION AND IF AN INDIVIDUAL IS RUNNING LATE THEY MAY MISS THE TRAIN WHILE TRYING TO CLIP ON. CLIPPER WAS A VERY BAD DECISION.

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OVERALL, I'VE HAD A GOOD EXPERIENCE BUT LATELY WE'VE HAD A FEW DELAYS AND WE WEREN'T AWARE OF. MORE COMMUNICATION IS NEEDED.

THE CREDIT CARD READER ONLY WORKS AFTER THREE TRIES.

I'D PREFER THAT TRAINS NEVER LEAVE EARLY. FOUR OF US THIS MORNING, HAD THE DOORS CLOSED IN OUR FACES.

CLIPPER INSTRUCTIONS ONLINE SHOULD BE WRITTEN MUCH CLEARER. THEY ARE VERY HARD TO UNDERSTAND. EVEN NOW, I DON'T GET IT AND I'M USING IT!

SOME STATIONS DON'T HAVE DIGITAL OR OVERHEAD ANNOUNCEMENTS.

THE CALTRAIN WEBSITE COULD HAVE A REAL TIME ONGOING UPDATE OF DELAYS OR A REAL TIME MAP SHOWING TRAINS AS THEY PROGRESS. THIS IS DONE FOR THE BUS AT STANFORD (MARGARITTE SHUTTLE). GREAT IDEA SINCE SO MANY PEOPLE HAVE WIFI ON SMART PHONES AND COMPUTERS AND IT IS 24 HOUR REAL-TIME.

I REALLY LOVE THE DOWNTOWN SAN JOSE STATION. LOVE THE RETRO!

PARKING AT THE TAMIEN STATION FEELS UNSAFE. TOO MANY BREAK-INS. MORE SECURITY?

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I WISH WE COULD ADD FUNDS TO CLIPPER CARD AT TICKET VENDING MACHINES. OUR OPTIONS ARE NOT CONVENIENT.

I AM CONSIDERING NOT RIDING BECAUSE OF THE CLIPPER CARD. IT IS USELESS. HEAVEN FORBID YOU FORGET TO TAG OFF!

PARKING AT THE TAMIEN STATION FEELS UNSAFE. TOO MANY BREAK-INS. MORE SECURITY?

PARKING LOT IN SAN MARTIN HAS A LOT OF ROCKS AND OTHER OBJECTS HAVE PUNCTURED MY CAR TIRES.

PEOPLE AT CLIPPER CANNOT BE TRUSTED WITH INFORMATION AND ARE NOT WELL TRAINED.

Comments from Train 221

CALTRAIN CONDUCTORS ARE CLUELESS ABOUT CLIPPER. THEY GIVE NO INFORMATION ABOUT DELAYS OR SLOWING ON TRACKS TO TRAIN PATRONS. THEY ANNOUNCE STOPS TOO LATE. THE LIST COULD GO ON. THANKS FOR ASKING!

PEOPLE WERE GENERALLY FRIENDLY AND HELPFUL.

Comments from Train 270

IT WOULD BE GREAT TO KNOW THE NEW TRAIN SCHEDULE AHEAD OF TIME FOR PLANNING PURPOSES. I KNOW THERE'S A PROPOSED SCHEDULE. WILL THE NEW SCHEDULE EFFECTIVE JULY 1ST BE CLOSELY REFLECTED?

THE TRAIN INTERIORS ARE FILTHY AND OFTEN SMELL. THE CARPETING AND SEATS NEED TO BE REPLACED. ONE DOESN'T WANT TO SIT ON SOME OF THE SEATS BECAUSE THEY ARE SO DIRTY.

MESSAGE BOARDS SHOULD HAVE THE TIME LISTED OF THE ANNOUNCEMENT. I NEVER KNOW HOW CURRENT THE DELAY IS. IT COULD HAVE BEEN RESOLVED AND I TAKE ANOTHER WAY HOME.

YOU NEED MORE SECURITY AT SOME STATIONS (REDWOOD CITY FOR EXAMPLE).

POST DELAYED TRAINS ON WEBSITE SO WE CAN CHECK PRIOR TO DRIVING TO STATION.

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ADD MORE BULLET TRAINS!

I APPRECIATE THE SERVICE.

IT SEEMS LIKE I ALWAYS HAVE TO ADD MONEY TO THE CLIPPER CARD IN ADDITION TO BUYING MY 8-RIDE. WHY CAN'T YOU JUST TAKE A RIDE OFF?

USE TWITTER OR POST ALERTS ON CALTRAIN.COM.

USE TWITTER OR POST ALERTS ON CALTRAIN.COM.

NEED MORE TRAINS THAT STOP AT ALL STATIONS.

DELAYS SEEM COMMONPLACE AT LEAST WEEKLY AND OFTEN SEVERAL DAYS IN A ROW, PARTICULARLY SOUTHBOUND EVENINGS.

I AM OVERALL HAPPY WITH CALTRAIN, BUT FIND CLIPPER CUSTOMER SERVICE TO BE THE BANE OF MY EXISTENCE.

PLEASE HOLD ON TO YOUR CONDUCTORS. IT'S THE HUMAN INTERACTION AND INTERVENTION IF NECESSARY THAT ALLOWS CALTRAIN TO SET EXPECTATIONS FOR A SAFER TRANSIT EXPERIENCE. THE CONDUCTORS ARE FRIENDLY AND HAVE A SUPERB WORKING RELATIONSHIP WITH THE FINE PROFESSIONAL SAN MATEO COUNTY POLICE FORCE. TOGETHER, THEY HANDLE WHAT PROBLEMS ARISE APPROPRIATELY AND WITHOUT EXCESSIVE FORCE AVOIDING TRAGEDIES LIKE THE INCIDENT AT FRUITVALE BART.

GLAD TO HEAR YOU'RE PARTNERING WITH HIGH SPEED RAIL. THEY'LL BENEFIT FROM YOUR RIGHT OF WAY AND YOUR WELL DESERVED LOYAL RIDERSHIP. YOU'LL BENEFIT FROM HAVING A STABLE SOURCE OF DEDICATED FUNDING AT LAST THAT WILL ALLOW YOU TO MOVE QUICKLY, FIX YOUR RAIL BEDS, ELECTRIFY YOUR SYSTEMS AND EXPAND SERVICE. KEEP THEM ROLLING!

Comments from Train 270

IF YOU WANT TO HAVE CUSTOMER SATISFACTION, INCORPORATE WIRELESS ACCESS ONBOARD AND OFF TRAINS.

REDUCE TRIP COST FOR REGULAR COMMUTERS.

INCREASE AIR CONDITIONING.

I LIVE IN MORGAN HILL. HAVING MORE TRAINS GOING TO AND FROM TAMMEN IS BIG FOR SOUTH SAN JOSE PEOPLE WHO TAKE LIGHT RAIL. I WOULD GIVE UP ONE OF THE THREE WEEKDAY TRAINS TO AND FROM GILROY FOR ONE GILROY TRAIN ON EACH WEEKEND DAY. IT COULD LEAVE GILROY AT 7 AM AND RETURN AT 8 PM.

ONBOARD WIFI!

WEBPAGE WITH LIVE UPDATE OF ALL TRAINS AND LOCATIONS!

MY MAIN COMPLAINT IS WITH CLIPPER CARD. THE USER IS AT RISK FOR ALL CLIPPER CARD ERRORS SINCE MONEY IS PRELOADED AND NEVER REFUNDED FOR CLIPPER CARD ERRORS.

CALTRAIN CONDUCTORS BY AND LARGE ARE GREAT.

THE CALL CENTER NEVER KNOWS WHERE THE TRAINS ACTUALLY ARE

IN THIS DAY AND AGE, IN THE MIDDLE OF THE SILICON VALLEY, YOUR IMPLEMENTATION OF THE CLIPPER CARD IS A JOKE. IT HAS COST ME SIGNIFICANT TIME AND MONEY AND HAS ADDED LITTLE TO NONE OF THE PROMISED CONVENIENCE.

IF YOU WANT PEOPLE TO USE CLIPPER CARD, MAKE ITS SERVICE AVAILABLE AT EVERY STATION! WHY IS THERE NO CLIPPER CARD RELOAD SERVICE AT THE MAIN STATION IN SAN FRANCISCO? VERY IMMATURE SERVICE!

SCHEDULES IN PRINT ARE A NIGHTMARE. I NEED SOME HELP TO CLARIFY IT. THERE ARE TOO MANY COLORS, CODES ETC.

INCREASING THE FREQUENCY DURING PEAK HOURS WILL DO WONDERS FOR COMMUTERS.

WHEN THERE IS A MAJOR DISRUPTION IN SERVICE DUE TO ACCIDENTS AND FATALITIES THERE SEEMS TO BE NO CUSTOMER PROTOCOL. COMMUNICATION IS BAD. SAN FRANCISCO STATION MANAGER IS NOWHERE TO BE FOUND AND THERE IS NO PLAN ON WHICH TRAINS WILL LEAVE WHEN. EVERYONE JUST HANGS AROUND AND THEN SUDDENLY THERE'S AN ANNOUNCEMENT ON WHICH A TRAIN IS DEPARTING. NEED TO HAVE WELL THOUGHT OUT CONTINGENCY PLAN.

I USE CALTRAIN FIVE DAYS A WEEK FROM HILLSDALE TO SAN FRANCISCO AND BACK. I APPRECIATE THE SERVICE VERY MUCH.

WHY THE PUSH TO USE CLIPPER? PASSENGERS HATE IT BECAUSE IT'S TOO COMPLICATED. CONDUCTORS HATE IT BECAUSE THE MACHINES TAKE FOREVER TO READ THE CARD TO CHECK A TICKET. THE ONLY PEOPLE WHO ACTUALLY SEEM TO LIKE IT ARE THE FARE EVADERS WHO GET FREE RIDES BECAUSE A SYMPATHETIC CONDUCTOR LETS THEM RIDE BECAUSE, "I JUST LOADED IT AT WALGREENS, MY CLIPPER CARD MUST BE HAVING PROBLEMS."

Comments from Train 270

GO PASS USERS SHOULD HAVE AN EASIER ACCESS TO PURCHASE MONTHLY PARKING PASSES.

RIDING WITH DRUNK GIANTS FANS IN THE EVENING IS A TERRIBLE EXPERIENCE EVERY TIME. A QUIET CAR ON THOSE NIGHTS WOULD BE NICE. ONBOARD WIFI WOULD BE WONDERFUL.

THE CONDUCTORS ARE PRETTY RUDE SOMETIMES. I THINK THEY FORGET WHO PAYS THEIR SALARIES!

THE ENVIRONMENT, CLEANLINESS, SENSE OF SECURITY AT THE REDWOOD CITY, SAN CARLOS AND SAN FRANCISCO TRAIN STATIONS HAS DETERIORATED. THERE ARE AN INCREASED NUMBER OF PEOPLE WHO ARE VIOLATING THE BAN ON SMOKING ON THE PLATFORM. THIS NEEDS TO BE ADDRESSED.

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WE ARE ALWAYS LATE.

BATHROOMS SMELL.

MORE BULLETS, WITH EVEN MORE STOPS, WOULD BE A HUGE BENEFIT TO COMMUTE TIME.

I HOPE THAT THE TRAIN CAN OPERATE ON TIME, ESPECIALLY ON RUSH HOUR.

FREQUENCY SHOULD BE MORE ON PEAK HOURS.

FREQUENCY TO ALL STATIONS SHOULD BE MORE IN PEAK HOURS.

I WISH MORE RIDERS AFTER 7 PM WOULD BE SCANNED. IT SEEMS LIKE CONDUCTORS ARE RELUCTANT TO DO THIS FOR SOME REASON. IT APPEARS MANY ARE RIDING FREE. THE LOSES CALTRAIN MONEY AND IT MAKES THOSE WHO DO PAY MORE WHEN FARES ARE INCREASED.

REFUNDS ARE NOT IMMEDIATELY APPLIED TO CLIPPER CARD. IT WOULD BE MORE CONVENIENT IF I ONLY HAD TO TAG THE CARD ONCE BEFORE I RIDE THE CALTRAIN. IT'S HARD TO REMEMBER TO TAG OFF. I STILL DON'T REALLY KNOW HOW CLIPPER WORKS.

THE TRAINS ARE FILTHY.

MY TRAIN IS LATE ARRIVING AT MY DESTINATION AT SAN ANTONIO AND SOMETIMES MOUNTAIN VIEW EVERY DAY.

THERE IS A HUGE GAP IN SERVICE DURING COMMUTE HOURS AT MY STATIONS (SAN ANTONIO AND MOUNTAIN VIEW) LEAVING ME AN HOUR WAIT IF I MISS MY TRAIN.

CLIPPER CUSTOMER SERVICE IS EXCELLENT. THEY ARE RESPONSIVE AND VERY HELPFUL.

Comments from Train 270

I JUST WISH THE RATES DIDN'T HAVE TO GO UP! INSTEAD OF ZONES, COULD THE RATES BE CALCULATED BY THE NUMBER OF STATIONS BOARDING AND THE DESTINATION OR NOT THE NUMBER BUT A RANGE AMOUNT?

TRAIN GETS ME HOME LATE EVERY DAY AND I OFTEN MISS THE BUS.

SOME OF THE CONDUCTORS HAVE BEEN EXTREMELY RUDE AND HOSTILE, WHICH AS A PAYING CUSTOMER, I DID NOT APPRECIATE. THE USUAL CONDUCTORS WHO ARE ON THE TRAINS THAT GO TO GILROY ARE PROFESSIONAL AND HELPFUL.

I STOPPED USING THE TRAIN WHEN THE PAPER MONTHLY TICKETS WERE DISCONTINUED. LUCKILY, MY JOB NOW INCLUDES A GO PASS.

IT WOULD BE NICE IF THE SAN JOSE TRAINS COINCIDED BETTER WITH THE SANTA CRUZ-HWY 17 EXPRESS BUS. THANK YOU!

BATHROOM SMELLS BAD.

SOMETIMES THE TICKET MACHINES DON'T WORK CAUSING A BACKUP FOR THE ONE GOOD MACHINE. I'VE HAD TO BOARD WITHOUT A TICKET AND BUY AT A DIFFERENT STATION. IT'S GENERALLY FRUSTRATING; MAYBE BUYING TICKETS ONBOARD WOULD REMEDY THIS?

YOU GUYS HAVE AMAZING CONDUCTORS. THEY ARE SO HELPFUL AND FRIENDLY THAT IT ALL WORKS OUT. THANKS GUYS!

CLIPPER SUCKS. CLIPPER CUSTOMER SERVICE SUCKS. GIVE ME BACK MY MONEY!

PLEASE MAKE ARRANGEMENTS FOR GETTING CLIPPER CARDS AND MONTHLY PASSES FOR CALTRAIN ON THE CALTRAIN STATIONS, LIKE SAN JOSE DIRIDON STATION.

I THINK THE CLIPPER CARD IS A PAIN. I DO NOT LIKE HAVING TO GO TO WALGREENS TO REFILL MY CARD. THE PAPER PASS WAS MUCH EASIER TO USE AND MAINTAIN.

I WISH THAT IF YOU TAGGED ON AND OFF AT THE SAME STATION IN THE SAME TIME PERIOD, YOU WOULD GET A FULL REFUND.

WHY ALL THE EXPENSE TO IMPROVE THE STATIONS WHEN YOU ARE HAVING SUCH SERIOUS BUDGET PROBLEMS?

I LOVE CALTRAIN. HATE CLIPPER. IT'S MORE WORK TO BE SCANNED THEN TO FLASH THE OLD MONTHLY PASS. THE CONVENIENCE OF AUTO-RELOAD IS OUTWEIGHED BY HAVING TO TAG ON AND OFF; AND HAVING TO STILL PURCHASE PARKING AT THE MACHINE PLUGGING WITH A 10 DIGIT CLIPPER NUMBER. IT ALSO SEEMS IMPOSSIBLE TO ENFORCE AGAINST SOMEONE WITH THESE EXCUSE, "MY CARD MUST JUST NOT BE WORKING." OTHERWISE, I'M A BIG FAN.

VERY DISSATISFIED WITH RECENT DELAYS.

HAVE SOME MEASURES AND ACTION PLAN TO MITIGATE THE DELAYS CAUSED BY ACCIDENTS ON THE RAILWAY TRACKS.

Comments from Train 270

DON'T CUT BULLET TRAIN SERVICE! THANK YOU TO ALL THE PEOPLE WHO KEEP CALTRAIN RUNNING!

AS AN IMPROVEMENT, ADD FREE WIFI ONBOARD PLEASE.

THANK YOU FOR A GREAT SERVICE!

THE 4:56 SOUTHBOUND TRAIN 6/14 FROM SAN FRANCISCO HAD A GREAT CONDUCTOR. SHE WAS FUNNY, PERSONABLE AND GAVE VALUABLE INFORMATION I HAD NOT HEARD.

I LOVE THE CONCEPT OF THE CLIPPER CARD, BUT I BOUGHT A MONTHLY PASS ONLINE AND IT DOESN'T READ VALID.

I WISH THERE WAS AN EMAIL ALERT SYSTEM FOR TRAIN DELAYS. IT WAS ESPECIALLY DIFFICULT TO ARRIVE AT 4TH AND KING AND HAVE 2 HOUR DELAY DURING THE FATALITY LAST WEEK. IT WAS A LONG WALK TO BART AND SAMTRANS DEPOTS. I WISH THERE WAS A BUS BRIDGE OFFERED!

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THE TAGGING OFF SYSTEM FOR CLIPPER CARD IS A BIT CUMBERSOME. CAN YOU PLEASE ADD MORE OF THE TAG STATIONS AS WELL?

THE TAGGING OFF SYSTEM FOR CLIPPER CARD IS A BIT CUMBERSOME. CAN YOU PLEASE ADD MORE OF THE TAG STATIONS AS WELL?

THE CLIPPER CARD HAS BEEN VERY FRUSTRATING FOR ME. I HAVE YET TO HAVE A GOOD EXPERIENCE USING IT. I ALWAYS FEEL THAT I AM GOING TO BE DENIED, EVEN THOUGH I HAVE SPENT ABOUT \$100 ON IT.

TRAINS ALWAYS ARE COMING LATE.

THERE IS A SEVERE PENALTY IF YOU FORGET TO TAG ON AND OFF.

AIR CONDITIONING RARELY WORKS ON ALL CARS.

DO WE GET A SHARE OF THE \$1.25 BALANCE ON CLIPPER? IT ADDS UP TO MILLIONS IN DUE COURSE.

WHY CAN'T I BUY TICKETS ONBOARD?

CLOTH SEATS ARE ALWAYS FILTHY.

CONDUCTORS ARE RUDE AND TALK WAY TOO MUCH, MAKING ANNOUNCEMENTS THAT ARE NOT IMPORTANT.

Comments from Train 270

NINE TIMES OUT OF TEN CALTRAIN IS WONDERFUL! HOWEVER, I GET VERY FRUSTRATED SOMETIMES WHEN THE TRAIN BREAKS DOWN OR THERE IS A FATALITY AND TRAIN SERVICE IS DELAYED. I TRAVEL FROM BLOSSOM HILL TO SAN FRANCISCO AND THAT IS A LONG COMMUTE, ESPECIALLY WHEN DELAYED!

IT WOULD BE NICE IF CALTRAIN WOULD PROVIDE SCAN REBATES/REFUNDS WHEN THERE ARE ACCIDENTS ON TRACKS AND PASSENGERS HAVE TO TAKE A TAXI BACK HOME.

IN GENERAL, CALTRAIN DOESN'T SEEM ACCOUNTABLE FROM THE BOARD DOWN TO CONDUCTORS. THE BOARD USED THREAT OF SCHEDULE CUTBACKS AND DIDN'T REALLY PRESENT ANYTHING. CONDUCTORS ARE RUDE AND ALWAYS SOUND CONDESCENDING. I DON'T THINK I CAN TRUST CALTRAIN BUT DON'T HAVE COMMUNITY ALTERNATIVES.

I HAVE A PASS AND FORGOT IT AT HOME ONE TIME AND WENT THROUGH A LOT OF HASSLE TO FIX IT. THE CONDUCTOR KNEW I HAD A PASS SINCE HE SEES IT EVERY DAY.

I LOST MY PHONE ON A TRAIN AND NO ONE FROM LOST AND FOUND EVER CALLED ME BACK.

IT'S SOMEWHAT CONFUSING THAT MONTHLY PASSES START ON THE FIRST OF EVERY MONTH. SHOULD MAKE THAT MORE OBVIOUS AT TIME OF PURCHASE.

AFTER DELAYS, ALL TRAINS SHOULD BE LOCAL.

PLEASE HAVE CONDUCTORS ENFORCE NO SHOES ON SEATS AND KEEP CELL PHONE CONVERSATIONS SHORT AND QUIET AND NO SOUNDS EMANATING FROM HEADPHONES. INITIATE QUIET CARS.

IF TRAIN HITS AN OBJECT OR PERSON, LET ME OFF AS SOON AS POSSIBLE. I'M NOT A WITNESS

CLIPPER IS A DISASTER. I HAVE HAD NUMEROUS PROBLEMS AND CONSTANTLY HEAR OTHER RIDERS COMPLAINING. DELAYS ARE ALSO A MAJOR PROBLEM. I USED TO TAKE CALTRAIN EVERY DAY TO AND FROM WORK BUT SINCE CLIPPER AND RECENT RASH OF DELAYS, I ONLY TAKE THE TRAIN TWO TO THREE TIMES PER WEEK.

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THE CLIPPER CARD IS CONFUSING AND WITH THE THREE TO FOUR DAY LAG TIME AFTER ADDING FUNDS TO THE CARD IS NOT EFFICIENT.

ADD MORE CLIPPER CARD READERS IN STATION OR PLACE THEM MORE STRATEGICALLY.

IMPROVE INFORMATION IN CASE OF DELAY. THANKS.

AIR CONDITIONER IS BROKEN ON TWO CARS, AGAIN! PLEASE SEE THAT THEY ARE MAINTAINED AND RUNNING DURING SUMMER MONTHS.

Comments from Train 270

ANNOUNCEMENTS OVER LOUD SPEAKERS NEED TO BE CLEARER. SPEAKER NEEDS TO SPEAK MORE SLOWLY AND DELIBERATELY.

YOU DON'T ASK ABOUT THE STATE OF THE CARS, ONLY CLEANLINESS. WELL, THEY SUCK. THEY HAVE BROKEN HEATERS AND AC UNITS, FAILING GENERATORS, TERRIBLE SHOCKS AND LOUD MACHINERY.

YOU DON'T ASK ABOUT THE STATE OF THE CARS, ONLY CLEANLINESS. WELL, THEY SUCK. THEY HAVE BROKEN HEATERS AND AC UNITS, FAILING GENERATORS, TERRIBLE SHOCKS AND LOUD MACHINERY.

TRANSITION TO CLIPPER WAS DISRUPTIVE AND REQUIRES TOO MUCH EFFORT. I HAVE PURCHASED CALTRAIN MONTHLY PASS, PARKING AND MUNI PASSES FOR SEVERAL YEARS. I AM VERY DISSATISFIED WITH THE CLIPPER EXPERIENCE. PLEASE GO BACK TO PAPER PASSES.

I HOPE THAT CLOTH SEATS GET EXCHANGED WITH VINYL/LEATHER LIKE SEATS. EVERYTHING ELSE IS FINE.

MORE ANNOUNCEMENTS/OFFICIAL TWITTER FOR DELAYS, SERVICE, ETC.

I REALLY APPRECIATE HAVING CALTRAIN AVAILABLE.

YOU'VE IMPROVED BIKE ACCESS. THAT'S GOOD.

ADD MORE TRAINS THAT GO TO TAMIEN!

I AM A LITTLE DISAPPOINTED TO SEE THE WORLD'S SUPERPOWER STILL USE DIESEL ENGINES TO RUN THE TRAINS, WHILE DEVELOPING NATIONS USE ELECTRIC TRAINS.

PLEASE GO BACK TO THE MONTHLY PAPER PASSES. I HAVE HAD NOTHING BUT PROBLEMS WITH THE CLIPPER CARD.

THE CALTRAIN AND BART CONNECTION IS VERY POOR! 50% OF THE TIME, I MISS THE CONNECTION, BECAUSE OF CALTRAIN DELAYS. THERE IS ONLY ONE MINUTE DIFFERENCE IN THE ARRIVAL OF CALTRAIN AND THE DEPARTURE OF BART, ESPECIALLY IN THE MORNING.

Comments from Train 280

I LOVE THE CALTRAIN APP ON THE IPHONE. HELPS SO MUCH WITH SCHEDULING!

I CAN'T BELIEVE THAT I CAN'T LOAD MONEY ONTO MY CLIPPER CARD AT A STATION OR EVEN ONLINE FOR IMMEDIATE USE! I JUST MOVED FROM BOSTON AND CLIPPER'S EASE OF USE, COMPARED TO THE MBTA'S CHARLIE CARD, PALES IN COMPARISON.

THERE'S NOT ENOUGH SECURITY AFTER GIANTS GAMES ON SOUTHBOUND TRAINS.

THE CLIPPER CARD SUCKS!

ADD MORE BIKE SPACE ON THE NEWER MODEL TRAINS!

OVERALL, THE EXPERIENCE IS GOOD BUT WE SHOULD BE INFORMED OF DELAYS IN A BETTER WAY. I USE AN ANDROID APP BUT IT DOES NOT HAVE UP-TO-DATE INFORMATION. TRY ADDING A FEED LIKE BART DOES.

OVERALL, THE EXPERIENCE IS GOOD BUT WE SHOULD BE INFORMED OF DELAYS IN A BETTER WAY. I USE AN ANDROID APP BUT IT DOES NOT HAVE UP-TO-DATE INFORMATION. TRY ADDING A FEED LIKE BART DOES.

I AM DISABLED AND USE MY BICYCLE AS MY WHEELCHAIR AND CONDUCTORS HAVE GIVEN ME DISRESPECT, TO SAY THE LEAST.

IF I HAVE A MONTHLY PASS, IT SHOULD JUST ADD AUTOMATICALLY WITHOUT TAGGING OR BY TAGGING ONE TIME ON THE FIRST DAY. I WAS DELAYED TO TAG OFF (6 HOURS LATER BUT SAME DAY) AND IT DEDUCTED \$10 TWICE THAT DAY.

THE 5:33 AT SAN FRANCISCO (SAN FRANCISCO-SAN JOSE) BULLET HAS VERY FEW BICYCLE SLOTS. I DON'T UNDERSTAND WHY THE OLDER CALTRAIN IS NOT USED. EVERY DAY CYCLISTS HAVE TO BE BUMPED, EVEN FIVE MINUTES BEFORE DEPARTURE, WHILE THERE IS LOTS OF SPACE FOR PASSENGERS. THE OLDER CALTRAINS SHOULD BE USED AT PEAK HOURS AS THEY HAVE A LOT MORE CYCLE SLOTS. NEWER TRAINS SHOULD HAVE 3 BIKE CARS.

CALTRAIN DELAY IS VERY COMMON FOR ONE REASON OR THE OTHER. THAT IS THE BIGGEST TROUBLE. THERE IS NO CERTAINTY EVERY DAY.

THERE IS NO TRAIN BETWEEN 7:18 AND 8:00 AM FROM SUNNYVALE. THIS IS A BIG GAP. THERE IS NO WAY WE CAN REACH THE OFFICE IN SAN FRANCISCO BY 9 AM.

THE CONDUCTORS NEED TO BE STRICTER WHEN THEY CHECK FOR TICKETS. CITATIONS NEED TO BE GIVEN.

EXTRA CREDIT TO THE CONDUCTOR WHO STAYS IN THE FIRST BIKE CAR ON THE TUESDAY 8:54 AM SUNNYVALE TRAIN. HE IS VERY POLITE AND FUNNY. HE MAKES THE RIDE ENJOYABLE.

GOOD JOB. THE BIKE CAR HAS LESS LEG SPACE BETWEEN OPPOSITE FACING SEATS.

THANK YOU FOR ADDING TWO BIKE CARS TO EACH TRAIN. MAKES A HUGE DIFFERENCE!

Comments from Train 280

CONDUCTORS SHOULD HAVE A REFRESHER COURSE IN CUSTOMER SERVICE AND COURTESY. YELLING AT CUSTOMERS TO, "GET ON THE TRAIN NOW," ISN'T GOOD FOR BUSINESS. WHAT HAPPENED TO "ALL ABOARD?" I'VE BEEN RIDING CALTRAIN FOR 16 YEARS AND HAVE SEEN THE BEHAVIOR OF CONDUCTORS GETTING WORSE OVERALL.

CLIPPER'S WEBSITE DOES NOT POST ACTUAL MONEY ON THEIR SITE. I CANNOT RECONCILE MY BANK ACCOUNT TO CLIPPER'S TRANSACTION PAGE. SOMETIMES, I TAG OFF BUT IT DOES NOT POST TO CLIPPER ACCOUNT.

PLEASE ARRANGE AND ADVERTISE REAL TIME UPDATES FOR WHEN THERE ARE EXTENSIVE DELAYS. CALTRAIN WEBSITE, TWITTER?

THERE IS CONFUSION WITH THE CLIPPER MONTHLY PASS. THERE IS VERY LITTLE INFORMATION ABOUT HOW AND WHEN TO TAG ON AND OFF WITH MONTHLY CLIPPER PASSES.

WITH TWO BIKE CARS PER TRAIN, CONDUCTORS SHOULD COMMUNICATE WITH EACH OTHER WHEN CARS GET FULL. THEY SHOULD ALSO STEP OUT AND DIRECT CYCLISTS TO THE OTHER CAR IF THEIRS IS PACKED. I VERY RARELY SEE THIS HAPPENING.

WHY ARE NO ANNOUNCEMENTS MADE IN THE SAN FRANCISCO STATION WHEN THERE ARE MAJOR DELAYS? I ALWAYS HAVE TO GET UPDATES BY ASKING A CALTRAIN EMPLOYEE.

LAWRENCE STATION IS VERY CLEAN. SOUTH SAN FRANCISCO IS REALLY BAD!

TWO MAJOR DELAYS IN LAST FIVE DAYS WITH NO INFORMATION AVAILABLE AT SOUTH SAN FRANCISCO.

TWO MAJOR DELAYS IN LAST FIVE DAYS WITH NO INFORMATION AVAILABLE AT SOUTH SAN FRANCISCO.

THE NEW TRAINS DO NOT HAVE ENOUGH BIKE SPOTS. THE TWO CARS ON OLD TRAINS IS GREAT. KEEP THAT GOING!

THANK YOU FOR THE SURVEY!

MORE BIKE TAGS. WHY DON'T THE CONDUCTORS PROVIDE THEM?

IT SEEMS YOU DON'T CARE ABOUT OTHERS. YOU JUST WANT MONEY FOR YOURSELVES. I HAVE ANOTHER JOB COOKING AT STANFORD AND KAISER HOSPITALS. WHEN YOU ARE LATE, FOR ANY REASON, I AM LATE TO WORK. I COOK FOR PATIENTS WHO ARE IN THE HOSPITAL. JUST TAKE A MOMENT AND THINK IF YOU WERE IN THE HOSPITAL AND NO COOK IS THERE. THINK WHAT THEY ARE WAITING FOR. YOU SUCK!

OVERALL, THE EXPERIENCE IS OK, BUT DELAY ANNOUNCEMENTS NEED TO BE SAID MUCH MORE CLEARLY AND ACCURATELY.

WHEN ANNOUNCEMENTS AT STATION ARE MADE, THEY NEED TO BE CLEAR AND ACCURATE. THAT'S USUALLY NOT TRUE. HOW ABOUT A STANDARD MESSAGE, NO IMPROVEMENT?

PUT THE TIME BACK ON STATION SIGNAGE AND PROVIDE MORE INFORMATION ABOUT DELAYS.

Comments from Train 280

PUT THE TIME BACK ON STATION SIGNAGE AND PROVIDE MORE INFORMATION ABOUT DELAYS.

WHY IS THERE NOT A SINGLE QUESTION FOR BIKE RIDERS?

THE INABILITY TO FILL CLIPPER INSTANTLY ANYWHERE BUT SPARSE WALGREENS LOCATIONS IS A HUGE MINUS. THE PENALTY FOR FORGETTING TO TAG OFF IS UNREASONABLE FOR MONTHLY PASS USERS! THIS IS THEN COMPOUNDED BY INABILITY TO REFILL AT THE TICKET MACHINE (LIKE I CAN AT BART AND MUNI). RETHINK THIS SYSTEM AND/OR FIX REFILL!

OVERCHARGING FOR A WEEKEND JOURNEY ON A MONTHLY PASS IS JUST PLAIN SILLY (WHEN I FORGET TO TAG OFF).

BEING IN A "TECH" CITY, CALTRAIN SHOULD HAVE BETTER MESSAGING ON DELAYS AND ACCIDENTS. I HAVE HAD RECENT TRAIN DELAYS, CHECKED WEBSITE FOR UPDATES BUT NOTHING. WHY NOT HAVE AN "UPDATE STATUS" AREA FOR ALERTS ON THE CALTRAIN WEBSITE. THIS IS NEEDED BADLY. MAYBE GET A TWITTER ACCOUNT TOO TO ALERT.

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THERE IS NO CALTRAIN INFORMATION COUNTER AT 4TH AND KING. SINCE IT IS A MAJOR STOP, THERE SHOULD BE AN INFORMATION COUNTER HERE SO PEOPLE CAN GET ANSWERS TO THEIR QUESTIONS. USUALLY, THEY HAVE TO ASK THE HOMELESS GUYS.

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ENACT A SYSTEM SIMILAR TO THE FERRY. DESIGNATE A CAR ON EACH TRAIN AS A CELL PHONE FREE ZONE. NO CELL CONVERSATIONS ARE ALLOWED ON THAT ONE CAR.

DON'T CUT ANY SERVICE OR STATIONS.

CAN YOU PLEASE BE MORE COMMUNICATIVE WHEN TRAINS ARE LATE?

CAN YOU MAKE TRAINS SAFER, SO THAT WE DON'T HIT AS MANY PEOPLE!

PLEASE CONSIDER GOING BACK TO THE 10-RIDE TICKET SYSTEM.

IS IT POSSIBLE TO POST NEXT TRAIN ARRIVING IN (X) MINUTES ON THE ELECTRIC SIGNS?

I WOULD LIKE TO BE ABLE TO ADD VALUE ON CLIPPER CARDS AT STATIONS.

THERE ARE OTHER DELAYS ON CALTRAIN THAT CURRENTLY MAY BE OUT OF CALTRAIN'S HANDS.

Comments from Train 280

THERE AREN'T ENOUGH CLIPPER CARD READERS ON THE SOUTHBOUND PLATFORM AT HILLSDALE. EITHER ADD MORE OR SPREAD THE TWO OUT. THEY'RE BOTH PLACED AT THE FAR NORTH END.

IF THERE WAS A WAY TO INSTALL FENCES AROUND STATION TRACKS, IT WOULD LIMIT THE AMOUNT OF ACCIDENTS IN THE FUTURE.

I'D PAY MORE FOR ON TRAIN TICKET PURCHASES IF AVAILABLE, ESPECIALLY IF I'M RUNNING LATE.

PLEASE INCREASE CALTRAIN FREQUENCY.

RUN MORE "LIMITED" SERVICE TRAINS DURING AFTERNOON.

ALL SEATS SHOULD BE CHANGED TO VINYL. FABRIC IS EXTREMELY DIRTY AND UNCOMFORTABLE TO SIT IN.

PLEASE RE-INSTATE MONTHLY PASSES ON THE TICKET MACHINES. IT IS SO MUCH MORE CONVENIENT THAN THE USELESS CLIPPER CARDS.

PLEASE RE-INSTATE MONTHLY PASSES ON THE TICKET MACHINES. IT IS SO MUCH MORE CONVENIENT THAN THE USELESS CLIPPER CARDS.

ALL IN ALL I THINK CALTRAIN IS AN EXCELLENT COMMUNITY PLATFORM. I THINK THERE SHOULD BE MORE TRAINS BETWEEN 6 AM AND 8 PM.

I WOULD NEVER USE THE CLIPPER CARD AS AN 8-RIDE, BECAUSE I DON'T TRUST THE CARD TO ALWAYS WORK AT STATIONS. I LOVE CALTRAIN. KEEP UP THE GOOD WORK.

THE CLIPPER SYSTEM IS MEANT AS A CONVENIENCE. YET THE PLACEMENT AND NUMBER OF READERS AT STATIONS ARE TERRIBLE. HILLSDALE, FOR EXAMPLE, LACKS CLIPPER READERS ON THE SOUTH END OF THE SOUTH-MOVING TRACKS, SO YOU HAVE TO CROSS TO THE OTHER SIDE AFTER THE TRAIN DEPARTS IN ORDER TO TAG OFF.

CONDUCTORS SHOULD DO A BETTER JOB OF PROACTIVELY CLEARING SUGGESTED SEATING FOR SENIORS AND DISABLED ESPECIALLY DURING HEAVY COMMUTE PERIODS!

MORE EXPRESS TRAINS AFTER 7 PM.

THERE NEEDS TO BE BETTER WAY TO GET FROM CALTRAIN AT 4TH AND KING TO DOWNTOWN SAN FRANCISCO.

PLEASE RE-UPHOLSTER SEATS OF TRAINS; OTHERWISE I AM SATISFIED WITH CALTRAIN'S SERVICE.

NEED MORE PLACES TO LOAD CLIPPER, BECAUSE ONLINE TAKES TOO LONG.

STICK TO SCHEDULES BETTER.

FIND A WAY TO HAVE FEWER SUICIDES.

Comments from Train 280

THERE ARE NOT ENOUGH CLIPPER CARD READERS AT ALL STATIONS.

THE CLIPPER CARD SYSTEM IS WAY MORE COMPLICATED THAN NECESSARY.

HAVE MORE ANNOUNCEMENTS, MORE OFTEN WHEN DELAYED AND TELL WHY THE TRAIN IS DELAYED.

STILL NOT ENOUGH ROOM FOR BIKES!

I LOVE THE NEW TRAINS WITH FEWER STAIRS AND NICER BIKE CARS.

I FOUND THE DELAYS OF THE TRAIN TO BE EXTREMELY FRUSTRATING.

I WOULD LIKE TO BE BETTER INFORMED OF DELAYS AS SOON AS POSSIBLE SO WE CAN MAKE ALTERNATIVE PLANS, AN ALERT SYSTEM (IE TEXT, EMAIL BLAST, SIGN UP FOR SPECIFIC TRAIN ALERTS). OFTEN WHEN DELAYED AT THE SAN FRANCISCO STATION, ONE HAS TO RELY ON OTHER PASSENGERS OR WORD OF MOUTH. I CHECK TWITTER BUT I'M ALREADY AT THE STATION BEFORE I LEARN OF THE DELAY.

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WHEN THERE IS AN ISSUE ON THE TRACKS AND ALL CALTRAINS ARE DELAYED I WOULD LIKE TO BE ABLE TO CHECK EACH TRAIN STATUS ON THE WEB OR VOICEMAIL OR IN THE STATIONS.

I HAVE ISSUE WITH 8-RIDE TICKETS ON THE CLIPPER, AND ESPECIALLY WHEN SWITCHING FROM ONE 8-RIDE TO ANOTHER IN ONE DAY OR WHEN USED IN COMBINATION OF THE MONTHLY PASS.

CALTRAIN DID NOT PROVIDE INFORMATION ABOUT THE \$1.25 CLIPPER "CONVENIENCE" FEE UNTIL TWO DAYS AFTER I WAS IN CONTACT WITH THE CLIPPER. THIS WAS VERY UPSETTING, BECAUSE AS A RIDER I FELT I WAS NOT GUIDED CORRECTLY.

I LIVE IN MENLO PARK NEAR CALTRAIN. AS A NEIGHBOR OF CALTRAIN, I LOVE TO SAY YOUR HORNS ARE WAY TOO LOUD AND SOME CONDUCTORS HIT THE HORNS TOO MANY TIMES AND FOR TOO LONG A PERIOD. THIS IS VERY IRKSOME TO SOMEONE LIVING WITHIN EARSHOT OF THE TRAIN AND A REASON NOT TO SUPPORT CALTRAIN AND ITS EXPANSION OF ANY KIND IN MY NEIGHBORHOOD. ALL MY NEIGHBORS FEEL THE SAME. PLEASE BE SURE TO TONE DOWN THE HORN AND USE IT LESS FREQUENTLY, ESPECIALLY AT NIGHT! THANK YOU!

CHECK OUT WHAT IS DONE IN EUROPE AND BY ALL MEANS COPY IT!

I WOULD LIKE MORE SERVICE TO HAYWARD PARK.

Comments from Train 280

LONG DELAYS DUE TO OBSTACLES ON THE TRACKS ARE DIFFICULT BUT SEMI-REGULAR DELAYS DUE TO MECHANICAL PROBLEMS OR SIGNALING ISSUES REALLY HURT OVERALL SATISFACTION.

CLIPPER WAS A NIGHTMARE BUT HAS IMPROVED. I WOULD HOPE THE CONDUCTORS ARE MORE UNDERSTANDING OF MONTHLY PASS HOLDERS WHO FORGET TO TAG ON IN A NEW MONTH THOUGH.

CLIPPER WAS A NIGHTMARE BUT HAS IMPROVED. I WOULD HOPE THE CONDUCTORS ARE MORE UNDERSTANDING OF MONTHLY PASS HOLDERS WHO FORGET TO TAG ON IN A NEW MONTH THOUGH.

ONE TERRIBLE CALTRAIN EXPERIENCE WAS I LEFT MY CLIPPER CARD IN ANOTHER PURSE ONE DAY AND WHEN THE CONDUCTOR CHECKED FOR PAYMENT I REALIZED I DIDN'T HAVE MY MONTHLY PASS. THE CONDUCTOR LITERALLY ASKED ME TO LEAVE THE TRAIN AND I HAD TO TAKE A LATER TRAIN AND MISSED AN IMPORTANT MEETING. I THINK THE CONDUCTOR SHOULD BE MORE SYMPATHETIC FOR REGULAR RIDERS.

CLIPPER CARD SHOULD BE CHECKED AUTOMATICALLY AT THE ENTRANCE.

KEEP THE BULLET TRAINS, EVEN IF CALTRAIN'S FUNDING IS CUT. THEY ARE PROFITABLE AND OFFER A TON OF UTILITY TO EVERYONE. CONSIDER RUNNING SHUTTLE BUSES FROM MAJOR STOPS TO MINOR STOPS RATHER THAN RUNNING AS MANY LOCAL TRAINS.

TRAINS ARE OFTEN LATE WHICH I WISH I COULD KNOW ABOUT BEFORE LEAVING WORK.

PALO ALTO STATION STINKS OF URINE.

USUALLY TRAINS ARE NEAT AND NICE, BUT RESTROOMS ARE PRETTY NASTY.

WHEN SOMEONE CHOOSES TO END THEIR LIFE ON THE TRAIN TRACKS, ITS NOT YOUR FAULT. AS A PASSENGER, THOUGH, IT SUCKS. OVERALL, VERY PLEASED.

TRAINS ARE OFTEN LATE WHICH I WISH I COULD KNOW ABOUT BEFORE LEAVING WORK.

YOU SHOULD USE THE ELECTRONIC BOARDS MORE EFFICIENTLY.

WHY SO MANY MECHANICAL "MALFUNCTIONS?" WE WERE LATE TODAY OVER 25 MINUTES!

IN GENERAL, CALTRAIN IS GREAT. TONIGHT WHEN HANDED THIS SURVEY, THOUGH, THE TRAIN WAS ABOUT 15 MINUTES LATE. THAT IS A DIFFICULT TIME TO COMPLETE A "SATISFACTION SURVEY."

IN GENERAL, CALTRAIN IS GREAT. TONIGHT WHEN HANDED THIS SURVEY, THOUGH, THE TRAIN WAS ABOUT 15 MINUTES LATE. THAT IS A DIFFICULT TIME TO COMPLETE A "SATISFACTION SURVEY."

TRAIN NUMBERS ARE DIFFICULT TO FIGURE OUT. MAYBE PUT THE TRAIN NUMBER ON THE SIDE OF THE TRAIN?

Comments from Train 280

I WISH THERE WAS A BETTER CONNECTION TO SFO. THE BART CONNECTION IS POORLY TIMED (BART LEAVES BEFORE YOU CAN BUY A TICKET) AND TAKES TOO LONG. THE OLDER VAN SHUTTLE WAS BETTER.

I FIND THE SANTA CLARA STATION POORLY LIT AND LESS SAFE FEELING THAN THE OTHERS.

I OVERHEAR CONFUSION AND ARGUMENTS ABOUT CLIPPER CARDS ON EVERY RIDE.

CLIPPER HAS AN INCREDIBLE NUMBER OF BUGS AND IS VERY DIFFICULT TO SET UP. GETTING A REFUND IS EVEN WORSE. I WOULD RATHER HAVE THE MONTHLY PAPER PASSES BACK.

PLEASE INCREASE THE TRAIN FREQUENCY IN THE MORNING (8-10 AM) AND EVENING (6-9PM).

THE CLIPPER TRANSITION IS CONFUSING!

Comments from Train 288

THOUGH I PAID FOR MONTHLY CLIPPER CARDS, THE MACHINE ALWAYS ERRORS OUT WITH MY CARD. CLIPPER CARDS AREN'T GOOD.

MAINTAIN APPROPRIATE CLEANLINESS OF STATIONS. SAN FRANCISCO (4TH AND KING) NEEDS CLEANING. GET RID OF THE PIGEONS AND THE HOMELESS AND IT MIGHT BE EASIER.

NEED MORE MORNING TRAINS BETWEEN 9 AND 10 AM.

TOO MANY LATE TRAINS!

WHY DOESN'T FUNDING ADDED TO CLIPPER CARD ONLINE SHOW UP IMMEDIATELY?

IT SHOULD NOT BE HARD TO GIVE USEFUL UPDATES IN CASES OF DELAYS. SHARING OF INFORMATION IS REALLY BAD. TELL US WHERE THE NEXT STOP WILL BE BEFORE WE DEPART.

WHERE DO WE FIND THE TRAIN NUMBERS ON THE TRAIN?

THERE ARE NO SCHEDULES POSTED IN PALO ALTO STATIONS GOING SOUTH. I LOVE THE TRAIN. IT MAKES IT EASY FOR ME TO GO BACK AND FORTH FROM HOME. THANK YOU.

THERE IS ONE CALTRAIN CONDUCTOR ON A NORTHBOUND TRAIN WHO KEEPS SAYING "OUR FINAL DESTINATION IS SAN FRANCISCO, WHERE TONY LEFT HIS HEART, HAVE A WUNNERFUL, WUNNERFUL." IT'S SO ANNOYING HEARING IT EVERY MORNING THAT I TAKE CALTRAIN. IT'S UNPROFESSIONAL AND HE NEEDS TO SHUT UP!

I'M MISSING STATION AGENTS AND TICKET OFFICES.

PAPER PASSES WERE EASIER FOR CUSTOMERS AND CONDUCTORS. OVERALL, I'M VERY HAPPY WITH CALTRAIN, BUT I DON'T LIKE CLIPPER.

I WOULD LIKE EVEN MORE BULLETS, LATER IN EVENING.

I WOULD LIKE TO HAVE MESSAGE BOARDS INSTALLED AT SOUTH SAN FRANCISCO STATION. IT IS VERY HARD TO UNDERSTAND ANNOUNCEMENTS ON THE SPEAKERS.

I WOULD LIKE TO HAVE MESSAGE BOARDS INSTALLED AT SOUTH SAN FRANCISCO STATION. IT IS VERY HARD TO UNDERSTAND ANNOUNCEMENTS ON THE SPEAKERS.

ENCLOSED WAITING ROOMS ON ALL STATIONS WOULD BE NICE.

I AM NOT HAPPY WITH THE WAY CALTRAIN COMMUNICATES DELAYS DUE TO SUICIDES AND ACCIDENTS. COMMUNICATION IS SLOW AND INADEQUATE.

FIGURE OUT HOW TO EXPEDITE SUICIDE CLEANUP. BE ON TIME FOR PICKING UP AND DROPPING OFF. TRAVEL FASTER.

DON'T REQUIRE MINIMUM BALANCE IN CLIPPER. CHARGE CLIPPER DEPOSITS MORE QUICKLY.

Comments from Train 288

I WAS REALLY LOOKING FORWARD TO THE CHANGE IN CALTRAIN SCHEDULE STARTING THIS MONTH. BUT WAS LEFT DISAPPOINTED WHEN IT WAS NOT IMPLEMENTED. A TRAIN EVERY 15 MINUTES DURING PEAK COMMUTE HOURS WOULD HAVE REALLY HELPED.

I HAVE BEEN TRYING TO CONTACT SOMEONE REGARDING BIKE LOCKERS AT MOUNTAIN VIEW. LEFT SEVERAL MESSAGES BUT NO ONE RETURNS THE CALL. IN THE MEANTIME, PEOPLE WHO HAVE BEEN RIDING LESS THAN MY FOUR PLUS YEARS HAVE GOTTEN A LOCKER.

NEED TO ADD "WIFI" TO THE TRAIN. INTERNET CONNECTION IS TOO SPOTTY.

PLEASE BE BETTER ABOUT INFORMING US ABOUT DELAYS.

CALTRAIN NEEDS A MOBILE ALERT SYSTEM FOR LONG DELAYS AND MORE INFORMATION ON ALTERNATE ROUTES HOME.

LEATHER SEATS APPEAR CLEAN, BUT FABRIC SEATS LOOK FILTHY.

THE NOISE LEVEL OF SOME OF THE PASSENGERS CAN BE TIRING.

CONDUCTORS ON THE TRAINS ARE ALWAYS POLITE AND HELPFUL, NO MATTER WHAT CIRCUMSTANCES.

PLEASE GET THE 9:24 AM TRAIN AT SUNNYVALE TO SAN FRANCISCO ON TIME. PLEASE! IT IS ALWAYS TEN MINUTES LATE.

CLIPPER TAG STATIONS ARE NOT SPACED ADEQUATELY AT REDWOOD CITY STATION SOUTHBOUND. TICKET MACHINES AT REDWOOD CITY ARE NOT LOCATED AT A CONVENIENT SPOT FOR THOSE WHO WANT TO PARK AT CALTRAIN LOT AND NEED TO PAY FOR PARKING PASSES DAY TO DAY. TICKET KIOSK SHOULD BE AT BOTH ENDS OF STATIONS.

TARDINESS ON LATE MORNING TRAINS IS UNACCEPTABLE.

SOMETIMES, THE ONBOARD ANNOUNCEMENTS AREN'T LOUD ENOUGH.

THE STATION SPEAKERS AT 22ND STREET ARE HORRIBLE. ALL ANNOUNCEMENTS AT THAT STATION ARE COMPLETELY UNINTELLIGIBLE.

I HAVE NEVER PERSONALLY HAD ISSUES WITH MY CLIPPER CARD, BUT GOD HELP ME THE DAY I DO BECAUSE THE CONDUCTORS ARE NOW SUPER STRICT ABOUT THE CARD.

THERE UNFORTUNATELY HAVE BEEN EIGHT PLUS FATALITIES ON THE CALTRAIN LINES THIS YEAR AND I HAVE EXPERIENCED SEVERAL TWO PLUS HOUR DELAYS DUE TO SUCH. WE NEED FASTER PROCEDURES TO DEAL WITH THOSE SITUATIONS OR PROVIDE FOR A SHUTTLE BUS.

CONDUCTORS ARE GREAT.

COMMUNICATION WHEN UNEXPECTED DELAYS OCCUR IS NOT GOOD. NEED TO USE BRIDGE BUSES MORE OFTEN. SITTING FOR TWO HOURS ON TRAIN WITH NO WAY TO GET OFF IS UNACCEPTABLE.

CLIPPER CARD LOADING IS INCONVENIENT.

Comments from Train 288

OCCASIONAL ACCIDENTS HAVE CAUSED EXCESSIVE DELAYS. NEED TO PRE-EMPT AND HANDLE BETTER.

NEED MORE FREQUENCY OF TRAINS.

NEED BETTER CONNECTIVITY TO LOCATIONS AT TRAIN STATIONS.

CLIPPER MONTHLY NEEDS TO BE AVAILABLE AT THE MACHINE.

BATHROOMS SHOULD ALWAYS HAVE SOAP, WATER, TOILET PAPER AND PAPER TOWELS.

WE SHOULD NOT HAVE TO SET THE ZONES EACH MONTH. CLIPPER NEEDS TO HAVE THE SAME GRACE PERIOD THE PAPER PASS HAD.

CALTRAIN IS GREAT, ALTHOUGH FREQUENT DELAYS DUE TO FATALITIES IS ANNOYING. I'M AWARE THERE ISN'T MUCH CALTRAIN CAN DO ABOUT THAT.

A GREAT WAY TO RIDE.

NEED TO FIX AIR CONDITIONING IN THE CARS THAT DON'T HAVE IT WITHIN A WEEK AT THE LATEST.

MORE FREQUENCY NEEDED.

NEED A BETTER WAY TO LOAD MONEY INTO CLIPPER. WHO ON THE CALTRAIN BOARD HAS STOCK IN WALGREENS?

I USE WAGE WORKS. THEY AND CLIPPER DON'T WORK WELL TOGETHER. LOTS OF MISINFORMATION.

FOURTH AND KING NEEDS PA SYSTEM FOR ANNOUNCEMENTS.

OLDER TRAINS ARE VERY BAD. NEW TRAINS GOOD.

THE 1.25 MINIMUM IS RIDICULOUS. SOLVE IT! A MONTHLY CLIPPER PASS SHOULD NOT REQUIRE \$1.25. IT'S OBVIOUSLY LAZINESS IN THE CREATION OF THE SYSTEM. YOU SHOULD NOT BURDEN YOUR CUSTOMER WITH THE FUNCTIONING OF YOUR SYSTEM.

THERE MUST BE EFFORT, MAYBE ADDITIONAL EFFORT, TO MAKE SURE THAT TRAINS REACH ON TIME AS THE CONNECTING TRANSPORT VEHICLES WON'T STOP (OR WAIT) FOR A SECOND MORE. THIS IS ESPECIALLY TRUE WHEN BUSES (MUNI) SEE TRAIN PULLING IN BUT WON'T BOTHER AND LEAVE. IF CALTRAIN REACHES ON TIME, THIS WILL NOT BE A PROBLEM. TIME FROM 22ND STREET TO KING AND 4TH CAN BE ABOUT 8-10 MINUTES!

YOUR THREE TO FOUR DAY DELAY ON CREDIT CARD TRANSACTIONS COST ME A \$106 FINE. THANKS SO MUCH. THERE HAS TO BE A BETTER WAY TO DO CREDIT CARD PURCHASES. THE IDEA OF CLIPPER IS NICE BUT THE EXCEPTIONS LEAVE MUCH TO BE DESIRED.

Comments from Train 288

WHEN TRAIN IS LATE PLEASE GIVE THE REASON. IT HELPS ALLEVIATE THE CONFUSION AND FRUSTRATION, SO WE AS RIDERS ARE MORE INFORMED. ALSO, PLEASE POST THE DELAY MORE PROMINENTLY AND GIVE UPDATES MORE FREQUENTLY BOTH IN STATION AND ON TRAIN.

WHY CAN WE ONLY PUT TWO 8-RIDE PASSES ON A CLIPPER CARD AT A TIME? I GET THE \$50 VOUCHERS FOR CALTRAIN FOR WORK AND IT'S ANNOYING. I CAN'T PUT IT ALL ON MY CARD AT ONCE. ALSO, WOULD LIKE IT IF WE COULD TRANSFER OUR CASH ON CLIPPER CARD TOWARDS PAYMENT OF AN 8-RIDE.

THE DELAY UPDATES/ANNOUNCEMENT IS A HUGE AREA OF IMPROVEMENT. I GENERALLY FOLLOW TWITTER BECAUSE THE CALTRAIN UPDATES ARE SO INACCURATE.

THE CLOTH SEATS ARE REALLY GROSS, UGH. I SUPPORT PUBLIC TRANSPORTATION BUT CALTRAIN HAS MANY AREAS THAT NEED ATTENTION.

CLIPPER CARDS SHOULD BE PURCHASED AT THE VENDING MACHINES AT THE CALTRAIN STATION. MEANWHILE, PASSENGERS SHOULD BE ABLE TO ADD VALUE TO THE CLIPPER CARDS AT THE VENDING MACHINE AT EACH CALTRAIN STATION.

MAKE ANNOUNCEMENTS OF STOPS. I CARRY A SCHEDULE BUT IF A TRAIN IS NOT ON SCHEDULE, HOW DOES ONE KNOW WHAT TRAIN ONE IS ON. ALSO, YOU SHOULD HAVE A WAY TO CONTACT THE CONDUCTOR TO FIND OUT WHERE THE TRAIN STOPS.

THE HILLSDALE STATION SHELTERS ON THE SOUTHWEST SIDE ARE TOTALLY INADEQUATE IN SIZE AND WIND/WEATHER PROTECTION.

THE CLIPPER CARD VENDORS (WALGREENS) ARE INSUFFICIENTLY TRAINED.

GREAT CONDUCTORS.

Comments from Train 313

IT'S DISAPPOINTING AT THE END OF THE DAY WHEN THE TRAIN DEPARTS MILLBRAE STATION JUST BEFORE I MAKE THE TRANSITION FROM BART AND I THEN HAVE TO WAIT AN HOUR FOR THE NEXT SCHEDULED TRAIN HEADED SOUTH ON MY WAY HOME.

IN GENERAL, CALTRAIN IS CLEAN AND PLEASANT TO RIDE!

A LITTLE EXPENSIVE.

PERFECT TRIP!

CLIPPER CARD IS A GOOD SERVICE BUT GETTING INFORMATION ON HOW TO SET IT UP WAS BEYOND FRUSTRATING FOR ME AND MANY OTHERS I'VE SPOKEN WITH. NOT HAVING TO DAILY TAG ON AND OFF FOR MONTHLY PASSES WAS NOT EASILY FOUND ONLINE OR IN PRINTED MATERIALS. I FOUND OUT THROUGH A CONDUCTOR.

THERE NEEDS TO BE MORE FUNCTIONING CLIPPER CARD READERS AT THE STATIONS. IT'S ALWAYS A BOTTLENECK TO TAG ON AND OFF AND SOME ARE NOT WORKING (MILLBRAE).

MORE INFORMATION IS NEEDED WHEN AN INCIDENT OCCURS. PROJECTED TIMES ARE OFTEN WRONG. NO KNOWLEDGE ON WHEN AND IF A BUS BRIDGE WILL BE PROVIDED.

I HAVE ADDED CASH AND 8-RIDE TICKETS TO MY CARD AND IT HAS TAKEN FIVE DAYS TO SHOW ON THE CARD. THAT IS TOO LONG.

THE BULLET TRAINS SOMETIMES HAVE A METHANE SMELL THAT FILLS THE ENTIRE CAR AND MAKES ME SICK. MAYBE YOU COULD INSTALL FANS IN THE RESTROOMS. I AM NOT THE ONLY ONE WHO NOTICES THIS.

SPEAKERS DO NOT REACH ALL CARS.

THE TUNNELS AT THE PALO ALTO STATION ARE DIRTY AND SMELL. PALO ALTO STATION IS OKAY. SUGGEST SECURITY TO PREVENT TAGGING WALLS (GRAFFITI).

I WISH YOU COULD DO SOMETHING ABOUT SUICIDES.

I WISH YOU COULD DO SOMETHING ABOUT THE TUNNEL AT PALO ALTO.

THERE APPEARS TO BE NO CONTINGENCY PLANS WHEN ACCIDENTS OCCUR OR WHEN TRAINS STOP FUNCTIONING. I WAS TRAPPED ON A TRAIN FOR 90 MINUTES WITH NO OPTION TO LEAVE BECAUSE WE WERE STOPPED IN THE MIDDLE OF NOWHERE AND HAD TO WAIT FOR ANOTHER TRAIN TO COME AND GET US. WHEN WE ARE STOPPED AT A STATION, THERE IS NO ADDRESS TO PROVIDE TO TAXIS TO PICK US UP.

THERE NEEDS TO BE MORE WORK ON CLIPPER PROGRAMS.

Comments from Train 313

I PURCHASE 8-RIDE TICKETS ON CLIPPER. I WAS SHOCKED ONE DAY WHEN I GOT OFF A COUPLE OF STOPS EARLY THAT THIS CAUSED MY CARD NOT TO WORK. I WILL NOT BE PURCHASING THE CLIPPER CARD 8 RIDES AGAIN AS A DAY PASS IS MUCH MORE FLEXIBLE. I CAN GET ON AND OFF AT ANY STATION WITHIN THE ZONES WITH A DAY PASS. I REALLY HATE USING THE CLIPPER CARD.

THE CLIPPER CARD SYSTEM IS UNNECESSARILY COMPLICATED AND NOT WELL EXPLAINED. I DON'T LIKE TO TAG OFF.

I WISH CALTRAIN COULD CONVEY INFORMATION ABOUT TRAIN DELAYS MORE EFFECTIVELY. CONDUCTORS HAVE RECOMMENDED CHECKING THE CALTRAIN TWITTER ACCOUNT BECAUSE THAT INFORMATION IS MORE UPDATED THAN WHAT THE CONDUCTORS KNOW WHICH IS RIDICULOUS!

CLIPPER CARD IS A PAIN IN THE NECK! IT TAKES 2-3 DAYS BEFORE YOUR PAYMENT IS REGISTERED ON THE CARD. THAT'S THE SLOWEST SYSTEM I HAVE EVER KNOWN AND IS UNBELIEVABLE WHEN MY BANK KNOWS THE SECOND I BUY SOMETHING AT A STORE WITH MY CREDIT CARD! EVERYTHING ELSE IS GOOD.

SOME MACHINES WILL NOT TAKE BILLS.

IT APPEARS POOR LOGISTICAL PLANNING LEADS TO TOO MANY DELAYS WHERE THE BULLET SERVICE HAS TO SLOW DOWN FOR OTHER TRAINS.

CLIPPER IS TIME CONSUMING. STANDING IN LINE AT WALGREENS, INSTEAD OF USING A TICKET MACHINE, IS A WASTE OF TIME.

AT STATIONS THERE ARE NO ANNOUNCEMENTS OR ON-PLATFORM INFORMATION OF WHAT THE APPROACHING TRAIN IS. THIS IS A PROBLEM FOR NEW AND CASUAL RIDERS AND WHEN TRAINS FALL OFF SCHEDULE. THE DIGITAL DISPLAYS SHOULD INDICATE WHAT THE APPROACHING TRAIN IS. THERE IS NO INFORMATION ANYWHERE ABOUT WEEKEND TRACK ASSIGNMENTS AT DIRIDON.

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AT MILLBRAE, CLIPPER CARD READERS SHOULD BE PLACED CLOSER TO ENTRANCE TO BART (NORTHBOUND CALTRAIN).

I HAVE SEEN VERY UNKIND INTERACTIONS FROM CONDUCTORS TOWARD SLEEPING RIDERS ON MORNING TRAINS AND BEHAVIORS THAT TEND TO VARY BASED ON THE APPEARANCE OF THE RIDER.

IT SEEMS INCONVENIENT THAT CLIPPER CARDS CAN'T BE RELOADED AT THE STATION.

Comments from Train 313

I AM FROM OUT OF STATE. I HAD A GREAT EXPERIENCE, EXCEPT IT IS DIFFICULT TO UNDERSTAND WHAT TRACK AND TRAIN TO GET ON. I WENT THE WRONG DIRECTION! IT WOULD BE HELPFUL IF THERE WERE MORE AND CLEARER SIGNS. THANK YOU!

REALLY APPRECIATED KNOWING RIGHT AWAY WHEN THERE WAS AN ACCIDENT THAT SERVICE WOULD BE DELAYED UP TO 90 MINUTES. WOULD HELP TO HAVE BUS CONNECTION INFORMATION AT STATIONS LIKE MILLBRAE. HEARD MANY PEOPLE ASKING HOW TO GET FROM MILLBRAE TO THE CALTRAIN STATIONS WHERE THEIR CARS WERE PARKED. NO ONE SEEMED TO KNOW.

POTHoles AT HILLSDALE EAST PARKING LOT SHOULD BE FIXED.

TOO MANY DELAYS.

THE MONTHLY PASS SHOULD BE THIRTY DAYS FROM WHEN I TAG ON, NOT A CALENDAR MONTH.

THE CLIPPER CARD 8 RIDES IS A PAIN. IT MAKES THE CUSTOMERS CONSTANTLY HAVE TO TAG ON AND OFF.

CLIPPER CARDS ARE EASY TO USE WITH ONE EXCEPTION, THE TASK OF REMEMBERING TO TAG OFF. IDEALLY, I'D LIKE TO GET TO A SYSTEM THAT CAN SENSE WHEN I'M ON THE TRAIN OR A SYSTEM WITH AN RFID CHIP AND READER THAT TAGS ON AND OFF AT THE DOORS OF THE TRAIN ITSELF. THE CARD STAYS IN MY POCKET AND I'M A MUCH HAPPIER PASSENGER AND CUSTOMER.

I'M GENERALLY VERY SATISFIED WITH CONDUCTORS, BUT I HAD ONE OCCASION WHEN A CONDUCTOR CITED ME FOR FARE EVASION BECAUSE I FORGOT TO BRING MY CLIPPER. EVEN THOUGH I WAS ABLE TO SHOW HER A MONTHLY PASS RECEIPT WHICH BEARS MY CLIPPER SERIAL #, SHE CITED ME. IT'S A VERY LENGTHY AND PAINFUL PROCESS TO CONTEST THE TICKET ONCE THE CITATION IS ISSUED. I DIDN'T OBSERVE ANY COURTESY FROM CALTRAIN IN THIS CASE AT ALL.

THE OVERALL EXPERIENCE WOULD RATE HIGHER, IF NOT FOR THE INCONVENIENCE OF DELAYED TRAINS DUE TO SUICIDES AND ACCIDENTS.

THE FARES AND PARKING FEES ARE GETTING TOO EXPENSIVE AND HIGH FOR MY BUDGET.

CLIPPER CARD READER DOES NOT DISPLAY HELPFUL INFORMATION. IT IS HARD TO READ BECAUSE OF THE LIGHTING. THE MESSAGES ARE CRYPTIC. I WANT TO KNOW HOW MUCH I HAVE LEFT AND HOW MUCH I HAVE USED. THE NEGATIVE AMOUNTS ARE VERY CONFUSING.

I HATE CLIPPER WITH A PASSION. A COMPLETE WASTE OF A COMPANY FORCING EVERYONE TO THEIR SYSTEM.

BULLET TRAINS ARE GREAT! WISH THEY WOULD STOP AT MOUNTAIN VIEW AND SUNNYVALE LIKE THE WEEKEND BULLETS.

Comments from Train 313

CALTRAIN BOARD OF DIRECTORS SHOULD JUST HAVE RAISED RATES EARLY THIS YEAR AND AVOIDED ALL THE MEDIA FRENZY. THAT SHOULD HAVE BEEN A NO-BRAINER.

CLIPPER CARD USE FOR TICKETS AND PARKING REMAINS BAFFLING AND DIRECTIONS ARE UNCLEAR. OBTAINING A SENIOR CLIPPER CARD IN JANUARY WAS VERY DIFFICULT AND DIRECTIONS WERE UNCLEAR AND CONTRADICTORY.

MY EXPERIENCE ON CALTRAIN HAS BEEN EXCELLENT. I PARTICULARLY WANT TO SAY HOW FRIENDLY, HELPFUL AND POLITE ARE THE CONDUCTORS ON THE 6:43 AM BABY BULLET!

RUN ONE DIRECT SAN JOSE TO SAN FRANCISCO TRAIN.

CLIPPER CARD SUCKS. WHY CAN'T YOU FIGURE OUT I AM BETWEEN SAN JOSE AND SAN FRANCISCO AND GET RID OF THE TAG ON AND OFF. WHOEVER DESIGNED IT NEEDS TO BE A BETTER PROGRAMMER.

CONDUCTORS ARE AWESOME.

THE TRAINS ARE USUALLY LATE EVERY DAY AND IT'S HARD TO GET TO WORK ON TIME UNLESS I TAKE A TRAIN AN HOUR THAN I NEED TO.

WHEN CASUALTIES OR OTHER DELAYS OCCUR, CALTRAIN DOES POORLY IN PROVIDING ALTERNATE SOLUTIONS. THE SINGLE TRACK NORTH AND SOUTH LAYOUT IS A PROBLEM AND DOES NOT GIVE FLEXIBILITY WHEN ISSUES OCCUR.

THANK YOU TO THE ENGINEERS DRIVING OUR TRAINS! MY THOUGHTS GO OUT TO YOU EVERY TIME THERE IS A SUICIDE ON THE TRACKS.

OVERALL, I'VE HAD A GREAT CALTRAIN EXPERIENCE. ONE IMPROVEMENT WOULD BE TO HAVE ONLINE ADDITIONS TO THE CLIPPER CARD POST WITHIN 36 HOURS. NOW, IT SEEMS TO TAKE SEVERAL DAYS.

I LOVE CALTRAIN! PLEASE MAKE IT WIFI ENABLED, SINCE I ALWAYS USE MY IPOD TOUCH ON THE TRAIN.

THE DARK HAIRE D CONDUCTOR ON THE 6:45 AM BULLET DESERVES TOP PAY! HE IS MR. PERSONALITY, HAPPY, AND JOKES WITH ALL THE RIDERS IN THE AM.

PLEASE VINYL THE TRAIN SEATS! THE FABRIC UPHOLSTERY SMELLS BAD AND IS DIRTY!

REMIND CUSTOMERS ON ALL BULLET STOPS TO KEEP CONVERSATIONS SHORT AND QUIET.

Comments from Train 322

COMMUNICATION AT STATION IS STILL TERRIBLE. ELECTRONIC SIGNS DON'T PROVIDE MUCH INFORMATION, AND ARE SOMETIMES WRONG.

CLIPPER CUSTOMER SERVICE DOESN'T DO THEIR WORK. I HAVE TO BUY A CLIPPER CARD EVERY MONTH. I CALLED CUSTOMER SERVICE TO REGISTER MY CARD, BUT IT'S STILL NOT REGISTERED.

PLEASE PROVIDE FREE WIFI ONBOARD TRAIN. EVEN A PREMIUM SERVICE FOR MONTHLY PASS HOLDERS WITH A SMALL ADDED CHARGE WOULD BOOST RIDERSHIP ON THIS SILICON VALLEY COMMUTE CORRIDOR.

HOW ABOUT AN ELECTRONIC SURVEY SOMETIME?

THERE NEEDS TO BE MORE CLIPPER CARD READERS AT THE MOUNTAIN VIEW STATION. YOU HAVE ABOUT TWENTY AT 4TH/KING AND JUST TWO AT MOUNTAIN VIEW.

THE BIGGER TRAINS WITH THE TABLES SHOULD BE USED ON THE NORTHBOUND RIDES, TOO.

I'M VERY DISSATISFIED WITH DELAYED TRAINS. THE ON-TIME ARRIVAL AT DESTINATION, ESPECIALLY ON 7:59 BULLET TO MOUNTAIN VIEW, IS TERRIBLE. THERE ARE LATE ARRIVALS OVERALL.

SHOULD HAVE INFORMATION WHEN NEXT TRAIN ARRIVES AT STATION (IN MINUTES) LIKE ANY OTHER TRANSPORTATION SERVICE IN THE WORLD. HAVE INFORMATION WHERE TRAINS ARE GOING AT STATION. NOBODY KNOWS THAT TRAIN #383 STOPS AT PALO ALTO.

REGARDING QUESTION ON COURTESY OF CONDUCTORS, ALL CONDUCTORS ARE USUALLY NICE, BUT I MET ONE RUDE CONDUCTOR ONCE. AFTER NOT ALLOWING ME TO BOARD MY BIKE IN THE FRONT CAR, EVEN THOUGH THERE WAS SPACE, HE COMMANDED ME TO GO TO THE OTHER BIKE CAR. HE THEN CLOSED THE DOORS BEFORE I GOT THERE! FORTUNATELY, IT NEVER OCCURRED AGAIN.

THE CLIPPER CARD WEBSITE IS VERY HARD TO UNDERSTAND. I HAD TO CALL SEVERAL TIMES TO FIND OUT THE AVAILABILITY OF MONTHLY PASS.

I NEED CONDUCTORS TO STAND OUT AT THE TRAIN PRIOR TO DEPARTURE. IT'S HARD TO KNOW WHETHER I GOT ON THE RIGHT TRAIN UNTIL ON-BOARD ANNOUNCEMENT. SOMETIMES THAT ANNOUNCEMENT ISN'T MADE UNTIL TWO OR THREE MINUTES AFTER DEPARTURE.

I DISLIKE THAT 8-RIDE TICKETS EXPIRE SO SOON.

I HATE THAT BIKERS BRING BIKES ON FOR FREE AND TAKE UP THREE TIMES THE SPACE THAT I DO. I AM SUBSIDIZING THEM!

I NEED MORE INFORMATION DISPLAYED WHEN TRAINS ARE DELAYED OR NOT RUNNING AT NORMAL SCHEDULES.

Comments from Train 322

I DON'T UNDERSTAND WHY THERE IS A LOBBY AT 4TH/KING STATION. IT JUST MAKES HOMELESS PEOPLE URINATE EVERYWHERE AND RUIN THE BATHROOMS.

ADD MORE CLIPPER TAG BOXES AT MOUNTAIN VIEW STATION.

RIDERS WOULD LOVE (AND MAY PAY FOR) WIFI ON THE TRAINS.

ADD WI-FI.

I STARTED USING MY TRANSLINK CARD EARLY ON AND PROBABLY SPENT \$30.00 TO \$40.00 IN ADDITIONAL FARE WHEN THERE WERE VARIOUS GLITCHES WITH MY MONTHLY PASS. CLIPPER CUSTOMER SERVICE WAS TERRIBLE AS WAS THEIR 72 HOUR WINDOW FOR FIXING THE PROBLEM WHILE I STILL NEEDED TO PAY FOR THE CALTRAIN RIDES.

I'M VERY DISSATISFIED WITH OVERALL EASE OF USE OF CLIPPER BECAUSE ADDING MONEY TO CARD IS A BAD EXPERIENCE.

PLEASE DO SOMETHING ABOUT THE CROWDING THAT TAKES PLACE DURING GIANTS GAME DAYS, NORTHBOUND. THE TRAIN POPULATION SEEMS TO EXCEED TRAIN CAPACITY EVERY TIME.

TRAIN #322 IS RARELY ON TIME AT MOUNTAIN VIEW. UPDATE THE SCHEDULE! IT NEVER ARRIVES AT 8:49 AM.

PLEASE BAN ALCOHOL ON TRAINS 24/7! GIANTS FANS ARE LOUD AND DRUNK.

YOU HAVE A HORRIBLE ON-TIME RECORD SINCE APRIL. THIS IS AFTER A CONSISTENT ON-TIME RECORD FOR THE SEVEN MONTHS PRIOR.

I AM MOSTLY BOTHERED BY THE FACT THAT TRAINS ARE BEING CUT OFF AND PRICES GO HIGHER.

THE ON-BOARD EXPERIENCE IS MUCH BETTER IN THE NEW TRAINS.

PEOPLE USING PHONE ON BOARD SHOULD BE ASKED MORE OFTEN TO KEEP THEIR CONVERSATIONS SHORT AND QUIET.

FOR A FEW WEEKS, THE TRAIN WOULD SLOW TO A CRAWL BETWEEN PALO ALTO AND MOUNTAIN VIEW. SOME EXPLANATION WOULD HAVE BEEN HELPFUL.

WHEN WILL WE GET WIFI?

PLEASE DO NOT GET RID OF THE BABY BULLET OR LIMITED TRAINS. I WILL HAVE TO START DRIVING IF YOU DO AND NO ONE WANTS ME ON THE ROADS.

THE DELAY BETWEEN PURCHASED MONTHLY PASS ON LINE AND ACTIVATION IS ANNOYING AND DOESN'T MAKE SENSE. I BUY AT WALGREENS, THEN HAVE TO GET PARKING AT A VENDING MACHINE WHICH IS CUMBERSOME.

Comments from Train 322

THE DELAY BETWEEN PURCHASED MONTHLY PASS ON LINE AND ACTIVATION IS ANNOYING AND DOESN'T MAKE SENSE. I BUY AT WALGREENS, THEN HAVE TO GET PARKING AT A VENDING MACHINE WHICH IS CUMBERSOME.

I WOULD LIKE TO HAVE THE MONTHLY PASS AUTOMATICALLY ADDED TO CLIPPER WITHOUT TAG ON/OFF ON THE FIRST DAY OF MONTH. NEED SOMEONE SELLING SNACKS/BEER ON TRAIN. DIM LIGHTS AT NIGHT ON BOARD. CALL POLICE ON PEOPLE WITH NO TICKET AND SUPPOSEDLY NO ID.

NEED SOMEONE SELLING SNACKS/BEER ON TRAIN. DIM LIGHTS AT NIGHT ON BOARD.

CALL POLICE ON PEOPLE WITH NO TICKET AND SUPPOSEDLY NO ID.

MORE INFORMATION AND BETTER SHUTTLE MAPS ONLINE! THANK YOU.

I HATED USING 8-RIDE CLIPPER, MONTHLY ISN'T SO BAD.

THERE NEEDS TO BE A WAY TO CHECK FOR DELAYS FROM MOBILE DEVICES.

ONE THING I'M EXTREMELY DISSATISFIED WITH IS THE TIME IT TAKES FOR MONTHLY PASS/CASH TO END UP ON CLIPPER CARD, IF THE TRANSACTION WAS MADE ONLINE. I RECEIVED A CITATION THE FIRST TIME I RE-CHARGED MY CLIPPER CARD (DONE ON THE LAST DAY OF THE MONTH). EVEN THOUGH I RIDE EVERY DAY, CONDUCTOR WAS NOT WILLING TO BE UNDERSTANDING.

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ONE IMPROVEMENT THAT MIGHT BE HELPFUL, AT STATIONS, HAVE THE SIGNS TELL YOU HOW LONG UNTIL THE NEXT TRAIN ARRIVES AND WHAT THE NEXT TRAIN WILL BE, I.E. BABY BULLET VS. LIMITED. I WOULD FIND THAT INFO EXTREMELY USEFUL.

I'M VERY SATISFIED. IT WORKS WELL FOR ME. THE HELP IS GREAT; TRAINS ARE CLEAN AND GENERALLY ON TIME.

I'M VERY SATISFIED. IT WORKS WELL FOR ME. THE HELP IS GREAT; TRAINS ARE CLEAN AND GENERALLY ON TIME.

THE TRANSFER TO CLIPPER WAS AN ISSUE AT FIRST, WITH CUSTOMERS UNSURE ABOUT USAGE, HOW TO USE TAG MACHINES, ETC. NOW; I THINK WE'VE GOTTEN IN THE GROOVE.

MAKE THE VOLUME OF ANNOUNCEMENTS LOUDER ABOARD TRAINS PLEASE.

VERY FRIENDLY, HELPFUL STAFF. GREAT EXPERIENCE!

THE AREA SURROUNDING THE 22ND ST STATION IS OFTEN A TRASH-FILLED DUMPING GROUND AND OFTEN FEELS UNSAFE.

Comments from Train 322

REMEMBERING TO TAG OFF FOR A CLIPPER MONTHLY PASS SEEMS UNNECESSARY.

MOUNTAIN VIEW STATION HAS VERY FEW CLIPPER CARD READERS.

IT'S A HASSLE TO BUY MONTHLY PARKING PERMIT WITH CLIPPER CARD. I WISH MONTHLY PARKING COULD BE SOLD SEPARATELY!

IT'S A HASSLE TO BUY MONTHLY PARKING PERMIT WITH CLIPPER CARD. I WISH MONTHLY PARKING COULD BE SOLD SEPARATELY!

GREAT JOB.

SOMETIMES, THE CREDIT CARD READER TAKES SEVERAL TRIES OR DOESN'T WORK. THIS HAS CAUSED ME TO MISS A TRAIN!

I AM NOT AT ALL SATISFIED WITH THE FARE INCREASE AND THE REDUCTION OF SERVICE!

I AM NOT AT ALL SATISFIED WITH THE FARE INCREASE AND THE REDUCTION OF SERVICE!

Comments from Train 329

AT FIRST, CLIPPER SYSTEM IS A PAIN, BUT ONCE YOU KNOW WHAT YOU ARE DOING, IT'S NOT BAD. I DON'T LIKE THAT IF YOU TAG ON AND FORGET TO TAG OFF THAT YOU LOSE A LOT OF CASH VALUE.

THANK YOU FOR PROVIDING A GREAT SERVICE. I HAVE TWO SUGGESTIONS THAT WOULD MAKE OUR EXPERIENCE BETTER: 1. BETTER NOTIFICATION SYSTEM OF SERVICE DISRUPTIONS. INFORMATION ON WEBSITE AND POSSIBLY EMAIL/TEXT ANNOUNCEMENTS WOULD REALLY HELP. 2. FORGETTING TO TAG OFF WITH MY MONTHLY CLIPPER CARD TERRIFIES ME. IT WOULD BE EASIER IF WE COULD ACTIVATE ONLINE OR OTHER METHOD.

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I HAVE BEEN EXTREMELY UNSATISFIED WITH CALTRAIN RARELY BEING ON TIME TO MY DESTINATIONS. IT SEEMS LIKE THERE ARE CONSTANT DELAYS. I'D SAY THAT OUT OF TEN TRIPS, MY TRAIN IS ON TIME ONLY THREE OF THOSE. NOT GOOD!

1. YOUR BUDGET CUTS TO DEFER TRAIN MAINTENANCE IS ALREADY SHOWING—GRAFFITI INSIDE THE TRAINS; SCRAPES ON WINDOWS, UNCLEAN RESTROOMS IN CARS. 2. AS USUAL, FOR YEARS, EVEN THOUGH YOU'VE CUT BACK ON CONDUCTORS, ON WEEKEND AND LATE PM ROUTES, THEY JUST STAY IN ONE CAR AND DON'T MOVE THROUGH THE TRAIN. THIS ALLOWS GRAFFITI AND FREELOADING, PLUS DRUNK RIDERS!

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PLEASE, NO DELAYS ON MONDAYS!

SOME CONDUCTORS ARE RUDE.

GIVING FINES FOR TICKET PROBLEMS IS INCONSISTENT.

WHEN TRAINS ARE BEHIND, CONDUCTORS OFTEN ANSWER ALL QUESTIONS WITH "YES, THIS IS YOUR TRAIN". ESPECIALLY WHEN ASKED IF A TRAIN IS EXPRESS OR LOCAL.

AN 8-RIDE PASS ON CLIPPER CARD IS HARD TO USE. IF YOU GET OFF AT A DIFFERENT ZONE, YOU ARE CHARGED FULL FARE. THEY DON'T REFUND YOU WHEN CALLING CLIPPER, WHICH IS UNHELPFUL.

Comments from Train 329

DO NOT LIKE CLIPPER CARD AT ALL. IT'S VERY INCONVENIENT. I HAVE TO LOAD MONEY THREE DAYS BEFORE A NEW MONTH, BUT SOMETIMES IT STILL DID NOT WORK. I LIKE THE PAPER MONTHLY PASS BETTER.

PLATFORM NOTIFICATIONS OF DELAYS IS VERY POOR. USUALLY LATE AND HARD TO HEAR, AND OFTEN NOT POSTED ON MARQUEES.

AFTERNOON SOUTHBOUND TRAINS HAVE SMELLED VERY BADLY LATELY (BABY BULLETS).

NO MAJOR PROBLEMS WITH CALTRAIN. THE BABY BULLET IS GREAT.

I FIND PAPER PASSES EASIER TO USE THAN THE CLIPPER CARD.

IS THERE A WAY TO MAKE CLIPPER CARDS AUTOMATICALLY RELOADED ONLINE, INSTEAD OF HAVING TO WAIT FIVE DAYS FOR UPLOAD TO BE ACTIVATED?

THE CLIPPER CARD PROCESS IS CONFUSING AS TO MONTHLY MONEY STORED AND TAG ON/OFF TIMES.

I WOULD LIKE MILLBRAE STATION TO ADD MORE CLIPPER CARD READERS.

SOMETIMES, WHEN THEY MAKE ANNOUNCEMENTS ON THE TRAIN AND AT THE PALO ALTO STATION YOU CAN'T HEAR THEM. PA SYSTEM REGARDING DELAYS IS NOT VERY LOUD!

SOMETIMES, WHEN THEY MAKE ANNOUNCEMENTS ON THE TRAIN AND AT THE PALO ALTO STATION YOU CAN'T HEAR THEM. PA SYSTEM REGARDING DELAYS IS NOT VERY LOUD!

GREAT CONDUCTORS: COURTEOUS, PROFESSIONAL, AND POLITE.

MY ONLY WISH IS THAT TRAIN 329 WOULD MAKE ITS STATION STOPS ON SAN MATEO, AND FURTHER UP THE PENINSULA, CLOSER TO ARRIVAL TIME.

IT WOULD BE HELPFUL TO HAVE TWO BABY-BULLETS MAKING IDENTICAL STOPS, AROUND THE 8AM DEPARTURE TIME FROM SAN JOSE DIRIDON. THAT WOULD LESSEN BOARDING TIME IN SUNNYVALE AND HELP TRAINS STAY ON SCHEDULE.

I AM THANKFUL FOR THE CALTRAIN SERVICE, ESPECIALLY THE SERVICE NOT BEING CUT FROM TAMIEN STATION.

NEED GPS REAL-TIME LOCATION OF TRAINS AND TEXT/EMAIL/WEB APP OF LOCATION OF TRAINS.

WIFI ON TRAINS IS DUE.

HAVING WIFI IS EXTREMELY IMPORTANT!

THERE ARE TOO MANY DELAYS LATELY. YOU HAVE TO DO SOMETHING ABOUT THEM.

TRAIN DELAYS ARE MY BIGGEST COMPLAINT. OTHERWISE, EXPERIENCE IS GREAT.

ANNOUNCING DELAYS NEEDS IMPROVEMENT.

Comments from Train 329

CONDUCTORS ARE AWESOME!

DELAYS ON MORNING BULLETS HAPPEN TOO FREQUENTLY. I HAVE HAD TO CANCEL A NUMBER OF MEETINGS AT WORK DUE TO THESE DELAYS, WHICH IS VERY INCONVENIENT.

MORE BULLETS STOPPING AT SUNNYVALE, PLEASE. THE TRAINS ARE REALLY CROWDED AND I OFTEN HAVE TO STAND.

MORE BULLETS STOPPING AT SUNNYVALE, PLEASE. THE TRAINS ARE REALLY CROWDED AND I OFTEN HAVE TO STAND.

AVOID THE DELAYS.

OVERALL, VERY GOOD, BUT I HATE DELAYS EXCEEDING FIVE MINUTES.

AN EXPRESS TRAIN JUST IN FRONT OF BULLET ALWAYS CAUSES DELAY. WE'RE ALWAYS A FEW MINUTES LATE TO SAN FRANCISCO. I'M SATISFIED OVERALL, IF DELAYS CAN BE AVOIDED BY ANY MEANS.

BIKERS CAUSE DELAYS AND ARE NOT CHARGED FARE FOR THEIR BIKES. BIKES TAKE UP ROOM FOR MORE PASSENGERS. IT'S PART OF THE REASON THE TRAINS ARE SO CROWDED.

BIKERS CAUSE DELAYS AND ARE NOT CHARGED FARE FOR THEIR BIKES. BIKES TAKE UP ROOM FOR MORE PASSENGERS. IT'S PART OF THE REASON THE TRAINS ARE SO CROWDED.

I BELIEVE THAT THE CONDUCTORS SHOULD CHECK TICKETS EVERYDAY. THIS AVOIDS CATCHING THE RIDERS WHO MANAGE TO RIDE MOST DAYS WITHOUT BUYING TICKETS. IF YOU CAN ENSURE MORE TICKETS ARE BOUGHT, TICKET PRICES CAN GO DOWN.

THANK YOU TO ALL THE CONDUCTORS AND TRAIN OPERATORS WHO HAVE TO DEAL WITH THE SUICIDES AND THE ANNOYING / DISRUPTIVE RIDERS.

BIKERS CAUSE DELAYS AND ARE NOT CHARGED FARE FOR THEIR BIKES. BIKES TAKE UP ROOM FOR MORE PASSENGERS. IT'S PART OF THE REASON THE TRAINS ARE SO CROWDED.

I FEEL THAT THE CONDUCTORS ON THE CALTRAIN MUST HAVE A MORE CONSISTENT WAY OF DEALING WITH PASSENGERS WHO FORGET TO TAG THEIR CLIPPER OR BUY TICKETS.

CALTRAIN WOULD BE EVEN BETTER WITH WIFI.

NOT ENOUGH CLIPPER CARD READERS AT THE STATIONS.

SOME CONDUCTORS ARE RUDE, BUT MOST ARE NICE.

CLIPPER TAKES DAYS TO UPDATE A NEW PURCHASE. THAT'S NOT HOW A 21ST CENTURY TRANSPORTATION SYSTEM SHOULD RUN. ALSO, THE CLIPPER SYSTEM WITH BALANCE AND PASSES IS CONFUSING. I HAVE NO IDEA IF MY PASS WAS ACTIVATED.

TICKET CITATIONS ARE TOO STEEP.

Comments from Train 329

TOO MANY SUICIDES, WITH LACK OF CLEAR TRAIN STATUS AFTERWARDS, FOR EXAMPLE: BUS BRIDGE ANNOUNCEMENTS

OFTEN PM TRAINS HAVE NOT BEEN ON TIME REACHING THE DESTINATION.

IN CASE OF A FATALITY SUSPENDING THE TRAIN INDEFINITELY AND ASKING COMMUTERS TO LOOK FOR OTHER MODES OF TRANSPORT IS NOT GOOD. THERE HAS TO BE AN ALTERNATE SOURCE OF TRANSPORT PROVIDED INSTEAD OF LEAVING US IN LIMBO.

ONBOARD WIFI WILL BE A GOOD ADDITION.

I AM HAPPY WITH CALTRAIN. IF YOU COULD INCREASE THE FREQUENCY OF BABY BULLETS AT PEAK TIMES, THAT WOULD BE GREAT, ESPECIALLY AT PEAK TIMES SUCH AS 7:30AM TO 9:30 AM AND 4:30 PM TO 7PM. THANKS, FOR YOUR FACILITIES AND TAKING CARE OF CUSTOMERS. I GREATLY APPRECIATE CALTRAIN SERVICE.

CLIPPER MONTHLY PASS IS CONFUSING, ESPECIALLY CHARGES AT TAG ON/OFF. I COULD NOT PURCHASE MONTHLY PARKING, IT SAID THAT THE CARD DIDN'T HAVE RIGHT TYPE OF PASS, BUT IT DID.

CLIPPER WEBSITE IS VERY POOR. IT MAKES IT HARD OR IMPOSSIBLE TO TELL WHICH AUTO LOAD PRODUCTS I HAVE. THE CLIPPER SYSTEM IS ALSO VERY POOR. DEDUCTING CASH AND REFUNDING IT WHEN YOU EXIT IS VERY CONFUSING TO NEW USERS. THE MESSAGES ON CLIPPER MACHINES WHEN YOU TAG ON/OFF ARE VERY UNHELPFUL TO NEW RIDERS.

TRAINS ARE LATE VERY FREQUENTLY, AND IT'S GOTTEN WORSE LATELY TOO.

AIR TEMPERATURE IS OFTEN TOO COLD. FREQUENT ANNOUNCEMENTS MAKE IT HARD TO SLEEP. CONSIDER ELECTRONIC SIGNS.

TRAINS HAVE NO EXTERNAL LABELING, SO IT'S VERY HARD TO KNOW WHICH TRAIN IT IS (ESPECIALLY IF THEY ARE NOT ON SCHEDULE).

MORE FREQUENT TRAINS WOULD ALLOW ME TO TAKE TRAIN MORE OFTEN. THERE ARE LONG GAPS BETWEEN TRAINS FOR PALO ALTO TO SAN MATEO.

GREAT SERVICE FOR COMMUTERS. IT MAKES TRANSPORTATION BETWEEN CITIES EASY.

ONBOARD ANNOUNCEMENTS ARE TOO LOUD.

ONLINE CLIPPER CARD SYSTEM NEEDS TO BE FASTER.

I USUALLY TAKE THE TRAIN THAT DEPARTS 7:29 FROM SAN MATEO AND OVER THE PAST COUPLE OF MONTHS; IT HAS BEEN VERY CROWDED DUE TO SWITCH TO OLD-STYLE TRAIN. BRING BACK THE NEW TRAIN.

PLEASE IMPROVE ANNOUNCEMENTS A LOT. DELAYS ARE MORE FREQUENT AND ANNOUNCEMENTS ABOUT THEM ARE NEEDED PLEASE! OTHERWISE, I THINK THIS IS THE BEST PUBLIC TRANSIT OPERATION IN THE BAY AREA.

Comments from Train 329

TRAIN #S NEED TO BE MORE VISIBLE.

YOU NEED A BETTER ONLINE EXPERIENCE. I WOULD LOVE A CALTRAIN PHONE APP.

I HAVE JUST STARTED USING CALTRAIN AND AM SO FAR VERY SATISFIED WITH MY EXPERIENCE. THE CONDUCTORS AND TICKET AGENTS ARE COURTEOUS FOR THE MOST PART, AND THE INTERIORS AND EXTERIORS ARE VERY CLEAN.

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IF CLIPPER IS NOT LOADED FIVE DAYS PRIOR TO USE, IT BECOMES VERY EXPENSIVE TO RIDE. I USED TO BE ABLE TO PAY MONEY AND RIDE IMMEDIATELY. NOW I HAVE TO PAY MONEY, WAIT FIVE DAYS TO RIDE, THEN PAY MORE MONEY TO RIDE EARLIER THAN THAT. FIX IT PLEASE!

THE SMELL IN THE ELEVATOR AT TAMIEN IS VERY BAD.

WHY IS THERE NO WAY TO LOAD CLIPPER CARD AT CALTRAIN STATION?

I THINK TAKING A SURVEY ON A TRAIN IS HARD.

FASTER REGISTRATION ONLINE WOULD BE GREAT.

A BETTER JOB OF COMMUNICATING DELAYS IS NEEDED. IT'S VERY FRUSTRATING NOT KNOWING WHAT'S REALLY GOING ON.

MORE TIMELY INFO ON CALTRAIN WEBSITE.

MAYBE HAVE STUDENT DISCOUNTS.

THE PASSENGER CARS ARE BECOMING VERY CROWDED DUE TO HAVING TWO BIKE CARS.

THE CLIPPER CARD ADDS A LOT OF TROUBLE FOR PURCHASING MONTHLY PASS, AND IT TAKES FOREVER TO FIX THE CLIPPER CARD PROBLEM ONCE IT HAPPENS. I PREFER THE OLD PAPER TICKET. MOST OF MY FRIENDS WHO RIDE CALTRAIN FEEL THE SAME.

CLIPPER CARD AND DELAY ANNOUNCEMENTS NEED IMPROVEMENT.

CLIPPER CARD AND DELAY ANNOUNCEMENTS NEED IMPROVEMENT.

CLIPPER IS OK, BUT PAPER TICKETS AND 8-RIDES WERE MORE CONVENIENT THAN TAGGING ON AND OFF. LINES TO TAG OFF CAN BE LONG.

IT WOULD KEEP THE TRAINS CLEAN AND WITHOUT ODORS IF NO FOOD WAS ALLOWED ON TRAIN. PEOPLE BRING FOOD, PARTICULARLY IN THE EVENING.

IT WOULD HAVE BEEN GOOD IF THE USE OF CLIPPER CARD WAS NECESSARY IN ORDER TO GET OUT OF THE STATION, LIKE WITH BART. THAT WAY WE WON'T FORGET TO TAG OFF AND LOSE MONEY.

ANNOUNCEMENTS NEED TO BE BETTER HANDLED AT STATIONS. MORE SIGN BOARDS.

Comments from Train 329

TRANSLINK DOESN'T WORK AT TIMES.

ANNOUNCEMENTS NEED TO BE BETTER HANDLED AT STATIONS. MORE SIGN BOARDS.

CALTRAIN EITHER SHOULD DUMP CLIPPER CARD AND REPLACE WITH ALTERNATIVE FARE ENFORCEMENT SYSTEM THAT IS MORE SOPHISTICATED OR MANDATE CLIPPER TO UPGRADE IT'S SYSTEM.

YOU SHOULD OFFER FREE WIFI ON BOARD.

YOU SHOULD OFFER REAL-TIME CALTRAIN ARRIVAL AND PAUSING AVAILABILITY.

IT'D BE [EXPLETIVE REMOVED] GREAT IF THE TRAIN PROVIDED FREE WIFI.

I USED CALTRAIN FOR THE FIRST TIME YESTERDAY AND I AM HERE AGAIN. WELL DONE! MY SUGGESTION IS THAT WIRELESS AND COFFEE COULD BE A REVENUE GENERATOR. THANKS.

I HAVE LOST A LOT OF MONEY BECAUSE OF CLIPPER USE. I DON'T LIKE IT.

POOR TRAIN INFORMATION AT STATIONS. NO INFO ON GIANTS SPECIAL TRAINS AT STATION.

OVERALL GOOD SERVICE.

ELEVATORS IN SUNNYVALE HAVE A BAD STENCH.

TICKET VENDING MACHINES (SUNNYVALE) SOMETIMES ACTS CRANKY AND DOES NOT ACCEPT SOME CREDIT CARDS, GIVING A "CARD AUTHORIZATION FAILS" NOTICE. THIS IS VERY ANNOYING!

CLIPPER REFUNDS OF 8-RIDE TICKETS FAILURE TO TAG OFF SHOULD NOT BE LIMITED TO 2 REFUNDS. THIS IS NOT FAIR. ADDING MONEY ONLINE SHOULDN'T HAVE A LONG WAIT TIME TO UPDATE AND USE THE CLIPPER CARD.

INDEFINITE SUSPENSION OF TRAINS IS NOT ANNOUNCED ACCURATELY. NEED TO PROVIDE CLARITY ON UNEXPECTED EVENTS. ANNOUNCE SUCH DELAYS IN MUNI STATIONS SO THAT WE WOULD TAKE ALTERNATIVE ROUTE.

CAN YOU PLEASE MAKE SURE THAT ALL BULLET TRAINS RUN ON TIME AS MUCH AS POSSIBLE, ESPECIALLY DURING OFFICE HOURS?

THE FIVE DAY WAIT FOR CLIPPER CARDS TO ACTIVATE IS SUCH AN OBVIOUS PLOY TO GET TICKET CITATION MONEY.

TRAINS DELAYED BECAUSE OF SUICIDE OR SIGNALING ISSUES VERY FREQUENTLY. THIS CAUSES LOTS OF TROUBLE AND ENTIRE SCHEDULE FOR EVENING IS DISTURBED. ESPECIALLY FOR THE SIGNALING ISSUE, NEED TO FIND AN ALTERNATIVE. ON THE REST OF SYSTEM, ALL IS FINE.

CALTRAIN WAS REALLY HELPFUL AND USEFUL FOR ME. THANKS.

Comments from Train 329

GOOD TO USE THE SERVICE. I WOULD APPRECIATE IF THE TIMINGS WERE MAINTAINED PROPERLY.

CALTRAIN IS REALLY AN IMPORTANT COMMUTING OPTION TO ME (AS IT IS FOR MOST OTHER PASSENGERS). ONE CONCERN IS, IF THE TRAIN CAN ARRIVE AND DEPART STATIONS ON TIME IT WOULD BE REALLY GOOD.

SERVICE DISRUPTIONS AND DELAYS SHOULD BE LESS.

CLIPPER IS HORRIBLE. THEIR CUSTOMER SERVICE IS VERY BAD. WHY MUST YOU TAG FOR A PRE-PAID MONTHLY PASS? IT'S HARD TO REMEMBER TO TAG OFF EACH MONTH. IF AN ISSUE ARISES, THEY CANNOT FIX IT AT SERVICE CENTER.

VERY SATISFIED. WOULD LIKE TO SEE MORE BULLETS WEEKDAYS.

WHY IS THERE NO QUESTION COVERING "KNOWLEDGE AND/OR USEFULNESS OF CONDUCTORS". I'VE BEEN DIRECTLY MISINFORMED BY CONDUCTORS MYSELF, AND HEARD CONDUCTORS MISINFORMING OTHERS (ABOUT STATIONS SERVICED BY A PARTICULAR TRAIN, ABOUT LOCAL BUS SERVICE AT STATIONS, ETC.) WHETHER THEY ARE COURTEOUS OR NOT, IT WOULD BE A BETTER "OVERALL EXPERIENCE" IF CUSTOMERS WERE NOT SUBJECTED TO ERRONEOUS INFORMATION PRESENTED IN THE FORM OF A PROFESSIONAL UNIFORM.

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ELIMINATE TAGGING FOR MONTHLY PASSES ON CLIPPER CARD.

YOU NEED A MORE COMPLETE SOURCE OF REAL-TIME INFORMATION OTHER THAN "@CALTRAIN" ON TWITTER. THEY ARE RATHER POOR ON EVENING SOUTH-BOUND TRAIN DATA, NOT EVERYONE LIVES IN SAN FRANCISCO.

LOST AND FOUND IS TERRIBLE. I LOST MY GLASSES BUT THERE IS NO CENTRAL LOST AND FOUND TO CHECK.

PARKING LOTS DO NOT HAVE NOT ENOUGH SPACES TO PARK. PARKING LOT VANDALISM IS RAMPANT. THERE ARE MANY BROKEN WINDOWS.

MORE BULLET TRAINS ARE NEEDED!

THERE ARE MANY CARS WITH BROKEN WINDOWS AT THE TAMIEN STATION. IT IS A TRAGEDY. PLEASE HAVE SECURITY OR CAMERAS IN THE PARKING LOTS.

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Comments from Train 329

PLEASE USE AN INTERNET SOLUTION FOR YOUR SURVEYS. USE SURVEY MONKEY.COM. POST THE SURVEY LINK ON THE CALTRAIN WEBSITE FOR CONSTANT FEEDBACK.

CALTRAIN NEEDS BETTER GRAPHICS AT STATIONS TO ASSIST PEOPLE NEW TO IT. IT IS VERY HARD TO TELL WHICH STOPS A TRAIN WILL MAKE, UNLESS YOU GET ONBOARD FIRST AND GET A PRINTED SCHEDULE. ALSO, IT IS MOST IRRITATING ON THE MORNING COMMUTE WHEN PEOPLE THINK THAT THEIR BACKPACK NEEDS ITS OWN SEAT AND THE TRAIN IS FULL. YOU COULD HAVE SOME PLAYFUL GRAPHIC POSTERS TO ADDRESS THIS. FINALLY, I DID NOT KNOW THAT THERE WERE ANY RESTROOMS ON THE TRAIN.

Comments from Train 332

CALTRAIN IS PRETTY GREAT. I WISH THERE WERE MORE TRAINS THAT WENT LATER.

MARK TRAIN NUMBERS BETTER.

PLEASE GET RID OF CLIPPER AND FIND A BETTER MONTHLY PASS! CLIPPER IS UNUSABLE AND POORLY DESIGNED AS A SYSTEM.

PROVIDE BETTER ONLINE/MOBILE ALERTS FOR DELAYS. LET ME KNOW BEFORE I LEAVE FOR THE STATION! TWITTER MESSAGES ARE CONFUSING.

THE LOUDSPEAKERS AT 22ND ST ARE PRETTY USELESS. TO HEAR THEM CLEARLY, YOU HAVE TO BE STANDING RIGHT NEXT TO THEM, BUT THAT NEVER HAPPENS BECAUSE THEY ARE FAR FROM WHERE THE TRAIN STOPS.

CALTRAIN IS AN EXCELLENT PUBLIC SERVICE. DON'T LET IT WITHER AWAY!

MAKE GPS OF TRAINS AVAILABLE ONLINE!

CAN WE BRING OUR SMALL DOG TO THE TRAIN? WE NEED HIM WITH US ON DAY TRIPS TOO.

CLIPPER IS BROKEN.

IT'S A TERRIBLY COMPLICATED AND UNEVEN FARE SCHEME (THE ZONE SYSTEM) AND EXTREMELY INCONVENIENT PAYMENT SYSTEM. FORGETTING TO TAG OFF GETS YOU SUBSTANTIALLY OVERCHARGED).THERE IS NO WAY TO REFILL CLIPPER CARD AT THE STATION.

YOU ARE NOT ASKING THE IMPORTANT QUESTIONS: SCHEDULES, PAYMENTS, COMFORT.

IT'S A TERRIBLY COMPLICATED AND UNEVEN FARE SCHEME (THE ZONE SYSTEM) AND EXTREMELY INCONVENIENT PAYMENT SYSTEM. FORGETTING TO TAG OFF GETS YOU SUBSTANTIALLY OVERCHARGED).THERE IS NO WAY TO REFILL CLIPPER CARD AT THE STATION.

GET WIFI ON TRAINS.

CALTRAIN NEEDS A CALTRAIN MAINTAINED TEXT MESSAGE BASED NOTIFICATION SYSTEM FOR INCIDENTS AND DELAYS.

THE TRAIN IS AN OLD SHAKY WAGON, ROUGH RIDE.

MANY TRAINS HAVE RUN OUT OF SCHEDULES/BROCHURES.

TRAINS ARE TOO BOUNCY TO WRITE CLEARLY.

MORE PARKING AT 22ND ST.

I SHOULD BE ABLE TO LOAD CLIPPER AT CALTRAIN STATIONS (AT LEAST MAJOR ONES).

TOO MANY NOISY GIANTS FANS DURING BASEBALL SEASON.

I LOVE THE STANDARD TWO BIKE CAR ARRANGEMENT! THANK YOU FOR LISTENING.

I REALLY LIKE THAT ALL TRAINS NOW HAVE TWO BIKE CARS.

Comments from Train 332

NEEDS WIFI.

I LOSE A LOT OF MONEY WITH THE CLIPPER CARD MONTHLY PASS BECAUSE I NEVER REMEMBER TO TAG OFF THE FIRST DAY.

I REALLY HATE THE CLIPPER EXPERIENCE COMPARED TO PAPER PASSES. I USED TO BE ABLE TO BUY MY PASS ON 1ST OF EACH MONTH, BUT CAN'T BUY MONTHLY PASS AT THE STATION. AT WALGREENS, MY WAGE WORKS CARD IS NOT ACCEPTED FOR CLIPPER. IF I BUY A PASS ONLINE, I DON'T KNOW WHEN IT WILL SHOW UP ON MY CARD. IT WILL USE E-CASH UNTIL IT SHOWS UP.

MORE CLIPPER CARD READERS AT BUSY STATIONS (I.E. DOWNTOWN AND MOUNTAIN VIEW).

POSTING DELAYS ON LINE ON THE WEBSITE OR MAYBE TWITTER WOULD BE AWESOME.

WIFI ON CALTRAIN!

SERVICE IS SATISFACTORY, THE TRAINS SEEM TO LEAVE ON TIME AND WE ARE KEPT INFORMED OF WHAT IS GOING ON THE ONLY ISSUE I HAVE IS THE FACT THAT THERE IS NO FINANCIAL BENEFIT TO TAKE THE TRAIN. THE TICKET IS MORE THAN WHAT I WOULD PAY IN GAS.

WHY CAN'T I BUY A CLIPPER CARD OR RECHARGE CLIPPER AT CALTRAIN?

MY MOST VALUABLE ASSET IS MY TIME! I FEEL THAT CALTRAINS RUNS LATE FAR TOO OFTEN. EVERY EFFORT SHOULD BE MADE TO MAKE SURE THE TRAINS RUN ON TIME.

I SHOULD BE ABLE TO RECEIVE ALERTS THROUGH THE CALTRAIN APP INFORMING ME OF DELAYS.

Comments from Train 362

I REALLY APPRECIATE THE EXPANSION OF BIKE CAR SERVICE. AT ONE TIME, I WAS CONSIDERING NOT USING CALTRAIN ANYMORE AS I WAS REGULARLY BUMPED ON TRAINS OR COULDN'T FIND A PLACE FOR MY BIKE. IF I CAN'T TAKE MY BIKE, I WON'T USE CALTRAIN.

ONE CONTINUING PROBLEM IS NON-BIKE PASSENGERS IN THE BIKE CAR SEATS. CONDUCTORS COULD REGULATE THIS BETTER I THINK.

I DO NOT LIKE THE CLIPPER CARD SYSTEM.

PLEASE CONSIDER HAVING A SEPARATE VENDING MACHINE FOR PARKING PASSES.

DIRIDON STATION NEEDS CLOCKS IN THE AREA WHERE THE TICKET MACHINES ARE.

IT WOULD BE NICE IF THE 8-RIDE PASS WOULD SHOW UP ON CLIPPER BEFORE YOUR FIRST USE OF IT!

SOME STOPS COULD BE ELIMINATED OR REDUCED. WHO USES THE BAYSHORE STOP?

NO BICYCLE TAGS ARE AVAILABLE ON TRAINS. WHERE ARE WE SUPPOSED TO GET THEM? SIGNS INFORMING RIDERS ABOUT BIKE CAR SEATS BEING RESERVED FOR CYCLISTS ARE NOT PROMINENT.

THE LOCATIONS OF CLIPPER TERMINALS ARE INADEQUATE. THEY ARE INCONSISTENTLY PLACED ACROSS STATIONS AND TOO FEW AT TERMINAL STATIONS.

THE CLIPPER SYSTEM ITSELF LEAVES MUCH TO BE DESIRED. NAMELY, THE REQUIREMENT OF A MINIMUM CASH BALANCE, THE REQUIREMENT TO ACTIVATE A MONTHLY TICKET, THE QUICKNESS OF READING BY TERMINALS, BEING DISPENSED AT WALGREENS AS OPPOSED TO AN ATM AT STATIONS, ETC.

HAVE A CONDUCTOR ONLY LET PEOPLE WITH BICYCLES SIT IN THE BICYCLE SECTIONS OF THE TRAIN.

HAVE A CONDUCTOR ONLY LET PEOPLE WITH BICYCLES SIT IN THE BICYCLE SECTIONS OF THE TRAIN.

CALTRAIN IS GREAT MASS TRANSIT. I HOPE THE STATION CLOSINGS AND SCHEDULE REDUCTIONS CAN BE AVOIDED.

IT WOULD BE GOOD TO HAVE WIRELESS INTERNET ONBOARD.

IT WOULD BE GOOD TO HAVE ELECTRONIC SIGNAGE.

INITIAL SETUP OF MONTHLY PASS CLIPPER CARD VERY CONFUSING. ONCE THE MONTHLY PASS IS LOADED ONTO CLIPPER, WHY DO I NEED TO SCAN IT AT BEGINNING OF MONTH?

I WOULD LIKE TO SEE FREE WIFI ONBOARD.

CARS AT TAMIEN STATION ROUTINELY HAVE BEEN BROKEN INTO. YOU CAN SCAN THE PARKING LOT TO SEE PILES OF BROKEN GLASS EACH WEEK.

Comments from Train 362

I'M VERY DISSATISFIED WITH CLIPPER. THREE DAYS FOR PROCESSING OF PAYMENT? I CANNOT REFILL CARD AT VENDING MACHINE. WAGE WORKS MASTERCARD IS NOT ACCEPTED EVERYWHERE. THE USE OF THE CARD IS NOT INTUITIVE AT ALL.

I WOULD LIKE MORE POWER OUTLETS AND WIFI EVEN AT MONTHLY CHARGE.

I THOUGHT I READ THAT CALTRAIN OFFERS WIFI ONBOARD, BUT I THINK I WAS MISTAKEN. HOWEVER, ONBOARD WIFI WOULD BE EXTREMELY HELPFUL.

THANKS FOR THE TWO BIKE CARS!

I ADORE THE PIGEONS. PLEASE LET THEM BE.

COULD USE MORE BIKE TAGS AND ENFORCEMENT OF NON-CYCLISTS TAKING UP BIKE CAR SEATS.

COULD USE MORE BIKE TAGS AND ENFORCEMENT OF NON-CYCLISTS TAKING UP BIKE CAR SEATS.

THE CLIPPER WEBSITE IS SO HARD TO USE.

RIDING CALTRAIN FOR THE PAST YEAR REALLY MADE COMMUTING TO WORK LESS STRESSFUL. IT WOULD BE GREAT IF MORE TRAINS ARE ADDED, ESPECIALLY BETWEEN THE 8 TO 10 AM TIME SLOT.

THIS WAS MY FIRST TIME ON CALTRAIN AND I DIDN'T REALIZE THE CLIPPER READER WAS IN THE STATION! IT WOULD BE NICE IF THAT WERE BETTER ADVERTISED.

IT'S TOO MUCH TO EXPECT, BUT IT WOULD BE NICE TO HAVE A PANTRY SECTION ONBOARD LIKE AMTRAK. IT WOULD HELP US GRAB SOME FOOD DURING EARLY MORNING HOURS.

SINCE, WITH SERVICE CUTS, I NOW HAVE TO SPEND FORTY-FIVE MINUTES TO AN HOUR EACH DAY WAITING AT THE STATION, PLEASE UPDATE THE CAFÉ AT SAN JOSE. THE FOOD IS EXPENSIVE AND IS JUST AWFUL. YOU COULD ALSO GIVE US SOMETHING TO DO THERE BESIDES COUNT THE HOMELESS OR WATCH THE JEHOVAH'S WITNESSES BY THE TICKET MACHINES.

ONBOARD PA SYSTEMS ARE OFTEN POOR LOUD AND ALMOST SILENT.

PLEASE GET CLIPPER TO ELIMINATE TAGGING FOR MONTHLY PASS USERS! HAVE CLIPPER FOLKS ONBOARD SOMETIMES FOR QUESTIONS.

STANDARDIZE ONBOARD ANNOUNCEMENTS TO IMPROVE CLARITY OF INFORMATION.

I WOULD GET A CLIPPER CARD, BUT I SEE TOO MANY PATRONS HAVING AN ISSUE.

THE TICKET MACHINE SHORTED ME A DOLLAR A WEEK AGO.

ARE THERE ANY EMPLOYEES WORKING AT SAN FRANCISCO STATION?

YOU NEED TO HAVE SOME PLAN IN PLACE DURING MAJOR DELAYS.

Comments from Train 362

THE CLIPPER CARD IS A RIP-OFF! I HAVE ALREADY TOLD ALL MY FRIENDS AND FAMILY NOT TO USE IT AND HOPEFULLY THEY WILL TELL ALL THEIR FRIENDS TOO! THE CLIPPER CARD SUCKS!

MILLBRAE STATION (CALTRAIN AREA) UPKEEP IS NEGLECTED. IT GIVES CALTRAIN AND THE CITY A VERY BAD IMAGE, CONSIDERING THE NUMBER OF TOURISTS.

CLOTH SEATS ARE MANY TIMES DIRTY WITH STAINS. BATHROOMS SOMETIMES SMELL BAD.

INFORMATION ON DELAYS IS MANY TIMES SCARCE OR NON-EXISTENT. WISH YOU HAD REAL TIME STATUS OF TRAINS ONLINE OR BY SMS TEXT. NEED TO IMPROVE REAL TIME TRAIN SCHEDULE STATUS AVAILABILITY.

THE ABILITY TO CONSUME ALCOHOL ON BOARD IS VERY GOOD! IT HELPS PREVENT DRINKING AND DRIVING. IT ALSO GIVES ADDED INCENTIVES TO TAKE THE TRAIN TO GIANTS' GAMES!

TAG OFF AND TAG ON TWO TIMES IS VERY STRESSFUL AS IF YOU FORGOT TO DO ONE TIME AND REMEMBER NEXT DAY, THERE IS NOTHING YOU CAN DO EXCEPT CALLING AND IT IS NOT CONVENIENT ALL THE TIME. WALGREENS PEOPLE DO NOT KNOW MUCH ABOUT PASSES AND SOMETIMES CREATE PROBLEMS.

SERVICE IS GOOD BUT WHEN FATAL ACCIDENTS OCCUR IT IS BECOMING DIFFICULT FOR THE PASSENGERS TO REACH THEIR DESTINATION. IF ACCIDENTS HAPPEN FOR ONE TRAIN, ALL TRAINS WILL COME TO A HALT.

DO YOU REALLY EXPECT A 16 YEAR OLD KID BEHIND THE COUNTER AT WALGREENS TO ADEQUATELY EXPLAIN THE SYSTEM TO SOMEONE WHO'S NEVER USED IT?

I WOULD APPRECIATE IF THE FREQUENCY OF THE TRAINS INCREASED. THIS WOULD HELP US EVEN MORE.

OFTEN, YOU CAN'T UNDERSTAND OR EVEN HEAR THE CONDUCTORS.

PLEASE GET CLIPPER TO UPDATE THEIR WEBSITE SO FIRST TIME AND ONE TIME PURCHASES APPLY AUTOMATICALLY TO THE BUYER'S CARD!

PUT TVS IN THE SEATS AND START SELLING FOOD ON THE TRAINS.

OVERALL, THE ANNOUNCEMENTS ESPECIALLY ABOUT LONG DELAYS ARE VERY POOR. I CAN'T HEAR OUTSIDE ANNOUNCEMENTS. CONDUCTORS ON THE TRAINS DON'T SEEM TO HAVE ADEQUATE INFORMATION EITHER. ASIDE FROM THIS, I DO ENJOY TAKING THE TRAIN!

THE LAST TICKET COLLECTOR WAS VERY RUDE.

CALTRAIN IS ANOTHER FAT BUSINESS. I OFTEN WONDER WHAT CORPORATE PERSON DOES NOTHING YET STILL GETS PAID. FARES SHOULD BE A QUARTER OF WHAT THEY ARE NOW, AND THEN MILLIONS MORE WOULD RIDE.

WHY DO SO MANY MUNI/POLICE BLOCK THE FLOW OF PEOPLE FROM THE TRAIN? THERE IS AN INSANE AMOUNT OF HONKING OF HORNS.

Comments from Train 362

REPEATING THE SAME CLIPPER CARD ANNOUNCEMENTS IS AUDITORY ABUSE.

Comments from Train 372

THE LACK OF INFORMATION SPECIFIC TO THE STATION IS IRRITATING E.G. WHAT TIME DELAYED TRAIN WILL ARRIVE.

I DO NOT UNDERSTAND THE INCENTIVE TO USE CLIPPER (IN LONDON, THE EQUIVALENT OYSTER CARD SAVES MONEY).

ALLOWING PASSENGERS TO PURCHASE TICKETS ONBOARD WOULD BE AN IMPROVEMENT

CLIPPER TRANSFER OF FUNDS NEEDS TO BE FASTER. THREE TO FIVE DAYS IS TOO LONG.

CONDUCTORS ARE OFTEN RUDE.

CLIPPER CARD IS A JOKE.

BIKE CARS ARE OUT OF CONTROL BUT I AM A BICYCLIST. THERE TOO MANY NON-CYCLISTS ON BIKE CARS.

I LOVE THE STAFF ON CALTRAIN. ONE OF THE FRIENDLIEST CUSTOMER EXPERIENCES IN TRAVEL.

MORE SPACE IN THE BIKE CARS WOULD BE A PLUS.

WE NEED WIFI.

IN THE WINTER, THE LIGHTING ON THE NB PLATFORM SIDE (PARKING LOT) AT PALO ALTO IS INADEQUATE.

IMPROVE CLIPPER. IT'S RIDICULOUS TAG ON AND OFF FOR MONTHLY PASSES. IT SHOULD ACTIVATE AUTOMATICALLY WHEN LOADED. ALSO, ELIMINATE THE \$2.00 "CONVENIENCE FEE" TO LOAD PASSES.

YOU NEED TO MAKE YOUR TRAIN STOPS A CONSISTENT TIME, LIKE ONE OR TWO MINUTES. CURRENTLY, THE TRAIN BARELY STOPS TO ALLOW ANY TIME TO BUY A TICKET FROM A MACHINE SHOULD YOU NEED TO JUMP BACK ON TO GO TO ANOTHER ZONE. JUST, ONE MINUTE WOULD SUFFICE.

OVERALL, I'M SATISFIED WITH THE SERVICE. MY ONLY COMPLAINT IS WITH DELAYS LONGER THAN TEN MINUTES, ESPECIALLY ACCIDENTS AND SUICIDES. ALTERNATIVES AND RESOURCES ARE NEEDED AND FARE REFUNDS AS WELL.

FIX THE CLIPPER PASS, PLEASE.

OVERALL I LOVE CALTRAIN! COMMUNICATION DURING DELAYS COULD IMPROVE IN THE STATIONS, ON THE ELECTRONIC BOARDS AND WITH THE CONDUCTORS. IT WOULD BE HELPFUL TO BE INFORMED OF PROJECTED TIME DELAY AND ESTIMATES OF TRAIN SCHEDULE ADJUSTMENTS, ESPECIALLY AT THE SF 4TH AND KING STATION WHERE ZERO INFORMATION IS GIVEN DURING INCIDENTS. THE ELECTRONIC DISPLAYS COULD BE BETTER UTILIZED.

Comments from Train 372

THE MUNI GUYS WHO STAND IN THE DOORWAY AT SAN FRANCISCO 4TH AND KING SHOULD BE ASKED TO STAND OUT OF THE WAY OF THE DEPARTING PASSENGERS.

THERE SHOULD BE A CLIPPER CARD VALUE READER IN AT LEAST SOME OF THE CALTRAIN STATIONS. THERE ARE CURRENTLY NONE.

TRAINS IN THE MORNING HAVE BEEN PULLING IN FIVE TO TEN MINUTES LATER THAN THE SCHEDULED TIME.

AC/HEATING IN CERTAIN CARS TENDS TO BE VERY WARM ON WARM DAYS.

SOME CONDUCTORS TAKE TOO MUCH PRIDE AND AUTHORITY ON TICKET CHECKS AND I HAVE SEEN THEM BE VERY RUDE TO SOME RIDERS WHO GENUINELY HAD CLIPPER CARD MALFUNCTIONS.

ONE MAJOR ISSUE IS ACCIDENTS, BOTH THE LOSS OF LIFE ASPECT AND LACK OF ORGANIZED ALTERNATIVE TRANSPORT. OFTEN IT TAKES AS LONG TO FIND AND USE ALTERNATES AS IT DOES TO WAIT FOR SERVICES TO BE RESTORED. BRIDGING TRANSPORT SHOULD BE OFFERED QUICKLY.

MY CALTRAIN EXPERIENCE WITH THE CLIPPER PASS HAS BEEN VERY LOUSY BECAUSE I CAN'T ADD TO CARD AT STATION. THERE IS NO ONE TO ASSIST AND CONDUCTORS THAT TELL ME THAT I'LL NEVER GET REFUNDS FOR WASTED FARES. HOW CAN YOU SEND YOUR CUSTOMERS TO WALGREENS? RIDICULOUS PROCESS!

TOO MANY DELAYS.

I NEED TO BE ABLE TO ADD FARE TO CLIPPER AT STATION. TAGGING TO ACTIVATE IS UNNECESSARY!

NEEDING TO SCAN THE CLIPPER MONTHLY PASS ON FIRST DAY OF EVERY MONTH IS REALLY UNCOMFORTABLE. I'M UNABLE TO TAG CLIPPER CARD ONBOARD WHEN I FORGET TO SCAN AT STATION. NEEDING TO GET OFF THE TRAIN TO TAG MY CLIPPER CARD WHEN I'M TRAVELING BEYOND MY MONTHLY PASS ZONES IS ALSO UNCOMFORTABLE.

THERE NEEDS TO BE THE OPTION TO ADD FARE TO YOUR CLIPPER CARD AT STATIONS, LIKE BART AND TRANSBAY. IF CLIPPER IS OUT, YOU HAVE TO BUY A PAPER TICKET. THERE IS NO POINT. ZONE UPGRADES ON CLIPPER NEED TO BE BOUGHT SEPARATE AND CAN'T BE ADDED TO CARD ON THE FIRST OF THE MONTH. IF YOU RIDE OUTSIDE OF ZONE, YOU HAVE TO GET OFF TRAIN MID-RIDE TO TAG OFF.

CLIPPER READERS AT HILLSDALE ARE VERY FEW AND FAR BETWEEN.

THERE ARE TOO MANY DELAYS. CALTRAIN IS NOT RELIABLE AT ALL, ESPECIALLY FOR THE PRICE YOU CHARGE.

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Comments from Train 372

THANK YOU FOR ADDING MORE BIKE CARS!

SOME CONDUCTORS ARE VERY COMMUNICATIVE ABOUT DELAYS, TOP NOTCH. OTHERS TELL US VERY LITTLE.

THE OVERALL CALTRAIN EXPERIENCE IS NOT RATED A 5 BECAUSE OF GETTING BUMPED ON MY BIKE AND BECAUSE OF THE TWO HOUR DELAYS WHEN THERE'S A FATALITY.

THE OVERALL CALTRAIN EXPERIENCE IS NOT RATED A 5 BECAUSE OF GETTING BUMPED ON MY BIKE AND BECAUSE OF THE TWO HOUR DELAYS WHEN THERE'S A FATALITY.

NEED TO KEEP CURRENT EXPRESS BULLET TRAIN SCHEDULES FOR AM AND PM. DO NOT CHANGE OR REMOVE BULLET SCHEDULES.

YOU NEED A BETTER SYSTEM FOR WHEN THE TRAIN HITS SOMETHING ON THE TRACKS AND SERVICE STOPS COMPLETELY. THIS HAS HAPPENED THREE TIMES IN SIX OR SEVEN MONTHS. BART AND SAMTRANS DON'T GO TO MOUNTAIN VIEW SO THAT'S NOT HELPFUL.

TRAIN TEMPERATURE IS CONSISTENTLY TOO HOT. MORE AC PLEASE!

I UNDERSTAND THERE WILL SOMETIMES BE DELAYS, BUT ON JUNE 13, THE 6:14 SB BULLET FROM SAN FRANCISCO RAN 40 MINUTES LATE INTO MOUNTAIN VIEW WITHOUT EXPLANATION. IT'S IMPORTANT TO BE ABLE TO MAKE ARRANGEMENTS IF YOU'RE THAT LATE. I'VE TAKEN CALTRAIN DAILY FOR 15 YEARS AND, COMPARED TO BART, MUNI, ETC., I LOVE CALTRAIN.

USING CLIPPER CARD IS BAD FOR CALTRAIN. THERE IS A LONG LINE ON THE 1ST DAY OF THE MONTH TO TAG ON AND TAG OFF FOR THE MONTHLY PASS HOLDER. IT WOULD BE WISE TO DO THE SINGLE TAG TO LOAD THE MONTHLY PASS AND PAY \$2 MORE TO GET THE TICKET THROUGH WAGE WORK.

THE TRANSITION TO CLIPPER CARD WAS NOT SMOOTH. ONLY ONE PERSON KNEW HOW TO FIX MY PROBLEM AFTER NUMEROUS CALLS. IT WORKS NOW.

IF CALTRAIN DOESN'T WANT PEOPLE TO PUT THEIR FEET ON THE SEATS, THE CONDUCTORS SHOULD SAY SOMETHING. MOST DO NOT. I OFTEN SEE THEM WALK RIGHT BY AN OFFENDER.

THANKS FOR CONDUCTING THE SURVEY.

TWO BIKE CARS IN EVERY TRAIN IS GOOD.

CLIPPER/COMMUTER CHECK AUTOMATIC LOADING IS GOOD, BUT FOR SOME REASON IT DID NOT WORK FOR JUNE.

NONE OF THE POSTINGS ON THE NEW INFORMATION BOARDS SEEM TO HAVE THE STATION ADDRESS, WHICH WOULD BE HELPFUL!

REGARDING DELAYS, IT WOULD BE NICE TO BE NOTIFIED AHEAD OF ARRIVAL AT THE STATION, SAY BY EMAIL/AUTOMATED.

Comments from Train 372

ANNOUNCEMENTS AND HELP AT CALTRAIN STATIONS NEEDS IMPROVEMENT. LACK OF UPDATES DURING ACCIDENTS NEEDS IMPROVEMENT. TWITTER IS FASTER THAN PUBLIC ANNOUNCEMENTS.

DELAY ANNOUNCEMENTS ARE NOT SPECIFIC AND ARE OFTEN NOT TIMELY. BETTER INFORMATION CAN BE OBTAINED ON TWITTER FROM OTHER PASSENGERS, THAN FROM CALTRAIN.

THERE NEEDS TO BE BETTER BIKE TAG DISTRIBUTION. NOT ENOUGH BIKES HAVE THEM.

TWO BIKE CARS PER TRAIN IS A MUST. EXPLAIN IN ANNOUNCEMENTS WHY BIKERS NEED TO SIT IN BIKE CAR AND WHY OTHERS SHOULD REFRAIN FROM SITTING THERE. THEY HAVE THREE OTHER CARS; THEY DON'T NEED TO BE IN OURS!

USE AUDIO AT STATION TO ADVISE OF DELAYS. UPDATE TWITTER FEED IMMEDIATELY FOR DELAYS.

NICE CONDUCTORS (POSITIVE OR NEUTRAL ATTITUDE) ARE GREAT. CONDUCTORS HAVING "BAD DAY" SHOULD TRY AND NOT LET IT SHOW TO PASSENGERS.

THE CLIPPER CARD SYSTEM WORKS WELL ONCE AN ACCOUNT IS SET UP. OPENING AN ACCOUNT WAS INITIALLY DIFFICULT.

HAVING TWO BIKE CARS ON EVERY TRAIN IS AWESOME!

THE TRAINS UPHOLSTERY NEEDS TO BE STEAM CLEANED MORE OFTEN.

YOU GUYS NEED WIFI.

OVERALL THE EXPERIENCE IS GOOD; BUT THERE NEEDS TO BE BETTER CONTINGENCY PLANS IN PLACE WHEN TRAINS GET STRANDED FOR VARIOUS REASONS, WHICH HAPPENS OFTEN!

CALTRAIN IS A GREAT COMMUTING ALTERNATIVE. I WOULD LIKE CALTRAIN TO IMPLEMENT ONBOARD WIFI SOONER.

I WOULD LIKE CALTRAIN TO POST REAL-TIME ARRIVALS OF TRAINS AT THE STATIONS SOONER AS WELL.

CONDUCTORS SHOULD ONLY LET BIKERS ONTO THE FIRST BIKE CAR AND TELL OTHER CUSTOMERS TO GO TO THE OTHER THREE CARS WHICH HAVE HUNDREDS OF SEATS AVAILABLE FOR NON-BIKERS.

PLEASE WORK ON BEING ON TIME. I'M MORE WORRIED ABOUT 5:14PM SOUTHBOUND BULLET. IT ALWAYS SLOWS DOWN AFTER PALO ALTO.

I WAS TOLD BY CLIPPER CUSTOMER SERVICE THAT THERE IS A MACHINE TO ADD FARE TO MY CLIPPER CARD AT THE 4TH/KING STATION. HOWEVER, I HAVE NOT SEEN ONE. IS IT HIDDEN SOMEWHERE?

NEED BETTER PORTABLE CLIPPER CARD READERS.

Comments from Train 372

CLIPPER REFUND IS CONFUSING. THEY OWE ME \$40.00. IT'S NOT FLEXIBLE WITH MONTHLY PASS DEDUCTION.

TAKING FIVE DAYS TO LOAD VALUE ONTO A CLIPPER CARD IS RIDICULOUSLY LONG. GET A BETTER INTEGRATION CAPABILITY ACROSS YOUR IT SYSTEMS! CLIPPER CARD STAFF ARE PRETTY USELESS AND FRANKLY SPEAKING, VERY UNFRIENDLY.

Comments from Train 373

I COMMUTE FROM SAN FRANCISCO TO SAN JOSE ON THE BULLET. I WISH IT WAS EASIER! DRIVING IS FASTER.

I WISH YOUR CONNECTION TIMED AT DIRIDON WITH VTA LIGHT RAIL WAS BETTER. I GET OFF NOW AT MOUNTAIN VIEW AND TAKE VTA SOUTH.

THE MONTHLY PASS AND TRANSFERS PLUS MUNI INFORMATION ON THE WEBSITE IS CONFUSING.

IT WOULD BE NICE IF YOU COULD LOAD CLIPPER AT THE STATION AND HAVE MONEY AND A PASS AVAILABLE IMMEDIATELY.

DELAYS WHILE ANNOUNCED AT STATIONS DO NOT GIVE MUCH INFORMATION BESIDES APPROXIMATE LATENESS. NEED MORE ACCURATE ARRIVAL TIME.

NEXT TIME, PLEASE INCLUDE A BIKER QUESTION OR TWO.

MAKE CLIPPER CARD PURCHASES ONLINE INSTANT. IT'S 2011!

THERE ARE STILL BIKE BUMPS HAPPENING IN THE AM, SPECIFICALLY SOUTHBOUND TRAINS AT 22ND AND MILLBRAE. PLEASE KEEP FINDING WAYS TO ALLOW MORE BIKES ONBOARD!

NEED A NORTHBOUND TRAIN BETWEEN 5:03 AND 5:37 PM IN MOUNTAIN VIEW ON WEEKDAYS. THAT'S TOO BIG OF A GAP DURING RUSH HOUR.

IT'S STUPID AND IRRITATING THAT MONTHLY CLIPPER USERS HAVE TO TAG ON AND OFF EACH MONTH. THE READERS CAN TELL THAT THERE'S A MONTHLY PASS. THERE'S NO REASON TO MAKE USERS TAG ON AND OFF EXCEPT TO PENALIZE FORGETFUL PEOPLE.

NOT MENTIONED IN THE SURVEY, THE MESSAGING AND NOTIFICATION OF DELAYS AND ISSUES BEFORE GETTING TO THE STATION IS ABSOLUTELY ABYSMAL. CALTRAIN MANAGEMENT SHOULD HAVE TO USE THE CALTRAIN TO COMMUTE DAILY. YOUR SURVEY MISSES REAL CUSTOMER PAIN POINTS.

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SELL BOOZE ON THE TRAIN. BUDGET PROBLEM SOLVED.

COORDINATE THE CLIPPER SYSTEM SO ONE ISN'T OVERCHARGED WHEN ONE FORGETS TO TAG OFF, BUT TAGS ON AT VTA/MUNI.

THE CLIPPER DIRECT SERVICE HAS BEEN VERY DIFFICULT AND FRUSTRATING.

CLIPPER HAS OVERCHARGED ME MULTIPLE TIMES AND HAS BEEN EXTREMELY HARD TO DEAL WITH.

Comments from Train 373

NEED CLIPPER VENDING MACHINES ON CALTRAIN STATIONS.

THE CLIPPER CARD IS A GREAT IDEA BUT MY E-CASH AND MY BART CASH GET MIXED UP. IT IS VERY FRUSTRATING.

NEED FAR MORE CURRENT AND UPDATED ACCURATE INFORMATION WHEN THERE ARE ACCIDENTS ON THE TRACKS AND CAUSE DELAYS. DESIGNATE A SINGLE POINT OF CONTACT FOR PASSENGER INFORMATION AND MAKE THAT KNOWN TO PASSENGERS WHEN THERE ARE DELAYS CAUSED BY ACCIDENTS REQUIRING BUS RIDERS. NEED A PLATFORM LOUDSPEAKER TO CONVEY INFORMATION TO LARGE GROUPS OR PASSENGERS.

WHAT IS CALTRAIN'S BUDGET FOR CLIPPER FEES THIS YEAR? HOW MUCH, IF ANYTHING, IS CALTRAIN SAVING BY NOT ISSUING PAPER-BASED MONTHLY PASSES? WHAT IS THE ONGOING COST OF CLIPPER AND WHY DID WE GO TO THIS ERROR-PRONE, INCONVENIENT SYSTEM WITH NO PAPER OPTION?

TRAINS TO GIANTS GAMES ARE WAY TOO CROWDED, ESPECIALLY #373. HOW ABOUT ADDING MORE CARS OR EXTRA TRAINS FOR THOSE AFTERNOONS.

TOO SHAKY AND BUMPY OF A RIDE IN MOST CASES. TOO NOISY AT TIMES AFTER WORK HOURS SUCH AS BELLS, PEOPLE TALKING TOO LOUD. AIR CONDITIONING SHOULD BE ADJUSTED, ESPECIALLY WHEN IT'S COLD OUT.

THE STAFF AND CONDUCTORS HAVE BEEN EXTREMELY RUDE AND UNPROFESSIONAL AT TIMES. BAD CLIPPER SERVICE.

CLIPPER CARD PERFORMS CRIMINALLY, STEALING MONEY.

CALTRAIN SHOULD UPDATE TRAIN STATUS IN REAL TIME EITHER THROUGH TWITTER OR WEBSITE. RIGHT NOW THERE IS AN UNOFFICIAL TWITTER PAGE. WE NEED AN OFFICIAL ONE WITH UP TO DATE INFORMATION THAT THE PUBLIC DOES NOT HAVE.

THE NON-CALTRAIN AFFILIATED TWITTER FEED IS STILL THE MOST RELIABLE WAY TO GET REAL TIME INFORMATION ABOUT TRAIN DELAYS ETC. I DON'T KNOW I'D DO WITHOUT THAT.

CLIPPER CARD PROCESS IS NOT USER-FRIENDLY. I WENT TO WALGREENS TO GET A MONTHLY PASS USING COMMUTER CHECK. THEY JUST ADDED VALUES. WHEN I CALLED CUSTOMER SERVICE, THEY SAID THEY CANNOT EVEN REFUND IT SINCE IT IS A COMMUTER BLOCK IN THE CLIPPER CARD I USED TO PURCHASE IT. SO, RIGHT NOW I STILL HAVE THAT MONEY VALUE AS I BOUGHT A MONTHLY PASS AGAIN FROM MY POCKET.

I WORRY ABOUT TRAIN DELAYS. IT'S GETTING WORSE DAY BY DAY.

YOU SHOULDN'T HAVE TO TAG ON AND OFF FOR A MONTHLY PASS. IT CREATES LONG LINES.

IT GETS TOO CROWDED ON GIANTS DAYS.

MORE BULLET TRAINS.

Comments from Train 373

CALTRAIN SHOULD OFFER WIFI FOR A SMALL FEE TO RAISE MONEY.

PLEASE GET MORE CARS ON TRAINS GOING TO GIANTS GAMES.

THE AMOUNT OF DELAYS I'VE EXPERIENCED ON CALTRAIN IS RIDICULOUS!

I HAVE BEEN TAKING CALTRAIN FOR THREE YEARS NOW AND THE PROCEDURE OR PROTOCOL FOR DELAYS IS HORRIBLE.

FARES ARE TOO HIGH WITH ALL THAT WE HAVE TO DEAL WITH AS RIDERS.

THERE IS A SIGNIFICANT DIFFERENCE IN THE QUALITY OF THE EXPERIENCE ON THE NEWER TRAINS VERSUS THE OLDER TRAINS. THE OLD ONES ARE NOT A SMOOTH RIDE. IT'S HARD TO READ, WORK, WALK, ETC.

CLARIFY TRAIN IDENTIFIERS!

CLEAN UP 22ND ST STATION!

CLEARLY LABEL BULLET TRAINS SO THEY'RE EASIER TO IDENTIFY, RATHER THAN JUST HAVING THE TRAIN NUMBER.

AT SAN JOSE MAKE IT CLEAR WHICH TRAIN IS WHICH SINCE I NEVER LOOK AT TRACK POSTER AND THERE ARE NO INDICATORS ON PLATFORM.

I AM VERY HAPPY WITH CALTRAIN SERVICE, PARTICULARLY IN LIGHT OF THE OTHER TRANSPORTATION SYSTEMS IN THE BAY AREA. THE ONLY BAD THING IS THE GIANTS FANS, WHICH IS REALLY NOT YOUR FAULT; THE DRINKING ON THE TRAIN IS A NICE LITTLE TRADITION.

THE ONLY BAD THING WITH CALTRAIN IS HOW DIFFICULT IT IS TO UPLOAD YOUR CLIPPER CARD. YOU HAVE TO GO INTO THE WALGREENS TO GET INSTANT VALUE.

ALL OF THE CALTRAIN STAFF IS REALLY GREAT. NICE WORK!

PLEASE GET WIFI. IT IS A HUGE INCENTIVE FOR PEOPLE TO USE PUBLIC TRANSIT, BECAUSE THEY CAN COUNT IT AS TIME AT WORK. IT WILL PAY FOR ITSELF. OTHERWISE, I LOVE CALTRAIN. THANKS!

MORE BULLET TRAINS!

THE AUTOMATED SIGNS IN THE STATIONS ARE ALMOST USELESS. THEY SHOULD SHOW ARRIVAL TIME OF NEXT TRAIN. LEAVING SAN JOSE IT IS HARD TO KNOW THE RIGHT TRAIN. TRAINS SHOULD BE IDENTIFIED BY BOTH NUMBER AND SCHEDULED DEPARTURE TIME. I KNOW THIS TRAIN AS THE 5:05, NOT WHATEVER CALTRAIN NUMBER IT IS.

BUILD A FENCE AROUND THE TRAIN TRACKS. MONITOR AREAS WHERE PEOPLE COMMIT SUICIDE BETTER. IT IS SAD AND UNFORTUNATE BUT THE HIGH AMOUNT OF DEATHS NECESSITATES CHANGE.

CREATE A MOBILE SITE OR TWITTER ACCOUNT THAT PROVIDES REAL TIME DELAY INFORMATION.

Comments from Train 373

NEED REAL TIME INFORMATION ON TRAIN DELAYS POSTED ON YOUR WEBSITE SO WE CAN VIEW IT ON PHONES.

NEED REAL TIME INFORMATION ON TRAIN DELAYS POSTED ON YOUR WEBSITE SO WE CAN VIEW IT ON PHONES.

ANNOUNCEMENTS AT 22ND STREET ARE ABYSMAL.

MY PREFERENCE WOULD BE TO HAVE ONE BABY BULLET LEAVING FROM SAN FRANCISCO EARLIER IN THE MORNING.

THERE ARE A FEW CONDUCTORS WHO DO SUCH A FANTASTIC JOB AT BEING PERSONABLE, HELPFUL AND FRIENDLY, LIKE THE GUY WHO SAYS., "HAVE A WONDERFUL." THERE HAVE BEEN A COUPLE OF CONDUCTORS WHO HAVE BEEN VERY RUDE AND CONDESCENDING.

MY BIG UPSET, ALTHOUGH IT'S NOT CALTRAIN'S FAULT, IS THE CLIPPER CARD SERVICE. I CANNOT BEGIN TO SAY HOW UPSETTING CUSTOMER SERVICE IS AND HOW ILLOGICAL HAVING TO KEEP \$1.50 ON A CARD IS. YES IT'S CONVENIENT AS IT WORKS FOR OTHER SERVICES, BUT THANKS TO A MUNI ERROR, I DIDN'T HAVE ENOUGH FOR CALTRAIN.

MORE INFORMATION REGARDING TRAIN DELAYS IS VERY IMPORTANT. I HAVE MISSED OTHER TRANSPORTATION CONNECTIONS DUE TO LATE ARRIVAL, BECAUSE I WAS NOT ABLE TO PLAN ACCORDINGLY.

IT'D BE NICE TO ADD SIGNAGE TO THE SAN JOSE DIRIDON STATION INDICATING WHICH TRAIN IS ON WHICH TRACK SIMILAR TO WHAT'S IN PLACE AT 4TH AND KING.

I WOULD LIKE MORE BABY BULLETS EARLIER IN AM AND LATER IN PM.

I WOULD LIKE UPDATES ON SIGNIFICANT DELAYS ONLINE, SO I CAN GET ALTERNATIVE TRANSPORTATION BEFORE GOING TO THE STATION AND WAITING TO FIND OUT.

I TAKE THE TRAIN OCCASIONALLY. I LOVE THE RIDE.

CLEARLY WHEN TRAINS ARE LATE DUE TO ACCIDENTS/FATALITIES, WE UNDERSTAND THAT DELAYS ARE BEYOND CALTRAIN'S CONTROL. HOWEVER, WHAT ABOUT THE OTHER TIMES? TRAIN SIGNAL MALFUNCTIONS, ETC. SHOULD NOT HAPPEN REGULARLY IN THE "HIGH TECH" CORRIDOR.

IT'S NICE TO HAVE THE EXPRESS TRAINS ON THE WEEKEND. UNFORTUNATELY, DURING MY PAST YEAR OF RIDING CALTRAIN, IT'S RARELY ON TIME, DELAYED, AND BROKEN DOWN TOO MANY TIMES.

PROVIDE MORE BULLET TRAINS IN THE MORNINGS 7 AM - 9 PM PST AND FROM 4 PM TO 8 PM PST.

LOTS OF DELAYS FOR EVENING TRAINS. UNRELIABLE.

FOUR DAYS OF DELAYS IS ABSOLUTELY UNACCEPTABLE. FIX IT!

Comments from Train 373

THE TRAIN CONDUCTORS NEED TO TIDY UP THEIR APPEARANCE, WHICH IS TERRIBLE.

CLIPPER NEEDS TO ADD MONEY INSTANTLY, NOT THREE DAYS LATER.

BE ON TIME. THESE DELAYS ARE RIDICULOUS.

CONDUCTORS ARE VERY NICE.

GOOD TRAIN.

AWESOME EXPERIENCE, A PLUS.

WHEN THERE IS DELAY THE AGENT SHOULD TAKE TIME TO STUDY THE TRANSPORTATION INFORMATION. HE IS NOT ABLE TO PROVIDE HELPFUL INFORMATION SUCH AS ALTERNATIVE TRANSPORTATION, ESTIMATE DELAY. TELL THE CUSTOMER WHAT HAPPENS! THE AGENT IS ALWAYS MISSING WHEN A PROBLEM HAPPENS. NO AGENT IS WILLING TO HELP OUT THE PASSENGER WHEN IT IS REQUIRED.

WHEN THERE IS DELAY THE AGENT SHOULD TAKE TIME TO STUDY THE TRANSPORTATION INFORMATION. HE IS NOT ABLE TO PROVIDE HELPFUL INFORMATION SUCH AS ALTERNATIVE TRANSPORTATION, ESTIMATE DELAY. TELL THE CUSTOMER WHAT HAPPENS! THE AGENT IS ALWAYS MISSING WHEN A PROBLEM HAPPENS. NO AGENT IS WILLING TO HELP OUT THE PASSENGER WHEN IT IS REQUIRED.

NEW TRAINS HAVE SUPER EXPERIENCE, ESPECIALLY THE TABLES ON WHICH I CAN WORK FROM MY LAPTOP.

ONBOARD WIRELESS INTERNET WOULD BE GREAT.

DURING GAME TIMES IT GETS CROWDED AND VERY LOUD. YOU SHOULD RUN MORE TRAINS.

YOU SHOULD BAN ALCOHOL USE, WHICH IS POINTLESS. THIS IS NOT A BAR AFTER ALL.

LOTS OF DELAYS RECENTLY.

THE CLIPPER CARD IS CONFUSING. THE REQUIREMENT TO LOAD \$1.25 AT WALGREENS IS INCONVENIENT. I HAVE \$100 IN MONTHLY PASSES THAT I CAN'T USE BECAUSE I CAN'T LOAD \$1.25 ON MY CLIPPER CARD AT A CALTRAIN STATION.

THE CLIPPER MONTHLY PASS OPERATES UNLIKE ANY OF THE OTHER TRANSIT SYSTEMS. IT'S LOGICAL, SO SPELL IT OUT. MAKE IT CLEAR.

WHEN A TRAGEDY HAPPENS ON THE TRACKS, I UNDERSTAND. PLEASE PROVIDE INFORMATION AS FAST AS YOU CAN. PASSENGERS WAITING FOR TRAINS WITHOUT INFORMATION ARE HELPLESS.

I WOULD LIKE TO LOSE THE \$1.25 MINIMUM AND FOR TAGGING TO NOT NECESSARY ON CLIPPER. NYC PUBLIC TRANSIT IS MUCH BETTER AND THEY ARE NOT A TECH CAPITAL.

\$179 FOR A MONTHLY PASS IS RIDICULOUS. I CAN GET A MONTHLY METRO CARD IN NEW YORK, FOR LESS THAN \$1.00.

Comments from Train 373

PLEASE PUT LIVE INFORMATION OF TRAIN DELAYS ON THE CALTRAIN WEBSITE, BOTH MAIN SITE AND MOBILE SITES.

THE HEATER IS GREAT!

Comments from Train 379

I THINK CALTRAIN IS FABULOUS WHEN IT RUNS ON TIME. THE PROBLEMS I HAVE WITH CALTRAIN ARE ALL FROM WHEN IT IS LATE OR HITS SOMEONE. THEN, IT IS A MESS.

OLDER TRAINS GIVE A VERY BUMPY AND SOMETIMES ROUGH RIDE.

TIMELINESS IS THE MOST IMPORTANT FACTOR, BAR NONE.

TRAINS ON BASEBALL GAME DAYS ARE A NIGHTMARE! TOO CROWDED!

THE LATE/DELAYED TRAIN ANNOUNCEMENTS OVER THE SPEAKERS AT THE 22ND ST. STATION ARE TOO QUIET.

MECHANICAL AND SIGNAL PROBLEMS GETTING MORE FREQUENT. MAINTENANCE BUDGET ISSUE?

GIANTS GAME TRAINS ARE OVER-STUFFED. EVEN STANDING ROOM IS A CHALLENGE.

MY BIGGEST COMPLAINT ABOUT THE CLIPPER CARD IS THAT I COULD NOT ADD VALUE AT CALTRAIN STATIONS. PLEASE IMPLEMENT SOME ADD-VALUE MACHINES FOR CLIPPER CARDS.

THE CLIPPER CARD IS A JOKE.

IT WOULD BE NICE TO BE ABLE TO RENEW MONTHLY CLIPPER FEES AT THE STATIONS.

THE LIGHTING SYSTEM APPEARS TO DYSFUNCTION OFTEN, WHICH CAUSES MAJOR DELAYS. I AM WONDERING IF THE MAINTENANCE CAN GET BETTER.

THE PARKING RATE AT STATION HAS DOUBLED IN LAST FEW YEARS. IT'S GONE FROM \$20 TO \$40 PER MONTH!

I WISH CALTRAIN WOULD MAKE IT HARDER FOR PEOPLE TO COMMIT SUICIDE.

NOTIFICATION FOR DELAYS HAS TO BE IMPROVED. THIS INCLUDES UPDATES ON WEBSITE, TWITTER, ETC.

CLIPPER INSTRUCTIONS ARE NOT EASILY FOLLOWED WITH CRYSTAL CLARITY. I HAD SITUATION WHERE A CALTRAIN PURCHASE DIDN'T "STICK" BECAUSE VTA WAS USED FIRST. THIS IS NOT GOOD FUNCTIONALITY!

MORE FREQUENT DELAYS, BUT DUE TO FATALITIES? OTHER REASONS?

CONDUCTORS ARE MOSTLY GREAT.

I STILL DON'T ALWAYS KNOW WHICH TRAIN IS WHAT AT SAN JOSE STATION, BUT COMMUNICATION HAS IMPROVED.

THE FREQUENCY OF SERVICE DISRUPTING DELAYS (OVER 10 MINUTES) IS UNACCEPTABLE. NOTIFICATION IS GOOD ON TRAINS, BUT CALTRAIN SHOULD PROVIDE AN OFFICIAL ON-LINE NOTIFICATION SERVICE (SUCH AS TWITTER) THAT WE CAN SUBSCRIBE TO LEARN OF DELAYS BEFORE GETTING TO THE STATION.

Comments from Train 379

FREQUENCY OF SERVICE- DISRUPTING DELAYS (OVER 10 MINUTES) IS UNACCEPTABLE. NOTIFICATION IS GOOD ON TRAINS, BUT CALTRAIN SHOULD PROVIDE AN OFFICIAL ON-LINE NOTIFICATION SERVICE (SUCH AS TWITTER) THAT WE CAN SUBSCRIBE TO LEARN OF DELAYS BEFORE GETTING TO THE STATION.

A 72 HOUR UPDATE DELAY ON CLIPPER IS A FAIL. YOU MOVE A COUPLE THOUSAND GOOGLE, MICROSOFT AND YAHOO ENGINEERS TO WORK, SO ABOUT HALF OF YOUR PASSENGERS CAN FIX THIS.

MORE TRAINS WITH DESKS, PLEASE!

WE NEED MORE FREQUENT BABY BULLET TRAINS.

THE OLDER TRAINS ARE VERY SHAKY AND NOISY. I SUGGEST YOU USE THE NEWER MODELS FOR BABY BULLET RUNS. .

THE NON-LEATHERETTE (COVERED WITH FABRIC) CHAIRS ARE VERY SMELLY AND OFTEN VERY UNCLEAN AND GREASY.

UPDATES ON CALTRAIN, INTERCOM OR PHONE SHOULD BE MORE UP TO DATE THAN TWITTER. ANNOUNCE DELAYS BEFORE GETTING ON A TRAIN WHEN THEY ARE KNOWN, SO PASSENGERS CAN MAKE A CHOICE TO GET ON OR NOT.

CLIPPER CARD NEEDS FASTER AVAILABLE FUNDS.

I REALLY AM GLAD TO BE ABLE TO RIDE CALTRAIN FROM SAN FRANCISCO FOR MY JOB. IT'S A MUCH BETTER EXPERIENCE THAN BART.

NEED MORE CLIPPER TAGGING MACHINES AND REMINDERS.

MAKE FARE UPGRADE (FOR MONTHLY PASSES) AVAILABLE WITH SIMPLE TAG-ON/TAG-OFF.

PLEASE CREATE AND TRAIN PERSONNEL TO PROVIDE CLEAR, CONSISTENT MESSAGES WHEN TRAIN IS DELAYED. STATING CONFUSING TRAIN NUMBERS DOES NOT HELP! WE NEED TO KNOW CLEAR STOP INFO.

I'M CURRENTLY FRUSTRATED BY MILLBRAE CONSTRUCTION. CAN'T YOU PAUSE DURING RUSH HOUR? IT'S SO LOUD!

THERE'S POOR ALIGNMENT OF BART ARRIVALS/DEPARTURES AT MILLBRAE. PLEASE OPTIMIZE CONNECTIONS. IN GENERAL, THOUGH, RIDING CALTRAIN IS GREAT!

COULD CALTRAIN DO MORE TO PREVENT THE SUICIDES FROM HAPPENING?

I'VE BEEN RIDING CALTRAIN FOR 5 YEARS NOW. MY OVERALL RIDERSHIP EXPERIENCE HAS BEEN POSITIVE, EXCEPT FOR MAJOR DELAYS AT TIMES. I TAKE MILLBRAE BART BACK HOME AFTER CALTRAIN. SO CALTRAIN DELAYS HAVE A SIGNIFICANT IMPACT ON MY BART RIDE HOME AS WELL. I'D BE MOST HAPPY IF MAJOR DELAYS CAN BE MINIMIZED TO AS LITTLE AS POSSIBLE. THANKS!

Comments from Train 379

NEED MORE TAG-OFF/ON TERMINALS AT HILLSDALE STOP.

THE THURSDAY EVENING CONDUCTOR NORTHBOUND AT 9:19 HAS BEEN RUDE ON THREE OCCASIONS.

CERTAIN STOPS NEED TO HAVE MORE CLIPPER TAG MACHINES SO YOU DON'T NEED TO RUN TO THE ONLY MACHINE TO TAG-ON (SAN BRUNO FOR EXAMPLE).

PLEASE PUT A CLIPPER FARE MACHINE IN SAN FRANCISCO STATION AT 4TH AND KING. WE SHOULD NOT HAVE TO GO TO TAT TO RELOAD. WAITING FOR 3 DAYS FOR CLIPPER RELOAD TO REGISTER ON CARD IS TOO LONG AND INCONVENIENT (FOR PASSES AND 8 RIDE TICKETS). I LOVE CALTRAIN. IT IS SO GOOD AND SO MUCH BETTER THAN DRIVING!

THERE IS A CONDUCTOR ON THE MID-DAY AND MORNING TRAINS WHO ALWAYS SAYS "SAN FRANCISCO, WHERE TONY LEFT HIS HEART." HE IS HILARIOUS AND MAKES THE TRIP SO MUCH MORE ENJOYABLE. HE DESERVES A RAISE!

COULD USE BETTER SYSTEM FOR ANNOUNCING DELAYS.

I DON'T USE MY BIKE OFTEN, BUT I KNOW PEOPLE WHO WISH THERE WERE MORE BIKE CARS AT HIGH TRAFFIC TIMES.

I LOVE CALTRAIN AND AM SAD THAT TRAINS HAVE TO BE REDUCED!

VERY SATISFIED WITH SERVICE.

I WAS IN A RUSH TO GET ON THIS TRAIN. I TRIED TWO CARDS, ONE DEBIT, AND ONE CREDIT. BOTH FAILED. LUCKILY, I HAD JUST ENOUGH TIME TO USE CASH AND GET MY TICKET AND RUSH ABOARD. OTHERWISE, I'D BE VERY ANGRY RIGHT NOW.

AT THE STATIONS, CALTRAIN NEEDS TO IMPROVE ITS INFORMATION ON DELAYS. DELAYS OFTEN HAPPEN WITHOUT ANY INFORMATION TO PEOPLE WAITING. THE SPEAKERS ARE INAUDIBLE (ESPECIALLY AT 22ND ST). THE TOLL FREE NUMBER HAS AGENTS WHO KNOW NOTHING ABOUT WHAT IS HAPPENING ON THE GROUND. TWITTER SEEMS TO BE THE BEST SOURCE OF INFORMATION, AND IT'S NOT A CALTRAIN FEED! THAT IS AN EMBARRASSMENT!

Comments from Train 383

THANK YOU FOR SAVING SUNDAY SERVICE! BULLETS ON WEEKENDS ARE BRILLIANT.

OVERALL I AM VERY SATISFIED WITH CALTRAIN AND MY ONLY COMMENTS ARE MINOR, ESPECIALLY GIVEN THE FINANCIAL CHALLENGES OF THE LAST SEVERAL MONTHS. HOWEVER, I THINK THERE IS ROOM FOR IMPROVEMENT AND WOULD LOVE TO SEE MORE PEAK HOUR BULLET TRAINS AND EXPANDED CAPACITIES FOR BIKES. THERE WAS A PERIOD A COUPLE MONTHS AGO WHERE I HAD TO STOP TAKING CALTRAIN BECAUSE THE BIKE CARS WERE ARRIVING FULL AND I WAS REGULARLY BEING DENIED BOARDING WITH A LINE OF OTHER BIKERS. IT WAS A SERIOUS PROBLEM WITH THE NEWER STYLE TRAINS THAT ONLY SUPPORT A SMALL NUMBER OF BIKES. THANK YOU FOR DOING A GREAT JOB AND THE OPPORTUNITY TO VOICE MY OPINION!

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THERE HAS TO BE A WAY TO SAFEGUARD AGAINST FATALITIES. IS EVERYTHING BEING DONE?

THE CLIPPER CARD I RECEIVED IN THE MAIL DID NOT WORK. IT WAS ACTIVATED VIA PHONE CALL AND PAID FOR. A NEW CARD WAS SENT IN MAIL.

THERE ARE TOO FEW BULLET TRAINS.

AT SAN FRANCISCO 4TH STATION AND KING STATION, THE RESIDENT PIGEONS DEFECATE ON WAITING PASSENGERS AND BENCHES. IT'S DISGUSTING.

CLIPPER CARD RELOADING IS A NIGHTMARE.

CALTRAIN SHOULD DEVELOP A BETTER PROCESS WITH THE TICKET SYSTEM WHEN A RIDER FORGETS TO TAG ON AND OFF. EVERY CONDUCTOR IS INCONSISTENT WITH THE ACTIONS. I BELIEVE THEY SHOULD BE ABLE TO WRITE OFF USERS AT THEIR DISCRETION TO MAKE IT MORE CONVENIENT FOR RIDERS. A BETTER CUSTOMER SERVICE EXPERIENCE WOULD INCREASE RIDERSHIP.

THERE SHOULD BE ANOTHER CLIPPER READER NEAR THE CASTRO STREET END OF THE SOUTHBOUND MOUNTAIN VIEW PLATFORM.

WHY DOES CLIPPER TAKE THREE DAYS TO LOAD ONLINE?

Comments from Train 383

AN OFFICIAL ONLINE SYSTEM TO TRACK DELAYS AND ANNOUNCEMENTS BEYOND THE UNOFFICIAL CALTRAIN TWITTER FEED WOULD BE A HUGE IMPROVEMENT.

THERE SHOULD BE DOUBLE CLIPPER READERS NEAR ENTRANCE AT MOUNTAIN VIEW SINCE THERE IS ONLY ONE ENTRANCE.

BATHROOMS STINK INTO THE CARS.

CONDUCTORS SHOULD CLOSE THOSE DOORS WHEN THEY ARE LEFT OPEN! ACT LIKE THEY CARE!

PLEASE DO AWAY WITH THE CLIPPER CARD. IT'S A BIG SCAM.

I DON'T LIKE DRUNK OUT OF CONTROL GIANTS FANS.

CHECK GIANTS PASSENGERS' TICKETS!

CALTRAIN'S FARE SYSTEM IS COMPLICATED! ESPECIALLY FOR CASUAL USERS. THE HARDCORE DAILY COMMUTERS USUALLY GET A PASS, BUT THE WHOLE "TAG ON HERE, TAG OFF THERE" IS VERY DIFFICULT FOR NEW USERS.

DIGITAL INFO BOARDS ON STATIONS SHOULD SHOW INFO ABOUT TRAIN NUMBER AND DESTINATION.

NEED MORE CLIPPER CARD TERMINALS AT DIRIDON AND TAMIEN ON PLATFORMS AND ELSEWHERE AT STATION EXITS.

BIKERS ARE BEING BUMPED OUT CONSTANTLY IN THE AM TRAINS. MORE FLEXIBILITY OF CONDUCTORS IS NEEDED! THANKS.

NEED TO WORK ON THE CLIPPER CARD.

CLIPPER IS BADLY DESIGNED. I SHOULDN'T NEED TO TAG ON AND OFF IF I HAVE A MONTHLY PASS. INVARIABLY, EVERY MONTH AND A HALF THE TRAIN FORGETS TO TAG ON. ALSO THE \$1.25 MINIMUM IS SILLY AND UNNECESSARY. FIX IT.

IT'S VERY ANNOYING TO BE LEFT BEHIND BECAUSE THERE ISN'T SUFFICIENT SPACE FOR BICYCLES. BIKE CAR CANCELLATIONS CAN MESS UP YOUR DAY.

PLATFORMS IN SAN JOSE NEED THE DISPLAY ON THE PLATFORM TO NOTIFY OF DESTINATION.

ALCOHOL SHOULD NOT BE ALLOWED ON GIANTS BASEBALL NIGHTS GOING TO SAN FRANCISCO. SOME PASSENGERS ARE RUDE, DRUNK, AND DISRESPECTFUL. CONDUCTORS CANNOT SEEM TO CONTROL THOSE PASSENGERS.

WHY DOES CALTRAIN SOMETIMES NEED FOUR CONDUCTORS TO SAN FRANCISCO OR SAN JOSE AS ONLY TWO SEEM TO COLLECT FARES?

PLEASE PUT A PEET'S OR TULLY'S COFFEE SHOP AT MILLBRAE WHERE ALL THOSE UNUSED TICKET WINDOWS ARE.

Comments from Train 383

I WOULD LIKE TO SUGGEST EVEN FASTER BABY BULLET TRAINS THAT CAN GO FROM 4TH AND KING TO MOUNTAIN VIEW IN LESS THAN 40 MINUTES. THEN YOU WILL HAVE A POSITION WHERE IT IS A NO BRAINER TO TAKE THE CALTRAIN VERSUS DRIVING. MOUNTAIN VIEW IS THE MOST POPULAR DESTINATION.

ONLINE INFORMATION REGARDING TRAIN DELAYS WOULD BE HELPFUL.

THE TRAINS TAKE TOO LONG. THAT IS MY PRIMARY CONCERN, SPEED.

FARES NEED TO GO DOWN NOT UP. PROOF OF PAYMENT IS BROKEN. YOU NEED BART STYLE TURNSTILES, NOT CONDUCTORS.

THE TRAINS ARE ANCIENT AND HAVE FREQUENT MECHANICAL PROBLEMS. IT DOES NOT LIVE UP TO BAY AREA/SILICON VALLEY STANDARDS.

MORE BIKE CARS! BOMBARDIERS ARE USELESS.

RUN SEPARATE TRAINS FOR DRUNKEN GIANTS FANS.

WILL WIFI BE AVAILABLE AT ANY POINT ON CALTRAIN?

CONSIDER ADDING ANOTHER SCHEDULE BOARD MOUNTAIN VIEW NORTHBOUND - NORTH END PLATFORM.

I CAN GET BETTER AND MORE ACCURATE CALTRAIN STATUS FROM CALTRAIN TWITTER THAN FROM ANNOUNCEMENTS.

GET THE DRUNKS OFF THE TRAIN ON GIANTS GAME DAYS.

IT'S AN EXCELLENT EXPERIENCE. THE ONLY ISSUE IS THAT WHEN THERE ARE BIG DELAYS, THE INFO IN THE STATION IS WAY MORE INACCURATE THAN WHAT YOU CAN GET ON TWITTER.COM.

GIVE US MORE PLACES TO REFILL CLIPPER WITH A COMMUTER CHECK.

MORE BIKE CARS! MORE BIKE CARS!

I FORGET TO TAG OFF ALL THE TIME. IT SHOULD NOT CHARGE THE MOST EXPENSIVE FARE.

THE CLIPPER MACHINE LOCATIONS SUCK. IT'S LIKE YOU WANT ME TO FORGET TO TAG OFF!

I KNOW THE BUDGET IS TIGHT, BUT MORE SERVICE LATER TILL 8:30 PM WOULD BE HELPFUL.

ELECTRIFICATION AND FULL HIGH SPEED RAIL SHOULD BE THE HIGHEST PRIORITY.

CLIPPER USE IS CONFUSING, ESPECIALLY REGARDING INTERAGENCY TRANSFERS.

THERE SHOULD BE A SYSTEM TO ANNOUNCE THE NEXT TRAIN, LIKE BART DOES. MAKE IT REAL TIME AND CONNECT IT TO AN IPHONE APP.

YOU NEED A SYSTEM TO GIVE EARLY WARNING TO TRAIN OPERATORS ABOUT OBSTRUCTIONS ON THE TRACK (E.G. CARS, PEOPLE, ETC). IT IS BETTER FOR THE TRAIN TO SLOW DOWN AND BE A LITTLE LATE THAN TO HIT SOMEONE.

Comments from Train 421

WOULD LIKE TO RECEIVE BETTER NOTICE AT SAN FRANCISCO STATION WHEN THERE ARE DELAYS OR ACCIDENTS. CANNOT HEAR CALTRAIN STAFF WHEN ANNOUNCEMENTS ARE MADE. WOULD RECOMMEND A BLOW HORN OR VOICE BOX WHEN STAFF ARE COMMUNICATING TO A LOT OF PEOPLE.

WE NEED MORE TRAIN TRIPS LATER IN THE DAY AND LOWER FARE. OTHER THAN THAT, I CAN ALWAYS COUNT ON CALTRAIN FOR SAFETY.

WAITING EXACTLY TEN MINUTES BEFORE TRAIN IS READY TO BOARD SUCKS! (SAN FRANCISCO AND 4TH & KING STATION)

IS IT POSSIBLE TO HAVE A 7 AM BULLET TRAIN ON SATURDAYS? THANK YOU!

WE NEED TO BE ABLE TO FILL CLIPPER CARDS AT MORE THAN TWO LOCATIONS; IE WALGREENS AND VTA OFFICES. THEY ARE NOT ALWAYS OPEN AT A CONVENIENT LOCATION OR TIME. NOT HAVING THE COUNTER AT DIRIDON BEING ABLE TO SELL OR RENEW CLIPPER IS RIDICULOUS.

IT IS GOOD SERVICE.

ON THE CLIPPER CARD, APPROXIMATELY 20 PERCENT OF THE TIME, I GET A "SCAN AGAIN" ERROR, WITH 3 AUDIBLE BEEPS. I DON'T SEEM TO BE DOING ANYTHING DIFFERENTLY. IT WOULD BE GOOD TO REDUCE THIS RATE.

THE ELECTRONIC SIGNAGE AT SAN JOSE DIRIDON IS NOT FUNCTIONING WELL. ELECTRONIC SIGNS NEED TO SHOW DEPARTURE TIME AND TRACK # FOR THE NEXT THREE TRAINS. SIGNS SHOULD BE IN LOBBY WAITING ROOM, NOT BEHIND THE TICKET COUNTER.

I SHOULD BE ABLE TO ADD VALUE TO CLIPPER AT CALTRAIN STATIONS.

I HAVE GENERALLY HAD A PLEASANT AND EASY EXPERIENCE USING CALTRAIN.

WIFI. PLEASE MAYBE MAKE UP MIRROR CUP HOLDERS.

ONLY FIFTEEN PERCENT OF AMERICANS MAKE UP THE VETERAN POPULATION OF THIS GREAT COUNTRY OF OURS. THEY SHOULD AT LEAST BE GIVEN HALF FARES WITH PICTURE IDS FOR THEIR PATRIOTIC SERVICES AS A SHOW OF GRATITUDE. IT WOULD ALSO INCREASE THE NUMBER OF VETERANS USING CALTRAIN.

I RIDE OFTEN FROM MOUNTAIN VIEW TO SAN FRANCISCO. THEY ARE 98% ON TIME. IT'S GOOD, BUT COULD BE IMPROVED.

CONDUCTORS ARE HELPFUL, EXCEPT ONE MAN WHO WAS VERY RUDE, BUT HAS NOW BEEN TAKEN OFF THE TRAIN AND IS MOVED UP.

SUNDAY'S SCHEDULE NEEDS MORE TRAINS!

Comments from Train 421

CALTRAIN DOES NOT TIME ARRIVAL AND DEPARTURE WELL WITH BART. SOMETIMES THE ARRIVING CALTRAIN MISSES BART'S DEPARTURE BY MERE MINUTES, CAUSING DIFFICULTY IN TRANSITION.

THERE IS NO EARLY TRAIN ON SUNDAY FOR CITY WORKERS ON AN IRREGULAR SCHEDULE.

MORE FREQUENT TRAIN SERVICE IN AM AND PM FROM SFO WOULD BE APPRECIATED.

I HAD A VERY BAD EXPERIENCE WITH ONE OF THE CONDUCTORS. THE MACHINE WASN'T TAKING CASH AND I DIDN'T HAVE A CREDIT CARD, SO I DECIDED TO BOARD THE TRAIN WITHOUT A TICKET. AS I GOT IN I TALKED TO ONE OF THE CONDUCTORS, TRYING TO EXPLAIN THE SITUATION TO HIM. ALL HE SAID WAS, "GET OFF AT THE NEXT STOP AND BUY A TICKET QUICK. I'LL WAIT HERE WITH THE DOORS OPEN." AS I GOT OFF THE TRAIN TO BUY MY TICKET, THE CONDUCTOR CLOSED THE DOORS ON ME AND THE TRAIN LEFT.

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I WANT TO BE INFORMED OF DELAYS THAT ARE LESS THAN TEN MINUTES.

TOO MANY ENGINE BREAKDOWNS.

TRAINS SHOULD COME WAY MORE OFTEN, ESPECIALLY ON THE WEEKENDS AND IN THE EVENINGS.

IT SHOULD SAY THE TRAIN NUMBER ON THE ELECTRIC BOARDS WHEN THE TRAIN ARRIVES (HELPS WHEN TRAINS ARE DELAYED). I GOT ON THE WRONG TRAIN MORE THAN ONCE BECAUSE THEY RAN LATE AND IT CAN BE HARD TO SEE THE NUMBER IN THE FRONT OF THE TRAIN.

TRAINS SHOULD COME MORE OFTEN.

MORE WEEKEND TRAINS.

MAINLY, CALTRAIN NEEDS TO WORK ON TIMING. I'VE NOTICED 50% OR MORE OF THE TIME THE TRAIN IS LATE BY 5-10 MINUTES. I'VE NOTICED THIS BECAUSE I USE CALTRAIN TO GET TO WORK FIVE DAYS A WEEK.

BETTER INFORMATION.

Comments from Train 424

I DON'T LIKE IT WHEN THE CONDUCTORS MAKE JOKES AND OVERUSE OR ABUSE THE INTERCOM SYSTEM, ESPECIALLY AT NIGHT WHEN I GET OFF WORK. I VALUE A 30 MINUTE QUIET RIDE HOME AND IT DRIVES ME CRAZY WHEN THE CONDUCTORS WON'T STOP TALKING.

MY ONLY COMMENT WOULD BE THAT IT'S IMPOSSIBLE TO HEAR ANNOUNCEMENT AT STATIONS LIKE 22ND STREET (MY "HOME" STATION) SO I CAN'T TELL WHEN TRAINS ARE LATE. THE VISUAL SIGNS (E.G.: PALO ALTO) ARE MUCH BETTER FOR COMMUNICATIONS/DELAYS. THANK YOU.

MY ONLY COMMENT WOULD BE THAT IT'S IMPOSSIBLE TO HEAR ANNOUNCEMENT AT STATIONS LIKE 22ND STREET (MY "HOME" STATION) SO I CAN'T TELL WHEN TRAINS ARE LATE. THE VISUAL SIGNS (E.G.: PALO ALTO) ARE MUCH BETTER FOR COMMUNICATIONS/DELAYS. THANK YOU.

TRAINS SHOULD RUN ON THE HOUR AND HALF HOUR ON WEEKENDS. IT IS ANNOYING WHEN YOU MISS THE TRAIN BY FIVE MINUTES BECAUSE THE CONDUCTOR WON'T WAIT FOR YOU TO BUY A TICKET, THEN YOU HAVE TO WAIT AROUND FOR AN HOUR.

DECREASE THE PRICE OF TICKETS!

MORE INFO ON HOW TO GET A CLIPPER CARD PLEASE.

CALTRAIN IS REALLY GOOD. ON TIME, EVERY TIME.

I BELIEVE YOU GUYS ARE DOING A GREAT JOB. KEEP UP THE GOOD WORK. PLEASE DON'T STOP THE TRAINS.

THERE IS AMPLE ROOM FOR IMPROVEMENT ON INFORMING PASSENGERS OF SIGNIFICANT DELAYS, CHANGES, OF WHAT TRAIN THEY ARE ON, ETC. MY SUGGESTION IS A SINGLE TRAINMAN ON STATION PLATFORM USING A BULLHORN TO MAKE ANNOUNCEMENTS.

Comments from Train 425

I WISH FARE WAS CHEAPER!!

IT'S NOT YOUR FAULT BUT GOOGLE MAPS HAS THE WRONG TIMES FOR YOUR WEEKEND SCHEDULE.

TRAIN 233 SOMETIMES HAS A BOSTON ACCENT CONDUCTOR WHO IS USUALLY PLEASANTLY FUNNY. HOWEVER, THE LENGTH OF THE ANNOUNCEMENTS YOU ASK HIM TO READ (ABOUT EMERGENCIES, 15 FT FROM NEAREST RAIL) ARE READ SO FREQUENTLY IT IS HARD TO READ AND STUDY DURING MORNING COMMUTE. CAN THE ANNOUNCEMENTS BE MORE CONCISE? WE KNOW HOW TO TAG ON AND OFF BY NOW!

INCREASE AVAILABILITY OF CLIPPER CARDS AND DON'T RESTRICT THE SALES TO WALGREENS.
GREAT

I ENJOY ALL MY TRIPS ON CALTRAIN. I FIND IT VERY RELAXING ON THE TRAIN, AND ENJOY TAKING TRIPS. AS I DO NOT DRIVE, CALTRAIN IS A BLESSING.

TRAIN AND TRAIN OPERATIONS ARE OKAY.

ADDING FUNDS TO CLIPPER IS POOR TO VERY BAD. IT'S EASY FOR THE COMPANY, BUT HARD FOR NEW USERS WHO GET OVER-CHARGES WITHOUT REFUNDS. THREE DAYS, WHY? ALSO, THERE IS A LACK OF INFORMATION GIVEN TO CONDUCTORS, WHICH OFTEN FORCES RIDERS TO DETRAIN AND REBOARD, MISSING THEIR TRAINS.

SPACE FOR A STROLLER WOULD BE GREAT!

MORE CLEARLY MARK WHERE TO GET ACROSS TRACKS.

MORE CLEARLY MARK WHERE TO GET ACROSS TRACKS.

AS A VISITOR FROM THE EAST COAST, I'M EXPERIENCING THIS TRANSPORT SYSTEM FOR THE FIRST TIME. IT SEEMS VERY CLEAN AND EFFICIENT. TRANSPORTATION AS IT SHOULD BE. CONGRATULATIONS. I WISH WE HAD THIS IN AND AROUND BOSTON!

CONDUCTORS ARE VERY ACCOMMODATING, HELPFUL AND SMILEY.

CALTRAIN IS VERY GOOD AND I LIKE THIS VERY MUCH. JUST AN IMPROVEMENT ON THE SPEED OF THE TRAIN. IT COULD BE FASTER.

CLIPPER CARD VALUE ADDED MACHINES WOULD BE HELPFUL LOCATED AT THE STATIONS.

IT'S TOO HOT INSIDE.

ELECTRIC/MORE MODERN TRAINS WOULD BE NICE.

THE PERSON GIVING OUT SURVEYS WAS VERY NICE.

I WISH THE TRAIN RAN MORE FREQUENTLY ON WEEKENDS AND STOPPED AT SAN BRUNO MORE FREQUENTLY.

Comments from Train 425

I HAVE ABOUT 50% SUCCESS WITH THE CLIPPER CARD AT BART STATIONS, BUT IT ALWAYS WORKS AT CALTRAIN SO WISH IT WOULD WORK WELL AT BOTH.

FOR ME, IT'S GREAT SERVICE.

ONE FEMALE CONDUCTOR MADE ME LEAVE THE TRAIN BECAUSE MY CLIPPER CARD DIDN'T READ CORRECTLY. MY BENEFITS ADVISOR AT WORK CALLED CALTRAIN AND AFTER AN HOUR OF INVESTIGATION, THEY ADMITTED THEIR MISTAKE. WHY DID I HAVE TO LEAVE THE TRAIN BECAUSE OF YOUR ERROR?

Comments from Train 428

IS IT POSSIBLE TO SPECIFY THE DISTANCE THAT I TRAVEL WHEN I FIRST TAG MY CLIPPER? I MANY TIMES FORGET TO TAG OFF.

CALTRAIN COULD ADD MORE CARS DURING GIANTS GAMES SO ITS NOT AS CROWDED AND YOU CAN, AT LEAST, GET OUT OF THE AISLE.

I RELY ON CALTRAIN DURING THE WEEK AND ALSO ON WEEKENDS. PLEASE FIND A DEDICATED FUNDING SOURCE ASAP.

WIFI WOULD BE A GREAT ADDED FEATURE.

I LOVE HOW CONVENIENT THE CALTRAIN IS IN THAT IT ALLOWS US TO TRAVEL RELATIVELY FREELY ACROSS CALIFORNIA. I LITERALLY CANNOT LIVE WITHOUT THIS SERVICE. I THANK YOU! I LOVE CALTRAIN!

I WILL NOT TAKE CALTRAIN DURING GIANTS GAMES! VERY SCARY.

Comments from Train 429

MORE BULLETS ON WEEKENDS.

THIS IS FIRST TIME RIDE ON CALTRAIN WITH KIDS. I DID NOT KNOW THAT NO BIKE TRAILERS WERE ALLOWED. I WISH CALTRAIN WOULD CHANGE THIS POLICY FOR PARENTS WANTING TO BIKE WITH KIDS. THE CONDUCTOR ALLOWED US ON THIS TIME, LUCKILY. HE WAS VERY NICE.

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PUT STATION ADDRESS ON SCHEDULES AND WEBSITE FOR EASE OF GPS USE/FINDING STATIONS. A STREET SIGN INDICATING WHERE TO TURN FOR LAWRENCE STREET METRO WOULD ALSO HELP.

I AM A CALIFORNIA TOURIST. IT WOULD BE NICE TO HAVE ADDRESSES FOR THE TRAIN STATIONS AVAILABLE ON THE SCHEDULE SINCE THE HOTELS SEEM UNAWARE AS TO HOW TO GET TO THE CLOSEST STATION FROM THE HOTEL.

I LIKE CALTRAIN!

I THINK IT SHOULD BE FORBIDDEN TO DRINK ALCOHOL ON BOARD, AS IT CAUSES PEOPLE TO BE LOUD AND ANNOYING.

POST SIGNS OF STOPS THAT CAN BE SEEN FROM THE TRAIN.

THERE NEEDS TO BE SOME CLARITY ON THE TICKETS ABOUT ZONES. I COULD ONLY FIGURE IT OUT BY ASKING.

PLEASE ALLOW 12 COURTESY TAG-OFF CREDITS FOR THOSE WHO FORGET TO TAG OFF WITHIN A 6 MONTH PERIOD. ALLOW EACH ONE-WAY TICKET FARE PURCHASED WITHIN THE PREVIOUSLY PURCHASED 8 RIDE TICKET ZONE TO BE RECATEGORIZED AS HAVING USED ONE RIDE OF THE EIGHT RIDE PASS FOR THOSE WHO FORGET TO BRING THEIR EIGHT RIDE PASS WITH THEM.

REMIND RIDERS TO TAG OFF AT EVERY STOP.

SOMETIMES, WE HAVE TROUBLE WITH THE TICKET MACHINE CREDIT CARD OR CASH OPTION. WE HAVE TO MAKE THE SELECTION MULTIPLE TIMES OR EVEN CHANGE THE PAYMENT TYPE FOR TICKET TO BE ISSUED. IT CAN BE A PAIN.

NOTICE BOARDS ARE NOT CONVENIENTLY LOCATED, (ESPECIALLY AT MOUNTAIN VIEW).

FREQUENCY OF THE TRAIN ON WEEKENDS IS NOT GOOD.

ANNOUNCEMENTS OF STATIONS ARE OFTEN AMBIGUOUS.

MORE THOROUGH CLIPPER CARD INFORMATION.

TRAINS LATER THAN MIDNIGHT ON WEEKEND NIGHTS.

Comments from Train 429

THE TRAIN NEEDS TO RUN MORE OFTEN ON THE WEEKENDS. I THINK THE TRAIN WOULD BE USED BY MORE PEOPLE IF IT RAN FROM SAN FRANCISCO LATER THAN MIDNIGHT.

IT WOULD BE BETTER IF YOU COULD BUY TICKETS ON-BOARD THE TRAIN. NOT EVERY PLATFORM HAS A TICKET MACHINE (E.G. CALIFORNIA AVE.)

TICKET MACHINES ARE NOT EASY TO USE. ZONE SELECTION IS NOT INTUITIVE.

I DISLIKE HAVING TO TAG OFF ON CLIPPER AND OFTEN FORGET TO.

IT WOULD BE GREAT IF THERE WAS UP-TO-DATE TRAIN DELAY INFO ON CALTRAIN WEBSITE (SYSTEM DELAY NOTIFICATION) AND AN IPHONE APP. GREAT SERVICE OVERALL!

IT WOULD BE GREAT IF THERE WAS UP-TO-DATE TRAIN DELAY INFO ON CALTRAIN WEBSITE (SYSTEM DELAY NOTIFICATION) AND AN IPHONE APP. GREAT SERVICE OVERALL!

WHEN TRAINS ARE DELAYED, IT IS NOT EASY TO KNOW WHICH TRAIN IS ARRIVING NEXT. MAYBE THE ANNOUNCEMENT BOARDS COULD BE USED TO INDICATE THE NEXT ARRIVING TRAIN.

RUN MORE FREQUENTLY BUT SHORTER (E.G.: SAN FRANCISCO TO PALO ALTO) ON WEEKENDS.

ANNOUNCE WHICH TRAIN IS COMING/APPROACHING SO WE KNOW THAT WE'RE GETTING ON THE RIGHT TRAIN.

I HAVE BEEN RIDING CALTRAIN REGULARLY FOR MANY YEARS (UNTIL RECENT RETIREMENT) AND HAVE ALWAYS FELT WELCOMED. EVEN NOW, I WOULD MISS IT ENORMOUSLY IF IT WERE TO BE SUPERSEDED.

ANNOUNCEMENTS ABOUT APPROACHING STATIONS IS NOT CLEAR; SOMETIMES IT'S LIKE MUMBLING—MIGHT BE THE SPEAKERS.

THE TRAINS ARE TOO NOISY AND POLLUTE THE AIR TOO MUCH. THIS IS THE YEAR 2011, WHERE ARE QUIET TRAINS THAT DON'T SPEW CO2 INTO OUR PRECIOUS AIR? LOWER THE SOUND OF THE HORNS, AS THEY CAN BE HEARD FOR MILES WHEN THEY ONLY NEED TO BE HEARD IN FRONT OF THE TRAIN. STOP NOISE POLLUTION!

PLEASE FIX THE CLIPPER CARD READER IN MILLBRAE STATION. INSTALL MORE CLIPPER CARD READER STATIONS.

I LIKE THE WEEKEND BABY BULLET. I WOULD LIKE A LATER LAST TRAIN ON SUNDAY.

IT WOULD BE GOOD TO LET RIDERS KNOW WHICH PLATFORM IS HEADING TOWARDS WHICH DIRECTION (NORTHBOUND OR SOUTHBOUND). RIGHT NOW IT IS VERY CONFUSING; ALWAYS HAVE TO ASK FOR HELP.

MAKE THE SEATS PLASTIC SO THEY ARE NOT SO DIRTY AND FILTHY ALL THE TIME.

HAVE A RAMP FOR BIKES TO GO ON TRAIN, AS THEY ARE SO HEAVY.

YOU NEED A BETTER TICKET SYSTEM.

Comments from Train 429

GOOD SERVICE.

THE MAIN GRIPE I HAVE WITH CALTRAIN IS THE TRAVEL TIME. IT TAKES TOO LONG TO GO TO YOUR DESTINATION IF YOU ARE TRAVELING A BIGGER DISTANCE. THERE'S ONLY ONE TRAIN THAT'S FAST AND THAT'S THE MINI BULLET. REDUCING TRAVEL TIME WILL GREATLY INCREASE THE TICKET SALES.

GREAT SERVICE EVERY DAY.

MY SON IS IN A WHEELCHAIR AND HAS TO SIT IN A WHEELCHAIR SPOT. HE IS ONLY SIX AND I CAN'T LEAVE HIM ALONE. THE SEATS NEARBY SAY THEY ARE ONLY FOR SENIORS AND DISABLED, BUT WHAT ABOUT COMPANIONS? NO ONE EVER GETS UP AND I HAVE TO STAND OR MOSTLY SIT ON THE FLOOR NEXT TO THE WHEELCHAIR.

Comments from Train 432

ONE DAY I ACCIDENTALLY HIT "3" WHILE PURCHASING A TICKET THINKING IT MEANT ZONE 3, BUT IT WAS FOR THREE TICKETS. I SENT THEM IN AN ENVELOPE TO DISPUTE AND WAS DENIED A REFUND. IT GAVE ME THE IMPRESSION OF VERY POOR CUSTOMER SERVICE.

THERE IS NO CLIPPER RELOADING MACHINE AT 4TH AND KING.

I DON'T TRUST CALTRAIN AFTER MY FRIEND, A 5 FOOT TALL AND 115 POUND FEMALE, WAS KICKED OFF THE TRAIN AT NIGHT IN SOUTH SAN FRANCISCO FOR HOLDING THE DOOR OPEN FOR SOMEONE. WHAT IS WRONG WITH YOU PEOPLE??

IT WOULD BE REALLY COOL IF WE COULD LEARN MORE ABOUT THIS RAIL CORRIDOR'S HISTORY, LIKE THE SANTA FE STATION ON 3RD AND TOWNSEND.

HAVE TRAINS RUNNING LATER TO AND FROM SAN FRANCISCO.

NEED MORE ANNOUNCEMENTS ON WEBSITE ABOUT DELAYS AND HOLIDAY SCHEDULES.

THERE HAS BEEN A FEW TIMES THE CONDUCTORS WHO WALK THE TRAIN ARE VERY RUDE.

HIGHLIGHT RESTROOMS ONBOARD PLEASE!

I'M VERY PLEASED WITH CALTRAIN AND TAKE IT A LOT. IN FACT, I PREFER TAKING CALTRAIN OVER BART OR MUNI BECAUSE I FEEL LIKE THE TRAINS ARE CLEAN, SECURE AND THE CALTRAIN EMPLOYEES ARE FRIENDLY AND KNOWLEDGEABLE.

I'M VERY PLEASED WITH CALTRAIN AND TAKE IT A LOT. IN FACT, I PREFER TAKING CALTRAIN OVER BART OR MUNI BECAUSE I FEEL LIKE THE TRAINS ARE CLEAN, SECURE AND THE CALTRAIN EMPLOYEES ARE FRIENDLY AND KNOWLEDGEABLE.

I WOULD SUGGEST MORE BULLET TRAINS AVAILABLE. I WOULD UTILIZE CALTRAIN MORE IF IT WAS QUICKER. IT CURRENTLY TAKES ONE AND A HALF HOURS TO GET FROM SOUTH BAY TO SAN FRANCISCO.

CLEAN THE SEATS INSIDE CALTRAIN.

THE TRAIN WAS CLEAN AND ON TIME.

THE TRAIN WAS CLEAN AND ON TIME.

AS A SENIOR, I RELY ON CALTRAIN FOR MY VERY FREQUENT TRIPS BETWEEN SANTA CLARA AND SAN FRANCISCO (3 PER WEEK). I'VE BEEN A COMMUTER SINCE 1978 AND AM VERY HAPPY WITH THE PRESENT SERVICE.

OVERALL, IT'S GOOD EXCEPT THERE WAS FROM THE TICKET MACHINE AT THE SAN JOSE STATION.

THE TRAIN IS GREAT, BUT IT'S SOMETIMES OVERCROWDED.

ONE OF YOUR TICKET CHECKERS IS ALWAYS RUDE.

Comments from Train 432

CAN CLIPPER WITH MONTHLY BE TAGGED OFF IN DIFFERENT ZONES SINCE IT'S FREE ZONE UPGRADE ON WEEKEND?

SOMETIMES, I FELT LIKE I WAS BEING TAILED ON THE TRAIN. DOES THE TRAIN HAVE ENOUGH SECURITY SO THAT I CAN FEEL TOTALLY SECURE THERE?

I HOPE THERE ARE MORE TRAINS.

ON JUNE 18, THE TRAIN WAS OVER TEN MINUTES LATE. THERE WAS NO NOTICE AT THE MILLBRAE STATION.

CLIPPER CARD MONTHLY PASSES THAT ARE LOADED ONLINE AREN'T AVAILABLE FOR USE FOR UP TO THREE DAYS WHICH IS VERY INCONVENIENT AND MEANS I PAY FARES FOR RIDES EARLY IN THE MONTH EVEN IF I LOAD THE MONTHLY PASS ON THE FIRST OF THE MONTH.

TRAINS CAN BE VERY CROWDED, DIRTY AND UNPLEASANT BEFORE AND AFTER GIANTS GAMES.

TRAINS CAN BE VERY CROWDED, DIRTY AND UNPLEASANT BEFORE AND AFTER GIANTS GAMES.

THANK YOU CALTRAIN.

TRAINS CAN BE VERY CROWDED, DIRTY AND UNPLEASANT BEFORE AND AFTER GIANTS GAMES.

THE CLIPPER IS GOOD BUT TAGGING OFF IS CONFUSING AND EASY TO FORGET.

THE BABY BULLETS ARE GREAT AND THERE SHOULD BE MORE ON THE WEEKEND.

I WISH THE TRAIN WAS ON TIME MORE.

I APPRECIATE THE PUNCTUALITY.

THE CLIPPER CARD HAS TAKEN AWAY SOME OF THE FLEXIBILITY OF THE 8-RIDE PASS, AS IT REQUIRES ME TO TAG ON AND OFF AT SPECIFIC STATIONS. I ENJOYED THE ABILITY TO GET ON AND OFF AT THE DIFFERENT STATIONS WITHIN THE SELECTED ZONES. SHARING THE 8-RIDE PASS WITH OTHER PASSENGERS ALSO SEEMS IMPOSSIBLE NOW. IF THESE ISSUES COULD BE ADDRESSED, THAT'D BE GREAT.

MANY THANKS FOR THE GREAT SERVICE!

Comments from Train 433

THE SIGN AT THE HAYWARD PARK STATION THAT SHOWS BOTH DESTINATIONS ON THE SAME SIGN IS CONFUSING. IT SHOULD ONLY SHOW THE DESTINATION THAT CORRESPONDS TO THAT SIDE. RIGHT NOW, YOU HAVE TO WAIT UNTIL THE TRAIN ARRIVES TO FIGURE OUT WHICH ARROW IS RELEVANT, ESPECIALLY FOR EUROPEANS WHOSE TRAINS ARE ON THE OTHER SIDE. SIGNS GENERALLY COULD BE IMPROVED.

IT'S A VERY COMFORTABLE, EASY CAREFREE RIDE. MY FAMILY IS NEW TO THE BAY AREA. WE'RE FROM CHICAGO. CALTRAIN IS A MUCH CLEANER, SAFER, AND OVERALL NICER EXPERIENCE THAN THE COMPARABLE CHICAGO METRO.

THE CLARITY OF WHICH TYPE OF TICKET TO BUY WAS LACKING. IT WAS NOT CLEAR HOW TO GET ROUND TRIP.

THE SIGN PASTED IN STATION INFORMED US TO GO TO TRACK TWO BUT THE CONDUCTOR INFORMED US IT WAS TRACK THREE.

HAD TO ASK ABOUT HOW TO PAY FOR PARKING EVEN THOUGH IT WAS ON THE SAME MACHINE THAT I BOUGHT MY TICKET.

PLEASE STOP CUTTING THE SCHEDULE AND DO PLEASE KEEP THE WEEKEND SERVICE. IT'S MY ONLY WAY HOME.

NEED AIR CONDITIONING.

MORE AIR CONDITIONING.

MORE VENDING MACHINES.

MORE TRAINS ON BAY TO BREAKERS DAY.

VENDING MACHINES DON'T WORK WITH CREDIT CARDS.

KEEP SANTA CLARA STATION OPEN.

OVERALL A GOOD EXPERIENCE.

YOU SHOULD BE ABLE TO ADD AND PURCHASE CLIPPER CARDS AT OR NEXT TO THE STATIONS.

PRICING BASED ON THE STATION INSTEAD OF THE ZONE WOULD BE FAIRER.

SOME STATIONS DO NOT INDICATE THE DIRECTION VERY CLEARLY, I.E. TO SAN FRANCISCO TO SAN JOSE.

OVERALL, I APPRECIATE YOUR SERVICE.

VERY GOOD EXPERIENCE. I USE ABOUT ONCE A MONTH!

IT'S TOO LOUD ON THE TRAIN. I CAN'T EVEN GET SOME SLEEP.

I WOULD LIKE BETTER SIGNS FOR BABY AND INFANT FARES. ALSO, BETTER SCHEDULES INFORMATION.

Comments from Train 433

EXTENDED SERVICE HOURS EARLIER AND MUCH LATER, ESPECIALLY ON SUNDAY. FASTER WOULD BE NICE TOO.

MORE FREQUENT STOPS.

THE ABILITY TO PURCHASE ON BOARD WOULD BE FANTASTIC, LIKE A TICKET MACHINE ONBOARD. YOU COULD INCREASE REVENUE WITH ONBOARD VENDING MACHINES!

SMALLER ZONES OR PAY BY STOP.

CONCERNING STATIONS, I FIND THE PARKING SPACE AVAILABLE FOR BICYCLES IN PALO ALTO AND CALIFORNIA AREA REALLY TOO LIMITED.

NOT ENOUGH PARKING SPACES AVAILABLE FOR BIKES.

CLIPPER CARD SERVICE IS A GIVEN I KNOW (MTC), BUT I DON'T LIKE IT. IT'S THE OPPOSITE OF CONVENIENT.

FARE EVASION IS STILL AN ISSUE. LIKE THE RIDER WHO PRETENDS TO BE FROM OUT OF TOWN AND THE CONDUCTOR LETS HIM RIDE FREE TO SAN FRANCISCO AFTER HE PUTS UP A BIG FUSS. THAT GETS TIRING AFTER YOU'VE SEEN THE SAME GUY PULL IT TWICE! ALSO, INTRUSIVE NOISE NEEDS TO BE STOPPED.

STOP ALLOWING ALCOHOL ON TRAIN.

PLEASE LET ME USE MY DEBIT CARD TO PAY! CASH IS REALLY AWKWARD TO CARRY AS ARE DOLLAR COINS. MAYBE I WOULDN'T COMPLAIN SO MUCH IF YOU WOULD LOWER PRICES, THOUGH. NINE DOLLARS TO A JOB THAT PAYS \$9.50 AN HOUR IS BS. MY FIRST HOUR IS WORKING OFF GETTING THERE!

NOT ALLOWING THE PURCHASE OF TICKETS ON THE TRAIN IS STUPID.

CALTRAIN SCHEDULES ARE SEEMINGLY CHOSEN AT RANDOM AND DO NOT REFLECT EVEN MINIMAL AWARENESS OF TRAFFIC PATTERNS.

THERE HAVE BEEN TOO MANY MECHANICAL PROBLEMS LATELY, PROBLEMS WITH ONE TRAIN RIPPLE THROUGH THE ENTIRE SYSTEM AND THE RECENT CRAWLING THROUGH CHARLESTON AVE IN PALO ALTO WAS RIDICULOUS. NEVERTHELESS, I LOVE THE CONVENIENCE OF CALTRAIN. JUST WANT IT TO BE MORE RELIABLE.

THERE SHOULD BE A WAY TO CHECK CLIPPER BALANCES AT THE STATION.

WIFI ON BOARD, PLEASE.

NIGHT TRAINS WITH GIANTS FANS NEED SOME SECURITY ON BOARD.

WIFI ON BOARD WOULD BE AWESOME.

WHY NO QUESTIONS ABOUT BIKES?

CONDUCTORS OFTEN UNFRIENDLY AND ARROGANT.

Comments from Train 433

CLIPPER CARD MAKES IT FAR TOO EASY TO OVERPAY BY FORGETTING TO TAG OFF. YOU SHOULD BE ABLE TO TAG OFF ON THE TRAIN BEFORE GETTING OFF! I CAN ON MUNI, WHY NOT ON CALTRAIN?

SEATING IS NOT VERY NICE OR COMFORTABLE. FIRST CLASS CARRIAGE?

BAYSHORE CALTRAIN STATION IS VERY UNCLEAN, ESPECIALLY THE ELEVATORS.

YOU SHOULD BE MORE CONSISTENT WITH PAYMENT OPTIONS AT VENDING MACHINES.

I LOVE CALTRAIN. I RIDE IT FOR EASILY DRIVABLE TRIPS IN PART JUST TO SUPPORT IT. IF ONE STATION'S GOT TO GO ON THE PENINSULA, IT SHOULD BE HAYWARD PARK.

A VERY COMFORTABLE OPTION TO DRIVING AND ENVIRONMENTALLY FRIENDLY. KEEP IT UP. SAFE, RELIABLE, HASSLE-FREE.

Comments from Train 437

ENABLE SMS ALERTS ABOUT DELAYS. IT'S USELESS TO FIND OUT ABOUT DELAYS ONCE AT THE STATION.

CALTRAIN IS AN AMAZING WAY OF TRANSPORTATION AND I WILL BE USING IT MORE OFTEN.

ONLY IMPROVEMENT WOULD BE CLEANER LABELS FOR TRAINS. OTHER THAN THAT, GREAT TRANSIT SERVICE!

CONDUCTORS COULD BE MORE POLITE.

MORE BABY BULLET TRAINS ON WEEKENDS.

MORE WEEKEND AND LATE NIGHT SERVICE IS SORELY NEEDED!

THE UPSTAIRS AREA WAS DIRTY, LOTS OF GARBAGE

GREAT JOB. MAYBE MORE SPRINTER TRAINS.

BETTER VISIBILITY OF TRAIN NUMBERS.

IT WOULD BE NICE TO HAVE BETTER VISUAL ID OF THE TRAIN, SO I KNOW WHICH ONE IS MINE.

PUT TICKET DISPENSER IN THE TRAIN!

I WOULD LOVE THE ABILITY TO GET TICKETS INSIDE THE TRAIN.

HOW DO I BUY AN 8-RIDE PASS? I CAN'T FIND IT ON THE MENU!

PUT A TICKET MACHINE ON THE TRAIN.

CALTRAIN IS INCREDIBLY CONVENIENT. AS A COLLEGE STUDENT WITHOUT A CAR, I FIND THAT GETTING TO OTHER PLACES IN THE BAY MUCH FASTER BECAUSE OF CALTRAIN.

I'M A LITTLE UNPLEASED ABOUT PRICES.

THE TICKET VENDING MACHINES ARE OUT OF ORDER.

PLEASE ADD MORE INFORMATION ON PARKING TICKET BUYING PROCEDURE.

I LOVE CALTRAIN. I USE IT EVERY DAY WITH MY BICYCLE.

I WISH CLIPPER WAS EASIER TO RELOAD.

I WISH MORE INFORMATION WAS AVAILABLE AT STATIONS.

I ENJOY TAKING CALTRAIN TO THE CITY.

TICKET MACHINES FREQUENTLY DO NOT ACCEPT CASH OR COINS. SOME VISA CARDS ARE OFTEN NOT ACCEPTED.

MORE SCHEDULES SHOULD BE POSTED AT ALL STATIONS. I APPRECIATE CALTRAIN SERVICES! THANKS!

Comments from Train 437

THE FIRST TIME I WAS ON A CALTRAIN, A CREEPY MAN SAT NEXT TO ME. I'M FOREVER SCARED OF CALTRAIN.

DURING THE WORLD SERIES GAMES, THERE WAS TOO MUCH ALCOHOL INSIDE THE TRAIN.

I THINK THERE NEEDS TO BE MORE TRAINS RUNNING FROM SAN FRANCISCO TO SAN JOSE DURING GIANTS GAMES.

ALL TRAINS NEED RESTROOMS.

I WOULD LIKE TO SEE MORE GRAFFITI ON THE TRAINS AND IN THE STATIONS.

I WOULD LIKE TO SEE MORE GRAFFITI ON THE TRAINS AND IN THE STATIONS.

IT'S MUCH CLEANER THAN BOSTON'S MBTA/COMMUTER RAIL!

THANKS FOR TWO BIKE CARS.

I LIKE THE CALTRAIN SERVICE FOR ITS CONVENIENCE. I DO THINK THE SERVICE COULD BE INCREASED; HOWEVER, WITH MORE FREQUENCY OF TRAINS. THANKS!

OVERALL EXPERIENCE WAS GOOD.

RUN EVERY HALF HOUR RATHER THAN EVERY HOUR ON WEEKENDS.

THERE MUST BE A WAY TO HANDLE FATALITIES FASTER. CALTRAIN SHOULD SET A GOAL TO MINIMIZE DELAY TO 30 MINUTES.

WORK WITH AT&T TO IMPROVE CELL PHONE COVERAGE.

I'M VERY UNHAPPY WITH BEING CHARGED \$12 FOR FORGETTING TO TAG OFF.

KEEP THE WEEKEND SERVICES RUNNING! KEEP THE BELMONT STATION OPEN!

I KNOW THAT MONEY IS TIGHT BUT CALTRAIN PROVIDES COMMUTERS WITH A GREAT ALTERNATIVE TO DRIVING. IT IS MY BELIEF (NOT BASED ON ANY REAL DATA) THAT SIGNIFICANTLY RAISING FARES WOULD BE A PREFERABLE ALTERNATIVE TO CLOSING STATIONS OR MAKING TRAINS LESS FREQUENT.

Comments from Train 801

I WANT TO REFILL CLIPPER AT HILLSDALE STATION OR REFILL ONLINE THE SAME DAY.

EVERYTHING WAS GREAT, EXCEPT MY CREDIT CARD COULD NOT BE READ WHEN I TRIED TO PURCHASE MY PARKING PASS. IT DID WORK FOR MY DAY TRIP TICKETS. HOWEVER, THE AREA IN FRONT OF THE FENCES IN THE PARKING LOT HAS A LOT OF TRASH!

HELP YOUR TRAIN CONDUCTORS TO BETTER HANDLE CONFLICT. I WAS GREETED TODAY BY A CALTRAIN CONDUCTOR YELLING AT A PASSENGER. WHEN THE CONFLICT ENDED AND OTHER PASSENGERS MADE COMMENTS TO HER, SHE WAS PRETTY UNNECESSARILY GRUFF.

THE PROCESS WOULD BE MADE EASIER WITH MORE TICKET BOOTHS AND MORE POSTED SCHEDULES AND STATION STOPS BOTH AT THE STATIONS AND ON THE TRAIN.

THE PROCESS WOULD BE MADE EASIER WITH MORE TICKET BOOTHS AND MORE POSTED SCHEDULES.

IT WOULD BE NICE IF I COULD RELOAD THE CLIPPER CARD USING MY COMMUTER CHECKS AT A CALTRAIN STATION INSTEAD OF HAVING TO MAKE AN EXTRA STOP AT WALGREENS.

I HAVE A ZONE ONE TO TWO MONTHLY PASS BUT SOMETIMES THE READERS SEE A ZONE TWO TO FOUR PASS. I HAVE BEEN KICKED OFF BECAUSE OF THIS.

I WOULD INCREASE THE FONT OF THE SCHEDULES EVER SO SLIGHTLY.

THE BIKE SITUATION COULD BE IMPROVED UPON, MAYBE GIVE OUT THE TAGS.

MY ROOMMATE USED THE CLIPPER SERVICE AND WE WERE UNCERTAIN WHAT HAPPENED. IT CHARGED HIM BEFORE GETTING ON THE TRAIN. THEREFORE, WE DIDN'T KNOW IF WE SHOULD SCAN AFTER GETTING OFF. NEEDS BETTER INSTRUCTIONS AND EXPLANATION AT MACHINE. WE SHOULDN'T HAVE TO GO ONLINE TO FIGURE OUT AFTERWARDS.

I REALLY LIKE THE VIEW OUT OF THE WINDOW. THANK YOU.

THE RED MACHINE IS VERY CONFUSING ESPECIALLY WHEN YOU ARE IN A RUSH. WOULD BE NICE IF THERE WAS THE OPTION OF PURCHASING FROM THE WINDOW.

DURING FATALITY INCIDENTS, SUGGEST ANNOUNCEMENTS OUTSIDE ON PLATFORM BE MADE AWAY FROM THE FRONT OF THE ENGINE SO ONE IS NOT SUBJECTED TO THE SPLATTER OF HUMAN REMAINS LEFT ON THE TRAIN. IT'S HARD TO AVOID WHERE PEOPLE HAVE MORBID CURIOSITY TO STARE, BUT JUST A SUGGESTION.

EMPHASIZE MINIMAL USE OF CELL PHONES, MAYBE POST SIGNAGE IN THE TRAIN CARS. SOME PEOPLE ARE OBLIVIOUS TO THE BASIC COMMON COURTESY OF KEEPING CELL CONVERSATIONS TO A MINIMUM IF AT ALL.

RESTROOM CARS ARE FREQUENTLY STINKY.

THE IMPROVEMENTS OF THE STATION LOOKS GREAT. KEEP UP THE GOOD WORK.

Comments from Train 801

I'M VERY IMPRESSED WITH CLEANING . IT'S GREATLY IMPROVED AND APPRECIATED!

I'M VERY IMPRESSED WITH CLEANING. IT'S GREATLY IMPROVED AND APPRECIATED!

THE CALTRAIN VENDING MACHINE IS THE ONLY PLACE IN THE COUNTRY WHERE MY FRENCH VISA CARD WOULD NOT WORK.

IT IS OFTEN HARD TO TELL WHICH WAY TRAINS ARE GOING TO LEAVE. AN ANNOUNCEMENT OUTSIDE OF THE TRAIN WOULD HELP.

I WOULD LIKE TO SEE POSTINGS OF WEEKEND SCHEDULES AT THE TRAIN STATIONS.

YOU SHOULD ALLOW USE OF VISA AND GIFT CARDS AT VENDING MACHINES. THANKS.

I WISH THERE WERE MORE BULLET TRAINS FROM SAN JOSE TO SAN FRANCISCO.

I LIKE THE CLEANLINESS AND THE AMBIENCE, BUT IT WOULD BE BETTER IF IT IS QUIETER FROM THE NOISE OUTSIDE.

SAN JOSE, REDWOOD CITY HAVE NO SCHEDULES. THEY MISQUOTED THEM TO ME ON THE TELEPHONE!

SAN JOSE, REDWOOD CITY HAVE NO SCHEDULES. THEY MISQUOTED THEM TO ME ON THE TELEPHONE!

I'D LIKE A CHECK BALANCE FUNCTION ON CLIPPER MACHINES. MORE EXPRESS TRAINS.

I'D LIKE MORE EXPRESS TRAINS.

PLEASE MAINTAIN OR EXPAND BIKE CAPACITY! THANKS.

SCHEDULE AN EARLY AM SOUTHBOUND FROM SAN FRANCISCO. YOU'LL REDUCE DRUNK DRIVING ON THE 101 BY 50%.

CALTRAIN MANAGEMENT IS NOT EFFICIENT WITH MY MONEY. STOP WHINING ABOUT SHORTFALLS AND IMPROVE YOUR EFFICIENCY.

THE OLD TRAIN BATHROOMS WERE NOT CLEAN MANY TIMES AND HAD STRONG ODOR. OTHERWISE, CALTRAIN IS OKAY.

FOR NEW COMMUTERS AND TOURISTS, MANY CALTRAIN STATIONS MAKE IT HARD TO FIND THE NAME OF THE STATION, A SCHEDULE, OR EVEN THE SIDE OF THE TRACKS THE USER SHOULD BE ON. MUCH OF THIS COULD BE REMEDIED WITH A CAN OF SPRAY PAINT.

I APPRECIATE THE BABY BULLET ON WEEKENDS!

I WAS ON THE TRAIN DURING THE LAST INCIDENT IN BURLINGAME. IT WAS HANDLED PROFESSIONALLY AND VERY WELL. THANK YOU FOR A JOB WELL DONE FOR SUCH A TRAGIC INCIDENT.

Comments from Train 801

THERE SHOULD BE CLIPPER TOP UP MACHINES AT STATIONS. THREE-DAY WAIT TO TOP UP IS RIDICULOUS. YOU SHOULDN'T NEED TO TAG OFF CALTRAIN AND THEN TAG ON BART AT MILLBRAE. TAGGING THROUGH THE BARRIER SHOULD DO BOTH.

WOULD LIKE TO SEE CLIPPER TOP-UP MACHINES AT ALL STATIONS. INTEGRATION OF CLIPPER CARD FARES ACROSS SERVICES (CALTRAIN, MUNI, BART ETC) COULD BE VASTLY IMPROVED. FOR A BETTER MODEL, LOOK AT OYSTER CARDS USED BY TRANSPORT FOR LONDON (T&L)! THANKS.

NON-DISABLED RESTROOMS ARE NEARLY ALWAYS NASTY. GENERALLY I LOVE CALTRAIN. FOR ITS FAULTS IT'S THE CLEANEST TRANSIT IN THE BAY AREA AND BEST OF ALL ALLOWS ME TO LIVE WITHOUT A CAR.

OCCASIONALLY TRAINS HAVE BEEN CANCELLED BUT NO ANNOUNCEMENT MADE. I WAITED AT MENLO FOR 45 MINUTES FOR A TRAIN THAT NEVER CAME AND NO ANNOUNCEMENT WAS MADE DURING THAT TIME.

NO DIRECTIONS ON HOW TO USE CLIPPER CARD! WHAT DOES TAGGING MEAN?

NOT ENOUGH TICKET MACHINES. THE TRAIN STARTS TO LEAVE BEFORE EVERYONE HAS HAD A CHANCE TO BUY ONE.

BULLETS ON WEEKEND ARE GREAT.

I LOVE THE TRAIN. THE ONLY THING I WOULD ADD IS WIFI ONBOARD.

KEEP THE FREQUENCY OF TRAINS AND SERVICE!

OVERALL, I AM VERY SATISFIED WITH CALTRAIN. HOWEVER, MY EXPERIENCE WITH CLIPPER HAS BEEN LESS THAN SATISFACTORY. THEIR PHONE SERVICE IS SUBPAR. THE WAIT TIME FOR FUNDS ADDED ONLINE IS FAR TOO LONG. THEIR SYSTEM UPDATES NEED TO BE FASTER. OVERALL, CLIPPER IS NOT AN EASY SYSTEM TO USE. WHY CAN'T I ADD FUNDS AT THE STATION? IF I WAS ADDING MONEY TO MUNI OR BART, I CAN DO IT RIGHT ON THEIR TICKET MACHINE. WHY CAN'T CALTRAIN DO THE SAME? GOING TO WALGREENS OR WAITING FOR IT TO ADD ONLINE IS NOT AT ALL USER- FRIENDLY IN THIS DAY AND AGE.

Comments from Train 804

OVERALL, CALTRAIN IS VERY EASY AND ALWAYS ON TIME. THE ONLY COMPLAINT IS THE CLIPPER. I BOUGHT ONE. IT REPEATEDLY DID NOT LET ME CLICK OFF. THIS ENDED UP COSTING ME MORE MONEY, BECAUSE I HAD TO BUY ONE TIME TICKETS. CLIPPER SUCKS.

YOUR MACHINES ARE TOO CONFUSING AND COMPLICATED TO USE, WHERE ARE THE TICKET SELLERS?

THIS IS MY FIRST TIME ON CALTRAIN. I DIDN'T UNDERSTAND SYSTEM AT FIRST; BUT THAT COULD HAVE BEEN MAINLY BECAUSE I WAS UNAWARE OF WHERE TO LOOK FOR HELP. PERHAPS EMPLOY A CONCIERGE OR HELP DESK ATTENDEE?

THE BULLET TRAIN IS VERY CONVENIENT. I WILL DEFINITELY RIDE CALTRAIN AGAIN!

ALL VENDING MACHINES MUST ALLOW DEBIT CARDS.

THE ONLY PROBLEM WITH CALTRAIN IS THAT THE FINAL SAN FRANCISCO STOP IS NOT CLOSE TO ANYTHING IN THE CITY AND THE MUNI CONNECTIONS ARE UNRELIABLE AND SLOW.

SPEAKERS ARE HARD TO HEAR.

SPEAKERS ARE HARD TO HEAR.

UNFORTUNATELY, I COULD NOT UNDERSTAND THE ANNOUNCEMENTS.

UNFORTUNATELY, I COULD NOT UNDERSTAND THE ANNOUNCEMENTS.

I HAVE SEEN VERY MEAN CONDUCTORS WITH AN ATTITUDE WHO SEEK OUT PEOPLE, TRYING TO GIVE CITATIONS FOR EVERYTHING AND ANYTHING.

SEATS ARE TOO OFTEN STAINED AND DIRTY.

LOUDSPEAKERS AT STATIONS ARE VERY HARD TO UNDERSTAND AND HEAR.

I LOVED IT! IT'S A VERY COMFORTABLE RIDE. I'VE NEVER RIDDEN A TRAIN LIKE THIS!

EVERYTHING WAS FINE, AND THERE WERE NO PROBLEMS.

GREAT! I HAD A FUN TRIP!

THANKS. MY FIRST TIME ON CALTRAIN AND I ENJOYED IT.

EARLIER, THE CONDUCTORS WERE VERY RUDE TO SOME PASSENGERS WHO WERE BOARDING THE TRAIN LATE. IT WOULD BE APPRECIATED IF THEY WERE MORE COURTEOUS, CONSIDERING THE TRAIN WAS ABOUT TO LEAVE SEVERAL MINUTES AHEAD OF SCHEDULE.

THERE SHOULD BE A CAR FOR JUST SMALL OR BIG DOGGIES. MY DOGGY TRAVELS TOO! OTHER THAN THAT, IT'S AWESOME!

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Comments from Train 804

THE FARE SHOULDN'T BE RAISED. IT'S TOO EXPENSIVE AS IT IS. OTHER THAN THAT, CALTRAIN IS A GREAT MODE OF TRANSPORTATION.

SMALL DOGS OR PUPPIES SHOULD BE ALLOWED ON TRAINS.

PUT SIGNS SAYING THE TRAIN NUMBER NEXT TO THE DOORS. I'VE SEEN LOTS OF PEOPLE GET ON A BULLET OR A LIMITED, THINKING THEY WERE GETTING ON A LOCAL.

I LIKE THE EXPRESS TRAIN ON WEEKENDS. I'M REALLY HAPPY YOU DIDN'T GET RID OF WEEKEND SERVICES.

MORE BULLET TRAINS?

LOVE THE BULLET TRAIN. I WANT MORE ON THEM.

I WOULD LIKE CONDUCTOR'S VOICE TO BE LOUDER.

I WAS IN A RUSH AND DIDN'T HAVE MUCH TIME, BUT A BIG BILLBOARD WITH ANNOUNCEMENTS OF WHICH TRAIN AND TRACK TO TAKE DEPENDING ON YOUR DESTINATION WOULD HELP.

IT WOULD BE GREAT IF THERE WERE A WAY TO VERIFY IN THE STATION THAT YOUR MONTHLY PASS HAD BEEN SUCCESSFULLY ADDED TO YOUR CLIPPER CARD.

A MINORITY OF THE CONDUCTORS ARE FAIRLY UNPLEASANT.

POST TEXT ALERTS WITH DELAY INFORMATION. I NEED TO BE BETTER INFORMED OF DELAYS TO ARRANGE FOR ALTERNATIVE TRANSPORT, SINCE I CAN'T DEPEND ON YOU!

ON THE RIDE TO SAN FRANCISCO, PASSENGERS WERE NOT GIVEN ENOUGH TIME TO BOARD; SO THEY HELD THE DOORS OPEN FOR THEIR PEERS. THE CONDUCTORS COULD HAVE HANDLED THE SITUATION BETTER. THEY WERE EXTREMELY RUDE AND MADE MANY OF THE PASSENGERS FEEL UNCOMFORTABLE.

THE CONDUCTORS WERE RUDE TO PASSENGERS WHO WERE TRYING TO BOARD THE TRAIN. THEY SHOULD ALL BE FIRED!

AS A VISITOR, I FOUND IT A USEFUL MODE OF TRANSPORT AND VERY EASY TO USE.