



2012 CALTRAIN

Customer Satisfaction Survey

CATEGORIZED VERBATIM COMMENTS

Prepared by:

Dikita Enterprises, Inc.
1001 Bayhill Drive, 2nd Floor
San Bruno, California 94066



Survey ID	Comments	Station Quality	Train Ride Quality	Bike	Fare media/ Parking issues	Information/ Announcements	Schedule/ ontime performance	Staff	Wifi/ Internet on trains	Other
1	Late too often and trouble with engines too often. Train tonight is 10 minutes late and still stuck in station.						1			
4	On board gets really hot and stuffy. Better ventilation.		1							
7	I would like Caltrain to ask cell phone users to step into the compartment between cars in order to make a phone call.		1							
10	Add WIFI on trains, real time arrival times at stations.					1			1	
11	Caltrain is awesome I just wish it was a little cheaper to ride to SF from SJ paying parking ticket fee is almost the same as if I were to drive.				1					
12	Ref on board announcements station stops: in the morning night conductor yell the stop names or are super verbose. Fix the volume use standard messaging. Ticket changer: I go from zone 1 to 4 and sleep to. There must be a better way.				1	1				
15	Free WIFI internet and outlets, more bombardier trains for 8 am to 9 am to 6 pm.								1	
16	Need better schedule coordination with VTA at MTN view for light rail.						1			
17	Add schedule on station like VTA has. Add a map with connection to bus and train at each train station.					1				
20	I love taxis.									1
21	Clipper card could be awesome but is a disaster charges for forgetting to tag off are stupid. Month pass minimum balance is dumb.				1					

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23	I use Hayward park. I'd love it if you continued to use that stop.	1					1			
29	I would like to be able to see live times of trains so I know when to expect the train at the station. If I know there is a minor delay. I would know I wouldn't need to rush. Or vice versa if the train is early. I would like to see train numbers on every train easily visible.					1				
31	The delay in loading monthly clipper passes and the need to tag on and off once a month has caused me brother's problem. Also it is nearly impossible to identify a train once it has pulled into a station. The staff makes a great effort to keep us updated on delays much appreciated!				1	1		1		
32	Overall, my experience is very good on Caltrain. I appreciate the friendly lines of conductors, The much improved communication around any delays, the clean liners of the trains and stations. I'd say continue to improve communication (sometimes can't hear the messages broadcasted at the stations around delays but keep up the great work!					1				
35	You should provide timely updates on late trains on Caltrain me apple app. Also advise clearly the stops the train makes while on the train.					1				
36	Delays and announcements are not clear. We need to know if substitute trains will stop at what locations? Very cursing if the announcements are not making when boarding the train or riding a train w/o any update of locations that have stops. Need improvements with this announcement!					1				

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37	Too many delays almost once per week! Also hard to find parking at Hillsdale station.	1					1			
38	Please give live time updates delays on the Caltrain website. Similar to next bus more trains stop at Belmont please. Louder speakers needed at most stations.					1				
42	Announcements of delays at stations need to improve. Often the same spoken statement is repeated over and over without any real update!					1				
46	When trains are late it's hard to discern which trains are arriving- there's no external indicator of a trains number. It's hard to tell which train I'm boarding when re system ant on time. And conductors don't always go out of their way to tell and bristle when asked. Conductors tend to be unnecessarily rude. Great job accommodating bicyclists over the past 2-3 yrs Tx.			1		1		1		
48	If people at clipper did their job right I'd continue to use Caltrain.				1			1		
61	Would like real-time train location up date to my phone.					1				
64	The only negative I have is the very poor PA system at the SJ Diridon station. While waiting at the platform, it is very hard to hear any announcements.					1				
65	There should be a few more bullet or express service or make 1 to 2 super bullet services directly from san Francisco to San Jose. And offer some free shuttle buses at some popular stations.						1			
66	Caltrain could improve its own time schedule. Too many delays.						1			

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67	Would like more clarity on delays & causes to have better understanding of scheduling.					1				
71	Conductors should not allow service animals to ride on seats. They should be leashed and on floor. Seats are for humans.		1					1		
74	Caltrain pollutes, please electrify.									1
80	Delays are very poorly communicated. When trains surpass each other the conductors are very unclear on which stops they make or how much delays are. 10mins - 2hrs is not adequate. I want to know how much of a delay the train I'm taking is going to be.					1				
81	Tagging in/out procedure is confusing for monthly passes. Too many onboard announcements.				1	1				
83	I'm surprised you don't care enough to query about train reliability! you have a few trains that are always (100%) late. train 312 is late 100% & I miss the let rail connection at MTVW. you have added Palo Alto & now you have express trains that have 2 subsequent stops (SF & 22nd don't count). you ought to make a better effort to improve the reliability. often I see people running from IT rail at MTVE but the train leaves without waiting 2 mins (even considering the bulk of people trying to make the train connection. if you improve the chronic reliability issues, you too will someday be a world class train service.						1			
84	WIFI onboard! Please! I'd pay!								1	

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86	7:57am train from SF is almost always late getting to MT view. Same reason! It catches up with the train in front of it. Seriously, can't you fix it? This is essentially a single track simple system, it's not rocket science!!Get WIFI!!						1			
87	Reliable public transportation. More bullet trains would be nice.						1			
90	WIFli will be great as most passengers are business passengers. a must to have.								1	
91	The bike valet @ 4th & king is so great and I hope Caltrain continues to subsidize it.	1		1						
92	On time performance is an important factor. This can be at times frustrating. Suggest Caltrain have more real-time information on train arrivals at stations. Also provide delay information. Have some sort of guidance on alternate transportation when significant delays occur.					1	1			
93	Enjoy riding the train. Add wireless internet access.								1	
97	Can't clearly hear the conductor; the Caltrain app doesn't notify me when train is late; it would help to have the locations in which the train stops posted on the train. This would help when the trains are behind schedule because we need to know before we get on the train.					1				
98	My only complaints are the occasional long delays in being informed about late trains and on two occasions recently I put \$5 dollars in the machine and nothing happened. A \$10 loss. Otherwise pretty happy end, satisfied.				1	1				

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99	Station security at night should be improved, all stations @ Caltrain and Caltrains particularly at redwood city and Palo Alto. Loitering laws should be enforced. Homeless campers should be roused and removed. Caltrain should work better with homeless outreach teams.	1								
100	trains should have WIFI. More bullets after 6pm						1		1	
101	It's inconceivable that it takes up to 5 days for Caltrain monthly passes or credit to be reflected on the card after purchasing online. We're in silicon valley- there has got to be a better system. Please put up crossing guards at all intersections. There was a time for a few months where the train was significantly delayed at least once a week on average. I understand some accidents aren't Caltrain's fault, others are 10% avoidable.				1		1			1
102	Please provide internet (wireless) on trains; this is the #1 shortcoming and given the fact that well over 90% of riders are professionals it makes perfect sense. This would also decrease frustration over delays because one could be thoroughly working or otherwise entertaining oneself.								1	
103	Area between bike lockers & tunnel on southbound side is a stinking mess from homeless & drunks urinating & sleeping there. Help fight SFMTA from installing parking meters around the 22nd St. station.	1			1					
105	Please let bikes board first. The 8-ride lasting only 30 days is aboard. You're only pushing away customers who are already on the fence.			1	1					

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106	Please let bikes board first@ this will speed up the process. The 8-ride only lasting 30 days is ridiculous.			1	1					
108	The connection between Millbrae and the Caltrain needs to improve. Coordination by Bart/ Caltrain would help improve commute experience for riders like myself. Also, delay system needs to improve.					1	1			
112	It is a shame that Caltrain has no apps that gives "real-time" train delay information. On a day of a fatality you could not find much info online. The clipper card machines at king street station simply don't work or are very slow!!				1	1				
113	The trains need onboard internet & we need weekend bullets to stop @ 22nd St. too. Some late night limited trains would be nice too.						1		1	
114	Please add WIFI. We are in the middle of silicon valley. It's shameful the @ Caltrain news twitter feed doesn't update when there are delays and the unfaithful @ Caltrain one is actually better, which seems wrong. Wherever a major delay occurs it's really hard to figure out what is happening and how it will affect my trip. The speakers at the stations are unintelligible.					1			1	
115	Please add WIFI. When announcing delays at stations it's hard to hear (Palo Alto) and most riders don't know the trains by number. Maybe if the trains had memorable names it would be easier to keep track. I only know the time the train should show up.								1	

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116	I wish the train ran more frequently after peak hours. The local train is slow, so it should skip every other stop. Bike tags should be readily available.			1			1			1
120	Would love to have WIFI onboard								1	
122	I'd really like to see GPS tracking of the trains in an IOS app that gives updates when trains are stopped & sends alerts.					1			1	
123	Thank you for the very fast service. Thank god you exist!! You make our life easier everyday. Compared to using our car. WIFI onboard would be a big plus. Thanks a lot.		1						1	
124	In the last two months, there have been delays due to accidents. Once happened at Burlingame & other at Palo Alto. It is important to do an analysis of such accidents to take appropriate actions for mitigating the risk and communicating to public.						1			1
127	It would be great to have a SF-Palo Alto & Palo Alto-SF direct trains, available. It is such a highly traveled route, it would be full. Also, more Caltrain stations should have bathrooms.	1					1			

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129	Use Caltrain daily, rely on it & deeply appreciate the service it offers. Regarding security, I once witnessed an alarmed passenger report that a person masturbated next to her on the train. This is unacceptable. Please install cameras. Also, Caltrain needs a reliable, modern online service announcement system reporting delays schedules, etc. if Bart & Muni can do it, so can you. Finally the conductors are the most professional, respectful individuals I have interacted with in a train service, kudos!		1			1		1		
208	As a passholder, the system has become easy to use. However, when I was first riding the train, the process was very confusing. Such as the \$ 1.25 requirement in addition to the pass. This is ridiculous. Also there have been less delays or late.				1		1			
209	The best are Vickie and Jimmy in the morning on MWTH and Valerie and Jo and Tues and Thurs. 6.45 bathrooms are horrible!!	1	1					1		
214	Increased ridership has made parking and commuting difficult- the new train schedules do not seem to help with overcrowding. Kiosks at the mountain view station always have problem- I e keypads don't work.	1	1		1					
216	Delay at times and too many accidents.						1			1
219	I understand that delay announcements are necessity agree, but a delay from 10 minutes to an hour is not helpful. I can wait 10 minutes but if the situation is closer to an hour, I need to find an alternative.					1				

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220	Dutch clipper.				1					
221	Regular maintenance of the trains would keep them from breaking down so often too many signal problems/delays.						1			
222	Electric trains are more efficient and could reduce expensive ticket prices in the future. Public transport should be subsidized more. Lobby?				1					1
225	Not enough seating for some morning and evening trains.		1							
226	The conductors are very pleasant and helpful.							1		
229	It would be nice to have added value to clipper card feature on TVM's at all stations. And it would be great if value added to clipper card at TVM's is reflected immediately on the card and ready to use.				1					
230	My main bad experience is the lack of consistency the conductors use with fare evaders. I see dozens of people let off with a citation but the one time I forget to tag on I am cited. Despite having a long record of tagging on plus handfuls of punched eight ride paper tickets back in the day. I think his name was China.				1			1		
231	5:56 southbound train is packed to standing room 3 of 5 weekday evenings. Can't you add additional cars? Would appreciate opening of the boarding doors at the main station to be 15-20 not 5 minutes before departure time.		1							1

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232	thank you for providing efficient reliable transportation on the Peninmla to and from SF.						1			
234	1st time using Caltrain in Nov single moving to Palo Alto. Overall very happy with service. Biggest complaint is no person at 4th/king son to help with issues on clipper or to answer gen 1 question on how to use this system/ fare structure. Was told diff answers on clipper issues causing wrong charges can be confusing frustrating system no central resource at main station to help resolve.	1			1					
235	Seats are very old especially fabric coverage not pleasant.		1							
236	It would be really nice to have WIFI at cast cell phone boosters so my 46 EPRLS better.								1	
237	Onboard delay announcements depends on conductor some provide more info then others.					1		1		
239	Internet on board would be great. Clapper taking s days to process a payment is a joke. The girl distributing that surveys is very nice and polite. Keep hiring her!				1				1	
241	Staff is always great and respectful. As a daily commuter. I recognize the great job on a constant. All smiles on both ends.							1		
246	Lighting in east/south parking lot at the Palo Alto station is bad!	1								
247	Need more bullet trains within the hour.						1			
248	Restrooms get bad especially when there is a big event, other than that I like the train.		1							

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250	Better information on train delays at the station (not on the train) is needed -at least by email or by some Iphone accessible site. Caltrain employees on the train are excellent. They really make the ride better!					1		1		
251	totally confusing for first time riders @ SF and San Jose- which track in San Jose, especially.					1				
252	Conductors should smile more and be friendlier. Customer service could be improved.							1		
254	Please extend bullet train schedules later into the morning and evening, for those working a late schedule.						1			
256	wifi option please more Trains after 7:00 pm.						1		1	
258	Get real time arrival up and working it will make a big difference. Connect it to a twitter feed. Really think about connections when you change the schedule the VTA light connection in mountain view for trans 365,375,385 got so much less reliable with the new schedule! Add more bike capacity o bumps should be the goal.			1		1	1			
259	Nothing more vagrants in Caltrain lately a little bit concerning Bart Caltrain fate will follow the way of Bart- Please do not this happen!									1
261	I am a bike rider. I have been on 3 trains in the last 3 months that bumped bike when there was still room.			1						

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262	It would be great if conductors could enforce the quiet cell phone policy. Also, people who are visibly intoxicated should not be allowed to board the train. They get belligerent and one unable to board/ get off the train properly and have on occasion fallen on other passengers (w/ drink in had) While trying to get off the train.		1					1		
264	Please have delays on your website! Otherwise, everything is great!					1				
266	More bike cars- 20% of the time I can't board a train because of my bike.			1						
267	I find most things with the train acceptable, but the one thing that constantly drags my experience is train delays. I have a long commute and any delay results in a extra hour of commute.						1			
271	Two biggest complaints are delay communicated and surly conductors. If the delays were communicated it would be fine accidents happen, going to need servile twitter for updates is unacceptable.					1		1		
272	On days Caltrain runs on time, it is fantastic. It's the (relatively frequent, recently) delay days that are Very fanstrating.						1			
275	You're doing a good job; Just need better announcements of major delays on facebook.					1				
276	Build an app with live arrivals and delays. The crowd sourced Caltrain twitter account is the only way to get timely delay info. Muni, Bart even taxis have expected arrivals.					1				

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278	Please allow more bikes to board in morning (7-9 am) trains and Evening (6-8 pm) train if you could install more clippers recharging stations (22nd street) It would be awesome. Thank	1		1	1					
279	Most trains leaving from 22nd street have no more bike space, leaving a few bikers without a spot and creating large delays for then, especially if there are no more express trains.			1						
287	Please make getting monthly tickets options available at stations.	1			1					
289	Don't make us tag off of trains allow tagging on and off on board grain itself. Make it easier to replace demagnetized clipper card.				1					
290	Wi-Fi train is a must make it happen as soon as possible! Need better service to inform of delays If there is a social media one, I'm not aware.					1			1	
291	Caltrain is extremely unreliable. Last night a scheduled train (to Palo Alto) never showed up. No announcement: no notice had to wait 30 minutes for next train. Lack of communication at stations and through on line a site is widespread. This needs to be fixed as soon as possible. Thanks.					1	1			
295	More trains on line arrival schedule, just public a feel like Bart Clipper machines should add value to unregistered cards why do you care in I'm registered!!!				1	1				
298	More available afternoon service from SNJ to Gilroy. 1st train in the evening to Gilroy is too early at 4:40 am 2nd train in 1.5 hour apart. Please consider earlier 2nd train schedule like 30-45 minutes apart. Otherwise Caltrain is great!						1			

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300	Fix the tracks between Gilroy and Blossom Hill station, very bumpy ride!		1							
301	The Gilroy ticketing vending machine has been broken for 2 years. We only have one working machine and on broken.	1			1					
303	On board wifi would draw more riders. Occasionally having a new train south of Tamien would improve how we feel about Caltrain. Designated quiet car!!!		1				1		1	
308	Add WIFI more stops and Belmont Morgan Hill.						1		1	
310	I would like to see WIFI installed on Caltrain. I use my laptop during my trip from San Jose to San Francisco and have to rely on a mobile hot spot (I phone) for internet access. Having on board WIFI would be very convenient.								1	
314	Some of the conductors could be a little friendlier. It would be nicer if they don't act as police officers. On the newer train- it would be great if there's actual water for hand washing my experience half more of the time no water in the newer train to wash hand with.		1					1		
315	I'd like to use a pm train to Gilroy arriving around 6:30. The long time between the early and 2nd trains is much. Thanks.						1			
316	Need better security at Tamien parking lots! Security cameras.				1					
317	The seats need to be cleaned on regular basis. Thx Happy Holidays P.S. The Christmas that went Thursday last weekend can that be used for at least one week?		1							1

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318	Parking lot at Tamien station feels very unsafe. A lot of breaking in cars. A lot of teenagers smoking pot and loitering Menlo park station stinks really bad like feces and urine. No clean place to sit.	1			1					
319	Please provide WIFI while on board clean some seats on board because some are very dirty and nasty.								1	
320	A bullet to and from Morgan Hill would be awesome 5:12 bullet!!						1			
325	Adjust Caltrain times with light rail VTA. Not enough time to switch trains.						1			
328	Never had a bad experience on Caltrain keep it up!									1
332	I use Caltrain to get to SFO airport from SJCC airport (airline crew member). Appreciate the reliable free bus to Santa Clara from SJC and generally prefer Caltrain over Bart from oak to get to work.									1
338	Have a nice day.									1
339	Survey lady was very nice.									1
341	WIFI y'all.								1	
343	Holiday train was fabulous.		1							

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351	Would like relative mobile aping times. Would like more bike cars during commute hours. Need to use single clipper card for child companions and adult my 5-year old says concrete ties for speed.		1	1	1				1	
353	Weekend trains get really packed with events. When a Giants game is on its way too full! Conductors are always really nice and helpful. It's hard to know if I'm getting on the right train when they've late. Conductors could announce move when it amos.		1			1		1		
368	There have been frequent delays in the recent months. Please improve the service by providing on-time departures and arrivals.						1			
373	Can't wait until GPS real time data is available rather than relying on twitter for updates Lighted message boards and pa announcements are totally ineffective.					1				
377	Please get wifi on board Thanks.								1	
379	This normally happens on the evening trains, but the conductors tend to announce the stops in a funny voice which often prevents me from hearing the actual stops announced. It wouldn't matter as much if it weren't already darn out, preventing me from seeing the signs at each stop, declaiming which station it is.		1			1		1		

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383	About three month's age, on a north board train, I had an encounter with a very uncourteous conductor. I was unaware I needed to tag on, in order to activate my monthly pass. She then kicked me off the train, and said; hopefully you tag on next time!! Being that it was a Saturday, and I needed to be at work I took a \$120.00 cab ride to San Francisco. I have had a monthly pass for five months now, and don't feel that was right. Especially, how she treated me!				1			1		
384	As a regular (daily) commuter from pc 4 king use of Caltrain is very stressful: on schedule bike spaces internet noise instability clipper card alternatives in case of accidents train frequency after 8:36 and 7:00 pm			1	1		1		1	
385	An online system to check for delays before I depart for the station would be appreciated. An app or email notification system for delays given my regular travel would be even better.					1				
387	Solid service. Keep up the good work.									1
390	I think that it is ok that a train arrives earlier but it should wait until the hour shown on the schedule. And a train to southbound that we can take after bars/club are closed (20:00am) please!!						1			
391	A train on Saturday late night (2:00 am from Sundays more bullet train stops in California Ave. Train should arrive on time to the station but not earlier, sometimes it arrives 2 or 3 minutes earlier, and my suggestion is that the train should stay there and depart at the exact time.						1			

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392	Love the service Suggestion: Increasing the train frequency more people live in South Bay and travel to SF this service get more regular. Thank you for your hard work!						1			
393	There needs to be more bullet trains on the weekend.						1			
399	Trains are late had to wait 30 mins today. Information should be displayed on digital boards and provide Boucher maps. Need to have more frequency of trains. Can you provide more info able how to reach Caltrain if I'm in suburb?					1	1			
402	most of the conductors are very good people							1		
403	put outlets on all trains		1							
404	wireless; cheaper parking options at Diridon; baby bullets Santa Clara				1		1		1	
405	Over all I'm satisfied; bathrooms are always messy; I take the 4:30am everyday and some days it is really bad. Been a rider for 26 years.		1							
406	What happened to WIFI on trains?								1	
407	Keep up good work!! thanks									1
422	Bike car is full of people who don't have bikes when other cars are empty. All seats taken with 2 bikes. Fast track is horrible and conductors rude & unprofessional, not friendly. Aggressive even toward the common folk. Giants games out of control.		1	1				1		

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428	Since the new company took over everything happened, the toilets are not cleaned, and the 1st northbound train has no water! The vestibule is not cleaned, downright dirty; the train engine & cars do not seem to get regular maintenance; many of us miss Amtrak.		1							1
430	Some speakers on trains do not work well cannot (hear!) them. The breaks are squealing a lot!		1			1				
432	The clipper system sucks. More frequent SSF stops please fix speaker at SSF station sounds exactly like Charlie brown's teacher. Your often late 3 out of 5.				1	1	1			
433	Day pass should not be charged for additional .25 since it is not available at clipper cards.				1					
434	I have witnessed conductors maliciously look for people without tickets. As if it was a game. They seem to profile and target individuals and ignore others without tickets or old tickets. The old dudes and women conductors are the best.				1			1		
435	Bathrooms often have no water or soap. Can't hear onboard announcements in all cars (too quiet, muffled). Delays are so frequent. Should be announced (loudly) at stations. As well as on ticker signs. Real-time train info available online.		1			1	1			
442	I'm a bicycle commuter on Caltrain. Overall, I'm happy with the bike commute with Caltrain. I only wish that there was more bike capacity on the bombardier equipment. Also, the design of the bike racks on bombardier cars is difficult to get bikes in/out. Gallery car bike racks are better.			1						

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444	I have not been allowed on the train with my bike multiple times.			1						
551	Increase frequency.						1			
552	Increase bullets over weekend.						1			
554	Thank you for caring enough to survey your customers.									1
564	Better policing of bike car. Make surf bikes are tagged, and encourage non cyclists not to sit on bike car.			1						
566	Palo Alto tunnel strong smell.	1								
601	Better information about delays need to be provided. It would help a lot to have real-time train location information/arrival times on mobile app and on station signs.	1				1				
602	It is a shame that Caltrain is not capable to be more on time. There are so many problems with engines and the service in general so often I find Caltrain very unreliable. It should improve a lot. To be able to be on schedule.						1			
603	When the system has trouble, rider needs more actionable information. Things have improved but there is still a huge gap between where you should and need to be. Telling people trains are delayed 10min to 1 1/5 hrs is useless. It means riders have to wait at the station for 1 1/2 hrs or more so as not to miss train. Why don't you buy cheap android phones and have they autoed tweet their location. Easy, simple & cheap.					1				

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604	On time trains please. Less heating on trains please. More bullets spaced out to mountain view please.		1				1			
607	Work with dash in San Jose. To time their shuttle to leave 5 min after you are scheduled to arrive. When we miss it, it greatly adds 20-25 mins to the commute.						1			
608	The biggest improvement on Caltrain would be providing Wi-Fi onboard.								1	
610	I use a clipper card (8-ride) and a couple of times; I've been distracted and couldn't remember if I'd tagged on, once I got on the train. It turns out I had, but it was a bit stressful trying to explain to the conductor. It isn't clear what would happen if I'd truly forgotten. A policy and an easy recovery would be nice.				1					
611	Need more parking @ 22nd street sf. need better light & security as well?	1			1					
613	Please provide free public WI-FI on trains. This is standard everywhere else nowadays. The cars that just fit 24 bikes could be modified to fill more bikes. Bikers should always be allowed to board first, walking passengers can just use other doors.			1					1	
614	Old car with individual seats feel easier for commuter like myself. Thank you for providing us with reliable transportation. Please reconsider onboard wifi. You have no technical excuse not to do it.		1						1	

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616	Restrooms at stations would be very helpful. Restrooms in the trains are always very smelly and inconvenient. Would also like to see schedule/maps on both platforms and not just on one.	1	1			1				
618	Especially terrible during giants games. Trains and stations, loud & dirty. Conductors do not enforce any rules. No parking for commuters.	1	1		1			1		
619	get WIFI on the trains								1	
620	I started using bike valet at 4th station because never enough room. Bike car/conductors were often not courteous to bikers. The lack of communication about delays is problematic. Paying \$180/mo. I should be able to expect consistent timely service. Please install WIFI onboard trains!	1		1	1	1	1	1		
621	Put WIFI on trains. Other than that, satisfied.								1	
622	Thank you for including more bullet stops to Palo Alto.						1			
623	More morning evening baby bullet trains are needed. There is too long a gap between the 7:14am and the 8am in the morning south bound out of SF. same in the evening from 5:45pm until 6:23pm out of San Jose is too long. I think the evening bullets could start a little later out of san Jose to provide more possibilities for riders, just shift the schedule a little.						1			

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626	No complaints w/ conductors (excellent, professional, courteous). I would improve: 1) signage at stations, e.g. where schedules are posted, shuttle locations, street sign pointers); 2) delay announcements (at stations - make audible and visible more & use them); 3) encourage customers not to be such slob; see a lot of trash; 4) WIFI!! What happened to that pilot??		1			1		1		
628	Make the pay stations allowed to refill clipper cards.				1					
629	we need onboard WIFI								1	
630	Would be nice if there was a real-time online list of delayed trains.					1				
635	Communication about delays is very poor. A real-time update to 511.org or something similar would be very helpful.					1				
638	Do not let trains leave early!!! boo						1			
639	Courtesy of conductor varies a lot from individual to individual.							1		
643	delay up dates need to be more timely, consistent, and comprehensive clipper card integration (especially machines) needs improvement, but when working as intended, Caltrain is a great commuter .				1	1				

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646	A while back (approx Feb 2012 - June 2012), there was a woman who would announce the train delays. These were the announcements you'd hear at Sunnyvale station while waiting for a train. She would always emphasize the word 'late' in a very strong, annoying and insulting way. I wish she would not do that. Maybe she doesn't announce the delays anymore, though, as I haven't heard her voice for a few months.					1		1		
648	We may want to: 1) limit alcohol consumption on trains 2) enforce the rule of people resting feet on seats 3) remind disrespectful people to leave train.		1							1
651	The service is overall good, it seems there are quite a few delays because of collisions with cars (I have known of 3) this safety element should be changed. The interiors of the trains could use some cleaning or replaced, the rugs are dirty. Thanks for your service.		1				1			1
653	Really like Caltrain but dislikes that there are no trains from 7:30pm to 8:40pm. If one misses the 7:30 the wait is 1hr 10mins that may make me drive into the city. Prior to 7:30 it is less than 1/2hr. things are improving. Like that tickets are checked when boarding SV SF. arrival times are improving.				1		1			
654	Add is: over done??									1
656	it would be nice if there were more frequent trains in evening, (after 10pm)						1			
660	Morning trains & parking lots have suddenly become over crowded within the past few months.		1		1					

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711	I hope that the real time train program goes live soon. If they can do it with? Buses, I'm sure the train can do it. Also WIFI should be made available on the train.					1			1	
712	I would love to see onboard internet & a bar car (except on game days)		1						1	
713	I like all service. The train is very fast.									1
720	3 1/2 - 4. It would be most appreciated if Caltrain could have more trains in the evening as well as a student discount. I currently live in S.J. and commute to SFSU twice a week and pay close of \$200 on transportation. Caltrain needs WIFI!!!				1		1			
721	Electronic indicators of next train would be great. More frequent services would be great.					1	1			
722	Thank you for making life easier with public transportation.									1
725	Pass out bike tags at all stations. Have lights at all stations. Some stations do not have any lights.	1		1						
727	Tamien station is poorly light & often broken glass & urine smell on lower level. Poorly lit between Caltrain & light rail. Cleanliness of train carpets, nasty! Cleanliness around edges of seat pans, poor small waste baskets. ? Cars often overflowing. Need more bike capacity especially on bombardier bullets.	1	1	1						

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728	would love more shelter from rain (at stations), more bike trains (I've been told I can't get on several times making me late for work) and real-time twitter/other news geed with accurate delay updates. Would be amazing (with a smaller window than 10min-2 hrs, seriously?!!) but overall, I love Caltrain. Keep up the great work!	1		1		1				
731	Please bring WIFI to the train! Please enforce quiet call phone use.		1						1	
732	I'm developing an app that people can share where Caltrains are moving on right. Stay tuned.					1				
733	These days there are lots of delays in the evening. I am using Caltrain for years, but never had frequent delays in recent past.						1			
735	Never used trains until recently, now use it regularly.									1
736	It's generally been a good experience riding Caltrain. I have an hour-long Caltrain commute and I've only had 1/2 a dozen or so times where a train was late >15 mins in last 6 months. The staff is always friendly and at times hilarious.						1	1		
737	Conductors are (often) dicks							1		
740	Get wireless on board								1	
744	Clipper system isn't clear enough. Auto load system has delayed processing.				1					

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745	Clipper card rules including loading accessibility pay online. Access to online info including alternative use for clipper, updated schedules.				1	1				
746	My experience varies wildly depending on the conductors. Some of the 'older' conductors are great. Some of the newer ones need more training. Thank you for a great service.							1		
751	Bike report annoying, need more bike space!!! The Caltrain overall has been satisfactory. I wish the trains would be more on time. I do like the addition of the 6 trains. That has helped with flexibility. Thank you. I do not like being asked for a ticket multiple times. One at the doors (4th/king) then maybe 1 Or 2 on train. Go passes should be tag on/tag off rather than sticker. Need cup holders for coffee!!			1			1			
752	Coordinate schedule with Amtrak bus to Emeryville. It cost \$40 for a taxi ride to Emeryville from Caltrain at 4th/Townsend. Make it work for 'we the people'.				1		1			
753	I am a giants fan but during the season it would be great to have one car designated as a quiet car. It gets so loud with fans partying that I cannot even hear my iPod on full volume. It is a long commute after work and it would be nice to be able to listen to my books or read. Other riders have suggested it would be good also.		1							
754	Overall, I understand how hard it must be to make the trains run on time, so I appreciate the effort. I have to say some of the worst commuting days are giants' game days, but understand that can't necessarily be helped.									1

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755	A public Caltrain shuttle service would be very helpful to get to and from the train. Onboard WIFI is necessary. Seat layouts on newer trains are uncomfortable.		1						1	1
757	Breakdowns have become far too frequent. If I have an important morning meeting, I drive. This is a complete reversal from 5 yrs ago.						1			
758	Use new equipment (bombardiers) on more trains, particularly south bound 324 & north bound 365 & north bound 375 most of all. Improve on-time performance!		1				1			
759	Announcements at 22nd St. are unintelligible. A service on game days is atrocious. Rowdy drunks scream & push and conductors hide in the vestibule & refuse to do any kind of crowd control. Run more trains on game days. Also give us updates for delays!		1			1	1	1		
767	22nd street station needs the digital accouchements. It is impossible to hear that announcements. Conductors need more information when there are delays. Twitter feed needs better info about delays.					1		1		
768	Great conductors! Palo Alto station is great but could use more enclosed waiting areas. However, 22nd street station would benefit from huge improvement in terms of paved waiting areas, digital announcements ticket vending machines lighting, and an elevator for the handicapped.	1			1	1		1		

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769	Biggest problem: delays. The most significant and disruptive delays are caused by trains striking people. While to some extent board Caltrain control, this issue should be addressed seriously by your organization shouldn't be seen as a form of suicide. Suggestion: WIFI on trains.						1			1
773	There are no northbound trains at Palo Alto after 11 pm; I get off night shift at 11. 00 and always have to leave early to make it home.						1			
774	1.) Signage at Millbrae should indicate where luggage car stops. 2.) Too many onboard announcements 3.) Advertizing that occludes train windows is bad. 4.) Caltrain should add cars to alleviate crowding/standing on commuter trains.		1			1				
775	Please develop system with live up to date train times. Even if it is just twitter or some other social media.					1				
776	The trains are getting too crowded. Please add more cars. Also a legitimate twitter, facebook feed with updates on delays would be good.		1			1				
778	Sometimes trains leave early- terrible! Morning trains often are late on arrival. Should have more morning express trains from 22nd after 9am. Beverage / food cart would be great on all stop trains.		1				1			
781	You need more room for bikes! I no longer take my bike on Caltrain because i got dumped too many times and it snacks getting to work or home late. Also please remind people with bikes not to sit in the bike car.			1						

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782	I appreciate the improvements made on Caltrain definitively think it's heading the right directions.									1
784	Improve delay announcements at san Jose the beginning of Oct. was arduous.					1				
785	train delays happen frequently (there was our today) I have to tag 4 times on the way to work departure station at gate with conductor, on train with conductor when I get off, purchasing rides on clipper card takes long.				1		1			
786	Difficult to find permit information for fauves etc. in relation to the clipper card. The clipper card machines need to be foster, more reliable. Better would good.				1	1				
787	I take the St 7:57 train and MV 6:37 always the old ones the constant use of the train horn is irritating, taking Caltrain is not a relaxing experience. Please use intelligent displays in stations and in trains, indicating where and when the next train is or what the next station is.		1			1				
788	Last train should not depart station early. Misses or train at Millbrae? To running a little quiche. Cause a lot of problems.		1				1			
789	Caltrain it's almost 2013 and still no onboard wifi! That's just pathetic! Especially when you charge so much, there is no excuse, come on Caltrain step your weak train game up!								1	
790	Clipper card machines don't function very well during tag on tag off! Failed to read my card/ monthly pass!				1					

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792	There needs to be real time accouncemts on line for Amy delays on board restroom needs be? More often and others soap.		1			1				
793	The couple monthly pass systems is a joke! Why should someone have to tag on and off the first day of each month? No excuse. But otherwise service!				1					
794	My day to day experience is good, or even great but 2 major issues. The tags when there are delays are really bad. Not enough detail provided for why no alternate ways to get to station wifi gotta think this day and age? Exists to equip train with wifi.	1			1				1	
795	Peter and Reggie make my commute fun. A great way to start and end my day.							1		
796	We need on board wifi move available power outlets.		1						1	
801	I like bullet service which goes fast than other services.		1							
803	South bound bullet trains to San Jose were repeatedly late after you changed time scheduled but they have improved lately which is great. Please put some of the nicer newer trains on this bullet routes. I still wish you guys had WIFI on board but I finally got a hot spot on my phone and that works well enough so it's not as big of a deal.						1		1	
811	Not all ticket abusers are treated equal. I've seen conductors its passenger's slide who do not have a ticket. This long hair would have for sure got a ticket.				1			1		

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812	Multi 1200 logic should be consumption based rather than time based.				1					
816	Please increase the frequency of trains one hour gap is prohibiting at times.						1			
819	Trains are often delayed then should be a bigger discount for monthly pass / yearly pass.						1			
821	Good experience seems overpriced. \$14 round trip is my cost of gas for 2 days!				1					
822	I wish the stations had bathrooms.	1								
824	Please get WIFI!!! Even if you have to charge for it. I would pay.								1	
838	Conductors are professional and friendly. Have had one instance where there was a fight at at station and another where there was a harassing passenger or train. Would be great if there was express service to Belmont.	1					1	1		
843	Better than Muni for sure.									1
845	Placement of card reader machines at stations need to not be so stingy better, more logical locations. Example, entrance exit points.	1			1					
849	More promotions / info on use if bicycles on board etc.			1		1				

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851	More trains going to Morgan Hill/ Gilroy would be greatly appreciated. Later trains as well, some on the weekends would be nice as well. Caltrain is my main method of transportation to work and I currently have to be very careful in how I time which trains I can catch to get to work and back home.						1			
854	Maybe you can put express in south San Francisco to San Carlos.						1			
855	I would like to see more trains to Sunnyvale especially in evening from south sf.						1			
857	Good service but expensive to go 22-21 Burlingame 60 south SF please make cheaper can you put clipper tag on/off machines at either end of Burlingame platform is near Howard St. not just at one end? Thx	1			1					
858	Would like more trains to stop at Sam Antonio station would like to have better air conditioning on board the trains would like more cars for express trains so that people could sit. Prompt announcement of delays can help make better choices of how to get to work alternatively.		1			1	1			
862	Caltrain is a win. Most comfort and convenience of all greater bay area public transport. Keep it up who can I vote for to give you more leaned grants, So you can service the rest of the bay?									1
863	Too many standing room only trains. Also if I can't understand conductor the station signs are poorly lit so at night I can't tell what station it is.		1			1		1		
864	I love taking Caltrain to work very convenient!									1

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865	Caltrain horns are really annoying. Overall I'm really happy take the Caltrain.		1							1
866	More frequent trains will be appreciated greatly. More room in the bike car for bikes on the new Caltrains in needed.			1			1			
878	Delays! Clipper card sucks because of tag on/off.				1					
880	Coming from the east bay where I used to take Bart, I am enjoying Caltrain!! Thanks for the great service clean trains.									1
882	Morning train northbound # 231 8:37 am from Mountain View, Supposed to arrive Hillsdale at 9:02, but it is always late, except on Wednesday which run by different conductor.						1			
884	Good experience so far.									1
892	Clipper card is most pass system I have used anywhere east coast or west or west coast! I have lost over \$ 100.00 in 2yrs to ineffective! This silicon valley system Caltrain get a better system.				1					
894	Could be better Increase frequency of train at Tamien Increase frequency at Lawrence.						1			
895	I'm very pleased with the overall quality of the Caltrain system, but I wish it would service Gilroy /San Martin/ Mo Hill on the weekends. And wifi access is a must have ESP in silicon. Valley						1		1	1

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901	Clipper system complete waste of many to replace ticket system. Believe it is illegal for cash to expire once it is on card. Under investigation. Do believe it would vender that commuters that are loyal are big, Otherwise maintenance of trains etc a 5 clean the bathrooms more often please.		1		1					
902	Reduced runovers, my train broke down tonight, bathrooms make me gag, sell alcohol @ Diridon.		1				1			
903	It would be great if Caltrain had a notification system i.e. text msg that alerted a rider to delay's right now there is only a twitter feed made up of rider generated content. Also the 314 train is consistently late arriving to san Jose in the mornings 5 min please fix.					1	1			
904	The survey guy was great!									1
908	The things of accouchements for train delays and cancellations were not appropriate. They waited too long after boarding the train to let people know and subecured stations announced the cancellation after the time had past.					1				
909	Both my trains this week have been very late. I sat on my train for 15 minutes past when it should've left before they said anything survey guy is nice.						1			1
911	Advance notice of delays would help a lot, as would fewer delays.					1	1			
919	More info on train would be great computer screens showing next stop and entire route. Or map with led lights showing route.					1				

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920	You guys should have free WIFI emails and pillows.		1						1	
921	There needs to be a better way of letting us know if train is late.					1				
923	I ride everyday It's great. I think Victoria is fantastic conductor I am artist nwaworks@gmail.com							1		1
924	I ride Caltrain 5 days a week I really enjoy the commute. Victoria, Adrianna I forget her name but the conductor with the black curls and red lipstick lating are a pleasure to ride with and always engage in conversation they give amazing customer service the makes me feel valued.							1		1
925	Thank You. I very much appreciate your services.									1
926	The fabric seats need to be replaced on 6:45 am train out of San Jose Diridon.		1							
927	Timely and more accuse announcements regarding delays will greatly improve the experience this communication allows customer to make informed decisions.					1				
928	Info displays lights are useless unintelligible regarding delays changes. PA announcements are equally bad - often by an ESL speaker very frustrating. And I hate some DJ conductors Stupid announcements to a captive guidance.					1		1		
929	I don't know if UTA or Caltrain is responsible for cleaning bus top area of Diridon station but it is disgustingly dirty.	1								

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930	After 20 years of driving to Palo Alto from San Jose 2 started to take the train recently and very much appreciated the convenience and stress of my commute. Thank You for your service.									1
931	Need better lighting at crosswalk at Dirdon (San Jose) Station Great conductors on the 313 morning train.	1						1		
936	Internet access, whip down cup holder tables, sanitize train inside.		1						1	
937	Caltrain does not do well on large events such as Giants parade. Adding .WIFI to trains would be great.								1	1
938	Caltrain does not message the rides adequately when accidents happen and delays will be long. Tell us more, sooner, so we can make alternate arrangements.					1				
952	It would be great to have electronic signs indicate the arrival time of next train.					1				
953	Cleaner seats would help. Also make sure the backs are fastened to their frames,		1							
954	The time period reduction of 60 40 30 dry duration on 8 train tickets has caused me to stop using the discount. That is a very severe cut. Also calling Caltrain customer service is an exercise in futility no one answers or calls back, otherwise excellent service.				1			1		
959	Victoria is a very cheerful & friendly conductor. We miss her when is not here.							1		

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960	Victoria is one of my favorite conductors. She is very friendly and always welcomes us with a smile.							1		
968	Wifi on Caltrain would be awesome!								1	
975	Thank you for taking time to survey your customers!									1
976	Sometime we need train start late about 5 min or 7 min late. thank you Caltrain						1			
977	it would be nice to have internet on train								1	
979	Hopefully Caltrain will upgrade their signal system and install GPS for each train, so that even if there's an accident on the rail caused delay, I will have a better idea when to get to station instead of waiting at station for hours					1				
980	Please add more: bombardier cars? Baby bullets?		1				1			
986	The biggest issues for me are the delays. I take the train from 4th & king to Mountain View every day and experience significant delays every other month or so. Better notifications in those cases would be great.					1	1			
1002	Keep on time schedule and keep train in & out clean.		1				1			
1009	provide free WIFI onboard train								1	

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1014	It would be nice to have faster, more modern trains. My biggest problem has been with getting a parking permit. I have a \$40 commuter voucher, but was told I can only use it in San Carlos during hours that I'm scheduled to work in SF.		1		1					
1016	add more Tamien trains						1			
1019	provide WIFI onboard								1	
1021	the trains are over crowded		1							
1022	Must improve how delays are handled when there are delays. Bullets do not stop at all. Stations most of the time during delays you can wait for 2-3 trains to go by and not pick you up. Very upsetting to passengers who are trying to get to work.					1	1			
1036	Train delays suck. Unavoidable I know. Explanations would be nice. Some conductors are jerks and have bad attitudes.					1	1	1		
1042	Thank you for your great & worthwhile service.									1
1043	If I'm going to get a \$281 ticket for not having a zone upgrade as a regular who didn't want to miss the train, be on time so I don't miss a shuttle transfer or be late for work. Please also notify me before I buy a ticket/zone upgrade that the train is delayed up to two hours, so I don't waste my money on the purchase when having to figure out alternative transportation.				1	1	1			

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1044	More cars. Wifi.		1						1	
1047	Air conditioners in some carts sometime do not work well. Wish Caltrains were less noisy and have brighter lights inside.		1							
1049	I am not happy regarding the clipper card functioning, tag on/tag off. Can be a better system. Need WIFI access.				1				1	
1050	Bullet trains must be more in evening & more. Clipper card system tagging is no fun. WIFI should be provided onboard for free. Power socket must be provided.		1		1		1		1	
1053	Trains are becoming very crowded during rush hour when there are long delays. Twitter is best source of information. Information flow from passenger tweets is much better than from Caltrain. No good information in stations.		1			1				
1061	Thank you!									1
1070	It is very difficult to find car parking in Sunnyvale Caltrain station. The car parking becomes full by 8:15am, especially during Monday, Tuesday. Need more car parking space.				1					
1072	After purchasing a monthly pass @ walgreens. Why can't I purchase monthly parking pass. Why does it take several days after purchasing monthly pass to be able to buy parking (monthly) pass @ machine.				1					
1073	More trains 533 bullets. 1) Uses older train 2) Standing room only 3) Crowded 4) Very crowded.		1				1			

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1075	Caltrain overall experience is good, except the train delays. There is no online live update available for delay information. It would be great if live update is implemented.					1	1			
1076	Does not make sense to wait in SFO station in front of gate for no reason.	1								
1081	I'd pay for wifi								1	
1083	The frequency of trains hitting people and cars is unacceptable.									1
1085	Please update the latest news on caltrain.com for ex. delay of the train.					1				
1086	I purchase a monthly pass I have for the last 6 years. I forgot mines once and got an attitude from a conductor however notice people with no tickets get only warnings other times. Stop raising prices I just ticket! PM late at least once a week due to signals or the train breaking down.				1			1		
1089	The 5:33 + 5:55 leaving SF always have standing room. Will you please add more cars? Also there is a gap in the schedule going south before 7:30pm. The conductors are always nice/ helpful. But you never know then the schedule will be on time and there should be an accommodation for monthly pass riders when too many delays happen close together. (new schedule, accident, giants parade) October was a tough month as a rider.		1				1	1		
1090	Commute hrs, train should have A/C flowing. No food would help with smell; trains are too hot when at standing from only.		1							

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1094	Caltrain service is good however frequency of train during peak hours need to be increased. -Sunnyvale - SF commuter.						1			1
1095	Was disappointed that after Giants championship celebration event (weekday), fewer trains were running. Only special local trains, which waited until full, very inconvenient.						1			
1101	Add wifi in Caltrains. That will be helpful. Add charging points. This will help commuters work on their laptops who spend a long time in train & also when trains are delayed.		1						1	
1102	Add WIFI onboard								1	
1103	Northbound platforms are clearly posted, but southbound isn't (Diridon station).	1				1				
1105	Wifi onboard would make the experience 5 star!!								1	
1106	Pleas start more bullet trains that stops at Sunnyvale						1			
1107	Would really like Caltrain to start more bullet trains						1			
1108	We need more trains. They are always packed & standing room only.		1				1			
1109	1) Need more seats on the baby bullet. Please use the newer bombardier cars for all baby bullet service.2) need ability to pay for parking with clipper.		1		1					

Survey ID	Comments	Station Quality	Train Ride Quality	Bike	Fare media/ Parking issues	Information/ Announcements	Schedule/ ontime performance	Staff	Wifi/ Internet on trains	Other
1112	I really prefer the older style trains where seats go in on direction. There is just not enough leg room and sometimes shoulder room on the trains with facing seats (the usual baby bullet trains).		1							
1113	Frequent Caltrain delays due to accidents are a big issue needs to be looked into. More frequent bullet train service to Sunnyvale should be added. Parking is no efficient at Sunnyvale Caltrain station.				1		1			
1117	Thanks for keeping the SF Caltrain station please ask the conductors to be more courteous to NS passengers. When will there be clipper card machine at each station so that we can easily add money or load monthly passes.	1			1			1		
1118	Caltrain experience at San Francisco is very poor due to passenger having to wait in large numbers which in turn causes passenger being unable to access tickets, information. You feel like cattle, especially when your ticket is checked at the door. Sorry overall very poor rating. Old equipment, old facilities, lack of update info (technology), poor communication. Some staff need customer training. Chaos when there are delays. Some of the trains smell and quite often the ac are not working. Suggest extra coaches. They are so packed, not a great customers experience. P.S. some staff is very nice especially in the morning.	1	1		1	1		1		
1122	More trains. No one should have to stand for more than a 20 min ride. Bullets should go to all or most stations. One should be able to purchase a ticket on the train. Employees are very courteous.				1		1	1		

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1128	It would be nice to have 2 6pm southbound bullet						1			
1129	Please get WIFI, more power outlets for train stations. In addition, possibly sell snacks to people onboard. Use Amtrak as an example.	1	1						1	
1134	Delays (especially accidents) should be announced before boarding/train arrival. also, if trains (bullets) turn local as well over the pa on the platforms					1				
1135	Video help all around station with ticket.					1				
1136	Need more cars @ 7:12 out of (Sunnyvale) north & bullet @ 6:12 south (P.A). Need clipper card machine @ Sunnyvale station.		1			1				
1137	Please hurry with this 'live schedule' thing! I'd love to look @ my phone & see how late a particular train is running. Thanks!					1				
1144	To address full trains during peak time. New trains should've been added to peak times, on the shoulder trains.						1			
1146	You should make tour announcements in other language than English.					1				
1148	Stop giving out tickets to people who make mistakes. Tickets are not valid if fought right Doesn't hold in court. Make money another way, riding a train shouldn't be a bad experience.									1
1149	A better mobile app and delayed notifications would be a big improvement. I want to know how many minutes my train is delayed before I leave the station.					1				

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1150	San Antonio underpass. Does not feel safe at night.	1								
1151	The only (major) issue is lack of informing riders when there are long delays (mostly because of fatalities). If that is resolved, then it will be a much better experience. also no need to mention the newer cars (red & gray) have a much smoother ride, noise conciliation & ac.		1			1				
1152	I am impressed w/monthly pass affordability & perks (i.e. bus service, & unlimited weekend service included). Please do not close Belmont station. Thank you!	1			1		1			
1155	Notices are much improved since earlier in the year.					1				
1156	The Caltrain is really awesome, but the #1 priority (after safety) should be keeping the trains on time. Without this, people view the train as not dependable and will resort to other transportation. These are many ways to improve this. Start by organizing a focus group and left your Caltrain customers tell you! This survey is very also. Thank you!						1			1
1157	Get a Caltrain app already! One that informs you of delays. Also conductors never have bike tags!			1		1		1		
1158	The notifications on the lighted displays in the stations always list trains that have already gotten to their destinations. If you could purge information on those signs it would be good. The woman who announces late trains sound really bored.					1		1		

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1159	Having real time tracking of trains available at stations and online would be helpful. There other day 'all trains' where delayed 10min to 1hr 55mins. This was too broad a range. Also WIFI please.					1			1	
1163	Caltrain is easily the best public transportation experience all around. Thanks for great service!									1
1164	You need trains to run later at night!						1			
1167	WIFI								1	
1203	Please provide internet onboard and easier debuting of clipper card. That will really go a long way.				1				1	
1208	Please take a close look at your schedules. Sunnyvale needs more bullet trains to stop at the station.						1			
1212	Generally, not enough seating available on peak time trains. Onboard power and wifi sorely missed. Would love faster service trains in the morning and evening.		1				1		1	
1215	Conductors can be more courteous. Some are very very rude and biased.							1		
1220	1) Delay info isn't clearly or accurately displayed 2) free WIFI!! 3) Station signs need more & 'next station' signs on the ground. & on the train (led display).					1			1	
1221	Clipper service sucks!! It is not user friendly and customer service is not very useful.				1					

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1222	I have noticed that since the switch from Amtrak, the emphasis on customer service has declined drastically. The entire goal of the conductors seems to be to make sure passengers have paid their fares. The situation at the end of Giants' games has also deteriorated to unacceptable levels. Huge lines & the San Carlos express, nowhere in sight.	1			1			1		
1225	The conductor Victoria can be very rude. She's only nice to her favorite "regular" riders and rude to everyone else.							1		
1226	The monthly pass system is confusing. Why do we need to tag on & tag off the first time each month? There must be a better system. Sometimes it's way too hot on the train.		1		1					
1228	People should be reminded to move their belongings when it's a full train. People need to be reminded ;-)		1							
1229	Usually Caltrain is on time. But when it breaks or there is an accident, there are very significant delays. This is when Caltrain is not great.						1			
1230	Mountain View stop could use more parking spots. They fill up by or before 7:30am. Stations need more ticket machines. Machines are often really for from parking spots and track crossing areas; requiring lots of roundtrip walking trains are great though.	1			1					

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1231	#4 1) only one machine (for single-day parking) on northbound M.V. platform in middle of platform. Need more, especially at south entrance, hassle. 2) Clipper 8-ride machines in SF are slow. #17 some passengers talk loudly and/or have loud phone calls. Very discourteous & disruptive. Need "quiet car" or clear "courtesy" policy.		1		1					
1232	New train bathroom cleanliness is very good, but disgusting on the old trains. Commute hour trains are now way too crowded. Stations could use more seating. (I've been a monthly pass holder for over 11 years).	1	1							
1236	It would be nice to have parking spaces reserved for monthly pass holders. Also, it'd be great if instead of a paper parking pass one could register his license plate number. Otherwise there's no way to park a motorcycle.				1					
1238	The north bound 217 conductor is a hypocrite who I find rude and disrespectful to certain riders. He's about 5'7" with thinning hair and average build. He says he doesn't try to look at fares so he doesn't discriminate, yet he's chummy with select riders. I've been a rider for 8 years, yet he refuses to acknowledge me.							1		
1241	At the my station, the ticket machines are only on one end (northbound) so you have to walk all the way up just to pay. Would be nice to have machines at both ends. Would also be nice if they worked all the time. Also, conductors should check more tickets! I almost never get checked!! So what's the point of tickets?				1			1		

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1244	Overall great service. Better transitioning when delay happens. Thank you!									1
1246	On crowded trains it could be nice if the conductors were better about telling people to share their seats. Too many times, I and other riders have been forced to stand because people refuse to scoot over or move their bags.		1					1		
1248	Getting to Palo Alto for am shift @ star med center is consistently timely; getting home is generally a wreck. Admittedly is mostly a function or malfunction of Stanford shuttle service. How 'bout some wifi.						1		1	
1252	My experience, I am glad I switched to Caltrain ride than driving to work. Just would appreciate if can have more frequent train off business hours, like every half hour instead of one.						1			
1253	Lack of personnel at big stations. Trains that don't leave departure tracks that change w/o announcement. Inavdible announecments. 20 years riding bat I want a car.	1				1		1		
1254	I would like to organize band for a spirit and lesiuse car for spectic events. And such along the Caltrain line. Good music, good people. Good sense									1
1256	Would like more covered shelters at the stations.	1								
1258	Change the 8-ride back 2 go days. I used 2 buy 8-ride and 10 rides and both expired in 60 days. Not 30 and I hate the clipper card! Now I pay cash since 8 rides in 30 days is a way 4 caltrain and clipper 2 earn sneaky revenue. It's a big scam and u knows it.				1					

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1260	I find Caltrain great! Having said that, for public transportation it is way too expensive! Also more stops in SF and longer hours past 12:00 am will really help make Caltrain a default transportation option. Right one I try to avoid the Caltrain when possible because of cost. I can't complain about its service through. Many cities in the world offer cheaper more affordable public transportation.				1		1			
1261	Wifi on trains would be awesome - especially for commuters Delays could be better announced also tidating is super confusing and easy to get fined. Maybe sell overpriced tickets on the train?				1	1			1	
1262	The process of getting ticket and proof of payment is cumbersome confusing, inefficient. You should be able to get all types of passes induring monthly at the station and tagging on b off				1					
1263	Train delayed a lot during october, it hurt commuters planned schedkule significantly, and 2 car Ave is now having a lot of traffic of commuters please considers making it express SEOP 3 WIFI on the train and station please! Thanks for the good services						1		1	
1264	Would be good to have on board ticket validation. Need more passing location breakdowns stop + 6 whole system				1		1			
1266	Late trains announments are intercom at stating don't provide sufficient information to allow passengers to male intelligent decisions. Come back for next train ect.					1				

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1267	I hate the fact that there is no ticket machines at some station on both sides. I have that i've schedules are not post adequately.	1			1	1				
1268	Please get wifi on board!								1	
1269	It's a good service would be better if the bart train stopped at Cal Ave and 22nd St.									1
1274	Put WIFI on train! You'll get riders! Bathrooms are disgusting!		1						1	
1275	When Caltrain and Bart @ SFO are just a mere two minutes apart I'm upset. I sue Caltrain as my main service of Peninsula transport in Landem with Stanford Marguente and Bart to SFO . Bart and Marguerite should coordinate with Caltrain, However Caltrain being late by 1-2 minutes or early causes problems.						1			
1276	Last night, a ticket machine would accept any money. The train arrived. I got on. I told the conductor of my situation. He said to get off at the next stop and buy a ticket. So I ran, and got a ticket and ran back. I watched the doors close in front of me and the conductor stared at me, and tapped on his watch. What an ass hole! Other than last night it's been pretty cool. I appreciate all the hard work you and all the employees perform.				1		1	1		

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1277	More bike cars would be great as I've had trouble getting on at 22nd St on the 7:19 and 7:49 trains. Also bike lockers enclosed would help to alleviate the bike congestion as it's simply not safe to lock one's bike outdoors in SF. Renting a secure locker would help those who only need a bike at one end of their journey. Like the ones at Palo Alto, except at 22nd street. Thanks.			1						1
1280	In August Caltrain took no or not responsibility in informed passengers whether the last Bart would be held at Milbrae after the last Caltrain of the day arrived in Palo Alto at 11:26. I had to take a taxi to the Eastbay From Milbra. I said a representative would but none ever did. .					1				
1283	Please have later northbound trains.						1			
1287	Having an official twitter account that informs the public of delays or important information would be very helpful to plan in advance.					1				
1401	Why isn't there a starbucks inside?! The little food store in San Jose's station is a joke.	1								
1404	You guys need to put Wi-Fi for the tourist								1	
1405	Internet!!								1	
1410	Announcements of delays and changes at the stations are often incomprehensible, light boards/electronic signs at the stations rarely have useful schedule information				1	1				
1412	I may have saved an extra \$5 at the vending machine if the display informed me properly.					1				

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1414	I volunteer as an Amtrak host association volunteer @ Diridon station. Mostly I help Caltrain riders who are confused by signage of both Caltrain & Amtrak.					1				
1415	What happened to SF/S Gilroy north/south signs-track #s at Diriden (SF)					1				
1417	Most of those answers are based on some of the stations locations, consider asking for specific locations									1
1419	I really enjoy riding Caltrain. The conductors are very friendly, (especially Nate & sue). One of my favorite aspects of my job in the Caltrain commute. :-)							1		1
1420	#3 the Amtrak 17 bus signs outside the Diridon station is often badly scratched right over relevant numbers. And it would be helpful to have Caltrain departures build board in an additional place close to Diridon entrance, to possibly right where train board. #4 vending machines don't accept all cards, would be helpful if they did. #7 conductors/ticket collectors can sometimes be overly testy about small things. It sometimes feels like the Gestapo. Perhaps they should be given more breaks to better benefits & perks.	1				1		1		
1426	Overall Clatrain is good there are some issues that need some TLC.									1
1430	Station should be cleaned especially nearby ticket vending machine	1								
1433	Smooth ride!		1							

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1434	More bullet trains on the weekends! Earlier weekend trains!						1			
1437	Bathroom is my only issue!		1							
1438	Please add WIFI service and lower ticket price.				1				1	
1439	Did not find senior ticket selections as it was not listed where I had expected it to be.				1					
1440	Bathrooms are not clean enough		1							
1441	I wish there was a bullet train that ran later at night!!!						1			
1442	Left something on the train & it disappeared. No lost & found (mostly my fault). Non-bikers in bike car. Have to use modified twitter for delays.			1						1
1452	Not enough rain shelters at stations. Inconvenient crossing from northbound-southbound platforms, especially @ stations where "entrance" appears to be in middle.	1								
1453	1) The improvements over the last 10yrs or so have been much appreciated, especially not stopping at every station and the baby bullets. 2) Suggestions: a) electrify the train, i.e. eliminate the diesels b) eliminate grade crossings.						1			1
1454	Some people leave their trash on the train. Maybe the onboard announcement can include a reminder for people to clean up after themselves.		1			1				

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1456	Some of the conductors are straight dicks. A few of the old grumpy ones in particular are more concerned about being Mr. Cool guy than doing their job. Mostly they just hit on hot girls when they're not trying to check tickets of people who look poor. & I always buy a ticket.							1		
1469	Please later service for HP Pavilion concerts. 10:00 pm is way too early.						1			
1470	It is not necessary to honk all the time once everywhere!		1							
1471	Nimblr Cartrain app.					1				
1480	Not sure if signs have been posted in Sunnyvale stations. When last there from San Jose airport, there was no posted information about a train going to Sacramento, no posted information about which que was for north, south or east. Hope it was fixed. Mistake cost me over \$100 for taxi to San Mateo. Also, thanks for no parking fees in December!!					1				
1488	Train delay announcements used to be and 5 minutes - 10 is too long some conductors speak too fast.					1		1		
1489	Perhaps vendor kiosks with and most popular stations. I miss the nice couple and MTN view station and it promotes independent bus. For weekly commuters!	1								
1490	I just want to say that Caltrain has been the best public transportation I have ever used.									1

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1492	Luggage should not be in bilce car. Put stickers at all windows of bike car. Uses for bikes area please sit elsewhere- courtesy sign.		1	1		1				
1493	Need to enforce use of bike tags. Too many people do not use and it creates problems in the bike cars.			1						
1495	On board wifi will be grreat.								1	
1496	Free WI-FI								1	
1499	During rush hours, some people take 2 seats so whoever gets on the train later than those people cannot have seat to sit. I hope Caltrain can post some posters to remind those who take more than 1 seat to give it to others who stand!		1			1				
1502	I wish to see up dates to the smart phone app about the Carltrain schedule. I don't always feel informed when reading it.					1				
1504	Unhappy with proof of payment system completely inflexible for adding funds- should be morning grace period for monthly riders who are offer fined for fare evasion. This seems, in my hunble opinion to be reduculous systems. How about a real-time payment system. Or do you try to make money this way?				1					
1507	Need Wi-Fi would be nice to be able to sign up for text alerts on specific trains for their status. The recent schedule change made it possible to use Caltrain. Thanks.						1		1	
1508	Show more clocks or time on led at 1th and King.	1								

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1509	Biggest Caltrain flaw: Old cranky slow trains quite unbelievable in 21st century high tech capital of the world!		1							
1510	Bigger more trains on Giants game days! (If you can budget it!).		1				1			
1516	I think the conductors should be a little nicer. If you work with the public, know how to handle different stations without attitude. It just makes everyone un easy, Smile when your rude!							1		
1517	I recently attempted to get a refund after the train was involved in an accident in Redwood City. I typically don't save the original ticket after use, But did supply receipt tickets for both ticket and parking purchase with credit card information and was not offered a refund. That prevneted a better survey.				1					
1520	Station announcements should be clearer about delays. For example, I heard a recorder notice that trains 123 & 456 will operate as a condor train: Not clear until I was on the train on to what this meant in terms of delay to my destination.					1				
1525	The train ride was a little bumpy. But really fast.		1							
1532	Post weekend times at San Jose station out in front of ticket machines like you do with weekday schedules.					1				
1534	I'd like to see more train running on weekends and late in the night you people coming back from the city, after a nighth out. Taking the train seems like a safer option than driving in the middle of the night.						1			1

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1536	Allow booze on train.		1							
1539	Love the train; just wish the buses were as good!									1
1541	Excellent service Very satisfied only thing to improve- less frequency. A train every 40 minutes during evenings and night would do a world of good. Thank you very much.						1			
1542	Excellent service a big thank you.									1
1543	5 Its great to commute across the bay.									1
1544	At SJ Dideron Station, track numbers of Caltrain trains are not obviously posted. With the long run ways up to the track, It can take 60-90 seconds to run to a correct track if you guessed the wrong one. Long low slope and walls make it difficult to see train cars until you are almost on the platform. I have missed trains because of this.					1				
1546	Need more express trains?						1			
1549	\$10 return for 2 stops is way too expensive.				1					
1551	The thing I only have to say is some conductors can have better attitudes and smiles on their faces, cause if not I'm looking for work.							1		
1556	The ticket machine should accept international cards. The schedule of the trains should be better displayed.				1	1				

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1557	You should be able to pay in the train like they do in England trains, that way is more convenient and faster for the user.				1					
1559	Thank's Wrote in chinese.									1
1561	I really enjoy the friendliness and humor of the announcements! It makes the trip fun!					1				
1566	Love Caltrains you just need a better CRM model. Everything else is great!									1
1568	I think Caltrain is great. I love the fact you still allow some drinking of cocktails at cocktail hour. It's the last vestige of an elegant way of travelling. Don't change. My only suggestion is to run more trains during day so more people would use. Hate Bart.		1				1			
1574	Your conductors are consistantly and exceptionally nice. Thank You.							1		
1577	Toilets should be better cleared or more often. Announcements of stations should be louder. Interior (window seats, back of seats) should be cleaned more often locks in the bathrooms need to be fixed check toilets locks.		1			1				
1579	My biggest complaint is lack of late night trains and the time to commute from SF to Palo Alto area off peak hours.						1			
1580	Service haead northbound on the weekends ends too early! Caltrain is over all too expensive!				1		1			

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1592	Wifi is Something I Despetatley need when commuting by Caltrain everyday if only there was a WIFI hot spot for a reasonable price- I'd be very happy Thanks!								1	
1594	I live in NYC where public transportation (LIRR) Pales in comparison to Caltrain.									1
1601	Wifi please!								1	
1602	Tickets are extremely over priced trains go entirely too fast when going through a station that they are not stopping at. I don't even know how it is legal to reach such high speeds so close to pedestrians.		1		1					
1607	Train should have power outlets.		1							
1609	I think there needs to be more northbound late night service.						1			
1610	Great expreince overall. My only concern is the zone system can be a little confusing when purchasing a ticket.				1					
1611	Northbound train weekdays arriving at San Bruno, reaches station at 8:19 am and leaves at 8:20 where in schedule it is marked as 8:21 am some conductors give like running commentary through the trip besides the initial instructions which is annoying.						1	1		
1613	4 I wish people who do not have a bicycle would not take seats in the bicycle car. People who have bicycles would like to be able to set near their bicycles, So they could make sure they are not stolen.			1						

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1615	I am 68, but I did not receive the senior discount (\$7 vs. \$14). I am a first time rider. The vending machine is very confusing and with a credit card, I couldn't cancel out. I hope Caltrain will refund my \$7.				1					
1617	Satisfied.									1
1618	So far so good!									1
1619	The thanksgiving schedule and day after was confusing. I would like more consistency such as all holidays and for day after run on same schedule, sat or sun.						1			
1623	Caltrain Wifi would be awesome.								1	
1625	I had a dream last night of a beach some place in Mexico, in a village of fishermen. I had wanted to strip of my clothes and dive into the writhing surf, but there were suddenly people about, and I didn't want to be taken to jail.									1
1626	I only wish the trains ran more frequently (between Palo Alto and SF)						1			
1627	Station on Calif Ave in Palo Alto. There needs to be signs and arrows (aseuate) directing a person shere to go to catch the train going to San Francisco!!!					1				
1628	Stations in Calif. Ave, Palo Alto, not enough signs tell you where to go to SA.					1				
1629	Cool dude like train's									1

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1630	I would recommend Caltrain better utilize twitter and its website to post and update regarding delays.					1				
1631	Caltrain should past delays on its website.					1				
1633	I recently moved and now am down the street from the broadway station. Would love to see that become a weekday stop again.						1			
1639	I find that 2 trains per hour at the Bayshore Station make commuting daily difficult. Two trains per hour would encourage me to use caltrain daily.						1			
1641	By accident we bought the wrong ticket, Jason was very kind explainig how to work the vending machines and how to upgrade toe get the proper ticket. He was kind and understanding with us. Nice customer service.				1			1		
1642	Jason was a wonderful conductor. He explained very patiently to us on how to buy the ticket correctly etc. Very helpful!				1			1		
1645	Palo Alto University Ave has too much litter, smells of urine and too many homeless people.	1								
1646	I've had a great Caltrain experience overall. Can we get WIFI on trains? It'll help a lot. Besides that good job overall.								1	
1654	More frequent times in the evening would be nice for those having to work later and barely missed the 6:56.						1			

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1656	Overall I think the Caltrain is a terrific service and is preferable to BART. I'd like to see better availability/security within the bike cars. Also, it might be helpful to intersperse commone courtesy recommendations - ie allow the bike riders to sit with their bikes or reminders about eating and drinking in the cars. Great work!		1	1						
1657	Please! 1) Enforce bikes use yellow tags w/destination! 2) Enforce non-bikers not sit in bike cars . . . Both would improve conflict and delay in bike cars.			1						
1660	For monthly clipper card holders having to tag on and off the first day of every month sucks. The fact that adding money online doesn't update automatically also sucks. Everything else is quite good. Thanks.				1					
1661	1) Thank you for 2 bike cars! 2) Internet on board would be nice. I would pay to subscribe. 3) Can you make 22nd St more bikes friendly? Hard to get bike on and off train - very high step.			1					1	
1663	Machines eat money, and customer service phone hours end so early. There needs to be a way to speak to someone. I am now stranded - that was all my cash.				1					1
1664	Please provide extra garbage containers on Caltrain station and parking lots.	1			1					
1701	On board train cleanlyness, Because of age of train stains and scrape marks acumilate and toilets flushing mecanizims don't always work. I use ticket vending machines, sometimes it takes 10 min in line and refund reciept is hard to collect.		1		1					

Survey ID	Comments	Station Quality	Train Ride Quality	Bike	Fare media/ Parking issues	Information/ Announcements	Schedule/ ontime performance	Staff	Wifi/ Internet on trains	Other
1703	Most dissatisfying experience with Caltrain is the lack of more bullets and more trains. Once an hour is not enough. I have to spend over 31/2 hours a day comutting.						1			
1706	It would be nice to get my monthly pass in San Jose vs. San Carlos, some sort of problem with combining clipper card and my stipen from work via online, and it is just one dollar.				1					
1708	Staff is very curtious and trains clean and always's on time.		1					1		
1711	More single dealer coaches with wings spoiler.		1							
1712	Please weekend Caltrain starting time should start at least 5:30. This is not only my opinion. Consider that Thanks.						1			
1714	I love Caltrain!									1
1716	In chinese.									1
1717	A very satisfied customer on Caltrain.									1
1718	Caltrain does this job I love it.									1
1719	Please bring on free WIFI We can only go to San Carlos station, To pay a \$ 1.00 plus the \$ 125.00 work allow one to pay for the 2 zone monthly pass. Does allow to be paid on the internet.				1				1	

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1720	If smokers are still doing their cigarette smoking on the platform. Should add more cars especially on weekdays (during busy hours. Often on standing during rush hours.	1	1							
1722	More renewable energy's Led's Solar.									1
1724	Need to come on time.						1			
1726	Improve signage re: how to pay for parking.					1				
1728	Conductors could be more fastidious about keeping people's feet off seats or any other more general rule-breaking enforcement.		1					1		
1730	Sometimes the train cars smell bad.		1							
1731	I love taking Caltrain almost all of the conductors are awesome, Very helpful- polite.							1		
1732	Wish trains was scheduled so they would land half an hour before 8-9-10 am, so people would have a real chance to get ot work without having to take a train an hour and a half ealy. Other than that good job conductors always seem nice! And that there would be an earlier Sunday trains.						1	1		
1733	Always late.						1			
1734	More stops it only takes a few minutes to stop, I commute from Belmont and have to get off at Hillsdale many times which is terrible im poor weather.						1			

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1736	Shouldn't allow people (sport fans) drink on board they get rowdy.		1							
1739	I have lost too much money due to techical errors with the clipper card machines and with those people refilling my card @ whole foods and other refill locations. FIX THIS.				1					
1740	I enjoy Caltrain for 65 years I don't drive bay shore any more.									1
1741	I wish there are some more clipper machines on the platform! Thank you.				1					
1744	I like Caltrain Thank you.									1
1747	Printed schedules difficult to read would be nice to be able to get text msg for train information fares etc.					1				
1750	Never had a problem feel safe appreciate having the travel to San Jose when I need it.									1
1762	Please clean trains on a regular basis! The carpets & seats are disgusting! As are the cleanliness of & smell of the restrooms. Please ensure there is adequate soap & water for hygiene. Trains are only on time if the abiding by the printed schedule! Please make this happen. And please have more bike capacity on Lombardi? (Sp). Just eliminate the seats on the lower level of bike cars for a quick easy resolution.		1	1			1			
1768	I appreciate the space provided for bikers/cyclists.			1						

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1770	Clipper readers should be at the end of the platform so one does not have to back track (depending on where one is on the train) to get to the reader.				1					
1771	I am very willing to pay more for my pass if I knew the money was going into replacing trains that are forever breaking down. In 7yrs taking the train then breaking down feels like a more common occurrence.		1		1					
1775	Bombardier intercoms are terrible. Put train #s on side of train. Better cleaning of restrooms.		1			1				
1782	More trains to / from the south bay (Morgan Hill, Gilroy) Would sure be nice in the mornings/ mid-day and late evening. Not being able to take Caltrain on the weekends or go north in the evening is a bummer.						1			
1784	More service to Morgan Hill/ Gilroy would be nice and wifi on the train would be great!						1		1	
1788	At San Jose Diridon Station please post the track that each train will stop at -both north and southbound. Post it in the access tunnel under the tracks. Also clearly post in multiple locations the train number.					1				
1789	Need more train service to Morgan Hill.						1			
1791	I like that you did a survey. I know many delays can't be helped, but they are very frustrating when a time line is not given. Also, I take the train to Tamien from Palo Alto in the evening and when there are delays, I can't tell which trains actually go all the way to Tamien or just stop at Diridon. No bueno.					1				

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1792	Please make WIFI available (free), its 2012?								1	
1793	Past delays info on the Caltrain website please!					1				
1794	Please have security at Tamien station to prevent theft. Bigger lot at Tamien	1								
1795	I like the new trains with the table's upstands get more of those.		1							
1797	The onboard restroom is great on newer trains but horrible on older trains, They smell very bad and some of them are almost overflowing. Caltrain should empty the restroom on older train more often.		1							
1851	I enjoy Caltrain over driving. The trains are clean and I feel safe on them. The fares thought are steep and the discounts for frequent use are relatively low. There should be a way to buy tickets onboard or be automatically detected if you brought them at a booth without being interrupted by a conductor, Also I don't like how the burden of a buggy clipper card systems is on the customer where the conductor assumes it's the customer fault to prove otherwise.				1					
1854	My only poor experience is when train has substantial teenage/ young adult riders who disregard rules, including smoking pot on train. They also have little respect for those around them with regards to their language!		1							

Survey ID	Comments	Station Quality	Train Ride Quality	Bike	Fare media/ Parking issues	Information/ Announcements	Schedule/ ontime performance	Staff	Wifi/ Internet on trains	Other
1861	Experience with Caltrain has been quite good so far except that the interiors of the trains are very dirty. Something needs to be done about that. Provide antibacterial wipes!		1							
1865	More trains should stop at Santa Clara! Not enough parking with St Diridon!				1		1			
1870	Please add coach cars to frowded trains.		1							
1875	I would like to see more info posted on the e boards at stations such as trains with which plat form with delays. Also more of an advanced notice by announcement of when trains will be on other than regular platform.					1				
1876	Adjust times to match school bus/ 274 5 AM trains route so to not make students wait an hour for next train, due to 5 min.						1			
1877	Conductor courtesy varies some are great! Others act like they hate the job and customers. Biggerst issue is effective, timey information on delays at station and on board and on Caltrain site (Which could easily post current information on problems so I wouldn't learn after the fact at the station or trains.					1		1		
1881	When in special events or delays should have more struture and organization because the trains get packed and people can't get in and out.		1							
1882	Air conditioning!!! After I stop and cars are full cars become hurnid and hot.		1							

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1886	Can the connection between diridon and tamien be improved- a Caltrain shuttle all the time, not just on weekends or more southbond trains that terminate at Tamien!						1			
1887	Need better delay announcements, At Millbrae the announcements are usually over a how late and don't even include the current trains. Need more seats at stations, can't do work while waiting.	1				1				
1889	Station (at least Sunnyvale) seems to never get cleaned, broken glass, vomit, etc. Can stay on parking structure stairs for over a month. Morning bullets have been consistently late, although it seems to e getting better.	1					1			
1892	Delay in one train cause a cascade iffect. This should be addressed if possible. It happens too often. Maybe by pass tracks should be laid out at loaction where there is some land available.						1			
1894	Frequency of trains a peak hours after 7 pm is unsatisfactory (More people work late these days and use train to commute after hours) Provision of WIFI internet on board will greatly increase ridership and us of thime on board. Alternate travel arrangements in case of major train delays need ssubsiantial improvement.						1		1	
1896	Why not survey us on what we want? Moblie apps. Pay parking from phone, WIFI more bullet trains, more parking.				1		1		1	1
1900	Fix or upgrade HVAC and air conditioning because trains are always hot and it increases the stress level of public transportation users.		1							

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2151	More doors on trains please. Run on time, more often. Thx		1				1			
2159	I enjoy my commute on Caltrain									1
2160	Internet onboard please; conductors please talk less (minute of fame syndrome); find ways to reduce cost; exit on 22nd st. Northbound is terrible. One staircase with a million people and trains going up it; getting to so is ridiculous!! You can see it from Millbrae but still needs Bart trains to get there; everything else is great!	1			1				1	
2161	Stop giving 15 mins of announcements on commuter routes! We all know the drill; every time Caltrain is late/stopped, conductors don't seem to know why; stops placed at inconvenient locations (no where near downtown, only 2 stops in SF difficult to get to airport).	1				1		1		1
2162	It would be great to expedite travel in the event of a delay caused by hitting something. More grade separations.									1
2163	More bullet frequency in the morning; lights on Iowa St. On 22nd St. Station; reduce prices on monthly passes.	1			1		1			
2164	Add electronic signage at 22nd Street w/ train info; thank you for adding trains; 22nd St. Station and surrounding area is poorly lit at night; get internet on train; need to have more trains during giants games, very difficult to find seat or have pleasant experience; have never seen someone without a ticket talked to by conductor actually fined; need to address bike situation; parking near trains in SF very challenging.	1	1	1	1	1	1		1	

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2165	Onboard WIFI would be great; delays are handled in a strange fashion, sometimes we are notified, sometimes not; I wish I could learn via text or twitter if my train will be late, then I can stay at work longer; I've been on delayed trains that start as an express train but they make every stop. Communicate more when there are service interruptions.					1			1	
2169	Wi-Fi service would be nice; I would be willing to pay for it if the fee was reasonable.								1	
2172	We really need WIFI access on trains. It should be standard. Also if delays are going to exceed 30min, buses should be in place to take us to our stops.								1	1
2173	When trains are delayed saying 10-25 mins late is dumb and useless. Need to be specific. Learn from Muni & Bart about expected arrival times. Improve pa systems. It sounds like someone is mumbling all the time @ Palo Alto at least.					1	1	1		
2175	You really need to be better at announcing delays, reasons for delays and predictions about how long it will take & resume moving. It is terrible when I stand at the station for an hour without a single train going by or a single announcement about what happening.					1				
2176	There should be more trains in the mornings and better train maintenance to prevent delays. For me, the most important thing is getting from a to b on time. Onboard wireless would be excellent too.						1		1	1

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2178	The main issues I have are with delays and the poverty of information riders get about them. When this was happening daily for a week in late September-early October; conductors should have been apologetic & informative rather than evasive about the issues. Without any context, ridership speculated wildly. Make your regular riders your advocates. Caltrain treating us like idiots is not going to help you. Thanks for asking & listening.					1	1	1		
2181	The only thing that I ask, if there is a delay, I like an announcement asap. Sitting without moving on the train really sucks. Thanks					1				
2182	Sometimes when a train is about to arrive at a station, the conductor is (or starts) checking tickets. This is inconvenient because then I am trying to show my pass and get downstairs at the same time. Difficult to do both at once.							1		
2205	Posted instructions for clipper card use would be helpful for first -time riders. Also ticket prices are getting very high.				1	1				
2206	Later train service northbound earlier trans southbound on weekends. Better preparation for Giants trains- More cars.						1			
2209	Time tables in stations! More bike space!			1		1				
2211	I take the train home everyday at 9:09 pm and I wish it would be on time and not always 10 mins late. Other then that I'm happy with Caltrain.						1			
2213	Almost always right time. Cars are clean.		1				1			

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2214	Your survey suggests on board restrooms- Where are they?					1				
2220	Telephone info reps frequently give out wrong stop info.					1				
2221	I wish Caltrain had better connectivity with faster city and earlier morning trains on weekends.						1			
2223	The train needs to be on time more leaving Menlo. At 8:39 am.						1			
2224	Trains run like frequently. Also bike tags are not readily available.			1			1			
2225	Put clipper add at stations.				1					
2227	I wish there was external signs on train platforms to indicate trains number and destination- a bit confusing.					1				
2230	Some conductors aren't clear when speaking into the onboard announcement systems. Everything else, Perfect! Go Sharks!!							1		
2231	Not all tracks assigned are correct at SJ Diridon. I have missed this train because of this ex Train 277 North at 5:31 pm					1				
2235	I live in Morgan Hill there need to be more trains available for travel to and from the south of San Jose like Morgan Hill this is a verious handicap for our town. Perhaps just adding 3 more runs a day in northbound and southbound direction could dramatically enhance life in morgan hill and other towns.						1			
2239	It do feel like you can make sure they run more pre day.						1			

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2241	Commute is smooth and the service is great so far.									1
2243	Real time train times / delays-free WIFI monthly pass holder should be able to tag for upgrade without purchasing a separate ticket.				1	1			1	
2246	Caltrain is a good transportation option. But if feels by some of the Caltrain employees that it is the only option. There is Bart, VTA, AC, and MUNI. I want Caltrain to offer some incentive for me to use their services daily. The 8- ride package isn't any much of a discount and the monthly pass is expensive for gone time fee. Vta offers a 50% discount with a Bart transfer. Also Caltrain has very loud people talking on their cell phone all the time. It gets really bad.		1		1				1	
2248	I love SF Giants service and the ability to tailgate satly and drink on train on way up.		1							1
2301	On-time performance has improved recently.						1			
2302	I don't like the ticket/pass check at SF 4th/king at the boarding door. During commute times it creates a large bottleneck.				1					
2303	I would give Caltrain experience 5 out of 5 if they figured out a relatively cheap way to keep the riders warm & dry on cold days.	1								

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2304	Overall, I've had a positive Caltrain experience. The only negative experience I've had in my first 6 months as a new Caltrain rider was on 10/31. The Giants WS parade day. The 4th/king station was packed, the boarding process unorganized and no communication. It could've easily turned ugly due to the drunken crowd. Then, on the train, there was no police presence. On my train, one giants fan started smoking pot. It was hard to breath. Caltrains can do a better job with those big events. The only other thing Caltrain needs WIFI?!	1	1			1			1	
2305	I am pleased with the auto load feature of the clipper cards, but think that you should extend the expiration of 8-ride passes to 90 days. As it is, I must go through the awkward process of stopping and starting the auto load feature when my schedule require me to				1					
2309	It would be great if we could sign up for email notices for late trains but for only the trains we choose.					1				
2315	Caltrain is great! I do recommened that bike tags be required for all bikes on the trains.			1						
2316	Wi-Fi in all cars!								1	
2318	I take Caltrain to school everyday. I like the ride north and south. Thank you!									1
2319	It would be helpful if the clipper card reader were closer to the entrance gates to Bart at the Millbrae station. Currently, the two are some distance apart.				1					

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2320	When a train is cancelled and you get the next train jam packed, absolutely jammed, how about having the conductors actually do some conducting. The conductors need to take the lead and direct and help the crowds get on and off the train, especially the bike cars. You should advertise the fact that the monthly pass is good for all zones on the weekend. This is a great bonus and great selling point for the monthly pass and should be advertised.		1		1	1		1		
2324	Please replace clipper machines in San Francisco station. They are awful (really bad) very slow, don't always work, require multiple card insertions. Need better clipper technology.				1					
2325	Caltrain has been invaluable for my commute to work. Clean, efficient (except for fatalities but that cannot be controlled) and very civil way to get to work daily!									1
2331	Some vending machines have glare problem Please replace (I, I'm not the only one) I know wrap ads bring needed revenue. However, please have the screens not cover the windows! One cannot comfortably look out. Your eyes constantly rapidly try to resolve what is between the dots makes folks sea sick.		1		1					
2334	Only commute is on the southbound schedule (pm) trains to San Mateo are bunched around the 1/2 hour (5:30; 6:30). If the sb 5:56; 6:56 stopped at San Mateo, it would solve this.						1			
2335	Smoking on the platform is something I really dislike. Overall, very happy with the service. The day of the Giants parade was horrible. Can anything be done differently for special events?	1								1

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2351	Staff needs to be more productive in keeping luggage & able body folks out of disabled seating.		1					1		
2354	Caltrain's emergency procedures and protocols for events beyond your control are horrible! Considering (unfortunately) how often there's an accident, the information sharing and recovery plans (alternate modes that help all passengers, with a timely response) are woefully inadequate. Great conductors across the board. Very personable, friendly and helpful.					1				1
2363	My overall experience with Caltrain has been very satisfactory... it is very comfortable to be on the train and the conductors are very good at what they do.		1					1		
2365	Please deal change in paper money at ticket vending machines.				1					
2370	More parking daily				1					
2371	The Gilroy train station should not be a homeless shelter. I recognize the need for homeless person to have a place to sleep, but the train station is not the appropriate place, in my opinion.	1								
2374	When will we get new trains? More on time trains needed.		1				1			
2375	Would like to be notified on train delay from Morgan Hill					1				
2376	An earlier train from Gilroy. Also more trains in pm to Gilroy. More trains stop at Mountain View station.						1			

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2379	The ticket booth in Gilroy has been broken for over three years. I do not like the clipper cards. I am constantly adding money because the tag machines don't always work properly. Clipper cards should have a pay scale for those whom can't afford passes.	1			1					
2380	The info signs @ stations are useless. Invest the money in a SMS system that informs me before I get to station. The info is useless to me then. Those that bike, walk, or bus to the station need info earlier.					1				
2382	I wish some of the lights functioned more smoothly (like the one @ Hillsdale that flickers) & that SJ was better lit @ night. There's one clipper card machine @ SJ that won't take my credit card. Onboard restrooms can get a little gross later in the day. @ SJ, the janitor shooed me out of the bathroom when I was combing my hair.	1	1		1			1		
2386	Need more morning stops at Menlo park station, from Tamien. Example: between 6am - 9am.						1			
2387	San Jose Diridon starts to smell really bad in the lobby. Kind of make me not want to go to the station. Also, when I get to work and take the 6:33 or 7:30 train sometimes it gets delayed. I think it is ok once in a while but it happens often, kind of bothers me. Overall I'm happy with the service. Just those two things bother me.	1					1			
2391	Santa Clara stations connect to san José airport, wish the train can be more frequent, currently every 30min for rush hour and 1hr for non-rush hour.						1			

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2395	My biggest concern is station safety. I drive to San Martin rather than using Gilroy because there are drugged, drunk transients and prostitutes there. Have been harassed personally by them. Very scary and unpleasant.	1								
2400	I ride from Sunnyvale to SF and back daily.									1
2410	Please make it easier to use clipper cards. More places to tag in and off.				1					
2412	I am so unhappy with your unproffesonal conductors (Robert) latino man early so rude, and his harrasment is disgusting! And yes I made a report on train.							1		
2414	Sometimes trains will arrive at their station too early not giving me enough time to buy a ticket and having to wait an hour till the next train. Also coordinated schecules with other public transports (Sam trains/ VTA) would be appreciated.						1			1
2420	Please give us feedback on this survey (results & action items). Thanks for asking for our constructive comments. Excellent & courteous service from Caltrain conductors. Thank you. Older carriages make rides uncomfortable & noisy as compared to modern carriages. Carriage windows outside always with water spots, looks untidy. Older cars look, feel & sometimes smell worn out. Seems that for this service. Running in silicon valley (goggle & apple's back yard) Caltrains could get their corp. sponsorship or advertising and use \$ to improve customer experience.		1					1		1

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2422	It will be great if we have direct bullet trains from San Jose to San Francisco so it's faster. If Caltrain is as faster as Bart, it would be great. Also if it's hard to find parking at San Jose station if we arrive later than 7:45 it would be great if the parking space is extended.				1		1			
2423	Delays are unacceptable and have become worst since the new company has taken over.						1			
2429	Trains should have free wifi and an observation car with snacks being served. There should be an electric outlet at every seat.		1						1	
2430	Trains should have free WIFI and an observation car with snack being served. There should be a plug at every seat to plug in phones & laptops.		1						1	
2434	My biggest suggestion would be electronic boards displaying departing/arriving trains. Their platforms and expected departure/arrival time. I find information difficult to find at stations.					1				
2440	Trains are getting overly crowded at rush hour periods. Many times there is no seating. Hope there will be more train options during rush hours.		1				1			
2442	Please provide free wifi on the train.								1	
2443	Please don't buy refurbished Japanese trains. The seats are built for little people. Speed is #1, if you do SJ to SF in 30mins. Ridership will increase tenfold.		1				1			

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2444	Audio speakers on the train sometimes don't work well & we can't hear announcements. Overall satisfied with Caltrain. Need more parking @ SJ Diridon.	1				1				
2504	Cloth seat covers are dirty! Filthy! Gross! Illuminated or lit station signs when riding the train at night. I can't see the station signs. The conductors don't always announce the stops or the pa is busted. Timing the train track crossing gate. I've missed a couple train because the gate is down and I'm on the other side of the tracks... the train is loading; no train in opposite direction, but gate is still down. Announcing delays on the station pa system is rare. Alerts on website would be helpful.	1	1			1		1		
2505	I'm not (yet) a regular commuter, but I love Caltrans! More trains and more \$ please!						1			
2507	Monthly pass 4+ years. What is your official twitter site? Want correct news about delays. When a system down issue, the train conductors are not getting correct info from headquarters. They sometimes make-up a problem.				1	1				
2508	Morning trains always late. Was better with Amtrak. Same excuse all the time but not good enough for my employer!						1			
2510	Staff is very friendly. My one concern is that sometimes I don't see the staff enough. There has been several times where someone's music is inappropriately loud and either a conductor/staff never passes by or doesn't say anything to the individual. Especially a concern on the 6:05am train n from Palo Alto. People are sleeping/want to sleep.		1					1		

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2515	It would be nice to have WIFI on the train. Otherwise Caltrain has been an overall good experience for now (except during giant games).								1	1
2516	Bathroom continue to be a problem even to people who don't use the. Snell travel. Overall Caltrain is a great way to travel to SF.		1							
2520	Parking at stations can be a big issue (especially mountain view) tickets are expensive, clipper card & reloading can be a big pain. Tag on/off policy/penalties overly harsh, i.e. Forgetting to tag off, costs more than a ticket.				1					
2521	Announcing stations. Some people are very clear and some very difficult to understand. Some try to speed up their speeds, some intentionally mispronounce station names.					1		1		
2522	When will Caltrain have WIFI? Whatever happened to the other baby bullet that would have made only 2-3 stops?						1		1	
2523	Would be great if bullet train frequency is increased.						1			
2527	Overall Caltrain is much better than when I started riding 5+ years ago. Biggest problems are still communications and handling things when a train hits something/someone. All too often it seems like you don't know what to do.					1				
2804	Alcohol drinking policy is terrible. I brought my son to Giants game and group of people were cursing f--k a lot and drunk. I will never use Caltrain to watch Bay area games again. I advise all my family and friends and co-workers not to use Caltrain.		1							

Survey ID	Comments	Station Quality	Train Ride Quality	Bike	Fare media/ Parking issues	Information/ Announcements	Schedule/ ontime performance	Staff	Wifi/ Internet on trains	Other
2805	The staff is very good. Friendly and have personlity.							1		
2806	Unbelievably Pleasant.									1
2811	Parking falities I look forward a parking building for passengers at San Jose. To ease on weekdays.				1					
2818	Caltrain ticket prices are not sensible or sustainable for low-income riders, even with the marginal clipper discount. The system of pauing by zone hardly seems fair, especially between adsacent stations in different zones. Please stop increasing ticket prices establishing lower for students.				1					
2819	Please make it easy to know which Caltrain I am boarding before I get on the train. I don't always get to see the number on the front of the train.					1				
2820	Personally detest cars that are moving bill boards As mentioned schedules of other trains not Caltrain should also be posted Santa Clara; also please get trains electrified I for one feel that would knock off 10-15 min SF to San Jose more riders.					1	1			
2824	Great way 2 travel. Just wish the hours of operation were longer and later til 2 am						1			
2840	It would be helpful to have clear instructions about parking. I didn't know you could pruchase parking ticket at train ticket place.				1	1				
2841	Parking fees are unclear on not visible.				1					

Survey ID	Comments	Station Quality	Train Ride Quality	Bike	Fare media/ Parking issues	Information/ Announcements	Schedule/ ontime performance	Staff	Wifi/ Internet on trains	Other
2842	Not clean abliut paying for parking in parking lot.				1					
2843	Die billet machine.				1					
2844	Please add more frequent weekend train service. The ticket machines are tempermental.						1			
2845	Kinda smells funny!	1								
2846	I have been riding Caltrian for over 7 yr commuity to San Francisco and Palo Alto. I still feel that the interiors of the trains are filthy especially the carpets. Also when it rains heavily water leaks into the passenger compartments and vestibules, How much would it take to clean the carpet on a regular basis?		1							
2847	Announcement about speical holiday schedules, sport event schedule would be greatly appreciated. More late trains especially when last train has no room for bikes.			1		1	1			
2848	Graduate student discounts would be putty cool!				1					
2903	Bart is cheaper				1					
2909	Moved recently to S.J., not sure of zip. Sometimes the posted info can be difficult to understand, especially when the train number differs from what is posted.					1				

Survey ID	Comments	Station Quality	Train Ride Quality	Bike	Fare media/ Parking issues	Information/ Announcements	Schedule/ ontime performance	Staff	Wifi/ Internet on trains	Other
2916	Some of the cars small really bad! Sometimes it's coming from the bathroom, other times it is food other people are eating. Need more fresh air. I do not feel safe during Giants games! Cell or web notification of delays.		1			1				
2917	The clipper system is flawed. Should be an opportunity to purchase a ticket on board. Homeless/drunken passenger & indigents should be refused service. Train break down too often.		1		1		1			
2921	As a bike rider, need to enforce that people without bikes don't sit in that car.			1						
2924	add a second bullet set on weekends						1			
2925	but I feel like the time line should be little less than an hour						1			
2931	Need reasonably priced parking in SF. Need WIFI on trains?				1					
2933	I was very impressed with the friendliness of the staff & have the trains leave exactly on time.						1	1		
2936	Wifi! Please give us wifi! I would pay for it. Phone Is not great. The train horn wakes up the entire neighborhood, btw.		1						1	
2938	more bike room			1						
2944	Wifi. I'll pay more to get WIFI please, thank you. Put feature on ticket machine.				1				1	

Survey ID	Comments	Station Quality	Train Ride Quality	Bike	Fare media/ Parking issues	Information/ Announcements	Schedule/ ontime performance	Staff	Wifi/ Internet on trains	Other
2962	Always a good experience and like that caltrain allows food and drink and yet trains are always clean. Better sryinage in lots about when park my will be changed, where to pay. And how pay would be helpful to avoid ticktes.		1		1	1				
2964	We are grateful (husband and I) that Caltrain is close to us and we find it very convenient and enjoy using it, We are seniors.									1
2965	I would like to see more bullet trains from Sunnyvale.						1			
2966	I must take Caltrains occasionally. But it is a fine way to get to SF beats driving any day Caltrain deserves a+ helpful employers.							1		1
2967	Overall, positive helpful employees I would approve double and slower announcements.					1		1		
2969	Palo Alto station does not feel safe at night, Tunnels smell like urine I go to Menlo Park instead of Palo Alto most of the time.	1								
2971	SF station restroom found closed for cleaning when train arrived. Should schedule this to not conflict with train schedules.	1								
2972	Issue to prevent profit loss: My transportation solely rides on Caltrain so I request Caltrain to be firm when passengers board without tickets. Something to consider, keep a credit card machine on board to allow passengers to purchase tickets especially if they forgot.				1					

Survey ID	Comments	Station Quality	Train Ride Quality	Bike	Fare media/ Parking issues	Information/ Announcements	Schedule/ ontime performance	Staff	Wifi/ Internet on trains	Other
2973	Please have train numbers on the side of the train as well. One cannot see the number in the dark with glaring headlights? Also please try to bring clipper into the 21st century it should be made easier to use obtain info on the spot try to fix things on line purchases should be instant.				1	1				
2974	Very good smooth rides and nice scenery. Conductors can be rude at times.		1					1		
2975	Some conductor's area very rude.							1		
2976	The trains are nice bigger trash cans.		1							
2977	Caltrain is good, very helpful getting me places.									1
2991	Wish Caltrain can have WIFI on board. I wish weekends could have a train running every half an hour.						1		1	
2992	Need wifi service drink service		1						1	
2993	San Jose- Track changes sometimes not announced which can cause missed trains due to waiting on wrong platform.					1				
2996	Offer a 6am and 7am train on sat/sun. 8:15 is sometimes too late.						1			
3102	Passengers having to wait to be let out of train corridors after arrival are out of control. The gates should be open at all times for passengers, period!		1							

Survey ID	Comments	Station Quality	Train Ride Quality	Bike	Fare media/ Parking issues	Information/ Announcements	Schedule/ ontime performance	Staff	Wifi/ Internet on trains	Other
3106	I only marked my overall experiences as a (1) because I assume there is a thief among your staff members & this makes me uneasy. On Nov 6th I took a SB train leaving at 9:35 and accidentally left my bike on the train. I got off at Palo Alto & realizing my mistake, called customer service, talked to lost and found and as many other people as I could get a hold of they all told me to wait and see if the bike comes in. it didn't. I posted it stolen on craigslist and got a call from a man who said he bought my bike at the capital swap meet in San Jose from a guy who worked for Caltrain. This was without any prompting on my part. You leave a crook on your payroll.			1				1		1
3107	People provide internet on the train.								1	
3110	The new schedule is great & convenient. Suggestion: if drinking aboard Caltrain is legal why not have a beverage cart? I know many who would pay \$5-7 for a beer and it would mean new revenue. Please consider that.		1				1			
3113	As a Stanford grad student living in San Francisco it would be really helpful to have some sort of discount. I pay full price now. Real-time tracking of trains and official delay announcements on the web would be really nice for when the trains are not running on time.				1	1				
3115	Please use real toilet paper on train bathrooms instead of sheets. Some toilets don't function well & some parts look busted making it harder to get in & go. Stronger hangers for bags. This comment is more for the older train cars. I love Caltrain, but I don't trust your restrooms.		1							

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3121	Most of the time the ride is great, however you are never being able to tell if a person are having a bad day or not. They should be professional & courteous all the time.							1		
3125	Not a regular Caltrain rider									1
3127	Run on schedule; post next train arrival time at each station; conductors should enforce bike car, bike count limits; loud speakers at stations are useless; run on time, stick to schedule.			1		1	1	1		
3128	It would be nice to receive email announcements if the train is late more than 10 mins and the reason for being late (e.g. fatality on track, mechanical breakdown) then I could decide if I will wait for the train or find other means.					1				
3131	I like Caltrain enjoy the ride Thank.									1
3136	Stop that kid that a steel stacks and stacks of schedules, mags etc 1bs @ 1bs.									1
3140	Clipper card loading machines like those found at Bart and Golden Gate Ferry Terminals would be appreciated- the ones at SJ Diridon are very slow and not very accurate.				1					
3142	Would be great to be able to check weather trains were running on time before I left the house!					1				
3147	Great form of public transportation.									1
3148	I feel that this question any is very ligitamete and I see that more. Should be sanding thing out Luis Ray									1

Survey ID	Comments	Station Quality	Train Ride Quality	Bike	Fare media/ Parking issues	Information/ Announcements	Schedule/ ontime performance	Staff	Wifi/ Internet on trains	Other
3153	Good									1
3154	Helps me get home.									1
3155	Make sure the conductors are chill							1		
3156	Enjoy the newer trains.		1							
3162	Trains very slowly!		1							
3163	As 2 first time customer of the train, I can say it is pretty slow compared to the other trains I have ridden.		1							
3173	I would like to log on/off from a train as well as add clipper value from terminal machines.		1		1					
3179	I love riding the train. You guys do a great job!									1
3180	No sun protection at station.	1								
3192	Caltrain does not take international credit cards yet SF is an international city. Frustrating as missed train to find ATM to get cash. Suggest try upgrading systems Thanks!				1					
3193	5 are Very satisfied and happy to take every day caltrain. Thank you.									1
3194	My overall experience with riding Caltrain is good am positive other than the tact that trains one delay and often times during the express hours on weekdays.						1			

Survey ID	Comments	Station Quality	Train Ride Quality	Bike	Fare media/ Parking issues	Information/ Announcements	Schedule/ ontime performance	Staff	Wifi/ Internet on trains	Other
3199	The bike racks at the Palo Alto (north east side) station are very in conveniently placed and positioned.			1						
3357	When seeing impaired, would like announcement for blind					1				
3401	This was my first Caltrain experience.									1
3407	Please, clean the interior of the train it smells really bad customer in San Francisco		1							
3417	I have always like Caltrain and will continue to use ten in the future.									1
3421	What are your plans when Bart opens in San Jose?									1
3422	I am not a frequent rider- but I used to. I wish you could put some ticket machines on board-with prevalence of Smartphone and small card reader service nowadays-see me antguated to not have this on board. I gave ease of fixed vending lower mark as I needed to cycle through few times reading option for youth and looking for RT before assuming day pass covered that.				1					
3423	Caltrain raks but 4th and King station in SF always smells like an old bathroom with rusty pipes.	1								
3427	I love taking Caltrain every day I've been riding on Caltrain since 1993.									1
3428	Caltrain is the best!									1

Survey ID	Comments	Station Quality	Train Ride Quality	Bike	Fare media/ Parking issues	Information/ Announcements	Schedule/ ontime performance	Staff	Wifi/ Internet on trains	Other
3429	Love the extra trains for the giants.						1			
3430	Hand sanitizer									1
3431	Everything looks good except cleanliness of restrooms.		1							
3434	I object to inserting a \$ 20 bill for a \$ 5. Fare and getting \$15 dollars of Susan Anthony silver dollars in change and then when I go to use them silver dollars you ticket machine will not accept these looser coins.				1					
3438	Would like conductors to enforce no feet on seats no loud music and no loud cell phone use more. Use their headphones.		1					1		
3440	There are far too many people riding bikes on the platforms.			1						
3443	The Caltrain ticket machines should not allow potential passengers to purchase passes to stops that the train will not be going to. It becomes an unsatisfactory experience for everyone involved. Including ticket checkers who have to deal with upset customers.				1			1		
3451	Caltrain needs WIFI. Also needs a vender who works down aisles with snow cones! They also need outlets on the lower levels.		1						1	
3452	Shout out to the Caltrain worker who didn't let a 20 something girl cry her way out of a ticket. She got what she deserved. You do fine work, more weekend bullets.						1	1		1

Survey ID	Comments	Station Quality	Train Ride Quality	Bike	Fare media/ Parking issues	Information/ Announcements	Schedule/ ontime performance	Staff	Wifi/ Internet on trains	Other
3457	One time I was not informed about a delay and got home later than scheduled.					1				
3458	Need wifi on board the trains.								1	
3460	The train scheduled to arrive at Millbrae (8:01am-Northbound) is frequently late, which causes me to miss my Bart connection. And be late to work.						1			
3462	Free WIFI in the Caltrain and station cheap price.								1	
3463	More information in carriage free wifi inside. Broadcasting not clear enough for visitors.					1			1	
3468	Please keep up the great service.									1
3476	Love riding the train to San Francisco. Keep up the good service. Thanks for serving the community.									1
3477	The only thing that prevents me from riding the Caltrain at time the price.				1					
3482	Availability of restrooms are lacking both in the stations & on board trains. One restroom in our car is inadequate I am diabetic and need to urinate with more frequency than one restroom allows other mass transit train- i.e.: Long Island Railroad in New York, have restrooms in each car.	1	1							
3484	A very good job at taking care of people. Thank You!									1
4361	Solo ua pocomas de precaucion con los horarios.									1

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4364	Nesecitan mas linpiesa.									1
4480	Mesienlomuy sadisfecho copel gerisio es me jar servicie de trell.									1
Total Comments by Category		76	159	47	159	182	204	101	109	123
Percent comments by Category		6.6%	13.7%	4.1%	13.7%	15.7%	17.6%	8.7%	9.4%	10.6%
Total Comments		1160								
Total Comments %		100%								



2012 CALTRAIN

Customer Satisfaction Survey

CATEGORIZED VERBATIM COMMENTS

Prepared by:

Dikita Enterprises, Inc.
1001 Bayhill Drive, 2nd Floor
San Bruno, California 94066

