

# **CALTRAIN CUSTOMER SATISFACTION SURVEY JUNE 2013**

## **VERBATIM COMMENTS**

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*Note: Many verbatims address different aspects of Caltrain service, so the same verbatim may be included in more than one category*

## Schedules/Frequency

PLEASE IMPROVE FREQUENCY OF TRAINS.

TRAIN: 192

MORE EXPRESS TRAINS IN THE MORNING REQUIRED. PREFERABLY AFTER 8:30 AM.

TRAIN: 288

PLEASE HAVE MORE TRAINS ON WEEKENDS AT NIGHT FOR CONVENIENCE.

TRAIN: 288

THERE SHOULD BE MORE BULLET LIMITED STOP SERVICE PAST 7 PM. IT MAKES IT VERY HARD FOR PEOPLE WORKING LATE TO COMMUTE HOME, ESPECIALLY WHEN HOURS ARE UNPREDICTABLE.

TRAIN: 288

MORE BULLETS FROM MOUNTAIN VIEW OR AT LEAST MORE FREQUENT SERVICE TO SAN FRANCISCO FOR 6 TO 7 AM ARRIVALS.

TRAIN: 288

IT WOULD BE GREAT TO GET MORE FREQUENT BABY BULLETS.

TRAIN: 288

IT WOULD BE HELPFUL TO HAVE MORE EXPRESS OPTIONS TO SAN CARLOS AND/OR REDWOOD CITY AFTER 7 PM ON WEEKDAYS.

TRAIN: 288

GOOD SCHEDULES.

TRAIN: 288

MORE TRAINS SOUTHBOUND STOPPING AT LAWRENCE STATION BETWEEN 3 PM AND 6 PM.

TRAIN: 288

PLEASE ADD A LIMITED STOP BULLET TRAIN LEAVING AROUND 7:30 PM.

TRAIN: 288

LONGER COMMUTE HOURS.

TRAIN: 288

MORE TRAINS, ESPECIALLY BULLET LIMITED EXTENDED DURING RUSH HOUR.

TRAIN: 288

TOP PRIORITY SHOULD BE MORE TRAINS.

TRAIN: 217

COULD USE ONE MORE TRAIN IN THE MORNING AND EVENING AND 7-7:15 WOULD BE GREAT.

TRAIN: 217

MORE PEAK TIME TRAINS AND POST BALLGAME TRAINS. PLEASE AVOID OUR HAVING TO STAND AND FULL TRAINS.

TRAIN: 217

## Schedules/Frequency

WE PROBABLY NEED MORE PEAK HOUR TRAINS. THE NUMBER OF PASSENGERS HAS DEFINITELY INCREASED IN THE LAST FEW YEARS.

TRAIN: 217

MORE OPTIONS TO AND FROM GILROY WOULD BE MUCH APPRECIATED. THERE ARE ONLY TWO DURING WEEKDAYS AND THEY ARE SO CLOSE TOGETHER. MAYBE SPREADING THEM OUT MORE CAN ALSO WORK.

TRAIN: 217

TRADE THE EARLIEST BABY BULLETS FOR ONE AN HOUR LATER THAN THE CURRENT LAST BULLET. SILICON VALLEY COMMUTES LATE SO THE LAST BULLET IS PACKED. ALLOW FOR LATER COMMUTES.

TRAIN: 217

I THINK ADDING A TRAIN AFTER MIDNIGHT ON WEEKEND NIGHTS WOULD ATTRACT A LOT OF CUSTOMERS.

TRAIN: 217

WE NEED MORE TRAIN SERVICE FROM LAWRENCE TO PALO ALTO PARTICULARLY IN THE AFTERNOON RUSH HOURS. THERE WAS A LONG GAP MORE THAN 1 HOUR. AFTER 4:25 PM TRAIN FROM PALO ALTO TO LAWRENCE THE NEXT TRAIN IS AT 5:38 PM AND THEN EVERY HOUR. WE NEED A 5 PM TRAIN EVERY HALF HOUR INTERVALS FROM PALO ALTO TO LAWRENCE. PLEASE INCREASE THE TRAINS.

TRAIN: 217

MORE TRAIN SERVICE NEEDED BETWEEN 4:30 AND 5:30 FROM PALO ALTO TO LAWRENCE.

TRAIN: 217

SANTA CLARA NEEDS MORE TRAINS IN THE AM AND MORE STOPS COMING FROM PALO ALTO. I GET OFF AT 4:30 AND HAVE TO WAIT UNTIL 5:39 TO GET A RIDE HOME.

TRAIN: 217

AT LEAST PUT A RIDE EVERY HALF HOUR INSTEAD OF EVERY HOUR. THANK YOU.

TRAIN: 217

MORE RUSH HOUR TRAINS TO SANTA CLARA.

TRAIN: 217

WOULD LOVE TO SEE MORE TRAINS. DURING COMMUTES, THEY'RE CROWDED.

TRAIN: 225

MORE TRAINS ON WEEKENDS WOULD BE NICE.

TRAIN: 225

I VERY MUCH ENJOY COMMUTING VIA CALTRAIN. TWO AREAS FOR IMPROVEMENT ARE COMMUNICATING DELAYS OR SERVICE ISSUES AND FREQUENCY OF SERVICE AROUND RUSH HOUR.

TRAIN: 225

RUSH HOUR TRAINS ARE TOO CROWDED. HOPE TO HAVE ONE MORE TRAIN IN THE MORNING AND EVENING.

TRAIN: 225

## Schedules/Frequency

NEED MORE FREQUENT AND FASTER CALTRAIN.

TRAIN: 225

MORE TRAINS THAT LEAVE SAN FRANCISCO LATER PLEASE, ONES THAT ARE LIMITED OR EXPRESS.

TRAIN: 225

MORE TRAINS LATER IN THE DAY AFTER 6:30 PM.

TRAIN: 225

MORE BULLET TRAINS.

TRAIN: 225

MORE THAN 30 MINUTE INTERVALS BETWEEN TRAINS DURING COMMUTE HOURS IS PATHETIC. PLEASE BRING IT DOWN TO 20 MINUTES OR LESS, AT SUNNYVALE, MOUNTAIN VIEW AND PALO ALTO.

TRAIN: 225

NEED A TRAIN BETWEEN 7:32 AND 8 AM WEEKDAYS.

TRAIN: 225

NO ADDITIONAL REQUIREMENTS, EXCEPT HAVE THE BULLET #323 STOP AT SUNNYVALE. THE OVERALL PERFORMANCE OF CALTRAIN IS VERY SATISFACTORY.

TRAIN: 225

ADDITIONAL TRAINS DURING COMMUTE HOURS.

TRAIN: 225

PLEASE ADD CALIFORNIA AVE TO BABY BULLET SERVICE.

TRAIN: 225

PLEASE ADD MORE NORTHBOUND AM 22ND ST STOPS. I TAKE FOUR TRAINS EVERY DAY BECAUSE THERE ARE SO FEW STOPS AT 22ND STREET.

TRAIN: 324

I THINK MOST OF THE CONDUCTORS ARE FRIENDLY, SOCIAL AND HELPFUL. I CAN LITERALLY THINK OF ONLY ONE THAT IS NOT. AS A BIKER, THEY'RE VERY RESPECTFUL OF MAKING SURE BIKERS HAVE FIRST PRIORITY OF THE BIKE CAR. MY ONLY SUGGESTIONS WOULD BE TO HAVE BULLETS EARLIER IN THE AFTERNOON AND TO HAVE ONE MORE BIKE CAR.

TRAIN: 324

I WOULD LIKE LATER TRAINS.

TRAIN: 254

IMPROVE THE SCHEDULE SO I SPEND FEWER MINUTES WAITING IN SAN FRANCISCO.

TRAIN: 254

MORE FREQUENT BULLET TRAINS. THANK YOU FOR ADDING MORE RECENTLY, BUT EVEN MORE ARE NEEDED.

TRAIN: 273

## Schedules/Frequency

I SAW THAT THERE WERE TWO TRAINS PASSED WITHIN TEN MINUTES. UNFORTUNATELY I MISSED THEM. NOW, I HAVE TO WAIT FOR MORE THAN TWENTY MINUTES TO GET ONE.

TRAIN: 273

MORE TRAINS ON WEEKENDS WOULD BE NICE.

TRAIN: 273

PLEASE CONNECT CALIFORNIA AVE AND HILLSDALE.

TRAIN: 273

MORE TRAINS.

TRAIN: 273

CALTRAIN IS CRITICAL TO ME GETTING TO WORK EACH DAY. I WISH IT STOPPED MORE IN SOUTH SAN FRANCISCO.

TRAIN: 190

IN THE EVENINGS, IT WOULD BE NICE TO HAVE SOME TRAIN OPTIONS THAT EXPRESS SOUTH HALF WAY AND THEN MAKE ALL STOPS.

TRAIN: 190

MORE BULLET TRAINS AFTER 6:30 PM WOULD BE VERY BENEFICIAL

TRAIN: 190

MORE FREQUENT TRAINS DURING BUSY TIMES. ADD ANOTHER TRAIN AT 8PM AT SAN FRANCISCO.

TRAIN: 190

RUN ALL NIGHT, LIKE THEY DO IN NEW YORK!

TRAIN: 190

NEED TO HAVE MORE BULLETS IN THE LATER EVENINGS.

TRAIN: 190

MORE FREQUENCY AFTER 7:30PM. OR AT LEAST SPLIT THE TRAINS UP LIKE AFTER THE BALLGAME (1 ALL-STOPS, 1 NON-STOP TO SAN CARLOS).

TRAIN: 190

SO MUCH NICER THAN MUNI. WOULD LOVE MORE TRAINS AFTER RUSH HOUR.

TRAIN: 190

WOULD BE NICE TO HAVE MORE TRAINS LIKE #190.

TRAIN: 190

MORE WEEKEND TRAINS! MORE BULLET AVAILABILITY.

TRAIN: 273

ADDITIONAL SB TRAINS LEAVING SAN BRUNO TO PALO ALTO IN AM. ADDITIONAL NB TRAINS IN EVENINGS FROM PA TO SB MORNING AND EVENING TRAINS TO/FROM SAN BRUNO & CALIFORNIA.

TRAIN: 273

## Schedules/Frequency

MORE FREQUENT TRAINS.

TRAIN: 273

IMPROVE FREQUENCY OF SERVICE.

TRAIN: 190

PLEASE HAVE MORE CALTRAIN TRAINS BETWEEN SAN JOSE AND SAN FRANCISCO

TRAIN: 190

SERVICES SHOULD BE MORE FREQUENT, AT LEAST EVERY 30 MINUTES.

TRAIN: 190

MORE FREQUENT NON-PEAK HOURS SERVICE BETWEEN SMALLER STATIONS WOULD BE GREAT!

TRAIN: 143

FREQUENCY OF TRAINS. DO YOU HAVE PLANS TO ADD MORE TRAINS? DO YOU HAVE PLANS TO ADD MORE TRACKS AT STATIONS SO EXPRESS TRAINS CAN PASS LOCAL TRAINS?

TRAIN: 381

I AM VERY HAPPY WITH CALTRAIN. I NEED MORE BULLET TRAINS.

TRAIN: 225

NEED MORE BABY BULLETS AFTER 8:15AM & 8PM.

TRAIN: 225

FREQUENCY OF THE TRAINS COULD BE IMPROVED.

TRAIN: 360

MORE TRAINS IN THE MORNING.

TRAIN: 360

I WOULD GREATLY APPRECIATE A TRAIN BETWEEN THE 7:30 AND 8:40 TRAINS FROM SAN FRANCISCO TO REDWOOD CITY ON WEEKNIGHTS.

TRAIN: 262

I WOULD LIKE TO SEE MORE SOUTHBOUND TRAINS AVAILABLE IN EVENING.

TRAIN: 225

WOULD FIND IT MUCH MORE CONVENIENT IF TRAINS TO A CERTAIN DESTINATIONS WERE MORE EVENLY DISTRIBUTED. INSTEAD OF HAVING TWO TRAINS DEPART/ARRIVE AT A STATION WITHIN 10 MINUTES OF EACH OTHER AND NOT HAVING A TRAIN AGAIN FOR ANOTHER HOUR, PLEASE HAVE THE TRAINS LEAVE/ARRIVE EVERY THIRTY MINUTES OR SOME MORE REGULAR INTERVALS (ESPECIALLY NORTHBOUND TRAINS IN THE MORNING FROM SAN MATEO).

TRAIN: 225

VERY SATISFIED WITH THE SERVICE IN GENERAL. WOULD LOVE BABY BULLET SERVICE FROM SAN FRANCISCO (KING OR 22ND) TO SUNNYVALE - THAT WOULD MAKE FOR A STELLAR EXPERIENCE.

TRAIN: 230

## Schedules/Frequency

RUN MORE TRAINS, MORE FREQUENTLY, COMMUTE HOUR TRAINS ARE PACKED AND DURING GIANTS GAMES!

TRAIN: 230

ONE TRAIN PER HOUR IS LESS CONVENIENT AND SLOWER THAN DRIVING.

TRAIN: 230

AN EXPRESS TRAIN FROM 4THKING/22ND TO SUNNYVALE IN THE MORNING WOULD BE GREAT.

TRAIN: 230

I REALLY FEEL LIKE TRAINS SHOULD COME EVERY 30 MINUTE, ON THE WEEKEND! BESIDES THAT, I LIKE CALTRAIN!

TRAIN: 432

MORE STOPS AT HAYWARD AND 22<sup>ND</sup> ST IN AFTERNOON.

TRAIN: 432

MORE TRAINS ON THE WEEKEND WOULD BE GREAT!

TRAIN: 432

LATE NIGHT SERVICE, LIKE 2:00AM, ON WEEKENDS.

TRAIN: 432

I WOULD LIKE MORE FREQUENCY, LIKE EVERY HALF HOUR. THANK YOU

TRAIN: 432

CALTRAIN IS GREAT BUT IT TAKES FOREVER TO GET FROM SAN FRANCISCO TO THE SOUTH BAY ON NON-COMMUTE TIME TRAINS. HOW ABOUT ADDING AN SAN FRANCISCO-MILLBRAE-PALO ALTO-MOUNTAIN VIEW-SAN JOSE BULLET IN THE MIDDLE OF THE DAY ON WEEKDAYS AND A FEW TIMES ON WEEKEND.

TRAIN: 432

CALTRAIN IS GREAT. LATER TRAINS ON THE WEEKEND NIGHTS WOULD HELP A LOT OF PEOPLE. 9:30PM FROM PALO ALTO, NORTH TO SANTA CLARA. COME ON NOW! HAVE TRAINS RUN LATER. FEWER DRUNK DRIVERS IS BETTER FOR EVERYONE'S HEALTH. DON'T YOU THINK?

TRAIN: 432

I GO TO MILLBRAE BECAUSE OF THE POOR SCHEDULE FOR SAN MATEO.

TRAIN: 207

THE 221 SHOULD STOP IN PALO ALTO, AS SEVERAL OF US HAVE TO STOP IN MENLO PARK AND RIDE SOUTH TO THE PALO ALTO STATION.

TRAIN: 216

MORE WEEKEND BULLETS.

TRAIN: 262

MY BIGGEST COMPLAINT IS THE LACK OF LATE EVENING TRAINS ON THE WEEKEND TO AND FROM THE CITY. I WOULD LIKE A TRAIN THAT RETURNS BETWEEN ONE AND TWO AM.

TRAIN: 288

## Schedules/Frequency

IT WOULD BE GREAT TO HAVE MORE TRAINS BETWEEN 7 PM AND MIDNIGHT AT LEAST DURING WEEKDAYS.

TRAIN: 254

SCHEDULING IS A LITTLE OFF. I RIDE PALO ALTO SAN MATEO PALO ALTO DAILY. I DON'T CONSIDER SAN MATEO THE BIGGEST STOP BUT CERTAINLY NOT THE SMALLEST. HOWEVER IN THE AFTERNOON, TRAINS ARE AVAILABLE AT: 43,:57 OR: 04 LOCAL WITH CONNECTION. THIS IS THREE TRAINS IN 21 MINUTES AND NONE FOR 39. SHOULD BE MORE EVENLY SPACED.

TRAIN: 262

REALLY WISH THERE WERE MORE MIDDAY SERVICE.

TRAIN: 262

MORE STOPS AT LAWRENCE.

TRAIN: 262

MAKE MORE TRAIN STOPS TO SANTA CLARA AND LAWRENCE.

TRAIN: 262

MORE FREQUENT SERVICE AFTER 6:30 PM, SAY 6:30 TO 9 PM

TRAIN: 385

I'D LIKE MORE TRAINS. IF NOT, SOME FASTER TRAINS WOULD BE GOOD TOO.

TRAIN: 385

OVERALL SERVICE IS GOOD. COULD USE A FEW LESS HOLES IN THE SCHEDULE COMMUTE. IF I MISS MY TRAIN, I HAVE TO WAIT ABOUT 45 MINUTES FOR ANOTHER. BULLET TRAINS ARE GREAT.

TRAIN: 206

LOVE CALTRAIN. SHOULD HAVE MORE FREQUENT TRAINS TO ENABLE EVERYONE TO STOP DRIVING. THANK YOU.

TRAIN: 206

NEED MORE MIDDAY TRAINS. ONE HOUR HEADWAY IS TOO LONG.

TRAIN: 233

I AM A MONTHLY PASS HOLDER WHO COMMUTES DAILY TO SAN FRANCISCO. I WISH TRAINS WERE MORE FREQUENT LATER AND EARLIER.

TRAIN: 233

NEED MORE SERVICE TO HAYWARD PARK.

TRAIN: 233

I FEEL THE CALTRAIN TRAIN SCHEDULE IS OVER COMPLICATED. THERE SHOULD BE FAST TRAINS STOPPING AT MAJOR STOPS I.E. SUNNYVALE, PALO ALTO, REDWOOD CITY, ETC. AND SLOW ONES MAKING ALL STOPS. YOU CAN GET RID OF ALL THE EXPRESS TRAINS. MORE TRAINS BETWEEN 8 TO 10 AND 5 TO 7.

TRAIN: 233

## Schedules/Frequency

A LATE TRAIN AROUND MIDNIGHT OR 1 AM DAILY WOULD HELP. SOMETIMES I AM UNABLE TO USE CALTRAIN BECAUSE I AM NOT SURE I WILL BE ABLE TO MOVE INTO THE LAST TRAIN RETURNING HOME.

TRAIN: 233

MORE BULLET TRAINS

TRAIN: 233

I LIKE COMMUTING ON THE TRAIN MUCH MORE THAN DRIVING BUT THERE IS MUCH ROOM FOR IMPROVEMENT. FREQUENCY. IF I MISS A TRAIN IT CAN BE 30 MINUTES TO AN HOUR BEFORE THE NEXT OPTION.

TRAIN: 233

233 SHOULD BE A BULLET.

TRAIN: 233

WEEKEND TRAINS TO TAMIEN WOULD BE HELPFUL.

TRAIN: 233

SOME BULLET TRAINS DURING THE DAY AND LATE IN THE EVENING, ESPECIALLY AT THE WEEKEND WHEN YOU VISIT THE CITY.

TRAIN: 233

THE FREQUENCY BETWEEN SAN JOSE DIRIDON AND REDWOOD CITY CAN BE INCREASED.

TRAIN: 329

MORE FREQUENT SERVICE TO TAMIEN, SAN JOSE.

TRAIN: 329

PLEASE IMPROVE THE SCHEDULES AND FREQUENCY OF CALTRAIN.

TRAIN: 329

LET THE 4:44 OR THE 5:05 OUT OF PALO ALTO GO TO TAMIEN.

TRAIN: 329

INCREASE SERVICE TO TAMIEN. HAVE TRAINS THAT ALREADY MAKE THE TRIP TO TAMIEN BE IN SERVICE. CARE ABOUT YOUR PASSENGERS AND GETTING THEM TO THEIR STATION.

TRAIN: 329

THE BULLET THAT GETS TO SUNNYVALE AT 8:13 AM IS WAY TOO CROWDED. I WOULD SOLVE THIS BY ADDING A BABY BULLET AN HOUR LATER. MANY PEOPLE WORK AT TECH STARTUPS HERE AND DON'T NEED TO BE AT WORK EARLY. I PERSONALLY WOULD USE A LATER BULLET IF IT EXISTED TO SAN FRANCISCO. IT TICKS ME OFF A BIT THAT I PAY \$179 A MONTH AND DON'T EVEN GET A SEAT IN THE BEGINNING OF THE RIDE.

TRAIN: 329

PLEASE INCREASE THE FREQUENCY OF TRAINS FROM SUNNYVALE DURING OFFICE HOURS. ADDING AN ADDITIONAL BULLET FROM SUNNYVALE DURING RUSH HOUR IS REALLY IMPORTANT.

TRAIN: 329

## Schedules/Frequency

WOULD LIKE TO HAVE MORE BULLET TRAIN FREQUENCY.

TRAIN: 329

I AM DISAPPOINTED THAT THERE IS ONLY ONE TRAIN I CAN CATCH FROM TAMIEN TO GET TO MY WORK ON TIME AT STANFORD.

TRAIN: 329

OVERALL BULLETS SHOULD RUN MORE FREQUENTLY AND ON WEEKENDS. ONE PER HOUR EVERY HOUR WOULD BE NICE.

TRAIN: 329

INCREASED FREQUENCY WILL HELP A LOT ESPECIALLY LIMITED STOPS.

TRAIN: 329

EXPRESS TRAINS SHOULD RUN LATER.

TRAIN: 329

IT'D BE GREAT TO HAVE BABY BULLET BETWEEN TAMIEN AND SAN FRANCISCO EVERY 30 MINUTES, NOT ONCE EVERY HOUR.

TRAIN: 329

AS A PERSON WHO COMMUTES OUT OF SAN FRANCISCO AFTER WORK EVERY DAY I WOULD REALLY APPRECIATE MORE BULLET LIMITED TRAINS IN THE EVENING. 6:56 PM IS THE CURRENT LATEST LIMITED TRAIN AND I FREQUENTLY NEED TO STAY IN THE OFFICE LATER THAN THAT.

TRAIN: 329

ADDING MORE CARS OR MORE FREQUENT STOPS. IN THE MORNINGS, PEOPLE HAVE TO STAND ESPECIALLY AT SUNNYVALE STOPS.

TRAIN: 329

NEEDS TO ADD 11 PM TRAIN FROM SAN FRANCISCO AND LATER SCHEDULE AFTER 12 PM.

TRAIN: 217

THE NUMBER OF PEOPLE WHO GO FROM SOUTH BAY TO WORK IN SAN FRANCISCO HAS MULTIPLIED IN THE LAST FEW YEARS BUT THE NUMBER OF FAST TRAINS HAS NOT. I LIVE IN LOS GATOS AND IT TAKES ME TWO HOURS TO GET TO SAN FRANCISCO DOOR TO DOOR ON THE BULLET TRAIN. IF YOU HAD MORE TRAINS AT LEAST I WOULD HAVE MORE OPTIONS.

TRAIN: 376

THERE IS NO TRAIN TO SUNNYVALE FROM 5:33 PM TO 5:56 PM ESPECIALLY FROM SAN FRANCISCO. IT WOULD BE HELPFUL IF ANOTHER SERVICE IS AVAILABLE IN BETWEEN. THANKS.

TRAIN: 376

TRAIN IS ALWAYS OVERCROWDED WHEN LEAVING FROM SAN FRANCISCO AROUND 5 TO 6 PM. I WISH THERE COULD BE ONE BULLET LIMITED TRAIN DURING THAT HOUR.

TRAIN: 376

## Schedules/Frequency

I BELIEVE FREQUENCY AND FURTHER DIFFERENT ROUTES DESTINATIONS ARE ALWAYS DESIRABLE AND NEEDED.

TRAIN: 142

KEEP TAMIEN STATION. HUNDREDS OF COMMUTERS USE IT. MORE STOPS AT TAMIEN.

TRAIN: 376

PLEASE ADD MORE BULLET TRAINS.

TRAIN: 376

ADD MORE TRAINS OR CARS DURING COMMUTE HOURS.

TRAIN: 376

HAVING MORE TRAINS WOULD HELP IN PREVENTING TRAINS FROM BEING OVERCROWDED. THE MAJORITY OF TIME PEOPLE ARE STANDING DURING THE EVENING. AT LEAST HAVE MORE FREQUENT BABY BULLET TRAINS.

TRAIN: 376

REQUEST MORE BABY BULLET TRAINS IN THE MORNING OR EVENING.

TRAIN: 376

PLEASE ADD MORE BABY BULLETS IN THE MORNING AND AFTERNOON AND EVENING COMMUTE.

TRAIN: 376

IF THERE ARE MORE TRAINS, ESPECIALLY BULLETS, DURING COMMUTE HOURS IT WILL HELP SEATING AVAILABILITY.

TRAIN: 289

WISH TRAINS WERE MORE FREQUENT LATE AT NIGHT.

TRAIN: 289

PLEASE STOP AT CALIFORNIA AVE MORE FREQUENTLY.

TRAIN: 289

INCREASE FREQUENCY OF TRAINS.

TRAIN: 289

A FEW MORE EVENING NON LOCAL NORTHBOUND TRAIN OPTIONS FROM MOUNTAIN VIEW WOULD BE AWESOME.

TRAIN: 289

MORE TRAINS DURING THE DAY

TRAIN: 289

I CAN'T CATCH ANY TRAIN IN BELMONT ST.

TRAIN: 216

## Schedules/Frequency

I AM A DAILY CUSTOMER OF CALTRAIN. I COMMUTE TO SJSU EVERY DAY, BUT DUE TO AFTERNOON FREQUENCY, I HAVE TO WAIT 40-55 MINUTES TO GET THE TRAIN. MANY OTHER DAILY COMMUTERS HAVE THE SAME PROBLEM. I AM REALLY THANKFUL TO CALTRAIN FOR GREAT COMMUTER SUPPORT BUT NEED TO IMPROVE ON AFTERNOON FREQUENCY.

TRAIN: 216

THE MOST IMPORTANT FACT IS THE TRIP DURATION FOLLOWED BY FREQUENCY. I RIDE CALTRAIN BECAUSE OF THE EXPRESS SERVICE. IT HAS TO BE FASTER THAN DRIVING. BETWEEN SUNNYVALE AND SAN MATEO THE EXPRESS IS FASTER THAN DRIVING DURING COMMUTE HOURS.

TRAIN: 282

NONSTOP SAN JOSE-SAN FRANCISCO TRAIN.

TRAIN: 282

MORE TRAINS.

TRAIN: 282

IS IT POSSIBLE TO HAVE OFF-PEAK LOCAL TRAINS STOP AT EVERY OTHER STOP AND RUN EVERY HALF HOUR? THAT WAY PEOPLE HAVE MORE CHOICE OF TRAINS.

TRAIN: 282

NEED MORE SERVICE OPTIONS MIDDAY AND LATE EVENING. ONE TRAIN PER HOUR IS USELESS AND MAKES USING TRAIN OFF PEAK IMPOSSIBLE. NEED ADDITIONAL MORNING AND EVENING BULLETS AFTER 323 AND 380.

TRAIN: 282

MAKE IT CHEAPER. TRAINS MUST BE THERE MORE FREQUENTLY.

TRAIN: 441

MORE EXPRESS TRAINS PLEASE.

TRAIN: 441

PLEASE MORE TRAINS ON WEEKENDS.

TRAIN: 441

MORE BULLET TRAINS PLEASE.

TRAIN: 268

WOULD APPRECIATE MORE FREQUENT SERVICE AT LAWRENCE DURING PEAK HOURS

TRAIN: 268

MORE TRAINS TO TAMIEN INSTEAD OF STOPPING AT DIRIDON.

TRAIN: 268

I WISH THE SATURDAY AND SUNDAY TRAIN LEAVING PALO ALTO SOUTHBOUND WOULD BE THE SAME AS MONDAY THROUGH FRIDAY THEN I COULD TAKE THE TRAIN HOME FROM WORK AT 11:36 PM. THANK YOU.

TRAIN: 151

## Schedules/Frequency

COULD HAVE LATER WEEKLY RIDES.

TRAIN: 151

I'LL APPRECIATE IF MORE TRAINS ARE ADDED TO SERVICE.

TRAIN: 151

MORE BULLETS AT OFF PEAK HOURS AND WEEKENDS.

TRAIN: 151

I THAT EARLIER BULLETS WOULD BE HELPFUL IF IT'S FEASIBLE, CALTRAIN IS THE BEST MODE OF PUBLIC TRANSPORTATION IN THE BAY AREA.

TRAIN: 102

MORE WEEKEND TRAINS. LATER SERVICE ON WEEKENDS FOR PEOPLE WHO GO OUT IN THE CITY. EXPRESS TO PALO ALTO.

TRAIN: 424

IM THRILLED TO CATCH THE TRAIN EVERYDAY AND ELIMINATE THE COMMUTE BY CAR. THANK YOU FOR A MOSTLY ON TIME, PLEASANT SERVICE. I'D LIKE TO SEE AN EARLY MORNING BULLET AND EVERY BULLET ALSO THE WEEKEND.

TRAIN: 313

WISH THERE WERE STOPS AT SANTA CLARA STATION.

TRAIN: 313

IF IT WERE EASIER TO GET TO CALTRAIN IN SAN FRANCISCO I WOULD RIDE MORE OFTEN. BART TO CALTRAIN SUCKS. IT'S A LONG, SLOW RIDE.

TRAIN: 332

ANOTHER EVENING BULLET TRAIN AROUND 7PM WOULD BE GREAT.

TRAIN: 332

MORE BABY BULLET TRAINS IN THE WEEKENDS WOULD BE NICE.

TRAIN: 257

LOVE BEING ABLE TO TAKE TRAIN TO BART TO SAN FRANCISCO. I WISH TRAIN STOPPED AT MENLO PARK CALTRAIN MORE OFTEN (FOR SHORTER, QUICKER TRIPS, ESPECIALLY, I'D LIKE TO GET TO REDWOOD CITY).

TRAIN: 257

FRI-SUN TRAINS GETTING OUTSIDE OF SAN FRANCISCO SHOULD GO PAST 1 OR 2AM.

TRAIN: 257

MAKE MORE BABY BULLET TRAINS FOR FAST TRAVEL TO/FROM SAN JOSE/SAN FRANCISCO

TRAIN: 313

LATER SERVICE OF EXPRESS TRAINS HEADING SOUTH FROM 4TH AND KING.

TRAIN: 207

## Schedules/Frequency

NEED MORE FREQUENT EXPRESS TRAINS IN THE EVENING. 6:56 IS TOO EARLY FOR COMMUTERS.  
TRAIN: 207

PLEASE ADD MORE TRAINS/ SERVICE.  
TRAIN: 277

ADD EXPRESS STOPS AT HAYWARD PARK.  
TRAIN: 277

I AM HAPPY N GENERAL WITH THE OVERALL SERVICE. WOULD BE NICE TO HAVE MORE TRAIN  
OPTIONS AT CAL AVE.  
TRAIN: 230

I'D LIKE TO SEE MORE EXPRESS TRAINS ON THE WEEKENDS.  
TRAIN: 230

NEED A SB TRAIN BETWEEN 7:30PM AND 8:40PM.  
TRAIN: 143

WOULD BE GREAT TO HAVE LATE TRAINS ON SUNDAYS AND HOLIDAYS.  
TRAIN: 433

SERVICE IS TOO SPARSE.  
TRAIN: 433

KEEP UP THE GOOD WORK. MORE WEEKEND TRAINS IN THE MORNING  
TRAIN: 421

I WOULD LOVE TO BE A DAILY RIDER BUT LIMITED TRAIN STOPS WITHIN SAN JOSE/SANTA CLARA  
MAKE SCHEDULING DIFFICULT FOR ME. OTHERWISE, I'M VERY HAPPY. THANKS.  
TRAIN: 421

I MAINLY USE CALTRAIN ON THE WEEKEND TO SAN FRANCISCO. I HIGHLY RECOMMEND HAVING  
EARLIER SUNDAY SERVICE AND EXTEND YOUR REACH. OVERALL, I ENJOY TAKING CALTRAIN. THANK  
YOU KEEP UP THE GOOD WORK  
TRAIN: 421

ADD MORE TRAINS TO THE SCHEDULE.  
TRAIN: 421

MORE BULLET TRAINS ON WEEKENDS. OTHERWISE, I'M VERY SATISFIED. IT IS AN EASY COMMUTE TO  
WORK FOR ME.  
TRAIN: 195

NEED MORE EXPRESS TRAINS ON EVENINGS AND WEEKENDS  
TRAIN: 195

AFTER 8:00 PM, TRAINS SHOULD RUN EVERY 30 MINUTES INSTEAD OF EVERY HOUR.  
TRAIN: 195

## Schedules/Frequency

PLEASE CONSIDER MORE TRAINS GOING NORTH IN THE EVENINGS. I HAD A BAD EXPERIENCE IN WHICH I NEARLY MISSED A 9:50 TRAIN AT SUNNYVALE BECAUSE THE GATE WAS CLOSED. I HAD TO CHASE THE TRAIN AND BANG ON IT NOT TO GET LEFT.

TRAIN: 195

WIDE GAP BETWEEN 7:30PM AND 8:40 PM AT SAN FRANCISCO TOWARD SOUTH. ANOTHER TRAIN MAY BE USEFUL TO PEOPLE TRAVELING TO AIRPORT

TRAIN: 195

WOULD LIKE TO MORE TIMES PAST MID-DAY 12:00PM-3:00PM AND ONE MORE LATER TRAIN GOING NORTHBOUND AT NIGHT ALL DAYS.

TRAIN: 195

I LOVE EFFICIENCY OF CALTRAIN MY ONLY GRIPE IS THAT WEEKEND IS HEAVILY LIMITED. I DEEPLY ENJOY UTILIZING CALTRAIN NONETHELESS.

TRAIN: 195

SERVICE FREQUENCY CAN BE IMPROVED.

TRAIN: 267

WHAT I CARE MOST IS FREQUENCY OF TRAINS. A QUICK COMMUTE WITH FASTER TRAINS. I DO NOT INTEND TO SPEND A GOOD PART OF MY LIFE ON CALTRAIN, SO A QUICK COMMUTE WILL BE APPRECIATED. HOW THE STATION LOOKS IS LEAST OF MY CONCERNS.

TRAIN: 332

THE ONLY THING THAT I WOULD LIKE MORE TRAINS IN THE EVENING AFTER 7:30PM.

TRAIN: 332

RUN PAST MIDNIGHT ALREADY.

TRAIN: 332

CAN YOU PLEASE ADD ONE MORE TRAIN 8:15, 8:20, and 8:30 AM?

TRAIN: 804

I WOULD LIKE TO SEE MORE BULLET TRAINS, RUNNING MORE FREQUENTLY.

TRAIN: 804

MORE BULLET TRAINS.

TRAIN: 804

PREFER MORE TRAIN SERVICE ON WEEKENDS. MORE STOPS NEEDED FOR SO.SAN FRAN, SO GENENTECH EMPLOYEES CAN HAVE A SHUTTLE THERE.

TRAIN: 441

ADD MORE SUNNYVALE STOPS.

TRAIN: 220

WITH SAN MATEO BEING A HIGHLY POPULATED AREA, I DO NOT SEE WHY THERE IS SUCH INFREQUENT SERVICE AT THE SAN MATEO STATION.

TRAIN: 220

## Schedules/Frequency

NEED MORE TRAIN TO STOP AT CALIFORNIA AVE DURING RUSH HOUR.

TRAIN: 220

INCREASE FREQUENCY OF TRAINS.

TRAIN: 220

WOULD LIKE TO SEE MORE 200 TRAINS EVERY HALF HOUR AND LATER INFO THE EVENING UP TO 8PM.

TRAIN: 220

WOULD LOVE TO HAVE MORE OPTIONS TO GET TO SUNNYVALE FROM 4TH AND KING.

TRAIN: 220

ALL TRAINS SHOULD HAVE A STOP AT 22ND ST IN SAN FRANCISCO.

TRAIN: 277

TAMIEN MORNING BULLET TRAINS TO SOUTHERN STOPS WOULD BE GREATLY APPRECIATED.

TRAIN: 268

PLEASE WORK ON RUNNING TRAINS FROM 4TH AND KING AT CLOSER TO 10-15 MINUTES INTERVALS DURING RUSH HOUR (4:30-7:30 PM ). THERE IS A 23 MINUTES GAP BETWEEN THE 14,20,27 AND 33 IT IS TERRIBLE TO MISS YOUR TRAIN AND HAVE TO WAIT 30 MINUTES.

TRAIN: 268

MORE TRAINS THAT STOP AT LAWRENCE IN EVENING.

TRAIN: 268

NEED MORE NIGHT TRAINS ON WEEKENDS.

TRAIN: 268

OVERALL, I'M VERY SATISFIED. I WOULD LIKE TO SEE MORE WEEKEND BULLETS, LONGER OR MORE FREQUENT AM TRAINS. IT'S ALMOST SRO AT DIRIDON FOR 7:03.

TRAIN: 282

ADD MORE TRAINS OR TRAIN CARS AT PEAK COMMUTE TIME, ESPECIALLY IN THE MORNING.

TRAIN: 282

MORE TRAINS DURING RUSH HOUR.

TRAIN: 282

I WISH THERE WAS ONE MORE MORNING TRAIN 8AM IN SAN CARLOS NORTHBOUND AND 1-2 MORE SOUTH BOUND AFTER 7 PM, THANKS.

TRAIN: 282

ADD A CAR TO THE POPULAR BULLET TRAINS.

TRAIN: 282

## Routes/Stops

PUT TRACK INTO THE CITY. LET ME GET ON IN THE FINANCIAL DISTRICT.

TRAIN: 217

MORE STOPS IN SAN FRANCISCO.

TRAIN: 254

GO TO OAKLAND.

TRAIN: 190

CALTRAIN EXTENSION TO DOWNTOWN SAN FRANCISCO SHOULD BE A HIGH PRIORITY.

TRAIN: 217

I BELIEVE FREQUENCY AND FURTHER DIFFERENT ROUTES DESTINATIONS ARE ALWAYS DESIRABLE AND NEEDED

TRAIN: 142

I LIVE IN SANTA CRUZ, SO IT WOULD BE SO NICE IF I COULD GO ALL THE WAY TO SANTA CRUZ ON THIS TRAIN.

TRAIN: 142

EXTENSION INTO DOWNTOWN.

TRAIN: 289

LOVE TO RIDE THE TRAINS. MANY OF THE STOPS ARE CLOSE TO THE STREET CONCERTS, REDWOOD CITY AND FAIRS, SAN MATEO SO IT SAVES ME FROM HAVING TO DRIVE AND PAY FOR PARKING BUT I WISH IT WAS CLOSER TO EAST PALO ALTO SO I COULD RIDE TO WORK.

TRAIN: 441

CONVENIENT SERVICE. EXTEND TO SAN JOSE.

TRAIN: 438

IT WOULD BE GREAT IF SERVICE EXTENDED TO SACRAMENTO AREA, OR NAPA, ROHNERT PARK, SANTA ROSA.

TRAIN: 143

I MAINLY USE CALTRAIN ON THE WEEKEND TO SAN FRANCISCO. I HIGHLY RECOMMEND HAVING EARLIER SUNDAY SERVICE AND EXTEND YOUR REACH. OVERALL, I ENJOY TAKING CALTRAIN. THANK YOU KEEP UP THE GOOD WORK

TRAIN: 421

EXPAND COVERAGE INTO SAN FRANCISCO.

TRAIN: 268

I HAVE ENJOYED MY CALTRAIN EXPERIENCE OVER THE LAST YEAR AND TRAVEL FREQUENTLY. CERTAINLY THERE IS ROOM FOR IMPROVEMENT. OFFER ADDITIONAL STATIONS IN SAN FRANCISCO. THE 4TH AND KING STATION IS TOO FAR SOUTH. I NEED ACCESSIBILITY IN THE FINANCIAL DISTRICT.

TRAIN: 268

## On-time Performance/Reliability

UNRELIABLE SCHEDULES. NOT ON TIME. CONSTANT DELAYS.

TRAIN: 288

IN GENERAL, CALTRAIN IS A FANTASTIC SERVICE. I APPRECIATE THE GOOD CUSTOMER SERVICE I TYPICALLY RECEIVE. SERVICE DELAYS DUE TO ACCIDENTS AND FATALITIES ARE THE BIGGEST PROBLEM. WISH WE COULD AVOID THESE.

TRAIN: 288

THE 5:27 TRAIN RARELY GETS TO LAWRENCE.

TRAIN: 217

JUNE 20 2013: IN THE LAST FEW WEEKS TRAINS HAVE BEEN NOTORIOUSLY LATE.

TRAIN: 225

DELAYS DURING ASSAULT AND CRIMES.

TRAIN: 225

IN THE LAST MONTH SINCE I STARTED COMMUTING ON CALTRAIN, THE MORNING TRAINS HAVE BEEN ON TIME AND 5 OUT OF 17 EVENING TRAINS HAVE BEEN DELAYED.

TRAIN: 225

BE ON TIME, ESPECIALLY DURING THOSE MULTI-HOUR DELAYS WHEN WE HAVE INCIDENTS.

TRAIN: 225

THE NUMBER OF DELAYS HAS INCREASED RECENTLY.

TRAIN: 225

OVERALL EXPERIENCE IS OK. FREQUENCY OF DELAYS IS REALLY LACKING.

TRAIN: 225

TOO MANY DELAYS AND OUT OF SERVICE DURING PEAK TIME.

TRAIN: 225

RECOVERY TIME TO SCHEDULES AFTER ACCIDENTS. IN THE LAST YEAR, THERE HAVE ALSO BEEN MORE BROKEN DOWN TRAINS AND SIGNAL DELAYS.

TRAIN: 324

TRAIN 273 SHOULD BE MORE PUNCTUAL.

TRAIN: 273

CALTRAIN HAS BEEN RUNNING LATE A LOT RECENTLY. I WOULD LIKE TO SEE IT RUN ACCORDING TO SCHEDULE.

TRAIN: 273

SEEM TO BE MORE ON TIME NOW THAT IN THE PAST.

TRAIN: 273

THE 6:08 RUNS LATE FREQUENTLY ENOUGH THAT I NEVER COUNT ON IT TO BE ON TIME. I LOVE CALTRAIN, BUT I KNOW IT COULD BE SO MUCH MORE.

TRAIN: 190

### On-time Performance/Reliability

I WAS STUCK ON TRAIN WHEN IT BROKE DOWN ON SAN BRUNO. CONDUCTOR SAID THEY WERE GOING TO "TRY SOMETHING NEW" TO GET TO THE NEXT STATION. IT WAS THE THIRD TIME IN A MONTH THE TRAIN WAS DELAYED 30 MINUTES.

TRAIN: 190

I'VE EXPERIENCED SIGNIFICANT DELAYS (30 - 90 MINUTES) ON MULTIPLE OCCASIONS WITHIN A SHORT PERIOD.

TRAIN: 190

VERY RELIABLE FOR CONNECTING TO AMTRAK TO GET TO OAKLAND AIRPORT FROM THE OTHER SIDE - SOUTH BAY.

TRAIN: 143

CALTRAIN 312 IS OFTEN LATE TO MOUNTAIN VIEW IN THE MORNING, WHICH CAUSES MANY TO MISS THE VTA LIGHT RAIL CONNECTION. IT'D BE GREAT IF VTA CAN WAIT THE ADDITIONAL MINUTE FOR PASSENGERS TO MAKE THE CONNECTION. THANK YOU; APPRECIATE CALTRAIN FOR BRINGING US TO WORK AND HOME EVERYDAY.

TRAIN: 381

WE NEED MORE RELIABLE SERVICES. WHY DO WE HAVE SO MANY DELAYS?

TRAIN: 381

PLEASE IMPROVE THE DELAYS.

TRAIN: 225

TOO MANY DELAYS. TRAIN (9:19 AM AT REDWOOD CITY) IS ALWAYS LATE.

TRAIN: 225

IF YOU ARE GOING TO CONTINUE TO HAVE LIMITED STOPS AT 22ND ST FOR NB TRAINS, ON TIME PERFORMANCE INTO TOWNSEND MUST IMPROVE, TO CATCH SB TRAINS INTO 22ND.

TRAIN: 225

TRAINS SHOULD BE ON TIME MORE.

TRAIN: 360

AREAS NEEDING MOST IMPROVEMENT: AVAILABILITY OF PARKING AT STATIONS, HAVING A SEAT ON BULLET TRAINS, BEING MORE CONSISTENT WITH ON-TIME SERVICE

TRAIN: 262

THE TRAIN HAS ARRIVED 60-90 MINUTES LATE SIX TIMES IN THE LAST SIX WEEKS.

TRAIN: 225

WORK MORE ON THE TIMING. YOU ARE COSTING YOUR RIDERS MONEY AND TROUBLES AT WORK.

TRAIN: 225

PERSONALLY, I FEEL THE ONLY ISSUE WITH CALTRAIN IS THAT THEY HAVE A HARD TIME KEEPING UP THE SCHEDULE.

TRAIN: 225

### On-time Performance/Reliability

IN THE LAST YEAR/SIX MONTHS TRAINS HAVE BEEN LATE 50% OF THE TWO DAYS A WEEK.

TRAIN: 225

TRAINS SHOULD NEVER LEAVE A STATION EARLY.

TRAIN: 432

ITS SLOW, IT TAKES AWFULLY LONG TIME TO TRAVEL.

TRAIN: 432

TRAINS BEING DELAYED ARE NOT OKAY WHEN WE USE IT FOR WORK.

TRAIN: 432

I WOULD HOPE THAT THE CALTRAIN SHOULD IMPROVE ON BEING ON TIME IN THE MORNINGS. THERE SEEM TO BE DELAYS AND IT AFFECTS US GOING TO WORK.

TRAIN: 432

WHAT HAPPENS WITH A TRAIN THAT'S 20 MINUTES LATE (AS IT HAS BEEN FOUR DAYS IN A ROW)? DO WE GET A REFUND? FROM 6-16-13, I'VE SEEN THE DIGITAL DISPLAY AT SUNNYVALE IN CHAOS TRYING TO SAY WHETHER THE TRAIN WILL BE ON TIME OR LATE. THAT'S THE ONLY NECESSARY CHANGE I'VE SEEN, SO FOR CALTRAIN, THAT'S AWESOME!

TRAIN: 151

TRAINS ARE LEAVING EARLY. 6:35 IS NOT 6:34!

TRAIN: 385

MAINTENANCE OF TRAINS MAY BE REQUIRED MORE OFTEN. THERE HAVE BEEN MORE THAN TWO EVENTS THIS PAST YEAR THAT I HAVE BEEN LATE FOR WORK. THANK YOU.

TRAIN: 206

YESTERDAY, JUNE 19, THE 7:07 TRAIN AT SAN ANTONIO LEFT AT 7:06. VERY DISAPPOINTING FOR ME BECAUSE I WAS RUNNING AND MISSED IT BY SECONDS. OF COURSE, IT HAPPENED THE DAY I HAD AN IMPORTANT MEETING TO GET TO.

TRAIN: 206

I LIKE VERY MUCH YOUR SERVICE. IT'S EFFICIENT AND FAST.

TRAIN: 233

CALTRAIN IS AWESOME, EXCEPT WHEN IT'S DELAYED.

TRAIN: 233

TRAIN #233 THAT I TAKE IN THE MORNING IS ALWAYS LATE. ITS SCHEDULED ARRIVAL TIME IS 9:33 AM AT SAN MATEO. IT USUALLY ARRIVES BETWEEN 9:40 AND 9:50.

TRAIN: 233

THE 9:35 AM TRAIN AT BURLINGAME IS ALWAYS SIX PLUS MINUTES LATE. BY THE TIME IT REACHES SAN FRANCISCO IT IS ALREADY 10 PLUS MINUTES PAST ITS ARRIVAL TIME.

TRAIN: 232

TOO MANY DELAYS OVER THE PAST SIX MONTHS.

TRAIN: 329

### On-time Performance/Reliability

CALTRAIN IS ALWAYS LATE BY THE TIME THEY REACH DESTINATION.

TRAIN: 329

I DID NOT LIKE HAVING THE TRAIN DOOR SHUT IN MY FACE ONE EVENING IN MILLBRAE WHEN I WAS RUNNING. THE SHUTTLE WAS LATE BECAUSE OF TRAFFIC AND THE TRAIN HAD BEEN LATE EVERY DAY THE WEEK BEFORE. IT LEFT AT 5:48 BY MY AND OTHERS' PHONE TIME. SCHEDULE WAS 5:49. CONDUCTOR JUST SHOOK HIS HEAD AND TURNED AWAY.

TRAIN: 329

THE TRAIN DELAYS HAVE BEEN MORE FREQUENT. IT WOULD BE NICE TO BE ABLE TO GET HOME ON TIME EVERY DAY.

TRAIN: 329

I HAVE BEEN COMMUTING ON BART FOR THE PAST EIGHT YEARS AND RECENTLY STARTED USING CALTRAIN. ALTHOUGH THE TRAINS ARE MUCH CLEANER AND SAFE, BART IS MUCH FASTER WITH FEWER DELAYS.

TRAIN: 329

TOO MANY DELAYS FROM HITTING CARS AND PEOPLE.

TRAIN: 329

IT WILL BE BETTER IF FREQUENT TRAIN DELAYS CAN BE AVOIDED.

TRAIN: 329

IN THE LAST THREE WEEKS, THERE WERE AT LEAST FOUR MAJOR DELAYS DUE TO FAULTY EQUIPMENT.

TRAIN: 801

THE MORNING COMMUTE TRAINS ARE VERY OFTEN DELAYED AND ARE ALWAYS OVERCROWDED.

TRAIN: 801

SERVICE NEEDS TO IMPROVE SO THAT IT STARTS AND REACHES DESTINATION ON TIME.

TRAIN: 376

SATISFIED. LOTS OF INCIDENTS OVER THE LAST ONE TO TWO MONTHS LEADING TO DELAYS CAUSING A LOT OF INCONVENIENCE.

TRAIN: 376

IT'S CLEAN AND ON TIME.

TRAIN: 142

WAY TOO MANY SERVICE AND SIGNAL PROBLEMS CAUSING LATENESS.

TRAIN: 376

THE TRIP TAKES TOO LONG.

TRAIN: 216

I WORK IN AN I.T. COMPANY. MY BOSS WANTS ME TO COME TO THE OFFICE ON TIME BUT MOST OF THE TIME I'LL BE LATE BECAUSE OF CALTRAIN.

TRAIN: 282

### On-time Performance/Reliability

TOO MANY FATALITIES, COLLISIONS CAUSING MANY DELAYS.

TRAIN: 282

GREAT SERVICE. FAST AND CONVENIENT. THANKS TO ALL WHO MAKE THIS SERVICE POSSIBLE.

TRAIN: 151

THE TRAIN 151 WAS LATE. NOT A PROBLEM. I WAS EARLY AND I'M RETIRED.

TRAIN: 151

THE TRAINS ARE VERY EFFICIENT AND RARELY LATE.

TRAIN: 433

SERVICE IS AVERAGE. USUALLY DELAYS FROM PALO ALTO, ESPECIALLY BETWEEN 5-7PM WHEN BUSIEST.

TRAIN: 257

YOU NEED TO DO SOMETHING ABOUT THE ACCIDENTS. THERE ARE ONLY SO MANY TIMES I CAN USE CALTRAIN AS MY EXCUSE FOR BEING LATE.

TRAIN: 313

I LIKE TRAVELLING BY CALTRAIN. VERY COMFY AND SAFE AS WELL, APART FROM DELAYS.

TRAIN: 313

CALTRAIN IS DISAPPOINTINGLY UNRELIABLE.

TRAIN: 433

ON THE FIRST TRIP TODAY, WE WERE FIVE MINUTES LATE! YOU NEED TO FIX THAT!

TRAIN: 421

I TAKE THE TRAIN TO AND FROM WORK I REALLY APPRECIATE THE CONSISTENCY OF THE TRAIN AND ALWAYS ARRIVE AT MY OFFICE THE SAME TIME RAIN OR SHINE.

TRAIN: 267

OVERALL, I LOVE THE CALTRAIN SYSTEM. IT'S VERY TIME EFFICIENT FOR ME AND GREAT ALTERNATIVE TO A CAR.

TRAIN: 267

TRAINS ARE LATE TOO OFTEN. I DEPEND ON THEM TO BE ON TIME TO CATCH CONNECTING TRANSPORTATION.

TRAIN: 332

TRAINS ARE FREQUENTLY LATE.

TRAIN: 441

IMPROVE ON TIME PERFORMANCE. 5 MINUTES IS NOT ON-TIME, WHEN YOU MISS OTHER TRANSIT CONNECTIONS. IT HAPPENS A LOT.

TRAIN: 220

TOO MANY DELAYS IN THE MORNING. I OFTEN MISS THE SHUTTLE BUS DUE TO DELAYS.

TRAIN: 277

### On-time Performance/Reliability

TRAINS LEAVING FROM THERE IN THE MORNING ARE LATE AND DO NOT CATCH UP.

TRAIN: 268

THE AMOUNT AND LENGTH OF SIGNIFICANT DELAYS UP TO AN HOUR HAS BEEN RIDICULOUSLY AWFUL, ESPECIALLY OVER THE LAST TWO MONTHS. I HAD A ONE WEEK PERIOD WHERE I HAD FOUR ONE HOUR DELAYS. TWO OF THOSE TIMES I HAD TO CALL A FAMILY MEMBER TO DRIVE 45 MINUTES TO PICK ME UP AT ANOTHER STATION DURING RUSH HOUR.

TRAIN: 268

ON TIME IS THE MOST IMPORTANT. CALTRAIN IS NOT DEPENDABLE IF I ACTUALLY HAVE TO BE ON TIME.

TRAIN: 268

DON'T LEAVE STATION BEFORE SCHEDULED TIME.

TRAIN: 268

KEEP UP THE ON TIME PERFORMANCE.

TRAIN: 282

OVERALL, I'M VERY HAPPY WITH CALTRAIN. IT IS MY PRIMARY MEANS OF TRANSPORTATION. IT IS PROBLEMATIC ON WEEKENDS AND EARLY /LATE. I TRAVEL FROM THE AIRPORT FREQUENTLY.

TRAIN: 282

### Delay Information/Service Announcements/Updates

GLAD YOU GUYS PUT ETA ON TRAINS NOW. I DON'T BLAME CALTRAIN WHEN THERE'S A DELAY. YOU CAN'T CONTROL IF SOMEONE JUMPED THE TRACKS, BUT I HATE INACCURATE ETA'S ON THE NEXT TRAIN. 10 MINUTES TURN INTO 15, THEN 20, AND THEN 45. JUST SAY 45 ASAP SO I KNOW TO LEAVE THE STATION AND PLAN AN ALTERNATE WAY TO WORK.

TRAIN: 192

I WOULD LIKE TO HEAR FEWER CONDUCTOR ANNOUNCEMENTS.

TRAIN: 192

I SHOULD NOTE THAT I USE THE CALTRAIN APP FOR THE IPHONE WHICH ACCOUNTS FOR MY SATISFACTION WITH INFORMATION ON DELAYED AND OTHER NOTICES.

TRAIN: 288

TELL US HOW LONG DELAYS ARE WHETHER IT'S A DEATH, TRAIN MALFUNCTION, OR CAR WRECK.

TRAIN: 288

THE ON-TIME SIGNS AT HILLSDALE ARE GREAT. NOT SURE HOW MANY STATIONS HAVE THEM NOW, BUT ALL SHOULD HAVE THEM. A FEW WEEKS AGO THERE WERE HOUR PLUS DELAYS AT HILLSDALE AND THE COMMUNICATION WAS TERRIBLE. VASTLY IMPROVED WITH NEW SIGNS.

TRAIN: 288

ANNOUNCEMENTS ARE SOMETIMES HARD TO UNDERSTAND. THE SOUND IS NOT VERY CLEAR.

TRAIN: 288

DELAYS REDUCED, BUT STILL ANNOUNCEMENTS ARE TOO LATE. THE NON-OFFICIAL TWITTER IS FASTER.

TRAIN: 217

DELAYS RELATED TO ACCIDENTS ARE NOT COMMUNICATED WELL TO PASSENGERS, ESPECIALLY THE CAUSE AND THE EXPECTED TIME TO RESUME.

TRAIN: 217

MORE INFORMATION FOR NEXT TRAINS. MORE INFORMATION FOR THE CLIPPER CARD RIDERS.

TRAIN: 217

I LIKE THAT THE STATION SIGNS ARE NOW USED FOR TRAIN ARRIVAL UPDATES AND THE AUDIO ANNOUNCEMENTS. HOWEVER, WHEN A TRAIN IS DOWN, THERE IS VERY LITTLE INFORMATION GIVEN AT THE STATION OR ONBOARD ABOUT THE DELAY TIME, WHERE TO STAND, WHERE TO BOARD TRAIN, AND WHAT TRAINS ARE GOING LOCAL. THE LITTLE INFORMATION GIVEN IS TYPICALLY WRONG. PLEASE FIX THIS. IT WOULD BE NICE IF YOU COULD SEE THE STATION NAME FROM EVERY TRAIN CAR. TYPICALLY YOU CAN'T.

TRAIN: 217

SOMETIMES THE ANNOUNCER'S VOICE IS ALMOST INAUDIBLE WHEN ANNOUNCING THE STOPS. A CLEAR WELL-ENUNCIATED AND AUDIBLE VOICE IS APPRECIATED.

TRAIN: 217

### Delay Information/Service Announcements/Updates

OVERALL SATISFIED. WHILE INFORMATION REGARDING DELAYS HAS IMPROVED, I STILL FEEL IT CAN BE IMPROVED ON. SOMETIMES, WE ARE COMPLETELY IN THE DARK.

TRAIN: 225

TWITTER FEEDS ARE VERY HELPFUL FOR COMMUNICATING DELAYS.

TRAIN: 225

I VERY MUCH ENJOY COMMUTING VIA CALTRAIN. TWO AREAS FOR IMPROVEMENT ARE COMMUNICATING DELAYS OR SERVICE ISSUES AND FREQUENCY OF SERVICE AROUND RUSH HOUR.

TRAIN: 225

WHEN TRAINS ARE DELAYED, SUCH INFORMATION IS NOT PROVIDED AT THE 4TH AND KING STATION. I SUGGEST PROVIDING MORE INFORMATION THERE.

TRAIN: 225

WHEN A TRAIN IS NOT ON TIME, THE ONBOARD INFORMATION IS VERY POOR. THERE'S HARDLY ANY INFORMATION ABOUT THE CAUSE OR HOW LONG IT WILL TAKE.

TRAIN: 225

THERE IS AN EXTREME LACK OF COMMUNICATION FOR SERVICE DELAYS. TYPICALLY, WHEN THERE ARE DELAYS LARGE CROWDS FORM. NO ONE HAS ANY IDEA WHAT IS GOING ON, WHICH QUICKLY TURNS TO CHAOS. SIMPLE INTERCOM MESSAGES WOULD SUFFICE.

TRAIN: 225

CRISIS AND EMERGENCY COMMUNICATION IS ABSOLUTELY HORRID.

TRAIN: 225

SOMETIMES THERE IS CHAOS AT 4TH & KING DUE TO EMERGENCIES. THERE IS NO CLEAR ANNOUNCEMENT SYSTEM AS TO WHICH TRAIN GOES WHERE. SO, ANNOUNCEMENT SYSTEMS NEED TO BE IMPROVED.

TRAIN: 225

RECENT EXTENDED DELAY AT 4TH AND KING WAS NOT COMMUNICATED TO PASSENGERS WAITING IN STATION. UNACCEPTABLE EXPERIENCE, CONSIDERING THE DELAYS WERE REPORTED ON THE NIGHTLY NEWS.

TRAIN: 225

POSTING SERVICE DELAYS MORE CLEARLY ON YOUR WEBSITE WOULD BE A HUGE HELP.

TRAIN: 324

NEW DIGITAL SIGNBOARDS AT SAN MATEO ARE A GOOD ADDITION BUT TRAIN NUMBERS LISTED AS LATE ARE OFTEN INCORRECT OR CHANGE. WOULD PREFER IF IT GAVE A SHORT REASON FOR TARDINESS FOR BETTER PLANNING. TRAIN NUMBER AS REFERENCE IS HARD TO INTERPRET. IT WOULD BE BETTER IF IT ALSO SHOWED SCHEDULED TIME AT THAT STATION (I.E. "TRAIN #123, SCHED 9:33, 10 MINUTES LATE, #456, SCHED 10:07, ON TIME").

TRAIN: 254

I USE TWITTER FOR DELAYS, BUT IT WOULD BE BETTER TO HAVE A MORE OFFICIAL SOURCE.

TRAIN: 273

### Delay Information/Service Announcements/Updates

CALTRAIN IS DOING A BETTER JOB OF LETTING PASSENGERS KNOW WHAT TRAIN IS APPROACHING AT STATIONS WITH THEIR NEW DISPLAYS. HOWEVER, IT CAN STILL BE CONFUSING WHEN YOU'RE NEW TO CALTRAIN. THINGS THAT COULD HELP: DISPLAYING TRAIN NUMBERS ON TRAIN MORE CLEARLY AND SHOWING WHERE THE TRAIN STOPS (THIS IS THE MOST CONFUSING!)

TRAIN: 273

GETTING DELAY INFORMATION VIA INFO BOARDS IS VERY HELPFUL. KNOWLEDGE IS POWER - LET'S MAKE THE DECISION TO EITHER WAIT, OR HOP IN THE CAR. IT ALSO MAKES US CALMER WHILE WAITING BECAUSE WE KNOW WHEN THE TRAIN IS COMING AND WHAT TO EXPECT.

TRAIN: 190

CONSISTENT REMINDER OF WHEN TRAIN IS ARRIVING/UPCOMING STOPS. NOT ALL CONDUCTORS MAKE THOSE ANNOUNCEMENTS WHEN DELAYED. IT'S NOT ALWAYS CLEAR WHICH TRAINS ARE BULLET/SKIP STOPS

TRAIN: 273

SOME CONDUCTORS ARE WONDERFUL AT PROVIDING UPDATES WHEN THERE ARE DELAYS.

TRAIN: 273

THE NEW ALERTS AT THE STATIONS ABOUT TRAIN DELAYS ARE WONDERFUL, BUT MORE ON-BOARD ALERTS OF DELAYS WOULD BE NICE. SOMETIMES YOUR CONDUCTORS COULD BE CLEARER IN ANNOUNCING STOPS, BUT THEY ARE ALL POLITE & GOOD AT THEIR JOBS.

TRAIN: 190

PLEASED WITH IMPROVEMENTS IN ANNOUNCING TRAIN STATUS AND THE ELECTRONIC SIGNS WITH CURRENT STATUS.

TRAIN: 143

SERVICE INTERRUPTIONS ARE NOT COMMUNICATED WELL. SHOULD IMPROVE INFO ON TWITTER/FB/INTERNET SO I CAN CHECK STATUS BEFORE TRAVELING. RADIO IS NOT ADEQUATE.

TRAIN: 381

DELAY ANNOUNCEMENTS HAVE IMPROVED SINCE MAY 2013, PLEASE KEEP IT UP!

TRAIN: 381

VERY IMPORTANT TO COMMUNICATE WHEN THERE ARE ACCIDENTS/FATALITIES - THIS IS WHEN I HATE CALTRAIN. SHOULDN'T TAKE 2+ HOURS GIVEN THE FREQUENCY OF THESE OCCURRENCES. COMMUNICATION ON-BOARD IS A DISASTER AND IT'S LIKE THERE IS NO PROCESS/PLANS WHEN THESE ACCIDENTS OCCUR.

TRAIN: 381

IT WOULD BE NICE IF CONDUCTORS HAD A BETTER UNDERSTANDING OF THE CAUSES AND MAGNITUDE OF DELAYS. I CAN ALMOST ALWAYS GET BETTER INFO OFF OF TWITTER.

TRAIN: 225

I CANNOT UNDERSTAND NOR HEAR ANNOUNCEMENTS CLEARLY ON BOARD - MUFFLED OR THEY RUSH THEIR ANNOUNCEMENT.

TRAIN: 225

### Delay Information/Service Announcements/Updates

GREAT OVERALL, THE ANNOUNCEMENT OF THE NEXT STOP IS AWESOME. UNFORTUNATELY, NOT EVERYONE IS ABLE TO UNDERSTAND THE TIMETABLE CHARTS.

TRAIN: 225

ELECTRONIC SIGNS SHOULD DESCRIBE DELAYS IN MORE DETAIL (FATALITY, VEHICLE COLLISION, ETC.)

TRAIN: 360

PERHAPS A MOBILE APP FOR BEING AWARE OF DELAYS.

TRAIN: 360

THERE ARE TIMES WHEN YOU CAN'T UNDERSTAND WHAT THEY'RE SAYING OVER THE SPEAKERS.

TRAIN: 262

WOULD BE GREAT IF EMAILS CAN BE SENT WHEN THERE ARE DELAYS GREATER THAN 10 MINUTES.

TRAIN: 262

PLEASE TRY TO AVOID DELAYS TO INFORM IF THERE IS A DELAY MORE THAN FIVE MINUTES OF SERVICE.

TRAIN: 262

A WAY TO CHECK CALTRAIN DELAYS ONLINE WOULD BE USEFUL.

TRAIN: 197

TOO MUCH CONFUSION AMONG CONDUCTORS DURING DELAYS. TWITTER FEED SHOULD BE UPDATED WITH DETAILED INFO DURING DELAYS TO GIVE A BETTER UNDERSTANDING OF TRANSIT OPTIONS.

TRAIN: 225

SERVICE IS GREAT, BUT ONBOARD ANNOUNCEMENTS CAN BE VERY HARD TO UNDERSTAND ON SOME TRAINS (DUE TO POOR SOUND QUALITY).

TRAIN: 230

WHEN THERE ARE DELAYS I DON'T KNOW HOW OF A GOOD WAY TO GET THAT ON MY PHONE. TWEETING IS TERRIBLE AND THERE IS CONFUSION.

TRAIN: 230

I GET BETTER INFORMATION LISTENING TO CALTRAIN DISPATCH ON PHONE THAN I DO FROM THE CONDUCTORS. THE MISMATCH IS FRUSTRATING FOR LONG DELAYS.

TRAIN: 230

WHEN THERE IS A MAJOR DISRUPTION OF SERVICE, IT WOULD BE EASIER TO FIGURE OUT HOW LONG TO WAIT IF IT SAID THE ANTICIPATED NEW ARRIVAL RATHER THAN HOW LATE IT WILL BE. FOR EXAMPLE, IF TRAIN 206, DUE AT 8:10, IS 30 MINUTES LATE, SAY, "TRAIN 20 WILL NOW ARRIVE AT 8:40." I DON'T HAVE ARRIVAL TIMES MEMORIZED AND WHEN FOUR DIFFERENT DELAYS ARE REFERRED TO IT IS VERY CONFUSING.

TRAIN: 206

### Delay Information/Service Announcements/Updates

I WOULD LIKE AN EXPLANATION OF WHY A TRAIN IS RUNNING LATE AND INFO ON THE WEBSITE (ALTHOUGH I KNOW THIS IS COMING)

TRAIN: 217

I CANNOT IMAGINE WHY IT TAKES SO LONG TO POST ELECTRONIC SIGNS AT STATIONS ADVISING ON TRAIN DELAYS. ALSO WHEN I AM ONBOARD IF THERE IS A DELAY I WANT TO KNOW HOW LONG IT WILL BE. I DON'T WANT TO HEAR 5 MINUTES, THEN 10 MINUTES, THEN 10 MINUTES AGAIN.

TRAIN: 254

THE CONDUCTORS HAVE TO SPEAK SLOWLY AND CLEARLY SO THEY ARE UNDERSTOOD. SEVERAL MUMBLE. OTHERS GIVE ANNOUNCEMENTS SO QUICKLY IT SEEMS LIKE LISTENING TO ONE LONG UNINTELLIGIBLE WORD. NOT GOOD. SOME PA SYSTEMS ARE EXTREMELY LOUD. SOME ARE EXTREMELY QUIET.

TRAIN: 262

CALTRAIN NEEDS TO MAKE BETTER USE OF STATION SIGNS FOR PASSING INFORMATION ON DELAYS. THIS HAS GOTTEN BETTER.

TRAIN: 262

I AM VERY SATISFIED WITH CALTRAIN, EXCEPT FOR NOT BEING INFORMED OF DELAYS WHILE AT THE STATION AND NO STAFF WAS AVAILABLE TO HELP. NOW WITH THE NOTICE BOARD, IT'S HELPING TO SEE IF A TRAIN IS ON TIME.

TRAIN: 385

WOULD BE NICE TO KNOW THE TYPE OF TRAIN NEW OR OLD ALONG WITH THE SCHEDULE, SO PLANNING IS EASIER.

TRAIN: 385

I LIKE THE REAL TIME DISPLAYS AND TWITTER FEED.

TRAIN: 385

A NOTIFICATION SERVICE FOR DELAYS (I.E. TEXTS, EMAILS, ETC.) WOULD BE NICE.

TRAIN: 206

DEFINITE IMPROVEMENT IN COMMUNICATING DELAYS. I LIKE BOARD AT EACH STATION UPDATING STATUS.

TRAIN: 206

DIRIDON SOMETIMES SWITCHES TRACKS WITHOUT UPDATING THE SIGNS.

TRAIN: 206

ONE THING THAT STANDS OUT IS THAT I'VE BEEN IN DELAYS OF SOMETIMES TWO TO THREE HOURS AND THE ONLY INFORMATION IS BASICALLY THAT THERE IS A DELAY.

TRAIN: 233

### Delay Information/Service Announcements/Updates

I APPRECIATE THE NEW ANNOUNCEMENTS ABOUT BEING ON TIME OR LATE BUT IMPROVEMENTS NEED TO BE MADE AT BELMONT WITH THE ANNOUNCEMENT OF TRAINS APPROACHING. SOMETIMES IT COMES ON AFTER TRAIN HAS PASSED THE STATION ESPECIALLY THOSE NOT STOPPING AT THE STATION.

TRAIN: 233

THE PROCESS AND COMMUNICATION DURING EMERGENCY STOPS HAS TO IMPROVE.

TRAIN: 233

ONLINE INFORMATION REGARDING TRAIN DELAYS WOULD BE EXTREMELY HELPFUL AND MORE FREQUENTLY TOO.

TRAIN: 233

MAYBE HAVE TEXT ALERTS YOU CAN SIGN UP FOR DELAY INFORMATION ON SPECIFIC TRAINS.

TRAIN: 233

I LIKE THE NEW POSTING OF UPCOMING TRAINS AND DELAYS. ALSO, THE TRAIN ANNOUNCEMENT IS MILLBRAE.

TRAIN: 329

IT'S VERY DIFFICULT TO REMEMBER TO TAG ON AND OFF AT THE BEGINNING OF THE MONTH. AN ANNOUNCEMENT OVER THE INTERCOMS ON THE FIRST WORK DAY WOULD HELP.

TRAIN: 329

ON TIME SCHEDULES AND DELAYS NEED TO BE MADE AVAILABLE ON MOBILE PHONES.

TRAIN: 329

ONLINE APP FOR REAL SCHEDULES AND DELAYS WILL BE EXCELLENT.

TRAIN: 329

I LOVE CALTRAIN BUT I'M LOOKING FORWARD TO REAL TIME TRAIN DATA. CURRENTLY I GET DELAY INFORMATION FROM TWITTER.

TRAIN: 217

WHEN ACCIDENTS OCCUR MIGHT TRY AND FIND BETTER WAYS TO COMMUNICATE WITH EVERYONE IF ALL HAVE TO GET OFF TRAIN.

TRAIN: 217

PLEASE ANNOUNCE TRAIN COMING AND TRAIN LEAVING AT STATIONS.

TRAIN: 376

PLEASE SPARE US THE BUREAUCRAT-SPEAK (OR SHOULD I SAY THE LEGAL CYA SPEAK) AND ALLOW YOUR PEOPLE TO TALK LIKE NORMAL PEOPLE.

TRAIN: 142

THERE SHOULD BE AN ONLINE SERVICE THAT NOTIFIES RIDERS OF DELAYS BEFORE THEY GET ON TRAINS.

TRAIN: 376

## Delay Information/Service Announcements/Updates

GREAT SERVICE BY CALTRAIN. PLEASE COMMUNICATE DELAYS ON TIME.

TRAIN: 376

I ENJOY RIDING CALTRAIN BUT MY FIRST COMPLAINT IS THE ANNOUNCEMENTS AND SIGNS WHEN THERE IS AN ISSUE OR DELAY. THEY ARE PRETTY USELESS AND CONFUSING.

TRAIN: 376

NEED A PLACE ON THE WEBSITE FOR ALERTS. NEED TO MAKE SURE THE INFORMATION IS ALWAYS UPDATED SPECIFICALLY WHEN TRAINS BREAK DOWN AND A RIDER IS ON THE TRAIN LOOKING FOR ETA AND INFORMATION

TRAIN: 289

BEING INFORMED OF DELAYS NEEDS TO BE A PRIORITY. MOST OF US GET THE DELAY INFORMATION FROM TWITTER, WHEN IT SHOULD BE COMING FROM CALTRAIN. LOVE TAKING THE TRAIN. STRESS FREE.

TRAIN: 216

CALTRAIN SERVICE HAS IMPROVED IN THE PAST FEW YEARS. I RECOMMEND INSTALLING A MODERN COMMUNICATION SYSTEM TO NOTIFY OF DELAYS.

TRAIN: 216

ONBOARD ANNOUNCEMENTS COULD BE LOUDER.

TRAIN: 441

REALLY NEED TO IMPROVE THE ACCURACY AND CONTENT/EXPLANATION CONCERNING DELAYS. PASSENGERS OR THOSE WAITING HAVE TO BE ABLE TO MAKE A DECISION ABOUT THEIR COMMUTE.

TRAIN: 102

SEEMED TO BE A LOT OF VERY LONG DELAYS THIS SPRING DUE TO A TRUCK HITTING A CAR, A PERSON, OR A TREE BLOCKING THE WAY. OFTEN IF THOSE WERE COMMUNICATED EARLIER I'D HAVE CHOSEN NOT TO BOARD THE TRAIN. WHY DIDN'T I AND THE CALTRAIN OFFICIALS IN SAN FRANCISCO, NOT HEAR ABOUT IT?

TRAIN: 424

ANNOUNCEMENTS ON THE TRAIN CAN BE HARD TO HEAR, AND FOR FIRST TIME USERS, THERE AREN'T ENOUGH LABELS. A WAY TO CHECK ON TIMELINESS OF TRAINS BEFORE ONE IS AT THE STATION WOULD BE GOOD.

TRAIN: 424

NEED BETTER INFO ON ALTERNATIVES WHEN A "TRESPASSER" GETS HIT. VERY POOR INFORMATION AND FEW ALTERNATIVES OFFERED.

TRAIN: 313

OTHER RIDERS FREQUENTLY KNOW MORE ABOUT THE SEVERITY OF AN ACCIDENT THAN THE CONDUCTORS AS THE RIDERS COMMUNICATE THROUGH TWITTER ETC. THIS INFORMATION IS VERY IMPORTANT AS IT TELLS US HOW LONG WE HAVE TO WAIT.

TRAIN: 313

### Delay Information/Service Announcements/Updates

ACCIDENTS/DELAYS SEEM TO BE POORLY COMMUNICATED AND TAKE FOR EVER TO RESOLVE.

TRAIN: 332

THE ANNOUNCEMENTS OF THE TRAIN STATIONS ARE NOT COMPREHENSIBLE FOR NON-NATIVE SPEAKERS LIKE ME. HOW ABOUT MAKING THEM AUTOMATED?

TRAIN: 257

HARD TO HEAR ON-BOARD ANNOUNCEMENTS

TRAIN: 257

KEEP PASSENGERS UPDATED WHEN DELAYS OCCUR.

TRAIN: 313

BETTER PREDICTION OF TIME DELAYS AFTER INCIDENT.

TRAIN: 313

NEED REAL-TIME INFO

TRAIN: 277

TWITTER GIVES MORE ACCURATE UPDATES THAN THE CONDUCTORS.

TRAIN: 230

IF TRAINS ARE DELAYED, IT SHOULD BE POSTED ONLINE.

TRAIN: 230

NEED MORE INFORMATION ON THE HOURS AND THE NUMBERS OF TRAINS.

TRAIN: 143

IM A BIG SUPPORTER OF CALTRAIN AS I DEPEND ON IT FOR COMMUTING DAILY. HOWEVER CALTRAIN NEEDS TO IMPROVE COMMUNICATION OF DELAYS. BART STATION SIGNS AND TRAIN APPROACHING IN X IN IS A GREAT EXAMPLE.

TRAIN: 267

BETTER COMMUNICATION REGARDING TRAIN DELAYS AND ALTERNATIVE FORMS OF TRANSPORTATION.

TRAIN: 267

DELAYS ARE UNKNOWN UNTIL ALREADY ON TRAIN. NEED BETTER ALERT SYSTEM

TRAIN: 332

CALTRAIN IS NOT BAD ABOUT COMMUNICATING THAT THERE IS SOME DELAY BUT IS NOT SO GOOD ABOUT COMMUNICATING HOW LONG THAT DELAY WILL LAST.

TRAIN: 332

I'M EVERYDAY TOLD BY CONDUCTORS THAT I CAN GET BETTER AND FASTER INFO ON MY SMARTPHONE THAN THEY HAVE AND IT'S NOT CALTRAIN!

TRAIN: 332

ANNOUNCEMENTS ABOUT TRAIN DELAYS ARE UNOFFICIAL AND SHOULD BE IMPROVED.

TRAIN: 360

### Delay Information/Service Announcements/Updates

BEING INFORMED OF DELAYS ONLINE LIKE BART. ESSENTIALLY STREAMING INFO AT WEBSITE.  
ONBOARD TRAINS WE ARE NOT TOLD WHY THERE IS A DELAY.

TRAIN: 804

TOO MANY TIMES DELAYS WERE NOT ANNOUNCED TILL A LONG TIME AFTER.

TRAIN: 441

P.A. IS TOO GARBLED TO HEAR STOPS.

TRAIN: 441

WANT INFO ABOUT TRAIN DELAYS ON WEBSITE.

TRAIN: 220

DELAYS SCHEDULE ON BOARDS IS A GOOD START. CLARITY OF DELAYS WOULD BE HELPFUL

TRAIN: 220

THERE'S NO ONLINE REPORTING OF TRAIN DELAYS. I HAVE TO SHOW UP TO STATION TO FIND OUT.

TRAIN: 277

AS A TWITTER USER, THE CALTRAIN-NEWS PRESENCE IS REALLY HELPFUL

TRAIN: 277

COMMUNICATION OF WHAT IS HAPPENING DURING DELAYS HAS BEEN VIRTUALLY NON EXISTENT, AS  
HAS ANY TYPE OF INSTRUCTIONS ON WHAT TO DO DURING DELAY.

TRAIN: 268

WHEN THERE'S AN ACCIDENT OR BREAKDOWN, THERE SHOULD BE CLEARER COMMUNICATION ON  
THE LENGTH OF DELAYS.

TRAIN: 268

HAVE SOME WAY TO COMMUNICATE ANNOUNCEMENTS, UPCOMING STOPS, AND DELAYS TO  
DEAF/HARD OF HEARING PEOPLE ON THE TRAINS.

TRAIN: 273#

## Transit Connections/Transfers

COORDINATE DEPARTURES WITH MUNI BUSES AND LIGHT RAILS AND MORE TRAINS.

TRAIN: 288

OVERALL CALTRAIN HAS WORKED WELL FOR MY COMMUTE, BUT IT WOULD BE NICE IF THERE WERE FREE TRANSFERS FROM SAN FRANCISCO BUSES AND CREDIT. THAT WOULD BE ENOUGH TO MAKE ME TAKE CALTRAIN EVERY DAY.

TRAIN: 324

IT WOULD BE GREAT IF CALTRAIN SCHEDULES COULD INTEGRATE BETTER WITH BART SCHEDULES, PARTICULARLY ON THE WEEKEND. WHEN TAKING CALTRAIN TO THE MILLBRAE BART STATION, I OFTEN FIND THAT I MUST WAIT 20 AND MINUTES FOR THE NEXT BART TRAIN, EVEN WHEN I SCHEDULE MY TRIP TO MINIMIZE WAIT TIMES. THANKS!

TRAIN: 273

BETTER SYNCHRONIZATION WITH BART AT MILLBRAE

TRAIN: 273

GET FRIENDLY WITH BART FOLKS. YOU GUYS CAN SYNC BETTER IN MILLBRAE.

TRAIN: 273

IT WOULD BE A GREAT IMPROVEMENT IF CALTRAIN AND BART COULD COORDINATE SCHEDULES.

TRAIN: 381

NEED TO COORDINATE SCHEDULE W/BART AND VTA LIGHT RAIL SCHEDULES BETTER.

TRAIN: 381

CALTRAIN 312 IS OFTEN LATE TO MOUNTAIN VIEW IN THE MORNING, WHICH CAUSES MANY TO MISS THE VTA LIGHT RAIL CONNECTION. IT'D BE GREAT IF VTA CAN WAIT THE ADDITIONAL MINUTE FOR PASSENGERS TO MAKE THE CONNECTION. THANK YOU; APPRECIATE CALTRAIN FOR BRINGING US TO WORK AND HOME EVERYDAY.

TRAIN: 381

WHEN AN INCIDENT CAUSES A ONE HOUR DELAY, WE SHOULD BE ABLE TO TAKE BART FREE.

TRAIN: 262

I'M NEW TO STATE OF CALIFORNIA AND THE BAY AREA. WOULD LIKE TO KNOW AND BETTER UNDERSTAND CALTRAIN INTEGRATION WITH MUNI AND BART. THANKS

TRAIN: 262

I'M NOT SURE IF THIS IS STILL THE CASE THIS YEAR, BUT LAST YEAR, THE BART TRAIN COMING FROM MACARTHUR, GOING SOUTHBOUND, MISSED THE LAST SOUTHBOUND CALTRAIN ON FRIDAY NIGHT BY ONLY A FEW MINUTES (AS PER THE BART/CALTRAIN SCHEDULES). A TIMED TRANSFER BETWEEN THE SOUTHBOUND BART AND THE LAST FRIDAY/SATURDAY/SUNDAY SOUTHBOUND CALTRAIN AT MILLBRAE WOULD GREATLY IMPROVE THE UTILITY OF THE CONNECTION FOR PEOPLE COMING FROM BERKELEY ETC.

TRAIN: 432

### Transit Connections/Transfers

IT WOULD BE GOOD TO PROVIDE DISCOUNTS FOR TRAVEL TO AND FROM OTHER PUBLIC TRANSPORT. THESE COULD SUPPLEMENT THE SHUTTLE, ESPECIALLY WHEN THE SHUTTLE IS NOT IN SERVICE.

TRAIN: 441

WE NEED BETTER PUBLIC TRANSIT OPTIONS TO AND FROM CALTRAIN, SO THAT A CAR IS NOT NEEDED.

TRAIN: 142

SYNCHRONIZE WITH BART! I TRANSFER AT MILLBRAE AND USUALLY HAVE TO WAIT TWELVE MINUTES (EITHER DIRECTION), EVEN THOUGH BART RUNS EVERY FIFTEEN. IS IT DESIGNED TO MAKE TRANSFERS LONG?

TRAIN: 332

BETTER COMMUNICATION WITH VTA AND SHUTTLE SERVICES.

TRAIN: 262

WOULD LIKE BETTER SCHEDULE INTEGRATION WITH BART AND MUNI 48 BUS.

TRAIN: 385

CALTRAIN AND VTA MEETING STATIONS CAN BE INCREASED.

TRAIN: 329

TIME THE ARRIVALS WITH VTA AND OTHER PUBLIC TRANSIT.

TRAIN: 329

NEED TO COORDINATE CALTRAIN TIMES WITH MORE FREQUENT MUNI SERVICE TO DOWNTOWN.

TRAIN: 217

PLEASE SYNC WITH BART TIMES

TRAIN: 217

BETTER COORDINATION WITH VTA LIGHT RAIL.

TRAIN: 268

BART/CALTRAIN/VTA TIMING IS CRAPPY.

TRAIN: 151

CONNECTIVITY WITH BART: GOING TO BERKELEY IS ANNOYING. A DIRECT CONNECTION FROM CALTRAIN TO BART WOULD BE NICE.

TRAIN: 433

CALTRAIN NEEDS LEEWAY TIME TO GET ON/OFF FROM BART. HAVING THE OTHER TRAIN LEAVE AS SOON AS YOUR TRAIN STOPS IS QUITE A FRUSTRATING EXPERIENCE.

TRAIN: 433

STREAMLINE CALTRAIN WITH OTHER PUBLIC TRANSITS. THE SYSTEM IS IRREGULAR AND CONFUSING. STANDARDIZE THE PROCESS.

TRAIN: 433

## Transit Connections/Transfers

TRAINS IN SYNC W/LIGHT RAIL. (OR VICE VERSA)

TRAIN: 438

CALTRAIN IS EXCELLENT IN GENERAL, THE ONLY ROOM I SEE FOR IMPROVEMENT IS COORDINATION OF SCHEDULES MORE WITH BART, ESPECIALLY MIDDAY AND WEEKENDS WHEN TRAINS ARE OFTEN ONCE AN HOUR.

TRAIN: 257

NEED CONNECTING SHUTTLE FROM FOSTER CITY FOR PEOPLE LIVING IN FOSTER CITY.

TRAIN: 207

BETTER COORDINATION WITH VTA LIGHT RAIL AT MOUNTAIN VIEW.

TRAIN: 230

I DO LIKE THAT BART IS MORE SYNC NOW.

TRAIN: 195

BETTER COORDINATION OF TIMES BETWEEN CALTRAIN AND OTHER TRANSIT PROVIDERS, SPECIFICALLY BART AND VTA LIGHT RAIL.

TRAIN: 804

CALTRAIN NEEDS BETTER SYNC WITH BUSES.

TRAIN: 441

IMPROVE ON TIME PERFORMANCE. 5 MINUTES IS NOT ON-TIME, WHEN YOU MISS OTHER TRANSIT CONNECTIONS. IT HAPPENS A LOT.

TRAIN: 220

BART/CALTRAIN CONNECTIONS ARE INCREDIBLY DIFFICULT WITH CURRENT SCHEDULE. THERE'S ALMOST NO TIME. THERE'S ONLY ABOUT ONE MINUTE TO TRANSFER, PARTICULARLY AT MILLBRAE.

TRAIN: 282

### Crowding/Seat Availability

I'M TIRED OF STANDING ON AM NORTHBOUND.

TRAIN: 288

TRAINS ARE GETTING TOO CROWDED.

TRAIN: 217

IT'S CROWDED IN THE MORNING.

TRAIN: 217

MORE PEAK TIME TRAINS AND POST BALLGAME TRAINS. PLEASE AVOID OUR HAVING TO STAND AND FULL TRAINS.

TRAIN: 217

NEED TO ADD MORE TRAIN CARS TO EACH TRAIN. PEOPLE HAVE TO STAND.

TRAIN: 217

WE PROBABLY NEED MORE PEAK HOUR TRAINS. THE NUMBER OF PASSENGERS HAS DEFINITELY INCREASED IN THE LAST FEW YEARS.

TRAIN: 217

COMMUTER TRAINS AT NIGHT ARE TOO FULL.

TRAIN: 225

I WISH THE TRAINS DURING RUSH HOUR WERE NOT SO CROWDED! THE 6:08 TRAIN IS ALWAYS SRO UNTIL REDWOOD CITY.

TRAIN: 190

PEAK MORNING AND EVENING TRAINS CAN BE OVER CROWDED.

TRAIN: 190

INCREASED SEATING ON CROWDED TRAINS (E.G. 7:32AM SOUTH MILLBRAE).

TRAIN: 273

BETWEEN 7-9 AM FROM BELMONT AND SAN CARLOS TO CALIFORNIA AVE, THE TRAIN IS TOO CROWDED.

TRAIN: 273

IT'S TOO CROWDED TRAINS ARE TOO FULL.

TRAIN: 360

AREAS NEEDING MOST IMPROVEMENT: AVAILABILITY OF PARKING AT STATIONS, HAVING A SEAT ON BULLET TRAINS, BEING MORE CONSISTENT WITH ON-TIME SERVICE

TRAIN: 262

SOME OF THE TRAINS ARE VERY CROWDED (5:56 FROM SAN FRANCISCO). GETTING A TRAIN WITH HIGHER SEATING CAPACITY WILL HELP.

TRAIN: 262

AVOID TRAINS WITH LOWER CAPACITY CARS AT PEAK HOURS.

TRAIN: 190

### Crowding/Seat Availability

NEED MORE TRAINS AND CARS. AM AND PM COMMUTE TRAINS ARE TOO CROWDED. DURING COMMUTE TIME, ITS STANDING ROOM ONLY. TOO CROWDED.

TRAIN: 376

MORE SEATS ON BABY BULLETS! IT'S REALLY CROWDED EVERYDAY!

TRAIN: 376

RUSH HOUR TRAINS OFTEN HAVE NO SEATS GETTING ON IN SAN FRANCISCO.

TRAIN: 233

THE BULLET THAT GETS TO SUNNYVALE AT 8:13 AM IS WAY TOO CROWDED. I WOULD SOLVE THIS BY ADDING A BABY BULLET AN HOUR LATER. MANY PEOPLE WORK AT TECH STARTUPS HERE AND DON'T NEED TO BE AT WORK EARLY. I PERSONALLY WOULD USE A LATER BULLET IF IT EXISTED TO SAN FRANCISCO. IT TICKS ME OFF A BIT THAT I PAY \$179 A MONTH AND DON'T EVEN GET A SEAT IN THE BEGINNING OF THE RIDE.

TRAIN: 329

THE 329 BABY BULLET IS SO FILLED UP FROM SUNNYVALE THAT SOMETIMES THERE IS NO STANDING SPACE ALSO.

TRAIN: 329

I HAVE BEEN COMMUTING FROM SAN JOSE TO SAN FRANCISCO MORE THAN A YEAR AND A HALF USING CALTRAIN. THE SERVICE IS GENERALLY GOOD BUT IT'S DEFINITELY GETTING MORE AND MORE CROWDED AS CALTRAIN COMMUTE IS GETTING POPULAR.

TRAIN: 329

STANDING ROOM ONLY FOR MY MORNING COMMUTE HAS MADE ME RECONSIDER OTHER COMMUTE OPTIONS.

TRAIN: 329

ADDING MORE CARS OR MORE FREQUENT STOPS. IN THE MORNINGS, PEOPLE HAVE TO STAND ESPECIALLY AT SUNNYVALE STOPS.

TRAIN: 329

THE MORNING COMMUTE TRAINS ARE VERY OFTEN DELAYED AND ARE ALWAYS OVERCROWDED.

TRAIN: 801

MORE SEATS ON MORNING TRAINS.

TRAIN: 217

ON THE 5:33 PM CALTRAIN FROM SAN FRANCISCO I HAVE SEEN PEOPLE STANDING IN AISLES IN THE ENTIRE TRAIN. I WONDER WHY WE CAN'T HAVE AN ADDITIONAL CAR TO ACCOMMODATE THEM.

TRAIN: 217

TRAIN IS ALWAYS OVERCROWDED WHEN LEAVING FROM SAN FRANCISCO AROUND 5 TO 6 PM. I WISH THERE COULD BE ONE BULLET LIMITED TRAIN DURING THAT HOUR.

TRAIN: 376

### Crowding/Seat Availability

SEATING AVAILABILITY ESPECIALLY ON BULLETS. CARS ARE AT 100% CAPACITY AT 5:30 PM EVERY NIGHT.

TRAIN: 376

ALL COMMUTER HOUR BULLETS SHOULD HAVE FULL SEATING ON THE TOP DECK FOR MORE ROOM.

TRAIN: 376

GETS WAY TOO CROWDED.

TRAIN: 376

I USED TO BE ABLE TO SIT. NOW FOR THREE YEARS, AFTER A HARD DAY'S WORK, I HAVE TO STAND UNTIL REDWOOD CITY BEFORE I CAN SIT DOWN. I SHOULD GET A 25% DISCOUNT ON MY MONTHLY PASS SINCE I HAVE TO STAND FOR 25% OF MY COMMUTE.

TRAIN: 376

ADDITIONAL CAR FOR COMMUTE TIMES.

TRAIN: 376

I ALWAYS STAND ON THE 5:33 TRAIN FROM SAN FRANCISCO.

TRAIN: 376

ADD MORE TRAINS OR CARS DURING COMMUTE HOURS.

TRAIN: 376

HAVING MORE TRAINS WOULD HELP IN PREVENTING TRAINS FROM BEING OVERCROWDED. THE MAJORITY OF TIME PEOPLE ARE STANDING DURING THE EVENING. AT LEAST HAVE MORE FREQUENT BABY BULLET TRAINS.

TRAIN: 376

THE 7:13 AM AND 8:13 AM FROM SUNNYVALE ARE FULLY PACKED. THE 5:33 PM IS FULLY PACKED.

TRAIN: 376

IF THERE ARE MORE TRAINS, ESPECIALLY BULLETS, DURING COMMUTE HOURS IT WILL HELP SEATING AVAILABILITY.

TRAIN: 289

VERY CROWDED AT PEAK HOURS.

TRAIN: 289

I TRAVEL NORTH AND SOUTH FROM CALIFORNIA AVE. SAN FRANCISCO TRAINS SOUTH ARE TOO CROWDED DURING PM COMMUTE TIMES.

TRAIN: 289

MORE SEATING.

TRAIN: 282

I'M CONCERNED OVER INCREASED RIDERSHIP MEANING FULLER TRAINS AND SEATING PROBLEMS.

TRAIN: 282

### **Crowding/Seat Availability**

MY CALTRAIN EXPERIENCE IS USUALLY GOOD JUST SOMETIMES THERE ARE NO SEATS.

TRAIN: 804

TRAINS ARE PACKED DURING COMMUTE HOURS. THERE'S OFTEN NO PLACE TO SIT.

TRAIN: 220

TRAINS ARE ALWAYS STANDING ROOM.

TRAIN: 268

TRAINS GET EXTREMELY CROWDED. USE HIGHER CAPACITY CARS AT RUSH HOUR.

TRAIN: 268

OVERALL, I'M VERY SATISFIED. I WOULD LIKE TO SEE MORE WEEKEND BULLETS, LONGER OR MORE FREQUENT AM TRAINS. IT'S ALMOST SRO AT DIRIDON FOR 7:03.

TRAIN: 282

THERE'S NOT ENOUGH TRAINS/SEATS/SERVICE AT PEAK TIMES. ONCE I ARRIVED FIVE MINUTES EARLY FOR A TRAIN THAT HAD ALREADY DEPARTED BECAUSE IT WAS TOO FULL (5:33 SAN FRANCISCO-SAN MATEO)

TRAIN: 282

### Fares/Fare Policy/Ticket Validation Procedure

I'M A MONTHLY PASS HOLDER. THE FARE SYSTEM MAKES IT VERY EASY FOR SOMEONE WITH OTHER KINDS OF TICKETS TO MAKE A GENUINE HONEST MISTAKE; BUT THE PENALTY IS QUITE HIGH AND DISPROPORTIONATE. IT IS UNFAIR AND DISCOURAGING TO USE PUBLIC TRANSPORTATION.

TRAIN: 192

AT THE 4TH AND KING STATION IN SAN FRANCISCO, PLEASE WAIT TO CHECK TICKETS UNTIL PATRONS HAVE BOARDED THE TRAIN. THE CURRENT SYSTEM IS INEFFICIENT AND ANNOYING.

TRAIN: 288

THE TICKET FARE IS EXPENSIVE. PLEASE REDUCE IT.

TRAIN: 288

BETTER AND MORE EFFICIENT TICKET SYSTEM. PAYMENTS CAN BE CONFUSING.

TRAIN: 150

SEEMS LIKE YOU NEED A BETTER WAY TO TRACK TICKETS, SINCE I WENT TO SAN FRANCISCO YESTERDAY AND NO ONE CHECKED.

TRAIN: 217

TOO EXPENSIVE! PALO ALTO TO SAN FRANCISCO IS \$14.00 ROUNDTrip AND \$4.00 PARKING. I MAY AS WELL DRIVE, WHICH IS WHAT YOU DON'T WANT!

TRAIN: 217

PUT THE LAWRENCE STATION IN ZONE 3. NO ONE LIKES TO USE IT, AS SUNNYVALE IS IN ZONE 3 AND CHEAPER.

TRAIN: 217

TAG ON/TAG OFF IS OVERWHELMING EVERY TIME FOR 8-RIDES.

TRAIN: 225

CHANGE IN BILLS AND COINS. ALLOW USE OF DEBIT CARDS.

TRAIN: 254

ONLY COMMENT WOULD BE THAT IT IS ANNOYING TO HAVE TO "TAG ON" YOUR MONTHLY PASS AT THE BEGINNING OF EVERY MONTH. SEEMS TO SET UP TO CHEAT RIDERS OUT OF MONEY IF THEY FORGET TO TAG OFF.

TRAIN: 273

MAKE TICKETS NOT EXPIRE.

TRAIN: 190

CHARGE BY DISTANCE. I LIVE IN REDWOOD CITY & WORK AT MENLO PARK, IT'S ONE STOP AWAY AND COSTS \$5, NOT COOL.

TRAIN: 190

### Fares/Fare Policy/Ticket Validation Procedure

I HAVE ONLY WITNESSED PROBLEMS ONBOARD WHERE TICKETS ARE CONCERNED. SERVICE IS ALWAYS FINE, BUT THE PAYMENT OF TICKETS COULD BE IMPROVED. I SEE PEOPLE GETTING FINES MORE OFTEN THAN I WOULD ON ANOTHER SYSTEM SINCE TICKETS CAN'T BE BOUGHT ONBOARD. THIS IS THE ONLY THING I WOULD CHANGE ABOUT CALTRAIN.

TRAIN: 190

PENALTIES FOR NOT TAGGING OFF WHEN YOU HAVE MONTHLY PASS ARE RIDICULOUSLY EXPENSIVE.

TRAIN: 190

I DON'T CARE FOR THE DELAY CAUSED BY CHECKING TICKETS AT SAN FRANCISCO STATION.

TRAIN: 143

IF PRICES WERE LOWER, MAYBE MORE PEOPLE COULD RIDE. OR HAVE DISCOUNTED PRICES FOR BUYING MULTIPLE TICKETS THAT DON'T EXPIRE.

TRAIN: 143

CHECK EVERY SINGLE PERSON FOR TICKETS PLEASE.

TRAIN: 381

THE MONTHLY PASSES ARE DIFFICULT TO UNDERSTAND HOW TO USE AND OFTEN I'VE SEEN PEOPLE GET IN TROUBLE DUE TO A SIMPLE MISUNDERSTANDING. A BETTER SYSTEM SHOULD BE IN PLACE.

TRAIN: 381

PLEASE CONSIDER OFFERING STUDENT RATES! IT DOESN'T EVEN NEED TO BE A 50% REDUCTION; EVEN 25% OFF A MONTHLY PASS WOULD MAKE A BIG DIFFERENCE! THANK YOU!

TRAIN: 225

IT WOULD BE NICE TO HAVE A SYSTEM OF ENTRANCE AND EXIT, AS IN THE BART STATIONS FOR TAG IN AND OFF THE CLIPPER CARD. HAVE A MORE RELAXED POLICY FOR GO PASSES. DON'T FORCE THE UNIVERSITIES TO BUY THE PASSES FOR ALL EMPLOYEES OF THE SAME CATEGORY, JUST LIST THE MINIMUM NUMBER OF PASSES TO BUY!

TRAIN: 197

TICKET INSPECTION HAS BECOME VERY LAX. I AM A MONTHLY TICKET HOLD AND I RIDE WORK DAYS AND SOME WEEKENDS. I GET MY TICKET CHECKED ABOUT FIVE TIMES A MONTH.

TRAIN: 197

INSTEAD OF HAVING PRICING ON PER ZONE BASIS, PLEASE CONSIDER HAVING IT DEPENDING ON DISTANCE TRAVELED.

TRAIN: 197

COST IS TOO HIGH E.G. SAN FRANCISCO-SUNNYVALE = \$14.

TRAIN: 230

THE TRAIN SHOULD BE FREE!

TRAIN: 230

### Fares/Fare Policy/Ticket Validation Procedure

ALSO, ON THE FIRST DAY OF THE MONTH, CONDUCTORS SHOULD ALLOW RIDERS TO TAG ON IF THEY FORGOT, INSTEAD OF TICKETING THEN RIGHT AWAY.

TRAIN: 230

I LIKE IT A LOT, BUT IT IS VERY EXPENSIVE FORM OF COMMUTING.

TRAIN: 230

THERE SHOULD BE UNIFORM POLICY FOR ALL CUSTOMERS. CONDUCTORS ALLOW SOME TO BUY TICKETS FROM THE NEXT STATION, OTHERS THEY DO NOT ALLOW TO BOARD.

TRAIN: 432

I HAVE BEEN ACTIVELY RIDING CALTRAIN SINCE 2005.IT IS A GREAT SERVICE, THOUGH PERHAPS TOO EXPENSIVE, GIVEN A JOURNEY FROM SAN MATEO TO PALO ALTO ON SAMTRANS IS \$3 CHEAPER. OTHERWISE, I AM CONTENT.

TRAIN: 432

I HAVE A MONTHLY PASS AND SOMETIMES ONLY HAVE TO SHOW IT SEVERAL TIMES DURING THE MONTH. SENIOR CONDUCTORS RARELY CHECK TICKETS.

TRAIN: 207

TICKETS ARE WAY TOO EXPENSIVE! SAN JOSE TO SAN FRANCISCO SHOULD BE AROUND FOUR OR FIVE BUCKS!

TRAIN: 268

NO FINES ON TRAIN. USE TURNSTILES LIKE BART.

TRAIN: 254

IMPLEMENT ONBOARD VALIDATION.

TRAIN: 385

I WISH IT WAS CHEAPER. ALSO, I WISH THAT IF I FORGOT TO TAG ON THAT THERE WAS AN ONBOARD TAG SERVICE, BECAUSE THE INSPECTORS ARE MEAN IF SOMEONE FORGETS.

TRAIN: 385

YOU GUYS SHOULD CHECK TICKETS MORE OFTEN TO INCREASE OUR REVENUE, ESPECIALLY GAME DAYS. BY GETTING MORE PEOPLE TO PAY IN PROPER HOURS YOU CAN RAISE MORE THAN JUST 60% OF YOUR COST AND MAYBE EVEN REDUCE TICKET PRICES AND MONTHLY PASSES.

TRAIN: 385

INFREQUENT RIDES UNTIL MONDAY WHEN I STARTED COMMUTING TO NEW JOB. CALTRAIN IS GREAT. IT'S JUST VERY EXPENSIVE IF YOUR WORK ISN'T REIMBURSING.

TRAIN: 385

I DO NOT LIKE THAT THERE IS NO OTHER OPTION FOR FREQUENT RIDERS OTHER THAN CLIPPER CARD.

TRAIN: 206

### Fares/Fare Policy/Ticket Validation Procedure

DO NOT FINE PEOPLE WHEN THEY HAVE A VALID TICKET BUT NO CASH ON CLIPPER. THIS IS INFURIATING. THIS POLICY NEEDS TO BE TERMINATED.

TRAIN: 206

I WOULD FEEL MORE SATISFIED IF CALTRAIN CONDUCTORS CHECKED CLIPPER CARDS MORE OFTEN. PROOF OF PAYMENT IS IMPORTANT TO ME, BUT IT RARELY GETS MONITORED.

TRAIN: 206

PLEASE NOTIFY CLIPPER BILLING SO THAT MONTHLY PASS HOLDERS ARE ONLY CHARGED FOR A ZONE UPGRADE WHEN TRAVELLING OUTSIDE OF THE ZONES ON THEIR PASS. IE A ZONE 2-4 MONTHLY PASS TRAVELLING FROM ZONE 4 TO ZONE 1 WILL ONLY BE CHARGED A ZONE 1 UPGRADE INSTEAD OF A 4 ZONE ONE-WAY FARE. THIS WAS POSSIBLE WITH PAPER PASSES.

TRAIN: 233

I FEEL LIKE IN TERMS OF PRICES, CALTRAIN ADDS UP PRETTY QUICKLY.

TRAIN: 329

ALL TICKETING OPTIONS SHOULD BE AVAILABLE AT STATIONS LIKE BUYING A MONTHLY PASS USING A COMMUTER DEBIT CARD.

TRAIN: 329

I AM VERY DISSATISFIED WITH THE HIGH COST OF RIDING THE TRAIN, ESPECIALLY WHEN THERE ARE MAJOR DELAYS.

TRAIN: 329

ABILITY TO EITHER PRELOAD MONTHLY PASS ONTO CLIPPER CARD BEFORE BEGINNING OF THE MONTH OR ON TRAIN TAGGING FOR MONTHLY PASS HOLDERS.

TRAIN: 329

WAY TOO EXPENSIVE FOR FREQUENT DELAYS AND UNRELIABLE SERVICE.

TRAIN: 376

BRING 8 RIDE PASS VALID FOR TWO MONTHS BACK. I MAKE 6-8 RIDES PER MONTH AND WOULD LIKE SOME PASS DISCOUNT.

TRAIN: 376

PLEASE LOWER COSTS FROM SAN JOSE TO SAN FRANCISCO OR DO A MONTHLY ALL ACCESS. TOO EXPENSIVE. HOW ABOUT A MONTHLY ALL ACCESS PASS PLEASE. I'M GOING BROKE GOING FROM SAN FRANCISCO TO SAN JOSE AND BACK EVERY DAY.

TRAIN: 376

USE OF HANDHELD SCANNERS TO GET ON TRAIN RAILWAY IS SLOW AND CREATES A MESS. FOLLOW BART TICKETING MODEL, FAST AND EASY.

TRAIN: 376

### Fares/Fare Policy/Ticket Validation Procedure

IMPROVE CHECKING OF TICKETS. DO IT LIKE BART DOES. CHECK BEFORE THE PASSENGER GETS ON. DO NOT BOTHER THE PASSENGER AFTER HE OR SHE GETS ON THE TRAIN. THIS PLACES LESS ON US ON THE PASSENGERS AND IS FRIENDLIER TO THEM. CONDUCTORS ARE LOUD AND DISCOURTEOUS TO PASSENGERS WITHOUT A PROPER TICKET. THIS IS A REGULAR OCCURRENCE.

TRAIN: 142

I THINK THE COST IS RIDICULOUS. IF IT WEREN'T FOR A LOAN PROVIDING MY CLIPPER I WOULD NEVER PAY FOR THIS SERVICE. THAT'S WHY PEOPLE DRIVE. BART AND CALTRAIN ARE WAY TOO COSTLY.

TRAIN: 142

IF I FORGET TO TAG MY CLIPPER CARD ON THE FIRST DAY OF THE MONTH, I AM TREATED LIKE A CRIMINAL.

TRAIN: 289

SOME CONDUCTORS ARE WONDERFUL, BUT THERE IS AT LEAST ONE WHO TICKETED ME WHEN I FORGOT TO TAG ON EVEN THOUGH I SHOWED HIM I'M A MONTHLY CUSTOMER AND HAD JUST COME BACK FROM VACATION AND IT WAS THE FIRST TIME I HAD TO TAG ON.

TRAIN: 282

MAKE IT CHEAPER. IT WAS MY FIRST TIME TRAVELING WITH CALTRAIN.

TRAIN: 441

IT IS A LITTLE EXPENSIVE.

TRAIN: 441

THE ONLY THING THAT I AM NOT HAPPY WITH IS THE WAY YOU GUYS CHARGE. FOR EXAMPLE I GET THE TRAIN AT CAPITOL WHICH IS ZONE 5 AND THE NEXT STATION IS TAMIEN, SO I HAVE TO PAY \$3 DOLLARS MORE JUST FOR THAT DISTANCE. I THINK IT WILL BE BETTER TO CHARGE BY STATION OR BY DISTANCE.

TRAIN: 268

GREAT PRICE.

TRAIN: 151

THE FARE INCREASES SINCE 2010 HAVE BECOME PROHIBITIVELY EXPENSIVE.

TRAIN: 151

I AM VERY MAD THE 8 RIDES ONLY LAST FOR 30 DAYS NOT 60 DAYS. PLEASE CHANGE THIS BACK TO 60!

TRAIN: 433

THE ZONES ARE ANNOYING ME. LAST WEEKEND I WENT TO PALO ALTO-REDWOOD CITY. IT WAS \$10 FOR A RETURN TICKET.

TRAIN: 433

## Fares/Fare Policy/Ticket Validation Procedure

SOMETIMES IT IS EASY TO FORGET TO TAG ON ESPECIALLY WHEN DOING IT ONCE A MONTH. THERE NEEDS TO BE A GRACE PERIOD. THE FOLKS THAT POLICE THIS ARE VERY RUDE AND INTOLERANT. IT SEEMS VERY UNREASONABLE.

TRAIN: 424

YOU GET A DISCOUNT GOING FROM BART TO MUNI USING CLIPPER. WORK OUT A SIMILAR DISCOUNT FOR CALTRAIN.

TRAIN: 424

SELL TICKETS ON TRAIN

TRAIN: 206

FIGURING OUT A SENIOR DISCOUNT FROM ZONE 3 TO 1 IS ALWAYS TRICKY. I DON'T USE CALTRAIN THAT OFTEN, BUT HAVING TO PURCHASE A TICKET BEFORE BOARDING IS ALWAYS AN ANXIETY FILLED MOMENT.

TRAIN: 257

I DO NOT LIKE THE ZONE PAYMENT SYSTEM. IT SHOULD BE BY NUMBER OF STOPS. I LIVE AT THE BEGINNING OF ZONE 4 AND IT'S VERY EXPENSIVE.

TRAIN: 257

IT'S QUITE ANNOYING TO BE DISRUPTED WHEN THE CONDUCTORS DECIDE TO CHECK TICKETS, IT'S NOT PREDICTABLE AND THEY ARE VERY RUDE WHEN THEY GET IN YOUR FACE. I'VE BEEN A MONTHLY PASS HOLDER AND THEY TREAT USERS LIKE THEY ARE TRYING TO BEAT THE SYSTEM

TRAIN: 313

SELL TICKETS ONBOARD - KICKING PEOPLE OFF TRAINS FOR FORGETTING TO TAG OR UNFAMILIAR WITH SYSTEM IS WRONG. ITS 2013 - AN IPHONE OR SQUARE COULD DO IT EASILY.

TRAIN: 230

PRICE IS A LITTLE HIGH. OTHER STUFF GOOD.

TRAIN: 143

WHY CHECK TICKETS AT DOOR AND IN ZONE 1 (SB), THEN QUESTION WHAT STOP? THAT'S VERY INSULTING; QUESTION ME IF I'M STILL ON WITH A ZONE1 TICKET IN MILLBRAE.

TRAIN: 143

SANTA CLARA TO REDWOOD CITY SHOULDN'T COST \$7.

TRAIN: 433

CONDUCTORS ARE GENERALLY MEAN AND CONDESCENDING. THEY ARE INCONSISTENT IN ASKING FOR TICKETS. IT IS ALSO GETTING COSTLY. NO LONGER AN AFFORDABLE ALTERNATIVE TO DRIVING.

TRAIN: 433

PRICES ARE WAY TOO HIGH NEEDS TO BE REDUCED AT LEAST 50%.

TRAIN: 421

BUY TICKETS ON BOARD.

TRAIN: 195

## Fares/Fare Policy/Ticket Validation Procedure

IT WOULD BE NICE IF PASSENGERS CAN BUY TICKETS ON TRAIN.

TRAIN: 267

MY MONTHLY PASS IS LESS THAN MOST OF WHAT MY FRIENDS PAY IN A MONTH IN GAS GETTING TO AND FROM WORK.

TRAIN: 267

TOO EXPENSIVE TO RIDE.

TRAIN: 267

STATION TO STATION TICKETING. PRICE TRIPS FROM STATION TO STATION, NOT ZONE TO ZONE.

TRAIN: 804

THE TICKETS ARE TOO EXPENSIVE.

TRAIN: 441

I THINK THE PRICE OF THE RIDE SHOULD BE CHEAPER.

TRAIN: 441

ZONE FARE SYSTEM SHOULD TO CHANGE TO STATION TO STATION. MONTHLY PASS TAGGING SHOULD HAVE GRACE PERIOD

TRAIN: 277

WOULD LIKE TO SEE TICKETS PRICED BASED ON PER MILE TRAVELED SINCE PRICE IS THE SAME FOR GILROY-SAN FRANCISCO ROUTE VS MORGAN HILL-SAN BRUNO ROUTE.

TRAIN: 268

I AM A MONTHLY CLIPPER PASS HOLDER. ON MAY 1ST, ON THE MORNING TRAIN, ONE OF YOUR CONDUCTORS GAVE ME A TICKET BECAUSE I HAD NOT TAGGED ON. THIS IS SOMETHING I DO ONCE A MONTH, SO I MAY OCCASIONALLY FORGET. THE TICKET CAUSES HEADACHES AND WORK. I THOUGHT YOUR CONDUCTOR WAS CURT AND RUDE DESPITE MY ATTEMPTS TO EXPLAIN SITUATION. HIS ATTITUDE SIGNIFICANTLY LOWERED MY SATISFACTION WITH CALTRAIN EXPERIENCE.

TRAIN: 268

TO INCREASE RIDERSHIP AT LAWRENCE CHANGE FROM ZONE 4 TO 3. MANY PEOPLE DRIVE OR BIKE TO SUNNYVALE INSTEAD, AS IT'S CHEAPER DUE TO IT BEING IN ZONE 3. SUNNYVALE IS THE ONLY CITY WITH STATIONS IN DIFFERENT ZONES

TRAIN: 268

CLIPPER CARD MONTHLY PASS ACTIVATION IS A TERRIBLE DESIGN. I ONCE HAD TO SPEND THREE HOURS IN A COURT ROOM BECAUSE IT IS HARD TO REMEMBER TO ACTIVATE ON FIRST OF MONTH AND I HAD THE MISFORTUNE OF MEETING A TICKET ENFORCEMENT OFFICER THAT DAY.

TRAIN: 268

### **Fares/Fare Policy/Ticket Validation Procedure**

LAST FALL I PROVIDED FEED BACK TO CALTRAIN REGARDING COMMUNICATION ISSUES AND I THINK THEY HAVE DONE A WONDERFUL JOB RESOLVING THIS! I THINK THE #1 CHALLENGE PEOPLE STILL HAVE IS UNDERSTANDING HOW TO PURCHASE TICKETS. I RIDE DAILY AND STILL FIND THIS CHALLENGING WHEN HELPING OTHERS.

TRAIN: 268

## Personnel

CALTRAIN GUYS WALKING AROUND THE TRAIN ARE VERY NICE AND HELPFUL.

TRAIN: 192

I'VE BEEN RIDING SINCE I WAS A KID, BUT, SERIOUSLY, ONBOARD STAFF SUCKS. I GET NOTHING BUT SHIT FROM THEM.

TRAIN: 192

PA ANNOUNCEMENTS ON TRAIN ARE USUALLY GARBLED AND SPEAKERS TALK TOO FAST AND ACT AS IF THIS IS THEIR CHANCE TO BE A HAM ACTOR WITH A CAPTIVE AUDIENCE.

TRAIN: 288

CONDUCTORS ARE ALWAYS VERY NICE.

TRAIN: 288

I TAKE THE 225. THE TRAIN HAS HAD FRIENDLY CONDUCTORS WHO ARE WELCOMING. THIS IS THE FIRST TIME IN 42 YEARS THAT I HAVE HAD TO COMMUTE THIS WAY. MY CAR BROKE DOWN AND I DON'T KNOW WHY I DIDN'T DO IT SOONER.

TRAIN: 225

CONDUCTORS SHOULD BE CLEAR AND PRECISE ON THE PA SYSTEM. SOME OF THEM ARE USING JOKES OR COLLOQUIALISMS (FOR EXAMPLE, SOUTH CITY) THAT ARE NOT UNDERSTOOD BY FOREIGN TOURISTS RIDING THE TRAIN.

TRAIN: 225

I THINK MOST OF THE CONDUCTORS ARE FRIENDLY, SOCIAL AND HELPFUL. I CAN LITERALLY THINK OF ONLY ONE THAT IS NOT. AS A BIKER, THEY'RE VERY RESPECTFUL OF MAKING SURE BIKERS HAVE FIRST PRIORITY OF THE BIKE CAR. MY ONLY SUGGESTIONS WOULD BE TO HAVE BULLETS EARLIER IN THE AFTERNOON AND TO HAVE ONE MORE BIKE CAR.

TRAIN: 324

CUSTOMER SERVICE WAS VERY HELPFUL WHEN I ACCIDENTLY PURCHASED THE WRONG MONTHLY PASS. THANK YOU.

TRAIN: 190

CONDUCTORS NEED TO LOOK OUT FOR PEOPLE WITH MOBILITY CHALLENGES WHO ARE ON THE PLATFORM MAKING THEIR WAY TO THE DOOR BEFORE THEY CAN CLOSE THE DOORS. THIS HAS HAPPENED TO ME AT LEAST THREE TIMES IN THE LAST FOUR MONTHS.

TRAIN: 273

COMPARED TO MUNI AND BART, CALTRAIN MAKES ME MUCH HAPPIER! THE CONDUCTORS ARE SUPER; THE NEW SIGNS W/DELAYS AT STATIONS ARE GREAT. THE OCCASIONAL MAJOR DELAYS ARE FRUSTRATING, BUT IT FEELS LIKE THEY'RE GETTING RESOLVED FASTER LATELY. THANK YOU, CALTRAIN!

TRAIN: 190

## Personnel

THE NEW ALERTS AT THE STATIONS ABOUT TRAIN DELAYS ARE WONDERFUL, BUT MORE ON-BOARD ALERTS OF DELAYS WOULD BE NICE. SOMETIMES YOUR CONDUCTORS COULD BE CLEARER IN ANNOUNCING STOPS, BUT THEY ARE ALL POLITE & GOOD AT THEIR JOBS.

TRAIN: 190

THE CALTRAIN EMPLOYEES ARE ALWAYS VERY FRIENDLY. FRIENDLY.

TRAIN: 225

THE CONDUCTOR WAS HELPFUL & FRIENDLY. SHE MADE FOR A PLEASANT FIRST EXPERIENCE.

TRAIN: 225

THE TICKET TAKING DUDE NEEDS HIS ATTITUDE ADJUSTED.

TRAIN: 360

SOME ATTENDANTS ARE DISCOURTEOUS.

TRAIN: 262

SOME VERY RUDE CONDUCTORS ESPECIALLY TOWARDS BIKERS, BUT MOST ARE GREAT.

TRAIN: 262

MY CLIPPER CARD WASN'T WORKING. THE AFRICAN AMERICAN CONDUCTOR TOLD ME TO HOP OFF REAL QUICK AND TAG ON. HE THEN HAD BOARDING PASSENGERS HURRY TO GET ON AND CLOSED THE DOOR AND LEAVE ME STRANDED. IT WAS THE LAST SERVICE ON SUNDAY, VERY UNPROFESSIONAL. SINCE THEN, HE WON'T EVEN LOOK ME IN THE EYE.

TRAIN: 197

SOME TRAIN CONDUCTORS ARE VERY NICE BUT A COUPLE OVERSTEP THEIR AUTHORITY. THEY ASK PEOPLE TO NOT PUT THEIR FEET ON SEATS, BUT DO IT THEMSELVES

TRAIN: 432

CUSTOMER SERVICE PEOPLE SHOULD REGISTER COMPLAINT AND GIVE A COMPLAINT NUMBER FOR TRACKING.

TRAIN: 432

THERE SHOULD BE SIGNS SHOWING WHERE TO WAIT FOR THE AREA OF THE TRAIN THAT HAS THE BIKE CAR. I AM DISABLED. ON 6-15-13, I WAS TRYING TO USE MY BIKE. THERE WAS NO NOTICE OF WHERE THE BIKE CAR IS AND THE CONDUCTOR SAID THAT I COULD NOT USE MY BIKE LIKE A SCOOTER TO GET TO THE END OF THE PLATFORM IN A HURRY. THEN HE SAID TO HURRY UP AND THE TRAIN STARTED TO LEAVE. THE CONDUCTOR THOUGHT IT WAS VERY FUNNY. I DID NOT! THE CONDUCTOR WHO WASN'T VERY NICE IN HIS ACTIONS IS A WHITE MIDDLE AGED HEAVY SET MAN WITH A SHORT, GRAYING ARMY STYLE HAIR CUT. HE HAS NO GLASSES OR FACIAL HAIR AND SEEMS TO WORK IN THE DAY TIME.

TRAIN: 143

QUITE OFTEN, CONDUCTORS HURRY TO CLOSE HE DOORS WHILE PEOPLE ARE STILL LOADING OR UNLOADING. THIS IS RUDE AND UNSAFE.

TRAIN: 190

## Personnel

SOME CONDUCTORS ARE AWESOME, SOME ARE MEAN!

TRAIN: 192

CALTRAIN STAFF SHOW NO PROFESSIONAL ATTITUDE AND CUSTOMER SERVICE. VERY RUDE PEOPLE!

TRAIN: 233

CONDUCTORS TEND TO CONGREGATE AND VISIT WITH EACH OTHER INSTEAD OF ASSISTING RIDERS.

TRAIN: 262

I DID NOT LIKE HAVING THE TRAIN DOOR SHUT IN MY FACE ONE EVENING IN MILLBRAE WHEN I WAS RUNNING. THE SHUTTLE WAS LATE BECAUSE OF TRAFFIC AND THE TRAIN HAD BEEN LATE EVERY DAY THE WEEK BEFORE. IT LEFT AT 5:48 BY MY AND OTHERS' PHONE TIME. SCHEDULE WAS 5:49.

CONDUCTOR JUST SHOOK HIS HEAD AND TURNED AWAY.

TRAIN: 329

CONDUCTORS ARE GREAT.

TRAIN: 329

STAFF EXEMPLARY. VERY FAVORABLY IMPRESSED AND GRATEFUL.

TRAIN: 801

CUSTOMER SERVICE REGARDING CLIPPER CARD WAS SLOW SEVERAL TIMES.

TRAIN: 801

THE ONLY CONCERN I HAVE ABOUT CALTRAIN IS THEIR RECENT TRANSITION OF OPERATIONS CONTRACT TO TRANSIT AMERICA SERVICES INC. FROM AMTRAK. THEY HAVE SHOWN TO HAVE POOR JUDGMENT IN HIRING THE RIGHT NEW EMPLOYEES, RESULTING IN LACK OF TRUST AND SAFETY.

TRAIN: 801

CONDUCTORS NEED TO BE COURTEOUS TO PASSENGERS.

TRAIN: 376

SOMETIMES THE CONDUCTORS OVER-TALK ANNOUNCEMENTS. MOST OF THEM ARE BRIEF, BUT SOME DON'T KNOW WHEN TO ZIP IT UP, WHICH CAN BE VERY ANNOYING OR DISTURBING.

TRAIN: 289

TRAIN CONDUCTORS ARE SEXY.

TRAIN: 289

VERY SATISFIED OVERALL. SOME EXCELLENT ONBOARD PERSONNEL AND THE REST WITH ONLY ONE EXCEPTION. ABOVE AVERAGE. GOOD.

TRAIN: 289

SOME CONDUCTORS LIKE TO CLOSE DOORS IN YOUR FACE RATHER THAN WAIT FIVE SECONDS. NOT COOL.

TRAIN: 216

## Personnel

TRAINS WAIT FOR CYCLISTS TO BOARD, BUT NOT FOR SHUTTLE PASSENGERS RUNNING WITHIN SIGHT FROM THE BUS TO THE TRAIN. I'VE HELD THE DOOR ONLY TO BE SCOLDED BY THE CONDUCTOR.

TRAIN: 216

BRING BACK THE AMTRAK CONDUCTORS! I DON'T THINK THE NEW GUYS KNOW HOW TO OPERATE A TRAIN!

TRAIN: 282

THE CONDUCTORS ARE GREAT. ALWAYS HELPFUL.

TRAIN: 268

MOST CONDUCTORS ARE OUTSTANDING, BUT A FEW OF THE MORE VETERAN CONDUCTORS DO NOT UNDERSTAND HOW TO COMMUNICATE WITHOUT RUDE AND UNNECESSARY COMMENTS.

TRAIN: 268

I'VE BEEN RIDING CALTRAIN FOR A FEW YEARS NOW AND HAVE NEVER HAD A PROBLEM OR CONCERN. THE STAFF IS VERY FRIENDLY AND PROFESSIONAL. KEEP UP THE GOOD WORK.

TRAIN: 151

OVERALL INTERACTIONS OF CONDUCTORS & PERSONNEL IS A FIVE. SAN FRANCISCO CALTRAIN 4:55AM TO SAN ANTONIO HAS ALWAYS BEEN A VERY PLEASANT JOURNEY AND WITH GREAT INFORMATIVE SERVICES PROVIDED BY CONDUCTORS [NAMES REMOVED].

TRAIN: 102

TRAIN PERSONNEL SHOULD BE DRESSED NEATER LIKE AMTRAK WAS. GET RID OF THE BUM THAT IS THE BOSS OF CALTRAIN/SAMTRANS, HE'S HIGHLY OVERPAID.

TRAIN: 102

SAN FRANCISCO CONDUCTORS VERY COURTEOUS.

TRAIN: 433

SOME CONDUCTORS ARE VERY NICE, OTHERS ARE PLAIN RUDE. CHANGING TRACKS AT THE LAST MINUTE IN SAN JOSE WITHOUT ANYONE TO TELL THE CUSTOMERS BEFORE THEY GO UP IS BAD! CONDUCTORS COULD WALK TO THE UNDERGROUND TUNNEL AND HELP VOYAGERS INSTEAD OF MAKING FUN OF THEM WHEN THEY BOARD EXHAUSTED OF RUNNING UP & DOWN. (I HAVE SEEN THAT HAPPEN AT LEAST ONCE).

TRAIN: 433

CONDUCTOR WHO CAME THROUGH TO CHECK THINGS AND TOLD THE PEOPLE WHO HAD PUT STROLLERS IN HANDICAPPED AREA SOUNDED SO ANGRY WHEN HE TOLD PEOPLE TO MOVE THEM THAT A CHILD SAID, "MOMMY, WHY WAS THAT MAN SO MEAN?"

TRAIN: 438

THE RUDE TONE OF VOICE INSTRUCTING PEOPLE TO REMOVE STROLLERS WAS NOT NECESSARY.

TRAIN: 438

## Personnel

THE CONDUCTOR ON 6/8/13 AT 4PM WAS VERY RUDE I HAD MY KIDS WITH ME AND HE YELLED AT EVERYONE ON THE TRAIN TO MOVE THEIR STROLLERS AND BAGS FROM HANDICAP AREA. THERE SHOULD BE A SIGN! HE COULD HAVE ASKED NICELY. I DIDN'T APPRECIATE MY KIDS HEARING HIM YELL AT EVERYONE.

TRAIN: 438

THE GATE AT SAN FRANCISCO FOR 4:15 ON 6/8 WAS OPEN REALLY LATE. WE WERE WAITING FOR A LONG TIME BEFORE ALLOWED TO GO THROUGH GATE. THERE WERE VERY LONG LINE; BUT WE WERE HURRIED BY THE RUDE CONDUCTORS. DOUBLE DECKS WITH STAIRS WASN'T EASY FOR BIKES TO GET ONBOARD.

TRAIN: 438

MOST CONDUCTORS ARE PROFESSIONAL AND COURTEOUS, BUT SOME COULD USE IMPROVEMENTS.

TRAIN: 332

WHEN YOU SEE PEOPLE ABOUT TO GET ON THE TRAIN, DON'T SHUT THE DOORS AND LEAVE; BECAUSE THEN THEY WILL HAVE TO CATCH THE NEXT TRAIN AND WILL BE PISSY (OR MORE PISSY THAN USUAL).

TRAIN: 257

I RIDE CALTRAIN DAILY. OVERALL, IT'S BEEN A GREAT EXPERIENCE DUE TO THE CONDUCTORS.

TRAIN: 257

[NAMES REMOVED] ARE THE BEST!

TRAIN: 313

SOME YEARS AGO I FELL AND BRUISED A BONE TRYING TO BOARD. TWO CONDUCTORS WERE PRESENT AND DIDN'T EVEN HELP ME UP, PRESUMABLY SO THEY COULD AVOID FILING INCIDENT REPORT

TRAIN: 207

CONDUCTORS ARE ALWAYS VERY NICE/COURTEOUS.

TRAIN: 207

MOST OF THE STAFF SEEMS FRIENDLY. THANK YOU

TRAIN: 277

SOME CONDUCTORS ARE VERY NICE WHILE OTHERS ARE RUDE, NOT HELPFUL AND SHOULD JUST RETIRE.

TRAIN: 277

FIRE THE DICK HEAD THAT WORKS THE EVENING SOUTHBOUND. HE LOOKS LIKE BARNEY RUBBLE FROM THE FLINTSTONES.

TRAIN: 143

CONDUCTORS ARE GENERALLY MEAN AND CONDESCENDING. THEY ARE INCONSISTENT IN ASKING FOR TICKETS.

TRAIN: 433

## Personnel

THE SERVICE PORTER SHOULD BE AVAILABLE FOR LIFTS TO EASE BOARDING OF LUGGAGE AND STROLLERS.

TRAIN: 421

LAST YEAR, CALTRAIN FROM SAN FRANCISCO TO SAN JOSE STOPPED AT MOUNTAIN VIEW AND LEFT WITHOUT OPENING ALL OF ITS CARS. WE HAD TO WAIT FOR THE TRAIN TO GO TO SAN JOSE AND THEN GO BACK IN ORDER TO GET TO MOUNTAIN VIEW. THE CREW WAS OUTSIDE BUT DID NOT CHECK TO SEE ALL CAR DOORS OPENED AND THERE WERE TWO CARS FULL OF PEOPLE WHO DIDN'T AND COULD NOT GET OFF. DON'T LET THIS HAPPEN AGAIN! EXTREMELY BAD SERVICE!

TRAIN: 421

YOUR PERSONAL ARE BREATH OF FRESH AIR AFTER DEALING WITH MUNI. I REALLY GET THE IMPRESSION THAT YOUR STAFF CARES ABOUT THEIR JOBS.

TRAIN: 267

90% OF THE TIME, I RECEIVE EXCELLENT CUSTOMER SERVICE; THE OTHER 10% IS FINE. I JUST HAPPEN TO BE DEALING WITH SEMI-ANTISOCIAL CONDUCTORS NEW TO CALIFORNIA.

TRAIN: 267

GREAT COMMUNICATION WITH SEVERAL CONDUCTORS WHO HELP ME BY BEING HIGHLY INFORMATIVE.

TRAIN: 195

THANK YOU! CALTRAIN MAKES IT POSSIBLE TO GET FROM SAN FRANCISCO TO REDWOOD CITY QUICKLY AND COMFORTABLY. AS I WORK IN CUSTOMER SERVICE MYSELF, I KNOW WHAT THE TRAIN CONDUCTORS HAVE TO DEAL WITH EVERY DAY AND THEY DO A GREAT JOB. IT AIN'T EASY.

TRAIN: 195

I THINK CONDUCTORS NEED TO BE POLITER.

TRAIN: 332

THESE CONDUCTORS ON THIS TRAIN ARE VERY NICE. HOWEVER, MANY I'VE HAD TO DEAL WITH WOULD RATHER BARK AT YOU THAN TALK TO YOU.

TRAIN: 360

I LOVE MY TRAIN ADVENTURE! STAFF IS SO AWESOME!

TRAIN: 804

SOME ENGINEERS COULD USE TRAINING ON THE STATION PROCEDURES, PARTICULARLY DEPARTING. THESE SLOW MOVING TRAINS OFTEN BLOW THEIR HORNS EXCESSIVELY AND AT CLOSE PROXIMITY TO PERSONS. I'M SURE THAT THIS WOULD BE CONSIDERED EXCESSIVE, IF CALTRAIN MANAGERS WERE TO HAVE FIRST HAND EXPERIENCE.

TRAIN: 277

I'VE BEEN CONTINUALLY PLEASED AND IMPRESSED WITH THE CONDUCTORS ON CALTRAIN. PLEASE LET THEM KNOW THEY ARE DOING A GREAT JOB!

TRAIN: 277

**Personnel**

IN REGARDS TO ONBOARD EXPERIENCE, THERE IS STILL A GREAT DEAL OF VARIANCE WHERE CONDUCTORS ARE CONCERNED. SOME ARE PROFESSIONAL, HELPFUL, AND ADEQUATELY INVOLVED IN PASSENGER SAFETY. OTHERS ALLOW FOR DANGEROUS OVER CROWDING OF THE BIKE CARS. I WAS A VICTIM OF VIOLENCE FROM ANOTHER PASSENGER THIS YEAR. THE CONDUCTOR WAS EXTREMELY INEFFECTIVE IN THAT INCIDENT, WHICH I REPORTED.

TRAIN: 277

I AM A MONTHLY CLIPPER PASS HOLDER. ON MAY 1ST, ON THE MORNING TRAIN, ONE OF YOUR CONDUCTORS GAVE ME A TICKET BECAUSE I HAD NOT TAGGED ON. THIS IS SOMETHING I DO ONCE A MONTH, SO I MAY OCCASIONALLY FORGET. THE TICKET CAUSES HEADACHES AND WORK. I THOUGHT YOUR CONDUCTOR WAS CURT AND RUDE DESPITE MY ATTEMPTS TO EXPLAIN SITUATION. HIS ATTITUDE SIGNIFICANTLY LOWERED MY SATISFACTION WITH CALTRAIN EXPERIENCE

TRAIN: 268

CALTRAIN NEEDS TO STOP TREATING PASSENGERS AS CATTLE AND LET PASSENGERS BOARD TRAIN AS EARLY AS POSSIBLE AT THE SAN FRANCISCO STATION. IT'S DEPLORABLE HOW THE CONDUCTORS TREAT PASSENGERS AND MAKE THEM WAIT WHEN THEY CAN BOARD.

TRAIN: 282

## Enforcement/Security

HOMELESS PEOPLE AT STATIONS SLEEPING ARE SLEEPING ON BENCHES AND CAMPING IN PARKING LOTS. IT'S NOT PLEASANT TO SEE AND NOT SAFE TO GET TO CAR OR STATION. SOMETHING NEEDS TO BE DONE ABOUT THIS!

TRAIN: 217

INCREASED SECURITY DURING EVENT COMMUTES NORTH TO SOUTH.

TRAIN: 288

DO NOT ALLOW EATING AND DRINKING ON TRAINS.

TRAIN: 217

HOMELESS PEOPLE AT STATIONS SLEEPING ARE SLEEPING ON BENCHES AND CAMPING IN PARKING LOTS. IT'S NOT PLEASANT TO SEE AND NOT SAFE TO GET TO CAR OR STATION. SOMETHING NEEDS TO BE DONE ABOUT THIS!

TRAIN: 217

THE ONLY THING THAT I WOULD LIKE IS TO SEE IMPROVEMENT SOMEHOW IN THE PRE-BOARDING CLUSTERS OF PEOPLE PUSHING THEIR WAY ON THE TRAIN, WHICH IS THE BIGGEST ANNOYANCE.

TRAIN: 217

I HAD A HARD TIME FIGURING OUT HOW TO REPORT AN ATTEMPTED ASSAULT.

TRAIN: 217

TELL PEOPLE AND ENFORCE THE NO FEET ON SEATS. REMIND PEOPLE NOT TO DISTURB OTHER RIDERS BY NO CELL PHONE USE.

TRAIN: 324

THE UNDERGROUND CALTRAIN PARKING IN REDWOOD CITY ALWAYS SMELLS OF URINE AND MY CAR HAS BEEN BROKEN INTO.

TRAIN: 273

PLEASE HAVE "NO-CELLPHONE" TRAINS FOR PEOPLE WHO PREFER QUIET.

TRAIN: 381

PEOPLE SOMETIMES NEED TO BE REMINDED TO TAKE GARBAGE WITH THEM AND PHONE COURTESY.

TRAIN: 225

VERY COURTEOUS TRAIN STAFF.

TRAIN: 360

ATTENDANTS NEED TO BE MORE VIGILANT, MORE OFTEN ON OFF PEAK TRAINS FOR SECURITY AND SMOKERS.

TRAIN: 262

PLEASE IMPLEMENT SECURITY MEASURES TO AVOID ANY PROBLEMS. CHECK BAGS, ON BOARD SECURITY AND REVIEW WHAT PEOPLE BRING ON TRAIN BEFORE THEY BOARD. VISIBLE CAMERAS AND POLICE. SECURE THE TRACKS ALONG THE ROUTE. THANK YOU.

TRAIN: 262

## Enforcement/Security

PROBLEMS WITH PEOPLE SMOKING AT HILLSDALE STATION.

TRAIN: 262

SHOULD TELL PEOPLE THE IF THERE IS A 4-SEATER SECTION; ONE PERSON SHOULDN'T BE ABLE TO TAKE UP THE WHOLE SECTION BECAUSE BIGGER GROUPS MIGHT NEED TO USE THEM. THEY SHOULD BE CALLED THE CARPOOL SECTIONS.

TRAIN: 432

PLEASE ENFORCE STATION RULES BETTER. PEOPLE RIDE THEIR BIKES OR SKATEBOARDS ON THE PLATFORM ALL THE TIME. I CATCH CALTRAIN TO AND FROM WORK FIVE DAYS A WEEK. CYCLISTS AND SKATEBOARDERS RIDE OR SKATE ON THE PLATFORMS EACH AND EVERY DAY. THANKS FOR IMPROVING SERVICE. I'M LOOKING FORWARD TO THE HIGH SPEED RAIL!

TRAIN: 267

CONSISTENT ENFORCEMENT OF TICKET LAWS. CONDUCTORS ARE ARBITRARY IN ENFORCEMENT.

TRAIN: 385

OVERALL I REALLY LIKE TAKING CALTRAIN AND THINK IT'S A GREAT ALTERNATIVE TO DRIVING FROM SAN FRANCISCO TO SAN JOSE DAILY. THE PART THAT CAN'T BE EASILY CONTROLLED IS OTHER RIDERS WHO HOG TWO SEATS WHEN IT'S STANDING ROOM ONLY.

TRAIN: 385

TOP PRIORITIES FOR IMPROVING SERVICE SHOULD INCLUDE ADDING A QUIET CAR TO EVERY TRAIN, PARTICULARLY THE SOUTHBOUND MORNING BULLET TRAINS.

TRAIN: 385

BICYCLE SPACE AND SECURITY SEEMS TO BE GETTING SLIGHTLY WORSE.

TRAIN: 233

PEOPLE SHOULD BE TOLD MORE OFTEN TO KEEP PERSONAL BELONGINGS OFF SEATS TO ENSURE THERE IS ROOM FOR EVERYONE.

TRAIN: 233

PALO ALTO CALTRAIN STATION HAS SOME MAJOR CONCERNS AT NIGHT. WOMEN HAVE BEEN ATTACKED IN THIS AREA AND WHEN SITTING ON PLATFORM AT NIGHT TIME. THERE ARE CONCERNS OF PERSONAL SAFETY. ON A PERSONAL NOTE, A MAN APPROACHED ME ASKING IF I WANTED A DATE. HE THEN OFFERED ME \$100 FOR SEX THEN SAID SOME OFFENSIVE THINGS. I WAS WAITING FOR THE TRAIN THAT COMES THROUGH PALO ALTO AT 10:36 PM.

TRAIN: 233

NEED TO ENFORCE PHONE CONVERSATION VOLUME. GRAFFITI IS GETTING A BIT OUT OF HAND.

TRAIN: 233

SECURITY PATROL WHEN DARK.

TRAIN: 329

PLEASE IMPROVE MANAGING CELL PHONE USAGE FOR CALLS THAT ARE NON-ESSENTIAL BUT ARE BECAUSE PEOPLE ARE BORED. REMINDERS FOR COURTESY OF OTHER PASSENGERS.

TRAIN: 801

## Enforcement/Security

I SEE A LOT OF PEOPLE DRINKING BEER IN THE TRAIN ON FRIDAY EVENINGS WHILE RETURNING FROM WORK. IS THAT ALLOWED IN TRAIN?

TRAIN: 376

I SOMETIMES FEEL A BIT UNSAFE AT THE STATIONS BUT PERSONAL SECURITY AT STATIONS WAS NOT ON THE SURVEY.

TRAIN: 142

PARKING LOTS ARE A CONCERN IN THE EVENING. RARELY DO I SEE SECURITY GUARDS, ESPECIALLY IN THE LATE EVENING.

TRAIN: 376

MORE SECURITY AT STATIONS. SOME DRUNKS WERE HANGING OUT AND THROWING BEER BOTTLES DOWN THE STAIRS AT THE BELMONT STATION LAST WEEK.

TRAIN: 433

ON RETURN TRIP FROM A HOSPITAL VISIT IN REDWOOD CITY AS A DISABLED CUSTOMER, I HAD NO SEAT AND BEER WAS THROWN ON ME DURING TRIP.

TRAIN: 257

SUGGESTION - NO DRINKING DURING RUSH HOUR INSIDE CALTRAIN.

TRAIN: 207

REDWOOD CITY STATION HAS A LARGE AMOUNT OF HIGH SCHOOL KIDS SMOKING WEED AT THIS STATION.

TRAIN: 277

WHEN THE TICKET MACHINE AT 4TH AND KING GIVES YOU CHANGE, THE SOUND OF THE COINS DROPPING CALLS OVER ALL OF THE AGGRESSIVE HOMELESS WHO WORK THAT STATION.

TRAIN: 433

HAVE "NO TALKING" CARS

TRAIN: 289

CAN THE CONDUCTORS DO SOMETHING ABOUT THESE MOUTHY, LOUD, IMPOLITE, AND GENERALLY OBNOXIOUS TEENAGERS?

TRAIN: 195

CONSISTENCY OF THE CONDUCTORS. SOME ARE GREAT IN KEEPING THE CLEANLINESS- "STOP FEET ON CHAIRS," CONSIDERATE EATING ON THE TRAIN- AND SOME DON'T CARE

TRAIN: 195

RULES ARE ENFORCED INCONSISTENTLY.

TRAIN: 360

IM A FIRST TIME RIDER I BOARDED AT THE SAN FRANCISCO 22ND ST STATION. I WENT TO PALO ALTO AND AM NOW RETURNING. AREAS ARE POORLY MARKED AND NOT SECURE. ON MY RETURN, I WILL EXIT AT SAN FRANCISCO 4TH ST BECAUSE OF SECURITY CONCERNS AT 22ND ST.

TRAIN: 441

### **Enforcement/Security**

STATION SECURITY NEEDS TO ADOPT A ZERO TOLERANCE ON LOITERING AT STATIONS. STATIONS SHOULD NOT BE ALLOWED TO BE THE HANGOUT LOCATION FOR THE MENTALLY ILL AND ALCOHOL/DRUG ADDICTED.

TRAIN: 220

SEATING FOR PRIORITY PASSENGERS. MOST DAYS ON 220,222,369,373, PASSENGERS ARE SITTING IN DISABLED AND ARE NOT. THEY ARE SITTING THERE WITH BAGS SPREAD OUT. CONDUCTORS NEED TO MAKE ANNOUNCEMENT OR TALK TO PASSENGERS TO REMOVE BAGS TO ALLOW THOSE FOR WHOM THE SEATS ARE DESIGNATED TO SIT.

TRAIN: 220

## Safety Issues

SO. SAN FRANCISCO STATION IS A SAFETY HAZARD-SHOULD BE RECONSTRUCTED/RELOCATED.

TRAIN: 360

SOMETIMES TRAINS EXIT THE STATION WHILE PEDESTRIAN GUARD IS UP (DANGER OF DEATH)! I SAW THIS HAPPEN AT MOUNTAIN VIEW

TRAIN: 230

I AM CONCERNED ABOUT TRAINS THAT DON'T STOP AT STATIONS AND PASS THROUGH URBAN NEIGHBORHOODS AT AN EXTREMELY HIGH SPEEDS. THIS IS HAZARDOUS, ESPECIALLY TO CHILDREN AND VULNERABLE ADULTS AND SHOULD BE PROHIBITED.

TRAIN: 142

QUITE OFTEN, CONDUCTORS HURRY TO CLOSE THE DOORS WHILE PEOPLE ARE STILL LOADING OR UNLOADING. THIS IS RUDE AND UNSAFE.

TRAIN: 190

ELIMINATING LEVEL CROSSINGS SHOULD BE A PRIORITY.

TRAIN: 385

FOR SAFETY REASONS HAVE CONDUCTOR AT THE HEAD AND TAIL OF TRAIN WHEN AT STATIONS.

TRAIN: 206

THE LIMITED NUMBER OF TRAINS AND THE POPULARITY OF THE TAMMEN STATION IS CREATING A DANGEROUS SITUATION WHEN PASSENGERS ARRIVE BOTH IN THE PARKING LOT, BUT ESPECIALLY ON THE PLATFORM AND DOWN THE SINGLE STAIRCASE.

TRAIN: 329

MANY TIMES GATES DON'T GO UP AFTER IT IS SAFE TO CROSS AND PEOPLE MISS TRAINS OR SOME FOOLS RUN UNDER GATE OUT OF FRUSTRATION AS IT HAPPENS FREQUENTLY AT MOUNTAIN VIEW AND SUNNYVALE.

TRAIN: 329

## Bikes/Bike Cars

NARROW ENTRANCE TO BICYCLE COMPARTMENT IS A PINCH POINT DURING RUSH HOURS.

TRAIN: 192

MORE BIKE TAGS FOR DESTINATION. TOO MANY BIKES ARE WITHOUT THEM ESPECIALLY AT NIGHT. CONDUCTORS NEVER HAVE ANY AND HAVE TEN DIFFERENT STORIES WHY THEY DON'T.

TRAIN: 192

THANKS FOR MAKING BICYCLES WELCOME. CONTINUE TO MAKE BICYCLISTS FEEL WELCOME. OH, AND NORMAL PASSENGERS AS WELL.

TRAIN: 172

BIKE RACKS ARE OCCASIONALLY BEYOND CAPACITY.

TRAIN: 192

YOU NEED MORE BIKE CARS ON THE EXPRESS TRAINS!

TRAIN: 192

KEEP THE NON-CYCLISTS OUT OF MY CAR.

TRAIN: 288

PEOPLE THAT DO NOT RIDE SHOULD NOT BE ALLOWED TO SIT IN THE BIKE CAR. IT IS UNFAIR TO BICYCLISTS WHO ARE TRYING TO HELP THE ENVIRONMENT AND GETTING EXERCISE FOR HEALTH! SOME SEATS ARE RESERVED FOR SENIORS AND DISABLED. SEATS SHOULD BE RESERVED FOR BICYCLISTS.

TRAIN: 288

MORE BIKE LOCKERS AT REDWOOD CITY STATION.

TRAIN: 288

MY BICYCLE WHEEL WAS STOLEN FROM PALO ALTO STATION. THE BIKE RACKS ON THE PLATFORM THAT WERE UNDER CCTV WERE FULL, WITH DISUSED BIKES MOSTLY, SO I HAD TO PARK AND LOCK IT ELSEWHERE. THAT MADE IT LESS SECURE.

TRAIN: 217

I HAVE BEEN TOLD I CAN'T TAKE MY BIKE ON A TRAIN A FEW TIMES, BECAUSE THE BIKE CAR IS FULL. THAT IS PRETTY INCONVENIENT.

TRAIN: 225

CONTINUE TO LEAD IN SERVICE FOR BIKE COMMUTERS.

TRAIN: 324

BIKE CAR STORAGE DAMAGES BIKES. SLACKING BIKES BREAKS SPOKES AND DAMAGES GEARS. BUNGEE CORDS ARE NOT SECURE. CONDUCTORS ALWAYS LET TOO MANY BIKES ON AND NEVER PROVIDE DESTINATION TAGS.

TRAIN: 324

BIKE CAR RIDERS DON'T TEND TO CARE ABOUT OTHER PEOPLES' BIKES. THE STORAGE OF BIKES COULD IMPROVE.

TRAIN: 324

## Bikes/Bike Cars

I THINK MOST OF THE CONDUCTORS ARE FRIENDLY, SOCIAL AND HELPFUL. I CAN LITERALLY THINK OF ONLY ONE THAT IS NOT. AS A BIKER, THEY'RE VERY RESPECTFUL OF MAKING SURE BIKERS HAVE FIRST PRIORITY OF THE BIKE CAR. MY ONLY SUGGESTIONS WOULD BE TO HAVE BULLETS EARLIER IN THE AFTERNOON AND TO HAVE ONE MORE BIKE CAR.

TRAIN: 324

YOU CAN'T ASK TWO BIKES AT A TIME TO FIRST GO IN AND THEN PARK THEIR BIKES. IT'S VERY HARD FOR ANYONE TO DO ANYTHING THIS WAY. I THINK ONE DAY YOU SHOULD ASK ALL YOUR CONDUCTORS TO TRY THEMSELVES.

TRAIN: 324

RUN A BIKE TRAIN (ALL FIVE CARS ARE BIKE CARS) ONCE AN HOUR AND KEEP THE NON-BIKERS OFF OF IT. OFFER MORE INCENTIVES FOR BIKERS TO RIDE.

TRAIN: 273

MORE SECURITY FOR BIKES WHILE ON TRAIN.

TRAIN: 143

I WISH THERE WAS A BETTER WAY TO ORGANIZE BIKES AND RIDERS, ESPECIALLY ON BULLET STYLE TRAINS.

TRAIN: 360

COMMUTING W/BIKE ON CALTRAIN IS GREAT! I RIDE SAN JOSE DIRIDON-PALO ALTO/MENLO PARK. WHEN YOU GO ELECTRIC, THE BIKE CAR DESIGN NEEDS COMPLETE RE-DO (CURRENT NEWER BULLET TRAIN IS TERRIBLE).

TRAIN: 360

IT'S RIDICULOUS THAT BIKERS SOMETIMES HAVE TO STAND (SAFETY ISSUE) WHEN THERE ARE PLENTY OF PEDESTRIAN SEATS AVAILABLE, AND PEDESTRIANS ARE IN BIKE CARS.

TRAIN: 262

USE OF SMALL BIKE CARS DURING BUSY COMMUTE TIMES (E.G. AROUND 7PM AT PALO ALTO) OFTEN LEAVES BIKES BEHIND. IN GENERAL, MORE BIKE CARS WOULD BE NICE. ALSO, IF THOSE WITHOUT BIKES COULD BE DISCOURAGED FROM SITTING IN THE BIKE CARS.

TRAIN: 197

BIKE LOCKERS AT 22ND STREET STATION.

TRAIN: 230

PEOPLE WITH LUGGAGE AND STROLLERS OFTEN OCCUPY BIKE RACKS THAT ARE ALREADY SCARCE ENOUGH. CONDUCTORS SHOULD INSTRUCT THEM HOW TO LOAD PROPERLY. ENCOURAGE CONDUCTORS TO SUGGEST THAT BIKES CARRY DESTINATION TAGS AND HAVE THEM READY TO GIVE TO BIKERS.

TRAIN: 190

PROVIDE BIKE TAGS AT STATIONS OR ON TRAINS.

TRAIN: 192

## Bikes/Bike Cars

BICYCLISTS RIDING THEIR BIKES ON THE PLATFORM HAVE BECOME HAZARDOUS. THEY'RE RUDE AND INCONSIDERATE. THEY RIDE THEIR BIKES MAKING PEOPLE MOVE OUT OF THEIR WAY. THE SHERIFFS SHOULD MAKE SURPRISE VISITS, ESPECIALLY DURING MORNING AND EVENING RUSH HOURS AND WRITE THEM TICKETS.

TRAIN: 206

MORE CROWD CONTROL IS NEEDED TO LET WE COMMUTERS WITH BICYCLES BOARD TRAINS. THE CROWDS HINDER OUR BOARDING. ON THE BOMBARDIER CARS, REMOVE ALL LOWER SEATS ON THE BIKE CARS, SO THEY CAN CARRY MORE BIKES (LIKE THE LEGACY NIPPON SHARYO CARS).

TRAIN: 207

I AM A REGULAR BIKE COMMUTER AND VERY MUCH APPRECIATE THE BIKE CARS! KEEP AN ABUNDANCE OF TAGS. THIS WILL HELP KEEP TRAFFIC IN THE BIKE CAR MORE MANAGEABLE. PLEASE HAVE SOMEONE SUPERVISE THE LOADING AT BIKE CARS. PASSENGERS GO IN AND OUT WITHOUT GIVING A THOUGHT ABOUT HOW THEY HOLD UP THE TRAIN BY ENTERING OR EXITING WITHOUT ANY ATTENTION TO BIKES.

TRAIN: 233

YOU NEED TO GIVE MORE POWER TO CONDUCTORS TO MANAGE THE BIKE CARS. I COMMUTE DAILY AND NEARLY HALF OF THOSE SEATED IN THE BIKE CAR AREN'T RIDING BIKES! THIS FORCES THOSE WHO DO TO FIND SEATING AWAY FROM THEIR PROPERTY, WHILE CALTRAIN HOLDS THEM RESPONSIBLE FOR ANY DAMAGE CAUSED IN THEIR ABSENCE. EITHER BOOT NON-RIDERS FROM THE BIKE CAR OR MOVE THE BIKE CAR FROM CAR ONE TO CAR TWO. THAT WAY, THOSE PASSENGERS TOO LAZY TO WALK AN EXTRA 30 FEET CAN STILL RIDE, WHILE CYCLISTS GET THE PEACE OF MIND THEY DESERVE!

TRAIN: 360

PLEASE IMPROVE FOLLOWING: PROVIDE BIKE TAG, PURCHASE? IMPROVE BIKE CAR RACKS. PREVENT NON-CYCLISTS FROM ENTERING BIKE CAR.

TRAIN: 254

I THINK THAT IF THE SECURITY ON THE STATION WERE BETTER PEOPLE WON'T BRING THAT MANY BIKES INSIDE THE TRAINS, ESPECIALLY ON 22ND ST AND 4TH AND KING. PEOPLE ARE AFRAID TO LEAVE THEIR BIKES AT THE STATION, BECAUSE THEY CAN'T BE SURE THEY'LL BE THERE WHEN THEY GET BACK.

TRAIN: 385

BICYCLE SPACE AND SECURITY SEEMS TO BE GETTING SLIGHTLY WORSE.

TRAIN: 233

CONDUCTOR ANNOUNCEMENT OF BIKE SEATING ON REGULARLY CROWDED TRAINS WOULD BE HELPFUL. MOST PEOPLE WHO FORCE BIKERS TO GO TO OTHER CARS ARE NOT AWARE OF THE ISSUE. THE SIGNS ARE VIRTUALLY INVISIBLE.

TRAIN: 233

## Bikes/Bike Cars

WHEN ELECTRIFICATION HAPPENS ARE THERE GOING TO BE BETTER DESIGNED CARS TO HANDLE BIKES? AS TIME GOES ON THERE'LL BE MORE BIKES ON THE TRAIN AND GETTING THEM ON AND OFF IS A BOTTLE NECK FOR GETTING AWAY FROM THE STATION FASTER.

TRAIN: 233

BIKE CARS SHOULD FOR BIKES.

TRAIN: 233

ADD MORE BIKE SPACE.

TRAIN: 233

SOME CONDUCTORS ARE NOT NICE TO BIKERS: CLOSING DOORS EARLY, YELLING, ETC. WE ARE PAYING CUSTOMERS TOO, NOT 2ND CLASS CITIZENS!

TRAIN: 233

BIKE CARS SHOULD BE ALLOWED ONLY FOR PASSENGERS WITH BIKES. MAKE COURTESY NOTICE MORE PROMINENT.

TRAIN: 233

THANK YOU FOR ALLOWING BIKES ON THE TRAIN.

TRAIN: 233

BETTER SIGNAGE FOR BICYCLE RIDERS HOW TO LOAD AND UNLOAD ETC.

TRAIN: 233

NEEDS A NEW SYSTEM FOR BIKES. VERTICAL STORAGE.

TRAIN: 801

CALTRAIN IS GREAT. ALWAYS NEED MORE BIKE CARS.

TRAIN: 801

AT LEAST AT RUSH HOUR, PLEASE HAVE MORE BIKE CAR ROOM FOR BIKES AVAILABLE. THERE ALWAYS SEEM TO BE PROBLEMS GETTING ONTO TRAINS AT POPULAR STATIONS. ALSO, AT RUSH HOUR, PLEASE CONSIDER ALLOWING ONLY CYCLISTS IN BIKE CARS AND ROUTE REGULAR PASSENGERS TO OTHER CARS. I DIDN'T WANT TO INJURE ANYONE AS I GET ON WITH MY BIKE AND IT'S HARD ENOUGH TO DO WHEN IT'S CROWDED.

TRAIN: 142

I'VE BEEN COMMUTING DAILY FOR YEARS. CROWDING STARTED DURING COMMUTE HOURS THREE YEARS AGO WHEN A PASSENGER CAR WAS ENLARGED FOR A BIKE CAR, INSTEAD OF ADDING A BIKE CAR.

TRAIN: 376

SERVICE IS GREAT. ONLY ISSUE FOR ME IS SOMETIMES I MISS AM BULLET TRAIN, BECAUSE IT CAN'T FIT ANY MORE BIKES.

TRAIN: 376

NO BIKE SPACE ON PEAK TRAINS.

TRAIN: 289

## Bikes/Bike Cars

CALTRAIN NEEDS TO HAVE CONTINGENCY PROGRAM SET UP FOR EMERGENCIES THAT NOT ONLY TAKES CARE OF PASSENGERS WITHOUT BIKES, BUT ALSO BETTER CARE OF US WITH BIKES. I HAVE WAITED IN EXCESS OF ONE AND A HALF HOURS AFTER EMERGENCIES JUST TO BE TOLD WAIT FOR THE NEXT TRAIN BECAUSE THERE'S NO BIKE ROOM. THAT'S NOT GOOD CUSTOMER SERVICE.

TRAIN: 216

SOMETIMES BECAUSE OF SPORTING EVENTS OR SHOWS THERE ARE PEOPLE GETTING DRUNK ON THE BIKE CARS. I BARELY HAVE A PLACE TO PUT MY BIKE.

TRAIN: 268

TOO MANY NON-BIKE RIDERS IN THE BIKE CAR MAKES IT IMPOSSIBLE TO WATCH BIKES WITHOUT STANDING IN THE AISLE. NEED BIKE TAGS ON TRAINS.

TRAIN: 26

EVERY DAY, I ENJOY CYCLING ON CALTRAIN.

TRAIN: 268

FIND A WAY NOT TO DENY BICYCLISTS A TRAIN RIDE WHEN THE BIKE CAR IS FULL.

TRAIN: 268

NEED MORE BIKE CARS.

TRAIN: 268

I HAVE MADE THIS POINT IN EMAILS TO CALTRAIN, THOUGH IT'S WORTH REPEATING HERE. THE RUSH HOUR TRAINS NEED MORE BICYCLE CARS AND UNIFORM ENFORCEMENT OF BIKE RULES. I'M HAPPY TO ABIDE BY THE FOUR BIKES PER BAY RULE IF IT'S ALWAYS IN EFFECT. HOWEVER, I'VE LOST PATIENCE WITH THE OCCASIONAL CONDUCTOR WHO THREATENS TO EJECT ME FROM THE TRAIN FOR STACKING DEEPER OR SEEMS TO BLAME CYCLISTS FOR TRAIN DELAYS.

TRAIN: 151

THE SPACE FOR BIKES ISN'T ENOUGH.

TRAIN: 433

THANK YOU FOR BIKE TRAINS. IT WOULD BE NICE TO HAVE SIGNS FOR NON BIKE RIDERS TO NOT RIDE IN SEATS ON BIKE CAR. IT IS NICE TO BE ABLE TO KEEP AN EYE ON YOUR BIKE!

TRAIN: 433

PLEASE RUN TRAINS THAT HAVE MORE BIKE CAPACITY DURING COMMUTE PEAK TIMES.

TRAIN: 433

GRATEFUL FOR ALWAYS HAVING TWO BIKE CARS NOW.

TRAIN: 424

DEFINITELY, NEED MORE SPACE FOR BICYCLES. ESPECIALLY DURING RUSH HOUR. NO ROOM FOR BIKES ESPECIALLY AROUND PALO ALTO AND MENLO PARK.

TRAIN: 424

## Bikes/Bike Cars

OVERALL IT'S OK; JUST MAKE SURE CONDUCTOR ORGANIZED BIKE CARS ACCORDINGLY, ESPECIALLY DURING RUSH HOUR.

TRAIN: 424

MORE BIKE CARS NEEDED.

TRAIN: 332

CONDUCTOR ON THIS TRAIN IS RUDE ABOUT BIKE MANAGEMENT. THEY CLOSE THE SECOND CAR TOO EARLY LATELY LEAVING FROM SAN FRANCISCO.

TRAIN: 332

EVEN ON THIS TRAIN THE BIKE CARS ARE FULL AT THE FIRST STOP AND I AM SITTING ON THE FLOOR. NEED MORE SPACE FOR BICYCLISTS AND PREFERRED SEATING SO WE CAN KEEP AN EYE ON OUR EXPENSIVE BIKES. PEOPLE GETTING TURNED AWAY AND FORCED TO BE AN HOUR LATE FOR WORK IS UNACCEPTABLE.

TRAIN: 332

MORE BIKE CARS PLEASE. CONDUCTORS WHO HELP ORGANIZE INCOMING BICYCLES ARE EXTREMELY HELPFUL, (EXAMPLE: LOADING BIKES GOING FURTHER FIRST), BUT THIS IS AN UNCOMMON PRACTICE.

TRAIN: 332

MOST CONDUCTORS ARE VERY EASY GOING; OTHERS ARE AUTHORITARIAN CONTROL FREAKS, ESPECIALLY WHEN CONTROLLING BIKE CARS. WHEN TRYING TO BOARD AT 4TH & KING, THEY SOMETIME FORCE EVERYONE ON TO THE FIRST CAR CAUSING UNNECESSARY DELAYS WHILE YELLING AT CYCLISTS TO HURRY, ITS POINTLESS AND AGGRAVATING.

TRAIN: 332

DESIGNATED SEATING FOR CYCLISTS. PERHAPS MORE SIGNAGE INDICATING BIKE ONLY CAR OR HAVING A CONDUCTOR PRESENT TO MOVE PEOPLE ALONG.

TRAIN: 313

MORE SEATS FOR CYCLISTS. MORE BIKE SPACE ON NEWER TRAINS.

TRAIN: 313

BIKERS ARE A LITTLE PUSHY AND FEEL ENTITLED.

TRAIN: 207

PEOPLE OFTEN SIT IN BIKE CARS WHEN THEY DON'T HAVE BIKES - MORE REMINDERS SHOULD BE GIVEN THAT THIS IS VERY RUDE!

TRAIN: 207

I'M A CYCLIST & MUCH APPRECIATIVE OF THE ACCOMMODATIONS OF BICYCLES. I'VE BEEN COMMUTING ON CALTRAIN FOR OVER 30 YEARS.

TRAIN: 207

I THOUGHT CALTRAIN HAS A POLICY AT SAN FRANCISCO STATION TO LET PASSENGERS OFF BEFORE BICYCLISTS.

TRAIN: 207

## Bikes/Bike Cars

MORE INSTRUCTION TO PASSENGERS TO GO TO SEATING SIDE AND NOT SIT IN THE BIKE CAR WITH BIKES. EITHER MORE SPACE FOR BIKES OR INCREASE TRAIN FREQUENCY.

TRAIN: 277

WHERE CAN I GET THOSE BIKE TAGS INDICATING DESTINATION?

TRAIN: 143

CONSIDER PLACING BIKE TAGS IN BIKE CARS

TRAIN: 289

MY ONLY GRIPE IS NOT GETTING A REFUND FOR BEING BUMPED WHEN I TRIED TO TAKE MY BICYCLE ON BOARD. I HAD TO TAKE MY BIKE BACK HOME AND DRIVE MY PRIVATE VEHICLE TO THE VA HOSPITAL FOR MY APPOINTMENT.

TRAIN: 421

CONDUCTORS NEED TO BE SENSITIVE TO BIKE TRAIN AVAILABILITY AND ALLOW MORE THAN 4 BIKES PER RACKS IN RARE OCCASIONS. THE TRAIN IS THE ONLY MADE OF TRANSPORT FOR SOME AND TO BE REFUSED TO BOARD A TRAIN IS A MAJOR PROBLEM!

TRAIN: 267

CALTRAIN SHOULD ADD EXTRA BIKE CARS M-F FROM 7:00AM-9:00AM AND 5:00PM TO 7:00PM

TRAIN: 267

THANK YOU SO MUCH FOR PROVIDING SO MUCH TO BICYCLISTS

TRAIN: 267

MORE ACCESS TO BIKE TAGS. I'D BUY THEM, BUT CANT FIND THEM

TRAIN: 267

MORE BIKE SPACE PLEASE

TRAIN: 332

PEOPLE WHO DON'T HAVE BIKES SHOULD NOT BE ALLOWED IN THE BIKE CAR. NO ONE IS ENFORCING THIS!

TRAIN: 332

IF THERE IS A SIGNIFICANT DELAY, OFTEN BIKE SPACE ON THE TRAINS IS FULL. ONCE I NEEDED TO WAIT SEVERAL HOURS BEFORE I COULD BOARD MY BIKE.

TRAIN: 332

ADDITIONAL SPACE FOR BIKES DURING COMMUTE TIMES IS NEEDED.

TRAIN: 360

ADD MORE BIKE CARRYING CAPACITY, THANKS.

TRAIN: 360

THERE IS NOT ENOUGH BIKE CAPACITY DURING COMMUTE HOURS. IT WOULD BE HELPFUL IF CONDUCTORS CONSISTENTLY ENCOURAGED NON-BIKERS TO USE OTHER CARS, INCLUDING UPPER SEATING.

TRAIN: 360

**Bikes/Bike Cars**

I WOULD LIKE TO SEE MORE ROOM FOR BIKES ON EXPRESS TRAINS.

TRAIN: 804

MAYBE MORE BIKE CARS AT PEAK TIMES.

TRAIN: 804

I KNOW THERE ARE STATION SIZE LIMITATIONS BUT ADDING AN EXTRA BIKE CAR WOULD RELIEVE SEATING AND BIKE SPACE ISSUES.

TRAIN: 277

BIKE TAGS PLEASE

TRAIN: 277

I ENJOY MY RIDE TO/FROM WORK, BUT DO GET ANXIOUS ABOUT WHETHER OR NOT MY BIKE WILL FIT ON THE RUSH HOUR TRAIN HOME.

TRAIN: 277

YOU NEED MORE BIKE CARS ON BULLET TRAINS.

TRAIN: 277

BIKE CARS GET UNRULY. THE OTHER DAY THERE WAS TWO PEOPLE SITTING WITH BIG FILLED GARBAGE BAGS OCCUPYING SPACES PROVIDED FOR BIKES. BIKE CARS DO NOT HAVE TAGS.

TRAIN: 268

KEEP THE BIKE CAR CLEAR OF PEDESTRIANS.

TRAIN: 268

I WOULD LIKE TO SEE MORE ROOM FOR BIKES. I HAVE A HARD TIME BOARDING THE TRAIN IN THE MORNING FOR LACK OF BIKE SPACE.

TRAIN: 268

### Train Cleanliness-Exterior/Interior

GOOD EXPERIENCE, BUT I'VE SOME CONCERN ABOUT CLEANLINESS.

TRAIN: 288

IMPROVE CLEANLINESS OF DUST AND DEBRIS IN BETWEEN SEATS.

TRAIN: 288

TRAINS SMELL. CLEAN INTERIOR AND IMPROVE VENTILATION.

TRAIN: 217

BATHROOM CAR SOMETIMES SMELLS FUNNY, NOT DIRTY, JUST LIKE A RESTROOM DEODORIZER.

TRAIN: 217

I WOULD LIKE CLEANER BATHROOMS WITH TOILET PAPER, ESPECIALLY AT NIGHT.

TRAIN: 254

PLEASE CLEAN THE RESTROOMS AND SEATS.

TRAIN: 273

CLEANER TRAINS.

TRAIN: 273

BATHROOMS ON NEWER TRAINS SMELL SO INCREDIBLY BAD. SERIOUSLY NASTY.

TRAIN: 360

THE BATHROOMS ARE DISGUSTING AND THEY STINK UP THE WHOLE TRAIN. IT IS UNBEARABLY DISGUSTING.

TRAIN: 360

IT WOULD BE NICE IF INSIDE OF THE TRAIN WAS CLEANED MORE THOROUGHLY.

TRAIN: 360

1. CARPETS ON UPPER DECK (1 SEATERS) ARE DUSTY/DIRTY AND NO CLEANLINESS OF RAILINGS. 2. WINDOWS IN AND OUT NEED CLEANING. 3. CUSHIONED CHAIRS NEED RE-UPHOLSTERING.

TRAIN: 262

I'M NOT TOO HAPPY ABOUT CALTRAIN CLEANLINESS/SERVICE IN GENERAL, BUT HAPPY YOU ARE GATHERING CUSTOMER FEEDBACK.

TRAIN: 262

PLEASE MAINTAIN CONSISTENT CLEANLINESS AND HYGIENE IN ALL ONBOARD RESTROOMS. ENSURE THERE IS ADEQUATE WATER PRESSURE ON FAUCETS, PLENTY OF SOAP, PAPER TOWELS AND THAT THE TOILET ACTUALLY FLUSHES AND IS NOT CLOGGED. DO THIS EVERY HOUR LIKE THEY DO AT MOST OTHER PLACES! REPLACE CLOTH SEATS WITH THE BLUE/GRAY LEATHER MATERIAL! THESE ARE MUCH EASIER TO CLEAN AND DO NOT GET DIRTY AS FAST. DO AS BART DOES AND REPLACE ALL SEATS WITH EASY-TO-CLEAN "GREEN" MATERIALS.

TRAIN: 197

A LOT OF TIME, THE RESTROOM IS DIRTY, NO SOAP! UPGRADE TO TOUCHLESS SYSTEM FOR WATER. HOW ABOUT AIR FRESHENER?

TRAIN: 432

### Train Cleanliness-Exterior/Interior

THE SERVICE IS AMAZING THE ONLY CONCERN IS THE BATHROOM SERVICE CAN BE CLEANER.  
TRAIN: 432

THE TRAINS ARE FILTHY (ESPECIALLY DURING BASEBALL SEASON). CLOTH SEATS SHOULD BE REPLACED WITH VINYL. TAKE UP ALL CARPET.  
TRAIN: 207

CLEAN THE CUP HOLDERS.  
TRAIN: 262

I SAW TWO BIG BLACK SPIDERS ON MY SEAT ONCE.  
TRAIN: 262

MY EXPERIENCE HAS BEEN GREAT BUT NOW THAT I THINK OF IT OVER THE PAST YEAR THE CARPETS SHOULD BE VACUUMED. IN THE PAST YEARS THEY HAVE SEEMED DIRTIER THAN USUAL, BUT IT'S ALL GOOD.  
TRAIN: 262

SOME OF THE NEWER TRAINS SMELL BAD. NOT SURE WHAT IT IS, BUT IT IS CONSISTENT. IT KIND OF SMELLS LIKE VOMIT.  
TRAIN: 206

CLEANLINESS OF CLOTH SEATS IS RIDICULOUS. I DON'T EVEN WANT TO SIT DOWN.  
TRAIN: 233

CLEAN LINENS INSIDE TRAINS CAN BE IMPROVED.  
TRAIN: 329

THE TRAINS WITH UPHOLSTERED SEATS CAN USE MORE FREQUENT ATTENTION. I SAW A LADY SIT AND A CLOUD OF DUST WAS IN THE AIR.  
TRAIN: 801

THE BATHROOMS ARE ALWAYS VERY DIRTY.  
TRAIN: 801

PLEASE KEEP RESTROOMS CLEAN.  
TRAIN: 376

IT'S CLEAN AND ON TIME.  
TRAIN: 142

CLEANLINESS OF SEATS IS VERY IMPORTANT. THE NEW SEATS ARE BETTER BUT STILL MUST BE KEPT CLEAN.  
TRAIN: 216

OVERALL I AM VERY SATISFIED WITH THE SERVICE CALTRAIN GIVES. I WAS, HOWEVER, DISSATISFIED TODAY 6/11/13 WHEN I COULDN'T USE THE RESTROOM BECAUSE IT WAS A MESS.  
TRAIN: 282

### Train Cleanliness-Exterior/Interior

BATHROOMS MORE FREQUENTLY SANITIZED. STINKY WINDOW SHADES.

TRAIN: 441

CLEAN GOOD SERVICE. LOVE THE TRAIN.

TRAIN: 151

CALTRAIN WISH LIST: BATHROOMS THAT DON'T SMELL (THE BATHROOMS ON THE OLDER TRAINS ARE GROSS): CLEAN CUP HOLDERS.

TRAIN: 438

CUP HOLDERS ARE REALLY DIRTY, MAKES WHOLE TRAIN DIRTIER THAN IT IS.

TRAIN: 257

THE RESTROOMS ARE ALWAYS DISGUSTING!

TRAIN: 257

PLEASE MAKE SURE THE RESTROOMS ARE CLEANED EVERYDAY TO AVOID BAD ODORS NEAR THE DOORS. THANK YOU APPRECIATE YOUR ASSISTANCE.

TRAIN: 313

MUST SAY INTERIOR OF MANY TRAINS IS QUITE DIRTY AND CARPETS ARE STAINED.

TRAIN: 207

NOT WELL CLEANED. DIRTY CUP HOLDERS AND SEATS IN THE BATHROOMS ARE DISGUSTING!

TRAIN: 267

CLEANER INTERIOR PLEASE.

TRAIN: 267

EXTERIOR WINDOWS COULD BE CLEANER.

TRAIN: 195

CLEAN THE TRAINS, PLEASE.

TRAIN: 332

NICE AND TIDY. I'M LOVING IT.

TRAIN: 804

THE BATHROOM CAN BE FILTHY; BUT, OVERALL IT'S A VERY RELAXING ENVIRONMENT AND ENJOYABLE EXPERIENCE.

TRAIN: 804

CARPETS SOMETIMES APPEAR VERY DIRTY.

TRAIN: 277

TRAINS ARE DIRTY. I THINK IT SHOWS PRIDE IN HOW THE LINE LOOKS AND FOR HEALTH REASONS AS WELL. I THINK ALL THE FAT CATS AT THE TOP SHOULD GET OUT AND CLEAN THEM UP!

TRAIN: 282

### Train Cleanliness-Exterior/Interior

CLEAN THE INTERIOR.

TRAIN: 282

### Train/Car Condition/Comfort of the Ride

PA ANNOUNCEMENTS ON TRAIN ARE USUALLY GARBLED AND SPEAKERS TALK TOO FAST AND ACT AS IF THIS IS THEIR CHANCE TO BE A HAM ACTOR WITH A CAPTIVE AUDIENCE.

TRAIN: 288

TRAIN MAINTENANCE.

TRAIN: 288

IMPROVE VENTILATION. THE NEWER CARS SMELL AWFUL AND ARE AT TIMES UNBEARABLE AT RUSH HOUR.

TRAIN: 288

IMPROVE AIR CONDITIONING QUALITY. MORE CLEARANCE FOR LUGGAGE SPACE ON TOP SEATING AREAS.

TRAIN: 288

THE NUMBER OF TECHNICAL MALFUNCTIONS SEEMS TO BE INCREASING.

TRAIN: 288

TRAINS ARE VERY OLD.

TRAIN: 288

PLEASE PERFORM FREQUENT MAINTENANCE OR GET NEW TRAINS TO AVOID DELAY BY MECHANICAL FAILURE. THANKS.

TRAIN: 150

PREFER TO HAVE ALL TRAINS WITH SEATING ARRANGEMENT THAT HAS ME SITTING NEXT TO SOMEONE AND NOT FACE TO FACE WITH OTHER RIDERS.

TRAINS SMELL. CLEAN INTERIOR AND IMPROVE VENTILATION.

TRAIN: 217

TRAINS ARE VERY LOUD.

TRAIN: 217

BATHROOM CAR SOMETIMES SMELLS FUNNY, NOT DIRTY, JUST LIKE A RESTROOM DEODORIZER.

TRAIN: 217

BEING 6'6," I HAVE A HARD TIME FITTING IN SEATS DUE TO LEG ROOM. AS SUCH, THERE ARE ROUGHLY FOUR SEATS PER OLD STYLE CAR I CAN SIT IN. PLEASE MAKE HEIGHT CONSIDERATIONS KNOWN TO OTHER PATRONS, AS I FREQUENTLY CAN'T FIND A PLACE TO SIT OR I HAVE TO CRAM INTO A SEAT.

TRAIN: 217

FIX THE AIR CONDITIONING. WHEN THE TRAIN IS SO CROWDED. IT IS UNPLEASANT.

TRAIN: 217

CONDUCTORS DON'T NEED TO USE HORNS AS OFTEN AS THEY DO NOW.

TRAIN: 217

### Train/Car Condition/Comfort of the Ride

THE NEW TRAINS ARE MUCH QUIETER AND SMOOTHER, BUT I DON'T LIKE THE CLUB SEATING.

TRAIN: 225

NEWER TRAINS OR IMPROVED RIDE COMFORT WOULD HELP.

TRAIN: 324

PUT VINYL SEATING ON ALL TRAINS. THE CLOTH SEATS SUCK, BECAUSE IT GETS DIRTY. THE SEATING ARRANGEMENT (PEOPLE FACING EACH OTHER) DOESN'T WORK. I AM ALWAYS TOUCHING SOMEONE'S LEGS AND I'M 5'2." IT'S A HORRIBLE IDEA TO HAVE THE SEATS FACING EACH OTHER.

TRAIN: 273

ON THE BULLET TRAINS - FIRST FLOOR OVERHEAD RACKS ARE GREY AND OFTEN PASSENGERS HIT THEIR HEADS ON THEM. A POSSIBLE FIX WOULD BE TO PAINT THEM RED SO THEY ARE MORE VISIBLE.

TRAIN: 273

REDUCE THE NOISE!

TRAIN: 273

OUR FIRST EXPERIENCE ON CALTRAIN# 90 FOUND IT VERY PLEASANT, THE TRAIN IS SMOOTH. THE SEATS ARE CLEAN AND COMFORTABLE. RECOMMENDED

TRAIN: 190

THE CONDUCTORS AND DRIVERS USE THE HORN WAY TOO MUCH.

TRAIN: 381

TOO OFTEN THE ENGINES BREAK OR THE TRAINS HAVE TECHNICAL PROBLEMS. THIS IS NOT ACCEPTABLE. ONCE THEY EVEN FORGOT TO STOP AT PALO ALTO. UNBELIEVABLE!

TRAIN: 381

AFTER TRANSITION TO NEW OPERATOR, THERE HAS BEEN A LOT MORE EQUIPMENT PROBLEMS.

TRAIN: 381

I HOPE CALTRAIN WILL USE MORE OF THE NEWER TRAINS. THEY RIDE A LOT SMOOTHER.

TRAIN: 225

BATHROOMS ON NEWER TRAINS SMELL SO INCREDIBLY BAD. SERIOUSLY NASTY.

TRAIN: 360

THE BATHROOMS ARE DISGUSTING AND THEY STINK UP THE WHOLE TRAIN. IT IS UNBEARABLY DISGUSTING.

TRAIN: 360

UPDATE THE TRAINS, NEW CARS NEEDED. SEATS ARE UNCOMFORTABLE. CHANGE CONFIGURATION ON BULLET TRAINS FROM FEET TO FEET.

TRAIN: 262

### Train/Car Condition/Comfort of the Ride

THE BIGGEST PROBLEM I HAVE IS THAT SOME OF THE TRAIN CARS SEEM TO HAVE NO FILTER ON THE OUTSIDE, SO THE EXHAUST FROM THE TRAIN COMES RIGHT IN. THIS IS ESPECIALLY TRUE IN TUNNELS. I GO FROM SAN JOSE TO SAN FRANCISCO EVERY DAY AND WITH THIS MANY HOURS OF POOR QUALITY AIR, I ACTUALLY THINK IT'S WORSENING MY MIGRAINES. EVERYTHING ELSE ABOUT THE TRAIN IS GREAT, THOUGH. THANK YOU!

TRAIN: 254

ALL TRAINS AND CARS SMELL LIKE SHIT.

TRAIN: 220

UPGRADE ALL TRAINS TO NEW ONES. THE SEATING IS GOOD IN NEW TRAINS.

TRAIN: 262

BULLET TRAINS SHOULD BE NEW TRAINS.

TRAIN: 385

NEWER CARS HAVE POOR SEATING (KNEE TO KNEE).

TRAIN: 385

MAINTENANCE OF TRAINS MAY BE REQUIRED MORE OFTEN. THERE HAVE BEEN MORE THAN TWO EVENTS THIS PAST YEAR THAT I HAVE BEEN LATE FOR WORK. THANK YOU.

TRAIN: 206

SEATS ARE DESIGNED FOR SHORT PEOPLE.

TRAIN: 233

FROM A EUROPEAN OBSERVER, COMPLIMENTS FOR THE SERVICE AS SUCH, BUT RAIL TRACK NEEDS IMPROVEMENT. USE MODERN MATERIAL WITH BETTER SUSPENSION. THE RIDE IS BUMPY.

TRAIN: 233

PLEASE KEEP IN MORE OVERHEAD SPACE FOR BAGGAGE ON THE UPPER LEVEL. IT'S AVAILABLE IN A FEW TRAINS. MOST TRAINS ARE NOT EQUIPPED WITH THIS.

TRAIN: 233

TRAINS NEED UPGRADING.

TRAIN: 233

IT'S TOO COLD. PLEASE NO AIR CONDITIONER.

TRAIN: 329

IN THE LAST THREE WEEKS, THERE WERE AT LEAST FOUR MAJOR DELAYS DUE TO FAULTY EQUIPMENT.

TRAIN: 801

THIS IS A NEWER TRAIN. THINGS ARE OKAY, BUT THE OLDER TRAINS ARE NOT AS GOOD AS THIS NEW ONE.

TRAIN: 801

OLD CARS ARE RICKETY AND NOISY.

TRAIN: 217

### Train/Car Condition/Comfort of the Ride

LOVE TO SEE MORE UPGRADED TRAINS.

TRAIN: 376

PLEASE REUPHOLSTER THE TRAINS WITH CLOTH SEATS OR REPLACE THEM WITH NON-CLOTH SEATS.

TRAIN: 376

SOME CARS ARE TOO HOT. SOME ARE TOO COLD.

TRAIN: 376

MANY CARS HAVE A NASTY BATHROOM SMELL.

TRAIN: 289

THE TRAIN CARS ARE TOO OLD AND SHAKY. I CAN'T READ MY LAPTOP SCREEN.

TRAIN: 216

MY OVERALL EXPERIENCE WOULD BE CLOSER TO A 5 IF I RODE TRAINS FROM THE NEW FLEET MORE OFTEN, A MUCH MORE COMFORTABLE RIDE.

TRAIN: 216

I HATE THE LAYOUT OF THE NEWER TRAINS. THEY SUCK. SEATS ARE TOO SMALL. THE BATHROOMS SMELL UP THE WHOLE CAR AND THEY ALWAYS SMELL LIKE BURNING BRAKES OUTSIDE. GROSS. I PREFER TO RIDE ON THE OLDER TRAINS.

TRAIN: 282

CHANGE CLOTH SEATING TO POLYURETHANE. ONE OF THE TRAINS SWAYS VIOLENTLY. PLEASE REPLACE THE CARS.

TRAIN: 282

MODERN EQUIPMENT THAT DOESN'T RATTLE AND SHAKE EVERYWHERE WOULD BE NICE.

TRAIN: 282

LOVE THE TRAIN. HATE THE INTERIOR NOISE.

TRAIN: 151

RELIABILITY OF ROLLING STOCK IN QUESTION LONG TERM.

TRAIN: 151

IT'S A SMOOTH RIDE ALL THE WAY.

TRAIN: 151

TRAINS ARE FREQUENTLY TOO WARM.

TRAIN: 151

NEED MORE SPACE FOR LUGGAGE STORAGE.

TRAIN: 438

THERE ARE A COUPLE OF CARS THAT SMELL.

TRAIN: 313

### Train/Car Condition/Comfort of the Ride

I WOULD LIKE TO SEE MORE CARS WITH GOOD SUSPENSION-THE RIDE QUALITY IS MUCH HIGHER IN THOSE CARS. ALSO, I WOULD LIKE TO SEE SMOOTHER TRACK. IT PROVIDES RIDE QUALITY.

TRAIN: 313

THE SEATS IN YOUR NEW BULLET TRAINS ARE QUITE UNCOMFORTABLE. THE ANGLE OF THE SEATS DOES NOT PROVIDE ADEQUATE BACK/NECK SUPPORT. ALSO, THE SEAT BACKS ARE NOT HIGH ENOUGH EVEN FOR PEOPLE OF SLIGHTLY ABOVE AVERAGE HEIGHT.

TRAIN: 313

THE NEWER TRAINS HAVE HORRIBLE SEATING OPTIONS. I DON'T WANT TO SIT ACROSS FROM STRANGERS.

TRAIN: 257

HONKING OF TRAIN NEEDS TO DECREASE (I LIVE NEXT TO STATION, HONKING CAN BE EXCESSIVE).

TRAIN: 257

BABY BULLET SEATS SHOULDN'T FACE EACH OTHER. THERE'S NO LEG OR BAGGAGE SPACE BELOW SEAT BECAUSE THE SEATS FACE EACH OTHER.

TRAIN: 313

ELIMINATE THE SEWER SMELL IN CERTAIN CARS ON THE NEWER STYLE TRAINS.

TRAIN: 313

THE SYSTEM IS SHOWING ITS AGE. RAILS IN CERTAIN SECTIONS PRESENT A ROUGH RIDE; ENGINES BREAK DOWN.

TRAIN: 207

THE NEW TRAINS WITH FABRIC SEAT COVERS SHOULD HAVE THE COVERS REPLACED WITH PLASTIC. NEW TRAIN RESTROOMS SMELL BAD.

TRAIN: 277

WHEN TRAINS BREAK DOWN OR PEOPLE JUMP THE LINE, TRAIN DELAYS ARE UNBEARABLE. BETTER JOB AT MAINTAINING TRAINS WOULD HELP.

TRAIN: 277

OVERALL, I LIKE TAKING CALTRAIN. I KNOW TRAINS ARE BEING REPLACED EVENTUALLY, WHICH IS MUCH NEEDED

TRAIN: 277

AIR CONDITION THE TRAINS.

TRAIN: 230

OCCASIONALLY, THERE IS A DISTINCT SCENT OF URINE. IT CAN BE QUITE UNPLEASANT. OTHER THAN THAT, CALTRAIN IS QUITE NICE TO RIDE ON.

TRAIN: 143

MORE NEW TRAINS

TRAIN: 267

### **Train/Car Condition/Comfort of the Ride**

EARLY MORNINGS SERVICE SHOULD ONLY BE RUN BY OLD TRAINS. THAT EARLY, MANY PASSENGERS ARE ASLEEP. BECAUSE NEW TRAINS HAVE NO LEG ROOM AND YOU CAN'T SIT ALONE, PEOPLE END UP TAKING EXTRA ROOM.

TRAIN: 360

TRAINS BREAK DOWN MORE FREQUENTLY. TRAINS NEED TO BE UPDATED/UPGRADED.

TRAIN: 441

GET RID OF OLD TRAINS LIKE THIS ONE. THEY ROCK TOO MUCH.

TRAIN: 220

I LOVE THE NEWER TRAINS WITH UPSTAIRS/DOWNSTAIRS. IT HAS A PROPER WORK TABLE; ELECTRIC OUTLETS ARE EASY TO USE AND CLEANER BATHROOMS.

TRAIN: 277

## Car Features/Amenities

WI-FI.

TRAIN: 192

MAKE A FOOD CART.

TRAIN: 192

IT WOULD BE GREAT TO GET MORE SEATS WITH TABLES AND OUTLETS.

TRAIN: 288

WI-FI

TRAIN: 288

WE ARE ALL ENGINEERS ON THE TRAIN. GIVE US A WIRELESS NETWORK. THIS IS SILICON VALLEY. WIRELESS, PLEASE. I AM SURE MANY WOULD DONATE TO CALTRAIN WIRELESS.

TRAIN: 288

THANK YOU, WI-FI.

TRAIN: 288

NEED WI-FI SERVICE, A NUMBER 1 PRIORITY. SELL SNACKS AND DRINKS ONBOARD.

TRAIN: 288

WI-FI.

TRAIN: 288

WHEN WILL YOU INSTALL WI-FI ONBOARD?

TRAIN: 150

I LIKE RIDING CALTRAIN. TRY SERVING COLD BEVERAGES IN SUMMER AND WHISKEY IN WINTER OR RAIN. THE OLD BATHROOMS REALLY SUCK. NO KIDDING.

TRAIN: 150

SELL FOOD ON TRAIN.

TRAIN: 150

CALTRAIN OPERATES IN ONE OF THE MOST TECHNOLOGICALLY ADVANCED AREAS IN THE WORLD, THE SILICON VALLEY AND BAY AREA. SHOULDN'T IT OFFER FREE WI-FI?

TRAIN: 150

OVERALL GOOD. BATHROOMS TERRIFYING.

TRAIN: 150

ADD WI-FI AND ELECTRICAL PLUGS ON ALL TRAINS.

TRAIN: 150

WI-FI.

TRAIN: 217

GET WI-FI.

TRAIN: 217

## Car Features/Amenities

NICE TO ADD WI-FI.

TRAIN: 217

WI-FI.

TRAIN: 225

ONBOARD WI-FI WOULD BE GREAT, BUT I REALIZE THIS IS A BUDGET ISSUE.

TRAIN: 225

NEED WI-FI ACCESS. IT'S 2013, FOR GAWD SAKES!

TRAIN: 225

WI-FI ONBOARD WOULD BE GREAT.

TRAIN: 225

PLEASE OFFER WI-FI SERVICE ONBOARD TRAINS.

TRAIN: 225

WI-FI WOULD BE GREAT.

TRAIN: 324

THINGS THAT NEED TO BE IMPROVED ARE ON TRAIN WI-FI, EVEN WITH ADDITIONAL FEE.

TRAIN: 324

PLEASE MAKE THE TRAIN WI-FI ENABLED.

TRAIN: 324

WI-FI

TRAIN: 254

ONBOARD WI-FI WOULD BE A GREAT ADDITION!

TRAIN: 190

WI-FI.

TRAIN: 190

WI-FI WOULD BE GREAT.

TRAIN: 273

GREAT FACILITIES AND A WONDERFUL EXPERIENCE. IF FOOD SERVICES WOULD BE STARTED IT WOULD BE A DIFFERENT EXPERIENCE.

TRAIN: 190

WI-FI AND OUTLETS

TRAIN: 143

GET WI-FI.

TRAIN: 381

WHEN WILL ONBOARD WI-FI BE AVAILABLE?

TRAIN: 381

## Car Features/Amenities

WI-FI IS #1 PRIORITY TO GET ME TO RIDE EVERY DAY. I CURRENTLY USE CALTRAIN ONCE OR TWICE A WEEK.

TRAIN: 381

IT WILL BE GREAT TO HAVE WI-FI ONBOARD

TRAIN: 381

WI-FI ONBOARD WOULD BE NICE.

TRAIN: 381

WE NEED WI-FI

TRAIN: 225

WI-FI

TRAIN: 360

ADD WI-FI.

TRAIN: 262

IT WOULD BE NICE TO HAVE COFFEE SERVICE.

TRAIN: 262

PLEASE PROVIDE ON-BOARD WI-FI!

TRAIN: 197

PLEASE ADD WI-FI ON THE TRAIN.

TRAIN: 230

I WISH THERE WERE FREE WI-FI ON THE TRAIN.

TRAIN: 230

WHEN WILL WE GET WIRELESS?

TRAIN: 233

NEED WI-FI ON TRAINS, PLEASE.

TRAIN: 277

DRINKING FOUNTAINS ON TRAINS.

TRAIN: 254

ADD WI-FI IN TRAINS.

TRAIN: 262

WI-FI ONBOARD WOULD BE A FANTASTIC ADDITION.

TRAIN: 385

WHY DOES CALTRAIN NOT HAVE WI-FI FREE, PAID WITH THE AMOUNT OF PEOPLE USING CALTRAIN TO GET TO TECH JOBS? HAVING WI-FI WOULD MAKE A LOT OF PEOPLE VERY HAPPY.

TRAIN: 385

## Car Features/Amenities

NEED WI-FI.

TRAIN: 385

WOULD LOVE AND POSSIBLY PAY FOR RELIABLE WI-FI.

TRAIN: 385

WIRELESS WOULD MAKE MY TRAVEL TIME MORE EFFECTIVE AND I WOULD USE CALTRAIN MORE OFTEN.

TRAIN: 385

RECOMMEND PLASTIC SEATS, NOT FABRIC SEATS, ON TRAINS FOR CLEANLINESS.

TRAIN: 385

PLEASE PUSH AT&T SO THERE'S FULL WI-FI COVERAGE IN THE TRAIN.

TRAIN: 385

PLEASE GET WI-FI.

TRAIN: 206

WI-FI FOR CALTRAIN. I WOULD PAY FOR A WORKOUT CAR, WEIGHT MACHINES, STATIONARY BIKES ETC. COMMUTER CLUB FITNESS.

TRAIN: 233

WI-FI ON TRAIN WOULD BE A NICE PERK.

TRAIN: 233

NEED WI-FI LIKE IN VTA.

TRAIN: 329

SINCE THERE ARE A LOT OF PEOPLE WITH LAPTOPS, WI-FI WOULD BE VERY MUCH APPRECIATED.

TRAIN: 329

INTERNET ACCESS. VTA HAS IT.

TRAIN: 329

WI-FI

TRAIN: 329

FREE WI-FI SHOULD BE PROVIDED ON CALTRAIN.

TRAIN: 329

PLEASE CONSIDER MOVING FORWARD WITH A 4G WI-FI SERVICE. SUGGEST YOU RELAUNCH THIS WITH VERIZON 4G RADIOS ON THE BULLET TRAINS. BULLET TRAINS WILL BE YOUR WORST CASE IN TERMS OF RIDERSHIP AND SPEED. IF IT WORKS ON A BULLET, IT WILL WORK ON ALL THE OTHER TRAINS

TRAIN: 329

WI-FI ON TRAINS WOULD BE GREAT.

TRAIN: 801

## Car Features/Amenities

ONBOARD WI-FI ACCESS WOULD BE GREAT ALSO.

TRAIN: 801

WI-FI WOULD BE NICE TO HAVE ON TRAINS AND POWER OUTLETS ON TRAINS.

TRAIN: 801

NEED WI-FI ON THE TRAIN

TRAIN: 217

HOW COULD YOU NOT HAVE WI-FI? IT'S 2013, GET ON IT!

TRAIN: 376

IT'S A LONG COMMUTE. ADD WI-FI OR TV ETC. SOME REFRESHMENTS WILL BE GOOD.

TRAIN: 376

WI-FI AVAILABILITY WOULD BE REALLY GREAT. ALSO MORE POWER PLUGS TO CHARGE LAPTOPS. PHONES WOULD BE GREAT.

TRAIN: 376

WI-FI PLEASE.

TRAIN: 142

THERE'S NO EXCUSE NOT TO HAVE WI-FI AVAILABLE ON CALTRAIN. I AM SURE IT WOULD BE COST EFFECTIVE TO CHARGE FOR WI-FI BUT, OF COURSE, COMPLIMENTARY WI-FI IS PREFERRED. I WOULD CHALLENGE YOU TO DO A COST BENEFIT ANALYSIS TO COMPARE ADDED REVENUE VS. COST.

TRAIN: 142

THERE SHOULD BE WI-FI ONBOARD

TRAIN: 376

WOULD LIKE ONBOARD WI-FI.

TRAIN: 216

WI-FI ON TRAINS.

TRAIN: 282

DEAR LORD, PLEASE BRING WI-FI TO THE TRAIN. IN THE HEART OF SAN FRANCISCO AND NO WI-FI? ABSURD.

TRAIN: 282

CONSIDER ADDING WI-FI SERVICE ON TRAINS.

TRAIN: 282

CAN WE GET WI-FI ONBOARD?

TRAIN: 282

HAVE PLATES FOR LAPTOPS AND FOOD IN FRONT OF YOU.

TRAIN: 441

NEEDS HIGH SPEED WI-FI.

TRAIN: 441

## Car Features/Amenities

MY CO-WORKERS AND I AGREE THAT A COFFEE SHOP CAR ON THE TRAINS IS A GREAT IDEA.

TRAIN: 268

ONBOARD WI-FI WOULD BE VERY HELPFUL.

TRAIN: 268

WOULD LIKE WI-FI ADDED TO TRAIN. I SPEND ABOUT TWO AND A HALF HOURS A DAY ONBOARD YOUR TRAIN. THANKS.

TRAIN: 26

ADD WI-FI SERVICE AND IT WOULD BE EVEN MORE POPULAR AND UTILIZED

TRAIN: 151

WORK ON WI-FI AND ELECTRICAL PLUGS SUPPORTED BY SOLAR.

TRAIN: 151

PLEASE PROVIDE WI-FI.

TRAIN: 151

WI-FI ON TRAIN, ADD TAG ON/OFF MACHINE ON TRAIN FOR CLIPPER.

TRAIN: 206

LOVE IT! WOULD REALLY LIKE TO HAVE A CAFE CAR, HOWEVER

TRAIN: 206

WI-FI WOULD BE NICE THANKS!

TRAIN: 332

WI-FI WOULD BE GREAT.

TRAIN: 257

REALLY LIKE THE (NEW?) ELECTRIC OUTLETS.

TRAIN: 257

IN THE NEWER TRAINS (BOMBARDIER) I OFTEN HIT MY HEAD ON THE RACKS ABOVE THE CENTRAL SEATS. I NOTICED TWO OTHER PEOPLE HIT THEIR HEADS WITHIN 10 MINUTES! PERHAPS THEY SHOULD BE REMOVED AND BAGGAGE RACKS INSTALLED ELSEWHERE? PLEASE NOT AT THE EXPENSE OF SPACE FOR BIKES, THOUGH, WHICH WE NEED MORE OF!

TRAIN: 257

MORE BATHROOMS ON TRAIN.

TRAIN: 257

WI-FI!! PLEASE, WE ARE BUSINESS COMMUTERS AND WE WANT WI-FI!

TRAIN: 313

ADDING WI-FI WOULD BE THE BIGGEST WIN FOR CALTRAIN.

TRAIN: 313

ADDING WI-FI WOULD HELP IMPROVE THE COMMUTE EXPERIENCE.

TRAIN: 207

## Car Features/Amenities

WI-FI, PLEASE!

TRAIN: 277

WI-FI ONBOARD? I IMAGINE LOTS OF PEOPLE WOULD PAY A PREMIUM WITH THEIR MONTHLY PASSES TO GET ACCESS.

TRAIN: 277

PLEASE ADD REFRESHMENTS SERVICES (FOOD/ DRINK BEER/ COFFEE).

TRAIN: 230

HAVE SEPARATE RESTROOMS ONBOARD FOR MALES AND FEMALES.

TRAIN: 421

NO WI-FI ON A 1:10 TRAIN RIDE IN 2013 SEEMS UNFORGIVABLE, DESPITE THE OVERALL GOOD EXPERIENCE.

TRAIN: 195

WI-FI.

TRAIN: 195

YOU GUYS ARE WAY PAST DUE TO IMPLEMENT FREE WI-FI FOR RIDERS.

TRAIN: 267

WHERE IS THE ONBOARD WI-FI? ITS 2013 IN SILICON VALLEY!

TRAIN: 332

ADD INTERNET. WE ARE IN THE BAY AREA.

TRAIN: 332

NEED TO PROVIDE WI-FI

TRAIN: 332

WI-FI PLEASE

TRAIN: 804

MORE OUTLETS

TRAIN: 441

MORE ELECTRICAL OUTLETS FOR ELECTRONIC DEVICES

TRAIN: 441

PUT WI-FI ON BOARD. PUT ESPRESSO MACHINES ON BOARD AND CHARGE \$1.50 PER CUP.

TRAIN: 220

OFFER WI-FI ONBOARD, I'LL PAY MORE.

TRAIN: 277

### Signage/Printed Schedules

I WOULD LIKE MORE DISPLAY OF TIME OF DAY ON PLATFORM DISPLAYS, LIKE THE NEW ON TIME STATUS OF DISPLAYS. CALTRAIN FINALLY REACHES THE 21ST CENTURY.

TRAIN: 192

SHOULD ADD SIGNS NOT TO RIDE BIKES AT SAN ANTONIO STATION, ESPECIALLY ON THE RAMP CONNECTING THE PLATFORM TO THE TUNNEL.

TRAIN: 192

ESTIMATED TRAIN ARRIVAL TIME SIGNAGE AT STATIONS ARE A VAST IMPROVEMENT.

TRAIN: 288

I REALLY APPRECIATE AND WOULD RECOMMEND CALTRAIN. DIRIDON STATION'S GATE PLATFORM INFORMATION IS CONFUSING ABOUT WHERE TO FIND YOUR ARRIVING AND DEPARTING TRAIN INFORMATION. I HAD TO ASK THE GREYHOUND DESK FOR INFORMATION.

TRAIN: 217

I LIKE THAT THE STATION SIGNS ARE NOW USED FOR TRAIN ARRIVAL UPDATES AND THE AUDIO ANNOUNCEMENTS. HOWEVER, WHEN A TRAIN IS DOWN, THERE IS VERY LITTLE INFORMATION GIVEN AT THE STATION OR ONBOARD ABOUT THE DELAY TIME, WHERE TO STAND, WHERE TO BOARD TRAIN, AND WHAT TRAINS ARE GOING LOCAL. THE LITTLE INFORMATION GIVEN IS TYPICALLY WRONG. PLEASE FIX THIS. IT WOULD BE NICE IF YOU COULD SEE THE STATION NAME FROM EVERY TRAIN CAR. TYPICALLY YOU CAN'T.

TRAIN: 217

I LOVE THE DELAYS BEING POSTED ON THE SIGNS NOW.

TRAIN: 217

I LOVE THE DELAYS BEING POSTED ON THE SIGNS NOW.

TRAIN: 225

ELECTRONIC SIGNS ON PLATFORM SHOULD HAVE AN ARROW THAT INDICATES WHICH TRAIN IS ON WHICH TRACK. SOMETIMES TRAINS SWITCH TRACKS AND EVERYONE HAS TO ASK THE STAFF WHICH TRAIN IS WHICH.

TRAIN: 225

SAN JOSE DOES NOT HAVE POSTED WHAT TRACK TO GO TO ON THE WEEKENDS. IT IS CONFUSING, ESPECIALLY FOR FIRST TIMERS.

TRAIN: 254

I LOVE THE NEW ANNOUNCEMENTS AT EACH STOP AND THE TRAIN SCHEDULES WITH ON TIME LISTED ON THE DISPLAYS.

TRAIN: 254

### Signage/Printed Schedules

NEW DIGITAL SIGNBOARDS AT SAN MATEO ARE A GOOD ADDITION BUT TRAIN NUMBERS LISTED AS LATE ARE OFTEN INCORRECT OR CHANGE. WOULD PREFER IF IT GAVE A SHORT REASON FOR TARDINESS FOR BETTER PLANNING. TRAIN NUMBER AS REFERENCE IS HARD TO INTERPRET. IT WOULD BE BETTER IF IT ALSO SHOWED SCHEDULED TIME AT THAT STATION (I.E. "TRAIN #123, SCHED 9:33, 10 MINUTES LATE, #456, SCHED 10:07, ON TIME").

TRAIN: 254

THE NEW SCHEDULE ON THE LED DISPLAY IS GREAT. FINALLY REAL INFORMATION. BEFORE IT WAS MAYBE A VOICE ON THE SPEAKER OR NOTHING AT ALL.

TRAIN: 273

BETTER INDICATION OF TRAIN NUMBER (OR TRAIN TYPE) ON TRAIN.

TRAIN: 273

ANNOUNCEMENT BOARDS AT STATIONS ARE A GREAT RECENT IMPROVEMENT!

TRAIN: 273

LED SIGNS NEXT TO THE DOORS OF THE TRAIN WITH THE TRAIN NUMBER (LIKE THE CAPITOL CORRIDOR).

TRAIN: 273

COMPARED TO MUNI AND BART, CALTRAIN MAKES ME MUCH HAPPIER! THE CONDUCTORS ARE SUPER; THE NEW SIGNS W/DELAYS AT STATIONS ARE GREAT. THE OCCASIONAL MAJOR DELAYS ARE FRUSTRATING, BUT IT FEELS LIKE THEY'RE GETTING RESOLVED FASTER LATELY. THANK YOU, CALTRAIN!

TRAIN: 190

TO THE PEOPLE OPERATING THE SIGN BOARDS: WE NEED TO SEE THE TIME, FREQUENTLY. LONG MESSAGES SCROLLING ACROSS THE SCREEN ARE ANNOYING AND PREVENT PEOPLE FROM SEEING THE TIME AND ARRIVAL INFO. PLEASE STOP LONG, SLOWLY SCROLLING MESSAGES. FLASH THE MESSAGE AND MOVE ON.

TRAIN: 381

GOOD THAT FINALLY THERE'S AUDIO/VISUAL SHOWING ARRIVING/DELAY BUT THE MESSAGE ISN'T CLEAR EVERY TIME.

TRAIN: 225

THE TRAIN TIMES ON THE ELECTRONIC SCREEN AT EACH STATION ARE REALLY NICE. I'M SURPRISED IT TOOK SO LONG, THE SCREENS WERE USELESS BEFORE.

TRAIN: 225

I REALLY LIKE THE NEW LIVE TRAIN ARRIVAL TIME DISPLAYS AT THE TRAIN STATIONS.

TRAIN: 225

IMPROVE SAN FRANCISCO STATION WITH FULL COLOR DIGITAL BOARDS ABOVE EACH DOOR WITH TRAIN NUMBER, DESTINATION, AND TIME. MANUALLY CHANGING SIGNS IS ARCHAIC IN THE DIGITAL WORLD. PLUS, WHEN THERE'S A CROWD YOU CAN'T SEE DESTINATIONS OR TIMES.

TRAIN: 262

## Signage/Printed Schedules

PLEASE POST SCHEDULES/PLATFORM DEPARTURE TIMES ON EACH PLATFORM AT SAN JOSE.

TRAIN: 197

THE SCREENS AT STATION STOPS INDICATING THE TRAIN'S ARRIVAL TIME IS A GREAT IMPROVEMENT; HOWEVER, THEY DO NOT SEEM TO BE WORKING WHEN IT IS NEEDED. TRAINS SHOW ARRIVING WHEN CANCELLED. TRAINS ALREADY PASSED STILL SHOULD, ETC.

TRAIN: 225

SCHEDULES ARE CONFUSING TO READ SOMETIMES.

TRAIN: 225

SCHEDULES ON NOTICE BOARDS SHOULD BE IN LARGER FONT SIZES.

TRAIN: 432

I REALLY LIKE HOW YOU HAVE TRAINS AND WHETHER THEY ARE ON TIME ON THE ELECTRONIC MESSAGE BOARDS. CALTRAIN DIDN'T HAVE A YEAR AGO.

TRAIN: 432

RECOMMEND EACH STATION HAVE A STREET MAP SHOWING STREETS, BUILDINGS, AND PUBLIC TRANSIT STOPS NEARBY. CLEARER SIGNS COULD ALSO BE MADE FOR THE LOCATION AND SCHEDULES OF THE SHUTTLES. MORE SIGNS SHOULD BE MADE TO INDICATE THE DIRECTION OF TRAINS ON THE PLATFORM.

TRAIN: 441

THERE SHOULD BE SIGNS SHOWING WHERE TO WAIT FOR THE AREA OF THE TRAIN THAT HAS THE BIKE CAR. I AM DISABLED. ON 6-15-13, I WAS TRYING TO USE MY BIKE. THERE WAS NO NOTICE OF WHERE THE BIKE CAR IS AND THE CONDUCTOR SAID THAT I COULD NOT USE MY BIKE LIKE A SCOOTER TO GET TO THE END OF THE PLATFORM IN A HURRY. THEN HE SAID TO HURRY UP AND THE TRAIN STARTED TO LEAVE. THE CONDUCTOR THOUGHT IT WAS VERY FUNNY. I DID NOT! THE CONDUCTOR WHO WASN'T VERY NICE IN HIS ACTIONS IS A WHITE MIDDLE AGED HEAVY SET MAN WITH A SHORT, GRAYING ARMY STYLE HAIR CUT. HE HAS NO GLASSES OR FACIAL HAIR AND SEEMS TO WORK IN THE DAY TIME.

TRAIN: 143

I LOVE THE ADDITION OF ELECTRONIC SIGNS TELLING ME WHICH TRAIN IS COMING WHEN. I'D LIKE A BETTER SENSE OF WHERE BIKE LOADING WILL BE AT VARIOUS STATIONS, SO I DON'T HAVE TO SCRAMBLE THROUGH PEOPLE AT THE LAST SECOND WHEN THE TRAIN COMES.

TRAIN: 192

I LIKE THE RECENT UPDATES ON OVERHEAD SIGNS. PLEASE PUT UP "NO SMOKING" SIGNS AT PALO ALTO AND MENLO PARK STOPS.

TRAIN: 195

I REALLY LIKE THE SIGNS THAT TELL YOU UPCOMING TRAINS AND IF THEY ARE ON-TIME OR HOW MANY MINUTES LATE THEY ARE. THANK YOU FOR THOSE ANNOUNCEMENTS, THEY ARE VERY HELPFUL.

TRAIN: 216

## Signage/Printed Schedules

I LOVE THE ELECTRONIC BB SYSTEM NOW TESTING!

TRAIN: 233

AT SOME STATIONS, SCHEDULE IS POSTED TOO FAR AWAY. SHOULD BE POSTED AT ENTRANCE.

TRAIN: 254

I LIKE THE NEW DIGITAL READOUTS THAT INCLUDE TRAIN ARRIVALS AND DELAY INFORMATION.

TRAIN: 262

PUT TRAIN # ON SIDES OF TRAIN NOT JUST ON FRONT.

TRAIN: 262

THE REAL TIME SCREENS HAVE BEEN A BIG IMPROVEMENT.

TRAIN: 206

I LOVE THE NEW ELECTRONIC STATUS INFORMATION OF ARRIVAL TIME.

TRAIN: 233

A FIRST TIME RIDER HAS A VERY HARD TIME USING CALTRAIN. PUT YOURSELF IN THEIR SHOES AND THINK ABOUT HOW TO IMPROVE THE EXPERIENCE. FOR EXAMPLE USUALLY THERE AREN'T EVEN SIGNS TELLING YOU WHICH PLATFORM TO GO TO CATCH A NORTH OR SOUTH BOUND TRAIN.

TRAIN: 233

INFORMATION ON STATION DISPLAYS IS CONFUSING. THANKS.

TRAIN: 233

THE TRAIN TIMES OF ARRIVAL IN SAN FRANCISCO STATION ARE NEVER UP TO DATE IN THE SIGNS AT NIGHT.

TRAIN: 233

THE AVAILABILITY OF INFORMATION REGARDING WHICH TRAIN IS WHICH AT THE TAMMEN STATION IS LACKING, BUT EVERYTHING ELSE IS GREAT.

TRAIN: 329

OFTEN PEOPLE ARE UNSURE WHAT TRAIN THEY ARE GETTING ON. I GET ASKED FREQUENTLY IF THIS TRAIN IS 376 OR IS THIS THE BULLET. I RECALL THIS BEING A SOURCE OF CONFUSION FOR ME AS WELL IN THE BEGINNING. I WOULD SUGGEST FIND A MORE USER FRIENDLY WAY OF IDENTIFYING TRAINS.

TRAIN: 376

VERY SATISFIED. BULLET TRAINS SHOULD HAVE SOME COUNTER TELLING WHICH CAR HAS VACANT SEATS INSTEAD OF US CHECKING EACH CAR FOR SEATS.

TRAIN: 376

APPRECIATE THE NEW ANNOUNCEMENT SYSTEM AT THE SUNNYVALE STATION.

TRAIN: 376

THE NEW ELECTRONIC DISPLAY OF TRAIN TIMES AT STATIONS IS AWESOME.

TRAIN: 289

### Signage/Printed Schedules

THE LATEST TESTING OF POSTING ARRIVAL TIMES HAS BEEN GREAT. I LOVE CALTRAIN. THANKS FOR ASKING.

TRAIN: 289

MESSAGE BOARD SIGNS A BIG HELP. BETTER ONLINE ALERTS OF DELAYS.

TRAIN: 216

THUMBS UP FOR HAVING TRAIN ARRIVALS ON ELECTRONIC BOARDS.

TRAIN: 216

THE CLARITY OF THE ANNOUNCEMENT SPEAKER AT THE SOUTH SAN FRANCISCO STATION IS VERY POOR. A DIGITAL MESSAGE BOARD AT THAT STATION WOULD BE A HUGE IMPROVEMENT.

TRAIN: 268

THE NEW TRAIN ARRIVAL BOARDS SHOWING ON TIME ARE OUTSTANDING.

TRAIN: 268

SO. SAN FRANCISCO STATION HAS NO ELECTRONIC SIGNS FOR ANNOUNCEMENTS. IT WOULD BE NICE IF IT DID!

TRAIN: 102

REALLY GLAD TO SEE THE ARRIVAL TIMES ON THE ANNOUNCEMENT BOARDS NOW.

TRAIN: 424

AT STATIONS, EXCEPT FOR END OF LINE, SHOW UPCOMING TRAIN ARRIVAL PREDICTIONS FOR THE NEXT TWO TRAINS I.E. #375 BULLET ARRIVING AT 6:35PM. #??? LOCAL ARRIVING AT 5:35PM.

TRAIN: 332

THE NEW DIGITAL DISPLAYS ARE EXCITING BUT THE CORRECT INFO IS NOT CONSISTENT.

TRAIN: 257

I REALLY LIKE THAT TRAIN ARRIVAL INFO IS AVAILABLE ON THE BOARDS. I'D LIKE TO SEE THE TRACK# ESPECIALLY AT DIRIDON AND A MORE COMPREHENSIVE LIST OF TRAINS. AT THE AIRPORT THEY HAVE SCREENS THAT GIVE AN OVERVIEW OF ALL THE TIME RELEVANT ACTIVITY. PROVIDING LIKE THIS WOULD HELP NEW PEOPLE TO FEEL MORE COMFORTABLE RIDING THE TRAIN.

TRAIN: 313

KEEP UP WITH NEW INFO (TIMING OF TRAINS) AN ELECTRIC SIGN BOARD. PERSONNEL ARE ALWAYS RESPONSIVE DURING MAJOR DELAYS. MIGHT NEED TO ENFORCE UNRULY RIDERS ON LATE NIGHT AND DURING GIANTS GAMES.

TRAIN: 207

APPRECIATE THE ELECTRIC BOARDS NOW IN PLACE WITH CALTRAIN INFO.

TRAIN: 207

THE RECENT IMPROVEMENTS TO THE DIGITAL SIGNS & AUDIBLE ANNOUNCEMENTS IS GREATLY APPRECIATED.

TRAIN: 277

## Signage/Printed Schedules

INFORMATION MUCH BETTER NOW ON SCREENS AT STATIONS - TRAIN NUMBERS MAKE NO SENSE, BUT ON-TIME INFO IS GREAT.

TRAIN: 277

SIGNS AT PLATFORMS ARE GREAT NOW.

TRAIN: 230

MY FIRST TIME USING CALTRAIN I ACCIDENTLY GOT ON AN AMTRAK TRAIN (THEY HAVE TRACKS AT SUNNYVALE STATION). THERE WAS NO ANNOUNCEMENT STATING THAT IT WASN'T CALTRAIN, AND THE AMTRAK ARRIVED AT THE TIME THE CALTRAIN WAS SUPPOSED TO ARRIVE. I AND 3 OTHER PEOPLE WERE CONFUSED AND ENDED UP ON THE WRONG TRAIN.

TRAIN: 433

AT DIRIDON, I DIDN'T SEE THE TRACK LIST. GRANTED, ITS 7AM I'M SLEEPY, AND I'M A RARE RIDER. IS THERE ANY CHANCE YOU COULD "STUPID PROOF" THE SIGNAGE THERE?

TRAIN: 421

THE NEW ETA BOARDS ARE A NICE TOUCH.

TRAIN: 195

PLEASE CONTINUE SCHEDULE POSTING ON SIDE AND ADD SIGNS TO 22ND ST.

TRAIN: 267

THE SIGNS DISPLAYING WHEN NEXT TRAIN IS COMING COULD BE EASIER TO LOCATE

TRAIN: 195

I WISH TRAIN NUMBERS WERE DISPLAYED MORE PROMINENTLY ON THE TRAINS

TRAIN: 195

IMPROVE SIGNAGE. GET RID OF TRAIN NUMBERS THEY ARE USELESS I REMEMBER TRAIN TIMINGS, NOT THE NUMBER. IT'S THE 7:44 FROM 4TH AND KING, NOT 220.

TRAIN: 220

LIKE THE NEW SIGNS SHOWING TRAIN ARRIVAL AND DELAYS MUCH BETTER THAN BEFORE.

TRAIN: 277

THE NEW DIGITAL SIGNS THAT ANNOUNCE ARRIVALS ARE VERY HELPFUL.

TRAIN: 277

OVERALL IMPROVEMENTS WITH E-BOARDS AND SCHEDULES WITH ANNOUNCEMENTS IS VERY POSITIVE.

TRAIN: 277

THE NEW STATION SIGNS WITH ON TIME INFO ARE NICE.

TRAIN: 268

BETTER IDENTIFICATION OF TRAINS WHEN THEY ARRIVE. I GOT 538 AT PALO ALTO BECAUSE I WAS LATE AND THOUGHT IT WAS 549.

TRAIN: 282

### **Signage/Printed Schedules**

I REALLY LIKE THE NEW ELECTRONIC BOARDS.

TRAIN: 282

THANKS! MOSTLY SATISFIED WITH SERVICE, ROUTES, AND TIMES. COULD USE INTERACTIVE MAPS, ESPECIALLY FOR THOSE PLANNING TRIPS WHO AREN'T SAN FRANCISCO NATIVES.

TRAIN: 282

KEEP UP STATION SIGN AND INDICATING NEXT TRAIN AND DELAYS.

TRAIN: 282

### Station Amenities/Condition/Cleanliness

MORE BIKE LOCKERS AT REDWOOD CITY STATION.

TRAIN: 288

I CAN'T HEAR THE PA AT MILLBRAE STATION.

TRAIN: 217

OVERALL I FIND MOST OF THE STATIONS TO BE VERY CLEAN AND SAFE WITH THE EXCEPTION OF SOUTH SAN FRANCISCO, WHICH COULD BE GREATLY IMPROVED.

TRAIN: 217

OVERALL I LIKE THE SERVICE. THE ONLY THING THAT BOTHERS ME IS THE WALKING TUNNEL IN SAN JOSE SMELLS REALLY BAD. IT SMELLS LIKE PEOPLE THROWING UP. EVERY DAY I HAVE TO WALK THE TUNNEL TO CATCH THE TRAIN TO WORK. THAT'S THE ONLY THING I AM NOT HAPPY ABOUT WITH THE SERVICE.

TRAIN: 225

PALO ALTO TUNNEL SMELLS. 22ND ST IS SCARY AT NIGHT.

TRAIN: 254

THE UNDERGROUND CALTRAIN PARKING IN REDWOOD CITY ALWAYS SMELLS OF URINE AND MY CAR HAS BEEN BROKEN INTO.

TRAIN: 273

NEED AN ELEVATOR AND A PUBLIC ADDRESS SYSTEM AT 22ND ST.

TRAIN: 190

BETTER LIGHTING AROUND STATION (BOARDING AREA, PARKING LOTS).

TRAIN: 273

OVERALL SATISFIED. VERY GOOD SERVICE, HOWEVER, SAN JOSE STATION LOOKS SCARY AFTER 8PM.

TRAIN: 273

PALO ALTO TUNNELS AND BUS TERMINAL NEED CLEANING MORE OFTEN.

TRAIN: 273

WANT MORE SHADED SPOTS AT STATIONS.

TRAIN: 143

THE SUBWAY IN SAN JOSE DIRIDON HAS SMELLED OF VOMIT FOR OVER SIX MONTHS.

TRAIN: 360

HOW ABOUT A CLOCK AT EACH STATION? YOUR MESSAGE BOARD DOES NOT ALWAYS TELL THE TIME.

TRAIN: 262

SAN FRANCISCO STATION IS USUALLY CLEAN, SUNNYVALE STATION IS DISGUSTING. URINE IN ELEVATORS, GLASS/TRASH, VOMIT ON STAIRS FOR WEEKS AT A TIME. DOES ANYONE CLEAN THIS STATION?

TRAIN: 262

### Station Amenities/Condition/Cleanliness

I'M NOT TOO HAPPY ABOUT CALTRAIN CLEANLINESS/SERVICE IN GENERAL, BUT HAPPY YOU ARE GATHERING CUSTOMER FEEDBACK.

TRAIN: 262

BATHROOMS IN THE STATIONS?

TRAIN: 432

THE SERVICE IS EXCELLENT. SOME OF THE STATIONS COULD USE A BIT OF CLEANING THOUGH. EXCELLENT OVERALL. LOVE CALTRAIN!

TRAIN: 432

WHAT'S WITH MILLBRAE? IT'S HARD TO NAVIGATE THE STAIRS WITH SUITCASES, COMING SOUTH FROM SAN FRANCISCO.

TRAIN: 190

STATIONS NEED UPGRADING, MODERN APPEARANCE.

TRAIN: 233

MANY TIMES GATES DON'T GO UP AFTER IT IS SAFE TO CROSS AND PEOPLE MISS TRAINS OR SOME FOOLS RUN UNDER GATE OUT OF FRUSTRATION AS IT HAPPENS FREQUENTLY AT MOUNTAIN VIEW AND SUNNYVALE.

TRAIN: 329

PLEASE IMPROVE RESTROOM AVAILABILITY AT SUNNYVALE AND LAWRENCE STATIONS. STATIONS.

TRAIN: 329

SUNNYVALE HAD URINE DEPOSITS NEAR THE ELEVATOR ON STATION.

TRAIN: 329

IT IS MY OPINION THAT THE IMPROVEMENT NEEDS TO TAKE PLACE WITH CLEANLINESS OF TUNNELS AND STATIONS.

TRAIN: 329

WOULD ALSO LOVE MORE SEATING AND FOOD STANDS AT STATIONS.

TRAIN: 801

NEED TICKET WINDOW AT SAN FRANCISCO SO I CAN GET SENIOR DISCOUNT.

TRAIN: 142

PARKING GARAGE AT SAN MATEO STATION IS FILTHY AND SMELLS LIKE A TOILET. TOILETS AT THIS STATION ARE PERMANENTLY CLOSED.

TRAIN: 142

HOW COME SOME STATIONS UP NORTH ARE BETTER THAN SOUTH STATIONS AFTER SAN JOSE DIRIDON?

TRAIN: 268

THE STAIRS AT HILLSDALE GET FILLED WITH LITTER & LEAVES. IT WOULD BE NICE TO CLEAN MORE OFTEN.

TRAIN: 207

### Station Amenities/Condition/Cleanliness

S.SAN FRANCISCO STATION WAS DECREPIT. NEWSPAPER BOXES VANDALIZED, TICKET MACHINE BROKEN, SIGNS HARD TO FIND, NO MAP, NO PRICE LIST.

TRAIN: 143

TOO MANY AGGRESSIVE HOMELESS AT SAN FRANCISCO 4TH & KING.

TRAIN: 143

GETTING TO THE OPPOSITE PLATFORM AT SAN ANTONIO TAKES FOREVER! YOU HAVE TO WALK ALL THE WAY TO ONE END AND GO UNDER. IT MIGHT BE NICE TO GET OVER IN THE MIDDLE OF THE PLATFORM.

TRAIN: 433

BETTER PLACE TO CROSS AT SAN ANTONIO. IT TAKES A LONG TIME TO USE THE TUNNEL, SINCE IT IS SO FAR AWAY. MAKE IT MORE LIKE SUNNYVALE PLEASE!

TRAIN: 433

IF STATIONS ARE NOT CLEAN IT LEAVES A BAD IMPRESSION.

TRAIN: 195

PALO ALTO CALTRAIN STATION NEEDS A LOT OF IMPROVEMENT IN TERMS OF CLEANLINESS. THE STAIRCASES ON THE SOUTHBOUND PLATFORM AND UNDERPASS SMELL WORSE THAN ANIMALS.

TRAIN: 195

THERE HAS BEEN BROKEN GLASS IN HILLSDALE LOT FOR OVER TWO WEEKS.

TRAIN: 360

IT WOULD BE NICE TO HAVE MORE SHADE AT STATIONS.

TRAIN: 441

LOUD SPEAKER IN STATION SHOULD BE UNDERSTANDABLE.

TRAIN: 268

THERE ARE CONTAINERS OVERFLOWING WITH GARBAGE AT THE HILLSDALE STATION. RATHER THAN CLEAN IT UP THE GARDENERS BLOW AWAY THE MULCH AROUND THE PLANTINGS.

TRAIN: 268

MORE BENCHES AT MILLBRAE.

TRAIN: 268

## Ticket/Clipper Machines

THE TICKET VENDING MACHINES ONLY ALLOW FOR INCREMENTS OF ABOUT \$20. IT'S FRUSTRATING IF ALL I NEED TO DO IS RESTORE A BALANCE BEFORE GETTING ON THE TRAIN.

TRAIN: 192

PLEASE GET BETTER CLIPPER LOAD MONEY MACHINES. THE ONES AT SAN FRANCISCO AND SAN JOSE ARE AWFUL. THEY DON'T WORK, OR ARE SUPER SLOW, AND ARE OFTEN IN ERROR. ALL STATIONS SHOULD HAVE MACHINES TO LOAD MONEY AND PASSES ON CARD. THE ONES THEY USE AT BART STATIONS ARE BETTER.

TRAIN: 192

CLIPPER CHARGING AT ALL STATIONS WILL MAKE PASSENGER LIFE EASIER.

TRAIN: 288

NEED MORE CLIPPER PASS PAY STATIONS SO PEOPLE CAN ADD MONEY TO THEIR CLIPPER PASS.

TRAIN: 150

THEY COULD UPGRADE TICKET MACHINES. THEY ARE OUTDATED.

TRAIN: 217

THE CLIPPER CARD MACHINES ARE DIFFICULT TO USE, SLOW AND THERE AREN'T ENOUGH OF THEM.

TRAIN: 225

THE LEFT CLIPPER MACHINE AT SAN JOSE DIRIDON NEVER TAKES CARDS FOR PAYMENT. IT NEEDS TO BE FIXED.

TRAIN: 225

THERE ARE NOT ENOUGH TAG ON AND OFF VENDING MACHINES AND THERE SHOULD BE CLIPPER CARD MACHINES AT ALL STATIONS.

TRAIN: 225

THE ADD FARE MACHINES NEED SERIOUS HELP. THEY ALWAYS TAKE FOREVER. OTHER THAN THAT, I AM VERY SATISFIED.

TRAIN: 324

WHEN USING TICKET MACHINES, IT ISN'T ALWAYS CLEAR HOW LONG TO LEAVE A CREDIT CARD OR DEBIT CARD IN THE SLOT TO BE READ.

TRAIN: 324

THE CLIPPER CARD ADD MONEY MACHINE DOESN'T WORK WITH MY DEBIT CARD.

TRAIN: 190

NEED TO BE ABLE TO ADD VALUE TO CLIPPER CARD AT EVERY TICKET MACHINE AT EVERY STATION.

TRAIN: 190

MOST THINGS ARE GREAT, BUT CLIPPER RELOAD MACHINES ARE SLOW AND NOT AVAILABLE AT MANY STOPS.

TRAIN: 381

## Ticket/Clipper Machines

I HOPE THE CLIPPER MACHINE CAN JUST TELL HOW MUCH BALANCE I HAVE IN THE CARD WITHOUT HAVING TO USE THE CARD FOR TRAVEL.

TRAIN: 225

SAN JOSE DIRIDON HAS ONLY TWO CLIPPER MACHINES. ONE IS ALWAYS BROKEN (CREDIT CARDS DON'T WORK).

TRAIN: 360

SUNNYVALE TICKET MACHINE IS NOT ACCEPTING CREDIT CARDS AND TAKING ONLY DEBIT. PRIMARILY, IT IS NOT WORKING FOR THE TRANSCHEK CARD, WHERE I GET PREPAY BENEFIT. WHEN I SPOKE TO THEM. THE I.T. OF THE SYSTEM IS NOT LISTED. CLIPPER INTEGRATION CAN BE SIMPLER FOR BUYING PASS. IF I CAN USE CLIPPER CASH, IT WILL BE HELPFUL.

TRAIN: 262

TICKET MACHINES SHOULD BE ABLE TO LOAD CLIPPER CARDS.

TRAIN: 197

PLEASE ADD CLIPPER TOP-UP MACHINES AT STATIONS. IT DOESN'T MAKE ANY SENSE FOR THERE NOT TO BE ANY.

TRAIN: 230

I SUGGEST LOOKING INTO HOW TO MAKE THE TICKET DISPLAY VISIBLE UNDER SUNLIGHT.

TRAIN: 441

IT'S TOO EASY TO BUY THE WRONG TICKET AT MACHINES IF I FORGET MY GO PASS AND I'M SCRAMBLING TO GET ONE.

TRAIN: 192

WHEN WILL CUSTOMERS BE ABLE TO ADD VALUE TO THEIR CLIPPER CARD AT THE TICKET MACHINE? WOULD IT EVER BE POSSIBLE TO USE A MOBILE PHONE TO PURCHASE TICKETS?

TRAIN: 254

CLIPPER SCANNER PLACEMENT IS RIDICULOUS! I GET OFF THE TRAIN, WALK HALFWAY DOWN THE PLATFORM TO SCAN, AND THEN HAVE TO WALK BACK TO EXIT. PUT THEM NEAR EXITS! DUH! WHEN I'M TRANSFERRING TO BART, THE TURNSTILE SHOULD PROCESS MY CALTRAIN EXIT ALSO. INSTEAD, I HAVE TO GO TO TWO SPOTS AND WAIT IN TWO LINES. I LOVE NOT DRIVING AND HAVE COMMITTED TO PUBLIC TRANSIT, BUT CALTRAIN IS THE CRUDEST COMMUTER RAIL SYSTEM I'VE SEEN IN ANY CITY, U.S. OR ELSEWHERE.

TRAIN: 332

CLIPPER MACHINE IS TOO FAR AWAY AT SOME STATIONS.

TRAIN: 254

BIGGEST IMPROVEMENT COULD BE MADE IN THE USER INTERFACE OF THE CLIPPER MACHINES. SOMETIMES I FORGET IF I TAG ON AND IT'S IMPOSSIBLE TO CHECK WITHOUT TAGGING OFF.

TRAIN: 233

## Ticket/Clipper Machines

THE INTERFACE AT TICKET MACHINES IS VERY POOR. WHEN YOU WANT TO BUY A THREE DAY TICKET, YOU END UP BUYING FROM TWO TO THREE. YOU ARE CONSIDERABLY WEAKER THAN INTERNATIONAL BEST PRACTICES ON VI FOR THESE MACHINES.

TRAIN: 233

CLIPPER ON WEST SIDE EXIT OF DIRIDON TUNNEL, TOWARD LIGHT RAIL.

TRAIN: 233

THE CLIPPER CARD TICKETING MACHINES ARE AWFUL. THEY ARE SLOW, UNRELIABLE AND THE PROCESS IS POORLY DESIGNED.

TRAIN: 233

MORE TICKET MACHINES AT POPULAR STATIONS LIKE MOUNTAIN VIEW.

TRAIN: 329

THE TICKET DISPENSERS CHANGE, RECEIPT AND TICKET SLOT IS TOO LOW FOR SAFE ACCESS BY THOSE ON CRUTCHES.

TRAIN: 329

THE ADD VALUE MACHINES ARE VERY TROUBLESOME. THEY ARE SLOW AND DO NOT TAKE AMEX AND HALF THE TIME DO NOT WORK.

TRAIN: 801

CLIPPER MACHINE TO ADD MONEY IS OFTEN MISSING IN THE STATION. WHEN I SEE THE MACHINES, THEY ARE OFTEN OUT OF ORDER OR VERY SLOW AND INCONVENIENT.

TRAIN: 801

NEED MORE CLIPPER MACHINES AT STATIONS SO DON'T HAVE TO WALK EXTRA DISTANCE TO TAG ON OR TAG OFF.

TRAIN: 142

CLIPPER MACHINES NEED TO BE MUCH BETTER.

TRAIN: 282

THE CLIPPER CARD MACHINES ARE HORRIBLE.

TRAIN: 282

THE MONTHLY PASS MACHINES AT SAN FRANCISCO SOMETIMES OUT OF ORDER FOR LONG PERIODS OF TIME, WEEKS.

TRAIN: 282

REDWOOD CITY NEEDS CLIPPER ON THE SOUTHWEST CORNER.

TRAIN: 151

PURCHASING TICKETS IS CONFUSING. AT SAN ANTONIO, IT'S ALWAYS IN FULL SUN AND VERY HARD TO READ.

TRAIN: 257

## Ticket/Clipper Machines

TICKET MACHINE INTERFACE WITH CLIPPER - IS SLOW BUGGY MANY STATIONS DON'T HAVE CLIPPER MACHINES.

TRAIN: 257

THE CLIPPER CARD VENDING MACHINES ARE TOO SLOW

TRAIN: 277

THE CLIPPER CARD MACHINE TAKES FOREVER TO LOAD CARD WITH 8 RIDE TICKET. CAN CALTRAIN DO ANYTHING ABOUT THIS?

TRAIN: 230

PLEASE HAVE MORE TAG OFF CLIPPER CARD STATIONS (ESPECIALLY AT SHORT TRANSFER STATIONS LIKE MILLBRAE). ALSO, MAKE THEM EASIER TO FIND (A YELLOW FLAG).

TRAIN: 433

NEED MORE PLACES TO TAG ON AND OFF, ESPECIALLY AT MILLBRAE & PALO ALTO.

TRAIN: 433

VERY SATISFIED OVERALL. MACHINES COULD GIVE NOTES FOR CHANGE INSTEAD OF COINS.

TRAIN: 433

THIS IS FUN FOR US! OUR FIRST TIME ON A TRAIN...HOWEVER, SOMEHOW THE TICKET MACHINE GAVE US THE WRONG TICKETS - WE ARE LOOKING FORWARD FOR OUR REFUND. WE WILL ALSO BE LOOKING FORWARD TO TAKING ANOTHER TRAIN RIDE.

TRAIN: 433

WHEN THE TICKET MACHINE AT 4TH AND KING GIVES YOU CHANGE, THE SOUND OF THE COINS DROPPING CALLS OVER ALL OF THE AGGRESSIVE HOMELESS WHO WORK THAT STATION.

TRAIN: 433

INSTALL MORE TICKET MACHINES.

TRAIN: 804

I FEEL THERE SHOULD BE MORE TICKET KIOSKS AVAILABLE.

TRAIN: 804

TICKET MACHINE IS TOO LOUD.

TRAIN: 277

TICKET MACHINE AT MORGAN HILL WORKS OFF AND ON.

TRAIN: 268

STILL NO CLIPPER MACHINES AT MOST STATIONS, SUCH AS SAN MATEO.

TRAIN: 282

## Parking/Parking Machines

PARKING IS INADEQUATE AT SUNNYVALE. A BIGGER OVERFLOW FACILITY WILL BE VERY HELPFUL.  
TRAIN: 192

ON STATION PARKING SHOULD BE LESS EXPENSIVE FOR AT LEAST MONTHLY PASS HOLDERS.  
TRAIN: 192

THIS MONTH I COULDN'T PURCHASE A PARKING PASS FOR TWO DAYS AFTER MONTHLY CLIPPER. MACHINE WOULDN'T ALLOW IT. SO, I DOUBLE PAID TO PARK.  
TRAIN: 288

PARKING IN MOUNTAIN VIEW IS GETTING HARD TO COME BY. NEED USEFUL OVERFLOW.  
TRAIN: 217

CONSTRUCTION WORKERS USE PALO ALTO PARKING LOT FOR THE PAST YEAR. THEY CONSUME ROUGHLY HALF OF THE AVAILABLE PARKING AND ARRIVE EARLY, SO THE LOT IS FILLED BY 8 AM.  
TRAIN: 217

PROVIDE MORE PARKING SPACES FOR SAN JOSE STATION.  
TRAIN: 225

MORE PARKING AT DIRIDON IS NEEDED.  
TRAIN: 225

SUNNYVALE AND MOUNTAIN VIEW STATIONS ARE THE TWO BIGGEST STATIONS ON THE PENINSULA, YET THE CITIES AND CALTRAIN HAVE FAILED TO NEGOTIATE MORE PARKING SPOTS AND INSTEAD HAVE BUILT RESIDENTIAL PROPERTIES.  
TRAIN: 225

NOT ENOUGH PARKING SPACES IN SUNNYVALE FOR CALTRAIN.  
TRAIN: 225

THERE ISN'T ENOUGH PARKING AT SUNNYVALE'S STATION. THERE IS UNOFFICIAL OVERFLOW PARKING AT MACY'S, BUT IT IS NOT OBVIOUSLY STATED ON THE WEBSITE OR AT THE LOT.  
TRAIN: 225

I DIDN'T KNOW THAT THE PARKING LOT IS NOT FREE FOR EVERYONE. THERE IS NO CLEAR SIGN. I WAS FINED.  
TRAIN: 225

SUNNYVALE PARKING STRUCTURE IS VERY DIRTY.  
TRAIN: 225

RECOMMEND PUTTING MORE MACHINES THAT CAN TAKE TRANSITCHK DEBIT CARD, SO I DO NOT HAVE TO GO TO THE HEAD WAITER TO BUY A PARKING PERMIT EACH MONTH.  
TRAIN: 225

THE SFMTA WANTS TO PUT PARKING METERS AT THE 22ND ST. STATION. WHEN THAT HAPPENS, I AND MOST OF THE OTHER COMMUTERS WILL HAVE TO START DRIVING TO WORK.  
TRAIN: 273

## Parking/Parking Machines

FIX THE DELAY IN TVM RECOGNIZING MONTHLY PASSES FOR MONTHLY PARKING PURCHASES. TVM WOULDN'T LET ME PURCHASE A MONTHLY PARKING PERMIT UNTIL JUNE 5.

TRAIN: 143

EVERY TIME I TRY TO BOARD A TRAIN IN SAN JOSE I AM NOT ABLE TO REALLY TELL WHICH PLATFORM TO GO BOARD THE TRAIN. IMPROVE THE DISPLAY INSIDE THE TUNNEL.

TRAIN: 381

MOUNTAIN VIEW STATION PARKING IS LIMITED.

TRAIN: 381

PARKING AT THE MILLBRAE STATION MUST BE IMPROVED. THERE ARE ROCKS EVERYWHERE (PLEASE REMOVE). RESTRUCTURE THE WHOLE PARKING LOT IN ORDER TO MAKE MORE SPOTS AVAILABLE.

TRAIN: 381

I LOVE OVERALL CALTRAIN SERVICE, BUT PARKING SHOULD BE ALLOWED OVER THE WEEKEND.

TRAIN: 360

BIGGEST ISSUE IS PARKING AT DIRIDON STATION, WE NEED A PARKING GARAGE. I HAVE TO TAKE A TRAIN THAT IS AN HOUR EARLIER THAN NEEDED BECAUSE THE PARKING LOT FILLS VERY EARLY.

TRAIN: 262

AREAS NEEDING MOST IMPROVEMENT: AVAILABILITY OF PARKING AT STATIONS, HAVING A SEAT ON BULLET TRAINS, BEING MORE CONSISTENT WITH ON-TIME SERVICE

TRAIN: 262

SUNNYVALE ALSO NEEDS MORE PARKING. AFTER 8:00AM, THERE ARE NO SPACES.

TRAIN: 262

THE MACHINE TO PAY FOR PARKING IS OUTDATED AND HARD TO USE.

TRAIN: 225

CALTRAIN SERVICE HAS BEEN IMPROVED OVER THE LAST YEAR. THE FREQUENCY OF TRAINS, INFORMATION, BOARDS, ANNOUNCEMENTS BUT MY ONLY CONCERN IS PARKING. THE SUNNYVALE PARKING IS NOT SUFFICIENT AS THAT IS THE PLACE MANY ARE USING CALTRAIN.

TRAIN: 262

I AM DUMBOUNDED AS TO WHY CALTRAIN WOULD EVEN CONSIDER MAKING LESS PARKING AT TAMIEN.

TRAIN: 329

NO AVAILABILITY OF ADEQUATE PARKING AT SUNNYVALE AND LAWRENCE STATIONS.

TRAIN: 329

AT THE SUNNYVALE STATION, IN PARTICULAR, WE FOUND THE LITERATURE ABOUT THE HOURS THAT THEY WERE CHARGING FOR PARKING VERY UNCLEAR OR NONEXISTENT.

TRAIN: 801

MAKE PARKING PASSES EASIER TO ACQUIRING THROUGH MACHINE.

TRAIN: 376

## Parking/Parking Machines

NEW INFORMATION BOARDS SHOWING NEXT TRAINS IS A GREAT IMPROVEMENT.

TRAIN: 216

I'VE BEEN RIDING CALTRAIN SINCE 2001. OVERALL HAPPY WITH SERVICE. GLAD TO SEE ELECTRONIC BOARDS AT STATIONS WITH TIMES OF ARRIVAL.

TRAIN: 216

PARKING AT SUNNYVALE IS HORRIBLE. EVEN BUYING A MONTHLY PERMIT THERE IS NEVER ANY SPOTS PAST 8 AM.

TRAIN: 282

TOO FEW PARKING SPACES.

TRAIN: 282

MORE PARKING IS ABSOLUTELY KEY TO GETTING PEOPLE ON THE TRAIN. IF I CANNOT PARK, I WILL JUST DRIVE.

TRAIN: 282

THE DIGITAL DISPLAYS AT THE BURLINGAME STATION HELP VERY MUCH.

TRAIN: 282

PARKING AVAILABILITY AT HIGH VOLUME STATIONS IS AN ISSUE. CALTRAIN SHOULD CONSIDER DIFFERENTIATED PARKING RATES FOR THESE STATIONS.

TRAIN: 268

THE DISPLAYS AT THE STATIONS SHOWING ON TIME AND DELAY HAS BEEN A GREAT IMPROVEMENT.

TRAIN: 268

IT WAS DIFFICULT FIGURING OUT THAT YOU PAY THE PARKING TICKET IN THE SAME MACHINE YOU GET YOUR TICKET FOR THE TRAIN. IT WOULD BE HELPFUL TO PUT A SIGN SAYING WHERE TO BUY THE PARKING TICKET.

TRAIN: 438

PARKING IS AN ISSUE IF AIMING AT 7AM & LATER.

TRAIN: 313

USE CLIPPER CARDS TO BUY TICKET OR PARKING AT TICKET MACHINE.

TRAIN: 207

PARKING PASSES SHOULD BE AVAILABLE AT ALL PLACES WE CAN GET OUR PASSES I BUY MY MONTHLY PASS AT THE FERRY BLDG WITH MY FED CREDIT CARD, BUT I CANT PICK UP MY PASS. I HAVE TO GO TO MACHINE A DAY LATER. THIS MAKES NO SENSE.

TRAIN: 360

FREE ELECTRIC VEHICLE PARKING AT STATIONS TO ENCOURAGE GREEN TRANSPORTATION.

TRAIN: 360

COULD DO WITH DISPLAYS SHOWING NEXT STOP, ESPECIALLY USEFUL FOR VISUALLY IMPAIRED.

TRAIN: 804

### **Parking/Parking Machines**

LACK OF CLEAR SIGNAGE TO IDENTIFY TRAINS AND NO ANNOUNCEMENT ON DESTINATION UNTIL AFTER THE DOORS CLOSE.

TRAIN: 282

### Phone/Website/Internet

I SHOULD NOTE THAT I USE THE CALTRAIN APP FOR THE IPHONE WHICH ACCOUNTS FOR MY SATISFACTION WITH INFORMATION ON DELAYED AND OTHER NOTICES.

TRAIN: 288

SHOULD HAVE AN APP FOR IPHONE FOR SERVICE DELAYS.

TRAIN: 288

PROVIDE A TRAIN STATUS ONLINE. COMING FROM THE EAST COAST, I FIND POOR AVAILABILITY OF TRAIN STATUS INFORMATION ONLINE.

TRAIN: 225

I USE TWITTER FOR DELAYS, BUT IT WOULD BE BETTER TO HAVE A MORE OFFICIAL SOURCE.

TRAIN: 273

I WOULD LIKE AN EXPLANATION OF WHY A TRAIN IS RUNNING LATE AND INFO ON THE WEBSITE (ALTHOUGH I KNOW THIS IS COMING).

TRAIN: 217

I LIKE THE REAL TIME DISPLAYS AND TWITTER FEED.

TRAIN: 385

I DON'T KNOW WHERE TO FIND THE TRAIN SCHEDULE FOR JULY 24 2013. I WENT TO WWW.CALTRAIN.COM AND COULD NOT SEE IT.

TRAIN: 206

ON TIME SCHEDULES AND DELAYS NEED TO BE MADE AVAILABLE ON MOBILE PHONES.

TRAIN: 329

NEED A PLACE ON THE WEBSITE FOR ALERTS. NEED TO MAKE SURE THE INFORMATION IS ALWAYS UPDATED SPECIFICALLY WHEN TRAINS BREAK DOWN AND A RIDER IS ON THE TRAIN LOOKING FOR ETA AND INFORMATION.

TRAIN: 289

AS A TWITTER USER, THE CALTRAIN NEWS PRESENCE IS REALLY HELPFUL

TRAIN: 277

## Delay/Accident Response

PROVIDE SHUTTLES WHEN EXTREME DELAYS OCCUR.

TRAIN: 288

NOT BEING ALLOWED TO EXIT SAFELY FROM A TRAIN THAT STOPS DUE TO AN ACCIDENT AHEAD IS VERY FRUSTRATING.

TRAIN: 217

THE LACK OF COMMUNICATION BETWEEN CONDUCTORS, ENGINEERS, AND THOSE WHO ARE MAKING DECISIONS BECOMES APPARENT WHEN THERE IS AN ACCIDENT. A TRAIN WILL TURN AROUND AND GO SB, BUT ABOUT 5-10 MINUTES LATER IT WILL GO NB AGAIN. SOMEONE COULD BE CALLING SHOTS TOO EARLY OR SHOULD STICK WITH THE PLAN.

TRAIN: 217

DURING ACCIDENTS, TWO HOURS TO CLEANUP IS TOO LONG. WORK WITH POLICE AND CREWS TO CUT TIME BEFORE SERVICE RESTORATION. HAVE BRIDGE SERVICE PLANNED FOR ACCIDENTS.

TRAIN: 225

IT WOULD BE BETTER IF THERE IS A BETTER WAY TO DEAL WITH MAJOR SERVICE DELAYS. THERE HAS TO BE A BETTER SOLUTION TO DELAYS CAUSED BY ACCIDENTS AND SHOULD NOT TAKE HOURS OF DELAYS FROM ONE INCIDENT. TAKE A TRIP AND LEARN FROM THE JAPANESE TRAIN SYSTEM!

TRAIN: 190

COMPARED TO MUNI AND BART, CALTRAIN MAKES ME MUCH HAPPIER! THE CONDUCTORS ARE SUPER; THE NEW SIGNS W/DELAYS AT STATIONS ARE GREAT. THE OCCASIONAL MAJOR DELAYS ARE FRUSTRATING, BUT IT FEELS LIKE THEY'RE GETTING RESOLVED FASTER LATELY. THANK YOU, CALTRAIN!

TRAIN: 190

THERE WAS ONLY ONE TIME I WAS DISSATISFIED WITH CALTRAIN. A BART TRAIN ACCIDENT HAPPENED. I WAS EXPECTING DELAYS AND CROWDED TRAINS, BUT WE WERE LEFT AT BURLINGAME AND TOLD THAT IN 20 MINUTES ANOTHER TRAIN WOULD PICK US UP. I ENDED UP WAITING TWO HOURS AT BURLINGAME.

TRAIN: 381

VERY IMPORTANT TO COMMUNICATE WHEN THERE ARE ACCIDENTS/FATALITIES - THIS IS WHEN I HATE CALTRAIN. SHOULDN'T TAKE 2+ HOURS GIVEN THE FREQUENCY OF THESE OCCURRENCES. COMMUNICATION ON-BOARD IS A DISASTER AND IT'S LIKE THERE IS NO PROCESS/PLANS WHEN THESE ACCIDENTS OCCUR.

TRAIN: 381

THERE ARE NO BACKUPS WHEN SERVICE IS DOWN.

TRAIN: 225

CURRENTLY, THE FIRST TRAIN AFTER A MAJOR DELAY TAKES ALL STOPS. THIS DELAYS ALL FOLLOWING TRAINS. I PROPOSE TO LET THE FIRST TRAIN EXPRESS THE HALF DISTANCE AND TAKE ALL STOPS FROM THERE.

TRAIN: 230

## Delay/Accident Response

COOPERATE WITH THE POLICE TO REDUCE DELAYS DUE TO COLLISIONS.

TRAIN: 230

THE MONDAY JUNE 17TH INCIDENT REALLY LEFT YOU SCRAMBLING: BUT, OVERALL, IT WENT PRETTY WELL CONSIDERING HOW CRAZY IT WAS.

TRAIN: 206

NO BUS BRIDGE WHEN DELAYED.

TRAIN: 329

THE ONLY PROBLEM CALTRAIN REALLY HAS IS THE RESPONSE TIME AFTER AN ACCIDENT OCCURS. IF A CAR IS STUCK ON THE TRACKS, OR ISSUES SUCH AS THAT, IT TAKES CALTRAIN AN ASTOUNDING AMOUNT OF TIME TO FIX THAT.

TRAIN: 217

STAFF HAVE NO IDEA HOW TO HANDLE A BROKEN OR STUCK TRAIN. EVERY TIME IT HAS HAPPENED THE RESPONSE IS IMPROVISED AND CHAOTIC. YOU NEED VERY CLEAR PROCEDURES FOR HANDLING A STUCK TRAIN. NONE SEEM TO EXIST.

TRAIN: 217

I REALLY ENJOY TAKING THE CALTRAIN TO WORK. THE RECENT CASUALTIES SEEM TO HAVE INCREASED. CAN YOU SUGGEST PEOPLE VIA ADVERTISING NOT TO TAKE THEIR LIVES.

TRAIN: 376

SHOULDN'T JUST DUMP PEOPLE TO BUS BRIDGES AND BART WITH LONG TERM DELAYS.

TRAIN: 376

OVERALL I'M QUITE SATISFIED WITH CALTRAIN SERVICE. HOWEVER WHEN THERE IS AN ACCIDENT OR MECHANICAL ISSUES IT TURNS INTO A BIG INCONVENIENCE AND IT WOULD BE GREAT IF SOME KIND OF SHUTTLE SERVICE WERE OFFERED IN THOSE SITUATIONS TO AVOID MAJOR DELAYS.

TRAIN: 142

SHUTTLE SERVICE FOR DELAYS.

TRAIN: 376

I HAVE BEEN INCONVENIENCED BY CALTRAIN DROPPING STOPS NORMALLY SCHEDULED DURING SERVICE DELAYS AND INTERRUPTIONS.

TRAIN: 289

MUST BE MORE CAPABLE OF RECOVERING FROM INCIDENTS. 6 AM COLLISIONS SHOULD NOT BE CAUSING DELAYS AT 8:30-9 AM.

TRAIN: 282

THERE SHOULD BE CONTINGENCY PLANS WHEN TRAINS GET STOPPED.

TRAIN: 282

## Delay/Accident Response

WHEN THERE IS A DELAY PLEASE CONSIDER ADJUSTING BULLET AND LIMITED TRAINS TO PICK UP PASSENGERS WAITING AT LOCAL STATIONS. SINCE TRAINS ARE ALREADY LATE, STOPPING TO PICK UP OTHER DELAYED PASSENGERS WILL ADD ONLY 1 TO 2 MINUTES.

TRAIN: 268

ACCIDENTS/DELAYS SEEM TO BE POORLY COMMUNICATED AND TAKE FOR EVER TO RESOLVE.

TRAIN: 332

I DEPEND ON CALTRAIN AND BART TO GET TO WORK ON TIME IN THE MORNINGS SO PLEASE FIGURE A WAY TO GET ME TO MY DESTINATION FASTER WHEN THERE IS AN ACCIDENT. THE LAST TIME THIS HAPPENED, I LOST A FULL DAY'S WORK.

TRAIN: 313

PERSONNEL ARE ALWAYS RESPONSIVE DURING MAJOR DELAYS.

TRAIN: 207

WHEN TRAINS BREAK DOWN OR PEOPLE JUMP THE LINE, TRAIN DELAYS ARE UNBEARABLE. BETTER JOB AT MAINTAINING TRAINS WOULD HELP.

TRAIN: 277

PUTTING ASIDE THE PERSONAL TRAGEDY OF TRAIN ACCIDENT, THE AMOUNT OF TIME IT TAKES TO CLEAR THE TRACKS AFTER AN ACCIDENT IS A BIG DEAL. THERE HAS TO BE SOME WAY TO BRING THAT TOTAL TIME DOWN.

TRAIN: 195

COME UP WITH A BETTER BACK UP SOLUTION FOR DELAYS DUE TO TRESPASSER INCIDENTS.

TRAIN: 267

FATALITIES AND ACCIDENTS REMAIN AN ISSUE.

TRAIN: 267

WHEN TRAINS ARE DELAYED, THEY ARE IN A BIG WAY. I HAVE SEEN EMPTY TRAINS JUST PASS THROUGH. NOT JUST ONE, BUT UP TO THREE EMPTY TRAINS. INSTEAD, WHEN THERE IS A BIG DELAY USE THESE EMPTY TRAINS TO STOP AT ALTERNATIVE STATIONS OR AT LEAST JUST MILLBRAE. WE CAN GET TO SAN FRANCISCO MUCH FASTER AND PEOPLE TAKING FLIGHTS WILL ALSO GET TO THEIR DESTINATION.

TRAIN: 804

CALTRAIN SERVICE IS GOOD AND SATISFACTORY. RESPONSE IN CASE OF EMERGENCY TRACK CLOSURES IS POOR.

TRAIN: 220

## General Compliments

LOVE CALTRAIN.

TRAIN: 192

I DEPEND ON AND PREFER CALTRAIN OVER OTHER MEANS OF TRANSPORT TO GET TO WORK AND HOME EACH DAY. CALTRAIN ALWAYS PROVIDES GREAT SERVICE.

TRAIN: 288

I'M FRENCH AND I THINK IT'S VERY EASY TO USE CALTRAIN. I'M SATISFIED.

TRAIN: 288

WHEN MY WIFE AND I TRAVEL ON THE TRAIN, WE ARE THE HAPPIEST COUPLE IN THE WORLD! WE FEEL VERY CONFIDENT AND SAFE, TRAVELING SO FAST. THANKS FOR GIVING US THAT SECURITY AND CONFIDENCE.

TRAIN: 150

I LOVE TAKING THE TRAIN. I SO APPRECIATE NOT HAVING TO DEAL WITH TRAFFIC AND PARKING. THANKS FOR THIS SERVICE!

TRAIN: 150

OVERALL CALTRAIN HAS BEEN AWESOME. I RIDE 3-5 DAYS A WEEK, USE A WHEELCHAIR AND HAVE BEEN VERY HAPPY. I HAD ONE NEGATIVE EXPERIENCE BUT IT WAS ADDRESSED SATISFACTORILY.

TRAIN: 150

EVERYTHING IS FINE.

TRAIN: 150

VERY GOOD.

TRAIN: 150

THANKS FOR YOUR SERVICES, CALTRAIN.

TRAIN: 217

I JUST STARTED TAKING THE TRAIN BUT HAVE BEEN VERY HAPPY WITH THE EXPERIENCE SO FAR. THANK YOU.

TRAIN: 217

I TRULY APPRECIATE HAVING CALTRAIN SERVICE. I HAVE BEEN TAKING CALTRAIN TO WORK FOR 12 YEARS AND EVEN MOVED, SO I WOULD LIVE CLOSER TO A STATION. THANK YOU.

TRAIN: 217

OVERALL, I AM VERY SATISFIED WITH CALTRAIN AS A MEANS OF TRANSPORTATION.

TRAIN: 217

I AM A BIG ADVOCATE OF PUBLIC TRANSPORTATION. I AM ALL FOR IT. GREAT SERVICE.

TRAIN: 225

GOOD JOB

TRAIN: 254

## General Compliments

THANK YOU! I'M GRATEFUL FOR PUBLIC TRANSPORTATION.

TRAIN: 273

I AM SATISFIED WITH CALTRAIN.

TRAIN: 273

I HAVE BEEN RIDING CALTRAIN FOR 15 YEARS TO ALL DIFFERENT DESTINATIONS. I LOVE IT BECAUSE I DO NOT LIKE TO DRIVE ON THE FREEWAYS. RIDING FROM SUNNYVALE TO SAN FRANCISCO IS GREAT & RELAXING. THANKS CALTRAIN!

TRAIN: 143

KEEP UP THE IMPROVEMENTS.

TRAIN: 225

I TYPICALLY TAKE CALTRAIN TO SAN FRANCISCO FROM THE SOUTH BAY TO VISIT FRIENDS AND ALWAYS PREFER THAN BART. KEEP IT UP, CALTRAIN!

TRAIN: 262

VERY GOOD SERVICE!

TRAIN: 197

GREAT JOB GUYS. I LOVE USING CALTRAIN. I'VE TRAVELLED QUITE A BIT AROUND THE WORLD AND CALTRAIN IS CERTAINLY ONE OF THE TOP TRAIN SERVICES OUT THERE. THANKS FOR WHAT YOU DO.

TRAIN: 206

GOOD SERVICE.

TRAIN: 233

TAKING CALTRAIN HAS TOTALLY IMPROVED MY HUSBAND'S COMMUTE FROM SAN FRANCISCO TO PALO ALTO. THANKS!

TRAIN: 801

VERY NICE SERVICE.

TRAIN: 801

WE OFTEN TRAVEL ON CALTRAIN. MY SON REALLY LOVES TAKING A CALTRAIN RIDE.

TRAIN: 801

LOVE CALTRAIN

TRAIN: 217

I'M HAPPY WITH MY COMMUTE FROM SAN JOSE AND PALO ALTO. I'M CROSSING MY FINGERS FOR THE HIGH SPEED TRAIN TO SOUTHERN CALIFORNIA. THANKS FOR EVERYTHING.

TRAIN: 376

I LOVE CALTRAIN. I ALWAYS HAVE A GREAT EXPERIENCE.

TRAIN: 376

I'M SATISFIED WITH THE SERVICE.

TRAIN: 142

## General Compliments

KEEP UP THE GOOD WORK.

TRAIN: 376

THANK YOU CALTRAIN.

TRAIN: 289

TRAIN SERVICE IS VERY GOOD.

TRAIN: 289

THANK YOU FOR MAKING MY COMMUTE EASY. I DON'T MISS THE FREEWAY.

TRAIN: 289

THE SERVICE IS VERY CONVENIENT AND IT'S EASY TO ACCESS.

TRAIN: 216

OVERALL IMPROVEMENT SINCE TAKEOVER. KEEP UP THE PROGRESS.

TRAIN: 216

I RIDE THE TRAIN ALL THE TIME AND HAVE FOR YEARS WITH NO ISSUES.

TRAIN: 441

GREAT SERVICE COMPARED TO MUNI IN SAN FRANCISCO. VERY PROFESSIONAL AND USUALLY ON TIME. JUST A FEW THINGS THAT CAN BE IMPROVED.

TRAIN: 441

THANK YOU FOR THE GOOD SERVICE. IT WOULD MEAN HAVING TO DRIVE FROM GILROY TO SAN FRANCISCO WITHOUT YOUR SERVICE. THAT WOULD BE A BIG PAIN.

TRAIN: 268

IT'S A GREAT SERVICE.

TRAIN: 151

THANK YOU FOR YOUR SERVICE.

TRAIN: 151

I LOVE CALTRAIN

TRAIN: 151

FOR A LONG LONG TIME, I'VE BEEN TAKING THIS TRAIN - VERY GOOD SERVICE. SOMETIMES THERE'S AN ACCIDENT BUT THAT'S NORMAL. VERY SATISFIED.

TRAIN: 102

ALL GOOD!

TRAIN: 433

THANKS

TRAIN: 433

YOU GUYS ARE GREAT.

TRAIN: 438

## General Compliments

I ENJOY RIDING CALTRAIN'S MOBILE VEHICLES.

TRAIN: 438

IT'S REALLY GREAT THAT RIDERSHIP SEEMS TO BE UP. YOU MUST BE DOING SOMETHING RIGHT. REALLY, GREAT THAT CALTRAIN IS AN EXAMPLE OF A SUSTAINABLE TRANSPORTATION SYSTEM FOR THE REST OF THE COUNTRY.

TRAIN: 424

ALL AROUND EXCELLENT. ABOVE AND BEYOND.

TRAIN: 438

I LOVE CALTRAIN

TRAIN: 438

YOU ARE GREAT! THANK YOU FOR THE SERVICE.

TRAIN: 101

BY FAR THE BEST TRAIN IN CALIFORNIA.

TRAIN: 257

I AM NEVER UNIMPRESSED.

TRAIN: 277

LOVE CALTRAIN! BEST PART OF MY COMMUTE.

TRAIN: 230

I'VE BEEN RIDING CALTRAIN FOR YEARS AND IT'S BECOME SOMETHING SO MUCH BETTER THAT WHAT IT WAS. GOOD JOB.

TRAIN: 143

THIS IS MY FIRST RIDE IN A YEAR, AS I DON'T LIVE HERE. I DO PREFER TAKING CALTRAIN TO THE CITY VERSUS DRIVING, VERY CONVENIENT.

TRAIN: 143

MORE BIKE SPACE AND MORE CONDUCTOR WILLINGNESS TO FIT BIKES ONBOARD.

TRAIN: 267

EVERYTHING IS GREAT.

TRAIN: 267

THE SERVICE IS EXCELLENT. I'VE USED IT FOR TEN YEARS, EVERYDAY

TRAIN: 360

JUST A SHORT NOTE. I'M VERY BLESSED TO HAVE CALTRAIN AS TRANSPORTATION.

TRAIN: 360

I LIKE CALTRAIN. I COULD GO FROM SAN FRANCISCO TO SAN MATEO. THAT WAS GREAT.

TRAIN: 804

EVERYTHING IS GOOD. I EXPECT WAITING TIME.

TRAIN: 441

## General Compliments

EVERYTHING IS OK.

TRAIN: 441

CALTRAIN IS VERY GOOD IT REALLY SAVES MY TIME TO GO TO WORK. I CAN READ BOOKS PATIENTLY WHEN I AM ON THE TRAIN, WHICH IS VERY USEFUL HABIT FOR ME.

TRAIN: 277

IT IS GREAT. THANK YOU.

TRAIN: 282

I LIKE CALTRAIN. FOR ME, IT IS FINE.

TRAIN: 282

## Other Comments

CALTRAIN IS GREAT FOR ABLE-BODIED PEOPLE. FOR WHEELCHAIR USERS AND ATTENDANTS, IT'S NOT SO GOOD.

TRAIN: 254

HAVE SOME WAY TO COMMUNICATE ANNOUNCEMENTS, UPCOMING STOPS, AND DELAYS TO DEAF/HARD OF HEARING PEOPLE ON THE TRAINS.

TRAIN: 273

CALTRAIN IS USING TOO MUCH FUEL. BEING IN SILICON VALLEY, CALTRAIN SHOULD ADOPT GO-GREEN TECHNOLOGY (I.E. ELECTRIC TRAINS, SAME AS BART). SAVE FUEL. SAVE PLANET. GO GREEN.

TRAIN: 225

CALTRAIN CONNECTS MULTIBILLION DOLLAR COMPANIES WITH SAN FRANCISCO, BUT EVERY COMPANY HAS ITS OWN SHUTTLE SERVICES. THIS IS JUST INSANE. WHY NOT PULLING ALL TOGETHER AND INVESTING IN MODERN TRAINS/CARS THAT ARE FASTER & ENVIRONMENTALLY FRIENDLY?

TRAIN: 230

VERY CRITICAL MODE OF PUBLIC TRANSIT, WISH THERE WAS MORE OF IT.

TRAIN: 432

I ALWAYS SEE LITTLE BOYS WITH THE PARENTS WATCHING TRAINS AT THE MOUNTAIN VIEW STATION. YOU SHOULD HAVE A SPECIAL PROGRAM. MEET THE CONDUCTOR, JUNIOR CONDUCTOR HAT, OR SPECIAL TOUR AND PASS. PROMOTE TRAIN TRAVEL AND CREATE A FUTURE COMMUTER BASE.

TRAIN: 207

STAGGER TRAINS IN SAN FRANCISCO 4TH AND TOWNSEND SO WE CAN BOARD TRAINS MORE EFFICIENTLY. DON'T HAVE THE 5:27 BOARD NEXT TO 5:33. THEY WON'T BOARD 5:33 UNTIL 5:27 LEAVES. IT'S VERY FRUSTRATING. MAKES THE STATION TOO CROWDED.

TRAIN: 376

I MUCH PREFER THE SEOUL AND MOSCOW TRANSPORTATION SYSTEMS.

TRAIN: 216

THANK YOU FOR YOUR SERVICES. WISH THIS WAS NOT THE PREFERRED METHOD OF COMMITTING SUICIDE.

TRAIN: 216

PLEASE ENCOURAGE MOBILE PROVIDERS TO ADD SERVICE IN TUNNELS LIKE THE BART EXPERIENCE UNDER THE BAY. THIS WOULD IMPROVE MY PRODUCTIVITY. NO IMPROVEMENTS WERE MADE TO THE BOWERS-WALSH SHUTTLE AFTER THE SURVEY LAST YEAR. MANY OF US SUGGESTED COST-NEUTRAL SCHEDULE CHANGES AND WERE IGNORED!

TRAIN: 216

HAVE A NICE PEACEFUL DAY. PEACE OUT.

TRAIN: 257

### Other Comments

JUST STARTED RIDING CALTRAIN. I WOULD LIKE A BETTER COMMUTE EXPERIENCE AND MORE INCENTIVE TO RIDE AND USE MY CLIPPER CARD.

TRAIN: 360

TAKEN FOR SEVERAL YEARS FROM SAN FRANCISCO TO HILLSDALE.

TRAIN: 277

**Lost & Found**

I LEFT MY BAG ON A CALTRAIN LAST FRIDAY AND I REPORTED THIS ONLINE IMMEDIATELY. EVERY TIME I CALL TO THE LOST AND FOUND HOTLINE THE P.I.C. SAID I SHOULD KNOW IF THEY FOUND IT TOMORROW, AS THE LOST ITEMS HAVEN'T REACHED THE OFFICE YET. A WEEK OF PHONE CALLS I'M STILL NOT SURE IF IT COULD BE FOUND. I'D RATHER HE'D TOLD ME IT'D NEVER BE FOUND IN THE FIRST PLACE.

TRAIN: 190

LOST ITEMS, STOLEN ITEMS. HARD TO FIND ANYONE TO ASK.

TRAIN: 385

I RECENTLY LEFT MY PHONE ON A TRAIN AND THE CONDUCTORS WERE REALLY FRIENDLY AND GAVE ME ADVICE ON WHAT TO DO. LATER CALTRAIN GAVE ME A CALL SAYING THAT IT HAS BEEN FOUND. I REALLY APPRECIATED THAT. WOO! HAPPY OVERALL.

TRAIN: 151

LOST AND FOUND SERVICE MUST IMPROVE!

TRAIN: 207

## Clipper Card

CLIPPER IS A DISASTER. EVEN AS A MONTHLY PASS USER, IT'S BAD. TOO HARD TO BUY A PASS, TOO OPAQUE FEEDBACK FROM TAG MACHINES AND OVERALL ONE OF THE WORST DESIGNED SYSTEMS I USE. NO, IT IS THE WORST.

TRAIN: 192

THE TICKET VENDING MACHINES ONLY ALLOW FOR INCREMENTS OF ABOUT \$20. IT'S FRUSTRATING IF ALL I NEED TO DO IS RESTORE A BALANCE BEFORE GETTING ON THE TRAIN.

TRAIN: 192

ADDING VALUE TO ONLINE CLIPPER CARD TAKES A LONG TIME. NEED A CLIPPER CARD APP FOR IPHONE AND ANDROID

TRAIN: 225

IF MY CLIPPER CARD HAS \$100 ON IT, BUT THE LINKED CREDIT CARD EXPIRED, THE CARD SHOULD NOT CLAIM IT IS INVALID.

TRAIN: 225

CLIPPER CARD SUCKS. READING A \$1.25 BALANCE IS SUPER SILLY.

TRAIN: 225

THE REASON I WOULD NOT RECOMMEND CALTRAIN IS SOMEWHAT BEYOND CALTRAIN'S CONTROL. IT'S RIDICULOUS WHAT AUTOLOAD MONTHLY PASS HOLDERS HAVE TO GO THROUGH WITH THEIR CLIPPER CARDS.

TRAIN: 324

CLIPPER CARD DELAYS WHEN PURCHASES SHOULD NOT TAKE DAYS TO LOAD ONTO CARDS

TRAIN: 273

THE CLIPPER SYSTEM IS SO CONFUSING AND COUNTER PRODUCTIVE. I KNOW THAT CLIPPER ISN'T NECESSARILY CALTRAIN BUT I'VE SPENT SO MUCH MORE MONEY ON CLIPPER THAT I SHOULD HAVE BECAUSE OF A LACK OF UNDERSTANDING.

TRAIN: 225

MONTHLY CLIPPER PASS WHEN PURCHASED FROM CALTRAIN STATION NEEDS TAGGED ON AND OFF, WHICH IS ANNOYING. IF I BUY THAT FROM WALGREENS, THEN I DON'T NEED TO DO THAT. WHY IS THIS SO? I DIDN'T UNDERSTAND.

TRAIN: 360

SUNNYVALE TICKET MACHINE IS NOT ACCEPTING CREDIT CARDS AND TAKING ONLY DEBIT. PRIMARILY, IT IS NOT WORKING FOR THE TRANCHEK CARD, WHERE I GET PREPAY BENEFIT. WHEN I SPOKE TO THEM. THE I.T. OF THE SYSTEM IS NOT LISTED. CLIPPER INTEGRATION CAN BE SIMPLER FOR BUYING PASS. IF I CAN USE CLIPPER CASH, IT WILL BE HELPFUL.

TRAIN: 262

CLIPPER CARD MONTHLY PASS CAN ONLY BE BOUGHT AT WALGREENS, HAVING COUNTERS AT STATION AVOIDS WALGREEN TRIPS.

TRAIN: 262

## Clipper Card

A WAY TO QUICKLY ADD VALUE TO CLIPPER (ONLINE TAKES A FEW DAYS).

TRAIN: 197

CLIPPER CARD ONLINE CREDIT CARD PAYMENT PROCESSING IS EXCESSIVELY SLOW (3-5 DAYS!) WHY NOT INSTANT?

TRAIN: 230

CLIPPER CARD PER RIDE TRIPS IS CONFUSING AND DIFFICULT TO PURCHASE. I WANT TO SEE MY CARD BALANCE AND UNDERSTAND THE INTERFACE AND NOT LOSE MONEY DUE TO WEIRD TAG ON TAG OFF RULES.

TRAIN: 385

CLIPPER IS REALLY BROKEN. IT NEEDS TO BE REDONE.

TRAIN: 206

THE FACT THAT CLIPPER PASSES BOUGHT ONLINE TAKE UP A WEEK TO GET ON THE CARD IS RIDICULOUS.

TRAIN: 206

CLIPPER CALTRAIN IS HORRIBLE. I AM BLIND AND WHEN IT IS OUT OF SYNC TAG ON AND OFF.

TRAIN: 233

CLIPPER CARD PROGRAM IS FAR TOO COMPLEX. NEEDS TO BE OVERHAULED AND OR REPLACED. NEED ON TRAIN READERS AND SIMPLIFY MONTH 8 RIDE PROGRAM. WHAT IS THE POINT OF TAGGING ON AND OFF FOR MONTH PASS?

TRAIN: 233

SHOULD BE ABLE TO LOAD CLIPPER CARDS AT STATION.

TRAIN: 233

CANNOT FIND ANY PLACE IN SANTA CRUZ TO REFUEL MY CLIPPER CARD.

TRAIN: 233

THE CLIPPER CARD WAS VERY CONFUSING AND HAD SOME PROBLEMS, BUT NOW MOST OF THOSE HAVE CLEARED UP.

TRAIN: 329

CLIPPER CARD HAS MADE LIFE EASIER.

TRAIN: 801

KNOWING THAT CALTRAIN HAS SWITCHED TO THE CLIPPER SYSTEM HAS MADE ME TAKE CALTRAIN FAR LESS FREQUENTLY, APPROXIMATELY 50 PERCENT LESS. I TAKE BART OR DRIVE NOW WHEN GOING TO THE CITY BECAUSE I DON'T WANT TO DEAL WITH BEING OVERCHARGED. IF CALTRAIN WERE TO CHANGE BACK TO ITS OLD TICKETING SYSTEM I WOULD RETURN MORE OFTEN TO CALTRAIN.

TRAIN: 142

## Clipper Card

THE CLIPPER IS AWFUL. THE AUTOPAY RARELY LOADS IN TIME AND GOING TO WALGREENS IS INCONVENIENT. SHOULD BE ABLE TO BUY AT STATION AND NOT HAVE TO WORRY ABOUT WHETHER IT WILL WORK.

TRAIN: 216

CLIPPER CAN BE QUITE ANNOYING AT TIMES. CALTRAIN IS THE MODE OF TRANSPORTATION IT WORKS LEAST WELL WITH. SHOULD COMPARE WITH FARE CARDS USED ELSEWHERE INCLUDING OUTSIDE US. THEY ARE MUCH BETTER, WHICH IS IRONIC, GIVEN THAT WE ARE IN SILICON VALLEY.

TRAIN: 216

MONTHLY PASS MUST BE ACTIVE AS SOON AS WE PAY. NO WAIT PERIOD OR TAGGING TO ACTIVATE.

TRAIN: 282

THE CLIPPER SYSTEM IS EXTREMELY CUMBERSOME.

TRAIN: 268

IT WOULD BE GREAT TO BE ABLE TO RECHARGE CLIPPER CARDS AT CALTRAIN STATIONS.

TRAIN: 151

CLIPPER CARD HAS BEEN A DISAPPOINTMENT. IT'S DIFFICULT, NOT CONVENIENT TO USE AND HAS HORRIBLE CUSTOMER SERVICE. FOR A SYSTEM THAT SERVES CUSTOMERS IN SILICON VALLEY I WOULD HOPE THE SERVICE AND TECHNOLOGY DO BETTER.

TRAIN: 151

CLIPPER MONTHLY PASS NEEDS TO BE AVAILABLE AT CALTRAIN STATION TICKET MACHINE INSTEAD OF WALGREENS!

TRAIN: 102

BIGGEST COMPLAINT WOULD BE ADDING MONTHLY PASS TO CLIPPER CARD UPGRADES

TRAIN: 433

NEED A MOBILE APP FOR TICKETS,

TRAIN: 433

THE TAG ON/OFF SYSTEM IS THE WORST EVER. TOO FEW MACHINES, TAG OFF SHOULD NOT BE REQUIRED.

TRAIN: 433

THE CLIPPER CARD IS AN IMPROVEMENT ON GENERAL TICKETING BUT SEEMS FAR BEHIND THE TICKETING PROCESS IN MORE ADVANCED AREAS (NYC, EUROPE). DIGITAL PAYMENT SHOULD BE MANDATORY AND SYNCH WITH MUNI AND BART.

TRAIN: 438

CONSIDER BETTER CLIPPER MARKETING, INFORMATION ON WHERE TO PURCHASE ON TVMS WOULD BE A START.

TRAIN: 424

## Clipper Card

THE \$1.25 BALANCE REQUIRED ON CLIPPER CARD IS CUMBERSOME. BUT, OVERALL OKAY WITH SERVICE. ALSO, TAGGING ON/OFF FOR 1ST DAY OF MONTH FOR MONTHLY PASS IS ALSO CUMBERSOME THANK YOU

TRAIN: 313

CLIPPER SYSTEM IS TERRIBLE. CONDUCTORS BOTHERING RIDERS, WHO HAVE RIDDEN LONGER THAN THE CONDUCTORS, FOR FORGETTING TO TAG ON/OFF IS PATHETIC.

TRAIN: 313

WOULD BE NICE IF THE CALTRAIN TICKET MACHINES LET YOU ADD VALUE TO CLIPPER CARDS. OVERALL GREAT EXPERIENCE.

TRAIN: 257

CLIPPER CARD IS CONVENIENT. BUT THE OPERATION IS COMPLICATED. ESPECIALLY THE FIRST DAY OF THE MONTH, ONE HAS TO TAG ON/OFF.

TRAIN: 313

TICKETING NEEDS IMPROVEMENTS, THE FACT THAT YOU CAN'T REFILL YOUR CLIPPER CARD AT THE TICKET MACHINE IS RIDICULOUS!

TRAIN: 313

WHY DON'T YOU GUYS PROVIDE A CLIPPER RELOAD MACHINE LIKE THE ONES BART AND MUNI HAVE? WOULD MAKE IT EASIER ON CLIPPER USERS WHO COMMUTE FORM THE PENINSULA TO SAN FRANCISCO TO EAST BAY.

TRAIN: 207

TAG ON/OFF PROCESS SUCKS! ESPECIALLY IF ONE FORGETS TO TAG OFF! WHY SHOULD A MONTHLY PASS HOLDER SUFFER IF HE FORGETS TO TAG OFF?

TRAIN: 207

TICKET MACHINES WORK POORLY WITH CLIPPER CARD. THERE NEEDS TO BE A BETTER WAY TO LOAD CLIPPER CARD AT EACH STATION. TAGGING ON/OFF EACH MONTH IS RIDICULOUS. IF I BOUGHT A MONTHLY TICKET, THAT SHOULD BE ALL I NEED TO DO.

TRAIN: 207

I'VE BEEN HAVING ISSUES WITH PURCHASING CALTRAIN PARKING PASSES SAN FRANCISCO, 4TH & KING. 1. WAGWORKS DEBIT CARD IS NOT ACCEPTED. WHY? 2. MY B OF A CARD WITH A CHIP IS NOT ACCEPTED. 3. CLIPPER MACHINES AT THE STATION ARE NOT ADEQUATE. WHY CAN'T YOU INSTALL NORMAL MACHINES SIMILAR TO THOSE AT MUNI STATIONS?

TRAIN: 207

REALLY LIKE SOME IMPROVEMENTS THAT HAVE BEEN MADE OVER THE LAST YEAR. WISH IT WAS EASIER TO MANAGE CLIPPER CARD AT ALL STATIONS AND DIDN'T HAVE TO TAG ON/OFF AT BEGINNING OF EVERY MONTH. THANK YOU FOR MAKING COMMUTE PLEASANT.

TRAIN: 207

CLIPPER CARD ADMINISTRATION IS AWFUL - WORST PART OF USING CALTRAIN.

TRAIN: 277

## Clipper Card

THE CLIPPER CARD IS GREAT BUT I WOULD LIKE TO SEE CVS AS WELL AS SAFEWAY FUNCTION AS POINT OF SALE. ALSO, IT IS VERY OBVIOUS THAT THE POS SYSTEM IS RIGGED UNFAIRLY. IT WOULD NOT TAKE BILLS, COINS, OR DEBIT (ONLY CREDIT) CARDS. CASH IS KING, TAKE CASH. THANK YOU.  
TRAIN: 277

THE CLIPPER CARD SYSTEM IS TERRIBLE AND SHOULD BE COMPLETELY OVERHAULED.  
TRAIN: 230

I CAN ADD VALUE TO MY CLIPPER CARD AT VTA VENDING MACHINES & AT BART, WHY NOT AT THE REGULAR CALTRAIN TICKET VENDING MACHINES?  
TRAIN: 433

ADD CLIPPER CASH TO CALTRAIN TICKET MACHINE.  
TRAIN: 195

CLIPPER CARD SYSTEM NEEDS MAJOR IMPROVEMENTS.  
TRAIN: 267

IN TERMS OF CLIPPER CARD OPTIONS, IT DOESN'T MAKE SENSE TO HAVE MULTIPLE SWIPE ON/OFF POLICIES. FOR THE DIFFERENT CLIPPER OPTIONS SEEMS IT WOULD BE MORE EFFICIENT/ATTRACTIVE TO STREAMLINE THAT PROCESS.  
TRAIN: 267

CLIPPER IS TERRIBLE! THIS IS SILICON VALLEY. CALL ANY ENTREPRENEUR OUT THERE AND THEY CAN MAKE A BETTER SOLUTION. HELL, CALL ME [NUMBER REMOVED].  
TRAIN: 332

IT WAS MUCH BETTER WHEN I COULD GET A MONTHLY PASS FROM THE TICKET MACHINE, INSTEAD OF A SEPARATE TRIP TO WALGREENS.  
TRAIN: 332

CLIPPER MONTHLY PASS RECHARGING AT ALL STATIONS.  
TRAIN: 804

ON THE WAY DOWN, THERE ARE NO SIGNS ON HOW TO USE CLIPPER BEFORE OR AFTER BOARDING AND NO ATTENDANT TO ASK QUESTIONS.  
TRAIN: 441

PUT CLIPPER TAGGERS ON THE TRAIN. MUNI CAN, WHY NOT CALTRAIN?  
TRAIN: 220

THANKS FOR YOUR SERVICE. I WISH WE COULD GO BACK TO THE OLD PASSES OR GET A SERVICE THAT WORKS BETTER THAN CLIPPER CARD.  
TRAIN: 220

CLIPPER CARD MONTHLY PASS ACTIVATION IS A TERRIBLE DESIGN. I ONCE HAD TO SPEND THREE HOURS IN A COURT ROOM BECAUSE IT IS HARD TO REMEMBER TO ACTIVATE ON FIRST OF MONTH AND I HAD THE MISFORTUNE OF MEETING A TICKET ENFORCEMENT OFFICER THAT DAY.  
TRAIN: 268

### Clipper Card

I APPRECIATE THE EASE OF CLIPPER CARD.

TRAIN: 268

FIX CLIPPER SO I DON'T HAVE TO TAG TWICE WHEN TRANSFERRING TO BART, LIKE AT MILLBRAE.

TRAIN: 282

### Survey Comments

I PREFER ONLINE SURVEYS OVER THIS PENCIL & PAPER METHOD.

TRAIN: 190

THANK YOU FOR TAKING THE TIME TO ASK!

TRAIN: 273

I'M NOT TOO HAPPY ABOUT CALTRAIN CLEANLINESS/SERVICE IN GENERAL, BUT HAPPY YOU ARE GATHERING CUSTOMER FEEDBACK.

TRAIN: 262

THE ONBOARD SURVEY TAKER WAS NICE.

TRAIN: 438

CUSTOMER SATISFACTION SURVEYS = YOU CARE. THANKS.

TRAIN: 207

DISTRIBUTE SURVEYS DURING RUSH HOUR COMMUTES AND WITH NON-ERASABLE PENS.

TRAIN: 195

### San Francisco Giants/Sports Events

I HAVE ALWAYS HAD A PLEASANT EXPERIENCE ON CALTRAIN. I JUST TRY TO AVOID THE GIANTS TRAINS. I HAVE BEEN ON TRAINS WHEN THERE ARE GAMES. IT'S TOO NOISY AND SOMETIMES PEOPLE ARE OUT OF CONTROL BECAUSE THEY ARE DRINKING.

TRAIN: 288

AFTER GIANTS GAMES, DRUNK PEOPLE ARE A PROBLEM AND NO ONE IS SUPERVISING.

TRAIN: 217

49ER FANS SHOULD NOT BE ALLOWED TO DRINK ONBOARD.

TRAIN: 254

I'M CONCERNED ABOUT HOW AWFUL THE BASEBALL TRAINS ARE (BEER, CROWDED) I WIND UP LEAVING WORK AN HOUR EARLY, OR JUST DRIVING, TO AVOID THEM.

TRAIN: 273

WOULD BE NICE IF PASSENGERS GOING TO GIANTS GAMES WOULD BE ENCOURAGED TO TONE DOWN THEIR ON-BOARD CONVERSATIONS AND PARTYING

TRAIN: 273

TRAINS GET VERY CROWDED AND NOISY ON GIANTS GAME DAYS. CONDUCTORS SHOULD ENCOURAGE PASSENGERS TO RESPECT OTHER PASSENGERS WHO USE CALTRAIN REGULARLY.

TRAIN: 381

ADD MORE TRAINS ON GIANTS GAME DAY.

TRAIN: 381

RUN MORE TRAINS, MORE FREQUENTLY, COMMUTE HOUR TRAINS ARE PACKED AND DURING GIANTS GAMES!

TRAIN: 230

MORE AND LARGER TRAINS FOR GIANTS GAMES.

TRAIN: 230

THE ONLY CONCERN IS THE LACK OF SUPERVISION/SECURITY WHEN WE GO TO GIANTS GAMES. LOTS OF DRUNKS AND SMOKERS (KIDS AND ADULTS.

TRAIN: 432

PLEASE CLEAN THE BATHROOMS AT THE SAN MATEO STATION ON GIANTS GAME DAYS.

TRAIN: 207

IMPROVE SECURITY AND BOARDING PROCEDURES POST SAN FRANCISCO GIANTS GAMES. THANKS.

TRAIN: 254

KEEP THE GIANTS "FANS" FROM PUKING ON ME, LIKE THEY DID LAST WEEK!

TRAIN: 262

LOTS OF UNDERAGE DRINKING ON THE TRAIN BEFORE AND AFTER GIANTS GAMES.

TRAIN: 262

### San Francisco Giants/Sports Events

MORE TRAIN CARS OR SERVICE ON GIANTS HOME GAMES.

TRAIN: 385

APPRECIATED SILENT RADIO MESSAGE ON GAME DAYS RELAYING INFORMATION TO ALLOW PASSENGERS TO DISEMBARK BEFORE BOARDING. GAME DAYS ARE KIND OF CRAZY SOMETIMES.

TRAIN: 206

WHEN GIANTS GAMES HAPPEN, I NEVER KNOW THAT THERE WILL BE DIFFERENT TRAIN SCHEDULES UNTIL IT'S TOO LATE AND IT'S CONFUSING TO KNOW THE TRAIN STOPS.

TRAIN: 233

MORE SECURITY AND CLEANLINESS DURING GIANTS GAMES.

TRAIN: 329

PLEASE CONTROL THE AT&T BALLPARK BASEBALL FANS DURING BASEBALL GAME SEASON. THEY ARE RUDE AND ALWAYS CUT IN LINE OR CAUSE DISTURBANCES WHEN NORMAL COMMUTERS TRY TO GET ON THE TRAIN. THEY ARE VERY IMPATIENT AND I AM FRUSTRATED THAT CALTRAIN CONDUCTORS RARELY TRY TO CONTROL THE SITUATION.

TRAIN: 376

WORST PART OF CALTRAIN IS DURING GIANTS GAME DAYS WHEN UNRULY AND DRUNK FANS TAKE UP ALL THE TRAIN CAPACITY.

TRAIN: 289

WHILE I ENCOURAGE PEOPLE TO USE CALTRAIN TO AND FROM SPORTING EVENTS I WISH CALTRAIN WOULD BE MORE ATTENTIVE. FANS ARE RUDE, LOUD AND MESSY WHICH MAKES COMMUTERS UNHAPPY. ALSO, WHY DON'T CONDUCTORS CHECK TICKETS ON GAME DAY? HOW MANY RIDERS RIDE FOR FREE?

TRAIN: 216

ON BALLGAME DAYS CALTRAIN LOSES A LOT OF REVENUE WHEN CONDUCTORS DON'T HAVE THE MANPOWER TO CHECK TRAIN TICKETS. A LOT OF THOSE RIDERS ARE TAKING ADVANTAGE BY RIDING FREE DUE TO LACK OF ENFORCEMENT CAUSED BY RIDERS WHO SIGNIFICANTLY OUT NUMBER CONDUCTORS. ONLY A FEW GET TICKETED AND THE REST GET FREE RIDES.

TRAIN: 441

I WOULD LIKE TO SEE MORE SECURITY SERVICE ON PRE/POST GIANTS TRAINS.

TRAIN: 151

THE OVERALL EXPERIENCE IS OKAY. MAYBE INCREASE SECURITY DURING GAME DAYS AS PEOPLE GET TOO DRUNK TOO FAST, GET DELINQUENT AND START YELLING AT OTHER PASSENGERS AND BECOME AGGRESSIVE.

TRAIN: 151

EXTRA TRAINS NEEDED FOR GIANTS GAMES.

TRAIN: 332

### San Francisco Giants/Sports Events

CLEANLINESS AND SECURITY ARE AN ISSUE WHEN BALLGAMES IN SAN FRANCISCO ARE HAPPENING. OVERCROWDING, DRINKING, LITTERING, AND ABUSE FROM "FANS" ARE SERIOUS ISSUES AND SHOULD BE ADDRESSED!

TRAIN: 257

A SPECIAL COMMUTER TRAIN FOR COMMUTERS, NOT GIANTS FANS. THE PARADE DAY WAS THE WORST.

TRAIN: 313

GIANTS GAME COMMUTE IS A NIGHTMARE FOR COMMUTERS - DRUNK & HIGH, OBNOXIOUS & LOUD FANS CRAMPED INTO MY SPACE MAKES FOR AN AWFUL COMMUTE

TRAIN: 313

THE EVENING TRAINS WITH GIANTS GAME FANS ARE SO CROWDED, EXTRA TRAINS SHOULD BE RUNNING.

TRAIN: 207

MIGHT NEED TO ENFORCE UNRULY RIDERS DURING GIANTS GAMES.

TRAIN: 207

NEED MORE TRAINS ON BASEBALL GAME DAYS - I HAVE BEEN BLOCKED FROM GETTING ON TRAINS BY TOO MANY FANS. YOU CAN ALSO ANNOUNCE IN MORNING THAT IT IS A GAME DAY SO PEOPLE ARE PREPARED.

TRAIN: 207

I RIDE CALTRAIN EVERY WEEKDAY AS A COMMUTER. FOR THE MOST PART, IT IS A PLEASANT EXPERIENCE. HOWEVER, ON BASEBALL NIGHTS THE TRAIN IS VERY CROWDED AND ROWDY. DISTINCT BASEBALL SERVICE TRAINS WOULD BE GREAT IF THEY COULD OPERATE APART FROM THE NORMAL SCHEDULE.

TRAIN: 195

WHEN THERE A GIANTS GAME, THERE SHOULD BE MORE TRAINS GOING TO SAN FRANCISCO.

TRAIN: 267

SEATING AVAILABILITY ON GAME DAYS IS AWFUL.

TRAIN: 267

MY EXPERIENCE WITH CALTRAIN IS MOSTLY POSITIVE, HOWEVER, COMMUTING HOME DURING A SPORTS GAME RANKS AS ONE OF THE WORST EXPERIENCES I'VE EVER HAD. I WOULD PAY DOUBLE FOR A SPORTS AND BOOZE FREE CAR.

TRAIN: 267

WHEN GIANTS FANS ARE ON YOU DO NOT GIVE A DAMN. WHEN COMMUTERS ARE ON YOU ARE SUPER PICKY ON RULES!

TRAIN: 332

### **San Francisco Giants/Sports Events**

AS A FREQUENT CALTRAIN PASSENGER AND BIKER, I NOTICED THAT THE SERVICE FREQUENCY AND TIMING IS VERY POOR WHENEVER THERE IS A BIG BASEBALL GAME ON THE WAY TO SAN FRANCISCO. REGULAR PASSENGERS SHOULD NOT BE ALLOWED IN THE BIKE CAR. I ONCE HAD TO LET 4 TRAINS PASS BECAUSE THE BIKE CAR WAS FULL OF GIANTS FANS.

TRAIN: 277

EXTRA TRAINS FOR GIANTS POST GAME. SYNCH SCHEDULE WITH SHARKS POST GAMES.

TRAIN: 268

## Electrification/High Speed Rail/System Modernization

GO ELECTRIC!

TRAIN: 150

ELECTRIFY ASAP.

TRAIN: 385

CAN'T WAIT FOR ELECTRIFICATION.

TRAIN: 206

I FEEL THE WHOLE SYSTEM NEEDS AN OVERHAUL TO A MORE MODERN SYSTEM, LIKE IN JAPAN OR SOUTH KOREA.

TRAIN: 233

NEED TO IMPROVE INFRASTRUCTURE. ONE TWO LINES IS NOT ENOUGH. IF ONE GOES DOWN (FOR WHATEVER REASON) THEN THE ENTIRE SYSTEM IS AFFECTED. NEED TO ADD A THIRD TRACK URGENTLY DUE TO THE VERY FREQUENT ACCIDENTS AND DELAYS.

TRAIN: 329

GET NEWER ELECTRIC TRAINS.

TRAIN: 329

HOPEFUL THAT THE HSR WILL NOT INTERRUPT SERVICE.

TRAIN: 282

CAN'T WAIT TILL WE'RE ELECTRIFIED!

TRAIN: 282

GOOD SERVICE. ALWAYS LOOKING FORWARD TO ELECTRIFICATION.

TRAIN: 151

DOING A GREAT JOB. THEY SHOULD PUSH FORWARD W/ELECTRIFICATION.

TRAIN: 101

ELECTRIFICATION IS MUCH NEEDED.

TRAIN: 207

I WOULD BE MORE THAN HAPPY TO PAY MORE TAXES TO BUILD UNDERGROUND TRACKS. IMPROVE TRACKS, EXPAND MORE TRACKS, AND REDUCE RIDER COST FOR CALTRAIN. I DO NOT SUPPORT ELEVATED TRACKS.

TRAIN: 267

CALTRAIN IS A CONVENIENT SERVICE, BUT IS FROM THE EARLY 20TH CENTURY. PLEASE TURN IT IN TO A 21ST CENTURY SYSTEM.

TRAIN: 220