



# Caltrain Onboard 2016

## Verbatim Comments

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TRAIN	COMMENT
101	MORE CARS; ADDITIONAL TRAINS DURING GIANTS GAMES. ALLOW SPLIT PAYMENTS -- 2 OR MORE CREDIT CARDS -- FOR ONLINE CLIPPER PURCHASES.
101	ALL OF THE AFRICAN AMERICAN CONDUCTORS ARE UNCLE TOMS WHO INVARIABLY SHOW MORE COURTESY AND RESPECT TO THE WHITES, EAST INDIANS, AND HISPANICS THAN TO FELLOW AFRICAN AMERICANS LIKE MYSELF.
101	BUILD A BULLET TRAIN.
101	HAVING FIRST TRAIN IS GREAT. WOULD LIKE MORE RETURN TRIPS THAT DROP OFF AT SAN BRUNO FROM 4TH AND KING. IN THE MORNING AT SAN BRUNO STATION THERE ARE ALWAYS HOMELESS PEOPLE SLEEPING I DON'T FEEL SAFE. WI-FI WOULD BE NICE.
101	I DO WISH YOUR FIRST TRAIN AT MILLBRAE WAS A HALF HOUR EARLIER. WHEN I NEED TO GO TO THE OFFICE EARLY, I NEED TO TAKE BART. I HATE BART.
101	I THINK AND KNOW CALTRAIN IS GOOD.
101	KEEP SAME SCHEDULE 6 DAYS A WEEK .
101	SECURITY AT TRAIN STATION IS BAD. WHAT ABOUT STATION SECURITY FROM 4 AM? THERE IS VERY LITTLE SECURITY AND MANY MANY BUMS BOTHERING PASSENGERS.
101	WHEN THE SCHEDULE CHANGE HAPPENED A COUPLE MONTHS BACK I WAS NOT MADE AWARE. I CONSIDER MYSELF A COMMUTER, AND IT WAS NEVER POSTED OR TALKED ABOUT. MAYBE I JUST MISSED IT, BUT THOUGHT I SHOULD COMMENT.
101	WITH THE INCREASE OF RIDERSHIP, ISN'T CALTRAIN MORE PROFITABLE? WHY THE INCREASE IN PARKING FEES?
102	4TH AND KING STATION IS CLEAN, BUT TOO MANY HOMELESS. SOUTH SAN FRANCISCO STATION NEEDS A LOT OF IMPROVEMENTS -- CANNOT HEAR ANNOUNCEMENTS, POOR LIGHTING, NO SHELTER FROM ELEMENTS.
102	AT STATIONS SECTION -- THE 4TH AND KING STATION WOULD GENERALLY BE 5 OR 4. HOWEVER, I EXIT AT SOUTH SAN FRANCISCO AND THAT STATION IS HORRIBLE, A 3 OR 2. IT IS OUTDATED, COLD, AND ONLY 2 MACHINES TO TAG ON AND OFF. PLEASE UPDATE STATION AND MAKE IT MORE COMFORTABLE FOR WAITING PASSENGERS. Q18-TRAIN DELAYS BIGGEST PROBLEM.
102	CALTRAIN IS VERY GOOD SERVICE. FITS MY COMMUTE.
102	FIRST TIME USER AND IT WAS REALLY EASY. TRAIN WAS ON TIME, CLEAN, AND SEATS ARE NOT THAT BAD.
102	GET BETTER SEATS AND MORE RESTROOMS.
102	I WISH YOU COULD ADD TRAINS TO WEEKEND SERVICE - I HATE THE EVERY HOUR SERVICE.
102	I'D LIKE MORE FREQUENT TRAINS IN THE MORNING AND BULLET TRAINS EARLIER. BATHROOM SMELLS TYPICALLY ARE PRETTY HORRENDOUS. CONDUCTORS SEEM TO PICK AND CHOOSE WHO THEY TICKET BASED ON APPEARANCE.
102	PLATFORM SCHEDULES AT BOTH ENDS OF EVERY STATION.
102	PLEASE ADD MORE PLUGS AND PLACES TO CHARGE PHONES. AND WI-FI.

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102	THE BIGGEST IMPROVEMENT WOULD BE WI-FI ON THE TRAIN. I TAKE 4:55/102 EVERY MORNING. THE CONDUCTORS ARE VERY PROFESSIONAL AND DO A GREAT JOB.
102	WE ARE SATISFIED WITH THE TRAIN.
142	BAN DRINKING ON TRAINS, OR AT LEAST OFFER FAMILY CARS. TRAINS ARE UNSAFE WHEN TRANSPORTING LARGE NUMBERS OF PEOPLE TO EVENTS. IT IS WRONG TO SUBJECT FAMILIES/CHILDREN TO PASSENGERS DRINKING FROM 9AM TO EVENING. OFTEN THEY ARE SITTING IN THE AISLES ON A FULL TRAIN, DRINKING TO EXCESS.
142	CLARITY OF ON BOARD ANNOUNCEMENTS IS MY BIGGEST COMPLAINT. PLEASE SPEAK SLOWLY, LOUDLY, AND CLEARLY.
142	EMPLOYEES SURE ARE HELPFUL!! THANK YOU!
142	FAST AND RELAXING EXPERIENCE.
142	FASTER/EXPRESS SERVICES OUTSIDE COMMUTE TIMES WOULD BE GREAT. NICE TO USE CALTRAIN FOR MEETINGS IN THE VALLEY BUT THE SERVICES ARE SO SLOW.
142	I LOVE THE HIGH NUMBER OF CONDUCTORS WITH A FUN PERSONALITY. (ALSO REFLECTS IN THE TWITTER ACCOUNT). FREQUENT VS EFFICIENT TRADE OFF: AS A LIMITED STOP PATRON, LIMITED VS REGULAR OR BULLET ISN'T A HUGE DIFFERENCE TO ME FOR DURATION FREQUENCY; LACK THEREOF IS STRESSFUL – E.G. FOR A COMMUTER TO RUN TO THE STATION OR GET STUCK FOR AN HOUR.
142	I WISH THERE WERE MORE OPTIONS TO RELOAD CLIPPER CARDS AT STATIONS. MORE FREQUENT SERVICE (MAYBE EVERY 1/2 HOUR?) WOULD BE HELPFUL TOO. OVERALL, I'M PLEASED WITH CALTRAIN. I LIKE THE NEW MODEL TRAINS.
142	I AM VISITING FROM PA. MY DAUGHTER IS MOVING TO THE BAY AREA FOR A JOB NEAR REDWOOD CITY. CALTRAIN IS GREAT- WAY BETTER THAN BART. WE HAD A LITTLE TROUBLE UNDERSTANDING THE CONDUCTORS FROM TIME TO TIME, OTHERWISE GREAT.
142	I'M MOSTLY HAPPY WITH CALTRAIN, EXCEPT IN THESE AREAS: I'M HOPING THAT CALTRAIN WILL IMPLEMENT ELECTRIFICATION SOON SO THAT TRAINS COULD COME EVERY HALF-HOUR, ESPECIALLY IN EVENINGS. I HAVE ALSO BEEN DISAPPOINTED WITH BOTH THE UNRELIABILITY OF CLIPPER CARDS (GOING TO A NEGATIVE BALANCE) AND THE RELATIVELY SLOW UPDATES WHEN A TRAIN IS DELAYED. ALSO, COULD FUTURE TRAINS HAVE MORE OUTLETS?
142	LOUD CELL PHONE TALKERS NEED TO BE WARNED/FINED.
142	NEED STUDENT DISCOUNTS.
142	PLEASE ANNOUNCE THE NEXT STOP AFTER TRAINS HALT AT STATION AND DOORS OPEN SO INCOMING COMMUTERS WOULD KNOW IF THEY SHOULD GET ON THE TRAIN OR NOT.
142	THE WEEKEND SCHEDULES ARE TERRIBLE AND THE TRAINS TO SF ARE ALWAYS LATE.
142	THERE IS NO CONNECTION TIME BETWEEN VTA BUSES, SAMTRANS BUSES AND CALTRAIN STATIONS.
142	VERY THANKFUL FOR THE SERVICE YOU PROVIDE ME.

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TRAIN	COMMENT
142	WISH THE NEWER TRAINS WERE MORE AVAILABLE. SINCE THE SCHEDULE CHANGE RECENTLY, MY MORNING ROUTE 218 AND EVEN ROUTE 273 HAS ONLY HAD THE OLD TRAINS. THEY ARE NORMALLY FULL AND IF I TAKE A DIFFERENT TRAIN (228 FOR EXAMPLE, WHICH IS A NEW TRAIN) IT IS NOT FULL AT ALL.
143	I HOPE THE UPDATES OF DELAYS WOULD BE MORE ACCURATE
143	AN EXCELLENT SERVICE!
143	AS A COMMUTER I LOVE TAKING THE TRAIN TO WORK. I DO WISH THERE COULD BE MORE LIMITED AND BULLET TRAINS DURING OFF HOURS . I DON'T WORK A NORMAL 9-5, WHICH MAKES MY TOTAL ROUND TRIP 3-5 HOURS. IT WOULD MAKE MY DAY SHORTER.
143	AT LEAST IT'S NOT BART.
143	CAN ANYTHING BE DONE TO BETTER VENTILATE THE TRAINS? SOME RIDES, OVERPOWERING ODORS (MOSTLY FOODS) ARE REALLY OVERPOWERING.
143	ESTIMATED TIMES OF ARRIVAL ONCE ON BOARD WOULD BE NICE -- MAYBE DISPLAYED ON A MONITOR OR SOMETHING SIMILAR.
143	EVERYTHING IS FINE.
143	HERE FOR INTERNSHIP, LOVE CALTRAIN.
143	I AM VISITING FROM INDIA. THIS IS GOOD TO TRAVEL.
143	I GAVE A 4 FOR OVERALL SERVICE BECAUSE OF THE WAIT.
143	I WOULD RECOMMEND MORE FREQUENT TICKET CHECKS ON-BOARD, ESPECIALLY AROUND 3-4 PM DURING THE SCHOOL YEAR. MANY STUDENTS BOARD WITHOUT PURCHASING A TICKET, AND UNLESS YOU ENFORCE THE POLICY, IT WILL CONTINUE.
143	MY ISSUES WITH CALTRAIN ARE WITH DELAYS THAT CAUSE ME TO NOT MAKE BART CONNECTIONS I'M PLANNING AND ONLY ONCE PER HOUR SERVICE DURING THE DAY. ALSO, THERE NEEDS TO BE A WAY FOR COMMUTERS TO TRACK TRAIN STATUS AND DELAYS IN REAL TIME ONLINE SO ALTERNATIVES CAN BE CHOSEN. MOST OF THE TIME IT'S GUESSWORK KNOWING IF A TRAIN IS COMING OR THERE IS A PROBLEM.
143	NAMES OF STATIONS SHOULD BE POSTED MORE PROMINENTLY SO THEY CAN BE SEEN FROM EVERY SEAT IN THE TRAIN. ENGINEERS SHOULD NOT BLAST THEIR HORNS SO FREQUENTLY AND LOUDLY. THERE ARE NO DIFFERENCES IN THE FREQUENCY OF SUICIDES OR ACCIDENTS IN QUIET OR REGULAR ZONES.
143	NEED MORE SEATING ON BUSY TRAINS AND DURING GIANTS GAMES. PAYING CUSTOMERS SHOULDN'T HAVE TO STAND.
143	OVERALL I LOVE HOW EASY IT IS TO COMMUTE FROM SF TO SANTA CRUZ. BUS/TRAIN CONNECTIONS CUT IT CLOSE SOMETIMES THOUGH.
143	PEAK TIMES -- THERE ARE NO SEATS.
143	SOMETIMES TRAINS ARE OVERBOOKED AND PEOPLE CANNOT GET IN, WHILE IT'S EMPTY INSIDE THE CARS. IT'S UNREASONABLE OF CONDUCTORS TO TELL PEOPLE "GET OFF THE STEPS" AND WAIT FOR NEXT TRAIN WHEN THE NEXT TRAIN IS AN HOUR AWAY. CONDUCTORS SHOULD ENCOURAGE PEOPLE TO KEEP MOVING IN AND FILLING IN SPACE INSIDE CARS.

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TRAIN	COMMENT
143	SYNCHRONIZING STOPS WITH BART FOR FASTER/BETTER TRANSFERS WOULD BE VERY HELPFUL. BEING AN HOUR LATE BECAUSE CALTRAIN LEFT AS BART ARRIVED IS VERY IRRITATING.
143	THANK YOU FOR TAKING THE TIME TO DO SURVEYS LIKE THESE. HAVE A GREAT DAY.
143	THE MOST IMPORTANT UPGRADE IS COMMUNICATION BASED, BETTER EXPLANATIONS OF DELAYS AT THE STATION, AND ON BOARD WI-FI . OVERALL, CALTRAIN IS A FORM OF TRANSPORTATION THAT I 100% RECOMMEND TO ALL MY FRIENDS WHO COMMUTE.
143	THE STATUS UPDATE SHOULD BE REAL TIME AND MORE ACCURATE.
143	THIS RESPONSE IS NOT SPECIFICALLY FOR #143, RATHER FOR GENERAL CALTRAIN EXPERIENCE.
143	WHAT DO YOU THINK ABOUT ELEVATED SIDEWALKS?
143	WHEN I GOT TO THE STATION THERE WAS NO WAY TO FIGURE OUT WHAT WAY WAS WHICH AND WHERE MY TRAIN WAS LEAVING FROM. VERY UNUSABLE DISPLAY- SHOULD SHOW: 1 DIRECTION 2. FINAL DESTINATION 3. TRAIN TYPE (BULLET, ETC.)
143	WILL BE GREAT IF THERE IS AN INFO BOARD TO SHOW HOW LONG I NEED TO WAIT FOR THE NEXT TRAIN.
150	TRAINS FREQUENTLY LATE. SOME TRAINS ARRIVE AND LEAVE EARLY -- BOTH SHOULD BE ADDRESSED.
150	ALTHOUGH I UNDERSTAND THAT INCREASING THE FREQUENCY OF TRAINS BEYOND TAMIEN (SOUTH) IS A DIFFICULT SCENARIO, PEOPLE WOULD BENEFIT IF WE HAD MORE TRAINS AT LEAST DURING PEAK HOURS.
150	BEING ABLE TO BRING YOUR BIKE IS FANTASTIC. THE FEW OFF PEAK SERVICES ARE A POINT OF IMPROVEMENT.
150	GREAT WORK, MY FRIENDS, GREAT WORK!
150	GREAT JOB DONE BY THIS SERVICE!
150	CLIPPER IS SLOW. TRAINS AT 1/2 HOUR WAIT DURING DAY.
150	COMPARED TO THE SERVICE AND CLEANLINESS IN SWEDEN THIS IS GOOD.
150	PLEASE SYNCHRONIZE WITH BART TRAINS -- POOR
150	GENERALLY SPEAKING, CALTRAIN OFFERS A GOOD SERVICE, BUT I WOULD LIKE TO SEE MORE EXPRESS TRAINS AND A WI-FI SERVICE.
150	I HATE THE NEW TYPE OF TRAIN WITH THE CLUSTERS OF SEATS THAT FACE EACH OTHER. IT'S AWKWARD.
150	I LOVE PUBLIC TRANSPORTATION AND AM A BIG SUPPORTER OF CALTRAIN. WITHOUT PUBLIC TRANSIT I WOULD NOT BE ABLE TO DO MY JOB OR SEE THE PEOPLE I LOVE. CALTRAIN IS IMPORTANT TO MY DAY TO DAY LIFE. AND PUBLIC TRANSIT IS VITAL FOR THE PLANET. YOUR JOB IS OF PARAMOUNT IMPORTANCE, THANK YOU. PLEASE CONTINUE TO DO EVERYTHING YOU CAN TO KEEP THIS SYSTEM AFFORDABLE!!!
150	LOVE CALTRAIN. PLEASE HAVE MORE TRAIN STOPS.
150	MORE FREQUENT TRAINS ARE CRITICAL. I DON'T HAVE A CAR ANYMORE. WI-FI ALWAYS HIGH PRIORITY.

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TRAIN	COMMENT
150	MORE TRAINS WITH MORE CAPACITY WOULD BE NICE. ALSO, CALTRAIN SEEMS TO BE MORE EXPENSIVE THAN OTHER PUBLIC TRANSIT OPTIONS AND SLOWER/LESS FREQUENT THAN MOST.
150	NEED MORE BIKE SPACE FOR BULLET TRAINS
150	NOT ENOUGH TRAINS RUNNING DURING THE DAY.
150	ONE TRAIN PER HOUR IS NOT ENOUGH. NEEDS TO BE 2X/HOUR DURING WORKING HOURS.
150	PRICE IS EXPENSIVE AND SOMETIMES MACHINE WON'T TAKE CASH/COIN/CARD OR WILL NOT GIVE CHANGE, BUT OVERALL VERY SATISFIED.
150	REAL GOOD!
150	RESTROOM TAP WATER SOMETIMES NOT HOT -- OVERALL GOOD.
150	SHOULD CONSIDER RESTROOMS AT MAJOR STATION.
150	SOMETIMES WHEN THERE IS ONE TRAIN EVERY HOUR AND IT'S DELAYED, IT GETS PEOPLE TO WORK LATE. TOTALLY BLOWS. I ALMOST LOST MY JOB ONCE!! CONDUCTORS ARE ALWAYS SUPER NICE AND SUPER GOOD LOOKING.
150	STOP KILLING PEOPLE.
150	THANKS FOR YOUR SERVICE.
150	THE REASON FOR THE 1 SCORES FOR CONDUCTOR COURTESY AND PERSONAL SECURITY IS THAT A CONDUCTOR [NAME REMOVED] PHYSICALLY ASSAULTED ME AND SCREAMED AT ME. THERE WAS SOMETHING WRONG WITH HIS CARD READER AND IT SAID THAT I DIDN'T TAG ON EVEN THOUGH I DID, SO HE GRABBED ME AND PHYSICALLY THREW ME OFF THE TRAIN, AND YELLED THAT I'M A MEXICAN BITCH. I'M REPORTING HIM TO THE POLICE. HE IS [DESCRIPTION REMOVED] AND WORKS ON WEEKENDS, AND I AM DEMANDING THAT YOU REMOVE THIS RACIST PREDATOR FROM CALTRAIN OR THERE WILL BE A LAWSUIT.
150	THE TRAIN SYSTEM IS OUTDATED. AND FASTER COMMUTER TRAINS ARE NEEDED.
150	THE WAY THE TRAIN CONDUCTORS TALK TO/TREAT PASSENGERS IS RIDICULOUS AND RUDE. I HAVE SEEN THE CONDUCTORS TALK DOWN TO SO MANY PEOPLE (INCLUDING ME!) OVER MINUTE THINGS. EVEN IF THE PASSENGER IS IN THE WRONG, THERE ARE WAYS OF HANDLING STICKY SITUATIONS IN A POLITE AND NICE MANNER, WHICH IN TURN MAKES ACTIVITY ON THE TRAIN SAFER FOR EVERYONE. A CONDUCTOR DOES NOT NEED TO BE RUDE IN ORDER TO DO THEIR JOB!
150	TOO EXPENSIVE! I'M A STUDENT AND HAVE TROUBLE AFFORDING IT.
150	WILL IT BE POSSIBLE TO PURCHASE A CLIPPER CARD IN ALL THE STATIONS? AIR CONDITIONING TO BE ON ALL THE TIME?? HOT RIGHT NOW. WHEN CONDUCTORS SEE PEOPLE RUNNING TO THE TRAIN AND THE DOOR IS ABOUT TO CLOSE, CAN THE CONDUCTORS WAIT A FEW MINUTES SO PEOPLE RUNNING WILL GET IN?
150	WOULD LIKE TO KNOW WHEN BOMBARDIER CARS ARE RUNNING. ONLINE INFO ON THAT SEEMS WRONG. WOULD LIKE SYSTEM FOR BIKE SECURITY ON BOARD.
151	EXCEPT CLEANING, ALL GOOD.
151	CALIFORNIA AVENUE PARKING LOT AND SHRUBS NEED TO BE BETTER MAINTAINED.

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TRAIN	COMMENT
151	CALTRAIN IS VERY EFFICIENT. THANK YOU FOR THE GREAT SERVICE!
151	CLEANER BATHROOMS CAN HELP.
151	HAVE PROBLEMS RE-CLAIMING LOST ITEMS AT YOUR SAN CARLOS ADMINISTRATIVE OFFICE (SPECIFICALLY AT&T CELL PHONE)
151	FIX SOUTH SAN FRANCISCO.
151	I LIKE YOUR TRAIN.
151	I WOULD LOVE TO SEE MORE TRAINS DURING OFF HOURS. WHEN I MISS A TRAIN, I HAVE TO WAIT FOR AN HOUR! A LOT OF TIMES, I WAS INCREDIBLY LATE TO WORK BECAUSE I MISSED A TRAIN BY A MINUTE.
151	I'VE BEEN TAKING THE TRAIN FOR A LONG TIME AND I REALLY ENJOY BEING RELAXED DURING MY TRIP. I READ AND JUST REST. THANK YOU.
151	IT IS FUN SITTING ON THE TOP NOW. I THINK IT IS NICE SITTING ON THE TWO SEATERS SO I CAN SIT WITH SOMEONE.
151	MORE INFO AND STOPS FOR BAYSHORE STATION.
151	NERVE WRACKING! SAN CARLOS STATION: NERVE WRACKING, 1ST TIME RIDER. THE VENDING MACHINES SHOULD BE CLEARLY MARKED THAT YOU CAN BUY PARKING THERE AT THE SAME MACHINE AS THE TRAIN TICKET. I LOOKED ALL OVER FOR A PARKING MACHINE AND NO ONE ON THE PLATFORM KNEW WHERE TO BUY PARKING TICKET.
151	OVERALL I HAVE NO COMPLAINTS. FOR THE STATIONS I DO USE (SUNNYVALE) I WOULD LIKE TO SEE ONE OR MORE CLIPPER TAG ON/OFF MACHINES.
151	OVERALL VERY HAPPY WITH CALTRAIN.
151	PARKING AND TICKETS ARE TOO EXPENSIVE.
151	PLEASE FIX THE PLUMBING ON THE BOMBARDIER CARS. I CAN SMELL THE TOILET CHEMICALS EVERY TIME I USE A CAR WITH A BATHROOM ON IT. IT'S A HORRIBLE SMELL.
151	SOUTH SAN FRANCISCO STATION NEEDS IMMEDIATE RENOVATION.
151	TOO MUCH \$\$\$ FOR COMMUTES. MORE TICKET CHECKERS TO LOWER COST BY ENSURING ALL RIDERS PAY. LOCAL DISCOUNTS???
151	WHAT'S UP WITH RAISING THE FARE BY 25 CENTS? I DON'T LIKE IT. DISSATISFIED WITH THIS CHARGE.
190	A 24 NOW TICKET SHOULD BE 24 HOURS! AND MAKE YOUR MACHINES TAKE DEBIT!
190	AT THE STATION, WHEN CALTRAIN COMES AND STOPS, WALK-THROUGH BARRIERS SOMETIMES DON'T OPEN UP UNTIL IT LEAVES, SO PEOPLE COULDN'T WALK THROUGH TO THE TRAIN, AND THEY MISS IT. (MOUNTAIN VIEW STATION, 8:07 AM TOWARDS SAN FRANCISCO). IT HAPPENS AT LEAST TWICE EVERY WEEK.
190	CALTRAIN IS TOP DOG .
190	CAN RUSH HOUR PM SOUTHBOUND TRAINS (LIMITED, BULLETS AND BABY BULLETS) STOP AT 22ND ON THEIR WAY SOUTH?
190	CONNECTIONS FOR MY PHONE ARE A PLUS!
190	COULD BE FASTER/MORE TRAINS. LIKE THE WAY IT'S SUPER CLEAN .
190	DECREASE COST; PAY FOR PARKING ONLINE.

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TRAIN	COMMENT
190	ELECTRIFICATION AND ONBOARD WI-FI WOULD BE GREAT. CALTRAIN IMPROVES MY QUALITY OF LIFE AND I REALLY APPRECIATE THE CURRENT SERVICES.
190	HARD TO FIND WHAT STATIONS ARE INVOLVED WITH "LIMITED ROUTE" FOR EXAMPLE PALO ALTO TO BURLINGAME.
190	I AM QUITE SATISFIED WITH THE SERVICE. I WOULD LIKE TO THANK YOU FOR YOUR EFFORT.
190	I HAVE BEEN RIDING CALTRAIN FOR ABOUT 20 YEARS. THE 2 MOST FRUSTRATING THINGS ARE: MANY DELAYS/NOT GETTING ANY INFORMATION THUS UNRELIABLE IF YOU NEED TO BE IN MEETINGS AT WORK; AND WHEN DELAYED, I END UP BUYING A BART TICKET AND COMMUTING, THUS I AM NOT REIMBURSED FOR THE NUMEROUS DELAYS AND I SPEND ADDITIONAL MONEY ON BART.
190	I LOVE CALTRAIN.
190	I REALLY ENJOY WHEN THE STAFF HAS A WARM GREETING AND SENSE OF HUMOR. IN PARTICULAR, I LIKE WHEN THE ANNOUNCERS SOUND HAPPY AND SOOTHING IN THE MORNING. KEEP UP THE GREAT WORK, AND THANKS FOR ALL YOU DO TO ACCOMMODATE US!
190	I REALLY LIKE CALTRAIN! MY ONE REQUEST WOULD BE TO INCLUDE MORE (AND LATER) SOUTHBOUND TRAINS FROM THE SAN FRANCISCO STOP IN THE EVENINGS, PARTICULARLY ON WEEKENDS.
190	I RIDE THE TRAIN DAILY. SERVICE IS PRETTY GOOD, BUT DELAYS SHOULD BE SHORTER. WAITING FOR BACKUP CREW IS UNACCEPTABLE. NON-BIKE RIDERS SHOULD NOT RIDE IN BIKE CAR. OFTEN IT'S DONE NOT BECAUSE OF LACK OF SEATS, IT'S LAZINESS, (CLOSER TO BIKE CAR).
190	I USED TO DEBOARD AT MOUNTAIN VIEW COMING FROM SF IN THE EVENINGS. GETTING OFF THE TRAIN WAS CRAZY. I ROUTINELY HAD TO ELBOW MY WAY THROUGH THE CROWD TRYING TO GET ON BOARD. IT WOULD BE GREAT TO HAVE QUEUE CONTROL SO THAT PEOPLE CAN ACTUALLY GET OFF THE TRAIN. LOVE MY GO PASS! THANKS FOR THE HARD WORK.
190	I WOULD LIKE TO SEE MORE SERVICE TO THE BLOSSOM HILL STATION BOTH MORNING AND NIGHT.
190	INSTALL VENDING MACHINES WITH WATER AT THE STATIONS OR WATER FOUNTAINS. ASK PEOPLE TO TAKE THEIR BAG DOWN TO CREATE MORE SPACE. THANK YOU!
190	IT'S REALLY HELPFUL TO KNOW BEFORE I GET ON A TRAIN IF THERE IS AN INCIDENT THAT WILL DELAY OR EXTEND THE RIDE. THIS HAS GOTTEN BETTER, BUT I SOMETIMES FEEL LIKE TWITTER REQUESTS THIS FASTER THAN CALTRAIN.
190	MAKE WEEKEND SERVICES 2X AN HOUR.
190	MORE BIKE CARS AND ENFORCING SUGGESTION OF HAVING ONLY BIKE RIDERS IN THE BIKE CARS. BIKE CARS WITH HIGHER CAPACITY ARE PREFERRED. IN INSTANCES WHERE TRAINS ARE DELAYED BY A LONG PERIOD OF TIME, BETTER COMMUNICATION WITH PASSENGERS IS PREFERRED.



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TRAIN	COMMENT
190	MY BIG ISSUE WITH CALTRAIN IS THAT AFTER THE 6:28 TRAIN FROM SF, TRAINS ARE HOURLY TO BURLINGAME.
190	NEWER TRAINS WOULD HELP OVERALL DOING A GOOD JOB
190	NO SHELTER AT PALO ALTO STATION TO PROTECT FROM RAIN OR SUN
190	OVERALL GOOD SERVICE, BUT THE TRESPASSERS HAVE BEEN CAUSING A LOT OF DISRUPTION.
190	PERSONALLY ENJOY THE SINGLE SEAT ROW TRAINS MORE!
190	PURCHASING OF MONTHLY TICKETS. IT'S INCONSISTENT TO DO SO ON WALGREENS. WHEN THE TRAIN IS DELAYED FOR MORE THAN 20 MINUTES, I'D APPRECIATE KNOWING WHY.
190	THANK YOU FOR ADDING A 3RD BIKE CAR TO BOMBARDIER FLEET. TOP PRIORITIES FOR CONTINUED IMPROVEMENT. SHORTER WINDOWS IN PM PEAK- 5 PM THROUGH 8PM SOUTHBOUND. WI-FI ON BOARD. REDUCE OVERCROWDING IN AM PEAK SOMEHOW.
190	THE ENGINEERS LEAN ON THE HORN WAY TOO MUCH. FOLKS CAN SEE, FEEL, AND HEAR THE TRAIN WITHOUT ALL THE ADDED NOISE. ALSO, \$11.50 ROUND TRIP SAN MATEO TO 22ND IS A BIT STEEP FOR THE WORKING CLASS. THANK YOU.
190	TRAIN DELAYS DUE TO MECHANICAL FAILURES SHOULD BE AVOIDED AS IT CAUSES HUGE DELAYS AND WORSE TRAVEL TIMES.
190	UNLESS I'M AT THE STATION, I DON'T HAVE ACCURATE DELAY UPDATES. APP NEEDS TO BE MORE ACCURATE. SHOULD CLEARLY INDICATE BATHROOM LOCATIONS.
190	VERY BAD
190	WE NEED MORE TRAINS! WE ARE PACKED IN LIKE SARDINES ON THE 217 IN THE MORNING.
190	WI-FI!!!
190	YOU NEED MORE BIKE RACKS! ALSO, ONE OF THE BOMBARDIER CARS HAS A BATHROOM THAT BACKS UP AND IT SMELLS OF SEWER GAS THAT IS SO STRONG IT CAN MAKE YOU COUGH FROM THE GAS SMELL.
192	BIKE CARS ARE GREAT.
192	GREAT JOB.
192	I LOVE CALTRAIN.
192	I RECOMMEND HAVING MORE SEATS ON RUSH HOUR TRAINS.
192	I REQUEST MORE FREQUENT BULLET TRAINS, ESPECIALLY FROM TAMIEN SINCE I AM INTERESTED IN MOVING TO THE AREA NEAR TAMIEN STATION. THANK YOU.
192	I TAKE CALTRAIN VIRTUALLY EVERY WEEKDAY AND OVERALL, I HAVE BEEN VERY HAPPY WITH THE SERVICE. THERE ARE OCCASIONAL IRRITATIONS, LIKE DELAYS AND ANNOYING PEOPLE, BUT I FEEL YOU GUYS DO AN AWESOME JOB AND I GREATLY APPRECIATE IT. THANK YOU!
192	MANY OF THE TRAIN CONDUCTORS SEEM TO HAVE A POWER TRIP OF SOME SORT.

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TRAIN	COMMENT
192	MOBILE ALERTS ON DELAYS WOULD DO MUCH TO IMPROVE RIDER SENTIMENT. NO ONE LIKES TO ARRIVE TO A STATION AND FIND OUT THE TRAIN HAS BEEN DELAYED AND DOESN'T KNOW WHEN IT WILL LEAVE. ALSO, ASK CONDUCTORS TO ENFORCE -- NOT JUST ANNOUNCE -- PEOPLE KEEPING THEIR FEET OFF THE CHAIRS. OVERALL HAPPY WITH CALTRAIN.
192	MORE BIKE SPACES WOULD BE A PLUS.
192	MORE SEATS!!!!!!!!!!!!!!!!!!!!!! MORE BIKE CARS.
192	MOSTLY GREAT EXPERIENCE. HARD TIME KNOWING WHERE TO ENTER TRAIN TO GET SEAR IN MORNING. WOULD RIDE MORE FREQUENTLY IF ONBOARD WI-FI.
192	NEED A BETTER SEAT LAYOUT AND DESIGN.
192	NOT ENOUGH PARKING AT DIRIDON. ALSO, CLIPPER SHOULD HAVE MORE INSTRUCTION -- I BOUGHT A MONTHLY PASS AND ASSUMED I HAD TO TAG ON AND OFF EVERY TIME, THEN RAN UP A NEGATIVE BALANCE ON MY CARD. WAS NEVER TOLD I DIDN'T NEED TO SWIPE ON /OFF EVERY TIME UNTIL I CALLED CUSTOMER SERVICE.
192	OVERALL VERY SATISFIED WITH CALTRAIN. WOULD LOVE TO SEE SCHEDULES MATCH WITH VTA LIGHT RAIL MORE FREQUENTLY.
192	RECENT CALTRAIN SCHEDULE CHANGE (4/4/16) HAS RESULTED IN AN OUT OF SYNC MUNI LIGHT RAIL AND BUS TRANSFERS, ADDING 5-10 MINUTES TO AM COMMUTE AND 15-30 FROM DOWNTOWN/SUNSET. VIRTUALLY IMPOSSIBLE TO LEAVE AT 5:15 PM FROM UCSF PARNASSUS AND GET 6:12 PM DUE TO IRREGULAR/UNSYNCHRONIZED MUNI TRAINS. ARRIVE 1 MINUTE LATE CONSISTENTLY.
192	THE CLIPPER CARD MACHINES ARE JUST TERRIBLE, IT TAKES SO LONG TO ADD VALUE TO THEM. IT IS THE MAJOR COMPLAINT I HAVE AND THEY MUST BE AN EMBARRASSMENT TO CALTRAIN MANAGEMENT.
192	TO HELP CUSTOMERS IT WOULD HELP IF WE KNEW WHERE OUR TICKET MONEY GOES. THE LAST INCREASE -- WAS IT TO HELP CALTRAIN IMPROVE SERVICE? IT WOULD HELP TO REDUCE THE COST. WI-FI WOULD ALSO BE MUCH APPRECIATED.
192	TOOK ME A LONG TIME TO RECHARGE MY CLIPPER CARD AT A MACHINE (IN SF) THAT WOULD BE HIGHEST PRIORITY FOR ME.
192	TRAINS COULD RUN FASTER TO SAVE TIME.
192	WHILE MANY FRIENDS I HAVE WOULD BENEFIT FROM INCREASED AVAILABILITY OF PURCHASING CLIPPER PRODUCTS DIRECTLY AT STATIONS, THE GREATEST BENEFIT WOULD BE INCREASED SERVICE. MY HOME STATION HAS NO EXPRESS TRAINS, AND THEREFORE FEWER ENTRIES INTO ITS SERVICE SCHEDULE.
192	WHY DOES IT TAKE SO LONG TO MODERNIZE CALTRAIN? BY THE TIME IT'S FINISHED, AROUND 2050, IT'LL BE SO OUTDATED.
192	WHY SO EXPENSIVE?
192	WITH RECENT SCHEDULE CHANGES, A TRAIN I REGULARLY TAKE SO OFTEN ARRIVES AT HILLSDALE A FEW MINUTES EARLY. THIS IS A PROBLEM, AS IT LEAVES BEFORE THE SCHEDULED ARRIVAL AND I MISS IT. IT'S THE 7:33 AM AT HILLSDALE TO SF.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
195	5- VERY SATISFIED.
195	BEST PUBLIC TRANSPORTATION MODE THAT I HAVE EVER USED.
195	BIGGEST IMPROVEMENTS WOULD BE : 1. MORE INFORMATION ABOUT DELAYS/REAL TIME UPDATES. 2. MORE FREQUENCY/EVENLY SPACED STOPS AT REDWOOD CITY AND CALIFORNIA AVENUE (E.G. IN THE MORNING, 3 TRAINS STOP AT REDWOOD CITY IN A 15 MINUTE PERIOD AND THEN THERE ARE NONE FOR 45 MINUTES) 3. ON BOARD WI-FI
195	CALTRAIN IS GREAT, BUT TOO EXPENSIVE.
195	CALTRAIN NEEDS WI-FI!!!!
195	EVERY THING IS OK.
195	EVERY TRAIN SHOULD STOP AT EVERY STATION. I ARRIVE AT WORK AN HOUR EARLY AND GET HOME AN HOUR LATE BECAUSE OF THE BABY BULLET SKIPPING MY STATION. NO ONE DESERVES A FASTER COMMUTE MORE THAN ANYONE ELSE. EVERY STATION, EVERY TIME, EVERY TRAIN.
195	EXTENDED SERVICE AFTER MIDNIGHT ON WEEKENDS.
195	I AM FROM OUT OF TOWN, SO THIS REFLECTS MY LIMITED EXPERIENCE.
195	I DON'T RIDE OFTEN, BUT WHEN I DO I NEED WI-FI
195	I ENJOY CALTRAIN. I WAS RECENTLY INJURED AND COMMUTED WITH CRUTCHES FOR EIGHT WEEKS. STAFF WAS HELPFUL. PUBLIC TOOK UP THE PRIORITY SEATING AND I FELT IT WAS RUDE. I DID NOT KNOW ABOUT THE BLUE HANDICAPPED SQUARE FOR BOARDING ASSISTANCE UNTIL AN EMPLOYEE TOLD ME.
195	I FIND THAT THE SEATS FACING EACH OTHER CAN BE UNCOMFORTABLY PACKED.
195	I HAVE GOOD EXPERIENCES USING CALTRAIN. EVERY DAY I AM GOING TO SCHOOL BY CALTRAIN FROM HAYWARD PARK TO BELMONT. UNFORTUNATELY, SOMETIMES I AM FEELING DISAPPOINTED BECAUSE SOMETIMES CALTRAIN IS 5 MINUTES LATE OR EVEN MORE. I WAS LATE TO SCHOOL BECAUSE THE TRAIN WAS LATE BY MORE THAN 20 MINUTES
195	I HAVE RUN INTO SEVERAL TRANSIENTS THAT HAVE BOARDED WITHOUT PAYING (WITNESSED). THEY WERE SOILED AND EXTREMELY DIRTY. IF THEY HAVE A PLACE TO BE, I UNDERSTAND; HOWEVER, THE CLEANLINESS GOES DOWN.
195	I LIKE HOW THE NEWER TRAINS ACCOMMODATE ONBOARD INDIVIDUALS BETTER THAN THE OLDER TRAINS.
195	I LOVE RIDING CALTRAIN! IT'S SO COMFY AND I'VE BEEN ON THE TRAIN SO MUCH IT FEELS LIKE HOME. PEOPLE ARE SO NICE. I ONCE TALKED TO A SECURITY GUARD AT CALIFORNIA AVENUE AND HE TOLD ME STORIES ABOUT HOW HE'S SAVED PEOPLE FROM SUICIDE AND TALKED THEM OUT OF IT. ALSO, ONE TIME I SAW A TRAIN DRIVER WITH HIS DOG! IT WAS SO CUTE. IT ISN'T JUST THE EMPLOYEES, PEOPLE ON BOARD ARE SUPER NICE. I'VE HAD SO MANY GREAT CONVERSATIONS WITH PEOPLE. THANK YOU CALTRAIN!
195	I WOULD PREFER TO HAVE BETTER COORDINATION BETWEEN CALTRAIN AND BART. OFTEN BART HAS A 5 MINUTE DELAY BUT CALTRAIN DOES NOT WAIT.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
195	I'VE ALWAYS THOUGHT IT WOULD BE NICE TO HAVE AN EXERCISE OR MUSIC CAR WHERE THERE'S MORE GOING ON FOR PASSENGERS IN THE COMMUTE TIME, OR MORE CALTRAIN SPONSORED MUSICIANS AT THE STATIONS. WOULD ALSO BE GREAT TO HAVE MORE/ FASTER BULLETS.
195	I'VE BEEN RIDING CALTRAIN ALMOST DAILY FOR MANY YEARS. I RIDE IT BECAUSE THERE ARE NO OTHER OPTIONS. THE EXPERIENCE KEEPS GETTING WORSE. MY BIGGEST COMPLAINT IS THE BLOWING HORNS WHILE THE FRONT CAR IS STILL ON THE PLATFORM. IT'S DEAFENING AND STARTLING AND YOU SHOULD NOT DO THIS. THIS PROBLEM SEEMED TO START ABOUT 2 YEARS AGO -- THE HORNS DIDN'T BOTHER ME BEFORE THAT. THERE IS NO NEED TO BLOW THE HORNS WHEN THE TRAIN IS ON THE PLATFORM. PLEASE STOP!
195	KEEP UP THE GOOD WORK. YOU GUYS ARE AWESOME.
195	SINCE YOU RAISED PRICES SO MUCH, PLEASE HAVE ONBOARD WI-FI. I COMMUTE AN HOUR EVERY DAY EACH WAY, AND BEING ABLE TO WORK ON PRESENTATIONS WOULD BE A LIFESAVER. ALSO, MORE OUTLETS WOULD BE NICE. ON A SIDE NOTE, RAISING PRICES SO MUCH HURT ME AS A COLLEGE STUDENT ON A TIGHT BUDGET. I SPEND \$15.50 EVERY DAY FOR CALTRAIN. CAN DE ANZA STUDENTS GET THEIR ECO PASS EXTENDED TO INCLUDE CALTRAIN? THAT WOULD BE AMAZING. THANK YOU!
195	SOMETIMES DELAYS ARE MUCH LONGER THAN STATED AT STATIONS (E.G. A 4 MINUTE DELAYS TURNS INTO A 90 MINUTE DELAY)
195	THE ANNOUNCEMENTS SPEAKER ON THE SOUTHBOUND SIDE OF MENLO PARK STATION HAS BEEN BROKEN FOR MONTHS. MORE SHADED AREAS AT STATIONS WOULD BE GREAT.
195	THE ONLY ISSUE THAT I HAVE EVER HAD ON THE TRAIN IS THE BATHROOM. TAKING CALTRAIN FOR AN HOUR EACH WAY EVERY DAY, SOMETIMES YOU'VE GOT TO GO. IT'S NOT A PLEASANT EXPERIENCE.
195	THE SCHEDULE AND TRAIN INFORMATION IN THE DIRIDON STATION IS VERY CONFUSING. I HAVE A HARD TIME FIGURING OUT WHICH PLATFORM I NEED TO GO TO.
195	YOUR AWESOME!
197	1) TRAINS ARE GENERALLY FAR TOO SLOW AND TOO BUMPY. 2) CAN'T BUY TICKETS WITH APP -- THAT'S TERRIBLE! 3) TRAIN DOESN'T GO TO AIRPORT -- THAT'S BAD. BUT WORSE IS THAT OFTEN I CAN'T BUY A TICKET FOR THE AIRPORT FROM MILLBRAE STATION BECAUSE LINE IS TOO LONG. YOU MISS THE TRAIN![Q6] AT MILLBRAE STATION FAR TOO FEW MACHINES. [Q.17] TOO ROUGH. TOO SLOW. [Q20C.] DUMP CLIPPER! MAKE AN APP STUPID!
197	BIKE PROCESS, SUPPORT, AND RULE ENFORCEMENT SUPPORTING BICYCLISTS, BECAUSE 20 YELLOW STICKERS TELLING BICYCLISTS WHAT TO DO IS VERY POOR. REDUNDANT TICKET TAGGING PROCESS ARCHAIC AND INEFFECTUAL. NEED MORE TRAINS THAN 1 PER HOUR AFTER 7:30.
197	AWESOME AND MORE BULLET TRAINS ESPECIALLY ON WEEKENDS.
197	EXCELLENT SERVICE.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
197	FOR SOME STRANGE REASON, THERE HAVE BEEN NO SCHEDULES ON THE TRAIN FROM REDWOOD CITY TO SANTA CLARA. I'M NOT SURE WHY, BUT I WOULD LIKE IT IF I WERE ABLE TO GET A COPY OF THE SCHEDULE WHEN I BOARD THE TRAIN.
197	HAD SOME TROUBLE LOADING REAL-TIME SCHEDULE ONLINE.
197	I LIKE CALTRAIN. ONLY HAD ONE EMPLOYEE RUDE TO ME THE ENTIRE TIME I HAVE TAKEN CALTRAIN. VERY PLEASED WITH THE SERVICE AND I JUST WISH YOU GUYS HAVE EARLIER AND LATER TIMES ON WEEKENDS.
197	I WOULD LIKE MORE FREQUENT TRAINS.
197	I WOULD SAY CALTRAIN IS AWESOME WHEN ON THE BOMBARDIER TRAIN. 5 STAR. THE OLDER ONES NOT SO UP TO DATE.
197	IT SEEMS RATHER SILLY THAT YOU CAN'T SCAN A CLIPPER CARD ON BOARD TRAINS. ALSO BETTER INTEGRATION OF SAMTRANS BUS SCHEDULES WOULD MAKE A LOT OF SENSE.
197	IT'S GREAT!
197	MORE FREQUENCY IN THE EVENING AND LATE NIGHT ON THE WEEKENDS.
197	MORE PARKING SPACES IN MILLBRAE STATION PLEASE. WI-FI WOULD BE AWESOME TOO!
197	MY HUSBAND IS INDIAN AND HAS A CALTRAIN PASS FROM WORK WITH HIS PHOTO ON IT. OUR CALTRAIN CONDUCTOR COULDN'T RECOGNIZE HIM EVEN THOUGH THE PHOTO HAD BEEN TAKEN 2 WEEKS PRIOR, AND INSISTED IT WASN'T HIM. I THINK CONDUCTORS SHOULD RECEIVE TRAINING IN RECOGNIZING PEOPLE OF OTHER RACES AND ETHNICITIES (THE CONDUCTOR WAS WHITE).
197	NOT HAPPY WITH THE LIMITED ACCESS TO SOUTH VALLEY OR "GILROY" ONLY COMMUTERS ON WEEKDAYS -- 3 UP AND 3 DOWN.
197	OVERALL, I REALLY LIKE CALTRAIN. THE LOST AND FOUND SYSTEM IS HORRIBLE AND BY FAR MY BIGGEST COMPLAINT. THERE IS ONE CONDUCTOR WHO IS A BIT RUDE, BUT MOST CALTRAIN EMPLOYEES ARE QUITE NICE AND FRIENDLY.
197	THE STATE OF THE TRAINS DURING A GIANTS GAME IS TERRIBLE. WAY OVERCROWDED; DRUNK PEOPLE SPILLING DRINKS EVERYWHERE. I ALSO WISH SHUTTLES (PACIFIC SHORE/ REDWOOD CITY) WERE BETTER ALIGNED WITH THE TRAINS' TIMING. OTHERWISE, THANKS FOR MAKING MY WORK COMMUTE POSSIBLE. I RELY ON YOU EVERY DAY AND VERY MUCH APPRECIATE WHAT YOU DO.
197	WHEELCHAIR SERVICE SEEMS OUTDATED. LAST NEW SCHEDULE WAS NOT ON APP. THANK YOU FOR 3 BIKE CARS! RUSH HOUR COMMUTE HOME DURING GIANTS GAME IS RIDICULOUS. RIDERSHIP ALL TIME HIGH, BUT \$ GOING UP?
206	BACK OF THIS TRAIN (LAST CAR SOUTHBOUND 6:28 AM) SMELLS VERY BAD. ONE TIME WASN'T INFORMED TRAIN WAS GETTING OFF SERVICE EARLY BECAUSE OF A FATALITY UNTIL ON TRAIN. CONDUCTORS ARE ALL GOOD PEOPLE, GOOD JOB.
206	CALTRAIN IS THE BEST TRANSPORTATION MODE IN THE BAY AREA. WI-FI AND NEW TRAINS WOULD BE A BONUS -- AND MORE BULLET TRAINS. RESTROOMS ARE PROBABLY THE BIGGEST NEGATIVE ABOUT THE TRAIN AND THE SF STATION IS OFTEN FILTHY. OTHERWISE I'M VERY HAPPY WITH MY COMMUTE. THANK YOU.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
206	ELEVATOR SERVICE AT STATIONS WITH STAIRS WOULD GREATLY BENEFIT THOSE WITH MOBILITY ISSUES (22ND ST.)
206	ENFORCE NO SMOKING AT STATIONS.
206	FOR THE CLEANLINESS PIECE -- THE SMELL AND HUMIDITY OF THE TRAIN IS WHAT BOTHERS ME MOST. ALSO, WHEN THERE ARE DELAYS, I WISH WE COULD HEAR WHAT TRAIN IT IS WHEN WE BOARD. OFTEN WE'LL BOARD AND THERE ARE NO ANNOUNCEMENTS.
206	TAKING BART FOR A FEW YEARS, AND NOW I'VE BEEN TAKING CALTRAIN FOR A MONTH BECAUSE OF NEW JOB. IT'S WAY DIFFERENT THAN BART. IT'S CLEAN, SO MUCH ROOM, AND PEOPLE ARE MORE CALM -- EVEN AT RUSH HOUR. I LIKE THE WHOLE ENVIRONMENT.
206	GENERALLY ALRIGHT BUT CAN BE IMPROVED.
206	GET WI-FI, MORE TICKETING MACHINES, DO AWAY WITH CLIPPER. IT SUCKS.
206	I BUY FARE WITH FEDERAL GOVERNMENT TRANSERVE CARD, WHICH I CAN ONLY DO AT CALTRAIN/SAMTRANS OFFICE IN SAN MATEO OR CLIPPER KIOSK AT EMBARCADERO STATION IN SAN FRANCISCO. MORE OPTIONS WOULD HELP. WALGREEN'S USED TO FILL THIS NEED. MORE CALTRAIN STATIONS WITH TICKET SERVICE MIGHT HELP THIS PROBLEM.
206	IF THERE WAS A TIMED TRAIN FOR TRANSFER FROM BUS FROM SANTA ROSA I'D BE STOKED.
206	I'VE SEEN SIGNIFICANT IMPROVEMENT IN THE LAST YEAR IN HANDLING DELAYS AND COMMUNICATION. I LOVE CALTRAIN AND APPRECIATE THE FOCUS ON MAKING THE EXPERIENCE BETTER.
206	MAKE CLIPPER TAG BOXES AT PALO ALTO, SPECIFICALLY AT NORTH END OF STATION. ON BOARD PAYMENT.
206	MAKE MORE STOPS AT BAYSHORE STATION.
206	NEED MORE ENFORCEMENT ON 'NO FEET AND SHOES ON SEATS'. BETTER AND MORE ORGANIZED BUS BRIDGE DURING TRAIN ACCIDENT.
206	NEED TO CONNECT CLIPPER ACCOUNT TO CONDUCTORS' ELECTRONIC READER. CONDUCTOR SHOULD BE ABLE TO SEE MONEY ON CLIPPER CARD AT ALL TIMES. PROCESSING TIME FOR CLIPPER CARD TO BE ACTIVE IS TOO LONG (5-10 DAYS).
206	NEVER ON TIME! IS IT THAT HARD? YOU CHANGE THE TIMES AND MAKE IT WORSE. STOP CHANGING TIME! TRAIN 206 ALWAYS LATE TO HILLSDALE, THEN MAKE ME LATE TO PALO ALTO.
206	PLEASE UPDATE PDF SCHEDULES ONLINE! NOT UP TO DATE.
206	SOMETIMES THE CLIPPER MACHINES DON'T WORK IN SF. ALSO, IF THE CONDUCTOR WOULD ANNOUNCE A DELAY AS HE/SHE COMES ACROSS IT (LESS THAN 10 MINUTES) THAT WOULD PROBABLY GO A LONG WAY TOWARDS LESSENING RIDER FRUSTRATION WHEN THERE IS A DELAY. COMMUNICATION! OTHERWISE, YOU GUYS ARE TERRIFIC!
206	THE TRAINS NEED BETTER AIR CONDITIONING IN THE SUMMER. THE TRAINS SMELL OF EXCREMENT IN THE AFTERNOON.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
206	WHEN THERE IS A FATALITY AND I HAVE TO RETURN WHERE I STARTED I GET CHARGED FOR A FULL TRIP, THUS MESSING UP MY BALANCE. THINK IT SHOULD BE ONE WAY. SHOULD BE FIXING THIS IMMEDIATELY.
206	WI-FI
206	WI-FI! WI-FI! WI-FI! WI-FI!
206	YOU NEED NEW CONDUCTORS THAT ARE NOT SO MEAN.
207	BETTER POLICING OF PEOPLE WITHOUT BIKES IN THE BIKE CAR ON CROWDED TRAINS.
207	CAN YOU DO SOMETHING TO NOT TAG OFF IF I HAVE THE MONTHLY PLAN? I FORGOT ONCE AND IT COST TOO MUCH!
207	CLIPPER CARD TERMINALS WHICH DON'T TAKE 5 MINUTES TO RECHARGE CARD ARE NEEDED AT EVERY STATION, OR RECHARGE ONLINE WHICH DOESN'T TAKE 10 DAYS AND DOESN'T REQUIRE LOG ON AND OFF -- LIKE STATION TERMINALS AND WALGREENS.
207	CONDUCTORS NEED TO MONITOR NON-BICYCLIST RIDERS TAKING UP SEATING ON BIKE CARS.
207	DURING EXTREME DELAYS (E.G. COLLISION) THE BUS BRIDGE NEEDS TO ARRIVE MUCH QUICKER AND HAVE MORE CAPACITY. AFTER BEING LET OFF THE TRAIN, I HAVE WASTED 30+ MINUTES BEFORE FINDING ALTERNATIVE TRANSPORTATION AND NEVER SEEN THE BUS BRIDGE ARRIVE.
207	I THINK CALTRAIN IS A BETTER CHOICE THAN DRIVING ALTHOUGH IT TAKES LONGER.
207	IF THE PRICES FOR MONTHLY PARKING ARE GOING UP- MAY I SUGGEST REPAVING THE EAST HILLSDALE PARKING LOT? THERE ARE POTHOLES THAT NEVER GET FIXED AND YOU CAN'T READ HALF THE NUMBERS.
207	IN MY OPINION , THE BIGGEST PROBLEM WITH CALTRAIN SERVICE CONTINUES TO BE OVERCROWDED TRAINS DURING COMMUTE HOURS.
207	IS THERE ANY WAY TO ADD MORE RESTROOMS TO THE OLDER TRAINS? OR TO ADD SIGNS IN EACH CAR NOTING THE DIRECTION TO THE CLOSEST RESTROOM? AND ON THE NEW TRAINS ESPECIALLY, CAN CONDUCTORS MAKE IT CLEAR THAT NON-BIKE PASSENGERS SHOULD CHOOSE SEATS NOT ON THE FIRST FLOOR OF THE BIKE CARS -- IT'S HECTIC ENOUGH IN THOSE SPACES ALREADY!
207	I'VE BEEN RIDING CALTRAIN FOR QUITE SOME TIME AND I THINK IT'S AN EXCELLENT SERVICE.
207	MONTHLY PASSES SHOULD NOT BE SO EXPENSIVE.
207	MORE TRAINS DURING COMMUTE HRS! PLEASE! MORE BIKE CARS FOR THOSE BUSY TIMES TOO
207	NEED BETTER BIKE CARS AND ADDITIONAL BIKE CARS.
207	NEED MORE PREVENTIVE MEASURES AGAINST SUICIDE JUMPERS.
207	SHOULD BE ABLE TO BOARD TRAINS IN SF AT LEAST 15 MINUTES BEFORE DEPARTURE.
207	SIGNAGE IS POOR. YOU CAN'T TELL WHAT TRAIN TO BOARD WHEN THERE ARE TWO WAITING.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
207	STATIONS: TRAINS STOPS IN FRONT OF WHEELCHAIR RAMP LEAVING NO PATH FOR PASSENGERS TO GET IN/OUT. NEED TO INDICATE WHERE DOORS OPEN ONBOARD; ENFORCE NO TALKING LOUD ON PHONE (RUDE). WOULD LIKE MORE DELAY ALERTS VIA SMARTPHONE. IMPROVED BICYCLE CAPACITY AND RULES, IT'S A FREE FOR ALL NOW WITH NON-BICYCLE PASSENGERS MIXED IN "FIGHTING" FOR SAME SEATS AND WHAT NOT.
207	THE BIGGEST PROBLEM IS OVERCROWDING ON THE SOUTHBOUND AFTERNOON TRAINS. IT IS GETTING WORSE.
207	THE TIMING OF THE ANNOUNCEMENTS OF THE INCREASE IN CALTRAIN PARKING LOT PRICE INCREASE WAS TOO LATE FOR ME TO PUT IN FOR IT ON MY EMPLOYER PARK N' RIDE REIMBURSEMENT. IT IS SOMETIMES FRUSTRATING WHEN THE REASON FOR TRAIN DELAYS ISN'T MADE CLEAR. THE TRAINS ARE SO CROWDED AT COMMUTE TIMES. I HOPE WE CAN GET MORE TRAIN CAR CAPACITY SOON. I LIKE CALTRAIN. IT WORKS VERY WELL FOR ME MOST OF THE TIME. THANK YOU.
207	VERY SATISFIED; NEED TO INCREASE MORE TRAINS FROM BLOSSOM HILL. THANK YOU.
207	WE NEED WI-FI ASAP. WE ARE IN SILICON VALLEY AND NOT CONNECTED BY INTERNET.
207	WHEN TRAINS ARE DELAYED, VERY LITTLE INFORMATION IS NORMALLY FORTHCOMING AT SF STATIONS. CONDUCTORS HAVE GENERALLY IMPROVED WITH THEIR NOTICES IF THERE IS AN INCIDENT.
216	[Q21] COMMUTE M - F.
216	PLEASE MAKE SURE SEATS FOR SENIORS LEFT AVAILABLE -- COURTESY LACKING WITH SOME YOUNGER PASSENGERS.
216	AS A NON SILICON VALLEY NATIVE, I WAS SURPRISED AT NO WI-FI ON TRAINS. OVERALL CALTRAIN DOES A VERY GOOD JOB. TRAINS IN UK AND AUSTRALIA (WHERE I HAVE ALSO USED) HAVE FLIP DOWN TRAYS ON SEAT BACKS YOU CAN PUT A LAPTOP ON WHICH WOULD BE GREAT, AS I USE THE COMMUTE TO TALK. THE STAFF ARE CONSISTENTLY TERRIFIC -- COURTEOUS, PROFESSIONAL AND OFTEN FUNNY.
216	AT MINIMUM CALTRAIN IS SERVICEABLE, BUT NEEDS A LOT OF IMPROVEMENTS. MORE TICKET STATIONS, ESPECIALLY AT BURLINGAME (ONLY 1). WI-FI WOULD BE AMAZING. AIR CONDITIONING IS NEEDED. NEED IMPROVEMENTS TO TRAIN DELAYS. SINGLE TRACKING IS HORRIBLE. STAFF IS GREAT, BETTER COMMUNICATION IS NEEDED
216	BE SURE TO ADD WI-FI!
216	CALTRAIN HAS BEEN PROVIDING GREAT SERVICE. HOWEVER, THERE WAS AN INCIDENT WHERE I WAS BLOCKED FROM EXITING THE TRAIN BY A DRUNKEN PASSENGER. HE BLOCKED ME FROM EXITING MY SEAT AND THERE WERE NO PASSENGERS THERE TO HELP ME AND NO CONDUCTORS ANSWERED. I FELT UNSAFE AND ULTIMATELY MISSED MY STOP DELAYING MY COMMUTE. I WONDER IF MORE SECURITY IS POSSIBLE?
216	CALTRAIN HAS MORE GOOD DAYS THAN BAD, BUT THE BAD DAYS ARE TERRIBLE IN DELAYS, COMMUNICATION OF INFORMATION, AND DELIVERY OF INFORMATION. ALSO, THERE AREN'T ENOUGH COVERED SPOTS AT STATIONS TO PROTECT PASSENGERS FROM RAIN AND INTENSE SUN EXPOSURE.



## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
216	CAN WE PLEASE HAVE A DINING CAR ON THE TRAIN? EGGS BENNIE!
216	DINING CAR WITH BLOODY MARY'S WOULD BE DIVINE. OBSERVATION DECK AT THE END OF THE TRAIN FOR THE PURPOSE OF EJECTING LOUD, DRUNKEN PASSENGERS IS ALSO PREFERABLE.
216	FOR THE SILICON VALLEY TRAIN, I'D LIKE TO SEE A MORE MODERN TRAIN, LIKE IN MANY EUROPEAN COUNTRIES, OR JAPAN, FOR EXAMPLE. THANK YOU!
216	GOOD SERVICE AND ON TIME RECORD. IT REALLY IMPROVED. THANK YOU.
216	GOOD SERVICE.
216	GREAT SERVICE. JUST DO NOT RAISE PRICES – IT'S GETTING EXPENSIVE TO RIDE ON IT. PARKING LOT IS GETTING EXPENSIVE TOO.
216	HAPPY WITH FREQUENCY OF ONBOARD ANNOUNCEMENTS - LIMITS SEEMS TO BE THE INFORMATION PROVIDED TO THE CONDUCTORS. THEY ANNOUNCE WHAT THEY KNOW BUT LIMITED IN WHAT THEY KNOW.
216	I APPRECIATE THAT THE TRAINS ARE WELL KEPT AND, FOR THE MOST PART, ON TIME. THE STAFF ARE FRIENDLY AND HELPFUL. THANK YOU FOR MAKING MY DAILY COMMUTE SO PLEASANT!
216	I GOT MY DELAY UPDATES FROM CALTRAIN'S TWITTER ACCOUNT, BUT IT WOULD BE USEFUL IF THIS INFO SCROLLED AT STATIONS FOR PEOPLE WHO DON'T HAVE TWITTER.
216	I LOVE THIS SERVICE PROVIDED. I DO NOT MISS DRIVING IN TRAFFIC. THANKS FOR MAKING MY DAY STRESS FREE.
216	I USE CALTRAIN ALL THE TIME, IF YOU CAN ADD POWER PORTS, PLEASE.
216	I WISH CALTRAIN HAD AN APP FOR UPDATES ON DELAYS. MAYBE THERE SHOULD BE A DASHBOARD FOR TRAINS -- SINGLE TRACKING, NORMAL CONDITIONS.
216	I WISH STOP ANNOUNCEMENTS ON BOARD WERE EASIER TO HEAR AND EARLIER. NOT FROM HERE, SO FEEL UNFAMILIAR.
216	I WONDER WHAT CALTRAIN CAN DO TO IMPROVE THE CONDITIONS AT 22ND STREET, WHERE PASSENGERS MUST WALK PAST TENT ENCAMPMENTS AND BUCKETS OF HUMAN FECES TO GET TO THE STATION. I UNDERSTAND IT IS A CITY ISSUE, BUT SURELY CALTRAIN HAS SOME INFLUENCE TO HELP CLEAN UP ACCESS TO ITS STATION.
216	IF IT'S NOT NECESSARY TO USE THE HORN, PLEASE DON'T. IT'S TOO LOUD.
216	IN GENERAL CALTRAIN IS GREAT. I WOULD REALLY LIKE TO SEE MORE SERVICE ON GIANTS GAME DAYS -- I HATE BEING A COMMUTER ON THOSE DAYS, BECAUSE THE TRAIN IS SO CROWDED AND LOUD. THANKS!
216	IT WOULD REALLY HELP TO MAKE THE ELECTRONIC ANNOUNCEMENT BOARDS RELIABLE.
216	KEEP UP THE GOOD STUFF.
216	MAKE BELMONT STATION PARKING FREE PLEASE! STOP BEING GREEDY WITH MONEY WHEN THERE ARE PLENTY OF SPACES AT THAT STATION.
216	MORE BULLET TRAINS, TABLES, ANNOUNCEMENTS ABOUT MAJOR DELAYS, WI-FI.
216	MORE FREQUENT/ EXPRESS TRAIN LATER IN THE EVENING AND AT RUSH HOUR/ IN THE MORNING

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
216	MORE STOPS AT BURLINGAME -- AM AND PM
216	MORE TIMELY TWITTER POSTS WHEN THERE ARE DELAYS WOULD BE GOOD. WI-FI! THANK YOU.
216	MY #1 CONCERN IS THE SUICIDES ALONG THE TRACKS. PLEASE DO MORE TO PREVENT SUICIDES.
216	NEED MORE CARS ON HIGH VOLUME COMMUTE TRAINS. NO SEATS AVAILABLE FROM HILLSDALE TO PALO ALTO ON 7:42 AM. TOO CROWDED!
216	NEED REAL TIME TRAIN LOCATION ON CELL PHONE APP, LIKE UBER. BIKE WAS STOLEN IN SANTA CLARA.
216	NEEDS TO BE MORE COMMUNICATION/NEWS WHEN TRAINS ARE STOPPED DUE TO FATALITIES. I'VE BEEN VERY LATE TO WORK TWICE BECAUSE OF THIS ISSUE.
216	NO COMMENTS - I HAVE NO PROBLEMS WITH CURRENT SERVICE
216	NO SOUTHBOUND TRAIN BETWEEN 6:44 AND 7:37 AT SAN BRUNO STATION-- ONE MORE WOULD BE NICE.
216	OLDER TRAINS ARE VERY ROCKY-- I ALWAYS SIT UP FRONT TO AVOID GETTING "TRAIN SICK." CLIPPER STATIONS NEED TO BE HIGHER TECH.
216	ON GIANTS GAME DAY, SHOULD ADD MORE CARS. PLEASE HAVE THE CONDUCTOR TELL THE FANS TO BEHAVE ON THE TRAIN.
216	OUTLETS ON-BOARD WOULD BE WONDERFUL
216	PLEASE CONSIDER BANNING ALCOHOL ONBOARD, AND ADDING TRAINS/CARS ON GAME DAYS. GAME FANS CAN BE ANNOYING/ROWDY.
216	PLEASE INTRODUCE OAKDALE STOP TO SERVICE THE SOUTHEAST OF THE CITY.
216	POST BOARDS NEEDED AT SF TO INDICATE DELAYS. WE FIND OUT WORD OF MOUTH OR VIA CALTRAIN APP.
216	SAN JOSE DIRIDON NEEDS MORE TRACK NUMBER SIGNS AND BETTER SIGNS FOR IDENTIFYING TRAINS TO BOARD. FOLKS ALWAYS ASK WHICH TRAIN IS WHICH-- NEED SOMEONE TO ASSIST. CAN'T HEAR ANNOUNCEMENTS IN TUNNEL TO TRACKS, TRAIN WINDOWS NEED WASHING.
216	SEEMS MORE COULD BE DONE TO INFORM PASSENGERS WHEN ACCIDENTS OCCUR.
216	SHOULD BE ABLE TO USE CASH TO ADD ON TO CLIPPER CARD AT 4TH AND KING STATION.
216	THANK YOU ALL FOR MAKING MY COMMUTE EASY!!
216	THANK YOU!
216	THANK YOU! GREAT SERVICE. THERE IS A BIKE ROOM IN MENLO PARK (THE BUILDING WITH MODEL TRAIN GROUP) THAT COULD USE MOPPING. SOMEONE URINATED IN THE INTERIOR AND AT TIMES IT SMELLS.
216	THE LAST TRAIN NORTH (10:57 AT CALIFORNIA AVENUE) HAS NONWORKING DOORS. PEOPLE MISS THE LAST TRAIN BECAUSE THEY ARE AT THE LAST DOORS; THE CONDUCTOR DOESN'T CARE AND CLOSES THE WORKING DOORS. ALSO, CANNOT EXIT THE LAST CAR, MISSING TRAIN STOPS. THE CONDUCTOR [DESCRIPTION REMOVED] IS A JERK. DISABLED PEOPLE MISS THE TRAIN!

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
216	THERE IS ALWAYS A URINE SMELL IN STAIRWELL AT SAN MATEO STATION. HOMELESS PEOPLE NEED BATHROOMS.
216	TRAIN SCHEDULE CHANGED BY 3 MINUTES, WHY? TRAIN STILL ARRIVES AT THE SAME TIME AND WE STILL ARRIVE EARLY (SO AS NOT TO MISS THE TRAIN) AND WE JUST SIT AT THE STATION. KEEP THE OLD TIME.
216	TRAINS FREQUENTLY ARRIVE AND LEAVE A STATION EARLIER THAN POSTED WHICH CAUSE HUGE INCONVENIENCES BECAUSE I BASE MY ARRIVAL TIME TO THE STATION ON THE SCHEDULE.
216	UNDERSTANDING UNFORESEEN EVENTS CAUSE DELAYS. THERE MUST BE AN UP-TO-THE-MINUTE ONLINE UPDATE ON TRAINS OR AT LEAST TEXT ALERTS FOR DELAYS OF 10+ MINUTES.
216	UPGRADE YOUR CARS! THEY ARE VERY NOISY AND VERY SHAKY-- IT IS NOT COMFORTABLE AND IT IS DIFFICULT TO WRITE OR DO COMPUTER WORK (TOO SHAKY).
216	WORKING WITH THE VTA AND BUS SERVICES TO ENSURE THERE IS ENOUGH TIME TO GET BETWEEN THEM AND THE TRAIN WOULD BE MOST IDEAL.
217	[Q19A] LAWRENCE
217	1. NEED EITHER MORE TRAINS OR MORE CARS DURING PEAK COMMUTE HOURS. 2. NEED POSTINGS IN TRAIN OF WHO TO CALL IF EMERGENCY- WHAT IF VIOLENCE ON A TRAIN CAR- WHO DO WE CALL?
217	WITH MORE AND MORE NEW HOME CONSTRUCTION AND INCREASING POPULATION DENSITY IN THE BAY AREA CALTRAIN REALLY NEEDS TO EXPAND ACCESS/SERVICE. NEED REAL TIME ACCURATE UPDATES ABOUT DELAYS AVAILABLE FROM CALTRAIN THROUGH APP OR WEBSITE.
217	8 RIDE TICKET IS NICE BUT SEEMS TO BE INEFFECTIVE SINCE THE CLIPPER TAKES OFF THE CASH.
217	A FEW TOO MANY HOMELESS LIVING IN STATION SHELTERS. NEED MORE POLICE PATROLS.
217	ADD A BULLET TRAIN FROM GILROY TO SAN FRANCISCO THAT TIES IN WITH TRAIN 309 AT TAMIEN, TO ARRIVE AT SF AT 7 PM. ADD AN ADDITIONAL TRAIN FROM SAN FRANCISCO TO GILROY BETWEEN TRAIN 156 AND TRAIN 268. THE 1:40 TIME SPAN IS REALLY POOR SERVICE.
217	ADD AFTERNOON ROUTE TO GILROY TO ARRIVE BETWEEN 1 - 4 PM.
217	BEING A COMMUTER, I WOULD GREATLY APPRECIATE AN EXTRA PASSENGER CAR, ESPECIALLY ON TRAIN #366, AS MORE OFTEN THAN NOT, THAT TRAIN IS STANDING ROOM ONLY. THANK YOU FOR CONDUCTING THIS SURVEY! I HOPE THE FEEDBACK IS GOOD!
217	BETTER DIRECTIONS/INFO WHEN TRAINS ARE DELAYED. LOVE THE NEWER TRAINS, WISH THEY WERE ALL THOSE MODELS. THANKS FOR THE POWER SUPPLY OUTLETS!

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
217	BETTER SPACED TRAINS- I HAVE OPTIONS THAT ARE 10-15 MINUTES APART THEN NOTHING FOR 30 MINUTES. EXTRA TRAINS. I STAND FOR MY COMMUTE MORE FREQUENTLY THAN I'D LIKE TO. ALSO EXTRA TRAINS FOR EVENTS - GIANTS GAMES, CONCERTS, ETC.
217	BETTER USE OF TWITTER FOR ANNOUNCEMENTS.
217	BIGGEST ISSUES NOT LISTED IN PACKET: NEED MORE RAILS BETWEEN SF AND SOUTH BAY. SERVICE ENDS TOO EARLY ON WEEKENDS.
217	CALTRAIN ALLOWS ME TO AVOID A HORRIBLE COMMUTE! THANK YOU!
217	COMMUTE TRAINS AT OR OVER CAPACITY. MORE FREQUENT TRAIN SERVICE NEEDED.
217	CONNECT TO SF QUICKER.
217	DESIRE MORE FREQUENT STOPS FOR SOUTH OF SAN JOSE STATIONS AND SOUTH SAN FRANCISCO AND MORE TRAIN CARS DURING SPORTING EVENTS, ESPECIALLY GIANT NOON GAMES.
217	DIRIDON PARKING IS SCANT AND EXPENSIVE-- MORE SHUTTLES FROM NEARBY NEIGHBORHOODS SO WE DON'T HAVE TO DRIVE TO DIRIDON AND PARK. THANK YOU!
217	GALLERY EQUIPMENT IS OLD, LOUD, SHAKY. PLEASE UPGRADE ALL TRAINS TO BOMBARDIER. TRAINS ARE GETTING TOO CROWDED.
217	GENERALLY SERVICE IS AS GOOD AS EXPECTED FOR ABOVE GROUND TRAIN. IT WOULD BE GREAT IF REAL TIME WAS MORE 'REAL'. I DON'T KNOW IF THERE IS ANY WAY TO RESOLVE THE CROWDING/BIKE SITUATION. TRAINS ARE STILL JAMMED AND BIKERS/RIDERS RUDE. MAYBE ETIQUETTE CLASSES LIKE 'YOUR SUITCASE DIDN'T BUY A SEAT!'; 20 YEAR OLDS SHOULD NOT SIT IN RESERVED; PEOPLE ON AND OFF BEFORE BIKES; DON'T MAKE PEOPLE CRAWL OVER YOU TO REACH A WINDOW SEAT; ETC. GOOD LUCK!
217	GILROY STATION HAS HUMAN FECES IN CORNERS NEAR BUILDING ON TRACK SIDE. ON BOARD BATHROOM SMELLS LIKE URINE. WINDOWS SMUDGES-INTERIOR. WATER SPOTS OUTSIDE. TICKET MACHINE -- SENIOR DISCOUNT SHOULD BE AVAILABLE WITH PHOTO I'D SHOWN TO CONDUCTOR. [Q1] GILROY.
217	GILROY STATION PERIMETER NEEDS FREQUENT ATTENTION DUE TO HOMELESS CAMPERS USING BUILDING WALLS AS TOILETS.
217	GILROY STATION VERY DIRTY OUTSIDE, HOMELESS GOING BATHROOM OUTSIDE. [Q11] WINDOWS.
217	GIVEN THAT MOST PEOPLE IN CALTRAIN USE LAPTOPS, SMARTPHONES, IPADS, ETC., DURING THE TRIP/COMMUTE, AND INTERNET CONNECTION VIA PERSONAL HOTSPOT DOES NOT WORK WELL IN THE MOVING TRAINS, AN ONBOARD WI-FI ON CALTRAIN WOULD HELP PEOPLE A LOT AND SAVE THE COLLECTIVE DATA USAGE OF EVERYONE. ALSO, ONCE ACCIDENTS HAPPEN WHICH CAUSE DELAYS, THE BOARD IN EACH STATION NEEDS TO BE UPDATED TO NOTIFY THE DELAY STATUS TO COMMUTERS.
217	GREAT WORK! ADD WI-FI! ADD SOME BULLET TRAINS.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
217	I FIND THERE IS A DELAY IN THE "ADD CASH" FUNCTION ON THE CLIPPER CARD WEBSITE. THIS IS MY BIGGEST AND ONLY COMPLAINT. IN THE FUTURE IT WOULD BE NICE FOR THE CASH TO ADD IMMEDIATELY. THANK YOU.
217	I LIKE CALTRAIN A LOT. IT IS VERY CLEAN AND FAST.
217	I MUCH PREFER TRAIN TO BART. EXCELLENT CONDUCTORS, RESPOND WELL TO EMERGENCIES, POLITE, PROFESSIONAL. WELL DONE. COULD USE MORE CARS. TRAINS ARE STANDING ROOM VERY OFTEN DURING COMMUTE AND GAME DAYS. [Q13] CLARITY DEPENDS ON CAR.
217	I REALLY DON'T LIKE IT WHEN THE TRAIN LEAVES THE STATION BEFORE THE EXPECTED DEPARTURE TIME. MAKES ME MISS MY TRAIN SOMETIMES. ALSO, PLEASE, MORE SERVICE ON NIGHTS AND WEEKENDS. SOMETIMES I HAVE TO WAIT UP TO AN HOUR FOR THE NEXT ONE.
217	I RIDE A GALLERY TRAIN BUT WOULD PREFER TO RIDE A BOMBARDIER TRAIN. THE BATHROOM AT 4TH AND KING STATION IS VERY UNCLEAN.
217	I SWITCHED FROM BART TO CALTRAIN THIS MONTH AS I MOVED RECENTLY. I'VE BEEN VERY HAPPY WITH THIS NEW COMMUTE. MUCH CLEANER, FRIENDLIER STAFF, A MUCH MORE ENJOYABLE RIDE OVERALL.
217	I THINK PREVIOUSLY THE 6:12 PM BULLET TRAIN COULD FIT MORE PEOPLE. NOW IT BECOMES MORE CROWDED. I DON'T UNDERSTAND THE CHANGES AS THERE ARE MANY PEOPLE WHO TAKE THE TRAIN. ALSO WHEN TRAINS ARE DELAYED IT COULD BE ORGANIZED BETTER. OFTEN I WAITED ON THE PLATFORM FOR SO LONG, THEN THE FIRST TRAIN CAME TO ANOTHER PLATFORM.
217	I WISH BULLET TRAINS RAN EVERY 5 MINUTES DURING RUSH HOUR, BUT THAT SEEMS UNREALISTIC.
217	INSUFFICIENT NUMBER OF TRAINS TO GILROY, TIMES OF SOUTHBOUND TRAINS INADEQUATE. GILROY STATION IS FILTHY. POOR AIR CONDITIONING ON TRAINS.
217	IT IS SILLY CALTRAIN DOESN'T HAVE ITS OWN MOBILE APP WITH SCHEDULE UPDATES/DELAYS.
217	IT WOULD BE GOOD TO HAVE MORE TRAINS IN MORGAN HILL, PERHAPS CONNECTING TO A BULLET.
217	IT WOULD BE GREAT IF DELAYS OR ACCIDENTS CAN BE ANNOUNCED IN A MORE TIMELY MANNER.
217	I'VE LIVED IN 10 STATES AND YOU GUYS ARE THE WORST TRANSIT ORGANIZATION BY FAR THAT I'VE EVER HAD TO DEAL WITH.
217	JUST BEGAN USING CALTRAIN THIS MONTH. SO FAR, EVERYTHING IS RUNNING SMOOTHLY FOR MY COMMUTING EXPERIENCE. THE WEBSITE WAS VERY BENEFICIAL FOR MY INTRODUCTION TO THIS SERVICE.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
217	LOVE CALTRAIN, AND MUCH CLEANER AND EASIER THAN BART. I WISH CLIPPER WERE MORE SEAMLESS BETWEEN BART AND CALTRAIN. I WISH THERE WERE MORE FREQUENT TRAINS (E.G. EVERY 10 MINUTES). I WISH THERE WERE LIMITED TRAINS LATER IN THE EVENINGS ON WEEKDAYS (E.G. TIL 8:30 PM).
217	LOVE THE TWITTER HANDLES CALTRAIN RUNS- ENTERTAINING AND INFORMATIVE AND ACCURATE.
217	MAKE IT CHEAPER FOR COLLEGE STUDENTS, PLEASE! I AM POOR.
217	MORE AIR CONDITIONING / HEATERS.
217	MORE CARS AND MORE BIKE CARS AT RUSH HOUR. MORE, FASTER CLIPPER CARD VENDING MACHINES.
217	MORE FREQUENT STOPS IN THE MORNING WOULD HELP COMMUTE AND AMOUNT OF PEOPLE ON TRAINS.
217	MORE TRAINS NEEDED AT MORGAN HILL AND GILROY STATIONS.
217	MORE VISIBLE SIGNAGE AT TRAINS TO REPLACE CLIPPER WITH EASIER TO USE PAYMENT SYSTEM. MORE TRAIN FREQUENCY.
217	MY BIGGEST COMPLAINT IS LACK OF INFO WHEN THERE IS A MAJOR PROBLEM DUE TO ACCIDENT OR MECHANICAL FAILURE. KNOWING LENGTH OF DELAY AND CAUSE WOULD BE HELPFUL FOR PLANNING ALTERNATIVE TRANSPORTATION.
217	NEED MORE EVENING OPTIONS TO MORGAN HILL.
217	NEED MORE SERVICE FOR THE SOUTH BAY, SOUTH OF TAMIEN. THERE ARE ONLY 3 SCHEDULED TRAINS THAT SERVICE THAT AREA. ON BOARD PASSENGER COUNTS DO NOT REFLECT THE POTENTIAL INCREASED RIDERSHIP IF GIVEN MORE SCHEDULED TIMES.
217	NEED MORE UNDERGROUND PASSAGES. SOMETIMES GATES DON'T OPEN WHEN THE TRAINS STOP TOO CLOSE AND PASSENGERS CAN'T GET ON TRAIN .
217	NEW TO CALTRAIN -- BUT GAVE UP DRIVING TO STANFORD, TOO STRESSFUL. "ONLY" COMPLAINT IS 90% - 98% OF THE TIME I HAVE TO STAND, PACKED-IN ON MY WAY HOME. AND PEOPLE OFTEN TAKE UP 2 SEATS! PLEASE PUT UP CLEAR SIGNS = 1 TICKET, 1 SEAT. THANKS. [Q7] "MOST" [Q18] CROWDED... [Q20] ,MORE SEATS AT COMMUTE TIMES
217	ONE TIME THE HEATER BROKE AND I JUST RAN INTO THE TRAIN FROM BART AND THE HEATER WAS FULLY ON AND THEY COULDN'T TURN IT OFF. I WAS SWEATING LIKE A PIG. IT FELT LIKE IT WAS 100 DEGREES ON THAT TRAIN.
217	OVERALL SATISFIED EXCEPT FOR THE DELAYS.
217	PLEASE ADD MORE CARS TO PRIME TIME TRAINS. NO REASON NOT TO ADD EXTRA CARS AT HIGH VOLUME TIMES. THERE IS A RISK OF INJURY.
217	PLEASE ADD MORE FREQUENT TRAINS DURING RUSH HOUR.
217	PLEASE UPDATE THE CLIPPER MACHINES.
217	PLEASE UPDATE YOUR ANNOUNCEMENT SYSTEM. PASSENGERS ARE FREQUENTLY LEFT IN THE LURCH REGARDING LATE TRAINS.
217	RE: STATION CLEANLINESS: SF=1, OTHERS= 3/4. IT'S REALLY SHOCKING HOW FILTHY SF IS, ESPECIALLY THE RESTROOM.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
217	REAL TIME ALERTS! THOSE WOULD BE AWESOME. I WISH THE CLIPPER CARD STATIONS WERE PLACED ON THE OUTSKIRTS OF STATION PLATFORMS SO YOU DON'T HAVE TO BACK TRACK OR RACE TO THE CENTER E.G. WEST SIDE OF REDWOOD CITY.
217	REGARDING QUESTIONS #19 - MY RESPONSE - WHICHEVER REDUCES CROWDING DURING THE MORNING COMMUTE.
217	TEMPERATURE ADJUSTMENT IN CROWDED TRAINS WOULD BE HELPFUL. ENFORCE STRICTER CELL PHONE REGULATIONS. MAKE "SILENT" CARS LIKE OTHER TRAIN SERVICES HAVE.
217	THANK YOU FOR YOUR SERVICE.
217	THANK YOU FOR YOUR SERVICE. OVERALL I ENJOY CALTRAIN AND RECOMMEND IT TO MY FRIENDS AND FAMILY.
217	THE BEST WAY TO IMPROVE SERVICE IS TO FIX THE PROBLEM WITH OVERCROWDED TRAINS; OTHERWISE I HAVE NO COMPLAINTS. WELL I GUESS THERE IS ONE --- WHEN 2 TRAINS ARRIVE AT A STATION AT ABOUT THE SAME TIME, GETTING TO THE SIDE YOU NEED IS SOMETIMES PROBLEMATIC (REDWOOD CITY).
217	THE FREE BIKE CAR ARE REALLY GREAT . THERE'S A NEED FOR HIGHER BIKE CAPACITY DURING COMMUTE HOURS.
217	THE SUCKINESS GOES QUADRUPLE FOR BART BTW. [Q18] BUY MORE TRAINS, BAY AREA TRANSIT IS A FUCKING JOKE. [Q19] DO BOTH[Q20] WALGREENS.
217	THESE SURVEYS ARE VOLUNTARY; DON'T ASK US 5 TIMES TO FILL IT OUT.
217	TRAINS ARE TOO CROWDED AND ARE NOT DESIGNED WITH SPACE FOR PEOPLE WITHOUT SEATS TO STAND. WE NEED BUS-STYLE CARS. ALSO, DELAYS STILL ARE NOT EXPLAINED VERY WELL, WHICH MAKES IT HARD TO KNOW WHETHER TO TAKE ALTERNATE OPTIONS LIKE THE BUS. BIKES ONBOARD IS GREAT.
217	TRAINS ARE VERY CROWDED IN MORNING/EVENING. NEED MORE CARS ON THE TRAIN TO ACCOMMODATE PASSENGERS. NEED TO BE ABLE TO BUY A TICKET ON THE TRAIN; TICKETING SYSTEM IS DATED!
217	TRAINS STOPPING AT HAYWARD PARK ARE NOT FREQUENT ENOUGH. TOO FEW TRAINS SOUTHBOUND FROM SAN FRANCISCO.
217	TRY TO MATCH THE ARRIVAL TIME OF CALTRAIN WITH THE DEPARTURE TIME OF BART AND VICE VERSA.
217	VERY CROWDED TRAIN (217).
217	VERY HAPPY WITH SERVICE.
217	VOLUME CONTROL DURING ANNOUNCEMENTS. DON'T YELL.
217	WE COULD USE A FEW MORE CARS, I ALWAYS END UP STANDING. ALSO THE RULES ARE UNFRIENDLY TO STROLLERS -- WHY AREN'T THEY ALLOWED IN THE BIKE CAR IF IT'S NOT FULL?
217	WE NEED MORE MORGAN HILL TRAINS. BETTER RELIABILITY.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
217	WHY DO CONDUCTORS HAVE TO CHECK OUR MONTHLY PASS CLIPPER CARDS MULTIPLE TIMES IN SAME MONTH? IT'S A MONTHLY PASS. THE TIME WE USE IT SETS IT FOR THE MONTH. IF IT WAS VALID ON DAY 5, DAYS 6, 7, 8 ARE ALSO VALID. SUCH A NUISANCE. AND THEY COULD BE COURTEOUS ABOUT IT—[NAME REMOVED] ACTS LIKE SHE'S THE CLIPPER POLICE -- SHE SEES ME EVERY DAY, EVERY MONTH -- SERIOUSLY?
217	WI-FI ABILITY WOULD BE GREAT ON THE TRAINS. IF NOT FREE, A SMALL FEE FOR WI-FI WOULD BE ACCEPTABLE ALSO. ALL BULLET TRAINS SHOULD BE THE NEW TRAINS .
217	MAJORITY OF BULLETS ARE FULL TO THE MAX.
217	WI-FI WOULD BE WONDERFUL!
217	WILL YOU BE SUPPLYING MORE SERVICE FOR THE GILROY GARLIC FRY? WOULD LIKE TO SEE MORE THAN 3 TRAINS GO TO AND FROM GILROY.
217	WOULD LIKE TO SEE WEEKDAY SERVICE AT BROADWAY.
217	WOULD LOVE TO HAVE ON TRAIN WI-FI AND REAL TIME DATA ABOUT TRAIN TIMES.
220	VENTILATION ON BOARD -- USUALLY STUFFY AND SMELLY.
220	BIKE PASSENGERS SEEM TO CAUSE DELAYS WITH LOADING AND UNLOADING. MORE TRAINS FROM SOUTH VALLEY WOULD BE APPRECIATED.
220	IT'S REALLY TIME FOR CALTRAIN TO GET WI-FI. CLIPPER CAN ACTUALLY CREATE LINES AND BOTTLENECKS AS PEOPLE TAG ON AND OFF AND THEY ARE DOCKED AT THE DOOR. MAYBE THERE'S A WAY TO DO IT ON THE TRAIN?. IF AT PEAK TIMES YOU CAN RUN TRAINS EVERY 10-15 MINUTES THAT STOP AND SKIP DIFFERENT STATIONS, YOU COULD RELIEVE SOME OF THE CONGESTION, E.G. STOP AT CALIFORNIA AVENUE BUT NOT PALO ALTO, ETC.
220	A DEDICATED "QUIET CAR" WITH NO PHONE USE, GROUPS, OR CHILDREN WOULD BE GREAT.
220	BATHROOM VERY DIRTY. PLEASE CLEAN MORE OFTEN.
220	BIGGEST CHALLENGE I HAVE IS LACK OF VARIETY IN TIMING OF BULLETS TO REDWOOD CITY. ONLY 2 ARE AT THE END OF THE HOUR. ALSO, LACK OF SEATING ON ALL BULLETS IS VERY FRUSTRATING.
220	BIKE PASSENGERS CAUSE DELAYS WITH LOADING AND UNLOADING. COULD A BETTER SYSTEM BE DEvised, I.E. WIDER DOORS ON BIKE CARS?
220	CALTRAIN IS DELAYED IN THE AFTERNOON RETURNING FROM SAN MATEO TO 4TH AND KING FAR TOO OFTEN. ALSO, BIKE SPACE CAN BE AN ISSUE FOR ME.
220	CALTRAIN IS FABULOUS, CLEAN, AND VASTLY BETTER THAN BART. THANK YOU.
220	COMPARED TO THE REST OF THE MODERN WORLD, GIVEN WE ARE SILICON VALLEY, OUR TRAINS ARE EMBARRASSING. SLOW, FREQUENT FATALITIES, LOUD, TERRIBLE SIGNAGE (ESPECIALLY FOR NEW RIDERS). ALSO, THE WHOLE CLIPPER TAG-ON/OFF REQUIREMENTS ARE VERY ERROR PRONE, ESPECIALLY FOR MONTHLY RIDERS. AFTER 29 DAYS OF TAGGING, YOU DON'T REMEMBER THAT YOU MUST TAG ON DAY 30.
220	DOPE SHIT. PAY ME TO RIDE YOUR TRAIN.
220	EXCELLENT SERVICE. KEEP UP GOOD WORK. GET MORE OUTLETS



## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
220	FREQUENT AND MASSIVE DELAYS DUE TO INEFFICIENT TRACK SYSTEM. UNCOMFORTABLE SEATS.
220	GOOD FOR THE MOST PART. WOULD LIKE BETTER TIMING WITH BART SYSTEM AT MILLBRAE. FOR EXAMPLE, 5 MINUTES BETWEEN BART AND CALTRAIN -- NOT 1 -- AS CALTRAIN USUALLY IS LATE SO YOU ARE FORCED TO WAIT FOR NEXT BART TRAIN. THANK YOU.
220	GOOD, NOT GREAT, SERVICE. NEED BIGGER SEATS. SEATS ARE TOO SMALL. WI-FI!
220	I HAVE A MONTHLY PASS FROM PALO ALTO TO MILLBRAE. HOWEVER, IF I GO FROM PALO ALTO TO SAN FRANCISCO I AM CHARGED FULL FARE. THIS IS LESS THAN IDEAL.
220	I'D LIKE TRAINS TO RUN MORE FREQUENTLY AND HAVE SHORT COMMUTE TIMES.
220	KEEP UP THE GREAT WORK!
220	MORE BIKE CARS DURING COMMUTE AND OUTLETS.
220	MY PROBLEM WITH CALTRAIN IS THAT I NEED HELP GETTING ON AND OFF THE TRAIN ( I AM 94 YRS. OLD) I ALWAYS BOARD CALTRAIN IN THE AREA THAT SAYS " BOARDING ASSISTANCE" AND I'VE "NEVER" BEEN GIVEN ANY ASSISTANCE GETTING ON OR OFF CALTRAIN.
220	NEED MORE PROTECTION FROM SUN AND WEATHER AT CALIFORNIA AVENUE.
220	OVERALL A GREAT JOB AND THANK YOU!
220	OVERALL I LIKE THE TRAIN FOR COMMUTING. AS FAR AS SUGGESTIONS: APP WITH PUSH NOTIFY IF LATE. TRAINS ARE TOO FULL ESPECIALLY ON GIANTS GAME DAYS -- EVEN 1 CAR WOULD HELP.
220	PLEASE IGNORE THE "DOPE SHIT". ALSO, YOUR TICKETS ARE TOO DAMN EXPENSIVE.
220	THANK YOU!
220	THE 22ND STREET STATION IS DIMLY LIT AND FEELS ISOLATED. IT'D BE GREAT IF THERE WAS BETTER LIGHTING OR AN EMERGENCY CALL BOX THERE. I FREQUENTLY FEEL UNSAFE AT THAT STATION AT NIGHT. ALSO IS IT POSSIBLE TO REDUCE NOISE WITHIN THE TRAINS?
220	THE PERSONNEL WORKING ARE VERY ARROGANT. THEY NEED TO BE MORE NICE.
220	THERE ARE SO MANY PEOPLE GETTING ON AND OFF AT REDWOOD CITY BUT NO EXPRESS TRAINS FROM SAN FRANCISCO BETWEEN 8:00 - 8:44. THIS MAKES NO SENSE TO ME. ALSO WE NEED MORE TRAINS ON GIANTS GAME DAYS. WE ARE PACKED LIKE SARDINES!
220	THERE HAVE BEEN MORE THAN A FEW TIMES WHEN THE TRAIN ARRIVED AT 22ND STATION AND THERE WAS NO MORE ROOM FOR BIKES; THAT'S ONLY THE 2ND STOP. THIS HAS GOT TO CHANGE.
220	THERE NEEDS TO BE A BULLET FROM SF-PALO ALTO IN BETWEEN THE 7:12 AND 7:56 (7:30)
220	THOUGH I UNDERSTAND YOU CANNOT CONTROL SUICIDES, THERE NEEDS TO BE BETTER SECURITY ALONG THE RAILS. THERE NEEDS TO BE COMPENSATION FOR THE LONG DELAYS.
220	TRAINS TOO CROWDED DURING GIANTS SEASON.
220	VERY GOOD SERVICE.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
220	WAS SO HAPPY THE CONDUCTOR ANNOUNCED THE BATHROOMS - I ONLY RIDE THE TRAIN ONCE IN AWHILE BUT COULD NEVER FIGURE OUT IF THEY HAD BATHROOMS (LIKE THEY DO IN NY/NJ). THIS HELPS ME MANAGE THE COMMUTE.
220	WE LOVE IT! LET'S TRY TO GET FOOD CART IN FRONT OF THE STATION.
220	WOULD BE AWESOME IF THERE WERE A FEW STATIONS THAT COULD MANAGE TRAIN MALFUNCTIONS AND NOT DELAY ALL TRAINS.
220	YOU NEED MORE OUTLETS TO CHARGE PHONE. PLEASE.
225	IMPROVE SAFETY AROUND TRACKS TO PREVENT UNNECESSARY ACCIDENTS. MANY CROSSINGS ARE A FREQUENT CULPRIT. DRIVERS MAKE A LEFT AND THERE'S A TRUCK. CARS CAN GET EASILY STUCK. THE 5:44 PM TRAIN AT CALIFORNIA AVENUE IS ALWAYS FULL. INCREASE TRAIN OR HELP PASSENGERS TO MOVE IN SO PEOPLE CAN BOARD.
225	INCREASE TRAIN SCHEDULE DURING PEAK HOURS. ENHANCE TRAIN DELAY ANNOUNCEMENTS. BETTER RAIL GRADE CONSTRUCTION TO LOWER TRAFFIC ACCIDENTS. IMPROVE GATES THAT STOP TRAFFIC IN ROADS. STOP INCREASING CALTRAIN COST FOR A FEW YEARS.
225	THE TAG ON AND OFF AND RIDE PASS WAS SUPER CONFUSING FOR ME. CALTRAIN APP IS SUPER HELPFUL.
225	TOILETS INSIDE CALTRAIN ARE ALWAYS OPEN AND THE WHOLE CAR SMELLS. IF I SIGN UP FOR MONTHLY PASS, IT IS A HASSLE TO TAG ON AND OFF SINCE OFTEN I FORGET. ALLOW AN OPTION SO EVERY MONTHLY PASS IS RENEWED AUTOMATICALLY.
225	A SYSTEM FOR BIKE STORAGE THAT IS EASY TO FOLLOW AND WILL ALLOW MORE BIKES ON TRAINS IS REALLY NEEDED.
225	BIGGEST CHALLENGE HAS BEEN DEATHS FROM PEOPLE JUMPING IN FRONT OF TRAINS. THIS CAUSES MAJOR DELAYS AND HARMS CALTRAIN'S ABILITY TO BE RELIABLE. CONSIDER BARRIERS ON TRACKS OR TIMING IF TRAINS WERE TO SLOW DOWN WHEN GOING THROUGH EVERY STATION. SOLVING THIS PROBLEM WILL MAKE SERVICE EVEN BETTER!
225	BIGGEST CHALLENGES IN RIDING CALTRAIN ARE DISRUPTION DUE TO FATALITIES (WHICH CALTRAIN HAS LIMITED CONTROL OVER), LACK OF INFORMATION WHEN SUCH DELAYS OCCUR, LIMITED SEATS ON EVER MORE CROWDED TRAINS, LIMITED FACILITIES AT TRAIN STATIONS (SEATS, RESTROOMS, PAVEMENT AT 22ND ST).
225	BREAK DOWN OF TRAINS TOO FREQUENT. NEED TO IMPROVE SAFETY MEASURES (EX. PEDESTRIAN FATALITY). NEVERTHELESS, THANKS FOR MAKING OUR COMMUTE EASIER SO WE DON'T HAVE TO SPEND IT ON THE FREEWAY!!
225	FARES ARE TOO HIGH!
225	FILLED THIS SURVEY OUT AS A COMMUTER. AS A VISITOR CALTRAIN IS VERY HARD TO USE. MACHINES ARE COMPLICATED, CLIPPER STOPS ARE NOT OBVIOUS.
225	FIRST TIME USE OF CLIPPER CARD IS QUITE A HASSLE.
225	GOOD RIDE EXPERIENCE ON CALTRAIN
225	GREAT SERVICE, LOOKING FORWARD TO SEEING UPCOMING IMPROVEMENTS! THANKS!

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
225	I FEEL THAT THE RELIABILITY AND OVERALL SERVICE HAS IMPROVED OVER THE PAST FEW YEARS. I SENSE THE EFFORT BEING MADE. SO IT'S APPRECIATED.
225	I HAD THE UNFORTUNATE INCIDENT WHERE A TRAIN CONDUCTOR RUDELY BRUSHED ME OFF FOR TRYING TO ASK A QUESTION BECAUSE MY TRAIN HAD SWITCHED TRACKS. HE IS [DESCRIPTION REMOVED].
225	I LIKE THE 8:12 AM FROM SF BECAUSE YOU ADDED AN EXTRA CAR. VERY PLEASANT! NOT A BIG FAN OF GIANTS GAME DAYS DURING RUSH HOUR. HARD TO FIND A SEAT. ALSO, TRAINS ARE OLD, BREAKING DOWN TOO EASILY. TOO MANY MECHANICAL ISSUES. LASTLY, PLEASE ADD WI-FI!!
225	I THINK ONE OF THE BIGGEST ISSUES IS LACK OF SEATS AND HOW COMMON STANDING ROOM ONLY TRAINS ARE - PARTICULARLY DURING MORNING COMMUTE.
225	I USE THE CALTRAIN TO CONNECT TO BART EN ROUTE TO SFO. CAN SCHEDULE BE COORDINATED BETTER FOR TRANSFERS? ALSO BETTER FREQUENCY ON WEEKENDS WOULD BE GREAT.
225	I USED CALTRAIN FOR OVER A YEAR TO COMMUTE TO WORK. I PURCHASED A MONTHLY PASS THROUGH THE COMMUTER BENEFITS PROGRAM. STARTING AUGUST I WILL NO LONGER PURCHASE THE MONTHLY PASS AS I CANNOT AFFORD DAILY PARKING. I WISH THERE WAS A DISCOUNT/EXEMPTION FOR THOSE LOYAL CUSTOMERS OR THAT PARKING WAS MORE AFFORDABLE. IT'S TOO BAD I'M STOPPING. THE OVERALL EXPERIENCE IS GOOD. I CAN RELAX ON THE TRAIN INSTEAD OF STRESSING IN TRAFFIC.
225	I'D LOVE TO HAVE LATER EXPRESS SERVICE. IF I LEAVE WORK AFTER 7 PM, I DON'T GET HOME UNTIL 10 PM. IT WOULD ALSO BE COOL TO HAVE SOME 'DIRECT' TRAINS TO GO BETWEEN SF AND SJ.
225	IF YOU'RE GOING TO RAISE TICKET PRICES WE BETTER SEE AN IMPROVEMENT WHEN IT COMES TO FREQUENCY OF TRAINS AND FEWER DELAYS.
225	I'M GENERALLY PRETTY HAPPY WITH CALTRAIN. MAYBE MORE ACCURATE INFORMATION WHEN THERE ARE SERIOUS DELAYS WOULD BE HELPFUL. IF THERE IS AN ACCIDENT, I DEFAULT TO UBER AS SOON AS POSSIBLE JUST OUT OF CAUTION.
225	IMPROVE CAR PARKING
225	INCLUDE THE OPTION OF BUYING CLIPPER CARDS IN THE STATION.
225	INCREASE CAR PARKING AREA AND REDUCE DAILY PARKING CHARGES
225	IT WOULD BE GREAT TO HAVE MORE FREQUENT SERVICE AT HAYWARD PARK STATION. IMPROVED LIGHTING AT THE AREAS SURROUNDING THE STATION (UNDER THE 92 FREEWAY OVERPASS) WOULD BE IDEAL AND WOULD ENCOURAGE MORE USE AT NIGHT.
225	IT WOULD BE HELPFUL TO BE ABLE TO BUY CALTRAIN PASSES FOR CLIPPER CARDS AT MORE STATIONS (POPULAR)
225	JUST TO EXPLAIN THE TWO LESS THAN 5 SCORES - IF IT WASN'T FOR CALTRAIN TWITTER (WHOEVER RUNS IT IS AMAZING) I WOULDN'T HAVE ANY IDEA WHAT IS GOING ON. WHEN YOU GUYS BUILD AN OFFICIAL APP, THE ABILITY TO SUBSCRIBE TO A TRAIN WOULD BE GREAT FOR UPDATES. THE TICKET MACHINES ARE JUST VERY SLOW.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
225	JUST WISH PEOPLE WOULDN'T KILL THEMSELVES IN FRONT OF THE TRAINS.
225	MANY OF THE IN-CAR SPEAKERS SEEM TO BE BROKEN OR HAVE VERY LOW VOLUME, MAKING STATION ANNOUNCEMENTS INAUDIBLE. TOO MUCH BOILERPLATE IN ANNOUNCEMENTS WHILE LEAVING SF.
225	MISSED ALL MILLBRAE TO BART CONNECTIONS IN THE MORNING SERVICE WITH THE APRIL 4, 2016 SCHEDULE ADJUSTMENT. WISH BETTER COORDINATION BETWEEN CALTRAIN AND BART WITH REGARD TO TRANSFER BETWEEN TRANSIT SYSTEMS. (IT WAS ONLY A 2-MINUTE ADJUSTMENT IN THE SCHEDULE)!
225	MORE PROACTIVE COMMUNICATIONS FOR DELAYS AND IMPACTED TRAINS.
225	MORE TRAINS STOP AT SAN CARLOS PLEASE.
225	NEED BETTER LIGHTING IN PARKING LOT AT MILLBRAE STATION
225	OLD TRAINS ARE GROSS AND ALWAYS HOT AND STINK. GET ALL NEW TRAINS. ALWAYS STOP AT CALIFORNIA OR I WILL STOP TAKING TRAIN.
225	ON THE NORTHBOUND SIDE OF THE STATION IN REDWOOD CITY, THERE IS NO CLIPPER CARD READER NEAR THE NORTH EXIT - WHEN I HAVE MY BIKE I HAVE TO WADE "UPSTREAM" OF COMMUTERS EXITING THE TRAIN TO TAG OFF.
225	ONE COMPLAINT! HAVING TO REMEMBER TO SWIPE ON THE 1ST OF MONTH (EVEN THOUGH NOT MY ROUTINE) JUST TO ACTIVATE MY MONEY.
225	OVERALL SATISFACTORY. WOULD LIKE MORE EXPRESS TRAINS AND ON BOARD WI-FI
225	OVERALL VERY GOOD
225	PARKING IS THE THING I DISLIKE THE MOST ABOUT CALTRAIN. EXPANDING PARKING WOULD BE GREAT. SUNNYVALE IS FULL BY 7:55 AM AND MOUNTAIN VIEW LONG BEFORE THAT.
225	PLEASE ADD MORE TRAINS DURING GIANTS GAMES.
225	PLEASE CHECK PASSENGER TICKETS MORE FREQUENTLY, AS I OBSERVE TOO MUCH TRAIN-HOPPING!
225	PLEASE DO NOT MAKE MORE STOPS. PLEASE DO NOT ENCOURAGE THE GENTRIFICATION OF SAN FRANCISCO.
225	PLEASE INCREASE FREQUENCY OF TRAINS AT EACH STATION.
225	PLEASE IMPROVE THE BATHROOM AREA -- IT SMELLS TERRIBLE EVEN WHEN JUST SITTING.
225	POOR COMMUNICATION -- IF THERE IS AN ACCIDENT, APP NOT USABLE (I SUPPOSE IT CAN'T HANDLE THE CAPACITY DURING AN ACCIDENT). CONSISTENTLY LATE. EMBARRASSING
225	PRIORITIES: 1. COMMUNICATIONS ABOUT DELAYS VIA APP. 2. SAFETY AT NIGHT 3. ONBOARD WI-FI
225	PROVIDE SIGNS ON TRAINS IDENTIFYING THE TRAINS BETTER
225	RIDING FOR YEAR AND A HALF NOW. MUCH BETTER AND EASIER THAN I ANTICIPATED.
225	THERE HAVE BEEN MANY DELAYS LATELY. ABILITY TO UNDERSTAND ONLINE WHAT THE CURRENT ONLINE STATUS IS FOR TRAINS IS VERY POOR; WOULD ADJUST COMMUTE AND MAKE BETTER CHOICES WITH MORE INFO.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
225	TEAM UP WITH ROUTESY FOR BETTER REAL TIME ALERTS ON APPS.
225	THE 4TH AND KING RESTROOM IS NOT VERY NICE TO USE -- SMELL, CLEANLINESS.
225	THE 6-CAR BOMBARDIER TRAINS ARE GREAT- ANY CHANCE OF A 6-CAR OLDER-MOD TRAIN? WI-FI SHOULD BE ADDED ASAP; MAKES COMMUTE MORE PRODUCTIVE AND MAKES DELAYS MORE TOLERABLE.
225	THE CALTRAIN PARKING LOT AT MILLBRAE IS AT CAPACITY. PARKING PASS ENFORCEMENT SHOULD BE DONE EVERY DAY TO ENSURE ALL PARKED VEHICLES HAVE A VALID PASS.
225	THE DIRIDON NORTHBOUND 8:03 AM TRAIN IS NEVER ON THE ELECTRONIC DISPLAY. YOU JUST HAVE TO KNOW.
225	THE EVENING TRAINS OFTEN SMELL TERRIBLE!
225	THERE ARE NO MAJOR CONCERNS. THE ONLY THING LACKING IS WI-FI! BATHROOMS COULD BE CLEANER AS WELL.
225	THIS IS A GREAT TRAIN SERVICE, AND COULD BE THE BACKBONE OF SILICON VALLEY TRANSIT, BUT WE NEED MORE FREQUENT SERVICE SO IT ISN'T JUST USED DURING COMMUTE HOURS. CONSIDER A BULLET AT NIGHT ON WEEKENDS.
225	TICKET PRICES ARE TOO HIGH!! THEY HAVE INCREASED AT A FASTER RATE THAN ANYTHING ELSE IN THE BAY AREA!!
225	TRAINS ARE LOUD AND SLOW AND SMELL. AN UPGRADE WOULD BE AMAZING. WI-FI IS A MUST FOR COMMUTERS.
225	WHEN CONDUCTORS ASK TO SEE PEOPLE'S TICKETS THEY SHOULDN'T BANG THE KEYS AGAINST THE SIDE OF THE TRAIN. THIS IS A COMMON PRACTICE AND VERY ANNOYING AND JARRING.
225	WHEN SUICIDES OR BREAKDOWNS OCCUR, THE SAN FRANCISCO STATION IS OFTEN A MESS. THE P.A. CANNOT BE HEARD, THE PLATFORM SIGNS ARE OFTEN FAR BEHIND, AND INFORMATION IS PASSED BY SHOUTING STATION WORKERS. IT IS IMPOSSIBLE TO MAKE AN INFORMED DECISION ABOUT WHETHER TO WAIT, OR FIND DINNER, OR FIND ALTERNATIVE TRANSPORTATION. WITH CURRENT GPS TECHNOLOGY, I KNOW WHERE MY FRIENDS ARE, BUT WHY CAN'T WE KNOW WHERE A TRAIN IS?
225	WHY IS THERE NO SERVICE BETWEEN SAN ANTONIO AND BURLINGAME IN THE MORNING? WE HAVE TO TAKE PALO ALTO STATION INSTEAD. VERY INCONVENIENT.
225	WI-FI PLEASE!
225	WI-FI!!! WOULD GIVE CALTRAIN A "5" IF THERE WERE WI-FI -- I'D EVEN BE WILLING TO PAY \$15/MONTH
225	WITH THE NEW CARS, THIS PARTICULAR TRAIN HAS ENOUGH SPACE FOR COMMUTERS. THE TRAINS ARE FAIRLY CLEAN BUT IT CAN BE MADE BETTER WITH MORE COMFORTABLE SEATS AND CLEANER EXTERIORS.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
225	YOUR SURVEY IS FLAWED. THE ELEPHANT "ON THE TRAIN" IS THE NUMBER OF PASSENGERS/TRAINS/RIDE. MONDAY THERE WERE 25 PEOPLE STANDING IN THE VESTIBULE OF EVERY CAR, WITH AISLES FULL, ON A NORMAL COMMUTE DAY WITH NO GIANTS GAME. YOU NEED AN EXPRESS EVERY 15 MINUTES WITH A SLOWPOKE FOLLOWING. YOUR RIDERSHIP BETWEEN 4-7 PM IS BEYOND YOUR NUMBER OF TRAINS GOING OUT. SAME FOR AM COMMUTE.
230	LATER BULLET/LIMITED TRAIN OPTIONS. THE 8-5 WORKDAY IS BEING REPLACED BY 10-7 EX.
230	ANOTHER BENEFIT TO THE TRAINS IS GREENHOUSE GAS REDUCTION. AS EQUIVALENT TO MILES DRIVEN, BROADCASTING THIS IMPACT WOULD BE HELPFUL FOR TRANSIT RIDERS CHOOSING THEIR TRANSIT METHOD.
230	BATHROOMS ARE ALWAYS VERY SMELLY, SO MUCH SO THAT OFTEN THE WHOLE CAR SMELLS. PLEASE USE SOME STRONGER CLEANING PRODUCT, BECAUSE THIS IS OFTEN THE CASE FOR THE FIRST TRAIN OF THE DAY! THANKS!
230	BIGGEST PAIN POINTS: REMEMBERING TO TAG ON/OFF ONCE A MONTH, (I USE MONTHLY POINTS); WISH THERE WERE MORE TRAIN CARS WITH TABLES ON 2ND FLOOR, I LOVE THOSE. EASIER TO GET YELLOW BIKE TABS = FORCE EVERYONE TO USE THEM. OTHER THAN THAT I LOVE CALTRAIN. THANK YOU GUYS.
230	CALTRAIN'S GREAT WHEN IT WORKS BUT WHEN THERE IS AN EVENT, IT FEELS LIKE THERE IS NO BACKUP FOR DELAYS. CAN WE HAVE NICER SHOPS, CARTS, FOOD, AT THE STATIONS! ALSO, THE 22ND STATION IS SUPER LOUD, THE WHISTLE IS JUST DEAFENING FOR PEOPLE RIDING.
230	CLEAN THE BATHROOMS MORE PLEASE. THEY SOMETIMES GET QUITE SMELLY.
230	CLIPPER CARD MONTHLY PASS PROCESS COULD BE IMPROVED, ESPECIALLY WHEN INTEGRATING WITH EMPLOYERS AND THE PRE-TAX OPTION.
230	FIRST TIME USING CALTRAIN
230	FOR THE 2 ITEMS I RANKED WITH A "2", DISSATISFIED, EASE OF TICKET MACHINES AND THE CLIPPER SYSTEM IS TERRIBLE. SO ANTIQUATED. IF I FORGET TO TAG OFF, I LOSE \$12. PRETTY RIDICULOUS. IT ALSO IS A NIGHTMARE COORDINATING BETWEEN CLIPPER AND MY EMPLOYER'S TRANSIT PASS SYSTEM. THE SLOW DIALING SYSTEM AT THE MACHINE ETC., THE BATHROOMS -- THEY ARE ACTUALLY GREAT IN TERMS OF CLEANLINESS, BUT ONCE IN A WHILE, ONE IS VERY DIRTY, OR PLUGGED, SMELLY, AND SEEMS TO GO LONG PERIODS WITHOUT BEING ADDRESSED. OVERALL THOUGH, GREAT SERVICE THOUGH. THANKS! PLEASE EXPAND IT.
230	HARED TO NAVIGATE TRANSFERS AT MILLBRAE. SIGNS COULD BE BETTER.
230	I WOULD REALLY LIKE AN EASY WAY TO KNOW AT A GLANCE ONLINE WHEN THERE ARE LARGE DELAYS RATHER THAN HAVING TO READ THROUGH TWITTER. ALSO DELAY ESTIMATES AT STATIONS ARE VERY UNRELIABLE -- CANT WE HAVE GPS LIKE MUNI?

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
230	I WOULDN'T MIND A LONGER COMMUTE TIME FOR ALL OR MOST LOCAL STOPS, IF THERE WERE RELIABLY A TRAIN LEAVING EVERY 5-10 MINUTES, GIVING ME 6-12 OPPORTUNITIES PER HOUR TO CATCH A TRAIN. IT SUCKS TO MISS THE BULLET TRAIN AND HAVE TO WAIT 20 MINUTES OR MORE FOR THE NEXT TRAIN AND IT'S LOCAL. I LOVE THE GO PASS PROGRAM AND ENJOY MY CALTRAIN COMMUTE. AS A WOMAN TRAVELING LATE AT NIGHT OFTEN, I APPRECIATE THE CARE ONBOARD CONDUCTORS TAKE TO MANAGE UNRULY OR DRUNK CREEPY GUYS. WHEN THERE ARE INCIDENTS ON THE TRACKS THAT CAUSE DELAYS, I GO TO TWITTER TO GET UPDATES FROM OTHER PASSENGERS BECAUSE THE REAL TIME INFO FROM CALTRAIN IS SO LIMITED AND SLOW.
230	JUST MOVED FROM NYC, SO MY COMPARISON IS THE SUBWAY. IT'S BETTER AT GETTING YOU PLACE TO PLACE, BUT CALTRAIN IS A MUCH MORE PLEASANT EXPERIENCE.
230	MORE BIKE SPACE
230	MORE SIGNAGE ABOUT BICYCLISTS IN BIKE CAR PLEASE, AND MORE SIGNS IN BIKE CAR.
230	MY BIGGEST COMPLAINT IS ABOUT POOR COMMUNICATIONS. WHEN THERE ARE DELAYS IT'S NOT CLEAR WHAT'S GOING ON OR HOW DELAYED YOU WILL BE AT ALL. ALSO WHEN A TRAIN ARRIVES SOMETIMES THE SIGNS DON'T SAY WHICH TRAIN IT IS. YOU HAVE TO LOOK AT THE SCHEDULE AND YOUR WATCH, WHICH IN ADDITION TO NOT HAVING ENOUGH TICKET MACHINES, IT'S CAUSED ME AND FRIENDS TO MISS TRAINS.
230	POOR COMMUNICATIONS OF DELAYS ONLINE. DELAYS WAY TOO FREQUENTLY CAN LAST FOR HOURS, AND ARE OFTEN DUE TO MECHANICAL ISSUES. DURING GIANTS SEASON, FANS TAKE OVER THE TRAINS, AND LEAVE NO ROOM FOR COMMUTERS.
230	PROBLEM WITH THE BIKE CAR -- PEOPLE WITHOUT BIKES ARE SITTING THERE WHILE BIKERS SHOULD BE ABLE TO BE IN THE BIKE CAR TO CHECK ON THEIR BIKES. I HAVE SEEN 2 PEOPLE TRYING TO STEAL BIKES.
230	SIGNS IN STATIONS ARE GOOD, HOWEVER, A FEW STATIONS DON'T INDICATE WHICH WAY TO GO IN ORDER TO GET TO THE OTHER SIDE. IN SOME LARGER STATION IT'S HARD TO KNOW WHICH WAY TO GO TO GET TO TRAINS. BIGGEST COMPLAINT IS BIKE CAR IS VERY CROWDED. AT A STOP THE TRAIN WILL FORCE CLOSE DOORS EVEN THOUGH PEOPLE ARE STILL COMING OFF TRAIN WITH BIKES. THREE TIMES I'VE BEEN STUCK ON THE CAR AS THE TRAIN LEFT THE STATION! PEOPLE WERE NOT BEING SLOW! CONDUCTOR WAS RUDE!
230	THANK YOU FOR CARRYING OUT THIS SURVEY. SOME OF MY FEW DISSATISFACTIONS WITH CALTRAIN COME FROM HORRENDOUS ON BOARD BEHAVIOR BY PASSENGERS, (EXAMPLES: BATHROOM CLEANLINESS, FEET ON SEAT.) PERHAPS YOU COULD DO REGULAR ANNOUNCEMENTS ON TRAIN ETIQUETTE. ALSO, ON BOARD SNACKS/DRINKS WOULD BE FANTASTIC. ALLOWING MORE VENDORS AT CALTRAIN STATIONS WOULD BE ANOTHER OPTION.
230	THE BIGGER TRAINS TEND TO BE LESS CLEAN, AND HOLD A STUFFY SMELL. NOT ENOUGH TRAINS DEPARTING AT 8:15 AM IN SUNNYVALE.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
230	THE BIKE SITUATION DURING COMMUTE HOURS IS HORRIBLE. OFTEN NOT ENOUGH SPACE ON BIKE CARS, EVEN ON GALLERY TRAINS. FURTHERMORE, THERE IS NO BIKE SECURITY AT MY DEPARTING STATION, 22ND, SO LEAVING MY BIKE THERE IS A POOR OPTION AS WELL. OTHER THAN THAT, GREAT SERVICE, THANKS FOR YOUR HARD WORK!
230	THE CLIPPER CARD MACHINES ARE CUMBERSOME AND TAKE MORE THAN TWICE AS LONG AS THE PAPER TICKET MACHINES. IF INVESTING IN NEW MACHINES, MAKE SURE THEY'RE FASTER.
230	THE NEW BIKE CARS ON THE NEW TRAINS ARE A LOT MORE DIFFICULT FOR LOADING, LOCATING BIKE STACKS WITH SIMILAR LOCATIONS, AND SPACE TO HOLD BIKES. ALSO FAR TOO MANY NON BIKERS CLOG THE BOARDING PROCESS ON BIKE CARS; BETTER ENFORCEMENT?! REMIND THEM THEY CAN GET ON ANY OTHER CAR?
230	WI-FI IS A MUST HAVE. I DON'T FEEL SAFE WHEN PASSENGERS ARE ON BOARD WITH ALCOHOLIC BEVERAGES DURING GIANTS GAMES. THEY SHOUT LOUDLY AND ARE DISRESPECTFUL OF OTHERS. TRAIN IS TOO SLOW -- EVEN BABY BULLET TRAIN.
230	WI-FI!!
230	WI-FI PLEASE
233	5 GOOD SERVICE -- THANK YOU
233	8:57, 5:44 CALIFORNIA AVENUE – SUNDAY TRAINS -- TOO CROWDED AROUND OFFICE HOURS (9-6). CONSIDER ADDING MORE SEATS/CARS.
233	AIR CONDITIONING NOT GOOD ENOUGH.
233	ADD MORE MORNING ROUTES AT TAMIEN STATION. PARKING IS DIFFICULT AT TAMIEN STATION WHEN ARRIVING LATER. THEY SHOULD ADD MORE SPACES BY REMOVING SOME SHOP PARKING SPACES SO OTHERS CAN PARK THERE.
233	AM NOT A FREQUENT RIDER, BUT FIND SERVICE PLEASANT AND EFFICIENT. NEW TRAINS ARE NICE, CROWDING SOMETIMES A PROBLEM. NEED TICKET MACHINES ON BOTH PLATFORMS E.G. CALIFORNIA AVENUE STOP. NEED TO REDUCE WHISTLE NOISE.
233	ANY NEWS ON NEW TRAIN ELECTRIFICATION, ETC.? ALSO, I'D LIKE MORE BIKE LOCKS AT THE STATIONS.
233	BETTER COVER FROM SUN AND RAIN NEEDED AT STATIONS. CLIPPER SYSTEM IS QUIRKY, I LIKED THE PAPER TICKETS BETTER. PEDESTRIAN ARM IN REDWOOD CITY DIDN'T LIFT WHEN TRAIN STOPPED AND MADE ME MISS MY TRAIN BECAUSE I COULDN'T CROSS THE TRACKS.
233	CALTRAIN ENGINES ARE VERY NOISY AND CAUSE SOUND POLLUTION. IS IT POSSIBLE TO HAVE TRAINS NOT IN SERVICE WAIT AWAY FROM THE PLATFORM? ESPECIALLY AT DIRIDON.
233	CLEAN THE BATHROOMS
233	CLIPPER IS OVERCOMPLICATED SO THAT THEY CAN CHARGE MORE FEES. PLEASE MAKE THEM CHANGE THIS.



## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
233	CLIPPER CARD DOES NOT ALWAYS WORK. I AM FREQUENTLY OVERCHARGED. WHEN I CALL CUSTOMER SERVICE, THEY DO NOT REFUND THE ERROR - ESPECIALLY IF THERE ARE TWO ERRORS PER DAY.
233	CLIPPER CARD RECHARGE SHOULD BE AVAILABLE AT ALL STATIONS.
233	CONDUCTORS SHOULD EMPHASIZE THE RULE OF KEEPING LOUD CONVERSATIONS TO A MINIMUM.
233	DURING ACCIDENTS AND TRESPASSER HITS, THE DELAYS OF CALTRAIN ARE VERY PAINFUL AND RESULT IN LONG WAIT TIMES -- SOMETIMES UP TO 3 HOURS' WAIT. PLEASE IMPROVE THIS PROCESS.
233	FASTER SERVICE!!!! TRAINS TOO SLOW AND TOO OLD
233	FREE WI-FI IS VERY IMPORTANT
233	GALLERY CARS FOREVER.
233	I HAD ONE TERRIBLE EXPERIENCE WITH A CONDUCTOR ON THE LATE TRAIN. ALTHOUGH I KNEW I HAD PURCHASED A 1-WAY TICKET TO A STATION, SHE RUDELY HAD ME EXIT THE TRAIN. I TRIED TO EXPLAIN TO HER THAT I WAS ALREADY GETTING OFF. SHE WALKED AWAY. I FELT SHE WAS VERY UNPROFESSIONAL AND I USUALLY RECEIVE EXCELLENT SERVICE ON CALTRAIN.
233	I THINK SOME OF THE FREQUENCIES NEED TO BE LOOKED AT DURING PEAKS. 15 MINUTES TO SOUTHBOUND??
233	I WOULD APPRECIATE IF THE FREQUENCY OF TRAINS WAS IMPROVED.
233	I WOULD PREFER BULLET TRAIN OPTIONS BETWEEN 9-10 AM AND 6-7 PM. ALSO MAYBE MORE LIMITED ROUTES MORNINGS AND AFTER 7 PM.
233	I WOULD PREFER MORE EXPRESS TRAINS IN THE MORNINGS.
233	I WOULD REALLY APPRECIATE MORE BULLETS AT NIGHTTIME FROM SF SOUTHBOUND.
233	INCREASE THE FREQUENCY OF TRAINS ON WEEKENDS
233	IT WOULD BE GREAT IF YOU COULD STOP A FEW BABY BULLET TRAINS AT CALIFORNIA AVENUE STATION.
233	I'VE BEEN A RIDER SINCE 1997 AND I REALLY WISH I WOULD HAVE APPLIED TO WORK FOR CALTRAIN. I LOVE TAKING THE TRAINS AND APPRECIATE BULLETS, LOCALS AND LIMITED. THE CONDUCTORS AND ENGINEERS ARE AWESOME.
233	I'VE BEEN RIDING FOR ABOUT 8 MONTHS NOW. FOR THE MOST PART I LOVE IT. HOWEVER, PEAK COMMUTE HOUR TRAINS ARE WAY TOO CROWDED. I DON'T LIKE STEPPING ON PEOPLE NOR DO I LIKE BEING STEPPED ON.
233	LOVE THE CALTRAIN SERVICE TODAY. IT IS TOO HOT IN THE CAR I TRIED FIRST - SO I WENT TO A DIFFERENT CAR - AND IT IS A NICE TEMP.
233	MANY ONBOARD CONDUCTOR ANNOUNCEMENTS ARE NOT COMPREHENSIBLE: BAD ENGLISH PRONUNCIATION AND DICTION. (SOMEWHAT LESS) WEAK COMMUNICATIONS EQUIPMENT.
233	MANY TIMES THE SIGNS READ THAT A TRAIN HAS ARRIVED AND LEFT ALTHOUGH IT HASN'T. SIGNS AREN'T ALWAYS ACCURATE WHEN THERE IS A MAJOR DELAY.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
233	MORE CARS. IT'S REALLY PACKED IN MORNING
233	NEW TIMES HAVE ALLEVIATED SOME OF THE OVERCROWDING.
233	ON PLATFORM FOR TRACK 2 AT DIRIDON, IT ONLY HAS SCHEDULE INFORMATION AND NEXT TRAIN TIMES ON THE BOARD FOR TRACK 2, SO THERE ARE CONSTANTLY PEOPLE FRANTICALLY WONDERING IF THEY ARE ON THE RIGHT TRACK. WI-FI IS ALSO A MUST! THANKS!
233	PARKING AT TAMIEN - PAVED PARKING.
233	PLEASE ADD MORE FREQUENT SERVICE. RIGHT NOW 1 HOUR BETWEEN TRAINS AT CALIFORNIA AVENUE IS NOT CONVENIENT FOR ME. 30 MINUTE TRAIN SPACING WILL HELP ME DRAMATICALLY. THANKS! VERY HAPPY WITH CALTRAIN SERVICE.
233	PLEASE DO SOMETHING ABOUT INCREASING TRAINS WHEN CROWDS ARE ANTICIPATED FOR SPORTS EVENTS AT AT&T PARK, LEVI'S STADIUM, AVAYA STADIUM, SAP CENTER. ESPECIALLY IF MORE THAN ONE EVENT AT ANY OF THESE PLACES IS HAPPENING ON THE SAME DAY!
233	PLEASE KEEP THE GOOD WORK GOING!!!
233	QUITE HOT AND MUGGY ONBOARD, OUR CAR COULD HAVE BEEN BETTER.
233	STATIONS NEED MORE SECURE BICYCLE PARKING AND MORE BIKE RACKS.
233	TAMIEN TO CALIFORNIA AVENUE
233	THE TRAINS ARE FINE BUT VERY OLD.
233	THERE WAS ONE TOILET IN USE, I HAD TO BATTLE THROUGH THE CARRIAGES TO FIND A TOILET WAY AT THE FRONT OF THE TRAIN. I HAD TO WALK THROUGH AT LEAST 6 CARRIAGES. THE TOILET WAS IN A BAD WAY. IT'S ASHAME AS EVERYTHING ELSE WAS EXTREMELY CLEAN.
233	TIMES OF CONNECTING LOCAL BUSES FROM SAN JOSE DIRIDON MUST BE SYNCED WITH TRAINS.
233	TRAINS DEPART 1 MINUTE BEFORE SCHEDULE AND DOORS USUALLY CLOSE 1 MINUTE BEFORE SCHEDULE. IT WILL BE BETTER TO LEAVE 1 MINUTE LATER THAN 1 MINUTE EARLY.
233	TRAINS SHOULD RUN MORE OFTEN -- EVERY 30 MINUTES IN THE EVENING; COMBINED TICKETS OF CALTRAIN AND OTHER PUBLIC TRANSPORTATION IN SF WOULD BE CONVENIENT. WI-FI IN TRAIN STATIONS WOULD HELP TO CHECK OTHER TRAVEL OPTIONS AT NIGHT.
233	TRAINS TOO DAMN CROWDED!!
233	VERY SATISFIED
233	WI-FI PLEASE!
233	[NAME REMOVED] IS AN EXCELLENT CONDUCTOR.
233	WISH CALTRAIN HAD BETTER STRATEGIES WHEN A FATALITY OCCURS.
233	WOULD BE NICE TO GET REAL TIME UPDATES ON CALTRAIN DELAYS.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
233	WOULD LIKE MORE FREQUENT TRAINS AT SUNNYVALE SINCE THERE'S A LOT OF PASSENGERS GETTING IN DURING COMMUTE HOURS 8-9 AM. MAYBE HAVE A TRAIN EVERY 15 MINUTES FROM 8:00 -9:30AM - PEAK COMMUTE HOURS AND YES ON BOARD WI-FI PLEASE!!
233	WOULD LIKE TO SEE MORE FREQUENT TRAINS IN THE EVENING 3:45-4:55 PM TO SAN ANTONIO STATION.
233	WOULD LOVE TO SEE MORE LIMITED OR BABY BULLET SERVICES THROUGHOUT THE DAY.
254	EASE OF USE OF TICKET MACHINES -- OFTEN CAN'T USE COINS. WHEN WE ARE WAITING FOR CALTRAIN AT SAN FRANCISCO, CONDUCTORS COME TOO LATE. I WANT THEM TO COME 5-10 MIN EARLIER. WE CAN WAIT INSIDE TRAIN WITH SEATING. THANKS.
254	AS A FREQUENT CALTRAIN RIDER, I WISH THERE WERE MORE BULLET TRAINS DURING THE DAY. SOMETIMES THE CONDUCTORS ARE VERY SHORT WITH CUSTOMERS. IT DOES NOT SEEM LIKE GOOD CUSTOMER SERVICE. THERE COULD BE MORE EDUCATION IN "PEOPLE SKILLS".
254	GET SOME WI-FI ALREADY! IF WE GET STUCK ON THE TRAIN FOR HOURS, WE NEED TO REPRESENT SILICON VALLEY. MORE BULLETS!
254	I DON'T UNDERSTAND WHY THE CLIPPER MACHINES AT CALTRAIN STATIONS ARE SO STODGY AND SLOW COMPARED TO THE CLIPPER MACHINES AT BART STATIONS. THEY TAKE FOREVER TO PROCESS THE CREDIT CARD INFO AND DON'T TAKE CASH. I ALSO DON'T LIKE THAT YOU ADD \$ IN \$20 INCREMENTS.
254	I LOVE THEM! ONLY IT GETS CROWDED.
254	I RIDE CALTRAIN ONCE A WEEK TO SAN JOSE DIRIDON. IT IS ALWAYS A PLEASANT RIDE AND I WILL CONTINUE TO RATE IT 5= VERY SATISFIED.
254	INCREASED SPACE FOR CYCLISTS WOULD BE VERY NICE. GETS A BIT CRAMPED AROUND 8-10 AM AND 4-6 PM.
254	INVEST IN ELECTRIC TRAINS. ENTRY/EXIT AT GRADE/LEVEL. SCHEDULE - MORE FREQUENT NORTHBOUND TRAINS FROM DIRIDON IN THE MORNING BETWEEN 8 AND 9.
254	MORE SIGNS DIRECTING NON-BIKES TO SIT IN AREAS THAT ARE FOR NON BIKE RIDERS ONLY
254	VERY GOOD SERVICE.
254	ON BOARD WI-FI WOULD BE GREAT TO HAVE.
254	PLEASE PROVIDE FREE WI-FI! I WOULD TRULY BE AMAZING.
254	THANK YOU FOR YOUR FABULOUS SERVICES! IF THE TRAINS DURING PEAK HOURS COULD BE MORE ON TIME THAT WOULD BE BETTER!!
254	THE BIGGEST PROBLEMS ARE OVERCROWDING AND FREQUENCY OF SERVICE. THOSE COUPLED WITH TRAINS BREAKING DOWN MAKE COMMUTING WITH CALTRAIN DIFFICULT AT TIMES.
257	ADD VALUE MACHINE IS REALLY SLOW.
257	AIR CONDITIONING NEEDS TO BE FIXED SOONER WHEN IT BREAKS.
257	BETTER INFO AVAILABLE BEFORE TRAVEL.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
257	THANK YOU! IT IS VERY GOOD TRANSPORTATION. THANK YOU FOR EVERYTHING!
257	GET WI-FI AND MORE POWER OUTLETS. MORE BULLET TRAINS, LOWER PRICES.
257	I WISH REAL TIME TRAIN/STATION INFORMATION WAS EASIER TO ACCESS AND AVAILABLE ON AN APP. PLEASE CLEAN THE TRAIN BATHROOMS MORE AND PUT A PLACE IN THERE FOR PEOPLE TO PUT THEIR BELONGINGS.
257	IT WOULD BE HELPFUL TO HAVE A CLEAR CAR DROP OFF AND PICK UP ZONE AT THE SANTA CLARA STATION. ALSO TO HAVE SOME PARKING SPACES FOR SHORT TERM - 15 MINUTES AND 30 MINUTES - TO HELP FACILITATE CAR TO TRAIN TRANSFERS.
257	MORE AIR CONDITIONING.
257	MOST CONDUCTORS ARE COURTEOUS AND HELPFUL. SOME- A FEW- ARE NOT. [NAME REMOVED] THE SURVEYOR ASKED ME TO SHARE MY OPINIONS AND HANDED ME THIS FORM, WAS VERY NICE. PLEASE DON'T REDUCE THE NUMBER OF BIKES ALLOWED ON EACH TRAIN, NO MATTER HOW MANY CARS YOU ADD.
257	REALLY ENJOY THE SERVICE.
257	REFILLING THE CLIPPER CARD AT THE SF STATION TAKES TOO LONG. IT SHOULD TAKE 1 MINUTE AT MOST. THE MACHINE TAKES ITS SWEET TIME TO READ CARDS. ALSO, PEOPLE NEED TO STOP JUMPING IN FRONT OF TRAIN. ENHANCED SECURITY OR A WARNING THAT AN OBJECT/PERSON IS AHEAD WOULD PREVENT COLLISION.
257	RELATIVELY NEW RIDER BUT SAFE, CLEAN, IMMACULATE, ON TIME. DREAM WOULD BE INCREASED SERVICE/ NUMBER OF DEPARTURES DURING NON- RUSH HOURS.
257	UPGRADE TICKET MACHINES TO INCREASE CLIPPER COMPATIBILITY. INSTALL CHANGE MACHINES.
257	WHY ISN'T TICKETING ELECTRONIC? WI-FI NEEDS TO HAPPEN.
257	WI-FI WOULD BE KEY AND MORE TICKETING OPTIONS. ALSO, BRING SOME DISCOUNTED TICKETS BACK.
257	WOULD BE NICE TO HAVE AN ONBOARD TICKETING MACHINE. I ONCE MISSED A RIDE BECAUSE SENIOR CITIZENS WERE TAKING SO DARN LONG TO GET THEIR TICKET. PEOPLE WISH TO GET ON BOARD.
257	WOULD BE NICE TO HAVE MORE THAN ONE TRAIN IN AN HOUR ON WEEKENDS.
262	[Q1.] BUT WHY IS DIRIDON MORE SANITARY THAN PALO ALTO? [Q4.] NOT VERY MANY AROUND DIRIDON. [Q6] AND SEE #1. [Q11.] DO THEY CLEAN THEM DAILY? [Q12] NEVER USED ONE. [Q21] HOW ABOUT MORE SERVICES TO MORGAN HILL BOTH WAYS? I LIVE IN MORGAN HILL AND CATCH AN 0500 AT DIRIDON TO PALO ALTO.
262	WHEN CONDUCTORS USE PORTABLE RAMPS ON TRAINS WITH 2 SETS OF DOORS PER CAR, CAN IT BE DONE MORE QUIETLY? WHEN THEY DROP THE RAMP, IT MAKES A REALLY LOUD THUD THAT RATTLES THE EARDRUMS. OTHERWISE, THEY ARE GREAT. QUIET CARS- PLEASE!

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
262	AS A COMMUTER, I WOULD LIKE BETTER NOTIFICATION OF TRAIN DELAYS. THE CONDUCTORS SHOULD BE KNOWLEDGEABLE OF BUS BRIDGES AND ALTERNATE ROUTES NECESSARY (EX. PEDESTRIAN FATALITY.) I ALSO THINK THAT TRAINS SHOULD BE RUN MORE FREQUENTLY IN THE MORNING. CALTRAIN SHOULD USE THE NEWER CARS FOR THE COMMUTE. (USUALLY TAKE #309 BABY BULLET.)
262	CALTRAIN IS VERY NICE OVERALL. ADDITION OF RELIABLE, HIGH SPEED WI-FI WILL BE GREAT.
262	COMMENTS ABOUT THE 'RIDE': SOUTHBOUND TRAINS ROCK AND ROLL MAKING READING, WRITING, COMPUTER WORK EXTREMELY FRUSTRATING. NORTHBOUND RIDES ARE NOT NEARLY AS BAD. IF YOU HAD ASKED ABOUT 'COMFORT OF RIDE', I'D HAVE SCORED SOUTHBOUND AS A 1, AND NORTHBOUND AS 4-5. ALSO PLEASE CONSIDER ADDING 1-2 CARS TO MORNING TRAINS!
262	CONDUCTORS ARE ALWAYS PROFESSIONAL AND CHEERFUL-- I APPRECIATE IT!
262	DELAYS DUE TO TRAIN MALFUNCTIONS ARE FRUSTRATING (UNDERSTANDABLY, PASSENGERS BEING STRUCK ARE UNAVOIDABLE). AS A DAILY COMMUTER, WI-FI WOULD BE EXTREMELY HELPFUL (1 HOUR COMMUTE EACH WAY). TWITTER UPDATES HAVE BEEN VERY HELPFUL BUT DON'T GET COMMUNICATED QUICKLY ENOUGH ONBOARD.
262	EASY FOR FOREIGNERS.
262	ENFORCE THE NO SMOKING POLICY. I SEE ALMOST AT LEAST ONE PERSON SMOKING ON TRAIN STATION PROPERTY EVERY DAY.
262	GOOD
262	GREAT JOB!
262	GREAT SERVICE -- JUST PLEASE WORK ON LIMITING VEHICLE STRIKES AND MAKING RESPONSE TIMES QUICKER.
262	HANDLING OF PASSENGERS DURING INCIDENTS COULD STAND MUCH IMPROVEMENT. FOR EXAMPLE, IN ONE INCIDENT WE WERE DROPPED OFF AT A STATION (TRAIN TAKEN OUT OF SERVICE) AND TOLD A TRAIN WOULD PICK US UP. 10-15 MINUTES LATER WE WERE TOLD TO MOVE TO SOUTHBOUND SIDE (300-400 PEOPLE); 20-30 MINUTES LATER WE WERE TOLD TO MOVE BACK TO THE NORTHBOUND SIDE. THIS IS ONE OF SEVERAL EXAMPLES OF POOR INCIDENT MANAGEMENT.
262	HAVING EXPERIENCED THE COMMUTER RAIL IN BOSTON, MA - CALTRAIN IS AMAZING! KEEP UP THE GOOD WORK!
262	HAVING THE TRAIN IS A GREAT ALTERNATIVE FORM ON THOSE RANDOM OCCASIONS I CAN'T DRIVE. I WISH I LIVED CLOSER TO ANY STATION THOUGH.
262	I HAVE NOTICED A BIG IMPROVEMENT OF FRIENDLINESS OF STAFF. [Q21] SAN JOSE BECAUSE MORE FREQUENT THAN SANTA CLARA STATIONS.
262	I WOULD LIKE MORE MARKETING, ETC. COMMUNICATION ON WHERE TO GET REAL TIME INFO, I.E. ACCIDENTS AND DELAYS. WOULD LIKE INFO FROM CALTRAIN, NOT JOE BLOW ON TWITTER.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
262	I'M FROM MASSACHUSETTS AND CALTRAIN IS REMARKABLY BETTER/CLEANER/MORE ON TIME THAN THE MTA.
262	IMPROVEMENT-- SCHEDULE BUS PICKUP TIMES WITH THOSE OF CALTRAIN STOPS.
262	LEARNING HOW TO USE CLIPPER AND INTERPRETING FARE RATES WAS TRICKY.
262	LITTLE TO NO INFORMATION AT STATION WHEN TRAINS ARE DOWN. NEWER TRAINS WITH THE FACING SEATS MEANS NO PRIVACY. I TRY TO AVOID THOSE. DUMB DESIGN.
262	LOVE EVERYTHING ABOUT CALTRAIN EXCEPT CLEANLINESS OF RESTROOMS ON BOARD AND AT 4TH AND KING. HAVING WI-FI WOULD BE A BIG BONUS. ALSO THE CONDUCTORS INJECT A LOT OF PERSONALITY INTO ANNOUNCEMENTS, WHICH IS GREAT!
262	MORE COORDINATION NEEDED WITH CONNECTING SERVICES LIKE VTA IS APPRECIATED (TIMING). WI-FI SERVICE IS ALSO APPRECIATED. THANKS.
262	MORE TICKET STATIONS AT SUNNYVALE STATION. WORKING WITH SAMTRANS TO BETTER SERVE STATIONS SO NOT EVERYONE IS DRIVING.
262	NEED TO DO BETTER JOB ENFORCING NO FEET ON SEATS, EVERYONE KEEPING CELLPHONE CALLS QUIET.
262	NEWER TRAIN
262	ON BOARD WI-FI. GET IT.
262	ONLY CHANGE IS MAKING SURE TRAINS DO NOT LEAVE EARLY, AND IF THEY CHANGE TRAINS AT SAN JOSE, BETTER ADVISEMENTS. ALSO, WHY IS THERE NO SIGNAGE ON TRAIN AS TO WHAT TRAIN # IT IS? ESPECIALLY ON DAYS WHEN THERE ARE DELAYS?
262	OVERALL, I'M VERY HAPPY WITH MY CALTRAIN EXPERIENCE. I HAVE NO COMPLAINTS.
262	PALO ALTO TRASH, HOMELESS; SOMETIMES TRAIN ANNOUNCEMENTS ARE EXTREMELY QUIET.
262	PAPER TICKET CHARGE INEVITABLE.
262	PLEASE CHECK THE BLUE RANGER TRUCK AT DIRIDON PARKING LOT. IDAHO PLATES. HAS BEEN THERE AT LEAST A MONTH IN THE SAME SPOT. TOW IT?
262	PLEASE HAVE MORE TRAINS HEADING SOUTHBOUND [FROM] SJ DIRIDON, ESPECIALLY TO TAMIEN. IT'S FRUSTRATING TO HAVE SO FEW CHOICES WHEN YOU SEE TRAINS GO TO TAMIEN AND PEOPLE HAVE TO WAIT AT DIRIDON. I KNOW THE REASON, BUT I STILL BELIEVE IT'S BETTER TO HAVE TAMIEN ADDED, AND IF THE TRAIN IS NEEDED, ASK RIDERS TO DETRAIN AT SJ DIRIDON SO TRAIN CAN GO WHERE IT'S NEEDED, WHICH ISN'T VERY FREQUENT.
262	PLEASE-TRAINS MORE OFTEN FROM MILLBRAE. IT SUCKS WAITING AN HOUR AFTER COMING OFF BART TO GET CALTRAIN.
262	PROCEDURES/COMMUNICATION IN CASE OF EMERGENCY/DELAYS MUST BE IMPROVED.
262	REMIND BIKE RIDERS NOT TO RIDE BIKES IN STATION- A BIKE RIDER OFTEN ALMOST KNOCKS ME OUT AND WHEN I TOLD HIM NOT TO RIDE IN STATION HE TOLD ME THAT'S HOW HE PASSES TIME WHILE WAITING FOR TRAIN. ALSO GETS ON BIKE AS SOON AS OFF TRAIN.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
262	REMIND PEOPLE NOT TO SHOUT ON CELLPHONE. TELL CONDUCTORS TO MOVE OUT OF THE WAY TO LET BIKES GET ON AND OFF THE TRAINS. CONDUCTORS HAVE TO BE REMINDED THAT BIKES WANT TO GET ON/OFF AND PEOPLE NEED TO GET ON AND OFF THE TRAIN.
262	SERVICE IS GOOD BUT LITTLE BIT EXPENSIVE.
262	SERVICE IS GOOD SO FAR.
262	SOME STATIONS ARE NOT MAINTAINED PROPERLY, SPECIALLY PALO ALTO CALTRAIN STATION. THE TUNNELS TO GO ON OTHER SIDE OF THE STATION ARE PRETTY BAD, VERY SMELLY, BROKEN GLASSES AND OTHER STUFF. PLEASE CONSIDER!
262	SOMETIMES THE TRAIN LEAVES EARLIER THAN ITS TIME, AND I MISS THE TRAIN BY 3/4/5 MINUTES.
262	TAMIEN STATION IS VERY CLOSE TO MY HOME, BUT I DO NOT PARK THERE DUE TO CAR BREAK-INS AND QUESTIONABLE PEOPLE. PALO ALTO STATION IS ABSOLUTELY DISGUSTING-- REEKS OF URINE. CLEAN THE UNDERPASSES PLEASE!
262	THE ONBOARD RESTROOMS SHOULD BE PROBABLY CLEANED AND SHOULD NOT SMELL.
262	TICKET MACHINES HAVE TROUBLE READING YOUR CREDIT CARD UNLESS YOU INSERT AND PULL OUT AT JUST RIGHT SPEED. BAD COMMUNICATION RE: MAJOR DELAYS. MIDDAY (I.E. 11AM -3PM) TRAINS SEEM TO BE LATE OFTEN. DIDN'T APPRECIATE BEING TREATED LIKE A CRIMINAL ON XMAS EVE WHEN I FORGOT MY WALLET AT WORK (WHICH CONTAINED MY CLIPPER WITH CURRENT MONTHLY PASS) AND THE CONDUCTOR HAPPENED TO DECIDE TO CHECK TICKETS. MERRY CHRISTMAS!! (SARCASM)
262	TRAIN CARS NEED TO HAVE ELECTRIC OUTLETS AND/OR USB OUTLETS SO RIDERS CAN PLUG IN DEVICES. I AM AWARE OF THE FEW AVAILABLE ON THE UPSTAIRS OF SOME CARS, BUT THEY SHOULD BE EVERYWHERE IN THIS DAY AND AGE IN THIS AREA.
262	TRAIN WI-FI PLEASE.
262	VERY LITTLE INFO AVAILABLE WHEN DELAY IS CAUSED BY INCIDENT WITH ANOTHER TRAIN. TWITTER HAS MORE INFO THAN ON-BOARD STAFF. BIGGEST WISH, HOWEVER, (THOUGH POSSIBLY IT'S UNDERSTANDABLY NOT FEASIBLE) LATER SERVICE ON FRIDAY/SATURDAY EVENINGS! A 2 AM TRAIN IS A DREAM. A PIPE DREAM, BUT A DREAM.
262	WHEN THERE'S AN ACCIDENT OR INCIDENT WHICH CAUSES DELAYS, PASSENGERS SHOULD BE KEPT INFORMED.
262	WHENEVER THERE IS AN ACCIDENT OR INCIDENT THAT CAUSES A TRAIN DELAY, IT SEEMS AS IF THE ONBOARD PASSENGERS (AND CONDUCTORS?) ARE NOT KEPT APPRISED OF UPDATES. ALSO, IF WE ARE WITHIN WALKING DISTANCE OF OUR STATION WHEN THERE IS AN ACCIDENT, I WISH WE COULD DISEMBARK AND BE ALLOWED TO WALK TO OUR DESTINATION.
262	WI-FI ON BOARD AND CLIPPER PAYMENTS AT STATIONS WOULD BE GREAT IMPROVEMENTS!

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
262	WOULD LIKE DELAYS, ETC. TO BE BETTER COMMUNICATED -- PERHAPS A DEDICATED REAL "ON TIME" CALTRAIN APP TO HELP BETTER PLAN MY COMMUTE. ALSO, NEED EXTRA CARS FOR MORNING COMMUTE ON 218 TRAIN. IT'S ALMOST IMPOSSIBLE TO GO INSIDE THE DOORS!
262	YESTERDAY, TRAIN 360 DID NOT HAVE AIR SO IT WAS HOT FROM PALO ALTO TO SAN JOSE.
267	POST NON-SMOKING SIGNS AT MILLBRAE STATION. BETTER INFORMATION ON DELAYS AND SCHEDULES AT STATIONS WHEN ACCIDENTS OCCUR.
267	ON BOARD WI-FI IS THE BIGGEST NEED. NEED BETTER SOLUTION TO 1 HR. DELAYS EVERY TIME THERE IS A "TRESPASSING" INCIDENT. CLIPPER AT EVERY STATION.
267	THE STATION CHARTS ON BOARD ARE A BIT SMALL. A DIAGRAM WOULD BE BETTER. MOST STATIONS LOOK CLEAN BUT ABANDONED/TOO INDUSTRIAL.
267	MORE SHADE NEEDED AT STATIONS IN SOUTH BAY -- IT GETS HOT IN THE WARM MONTHS. BETTER COMMUNICATION OF DELAYS VIA MOBILE OR EMAIL SO THAT WE CAN KNOW BEFORE GETTING TO STATION.
267	PAIN POINTS: NO EXTERIOR MARKINGS ON THE TRAIN THAT INDICATE THE ROUTE. SEEMINGLY INACCURATE ARRIVAL/ROUTE INFORMATION. EVEN THOUGH I RIDE REGULARLY I HAVE TO VERIFY I'M GETTING ON THE RIGHT TRAIN. THE DIRIDON STATION MEN'S BATHROOM IS BAD – SERIOUSLY, TRY USING THE URINAL WITHOUT BEING CONCERNED ABOUT YOUR PRIVACY.
267	5-CLEAN AND ON-TIME. NEED MORE CLIPPER PASS METERS NEAR COVERED AREA.
267	AIR CONDITIONING IS TOO LOW MANY TIMES. ALWAYS NEED A JACKET ON THE TRAIN RIDE.
267	CALTRAIN MOSTLY SUCKS. CASE IN POINT, THE VERY NOTION THAT YOU THINK 5 MINUTES IS WITHIN ACCEPTABLE ON TIME ARRIVAL IS LAUGHABLE. YOU SUCK.
267	CALTRAIN SHOULD BE CHEAPER TO ENCOURAGE USE. CURRENTLY COSTS MORE TO TAKE TRAIN VERSUS DRIVE. CALTRAIN APP SHOULD ALERT FOR DELAYS.
267	EVERY TIME, WHEN SOMETHING HAPPENS, THE BUS BRIDGE SERVICE IS HORRIBLE AT BEST.
267	EVERYTHING EXCEEDS EXPECTATIONS. BATHROOMS AT 4TH AND KING ARE DISGUSTING.
267	FIGURE OUT A WAY TO REDUCE DELAYS WHEN THERE IS AN ACCIDENT. PUT A SYSTEM IN PLACE TO COMMUNICATE DELAYS CLEARLY AND SPECIFICALLY.
267	GENERALLY, GOOD JOB. MAJOR ISSUES SEEM TO ALWAYS REVOLVE AROUND DELAYS AND INFORMATION TRANSPARENCY.
267	I WOULD ALSO LIKE TO SEE ADDITIONAL UNCOVERED SEATING AREA.
267	I HATE THE 22ND STREET STATION. IT'S DIRTY AND FEELS UNSAFE WHEN I WALK BACK TO MY CAR (PARKED ON IOWA) AFTER DARK.
267	LOVE THE SERVICE, BUT HATE THE BATHROOMS ON THE TRAINS. CONDUCTORS NEED TO PRACTICE WITH DISABLED/WHEELCHAIRS. PASSENGERS ALWAYS DELAYED.



## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
267	NEED NEW TRAINS. THE NEW ONES ARE GREAT WITH TABLES TO WORK AND PLUGS. THE OLD ONES NEED TO BE RETIRED AND CALTRAIN SHOULD ONLY PERMIT PASSENGERS WHEN THERE IS SEATING. IT'S DANGEROUS WHEN STANDING ROOM ONLY. ALSO, PEOPLE SHOULD BE POSTED TO AVOID SUICIDES AND CARS RUNNING THE RAILS.
267	ONBOARD WI-FI IS A MUST WHEN ONE HAS TO TRAVEL 1.5 HOURS ON A TRAIN. ALSO WOULD REQUEST TO GIVE STUDENT DISCOUNT TO PEOPLE ENROLLED IN GRADUATE SCHOOL.
267	OVERALL GOOD SERVICE BUT MORE DELAY INFORMATION WOULD BE GOOD. I THINK IT WOULD BE INTERESTING TO HAVE MORE DIVERSITY OF TRAIN SCHEDULE .
267	PLEASE - ONBOARD WI-FI IS A MUST HAVE! THANKS
267	PLEASE INCREASE TOTAL NUMBER OF TRAINS ON WEEKDAY AND WEEKEND.
267	PLEASE REOPEN BROADWAY (BURLINGAME) STATION.
267	REALLY EXPENSIVE FOR REGULAR COMMUTES.
267	THANK YOU FOR ADDING MORE BIKE CAPACITY. MY REQUEST WOULD BE MORE LIMITED TRAINS DURING COMMUTE TIMES. PLEASE ADD A SHUTTLE FROM LAWRENCE TO CUPERTINO -- FOR EXAMPLE, KAISER SANTA CLARA, APPLE ALIGNMENT.
267	THANK YOU FOR THE SERVICE!
267	THE NEED FOR WI-FI IS HIGH!! MORE POWER OUTLETS ON OLDER TRAINS WOULD BE VERY APPRECIATED.
267	TOO EXPENSIVE.
267	TRAINS HAVE TO BE ABLE TO PASS EACH OTHER. SUICIDES AND TRAIN (MECHANICAL) ERRORS HAPPEN MONTHLY; THERE NEEDS TO BE INFRASTRUCTURE SO NOT ALL TRAINS ARE DELAYED .
267	TRY TO HAVE AT LEAST ONE TICKET MACHINE NORTH AND SOUTH AT EACH STATION.
267	UNDERSTAND DELAYS DUE TO SUICIDES OR ACCIDENTS ARE UNAVOIDABLE, BUT TRAIN BREAKDOWNS ARE INEXCUSABLE. TRAINS ONLY TRAVEL 50 MILES OR SO , THUS MAINTAIN THEM FOR THAT DISTANCE. SCREWS RUPTURE OTHERWISE.
267	WI-FI IS A MUST. HARD TO BELIEVE IT IS NOT OFFERED ON BOARD!
267	WI-FI PLEASE. ALSO THE FREE BIKE VALET AT 4TH AND KING.
267	WI-FI WOULD BE GREAT!
267	WITH 22ND ST. BECOMING SUCH A POPULAR STOP IT WOULD BE NICE IF THE STATION HAD BETTER LIGHTING AND FELT SAFER.
267	A BAR WOULD BE GREAT. THE RIDERS' EXPERIENCE WOULD BE PERFECT. ALSO, LONGER OPERATING HOURS WOULD BE GREAT AS WELL.
267	YOU NEED NEWER TRAINS. TOO MANY DELAYS BECAUSE OF A BROKEN TRAIN

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
268	PLEASE OFFER PAY-AS-YOU-GO WI-FI! MOST CONDUCTORS ARE FRIENDLY AND GIVE COMPLETE, EASILY UNDERSTOOD ANNOUNCEMENTS, BUT SOME SPEAK UNCLEARLY, TOO FAST, OR DON'T SAY ENOUGH. I'M A REGULAR COMMUTER BUT TO INFREQUENT RIDERS, THAT STUFF IS IMPORTANT! SOMETIMES RESTROOMS ARE VERY STINKY, ESPECIALLY ON THE BOMBARDIER CARS. THANK YOU FOR LETTING US EAT AND DRINK ON BOARD. IT'S VERY IMPORTANT TO MANY FOLKS TO BE ABLE TO EAT OUR MEALS OR SNACKS.
268	NEED OUTLETS FOR CHARGING PHONES.
268	CALTRAIN IS TOO OLD AND TOO SLOW. WE NEED FASTER (HIGH SPEED) TRAIN FOR COMMUTE. CALTRAIN IS TOO OFTEN GET DELAYED BY UNCLEAR REASONS. NEED TO REVIEW THE PROCESS OF HOW TO RESOLVE FALSE ALARMS QUICKLY.
268	PLEASE HAVE MORE SLOW TRAINS AT 9AM /5PM; 233 AND 268 ARE REALLY CROWDED. TRAINS 218 AND 273 ARE ALWAYS EMPTY. PLEASE REVERSE THEM SO THAT FEWER PEOPLE WOULD TAKE 233 AND 268. THANKS!
268	A LATER TRAIN IN THE MORNING FROM MORGAN HILL WOULD BE GREAT!
268	ADD ANOTHER CAR FOR EACH TRAIN TO TAKE MORE PEOPLE AND HAVE MORE SEATS.
268	ADD MORE CARS TO ACCOMMODATE EVERYONE.
268	AIR CIRCULATION AND INTERIOR CLEANLINESS NEED IMPROVEMENT.
268	AS AN IMMIGRANT FROM TAIWAN, MY ENGLISH IS NOT AS GOOD AS MOST, SO IT WOULD BE NICE IF THE CONDUCTOR COULD SPEAK SLOWER, BUT OVERALL, I'VE HAD A GREAT TRIP!
268	BATHROOMS ON SOME CARS ARE REALLY STINKY, CONDUCTORS ARE GREAT. WOULD LIKE BETTER DELAY INFO BEFORE GETTING TO STATION.
268	BETTER DIGITAL DISPLAY OF SCHEDULES AND REAL TIME UPDATES WOULD BE A GREAT WAY TO MODERNIZATION. LONG TERM , NEWER TRAIN CARS AND ELECTRICAL WOULD BE GREAT.
268	BULLET STOPS AT SANTA CLARA, WISHFUL THINKING.
268	CALTRAIN IS A GREAT SOURCE OF COMMUTE BUT IS BECOMING VERY UNRELIABLE DUE TO DELAYS AND CANCELLATIONS. WE NEED MORE TRAINS WITH FEWER DELAYS. GREAT JOB SO FAR THOUGH!
268	CALTRAIN IS GREAT WHEN IT RUNS ON TIME. WHEN THERE IS MECHANICAL OR FATALITY DELAY THE AVAILABLE INFORMATION IS AWFUL. WHEN CALTRAIN IS DELAYED ITS TERRIBLE.
268	CALTRAIN IS VERY HELPFUL TO ME IN MY DAILY COMMUTE. IF ONLY WE COULD GET MORE BULLET TRAINS AND INCREASE FREQUENCY.
268	CALTRAIN NEEDS WI-FI
268	CAN YOU DO SOMETHING ABOUT CELL PHONE USE ON THE TRAIN (LONG CASUAL LOUD CONVERSATIONS)? DON'T MIND THE SHORT BRIEF ONES BUT THE CONSTANT LONG ONES ARE REALLY ANNOYING.
268	CLIPPER CARD SERVICE IS AWFUL ESPECIALLY WHEN ASSOCIATED WITH PARKING PASS.
268	CLIPPER CARDS AT STATION; TIMES LITTLE MORE ALIGNED FOR BUSES AND BART.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
268	CROWDING IS AN ISSUE -- WORK HOURS – AM/PM -- THERE COULD BE MORE TRAINS. LIMITED SPACE FOR PEOPLE WITH BAGS TO THE AIRPORT.
268	CURRENTLY, THE LAST TRAIN FROM MORGAN HILL LEAVES AT 7:20 AM . PLEASE ADD ONE MORE TRAIN LEAVING AT 7:50 AM IF POSSIBLE.
268	WOULD BE NICE TO HAVE MORE TRAINS TO GO TO BLOSSOM HILL/TO GILROY INSTEAD OF STOPPING AT ONLY SAP AND TAMIEN.
268	I AM FROM TEXAS. LIKE THE TRAIN A LOT! IT SAVED TIME AND MONEY. PLEASE START THE COMMUTER TRAINS IN TEXAS ALSO. THEY ARE IN DIRE NEED OF THEM.
268	I RARELY TAKE CALTRAIN. NOTHING AGAINST IT. I JUST LIVE IN EAST BAY, SO I RARELY GO TO PENINSULA/SOUTH BAY FROM SAN FRANCISCO
268	I REALLY HAVE NO OPINION EXCEPT VERY POOR COMMUNICATION WHEN DELAYS HAPPEN -- ESPECIALLY AT THE STATIONS -- AND NEED FOR INCREASED SERVICE TO AREAS SOUTH OF DIRIDON. OTHERWISE, I DON'T CARE, ITS FINE.
268	I THINK IT WOULD BE HELPFUL TO HAVE MORE TRAINS GOING AS FAR AS GILROY AROUND THE 5 O'CLOCK HOUR.
268	I WOULD PREFER GRADE SEPARATION- FAR TOO MANY "TRESPASSER STRIKES." CIGARETTES -- SMOKE AND LITTER -- ARE MY PRIMARY PROBLEM AT CALIFORNIA AVENUE STATION/PARKING. BIKES CAN BE PROBLEMATIC WHEN DISEMBARKING AT SF PLATFORMS IN THE AM COMMUTE. CAN WE ASK THEM TO EXIT AFTER PEDESTRIAN TRAFFIC THINS?
268	I WOULD REALLY WANT CALTRAIN TO HAVE MORE FREQUENT SERVICE AND FASTER
268	IMPROVE TICKETING SYSTEM AND FASTER TRAINS.
268	IN 2016 SURVEYS CAN BE PROVIDED ONLINE. TICKETS CAN BE PURCHASED ONLINE AS WELL. TRAINS ARE ALMOST ALWAYS TOO CROWDED. I WISH I COULD KNOW THAT THE TRAIN DOES NOT TAKE BIKES ON BOARD BEFORE THE TRAIN ARRIVES AT THE STATION.
268	INCREASE SPEED OF RIDE. MAKE EQUAL FREQUENCY OF TRAINS, SAY EVERY 15 MINUTE PER TRAIN IN RUSH HOURS. MAKE FEW EXPRESS TRAINS AROUND NOON. MAKE SOME EXPRESS TRAINS FOR PEOPLE ONLY (NO BIKES). DO NOT MAKE EQUAL STOPPING TIME FOR EVERY STATION, I.E. SMALL STATIONS [SHOULD GET] LESS TIME TO STOP.
268	INFORMATION ABOUT THE GATE NUMBER FOR EACH TRAIN IS REALLY BAD. WHY CAN'T WE USE CLIPPER TO PAY FOR PARKING? WE NEED MORE BIKE CARS OR FREE PARKING FOR BIKES. BULLET TRAINS MENLO PARK TO SAN JOSE AT LEAST.
268	INTERIOR CLEANING -- TRAINS SMELL BAD AND SEATS LOOK DIRTY.
268	IT WOULD BE NICE FOR THERE TO BE AN OFFICIAL APP AT THE APP STORE. SADLY, WHEN THERE'S DELAYS, I HAVE TO FIND OUT VIA TWITTER AND NOT FROM CALTRAIN .
268	IT IS THE BEST COMMUTE TO WORK.
268	IT WOULD BE GREAT TO INCREASE THE NUMBER OF BULLET TRAINS DURING PEAK HOURS AS THE CURRENT BULLETS GET WAY PACKED AND RUN EVERY HOUR.
268	IT WOULD BE GREAT TO OFFER BETTER DISCOUNT PASSES FOR THOSE WHO TRAVEL ALL 6 ZONES FREQUENTLY. THE MONTHLY PASS IS VERY EXPENSIVE ON CLIPPER. OVERALL, FANTASTIC SERVICE, VERY HAPPY. THANK YOU!

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
268	IT WOULD BE NICE IF FOOD/SNACKS/BEVERAGES WERE SERVED ON CALTRAIN AND IT WOULD BE AWESOME IF THERE WAS WI-FI.
268	IT'S BEEN 2 YEARS. MY JOURNEY WITH CALTRAIN WAS A PLEASANT ONE. THANK YOU TO ALL CREW MEMBERS BEHIND.
268	IT'S A FAST SERVICE
268	MAYBE INSTEAD OF PAYING A GUY WITH NO EXPERIENCE HALF A MILLION A YEAR TO (NOT) MANAGE CALTRAIN, THE MONEY COULD BE SPENT ON THE TRAINS THAT KEEP BREAKING DOWN. ALSO SINCE YOU CAN'T BUY TICKETS ON BOARD IT WOULD BE GREAT IF YOU PUT TICKET MACHINES THAT ACTUALLY WORK IN THE STATIONS.
268	MORE FREQUENT SERVICE NEEDED IN GILROY AND CALIFORNIA AVENUE STOPS.
268	MORE MILLBRAE PARKING.
268	MORE ROOM FOR PASSENGERS CLEANING FACILITIES SUCH AS RESTROOMS AS WELL AS PASSENGERS SEATS.
268	MUCH BETTER THAN BART, BUT NOT AS GOOD AS JAPAN/EURO TRAINS.
268	MY BIGGEST ISSUE WITH CALTRAIN IS THE NUMBER OF VERY LONG DELAYS FOR MANY TRAINS WHEN ONE RUNS INTO/OVER SOMETHING.
268	NOT ENOUGH FREQUENT TRAINS TO SAN BRUNO IN COMMUTE HOURS.
268	OLDER CARS ARE SO CROWDED IN THE AFTERNOON WITH STANDING ROOM ONLY.
268	ONLINE PAYMENT DOES NOT SHOW UP UNTIL SEVERAL DAYS LATER. THIS IS UNACCEPTABLE.
268	OVERALL SERVICE IS GOOD. MAKE WI-FI AVAILABLE BUT TRY NOT TO CHARGE EXTRA PRICE.
268	OVERALL I'M GRATEFUL THAT THE TRAINS TAKE ME TO WHERE I NEED TO GO, TO WORK, SO I CAN SAY I CAN'T SAY I'M DISSATISFIED. BUT I THINK SOME THINGS CAN BE IMPROVED. CLEANLINESS AND COMMUNICATIONS I RATED A 3 BECAUSE THE OVERALL SERVICE IS OK.
268	PEOPLE TEND TO BE VERY FRIENDLY, ONLY PROBLEM IS THE TRAIN TAKES FOREVER, BUT SPACING IS ALSO A SMALL PROBLEM. I WOULD LIKE MORE ROOM. OUTLETS FOR CHARGING PHONES WOULD BE GOOD.
268	PLEASE ADD ANOTHER TRAIN TO THE MORNING AND EVENING SERVICE TO GILROY.
268	PLEASE ADD BULLET TRAINS TO MORGAN HILL. THANKS FOR ALL YOU DO!
268	PLEASE ADD MORE CARS IF FEASIBLE, ESPECIALLY IN THE MORNING NORTHBOUND COMMUTE.
268	PLEASE CREATE A MOBILE APP WITH REAL-TIME TRACKING OF TRAINS AND ABILITY TO REQUEST/SET NOTIFICATIONS OF DELAYS. ITS VERY FRUSTRATING TO ARRIVE AT THE STATION AND BE KEPT WAITING DUE TO SIGNIFICANT DELAYS. ALL SHOULD SHOW TRAINS POSITION ON TRACK AND PROVIDE AN ETA ON ARRIVAL AT A SPECIFIC STATION.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
268	PLEASE INCREASE SERVICE SOUTH OF SAN JOSE - MORE WEEKDAY TRAINS TO/FROM BLOSSOM HILL, ETC. ALSO PLEASE EXTEND BULLET SERVICE SOUTH OF SAN JOSE LATER IN THE EVENINGS. IT WILL GET PEOPLE OFF THE ROAD. PLEASE EXTEND WEEKEND SERVICE TO THE STATIONS BETWEEN SAN JOSE AND GILROY. PLEASE INCREASE WEEKEND BULLET SERVICE BETWEEN SAN JOSE AND SAN FRANCISCO. THANKS.
268	PLEASE MORE SERVICE TO GILROY.
268	PLEASE PLEASE IMPROVE ONBOARD COMMUNICATION AND INSTRUCTIONS WHEN DELAYED DUE TO TECHNICAL PROBLEMS, ACCIDENTS, ETC. SEVERAL TIMES I'VE SPENT 1 HOUR OR MORE DUE TO POOR MISCOMMUNICATION FROM CONDUCTOR TO PASSENGERS WHEN THE UNEXPECTED HAPPENS.
268	RACIAL/AGE PROFILING WHEN TICKETS ARE BEING CHECKED FOR PROOF OF PAYMENT.
268	REALLY APPRECIATE HOW FRIENDLY THE CONDUCTORS ARE AND ALL THAT THEY DO/PUT UP WITH. THANKS FOR ALL OF YOUR HARD WORK -- IT DOESN'T GO UNNOTICED!
268	REALLY GREAT STAFF.
268	SAFETY INFO AT BEGINNING OF RIDE IN SF IS UNNECESSARY AND ANNOYING. IS THERE SOME SORT OF REGULATION THAT SAYS YOU HAVE TO DO THAT? A QUIET CAR IS ANOTHER THING I'D LOVE. I'M SURE YOU'VE HEARD THIS BEFORE, BUT TAGGING ON EVERY MONTH FOR MONTHLY PASS IS INCONVENIENT.
268	THE BIGGEST ISSUE WITH MY CALTRAIN COMMUTE IS NUMBER OF RIDERS ON TRAIN 319. IT IS CONSISTENTLY PACKED TO UNCOMFORTABLE STANDING ROOM FROM SAN JOSE DIRIDON TO PALO ALTO WHERE I EXIT. I WOULD APPRECIATE AN ADDITIONAL BULLET OUT OF TAMIEN AT POPULAR COMMUTE TIMES.
268	THE CALTRAIN SCHEDULE CHARTS ARE HARD TO READ AND THE BUTTONS ARE OFFSET FROM THE TICKET PURCHASE SCREEN. OTHER THAN THAT- I ENJOY CALTRAIN.
268	THERE HAVE BEEN FEWER DELAYS THESE LAST 6 MONTHS. THIS IS VERY GOOD. IT WOULD BE BETTER TO HAVE BABY BULLETS GOING FROM SUNNYVALE TO HILLSDALE.
268	TOO EXPENSIVE -- SHOULD MAKE MILLBRAE TO 4TH AND KING AS ZONE 1.
268	TOURIST -- FIRST TRIP ON CALTRAIN.
268	TRAINS ALWAYS LATE, ESPECIALLY ON MONDAYS.
268	TRAINS ARE CROWDED AND OFTEN UNCLEAN. NEED MORE FREQUENT TRAINS AT MORE DIVERSE STOPS. BETTER COMMUNICATION OF SMALLER DELAYS WOULD BE HELPFUL.
268	TRAINS ARE GETTING VERY FULL, ESPECIALLY THE AFTERNOON COMMUTE -- MORE CARS PLEASE! TOO MANY PEOPLE HAVE TO STAND IN AISLES AND VESTIBULES.
268	TRAINS ARE TOO CROWDED. PLEASE RUN MORE SERVICE.
268	TRAINS TO SUNNYVALE ARE FULLY CROWDED. PLEASE INCREASE SERVICE TO SUNNYVALE STATION. ALSO INCREASE THE NUMBER OF COMPARTMENTS FROM 6 TO 9 TO MAKE COMMUTE EASY.
268	WE NEED MUCH FASTER TRAINS -- PALO ALTO-SF IN 20 MINUTES. WI-FI NEEDED. RAISE FARES/FASTER TRAINS.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
268	WOULD LIKE BABY BULLET TRAIN SERVICE AT LAWRENCE -- NOW WITH HOUSING/APARTMENT (MONTICELLO) -- WILL DEFINITELY ATTRACT MORE TRAFFIC AT LAWRENCE. HAVING A BABY BULLET SERVICE AT LAWRENCE WILL BE BENEFICIAL, AS NOT EVERYONE CAN DRIVE TO SUNNYVALE (ALREADY OVERCROWDED).
268	WOULD LIKE MORE TIME OPTIONS TO/FROM GILROY. COULD YOU ADD A MORNING TRAIN LATER THAN 7 AM? AND ONE IN THE EVENING THAT RETURNS BEFORE 5:30 PM? THE SOUTH BAY NEEDS MORE TRAINS!
268	WOULD LOVE A CLIPPER CARD APP TO PURCHASE RIDE/REFILLS, THANKS!
268	WOULD REALLY LOVE TO SEE WI-FI ON BOARD.
273	FIRST TIME ON CALTRAIN.
273	THANK YOU!
273	1. WISH WE HAD NEW TRAINS FOR ALL LIMITED TRAINS. 2. COULD WE PLEASE HAVE MORE TRAINS STOP AT SANTA CLARA (PS: SANTA CLARA IS ONE OF THE BUSIEST STATIONS LIKE PALO ALTO, MOUNTAIN VIEW, HILLSDALE, ETC.)
273	ALCOHOL SHOULD BE BANNED ONBOARD TRAINS. THE DRINKING ON THE WAY TO THE GIANTS GAMES CAN GET WAY OUT OF HAND.
273	BETTER BATHROOMS.
273	CALTRAIN HAS THE WORST COMMUNICATIONS AT STATIONS REGARDING DELAYS-- OFTEN NOT COMMUNICATING THERE IS ANY DELAY UNTIL THE TRAIN IS DUE TO DEPART. NOT ACCEPTABLE!
273	CLIPPER CARD TRIES AND SUCCEEDS AT STEALING MONEY -- WOULD PREFER PAPER PASS. TRAIN SOMETIMES LEAVES EARLY.
273	GRAND JOB AND SERVICE.
273	I COMMUTE BETWEEN 4TH AND KING TO SOUTH SAN FRANCISCO STATION. TRAINS ONLY COME ONCE AN HOUR DURING COMMUTE. I WOULD LIKE TO SEE MORE TRAINS STOP AT THIS STATION AT LEAST DURING COMMUTE. ADDITIONAL STOP TIMES IN THE MORNINGS.
273	I WISH THERE WERE MORE TRAINS GONG TO SOUTH SAN FRANCISCO AND SAN BRUNO. I HAVE TO WAIT AN HOUR AND HAVE TO BE EARLY OR LATE IF I MISS TRAIN. IN THE AFTERNOON IF I MISS IT I HAVE TO WAIT AN HOUR. IT SUCKS.
273	I WOULD LIKE TO SEE AHERTON STATION BACK ON THE REGULAR SCHEDULE. TICKET PRICES CANNOT KEEP GOING UP OR YOU WILL LOSE RIDERS. YOU CAN GO FROM MILLBRAE TO SAN FRANCISCO FOR LESS THAN \$11.50 IN GAS.
273	IT SHOULD BE FREE – ANYWAY, I DON'T PAY.
273	KEEP UP THE GOOD WORK! MORE FREQUENT TRAINS WOULD BE NICE THOUGH!
273	MILLBRAE IS A CONNECTOR TO BART. NEED MORE STOPS THERE AT MILLBRAE. IT IS AN IMPORTANT STOP FOR MANY COMMUTERS. ALL TRAINS SHOULD STOP THERE!
273	ONBOARD WI-FI IS ESSENTIAL-- FOR THE PRICE OF A TICKET I FEEL THAT SHOULD BE INCLUDED. TICKET PRICES ARE INCREASING AND IT IS DIFFICULT TO PAY WITH LOWER INCOME. OVERALL EXPERIENCE IS PLEASANT AND OFTEN ENJOYABLE. THANK YOU FOR ALLOWING FOOD/BEVERAGES/ALCOHOLIC BEVERAGES ON BOARD! NICE PERK.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
273	ONBOARD WI-FI WOULD BE GREAT.
273	OTHER THAN RUSH HOUR TRAINS, I'M LATE MORE OFTEN THAN NOT AND MISS MY CONNECTING BUS.
273	PREFERRED MORE SOUTH SAN FRANCISCO STOPS. MILLBRAE IS GOOD THOUGH! SAN FRANCISCO STATION STARTING TO GET A LITTLE SEEDY!
273	SOUTH SAN FRANCISCO DOES NOT HAVE AN ARRIVAL SCREEN. IT'D BE NICE IF ONE WAS INSTALLED.
273	THE BATHROOMS ON THE TRAIN SOMETIMES MAKE THE WHOLE TRAIN SMELL. OTHERWISE, I LOVE CALTRAIN.
273	ON THE NEW TRAINS IN EVENING SERVICE -- THE DOUBLE DECKER ONES -- THE SEATING IS TOO SMALL/NO LEG ROOM. SITTING ACROSS FROM PEOPLE IS UNPLEASANT, AS NO PERSONAL SPACE. AIR CONDITIONING ALSO NEEDS IMPROVING. TINTED WINDOWS TO STOP GLARE.
273	THE SHUTTLE SERVICE TO BAYSHORE TECH PARK IN THE MORNING CAN BE IMPROVED BY ADDING MORE LINES.
273	THERE IS A URINE ODOR ON THE TRAIN OCCASIONALLY. IN THE SOUTHBOUND WAITING AREA AT HILLSDALE STATION, THERE IS ALWAYS URINE ODOR. THIS IS THE ISSUE THAT BOTHERED ME THE MOST.
273	THERE NEEDS TO BE A RELIABLE APP OR WEBSITE TO GET UPDATES ON DELAYS AND ARRIVALS TIMES. WHEN THERE ARE DELAYS WE NEED MORE/ACCURATE INFO. ALSO, ON GAME DAYS, CAN YOU RUN MORE TIMES? THOSE DAYS ARE FULL OF DELAYS AND OVER PACKED TRAINS. LASTLY, ONBOARD WI-FI WOULD BE AWESOME! I WOULD BE WILLING TO PAY 3 \$ PER MONTH FOR UNLIMITED ACCESS.
273	VERY SATISFIED WITH QUALITY AND OVERALL EXPERIENCE WITH CALTRAIN. ONLY SUGGESTION IS ONBOARD WI-FI AND MORE FREQUENT STOPS AT CERTAIN LOCATIONS.
273	WHEN THE TRAIN GETS DELAYED, PLEASE CLEARLY INFORM US WHICH TRAIN IS CURRENTLY AT THE STATION. I HAVE NO IDEA WHICH TRAIN I SHOULD CATCH WHEN THE SCHEDULE IS CHANGED DUE TO THE DELAY.
273	WI-FI PLEASE!
273	WI-FI WOULD REALLY ELEVATE MY EXPERIENCE. MORE ANNOUNCEMENTS TO TELL PEOPLE NOT TO TALK ON THEIR PHONES OR PUT THEIR FEET UP ON THE SEAT. THANKS FOR ALL!
273	WOULD LIKE CONDUCTORS TO WALK THROUGH TRAIN MORE OFTEN AND ENFORCE NOISE RULES: LONG PHONE CONVERSATIONS, MUSIC WITHOUT HEADPHONES. PAYING FOR PARKING IS TEDIOUS AND TAKES TOO LONG.
277	BATHROOMS AT MAJOR STOPS WOULD BE APPRECIATED.
277	BEEN RIDING CALTRAIN DAILY FOR 4 YEARS. MOST IMPORTANT IS MORE FREQUENT WEEKEND TRAINS. MORE COFFEE CUP HOLDERS? ON BOARD WI-FI. KEEP UP THE GREAT WORK.
277	BUMPY TRAIN. THANK YOU. THIS IS A VERY NEEDED SERVICE.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
277	CAN INTRODUCE FASTER (EXPRESS) TRAINS DURING AFTERNOON HOURS?
277	CLEAN STATIONS OF PEE SMELL.
277	CLIPPER CARD SUCKS. AS A MONTHLY PASS HOLDER WHY DO I HAVE TO TAG ON AT THE BEGINNING OF THE MONTH? FAILING TO TAG ON OR OFF AT THE START OF THE MONTH HAS COST ME A LOT OF MONEY AND INCONVENIENCE.
277	EMPLOYEES AT SF WERE RUDE AND UNHELPFUL AT THE END OF THE BASEBALL GAME. THEY HAD US FORM LINES TO WAIT FOR MORE THAN AN HOUR WHILE STAYING BEHIND THE GLASS (DOORS CLOSED) SO WE COULDN'T ASK QUESTIONS. THERE WERE NO SIGNS, AND THE SCHEDULE WASN'T FOLLOWED. COMMUTING WITH CALTRAIN HAS BEEN A MUCH MORE PLEASANT EXPERIENCE -- EXCEPT GETTING HIT BY THE AUTOMATIC DOORS.
277	I DON'T TAKE CALTRAIN OFTEN BECAUSE IT IS NOT TOO CONVENIENT. WOULD BE NICE IF CALTRAIN PARTNERS WITH LOCAL BUS SERVICES (E.G. MUNI) TO OFFER DISCOUNTED LOCAL BUS FARE. (I DON'T LIVE/WORK CLOSE TO CALTRAIN STATIONS.)
277	I REALLY ENJOY RIDING CALTRAIN. IT HAS HELPED REDUCE SO MUCH TRAVEL STRESS IN MY LIFE. MY BIGGEST WISH IS FOR FEWER SUICIDES AND WI-FI! WE'RE IN THE TECH CAPITAL AND SHOULD HAVE IT -- AND I DON'T EVEN WORK IN TECH! ALSO: I ALWAYS GET THE SENSE THAT CALTRAIN TRIES HARD. GREAT CONDUCTOR.
277	I TAKE TRAIN DAILY, SO EASY FOR ME, BUT IN SAN JOSE I LITERALLY GET ASKED ALL THE TIME IF A TRAIN IS GOING TO SF, ETC. CLEARER SIGN INFO WOULD HELP.
277	IT IS VERY DIFFICULT TO GET TIMELY AND ACCURATE INFORMATION ABOUT DELAYS VIA MOBILE OR WEB.
277	MORE BATHROOMS. MORE BOMBARDIERS
277	MY NORMAL COMMUTE IS M-F, SF TO MOUNTAIN VIEW, AND SUNDAYS TO BELMONT. AT LEAST 3 TIMES, I HAVE BEEN AT THE BARRIERS ON THE PLATFORM WHEN TRAIN BARRIERS LOWER, AND THE DOORS CLOSE BEFORE I AM ABLE TO GET TO ONE, EVEN WITH MY BRISK WALK. ALSO, USUALLY THE CONDUCTORS ARE GREAT, BUT THE [DESCRIPTION REMOVED] KEPT YELLING LOUDER AT A WOMAN TO BE QUIET. PLEASE TRAIN YOUR STAFF TO USE UNIVERSAL GESTURES AND TO SLOW THEIR SPEECH (NOT LOUD) WHEN TRYING TO COMMUNICATE WITH NON-ENGLISH SPEAKERS. THEY COULD ALSO ASK IF ANYONE IN THE CAR SPEAKS THE SAME LANGUAGE TO TRANSLATE.
277	NEED MORE FREQUENT TRAINS DURING COMMUTE HOURS.
277	NEED MORE TRAINS DURING BASEBALL GAMES AND COMMUTE HOURS.
277	NEED WI-FI -- ITS 2016!
277	NEED WI-FI!
277	ONBOARD WI-FI IS ESSENTIAL.
277	OVERALL, IT IS A PLEASANT SERVICE AND MAKES COMMUTING EASY. THE ENTIRE SYSTEM COULD REALLY USE AN UPDATE -- RUNNING THESE LOUD, DIESEL-FUELED, RICKETY, WI-FI-LESS TRAINS THROUGH SILICON VALLEY IS SOMEWHAT EMBARRASSING, NO? I ASSUME THAT IS A BUDGET ISSUE, BUT HOPE IT IS BEING CONSIDERED.



## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
277	PLEASE MAKE MORE SAMTRANS ROUTES CONNECT TO CALTRAIN! (250/140/141/270/276/296/ECR) THEY ALWAYS CAUSE ME TO END UP LEAVING 1-2 HOURS EARLY JUST TO GET A TRAIN! ALSO GIVES ME PANIC ATTACKS! THANKS!
277	PLEASE MONITOR OR IMPROVE SECURITY AT BAYSHORE ELEVATORS. THEY ARE ALMOST ALWAYS URINE AND DRUG BEFOULED. DRUG USERS WOULD STOP ELEVATORS OR MENACE PEOPLE TRYING TO USE THE ELEVATORS. BY THE TIME THE COPS ARRIVE, IT'S USUALLY TOO LATE. THANKS.
277	PLEASE REPLACE SHOCKS ON GALLERY CARS. THE RIDE ON THE GALLERY CARS CAN BE SO BAD THAT IT IS DIFFICULT TO READ A COMPUTER SCREEN BECAUSE IT IS BOUNCING UP AND DOWN SO MUCH. THE BOMBARDIER CARS ARE MUCH BETTER.
277	PROVIDING THE TIME AT WHICH A TRESPASSER INCIDENT OCCURRED IN THE DELAY ANNOUNCEMENT WOULD GREATLY HELP RIDERS ESTIMATE DELAY TIMES.
277	NO TICKET ADJUSTMENT AVAILABLE WHEN YOU FORGET TO TAG OFF.
277	RUDE TO NO CUSTOMER SERVICE.
277	SOME TRAINS ARE VERY BUMPY. SOMETIMES THE BATHROOMS STINK UP THE ENTIRE CAR. SCHEDULE IS RELIABLE.
277	THANKS TO ALL THE CONDUCTORS FOR THEIR CONTINUED GREAT WORK. IT'S ALWAYS A PLEASANT RIDE THANKS TO THEM. KEEP IT UP!
277	THE 22ND STREET STATION NEEDS A BIKE RAMP (AND PROBABLY AN ELEVATOR). THE SYSTEM FOR MONTHLY PASSHOLDERS CAN BE ANNOYING WHEN CLIPPER DOESN'T WORK CORRECTLY. THE TRACKS ARE VERY BUMPY AT TIMES TO THE POINT WHERE I HAVE LOST CONTROL OF ITEMS (LAPTOP).
277	THE BIKE CARS IN THE EVENING ALWAYS SMELL LIKE THE TOILET, IT IS NEARLY SICKENING.
277	TICKET SHOULD BE PURCHASABLE ON TRAIN FOR PEOPLE WHO COULDN'T PURCHASE PRIOR TO BOARDING. SOME OF THE ON-BOARD STAFF NEEDS AN ATTITUDE ADJUSTMENT. THEY TEND TO ACT WITH EXAGGERATED AUTHORITY, AS IF THEY ARE POLICE.
277	WHY CAN'T I FILL UP MY CLIPPER CARD AT CALTRAIN STOPS? GOING AND STOPPING AT MILLBRAE IS A PAIN TO DO.
277	WHY DO WE NEED TO TAG ON/OFF FOR MONTHLY PASS? SHOULD BE AUTOMATICALLY BILLED AND INITIATED.
277	WOULD LIKE BETTER COMMUNICATION OF DELAYS ON BOARD TRAINS.
277	YOU GUYS ARE DOING GREAT!
282	BETTER ABILITY TO GET ON CALTRAIN FROM THE AIRPORT (BART TO SAN BRUNO, THEN TO MILLBRAE, THEN TO CALTRAIN).
282	BETTER COORDINATION BETWEEN MUNI AND CALTRAIN.
282	BETTER TO HAVE APP ENABLING BUYING TICKETS ON PHONE. THANKS.
282	CALTRAIN IS AWESOME.
282	COULDN'T FIND ABILITY TO BUY TICKETS FOR 5-18 YEAR OLD PERSON.
282	DELAYS ALWAYS HAPPEN AND IT'S VERY HARD TO FIND A PARKING SPACE IN SAN MATEO.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
282	EVERYTHING IS GREAT BESIDES WI-FI. IN THE STATES, IN THE GREAT OF THE TECH WORLD, IT IS ABSURD THERE'S NO WI-FI.
282	FREQUENT TRAIN DELAYS -- LONG DELAYS ARE DUE TO MECHANICAL ISSUE!!! TWICE IN ONE WEEK IN JUNE.
282	I ENJOY RIDING CALTRAIN, THE CONDUCTORS ARE FRIENDLY AND HELPFUL.
282	I HATE THE CLIPPER CARD. I'VE PAID FOR MANY RIDES THAT I HAVEN'T TAKEN. BUT IF YOU FORGET TO TAG ON THE 1ST DAY OF THE MONTH, YOU'RE ASKED TO LEAVE THE TRAIN.
282	I HAVE GOOD EXPERIENCE OVERALL, BUT HOPE THERE CAN BE FEWER MECHANICAL ISSUES THAT CAUSE DELAYS.
282	I HOPE CALTRAIN WILL HAVE APP OR WEBSITE FOR REAL-TIME TRAIN INFO.
282	I LIKE THE NEW SCHEDULE WITH NEWER EQUIPMENT ON BABY BULLETS.
282	I REALLY WISH THERE COULD BE MORE TRAIN STOPS AT SAN MATEO STATION DURING RUSH HOURS. AND WI-FI PLEASE! THIS IS SILICON VALLEY -- WE NEED IT. THANK YOU
282	IT'D BE NICE TO HAVE SOME LATER TRAINS IN HIGHER FREQUENCY.
282	MORE PEOPLE ARE USING CALTRAIN THAN EVER. SO YOU NEED MORE CARS PER HOUR. THAT DOESN'T MEAN SLOWER TRAINS. YOUR SERVICE IS VITAL - THANKS FOR TAKING CARE OF IT.
282	MORE STOPS AT BURLINGAME DURING COMMUTE TIMES.
282	MORE TRAINS AND TRAIN CARS NEEDED. I STAND EVERY SINGLE MORNING, MY CO-WORKERS ON BART GET SEATS. PLEASE BAN ALCOHOL ON TRAINS. RIDERS WHO DRINK ON TRAINS CAN BE OBNOXIOUS.
282	NEED A MOBILE APP FOR TICKET PURCHASE. TICKET KIOSKS ARE SO 90'S.
282	NOT BEING ABLE TO PURCHASE PARKING PERMITS (MONTHLY) WITH A PARKING TRANSIT CARD AT THE STATIONS IS A BIG ISSUE. SAME FOR MONTHLY PASSES, BUT LESS SO BECAUSE YOU CAN DO IT ONLINE. YOU NEED TO BE ABLE TO ACCEPT COMMUTER DEBIT CARDS AT ANY PLACE YOU CAN BUY A TICKET OR AT LEAST IN SF STATION.
282	NOT THE BEST/MOST INFORMED ABOUT THE DIFFERENT TYPES OF PUBLIC TRANSPORTATION, BUT PEACEFUL ENOUGH.
282	ONBOARD ANNOUNCEMENTS OF CHANGES OR DELAYS ARE TERRIBLE. I WAS ONCE INSTRUCTED TO GET OFF A WEEKEND BULLET AT THE WRONG STOP. I MISSED THE GAME I TRIED TO GET TO.
282	ONBOARD COMMUNICATION DURING MAJOR DELAYS IS BAD. SEVERAL TIMES I HAVE BOARDED A TRAIN IN SAN JOSE AND NOT BEEN NOTIFIED OF LONG DELAYS UNTIL THE TRAIN WAS ALREADY MOVING.
282	ONBOARD WI-FI WOULD BE GREAT!

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
282	ONE THING THAT BOTHERS ME IS THAT I WAS ONCE TICKETED FOR MY LOST CALTRAIN TICKET. IT WAS THE FIRST DAY AT MY NEW JOB, AND MY TICKET FELL OUT OF MY FORMAL ATTIRE POCKET. I HAVE SEEN PEOPLE GET ON WITHOUT TICKETS, AND THE CALTRAIN STAFF ALWAYS GIVES THEM A WARNING WITHOUT TICKETING THEM. THIS UPSET ME A LOT, AND SOMETIMES, THE CALTRAIN STAFF LETS THEM STAY ON THE TRAIN. ONE LADY WAS SITTING AT THE PLATFORM AND DIDN'T BOTHER TO BUY A TICKET. SHE LIED TO THE CALTRAIN STAFF SAYING SHE WAS IN A RUSH, BUT WAS SITING ON HER FAT ASS THE WHOLE TIME. I HAD PROOF ON MY CREDIT CARD STATEMENT.
282	OVERALL I THINK CALTRAIN IS A CRITICAL PUBLIC SERVICE THAT WITH SOME IMPORTANT IMPROVEMENTS (MORE FREQUENT TRAINS, ON TIME, WELL MAINTAINED) WOULD LEAD TO HIGHER USAGE AND HELP WITH ROAD CONGESTION.
282	OVERALL SATISFIED. MOUNTAIN VIEW PARKING IS HORRIBLE. IT'S FULL AT 6:30 AM!
282	PLEASE ADD MORE CARS AT PEAK COMMUTE TIMES TO AVOID PASSENGERS STANDING ON THE TRAIN. PLEASE REVISE SCHEDULE FOR SAN MATEO SO SERVICE IS MORE EVENLY DISTRIBUTED AND NOT CLUSTERED TOGETHER WITH LONG GAPS IN BETWEEN.
282	PLEASE ADD MORE CARS ON MORE MORNING COMMUTE.
282	PLEASE DO SOMETHING ABOUT THE JUMPERS DURING COMMUTE TIMES. THANK YOU.
282	PLEASE KEEP PEOPLE OFF CELL PHONES. IT IS NEVER OK NO MATTER HOW SOFTLY PEOPLE THINK THEY TALK - NO ONE KNOWS WHAT BRIEF MEANS. 2 MINUTES IS PLENTY. KEEP BAGS AND LUGGAGE OUT OF AISLES AND OFF SEATS.
282	REAL TIME INFO AVAILABLE VIA AN APP WOULD BE VERY HELPFUL!! VERY LITTLE INFO AVAILABLE ONCE YOU'VE LEFT THE STATION AND HAVE HIT SOME SORT OF DELAY, E.G. THE POLICE ACTIVITY IN SAN MATEO LAST WEEK.
282	SOLID SERVICE. FROM LOS ANGELES, SO PUBLIC TRANSIT IS GREAT. TRAIN CARS ARE LOUD.
282	SOMETIMES PEOPLE ARE VERY NOISY AND/OR LOUD. IT IS EXTREMELY BOTHERSOME!
282	STOP RAISING TICKET PRICES.
282	THANK YOU! I AM GRATEFUL THIS SERVICE EXISTS!!
282	THE PARKING LOT AT HILLSDALE IS VERY LIMITED. IT IS ALSO NOT WELL MANAGED. I'VE SEEN BROKEN GLASS EVERYWHERE. PLEASE INCREASE THE NUMBER OF SPOTS.
282	WHEN TRAINS HAVE DELAYS, IT'S HARD TO KNOW IF THE TRAINS WILL STOP AT WHAT STATIONS. ALSO IT'S HARD TO KNOW WHICH TRAINS ARE COMING (YOU CAN'T TELL TRAIN NUMBER FROM THE MONITOR OR FROM THE TRAIN SOMETIMES). IT'S USUALLY VERY CHAOTIC -- NEED MORE REAL TIME ANNOUNCEMENTS ABOUT LIVE SCHEDULE.
282	WI-FI WOULD BE WONDERFUL.
282	WI-FI! THE ABILITY TO WORK WITHOUT INTERNET DROPS ON MY COMMUTE WOULD BE HUGE! MORE SPACE FOR BIKES/LONGBOARDS.
282	WOULD LIKE TO HAVE MORE REAL TIME STATUS , SUCH AS VIEWING TRAIN LOCATIONS ON A MAP.
282	YOU'VE BEEN GETTING BETTER, KEEP IT UP!

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
288	CLIPPER PURCHASE SHOULD BE IMPROVED. (MONTHLY PASS) VENDING MACHINES FOR BUYING DRINKS AND FOOD WOULD BE NICE AT MILLBRAE.
288	ABILITY TO BOARD THE (FOR EXAMPLE) 4:19 OUT OF SAN FRANCISCO ASAP -- JUST SITTING. ALSO NEED AIR IN SOME OF THE CARS -- ROASTING RIGHT NOW AND NO VENTILATION!
288	ALWAYS A GOOD SAFE RIDE. THANK YOU.
288	BETTER AIR CONDITIONING!
288	BETTER FREQUENCY WOULD HELP. INADEQUATE PARKING SPACE. [Q19B] MOUNTAIN VIEW TO SAN FRANCISCO.
288	CALTRAIN USES A VERY OLD SYSTEM OF LOCOMOTIVES. COMPARED TO SOME EUROPEAN COUNTRIES, CALTRAIN'S SYSTEM IS PRIMITIVE AND NON-COMPETITIVE. ELECTRICAL LOCOMOTIVES, BETTER RAILS, AND LESS WARNING (HORN) NOISE ARE VERY MUCH NEEDED!
288	CERTAIN AM TRAINS ARE OVER-CAPACITY. MORE BALANCED SCHEDULES. MORE BIKE SPACE.
288	CREATE A NATIVE (MADE BY CALTRAIN) APP WHICH WOULD NOTIFY USERS OF DELAYS BASED ON STATIONS HE/SHE CARES ABOUT. FASTER TRAINS WOULD BE GREAT. CLIPPER CARD REFILL SHOULD BE INSTANTANEOUS VS. MULTIPLE BUSINESS DAYS -- WE ARE IN THE 21ST CENTURY AFTER ALL.
288	FASTER CLIPPER CARD MONTHLY PASS ACKNOWLEDGEMENT. WHY DO I HAVE TO TAP-ON TAP-OFF? I FORGET SOMETIMES OR TRAVEL FOR WORK, THEN I GET KICKED OFF.
288	FREQUENCY OF TRAINS IS VERY BAD
288	GENERALLY WORKS OK, BUT DELAYS ARE HANDLED TERRIBLY AND VERY HARD FOR THE SERVICE TO RECOVER FROM.
288	GOOD TRAIN, BUT SUPER SLOW.
288	I WAS VERY DISSATISFIED BY THE BEHAVIOR OF [DESCRIPTION REMOVED] WHO WAS TRAIN STAFF. HER ATTITUDE WAS CONDESCENDING AND SHE WAITED UNTIL LAST MINUTE TO ASK FOR MY TICKET -- WHILE I WAS GETTING OFF THE TRAIN. THIS WAS AT 9:52 PM AT MOUNTAIN VIEW ON MONDAY, JUNE 13 . ALSO, WHEN IS A FASTER TRAIN SERVICE GOING TO GO ON?
288	I WOULD LIKE TO HAVE FASTER TRAINS FOR SANTA CLARA STATION, LIKE BABY BULLET. IT COSTS TOO MUCH TIME TO COMMUTE BETWEEN SAN FRANCISCO AND SANTA CLARA.
288	I WOULD LIKE TO RELOAD AT SAFEWAY OR OTHER PLACES RATHER THAN JUST WALGREENS.
288	IS THERE A METHOD OF RECEIVING TEXT MESSAGE ALERTS WHEN MAJOR DELAYS OCCUR (SUCH AS FATALITIES) THAT SET SCHEDULES OFF BY SEVERAL HOURS? PLEASE SERVICE STATIONS SOUTH OF TAMIEN AT LATER HOURS (E.G. BLOSSOM HILL AT 9 AM). CALTRAIN IS MUCH MORE ENJOYABLE THAN THE VTA LIGHT RAIL, AND FEELS SAFER TOO! SOMETIMES TRAIN CARS ARE TOO WARM AND STUFFY ON CALTRAIN. I REALLY LIKE THE TABLE "SIT-STATIONS," THANK YOU FOR ALLOWING FOOD AND DRINK.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
288	IT TAKES OVER 5 MINUTES TO GET OUT OF THE SAN FRANCISCO STATION AFTER THE TRAIN ARRIVES. PLEASE DO SOMETHING TO MAKE EXITING FROM FULL TRAINS FASTER.
288	IT WAS NICE TRAVELING ON CALTRAIN.
288	IT WOULD BE GREAT IF CALTRAIN CAN IMMEDIATELY POST ON THEIR WEBSITE AND APP ABOUT ANY ACCIDENTS OR INCIDENTS THAT AFFECT THE REGULAR TRAIN SCHEDULE.
288	IT WOULD BE MOST HELPFUL TO HAVE MORE FREQUENT TRAINS DURING NON-PEAK HOURS. EVERY 15 MINUTES WOULD BE VERY HELPFUL. ALSO THE SCHEDULES OF CALTRAIN AND BART AT MILLBRAE -- TRANSFERS ARE NOT COORDINATED AND IMPROVEMENT IS MOST HELPFUL. FOR EXAMPLE, MANY TIMES, BART ARRIVES AT 7:51 WHEN CALTRAIN IS SCHEDULED TO LEAVE AT 7:50. WHY CAN'T CALTRAIN LEAVE AT 7:55 SO PEOPLE CAN REDUCE WAIT TIME?!
288	IT'S A NICE EXPERIENCE.
288	MAKE CALTRAIN CHEAPER!!
288	MAYBE MORE SEATING AT STATIONS WOULD BE NICE. I USUALLY RIDE ONLY ON WEEKENDS
288	MORE CLEANLINESS AND ONBOARD WI-FI PLEASE!
288	MORE FAST TRAINS AFTER 7 PM SOUTH. UPDATE THE TERRIBLE CLIPPER MACHINES AT SAN FRANCISCO STATION!
288	FOR THE MOST PART A GOOD EXPERIENCE. WI-FI AND LIVE TRAIN TRACKING WOULD BE GREAT. ONLY CURRENT COMPLAINT IS THAT THERE ARE TONS OF DRIED WATER MARKS ON THE WINDOW -- PLEASE CLEAN AND DRY. ADS OVER THE WINDOW ARE ALSO ANNOYING.
288	NICE EXPERIENCE, BUT COST IS MORE.
288	OVERALL GOOD EXPERIENCE.
288	PACKED TRAIN -- BARELY ANY STANDING ROOM ON HIGH DENSITY TIME TRAIN (EXAMPLE 5:55PM) = BAD. CLEANING WOMEN'S RESTROOMS AT COMMUTING HOURS = VERY VERY BAD.
288	PARKING AT SAN JOSE IS HECTIC.
288	SATISFIED OVERALL, BUT WOULD LIKE FASTER NOTIFICATION WHEN " TRESPASSER STRIKE" OCCURS SO I CAN FIND ALTERNATE TRANSPORTATION. BUS BRIDGE ALWAYS TAKES A LONG TIME TO BE SET UP SO USE ECR BUS INSTEAD.
288	SELL SNACKS AND DRINKS ON BOARD.
288	SHOULD NOT ALLOW EATING AND DRINKING ON TRAIN.
288	SOME TRAINS ARE FAR TOO CROWDED-- NO ONE SHOULD HAVE TO STAND AFTER BUYING A TICKET.
288	TAP ON/OFF, NO REMINDER, EASY TO FORGET, CHARGED A LOT MORE.
288	TOILET COULD BE CLEANER BUT OVERALL HAPPY WITH SERVICE.
288	VERY DISSATISFIED WITH ARRIVAL DELAYS AT SFO IN THE MORNINGS. TRAINS ARE ALWAYS 5-10 MINUTES LATE THAT ARRIVE AT SFO AFTER 8:15 AM. THE DRIVER DOES NOT MAKE ANY ANNOUNCEMENT OR DISPLAY CORRECTION – IT'S LIKE NORMAL.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
288	VERY SATISFIED WITH CALTRAIN, ONLY HAVE DIFFICULTY FINDING PARKING.
289	AIRCRAFT 30K FEET IN THE AIR HAVE WI-FI. AMTRAK HAS WI-FI. WE'RE IN THE BAY AREA...WHAT GIVES? GENERALLY ON TIME. CONVENIENT. GREAT WAY TO COMMUTE.
289	ALL IS GREAT.
289	BETTER CONNECTIONS WITH BART AND MUNI. ON BOARD WI-FI. REMOVE OVERHEAD RACKS -- TOO LOW, HAZARDOUS, DANGEROUS. ON BOARD WI-FI -- SERIOUSLY.
289	CALTRAIN GETS ME TO MY DESTINATION IN MOUNTAIN VIEW DAILY AND LARGELY WITHOUT COMPLAINT. CALTRAIN HAS SERIOUS INFRASTRUCTURAL ISSUES THAT NEED TO BE ADDRESSED: NON-ELEVATED TRACKS THAT ALLOW TRESPASSERS AND SLOW TRAFFIC; 2-RAIL SYSTEM THAT EXAGGERATES DELAYS; SUB-OPTIMAL SPEEDS; AND, OUTDATED RAIL TECHNOLOGY. IT'S JUST A SERIOUSLY OUTDATED PUBLIC TRANSIT SOLUTION THAT DESERVES TO BE REMOVED.
289	CONNECTION TO AIRPORT IS HORRIBLE! C'MON!
289	I KNOW CALIFORNIA AVENUE AND PALO ALTO ARE SUPER CLOSE, BUT A LOT OF PEOPLE GET OFF/ON AT CALIFORNIA AVENUE. COULD THERE BE MORE FREQUENT SERVICE?
289	I LOVE THE NEW TRAINS -- THEY'RE CLEAN, COMFORTABLE, AND PERFECT FOR DOING WORK. I'VE BEEN SAD THAT NONE OF THE MORNING TRAINS FROM SF ARE THE NEW TRAINS.
289	MORE FREQUENT SERVICE ON WEEKENDS AND WEEKDAYS AFTER 8 PM.
289	MORE NEW TRAINS LIKE THIS ONE PLEASE. TABLES MAKE IT EASIER TO WORK, AND OLD TRAINS ARE SMELLY (ESPECIALLY IN THE MORNINGS)! THANK YOU!
289	MORE TRAINS TO 22ND STREET. BULLETS. ON BOARD WI-FI. PAD THE OVERHEAD METAL BARS -- CONCUSSION ALERT!!
289	MORE TRAINS WOULD BE AWESOME.
289	ONBOARD WI-FI AND MORE INFORMATION/COMMUNICATION DURING DELAYS ARE BY FAR THE MOST IMPORTANT ISSUES TO MYSELF AND MANY OTHER RIDERS I'VE SPOKEN WITH. ALSO, THE CALTRAIN TWITTER REP IS REALLY UNPROFESSIONAL! THANK YOU FOR PROVIDING VERY PUNCTUAL TRAINS THE GRAND MAJORITY OF THE TIME.
289	PLEASE IMPROVE SAFETY OF WOMEN TRAVELING ALONE.
289	THANKS FOR GETTING ME TO WORK SAFELY AND WITH A SMILE.
289	THERE SHOULD BE MORE FREQUENT TRAINS IN THE EVENING AND LATER TRAINS PAST MIDNIGHT.
289	WE NEED RAIL LINES TO BE OVER OR UNDER CROSSINGS TO ALLOW FASTER TRAINS AND FEWER FATALITIES. THIS WILL IMPROVE COMMUTE TIMES. ALLOW LATER TRAINS AS YOU DO NOT NEED THE HORNS AT EVERY CROSSING.
313	PLEASE DO BETTER AND FIX THE TRAIN OVERCROWDING ON THE 4:55 - 5:12 - 5:33 - 5:55 TRAINS OUT OF SAN FRANCISCO. YOU PACK PEOPLE IN LIKE FENCED-IN CATTLE -- IT'S AWFUL!
313	[Q20C.] BY FAR #1!

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
313	I FEEL CALTRAIN AND BART NEED A CERTAIN LEVEL OF AMALGAMATION FOR TRANSPORTATION IN THE BAY AREA. THERE IS A NEED OF DIGITAL DISPLAY ON BOARD FOR TRAIN INFO. IT IS BETTER TO HAVE REFRESHMENTS AVAILABLE OR PAYMENT ON BOARD. WI-FI.
313	MY TRAINS ARE ALWAYS LATE. IN FACT THE TRAIN I'M ON IS LATE.
313	ALLOW CELL PHONES ONLY FOR MAXIMUM OF 5 MINUTES. MORE ROOM IN SEATS PLEASE, ESPECIALLY LEG ROOM. LESS FACING-OTHERS SEATS.
313	BICYCLE RIDERS NEED TO START PAYING FOR BIKES, SINCE INCREASED TRAIN CARS WERE NEEDED. THEY SHOULD NOT HAVE A FREE RIDE. EVERYONE SHOULD PAY THEIR FAIR SHARE.
313	CLEAN BATHROOMS.
313	CONDUCTORS ARE FANTASTIC. I WOULD RATE THEM HIGHER IF I COULD.
313	EVENING COMMUTE TRAINS ARE TOO CROWDED-- MANY PEOPLE STANDING, BLOCKING EXITS. DOES NOT FEEL SAFE, ESPECIALLY IN GALLERY TRAINS.
313	I AM A TOURIST WHO HAS USED THE CALTRAIN ONLY 3 TIMES.
313	I'VE BEEN RIDING CALTRAIN ON A DAILY BASIS FOR ALMOST FIVE YEARS AND GENERALLY REALLY APPRECIATE THE SERVICE. MY BIGGEST COMPLAINT IS COMMUNICATION AND ANNOUNCEMENTS REGARDING DELAYS, E.G., WHY NO OVERHEAD SOUND SYSTEM IN 4TH AND KING STATION?
313	MORE FASTER TRAINS. MORE GAP FOR TIMED TRANSFERS. CLIPPER AT STATIONS.
313	NEED BETTER COORDINATION WITH MUNI AT SF STATION.
313	QUITE CONFUSING FOR TOURISTS -- STATION SIGN GAVE INCORRECT INFO AS TO WHICH TRAIN WAS OPERATING FROM THE TRACK. QUITE DISCONCERTING IF YOU ARE UNFAMILIAR WITH THIS SERVICE.
313	RIDERS WITH DOGS WHICH ARE OBVIOUSLY NOT SERVICE DOGS SHOULD NOT BE ALLOWED ON THE TRAIN, ESPECIALLY ON THE SEATS. I'VE SEEN IT TOO MANY TIMES AND NO CALTRAIN EMPLOYEE SAYING ANYTHING.
313	SOME SHUTTLE TIMINGS IN THE EVENING ARE ODD. THE SHUTTLE IS SCHEDULED TO ARRIVE AS THE TRAIN DEPARTS (PACIFIC SHORES SHUTTLE AROUND 5:10 PM AT REDWOOD CITY). THE TIMING CAN BE SLIGHTLY IMPROVED.
313	THERE IS ONE CONDUCTOR THAT DOES NOT ACKNOWLEDGE RIDERS THAT HE HAS SEEN ON TRAIN FOR YEARS.
313	TRAIN IS TOO PACKED DURING EVENING RUSH HOUR. TOO MANY SUNNYVALE PEOPLE.
313	VERY GOOD, EXCEPT NEED WI-FI AND MORE BULLETS.
324	BIKE CAPACITY CONTINUES TO BE AN ISSUE AT PEAK COMMUTE TIMES. MY OVERALL SCORE IS A 3 EVEN THOUGH I RATED ALMOST ALL OF THE QUESTIONS HIGHER. BIKE BUMPS AND ALMOST WEEKLY STALLED OR BROKEN TRAINS WEEKLY REDUCE THE QUALITY OF SERVICE THAT CALTRAIN PROVIDES.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
324	BIKE LOCKER SERVICE IS POOR -- UNRELIABLE RESPONSES TO EMAIL/PHONE, AND THE LOCKERS ARE DANGEROUS (THEY SLAM SHUT IN THE WIND). ARE FARES EVER ENFORCED? I'VE NEVER ONCE SEEN FARE EVADERS GET CITED. THEY ONLY GET A VERBAL WARNING. THE SIX CAR TRAINS AND NEW SCHEDULE ARE A BIG HELP -- THANKS FOR BEING RESPONSIVE.
324	BOMBARDIER TRAINS ARE MUCH BETTER THAT THE GALLERY TRAINS. MORE BATHROOMS PLEASE.
324	CALTRAIN COMMENT -090305- RECOUNTED HORRIBLE TREATMENT BY CALTRAIN STAFF. THERE IS STILL NO TICKET MACHINE AT 22ND STREET NORTHBOUND. MY EXPERIENCE THAT DAY WAS 1, EXTREMELY DISSATISFIED. USUALLY IT IS 5. ON ITEMS LABELED NA -- I HAVE NO CONFIDENCE THAT THE STAFF WERE REPRIMANDED FOR THEIR CONDUCT.
324	CALTRAIN IS GREAT AND I WOULD LIKE TO SEE IT EXPANDED TO BECOME A NO-BRAINER OF CHOICE TO USE. IT IS OFTEN HOT AND STUFFY ON-BOARD. WOULD LOVE SOME AIR FLOW. I WOULD ALSO LOVE SOME MORE BULLET OPTIONS. MY OPTIONS ARE 702 -718 - 802 - 818. I WOULD PREFER 7 , 730, 8, 830, TO SPREAD THEM OUT .
324	CALTRAIN NEEDS TWO THINGS: WI-FI INTERNET ON TRAINS, AND APP WITH REAL-TIME DEPARTURES AND DELAY NOTIFICATIONS.
324	CLIPPER CARD IS CONFUSING AND UNRELIABLE!
324	CLIPPER NEEDS TO BE REPLACED WITH A DIFFERENT SERVICE. THEIR CUSTOMER SERVICE IS TERRIBLE.
324	COMMUNICATIONS DURING DELAYS, AND AVAILABILITY OF DELAY INFO NEEDS IMPROVEMENT. TWITTER SHOULD NOT BE MY SOURCE OF CALTRAIN INFO. TIMING MILLBRAE ARRIVALS TO COINCIDE WITH BART WOULD BE HANDY.
324	I AM NOT A COMMUTER BUT A PLEASURE RIDER. LOVE THE SERVICE.
324	I HATE THE CLIPPER SYSTEM. THE CLIPPER CARD SYSTEM IS TERRIBLE. THE MACHINES FOR BUYING TICKETS HAVE AN ANTIQUATED UI AND NEED A COMPLETE OVERHAUL. I HAVE SEEN ENDLESS CONFUSION AND MISTAKES BEING MADE BY PEOPLE USING BOTH CLIPPER AND MACHINE TICKETING. HIRE SOME GREAT UX DESIGNERS! PLEASE! ON THE PLUS SIDE, THE CONDUCTORS ARE AWESOME!
324	I REALLY APPRECIATE HOW CONDUCTORS DEAL WITH UPSET PEOPLE WHEN THERE ARE LONG DELAYS -- PROPS TO THEM.
324	IN GENERAL, CALTRAIN IS EXCELLENT. SLIGHTLY BETTER ADHERENCE TO PRINTED SCHEDULES WOULD BE TERRIFIC, THOUGH I REALIZE THAT IS ALWAYS A CHALLENGE DUE TO UNAVOIDABLE CIRCUMSTANCES. THANK YOU FOR THE OPPORTUNITY TO PROVIDE FEEDBACK.
324	IT WOULD BE GREAT TO HAVE LATER TRAINS PAST 10:30 PM OR 12 AM.
324	KEEP UP THE GOOD WORK.



## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
324	MANAGING CLIPPER IS AWFUL! TAKING 5 DAYS FOR MONEY TO HIT MY CARD -- THIS ISN'T 1995. ALSO, TOO MANY ACCIDENTS/DELAYS. IT SUCKS, PUT GUARDS AT THOSE SITES OR SOMETHING. ALSO, AFTERNOON COMMUTE IS STANDING ROOM ONLY ON NORTHBOUND TRAINS. THAT SUCKS. MORE CARS PER TRAIN.
324	MORE TRAINS, PLEASE!
324	ONE ISSUE IS DELAYS DUE TO ACCIDENTS. MAYBE CALTRAIN COULD HAVE FEWER RAILROAD CROSSINGS AT THE SAME GRADE.
324	OVERALL THE TRAINS ARE VERY CLEAN . MY ONLY THING THAT COULD BE BETTER IS AN APP/SYSTEM THAT IMMEDIATELY NOTIFIES TRAIN DELAYS -- TWITTER IS CONFUSING. ALSO, ONE OR TWO SUPER BULLET TRAINS THAT RUN FASTER, MORE BULLET TRAINS ON WEEKENDS, AND ON-BOARD WI-FI.
324	PLEASE GET WI-FI.
324	THANK YOU FOR ASKING.
324	THE CALTRAIN TWITTER FEED IS EXTREMELY HELPFUL IN UNDERSTANDING AND SETTING EXPECTATIONS FOR A DELAYED SCHEDULE. CLIPPER IS EXTREMELY CHALLENGING TO USE. TAG ON/TAG OFF, MONTHLY PASSES, BROKEN CARDS -- ALL PAINFUL EXPERIENCES.
324	THE CURRENT CLIPPER CARD SYSTEM IS VERY TROUBLESOME TO ME. YOU BUY SOMETHING ONLINE AND IT TAKES 5-6 DAYS TO APPEAR ON THE CARD. IF YOU FORGET TO TAG OFF YOU PAY A LOT. IF YOU ARE IN A HURRY, YOU CAN MISS THE TRAIN WHILE TRYING TO TAG ON AT THE STATION.
324	THE PRACTICE OF DEPARTING MILLBRAE WHILE 15-20 BART PASSENGERS ARE RACING DOWN THE STEPS ONLY TO HAVE CALTRAIN DOORS CLOSE LITERALLY IN OUR FACES HAS GOT TO STOP. IT IS INFURIATING AND INCONSIDERATE. WHILE I UNDERSTAND THE NEED TO REMAIN ON SCHEDULE, DELAYING UP TO 2 MINUTES TO ACCOMMODATE A TIGHT CONNECTION, ESPECIALLY WHEN CALTRAIN IS ALREADY INFREQUENT, SHOULD BE A MANDATORY CONSIDERATION. BART WILL HOLD FOR ARRIVING CALTRAIN PASSENGERS; CALTRAIN SHOULD DO THE SAME.
324	TRAINS , CONDUCTORS ARE GREAT--- WE NEED MORE TRACKS! FEWER DELAYS -- TRAINS WHICH CAN EXPRESS EASE CONGESTION.
324	WHEN DELAYS HAPPEN, ESTIMATES ON STATION SIGNS ARE ALWAYS OFF -- SOMETIMES VERY LONG EXTENSIONS WHEN THERE IS AN ACCIDENT. I'M DISAPPOINTED THAT CLIPPER CARDS TAKE 5 DAYS TO REFLECT CHANGES. CALTRAIN SHOULD ALSO HAVE AN OFFICIAL APP.
324	WOULD BE GREAT IF THERE WERE MORE TRAINS SCHEDULED DURING NON-PEAK (NOT RUSH HOUR) TIMES.
329	CONDUCTORS DO NOT OFFER HELP TO PEOPLE STANDING ON PLATFORM OBVIOUSLY LOOKING LOST. HAVE BEEN LEFT BEHIND AT TAMIEN. BETTER SIGNS AT TAMIEN ON WHICH TRAIN IS DEPARTING NEXT.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
329	329 TRAIN -- OTHER THAN SUICIDES AND SWITCHING PROBLEMS, IS ALWAYS RELIABLE. I WOULD LIKE TO COMPLAIN ABOUT THE REDWOOD CITY BARRIERS. I HAVE HAD IT WHERE THE BARRIERS NEVER GO UP SO I CANNOT GET OVER THE TRACKS TO GET TO MY TRAIN. MORE FRUSTRATING -- 3/20/16, THE BARRIERS DID NOT GO UP AND THE TRAIN LEFT AT 3:19, EARLIER THAN SCHEDULED, EVEN THOUGH I WAS THERE AT 3:16. I COULD NOT GET TO THE TRAIN DRIVER. DRIVER MUST HAVE KNOWN PEOPLE WERE ON THE OTHER SIDE BUT DEPARTED ANYWAY.
329	ADD PARALLEL TRACK. MORE SERVICE TO GILROY AND WEEKENDS. STATIONS SOMETIMES HAVE BADGE READER DISPLAYS THAT ARE CLOUDED AND CANNOT BE READ.
329	BATHROOMS ARE ATROCIOUS AND OFTEN AFFECT THE WHOLE EXPERIENCE. NOT SUBTLE AND NOT PLEASANT. CLEANLINESS IS AN ISSUE WITH CALTRAIN, AND ANNOUNCEMENTS ON BOARD ARE NOT CLEAR, WITH SOME CONDUCTORS MUMBLING OR JOKING. IT'S NOT A COMEDY FEATURE. SPEAK CLEARLY AND MAKE CLEAR ANNOUNCEMENTS. THANK YOU
329	BEEN TAKING TRAIN FOR COMMUTE FOR 2 WEEKS NOW AND VERY PLEASED! WISH THERE WERE LATER LIMITED TRAINS IN EVENING DURING WEEKDAYS.
329	BUSH DID 9-11
329	CLIPPER MACHINES ARE AWFUL. NEEDS TO BE AS FAST AS BART STATION MACHINE. MACHINES TO PURCHASE TICKETS DON'T ALWAYS ACCEPT DEBIT.
329	DO REGULAR MAINTENANCE TO AVOID DELAYS.
329	EASE OF USE OF TICKET MACHINES (NOT IN SAN JOSE).
329	EMPLOYEES ON THE TRAIN ARE GREAT. EXECUTIVES NEED TO BE FIRED! HIRE EXECUTIVES WITH TRANSPORTATION EXPERIENCE -- NOT CORNY LAWYER MAYOR POLITICIANS!
329	I FIND THE ANNOUNCEMENTS ON-BOARD TO BE LOUD AND INCOHERENT. THIS IS NOT THE CASE ON EVERY TRAIN, NOR EVERY CAR.
329	I WOULD LIKE AN EXTRA BULLET AT 9:16 (SUNNYVALE TIME) TO ALLOW FOR GREATER FLEXIBILITY. SAME THING IN THE EVENING FROM 4TH AND KING -- 7:33 BULLET.
329	IT WOULD BE GOOD IF SOME CALTRAIN STATIONS HAD BETTER MAINTENANCE. THE SAN MATEO STATION LOOKS VANDALIZED AND BATHROOMS ARE NOT AVAILABLE.
329	MAKE OPTIONS FROM QUESTION 20 A PRIORITY!
329	MANAGEMENT/PLANNING FOR THE COMMUTER TRAINS HAS BEEN TERRIBLE FOR YEARS. "ADDING" BIKE CARS IS ACTUALLY SUBSTITUTING BIKE CARS FOR PASSENGER CARS, WHICH IS A NET DECREASE IN RIDERSHIP CAPACITY. YES, THERE'S A NEED FOR INCREASED BICYCLIST CAPACITY, BUT THEIR INCREASE IS LESS THAN THE INCREASE IN PEDESTRIAN RIDERS. PEDESTRIAN RIDERS CONTINUALLY SACRIFICE FOR INCREASED BICYCLISTS WHO TAKE UP 3 SPACES YET PAY FOR 1 PERSON, PLUS HAVE RESERVED SPACES. I'VE BEEN TRAIN COMMUTING FOR ALMOST 7 YEARS AND DON'T UNDERSTAND WHY CALTRAIN GIVES BICYCLISTS PRIORITY OVER PEDESTRIAN RIDERS. THIS IS ESPECIALLY BAD WHEN THERE'S ALSO AN SF GIANTS OR SJ SHARKS GAME – WITH PACKED-LIKE-SARDINES TRAINS.
329	MORE BULLET OPTIONS BETWEEN DIRIDON AND SF WOULD BE GREAT!

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
329	MORE TRAINS NEED TO BE ADDED AT PEAK TRAVEL TIMES. THE LEVEL OF CROWDING ON AN ORDINARY DAY DURING COMMUTE HOURS IS UNSAFE. ALSO, THE AMOUNT OF SERVICE REPAIRS/BREAKDOWNS IS EXCESSIVE AND DISRUPTIVE TO COMMUTING. MORE MONEY COULD BE SPENT ON "PREVENTIVE MAINTENANCE." CALTRAIN RELIABILITY IS A HIGHER PRIORITY THAT ON-BOARD WI-FI.
329	NEED ONE MORE TRAIN SERVICE SOUTH BAY!! WI-FI!
329	ONBOARD EXPERIENCE IS NOT BAD OR GOOD. BUT, WITH WI-FI, IT WILL BE ENHANCED A LOT. I WOULD GIVE 5 STARS ON CALTRAIN IF YOU GUYS HAVE A WI-FI WITH 10 MBPS AND HIGH SPEED PER CUSTOMER.
329	OVERALL, THE PEOPLE SEEM FAIR AND KNOWLEDGEABLE, BUT THE SYSTEM ANTIQUATED. SILVER LINING IS THE CALTRAIN APP, KEEP THAT GOING FOR REAL-TIME INFO, THANKS!
329	PARKING AT THE CALTRAIN STATION IS RIDICULOUS. IF SOMEONE PURCHASES A MONTHLY PASS, PARKING SHOULD BE GUARANTEED. BUYING PARKING FROM CALTRAIN IS EQUIVALENT TO LIGHTING MONEY ON FIRE. BIGGEST SCAM AROUND!!! BULLET SERVICE FROM SJ BETWEEN 7:03AM AND 7:45AM!!
329	PARKING -- I AM VERY DISSATISFIED. MY CARS HAVE BEEN BROKEN INTO MULTIPLE TIMES IN CALTRAIN PARKING LOTS AND THERE ARE NEVER ENOUGH SPOTS TO ACCOMMODATE COMMUTERS ON A DAILY BASIS.
329	PLEASE GET WI-FI. BULLET TRAIN -- GILROY.
329	TRAINS GET SO FULL, PASSENGERS HAVE TO STAND NEAR DOORS AND STAIRS, WHICH IS NOT SAFE. A HIGH SPEED RAIL IS NEEDED. CONSIDERING THE SERVICE, AND HAVING TO STAND ON THE TRAINS SOMETIMES, CALTRAIN IS WAY TOO EXPENSIVE.
329	UNLIKE PUBLIC TRAIN SERVICES ELSEWHERE -- CALTRAIN IS THE ONLY TRAIN STATION WITHOUT AT LEAST TRAIN SCHEDULE INFORMATION. THERE ARE AT LEAST 2-3 PEOPLE WHO ALWAYS ASK IF THEY ARE ON THE RIGHT TRAIN. EVEN THE TRAINS ARE NOT MARKED.
329	WE NEED MORE BIKE RACKS AT THE STATION (SUNNYVALE) OR BIKE LOCKERS.
329	WOULD LIKE TO SEE MORE SECURITY ENFORCED DUE TO RECENT TERROR ATTACKS, AS WELL AS ADDRESS ETIQUETTE OF RIDERS DURING GAME DAYS AND SPECIAL EVENTS. PUBLIC INTOXICATION IS NOT OK WHEN IT COMES TO AIRPLANES AND SHOULD NOT BE TOLERATED ON TRAINS EITHER. THANKS.
332	I FIND OUT ABOUT DELAYS VIA TWITTER. YOU SHOULD BETTER ADVERTISE THAT OR OFFER OTHER CHANNELS. WI-FI. SELL BEVERAGES AND TICKETS ON TRAIN.
332	IMPROVEMENTS AND MORE BIKE SPACE. TRAINS ARE CROWDED. CHOOSE TRAINS WITH MORE SEATS/SPACE/WAGONS. TRAINS ARE OLD AND BREAK DOWN FREQUENTLY -- BETTER TRAINS TO CALTRAIN IN SF. THERE ARE CALTRAIN SHUTTLES IN PENINSULA, WHY NOT SF? OTHERWISE CALTRAIN IS GREAT.
332	CALTRAIN IS OVERALL REALLY NICE. A FEW THINGS THAT WOULD MAKE IT BETTER: WI-FI, MORE SEATS/CARS, A BETTER MOBILE APP WITH UP TO DATE INFO ON TRAINS THAT IS EASIER TO UNDERSTAND.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
332	DISLIKE THAT TWITTER IS THE MOST ACCURATE WAY TO GET INFORMATION CALTRAIN NEEDS ITS OWN APP.
332	GENERALLY HAVE GOOD CALTRAIN EXPERIENCE WHEN THERE ARE NO ACCIDENTS . PREFER IF SOME TRAINS WERE CLEANER/NOT SMELLY/NO CRUMBS OR STAINS/TORN SEATS. REALLY WISH THE TRAIN HAD WI-FI. IT'S A COMMUTER TRAIN IN THE BAY AREA. MORE PEOPLE WORK ON THE TRAIN (OR TRY TO/WOULD LIKE TO) THAN NOT -- AT LEAST FOR RUSH HOUR HOURS! THANKS!
332	GOOD, EFFICIENT SERVICE. PARKING IS CONFUSING. BATHROOMS SOMETIMES ARE VERY DIRTY. TRAIN IS USUALLY ON TIME. APPRECIATE THE SF-REDWOOD CITY BULLET TRAIN.
332	HAVING NO ALTERNATIVE TO GET HOME WHEN THERE ARE VERY LARGE DELAYS IS MY BIGGEST CONCERN. ALSO, OVERCROWDING ON PEAK COMMUTE TRAINS-- ADD MORE CARS PLEASE!
332	I WOULD LOVE TO SEE GREATER COORDINATION BETWEEN MUNI BUS SCHEDULES (ESPECIALLY BUS 48) AND CALTRAIN TIMES AT 22ND ST. STATION DURING COMMUTE TIME IN THE EVENINGS, SO THE BUS DOESN'T LEAVE RIGHT BEFORE THE TRAIN ARRIVES.
332	IT WILL BE HELPFUL TO HAVE SCHEDULED LATER TRAINS NORTHBOUND.
332	IT WOULD BE GREAT TO EXPAND PARKING AT 22ND ST. IT HAS GOTTEN MUCH MORE DIFFICULT OVER THE PAST FEW YEARS. I GUESS THAT MEANS RIDERSHIP IS INCREASING, WHICH IS GOOD.
332	LOWER BOARDING FARES, ESPECIALLY SJ AND SF.
332	MORE BULLET TRAINS ON WEEKENDS PLEASE.
332	MORE BULLET TRAINS.
332	MORE FREQUENT SERVICE AT CALTRAIN STATION WILL BE A HUGE HELP. ALL THE REST IS PERFECT.
332	MORE INFO ON TRAIN DELAYS. REAL-TIME MESSAGING ON TRAIN ALERTS. WI-FI.
332	MORE TRAINS -- BULLETS AND BABY BULLETS
332	MORE TRAINS DURING COMMUTE TIMES AND GIANTS GAMES. MORE REDWOOD CITY BULLET TRAINS. BETTER OVERSIGHT OF ROWDY SF GIANTS CROWDS MIXED WITH COMMUTERS.
332	NOTIFICATION OF DELAYS AND ALTERNATIVE SERVICE IS VERY IMPORTANT, ESPECIALLY WHEN MAJOR INCIDENTS HAPPEN THAT CAN DELAY THE TRAIN FOR HOURS.
332	ONLY SOUTH SIDE OF PALO ALTO STATION HAS THE CLIPPER MACHINES TO BUY RIDE.
332	OPTIONS FOR BUYING SEASON PASSES.
332	OVERALL A GREAT COMMUTING EXPERIENCE, AND I HOPE IT EXPANDS IN THE FUTURE.
332	PLEASE HAVE MERCHANTS ON-BOARD THAT SELL ONLY COFFEE AND TEA (SEE INDIA FOR EXAMPLE). PLEASE ALLOW PURCHASES OF TICKET WHILE ONBOARD (SEE NYC FOR EXAMPLES). PLEASE HAVE WI FI ONBOARD (SEE AMTRAK FOR EXAMPLES).
332	PLEASE RELEASE THE TRAIN'S GPS SO I CAN WAIT IN MY OFFICE OR HOME DURING DELAYS AND NOT AT THE STATIONS.
332	SHOULD HAVE BETTER AIR FLOW ON TRAIN -- TOO WARM AND STALE AIR.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
332	SOME TRAINS ARE VERY NOISY -- THE NOISE OF RUSTY MACHINES -- ESPECIALLY TRAIN FROM SF AT 8:56 AM.
332	SOMETIMES WHEN RUNNING EARLY, THE CONDUCTOR CLOSES THE DOORS BEFORE THE LISTED DEPARTURE TIME. SO EVEN IF YOU ARE ON TIME AT THE STATION, YOU CAN'T GET ON. THAT IS VERY FRUSTRATING.
332	SOUND QUALITY INCONSISTENT.
332	THANKS FOR LETTING US DRINK AND EAT ON THE TRAIN.
332	THE CONDUCTORS SEEM TO LIE ABOUT DELAYS.
332	THINGS I DON'T LIKE: INCONSISTENT COOLING ON TRAIN CARS; PASSENGERS TALKING ON CELL PHONES FOR LONG PERIODS; SUPER LOUD AND REDUNDANT ANNOUNCEMENTS.
332	TRAIN SEEM TO BE GENUINELY DOWN MORE FREQUENTLY.
332	TRAINS ARE TOO NOISY. I DON'T NEED REGULAR STOPS TO BE ANNOUNCED.
332	WHEN TRAIN IS DELAYED, IT IS VERY DIFFICULT TO FIND OUT WHEN NEXT TRAIN IS COMING AND HAVE TO GO TWITTER TO FIND OUT.
332	WI-FI ON THE TRAIN WOULD BE A GAME CHANGER.
332	WI-FI!
332	WI-FI, WI-FI, WI-FI
360	[Q2] DAYTIME. [Q12] DIDN'T USE.
360	CAN WE HAVE BULLET OR LIMITED TRAINS THROUGHOUT THE DAY? IN THIS DAY AND AGE WHEN PEOPLE HAVE FLEXIBLE WORK SCHEDULES, THE TRADITIONAL 9-5, 8-6, ETC. WORK DAY HAS CHANGED. MORE TRAINS WOULD BE GOOD -- E.G., IF I NEED TO GET INTO OFFICE EARLIER THAN NORMAL, I HAVE TO GET ONE THAT'S EXTREMELY EARLY AND NOTHING ELSE. MORE TIME SLOTS = MORE CHOICES. BETTER DISSEMINATION OF ACCURATE AND TIMELY INFO, PARTICULARLY WHEN TRAIN DELAYS ARE INVOLVED (ACCIDENTS, SUICIDES, ETC.). TRAIN ANNOUNCEMENTS MUST BE CONCISE AND INFORMATIVE -- PEOPLE NEED TO MAKE LAST MINUTE DECISIONS SWIFTLY.
360	HIGH SPEED RAIL. I WOULD LIKE TO SEE MORE TRAINS ON SUNDAYS!
360	MORE NIGHT-TIME SAN FRANCISCO TO SAN JOSE BULLET TRAINS AFTER 6:30 PLEASE. OVERALL, A LOT SAFER AND CLEANER THAN BART-- THANK YOU! WOULD LOVE SINGLE MONTHLY CALTRAIN AND BART PASS.
360	EVERYTHING IS GREAT. WISH THE PARKING SIGN AT THE SUNNYVALE STATION WAS BETTER MARKED. THE FIRST 6 SPACES ARE FOR MURPHY SQUARE ONLY. I PARKED, WENT TO PAY PARKING, AND IT SAYS THE NUMBER IS INVALID -- WISH THE SIGN WAS A LOT BIGGER. HAD TO RUN BACK, CHANGE SPOT, THEN WAIT IN LINE TO PAY FOR PARKING. ALMOST MISSED MY TRAIN!! WISH THERE WERE MORE VENDING MACHINES. I HAVE CLIPPER CARD, BUT FOR PARKING, STILL HAVE TO WAIT IN LINE.
360	ALL GOOD, BUT FEWER STOPS WOULD BE A PLUS. SOUTH SF AND BAYSHORE ARE USELESS --LET'S SKIP THEM. MORE PARKING IN MOUNTAIN VIEW.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
360	ARRANGEMENTS FOR PICK-UPS AT STATIONS ARE TOTALLY CHAOTIC. IT TAKES A VERY LONG TIME FOR CARS TO ENTER AND EXIT THE OUTSIDE CAR PARKS. IT WOULD BE HELPFUL TO KNOW BEFORE WALKING THE LENGTH OF THE TRAIN WHETHER THERE IS A LUGGAGE CAR AND WHERE IT IS. IT IS HARD TO FIND OUT OF THE WAY SPACES FOR A LARGE BAG. PERHAPS CONDUCTORS COULD REMIND THOSE SITTING IN PRIORITY AREAS THAT THEY SHOULD GET UP FOR ELDER PASSENGERS.
360	BATHROOMS (PORTA POTTIES) AT MOUNTAIN VIEW STATION ARE DISGUSTING. YOU MUST PROVIDE MORE BATHROOMS AND KEEP THEM CLEAN DAILY. CLEAN BATHROOMS AT ALL STATIONS AND ON TRAINS PLEASE. MORE TICKET BUYING BOOTHS AND LABEL VTA AND TRAINS MORE CLEARLY FOR THE BEGINNER.
360	BEEN RIDING CALTRAIN FOR 8+ YEARS NOW. HAD THE EXPERIENCE OF MANY DELAYS DUE TO TRESPASSERS/ACCIDENTS, AND I BELIEVE CALTRAIN STILL DOESN'T KNOW HOW TO HANDLE IT! THE LAST ONE HAPPENED IN MAY 2016, WHEREIN ALL SOUTHBOUND TRAINS HAD DROPPED OFF PASSENGERS IN SAN MATEO. NO BUS BRIDGE! TONS OF PASSENGERS STRANDED.
360	BETTER RESPONSE TO ACCIDENTS SEVERELY AFFECTING SERVICE.
360	BULLET AT 5:30 PM PALO ALTO OR MORE CARS FOR 5:16 PM PALO ALTO. BETTER AIR CONDITIONING FOR PACKED TRAINS. LOVE CALTRAIN!
360	CALTRAIN IS GREAT! I ONLY WISH THERE WERE MORE HANDLES FOR WHEN BABY BULLETS ARE FULL AND I HAVE TO STAND FOR AWHILE TRYING NOT TO FALL OVER.
360	CALTRAIN IS TOO EXPENSIVE.
360	CLEAN BATHROOMS IMPORTANT.
360	CLEANLINESS OF SF STATION NEEDS IMPROVEMENT. ALSO SECURITY. I AM A VISITOR -- THE EUROPEANS' TRAINS SHOULD BE YOUR MEASURING STICK.
360	CONDUCTORS ARE ALWAYS PLEASANT. TRAINS NEED TO BE CLEAN.
360	CONDUCTORS SHOULD NOT SHOUT OR TALK DURING PUBLIC ANNOUNCEMENTS OVER INTERCOM. APPRECIATE THE OPPORTUNITY TO PROVIDE FEEDBACK. NOW, BE SURE TO PROVIDE AND ADVERTISE FORUMS (ONBOARD ANNOUNCEMENTS/POSTINGS, COMMUNITY MEETINGS, WEBSITES, BLOG, TV, RADIO, OTHER MEDIA) BY WHICH TO PROVIDE TABULATIONS, SUMMARY, AND RECOMMENDATIONS YOU RECEIVED TO THE PUBLIC.
360	DELAYS DUE TO CRAPPY DRIVERS AND/OR SUICIDE ATTEMPTS AREN'T YOUR FAULT. THANKS FOR KEEPING US UPDATED. YOU GUYS ARE DOING THE BEST YOU CAN. LOVE YOUR TWITTER SASS!
360	DOING A GREAT JOB.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
360	DURING SHARKS GAMES, I'VE SEEN PEOPLE OVER-INTOXICATED AND VOMITING AROUND/IN SAN JOSE DIRIDON STATION. ALSO, FASTER AND NEWER TRAINS ARE GREAT, BUT NOT COMFORTABLE FOR LONG COMMUTES (GREATER THAN AN HOUR). SEATS ARE GROUPED TOGETHER WITH LIMITED LEG SPACE, AND [TRAINS ARE] VERY BUMPY. NOT A BIG DEAL IF RIDING OCCASIONALLY, BUT YOU START TO NOTICE THESE THINGS WHEN COMMUTING FREQUENTLY. THANK YOU!
360	EXCELLENT SERVICE! VERY ACCOMMODATING!
360	HAVE A BAR CAR.
360	I AM FROM MIAMI AND LOVE VISITING CALIFORNIA, AND TAKING THE CALTRAIN BACK AND FORTH FROM SAN FRANCISCO -- SAN JOSE AND BACK.
360	I AM NOT A FAN OF PEOPLE DRINKING ON THE TRAIN. I COMMUTE FOR WORK, AND WHEN THERE ARE SPORTING EVENTS AND PEOPLE ARE DRINKING, THE BEHAVIOR CAN BE OBNOXIOUS. I ALSO WISH YOU WOULD HAVE MORE TRAIN CARS WHEN THERE ARE SPORTING EVENTS, SO MORE PEOPLE CAN SIT. ON THE POSITIVE, CONDUCTORS ARE ALWAYS KIND AND NICE. GREAT WORK!
360	I JUST MOVED HERE FROM CHICAGO. CALTRAIN IS 100 TIMES BETTER THAN CHICAGO METRA IN EVERY WAY. THANK YOU.
360	I LOVE CALTRAIN. THANK YOU FOR PROVIDING GREAT SERVICE BETWEEN PALO ALTO AND SAN FRANCISCO. ONE SUGGESTION: ADD MORE TRAINS OUT OF SAN FRANCISCO AT NIGHT. PLEASE RUN THEM EVERY 30 MINUTES UNTIL 11 PM, SO IF I JUST MISS ONE I DON'T HAVE TO WAIT 59 MINUTES. THANKS!
360	I WOULD LIKE TO SEE CLIPPER TAG MACHINES INSIDE EVERY TRAIN FOR EASE OF USE.
360	I WOULD LOVE TO BE ABLE TO BOARD TRAINS EARLIER BECAUSE THE TRAINS I TAKE START AT THEIR STATIONS. 6:45 DIRIDON VARIES IN BOARDING TIME, AND TRAINS I TAKE FROM SF ARE ALWAYS THERE, BUT WE HAVE TO WAIT TO BOARD.
360	I'M A VISITOR FORM MELBOURNE AUSTRALIA; VERY HAPPY WITH CALTRAIN SERVICE.
360	IN GENERAL, I ENJOY THE CALTRAIN COMMUTE, HOWEVER, WHEN THERE ARE DELAYS AND TRAINS ARE MOVING SLOWLY IT WOULD BE GREAT TO HAVE MORE CLEAR COMMUNICATION. ALSO, FREE WI-FI WOULD ENHANCE EXPERIENCE TREMENDOUSLY.
360	INCONVENIENT TO PAY FOR PARKING AT GROUND FLOOR. WOULD LIKE TICKET KIOSK NEAR EACH FLOOR OF PARKING GARAGE. NEED MORE MACHINES.
360	IT WOULD BE GOOD IF MORE TRAINS CAN STOP AT TAMIEN STATION.
360	LIVE MAP ON WEBSITE LIKE SAN FRANCISCO BUS SYSTEM WILL BE GREAT.
360	MORE SEATING.
360	MORE TRAINS!
360	MY ONLY REAL PROBLEM WITH CALTRAIN IS WHEN THERE ARE MANY EVENTS HAPPENING, THEY OVERCROWD THE TRAINS, LITERALLY SHOULD TO SHOULDER, FRONT AND BACK, AND THEY CONTINUE TO SUFFOCATE BY ALLOWING MORE ON WITH NO ROOM.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
360	NEED MORE CAPACITY ON TRAINS STOPPING AT MOUNTAIN VIEW-- BOTH NORTHBOUND AND SOUTHBOUND. PEOPLE TALKING ON CELL PHONES IS WORST PROBLEM AFTER OVERCROWDING. WAITING TO BOARD TRAINS IN SAN FRANCISCO STATION WHILE CONDUCTORS STAND AROUND IS RIDICULOUS -- OPEN THE STATION DOORS SO WE CAN BOARD EARLIER.
360	NOT ENOUGH PARKING SPACE.
360	NOT ENOUGH SEATS.
360	NOT SURE I UNDERSTAND TRADE-OFF BETWEEN FREQUENCY OF SERVICE AND COMMUTE TIMES. WHY NOT HAVE TRAINS EVERY 15 MINUTES, WITH 2 EXPRESS PER HOUR, ALLOW FOR A THIRD SET OF TRACKS WHERE EXPRESS TRAINS CAN PASS? IN ANY CASE, MORE TRAVELERS WILL USE THE TRAIN IF GOING EVERY 15 MINUTES INSTEAD OF EVERY HOUR.
360	ON THE TRAIN WHEN THE SPEAKER COMES ON AND A CONDUCTOR SPEAKS, IT IS HARD TO UNDERSTAND, OTHERWISE IT'S GREAT!
360	OVERALL, I'M VERY HAPPY WITH CALTRAIN. IF YOU SOMEHOW IMPROVE THE SMELL IN THE BATHROOMS, THAT WOULD BE GREAT.
360	OVERCROWDING IS BIGGEST PROBLEM! NEXT IS LACK OF GRADE SEPARATION. NOW! PAYMENT SYSTEM IS ANTIQUATED AND INFLEXIBLE. OFTEN TRAVEL OUT OF COUNTRY FOR BUSINESS PAST THE MONTHLY ACTIVATION DATE AND UNKNOWINGLY TRY TO ACTIVATE MY MONTHLY PASS, ONLY TO FIND OUT IT IS NOT ACTIVE. I HAVE RECEIVED TICKETS FOR THIS.
360	PLEASE ADD MORE PARKING SPOTS IN SUNNYVALE/MOUNTAIN VIEW STATIONS. INCREASING THE PARKING FARE WITHOUT ADDED PARKING SPOTS IS NOT WISE. GO PASS CUSTOMERS SHOULD GET FREE PARKING!!
360	PLEASE PLEASE PLEASE GET WI-FI. PLEASE GET FASTER CLIPPER CARD MACHINES. THANK YOUR EMPLOYEES FOR BEING PLEASANT AND KIND.
360	PROVIDE WI-FI AND REAL TIME TRAIN TIME IN AN IPHONE APP.
360	[Q1] SAN FRANCISCO BATHROOM. [Q5] I PROBABLY JUST NEED TO GET ON YOUR TWITTER FEED.
360	SELL BEER ON THE TRAIN. SERIOUSLY: IF YOU'RE GOING TO ALLOW PEOPLE TO BRING THEIR OWN ALCOHOL ON THE TRAIN AND DRINK IT, THEN WHY NOT ALSO SELL IT? MIGHT PROVE A VALUABLE NEW REVENUE STREAM.
360	SUPER TRAIN. A BIT BUMPY AND FAIRLY NOISY. SUPER LOW PRICE!
360	THANK YOU! EVERYONE ON TRAIN USES PHONE/COMPUTER -- WI-FI WOULD BE HUGE!
360	THE CONDUCTORS SHOULD STRICTLY ENFORCE THE LOW NOISE LEVEL AND NO CELLPHONE USE IN THE EARLY MORNING COMMUTE. WHEN THE TRAIN IS PACKED, PASSENGERS SHOULD HAVE TO GIVE UP THE SEAT NEXT TO THEM, SO THE CONDUCTORS SHOULD GO AROUND.
360	THE PLACE WHERE COMMUNICATION IS POOREST IS AT 4TH AND KING WHEN TRAINS ARE DELAYED. OFTEN THERE IS NO (AS IN ZERO) ANNOUNCEMENT ABOUT TRACK CHANGES UNTIL A SIGN IS CHANGED, WHICH TRIGGERS A DISORDERLY AND PREVENTABLE CRUSH.



## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
360	THE SERVICE IS GREAT. THE TWO THINGS I WOULD LIKE TO SEE: BABY BULLETS OUT OF SF AFTER 6:30; AND FANTASTIC, HIGH SPEED WI-FI ON TRAINS. PS: CONDUCTORS AND STAFF HAVE BEEN GREAT THE LAST 2.5 YEARS I'VE BEEN RIDING.
360	THERE WAS A VOLUNTEER THAT HELPED ME PURCHASE TICKETS AND PARKING WAS VERY EASY AND REASONABLY PRICED. GREAT SERVICE -- EASIER THAN BART.
360	WI-FI IS NECESSARY. MORE BULLETS EVEN ON WEEKENDS.
360	WI-FI ON TRAINS WOULD BE A GOOD IDEA.
360	WOULD BE NICE TO HAVE CLIPPER STATIONS AT THE SOUTH END OF THE MOUNTAIN VIEW STATION.
360	WOULD LIKE ONE MORE BULLET AFTER 6:33.
360	WOULD LOVE MORE BULLET TRAINS, ESPECIALLY AFTER 8:03 AM.
376	THE CLIPPER CARD MACHINES SHOULD BE ABLE TO 1) PURCHASE 2) ADD VALUE, 3) CHOOSE 8 RIDE/MONTHLY PASS OPTIONS/MONTHLY PARKING AT TRAIN STATIONS. SHOULD BE IN SYNC WITH MUNI SYSTEM. WHEN I BOUGHT TWO 8-RIDE OPTIONS SOMETIMES I DON'T GET TO USE THEM IN TIME -- WHY CAN'T WE EXTEND THE TERM OR GET PRORATED REFUND?
376	AT SF STATION: VERY IMPORTANT OPERATION. IT'S VERY INCOMPETENT TO ASSIGN TWO OR THREE TRACKS FOR TRAINS THAT ARE ONLY 10 MINUTES APART, BECAUSE THE STATION GETS COMPLETELY OVERCROWDED AND DANGEROUS. IT'S VERY INCOMPETENT TO ALERT PASSENGERS TO GET ON THE TRAIN LESS THAN 10 MINUTES BEFORE DEPARTURE. THE STATION GETS TOO OVERCROWDED.
376	BIKE CAR HAS BECOME INCREASINGLY UNUSABLE AT PEAK TIMES DUE TO OVERCROWDING. COULD BE ALLEVIATED BY ENFORCING BIKES FIRST RULES. ALSO FIX FUNDING MODEL. CENTRALIZE.
376	CALTRAIN BULLET SHOULD HAVE MORE FREQUENCY. MORE STOPS CAN BE ADDED TO THE BULLET TRAIN. BULLET SHOULD HAVE LESS STOPPAGE TIME AND AFTER IT PASSES FROM SUNNYVALE IT SLOWS DOWN WHILE COMING FROM SFO.
376	CALTRAIN SHOULD NOT DEPRECIATE COMMUTE SERVICE REQUIREMENTS TO ACCOMMODATE HIGH SPEED RAIL.
376	CLIPPER CARD MONTHLY REFILL IS A MESS! THE WEBSITE HAS 5-7 DAY DELAY (SHOULD BE INSTANT) AND I CAN'T USE MY FLEX SPENDING CARD AT WALGREENS!
376	CLIPPER SERVICE IS CONFUSING. CALTRAIN FREQUENCY IS NOW MORE EXPENSIVE THAN CARPOOL.
376	CON: I DO NOT LIKE THAT I HAVE TO TAG ON/OFF THE FIRST DAY OF THE MONTH. SHOULD BE BETTER TECH OPTION WITH PHONE. PRO: TRULY APPRECIATE GREAT WORK THE DEPUTY SHERIFFS DO IN PROTECTING THE RAILWAY AND OTHERS.
376	COST IS TOO HIGH -- \$20 A DAY. I'D LIKE WI-FI. WHERE DO I GET A CLIPPER CARD? SORRY FOR HANDWRITING -- STANDING, NO SURFACE.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
376	CREATE A FINE FOR PEOPLE WHO SIT IN DISABILITY SEATS AND AREA. THEY DON'T GIVE THE SEATS TO SENIORS, DISABLED, OR PREGNANT WOMEN. NEW CLIPPER SYSTEM -- INSPECTORS SOMETIMES ARE VERY RUDE WHEN THEY ASK FOR TICKETS. WI-FI PLEASE.
376	EVENINGS -- THE FREQUENCY SHOULD BE INCREASED AND MORE STOPS (SAN BRUNO, BURLINGAME) FOR MY CLOSE FRIENDS.
376	FASTER TRAINS AND WI-FI. BRING US INTO THE 21ST CENTURY. MORE PARKING IN SUNNYVALE.
376	HOW ABOUT NEW TRAINS? EVER TAKEN A COMMUTER TRAIN IN EUROPE? CAN'T BE IMPOSSIBLE TO OFFER SIMILAR SERVICE.
376	I HAVEN'T TAKEN THE TRAIN REGULARLY FOR VERY LONG, BUT I'VE HAD A COUPLE RUN-INS WITH CRAZY FOLKS AND SECURITY TOOK AWHILE ARRIVING.
376	IF THE PARKING SPOTS COULD BE ADDED AT A SUBSIDIZED RATE, IT WOULD BE VERY HELPFUL.
376	I'M NEW TO CALIFORNIA. I'VE BEEN RIDING CALTRAIN ONLY 2 WEEKS NOW. ALWAYS ON-TIME. IMPECCABLE SERVICE. FEEDBACK: COMMUTE TIME COULD BE IMPROVED. TRAINS ARE KIND OF SLOW. I USED TO COMMUTE USING NJ TRANSIT AND THEY WERE WAY FASTER.
376	IN GENERAL, MY BIGGEST ISSUE IS NOT SPACE OR WI-FI OR NOTIFICATIONS. IT IS THAT, ON AVERAGE, THERE ARE TONS OF DELAYS, AND THESE DELAYS ARE IN FACT LONG. GIVEN ANY WEEK, I HAVE HAD A 1 HOUR DELAY AT LEAST ONE TRIP (FOR WHICH MY TRIP IS ONLY 1 HR) AND MANY SMALL DELAYS. IT IS NOT A RELIABLE SYSTEM WHICH I CAN COUNT ON TO GET TO WORK ON TIME. EVEN THE PARKING IS NOT RELIABLE.
376	INFO FOR FIRST TIME USERS – EXAMPLE: LET PEOPLE KNOW CLIPPER PROCESS FOR FIRST TIME USERS.
376	INSTALL CLOCKS AT STATIONS. REAL-TIME TRAIN INFO WHEN THERE ARE DELAYS. CURRENT INFO DISPLAYS FEEL ANTIQUATED. SHOULDN'T BE TRAIN INFO OR THE CURRENT TIME!
376	IT WOULD BE GREAT IF TRAINS WOULD RUN UNTIL 2:30 AM ON SO TO ALLOW RIDES AFTER LATE NIGHTS OUT IN THE CITY. WI-FI AND CELL PHONE SERVICE IN TUNNELS WOULD BE GREAT.
376	KEEP UP THE GOOD WORK.
376	LESS DELAY!
376	MAKE IT MORE CLEAR IF IT'S A BULLET OR NOT! YOU GUYS SHOULD SERIOUSLY PUT IT ON THE ELECTRONIC SIGNS. I WAS VERY FRUSTRATED WITH THE LACK OF TRAIN INFORMATION, AND I HONESTLY BLAME CALTRAIN FOR THE LACK OF CLARITY INVOLVING BULLET TRAINS.
376	MORE BIKE CARS! PLEASE! PLEASE!
376	MORE EXPRESS TRAINS THAT RUN LATER WOULD BE GREAT -- MAYBE A 7:30 PM EXPRESS TRAIN. OVERALL, WAY BETTER THAN BART.
376	MORE FREQUENT TRAINS.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
376	NEED MORE PARKING AT SAN JOSE DIRIDON. NOW WE NEED TO USE SAP CENTER FOR PARKING AND THERE ARE A LOT OF DAYS WE NEED TO REMOVE CARS BY 6:30 OR 5:30. IS IT POSSIBLE TO BUILD A PARKING STRUCTURE?
376	NEED MORE SEATING AND WI-FI.
376	NEW STYLE CARS -- BATHROOM ODOR IS QUITE BAD -- AT LEAST 1 TIME PER WEEK THROUGHOUT CAR. STILL NOT ENOUGH ROOM FOR BICYCLES.
376	OVERALL GREAT JOB. THANKS GUYS AND GALS.
376	PLEASE ADD MORE BIKE RACKS!! OR RELAX THE RULES ABOUT 4 BIKES/RACK IN MORNING. PEOPLE PUSH AND SHOVE THEIR WAY ONTO THE 8:08 AT PALO ALTO TO MAKE SURE THEY WON'T BE KICKED OFF BY CONDUCTOR.
376	PLEASE ADD MORE/FASTER SERVICE AT NIGHT (AFTER 7:30PM). RIGHT NOW I'D RATHER DRIVE 45 MINUTES VS TAKE A 75-MINUTE TRAIN AND 60 MINUTES OF WAITING.
376	PLEASE ALLOW FOR BETTER COMMUNICATION AFTER INCIDENTS AND COMMUNICATE ALTERNATE METHODS OF TRANSPORTATION MORE CLEARLY.
376	PLEASE DO MORE SUICIDE PREVENTION WORK, WI-FI WOULD BE AWESOME. CLEAN BATHROOMS.
376	PLEASE HAVE A 7:30 AM BABY BULLET TO SFO FROM DIRIDON AND MAKE/USE BIGGER TRAINS DURING PEAK HOURS.
376	PLEASE LOOK INTO ONBOARD WI-FI TO PROVIDE THE OPPORTUNITY TO WORK ON TRAIN AND TO BE ABLE TO MAKE USE OF COMMUTE TIME MORE EFFECTIVELY.
376	PLEASE SEE THAT CALTRAIN STAFF ARE SATISFIED WITH THEIR PAY. THEY ARE AWESOME!
376	SOMETHING SHOULD REALLY BE DONE ABOUT CLIPPER CARD DEDUCTING THE MAX AMOUNT WHEN WE FORGET TO TAG OFF. FOR MONTHLY PASS USERS, IT'S EASY TO FORGET. WITH MANY CALTRAIN USERS, WE ARE CONTEMPLATING BRINGING A LAWSUIT ABOUT THIS. GETTING MONEY TAKEN FROM US FOR A SERVICE THAT: 1. WE ALREADY PAID FOR, AND 2. WE DON'T CONSUME WHAT YOU'RE CHARGING US FOR.
376	THANKS.
376	THE CROWDEDNESS IS AN ISSUE. ALL IN ALL HIGHEST PRIORITY OUGHT TO BE IN BUILDING MORE TRAINS TO EASE CONGESTION. ADD MORE FREQUENCY, MAKE COMMUTES FASTER.
376	THE DECORATIVE CERAMIC TILE STRIPS AT SUNNYVALE STATION ARE LOOSE, MY BICYCLE TIRE WENT INTO ONE ONCE, CAUSING ME TO FALL OFF MY BIKE.
376	THE ISSUE THAT HAS MADE ME VERY DISAPPOINTED IS THE WAY 8-TRIP TICKETS WORK. I PURCHASED 8-TRIP RIDES AND COULDN'T USE ALL (MORE THAN HALF), BUT DIDN'T GET A REFUND.
376	THE THINGS YOU GUYS NEED TO FOCUS ON THE MOST ARE DISASTER RESPONSE AND UNCLOGGING THE COMMUTER BULLETS. YOU NEED TO MOVE PEOPLE FROM BROKEN DOWN TRAINS OR CRASHES ONTO WORKING TRAINS FASTER. SERIOUSLY. ALSO, NOBODY WANTS TO GET OFF WORK AND GO HOME LIKE A BUNCH OF SARDINES IN A TIN. DO SOMETHING PLEASE.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
376	THE TRAIN (NORTHBOUND) SUPPOSEDLY ARRIVING AT 5 PM LEFT AT 4:58 PM A *LOT* OF TIMES; I MISSED TWICE!!!
376	THE TRAINS ARE GETTING MORE AND MORE CROWDED, SO ANOTHER BONUS WOULD BE INCREASED NUMBER OF TRAINS -- ESPECIALLY AS FARES GO UP.
376	TRAIN CARS SMELL LIKE SEWAGE SOMETIMES.
376	TRAINS FREQUENCY SHOULD BE MORE IN THE EVENINGS.
376	WAY TOO CROWDED OFTEN – PACKED, CAN'T MOVE, NO PLACE TO SIT.
376	WE NEED CLIPPER AND WI-FI TO BE AVAILABLE.
376	WHEN THE MACHINES DON'T GIVE PROPER CHANGE OR TICKETS, CONDUCTORS SHOULD NOT LEAVE YOU STRANDED BECAUSE I GOT ROBBED BY YOUR MACHINES.
376	WI-FI WOULD BE HIGHLY APPRECIATED! CLEANER BATHROOMS ALSO SEE THE TREND OF MORE PEOPLE STANDING IN THE AISLE (5:33 FROM SF) AND PARKING LOT FULLER (8 AM AT SUNNYVALE). PLEASE ADDRESS THESE BEFORE IT GETS WORSE, AND WORSE THANK YOU FOR THE EFFORT TO KEEP THE SERVICE STANDARD.
376	WI-FI WOULD DRAMATICALLY IMPROVE MY COMMUTE -- IT COULD ADD MORE TIME FOR PRODUCTIVITY VERSUS BEING SEEN AS LOST TIME/OPPORTUNITY TO BE DOING SOMETHING.
376	WOULD BE GREAT TO HAVE WI-FI. WOULD BE GREAT TO HAVE APP AND REGISTER TO PROVE PAYMENT, IN CASE I FORGET TO BRING CLIPPER CARD WITH ME.
376	WOULD LIKE MORE FREQUENT TRAINS FOR MORE POPULAR STOPS, PARTICULARLY REDWOOD CITY.
376	WOULD LIKE TO HAVE AT LEAST MINIMUM 4 BULLET TRAINS (EVERY 15 MINUTES) FROM SAN JOSE TO SFO, ESPECIALLY IN WORKING HOURS (6 TO 8:30 AM AND 4:30 TO 6:30 PM).
381	AFTER THE SCHEDULE CHANGE I COULD RARELY CATCH THE VTA LIGHT RAIL AT MOUNTAIN VIEW STATION WITH TRAINS 332 AND 322. THEY ARE SCHEDULED TO ARRIVE A COUPLE OF MINUTES BEFORE VTA DEPARTS, AND THEY ARE RARELY ON TIME. FOR QUESTION 19, I DON'T MIND REALLY -- I WOULD LIKE BETTER CONNECTION SCHEDULES WITH OTHER AGENCIES.
381	BETTER TOILET PAPER IN THE SILVER TRAINS! SERIOUSLY NEED WI-FI! THE CONDUCTORS ARE GREAT!
381	COMPUTER STOLEN; WASN'T HELPED AT ALL.
381	EVERY TIME THE SCHEDULE CHANGES, THE TRAINS FALL FURTHER AND FURTHER BEHIND. IT WOULD BE BETTER IF YOU COULD SET A SCHEDULE WITH BUILT-IN DELAYS AND STICK WITH IT.
381	FIRST TIME USING CALTRAIN. THOUGHT IT WAS VERY EASY TO USE THE TICKET MACHINES AND FIGURE OUT WHERE TO GO.
381	GREAT SERVICE
381	I STILL REGULARLY EXPERIENCE BIKE BUMPS, WHICH IS DISRUPTIVE TO MY WORK SCHEDULE.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
381	I WOULD LIKE TO SEE THE ATHERTON STATION REOPENED ON WEEKDAYS. PLEASE DO NOT CHANGE THE ZONES. I WOULD LIKE THE TICKET MACHINES TO ACCEPT DEBIT CARDS, JUST LIKE VTA.
381	IN MY EXPERIENCE BOMBARDIER TRAINS OFTEN SUFFER BATHROOM ODORS (SOMETIMES QUITE BAD) AND PA SYSTEM TOO QUIET TO HEAR. TABLES ARE TOO SMALL/CRAMPED FOR ANY KIND OF WORK -- I'D RATHER NOT HAVE THEM AT ALL. WISH CONDUCTORS HAD MORE INFO TO SHARE (AND TOOK MORE TIME TO SHARE IT) WHEN SERIOUS DELAYS HAPPEN. I'M A MONTHLY CLIPPER CARD USER – IT'S RIDICULOUS TO HAVE TO REMEMBER TO TAG OFF. I RECENTLY FORGOT, AND A CONDUCTOR TOLD ME TO GET OFF THE TRAIN. REALLY? WELL WHO'S FAULT IS IT YOU FORGOT?
381	LATE NIGHT OR NIGHT OWL SERVICE WHEN BARS CLOSE. I WANT TO GO HOME.
381	MAIN DISSATISFACTION IS THE DELAYS DUE TO MECHANICAL ISSUES.
381	OUT OF TOWN VISITOR, BUT SEEMS GREAT!
381	SOME ANNOUNCEMENTS NOT TOO CLEAR. IN GENERAL ALL GOOD!
381	THE AIR CONDITIONING IN THE TRAIN USUALLY ISN'T COMFORTABLE. ITS USUALLY SET TO BE TOO COLD, AND THE OVERHEAD VENT ADJUSTERS DON'T WORK, SO YOU CAN'T CONTROL THE AIR FLOW.
381	THE BAYSHORE STATION FEELS LIKE A PRISON REALLY.
381	THE CLIPPER CARD MACHINES ARE TERRIBLE! EXAMPLE: YOU MUST SELECT 2 BY PRESSING BUTTON 1. EXAMPLE: YOU INSERT CARD, REMOVE IT, INSERT CC, REMOVE IT, ETC.
381	THE TRAIN HAS HELPED ME ESCAPE ANYTHING I'VE BEEN RUNNING FROM OR TO FOR THE PAST FEW YEARS. MANY MEMORIES WERE MADE. WHETHER IT BE WITH EX-GIRLFRIENDS OR ALONE, ESCAPING WHAT SHOULD BE MY HOME (SAN JOSE), HOME IT REALLY IS NOT -- BUT A PLACE I'M ABLE TO FEEL THAT WITH CALTRAIN. THANK YOU.
381	THE TRAIN SHOULD BE FASTER. NEED FREE WI-FI. NEED ONBOARD EXERCISE (SPINNING CLASS).
381	WHAT ELSE CAN BE DONE TO PREVENT ACCIDENTS ON THE TRACKS? THAT WOULD ACTUALLY BE MY NUMBER 1 PRIORITY.
381	WI-FI WI-FI WI-FI WI-FI
381	WISH BETTER CLARITY ON TRAIN NUMBERS!
381	WOO, WE CAN DRINK! BOTTLE SERVICE?
381	YAY, I CAN DRINK!
381	YOUR TICKETING IS OUTRAGEOUS! AUTOPAY MONTHLY, BUT IF I FORGOT TO TAG AT THE BEGINNING OF THE MONTH, THE CONDUCTOR TICKETS. THIS IS SILICON VALLEY -- YOU SHOULD KNOW I'VE ALREADY PAID!!!!

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
385	THE FREQUENCY FROM 7:30 TO 9:02 AT 22ND ST. STATION IS PRETTY BAD FOR COMMUTING HOURS/RUSH HOURS. YOU SHOULD GIVE PEOPLE TRAINS AT LEAST 10 MINUTES APART. MOSTLY ALL PEOPLE AT THAT HOUR ARE TRYING TO GET TO WORK, AND THEY'VE PAID MONTHLY FOR THIS SERVICE. THE WEBSITE SERVICE IS PRETTY SLOW WITH PAYMENTS (I DECIDED NEVER TO USE IT AGAIN) -- 5 OUT OF 10 DAYS TO USE CREDIT OR CASH BECAUSE IT TAKES TOO LONG.
385	BART IS MORE COMPARABLY BETTER -- MORE FREQUENT SERVICE, BETTER ANNOUNCEMENTS, MORE CONVENIENT LINES, MORE COMFORTABLE INTERIORS. PLEASE BE MORE LIKE BART. WISH BART LINE WOULD REPLACE CALTRAIN LINE TO SAN JOSE. DEBIT AND CREDIT INSTEAD OF CLIPPER FOR MONTHLY PASSES.
385	CALTRAIN IS GREAT! SOMETIMES PEOPLE ARE VERY LOUD.
385	CALTRAIN IS GREAT. FAST, CLEAN, AND RELIABLE.
385	CLIPPER IS RIDER-HOSTILE. ZONE UPGRADES, LONG LOAD DELAYS - 5 DAYS, MONTHLY PASS TAG-OFF A LOT, BLOCKING ENTIRE CARD AND UNRELATED PASSES WHEN AUTOLOAD FAILS. RIDING DURING SPORTS EVENTS IS A ZOO. PLEASE CONSIDER QUIET RULE OR SPECIFIC CAR.
385	COMPARED TO SERVICE I AM USED TO IN THE NETHERLANDS, CALTRAIN FEELS AMATEUR, COMPARED TO ANYTHING I'VE SEEN IN THIS COUNTRY, IT'S NOT HALF BAD. IT'S ALL RELATIVE, BUT INTEGRATION INTO A UNIFIED, COORDINATED REGIONAL SYSTEM, WITH RELIABLE SCHEDULES, SEEMS FAR AWAY.
385	FARES ARE HIGHER THAN IDEAL, ESPECIALLY FOR SHORT TRIPS ACROSS ZONES.
385	GLAD TO SEE 375 TRAIN FINALLY SIZED FOR CROWD. NEED BACKUP PLANS IN CASE OF TRAIN PROBLEMS. IF EMERGENCY RESPONSES WERE ALWAYS THE SAME THEY WOULD BE A LOT EASIER. MONTHLY TAGGED ON IS POINTLESS FOR MONTHLY CARD HOLDERS.
385	GOING ONE STOP BETWEEN ZONES -- VERY EXPENSIVE.
385	HAVE ALLERGIES.
385	I GOT A TICKET ON CALTRAIN ONLY BECAUSE I FORGOT TO BUY A TICKET (I WAS LAID OFF). CONDUCTOR WASN'T COOPERATING WHEN I ASKED TO GET OFF TRAIN AND BUY A TICKET. I AM A RIDER OF CALTRAIN FOR MORE THAN 10 YEARS.
385	I LIKE THE PERSONNEL. CLEANLINESS IS OK. MAIN IDEA IS SUCH: EXTREMELY BAD CONNECTION WITH BART AND MUNI. VERY FEW BULLET TRAINS, NEED MORE THROUGHOUT THE DAY-IT BREAKS TOO OFTEN. NO WI-FI, NO POWER PLUGS. NEED TO STAND FOR 1 HOUR BECAUSE TOO CROWDED AT TIMES.
385	I WOULD PREFER EASIER ACCESS TO RESTROOMS, BOTH AT STATIONS AND ON THE CALTRAIN. ALSO WI-FI. NOTE: THE SURVEY ISSUER SHOULD INTRODUCE THEMSELVES AS WORKING ON BEHALF OF CALTRAIN AND SHOULD OFFER THE OPTION TO DECLINE , ALONG WITH MENTIONING THAT YOUR INPUT CAN HELP INFORM WHAT PRIORITIES RECEIVE MONEY.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
385	IF THE VTA TRAIN IS PULLING UP AND PASSENGERS ARE CLEARLY RUNNING FOR CALTRAIN, PLEASE DO NOT LEAVE! I UNDERSTAND THAT YOUR TRAIN MAY BE 3 MINUTES LATE, BUT YOU'RE MAKING DOZENS OF PEOPLE 20-30 MINUTES LATE.
385	LOVE HOW YOU ANNOUNCE 2 STATIONS IN ADVANCE.
385	MOSTLY GREAT! A FEW GLITCHES HERE AND THERE, BUT FOR THE MOST PART, LOVE CALTRAIN.
385	MY COMMUTER BENEFITS CARD DOESN'T WORK AT TICKET MACHINE.
385	NEED TO IMPROVE OUTDOOR SPEAKERS AT STATIONS. NO ONE CAN UNDERSTAND ANNOUNCEMENTS.
385	OPTIONS FOR WEEKEND PARKING WOULD CUT DOWN ON SOLO DRIVING ON US 101 AND RESULT IN MORE CALTRAIN RIDERS.
385	PARKING PASS SHOULD BE AVAILABLE TO ANYONE, NOT JUST MONTHLY PASSHOLDERS. PICK-UPS AT MOUNTAIN VIEW STATION BLOCK THOSE TRYING TO PARK. I'VE MISSED SEVERAL TRAINS BECAUSE OF PEOPLE BLOCKING SPOTS.
385	PURCHASING PASSES AND ADDING FUNDS THROUGH CLIPPER IS A TERRIBLE EXPERIENCE. PLEASE SOLVE THIS. MACHINES TOO SLOW -- TAGGED OFF IS A BURDEN, AND KEEP \$1 ON CARD IS POINTLESS. THIS SYSTEM MAKES ME LATE AND COSTS ME \$\$\$\$.
385	TUNNELS AT PALO ALTO STATION REEK OF URINE. MISS TRAIN BECAUSE CLIPPER MACHINES ARE NOT CLOSE ENOUGH OR ENOUGH OF THEM. NEED MIDNIGHT TRAIN OUT OF PALO ALTO.
385	WI-FI PLEASE.
385	WI-FI PLEASE.
385	WOULD LIKE TO SEE LATER NORTHBOUND BABY BULLETS IN EVENING; BETTER INFO DURING DELAYS WOULD BE WELCOME. I GET BETTER INFO FROM TWITTER THAN THE TRAIN.
385	WOULD LOVE TO HAVE MORE ACCURATE AND RELIABLE UPDATES WHEN THERE ARE DELAYS. THE IMPACT IS HUGE WHEN IT DOES DELAY – EXPECT IT WOULD BE SIGNIFICANTLY IMPROVED. IF THERE'S A FREE, FAST WI-FI, I WILL CONSIDER DOING A LONGER COMMUTE USING CALTRAIN.
421	ABILITY TO PURCHASE MONTHLY PASS AND USE BENEFIT DEBIT CARD FOR PURCHASE WOULD BE GREAT. AND TWITTER UPDATES AT ALL TIMES ARE RUNNING!
421	BETTER AIR CONDITIONING (ESPECIALLY ON HOT DAYS).
421	CALTRAIN MUST INVEST IN ONBOARD WI-FI.
421	EVERYTHING IS REALLY GOOD, BUT ONE BAD THING IS THERE IS NO WI-FI ON CALTRAIN.
421	FIRST AND VERY PLEASANT EXPERIENCE!
421	I AM NEW TO CALTRAIN, BUT I HAVE BEEN PLEASED SO FAR.
421	I COULD RIDE THE BUS OR THE TRAIN FROM MOUNTAIN VIEW TO PALO ALTO, BUT I NORMALLY TAKE CALTRAIN BECAUSE I KNOW THEIR SCHEDULE AND TRUST THAT IT RUNS ON TIME. WHEN I GO TO SAN FRANCISCO, THE TRAIN IS MY FIRST CHOICE.
421	I WOULD PREFER A SUNDAY TRAIN AT 7:00 AM FROM SAN JOSE.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
421	LIMITED STOP WEEKEND TRAINS!!! I WORK WEEKENDS IN SF, SO WHEN GOING TO AND FROM WORK BETWEEN SF AND SANTA CLARA, MY COMMUTE TIMES ARE OUTRAGEOUS. AN EARLY MORNING AND LATE EVENING BULLET IS MUCH NEEDED.
421	NOTHING, GOOD SERVICE.
421	OPENING RENGSTORFF STATION WOULD BE GREAT.
421	THANKS.
421	WISH CALTRAIN WOULD RUN 24 HOURS; OTHER THAN THAT, GREAT SERVICE.
421	WISH PRICES WOULD NOT GO UP ANY TIME SOON. IT'S HIGH ENOUGH ALREADY.
424	CALTRAIN IS BETTER THAN ANY OTHER TRAIN STATION COMPANY IN THE BAY AREA.
424	CONNECT BART WITH CALTRAIN! SF BART TO MILLBRAE THEN MILLBRAE CALTRAIN ROUTE IS TOUGH TO CATCH.
424	CONSISTENT. VERY GOOD.
424	EVERYTHING SEEMS TO BE OK. JUST A FEW RECOMMENDATIONS: PLEASE START CALTRAIN FROM BELMONT TO MOUNTAIN VIEW AROUND 9AM ON WEEKDAYS. PLEASE TRY TO TAKE ACTION TO REDUCE ACCIDENTS. TOILETS SHOULD BE MORE CLEAN.
424	EXCELLENT SERVICE. TOTALLY LOVE THE RIDE.
424	GOOD JOB -- THANKS.
424	GREAT SERVICE.
424	I SUGGEST LATE SCHEDULE ON THE WEEKEND (10 PM).
424	I WOULD RECOMMEND AN ADDITIONAL WEEKEND BABY BULLET.
424	IT WOULD BE NICE IF TRAINS RAN AFTER MIDNIGHT SO I WOULD NOT HAVE TO RUSH AT WORK.
424	KEEP UP THE GREAT SERVICE! DEFINITELY ONE OF THE ONLY RELIABLE TRANSITS LEFT! THANKS CALTRAIN!
424	LOVE CALTRAIN! WE OFTEN TRAVEL WITH A STROLLER. WOULD BE GREAT IF THERE WERE SOME ASSISTANCE, ESPECIALLY SINCE THE STAIRS ARE SO HIGH. THANK YOU!
424	MORE BULLET TRAINS.
424	NEEDS TO RUN LATER ON WEEKENDS, AND MORE EXPRESS TRAINS ON WEEKENDS.
424	PLEASE ADD MORE BULLET TRAINS AND FEWER LOCAL.
424	PLEASE RUN EXPRESS/ BULLET TRAINS LATER.
424	RESTROOMS ALWAYS DIRTY/SMELLY, SHOULD CLEAN MORE OFTEN AND HAVE SEPARATE ONE FOR WOMEN.
424	SIGNS AT STATION ARE MISLEADING OR INCOMPLETE (SOMETIMES DOES NOT SHOW THE NEXT TRAIN, ONLY SHOWS TRAINS COMING WITHIN 1 HOUR, SAYS A TRAIN HAS LEFT WHEN IT HASN'T ARRIVED YET.) CLIPPER SYSTEM IS A DISASTER, ESPECIALLY FOR PEOPLE WITH A MONTHLY PASS WHO FORGET TO TAG ON, PRODUCTS THAT DON'T LOAD IMMEDIATELY, HAVING TO HAVE A MINIMUM BALANCE OF \$1.25 ON THE CARD, EVEN IF YOU DON'T USE CLIPPER CASH. ALL OF THOSE MEAN THAT PEOPLE WHO HAVE ALREADY PAID ONLINE CAN GET KICKED OFF THE TRAINS.



## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
424	THE TRAIN RIDE IS USUALLY SMOOTH, ALTHOUGH WHEN GAMES HAPPEN (GIANTS, SHARKS, ETC.), THE CARS GET ROWDY AND I OFTEN CAN'T GET MY BIKE OFF EASILY. CONDUCTORS ALSO NEED TO REPRIMAND LOUD CELL PHONE USE SOONER. THANKS!!
424	WHEN SCHEDULED TIME IS ALMOST NOT THERE ON TIME, SAY 1MINUTE BEFORE CLOSING THE DOOR, PLEASE CONSIDER WAITING EVEN JUST 1 MINUTE. THANKS.
424	WHEN TRAINS ARE DELAYED, THE INITIAL ESTIMATE IS ALMOST NEVER ACCURATE. IF IT SAYS 3 MINUTES DELAYED ON THE PLATFORM, I KNOW IT'S GOING TO BE 10-15 MINUTES DELAYED. IT WOULD BE NICE IF IT WAS MORE ACCURATE.
424	WHY CANT I PUT UP MY FEET ON AN EMPTY CAR? NO ONE ELSE WILL SIT THERE ANYWAY, AND I'M VERY SORE THAT IT GIVES ME MORE ENJOYMENT THAN IT WILL CAUSE DISCOMFORT. IT'S NOT LIKE I STEPPED IN ANYTHING. IF I HAD, I'M OBVIOUSLY NOT GOING TO PUT MY SHOES ON THE SEAT.
432	A VERY BIASED COMMENT, BUT SUNNYVALE IS NOW AN IMPORTANT STOP AS MUCH AS PALO ALTO BULLETS AND OTHER TRAINS SHOULD STOP THERE. ALSO CONSIDER A "SILICON VALLEY" EXPRESS.
432	CHARGER OUTLETS FOR ELECTRONICS.
432	GET FASTER TRAINS. THEY ARE SLOWER THAN CARS.
432	GOOD CUSTOMER SERVICE!
432	I HAVE USED CALTRAIN FOR 3 YEARS, AND EACH YEAR HAS BEEN BETTER. I'M LOOKING FOR WHEN CALTRAIN WOULD GO ALL ELECTRIC. THANK YOU VERY MUCH. KEEP THE GOOD WORK.
432	I HAVE NOT USED SUCH DIRTY BATHROOMS IN MY ENTIRE LIFE THAN THE ONE YOU GUYS HAVE AT 4TH AND KING. PLEASE -- IT SEEMS NEVER TO BE CLEAN, SMELLS VERY BAD. MAYBE YOU GUYS HAVE A COUPLE PORTABLES FOR HOMELESS AND KEEP THE RESTROOM "FOR CUSTOMERS ONLY."
432	I LIKE MOST OF THE TRAIN SERVICE WITH THOSE ALL COMFORTABLE SEATS, BUT WHEN I FIRST JUMPED ON THE TRAIN, I WAS NEW AND I DIDN'T KNOW MUCH. I HAD TO GO TO COURT BECAUSE THE [DESCRIPTION REMOVED] CONDUCTOR THOUGHT I TRIED TO STEAL. IT'S A GOOD IDEA TO UNDERSTAND NEW CUSTOMERS. WE NEED THE BULLETS AND MORE TRAIN HOURS IN WEEKENDS. [Q1.] NO SMELL. THE OLD ONES ARE CLEAN. [Q3, Q4] I GET IT AFTER AWHILE. [Q10] VERY CLEAN SMELL. [Q18] 5 WEEKDAY, 4 WEEKEND. [Q19A] WEEKENDS.
432	I REALLY LIKE RIDING ON CALTRAIN OVER THE PAST 3 YEARS. THE CONDUCTORS ARE REALLY FRIENDLY AND VERY HELPFUL. IT'S A FUN PART OF MY DAY. THANKS. [Q7] GREAT.
432	I WISH THEY HAVE MORE BULLET TRAINS.
432	IF I HAD ONE REQUEST: LATER SUNDAY TRAINS. I HAVE GOTTEN STUCK DOWN IN SAN JOSE SEVERAL TIMES AND HAD TO CATCH AN EARLY TRAIN MONDAY TO GET TO WORK ON TIME (WITH NO TIME TO GET HOME FOR FRESH CLOTHING).

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
432	IS THERE ANY WAY YOU GUYS CAN MAKE INFORMATION [ANNOUNCEMENTS] AT THE SOUTH CITY STOP? BECAUSE IT'S VERY DANGEROUS TO CROSS OVER TRACKS WHEN EXITING TO GET TO THE PARKING LOT.
432	MONTHLY PASS CLIPPER CARD MACHINE LINES ARE VERY LONG AT 4TH AND KING STATION THE BEGINNING OF THE MONTH. NO CLIPPER CARD MACHINE AVAILABLE AT SUNNYVALE STATION.
432	NO TIME SCHEDULE ON TICKET MACHINES.
432	PLEASE ADD MORE POWER PORTALS ON TRAINS SO WE CAN CHARGE OUR PHONES.
432	PLEASE ADD WI-FI. I DON'T KNOW WHY IT'S SO HARD FOR YOU GUYS TO HAVE IT. PLEASE TELL US IN THE CALTRAIN NEWSLETTER.
432	SEATS IN FRONT ARE A BIT TOO CLOSE/CRAMPED. BACKS OF SEATS ARE HARD AND HURT MY KNEES. MAKING THEM SOFT/SQUISHY WOULD HELP.
432	SINCE THE SCHEDULE CHANGED IN APRIL I HAVE NOT HAD ANY TRAIN ARRIVE LATE. IT SEEMS CHANGES ARE WORKING. THANK YOU!
432	SOMETIMES I RIDE CALTRAIN JUST FOR FUN.
432	SOUTH CITY STATION NEEDS TO BE UPDATED WITH NEW TECHNOLOGY SO WE CAN SEE THE TIMES FASTER AND MORE EFFICIENTLY.
432	SPECIAL EVENT TRAINS ARE GREAT! HELPS LOWER DRUNK DRIVING CHANCES.
432	THANK YOU FOR ADDING AN EXTRA BIKE CAR. IT MAKES A BIG DIFFERENCE DURING COMMUTE HOURS.
432	THE BEST WAY TO TRAVEL IN THE BAY AREA. NEED MORE POWER OUTLETS.
432	THE OLD TRAINS WERE CLEANER.
432	WE NEED WI-FI ON BOARD!
432	WI-FI WOULD BE NICE.
433	TRAINS TOO CROWDED AT RUSH HOUR. TRAINS TOO HOT (EVEN IN WINTER). PLEASE RAISE PRICES -- TRAINS ARE TOO DANGEROUSLY CROWDED. PLEASE REDUCE CROWDING. CALTRAIN AT RUSH HOUR HAS BECOME A 3RD WORLD EXPERIENCE. RAISE PRICES – IT'S THE ONLY SOLUTION.
433	[Q18] TRAINS ARE NOT ON TIME.
433	[Q6] BATHROOM (W) IN SAN FRANCISCO -- DISGUSTING.
433	PLEASE ADD INFORMATION ABOUT TRACK NUMBER AND WHICH TRAINS GO FROM WHICH TRACK. ON TRAIN, PLEASE WRITE TRAIN NUMBER/NAME OF TRAIN. THANKS.
433	AT SOME STATIONS YOU DON'T KNOW WHAT PLATFORM YOU WILL BE BOARDING FROM.
433	CALTRAIN IS BOTH EXPENSIVE AND SLOW. MORE TRAINS RUNNING DURING PEAK HOURS WOULD MAKE THE COST MORE JUSTIFIABLE.
433	CALTRAIN IS THE BEST AND FASTEST MODE OF LONG TRAVEL (I.E. COMMUTES), BUT IT STILL HAS A LONG WAY TO GO BEFORE I'D CALL IT GREAT AND SUFFICIENTLY CONVENIENT.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
433	CALTRAIN NEEDS TO SELL COFFEE ALL DAY LONG ON THE TRAIN. [NAME/PHONE REMOVED]. THANK CALTRAIN FOR ALL THE SERVICE. THE SERVICE IS GOOD. [NAME REMOVED] THANK YOU.
433	CLEANLINESS NEEDS TO BE UPGRADED.
433	STAFF IS VERY GOOD. WOULD PREFER IF THEY MAKE AN ANNOUNCEMENT TO REMEMBER TO TAG ON/OFF.
433	FOR BETTER INTERIOR OF TRAINS: ADDING HOOK FOR COATS, SHELVES FOR BAGS, AND FOLDABLE TABLET FOR LAPTOPS. FOR STATION, I PERSONALLY GOT LOST/CONFUSED IN SOME STATIONS WHEN GOING DOWNSTAIRS TO TRANSFER PLATFORMS. COMPLETE DIRECTIONS OF TRAVEL DESTINATIONS WOULD BE VERY HELPFUL.
433	FREE ON BOARD WI-FI SHOULD BE A NECESSITY, SINCE A LOT OF PEOPLE TAKE CALTRAIN TO WORK. AND WIPE OUT THE CUP HOLDERS EVERY NOW AND THEN.
433	I HAVE BEEN TRAVELING ON CALTRAIN A LOT. I THINK IT'S DOING WELL. I REALLY LIKE TO TRAVEL BY CALTRAIN. IT'S CLEAN AND ON TIME. SO FOR RATING I MAY GIVE 4/5. THANK YOU.
433	I WOULD LIKE TO SEE A TICKET MACHINE ON CALTRAIN.
433	I'M A TOURIST. WI-FI AND USEFUL INFORMATION FOR A FOREIGN PERSON WOULD BE APPRECIATED.
433	IT SHOULD BE FREE TO MINORS.
433	MACHINE TICKETS IN A DIFFERENT LANGUAGE, SUCH AS SPANISH, WILL BE HELPFUL FOR VISITORS AROUND THE WORLD.
433	MORE BABY BULLETS WOULD BE EXCELLENT!
433	MORE BULLET TRAINS FROM DIRIDON TO SF WOULD BE IDEAL. AS WELL AS FASTER COMMUTE TIMES.
433	MORE FREQUENT SERVICE.
433	MY PROOF OF DISABILITY IS BASED ON AN ACCESS PARATRANSIT CARD ISSUED BY LOS ANGELES COUNTY. OCCASIONALLY YOUR CONDUCTORS CHALLENGE THE VALIDITY OF THE ACCESS PARATRANSIT CARD. I WOULD APPRECIATE IT IF THEY WOULD RECOGNIZE THE ACCESS PARATRANSIT CARD.
433	NEED MORE STATIONS FOR RELOADING CLIPPER CARD AT 4TH AND KING.
433	ON BOARD WI-FI PLEASE!
433	OVERCROWDED, NOT ENOUGH BIKE CARS, CONSISTENTLY DELAYED. [Q19] MORE TRAINS.
433	OVERALL QUITE SATISFIED. HOWEVER, MOST RECENT EXPERIENCE WITH A CONDUCTOR WAS NEGATIVE, WITH HIM SAYING IN A BAD TONE THAT I COULDN'T SIT IN A BIKER SEAT. COULD HAVE BEEN NICER.
433	SINCE I STARTED TO RIDE CALTRAIN I'M VERY RELAXED, COMFORTABLE, AND I LIKE VERY MUCH THE SERVICE AND MEMBERS OF STAFF.
433	VERY QUICK, FRIENDLY, AND FAST.
433	WORK ON A MOBILE APP TO INTEGRATE TRAIN INFO AND STATION ANNOUNCEMENTS.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
433	YOU NEED LED SCREENS THAT SAY WHEN NEXT TRAIN IS COMING AND WHAT TRACK. DIRIDON STATION NEEDS THE MOST IMPROVEMENT.
438	EXTEND SERVICE TO GILROY TO INCLUDE LATER WEEKDAY SERVICE AND WEEKEND SERVICE.
438	INCREASE FREQUENCY OF BABY BULLET FROM SJ TO SF.
438	INCREASE FREQUENCY OF BABY BULLET.
438	IT DRIVES ME NUTS THAT YOU HAVE TO RUN WAY DOWN THE PLATFORM TO TAG ON AND OFF -- LIKE MENLO PARK NORTHBOUND HAS CONTROLLED ENTRY, BUT YOU HAVE TO HEAD FOR THE MIDDLE CARS TO TAG ON AND GET BACK TO THE CARS WITH MORE ROOM. ONE MACHINE IS HELPFULLY PLACED BY THE BOARDING BENCH -- FOR ALL THE DISABLED WHO FLEW DIRECTLY OVER THE FENCE AND DIDN'T USE AN ENTRY. PLEASE MOVE THEM TO THE GATES LIKE REDWOOD CITY.
438	IT WAS MY VERY FIRST TIME ON A CALTRAIN TRAIN, SO I CANNOT REALLY SAY MUCH. IMPROVE THE SERVICES AT MILLBRAE STATION: ATM AND AUTOMATIC MACHINES FOR SNACKS.
438	KIDS LOVE CALTRAIN, APPRECIATE THE DISCOUNTS FOR YOUTH!
438	MORE FREQUENT BABY BULLET SERVICES AT STATION DURING THE WEEKEND WOULD BE GREAT FOR PEOPLE TRAVELING AND WORKING THESE DAYS. ALSO, WI-FI IS A MUST NOWADAYS. OUR SERVICE MUST BECOME MORE MODERN, IN MY OPINION. THANKS FOR DOING THIS BY THE WAY.
438	MORE SHADE AT STATIONS.
438	NO QUESTIONS ABOUT STANDING ON THE TRAIN? OR PEOPLE BLOCKING THE WINDOW SEATS? HOW ABOUT GETTING OFF THE TRAIN SHORTLY WHEN CROWDED? HOW ABOUT A SERIES OF QUESTIONS ABOUT CROWDED/PACKED TRAINS??
438	OUTLETS!
438	SHADE WOULD BE NICE AND MORE BULLET TRAINS OR BABY TRAINS ON WEEKENDS. THANK YOU FOR CONNECTING THE BAY AREA.
438	THE RACK ABOVE THE SEATS AND TABLE IS TOO LOW! I'VE SEEN 2 PEOPLE ON THIS ONE TRIP HIT THEIR HEADS HARD.
438	VERY SATISFIED WITH THE CONDUCTORS ON BOARD. VERY POLITE, RESPECTFUL, AND FRIENDLY, ESPECIALLY WITH LOCALS.
438	WHEN TRAIN SERVICE IS INTERRUPTED BECAUSE OF A TRESPASSER STRIKE (PEDESTRIAN, BIKE, CAR) OFFICIAL INFORMATION AND NOTIFICATION ARE VERY LIMITED. PASSENGERS NEED TO KNOW HOW SCHEDULES WILL BE AFFECTED.
438	WOULD APPRECIATE MORE FREQUENT CALTRAIN SERVICE, EX. 2-4 LINES PER HOUR DURING NON RUSH HOUR.
438	YOU SHOULD OFFER ON BOARD TICKET ALTERNATIVES INSTEAD OF FINES.
441	[Q19] TOUGH ONE. KEEP IT THE WAY IT IS. [Q21] MENLO PARK, PALO ALTO FABULOUS. BUT YOUR REDWOOD CITY STATION NEEDS WORK.
441	MORE BATHROOMS WOULD BE GREAT. MORE CARS DURING PEAK PERIODS.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
441	ADD MORE USB SOCKETS.
441	AIR CONDITIONING IS AWESOME. THE STAFF IS FRIENDLY AND HELPFUL. I HOPE THEY GET FULL BENEFITS FOR THEIR FAMILIES.
441	CONDUCTORS GREAT! CLEANLINESS GREAT! BUYING TICKETS... NEED MORE INFO AND KNOWLEDGE OF OPTIONS.
441	EARLIER TRIPS ON WEEKENDS. MORE TRIPS ON WEEKENDS SO AS NOT TO WAIT AN HOUR IF MISSED. UPDATE CALTRAIN APP. SOMETIMES REAL-TIME SCHEDULE DOES NOT MATCH WITH APP.
441	A FEW THINGS: TICKET CHECKS MORE REGULARLY (I'VE WITNESSED 3 YOUNG MEN "TRY THEIR LUCK" THIS WEEK. THEY DID GET CAUGHT, BUT COULD'VE EASILY GOTTEN AWAY.) BESIDES THE OCCASIONAL LATE EVENING TRAINS, I HAVE NO COMPLAINTS.
441	FIRST TIME EXPERIENCE -- VERY MEMORABLE, ENJOYED!!
441	GET AIR CONDITIONING!
441	GOOD SERVICE, ALWAYS ON TIME.
441	I AM DRUNK.
441	I LOVE CALTRAIN. DON'T USE IT OFTEN. HAPPY IT'S HERE.
441	I'M NOT A FREQUENT CALTRAIN USER!
441	INDICATING ON TRAINS WHERE OUTLETS ARE WOULD BE HELPFUL.
441	IT WOULD BE NICE IF THE TICKET MACHINES OFFERED DIFFERENT LANGUAGES! AS WELL AS THE POSTED MAPS.
441	NOT EASY TO TRAVEL WITH A STROLLER.
441	ON BOARD WI-FI PLEASE!
441	POWER SUPPLIES FOR LAPTOPS AT SEATS.
441	SERVICE AND QUALITY IS REALLY GOOD. FREQUENCY ISN'T THAT GREAT.
441	STRONG DESIRE FOR BURLINGAME NORTHBOUND BETWEEN 6:30 AM - 7 AM ON WEEKDAYS.
441	THE CONDUCTORS ARE AT TIMES REALLY RUDE. THE TRAIN DOES NOT RUN SMOOTHLY. CLIPPER PRODUCTS SHOULD BE AT EVERY STATION. MORE OUTLETS WOULD BE GREAT.
441	THE MOBILE APP NEEDS IMPROVEMENT, ESPECIALLY IN DISTINGUISHING WEEKEND VS. SUNDAY VS. WEEKDAY SCHEDULES. ALSO, TRACKING THE TRAIN WE ARE ON.
441	THE TRAINS SHOULD RUN UNTIL 2 AM ON FRIDAY AND SATURDAY NIGHTS.
441	TICKET BEEPING TOO LOUD.
441	TRY AND LOWER THE PRICE OF THE TICKETS IF YOU WOULD BE SO KIND.
441	WHEN TRAIN IS DELAYED, A 10-MINUTE DELAY CAN TURN TO A 40-MINUTE DELAY WITH NO HEADS UP FOR TRAVELERS TO TAKE ALTERNATIVE METHODS.
441	WHY DOES TICKETING ON CALTRAIN HAVE TO BE SO CONFUSING? IT'S SO IRRITATING. NO OTHER TRANSPORTATION AGENCY IN ANY OTHER CITY ARE AS BAD AS BART/CALTRAIN (AND SOMETIMES MUNI).
441	WI-FI WOULD BE GREAT.
801	[Q19] C. MAKE FASTER TRAINS.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
801	A DOZEN LOUD DRUNK PEOPLE ARE HOGGING THE BIKE RACKS, BUT OTHERWISE SERVICE IS GOOD. THE CONDUCTOR QUIETED THEM DOWN. MORE TRAINS VERY EARLY AND VERY LATE WOULD BE NICE, AND HELPFUL.
801	APPRECIATE THE 3RD BIKE CAR ON BULLETS, PLEASE CONTINUE TO ACCOMMODATE BIKES!
801	AS A TOURIST FROM ENGLAND I FOUND THE SERVICE EXCELLENT.
801	BIKE CAR ON BULLET TRAIN NEEDS MORE BIKE RACKS AND FEWER NON-CYCLISTS TAKING UP THEIR SEATS.
801	CALTRAIN PROVIDES CONVENIENCE AND EFFICIENCY WITH THE CURRENT SCHEDULE.
801	CAN CALTRAIN EVER CONSIDER PUTTING STANFORD'S STATION STOP ON THE REGULAR LOCAL SHUTTLE?
801	CARS GET PRETTY CROWDED. MORE THAN TECHNOLOGY, NEED ADDITIONAL SEATS DURING HEAVY TRAVEL/PEAK HOURS.
801	EXCELLENT WHEN COMPARED TO BRITISH RAIL!
801	GOOD JOB. THANK YOU FOR YOUR SERVICE.
801	GREAT-- EASY TO GET ON, BUT FULL!
801	I APPRECIATE THE CONDUCTOR REMINDING EVERYONE TO LOG OFF AT THE FIRST OF THE MONTH BECAUSE IT REALLY HELPS ME.
801	I HAVE ONLY ONE COMPLAINT REGARDING THE ONBOARD EXPERIENCE: THE SMELL FROM OIL/FUEL IS SOMETIMES TOO STRONG, ESPECIALLY CONSIDERING ONE HOUR AND A HALF AVERAGE DURATION FOR TRIPS, AND ANY HEALTH CONSEQUENCES THAT MAY HAPPEN.
801	I LIKE THIS TRAIN SERVICE.
801	I LOVE USING CALTRAIN EVERYDAY. IT'S REALLY RELIABLE, AND I DEPEND ON IT. I REALLY ENJOY IT ON THE WEEKENDS.
801	I RIDE THE TRAIN EVERYDAY M-F, AND EVERY CONDUCTOR IN THE MORNING IS FANTASTIC . BUT BY MISTAKE I BOUGHT A ZONE 3 -4 INSTEAD OF A 2-3 MONTHLY PASS; WHILE RIDING I WAS TICKET CHECKED AND TOLD I NEED TO LEAVE AT THE NEXT STATION. CONDUCTOR WAS EXTREMELY RUDE TO ME AND TREATED ME AS THOUGH I WAS LESS THAN NOTHING. ALTHOUGH SHE DID NOT GIVE ME A CITATION SHE WOULD NOT HAVE LET ME BACK ON, EVEN THOUGH I COULD PAY WITH ANOTHER CLIPPER CARD. PLEASE IMPROVE ATTITUDES.
801	I WORK FOR VTA AND I'M VERY IMPRESSED WITH CLEANLINESS AND SAFETY OF TRAINS. [Q12] DEPENDS ON TIME OF DAY.
801	I WOULD PAY FOR WI-FI!
801	IF POSSIBLE, AN EARLIER WEEKEND BULLET WOULD BE NICE.
801	INDICATION FOR BIKE ENTRIES, INDICATION OF NEXT ARRIVAL/STATION NAME.
801	IT WOULD BE ABSOLUTELY GREAT IF THE TRACKS ARE SEPARATED (ELEVATED) FROM TRAFFIC OR CARS AND STREETS ALL THE WAY. HATE IT WHEN A PERSON GETS HIT OR COMMITS SUICIDE. ALSO IT WOULD BE REAL GREAT TO HAVE MORE EXPRESS SERVICE ON WEEKENDS, EACH WAY. THANK YOU.
801	CALTRAIN -- ADD A PANTRY CAR (FOOD CAR).

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
801	IT'S REALLY NICE TO HAVE A TRAIN, I'M FROM THE EAST COAST WHERE THERE'S A LOT OF TRAIN SERVICE UP AND DOWN THE COAST, SO I LOVE HAVING CALTRAIN IN MY BACKYARD.
801	KINDLY INCREASE THE FREQUENCY OF BABY BULLET TRAINS.
801	MORE BULLET TRAIN OPTIONS, PLEASE! AND MORE SO -- GOOD WI-FI ON BOARD IS MUCH OVERDUE! THANK YOU!
801	MORE WEEKEND SERVICE.
801	MORE WEEKEND TRAINS.
801	NO SOAP IN BATHROOM.
801	NOT ENOUGH TICKETING MACHINES ON MOUNTAIN VIEW STATION.
801	PLEASE ADD OUTLETS AND WI-FI TO THE WORLD'S #1 TECHNOLOGY PLACE IN THE WORLD. IT SHOULDN'T BE THAT HARD TO DO IN THE AREA WE LIVE IN (SILICON VALLEY).
801	PLEASE ADD WI-FI BECAUSE EVERYONE WHO HAS A LAPTOP NEEDS WI-FI TO CONNECT.
801	WHEN ADDING NEW TRAINS TO THE FLEET, PLEASE CONSIDER ADDING POWER OUTLETS. IT WILL BE A GREAT BENEFIT FOR US. [Q11 AND Q12] ALWAYS DIRTY.
801	REDWOOD CITY (SEQUOIA STATION) CAN USE A POWER WASHING, MORE TRASH RECEPTACLES.
801	SEPARATION OF TRACKS FROM ALL CAR TRAFFIC AND STREET THE ENTIRE WAY WOULD BE THE BEST AND MOST IMPORTANT IMPROVEMENT. ALSO, ADDING ONE EXTRA EXPRESS SERVICE EACH WAY ON WEEKENDS WOULD BE SUPER GREAT. THANK YOU FOR GREAT EFFORT ALREADY.
801	SO FAR THIS YEAR CALTRAIN HAS BEEN DOING A GREAT JOB ON PREVENTION OF LOSS OF LIVES ON THE TRACKS. WHATEVER YOU'RE DOING, KEEP UP THE GOOD WORK.
801	SPECIAL EVENT AT ATT PARK 6/18 6:15 TRAIN WAS FULL . NO ANNOUNCEMENT OR INFORMATION FOR 6:59 TRAIN. SHOULD INCREASE WEEKEND SERVICE.
801	THANK YOU FOR ADDING QUESTION #20 THAT SHOWS CALTRAIN IS PAYING ATTENTION TO THE CUSTOMERS. THAT BRINGS SATISFACTION DOING THE SURVEY.
801	THANK YOU!
801	THANK YOU.
801	THE BIGGEST THING TO IMPROVE CALTRAIN SERVICE TO ME WOULD BE A DRASTIC OVERHAUL OF THE TIMES TO SPEED UP TRAINS AND RUNNING MORE WEEKEND BULLET TRAINS.
801	THE LINE IS SO LONG SOME PEOPLE CAME OUT EARLY AND GOT IN LINE. IT'S BETTER TO HAVE A FEW AVENUES RATHER THAN CROWDED ONTO ONE ENTRANCE.
801	THE RESTROOMS ARE ALWAYS DIRTY. MAYBE HAVING THEM REGULARLY SERVICED WOULD BE A BIG HELP. IT'S REALLY HARD FOR WOMEN TO USE THEM.
801	THE SCHEDULE POSTINGS FOR WEEKEND SERVICE IS NOT OBVIOUS AT ALL. WEEKDAY POSTINGS ARE SUFFICIENT.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
801	TRAINS OCCASIONALLY LEAVE UP TO 2 MINUTES EARLY-- THIS CAN BE INCONVENIENT, ESPECIALLY WHEN INTERVALS ARE ~ 1 HOUR. ALSO PLEASE ENSURE THAT THE PEDESTRIAN GATES GO UP WHEN THE TRAINS ARE STOPPED AND THAT DOORS DON'T CLOSE ON CYCLISTS/BIKES. THANK YOU!
801	TRY TO BE ON TIME.
801	USUALLY ON-TIME, AND ALWAYS VERY NICE AND PROFESSIONAL STAFF. THANK YOU.
801	VERY HAPPY WITH THE CONDUCTORS AND THE IMPROVEMENTS THAT CALTRAIN HAS MADE BY ADDING A BIKE CAR.
801	VERY LONG LINE IN SF. DIDN'T GET ON FIRST TRAIN, BUT WOULD LIKE TO KNOW IF GETTING ON THE TRAIN OR NOT. ANNOUNCEMENT AT STATION HARD TO UNDERSTAND.
801	VERY SATISFIED WITH CALTRAIN SERVICE AND STAFF. THANK YOU VERY MUCH.
801	WAITING -- TOO MUCH LINE IN THE SF STATION.
801	WI-FI IS A MUST.
801	WOULD REALLY LIKE MORE FREQUENT SERVICE (AT LEAST AT MAJOR STATIONS) WITH FASTER COMMUTE TIMES. [Q4] (ESPECIALLY NEW USER.) [Q20] WHY NOT BOTH? EXTEND TIMES DURING WHICH THERE ARE EXPRESS TRAINS.
801	YOU ONLY NEED TO TOOT YOUR HORN ONCE WHEN PASSING A CROSSING. IT'S ANNOYING WHEN I'M TRYING TO SLEEP. SECONDLY, THE TRAIN IS DELAYED. YOU SHOULD CHANGE THE TIMETABLE TO REFLECT THE TIME IT TAKES TO STOP AT A STATION.
804	[Q19] ANTICIPATE AND ADJUST FOR SPECIAL EVENTS IN SAN FRANCISCO!
804	A LITTLE EXPENSIVE.
804	ADD MORE TRAINS TO KEEP UP WITH DEMAND-- PLEASE! WORKERS AREN'T FRIENDLY AND ARE UNHELPFUL WHEN PEOPLE ASK QUESTIONS. [Q19] PLEASE!
804	AFTER LARGE EVENTS IN THE CITY, I FEEL BETTER CROWD CONTROL CAN DEFINITELY BE IMPROVED. I WITNESSED A SECONDARY LINE FORM, AND SUBSEQUENTLY GET PRIORITY LOADING OVER, THE LINE THAT HAD BEEN WAITING FOR OVER 2 HOURS. I APPRECIATE THE SURVEY.
804	DURING RUSH HOURS, THE TRAINS ARE ALWAYS FILLED BEYOND CAPACITY. MORE CARS, PLEASE.
804	FIX SPEAKERS IN STATIONS SO ANNOUNCEMENTS ARE AUDIBLE. PS: WI-FI WOULD BE NICE.
804	FOR CALTRAIN TO BE USED CONSISTENTLY YOU MUST MAKE 1 POSSIBLY 2 STOPS PER HOUR. NO MASS TRANSIT WILL BE SUCCESSFUL AND RELIABLE UNLESS WAIT TIMES ARE BETTER.
804	GREAT SERVICE, ON TIME. LANES AT SAN FRANCISCO AREN'T MARKED WELL. SAN FRANCISCO: DIRTY STATION. MILLBRAE: CLEAN. [Q13] COULDN'T HEAR.
804	HARD TO TELL WHAT STOP YOU'RE AT. IT'S IMPORTANT, AND SOMETIMES IT'S HARD TO HEAR THE ANNOUNCEMENTS.



## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
804	HUNDREDS OF UNINFORMED PASSENGERS WERE QUEUED FOR THE NEXT TRAIN AND CALTRAIN LET THE WRONG QUEUE ON THE TRAIN -- THOSE WHO HAD BEEN WAITING OUTSIDE THE STATION FOR 45 MINUTES WERE LAST! RIGHT HAND DIDN'T KNOW WHAT THE LEFT HAND WAS DOING. LOOKED VERY MICKEY MOUSE. [Q5] SUCKS. [Q6] GET A LESSON FROM SOUTHERN CALIFORNIA METROLINK. [Q12] RESTROOMS? [Q13] HORRIBLE! HORRIBLE! [Q18] NOT GOOD.
804	I DID NOT HAVE INTERACTIONS WITH THE TICKET MACHINES OR CONDUCTORS, HOWEVER -- WE HAD A TRAIN THAT READ 9 MINUTES LATE BUT SHOWED UP ON TIME. WE HAD FORGOTTEN SOMETHING AT HOME AND TOOK THE DELAY IN CONSIDERATION WHEN GOING TO RETRIEVE IT, ONLY TO COME BACK TO A MISSED TRAIN.
804	I HOPE YOU WILL LOOK INTO COMMUNICATION FROM RIDERS TO CONDUCTORS. I HAD LEFT A BRAND NEW LAPTOP ON THE TRAIN AND WANTED TO CALL A CONDUCTOR AND INFORM THEM OF THE SITUATION SO IT WOULDN'T GET RIPPED OFF. BECAUSE THAT OPTION WASN'T AVAILABLE, I LOST THE LAPTOP.
804	INTERIOR AND EXTERIOR OF TRAINS LOOK VERY RUNDOWN AND DIRTY. I WOULD LOVE AN UPGRADE OF CLIPPER SYSTEM SO THE ONLINE DEPOSIT WORKS INSTANTLY (NOT WITHIN 3-5 DAYS) AND ONE DOESN'T REQUIRE YOU TO TOP OFF. 90% OF THE TIME, THE CONDUCTOR ANNOUNCED THE STATION, BUT I HAVE BEEN ON TRAINS WHERE THERE WERE NO ANNOUNCEMENTS MADE, AND IT WAS VERY CONFUSING.
804	IT IS VERY DISCONCERTING WHEN A TRAIN IS MOVED FROM ITS INTENDED STOP IN SF TO ANOTHER CAUSING CHAOS AND MANY CUSTOMERS LOSE THEIR SPOT IN LINE .
804	IT WOULD BE HELPFUL IF CONDUCTORS HELPED BICYCLISTS BY ANNOUNCING THE BIKE CAR IS FOR CYCLISTS AND MOVING PEOPLE ASIDE TO LET CYCLISTS ON AND OFF. ALWAYS FEEL BAD FOR BICYCLISTS. ALSO, GREATER CONSISTENCY ON HOW ANNOUNCEMENTS ARE MADE. SOME YELL AND OTHERS ARE DIFFICULT TO UNDERSTAND. THANKS FOR SEEKING INPUT! APPRECIATE YOUR SUPPORT.
804	KEEP UP THE GOOD WORK.
804	LARGER ELECTRONIC SIGNS AT SF STATION FOR SOUTHBOUND TRAINS WOULD REALLY HELP CUSTOMERS' CHAOS AND CONFUSION IN CROWED EVENTS, I.E., BASEBALL GAMES.
804	LET US KNOW IF THE TRAIN IS FULL.
804	LONG LINES TO ENTER TRAINS; ADD MORE TRAINS TO WEEKEND SERVICE.
804	LONG LINES TO ENTER THE SAN FRANCISCO STATION IS WILD WITHOUT ANY SIGN/EMPLOYEES TO GUIDE RIDERS IN THE LONG LINE.
804	LONGER TRAINS -- ESPECIALLY FOR EVENTS IN SAN FRANCISCO.
804	MORE BIKE RACKS ONBOARD WILL BE GOOD.
804	MORE FREQUENT TRAINS SHOULD BE PROVIDED. TICKET FARE CAN BE CHEAPER.
804	MORE PLACES TO PUT BIKES.
804	MORE TRAINS PLEASE.
804	MORE TRAINS WHEN EVENTS/GAMES SCHEDULED. MORE BULLET TRAINS.
804	NEED TO INVEST IN WI-FI AND CLIPPER MACHINE AT SAN ANTONIO STATION.

## Caltrain Onboard 2016 – Verbatim Comments

TRAIN	COMMENT
804	NOT ENOUGH SEATING FOR WEEKENDS. INEFFICIENT ACCESS / POS SYSTEMS.
804	OVERALL I HAD A GREAT EXPERIENCE. AREA FOR IMPROVEMENT: COMMUNICATION OF DELAYS.
804	OVERCROWDING OF TRAINS LEADING TO THE TRAINS BEING FULL AND THEREFORE HAVING TO TAKE A LATER TRAIN IS AN ISSUE.
804	PLEASE LET PEOPLE BUY TICKETS ON AN APP OR ON BOARD THE TRAIN. ON BUSY DAYS, THE LINES FOR TICKETS ARE TOO LONG.
804	REAL TIME INFORMATION, ESPECIALLY DURING FATALITIES, ARE VERY CONFUSING AND UNINFORMATIVE. IS THERE A BETTER WAY? IS IT POSSIBLE TO HAVE TRAINS TRACKED AND SHOW IT ON A MAP LIKE MUNI DOES? HOW COME THERE ARE NO LONGER TRAINS?
804	CLIPPER CARD MACHINES AT UNIVERSITY ARE REALLY SLOW, OFTEN DISCONNECTING DURING CREDIT CARD TRANSACTIONS. ALSO, IF POSSIBLE, PLAN FOR MOBS OF GIANTS FANS ON ALL WEEKEND TRAINS.
804	TOO BAD THAT WE RECEIVED THIS TODAY, AS I WANTED TO TAKE THE PREVIOUS TRAIN AND HAD TO WAIT FOR AN HOUR IN LINE TO HAVE THE NEXT ONE. VERY LITTLE INFORMATION WAS GIVEN IN THAT TIME.
804	TRAINS SHOULD BE MARKED BETTER. THE TRAIN STATION WAS NOT EASILY NAVIGABLE. EMPLOYEES GAVE WRONG DIRECTION.
804	WANT LATE BULLET TRAIN.
804	WE ARRIVED AT 6 PM FOR THE 6:15 TRAIN. THAT TRAIN FILLED SO WE STAYED IN LINE AND WAITED FOR THE 6:59 TRAIN. THERE WAS NO STAFF TO KEEP AND MONITOR THE LINE SO THAT THOSE OF US THAT WAITED COULD GET ON BOARD IN AN ORDERLY FASHION. I HAD TO EXPLAIN TO THE CONDUCTOR WHICH LINE WAS WHICH-- ON A BUSY WEEKEND, THERE SHOULD BE MORE TRAINS.