

CALTRAIN CUSTOMER SATISFACTION SURVEY JUNE 2017

VERBATIM COMMENTS

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OVERVIEW

Within the 2017 Caltrain Onboard survey, 969 respondents (31%) provided a comment of some type at the end of the survey. These comments were in addition to the asked (open-ended) question, “What do you think Caltrain has most improved upon this year?” which was first introduced in the 2017 survey. Unlike this asked question, these end-of-survey comments were not directed to any particular topic. These comments have been arranged into categories, and train numbers provided.

- Peak riders were more likely to provide a comment (34%) than Saturday (21%) and Off-peak (27%) riders.
- Weekday Limited and Weekday Bullet riders (34%) were more likely to provide comments than Weekday Local riders (26%).
- Riders in bike cars were more likely (35%) to provide comments than riders in non-bike cars (27%).
- Riders who rated their Overall Caltrain Experience as Somewhat Dissatisfied (2.0 out of 5.0) were most likely (48%) to provide a comment. Riders who rated their overall experience as Very Satisfied (5.0 out of 5.0) were least likely (26%) to provide a comment.

On four trains – 102, 206, 217, and 268 – comments were provided by 40% or more of respondents. (However, Train 102 had a very low number of respondents overall.)

Among the respondents who provided such a comment at the end of the survey, the most common topics raised were:

- Schedules and frequency (19%)
- Car features and amenities (11%)
- Delay Information/Service Announcements/Updates (10%)
- Station Amenities/Condition/Cleanliness (8%)
- Fare/Fare Policy/Ticket Validation Procedures (8%)

Of riders who provided a comment:

- Weekday Peak riders were most likely to make a comment about schedules and frequency (19%), car features/amenities (11%), delay information/service announcements/updates (11%), or on-time performance/reliability (13%). Notably, 6% provided a general compliment.
 - Some of the Weekday peak rider comments about schedules and frequency were:
 - Add more bullet options, each one is full at peak. Add later bullet options (both NB morning and SB evening). Use only newer trains for bullet routes. 329 and 376 are old and noisy.
 - Need better train coverage in the morning and late afternoon. New schedule is really bad.
 - New schedule puts bullets right behind local trains, which makes no sense! SF -> PA (AM) used to be 38 minutes on bullet. Now it's 47 minutes!

- Weekday Off-peak riders were most likely to make a general compliment (15%) or a to make a comment about schedules and frequency (15%), car features/amenities (12%), or station amenities/condition/cleanliness (11%).
 - Some of the Weekday Off-peak rider comments about schedules and frequency were:
 - I don't like the new times in AM. Wish there was bullet service earlier out of Diridon. The change from 7:45 to 7:49 in morning means a wait of ~36 minutes. 7:29 would be nice.
 - If possible, please adjust the schedule so we can have more trains at rush hour.
 - I hope the train schedule would be every 30 min instead of an hour.
- Weekend riders were most likely to a make a comment about schedules and frequency (25%), make a general compliment (19%), or make a comment about fare/fare policy/ticket validation (11%) or station amenities/condition/cleanliness (9%).
 - Some of the Weekday Off-peak rider comments about schedules and frequency were:
 - Later trains for people who get off at 11:00 PM or midnight.
 - Please provide more express (baby bullet) services to San Francisco during weekends.
 - More trains on the weekend would be great!
- Riders surveyed on local trains were most likely to make a comment about schedules and frequency (20%), to make a general compliment (16%), or make a comment about car features/amenities (9%), or fare/fare policy/ticket validation procedure (9%).
 - Some of the local train rider comments about schedules and frequency were:
 - I think although the rotating and changing times for when trains arrive is changed based on the greater mass of people, it would be nice to have more trains in the morning going to Menlo Park for kids who go to school there.
 - Ridership has increased-- we need more trains during peak commute hours, rather than one every hour from 6:30 - 9 PM.
 - More bullet/ limited to California Ave during the week please.
- Riders surveyed on limited trains were most likely to make a comment about schedules and frequency (18%), delay information/service announcements/updates (12%), car features/amenities (11%), or crowding/seat availability (10%). Nearly one in ten limited train riders (7%) made a general compliment.
 - Some of the limited train rider comments about schedules and frequency were:
 - It doesn't have to be on a consistent schedule (once an hour /half an hour). One late night train at around 2:30 AM would be great.
 - Train options south of Tamien are too limited. 4:18 to 6:00 is a huge gap during commute scheduling - need a train about 5:10.
 - The most helpful thing for me would be more frequent off-peak trains and more late-night trains.

- Riders surveyed on bullet trains were most likely to make a comment about schedules and frequency (19%), car features/ amenities (12%), bikes/bike cars (10%), or crowding/seat availability (9%). Several bullet train riders (6%) made a general compliment.
 - Some of the bullet train rider comments about schedules and frequency were:
 - More bullet trains throughout the day, not just morning and evening.
 - Turn it back to the old schedule. Overcrowded, runs into trains in front of it, extra stop makes no sense.
 - Need more trains, more baby bullets and overall frequency. That will add a lot of flexibility in people's lives.
- Riders surveyed in regular cars were most likely to make a comment about schedules and frequency (19%), to make a general compliment (11%), or make a comment about car features/amenities (10%), or fare/fare policy/ticket validation procedure (10%).
 - Some of the regular car rider comments about schedules and frequency were:
 - The new morning schedule has reduced the whole point of bullet trains, if you put a fast train behind a slow one, it becomes a slow train. Also, the reduced number of bullets in the morning now forces many people to stand.
 - Need more AM time trains. One at 9:00 AM and another at 9:45 AM is not enough for commuters. At least every 15 minutes between trains would be very helpful
 - Still need more trains during commute hours and special events.
- Riders surveyed in bike cars were most likely to make a comment about schedules and frequency (18%), bikes/bike cars (13%), or car features/amenities (11%). A number of bike car riders made a general compliment (7%).
 - Some of the bike car rider comments about schedules and frequency were:
 - Very frustrating at the lack of variety in bullet train routes. Too few stops are supported. Need to offer more trains. Price is absurdly high, paying near \$300/month for public transport is obscene.
 - I think number of limited and baby bullet trains should increase. I'm at San Antonio station and one train per hour is not sufficient for this station.
 - An express train with not more two stops b/w Sunnyvale/Tamien to SF would be very convenient.

Coding of respondent comments was done to provide a department specific or subject specific listing of comments. These department/subject specific categories are listed below. The verbatim response is followed by the train number on which the verbatim was collected.

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

COMMUNICATIONS

Delay Information/Service Announcements/Updates

Delay Information/Service Announcements/Updates

THE APP AND WEBSITE NEED BETTER UPDATES FOR HOLIDAY SCHEDULES. I HAD TO UBER TO SAN JOSE ON NIGHT B/C THE APP SAID THERE WAS A TRAIN BUT THERE WASN'T.

TRAIN:150

IMPROVE ADEQUACY AND CLARITY OF ONBOARD ANNOUNCEMENTS

TRAIN:151

SUNNYVALE'S ELEVATORS ARE IN TERRIBLE CONDITION -- ONE HAS THE PANEL W/ BUTTONS PULLED FAR OFF THE WALL, COULD BE INJURIOUS, OFTEN THEY REEK OF URINE. SPEAKERS ON TRAINS, AND VOLUME (BOTH EQUIPMENT AND STAFF) VARIES WIDELY HAVING SAID THIS, I AM GRATEFUL MY EMPLOYER PROVIDES A GO PASS.

TRAIN:190

INFO BOARDS (NEW ELECTRONIC ONES) AREN'T WORKING IN SAN FRANCISCO. AUTOMATED ANNOUNCEMENTS OF DELAYS DON'T OPERATE PROPERLY IN THE SAN FRANCISCO OR DIRIDON STATIONS. INTERIORS OF MANY TRAIN CARS FALLING APART, AND RESTROOMS SMELL. LASTLY, CONDUCTORS SHOULD ANNOUNCE KNOWN DELAYS DOWN THE LINE BEFORE THE TRAIN DEPARTS ITS ORIGINAL POINT.

TRAIN:190

MORE INFO ABOUT DELAYS SO I CAN MAKE AN INFORMED DECISION ABOUT POSSIBLE ALTERNATIVE MEANS OF TRANSPORT E.G. SHOULD I CATCH THE BUS? NO ALCOHOL ON THE TRAIN! IT MAKES EVERYTHING LOUD, UNPLEASANT, OR WORSE - LOTS OF DRUNK PEOPLE!

TRAIN:192

MORE DETAILS FOR DELAYS. NO ALCOHOL PLEASE- NOT FAIR TO NON-DRUNKS AND CAN MAKE ENTIRE EXPERIENCE UNPLEASANT, EVEN SCARY

TRAIN:192

SOMETIMES ON THE SPLIT LEVEL TRAINS YOU CAN'T HEAR THE STATION ANNOUNCEMENTS.

TRAIN:192

THERE NEEDS TO BE MORE TRAINS OR AT LEAST ENOUGH SO THAT NOT SO MANY PEOPLE WHO GET ON MIDWAY HAVE TO STAND ALL THE TIME. TRAIN UPDATES NEED TO BE MORE FREQUENT AND ACCURATE, EITHER ON TWITTER OR ANOTHER ONLINE PLATFORM.

TRAIN:192

SPEAKERS IN SAME CARS DO NOT WORK. CAN'T HEAR ANNOUNCEMENTS OR STATION APPROACH. PLATFORM LIGHTING. WHEN THE SPEAKERS ARE NOT WORKING AND ONE CANNOT HEAR THE UPCOMING STATION ANNOUNCEMENT, THE LIGHTING IS SO POOR OR DIM ON THE PLATFORM AT NIGHT THAT I CAN'T SEE THE STATION SIGN. I HATE THE NEW ELECTRONIC SIGN AT 4TH AND KING. THEY ARE NOT ACTIVE SCREENS AND SO I MUST STAND DIRECTLY IN FRONT OF THE SIGN TO READ THE SCHEDULE.

TRAIN:192

Delay Information/Service Announcements/Updates

BETTER APP UPDATES FOR DELAYS. ASK PEOPLE TO GET OFF THEIR PHONES. CLEAN TUNNELS WHERE PEOPLE PEE.

TRAIN:195

SEQUOIA STATION UNDERGROUND IS DIRTY AND SMELLS. ONCE IT IS A FIVE-MINUTE DELAY, IT IS EVIDENT THERE IS AN ISSUE. ANNOUNCEMENTS OF WHAT IS HAPPENING NOW WOULD BE HELPFUL TO MAKE CHANGE IN PLAN. INTERCOM SYSTEMS DO NOT ALWAYS WORK. COORDINATION WITH OTHER TRANSIT AGENCIES IS VERY POOR. ARRIVAL AT DESTINATION OF LESS THAN FIVE MINUTES RESULTS IN MISSING BUS!

TRAIN:206

WHEN THERE ARE DELAYS IT IS DIFFICULT TO TELL, WHICH TRAIN IS COMING NEXT. THE BOARDS OFTEN SHOW WHICH TRAINS USUALLY COME AT THAT SCHEDULED TIME AND THE AMOUNT OF TIME DELAYED BUT IT WOULD BE HELPFUL TO KNOW WHICH TRAIN IS COMING NEXT DURING A DELAY.

TRAIN:206

ANNOUNCEMENTS ON TRAIN ARE OFTEN DIFFICULT TO HEAR OVER THE A/C / HEATER. -- SOME TRAINS ARE COMPLETELY PACKED. TOO MANY MECHANICAL PROBLEMS COMPARING TO BART. FOR THE FARE PRICES, IT WOULD BE NICE TO SEE MORE TRAINS AND/OR LESS MECHANICAL PROBLEMS.

TRAIN:207

YOU ARE "TRYING" TO RAISE FARES BUT HAVE MADE ZERO IMPROVEMENT TO THE TRAIN IN/EXTERIOR SINCE THE LAST PRICE HIKE. ADD OUTLETS, WI-FI, AND COMMUNICATE BETTER.

TRAIN:207

DELAY INFO- NOT GOOD.

TRAIN:207

INSTALL AND USE A LOUD AND CLEAR PA SYSTEM IN SF STATION SO PEOPLE CAN KNOW WHAT IS GOING ON DURING DELAYS AND EMERGENCIES.

TRAIN:217

I GENERALLY LIKE THE SERVICE AND THE TRAINS. ONE AREA FOR IMPROVEMENT IS REAL-TIME ANNOUNCEMENTS AT STATIONS WHERE THERE IS AN ACCIDENT OR MAJOR DISRUPTION. AT THAT TIME THE ANNOUNCEMENTS ARE INADEQUATE AND CHAOTIC, FOR EXAMPLE: THE TRAIN NUMBER DISPLAYED DOES NOT MATCH THE ARRIVING TRAIN, PLATFORM IS WRONG, ETC.

TRAIN:217

CLEANER TRAINS; BETTER COMMUNICATION WITH PUBLIC; MORE TRAINS SOUTHBOUND TO GILROY.

TRAIN:217

NEED BETTER AND CLEARER ANNOUNCEMENTS AT STATION IN CASE OF DELAY OR GATE CHANGE. ANNOUNCEMENTS NOW ARE NOT LOUD ENOUGH OR DON'T HAVE ENOUGH INFORMATION. SPEAKERS ON THE TRAIN ARE NOT ALWAYS WORKING AND IT'S HARD TO HEAR THE ANNOUNCEMENTS.

TRAIN:217

Delay Information/Service Announcements/Updates

OVERALL PLEASANT EXPERIENCE, WISH COMMUNICATION OF DELAYS THROUGH APP WAS BETTER. WISH MORE TRAIN OPTIONS IN THE MIDDLE OF THE DAY. ALSO WISH MORE PARKING WAS AVAILABLE AT TAMIEN AND PARKING LOT WAS SAFER (LOTS OF BREAK-INS HAPPEN NOW).

TRAIN:217

RE: ONBOARD ANNOUNCEMENTS- QUITE A BIT OF VARIABILITY IN SPEAKER STRENGTH/FUNCTIONALITY. ON MANY OCCASIONS, I CANNOT HEAR, OR CONVERSELY, ANNOUNCEMENT IS LOUD TO THE POINT OF JARRING. WOULD BE GREAT TO HAVE MORE CARS ON SOME OF THE MORNING/SOUTHBOUND TRAINS. HAVE BEEN ON SEVERAL SINCE NEW SCHEDULE WHERE IT'S STANDING ROOM ONLY AT 22ND WHEN I BOARD.

TRAIN:222

TRAIN DELAY ESTIMATES ARE OFTEN NOT COMMUNICATED AND WILDLY INACCURATE. SHOULD OFFER REAL-TIME TRACKING OF TRAINS LIKE BART DOES

TRAIN:222

THE ANNOUNCEMENT FOR ANNOUNCING WHAT STOP IS UP NEXT COULD BE A LITTLE CLEARER/LOUDER. SOMETIMES THEY ARE HARD TO UNDERSTAND.

TRAIN:222

OVERALL, I AM VERY SATISFIED WITH CALTRAIN. HOWEVER, ON THE OCCASIONS WITH LONG DELAYS, WHEN ALL TRAINS ARE RUNNING ON ONE TRACK, HAVING AN ACTUAL PERSON ON SITE TO EXPLAIN TO TRAVELERS WHICH TRACK TO BE ON WOULD BE SUPER HELPFUL.

TRAIN:225

ONBOARD ANNOUNCEMENT ARE OFTEN HARD TO HEAR, OR WAY TOO LOUD.

TRAIN:225

WE NEED MORE RELIABLE TRAINS. WE WERE LATE TWICE WITHIN ABOUT A MONTH BECAUSE THE TRAIN BROKE DOWN. ALSO THE BOOMS AT THE STATIONS DON'T WORK CORRECTLY.

TRAIN:225

ANNOUNCEMENT ONBOARD TRAIN CAN RANGE FROM VERY QUIET TO VERY LOUD,

TRAIN:225

PLEASE RUN MORE BULLET TRAINS BETWEEN 9-10AM; CONSIDER MORE POWER OUTLETS ON THE TRAINS; BETTER COMMUNICATION REGARDING DELAYS, ESPECIALLY ONBOARD.

TRAIN:232

MORE TRAINS AND SEATING IS NEEDED DURING RUSH HOUR. MONTHLY PASSES SHOULD BE SOLD AT STATIONS. DIGITAL COMMUNICATION COULD BE BETTER REGARDING SCHEDULE CHANGES AND DELAYS. CALTRAIN NEEDS AN APP WITH REAL TIME INFO.

TRAIN:232

COMMUTE TRAINS ARE VERY OFTEN LATE EG#232, #289. DIRIDON PLATFORM CHANGES ARE NEVER COMMUNICATED WELL, RESULTING IN MISSING OUR TRAINS.

TRAIN:232

Delay Information/Service Announcements/Updates

THERE'S LOT OF CARD ERRORS. THERE'S SOMETIMES WRONG INFO ON BOARD. THERE IS NO SENSE OF SECURITY.

TRAIN:232

I'D LIKE TO RECEIVE TEXT MESSAGE WHEN TRAINS ARE DELAYED, TWITTER IS EASY TO MISS. ANOTHER OPTION WOULD BE AN APP SO THAT CALTRAIN APPS CAN ADD TO FUNCTIONALITY. ALSO, THE TAG ON-TAG OFF SYSTEM FOR MONTHLY PASSES IS AWFUL. WISH I COULD JUST PRELOAD THE PASS.

TRAIN:233

THE ON TRAIN ANNOUNCEMENT ARE RARELY LOUD ENOUGH FOR ME TO HEAR

TRAIN:233

THE ONBOARD ANNOUNCEMENT HAS IMPROVED A BIT REGARDING FATALITY DELAYS, BUT COULD STILL USE SOME IMPROVEMENT/ FASTER/ CLEARER INFO. SCENES AT SF ARE USUALLY CHAOTIC, TOO CROWDED. SHOULD HAVE LOUD SPEAKER INFORMING PASSENGERS.

TRAIN:262

I CAN'T WAIT FOR MORE FREQUENT ELECTRIFIED SERVICE- ESPECIALLY DURING THE MIDDAY IF I NEED TO GO HOME WHEN SICK OR STAY LATE AT WORK FOR AN EVENT. IN THE MEANTIME, COFFEE CARTS AT STATIONS PLEASE! MILLBRAE IS SO DREARY AND BLAND. YOUR SOCIAL MEDIA TEAM IS GREAT AND EFFECTIVE. CONDUCTORS COULD BE BETTER W/ ANNOUNCEMENTS DURING "MELT DOWNS"- THEY OFTEN ACT AS IF THEY DON'T KNOW WHAT'S HAPPENING

TRAIN:262

IF YOU KNOW THERE'S A SIGNIFICANT DELAY IT WOULD BE BEST TO ESTIMATE THAT DELAY IMMEDIATELY RATHER THAN STAY AT THE CHANGES OF THE ELECTRIC BOARD. THERE IS NO REASON TO WAIT TO TELL RIDERS THAT A DELAY IS 10 MINUTES, BY INCREASING THAT DELAY ON THE BOARD BY THE MINUTE.

TRAIN:262

RUN MORE TRAINS. DON'T BLOW THE HORN SO LONG AT CROSSINGS. BETTER INFO WHEN THERE ARE DELAYS.

TRAIN:262

COMMUNICATING UNKNOWN DELAY DURATIONS WOULD BE PREFERABLE TO INCREMENTALLY EXTENDING THE DURATION.

TRAIN:267

BUMPY RIDE. ONBOARD ANNOUNCEMENTS TOO QUIET OR LOUD.

TRAIN:267

THE PA SYSTEM DOES NOT WORK IN SOME OF THE NEW CARS. IT'S BEEN THAT WAY FOR A YEAR.

TRAIN:268

PA WAS BROKEN IN MY CAR THIS MORNING.

TRAIN:268

Delay Information/Service Announcements/Updates

I HOPE THAT CALTRAIN CAN BE MORE EFFICIENT WITH MORE TIMELY INFORMATION ON DELAYS AND REDUCE TRAIN BREAKDOWNS. THERE ARE ALSO CARS WITH DIRTY UPHOLSTERY THAT SHOULD BE REPLACED FROM TIME TO TIME.

TRAIN:268

268 VERY CROWDED AT TIMES. CANNOT GET ON TRAIN. WHEN AN INCIDENT OCCURS INFORM PEOPLE OF DELAYS. DON'T BEAT AROUND THE BUSH.

TRAIN:268

COMMUNICATIONS ABOUT TRAIN DELAYS HAVE BEEN TERRIBLE. TWITTER DOES NOT PROVIDE TIMELY UPDATES AND IN-STATION BOARDS JUST LOUDLY REPEAT DELAY TIME OVER AND OVER AND OVER AGAIN. NOT HELPFUL!

TRAIN:268

MAKE AN OFFICIAL APP.

TRAIN:268

BETTER COMMUNICATION ABOUT DELAYS. MORE LOCAL TRAINS DURING RUSH HOUR. ON THE TRAIN'S SIGN, SAY IF IT'S LOCAL OR EXPRESS TRAIN (MAKING ALL STOPS).

TRAIN:268

LOW MARKS FOR DELAY ANNOUNCEMENTS DUE TO BROKEN CAR SPEAKERS; MORE THAN ONCE.

TRAIN:268

- PLEASE IMPROVE DELIVERY/ NOTIFICATIONS OF DELAYS (MAYBE CREATE A MOBILE APP WITH NOTIFICATIONS AND ANNOUNCEMENT)- WI-FI ON TRAINS WOULD BE GREAT- ENFORCE SEATING IN BIKE CARS FOR BIKERS ONLY

TRAIN:268

I'M GENERALLY HAPPY WITH CALTRAIN, HAVE BEEN RIDING MOST WEEKDAYS SINCE FEB 2017; BUT THIS MORNING MY TRAIN (#323 JUNE 6) BROKE DOWN IN HILLSDALE. THERE WAS NO INFORMATION ABOUT HOW LONG IT WOULD TAKE FOR THE NEXT TRAIN TO ARRIVE. I WAS DELAYED BY AN HOUR TOTAL. I THINK CALTRAIN SYSTEM IS NOT VERY RESILIENT IN CASES LIKE THIS AND NOT VERY RESPONSIVE TO SUPPORTIVE OF TRAVELERS. IT FEELS WRONG THAT FARES ARE INCREASING SO MUCH IF THIS IS THE LEVEL OF SERVICE CALTRAIN PROVIDES. I ALSO WISH THERE WERE MORE TRAINS, AS TRAINS IN RUSH HOUR ARE ALWAYS VERY FULL AND PEOPLE HAVE TO STAND.

TRAIN:268

ON-BOARD COMMUNICATION SYSTEM IS SOMETIMES NOT LOUD ENOUGH. MORE SPACE FOR BIKES DURING POPULAR TRAINS WOULD BE GOOD.

TRAIN:268

I SOMETIMES NOTICE THAT THE ANNOUNCEMENTS SEEM TO BE MUTED AND BARELY AUDIBLE IN MY TRAIN CAR. NOT AN ISSUE IN THE TRAIN I'M ON RIGHT NOW THOUGH.

TRAIN:268

WOULD LIKE A BETTER MOBILE APP

TRAIN:268

Delay Information/Service Announcements/Updates

THERE HAVE BEEN NUMEROUS ISSUES WITH ONBOARD SERVICE THIS YEAR (2017), INCLUDING NON-WORKING P.A. SYSTEM IN SOME OF THE CARS, UNCONTROLLED HEAT IN SOME OF THE CARS, LACK OF CLARITY AND AUDIBILITY OF ONBOARD ANNOUNCEMENTS, AND SOME RUDE PERSONNEL. THESE ARE AREAS THAT NEED IMPROVEMENT.

TRAIN:268

IN SOME CARS, THE SPEAKER SYSTEM IS BARELY AUDIBLE.

TRAIN:268

BETTER NOTIFICATION OF DELAYS AND TRACKING (APP) 2 FIX CROWDING ISSUE (HARD TO BREATHE DURING PEAK TIMES). MORE BULLET TRAIN TO TRANSFER STATIONS BUT ALSO SEEMS THERE ARE MORE FREQUENT TRAIN BREAKDOWNS RECENTLY - NEED TO UPGRADE OLD CARS.

TRAIN:268

GENERALLY, A GREAT COMMUTE, ON TIME, CLEAN, COMFORTABLE OK. BIKE CARS FILL UP IN IN NICE WEATHER. BETTER ANNOUNCEMENTS OF THIS WOULD HELP (WHICH CAR HAS SPACE). WHEN LATE AT STATION, DELAYS VERY INACCURATE. I JUST KEEP COUNTING ON EXCELLENT STAFF.

TRAIN:268

THE VOLUME OF THE SPEAKER ON THE TRAIN IS ALWAYS AN ISSUE. A LOT OF TIMES I CAN'T HEAR ANNOUNCEMENTS CLEARLY. PLEASE DO NOT RAISE THE PRICE FOR PARKING AND MONTHLY PASS.

TRAIN:268

A TEXT SERVICE FOR DELAYS WOULD BE NICE.

TRAIN:268

I'VE RECENTLY BEEN FRUSTRATED WHEN MESSAGE BOARDS KEEP ADDING MINUTES TO THE DELAYS. IN THE PAST, THERE HAS BEEN INFO ABOUT BIKE CAR CAPACITY, BUT YESTERDAY THERE WERE BUMPS AND NO HEADS UP.

TRAIN:268

YOU SHOULDN'T HAVE TO TAG ON AND OFF TO ACTIVATE THE MONTHLY PASS ON THE FIRST OF THE MONTH. ALSO- YOU NEED TO DO MORE AND BETTER OUTREACH WHEN CHANGING THE TIMETABLE.

TRAIN:273

WHEN A TRAIN IS DELAYED, GIVE A BETTER ESTIMATE. SOMETIMES IT GOES FROM 1 MIN TO 2, 5, ETC. PLEASE JUST SAY UPFRONT "15 MIN LATE" OR WHATEVER.

TRAIN:282

IF THERE ARE DELAYS, I WOULD LIKE BETTER ESTIMATES, OFTEN THE BOARD WILL SAY "TWO MINUTES LATE", THEN A MINUTE LATER "THREE MINUTES LATE" AND KEEP TICKING UPWARD. ALSO WOULD LOVE BETTER ACCESS TO CAL AVE NORTHBOUND PLATFORM.

TRAIN:282

BIGGEST ISSUE IS THAT I CAN'T UNDERSTAND CONDUCTORS SPEAKING OVER THE P.A. THE VOLUME IS OFTEN SO LOW! OTHERWISE, CALTRAIN IS GREAT.

TRAIN:288

Delay Information/Service Announcements/Updates

TRAIN DELAY NOTIFICATION SHOULD BE MORE ACCURATE, SOMETIMES IT KEEPS EXTENDING ONE ORIGINAL DELAY, WHICH MAKES IT DIFFICULT TO KNOW WHETHER I SHOULD SIT AND WAIT OR BIKE BACK.

TRAIN:288

SIGN BOARDS OFTEN SHOW WRONG TRAIN INFO (TRAINS THAT ALREADY PASSED) DELAY ESTIMATES ARE ALWAYS WRONG AND CHANGE FREQUENTLY (LONGER AND LONGER)

TRAIN:289

GLAD ELECTRIFICATION IS GOING FORWARD. REALLY WISH MULTI-TRACK WERE POSSIBLE. NYC OFFERS A SERVICE THAT SENDS A TEXT IF THERE WILL BE DELAYS WITHIN A CHOSEN TIME AND SEEMS FEASIBLE TO ADD SOMETHING LIKE THAT. INFO SHOULD COME TO ME WITHOUT SEEKING IT.

TRAIN:289

WHEN THERE ARE DELAYS, IT WOULD BE HELPFUL TO KNOW APPROXIMATELY HOW LONG THE TRAIN WILL BE DELAYED IN TOTAL (NOT HOW LONG THE TRAIN HAS BEEN DELAYED). THAT WE CAN DECIDE IF WE SHOULD LEAVE AND COME BACK INSTEAD OF WAITING AROUND AND WATCHING THE DELAY INCREASE.

TRAIN:313

THE SPEAKER IN EACH COMPACT CAR VARIETY. SOMETIMES , I CAN HEAR CLEARLY OTHER TIMES PASSENGERS AND I CANNOT HEAR CLEARLY TO THE ANNOUNCEMENTS.

TRAIN:313

WHILE AT PLATFORMS IT IS HARD TO UNDERSTAND COMMUNICATIONS OVER THE PA SYSTEM.

TRAIN:313

NOT ENOUGH INFO ON DELAYS AT PLATFORMS. VERY HARD TO HEAR ANNOUNCEMENTS. TRAINS ARE WAY TOO CROWDED DURING COMMUTE HOURS!

TRAIN:313

THE RE-FINISHING OF THE FLOORS IN THE SF STATION WAS POORLY TIMED AND EXECUTED. YOU NEED YOUR OWN APP THAT UPDATES PASSENGERS ON DELAYS, ETC.

TRAIN:313

I WISH THE ELECTRONIC MESSAGE BOARDS PROVIDED MORE INFO ABOUT SYSTEM DELAYS. COST: STOP INCREASING FARES, WE DON'T ALL WORK FOR GOOGLE.

TRAIN:324

FIX THE SPEAKER SYSTEM ON SOME OF THE OLDER CARS. SOME PEOPLE CAN'T HEAR THE ANNOUNCEMENTS.

TRAIN:329

PLEASE DO NOT SEND TRAINS WITH SMALLER CARS DURING OFFICE HOURS ON WEEKDAYS. ALMOST EVERYONE HAS TO STAND-UP OFTEN SAN JOSE STATION. GETTING IN AND OUT IS A HASSLE. START AN EMAIL LIST TO NOTIFY COMMUTERS ACTIVITIES FOR THE DELAYS OR MAKE AN APP WITH REAL TIME STATUS UPDATES. POSSIBLY TRAIN LOCATION ALSO.

TRAIN:329

Delay Information/Service Announcements/Updates

PREFER OLD TRAIN SCHEDULE BEFORE THE CHANGE AROUND APRIL. GIVE REASON FOR DELAY FOR PEOPLE WAITING FOR TRAIN NOT JUST TIME.

TRAIN:330

PLEASE TEST AND ADJUST SPEAKER VOLUMES ON BOMBARDIER CARS. SOME ARE DEAFENING, SOME ARE INAUDIBLE AND GARBLED.

TRAIN:330

WHEN THERE ARE CALTRAIN DELAYS IT'S OFTEN CONFUSING WHAT TRAIN YOU'RE ON AND WHERE IT'S STOPPING.

TRAIN:330

NEED MORE SOCIAL MEDIA ALERTS. NEED ON-BOARD WI-FI.

TRAIN:330

1) ELECTRONIC STATION INFORMATION SHOULD SHOW TIME TO NEXT TRAIN 2) NO MORE TEXT MESSAGES W/DELAY INFORMATION 3) LACK OF INFORMATION AT DIRIDON WHEN TRAIN BREAKS DOWN IN YARD AND CAN'T CARRY MORNING COMMUTERS 4) NO BIKE TAGS 5) DON'T CUT MAINTENANCE BUDGET! ALREADY TOO MANY MECHANICAL ISSUES

TRAIN:360

FREE WI-FI ON TRAIN. MORE LARGE BIKE CARS DURING PEAK HOURS. BETTER INFORMATION DURING DELAYS ("PEDESTRIAN STUCK, 1.5 HOUR DELAY EXPECTED"). AN INCREMENTING CLOCK THAT TELLS THE CURRENT DELAY IS NOT SUPER HELPFUL.

TRAIN:376

REQUEST: UP TO DATE TWITTER FOR DELAYS, MORE BULLET TRAINS.

TRAIN:376

PLEASE MAKE SURE "REAL TIME DEPARTURES" IS ACCURATE- ONCE I JUST MISSED THE TRAIN AND HAD TO WAIT AN HOUR! PLEASE DO SOMETHING ABOUT THE CONTRAST ON CLIPPER TAG MACHINES- UNREADABLE IN BRIGHT DIRECT SUN; IF A CERTAIN TRAIN CAN HAS MUTED/BROKEN SPEAKERS, PLEASE HAVE A LIVE PERSON COME DO ANNOUNCEMENTS/STATION CALLS.

TRAIN:381

STATION INFO BOARDS- NOT VERY ACCURATE ABOUT DELAYS.

TRAIN:381

GPS TRACKING OF TRAINS WOULD BE GREAT!

TRAIN:385

IMPROVEMENTS FOR FIRST TIME RIDERS, THOUGH BETTER AND CLEARER COMMUNICATION WOULD BE GOOD.

TRAIN:385

NEED BETTER STATUS COMMUNICATION. MILLBRAE ESCALATORS ARE BROKEN OFTEN. TICKET LESS PASSENGERS ARE NEVER FINED. TOO MANY PEOPLE TO GET OFF WITH A WARNING. NOT FAIR FOR THOSE OF US WHO PAY.

TRAIN:385

Delay Information/Service Announcements/Updates

NEED A BETTER WAY TO COMMUNICATE UNSCHEDULED DELAYS. I USE TWITTER STAND ALONE CALTRAIN APP WOULD BE BETTER.

TRAIN:385

PLEASE REVERT TO OLD BULLET TRAIN TIMES AND STOPS (ESP-AM). DELAYS SHOULD ALWAYS BE ANNOUNCED AT STATION AND ON CALTRAIN WEBSITE, NOT JUST TWITTER. TRAIN NUMBERS SHOULD BE MORE CLEARLY VISIBLE ON EXTERIOR OF TRAIN OR ANNOUNCED LOUDLY PRIOR TO TRAIN LEAVING STATION TO AVOID GETTING ON THE WRONG TRAIN.

TRAIN:385

IF CALTRAIN HAD ACCURATE LIVE TRACKING UPDATES, IT'D BE THE BEST PT IN CALIFORNIA.

TRAIN:421

THERE SEEMS TO BE A HUGE VARIATION IN THE AUDIBILITY OF THE STOP ANNOUNCEMENTS ON THE TRAIN. SOMETIMES THE ANNOUNCEMENTS ARE EXTREMELY CLEAR, OTHER TIMES THEY SEEM MUFFLED WITH EXTREME LOW VOLUME. I DON'T KNOW IF THIS IS AN ISSUE WITH PARTICULAR TRAINS/ SYSTEMS/ OR THE PERSONNEL MAKING THE ANNOUNCEMENTS.

TRAIN:421

WISH THE APP WERE EASIER I WOULD SEND NOTIFICATIONS - WISH I COULD BUY A TICKET ON BOARD -----SOMEHOW ! WHEN IM IN A HURRY TO MAKE IT----- TIME THE AIRPORT /BUS/SANTA CLARA TRAIN BETTER.!

TRAIN:424

PRIMARILY , MY SLIGHT COMPLAINT RELATES TO AVAILABLE SEATS ON TRAINS (I OFTEN HAVE TO STAND OR ADJUST MY COMMUTE TO SIT) , FREQUENCY OF DELAYS TO CLARITY ON CAUSE OF THOSE DELAYS (PRIMARILY BY ON TRAIN STAFF , BUT ALSO ON TWITTER), TO SCHEDULE SYNCHRONIZATION W/BART TRAINS.

TRAIN:424

I SUGGEST CALTRAIN USES THE SAME LOCATION ANNOUNCEMENTS AS SAMTRANS OR THE SAN DIEGO TRANSIT SYSTEM. IT'S 2017- MODERNIZE!

TRAIN:441

CONFUSED BY CALTRAIN WEBSITE (REAL TIME SCHEDULE) AND STATION SCHEDULE BOARD. FOR TRAIN 441 IT SAID ON THE BOARD IT WAS DELAYED BY 50 MINS BUT THEN IT ALSO SAID "ON TIME" AND DELAYED THREE MINUTES. THE TRAINS ARRIVED THREE MINUTES LATE, BUT I FOUND IT CONFUSING.

TRAIN:441

PLEASE HAVE AN APP THAT NOTIFIES PASSENGERS OF DELAYS.

TRAIN:804

TRAIN DELAYS ARE OFTEN ONLY ANNOUNCED AT THE TIME THE TRAIN IS SCHEDULED. THIS IS EXTREMELY FRUSTRATING AND INCONVENIENT

TRAIN:804

Phone/Website/Internet

Phone/Website/Internet

NEED MORE PARKING SPOTS. NEED BETTER SCHEDULE ON WEBSITE (THAT WORKS OFFLINE)

TRAIN:150

THE ONLINE SCHEDULE IS TERRIBLE AND WRONG 95% OF THE TIME, FIX YOUR WEBSITE ASAP.

TRAIN:190

PLEASE ADD CHARGING STATIONS SINCE MANY HAVE LONG COMMUTE. PLEASE EXPLAIN THE CLIPPER RULES ON THE WEBSITE. APPRECIATE THE CLEANLINESS. PLEASE INTRODUCE WI-FI.

TRAIN:192

THE WEBSITE COULD USE IMPROVEMENT TO BE MORE USER FRIENDLY. AS A NEWCOMER TO THE AREA, FIGURING OUT HOW TO USE THE CLIPPER CARD WAS CONFUSING. THE MESSAGES ON THE TAG READER KEPT MAKING ME THINK IT WASN'T GOING TO LET ME RIDE BECAUSE I HAD A NEGATIVE BALANCE, EVEN THOUGH I HAD AN 8-TRIP PASS. THE CHARGE-THEN-REFUND ASPECT COULD BE MADE CLEARER.

TRAIN:195

APP NEEDS IMPROVEMENTS.

TRAIN:197

CALTRAIN WEBSITE (WWW.CALTRAIN.COM) IS WORTHLESS! CONDUCTOR-- GOOD IF YOU CAN TALK TO THEM. STATION INFORMATION BOARDS-- INFO LAGS TOO LONG.

TRAIN:206

I WOULD PREFER TO USE A WEBSITE, BUT FIND TWITTER IS THE MOST UP TO DATE ON CALTRAIN COMMUNICATIONS.

TRAIN:222

GET WI-FI AND HAVE A TRAIN LOCATOR-- MY CALTRAIN APP IS UNRELIABLE.

TRAIN:268

WISH YOU COULD CHANGE COLORS ON APP-RED NUMBERS ARE UNREADABLE FOR COLOR BLIND! VERY HARD TO READ AGAINST DARK GREEN BACKGROUND.

TRAIN:273

WANT FOLKS AT THE 800 NUMBER TO BE INFORMED OF CHANGES/ PROBLEMS - THEY ARE THE LAST TO KNOW. DITCH CLIPPER, NEED A CARD THAT I CAN PURCHASE A TICKET WITH CASH VALUE. ANYTHING IS BETTER THAN A CLIPPER CARD.

TRAIN:376

THE PROPOSED REMOVAL OF THE 8-RIDE TICKETS AFFECTS ME SIGNIFICANTLY. PLEASE KEEP THOSE OR MAKE THE MONTHLY PASS BASED ON DAYS (30, 31) INSTEAD OF CALENDAR MONTH. PLEASE ALSO CREATE A MOBILE FRIENDLY WEBSITE.

TRAIN:376

Phone/Website/Internet

I LOVE CALTRAIN'S TWITTER ACCOUNT.

TRAIN:433

CONFUSED BY CALTRAIN WEBSITE (REAL TIME SCHEDULE) AND STATION SCHEDULE BOARD. FOR TRAIN 441 IT SAID ON THE BOARD IT WAS DELAYED BY 50 MINS BUT THEN IT ALSO SAID "ON TIME" AND DELAYED THREE MINUTES. THE TRAINS ARRIVED THREE MINUTES LATE, BUT I FOUND IT CONFUSING.

TRAIN:441

Signage/Printed Schedules/Communication

Signage/Printed Schedules/Communication

MY SUGGESTIONS: -- MORE BULLET TRAINS-- BETTER SIGNAGE/LABELS WHICH TRAIN GOES WHERE AT THE SAN JOSE DIRIDON STATION-- LITTLE CLEANER

TRAIN:142

1) THE MATRIX BOARDS WITH SCROLLING MESSAGES ARE USED POORLY. THE DATE IS NOT USEFUL. I JUST WANT TO SEE THE NEXT TWO OR THREE TRAINS, THEIR EXPECTED ARRIVAL TIMES AND WHETHER THEY'RE LOCAL OR EXPRESS. 2) CLIPPER SUCKS BALLS. THE SCANNERS SHOULD BE PLACED AT PLATFORM ENTRY AND EXIT, NOT WILLY-NILLY (OR BETTER AT THE DOORS ON THE TRAINS, LIKE IN ON A BUS).3) ELECTRIFY AND GET WI-FI ALREADY. THIS IS SILICON VALLEY.

TRAIN:150

ADD A BOARD THAT VISUALLY SHOWS NEXT STATION. MOST PEOPLE EITHER NAP OR LISTEN TO MUSIC AND ITS SO EASY TO MISS OUT ON YOUR STOP, IF YOU'RE ONLY DEPENDING ON THE CONDUCTOR ANNOUNCEMENT.

TRAIN:150

VISUAL DISPLAY STATIONS AND MOST STATION ANNOUNCEMENT.

TRAIN:190

STATIONS SHOULD HAVE THE CITY POSTED MORE OFTEN SO I CAN SEE IT EASILY FROM ANYWHERE ON THE TRAIN. MONTHLY TAG ON/OFF PROCESS IS EASY TO FORGET-- WHY CAN'T WE DO IT ON THE TRAIN? MOUNTAIN VIEW STATION IS VERY POPULAR-- IT SHOULD BE MORE COMMUTER FRIENDLY. FOR INSTANCE, THERE IS NO WAY TO CROSS SIDES WITHOUT CROSSING TRACKS. I'VE MISSED TRAINS DUE TO THE GATE REMAINING DOWN. THERE SHOULD BE A PEDESTRIAN ENTRANCE AT EVELYN AND BUSH-- I NEED TO HOP THE FENCE. INADEQUATE PARKING MAKES A PARKING PASS UNRELIABLE AND NOT WORTH THE STRESS WHEN FULL.

TRAIN:190

I DON'T KNOW IF A TRAIN IS A BULLET TRAIN (SKIPS STOPS) UNTIL I GET ON IT. INFORMATION BOARDS DO NOT NOTE IT CLEARLY.

TRAIN:192

CALTRAIN INITIAL RESPONSE TO 4TH AND KING REMODEL WAS DISORGANIZED UNPROFESSIONAL AND UNCOMMUNICATIVE. WE HAD TO WAIT IN CROWDS, WITH NO IDEA WHAT WAS HAPPENING OR WHERE TO GO. WE NEED TRAFFIC DIRECTION AND CLEAR SIGNAGE. SUBSEQUENT DELAYS WERE IMPROVED. EQUIPMENT CHANGES - SMALL TRAINS FOR BULLETS - ARE FRUSTRATING TOO. ANNOUNCERS ARE TOO LOUD AT TIMES I RIDE FROM SJ TO SF EVERYDAY.

TRAIN:192

ELECTRONIC SIGN AT PALO ALTO STATION IS OFTEN BROKEN. OCCASIONAL MAJOR DELAYS BECAUSE LEVEL CROSSING MISHAPS ARE BAD- BUILD MORE SEPARATIONS!

TRAIN:195

Signage/Printed Schedules/Communication

DID NOT KNOW ABOUT WHICH TRAINS WOULD BE BULLET OR NOT. EARLIER, I GOT ON A TRAIN THAT DID NOT STOP AT REDWOOD CITY. I ENDED UP UBERING TO RWC. THE TRAIN THAT WENT NORTHBOUND DID NOT STOP AT RWC EITHER. MORE NOTIFICATION WOULD BE GOOD.

TRAIN:195

WHEN ENTERING STATIONS, I OFTEN FIND MYSELF CONFUSED AS TO WHICH SIDE TO WAIT ON. THE "TO SF" OR TO "SJ" SIGNS ARE TOO FAR SPACED APART, AND I OFTEN WALK HALFWAY DOWN THE WRONG SIDE BEFORE REALIZING.

TRAIN:197

22ND ST STATION IS DIRTY, POORLY LIT, AND THERE IS NOT MUCH POSTED RIDER INFORMATION (LIKE A SIGN THAT SAYS NORTHBOUND PLATFORM, MUST PURCHASE TICKET BEFORE BOARDING, ETC.). ON THE OLDER TRAINS THERE IS OFTEN ONLY ONE BATHROOM FOR THE ENTIRE TRAIN.

TRAIN:206

CALTRAIN WEBSITE (WWW.CALTRAIN.COM) IS WORTHLESS! CONDUCTOR-- GOOD IF YOU CAN TALK TO THEM. STATION INFORMATION BOARDS-- INFO LAGS TOO LONG.

TRAIN:206

NOTIFICATIONS ON E-BOARDS NOT ALWAYS CLEAR ESPECIALLY FOR THOSE WHO ARE HEARING IMPAIRED. OVERHEAD ANNOUNCEMENTS ARE DIFFICULT TO UNDERSTAND WITH MESSAGES THAT ARE AMBIGUOUS. IN THE PAST YEAR, TRAINS I HAVE BEEN ON HAVE HAD TO UNLOAD AND TRANSFERRED TO BUSES THAT NEVER ARRIVED TO TAKE US TO OTHER STATIONS (2X). WHEN PASSENGERS CALLED CALTRAIN-- NO UPDATE.

TRAIN:206

INFORMATION BOARDS ARE HARD TO SEE AT NIGHT

TRAIN:207

NEED MORE ADVANCED AND CLEAR NOTIFICATION OF SCHEDULE CHANGES. THE ONE IN MAY FELT COMPLETELY UNANNOUNCED AND SEEMED TO CATCH A LOT OF PEOPLE BY SURPRISE.IT MADE ME LATE TO MY MEETING THAT DAY.

TRAIN:217

GREAT, RELIABLE FORM OF TRANSPORTATION, BUT NOT INEXPENSIVE. YOU NEED TO MAKE STATION NAMES MORE OBVIOUS AND HAVE A WAY TO SEE TRAIN NUMBERS ON THE TRAIN. THE ZONE BASED PRICING IS NOT INTUITIVE. ZONE 1 IS A,B,C,D,E AND ZONE 2 IS XYZ. IS PRICING THE SAME TO GO FROM A TO P AS IT IS TO GO FROM E TO X?

TRAIN:217

INFO BOARDS DON'T GIVE APPROPRIATE/ UP TO DATE DELAY INFO. TRAINS ARE OFTEN RIDICULOUSLY CRAMMED.

TRAIN:217

COMMUTE TRAINS ARE VERY OFTEN LATE EG#232, #289. DIRIDON PLATFORM CHANGES ARE NEVER COMMUNICATED WELL, RESULTING IN MISSING OUR TRAINS.

TRAIN:232

Signage/Printed Schedules/Communication

TRAIN NUMBER ON LOCOMOTIVE MIGHT HELP IDENTIFY WHICH TRAIN IS PULLING IN.

TRAIN:233

IF MY STATION HAS AN INFO BOARD, I'VE NOT SEEN IT. RESTROOMS ON BOARD ARE OFTEN VERY STINKY. OVERALL REALLY GOOD.

TRAIN:262

MORE CLARITY IS NEEDED REGARDING WHICH TRAIN IS WHICH IN TERMS OF TRAIN NUMBER.

TRAIN:268

BETTER COMMUNICATION ABOUT DELAYS. MORE LOCAL TRAINS DURING RUSH HOUR. ON THE TRAIN'S SIGN, SAY IF IT'S LOCAL OR EXPRESS TRAIN (MAKING ALL STOPS).

TRAIN:268

THIS MORNING 6-15-17, I GOT TO THE STATION AND TWO TRAINS WERE SITTING THERE. I GO TO NORTH PLATFORM , TRAIN IS EMPTY. SOUTH PLATFORM TRAIN THEN LEAVES, GOING NORTH. I MISSED IT. NEXT NORTH TRAIN IS 30 MINUTES LATER. HOW WAS I SUPPOSED TO KNOW? MONTHLY PASSES ARE TOO COMPLICATED TO ACTIVATE, JUST HAVE OPTION TO AUTO-ACTIVATE. SOME CONDUCTORS ARE RUDE ESPECIALLY WITH BIKES. MANY ARE NICE. WHY ARE THE BAD ONES STILL IN A CUSTOMER FACING JOB?

TRAIN:268

SOMETIMES SCHEDULES AREN'T STOCKED ON TRAINS. NEED TO ADD CLEAR SIGNS ON WHERE TO PAY FOR PARKING. I GET ASKED BY PEOPLE.

TRAIN:277

IF YOU MISS THE HEAD OF THE TRAIN, THERE IS NO WAY TO KNOW THE TRAIN NUMBER, ESPECIALLY AS THEY ARE FREQUENCY DELAYED, AND SIGNS ARE WRONG.- SOME TRAINS STATIONS ARE FAR TOO CLOSE TOGETHER, AND ANNOYING AND SLOW TO STOP AT BOTH.

TRAIN:282

SIGN BOARDS OFTEN SHOW WRONG TRAIN INFO (TRAINS THAT ALREADY PASSED) DELAY ESTIMATES ARE ALWAYS WRONG AND CHANGE FREQUENTLY (LONGER AND LONGER)

TRAIN:289

IT CAN BE DIFFICULT TO TELL WHICH TRAIN IS AT MOST STATIONS. PLEASE ADD TRAIN NUMBER AT EACH TRAIN.

TRAIN:313

OVERALL, THUMBS UP! MY BIGGEST COMPLAINT IS WITH THE SCHEDULE PANELS IN SAN JOSE DIRIDON. THEY ARE OFTEN COMPLETELY WRONG, CLAIMING TRAIN IS LEAVING FROM AN INCORRECT PLATFORM. I'VE MISSED TRAINS BECAUSE OF IT. IF THE PANELS ARE NOT GOING TO BE ACCURATE, JUST TURN THEM OFF PLEASE. THANKS.

TRAIN:324

Signage/Printed Schedules/Communication

1. DIGITAL SIGNAGE WITH DEPARTURE TIME IS USEFUL, BUT THE CLOCK AT 4TH AND KING IS ALWAYS COVERED WITH BANNERS. CAN'T KNOW FROM A DISTANCE IF I COULD CATCH THE TRAIN WITHOUT PULLING OUT MY PHONE TO SEE CORRECT TIME. 2. THE 4TH AND KING STATION IS A MESS! CARS, CYCLISTS, AND PEOPLE ALL JAM UP OUTSIDE THE STATION, AND DRIVERS ARE GETTING TICKETS BY LETTING THE CYCLISTS PASS! 3. PASSENGERS ALL JAM UP AT THE GATE TO GET ONTO THE TRAIN BECAUSE ONLY ONE PERSON WITH THE CLIPPER SCANNER IS STANDING AT THE DOOR AND NO CLEAR SIGNAGE WHICH SIDE CLIPPERS SHOULD GO.

TRAIN:330

WHEN THERE ARE CALTRAIN DELAYS IT'S OFTEN CONFUSING WHAT TRAIN YOU'RE ON AND WHERE IT'S STOPPING.

TRAIN:330

1) ELECTRONIC STATION INFORMATION SHOULD SHOW TIME TO NEXT TRAIN 2) NO MORE TEXT MESSAGES W/DELAY INFORMATION 3) LACK OF INFORMATION AT DIRIDON WHEN TRAIN BREAKS DOWN IN YARD AND CAN'T CARRY MORNING COMMUTERS 4) NO BIKE TAGS 5) DON'T CUT MAINTENANCE BUDGET! ALREADY TOO MANY MECHANICAL ISSUES

TRAIN:360

AT DIRIDON AND POSSIBLY OTHER STATIONS, THE SIGNS ON THE PLATFORM SHOULD INDICATE WHICH TRAIN IS ON WHICH SIDE. INSTEAD, THE TRAINS ARE LISTED VERTICALLY ON THE SIGN. WHEN IN A HURRY, IT IS EASY TO RUSH ONTO THE PLATFORM AND FORGET WHICH TRAIN IS ON WHICH SIDE.

TRAIN:376

DON'T LIKE THE NEW SCHEDULES. UNSURE WHY DIGITAL BOARD OF TRAIN GATES IN SF 4TH/KING DON'T ALWAYS WORK AFTER BEING INSTALLED SIX MONTHS AGO.

TRAIN:381

IT WOULD BE HELPFUL IF THERE WAS A MONITOR ON EACH CARRIAGE TO TELL US WHERE THE NEXT STOP IS. THANKS!

TRAIN:385

SCREEN AND SIGNS WERE CONFUSING AND MISSING INFO.

TRAIN:385

PLEASE REVERT BACK TO OLD BULLET TRAIN TIMES AND STOPS (ESP-AM). DELAYS SHOULD ALWAYS BE ANNOUNCED AT STATION AND ON CALTRAIN WEBSITE, NOT JUST TWITTER. TRAIN NUMBERS SHOULD BE MORE CLEARLY VISIBLE ON EXTERIOR OF TRAIN OR ANNOUNCED LOUDLY PRIOR TO TRAIN LEAVING STATION TO AVOID GETTING ON THE WRONG TRAIN.

TRAIN:385

Signage/Printed Schedules/Communication

AUDIO ON TRAIN IS SOMETIMES HARD TO HEAR - A VISUAL SIGN WOULD BE HELPFUL. IT IS UNCLEAR TO ME WHAT PLATFORM TO GET ON, WHAT TRAIN IS ARRIVING (IDENTIFICATION ON THE TRAIN) AND WHERE ON THE PLATFORM IT IS STOPPING. I WILL NEVER FORGET ONE INSTANCE WHERE I ASKED THE CONDUCTOR WHICH WAY THE TRAIN WAS GOING AND HE TOLD ME THE WRONG INFO. OVERALL, THE CONDUCTORS SEEM TO AVOID CONTACT.

TRAIN:421

DIGITAL DISPLAY BOARDS ON TRAINS TO DISPLAY STOP INFORMATION AND TRAIN # INFORMATION. (AUTOMATED TELLER INFORMATION FOR ANNOUNCING STOPS ADEQUATE REPETITION AND PURE CLARITY.)

TRAIN:433

NEW FOLDABLE SCHEDULE IS TOO BIG AND VERY CONFUSING! PLEASE GO BACK TO THE OLD FORMAT!

TRAIN:441

CALTRAIN CHANGED THE SCHEDULE BUT DIDN'T HAVE PRINTED SCHEDULES AVAILABLE NOR A NOTICE EXPLAINING THAT THE SCHEDULE WAS DIFFERENT. THIS IS MY ONLY COMPLAINT.

TRAIN:441

FARE PAYMENT

Clipper System

Clipper System

CLIPPER TICKET MACHINES AT STATIONS ARE TOO SLOW. NOT ENOUGH CLIPPER MACHINES AT STATIONS (ONLY ONE FUNCTIONING MACHINE AT 4TH AND KING; THE OTHER ONE HAS BEEN OUT OF SERVICE FOR OVER A MONTH). NEED IMPROVED SYSTEM FOR MONTHLY (BOTH FOR CALTRAIN AND PARKING) PASS- PASS SHOULD LAST FOR 30 DAYS, NO MATTER WHAT DATE YOU BOUGHT THE PASS. ADDING MONEY OR PASS TO CARD SHOULD NOT TAKE MORE THAN AN HOUR TO APPLY. CALTRAIN MACHINE FOR BUYING MONTHLY PARKING PASS SHOULD ACCEPT TRANSIT BENEFIT DEBIT CARD.

TRAIN:143

1. ALLOW COFFEE KIOSKS AT STATIONS. WILL PROVIDE EMPLOYMENT FOR VETERANS AND THERE IS A HUGE DEMAND. 2. DO AWAY WITH THIS SILLY RITUAL OF TAG ON-TAG OFF FOR THE FIRST DAY OF THE MONTH FOR MONTHLY PASS HOLDERS. YOU AUTO-RELOAD MONEY, BUT CAN'T AUTO-RELOAD RIDING PRIVILEGES?

TRAIN:151

DISLIKE TAG ON/OFF SYSTEM, OFTEN FORGET AND FEEL BAD

TRAIN:190

THE CLIPPER IS TERRIBLE.

TRAIN:190

STATIONS SHOULD HAVE THE CITY POSTED MORE OFTEN SO I CAN SEE IT EASILY FROM ANYWHERE ON THE TRAIN. MONTHLY TAG ON/OFF PROCESS IS EASY TO FORGET-- WHY CAN'T WE DO IT ON THE TRAIN? MOUNTAIN VIEW STATION IS VERY POPULAR-- IT SHOULD BE MORE COMMUTER FRIENDLY. FOR INSTANCE, THERE IS NO WAY TO CROSS SIDES WITHOUT CROSSING TRACKS. I'VE MISSED TRAINS DUE TO THE GATE REMAINING DOWN. THERE SHOULD BE A PEDESTRIAN ENTRANCE AT EVELYN AND BUSH-- I NEED TO HOP THE FENCE. INADEQUATE PARKING MAKES A PARKING PASS UNRELIABLE AND NOT WORTH THE STRESS WHEN FULL.

TRAIN:190

THE WEBSITE COULD USE IMPROVEMENT TO BE MORE USER FRIENDLY. AS A NEWCOMER TO THE AREA, FIGURING OUT HOW TO USE THE CLIPPER CARD WAS CONFUSING. THE MESSAGES ON THE TAG READER KEPT MAKING ME THINK IT WASN'T GOING TO LET ME RIDE BECAUSE I HAD A NEGATIVE BALANCE, EVEN THOUGH I HAD AN 8-TRIP PASS. THE CHARGE-THEN-REFUND ASPECT COULD BE MADE CLEARER.

TRAIN:195

MODERNIZE THE DAMN CLIPPER MACHINES!

TRAIN:207

CLIPPER MACHINES AT 4TH AND KING ARE TERRIBLE!

TRAIN:207

Clipper System

LOGGING ON AND OFF EACH MONTH TO RENEW MONTHLY PASSES IS ARCHAIC. PEOPLE FORGET TO TAG OFF BECAUSE THEY DON'T HAVE TO DO IT 29 DAYS OUT OF THE MONTH. IT IS SUCH A SCHEME TO COLLECT MORE MONEY!

TRAIN:216

UPDATE TICKETING/CLIPPER SYSTEM. IT'S ANTIQUATED. LOOK AT HOW IT'S DONE IN EUROPE.

TRAIN:217

WOULD LIKE TO HAVE CLIPPER CARD APP ON MOBILE, SUCH AS (PASSPORT) IN CASE FORGET CARD AT HOME.

TRAIN:217

THE CLIPPER CARD TAG ON AND OFF JUST ONCE A MONTH IS ANNOYING. IF IT'S SOMETHING WE ALREADY PAID FOR, WE SHOULDN'T HAVE TO DO EXTRA WORK, ESPECIALLY IF IT'S OUTSIDE OUR HABITS. I'VE LOST SO MUCH EXTRA MONEY BECAUSE OF FORGETTING TO TAG OFF, IT'S VERY FRUSTRATING.

TRAIN:217

PLEASE UPDATE OR CHANGE CLIPPER CARD SYSTEM. MACHINES MALFUNCTION OFTEN AND LOADING CASH ONLINE IS SLOW. TAGGING ON AND OFF FOR MONTHLY PASS SHOULDN'T BE NECESSARY, SHOULD BE LOADED AUTOMATICALLY WHEN PURCHASED.

TRAIN:217

FILTHY TAMIEN STATION DUE TO BIRDS. LACK OF INTEGRATION OF CALTRAIN/TA SCHEDULES AT TAMIEN HAS LONG BEEN A PROBLEM. CLIPPER IS AN AWFUL SYSTEM.

TRAIN:217

THE TAG-OFF SYSTEM IS ANNOYING! THERE ARE TOO MANY ANNOUNCEMENTS ONBOARD!

TRAIN:222

ALWAYS FORGET TO TAP CLIPPER MONTHLY PASS ON FIRST DAY OF MONTH. NEED BETTER SYSTEM.

TRAIN:222

THE CLIPPER CARD IS THE MOST INCONVENIENT, OUTMODED, AND POORLY DESIGNED SYSTEM I'VE ENCOUNTERED IN OUR MODERN WORLD (THE MONTHLY PASS THAT IS). WHY DO WE NEED TO TAG ON/OFF OR KEEP MONEY ON THE CARD??? EVERYONE KNOWS HOW SHITTY IT IS. YOU'RE LUCKY THERE'S NO COMPETITION.

TRAIN:225

I COMMUTE DAILY ON CALTRAIN AND AM OVERALL SATISFIED WITH THE SERVICE. THE ONLY IMPROVEMENT I COULD REQUEST IS MAKING THE MONTHLY PASS CLIPPER SYSTEM EASIER TO MANAGE ONLINE. I PAY WITH TWO COMMUTER FSA DEBIT CARDS, SO ONLINE IS EASIEST BUT I OFTEN FEEL UNCERTAIN IF MY UPDATES GO THROUGH, FOR EXAMPLE WHEN I WAS ISSUED A NEW CARD. THE TAG ON AT THE BEGINNING OF THE MONTH THING ALSO SEEMS UNNEEDED.

TRAIN:225

Clipper System

CLIPPER CARD IS GOOD, BUT POLICIES ARE CONFUSING AND OUTDATED (\$1.25 RULE, FIVE DAYS TO LOAD CASH, TAGGING ON/OFF FOR MONTHLY PASS).

TRAIN:232

IF I HAVE A MONTHLY CLIPPER THROUGH WORK, THAT GETS AUTO-RENEWED EACH MONTH, WHY DO I NEED TO TAG AND TAG OFF ON THE FIRST DAY OF EACH MONTH? DOESN'T THE PASS KNOW THIS IS A RENEWING FROM LAST MONTH? WHY IS IT NECESSARY TO ACTIVATE THE PASS EVERY MONTH?

TRAIN:232

USING THE CLIPPER CARD SYSTEM IS INFURIATING - TAKES DAYS TO LOAD , MONTHLY PASS TAG ON /OFF NEVER WORKS.

TRAIN:232

PLEASE IMPROVE HOW MONTHLY PASSES ARE PURCHASED AT THE CLIPPER MACHINE. IT TAKES A LONG TIME TO PURCHASE AND I NEED THE PAPER RECEIPT; I CAN'T DO AUTOLOAD. PLEASE MAKE MORE CLIPPER MACHINES OR A HUMAN WHO CAN LOAD MONTHLY PASSES AT 4TH ST STATION. THERE IS ONLY ONE WORKING MACHINE AT 4TH ST!

TRAIN:232

THE CLIPPER SYSTEM MAKES DOING THE RIGHT THING HARD. WHY CAN'T CONDUCTORS TAG ON/OFF A MONTHLY PASS? I HATE THE CLIPPER SYSTEM!

TRAIN:233

I'D LIKE TO RECEIVE TEXT MESSAGE WHEN TRAINS ARE DELAYED, TWITTER IS EASY TO MISS. ANOTHER OPTION WOULD BE AN APP SO THAT CALTRAIN APPS CAN ADD TO FUNCTIONALITY. ALSO, THE TAG ON-TAG OFF SYSTEM FOR MONTHLY PASSES IS AWFUL. WISH I COULD JUST PRELOAD THE PASS.

TRAIN:233

SEAT CLEANLINESS IS VERY IMPORTANT. THE MOST DISAPPOINTING PARTS OF CALTRAIN EXPERIENCE REALLY STEM FROM CLIPPER AND NOT CALTRAIN ITSELF. PLEASE WORK WITH THEM TO IMPROVE PRODUCT AVAILABILITY, ESPECIALLY SURROUNDING THE MONTHLY PASSES. WITH AN ELECTRONIC SYSTEM, IT'S FRUSTRATING FOR PASS CHANGES TO BE LIMITED TO CERTAIN PERIODS OF THE MONTH, WHY IS IT EASIER AND FASTER TO ADD A PASS AT WALGREENS, RATHER THAN ONLINE? MAKING PASSES EASIER/FASTER TO LEAD WOULD BE A HUGE IMPROVEMENT AND LIKELY ADD TO YOUR REVENUE.

TRAIN:257

CLIPPER IS AWFUL, PLEASE SWITCH

TRAIN:257

WHILE I UNDERSTAND THAT CLIPPER IS A SEPARATE ENTITY, GETTING THE MONTHLY CALTRAIN PASS IS FRUSTRATING. THE MACHINES ARE SLOW AND ONE IS ALWAYS BROKEN AT 4TH AND KING

TRAIN:262

Clipper System

THE PROCESS FOR PAYMENT NEEDS A MAJOR OVERHAUL. THE RULES TO "TAG ON" AND "TAG OFF" ARE CONFUSING. THE FACT THAT THE ONLY WAY TO ADD VALUE TO CLIPPER CARD INSTANTLY IS THROUGH WALGREENS IS ABSURD. WE LIVE IN A TECH CAPITAL. MAKE PAYMENT PROCESS AVAILABLE INSTANTLY THROUGH THE APP. IT'S THE ONE PART OF THIS PROCESS EXPERIENCE THAT MAKES ME HATE THE TRAIN.

TRAIN:262

CLIPPER SYSTEM IS BARELY MEDIOCRE. DELAYS WHEN PURCHASING CALTRAIN PASSES ARE RIDICULOUS! THEY TAKE THREE TO FOUR DAYS - SHOULD BE INSTANT.

TRAIN:267

I DON'T SEE AN IMPROVEMENT IN SERVICE AFTER PRICE INCREASES- NO MORE INCREASES! CLIPPER CARD NEEDS TO LOAD FUNDS SAME DAY.

TRAIN:267

LOADING MONEY AND MONTHLY PASSES SHOULD BE MUCH EASIER AND MORE ACCESSIBLE. WAITING SEVERAL DAYS FOR MONEY ON YOUR CARD IS INSANE.

TRAIN:268

IF POSSIBLE GETTING RID OF THE TAG ON FIRST DAY OF MONTH FOR MONTHLY PASS HOLDERS WOULD BE AWESOME. I'VE HAD MANY ISSUES WITH THIS AND BEEN CHARGED FOR RIDES EVEN THOUGH MY PASS WAS PAID IN FULL.

TRAIN:268

UPGRADE CLIPPER CARD! IT SHOULD BE EASIER TO ADD CASH ONLINE.

TRAIN:268

WOULD LIKE TO AUTOMATE ACTIVATION OF MONTHLY CLIPPER PASS. WHY DO I NEED TO REMEMBER TO ON/OFF CARD AT START OF EVERY MONTH.

TRAIN:268

YOU SHOULDN'T HAVE TO TAG ON AND OFF TO ACTIVATE THE MONTHLY PASS ON THE FIRST OF THE MONTH. ALSO- YOU NEED TO DO MORE AND BETTER OUTREACH WHEN CHANGING THE TIMETABLE.

TRAIN:273

CLIPPER PASS SHOULD AUTO RENEW EACH MONTH UNLESS YOU CANCEL OR PAUSE WITHOUT NEEDING TO TAG ON AND OFF ONCE.

TRAIN:282

- CLIPPER SYSTEM FOR MONTHLY USERS IS UNNECESSARILY BURDENSOME- WHY NOT HAVE A DIGITAL PASS? - IF YOU MISS THE HEAD OF THE TRAIN, THERE IS NO WAY TO KNOW THE TRAIN NUMBER, ESPECIALLY AS THEY ARE FREQUENTLY DELAYED, AND SIGNS ARE WRONG.- SOME TRAINS STATIONS ARE FAR TOO CLOSE TOGETHER, AND ANNOYING AND SLOW TO STOP AT BOTH.

TRAIN:282

Clipper System

HOW TO NAVIGATE SYSTEM IS NOT INTUITIVE TO FIRST-TIMERS. TAG ON/OFF KIOSK IS NOT OBVIOUS. COULD HAVE MORE STAFF/POSTED SCHEDULES AT STATIONS. TRAIN INTERIOR IS CLEAN BUT EXTERIOR IS DIRTY. SF STATION SEEMS DANGEROUS; PENINSULA ONES SEEM SAFE.

TRAIN:289

THERE IS A BROAD SPECTRUM OF CONDUCTORS. SEVERAL ARE KIND AND PROFESSIONAL AND INVESTED IN QUALITY SERVICE, BUT I'VE TWICE BEEN TICKETED FOR FARE EVASION BECAUSE OF CLIPPER PROBLEMS. WHEN I PREPAY FOR A MONTHLY PASS AND HAVE BEEN RIDING TRAIN DAILY FOR YEARS. WHEN I OFFER TO SHOW A PRINTOUT FROM WORK, EMAIL CONFIRMATION OR CREDIT CARD PROOF OF PAYMENT THEY REFUSE TO LOOK. THEN I HAVE TO MISS WORK EIGHT MONTHS LATER TO PRESENT THE SAME INFO IN TRAFFIC COURT. SUPER ANNOYING AND A WASTE OF FUNDS PAYING CONDUCTOR TO GO TO TRAFFIC COURT.

TRAIN:289

TAGGING ON/OFF IN THE 1ST DAY OF THE MONTH IS DIFFICULT TO REMEMBER TO DO FOR MONTHLY PASS HOLDERS.

TRAIN:324

CUSTOMER SERVICE/ONLINE TICKET SYSTEM IS TERRIBLE. TAKES SO LONG TO ACTIVATE, EITHER MAKE IT MORE EFFECTIVE OR GET RID OF IT.

TRAIN:324

THE MONTHLY PASSES ARE TERRIBLE. YOU SHOULD BE ABLE TO LOAD THEM ON-BOARD. WHEN YOU LOAD A MONTHLY PASS YOU RISK HAVING \$15 STOLEN FROM YOU IF YOU DO NOT TAG OFF.

TRAIN:324

WHY DO I HAVE TO PUT \$1.25 ON MY CLIPPER CARD TO GET AN 8-RIDE PASS? I ALREADY BOUGHT RIDES SO WHY SHOULD I SPEND MORE MONEY? WHERE ELSE DOES SOMETHING LIKE THAT HAPPEN?

TRAIN:324

I THINK IT WOULD BE HELPFUL IF CALTRAIN COULD HAVE FEWER BREAKDOWNS. THIS MAKES IT HARD TO DEPEND ON CALTRAIN TO BE AT WORK ON TIME. ALSO, PLEASE MAKE THE CLIPPER CARDS AUTOACTIVATE. TAGGING ON AND OFF EACH MONTH IS INCONVENIENT.

TRAIN:329

MAKE CLIPPER SYSTEM MORE CLEAR.

TRAIN:330

CLIPPER IS HORRIBLE. THE VENDING MACHINES WERE OUT ON THE FIRST DAY OF THE MONTH, SO I HAD TO BUY DAY PASSES, UNACCEPTABLE!

TRAIN:360

CLIPPER CARD, TAGGING AT THE BEGINNING OF THE MONTH SHOULD NOT BE REQUIRED

TRAIN:360

Clipper System

TAGGING ON AND OFF HASN'T WORKED WELL. FOUR OUT OF THE SIX MONTHS I'VE HAD ISSUES WITH IT NOT RECOGNIZING THAT I HAVE A MONTHLY PASS HAD TO GO THROUGH SEVERAL CALLS TO GET A REFUND.

TRAIN:360

CLIPPER CARD MONTHLY PASS IS AWFUL.

TRAIN:376

WI-FI WOULD BE GREAT. NOT HAVING TO TAG AT ALL WITH A MONTHLY PASS WOULD BE REALLY GREAT. FOR WHAT IT IS WORTH, I PREFER THIS TRAIN TO THE SMALLER/ NEWER TRAIN.

TRAIN:376

WANT FOLKS AT THE 800 NUMBER TO BE INFORMED OF CHANGES/ PROBLEMS - THEY ARE THE LAST TO KNOW. DITCH CLIPPER, NEED A CARD THAT I CAN PURCHASE A TICKET WITH CASH VALUE. ANYTHING IS BETTER THAN A CLIPPER CARD.

TRAIN:376

MY BIGGEST ISSUE WITH CALTRAIN HAS BEEN HOW EASY IT IS TO OVERPAY USING CLIPPER. I BOUGHT A MONTHLY PASS BUT ACCIDENTALLY TAPPED ON AND LOST MONEY; I ALSO FREQUENTLY FORGOT TO TAP OFF AFTER TAPPING ON.

TRAIN:376

THE TICKET MACHINES ARE SLOW. THE CLIPPER MACHINE SUFFERS INEXPLICABLE PAYMENT/ PROCESSING ISSUES AND I SEE CUSTOMERS ATTEMPT TRANSACTIONS MULTIPLE TIMES JUST TO CHANGE THEIR CLIPPER CARD. I'VE SEEN PEOPLE SO FRUSTRATED TRYING TO PAY THAT THEY SIMPLY GIVE UP AND STEAL THEIR RIDE. PLEASE MAKE PAYMENT PAINLESS!

TRAIN:376

PLEASE GET RID OF CLIPPER. IT IS HORRIBLE!

TRAIN:376

I ONCE GOT A CITATION FOR FORGETTING TO TAG ON AT THE BEGINNING OF THE MONTH, EVEN THOUGH I HAD A MONTHLY PASS. IT WAS A MISERABLE EXPERIENCE GETTING THAT RESOLVED. I ASK FOR LENIENCY ON THE FIRST WORK DAY OF THE MONTH PLEASE.

TRAIN:376

1) STATION TICKET MACHINES STILL DO NOT ALLOW CLIPPER CARD LOADING. 2) CALTRAIN MANAGEMENT HAS STOPPED THE CONDUCTORS FROM ISSUING CITATIONS TO PEOPLE WITHOUT TICKETS- THIS IS UNFAIR TO FARE PAYING RIDERS WHO PAY \$243 A MONTH- ESPECIALLY BAD ON GAME DAYS. YOU ARE SHORT OF FUNDS, BUT LET PEOPLE RIDE FOR FREE- FIX NOW.

TRAIN:381

I'M CONFUSED ABOUT BUYING A TICKET VS. USING CLIPPER. WHICH ONE TO CHOOSE?

TRAIN:385

Clipper System

I WISH THE PROCESS FOR LOADING A MONTHLY PASS ON A CLIPPER CARD WEREN'T SO CUMBERSOME. I'VE FORGOTTEN TO TAG OFF SOMETIMES AND END UP PAYING EXTRA FARE. WHY SHOULD I HAVE TO TAG ON AND OFF TO ACTIVATE ?

TRAIN:385

THE TICKET MACHINE DOESN'T WORK WELL.

TRAIN:438

I WANT TO HAVE FAST TRAINS DURING THE WEEKEND. MORE TRAINS. I FOUND THAT WHEN I'M IN A HURRY I WOULD FORGET TO TAP THE CLIPPER.

TRAIN:438

APPLE PAY AT TICKET MACHINE WOULD EXPEDITE LINES AND VERY CONVENIENT. ALSO ADD ABILITY TO PURCHASE TICKETS ONLINE WITH APPLE PAY

TRAIN:801

CAFE SHOULD ACCEPT CARD PAYMENT AND TICKET MACHINE SHOULD ACCEPT DEBIT CALTRAIN NEEDS WI-FI! WE'RE IN SILICON VALLEY! WEBSITE NEEDS MODERNIZATION.

TRAIN:801

Fares/Fare Policy/Ticket Validation Procedure

Fares/Fare Policy/Ticket Validation Procedure

DON'T YOU GUYS GET STATE FUNDING? IF SO, WHY ARE YOU RAISING THE PRICE OF THE TICKET SO PEOPLE CANT AFFORD THEM?

TRAIN:101

A DAY PASS FROM PALO ALTO TO SF IS VERY GOOD PRICE, I WAS EXPECTING TO PAY MUCH MORE- A GREAT WAY TO GO TO SF FOR THE DAY!

TRAIN:143

WE SHOULD HAVE MORE TRAINS, WAIT LESS TIME. WE SHOULD BE ABLE TO BUY TICKET ON BOARD, INSTEAD OF MISSING A TRAIN BY BECAUSE BUYING TICKET. SOMETIMES THEN WE WAIT ANOTHER HOUR FOR NEXT TRAIN.

TRAIN:151

WOULD BE GREAT IF YOU COULD BUY A TICKET ON THE TRAIN.

TRAIN:151

I LOVE YOU, BUT MAKE IT CHEAPER

TRAIN:192

PLEASE, FOR THE LOVE OF GOD, MAKE IT CHEAPER

TRAIN:192

EXPENSIVE FOR DAILY COMMUTING

TRAIN:192

WOULD BE GREAT IF DISCOUNT TICKETS WERE OFFERED TO STUDENTS OR CLIPPER CARD CUSTOMERS WHO DON'T USE THE TRAIN ENOUGH TO JUSTIFY A MONTHLY PASS.

TRAIN:192

CHARGE POINTS SHOULD BE PROVIDED. STUDENT DISCOUNT OPTION SHOULD BE CONSIDERED.

TRAIN:195

THE FARE AND PARKING LOT FEE ARE TOO HIGH. I AM PAYING FROM \$5.00/MONTH TO NOW \$55.00/ MONTH FOR PARKING AND MY WAGES HAVE NOT GONE UP IN THAT RATIO. RECURBING AND MAINTENANCE COST OF PARKING LOT DO NOT GO UP SO FAST AND SO MUCH.

TRAIN:207

PRICE POINT TOO HIGH

TRAIN:207

TRAINS ARE STARTING TO FILL UP. WE ALL NEED TO STEP UP TO SUPPORT THIS RESOURCE. TICKET PRICES ARE UNSUSTAINABLE -- WE NEED TO JOIN THE CIVILIZED WORLD AND FULLY SUPPORT OUR PUBLIC TRANSIT SYSTEM WITH DEDICATED FUNDS.

TRAIN:207

Fares/Fare Policy/Ticket Validation Procedure

ANNOUNCEMENTS ON TRAIN ARE OFTEN DIFFICULT TO HEAR OVER THE A/C / HEATER. -- SOME TRAINS ARE COMPLETELY PACKED. TOO MANY MECHANICAL PROBLEMS COMPARING TO BART. FOR THE FARE PRICES, IT WOULD BE NICE TO SEE MORE TRAINS AND/OR LESS MECHANICAL PROBLEMS.

TRAIN:207

PLEASE RETHINK FARE INCREASES. ONCE THE INCREASE IS IMPLEMENTED, I WILL SWITCH TO BART, AS IT IS CHEAPER.

TRAIN:207

WITH THE YEAR, ALMOST HALF OVER AND PARKING TO BE CHARGED EFFECTIVE JULY 1, I AM LOOKING TOWARD ALTERNATIVE METHODS TO REDUCE MY COST. I AM LOOKING INTO MOVING CLOSER TO HOME AND THEREFORE NOT PURCHASING THE MONTHLY PASS. I CURRENTLY PAY "190 MONTHLY PLUS" 79 MUNI AND IF I CONTINUE TO PARK THAT'S ADDITIONAL COST. THAT DOESN'T FACTOR IN THE GAS TO DRIVE TO THE STATION.

TRAIN:207

PROPOSED RATE INCREASES ARE TOO HIGH. SHOULD BE HALF THE PROPOSED RATE. CHARGE THE GIANTS, 49ERS, AND OTHER SPECIAL EVENT VENUES THAT GET EXTRA TRAINS A FEE. THEY'RE MAKING A LOT MORE PROFIT THAN ANY COLA I MIGHT GET

TRAIN:207

MONTHLY PASS RATE INCREASES ARE ANNOUNCED FREQUENTLY. THOUGH CLEARLY EXPLAINED, FARE INCREASES AREN'T COMING WITH EITHER SERVICE OR CLEANLINESS INCREASES. INCREASE IN BIKE CARS AND OTHER (LONGER) CARS ON THE RUSH HOUR TRAINS HAS BEEN GREAT.

TRAIN:217

TWO ISSUES: THE COST IS VERY HIGH TO RIDE THE TRAIN AS A COMMUTER. WHILE I CAN AFFORD IT, I AM SURELY AMONG THE FEW. ADDITIONALLY, MORE EXPRESS TRAINS TO OTHER STATIONS AND OVERNIGHT TRAINS ARE NEEDED.

TRAIN:217

GONE FROM GREAT/FAIR PRICED TO ALWAYS LATE AND VERY OVER PRICED! I HAVE BEEN USING THE TRAIN FOR 25 PLUS YEARS (ZONE 3 TO ZONE 1). THANKS.

TRAIN:217

PLEASE DO NOT RAISE THE PRICES. THE NEWER TRAIN'S LAYOUT WORKS BETTER.

TRAIN:217

YOU ADDED A CAR AND HAVE A NEW TRAIN WHICH GIVES MORE ROOM, BUT I STILL HAVE TO STAND BECAUSE YOU HAVE NO SEATS. DO NOT RELOCATE HILLSDALE STATION. DO NOT RAISE FARES.

TRAIN:217

NEW PROPOSED FARE IS NOT WELCOMING.

TRAIN:217

Fares/Fare Policy/Ticket Validation Procedure

GREAT, RELIABLE FORM OF TRANSPORTATION, BUT NOT INEXPENSIVE. YOU NEED TO MAKE STATION NAMES MORE OBVIOUS AND HAVE A WAY TO SEE TRAIN NUMBERS ON THE TRAIN. THE ZONE BASED PRICING IS NOT INTUITIVE. ZONE 1 IS A,B,C,D,E AND ZONE 2 IS XYZ. IS PRICING THE SAME TO GO FROM A TO P AS IT IS TO GO FROM E TO X?

TRAIN:217

PLEASE DON'T DISCONTINUE THE 8-RIDE PASS. I COMMUTE THREE TO FOUR DAYS BY CALTRAIN AND DRIVE WHEN I HAVE TO DO THE DAYCARE RUNS. ON THE DAYS I DRIVE, I PAY FOR PARKING. THE 8-RIDE PASS GIVES ME THE FLEXIBILITY TO COMMUTE WITH MY CLIPPER CARD AND SAVES ME MONEY. PLEASE KEEP IT. ABILITY TO LOAD CLIPPER CARD AT REDWOOD CITY STATION WOULD BE GREAT!

TRAIN:217

TRAINS SHOULD BE CLEAN. FARE TOO HIGH.

TRAIN:217

THINGS THAT COULD IMPROVE CALTRAIN ARE STUDENT DISCOUNTED RATES AND WI-FI.

TRAIN:217

MY ONLY NEGATIVE FEEDBACK IS THAT THE MONTHLY PASS PRICE IS TOO HIGH AT \$190/MONTH FOR ME.

TRAIN:222

YOU SHOULD ALLOW FOLKS TO PAY FOR TICKETS IN CASH ON THE TRAIN VS FINE THEM. CHICAGO METRO DOES THIS SUCCESSFULLY. CHARGE 3-5X TICKET PRICE TO DISCOURAGE THIS BEHAVIOR THOUGH!

TRAIN:222

THE NEW RATE HIKE PROPOSAL IS RIDICULOUS! TRAINS ARE DIRTY, HAVE POOR ON-TIME PERFORMANCE, AND ARE OVERCROWDED. IF A RAISE IN PARKING FEE ALSO GOES INTO EFFECT, IT'S CHEAPER AND MORE CONVENIENT FOR ME TO DRIVE.

TRAIN:225

FARE COULD BE LOWER ESPECIALLY WHEN COMMUTING THROUGH THREE ZONES.

TRAIN:232

DELAYS DUE TO MECHANICAL FAILURE OR ACCIDENTS HAPPEN WAY TO OFTEN. TICKETS TOO EXPENSIVE, IT COSTS ME LESS TO TAKE A CAR.

TRAIN:233

IT WOULD BE NICE TO HAVE A CLIPPER CARD LOADING MACHINE AT MORE STOPS. TICKET PRICES GETTING EXPENSIVE FOR EVERYDAY PEOPLE. A LITTLE MORE MONTHLY DISCOUNT WOULD BE NICE.

TRAIN:254

DO NOT RAISE TICKET PRICE WITH RIDERSHIP ATTENDANCE INCREASE!

TRAIN:257

ADD CLIPPER READER ON TRAINS.

TRAIN:257

Fares/Fare Policy/Ticket Validation Procedure

I'VE HEARD THE FEES MAY GO UP AGAIN. THEY ARE ALREADY COST PROHIBITIVE. IF THEY GO UP ANYMORE, CALTRAIN WILL NOT BE MY TRANSPORTATION OF CHOICE. I WILL HAVE TO CHOOSE ANOTHER METHOD AND STOP BUYING A MONTHLY PASS FOR CALTRAIN.

TRAIN:262

DON'T RAISE THE FARES.

TRAIN:262

CLIPPER TERMINAL; NEED MORE - OFTEN HARD TO ACCESS WITH BIKE (BEHIND ACCESS RAMPS) -- OFTEN OUT OF TIME. LOOKING FORWARD TO NEW PAYMENT METHODS (PHONE) THANKS, KEEP UP THE GOOD WORK.

TRAIN:267

I DON'T SEE AN IMPROVEMENT IN SERVICE AFTER PRICE INCREASES- NO MORE INCREASES! CLIPPER CARD NEEDS TO LOAD FUNDS SAME DAY.

TRAIN:267

NO FEE HIKES!

TRAIN:268

NEED CLARIFICATION ON DIFFERENCES BETWEEN DIFFERENT HV PASSES (8-RIDE VS. MONTHLY).

TRAIN:268

MY EXPERIENCE HAS BEEN VERY GOOD FOR THE LAST COUPLE OF YEARS. PRIOR TO THAT, I HAD SOME ISSUES: 1) I HAD AN INJURY AND COULD NOT TAKE THE TRAIN. I GOT STUCK WITH FIVE UNUSED RIDES ON MY 8-RIDE TICKET, WHICH EXPIRED. 2) [NAME REMOVED] GAVE ME A TICKET. I CHALLENGED IT AND WON. HE WAS A JERK BEFORE AND AFTER. GOOD RIDDANCE!

TRAIN:268

I'M OVERALL HAPPY WITH THE SERVICE, ALTHOUGH THE BIGGEST COMPLAINT IS THE POSTED FARE INCREASE- THE PERCENT JUMP IS OUTRAGEOUS. GET A DEDICATED FUNDING SOURCE ALREADY! I'LL HELP CAMPAIGN.

TRAIN:268

CALTRAIN IS STILL SLOW , CROWDED AND TOO EXPENSIVE.

TRAIN:268

VERY CLEAN AND NICE. ITS SO EXPENSIVE THOUGH AND DEFINITELY PREVENTS OTHER TYPES OF PEOPLE FROM RIDING. PUBLIC TRANSPORTATION SHOULD NOT COST THIS MUCH!

TRAIN:273

PLEASE DON'T TAKE AWAY 8-RIDES. ALTERNATIVELY, ADD MORE DISCOUNTS FOR MONTHLY USERS. WOULD LIKE THREE BIKE CARS ON ALL TRAINS.

TRAIN:277

VERY FRUSTRATING AT THE LACK OF VARIETY IN BULLET TRAIN ROUTES. TOO FEW STOPS ARE SUPPORTED. NEED TO OFFER MORE TRAINS. PRICE IS ABSURDLY HIGH, PAYING NEAR \$300/MONTH FOR PUBLIC TRANSPORT IS OBSCENE.

TRAIN:277

Fares/Fare Policy/Ticket Validation Procedure

MONTHLY PASS NEEDS TO BE CHEAPER.

TRAIN:282

IMPROVEMENT I WOULD LIKE: LESS EXPENSIVE AND MORE FREQUENT TRAINS. THANKS!

TRAIN:282

I LIKE TAKING CALTRAIN, BUT IT'S CHEAPER TO TAKE BART. PLEASE LOWER TICKET PRICE AND I WOULD TAKE CALTRAIN EVERYDAY.

TRAIN:282

PLEASE CONSIDER A STUDENT DISCOUNT

TRAIN:282

I'M SATISFIED BUT I WOULD LIKE TO PAY MY FARE ON THE TRAIN.

TRAIN:288

NEED MORE TRAIN TIMES AND CARS VERY CROWDED-- NO INCREASE RATES!

TRAIN:313

NO FARE HIKES, PLEASE.

TRAIN:324

I WISH THE ELECTRONIC MESSAGE BOARDS PROVIDED MORE INFO ABOUT SYSTEM DELAYS. COST: STOP INCREASING FARES, WE DON'T ALL WORK FOR GOOGLE.

TRAIN:324

DO NOT INCREASE FARES. THEY ARE ALREADY UNAFFORDABLE. GIVE A BETTER DISCOUNT TO MONTHLY PASS USERS.

TRAIN:329

THE TRANSIT SYSTEM IS A POORLY MANAGED JOKE. FARES KEEP INCREASING TRAINS GET MORE AND MORE CROWDED. SIMPLE PROJECTS LIKE ADDING NEW FLOORING AT 4TH AND KING TURN INTO NIGHTMARISH INCONVENIENCE, POORLY MANAGED CLUSTER FUCKS. TRAINS ARE CONSISTENTLY LATE. NO WI-FI ON TRAINS? IS THIS NOT 2017? ARE WE NOT IN SILICON VALLEY? SERIOUSLY, THE ONLY POSITIVE ABOUT CALTRAIN IS THAT IT IS BETTER THAN NOTHING.

TRAIN:329

I AM NERVOUS ABOUT THE PRICE INCREASE THAT CALTRAIN IS PROPOSING, IT MIGHT CAUSE ME TO FIND A DIFFERENT JOB. ESPECIALLY SINCE THE TRAINS I TAKE AREN'T MODERN AND ARE USUALLY VERY CROWDED.

TRAIN:329

DO NOT INCREASE FARES WITHOUT FIXING PROBLEMS. WE DO HAVE ALTERNATIVES WITH BART IN SOUTH BAY.

TRAIN:329

THE PRICE OF THE TICKET IS TOO HIGH. A LOT OF COMMUTERS ARE NOT SPONSORED BY THEIR COMPANIES. THE TRAINS ON SOME DAYS ARE RIDICULOUSLY PACKED.

TRAIN:330

Fares/Fare Policy/Ticket Validation Procedure

LOVE CALTRAIN FOR THE MOST PART. DON'T AGREE W/PRICE INCREASE. TAXPAYERS SHOULDN'T BE HELD ACCOUNTABLE. IT'S WRONG TO DO IT.

TRAIN:360

SINCE I USUALLY USE AN 8-RIDE PASS, IF THE 8-RIDE PASS IS DISCOUNTED AND REGULAR FARES ALSO GO UP, EFFECTIVELY THAT MEANS I WILL HAVE A DOUBLE FARE INCREASE.

TRAIN:360

PLEASE PRESSURE CLIPPER CARD TO COME UP WITH A BETTER SYSTEM FOR ADDING MONEY/FARES TO THE PASS. ENFORCE YOUR POLICIES ON BIKE CARS. ALSO, IF A BIKE CAR IS FULL, ALLOW PEOPLE TO MOVE TO ANOTHER CAR, BUT DON'T LET NON-CYCLISTS SIT IN THE BIKE CAR. DON'T JOKE DURING YOUR SAFETY SPEECH- REAL LIFE IS GOING TO SUCK WHEN SOMETHING HAPPENS.

TRAIN:360

NOT HAPPY ABOUT INCREASE IN FARE AND PARKING. CALTRAIN WAS JUST FUNDED A \$650 MILLION FEDERAL GRANT.

TRAIN:360

CALTRAIN IS TOO EXPENSIVE! NEED A CHEAPER ANNUAL/MONTHLY PASS.

TRAIN:376

TRAIN TICKET WAS TOO EXPENSIVE. IT'S CHEAPER TO DRIVE. THE OLD CARS ARE VERY UNCOMFORTABLE.

TRAIN:376

THE PROPOSED REMOVAL OF THE 8-RIDE TICKETS AFFECTS ME SIGNIFICANTLY. PLEASE KEEP THOSE OR MAKE THE MONTHLY PASS BASED ON DAYS (30, 31) INSTEAD OF CALENDAR MONTH. PLEASE ALSO CREATE A MOBILE FRIENDLY WEBSITE.

TRAIN:376

1) STATION TICKET MACHINES STILL DO NOT ALLOW CLIPPER CARD LOADING. 2) CALTRAIN MANAGEMENT HAS STOPPED THE CONDUCTORS FROM ISSUING CITATIONS TO PEOPLE WITHOUT TICKETS- THIS IS UNFAIR TO FARE PAYING RIDERS WHO PAY \$243 A MONTH- ESPECIALLY BAD ON GAME DAYS. YOU ARE SHORT OF FUNDS, BUT LET PEOPLE RIDE FOR FREE- FIX NOW.

TRAIN:381

BE LESS EXPENSIVE

TRAIN:385

THE TICKETING SYSTEM HAS A HORRENDOUS USER EXPERIENCE. THE TRAINS ARE WAY TOO HOT. IT'S TRULY BIZARRE THAT CALTRAIN CHECKS TICKETS ON THE TRAIN, RATHER THAN BEFORE BOARDING. SOME OF US WOULD LIKE TO NAP ON THE TRAIN. BESIDES, YOU WILL COLLECT MORE MONEY THAT WAY. NO?

TRAIN:385

CLIPPER REFILL MACHINES ARE LIMITED. BUYING A PASS IS A MESS. I BUY NINE 8 RIDES, BUT CAN'T GET A PAPER PASS.

TRAIN:385

Fares/Fare Policy/Ticket Validation Procedure

CALTRAIN IS TOO SLOW AND EXPENSIVE.

TRAIN:385

I LIKE CALTRAIN A LOT. IT WOULD BE MORE HELPFUL TO HAVE MORE PLACES TO BUY CLIPPER CARDS AND MORE PLACES TO ADD THE MONEY TO THEM. THANK YOU!

TRAIN:421

I WOULD LIKE TO KNOW WHERE I CAN PURCHASE A MONTHLY PASS.

TRAIN:421

WISH THE APP WERE EASIER I WOULD SEND NOTIFICATIONS - WISH I COULD BUY A TICKET ON BOARD -----SOMEHOW ! WHEN IM IN A HURRY TO MAKE IT----- TIME THE AIRPORT /BUS/SANTA CLARA TRAIN BETTER.!

TRAIN:424

FIRST OF ALL, THANK YOU FOR LETTING ME DRINK ON THE TRAIN. I'M SURE YOU GET A BIT OF FLACK FOR THAT. AT LEAST, I DON'T HAVE TO HIDE IT. ALSO, I WISH THE TRAIN WAS CHEAPER BECAUSE IT'S REALLY A FINANCIAL STRAIN ON MY GIRLFRIEND.

TRAIN:432

I THINK RAISING THE PRICES TO FUND THE TRAIN IS GREAT! IT WILL STILL BE VERY AFFORDABLE.

TRAIN:433

CALTRAIN IS MOSTLY GREAT BUT IT RUNS INFREQUENTLY WHICH MAKES FOR LONG COMMUTE TIME IF IT DOESN'T COME AT THE EXACT RIGHT TIME. IT WOULD BE NICE IF WE COULD BUY TICKETS ON THE TRAIN TOO.

TRAIN:438

SOMETIMES TRAINS LEAVE A STATION THREE TO FIVE MINUTES EARLIER THAN SCHEDULED. THE SCHEDULE BOARDS IN STATION SHOWS THAT A TRAIN IS ON TIME EVEN IF IT'S NOT. THE PRICING SHOULD BE DIFFERENT; GOING TO MILLBRAE OR REDWOOD CITY HAS THE SAME PRICE- THAT'S UNFAIR.

TRAIN:438

OVERALL GREAT EXPERIENCE. CONDUCTORS COULD BE A LITTLE FRIENDLIER AND THE PRICE IS A BIT COSTLY. I ONLY TRAVEL ONE ZONE AND IT IS A BIG PART OF MY BUDGET. MY WORK DOES NOT COMPENSATE ME FOR TAKING CALTRAIN.

TRAIN:438

LOWER PRICES, OUTLETS ON THE TRAINS!

TRAIN:441

DISCOUNTS FOR COLLEGE STUDENTS?

TRAIN:801

WAY TOO EXPENSIVE

TRAIN:804

Ticket/Clipper Machines

Ticket/Clipper Machines

PLEASE MAINTAIN THE CLIPPER MACHINES AT DIRIDON. THEY ARE OFTEN OUT OF ORDER.

TRAIN:101

BUYING TICKETS WAS A BIT UNCLEAR. I BOUGHT A WRONG TICKET. GOING FROM SJ TO SF, THINKING OF GOING THROUGH FOUR ZONES WHICH WAS WRONG.! I SHOULD PRESS 1 INSTEAD OF 4. SELECTING AN END STATION WOULD BE MORE CLEAR.

TRAIN:142

CLIPPER TICKET MACHINES AT STATIONS ARE TOO SLOW. NOT ENOUGH CLIPPER MACHINES AT STATIONS (ONLY ONE FUNCTIONING MACHINE AT 4TH AND KING; THE OTHER ONE HAS BEEN OUT OF SERVICE FOR OVER A MONTH). NEED IMPROVED SYSTEM FOR MONTHLY (BOTH FOR CALTRAIN AND PARKING) PASS- PASS SHOULD LAST FOR 30 DAYS, NO MATTER WHAT DATE YOU BOUGHT THE PASS. ADDING MONEY OR PASS TO CARD SHOULD NOT TAKE MORE THAN AN HOUR TO APPLY. CALTRAIN MACHINE FOR BUYING MONTHLY PARKING PASS SHOULD ACCEPT TRANSIT BENEFIT DEBIT CARD.

TRAIN:143

1) THE MATRIX BOARDS WITH SCROLLING MESSAGES ARE USED POORLY. THE DATE IS NOT USEFUL. I JUST WANT TO SEE THE NEXT TWO OR THREE TRAINS, THEIR EXPECTED ARRIVAL TIMES AND WHETHER THEY'RE LOCAL OR EXPRESS. 2) CLIPPER SUCKS BALLS. THE SCANNERS SHOULD BE PLACED AT PLATFORM ENTRY AND EXIT, NOT WILLY-NILLY (OR BETTER AT THE DOORS ON THE TRAINS, LIKE IN ON A BUS).3) ELECTRIFY AND GET WI-FI ALREADY. THIS IS SILICON VALLEY.

TRAIN:150

OVERALL-GOOD SERVICE. SOMETIMES PASSENGERS GET TOO NOISY AND ARE NOT CONTROLLED. FOR FUTURE, A BETTER CLIPPER CARD THAT LET YOU KNOW IF YOU HAVE TAGGED ON OR NOT. THE TAG MACHINES DON'T TELL YOU EASILY.

TRAIN:150

TICKET MACHINES DON'T ALWAYS WORK CAUSING DELAYS IN BOARDING. I FEEL THAT THE PAYING CUSTOMERS ARE JUST HELPING FUND THE FARE EVADERS.

TRAIN:192

DELAYS ARE TOO LONG WHEN THINGS GO WRONG LIKE SOMEONE OR A CAR GETTING SMACKED. NEED TO HAVE MACHINES AT EACH STATION. CLIPPER ADD VALUE

TRAIN:192

CALTRAIN DEFINITELY NEEDS TO UPDATE THE ARCHAIC TICKET MACHINES. THEY ARE REALLY SLOW AND SOMETIMES VOID WHEN YOU'RE TRYING TO BOOK A PARKING TICKET.

TRAIN:192

NEED MORE CLIPPER CARD MACHINES. NEED MORE SHADED LOCATIONS ON NB MOUNTAIN VIEW PLATFORM. IT CAN GET VERY UNCOMFORTABLE THERE IN THE SUMMER.

TRAIN:216

Ticket/Clipper Machines

MORE CLIPPER STATIONS AT TRAIN STATIONS SO THAT I CAN REFILL MY CARD EASIER.

TRAIN:216

4TH AND KING BATHROOMS ARE TERRIBLE. RELOAD CLIPPER MACHINES OFTEN DON'T WORK OR PRINT RECEIPTS. NEED MORE MACHINES.

TRAIN:217

PLEASE DON'T DISCONTINUE THE 8-RIDE PASS. I COMMUTE THREE TO FOUR DAYS BY CALTRAIN AND DRIVE WHEN I HAVE TO DO THE DAYCARE RUNS. ON THE DAYS I DRIVE, I PAY FOR PARKING. THE 8-RIDE PASS GIVES ME THE FLEXIBILITY TO COMMUTE WITH MY CLIPPER CARD AND SAVES ME MONEY. PLEASE KEEP IT. ABILITY TO LOAD CLIPPER CARD AT REDWOOD CITY STATION WOULD BE GREAT!

TRAIN:217

PLEASE IMPROVE SOUTH SF STATION. IT DOES NOT FEEL SAFE WITH NO SIGNS. PLEASE ADD MORE MACHINES TO FILL OUR CLIPPER CARDS - HELPS SAVE TIME.

TRAIN:217

PLEASE UPGRADE THE DIAL UP CLIPPER CARD MACHINES IN SF STATION

TRAIN:222

THE CLIPPER CARD MACHINES OFTEN BREAK/MALFUNCTION. I WISH THERE WAS A CONSISTENT IN-PERSON TICKET WINDOW IN SF WITH A REAL PERSON. THE STATIONS DON'T FEEL SUPER SAFE OR CLEAN AND DON'T HAVE GOOD WAITING AREA FOR COLD DAYS. TRAIN ITSELF IS USUALLY ON TIME W/OUT DELAYS, BUT IS OFTEN NOT CLEAN OR SMELLS TERRIBLE.

TRAIN:222

ADD WI-FI AND THREE BIKE CARS TO ALL TRAINS. ADD CLIPPER CARD PAY STATIONS AT ALL STATIONS (NOT JUST CALTRAIN TICKET STATIONS).

TRAIN:225

CLIPPER CARD KIOSKS ARE UNRELIABLE. MALFUNCTIONING CLIPPER KIOSKS, E.G. AT SAN CARLOS ARE NOT REPAIRED IN A TIMELY MANNER. CONDUCTORS ARE AWARE OF THIS PROBLEM BUT HAVE BECOME MORE AGGRESSIVE IN DEALING WITH PASSENGERS WHO HAVE OFTEN BEEN UNABLE TO TAG ON DUE TO MACHINE MALFUNCTIONS. EASE OF USE OF TICKET MACHINES- SUN GLARE MAKES IF DIFFICULT TO READ SCREENS.

TRAIN:225

1. SUNNYVALE STATION NEEDS MORE CLIPPER SCANNERS 2. CAN'T WAIT FOR ELECTRIFICATION!

TRAIN:225

NOT ENOUGH TAG IN /OFF MACHINES AT STATIONS.

TRAIN:232

PLEASE NO MORE DELAY! TO IMPROVE ADD SOME CLIPPER CARD MACHINES IN EVERY STATION.

TRAIN:232

Ticket/Clipper Machines

PLEASE IMPROVE HOW MONTHLY PASSES ARE PURCHASED AT THE CLIPPER MACHINE. IT TAKES A LONG TIME TO PURCHASE AND I NEED THE PAPER RECEIPT; I CAN'T DO AUTOLOAD. PLEASE MAKE MORE CLIPPER MACHINES OR A HUMAN WHO CAN LOAD MONTHLY PASSES AT 4TH ST STATION. THERE IS ONLY ONE WORKING MACHINE AT 4TH ST!

TRAIN:232

THERE'S LOT OF CARD ERRORS. THERE'S SOMETIMES WRONG INFO ON BOARD. THERE IS NO SENSE OF SECURITY.

TRAIN:232

IT WOULD BE NICE TO HAVE A CLIPPER CARD LOADING MACHINE AT MORE STOPS. TICKET PRICES GETTING EXPENSIVE FOR EVERYDAY PEOPLE. A LITTLE MORE MONTHLY DISCOUNT WOULD BE NICE.

TRAIN:254

MORE CLIPPER ADD VALUE MACHINES AT STATIONS WOULD BE APPRECIATED

TRAIN:257

WHILE I UNDERSTAND THAT CLIPPER IS A SEPARATE ENTITY, GETTING THE MONTHLY CALTRAIN PASS IS FRUSTRATING. THE MACHINES ARE SLOW AND ONE IS ALWAYS BROKEN AT 4TH AND KING

TRAIN:262

CLIPPER TERMINAL; NEED MORE - OFTEN HARD TO ACCESS WITH BIKE (BEHIND ACCESS RAMPS) -- OFTEN OUT OF TIME. LOOKING FORWARD TO NEW PAYMENT METHODS (PHONE) THANKS, KEEP UP THE GOOD WORK.

TRAIN:267

CLIPPER MACHINES ARE VERY SLOW, VISA CREDIT CARD DOES NOT WORK

TRAIN:267

MY BIG COMPLAINT IS THE TINY AMOUNT OF AND POOR PLACEMENT OF MACHINES TO TAG ON/OFF AT THE PLATFORM. WHY AT THE LEAST, ARE THERE NOT MACHINES AT THE VERY ENDS OF THE PLATFORMS AND ENTRANCE/EXITS? ALSO, MORE TRAINS WOULD BE MUCH APPRECIATED.

TRAIN:268

I AM NOT HAPPY WITH THE EASE OF USING TICKET VENDING MACHINE BECAUSE IT IS ALWAYS UNCLEAR ABOUT THE ZONE; I ENDED UP BUYING INCORRECT ZONE TICKETS TWICE. HAPPY ABOUT THE STAFF ON CALTRAIN. THANK YOU.

TRAIN:268

ROLLING STOCK OR RAILS DESPERATELY NEED UPGRADING. WHILE WRITING THIS I AM STRUGGLING TO KEEP PENCIL ON PAPER, THE CAR IS THROWING AROUND SO MUCH.- CLIPPER READERS NEED TO BE AT PLATFORM ENTRY/EXIT, NOT HALF WAY UP PLATFORM (SEE HAYWARD PARK)- SMALLER MORE FREQUENT TRAINS PLACE!- MORE BOMBARDIER AT PEAK TIMES!

TRAIN:273

THERE NEED TO BE MORE CLIPPER LOADING MACHINES AT 4TH ST IN SF. THERE ARE ONLY TWO AND ONE IS ALWAYS OUT OF ORDER.

TRAIN:273

Ticket/Clipper Machines

THE ADD VALUE MACHINES ARE ALWAYS BROKEN ON SAN FRANCISCO STATION. IT WOULD BE NICE TO HAVE MORE CLIPPER ADD VALUE MACHINES IN OTHER STATIONS.

TRAIN:277

RESTROOMS ON BIKE CAR ARE TERRIBLY DESIGNED AND UNBEARABLE. UNAVAILABILITY OF CLIPPER STATIONS TO ADD MONEY IS VERY INCONVENIENT.

TRAIN:277

I MISSED MY TRAIN BECAUSE THE LINE FOR THE CLIPPER MACHINE WAS SO LONG, AND THEN IT DIDN'T WORK ANYWAY.

TRAIN:288

HAVE CALTRAIN KIOSKS ACCEPT DEBIT CARDS!

TRAIN:288

I FIND IT INCONVENIENT THAT YOU CAN'T LOAD CLIPPER CARD VALUE (AND THEREFORE CAN'T BUY A MONTHLY PASS) FROM REGULAR MACHINES. HAD TO GO TO 4TH/KING ST. STATION

TRAIN:324

RIDICULOUS THAT THERE ARE HARDLY ANY WORKING CLIPPER MACHINES AT THE STATIONS. THERE HAVE BEEN TIMES THAT THERE WERE NO WORKING MACHINES AT SF STATION AND THE PALO ALTO STATION. PLEASE ADD MORE MACHINES!

TRAIN:324

PLEASE FIX THE MACHINE AT CLIPPER ON 4TH AND KING AND SJD. THEY TAKE FOREVER. THE ONES AT SJD DON'T WORK. PLEASE FIX.

TRAIN:324

CLIPPER MACHINES AT 4TH KING STATION ARE UNBELIEVABLY BAD. HALF THE TIME THEY DON'T WORK. BIGGEST OBSTACLE OF ENTIRE CALTRAIN SERVICE.

TRAIN:324

PLEASE REPLACE THE CLIPPER CARD MACHINES AT 4TH AND KING. IT TAKES FOREVER AND IS USING VERY OLD TECHNOLOGY - SURELY THIS CAN BE UPGRADED.

TRAIN:324

TICKET MACHINES WON'T WORK FOR MONTHLY PASS PURCHASES. INCONVENIENT!

TRAIN:329

MORE CLIPPER ADD VALUE MACHINES IN EACH STATION.

TRAIN:329

IT WOULD BE NICE TO HAVE A TICKET MACHINE AT THE SF STATION AND OTHER PASSES. THIS ISN'T URGENT, BUT IT WOULD BE NICE IF YOU COULD BUY MORE THAN ONE THING AT TICKET MACHINE PER TRANSACTION. FOR EXAMPLE, IF YOU COULD BUY YOUR DAY PASS ON TICKET PAY FOR PARKING IN SAME TRANSACTION.

TRAIN:329

Ticket/Clipper Machines

TICKETING MACHINES NEED UPDATE. IT'S 2017 IN SILICON VALLEY. I'VE ALSO ALMOST PASSED OUT A FEW TIMES DUE TO LACK OF PROPER AC.

TRAIN:376

MOUNTAIN VIEW PARKING SERVICE IS ALWAYS FULL! WHERE IS THE CLIPPER CARD MACHINE IN SUNNYVALE STATION? BULLET TRAINS BEING UNRELIABLE DURING MORNING!

TRAIN:376

PLEASE MAKE SURE "REAL TIME DEPARTURES" IS ACCURATE- ONCE I JUST MISSED THE TRAIN AND HAD TO WAIT AN HOUR! PLEASE DO SOMETHING ABOUT THE CONTRAST ON CLIPPER TAG MACHINES- UNREADABLE IN BRIGHT DIRECT SUN; IF A CERTAIN TRAIN CAN HAS MUTED/BROKEN SPEAKERS, PLEASE HAVE A LIVE PERSON COME DO ANNOUNCEMENTS/STATION CALLS.

TRAIN:381

THERE NEED TO BE MORE CLIPPER CARD REFILL STATIONS

TRAIN:381

ADD VALUE MACHINES AT DIRIDON AND PALO ALTO WERE NOT WORKING AT THE START OF THIS MONTH (JUNE). WAS FORCED TO SPEND EXTRA MONEY TAGGING ON FOR ONE-WAY RIDES WILE WAITING FOR ONLINE PASS TO LOAD

TRAIN:381

THE CLIPPER MACHINE IS RIDICULOUSLY SLOW. ONE MACHINE HAS BEEN BROKEN AT SF STATION FOR MONTHS. THE TUNNELS AT THE PALO ALTO STATION SMELL LIKE URINE ON A REGULAR BASIS. THE QUEUE MANAGEMENT WAS HANDLED VERY POORLY WHEN THE SF STATION FLOOR WAS REFURBISHED.

TRAIN:381

NEED MACHINES THAT USE CLIPPER CARDS AT ALL STATIONS.

TRAIN:385

CALTRAIN ALLOWS BIKERS TO RIDE ON THE PLATFORMS AND BE DISRUPTIVE ON THE TRAINS. THEY WAIT UNTIL THE LAST MINUTE TO GET UP FOR THEIR STOPS, THEN SHOVE THEIR WAY THROUGH PEOPLE WHO ARE STANDING AND WAITING FOR THEIR STOPS. ALSO, MACHINES AT ALL STOPS SHOULD ALLOW PURCHASE OF MONTHLY PASSES.

TRAIN:432

CLIPPER CARD RELOADING AT SUNNYVALE STATION.

TRAIN:432

PLEASE ADD CLIPPER MACHINES TO ADD MONEY

TRAIN:433

CLIPPER CARD REFILLS AT MOUNTAIN VIEW STATION WOULD BE GREAT!

TRAIN:438

MAKE TICKET MACHINES TAKE DEBIT CARDS. DON'T WANT TO CARRY DOLLAR COINS IF I CAN HELP IT.

TRAIN:438

Ticket/Clipper Machines

THE TICKET MACHINE WOULD NOT ACCEPT ANY OF OUR UK CREDIT OR DEBIT CARDS WHICH WE HAVE USED SATISFACTORILY ELSEWHERE IN SAN JOSE AREA.

TRAIN:801

OPERATIONS

Crowding/Seat Availability

Crowding/Seat Availability

MY USUAL AFTERNOON TRAIN THAT LEAVES CAL AVE AT 1630 IS VERY CROWDED.

TRAIN:142

DELAYS/PACKED TRAINS ARE BIGGEST ISSUE. IN NYC, WHEN THIS HAPPENS, ITS FINE B/C OF MULTIPLE TRACKS FOR TRAINS TO TRAVEL ON PASSING TRACKS. THAT COULD BE A GOOD IDEA. YOU SHOULD LOOK INTO IT.

TRAIN:150

WE SHOULD HAVE MORE TRAINS, WAIT LESS TIME. WE SHOULD BE ABLE TO BUY TICKET ON BOARD, INSTEAD OF MISSING A TRAIN BY BECAUSE BUYING TICKET. SOMETIMES THEN WE WAIT ANOTHER HOUR FOR NEXT TRAIN.

TRAIN:151

THERE NEEDS TO BE MORE TRAINS OR AT LEAST ENOUGH SO THAT NOT SO MANY PEOPLE WHO GET ON MIDWAY HAVE TO STAND ALL THE TIME. TRAIN UPDATES NEED TO BE MORE FREQUENT AND ACCURATE, EITHER ON TWITTER OR ANOTHER ONLINE PLATFORM.

TRAIN:192

NEED MORE TRAIN CARS -> RUSH HOUR -- NO SEATS

TRAIN:207

TRAINS ARE STARTING TO FILL UP. WE ALL NEED TO STEP UP TO SUPPORT THIS RESOURCE. TICKET PRICES ARE UNSUSTAINABLE -- WE NEED TO JOIN THE CIVILIZED WORLD AND FULLY SUPPORT OUR PUBLIC TRANSIT SYSTEM WITH DEDICATED FUNDS.

TRAIN:207

IT IS EXTREMELY FRUSTRATING TO GET DOWNTOWN SF. NO SEATS IN MORNING OF CALTRAIN OR BART. AT SF MUNI CAN TAKE THIRTY MINUTES TO GET FROM CALTRAIN TO EMBARCADERO. MOST PEOPLE WORK DOWNTOWN FIDI.

TRAIN:207

MANY TRAINS ARE TOO CROWDED. 50% OF THE TIME I DON'T GET A SEAT.

TRAIN:217

COMMUTING EVERYDAY. IT SUCKS THAT YOU MAY NOT ACTUALLY GET A SEAT AFTER HOW MUCH YOU PAY TO TAKE CALTRAIN. SECOND TO NOT HAVING A SEAT, IS HOW CROWDED IT CAN GET.

TRAIN:217

POSITIVE: ON TIME, QUIET. NEGATIVE: WISH TO HAVE MORE BULLET TRAINS, VERY CROWDED DURING RUSH HOURS.

TRAIN:217

YOU ADDED A CAR AND HAVE A NEW TRAIN WHICH GIVES MORE ROOM, BUT I STILL HAVE TO STAND BECAUSE YOU HAVE NO SEATS. DO NOT RELOCATE HILLSDALE STATION. DO NOT RAISE FARES.

TRAIN:217

Crowding/Seat Availability

I WOULD RATE ONBOARD HIGHER IF THERE WERE ENOUGH SEATS OR MORE TRAIN CABINS. THE COMMUTER TRAINS ARE SO UNCOMFORTABLY CROWDED AND HOT. PLEASE ADD ENOUGH CABINS TO MATCH THE TICKET REVENUE OF INCREASING PASSENGERS. COMPANIES ARE STILL HIRING AND CALTRAIN NEEDS TO KEEP UP.

TRAIN:217

TRAINS ARE TOO CROWDED. IT'S HARD TO GET OFF (ESPECIALLY FOR SENIORS). RESTROOMS (STATIONS AND TRAINS) ARE NOT CLEAN. IT SMELLS IN TRAINS.

TRAIN:217

INFO BOARDS DON'T GIVE APPROPRIATE/ UP TO DATE DELAY INFO. TRAINS ARE OFTEN RIDICULOUSLY CRAMMED.

TRAIN:217

PLEASE ADD MORE TRAINS, THERE ARE NEVER ENOUGH SEATS DURING RUSH HOUR.

TRAIN:217

I WISH THERE WERE MORE BULLET TRAINS/LONGER BULLET TRAINS IN THE MORNING. I TAKE MY BIKE AND FREQUENTLY TAKE THE LIMITED INSTEAD OF BULLET BECAUSE OF LACK OF ROOM (SEATING AND BIKE SPACE).

TRAIN:217

TRAINS GET OVERCROWDED. DELAYS DUE TO BREAKDOWNS EXPECTED AT LEAST ONCE EVERY TEN DAYS.

TRAIN:217

PLEASE MORE OPTIONS TO MORGAN HILL/ GILROY.

TRAIN:217

NEED MORE TRAINS. CAN'T GET A SEAT. MOVE TO STAND FOR FULL JOURNEY. NEED QUIET CARS!

TRAIN:222

TRAIN 329 SHOULD HAVE THE NEWER CARS AS IT TENDS TO GET REALLY CROWDED. ALSO, PROVIDE CLEAN RESTROOMS AT STATIONS. MOST IMPORTANT OF ALL, PROVIDE WI-FI ONBOARD.

TRAIN:225

TRAIN IS MASSIVELY OVERCROWDED AND SEATS ARE TINY. BATHROOMS SMELL UP ENTIRE CAR. STAFF IS SUPERPROFESSIONAL AND POLITE.

TRAIN:225

PUT A SMALLER TRAIN ON BULLET SERVICE FROM SUNNYVALE TO 4TH AND KING. NOW, THE BULLET IS ALWAYS OVER-FULL AND OFTEN REMOVES PEOPLE AT THE BIKE CARS EACH STATION. THIS IS A POOR CHANGE.

TRAIN:225

TRAINS ARE TOO CROWDED DURING RUSH HOURS. SAN CARLOS NEEDS MORE FREQUENT SERVICE.

TRAIN:225

Crowding/Seat Availability

THE NEW SCHEDULE HAS BEEN DISRUPTIVE AND CAUSED OVERCROWDING ON THE BULLET TRAINS, I'VE NOTICED AN INCREASE IN MECHANICAL CAUSED DELAYS RECENTLY.

TRAIN:232

SOME TRAINS CROWDED, POOR TIMETABLE , ROUGH RIDES.

TRAIN:232

MORE TRAINS AND SEATING IS NEEDED DURING RUSH HOUR. MONTHLY PASSES SHOULD BE SOLD AT STATIONS. DIGITAL COMMUNICATION COULD BE BETTER REGARDING SCHEDULE CHANGES AND DELAYS. CALTRAIN NEEDS AN APP WITH REAL TIME INFO.

TRAIN:232

NOT ENOUGH SEATS ON #330.

TRAIN:232

IF CALTRAIN COULD HAVE TRAINS FOR THE BULLET TRAIN THAT HOLD THE MOST AMOUNT OF PEOPLE, IT WOULD BE MORE CONVENIENT FOR RIDERS. ALTHOUGH IT IS AN INTRASTRUCTURE ISSUE, THE TRAINS NEED MORE CAPACITY BECAUSE IT CAN GET DANGEROUS W/ THE NUMBER OF PEOPLE THAT BLOCK THE AISLES DUE TO THE LOW AMOUNT OF SEATS.

TRAIN:233

WISH MORE TRAINS NB IN MORNINGS STOPS AT REDWOOD CITY AND MORE SB TRAINS IN THE AFTERNOON.

TRAIN:233

THERE ARE TWO EXPECTATIONS FOR PUBLIC TRANSPORTATION. IT ARRIVES ON TIME AND I CAN GET A SEAT. CALTRAIN FAILS AT BOTH EXPECTATIONS. IT IS ALWAYS LATE, DISRUPTS MY WORK SCHEDULE AND I CAN NEVER FIND AN AVAILABLE SEAT DURING RUSH HOUR

TRAIN:233

OVERALL, CALTRAIN IS DOING A GOOD JOB. HORRIBLE DELAYS, SOMETIMES AT NIGHT, CROWDED AND HARD TO FIND A SEAT IN THE MORNING.

TRAIN:254

PLEASE ADD MORE TRAINS, TRAINS ARE ALWAYS CROWDED. CHANGE TIMES, PLEASE ADD MORE BOMBARDIER TRAINS.

TRAIN:254

IT'S TOO HOT AT STATIONS - MORE SEATS WOULD BE GOOD. THE SEATS CAN BE CLEANER.

TRAIN:254

TRAINS ARE WAY WAY TOO CROWDED SCHEDULE SEEMS UNDERSERVING.

TRAIN:262

Crowding/Seat Availability

CALTRAIN IS INCREASING TRAIN AND PARKING COSTS, WITHOUT ANY INCREASED VALUE TO THE CUSTOMER. SAN CARLOS STATION TRAFFIC ENTRY AND EXIT POINTS ARE POORLY DESIGNED AND A MESS, ESPECIALLY WITH BUSES BLOCKING ENTRY FROM EL CAMINO. THERE ARE NOT ENOUGH CARS IN TRAIN 210 - WAY TOO MANY PASSENGERS WAITING TO BOARD FROM SAN CARLOS ALL THE WAY NORTH.

TRAIN:262

TRAINS CONTAIN TOO MUCH TRASH. OVERLOADED BEYOND SAFETY DURING COMMUTE.

TRAIN:267

268 VERY CROWDED AT TIMES. CANNOT GET ON TRAIN. WHEN AN INCIDENT OCCURS INFORM PEOPLE OF DELAYS. DON'T BEAT AROUND THE BUSH.

TRAIN:268

I ONLY STARTED USING CALTRAIN REGULARLY TWO WEEKS AGO. ONE DAY THE TRAIN WAS 40 MINUTES LATE. THAT WAS DISAPPOINTING-- HOPE THIS IS NOT OCCURRING OFTEN. WOULD PREFER MORE TRAINS IF POSSIBLE.

TRAIN:268

WOULD LIKE MORE CARS, ESPECIALLY BIKE CARS-- MUCH MORE CROWDED THAN TWO YEARS AGO. DON'T UNDERSTAND CLAIMS OF LOWER RIDERSHIP.

TRAIN:268

1. BETTER NOTIFICATION OF DELAYS AND TRACKING (APP) 2. FIX CROWDING ISSUE (HARD TO BREATHE DURING PEAK TIMES). MORE BULLET TRAIN TO TRANSFER STATIONS BUT ALSO SEEMS THERE ARE MORE FREQUENT TRAIN BREAKDOWNS RECENTLY - NEED TO UPGRADE OLD CARS.

TRAIN:268

TRAINS IN THE EVENING ARE TOO FULL, IT IS NOT SAFE TO HAVE PEOPLE STANDING BACK TO BACK IN THE VESTIBULE OR LINING THE WALKWAY OF THE UPSTAIRS SEATS OF THE OLDEST CARS. NOT ONLY IS THIS VERY UNSAFE IF AN ACCIDENT OCCURRED, BUT IT ALSO MAKES IT VERY DIFFICULT TO GET OFF THE TRAIN WITH SO MANY PEOPLE STANDING IN THE AISLES.

TRAIN:268

CALTRAIN IS STILL SLOW , CROWDED AND TOO EXPENSIVE.

TRAIN:268

LACK OF WI-FI VERY LIMITING. - FREQUENCY NOT ENOUGH DURING AM/PM COMMUTES. VERY CROWDED TRAINS, ESP. FOR PALO ALTO AND MOUNTAIN VIEW.

TRAIN:273

MORE TRAINS, TOO CROWDED

TRAIN:282

NOT ENOUGH CARS. TOO MANY PEOPLE STANDING! MORE TRAINS NEEDED AFTER 7:30PM FROM SF. WE NEED TRAINS EVERY HALF HOUR AFTER 7:30PM FROM SF WEEKDAYS.

TRAIN:282

Crowding/Seat Availability

IT WOULD BE GREAT TO FIND A SOLUTION TO ALLEVIATING OVERLY CROWDED TRAINS DURING RUSH HOURS.

TRAIN:282

ADD MORE TRAINS TO THE SCHEDULE. AT LAWRENCE, HAVE BULLETS AND HAVE FASTER TRAINS STOP MORE.

TRAIN:288

THE TRAINS ARE TOO CROWDED!

TRAIN:288

MORNING BULLET TRAINS ARE TOO CROWDED W/ NEW SCHEDULE. POOR NOTIFICATION OF EVENING TRAIN DELAYS AND CANCELLATIONS. WEEKEND CALTRAIN ARE GOOD.

TRAIN:289

PLEASE ADD MORE CARS!

TRAIN:313

TRAINS CAN BE STUFFY AND CONGESTED AT TIMES.

TRAIN:313

SRO! PLEASE MORE CARS!

TRAIN:313

MORE CARS- STANDING ROOM ONLY SOMETIMES

TRAIN:313

PEOPLE ARE KIND AND AMAZING! MORE CARS WILL BE APPRECIATED. A 8-RIDE PASS LASTING LONGER THAN A MONTH!

TRAIN:313

I HAVE A DISABILITY, WHEN I BOARD IN THE AFTERNOONS 4:45-5:50, THERE IS SELDOM A PLACE TO SIT. I AM FORCED TO STAND FOR THE TRIP HOME WHICH IS VERY PAINFUL. COULD YOU HAVE ACCESS TO THE HANDICAPPED CAR AT PEAK TIMES LIMITED TO THOSE WHO CAN SHOW HANDICAP STATUS?

TRAIN:313

NOT ENOUGH INFO ON DELAYS AT PLATFORMS. VERY HARD TO HEAR ANNOUNCEMENTS. TRAINS ARE WAY TOO CROWDED DURING COMMUTE HOURS!

TRAIN:313

IT GOT A BIT BETTER WITH MORE CARS, BUT SEATING AVAILABILITY AT PEAK TIMES REMAINS MY BIGGEST ANNOYANCE (ESPECIALLY SOUTHBOUND FROM SF IN 5-7 PM TRAINS).

TRAIN:313

NEED MORE TRAIN TIMES AND CARS VERY CROWDED-- NO INCREASE RATES!

TRAIN:313

Crowding/Seat Availability

EVEN WITH THE ADDITIONAL CARS DURING COMMUTE HOURS, THERE ARE NOT ENOUGH FOR THE AFTERNOONS.

TRAIN:313

I AM NERVOUS ABOUT THE PRICE INCREASE THAT CALTRAIN IS PROPOSING, IT MIGHT CAUSE ME TO FIND A DIFFERENT JOB. ESPECIALLY SINCE THE TRAINS I TAKE AREN'T MODERN AND ARE USUALLY VERY CROWDED.

TRAIN:329

PLEASE COORDINATE CALTRAIN WITH VTA! 366 GALLERY TRAIN IS OVERCROWDED, DOORS ARE NOT ADEQUATE IN ORDER TO STAY ON TIME. ONE DOOR IS NOT ADEQUATE.

TRAIN:329

PLEASE DO NOT SEND TRAINS WITH SMALLER CARS DURING OFFICE HOURS ON WEEKDAYS. ALMOST EVERYONE HAS TO STAND-UP OFTEN SAN JOSE STATION. GETTING IN AND OUT IS A HASSLE. START AN EMAIL LIST TO NOTIFY COMMUTERS ACTIVITIES FOR THE DELAYS OR MAKE AN APP WITH REAL TIME STATUS UPDATES. POSSIBLY TRAIN LOCATION ALSO.

TRAIN:329

CALTRAIN NEEDS TO ADJUST THE AVAILABILITY OF CARS DURING PEAK (BULLET) HOURS. I FEEL IT IS A SAFETY ISSUE WHAT IF A TIRE DISRUPTED WE CANNOT MOVE OUT FAST ENOUGH , OVERLY PACKED TRAINS ARE CAUSING DELAYS.

TRAIN:329

ESPECIALLY AFTER THE NEW SCHEDULE UPDATE, COMMUTER TRAINS ARE CONSISTENTLY OVERCROWDED. BART TO CALTRAIN TRANSFER IS USUALLY BAD.

TRAIN:330

PLEASE GO BACK TO THE OLD CALTRAIN SCHEDULES, ESPECIALLY FOR THE BABY BULLET TRAINS. BEING ON A CRAMPED AND CROWDED TRAIN IS NOT ENJOYABLE EXPERIENCE AT ALL. MAKES ME NOT WANT TO TAKE THE TRAIN.

TRAIN:330

CALTRAIN NEEDS SERIOUS IMPROVEMENT IN THE NUMBER OF TRAINS OFFERED PER DAY. MOST TRAINS THAT I TAKE ARE STANDING-ROOM ONLY AND I OFTEN FIND MYSELF WAITING FOR HOUR FOR THE NEXT TRAIN.

TRAIN:330

TRAINS ARE TOO CROWDED. TOO MANY TRAINS BREAK DOWN.

TRAIN:330

THE PRICE OF THE TICKET IS TOO HIGH. A LOT OF COMMUTERS ARE NOT SPONSORED BY THEIR COMPANIES. THE TRAINS ON SOME DAYS ARE RIDICULOUSLY PACKED.

TRAIN:330

TRAINS IN THE EVENING ARE OVERCROWDED. NEED MORE NORTHBOUND TRAINS IN THE PM COMMUTE.

TRAIN:330

Crowding/Seat Availability

NOT ENOUGH PARKING SPACES AT SUNNYVALE AND MOUNTAIN VIEW STATIONS. THE MORNING COMMUTE IS TOO CROWDED. LOTS OF ENGINE BREAKDOWNS. NEED FASTER AND MORE RELIABLE SERVICE. THE MONTHLY PARKING PASS HOLDERS SHOULD HAVE RESERVED PARKING.

TRAIN:360

WHY IS 8:00 AM OUT OF DIRIDON A GALLERY? INSANELY CROWDED STANDING ROOM ONLY

TRAIN:360

ADD WI-FI. IT'S SILICON VALLEY IN 2017! ADD CARS, THE 8:04 AT MV TO SF IS PACKED LIKE A TOKYO METRO. ADD OUTLETS FOR ELECTRONIC VEHICLES AND USB PORTS FOR PHONES TO CHARGE!

TRAIN:360

YOU NEED MORE TRAINS AND BETTER TIMING ON BULLET TRAINS.

TRAIN:376

NEW SCHEDULE IS TERRIBLE. TRAINS ARE ALWAYS OVERFULL AND LATE IN MORNINGS. ENJOYED BEFORE NEW SCHEDULE. STARTED DRIVING TO WORK BECAUSE OF NEW SCHEDULE. I TAKE THE 7:48AM IN RWC AND IT'S LATE AND OVERFILLED! ADD MORE CARS! THE 5:38 SOUTHBOUND OUT OF SF ALSO OVERFULL!

TRAIN:376

NEED A BETTER WAY TO TELL PEOPLE WHICH CARS ARE FULL AND WHICH ARE NOT. SOME MORNINGS ARE PACKED IN CERTAIN CARS, POSING A SAFETY RISK, WHILE OTHER CARS ON THE SAME TRAIN HAVE SEATS.

TRAIN:376

PRIMARILY , MY SLIGHT COMPLAINT RELATES TO AVAILABLE SEATS ON TRAINS (I OFTEN HAVE TO STAND OR ADJUST MY COMMUTE TO SIT) , FREQUENCY OF DELAYS TO CLARITY ON CAUSE OF THOSE DELAYS (PRIMARILY BY ON TRAIN STAFF , BUT ALSO ON TWITTER), TO SCHEDULE SYNCHRONIZATION W/BART TRAINS.

TRAIN:424

ONLY ISSUE IS OVERCROWDING AT PEAK COMMUTE HOURS, OTHERWISE COMPLETELY SATISFIED WITH CALTRAIN SERVICE.

TRAIN:432

Delay/Accident Response

Delay/Accident Response

DELAYS ARE TOO LONG WHEN THINGS GO WRONG LIKE SOMEONE OR A CAR GETTING SMACKED. NEED TO HAVE MACHINES AT EACH STATION. CLIPPER ADD VALUE

TRAIN:192

NOTIFICATIONS ON E-BOARDS NOT ALWAYS CLEAR ESPECIALLY FOR THOSE WHO ARE HEARING IMPAIRED. OVERHEAD ANNOUNCEMENTS ARE DIFFICULT TO UNDERSTAND WITH MESSAGES THAT ARE AMBIGUOUS. IN THE PAST YEAR, TRAINS I HAVE BEEN ON HAVE HAD TO UNLOAD AND TRANSFERRED TO BUSES THAT NEVER ARRIVED TO TAKE US TO OTHER STATIONS (2X). WHEN PASSENGERS CALLED CALTRAIN-- NO UPDATE.

TRAIN:206

NEED BETTER PLANNING ON EMERGENCY SITUATION SUCH AS ACCIDENTS. HOW TO GET SERVICE BACK ASAP. PARKING IS SO HARD AT MT VIEW STATION!

TRAIN:217

CALTRAIN DELAY IS OFTEN AND WHEN IT HAPPENS, THERE IS NO GOOD ACCOMMODATION FOR PASSENGERS FROM LOCAL STATIONS. THE OVERALL DELAY AND HOW IT IS HANDLED CAN BE SIGNIFICANTLY IMPROVED.

TRAIN:232

SUGGESTION: WHEN INCIDENT RESULTS IN SERVICE DISRUPTION, WHICHEVER TRAIN GOING THROUGH SHOULD STOP AT ALL SUBSEQUENT STATIONS FOR PASSENGERS' CONVENIENCE, UNTIL SERVICE RESUMES.

TRAIN:268

I'M GENERALLY HAPPY WITH CALTRAIN, HAVE BEEN RIDING MOST WEEKDAYS SINCE FEB 2017; BUT THIS MORNING MY TRAIN (#323 JUNE 6) BROKE DOWN IN HILLSDALE. THERE WAS NO INFORMATION ABOUT HOW LONG IT WOULD TAKE FOR THE NEXT TRAIN TO ARRIVE. I WAS DELAYED BY AN HOUR TOTAL. I THINK CALTRAIN SYSTEM IS NOT VERY RESILIENT IN CASES LIKE THIS AND ALSO NOT VERY RESPONSIVE TO SUPPORTIVE OF TRAVELERS. IT FEELS WRONG THAT FARES ARE INCREASING SO MUCH IF THIS IS THE LEVEL OF SERVICE CALTRAIN PROVIDES. I ALSO WISH THERE WERE MORE TRAINS, AS TRAINS IN RUSH HOUR ARE ALWAYS VERY FULL AND PEOPLE HAVE TO STAND.

TRAIN:268

On-Time Performance/Reliability

On-time Performance/Reliability

SINCE APRIL 10TH, THE 102 HAS NEVER ARRIVED ON TIME.

TRAIN:102

OF LATE (SINCE APR 1) CALTRAIN REVISED TRAIN SCHEDULES. I THINK SINCE THEN THE MORNING SERVICES TOWARDS THE CITY ARE RUNNING LATE. (TOO MANY CYCLISTS TO BOARD, TRAIN DELAYED) BECAUSE THE TIMINGS ARE LESS THAN NECESSARY AT SOME STATIONS.

TRAIN:150

DELAYS/PACKED TRAINS ARE BIGGEST ISSUE. IN NYC, WHEN THIS HAPPENS, ITS FINE B/C OF MULTIPLE TRACKS FOR TRAINS TO TRAVEL ON PASSING TRACKS. THAT COULD BE A GOOD IDEA. YOU SHOULD LOOK INTO IT.

TRAIN:150

ONLY THING I'M NOT SATISFIED WITH IS THE CONSTANT DELAYS. CALTRAIN NEEDS TO MAKE A BETTER EFFORT TO GET PEOPLE TO THEIR DESTINATIONS QUICKLY SINCE THE RIDERS ARE THE ONES KEEPING CALTRAIN IN BUSINESS.

TRAIN:151

LESS DELAY PLEASE!

TRAIN:190

THERE SEEM TO BE A LOT MORE DELAYS SERVICE INTERRUPTIONS THIS YEAR DUE TO MECHANICAL ISSUES. I HOPE SOMETHING IS BEING DONE TO ENSURE WE MAKE IT TO ELECTRIFICATION..

TRAIN:192

MISSED A TRAIN BECAUSE IT WAS EARLY BY 4 MINUTES. I WAS ON TIME. NOT COOL!

TRAIN:195

RODE CALTRAIN FROM SF TO SJ FOR WEEK OF APPLE CONFERENCE. GLAD I DON'T ACTUALLY HAVE TO COMMUTE EVERY DAY ON CALTRAIN GIVEN CONSTANT / FREQUENT DELAYS.

TRAIN:197

ANNOUNCEMENTS ON TRAIN ARE OFTEN DIFFICULT TO HEAR OVER THE A/C / HEATER. -- SOME TRAINS ARE COMPLETELY PACKED. TOO MANY MECHANICAL PROBLEMS COMPARING TO BART. FOR THE FARE PRICES, IT WOULD BE NICE TO SEE MORE TRAINS AND/OR LESS MECHANICAL PROBLEMS.

TRAIN:207

CALTRAIN NEED TO MAINTAIN THEIR TRAINS. ALWAYS BROKEN DOWN, WHICH IS VERY FRUSTRATING WHEN YOU ARE TRYING TO GET TO REACH A HOME.

TRAIN:207

WE NEED ON TIME TRAINS, SOMETIMES DELAYS. WE NEED MORE FREQUENCY, MORE BULLETS AT OFFICE TIME. AFTERNOON WE SHOULD HAVE MORE LIMITED/BULLET BETWEEN 3 TO 4.

TRAIN:217

On-time Performance/Reliability

VERY FREQUENT FAILURES CAUSING INCONVENIENCE. IF PREVIOUS TRAIN FACES ISSUES, ALL TRAINS ARE DELAYED AND HUGELY IMPACTED WITH DISRUPTED SCHEDULES. TIMING AND FREQUENCY OF BULLET NEED TO IMPROVE USE, NEED MORE BULLET TRAINS (MV BULLET TRAINS HAVE A ONE HOUR FREQUENCY AND ONLY THREE IN THE MORNING AND THREE IN THE EVENING)

TRAIN:217

BE MORE ON TIME. HAVE FEWER DELAY ISSUES.

TRAIN:217

TRAINS GET OVERCROWDED. DELAYS DUE TO BREAKDOWNS EXPECTED AT LEAST ONCE EVERY TEN DAYS.

TRAIN:217

WITHIN FIVE MINUTES IS NOT ON TIME. THERE AREN'T ENOUGH TRAINS RUNNING. IF CALTRAIN WERE MORE CONVENIENT, MORE PEOPLE WOULD RIDE IT.

TRAIN:217

CONSISTENCY/RELIABILITY NEEDS IMPROVEMENT

TRAIN:222

THE TRAINS SEEM TO BE BREAKING MORE AND CAUSE DELAYS. WHEN THIS HAPPENS, PEOPLE GET CRAMMED INTO THE NEXT TRAIN. GETS SUPER UNCOMFORTABLE AND DOESN'T SEEM SAFE. OTHER THAN THAT, I AM SATISFIED.

TRAIN:225

PLEASE BE ON TIME, EVERYTHING ELSE IS FINE.

TRAIN:225

OVERALL, CALTRAIN IS PRETTY GOOD ASIDE FROM DELAYS. THE BLINKING LIGHT/BOOM AT MOUNTAIN VIEW STATION SOUTHERN KEEPS MALFUNCTIONING. REPLACING AT GRADE CROSSINGS WITH BRIDGES AND TUNNELS WOULD BE A HUGE IMPROVEMENT. TRAINS ALSO BREAK DOWN FREQUENTLY.

TRAIN:225

THE LARGER PROBABILITY OF TRAIN BREAK-DOWN DUE TO MECHANICAL ISSUES STILL REMAINS

TRAIN:225

THE NEW SCHEDULE HAS BEEN DISRUPTIVE AND CAUSED OVERCROWDING ON THE BULLET TRAINS, I'VE NOTICED AN INCREASE IN MECHANICAL CAUSED DELAYS RECENTLY.

TRAIN:232

PLEASE NO MORE DELAY! TO IMPROVE ADD SOME CLIPPER CARD MACHINES IN EVERY STATION.

TRAIN:232

A LOT OF DELAYS DUE TO TECHNICAL FAULTS

TRAIN:232

On-time Performance/Reliability

DELAYS DUE TO MECHANICAL FAILURE OR ACCIDENTS HAPPEN WAY TO OFTEN. TICKETS TOO EXPENSIVE, IT COSTS ME LESS TO TAKE A CAR.

TRAIN:233

THERE ARE TWO EXPECTATIONS FOR PUBLIC TRANSPORTATION. IT ARRIVES ON TIME AND I CAN GET A SEAT. CALTRAIN FAILS AT BOTH EXPECTATIONS. IT IS ALWAYS LATE, DISRUPTS MY WORK SCHEDULE AND I CAN NEVER FIND AN AVAILABLE SEAT DURING RUSH HOUR

TRAIN:233

OVERALL, CALTRAIN IS DOING A GOOD JOB. HORRIBLE DELAYS, SOMETIMES AT NIGHT, CROWDED AND HARD TO FIND A SEAT IN THE MORNING.

TRAIN:254

TOO MANY SIGNIFICANT DELAYS (30 MINS). FRUSTRATING.

TRAIN:257

NEED MORE BULLET TRAINS AND TIMES OUT OF SAN CARLOS. TRAFFIC AT SAN CARLOS IS NOT SAFE AND CAUSES MAJOR DELAY.

TRAIN:262

KEEP WORKING ON IMPROVING ON TIME ARRIVALS. CAN WE GET CLEAN AND ACCESSIBLE BATHROOMS AT SANTA CLARA AND PALO ALTO?

TRAIN:262

TRAIN # 314 IS ALWAYS LATE - CONSIDER A LATER PRINTED TIME.

TRAIN:267

1) THE NEW SCHEDULE IS APRIL CHANGED MY MORNING TRAIN TO 8:32 AT RWC (FROM 8:35). THERE HAS NOT BEEN A SINGLE DAY THAT I CAN RECALL THAT THE TRAIN ARRIVED ON TIME. IT'S USUALLY FIVE MINUTES LATE. 2) MAJOR DELAYS (MECHANICAL ISSUES, COLLISION W/ CARS OR PEDESTRIANS) HAPPEN TOO FREQUENTLY 3) TOO MANY NON-BIKERS TAKE SEATS IN BIKE CARS.

TRAIN:268

GETTING OFF AT SANTA CLARA IS ALWAYS A BIT LATER THAN POSTED, ELSE I WOULD HAVE GIVEN ON TIME ARRIVAL A 5. WOULD BE NICE TO GET SOME INTERNET

TRAIN:268

OVERALL SATISFIED. IT BEATS DRIVING BUT CAN IMPROVE ON RELIABILITY OF TRAINS. MISSED MEETINGS. THE BATHROOMS /TOILET REALLY SMELLS IN SOME TRAIN CARS - ENOUGH THAT HAD TO RELOCATE TO DIFFERENT COMPARTMENT. WHAT CAN BE DONE?

TRAIN:268

CALTRAIN IS STILL SLOW , CROWDED AND TOO EXPENSIVE.

TRAIN:268

WE NEED FASTER TRAINS ON THE ROUTE NOT SURE ON RATIONALE BEHIND SCHEDULE CHANGE RECENTLY BUT TRAINS HAVE BEEN ARRIVING LATE /EARLY MATCHING EARLY SCHEDULE. WHAT HAPPENED TO WIRELESS ON -BOARD? SUNNYVALE DOESN'T HAVE RESTROOM.

TRAIN:268

On-time Performance/Reliability

TRAIN DELAYS AT PEAK HOURS COULD BE REDUCED.

TRAIN:273

PROHIBIT ALCOHOL ONBOARD. TRAIN SHOULD NOT LEAVE BEFORE TIME.

TRAIN:282

TOO MANY MECHANICAL ISSUES (ONCE A WEEK). TOO MANY DELAYS BECAUSE OF MECHANICAL ISSUES. WEIRD SMELLS INSIDE THE CARS. THE DISTURBING SOUND OF UNGREASED CONNECTION PARTS. ALSO, PLEASE WARN PEOPLE NOT TO TALK ON THE PHONE FOR MORE THAN 10 MINUTES.

TRAIN:282

I HAVE NOTICED THAT TRAINS' DELAY FREQUENCY HAS INCREASED. IT'S PROBABLY DUE TO FACTORS BEYOND CALTRAIN'S CONTROL, BUT PERHAPS A MORE EVENLY FACED SCHEDULE MIGHT HELP THE ISSUE.

TRAIN:288

TWO THINGS I'D BE HAPPY TO SEE IMPROVING: 1) LESS DELAYS, MORE RELIABLE SERVICE; 2) TRAINS DEPARTING MORE OFTEN. TO ME, EVERYTHING ELSE IS GREAT ABOUT CALTRAIN. THANKS!

TRAIN:289

I HAVE BEEN RIDING FOR MORE THAN 20 YEARS. TRAIN SERVICE SCHEDULE KEEPS GETTING LATER AND LATER. THIS IS A PROBLEM FOR WORK SCHEDULES. THE SCHEDULE NEEDS TO BE GOING IN THE OTHER DIRECTION AS THE TRAINS ARE OFTEN LATE SO ARRIVAL IN SF IS LATER AND LATER MAKING IT DIFFICULT TO ARRIVE AT THE OFFICE AT TARGET TIME. SF NEEDS PERMANENT STAFF PRESENCE. TOO MUCH HOMELESS AND CRAZY PEOPLE. AGGRESSIVE, NOT ALWAYS SAFE. CONDUCTORS DO NOT CRUISE TRAINS. THERE SHOULD BE MORE CONDUCTOR PRESENCE ON TRAIN. THERE IS MORE CONTENTION WITH PASSENGERS AND IT IS GETTING TO A PLACE WHERE POLICING IS NEEDED. YESTERDAY THERE WAS A BAD INCIDENT WITH RACIAL ISSUES. ON REGULAR DAYS, PASSENGERS REGULARLY BLOCK AISLES, TAKE UP TWO SEATS WHEN PEOPLE ARE STANDING, ARGUE ABOUT SETS IN BIKE CARS, ETC. AISLES ARE NOT SAFE WITH CROWDED CONDITIONS TO GET ON AND OFF TRAINS.

TRAIN:313

I HAVE BEEN RIDING CALTRAIN SINCE MAY 7, 2017. THERE HAVE BEEN TWO MAJOR DELAYS. 1. CAR HIT NEAR PALO ALTO-- 2 HOURS DELAY. 2. SERVICE DELAY 5/31-- 30 MINUTES LATE. IT WAS UNCLEAR WHAT THE REASON WAS FOR THE SECOND DELAY.

TRAIN:313

ON BOARD BATHROOMS ARE DISGUSTING. NOT ENOUGH BIKE CARS. TOO MANY DELAYS.

TRAIN:324

I THINK IT WOULD BE HELPFUL IF CALTRAIN COULD HAVE FEWER BREAKDOWNS. THIS MAKES IT HARD TO DEPEND ON CALTRAIN TO BE AT WORK ON TIME. ALSO, PLEASE MAKE THE CLIPPER CARDS AUTOACTIVATE. TAGGING ON AND OFF EACH MONTH IS INCONVENIENT.

TRAIN:329

On-time Performance/Reliability

THE TRANSIT SYSTEM IS A POORLY MANAGED JOKE. FARES KEEP INCREASING TRAINS GET MORE AND MORE CROWDED. SIMPLE PROJECTS LIKE ADDING NEW FLOORING AT 4TH AND KING TURN INTO NIGHTMARISH INCONVENIENCE, POORLY MANAGED CLUSTER FUCKS. TRAINS ARE CONSISTENTLY LATE. NO WI-FI ON TRAINS? IS THIS NOT 2017? ARE WE NOT IN SILICON VALLEY? SERIOUSLY, THE ONLY POSITIVE ABOUT CALTRAIN IS THAT IT IS BETTER THAN NOTHING.

TRAIN:329

1. THE NEW SCHEDULE HAS ONLY ONE BABY BULLET LEAVING SF AFTER 8 AM. 2. BULLET TRAINS ARE TOO SLOW. 46 MINUTES FROM SF TO PA IS UNACCEPTABLE. 3. TOO MANY DELAYS. NOT A RELIABLE SOURCE OF COMMUTE. 4. 5-6 MINUTE DELAYS ARE VERY COMMON.

TRAIN:330

TRAINS ARE TOO CROWDED. TOO MANY TRAINS BREAK DOWN.

TRAIN:330

AVERAGING ONE CATASTROPHIC BREAKDOWN PER WEEK - DISGRACEFUL. EVERYTHING ELSE IS WINDOW DRESSING. ELECTRIFICATION CAN'T COME SOON ENOUGH. A SINGLE LINE IS THE MOST SIMPLE RAIL MECHANISM TO GET RIGHT, AND THE WORLD'S TECHNICAL PINNACLE GETS IT SO WRONG. TAKE A PAGE OUT OF JAPAN'S BOOK, PLEASE!

TRAIN:330

NOT ENOUGH PARKING SPACES AT SUNNYVALE AND MOUNTAIN VIEW STATIONS. THE MORNING COMMUTE IS TOO CROWDED. LOTS OF ENGINE BREAKDOWNS. NEED FASTER AND MORE RELIABLE SERVICE. THE MONTHLY PARKING PASS HOLDERS SHOULD HAVE RESERVED PARKING.

TRAIN:360

SIGNIFICANT DELAYS HAS CAUSED ME LATE TO WORK MANY TIMES. ON BOARD TOILETS ARE SOMETIMES VERY MESSY. CONDUCTORS ARE VERY FRIENDLY AND HELPFUL-KEEP IT UP.

TRAIN:376

MOUNTAIN VIEW PARKING SERVICE IS ALWAYS FULL! WHERE IS THE CLIPPER CARD MACHINE IN SUNNYVALE STATION? BULLET TRAINS BEING UNRELIABLE DURING MORNING!

TRAIN:376

YELLOW SIGNALS/LATE TRAINS, EVEN IF 5-10 MINUTES. I IMAGINE THAT IN OTHER COUNTRIES THAT COULD NEVER HAPPEN.

TRAIN:376

TRAINS USED TO BE MORE ON TIME. THE SCHEDULE GOT PADDED WITH EXTRA TIME (ITSELF A DELAY), BUT I FEEL LIKE THERE ARE NOW MORE TIMES WHERE THE BULLET GOT STUCK BEHIND A SLOWER TRAIN AND WHAT USED TO BE AN HOUR IS NOW AN HOUR AND 15 MINUTES.

TRAIN:381

SOMETIMES TRAINS LEAVE A STATION THREE TO FIVE MINUTES EARLIER THAN SCHEDULED. THE SCHEDULE BOARDS IN STATION SHOWS THAT A TRAIN IS ON TIME EVEN IF IT'S NOT. THE PRICING SHOULD BE DIFFERENT; GOING TO MILLBRAE OR REDWOOD CITY HAS THE SAME PRICE- THAT'S UNFAIR.

TRAIN:438

On-time Performance/Reliability

I HAVE NO COMPLAINTS ABOUT ONBOARD SERVICE/CLEANLINESS ETC. I JUST WISH THERE WERE MORE FREQUENT SERVICE AND FEWER DELAYS.

TRAIN:441

COMING FROM AUSTRIA, EUROPE, THE TRAINS IN CALIFORNIA REMIND ME TO THE ONES OF SOUTHERN ITALY WHERE SCHEDULES ARE OFTEN, BUT SOMETIMES DON'T SHOW UP AND PUBLIC TRANSPORTATION INFORMATION IS BAD. PLEASE IMPROVE PUBLIC TRANSPORTATION INFRASTRUCTURE TO WESTERN STANDARDS.

TRAIN:801

Personnel

Personnel

VERY FRIENDLY STAFF. IT WILL BE NICE IF THE TRAIN ARRIVED SAME TIME AS THE BART TRAIN
TRAIN:101

MORNING EXPERIENCE EXCEEDS EXPECTATIONS: FRIENDLY COURTEOUS CONDUCTORS.
TRAIN:102

[NAMES REMOVED] ARE THE BEST!
TRAIN:102

SOME CONDUCTORS ARE ASSHOLES. HUMBLE YOURSELVES. YOU ARE NOT POLICE OFFICERS.
TRAIN:143

I LOVE CALTRAIN. THERE IS NO OTHER WAY I PREFER TO COMMUTE. THE TRAINS ARE GREAT AND THE CONDUCTORS ARE AMAZING! THANK YOU FOR MAKING MY TWO HOURS A DAY WITH YOU GREAT!
TRAIN:190

I MADE A MISTAKE WHEN I PURCHASED MY DAY PASS AND THE CONDUCTOR WAS VERY POLITE WITHOUT BEING DEMEANING WHEN HE EXPLAINED WHAT I HAD DONE WRONG.
TRAIN:190

THE CONDUCTORS MAKE TOO MANY LENGTHY, REPETITIVE AND UNIMPORTANT ANNOUNCEMENTS. THEIR ANNOUNCEMENTS ASKING NOT TO USE CELL PHONE IS MORE ANNOYING THAN PEOPLE USING CELL PHONES. WHY DO THEY NEED TO REPEAT EVERYTHING?
TRAIN:195

THANK YOU FOR EVEN DOING A SURVEY! EVEN THOUGH TONIGHT I BOUGHT A ONE-WAY PASS, NORMALLY I BUY A MONTHLY PASS FOR WORK -- JUST HAVEN'T DONE IT YET. LISTEN TO YOUR CUSTOMERS -- 1) IMPROVE THE CLEANLINESS OF BATHROOMS (ON BOARD AND AT THE STATION) 2) THE STAFF IS THE BEST PART OF CALTRAIN. PROFESSIONAL AND WELL GROOMED
TRAIN:197

THERE IS A CONDUCTOR IN THE AFTERNOON ON TRAIN 261 WHO IS CONSTANTLY YELLING AT RIDERS, PARTICULARLY BIKE RIDERS. HE NEEDS TO BE REMINDED IF IT WEREN'T FOR CUSTOMERS, HE WOULDN'T HAVE A JOB. I DON'T KNOW HIS NAME, BUT HE IS A BIG TALL GUY.
TRAIN:206

CALTRAIN WEBSITE (WWW.CALTRAIN.COM) IS WORTHLESS! CONDUCTOR-- GOOD IF YOU CAN TALK TO THEM. STATION INFORMATION BOARDS-- INFO LAGS TOO LONG.
TRAIN:206

[NAME REMOVED] AND [NAME REMOVED] THE BEST CONDUCTORS EVER; I ENJOYED SEEING THEM EVERY MORNING. THE BEST PART ABOUT CALTRAIN IS THE STAFF. THEY ARE PROFESSIONAL, NICE, AND TREAT EVERYONE RESPECTFULLY.
TRAIN:206

Personnel

THE FLOOR WORK IN SAN FRANCISCO WAS HORRIBLY DISRUPTIVE BUT FORTUNATELY SHORT. I HAVE FOUND THE CONDUCTORS TO BE HELPFUL AND FRIENDLY. OVERALL, I LOVE CALTRAIN. LOVE THE CHRISTMAS CALTRAIN TOO!

TRAIN:217

PERFECT TIMING TO RECEIVE THIS! I JUST GOT ON AT MOUNTAIN VIEW AND, YET AGAIN, THE CONDUCTOR ON THE 7:25 AM (#217) TRAIN WENT PAST THE STOPPING POINT. THE GUARD RAIL DID NOT RAISE SO I COULD BOARD THE TRAIN FROM THE NORTHBOUND SIDE. I OPENED THE GATE AND RAN FOR IT, BUT I DO NOT WANT TO (HAVE) TO DO THAT BECAUSE I'LL GET CITED DESPITE KNOWING IT'S SAFE. REALLY PISSES ME OFF!

TRAIN:217

SOME CONDUCTORS JUST SEEM TO NOT CARE AND ARE BORED. IN THE OLD DAYS (1997-2003) THERE WERE BETTER CONDUCTORS.

TRAIN:217

MOST CONDUCTORS ARE POLITE AND PLEASANT, BUT OTHERS WILL PULL THE TRAIN AWAY AT MILLBRAE STATION EVEN AS PEOPLE TRANSFERRING FROM BART ARE RUNNING DOWN THE STAIRS TRYING TO CATCH CALTRAIN. ALSO, WHEN THERE ARE LOTS OF PEOPLE TRYING TO BOARD (E.G. ON GIANTS' NIGHTS), PLEASE TELL CONDUCTORS TO INSTRUCT PASSENGERS TO MOVE TO THE UPPER AISLES SO THAT YOU DON'T GET A LOG JAM AT THE ENTRY AND EVERYONE CAN BOARD.

TRAIN:222

TRAIN IS MASSIVELY OVERCROWDED AND SEATS ARE TINY. BATHROOMS SMELL UP ENTIRE CAR. STAFF IS SUPER PROFESSIONAL AND POLITE.

TRAIN:225

SOME CONDUCTORS ARE RUDE. BATHROOMS SMELL A LOT, SOMETIMES, I SEE RIDERS WITH BIKES GETTING BUMPED OFF THE TRAIN. ADDING A NEW CAR HELPED, BUT WE STILL HAVE THIS PROBLEM.

TRAIN:232

LOVE MY FAVORITE CONDUCTORS, [NAMES REMOVED].

TRAIN:254

CONDUCTORS ARE COURTEOUS AND HELPFUL. BABY BULLETS ARE A GREAT WAY TO COMMUTE!

TRAIN:257

COURTESY OF CONDUCTORS SCORING IS BASED ON CERTAIN CONDUCTORS. NOT ALL BAD.

TRAIN:262

I'M ALWAYS IMPRESSED WITH THE CONDUCTOR'S PLEASANT PERSONALITIES.

TRAIN:262

TWO THINGS: 1) AMTRAK, LIGHT RAILS, EVEN BUSES NOW HAVE WI-FI! SO, IT'S VERY DO-ABLE. IF YOU'RE GOING TO RAISE THE RATES YET AGAIN, AT LEAST GIVE US WI-FI LIKE EVERYONE ELSE! PLEASE! 2) SOME CONDUCTORS TALK TOO FAST OR DON'T TALK CLEARLY ENOUGH (THEY SLUR WORDS). PLEASE MENTION THIS TO ALL CONDUCTORS. THANKS!

TRAIN:262

Personnel

MOST CONDUCTORS ARE RUDE TO THE RIDERS. THERE ARE A COUPLE CONDUCTORS WHO ARE PLEASANT AND HELPFUL.

TRAIN:262

THERE HAVE BEEN NUMEROUS ISSUES WITH ONBOARD SERVICE THIS YEAR (2017), INCLUDING NON-WORKING P.A. SYSTEM IN SOME OF THE CARS, UNCONTROLLED HEAT IN SOME OF THE CARS, LACK OF CLARITY AND AUDIBILITY OF ONBOARD ANNOUNCEMENTS, AND SOME RUDE PERSONNEL. THESE ARE AREAS THAT NEED IMPROVEMENT.

TRAIN:268

THIS MORNING 6-15-17, I GOT TO THE STATION AND TWO TRAINS WERE SITTING THERE. I GO TO NORTH PLATFORM, TRAIN IS EMPTY. SOUTH PLATFORM TRAIN THEN LEAVES, GOING NORTH. I MISSED IT. NEXT NORTH TRAIN IS 30 MINUTES LATER. HOW WAS I SUPPOSED TO KNOW? MONTHLY PASSES ARE TOO COMPLICATED TO ACTIVATE, JUST HAVE OPTION TO AUTO-ACTIVATE. SOME CONDUCTORS ARE RUDE ESPECIALLY WITH BIKES. MANY ARE NICE. WHY ARE THE BAD ONES STILL IN A CUSTOMER FACING JOB?

TRAIN:268

I'VE RECENTLY STARTED RIDING BUT AM MOST PLEASED. SO FAR, CONDUCTORS HAVE BEEN FRIENDLY AND HELPFUL. I HAVEN'T USED THE BATHROOMS YET. THE TRAINS COULD SMELL A BIT BETTER, BUT IT'S NOTHING BAD NOW. THANK YOU CALTRAIN AND CALTRAIN CONDUCTORS.

TRAIN:282

THERE IS A BROAD SPECTRUM OF CONDUCTORS. SEVERAL ARE KIND AND PROFESSIONAL AND INVESTED IN QUALITY SERVICE, BUT I'VE TWICE BEEN TICKETED FOR FARE EVASION BECAUSE OF CLIPPER PROBLEMS. WHEN I PREPAY FOR A MONTHLY PASS AND HAVE BEEN RIDING TRAIN DAILY FOR YEARS. WHEN I OFFER TO SHOW A PRINTOUT FROM WORK, EMAIL CONFIRMATION OR CREDIT CARD PROOF OF PAYMENT THEY REFUSE TO LOOK. THEN I HAVE TO MISS WORK EIGHT MONTHS LATER TO PRESENT THE SAME INFO IN TRAFFIC COURT. SUPER ANNOYING AND A WASTE OF FUNDS PAYING CONDUCTOR TO GO TO TRAFFIC COURT.

TRAIN:289

YOU HAVE SOME VERY KIND CONDUCTORS, AND ALSO OTHERS THAT ARE REAL ASSHOLES. THE MEAN ONES RUIN THE EXPERIENCE AND MAKE ME NOT WANT TO RIDE YOUR TRAINS.

TRAIN:313

THERE'S A VERY STRONG SMELL OF GASOLINE IN THE TRAIN TODAY. SOME OF THE CONDUCTORS ARE WAY TOO CHATTY WITH THEIR ANNOUNCEMENTS. FEWER WORDS, PLEASE. THE DOORS AT THE SF STATION SHOULD BE REDESIGNED TO BE LESS OF A BOTTLENECK. THE TRAIN CLEANERS SHOULD STOP MAKING PEOPLE GET OFF THE TRAIN WHEN THERE'S STILL A LONG LINE OF PEOPLE WAITING TO GET THROUGH THE DOOR.

TRAIN:313

CONDUCTORS SHOULD NOT KICK PEOPLE OFF THE TRAIN AT NIGHT BECAUSE SOMEONE FORGOT TO SCAN MONTHLY PASS. THEY SHOULD PROVIDE WARNING INSTEAD. I WAS TOLD TO GO OUT AND SCAN, THEN DITCHED (VERY UNPROFESSIONAL)!

TRAIN:324

Personnel

CONDUCTORS ARE GREAT ON CALTRAIN. [7] ACTUALLY 10!

TRAIN:330

OVERALL MY EXPERIENCE IS EXCELLENT. WHAT MAKES IT GREAT IS YOUR EMPLOYEES. EXCELLENT COURTEOUS AND FRIENDLY AND HELPFUL. THEY ARE YOUR BEST ASSET.

TRAIN:330

NEED TO IMPROVE SCHEDULING. MORE TRAINS, BULLETS. SOME CONDUCTORS CAN IMPROVE CUSTOMER SERVICE; HOWEVER, I'D LIKE TO THANK THE GOOD CONDUCTORS BECAUSE THEY MAKE THE EXPERIENCE GREAT!

TRAIN:360

PLEASE PRESSURE CLIPPER CARD TO COME UP WITH A BETTER SYSTEM FOR ADDING MONEY/FARES TO THE PASS. ENFORCE YOUR POLICIES ON BIKE CARS. ALSO, IF A BIKE CAR IS FULL, ALLOW PEOPLE TO MOVE TO ANOTHER CAR, BUT DON'T LET NON-CYCLISTS SIT IN THE BIKE CAR. DON'T JOKE DURING YOUR SAFETY SPEECH- REAL LIFE IS GOING TO SUCK WHEN SOMETHING HAPPENS.

TRAIN:360

CALTRAIN STAFF IS HIT AND MISS. IF YOU ARE THE PUBLIC FACE OF A SERVICE INDUSTRY, BEST NOT BE AN A-HOLE.

TRAIN:360

A CONDUCTOR WAS VERY UNPROFESSIONAL AND YELLED AT ME, ACCUSING ME OF BEING A LIAR WHEN I FIRST STARTED RIDING CALTRAIN AND WAS UNAWARE I HAVE TO ACTIVATE MY MONTHLY PASS. UNNECESSARILY AGGRESSIVE STAFF.

TRAIN:376

SIGNIFICANT DELAYS HAS CAUSED ME LATE TO WORK MANY TIMES. ON BOARD TOILETS ARE SOMETIMES VERY MESSY. CONDUCTORS ARE VERY FRIENDLY AND HELPFUL-KEEP IT UP.

TRAIN:376

ON TIME FOR MORNING TRAINS IS MUCH WORSE WITH NEW SCHEDULE. CONDUCTORS ARE OFTEN CALLOUS WHEN GIVING UPDATES OR INSTRUCTIONS, E.G. FULL ON BIKES.

TRAIN:376

AUDIO ON TRAIN IS SOMETIMES HARD TO HEAR - A VISUAL SIGN WOULD BE HELPFUL. IT IS UNCLEAR TO ME WHAT PLATFORM TO GET ON, WHAT TRAIN IS ARRIVING (IDENTIFICATION ON THE TRAIN) AND WHERE ON THE PLATFORM IT IS STOPPING. I WILL NEVER FORGET ONE INSTANCE WHERE I ASKED THE CONDUCTOR WHICH WAY THE TRAIN WAS GOING AND HE TOLD ME THE WRONG INFO. OVERALL, THE CONDUCTORS SEEM TO AVOID CONTACT.

TRAIN:421

I HAVE SEEN A CONDUCTOR BE REALLY MEAN TO A PASSENGER.

TRAIN:424

Personnel

I LOVE MY MORNING TRAIN CONDUCTORS! THEY ARE NICE AND PROFESSIONAL AND FUNNY AND ROCK! I DON'T KNOW HOW MUCH CALTRAIN CAN DO ABOUT CLEANLINESS AT STATIONS WITHOUT WORKING WITH LOCAL CITY AND COUNTY GOVERNMENTS BECAUSE THE ROOT OF THE PROBLEM IS HOMELESSNESS. I'M EXCITED FOR ELECTRIFICATION!

TRAIN:424

[NAME REMOVED] IS MY FAVORITE CONDUCTOR! HE'S ALWAYS SO PLEASANT AND CHEERFUL WHEN I SEE HIM IN SF WHILE HEADING HOME FROM WORK IN THE EVENING. EVEN WHEN THERE ARE BIG CROWDS OF CRANKY COMMUTERS, HE'S ALWAYS SMILING AND POSITIVE. TELL HIM I SAY THANKS, PLEASE!

TRAIN:433

OVERALL GREAT EXPERIENCE. CONDUCTORS COULD BE A LITTLE FRIENDLIER AND THE PRICE IS A BIT COSTLY. I ONLY TRAVEL ONE ZONE AND IT IS A BIG PART OF MY BUDGET. MY WORK DOES NOT COMPENSATE ME FOR TAKING CALTRAIN.

TRAIN:438

NICE TRAIN BUT SOMETIMES SJ DIRIDON FACULTY ARE RUDE.

TRAIN:804

PLANNING

Electrification/High Speed Rail/System Modernization

Electrification/High Speed Rail/System Modernization

IF FEES NEED TO INCREASE TO HELP FUND ELECTRIFICATION PROJECT, THEN I'M OK WITH THAT. GOOD LUCK AND THANK YOU FOR THE GREAT SERVICE. I LOOK FORWARD TO THIS YEAR'S IMPROVEMENTS.

TRAIN:192

I HEARD CALTRAIN GOT THE 647 MILLION TO FUND THE ELECTRIFICATION PROJECT, CAN'T WAIT FOR THE OLD CARS TO BE AS SMOOTH AS THE BOMBARDIER CARS.

TRAIN:195

ELECTRONIC SIGN AT PALO ALTO STATION IS OFTEN BROKEN. OCCASIONAL MAJOR DELAYS BECAUSE LEVEL CROSSING MISHAPS ARE BAD- BUILD MORE SEPARATIONS!

TRAIN:195

GET ELECTRIFIED. GET TRAINS WITH BETTER SUSPENSIONS. GET MORE TRAINS.

TRAIN:216

I'M LOOKING FORWARD TO THE COMPLETION OF THE ELECTRIFICATION PROJECT. FASTER, MORE COMFORTABLE CARS ARE A MOST NEEDED IMPROVEMENT.

TRAIN:216

LOOKING FORWARD TO ELECTRIFICATION PROJECT FINALLY GETTING STARTED, AND TO THE PEDESTRIAN TUNNEL BEING ADDED AT MOUNTAIN VIEW STATION. I APPRECIATE THE AVAILABILITY OF BICYCLE CARS - WORKING WHERE I WORK WOULDN'T BE FEASIBLE IF I COULDN'T TAKE MY BIKE ONTO THE TRAIN.

TRAIN:217

MORE EXPRESS TRAINS AFTER 6:30 PLEASE! ALSO MORE UPDATES ON THE ELECTRIFICATION PROJECT!

TRAIN:222

CROSS-TRAIN SCHEDULING (SOUTHBOUND TRAIN BLOCKING CROSS TO NB PLATFORM B/C OF SCHEDULE AND DELAYS) IS A FREQUENT HEADACHE AT SUNNYVALE- I MISS ABOUT 3-4 TRAINS/MONTH BECAUSE OF THIS. NOT AT GRADE CROSSING IS ULTIMATE SOLUTION, BUT STILL SCHEDULING ALLOWANCE FOR BLOCKED PASSENGERS IS IMPORTANT.

TRAIN:225

OVERALL, CALTRAIN IS PRETTY GOOD ASIDE FROM DELAYS. THE BLINKING LIGHT/BOOM AT MOUNTAIN VIEW STATION SOUTHERN KEEPS MALFUNCTIONING. REPLACING AT GRADE CROSSINGS WITH BRIDGES AND TUNNELS WOULD BE A HUGE IMPROVEMENT. TRAINS ALSO BREAK DOWN FREQUENTLY.

TRAIN:225

1. SUNNYVALE STATION NEEDS MORE CLIPPER SCANNERS 2. CAN'T WAIT FOR ELECTRIFICATION!

TRAIN:225

Electrification/High Speed Rail/System Modernization

NEED ELECTRIFICATION, MORE TRAINS, HIGH SPEED INTERNET

TRAIN:233

IT'S HIGHLY RECOMMENDED THAT THE ELECTRONIC SYSTEM BE INSTALLED ON CALTRAIN.

TRAIN:262

I CAN'T WAIT FOR MORE FREQUENT ELECTRIFIED SERVICE- ESPECIALLY DURING THE MIDDAY IF I NEED TO GO HOME WHEN SICK OR STAY LATE AT WORK FOR AN EVENT. IN THE MEANTIME, COFFEE CARTS AT STATIONS PLEASE! MILLBRAE IS SO DREARY AND BLAND. YOUR SOCIAL MEDIA TEAM IS GREAT AND EFFECTIVE. CONDUCTORS COULD BE BETTER W/ ANNOUNCEMENTS DURING "MELT DOWNS"- THEY OFTEN ACT AS IF THEY DON'T KNOW WHAT'S HAPPENING

TRAIN:262

CAN'T WAIT FOR ELECTRIFICATION AND MORE FREQUENT SERVICE!

TRAIN:268

HOPE THE ELECTRIC TRAINS ARE COMING SOON!

TRAIN:282

GLAD ELECTRIFICATION IS GOING FORWARD. REALLY WISH MULTI-TRACK WERE POSSIBLE. NYC OFFERS A SERVICE THAT SENDS A TEXT IF THERE WILL BE DELAYS WITHIN A CHOSEN TIME AND SEEMS FEASIBLE TO ADD SOMETHING LIKE THAT. INFO SHOULD COME TO ME WITHOUT SEEKING IT.

TRAIN:289

HURRY UP W/ELECTRIFICATION, BREAKDOWNS ARE A BUMMER.

TRAIN:313

ELECTRIFY!

TRAIN:360

CAN'T WAIT FOR THE ELECTRIC TRAIN! THIS TRAIN IS TOO LOUD. I HAVE A BIT OF HEARING DAMAGE, BUT THANKS FOR ALL THE RIDES!

TRAIN:385

I STRONGLY SUPPORT ELECTRIFICATION!

TRAIN:385

GENERALLY HAPPY WITH CALTRAIN. CAN'T WAIT FOR ELECTRIFICATION.

TRAIN:385

I LOVE MY MORNING TRAIN CONDUCTORS! THEY ARE NICE AND PROFESSIONAL AND FUNNY AND ROCK! I DON'T KNOW HOW MUCH CALTRAIN CAN DO ABOUT CLEANLINESS AT STATIONS WITHOUT WORKING WITH LOCAL CITY AND COUNTY GOVERNMENTS BECAUSE THE ROOT OF THE PROBLEM IS HOMELESSNESS. I'M EXCITED FOR ELECTRIFICATION!

TRAIN:424

EXCITED ABOUT IMPROVEMENTS- FUNDING IMPROVEMENT I HEARD.

TRAIN:432

Electrification/High Speed Rail/System Modernization

VERY MUCH LOOKING FORWARD TO THE ELECTRIFICATION OF CALTRAIN. THE EXISTING SERVICE IS GENERALLY EFFICIENT AND PLEASANT.

TRAIN:438

CAN'T WAIT FOR ELECTRIFICATION! YAY! MORE FREQUENT TRAINS PLEASE!

TRAIN:441

LOOKING FORWARD TO ELECTRIFICATION AND NEW TRAINS

TRAIN:801

Routes/Additional Stops

Routes/Additional Stops

CAN YOU HAVE MORE TRAINS STOPPING AT BELMONT?

TRAIN:190

PLEASE STOP AT SANTA CLARA FOR BAY TO BREAKERS

TRAIN:207

I CANNOT BELIEVE CALTRAIN TERMINATES AT THE BALLPARK WITH NO BETTER WAY TO GET DOWNTOWN. I CAN'T WAIT FOR THE TRANSBAY TERMINAL TO BE INCORPORATED. MILLBRAE BART IS TIMED TO LEAVE AS CALTRAIN ARRIVES! I SEE THIS EVERY DAY. ALSO, I NOTE THE MANUAL NATURE OF EVALUATING THIS SURVEY. MAYBE BUBBLES OR SCANTRON, MAKE INPUT OF ANSWERS AUTOMATED AND EASY TO QUANTIFY.

TRAIN:217

THE TRANSBAY CENTER TERMINAL CAN'T OPEN FAST ENOUGH! I TRAVEL BETWEEN SF'S FINANCIAL DISTRICT AND PALO ALTO EVERY WEEKDAY. ALSO, WI-FI ONBOARD WOULD BE GREAT.

TRAIN:262

NEED MORE TRAINS THAT GO FURTHER SOUTH (SOUTH OF SAN JOSE DIRIDON)! MORE ADEQUATE PARKING AT SOME STATIONS WOULD BE GOOD.

TRAIN:268

IF YOU MISS THE HEAD OF THE TRAIN, THERE IS NO WAY TO KNOW THE TRAIN NUMBER, ESPECIALLY AS THEY ARE FREQUENCY DELAYED, AND SIGNS ARE WRONG.- SOME TRAINS STATIONS ARE FAR TOO CLOSE TOGETHER, AND ANNOYING AND SLOW TO STOP AT BOTH.

TRAIN:282

MORE ROUTES TO/FROM MORGAN HILL PLEASE! PRETTY PLEASE!

TRAIN:313

NEED BETTER TRANSPORT TO FINANCIAL DISTRICT IN SF.

TRAIN:313

CONNECTIVITY TO FREMONT WOULD BE GOOD.

TRAIN:801

IF YOU GET RID OF SOME OF THOSE STOPS, YOU WON'T EVEN NEED BULLET SERVICE.

TRAIN:801

PLEASE FUND THE 2ND AND HOWARD STATION/EXTENSION NEAR THE SALESFORCE BUILDING

TRAIN:804

Schedules/Frequency

Schedules/Frequency

I HOPE THE TRAIN SCHEDULE WOULD BE EVERY 30 MIN INSTEAD OF AN HOUR.

TRAIN:142

MY SUGGESTIONS: -- MORE BULLET TRAINS-- BETTER SIGNAGE/LABELS WHICH TRAIN GOES WHERE AT THE SAN JOSE DIRIDON STATION-- LITTLE CLEANER

TRAIN:142

MORE LIMITED AND BULLET TRAINS AND BETTER CONNECTION TO OTHER TRAINS SUCH AS BART. A REAL PROPERLY STAFFED STATION AT 4TH AND KING IF NOT ELSEWHERE! I WANT TO SPEAK TO A REAL PERSON TO UNDERSTAND MY TICKET OPTIONS, ETC.

TRAIN:143

IF IT CAME A HALF HOUR FOR ONE TRAIN, THAT WILL BE NICE.

TRAIN:143

I THINK ALTHOUGH THE ROTATING AND CHANGING TIMES FOR WHEN TRAINS ARRIVE IS CHANGED BASED ON THE GREATER MASS OF PEOPLE, IT WOULD BE NICE TO HAVE MORE TRAINS IN THE MORNING GOING TO MENLO PARK FOR KIDS WHO GO TO SCHOOL THERE.

TRAIN:143

MORE TRAINS DURING RUSH HOUR.

TRAIN:150

INCREASED FREQUENCY OF TRAINS WOULD BE GREAT!

TRAIN:150

DON'T CUT ANY MORE TRAINS PLEASE! THE LAST CUTS WERE QUITE INCONVENIENT!

TRAIN:151

MORE TAMIEN, PLEASE. MORE PARKING, PLEASE

TRAIN:190

IF POSSIBLE, PLEASE ADJUST THE SCHEDULE SO WE CAN HAVE MORE TRAINS AT RUSH HOUR.

TRAIN:190

HAVING A FEW MORE TRAINS LEAVING SF AT NIGHT WOULD BE GOOD

TRAIN:190

RIDERSHIP HAS INCREASED-- WE NEED MORE TRAINS DURING PEAK COMMUTE HOURS, RATHER THAN ONE EVERY HOUR FROM 6:30 - 9 PM.

TRAIN:190

NEED AN EXPRESS TRAIN FROM SF-SJ NON STOP!

TRAIN:192

Schedules/Frequency

SF BATHROOM VERY DIRTY BUT UNLIKE BART/OPEN AND FUNCTIONING. NEED MORE FREQUENT LATE NIGHT TRAINS- EVERY 1/2 HOUR THRU 3AM. ALWAYS A RUSH FOR THE LAST TRAIN. WAY BETTER THAN BART. CALTRAIN HAS TOILETS.

TRAIN:192

MORE FREQUENT TRAINS BETWEEN 8:30-10:00 AM FROM SAN MATEO TO SF. REQD.

TRAIN:192

TRAIN IS SLOW, AND LOUD (RUMBLING, SCREECHING) GOING FROM SF TO SAN JOSE. ITS TOO DAMN BRIGHT AT NIGHT AND TOO MANY LOUD ANNOUNCEMENTS AT NIGHT WHEN PEOPLE ARE SLEEPY AND TRYING TO SLEEP. NEED MORE TRAINS THAT ARE DIRECT AT NIGHT. NEED MORE MODERN TRAINS. YOU GUYS ARE A DISGRACE TO USA!

TRAIN:192

NEED MORE TRAINS DURING OFF-PEAK AND WEEKENDS

TRAIN:192

TRAINS VERY CROWDED DURING RUSH HOUR. NEED MORE EXPRESS TRAINS ON WEEKEND.

TRAIN:192

I WOULD STILL LOVE TO SEE MORE BIKE CARS AND MORE BULLET TRAINS.

TRAIN:195

WHAT CALTRAIN NEEDS MOST IS FASTER, MORE FREQUENT TRIPS, BUT I KNOW THAT'S IN THE WORKS. I WOULD PREFER NO BATHROOMS OVER THE SMELL.

TRAIN:195

I THINK BEYOND PEAK TIME, THERE SHOULD BE MORE LIMITED TRAIN OPTIONS. DITTO FOR WEEKEND SERVICE. MISSING A BULLET IS COSTLY ON ALL TRAINS TAKE 1:30 HRS TO REACH SAN FRANCISCO/SANTA CLARA. IN GENERAL I'LL BE HAPPY WITH MORE EXPRESS SCHEDULE SPREAD THROUGHOUT THE DAY.

TRAIN:197

NEED WI-FI AND MORE TRAINS PER HOUR.

TRAIN:206

ADD ANOTHER EXPRESS OR LIMITED TRAIN FROM SF AFTER 6:58PM

TRAIN:207

WOULD LIKE MORE BULLET TRAINS IN EVENINGS

TRAIN:207

GET ELECTRIFIED. GET TRAINS WITH BETTER SUSPENSIONS. GET MORE TRAINS.

TRAIN:216

Schedules/Frequency

I ONLY WISH WE HAD MORE FREQUENT SERVICE AND FASTER, QUIETER TRAINS. NOT YOUR ISSUE, BUT ONE I HOPE YOU'LL KEEP ADVOCATING FOR. ALSO, I WISH CONDUCTORS WERE MORE EMPOWERED TO KICK OFF DISRUPTIVE PEOPLE (LIKE THOSE BLARING MUSIC) OFF THE TRAIN. AS A WOMAN, MORE CONDUCTORS CIRCULATING WOULD MAKE ME FEEL SAFER.

TRAIN:216

IF POSSIBLE, MORE FREQUENT TRAINS DURING RUSH HOUR. CALTRAIN HAS REACHED (PROBABLY) ITS MAX CAPACITY AND I WOULD LOVE TO SEE MORE BULLET TRAINS.

TRAIN:217

IF POSSIBLE BUILD A HIGH-SPEED TRAIN VERSION OF CALTRAIN. COMPARED WITH HIGH SPEED TRAIN IN CHINA (WHERE I AM FROM), CALTRAIN IS LIKE A STONE AGE THING. IT'S SLOW AND SHAKY. A HIGH SPEED CALTRAIN CAN GREATLY IMPROVE BAY AREA.

TRAIN:217

I THINK NUMBER OF LIMITED AND BABY BULLET TRAINS SHOULD INCREASE. I'M AT SAN ANTONIO STATION AND ONE TRAIN PER HOUR IS NOT SUFFICIENT FOR THIS STATION.

TRAIN:217

IMPROVEMENTS: MORE TRAINS, REPAIR UPHOLSTERY, WI-FI ON BOARD, ADD OVERHEAD RACKS TO TRAINS PURCHASED FROM LA.

TRAIN:217

WE NEED ON TIME TRAINS, SOMETIMES DELAYS. WE NEED MORE FREQUENCY, MORE BULLETS AT OFFICE TIME. AFTERNOON WE SHOULD HAVE MORE LIMITED/BULLET BETWEEN 3 TO 4.

TRAIN:217

TWO ISSUES: THE COST IS VERY HIGH TO RIDE THE TRAIN AS A COMMUTER. WHILE I CAN AFFORD IT, I AM SURELY AMONG THE FEW. ADDITIONALLY, MORE EXPRESS TRAINS TO OTHER STATIONS AND OVERNIGHT TRAINS ARE NEEDED.

TRAIN:217

CLEANER TRAINS; BETTER COMMUNICATION WITH PUBLIC; MORE TRAINS SOUTHBOUND TO GILROY.

TRAIN:217

WISH LIST: MORE BIKE CARS AND MORE BULLET SERVICE BETWEEN SANTA CLARA AND PALO ALTO. OTHERWISE, KEEP UP THE GOOD WORK! WE APPRECIATE YOUR SERVICE.

TRAIN:217

MORE EXPRESS TRAINS. WI-FI ON THE TRAINS.

TRAIN:217

NEED FREQUENCY OF TRAINS TO INCREASE ON WEEKENDS, WI-FI ONBOARD. 8:30 OR LATER RWC TO SF TRAINS

TRAIN:217

INCREASE FREQUENCY AND ADD CAPACITY BECAUSE OF LACK OF SEATING.

TRAIN:217

Schedules/Frequency

VERY FREQUENT FAILURES CAUSING INCONVENIENCE. IF PREVIOUS TRAIN FACES ISSUES, ALL TRAINS ARE DELAYED AND HUGELY IMPACTED WITH DISRUPTED SCHEDULES. TIMING AND FREQUENCY OF BULLET NEED TO IMPROVE USE, NEED MORE BULLET TRAINS (MV BULLET TRAINS HAVE A ONE HOUR FREQUENCY AND ONLY THREE IN THE MORNING AND THREE IN THE EVENING)

TRAIN:217

NEW SCHEDULE INCREASES TRAVEL TIME FROM SAN ANTONIO TO SAN MATEO (SWITCHING AT MENLO PARK). MANY TRAINS NOW ONLY HAVE ONE BATHROOM, NEED AT LEAST TWO. WHY IS MY TRAIN LATE ON MONDAYS SO OFTEN? BULLET TRAINS UPSTAIRS WINDOW SEATS - IMPOSSIBLE TO GET OUT OF SEAT WITHOUT HITTING HEAD ON RACK; I'VE SEEN IT HAPPEN TO MULTIPLE PASSENGERS.

TRAIN:217

WHY DON'T WE HAVE WI-FI? IN THIS DAY AND AGE AND IN THE BAY AREA, IT SEEMS INEXCUSABLE. THE SCHEDULE OF THE TRAINS THAT SERVE SOUTH COUNTY IS TERRIBLE - THEY ARE CLOSE TOGETHER IN THE AM AND FAR APART IN THE AFTERNOON WITH A BIG GAP AT THE MOST USEFUL TIME.

TRAIN:217

NEED TO ESTABLISH BULLET TRAIN IN SOUTH SANTA CLARA COUNTY - GILROY OR SM

TRAIN:217

WEEKEND TRAINS FROM GILROY/SAN MARTIN/MORGAN HILL PLEASE. I'LL GO AHEAD AND SAY BULLET TRAIN FROM GILROY TO PALO ALTO WOULD BE GREAT! KEEP UP THE GOOD WORK!

TRAIN:217

ONE MORE TRAIN TO AND FROM GILROY BETWEEN 4:13PM AND 5:55PM, THAT'S ALMOST A TWO HOUR DIFFERENCE.

TRAIN:217

NEED WI-FI ONBOARD. MORE THAN THREE TRAINS TO THE SOUTH BAY WOULD BE WELCOME AS WELL.

TRAIN:217

TRAIN OPTIONS SOUTH OF TAMIEN TOO LIMITED. 4:18 TO 6:00 IS A HUGE GAP DURING COMMUTE SCHEDULING - NEED A TRAIN ABOUT 5:10.

TRAIN:217

OVERALL PLEASANT EXPERIENCE, WISH COMMUNICATION OF DELAYS THROUGH APP WAS BETTER. WISH MORE TRAIN OPTIONS IN THE MIDDLE OF THE DAY. ALSO WISH MORE PARKING WAS AVAILABLE AT TAMIEN AND PARKING LOT WAS SAFER (LOTS OF BREAK-INS HAPPEN NOW).

TRAIN:217

MORE EXPRESS TRAINS AFTER 6:30 PLEASE! ALSO MORE UPDATES ON THE ELECTRIFICATION PROJECT!

TRAIN:222

Schedules/Frequency

PLEASE INCREASE AM/PM (8-9:30 EARLY, 4-5PM) SUNNYVALE STOPS. AT LEAST EVERY OTHER TRAIN.
TRAIN:222

RE: ONBOARD ANNOUNCEMENTS- QUITE A BIT OF VARIABILITY IN SPEAKER STRENGTH/FUNCTIONALITY. ON MANY OCCASIONS, I CANNOT HEAR, OR CONVERSELY, ANNOUNCEMENT IS LOUD TO THE POINT OF JARRING. WOULD BE GREAT TO HAVE MORE CARS ON SOME OF THE MORNING/SOUTHBOUND TRAINS. HAVE BEEN ON SEVERAL SINCE NEW SCHEDULE WHERE IT'S STANDING ROOM ONLY AT 22ND WHEN I BOARD.

TRAIN:222

CARS WITH TABLES ARE GREAT. I HAVE IBS AND OFTEN NEED THE RESTROOM, BUT THEY ARE PRETTY GROSS IN THE TRAIN. WANT MORE BULLET TRAINS FROM SF BEFORE 4:30.

TRAIN:225

CROSS-TRAIN SCHEDULING (SOUTHBOUND TRAIN BLOCKING CROSS TO NB PLATFORM B/C OF SCHEDULE AND DELAYS) IS A FREQUENT HEADACHE AT SUNNYVALE- I MISS ABOUT 3-4 TRAINS/MONTH BECAUSE OF THIS. NOT AT GRADE CROSSING IS ULTIMATE SOLUTION, BUT STILL SCHEDULING ALLOWANCE FOR BLOCKED PASSENGERS IS IMPORTANT.

TRAIN:225

AN EXPRESS TRAIN WITH NOT MORE TWO STOPS B/W SUNNYVALE/TAMIEN TO SF WOULD BE VERY CONVENIENT.

TRAIN:225

TRAINS ARE TOO CROWDED DURING RUSH HOURS. SAN CARLOS NEEDS MORE FREQUENT SERVICE.
TRAIN:225

MORE EVENING TRAINS STOPPING AT SAN MATEO! THERE ARE ONLY TWO OPTIONS FROM 5-6PM (5:08, 5:50)

TRAIN:225

SOME TRAINS CROWDED, POOR TIMETABLE , ROUGH RIDES.

TRAIN:232

PLEASE RUN MORE BULLET TRAINS BETWEEN 9-10AM; CONSIDER MORE POWER OUTLETS ON THE TRAINS; BETTER COMMUNICATION REGARDING DELAYS, ESPECIALLY ONBOARD.

TRAIN:232

MORE TRAINS AND SEATING IS NEEDED DURING RUSH HOUR. MONTHLY PASSES SHOULD BE SOLD AT STATIONS. DIGITAL COMMUNICATION COULD BE BETTER REGARDING SCHEDULE CHANGES AND DELAYS. CALTRAIN NEEDS AN APP WITH REAL TIME INFO.

TRAIN:232

THE PREVIOUS TIMING BEFORE APRIL CHANGE WERE MUCH BETTER FROM BOTH 4TH AND KING AND BACK FROM MT. VIEW

TRAIN:232

Schedules/Frequency

I WOULD LIKE TO SEE LATER NIGHT SERVICE. IT DOESN'T HAVE TO BE ON A CONSISTENT SCHEDULE (ONCE AN HOUR /HALF AN HOUR). ONE LATE NIGHT TRAIN AT AROUND 2:30AM WOULD BE GREAT.

TRAIN:232

COMMUTE TRAINS ARE VERY OFTEN LATE EG#232, #289. DIRIDON PLATFORM CHANGES ARE NEVER COMMUNICATED WELL, RESULTING IN MISSING OUR TRAINS.

TRAIN:232

WOULD PREFER MORE SOUTHBOUND TRAINS THAT HIT 22ND ST AND MOUNTAIN VIEW STATIONS FROM 9-11AM.

TRAIN:232

MORE FREQUENT TRAINS.

TRAIN:232

MORE FREQUENT TRAINS PAST 9, BEFORE 11 WOULD BE NICE.

TRAIN:232

BETWEEN 8:15 AM AND 5:45AM NEEDS ANOTHER EXPRESS. IF NOT POSSIBLY ADD EITHER SAN ANTONIO OR LAWRENCE TO BABY BULLET. UPDATE CLIPPER CARD PLATFORM, DIAL-UP WAS 1995. FOR HEARING IMPAIRED, ADD LED BANNER IN EACH CAR FOR UPCOMING STATION.

TRAIN:232

WOULD REALLY APPRECIATE LIMITED TRAINS THAT RUN PAST 6PM (TO SAN ANTONIO), AND MORE BIKE SPACE.

TRAIN:232

WAITING TO HAVE WI-FI ON BOARD AND EVENTUALLY MORE TRAINS TO SUNNYVALE

TRAIN:232

THE NEW SCHEDULE COULD BE IMPROVED, SOMETIMES TRAINS ARE VERY CLOSE TO EACH OTHER WITH SUBSTANTIAL GAPS OF NO TRAINS IN BETWEEN. PERHAPS BETTER TIME, SPACED TRAINS WOULD BE BETTER

TRAIN:232

IF CALTRAIN COULD HAVE TRAINS FOR THE BULLET TRAIN THAT HOLD THE MOST AMOUNT OF PEOPLE, IT WOULD BE MORE CONVENIENT FOR RIDERS. ALTHOUGH IT IS AN INFRASTRUCTURE ISSUE, THE TRAINS NEED MORE CAPACITY BECAUSE IT CAN GET DANGEROUS W/ THE NUMBER OF PEOPLE THAT BLOCK THE AISLES DUE TO THE LOW AMOUNT OF SEATS.

TRAIN:233

CALTRAIN HAS BEEN HIT OR MISS WHEN I DON'T TAKE MY REGULAR TRAIN. THE NEW SCHEDULE CHANGES DID NOT REFLECT NEW TIMES FOR A WEEK OR SO, THROWING ME OFF. SF SERVICE DURING BALL GAMES ARE ALSO NOT CLEAR. SOME WARNING WOULD BE APPRECIATED.

TRAIN:233

Schedules/Frequency

I DON'T LIKE THE NEW TIMES IN AM. WISH THERE WAS BULLET SERVICE EARLIER OUT OF DIRIDON. THE CHANGE FROM 7:45 TO 7:49 IN MORNING MEANS A WAIT OF ~36 MINUTES. 7:29 WOULD BE NICE

TRAIN:254

MORE TRAINS TO MORGAN HILL PLEASE. MORE SECURITY TO MAKE SURE PASSENGERS ARE SAFE AND SECURE.

TRAIN:262

MORE BULLET TRAINS, BETTER CLEANLINESS, TRAIN THAT LEAVES SF AT 1AM

TRAIN:262

NEED MORE BULLET TRAINS AND TIMES OUT OF SAN CARLOS. TRAFFIC AT SAN CARLOS IS NOT SAFE AND CAUSES MAJOR DELAY.

TRAIN:262

I HAVE THREE MAIN COMPLAINTS. FIRST I FEEL LIKE THE NORTHBOUND TRAINS LEAVING SUNNYVALE IN THE AM NEED TO BE SPACED OUT MORE. THEY CLUSTER ALTOGETHER WITH LONG GAPS IN BETWEEN. SECOND, PASSENGERS WITHOUT BIKES SHOULD BE DISCOURAGED FROM BOARDING BIKE CARS MORE AGGRESSIVELY. THIRD, MONTHLY PARKING FEES ARE TOO HIGH.

TRAIN:262

NOT SURE IF POSSIBLE, BUT ALWAYS GREAT TO HAVE MORE TRAINS. AT MY JOB AT CALIFORNIA AVENUE, THERE WEREN'T ANY TRAINS CONNECTING FROM WHERE I LIVING IN BURLINGAME, SO LESS WORTH MY WHILE TO TAKE THE TRAIN. ALSO CAL AVE WAS OFTEN ONLY ONCE PER HOUR.

TRAIN:262

MORE EXPRESS TRAINS THAT GO LATER IN THE EVENING. MORE LIMITED TRAINS, LESS STOPPING AT UNDER USED STATIONS.

TRAIN:262

WISH THAT MORE EXPRESS TRAINS STOPPED AT BURLINGAME STATION, MORE FREQUENTLY.

TRAIN:262

NEW SCHEDULE PUTS BULLETS RIGHT BEHIND LOCAL TRAINS, WHICH MAKES NO SENSE! SF -> PA (AM) USED TO BE 38 MINUTES ON BULLET. NOW IT'S 47 MINUTES!

TRAIN:267

I JUST WISH THIS WAS MORE LIKE BART-LIKE SYSTEM WITH MORE TRAINS THROUGHOUT THE DAY, FEWER ANNOUNCEMENTS, MORE COMFORTABLE TRAINS, ETC. IT FEELS LIKE A 19TH CENTURY THROWBACK COMPARED TO BART.

TRAIN:267

THE SCHEDULE (SOUTHBOUND SF-MV) IN THE AM TOTALLY MESSES UP. WE HAVE TO GET UP VERY EARLY OTHERWISE WE HAVE TO WAIT HALF HOUR, IF MISS 845. WE WONT BE IN MV UNTIL AROUND 10:30AM. THIS IS VERY BAD SCHEDULE FOR ALL OF COMMUTES BETWEEN SF -MV.

TRAIN:267

Schedules/Frequency

IT WOULD BE NICE IF THERE WERE MORE BABY BULLETS OR FASTER OPTIONS TO GET STRAIGHT TO SF. THANKS.

TRAIN:267

IT WOULD BE WONDERFUL IF AT LEAST ONE MORE TRAIN WAS ADDED SOUTHBOUND TO GILROY BETWEEN THE SUNNYVALE 4:18 AND 6 PM TRAINS.

TRAIN:268

MORE STOPS AT SAN ANTONIO STATION EVEN AFTER 4 PM. MORE STOPS AT BLOSSOM HILL STATION ESPECIALLY AFTER 4:00 PM.

TRAIN:268

BETTER COMMUNICATION ABOUT DELAYS. MORE LOCAL TRAINS DURING RUSH HOUR. ON THE TRAIN'S SIGN, SAY IF IT'S LOCAL OR EXPRESS TRAIN (MAKING ALL STOPS).

TRAIN:268

I'M GENERALLY HAPPY WITH CALTRAIN, HAVE BEEN RIDING MOST WEEKDAYS SINCE FEB 2017; BUT THIS MORNING MY TRAIN (#323 JUNE 6) BROKE DOWN IN HILLSDALE. THERE WAS NO INFORMATION ABOUT HOW LONG IT WOULD TAKE FOR THE NEXT TRAIN TO ARRIVE. I WAS DELAYED BY AN HOUR TOTAL. I THINK CALTRAIN SYSTEM IS NOT VERY RESILIENT IN CASES LIKE THIS AND ALSO NOT VERY RESPONSIVE TO SUPPORTIVE OF TRAVELERS. IT FEELS WRONG THAT FARES ARE INCREASING SO MUCH IF THIS IS THE LEVEL OF SERVICE CALTRAIN PROVIDES. I ALSO WISH THERE WERE MORE TRAINS, AS TRAINS IN RUSH HOUR ARE ALWAYS VERY FULL AND PEOPLE HAVE TO STAND.

TRAIN:268

WE NEED MORE TRAINS COMING AND COMING FROM GILROY. PLEASE UPDATE FIX SEATS (MANY ARE BROKEN). WE SHOULD HAVE WI-FI ONBOARD.

TRAIN:268

MY BIG COMPLAINT IS THE TINY AMOUNT OF AND POOR PLACEMENT OF MACHINES TO TAG ON/OFF AT THE PLATFORM. WHY AT THE LEAST, ARE THERE NOT MACHINES AT THE VERY ENDS OF THE PLATFORMS AND ENTRANCE/EXITS? ALSO, MORE TRAINS WOULD BE MUCH APPRECIATED.

TRAIN:268

1 BETTER NOTIFICATION OF DELAYS AND TRACKING (APP) 2 FIX CROWDING ISSUE (HARD TO BREATHE DURING PEAK TIMES). MORE BULLET TRAIN TO TRANSFER STATIONS BUT ALSO SEEMS THERE ARE MORE FREQUENT TRAIN BREAKDOWNS RECENTLY - NEED TO UPGRADE OLD CARS.

TRAIN:268

GENERALLY, A GREAT COMMUTE, ON TIME, CLEAN, COMFORTABLE OK. BIKE CARS FILL UP IN IN NICE WEATHER. BETTER ANNOUNCEMENTS OF THIS WOULD HELP (WHICH CAR HAS SPACE). WHEN LATE AT STATION, DELAYS VERY INACCURATE. I JUST KEEP COUNTING ON EXCELLENT STAFF.

TRAIN:268

MORE FREQUENT TRAINS WOULD BE NICE.

TRAIN:268

Schedules/Frequency

EXTEND BULLET TRAIN TO 9AM IN THE MORNING AND 6PM

TRAIN:268

IT IS VERY USEFUL TO CONNECT SF FROM SUNNYVALE. COULD YOU PLEASE CONNECT LAWRENCE WITH BULLET TRAIN? I LOVE CALTRAIN / AND I APPRECIATE EFFORTS OF ALL THE PEOPLE BEHIND IT.

TRAIN:268

ROLLING STOCK OR RAILS DESPERATELY NEED UPGRADING. WHILE WRITING THIS I AM STRUGGLING TO KEEP PENCIL ON PAPER, THE CAR IS THROWING AROUND SO MUCH.- CLIPPER READERS NEED TO BE AT PLATFORM ENTRY/EXIT, NOT HALF WAY UP PLATFORM (SEE HAYWARD PARK)- SMALLER MORE FREQUENT TRAINS PLACE!- MORE BOMBARDIER AT PEAK TIMES!

TRAIN:273

SPEED IS KING. IMPACT OF MISSING A TRAIN IS BAD AT NON RUSH HOURS (I.E. 1 HOUR DELAY AT 11AM)

TRAIN:273

NEED MORE AM TIME TRAINS. ONE AT 9:00 AM AND ANOTHER AT 9:45 AM IS NOT ENOUGH FOR COMMUTERS. AT LEAST EVERY 15 MINUTES BETWEEN TRAINS WOULD BE VERY HELPFUL

TRAIN:273

THE MOST HELPFUL THING FOR ME WOULD BE MORE FREQUENT OFF-PEAK TRAINS AND MORE LATE-NIGHT TRAINS.

TRAIN:273

NEED MORE SCHEDULED TRAINS AND MORE COMFORTABLE SEATS.

TRAIN:277

THE NEW SCHEDULE CAUSES MORE DELAYS. THE BULLET IS ALWAYS BEHIND SCHEDULE. THE REVISED SCHEDULE MAKES CONNECTING TO OTHER MODES OF TRANSIT DIFFICULT DUE TO THE DELAYS (VTA, BART, ETC.).

TRAIN:277

THE NEW TRAIN SCHEDULE HURTS THE BACK BECAUSE LAST EXPRESS TRAIN IS 8:30AM SFO SOUTH.

TRAIN:277

THE BOMBARDIER ARE SO MUCH SMOOTHER AND QUIETER! IT MAYBE TOO HARD TO DO, BUT I WISH TRAINS HAD WI-FI. SEVERAL STATIONS HAVE POOR CELL COVERAGE. WOULD LIKE LATER-TIMES FOR BULLET TRAINS.

TRAIN:277

I WOULD LIKE HILLSIDE ADDED TO ALL BULLETS (NB365,375,385). MOUNTAIN VIEW NB PLATFORM NEEDS TO BE REWORKED: NOT ENOUGH SPACE AND ONLY TWO POINTS OF EGRESS. IF THERE ARE DELAYS, PLATFORM IS DANGEROUSLY CROWDED. THANK YOU

TRAIN:277

Schedules/Frequency

VERY FRUSTRATING AT THE LACK OF VARIETY IN BULLET TRAIN ROUTES. TOO FEW STOPS ARE SUPPORTED. NEED TO OFFER MORE TRAINS. PRICE IS ABSURDLY HIGH, PAYING NEAR \$300/MONTH FOR PUBLIC TRANSPORT IS OBSCENE.

TRAIN:277

IMPROVEMENT I WOULD LIKE: LESS EXPENSIVE AND MORE FREQUENT TRAINS. THANKS!

TRAIN:282

NOT ENOUGH CARS. TOO MANY PEOPLE STANDING! MORE TRAINS NEEDED AFTER 7:30PM FROM SF. WE NEED TRAINS EVERY HALF HOUR AFTER 7:30PM FROM SF WEEKDAYS.

TRAIN:282

ADD MORE TRAINS TO THE SCHEDULE. AT LAWRENCE, HAVE BULLETS AND HAVE FASTER TRAINS STOP MORE.

TRAIN:288

MORE FREQUENCY OF TRAINS AND MORE BABY BULLETS AND LIMITED TRAINS PLEASE!

TRAIN:288

I RIDE CALTRAIN EVERYDAY FOR WORK AND REALLY APPRECIATE IT. IT WOULD BE GREAT TO HAVE MORE TRAINS AFTER 7PM LEAVING SF THOUGH.

TRAIN:288

WOULD LOVE MORE SERVICE DURING NON-RUSH HOURS BUT HEY, I GET IT. PARKING AT MILLBRAE STATION SEEMS HOPELESSLY COMPLICATED TO PAY FOR, DUE TO BART.

TRAIN:288

WE NEED FASTER TRAINS!

TRAIN:289

TWO THINGS I'D BE HAPPY TO SEE IMPROVING: 1) LESS DELAYS, MORE RELIABLE SERVICE; 2) TRAINS DEPARTING MORE OFTEN. TO ME, EVERYTHING ELSE IS GREAT ABOUT CALTRAIN. THANKS!

TRAIN:289

1) I WOULD PREFER EVERY TRAIN MAKES EVERY STOP. 2) THE LOCK OF SOME RESTROOMS IS NOT EASY TO UNLOCK. I GOT TRAPPED INSIDE RESTROOM FOR MORE THAN 10 MIN. 3) SOMETIMES, I SMELL THE STINKY SMELL OF RESTROOM. IN SOME TRAINS, I SMELL THE UNPLEASANT SMELL OF BRAKE PADS.

TRAIN:289

PLEASE DON'T RAISE PARKING RATES! THERE ARE NO NEW SPOTS BEING MADE, BUT YET YOU'VE RAISING RATES. MORE TRAINS TO MORGAN HILL.

TRAIN:313

RUN MORE TRAINS.

TRAIN:313

Schedules/Frequency

I TRAVEL FROM GILROY- MORE TRAINS TO SOUTH TO ALLOW FOR BETTER TIMES.DO NOT RAISE THE PARKING FARES	TRAIN:313
MORE CARS DURING AFTERNOON COMMUTE	TRAIN:313
IT SEEMS THE TRAINS ARE GETTING SLOWER MORE OFTEN.	TRAIN:313
ADD ANOTHER BULLET IN AM.	TRAIN:313
TURN IT BACK TO THE OLD SCHEDULE. OVERCROWDED, RUNS INTO TRAINS IN FRONT OF IT, EXTRA STOP MAKES NO SENSE.	TRAIN:324
EVER SINCE THE TIMETABLE CHANGED, 329 HAS BEEN LATE. ALSO, I WOULD APPRECIATE ANNOUNCEMENTS THAT SENIORS ARE ENTITLED TO THE "BLUE SEATS."	TRAIN:329
NEED MORE TRAINS, MORE BABY BULLETS AND OVERALL FREQUENCY. THAT WILL ADD A LOT OF FLEXIBILITY IN PEOPLE'S LIVES.	TRAIN:329
PLEASE ADD MORE FREQUENCY TO TRAINS.	TRAIN:329
GET MORE BULLETS, 8:04 IS TOO EARLY FOR THE LAST ONE.	TRAIN:329
PLEASE, MORE BABY BULLETS DURING RUSH HOUR!	TRAIN:329
MORE BULLET TRAINS THROUGHOUT THE DAY, NOT JUST MORNING AND EVENING.	TRAIN:329
PLEASE EXTEND ALL BABY BULLET TRAINS TO TAMIEN. THERE ARE SO MANY PEOPLE WHO WOULD USE THE BABY BULLET FROM TAMIEN.	TRAIN:329
ADD MORE BULLET OPTIONS, EACH ONE IS FULL AT PEAK. ADD LATER BULLET OPTIONS (BOTH NB MORNING AND SB EVENING). USE ONLY NEWER TRAINS FOR BULLET ROUTES. 329 AND 376 ARE OLD AND NOISY.	TRAIN:329
PLEASE HAVE MORE PARKING FOR CALTRAIN USERS AT SUNNYVALE. PLEASE INTRODUCE ANOTHER BABY BULLET AFTER 9AM AT SUNNYVALE. I DROP MY KIDS AT SCHOOL AT 8:40 AM	TRAIN:329

Schedules/Frequency

PLEASE INCREASE THE FROM SF TO TAMMEN STATION SCHEDULE TO SF.

TRAIN:329

CALTRAIN NEEDS TO ADJUST THE AVAILABILITY OF CARS DURING PEAK (BULLET) HOURS. I FEEL IT IS A SAFETY ISSUE WHAT IF A TIRE DISRUPTED WE CANNOT MOVE OUT FAST ENOUGH , OVERLY PACKED TRAINS ARE CAUSING DELAYS.

TRAIN:329

PREFER OLD TRAIN SCHEDULE BEFORE THE CHANGE AROUND APRIL. GIVE REASON FOR DELAY FOR PEOPLE WAITING FOR TRAIN NOT JUST TIME.

TRAIN:330

1. THE NEW SCHEDULE HAS ONLY ONE BABY BULLET LEAVING SF AFTER 8 AM. 2. BULLET TRAINS ARE TOO SLOW. 46 MINUTES FROM SF TO PA IS UNACCEPTABLE. 3. TOO MANY DELAYS. NOT A RELIABLE SOURCE OF COMMUTE. 4. 5-6 MINUTE DELAYS ARE VERY COMMON.

TRAIN:330

NEED FASTER BULLET TRAINS. WE SHOULD HAVE ONE MORNING TRAIN THAT GOES JUST THREE TO FOUR STOPS.

TRAIN:330

WISH YOU HAVE MORE TRAINS SCHEDULED ON WEEKENDS.

TRAIN:330

TRAINS IN THE EVENING ARE OVERCROWDED. NEED MORE NORTHBOUND TRAINS IN THE PM COMMUTE.

TRAIN:330

THE NEW MORNING SCHEDULE HAS REDUCED THE WHOLE POINT OF BULLET TRAINS, IF YOU PUT A FAST TRAIN BEHIND A SLOW ONE, IT BECOMES A SLOW TRAIN. ALSO THE REDUCED NUMBER OF BULLETS IN THE MORNING NOW FORCES MANY PEOPLE TO STAND.

TRAIN:330

-- MORE TRAINS WHEN THERE ARE GAMES-- MORE SPACE FOR BIKES DURING RUSH HOURS-- EXPRESS TRAINS OUTSIDE OF RUSH HOURS

TRAIN:360

NEED TO IMPROVE SCHEDULING. MORE TRAINS, BULLETS. SOME CONDUCTORS CAN IMPROVE CUSTOMER SERVICE; HOWEVER, I'D LIKE TO THANK THE GOOD CONDUCTORS BECAUSE THEY MAKE THE EXPERIENCE GREAT!

TRAIN:360

REQUEST MORE NUMBER OF BABY BULLETS

TRAIN:360

THE TIME IT TAKES FROM SAN JOSE TO 4TH AND KING IS REALLY LONG. NEEDS TO BE SPED UP! THANK YOU CALTRAIN.

TRAIN:360

Schedules/Frequency

WE NEED MORE CARS DURING COMMUTER HOURS. SOMETIMES THE GATES GO DOWN TOO EARLY AND YOU CAN'T CROSS THE TRACKS TO GET ON THE TRAIN, MEANING EITHER UNSAFELY CROSSING THE TRACKS WHEN GATES ARE DOWN OR MISSING THE TRAIN. INCREASED FREQUENCY DURING NON-COMMUTER HOURS WOULD BE GREAT.

TRAIN:376

YOU NEED MORE TRAINS AND BETTER TIMING ON BULLET TRAINS.

TRAIN:376

PLEASE ADD MORE STOPS TO TAMIEN. I LOVE USING THE TRAIN TO COMMUTE (FIVE TIMES PER WEEK). IT'S A GREAT WAY TO START/END THE DAY - LOW STRESS AND ENABLES ME TO USE MY ENERGY ON OTHER THINGS. THANKS!

TRAIN:376

INCREASE THE NUMBER OF TRAINS TO STATIONS AFTER SAN JOSE (SB).

TRAIN:376

REQUEST: UP TO DATE TWITTER FOR DELAYS, MORE BULLET TRAINS.

TRAIN:376

PLEASE HAVE MORE BULLET TRAIN OPTIONS.

TRAIN:376

PREFER TO ADD ONE MORE BULLET TRAIN. 9:14AM SUNNYVALE TO SAN FRANCISCO. 3:38PM SAN FRANCISCO TO SUNNYVALE.

TRAIN:376

MORE RULES TO SAVE BIKE CARS FOR BIKERS. MORE TRAINS DURING HEAVY COMMUTE TIME (8AM) 5:20/5:30PM. HAND SANITIZER IN BATHROOMS, IF SOAP/WATER ISN'T FUNCTIONING- MAYBE EVEN IN CARS.

TRAIN:376

CAN YOU PLEASE ADD MORE BULLET TRAIN? PLEASE!

TRAIN:376

BIKE SPACE IS LIMITED. NEED SIGNS AND ENFORCEMENT FROM CONDUCTORS TO NOT ALLOW NON-BIKE PASSENGERS TO SIT CLOSE TO BIKES. NEED BULLET TRAINS BETWEEN 8:30-9:30AM AND AFTER 6:30PM.

TRAIN:376

DON'T LIKE THE NEW SCHEDULES. UNSURE WHY DIGITAL BOARD OF TRAIN GATES IN SF 4TH/KING DON'T ALWAYS WORK AFTER BEING INSTALLED SIX MONTHS AGO.

TRAIN:381

IT WOULD BE GREAT IF THERE WAS ONE FAST SF -> MTV IN THE MORNING. IT USED TO TAKE 45 MIN. NOW ITS 51 MIN (54 RETURN)

TRAIN:381

Schedules/Frequency

MORE BULLET TRAINS WOULD BE COOL

TRAIN:381

MORE TRAINS PLEASE

TRAIN:385

MORE TRAINS! FREQUENCY OF TRAINS SHOULD INCREASE

TRAIN:385

MORE BULLETS AFTER 7 PM.

TRAIN:385

NEED BETTER TRAIN COVERAGE IN THE MORNING AND LATE AFTERNOON. NEW SCHEDULE IS REALLY BAD.

TRAIN:385

I WOULD LOVE TO SEE MORE SERVICE ON WEEKENDS AND OFF PEAK AND EXPRESS SERVICE TO SUNNYVALE IN THE REVERSE COMMUTE DIRECTION. BABY BULLET IS A STUPID NAME. CALL IT EXPRESS LIKE EVERY OTHER RAILWAY.

TRAIN:385

PLEASE REVERT BACK TO OLD BULLET TRAIN TIMES AND STOPS (ESP-AM). DELAYS SHOULD ALWAYS BE ANNOUNCED AT STATION AND ON CALTRAIN WEBSITE, NOT JUST TWITTER. TRAIN NUMBERS SHOULD BE MORE CLEARLY VISIBLE ON EXTERIOR OF TRAIN OR ANNOUNCED LOUDLY PRIOR TO TRAIN LEAVING STATION TO AVOID GETTING ON THE WRONG TRAIN.

TRAIN:385

STILL NEED MORE TRAINS DURING COMMUTE HOURS AND SPECIAL EVENTS

TRAIN:421

MORE TRAINS ON THE WEEKEND WOULD BE GREAT!

TRAIN:421

MORE TRAINS ON WEEKENDS.

TRAIN:424

I WANT MORE FASTER TRAINS AND BETTER BART CONNECTION. WAIT FOR EACH OTHER IF IT'S JUST A COUPLE OF MINUTES.

TRAIN:432

THEY SHOULD ONLY HAVE TWO STOPS: SF AND SUNNYVALE.

TRAIN:432

MORE BULLET/ LIMITED TO CALIFORNIA AVE DURING THE WEEK PLEASE.

TRAIN:432

PLEASE ADD MORE WEEKEND SERVICE

TRAIN:432

Schedules/Frequency

PLEASE CONSIDER A 1:00 AM AND/OR 2:00 AM BULLET SOUTH FROM THE CITY ON FRIDAY AND SATURDAY. THERE'S SIGNIFICANT POPULATION IN THE SOUTH BAY THAT CAN UTILIZE IT.

TRAIN:433

WONDERFUL MEANS OF TRANSPORTATION! 1:00 AM OR 2:00 AM BULLET SOUTHBOUND TRAIN ON WEEKENDS.

TRAIN:433

NEED MORE LATE NIGHT BULLETS.

TRAIN:433

LATER TRAIN SCHEDULE ON FRIDAYS

TRAIN:433

LATER TRAINS FOR PEOPLE WHO GET OFF AT 11:00PM OR MIDNIGHT.

TRAIN:433

PLEASE INCREASE EVENING WEEKDAY FREQUENCY ON PENINSULA.

TRAIN:438

I WANT TO HAVE FAST TRAINS DURING THE WEEKEND. MORE TRAINS. I FOUND THAT WHEN I'M IN A HURRY I WOULD FORGET TO TAP THE CLIPPER.

TRAIN:438

I WANT MORE TRAINS. FAST TRAIN IN WEEKEND.

TRAIN:438

CALTRAIN IS A LOT CLEAN THAN BART/MUNI. SERVICE IS TIMELY BUT WOULD PREFER FASTER TRAINS AND MORE TRAINS ON WEEKEND NIGHTS.

TRAIN:438

FREQUENCY OF TRAINS

TRAIN:441

PLEASE INCREASE FREQUENCY AND EXTEND SERVICE UP TO 4AM ON FRIDAY, SATURDAY NIGHTS. ALSO, CAN THE TRAIN GO FASTER? IT'S SLOWER THAN A BIKE ON AVERAGE!

TRAIN:441

CAN'T WAIT FOR ELECTRIFICATION! YAY! MORE FREQUENT TRAINS PLEASE!

TRAIN:441

I HAVE NO COMPLAINTS ABOUT ONBOARD SERVICE/CLEANLINESS ETC. I JUST WISH THERE WERE MORE FREQUENT SERVICE AND FEWER DELAYS.

TRAIN:441

WINDOWS (INSIDE) ARE DIRTY MOST OF THE TIME. MENLO PARK NEEDS A BULLET SCHEDULE BETWEEN 4:30 TO 5:00. NEED NEW TRAIN CARS AS WELL

TRAIN:801

Schedules/Frequency

FREQUENCY OF CALTRAIN MUST INCREASE

TRAIN:801

PLEASE PROVIDE MORE EXPRESS (BABY BULLET) SERVICES TO SAN FRANCISCO DURING WEEKENDS.

TRAIN:801

OFFER WEEKEND SERVICE FROM SOUTH: GILROY/SAN MARTIN/MORAN HILL. OH YEAH WI-FI... IT'S 2017. WE LIVE IN TECHLAND, USA

TRAIN:801

KEEP BUMS OUT OF 4TH AND KING STATION AND SURROUNDING AREAS. MORE SERVICE TO/FROM GILROY. WI-FI

TRAIN:801

EARLIER SERVICE ON THE WEEKENDS AND LATER SERVICE IN THE EVENINGS. ALSO, FOR PEOPLE USING THEIR BICYCLES, PEOPLE NOT USING A BICYCLE SHOULD BE MORE RESPECTFUL TOWARDS PASSENGERS WITH BICYCLES AND NOT USE THAT CAR.

TRAIN:804

Transit Connections/Transfers

Transit Connections/Transfers

VERY FRIENDLY STAFF. IT WILL BE NICE IF THE TRAIN ARRIVED SAME TIME AS THE BART TRAIN

TRAIN:101

MORE LIMITED AND BULLET TRAINS AND BETTER CONNECTION TO OTHER TRAINS SUCH AS BART. A REAL PROPERLY STAFFED STATION AT 4TH AND KING IF NOT ELSEWHERE! I WANT TO SPEAK TO A REAL PERSON TO UNDERSTAND MY TICKET OPTIONS, ETC.

TRAIN:143

NO/LITTLE COORDINATION WITH BART.

TRAIN:151

I DON'T KNOW HOW MUCH BUS AND TRAIN SYSTEM COORDINATE BUT WOULD BE NICE TO HAVE A BUS THAT WENT NORTH OF THE BRIDGE STOP CLOSER TO CALTRAIN STATION SINCE I DON'T ANTICIPATE THE TRAIN TRACKS BEING EXTENDED THAT WAY.

TRAIN:192

SEQUOIA STATION UNDERGROUND IS DIRTY AND SMELLS. ONCE IT IS A FIVE-MINUTE DELAY, IT IS EVIDENT THERE IS AN ISSUE. ANNOUNCEMENTS OF WHAT IS HAPPENING AT THIS TIME WOULD BE HELPFUL TO MAKE CHANGE IN PLAN. INTERCOM SYSTEMS DO NOT ALWAYS WORK. COORDINATION WITH OTHER TRANSIT AGENCIES IS VERY POOR. ARRIVAL AT DESTINATION OF LESS THAN FIVE MINUTES RESULTS IN MISSING BUS!

TRAIN:206

I CANNOT BELIEVE CALTRAIN TERMINATES AT THE BALLPARK WITH NO BETTER WAY TO GET DOWNTOWN. I CAN'T WAIT FOR THE TRANSBAY TERMINAL TO BE INCORPORATED. MILLBRAE BART IS TIMED TO LEAVE AS CALTRAIN ARRIVES! I SEE THIS EVERY DAY. ALSO, I NOTE THE MANUAL NATURE OF EVALUATING THIS SURVEY. MAYBE BUBBLES OR SCANTRON, MAKE INPUT OF ANSWERS AUTOMATED AND EASY TO QUANTIFY.

TRAIN:217

CALTRAIN SCHEDULE NOT WORKING VERY WELL WITH LOCAL TRANS SUCH AS MUNI. CAN AGENCIES PLAN THE SCHEDULE TOGETHER?

TRAIN:217

FILTHY TAMIEN STATION DUE TO BIRDS. LACK OF INTEGRATION OF CALTRAIN/TA SCHEDULES AT TAMIEN HAS LONG BEEN A PROBLEM. CLIPPER IS AN AWFUL SYSTEM.

TRAIN:217

NEED MORE TRAINS/SPACE/BETTER LAYOUT. FOUR SEATS FACING EACH OTHER IS WAY TOO CLOSE AND DOESN'T WORK FOR COMMUTERS, WHO ARE THE MAJORITY OF THE REGULAR RIDERS. COORDINATE TRAIN SCHEDULES WITH BART.

TRAIN:232

BETTER COORDINATION WITH BART TRAINS?

TRAIN:262

Transit Connections/Transfers

SOME OF THE NEW TIMES/SCHEDULES ARE INCONVENIENT. THE SHUTTLE SYSTEMS NEED TO BE MORE COORDINATED W/ REGULAR STOPS AT THE STATIONS

TRAIN:267

THE 226 TRAIN AT LAWRENCE GETS THERE AT 9:05 BUT THE MISSION COLLEGE SHUTTLE GETS THERE AT 9:30. SHUTTLE NEEDS TO COME EARLIER!

TRAIN:267

SWEEP AND CLEAN TOILETS MORE OFTEN. IT IS IMPORTANT TO MAKE TRIP MORE COMFORTABLE. SCHEDULE TRAIN TIME W/ OTHER TRANSPORTATION SUCH AS BUSES.

TRAIN:268

THE CHANGE OF SCHEDULE ARE DIFFICULT FOR COMMUTING. MY LOCAL SHUTTLE DOESNT CHANGE ITS THE TRAIN IS SCHEDULED FOR LATER.

TRAIN:268

THE NEW SCHEDULE CAUSES MORE DELAYS. THE BULLET IS ALWAYS BEHIND SCHEDULE. THE REVISED SCHEDULE MAKES CONNECTING TO OTHER MODES OF TRANSIT DIFFICULT DUE TO THE DELAYS (VTA, BART, ETC.).

TRAIN:277

CALTRAIN SHOULD DO A BETTER JOB ALIGNING WITH MUNI SCHEDULES, ESPECIALLY THOSE DEDICATED AND SCHEDULED AROUND TRAINS.

TRAIN:329

THE EVENING CALTRAIN SCHEDULE DOES NOT GIVE ENOUGH TIME FOR RIDERS TO GET TO THE VTA LIGHT RAIL AT TAMIEN. THIS IS FOR THE 6:50 AND 7:50 TRAINS ARRIVING AT TAMIEN.

TRAIN:329

PLEASE COORDINATE CALTRAIN WITH VTA! 366 GALLERY TRAIN IS OVERCROWDED, DOORS ARE NOT ADEQUATE IN ORDER TO STAY ON TIME. ONE DOOR IS NOT ADEQUATE.

TRAIN:329

ESPECIALLY AFTER THE NEW SCHEDULE UPDATE, COMMUTER TRAINS ARE CONSISTENTLY OVERCROWDED. BART TO CALTRAIN TRANSFER IS USUALLY BAD.

TRAIN:330

CALTRAIN NEEDS TO SYNC UP TIMING OF BULLET TRAINS WITH LIGHTRAIL. IT WILL HELP COMMUTERS LIKE US SAVE A LOT OF TIME.

TRAIN:376

NEED BETTER TRANSFERS WITH BART.

TRAIN:376

WISH THE APP WERE EASIER I WOULD SEND NOTIFICATIONS - WISH I COULD BUY A TICKET ON BOARD -----SOMEHOW ! WHEN IM IN A HURRY TO MAKE IT----- TIME THE AIRPORT /BUS/SANTA CLARA TRAIN BETTER.!

TRAIN:424

Transit Connections/Transfers

PRIMARILY, MY SLIGHT COMPLAINT RELATES TO AVAILABLE SEATS ON TRAINS (I OFTEN HAVE TO STAND OR ADJUST MY COMMUTE TO SIT) , FREQUENCY OF DELAYS TO CLARITY ON CAUSE OF THOSE DELAYS (PRIMARILY BY ON TRAIN STAFF , BUT ALSO ON TWITTER), TO SCHEDULE SYNCHRONIZATION W/BART TRAINS.

TRAIN:424

I WANT MORE FASTER TRAINS AND BETTER BART CONNECTION. WAIT FOR EACH OTHER IF IT'S JUST A COUPLE OF MINUTES.

TRAIN:432

STATIONS AND EQUIPMENT

Bikes/Bike Cars

Bikes/Bike Cars

NEED MORE BIKE SPACE.

TRAIN:101

MORE BIKE CARS AND ENFORCEMENT OF COMMON COURTESY RULES.

TRAIN:192

I WOULD STILL LOVE TO SEE MORE BIKE CARS AND MORE BULLET TRAINS.

TRAIN:195

IF THERE IS AN EMERGENCY OR A DISRUPTIVE PASSENGER, THERE'S NO WAY TO NOTIFY A CONDUCTOR. TOO MANY NON-CYCLISTS SITTING IN THE BIKE CARS, ESPECIALLY IN THE OLDER TRAIN CARS.

TRAIN:206

BIKE COMMUTER: I DO NOT NOT CARE TO HEAR CASES OF ROBBERY. ON BOARDING IS MESSY AND COMPETE WITH REGULAR COMMUTERS. SUPER CROWDED IN THE SUMMER. LACK OF ROUTE TAGS.

TRAIN:206

MORE BIKE SPACE PLEASE

TRAIN:216

I'D LOVE TO SEE MORE EFFORT TO KEEP PEOPLE WITHOUT BIKES OUT OF THE BIKE CAR. SOME CONDUCTORS MAKE A BIG EFFORT AND SOME ARE DELIBERATELY OPPOSITE, THEY SAY ANY RIDER CAN HAVE ANY SEAT! I WOULD AGREE, BUT A BIKE GOT STOLEN.

TRAIN:216

WISH LIST: MORE BIKE CARS AND MORE BULLET SERVICE BETWEEN SANTA CLARA AND PALO ALTO. OTHERWISE, KEEP UP THE GOOD WORK! WE APPRECIATE YOUR SERVICE.

TRAIN:217

I WISH THERE WERE MORE BULLET TRAINS/LONGER BULLET TRAINS IN THE MORNING. I TAKE MY BIKE AND FREQUENTLY TAKE THE LIMITED INSTEAD OF BULLET BECAUSE OF LACK OF ROOM (SEATING AND BIKE SPACE).

TRAIN:217

MORE OF THOSE BIKE CARS THAT ARE TOTALLY DEVOTED TO BIKE STORAGE WOULD BE GREAT!

TRAIN:217

I'M A CYCLIST. WE NEED ANOTHER BIKE CAR ON THIS TRAIN, ESPECIALLY NOW THAT THE RAINY SEASON IS OVER. ALL CONDUCTORS NEED BIKE TAGS AND SHARPIES! USELESS TO OFFER RIDERS A TAG WITHOUT A MEANS TO MARK UPON IT. THANK YOU.

TRAIN:217

Bikes/Bike Cars

I COMMUTE BY BIKE AND CALTRAIN, AND AM HAPPY WITH THE EASE OF GETTING MY BIKE ON THE TRAIN. ON CROWDED TRAINS, IT CAN BE VERY DIFFICULT TO SIT NEAR MY BIKE - I THINK THERE SHOULD BE SOME PRIORITY SEATING FOR CYCLISTS SO NON-BIKE COMMUTERS DON'T FILL UP AND TAKE ALL SEATS IN A BIKE CAR.

TRAIN:217

MORE BIKE CARS, PLEASE!

TRAIN:217

WE NEED A BETTER BIKE SUPPORT SYSTEM. MORE/BIGGER BIKE CARS AND BIKE PARKING ON ALL STATIONS.

TRAIN:222

ADD WI-FI AND THREE BIKE CARS TO ALL TRAINS. ADD CLIPPER CARD PAY STATIONS AT ALL STATIONS (NOT JUST CALTRAIN TICKET STATIONS).

TRAIN:225

AS A CYCLIST COMMUTER, ONE OF MY BIGGEST PROBLEMS IS OVERCROWDING OF THE BIKE CARS. THIS IS SIGNIFICANTLY EXACERBATED BY PEDESTRIANS WHO DO NOT HAVE BICYCLES, BUT SIT IN THE BIKE CARS. THERE ARE SMALL NOTICES IN SOME BIKE CARS REQUESTING THAT PASSENGERS WITHOUT BIKES LEAVE THE BIKE CAR SEATS AVAILABLE TO PASSENGERS WITH BICYCLES, BUT THESE ARE OFTEN UNSEEN OR IGNORED. SOME CALTRAIN STAFF ACTIVELY WORK TO HELP ALLEVIATE THIS PROBLEM BY STANDING IN FRONT OF BIKE CARS DURING BOARDING AND ANNOUNCING PASSENGERS WITHOUT BIKES SHOULD SEEK SEATS IN OTHER CARS. THIS IS EXTREMELY HELPFUL AND I APPRECIATE THESE STAFF MEMBERS. I WOULD LIKE OTHER CALTRAIN STAFF TO BE TRAINED TO DO THE SAME. MULTIPLE TIMES, I HAVE WITNESSED CALTRAIN STAFF SHAMING CYCLISTS FOR ASKING NON-CYCLING PASSENGERS TO SIT IN OTHER PARTS OF THE TRAIN. CYCLISTS NEED TO BE ABLE TO USE THE SPACE DESIGNATED FOR THEM TO MONITOR THEIR BIKES. BEING FORCED TO SIT APART FROM OUR BIKES INCREASES RISK OF THEFT AND INCONVENIENCES OTHER CYCLISTS ON THE TRAIN WHO MAY NEED TO MOVE BIKES THAT HAVE BEEN BLOCKED IN. ALTERNATIVELY, CYCLISTS MAY BE FORCED TO STAND IN THE AISLES. IT IS UNFAIR FOR PEDESTRIANS TO FILL UP THE CYCLIST SEATS WHEN THERE ARE HUNDREDS OF OTHER SEATS AVAILABLE TO THEM. CALTRAIN STAFF SHOULD BE HELPING WITH THIS PROBLEM BY ENFORCING THE COURTESY GUIDELINES, NOT CREATING PROBLEMS BY CHALLENGING THE SYSTEM AND MAKING IT HARDER FOR CYCLISTS TO COMMUTE. LARGER, MORE OBVIOUS SIGNAGE IN BIKE CARS WOULD BE HELPFUL.

TRAIN:225

LOOKING FORWARD TO WHEN THE FIVE CAR TRAINS EXPEND TO SIX SO THAT THESE TRAINS CAN ADD A THIRD BIKE CAR. SOMETIMES THE FIVE CAR TRAINS ARE BULLET TRAINS WHICH BECOME VERY CROWDED OR OVER FILLED, IN THE CASE OF BIKE CARS.

TRAIN:225

IMPROVE GALLERY BIKE CARS- KEEP NON-BIKERS OUT OF IT- OR ADD MORE BIKE CARS

TRAIN:225

Bikes/Bike Cars

SOME CONDUCTORS ARE RUDE. BATHROOMS SMELL A LOT, SOMETIMES, I SEE RIDERS WITH BIKES GETTING BUMPED OFF THE TRAIN. ADDING A NEW CAR HELPED, BUT WE STILL HAVE THIS PROBLEM.

TRAIN:232

I APPRECIATE THE INCREASED BIKE CARS. ONE CHANGE I WOULD LIKE TO SEE IS NON-BIKERS ENCOURAGED TO NOT SIT IN THE BIKE CAR. THANK YOU FOR ALL YOU DO!

TRAIN:232

I RIDE CALTRAIN SIX DAYS A WEEK, SOMETIMES MORE THAN JUST A ROUND TRIP. WHAT ANNOYS ME MOST IS HOW LOUD THE BRAKES ARE AND HOW CLOSE THE TRAIN IS TO THE STATION WHEN THE HORN IS PULLED. BOTH MAKE THEM TRAIN ARRIVALS VERY PAINFUL AND UNCOMFORTABLE. BIKE CARS ARE ALWAYS FULL W/ NON-BIKERS , MAKING IT DIFFICULT TO WATCH OUR BIKES.

TRAIN:232

I HATE THE THREE BIKE CAR 72. MORE TWO BIKE CARS 80 BIKE TRAINS. ALSO, WE NEED CONDUCTORS TO ENFORCE BIKE RULES.

TRAIN:232

NEW SCHEDULE IS TERRIBLE. 8:45AM TRAIN OUT OF SF HAS TOO FEW BICYCLE SPOTS AND IT'S A MESS. LOST AND FOUND IS A FAILURE- MY BIKE BAG WAS FOUND BY A CONDUCTOR, BUT IT NEVER SHOWED UP AT SAN CARLOS LOST AND FOUND. STOLEN OR DISCARDED BY YOUR STAFF!

TRAIN:232

GET MORE BIKE PARKING! THIS IS A CONTINUED PROBLEM ON AM TRAINS.

TRAIN:232

1) MORE SPACE FOR BIKES ON NEWER TRAINS.

TRAIN:232

WOULD REALLY APPRECIATE LIMITED TRAINS THAT RUN PAST 6PM (TO SAN ANTONIO), AND MORE BIKE SPACE.

TRAIN:232

MORE BICYCLE CARS. CLEANER RESTROOMS. BATHROOMS AT STATIONS.

TRAIN:254

LIMIT NON-BIKE RIDERS FROM TAKING SEATS ON TRAIN SPECIFIC CARS DURING PEAK HOURS.

TRAIN:254

TRAINS IN PEAK HOURS ARE OFTEN PACKED WITH BIKES, AND I'VE PERSONALLY HAD TO WAIT FOR A NEXT TRAIN IN MULTIPLE INSTANCES. MANY PASSENGERS TAKE SEATS IN BIKE CARS, LEAVING LESS FOR BIKE RIDERS THAT MAY NEED TO KEEP AN EYE ON THEIR BIKE TO CHANGE ITS LOCATION. THEY SHOULDN'T BE ALLOWED IN BIKE SEATS.

TRAIN:257

Bikes/Bike Cars

I HAVE THREE MAIN COMPLAINTS. FIRST I FEEL LIKE THE NORTHBOUND TRAINS LEAVING SUNNYVALE IN THE AM NEED TO BE SPACED OUT MORE. THEY CLUSTER ALTOGETHER WITH LONG GAPS IN BETWEEN. SECOND, PASSENGERS WITHOUT BIKES SHOULD BE DISCOURAGED FROM BOARDING BIKE CARS MORE AGGRESSIVELY. THIRD, MONTHLY PARKING FEES ARE TOO HIGH.

TRAIN:262

IMPROVE BIKE ACCESS

TRAIN:262

CONDUCTORS SHOULD PREVENT PASSENGERS WITHOUT BIKES FROM ENTERING BIKE CAR DURING RUSH HOUR.

TRAIN:268

- PLEASE IMPROVE DELIVERY/ NOTIFICATIONS OF DELAYS (MAYBE CREATE A MOBILE APP WITH NOTIFICATIONS AND ANNOUNCEMENT)- WI-FI ON TRAINS WOULD BE GREAT- ENFORCE SEATING IN BIKE CARS FOR BIKERS ONLY

TRAIN:268

1) THE NEW SCHEDULE IS APRIL CHANGED MY MORNING TRAIN TO 8:32 AT RWC (FROM 8:35). THERE HAS NOT BEEN A SINGLE DAY THAT I CAN RECALL THAT THE TRAIN ARRIVED ON TIME. IT'S USUALLY FIVE MINUTES LATE. 2) MAJOR DELAYS (MECHANICAL ISSUES, COLLISION W/ CARS OR PEDESTRIANS) HAPPEN TOO FREQUENTLY 3) TOO MANY NON-BIKERS TAKE SEATS IN BIKE CARS.

TRAIN:268

ON-BOARD COMMUNICATION SYSTEM IS SOMETIMES NOT LOUD ENOUGH. MORE SPACE FOR BIKES DURING POPULAR TRAINS WOULD BE GOOD.

TRAIN:268

THE TRANSITION FROM MAIL BILLING FOR BIKE LOCKERS TO ONLINE BILLING WAS POORLY DONE!

TRAIN:268

GENERALLY A GREAT COMMUTE, ON TIME, CLEAN, COMFORTABLE OK. BIKE CARS FILL UP IN IN NICE WEATHER. BETTER ANNOUNCEMENTS OF THIS WOULD HELP (WHICH CAR HAS SPACE). WHEN LATE AT STATION, DELAYS VERY INACCURATE. I JUST KEEP COUNTING ON EXCELLENT STAFF.

TRAIN:268

CALTRAIN NEEDS TO SUPPORT BICYCLISTS, NOT DISCOURAGE THEM. SHOUTING AT GATHERED BICYCLISTS THAT THERE IS NO ROOM IN THE BICYCLE CAR DOESN'T HELP. ANNOUNCEMENTS OF DELAYS AND COPING WITH DELAYS NEEDS DRAMATIC IMPROVEMENT. PASSENGERS CAN EASILY BE STUCK FOR 90 MINUTES WITH INACCURATE INFORMATION OR ALTERNATIVES.

TRAIN:277

CONDUCTORS SHOULD MAKE ANNOUNCEMENTS THAT THE BIKE CAR IS FOR BIKES ONLY, ESPECIALLY DURING BASEBALL SEASON WHEN GIANTS FANS FILL UP THE BIKE CAR.

TRAIN:277

Bikes/Bike Cars

THE CONDUCTORS MIGHT REDUCE DWELL TIME BY SIMPLY ASKING THE CYCLISTS GOING FURTHEST TO BOARD FIRST. THIS MINIMIZES THE TIME TO ORGANIZE THE BIKES ON THE RACKS.

TRAIN:277

INCREASE BIKE CAPACITY BY REMOVING THE UNNECESSARY 4-SEAT COMPARTMENTS IN THE BIKE CARS.

TRAIN:277

RESTROOMS ON BIKE CAR ARE TERRIBLY DESIGNED AND UNBEARABLE. UNAVAILABILITY OF CLIPPER STATIONS TO ADD MONEY IS VERY INCONVENIENT.

TRAIN:277

EVERY MORNING AND END OF DAY THERE HAVEN'T BEEN ENOUGH BICYCLE SPACES

TRAIN:277

PLEASE DON'T TAKE AWAY 8-RIDES. ALTERNATIVELY, ADD MORE DISCOUNTS FOR MONTHLY USERS. WOULD LIKE THREE BIKE CARS ON ALL TRAINS.

TRAIN:277

TRAINS AFTER GIANTS GAMES ARE TOO CROWDED. SOME BIKE CARS ARE NOT CLEAN AROUND SINGLE SEATS. WI-FI ON CALTRAIN WOULD BE A GAME CHANGER - I'D EVEN PAY FOR IT. BIKE CARS TOO CROWDED IN THE MORNING.

TRAIN:288

PLEASE INCREASE BICYCLE CAPACITY.

TRAIN:288

THE EXTRA BIKE CARS ARE GREAT, BUT STILL VERY CROWDED AT PEAK TIMES - NEED MORE ROOM FOR BIKES IN THE MORNINGS.

TRAIN:288

BIKES ARE DIFFICULT TO ORGANIZE IN THE NEWER TRAIN CARS.

TRAIN:289

TRAINS ARE UNCOMFORTABLY CROWDED ON GAME DAYS. I RIDE A BIKE AND OFTEN, I HAVE TO SIT ON THE GROUND, BECAUSE I'M BASICALLY LIMITED TO THE TWO CARS WHERE MY BIKE IS.

TRAIN:324

ON BOARD BATHROOMS ARE DISGUSTING. NOT ENOUGH BIKE CARS. TOO MANY DELAYS.

TRAIN:324

THERE NEEDS TO BE MORE DEVELOPMENT IN THE BIKE CARS, MORE CARS, MORE SPACE, BETTER ORGANIZATION SYSTEMS, BETTER LOAD PREDICTION, ETC.

TRAIN:324

NEED MORE FOCUS ON BIKE RIDERS. ANOTHER CAR. HOW MANY TIMES BIKES ARE TURNED AWAY? NO SURVEY QUESTIONS ON BIKES?

TRAIN:324

Bikes/Bike Cars

IT WOULD BE GREAT IF CONDUCTORS COULD DO MORE TO DISCOURAGE NON-BIKERS FROM SITTING IN THE BIKE CARS AND STOP GIANTS FANS FROM LEANING AGAINST AND TOUCHING BIKES/ROWDILY DRINKING IN BIKE CARS.

TRAIN:324

I WISH MORE CONDUCTORS WOULD REMIND CUSTOMERS WITHOUT BIKES NOT TO SIT IN THE BIKE CAR - SO FRUSTRATING! OR LARGER, CLEARER SIGNAGE.

TRAIN:324

BIKE CAR NEEDS TO BE MODERNIZED - ITS JUST AN EMPTY CAR WITH BUNGEE CORDS. UPDATE AND MODERNIZE, OTHERWISE GOOD RIDE.

TRAIN:330

-- MORE TRAINS WHEN THERE ARE GAMES-- MORE SPACE FOR BIKES DURING RUSH HOURS-- EXPRESS TRAINS OUTSIDE OF RUSH HOURS

TRAIN:360

MORE BIKE CARS AS PREFERRED SEATING/DESIGNATED SEATING FOR CYCLISTS. MAYBE A "HELMETS ONLY" CAR? I GOT BUMPED 2X ONE WEEK MISSING MY KIDDO DAY CARE - PICK UP EXPENSIVE!

TRAIN:360

1) ELECTRONIC STATION INFORMATION SHOULD SHOW TIME TO NEXT TRAIN 2) NO MORE TEXT MESSAGES W/DELAY INFORMATION 3) LACK OF INFORMATION AT DIRIDON WHEN TRAIN BREAKS DOWN IN YARD AND CAN'T CARRY MORNING COMMUTERS 4) NO BIKE TAGS 5) DON'T CUT MAINTENANCE BUDGET! ALREADY TOO MANY MECHANICAL ISSUES

TRAIN:360

PLEASE PRESSURE CLIPPER CARD TO COME UP WITH A BETTER SYSTEM FOR ADDING MONEY/FARES TO THE PASS. ENFORCE YOUR POLICIES ON BIKE CARS. ALSO, IF A BIKE CAR IS FULL, ALLOW PEOPLE TO MOVE TO ANOTHER CAR, BUT DON'T LET NON-CYCLISTS SIT IN THE BIKE CAR. DON'T JOKE DURING YOUR SAFETY SPEECH- REAL LIFE IS GOING TO SUCK WHEN SOMETHING HAPPENS.

TRAIN:360

PLEASE DON'T ALLOW NON-BIKE PEOPLE TO OCCUPY THE BIKE TRAIN SEATS.

TRAIN:360

PLEASE MAKE A BETTER EFFORT AT KEEPING NON-BIKES OUT OF THE BIKE CARS.

TRAIN:360

PASSENGERS WITHOUT BIKES SHOULD BE DIRECTED OFF OF THE BIKE CAR!

TRAIN:360

BETTER CLARITY AND ENFORCEMENT OF BIKE RIDERS IN BIKE CARS ONLY. SIGNAGE SO WE HAVE BACKUP WHEN WE SAY SOMETHING TO NON-RIDERS IN BIKE CARS.

TRAIN:360

Bikes/Bike Cars

THE NUMBER OF NON-BIKE PASSENGERS IN THE BIKE CAR HAS DRAMATICALLY INCREASED TO THE POINT WHERE THERE ARE NO SEATS FOR BIKES AT THE STARTING OR SECOND STATION FOR A BULLET TRAIN. IT IS SUPER FRUSTRATING.

TRAIN:360

THE BIKE CAR SHOULD HAVE BIGGER SIGNS TO HELP ENSURE THAT BIKE CAR SEATS ONLY GO TO BIKE RIDERS. MOST OF THE SEATS ARE TAKEN BY NON-BIKE RIDERS AND THAT IS MY ONLY COMPLAINT. IT DRIVES ME UP THE WALL.

TRAIN:360

FREE WI-FI ON TRAIN. MORE LARGE BIKE CARS DURING PEAK HOURS. BETTER INFORMATION DURING DELAYS ("PEDESTRIAN STUCK, 1.5 HOUR DELAY EXPECTED"). AN INCREMENTING CLOCK THAT TELLS THE CURRENT DELAY IS NOT SUPER HELPFUL.

TRAIN:376

MORE BIKE ACCESS/CARS. ENFORCE BIKE CAR SEATING FOR BIKERS VISIBLE SIGNAGE NEEDED ON "NEW" TRAINS. WI-FI.

TRAIN:376

THE BIKE STORAGE IN BIKE CARS COULD BE WAY MORE EFFICIENT.

TRAIN:376

THE ONLY MAJOR ISSUES I HAVE ARE- I HOPED THE BIKING CARS WOULD BE MONITORED BETTER SO THAT NON-BIKERS DON'T TAKE THE SEATS. SOMETIMES THE CARS SMELL OF SEWAGE DUE TO POORLY MAINTAINED BATHROOMS.

TRAIN:376

MORE RULES TO SAVE BIKE CARS FOR BIKERS. MORE TRAINS DURING HEAVY COMMUTE TIME (8AM) 5:20/5:30PM. HAND SANITIZER IN BATHROOMS, IF SOAP/WATER ISN'T FUNCTIONING- MAYBE EVEN IN CARS.

TRAIN:376

ENFORCE ENTRY OF BICYCLISTS FIRST IN THE BIKE CARS. REGULAR PASSENGERS, BEING UNAWARE, OCCUPY THE BIKE CAR SEATS AND THE BICYCLISTS ARE LEFT STRANDED, A FEW TIMES UNABLE TO ONBOARD. BIKE CARS SHOULD ONLY BE FOR BICYCLISTS.

TRAIN:376

BIKE SPACE IS LIMITED. NEED SIGNS AND ENFORCEMENT FROM CONDUCTORS TO NOT ALLOW NON-BIKE PASSENGERS TO SIT CLOSE TO BIKES. NEED BULLET TRAINS BETWEEN 8:30-9:30AM AND AFTER 6:30PM.

TRAIN:376

MORE ROOM FOR BIKES PLEASE

TRAIN:381

Bikes/Bike Cars

THE 22ND ST STATION NEEDS A MAJOR UPGRADE. I DO NOT FEEL SAFE THERE. ALSO, NEED MORE STAIRS, LIVE SECURITY CAMERAS (LIVESTREAMING TO RIDERS ONBOARD), AND BIKE CARS. KEEP IT UP. THANKS!

TRAIN:385

CALTRAIN ALLOWS BIKERS TO RIDE ON THE PLATFORMS AND BE DISRUPTIVE ON THE TRAINS. THEY WAIT UNTIL THE LAST MINUTE TO GET UP FOR THEIR STOPS, THEN SHOVE THEIR WAY THROUGH PEOPLE WHO ARE STANDING AND WAITING FOR THEIR STOPS. ALSO, MACHINES AT ALL STOPS SHOULD ALLOW PURCHASE OF MONTHLY PASSES.

TRAIN:432

EARLIER SERVICE ON THE WEEKENDS AND LATER SERVICE IN THE EVENINGS. ALSO, FOR PEOPLE USING THEIR BICYCLES, PEOPLE NOT USING A BICYCLE SHOULD BE MORE RESPECTFUL TOWARDS PASSENGERS WITH BICYCLES AND NOT USE THAT CAR.

TRAIN:804

Car Features/Amenities

Car Features/Amenities	
WE NEED A STEADY WI-FI CONNECTION ON THE TRAINS.	TRAIN:142
NEED WIRELESS AND POWER OUTLETS.	TRAIN:142
WI-FI!	TRAIN:142
IT WOULD BE NICE TO HAVE WI-FI ONBOARD.	TRAIN:143
FREE WI-FI, FREE WI-FI, FREE WI-FI, FREE WI-FI (OK, I WOULD PAY FOR WI-FI).	TRAIN:143
1) THE MATRIX BOARDS WITH SCROLLING MESSAGES ARE USED POORLY. THE DATE IS NOT USEFUL. I JUST WANT TO SEE THE NEXT TWO OR THREE TRAINS, THEIR EXPECTED ARRIVAL TIMES AND WHETHER THEY'RE LOCAL OR EXPRESS. 2) CLIPPER SUCKS BALLS. THE SCANNERS SHOULD BE PLACED AT PLATFORM ENTRY AND EXIT, NOT WILLY-NILLY (OR BETTER AT THE DOORS ON THE TRAINS, LIKE IN ON A BUS).3) ELECTRIFY AND GET WI-FI ALREADY. THIS IS SILICON VALLEY.	TRAIN:150
NEED MORE USB AND ELECTRIC OUTLETS TO CHARGE PHONES WHEN TRAVELLING	TRAIN:190
NEED WI-FI	TRAIN:190
CAN CALTRAIN SET UP A "QUIET COACH" FOR LONG-COMMUTE PASSENGER. IT WILL BE GREAT TO HAVE A PLACE TO FOCUS ON DOING HEAD-DOWN WORK WITH MINIMUM DISRUPTION.	TRAIN:192
CHARGING OUTLETS PLEASE. WI-FI.	TRAIN:192
PLEASE ADD CHARGING STATIONS SINCE MANY HAVE LONG COMMUTE. PLEASE EXPLAIN THE CLIPPER RULES ON THE WEBSITE. APPRECIATE THE CLEANLINESS. PLEASE INTRODUCE WI-FI.	TRAIN:192
PLEASE PROVIDE WI-FI	TRAIN:192
CHARGE POINTS SHOULD BE PROVIDED. STUDENT DISCOUNT OPTION SHOULD BE CONSIDERED.	TRAIN:195

Car Features/Amenities

PLEASE GET MORE NEW TRAINS WITH TABLES AND OUTLETS. OFFER WI-FI. BATHROOMS SMELL AWFUL. SMOOTHER AND FASTER RIDES.

TRAIN:195

MORE NEW TRAINS! I HATE THE OLD ONES. WI-FI?

TRAIN:195

ADD CHARGING OUTLETS IN TRAINS!

TRAIN:197

NEED WI-FI AND MORE TRAINS PER HOUR.

TRAIN:206

WI-FI ON TRAIN, POSSIBLE?

TRAIN:206

CUP HOLDERS WOULD BE GREAT!

TRAIN:207

YOU ARE "TRYING" TO RAISE FARES BUT HAVE MADE ZERO IMPROVEMENT TO THE TRAIN IN/EXTERIOR SINCE THE LAST PRICE HIKE. ADD OUTLETS, WI-FI, AND COMMUNICATE BETTER.

TRAIN:207

IN THIS DAY AND AGE, IT IS IMPERATIVE TO OFFER WI-FI ON YOUR TRAINS. MOST OF US WORK ON OUR TRAIN RIDES. WI-FI ALLOWS US TRAIN RIDERS TO CONTRIBUTE TO THE BAY AREA ECONOMY.

TRAIN:217

WI-FI!

TRAIN:217

IMPROVEMENTS: MORE TRAINS, REPAIR UPHOLSTERY, WI-FI ON BOARD, ADD OVERHEAD RACKS TO TRAINS PURCHASED FROM LA.

TRAIN:217

IT WOULD BE NICE TO HAVE MORE SOCKETS FOR CHARGING PHONES AND LAPTOPS.

TRAIN:217

MORE EXPRESS TRAINS. WI-FI ON THE TRAINS.

TRAIN:217

NEED FREQUENCY OF TRAINS TO INCREASE ON WEEKENDS, WI-FI ONBOARD. 8:30 OR LATER RWC TO SF TRAINS

TRAIN:217

WI-FI INTERNET SERVICE WOULD BE USEFUL ABOARD THE TRAIN!

TRAIN:217

WI-FI!

TRAIN:217

Car Features/Amenities

WHY DON'T WE HAVE WI-FI? IN THIS DAY AND AGE AND IN THE BAY AREA, IT SEEMS INEXCUSABLE. THE SCHEDULE OF THE TRAINS THAT SERVE SOUTH COUNTY IS TERRIBLE - THEY ARE CLOSE TOGETHER IN THE AM AND FAR APART IN THE AFTERNOON WITH A BIG GAP AT THE MOST USEFUL TIME.

TRAIN:217

PLEASE INSTALL WI-FI.

TRAIN:217

NEED WI-FI ONBOARD. MORE THAN THREE TRAINS TO THE SOUTH BAY WOULD BE WELCOME AS WELL.

TRAIN:217

WI-FI, WI-FI, WI-FI.

TRAIN:217

DOING A BETTER JOB CLEANING THE RESTROOMS - BUT THERE ARE STILL DAYS YOU DON'T! ANY PLANS TO ADD WI-FI ONBOARD?

TRAIN:217

THINGS THAT COULD IMPROVE CALTRAIN ARE STUDENT DISCOUNTED RATES AND WI-FI.

TRAIN:217

WE NEED WI-FI. PEOPLE WOULD PAY A MONTHLY FEE FOR IT. WOULD MAKE A HUGE DIFFERENCE.

TRAIN:222

NEED WI-FI.

TRAIN:222

TRAIN 329 SHOULD HAVE THE NEWER CARS AS IT TENDS TO GET REALLY CROWDED. ALSO, PROVIDE CLEAN RESTROOMS AT STATIONS. MOST IMPORTANT OF ALL, PROVIDE WI-FI ONBOARD.

TRAIN:225

PLEASE INSTALL WI-FI THROUGHOUT TRAINS

TRAIN:225

PLEASE RUN MORE BULLET TRAINS BETWEEN 9-10AM; CONSIDER MORE POWER OUTLETS ON THE TRAINS; BETTER COMMUNICATION REGARDING DELAYS, ESPECIALLY ONBOARD.

TRAIN:232

WAITING TO HAVE WI-FI ON BOARD AND EVENTUALLY MORE TRAINS TO SUNNYVALE

TRAIN:232

WE NEED WI-FI ON THE TRAIN

TRAIN:232

CALTRAIN NEEDS WI-FI

TRAIN:232

Car Features/Amenities

NEED ELECTRIFICATION, MORE TRAINS, HIGH SPEED INTERNET	TRAIN:233
PLEASE IMPLEMENT WI-FI ON BOARD. IF THE BUS CAN HAVE IT, SO CAN CALTRAIN.	TRAIN:233
CHANGE THE COTTON SEATS TO LEATHER/PLEATHER	TRAIN:254
THANK YOU FOR ADDING AN EXTRA BIKE CAR. NOW IF YOU JUST GET WI-FI MY COMMUTING EXPERIENCE WILL BE PERFECT!	TRAIN:254
TWO THINGS: 1) AMTRAK, LIGHT RAILS, EVEN BUSES NOW HAVE WI-FI! SO, IT'S VERY DO-ABLE. IF YOU'RE GOING TO RAISE THE RATES YET AGAIN, AT LEAST GIVE US WI-FI LIKE EVERYONE ELSE! PLEASE! 2) SOME CONDUCTORS TALK TOO FAST OR DON'T TALK CLEARLY ENOUGH (THEY SLUR WORDS). PLEASE MENTION THIS TO ALL CONDUCTORS. THANKS!	TRAIN:262
THE TRANSBAY CENTER TERMINAL CAN'T OPEN FAST ENOUGH! I TRAVEL BETWEEN SF'S FINANCIAL DISTRICT AND PALO ALTO EVERY WEEKDAY. ALSO, WI-FI ONBOARD WOULD BE GREAT.	TRAIN:262
GET WI-FI AND HAVE A TRAIN LOCATOR-- MY CALTRAIN APP IS UNRELIABLE.	TRAIN:268
ADD WI-FI ACCESS.	TRAIN:268
WI-FI ON BOARD SOON PLEASE, AND FREE, OF COURSE.	TRAIN:268
I'D LIKE TO SEE ONBOARD CONCESSION MACHINES (SNACKS) FOR A FEE. DRINKING WATER WOULD ALSO BE LOVELY.	TRAIN:268
NEED FREE WI-FI AT STATIONS AND ON TRAINS. BATHROOMS ARE NOWHERE TO BE FOUND AT STATIONS OR ON TRAINS.	TRAIN:268
- PLEASE IMPROVE DELIVERY/ NOTIFICATIONS OF DELAYS (MAYBE CREATE A MOBILE APP WITH NOTIFICATIONS AND ANNOUNCEMENT)- WI-FI ON TRAINS WOULD BE GREAT- ENFORCE SEATING IN BIKE CARS FOR BIKERS ONLY	TRAIN:268
GETTING OFF AT SANTA CLARA IS ALWAYS A BIT LATER THAN POSTED, ELSE I WOULD HAVE GIVEN ON TIME ARRIVAL A 5. WOULD BE NICE TO GET SOME INTERNET	TRAIN:268

Car Features/Amenities

WE NEED FASTER TRAINS ON THE ROUTE NOT SURE ON RATIONALE BEHIND SCHEDULE CHANGE RECENTLY BUT TRAINS HAVE BEEN ARRIVING LATE /EARLY MATCHING EARLY SCHEDULE. WHAT HAPPENED TO WIRELESS ON -BOARD? SUNNYVALE DOESN'T HAVE RESTROOM.

TRAIN:268

PLEASE ADD WI-FI!

TRAIN:273

LACK OF WI-FI VERY LIMITING. - FREQUENCY NOT ENOUGH DURING AM/PM COMMUTES. VERY CROWDED TRAINS, ESP. FOR PALO ALTO AND MOUNTAIN VIEW.

TRAIN:273

THE BOMBARDIER ARE SO MUCH SMOOTHER AND QUIETER! IT MAYBE TOO HARD TO DO, BUT I WISH TRAINS HAD WI-FI. SEVERAL STATIONS HAVE POOR CELL COVERAGE. WOULD LIKE LATER-TIMES FOR BULLET TRAINS.

TRAIN:277

PAID WI-FI PLEASE.

TRAIN:282

PLEASE MAKE WI-FI AVAILABLE ON TRAIN.

TRAIN:282

NEED WI-FI ON TRAIN

TRAIN:282

I WOULD PAY EXTRA FOR A YOGA CAR.

TRAIN:282

VENDING MACHINE WOULD BE GREAT.

TRAIN:288

PLEASE ADD CURTAINS/BLINDS ON THE WINDOWS.

TRAIN:288

TRAINS AFTER GIANTS GAMES ARE TOO CROWDED. SOME BIKE CARS ARE NOT CLEAN AROUND SINGLE SEATS. WI-FI ON CALTRAIN WOULD BE A GAME CHANGER - I'D EVEN PAY FOR IT. BIKE CARS TOO CROWDED IN THE MORNING.

TRAIN:288

NEED TO BRING IN MORE VENDORS TO STATIONS. FOOD, DRINKS, AND A WARM PLACE TO SIT WOULD VASTLY IMPROVE THE EXPERIENCE. MILLBRAE IS PARTICULARLY ISOLATED, AND BART/CALTRAIN CONNECTION CAN TAKE 30-50MIN.

TRAIN:289

ADD WI-FI

TRAIN:289

I WISH THERE WAS WI-FI

TRAIN:313

Car Features/Amenities

NO INTERNET!

TRAIN:313

CALTRAIN SHOULD START HAVING FREE WI-FI FOR CUSTOMERS ON THE TRAINS.

TRAIN:313

WHY DOESN'T CALTRAIN SELL OR PARTNER WITH VENDORS TO SELL FOOD AND DRINK ON PLATFORMS OR TRAINS? CALTRAIN ALWAYS COMPLAINS ABOUT MONEY. THIS COULD MAKE AN EXTRA DOLLAR PER RIDER PER DAY EASILY, ESPECIALLY ON GAME DAYS.

TRAIN:329

THE TRANSIT SYSTEM IS A POORLY MANAGED JOKE. FARES KEEP INCREASING TRAINS GET MORE AND MORE CROWDED. SIMPLE PROJECTS LIKE ADDING NEW FLOORING AT 4TH AND KING TURN INTO NIGHTMARISH INCONVENIENCE, POORLY MANAGED CLUSTER FUCKS. TRAINS ARE CONSISTENTLY LATE. NO WI-FI ON TRAINS? IS THIS NOT 2017? ARE WE NOT IN SILICON VALLEY? SERIOUSLY, THE ONLY POSITIVE ABOUT CALTRAIN IS THAT IT IS BETTER THAN NOTHING.

TRAIN:329

THE RESTROOMS NEED PAPER TOWELS AND NEED TO BE CLEANER. FUTURE TRAINS NEED TO HAVE ELECTRICAL OUTLETS AT EVERY SEAT TO CHARGE PHONES AND LAPTOPS.

TRAIN:330

PLEASE UPDATE THESE TRAIN CARS. I GO TO SILICON VALLEY AND YOU DON'T EVEN HAVE WI-FI, MORE CARS WITH TABLES, OUTLETS - BIKE CAR NEEDS TO BE MODERNIZED - ITS JUST AN EMPTY CAR WITH BUNGEE CORDS. UPDATE AND MODERNIZE, OTHERWISE GOOD RIDE.

TRAIN:330

WI-FI! PLEASE ADD IT.

TRAIN:330

NEED MORE SOCIAL MEDIA ALERTS. NEED ON-BOARD WI-FI.

TRAIN:330

MORE ROOM FOR LUGGAGE! CLEANER SMELL

TRAIN:360

NEED TO OFFER WI-FI.

TRAIN:360

ON BOARD WI-FI.

TRAIN:360

FOR HOW EXPENSIVE THE TRAIN IS, I FEEL LIKE WE SHOULD GET FREE WI-FI.

TRAIN:360

ADD WI-FI. IT'S SILICON VALLEY IN 2017! ADD CARS, THE 8:04 AT MV TO SF IS PACKED LIKE A TOKYO METRO. ADD OUTLETS FOR ELECTRONIC VEHICLES AND USB PORTS FOR PHONES TO CHARGE!

TRAIN:360

Car Features/Amenities

WI-FI AND POWER OUTLETS. IT'S 2017 IN THE RICHEST COUNTIES IN CA. IT'S FUCKING LUDICROUS THAT ISN'T AVAILABLE.

TRAIN:360

TRAINS NEED WI-FI. RESTROOMS ARE TERRIBLE DIRTY. EVER NOTED THE SMELL?

TRAIN:360

WIRELESS WOULD BE AMAZING FOR BUSINESS PRODUCTIVITY.

TRAIN:360

ADDITIONAL OUTLETS FOR CHARGING COMPUTERS AND PHONES. WI-FI ACCESS.

TRAIN:360

PLEASE INCORPORATE ONBOARD WI-FI!

TRAIN:376

WI-FI WOULD BE GREAT. NOT HAVING TO TAG AT ALL WITH A MONTHLY PASS WOULD BE GREAT. FOR WHAT IT IS WORTH, I PREFER THIS TRAIN TO THE SMALLER/ NEWER TRAIN.

TRAIN:376

FREE WI-FI ON TRAIN. MORE LARGE BIKE CARS DURING PEAK HOURS. BETTER INFORMATION DURING DELAYS ("PEDESTRIAN STUCK, 1.5 HOUR DELAY EXPECTED"). AN INCREMENTING CLOCK THAT TELLS THE CURRENT DELAY IS NOT SUPER HELPFUL.

TRAIN:376

KEEP UP THE GOOD JOB! I WISH YOU WOULD IMPROVE WI-FI SO PEOPLE CAN WORK WHILE TRAVELING.

TRAIN:376

MORE BIKE ACCESS/CARS. ENFORCE BIKE CAR SEATING FOR BIKERS VISIBLE SIGNAGE NEEDED ON "NEW" TRAINS. WI-FI.

TRAIN:376

ONBOARD WI-FI- LONG OVERDUE.

TRAIN:376

WI-FI ON TRAIN.

TRAIN:376

1) NEED WI-FI. 2) BATHROOMS ALWAYS SMELL ON CARS THAT HAVE THREE LEVELS.

TRAIN:381

CALTRAIN NEEDS WI-FI

TRAIN:385

WI-FI

TRAIN:385

Car Features/Amenities

THE PARKING INCREASE COMING THIS SUMMER IS LARGE ENOUGH THAT I'D BE LESS UPSET ABOUT IT IF IT WOULD INCLUDE WEEKEND PARKING , WI-FI PLEASE.

TRAIN:385

THIS TRAIN SERVICES NOT ONLY THE TECH CAPITAL OF THE WORLD BUT ALSO THE BIRTH PLACE OF THE INTERNET. PLEASE FOR THE LOVE OF GOD OR FOR SCIENCE , WHICHEVER YOU PREFER , GET GOOGLE TO INSTALL WI-FI ON THE TRAINS.

TRAIN:385

YOU SHOULD HAVE A PLACE TO THROW TRASH INSIDE CALTRAIN.

TRAIN:441

LOWER PRICES, OUTLETS ON THE TRAINS!

TRAIN:441

WOW! WHAT I WOULD DO IF I DIDN'T HAVE CALTRAIN IN MY LIFE, WHO KNOWS? SUCH PROFESSIONALISM, CONVENIENCE, AND UTTER PERFECTION IN A RAIL SERVICE. MAYBE ADD WI-FI.

TRAIN:441

CAFE SHOULD ACCEPT CARD PAYMENT AND TICKET MACHINE SHOULD ACCEPT DEBIT CALTRAIN NEEDS WI-FI! WE'RE IN SILICON VALLEY! WEBSITE NEEDS MODERNIZATION.

TRAIN:801

OFFER WEEKEND SERVICE FROM SOUTH: GILROY/SAN MARTIN/MORAN HILL. OH YEAH WI-FI... IT'S 2017. WE LIVE IN TECHLAND, USA

TRAIN:801

ADD WI-FI TO TRAINS

TRAIN:801

Enforcement/Security

Enforcement/Security

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

TRAIN: 217

OVERALL-GOOD SERVICE. SOMETIMES PASSENGERS GET TOO NOISY AND ARE NOT CONTROLLED. FOR FUTURE, A BETTER CLIPPER CARD THAT LET YOU KNOW IF YOU HAVE TAGGED ON OR NOT. THE TAG MACHINES DON'T TELL YOU EASILY.

TRAIN:150

I HAVE COMPLAINED TO CALTRAIN ON AT LEAST THREE OCCASIONS ABOUT PEOPLE PICKING UP PASSENGERS AT THE SAN JOSE STATION WHO PARK IN THE HANDICAPPED LOT AND BLOCK HANDICAPPED VEHICLES FROM GETTING OUT UNTIL THEIR PASSENGER ARRIVES. PLEASE FIX THIS! THIS HAPPENS AROUND 5PM DAILY

TRAIN:150

PLEASE WORK ON MAKING STATIONS SAFER AT NIGHT FOR WOMEN -- I AM AFRAID TO WAIT LONGER THAN FIVE MINUTES AT ANY STATION W/OUT INDOOR SEATING /GUARDS.

TRAIN:190

MORE DETAILS FOR DELAYS. NO ALCOHOL PLEASE- NOT FAIR TO NON-DRUNKS AND CAN MAKE ENTIRE EXPERIENCE UNPLEASANT, EVEN SCARY

TRAIN:192

LOTS OF SYRINGES AT THE STATION.

TRAIN:192

BETTER APP UPDATES FOR DELAYS. ASK PEOPLE TO GET OFF THEIR PHONES. CLEAN TUNNELS WHERE PEOPLE PEE.

TRAIN:195

IF THERE IS AN EMERGENCY OR A DISRUPTIVE PASSENGER, THERE'S NO WAY TO NOTIFY A CONDUCTOR. TOO MANY NON-CYCLISTS SITTING IN THE BIKE CARS, ESPECIALLY IN THE OLDER TRAIN CARS.

TRAIN:206

GIANTS FANS SHOULD NOT BE ALLOWED TO CONSUME ALCOHOL IF REGULAR COMMUTERS CAN'T! THEY GET BELLIGERENT!

TRAIN:206

WOULD LIKE TO SEE CONDUCTORS ENFORCE RULES MORE-- NO FEET/SHOES ON SEATS-- THE SEATS ARE GETTING REALLY BAD. MAKES THE TRAIN APPEAR SHABBY.

TRAIN:206

Enforcement/Security

PEOPLE BRING ALCOHOL ON BOARD ON GAME DAYS AND TALK LOUDLY, DISTRACTING OTHER PASSENGERS.

TRAIN:206

PLEASE DO SOMETHING ABOUT CASUAL CELL PHONE CONVERSATIONS. WOULD BE NICE IF WE HAD ONE "QUIET" CAR.

TRAIN:207

I ONLY WISH WE HAD MORE FREQUENT SERVICE AND FASTER, QUIETER TRAINS. NOT YOUR ISSUE, BUT ONE I HOPE YOU'LL KEEP ADVOCATING FOR. ALSO, I WISH CONDUCTORS WERE MORE EMPOWERED TO KICK OFF DISRUPTIVE PEOPLE (LIKE THOSE BLARING MUSIC) OFF THE TRAIN. AS A WOMAN, MORE CONDUCTORS CIRCULATING WOULD MAKE ME FEEL SAFER.

TRAIN:216

I WOULD LIKE TO SEE MORE REGULATING OF PEOPLE TALKING ON THE PHONE FOR LONG PERIODS OF TIME. IT'S THE ONLY NEGATIVE EXPERIENCE I'VE HAD. PERHAPS SIGNS ASKING PEOPLE TO KEEP CONVERSATIONS BRIEF. THANK YOU.

TRAIN:217

PLEASE CLEAN THE SEATS ON THE OLD BLUE/WHITE EXTERIOR TRAINS. BETTER YET, REPLACE THEM ALL. THOSE SEATS ARE DISGUSTING AND DIRTY. AND AFRAID TO SIT ON THEM NOT KNOWING WHAT THE STAINS ARE AND GROWING IN THEM. HAVE A DESIGNATED QUIET CAR SO NOT EVERYONE HAS TO LISTEN TO THE CONFERENCE CALL OR THAT GIRL'S WEEKEND PLANS. FINE PEOPLE WHO PUT SHOES ON SEATS. I DON'T WANT TO SIT ON WHAT YOU STEPPED IN, ESP THE STATION BATHROOMS

TRAIN:222

MOST CONDUCTORS ARE POLITE AND PLEASANT, BUT OTHERS WILL PULL THE TRAIN AWAY AT MILBRAE STATION EVEN AS PEOPLE TRANSFERRING FROM BART ARE RUNNING DOWN THE STAIRS TRYING TO CATCH CALTRAIN. ALSO, WHEN THERE ARE LOTS OF PEOPLE TRYING TO BOARD (EG ON GIANTS' NIGHTS), PLEASE TELL CONDUCTORS TO INSTRUCT PASSENGERS TO MOVE TO THE UPPER AISLES SO THAT YOU DON'T GET A LOG JAM AT THE ENTRY AND EVERYONE CAN BOARD.

TRAIN:222

I HAD MY BIKE STOLEN FROM CALTRAIN IN EARLY MAY. IT WOULD BE NICE IF CALTRAIN PUT SOME THOUGHT INTO HOW TO REDUCE BIKE THEFT.

TRAIN:232

SOME MAN-HOMELESS PEOPLE SWEARING LOUDLY ON THE NIGHT TRAINS

TRAIN:232

THERE'S LOT OF CARD ERRORS. THERE'S SOMETIMES WRONG INFO ON BOARD. THERE IS NO SENSE OF SECURITY.

TRAIN:232

IT WOULD BE NICE IF THERE WERE SIGNS AND ONBOARDS REMINDERS ABOUT BEING COURTEOUS TO OTHER PASSENGERS - KEEP CELL PHONE CALLS DOWN, DON'T TAKE UP EMPTY SEAT WITH BACKPACKS, ETC. OTHERWISE, I LOVE CALTRAIN.

TRAIN:254

Enforcement/Security

MORE TRAINS TO MORGAN HILL PLEASE. MORE SECURITY TO MAKE SURE PASSENGERS ARE SAFE AND SECURE.

TRAIN:262

PEOPLE PUSHING THEIR WAY ON WHILE PASSENGERS ARE STILL GETTING OFF IS BEING A BIG PROBLEM. CONDUCTORS DO NOTHING ABOUT THIS WHEN IT IS HAPPENING IN FRONT OF THEM. INCLUDES, BUT NOT LIMITED TO, GIANTS GAME

TRAIN:267

TRY TO MAINTAIN THE INTERIORS BY NOT ALLOWING FOOD AND DRINKS INSIDE.

TRAIN:268

MOST ANNOYING PART OF TRAVEL IS ABUSE OF CELL PHONES. PEOPLE MAKING LOUD AND LONG CALLS IS IRRITATING. PLEASE DO MORE TO CURTAIL.

TRAIN:268

LET PEOPLE GET ON THE TRAINS EARLIER. HAVE ONBOARD SIGNS REMINDING PEOPLE TO KEEP CELL PHONE CALLS TO MINIMUM AND QUIET. ALSO ENCOURAGE PEOPLE TO SPEAK DOWNWARDS OR TOWARDS A WINDOW ON A CELL PHONE

TRAIN:268

THERE NEEDS TO BE BETTER NOISE CONTROL OF BOISTEROUS HIGH SCHOOL STUDENTS AND INEBRIATED ADULTS.

TRAIN:268

IT IS ANNOYING WHEN PEOPLE CHEAT BY NOT PAYING, AND SOME CALTRAIN CHECKERS MAKE THEM GET OFF AND BUY A TICKET (APPROPRIATE), VERSUS OTHER TIMES WHEN I SEE THEM TELL THEM, "OK JUST BUY ONE NEXT TIME" (BASICALLY). WHY IS IT DIFFERENT, AND WHY DO SOME PEOPLE GET A TICKET FINE? SOME PEOPLE HAVE TO GET OFF AT THE NEXT STOP AND SOME PEOPLE GET A FREE RIDE WITH THE PROMISE TO PAY NEXT TIME (UNFAIRNESS).

TRAIN:273

PLEASE TRY AND BE A LITTLE STRICTER ABOUT THOSE WITHOUT LEGIT TICKETS OR CLIPPER CARDS. I'VE SEEN MORE "FREE" RIDES THAN EVER BEFORE BECAUSE PEOPLE "FORGOT" TO CLIP ON/ GOT WRONG TICKET (FROM DAYS BEFORE) OR NO TICKET AT ALL.

TRAIN:277

CONDUCTORS NEED TO ANNOUNCE CLEARLY THAT THEY'RE CHECKING TICKETS--HALF THE TIME, THEY DON'T ANNOUNCE AND JUST WALK UP TO YOU AND MAKE YOU SCRAMBLE TO PULL OUT YOUR TICKET. CONDUCTORS NEED TO ENFORCE CALTRAIN ETIQUETTE. THEY DO NOTHING WHEN OTHER PASSENGERS ARE TALKING LOUDLY ON THEIR PHONES, BLASTING MUSIC, OR OTHERWISE BEING DISRUPTIVE AND INCONSIDERATE.

TRAIN:277

THERE SHOULD BE LESS TOLERANCE FOR BAGS/ITEMS STOWED ON SEATS BECAUSE THERE'S NOT ENOUGH ROOM ON BOARD. IT'S AS DISRUPTIVE AS FEET ON THE SEATS!

TRAIN:277

Enforcement/Security

PROHIBIT ALCOHOL ONBOARD. TRAIN SHOULD NOT LEAVE BEFORE TIME.

TRAIN:282

TOO MANY MECHANICAL ISSUES (ONCE A WEEK). TOO MANY DELAYS BECAUSE OF MECHANICAL ISSUES. WEIRD SMELLS INSIDE THE CARS. THE DISTURBING SOUND OF UNGREASED CONNECTION PARTS. ALSO, PLEASE WARN PEOPLE NOT TO TALK ON THE PHONE FOR MORE THAN 10 MINUTES.

TRAIN:282

PALO ALTO STATION HAS SEEN AN INCREASE IN HOMELESS SLEEPING AND DISRESPECTING STATION PROPERTY IN THE PAST 6-12 MONTHS, I SEE THIS AT 6AM AND 7PM EVERY DAY. HOPE IT CAN IMPROVE!

TRAIN:288

THE AMOUNT OF HOMELESS PEOPLE AT SF 4TH ST HAS GOTTEN WORSE. THEY ARE CLEARLY ON DRUGS. I CAN DEFEND MYSELF AND HAVE LIVED IN THE TENDERLOIN, BUT THE AGGRESSION AND TYPE OF CHARACTERS LOITERING AT THE STATION HAS GOTTEN SCARY AND THE SECURITY/STAFF HAVE SEEMED TO CARE LESS ABOUT IT.

TRAIN:289

PLEASE HAVE BETTER SECURITY ON TRAIN. I HATE DEALING WITH DRUNK SPORTS FANS. I AM NOT A FAN OF ALCOHOL CONSUMPTION ON THE TRAIN.

TRAIN:313

I HAVE A DISABILITY, WHEN I BOARD IN THE AFTERNOONS 4:45-5:50, THERE IS SELDOM A PLACE TO SIT. I AM FORCED TO STAND FOR THE TRIP HOME WHICH IS VERY PAINFUL. COULD YOU HAVE ACCESS TO THE HANDICAPPED CAR AT PEAK TIMES LIMITED TO THOSE WHO CAN SHOW HANDICAP STATUS?

TRAIN:313

I HAVE BEEN RIDING FOR MORE THAN 20 YEARS. TRAIN SERVICE SCHEDULE KEEPS GETTING LATER AND LATER. THIS IS A PROBLEM FOR WORK SCHEDULES. THE SCHEDULE NEEDS TO BE GOING IN THE OTHER DIRECTION AS THE TRAINS ARE OFTEN LATE SO ARRIVAL IN SF IS LATER AND LATER MAKING IT DIFFICULT TO ARRIVE AT THE OFFICE AT TARGET TIME. SF NEEDS PERMANENT STAFF PRESENCE. TOO MUCH HOMELESS AND CRAZY PEOPLE. AGGRESSIVE, NOT ALWAYS SAFE. CONDUCTORS DO NOT CRUISE TRAINS. THERE SHOULD BE MORE CONDUCTOR PRESENCE ON TRAIN. THERE IS MORE CONTENTION WITH PASSENGERS AND IT IS GETTING TO A PLACE WHERE POLICING IS NEEDED. YESTERDAY THERE WAS A BAD INCIDENT WITH RACIAL ISSUES. ON REGULAR DAYS, PASSENGERS REGULARLY BLOCK AISLES, TAKE UP TWO SEATS WHEN PEOPLE ARE STANDING, ARGUE ABOUT SETS IN BIKE CARS, ETC. AISLES ARE NOT SAFE WITH CROWDED CONDITIONS TO GET ON AND OFF TRAINS.

TRAIN:313

WHAT DISSATISFIES ME THE MOST ARE: 1. FINDING COCKROACHES CRAWLING AROUND SEATS AND 2. NOT ENOUGH ENFORCEMENT OF PEOPLE PLACING FEET WHERE THEY DON'T BELONG (I.E. ON THE SEATS, ON THE RAILS, NEXT TO THE FACE OF THE PERSON SITTING IN FRONT OF THEM, ETC.).

TRAIN:324

Enforcement/Security

EVER SINCE THE TIMETABLE CHANGED, 329 HAS BEEN LATE. ALSO, I WOULD APPRECIATE ANNOUNCEMENTS THAT SENIORS ARE ENTITLED TO THE "BLUE SEATS."

TRAIN:329

DON'T ALLOW PEOPLE TO DRINK ALCOHOL ON THE TRAINS. THEY ARE MESSY AND LOUD.

TRAIN:330

ON-BOARD ANNOUNCEMENT ON THE PRIORITY SEATS. HAVE SEEN TOO MANY TIMES PEOPLE IN NEED DIDN'T GET THE SEATS.

TRAIN:376

MORE SECURITY AT STATIONS WOULD BE APPRECIATED. MY ONLY VERY NEGATIVE EXPERIENCE THIS YEAR WAS THEFT OF MY BIKE SEAT AND PEDALS AT SAN CARLOS.

TRAIN:376

I HAD A TERRIBLE EXPERIENCE ON A SAN JOSE BOUND TRAIN FROM SF. THERE WAS AN UNRULY PASSENGER WHO WAS YELLING PROFANITY AND RACIAL SLURS FROM SF TO MILBRAE STATION. HE WAS WARNED (AT THE ONSET) BUT NOT REMOVED FROM THE TRAIN. IT WAS THE ONLY TIME I FELT UNSAFE.

TRAIN:381

THE 22ND ST STATION NEEDS A MAJOR UPGRADE. I DO NOT FEEL SAFE THERE. ALSO, NEED MORE STAIRS, LIVE SECURITY CAMERAS (LIVESTREAMING TO RIDERS ONBOARD), AND BIKE CARS. KEEP IT UP. THANKS!

TRAIN:385

NEED BETTER STATUS COMMUNICATION. MILLBRAE ESCALATORS ARE BROKEN OFTEN. TICKET LESS PASSENGERS ARE NEVER FINED. TOO MANY PEOPLE TO GET OFF WITH A WARNING. NOT FAIR FOR THOSE OF US WHO PAY.

TRAIN:385

THE TICKETING SYSTEM HAS A HORRENDOUS USER EXPERIENCE. THE TRAINS ARE WAY TOO HOT. IT'S TRULY BIZARE THAT CALTRAIN CHECKS TICKETS ON THE TRAIN, RATHER THAN BEFORE BOARDING. SOME OF US WOULD LIKE TO NAP ON THE TRAIN. BESIDES, YOU WILL COLLECT MORE MONEY THAT WAY. NO?

TRAIN:385

MORE SECURITY IS ALWAYS HELPFUL. OVERALL GOOD.

TRAIN:385

I TAKE CALTRAIN ALL THE TIME FOR WORK AND PLEASURE. TWO WEEKS AGO I RODE CALTRAIN HOME TO MOUNTAIN VIEW FROM SF ON A WEEKNIGHT. A BELLIGERENTLY DRUNK MAN SAT DOWN NEXT TO ME AND BEGAN MAKING COMMENTS ABOUT MY BODY AND WOMEN'S BODIES THAT MADE ME FEEL SCARED. I DIDN'T HAVE A CLUE WHAT TO DO AS I RAN TO NEXT TRAIN CAR TO GET AWAY AND HE FOLLOWED. I DIDN'T WANT OTHERS TO HAVE TO EXPERIENCE THIS SO MORE SAFETY FEATURES WOULD BE GREAT.

TRAIN:438

Enforcement/Security

SOME FRAT BOYS DRINK AND ARE A MENACE TO OTHERS. SOME SORORITY GIRLS CHATTER AND SWEAR THAT BOTHERS OTHER PASSENGERS. SECURITY NEEDS TO BE TOUGHER ON THESE YOUNG BOZOS!

TRAIN:438

STATIONS COULD BE CLEANER / MORE SAFE

TRAIN:804

THE STATIONS AREN'T AS CLEAN OR SAFE AS THE INTERIORS OF THE TRAIN.

TRAIN:804

Parking

Parking

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

TRAIN: 192

SOME CALTRAIN STATIONS FEEL SAFER/CLEANER THAN OTHERS. SAN JOSE STATION NEEDS MORE PARKING.

TRAIN:143

NEED MORE PARKING SPOTS. NEED BETTER SCHEDULE ON WEBSITE (THAT WORKS OFFLINE)

TRAIN:150

MORE TAMIEN, PLEASE. MORE PARKING, PLEASE

TRAIN:190

THE FARE AND PARKING LOT FEE ARE TOO HIGH. I AM PAYING FROM \$5.00/MONTH TO NOW \$55.00/ MONTH FOR PARKING AND MY WAGES HAVE NOT GONE UP IN THAT RATIO. RECURRING AND MAINTENANCE COST OF PARKING LOT DO NOT GO UP SO FAST AND SO MUCH.

TRAIN:207

WITH THE YEAR ALMOST HALF OVER AND PARKING TO BE CHARGED EFFECTIVE JULY 1, I AM LOOKING TOWARD ALTERNATIVE METHODS TO REDUCE MY COST. I AM LOOKING INTO MOVING CLOSER TO HOME AND THEREFORE NOT PURCHASING THE MONTHLY PASS. I CURRENTLY PAY "190 MONTHLY PLUS" 79 MUNI AND IF I CONTINUE TO PARK THAT'S ADDITIONAL COST. THAT DOESN'T FACTOR IN THE GAS TO DRIVE TO THE STATION.

TRAIN:207

VERY GOOD EXPERIENCE. FOR THE PARKING, MAYBE BETTER IF A SIGN IS PLACED IN THE PARKING AREA TO HIGHLIGHT THAT THE TICKET SHOULD BE BOUGHT IN TICKET MACHINE OR THE OTHER SIDE.

TRAIN:217

NEED BETTER PLANNING ON EMERGENCY SITUATION SUCH AS ACCIDENTS. HOW TO GET SERVICE BACK ASAP. PARKING IS SO HARD AT MT VIEW STATION!

TRAIN:217

WAYS 22ND ST CAN BE IMPROVED: VERY LIMITED PARKING, DESIGNATED CALTRAIN RIDER PARKING. ALSO, MOST PEOPLE STILL THINK THIS STATION IS UNSAFE. IT LOOKS DARK AND GLOOMY AT NIGHT, BUT IT FEELS PRETTY SAFE TO ME.

TRAIN:222

PLEASE PUT MORE PARKING

TRAIN:225

LACK OF PARKING SPACE IS THE BIGGEST STRESS

TRAIN:225

Parking

SF 4TH AND KING CONGESTED GETTING OFF IN MORNING SINCE DOORS ARE SMALLER THAN PLATFORM. WOULD BE NICE TO HAVE MORE PARKING. AT LEAST ROOFTOP PARKING SHOULD HAVE A COVER SINCE CARS HEAT UP TOO MUCH.

TRAIN:225

I HAVE THREE MAIN COMPLAINTS. FIRST I FEEL LIKE THE NORTHBOUND TRAINS LEAVING SUNNYVALE IN THE AM NEED TO BE SPACED OUT MORE. THEY CLUSTER ALTOGETHER WITH LONG GAPS IN BETWEEN. SECOND, PASSENGERS WITHOUT BIKES SHOULD BE DISCOURAGED FROM BOARDING BIKE CARS MORE AGGRESSIVELY. THIRD, MONTHLY PARKING FEES ARE TOO HIGH.

TRAIN:262

THE PARKING LOT ON EASTSIDE OF HILLSDALE IS AWFUL!

TRAIN:262

CALTRAIN IS INCREASING TRAIN AND PARKING COSTS, WITHOUT ANY INCREASED VALUE TO THE CUSTOMER. SAN CARLOS STATION TRAFFIC ENTRY AND EXIT POINTS ARE POORLY DESIGNED AND A MESS, ESPECIALLY WITH BUSES BLOCKING ENTRY FROM EL CAMINO. THERE ARE NOT ENOUGH CARS IN TRAIN 210 - WAY TOO MANY PASSENGERS WAITING TO BOARD FROM SAN CARLOS ALL THE WAY NORTH.

TRAIN:262

PARKING IN SUNNYVALE RUNS OUT AT 8AM! NO OTHER OPTIONS FOR FULL DAY PARKING IN THE AREA. ELEVATOR IN SUNNYVALE PARKING SMELLS OF URINE EVERY TIME. TRAINS HAVE A WEIRD SMELL. MAYBE THE CARPET? WORTH IMPROVING FILTERS/ VENTILATION.

TRAIN:262

HILLSDALE CALTRAIN PARKING IS NOT SUFFICIENT

TRAIN:267

NEED MORE TRAINS THAT GO FURTHER SOUTH (SOUTH OF SAN JOSE DIRIDON)! MORE ADEQUATE PARKING AT SOME STATIONS WOULD BE GOOD.

TRAIN:268

THE VOLUME OF THE SPEAKER ON THE TRAIN IS ALWAYS AN ISSUE. A LOT OF TIMES I CAN'T HEAR ANNOUNCEMENTS CLEARLY. PLEASE DO NOT RAISE THE PRICE FOR PARKING AND MONTHLY PASS.

TRAIN:268

NO PARKING IN SAN CARLOS

TRAIN:273

SOMETIMES SCHEDULES AREN'T STOCKED ON TRAINS. NEED TO ADD CLEAR SIGNS ON WHERE TO PAY FOR PARKING. I GET ASKED BY PEOPLE.

TRAIN:277

WOULD LOVE MORE SERVICE DURING NON-RUSH HOURS BUT HEY, I GET IT. PARKING AT MILLBRAE STATION SEEMS HOPELESSLY COMPLICATED TO PAY FOR, DUE TO BART.

TRAIN:288

Parking

PLEASE DON'T RAISE PARKING RATES! THERE ARE NO NEW SPOTS BEING MADE, BUT YOU'VE RAISING RATES. MORE TRAINS TO MORGAN HILL.

TRAIN:313

NEED MORE PARKING

TRAIN:313

I TRAVEL FROM GILROY- MORE TRAINS TO SOUTH TO ALLOW FOR BETTER TIMES.DO NOT RAISE THE PARKING FARES

TRAIN:313

CAN YOU DO ANYTHING ABOUT GETTING TO THE STATIONS, PARKING AT THE STATIONS IN SF?
(WISHFUL THINKING?)

TRAIN:324

PLEASE HAVE MORE PARKING FOR CALTRAIN USERS AT SUNNYVALE. PLEASE INTRODUCE ANOTHER BABY BULLET AFTER 9AM AT SUNNYVALE. I DROP MY KIDS AT SCHOOL AT 8:40 AM

TRAIN:329

NOT ENOUGH PARKING SPACES AT SUNNYVALE AND MOUNTAIN VIEW STATIONS. THE MORNING COMMUTE IS TOO CROWDED. LOTS OF ENGINE BREAKDOWNS. NEED FASTER AND MORE RELIABLE SERVICE. THE MONTHLY PARKING PASS HOLDERS SHOULD HAVE RESERVED PARKING.

TRAIN:360

IS IT POSSIBLE TO BUILD A PARKING STRUCTURE AT SJ DIRIDON?

TRAIN:376

MOUNTAIN VIEW PARKING SERVICE IS ALWAYS FULL! WHERE IS THE CLIPPER CARD MACHINE IN SUNNYVALE STATION? BULLET TRAINS BEING UNRELIABLE DURING MORNING!

TRAIN:376

THE PARKING INCREASE COMING THIS SUMMER IS LARGE ENOUGH THAT I'D BE LESS UPSET ABOUT IT IF IT WOULD INCLUDE WEEKEND PARKING , WI-FI PLEASE.

TRAIN:385

PARKING AT CALTRAIN STATIONS IS NOT CONVENIENT. DO I NEED A PERMIT PER DAY?

TRAIN:801

Safety Issues

Safety Issues

STATIONS SHOULD HAVE THE CITY POSTED MORE OFTEN SO I CAN SEE IT EASILY FROM ANYWHERE ON THE TRAIN. MONTHLY TAG ON/OFF PROCESS IS EASY TO FORGET-- WHY CAN'T WE DO IT ON THE TRAIN? MOUNTAIN VIEW STATION IS VERY POPULAR-- IT SHOULD BE MORE COMMUTER FRIENDLY. FOR INSTANCE, THERE IS NO WAY TO CROSS SIDES WITHOUT CROSSING TRACKS. I'VE MISSED TRAINS DUE TO THE GATE REMAINING DOWN. THERE SHOULD BE A PEDESTRIAN ENTRANCE AT EVELYN AND BUSH-- I NEED TO HOP THE FENCE. INADEQUATE PARKING MAKES A PARKING PASS UNRELIABLE AND NOT WORTH THE STRESS WHEN FULL.

TRAIN:190

TAMIEN STATION ELEVATOR IS A REAL SHIT HOLE. STINKS OF URINE, HOMELESS INSIDE, LIGHTS ALWAYS DESTROYED, PITCH BLACK INSIDE! REAL SAFETY HAZARD, LAW SUIT WAITING TO HAPPEN.

TRAIN:217

PERFECT TIMING TO RECEIVE THIS! I JUST GOT ON AT MOUNTAIN VIEW AND, YET AGAIN, THE CONDUCTOR ON THE 7:25 AM (#217) TRAIN WENT PAST THE STOPPING POINT. THE GUARD RAIL DID NOT RAISE SO I COULD BOARD THE TRAIN FROM THE NORTHBOUND SIDE. I OPENED THE GATE AND RAN FOR IT, BUT I DO NOT WANT TO (HAVE) TO DO THAT BECAUSE I'LL GET CITED DESPITE KNOWING IT'S SAFE. REALLY PISSES ME OFF!

TRAIN:217

CALTRAIN NEEDS TO ADJUST THE AVAILABILITY OF CARS DURING PEAK (BULLET) HOURS. I FEEL IT IS A SAFETY ISSUE WHAT IF A TIRE DISRUPTED WE CANNOT MOVE OUT FAST ENOUGH, OVERLY PACKED TRAINS ARE CAUSING DELAYS.

TRAIN:329

PLEASE PRESSURE CLIPPER CARD TO COME UP WITH A BETTER SYSTEM FOR ADDING MONEY/FARES TO THE PASS. ENFORCE YOUR POLICIES ON BIKE CARS. ALSO, IF A BIKE CAR IS FULL, ALLOW PEOPLE TO MOVE TO ANOTHER CAR, BUT DON'T LET NON-CYCLISTS SIT IN THE BIKE CAR. DON'T JOKE DURING YOUR SAFETY SPEECH- REAL LIFE IS GOING TO SUCK WHEN SOMETHING HAPPENS.

TRAIN:360

NEED A BETTER WAY TO TELL PEOPLE WHICH CARS ARE FULL AND WHICH ARE NOT. SOME MORNINGS ARE PACKED IN CERTAIN CARS, POSING A SAFETY RISK, WHILE OTHER CARS ON THE SAME TRAIN HAVE SEATS.

TRAIN:376

WE NEED MORE CARS DURING COMMUTER HOURS. SOMETIMES THE GATES GO DOWN TOO EARLY AND YOU CAN'T CROSS THE TRACKS TO GET ON THE TRAIN, MEANING EITHER UNSAFELY CROSSING THE TRACKS WHEN GATES ARE DOWN OR MISSING THE TRAIN. INCREASED FREQUENCY DURING NON-COMMUTER HOURS WOULD BE GREAT.

TRAIN:376

Safety Issues

I TAKE CALTRAIN ALL THE TIME FOR WORK AND PLEASURE. TWO WEEKS AGO, I RODE CALTRAIN HOME TO MOUNTAIN VIEW FROM SF ON A WEEKNIGHT. A BELLIGERENTLY DRUNK MAN SAT DOWN NEXT TO ME AND BEGAN MAKING COMMENTS ABOUT MY BODY AND WOMEN'S BODIES THAT MADE ME FEEL SCARED. I DIDN'T HAVE A CLUE WHAT TO DO AS I RAN TO NEXT TRAIN CAR TO GET AWAY AND HE FOLLOWED. I DIDN'T WANT OTHERS TO HAVE TO EXPERIENCE THIS SO MORE SAFETY FEATURES WOULD BE GREAT.

TRAIN:438

Station Amenities/Condition/Cleanliness

Station Amenities/Condition/Cleanliness

ELEVATORS AT SAN BRUNO ARE DISGUSTING- MANY TIMES URINE IN ELEVATOR.

TRAIN:102

HAND BLOWERS ARE NOT WORKING IN STATION RESTROOM. AS A FOREIGNER, I'M VERY HAPPY TO SEE YOUR BLUE CARS!

TRAIN:142

MORE LIMITED AND BULLET TRAINS AND BETTER CONNECTION TO OTHER TRAINS SUCH AS BART. A REAL PROPERLY STAFFED STATION AT 4TH AND KING IF NOT ELSEWHERE! I WANT TO SPEAK TO A REAL PERSON TO UNDERSTAND MY TICKET OPTIONS, ETC.

TRAIN:143

1. ALLOW COFFEE KIOSKS AT STATIONS. WILL PROVIDE EMPLOYMENT FOR VETERANS AND THERE IS A HUGE DEMAND. 2. DO AWAY WITH THIS SILLY RITUAL OF TAG ON-TAG OFF FOR THE FIRST DAY OF THE MONTH FOR MONTHLY PASS HOLDERS. YOU AUTO-RELOAD MONEY, BUT CAN'T AUTO-RELOAD RIDING PRIVILEGES?

TRAIN:151

SUNNYVALE'S ELEVATORS ARE IN TERRIBLE CONDITION -- ONE HAS THE PANEL W/ BUTTONS PULLED FAR OFF THE WALL, COULD BE INJURIOUS, OFTEN THEY REEK OF URINE. SPEAKERS ON TRAINS, AND VOLUME (BOTH EQUIPMENT AND STAFF) VARIES WIDELY HAVING SAID THIS, I AM GRATEFUL MY EMPLOYER PROVIDES A GO PASS.

TRAIN:190

STATIONS SHOULD HAVE THE CITY POSTED MORE OFTEN SO I CAN SEE IT EASILY FROM ANYWHERE ON THE TRAIN. MONTHLY TAG ON/OFF PROCESS IS EASY TO FORGET-- WHY CAN'T WE DO IT ON THE TRAIN? MOUNTAIN VIEW STATION IS VERY POPULAR-- IT SHOULD BE MORE COMMUTER FRIENDLY. FOR INSTANCE, THERE IS NO WAY TO CROSS SIDES WITHOUT CROSSING TRACKS. I'VE MISSED TRAINS DUE TO THE GATE REMAINING DOWN. THERE SHOULD BE A PEDESTRIAN ENTRANCE AT EVELYN AND BUSH-- I NEED TO HOP THE FENCE. INADEQUATE PARKING MAKES A PARKING PASS UNRELIABLE AND NOT WORTH THE STRESS WHEN FULL.

TRAIN:190

SF BATHROOM VERY DIRTY BUT UNLIKE BART/OPEN AND FUNCTIONING. NEED MORE FREQUENT LATE NIGHT TRAINS- EVERY 1/2 HOUR THRU 3AM. ALWAYS A RUSH FOR THE LAST TRAIN. WAY BETTER THAN BART. CALTRAIN HAS TOILETS.

TRAIN:192

LOTS OF SYRINGES AT THE STATION.

TRAIN:192

Station Amenities/Condition/Cleanliness

CALTRAIN INITIAL RESPONSE TO 4TH AND KING REMODEL WAS DISORGANIZED UNPROFESSIONAL AND UNCOMMUNICATIVE. WE HAD TO WAIT IN CROWDS, WITH NO IDEA WHAT WAS HAPPENING OR WHERE TO GO. WE NEED TRAFFIC DIRECTION AND CLEAR SIGNAGE. SUBSEQUENT DELAYS WERE IMPROVED. EQUIPMENT CHANGES - SMALL TRAINS FOR BULLETS - ARE FRUSTRATING TOO. ANNOUNCERS ARE TOO LOUD AT TIMES I RIDE FROM SJ TO SF EVERYDAY.

TRAIN:192

BETTER APP UPDATES FOR DELAYS. ASK PEOPLE TO GET OFF THEIR PHONES. CLEAN TUNNELS WHERE PEOPLE PEE.

TRAIN:195

THANK YOU FOR EVEN DOING A SURVEY! EVEN THOUGH TONIGHT I BOUGHT A ONE-WAY PASS, NORMALLY I BUY A MONTHLY PASS FOR WORK -- JUST HAVEN'T DONE IT YET. LISTEN TO YOUR CUSTOMERS -- 1) IMPROVE THE CLEANLINESS OF BATHROOMS (ON BOARD AND AT THE STATION) 2) THE STAFF IS THE BEST PART OF CALTRAIN. PROFESSIONAL AND WELL GROOMED

TRAIN:197

I WAS DISAPPOINTED THIS EVENING AT TAMIEN STATION AS ESCALATOR WAS OFF AND NO LIGHTS WERE ON IN ELEVATOR. I RODE IT IN THE DARK! 6/7/17

TRAIN:197

22ND ST STATION IS DIRTY, POORLY LIT, AND THERE IS NOT MUCH POSTED RIDER INFORMATION (LIKE A SIGN THAT SAYS NORTHBOUND PLATFORM, MUST PURCHASE TICKET BEFORE BOARDING, ETC.). ON THE OLDER TRAINS THERE IS OFTEN ONLY ONE BATHROOM FOR THE ENTIRE TRAIN.

TRAIN:206

SEQUOIA STATION UNDERGROUND IS DIRTY AND SMELLS. ONCE IT IS A FIVE-MINUTE DELAY, IT IS EVIDENT THERE IS AN ISSUE. ANNOUNCEMENTS OF WHAT IS HAPPENING NOW WOULD BE HELPFUL TO MAKE CHANGE IN PLAN. INTERCOM SYSTEMS DO NOT ALWAYS WORK. COORDINATION WITH OTHER TRANSIT AGENCIES IS VERY POOR. ARRIVAL AT DESTINATION OF LESS THAN FIVE MINUTES RESULTS IN MISSING BUS!

TRAIN:206

MILLBRAE STATION/PLATFORM CAN BE MAINTAINED MUCH BETTER. LACKS CLEANLINESS AND HYGIENE.

TRAIN:206

AT 22ND ST, ELEVATORS ARE DIRTY (URINE AND FECES). HOMELESS PEOPLE SLEEP OVERNIGHT UNDER THE STAIRS AND LEAVE THEIR TRASH. THEY URINATE AND POOP EVERYWHERE!

TRAIN:206

I'VE ALWAYS ENJOYED CALTRAIN! I DO WISH THE SF LOCATION COULD BE CLEANED UP A BIT. THERE ARE A LOT OF LOITERERS, WHO IN TURN LEAVE A LOT OF LITTER.

TRAIN:207

Station Amenities/Condition/Cleanliness

THE FLOOR WORK IN SAN FRANCISCO WAS HORRIBLY DISRUPTIVE BUT FORTUNATELY SHORT. I HAVE FOUND THE CONDUCTORS TO BE HELPFUL AND FRIENDLY. OVERALL, I LOVE CALTRAIN. LOVE THE CHRISTMAS CALTRAIN TOO!

TRAIN:217

AT SUNNYVALE STATION: A LOT OF PICK UP AND DROP OFF PEOPLE STOP AT THE WRONG PLACES (NOT AT THE WAITING ROUNDABOUTS) AND STOPPING TRAFFIC WITHOUT CONSIDERATION OF PEOPLE NEEDING TO PARK AND GET ON THE TRAIN. MOST IMPACTED IS AT THE WEST SIDE ENTRANCE SINCE IT'S SMALL AND IF ONE CAR STOPS TO DROP OFF FOR A LONG TIME, ALL OTHER TRAFFIC ARE STOPPED ON THE STREET. PLEASE PUT UP SIGNAGE LIKE "NO DROP OFF HERE" OR HAVE PEOPLE PATROL OCCASIONALLY TO HELP CONGESTION.

TRAIN:217

YOU ADDED A CAR AND HAVE A NEW TRAIN WHICH GIVES MORE ROOM, BUT I STILL HAVE TO STAND BECAUSE YOU HAVE NO SEATS. DO NOT RELOCATE HILLSDALE STATION. DO NOT RAISE FARES.

TRAIN:217

TRAINS ARE TOO CROWDED. IT'S HARD TO GET OFF (ESPECIALLY FOR SENIORS). RESTROOMS (STATIONS AND TRAINS) ARE NOT CLEAN. IT SMELLS IN TRAINS.

TRAIN:217

4TH AND KING BATHROOMS ARE TERRIBLE. RELOAD CLIPPER MACHINES OFTEN DON'T WORK OR PRINT RECEIPTS. NEED MORE MACHINES.

TRAIN:217

4TH AND KING HAS WAY TOO MANY HOMELESS USING FACILITIES AND NEARBY: NOT SAFE, CLEAN, OR PLEASANT. TRAINS ARE GOOD!

TRAIN:217

PLEASE IMPROVE SOUTH SF STATION. IT DOES NOT FEEL SAFE WITH NO SIGNS. PLEASE ADD MORE MACHINES TO FILL OUR CLIPPER CARDS - HELPS SAVE TIME.

TRAIN:217

TAMMEN STATION ELEVATOR IS A REAL SHIT HOLE. STINKS OF URINE, HOMELESS INSIDE, LIGHTS ALWAYS DESTROYED, PITCH BLACK INSIDE! REAL SAFETY HAZARD, LAW SUIT WAITING TO HAPPEN.

TRAIN:217

FILTHY TAMMEN STATION DUE TO BIRDS. LACK OF INTEGRATION OF CALTRAIN/TA SCHEDULES AT TAMMEN HAS LONG BEEN A PROBLEM. CLIPPER IS AN AWFUL SYSTEM.

TRAIN:217

SF STATION KEPT VERY CLEAN. BATHROOMS AT MILLBRAE AND GLEN PARK NEED MUCH MORE ATTENTION. NEED MORE CUP HOLDERS BETWEEN SEATS! CUP HOLDERS IN NEWER TRAINS ARE SO SHALLOW THEY ARE NON-FUNCTIONAL. YOU CAN'T PUT A CUP DOWN AND TAKE YOUR HAND OFF OF IT. SINCE I USE MY TRAIN COMMUTE TIME TO WORK, THIS IS A BIG PROBLEM FOR ME.

TRAIN:222

Station Amenities/Condition/Cleanliness

THE CLIPPER CARD MACHINES OFTEN BREAK/MALFUNCTION. I WISH THERE WAS A CONSISTENT IN-PERSON TICKET WINDOW IN SF WITH A REAL PERSON. THE STATIONS DON'T FEEL SUPER SAFE OR CLEAN AND DON'T HAVE GOOD WAITING AREA FOR COLD DAYS. TRAIN ITSELF IS USUALLY ON TIME W/OUT DELAYS, BUT IS OFTEN NOT CLEAN OR SMELLS TERRIBLE.

TRAIN:222

WAYS 22ND ST CAN BE IMPROVED: VERY LIMITED PARKING, DESIGNATED CALTRAIN RIDER PARKING. ALSO, MOST PEOPLE STILL THINK THIS STATION IS UNSAFE. IT LOOKS DARK AND GLOOMY AT NIGHT, BUT IT FEELS PRETTY SAFE TO ME.

TRAIN:222

TRAIN 329 SHOULD HAVE THE NEWER CARS AS IT TENDS TO GET REALLY CROWDED. ALSO, PROVIDE CLEAN RESTROOMS AT STATIONS. MOST IMPORTANT OF ALL, PROVIDE WI-FI ONBOARD.

TRAIN:225

OVERALL, CALTRAIN IS PRETTY GOOD ASIDE FROM DELAYS. THE BLINKING LIGHT/BOOM AT MOUNTAIN VIEW STATION SOUTHERN KEEPS MALFUNCTIONING. REPLACING AT GRADE CROSSINGS WITH BRIDGES AND TUNNELS WOULD BE A HUGE IMPROVEMENT. TRAINS ALSO BREAK DOWN FREQUENTLY.

TRAIN:225

WE NEED MORE RELIABLE TRAINS. WE WERE LATE TWICE WITHIN ABOUT A MONTH BECAUSE THE TRAIN BROKE DOWN. ALSO THE BOOMS AT THE STATIONS DON'T WORK CORRECTLY.

TRAIN:225

PLEASE CHANGE THE SEATING DIRECTION TO ONE SIDE IN THE BIG TRAINS (NOT THE WHITE CARS)

TRAIN:225

MORE BICYCLE CARS. CLEANER RESTROOMS. BATHROOMS AT STATIONS.

TRAIN:254

SOUTH SAN FRANCISCO STATION-PUT MORE LIGHTS. IT'S DARK IN THE EVENING

TRAIN:254

PALO ALTO TUNNELS ARE DIRTY AND SMELL A LOT

TRAIN:254

IT'S TOO HOT AT STATIONS - MORE SEATS WOULD BE GOOD. THE SEATS CAN BE CLEANER.

TRAIN:254

PALO ALTO TRAIN STATION.

TRAIN:254

KEEP WORKING ON IMPROVING ON TIME ARRIVALS. CAN WE GET CLEAN AND ACCESSIBLE BATHROOMS AT SANTA CLARA AND PALO ALTO?

TRAIN:262

OCCASIONALLY THE PA CALTRAIN STATION SMELLS LIKE URINE.

TRAIN:262

Station Amenities/Condition/Cleanliness

UNDER TUNNEL CROSSING AT MT VIEW NORTHBOUND TRACK. PALO ALTO TUNNEL SMELLS LIKE FREQUENTLY

TRAIN:262

I CAN'T WAIT FOR MORE FREQUENT ELECTRIFIED SERVICE- ESPECIALLY DURING THE MIDDAY IF I NEED TO GO HOME WHEN SICK OR STAY LATE AT WORK FOR AN EVENT. IN THE MEANTIME, COFFEE CARTS AT STATIONS PLEASE! MILLBRAE IS SO DREARY AND BLAND. YOUR SOCIAL MEDIA TEAM IS GREAT AND EFFECTIVE. CONDUCTORS COULD BE BETTER W/ ANNOUNCEMENTS DURING "MELT DOWNS"- THEY OFTEN ACT AS IF THEY DON'T KNOW WHAT'S HAPPENING

TRAIN:262

WOULD LOVE TO HAVE A PUBLIC RESTROOM IN THE PA STATION INSTEAD OF CAFE. I THOUGHT IT WAS A STATION FOR CALTRAIN RIDERS. OTHERWISE , LOVE CALTRAIN.

TRAIN:262

PARKING IN SUNNYVALE RUNS OUT AT 8AM! NO OTHER OPTIONS FOR FULL DAY PARKING IN THE AREA. ELEVATOR IN SUNNYVALE PARKING SMELLS OF URINE EVERY TIME. TRAINS HAVE A WEIRD SMELL. MAYBE THE CARPET? WORTH IMPROVING FILTERS/ VENTILATION.

TRAIN:262

IT WOULD BE GOOD TO PROVIDE TOILETS AT STATIONS SO PEOPLE DON'T PEE ON THE COLUMNS AT SSF OR IN THE BENCH ROOM AT THE SOUTH END OF THE HILLSDALE SB PLATFORM. NOT SURE, THOUGH, IF THE KIND OF PEOPLE WHO PEE ON STATION PROPERTY WOULD USE TOILETS IF PROVIDED.

TRAIN:268

PALO ALTO PEDESTRIAN TUNNEL IS FILTHY! SMELLS OF URINE AND FECES. NEEDS TO BE CLEANED A FEW TIMES A WEEK. GREAT EXPERIENCE OVERALL-- EXCEPT FILTHY PALO ALTO STATION.

TRAIN:268

NEED FREE WI-FI AT STATIONS AND ON TRAINS. BATHROOMS ARE NOWHERE TO BE FOUND AT STATIONS OR ON TRAINS.

TRAIN:268

WE NEED FASTER TRAINS ON THE ROUTE NOT SURE ON RATIONALE BEHIND SCHEDULE CHANGE RECENTLY BUT TRAINS HAVE BEEN ARRIVING LATE /EARLY MATCHING EARLY SCHEDULE. WHAT HAPPENED TO WIRELESS ON -BOARD? SUNNYVALE DOESN'T HAVE RESTROOM.

TRAIN:268

OVERALL EXPERIENCE IS GOOD. JUST THE RESTROOMS AND SUBWAYS COULD BE CLEANER.

TRAIN:273

THERE NEED TO BE MORE TRAINS ON GIANTS GAME DAYS. THERE NEED TO BE MORE PEDESTRIAN SHELTERS ON THE OUTDOOR PLATFORMS FOR INCLEMENT WEATHER. THE 4TH ST STATION IS NOT VERY FUNCTIONAL OR MODERN.

TRAIN:273

Station Amenities/Condition/Cleanliness

PLATFORMS COULD BE COVERED/BETTER SHELTERED- WE DO HAVE WINTER! TRAINS ARE HORRIBLY ROUGH BETWEEN SANTA CLARA AND MOUNTAIN VIEW - ALMOST IMPOSSIBLE TO USE A COMPUTER (SOUTHBOUND ESP)

TRAIN:273

THE STATION AT 22ND HAS HOMELESS PEOPLE LIVING IN CARS AND TENTS WHICH DOES NOT FEEL SAFE. THERE IS ALSO A SMELL OF URINE NEAR WHERE PEOPLE ARE LIVING.

TRAIN:277

I WOULD LIKE HILLSIDE ADDED TO ALL BULLETS (NB365,375,385). MOUNTAIN VIEW NB PLATFORM NEEDS TO BE REWORKED: NOT ENOUGH SPACE AND ONLY TWO POINTS OF EGRESS. IF THERE ARE DELAYS, PLATFORM IS DANGEROUSLY CROWDED. THANK YOU

TRAIN:277

TRASH SITUATION AT ALL STATIONS IS BAD. PLEASE INSTALL BETTER CANS, SERVICE MORE FREQUENTLY, TRASH ALONG TRACKS (NOT JUST ASSOCIATED W/ ENCAMPMENTS) IS AWFUL.

TRAIN:277

IF THERE ARE DELAYS, I WOULD LIKE BETTER ESTIMATES, OFTEN THE BOARD WILL SAY "TWO MINUTES LATE", THEN A MINUTE LATER "THREE MINUTES LATE" AND KEEP TICKING UPWARD. ALSO WOULD LOVE BETTER ACCESS TO CAL AVE NORTHBOUND PLATFORM.

TRAIN:282

PALO ALTO STATION HAS SEEN AN INCREASE IN HOMELESS SLEEPING AND DISRESPECTING STATION PROPERTY IN THE PAST 6-12 MONTHS, I SEE THIS AT 6AM AND 7PM EVERY DAY. HOPE IT CAN IMPROVE!

TRAIN:288

THE TUNNEL AT PA STATIONS ARE PISSOIRS FOR THE HOMELESS. THEY COULD BE KEPT CLEANER. STATIONS ARE NOT HOMELESS SHELTERS.

TRAIN:288

DON'T LIKE YOU HAVE TO PAY TO USE BATHROOM AT P.A. STATION.

TRAIN:313

BATHROOMS ON STATIONS NEED HELP!

TRAIN:313

Station Amenities/Condition/Cleanliness

I HAVE BEEN RIDING FOR MORE THAN 20 YEARS. TRAIN SERVICE SCHEDULE KEEPS GETTING LATER AND LATER. THIS IS A PROBLEM FOR WORK SCHEDULES. THE SCHEDULE NEEDS TO BE GOING IN THE OTHER DIRECTION AS THE TRAINS ARE OFTEN LATE SO ARRIVAL IN SF IS LATER AND LATER MAKING IT DIFFICULT TO ARRIVE AT THE OFFICE AT TARGET TIME. SF NEEDS PERMANENT STAFF PRESENCE. TOO MUCH HOMELESS AND CRAZY PEOPLE. AGGRESSIVE, NOT ALWAYS SAFE. CONDUCTORS DO NOT CRUISE TRAINS. THERE SHOULD BE MORE CONDUCTOR PRESENCE ON TRAIN. THERE IS MORE CONTENTION WITH PASSENGERS AND IT IS GETTING TO A PLACE WHERE POLICING IS NEEDED. YESTERDAY THERE WAS A BAD INCIDENT WITH RACIAL ISSUES. ON REGULAR DAYS, PASSENGERS REGULARLY BLOCK AISLES, TAKE UP TWO SEATS WHEN PEOPLE ARE STANDING, ARGUE ABOUT SETS IN BIKE CARS, ETC. AISLES ARE NOT SAFE WITH CROWDED CONDITIONS TO GET ON AND OFF TRAINS.

TRAIN:313

IT WOULD BE GOOD TO HAVE RESTROOMS AT MAJOR STATIONS. FOR EXAMPLE, HILLSDALE DOESN'T HAVE ANY. POSSIBLY PLAN PARKING STRUCTURES TOO SINCE VOLUME OF PASSENGERS IS INCREASING AND SOME PARKING LOTS ARE FULL BY 7:30 AM.

TRAIN:313

THERE'S A VERY STRONG SMELL OF GASOLINE IN THE TRAIN TODAY. SOME OF THE CONDUCTORS ARE WAY TOO CHATTY WITH THEIR ANNOUNCEMENTS. FEWER WORDS, PLEASE. THE DOORS AT THE SF STATION SHOULD BE REDESIGNED TO BE LESS OF A BOTTLENECK. THE TRAIN CLEANERS SHOULD STOP MAKING PEOPLE GET OFF THE TRAIN WHEN THERE'S STILL A LONG LINE OF PEOPLE WAITING TO GET THROUGH THE DOOR.

TRAIN:313

PALO ALTO PEDESTRIAN UNDERPASS ALWAYS SMELLS LIKE PEE. INSTEAD OF CONSTANTLY SPENDING MONEY TO CLEAN IT, WHY NOT JUST INSTALL A PUBLIC BATHROOM.

TRAIN:324

THE CARRIAGE SEATING ON SOME TRAINS IS ILL-CONSIDERED AND SHOULD BE REPLACED. VERY FEW PEOPLE WANT TO FACE STRANGERS. JUST MAKE FRONT AND REAR FACING ROWS. IT'S MUCH BETTER AND YOU CAN ACCOMMODATE MORE PEOPLE.

TRAIN:324

MY BIGGEST FRUSTRATION WITH CALTRAIN IS HOW POORLY THE "DO NOT CROSS RAILWAY" SIGNALS ARE COORDINATED WITH ACTUAL TRAINS.

TRAIN:324

IT'S VERY UNSAFE AT TAMIEN. DRIVERS DRIVE OVER THE SIDEWALK ON LICK AVE AS A SHORTCUT IN AND OUT OF OVERFLOW PARKING. IT IS NOT A DRIVEWAY, NOR WOULD IT BE A SAFE PLACE FOR ONE. WITH THE NEW PARK BUILT NEXT DOOR, THIS COULD BE VERY BAD WITH ALL THE CHILDREN TRYING TO CROSS, ESPECIALLY SINCE THE DRIVERS GENERATE TOO MUCH DUST TO SEE SAFELY. EVEN SOMETHING AS SIMPLE AS STEEL BOLLARDS ON THIS T INTERSECTION WOULD GREATLY HELP. THOSE COULD HAVE PREVENTED THE CRASH INTO THAT HUGE POLE.

TRAIN:329

Station Amenities/Condition/Cleanliness

MORE IMPROVEMENT COULD BE MADE TO THE POSTING OF INFORMATION AND GENERAL DESIGN OF STATIONS - E.G. INTUITIVELY GUIDING PEOPLE TO WHERE THEY NEED TO GET IN THE STATION. DIGITAL SIGN BOARDS WERE A BIG IMPROVEMENT, BUT IT'S STILL EASY TO GET ON THE WRONG TRAIN, ESPECIALLY IF YOU AREN'T A LOCAL OR A REGULAR CALTRAIN RIDER.

TRAIN:329

1. DIGITAL SIGNAGE WITH DEPARTURE TIME IS USEFUL, BUT THE CLOCK AT 4TH AND KING IS ALWAYS COVERED WITH BANNERS. CAN'T KNOW FROM A DISTANCE IF I COULD CATCH THE TRAIN WITHOUT PULLING OUT MY PHONE TO SEE CORRECT TIME. 2. THE 4TH AND KING STATION IS A MESS! CARS, CYCLISTS, AND PEOPLE ALL JAM UP OUTSIDE THE STATION, AND DRIVERS ARE GETTING TICKETS BY LETTING THE CYCLISTS PASS! 3. PASSENGERS ALL JAM UP AT THE GATE TO GET ONTO THE TRAIN BECAUSE ONLY ONE PERSON WITH THE CLIPPER SCANNER IS STANDING AT THE DOOR AND NO CLEAR SIGNAGE WHICH SIDE CLIPPERS SHOULD GO.

TRAIN:330

REALLY DISLIKE THE TRAINS WITH TABLES AND SEATS THAT FACE EACH OTHER.

TRAIN:376

ALL THE STATIONS ARE CLEAN EXCEPT 4TH AND KING. ESPECIALLY THE RESTROOMS.

TRAIN:381

THE CLIPPER MACHINE IS RIDICULOUSLY SLOW. ONE MACHINE HAS BEEN BROKEN AT SF STATION FOR MONTHS. THE TUNNELS AT THE PALO ALTO STATION SMELL LIKE URINE ON A REGULAR BASIS. THE QUEUE MANAGEMENT WAS HANDLED VERY POORLY WHEN THE SF STATION FLOOR WAS REFURBISHED.

TRAIN:381

THE 22ND ST STATION NEEDS A MAJOR UPGRADE. I DO NOT FEEL SAFE THERE. ALSO, NEED MORE STAIRS, LIVE SECURITY CAMERAS (LIVESTREAMING TO RIDERS ONBOARD), AND BIKE CARS. KEEP IT UP. THANKS!

TRAIN:385

NEED BETTER STATUS COMMUNICATION. MILLBRAE ESCALATORS ARE BROKEN OFTEN. TICKET LESS PASSENGERS ARE NEVER FINED. TOO MANY PEOPLE TO GET OFF WITH A WARNING. NOT FAIR FOR THOSE OF US WHO PAY.

TRAIN:385

TRAIN STATION SHOULD BE CLEANED. IT SMELLED. DIRTY BATHROOM ON TRAIN. DIRTY SEATS THAT NEED TO BE CLEANED.

TRAIN:424

I LOVE MY MORNING TRAIN CONDUCTORS! THEY ARE NICE AND PROFESSIONAL AND FUNNY AND ROCK! I DON'T KNOW HOW MUCH CALTRAIN CAN DO ABOUT CLEANLINESS AT STATIONS WITHOUT WORKING WITH LOCAL CITY AND COUNTY GOVERNMENTS BECAUSE THE ROOT OF THE PROBLEM IS HOMELESSNESS. I'M EXCITED FOR ELECTRIFICATION!

TRAIN:424

Station Amenities/Condition/Cleanliness

I'M A TOURIST, WILL BE VERY NICE IF THE WINDOWS WERE CLEAN FOR ME TO APPRECIATE THE TRIP MORE.

TRAIN:432

CLEAN THE WINDOWS PROPERLY!

TRAIN:433

UPGRADES TO SF BATHROOM FACILITIES AT STATION IS A MUST.

TRAIN:438

WINDOWS (INSIDE) ARE DIRTY MOST OF THE TIME. MENLO PARK NEEDS A BULLET SCHEDULE BETWEEN 4:30 TO 5:00. NEED NEW TRAIN CARS AS WELL

TRAIN:801

STATIONS ARE WAY MORE HYGIENIC THAN NEW YORK SUBWAY. WIC IS GOOD

TRAIN:801

KEEP BUMS OUT OF 4TH AND KING STATION AND SURROUNDING AREAS. MORE SERVICE TO/FROM GILROY. WI-FI

TRAIN:801

STATIONS COULD BE CLEANER / MORE SAFE

TRAIN:804

THE STATIONS AREN'T AS CLEAN OR SAFE AS THE INTERIORS OF THE TRAIN.

TRAIN:804

Train Cleanliness (Exterior and Interior)

Train Cleanliness-Exterior/Interior

MY SUGGESTIONS: -- MORE BULLET TRAINS-- BETTER SIGNAGE/LABELS WHICH TRAIN GOES WHERE AT THE SAN JOSE DIRIDON STATION-- LITTLE CLEANER

TRAIN:142

STAINS /MESS IN BACK SEAT.

TRAIN:192

PLEASE ADD CHARGING STATIONS SINCE MANY HAVE LONG COMMUTE. PLEASE EXPLAIN THE CLIPPER RULES ON THE WEBSITE. APPRECIATE THE CLEANLINESS. PLEASE INTRODUCE WI-FI.

TRAIN:192

CLEAN BATHROOMS MORE PLEASE.

TRAIN:192

WHAT CALTRAIN NEEDS MOST IS FASTER, MORE FREQUENT TRIPS, BUT I KNOW THAT'S IN THE WORKS. I WOULD PREFER NO BATHROOMS OVER THE SMELL.

TRAIN:195

PLEASE GET MORE NEW TRAINS WITH TABLES AND OUTLETS. OFFER WI-FI. BATHROOMS SMELL AWFUL. SMOOTHER AND FASTER RIDES.

TRAIN:195

THANK YOU FOR EVEN DOING A SURVEY! EVEN THOUGH TONIGHT I BOUGHT A ONE-WAY PASS, NORMALLY I BUY A MONTHLY PASS FOR WORK -- JUST HAVEN'T DONE IT YET. LISTEN TO YOUR CUSTOMERS -- 1) IMPROVE THE CLEANLINESS OF BATHROOMS (ON BOARD AND AT THE STATION) 2) THE STAFF IS THE BEST PART OF CALTRAIN. PROFESSIONAL AND WELL GROOMED

TRAIN:197

COMPLAINT: OCCASIONAL BATHROOM SMELL THROUGHOUT TRAIN (GROSS).

TRAIN:206

TOO OFTEN THE TRAIN STINKS FROM THE BATHROOMS.

TRAIN:217

BATHROOMS SHOULD BE CLEANED MORE OFTEN. THERE IS A BAD SMELL FROM BATHROOMS. THANK YOU!

TRAIN:217

CLEANER TRAINS; BETTER COMMUNICATION WITH PUBLIC; MORE TRAINS SOUTHBOUND TO GILROY.

TRAIN:217

TRAINS ARE TOO CROWDED. IT'S HARD TO GET OFF (ESPECIALLY FOR SENIORS). RESTROOMS (STATIONS AND TRAINS) ARE NOT CLEAN. IT SMELLS IN TRAINS.

TRAIN:217

TRAINS SHOULD BE CLEAN. FARE TOO HIGH.

TRAIN:217

Train Cleanliness-Exterior/Interior

TRASH BIN NEEDS TO BE CLEARED AND WASHED EVERY TWO OR THREE DAYS. THE TRASH BIN FROM THE FRONT CAR HAS BEEN HAVING A ROTTEN SMELL FOR THE LAST MONTH.

TRAIN:217

DOING A BETTER JOB CLEANING THE RESTROOMS - BUT THERE ARE STILL DAYS YOU DON'T! ANY PLANS TO ADD WI-FI ONBOARD?

TRAIN:217

PLEASE CLEAN THE SEATS ON THE OLD BLUE/WHITE EXTERIOR TRAINS. BETTER YET, REPLACE THEM ALL. THOSE SEATS ARE DISGUSTING AND DIRTY. AND AFRAID TO SIT ON THEM NOT KNOWING WHAT THE STAINS ARE AND GROWING IN THEM. HAVE A DESIGNATED QUIET CAR SO NOT EVERYONE HAS TO LISTEN TO THE CONFERENCE CALL OR THAT GIRL'S WEEKEND PLANS. FINE PEOPLE WHO PUT SHOES ON SEATS. I DON'T WANT TO SIT ON WHAT YOU STEPPED IN, ESP THE STATION BATHROOMS

TRAIN:222

THE CLIPPER CARD MACHINES OFTEN BREAK/MALFUNCTION. I WISH THERE WAS A CONSISTENT IN-PERSON TICKET WINDOW IN SF WITH A REAL PERSON. THE STATIONS DON'T FEEL SUPER SAFE OR CLEAN AND DON'T HAVE GOOD WAITING AREA FOR COLD DAYS. TRAIN ITSELF IS USUALLY ON TIME W/OUT DELAYS, BUT IS OFTEN NOT CLEAN OR SMELLS TERRIBLE.

TRAIN:222

TRAIN IS MASSIVELY OVERCROWDED AND SEATS ARE TINY. BATHROOMS SMELL UP ENTIRE CAR. STAFF IS SUPER PROFESSIONAL AND POLITE.

TRAIN:225

CARS WITH TABLES ARE GREAT. I HAVE IBS AND OFTEN NEED THE RESTROOM, BUT THEY ARE PRETTY GROSS IN THE TRAIN. WANT MORE BULLET TRAINS FROM SF BEFORE 4:30.

TRAIN:225

I THINK MORE CAN BE DONE TO IMPROVE CLEANLINESS OF TRAINS ESPECIALLY DURING GIANTS GAMES. PEOPLE LEAVE THEIR TRASH EVERYWHERE ON THOSE AFTERNOONS. IT'S A TERRIBLE EXPERIENCE FOR PEOPLE COMING HOME FROM WORK. ALSO, IT WOULD BE NICE IF THERE WAS AIR FRESHENER IN THE TOILETS.

TRAIN:232

I WAS TOLD BY A CALTRAIN EMPLOYEE THAT CARPETS IN CALTRAIN CARS ARE NOT WASHED WHEN TOILETS OVERFLOW- THE SAME CARPETS PASSENGERS SIT ON WHEN SEATS ARE TAKEN. I FIND THIS QUITE DISGUSTING AND THIS WOULD MAKE ME SEEK ALTERNATE TRANSPORTATION IF I COULD.

TRAIN:232

SOME TRAINS ARE SUPER DUSTY/DIRTY, ESP. CLOTH SEATS, CARPET AND CUP HOLDERS.

TRAIN:232

MORE BICYCLE CARS. CLEANER RESTROOMS. BATHROOMS AT STATIONS.

TRAIN:254

IT'S TOO HOT AT STATIONS - MORE SEATS WOULD BE GOOD. THE SEATS CAN BE CLEANER.

TRAIN:254

Train Cleanliness-Exterior/Interior

MORE BULLET TRAINS, BETTER CLEANLINESS, TRAIN THAT LEAVES SF AT 1AM

TRAIN:262

WHAT HAPPENED TO THE NIGHTLY CLEANING THAT USED TO TAKE PLACE? I HAVE BEEN RIDING CALTRAIN FOR ALMOST 15 YEARS AND THE CLEANLINESS OF THE TRAIN INTERIORS IS RAPIDLY DEGRADING, ESPECIALLY THE PAST TWO YEARS. MOLD ON THE WALLS , DISGUSTING CARPETING , AND MILDEW SMELLING AC...PLEASE FIX THIS ASAP THIS IS A HEALTH HAZARD.

TRAIN:262

NEED TO CLEAN SEATS, WINDOWS, CARPET. ODOR AND FUME CAUSE SICKNESS AND HEADACHE. IT IS UNCOMFORTABLE EVERYDAY. I HAVE TO FIND A NEW JOB TO NOT TAKE CALTRAIN. ASIDE FROM CLEANLINESS, TOO MANY UNCLEAN PEOPLE. AIR FRESHENERS WOULD HELP.

TRAIN:262

PLEASE KEEP BATHROOMS ON TRAIN CLEAN WITH ROOM FRESHENER.

TRAIN:262

PARKING IN SUNNYVALE RUNS OUT AT 8AM! NO OTHER OPTIONS FOR FULL DAY PARKING IN THE AREA. ELEVATOR IN SUNNYVALE PARKING SMELLS OF URINE EVERY TIME. TRAINS HAVE A WEIRD SMELL. MAYBE THE CARPET? WORTH IMPROVING FILTERS/ VENTILATION.

TRAIN:262

IF MY STATION HAS AN INFO BOARD, I'VE NOT SEEN IT. RESTROOMS ON BOARD ARE OFTEN VERY STINKY. OVERALL REALLY GOOD.

TRAIN:262

TRAINS CONTAIN TOO MUCH TRASH. OVERLOADED BEYOND SAFETY DURING COMMUTE.

TRAIN:267

I HOPE THAT CALTRAIN CAN BE MORE EFFICIENT WITH MORE TIMELY INFORMATION ON DELAYS AND REDUCE TRAIN BREAKDOWNS. THERE ARE ALSO CARS WITH DIRTY UPHOLSTERY THAT SHOULD BE REPLACED FROM TIME TO TIME.

TRAIN:268

WE NEED MORE TRAINS COMING AND COMING FROM GILROY. PLEASE UPDATE FIX SEATS (MANY ARE BROKEN). WE SHOULD HAVE WI-FI ONBOARD.

TRAIN:268

SWEEP AND CLEAN TOILETS MORE OFTEN. IT IS IMPORTANT TO MAKE TRIP MORE COMFORTABLE. SCHEDULE TRAIN TIME W/ OTHER TRANSPORTATION SUCH AS BUSES.

TRAIN:268

OVERALL SATISFIED. IT BEATS DRIVING BUT CAN IMPROVE ON RELIABILITY OF TRAINS. MISSED MEETINGS. THE BATHROOMS /TOILET REALLY SMELLS IN SOME TRAIN CARS - ENOUGH THAT HAD TO RELOCATE TO DIFFERENT COMPARTMENT. WHAT CAN BE DONE?

TRAIN:268

MORE ATTENTION TO GERM CONTROL ON THE TRAIN.

TRAIN:288

Train Cleanliness-Exterior/Interior

BATHROOMS ARE FREQUENTLY VERY FOUL SMELLING AND TENDS TO MAKE THE WHOLE CAR SMELL
TRAIN:313

THE GAS SMELL IS ANNOYING.

TRAIN:313

THERE'S A VERY STRONG SMELL OF GASOLINE IN THE TRAIN TODAY. SOME OF THE CONDUCTORS ARE WAY TOO CHATTY WITH THEIR ANNOUNCEMENTS. FEWER WORDS, PLEASE. THE DOORS AT THE SF STATION SHOULD BE REDESIGNED TO BE LESS OF A BOTTLENECK. THE TRAIN CLEANERS SHOULD STOP MAKING PEOPLE GET OFF THE TRAIN WHEN THERE'S STILL A LONG LINE OF PEOPLE WAITING TO GET THROUGH THE DOOR.

TRAIN:313

WHAT DISSATISFIES ME THE MOST ARE: 1. FINDING COCKROACHES CRAWLING AROUND SEATS AND 2. NOT ENOUGH ENFORCEMENT OF PEOPLE PLACING FEET WHERE THEY DON'T BELONG (I.E. ON THE SEATS, ON THE RAILS, NEXT TO THE FACE OF THE PERSON SITTING IN FRONT OF THEM, ETC.).

TRAIN:324

ON BOARD BATHROOMS ARE DISGUSTING. NOT ENOUGH BIKE CARS. TOO MANY DELAYS.

TRAIN:324

THE TRAIN CARS WITH BATHROOMS SMELL DISGUSTING.

TRAIN:324

I LIKE RIDING CALTRAIN - VERY SATISFIED. HOWEVER , ITS TIME TO SHAMPOO THE CARPET.

TRAIN:329

THE RESTROOMS NEED PAPER TOWELS AND NEED TO BE CLEANER. FUTURE TRAINS NEED TO HAVE ELECTRICAL OUTLETS AT EVERY SEAT TO CHARGE PHONES AND LAPTOPS.

TRAIN:330

ONLY NEGATIVE: I GET GROSSED OUT WHEN THERE IS TRASH/CRUMBS ON OR NEAR MY SEAT (HAPPENS AROUND 1/10 RIDES).

TRAIN:330

MORE ROOM FOR LUGGAGE! CLEANER SMELL

TRAIN:360

TRAINS NEED WI-FI. RESTROOMS ARE TERRIBLE DIRTY. EVER NOTED THE SMELL?

TRAIN:360

I USUALLY FIND THE TRAINS TO BE CLEAN AND SATISFACTORY, HOWEVER, MORE OFTEN THAN NOT, THERE IS A BAD SMELL IN THE VENTILATION SYSTEM. I OFTEN WALK UNTIL I FIND A CAR THAT IS OKAY. THANKS!

TRAIN:376

SIGNIFICANT DELAYS HAS CAUSED ME LATE TO WORK MANY TIMES. ON BOARD TOILETS ARE SOMETIMES VERY MESSY. CONDUCTORS ARE VERY FRIENDLY AND HELPFUL-KEEP IT UP.

TRAIN:376

Train Cleanliness-Exterior/Interior

TRAINS ARE PRETTY MUCH ON TIME. WOULD LIKE TO SEE CLEANER TOILETS ON THE EVENING RIDE HOME.

TRAIN:376

THE ONLY MAJOR ISSUES I HAVE ARE- I HOPED THE BIKING CARS WOULD BE MONITORED BETTER SO THAT NON-BIKERS DON'T TAKE THE SEATS. SOMETIMES THE CARS SMELL OF SEWAGE DUE TO POORLY MAINTAINED BATHROOMS.

TRAIN:376

MORE RULES TO SAVE BIKE CARS FOR BIKERS. MORE TRAINS DURING HEAVY COMMUTE TIME (8AM) 5:20/5:30PM. HAND SANITIZER IN BATHROOMS, IF SOAP/WATER ISN'T FUNCTIONING- MAYBE EVEN IN CARS.

TRAIN:376

1) NEED WI-FI. 2) BATHROOMS ALWAYS SMELL ON CARS THAT HAVE THREE LEVELS.

TRAIN:381

TRAIN STATION SHOULD BE CLEANED. IT SMELLED. DIRTY BATHROOM ON TRAIN. DIRTY SEATS THAT NEED TO BE CLEANED.

TRAIN:424

CALTRAIN IS GREAT! THANK YOU! P.S. THERE IS A DRAWING ON THE GLASS RIGHT NEXT TO ME (USUALLY THERE ARE NONE).

TRAIN:432

Train/Car Condition/Comfort of the Ride

Train/Car Condition/Comfort of the Ride

TRAINS DO THEIR JOB BUT LOOK STRAIGHT FROM THE 80'S WITH FRESH COAT OF PAINT: NEW SEATS WOULD IMPROVE VASTLY. ALL THIS IS EASIER SAID THAN DONE.

TRAIN:142

NO NEED TO BLAST THE HORN, WHEN THERE IS NO PEOPLE ON CAR ON THE TRACK. EXCESSIVE BLAST OF THE HORN NOT NECESSARY.

TRAIN:150

INFO BOARDS (NEW ELECTRONIC ONES) AREN'T WORKING IN SAN FRANCISCO. AUTOMATED ANNOUNCEMENTS OF DELAYS DON'T OPERATE PROPERLY IN THE SAN FRANCISCO OR DIRIDON STATIONS. INTERIORS OF MANY TRAIN CARS FALLING APART, AND RESTROOMS SMELL. LASTLY, CONDUCTORS SHOULD ANNOUNCE KNOWN DELAYS DOWN THE LINE BEFORE THE TRAIN DEPARTS ITS ORIGINAL POINT.

TRAIN:190

CAN CALTRAIN SET UP A "QUIET COACH" FOR LONG-COMMUTE PASSENGER. IT WILL BE GREAT TO HAVE A PLACE TO FOCUS ON DOING HEAD-DOWN WORK WITH MINIMUM DISRUPTION.

TRAIN:192

TRAIN IS SLOW, AND LOUD (RUMBLING, SCREECHING) GOING FROM SF TO SAN JOSE. ITS TOO DAMN BRIGHT AT NIGHT AND TOO MANY LOUD ANNOUNCEMENTS AT NIGHT WHEN PEOPLE ARE SLEEPY AND TRYING TO SLEEP. NEED MORE TRAINS THAT ARE DIRECT AT NIGHT. NEED MORE MODERN TRAINS. YOU GUYS ARE A DISGRACE TO USA!

TRAIN:192

CALTRAIN INITIAL RESPONSE TO 4TH AND KING REMODEL WAS DISORGANIZED UNPROFESSIONAL AND UNCOMMUNICATIVE. WE HAD TO WAIT IN CROWDS, WITH NO IDEA WHAT WAS HAPPENING OR WHERE TO GO. WE NEED TRAFFIC DIRECTION AND CLEAR SIGNAGE. SUBSEQUENT DELAYS WERE IMPROVED. EQUIPMENT CHANGES - SMALL TRAINS FOR BULLETS - ARE FRUSTRATING TOO. ANNOUNCERS ARE TOO LOUD AT TIMES I RIDE FROM SJ TO SF EVERYDAY.

TRAIN:192

PLEASE GET MORE NEW TRAINS WITH TABLES AND OUTLETS. OFFER WI-FI. BATHROOMS SMELL AWFUL. SMOOTHER AND FASTER RIDES.

TRAIN:195

MORE NEW TRAINS! I HATE THE OLD ONES. WI-FI?

TRAIN:195

22ND ST STATION IS DIRTY, POORLY LIT, AND THERE IS NOT MUCH POSTED RIDER INFORMATION (LIKE A SIGN THAT SAYS NORTHBOUND PLATFORM, MUST PURCHASE TICKET BEFORE BOARDING, ETC.). ON THE OLDER TRAINS THERE IS OFTEN ONLY ONE BATHROOM FOR THE ENTIRE TRAIN.

TRAIN:206

Train/Car Condition/Comfort of the Ride

GET ELECTRIFIED. GET TRAINS WITH BETTER SUSPENSIONS. GET MORE TRAINS.

TRAIN:216

I ONLY WISH WE HAD MORE FREQUENT SERVICE AND FASTER, QUIETER TRAINS. NOT YOUR ISSUE, BUT ONE I HOPE YOU'LL KEEP ADVOCATING FOR. ALSO, I WISH CONDUCTORS WERE MORE EMPOWERED TO KICK OFF DISRUPTIVE PEOPLE (LIKE THOSE BLARING MUSIC) OFF THE TRAIN. AS A WOMAN, MORE CONDUCTORS CIRCULATING WOULD MAKE ME FEEL SAFER.

TRAIN:216

IF POSSIBLE BUILD A HIGH-SPEED TRAIN VERSION OF CALTRAIN. COMPARED WITH HIGH SPEED TRAIN IN CHINA (WHERE I AM FROM), CALTRAIN IS LIKE A STONE AGE THING. IT'S SLOW AND SHAKY. A HIGH SPEED CALTRAIN CAN GREATLY IMPROVE BAY AREA.

TRAIN:217

NEW SCHEDULE INCREASES TRAVEL TIME FROM SAN ANTONIO TO SAN MATEO (SWITCHING AT MENLO PARK). MANY TRAINS NOW ONLY HAVE ONE BATHROOM, NEED AT LEAST TWO. WHY IS MY TRAIN LATE ON MONDAYS SO OFTEN? BULLET TRAINS UPSTAIRS WINDOW SEATS - IMPOSSIBLE TO GET OUT OF SEAT WITHOUT HITTING HEAD ON RACK; I'VE SEEN IT HAPPEN TO MULTIPLE PASSENGERS.

TRAIN:217

IN AFTERNOON, NB TRAINS THERE'S BEEN A SWITCH TO TRAINS THAT HAVE LESS SEATING AND MORE BIKES- VERY CROWDED AND UNCOMFORTABLE

TRAIN:222

SF STATION KEPT VERY CLEAN. BATHROOMS AT MILLBRAE AND GLEN PARK NEED MUCH MORE ATTENTION. NEED MORE CUP HOLDERS BETWEEN SEATS! CUP HOLDERS IN NEWER TRAINS ARE SO SHALLOW THEY ARE NON-FUNCTIONAL. YOU CAN'T PUT A CUP DOWN AND TAKE YOUR HAND OFF OF IT. SINCE I USE MY TRAIN COMMUTE TIME TO WORK, THIS IS A BIG PROBLEM FOR ME.

TRAIN:222

CLEANLINESS AND COMFORT OF TRAINS IS POOR AND NEEDS TO BE MASSIVELY IMPROVED. CROWDING IN TRAINS AROUND BALL GAMES IS SOMETIMES UNBEARABLE-- LOOK INTO RUNNING EXTRA SERVICE ON THOSE DAYS

TRAIN:222

NEED MORE TRAINS/SPACE/BETTER LAYOUT. FOUR SEATS FACING EACH OTHER IS WAY TOO CLOSE AND DOESN'T WORK FOR COMMUTERS, WHO ARE THE MAJORITY OF THE REGULAR RIDERS. COORDINATE TRAIN SCHEDULES WITH BART.

TRAIN:232

THE SPEAKER ON THE TRAIN IS DISTURBINGLY LOUD (FOR ANNOUNCEMENT OF CONDUCTOR).

TRAIN:232

CALTRAIN MAKES TOO MUCH NOISE AND HORNS TOO FREQUENTLY EVEN WHEN IT'S NOT NECESSARY.

TRAIN:232

Train/Car Condition/Comfort of the Ride

SOME TRAINS CROWDED, POOR TIMETABLE , ROUGH RIDES.

TRAIN:232

I RIDE CALTRAIN SIX DAYS A WEEK, SOMETIMES MORE THAN JUST A ROUND TRIP. WHAT ANNOYS ME MOST IS HOW LOUD THE BRAKES ARE AND HOW CLOSE THE TRAIN IS TO THE STATION WHEN THE HORN IS PULLED. BOTH MAKE THEM TRAIN ARRIVALS VERY PAINFUL AND UNCOMFORTABLE. BIKE CARS ARE ALWAYS FULL W/ NON-BIKERS , MAKING IT DIFFICULT TO WATCH OUR BIKES.

TRAIN:232

PLEASE IMPROVE ON MECHANICAL FAILURES

TRAIN:232

THE FREQUENT MECHANICAL ISSUES ARE SHAMEFUL GIVEN THAT CALTRAIN IS IN THE HIGH-TECH PART OF THE COUNTRY. HOPEFULLY ELECTRIFICATION WILL HELP.

TRAIN:233

SEAT CLEANLINESS IS VERY IMPORTANT. THE MOST DISAPPOINTING PARTS OF CALTRAIN EXPERIENCE REALLY STEM FROM CLIPPER AND NOT CALTRAIN ITSELF. PLEASE WORK WITH THEM TO IMPROVE PRODUCT AVAILABILITY, ESPECIALLY SURROUNDING THE MONTHLY PASSES. WITH AN ELECTRONIC SYSTEM, IT'S FRUSTRATING FOR PASS CHANGES TO BE LIMITED TO CERTAIN PERIODS OF THE MONTH, WHY IS IT EASIER AND FASTER TO ADD A PASS AT WALGREENS, RATHER THAN ONLINE? MAKING PASSES EASIER/FASTER TO LEAD WOULD BE A HUGE IMPROVEMENT AND LIKELY ADD TO YOUR REVENUE.

TRAIN:257

THE RIDE IS BUMPY - I'D LIKE IT SMOOTHER RIDE. ONE CONDUCTOR SAYS THERE ARE ALWAYS 18 WAYS TO GET OUT OF CAR IN CASE OF EMERGENCY. THAT'S TRUE ON THE NEW TRAINS, BUT ON THE OLD CARS THERE ARE ONLY 10 WAYS.

TRAIN:262

TRAIN CARS ARE AT TIMES VERY HOT!

TRAIN:262

NEED TO CLEAN SEATS, WINDOWS, CARPET. ODOR AND FUME CAUSE SICKNESS AND HEADACHE. IT IS UNCOMFORTABLE EVERYDAY. I HAVE TO FIND A NEW JOB TO NOT TAKE CALTRAIN. ASIDE FROM CLEANLINESS, TOO MANY UNCLEAR PEOPLE. AIR FRESHENERS WOULD HELP.

TRAIN:262

RUN MORE TRAINS. DON'T BLOW THE HORN SO LONG AT CROSSINGS. BETTER INFO WHEN THERE ARE DELAYS.

TRAIN:262

I JUST WISH THIS WAS MORE LIKE BART-LIKE SYSTEM WITH MORE TRAINS THROUGHOUT THE DAY, FEWER ANNOUNCEMENTS, MORE COMFORTABLE TRAINS, ETC. IT FEELS LIKE A 19TH CENTURY THROWBACK COMPARED TO BART.

TRAIN:267

Train/Car Condition/Comfort of the Ride

BUMPY RIDE. ONBOARD ANNOUNCEMENTS TOO QUIET OR LOUD.

TRAIN:267

THERE HAVE BEEN NUMEROUS ISSUES WITH ONBOARD SERVICE THIS YEAR (2017), INCLUDING NON-WORKING P.A. SYSTEM IN SOME OF THE CARS, UNCONTROLLED HEAT IN SOME OF THE CARS, LACK OF CLARITY AND AUDIBILITY OF ONBOARD ANNOUNCEMENTS, AND SOME RUDE PERSONNEL. THESE ARE AREAS THAT NEED IMPROVEMENT.

TRAIN:268

WE NEED MORE TRAINS COMING AND COMING FROM GILROY. PLEASE UPDATE FIX SEATS (MANY ARE BROKEN). WE SHOULD HAVE WI-FI ONBOARD.

TRAIN:268

THE MOTOR LINK CAR SEATS TO BE RECOVERED

TRAIN:268

ROLLING STOCK OR RAILS DESPERATELY NEED UPGRADING. WHILE WRITING THIS I AM STRUGGLING TO KEEP PENCIL ON PAPER, THE CAR IS THROWING AROUND SO MUCH.- CLIPPER READERS NEED TO BE AT PLATFORM ENTRY/EXIT, NOT HALF WAY UP PLATFORM (SEE HAYWARD PARK)- SMALLER MORE FREQUENT TRAINS PLEASE!- MORE BOMBARDIER AT PEAK TIMES!

TRAIN:273

PLATFORMS COULD BE COVERED/BETTER SHELTERED- WE DO HAVE WINTER! TRAINS ARE HORRIBLY ROUGH BETWEEN SANTA CLARA AND MOUNTAIN VIEW - ALMOST IMPOSSIBLE TO USE A COMPUTER (SOUTHBOUND ESP)

TRAIN:273

NEED MORE SCHEDULED TRAINS AND MORE COMFORTABLE SEATS.

TRAIN:277

BUMPY RIDE

TRAIN:277

THE TRAIN INTERIORS SMELL FUNNY (BAD)

TRAIN:282

OVERALL IS GREAT, RECOMMENDATION WOULD BE TO REPLACE THE CARS WHERE RIDERS FACE EACH OTHER - THERE IS NOT ENOUGH LEGROOM. ALSO, INCREASE BIKE CAPACITY.

TRAIN:288

SOME DRIVERS LITERALLY SIT ON THEIR HORNS (ANNOYING), WHILE OTHERS APPROPRIATELY USE THE HORNS

TRAIN:289

1) I WOULD PREFER EVERY TRAIN MAKES EVERY STOP. 2) THE LOCK OF SOME RESTROOMS IS NOT EASY TO UNLOCK. I GOT TRAPPED INSIDE RESTROOM FOR MORE THAN 10 MIN. 3) SOMETIMES, I SMELL THE STINKY SMELL OF RESTROOM. IN SOME TRAINS, I SMELL THE UNPLEASANT SMELL OF BRAKE PADS.

TRAIN:289

Train/Car Condition/Comfort of the Ride

TOO OFTEN MECHANICAL ISSUES.

TRAIN:313

THE TRAINS WITHOUT OVERHEAD STORAGE ARE VERY INCONVENIENT. MOST OF THE COMMUTERS HAVE A BACKPACK AND STOWING UNDER SEAT IS NOT PRACTICAL. I HOPE ALL TRAINS HAVE ADEQUATE STORAGE, EITHER IN THE CENTER OR IN AN OVERHEAD THAT IS CLOSE TO PASSENGERS.

TRAIN:329

THE TRAINS ARE UGLY.

TRAIN:330

RIDING IN A GALLERY CAR IS ALMOST A 3RD WORLD EXPERIENCE. IT IS LOUD AND BUMPY. IT IS A VERY UNPLEASANT EXPERIENCE. MY HANDWRITING IS MUCH BETTER THAN THIS, BUT I AM FILLING IT OUT ON THE MOVING TRAIN.

TRAIN:360

TRAIN TICKET WAS TOO EXPENSIVE. IT'S CHEAPER TO DRIVE. THE OLD CARS ARE VERY UNCOMFORTABLE.

TRAIN:376

TICKETING MACHINES NEED UPDATE. IT'S 2017 IN SILICON VALLEY. I'VE ALSO ALMOST PASSED OUT A FEW TIMES DUE TO LACK OF PROPER AC.

TRAIN:376

NEED NEW SEATS

TRAIN:376

IT WILL BE GREAT IF THERE'S AC ON BOARD.

TRAIN:376

THE ONLY REAL COMPLAINT I HAVE IS THAT THE RIDE IS SUPER BUMPY. IT FEELS LIKE I'M SITING IN A PAINT MIXER.

TRAIN:381

CAN'T WAIT FOR THE ELECTRIC TRAIN! THIS TRAIN IS TOO LOUD. I HAVE A BIT OF HEARING DAMAGE, BUT THANKS FOR ALL THE RIDES!

TRAIN:385

THE TICKETING SYSTEM HAS A HORRENDOUS USER EXPERIENCE. THE TRAINS ARE WAY TOO HOT. IT'S TRULY BIZARRE THAT CALTRAIN CHECKS TICKETS ON THE TRAIN, RATHER THAN BEFORE BOARDING. SOME OF US WOULD LIKE TO NAP ON THE TRAIN. BESIDES, YOU WILL COLLECT MORE MONEY THAT WAY. NO?

TRAIN:385

CONDUCTORS /ENGINEERS PRESS TRAIN HORN FAR TOO LONG IN SAN MATEO. INSTEAD OF SHORT LONG SHORT LONG.

TRAIN:424

OTHER

General Compliments

General Compliments	
I THINK IT A NICE SAFE RIDE. I'M VERY SATISFIED IN THE WHOLE SETUP THANK YOU.	TRAIN:102
VERY GOOD	TRAIN:102
I THINK THEY DO GREAT JOB.	TRAIN:102
GREAT VACATION EXPERIENCE.	TRAIN:143
GREAT JOB!	TRAIN:143
OVERALL IMPRESSED ON THE SERVICE EXTENDED TO CUSTOMERS. KEEP IT UP.	TRAIN:143
MY EXPERIENCES WITH CALTRAIN HAVE ALWAYS BEEN GOOD!	TRAIN:143
GREAT SERVICE, GREAT JOB!	TRAIN:143
OVERALL 10/10, I REMEMBER BEING ON THIS TRAIN WITH MY BROTHER AND WE WOULD GUESS WHAT ALL THE SIGNALS MEANT. CALTRAIN IS JUST PART OF MY CHILDHOOD.	TRAIN:150
GREAT SERVICE!	TRAIN:150
THANK YOU	TRAIN:150
I LOVE THAT MUCH BETTER THAN BART.	TRAIN:150
OVERALL GOOD JOB.	TRAIN:151
THANK YOU.	TRAIN:151
THANK YOU FOR ASKING!	TRAIN:190
WONDERFUL RIDE!	TRAIN:190

General Compliments

THANK YOU FOR THE OPPORTUNITY TO SHARE MY EXPERIENCE

TRAIN:190

I READ THE ONLINE TIMETABLE WRONG. I WAS LOOKING AT AM TIME. I WASTED AN HOUR. ONLY PROBLEM I HAD TODAY. EVERYTHING ELSE WAS GOOD.

TRAIN:190

I LOVE CALTRAIN! THANKS!

TRAIN:190

SATISFIED

TRAIN:192

OVERALL, I REALLY AM HAPPY W/CALTRAIN SERVICE.

TRAIN:192

HAPPY. RELIABLE.

TRAIN:197

VERY SATISFIED.

TRAIN:206

I LOVE CALTRAIN

TRAIN:207

THANK YOU FOR TAKING ME TO MY DESTINATION SAFE AND ON TIME

TRAIN:207

OVERALL, VERY PLEASED WITH THE RIDING EXPERIENCE

TRAIN:207

CALTRAIN IS THE BEST MASS TRANSIT IN THE BAY AREA!

TRAIN:207

I ENJOY CALTRAIN, BUT MISS SOME SB MORNING AND NB AFTERNOON BULLETS ON THE SCHEDULE.

TRAIN:216

I'M VERY GRATEFUL FOR CALTRAIN. I MUCH PREFER CALTRAIN TO DRIVING.

TRAIN:216

THANK YOU FOR FUN/SAFE RIDES (RIDING SINCE 1971).

TRAIN:217

EXCELLENT IS MY EXPERIENCE

TRAIN:217

IT IS A GOOD OVERALL EXPERIENCE.

TRAIN:217

General Compliments

I RIDE CALTRAIN ABOUT FIVE DAYS PER WEEK AND OTHER THAN THE OCCASIONAL UNFORTUNATE DELAY, I THOROUGHLY ENJOY MY EXPERIENCE. KEEP UP THE GREAT WORK!

TRAIN:217

OVERALL, I REALLY ENJOY RIDING CALTRAIN. IT IS A GREAT EXPERIENCE

TRAIN:232

KEEP IT UP!

TRAIN:232

CALTRAIN HAS BEEN A WELCOME CHANGE IN MY COMMUTE FROM BART!

TRAIN:254

CALTRAIN HELPS CUT DOWN ON TRAFFIC AND IT'S ALWAYS GOOD TO RELAX ONBOARD INSTEAD OF BEING STUCK ON HIGHWAY 101 GOING SOUTH TO MY OTHER JOB. I ALWAYS DEPEND ON THE TRAIN, AND THEY USUALLY ARE ON TIMES THAT ARE IMPORTANT.

TRAIN:254

CALTRAIN IS WONDERFUL. RIDE AND PRICE IS GOOD. MADE IT ON TIME! THANK YOU!

TRAIN:257

VERY GOOD

TRAIN:262

KEEP UP THE GOOD SERVICE!

TRAIN:262

KEEP UP THE GOOD WORK!

TRAIN:262

IT'S PLEASANT RIDING CALTRAIN AND AVOIDING HOURS OF TRAFFIC JAM.

TRAIN:268

GREAT RIDE!

TRAIN:268

I RIDE THIS TRAIN ALL WEEK TO WORK AND BACK. TAMIEN TO PALO ALTO AND BACK. VERY SATISFIED W/ EXPERIENCE.

TRAIN:268

I FEEL SAFE ON THE TRAIN.

TRAIN:268

I ENJOY TAKING CALTRAIN TO PRACTICES AND FEEL SAFE.

TRAIN:268

EXCELLENT TRANSPORT SYSTEM

TRAIN:268

OVERALL , CALTRAIN IS EASY TO RIDE AND DOES A GOOD JOB.

TRAIN:268

General Compliments

I LOVE CALTRAIN!	TRAIN:273
YOU GUYS AND GALS ARE AWESOME! THANK YOU FOR ALL YOU DO!	TRAIN:273
VERY SATISFIED	TRAIN:273
OVERALL, HIGHLY SATISFIED WITH SERVICE	TRAIN:273
THIS IS MY LAST WEEK COMMUTING TO SF FROM SOUTH BAY AFTER THREE YEARS OF DOING SO. I'M GRATEFUL FOR ALL THAT CALTRAIN DOES AND HAVE NOTICED A SIGNIFICANT IMPROVEMENT IN THE OVERALL COMMUTING EXPERIENCE OVER THE YEARS! THANK YOU!	TRAIN:282
GREAT IMPROVEMENTS!	TRAIN:288
THANK YOU FOR YOUR SERVICE!	TRAIN:289
EXCELLENT SERVICE AND FACILITIES.	TRAIN:289
THANK YOU FOR YOUR SERVICE	TRAIN:313
CALTRAIN SAVES ME A LOT OF HEADACHE AND MONEY AND TIME , I LOVE IT.	TRAIN:329
IT'S ALRIGHT.	TRAIN:376
THANKS. GREAT SERVICE.	TRAIN:376
GLAD I CAN USE CALTRAIN TO COMMUTE TO WORK	TRAIN:381
CALTRAIN IS CONVENIENT, BETTER THAN DRIVING. THANK YOU	TRAIN:381
THANKS FOR ALL YOU DO!	TRAIN:385
GREAT SERVICE	TRAIN:385

General Compliments

NICE TRAVEL	TRAIN:421
CONVENIENT, AFFORDABLE, COMFORTABLE-- GREAT!	TRAIN:421
OVERALL SATISFACTORY	TRAIN:432
LOVE USING CALTRAIN!	TRAIN:432
CALTRAIN ROCKS!	TRAIN:432
THANK YOU	TRAIN:433
THANKS! THANKS FOR NOT BEING BART.	TRAIN:433
THANK YOU!	TRAIN:441
OVERALL, CALTRAIN HAS GOOD SERVICE.	TRAIN:441
I LOVE IT	TRAIN:441
THANKS FOR COLLECTING AND LISTENING TO FEEDBACK. THIS MEDALLIA EMPLOYEE APPRECIATES IT.	TRAIN:801
WE ARE FROM THE U.K. OVERALL, EXPERIENCE BETTER THAN UK TRAINS, AND PUBLIC TRANSPORTATION IN GENERAL	TRAIN:801
THANK YOU FOR RELIABLE TRANSPORTATION TO SF.	TRAIN:801
DEFINITELY THE BEST TRAIN FROM SF TO SJ. KEEP UP THE GOOD WORK BOYS. SO MUCH HEAT ON THIS PUPPY YOU COULD TOAST A 'MELLOW.	TRAIN:801
MORE SATISFIED THAN A MONKEY IN A FRUIT TREE. MORE SATISFIED THAN A FISH IN THE OCEAN.	TRAIN:801
I AM VERY SATISFIED WITH MY CALIFORNIA TRAIN.	TRAIN:801

General Compliments

I HAVE HAD WONDERFUL EXPERIENCES RIDING CALTRAIN. THE TRAIN IS ALWAYS TIMELY, THE ATTENDANTS ALWAYS FRIENDLY, THE TRAIN IS CLEAN, AND IT'S AN ALL AROUND GREAT MEANS OF TRANSPORTATION.

TRAIN:801

I'M COOL W/ HOW IT'S RUN ALREADY, NO CHANGES ARE NEEDED.

TRAIN:804

I'VE ONLY RIDDEN CALTRAIN ONCE BEFORE! SO FAR, IT SEEMS VERY CLEAN AND REASONABLY EFFICIENT. A GOOD WAY TO GET BETWEEN CITIES.

TRAIN:804

Lost & Found

Lost & Found

I LOST MY SUNGLASSES AND FILED AT THE LOST AND FOUND AT WEBSITE. RETURN COMMUNICATION ABOUT LOST AND FOUND WOULD BE NICE.

TRAIN:262

Other Comments

Other Comments

I AM A TOURIST AND TRAVELLING ON THIS TRAIN FOR THE FIRST TIME.

TRAIN:142

SCHEDULE AND FARES SHOULD BE REFRESHED MORE OFTEN.

TRAIN:143

I JUST GOT HOME FROM JAPAN. IT RAISED THE BAR FOR TRAINS. SEND YOUR TEAMS THERE TO SEE WHAT THEY DO AND BE INSPIRED.

TRAIN:222

I WORK FOR A BIG COMPANY (WALMART LABS) AND WISHED WE WOULD QUALIFY FOR SUBSIDIZED TRANSIT VIA CALTRAIN. SINCE THE ENTIRE COMPANY WOULD HAVE TO BE INCLUDED, THIS LEAVES OUR BAY AREA OFFICES AT A DISADVANTAGE. PLEASE FIX THIS.

TRAIN:232

CAN WE OFFICIALLY ALLOW DOGS? IF TRAIN BREAKS DOWN, CAN OTHER TRAINS PICK US UP?

TRAIN:232

I DO NOT UTILIZE CALTRAIN VERY MUCH. "TWICE A YEAR"- DO NOT HAVE AN OPINION ON MANY THINGS

TRAIN:273

PREDICTION ANALYTICS FOR DELAYS AND ARRIVALS.

TRAIN:324

ONE-TIME USER.

TRAIN:330

GENERALLY, I'M NOT TRAVELING ON CALTRAIN. SO, NO COMMENT.

TRAIN:432

JUST MOVED HERE TWO DAYS AGO AND THIS IS MY FIRST TIME USING CALTRAIN!

TRAIN:432

San Francisco Giants/Sporting Events

San Francisco Giants/Sporting Events

ALL THINGS ARE WELL-MANAGED AND COMFORTABLE. MAYBE I JUST HOPE THERE ARE MORE RIDES.

TRAIN:142

NEED MORE CARS FOR BASEBALL GAMES.

TRAIN:206

PROPOSED RATE INCREASES ARE TOO HIGH. SHOULD BE HALF THE PROPOSED RATE. CHARGE THE GIANTS, 49ERS, AND OTHER SPECIAL EVENT VENUES THAT GET EXTRA TRAINS A FEE. THEY'RE MAKING A LOT MORE PROFIT THAN ANY COLA I MIGHT GET

TRAIN:207

CLEANLINESS AND COMFORT OF TRAINS IS POOR AND NEEDS TO BE MASSIVELY IMPROVED. CROWDING IN TRAINS AROUND BALL GAMES IS SOMETIMES UNBEARABLE-- LOOK INTO RUNNING EXTRA SERVICE ON THOSE DAYS

TRAIN:222

I THINK MORE CAN BE DONE TO IMPROVE CLEANLINESS OF TRAINS ESPECIALLY DURING GIANTS GAMES. PEOPLE LEAVE THEIR TRASH EVERYWHERE ON THOSE AFTERNOONS. IT'S A TERRIBLE EXPERIENCE FOR PEOPLE COMING HOME FROM WORK. ALSO, IT WOULD BE NICE IF THERE WAS AIR FRESHENER IN THE TOILETS.

TRAIN:232

CALTRAIN HAS BEEN HIT OR MISS WHEN I DON'T TAKE MY REGULAR TRAIN. THE NEW SCHEDULE CHANGES DID NOT REFLECT NEW TIMES FOR A WEEK OR SO, THROWING ME OFF. SF SERVICE DURING BALL GAMES ARE ALSO NOT CLEAR. SOME WARNING WOULD BE APPRECIATED.

TRAIN:233

NEED BETTER SECURITY ON TRAINS AFTER A SPORTING EVENT (DRUNK PEOPLE, BELLIGERENT FANS, ETC.) BATHROOMS ARE NOWHERE TO BE FOUND AT STATIONS OR ON TRAINS.

TRAIN:268

THIS MORNING 6-15-17, I GOT TO THE STATION AND TWO TRAINS WERE SITTING THERE. I GO TO NORTH PLATFORM, TRAIN IS EMPTY. SOUTH PLATFORM TRAIN THEN LEAVES, GOING NORTH. I MISSED IT. NEXT NORTH TRAIN IS 30 MINUTES LATER. HOW WAS I SUPPOSED TO KNOW? MONTHLY PASSES ARE TOO COMPLICATED TO ACTIVATE, JUST HAVE OPTION TO AUTO-ACTIVATE. SOME CONDUCTORS ARE RUDE ESPECIALLY WITH BIKES. MANY ARE NICE. WHY ARE THE BAD ONES STILL IN A CUSTOMER FACING JOB?

TRAIN:268

THERE NEED TO BE MORE TRAINS ON GIANTS GAME DAYS. THERE NEED TO BE MORE PEDESTRIAN SHELTERS ON THE OUTDOOR PLATFORMS FOR INCLEMENT WEATHER. THE 4TH ST STATION IS NOT VERY FUNCTIONAL OR MODERN.

TRAIN:273

San Francisco Giants/Sporting Events

TRAINS AFTER GIANTS GAMES ARE TOO CROWDED. SOME BIKE CARS ARE NOT CLEAN AROUND SINGLE SEATS. WI-FI ON CALTRAIN WOULD BE A GAME CHANGER - I'D EVEN PAY FOR IT. BIKE CARS TOO CROWDED IN THE MORNING.

TRAIN:288

TRAINS ARE UNCOMFORTABLY CROWDED ON GAME DAYS. I RIDE A BIKE AND OFTEN, I HAVE TO SIT ON THE GROUND, BECAUSE I'M BASICALLY LIMITED TO THE TWO CARS WHERE MY BIKE IS.

TRAIN:324

MORE TRAINS OR MORE CARS! ESPECIALLY DURING BASEBALL SEASON.

TRAIN:330

-- MORE TRAINS WHEN THERE ARE GAMES-- MORE SPACE FOR BIKES DURING RUSH HOURS--
EXPRESS TRAINS OUTSIDE OF RUSH HOURS

TRAIN:360

STILL NEED MORE TRAINS DURING COMMUTE HOURS AND SPECIAL EVENTS

TRAIN:421

CALTRAIN IS MOSTLY GREAT BUT IT RUNS INFREQUENTLY WHICH MAKES FOR LONG COMMUTE TIME IF IT DOESN'T COME AT THE EXACT RIGHT TIME. IT WOULD BE NICE IF WE COULD BUY TICKETS ON THE TRAIN TOO.

TRAIN:438

I LOVE RIDING CALTRAIN. HOWEVER, IT WOULD BE NICE TO HAVE EXTRA TRAINS- OR TRAINS WITH MORE CARS- ON DAYS THAT THE SF GIANTS HAVE HOME GAMES.

TRAIN:801

Survey Comments

Survey Comments

I'M A FIRST-TIMER ON SAN FRANCISCO TRAINS SINCE I'M A TOURIST. IT'S NICE THAT YOU HAVE THESE SURVEYS.

TRAIN:142

I WISH SURVEY TAKERS DIDN'T HAVE TO COLLECT THIS SURVEY THIS LATE IN THE NIGHT. I THINK BEYOND PEAK TIME, THERE SHOULD BE MORE LIMITED TRAIN OPTIONS. DITTO FOR WEEKEND SERVICE. MISSING A BULLET IS COSTLY ON ALL TRAINS TAKE 1:30 HRS TO REACH SAN FRANCISCO/

TRAIN:197

I CANNOT BELIEVE CALTRAIN TERMINATES AT THE BALLPARK WITH NO BETTER WAY TO GET DOWNTOWN. I CAN'T WAIT FOR THE TRANSBAY TERMINAL TO BE INCORPORATED. MILBRAE BART IS TIMED TO LEAVE AS CALTRAIN ARRIVES! I SEE THIS EVERY DAY. ALSO, I NOTE THE MANUAL NATURE OF EVALUATING THIS SURVEY. MAYBE BUBBLES OR SCANTRON, MAKE INPUT OF ANSWERS AUTOMATED AND EASY TO QUANTIFY.

TRAIN:217

WHY ISN'T THERE A QUESTION ABOUT "THE MOST ANNOYING PART OF CALTRAIN COMMUTE?"

TRAIN:288

NO QUESTIONS ABOUT CAR CAPACITY CONDITIONS, ON-TIME/LATE ARRIVALS SCHEDULE AND SCHEDULE DISRUPTIONS!

TRAIN:313

NEED MORE FOCUS ON BIKE RIDERS. ANOTHER CAR. HOW MANY TIMES BIKES ARE TURNED AWAY? NO SURVEY QUESTIONS ON BIKES?

TRAIN:324