

CALTRAIN CUSTOMER SATISFACTION SURVEY MAY 2018

VERBATIM COMMENTS

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OVERVIEW

Within the 2018 Caltrain Onboard survey, 1,227 respondents (37%) provided a comment of some type at the end of the survey. These comments have been arranged into categories, and train numbers provided.

- Peak riders were only slightly more likely to provide a comment (38%) than Weekend (33%) and Off-peak (36%) riders.
- Weekday Limited riders (40%) were slightly more likely to provide comments than Weekday Local riders (37%) and Weekday Bullet riders (33%).
- Riders in bike cars were slightly more likely (39%) to provide comments than riders in non-bike cars (36%). However, of the 480 respondents in bike cars who provided a comment, 40% (190) had brought a bike on board, while 60% (290) had not.
- The less satisfied a rider appeared to be, the more likely they were to provide a comment.
 - Riders who rated their Overall Caltrain Experience as Very Dissatisfied (1.0 out of 5.0) were most likely (71%) to provide a comment, followed by 67% of those who were Somewhat Dissatisfied (2.0 out of 5.0). However, it should also be noted that these two groups are quite small, accounting for only 89 out of the 3,313 passengers surveyed.
 - Additionally, 44% of riders whose satisfaction was fairly neutral (3.0 out of 5.0) or left the satisfaction rating blank provided a comment.
 - Those who rated their overall experience as Very Satisfied or Somewhat Satisfied (4.0 - 5.0 out of 5.0) were least likely (35%) to provide a comment.

Trains 101 and 102 had the lowest share of respondents providing comments (12% and 11%, respectively). Trains 190 (49%), 217 (49%), 441 (48%), and 222 (47%) had the highest share of respondents who provided a comment.

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

- Schedules/frequency (23%)
- Car features/amenities (10%)
- Train/car condition/comfort of ride (10%)
- Fares/fare policy/ticket validation procedures (10%)

Comments on schedules/frequency were the top category across every major sub-group – regardless of time/day they were riding, type of car (bike/regular), or level of satisfaction – with a slightly higher share of weekday limited riders (25%) and Saturday local riders (28%) commenting on this topic.

There were also some additional differences by sub-groups:

- Those in a bike car (17%) were about twice as likely to comment on bikes/bike cars as respondents making comments overall (8%). However, as noted above, 60% of these comments came from respondents who did not bring a bike on board.
- While 7% of all respondents making comments provided a general compliment, 18% of weekend riders provided such a comment.
- Weekday Local riders were nearly twice as likely to provide a comment about Clipper/ticket machines (12%) as those providing a comment overall (7%). Clipper/ticket machine comments

were also more likely to be made by those who paid Clipper cash value (11%) than other forms of fare payment.

- While 10% of riders overall who provided a comment mentioned crowding/seat availability, this was of greater concern to Weekday Limited riders (9%) and Weekday Bullet riders (12%); it also appeared to be a motivating factor for lower satisfaction, with 17% of those who said they were Somewhat Dissatisfied bringing up the topic.
- Those who rated their overall satisfaction Neutral (or left the question blank) had several topics they raised in comments more often than respondents overall. This included:
 - Schedules/frequency (31% among Neutral/blank vs. 23% overall);
 - Fares/fare policy/ticket validation (13% among Neutral/blank vs. 10% overall); and
 - Enforcement/security (8% among Neutral/blank vs. 5% overall).

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.

1. SCHEDULES/FREQUENCY
2. ADDITIONAL STOPS/ROUTES
3. ON-TIME PERFORMANCE/RELIABILITY
4. DELAY INFORMATION/SERVICE ANNOUNCEMENTS/UPDATES
5. TRANSIT CONNECTIONS/TRANSFERS
6. CROWDING/SEAT AVAILABILITY
7. FARES/FARE POLICY/TICKET VALIDATION PROCEDURE
8. PERSONNEL
9. ENFORCEMENT [of non-fare-related rules/etiquette]/SECURITY
10. SAFETY ISSUES
11. BIKES/BIKE CARS
12. TRAIN CLEANLINESS (EXTERIOR AND INTERIOR)
13. TRAIN/CAR CONDITION/COMFORT OF THE RIDE
14. CAR FEATURES/AMENITIES
15. SIGNAGE/PRINTED SCHEDULES/COMMUNICATION
16. STATION AMENITIES/CONDITION/CLEANLINESS
17. TICKET/CLIPPER MACHINES
18. PARKING
19. PHONE/WEBSITE/INTERNET
20. DELAY/ACCIDENT RESPONSE
21. GENERAL COMPLIMENTS
22. OTHER COMMENTS
23. LOST AND FOUND
24. CLIPPER SYSTEM
25. SURVEY COMMENTS
26. SAN FRANCISCO GIANTS/SPORTING EVENTS
27. ELECTRIFICATION/HIGH SPEED RAIL/SYSTEM MODERNIZATION
28. HOMELESS ISSUES

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

[Q13] BUT PEOPLE WITH HEADPHONES DON'T HEAR IT. [Q16] BIKE THEFT.

TRAIN:142

CALTRAIN IS GREAT AND I FEEL SAFE ON THE TRAIN. I WISH THEY WOULD PROVIDE MORE DETAILS WHEN TRAINS ARE DELAYED SO I COULD PLAN WHAT TO DO NEXT, GO BACK TO THE OFFICE OR TAKE A BUS. I HAVE TO RELY ON CALTRAIN TWITTER TO GET UP-TO-DATE STATUSES ON TRAIN DELAYS. I DO WISH THEY COULD ADD MORE TRAIN CARS ON THE 221. IT GETS VERY CROWDED IN THE MORNING AND I HAVE TO STAND UNTIL WE GET TO MENLO PARK FROM MOUNTAIN VIEW. CALTRAIN IS MUCH BETTER THAN BART.

TRAIN:150

ANNOUNCEMENTS ARE HARD TO HEAR. TRAINS ARE HARD TO NAVIGATE; NARROW AND AWKWARD. BAGS? TRAIN IS SO BOUNCY! HARD TO READ. MORE PRICE ZONES. PALO ALTO TO REDWOOD CITY SIX DOLLARS!!! NOT ENOUGH CLIPPER TAPPERS. I KNOW YOU DO YOUR BEST THOUGH. GOOD LUCK!

TRAIN:151

PEOPLE ARE RESPONSIBLE TO KEEP THE BATHROOMS CLEAN. IT SHOULD BE THE USERS MAKING SURE THEY LEAVE THEM IN PROPER CONDITION. IT'S REALLY HARD TO FIND OUT INFORMATION ABOUT SPECIAL EVENTS.

TRAIN:190

SCHEDULE COORDINATION ON WEEKENDS AND NIGHTS. OFTEN CALTRAIN/VTA/BART SCHEDULES MISCONNECT, SO IT'S A THIRTY PLUS WAIT AT MILLBRAE, MOUNTAIN VIEW NECESSARY. IRREGULAR OPERATION NOTIFICATION, ESPECIALLY NIGHTS AND WEEKENDS IMPROVING, BUT A LONG WAY TO GO. FORCE COMMUNITIES TO ELIMINATE LEVEL CROSSINGS. TRAIN HITS ARE TOO FREQUENT.

TRAIN:190

I HAVE A THIRD PARTY CALTRAIN APP, BUT IT'D BE GREAT IF THERE WERE A WAY TO BE NOTIFIED IF OR WHEN TRAINS ARE RUNNING LATE. MY WORST EXPERIENCE ON CALTRAIN WAS WHEN A TRAIN LEFT WITHOUT ME BOARDING, EVEN THOUGH I WAS ON THE PLATFORM WHEN IT ARRIVED AND I JOGGED TO TRY AND MAKE IT TO THE BIKE CAR. ALSO, MORE BIKE CARS AND SEATS JUST FOR BIKERS WOULD ALWAYS BE GREAT.

TRAIN:192

NEED BETTER SIGNAGE WHEN TRAINS ARE SINGLE-TRACKING ON THE NORTH OR SOUTHBOUND TRACKS (SPECIFICALLY AT THE SAN MATEO STATION). CURRENT SIGNAGE IS UNCLEAR AND ANNOUNCEMENTS ARE INFREQUENT.

TRAIN:195

MOSTLY HAPPY WITH CALTRAIN. A FEW TIMES, TRAIN DELAYS HAVE BEEN BAD WITHOUT MUCH NOTIFICATION OR NO NOTIFICATION ON THE APP. ALSO THE MORNING BABY BULLET IS EXTRAORDINARILY CROWDED MOST DAYS (8:24 AM, HILLSDALE) AND AS A RESULT OFTEN FOUR-FIVE MINUTES LATE.

TRAIN:195

Delay Information/Service Announcements/Updates

THERE SHOULD BE AN APP THAT DISPLAYS WHERE TRAINS ARE IN REAL TIME. THEY DO THAT WITH MUNI BUSES IN SAN FRANCISCO. THERE SHOULD BE A WAY TO KNOW WITHIN FIFTEEN MINUTES OF DESIGNATED ARRIVAL TIME WHAT THE EXACT ARRIVAL TIME WILL BE (TO THE MINUTE). ALSO DO NOT BE EARLY (ESPECIALLY ON FRIDAYS).

TRAIN:195

FEW CUPHOLDERS, RIDE BUMPY WHILE IN EXPRESS, NO WI-FI, ON BOARD ANNOUNCEMENTS HARD TO HEAR IN SOME CARS, CALTRAIN COLLISIONS NOT INFREQUENTLY RESULT IN SIGNIFICANT DELAYS AND POTENTIAL LOSS OF LIFE.

TRAIN:197

I USUALLY RIDE BETWEEN BURLINGAME AND PALO ALTO. THE PALO ALTO STATION IS SOMETIMES FILTHY. THE NOTIFICATIONS ABOUT TRACK CHANGES IN BURLINGAME ARE NOT AS FREQUENT AS THEY SHOULD BE WHEN YOUR TRAIN IS BOARDING ON THE OPPOSITE TRACK.

TRAIN:197

LAST MINUTE CHANGE IN PLATFORMS CAN BE HANDLED IN MANNER THAT CAUSES LESS CONFUSION; ESPECIALLY AT A BIGGER STATION LIKE SAN JOSE DIRIDON.

TRAIN:206

SOMETIMES THERE IS TOO MUCH EFFORT TO INFORM OF DELAYS. IF THERE IS A DELAY, I DON'T NEED TO BE REMINDED EVERY THREE MINUTES THERE IS A DELAY AS IT ONLY PROVIDES A GREATER SENSE OF BEING LATE.

TRAIN:206

SIGNAGE AND ANNOUNCEMENTS DON'T ALWAYS MAKE IT CLEAR WHAT STATION THE TRAIN IS AT. SEEMS CONFUSING FOR OUT-OF-TOWNERS, ESPECIALLY AT NIGHT. GALLERY TRAINS ARE SOMETIMES PRETTY SMELLY.

TRAIN:207

CALTRAIN APP SHOULD GIVE INFORMATION ABOUT TRAIN DELAYS.

TRAIN:207

WHEN THERE IS AN EMERGENCY, TWITTER IS MORE INFORMATIVE THAN CALTRAIN 800 NUMBER OR MESSAGE BOARDS.

TRAIN:217

ON-TIME ARRIVALS HAVE IMPROVED OVERALL, LIKE THE SERVICE. PLEASE IMPROVE THE FOLLOWING: ANNOUNCEMENTS WHEN THERE ARE DELAYS, DISPLAYS ON STATION PLATFORMS.

TRAIN:217

PLEASE GIVE MORE INFORMATION AT STATION OR TO CONDUCTOR DURING DELAYS. GENERALLY, I ENJOY COMMUTING VIA CALTRAIN VERSUS DRIVING. ITS ONLY WHEN SOMETHING GOES WRONG, IT GOES REALLY WRONG, LIKE DELAYS OR SAFETY (PERSONALLY, BEING CORNERED IN A SEAT BY A HOMELESS MAN IN AN OTHERWISE EMPTY TRAIN). HOORAY FOR THE CONDUCTOR WHO WAS WALKING THROUGH, FOR COMING TO MY RESCUE AND ASKING FOR TICKETS, TO SCARE HIM AWAY.

TRAIN:222

Delay Information/Service Announcements/Updates

INFRASTRUCTURE TO INFORM OF DELAYS IS VERY SPOTTY. IT'S MY ONE BIG COMPLAINT ABOUT CALTRAIN.

TRAIN:222

PLEASE CONSIDER PROVIDING REAL-TIME DEPARTURE AND ARRIVAL INFORMATION ONLINE. THANK YOU FOR PROVIDING ALL THE SERVICES THAT YOU OFFER.

TRAIN:222

EVERYTHING GREAT EXCEPT RELIABILITY AND MECHANICAL ISSUES, DELAYS AND CROWDEDNESS SOMETIMES.

TRAIN:225

OVERALL VERY HAPPY WITH CALTRAIN. BIGGEST FRUSTRATIONS ARE WITH CHANGING TRAIN SETS AND NOT BEING ABLE TO HEAR ANNOUNCEMENTS ON SOME CARS.

TRAIN:225

I ONLY HAD ONE VERY NEGATIVE CALTRAIN EXPERIENCE. ONE DAY WITH MY FAMILY OF TWO SMALL CHILDREN WE WAITED FOR THE TRAIN IN BURLINGAME. IT WAS REPORTED VIA ELECTRONIC SCREEN THAT THE TRAIN WOULD BE TWENTY MINUTES LATE. IT FLUCTUATED BETWEEN EIGHTEEN-TWENTY MINUTES FOR AWHILE SO WE DIDN'T KNOW WHAT TO THINK. WE WALKED ACROSS THE STREET FOR SOMETHING TO DO AND THE TRAIN CAME FIVE MINUTES LATER. WE MISSED IT EVEN AFTER SPRINTING TO CATCH IT. WE HAD TO UBER THIRTY MINUTES HOME BECAUSE THE NEXT TRAIN WOULDN'T COME FOR ONE HOUR. VERY TERRIBLE EXPERIENCE.

TRAIN:225

FOR ONBOARD ANNOUNCEMENTS, THERE ARE ONE OR MORE OF THE NEW-STYLE TRAIN CARS WHERE THE SPEAKER VOLUME IS EXTRAORDINARILY LOW AND I CAN'T HEAR ANNOUNCEMENTS. I FIND USING CLIPPER A GENERALLY POOR EXPERIENCE. IT IS VERY EASY TO SPEND THE WRONG AMOUNT ON A TRIP OR FORGET TO CLIP ON/OFF FOR A MONTHLY PASS.

TRAIN:225

SOME CALTRAIN ANNOUNCEMENTS EITHER BLARE OR WHISPER. PLEASE FIND A HAPPY MEDIUM. THERE APPEARS TO BE PEOPLE OR PASSENGERS WHO TAKE UP SEATS WITH BULKY LUGGAGE AND THOSE WHOSE VOICES CARRY THROUGH AN ENTIRE CAR.

TRAIN:232

[Q5] REASONS FOR DELAY?

TRAIN:233

SOMETIMES THE TRAIN SWITCHES TO ANOTHER DEPARTING TRACK AND IT'S HARD TO INFORM THE PASSENGERS. I ALMOST MISSED THE TRAIN FOR THAT. I THINK THE NOTICE NEEDS TO BE MORE CLEAR.

TRAIN:233

A REAL-TIME APP OF A GIVEN TRAIN'S PROGRESS IS BOTH POSSIBLE AND WOULD HELP ME KNOW WHAT TIME TO LEAVE WORK.

TRAIN:254

Delay Information/Service Announcements/Updates

BETTER UPDATES ON TRAIN DELAYS AND CANCELLATIONS. MORE SERVICE BETWEEN REDWOOD CITY AND SAN JOSE.

TRAIN:262

WHEN CALTRAIN STOPS IN THE MIDDLE OF TRIP DUE TO INCIDENTS, PLEASE LET US KNOW WHAT HAS HAPPENED AND WHAT IS ESTIMATED DELAY.

TRAIN:262

FOR EACH DESTINATION STATION ANNOUNCED BY THE CONDUCTOR, MUST ALSO ANNOUNCE THE FOLLOWING STATION.

TRAIN:267

THANKFUL FOR COMING ELECTRIFICATION OF TRAINS. DO NOT ELIMINATE THE RESTROOMS ON THE NEW CALTRAIN CARS. CONTINUE TO UPDATE INFORMATION REGULARLY WHEN A TRAIN BREAKS DOWN. OTHERWISE, A PLEASANT WAY TO TRAVEL.

TRAIN:267

WHEN CALTRAIN DELAY HAPPENS, WE DON'T GET THOSE INSTANT UPDATES IN ANY APPS. IF WE CAN IMPROVE THE PROCESS OF UPDATING AUTOMATICALLY ABOUT DELAYS, IT WILL BE GOOD.

TRAIN:268

THE RATING SCALE IS FINE, BUT DOESN'T TELL YOU WHY FOR EACH RATING. FOR EXAMPLE, THE CONDUCTOR ANNOUNCEMENT CAN BE VERY LONG, REPETITIOUS, AND LOUD. ALSO, YOU ARE MISSING OTHER TYPES OF DISSATISFACTION, INCLUDING PEOPLE HAVING LOUD PHONE CONVERSATIONS, AND THE LACK OF SIGNS TELLING THEM NOT TO.

TRAIN:268

SOMETIMES CARS ARE TOO HOT. SHOULD ANNOUNCE FIVE MINUTE DELAYS. NEED MORE CLIPPER MACHINES AT HILLSDALE. WISH PAYING FOR PARKING WAS EASIER.

TRAIN:268

WI-FI! REALLY NEEDED. VERY HARD TO HEAR AND UNDERSTAND CONDUCTOR ANNOUNCEMENTS.

TRAIN:268

YOU NEED MORE BULLET TRAINS THAT SERVE SOUTH PORTION (TAMMEN TO GILROY) DURING AM AND PM RUSH HOURS AND YOU NEED TO IMPROVE STATION PA SYSTEMS: MANY TIMES, ANNOUNCEMENTS ARE UNINTELLIGIBLE. YOU NEED TO ADD MORE CARS TO TRAINS DURING RUSH HOURS. CROWDING IS UNBEARABLE.

TRAIN:268

THE CONDUCTORS CUSTOMER SERVICE HAS BEEN POSITIVE. COMMUNICATION OF DELAYS COULD BE BETTER AS WELL AS CLEANLINESS. I THINK THIS LACK OF CLEANLINESS IS CAUSED MORE BY PASSENGERS. PERHAPS IMPLEMENTING PASSENGER COURTESY SIGNS REMINDING THEM TO CLEAN UP AFTER THEMSELVES? ALSO, HELPFUL TO MONITOR BIKE CARS IN THE MORNING ESPECIALLY. MANY BIKERS CONFUSE THE BIKE CAR AS BIKERS ONLY AND DO NOT REALIZE THESE ARE COURTESY SEATS.

TRAIN:268

Delay Information/Service Announcements/Updates

WOULD LIKE MOBILE UPDATES ON TRAIN DELAYS FOR SELECTED ROUTES. MAJOR ISSUE: TRAINS ARE EXTREMELY INACCESSIBLE TO ADULTS TRAVELING WITH SMALL CHILDREN; CAN'T USE WHEELCHAIR LIFT, SO MUST CARRY CHILD, STROLLER AND ALL BAGS ONTO TRAIN DURING TRAIN STOP, WHICH IS IMPOSSIBLE WITH MORE THAN ONE CHILD PLUS UNSAFE EVEN WITH ONLY ONE. EXTREMELY DISSATISFIED.

TRAIN:268

IN MY EXPERIENCE, WHEN A TRAIN IS DELAYED TWENTY MINUTES THE STATION SIGN WILL SAY ONE MINUTE LATE AND KEEP COUNTING UP GRADUALLY INSTEAD OF REVEALING THE FULL DELAY AT THE START. THIS IS INCONVENIENT AND FRUSTRATING. ALSO, THE FARES ARE GETTING REALLY EXPENSIVE. I WOULD TAKE THE TRAIN MUCH MORE IF IT WERE MORE AFFORDABLE.

TRAIN:273

UP-TO-MINUTE INFORMATION MUST PROVIDED IF DELAY OCCURS.

TRAIN:273

BULLET TRAINS AT LAWRENCE WOULD MEAN A 10% INCREASE IN MY QUALITY OF LIVING. SOMEONE SHIT IN THE PEDESTRIAN UNDERPASS AT LAWRENCE AND IT'S BEEN THERE FOR WEEKS. IT'S ON THE DRAIN. PLEASE CLEAN IT UP. TRAIN DELAY NOTIFICATIONS THROUGH THE CALTRAIN APP. SUBSCRIBE TO CERTAIN TRAIN NUMBERS AND RECEIVE PUSH NOTIFICATIONS IF THEY ARE LATE.

TRAIN:277

START FINING PEOPLE WITH NO TICKET. PROVIDE ESTIMATES OF DELAY DURING ACCIDENTS.

TRAIN:277

AT SAN JOSE STATION SIGNAGE STILL NEEDS TO BE IMPROVED. COMMUNICATION WHEN THERE ARE CHANGES IS EXTREMELY HARD TO FOLLOW. ON PLATFORM THERE IS NO INDICATION OF WHICH TRAIN DEPARTS FROM WHICH TRACK.

TRAIN:277

DELAYS: WHEN TRAINS ARE VERY LATE AND TRAINS HAVE BEEN SUBSTITUTED IT IS DIFFICULT TO KNOW WHICH TRAIN TO TAKE TO GET TO DESIRED STOP. SOMETIMES CONDUCTORS ARE LESS THAN HELPFUL. I UNDERSTAND THEY ARE STRESSED AND MANY PEOPLE ASKING BUT SOME CAN BE LESS THAN HELPFUL. SOME TRAINS, THE SMALLER SIZE, THEY ARE PINK, REALLY HAVE A BAD BATHROOM SMELL THAT PERMEATES THE CAR.

TRAIN:277

JUST MY TWO CENTS: WHEN TRAIN DELAYS ARE ANNOUNCED AT THE STATION "TRAIN #...IS TWENTY-FIVE MINUTES LATE" TWENTY-FIVE MINUTES AFTER THE INITIAL BROADCAST, IT IS VERY DIFFICULT TO MAKE A DECISION TO WAIT OR FIND AN ALTERNATIVE. CUSTOMERS WOULD BE HAPPIER WITH AN ESTIMATED ARRIVAL TIME, NOT BY MINUTES THAT FREQUENTLY FLUCTUATE. THANKS FOR PROVIDING THIS SERVICE.

TRAIN:277

CAN NOT HEAR ON-BOARD ANNOUNCEMENTS. ADD TRAIN NUMBER IN ADDITION TO DEPARTURE TIME AT SAN FRANCISCO TERMINALS.

TRAIN:282

Delay Information/Service Announcements/Updates

I LOVE THE CALTRAIN! IT IS THE BEST PUBLIC TRANSPORT IN THE BAY AREA. BUT THE DELAYS CAN BE OH SO BRUTAL.

TRAIN:282

I TAKE CALTRAIN TO AND FROM WORK EVERYDAY AND GENERALLY HAVE NOT HAD ANY ISSUES WITH THE SERVICE. I THINK THE AREAS OF IMPROVEMENTS WOULD BE: SOMEWHERE (EITHER ON THE WEBSITE OR IN AN APP) THAT SHOWED REAL-TIME UPDATES ON DELAYS ASIDE FROM THE SCREENS AT THE STATIONS SO I CAN CHECK IN ADVANCE, FASTER TICKET MACHINES (PLEASE ADD ANOTHER CLIPPER CARD ONE AT SAN FRANCISCO 4TH AND KING) SO I DON'T STRESS ABOUT MISSING MY TRAIN IF I'M TRYING TO BUY A TICKET AND, ADDING WI-FI (THIS IS PROBABLY A STRETCH BUT FIGURED I SHOULD SUGGEST IT).

TRAIN:288

YOU SUCK AT KEEPING RIDERS UPDATED ON TRAIN DELAYS; TEN MINUTES IS TOO LONG DURING RUSH HOUR. ALSO, EXPENSIVE FOR WHAT IT IS. FARES WOULD BE JUSTIFIED IF THE TRAIN RAN MORE FREQUENTLY.

TRAIN:288

SUPER. WOULD LOVE SCREEN NOTIFICATIONS OF STATIONS, MORE FREQUENT NOTIFICATION OF BULLET AND STATION LIMITED.

TRAIN:289

FOR DELAYS, I ALWAYS NEED TO USE TWITTER TO FIND OUT WHAT IS HAPPENING.

TRAIN:313

INFORMATION AT STATIONS ABOUT MAJOR DELAYS COULD BE BETTER, MORE WEEKEND TRAINS WOULD BE GREAT.

TRAIN:329

ONBOARD MESSAGING IS GOOD BUT IT'S SUB-PAR ON THE PLATFORMS. TIME BOARDS GO UP IN MINUTES AND WE OFTEN DON'T KNOW WHAT'S HAPPENED OR WHETHER WORTH WAITING. BETTER ON-PLATFORM ANNOUNCEMENTS NEEDED.

TRAIN:329

GAGGING, RAW SEWAGE SMELL OFTEN. DON'T FEEL SECURE, NOT AT NIGHT ALONE. THERE'S GOTTA BE SIGNS YOU COULD PUT UP TO TEACH PEOPLE TO STAND UPSTAIRS WHEN THERE'S A BUNCH OF PEOPLE TRYING TO GET IN, INSTEAD OF BLOCKING DOORWAY! CALTRAIN NEEDS TO IMPROVE SIGNAGES AT STATIONS, MAKE TICKET MACHINES EASIER TO USE, MAKE THE TOILET CARS STOP SMELLING LIKE RAW SEWAGE, RUN MORE BULLET TRAINS ON WEEKENDS, AND HAVE SIGNAGE THAT SHOWS PEOPLE HAVE TO GET UPSTAIRS AND NOT CLOG THE ENTRANCE. YOU COULD NEVER JUST WALK UP TO THE STATION FOR THE FIRST TIME AND FIGURE OUT WHICH TRAINS STOP WHERE; OR GET UP-TO-DATE DELAY INFORMATION. HOWEVER, IT'S STILL BETTER THAN DRIVING.

TRAIN:329

WOULD LOVE TO GET TEXT UPDATES OF DELAYED TRAINS.

TRAIN:330

Delay Information/Service Announcements/Updates

VOLUME AND CLARITY OF ONBOARD ANNOUNCEMENTS VARY GREATLY.

TRAIN:360

I WAS ONCE BLOCKED BY A TRAIN STOPPING IN THE MIDDLE OF THE RAIL GATE AT SUNNYVALE STATION AND COULDN'T GET ON THE TRAIN, AND IT TOOK OFF. I POSTED A TWEET AND TAGGED AT CALTRAIN, BUT DID NOT GET ANY RESPONSE.

TRAIN:376

THE TRAIN CARS FROM LOS ALTOS ARE IN REALLY BAD SHAPE AND ALWAYS SMELL LIKE FECES FROM THE ONBOARD BATHROOMS. MANY OF THE SPEAKERS ARE TOO QUIET OR BROKEN, MAKING IT HARD TO HEAR THE CONDUCTORS. NOT ALL CONDUCTORS DO A GOOD JOB OF INFORMING PASSENGERS ABOUT THE SITUATION WHEN THE TRAIN STOPS.

TRAIN:376

THE TRAIN DELAYS CAN GET LITTLE BETTER. WE FIND THE MOST UPDATED INFORMATION THROUGH CROWD SOURCING IN TWITTER. TRESPASSING INCIDENTS CAUSED BY POOR SECURITY AROUND THE ROADS NEEDS TO BE ADDRESSED. CLIPPER CARD ONLINE PAYMENT NEEDS TO REFLECT ON CARD SOONER.

TRAIN:376

THE TRAIN DELAYS AT STATIONS AND ONBOARD ARE USUALLY NOT ACCURATE. ALSO, THE BIKE EXPERIMENT OF ALLOWING BIKERS ONBOARD FIRST SEEMS TO CAUSE MORE DELAYS

TRAIN:376

FOR DELAYS LONGER THAN TEN MINUTES, PROVIDE VOUCHERS FOR FREE RIDES. AND PLEASE TELL RIDERS NORTHBOUND TRAINS WILL HAVE RIGHT OF WAY, FIX SUNNYVALE STATION, DO IT ALREADY!

TRAIN:376

I THINK OVERALL VERY GOOD. ONLY HAVE ISSUES WITH DELAYS AND BROKEN TRAINS. WHY SO MANY MECHANICAL PROBLEMS?! SEEMS TO ALWAYS CAUSE DELAYS DAILY. ALSO, MORE BULLET TRAINS! EVERY 30 MINUTES DURING RUSH HOURS WOULD BE NICE!

TRAIN:376

OBVIOUSLY, I WISH TRAINS WERE LESS CROWDED, RAN MORE FREQUENTLY, AND BETTER DELAY ESTIMATES. HOWEVER, GIVEN REALISTIC CONSTRAINTS I THINK YOU ARE DOING A GOOD JOB. COULD WE GET THE STOPS AT SAN MATEO MORE SPREAD OUT ACROSS THE HOUR?

TRAIN:376

CONDUCTORS SEEM TO HAVE THE LEAST INFORMATION ABOUT TRAIN DELAYS. NOT A GOOD SYSTEM WHEN TRAINS BREAK DOWN. MONTHLY CLIPPER SYSTEM IS POOR. HAVE TO REMEMBER TO TAG ON AND OFF ONE DAY PER MONTH.

TRAIN:376

AT STATIONS WHEN THERE ARE LONG DELAYS, ALMOST IMPOSSIBLE TO DETERMINE WHAT'S GOING ON AND WHAT TO DO. NOT FREQUENT, BUT PRETTY BAD WHEN IT HAPPENS.

TRAIN:381

Delay Information/Service Announcements/Updates

ANNOUNCEMENT FROM CONDUCTORS IS SOMETIMES HARD TO HEAR. BIKE BUMPS AT PEAK HOURS?

TRAIN:381

THE FULL-BIKE CARS ARE MUCH NICER THAN THE MIXED BIKE AND SEATING CARS. THOSE ARE GETTING REALLY CROWDED! VOLUME OF ANNOUNCEMENTS IS INCONSISTENT; SOMETIMES TOO LOUD, SOMETIMES TOO SOFT, USUALLY OK THOUGH.

TRAIN:381

PLEASE GET BETTER AT UPDATING US ABOUT DELAYS AND HOW LONG THEY WILL TAKE TO RECOVER.

TRAIN:381

I DEPEND ON CALTRAIN WITH MY BIKE. BIKE CAPACITY IS OFTEN A PROBLEM. TRAIN DELAYS WITH FALSE OR NO INFORMATION IS A REAL PROBLEM! MONTHLY PASS: FALSE INFORMATION REGARDING MONTHLY ACTIVATION COST ME WASTED TIME AND EFFORT FOR YEARS. THEN IT COST ME SEVERAL HUNDRED DOLLARS BECAUSE IT KEPT CHARGING ME FOR UNUSED ZONES.

TRAIN:381

IT IS ALMOST IMPOSSIBLE TO HEAR ANNOUNCEMENTS MADE AT THE STATIONS. ALSO, REAL TIME SIGNAGE AT THE STATIONS IS ONLY VISIBLE IN CENTER OF PLATFORM AT STATIONS LIKE MOUNTAINVIEW (VIEW BLOCKED BY SHELTERS) CLIPPER CARD READERS SHOULD BE AT THE END OF PLATFORM NOT JUST IN MIDDLE (ESPECIALLY FOR STATIONS WITHOUT CENTER PLATFORM ACCESS).VERY DIFFICULT TO PUSH THROUGH CROWDS TO TAG OFF, ESPECIALLY WITH BIKE, AND IT MEANS GOING OUT OF THE WAY IF NOT AT EXIT.

TRAIN:381

CAN WE GET WI-FI? TEXT ALERTS FOR TRAINS THAT ARE DELAYED (FOR TRAINS I COMMONLY TAKE).

TRAIN:381

MORE WAYS TO GET REAL TIME TRAIN DETAIL, MAYBE ON THE MOBILE APP. APP SHOULD ALSO HAVE THE SCHEDULE OF THE TRAINS.

TRAIN:385

I AM VERY SATISFIED WITH CALTRAIN. SOMETIMES THE ANNOUNCEMENTS AT SAN JOSE ARE NOT CLEAR. I WOULD ALSO LIKE TO BE INFORMED BETTER IF A TRAIN IS DEPARTING BEFORE ANOTHER TRAIN.

TRAIN:385

IT IS FRUSTRATING WHEN TRAINS ARE REALLY DELAYED. THEY JUST KEEP ADDING MINUTES TO THE TIME IT IS DELAYED.

TRAIN:385

SOMETIMES I NEED TO CHARGE MY PHONE ON BOARD. THE ONBOARD ANNOUNCEMENTS ARE IN ENGLISH, BUT I'M FROM COLUMBIA. YOU COULD TRY ANNOUNCEMENTS IN OTHER LANGUAGES. I GIVE YOU FOUR IN THE CLEANING BECAUSE IN SUNNYVALE ALWAYS ARE DIRTY.

TRAIN:421

Delay Information/Service Announcements/Updates

I TAKE THE CALTRAIN FROM BELMONT OR HILLSDALE TO SAN FRANCISCO FOR WORK DURING THE WEEK. I BRING MY BIKE ONBOARD AND THE BIKE CARS ARE GETTING MORE AND MORE CROWDED AS THE WEATHER GETS NICER. ANYTHING YOU CAN DO TO MAKE ROOM FOR MORE BIKES WOULD BE GREAT. ALSO, CAN YOU ANNOUNCE MORE OFTEN THAT THE SEATS IN THE BIKE CARS SHOULD BE FOR PEOPLE WITH BIKES!

TRAIN:424

QUITE OFTEN HARD TO HEAR STATION CALLS FROM CONDUCTOR, WORDS TOO SOFT OR NOT DISTINCT.

TRAIN:424

SATURDAY TRAINS (LIKE TODAY) VERY DIFFERENT FROM TYPICAL. I FIND IN GENERAL THAT ANNOUNCEMENTS AT STATIONS ARE INAUDIBLE, SINGLE TRACKING IS POORLY EXPLAINED AND "INFINITE REGRESS" ON SIGNS RE: ESTIMATES OF WHEN LATE TRAINS ARE COMING VERY FRUSTRATING. VERY GRATEFUL FOR CALTRAIN, BUT SYSTEMS SEEMS OVERWHELMED.

TRAIN:424

I LOVE YOUR INTERESTING AND FUN ANNOUNCEMENTS ONBOARD!

TRAIN:432

NOT ENOUGH WEEKEND TRAINS OR PLACES TO SIT OR BULLET TRAINS. NOT ENOUGH ROOM FOR LUGGAGE. ON SUNDAY JANUARY 7TH THE TRAIN FROM PALO ALTO TO MILLBRAE NEVER CAME (7:31) SO I HAD TO GET A CAB TO THE AIRPORT WHICH WAS OVER SIXTY-FIVE DOLLARS. THERE WAS NO ANNOUNCEMENT AT THE STATION. THERE WERE MANY PEOPLE WAITING FOR THE TRAIN.

TRAIN:432

AT SAN JOSE DIRIDON, THERE WERE NO POSTED SIGNS INDICATING WHICH TRAIN TRACK TO BOARD. SOMETIMES WHEN A TRAIN IS DELAYED, I SEE THE "MINUTES" OF DELAY KEEP TICKING UP. I WISH I WOULD HAVE KNOWN UP FRONT ABOUT THE COMPLETE DELAY TIME. OVERALL, I LOVE CALTRAIN. CALTRAIN CONDUCTORS ARE ALWAYS SO PLEASANT! THANK YOU FOR MAKING ME FEEL SAFE AT ALL TIMES.

TRAIN:441

MORE CLARITY ON TRAIN ANNOUNCEMENTS, HARD TO KNOW WHAT STOP WE'RE AT. NEED MORE TRAINS ON WEEKENDS.

TRAIN:801

LOUDER ANNOUNCEMENTS ON BOARD WOULD BE GREAT, AS WELL AS A MAP OF THE DIFFERENT STOPS, INSIDE EVERY TRAIN.

TRAIN:804

COULDN'T HEAR THE ANNOUNCEMENTS! THIS IS NOT GOOD FOR A FIRST TIMER USER UNFAMILIAR WITH TAKING THE TRAIN.

TRAIN:804

Phone/Website/Internet

Phone/Website/Internet

[Q21] WOULD NOT WORK.

TRAIN:101

HAVE AN APP FOR THE CLIPPER CARD

TRAIN:102

HAD NO IDEA THERE WAS A MOBILE TICKET APP. WILL LOOK INTO IT.

TRAIN:190

I TRIED USING THE CALTRAIN MOBILE APP BUT IT DOESN'T SEEM TO WORK.

TRAIN:190

THE ONLINE TIMETABLES ARE VERY EASY TO READ AND UNDERSTAND. GOOD JOB!

TRAIN:195

THERE SHOULD BE AN APP THAT DISPLAYS WHERE TRAINS ARE IN REAL TIME. THEY DO THAT WITH MUNI BUSES IN SAN FRANCISCO. THERE SHOULD BE A WAY TO KNOW WITHIN FIFTEEN MINUTES OF DESIGNATED ARRIVAL TIME WHAT THE EXACT ARRIVAL TIME WILL BE (TO THE MINUTE). ALSO DO NOT BE EARLY (ESPECIALLY ON FRIDAYS).

TRAIN:195

NEED MORE INFORMATION ABOUT THE MOBILE APP. I DID NOT KNOW ABOUT THE APP UNTIL I READ THE QUESTION ABOUT IT IN THE SURVEY. DELAYS IN TRAIN CAN BE PROVIDED IN APP. INFORMATION ABOUT TRACKS THAT THE TRAIN WOULD ARRIVE AT IS MISSING IN THE STATIONS.

TRAIN:197

CURRENTLY IT IS NOT POSSIBLE TO PAY VIA THE CALTRAIN APP. PLEASE LOOK AT THE BOSTON MBTA APP AS THAT TRAIN ONBOARDING EXPERIENCE IS MUCH BETTER.

TRAIN:207

NEED REAL-TIME TRAIN GPS.

TRAIN:207

CALTRAIN APP SHOULD GIVE INFORMATION ABOUT TRAIN DELAYS.

TRAIN:207

TRAINS SHOULD BE GPS TRACKED AND INFORMATION PROVIDED TO APPS. TRAINS SHOULD CARRY FULL THREE DIGIT TRAIN NUMBER.

TRAIN:217

IT WOULD BE HELPFUL IF THE CALTRAIN WEBSITE WAS MORE UPDATED WITH DELAYS IN REAL TIMES. ALSO, HELPFUL IF THERE WAS A SCHEDULE OF TRAINS (OLD OR NEW ONES) FOR EACH TRAIN NUMBER.

TRAIN:217

DIDN'T KNOW ABOUT CALTRAIN MOBILE APP

TRAIN:217

Phone/Website/Internet

EACH MONTH I HAVE TO GET MY MONTHLY PASS BILL AND SUBMIT THIS TO MY COMPANY. THE CALTRAIN WEB APP IS NOT GREAT. PLEASE CAN YOU EMAIL INVOICES?

TRAIN:222

DESPERATE NEED FOR A TRACKING APP.

TRAIN:222

I'M FRUSTRATED THAT WHILE RIDERSHIP HAS INCREASED SO HAVE MONTHLY PASS RATES. AN EXPLANATION OF WHY FARES ARE INCREASING FOR THE SECOND TIME IN TEN MONTHS WOULD BE APPRECIATED.

TRAIN:225

ONE THING THAT IS A MUST IS WI-FI ONBOARD. ALMOST EVERYONE WORKS AND WI-FI IS NECESSARY. CALTRAIN APP DOES NOT GIVE SCHEDULES. BETTER FREQUENCY OF TRAINS AFTER 7PM IS NEEDED.

TRAIN:225

HOPING YOU GUYS BRING ONBOARD WI-FI SERVICE SOON AND RELEASE LIVE APP UPDATES OF TRAIN STATUS THAT IS NOT JUST TWITTER.

TRAIN:225

ADD APPLE PAY TO THE MOBILE APP. ELECTRIFY THE CALTRAIN!

TRAIN:233

I HAVE ONLY USED CALTRAIN TWO TIMES IN 2018, BUT EXPERIENCE HAS BEEN GOOD. ENJOY APP, BUT WOULD APPRECIATE IF MORE DYNAMIC SCHEDULING AND PERSONAL TRIP INFO WERE BUILT-IN, SIMILAR TO SOME TRANSIT APP FEATURES.

TRAIN:257

I WISH THE CALTRAIN APP WOULD BE UPDATED TO WORK ON IPHONES. IT WOULD BE A GREAT HELP.

TRAIN:262

AS A FIRST TIME RIDER, THE WEBSITE WAS VERY HELPFUL.

TRAIN:262

WAS VERY PLEASED WITH MY TIME ON THE TRAIN. THE APP IS VERY USEFUL AND CONVENIENT.

TRAIN:262

I WOULD LIKE MORE INFORMATION ABOUT THE NEW CALTRAIN APP. I DOWNLOADED IT BUT DIDN'T USE IT BECAUSE I DIDN'T WANT TO CREATE ANOTHER LOGIN. WHAT'S ON IT? WHAT AM I MISSING?

TRAIN:262

PLEASE START A TEXT UPDATE SERVICE TO INFORM ABOUT DELAYS. INTERESTED RIDERS COULD SUBSCRIBE TO IT. THANKS.

TRAIN:267

Phone/Website/Internet

OVERALL EXPERIENCE IS GOOD BUT FREQUENCY OF TRAINS TOO LOW. CALTRAIN HAS BECOME UNUSABLE ON WEEKENDS SINCE MOVING TO THE NINETY-MINUTE SCHEDULE. ALSO, WOULD BE NICE TO HAVE ONLINE VERSION OF STATION NOTIFICATION BOARD.

TRAIN:267

THANK YOU. INTERIORS TEND TO BE CLEAN BUT OFTEN SMELL OF URINE. THERE ARE MULTIPLE CALTRAIN APPS. WOULD BE NICE IF THERE WAS MORE CLARITY ON WHICH IS THE OFFICIAL ONE AT THE APP STORE.

TRAIN:267

CALTRAIN IS BETTER THAN BART IN EVERY ASPECT. WISH YOU COULD PUT MONTHLY PASS ON THE APP.

TRAIN:268

MOBILE APP TO MANAGE THE EXPERIENCE: TICKETING, ANNOUNCEMENTS, LATE TRAINS, ETCETERA.

TRAIN:268

IMPROVE THE CALTRAIN APP TO HAVE FULL SCHEDULE AND DELAY UPDATES. IT SHOULD ALSO SUPPORT RECHARGING CLIPPER CARD WITH CALTRAIN MONTHLY PASS.

TRAIN:277

THE APP IS GREAT! TWITTER IS AWESOME.

TRAIN:277

FOCUS ON MOBILE TICKETING AND MORE BULLETS FROM SAN MATEO TO SAN FRANCISCO.

TRAIN:282

THE ONE THING I THINK CALTRAIN REALLY NEEDS IS A REALTIME STATUS APP. IT WOULD HELP A LOT FOR SMALL DELAYS AND MAJOR DISRUPTIONS. ALSO, WI-FI!! ALSO STOP RAISING FARES. Y'ALL ARE ALREADY EXPENSIVE!

TRAIN:288

I TAKE CALTRAIN TO AND FROM WORK EVERYDAY AND GENERALLY HAVE NOT HAD ANY ISSUES WITH THE SERVICE. I THINK THE AREAS OF IMPROVEMENTS WOULD BE: SOMEWHERE (EITHER ON THE WEBSITE OR IN AN APP) THAT SHOWED REAL-TIME UPDATES ON DELAYS ASIDE FROM THE SCREENS AT THE STATIONS SO I CAN CHECK IN ADVANCE, FASTER TICKET MACHINES (PLEASE ADD ANOTHER CLIPPER CARD ONE AT SAN FRANCISCO 4TH AND KING) SO I DON'T STRESS ABOUT MISSING MY TRAIN IF I'M TRYING TO BUY A TICKET AND, ADDING WI-FI (THIS IS PROBABLY A STRETCH BUT FIGURED I SHOULD SUGGEST IT).

TRAIN:288

MONTHLY PASS COSTS ARE HIGH.

TRAIN:288

I WISH CALTRAIN WAS ALWAYS ON TIME, HAD WI-FI, AND I WISH THE APP EXPERIENCE WAS BETTER; ADD PROOF OF GOPASS ON THERE.

TRAIN:313

Phone/Website/Internet

I WOULD LIKE TO SEE IMPROVEMENTS IN MONTHLY PASS ONLINE RENEWAL TAKE EFFECT IMMEDIATELY. [Q21A] IS A ONE -VERY DISSATISFIED: WHEN MONTHLY PASSES ARE RENEWED IT TAKES TWO WEEKS TO TAKE EFFECT. THIS IS A VERY BAD EXPERIENCE.

TRAIN:313

THE TWITTER POSTS AND CONDUCTOR COMMENTS BRIGHTEN UP MY COMMUTE. THANKS!

TRAIN:313

REAL TIME SCHEDULE IN APP WOULD BE GREAT!

TRAIN:329

WHY CAN'T YOUR APP HAVE A PROPER SCHEDULE VIEW INSTEAD OF RENDERING THE WEBSITE? IT LOOKS BAD!

TRAIN:330

ADD PARKING PASS TO MOBILE APP

TRAIN:360

I WAS ONCE BLOCKED BY A TRAIN STOPPING IN THE MIDDLE OF THE RAIL GATE AT SUNNYVALE STATION AND COULDN'T GET ON THE TRAIN, AND IT TOOK OFF. I POSTED A TWEET AND TAGGED AT CALTRAIN, BUT DID NOT GET ANY RESPONSE.

TRAIN:376

CALTRAIN IS GREAT! UNFORTUNATELY, I TRAVEL FROM 4TH AND KING TO TAMIEN AND MY BULLET TRAIN IS ALWAYS LATE ARRIVING BACK TO TAMIEN. MAYBE ADJUST THE TIME ON THE WEBSITE BY A COUPLE MINUTES?

TRAIN:376

DIDN'T KNOW THERE WAS A MOBILE APP. YOU NEED TO PROMOTE BETTER.

TRAIN:376

PLEASE IMPROVE THE APP SO IT IS SIMILAR TO CALTRAIN SITE.

TRAIN:376

RESTORE EARLINESS, LATENESS AND FREQUENCY OF WEEKEND TRAINS. LET CUSTOMERS OPT-IN AND GET REAL-TIME DELAY UPDATES. ESSENTIAL.

TRAIN:421

ONLINE INFORMATION IS A BIT CONFUSING. NEW JERSEY TRANSIT HAS A GOOD CLEAR MODEL.

TRAIN:424

KEEP IMPROVING THE MOBILE TICKETING SYSTEM.

TRAIN:432

APP IS AWFUL

TRAIN:433

Phone/Website/Internet

THE CALTRAIN APP SHOULD HAVE MORE FEATURES. ITS A BIT AWKWARD TO USE. WOULD LOVE TO SEE SCHEDULES ON IT. ALSO WOULD LIKE TO BE ABLE TO SAVE A FREQUENTLY-USED TICKET FOR FUTURE BUYING.

TRAIN:433

I REALLY LIKE THE APP. THE TRAINS ARE SUPER ON TIME TO THE EXACT MINUTES. I LIKE THAT. PLEASE MAKE YOUTH DISCOUNT TWENTY-YEAR-OLDS AND UNDER. BROKE COLLEGE STUDENTS NEED HELP.

TRAIN:438

IN THE APP, I WANT AN OPTION TO GET MONTHLY PASS

TRAIN:801

CALTRAIN APP NEEDS TO BE IMPROVED A LOT. NEEDS THE TICKET TO APPLY IN WALLET (APPLE).

TRAIN:801

APP IS VERY CONVENIENT - THANKS! (BUT A BIT BUGGY...)

TRAIN:804

Signage/Printed Schedules/Communication

Signage/Printed Schedules/Communication

I'M VISITING FROM NEW YORK CITY. THEREFORE, AS I DON'T USE A CAR, I'M VERY FAMILIAR WITH MASS TRANSIT. HERE, I WOULD LIKE TO SEE MORE MAP SIGNAGE AND INFORMATION AS TO STOPS. OVERALL, EXCELLENT. THIS IS MY FIRST EXPERIENCE ON CALTRAIN. I WILL BE BOARDING BART NEXT AS THIS IS MY NEXT CONNECTION ONTO THE EAST BAY AREA. THANK YOU!

TRAIN:143

MY ONBOARD TRAIN EXPERIENCE HAS BEEN GREAT! HOWEVER, MUCH OF STATION EXPERIENCE HAS BEEN HIT-OR-MISS FROM HAYWARD PARK. THERE HAVE BEEN SEVERAL TIMES WHERE THERE HASN'T BEEN ADEQUATE NOTIFICATION OF TRAINS ONLY BOARDING NORTHBOUND. IT WOULD BE AMAZING IF HAYWARD PARK RECEIVED BULLET AND OR LIMITED TRAINS.

TRAIN:150

STATIONS NOT ALWAYS CLEAN (REDWOOD CITY). SCHEDULE BOARDS NOT ALWAYS WORKING (SOUTH SAN FRANCISCO). CONDUCTORS ARE USUALLY COURTEOUS BUT THERE IS ONE WOMAN IN PARTICULAR ON ONE OF THE MORNING TRAINS THAT IS REALLY RUDE TO PEOPLE WHEN THE TRAIN IS SO PACKED THAT PEOPLE HAVE TO PUT THEIR BELONGINGS ON THE GROUND. IN GENERAL, I THINK THE TRAINS DURING COMMUTE TIMES ARE TOO PACKED, AND MORE TRAINS WOULD BE HELPFUL.

TRAIN:150

FASTER, MORE FREQUENT AND QUIETER TRAINS WOULD BE NICE. I LIVE A MILE AWAY FROM THE TRAIN STATION AND THE SOUND KEEPS ME AWAKE STILL.

TRAIN:192

WI-FI PLEASE!! DISPLAYS FOR THE NEXT STOP WOULD BE GREAT.

TRAIN:192

NEED BETTER SIGNAGE WHEN TRAINS ARE SINGLE-TRACKING ON THE NORTH OR SOUTHBOUND TRACKS (SPECIFICALLY AT THE SAN MATEO STATION). CURRENT SIGNAGE IS UNCLEAR AND ANNOUNCEMENTS ARE INFREQUENT.

TRAIN:195

NEED MORE INFORMATION ABOUT THE MOBILE APP. I DID NOT KNOW ABOUT THE APP UNTIL I READ THE QUESTION ABOUT IT IN THE SURVEY. DELAYS IN TRAIN CAN BE PROVIDED IN APP. INFORMATION ABOUT TRACKS THAT THE TRAIN WOULD ARRIVE AT IS MISSING IN THE STATIONS.

TRAIN:197

I USUALLY RIDE BETWEEN BURLINGAME AND PALO ALTO. THE PALO ALTO STATION IS SOMETIMES FILTHY. THE NOTIFICATIONS ABOUT TRACK CHANGES IN BURLINGAME ARE NOT AS FREQUENT AS THEY SHOULD BE WHEN YOUR TRAIN IS BOARDING ON THE OPPOSITE TRACK.

TRAIN:197

Signage/Printed Schedules/Communication

ALL STATIONS NEED CLIPPER CARD MACHINES. IN REDWOOD CITY IT WOULD HELP TO HAVE MACHINES AT BOTH ENDS OF THE STATION. IT WOULD BE GREAT TO HAVE INDICATOR LIGHTS ON EACH CAR WITH THE NUMBER OF OPEN SEATS AVAILABLE.

TRAIN:206

SIGNAGE AND ANNOUNCEMENTS DON'T ALWAYS MAKE IT CLEAR WHAT STATION THE TRAIN IS AT. SEEMS CONFUSING FOR OUT-OF-TOWNERS, ESPECIALLY AT NIGHT. GALLERY TRAINS ARE SOMETIMES PRETTY SMELLY.

TRAIN:207

ON-TIME ARRIVALS HAVE IMPROVED OVERALL, LIKE THE SERVICE. PLEASE IMPROVE THE FOLLOWING: ANNOUNCEMENTS WHEN THERE ARE DELAYS, DISPLAYS ON STATION PLATFORMS.

TRAIN:217

WOULD BE GREAT TO HAVE MONTHLY PASSES WHICH COULD BE [USED ON]15TH-16TH OF NEXT MONTH, GIVES FLEXIBILITY. WHILE ANNOUNCING BULLETS ON STATION, ANNOUNCEMENT OF WHERE TRAIN STOPS WOULD BE USEFUL. MORE CLIPPER MACHINES (EG: AT SUNNYVALE)

TRAIN:225

TRAIN COULD BE CLEANER AND SPECIAL SCHEDULES SHOULD BE ANNOUNCED MORE FREQUENTLY PRIOR TO THE DATE.

TRAIN:225

THE DIGITAL SIGNAGE ON THE SAN JOSE PLATFORM IS CONFUSING. THERE'S NO INDICATION OF TYPE OF TRAIN ON PLATFORM (BULLET, LOCAL, EXPRESS). I SEE PEOPLE CONFUSED BY THIS EVERY DAY. BETTER BIKE CAR AND DESIGNS PLEASE. THEY'RE HARD TO USE AND CROWDED.

TRAIN:225

YOUR BURLINGAME STATION DOES NOT APPEAR TO BE ADA COMPLIANT. NOT SURE HOW A DEAF PERSON AT NIGHT WILL KNOW THAT ALL TRAINS ARE ON THE SOUTHBOUND. I WAITED IN THE RAIN AT 8:30 PM ONLY TO MISS THE TRAIN.

TRAIN:232

SOME IMPROVEMENTS: NO TRAIN HAS A NUMBER ON IT OR THE TRAIN STOPS AFTER BOARDING THE TRAIN. ON MAIN STATIONS I COULD NOT FIND TRAIN SCHEDULE EITHER.

TRAIN:232

DIGITAL SIGNS AT MOUNTAIN VIEW STATION OFTEN DON'T WORK, AND DON'T SHOW TRAIN NUMBER THAT IS ARRIVING, MAKES IT HARD TO KNOW IF IT IS AN EXPRESS, LOCAL ETC. WOULD BE HUGE HELP IF MONTHLY PASS CAN BE PURCHASED FROM TICKET MACHINE. DID NOT SEE THIS OPTION ON MACHINE AT SAN ANTONIO STATION.

TRAIN:233

ADD MORE SIGNS AT TRACK-CROSSING POINT SO PEOPLE KNOW WHICH TRACK IS NORTH OR SOUTH.

TRAIN:233

Signage/Printed Schedules/Communication

IT WOULD BE GREAT IF MORE TRAINS STOPPED AT TAMIEN RATHER THAN ENDING AT SAN JOSE. WE THEN NEED TO CHANGE TRAIN OR FIND ALTERNATIVE TRANSPORTATION TO TAMIEN. BETTER DIGITAL DISPLAYS WITH INFO. TAMIEN DOESN'T SAY ON DISPLAY WHERE THE TRAIN GOES TO. IN EUROPE, THE DISPLAY STATES DIRECTION AND TIME.

TRAIN:254

PLEASE PROVIDE MUCH MORE CLEAR SIGNAGE FOR ONBOARDING AND TRAIN SCHEDULES. I WAS CONFUSED AS A FIRST TIMER BUT NOW AM BETTER AT IT. ALSO, NEED GREATER SECURITY. I SUGGEST CONSTANT WALKING OF THE HALLWAYS. THANK YOU FOR THE GREAT SERVICE!

TRAIN:262

I AM NOT HAPPY ABOUT THE COMMUNICATION REGARDING SAN CARLOS STATION CONSTRUCTION.

TRAIN:267

AS A FIRST TIME CALTRAINS USER LAST WEEK, NAVIGATING HOW TO GET TO WHICH PLATFORM, FINDING THE TICKET BOOTH, AND LOCATING THE DEVICE TO TAG ON AND OFF WAS VERY DIFFICULT. NEED MORE SIGNAGE AT SAN BRUNO STATION!

TRAIN:267

THE SAN JOSE STATION SIGNS NEED TO SAY "ARRIVING" FOR ALL TRAINS THAT ARRIVE. THE 263 WAS PARKED FOR TWENTY-PLUS MINUTES, SO I THOUGHT IT WAS A DIFFERENT TRAIN UNTIL THE DOORS LOCKED THREE MINUTES EARLY AND THE TRAIN LEFT WITHOUT THE SIGN UPDATING. FOR AN INFREQUENT RIDER, IT WAS CONFUSING. IT WOULD ALSO, BE HELPFUL TO HAVE THE TRAIN NUMBER ON THE ACTUAL TRAIN. I WAS NOT POSITIVE WHICH TRAIN THIS WAS UNTIL I SAW THE NUMBER ON THIS SURVEY.

TRAIN:267

IMPROVE EASE OF USE FOR FIRST TIME USERS.

TRAIN:268

AT SAN JOSE STATION SIGNAGE STILL NEEDS TO BE IMPROVED. COMMUNICATION WHEN THERE ARE CHANGES IS EXTREMELY HARD TO FOLLOW. ON PLATFORM, THERE IS NO INDICATION OF WHICH TRAIN DEPARTS FROM WHICH TRACK.

TRAIN:277

CAN NOT HEAR ON-BOARD ANNOUNCEMENTS. ADD TRAIN NUMBER IN ADDITION TO DEPARTURE TIME AT SAN FRANCISCO TERMINALS.

TRAIN:282

TRAIN CARS SHOULD HAVE SIGNS INDICATING THAT SOME SEATS ARE PRIORITY SEATING FOR THOSE WITH SMALL CHILDREN OR PREGNANT WOMEN. I RIDE WITH MY INFANT NEARLY EVERY WORK DAY IN THE LUGGAGE CAR. IN THE MORNING IT IS VERY CROWDED, IT WOULD BE HELPFUL TO HAVE PRIORITY IN THAT CAR WHEN I AM WITH HER AND HER STROLLER. SIGNS WOULD BE SIMILAR TO THOSE UNDER ADA FOR SENIORS AND THE DISABLED.

TRAIN:282

Signage/Printed Schedules/Communication

I TAKE CALTRAIN TO AND FROM WORK EVERYDAY AND GENERALLY HAVE NOT HAD ANY ISSUES WITH THE SERVICE. I THINK THE AREAS OF IMPROVEMENTS WOULD BE: SOMEWHERE (EITHER ON THE WEBSITE OR IN AN APP) THAT SHOWED REAL-TIME UPDATES ON DELAYS ASIDE FROM THE SCREENS AT THE STATIONS SO I CAN CHECK IN ADVANCE, FASTER TICKET MACHINES (PLEASE ADD ANOTHER CLIPPER CARD ONE AT SAN FRANCISCO 4TH AND KING) SO I DON'T STRESS ABOUT MISSING MY TRAIN IF I'M TRYING TO BUY A TICKET AND, ADDING WI-FI (THIS IS PROBABLY A STRETCH BUT FIGURED I SHOULD SUGGEST IT).

TRAIN:288

SAN JOSE STATION: SIGNS ARE NOT ALWAYS UPDATED. STATION CAN BE GROSS.

TRAIN:313

I'D APPRECIATE IF THE NEXT TRAIN STOPS WERE ANNOUNCED MORE LOUDLY.

TRAIN:324

AT SAN FRANCISCO FOURTH AND KING (AND EVERYWHERE ELSE FOR THAT MATTER) IT NEEDS TO BE 100% CRYSTAL CLEAR WHAT TRAINS ARE WHERE. THIS HAS IMPROVED BUT IT IS STILL TERRIBLE.

TRAIN:329

ONBOARD MESSAGING IS GOOD BUT IT'S SUB-PAR ON THE PLATFORMS. TIME BOARDS GO UP IN MINUTES AND WE OFTEN DON'T KNOW WHAT'S HAPPENED OR WHETHER WORTH WAITING. BETTER ON-PLATFORM ANNOUNCEMENTS NEEDED.

TRAIN:329

NO WI-FI, WE NEED IT. PRICES GO UP TOO OFTEN WITHOUT SEEING RESULTS. SOME STATIONS ARE CONFUSING AS TO WHAT TRAINS ARE WHICH, IE: TAMIEN STATION.

TRAIN:329

GAGGING, RAW SEWAGE SMELL OFTEN. DON'T FEEL SECURE, NOT AT NIGHT ALONE. THERE'S GOTTA BE SIGNS YOU COULD PUT UP TO TEACH PEOPLE TO STAND UPSTAIRS WHEN THERE'S A BUNCH OF PEOPLE TRYING TO GET IN, INSTEAD OF BLOCKING DOORWAY! CALTRAIN NEEDS TO IMPROVE SIGNAGES AT STATIONS, MAKE TICKET MACHINES EASIER TO USE, MAKE THE TOILET CARS STOP SMELLING LIKE RAW SEWAGE, RUN MORE BULLET TRAINS ON WEEKENDS, AND HAVE SIGNAGE THAT SHOWS PEOPLE HAVE TO GET UPSTAIRS AND NOT CLOG THE ENTRANCE. YOU COULD NEVER JUST WALK UP TO THE STATION FOR THE FIRST TIME AND FIGURE OUT WHICH TRAINS STOP WHERE; OR GET UP-TO-DATE DELAY INFORMATION. HOWEVER, IT'S STILL BETTER THAN DRIVING.

TRAIN:329

THE SIGNAGE REGARDING CLIPPER CARD CASH (TAG OFF TO GET REFUNDED DISTANCE) IS LACKING. IT WAS UNCLEAR HOW IT WORKED AND I PAID FULL PRICE THE FIRST FEW TIMES.

TRAIN:330

Signage/Printed Schedules/Communication

IT IS ALMOST IMPOSSIBLE TO HEAR ANNOUNCEMENTS MADE AT THE STATIONS. ALSO, REAL TIME SIGNAGE AT THE STATIONS IS ONLY VISIBLE IN CENTER OF PLATFORM AT STATIONS LIKE MOUNTAINVIEW (VIEW BLOCKED BY SHELTERS) CLIPPER CARD READERS SHOULD BE AT THE END OF PLATFORM NOT JUST IN MIDDLE (ESPECIALLY FOR STATIONS WITHOUT CENTER PLATFORM ACCESS).VERY DIFFICULT TO PUSH THROUGH CROWDS TO TAG OFF, ESPECIALLY WITH BIKE, AND IT MEANS GOING OUT OF THE WAY IF NOT AT EXIT.

TRAIN:381

MY FIRST WEEK'S EXPERIENCE WAS NOT THAT PERFECT. I ENTERED THE WRONG DIRECTION ONCE AND TOOK AN ACE TRAIN AS CALTRAIN.

TRAIN:385

PLEASE HAVE THE STATION STOPS MENTIONED ON THE TRAIN, NEXT TO THE DOORS, SO PASSENGERS CAN SEE IF THE TRAIN ACTUALLY STOPS AT THEIR DESTINATION PRIOR TO BOARDING. JUST THE TRAIN NUMBER IS NOT ENOUGH!!

TRAIN:421

I TAKE THE CALTRAIN FROM BELMONT OR HILLSDALE TO SAN FRANCISCO FOR WORK DURING THE WEEK. I BRING MY BIKE ONBOARD AND THE BIKE CARS ARE GETTING MORE AND MORE CROWDED AS THE WEATHER GETS NICER. ANYTHING YOU CAN DO TO MAKE ROOM FOR MORE BIKES WOULD BE GREAT. ALSO, CAN YOU ANNOUNCE MORE OFTEN THAT THE SEATS IN THE BIKE CARS SHOULD BE FOR PEOPLE WITH BIKES!

TRAIN:424

MY FIRST CALTRAIN TRIP. INAUDIBLE TRAIN ANNOUNCEMENTS. NO STATION NAMES SIDE-AWAY FROM PLATFORMS. DIFFICULT TO KNOW WHERE YOU ARE.

TRAIN:424

THE TRAIN CARS DO NOT SMELL GOOD. THE AIR SEEMS SO STALE AND FULL OF HARSH CLEANING PRODUCT SMELLS. THE SIGNS AT THE STATION AREN'T CLEAR ENOUGH AROUND THE STAIRCASES. OTHER THAN THAT, LOVELY. THANKS FOR THE SERVICE GUYS.

TRAIN:424

STATION SIGNS ON BOTH SIDES OF TRAIN WOULD BE HELPFUL.

TRAIN:424

I WOULD APPRECIATE MORE FREQUENCY OF CALTRAIN, WITH LITTLE WAITING PERIOD, ON WEEKENDS. LAST TRAIN FROM SAN JOSE AT 11:00 PM?

TRAIN:441

AT SAN JOSE DIRIDON, THERE WERE NO POSTED SIGNS INDICATING WHICH TRAIN TRACK TO BOARD. SOMETIMES WHEN A TRAIN IS DELAYED, I SEE THE "MINUTES" OF DELAY KEEP TICKING UP. I WISH I WOULD HAVE KNOWN UP FRONT ABOUT THE COMPLETE DELAY TIME. OVERALL, I LOVE CALTRAIN. CALTRAIN CONDUCTORS ARE ALWAYS SO PLEASANT! THANK YOU FOR MAKING ME FEEL SAFE AT ALL TIMES.

TRAIN:441

Signage/Printed Schedules/Communication

NOT WELL MARKED

TRAIN:441

IT WOULD BE GOOD TO HAVE MORE FREQUENT TRAINS. TRAINS NEED DISPLAYS SHOWING NEXT STOP. STATIONS NEED ELECTRONIC SIGNS SHOWING WHERE THE NEXT TRAIN COMES.

TRAIN:441

LOUDER ANNOUNCEMENTS ON BOARD WOULD BE GREAT, AS WELL AS A MAP OF THE DIFFERENT STOPS, INSIDE EVERY TRAIN.

TRAIN:804

COULDN'T HEAR THE ANNOUNCEMENTS! THIS IS NOT GOOD FOR A FIRST TIMER USER UNFAMILIAR WITH TAKING THE TRAIN.

TRAIN:804

FARE PAYMENT

Clipper System

Clipper System

I THINK SOMETHING SHOULD BE DONE ABOUT THE "PUNISHMENT" FARE WHEN I FORGET TO TAG OFF. I MAKE THE SAME COMMUTE EVERY DAY, BUT GET CHARGED THE FULL TWELVE DOLLAR FARE.

TRAIN:143

IT WOULD BE EASIER TO NOT HAVE TO TAG ON AND OFF GIVEN THAT I HAVE A GO PASS.

TRAIN:151

[Q3] CLIPPER CARD ISSUES ABOUND. NO ADD-VALUE MACHINES AT STATIONS AND 4TH AND KING MACHINE TAKES TEN MINUTES PER CUSTOMER WITH A VERY SLOW CONNECTION. FARES FOR MONTHLY PASS ARE VERY HIGH FOR SUCH A DIFFICULT ISSUE.

TRAIN:190

HOW TO ACTIVATE THE MONTHLY PASS COULD DEFINITELY BE CLEARER FOR PASSENGERS.

TRAIN:190

THIS TRAIN IS FILTHY: 8:30 PM AND THE SEAT ACROSS FROM ME HAS TWO EMPTY WATER BOTTLES, TWO NUTELLA CONTAINERS, AND THE SEAT NEXT TO ME IS LITTERED WITH MORE NUTELLA CONTAINERS. DISGUSTING. I JUST LOADED A CLIPPER CARD - THIS IS NOT CLEAR AT ALL! I PREFER TO USE PUBLIC TRANSPORTATION AND THIS NOT AT ALL SATISFACTORY. WE SHOULD AT LEAST BE AS CLEAN AND EFFICIENT AS THE JAPANESE RAIL SYSTEM. MUCH IMPROVEMENT NEEDED!

TRAIN:192

IT'S SILICON VALLEY, WE NEED FREE WI-FI ON TRAINS! ALSO, THIS PAYMENT SYSTEM SEEMS OBSOLETE AND OLD.

TRAIN:195

BUYING TICKET WAS NIGHTMARE WITH CLIPPER IN AND OUT PROCEDURE. THEY ARE VERY CONFUSING ON DIFFERENT MACHINES AND PROCESSES. NO ONE CAN ASSIST YOU FOR ANY QUESTIONS IN STATION.

TRAIN:207

UPDATE MONTHLY CLIPPER CARD PROCEDURE. TAGGING ON AND OFF IS AN UNNECESSARY STEP THAT SHOULD BE ELIMINATED.

TRAIN:207

PLEASE ADD CLIPPER MACHINES TO STATIONS. IT WOULD ALSO BE NICE TO ELIMINATE TAG OFF REQUIREMENT IN FUTURE.

TRAIN:207

THERE SHOULD BE A MACHINE TO PUT MONEY INTO CLIPPERS AROUND HERE.

TRAIN:207

TAGGING ON FOR MONTHLY PASS IS A PAIN TO REMEMBER. IS THERE A BETTER WAY?

TRAIN:216

Clipper System

HOOKS IN BATHROOMS FOR BACKPACKS, CLEANER RESTROOMS, MORE TABLES. PAYMENTS ON CLIPPER CARD BECOMING AVAILABLE SOONER.

TRAIN:217

SHOULD ADD MONTHLY PASS, ON TICKET MACHINE AND CALTRAIN APP. TRAIN IS REALLY PACKED AROUND RUSH HOURS, MAYBE ADD A FEW MORE? THANK YOU FOR YOUR SERVICE!!

TRAIN:217

CLIPPER NEEDS MACHINES AT STATIONS, NOT WALGREENS! GET RID OF THE NEGATIVE BALANCE ISSUE FOR MONTHLY PASSES.

TRAIN:217

I AM NOT SURE WHERE MY MONEY IS GOING. CALTRAIN HIGHER UPS? I SPEND SO MUCH ON A TICKET YET THE TRAINS ARE STILL FROM THE 1980'S AND THERE'S NO WI-FI. CLIPPER IS A JOKE AND IMPOSSIBLE TO DEAL WITH (CUSTOMER SERVICE) AND YOUR "ZONES" ARE A LAUGHABLE MONEY GRAB. FIX THESE PROBLEMS AND BRING CALTRAIN INTO THE 21ST CENTURY.

TRAIN:222

PLEASE DON'T REQUIRE TAGGING ON AND OFF FOR PASSES!

TRAIN:222

I'M GLAD TO HEAR ABOUT THE TICKET APP. BEFORE I GOT MY GO PASS, TICKETING WAS A NIGHTMARE. I COULD NOT ADD VALUE TO MY CLIPPER CARD AT THE SAN CARLOS STATION WHERE I LIVED. REFILLING ONLINE TAKES MULTIPLE DAYS?? THE CALTRAIN OFFICE IN SAN CARLOS CLOSSES AT FIVE. I HAD TO SPRINT THERE OFF THE CALTRAIN ON MULTIPLE DAYS. IF THE TRAIN WAS LATE, I COULDN'T GET TO THE OFFICE. I HAD A TERRIBLE EXPERIENCE WITH CALLING CUSTOMER SERVICE TRYING TO GET A REFUND FOR A MONTHLY PASS BEFORE GETTING A GO PASS. MAKE GO PASSES MORE AFFORDABLE FOR PEOPLE WHO DON'T WORK AT BIG COMPANIES.

TRAIN:225

FOR ONBOARD ANNOUNCEMENTS, THERE ARE ONE OR MORE OF THE NEW-STYLE TRAIN CARS WHERE THE SPEAKER VOLUME IS EXTRAORDINARILY LOW AND I CAN'T HEAR ANNOUNCEMENTS. I FIND USING CLIPPER A GENERALLY POOR EXPERIENCE. IT IS VERY EASY TO SPEND THE WRONG AMOUNT ON A TRIP OR FORGET TO CLIP ON/OFF FOR A MONTHLY PASS.

TRAIN:225

ON BOARD TICKET PURCHASING IS ESSENTIAL, AS IS THE ABILITY TO TAG ON/TAG OFF, ON THE TRAIN.

TRAIN:225

DON'T LIKE TAGGING ON AND OFF WITH MONTHLY PASS!!

TRAIN:225

THE CLIPPER CARD SYSTEM AND WEBSITE ARE TERRIBLE. WHEN I RENEW MY MONTHLY PASS, I HAVE TO WAIT FIVE TO SEVEN BUSINESS DAYS TO SEE IT, THAT'S A BAD EXPERIENCE. AND WHY DO I HAVE TO TAG ON THE FIRST OF THE MONTH TO ACTIVATE IT? THIS SYSTEM MUST BE IMPROVED.

TRAIN:232

Clipper System

SUGGESTIONS: IT WOULD BE GREAT IF CALTRAIN MONTHLY PARKING PASS WAS AVAILABLE TO DAILY USERS OF CLIPPER CASH VALUE. SINCE CANCELLATION OF 8-RIDE PASS, IT IS REALLY DIFFICULT TO WORK THINGS OUT WITH PARKING. ACCEPT DEBIT CARD ON CALTRAIN TICKET MACHINES. HAVE AN APP TO BUY CALTRAIN PARKING.

TRAIN:232

COULD YOU PLEASE SET UP A MOBILE TOILET IN LAWRENCE STATION? CLIPPER TOP UP AMOUNT TAKES MANY DAYS. PLEASE MAKE IT FASTER. WI-FI SERVICE.

TRAIN:233

MONTHLY CLIPPER IS DIFFICULT TO USE. THE TAG ON/OFF SYSTEM MORE COMPLICATED THAN NEEDS TO BE. OFTEN TIMES FORGET TO TAG ON/OFF AT FIRST OF MONTH OR SOMETIMES JUST DON'T HAVE TIME.

TRAIN:233

CLIPPER CARDS ARE COMPLICATED AND A PAIN. AN EASIER MONTHLY PASS WOULD BE GREAT. WI-FI WOULD ALSO BE NICE.

TRAIN:233

THE MACHINE TO REFILL THE MONTHLY PASS IS ONLY AVAILABLE IN VERY LIMITED STATIONS AND THEY ARE INCREDIBLY SLOW. WOULD LOVE TO SEE THEM UPDATED.

TRAIN:233

THE KIOSK/ATM TO RELOAD MONEY ONTO YOUR CLIPPER CARD NEEDS TO BE IMPROVED. I KNOW I CAN DO AUTOLOAD ONLINE, BUT I HAVE REASONS NOT TO. THIS HAS SOMETIMES DETERRED ME FROM TAKING CALTRAIN. IT'S VERY SLOW AND SOMETIMES DOES NOT PROCESS YOUR PAYMENT.

TRAIN:233

NEED MORE TAG-ON/TAG-OFF STATIONS, AND NEED ABILITY TO ADD MONEY TO CLIPPER CARDS AT MORE STATIONS. ALSO, PLEASE REMOVE HANGING ADS FROM 4TH AND KING, THEY BLOCK THE CLOCK!

TRAIN:254

[Q19] CLIPPER GO PASS IS HUGE PAIN. PLEASE MAKE A BIKE MONTHLY PASS.

TRAIN:254

LOADING CLIPPER CARD AT STATION IS SLOW AND DOES NOT ALWAYS WORK.

TRAIN:262

I HATE THE GO PASS ON CLIPPER CARD! [Q19] VIA CLIPPER

TRAIN:262

THE REQUIREMENT TO TAG OFF/ON THE FIRST RIDE OF EACH MONTH TO LOAD MONTHLY PASS IS VERY INCONVENIENT AND STRESSFUL. SOMETIMES MY PASS DOES NOT LOAD AND I AM CHARGED FOR A RIDE. THIS IS MY MAJOR CALTRAIN COMPLAINT.

TRAIN:267

Clipper System

CLIPPER CARD IS HORRIBLE, IF I HAVE TO HEAR SOMEONE SAY, "THREE TO FIVE DAYS" ONE MORE TIME I WILL PULL MY HAIR OUT. IF I HAD ANY OTHER OPTION I WOULDN'T TAKE IT. THE WORST.

TRAIN:267

AT STATIONS I WOULD APPRECIATE MORE COVERS OR SHIELDS FROM THE BLARING SUN, RAIN, AND COLD. IT'D BE NICE TO HAVE RESTROOMS AND FOOD OPTIONS AT MORE STATIONS. I WISH I DIDN'T HAVE TO RELY ON A CLIPPER CARD, TAKING IT OUT, REMEMBERING TO TAG ON, AND COULD DO EVERYTHING ON MY PHONE.

TRAIN:267

FORGETTING TO TAG ALL CLIPPER CARD IS COSTLY.

TRAIN:268

THE ONE-DAY DELAY FROM BUYING MONTH PASS OR ADDING VALUE IS REALLY ANNOYING.

TRAIN:268

PLEASE PUT CLIPPER TAGGING DEVICES ON THE TRAIN ITSELF. THIS WILL MAKE THINGS MUCH EASIER.

TRAIN:273

CONDUCTORS NEED TO ENFORCE RULES MORE, LIKE PEOPLE PUTTING FEET ON SEATS, ACTING RUDE, SLEEPING ON ALL THE SEATS. NEED A WAY TO TAG ON WHILE ON TRAIN.

TRAIN:273

TICKETS ARE EXPENSIVE. THE COST IS FAR TOO HIGH FOR THE SERVICE WE RECEIVE. THE JOURNEY IS ALWAYS ROCKY AND BUMPY. ALMOST-DAILY TICKET INSPECTIONS ARE ANNOYING AND RUDE (WHY NOT USE TURNSTILES?). BUYING MONTHLY TICKETS IS TEDIOUS AND THE REQUIREMENTS TO HAVE A MINIMUM CASH BALANCE AND TO TAP ON & OFF ON THE FIRST OF THE MONTH IS RIDICULOUS AND UNNECESSARILY COMPLEX. PLEASE MAKE IT SIMPLER AND IMPROVE THE SMOOTHNESS OF THE JOURNEY IF YOU WANT TO CHARGE PASSENGERS A PREMIUM PRICE. THANK YOU.

TRAIN:277

I AM MAINLY DISSATISFIED WITH HOW BUMPY THE JOURNEY IS AS WELL AS HOW OLD SCHOOL THE PAYMENT SYSTEM IS, CONSIDERING THEY ARE MUCH QUICKER AND EASIER TO ACCESS EVERYWHERE ELSE IN THE WORLD. I'VE ALSO HAD TO CREATE MY OWN BIKE TAG AS NO ONE SEEMS TO HAVE CALTRAIN BIKE PASSES. ALSO, NO ONE INFORMED ME ON HOW THE BIKES WORKED. I HAD TO ASK FRIENDS.

TRAIN:277

CLIPPER CARD RECHARGING STATIONS OFTEN DON'T WORK AND TAKE FOREVER WHEN THEY DO. IT IS UNCLEAR WHEN A PASS (MONTHLY) MUST BE VALIDATED. AFTER RIGHT AID PURCHASE, IN MACHINE, ETC. CONDUCTORS SHOULD EDUCATE BIKE RIDERS ON COURTESY WHEN TRAVELING ON CALTRAIN. BIKE STACKING ETC.

TRAIN:277

TO TAG, I OFTEN HAVE TO RUN. PLEASE HAVE BETTER PAYMENT ON THOSE DEVICES.

TRAIN:277

Clipper System

THE SAN FRANCISCO STATION CLIPPER REFILL MACHINE TAKES FOREVER!

TRAIN:282

IT IS STUPID TO TAG ON THE FIRST DAY OF THE MONTH WHEN I ALREADY BOUGHT THE MONTHLY PASS.

TRAIN:282

PLEASE MAKE MONTHLY CLIPPER CARD PASSES AUTO-RENEW. IT WOULD NOT BE HARD.

TRAIN:288

FIX THE TAG ON/TAG OFF FOR MONTHLY PASSES. SUPER ANNOYING.

TRAIN:288

CLIPPER CARD ADD CASH VALUE; STATIONS AT SAN FRANCISCO NEVER WORK.

TRAIN:288

CLIPPER MACHINES ARE TERRIBLY OUTDATED. TAKE FOREVER FOR TRANSACTIONS (IF THEY EVEN GO THROUGH). CLIPPER CARDS STILL DON'T WORK WITH MOBILE. THIS IS 2018.

TRAIN:288

WHILE ON THE TRAIN, I REALLY ENJOY CALTRAIN. MY MAIN ISSUES ARE: THE SCHEDULE. WANT MORE FREQUENT TRAINS. ESPECIALLY FROM SAN FRANCISCO TO THE SOUTH BAY AFTER 6:30 ON WEEKDAYS. ALSO, TAP ON/OFF IS ANNOYING, I HATE GETTING MY CARD OUT OF MY BAG.

TRAIN:288

THE CLIPPER CARD SYSTEM IS TERRIBLE. EVERYTHING ELSE IS GREAT. THANK YOU!

TRAIN:288

TRAINS TAKE WAY TOO LONG BETWEEN SAN FRANCISCO AND MOUNTAINVIEW. IT IS NOT POSSIBLE TO TOP UP THE CLIPPER CARD AT 4TH AND KING STATION. IT WOULD BE GREAT TO JUST PAY WITH A CONTACTLESS CREDIT CARD.

TRAIN:289

PLEASE HAVE CLIPPER TAG MACHINES ON THE TRAIN LIKE MUNI. ALSO, PLEASE HAVE A MORE CLEAR MESSAGE ON THE TAG READERS.

TRAIN:289

STANFORD EMPLOYEES (GO PASS USERS) SHOULD NOT BE REQUIRED TO TAG ON AND TAG OFF FOR EVERY RIDE. THIS IS INCONVENIENT AND CAUSES LONG LINES AT CLIPPER CARD STATIONS. I OFTEN HAVE TO SKIP THE LINE TO RUN TO THE LIGHT RAIL TO MAKE MY CONNECTION. THERE SHOULD BE A MUCH EASIER WAY TO COLLECT THE DATA YOU NEED.

TRAIN:313

MY CONCERNS ABOUT CALTRAIN ARE RELATED TO THE FREQUENCY OF THE TRAINS ON WEEKENDS AND THE LATER EVENINGS. WE WOULD LOVE TO TAKE CALTRAIN TO DINNER ON FRIDAY OR SATURDAY NIGHTS BUT THE SCHEDULE IS SO INFREQUENT ON THE WEEKENDS OR LATER EVENINGS. IN ADDITION, I WISH YOU HAD WI-FI ON THE TRAIN AND THE "TAG-ON/TAG-OFF" CONCEPT FOR MONTHLY PASSHOLDERS AT THE BEGINNING OF THE MONTH IS A PAIN.

TRAIN:313

Clipper System

I WOULD LIKE TO SEE IMPROVEMENTS IN MONTHLY PASS ONLINE RENEWAL TAKE EFFECT IMMEDIATELY. [Q21A] IS A ONE -VERY DISSATISFIED: WHEN MONTHLY PASSES ARE RENEWED IT TAKES TWO WEEKS TO TAKE EFFECT. THIS IS A VERY BAD EXPERIENCE.

TRAIN:313

THE CLIPPER CARD ON-LINE FUNCTIONALITY IS VERY POOR. IT TAKES SEVERAL DAYS TO LOAD VALUE; THE MONTHLY AUTO PAY DOESN'T ALWAYS WORK. AND THE COMBINATION OF MONTHLY PASS AND OUTSIDE MONTHLY ZONE TRAVEL RESULTS IN HIGHLY INACCURATE FARES. I ALWAYS END UP OVERPAYING WHEN TRAVELING BETWEEN ZONES WITHIN MY MONTHLY PASS AND OUTSIDE MY MONTHLY PASS. NOW I STOPPED TAPPING BECAUSE I HAVE EXCEEDED MY YEARLY REFUND ALLOWANCE. EVERYTHING ELSE WITH CALTRAIN IS GREAT.

TRAIN:324

GILROY MONTHLY PASSHOLDERS DESERVE A DISCOUNT AS WE DO NOT HAVE WEEKEND SERVICE AND LIMITED TO ONLY THREE TRAINS IN AND THREE TRAINS OUT.

TRAIN:329

PLEASE FIX TICKETING! CREATE CLIPPER TOUCHLESS (NFC) APPLICATION USING APPLE PAY!

TRAIN:329

IT WOULD BE GREAT IF WE PAID ACCORDING TO SPECIFIC DESTINATION LOCATION, RATHER THAN ZONES

TRAIN:330

I HAVE MISSED TOO MANY TRAINS BECAUSE I HAD TO TAG ON OR RELOAD. RELOADING TAKES FOREVER, IT IS LIKE AOL DIAL-UP. THERE SHOULD BE A TAG ON CLOSER TO THE TRAINS AT SOME STATIONS.

TRAIN:330

LOADING MONEY THROUGH MACHINE IS VERY LONG AND SOMETIME FAILS, AS DOES LOADING MONEY VIA WEB SITE FAILS THREE DAYS. I WOULD APPRECIATE IF YOU WOULD IMPROVE THIS.

TRAIN:330

[Q4] ADD FARE IS AWFULLY SLOW.

TRAIN:330

THE MACHINES AT 4TH AND KING TAKE FOREVER TO REFILL. ALL MACHINES STRUGGLE WITH CREDIT CARD AUTHORIZATION. TOO MANY MENTALLY ILL USE CALTRAIN STATIONS AS A DORM.

TRAIN:360

IT'S HARD TO BUY OR LOAD CLIPPER CARD

TRAIN:360

WISH THERE WAS A 6:30 AM TRAIN FROM SAN JOSE TO SAN FRANCISCO. BETTER MONTH APP FOR TICKETS.

TRAIN:360

Clipper System

THE CLIPPER CARD SYSTEM IS A BIT OF A PAIN. COULD EASILY BE REPLACED WITH MOBILE OR APPLE PAY SYSTEM! ALSO REFILLING CARD IS A BITCH.

TRAIN:360

THE CLIPPER CARD SYSTEM IS A PAIN TO USE; HAVING TO TAG ON AND OFF ON THE FIRST USE FOR A MONTHLY PASS. THE PEOPLE WHO DESIGNED THE SYSTEM OBVIOUSLY HAVE NOT USED IT FOR AN EXTENDED PERIOD OF TIME.

TRAIN:360

CLIPPER CARD MONTHLY APP IS HARD TO USE.

TRAIN:376

THE TRAIN DELAYS CAN GET LITTLE BETTER. WE FIND THE MOST UPDATED INFORMATION THROUGH CROWD SOURCING IN TWITTER. TRESPASSING INCIDENTS CAUSED BY POOR SECURITY AROUND THE ROADS NEEDS TO BE ADDRESSED. CLIPPER CARD ONLINE PAYMENT NEEDS TO REFLECT ON CARD SOONER.

TRAIN:376

CONDUCTORS SEEM TO HAVE THE LEAST INFORMATION ABOUT TRAIN DELAYS. NOT A GOOD SYSTEM WHEN TRAINS BREAK DOWN. MONTHLY CLIPPER SYSTEM IS POOR. HAVE TO REMEMBER TO TAG ON AND OFF ONE DAY PER MONTH.

TRAIN:376

WHY DO WE NEED TO TAG IN IF WE HAVE THE GO PASS?

TRAIN:381

I AM A HUGE FAN OF CALTRAIN, PUBLIC TRANSPORTATION. HOWEVER, THE COMPLEXITY OF THE CLIPPER CARD SYSTEM IS UNACCEPTABLE. TAG ON/OFF WHEN AND WHERE? KEEP \$1.25 ON IT HOW? IT THINKS I DIDN'T TAG OFF WHY? I' M ALWAYS CONFUSED BY MY CLIPPER CARD AND END UP OVER-PAYING ALL THE TIME. I'M EXTREMELY UNHAPPY WITH THE CLIPPER CARD SYSTEM. ALSO, I CAN'T BELIEVE THAT PEOPLE GET TICKETED BY POLICE FOR FAILURE TO PAY. THIS IS TOO PUNITIVE. I SAW THAT HAPPEN ONCE AND I WAS APPALLED. NO ONE UNDERSTANDS THE CLIPPER CARD SYSTEM.

TRAIN:381

TICKET MACHINES SHOULD SELL THE CLIPPER MONTHLY PASS. MAYBE ANNOUNCE REGULARLY WHERE THE LOST AND FOUND IS OR WHERE TO CALL.

TRAIN:381

I LIKE CALTRAIN. IT IS SAFE AND CLEAN. I HAVE TRIED BART, BUT CALTRAIN IS BETTER THAN IT, MUCH BETTER! THE ONLY THING THAT I WOULD COMPLAIN ABOUT IS THAT THE PROGRESS OF EXCHANGE MONEY IN CLIPPER CARD IS TOO SLOW. (MACHINE) SO, I HAVE TO GO TO WALGREEN TO DO THAT.

TRAIN:432

Clipper System

THE HIGH CHARGE THEN REFUND SYSTEM FOR CLIPPER CARDS IS SILLY. DON'T TAKE MONEY UNNECESSARILY AND THEN REQUIRE THE PASSENGER TO GET THEIR MONEY BACK! SEVERAL UNPLEASANT INTERACTIONS WITH CONDUCTORS HAS LED TO A RATHER BITTER FEELING ABOUT THEM AND THEIR CUSTOMER RELATIONS SKILLS. WHENEVER I THINK OF TAKING CALTRAIN, I SIGH IN RECOLLECTION.

TRAIN:433

Fares/Fare Policy/Ticket Validation Procedure

Fares/Fare Policy/Ticket Validation Procedure

STOP RAISING THE PRICE OF TICKETS. WE LOVE [NAME REMOVED] AND [NAME REMOVED].

TRAIN:101

I THINK ITS MESSED UP YOUR GONNA RAISE RATES AGAIN, COUNTING ON THE FACT LOWER INCOME PEOPLE ARE GONNA HAVE NO OTHER OPTIONS.

TRAIN:143

ADD CLIPPER PAYMENT STATIONS AT EACH STATION. THE ONLY KIOSKS ARE CALTRAIN. ALSO, PLEASE OFFER TRANSFER BENEFITS WHEN PEOPLE TRANSFER TO OR FROM BUSES.

TRAIN:150

HONESTLY SOME OF THE CONDUCTORS ARE SOULLESS, HEARTLESS, POWER TRIPPING DOUCHE BAGS. YES, I UNDERSTAND CALTRAIN IS NOT FREE, BUT NOTHING IS FREE AND WHEN YOU ARE BARELY SCRAPING BY AS IS, CALTRAIN EVEN IS MY ONLY WAY TO GO TO AND FROM WORK AND IT DOESN'T CRACK THE TOP TEN. I TRY TO PAY, BUT SOME NIGHTS I CAN'T. I'VE BEEN KICKED OFF THE LAST TRAIN TO SAN FRANCISCO IN SAN CARLOS, CRYING, BEGGING TO LET ME STAY ON. I HAVE A KID AT HOME WHOSE SITTER CAN ONLY STAY TILL ELEVEN. YOU BUY A TICKET. THIS IS BULLSHIT. MY EMAIL IS AT THE TOP. CONTACT ME!

TRAIN:150

ANNOUNCEMENTS ARE HARD TO HEAR. TRAINS ARE HARD TO NAVIGATE; NARROW AND AWKWARD. BAGS? TRAIN IS SO BOUNCY! HARD TO READ. MORE PRICE ZONES. PALO ALTO TO REDWOOD CITY SIX DOLLARS!!! NOT ENOUGH CLIPPER TAPPERS. I KNOW YOU DO YOUR BEST THOUGH. GOOD LUCK!

TRAIN:151

I NEED MORE TRANSPORT. IT IS FASTER WITHOUT STOPPING SO MUCH. I TRAVEL THE TRAINS FROM SAN JOSE TO SAN FRANCISCO AND THE RATES ARE VERY HIGH, THEY SHOULD SUPPORT THE TRAVELERS.

TRAIN:190

[Q3] CLIPPER CARD ISSUES ABOUND. NO ADD-VALUE MACHINES AT STATIONS AND 4TH AND KING MACHINE TAKES TEN MINUTES PER CUSTOMER WITH A VERY SLOW CONNECTION. FARES FOR MONTHLY PASS ARE VERY HIGH FOR SUCH A DIFFICULT ISSUE.

TRAIN:190

THE COST OF THE MONTHLY PASS IS EXCESSIVE. IT IS NO LONGER WORTH IT. THE SERVICE HAS DECLINED. RAISING THE COST TWO TIMES IN A YEAR IS RIDICULOUS AND NOT ACCEPTABLE.

TRAIN:190

PLEASE DON'T RAISE FARES SO SOON. (USUALLY THEY TRAIL AFTER SURVEYS LIKE THIS). TRAINS GET A BIT CRAZY AFTER PM GAMES, NEED BETTER MONITORING.

TRAIN:190

Fares/Fare Policy/Ticket Validation Procedure

EITHER ADD FAST, FREE WI-FI, OR STOP RAISING THE PRICE OF MY TICKET EVERY COUPLE MONTHS!!!
ADD THE OPTION TO BUY TICKETS ON NORTHBOUND PLATFORM AT CALIFORNIA AVENUE. STOP
WAKING ME UP AT 7 AM TO CHECK MY TICKET.

TRAIN:192

WOULDN'T EVEN TRY, THEY SMELL DISGUSTING AND THEY'RE MESSY. I AM POOR AND DISABLED, DO
NOT RAISE THE FARES! THE FARES HAVE BEEN RAISED ALREADY. IT'S BAD ENOUGH WAITING FOR
ONE-AND-A-HALF HOURS FOR A TRAIN AT SAN ANTONIO. ELECTRIFY CALTRAIN, SURE, OK, BUT GET
YOUR MONEY FROM ANOTHER SOURCE.

TRAIN:192

TOO EXPENSIVE, TOO SLOW, NO EARLY OR LATE TRAINS. FARES ARE TOO HIGH FOR INDIVIDUAL
TICKETS. THE SCHEDULE IS A BIG PROBLEM. I CAN'T GET TO WORK IN SUNNYVALE BY 8 AM ON
SATURDAY AND SUNDAY. THE LAST TRAIN NORTH FROM SAN JOSE IS 10:30 PM ON WEEKDAYS.
THAT'S WAY TOO EARLY! AND TRAINS ONLY COME ONCE PER HOUR OFTEN.

TRAIN:206

WEEKEND SCHEDULE -NEED MORE FREQUENCY AND EARLIER TRAIN SCHEDULE. AUTOMATION
CHECKING TRAIN TICKETS. RANDOM CHECKING AND INCREASING FARES ARE NOT THE ULTIMATE
SOLUTIONS.

TRAIN:207

I WOULD LIKE TO SEE MORE OF A CRACK DOWN ON RIDERS THAT DON'T HAVE TICKETS. I RARELY GET
ASKED FOR MY TICKET. OTHERWISE NICE JOB, I LIKE TAKING THE TRAIN.

TRAIN:207

CALTRAIN IS GETTING TOO EXPENSIVE WITH THE MONTHLY PASS FARE GOING UP AGAIN. WOULD BE
FINE, IF THE TRAIN HAD WI-FI.

TRAIN:216

CALTRAIN IS MORE EXPENSIVE THAN IT SHOULD BE. CARS ARE NOT PAYING AS MUCH AS THEY
SHOULD.

TRAIN:216

PARKING AT SAN CARLOS; VERY DISAPPOINTED. YOU RELOCATED PARKING TO A FIVE-MINUTE WALK
AWAY WITH NO LEFT TURN FROM EL CAMINO, WHILE AT SAME TIME RAISING PRICE ON MONTHLY
PASS FROM FIFTY-FIVE TO OVER EIGHTY DOLLARS.

TRAIN:216

TICKETS ARE TOO EXPENSIVE!

TRAIN:217

WOULD LOVE TO GET MONTHLY PASS AT STATION. NOT GOOD WHEN GARDA/BRINKS GUYS ACCESS
TICKET MACHINES DURING COMMUTE HOURS; THIS HAS CAUSED PARKING TICKETS FOR ME. WISH
THERE WERE MORE SEATS. OVERALL, CALTRAIN IS BEST TRANSIT OPTION IN BAY AREA BESIDES
FERRY!

TRAIN:217

Fares/Fare Policy/Ticket Validation Procedure

EXPENSIVE! IT'S CHEAPER TO DRIVE. INFREQUENT! EVERY HOUR IS NOT ENOUGH. GAME DAYS AT THE CITY ARE A MESS, CAUSE MASSIVE DELAYS, AND NOT ANNOUNCED. REGULAR TRAINS SHOULD RUN DURING GAME DAYS.

TRAIN:217

CAN THERE BE A BULLET FROM THE LAWRENCE STATION? CAN THE 8 RIDE TICKET COME BACK?

TRAIN:217

MORE TRAINS TO TAMIEN AND SOUTH. REINSTATE THE EARLY AM NORTHBOUND AND LATE SOUTHBOUND TRAIN. NO ABILITY FOR WORKERS FROM SOUTH OF SAN JOSE DIRIDON TO GET TO SUNNYVALE, MOUNTAIN VIEW, ETC. BEFORE SIX AM. NEED TO INTEGRATE ALL TRANSIT SYSTEMS TO MAKE IT AFFORDABLE, LIKE PORTLAND AND SEATTLE. TWENTY DOLLARS PER DAY IS TOO MUCH! FIX PEDESTRIAN LIGHTS BETWEEN TAMIEN VTA AND CALTRAIN, OUT FOR YEARS.

TRAIN:217

I AM NOT SURE WHERE MY MONEY IS GOING. CALTRAIN HIGHER UPS? I SPEND SO MUCH ON A TICKET YET THE TRAINS ARE STILL FROM THE 1980'S AND THERE'S NO WI-FI. CLIPPER IS A JOKE AND IMPOSSIBLE TO DEAL WITH (CUSTOMER SERVICE) AND YOUR "ZONES" ARE A LAUGHABLE MONEY GRAB. FIX THESE PROBLEMS AND BRING CALTRAIN INTO THE 21ST CENTURY.

TRAIN:222

CALTRAIN IS LOUD AND EXPENSIVE

TRAIN:222

MORE FREQUENT TRAINS DURING PEAK HOURS IN THE MORNING AND AFTERNOON. IMPROVE AIR CIRCULATION FOR OLD TRAINS. ADD MORE STOPS DURING PEAK HOURS. REDUCE TICKET COST.

TRAIN:222

CALTRAIN IS SLOW, DIRTY, EXPENSIVE. I HATE TAKING IT, BUT I HAVE NO OTHER CHOICE.

TRAIN:222

THERE SHOULD BE MORE FREQUENT FARE CHECKS WHILE ON BOARD BECAUSE IT SEEMS THAT THERE ARE A PERCENTAGE OF RIDERS THAT DON'T PAY.

TRAIN:222

I'VE BEEN TRYING TO GET A BIKE LOCKER, BUT THE PROCESS IS CONFUSING AND COULD USE MODERNIZATION. ALSO, IT'S FINE TO RAISE FARES IF NECESSARY, BUT DON'T DECREASE THE NUMBER OF DAILY FARES A MONTHLY PASS EQUALS FURTHER. I ALREADY SKIP BUYING A PASS IF I'M ON VACATION.

TRAIN:222

I'M FRUSTRATED THAT WHILE RIDERSHIP HAS INCREASED SO HAVE MONTHLY PASS RATES. AN EXPLANATION OF WHY FARES ARE INCREASING FOR THE SECOND TIME IN TEN MONTHS WOULD BE APPRECIATED.

TRAIN:225

Fares/Fare Policy/Ticket Validation Procedure

I'M GLAD TO HEAR ABOUT THE TICKET APP. BEFORE I GOT MY GO PASS, TICKETING WAS A NIGHTMARE. I COULD NOT ADD VALUE TO MY CLIPPER CARD AT THE SAN CARLOS STATION WHERE I LIVED. REFILLING ONLINE TAKES MULTIPLE DAYS?? THE CALTRAIN OFFICE IN SAN CARLOS CLOSSES AT FIVE. I HAD TO SPRINT THERE OFF THE CALTRAIN ON MULTIPLE DAYS. IF THE TRAIN WAS LATE, I COULDN'T GET TO THE OFFICE. I HAD A TERRIBLE EXPERIENCE WITH CALLING CUSTOMER SERVICE TRYING TO GET A REFUND FOR A MONTHLY PASS BEFORE GETTING A GO PASS. MAKE GO PASSES MORE AFFORDABLE FOR PEOPLE WHO DON'T WORK AT BIG COMPANIES.

TRAIN:225

THE ONLY COMPLAINT I HAVE IS THAT THE MONTHLY PASSES ARE TOO EXPENSIVE!

TRAIN:225

WOULD BE GREAT TO HAVE MONTHLY PASSES WHICH COULD BE [USED ON]15TH-16TH OF NEXT MONTH, GIVES FLEXIBILITY. WHILE ANNOUNCING BULLETS ON STATION, ANNOUNCEMENT OF WHERE TRAIN STOPS WOULD BE USEFUL. MORE CLIPPER MACHINES (EG: AT SUNNYVALE)

TRAIN:225

I HAVE A MONTHLY CARD. BUT ONE DAY (MAY 11TH) I FORGOT TO TAG IT, AND I WAS KICKED OUT OF THE TRAIN. I THINK CALTRAIN CAN BE MORE FRIENDLY TO CUSTOMERS.

TRAIN:225

OVERALL TIMETABLE IS DIFFICULT TO READ FOR THE BEGINNER. TILL NOW, I STILL DON'T KNOW HOW CALTRAIN CALCULATES THE RIDE FEE. SEEMS FROM SUNNYVALE TO MILLBRAE WILL CHARGE ME \$4.75 BUT FROM MILBRAE TO SUNNYVALE WILL CHARGE ME \$6.50.

TRAIN:225

PLEASE DON'T INCREASE FARE FOR AT LEAST ONE YEAR. THE CURRENT FARE IS AT THE POINT WHERE INCREASING IT WILL TAKE AWAY THE ADVANTAGE OF RIDING TRAIN OVER DRIVING.

TRAIN:225

FIX THE SEATS IN NEWER TRAINS TO FACE ONE DIRECTION LIKE IN WHITE CARS. INTRODUCE 8-RIDE PASS PLEASE.

TRAIN:225

LONGER TRAINS WITH MORE ROOM ALWAYS WELCOME. CHECKING FOR AND CATCHING FARE EVADERS ALWAYS WELCOME.

TRAIN:232

YOU GUYS NEED TO HAVE WI-FI ON THE TRAIN, NOT JUST WI-FI BUT GOOD WI-FI. I WISH I COULD BUY TICKETS ONLINE VIA THE APP WITH CRYPTOCURRENCY. YOU COULD CREATE YOUR OWN CRYPTOCURRENCY TOKEN CALLED CALTRAIN COIN.

TRAIN:232

PARKING IS TOO EXPENSIVE. TRAINS ARE TOO SMALL FOR DAILY COMMUTE VOLUMES. PRICES ARE GETTING TOO EXPENSIVE.

TRAIN:232

Fares/Fare Policy/Ticket Validation Procedure

STILL WAY TOO EXPENSIVE. REALLY SHOULD BE ELECTRIC.

TRAIN:232

ELECTRIFY THE DAMN THING, COME ON, THIS IS CALIFORNIA IN 2018, WHAT ARE THOSE DIESEL ENGINES STILL DOING HERE?! FARES ARE EXPENSIVE FOR A SLOW AND OBSOLETE TRAIN...

TRAIN:232

WOULD LIKE PRICE OF TICKETS NOT TO BE CLIMBING THIS FAST. PROMOTE MORE AFFILIATIONS WITH EMPLOYERS.

TRAIN:232

I WISH PRICES DIDN'T KEEP GOING UP. NEED BETTER ENFORCEMENT AND THE TAGGING ON AND OFF IS A TERRIBLE IDEA, PEOPLE FORGET ALL THE TIME. IF WE HAD A BETTER TICKETING SYSTEM MAYBE CALTRAIN WOUNDN'T NEED TO RAISE PRICES ALL THE TIME.

TRAIN:232

THE PRICE OF MONTHLY PASSES SHOULD BE NOT INCREASED; OR SHOULD KEEP TO A MINIMUM.

TRAIN:233

AS A STUDENT IN COLLEGE I WOULD PREFER TO BE ABLE TO GET STUDENT DISCOUNTS, INSTEAD OF JUST BEING EIGHTEEN OR UNDER. THERE SHOULD ALSO BE AN OPTION FOR COLLEGE STUDENTS (WITH UNIVERSITY IDENTIFICATION). I WOULD TAKE THE TRAIN MORE OFTEN IF IT WAS MORE AFFORDABLE.

TRAIN:233

DIGITAL SIGNS AT MOUNTAIN VIEW STATION OFTEN DON'T WORK, AND DON'T SHOW TRAIN NUMBER THAT IS ARRIVING, MAKES IT HARD TO KNOW IF IT IS AN EXPRESS, LOCAL ETC. WOULD BE HUGE HELP IF MONTHLY PASS CAN BE PURCHASED FROM TICKET MACHINE. DID NOT SEE THIS OPTION ON MACHINE AT SAN ANTONIO STATION.

TRAIN:233

I'VE BEEN TAKING CALTRAIN SINCE COLLEGE. OVERALL IS A GOOD EXPERIENCE, BUT I WOULD STRONGLY RECOMMEND IMPROVING THE TICKET SERVICE FOR US REGULARS. MAKING IT A MOBILE EXPERIENCE WOULD BE NICE. ALSO, PLEASE GET RID OR FIX OR DO SOMETHING ABOUT THE SLOW, AWFUL ADD-FARE CLIPPER MACHINES AT DIRIDON STATION. THANK YOU!

TRAIN:233

TICKETS ARE KINDA EXPENSIVE. ALSO, WISH TRAINS TO BE ELECTRIC INSTEAD OF DIESEL.

TRAIN:233

I GOT USED TO THE TICKET SYSTEM SINCE I USE IT EVERYDAY BUT IT WOULD BE CONFUSING FOR THE NEW PEOPLE. I HOPE WE HAD MORE WORKING TRAINS DURING NORMAL HOURS THEN I WOULD TAKE THE TRAIN TO CITY ON OFF-HOURS AS WELL INSTEAD OF DRIVING. MY SOURCE FOR CHECKING DELAYS IS "TWITTER" (THAT'S MORE UP TO DATE).

TRAIN:233

[Q19] CLIPPER GO PASS IS HUGE PAIN. PLEASE MAKE A BIKE MONTHLY PASS.

TRAIN:254

Fares/Fare Policy/Ticket Validation Procedure

PLEASE UPDATE YOUR ZONE PRICING STRUCTURE. I'M A BAY AREA NATIVE AND THE ZONE BREAKDOWN HAS BEEN THE SAME MY WHOLE LIFE, EXCEPT NOW THE TRAIN IS SO CROWDED DURING COMMUTE YOU OFTEN HAVE TO STAND FOR YOUR WHOLE RIDE. YOU DON'T EVEN PROVIDE WI-FI. YOUR PRICES ARE TOO EXPENSIVE GIVEN THE ABOVE.

TRAIN:254

WOULD YOU BE ABLE TO MAKE LAWRENCE STATION A ZONE THREE? SEND BULLET TRAINS TO THE LAWRENCE STATION.

TRAIN:254

I WOULD APPRECIATE MORE CONDUCTORS ON GIANTS GAME DAYS. ON THOSE DAYS, SOME PASSENGERS ARE VERY LOUD, POURING AND SPILLING ALCOHOL ON OTHERS. OTHERWISE THE TRAINS ARE USUALLY VERY CLEAN AND ON TIME. THANK YOU! (MAYBE CHECK TICKETS MORE TO CATCH FARE EVADERS.)

TRAIN:254

MILLBRAE BART STATION, TOO HARD TO USE CLIPPER CARD. BART AND CALTRAIN CLIPPER MACHINES ARE TOO FAR AWAY FROM EACH OTHER! ESPECIALLY WHEN ONE OF CALTRAIN MACHINES IS BROKEN, THEN I MISS MY BART CONNECTION.

TRAIN:257

I VERY RARELY GET ASKED TO PROVIDE PROOF OF FARE.

TRAIN:262

FOR THE COST OF A MONTHLY PASS, I FIND MYSELF DISAPPOINTED. PLEASE KNOW EFFORTS ON THE WHOLE ARE APPRECIATED, BUT INTERIORS ARE NOT THE CLEANEST (I HAVE SEEN SEVERAL RIPPED SEATS, DIRTY TABLES, BORDERLINE UN-USABLE BATHROOMS), ETC. A LOT OF PEOPLE THINK THE SOUTHBOUND 366 IS CURSED; BROKE DOWN THREE TIMES IN MAY 2018 ALONE AND HAD MY COMMUTE DOUBLED EVERY TIME. PLEASE WORK ON THE SMALL DETAILS, NOT JUST THE "BIG THING." THANK YOU FOR READING!

TRAIN:262

PLEASE RECOVER THE EIGHT RIDES OR INCREASE TO TEN RIDES. IT COSTS MORE FOR SINGLE RIDES FOR PEOPLE WHO DON'T MAKE MUCH.

TRAIN:262

INCREASING COSTS ARE MAKING IT LESS CONVENIENT TO USE CALTRAIN.

TRAIN:262

WOULD FEEL SAFE IF THERE WERE ROUNDS DONE PERIODICALLY FROM ZONE TO ZONE. ALSO, IF CALTRAIN COULD CONSIDER HAVING OUTLETS AND WI-FI ON NEWER TRAINS. I AM NOT HAPPY WITH FARES. IT WOULD BE GREAT IF INCREASES COULD BE CONTROLLED.

TRAIN:267

Fares/Fare Policy/Ticket Validation Procedure

CALTRAIN PRICES HAVE INCREASED TWICE OVER THE PAST FEW MONTHS AND WILL BE INCREASING AGAIN IN JULY. IF CALTRAIN IS NOT INCREASING TRAIN NUMBERS, I DONT SEE WHY THE PRICE INCREASE IS JUSTIFIED. MY OVERALL CALTRAIN EXPERIENCE IS GOOD, EXCEPT FOR THE PRICE. I AM VERY DISSATISFIED WITH THE PRICE INCREASES HAPPENING RECENTLY.

TRAIN:268

DISAPPOINTED THAT I TRIED TO ATTEND SESSIONS TO DISCUSS FARE INCREASES AND NO CALTRAIN REPRESENTATIVE WAS AT THE STATION FOR APPOINTED TIME.

TRAIN:268

IT WOULD BE WONDERFUL IF THERE WERE CLIPPER CARD SUPPORT IN IOS'S APPLE WALLET APP (NFC), OR IF SIMILAR PASS SUPPORT WERE AVAILABLE THROUGH THE OFFICIAL CALTRAIN MOBILE TICKET APP.

TRAIN:268

ZONE-BASED TICKET SYSTEM IS NOT SERVING THE NEEDS OF MANY PEOPLE. IT IS BETTER TO BE BASED ON THE DISTANCE/MILEAGE.

TRAIN:268

IN MY EXPERIENCE, WHEN A TRAIN IS DELAYED TWENTY MINUTES THE STATION SIGN WILL SAY ONE MINUTE LATE AND KEEP COUNTING UP GRADUALLY INSTEAD OF REVEALING THE FULL DELAY AT THE START. THIS IS INCONVENIENT AND FRUSTRATING. ALSO, THE FARES ARE GETTING REALLY EXPENSIVE. I WOULD TAKE THE TRAIN MUCH MORE IF IT WERE MORE AFFORDABLE.

TRAIN:273

OCCASIONALLY TRAINS LEAVE ONE TO TWO MINUTES EARLY. THIS IS ANNOYING AND UNNECESSARY! I HAVE BEEN KICKED OFF THE TRAIN FOR FORGETTING TO TAG ON, BUT I HAVE A GO PASS! WHY CAN'T THE READER DETECT THIS? WHY TAG ON AND OFF WITH GO PASS!?

TRAIN:273

TICKETS ARE EXPENSIVE. THE COST IS FAR TOO HIGH FOR THE SERVICE WE RECEIVE. THE JOURNEY IS ALWAYS ROCKY AND BUMPY. ALMOST-DAILY TICKET INSPECTIONS ARE ANNOYING AND RUDE (WHY NOT USE TURNSTILES?). BUYING MONTHLY TICKETS IS TEDIOUS AND THE REQUIREMENTS TO HAVE A MINIMUM CASH BALANCE AND TO TAP ON & OFF ON THE FIRST OF THE MONTH IS RIDICULOUS AND UNNECESSARILY COMPLEX. PLEASE MAKE IT SIMPLER AND IMPROVE THE SMOOTHNESS OF THE JOURNEY IF YOU WANT TO CHARGE PASSENGERS A PREMIUM PRICE. THANK YOU.

TRAIN:277

PLEASE CONVERT TO ELECTRIC TRAINS ASAP. CALTRAIN IS TOO EXPENSIVE.

TRAIN:277

START FINING PEOPLE WITH NO TICKET. PROVIDE ESTIMATES OF DELAY DURING ACCIDENTS.

TRAIN:277

NEED A BETTER WAY TO PAY. I WILL BE REDUCING CALTRAIN USAGE DUE TO ELIMINATION OF 8-RIDE AND OTHER PASSES.

TRAIN:277

Fares/Fare Policy/Ticket Validation Procedure

CONNECTING BETWEEN MUNI AND CALTRAIN AT RUSH HOUR IS TERRIBLE. I CONSTANTLY MISS TRAINS BY ONE TO FIVE MINUTES BECAUSE OF MUNI (BUS & TRAIN) DELAYS. PLEASE TRANSIT AUTHORITY GET EVERYONE WORKING TOGETHER FOR COMMUTERS! TOO EXPENSIVE TO BE SO UNRELIABLE.

TRAIN:282

CALTRAIN IS HANDS DOWN THE SAFER AND CLEANER CHOICE COMPARED TO BART, HENCE THE FIVE-PLUS RATINGS FOR CERTAIN ITEMS. CALTRAIN STAFF IS MUCH MORE PRESENT AND AVAILABLE DURING TRIPS TOO, WHICH REALLY CREATES A GREAT RIDER EXPERIENCE. THE CHECKING OF TICKETS IN THE MORNING ESPECIALLY FOR FREQUENT OR MONTHLY PASS HOLDERS IS ROTE AND ANNOYING WHEN YOU'RE SLEEPY.

TRAIN:282

CLIPPER CARD MACHINE POORLY PLACED IN BURLINGAME. THE MOST IMPORTANT THAT THAT CALTRAIN MUST DO IS TO ALWAYS CHECK FOR VALID TICKETS WHEN ENTERING FROM THE 4TH AND TOWNSEND STATION. THIS IS ONLY BEING DONE OCCASIONALLY. IT HAS TO BE DONE FOR EVERY PASSENGER, EVERY TIME IN ORDER TO MAKE SURE CALTRAIN DOES NOT DEGRADE AND BECOME AS BAD AS THE SHAME OF THE COUNTRY, BART.

TRAIN:282

I HAVE COME ACROSS RUDE CONDUCTORS. TRAIN INTERIORS ARE ALWAYS DIRTY. PARKING ELEVATOR DIRTY AND SMELLY! TICKET MACHINES WON'T SELL PARKING UNLESS YOU HAVE A MONTHLY PASS FIRST. CONDUCTORS ARE NOT ALWAYS OUTSIDE THE DOORS TO MAKE SURE ALL PASSENGERS HAVE BOARDED. FARES ALWAYS GO UP BUT NO IMPROVEMENT IN SERVICES.

TRAIN:288

DISLIKE FARE INCREASES OF MONTHLY PASSES AND ELIMINATION OF 8-RIDE TICKETS BUT OTHERWISE SATISFIED.

TRAIN:288

TICKET IS EXPENSIVE! NO MORE SURGES PLEASE.

TRAIN:288

THE ONE THING I THINK CALTRAIN REALLY NEEDS IS A REALTIME STATUS APP. IT WOULD HELP A LOT FOR SMALL DELAYS AND MAJOR DISRUPTIONS. ALSO WI-FI!! ALSO STOP RAISING FARES. YA'LL ARE ALREADY EXPENSIVE!

TRAIN:288

I WOULD LOVE TO SEE WI-FI IMPLIMENTED ON ALL TRAINS. I COMMUTE ONE-AND-A-HALF HOURS EACH WAY TO WORK AND WOULD BE ABLE TO GET A SIGNIFIGANTLY LARGER AMOUNT OF WORK DONE. I KNOW I'M NOT THE ONLY ONE WHO FEELS THIS WAY. TICKET PRICES CONTINUE TO GO UP BUT I DON'T FEEL AS THERE ARE ANY IMPROVEMENTS DONE TO THE TRAINS THEMSELVES.

TRAIN:288

Fares/Fare Policy/Ticket Validation Procedure

I MISS 8-RIDE PASSES, AND WOULD VALUE THE ABILITY TO PAY FOR RIDES WITH MY PHONE'S NFC SYSTEM. ZONED TICKETING IS FRUSTRATING FOR PEOPLE WHO ARE JUST OUTSIDE ZONES (LAWRENCE TO REDWOOD CITY COSTS AS MUCH AS TAMIEN TO MILLBRAE!) THAT IS SEVEN STOPS COSTING AS MUCH AS EIGHTEEN!

TRAIN:288

YOU SUCK AT KEEPING RIDERS UPDATED ON TRAIN DELAYS; TEN MINUTES IS TOO LONG DURING RUSH HOUR. ALSO EXPENSIVE FOR WHAT IT IS. FARES WOULD BE JUSTIFIED IF THE TRAIN RAN MORE FREQUENTLY.

TRAIN:288

OVERALL I ENJOY MY COMMUTE, MY ONLY COMMENT WOULD BE THAT IN THE PAST WEEKS, THE TRAIN STAFF HASN'T BEEN CHECKING THE TICKETS WHEN PEOPLE BOARD. OVERALL THIS IS MY PREFERRED COMMUTE SERVICE.

TRAIN:288

WOULD LIKE TO HAVE A 30-DAY CALTRAIN PASS INSTEAD OF MONTH-TO-MONTH. THIS WAY I CAN PURCHASE PASS ON ANY DAY OF THE MONTH. SOMETIMES TRAIN IS A BIT EARLY DEPARTING AT STATION AND I HAVE MISSED IT A FEW TIMES.

TRAIN:288

CONDUCTORS SHOULD NOT ACCUSE PEOPLE OF FARE EVASION. WHY NOT INFORM PEOPLE OF TICKETING VIA THE APP ON THE ANNOUNCEMENTS? MORE BULLET TRAINS SHOULD BE ADDED AND PRICES SHOULD BE THE SAME, NOT MORE THAN BART!

TRAIN:289

I WISH CALTRAIN WAS ALWAYS ON TIME, HAD WI-FI, AND I WISH THE APP EXPERIENCE WAS BETTER; ADD PROOF OF GOPASS ON THERE.

TRAIN:313

NOT SURE WHY THERE IS A PRICE INCREASE. STOP INCREASING THE FARES!

TRAIN:313

CONSIDERING HOW EXPENSIVE IT IS TO COMMUTE VIA CALTRAIN, IT WOULD BE NICE TO INSTALL ONBOARD WI-FI.THE NETWORK HAS SO MUCH TRAFFIC WITH EVERYONE ON THEIR CELLPHONES IT IS NEARLY IMPOSSIBLE TO CONNECT TO THE INTERNET.

TRAIN:313

NEED TO KEEP UP ON FARE ENFORCEMENT. HAVE NOT BEEN CHECKED ON #370 IN MONTHS.

TRAIN:313

OVERCROWDED TRAINS. NEED MORE TRAIN CARS. NEED MORE SCHEDULED; WOULD HELP OVERCROWDED TRAINS. WHERE DOES THE RATE-INCREASE REVENUE GO? NOT TO INCREASES IN TRAIN CARS?! GET RID OF BIKE CARS.

TRAIN:313

NO MORE RATE INCREASES!

TRAIN:313

Fares/Fare Policy/Ticket Validation Procedure

I DON'T UNDERSTAND WHY PRICES GO UP ALL THE TIME BUT THERE IS STILL NO WI-FI ON BOARD.

TRAIN:313

WE NEED MORE TRAINS GOING TO MORGAN HILL AND GILROY! AND BETTER TRAINS. ESPECIALLY IN THE EVENING. A LOT OF NEW HOUSES, IT'S A MISSED OPPORTUNITY. ALSO PRICES ARE TOO HIGH. NO MORE INCREASES! PARKING IS SCARCE. WE NEED MORE PARKING IN SAN JOSE, ESPECIALLY FOR THE COST.

TRAIN:313

STATIONS VARY. MONTHLY PASSES ARE TOO EXPENSIVE!

TRAIN:313

NOT SURE HOW MUCH REVENUE CALTRAIN IS LOSING, BUT RARELY ARE STAFF CHECKING CUSTOMERS' TICKETS ON BOARD, SHOULD VERIFY MORE OFTEN. PARKING IS TOO COSTLY.

TRAIN:313

THE PRICE OF THE ZONE 1-3 TICKET RECENTLY WENT UP, HOWEVER I HAVEN'T NOTICED CORRESPONDING IMPROVEMENT IN SERVICE. CPI IS \$2.90, TICKET INCREASE WAS FORTY PERCENT?

TRAIN:324

THE TRAIN TICKETS ARE TOO EXPENSIVE, NEED A BETTER SYSTEM FOR WHEN TRAINS BREAKDOWN OR IF THERE IS AN ACCIDENT.

TRAIN:329

NOT HAPPY WITH THE SCHEDULE AND FARES. A PERSON WHO'S RIDING FROM LAST STOP AS A ZONE TO THE VERY NEXT ONE (BEGINNING OF THE NEXT ZONE) PAYS AS MUCH AS A RIDER PAYS FROM THE FIRST STATION IN A ZONE TO THE LAST ONE AT THE ZONE! WHEN ONE MISSES A TRAIN THE NEXT ONE IS TYPICALLY AN HOUR LATER AT MOST STATIONS.

TRAIN:329

NO WI-FI, WE NEED IT. PRICES GO UP TOO OFTEN WITHOUT SEEING RESULTS. SOME STATIONS ARE CONFUSING AS TO WHAT TRAINS ARE WHICH, IE: TAMIEN STATION.

TRAIN:329

LOWER TICKET COSTS PLEASE!

TRAIN:360

WAY TOO EXPENSIVE

TRAIN:360

THE FARE IS VERY EXPENSIVE, THINK YOU'LL HAVE WORK WITH IT AND REDUCE THE PRICE. REALLY THE PRICE IS CRAZY. THANKS!

TRAIN:360

TRAINS INTERIOR COULD BE MORE CLEAN AND THE AIR FRESHER. SEAT COVERS NEED TO BE BETTER WIPED AND SANITIZED. WINDOWS SHOULD BE WIPED MORE OFTEN. TRACKS ARE TOO BUMPY IN SOME AREAS, FEELS UNSAFE AT HIGH SPEED! FEEL PRICY COMPARED TO RIDE QUALITY.

TRAIN:360

Fares/Fare Policy/Ticket Validation Procedure

TRAVEL COSTS ARE TOO HIGH. HAVE COMPANIES SUBSIDIZE THE FARES. MORE CARS OFF ROAD EQUALS MORE PASSENGERS.

TRAIN:360

THE 7:04 AM TRAIN FROM SAN JOSE TO SAN FRANCISCO IS A REALLY BAD EXPERIENCE FOR ME, THE CONDUCTOR CHECKS MY TICKET EVERY TIME! I SLEEP ON THE TRAIN AND AM REALLY BOTHERED BY THIS, SINCE I AM WOKEN UP EVERY TIME. I REALLY DON'T WANT TO TAKE THIS TRAIN!

TRAIN:376

FARE AND PARKING INCREASES ARE CRIMINAL. CALTRAIN HAS FUNDING FROM FEDERAL GOVERNMENT FOR ELECTRIFICATION PROJECT, RECORD HIGH RIDERSHIP (PER CALTRAIN) A MEASURE ON JUNE BALLOT AND FARES HAVE INCREASED THREE TIMES IN JANUARY 2017 TO JULY 2018 TIMEFRAME. PARKING INCREASED OVER FIFTY PERCENT FOR MONTHLY PASS LAST TIME. WHAT IS THE MONEY BEING USED FOR? NO IMPROVEMENTS.

TRAIN:376

I DEPEND ON CALTRAIN WITH MY BIKE. BIKE CAPACITY IS OFTEN A PROBLEM. TRAIN DELAYS WITH FALSE OR NO INFORMATION IS A REAL PROBLEM! MONTHLY PASS: FALSE INFORMATION REGARDING MONTHLY ACTIVATION COST ME WASTED TIME AND EFFORT FOR YEARS. THEN IT COST ME SEVERAL HUNDRED DOLLARS BECAUSE IT KEPT CHARGING ME FOR UNUSED ZONES.

TRAIN:381

GOOD: ON TIME, FREQUENT BUSY HOUR TRAINS, CONDUCTORS ARE NICE. BAD: FILTHY BATHROOMS, TOO EXPENSIVE

TRAIN:381

I HAVE BEEN OVERCHARGED DUE TO MONTHLY TAP ON TAP OFF (OR FORGETTING TO) MANY TIMES. PLEASE UPDATE TECHNOLOGY. BRING BACK SAN FRANCISCO 9 AM BABY BULLET. ENFORCE BIKES BOARD FIRST TO IMPROVE DWELL TIME, ESPECIALLY MOUNTAIN VIEW AND PALO ALTO.

TRAIN:385

MONTHLY PASS INCREASES DO NOT REFLECT AN ADDED VALUE FOR CUSTOMERS. INSIDE OF TRAIN SEATS THE WINDOWS, BAG SHELVES ARE FILTHY.

TRAIN:385

TOO EXPENSIVE! PLEASE BREAK THE ZONES INTO SHORTER BITS. TEN DOLLARS TO TRAVEL FIVE MILES IS TOO MUCH. ALSO BRING BACK 10 RIDE PASS.

TRAIN:385

CALTRAIN CAN BE EXPENSIVE, SOMETIMES ITS HARD TO AFFORD THE MONTHLY PASS AND MONTHLY PARKING PERMIT. CHEAPER TO DRIVE FOR US.(2 PEOPLE)

TRAIN:421

OVER CROWDING IS AN ISSUE. PRICES ARE TOO HIGH AS WELL. FOR THE EXPERIENCE I'D PREFER TO PAY AT LEAST THREE DOLLARS LESS.

TRAIN:421

Fares/Fare Policy/Ticket Validation Procedure

MISS YOU 10-RIDE!!

TRAIN:432

MORE TRAINS ON WEEKENDS WOULD BE GREAT FOR FOLKS WHO WORK THE WEEKEND. ESPECIALLY SUNDAYS. ALSO FARES ARE BECOMING REALLY EXPENSIVE. MAYBE GET SOME DOLLARS FROM BIG TECH?

TRAIN:433

EVERYTHING IS FINE EXCEPT THE SCHEDULES ON WEEKENDS. FARES ARE ALSO SO EXPENSIVE.

TRAIN:433

TICKET PRICES ARE TOO HIGH. TRAINS CLEANLINESS BETTER THAN BART, BUT MUCH TO BE DESIRED. TOO MANY LATE TRAINS. BATHROOMS DISGUSTING. PRICES TOO HIGH. PAY EMPLOYEES LESS, STRIP BENEFITS AND LOWER PRICES, EXORBITANT PRICES. INSULTING, TRAINS ARE GROSS.

TRAIN:438

I REALLY LIKE THE APP. THE TRAINS ARE SUPER ON TIME TO THE EXACT MINUTES. I LIKE THAT. PLEASE MAKE YOUTH DISCOUNT TWENTY-YEAR-OLDS AND UNDER. BROKE COLLEGE STUDENTS NEED HELP.

TRAIN:438

I DIDN'T KNOW IT EXISTED! COOL! (RE: CALTRAIN MOBILE APP)

TRAIN:441

MY COMMUTE IS ONE ZONE. CALTRAIN IS STILL MORE EXPENSIVE THAN DRIVING, CONSIDERING GAS, INSURANCE, AND DEPRECIATION. FIX THAT PLEASE.

TRAIN:801

Ticket/Clipper Machines

Ticket/Clipper Machines

CLIPPER TAG OFF LOCATIONS NOT DISTRIBUTED CONVENIENTLY; HEADWAYS BETWEEN TRAINS (ESPECIALLY ON WEEKENDS) FAR TOO LONG, NEED HIGHER FREQUENCY; BIKE CROWDING AT RUSH HOUR; COULD USE ADDITIONAL CARS.

TRAIN:142

HOPE ONE DAY TAGGING MACHINES WILL ALSO BE INSIDE THE TRAIN LIKE THE VTA BUSES. THIS COULD FACILITATE FASTER BOARDING FOR CLIPPER CARD HOLDERS. OR HOW ABOUT "ON-LINE" BOARDING?

TRAIN:143

I THINK SOMETHING SHOULD BE DONE ABOUT THE "PUNISHMENT" FARE WHEN I FORGET TO TAG OFF. I MAKE THE SAME COMMUTE EVERY DAY, BUT GET CHARGED THE FULL TWELVE DOLLAR FARE.

TRAIN:143

THERE ARE NOT CLIPPER MACHINES TO REFILL CARDS IN ALL STATIONS.

TRAIN:150

BELMONT NEEDS MORE CLIPPER TAG ON AND OFF POSTS. SOUTHERN END IS VERY LACKING.

TRAIN:150

ADD CLIPPER PAYMENT STATIONS AT EACH STATION. THE ONLY KIOSKS ARE CALTRAIN. ALSO, PLEASE OFFER TRANSFER BENEFITS WHEN PEOPLE TRANSFER TO OR FROM BUSES.

TRAIN:150

MACHINES TO ADD-CASH TO CLIPPER CARDS ARE EXTREMELY CUMBERSOME, TOO TIME CONSUMING. MACHINES AT BART STATIONS ARE MUCH EASIER TO USE. THE BART CASH-ADD TECHNOLOGY SHOULD BE EMPLOYED AT THE CALTRAIN STATION.

TRAIN:150

NO HELP IN THE TICKET BOOTH, THIS IS MY FIRST TIME PURCHASING VIA MACHINE. LATER ON, A LADY PASSED BY AND HELPED ME FINALIZE THE PURCHASE. BETTER TO HAVE INFORMATION DESK TO HELP. NO RECEIPT FOR CREDIT CARD PAYMENT.

TRAIN:151

NEED A CLIPPER CARD REFILL MACHINE AT THE DESTINATION

TRAIN:151

IT WOULD BE GREAT IF CLIPPER RELOAD MACHINE STARTED TAKING AMERICAN EXPRESS! OTHERWISE I ENJOY TAKING CALTRAIN A LOT.

TRAIN:151

ANNOUNCEMENTS ARE HARD TO HEAR. TRAINS ARE HARD TO NAVIGATE; NARROW AND AWKWARD. BAGS? TRAIN IS SO BOUNCY! HARD TO READ. MORE PRICE ZONES. PALO ALTO TO REDWOOD CITY SIX DOLLARS!!! NOT ENOUGH CLIPPER TAPPERS. I KNOW YOU DO YOUR BEST THOUGH. GOOD LUCK!

TRAIN:151

Ticket/Clipper Machines

[Q3] CLIPPER CARD ISSUES ABOUND. NO ADD-VALUE MACHINES AT STATIONS AND 4TH AND KING MACHINE TAKES TEN MINUTES PER CUSTOMER WITH A VERY SLOW CONNECTION. FARES FOR MONTHLY PASS ARE VERY HIGH FOR SUCH A DIFFICULT ISSUE.

TRAIN:190

IT WOULD BE NICE TO BE ABLE TO BUY TICKETS AT MACHINES WITH DEBIT CARDS.

TRAIN:190

THE 9:43 TRAIN THAT STOPS AT BURLINGAME TO GO TO 4TH AND KING WAS LATE GREATER THAN FIFTY PERCENT OF THE TIME FOR A FEW MONTHS. NOW IT SEEMS MORE ON TIME. BUT THE LATE TIMER WAS OFTEN NOT CORRECT (LATE FOR FIFTEEN MINUTES BUT SAYS ONLY FIVE). ALSO ADD RATE TO CLIPPER MACHINES VERY SLOW.

TRAIN:190

CLEAR INSTRUCTIONS ON TICKET MACHINES ARE APPRECIATED

TRAIN:190

CLIPPER REFILL MACHINE IS RIDICULOUSLY SLOW AND NEED MORE OF THEM AT OTHER STATIONS.

TRAIN:190

EITHER ADD FAST, FREE WI-FI, OR STOP RAISING THE PRICE OF MY TICKET EVERY COUPLE MONTHS!!! ADD THE OPTION TO BUY TICKETS ON NORTHBOUND PLATFORM AT CALIFORNIA AVENUE. STOP WAKING ME UP AT 7 AM TO CHECK MY TICKET.

TRAIN:192

I AM A FIRST TIME USER (VISITING TOURIST). MANY QUESTIONS I HAVE NO EXPERIENCE WITH SO RESPONDED NO ANSWER. MY ONLY DIFFICULTY WAS PAYING BY CREDIT/DEBIT CARD AT TICKET MACHINE. IT REPEATEDLY GAVE ME A "BAD READ" ERROR MESSAGE; IT TOOK APPROXIMATELY NINE TIMES BEFORE I GOT IT TO WORK. OTHERWISE, GREAT EXPERIENCE ON THE TRAIN.

TRAIN:192

TICKET MACHINES DO NOT ACCEPT ALL CREDIT CARDS.

TRAIN:192

PLEASE INCLUDE CLIPPER CARD ADD-FARE MACHINES IN MORE STATIONS! I ENJOY CALTRAIN'S SMELL, ALTHOUGH THE VENTILATION DOES NOT WORK TOO WELL IN HOT DAYS. ALL THE STAFF IS ALWAYS KIND AND RESPECTFUL. THANK YOU!

TRAIN:197

ALL STATIONS NEED CLIPPER CARD MACHINES. IN REDWOOD CITY IT WOULD HELP TO HAVE MACHINES AT BOTH ENDS OF THE STATION. IT WOULD BE GREAT TO HAVE INDICATOR LIGHTS ON EACH CAR WITH THE NUMBER OF OPEN SEATS AVAILABLE.

TRAIN:206

PLEASE ADD CLIPPER MACHINES TO STATIONS. IT WOULD ALSO BE NICE TO ELIMINATE TAG OFF REQUIREMENT IN FUTURE.

TRAIN:207

Ticket/Clipper Machines

CLIPPER CARD READERS AND TICKET PURCHASING MACHINES (AT DIRIDON) HAVE NOT FUNCTIONED PROPERLY AT TIMES.

TRAIN:207

TICKETING MACHINES AT 4TH AND KING (FOR CLIPPER CARD) ARE VERY OLD AND IT TAKES AT LEAST THREE MINUTES TO PROCESS A TRANSACTION.

TRAIN:216

TICKETING MACHINES IN REDWOOD CITY NOT CONVENIENTLY LOCATED. CARS ARE TOO CROWDED.

TRAIN:217

CLIPPER CARD LOADING MACHINES; HAVE THEM AT MORE STATIONS PLEASE! ALSO, THE ONES AT 4TH & KING ARE SLOW AND FREQUENTLY DON'T WORK. WEEKDAY CONDUCTORS ARE THE BEST! WEEKEND CONDUCTORS ARE RUDE AND NOT HELPFUL.

TRAIN:217

PUT CLIPPER MACHINES AT ENTRANCE AND EXIT TO STATION ON NORTHBOUND SIDE OF MENLO PARK.

TRAIN:217

CONDUCTORS ARE GENERALLY MORE COURTEOUS IN MORNINGS THAN EVENINGS. A CLIPPER CARD SCANNER AT THE NORTHMOST END OF THE STATION WOULD BE GREAT. I LIKE BIKE PRE-BOARD. PLEASE MORE SEATS!

TRAIN:217

CLIPPER NEEDS MACHINES AT STATIONS, NOT WALGREENS! GET RID OF THE NEGATIVE BALANCE ISSUE FOR MONTHLY PASSES.

TRAIN:217

PLEASE UPDATE THE TICKET MACHINE WHEN PURCHASING MONTHLY PARKING. RECEIPT SAYS "TRANSIT" EXPENSE, NOT "PARKING" SO MY BENEFITS CARD DOES NOT CHARGE IT CORRECTLY. MEANING I HAVE BENEFITS' MONEY (MY MONEY) THAT I HAVE NO ACCESS TO. THANK YOU.

TRAIN:217

ABILITY TO ADD CLIPPER CARD ON CALTRAIN MACHINES

TRAIN:222

I'M FRUSTRATED THAT WHILE RIDERSHIP HAS INCREASED SO HAVE MONTHLY PASS RATES. AN EXPLANATION OF WHY FARES ARE INCREASING FOR THE SECOND TIME IN TEN MONTHS WOULD BE APPRECIATED.

TRAIN:225

TRAINS ARE OVERCROWDED, SPECIFICALLY WITH BIKES. THERE SHOULD BE MORE CLIPPER MACHINES.

TRAIN:225

Ticket/Clipper Machines

WOULD BE GREAT TO HAVE MONTHLY PASSES WHICH COULD BE [USED ON]15TH-16TH OF NEXT MONTH, GIVES FLEXIBILITY. WHILE ANNOUNCING BULLETS ON STATION, ANNOUNCEMENT OF WHERE TRAIN STOPS WOULD BE USEFUL. MORE CLIPPER MACHINES (E.G.: AT SUNNYVALE)

TRAIN:225

CLIPPER CARD KIOSK-CALTRAIN KIOSK TAKES TOO LONG TO LOAD. BART KIOSK AND MUNI ARE FASTER.

TRAIN:232

I WISH PRICES DIDN'T KEEP GOING UP. NEED BETTER ENFORCEMENT AND THE TAGGING ON AND OFF IS A TERRIBLE IDEA, PEOPLE FORGET ALL THE TIME. IF WE HAD A BETTER TICKETING SYSTEM MAYBE CALTRAIN WOULDN'T NEED TO RAISE PRICES ALL THE TIME.

TRAIN:232

IMPROVE DESIGN AND USE OF CLIPPER CARD MACHINES. I ALWAYS FORGET TAGGING OFF THE "" "" AT DESTINATION.

TRAIN:232

THE CLIPPER MACHINES ARE EXTREMELY INFURIATING. PLEASE CONSIDER UPDATING THE MACHINES FOR A QUICKER REFILLING EXPERIENCE. OTHER THAN THAT, I LOVE CALTRAIN. THANKS.

TRAIN:233

MORE PARKING AT MOUNTAIN VIEW. CLIPPER CARD-OFTEN FORGET TO TAG OFF, GET CHARGED EXTRA. A LOT MORE BULLET TRAINS TO SAN FRANCISCO.

TRAIN:233

THE CALTRAIN TICKET MACHINES ARE SUPER SLOW IN PROCESSING CREDIT CARD TRANSACTIONS. CAN YOU MAKE IT FASTER?

TRAIN:233

[Q19] IT'S IMPOSSIBLE TO ACTIVATE MY CLIPPER MONTHLY PASS BY TAPPING IN THE CALTRAIN STATION. BUT IT WORKS AT VTA LIGHT RAIL STATION AT MOUNTAIN VIEW. [Q20] YOU GUYS ROCK!

TRAIN:233

URINE SMELL AT PALO ALTO STATION IS UNACCEPTABLE, IT'S A DAILY PROBLEM DESPITE OCCASIONAL POWER WASHING. TICKET PODIUMS FOR CLIPPER ARE POSITIONED SO YOU HAVE TO WALK THROUGH BOARDING AND OFFLOADING PEOPLE TO TAG ON, SHOULD BE AT STAIRWELL OR PLATFORM ENTRANCES, TOO EASY TO FORGET TO TAG ON. CONDUCTOR ON MAY 9TH CALLED RIDERS "DUMBASSES" THREE TIMES FOR FORGETTING TO TAG ON, WHICH IS AN EASY MISTAKE GIVEN ABOVE.

TRAIN:233

MORE CLIPPER TAP STATIONS AT ALL STATIONS PLEASE. THANKS!

TRAIN:233

Ticket/Clipper Machines

NEED MORE TAG-ON/TAG-OFF STATIONS, AND NEED ABILITY TO ADD MONEY TO CLIPPER CARDS AT MORE STATIONS. ALSO, PLEASE REMOVE HANGING ADS FROM 4TH AND KING, THEY BLOCK THE CLOCK!

TRAIN:254

I WOULD LIKE TO SEE MORE FREQUENCY OF TRAINS AND FASTER CLIPPER MACHINES. EARLIER START TIME ON WEEKENDS AND MORE FREQUENT TRAINS ON WEEKENDS AS WELL.

TRAIN:262

ON SITE CLIPPER MACHINE IS WAY TOO SLOW. MORE FREQUENT TRAINS THROUGHOUT THE DAY AND MORE TRAINS ON WEEKENDS, STARTING EARLIER IN THE MORNING.

TRAIN:262

I CAN THINK OF ONE RIGHT NOW: THERE SHOULD BE MORE TICKET MACHINES ON EACH PLATFORM ON STATIONS WHICH ARE BUSIER AS COMPARED TO OTHERS.

TRAIN:262

I WOULD LIKE TO HAVE TAG MACHINE ON TRAIN. VERY INCONVENIENT WHEN TAG ON/OFF. ALWAYS HAVE TO LOOK FOR IT! ALSO WISH PEOPLE WOULD FOLLOW THE RULES ON TRAIN! DON'T PUT BAGS ON EMPTY SEAT!

TRAIN:262

NOT ENOUGH TICKET MACHINES, LONG LINES JUST TO GET PARKING.

TRAIN:262

[Q19] FOR HIGH TRAFFIC STATIONS IT WOULD BE HELPFUL TO HAVE MORE MACHINES TO TAG ON/OFF.

TRAIN:267

CONCERNS AND SUGGESTIONS FOR IMPROVEMENT: ADD A TAG ON STAND ON THE NORTH END OF THE MORGAN HILL STATION; CURRENTLY ALL ARE ONLY ON THE SOUTH END. ADD ANOTHER TRAIN IN THE EVENING FROM PALO ALTO TO MORGAN HILL AND GILROY. ONE NEEDS TO BETWEEN THE 4PM AND 5:43PM TRAINS. STOP MAKING THE TRAINS SHORTER. I NOW STAND FOR ALMOST HALF OF MY TRIP FROM PALO ALTO TO MORGAN HILL. THIS IS VERY UNSAFE. THANK YOU!

TRAIN:268

CALTRAIN IS GREAT EXCEPT FOR THE WORST TICKETING SYSTEM (CLIPPER) THAT I EVER EXPERIENCED IN MY LIFE. YOU GUY SHOULD CHANGE TO A BETTER PARTNER.

TRAIN:268

WISH MACHINES AT STATIONS COULD ADD CLIPPER CASH.

TRAIN:268

IN THE STATIONS, THE TICKETING MACHINES ARE SO LOUD. ALSO, THE TERMINALS TO TAG OFF ARE VERY LOUD AND THIS IS DISTURBING.

TRAIN:268

Ticket/Clipper Machines

AT SAN MARTIN STATION, THE CLIPPER CARD MACHINES ARE ONLY IN THE SOUTH SIDE OF THE STATION. THE MAJORITY OF TRAFFIC COMES FROM THE NORTH. PLEASE INSTALL ONE.

TRAIN:268

SOMETIMES CARS ARE TOO HOT. SHOULD ANNOUNCE FIVE MINUTE DELAYS. NEED MORE CLIPPER MACHINES AT HILLSDALE. WISH PAYING FOR PARKING WAS EASIER.

TRAIN:268

MORE SHADED AND RAIN COVER. BETTER VISIBILITY FOR THE VISUALLY IMPAIRED ON TICKET MACHINES. NOT CLEAR HOW TO USE A CREDIT CARD. CANNOT SEE MACHINES DUE TO REFLECTIVE LIGHT.

TRAIN:268

ADD FEATURES TO ALL STATION MACHINES TO ADD VALUE TO CLIPPER CARD. ENFORCE NO SMOKING OR VAPING EVEN IF PATRONS HAVE STRONG MARIJUANA ODOR WHEN THEY BOARD THE TRAIN. ENSURE SPRINGS ON COAT HOOKS IN RESTROOMS ARE OPERATIONAL AND CAN HOLD HEAVY BACKPACKS OR ELSE REPLACE HOOKS. ADD USB CHARGING CAPABILITIES AND WI-FI ON BOARD LIKE AMTRAK. ADD MORE TRAIN SERVICE TO STATIONS SOUTH OF DIRIDON. ADD EARLIER BULLETS FOR ARRIVAL IN SAN FRANCISCO BY 6AM.

TRAIN:268

AT BURLINGAME STATION, THE SOUTHBOUND SIDE HAS CLIPPER CARD SCANNERS, BUT NOT AT NORTH END OF STATION. WHY NOT SPACE THEM OUT?

TRAIN:273

CLIPPER CARD RECHARGING STATIONS OFTEN DON'T WORK AND TAKE FOREVER WHEN THEY DO. IT IS UNCLEAR WHEN A PASS (MONTHLY) MUST BE VALIDATED. AFTER RIGHT AID PURCHASE, IN MACHINE, ETC. CONDUCTORS SHOULD EDUCATE BIKE RIDERS ON COURTESY WHEN TRAVELING ON CALTRAIN. BIKE STACKING ETC.

TRAIN:277

MORE TRAINS AFTER 7:30! BETTER CLIPPER MACHINES! OTHER THAN THAT, PRETTY GOOD!

TRAIN:282

CLIPPER CARD MACHINE POORLY PLACED IN BURLINGAME. THE MOST IMPORTANT THAT THAT CALTRAIN MUST DO IS TO ALWAYS CHECK FOR VALID TICKETS WHEN ENTERING FROM THE 4TH AND TOWNSEND STATION. THIS IS ONLY BEING DONE OCCASIONALLY. IT HAS TO BE DONE FOR EVERY PASSENGER, EVERY TIME IN ORDER TO MAKE SURE CALTRAIN DOES NOT DEGRADE AND BECOME AS BAD AS THE SHAME OF THE COUNTRY, BART.

TRAIN:282

CLIPPER MACHINES ARE TERRIBLY OUTDATED. TAKE FOREVER FOR TRANSACTIONS (IF THEY EVEN GO THROUGH). CLIPPER CARDS STILL DON'T WORK WITH MOBILE. THIS IS 2018.

TRAIN:288

DESTINATION SELECTION ON TICKET MACHINES CONFUSING WHEN HURRYING, ALWAYS BUY WRONG ZONE TICKET.

TRAIN:288

Ticket/Clipper Machines

TICKET MACHINES ARE CLIPPER TAG ON/OFF AT VERY INCONVENIENT LOCATIONS, ACCESSIBILITY FOR ANYONE WITH DISABILITY NEEDS RETHINKING.

TRAIN:288

I TAKE CALTRAIN TO AND FROM WORK EVERYDAY AND GENERALLY HAVE NOT HAD ANY ISSUES WITH THE SERVICE. I THINK THE AREAS OF IMPROVEMENTS WOULD BE: SOMEWHERE (EITHER ON THE WEBSITE OR IN AN APP) THAT SHOWED REAL-TIME UPDATES ON DELAYS ASIDE FROM THE SCREENS AT THE STATIONS SO I CAN CHECK IN ADVANCE, FASTER TICKET MACHINES (PLEASE ADD ANOTHER CLIPPER CARD ONE AT SAN FRANCISCO 4TH AND KING) SO I DON'T STRESS ABOUT MISSING MY TRAIN IF I'M TRYING TO BUY A TICKET AND, ADDING WI-FI (THIS IS PROBABLY A STRETCH BUT FIGURED I SHOULD SUGGEST IT).

TRAIN:288

THE TRAINS ARE QUITE GOOD AND COMPARE FAVORABLY TO OTHER (I RIDE A LOT). THE BOTTLENECK GETTING OFF THE TRAIN AT 4TH AND KING IS TERRIBLE, MADE WORSE BY BIKES AND TAGGING OFF ON CLIPPER CARDS. A WALKING BRIDGE OVER THE TRAILS HALFWAY DOWN THE PLATFORM WOULD ALLOW DISEMBARKING RIDERS OUT OF THE BOTTLENECK. AND CLIPPER CARD MACHINES ARE TERRIBLE AND TOO INFREQUENT.

TRAIN:288

THANK YOU FOR SUCH A GREAT EXPERIENCE DAILY! REALLY APPRECIATE EVERYTHING YOU GUYS DO. THANK YOU FOR CREATING SUCH A GREAT EXPERIENCE. ESPECIALLY IN HARD SITUATIONS (DELAYS, FATALITIES). YOU ALL SHINE. SUPER MINOR, BUT PRETTY PLEASE FIX THE CLIPPER CARD MACHINE IN MENLO PARK (RAVENSWOOD/EL CAMINO) SOUTHBOUND.

TRAIN:288

PLEASE HAVE CLIPPER TAG MACHINES ON THE TRAIN LIKE MUNI. ALSO, PLEASE HAVE A MORE CLEAR MESSAGE ON THE TAG READERS.

TRAIN:289

4TH ST STATION IN SAN FRANCISCO IS SURROUNDED BY HOMELESS CAMPS MAKING IT A GAUNTLET TO GET INTO STATION. WAITING ROOM IS APPALLING. CLIPPER ADD-FARE MACHINES SHOULD BE AT ALL STATIONS. RUMOR HAS IT THAT YOU WILL BE CLOSING HAYWARD PARK STATION?! IT HAS PARKING AND A TREMENDOUS AMOUNT OF BUILDING GOING ON, THAT WOULD BE FOOLISH. MOVING HILLSDALE, WHAT WILL THE PARKING BE? WE HEAR FIVE HUNDRED A MONTH. WHAT IS THERE NOW? WHAT WILL BE IMPACT OF HAYWARD PARK? INFORMATION ON HILLSDALE CONSTRUCTION IS LIMITED. PARKING IS POT HOLES AND INSUFFICIENT.

TRAIN:313

GREATER AVAILABILITY OF CLIPPER CARD TAG MACHINES WOULD BE ESPECIALLY HELPFUL DURING RUSH HOUR.

TRAIN:313

THERE ARE NOT ENOUGH TRAINS DURING PEAK TIMES. MANY PEOPLE STAND AND THERE AREN'T ENOUGH TAG ON/OFF MACHINES.

TRAIN:313

Ticket/Clipper Machines

NEED MORE CLIPPER STATIONS TO TAG ON AND OFF AT PALO ALTO.

TRAIN:313

I WOULD LIKE TO SEE IMPROVEMENTS IN MONTHLY PASS ONLINE RENEWAL TAKE EFFECT IMMEDIATELY. [Q21A] IS A ONE -VERY DISSATISFIED: WHEN MONTHLY PASSES ARE RENEWED IT TAKES TWO WEEKS TO TAKE EFFECT. THIS IS A VERY BAD EXPERIENCE.

TRAIN:313

GAGGING, RAW SEWAGE SMELL OFTEN. DON'T FEEL SECURE, NOT AT NIGHT ALONE. THERE'S GOTTA BE SIGNS YOU COULD PUT UP TO TEACH PEOPLE TO STAND UPSTAIRS WHEN THERE'S A BUNCH OF PEOPLE TRYING TO GET IN, INSTEAD OF BLOCKING DOORWAY! CALTRAIN NEEDS TO IMPROVE SIGNAGES AT STATIONS, MAKE TICKET MACHINES EASIER TO USE, MAKE THE TOILET CARS STOP SMELLING LIKE RAW SEWAGE, RUN MORE BULLET TRAINS ON WEEKENDS, AND HAVE SIGNAGE THAT SHOWS PEOPLE HAVE TO GET UPSTAIRS AND NOT CLOG THE ENTRANCE. YOU COULD NEVER JUST WALK UP TO THE STATION FOR THE FIRST TIME AND FIGURE OUT WHICH TRAINS STOP WHERE; OR GET UP-TO-DATE DELAY INFORMATION. HOWEVER, IT'S STILL BETTER THAN DRIVING.

TRAIN:329

I HAVE MISSED TOO MANY TRAINS BECAUSE I HAD TO TAG ON OR RELOAD. RELOADING TAKES FOREVER, IT IS LIKE AOL DIAL-UP. THERE SHOULD BE A TAG ON CLOSER TO THE TRAINS AT SOME STATIONS.

TRAIN:330

LOADING MONEY THROUGH MACHINE IS VERY LONG AND SOMETIME FAILS, AS DOES LOADING MONEY VIA WEB SITE FAILS THREE DAYS. I WOULD APPRECIATE IF YOU WOULD IMPROVE THIS.

TRAIN:330

THE MACHINES AT 4TH AND KING TAKE FOREVER TO REFILL. ALL MACHINES STRUGGLE WITH CREDIT CARD AUTHORIZATION. TOO MANY MENTALLY ILL USE CALTRAIN STATIONS AS A DORM.

TRAIN:360

HARD TO PURCHASE CHILDREN AND SENIOR TICKETS AT SAME TIME WITH MACHINE. SO, I BOUGHT THREE SENIOR TICKETS AT THE SAME TIME. MINOR PROBLEM REALLY, SAME PRICE. KEEP ON TRAINING!

TRAIN:360

TICKET MACHINE IS CONFUSING.

TRAIN:376

ALL TICKETING AND TAGGING MACHINES ARE SO LOUD.

TRAIN:376

Ticket/Clipper Machines

IT IS ALMOST IMPOSSIBLE TO HEAR ANNOUNCEMENTS MADE AT THE STATIONS. ALSO, REAL TIME SIGNAGE AT THE STATIONS IS ONLY VISIBLE IN CENTER OF PLATFORM AT STATIONS LIKE MOUNTAINVIEW (VIEW BLOCKED BY SHELTERS) CLIPPER CARD READERS SHOULD BE AT THE END OF PLATFORM NOT JUST IN MIDDLE (ESPECIALLY FOR STATIONS WITHOUT CENTER PLATFORM ACCESS).VERY DIFFICULT TO PUSH THROUGH CROWDS TO TAG OFF, ESPECIALLY WITH BIKE, AND IT MEANS GOING OUT OF THE WAY IF NOT AT EXIT.

TRAIN:381

THE CALTRAIN VENDING MACHINES TAKE A LONG TIME TO ADD VALUE TO MY CLIPPER CARD (LONGER THAN BART).

TRAIN:424

NOT CLEAR WHERE TO FIND MACHINES TO REFILL CLIPPER CARD AT STATION.

TRAIN:432

CLIPPER CASH MACHINES SEEM SLOW AND UNRELIABLE. IT CAN TAKE SEVERAL TRIES TO ADD MONEY.

TRAIN:438

MORE TICKET STATIONS WOULD BE GREAT

TRAIN:801

NEED MORE TICKET MACHINES. CALTRAIN IS A GREAT SERVICE, I JUST WISH IT COULD BE BETTER FUNDED AND GO FURTHER. SEE LONDON FOR EXAMPLE.

TRAIN:801

OPERATIONS

Crowding/Seat Availability

Crowding/Seat Availability

CLIPPER TAG OFF LOCATIONS NOT DISTRIBUTED CONVENIENTLY; HEADWAYS BETWEEN TRAINS (ESPECIALLY ON WEEKENDS) FAR TOO LONG, NEED HIGHER FREQUENCY; BIKE CROWDING AT RUSH HOUR; COULD USE ADDITIONAL CARS.

TRAIN:142

LOVE CALTRAIN VERSUS DRIVING. MORE PARKING AND SEATING FOR PEAK HOURS WOULD BE APPRECIATED.

TRAIN:143

TRAINS ARE SOMETIMES REALLY CROWDED. THERE NEEDS TO BE MORE EDUCATION ON CALTRAIN ETIQUETTE (GETTING OUT OF THE WAY IN A CROWDED TRAIN; STEPPING OFF THEN GETTING BACK ON).

TRAIN:150

CALTRAIN IS GREAT AND I FEEL SAFE ON THE TRAIN. I WISH THEY WOULD PROVIDE MORE DETAILS WHEN TRAINS ARE DELAYED SO I COULD PLAN WHAT TO DO NEXT, GO BACK TO THE OFFICE OR TAKE A BUS. I HAVE TO RELY ON CALTRAIN TWITTER TO GET UP-TO-DATE STATUSES ON TRAIN DELAYS. I DO WISH THEY COULD ADD MORE TRAIN CARS ON THE 221. IT GETS VERY CROWDED IN THE MORNING AND I HAVE TO STAND UNTIL WE GET TO MENLO PARK FROM MOUNTAIN VIEW. CALTRAIN IS MUCH BETTER THAN BART.

TRAIN:150

STATIONS NOT ALWAYS CLEAN (REDWOOD CITY). SCHEDULE BOARDS NOT ALWAYS WORKING (SOUTH SAN FRANCISCO). CONDUCTORS ARE USUALLY COURTEOUS BUT THERE IS ONE WOMAN IN PARTICULAR ON ONE OF THE MORNING TRAINS THAT IS REALLY RUDE TO PEOPLE WHEN THE TRAIN IS SO PACKED THAT PEOPLE HAVE TO PUT THEIR BELONGINGS ON THE GROUND. IN GENERAL, I THINK THE TRAINS DURING COMMUTE TIMES ARE TOO PACKED, AND MORE TRAINS WOULD BE HELPFUL.

TRAIN:150

MY BIGGEST COMPLAINT AND CONCERN IS OVER-CROWDING IN TRAIN 324. WE HAVE TO ADD MORE CARS OR USE BOMBARDIER CARS FOR THIS POPULAR TRAIN.

TRAIN:151

PLEASE GET MORE CARS DURING RAIN AT PEAK TIMES. PLEASE GET THE TRAIN WITH WI-FI ENABLED (IT'S 2018!)

TRAIN:190

TRAINS ARE TOO FULL ON WEEKENDS WITH THE REDUCED SCHEDULE. ESPECIALLY DURING BASEBALL GAMES. EVEN WHEN THEY ADD ANOTHER TRAIN AT THE END OF THE GAMES, IT IS NOT ENOUGH. IT'S HARD TO FIND A SEAT. NOW HOMELESS ARE CAMPING RIGHT OUTSIDE OF THE SAN FRANCISCO STATION.

TRAIN:190

Crowding/Seat Availability

YOU NEED WI-FI. WISH IT WASN'T SO CROWDED DURING COMMUTE TIME. WI-FI

TRAIN:192

MOSTLY HAPPY WITH CALTRAIN. A FEW TIMES, TRAIN DELAYS HAVE BEEN BAD WITHOUT MUCH NOTIFICATION OR NO NOTIFICATION ON THE APP. ALSO THE MORNING BABY BULLET IS EXTRAORDINARILY CROWDED MOST DAYS (8:24 AM, HILLSDALE) AND AS A RESULT OFTEN FOUR-FIVE MINUTES LATE.

TRAIN:195

MORE TRAINS! THE TRAINS ARE ALWAYS PACKED.

TRAIN:207

THE OVERCROWDED BULLETS (SOUTHBOUND FIVE-SIX PM) SHOULD NEVER BE THE SMALL, OLDER TRAIN CARS WITH TWO UPSTAIRS RAILS. THEY DO NOT HAVE ENOUGH SPACE.

TRAIN:207

TRAINS ARE DIRTY AND CRAMPED.

TRAIN:216

I HAVE BEEN RIDING THE TRAIN FROM SOUTH COUNTY SINCE 1989. LATELY I HAVE TO STAND FROM MOUNTAIN VIEW BECAUSE IT IS GETTING SO CROWDED. WILL THERE BE OTHER TRAINS ADDED SOON? OTHERWISE SERVICE IS GREAT!

TRAIN:217

CALTRAIN RECENTLY SEEMS TO BE RUNNING AT FULL CAPACITY, CAN MORE TRAINS BE ADDED? SCHEDULE IS FINE.

TRAIN:217

ONBOARD EXPERIENCE OVERALL IS A TWO, DUE TO MASSIVE OVERCROWDING. RECOMMENDATIONS: EXTRA CARS. THE WHOLE PLATFORM LENGTH WAS NOT UTILIZED. ONE OR TWO MORE CARS CAN FIT MY BOARDING STATION; AND MORE FREQUENT. NEW CAR DESIGN LIKE METROLINX (GO TRANSIT). TWO FULL LEVELS, TWO DOORS. FASTER LOADING, MORE SEATS, LOW FLOOR.

TRAIN:217

I WISH YOU WOULD ADD MORE CARS. IT IS ALMOST IMPOSSIBLE TO FIND SEATS IN THE MORNING.

TRAIN:217

TICKETING MACHINES IN REDWOOD CITY NOT CONVENIENTLY LOCATED. CARS ARE TOO CROWDED.

TRAIN:217

NEED MORE TRAIN CARS OR TRAINS. CALTRAIN IS EXCEPTIONALLY CROWDED DURING MOST COMMUTE TIMES.

TRAIN:217

SHOULD ADD MONTHLY PASS, ON TICKET MACHINE AND CALTRAIN APP. TRAIN IS REALLY PACKED AROUND RUSH HOURS, MAYBE ADD A FEW MORE? THANK YOU FOR YOUR SERVICE!!

TRAIN:217

Crowding/Seat Availability

CONDUCTORS ARE GENERALLY MORE COURTEOUS IN MORNINGS THAN EVENINGS. A CLIPPER CARD SCANNER AT THE NORTHMOST END OF THE STATION WOULD BE GREAT. I LIKE BIKE PRE-BOARD. PLEASE MORE SEATS!

TRAIN:217

TRAIN GETS EXCEPTIONALLY CROWDED AT PEAK TIMES. ALSO, I REALLY APPRECIATE THE BICYCLISTS BOARDING EXPERIMENT, EVEN THOUGH IT'S NOT ALWAYS ENFORCED.

TRAIN:217

TWO ISSUES YOU DIDN'T ASK ABOUT; CROWDING AND SCHEDULING. TRAINS ARE GETTING VERY CROWDED! SCHEDULE IS ALWAYS BOTHERSOME IN THAT ALL FOUR NORTHBOUND TRAINS AT PALO ALTO ARE ALL CRAMMED INTO A THIRTY-MINUTE WINDOW. THEN THIRTY MINUTES WITH NOTHING, DURING A COMMUTE.

TRAIN:217

USE LARGER AND NEW TRAINS ON MORE RUNS. TOO FEW SEATS. MORE LIMITED AND BULLET TRAINS.

TRAIN:217

PLEASE KEEP USING THE NEWER TRAINS ON THE 217 LINE. THIS IS A VERY CROWDED HOUR AND WHEN THE OLDER TRAINS ARE USED, IT BECOMES VERY UNCOMFORTABLE. I TRY TO STICK WITH THE SAME TIMES TO HAVE A MORE CONSISTENT EXPERIENCE. THE OLD TRAINS ARE A BUMMER. THANK YOU!

TRAIN:217

WOULD LOVE TO GET MONTHLY PASS AT STATION. NOT GOOD WHEN GARDA/BRINKS GUYS ACCESS TICKET MACHINES DURING COMMUTE HOURS; THIS HAS CAUSED PARKING TICKETS FOR ME. WISH THERE WERE MORE SEATS. OVERALL, CALTRAIN IS BEST TRANSIT OPTION IN BAY AREA BESIDES FERRY!

TRAIN:217

I HAVE BEEN TRAVELLING ON CALTRAIN FOR THREE YEARS NOW. I LOVE THE SPEED, SAFETY, AND CONVENIENCE IT PROVIDES. MY ONLY CONCERN IS THE NUMBER OF COACHES; IT CAN BE INCREASED DURING OFFICE COMMUTE TIMES.

TRAIN:217

CARS: BATHROOMS SMELL BAD. BATHROOMS SMELL UP CAR. WI-FI ON BOARD. NEED MORE SEATS IN MORNING (EXTRA CAR, LIMITED EXPRESS TRAINS TO MENLO PARK. EXPENSIVE.

TRAIN:222

I THINK CALTRAIN SHOULD IMPROVE ITS SEASONALITY SPACE EFFICIENCY - WINTER MEANS LESS BIKERS, SPRING, SUMMER AND FALL MEANS LOTS OF BIKERS

TRAIN:222

I WOULD RECOMMEND ADDING AN EXTRA CAR FOR TRAINS BEFORE GIANT'S GAMES. PERHAPS A GIANT'S LOGO MAGNET MIGHT ATTRACT FANS TO PARTICULAR CARS; LESS FOLKS BUMPING ELBOWS ON FUN SPORTS DAYS.

TRAIN:222

Crowding/Seat Availability

AT PEAK HOURS THERE ARE NOT ENOUGH SEATS. THE TRAIN SCHEDULE DOESN'T EXTEND FOR SPORTING EVENTS (E.G. SHARK'S GAMES REGULARLY GO PAST LAST TRAIN). TRAINS DON'T REGULARLY HAVE BIKE TAGS. TRAINS COULD DO BETTER TO ALIGN WITH THE BART SCHEDULE.

TRAIN:222

RARELY CAN GET A SEAT IN MORNINGS, MORE TRAIN CARS.

TRAIN:222

I'VE RESPONDED TO THE SURVEY BASED ON THE REGULAR #225 TRAIN. THE SITUATION IS UNFORTUNATELY VASTLY DIFFERENT WHEN WE ARE SERVICED BY THE ALTERNATIVE, SHORTER THAN 1985 TRAINS. THE LATTER IS INADEQUATE TO SERVICE THE NUMBER OF PASSENGERS, WITH PEOPLE NOT FITTING INSIDE AND NOT HAVING ENOUGH RAILING TO HOLD ON TO INSIDE THE TRAIN. THIS LEADS TO A DANGEROUS SITUATION IF THE TRAIN WERE TO MAKE A SUDDEN STOP, MANY PEOPLE COULD GET HURT. BOTTOM LINE: TRAIN #225 CANNOT BE SHORTER THAN A MINIMUM LENGTH NEEDED GIVEN THE NUMBER OF PASSENGERS.

TRAIN:225

TRAINS ARE OVERCROWDED, SPECIFICALLY WITH BIKES. THERE SHOULD BE MORE CLIPPER MACHINES.

TRAIN:225

THERE IS A LOT OF DEVELOPMENT IN THE PIPELINE, AND DEVELOPERS CLAIM THE NEW EMPLOYEES WILL USE CALTRAIN; BUT ITS ALREADY AT CAPACITY DURING COMMUTE HOURS. CALTRAIN SHOULD WEIGH IN.

TRAIN:225

COMMUTER TRAINS TOO CROWDED. NEED MORE TRAINS. ALSO, NOT FREQUENT ENOUGH TRAINS ON NEW WEEKEND SCHEDULE, TOO CROWDED.

TRAIN:225

OVERALL, TRAINS RUN ON TIME WHEN NOTHING GOES WRONG. THE SYSTEM NEEDS A THIRD TRACK FOR EMERGENCY SITUATIONS. TRAINS ARE OFTEN PACKED, SO MORE TRAIN CARS AND MORE FREQUENT DEPARTURES WOULD HELP.

TRAIN:232

CALIFORNIA AVENUE BABY BULLET MORE FREQUENT STOPS. MORE SEATING ON AND OFF OVER IT.

TRAIN:232

PARKING IS TOO EXPENSIVE. TRAINS ARE TOO SMALL FOR DAILY COMMUTE VOLUMES. PRICES ARE GETTING TOO EXPENSIVE.

TRAIN:232

WHERE IS WI-FI?!? THIS IS SILICON VALLEY! TRAINS ARE OFTEN OVER-FULL. ANY WAY TO INCREASE NUMBER OF CARS OR NUMBER OF TRAINS?

TRAIN:232

I THINK THERE NEEDS TO BE MORE TRAINS ON GIANT'S GAMES, NO ROOM FOR COMMUTERS TO SIT.

TRAIN:232

Crowding/Seat Availability

IT WOULD BE GREAT IF CALTRAIN CONDUCTORS MADE REGULAR ANNOUNCEMENTS ON NEARLY FULL TRAINS FOR PEOPLE TO SCOOT BACK AND MAKE SPACE FOR PEOPLE TO GET ON, THIS IS ESPECIALLY A PROBLEM GETTING ON TRAINS AT 4TH AND KING.

TRAIN:233

WE NEED ADDITIONAL TRAINS DURING PEAK HOURS. IT IS POOR SERVICE FOR US TO HAVE TO STAND WITHOUT SEATS DURING OUR MORNING COMMUTE.

TRAIN:233

CERTAIN EXPRESS TRAINS ARE VERY FULL. TRAIN ETIQUETTE SUGGESTION WOULD BE WELCOME: REMOVE YOUR BACKPACK, MOVE UPSTAIRS (DON'T SIT ON UPPER DECK STAIRS, GET OUT OF THE DOORWAY FOR FASTER LOADING AND UNLOADING.)

TRAIN:254

PLEASE UPDATE YOUR ZONE PRICING STRUCTURE. I'M A BAY AREA NATIVE AND THE ZONE BREAKDOWN HAS BEEN THE SAME MY WHOLE LIFE, EXCEPT NOW THE TRAIN IS SO CROWDED DURING COMMUTE YOU OFTEN HAVE TO STAND FOR YOUR WHOLE RIDE. YOU DON'T EVEN PROVIDE WI-FI. YOUR PRICES ARE TOO EXPENSIVE GIVEN THE ABOVE.

TRAIN:254

THE TRAIN IS SO CROWDED! I ALWAYS STAND IN THE AFTERNOON, GETTING ON BETWEEN 4:30-5:30 PM IN PALO ALTO AND GETTING OFF IN SUNNYVALE. THE 8:15 AM BULLET FROM SUNNYVALE IS INSANELY CROWDED. I LOVE THE CALTRAIN, IT IMPROVES MY QUALITY OF LIFE GREATLY. THANK YOU!

TRAIN:262

WISH IT WAS LESS CRAMPED ON BOARD. MANY TIMES, IT'S REALLY HOT ON THE TRAIN IN THE AFTERNOONS. THIS IS QUITE UNCOMFORTABLE. WOULD BE GREAT TO HAVE MORE TRAINS RUNNING SINCE THERE ARE SO MANY RIDERS. WOULD LOVE SOME WI-FI. CONDUCTORS ARE AWESOME AND FRIENDLY.

TRAIN:262

YOU REALLY NEED TO CLEAN YOUR TRAINS! YOU NEED MORE CARS, PEOPLE ARE PACKED ON LIKE CATTLE!

TRAIN:262

TRAIN IS FULL AT 8:09 AM FROM SAN MATEO TO PALO ALTO. PLEASE ADD A CAR TO IT. THANKS.

TRAIN:267

ADDING ADDITIONAL CARS OR MORE FREQUENT TRAINS WOULD EASE THE NUMBER OF PEOPLE PACKED ONTO THE TRAINS. PASSENGER CONGESTION IS TERRIBLE. PASSENGERS SHOULDN'T HAVE TO STRUGGLE TO GET ON AND OFF THE TRAINS.

TRAIN:268

Crowding/Seat Availability

CONCERNS AND SUGGESTIONS FOR IMPROVEMENT: ADD A TAG ON STAND ON THE NORTH END OF THE MORGAN HILL STATION; CURRENTLY ALL ARE ONLY ON THE SOUTH END. ADD ANOTHER TRAIN IN THE EVENING FROM PALO ALTO TO MORGAN HILL AND GILROY. ONE NEEDS TO BETWEEN THE 4PM AND 5:43PM TRAINS. STOP MAKING THE TRAINS SHORTER. I NOW STAND FOR ALMOST HALF OF MY TRIP FROM PALO ALTO TO MORGAN HILL. THIS IS VERY UNSAFE. THANK YOU!

TRAIN:268

GREAT EXPERIENCE OVERALL. THE PAIN POINTS ARE WHEN THE TRAIN GETS FULL. LIKE SARDINE FULL.

TRAIN:268

AS A LONG-TIME CALTRAIN USER, SINCE 1992, I THINK THE CURRENT QUALITY OF SERVICE IS AS GOOD AS IT HAS EVER BEEN. ADDITIONAL ROLLING STOCK IS HELPING WITH CROWDING.

TRAIN:268

WITH MORE PEOPLE USING THIS SERVICE, I WOULD HOPE YOU ALSO INCREASE THE CAPACITY OF THE TRAINS.

TRAIN:268

IT IS DIFFICULT IN SAN FRANCISCO TO GET TO YOUR TRAIN WHEN OTHER TRAIN DESTINATION PASSENGERS ARE COMPLETELY BLOCKING THE HALL. IT IS PARTICULARLY BAD ON GAME DAYS. ANYTHING TO HELP SECURE A WALKING AREA WOULD BE A GREAT IMPROVEMENT. THANKS!

TRAIN:268

OVERCROWDED FREQUENTLY DURING 4 PM TO 6 PM EVERYDAY.

TRAIN:268

I THINK FREQUENCY OF THE CALTRAIN SHOULD BE MORE THAN IT IS CURRENTLY. THERE ARE NO WEEKEND TRAINS TO OR FROM BLOSSOM HILL WHICH IS VERY INCONVENIENT FOR US. ONE-WAY SINGLE TRACKS CAUSE THE CALTRAIN SYSTEM TO COME TO A COMPLETE STOP IN CASE OF BREAKDOWNS AND SHOULD BE FIXED SOMEHOW. I LOVE RIDING ON THE CALTRAIN. IT IS CLEAN AND BRIGHT UNLIKE BART. COULD USE MORE SEATS AND CARS. YOU GUYS ROCK AND ARE DOING A GREAT JOB.

TRAIN:268

YOU NEED MORE BULLET TRAINS THAT SERVE SOUTH PORTION (TAMMEN TO GILROY) DURING AM AND PM RUSH HOURS AND YOU NEED TO IMPROVE STATION PA SYSTEMS: MANY TIMES, ANNOUNCEMENTS ARE UNINTELLIGIBLE. YOU NEED TO ADD MORE CARS TO TRAINS DURING RUSH HOURS. CROWDING IS UNBEARABLE.

TRAIN:268

A LOT OF PEOPLE (AND INCREASINGLY SO) COMMUTE TO SOUTH SAN FRANCISCO FOR WORK. IT WILL MAKE A LOT OF DIFFERENCE IF SERVICES TO SOUTH SAN FRANCISCO INCREASE TO AT LEAST TWICE AN HOUR. MANY OF MY COLLEAGUES HAVE EXPRESSED THEIR WILLINGNESS TO USE CALTRAIN IF IT SERVES THE STATION MORE OFTEN.

TRAIN:273

Crowding/Seat Availability

THE TRAIN CARS WITH THE BATHROOMS SMELL SO BAD OFTEN MY CO-WORKERS AND I NEED TO PUT LOTION UNDER OUR NOSES (LIKE A MUSTACHE) TO MASK THE SMELL. THE BOMBARDIER CARS ARE THE WORST WHEN CROWDED. ALSO, I'VE SEEN SO MANY PEOPLE HIT THEIR HEADS ON THE BOMBARDIER BAG RACKS. NO ONE (WELL RARELY) USES THE RACKS FOR BAGS.

TRAIN:277

NOT ENOUGH PLACES TO SIT, ESPECIALLY DURING GIANTS GAMES. SOMETIMES CARS DON'T HAVE AIR CONDITIONING. CALTRAIN SEEMS TO BE MORE ON TIME LATELY, NEED THE UP AND DOWN GATES TO TIME BETTER WHEN TRAINS ARE STOPPED (SOMETIMES MISS OR WAIT A WHILE FOR TRAIN TO PASS).

TRAIN:277

TOO CROWDED. MORNINGS TOO CROWDED. NOT ENOUGH TRAINS, FIFTY MINUTES APART. IN MORNING TRAINS ARE SPACED AT FIVE MINUTES APART, TWENTY MINUTES, THEN THIRTY MINUTES. SAME AT NIGHT. IF I MISS 5:38 PM I MUST WAIT UNTIL 6:20 PM. CLEANER THAN BART.

TRAIN:282

UPDATES ON EFFORTS TO RELIEVE CROWDING WOULD BE GREAT. CALTRAIN IS A VERY IMPORTANT RESOURCE FOR THE BAY AREA.

TRAIN:282

TRAINS GET TOO CROWDED, EVENING SCHEDULE [IS] TOO LIMITED

TRAIN:282

MORNING OLD-STYLE TRAINS CAN GET UNCOMFORTABLY CROWDED AT LATER STATIONS (GOING NORTH). SCHEDULE PERFORMANCE HAS ALSO BEEN POOR LATELY; BACK-TO-BACK DAYS OF DELAYS OF EIGHT TO FIFTEEN MINUTES. AND PLEASE LAY OFF THE HORN AT STATIONS, IT'S VERY UNNECESSARY.

TRAIN:282

I WISH THERE WERE MORE TRAINS AT PEAK TIMES. SOME DAYS I HAVE TO STAND BOTH DIRECTIONS TO AND FROM WORK,

TRAIN:282

FOUR-SEATERS ARE TOO CLOSE TO EACH OTHER, THERE'S NO LEG ROOM. NEVER ENOUGH SEATS IN TRAINS IN MORNING WHEN GOING TO SAN FRANCISCO.

TRAIN:288

TRAINS ARE OVER CROWDED, NEED MORE ROOM. TRAINS ARE OVER CROWDED. I PAY THE TICKET NOT TO STAND, PLUS IT IS DANGEROUS.

TRAIN:288

OVERCROWDED TRAINS. NEED MORE TRAIN CARS. NEED MORE SCHEDULED; WOULD HELP OVERCROWDED TRAINS. WHERE DOES THE RATE-INCREASE REVENUE GO? NOT TO INCREASES IN TRAIN CARS?! GET RID OF BIKE CARS.

TRAIN:313

Crowding/Seat Availability

THERE ARE NOT ENOUGH TRAINS DURING PEAK TIMES. MANY PEOPLE STAND AND THERE AREN'T ENOUGH TAG ON/OFF MACHINES.

TRAIN:313

PLEASE ADD MORE CARS IF POSSIBLE. HAVE BEEN RIDING CALTRAIN FOR YEARS. NOWADAYS SOME TRAINS HAVE STANDING ROOM ONLY.

TRAIN:313

I WAS VERY DISAPPOINTED TO LEARN THAT THERE ARE NOT AS MANY TRAIN SERVICES AFTER THE GIANTS GAME. I WAS TOLD AT 11:01 PM (THIRTY MINUTES AFTER GAME) THAT I HAD TO WAIT TILL MIDNIGHT FOR THE LAST TRAIN.

TRAIN:313

TRAINS HEADING SOUTHBOUND FROM PALO ALTO TOWARDS SAN JOSE BETWEEN 4:46 AND 5:15 ARE SO CROWDED. IT'S OFTEN DIFFICULT TO GET ON THE TRAIN AT PALO ALTO STATION. I REALLY HOPE CALTRAIN INCREASES THE FREQUENCY OF SOUTHBOUND TRAINS DURING THE EARLY EVENING HOURS AS RIDERSHIP INCREASES.

TRAIN:313

TRAINS ARE CROWDED

TRAIN:324

MORE TRAINS AND FASTER TRAINS. ELECTRIFICATION! WAY TOO CROWDED!!

TRAIN:324

HOW CAN YOU NOT HAVE ANY QUESTIONS ABOUT HOW CROWDED THE TRAINS ARE? IT'S RIDICULOUS THAT HALF THE PEOPLE WHO GET ON AT 22ND ARE STANDING OR SITTING IN STAIRS AND THAT IT'S VERY DIFFICULT TO SQUEEZE PAST STANDING PEOPLE WHEN GETTING OFF THE TRAIN.

TRAIN:324

NOT ENOUGH CARS ON #324 TODAY (MAY 9TH). STANDING ROOM ONLY AT 22ND ST. STATION.

TRAIN:324

PLEASE COORDINATE BETTER WITH BART TO ALLOW CONVENIENT TRANSFERS (IE: NOT HAVING TO WAIT 15 MINUTES FOR A TRAIN). ALSO, INCREASE TRAIN CAPACITY, THIS SPECIFIC TRAIN (#324) IS EXTREMELY CROWDED EVERY MORNING.

TRAIN:324

I'M WORRIED ABOUT WHEN THE WARRIORS MOVE TO MISSION BAY, WHEN SAN FRANCISCO GIANTS FANS ALREADY MAKE TRAINS CROWDED.

TRAIN:324

BY 22ND STREET, ON TUE 8:40 TRAIN, THERE ARE FREQUENTLY NO SEATS. YOU NEED MORE TRAINS DURING BUSY TIMES, MORE CARS TO ACCOMMODATE INCREASED TRAFFIC. YOU SHOULD ALSO IMPROVE 22ND ST. STATION, IT'S NOTHING BUT A DIRT HOLE.

TRAIN:324

Crowding/Seat Availability

VERY CROWDED, OFTEN NO PLACE TO SIT, NEED MORE TRAINS, INCREASE FREQUENCY OF BULLET TRAINS. CLEANLINESS ETCETERA GREAT; HOWEVER, TRAINS ARE VERY CROWDED WITH OFTEN NO PLACE TO SIT. PLEASE INCREASE THE NUMBER OF TRAINS AND FREQUENCY. PLEASE INCREASE NUMBER OF BULLET TRAINS. THANK YOU.

TRAIN:329

ROUTE FROM SUNNYVALE TO PALO ALTO IS ALWAYS EXTREMELY FULL. ANOTHER EXPRESS ROUTE IS NEEDED BETWEEN THESES TWO STATIONS AROUND THIS TIME.

TRAIN:329

THE ONLY TWO THINGS I PARTICULARLY CARE ABOUT ARE IF THE TRAIN IS ON TIME AND IF THERE ARE ENOUGH SEATS. BEING "INFORMED" OF DELAYS IS ONLY marginally ACTIONABLE, HOW ABOUT REDUCING THEM? MY COMMUTE IS JACKED TWO OR THREE TIMES A MONTH, GUARANTEED.

TRAIN:329

WE NEED BETTER FREQUENCY LATE IN THE EVENING. TRAINS ARE FAIRLY CROWDED AT PEAK TIMES; MAYBE ADD COACHES OR INCREASE FREQUENCY.

TRAIN:329

TRAIN 329 IS ALWAYS CROWDED EVERYDAY. SAME GOES FOR THE BULLET TRAIN BACK FROM MILLBRAE/SFO AT 5:38 PM.

TRAIN:329

IT WOULD BE GREAT IF THE TIMES WERE CHANGED, SO THAT THE TRAINS ARE LESS CROWDED.

TRAIN:360

SAN FRANCISCO STATION IS FILTHY. NEEDS CLEANUP. NEED TO RUN MORE HIGH-CAPACITY CARS, THE TRAINS ARE WAY TOO CROWDED.

TRAIN:360

I RIDE THE 323 AND 360. CALTRAIN IS PUTTING THE OLDEST TRAINS ON FOR THESE RUNS NOW. THIS CAUSES RIDICULOUS OVER-CROWDING! WHAT HAPPENED TO THE NEWER TRAINS? WE USED TO HAVE THEM ON THESE RUNS.

TRAIN:360

PLEASE RUN MORE BULLET TRAINS DURING RUSH HOUR. THE TRAINS ARE WAY TOO CROWDED.

TRAIN:376

ONLY ISSUE IS IT'S CROWDED.

TRAIN:376

NO ROOM FOR LUGGAGE. A LOT OF PASSENGERS STANDING.

TRAIN:376

CALTRAIN HAS BEEN NICE, BUT THE BULLET TRAINS ARE ALWAYS SUPER CROWDED. NOWHERE TO SIT.

TRAIN:376

Crowding/Seat Availability

EMPHASIS ON CALTRAIN MANNERS! PLEASE, MORE OFTEN! LONG PHONE CALLS, FEET ON THE SEATS, EVEN NAIL CLIPPING! AVAILABILITY OF BULLET OR LIMITED TRAINS AFTER 6:55 OR 6:58 IS A PROBLEM. MAYBE SUSTAINABILITY IS AN ISSUE BUT I'D LIKE YOU TO RECONSIDER THAT, IF POSSIBLE. THANKS!

TRAIN:376

WOULD BE NICE IF PEOPLE DON'T WAIT FOR THE TRAIN FOR THIRTY MINUTES AT THE DOORS AND THEN ALL RUSH ONCE THE DOORS ARE OPEN. NO CONNECTION TO INTERNET! THIS IS A TRAIN THROUGH SILICON VALLEY, NOT THROUGH DEATH VALLEY! CAN'T USE HOTSPOT, EVEN REGULAR PHONE USAGE IS VERY BAD MOST OF THE TRIP.

TRAIN:376

GREAT TIMING! SPOT ON CLEANLINESS! CAN MAKE BIGGER TRAINS FOR MORE PEOPLE.

TRAIN:376

FOR BULLET TRAINS, GENERALLY THERE ARE MORE PEOPLE ALREADY AS IT IS FASTER AND CONVENIENT. BUT BECAUSE OLD TRAINS (HAVING LESS SEATS) ARE USED MANY TIMES FOR BULLETS IT GETS ESPECIALLY CROWDED, WITH NO STANDING SPACE SOMETIMES.

TRAIN:376

MY OVERALL FEELING ABOUT TAKING CALTRAIN IS GOOD. ONLY TWO THINGS: THERE WAS A MONTH LAST YEAR WHERE I WAS STUCK ON TRAINS MORE THAN THREE TIMES DUE TO BIG DELAYS (MORE THAN 1 HOUR). HOPE WE CAN FIGURE OUT HOW TO AVOID THE MISERABLE BIG DELAY. WE SHOULD HAVE MORE TRAINS AT SAME PEAK TIME. ALWAYS SEE PEOPLE STANDING AND RUSHING ON AND OFF TRAINS IN PEAK HOUR. THIS IS A POTENTIAL SAFETY CONCERN.

TRAIN:376

OBTAINING, I WISH TRAINS WERE LESS CROWDED, RAN MORE FREQUENTLY, AND BETTER DELAY ESTIMATES. HOWEVER, GIVEN REALISTIC CONSTRAINTS I THINK YOU ARE DOING A GOOD JOB. COULD WE GET THE STOPS AT SAN MATEO MORE SPREAD OUT ACROSS THE HOUR?

TRAIN:376

LACK OF SEATS ON THE MORNING SOUTHBOUND TRAIN.

TRAIN:381

OVER CROWDING IS AN ISSUE. PRICES ARE TOO HIGH AS WELL. FOR THE EXPERIENCE I'D PREFER TO PAY AT LEAST THREE DOLLARS LESS.

TRAIN:421

I TAKE THE CALTRAIN FROM BELMONT OR HILLSDALE TO SAN FRANCISCO FOR WORK DURING THE WEEK. I BRING MY BIKE ONBOARD AND THE BIKE CARS ARE GETTING MORE AND MORE CROWDED AS THE WEATHER GETS NICER. ANYTHING YOU CAN DO TO MAKE ROOM FOR MORE BIKES WOULD BE GREAT. ALSO, CAN YOU ANNOUNCE MORE OFTEN THAT THE SEATS IN THE BIKE CARS SHOULD BE FOR PEOPLE WITH BIKES!

TRAIN:424

MAIN COMPLAINT IS LACK OF SEATING. TOO MANY PEOPLE HAVE TO STAND.

TRAIN:432

Delay/Accident Response

Delay/Accident Response

ACCIDENTS AND DELAYS THE ONLY ISSUE, ELSE LOVE IT

TRAIN:217

MAIN COMPLAINT IS THAT THE TRAIN GETS SO DELAYED FROM ACCIDENTS. CANNOT RELY ON TIMES, EVEN IF USUALLY THE TRAIN IS ON TIME.

TRAIN:267

(2016) HOUSE KEY STOLEN WITH HIGH SCHOOL KEY CHAIN. CLIPPER CARD STOLEN (2016). A WOMEN UNDER THE TRAIN (2016) AT MILLBRAE STATION.

TRAIN:268

NOT ENOUGH TRAINS SERVICING MY STATIONS, DELAYS ARE NOT HANDLED WELL BY STAFF, PARKING IS TOO EXPENSIVE, TIME BETWEEN TRAINS IS TOO FAR APART, IS NOISY AND SHOULD HAVE A TALK FREE ZONE.

TRAIN:288

THE TRAIN TICKETS ARE TOO EXPENSIVE, NEED A BETTER SYSTEM FOR WHEN TRAINS BREAKDOWN OR IF THERE IS AN ACCIDENT.

TRAIN:329

ACCIDENTS, MACHINE-RELATED ISSUES MUST BE TAKEN CARE OF, WITHOUT PROLONGING IT TO AN HOUR-AND-HALF OR SO. PROBABLY ALTERNATE TRAIN SHOULD RUN ASAP.

TRAIN:329

ONCE A MONTH THERE IS A MALFUNCTION THAT REALLY THROWS OFF THE SCHEDULE. THE NEW CARS ADDED (WITH BOLTS ALL AROUND THE EXTERIOR) ARE CRAMPED WITH NO LEG SPACE AND DIRTY SEATS. BUT CALTRAIN IS STILL THE BEST SERVICE (MUCH BETTER THAN BART).

TRAIN:376

NO BIG PROBLEMS SO FAR AFTER RIDING CALTRAIN FOR ONE MONTH. EXCEPT WHEN ONE TRAIN STOPPED WHICH DELAYED US FOR APPROXIMATELY THIRTY MINUTES. OTHER THAN THAT, IT HAS BEEN GOOD.

TRAIN:376

THE TRAIN DELAYS CAN GET LITTLE BETTER. WE FIND THE MOST UPDATED INFORMATION THROUGH CROWD SOURCING IN TWITTER. TRESPASSING INCIDENTS CAUSED BY POOR SECURITY AROUND THE ROADS NEEDS TO BE ADDRESSED. CLIPPER CARD ONLINE PAYMENT NEEDS TO REFLECT ON CARD SOONER.

TRAIN:376

Delay/Accident Response

MY OVERALL FEELING ABOUT TAKING CALTRAIN IS GOOD. ONLY TWO THINGS: THERE WAS A MONTH LAST YEAR WHERE I WAS STUCK ON TRAINS MORE THAN THREE TIMES DUE TO BIG DELAYS (MORE THAN 1 HOUR). HOPE WE CAN FIGURE OUT HOW TO AVOID THE MISERABLE BIG DELAY. WE SHOULD HAVE MORE TRAINS AT SAME PEAK TIME. ALWAYS SEE PEOPLE STANDING AND RUSHING ON AND OFF TRAINS IN PEAK HOUR. THIS IS A POTENTIAL SAFETY CONCERN.

TRAIN:376

On-Time Performance/Reliability

On-time Performance/Reliability

THE 9:43 TRAIN THAT STOPS AT BURLINGAME TO GO TO 4TH AND KING WAS LATE GREATER THAN FIFTY PERCENT OF THE TIME FOR A FEW MONTHS. NOW IT SEEMS MORE ON TIME. BUT THE LATE TIMER WAS OFTEN NOT CORRECT (LATE FOR FIFTEEN MINUTES BUT SAYS ONLY FIVE). ALSO ADD RATE TO CLIPPER MACHINES VERY SLOW.

TRAIN:190

FASTER, MORE FREQUENT AND QUIETER TRAINS WOULD BE NICE. I LIVE A MILE AWAY FROM THE TRAIN STATION AND THE SOUND KEEPS ME AWAKE STILL.

TRAIN:192

I ENJOY MY COMMUTE EVERYDAY. IT'S MOSTLY QUIET AND CLEAN. YOU CAN HEAR PEOPLE TALK AND LAUGH SOMETIMES BUT THAT MAKES ME FEEL GOOD. ONLY DOWNSIDE IS THE SPEED. IT COULD BE FASTER, COMPARED TO TRAINS IN EUROPE, JAPAN, AND CHINA.

TRAIN:192

EVERYONE IS VERY NICE, KIND AND ALWAYS HELPFUL. THE TRAIN IS (FOR THE MOST PART) ALWAYS ON TIME. THANK YOU!

TRAIN:192

A CONDUCTOR ALLOWED THE TRAIN TO LEAVE EARLIER THAN SCHEDULED, AS I WAS OBVIOUSLY WALKING UP. I'M STILL PISSED ABOUT THAT.

TRAIN:197

TOO EXPENSIVE, TOO SLOW, NO EARLY OR LATE TRAINS. FARES ARE TOO HIGH FOR INDIVIDUAL TICKETS. THE SCHEDULE IS A BIG PROBLEM. I CAN'T GET TO WORK IN SUNNYVALE BY 8 AM ON SATURDAY AND SUNDAY. THE LAST TRAIN NORTH FROM SAN JOSE IS 10:30 PM ON WEEKDAYS. THAT'S WAY TOO EARLY! AND TRAINS ONLY COME ONCE PER HOUR OFTEN.

TRAIN:206

ON-TIME ARRIVALS HAVE IMPROVED OVERALL, LIKE THE SERVICE. PLEASE IMPROVE THE FOLLOWING: ANNOUNCEMENTS WHEN THERE ARE DELAYS, DISPLAYS ON STATION PLATFORMS.

TRAIN:217

CALTRAIN IS SLOW, DIRTY, EXPENSIVE. I HATE TAKING IT, BUT I HAVE NO OTHER CHOICE.

TRAIN:222

EVERYTHING GREAT EXCEPT RELIABILITY AND MECHANICAL ISSUES, DELAYS AND CROWDEDNESS SOMETIMES.

TRAIN:225

OVERALL, TRAINS RUN ON TIME WHEN NOTHING GOES WRONG. THE SYSTEM NEEDS A THIRD TRACK FOR EMERGENCY SITUATIONS. TRAINS ARE OFTEN PACKED, SO MORE TRAIN CARS AND MORE FREQUENT DEPARTURES WOULD HELP.

TRAIN:232

On-time Performance/Reliability

[Q18] PURELY BECAUSE OF THE SCHEDULE. TRAINS DON'T GO LATE OR COME FREQUENTLY ENOUGH, ESPECIALLY ON WEEKENDS.

TRAIN:232

I CAN SAY THREE OVERALL: ALWAYS TRAIN CREWS FROM 4TH AND KING VERY KIND, SAY HELLO TO EVERYONE (ESPECIALLY [NAME REMOVED] IS AMAZING. HE MAKES MY MORNING ALWAYS HAPPY. HOWEVER, TOO FREQUENT DELAYS (I KNOW SOMETIMES THERE'S TECHNICAL PROBLEMS BUT IT RARELY HAPPENS IN KOREA, JAPAN AND SOME OTHER COUNTRIES) WHY ONLY IN AMERICA? AND TRAINS GET TOO HOT IN THE AFTERNOON. SOMEONE SHOULD CHECK TEMPERATURE, PLEASE.

TRAIN:232

CALTRAIN HAS FREQUENT BREAKDOWNS AND DELAYS MAKING IT UNRELIABLE, BUT I HAVE TO USE IT FOR DAILY COMMUTE.

TRAIN:232

NEED MORE TRAINS SCHEDULED DURING OFF PEAK HOURS. NEED MORE BULLET TRAINS IN SANTA CLARA. IMPROVE TRAIN ARRIVAL TIME.

TRAIN:233

I'M A SUPER COMMUTER: LIVED IN SAN FRANCISCO THIRTY-FOUR YEARS AND I'VE NEVER, EVER BEEN A DRIVER! NO LICENSE! BUT NOW I LIVE IN SANTA CRUZ (GOT PRICED OUT OF SAN FRANCISCO) AND STILL TEACH AT SFSU AND CCSF SO I TAKE THREE BUSES (HIGHWAY 17 BUS, SANTA CRUZ METRO, SF MUNI) AND TWO TRAINS (CALTRAIN AND BART) FOUR DAYS A WEEK AND IT TAKES ME EIGHT HOURS ROUND TRIP! LET'S IMPROVE THIS!

TRAIN:233

I WOULD LIKE TO SEE MORE FREQUENCY OF TRAINS AND FASTER CLIPPER MACHINES. EARLIER START TIME ON WEEKENDS AND MORE FREQUENT TRAINS ON WEEKENDS AS WELL.

TRAIN:262

FOR THE COST OF A MONTHLY PASS, I FIND MYSELF DISAPPOINTED. PLEASE KNOW EFFORTS ON THE WHOLE ARE APPRECIATED, BUT INTERIORS ARE NOT THE CLEANEST (I HAVE SEEN SEVERAL RIPPED SEATS, DIRTY TABLES, BORDERLINE UN-USABLE BATHROOMS), ETC. A LOT OF PEOPLE THINK THE SOUTHBOUND 366 IS CURSED; BROKE DOWN THREE TIMES IN MAY 2018 ALONE AND HAD MY COMMUTE DOUBLED EVERY TIME. PLEASE WORK ON THE SMALL DETAILS, NOT JUST THE "BIG THING." THANK YOU FOR READING!

TRAIN:262

I LIKE THE TRAIN TO BE ON TIME, ESPECIALLY MORNING TIME, BECAUSE OTHERWISE I WILL MISS MY MEETINGS. SO PLEASE TRY TO BE ON TIME, ALL THE TIME.

TRAIN:262

FIVE MINUTES IS STILL LATE. WHEN YOU SET LOW STANDARDS OR EXPECTATIONS, YOU NEVER STRIVE TO IMPROVE. RUN MORE TRAINS. WAITING AN HOUR BETWEEN CERTAIN TRAINS IS POOR SERVICE.

TRAIN:267

On-time Performance/Reliability

AS A NON-SMOKER, THE CALTRAIN EMPLOYEE WHO SMOKES AT 4TH AND KING STATION ENTRANCE (AT DOOR OR AT NO SMOKING SIGN) BEFORE THE 102 LEAVES IS A BIT ANNOYING. IF 267 IS GENERALLY GOING TO BE TWO MINUTES LATE TO MOUNTAIN VIEW, MAYBE THE SCHEDULE SHOULD SHIFT?

TRAIN:267

RESTROOMS CAN BE AWFUL AND SMELL AT TIMES. ON TIME HAS IMPROVED DRAMATICALLY.

TRAIN:267

LETTING US KNOW HOW LONG FOR ESTIMATED DELAYS, PROVIDING WI-FI, MORE LATE NIGHT AND LATE MORNING BULLETS WOULD BE GOOD.

TRAIN:267

ALWAYS MISS CONNECTIONS BETWEEN LIGHT RAIL AND TRAIN AS THE TRAINS ARE RUNNING LATE. VERY SLOW BETWEEN TAMIEN AND SAN JOSE STATIONS.

TRAIN:268

ARRIVE ON TIME

TRAIN:268

OCCASIONALLY TRAINS LEAVE ONE TO TWO MINUTES EARLY. THIS IS ANNOYING AND UNNECESSARY! I HAVE BEEN KICKED OFF THE TRAIN FOR FORGETTING TO TAG ON, BUT I HAVE A GO PASS! WHY CAN'T THE READER DETECT THIS? WHY TAG ON AND OFF WITH GO PASS!?

TRAIN:273

IT IS USELESS TO HAVE A CALTRAIN APP WHEN TRAINS ARE DELAYED SO OFTEN!! I REALLY MEAN THE FOLLOWING: TRAINS ARE DELAYED SO OFTEN! TRAINS ARE DELAYED SO OFTEN! TRAINS ARE DELAYED SO OFTEN! VERY INEFFICIENT SERVICE COMPARED TO WHAT USERS PAY. VERY INEFFICIENT SERVICE OVERALL.

TRAIN:277

MORNING OLD-STYLE TRAINS CAN GET UNCOMFORTABLY CROWDED AT LATER STATIONS (GOING NORTH). SCHEDULE PERFORMANCE HAS ALSO BEEN POOR LATELY; BACK-TO-BACK DAYS OF DELAYS OF EIGHT TO FIFTEEN MINUTES. AND PLEASE LAY OFF THE HORN AT STATIONS, IT'S VERY UNNECESSARY.

TRAIN:282

I HAVE EXPERIENCED MULTIPLE INSTANCES OF TRAINS LEAVING THE STATION (BURLINGAME, SAN MATEO, ETC.) EARLY. THIS HAS CAUSED ME TO MISS A FEW TRAINS, WHICH WAS FRUSTRATING AND INCONVENIENT. ALSO, TRAINS ARE EXCEEDINGLY LOUD AS THEY CROSS URBAN ZONES. PLEASE CONSIDER GETTING BIGGER TRAINS, ESPECIALLY IN THE MORNING.

TRAIN:282

TWO COMMENTS: TIME THE TRANSFERS WITH VTA BETTER, DO BETTER WITH LEAVING STATION ON TIME.

TRAIN:288

On-time Performance/Reliability

WOULD LIKE TO HAVE A 30-DAY CALTRAIN PASS INSTEAD OF MONTH-TO-MONTH. THIS WAY I CAN PURCHASE PASS ON ANY DAY OF THE MONTH. SOMETIMES TRAIN IS A BIT EARLY DEPARTING AT STATION AND I HAVE MISSED IT A FEW TIMES.

TRAIN:288

NINETY-FIVE PERCENT OF THE TIME COMMUTING BY CALTRAIN IS WONDERFUL. THE OTHER FIVE PERCENT OF THE TIME (MECHANICAL BREAKDOWNS, CAR STRIKES, ETC.), THE EXPERIENCE IS AN EVENING-WRECKER. KEEP UP THE MOSTLY GOOD WORK.

TRAIN:289

TRAINS TAKE WAY TOO LONG BETWEEN SAN FRANCISCO AND MOUNTAINVIEW. IT IS NOT POSSIBLE TO TOP UP THE CLIPPER CARD AT 4TH AND KING STATION. IT WOULD BE GREAT TO JUST PAY WITH A CONTACTLESS CREDIT CARD.

TRAIN:289

I WISH CALTRAIN WAS ALWAYS ON TIME, HAD WI-FI, AND I WISH THE APP EXPERIENCE WAS BETTER; ADD PROOF OF GOPASS ON THERE.

TRAIN:313

I WAS VERY DISAPPOINTED TO LEARN THAT THERE ARE NOT AS MANY TRAIN SERVICES AFTER THE GIANTS GAME. I WAS TOLD AT 11:01 PM (THIRTY MINUTES AFTER GAME) THAT I HAD TO WAIT TILL MIDNIGHT FOR THE LAST TRAIN.

TRAIN:313

YOUR COMMITMENT TO TIMELINESS IS ABHORRENT. TRAINS ARE ALWAYS LATE. TRAIN COORDINATION ARRIVING AT SAN JOSE DIRIDON IS TERRIBLE, CAUSING DELAYS, SLOWDOWNS JUST PULLING INTO THE STATION. NEED TO MOVE WITH EXPEDIENCY. TRAIN 156 IS DELAYED FIVE TO FIFTEEN MINUTES EVERYDAY. UNACCEPTABLE.

TRAIN:313

THE ONLY TWO THINGS I PARTICULARLY CARE ABOUT ARE IF THE TRAIN IS ON TIME AND IF THERE ARE ENOUGH SEATS. BEING "INFORMED" OF DELAYS IS ONLY marginally ACTIONABLE, HOW ABOUT REDUCING THEM? MY COMMUTE IS JACKED TWO OR THREE TIMES A MONTH, GUARANTEED.

TRAIN:329

THINGS THAT CAN BE IMPROVED: REDUCE DELAYS (REDUCE TRAIN BREAKDOWNS); CLEAN THE TRAIN (AT LEAST THE INTERIOR). OCCASIONALLY I'VE SEEN PEOPLE WITH VERY DIRTY CLOTHES RIDING THE TRAIN. I'M CONCERNED ABOUT THE HYGIENE ON THE TRAIN.

TRAIN:329

CALTRAIN MOSTLY RUNS LATE. DUE TO NOT BEING ON TIME, I MISS MY CONNECTING VTA LIGHT RAIL AT DIRIDON.

TRAIN:360

On-time Performance/Reliability

CALTRAIN IS GREAT! UNFORTUNATELY, I TRAVEL FROM 4TH AND KING TO TAMIEN AND MY BULLET TRAIN IS ALWAYS LATE ARRIVING BACK TO TAMIEN. MAYBE ADJUST THE TIME ON THE WEBSITE BY A COUPLE MINUTES?

TRAIN:376

IN A DEVELOPED COUNTRY, SUCH AS JAPAN, SWITZERLAND, TRAINS ARE ACCURATE AND DO NOT BREAK DOWN SO OFTEN. WHY IS CALTRAIN SO "DIFFERENT"?

TRAIN:376

RESTROOMS ONBOARD NEED TO BE SERVICED MORE FREQUENTLY, UPHOLSTERED SEATS THAT ARE SO TORN THAT THE FOAM IS COMING OUT NEED TO BE REPLACED AND RECOVERED. TRASH AT THE STATIONS PARKING LOTS AND STOPS, TRACKS ALSO NEED TO BE CLEANED MORE OFTEN. OUTREACH I.E. THE TRASH ISSUE WOULD BE GREAT. FIVE MINUTES LATE ISN'T ON TIME. I DO LOVE CALTRAIN!

TRAIN:381

MORE BIKE ROOM PLEASE. CONDUCTORS SHOULD NOT LET MORE BIKES ON WHEN THE CAR IS FULL OF BIKES. IT IS ANNOYING WHEN THE TRAINS ARE LATE BECAUSE OF MECHANICAL FAILURES.

TRAIN:385

IT IS FRUSTRATING WHEN TRAINS ARE REALLY DELAYED. THEY JUST KEEP ADDING MINUTES TO THE TIME IT IS DELAYED.

TRAIN:385

PLEASE IMPROVE ADHERENCE TO SCHEDULES. TRAIN SHOULD, NAY MUST, ARRIVE ON TIME.

TRAIN:421

TICKET PRICES ARE TOO HIGH. TRAINS CLEANLINESS BETTER THAN BART, BUT MUCH TO BE DESIRED. TOO MANY LATE TRAINS. BATHROOMS DISGUSTING. PRICES TOO HIGH. PAY EMPLOYEES LESS, STRIP BENEFITS AND LOWER PRICES, EXORBITANT PRICES. INSULTING, TRAINS ARE GROSS.

TRAIN:438

I REALLY LIKE THE APP. THE TRAINS ARE SUPER ON TIME TO THE EXACT MINUTES. I LIKE THAT. PLEASE MAKE YOUTH DISCOUNT TWENTY-YEAR-OLDS AND UNDER. BROKE COLLEGE STUDENTS NEED HELP.

TRAIN:438

Personnel

Personnel

STOP RAISING THE PRICE OF TICKETS. WE LOVE [NAME REMOVED] AND [NAME REMOVED].

TRAIN:101

I NEED MORE TRAINS; NOT JUST ONE PER HOUR IN MIDDLE OF THE DAY. AND I WOULD LIKE CONDUCTORS TO HELP: PEOPLE WHO DON'T HAVE A BIKE SHOULD SIT IN NON-BIKE CAR.

TRAIN:142

MORNING TRAIN STAFF ARE ALWAYS FRIENDLY AND CHIPPER.

TRAIN:150

I'VE HAD VERY GOOD EXPERIENCE W CALTRAIN AND DISABILITY IN PAST WITH CONDUCTOR HELPING WITH RAMP. BUT LATELY IT'S BEEN HARDER TO SIGNAL TO GET A RAMP SO I CAN BOARD MORE EASILY. CAN SOMETHING BE DONE TO IMPROVE EXPEDITING THE RAMP? THANKS!

TRAIN:150

STATIONS NOT ALWAYS CLEAN (REDWOOD CITY). SCHEDULE BOARDS NOT ALWAYS WORKING (SOUTH SAN FRANCISCO). CONDUCTORS ARE USUALLY COURTEOUS BUT THERE IS ONE WOMAN ON ONE OF THE MORNING TRAINS THAT IS REALLY RUDE TO PEOPLE WHEN THE TRAIN IS SO PACKED THAT PEOPLE HAVE TO PUT THEIR BELONGINGS ON THE GROUND. IN GENERAL, I THINK THE TRAINS DURING COMMUTE TIMES ARE TOO PACKED, AND MORE TRAINS WOULD BE HELPFUL.

TRAIN:150

[FOUR CONDUCTOR'S NAMES REMOVED] ARE ALL VERY COURTEOUS AND HELPFUL. [NAME REMOVED] HAS ALSO WATCHED FOR THE SAFETY OF RIDERS WHICH IS GREAT. SEATS COULD BE CLEANED MORE OFTEN, SOMETIMES I FEEL THAT A HOMELESS PERSON MAY HAVE SLEPT OR SAT ON A SEAT THAT I UNFORTUNATELY CHOSE TO SIT ON. RIDERS NEED TO BE REMINDED TO KEEP THEIR PHONE CONVERSATIONS AT A LOW VOLUME. IN SAN JOSE DIRIDON BATHROOM OFTEN A TOILET MAY NOT WORK OR LOCKS ON DOOR ARE BROKEN. IT MAY TAKE MORE THAN A MONTH TO FIX THE TOILET. BROKEN GLASS IN PARKING LOT AT MILLBRAE STATION WAS NEVER SWEEPED UP. IT TOOK SEVERAL MONTHS BEFORE THE BROKEN GLASS WAS DISPERSED TO OTHER AREAS OF THE LOT, INSTEAD OF BEING CLEANED UP. NEWSPAPERS, FOOD AND CONTAINERS SCATTERED ON THE PLATFORM AT MILLBRAE STATION. SOMETIMES THE CONDUCTOR TALKS TOO FAST.

TRAIN:151

CONDUCTORS ARE VERY NICE TO PEOPLE

TRAIN:151

CONDUCTORS ARE VERY CARING SUPPORTIVE AND ATTENTIVE TO STUDENT GROUPS AND PEOPLE WITH DISABILITIES. [NAME REMOVED] IS ESPECIALLY HELPFUL.

TRAIN:151

CONDUCTOR [NAME REMOVED] IS THE BEST.

TRAIN:151

Personnel

APPRECIATE LIVE PERSONNEL ON TRAIN

TRAIN:190

IMPRESSED BY PROFESSIONAL AND DIPLOMATIC WAY CONDUCTORS HANDLED DIFFICULT PASSENGERS

TRAIN:190

THE CONDUCTORS ARE ALWAYS VERY HELPFUL AND WILLING TO PROVIDE INFORMATION AND ANSWER QUESTIONS. OVERALL, I FEEL MUCH SAFER ON CALTRAIN TRAIN THAN I DO ON THE BART. THANKS!

TRAIN:192

THANK YOU FOR YOUR HELP! ALL CALTRAIN STAFF!

TRAIN:192

LOVE THE STAFF AND THEIR ATTITUDE. I LOVE THE CALTRAIN SERVICE, I TAKE IT DAILY.

TRAIN:192

EVERYONE IS VERY NICE, KIND AND ALWAYS HELPFUL. THE TRAIN IS (FOR THE MOST PART) ALWAYS ON TIME. THANK YOU!

TRAIN:192

PLEASE INCLUDE CLIPPER CARD ADD-FARE MACHINES IN MORE STATIONS! I ENJOY CALTRAIN'S SMELL, ALTHOUGH THE VENTILATION DOES NOT WORK TOO WELL IN HOT DAYS. ALL THE STAFF IS ALWAYS KIND AND RESPECTFUL. THANK YOU!

TRAIN:197

GREAT SERVICE, GREAT CONDUCTORS. THANK YOU!

TRAIN:197

I USED TO RIDE WITH A FOLDING BIKE BEFORE BEING PREGNANT. IT WAS CONVENIENT AND NOW WITH YOUNG INFANT, I FEEL SAFE AND COMFORTABLE TO RIDE CALTRAIN BECAUSE OF ITS CLEANNESS (EXCEPT BATHROOM -NEED MORE FRAGRANT CLEAN UP), AND PROFESSIONAL PRESENCE OF CONDUCTORS. THANK YOU FOR YOUR BUSINESS.

TRAIN:207

THE CONDUCTORS DO NOT WALK THROUGH OR MANAGE THE TRAINS. I HAVE BEEN DENIED SEATS FROM OTHER PASSENGERS, HIT IN THE HEAD WITH BACKPACKS AND HAD A SCOOTER DROPPED ON MY FOOT.

TRAIN:207

THE ENGINEER SHOULD BE TRAINED TO STOP AT THE STATION (SOUTH BOUND PALO ALTO) IN THE RIGHT SPOT. SOMETIMES WE HAVE TO WALK TEN FEET AWAY FROM THE REGULAR WAITING AREA. THANK YOU!

TRAIN:207

Personnel

THE ATTITUDE OF CALTRAIN CONDUCTORS IS BREATHTAKINGLY BAD. THEY SEEM TO FORGET WE HAVE PAID TO SIT HOSTAGE AND BE MISTREATED BY THEM. HOSTILE, ZERO CUSTOMER SERVICE, DISRESPECTFUL, LECTURING AND UNPROFESSIONAL, NO ACCOUNTABILITY. CAN WE AUTOMATE AND REMOVE THEM? THEY RUIN THE COMMUTE.

TRAIN:216

THERE IS A HUGE DIFFERENCE IN THE CONDUCTOR AND QUALITY OF THE TRAINS. THE TRAINS WAIVER, THE UPPER LEVEL SINGLE SEATS ARE IN MUCH BETTER CONDITION FROM BOTH A CLEANLINESS AND OVERALL CONDITION PERSPECTIVE. I ALSO PREFER THE SINGLE SEAT OPTION AS A FEMALE RIDER.

TRAIN:216

AS THERE ARE VERY NICE CONDUCTORS, I WOULD HAVE TO SAY THERE'S ONLY ABOUT FIFTY PERCENT. THE OTHER FIFTY PERCENT ARE RUDE! THEY MAKE FUN OF CLIENTS, CLOSE DOORS ON THEIR FACES AFTER TELLING THEM "YEAH GO AHEAD AND TRY, YOU HAVE TIME", OR JUST RUDELY ASKING FOR PROOF OF PAYMENT FROM ONE PERSON. I WON'T SHOW MY MONTHLY PASS IF THEY ARE BEING ASSHOLES!!!

TRAIN:216

COURTESY OF CONDUCTORS WOULD GET A FIVE OR HIGHER WITH THE EXCEPTION OF TWO NEGATIVE EXPERIENCES. HOWEVER MOST OF MY NEGATIVE CALTRAIN EXPERIENCES ARE DUE TO TEENAGERS' COURTESY (OR LACK THEREOF) AFTER SCHOOL.

TRAIN:216

CONDUCTORS ARE ALWAYS VERY FRIENDLY

TRAIN:217

CLIPPER CARD LOADING MACHINES; HAVE THEM AT MORE STATIONS PLEASE! ALSO, THE ONES AT 4TH & KING ARE SLOW AND FREQUENTLY DON'T WORK. WEEKDAY CONDUCTORS ARE THE BEST! WEEKEND CONDUCTORS ARE RUDE AND NOT HELPFUL.

TRAIN:217

CONDUCTORS ARE GENERALLY MORE COURTEOUS IN MORNINGS THAN EVENINGS. A CLIPPER CARD SCANNER AT THE NORTHMOST END OF THE STATION WOULD BE GREAT. I LIKE BIKE PRE-BOARD. PLEASE MORE SEATS!

TRAIN:217

SO HAPPY WITH MANY OF THE CONDUCTORS. THEY WORK SO HARD AND ARE VERY PROFESSIONAL.

TRAIN:217

SOME STAFF ARE GEMS, OTHERS ARE QUITE BAD. LOVE BIKE CARS, BUT THE SYSTEM IS GETTING OVERLOADED. MAKE BIKE TAGS REQUIRED AND HAVE STACKS OF THEM IN THE BIKE CARS.

TRAIN:217

CONDUCTORS ARE AWESOME. THEY SMILE AND ARE JOYFUL ALL DAYS. VERY HELPFUL.

TRAIN:217

Personnel

[NAME REMOVED] TRAIN CONDUCTOR IS VERY DISRESPECTFUL. OTHERWISE, GREAT CONDUCTORS.
TRAIN:217

PLEASE GIVE MORE INFORMATION AT STATION OR TO CONDUCTOR DURING DELAYS. GENERALLY, I ENJOY COMMUTING VIA CALTRAIN VERSUS DRIVING. ITS ONLY WHEN SOMETHING GOES WRONG, IT GOES REALLY WRONG, LIKE DELAYS OR SAFETY (PERSONALLY, BEING CORNERED IN A SEAT BY A HOMELESS MAN IN AN OTHERWISE EMPTY TRAIN). HOORAY FOR THE CONDUCTOR WHO WAS WALKING THROUGH, FOR COMING TO MY RESCUE AND ASKING FOR TICKETS, TO SCARE HIM AWAY.
TRAIN:222

THE RECENT CUT IN WEEKEND SERVICE HAS MADE IT VERY DIFFICULT TO USE THE TRAIN. PLEASE ADD MORE DURING WEEKENDS AND MORE WEEKDAY MORNINGS. ALSO, OFTEN BATHROOMS SMELL UP TRAIN. CONDUCTORS ARE GREAT PEOPLE AND KEEP TRAINS FEELING SAFE.
TRAIN:232

I CAN SAY THREE OVERALL: ALWAYS TRAIN CREWS FROM 4TH AND KING VERY KIND, SAY HELLO TO EVERYONE (ESPECIALLY [NAME REMOVED] IS AMAZING. HE MAKES MY MORNING ALWAYS HAPPY. HOWEVER, TOO FREQUENT DELAYS (I KNOW SOMETIMES THERE'S TECHNICAL PROBLEMS BUT IT RARELY HAPPENS IN KOREA, JAPAN AND SOME OTHER COUNTRIES) WHY ONLY IN AMERICA? AND TRAINS GET TOO HOT IN THE AFTERNOON. SOMEONE SHOULD CHECK TEMPERATURE, PLEASE.
TRAIN:232

I WISH PRICES DIDN'T KEEP GOING UP. NEED BETTER ENFORCEMENT AND THE TAGGING ON AND OFF IS A TERRIBLE IDEA, PEOPLE FORGET ALL THE TIME. IF WE HAD A BETTER TICKETING SYSTEM MAYBE CALTRAIN WOULDN'T NEED TO RAISE PRICES ALL THE TIME.
TRAIN:232

URINE SMELL AT PALO ALTO STATION IS UNACCEPTABLE, IT'S A DAILY PROBLEM DESPITE OCCASIONAL POWER WASHING. TICKET PODIUMS FOR CLIPPER ARE POSITIONED SO YOU HAVE TO WALK THROUGH BOARDING AND OFFLOADING PEOPLE TO TAG ON, SHOULD BE AT STAIRWELL OR PLATFORM ENTRANCES, TOO EASY TO FORGET TO TAG ON. CONDUCTOR ON MAY 9TH CALLED RIDERS "DUMBASSES" THREE TIMES FOR FORGETTING TO TAG ON, WHICH IS AN EASY MISTAKE GIVEN ABOVE.
TRAIN:233

TRAIN CONDUCTOR [NAME REMOVED] (TAMIEN STATION 6:56AM) HE IS VERY CUSTOMER SERVICE ORIENTED AND VERY FRIENDLY. ALL CONDUCTORS SHOULD BE MENTORED BY HIM.
TRAIN:254

THE EXTREMELY FRIENDLY WORKER AT TAMIEN STATION AT 7:00 AM WEEKDAYS [DESCRIPTION REMOVED] REALLY OUTGOING AND COURTEOUS, MAKES MY DAY. SEEMED ANNOYING AT FIRST, NOW I LOOK FORWARD TO IT! SERIOUSLY, GREAT ATTITUDE AND SO CONSISTENT. HE SHOULD BE RECOGNIZED!
TRAIN:254

Personnel

I WOULD APPRECIATE MORE CONDUCTORS ON GIANTS GAME DAYS. ON THOSE DAYS, SOME PASSENGERS ARE VERY LOUD, POURING AND SPILLING ALCOHOL ON OTHERS. OTHERWISE THE TRAINS ARE USUALLY VERY CLEAN AND ON TIME. THANK YOU! (MAYBE CHECK TICKETS MORE TO CATCH FARE EVADERS.)

TRAIN:254

WISH IT WAS LESS CRAMPED ON BOARD. MANY TIMES, IT'S REALLY HOT ON THE TRAIN IN THE AFTERNOONS. THIS IS QUITE UNCOMFORTABLE. WOULD BE GREAT TO HAVE MORE TRAINS RUNNING SINCE THERE ARE SO MANY RIDERS. WOULD LOVE SOME WI-FI. CONDUCTORS ARE AWESOME AND FRIENDLY.

TRAIN:262

THE CONDUCTOR ON THE NORTHBOUND 215 TRAIN IS GREAT. THANKS FOR WISHING US A GOOD DAY. ALSO, CONDUCTORS IN GENERAL ARE GOOD ABOUT CLEAR, HELPFUL AND COURTEOUS ANNOUNCEMENTS. I'M LOOKING AT YOU: 215, 809, 319, 262, 366.

TRAIN:262

CALTRAIN WORKERS ARE FRIENDLY. I APPRECIATE IT.

TRAIN:262

GUY WITH [DESCRIPTION REMOVED] IS COOL! WINDOW WASHING MORE OFTEN WOULD BE GOOD.

TRAIN:267

AS A NON-SMOKER, THE CALTRAIN EMPLOYEE WHO SMOKES AT 4TH AND KING STATION ENTRANCE (AT DOOR OR AT NO SMOKING SIGN) BEFORE THE 102 LEAVES IS A BIT ANNOYING. IF 267 IS GENERALLY GOING TO BE TWO MINUTES LATE TO MOUNTAIN VIEW, MAYBE THE SCHEDULE SHOULD SHIFT?

TRAIN:267

DISAPPOINTED THAT I TRIED TO ATTEND SESSIONS TO DISCUSS FARE INCREASES AND NO CALTRAIN REPRESENTATIVE WAS AT THE STATION FOR APPOINTED TIME.

TRAIN:268

MUCH BETTER AND CLEANER THAN BART. LIKE THAT YOU CAN HAVE A BEER, CONDUCTORS ARE VERY NICE.

TRAIN:268

EXCELLENT SERVICE, OVERALL GOOD.

TRAIN:268

THE CONDUCTORS CUSTOMER SERVICE HAS BEEN POSITIVE. COMMUNICATION OF DELAYS COULD BE BETTER AS WELL AS CLEANLINESS. I THINK THIS LACK OF CLEANLINESS IS CAUSED MORE BY PASSENGERS. PERHAPS IMPLEMENTING PASSENGER COURTESY SIGNS REMINDING THEM TO CLEAN UP AFTER THEMSELVES? ALSO, HELPFUL TO MONITOR BIKE CARS IN THE MORNING ESPECIALLY. MANY BIKERS CONFUSE THE BIKE CAR AS BIKERS ONLY AND DO NOT REALIZE THESE ARE COURTESY SEATS.

TRAIN:268

Personnel

I HAVE WITNESSED A CERTAIN CONDUCTOR, A WOMAN [DESCRIPTION REMOVED], RACIALLY PROFILE SEVERAL RIDERS AND LECTURE MANY OTHERS. IT'S A LONG JOB BUT SHE IS GENERALLY UNFAIR AND APPEARS TO TAKE THE JOB TOO PERSONALLY.

TRAIN:273

THE CALTRAIN ANNOUNCERS TRY TO BE WITTY ON THE INTERCOM. TELL THEM TO STOP IT!

TRAIN:273

WOULD BE GREAT IF ALL CONDUCTORS ENFORCED: BIKES GETTING ON FIRST, BIKER ONLY SEATING

TRAIN:277

DELAYS: WHEN TRAINS ARE VERY LATE AND TRAINS HAVE BEEN SUBSTITUTED IT IS DIFFICULT TO KNOW WHICH TRAIN TO TAKE TO GET TO DESIRED STOP. SOMETIMES CONDUCTORS ARE LESS THAN HELPFUL. I UNDERSTAND THEY ARE STRESSED AND MANY PEOPLE ASKING BUT SOME CAN BE LESS THAN HELPFUL. SOME TRAINS, THE SMALLER SIZE, THEY ARE PINK, REALLY HAVE A BAD BATHROOM SMELL THAT PERMEATES THE CAR.

TRAIN:277

CALTRAIN IS HANDS DOWN THE SAFER AND CLEANER CHOICE COMPARED TO BART, HENCE THE FIVE-PLUS RATINGS FOR CERTAIN ITEMS. CALTRAIN STAFF IS MUCH MORE PRESENT AND AVAILABLE DURING TRIPS TOO, WHICH REALLY CREATES A GREAT RIDER EXPERIENCE. THE CHECKING OF TICKETS IN THE MORNING ESPECIALLY FOR FREQUENT OR MONTHLY PASS HOLDERS IS ROTE AND ANNOYING WHEN YOU'RE SLEEPY.

TRAIN:282

I DON'T KNOW HIS NAME, BUT THE CONDUCTOR WHO WAS ON CALTRAIN 284 THROUGH [DATE DELETED] ALWAYS MADE MY DAY BRIGHTER. THE CONDUCTORS ON CALTRAIN 221 ARE GREAT TOO.

TRAIN:282

I HAVE COME ACROSS RUDE CONDUCTORS. TRAIN INTERIORS ARE ALWAYS DIRTY. PARKING ELEVATOR DIRTY AND SMELLY! TICKET MACHINES WON'T SELL PARKING UNLESS YOU HAVE A MONTHLY PASS FIRST. CONDUCTORS ARE NOT ALWAYS OUTSIDE THE DOORS TO MAKE SURE ALL PASSENGERS HAVE BOARDED. FARES ALWAYS GO UP BUT NO IMPROVEMENT IN SERVICES.

TRAIN:288

CONDUCTORS SHOULD ANNOUNCE DOORS ARE CLOSING AND WHICH TRAIN IT IS BEFORE CLOSING DOORS. STARTING FROM DIRIDON, THE DOORS JUST CLOSE. NO IDEA WHAT TRAIN IT IS UNTIL IT LEAVES. THE CONDUCTORS DO NOT ANNOUNCE ANYTHING WHEN THE TRAIN IS ABOUT TO LEAVE THE STATION. THE DOORS JUST CHIME AND CLOSE.

TRAIN:288

TRAINS ARE CLEAN! CONDUCTORS AND STAFF ON 323 ARE GREAT!

TRAIN:288

THE CONDUCTORS DO NOT MOVE AROUND THE TRAIN TO CLEAR LUGGAGE FROM AISLES AND ENSURE THAT PEOPLE MAKE SEATS AVAILABLE FOR SENIORS AND DISABLED. THERE IS NO MECHANISM IN EACH CAR TO CALL A CONDUCTOR IN CASE OF AN EMERGENCY.

TRAIN:313

Personnel

PLEASE CLOSE THE GATE DOOR IN SAN FRANCISCO STATION NOT TOO EARLY. E.G.: I TAKE A 6:16 PM TRAIN FROM SAN FRANCISCO BUT THE GATE DOOR IS ALREADY CLOSED AT 6:14 PM.

TRAIN:313

SEVEN AM MOUNTAIN VIEW BULLET CONDUCTOR IS VERY KIND AND PROFESSIONAL, BUT MANY OF THE MECHANICS AND OR CONDUCTORS WHO HANG OUT AT 4TH AND KING AND "TALK SHOP" (HOW STUPID CUSTOMERS ARE) ARE SOME OF THE RUDEST PEOPLE I'VE EVER INTERACTED WITH.

TRAIN:313

YOU DIDN'T ASK ABOUT COURTESY OF CONDUCTORS AT STATIONS.

TRAIN:313

THE TWITTER POSTS AND CONDUCTOR COMMENTS BRIGHTEN UP MY COMMUTE. THANKS!

TRAIN:313

MORE ENFORCING OF PEOPLE WITH LUGGAGE, BACKPACKS, LARGE PURSES, BIKES AND SCOOTERS TAKING UP ROOM, TWO SEATS. PRIORITY SEATING SHOULD BE ENFORCED. EXTRA BELONGINGS SHOULD BE ON RIDER'S LAPS NOT SEAT.

TRAIN:324

SOME CONDUCTORS SPEAK TOO FAST

TRAIN:329

PRIOR TO ENTERING AND WHEN THE TRAIN LEAVES THE STATION, THE CONDUCTORS SHOULD ANNOUNCE WHAT NUMBER THE TRAIN IS.

TRAIN:329

APPRECIATE ATTENDANTS AND THEIR COMMUNICATION. LOVE THAT I CAN STORE MY BIKE AT CALTRAIN AND NOT BRING ON TRAIN.

TRAIN:330

MORE SEATS WITH CUPHOLDERS PLEASE! WI-FI ON BOARD WOULD BE AWESOME! THE CONDUCTORS ARE NICE AND FUNNY!

TRAIN:330

[NAME DELETED]. VERY FRIENDLY AND PROFESSIONAL.

TRAIN:360

ATTENDANTS AT THE FOURTH AND KING STATION CAN BE A BIT SURLY AND DEMEANING WHEN ASKING THEM FOR HELP OR DIRECTIONS. THEY REALLY NEED TO BE MORE PLEASANT IN DEMEANOR.

TRAIN:360

THESE CONDUCTORS ARE AWESOME AND SUPER-FRIENDLY. SAME WITH MORNING TRAIN (7:04 BULLET), BEST CONDUCTOR EVER. THANKS FOR THE FRIENDLINESS!

TRAIN:376

Personnel

THE TRAIN CARS FROM LOS ALTOS ARE IN REALLY BAD SHAPE AND ALWAYS SMELL LIKE FECES FROM THE ONBOARD BATHROOMS. MANY OF THE SPEAKERS ARE TOO QUIET OR BROKEN, MAKING IT HARD TO HEAR THE CONDUCTORS. NOT ALL CONDUCTORS DO A GOOD JOB OF INFORMING PASSENGERS ABOUT THE SITUATION WHEN THE TRAIN STOPS.

TRAIN:376

THE CONDUCTOR ON THE #319 BULLET NORTHBOUND MAKES THE ENTIRE EXPERIENCE MORE ENJOYABLE. CALTRAIN SHOULD HOLD HIM UP AS AN EXAMPLE OF SERVICE AND COURTESY. PLEASE CLEAN UP THE TOWNSEND FENCE LINE; IT'S DISGUSTING AND POTENTIALLY DANGEROUS. HELP FIND THE HOMELESS A PLACE TO SLEEP WITH DIGNITY. IS CALTRAIN READY TO SERVE THOUSANDS MORE RIDERS AS NEW HOUSING IS OCCUPIED UP AND DOWN THE PENINSULA?

TRAIN:376

[NAME REMOVED] IN THE MORNINGS IS AMAZING!

TRAIN:376

[NAME REMOVED] THE CONDUCTOR ON THE 8:49 AM TRAIN FROM 22ND ST. IS AMAZING! THERE HAS GOT TO BE A BETTER SYSTEM FOR BIKES.

TRAIN:381

GOOD: ON TIME, FREQUENT BUSY HOUR TRAINS, CONDUCTORS ARE NICE. BAD: FILTHY BATHROOMS, TOO EXPENSIVE

TRAIN:381

THANKS TO CONDUCTORS- GREAT JOB!

TRAIN:381

I LOVE MY CALTRAIN COMMUTE EACH DAY! FRIENDLY CONDUCTORS AND NICE RIDE.

TRAIN:385

I TAKE THE TRAIN FIVE DAYS A WEEK TO SAN FRANCISCO FROM SAN JOSE. THE COMPLAINT I HAVE IS THE MORNING COMMUTE 329 THAT LEAVES FOR TAMIEN AT 7:59 AM. THE TWO [DESCRIPTION DELETED] CONDUCTORS ARE VERY RUDE AND UNPROFESSIONAL. THEY WOULD HAVE A BETTER CAREER AS PRISON GUARDS. PLEASE DO SOMETHING ABOUT THEM, THEY MAKE MY MORNING COMMUTE VERY UNPLEASANT. [NAME DELETED]

TRAIN:421

PLEASE HAVE NICE STAFF, WITH THE PROPER TRAINING.

TRAIN:421

CONDUCTORS ARE RUDE, SHUT DOORS IN PEOPLE'S FACES WHEN ONLY SECONDS LATE.

TRAIN:432

Personnel

THE HIGH CHARGE THEN REFUND SYSTEM FOR CLIPPER CARDS IS SILLY. DON'T TAKE MONEY UNNECESSARILY AND THEN REQUIRE THE PASSENGER TO GET THEIR MONEY BACK! SEVERAL UNPLEASANT INTERACTIONS WITH CONDUCTORS HAS LED TO A RATHER BITTER FEELING ABOUT THEM AND THEIR CUSTOMER RELATIONS SKILLS. WHENEVER I THINK OF TAKING CALTRAIN, I SIGH IN RECOLLECTION.

TRAIN:433

THERE'S AN OLD WHITE MALE WHO'S VERY RUDE AND TREATS RIDERS VERY BAD. HE IS [DESCRIPTION REMOVED]. I WASN'T ABLE TO GET HIS NAME.

TRAIN:433

I NOTICE A LARGE INCONSISTENCY IN HOW MUCH THE CONDUCTOR SOUNDS THE HORN. WOULD BE NICE IF COULD HAVE A CONSISTENT AND LIMITED AMOUNT; WE LIVE NEAR SUNNYVALE STATION.

TRAIN:441

AT SAN JOSE DIRIDON, THERE WERE NO POSTED SIGNS INDICATING WHICH TRAIN TRACK TO BOARD. SOMETIMES WHEN A TRAIN IS DELAYED, I SEE THE "MINUTES" OF DELAY KEEP TICKING UP. I WISH I WOULD HAVE KNOWN UP FRONT ABOUT THE COMPLETE DELAY TIME. OVERALL, I LOVE CALTRAIN. CALTRAIN CONDUCTORS ARE ALWAYS SO PLEASANT! THANK YOU FOR MAKING ME FEEL SAFE AT ALL TIMES.

TRAIN:441

THE ON-BOARD STAFF IS AMAZING, TRULY WONDERFUL, HARD-WORKING AND FRIENDLY.

TRAIN:801

VERY GOOD SERVICE. THE ATTENTION OF THE STAFF IS VERY GOOD. THANK YOU FOR THE EXCELLENCE!

TRAIN:804

PLANNING

Electrification/High Speed Rail/System Modernization

Electrification/High Speed Rail/System Modernization

SCHEDULE COORDINATION ON WEEKENDS AND NIGHTS. OFTEN CALTRAIN/VTA/BART SCHEDULES MISCONNECT, SO IT'S A THIRTY PLUS WAIT AT MILLBRAE, MOUNTAIN VIEW NECESSARY. IRREGULAR OPERATION NOTIFICATION, ESPECIALLY NIGHTS AND WEEKENDS IMPROVING, BUT A LONG WAY TO GO. FORCE COMMUNITIES TO ELIMINATE LEVEL CROSSINGS. TRAIN HITS ARE TOO FREQUENT.

TRAIN:190

CAN'T WAIT FOR ELECTRIFICATION WITH MORE FREQUENT TRAINS. GOOD LUCK!!

TRAIN:190

MORE INFO ABOUT ELECTRIFICATION PROGRESS.

TRAIN:192

WHAT'S THE TIMELINE GETTING CALTRAIN ELECTRIFIED? HOW ABOUT NEW TRAINS!!

TRAIN:197

I ENJOY TAKING CALTRAIN FOR WORK. LOOK FORWARD TO SEEING ELECTRIC TRAINS. BRAKES ON TRAIN ARE VERY SQUEAKY AND LOUD. BAD FOR THE HEARING.

TRAIN:206

EXTEND ELECTRIFIED SERVICE SOUTH OF TAMIEN AND PROVIDE BIDIRECTIONAL HALF-HOUR SERVICE. PLEASE.

TRAIN:217

I SUPPORT ELECTRIC CALTRAIN

TRAIN:222

I STRONGLY ADVOCATE ELECTRIFICATION OF CALTRAIN, INCLUDING INSTALLATION OF SOLAR POWER GENERATING PLANTS AT ALL APPROPRIATE STATIONS TO OFFSET ELECTRICITY COSTS.

TRAIN:222

ELECTRIFY THE DAMN THING, COME ON, THIS IS CALIFORNIA IN 2018, WHAT ARE THOSE DIESEL ENGINES STILL DOING HERE?! FARES ARE EXPENSIVE FOR A SLOW AND OBSOLETE TRAIN...

TRAIN:232

TICKETS ARE KINDA EXPENSIVE. ALSO, WISH TRAINS TO BE ELECTRIC INSTEAD OF DIESEL.

TRAIN:233

ADD APPLE PAY TO THE MOBILE APP. ELECTRIFY THE CALTRAIN!

TRAIN:233

PLEASE MAKE THE TRAIN HORNS LESS LOUD.THERE IS NO SAFETY ADVANTAGE TO THE EXCESSIVE VOLUME AND FREQUENCY OF THE HONKING. PLEASE ELECTIFY. TRAINS SHOULD NOT USE FOSSIL FUELS. THANKS!

TRAIN:257

Electrification/High Speed Rail/System Modernization

TRAINS SHOULD BE MODERNIZED. WE ARE IN 2018 AND CALTRAINS ARE DATED FROM 1985. SAFETY, CLEANLINESS, STAFF COULD BE IMPROVED. AIR CONDITIONING NEVER WORKS EITHER.

TRAIN:262

GO CAL MOD!

TRAIN:267

THANKFUL FOR COMING ELECTRIFICATION OF TRAINS. DO NOT ELIMINATE THE RESTROOMS ON THE NEW CALTRAIN CARS. CONTINUE TO UPDATE INFORMATION REGULARLY WHEN A TRAIN BREAKS DOWN. OTHERWISE, A PLEASANT WAY TO TRAVEL.

TRAIN:267

PLEASE CONVERT TO ELECTRIC TRAINS ASAP. CALTRAIN IS TOO EXPENSIVE.

TRAIN:277

THE ELECTRIFICATION IS TOO SLOW. OLD TRAIN IS MADE IN 1985!

TRAIN:288

MODERNIZATION OF FLEET WOULD BE NICE. MORE BULLET TRAINS BEFORE 6:30 AM AFTER 8:30 PM. LOTS OF SAN FRANCISCO COMMUTERS WORK 5 AM TO 8 PM.

TRAIN:288

MORE TRAINS AND FASTER TRAINS. ELECTRIFICATION! WAY TOO CROWDED!!

TRAIN:324

CAN'T WAIT FOR ELECTRIFICATION SO CALTRAIN CAN RUN MORE TRAINS THAT RUN FASTER AND QUICKER AND CAN EXTEND TO THE TRANSBAY TERMINAL IN DOWNTOWN SAN FRANCISCO.

TRAIN:330

THE STATE OF THE LOCOMOTIVES IS REAL BAD. THE DIESELS BREAK TOO OFTEN CREATING A BACKLOG OF TRAIN DELAYS. THE TRAINS ARE OVERCROWDED. THE ELECTRIFICATION PROJECT IS MOVING TOO SLOWLY! PORTION OF SOUTHBOUND BOARDING PLATFORM IN SUNNYVALE HAS BEEN CLOSED OVER A MONTH NOW. NO WORK IS BEING DONE. ENTIRE ASIA AND EUROPE TRAIN SYSTEM IS BEATING THE USA. PLEASE CHANGE THIS FAILING TRANSPORTATION SYSTEM.

TRAIN:376

PLEASE ELECTRIFY CALTRAIN ASAP! THE DIESEL TRAINS BREAK DOWN QUITE FREQUENTLY. I WOULD ALSO LIKE THE NEW TRAIN CARS TO HAVE MORE BIKE SPACE. THANKS!

TRAIN:385

ELECTRIFY THE TRAIN. LESS DIRT, NOISE, INCREASE THE FREQUENCY

TRAIN:438

TRAINS ARE THIRTY-FORTY YEARS OUTDATED. IT IS INCREDIBLE THAT IN ONE OF THE ECONOMIC POWERHOUSES OF THE WORLD, THERE IS NOT A MODERN, FAST TRAIN BETWEEN SAN FRANCISCO AND SAN JOSE, OR LOS ANGELES. I HOPE YOU GET FUNDING AND SUPPORT.

TRAIN:441

Electrification/High Speed Rail/System Modernization

PLEASE ELECTRIFY THE RAIL

TRAIN:801

Routes/Additional Stops

Routes/Additional Stops

OVERALL POSITIVE EXPERIENCE WITH CALTRAIN. ONLY DOWNSIDE IS THE OVERALL CONDITION OF THE SEAT CUSHIONS (ON SOME TRAINS); NOT ON THE ONE I'M ON. WOULD BE NICE IF CALTRAIN HAS MORE STOPS TO SANTA CLARA.

TRAIN:190

EVENING BULLET TRAIN OUT OF SUNNYVALE STATION WOULD BE VERY MUCH APPRECIATED.

TRAIN:190

MORE SAN CARLOS STOPS ON EXPRESS

TRAIN:190

MORE TRAINS SERVING TAMIEN STATION IN EARLY AM AND LATE PM.

TRAIN:190

PLEASE MAKE ATHERTON A WEEKDAY STOP AGAIN. THANKS FOR PROVIDING PUBLIC TRANSPORTATION.

TRAIN:217

NEED MORE TRAINS TO GILROY

TRAIN:217

NEED MORE TRAINS TO AND FROM GILROY.

TRAIN:217

MORE TRAINS TO GILROY!!!

TRAIN:217

CAN THERE BE A BULLET FROM THE LAWRENCE STATION? CAN THE 8 RIDE TICKET COME BACK?

TRAIN:217

THE BOMBARDIER CARS STINK, SEWAGE SMELL. PLEASE FIX! MORE SERVICE TO GILROY AS PROMISED BY MEASURE B. TIME GAP BETWEEN THE 156 AND 268 IS ONE HOUR FORTY-FOUR MINUTES. MUCH TOO LONG IN THE HEART OF THE COMMUTE.

TRAIN:217

MORE TRAINS TO TAMIEN AND SOUTH. REINSTATE THE EARLY AM NORTHBOUND AND LATE SOUTHBOUND TRAIN. NO ABILITY FOR WORKERS FROM SOUTH OF SAN JOSE DIRIDON TO GET TO SUNNYVALE, MOUNTAIN VIEW, ETC. BEFORE SIX AM. NEED TO INTEGRATE ALL TRANSIT SYSTEMS TO MAKE IT AFFORDABLE, LIKE PORTLAND AND SEATTLE. TWENTY DOLLARS PER DAY IS TOO MUCH! FIX PEDESTRIAN LIGHTS BETWEEN TAMIEN VTA AND CALTRAIN, OUT FOR YEARS.

TRAIN:217

NEED MORE TRAINS, SERVING MORE OF SUNNYVALE.

TRAIN:233

Routes/Additional Stops

NEED A SAN FRANCISCO BULLET FROM SAN JOSE DIRIDON AT 8:30 AM AND 9:15 AM. OVERALL, CALTRAIN IS AN EXCELLENT COMMUTER OPTION.

TRAIN:233

I'M A SUPER COMMUTER: LIVED IN SAN FRANCISCO THIRTY-FOUR YEARS AND I'VE NEVER, EVER BEEN A DRIVER! NO LICENSE! BUT NOW I LIVE IN SANTA CRUZ (GOT PRICED OUT OF SAN FRANCISCO) AND STILL TEACH AT SFSU AND CCSF SO I TAKE THREE BUSES (HIGHWAY 17 BUS, SANTA CRUZ METRO, SF MUNI) AND TWO TRAINS (CALTRAIN AND BART) FOUR DAYS A WEEK AND IT TAKES ME EIGHT HOURS ROUND TRIP! LET'S IMPROVE THIS!

TRAIN:233

I WISH THERE WERE MORE TRAINS DAILY GOING TO THE BLOSSOM HILL STATION, DOWN TO GILROY.

TRAIN:254

IT'D BE GREAT IF A BULLET WENT TO SANTA CLARA. ALSO, POLICE THE BIKE CARS MORE FOR NON-BIKERS, AND PUT OUT MORE OF THE YELLOW TAGS.

TRAIN:262

MORE TRAINS AT SANTA CLARA STOP PLEASE! THERE ARE BUSES, AIRPORT AND LIGHT RAIL (FUTURE) AT SANTA CLARA, JUST LIKE MILLBRAE AND MOUNTAIN VIEW. IT'S SO INCONVENIENT TO TAKE THE TRAIN FOR SAN JOSE AIRPORT BECAUSE ONLY SLOW TRAINS STOP AT SANTA CLARA.

TRAIN:262

UPDATE PARKING SET UP-- PARKING MACHINE IS LOCATED FAR FROM PARKING LOT AND REQUIRES YOU TO GO BACK TO YOUR CAR TO POST THE PARKING PASS. WOULD LOVE TO SEE CALTRAIN GOING TO EAST BAY OR OTHER PARTS OF SAN FRANCISCO BAY AREA.

TRAIN:262

IT WOULD BE VERY HELPFUL AND FANTASTIC IF BULLET TRAINS HAVE A STOP AT SANTA CLARA STATION. THANKS.

TRAIN:262

MAKE BULLET TRAINS STOP AT SUNNYVALE LIKE 4:12 PM & 5:15 PM.

TRAIN:262

I MISS BROADWAY STATION.

TRAIN:267

PLEASE INCREASE FREQUENCY OF STOPS AT SOUTH SAN FRANCISCO. THE DEMAND IS THERE AND THERE ARE NINETY MINUTE GAPS IN THE SCHEDULE, WHICH IS UNACCEPTABLE.

TRAIN:268

Routes/Additional Stops

ADD FEATURES TO ALL STATION MACHINES TO ADD VALUE TO CLIPPER CARD. ENFORCE NO SMOKING OR VAPING EVEN IF PATRONS HAVE STRONG MARIJUANA ODOR WHEN THEY BOARD THE TRAIN. ENSURE SPRINGS ON COAT HOOKS IN RESTROOMS ARE OPERATIONAL AND CAN HOLD HEAVY BACKPACKS OR ELSE REPLACE HOOKS. ADD USB CHARGING CAPABILITIES AND WI-FI ON BOARD LIKE AMTRAK. ADD MORE TRAIN SERVICE TO STATIONS SOUTH OF DIRIDON. ADD EARLIER BULLETS FOR ARRIVAL IN SAN FRANCISCO BY 6AM.

TRAIN:268

ADD MORE TRAINS GOING TO AND FROM GILROY

TRAIN:268

THE SOUTH SAN FRANCISCO STATION IS NOT GOOD DUE TO THE RECONSTRUCTION. THERE ARE NO CURBS TO WALK ON WHEN GETTING TO PLATFORM. MORE TRAINS COULD STOP AT THE SOUTH SAN FRANCISCO STATION, NO TRAIN AT FOUR PM.

TRAIN:268

A BABY BULLET TO MORGAN HILL WOULD BE AWESOME!

TRAIN:268

I WOULD LOVE MORE TRAINS FROM MORGAN HILL. I CAN'T ALWAYS TAKE CALTRAIN AS MUCH AS I WANT BECAUSE OF LIMITED SCHEDULES SOUTH OF SAN JOSE.

TRAIN:268

A LOT OF PEOPLE (AND INCREASINGLY SO) COMMUTE TO SOUTH SAN FRANCISCO FOR WORK. IT WILL MAKE A LOT OF DIFFERENCE IF SERVICES TO SOUTH SAN FRANCISCO INCREASE TO AT LEAST TWICE AN HOUR. MANY OF MY COLLEAGUES HAVE EXPRESSED THEIR WILLINGNESS TO USE CALTRAIN IF IT SERVES THE STATION MORE OFTEN.

TRAIN:273

BULLET TRAINS AT LAWRENCE WOULD MEAN A 10% INCREASE IN MY QUALITY OF LIVING. SOMEONE SHIT IN THE PEDESTRIAN UNDERPASS AT LAWRENCE AND IT'S BEEN THERE FOR WEEKS. IT'S ON THE DRAIN. PLEASE CLEAN IT UP. TRAIN DELAY NOTIFICATIONS THROUGH THE CALTRAIN APP. SUBSCRIBE TO CERTAIN TRAIN NUMBERS AND RECEIVE PUSH NOTIFICATIONS IF THEY ARE LATE.

TRAIN:277

NEED MORE TRAINS TO STOP AT SAN MATEO.

TRAIN:282

I WISH THE BULLET TRAIN WOULD ALSO STOP AT SAN CARLOS STATION.

TRAIN:282

FOCUS ON MOBILE TICKETING AND MORE BULLETS FROM SAN MATEO TO SAN FRANCISCO.

TRAIN:282

PLEASE ADD BULLET TRAINS TO SAN CARLOS.

TRAIN:288

Routes/Additional Stops

I WISH THE BELMONT EXPRESS TRAIN STILL RAN AFTER SF GIANTS GAMES. PLEASE BRING IT BACK. I WOULD ALSO LIKE EARLIER SOUTHBOUND TRAINS RUNNING FROM SAN FRANCISCO ON WEEKENDS.

TRAIN:288

WE NEED MORE TRAINS GOING TO MORGAN HILL AND GILROY! AND BETTER TRAINS. ESPECIALLY IN THE EVENING. A LOT OF NEW HOUSES, IT'S A MISSED OPPORTUNITY. ALSO, PRICES ARE TOO HIGH. NO MORE INCREASES! PARKING IS SCARCE. WE NEED MORE PARKING IN SAN JOSE, ESPECIALLY FOR THE COST.

TRAIN:313

MORE TRAINS TO MORGAN HILL AND GILROY. TOO MANY PEOPLE MOVING SOUTH.

TRAIN:313

WOULD YOU BE ABLE TO CREATE A SCHEDULE WITH A BABY BULLET FROM BLOSSOM HILL TO 4TH AND KING? IT WOULD BE AWESOME!!

TRAIN:329

PLEASE ADD MORE TRAINS FOR HAYWARD PARK STATION. OUR COMPANY "MEDALLIA" MOVED NEXT TO THIS STATION JUNE 2017 AND MANY EMPLOYEES COMMUTE BY CALTRAIN SO IT WOULD BE WIDELY APPRECIATED.

TRAIN:329

I HOPE CALTRAIN WILL RUN TO THOSE PLACE IN EASTBAY WHERE THERE'S NO BART.

TRAIN:330

MORE BULLET TRAINS AFTER 8:30 AM FROM MOUNTAIN VIEW.

TRAIN:360

CAN WE HAVE A BULLET STOP AT SANTA CLARA PLEASE?

TRAIN:376

I WISH ALL THE BULLETS WOULD STOP AT PALO ALTO.

TRAIN:376

BULLETS AFTER 8:04 FROM DIRIDON WOULD BE GOOD BUT I'M AWARE THAT'S A LONGSHOT.

TRAIN:376

I HAVE BEEN OVERCHARGED DUE TO MONTHLY TAP ON TAP OFF (OR FORGETTING TO) MANY TIMES. PLEASE UPDATE TECHNOLOGY. BRING BACK SAN FRANCISCO 9 AM BABY BULLET. ENFORCE BIKES BOARD FIRST TO IMPROVE DWELL TIME, ESPECIALLY MOUNTAIN VIEW AND PALO ALTO.

TRAIN:385

MORE TRAINS TO AND FROM GILROY AND ONE ON THE WEEKENDS IS NEEDED!

TRAIN:432

MORE EXPRESS TRAINS THAT STOP AT CALIFORNIA AVENUE

TRAIN:432

Schedules/Frequency

Schedules/Frequency

EQUALIZE SCHEDULE BETWEEN GILROY AND SAN JOSE WITH EARLIER AND LATER TRAIN TRIPS AND FREQUENCY.

TRAIN:102

HAVING TO RELY ON THE LOCAL SCHEDULE FROM FOURTH AND KING TO HAYWARD PARK IS INCONVENIENT.

TRAIN:142

I NEED MORE TRAINS; NOT JUST ONE PER HOUR IN MIDDLE OF THE DAY. AND I WOULD LIKE CONDUCTORS TO HELP: PEOPLE WHO DON'T HAVE A BIKE SHOULD SIT IN NON-BIKE CAR.

TRAIN:142

CLIPPER TAG OFF LOCATIONS NOT DISTRIBUTED CONVENIENTLY; HEADWAYS BETWEEN TRAINS (ESPECIALLY ON WEEKENDS) FAR TOO LONG, NEED HIGHER FREQUENCY; BIKE CROWDING AT RUSH HOUR; COULD USE ADDITIONAL CARS.

TRAIN:142

NEED MORE BULLET TRAINS IN THE MORNINGS BETWEEN 7 AM AND 9 AM TO ACCOMMODATE COMMUTERS. MORE FREQUENT TRAINS MIDDAY BETWEEN 12 PM-3 PM; EVERY HALF HOUR, INSTEAD OF EVERY HALF HOUR BETWEEN THOSE TIMES.

TRAIN:150

MY ONBOARD TRAIN EXPERIENCE HAS BEEN GREAT! HOWEVER, MUCH OF STATION EXPERIENCE HAS BEEN HIT-OR-MISS FROM HAYWARD PARK. THERE HAVE BEEN SEVERAL TIMES WHERE THERE HASN'T BEEN ADEQUATE NOTIFICATION OF TRAINS ONLY BOARDING NORTHBOUND. IT WOULD BE AMAZING IF HAYWARD PARK RECEIVED BULLET AND OR LIMITED TRAINS.

TRAIN:150

CALTRAIN IS GREAT AND I FEEL SAFE ON THE TRAIN. I WISH THEY WOULD PROVIDE MORE DETAILS WHEN TRAINS ARE DELAYED SO I COULD PLAN WHAT TO DO NEXT, GO BACK TO THE OFFICE OR TAKE A BUS. I HAVE TO RELY ON CALTRAIN TWITTER TO GET UP-TO-DATE STATUSES ON TRAIN DELAYS. I DO WISH THEY COULD ADD MORE TRAIN CARS ON THE 221. IT GETS VERY CROWDED IN THE MORNING AND I HAVE TO STAND UNTIL WE GET TO MENLO PARK FROM MOUNTAIN VIEW. CALTRAIN IS MUCH BETTER THAN BART.

TRAIN:150

I USE CALTRAIN DURING THE WORK DAY TO ACCESS PENINSULA VALLEY FROM MY SAN FRANCISCO OFFICE. I'M NOT A COMMUTER. I WOULD VALUE MORE FREQUENT DAYTIME SERVICE BETWEEN 10 AM AND 3 PM.

TRAIN:151

I USE CALTRAIN DURING THE WORK DAY TO ACCESS PENINSULA VALLEY FROM MY SAN FRANCISCO OFFICE. I'M NOT A COMMUTER. I WOULD VALUE MORE FREQUENT DAYTIME SERVICE BETWEEN 10 AM AND 3 PM.

TRAIN:151

Schedules/Frequency

IT WOULD BE GREAT TO HAVE SOME MORE BULLET OR LIMITED TRAINS AFTER 7 PM!

TRAIN:190

I NEED MORE TRANSPORT. IT IS FASTER WITHOUT STOPPING SO MUCH. I TRAVEL THE TRAINS FROM SAN JOSE TO SAN FRANCISCO AND THE RATES ARE VERY HIGH, THEY SHOULD SUPPORT THE TRAVELERS.

TRAIN:190

YOU ARE DOING A GOOD JOB. ALL TRAINS SHOULD STOP AT ALL STATIONS.

TRAIN:190

I ENJOY USING CALTRAIN, IT'S COMFORTABLE AND RELIABLE. I DON'T LIKE ITS SCHEDULE AFTER WORK HOURS, ESPECIALLY WEEKEND SCHEDULE. I UNDERSTAND THAT THIS IS A TRAIN, NOT UNDERGROUND SERVICE. I GUESS I'M SPOILED BY TRANSPORT FOR LONDON

TRAIN:190

I'D LIKE MORE TRAINS ADDED TO THE SCHEDULE DURING FOUR HOUR COMMUTE HOURS.

TRAIN:190

WOULD HELP IF YOU INCREASE THE FREQUENCY OF TRAINS DURING THE DAY AND ALSO ADD AN EIGHT PM TRAIN FROM SAN FRANCISCO.

TRAIN:190

WEEKEND SCHEDULE IS REALLY BAD. IT WOULD BE GREAT IF THERE WERE TRAINS AT LEAST EVERY FORTY-FIVE MINUTES.

TRAIN:190

SECURITY ON LATER TRAINS IS POOR, THERE ARE SEVERAL DRUG USERS AT NIGHT. BETTER SECURITY AND MORE BULLET OR LOCAL TRAINS WOULD BE APPRECIATED, JUSTIFY THIS HIGH COST FOR POOR SERVICE.

TRAIN:190

CALTRAIN NEEDS TO LINE UP BETTER WITH BUSES, BART. WE NEED MORE WEEKEND TRAINS AND LIMITED ON WEEK DAYS.

TRAIN:190

WOULDN'T EVEN TRY, THEY SMELL DISGUSTING AND THEY'RE MESSY. I AM POOR AND DISABLED, DO NOT RAISE THE FARES! THE FARES HAVE BEEN RAISED ALREADY. IT'S BAD ENOUGH WAITING FOR ONE-AND-A-HALF HOURS FOR A TRAIN AT SAN ANTONIO. ELECTRIFY CALTRAIN, SURE, OK, BUT GET YOUR MONEY FROM ANOTHER SOURCE.

TRAIN:192

HAVE FREQUENT TRAINS ON WEEKENDS.

TRAIN:192

FASTER, MORE FREQUENT AND QUIETER TRAINS WOULD BE NICE. I LIVE A MILE AWAY FROM THE TRAIN STATION AND THE SOUND KEEPS ME AWAKE STILL.

TRAIN:192

Schedules/Frequency

NEED MORE BULLETS TRAINS PLEASE! AFTER 9:00 AM AT MOUNTAIN VIEW, NO MORE NORTH BOUND. AFTER 7:00 PM AT SAN FRANCISCO, NO MORE SOUTH BOUND BULLET TRAINS.

TRAIN:192

OVERALL, GOOD EXPERIENCE COMMUTING ON CALTRAIN. WOULD APPRECIATE MORE TRAINS AFTER 7 PM.

TRAIN:192

EARLY SCHEDULE IN THE MORNING DURING WEEKEND AND HOLIDAYS. ADDITIONAL SCHEDULE ON NIGHT TIME DURING WEEKEND.

TRAIN:192

GET WEEKEND SERVICE BACK SOON. ONE AND HALF-HOUR SERVICE IS RIDICULOUS, SHOULD BE HALF HOUR SERVICE DURING DAY ON WEEKDAY; LESS THAN WEEKEND. FIND THE HOURLY SERVICE FOR THE WEEKDAY OFF-PEAK MID-DAY SERVICE. TOTAL JOKE FOR ONE AND ONE AND HALF-HOUR SERVICE PERIOD. BET WITH THE TIMES AND RUN TRAINS MORE FREQUENTLY.

TRAIN:195

GET MORE TRAIN CARS DURING PEAK HOURS. DECREASE PARKING COSTS, MAY INCREASE CALTRAIN RIDERS.

TRAIN:195

MOSTLY HAPPY WITH CALTRAIN. A FEW TIMES, TRAIN DELAYS HAVE BEEN BAD WITHOUT MUCH NOTIFICATION OR NO NOTIFICATION ON THE APP. ALSO THE MORNING BABY BULLET IS EXTRAORDINARILY CROWDED MOST DAYS (8:24 AM, HILLSDALE) AND AS A RESULT OFTEN FOUR-FIVE MINUTES LATE.

TRAIN:195

MORE TRAINS. MORE BABY BULLETS. ATHERTON SHOULD NOT BE A STOP. HORN IS TOO LOUD AND OUR EARS HURT.

TRAIN:195

MORE TRAINS AT FREQUENT INTERVALS

TRAIN:195

TRAINS ARE SLOW AND INFREQUENT.

TRAIN:195

IT WOULD BE NICE IF THERE WERE MORE TRAINS SCHEDULED IN BETWEEN THE MORNING RUSH AND EVENING RUSH, AN HOUR BETWEEN TRAINS OR MORE IS NOT GREAT FOR TRAVEL AT THOSE TIMES.

TRAIN:197

THE TRAINS SHOULD RUN MORE FREQUENTLY.

TRAIN:197

IT WOULD BE NICE TO HAVE MORE TRAINS AT NIGHT

TRAIN:206

Schedules/Frequency

TOO EXPENSIVE, TOO SLOW, NO EARLY OR LATE TRAINS. FARES ARE TOO HIGH FOR INDIVIDUAL TICKETS. THE SCHEDULE IS A BIG PROBLEM. I CAN'T GET TO WORK IN SUNNYVALE BY 8 AM ON SATURDAY AND SUNDAY. THE LAST TRAIN NORTH FROM SAN JOSE IS 10:30 PM ON WEEKDAYS. THAT'S WAY TOO EARLY! AND TRAINS ONLY COME ONCE PER HOUR OFTEN.

TRAIN:206

SERVICE NEEDS TO RUN MORE OFTEN. KEEP RESTROOMS AT KING CLEANER. HAVE MORE TRAINS WITH OUTLETS TO CHARGE DEVICES.

TRAIN:207

WEEKEND SCHEDULE -NEED MORE FREQUENCY AND EARLIER TRAIN SCHEDULE. AUTOMATION CHECKING TRAIN TICKETS. RANDOM CHECKING AND INCREASING FARES ARE NOT THE ULTIMATE SOLUTIONS.

TRAIN:207

THERE NEEDS TO BE MORE TRAINS IN THE EARLY AFTERNOON PLEASE

TRAIN:207

MORE TRAINS! THE TRAINS ARE ALWAYS PACKED.

TRAIN:207

I RECOMMEND ADDING WEEKEND TRAINS.

TRAIN:207

IF POSSIBLE, PLEASE ADD WEEKEND TRAINS (POSSIBLY BULLET)

TRAIN:207

NEED WI-FI NETWORK ON TRAIN. NEED MORE FREQUENT TRAINS FROM BURLINGAME TO MOUNTAIN VIEW FROM 6:30 AM-8:30 AM AND MOUNTAIN VIEW TO BURLINGAME FROM 4:30 PM-7:00 PM.

TRAIN:216

MORE FREQUENT RETURN TRAINS IN AFTERNOON.

TRAIN:217

I KNOW IT'S A LITTLE OUT OF YOUR CONTROL BUT SOME STATIONS HAVE SHADY PEOPLE WALKING AROUND. KIND OF SCARY. ALSO, CAN WE HAVE MORE TRAINS STOPPING AT CALIFORNIA STATION?

TRAIN:217

WOULD BE GREAT TO ADD TRAINS TO GILROY. SOME OF THE CARS REMAIN HOT AND MANY TIMES THE SMELL IS TOO STRONG. A GOOD MAINTENANCE SCHEDULE WOULD MAKE A DIFFERENCE.

TRAIN:217

I COMMUTE GILROY TO SAN FRANCISCO AND PAY FOUR HUNDRED DOLLARS FOR THIS SERVICE. IF THERE WAS A WAY TO GET MORE TRAINS DOWN TO MORGAN HILL OR GILROY THAT WOULD HELP MAKE THIS WORTH IT.

TRAIN:217

Schedules/Frequency

I BELIEVE MORE PASSENGERS WOULD USE CALTRAIN FROM GILROY IF THERE WAS TRAINS LEAVING AT 5:30 AM TO 8AM! KEEP UP THE GOOD JOB!

TRAIN:217

ONBOARD EXPERIENCE OVERALL IS A TWO, DUE TO MASSIVE OVERCROWDING. RECOMMENDATIONS: EXTRA CARS. THE WHOLE PLATFORM LENGTH WAS NOT UTILIZED. ONE OR TWO MORE CARS CAN FIT MY BOARDING STATION; AND MORE FREQUENT. NEW CAR DESIGN LIKE METROLINX (GO TRANSIT). TWO FULL LEVELS, TWO DOORS. FASTER LOADING, MORE SEATS, LOW FLOOR.

TRAIN:217

AN ADDITIONAL MORNING AND AFTERNOON TRAIN THAT COMES DOWN TO GILROY WOULD BE GREAT. OR A MAYBE A SHUTTLEBUS BETWEEN SAN JOSE - GILROY.

TRAIN:217

BULLET TRAIN FROM GILROY TO SAN FRANCISCO NEEDED!!

TRAIN:217

MORE SIGNS FOR BIKE CARS. ADD 5:30 TRIP.

TRAIN:217

MORE OPTIONS TO GILROY STATION. ONLY THREE, WE NEED MORE TRAINS.

TRAIN:217

I WISH YOU WOULD ADD MORE CARS. IT IS ALMOST IMPOSSIBLE TO FIND SEATS IN THE MORNING.

TRAIN:217

FIRST OF ALL, CALTRAIN IS A GREAT SERVICE. THANK YOU VERY MUCH FOR ALL THAT YOU DO. TWO COMMENTS: THERE HAS RECENTLY BEEN MORE LOITERING AND DRUG USE BY HOMELESS AT PALO ALTO STATION. PLEASE ADDRESS! PLEASE ADD A LATER BULLET OR EXPRESS TRAIN, LEAVING SAN FRANCISCO AFTER 8:30 PM.

TRAIN:217

TWO ISSUES YOU DIDN'T ASK ABOUT; CROWDING AND SCHEDULING. TRAINS ARE GETTING VERY CROWDED! SCHEDULE IS ALWAYS BOTHERSOME IN THAT ALL FOUR NORTHBOUND TRAINS AT PALO ALTO ARE ALL CRAMMED INTO A THIRTY-MINUTE WINDOW. THEN THIRTY MINUTES WITH NOTHING, DURING A COMMUTE.

TRAIN:217

USE LARGER AND NEW TRAINS ON MORE RUNS. TOO FEW SEATS. MORE LIMITED AND BULLET TRAINS.

TRAIN:217

WOULD BE NICE TO HAVE ONE-THREE MORE NORTHBOUND TRAINS BETWEEN 6 AM AND 7 AM THAT ARE COMMUTER TRAINS AND NOT BULLET TRAINS. ALSO, MORE LOW STEP BOMBARDIER TRAINS FOR BIKES.

TRAIN:217

Schedules/Frequency

EXPENSIVE! IT'S CHEAPER TO DRIVE. INFREQUENT! EVERY HOUR IS NOT ENOUGH. GAME DAYS AT THE CITY ARE A MESS, CAUSE MASSIVE DELAYS, AND NOT ANNOUNCED. REGULAR TRAINS SHOULD RUN DURING GAME DAYS.

TRAIN:217

STOP THROWING PEOPLE OFF THE TRAINS. I'VE SEEN YOUR TRAIN CONDUCTOR SELECTIVELY CHOOSE WHO THEY WANT TO PUT OFF THE TRAIN. ALSO, THERE SHOULD BE MORE LATE-NIGHT TRAINS, SO COMMUTERS WITHOUT CARS DON'T GET STRANDED ON YOUR PLATFORM. YOU GUYS CAN DO BETTER.

TRAIN:217

HAPPY WITH THE SERVICE BUT I WOULD LIKE TO REQUEST ADDING MORE TRAIN SERVICES DURING THE PEAK TIME.

TRAIN:217

MORE TRAINS MORE TRAINS MORE TRAINS

TRAIN:217

MORE BULLET TRAINS AND MORE TRAINS WITH NEW CARS WILL MAKE A BIG DIFFERENCE TO EASE OF TRAVEL.

TRAIN:217

PLEASE ADD MORE BABY BULLETS IN THE MORNINGS.

TRAIN:217

MORE TRAINS TO TAMIEN AND SOUTH. REINSTATE THE EARLY AM NORTHBOUND AND LATE SOUTHBOUND TRAIN. NO ABILITY FOR WORKERS FROM SOUTH OF SAN JOSE DIRIDON TO GET TO SUNNYVALE, MOUNTAIN VIEW, ETC. BEFORE SIX AM. NEED TO INTEGRATE ALL TRANSIT SYSTEMS TO MAKE IT AFFORDABLE, LIKE PORTLAND AND SEATTLE. TWENTY DOLLARS PER DAY IS TOO MUCH! FIX PEDESTRIAN LIGHTS BETWEEN TAMIEN VTA AND CALTRAIN, OUT FOR YEARS.

TRAIN:217

EXTEND ELECTRIFIED SERVICE SOUTH OF TAMIEN AND PROVIDE BIDIRECTIONAL HALF-HOUR SERVICE. PLEASE.

TRAIN:217

MORE FREQUENT TRAINS DURING PEAK HOURS IN THE MORNING AND AFTERNOON. IMPROVE AIR CIRCULATION FOR OLD TRAINS. ADD MORE STOPS DURING PEAK HOURS. REDUCE TICKET COST.

TRAIN:222

I WOULD RECOMMEND ADDING AN EXTRA CAR FOR TRAINS BEFORE GIANT'S GAMES. PERHAPS A GIANT'S LOGO MAGNET MIGHT ATTRACT FANS TO PARTICULAR CARS; LESS FOLKS BUMPING ELBOWS ON FUN SPORTS DAYS.

TRAIN:222

Schedules/Frequency

AT PEAK HOURS THERE ARE NOT ENOUGH SEATS. THE TRAIN SCHEDULE DOESN'T EXTEND FOR SPORTING EVENTS (E.G. SHARK'S GAMES REGULARLY GO PAST LAST TRAIN). TRAINS DON'T REGULARLY HAVE BIKE TAGS. TRAINS COULD DO BETTER TO ALIGN WITH THE BART SCHEDULE.

TRAIN:222

MORE FREQUENT TRAINS AT CALIFORNIA AVE, PLEASE! LOTS OF PEOPLE GET ON AND OFF THERE.

TRAIN:222

PLEASE REDESIGN THE SEATS ON THE TRAIN. THEY LEAVE NO LEG ROOM AND SEAT TOO FEW PEOPLE. VERY INEFFICIENT. PLEASE INCREASE THE FREQUENCY OF THE TRAINS DURING RUSH HOUR TO AT LEAST HALF AN HOUR. ONE TRAIN PER HOUR IS TOO LIMITING.

TRAIN:222

ONE THING THAT IS A MUST IS WI-FI ONBOARD. ALMOST EVERYONE WORKS AND WI-FI IS NECESSARY. CALTRAIN APP DOES NOT GIVE SCHEDULES. BETTER FREQUENCY OF TRAINS AFTER 7PM IS NEEDED.

TRAIN:225

I LIKE TRAVELING BY CALTRAIN. I WISH THERE WAS A HIGHER FREQUENCY DURING PEAKS HOURS E.G. BETWEEN 6:30 AM AND 10 AM.

TRAIN:225

MORE TRAIN SERVICE ON WEEKENDS PLEASE

TRAIN:225

TRAINS ARE TIMELY AND HELPFUL. I BELIEVE IT'S BEEN A SATISFACTORY EXPERIENCE.

TRAIN:225

COMMUTER TRAINS TOO CROWDED. NEED MORE TRAINS. ALSO, NOT FREQUENT ENOUGH TRAINS ON NEW WEEKEND SCHEDULE, TOO CROWDED.

TRAIN:225

THE RECENT CUT IN WEEKEND SERVICE HAS MADE IT VERY DIFFICULT TO USE THE TRAIN. PLEASE ADD MORE DURING WEEKENDS AND MORE WEEKDAY MORNINGS. ALSO, OFTEN BATHROOMS SMELL UP TRAIN. CONDUCTORS ARE GREAT PEOPLE AND KEEP TRAINS FEELING SAFE.

TRAIN:232

OVERALL, TRAINS RUN ON TIME WHEN NOTHING GOES WRONG. THE SYSTEM NEEDS A THIRD TRACK FOR EMERGENCY SITUATIONS. TRAINS ARE OFTEN PACKED, SO MORE TRAIN CARS AND MORE FREQUENT DEPARTURES WOULD HELP.

TRAIN:232

[Q18] PURELY BECAUSE OF THE SCHEDULE. TRAINS DON'T GO LATE OR COME FREQUENTLY ENOUGH, ESPECIALLY ON WEEKENDS.

TRAIN:232

MORNING AND NIGHT ROUTES FROM SAN BRUNO OR SOUTH SAN FRANCISCO TO SUNNYVALE, BATHROOM CARS SMELL AWFUL. IT'S GOT TO BE A HEALTH VIOLATION.

TRAIN:232

Schedules/Frequency

SERVICE IS GOOD. I JUST THINK SUNNYVALE HAS TOO LITTLE STOPS. THANKS!

TRAIN:232

LONGER TRAINS WITH MORE ROOM ALWAYS WELCOME. CHECKING FOR AND CATCHING FARE EVADERS ALWAYS WELCOME.

TRAIN:232

CALIFORNIA AVENUE BABY BULLET MORE FREQUENT STOPS. MORE SEATING ON AND OFF OVER IT.

TRAIN:232

PLEASE INVEST IN PAID OR FREE WI-FI OR MORE BULLET TRAINS AFTER 6:30 PM, SINCE PRICES ARE INCREASING.

TRAIN:232

WHERE IS WI-FI?!? THIS IS SILICON VALLEY! TRAINS ARE OFTEN OVER-FULL. ANY WAY TO INCREASE NUMBER OF CARS OR NUMBER OF TRAINS?

TRAIN:232

PLEASE PUT WI-FI ON THE TRAIN! IT'S 2018. RUN MORE BULLET TRAINS BETWEEN 8:30 AND 9:30 AM

TRAIN:232

MORE FREQUENT TRAINS WOULD BE NICE. MORE BULLET TRAINS WOULD BE NICE.

TRAIN:232

GET SOME WI-FI! MORE BULLET TRAINS!!

TRAIN:232

I RELY ON CALTRAIN AND I HAVE RELIED ON IT SINCE 1983. I AM SO GRATEFUL. I THINK THERE SHOULD BE A SOUTHBOUND MIDNIGHT TRAIN LEAVING SAN FRANCISCO HOWEVER!

TRAIN:232

PLEASE MAKE IT CLEAN. AND MORE TRAINS IN THE MORNING. IT'S ALWAYS CROWDED! THANKS!

TRAIN:233

THE BATHROOM CARS OFTEN STINK UP THE ENTIRE CAR (UPSTAIRS AND DOWN) TO AN UNBEARABLE DEGREE. IS THERE SOME SORT OF VENTILATION POSSIBILITY? WOULD BE GREAT TO ADD ANOTHER BULLET THAT LEAVES DIRIDON AT 8:49 AM.

TRAIN:233

WOULD BE GREAT TO HAVE WI-FI, MORE BULLETS BETWEEN SEVEN-EIGHT AM FROM DIRIDON.

TRAIN:233

I WOULD LOVE THE ADDITION OF A BULLET BETWEEN 8:30 AND 9:00 AM.

TRAIN:233

PLEASE CONSIDER INCREASING FREQUENCY OF TRAINS ESPECIALLY DURING RUSH HOUR. MIGHT BENEFIT TO DOUBLE THE OFF-PEAK FREQUENCY AS WELL. THANKS.

TRAIN:233

Schedules/Frequency

MORE FREQUENT TRAINS. MORE TRAINS SHOULD END IN TAMIEN, NOT SAN JOSE DIRIDON. IT TAKES MORE THAN HALF HOUR TO GET TO TAMIEN FROM SAN JOSE DIRIDON BY OTHER PUBLIC TRANSIT.

TRAIN:233

MORE PARKING AT MOUNTAIN VIEW. CLIPPER CARD-OFTEN FORGET TO TAG OFF, GET CHARGED EXTRA. A LOT MORE BULLET TRAINS TO SAN FRANCISCO.

TRAIN:233

NEED MORE LIMITED STOP OPTIONS AFTER 8:30 AND IN THE EVENINGS. I WOULD TAKE THE TRAIN MORE OFTEN IF I DIDN'T HAVE TO WAIT SO LONG.

TRAIN:233

INCREASE THE FREQUENCY OF TRAINS ON THE WEEKENDS AND IN THE EVENING.

TRAIN:233

NEED MORE TRAINS SCHEDULED DURING OFF PEAK HOURS. NEED MORE BULLET TRAINS IN SANTA CLARA. IMPROVE TRAIN ARRIVAL TIME.

TRAIN:233

CALTRAIN BULLET TRAIN FREQUENCY SHOULD BE INCREASED AFTER 8:04 AM. IT SHOULD BE EVERY TWENTY MINUTES.

TRAIN:233

I'M A SUPER COMMUTER: LIVED IN SAN FRANCISCO THIRTY-FOUR YEARS AND I'VE NEVER, EVER BEEN A DRIVER! NO LICENSE! BUT NOW I LIVE IN SANTA CRUZ (GOT PRICED OUT OF SAN FRANCISCO) AND STILL TEACH AT SFSU AND CCSF SO I TAKE THREE BUSES (HIGHWAY 17 BUS, SANTA CRUZ METRO, SF MUNI) AND TWO TRAINS (CALTRAIN AND BART) FOUR DAYS A WEEK AND IT TAKES ME EIGHT HOURS ROUND TRIP! LET'S IMPROVE THIS!

TRAIN:233

MORE FREQUENT SERVICE AT NIGHT.

TRAIN:233

I GOT USED TO THE TICKET SYSTEM SINCE I USE IT EVERYDAY BUT IT WOULD BE CONFUSING FOR THE NEW PEOPLE. I HOPE WE HAD MORE WORKING TRAINS DURING NORMAL HOURS THEN I WOULD TAKE THE TRAIN TO CITY ON OFF-HOURS AS WELL INSTEAD OF DRIVING. MY SOURCE FOR CHECKING DELAYS IS "TWITTER" (THAT'S MORE UP TO DATE).

TRAIN:233

CLEAR SCHEDULE FOR HOLIDAYS.SO I UNDERSTAND.

TRAIN:254

PLEASE ADJUST THE DEPARTURE TIME TO 3:35 AT LEAST, SO WE WON'T RUSH TO GET OFF FROM WORK AT 3:25. THANKS!

TRAIN:254

Schedules/Frequency

PLEASE BE COURTEOUS TO WAIT FOR PASSENGERS IF THE MARGUERITE JUST ARRIVED AND THE TRAIN IS STILL ON THE PLATFORM. A FEW SECONDS TO HOLD THE DOORS OPEN WON'T HURT. IN OTHER STATIONS, IT STOPS THERE LONGER EVEN THOUGH NOBODY IS HOPPING IN THE TRAIN. WE TRY TO CATCH THE EARLIEST BUS FROM WORK TO CATCH THE EARLIEST TRAIN SO WE CAN BE HOME IN TIME. TRAIN SCHEDULE SHOULD BE ADJUSTED 3:37 PM-3:46 PM TO CATCH PASSENGERS THAT LEAVE WORK AT 3:15 OR 3:30 PM.

TRAIN:254

IT WOULD BE GREAT IF MORE TRAINS STOPPED AT TAMIEN RATHER THAN ENDING AT SAN JOSE. WE THEN NEED TO CHANGE TRAIN OR FIND ALTERNATIVE TRANSPORTATION TO TAMIEN. BETTER DIGITAL DISPLAYS WITH INFO. TAMIEN DOESN'T SAY ON DISPLAY WHERE THE TRAIN GOES TO. IN EUROPE, THE DISPLAY STATES DIRECTION AND TIME.

TRAIN:254

SOUTHBOUND-PALO ALTO: PLEASE CHANGE THE DEPARTURE TIME FROM 3:32 PM TO 3:37 PM. AND KEEP THE SHUTTLE TIME THE SAME. THANKS.

TRAIN:254

WOULD YOU BE ABLE TO MAKE LAWRENCE STATION A ZONE THREE? SEND BULLET TRAINS TO THE LAWRENCE STATION.

TRAIN:254

I WOULD LIKE MORE TRAINS MID-DAY. SAN CARLOS STATION PARKING IS INCONVENIENT SINCE CONSTRUCTION STARTED. WE SHOULD GET REDUCED PARKING FEE FOR HAVING TO WALK THREE BLOCKS TO STATION.

TRAIN:257

I WOULD LIKE TO SEE MORE FREQUENCY OF TRAINS AND FASTER CLIPPER MACHINES. EARLIER START TIME ON WEEKENDS AND MORE FREQUENT TRAINS ON WEEKENDS AS WELL.

TRAIN:262

ON SITE CLIPPER MACHINE IS WAY TOO SLOW. MORE FREQUENT TRAINS THROUGHOUT THE DAY AND MORE TRAINS ON WEEKENDS, STARTING EARLIER IN THE MORNING.

TRAIN:262

WOULD LIKE FREQUENCY OF STOPS AT MOUNTAIN VIEW FOR SOUTHBOUND TRAINS INCREASED DURING THE FIVE-SIX PM WINDOW.

TRAIN:262

HAVE LIMITED, BULLET TRAINS AND STOPS BASED ON NUMBER OF PEOPLE THAT TAKE THE TRAIN AND WHICH STOPS THEY GET ON AND OFF AT.

TRAIN:262

BETTER UPDATES ON TRAIN DELAYS AND CANCELLATIONS. MORE SERVICE BETWEEN REDWOOD CITY AND SAN JOSE.

TRAIN:262

Schedules/Frequency

FOR THE COST OF A MONTHLY PASS, I FIND MYSELF DISAPPOINTED. PLEASE KNOW EFFORTS OVERALL ARE APPRECIATED, BUT INTERIORS ARE NOT THE CLEANEST (I HAVE SEEN SEVERAL RIPPED SEATS, DIRTY TABLES, BORDERLINE UN-USABLE BATHROOMS), ETC. A LOT OF PEOPLE THINK THE SOUTHBOUND 366 IS CURSED; BROKE DOWN THREE TIMES IN MAY 2018 ALONE AND HAD MY COMMUTE DOUBLED EVERY TIME. PLEASE WORK ON THE SMALL DETAILS, NOT JUST THE "BIG THING." THANK YOU FOR READING!

TRAIN:262

THE SERVICE ON WEEKENDS IS TERRIBLE. THE MOST IMPORTANT THING IS TO INCREASE THE FREQUENCY OF TRAINS.

TRAIN:262

I WISH THERE WAS A TRAIN BETWEEN 6:06 AND 7:21.

TRAIN:262

LATER COMMUTER TIMES NEEDED FOR WEEKENDS. MORE BULLET OPTIONS SHOULD BE AVAILABLE.

TRAIN:262

NEED GREATER FREQUENCY OF TRAINS.

TRAIN:262

TWO TRAIN SCHEDULE SUGGESTIONS: NON-STOP TRAIN FROM SAN JOSE TO SAN FRANCISCO EVERY HOUR DURING RUSH HOURS. THERE IS A GAP FROM WHEN A TRAIN ARRIVES TO SAN FRANCISCO AT 7:08 AM TO THE NEXT WHICH ARRIVES AT 7:49. MANY OF MY CO-WORKERS AND I HAVE TO TAKE THE 6:04 BULLET WHICH LEAVES US AT WORK VERY EARLY, BECAUSE THERE'S NO IN-BETWEEN TIME.

TRAIN:262

MORE MORNING TRAINS.

TRAIN:262

BETWEEN 3:00 TO 4:23 PM THERE IS ONLY ONE TRAIN REACHING SUNNYVALE. THUS, EVEN IF SOMEONE STARTS BY 6:15 AM (FROM SUNNYVALE) THEY HAVE VERY FEW OPTIONS IN THE EVENING TO GO BACK. SO, IF 4:12 PM TRAIN CAN STOP AT SUNNYVALE TOO IT WILL BE AWESOME.

TRAIN:262

OVERALL EXPERIENCE IS GOOD BUT FREQUENCY OF TRAINS TOO LOW. CALTRAIN HAS BECOME UNUSABLE ON WEEKENDS SINCE MOVING TO THE NINETY-MINUTE SCHEDULE. ALSO, WOULD BE NICE TO HAVE ONLINE VERSION OF STATION NOTIFICATION BOARD.

TRAIN:267

FIVE MINUTES IS STILL LATE. WHEN YOU SET LOW STANDARDS OR EXPECTATIONS, YOU NEVER STRIVE TO IMPROVE. RUN MORE TRAINS. WAITING AN HOUR BETWEEN CERTAIN TRAINS IS POOR SERVICE.

TRAIN:267

I WOULD LOVE TO SEE SAN MATEO STATION BE ON THE SCHEDULE FOR THE BULLET TRAINS. IT'S A BUSY STOP, BUT IT'S NOT A BULLET STOP FOR SOME REASON. OTHERWISE, I LOVE USING CALTRAIN.

TRAIN:267

Schedules/Frequency

LETTING US KNOW HOW LONG FOR ESTIMATED DELAYS, PROVIDING WI-FI, MORE LATE NIGHT AND LATE MORNING BULLETS WOULD BE GOOD.

TRAIN:267

ADDING ADDITIONAL CARS OR MORE FREQUENT TRAINS WOULD EASE THE NUMBER OF PEOPLE PACKED ONTO THE TRAINS. PASSENGER CONGESTION IS TERRIBLE. PASSENGERS SHOULDN'T HAVE TO STRUGGLE TO GET ON AND OFF THE TRAINS.

TRAIN:268

OLD TRAINS ARE TOO LOUD. TRAINS NOT FREQUENT ENOUGH OR FAST ENOUGH (LONG COMMUTES). NOT NEARLY ENOUGH TRAINS TO TAMIEN (EVERY BULLET REALLY SHOULD GO TO TAMIEN).

TRAIN:268

MORE TRAIN ON AND OFF ANYTIME AT THE MORGAN HILL STATION. MORE TRAINS TO GO OUT FROM MORGAN HILL.

TRAIN:268

CAN WE GET MORE TRAINS TO GO BACK AND FORTH TO GILROY? THANKS.

TRAIN:268

CONCERNS AND SUGGESTIONS FOR IMPROVEMENT: ADD A TAG ON STAND ON THE NORTH END OF THE MORGAN HILL STATION; CURRENTLY ALL ARE ONLY ON THE SOUTH END. ADD ANOTHER TRAIN IN THE EVENING FROM PALO ALTO TO MORGAN HILL AND GILROY. ONE NEEDS TO BETWEEN THE 4PM AND 5:43PM TRAINS. STOP MAKING THE TRAINS SHORTER. I NOW STAND FOR ALMOST HALF OF MY TRIP FROM PALO ALTO TO MORGAN HILL. THIS IS VERY UNSAFE. THANK YOU!

TRAIN:268

TRAIN FREQUENCY COULD BE BETTER FOR SOME STATIONS LIKE LAWRENCE STATION.

TRAIN:268

MORE FREQUENT LIMITED OR "BABY BULLET" TRAINS DURING COMMUTE HOURS (8 AM - 10 AM AND 6 PM- 8 PM). PLEASE!

TRAIN:268

MORE FREQUENCY AND MORE TRAINS

TRAIN:268

PLEASE PROVIDE WI-FI ON TRAIN! INCREASE BULLET TRAINS DURING PEAK HOURS

TRAIN:268

YOU NEED MORE CARS. THE HOMELESS SITUATION, TRASH, GROSS AND IS DISGUSTING,

TRAIN:268

IF POSSIBLE, PLEASE UPGRADE THE ACTUAL TRAINS. THERE HAVE BEEN TOO MANY BREAKDOWNS.

TRAIN:268

I AM PRETTY SATISFIED WITH CALTRAIN. MORE TRAINS ON WEEKENDS, PLEASE.

TRAIN:268

Schedules/Frequency

I THINK FREQUENCY OF THE CALTRAIN SHOULD BE MORE THAN IT IS CURRENTLY. THERE ARE NO WEEKEND TRAINS TO OR FROM BLOSSOM HILL WHICH IS VERY INCONVENIENT FOR US. ONE-WAY SINGLE TRACKS CAUSE THE CALTRAIN SYSTEM TO COME TO A COMPLETE STOP IN CASE OF BREAKDOWNS AND SHOULD BE FIXED SOMEHOW. I LOVE RIDING ON THE CALTRAIN. IT IS CLEAN AND BRIGHT UNLIKE BART. COULD USE MORE SEATS AND CARS. YOU GUYS ROCK AND ARE DOING A GREAT JOB.

TRAIN:268

I THINK FREQUENCY OF THE CALTRAIN SHOULD BE MORE THAN IT IS CURRENTLY. THERE ARE NO WEEKEND TRAINS TO OR FROM BLOSSOM HILL WHICH IS VERY INCONVENIENT FOR US. ONE-WAY SINGLE TRACKS CAUSE THE CALTRAIN SYSTEM TO COME TO A COMPLETE STOP IN CASE OF BREAKDOWNS AND SHOULD BE FIXED SOMEHOW. I LOVE RIDING ON THE CALTRAIN. IT IS CLEAN AND BRIGHT UNLIKE BART. COULD USE MORE SEATS AND CARS. YOU GUYS ROCK AND ARE DOING A GREAT JOB.

TRAIN:268

YOU NEED MORE BULLET TRAINS THAT SERVE SOUTH PORTION (TAMMEN TO GILROY) DURING AM AND PM RUSH HOURS AND YOU NEED TO IMPROVE STATION PA SYSTEMS: MANY TIMES, ANNOUNCEMENTS ARE UNINTELLIGIBLE. YOU NEED TO ADD MORE CARS TO TRAINS DURING RUSH HOURS. CROWDING IS UNBEARABLE.

TRAIN:268

MORE FREQUENT TRAINS DURING PEAK TIMES WOULD BE HELPFUL. VERY SATISFIED OTHERWISE.

TRAIN:268

LOST AND FOUND SYSTEM COULD USE IMPROVEMENT. WOULD LIKE MORE FREQUENT SERVICE TO AND FROM GILROY. WI-FI WOULD BE HUGE PLUS.

TRAIN:268

INCREASE THE FREQUENCY OF BULLET OR LIMITED TRAINS IN EVENING. INCREASE BULLET TRAIN STOPS NOT ALL BULLETS HAVE TO HAVE SAME STOPS.

TRAIN:268

I REALLY WISH THERE WERE MORE EXPRESS TRAINS MID-DAY (NOON) OR LATE EVENING. I'D RIDE MORE OFTEN! ALSO, AS A REDWOOD CITY RESIDENT, I AM PENALIZED TO GO TO DOWNTOWN SAN FRANCISCO. I EITHER HAVE TO TRANSFER AT MILLBRAE AND PAY SECOND FEE ON BART (SECOND TICKET) TO GET DOWNTOWN, OR TAKE MUNI BUS (SECOND FEE FARE) FROM 4TH AND KING TO DOWNTOWN. IN MY EYES, I GET THE SHAFT. LOSE-LOSE FOR ME, EITHER WAY!

TRAIN:273

GENERALLY SATISFIED WITH THE CALTRAIN EXPERIENCE, ESPECIALLY AFTER HAVING RIDDEN THE COMMUTER RAIL AT OTHER CITIES. ONE THING THAT NEEDS IMPROVEMENT IS CLEANLINESS, SMELLS AND NOISE IN THE TRAIN CARS. AS SOMEONE WHO COMMUTES VIA CALTRAIN MOST DAYS, I'D LOVE TO SEE MORE SERVICE AT MY HOME AND WORK STATIONS OF BAYSHORE AND SANTA CLARA. THANKS!

TRAIN:273

Schedules/Frequency

MORE FASTER TRAINS WOULD BE A GREAT ADDITION AND MORE BABY BULLETS AFTER 6:30 PM
TRAIN:277

MORE "LIMITED" OPTIONS AND HIGHER FREQUENCY LIMITED TRAINS
TRAIN:277

MORE BIKE CAPACITY! HIGHER FREQUENCY PLEASE!
TRAIN:277

MOST OF THESE QUESTIONS ARE THINGS I DON'T CARE ABOUT. NEED BETTER LAYOUT, MORE TRAINS
AT PEAK TIMES, WI-FI, FASTER TRAINS
TRAIN:277

THE BATHROOMS IN THE BIKE CARS ON THE BOMBARDIER TRAINS STINK UP THE PLACE. OVERALL
PRETTY HAPPY WITH CALTRAIN, JUST NEED MORE TRAINS.
TRAIN:277

MY BIGGEST REQUEST FOR CALTRAIN IS BULLET TRAINS AFTER 8:00 PM. IF I HAVE TO STAY LATE AT
WORK, WHAT WOULD HAVE BEEN A FORTY-FIVE MINUTE TRAIN RIDE BECOME A ONE-AND-A-HALF
HOUR RIDE, GETTING HOME WELL AFTER 10 PM.
TRAIN:277

TOO CROWDED. MORNINGS TOO CROWDED. NOT ENOUGH TRAINS, FIFTY MINUTES APART. IN
MORNING TRAINS ARE SPACED AT FIVE MINUTES APART, TWENTY MINUTES, THEN THIRTY MINUTES.
SAME AT NIGHT. IF I MISS 5:38 PM I HAVE TO WAIT UNTIL 6:20 PM. CLEANER THAN BART.
TRAIN:282

START NEW BULLET TRAIN TO STOP AT LAWRENCE
TRAIN:282

MORE TRAINS PLEASE! (AND HOPEFULLY FASTER ONES)
TRAIN:282

I'D LOVE MORE TRAINS, ESPECIALLY OUTSIDE OF RUSH HOUR.
TRAIN:282

TRAINS GET TOO CROWDED, EVENING SCHEDULE [IS] TOO LIMITED
TRAIN:282

NEED MORE FREQUENT TRAINS DEPARTING SAN FRANCISCO 4TH AND KING AFTER 7:00 PM.
TRAIN:282

MORE BABY BULLETS; FASTER TRAINS (SPECIALLY IN MORNINGS AFTER 8:30 AM)
TRAIN:282

I WISH THERE WERE MORE FREQUENT TRAINS.
TRAIN:282

Schedules/Frequency

I WISH THERE WERE MORE TRAINS AT PEAK TIMES. SOME DAYS I HAVE TO STAND BOTH DIRECTIONS TO AND FROM WORK,

TRAIN:282

MORE TRAINS AFTER 7:30! BETTER CLIPPER MACHINES! OTHER THAN THAT, PRETTY GOOD!

TRAIN:282

I HAVE EXPERIENCED MULTIPLE INSTANCES OF TRAINS LEAVING THE STATION (BURLINGAME, SAN MATEO, ETC.) EARLY. THIS HAS CAUSED ME TO MISS A FEW TRAINS, WHICH WAS FRUSTRATING AND INCONVENIENT. ALSO, TRAINS ARE EXCEEDINGLY LOUD AS THEY CROSS URBAN ZONES. PLEASE CONSIDER GETTING BIGGER TRAINS, ESPECIALLY IN THE MORNING.

TRAIN:282

I'VE BEEN USING CALTRAIN FOR OVER TWO YEARS. I THINK DUE TO A LARGE AND GROWING NUMBER OF PEOPLE CHOOSING CALTRAIN FOR THEIR COMMUTE, IT WOULD BE REALLY HELPFUL TO HAVE A MORE FLEXIBLE SCHEDULE ESPECIALLY AFTER 7 PM. THANK YOU!

TRAIN:282

VERY FEW TRAIN STOPS AT BURLINGAME. THE ONLY TWO TRAINS STOPS AT BURLINGAME WERE SEPARATED BY ONLY A FEW MINUTES, SO IF I MISS ONE TRAIN, I WILL PROBABLY MISS THE OTHER ONE. THEN I HAVE TO WAIT ALMOST AN HOUR FOR THE NEXT ONE.

TRAIN:282

MORE TRAINS AND OVERHEAD LUGGAGE RACKS IN THE BOMBARDIER CARS.

TRAIN:282

WHILE ON THE TRAIN, I REALLY ENJOY CALTRAIN. MY MAIN ISSUES ARE: THE SCHEDULE. WANT MORE FREQUENT TRAINS. ESPECIALLY FROM SAN FRANCISCO TO THE SOUTH BAY AFTER 6:30 ON WEEKDAYS. ALSO, TAP ON/OFF IS ANNOYING, I HATE GETTING MY CARD OUT OF MY BAG.

TRAIN:288

PLEASE INCREASE THE FREQUENCY OF BULLET TRAINS.

TRAIN:288

NEED WI-FI!! NOT ENOUGH TRAINS LEADS TO OVERCROWDING AND INFLEXIBLE SCHEDULING. I MISSED THE BULLET BY TWO MINUTES, HAD TO TAKE LOCAL. IF I'D MISSED THIS ONE, NEXT ONE IS A ONE HOUR WAIT AND AN HOUR AND HALF RIDE TO HOME.

TRAIN:288

NOT ENOUGH TRAINS SERVICING MY STATIONS, DELAYS ARE NOT HANDLED WELL BY STAFF, PARKING IS TOO EXPENSIVE, TIME BETWEEN TRAINS IS TOO FAR APART, IS NOISY AND SHOULD HAVE A TALK FREE ZONE.

TRAIN:288

MODERNIZATION OF FLEET WOULD BE NICE. MORE BULLET TRAINS BEFORE 6:30 AM AFTER 8:30 PM. LOTS OF SAN FRANCISCO COMMUTERS WORK 5 AM TO 8 PM.

TRAIN:288

Schedules/Frequency

MAKE JUST ONE TRAIN AVAILABLE PAST 12 AM. MAKE IT LEAVE AT TWO OR ONE THIRTY AM? THIS IS THE NUMBER ONE THING YOU CAN DO TO BENEFIT THE ENTIRE BAY AREA HOUSING CRISIS. LOWER TRAIN VOLUME OF ANNOUNCEMENTS MADE BY CONDUCTOR. THEY ARE DEAFENING! SO LOUD!

TRAIN:288

WANT MORE FREQUENT TRAINS. RUSH HOUR, EVERY FIFTEEN MINUTES. NON-RUSH HOUR, EVERY FORTY MINUTES. BETTER COORDINATION WITH BART AT MILLBRAE TO ALLOW EASY TRANSFER (E.G. WITHIN 5-10 MINUTES AFTER ARRIVAL OF BART).

TRAIN:288

THERE NEEDS TO BE MORE THAN TWO BULLETS ON THE WEEKEND. IF YOU WANT TO MAKE MORE MONEY, START RUNNING MORE BULLETS. I'LL TAKE AN \$17 UBER BEFORE WAITING AND PAYING FOR A SLOW TRAIN.

TRAIN:288

PAY FOR PARKING WITH MOBILE APP. IF THERE ARE MAJOR EVENTS GOING ON IN SAN FRANCISCO ON THE WEEKEND, ONE TRAIN HOUR IS STUPIDLY INEFFICIENT. TRAINS END UP BEING OVER HALF HOUR LATE BECAUSE SO MANY PEOPLE ARE CROWDING ONTO ALREADY OVER CROWDED CARS. RUN MORE TRAINS. YOU KNOW ABOUT THESE EVENTS WELL IN ADVANCE, SO PLANNING SHOULD BE RELATIVELY SIMPLE. HELL, MAKE THEM LOOK LIKE A WEEKDAY COMMUTE.

TRAIN:288

THERE ARE NOT ENOUGH TRAINS DURING PEAK TIMES. MANY PEOPLE STAND AND THERE AREN'T ENOUGH TAG ON/OFF MACHINES.

TRAIN:313

MORE BULLETS! MORE SPACE! AIR CONDITIONING IS ALWAYS HOT!

TRAIN:313

MY CONCERNS ABOUT CALTRAIN ARE RELATED TO THE FREQUENCY OF THE TRAINS ON WEEKENDS AND THE LATER EVENINGS. WE WOULD LOVE TO TAKE CALTRAIN TO DINNER ON FRIDAY OR SATURDAY NIGHTS BUT THE SCHEDULE IS SO INFREQUENT ON THE WEEKENDS OR LATER EVENINGS. IN ADDITION, I WISH YOU HAD WI-FI ON THE TRAIN AND THE "TAG-ON/TAG-OFF" CONCEPT FOR MONTHLY PASSHOLDERS AT THE BEGINNING OF THE MONTH IS A PAIN.

TRAIN:313

MORE BULLET TRAINS THROUGH THE DAY AND BETTER AIR CONDITIONING.

TRAIN:313

THE AFTERNOON TRAIN IS RARELY ON TIME. THE SCHEDULING OF THE TRAINS DOES NOT ALLOW TIMELY TRANSFER TO OTHER PUBLIC TRANSPORT (VTA).

TRAIN:313

I WAS VERY DISAPPOINTED TO LEARN THAT THERE ARE NOT AS MANY TRAIN SERVICES AFTER THE GIANTS GAME. I WAS TOLD AT 11:01 PM (THIRTY MINUTES AFTER GAME) THAT I HAD TO WAIT TILL MIDNIGHT FOR THE LAST TRAIN.

TRAIN:313

Schedules/Frequency

MORE TRAINS AND FASTER TRAINS. ELECTRIFICATION! WAY TOO CROWDED!!

TRAIN:324

BY 22ND STREET, ON TUE 8:40 TRAIN, THERE ARE FREQUENTLY NO SEATS. YOU NEED MORE TRAINS DURING BUSY TIMES, MORE CARS TO ACCOMMODATE INCREASED TRAFFIC. YOU SHOULD ALSO IMPROVE 22ND ST. STATION, IT'S NOTHING BUT A DIRT HOLE.

TRAIN:324

MORE FREQUENT TRAINS PAST 6 PM

TRAIN:329

LET US SMOKE WEED ON THE TRAIN, MORE SEATING, MORE TRAINS MORE FREQUENTLY, SEND THESE THINGS VIA EMAIL

TRAIN:329

RUN MORE FREQUENT TRAINS ON AND OFF-PEAK ONCE ELECTRIFICATION IS COMPLETE.

TRAIN:329

THE ISSUE ISN'T THE TRAINS OR STATIONS, IT'S THE SCHEDULES. THEY RUN FOR A 1950'S WORK FORCE, NOT 2018 TECH THAT HAS WORKERS THAT START AND END WORK LATER.

TRAIN:329

INFORMATION AT STATIONS ABOUT MAJOR DELAYS COULD BE BETTER, MORE WEEKEND TRAINS WOULD BE GREAT.

TRAIN:329

I WISH THERE WERE MORE FREQUENT SERVICE!

TRAIN:329

NOT HAPPY WITH THE SCHEDULE AND FARES. A PERSON WHO'S RIDING FROM LAST STOP AS A ZONE TO THE VERY NEXT ONE (BEGINNING OF THE NEXT ZONE) PAYS AS MUCH AS A RIDER PAYS FROM THE FIRST STATION IN A ZONE TO THE LAST ONE AT THE ZONE! WHEN ONE MISSES A TRAIN THE NEXT ONE IS TYPICALLY AN HOUR LATER AT MOST STATIONS.

TRAIN:329

PLEASE HAVE MORE FREQUENTLY SCHEDULED TRAINS IN THE MORNING AND EVENING WHEN PEOPLE GO TO WORK AND GO BACK HOME. IT'S TOO CROWDED AT THOSE TIMES.

TRAIN:329

SERVICE NEEDS TO BE MORE FREQUENT.

TRAIN:329

VERY CROWDED, OFTEN NO PLACE TO SIT, NEED MORE TRAINS, INCREASE FREQUENCY OF BULLET TRAINS. CLEANLINESS ETCETERA GREAT; HOWEVER, TRAINS ARE VERY CROWDED WITH OFTEN NO PLACE TO SIT. PLEASE INCREASE THE NUMBER OF TRAINS AND FREQUENCY. PLEASE INCREASE NUMBER OF BULLET TRAINS. THANK YOU.

TRAIN:329

Schedules/Frequency

THE ONLY TWO THINGS I PARTICULARLY CARE ABOUT ARE IF THE TRAIN IS ON TIME AND IF THERE ARE ENOUGH SEATS. BEING "INFORMED" OF DELAYS IS ONLY marginally ACTIONABLE, HOW ABOUT REDUCING THEM? MY COMMUTE IS JACKED TWO OR THREE TIMES A MONTH, GUARANTEED.

TRAIN:329

I LOVE THE CALTRAIN, I JUST WISH IT RAN MORE FREQUENTLY BETWEEN 7 PM AND 9 PM OR SO. ON DAYS WHEN I WORK PAST 7 PM I DRIVE BECAUSE THERE ARE NO LIMITED OR BULLET TRAINS AND THEY ONLY RUN EVERY HOUR.

TRAIN:329

MORE BULLET TRAINS, ESPECIALLY WEEKENDS. TWENTY-FOUR HOUR TRAINS

TRAIN:329

GAGGING, RAW SEWAGE SMELL OFTEN. DON'T FEEL SECURE, NOT AT NIGHT ALONE. THERE'S GOTTA BE SIGNS YOU COULD PUT UP TO TEACH PEOPLE TO STAND UPSTAIRS WHEN THERE'S A BUNCH OF PEOPLE TRYING TO GET IN, INSTEAD OF BLOCKING DOORWAY! CALTRAIN NEEDS TO IMPROVE SIGNAGES AT STATIONS, MAKE TICKET MACHINES EASIER TO USE, MAKE THE TOILET CARS STOP SMELLING LIKE RAW SEWAGE, RUN MORE BULLET TRAINS ON WEEKENDS, AND HAVE SIGNAGE THAT SHOWS PEOPLE HAVE TO GET UPSTAIRS AND NOT CLOG THE ENTRANCE. YOU COULD NEVER JUST WALK UP TO THE STATION FOR THE FIRST TIME AND FIGURE OUT WHICH TRAINS STOP WHERE; OR GET UP-TO-DATE DELAY INFORMATION. HOWEVER, IT'S STILL BETTER THAN DRIVING.

TRAIN:329

THE NUMBER ONE THING CALTRAIN NEEDS TO IMPROVE IS FREQUENCY OF SERVICE. HEADWAYS NEVER LONGER THAN THIRTY MINUTES SEVEN DAYS A WEEK. EARLIER MORNING AND LATER EVENING SERVICE ON WEEKENDS.

TRAIN:329

THE TRAINS DO NOT RUN FREQUENTLY ENOUGH.

TRAIN:330

ONBOARD WI-FI PLEASE. ADDITIONALLY, FREQUENCY OF BULLET TRAINS AFTER 7 PM. 7 PM CUTOFF SEEMS VERY EARLY.

TRAIN:330

MORE FREQUENT TRAINS 8:00 -9:00 AM. MORE BIKE CAPACITY.

TRAIN:330

NOT OFTEN ENOUGH.

TRAIN:330

CAN WE HAVE MORE TRAINS BETWEEN 8:05 TO 8:35 AND ALSO BETTER TRIP TIME AS IT IS NOW FIFTY-SIXTY MINUTES COMPARED TO FORTY-FIVE MINUTES IN 2010-2012?

TRAIN:330

Schedules/Frequency

NEED MORE BULLET TRAINS. FREQUENCY IS BAD. TRAINS ARE TOO CROWDED. NEW YORK CITY METRONORTH IS A GREAT EXAMPLE, THE QUALITY OF THE SERVICE AND FREQUENCY WHILE HANDLING TEN TIMES THE PASSENGERS.

TRAIN:330

WISH THERE WAS A 6:30 AM TRAIN FROM SAN JOSE TO SAN FRANCISCO. BETTER MONTH APP FOR TICKETS.

TRAIN:360

PLEASE ADD MORE TRAINS AND MORE GRADE SEPARATIONS. GET NEWER ENGINES, TOO MANY BREAKDOWNS, DOOR FAILURES, ETC.

TRAIN:360

MORE TRAINS FOR PEAK HOURS; BETTER STAGGERING FOR PEAK HOURS.

TRAIN:376

ADD MORE FREQUENT TRAINS. MORE BULLET TRAINS (LATER IN MORNING AND EVENING).

TRAIN:376

NEED MORE COACHES IN BUSY HOURS

TRAIN:376

EMPHASIS ON CALTRAIN MANNERS! PLEASE, MORE OFTEN! LONG PHONE CALLS, FEET ON THE SEATS, EVEN NAIL CLIPPING! AVAILABILITY OF BULLET OR LIMITED TRAINS AFTER 6:55 OR 6:58 IS A PROBLEM. MAYBE SUSTAINABILITY IS AN ISSUE BUT I'D LIKE YOU TO RECONSIDER THAT, IF POSSIBLE. THANKS!

TRAIN:376

I THINK OVERALL VERY GOOD. ONLY HAVE ISSUES WITH DELAYS AND BROKEN TRAINS. WHY SO MANY MECHANICAL PROBLEMS?! SEEMS TO ALWAYS CAUSE DELAYS DAILY. ALSO, MORE BULLET TRAINS! EVERY 30 MINUTES DURING RUSH HOURS WOULD BE NICE!

TRAIN:376

MORE BULLETS DURING RUSH HOUR OR ADD CARS.

TRAIN:376

MORE TRAINS, ESPECIALLY BULLETS WOULD BE NUMBER 1 WISH.

TRAIN:376

OBVIOUSLY, I WISH TRAINS WERE LESS CROWDED, RAN MORE FREQUENTLY, AND BETTER DELAY ESTIMATES. HOWEVER, GIVEN REALISTIC CONSTRAINTS I THINK YOU ARE DOING A GOOD JOB. COULD WE GET THE STOPS AT SAN MATEO MORE SPREAD OUT ACROSS THE HOUR?

TRAIN:376

TRAIN IS VERY LOUD WHEN ARRIVING AND LEAVING THE STATION. NOT ENOUGH BIKE RACKS IN THE MORNING. NOT ENOUGH TRAINS SCHEDULED ON WEEKENDS.

TRAIN:381

Schedules/Frequency

PLEASE ADD MORE FAST BULLET TRAINS IN THE MORNING AFTER 9 AM AND AFTER 6 PM. THANKS.
TRAIN:381

PLEASE INCREASE BULLET TRAIN FREQUENCIES
TRAIN:381

MORE FREQUENT DURING WEEKENDS.
TRAIN:385

INCREASE FREQUENCY ON WEEKENDS. CLEAN TRAIN INTERIORS.
TRAIN:385

NEED TRAINS PAST 11 PM! GOING NORTH.
TRAIN:421

PLEASE IMPROVE TRAIN FREQUENCY ON WEEKENDS, AT LEAST ONE HOUR FREQUENCY DURING MORNING AND EVENING. ALSO, MORE TRAINS ON SUNDAY.
TRAIN:421

MORE EVENING BULLET TRAINS. I GET OFF AT 9:30 PM, HAVE TO WAIT UNTIL 10:30 PM FOR MY TRAIN AND IT IS A LOCAL. THERE ISN'T ANYONE GETTING OFF OF OVER HALF OF THE LOCAL STOPS. MORE LATE NIGHT BULLETS OR EVEN LIMITED. AT 9:45 OR 10:00 PM.
TRAIN:421

WEEKEND SCHEDULE IS AWFUL. NINETY MINUTES BETWEEN TRAINS.
TRAIN:421

THE ONE THING I WANT FROM CALTRAIN IS MORE FREQUENT SERVICE ON WEEKENDS. I RIDE MUCH LESS SINCE YOU WENT TO NINETY MINUTES BETWEEN TRAINS.
TRAIN:421

RESTORE EARLINESS, LATENESS AND FREQUENCY OF WEEKEND TRAINS. LET CUSTOMERS OPT-IN AND GET REAL-TIME DELAY UPDATES. ESSENTIAL.
TRAIN:421

IT WOULD BE GREAT TO EITHER HAVE TRAINS COME MORE FREQUENTLY ON THE WEEKENDS, OR ONE OR TWO MORE BULLET TRAINS
TRAIN:424

PLEASE INCREASE FREQUENCY OF TRAINS DURING WEEKEND.
TRAIN:424

SAN FRANCISCO RESTROOM IS ALWAYS DIRTY BECAUSE OF HOMELESS PEOPLE. WEEKEND SCHEDULES (ONE AND HALF-HOURS) ARE NOT GOOD.
TRAIN:424

GIVEN THE AMOUNT OF TRAFFIC IN THE CORRIDOR; MORE EXPRESS TRAINS DURING THE WEEKDAY WOULD GREATLY IMPROVE SERVICE.THANK YOU!
TRAIN:424

Schedules/Frequency

IF POSSIBLE, I WOULD LIKE TO SEE MORE BULLET TRAIN OPTIONS.

TRAIN:432

FREQUENCY OF TRAINS SHOULD BE IMPROVED

TRAIN:432

NOT ENOUGH WEEKEND TRAINS OR PLACES TO SIT OR BULLET TRAINS. NOT ENOUGH ROOM FOR LUGGAGE. ON SUNDAY JANUARY 7TH THE TRAIN FROM PALO ALTO TO MILLBRAE NEVER CAME (7:31) SO I HAD TO GET A CAB TO THE AIRPORT WHICH WAS OVER SIXTY-FIVE DOLLARS. THERE WAS NO ANNOUNCEMENT AT THE STATION. THERE WERE MANY PEOPLE WAITING FOR THE TRAIN.

TRAIN:432

PLEASE INCREASE FREQUENCY OF TRAINS ON WEEKENDS. ALSO USE EXPRESS TRAINS ON WEEKENDS.

TRAIN:433

TRAIN SCHEDULE CAN PROVIDE MORE TRAINS. TRAINS SHOULD RUN MORE OFTEN! TRAINS SHOULD GO FASTER BUT CLEANER AND LESS NOISY THAN BART!

TRAIN:433

MORE TRAINS ON WEEKENDS WOULD BE GREAT FOR FOLKS WHO WORK THE WEEKEND. ESPECIALLY SUNDAYS. ALSO, FARES ARE BECOMING REALLY EXPENSIVE. MAYBE GET SOME DOLLARS FROM BIG TECH?

TRAIN:433

EVERYTHING IS FINE EXCEPT THE SCHEDULES ON WEEKENDS. FARES ARE ALSO SO EXPENSIVE.

TRAIN:433

WE NEED MORE TRAINS!!! ALSO, PLEASE ORGANIZE LATE NIGHT SERVICE. THERE SHOULD BE A TRAIN EVERY SEVENTY-FIVE MINUTES AT ALL TIMES.

TRAIN:438

ELECTRIFY THE TRAIN. LESS DIRT, NOISE, INCREASE THE FREQUENCY

TRAIN:438

THE CALTRAIN SERVICE IS GOOD IN GENERAL, THE BIG LIMITATION IS THE NUMBER OF TRAINS, ESPECIALLY DURING OFF-PEAK TIMES.

TRAIN:438

RUN MORE TRAINS

TRAIN:441

I WOULD APPRECIATE MORE FREQUENCY OF CALTRAIN, WITH LITTLE WAITING PERIOD, ON WEEKENDS. LAST TRAIN FROM SAN JOSE AT 11:00 PM?

TRAIN:441

PLEASE INCREASE TRAIN FREQUENCY ON WEEKEND. A TRAIN EVERY FORTY-FIVE MINUTES WOULD BE REALLY GOOD. AT LEAST A TRAIN EVERY HOUR LIKE LAST YEAR. WOULD BE GREAT IF LAST TRAIN DEPARTS FROM SAN JOSE AT 11:00 OR 11:30 PM ON WEEKENDS (INCLUDING SUNDAY).

TRAIN:441

Schedules/Frequency

IT WOULD BE GOOD TO HAVE MORE FREQUENT TRAINS. TRAINS NEED DISPLAYS SHOWING NEXT STOP. STATIONS NEED ELECTRONIC SIGNS SHOWING WHERE THE NEXT TRAIN COMES.

TRAIN:441

MORE WEEKEND TRAINS WOULD BE NICE! MORE BULLET TRAINS ON WEEKENDS!

TRAIN:441

MORE CLARITY ON TRAIN ANNOUNCEMENTS, HARD TO KNOW WHAT STOP WE'RE AT. NEED MORE TRAINS ON WEEKENDS.

TRAIN:801

RUN TRAINS MORE FREQUENTLY

TRAIN:804

AWESOME, MAYBE HAVE MORE THAN ONE TRAIN A DAY.

TRAIN:804

I LOVE CALTRAIN BUT PLEASE ADD LATER TRAINS NORTH TO SOUTH ON FRIDAY, SATURDAY AND SUNDAY NIGHTS.

TRAIN:804

Transit Connections/Transfers

Transit Connections/Transfers

OVERALL VERY GOOD. ISSUES: NO COORDINATION WITH BART. NO FOOD OR BATHROOMS AT NEARBY STATIONS. DIRTY WINDOWS OR COVERED WITH ADS. THE VIEW IS PART OF WHAT I'M PAYING FOR!

TRAIN:142

SCHEDULE COORDINATION ON WEEKENDS AND NIGHTS. OFTEN CALTRAIN/VTA/BART SCHEDULES MISCONNECT, SO IT'S A THIRTY PLUS WAIT AT MILLBRAE, MOUNTAIN VIEW NECESSARY. IRREGULAR OPERATION NOTIFICATION, ESPECIALLY NIGHTS AND WEEKENDS IMPROVING, BUT A LONG WAY TO GO. FORCE COMMUNITIES TO ELIMINATE LEVEL CROSSINGS. TRAIN HITS ARE TOO FREQUENT.

TRAIN:190

CALTRAIN NEEDS TO LINE UP BETTER WITH BUSES, BART. WE NEED MORE WEEKEND TRAINS AND LIMITED ON WEEK DAYS.

TRAIN:190

AT PEAK HOURS THERE ARE NOT ENOUGH SEATS. THE TRAIN SCHEDULE DOESN'T EXTEND FOR SPORTING EVENTS (E.G. SHARK'S GAMES REGULARLY GO PAST LAST TRAIN). TRAINS DON'T REGULARLY HAVE BIKE TAGS. TRAINS COULD DO BETTER TO ALIGN WITH THE BART SCHEDULE.

TRAIN:222

GENERALLY, VERY SATISFIED. HOWEVER, ONE THING TO IMPROVE: BETTER ALIGNMENT AND TIMING TO BART AT TRANSFER STATIONS.

TRAIN:222

MORE BIKE CARS AT BUSY TIMES. BETTER CONNECTIVITY TO LOCAL TRANSIT AND SHUTTLES.

TRAIN:233

THE PARKING AT TAMIEN IS UNSAFE! MY CAR WAS BURGLARIZED THREE TIMES IN EIGHTEEN MONTHS; PLUS, IN THE RAIN IT'S A MESS. PLEASE COORDINATE YOUR SCHEDULE BETTER WITH LIGHT RAIL (VTA). IN THE MORNING IT'S OK, BUT IN THE AFTERNOON I HAVE TO WAIT FIFTEEN MINUTES FOR THE TRAIN.

TRAIN:233

THE SHUTTLE BUS DOES NOT WORK AT ITS FULL CAPABILITY. PLEASE RE-CONSIDER ROUTING. FOR EXAMPLE, BOWERS ROUTE MOVED TO SANTA CLARA IS NOT REASONABLE. SHOULD STAY AT LAWRENCE.

TRAIN:267

I REALLY WISH THERE WERE MORE EXPRESS TRAINS MID-DAY (NOON) OR LATE EVENING. I'D RIDE MORE OFTEN! ALSO, AS A REDWOOD CITY RESIDENT, I AM PENALIZED TO GO TO DOWNTOWN SAN FRANCISCO. I EITHER HAVE TO TRANSFER AT MILLBRAE AND PAY SECOND FEE ON BART (SECOND TICKET) TO GET DOWNTOWN, OR TAKE MUNI BUS (SECOND FEE FARE) FROM 4TH AND KING TO DOWNTOWN. IN MY EYES, I GET THE SHAFT. LOSE-LOSE FOR ME, EITHER WAY!

TRAIN:273

Transit Connections/Transfers

CAN YOU PLEASE RESCHEDULE THE CALTRAIN SHUTTLE AT LAWRENCE MISSION? IT DOES NOT CONNECT WITH THE TRAIN AND I NEED TO WAIT FOR HALF AN HOUR AT THE STATION FOR THE SHUTTLE IN THE MORNING.

TRAIN:277

CONNECTING BETWEEN MUNI AND CALTRAIN AT RUSH HOUR IS TERRIBLE. I CONSTANTLY MISS TRAINS BY ONE TO FIVE MINUTES BECAUSE OF MUNI (BUS & TRAIN) DELAYS. PLEASE TRANSIT AUTHORITY GET EVERYONE WORKING TOGETHER FOR COMMUTERS! TOO EXPENSIVE TO BE SO UNRELIABLE.

TRAIN:282

TWO COMMENTS: TIME THE TRANSFERS WITH VTA BETTER, DO BETTER WITH LEAVING STATION ON TIME.

TRAIN:288

WANT MORE FREQUENT TRAINS. RUSH HOUR, EVERY FIFTEEN MINUTES. NON-RUSH HOUR, EVERY FORTY MINUTES. BETTER COORDINATION WITH BART AT MILBRAE TO ALLOW EASY TRANSFER (E.G. WITHIN 5-10 MINUTES AFTER ARRIVAL OF BART).

TRAIN:288

MY COMMUTE FROM OAKLAND TO STANFORD IS TWO HOURS EACH WAY WITH FOUR TYPES OF TRANSPORTATION. CALTRAIN IS ONE OF THE MORE ENJOYABLE SEGMENTS, BUT I WISH SOMETHING COULD BE DONE ABOUT TRANSFERS TO BART, PARTICULARLY WHEN THERE ARE SYSTEM DELAYS. SPRINTING UP THE STEPS AT MILBRAE TO HAVE A TRAIN PULL AWAY IS DEMORALIZING.

TRAIN:289

LOVE CALTRAIN. WISH IT WENT TO THE EAST BAY. TEN TIMES BETTER THAN BART.

TRAIN:313

THE AFTERNOON TRAIN IS RARELY ON TIME. THE SCHEDULING OF THE TRAINS DOES NOT ALLOW TIMELY TRANSFER TO OTHER PUBLIC TRANSPORT (VTA).

TRAIN:313

PLEASE COORDINATE BETTER WITH BART TO ALLOW CONVENIENT TRANSFERS (IE: NOT HAVING TO WAIT 15 MINUTES FOR A TRAIN). ALSO, INCREASE TRAIN CAPACITY, THIS SPECIFIC TRAIN (#324) IS EXTREMELY CROWDED EVERY MORNING.

TRAIN:324

MORE SEATING AT STATIONS AND PLEASE COORDINATE SCHEDULES WITH BART BETTER; I OFTEN MISS MY TRAIN CONNECTION BY SECONDS WHICH IS RIDICULOUS.

TRAIN:330

PLEASE COORDINATE THE TIMINGS WITH BART AND AMTRAK

TRAIN:330

CALTRAIN MOSTLY RUNS LATE. DUE TO NOT BEING ON TIME, I MISS MY CONNECTING VTA LIGHT RAIL AT DIRIDON.

TRAIN:360

STATIONS AND EQUIPMENT

Bikes/Bike Cars

Bikes/Bike Cars

MORE SEATS TO BIKERS. NOW BIKERS SHOULD HAVE OTHER CARS. MORE SPACE TO PARK BIKES.

TRAIN:142

HOW ABOUT KICKING OFF HOMELESS. YOU CHARGE WAY TOO MUCH TO HAVE TO PUT UP WITH THAT. LUGGAGE IN BIKE CARS IS A HUGE ISSUE.

TRAIN:142

I NEED MORE TRAINS; NOT JUST ONE PER HOUR IN MIDDLE OF THE DAY. AND I WOULD LIKE CONDUCTORS TO HELP: PEOPLE WHO DON'T HAVE A BIKE SHOULD SIT IN NON-BIKE CAR.

TRAIN:142

IF BIKERS GET TO HAVE THEIR OWN CAR, WHY DON'T THEY HAVE TO PAY MORE?

TRAIN:151

THE "BIKES ON FIRST/OFF FIRST" PILOT PROGRAM REALLY WORKS! PLEASE KEEP PERMANENTLY. PLEASE HAVE CONDUCTORS REMIND PASSENGERS TO PUT YELLOW TAGS ON BIKES, MAKES IT EASIER TO LOAD AND UNLOAD WHEN ALL BIKES HAVE TAGS.

TRAIN:190

BIKE PROBLEMS

TRAIN:190

NEWER TRAINS ARE NICE AND MORE COMFORTABLE BUT DO NOT HAVE ENOUGH BIKE STORAGE. IT CAN GET REALLY TIGHT IN BETWEEN MAJOR STOPS. I WISH THERE WERE MORE BULLET DEPARTURE OPTIONS FROM 6:00 PM -7:30 PM. OFTEN I DON'T GET HOME UNTIL REALLY LATE BECAUSE OF THIS.

TRAIN:190

I LIKE HOW WE ARE IMPLEMENTING "BIKER BOARD FIRST" PROGRAM. I'D REALLY APPRECIATE IT IF WE CAN PROHIBIT NON-BIKERS FROM SITTING IN BIKE CARS.

TRAIN:192

I LOVE RIDING THE TRAIN. MY ONE CONCERN IS THE LACK OF BIKE SPACE. I HAVE SEEN PEOPLE GET REFUSED BECAUSE THE BIKE CARS WERE FULL.

TRAIN:192

I HAVE A THIRD PARTY CALTRAIN APP, BUT IT'D BE GREAT IF THERE WERE A WAY TO BE NOTIFIED IF OR WHEN TRAINS ARE RUNNING LATE. MY WORST EXPERIENCE ON CALTRAIN WAS WHEN A TRAIN LEFT WITHOUT ME BOARDING, EVEN THOUGH I WAS ON THE PLATFORM WHEN IT ARRIVED AND I JOGGED TO TRY AND MAKE IT TO THE BIKE CAR. ALSO, MORE BIKE CARS AND SEATS JUST FOR BIKERS WOULD ALWAYS BE GREAT.

TRAIN:192

NEED MORE YELLOW BIKE TAGS ON BOARD. BATHROOM WASTE TANKS MOSTLY FULL; NEED TO EMPTY MORE OFTEN. PLEASE EXCUSE THE BAD PRINTING, TRAIN IS MOVING, MAKING IT HARD.

TRAIN:197

Bikes/Bike Cars

I WOULD LOVE IF CALTRAIN OFFERED "QUIET CARS" LIKE THE SOUTHSORE TRAIN SYSTEM TO CHICAGO AND ITS SUBURBS DOES! MORE RESTROOMS & BIKE SPACE WOULD BE AMAZING.

TRAIN:206

MANY TRAINS DURING MY COMMUTE ARE AT OR ABOVE CAPACITY FOR BICYCLES, RESULTING IN "BUMPING". IT IS ESSENTIAL THAT ELECTRIFICATION INCLUDE THE NINETY-SIX BIKES PER 8-CAR TRAIN THAT THE BOARD DIRECTED IN 2015. CAPACITY ISSUES ARE CURRENT AND WILL ONLY BECOME MORE OF AN ISSUE IN THE NEXT DECADE(S).

TRAIN:206

PLEASE CONTINUE TO SERVICE BIKE RIDING COMMUTERS. INCREASE IN CAPACITY IS CRITICAL.

TRAIN:206

I USED TO RIDE WITH A FOLDING BIKE BEFORE BEING PREGNANT. IT WAS CONVENIENT AND NOW WITH YOUNG INFANT, I FEEL SAFE AND COMFORTABLE TO RIDE CALTRAIN BECAUSE OF ITS CLEANNESS (EXCEPT BATHROOM -NEED MORE FRAGRANT CLEAN UP), AND PROFESSIONAL PRESENCE OF CONDUCTORS. THANK YOU FOR YOUR BUSINESS.

TRAIN:207

ESCALATOR IS NEEDED FOR 22ND ST. STATION. MORE BIKE CARS ARE NEEDED.

TRAIN:216

"NEW TRAIN" DOES NOT ACCOMMODATE VOLUME OF BIKES. ESPECIALLY IN SPRING AND SUMMER. MUST IMPROVE COMMUTING ON CALTRAIN FOR BIKERS.

TRAIN:216

NEW TRAINS DO NOT ACCOMMODATE BIKES VERY WELL.

TRAIN:216

CALTRAIN SERVICE HAS GOTTEN BETTER OVER THE YEARS AND I ENJOY RIDING IT AS PART OF MY DAILY COMMUTE. HOWEVER, AS A BICYCLE RIDER, I THINK THAT A THIRD BIKE CAR NEEDS TO BE ADDED DURING COMMUTER TIMES. THERE ARE LOTS OF RIDERS NOW AND SOMETIMES THERE IS NOT ENOUGH ROOM. THIS IS STRESSFUL FOR CYCLISTS, PASSENGERS AND CONDUCTORS.

TRAIN:216

NO BIKE TAGS AVAILABLE FOR MONTHS.

TRAIN:216

MY ONLY COMPLAINT IS THAT CONDUCTORS DO NOT HELP KEEP NON-BIKE PASSENGERS FROM TAKING SEATS ON BIKE TRAIN. SO, WHEN THOSE OF US WITH BIKES BOARD THERE ARE NO SEATS FOR US.

TRAIN:217

I LIKE TRAINS WITHOUT STEPS TO BOARD. THAT'S A MORE PLEASANT EXPERIENCE AS A BIKE RIDER. AS LONG AS THERE ARE ENOUGH SPOTS FOR BIKES.

TRAIN:217

Bikes/Bike Cars

BIKES ON SOUTHBOUND 366 TERRIBLE. HAS MADE ME, A BIKE COMMUTER OF 20 YEARS, NOT TAKE THE TRAIN. JUST TOO BUSY AND INCONVENIENT AND NOT WORTH THE TROUBLE.

TRAIN:217

MORE SIGNS FOR BIKE CARS. ADD 5:30 TRIP.

TRAIN:217

CONDUCTORS ARE GENERALLY MORE COURTEOUS IN MORNINGS THAN EVENINGS. A CLIPPER CARD SCANNER AT THE NORTHMOST END OF THE STATION WOULD BE GREAT. I LIKE BIKE PRE-BOARD. PLEASE MORE SEATS!

TRAIN:217

TRAIN GETS EXCEEDINGLY CROWDED AT PEAK TIMES. ALSO, I REALLY APPRECIATE THE BICYCLISTS BOARDING EXPERIMENT, EVEN THOUGH IT'S NOT ALWAYS ENFORCED.

TRAIN:217

MY ONLY COMMENT IS THAT MY BIKE WAS STOLEN, WHILE LOCKED UP, AT THE PALO ALTO STATION. MAJOR INCONVENIENCE FINANCIALLY AND OTHERWISE.

TRAIN:217

BIKE CAR WAS OVERCROWDED. MORE BIKE SPACE IS NEEDED.

TRAIN:217

MORE LOW STEP BOMBARDIER TRAINS FOR BIKES.

TRAIN:217

IT'S GETTING SUPER CROWDED AT PEAK TIMES, HARD TO GET BIKES ON AT MANY STOPS.

TRAIN:217

STOP THROWING PEOPLE OFF THE TRAINS. I'VE SEEN YOUR TRAIN CONDUCTOR SELECTIVELY CHOOSE WHO THEY WANT TO PUT OFF THE TRAIN. ALSO, THERE SHOULD BE MORE LATE-NIGHT TRAINS, SO COMMUTERS WITHOUT CARS DON'T GET STRANDED ON YOUR PLATFORM. YOU GUYS CAN DO BETTER.

TRAIN:217

SOME STAFF ARE GEMS, OTHERS ARE QUITE BAD. LOVE BIKE CARS, BUT THE SYSTEM IS GETTING OVERLOADED. MAKE BIKE TAGS REQUIRED AND HAVE STACKS OF THEM IN THE BIKE CARS.

TRAIN:217

NON-BIKERS STEAL THE BICYCLE AREA SEATING.

TRAIN:217

BIKE CARS SMELL TERRIBLE IN THE EVENINGS!

TRAIN:222

MAKE LIMIT FIVE PER BIKE

TRAIN:222

Bikes/Bike Cars

I THINK CALTRAIN SHOULD IMPROVE ITS SEASONALITY SPACE EFFICIENCY - WINTER MEANS LESS BIKERS, SPRING, SUMMER AND FALL MEANS LOTS OF BIKERS

TRAIN:222

WOULD LIKE BETTER ENFORCEMENT OF STOPPING NON-BIKERS FROM TAKING ALL THE SEATS IN THE BIKE CAR.

TRAIN:222

YOU NEED MORE BIKE SPACE ON THE SEMI-BULLET MORNING TRAINS. IT'S A DAMN MESS.

TRAIN:222

AT PEAK HOURS THERE ARE NOT ENOUGH SEATS. THE TRAIN SCHEDULE DOESN'T EXTEND FOR SPORTING EVENTS (E.G. SHARK'S GAMES REGULARLY GO PAST LAST TRAIN). TRAINS DON'T REGULARLY HAVE BIKE TAGS. TRAINS COULD DO BETTER TO ALIGN WITH THE BART SCHEDULE.

TRAIN:222

TOO CROWDED. EACH TRAIN NEEDS ANOTHER BIKE CAR.

TRAIN:222

SOMETHING NEEDS TO BE DONE FOR BIKE INFRASTRUCTURE OUTSIDE OF 4TH AND KING. THE BLUE PARKING THERE IS GREAT, BUT NON-EXISTENT AT 22ND ST. STATION. BIKES ARE TURNED AWAY AT 22ND EVERY DAY, DISCOURAGING USE.

TRAIN:222

I'VE BEEN TRYING TO GET A BIKE LOCKER, BUT THE PROCESS IS CONFUSING AND COULD USE MODERNIZATION. ALSO, IT'S FINE TO RAISE FARES IF NECESSARY, BUT DON'T DECREASE THE NUMBER OF DAILY FARES A MONTHLY PASS EQUALS FURTHER. I ALREADY SKIP BUYING A PASS IF I'M ON VACATION.

TRAIN:222

MORE BIKE CARS

TRAIN:225

DO NOT INCREASE FEES FOR BIKERS.

TRAIN:225

TRAINS ARE OVERCROWDED, SPECIFICALLY WITH BIKES. THERE SHOULD BE MORE CLIPPER MACHINES.

TRAIN:225

I OFTEN FIND TOO MANY NON-CYCLISTS ON BIKE CARS, TAKING AWAY SEATS AND SPACE FOR CYCLISTS. BIKE TAGS ARE HARD TO FIND. THEY ARE NOT IN NORMAL INFORMATION ON TRAINS. SOMETIMES CONDUCTORS DON'T HAVE ANY.

TRAIN:225

KEEP NON-BIKES OUT OF BIKE CAR

TRAIN:225

Bikes/Bike Cars

NEED MORE ROOM FOR BIKES.

TRAIN:225

CONDUCTORS ALL NEED TO ALLOW FIVE BIKES PER RACK WHERE FIVE BUNGEEES ARE PROVIDED, EXCEPT THERE IS INSUFFICIENT BIKE SPACE IN RUSH HOUR. MANY CONDUCTORS ALLOW ALL CYCLISTS TO GET TO WORK ON TIME BUT A FEW INSIST ON NOT BEING ALLOWED TO USE THE FIFTH BUNGEE EVEN WHEN THAT IS FAR SAFER AND TAKES UP LESS SPACE THAN HAVING THE CYCLIST HOLD THEIR BIKE. THE STC BUNGEE IS ESSENTIAL FOR SUFFICIENT BIKE CAPACITY. [Q9] NEED MORE BIKE TAGS.

TRAIN:225

NON-BIKERS OFTEN SITTING IN BIKE CAR. TRACKS ARE AN EMBARRASSMENT WHEN HOSTING EUROPEANS, WAY TOO MUCH BUMPINESS.

TRAIN:225

SIGNS IN THE BIKE CARS EXPLAINING HOW TO GET A BIKE TAG.

TRAIN:225

PLEASE ADVISE PEOPLE WITH BICYCLES TO PUT DESTINATION TAGS ON THEIR BICYCLES.

TRAIN:225

BIKE CAR CROWDED

TRAIN:225

THE DIGITAL SIGNAGE ON THE SAN JOSE PLATFORM IS CONFUSING. THERE'S NO INDICATION OF TYPE OF TRAIN ON PLATFORM (BULLET, LOCAL, EXPRESS). I SEE PEOPLE CONFUSED BY THIS EVERY DAY. BETTER BIKE CAR AND DESIGNS PLEASE. THEY'RE HARD TO USE AND CROWDED.

TRAIN:225

MORE BIKE CARS, ENFORCEMENT OF THOSE WITHOUT BIKES ON BIKE CARS.

TRAIN:233

MORE BIKE CARS AT BUSY TIMES. BETTER CONNECTIVITY TO LOCAL TRANSIT AND SHUTTLES.

TRAIN:233

CONDUCTORS MUST DO BETTER AT KEEPING PEDESTRIANS OUT OF THE BIKE CARS. ALL TOO OFTEN PEDESTRIANS SIGNIFICANTLY IMPEDE OUR ABILITY TO GET IN AND OUT OF THE TRAIN. BETTER YET, JUST STOP USING THE OLDER TRAIN CARS.

TRAIN:254

IT'D BE GREAT IF A BULLET WENT TO SANTA CLARA. ALSO, POLICE THE BIKE CARS MORE FOR NON-BIKERS, AND PUT OUT MORE OF THE YELLOW TAGS.

TRAIN:262

HOW LONG DOES IT TAKE TO GET A BIKE LOCKER KEY? I MAILED MY APPLICATION AND CHECK TWO MONTHS AGO.

TRAIN:262

Bikes/Bike Cars

WHY ALL THE SPECIAL TREATMENT FOR BIKERS? IT'S CLEAR THAT CALTRAIN CONSIDERS NON-BIKERS SECOND CLASS CITIZENS. BIKERS BOARD FIRST AND CALTRAIN CONSTANTLY ADDS YET ANOTHER BIKE CAR (INSTEAD OF ONE THAT WILL ACTUALLY RELIEVE CROWDING) ONTO THE TRAIN.

TRAIN:267

BIKES BOARD FIRST WAS A GOOD IDEA. NEED EDUCATION IF WANT TO IMPLEMENT WIDELY. BRINGING MY BIKE IS GENERALLY GOOD EXPERIENCE EXCEPT DURING GIANTS GAMES. TRAINS ARE PACKED WITH DRIVING CROWDS.

TRAIN:268

THE CONDUCTORS CUSTOMER SERVICE HAS BEEN POSITIVE. COMMUNICATION OF DELAYS COULD BE BETTER AS WELL AS CLEANLINESS. I THINK THIS LACK OF CLEANLINESS IS CAUSED MORE BY PASSENGERS. PERHAPS IMPLEMENTING PASSENGER COURTESY SIGNS REMINDING THEM TO CLEAN UP AFTER THEMSELVES? ALSO, HELPFUL TO MONITOR BIKE CARS IN THE MORNING ESPECIALLY. MANY BIKERS CONFUSE THE BIKE CAR AS BIKERS ONLY AND DO NOT REALIZE THESE ARE COURTESY SEATS.

TRAIN:268

PLEASE INCLUDE PLENTY OF BIKE SPACE ON THE NEW TRAINS (IN FORTHCOMING YEARS).

TRAIN:273

REALLY APPRECIATE BIKE CARS, AND ESPECIALLY THE TRAINS THAT DON'T HAVE SEVERAL STAIRS TO CLIMB WITH MY BIKE!

TRAIN:273

CONDUCTORS ARE OFTEN VERY RUDE TO BIKE CAR BICYCLISTS ABOUT OVERCROWDING. ALSO, THEY NEVER HAVE BIKE TAGS.

TRAIN:273

WISH YOU WOULD MAKE MORE ROOM FOR BIKES. IT SUCKS WHEN YOU'RE NOT LET ONTO A TRAIN BECAUSE THE BIKE CAR IS FULL. ALSO MAKE BIKE ACCESS AT 22ND ST STATION EASIER PLEASE. THANKS.

TRAIN:273

PLEASE ENFORCE THE FOLLOWING BETTER: PEOPLE WITHOUT BIKES SHOULD NOT SIT IN THE BIKE CAR. PEOPLE WITH LUGGAGE SHOULD BE IN LUGGAGE CAR.

TRAIN:273

NEWER BIKE TRAINS HOLD LESS BIKES. PROBLEM DURING BUSY HOURS. PLEASE USE THESE NEWER BIKE TRAINS DURING NON-COMMUTE TIMES. NEVER BIKE TRAINS DURING NON-COMMUTE HIGH TIMES. FINES FOR BEING IN THE BIKE CAR WITHOUT A BIKE IS A CONSIDERATION.

TRAIN:273

SOME CONDUCTORS ARE RUDE TO CYCLISTS, SEEM RESENTFUL.

TRAIN:273

MORE BIKE CAPACITY! HIGHER FREQUENCY PLEASE!

TRAIN:277

Bikes/Bike Cars

WOULD BE GREAT IF ALL CONDUCTORS ENFORCED: BIKES GETTING ON FIRST, BIKER ONLY SEATING
TRAIN:277

TRAIN STABILITY AND WI-FI SEEMS TO BE A BIG MISSING PIECE. IT'S VERY HARD TO GET to THE SAN FRANCISCO CALTRAIN STATION ON PUBLIC TRANSPORT. PLEASE INSTALL A BIKE VALET HUB AT 22ND STREET.

TRAIN:277

PLEASE ADD MORE BIKE CARS. NOT HAPPY ABOUT HILLSDALE STATION, WHO BENEFITS BY THE STATION MOVE?

TRAIN:277

I AM MAINLY DISSATISFIED WITH HOW BUMPY THE JOURNEY IS AS WELL AS HOW OLD SCHOOL THE PAYMENT SYSTEM IS, CONSIDERING THEY ARE MUCH QUICKER AND EASIER TO ACCESS EVERYWHERE ELSE IN THE WORLD. I'VE ALSO HAD TO CREATE MY OWN BIKE TAG AS NO ONE SEEMS TO HAVE CALTRAIN BIKE PASSES. ALSO, NO ONE INFORMED ME ON HOW THE BIKES WORKED. I HAD TO ASK FRIENDS.

TRAIN:277

NON-BIKE PASSENGERS SHOULD NOT SIT IN THE BIKE CARS. THE BIKE OWNERS ARE REQUIRED TO SIT CLOSE TO THEIR BIKES. EVERY BIKE CAR SHOULD ENFORCE THIS RULE. PLEASE HAVE CONDUCTORS WARN PASSENGERS.

TRAIN:277

PLEASE ENCOURAGE NON-BIKERS NOT TO SIT IN THE BIKE CAR!

TRAIN:282

BIKERS MOSTLY VERY MEAN. THEY ARE TREATING OTHER PASSENGERS VERY RUDE AND THEY ARE ALWAYS SO LOUD. I CHANGED MY SCHEDULE EARLIER BECAUSE OF THEM.

TRAIN:282

OVERCROWDED TRAINS. NEED MORE TRAIN CARS. NEED MORE SCHEDULED; WOULD HELP OVERCROWDED TRAINS. WHERE DOES THE RATE-INCREASE REVENUE GO? NOT TO INCREASES IN TRAIN CARS?! GET RID OF BIKE CARS.

TRAIN:313

NOT SURE HOW TO GET A BIKE TAG. NEED A GRADE SEPARATION IN REDWOOD CITY. PEOPLE OFTEN GO AROUND THE GATE TO CATCH A TRAIN.

TRAIN:329

IMPROVEMENT IDEAS: BIKERS ONLY IN BIKE CARS, DESIGNATED PHONE CAR AND THE REST QUIET CARS, STRAIGHTEN THE TRACKS, ELECTRICITY OR AT LEAST WI-FI.

TRAIN:330

APPRECIATE ATTENDANTS AND THEIR COMMUNICATION. LOVE THAT I CAN STORE MY BIKE AT CALTRAIN AND NOT BRING ON TRAIN.

TRAIN:330

Bikes/Bike Cars

IT WOULD BE GREAT IF THERE WERE MORE BIKE LOCKERS FOR RENT IN MOUNTAIN VIEW. THEY ARE ALL FULL, AS ARE THE CITY'S STORAGE, BUT I WOULD LIKE TO LEAVE MY BIKE OVERNIGHT.

TRAIN:330

MORE FREQUENT TRAINS 8:00 -9:00 AM. MORE BIKE CAPACITY.

TRAIN:330

LOVE THE BIKE CARS! IF THE TRAINS HAD WI-FI AND MORE OUTLETS THAT WOULD BE GREAT!

TRAIN:330

BIKES BOARD FIRST IS WONDERFUL, IT MAKES BOARDING MUCH SMOOTHER AND SETS A TONE OF COURTESY.

TRAIN:360

THE TRAIN DELAYS AT STATIONS AND ONBOARD ARE USUALLY NOT ACCURATE. ALSO, THE BIKE EXPERIMENT OF ALLOWING BIKERS ONBOARD FIRST SEEMS TO CAUSE MORE DELAYS

TRAIN:376

ANNOUNCEMENT FROM CONDUCTORS IS SOMETIMES HARD TO HEAR. BIKE BUMPS AT PEAK HOURS?

TRAIN:381

[NAME REMOVED] THE CONDUCTOR ON THE 8:49 AM TRAIN FROM 22ND ST. IS AMAZING! THERE HAS GOT TO BE A BETTER SYSTEM FOR BIKES.

TRAIN:381

THE FULL-BIKE CARS ARE MUCH NICER THAN THE MIXED BIKE AND SEATING CARS. THOSE ARE GETTING REALLY CROWDED! VOLUME OF ANNOUNCEMENTS IS INCONSISTENT; SOMETIMES TOO LOUD, SOMETIMES TOO SOFT, USUALLY OK THOUGH.

TRAIN:381

BIKE LOADING ETIQUETTE COULD BE BETTER COMMUNICATED TO PEDESTRIANS - BIKES FIRST SEEMS WAY FASTER!

TRAIN:381

PLEASE MORE TRAINS, BIKE CAR IS ALWAYS PACKED IN THE MORNINGS.

TRAIN:381

I DEPEND ON CALTRAIN WITH MY BIKE. BIKE CAPACITY IS OFTEN A PROBLEM. TRAIN DELAYS WITH FALSE OR NO INFORMATION IS A REAL PROBLEM! MONTHLY PASS: FALSE INFORMATION REGARDING MONTHLY ACTIVATION COST ME WASTED TIME AND EFFORT FOR YEARS. THEN IT COST ME SEVERAL HUNDRED DOLLARS BECAUSE IT KEPT CHARGING ME FOR UNUSED ZONES.

TRAIN:381

PEOPLE WITHOUT BIKES OFTEN SIT IN THE BIKE CAR IN SAN FRANCISCO 4TH AND KING IN THE MORNING. I WISH THE CONDUCTORS WOULD DISCOURAGE THIS SO I COULD ALWAYS WATCH MY BIKE (7:59 AM TRAIN).

TRAIN:381

Bikes/Bike Cars

TRAIN IS VERY LOUD WHEN ARRIVING AND LEAVING THE STATION. NOT ENOUGH BIKE RACKS IN THE MORNING. NOT ENOUGH TRAINS SCHEDULED ON WEEKENDS.

TRAIN:381

MORE BIKE ROOM PLEASE. CONDUCTORS SHOULD NOT LET MORE BIKES ON WHEN THE CAR IS FULL OF BIKES. IT IS ANNOYING WHEN THE TRAINS ARE LATE BECAUSE OF MECHANICAL FAILURES.

TRAIN:385

BIKE CARS ARE OVERCROWDED DURING RUSH HOUR AND SOME BIKES CANNOT FIT ONBOARD WHICH IS UNACCEPTABLE.

TRAIN:385

PLEASE ELECTRIFY CALTRAIN ASAP! THE DIESEL TRAINS BREAK DOWN QUITE FREQUENTLY. I WOULD ALSO LIKE THE NEW TRAIN CARS TO HAVE MORE BIKE SPACE. THANKS!

TRAIN:385

I HAVE BEEN OVERCHARGED DUE TO MONTHLY TAP ON TAP OFF (OR FORGETTING TO) MANY TIMES. PLEASE UPDATE TECHNOLOGY. BRING BACK SAN FRANCISCO 9 AM BABY BULLET. ENFORCE BIKES BOARD FIRST TO IMPROVE DWELL TIME, ESPECIALLY MOUNTAIN VIEW AND PALO ALTO.

TRAIN:385

GENERALLY, IT IS FINE. BIKE CAR LOADING IS SOMEWHAT UNRULY, NO ONE FOLLOWS "BIKES FIRST" PROTOCOL, AND OFTEN NON-BIKE RIDERS FILL BIKE CAR SEATS.

TRAIN:385

I TAKE THE CALTRAIN FROM BELMONT OR HILLSDALE TO SAN FRANCISCO FOR WORK DURING THE WEEK. I BRING MY BIKE ONBOARD AND THE BIKE CARS ARE GETTING MORE AND MORE CROWDED AS THE WEATHER GETS NICER. ANYTHING YOU CAN DO TO MAKE ROOM FOR MORE BIKES WOULD BE GREAT. ALSO, CAN YOU ANNOUNCE MORE OFTEN THAT THE SEATS IN THE BIKE CARS SHOULD BE FOR PEOPLE WITH BIKES!

TRAIN:424

I REALLY APPRECIATE THE NEW BIKE PROGRAM. I COMMUTE AND MOST DAYS WITH MY BIKE AND IT WAS MUCH MORE OF A HASSLE BEFORE THEY STARTED LETTING US ON FIRST.

TRAIN:433

BIKES STOLEN. PASSENGERS TAKE BIKER'S EATS! TRAIN DELAY, BIKE STOLEN. THE SIGN IS TOO SMALL FOR DIVERTING PASSENGERS AWAY FROM BIKE CAR. MAKE IT LARGE. NEED A SIGN AT THE BACK OF EVERY SEAT.

TRAIN:438

ELECTRIFICATION IS RUMORED TO SOLVE EVERYTHING. HOPE NEW BIKE CARS HAVE VERTICAL RACKS LIKE SAMTRANS BUSES SO BIKES DO NOT BLOCK EACH OTHER.

TRAIN:438

MORE BIKE CARS DURING COMMUTING HOUR!

TRAIN:801

Car Features/Amenities

Car Features/Amenities	
NEED MORE 120V OUTLETS	TRAIN:151
IT WOULD BE GREAT IF CALTRAIN CAN OFFER FREE WI-FI ON TRAIN	TRAIN:151
WOULD BE WONDERFUL TO HAVE WI-FI ONBOARD!	TRAIN:151
IT WOULD BE GREAT IF THERE WAS WI-FI ACCESS AT THE STATIONS AND INSIDE THE TRAINS	TRAIN:151
PLEASE GET MORE CARS DURING RAIN AT PEAK TIMES. PLEASE GET THE TRAIN WITH WI-FI ENABLED (IT'S 2018!)	TRAIN:190
PLEASE GET WI-FI ON THE TRAIN. WE WILL EVEN PAY FOR IT, IF IT IS RELIABLE.	TRAIN:190
VENDING MACHINES AT STATIONS, WI-FI ON BOARD, AND STRICTER RULES DURING GAME NIGHTS WOULD BE AN IMPROVEMENT. I COMMUTE FOR WORK AND WHENEVER THERE IS A GIANTS GAME, THE TRAIN IS A MADHOUSE. PLEASE REGULARLY ENFORCE THE RULES.	TRAIN:190
EITHER ADD FAST, FREE WI-FI, OR STOP RAISING THE PRICE OF MY TICKET EVERY COUPLE MONTHS!!! ADD THE OPTION TO BUY TICKETS ON NORTHBOUND PLATFORM AT CALIFORNIA AVENUE. STOP WAKING ME UP AT 7 AM TO CHECK MY TICKET.	TRAIN:192
WI-FI PLEASE!! DISPLAYS FOR THE NEXT STOP WOULD BE GREAT.	TRAIN:192
YOU NEED WI-FI. WISH IT WASN'T SO CROWDED DURING COMMUTE TIME. WI-FI	TRAIN:192
IT'S SILICON VALLEY, WE NEED FREE WI-FI ON TRAINS! ALSO, THIS PAYMENT SYSTEM SEEMS OBSOLETE AND OLD.	TRAIN:195
FEW CUPHOLDERS, RIDE BUMPY WHILE IN EXPRESS, NO WI-FI, ON BOARD ANNOUNCEMENTS HARD TO HEAR IN SOME CARS, CALTRAIN COLLISIONS NOT INFREQUENTLY RESULT IN SIGNIFICANT DELAYS AND POTENTIAL LOSS OF LIFE.	TRAIN:197
I WOULD LOVE IF CALTRAIN OFFERED "QUIET CARS" LIKE THE SOUTHSORE TRAIN SYSTEM TO CHICAGO AND ITS SUBURBS DOES! MORE RESTROOMS & BIKE SPACE WOULD BE AMAZING.	TRAIN:206

Car Features/Amenities

SERVICE NEEDS TO RUN MORE OFTEN. KEEP RESTROOMS AT KING CLEANER. HAVE MORE TRAINS WITH OUTLETS TO CHARGE DEVICES.

TRAIN:207

WE NEED WI-FI ON THE TRAIN

TRAIN:216

CALTRAIN IS GETTING TOO EXPENSIVE WITH THE MONTHLY PASS FARE GOING UP AGAIN. WOULD BE FINE, IF THE TRAIN HAD WI-FI.

TRAIN:216

NEED WI-FI NETWORK ON TRAIN. NEED MORE FREQUENT TRAINS FROM BURLINGAME TO MOUNTAIN VIEW FROM 6:30 AM-8:30 AM AND MOUNTAIN VIEW TO BURLINGAME FROM 4:30 PM-7:00 PM.

TRAIN:216

WI-FI ACCESS NOT AVAILABLE.

TRAIN:217

HOOKS IN BATHROOMS FOR BACKPACKS, CLEANER RESTROOMS, MORE TABLES. PAYMENTS ON CLIPPER CARD BECOMING AVAILABLE SOONER.

TRAIN:217

ONBOARD EXPERIENCE OVERALL IS A TWO, DUE TO MASSIVE OVERCROWDING. RECOMMENDATIONS: EXTRA CARS. THE WHOLE PLATFORM LENGTH WAS NOT UTILIZED. ONE OR TWO MORE CARS CAN FIT MY BOARDING STATION; AND MORE FREQUENT. NEW CAR DESIGN LIKE METROLINX (GO TRANSIT). TWO FULL LEVELS, TWO DOORS. FASTER LOADING, MORE SEATS, LOW FLOOR.

TRAIN:217

WHY DOES CALTRAIN NOT HAVE WI-FI? OTHER PUBLIC TRANSPORT OFFERS IT AND SO SHOULD CALTRAIN.

TRAIN:217

PLEASE GET WI-FI!!

TRAIN:217

SPACE FOR LUGGAGE

TRAIN:217

CARS: BATHROOMS SMELL BAD. BATHROOMS SMELL UP CAR. WI-FI ON BOARD. NEED MORE SEATS IN MORNING (EXTRA CAR, LIMITED EXPRESS TRAINS TO MENLO PARK. EXPENSIVE.

TRAIN:222

CALTRAIN NEED WI-FI! WE LIVE IN THE BAY AREA, OTHER CITIES' COMMUTER LINES HAVE BEEN ON TOP OF THIS FOR YEARS. IT NEEDS TO HAPPEN HERE TOO!

TRAIN:222

Car Features/Amenities

REALLY NEED WI-FI. ONLY MAJOR RAIL IN UNITED STATES WITHOUT IT. CRAZY FOR THE TECH CAPITAL OF THE WORLD.

TRAIN:222

I AM NOT SURE WHERE MY MONEY IS GOING. CALTRAIN HIGHER UPS? I SPEND SO MUCH ON A TICKET YET THE TRAINS ARE STILL FROM THE 1980'S AND THERE'S NO WI-FI. CLIPPER IS A JOKE AND IMPOSSIBLE TO DEAL WITH (CUSTOMER SERVICE) AND YOUR "ZONES" ARE A LAUGHABLE MONEY GRAB. FIX THESE PROBLEMS AND BRING CALTRAIN INTO THE 21ST CENTURY.

TRAIN:222

WI-FI PLEASE. SAN FRANCISCO BATHROOM NEEDS HELP

TRAIN:222

ONE THING THAT IS A MUST IS WI-FI ONBOARD. ALMOST EVERYONE WORKS AND WI-FI IS NECESSARY. CALTRAIN APP DOES NOT GIVE SCHEDULES. BETTER FREQUENCY OF TRAINS AFTER 7PM IS NEEDED.

TRAIN:225

FEW MORE THINGS TO ADD: INTRODUCE WI-FI ON CALTRAIN AND REDUCTION OF PARKING FEE.

TRAIN:225

HOPING YOU GUYS BRING ONBOARD WI-FI SERVICE SOON AND RELEASE LIVE APP UPDATES OF TRAIN STATUS THAT IS NOT JUST TWITTER.

TRAIN:225

OVERALL IMPROVEMENT ON CLEANLINESS AND PROBABLY WI-FI WOULD BE A GREAT ADDITION.

TRAIN:225

FIX THE SEATS IN NEWER TRAINS TO FACE ONE DIRECTION LIKE IN WHITE CARS. INTRODUCE 8-RIDE PASS PLEASE.

TRAIN:225

GET WI-FI ON YOUR TRAINS!!

TRAIN:232

WHEN OTHER PASSENGERS ARE HEADING TO THE GIANTS GAME, IT CAN BE QUITE LOUD. THEY SHOULD BE ALLOWED TO HAVE FUN, BUT COULD THERE BE A "QUIET CAR" FOR THOSE NEEDING TO WORK? PUBLIC BATHROOM AT PALO ALTO WOULD BE NICE.

TRAIN:232

YOU GUYS NEED TO HAVE WI-FI ON THE TRAIN, NOT JUST WI-FI BUT GOOD WI-FI. I WISH I COULD BUY TICKETS ONLINE VIA THE APP WITH CRYPTOCURRENCY. YOU COULD CREATE YOUR OWN CRYPTOCURRENCY TOKEN CALLED CALTRAIN COIN.

TRAIN:232

PLEASE INVEST IN PAID OR FREE WI-FI OR MORE BULLET TRAINS AFTER 6:30 PM, SINCE PRICES ARE INCREASING.

TRAIN:232

Car Features/Amenities

WHERE IS WI-FI?!? THIS IS SILICON VALLEY! TRAINS ARE OFTEN OVER-FULL. ANY WAY TO INCREASE NUMBER OF CARS OR NUMBER OF TRAINS?

TRAIN:232

PLEASE PUT WI-FI ON THE TRAIN! IT'S 2018. RUN MORE BULLET TRAINS BETWEEN 8:30 AND 9:30 AM

TRAIN:232

GET SOME WI-FI! MORE BULLET TRAINS!!

TRAIN:232

WOULD BE GREAT TO HAVE WI-FI, MORE BULLETS BETWEEN SEVEN-EIGHT AM FROM DIRIDON.

TRAIN:233

COULD YOU PLEASE SET UP A MOBILE TOILET IN LAWRENCE STATION? CLIPPER TOP UP AMOUNT TAKES MANY DAYS. PLEASE MAKE IT FASTER. WI-FI SERVICE.

TRAIN:233

WI-FI AND MORE ELECTRIC OUTLETS WOULD BE GREAT.

TRAIN:233

[Q20] PLEASE MAKE MORE ARRANGEMENTS FOR MOMS WITH STROLLERS.

TRAIN:233

SUGGESTION: AVAILABILITY OF WI-FI ON TRAIN WILL BE GREAT HELP.

TRAIN:233

CLIPPER CARDS ARE COMPLICATED AND A PAIN. AN EASIER MONTHLY PASS WOULD BE GREAT. WI-FI WOULD ALSO BE NICE.

TRAIN:233

PLEASE ADD WI-FI TO TRAINS.

TRAIN:254

PLEASE UPDATE YOUR ZONE PRICING STRUCTURE. I'M A BAY AREA NATIVE AND THE ZONE BREAKDOWN HAS BEEN THE SAME MY WHOLE LIFE, EXCEPT NOW THE TRAIN IS SO CROWDED DURING COMMUTE YOU OFTEN HAVE TO STAND FOR YOUR WHOLE RIDE. YOU DON'T EVEN PROVIDE WI-FI. YOUR PRICES ARE TOO EXPENSIVE GIVEN THE ABOVE.

TRAIN:254

WISH IT WAS LESS CRAMPED ON BOARD. MANY TIMES, IT'S REALLY HOT ON THE TRAIN IN THE AFTERNOONS. THIS IS QUITE UNCOMFORTABLE. WOULD BE GREAT TO HAVE MORE TRAINS RUNNING SINCE THERE ARE SO MANY RIDERS. WOULD LOVE SOME WI-FI. CONDUCTORS ARE AWESOME AND FRIENDLY.

TRAIN:262

PLEASE PUT WI-FI!

TRAIN:262

Car Features/Amenities

THERE NEED TO BE MORE OUTLETS ON THE TRAIN. IT SUCKS HAVING A DEAD PHONE, BUT WITH MORE AVAILABLE OUTLETS CALTRAIN CAN FIX THAT FOR MANY, MANY PEOPLE.

TRAIN:262

MORE OUTLETS!

TRAIN:267

WOULD FEEL SAFE IF THERE WERE ROUNDS DONE PERIODICALLY FROM ZONE TO ZONE. ALSO, IF CALTRAIN COULD CONSIDER HAVING OUTLETS AND WI-FI ON NEWER TRAINS. I AM NOT HAPPY WITH FARES. IT WOULD BE GREAT IF INCREASES COULD BE CONTROLLED.

TRAIN:267

WOULD A BEVERAGE CART BE ABLE TO FUND WI-FI?

TRAIN:267

LETTING US KNOW HOW LONG FOR ESTIMATED DELAYS, PROVIDING WI-FI, MORE LATE NIGHT AND LATE MORNING BULLETS WOULD BE GOOD.

TRAIN:267

NEED WI-FI

TRAIN:268

PLEASE PROVIDE WI-FI ON TRAIN! INCREASE BULLET TRAINS DURING PEAK HOURS

TRAIN:268

ADDITIONAL SNACK AND ENTERTAINMENT (TV) SERVICES ONBOARD WOULD BE GOOD FOR COMMUTERS

TRAIN:268

ADD FEATURES TO ALL STATION MACHINES TO ADD VALUE TO CLIPPER CARD. ENFORCE NO SMOKING OR VAPING EVEN IF PATRONS HAVE STRONG MARIJUANA ODOR WHEN THEY BOARD THE TRAIN. ENSURE SPRINGS ON COAT HOOKS IN RESTROOMS ARE OPERATIONAL AND CAN HOLD HEAVY BACKPACKS OR ELSE REPLACE HOOKS. ADD USB CHARGING CAPABILITIES AND WI-FI ON BOARD LIKE AMTRAK. ADD MORE TRAIN SERVICE TO STATIONS SOUTH OF DIRIDON. ADD EARLIER BULLETS FOR ARRIVAL IN SAN FRANCISCO BY 6AM.

TRAIN:268

WI-FI! REALLY NEEDED. VERY HARD TO HEAR AND UNDERSTAND CONDUCTOR ANNOUNCEMENTS.

TRAIN:268

NEED WI-FI

TRAIN:268

BEST PUBLIC TRANSIT I'VE EVER USED. COULD USE MORE ELECTRICAL OUTLETS.

TRAIN:268

LOST AND FOUND SYSTEM COULD USE IMPROVEMENT. WOULD LIKE MORE FREQUENT SERVICE TO AND FROM GILROY. WI-FI WOULD BE HUGE PLUS.

TRAIN:268

Car Features/Amenities

GET WI-FI.

TRAIN:273

MOST OF THESE QUESTIONS ARE THINGS I DON'T CARE ABOUT. NEED BETTER LAYOUT, MORE TRAINS AT PEAK TIMES, WI-FI, FASTER TRAINS

TRAIN:277

TRAIN STABILITY AND WI-FI SEEMS TO BE A BIG MISSING PIECE. IT'S VERY HARD TO GET TO THE SAN FRANCISCO CALTRAIN STATION ON PUBLIC TRANSPORT. PLEASE INSTALL A BIKE VALET HUB AT 22ND STREET.

TRAIN:277

PLEASE FOR THE LOVE OF ALL THINGS GOOD, FIGURE OUT HOW TO BRING WI-FI ABOARD THE TRAINS!

TRAIN:277

HAVING WI-FI ON TRAIN WOULD BE VERY USEFUL

TRAIN:282

WE NEED FREE WI-FI!

TRAIN:282

MORE TRAINS AND OVERHEAD LUGGAGE RACKS IN THE BOMBARDIER CARS.

TRAIN:282

THE ONE THING I THINK CALTRAIN REALLY NEEDS IS A REALTIME STATUS APP. IT WOULD HELP A LOT FOR SMALL DELAYS AND MAJOR DISRUPTIONS. ALSO, WI-FI!! ALSO STOP RAISING FARES. Y'ALL ARE ALREADY EXPENSIVE!

TRAIN:288

I TAKE CALTRAIN TO AND FROM WORK EVERYDAY AND GENERALLY HAVE NOT HAD ANY ISSUES WITH THE SERVICE. I THINK THE AREAS OF IMPROVEMENTS WOULD BE: SOMEWHERE (EITHER ON THE WEBSITE OR IN AN APP) THAT SHOWED REAL-TIME UPDATES ON DELAYS ASIDE FROM THE SCREENS AT THE STATIONS SO I CAN CHECK IN ADVANCE, FASTER TICKET MACHINES (PLEASE ADD ANOTHER CLIPPER CARD ONE AT SAN FRANCISCO 4TH AND KING) SO I DON'T STRESS ABOUT MISSING MY TRAIN IF I'M TRYING TO BUY A TICKET AND, ADDING WI-FI (THIS IS PROBABLY A STRETCH BUT FIGURED I SHOULD SUGGEST IT).

TRAIN:288

NEED WI-FI!! NOT ENOUGH TRAINS LEADS TO OVERCROWDING AND INFLEXIBLE SCHEDULING. I MISSED THE BULLET BY TWO MINUTES, HAD TO TAKE LOCAL. IF I'D MISSED THIS ONE, NEXT ONE IS A ONE HOUR WAIT AND AN HOUR AND HALF RIDE TO HOME.

TRAIN:288

Car Features/Amenities

I WOULD LOVE TO SEE WI-FI IMPLEMENTED ON ALL TRAINS. I COMMUTE ONE-AND-A-HALF HOURS EACH WAY TO WORK AND WOULD BE ABLE TO GET A SIGNIFICANTLY LARGER AMOUNT OF WORK DONE. I KNOW I'M NOT THE ONLY ONE WHO FEELS THIS WAY. TICKET PRICES CONTINUE TO GO UP BUT I DON'T FEEL AS THERE ARE ANY IMPROVEMENTS DONE TO THE TRAINS THEMSELVES.

TRAIN:288

WI-FI FOR ALL TRAINS

TRAIN:288

I WISH CALTRAIN WAS ALWAYS ON TIME, HAD WI-FI, AND I WISH THE APP EXPERIENCE WAS BETTER; ADD PROOF OF GOPASS ON THERE.

TRAIN:313

CONSIDERING HOW EXPENSIVE IT IS TO COMMUTE VIA CALTRAIN, IT WOULD BE NICE TO INSTALL ONBOARD WI-FI. THE NETWORK HAS SO MUCH TRAFFIC WITH EVERYONE ON THEIR CELLPHONES IT IS NEARLY IMPOSSIBLE TO CONNECT TO THE INTERNET.

TRAIN:313

I WISH THERE WERE INTERNET AVAILABLE.

TRAIN:313

WHEN ARE YOU INTRODUCING WI-FI?

TRAIN:313

MY CONCERNS ABOUT CALTRAIN ARE RELATED TO THE FREQUENCY OF THE TRAINS ON WEEKENDS AND THE LATER EVENINGS. WE WOULD LOVE TO TAKE CALTRAIN TO DINNER ON FRIDAY OR SATURDAY NIGHTS BUT THE SCHEDULE IS SO INFREQUENT ON THE WEEKENDS OR LATER EVENINGS. IN ADDITION, I WISH YOU HAD WI-FI ON THE TRAIN AND THE "TAG-ON/TAG-OFF" CONCEPT FOR MONTHLY PASSHOLDERS AT THE BEGINNING OF THE MONTH IS A PAIN.

TRAIN:313

I DON'T UNDERSTAND WHY PRICES GO UP ALL THE TIME BUT THERE IS STILL NO WI-FI ON BOARD.

TRAIN:313

WOULD LIKE TO HAVE WI-FI ON THE TRAIN.

TRAIN:313

LET US SMOKE WEED ON THE TRAIN, MORE SEATING, MORE TRAINS MORE FREQUENTLY, SEND THESE THINGS VIA EMAIL

TRAIN:329

EVERYDAY I SEE PEOPLE WITH LUGGAGE. PLEASE ANNOUNCE THERE IS A LUGGAGE CAR. THANKS

TRAIN:329

SHOULD HAVE FREE WI-FI AVAILABLE

TRAIN:329

FREE WI-FI

TRAIN:329

Car Features/Amenities

IT WILL BE HELPFUL IF INTERNET FACILITY CAN BE PROVIDED ON THE TRAIN

TRAIN:329

NO WI-FI, WE NEED IT. PRICES GO UP TOO OFTEN WITHOUT SEEING RESULTS. SOME STATIONS ARE CONFUSING AS TO WHAT TRAINS ARE WHICH, IE: TAMIEN STATION.

TRAIN:329

WHY NO WI-FI

TRAIN:330

IMPROVEMENT IDEAS: BIKERS ONLY IN BIKE CARS, DESIGNATED PHONE CAR AND THE REST QUIET CARS, STRAIGHTEN THE TRACKS, ELECTRICITY OR AT LEAST WI-FI.

TRAIN:330

RESTROOM AT SAN FRANCISCO 4TH AND KING IS ALWAYS DIRTY; NO WI-FI ONBOARD.

TRAIN:330

FAST WI-FI ON TRAINS, MORE SHADE AND BENCHES AT STATIONS

TRAIN:330

ONBOARD WI-FI PLEASE. ADDITIONALLY, FREQUENCY OF BULLET TRAINS AFTER 7 PM. 7 PM CUTOFF SEEMS VERY EARLY.

TRAIN:330

CALTRAIN DESPERATELY NEEDS WI-FI. KING ST. PLAZA AREA IS DIRTY.

TRAIN:330

PLEASE ADD COURTESY WI-FI, MY COMMUTE IS ALMOST TWO HOURS EACH WAY. RELIABLE WORKING ENVIRONMENT WOULD BE APPRECIATED!

TRAIN:330

HAVE WI-FI.

TRAIN:330

MORE SEATS WITH CUPHOLDERS PLEASE! WI-FI ON BOARD WOULD BE AWESOME! THE CONDUCTORS ARE NICE AND FUNNY!

TRAIN:330

LOVE THE BIKE CARS! IF THE TRAINS HAD WI-FI AND MORE OUTLETS THAT WOULD BE GREAT!

TRAIN:330

FREE WI-FI WOULD BE NICE! THANK YOU FOR THE SERVICE! [Q18] IF WI-FI WOULD BE AVAILABLE, I WOULD RATE A FIVE.

TRAIN:330

GET WI-FI. GET WI-FI.

TRAIN:360

YOU SHOULD SERVE PEANUTS AND SODA, AND OFFER BAR.

TRAIN:360

Car Features/Amenities

IT WOULD BE VERY HELPFUL TO HAVE WI-FI ACCESS ON THE TRAIN, TO BE ABLE WORK MORE EASILY. THE PRICE WE PAY TO RIDE SHOULD INCLUDE WIRELESS ACCESS. THE VTA BUS AND LIGHTRAIL IN SAN JOSE PROVIDE THIS SERVICE.

TRAIN:376

WE NEED WI-FI AND CABLE PLUG-IN.

TRAIN:376

WOULD BE NICE IF PEOPLE DON'T WAIT FOR THE TRAIN FOR THIRTY MINUTES AT THE DOORS AND THEN ALL RUSH ONCE THE DOORS ARE OPEN. NO CONNECTION TO INTERNET! THIS IS A TRAIN THROUGH SILICON VALLEY, NOT THROUGH DEATH VALLEY! CAN'T USE HOTSPOT, EVEN REGULAR PHONE USAGE IS VERY BAD MOST OF THE TRIP.

TRAIN:376

SCOOTERS ON OVERHEAD RACKS. MOUNTAIN VIEW STATION: ON EVELYN, THE GATE TO THE TRAFFIC LIGHT (TO CROSS EVELYN) NEEDS AN OPENING SO PEOPLE CAN USE AND CROSS AT THAT LIGHT. NOW, THEY ARE JAYWALKING ACROSS EVELYN AND PUTTING DRIVERS AND THEMSELVES IN DANGER. CALL ME IF WANT BETTER DESCRIPTION OF THESE ISSUES [TELEPHONE NUMBER REMOVED].

TRAIN:376

PLEASE ADD WI-FI

TRAIN:381

WI-FI

TRAIN:381

CAN WE GET WI-FI? TEXT ALERTS FOR TRAINS THAT ARE DELAYED (FOR TRAINS I COMMONLY TAKE).

TRAIN:381

ONLINE STATUS NEEDS IMPROVEMENT.

TRAIN:385

I HAVE BEEN A CALTRAIN RIDER FOR SEVERAL YEARS. OVERALL, I VERY MUCH ENJOY MY EXPERIENCE. I WONDER ABOUT POSSIBLE STATUS OF ONBOARD WI-FI? MANY COMMUTES ON CALTRAIN AND IT WOULD BE A REAL BENEFIT.

TRAIN:385

THE CALTRAIN SHOULD OFFER WI-FI ON THE TRAINS, AS THEY DO IN EUROPE. ESPECIALLY SINCE WE ARE LOCATED IN SILICON VALLEY. I ALSO HAVE NOTICED A RECENT UPTICK IN THE NUMBER OF DELAYS, DO THE TRACKS AND TRAINS NEED TO BE MAINTAINED? THANKS!

TRAIN:385

SOMETIMES I NEED TO CHARGE MY PHONE ON BOARD. THE ONBOARD ANNOUNCEMENTS ARE IN ENGLISH, BUT I'M FROM COLUMBIA. YOU COULD TRY ANNOUNCEMENTS IN OTHER LANGUAGES. I GIVE YOU FOUR IN THE CLEANING BECAUSE IN SUNNYVALE ALWAYS ARE DIRTY.

TRAIN:421

Car Features/Amenities

I VERY MUCH ENJOY MY DAY DRINKING EXPERIENCE ON CALTRAIN, ESPECIALLY IN COSTUME. HOWEVER, WHEN GOING SOUTHBOUND, I FIND IT UNPLEASANT TO TRAVEL SITTING BACKWARDS. PLEASE TURN THE TRAIN AROUND, OR AT LEAST THE SEATS FOR SOUTHBOUND SERVICE, AS IT WOULD GREATLY IMPROVE MY DRINKING EXPERIENCE. FOREVER YOURS, [NAME DELETED]

TRAIN:424

IT WOULD BE COOL IF THERE WAS A CABIN THAT HAD A BAR AND PHONE AND COMPUTER CHARGING STATIONS. A VENDING MACHINE WITH FRESH AND HEALTHY SNACKS WOULD BE GOOD.

TRAIN:432

NEED WI-FI AND MORE OUTLETS!

TRAIN:433

NEED TO HAVE TVS IN THE TRAIN. HAVE A MOBILE WIRELESS WI-FI.

TRAIN:438

WOULD LOVE WI-FI AND MORE ELECTRIC OUTLETS.

TRAIN:441

A SNACK CART

TRAIN:801

SNACK CART?

TRAIN:801

OVERHEARD BINS ARE TOO SMALL (UPSTAIRS), NO ROOM FOR LARGE BAGS, NO WI-FI.

TRAIN:801

Enforcement/Security

Enforcement/Security

[Q13] BUT PEOPLE WITH HEADPHONES DON'T HEAR IT. [Q16] BIKE THEFT.

TRAIN:142

TRAINS ARE SOMETIMES REALLY CROWDED. THERE NEEDS TO BE MORE EDUCATION ON CALTRAIN ETIQUETTE (GETTING OUT OF THE WAY IN A CROWDED TRAIN; STEPPING OFF THEN GETTING BACK ON).

TRAIN:150

CALTRAIN IS GREAT AND I FEEL SAFE ON THE TRAIN. I WISH THEY WOULD PROVIDE MORE DETAILS WHEN TRAINS ARE DELAYED SO I COULD PLAN WHAT TO DO NEXT, GO BACK TO THE OFFICE OR TAKE A BUS. I HAVE TO RELY ON CALTRAIN TWITTER TO GET UP-TO-DATE STATUSES ON TRAIN DELAYS. I DO WISH THEY COULD ADD MORE TRAIN CARS ON THE 221. IT GETS VERY CROWDED IN THE MORNING AND I HAVE TO STAND UNTIL WE GET TO MENLO PARK FROM MOUNTAIN VIEW. CALTRAIN IS MUCH BETTER THAN BART.

TRAIN:150

[FOUR CONDUCTOR'S NAMES REMOVED] ARE ALL VERY COURTEOUS AND HELPFUL. [NAME REMOVED] HAS ALSO WATCHED FOR THE SAFETY OF RIDERS WHICH IS GREAT. SEATS COULD BE CLEANED MORE OFTEN, SOMETIMES I FEEL THAT A HOMELESS PERSON MAY HAVE SLEPT OR SAT ON A SEAT THAT I UNFORTUNATELY CHOSE TO SIT ON. RIDERS NEED TO BE REMINDED TO KEEP THEIR PHONE CONVERSATIONS AT A LOW VOLUME. IN SAN JOSE DIRIDON BATHROOM OFTEN A TOILET MAY NOT WORK OR LOCKS ON DOOR ARE BROKEN. IT MAY TAKE MORE THAN A MONTH TO FIX THE TOILET. BROKEN GLASS IN PARKING LOT AT MILLBRAE STATION WAS NEVER SWEEPED UP. IT TOOK SEVERAL MONTHS BEFORE THE BROKEN GLASS WAS DISPERSED TO OTHER AREAS OF THE LOT, INSTEAD OF BEING CLEANED UP. NEWSPAPERS, FOOD AND CONTAINERS SCATTERED ON THE PLATFORM AT MILLBRAE STATION. SOMETIMES THE CONDUCTOR TALKS TOO FAST.

TRAIN:151

OLD TRAINS. YUCK. OLD TRAINS ARE GROSS. SECURE EXCEPT WHEN CONDUCTORS DO NOT DEAL WITH RUDE AND DISRUPTIVE PEOPLE.

TRAIN:151

SECURITY ON LATER TRAINS IS POOR, THERE ARE SEVERAL DRUG USERS AT NIGHT. BETTER SECURITY AND MORE BULLET OR LOCAL TRAINS WOULD BE APPRECIATED, JUSTIFY THIS HIGH COST FOR POOR SERVICE.

TRAIN:190

ONLY AREA OF CONCERN IS AROUND TAKING TRAINS AT NIGHT. SECURITY GUARDS AT STATIONS WOULD BE GREAT AND KEEP SAN FRANCISCO STATION FREE OF PANHANDLERS. THEY ARE NOT CUSTOMERS AND SHOULD NOT BE IN THE STATION.

TRAIN:190

Enforcement/Security

VENDING MACHINES AT STATIONS, WI-FI ON BOARD, AND STRICTER RULES DURING GAME NIGHTS WOULD BE AN IMPROVEMENT. I COMMUTE FOR WORK AND WHENEVER THERE IS A GIANTS GAME, THE TRAIN IS A MADHOUSE. PLEASE REGULARLY ENFORCE THE RULES.

TRAIN:190

PLEASE DON'T RAISE FARES SO SOON. (USUALLY THEY TRAIL AFTER SURVEYS LIKE THIS). TRAINS GET A BIT CRAZY AFTER PM GAMES, NEED BETTER MONITORING.

TRAIN:190

SEQUOIA PARKING UNDERGROUND: STAIRS UNSANITARY! HEALTH ISSUE! GARBAGE! LOITERING TEENAGERS WHO ARE CRUDE. TRAIN INTERIORS UPHOLSTERY IS TEARING. I HAVE NOT HAD MY PASS CHECKED BY A CONDUCTOR IN THREE MONTHS. WHY SHOULD I BUY A TICKET?

TRAIN:206

WHEN THE TRAINS ARE BOARDING ON ONE SIDE OF THE TRACKS ON WEEKENDS, NO ONE LISTENS. NOT MANY PEOPLE LISTEN TO THE ANNOUNCEMENTS TO MOVE TO ONE SIDE. MAYBE SIGNS ON THE BOARDING ZONES WOULD HELP.

TRAIN:206

INTERIOR CAR TEMPERATURE TOO COLD IN AM, TOO WARM IN PM. RIDE IS BUMPY AND NOISY, ESPECIALLY IN THE OLDER CARS. TRAIN CARS NEED MORE MAINTENANCE, SUCH AS BRAKES STICKING AND SQUEAKING LOUDLY. SEATS AND TABLES ARE DIRTY AND UNSANITARY. PASSENGERS TALK LOUDLY ON CELL PHONES, DISRESPECTFUL OF OTHERS.

TRAIN:206

SAFETY AT NIGHT IS A CONCERN, AT SOUTH SAN FRANCISCO THE STATION IS VERY ISOLATED.

TRAIN:207

THE CONDUCTORS DO NOT WALK THROUGH OR MANAGE THE TRAINS. I HAVE BEEN DENIED SEATS FROM OTHER PASSENGERS, HIT IN THE HEAD WITH BACKPACKS AND HAD A SCOOTER DROPPED ON MY FOOT.

TRAIN:207

I WOULD LIKE TO SEE MORE OF A CRACK DOWN ON RIDERS THAT DON'T HAVE TICKETS. I RARELY GET ASKED FOR MY TICKET. OTHERWISE NICE JOB, I LIKE TAKING THE TRAIN.

TRAIN:207

COURTESY OF CONDUCTORS WOULD GET A FIVE OR HIGHER WITH THE EXCEPTION OF TWO NEGATIVE EXPERIENCES. HOWEVER MOST OF MY NEGATIVE CALTRAIN EXPERIENCES ARE DUE TO TEENAGERS' COURTESY (OR LACK THEREOF) AFTER SCHOOL.

TRAIN:216

NOISY PASSENGERS ARE NOT ADDRESSED BY CONDUCTORS. PASSENGERS THAT TALK BETWEEN AISLES SHOULD BE ADDRESSED.

TRAIN:216

Enforcement/Security

MY ONLY COMPLAINT IS THAT CONDUCTORS DO NOT HELP KEEP NON-BIKE PASSENGERS FROM TAKING SEATS ON BIKE TRAIN. SO, WHEN THOSE OF US WITH BIKES BOARD THERE ARE NO SEATS FOR US.

TRAIN:217

PEOPLE TALKING TOO LOUD ON THEIR PHONES. ITEMS FORGOTTEN ON THE TRAIN ARE NOT BEING RETURNED TO LOST AND FOUND OFFICE.

TRAIN:217

I DON'T FEEL SAFE AROUND 4TH & TOWNSEND. THE SIDEWALKS ARE CONGESTED AND DIRTY. ALSO, THE NEW TRAINS WITH UPHOLSTERED SEATS ARE BEYOND DIRTY.

TRAIN:217

NOISY RUDE PASSENGERS! LOUD, TYPING, EATING, VIDEO, GAMES ON, PHONES ETC.!

TRAIN:222

ON THE WEEKENDS, I OFTEN SEE PASSENGERS DRINKING AND TALKING VERY LOUDLY (AROUND NOON, NOT EVEN LATE AFTERNOON). IT'D BE GREAT TO INHIBIT SUCH BEHAVIOR AS IT IS VERY DISTRACTING AND SOMETIMES EVEN UNCOMFORTABLE.

TRAIN:225

OCCASIONALLY THERE WOULD BE QUESTIONABLE PASSENGERS WHO WOULD OCCASIONALLY BOTHER OTHER PASSENGERS. IT WOULD BE NICE IF THERE'S A TEXT SERVICE TO ASK CONDUCTORS FOR HELP.

TRAIN:225

SOME CALTRAIN ANNOUNCEMENTS EITHER BLARE OR WHISPER. PLEASE FIND A HAPPY MEDIUM. THERE APPEARS TO BE PEOPLE OR PASSENGERS WHO TAKE UP SEATS WITH BULKY LUGGAGE AND THOSE WHOSE VOICES CARRY THROUGH AN ENTIRE CAR.

TRAIN:232

PLEASE BAN LOUD PHONE CONVERSATIONS! THEY ARE PART OF NEARLY EVERY RIDE I TAKE WHILE COMMUTING. ONE ANNOUNCEMENT REQUESTING QUIET IS NOT ENOUGH, WE NEED AN ENFORCED POLICY.

TRAIN:232

PLEASE HAVE YOUR CONDUCTORS CHECK FREQUENTLY FOR PEOPLE HAVING LOUD AND OR LONG CELL PHONE CONVERSATIONS. SINCE THIS HAPPENS TOO FREQUENTLY, AND IT'S HIGHLY DISTRACTING, I'M DISSATISFIED WITH CALTRAIN CONDUCTOR'S SERVICE.

TRAIN:232

THE PARKING AT TAMIEN IS UNSAFE! MY CAR WAS BURGLARIZED THREE TIMES IN EIGHTEEN MONTHS; PLUS, IN THE RAIN IT'S A MESS. PLEASE COORDINATE YOUR SCHEDULE BETTER WITH LIGHT RAIL (VTA). IN THE MORNING IT'S OK, BUT IN THE AFTERNOON, I HAVE TO WAIT FIFTEEN MINUTES FOR THE TRAIN.

TRAIN:233

Enforcement/Security

CERTAIN EXPRESS TRAINS ARE VERY FULL. TRAIN ETIQUETTE SUGGESTION WOULD BE WELCOME: REMOVE YOUR BACKPACK, MOVE UPSTAIRS (DON'T SIT ON UPPER DECK STAIRS, GET OUT OF THE DOORWAY FOR FASTER LOADING AND UNLOADING.)

TRAIN:254

I LOCKED MY BIKE AT SUNNYVALE CALTRAIN STATION BIKE STAND. SOMEONE BROKE THE LOCK AND TOOK IT. THERE SHOULD BE SECURITY AND CAMERA SURVEILLANCE TO CHECK AND TRACK SUCH INCIDENTS.

TRAIN:254

I WOULD APPRECIATE MORE CONDUCTORS ON GIANTS GAME DAYS. ON THOSE DAYS, SOME PASSENGERS ARE VERY LOUD, POURING AND SPILLING ALCOHOL ON OTHERS. OTHERWISE THE TRAINS ARE USUALLY VERY CLEAN AND ON TIME. THANK YOU! (MAYBE CHECK TICKETS MORE TO CATCH FARE EVADERS.)

TRAIN:254

I WOULD APPRECIATE MORE CONDUCTORS ON GIANTS GAME DAYS. ON THOSE DAYS, SOME PASSENGERS ARE VERY LOUD, POURING AND SPILLING ALCOHOL ON OTHERS. OTHERWISE THE TRAINS ARE USUALLY VERY CLEAN AND ON TIME. THANK YOU! (MAYBE CHECK TICKETS MORE TO CATCH FARE EVADERS.)

TRAIN:254

PLEASE PROVIDE MUCH MORE CLEAR SIGNAGE FOR ONBOARDING AND TRAIN SCHEDULES. I WAS CONFUSED AS A FIRST TIMER BUT NOW AM BETTER AT IT. ALSO, NEED GREATER SECURITY. I SUGGEST CONSTANT WALKING OF THE HALLWAYS. THANK YOU FOR THE GREAT SERVICE!

TRAIN:262

NEED TO ASK LOUD AND LONG CELL PHONE USERS TO KEEP IT DOWN.

TRAIN:262

MY BIGGEST COMPLAINT WOULD BE THE DELAY BEFORE GETTING ON TRAIN. I WOULD GET THERE EARLY AND WAIT FOR THEM TO OPEN DOORS. SOMETIME TEN-FIFTEEN MINUTES.

TRAIN:262

I WOULD LIKE TO HAVE TAG MACHINE ON TRAIN. VERY INCONVENIENT WHEN TAG ON/OFF. ALWAYS HAVE TO LOOK FOR IT! ALSO WISH PEOPLE WOULD FOLLOW THE RULES ON TRAIN! DON'T PUT BAGS ON EMPTY SEAT!

TRAIN:262

WOULD FEEL SAFE IF THERE WERE ROUNDS DONE PERIODICALLY FROM ZONE TO ZONE. ALSO, IF CALTRAIN COULD CONSIDER HAVING OUTLETS AND WI-FI ON NEWER TRAINS. I AM NOT HAPPY WITH FARES. IT WOULD BE GREAT IF INCREASES COULD BE CONTROLLED.

TRAIN:267

I LOVE TAKING CALTRAIN. COMMUTING TO AND FROM SF AND PALO ALTO WOULD BE MISERABLE IF IT WERE NOT FOR CALTRAIN. WITH THAT SAID, ONE IMPROVEMENT I WOULD SUGGEST IS TO OFFICIALLY ALLOW PETS ON TRAIN IF THEY ARE IN CARRIER. THANK YOU FOR YOUR CONSIDERATION.

TRAIN:267

Enforcement/Security

NEED MORE ENFORCEMENT FOR: PASSENGERS WHO PUT THEIR FEET ON THE SEAT (COURTESY ISSUE). AND FOR YOUNG PEOPLE WHO TAKE FRONT SEATS FOR SENIORS/DISABLED PASSENGERS.

TRAIN:267

PLEASE CONSIDER DESIGNATING SOME CARS AS 'QUIET' CARS WHERE LOUD CONVERSATIONS, MUSIC AREN'T ALLOWED.

TRAIN:267

(2016) HOUSE KEY STOLEN WITH HIGH SCHOOL KEY CHAIN. CLIPPER CARD STOLEN (2016). A WOMEN UNDER THE TRAIN (2016) AT MILLBRAE STATION. [DRAWING OF KEY CHAIN]

TRAIN:268

YOU NEED MORE CARS. THE HOMELESS SITUATION, TRASH, GROSS AND IS DISGUSTING,

TRAIN:268

THE TRAINS HAVE BEEN GREAT, BUT AS FOR GETTING TO CERTAIN STATIONS ON TIME HAS BEEN A HIT OR MISS NO MATTER WHICH TRAIN I TAKE. MOST TIMES THE TRAINS HAVE BEEN GREAT, BUT THE CONDUCTORS DON'T USUALLY GO AROUND AND CHECK THE CARS. I'VE BEEN ON ONES WHERE THERE ARE HOMELESS PEOPLE SPREADING OUT OR REALLY ROWDY AND LOUD PEOPLE.

TRAIN:268

THE RATING SCALE IS FINE, BUT DOESN'T TELL YOU WHY FOR EACH RATING. FOR EXAMPLE, THE CONDUCTOR ANNOUNCEMENT CAN BE VERY LONG, REPETITIOUS, AND LOUD. ALSO, YOU ARE MISSING OTHER TYPES OF DISSATISFACTION, INCLUDING PEOPLE HAVING LOUD PHONE CONVERSATIONS, AND THE LACK OF SIGNS TELLING THEM NOT TO.

TRAIN:268

SOMEBODY IS EATING ON THE TRAIN JUST NOW!

TRAIN:268

ADD FEATURES TO ALL STATION MACHINES TO ADD VALUE TO CLIPPER CARD. ENFORCE NO SMOKING OR VAPING EVEN IF PATRONS HAVE STRONG MARIJUANA ODOR WHEN THEY BOARD THE TRAIN. ENSURE SPRINGS ON COAT HOOKS IN RESTROOMS ARE OPERATIONAL AND CAN HOLD HEAVY BACKPACKS OR ELSE REPLACE HOOKS. ADD USB CHARGING CAPABILITIES AND WI-FI ON BOARD LIKE AMTRAK. ADD MORE TRAIN SERVICE TO STATIONS SOUTH OF DIRIDON. ADD EARLIER BULLETS FOR ARRIVAL IN SAN FRANCISCO BY 6AM.

TRAIN:268

CONDUCTORS NEED TO ENFORCE RULES MORE, LIKE PEOPLE PUTTING FEET ON SEATS, ACTING RUDE, SLEEPING ON ALL THE SEATS. NEED A WAY TO TAG ON WHILE ON TRAIN.

TRAIN:273

CLIPPER CARD RESEARCHING STATIONS OFTEN DON'T WORK AND TAKE FOREVER WHEN THEY DO. IT IS UNCLEAR WHEN A PASS (MONTHLY) MUST BE VALIDATED. AFTER RIGHT AID PURCHASE, IN MACHINE, ETC. CONDUCTORS SHOULD EDUCATE BIKE RIDERS ON COURTESY WHEN TRAVELING ON CALTRAIN. BIKE STACKING ETC.

TRAIN:277

Enforcement/Security

INCREASE SECURITY ON NIGHT RIDE. I'VE SEEN PEOPLE SNORTING STUFF ON AN EVENING WEEKEND TRAIN (7 PM) RIDE (ON BOOTHS THAT HAVE A TABLE). OTHER THAN THAT GREAT EXPERIENCE.

TRAIN:282

NOT ENOUGH TRAINS SERVICING MY STATIONS, DELAYS ARE NOT HANDLED WELL BY STAFF, PARKING IS TOO EXPENSIVE, TIME BETWEEN TRAINS IS TOO FAR APART, IS NOISY AND SHOULD HAVE A TALK FREE ZONE.

TRAIN:288

THE CONDUCTORS DO NOT MOVE AROUND THE TRAIN TO CLEAR LUGGAGE FROM AISLES AND ENSURE THAT PEOPLE MAKE SEATS AVAILABLE FOR SENIORS AND DISABLED. THERE IS NO MECHANISM IN EACH CAR TO CALL A CONDUCTOR IN CASE OF AN EMERGENCY.

TRAIN:313

PLEASE CLEAN UP DIRIDON STATION. PLEASE HAVE THE HOMELESS HANGOUT SOMEWHERE ELSE. MY GIRLFRIEND IS HARASSED EVERYDAY BY THEM.

TRAIN:313

LET US SMOKE WEED ON THE TRAIN, MORE SEATING, MORE TRAINS MORE FREQUENTLY, SEND THESE THINGS VIA EMAIL

TRAIN:329

THERE IS A SEVERE NEED FOR EITHER A QUIET CAR, OR A BETTER ENFORCEMENT OF NO CELL PHONE POLICY. CONDUCTORS NEED TO BE FAR MORE RESPONSIBLE IN ENFORCING THIS. AS IT STANDS, CELL PHONES AND DISCOURTEOUS RIDERS MAKE THE COMMUTE SUCK!

TRAIN:329

MOVE SMOKERS BACK FROM STATION IN SAN JOSE, DIRIDON.

TRAIN:329

GAGGING, RAW SEWAGE SMELL OFTEN. DON'T FEEL SECURE, NOT AT NIGHT ALONE. THERE'S GOTTA BE SIGNS YOU COULD PUT UP TO TEACH PEOPLE TO STAND UPSTAIRS WHEN THERE'S A BUNCH OF PEOPLE TRYING TO GET IN, INSTEAD OF BLOCKING DOORWAY! CALTRAIN NEEDS TO IMPROVE SIGNAGES AT STATIONS, MAKE TICKET MACHINES EASIER TO USE, MAKE THE TOILET CARS STOP SMELLING LIKE RAW SEWAGE, RUN MORE BULLET TRAINS ON WEEKENDS, AND HAVE SIGNAGE THAT SHOWS PEOPLE HAVE TO GET UPSTAIRS AND NOT CLOG THE ENTRANCE. YOU COULD NEVER JUST WALK UP TO THE STATION FOR THE FIRST TIME AND FIGURE OUT WHICH TRAINS STOP WHERE; OR GET UP-TO-DATE DELAY INFORMATION. HOWEVER, IT'S STILL BETTER THAN DRIVING.

TRAIN:329

IMPROVEMENT IDEAS: BIKERS ONLY IN BIKE CARS, DESIGNATED PHONE CAR AND THE REST QUIET CARS, STRAIGHTEN THE TRACKS, ELECTRICITY OR AT LEAST WI-FI.

TRAIN:330

CALTRAIN IS PRETTY GOOD BUT NEED TO KEEP THE CRAZIES OFF THE TRAIN IN LOWER PENINSULA STATIONS, LOTS OF THEM SPEAKING.

TRAIN:330

Enforcement/Security

IT WOULD BE NICE HAVING SOME SECURITY AT PALO ALTO STATION.

TRAIN:360

EMPHASIS ON CALTRAIN MANNERS! PLEASE, MORE OFTEN! LONG PHONE CALLS, FEET ON THE SEATS, EVEN NAIL CLIPPING! AVAILABILITY OF BULLET OR LIMITED TRAINS AFTER 6:55 OR 6:58 IS A PROBLEM. MAYBE SUSTAINABILITY IS AN ISSUE BUT I'D LIKE YOU TO RECONSIDER THAT, IF POSSIBLE. THANKS!

TRAIN:376

THE MOST ANNOYING AND INCONVENIENT THING THAT HAPPENS IS THE NOISE AND CROWDS ON GAME DAY. PERHAPS CONDUCTORS COULD REMIND THOSE GOING TO THE GAME TO MOVE AND MAKE IT EASIER FOR OTHERS TO MOVE THROUGH THE TRAIN?

TRAIN:432

LONG WAIT TO BOARD TRAIN AT KING ST. (FOR 15-PLUS MINUTES) WHEN TRAIN WAS AT STATION. NO ORDER TO BOARDING, PEOPLE CUT IN.

TRAIN:432

Parking

Parking

LOVE CALTRAIN VERSUS DRIVING. MORE PARKING AND SEATING FOR PEAK HOURS WOULD BE APPRECIATED.

TRAIN:143

DIRIDON PARKING IS A BIG ISSUE. CANNOT RELY ON IT. OFTEN FULL. WILL SOMETHING BE DONE?

TRAIN:143

IT WOULD BE BETTER IF YOU MAKE IT MORE OBVIOUS WHERE THE PARKING PAY STATIONS ARE.

TRAIN:150

[FOUR CONDUCTOR'S NAMES REMOVED] ARE ALL VERY COURTEOUS AND HELPFUL. [NAME REMOVED] HAS ALSO WATCHED FOR THE SAFETY OF RIDERS WHICH IS GREAT. SEATS COULD BE CLEANED MORE OFTEN, SOMETIMES I FEEL THAT A HOMELESS PERSON MAY HAVE SLEPT OR SAT ON A SEAT THAT I UNFORTUNATELY CHOSE TO SIT ON. RIDERS NEED TO BE REMINDED TO KEEP THEIR PHONE CONVERSATIONS AT A LOW VOLUME. IN SAN JOSE DIRIDON BATHROOM OFTEN A TOILET MAY NOT WORK OR LOCKS ON DOOR ARE BROKEN. IT MAY TAKE MORE THAN A MONTH TO FIX THE TOILET. BROKEN GLASS IN PARKING LOT AT MILBRAE STATION WAS NEVER SWEEPED UP. IT TOOK SEVERAL MONTHS BEFORE THE BROKEN GLASS WAS DISPERSED TO OTHER AREAS OF THE LOT, INSTEAD OF BEING CLEANED UP. NEWSPAPERS, FOOD AND CONTAINERS SCATTERED ON THE PLATFORM AT MILBRAE STATION. SOMETIMES THE CONDUCTOR TALKS TOO FAST.

TRAIN:151

PLEASE FIX: MONTHLY PARKING SHOULD BE PRO-RATED. CURRENTLY PARKING FOR 31 DAYS A MONTH COSTS EIGHTY-FIVE DOLLARS, AS DOES PURCHASING A MONTHLY PARKING PASS ON ANY DAY OF THE MONTH; EVEN IF THAT EQUATES TO ONE DAY!

TRAIN:190

CAN WE BUY MONTHLY PARKING TICKET USING OUR COMMUTER CHECK CARD (PRE-TAX) AT THE VENDING MACHINE?

TRAIN:190

MORE PARKING LOTS AT SOUTH SAN FRANCISCO

TRAIN:192

GET MORE TRAIN CARS DURING PEAK HOURS. DECREASE PARKING COSTS, MAY INCREASE CALTRAIN RIDERS.

TRAIN:195

THE ONLY BIG PROBLEM IS THE DECREASING AVAILABILITY OF PARKING NEAR THE TRAIN STATIONS. 22ND ST. IS PARTICULARLY WORRISOME (ALSO THE SAN CARLOS STOP). IF THE PARKING GOES AWAY, YOU'LL LOSE CUSTOMERS AND THE FREEWAY WILL GET MORE CARS.

TRAIN:206

OUTRAGEOUS MONTHLY PARKING FEE.

TRAIN:207

Parking

PARKING COST TOO MUCH FOR A MONTHLY TICKET. RIGHT NOW IT IS ALMOST AS MUCH AS MY SENIOR MONTHLY TICKET.

TRAIN:207

CALTRAIN IS MORE EXPENSIVE THAN IT SHOULD BE. CARS ARE NOT PAYING AS MUCH AS THEY SHOULD.

TRAIN:216

PARKING AT SAN CARLOS; VERY DISAPPOINTED. YOU RELOCATED PARKING TO A FIVE-MINUTE WALK AWAY WITH NO LEFT TURN FROM EL CAMINO, WHILE AT SAME TIME RAISING PRICE ON MONTHLY PASS FROM FIFTY-FIVE TO OVER EIGHTY DOLLARS.

TRAIN:216

WOULD BE GREAT TO BE ABLE TO PAY FOR PARKING ON THE APP

TRAIN:217

WOULD LOVE TO GET MONTHLY PASS AT STATION. NOT GOOD WHEN GARDA/BRINKS GUYS ACCESS TICKET MACHINES DURING COMMUTE HOURS; THIS HAS CAUSED PARKING TICKETS FOR ME. WISH THERE WERE MORE SEATS. OVERALL, CALTRAIN IS BEST TRANSIT OPTION IN BAY AREA BESIDES FERRY!

TRAIN:217

MORE PARKING AT DIRIDON. EIGHTY DOLLARS FOR A MONTHLY PASS WITH NO GUARANTEE OF A SPOT IS RIDICULOUS.

TRAIN:225

FEW MORE THINGS TO ADD: INTRODUCE WI-FI ON CALTRAIN AND REDUCTION OF PARKING FEE.

TRAIN:225

DECENT OVERALL EXPERIENCE. SOMETIMES THE STATION PARKING LOT CAN BE SCARY AT NIGHT FOR A LONE FEMALE.

TRAIN:225

PARKING AT 22ND ST HAS LATELY BECOME EXTREMELY LIMITED. I HAVE NEEDED TO PARK IN THE NEIGHBORHOOD SPOTS AND HAVE BEEN TICKETED.

TRAIN:232

PARKING IS TOO EXPENSIVE. TRAINS ARE TOO SMALL FOR DAILY COMMUTE VOLUMES. PRICES ARE GETTING TOO EXPENSIVE.

TRAIN:232

SUGGESTIONS: IT WOULD BE GREAT IF CALTRAIN MONTHLY PARKING PASS WAS AVAILABLE TO DAILY USERS OF CLIPPER CASH VALUE. SINCE CANCELLATION OF 8-RIDE PASS, IT IS REALLY DIFFICULT TO WORK THINGS OUT WITH PARKING. ACCEPT DEBIT CARD ON CALTRAIN TICKET MACHINES. HAVE AN APP TO BUY CALTRAIN PARKING.

TRAIN:232

Parking

MORE PARKING AT MOUNTAIN VIEW. CLIPPER CARD-OFTEN FORGET TO TAG OFF, GET CHARGED EXTRA. A LOT MORE BULLET TRAINS TO SAN FRANCISCO.

TRAIN:233

THE PARKING AT TAMIEN IS UNSAFE! MY CAR WAS BURGLARIZED THREE TIMES IN EIGHTEEN MONTHS; PLUS IN THE RAIN IT'S A MESS. PLEASE COORDINATE YOUR SCHEDULE BETTER WITH LIGHT RAIL (VTA). IN THE MORNING IT'S OK, BUT IN THE AFTERNOON I HAVE TO WAIT FIFTEEN MINUTES FOR THE TRAIN.

TRAIN:233

I WOULD LIKE MORE TRAINS MID-DAY. SAN CARLOS STATION PARKING IS INCONVENIENT SINCE CONSTRUCTION STARTED. WE SHOULD GET REDUCED PARKING FEE FOR HAVING TO WALK THREE BLOCKS TO STATION.

TRAIN:257

WISH THERE WAS MORE PARKING. THANKS!

TRAIN:262

UPDATE PARKING SET UP-- PARKING MACHINE IS LOCATED FAR FROM PARKING LOT AND REQUIRES YOU TO GO BACK TO YOUR CAR TO POST THE PARKING PASS. WOULD LOVE TO SEE CALTRAIN GOING TO EAST BAY OR OTHER PARTS OF SAN FRANCISCO BAY AREA.

TRAIN:262

NOT ENOUGH TICKET MACHINES, LONG LINES JUST TO GET PARKING.

TRAIN:262

COST FOR PARKING IS RIDICULOUS! FIVE DOLLARS AND FIFTY CENTS A DAY! POOR PLANNING OF SAN CARLOS PARKING LOT. GOING SOUTHBOUND YOU HAVE TO GO PAST SEVERAL LIGHTS BEFORE MAKING A U-TURN TO ENTER PARKING LOT. IDIOTS!

TRAIN:267

I AM VERY UNHAPPY WITH THE LARGE INCREASE IN THE CALTRAIN MONTHLY PARKING PASS.

TRAIN:267

WHY DOES IT TAKE SO MANY MONTHS TO POUR A NEW PLATFORM AT SUNNYVALE? IT LOOKS READY TO POUR, SEEMS RIDICULOUS TO HAVE TO CONTINUALLY LOCK THE DOORS OF THE FIRST CAR AND WARN EVERY RIDER TO MOVE TO THE SECOND CAR TO GET OFF AT SUNNYVALE. ALSO, BROKEN GLASS IN PARKING LOT AT TAMIEN SINCE NOVEMBER 2017, DO THEY EVER SWEEP OR VACUUM THE LOT?

TRAIN:268

SOMETIMES CARS ARE TOO HOT. SHOULD ANNOUNCE FIVE MINUTE DELAYS. NEED MORE CLIPPER MACHINES AT HILLSDALE. WISH PAYING FOR PARKING WAS EASIER.

TRAIN:268

Parking

INCREASE SAN JOSE PARKING SPACE. AT SANTA CLARA PARKING, THERE IS A COMPANY SHUTTLE STOPPED THERE BLOCKING MY PARKING SPACE IN THE MORNING. SAN FRANCISCO STATION, CARS ARE BLOCKED BY CALTRAIN PEDESTRIANS.

TRAIN:282

TICKETING SYSTEM IS ARCHAIC. I SHOULDN'T HAVE TO RELOAD MANUALLY FOR PARKING. ALSO, FIRST ONE TO THREE CARS GOING SOUTHBOARD SMELL LIKE SMOKE THROUGH TUNNELS IN THE DOORWAYS. I THINK SMOKE GETS SUCKED IN VIA AIR PRESSURE. IT'S TOO BAD YOU CAN SEE IT IN THE AIR.

TRAIN:288

I HAVE COME ACROSS RUDE CONDUCTORS. TRAIN INTERIORS ARE ALWAYS DIRTY. PARKING ELEVATOR DIRTY AND SMELLY! TICKET MACHINES WON'T SELL PARKING UNLESS YOU HAVE A MONTHLY PASS FIRST. CONDUCTORS ARE NOT ALWAYS OUTSIDE THE DOORS TO MAKE SURE ALL PASSENGERS HAVE BOARDED. FARES ALWAYS GO UP BUT NO IMPROVEMENT IN SERVICES.

TRAIN:288

MORE PARKING AT HILLSDALE PLEASE!

TRAIN:288

NOT ENOUGH TRAINS SERVICING MY STATIONS, DELAYS ARE NOT HANDLED WELL BY STAFF, PARKING IS TOO EXPENSIVE, TIME BETWEEN TRAINS IS TOO FAR APART, IS NOISY AND SHOULD HAVE A TALK FREE ZONE.

TRAIN:288

TAMIEN COULD USE SOME PAINT IN THE PARKING LOT (PARKING SPOTS ARE WORN).

TRAIN:288

PAY FOR PARKING WITH MOBILE APP. IF THERE ARE MAJOR EVENTS GOING ON IN SAN FRANCISCO ON THE WEEKEND, ONE TRAIN HOUR IS STUPIDLY INEFFICIENT. TRAINS END UP BEING OVER HALF HOUR LATE BECAUSE SO MANY PEOPLE ARE CROWDING ONTO ALREADY OVER CROWDED CARS. RUN MORE TRAINS. YOU KNOW ABOUT THESE EVENTS WELL IN ADVANCE, SO PLANNING SHOULD BE RELATIVELY SIMPLE. HELL, MAKE THEM LOOK LIKE A WEEKDAY COMMUTE.

TRAIN:288

4TH ST STATION IN SAN FRANCISCO IS SURROUNDED BY HOMELESS CAMPS MAKING IT A GAUNTLET TO GET INTO STATION. WAITING ROOM IS APPALLING. CLIPPER ADD-FARE MACHINES SHOULD BE AT ALL STATIONS. RUMOR HAS IT THAT YOU WILL BE CLOSING HAYWARD PARK STATION?! IT HAS PARKING AND A TREMENDOUS AMOUNT OF BUILDING GOING ON, THAT WOULD BE FOOLISH. MOVING HILLSDALE, WHAT WILL THE PARKING BE? WE HEAR FIVE HUNDRED A MONTH. WHAT IS THERE NOW? WHAT WILL BE IMPACT OF HAYWARD PARK? INFORMATION ON HILLSDALE CONSTRUCTION IS LIMITED. PARKING IS POT HOLES AND INSUFFICIENT.

TRAIN:313

Parking

WE NEED MORE TRAINS GOING TO MORGAN HILL AND GILROY! AND BETTER TRAINS. ESPECIALLY IN THE EVENING. A LOT OF NEW HOUSES, IT'S A MISSED OPPORTUNITY. ALSO PRICES ARE TOO HIGH. NO MORE INCREASES! PARKING IS SCARCE. WE NEED MORE PARKING IN SAN JOSE, ESPECIALLY FOR THE COST.

TRAIN:313

NOT SURE HOW MUCH REVENUE CALTRAIN IS LOSING, BUT RARELY ARE STAFF CHECKING CUSTOMERS' TICKETS ON BOARD, SHOULD VERIFY MORE OFTEN. PARKING IS TOO COSTLY.

TRAIN:313

I BOUGHT MONTHLY PARKING FOR SAN JOSE STATION BUT NEVER HAD PARKING THERE. TICKET MACHINES DON'T LET ME PURCHASE MONTHLY PASS WITH KAGE WORK CARD.

TRAIN:360

ADD PARKING PASS TO MOBILE APP

TRAIN:360

TAMIEN PARKING IS TERRIBLE. END UP IN OVERFLOW LOT WITH POT HOLES AND NO LIGHTS. PARKING IS NUMBER ONE COMPLAINT.

TRAIN:376

UBER OR LYFT BLOCK PARKING IN THE MOUNTAIN VIEW STATION WHILE FOLKS ARE TRYING TO LEGALLY PARK AND LEAVE STATION-PAID PARKING.

TRAIN:385

CLARIFY PARKING PAY REQUIREMENTS. ADD PAY STATIONS TO ENTRANCE.

TRAIN:432

Safety Issues

Safety Issues

FEW CUPHOLDERS, RIDE BUMPY WHILE IN EXPRESS, NO WI-FI, ON BOARD ANNOUNCEMENTS HARD TO HEAR IN SOME CARS, CALTRAIN COLLISIONS NOT INFREQUENTLY RESULT IN SIGNIFICANT DELAYS AND POTENTIAL LOSS OF LIFE.

TRAIN:197

SOMETIMES CALTRAIN WARNS THAT WITHOUT NOTICE IT CHANGES LANES, AND DOES NOT WAIT FOR THE PEOPLE WHO ARE CROSSING THE NEW LANE. THANK YOU!

TRAIN:197

AT THE STATION I WOULD PREFER THAT THE WHISTLE OF THE TRAINS BE USED AS LITTLE AS POSSIBLE. IT IS TOO LOUD. I UNDERSTAND IT IS FOR SAFETY REASONS, BUT I DON'T KNOW IF IT COULD BE REDUCED WHILE BEING CLOSE TO THE STATIONS. THANKS!

TRAIN:216

I WOULD RECOMMEND ADDING AN EXTRA CAR FOR TRAINS BEFORE GIANT'S GAMES. PERHAPS A GIANT'S LOGO MAGNET MIGHT ATTRACT FANS TO PARTICULAR CARS; LESS FOLKS BUMPING ELBOWS ON FUN SPORTS DAYS.

TRAIN:222

WORK ON PREVENTING SUICIDE.

TRAIN:225

I'VE RESPONDED TO THE SURVEY BASED ON THE REGULAR #225 TRAIN. THE SITUATION IS UNFORTUNATELY VASTLY DIFFERENT WHEN WE ARE SERVICED BY THE ALTERNATIVE, SHORTER THAN 1985 TRAINS. THE LATTER IS INADEQUATE TO SERVICE THE NUMBER OF PASSENGERS, WITH PEOPLE NOT FITTING INSIDE AND NOT HAVING ENOUGH RAILING TO HOLD ON TO INSIDE THE TRAIN. THIS LEADS TO A DANGEROUS SITUATION IF THE TRAIN WERE TO MAKE A SUDDEN STOP, MANY PEOPLE COULD GET HURT. BOTTOM LINE: TRAIN #225 CANNOT BE SHORTER THAN A MINIMUM LENGTH NEEDED GIVEN THE NUMBER OF PASSENGERS.

TRAIN:225

I THINK THERE NEEDS TO BE MORE TRAINS ON GIANT'S GAMES, NO ROOM FOR COMMUTERS TO SIT.

TRAIN:232

COULD YOU AT LEAST WAIT FOR PASSENGERS TO CROSS THE GATE TO BOARD AND NOT CLOSE THE DOOR IN THEIR FACE? THANKS.

TRAIN:257

MOUNTAIN VIEW PARKING LOT CAN BE PRETTY DIRTY AFTER THE FARMER'S MARKET. BATHROOM SINKS OFTEN DON'T HAVE WATER, AND TOILETS STINK LIKE ROTTEN FRUIT WHICH MAKES THE WHOLE CAR STINK. THE OLD CARS SOMETIMES HAVE VERY UNCOMFORTABLE, BAD SEATS. ALSO, AT HIGHER SPEED, I FEEL BORDERLINE SAFE. I HAVE HIT MY HEAD AGAINST THE WINDOW OR THE RAILING MULTIPLE TIMES BECAUSE THE CAR WAS SWINGING LEFT AND RIGHT.

TRAIN:268

Safety Issues

ALL ASPECTS OF CALTRAIN EQUIPMENT ARE VERY WORN AND TIRED. EVERYTHING ABOUT THE SYSTEM IS BEHIND AND INFERIOR TO THE REST OF THE WORLD.

TRAIN:268

IF POSSIBLE, PLEASE UPGRADE THE ACTUAL TRAINS. THERE HAVE BEEN TOO MANY BREAKDOWNS.

TRAIN:268

SOMETIMES I SAW PEOPLE HIT BY THE SHELF ABOVE WHEN THEY WERE STANDING UP.

TRAIN:268

I THINK FREQUENCY OF THE CALTRAIN SHOULD BE MORE THAN IT IS CURRENTLY. THERE ARE NO WEEKEND TRAINS TO OR FROM BLOSSOM HILL WHICH IS VERY INCONVENIENT FOR US. ONE-WAY SINGLE TRACKS CAUSE THE CALTRAIN SYSTEM TO COME TO A COMPLETE STOP IN CASE OF BREAKDOWNS AND SHOULD BE FIXED SOMEHOW. I LOVE RIDING ON THE CALTRAIN. IT IS CLEAN AND BRIGHT UNLIKE BART. COULD USE MORE SEATS AND CARS. YOU GUYS ROCK AND ARE DOING A GREAT JOB.

TRAIN:268

WOULD LIKE MOBILE UPDATES ON TRAIN DELAYS FOR SELECTED ROUTES. MAJOR ISSUE: TRAINS ARE EXTREMELY INACCESSIBLE TO ADULTS TRAVELING WITH SMALL CHILDREN; CAN'T USE WHEELCHAIR LIFT, SO MUST CARRY CHILD, STROLLER AND ALL BAGS ONTO TRAIN DURING TRAIN STOP, WHICH IS IMPOSSIBLE WITH MORE THAN ONE CHILD PLUS UNSAFE EVEN WITH ONLY ONE. EXTREMELY DISSATISFIED.

TRAIN:268

TRAINS ARE OVER CROWDED, NEED MORE ROOM. TRAINS ARE OVER CROWDED. I PAY THE TICKET NOT TO STAND, PLUS IT IS DANGEROUS.

TRAIN:288

I FELL DOWN SOME STAIRS ON THE TRAIN, WHEN I ASKED FOR SOME ICE FOR MY SPRAINED ANKLE, THE STATION DIDN'T HAVE A FIRST AID KIT AND TOLD ME TO TAKE A CAB TO THE EMERGENCY ROOM. THAT WAS SO UNSAFE.

TRAIN:313

NOT SURE HOW TO GET A BIKE TAG. NEED A GRADE SEPARATION IN REDWOOD CITY. PEOPLE OFTEN GO AROUND THE GATE TO CATCH A TRAIN.

TRAIN:329

I WAS ONCE BLOCKED BY A TRAIN STOPPING IN THE MIDDLE OF THE RAIL GATE AT SUNNYVALE STATION AND COULDN'T GET ON THE TRAIN, AND IT TOOK OFF. I POSTED A TWEET AND TAGGED AT CALTRAIN, BUT DID NOT GET ANY RESPONSE.

TRAIN:376

AT SUNNYVALE IN THE MORNING THE SOUTH CROSSING CLOSES WHEN TRAIN ARRIVES. THE ISSUE IS THAT THE CLOSING OF SOUTH OR NORTH ENTRANCE IS NOT CONSISTENT FOR THE SAME TRAIN OR ANY TRAIN. THIS IS A BIG PROBLEM WHEN THINGS ARE NOT CONSISTENT! PREDICATABLE CAUSING UNDUE SAFETY ISSUES.

TRAIN:376

Safety Issues

SCOOTERS ON OVERHEAD RACKS. MOUNTAIN VIEW STATION: ON EVELYN, THE GATE TO THE TRAFFIC LIGHT (TO CROSS EVELYN) NEEDS AN OPENING SO PEOPLE CAN USE AND CROSS AT THAT LIGHT. NOW, THEY ARE JAYWALKING ACROSS EVELYN AND PUTTING DRIVERS AND THEMSELVES IN DANGER. CALL ME IF WANT BETTER DESCRIPTION OF THESE ISSUES [TELEPHONE NUMBER REMOVED].

TRAIN:376

I THINK OVERALL VERY GOOD. ONLY HAVE ISSUES WITH DELAYS AND BROKEN TRAINS. WHY SO MANY MECHANICAL PROBLEMS?! SEEMS TO ALWAYS CAUSE DELAYS DAILY. ALSO, MORE BULLET TRAINS! EVERY 30 MINUTES DURING RUSH HOURS WOULD BE NICE!

TRAIN:376

MY OVERALL FEELING ABOUT TAKING CALTRAIN IS GOOD. ONLY TWO THINGS: THERE WAS A MONTH LAST YEAR WHERE I WAS STUCK ON TRAINS MORE THAN THREE TIMES DUE TO BIG DELAYS (MORE THAN 1 HOUR). HOPE WE CAN FIGURE OUT HOW TO AVOID THE MISERABLE BIG DELAY. WE SHOULD HAVE MORE TRAINS AT SAME PEAK TIME. ALWAYS SEE PEOPLE STANDING AND RUSHING ON AND OFF TRAINS IN PEAK HOUR. THIS IS A POTENTIAL SAFETY CONCERN.

TRAIN:376

Station Amenities/Condition/Cleanliness

Station Amenities/Condition/Cleanliness

MY BIGGEST PROBLEM WITH CALTRAIN ARE LOWERING THE GATES FIFTEEN TO THIRTY SECONDS BEFORE OFFICIAL DEPARTURE TIME.

TRAIN:142

OVERALL VERY GOOD. ISSUES: NO COORDINATION WITH BART. NO FOOD OR BATHROOMS AT NEARBY STATIONS. DIRTY WINDOWS OR COVERED WITH ADS. THE VIEW IS PART OF WHAT I'M PAYING FOR!

TRAIN:142

STATIONS NOT ALWAYS CLEAN (REDWOOD CITY). SCHEDULE BOARDS NOT ALWAYS WORKING (SOUTH SAN FRANCISCO). CONDUCTORS ARE USUALLY COURTEOUS BUT THERE IS ONE WOMAN IN PARTICULAR ON ONE OF THE MORNING TRAINS THAT IS REALLY RUDE TO PEOPLE WHEN THE TRAIN IS SO PACKED THAT PEOPLE HAVE TO PUT THEIR BELONGINGS ON THE GROUND. IN GENERAL, I THINK THE TRAINS DURING COMMUTE TIMES ARE TOO PACKED, AND MORE TRAINS WOULD BE HELPFUL.

TRAIN:150

[FOUR CONDUCTOR'S NAMES REMOVED] ARE ALL VERY COURTEOUS AND HELPFUL. [NAME REMOVED] HAS ALSO WATCHED FOR THE SAFETY OF RIDERS WHICH IS GREAT. SEATS COULD BE CLEANED MORE OFTEN, SOMETIMES I FEEL THAT A HOMELESS PERSON MAY HAVE SLEPT OR SAT ON A SEAT THAT I UNFORTUNATELY CHOSE TO SIT ON. RIDERS NEED TO BE REMINDED TO KEEP THEIR PHONE CONVERSATIONS AT A LOW VOLUME. IN SAN JOSE DIRIDON BATHROOM OFTEN A TOILET MAY NOT WORK OR LOCKS ON DOOR ARE BROKEN. IT MAY TAKE MORE THAN A MONTH TO FIX THE TOILET. BROKEN GLASS IN PARKING LOT AT MILLBRAE STATION WAS NEVER SWEEPED UP. IT TOOK SEVERAL MONTHS BEFORE THE BROKEN GLASS WAS DISPERSED TO OTHER AREAS OF THE LOT, INSTEAD OF BEING CLEANED UP. NEWSPAPERS, FOOD AND CONTAINERS SCATTERED ON THE PLATFORM AT MILLBRAE STATION. SOMETIMES THE CONDUCTOR TALKS TOO FAST.

TRAIN:151

THE CLOCK IN THE STATION HAS NOT CHANGED TO THE SUMMER.

TRAIN:151

BAYSHORE STATION NEEDS MORE LIGHTS.

TRAIN:151

VENDING MACHINES AT STATIONS, WI-FI ON BOARD, AND STRICTER RULES DURING GAME NIGHTS WOULD BE AN IMPROVEMENT. I COMMUTE FOR WORK AND WHENEVER THERE IS A GIANTS GAME, THE TRAIN IS A MADHOUSE. PLEASE REGULARLY ENFORCE THE RULES.

TRAIN:190

I USUALLY RIDE BETWEEN BURLINGAME AND PALO ALTO. THE PALO ALTO STATION IS SOMETIMES FILTHY. THE NOTIFICATIONS ABOUT TRACK CHANGES IN BURLINGAME ARE NOT AS FREQUENT AS THEY SHOULD BE WHEN YOUR TRAIN IS BOARDING ON THE OPPOSITE TRACK.

TRAIN:197

Station Amenities/Condition/Cleanliness

SEQUOIA PARKING UNDERGROUND: STAIRS UNSANITARY! HEALTH ISSUE! GARBAGE! LOITERING TEENAGERS WHO ARE CRUDE. TRAIN INTERIORS UPHOLSTERY IS TEARING. I HAVE NOT HAD MY PASS CHECKED BY A CONDUCTOR IN THREE MONTHS. WHY SHOULD I BUY A TICKET?

TRAIN:206

SERVICE NEEDS TO RUN MORE OFTEN. KEEP RESTROOMS AT KING CLEANER. HAVE MORE TRAINS WITH OUTLETS TO CHARGE DEVICES.

TRAIN:207

ESCALATOR

TRAIN:207

RELATIVELY LOW RATING ON STATION CLEANLINESS MOSTLY BECAUSE OF THE PALO ALTO STATION. THE SMELL IS UNBEARABLE. THANK YOU FOR CONSIDERING.

TRAIN:207

ESCALATOR IS NEEDED FOR 22ND ST. STATION. MORE BIKE CARS ARE NEEDED.

TRAIN:216

I KNOW IT'S A LITTLE OUT OF YOUR CONTROL BUT SOME STATIONS HAVE SHADY PEOPLE WALKING AROUND. KIND OF SCARY. ALSO, CAN WE HAVE MORE TRAINS STOPPING AT CALIFORNIA STATION?

TRAIN:217

I DON'T FEEL SAFE AROUND 4TH & TOWNSEND. THE SIDEWALKS ARE CONGESTED AND DIRTY. ALSO, THE NEW TRAINS WITH UPHOLSTERED SEATS ARE BEYOND DIRTY.

TRAIN:217

CLEANLINESS OF STATIONS IS STATION-DEPENDENT (MORGAN HILL; SANTA CLARA; TAMIEN-1, SAN FRANCISCO-2) BATHROOM ODOR IS NOT CONTAINED, BIGGEST TURN-OFF TO RIDING CALTRAIN.

TRAIN:217

MORE TRAINS TO TAMIEN AND SOUTH. REINSTATE THE EARLY AM NORTHBOUND AND LATE SOUTHBOUND TRAIN. NO ABILITY FOR WORKERS FROM SOUTH OF SAN JOSE DIRIDON TO GET TO SUNNYVALE, MOUNTAIN VIEW, ETC. BEFORE SIX AM. NEED TO INTEGRATE ALL TRANSIT SYSTEMS TO MAKE IT AFFORDABLE, LIKE PORTLAND AND SEATTLE. TWENTY DOLLARS PER DAY IS TOO MUCH! FIX PEDESTRIAN LIGHTS BETWEEN TAMIEN VTA AND CALTRAIN, OUT FOR YEARS.

TRAIN:217

PALO ALTO CALTRAIN STATION GETS DISGUSTING AT TIMES WITH EXCREMENT AND URINE IN THE TUNNELS AND ON THE RAMP. PLEASE CLEAN DAILY!

TRAIN:222

SUGGESTION TO HAVE RESTROOMS IN EACH STATION.

TRAIN:222

WI-FI PLEASE. SAN FRANCISCO BATHROOM NEEDS HELP

TRAIN:222

Station Amenities/Condition/Cleanliness

SUNNYVALE CALTRAIN STATION STINKS NEAR TICKETING MACHINE. IT'S BEEN DIRTY FOR A LONG TIME. PLEASE GIVE MORE ATTENTION TO CLEANLINESS.

TRAIN:225

ELEVATORS AND SURROUNDING AREAS OF ELEVATORS ARE DISGUSTING AT SUNNYVALE CALTRAIN STATION. THEY DON'T CLEAN IT. BAD SMELL COMES EVERYWHERE. NEEDS TO ADDRESS THIS ISSUE. LOTS OF PEOPLE COMPLAINED ABOUT IT.

TRAIN:225

ELEVATORS AND SURROUNDING AREAS OF ELEVATORS ARE DISGUSTING AT SUNNYVALE CALTRAIN STATION. THEY DON'T CLEAN IT. BAD SMELL COMES EVERYWHERE. NEEDS TO ADDRESS THIS ISSUE. LOTS OF PEOPLE COMPLAINED ABOUT IT.

TRAIN:225

THE JOB OF TRAINS IS TO PICK UP PASSENGERS. IN SUNNYVALE THERE ARE ONLY TWO PLACES TO THE NORTH PLATFORM. INCOMING TRAINS TRIGGER THE FRONT BARRIER AND WE WATCH THE TRAIN COMING FROM VERY FAR AND THEN WATCH IT LEAVE. SOMETHING NEEDS TO BE DONE ABOUT THIS.

TRAIN:225

THE REDWOOD CITY STATION IS A HEALTH HAZARD AND SHOULD BE REPORTED. THERE ARE NEEDLES IN STAIRWAY TO PARKING UNDERGROUND AND FRESH URINE EVERYDAY. BUS AREA IS FILTHY DIRTY.

TRAIN:225

WHEN OTHER PASSENGERS ARE HEADING TO THE GIANTS GAME, IT CAN BE QUITE LOUD. THEY SHOULD BE ALLOWED TO HAVE FUN, BUT COULD THERE BE A "QUIET CAR" FOR THOSE NEEDING TO WORK? PUBLIC BATHROOM AT PALO ALTO WOULD BE NICE.

TRAIN:232

THE SAN FRANCISCO 4TH AND KING BATHROOMS COULD BE CLEANER. MACHINES AT 4TH AND KING COULD BE CLEANER

TRAIN:232

4TH AND KING RESTROOM IS DIRTY AND POSSIBLY A HEALTH CONCERN OR LIABILITY.

TRAIN:232

COULD YOU PLEASE SET UP A MOBILE TOILET IN LAWRENCE STATION? CLIPPER TOP UP AMOUNT TAKES MANY DAYS. PLEASE MAKE IT FASTER. WI-FI SERVICE.

TRAIN:233

I AM DISAPPOINTED ABOUT PAYING TO USE THE BATHROOM AT THE PALO ALTO STATION.

TRAIN:233

Station Amenities/Condition/Cleanliness

URINE SMELL AT PALO ALTO STATION IS UNACCEPTABLE, IT'S A DAILY PROBLEM DESPITE OCCASIONAL POWER WASHING. TICKET PODIUMS FOR CLIPPER ARE POSITIONED SO YOU HAVE TO WALK THROUGH BOARDING AND OFFLOADING PEOPLE TO TAG ON, SHOULD BE AT STAIRWELL OR PLATFORM ENTRANCES, TOO EASY TO FORGET TO TAG ON. CONDUCTOR ON MAY 9TH CALLED RIDERS "DUMBASSES" THREE TIMES FOR FORGETTING TO TAG ON, WHICH IS AN EASY MISTAKE GIVEN ABOVE.

TRAIN:233

I USUALLY BOARD IN SUNNYVALE AND THE ELEVATOR IS DISGUSTING, SMELLS LIKE URINE.

TRAIN:233

NEED MORE TAG-ON/TAG-OFF STATIONS, AND NEED ABILITY TO ADD MONEY TO CLIPPER CARDS AT MORE STATIONS. ALSO, PLEASE REMOVE HANGING ADS FROM 4TH AND KING, THEY BLOCK THE CLOCK!

TRAIN:254

RESTROOMS NECESSARY AT SANTA CLARA AND NO FREE RESTROOM AT PALO ALTO FOR TRAIN COMMUTERS.

TRAIN:262

DUE TO THE PROXIMITY OF THE SAFEWAY AND THE LARGE HOMELESS POPULATION AT 4TH AND KING STATION, THERE IS A LOT OF TRASH (CANS PROVIDED BUT NOT USED). PLEASE CONSIDER GETTING A TRASH PORTER TO PICK UP DURING THE DAY. THE EXCESS TRASH IS ATTRACTING PIGEONS AND PIGEON POOP WHICH IS VERY UNSANITARY. THANK YOU.

TRAIN:267

AT STATIONS I WOULD APPRECIATE MORE COVERS OR SHIELDS FROM THE BLARING SUN, RAIN, AND COLD. IT'D BE NICE TO HAVE RESTROOMS AND FOOD OPTIONS AT MORE STATIONS. I WISH I DIDN'T HAVE TO RELY ON A CLIPPER CARD, TAKING IT OUT, REMEMBERING TO TAG ON, AND COULD DO EVERYTHING ON MY PHONE.

TRAIN:267

RESTROOMS CAN BE AWFUL AND SMELL AT TIMES. ON TIME HAS IMPROVED DRAMATICALLY.

TRAIN:267

I WOULD LOVE A COFFEE CART SERVICE AT TAMIEN STATION FOR THE EARLIER (AM) COMMUTERS. THANK YOU!

TRAIN:268

MOUNTAIN VIEW PARKING LOT CAN BE PRETTY DIRTY AFTER THE FARMER'S MARKET. BATHROOM SINKS OFTEN DON'T HAVE WATER, AND TOILETS STINK LIKE ROTTEN FRUIT WHICH MAKES THE WHOLE CAR STINK. THE OLD CARS SOMETIMES HAVE VERY UNCOMFORTABLE, BAD SEATS. ALSO, AT HIGHER SPEED, I FEEL BORDERLINE SAFE. I HAVE HIT MY HEAD AGAINST THE WINDOW OR THE RAILING MULTIPLE TIMES BECAUSE THE CAR WAS SWINGING LEFT AND RIGHT.

TRAIN:268

Station Amenities/Condition/Cleanliness

NEED RESTROOMS AT STATIONS. EXTREMELY HARD TO USE DURING TRANSIT SOMETIMES, AND WAITING FROM WORK TO HOME IS AWFUL.

TRAIN:268

IMPROVE EASE OF USE FOR FIRST TIME USERS.

TRAIN:268

WHY DOES IT TAKE SO MANY MONTHS TO POUR A NEW PLATFORM AT SUNNYVALE? IT LOOKS READY TO POUR, SEEMS RIDICULOUS TO HAVE TO CONTINUALLY LOCK THE DOORS OF THE FIRST CAR AND WARN EVERY RIDER TO MOVE TO THE SECOND CAR TO GET OFF AT SUNNYVALE. ALSO, BROKEN GLASS IN PARKING LOT AT TAMIEN SINCE NOVEMBER 2017, DO THEY EVER SWEEP OR VACUUM THE LOT?

TRAIN:268

MORE SHADED AND RAIN COVER. BETTER VISIBILITY FOR THE VISUALLY IMPAIRED ON TICKET MACHINES. NOT CLEAR HOW TO USE A CREDIT CARD. CANNOT SEE MACHINES DUE TO REFLECTIVE LIGHT.

TRAIN:268

THE LIGHTS AT LAWRENCE STATION NORTHBOUND PLATFORM NEED TO BE REPLACED. I BOARD THERE AT 4:39 AM ON #101 BUT OFTEN I FEEL UNSAFE SINCE SO MANY LIGHTS ARE OUT ON THE NORTH PLATFORM.

TRAIN:268

THE SOUTH SAN FRANCISCO STATION IS NOT GOOD DUE TO THE RECONSTRUCTION. THERE ARE NO CURBS TO WALK ON WHEN GETTING TO PLATFORM. MORE TRAINS COULD STOP AT THE SOUTH SAN FRANCISCO STATION, NO TRAIN AT FOUR PM.

TRAIN:268

BULLET TRAINS AT LAWRENCE WOULD MEAN A 10% INCREASE IN MY QUALITY OF LIVING. SOMEONE SHIT IN THE PEDESTRIAN UNDERPASS AT LAWRENCE AND IT'S BEEN THERE FOR WEEKS. IT'S ON THE DRAIN. PLEASE CLEAN IT UP. TRAIN DELAY NOTIFICATIONS THROUGH THE CALTRAIN APP. SUBSCRIBE TO CERTAIN TRAIN NUMBERS AND RECEIVE PUSH NOTIFICATIONS IF THEY ARE LATE.

TRAIN:277

NOT ENOUGH PLACES TO SIT, ESPECIALLY DURING GIANTS GAMES. SOMETIMES CARS DON'T HAVE AIR CONDITIONING. CALTRAIN SEEMS TO BE MORE ON TIME LATELY, NEED THE UP AND DOWN GATES TO TIME BETTER WHEN TRAINS ARE STOPPED (SOMETIMES MISS OR WAIT A WHILE FOR TRAIN TO PASS).

TRAIN:277

PLEASE ADD MORE BIKE CARS. NOT HAPPY ABOUT HILLSDALE STATION, WHO BENEFITS BY THE STATION MOVE?

TRAIN:277

Station Amenities/Condition/Cleanliness

PLEASE PUT BATHROOMS AT STATIONS. I DRIVE TO CALTRAIN AND THEN COMMUTE. THERE IS OFTEN A LINE FOR BATHROOMS ON THE TRAIN AND I DON'T WANT TO MISS MY STOP. THAT'S ACTUALLY MY BIGGEST DISCOMFORT WITH CALTRAIN.

TRAIN:277

UNDERGROUND PASSAGES AT STATIONS ARE VERY DIRTY, SMELLY AND UNSAFE.

TRAIN:282

MILLBRAE STATION HAS HUMAN POOP AT BOTTOM OF STAIRS FOR OVER ONE MONTH (ALL OF APRIL 2018) THIS SIGNIFICANTLY DECREASES MY EXPERIENCE. PLEASE HELP! I DON'T LIKE POOP.

TRAIN:282

THE TRAINS ARE QUITE GOOD AND COMPARE FAVORABLY TO OTHER (I RIDE A LOT). THE BOTTLENECK GETTING OFF THE TRAIN AT 4TH AND KING IS TERRIBLE, MADE WORSE BY BIKES AND TAGGING OFF ON CLIPPER CARDS. A WALKING BRIDGE OVER THE TRAILS HALFWAY DOWN THE PLATFORM WOULD ALLOW DISEMBARKING RIDERS OUT OF THE BOTTLENECK. AND CLIPPER CARD MACHINES ARE TERRIBLE AND TOO INFREQUENT.

TRAIN:288

MORE CLEAN BATHROOMS!

TRAIN:289

SAN JOSE STATION: SIGNS ARE NOT ALWAYS UPDATED. STATION CAN BE GROSS.

TRAIN:313

DURING THE MORNING COMMUTE, THE RESTROOMS IN SAN FRANCISCO ARE TAKEN OVER BY HOMELESS PEOPLE. ON OCCASIONS WHEN YOU CAN GET A STALL THERE IS OFTEN NO TOILET PAPER. THIS HAS GONE ON SO LONG I DOUBT IT WILL EVER CHANGE.

TRAIN:324

BY 22ND STREET, ON TUE 8:40 TRAIN, THERE ARE FREQUENTLY NO SEATS. YOU NEED MORE TRAINS DURING BUSY TIMES, MORE CARS TO ACCOMMODATE INCREASED TRAFFIC. YOU SHOULD ALSO IMPROVE 22ND ST. STATION, IT'S NOTHING BUT A DIRT HOLE.

TRAIN:324

TRAINS GOING OPPOSITE DIRECTIONS AND ARRIVING AT STATIONS WITHIN TWO-THREE MINUTES OF EACH OTHER FORCE THE GATES TO STAY DOWN FOR AN EXTENDED PERIOD OF TIME, PREVENTING PEOPLE FROM GETTING TO THE CORRECT SIDE OF THE TRACKS, MISSING THEIR TRAIN. THIS HAPPENS THREE-FOUR TIMES A WEEK BECAUSE OF MINOR DELAYS.

TRAIN:329

AT REDWOOD CITY STATION, THERE IS NO WAY TO CROSS THE PLATFORMS WHEN THE GATE IS DOWN. OFTEN THE SOUTH BOUND TRAIN ARRIVES AROUND 8:30 AND IT WOULD NOT RAISE THE GATE WHEN THE TRAIN ARRIVES IN THE STATION WHILE LETTING THE PASSENGERS GET OFF; WHICH MEANS PEOPLE WANTING TO GET ON THE NORTH BOUND TRAIN CAN'T GO ACROSS TO GET ON THE TRAIN AT 8:34.

TRAIN:329

Station Amenities/Condition/Cleanliness

MORE SEATING AT STATIONS AND PLEASE COORDINATE SCHEDULES WITH BART BETTER; I OFTEN MISS MY TRAIN CONNECTION BY SECONDS WHICH IS RIDICULOUS.

TRAIN:330

RESTROOM AT SAN FRANCISCO 4TH AND KING IS ALWAYS DIRTY; NO WI-FI ONBOARD.

TRAIN:330

FAST WI-FI ON TRAINS, MORE SHADE AND BENCHES AT STATIONS

TRAIN:330

CALTRAIN DESPERATELY NEEDS WI-FI. KING ST. PLAZA AREA IS DIRTY.

TRAIN:330

SAN FRANCISCO STATION IS FILTHY. NEEDS CLEANUP. NEED TO RUN MORE HIGH-CAPACITY CARS, THE TRAINS ARE WAY TOO CROWDED.

TRAIN:360

SAN FRANCISCO BATHROOMS ARE NOT CLEAN. AT SAN JOSE, MOST LIGHTS DO NOT WORK.

TRAIN:360

THE TUNNEL IN PALO ALTO STATION, BOTH SIDE SMELLS LIKE A URINAL AND PEE ALL THE TIME.

TRAIN:360

CLEANLINESS OF STATIONS AND PARKING LOTS: PALO ALTO WORSE. PLEASE MAKE PALO ALTO STATION CLEANER. USUALLY THERE'S A BUNCH OF URINE EVERYWHERE. SAN JOSE STATION IS THE CLEANEST.

TRAIN:360

RESTROOM CLEANLINESS CAN BE LACKING AT TIMES. TOO MANY MECHANICAL ISSUES VERSUS BART.

TRAIN:376

CROSSING TUNNELS HAVE BAD SMELL WITH HUMAN WASTE.

TRAIN:376

FOR DELAYS LONGER THAN TEN MINUTES, PROVIDE VOUCHERS FOR FREE RIDES. AND PLEASE TELL RIDERS NORTHBOUND TRAINS WILL HAVE RIGHT OF WAY, FIX SUNNYVALE STATION, DO IT ALREADY!

TRAIN:376

THE CONDUCTOR ON THE #319 BULLET NORTHBOUND MAKES THE ENTIRE EXPERIENCE MORE ENJOYABLE. CALTRAIN SHOULD HOLD HIM UP AS AN EXAMPLE OF SERVICE AND COURTESY. PLEASE CLEAN UP THE TOWNSEND FENCE LINE; IT'S DISGUSTING AND POTENTIALLY DANGEROUS. HELP FIND THE HOMELESS A PLACE TO SLEEP WITH DIGNITY. IS CALTRAIN READY TO SERVE THOUSANDS MORE RIDERS AS NEW HOUSING IS OCCUPIED UP AND DOWN THE PENINSULA?

TRAIN:376

Station Amenities/Condition/Cleanliness

AT SUNNYVALE IN THE MORNING THE SOUTH CROSSING CLOSES WHEN TRAIN ARRIVES. THE ISSUE IS THAT THE CLOSING OF SOUTH OR NORTH ENTRANCE IS NOT CONSISTENT FOR THE SAME TRAIN OR ANY TRAIN. THIS IS A BIG PROBLEM WHEN THINGS ARE NOT CONSISTENT! PREDICTABLE CAUSING UNDUE SAFETY ISSUES.

TRAIN:376

THE 4TH STREET STATION IS SOOOO GROSS.

TRAIN:376

RESTROOMS ONBOARD NEED TO BE SERVICED MORE FREQUENTLY, UPHOLSTERED SEATS THAT ARE SO TORN THAT THE FOAM IS COMING OUT NEED TO BE REPLACED AND RECOVERED. TRASH AT THE STATIONS PARKING LOTS AND STOPS, TRACKS ALSO NEED TO BE CLEANED MORE OFTEN. OUTREACH I.E. THE TRASH ISSUE WOULD BE GREAT. FIVE MINUTES LATE ISN'T ON TIME. I DO LOVE CALTRAIN!

TRAIN:381

YOUR BATHROOMS ARE COVERED IN A STANDING POOL OF URINE, IN BOTH THE TRAINS AND STATIONS.

TRAIN:385

CLEAN THE BATHROOMS

TRAIN:421

SOMETIMES I NEED TO CHARGE MY PHONE ON BOARD. THE ONBOARD ANNOUNCEMENTS ARE IN ENGLISH, BUT I'M FROM COLUMBIA. YOU COULD TRY ANNOUNCEMENTS IN OTHER LANGUAGES. I GIVE YOU FOUR IN THE CLEANING BECAUSE IN SUNNYVALE ALWAYS ARE DIRTY.

TRAIN:421

RESTROOMS AT 4TH AND KING STATION ARE DIRTY.

TRAIN:804

Train Cleanliness (Exterior and Interior)

Train Cleanliness-Exterior/Interior

PLEASE DO SOMETHING TO STOP THE SMELL FROM THE RESTROOMS ON THE EVENING BOMBARDIER TRAINS (6:45PM FROM SAN JOSE).

TRAIN:142

[Q12] DEPENDS ON TIME OF DAY

TRAIN:142

OVERALL VERY GOOD. ISSUES: NO COORDINATION WITH BART. NO FOOD OR BATHROOMS AT NEARBY STATIONS. DIRTY WINDOWS OR COVERED WITH ADS. THE VIEW IS PART OF WHAT I'M PAYING FOR!

TRAIN:142

THE INTERIOR LOOKS CLEAN BUT YOU CAN SMELL THE DUST. IT SMELLS OLD AND THE WINDOWS ARE ALWAYS DIRTY WITH WATER AND DUST MARKS.

TRAIN:150

SO GREAT TO HAVE RESTROOMS ON CALTRAIN. AND CALTRAIN IS SO MUCH CLEANER, COMFORTABLE, AND SAFER THAN BART AND SF MUNI.

TRAIN:150

PEOPLE ARE RESPONSIBLE TO KEEP THE BATHROOMS CLEAN. IT SHOULD BE THE USERS MAKING SURE THEY LEAVE THEM IN PROPER CONDITION. IT'S REALLY HARD TO FIND OUT INFORMATION ABOUT SPECIAL EVENTS.

TRAIN:190

WOULDN'T EVEN TRY, THEY SMELL DISGUSTING AND THEY'RE MESSY. I AM POOR AND DISABLED, DO NOT RAISE THE FARES! THE FARES HAVE BEEN RAISED ALREADY. IT'S BAD ENOUGH WAITING FOR ONE-AND-A-HALF HOURS FOR A TRAIN AT SAN ANTONIO. ELECTRIFY CALTRAIN, SURE, OK, BUT GET YOUR MONEY FROM ANOTHER SOURCE.

TRAIN:192

THIS TRAIN IS FILTHY: 8:30 PM AND THE SEAT ACROSS FROM ME HAS TWO EMPTY WATER BOTTLES, TWO NUTELLA CONTAINERS, AND THE SEAT NEXT TO ME IS LITTERED WITH MORE NUTELLA CONTAINERS. DISGUSTING. I JUST LOADED A CLIPPER CARD - THIS IS NOT CLEAR AT ALL! I PREFER TO USE PUBLIC TRANSPORTATION AND THIS NOT AT ALL SATISFACTORY. WE SHOULD AT LEAST BE AS CLEAN AND EFFICIENT AS THE JAPANESE RAIL SYSTEM. MUCH IMPROVEMENT NEEDED!

TRAIN:192

NEED MORE YELLOW BIKE TAGS ON BOARD. BATHROOM WASTE TANKS MOSTLY FULL; NEED TO EMPTY MORE OFTEN. PLEASE EXCUSE THE BAD PRINTING, TRAIN IS MOVING, MAKING IT HARD.

TRAIN:197

UPHOLSTERY OF SOME TRAINS NEED TO BE REPLACED. TRAINS' INTERIOR IS REALLY DIRTY AND HAS A REALLY BAD SMELL OR ODOR.

TRAIN:206

Train Cleanliness-Exterior/Interior

INTERIOR CAR TEMPERATURE TOO COLD IN AM, TOO WARM IN PM. RIDE IS BUMPY AND NOISY, ESPECIALLY IN THE OLDER CARS. TRAIN CARS NEED MORE MAINTENANCE, SUCH AS BRAKES STICKING AND SQUEAKING LOUDLY. SEATS AND TABLES ARE DIRTY AND UNSANITARY. PASSENGERS TALK LOUDLY ON CELL PHONES, DISRESPECTFUL OF OTHERS.

TRAIN:206

I USED TO RIDE WITH A FOLDING BIKE BEFORE BEING PREGNANT. IT WAS CONVENIENT AND NOW WITH YOUNG INFANT, I FEEL SAFE AND COMFORTABLE TO RIDE CALTRAIN BECAUSE OF ITS CLEANNESS (EXCEPT BATHROOM -NEED MORE FRAGRANT CLEAN UP), AND PROFESSIONAL PRESENCE OF CONDUCTORS. THANK YOU FOR YOUR BUSINESS.

TRAIN:207

SIGNAGE AND ANNOUNCEMENTS DON'T ALWAYS MAKE IT CLEAR WHAT STATION THE TRAIN IS AT. SEEMS CONFUSING FOR OUT-OF-TOWNERS, ESPECIALLY AT NIGHT. GALLERY TRAINS ARE SOMETIMES PRETTY SMELLY.

TRAIN:207

TRAINS ARE DIRTY AND CRAMPED.

TRAIN:216

NEED TO CLEAN THE BATHROOMS MORE OFTEN AND DO A BETTER TO AVOID SMELL. SWEEP INTERIOR MORE.

TRAIN:217

HOOKS IN BATHROOMS FOR BACKPACKS, CLEANER RESTROOMS, MORE TABLES. PAYMENTS ON CLIPPER CARD BECOMING AVAILABLE SOONER.

TRAIN:217

WOULD BE GREAT TO ADD TRAINS TO GILROY. SOME OF THE CARS REMAIN HOT AND MANY TIMES THE SMELL IS TOO STRONG. A GOOD MAINTENANCE SCHEDULE WOULD MAKE A DIFFERENCE.

TRAIN:217

I DON'T FEEL SAFE AROUND 4TH & TOWNSEND. THE SIDEWALKS ARE CONGESTED AND DIRTY. ALSO, THE NEW TRAINS WITH UPHOLSTERED SEATS ARE BEYOND DIRTY.

TRAIN:217

THE BOMBARDIER CARS STINK, SEWAGE SMELL. PLEASE FIX! MORE SERVICE TO GILROY AS PROMISED BY MEASURE B. TIME GAP BETWEEN THE 156 AND 268 IS ONE HOUR FORTY-FOUR MINUTES. MUCH TOO LONG IN THE HEART OF THE COMMUTE.

TRAIN:217

CLEANLINESS OF STATIONS IS STATION-DEPENDENT (MORGAN HILL; SANTA CLARA; TAMIEN-1, SAN FRANCISCO-2) BATHROOM ODOR IS NOT CONTAINED, BIGGEST TURN-OFF TO RIDING CALTRAIN.

TRAIN:217

CARS: BATHROOMS SMELL BAD. BATHROOMS SMELL UP CAR. WI-FI ON BOARD. NEED MORE SEATS IN MORNING (EXTRA CAR, LIMITED EXPRESS TRAINS TO MENLO PARK. EXPENSIVE.

TRAIN:222

Train Cleanliness-Exterior/Interior

RE: THE TRAINS THAT HAVE THE SEATING UPSTAIRS; THE BATHROOMS IN THE AFTERNOON SMELL TOXIC!

TRAIN:222

CALTRAIN IS SLOW, DIRTY, EXPENSIVE. I HATE TAKING IT, BUT I HAVE NO OTHER CHOICE.

TRAIN:222

SERVICE IS AWESOME. TRAINS ARE PRETTY COZY AND CLEAN. PLEASE BE EXTRA CAREFUL AT RAILROAD CROSSINGS, TAKE TIME, AVOID PEDESTRIAN ACCIDENTS WHILE CROSSING, PLEASE.

TRAIN:225

TRAIN COULD BE CLEANER AND SPECIAL SCHEDULES SHOULD BE ANNOUNCED MORE FREQUENTLY PRIOR TO THE DATE.

TRAIN:225

OVERALL IMPROVEMENT ON CLEANLINESS AND PROBABLY WI-FI WOULD BE A GREAT ADDITION.

TRAIN:225

I LOVE MY MONTHLY CLIPPER PASS. SOME CARS IN SOME TRAINS HAVE NO OR INAUDIBLE ANNOUNCEMENTS. SOME SEATS ARE REALLY STAINED AND DIRTY, ALTHOUGH MOST ARE ADEQUATE. I USE THE TRAIN AT LEAST FOUR AND USUALLY FIVE DAYS PER WEEK.

TRAIN:225

THE RECENT CUT IN WEEKEND SERVICE HAS MADE IT VERY DIFFICULT TO USE THE TRAIN. PLEASE ADD MORE DURING WEEKENDS AND MORE WEEKDAY MORNINGS. ALSO, OFTEN BATHROOMS SMELL UP TRAIN. CONDUCTORS ARE GREAT PEOPLE AND KEEP TRAINS FEELING SAFE.

TRAIN:232

MORNING AND NIGHT ROUTES FROM SAN BRUNO OR SOUTH SAN FRANCISCO TO SUNNYVALE, BATHROOM CARS SMELL AWFUL. IT'S GOT TO BE A HEALTH VIOLATION.

TRAIN:232

PLEASE MAKE IT CLEAN. AND MORE TRAINS IN THE MORNING. IT'S ALWAYS CROWDED! THANKS!

TRAIN:233

THE BATHROOM CARS OFTEN STINK UP THE ENTIRE CAR (UPSTAIRS AND DOWN) TO AN UNBEARABLE DEGREE. IS THERE SOME SORT OF VENTILATION POSSIBILITY? WOULD BE GREAT TO ADD ANOTHER BULLET THAT LEAVES DIRIDON AT 8:49 AM.

TRAIN:233

I TAKE THIS TRAIN EVERYDAY AND GENERALLY HAVE A GOOD EXPERIENCE. SOMETIMES, THE RESTROOMS ARE QUITE DIRTY. NO OTHER COMPLAINTS. LOVE TAKING THE CALTRAIN.

TRAIN:233

YOU REALLY NEED TO CLEAN YOUR TRAINS! YOU NEED MORE CARS, PEOPLE ARE PACKED ON LIKE CATTLE!

TRAIN:262

Train Cleanliness-Exterior/Interior

FOR THE COST OF A MONTHLY PASS, I FIND MYSELF DISAPPOINTED. PLEASE KNOW EFFORTS ON THE WHOLE ARE APPRECIATED, BUT INTERIORS ARE NOT THE CLEANEST (I HAVE SEEN SEVERAL RIPPED SEATS, DIRTY TABLES, BORDERLINE UN-USABLE BATHROOMS), ETC. A LOT OF PEOPLE THINK THE SOUTHBOUND 366 IS CURSED; BROKE DOWN THREE TIMES IN MAY 2018 ALONE AND HAD MY COMMUTE DOUBLED EVERY TIME. PLEASE WORK ON THE SMALL DETAILS, NOT JUST THE "BIG THING." THANK YOU FOR READING!

TRAIN:262

EXPERIENCE WOULD BE BETTER IF INTERIOR OF TRAINS WERE CLEANED BETTER.

TRAIN:262

I THINK SOME CLEANLINESS FOR THE INTERIOR NEEDS TO BE IMPOSED. I SEE WRAPPERS, NAIL CLIPPINGS AND DIRT IN THE EDGES, UNDER THE SEATS AND SIDES. I WOULD LIKE TO SUGGEST SOME DEEP CLEANING ONE TIME A WEEK TO GET RID OF THIS AND MAKE THE TRAIN RIDE A MORE PLEASANT EXPERIENCE.

TRAIN:267

GUY WITH [DESCRIPTION REMOVED] IS COOL! WINDOW WASHING MORE OFTEN WOULD BE GOOD.

TRAIN:267

THANK YOU. INTERIORS TEND TO BE CLEAN BUT OFTEN SMELL OF URINE. THERE ARE MULTIPLE CALTRAIN APPS. WOULD BE NICE IF THERE WAS MORE CLARITY ON WHICH IS THE OFFICIAL ONE AT THE APP STORE.

TRAIN:267

MOUNTAIN VIEW PARKING LOT CAN BE PRETTY DIRTY AFTER THE FARMER'S MARKET. BATHROOM SINKS OFTEN DON'T HAVE WATER, AND TOILETS STINK LIKE ROTTEN FRUIT WHICH MAKES THE WHOLE CAR STINK. THE OLD CARS SOMETIMES HAVE VERY UNCOMFORTABLE, BAD SEATS. ALSO, AT HIGHER SPEED, I FEEL BORDERLINE SAFE. I HAVE HIT MY HEAD AGAINST THE WINDOW OR THE RAILING MULTIPLE TIMES BECAUSE THE CAR WAS SWINGING LEFT AND RIGHT.

TRAIN:268

MUCH BETTER AND CLEANER THAN BART. LIKE THAT YOU CAN HAVE A BEER, CONDUCTORS ARE VERY NICE.

TRAIN:268

IS THERE A WAY TO MITIGATE THE RESTROOM SMELL ON THE NON-SARDINE CARS?

TRAIN:268

THE CONDUCTORS CUSTOMER SERVICE HAS BEEN POSITIVE. COMMUNICATION OF DELAYS COULD BE BETTER AS WELL AS CLEANLINESS. I THINK THIS LACK OF CLEANLINESS IS CAUSED MORE BY PASSENGERS. PERHAPS IMPLEMENTING PASSENGER COURTESY SIGNS REMINDING THEM TO CLEAN UP AFTER THEMSELVES? ALSO, HELPFUL TO MONITOR BIKE CARS IN THE MORNING ESPECIALLY. MANY BIKERS CONFUSE THE BIKE CAR AS BIKERS ONLY AND DO NOT REALIZE THESE ARE COURTESY SEATS.

TRAIN:268

Train Cleanliness-Exterior/Interior

GENERALLY SATISFIED WITH THE CALTRAIN EXPERIENCE, ESPECIALLY AFTER HAVING RIDDEN THE COMMUTER RAIL AT OTHER CITIES. ONE THING THAT NEEDS IMPROVEMENT IS CLEANLINESS, SMELLS AND NOISE IN THE TRAIN CARS. AS SOMEONE WHO COMMUTES VIA CALTRAIN MOST DAYS, I'D LOVE TO SEE MORE SERVICE AT MY HOME AND WORK STATIONS OF BAYSHORE AND SANTA CLARA. THANKS!

TRAIN:273

THE TRAIN CARS WITH THE BATHROOMS SMELL SO BAD OFTEN MY CO-WORKERS AND I NEED TO PUT LOTION UNDER OUR NOSES (LIKE A MUSTACHE) TO MASK THE SMELL. THE BOMBARDIER CARS ARE THE WORST WHEN CROWDED. ALSO, I'VE SEEN SO MANY PEOPLE HIT THEIR HEADS ON THE BOMBARDIER BAG RACKS. NO ONE (WELL RARELY) USES THE RACKS FOR BAGS.

TRAIN:277

THE BATHROOMS IN THE BIKE CARS ON THE BOMBARDIER TRAINS STINK UP THE PLACE. OVERALL PRETTY HAPPY WITH CALTRAIN, JUST NEED MORE TRAINS.

TRAIN:277

DELAYS: WHEN TRAINS ARE VERY LATE AND TRAINS HAVE BEEN SUBSTITUTED IT IS DIFFICULT TO KNOW WHICH TRAIN TO TAKE TO GET TO DESIRED STOP. SOMETIMES CONDUCTORS ARE LESS THAN HELPFUL. I UNDERSTAND THEY ARE STRESSED AND MANY PEOPLE ASKING BUT SOME CAN BE LESS THAN HELPFUL. SOME TRAINS, THE SMALLER SIZE, THEY ARE PINK, REALLY HAVE A BAD BATHROOM SMELL THAT PERMEATES THE CAR.

TRAIN:277

CLEAN TRAINS MORE

TRAIN:282

WINDOWS ARE NOT CLEAN, WIPE SEATS, INCREASE AIR CIRCULATION IN THE TRAIN

TRAIN:282

PLEASE CLEAN THE TRAIN INTERIORS! ESPECIALLY THE SEATS. I GET A BAD SMELL OFF MY CLOTHES. THE CLEANNESS EQUALS HEALTH WHICH EQUALS MORE USE OF CALTRAIN.

TRAIN:282

I HAVE COME ACROSS RUDE CONDUCTORS. TRAIN INTERIORS ARE ALWAYS DIRTY. PARKING ELEVATOR DIRTY AND SMELLY! TICKET MACHINES WON'T SELL PARKING UNLESS YOU HAVE A MONTHLY PASS FIRST. CONDUCTORS ARE NOT ALWAYS OUTSIDE THE DOORS TO MAKE SURE ALL PASSENGERS HAVE BOARDED. FARES ALWAYS GO UP BUT NO IMPROVEMENT IN SERVICES.

TRAIN:288

TRAINS ARE CLEAN! CONDUCTORS AND STAFF ON 323 ARE GREAT!

TRAIN:288

THE TRAIN CLEANLINESS VARIES GREATLY. THE OLDER TRAINS HAVE TORN SEATS, STAINS AND SMELL. I TRY TO PICK SCHEDULES THAT ALLOW ME TO BE ON THE BETTER TRAINS SO IT AFFECTS WHAT TRAINS I CHOOSE.

TRAIN:288

Train Cleanliness-Exterior/Interior

VERY GOOD SERVICE. PROBLEMS WITH SMELL FROM THE BATHROOM.

TRAIN:289

THOUSAND HOMELESS. BATHROOM NOT CLEAN.

TRAIN:289

MORE CLEAN BATHROOMS!

TRAIN:289

ON THE TRAINS WITH CLUB SEATING ON THE SECOND TIER. THE CLUB SEATING IS TERRIBLE FOR TALL RIDERS AND SOME OF THE FABRIC UPHOLSTERED CARS ARE IN DISGUSTING CONDITION (BLUE AND WHITE EXTERIOR). THE WATER MARKS ON SECOND LEVEL WINDOWS SPOIL SOME GREAT SCENERY! THANK YOU.

TRAIN:324

WISH THEY COULD DO SOMETHING ABOUT THE SUMMER STENCH (RESTROOMS)

TRAIN:329

BOMBARDIER STYLE TRAINS ARE UNCOMFORTABLE. NO ONE WANTS TO SIT WITH THEIR KNEES BETWEEN THE KNEES OF A STRANGER. BATHROOMS ALSO MORE LIKELY TO STINK UP THE WHOLE CAR.

TRAIN:329

SEATS WITH CLOTH UPHOLSTERY IS USUALLY VERY DIRTY. COULD BE CHANGED TO LEATHER.

TRAIN:329

THINGS THAT CAN BE IMPROVED: REDUCE DELAYS (REDUCE TRAIN BREAKDOWNS); CLEAN THE TRAIN (AT LEAST THE INTERIOR). OCCASIONALLY I'VE SEEN PEOPLE WITH VERY DIRTY CLOTHES RIDING THE TRAIN. I'M CONCERNED ABOUT THE HYGIENE ON THE TRAIN.

TRAIN:329

GAGGING, RAW SEWAGE SMELL OFTEN. DON'T FEEL SECURE, NOT AT NIGHT ALONE. THERE'S GOTTA BE SIGNS YOU COULD PUT UP TO TEACH PEOPLE TO STAND UPSTAIRS WHEN THERE'S A BUNCH OF PEOPLE TRYING TO GET IN, INSTEAD OF BLOCKING DOORWAY! CALTRAIN NEEDS TO IMPROVE SIGNAGES AT STATIONS, MAKE TICKET MACHINES EASIER TO USE, MAKE THE TOILET CARS STOP SMELLING LIKE RAW SEWAGE, RUN MORE BULLET TRAINS ON WEEKENDS, AND HAVE SIGNAGE THAT SHOWS PEOPLE HAVE TO GET UPSTAIRS AND NOT CLOG THE ENTRANCE. YOU COULD NEVER JUST WALK UP TO THE STATION FOR THE FIRST TIME AND FIGURE OUT WHICH TRAINS STOP WHERE; OR GET UP-TO-DATE DELAY INFORMATION. HOWEVER, IT'S STILL BETTER THAN DRIVING.

TRAIN:329

TRAINS INTERIOR COULD BE MORE CLEAN AND THE AIR FRESHER. SEAT COVERS NEED TO BE BETTER WIPED AND SANITIZED. WINDOWS SHOULD BE WIPED MORE OFTEN. TRACKS ARE TOO BUMPY IN SOME AREAS, FEELS UNSAFE AT HIGH SPEED! FEEL PRICY COMPARED TO RIDE QUALITY.

TRAIN:360

INTERIORS DEFINITELY COULD USE A GOOD CLEANING. THANK YOU ALL!

TRAIN:360

Train Cleanliness-Exterior/Interior

RESTROOM CLEANLINESS CAN BE LACKING AT TIMES. TOO MANY MECHANICAL ISSUES VERSUS BART.
TRAIN:376

THE TRAIN CARS FROM LOS ALTOS ARE IN REALLY BAD SHAPE AND ALWAYS SMELL LIKE FECES FROM THE ONBOARD BATHROOMS. MANY OF THE SPEAKERS ARE TOO QUIET OR BROKEN, MAKING IT HARD TO HEAR THE CONDUCTORS. NOT ALL CONDUCTORS DO A GOOD JOB OF INFORMING PASSENGERS ABOUT THE SITUATION WHEN THE TRAIN STOPS.

TRAIN:376

NORMALLY I DON'T HAVE ANY ISSUES WITH CALTRAIN, THEIR SERVICE OR THEIR WORKERS. ONLY SUGGESTION I HAVE IS TO CLEAN THE TRAINS THAT HAVE BEEN NEGLECTED. SOMETIMES A THOROUGH CLEANING IS NECESSARY FROM TIME TO TIME.

TRAIN:376

RESTROOMS ONBOARD NEED TO BE SERVICED MORE FREQUENTLY, UPHOLSTERED SEATS THAT ARE SO TORN THAT THE FOAM IS COMING OUT NEED TO BE REPLACED AND RECOVERED. TRASH AT THE STATIONS PARKING LOTS AND STOPS, TRACKS ALSO NEED TO BE CLEANED MORE OFTEN. OUTREACH I.E. THE TRASH ISSUE WOULD BE GREAT. FIVE MINUTES LATE ISN'T ON TIME. I DO LOVE CALTRAIN!

TRAIN:381

GOOD: ON TIME, FREQUENT BUSY HOUR TRAINS, CONDUCTORS ARE NICE. BAD: FILTHY BATHROOMS, TOO EXPENSIVE

TRAIN:381

SOMETIMES THE DISINFECTANT OR DEODORANT SMELL FROM THE RESTROOMS IS VERY STRONG AND UNPLEASANT. BUT NOT OFTEN FOR ME. THIS ODOR IS WHILE SEATED IN THE CAR, NOT WHILE IN THE RESTROOM, WHICH I HAVE NOT USED.

TRAIN:385

BY THE END OF THE DAY THE NEW CARS SMELL HORRENDOUS BECAUSE THERE IS A BATHROOM IN EVERY CAR THAT IS CARRYING A FULL DAYS WORTH OF HUMAN WASTE. SOMETIMES IT IS SO BAD I WILL WALK THE ENTIRE DISTANCE OF THE TRAIN (WHILE MOVING) TO FIND THE CAR THAT SMELLS THE LEAST DISGUSTING.

TRAIN:385

MONTHLY PASS INCREASES DO NOT REFLECT AN ADDED VALUE FOR CUSTOMERS. INSIDE OF TRAIN SEATS THE WINDOWS, BAG SHELVES ARE FILTHY.

TRAIN:385

INCREASE FREQUENCY ON WEEKENDS. CLEAN TRAIN INTERIORS.

TRAIN:385

YOUR BATHROOMS ARE COVERED IN A STANDING POOL OF URINE, IN BOTH THE TRAINS AND STATIONS.

TRAIN:385

CLEAN TRAIN

TRAIN:424

Train Cleanliness-Exterior/Interior

THE TRAIN CARS DO NOT SMELL GOOD. THE AIR SEEMS SO STALE AND FULL OF HARSH CLEANING PRODUCT SMELLS. THE SIGNS AT THE STATION AREN'T CLEAR ENOUGH AROUND THE STAIRCASES. OTHER THAN THAT, LOVELY. THANKS FOR THE SERVICE GUYS.

TRAIN:424

CALTRAIN IS THE BEST OPTION FOR GETTING AROUND THIS AREA, BUT THE TRAINS ARE USUALLY DIRTY AND SMELLY, PARTICULARLY IN PEAK EVENING OCCASIONS OF USE. AS SUCH, I BASICALLY CALTRAIN WHEN I'M FEELING COST CONSCIOUS AND OTHERWISE UBER, WHICH IN MY MIND IS A FAR MORE PLEASANT EXPERIENCE.

TRAIN:424

SUPER CLEAN AND WELL VENTILATED

TRAIN:433

TICKET PRICES ARE TOO HIGH. TRAINS CLEANLINESS BETTER THAN BART, BUT MUCH TO BE DESIRED. TOO MANY LATE TRAINS. BATHROOMS DISGUSTING. PRICES TOO HIGH. PAY EMPLOYEES LESS, STRIP BENEFITS AND LOWER PRICES, EXORBITANT PRICES. INSULTING, TRAINS ARE GROSS.

TRAIN:438

ELECTRIFY THE TRAIN. LESS DIRT, NOISE, INCREASE THE FREQUENCY

TRAIN:438

ONLY RECURRING PROBLEM IS RESTROOM CLEANLINESS ON THE OLDER SILVER CARS.

TRAIN:438

RESTROOMS STINK AT NIGHT TIME, OTHER THAN THAT EVERYTHING IS GOOD ENOUGH.

TRAIN:441

Train/Car Condition/Comfort of the Ride

Train/Car Condition/Comfort of the Ride

SEATS ON OLD BOMBARDIER CARS NEED TO BE REPLACED.

TRAIN:142

TRAIN AIR OFTEN STALE AND WARM

TRAIN:150

I'VE HAD VERY GOOD EXPERIENCE W CALTRAIN AND DISABILITY IN PAST WITH CONDUCTOR HELPING WITH RAMP. BUT LATELY IT'S BEEN HARDER TO SIGNAL TO GET A RAMP SO I CAN BOARD MORE EASILY. CAN SOMETHING BE DONE TO IMPROVE EXPEDITING THE RAMP? THANKS!

TRAIN:150

SO GREAT TO HAVE RESTROOMS ON CALTRAIN. AND CALTRAIN IS SO MUCH CLEANER, COMFORTABLE, AND SAFER THAN BART AND SF MUNI.

TRAIN:150

BETTER ENFORCEMENT FOR TALKING ON CELL PHONES, SHOES ON SEATS AND LARGE BAGS OR LUGGAGE.

TRAIN:150

OLD TRAINS. YUCK. OLD TRAINS ARE GROSS. SECURE EXCEPT WHEN CONDUCTORS DO NOT DEAL WITH RUDE AND DISRUPTIVE PEOPLE.

TRAIN:151

ANNOUNCEMENTS ARE HARD TO HEAR. TRAINS ARE HARD TO NAVIGATE; NARROW AND AWKWARD. BAGS? TRAIN IS SO BOUNCY! HARD TO READ. MORE PRICE ZONES. PALO ALTO TO REDWOOD CITY SIX DOLLARS!!! NOT ENOUGH CLIPPER TAPPERS. I KNOW YOU DO YOUR BEST THOUGH. GOOD LUCK!

TRAIN:151

TWICE THERE WAS A WATER LEAK IN THE ROOF OF THE TRAIN ON RAINY DAYS. WATER SPLASHED ON THE TABLE (WITH LAPTOPS). PLEASE FIX THAT.

TRAIN:190

OVERALL POSITIVE EXPERIENCE WITH CALTRAIN. ONLY DOWNSIDE IS THE OVERALL CONDITION OF THE SEAT CUSHIONS (ON SOME TRAINS); NOT ON THE ONE I'M ON. WOULD BE NICE IF CALTRAIN HAS MORE STOPS TO SANTA CLARA.

TRAIN:190

WE NEED QUIETER TRAINS

TRAIN:190

USED SERVICE TO SAN FRANCISCO FOR THIRD DAY. AWESOME EXPERIENCE. UPPER DECK COMFORTABLE AND QUIETER THAN ON FIRST DAY.

TRAIN:192

Train/Car Condition/Comfort of the Ride

MORE TRAINS. MORE BABY BULLETS. ATHERTON SHOULD NOT BE A STOP. HORN IS TOO LOUD AND OUR EARS HURT.

TRAIN:195

HORN IS TOO LOUD. WHY? IN MY NEIGHBORHOOD.

TRAIN:195

PLEASE INCLUDE CLIPPER CARD ADD-FARE MACHINES IN MORE STATIONS! I ENJOY CALTRAIN'S SMELL, ALTHOUGH THE VENTILATION DOES NOT WORK TOO WELL IN HOT DAYS. ALL THE STAFF IS ALWAYS KIND AND RESPECTFUL. THANK YOU!

TRAIN:197

PLEASE MAKE THESE TRAINS FASTER.

TRAIN:197

I WOULD LOVE IF CALTRAIN OFFERED "QUIET CARS" LIKE THE SOUTHSORE TRAIN SYSTEM TO CHICAGO AND ITS SUBURBS DOES! MORE RESTROOMS & BIKE SPACE WOULD BE AMAZING.

TRAIN:206

I ENJOY TAKING CALTRAIN FOR WORK. LOOK FORWARD TO SEEING ELECTRIC TRAINS. BRAKES ON TRAIN ARE VERY SQUEAKY AND LOUD. BAD FOR THE HEARING.

TRAIN:206

INTERIOR CAR TEMPERATURE TOO COLD IN AM, TOO WARM IN PM. RIDE IS BUMPY AND NOISY, ESPECIALLY IN THE OLDER CARS. TRAIN CARS NEED MORE MAINTENANCE, SUCH AS BRAKES STICKING AND SQUEAKING LOUDLY. SEATS AND TABLES ARE DIRTY AND UNSANITARY. PASSENGERS TALK LOUDLY ON CELL PHONES, DISRESPECTFUL OF OTHERS.

TRAIN:206

ON THE WHITE AND BLUE BOMBARDIER CARS, PLEASE REPLACE THE FABRIC UPHOLSTERY. SOME SEATS ARE IN VERY POOR CONDITION.

TRAIN:206

THE FRIDAY ANNOUNCEMENTS ON TRAIN 278 WERE FUNNY AT FIRST, BUT ARE STARTING TO GET ON MY NERVES.

TRAIN:207

I USED TO RIDE WITH A FOLDING BIKE BEFORE BEING PREGNANT. IT WAS CONVENIENT AND NOW WITH YOUNG INFANT, I FEEL SAFE AND COMFORTABLE TO RIDE CALTRAIN BECAUSE OF ITS CLEANNESS (EXCEPT BATHROOM -NEED MORE FRAGRANT CLEAN UP), AND PROFESSIONAL PRESENCE OF CONDUCTORS. THANK YOU FOR YOUR BUSINESS.

TRAIN:207

I HATE THOSE DIVIDERS ON THE STAIRS AS YOU ENTER THE BIKE CAR, THE WIDE SIDE IS NEVER ON THE BIKE CAR SIDE. OH, I ALSO HATE EVERY SINGLE SECOND I SPEND ON THIS TRAIN AND WISH I COULD GET THEM ALL BACK.

TRAIN:216

Train/Car Condition/Comfort of the Ride

ONLY COMMENT WOULD BE ON THE CHANGE IN ROOM TEMPERATURE. SOMETIMES HEATER IS ON DURING HOT DAYS, AIR CONDITIONING ON COLD DAYS. NOT REALLY CONSISTENT.

TRAIN:216

THERE IS A HUGE DIFFERENCE IN THE CONDUCTOR AND QUALITY OF THE TRAINS. THE TRAINS WAIVER, THE UPPER LEVEL SINGLE SEATS ARE IN MUCH BETTER CONDITION FROM BOTH A CLEANLINESS AND OVERALL CONDITION PERSPECTIVE. I ALSO PREFER THE SINGLE SEAT OPTION AS A FEMALE RIDER.

TRAIN:216

THERE IS OFTEN A DISPARITY IN THE TRAINS. MANY OF THE OLDER ONES CAN BE A TEST OF WILL WHEN THE AIR CONDITIONING ISN'T FUNCTIONING CORRECTLY, AND THE TRAIN LOOKS AND SMELLS LIKE A CATTLE CAR DURING A SEMI- WARM DAY.

TRAIN:217

WOULD BE GREAT TO ADD TRAINS TO GILROY. SOME OF THE CARS REMAIN HOT AND MANY TIMES THE SMELL IS TOO STRONG. A GOOD MAINTENANCE SCHEDULE WOULD MAKE A DIFFERENCE.

TRAIN:217

I WISH YOU WOULD ADD MORE CARS. IT IS ALMOST IMPOSSIBLE TO FIND SEATS IN THE MORNING.

TRAIN:217

OVERALL MY CALTRAIN EXPERIENCE IS GREAT. THE AIR QUALITY COULD BE IMPROVED.

TRAIN:217

USE LARGER AND NEW TRAINS ON MORE RUNS. TOO FEW SEATS. MORE LIMITED AND BULLET TRAINS.

TRAIN:217

I THINK CALTRAIN SHOULD IMPROVE ITS SEASONALITY SPACE EFFICIENCY - WINTER MEANS LESS BIKERS, SPRING, SUMMER AND FALL MEANS LOTS OF BIKERS

TRAIN:222

CALTRAIN IS LOUD AND EXPENSIVE

TRAIN:222

MORE FREQUENT TRAINS DURING PEAK HOURS IN THE MORNING AND AFTERNOON. IMPROVE AIR CIRCULATION FOR OLD TRAINS. ADD MORE STOPS DURING PEAK HOURS. REDUCE TICKET COST.

TRAIN:222

STOP TRAIN HONKING!

TRAIN:222

TRAIN RIDE QUALITY IS VERY POOR. LOTS OF JERKING AND SHAKING. TRAIN AND TRACKS ARE CLEARLY OLD, AND YOUR RIDERS FEEL IT.

TRAIN:222

THE HORNS ARE TOO LOUD.

TRAIN:222

Train/Car Condition/Comfort of the Ride

GALLERY CARS ARE VERY BUMPY.

TRAIN:222

PLEASE REDESIGN THE SEATS ON THE TRAIN. THEY LEAVE NO LEG ROOM AND SEAT TOO FEW PEOPLE. VERY INEFFICIENT. PLEASE INCREASE THE FREQUENCY OF THE TRAINS DURING RUSH HOUR TO AT LEAST HALF AN HOUR. ONE TRAIN PER HOUR IS TOO LIMITING.

TRAIN:222

I'VE RESPONDED TO THE SURVEY BASED ON THE REGULAR #225 TRAIN. THE SITUATION IS UNFORTUNATELY VASTLY DIFFERENT WHEN WE ARE SERVICED BY THE ALTERNATIVE, SHORTER THAN 1985 TRAINS. THE LATTER IS INADEQUATE TO SERVICE THE NUMBER OF PASSENGERS, WITH PEOPLE NOT FITTING INSIDE AND NOT HAVING ENOUGH RAILING TO HOLD ON TO INSIDE THE TRAIN. THIS LEADS TO A DANGEROUS SITUATION IF THE TRAIN WERE TO MAKE A SUDDEN STOP, MANY PEOPLE COULD GET HURT. BOTTOM LINE: TRAIN #225 CANNOT BE SHORTER THAN A MINIMUM LENGTH NEEDED GIVEN THE NUMBER OF PASSENGERS.

TRAIN:225

ON THE WEEKENDS, I OFTEN SEE PASSENGERS DRINKING AND TALKING VERY LOUDLY (AROUND NOON, NOT EVEN LATE AFTERNOON). IT'D BE GREAT TO INHIBIT SUCH BEHAVIOR AS IT IS VERY DISTRACTING AND SOMETIMES EVEN UNCOMFORTABLE.

TRAIN:225

SERVICE IS AWESOME. TRAINS ARE PRETTY COZY AND CLEAN. PLEASE BE EXTRA CAREFUL AT RAILROAD CROSSINGS, TAKE TIME, AVOID PEDESTRIAN ACCIDENTS WHILE CROSSING, PLEASE.

TRAIN:225

NON-BIKERS OFTEN SITTING IN BIKE CAR. TRACKS ARE AN EMBARRASSMENT WHEN HOSTING EUROPEANS, WAY TOO MUCH BUMPINESS.

TRAIN:225

I LOVE MY MONTHLY CLIPPER PASS. SOME CARS IN SOME TRAINS HAVE NO OR INAUDIBLE ANNOUNCEMENTS. SOME SEATS ARE REALLY STAINED AND DIRTY, ALTHOUGH MOST ARE ADEQUATE. I USE THE TRAIN AT LEAST FOUR AND USUALLY FIVE DAYS PER WEEK.

TRAIN:225

LOVE CALTRAIN! GLAD YOU'RE KEEPING RESTROOMS ON NEW TRAINS, ADDED SENSE OF SECURITY.

TRAIN:232

I CAN SAY THREE OVERALL: ALWAYS TRAIN CREWS FROM 4TH AND KING VERY KIND, SAY HELLO TO EVERYONE (ESPECIALLY [NAME REMOVED] IS AMAZING. HE MAKES MY MORNING ALWAYS HAPPY. HOWEVER, TOO FREQUENT DELAYS (I KNOW SOMETIMES THERE'S TECHNICAL PROBLEMS BUT IT RARELY HAPPENS IN KOREA, JAPAN AND SOME OTHER COUNTRIES) WHY ONLY IN AMERICA? AND TRAINS GET TOO HOT IN THE AFTERNOON. SOMEONE SHOULD CHECK TEMPERATURE, PLEASE.

TRAIN:232

Train/Car Condition/Comfort of the Ride

TRAINS AND SEATS FACING EACH OTHER ARE TOO TIGHT, UNCOMFORTABLE AND VERY AWKWARD. FOR SEVENTEEN DOLLARS PER DAY I SHOULDN'T HAVE TO DEAL WITH THAT. ALSO CIRCULATE THE AIR MORE, STUFFY.

TRAIN:232

REALLY PREFER THE NEWER TRAINS OVER THE OLDER JAPANESE MODELS. THE DIFFERENCE IN AMBIENT NOISE AND VIBRATIONS IS FAIRLY SIGNIFICANT.

TRAIN:233

I WOULD LIKE TO BUY WATER ON TRAIN.

TRAIN:254

PLEASE MAKE THE TRAIN HORNS LESS LOUD. THERE IS NO SAFETY ADVANTAGE TO THE EXCESSIVE VOLUME AND FREQUENCY OF THE HONKING. PLEASE ELECTRIFY. TRAINS SHOULD NOT USE FOSSIL FUELS. THANKS!

TRAIN:257

WISH IT WAS LESS CRAMPED ON BOARD. MANY TIMES, IT'S REALLY HOT ON THE TRAIN IN THE AFTERNOONS. THIS IS QUITE UNCOMFORTABLE. WOULD BE GREAT TO HAVE MORE TRAINS RUNNING SINCE THERE ARE SO MANY RIDERS. WOULD LOVE SOME WI-FI. CONDUCTORS ARE AWESOME AND FRIENDLY.

TRAIN:262

ONE OF THE DOORS LOOKED LIKE IT WAS GOING TO OPEN ON ITS OWN WHILE THE TRAIN WAS MOVING.

TRAIN:262

TRAINS SHOULD BE MODERNIZED. WE ARE IN 2018 AND CALTRAIN ARE DATED FROM 1985. SAFETY, CLEANLINESS, STAFF COULD BE IMPROVED. AIR CONDITIONING NEVER WORKS EITHER.

TRAIN:262

I'M VERY TALL (6'5"), I'D LIKE TO POINT OUT THAT SEATS ON SECOND FLOOR AND SOME TRAINS ARE VERY DIFFICULT TO FIT INSIDE.

TRAIN:262

KEEP THE HEATER ON AT NIGHT

TRAIN:262

THE 6:38 PM "BULLET" FROM SAN FRANCISCO STOPPED THREE TIMES IN TWO WEEKS. PLEASE IMPROVE MAINTENANCE. THANKS

TRAIN:262

OLD TRAINS ARE TOO LOUD. TRAINS NOT FREQUENT ENOUGH OR FAST ENOUGH (LONG COMMUTES). NOT NEARLY ENOUGH TRAINS TO TAMIEN (EVERY BULLET REALLY SHOULD GO TO TAMIEN).

TRAIN:268

Train/Car Condition/Comfort of the Ride

LOVE THE TRAIN. NO MORE STRESSFUL FREEWAY DRIVING. ON RARE OCCASIONS, CANNOT HEAR THE ANNOUNCEMENTS (ON TRAIN).

TRAIN:268

THE ANNOUNCEMENTS CAN BE TOO LOUD AT TIMES. CALTRAIN DRIVERS TEND TO HONK THE HORN FOR LONG PERIODS AND THAT IS VERY OFFENSIVE. STOP DOING IT.

TRAIN:268

MOUNTAIN VIEW PARKING LOT CAN BE PRETTY DIRTY AFTER THE FARMER'S MARKET. BATHROOM SINKS OFTEN DON'T HAVE WATER, AND TOILETS STINK LIKE ROTTEN FRUIT WHICH MAKES THE WHOLE CAR STINK. THE OLD CARS SOMETIMES HAVE VERY UNCOMFORTABLE, BAD SEATS. ALSO, AT HIGHER SPEED, I FEEL BORDERLINE SAFE. I HAVE HIT MY HEAD AGAINST THE WINDOW OR THE RAILING MULTIPLE TIMES BECAUSE THE CAR WAS SWINGING LEFT AND RIGHT.

TRAIN:268

AIR CONDITIONING DOESN'T WORK IN SOME CARS

TRAIN:268

SOMETIMES CARS ARE TOO HOT. SHOULD ANNOUNCE FIVE MINUTE DELAYS. NEED MORE CLIPPER MACHINES AT HILLSDALE. WISH PAYING FOR PARKING WAS EASIER.

TRAIN:268

WI-FI! REALLY NEEDED. VERY HARD TO HEAR AND UNDERSTAND CONDUCTOR ANNOUNCEMENTS.

TRAIN:268

SOME OF THE CLOTH SEATS ARE RIPPED.

TRAIN:268

I THINK FREQUENCY OF THE CALTRAIN SHOULD BE MORE THAN IT IS CURRENTLY. THERE ARE NO WEEKEND TRAINS TO OR FROM BLOSSOM HILL WHICH IS VERY INCONVENIENT FOR US. ONE-WAY SINGLE TRACKS CAUSE THE CALTRAIN SYSTEM TO COME TO A COMPLETE STOP IN CASE OF BREAKDOWNS AND SHOULD BE FIXED SOMEHOW. I LOVE RIDING ON THE CALTRAIN. IT IS CLEAN AND BRIGHT UNLIKE BART. COULD USE MORE SEATS AND CARS. YOU GUYS ROCK AND ARE DOING A GREAT JOB.

TRAIN:268

I KNOW A TRAIN IS A TRAIN BUT THE GALLERY-STYLE TRAINS ARE SO UNPLEASANT WHEN IT'S BUSY. APPRECIATE THE AVAILABLE CONVENIENCE OF PUBLIC TRANSPORTATION.

TRAIN:268

OVERALL CALTRAIN IS GREAT. ONLY REAL COMPLAINT IS HVAC IS ALWAYS WAY TO HOT IF MORNING TEMPERATURES ARE BELOW 60F OUTSIDE. CARS ARE LIKE A SAUNA.

TRAIN:277

Train/Car Condition/Comfort of the Ride

TICKETS ARE EXPENSIVE. THE COST IS FAR TOO HIGH FOR THE SERVICE WE RECEIVE. THE JOURNEY IS ALWAYS ROCKY AND BUMPY. ALMOST-DAILY TICKET INSPECTIONS ARE ANNOYING AND RUDE (WHY NOT USE TURNSTILES?). BUYING MONTHLY TICKETS IS TEDIOUS AND THE REQUIREMENTS TO HAVE A MINIMUM CASH BALANCE AND TO TAP ON & OFF ON THE FIRST OF THE MONTH IS RIDICULOUS AND UNNECESSARILY COMPLEX. PLEASE MAKE IT SIMPLER AND IMPROVE THE SMOOTHNESS OF THE JOURNEY IF YOU WANT TO CHARGE PASSENGERS A PREMIUM PRICE. THANK YOU.

TRAIN:277

MOST OF THESE QUESTIONS ARE THINGS I DON'T CARE ABOUT. NEED BETTER LAYOUT, MORE TRAINS AT PEAK TIMES, WI-FI, FASTER TRAINS

TRAIN:277

THE TRAIN CARS WITH THE BATHROOMS SMELL SO BAD OFTEN MY CO-WORKERS AND I NEED TO PUT LOTION UNDER OUR NOSES (LIKE A MUSTACHE) TO MASK THE SMELL. THE BOMBARDIER CARS ARE THE WORST WHEN CROWDED. ALSO, I'VE SEEN SO MANY PEOPLE HIT THEIR HEADS ON THE BOMBARDIER BAG RACKS. NO ONE (WELL RARELY) USES THE RACKS FOR BAGS.

TRAIN:277

NOT ENOUGH PLACES TO SIT, ESPECIALLY DURING GIANTS GAMES. SOMETIMES CARS DON'T HAVE AIR CONDITIONING. CALTRAIN SEEMS TO BE MORE ON TIME LATELY, NEED THE UP AND DOWN GATES TO TIME BETTER WHEN TRAINS ARE STOPPED (SOMETIMES MISS OR WAIT A WHILE FOR TRAIN TO PASS).

TRAIN:277

I AM MAINLY DISSATISFIED WITH HOW BUMPY THE JOURNEY IS AS WELL AS HOW OLD SCHOOL THE PAYMENT SYSTEM IS, CONSIDERING THEY ARE MUCH QUICKER AND EASIER TO ACCESS EVERYWHERE ELSE IN THE WORLD. I'VE ALSO HAD TO CREATE MY OWN BIKE TAG AS NO ONE SEEMS TO HAVE CALTRAIN BIKE PASSES. ALSO, NO ONE INFORMED ME ON HOW THE BIKES WORKED. I HAD TO ASK FRIENDS.

TRAIN:277

MORNING OLD-STYLE TRAINS CAN GET UNCOMFORTABLY CROWDED AT LATER STATIONS (GOING NORTH). SCHEDULE PERFORMANCE HAS ALSO BEEN POOR LATELY; BACK-TO-BACK DAYS OF DELAYS OF EIGHT TO FIFTEEN MINUTES. AND PLEASE LAY OFF THE HORN AT STATIONS, IT'S VERY UNNECESSARY.

TRAIN:282

WINDOWS ARE NOT CLEAN, WIPE SEATS, INCREASE AIR CIRCULATION IN THE TRAIN

TRAIN:282

I WISH THERE WERE MORE TRAINS AT PEAK TIMES. SOME DAYS I HAVE TO STAND BOTH DIRECTIONS TO AND FROM WORK,

TRAIN:282

OLD COACHES HAVE SPRINGS WITHOUT FOAM AND MOST OF BACK RESTS ARE FLAT WOOD. PLEASE UPGRADE!!!!

TRAIN:282

Train/Car Condition/Comfort of the Ride

I HAVE EXPERIENCED MULTIPLE INSTANCES OF TRAINS LEAVING THE STATION (BURLINGAME, SAN MATEO, ETC.) EARLY. THIS HAS CAUSED ME TO MISS A FEW TRAINS, WHICH WAS FRUSTRATING AND INCONVENIENT. ALSO, TRAINS ARE EXCEEDINGLY LOUD AS THEY CROSS URBAN ZONES. PLEASE CONSIDER GETTING BIGGER TRAINS, ESPECIALLY IN THE MORNING.

TRAIN:282

FOUR-SEATERS ARE TOO CLOSE TO EACH OTHER, THERE'S NO LEG ROOM. NEVER ENOUGH SEATS IN TRAINS IN MORNING WHEN GOING TO SAN FRANCISCO.

TRAIN:288

TICKETING SYSTEM IS ARCHAIC. I SHOULDN'T HAVE TO RELOAD MANUALLY FOR PARKING. ALSO, FIRST ONE TO THREE CARS GOING SOUTHBOARD SMELL LIKE SMOKE THROUGH TUNNELS IN THE DOORWAYS. I THINK SMOKE GETS SUCKED IN VIA AIR PRESSURE. IT'S TOO BAD YOU CAN SEE IT IN THE AIR.

TRAIN:288

NOT ENOUGH TRAINS SERVICING MY STATIONS, DELAYS ARE NOT HANDLED WELL BY STAFF, PARKING IS TOO EXPENSIVE, TIME BETWEEN TRAINS IS TOO FAR APART, IS NOISY AND SHOULD HAVE A TALK FREE ZONE.

TRAIN:288

I WOULD LOVE TO SEE WI-FI IMPLEMENTED ON ALL TRAINS. I COMMUTE ONE-AND-A-HALF HOURS EACH WAY TO WORK AND WOULD BE ABLE TO GET A SIGNIFICANTLY LARGER AMOUNT OF WORK DONE. I KNOW I'M NOT THE ONLY ONE WHO FEELS THIS WAY. TICKET PRICES CONTINUE TO GO UP BUT I DON'T FEEL AS THERE ARE ANY IMPROVEMENTS DONE TO THE TRAINS THEMSELVES.

TRAIN:288

MAKE JUST ONE TRAIN AVAILABLE PAST 12 AM. MAKE IT LEAVE AT TWO OR ONE THIRTY AM? THIS IS THE NUMBER ONE THING YOU CAN DO TO BENEFIT THE ENTIRE BAY AREA HOUSING CRISIS. LOWER TRAIN VOLUME OF ANNOUNCEMENTS MADE BY CONDUCTOR. THEY ARE DEAFENING! SO LOUD!

TRAIN:288

TRAINS ARE FINE, ITS STILL THE BEST WAY TO GET FROM PALO ALTO TO SAN FRANCISCO. THE TRAINS ARE GETTING INCREDIBLY BUMPY, IN CERTAIN STRETCHES IT IS BECOMING DIFFICULT TO EFFECTIVELY DO WORK. SEEMS TO BE GETTING WORSE.

TRAIN:288

I HOPE YOU CAN KEEP CURRENT CARS. I LOVE SEATS AND ATMOSPHERE.

TRAIN:288

THE TRAIN CLEANLINESS VARIES GREATLY. THE OLDER TRAINS HAVE TORN SEATS, STAINS AND SMELL. I TRY TO PICK SCHEDULES THAT ALLOW ME TO BE ON THE BETTER TRAINS SO IT AFFECTS WHAT TRAINS I CHOOSE.

TRAIN:288

AFTER FOUR PM, IT IS REALLY HOT IN THE TRAIN. PLEASE TURN ON AIR CONDITIONING.

TRAIN:313

Train/Car Condition/Comfort of the Ride

BIGGEST COMPLAINT: SEATS FACING EACH OTHER ARE TOO CLOSE! I FEEL LIKE I HARASS MY FELLOW PASSENGERS WHENEVER I SIT ACROSS FROM SOMEONE.

TRAIN:313

MORE BULLETS! MORE SPACE! AIR CONDITIONING IS ALWAYS HOT!

TRAIN:313

MORE BULLET TRAINS THROUGH THE DAY AND BETTER AIR CONDITIONING.

TRAIN:313

ON THE TRAINS WITH CLUB SEATING ON THE SECOND TIER. THE CLUB SEATING IS TERRIBLE FOR TALL RIDERS AND SOME OF THE FABRIC UPHOLSTERED CARS ARE IN DISGUSTING CONDITION (BLUE AND WHITE EXTERIOR). THE WATER MARKS ON SECOND LEVEL WINDOWS SPOIL SOME GREAT SCENERY! THANK YOU.

TRAIN:324

TURN OFF THE HEAT ON MORNING CALTRAIN. IT'S WAY TOO HOT.

TRAIN:329

BOMBARDIER STYLE TRAINS ARE UNCOMFORTABLE. NO ONE WANTS TO SIT WITH THEIR KNEES BETWEEN THE KNEES OF A STRANGER. BATHROOMS ALSO MORE LIKELY TO STINK UP THE WHOLE CAR.

TRAIN:329

PLEASE ADD MORE TRAINS FOR HAYWARD PARK STATION. OUR COMPANY "MEDALLIA" MOVED NEXT TO THIS STATION JUNE 2017 AND MANY EMPLOYEES COMMUTE BY CALTRAIN SO IT WOULD BE WIDELY APPRECIATED.

TRAIN:329

IMPROVEMENT IDEAS: BIKERS ONLY IN BIKE CARS, DESIGNATED PHONE CAR AND THE REST QUIET CARS, STRAIGHTEN THE TRACKS, ELECTRICITY OR AT LEAST WI-FI.

TRAIN:330

CALTRAIN IS PRETTY GOOD BUT NEED TO KEEP THE CRAZIES OFF THE TRAIN IN LOWER PENINSULA STATIONS, LOTS OF THEM SPEAKING.

TRAIN:330

OLD ROLLING STOCK ARE A BUMPY RIDE. NEEDS NEW TRAINS AND ELECTRIFICATION. SEE CITIES IN EUROPE AND ASIA.

TRAIN:330

FELLOW PASSENGERS ARE NOT ALWAYS COURTEOUS AND ACCOMMODATING.

TRAIN:360

PLEASE ADD MORE TRAINS AND MORE GRADE SEPARATIONS. GET NEWER ENGINES, TOO MANY BREAKDOWNS, DOOR FAILURES, ETC.

TRAIN:360

Train/Car Condition/Comfort of the Ride

NEED MORE AIR CONDITIONING IN THE SUMMER

TRAIN:360

TRAINS INTERIOR COULD BE CLEANER AND THE AIR FRESHER. SEAT COVERS NEED TO BE BETTER WIPED AND SANITIZED. WINDOWS SHOULD BE WIPED MORE OFTEN. TRACKS ARE TOO BUMPY IN SOME AREAS, FEELS UNSAFE AT HIGH SPEED! FEEL PRICY COMPARED TO RIDE QUALITY.

TRAIN:360

I RIDE THE 323 AND 360. CALTRAIN IS PUTTING THE OLDEST TRAINS ON FOR THESE RUNS NOW. THIS CAUSES RIDICULOUS OVER-CROWDING! WHAT HAPPENED TO THE NEWER TRAINS? WE USED TO HAVE THEM ON THESE RUNS.

TRAIN:360

PLEASE USE A NEW TRAIN FOR #360

TRAIN:360

NO ROOM FOR LUGGAGE. A LOT OF PASSENGERS STANDING.

TRAIN:376

THE TRAIN CARS FROM LOS ALTOS ARE IN REALLY BAD SHAPE AND ALWAYS SMELL LIKE FECES FROM THE ONBOARD BATHROOMS. MANY OF THE SPEAKERS ARE TOO QUIET OR BROKEN, MAKING IT HARD TO HEAR THE CONDUCTORS. NOT ALL CONDUCTORS DO A GOOD JOB OF INFORMING PASSENGERS ABOUT THE SITUATION WHEN THE TRAIN STOPS.

TRAIN:376

ONCE A MONTH THERE IS A MALFUNCTION THAT REALLY THROWS OFF THE SCHEDULE. THE NEW CARS ADDED (WITH BOLTS ALL AROUND THE EXTERIOR) ARE CRAMPED WITH NO LEG SPACE AND DIRTY SEATS. BUT CALTRAIN IS STILL THE BEST SERVICE (MUCH BETTER THAN BART).

TRAIN:376

THE STATE OF THE LOCOMOTIVES IS REALLY BAD. THE DIESELS BREAK TOO OFTEN CREATING A BACKLOG OF TRAIN DELAYS. THE TRAINS ARE OVERCROWDED. THE ELECTRIFICATION PROJECT IS MOVING TOO SLOWLY! PORTION OF SOUTHBOUND BOARDING PLATFORM IN SUNNYVALE HAS BEEN CLOSED OVER A MONTH NOW. NO WORK IS BEING DONE. ENTIRE ASIA AND EUROPE TRAIN SYSTEM IS BEATING THE USA. PLEASE CHANGE THIS FAILING TRANSPORTATION SYSTEM.

TRAIN:376

I THINK OVERALL VERY GOOD. ONLY HAVE ISSUES WITH DELAYS AND BROKEN TRAINS. WHY SO MANY MECHANICAL PROBLEMS?! SEEMS TO ALWAYS CAUSE DELAYS DAILY. ALSO, MORE BULLET TRAINS! EVERY 30 MINUTES DURING RUSH HOURS WOULD BE NICE!

TRAIN:376

MORE VENTILATION SHOULD BE ADDED TO THE TOILETS.

TRAIN:381

Train/Car Condition/Comfort of the Ride

RESTROOMS ONBOARD NEED TO BE SERVICED MORE FREQUENTLY, UPHOLSTERED SEATS THAT ARE SO TORN THAT THE FOAM IS COMING OUT NEED TO BE REPLACED AND RECOVERED. TRASH AT THE STATIONS PARKING LOTS AND STOPS, TRACKS ALSO NEED TO BE CLEANED MORE OFTEN. OUTREACH I.E. THE TRASH ISSUE WOULD BE GREAT. FIVE MINUTES LATE ISN'T ON TIME. I DO LOVE CALTRAIN!

TRAIN:381

TRAIN IS VERY LOUD WHEN ARRIVING AND LEAVING THE STATION. NOT ENOUGH BIKE RACKS IN THE MORNING. NOT ENOUGH TRAINS SCHEDULED ON WEEKENDS.

TRAIN:381

I LIKE THE GALLERY TRAIN BETTER THAN THE BOMBARDIER TRAIN.

TRAIN:381

OVERALL EXPERIENCE NEGATIVE BECAUSE SOME TRAINS ARE NOT IN ORDER FROM TECHNICAL POINT OF VIEW. SILVER COLORED TRAIN'S FLOOR VIBRATES AT HIGH SPEED SO MUCH THAT IT HURTS MY KNEE (I HAVE A LITTLE PROBLEM BUT WALKING OKAY). I EVEN CONSIDERED SUING CALTRAIN IN COURT FOR SERVICE DANGEROUS FOR HEALTH AND INAPPROPRIATE.

TRAIN:385

THE CALTRAIN SHOULD OFFER WI-FI ON THE TRAINS, AS THEY DO IN EUROPE. ESPECIALLY SINCE WE ARE LOCATED IN SILICON VALLEY. I ALSO HAVE NOTICED A RECENT UPTICK IN THE NUMBER OF DELAYS, DO THE TRACKS AND TRAINS NEED TO BE MAINTAINED? THANKS!

TRAIN:385

I TAKE THE TRAIN FIVE DAYS A WEEK TO SAN FRANCISCO FROM SAN JOSE. THE COMPLAINT I HAVE IS THE MORNING COMMUTE 329 THAT LEAVES FOR TAMEN AT 7:59 AM. THE TWO [DESCRIPTION DELETED] CONDUCTORS ARE VERY RUDE AND UNPROFESSIONAL. THEY WOULD HAVE A BETTER CAREER AS PRISON GUARDS. PLEASE DO SOMETHING ABOUT THEM, THEY MAKE MY MORNING COMMUTE VERY UNPLEASANT. [NAME DELETED]

TRAIN:421

MY FIRST CALTRAIN TRIP. INAUDIBLE TRAIN ANNOUNCEMENTS. NO STATION NAMES SIDE-AWAY FROM PLATFORMS. DIFFICULT TO KNOW WHERE YOU ARE.

TRAIN:424

I VERY MUCH ENJOY MY DAY DRINKING EXPERIENCE ON CALTRAIN, ESPECIALLY IN COSTUME. HOWEVER, WHEN GOING SOUTHBOUND, I FIND IT UNPLEASANT TO TRAVEL SITTING BACKWARDS. PLEASE TURN THE TRAIN AROUND, OR AT LEAST THE SEATS FOR SOUTHBOUND SERVICE, AS IT WOULD GREATLY IMPROVE MY DRINKING EXPERIENCE. FOREVER YOURS, [NAME DELETED]

TRAIN:424

ON SOME OF THE TRAINS, THE CUSHIONS ARE WORN OUT. THE COMPANY SHOULD PLAN TO INSTALL NEW ONES.

TRAIN:438

I LIKE CALTRAIN BECAUSE I CAN DRINK ON THE TRAIN...GOOD JOB

TRAIN:441

Train/Car Condition/Comfort of the Ride

OVERHEARD BINS ARE TOO SMALL (UPSTAIRS), NO ROOM FOR LARGE BAGS, NO WI-FI.

TRAIN:801

MANY TIMES, AT TRAIN NO WATER AT SINK, NO SOAP.

TRAIN:804

OTHER

General Compliments

General Compliments	
MUCH NICER THAN BART. THANK YOU!	TRAIN:150
THANKS!	TRAIN:151
I REALLY ENJOY RIDING CALTRAIN!	TRAIN:151
KEEP UP THE GOOD WORK	TRAIN:151
I LOVE THE TRAIN. IT'S SO MUCH BETTER THAN BART. PLEASE DON'T CHANGE. I TAKE TRAIN EVERYDAY FOR COMMUTE AND SEASON TICKET HOLDER FOR GIANTS.	TRAIN:151
CONDUCTOR [NAME REMOVED] IS THE BEST.	TRAIN:151
GOOD SERVICE - FIVE.	TRAIN:190
VERY GOOD	TRAIN:190
CALTRAIN IS AN EFFICIENT AND COST-EFFECTIVE MODE OF TRANSPORT. THANK YOU FOR THIS GREAT SERVICE.	TRAIN:192
VERY GOOD	TRAIN:192
ALL GOOD	TRAIN:192
I LIKE THE EXPRESS SERVICE	TRAIN:192
SATISFACTORY	TRAIN:192
GETS ME TO SAN FRANCISCO AND HOME SAFELY, SADLY BECAUSE I WANNA STAY IN SAN FRANCISCO	TRAIN:192
IT'S MY FIRST TIME AND I'VE ENJOYED MY EXPERIENCE ON HERE.	TRAIN:192

General Compliments

IT'S OK, JUST LIKE A VTA BUS.

TRAIN:192

THANK YOU, CALTRAIN, FOR MAKING IT POSSIBLE FOR ME TO LIVE IN SAN FRANCISCO AND WORK IN PALO ALTO!

TRAIN:192

KEEP DOING A GREAT JOB!

TRAIN:192

MY KIDS LOVE CALTRAIN. THANK YOU.

TRAIN:192

TRAVELING FOR THE FIRST TIME

TRAIN:197

FIRST TIME ON BOARD, VERY GOOD EXPERIENCE

TRAIN:197

VERY NICE

TRAIN:197

THANK YOU FOR YOUR SERVICE!

TRAIN:206

ALL IN ALL, ITS A GOOD EXPERIENCE AND I APPRECIATE THE EFFORT. I WOULD LOVE IT TO BE EVEN NICER, OF COURSE.

TRAIN:206

I REALLY ENJOY CALTRAIN AND I THINK ITS THE BEST COMMUTE OPTION AROUND.

TRAIN:207

I WOULD LIKE TO SEE MORE OF A CRACK DOWN ON RIDERS THAT DON'T HAVE TICKETS. I RARELY GET ASKED FOR MY TICKET. OTHERWISE NICE JOB, I LIKE TAKING THE TRAIN.

TRAIN:207

GREAT SERVICE AND PEOPLE!

TRAIN:207

THIS IS MY FIRST TIME IN THE TRAIN. I LIKE IT.

TRAIN:216

LOVE CALTRAIN

TRAIN:217

VERY CONVENIENT TO TAKE CALTRAIN.

TRAIN:217

I LIKE THIS TRAIN.

TRAIN:225

General Compliments

SO FAR SO GOOD! THAT'S MY FIRST CALTRAIN RIDE AND EVERYTHING IS OK.

TRAIN:232

I RELY ON CALTRAIN AND I HAVE RELIED ON IT SINCE 1983. I AM SO GRATEFUL. I THINK THERE SHOULD BE A SOUTHBOUND MIDNIGHT TRAIN LEAVING SAN FRANCISCO HOWEVER!

TRAIN:232

I TAKE THIS TRAIN EVERYDAY AND GENERALLY HAVE A GOOD EXPERIENCE. SOMETIMES, THE RESTROOMS ARE QUITE DIRTY. NO OTHER COMPLAINTS. LOVE TAKING THE CALTRAIN.

TRAIN:233

I WOULD APPRECIATE MORE CONDUCTORS ON GIANTS GAME DAYS. ON THOSE DAYS, SOME PASSENGERS ARE VERY LOUD, POURING AND SPILLING ALCOHOL ON OTHERS. OTHERWISE THE TRAINS ARE USUALLY VERY CLEAN AND ON TIME. THANK YOU! (MAYBE CHECK TICKETS MORE TO CATCH FARE EVADERS.)

TRAIN:254

THIS IS MY FIRST WEEK USING CALTRAIN. IT HAS BEEN A GOOD EXPERIENCE SO FAR.

TRAIN:262

SATISFIED!

TRAIN:262

I TAKE CALTRAIN EVERYDAY TO WORK AND ENJOY MY TRAVELING EXPERIENCE. THE FACT THAT THE ROUTE IT FOLLOWS TO SAN FRANCISCO IS SO BEAUTIFUL, IT AMAZES ME EVERYDAY. I AM GLAD THAT OUR CITY HAS SUCH GOOD TRANSPORTATION SERVICE. GO CALTRAIN!

TRAIN:262

I WOULD LOVE TO SEE SAN MATEO STATION BE ON THE SCHEDULE FOR THE BULLET TRAINS. IT'S A BUSY STOP, BUT IT'S NOT A BULLET STOP FOR SOME REASON. OTHERWISE, I LOVE USING CALTRAIN.

TRAIN:267

VERY EASY WHEN YOU ARE A FOREIGNER.

TRAIN:268

EVERYONE IS VERY NICE!

TRAIN:268

EXCELLENT SERVICE, OVERALL GOOD.

TRAIN:268

I THINK FREQUENCY OF THE CALTRAIN SHOULD BE MORE THAN IT IS CURRENTLY. THERE ARE NO WEEKEND TRAINS TO OR FROM BLOSSOM HILL WHICH IS VERY INCONVENIENT FOR US. ONE-WAY SINGLE TRACKS CAUSE THE CALTRAIN SYSTEM TO COME TO A COMPLETE STOP IN CASE OF BREAKDOWNS AND SHOULD BE FIXED SOMEHOW. I LOVE RIDING ON THE CALTRAIN. IT IS CLEAN AND BRIGHT UNLIKE BART. COULD USE MORE SEATS AND CARS. YOU GUYS ROCK AND ARE DOING A GREAT JOB.

TRAIN:268

General Compliments

IT'S THE VERY FIRST TRAIN I TOOK WHEN I SET FOOT ON THE SOIL OF THE UNITED STATES EIGHT YEARS AGO. IT'S STILL AS CLEAN AND WELCOMING AS IT WAS!

TRAIN:273

VERY SATISFIED, NO QUESTION

TRAIN:277

THANKS

TRAIN:282

SATISFIED

TRAIN:282

VERY PLEASANT RIDE!

TRAIN:282

PLEASED WITH SERVICE SO FAR!

TRAIN:282

WAY BETTER THAN NEW JERSEY TRANSIT.

TRAIN:288

THANKS!

TRAIN:288

THANK FOR EVERYTHING THAT YOU ALL DO!

TRAIN:289

VERY SATISFIED

TRAIN:313

THANK YOU FOR THE AWESOME SERVICE. THE SHUTTLE FROM MILLBRAE TO SFO IS A DREAM COME TRUE.

TRAIN:313

OVERALL SATISFIED!

TRAIN:360

OVERALL PRETTY SATISFIED, NO COMPLAINTS REALLY.

TRAIN:360

REALLY THANKFUL CALTRAIN EXISTS. MAKES MY SAN FRANCISCO-SAN JOSE COMMUTE ENJOYABLE.

TRAIN:360

OVERALL, VERY SATISFIED

TRAIN:360

I THINK OVERALL VERY GOOD. ONLY HAVE ISSUES WITH DELAYS AND BROKEN TRAINS. WHY SO MANY MECHANICAL PROBLEMS?! SEEMS TO ALWAYS CAUSE DELAYS DAILY. ALSO, MORE BULLET TRAINS! EVERY 30 MINUTES DURING RUSH HOURS WOULD BE NICE!

TRAIN:376

General Compliments

I LOVE TRAINS.

TRAIN:385

A MILLION TIMES BETTER THAN THE TRAIN IN PARIS!

TRAIN:385

FIRST TIME USER. VISITING FROM NEW YORK CITY. NICER THAN OUR TRAINS.

TRAIN:424

CALTRAIN IS ALWAYS AN EXCELLENT EXPERIENCE. NOTICEABLE IMPROVEMENT OVER THE SERVICE OF OTHER TRAIN SYSTEMS I HAVE ENCOUNTERED.

TRAIN:424

I APPRECIATE YOUR DESIRE FOR FEEDBACK ABOUT THE USER EXPERIENCE.

TRAIN:424

I ENJOY THE CALTRAIN, IT IS CONVENIENT AND INEXPENSIVE.

TRAIN:432

LOVE CALTRAIN!

TRAIN:433

CALTRAIN IS SO IMPORTANT TO MY EVERYDAY LIFE. I DO NOT OWN A CAR AND I RELY ON IT EVERY DAY OF MY COMMUTE. THANK YOU FOR YOUR EFFORTS AND SERVICE THROUGH THE SOUTH BAY/PENINSULA.

TRAIN:438

I REALLY LIKE THE APP. THE TRAINS ARE SUPER ON TIME TO THE EXACT MINUTES. I LIKE THAT. PLEASE MAKE YOUTH DISCOUNT TWENTY-YEAR-OLDS AND UNDER. BROKE COLLEGE STUDENTS NEED HELP.

TRAIN:438

ITS NICE. I LOVE CALTRAIN, JUST WISH IT STARTED ITS WEEKENDS A BIT EARLY. NOT TOO EARLY BUT EARLY ENOUGH.

TRAIN:441

I APPRECIATE TAKING THE CALTRAIN COMMUTER. MY CLOSE RELATIVE USED THE TRAIN CAR SERVICES QUITE FREQUENTLY AND NOW I AM USING THE SERVICE AS A RELIABLE ALTERNATIVE FOR TRANSPORTATION. I ENJOY THE EXPERIENCE EVERY TIME, THE STEADY RIDE ALONG. THANKS.

TRAIN:441

IT'S ABSOLUTELY THE MAGNIFICENT SERVICE FOR EVERYONE. HOPE KEEPING US MORE AND MORE ADVANTAGES. WE APPRECIATE IT.

TRAIN:441

THANK YOU

TRAIN:441

CALTRAIN IS A NICE WAY TO GET AROUND THE BAY.

TRAIN:441

General Compliments

BEAUTIFUL TRAIN, LOVE THE BUILT IN CHARGERS. VERY PEACEFUL. WONDERFUL TRAIN.	TRAIN:441
I REALLY LIKE THE PEACEFULNESS OF THE TRAIN AND HOW QUIET THE TRAIN IS.	TRAIN:441
GOOD JOB KEEP WORKING HARD.	TRAIN:801
CONVENIENT!	TRAIN:801
KEEP AT IT!	TRAIN:801
TYPICALLY THE CALTRAIN PROVIDES A GOOD EXPERIENCE.	TRAIN:801
THANK YOU FOR THE SERVICE!	TRAIN:801
I LOVE RIDING THE CALTRAIN!	TRAIN:804
GOOD! AND NICE TRAIN! EXCELLENT!	TRAIN:804
AMAZING TRIP	TRAIN:804
HAD A GREAT TIME!	TRAIN:804

Homeless Issues

Homeless Issues

HOW ABOUT KICKING OFF HOMELESS. YOU CHARGE WAY TOO MUCH TO HAVE TO PUT UP WITH THAT. LUGGAGE IN BIKE CARS IS A HUGE ISSUE.

TRAIN:142

[FOUR CONDUCTOR'S NAMES REMOVED] ARE ALL VERY COURTEOUS AND HELPFUL. [NAME REMOVED] HAS ALSO WATCHED FOR THE SAFETY OF RIDERS WHICH IS GREAT. SEATS COULD BE CLEANED MORE OFTEN, SOMETIMES I FEEL THAT A HOMELESS PERSON MAY HAVE SLEPT OR SAT ON A SEAT THAT I UNFORTUNATELY CHOSE TO SIT ON. RIDERS NEED TO BE REMINDED TO KEEP THEIR PHONE CONVERSATIONS AT A LOW VOLUME. IN SAN JOSE DIRIDON BATHROOM OFTEN A TOILET MAY NOT WORK OR LOCKS ON DOOR ARE BROKEN. IT MAY TAKE MORE THAN A MONTH TO FIX THE TOILET. BROKEN GLASS IN PARKING LOT AT MILLBRAE STATION WAS NEVER SWEEPED UP. IT TOOK SEVERAL MONTHS BEFORE THE BROKEN GLASS WAS DISPERSED TO OTHER AREAS OF THE LOT, INSTEAD OF BEING CLEANED UP. NEWSPAPERS, FOOD AND CONTAINERS SCATTERED ON THE PLATFORM AT MILLBRAE STATION. SOMETIMES THE CONDUCTOR TALKS TOO FAST.

TRAIN:151

TRAINS ARE TOO FULL ON WEEKENDS WITH THE REDUCED SCHEDULE. ESPECIALLY DURING BASEBALL GAMES. EVEN WHEN THEY ADD ANOTHER TRAIN AT THE END OF THE GAMES, IT IS NOT ENOUGH. IT'S HARD TO FIND A SEAT. NOW HOMELESS ARE CAMPING RIGHT OUTSIDE OF THE SAN FRANCISCO STATION.

TRAIN:190

I KNOW IT'S A LITTLE OUT OF YOUR CONTROL BUT SOME STATIONS HAVE SHADY PEOPLE WALKING AROUND. KIND OF SCARY. ALSO, CAN WE HAVE MORE TRAINS STOPPING AT CALIFORNIA STATION?

TRAIN:217

BLOSSOM HILL PLATFORM HAS LOTS OF LITTER DUE TO HOMELESS PEOPLE. KEEP THEM OUT.

TRAIN:217

FIRST OF ALL, CALTRAIN IS A GREAT SERVICE. THANK YOU VERY MUCH FOR ALL THAT YOU DO. TWO COMMENTS: THERE HAS RECENTLY BEEN MORE LOITERING AND DRUG USE BY HOMELESS AT PALO ALTO STATION. PLEASE ADDRESS! PLEASE ADD A LATER BULLET OR EXPRESS TRAIN, LEAVING SAN FRANCISCO AFTER 8:30 PM.

TRAIN:217

SUNNYVALE CALTRAIN STATION NEEDS CLEANUP, TRANSIENTS HAVE TAKEN TO HANGING OUT AND DESTROYING BIKES AND STACKING TRASH. EVEN WORSE, I DON'T FEEL SAFE AT THIS STATION AFTER DARK.

TRAIN:225

THE TRAINS HAVE BEEN GREAT, BUT AS FOR GETTING TO CERTAIN STATIONS ON TIME HAS BEEN A HIT OR MISS NO MATTER WHICH TRAIN I TAKE. MOST TIMES THE TRAINS HAVE BEEN GREAT, BUT THE CONDUCTORS DON'T USUALLY GO AROUND AND CHECK THE CARS. I'VE BEEN ON ONES WHERE

Homeless Issues

THERE ARE HOMELESS PEOPLE SPREADING OUT OR REALLY ROWDY AND LOUD PEOPLE.

TRAIN:268

A LOT OF HOMELESS USE THE BATHROOM AT SAN FRANCISCO CALTRAIN STATION. WAIT TO USE TOILETS ARE OVER TEN MINUTES BECAUSE THEY SMOKE AND DRINK. I NEED MORE CLEANNESS AND VIGILANCE.

TRAIN:268

HOMELESS PEOPLE USE BAYSHORE STATION TO SLEEP AT NIGHT. THEY URINATE AND DEFECATE AND MESS UP THE PLACE SUCH AS THROWING GLASS BOTTLES, BREAKING THE ELEVATORS AND SPRAYING GRAFFITI. PLEASE RESOLVE THIS ISSUE. THANKS!

TRAIN:273

GET HOMELESS PEOPLE OUT FROM SAN FRANCISCO CALTRAIN STATION

TRAIN:282

HOMELESS PEOPLE POO IN THE SEATING AT BELMONT STATION

TRAIN:282

CLEAN THE HOMELESS PROBLEM AT CALTRAIN IN SAN JOSE IN THE MORNING.

TRAIN:288

THOUSAND HOMELESS. BATHROOM NOT CLEAN.

TRAIN:289

PLEASE CLEAN UP DIRIDON STATION. PLEASE HAVE THE HOMELESS HANGOUT SOMEWHERE ELSE. MY GIRLFRIEND IS HARASSED EVERYDAY BY THEM.

TRAIN:313

4TH ST STATION IN SAN FRANCISCO IS SURROUNDED BY HOMELESS CAMPS MAKING IT A GAUNTLET TO GET INTO STATION. WAITING ROOM IS APPALLING. CLIPPER ADD-FARE MACHINES SHOULD BE AT ALL STATIONS. RUMOR HAS IT THAT YOU WILL BE CLOSING HAYWARD PARK STATION?! IT HAS PARKING AND A TREMENDOUS AMOUNT OF BUILDING GOING ON, THAT WOULD BE FOOLISH. MOVING HILLSDALE, WHAT WILL THE PARKING BE? WE HEAR FIVE HUNDRED A MONTH. WHAT IS THERE NOW? WHAT WILL BE IMPACT OF HAYWARD PARK? INFORMATION ON HILLSDALE CONSTRUCTION IS LIMITED. PARKING IS POT HOLES AND INSUFFICIENT.

TRAIN:313

HOMELESS CREEPS AT SAN FRANCISCO STATION SCREAM AND YELL AT PAYING PASSENGERS. ON THE TRAIN WOMEN ARE MENACED ALL THE TIME BY GUYS WITH THEIR PANTS HANGING WAY DOWN AND THEIR HANDS ON THEIR CROTCHES. I WISH I COULD BUY A CAR INSTEAD OF RIDING CALTRAIN.

TRAIN:324

DURING THE MORNING COMMUTE, THE RESTROOMS IN SAN FRANCISCO ARE TAKEN OVER BY HOMELESS PEOPLE. ON OCCASIONS WHEN YOU CAN GET A STALL THERE IS OFTEN NO TOILET PAPER. THIS HAS GONE ON SO LONG I DOUBT IT WILL EVER CHANGE.

TRAIN:324

Homeless Issues

THE MACHINES AT 4TH AND KING TAKE FOREVER TO REFILL. ALL MACHINES STRUGGLE WITH CREDIT CARD AUTHORIZATION. TOO MANY MENTALLY ILL USE CALTRAIN STATIONS AS A DORM.

TRAIN:360

THE CONDUCTOR ON THE #319 BULLET NORTHBOUND MAKES THE ENTIRE EXPERIENCE MORE ENJOYABLE. CALTRAIN SHOULD HOLD HIM UP AS AN EXAMPLE OF SERVICE AND COURTESY. PLEASE CLEAN UP THE TOWNSEND FENCE LINE; IT'S DISGUSTING AND POTENTIALLY DANGEROUS. HELP FIND THE HOMELESS A PLACE TO SLEEP WITH DIGNITY. IS CALTRAIN READY TO SERVE THOUSANDS MORE RIDERS AS NEW HOUSING IS OCCUPIED UP AND DOWN THE PENINSULA?

TRAIN:376

SAN FRANCISCO RESTROOM IS ALWAYS DIRTY BECAUSE OF HOMELESS PEOPLE. WEEKEND SCHEDULES (ONE AND HALF-HOURS) ARE NOT GOOD.

TRAIN:424

AS A SINGLE ELDERLY WOMAN IT IS VERY UNCOMFORTABLE TO BE APPROACHED, SOLICITED FOR CHANGE OR MONEY, AND TO BE LISTENING TO THE RANTINGS OF MENTALLY ILL OR HOMELESS FOLKS. APPRECIATE THE INQUIRY. THEY WERE AGGRESSIVE IN THEIR TONE; HARD TO KNOW IF IT MAY ESCALATE. I DON'T WANT TO WORRY ABOUT MY SAFETY.

TRAIN:432

Lost & Found

Lost & Found

PEOPLE TALKING TOO LOUD ON THEIR PHONES. ITEMS FORGOTTEN ON THE TRAIN ARE NOT BEING RETURNED TO LOST AND FOUND OFFICE.

TRAIN:217

MY ONLY COMPLAINT IS THE LACK OF RESPONSE I RECEIVED FROM SUBMITTING A LOST AND FOUND ITEM ONLINE. I NEVER RECEIVED A RESPONSE EVEN AFTER I TRIED TO FOLLOW UP. GREAT EXPERIENCE WITH CALTRAIN WITH THE EXCEPTION OF TRYING TO RECOVER A ITEM THROUGH LOST AND FOUND. I SUBMITTED A TICKET ONLINE, NEVER RECEIVED A RESPONSE.

TRAIN:217

LOST AND FOUND SYSTEM COULD USE IMPROVEMENT. WOULD LIKE MORE FREQUENT SERVICE TO AND FROM GILROY. WI-FI WOULD BE HUGE PLUS.

TRAIN:268

I BELIEVE THERE NEEDS TO BE IMPROVEMENTS TO THE LOST AND FOUND PROCESS. IF SOMEONE WERE TO FORGET SOMETHING ON THE TRAIN, THE PROCESS TO CONTACT THE STATION ATTENDANTS IS DIFFICULT. HOPEFULLY THIS CAN BE SIMPLIFIED AND MADE EASIER.

TRAIN:282

TICKET MACHINES SHOULD SELL THE CLIPPER MONTHLY PASS. MAYBE ANNOUNCE REGULARLY WHERE THE LOST AND FOUND IS OR WHERE TO CALL.

TRAIN:381

Other Comments

Other Comments

I DID NOT BRING ANY LARGE ITEMS WITH ME TODAY, BUT MOST OF THE TIME I TAKE CALTRAIN CONNECTS TO MILLBRAE GOING TO SFO. THEREFORE, I OFTEN OR LIKELY WILL BRING LUGGAGE ITEMS WITH ME ONBOARD CALTRAIN. THANK YOU.

TRAIN:143

FIRST TIME RIDING A TRAIN IN YEARS.

TRAIN:150

FIRST TIME ON CALTRAIN!

TRAIN:217

IT'S MY FIRST TIME IN CALTRAIN

TRAIN:232

I WOULD LIKE TO BUY WATER ON TRAIN.

TRAIN:254

LOTS OF IMPROVEMENT NEEDED.

TRAIN:262

NO PROBLEMS WITH CALTRAIN, COULD USE MORE PUBLIC TRANSPORTATION SERVICE IN THE BAY AREA. THE BAY AREA PARKING LOTS (FREEWAYS, HA HA) JUST ARE NOT ADEQUATE.

TRAIN:282

FIRST TIME ON

TRAIN:289

VISIT SWITZERLAND, ZURICH SPECIFICALLY, TO STUDY PUBLIC TRANSIT NETWORK. YOU WILL BE ASTONISHED. PLEASE APPLY THOSE (SWISS) STANDARDS IN UNITED STATES (CALTRAIN).

TRAIN:313

FIRST TIMER TO THIS TRAIN! TOURIST FROM INDIA! [EMAIL ADDRESS REMOVED]

TRAIN:376

FIRST TIMER

TRAIN:424

San Francisco Giants/Sporting Events

San Francisco Giants/Sporting Events

EXPENSIVE! IT'S CHEAPER TO DRIVE. INFREQUENT! EVERY HOUR IS NOT ENOUGH. GAME DAYS AT THE CITY ARE A MESS, CAUSE MASSIVE DELAYS, AND NOT ANNOUNCED. REGULAR TRAINS SHOULD RUN DURING GAME DAYS.

TRAIN:217

I WOULD RECOMMEND ADDING AN EXTRA CAR FOR TRAINS BEFORE GIANT'S GAMES. PERHAPS A GIANT'S LOGO MAGNET MIGHT ATTRACT FANS TO PARTICULAR CARS; LESS FOLKS BUMPING ELBOWS ON FUN SPORTS DAYS.

TRAIN:222

WHEN OTHER PASSENGERS ARE HEADING TO THE GIANTS GAME, IT CAN BE QUITE LOUD. THEY SHOULD BE ALLOWED TO HAVE FUN, BUT COULD THERE BE A "QUIET CAR" FOR THOSE NEEDING TO WORK? PUBLIC BATHROOM AT PALO ALTO WOULD BE NICE.

TRAIN:232

I THINK THERE NEEDS TO BE MORE TRAINS ON GIANT'S GAMES, NO ROOM FOR COMMUTERS TO SIT.

TRAIN:232

I WOULD APPRECIATE MORE CONDUCTORS ON GIANTS GAME DAYS. ON THOSE DAYS, SOME PASSENGERS ARE VERY LOUD, POURING AND SPILLING ALCOHOL ON OTHERS. OTHERWISE THE TRAINS ARE USUALLY VERY CLEAN AND ON TIME. THANK YOU! (MAYBE CHECK TICKETS MORE TO CATCH FARE EVADERS.)

TRAIN:254

CALTRAIN IS GREAT OVERALL BUT THE CROWDS FOR GIANTS GAMES ARE TOUGH.

TRAIN:257

NOT ENOUGH PLACES TO SIT, ESPECIALLY DURING GIANTS GAMES. SOMETIMES CARS DON'T HAVE AIR CONDITIONING. CALTRAIN SEEMS TO BE MORE ON TIME LATELY, NEED THE UP AND DOWN GATES TO TIME BETTER WHEN TRAINS ARE STOPPED (SOMETIMES MISS OR WAIT A WHILE FOR TRAIN TO PASS).

TRAIN:277

I WISH THE BELMONT EXPRESS TRAIN STILL RAN AFTER SF GIANTS GAMES. PLEASE BRING IT BACK. I WOULD ALSO LIKE EARLIER SOUTHBOUND TRAINS RUNNING FROM SAN FRANCISCO ON WEEKENDS.

TRAIN:288

I WISH THE BELMONT EXPRESS TRAIN STILL RAN AFTER SF GIANTS GAMES. PLEASE BRING IT BACK. I WOULD ALSO LIKE EARLIER SOUTHBOUND TRAINS RUNNING FROM SAN FRANCISCO ON WEEKENDS.

TRAIN:288

San Francisco Giants/Sporting Events

AT SAN FRANCISCO STATION, ESPECIALLY IN THE AFTERNOONS, POST-GAME AND EVENT SERVICE FROM SAN FRANCISCO, SANTA CLARA, AND SAN JOSE IS A REAL PROBLEM. YOU PUSH PEOPLE TO TAKE CALTRAIN TO GAMES AND EVENTS, BUT END SERVICE EARLY OR DON'T HOLD TRAINS UNTIL THE GAME IS OVER.

TRAIN:313

I WAS VERY DISAPPOINTED TO LEARN THAT THERE ARE NOT AS MANY TRAIN SERVICES AFTER THE GIANTS GAME. I WAS TOLD AT 11:01 PM (THIRTY MINUTES AFTER GAME) THAT I HAD TO WAIT TILL MIDNIGHT FOR THE LAST TRAIN.

TRAIN:313

Survey Comments

Survey Comments

THANK YOU FOR DOING THE SURVEY! HOPE TO SEE IMPROVEMENTS!

TRAIN:206

RECOMMEND ADDITIONAL SURVEY QUESTION: HOW OFTEN DO YOU RIDE CALTRAIN?

TRAIN:222

THE RATING SCALE IS FINE, BUT DOESN'T TELL YOU WHY FOR EACH RATING. FOR EXAMPLE THE CONDUCTOR ANNOUNCEMENT CAN BE VERY LONG, REPETITIOUS, AND LOUD. ALSO, YOU ARE MISSING OTHER TYPES OF DISSATISFACTION, INCLUDING PEOPLE HAVING LOUD PHONE CONVERSATIONS, AND THE LACK OF SIGNS TELLING THEM NOT TO.

TRAIN:268

LET US SMOKE WEED ON THE TRAIN, MORE SEATING, MORE TRAINS MORE FREQUENTLY, SEND THESE THINGS VIA EMAIL

TRAIN:329

NO ONBOARD EXPERIENCE SURVEY QUESTIONS ABOUT THINGS IMPORTANT TO ME SUCH AS AVAILABILITY OF SEATING, BIKE SPACE, EASE OF ON AND OFF BOARDING, AND GENERALLY QUIET ENVIRONMENT.

TRAIN:330

THE PRIOR SURVEY WAS CONFUSINGLY WORDED WITH RESPECT TO TICKET PRICE INCREASES. YOU SHOULD RUN IT AGAIN WITH MORE CLEAR WORDING.

TRAIN:385

I DO NOT LIKE TO BE HOVERED OVER TO SEE IF I COMPLETED THE SURVEY.

TRAIN:421