



# Caltrain Customer Experience Survey

Market Research & Development

March 2016

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# Introduction

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The Caltrain Customer Experience Program was recently implemented to identify short-, mid- and long- range improvements in collaboration with the Citizens Advisory Committee. Part of this initiative also includes seeking input from the frequent, infrequent and non-riders through online, intercept and focus group studies that will guide Caltrain efforts in providing the ultimate customer experience.

In this first online survey, Caltrain asked the general public to rate and identify priorities, and provide ridership and demographic information. This is not a statistically valid study but it's the first step to help Caltrain's improvement process. The results of this survey will inform the questions on the next statistically valid Customer Satisfaction Survey in June. The last study of this series will be a focus group in which Caltrain will test some of the possible improvements and ensure they make a positive impact on riders' daily use of the system.

# Methodology

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The study was developed and launched in Survey Monkey (an online survey tool) as an opt-in survey, meaning that customers (and the general public) could choose to click on the link and complete the survey. The survey launched on February 28 and closed on March 20.

Respondents were asked to rate various aspects of service, communications, customer enjoyment/comfort, and payment and then to rank those in terms of their top three priorities. Other topics included the value of Caltrain's service, use of TNCs and a series of questions about the new electric trains. Ridership data collected includes longevity and frequency of use of Caltrain, trip purpose, fare category, and stations used. Demographic information includes gender, age, ethnicity, household income, country of origin, and zip code.

Various outreach methods were employed to encourage participation, including:

- Social media postings
- News releases
- Web button
- Email blast (to community agencies, participating Go Pass companies, commuter benefit companies)
- Announcement on 511.org and on SamTrans Customer Service Center 800 number
- Visual messages at stations and conductor announcements. Communications with the Citizens Advisory Committee, Board members, city offices in counties served by Caltrain, and internal staff

# Methodology

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- Take ones distributed on trains and also handed out by Customer Service representatives between March 10 and 18 during various time of the day at the following stations: San Francisco, Redwood City, Palo Alto, Mountain View and San Jose.
- Online and print ads in The Mercury News and San Francisco Chronicle, and print ads in The Daily Journal

A total of 2,956 responses were received, of which 2,396 (92%) completed the entire survey. Because this is an opt-in survey, it is not considered statistically valid as it does not reflect Caltrain's various demographic groups. However, it provides important feedback about the priorities for improvement among the customers.

Responses for individual questions may not sum to 100% due to rounding.

# Executive Summary

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The Customer Experience Survey was conducted as an opt-in, online survey and even though the response rate was high, it does not represent the entire Caltrain customer base or the general population of the counties which Caltrain serves.

As an example, when compared to the Metropolitan Transportation Commission's 2014 Origin & Destination Survey, respondents differ in terms of ridership and demographic characteristics including:

- More likely to be a Go Pass user than in O&D study (32% vs. 18%) and less likely to be a Caltrain Monthly Pass user (31% vs. 41%)
- Twice as likely to be riding Caltrain for four years or more (50% vs. 25%), while less likely to be riding Caltrain for less than a year (15% vs. 37%)
- Less likely to ride Caltrain at least five days per week (46% vs. 52%)
- More likely to be White (61% vs. 54%) and less likely to be Asian (20% vs. 28%) or Black (2% vs. 8%)
- Less likely to be between the ages of 25 and 54 (71% vs. 75%)
- More likely to have annual household incomes of \$100,000 (53% vs. 47%)
- Less likely to be male (53% vs. 56%)

# Executive Summary

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## Ridership Characteristics

- Half of respondents (50%) have been riding Caltrain for four years or more. Another third (34%) have been riding for one to three years.
- Nearly six in ten respondents (59%) ride Caltrain at least 4 days a week.
- About one-third each of respondents use Go Pass (32%) or Caltrain Monthly Pass (31%).
- The majority of respondents (82%) report traveling with Caltrain to get to work.
- About one-quarter of respondents board Caltrain at San Jose Diridon or San Francisco station (12% each). One-third (35%) exit at San Francisco station, while another 17 percent exit at Palo Alto.

## Service Measurements

Respondents were asked about several aspects of service and asked to rate them on a 5-point scale where 5 is very important and 1 is not at all important, as well as rank them in terms of priority. Respondents are most interested in more frequent service in general, trains with shorter commute times, and more shoulder peak service as these received the highest ratings. Independent of the actual rankings, these themes appeared more frequently among the ranked items as well.

# Executive Summary

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## Other Measurements

Respondents were also asked about several aspects of communication, customer comfort/enjoyment, and payment and asked to rate them on a 5-point scale where 5 is very important and 1 is not at all important, as well as rank them in terms of priority

Real-time information was rated very highly by respondents, including improved real-time updates (onboard or at stations) at 4.34, and schedule and real-time information available on a smartphone app at 4.33. Better directional signage at stations was rated a 2.99.

Respondents did not rate any items related to customer comfort /enjoyment very highly but allowing food and drinks onboard at 3.30, a quiet car at 3.24, and increased bike storage and bike share facilities at 2.97 were among the highest rated. Pay as you go Wi-fi and access to concession at stations were rated a 2.68 and 2.60, respectively. Free Wi-fi service was not offered as a rating option on this survey because of the unlikelihood of this being an option for Caltrain to offer.

In terms of payment options, respondents are most interested in improved ticket machines with Clipper integration (3.82 rating), followed by a smartphone app with mobile ticketing (3.65 rating), and the ability to pay for parking with a mobile app (3.27 rating).

Independent of the actual rankings, the most important themes identified by customers are improved real-time updates, schedule and real-time information available on a

# Executive Summary

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smartphone app, improved ticket machines with Clipper integration, and a smartphone app with mobile ticketing.

## Value of Service

Respondents were generally positive about the value of Caltrain giving it a mean of 3.35 on a 5-point scale.

## Use of Transportation Network Companies

Forty-three percent of respondents use Transportation Network Companies (such as Lyft or Uber) to connect with Caltrain. Among adults, use of TNCs increases as age decreases. Also, respondents with incomes of \$50,000 or more are more likely to use TNCs than respondents with lower incomes.

## Electric Train Amenities

Respondents were asked about potential amenities on the new electric trains and asked to rate them on a 5-point scale where 5 is very important and 1 is not at all important, as well as rank them in terms of priority. By far the most important amenity for the new electric trains is seating, rated highest among all options at 4.43. In addition to the demand for seating, there is notable interest in standing room/leaning room (3.34 rating), onboard bathrooms (3.01 rating), and bike storage (3.01 rating), as well as lesser interest in maximum seating with bathrooms at stations only (2.81 rating), and luggage storage (2.36 rating). Even though forgoing bathrooms on board received a lower average rating than having bathrooms onboard (2.81 vs. 3.01), the share of

# Executive Summary

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respondents indicating the importance of bathrooms onboard vs. at stations only is very similar. Thirty-six percent rated onboard bathrooms a 4 or 5, while nearly as many respondents (34%) rated having bathrooms at stations only a 4 or 5.

When asked to rank the various electric train amenities in terms of their priorities, seating was by far the top priority. Standing/leaning room was a distant second, while the rest were ranked much lower.

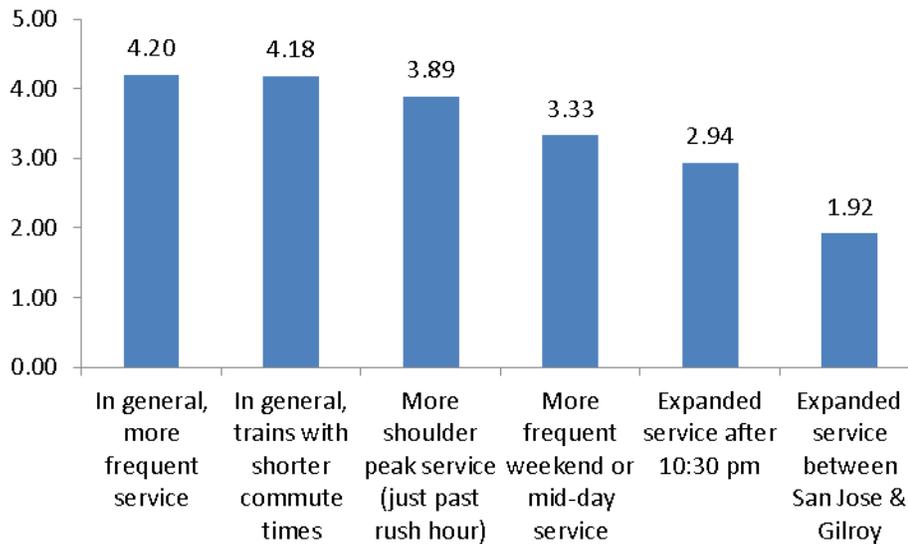
# Survey Findings

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## Service Ratings

Respondents indicate that in general they would like more frequent service and trains with shorter commute times. On a scale of 1-5 these rated a 4.20 and 4.18, respectively, in terms of importance. More shoulder peak service was rated nearly as high with a mean of 3.89.

*Please indicate how important each of the following is to you on a scale of 1-5 where 5 is very important and 1 is not at all important. If the question does not apply please select N/A.*



n=2,957

# Survey Findings

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## Service Rankings

Independent of the actual rankings, the most common themes identified by customers are more frequent service in general, trains with shorter commute times, and more shoulder peak service.

Note that respondents were only asked to rank their top 3 priorities so some items were only ranked by a small number of respondents. Therefore, rather than using the mean scores to determine the top priorities, the most common themes are presented in terms of the percent of total respondents who ranked the service item as a priority.

*Now please rank the importance of each of the following items by indicating which is your first priority, second, and third priority?*

Service	Number of Responses				% of Total Respondents
	1st	2nd	3rd	Total	
In general, more frequent service	948	804	514	2,266	79%
In general, trains with shorter commute times	982	696	436	2,114	74%
More shoulder peak service (just past rush hour)	387	612	697	1,696	59%
More frequent weekend or mid-day service	230	453	659	1,342	47%
Expanded service after 10:30 pm	173	249	410	832	29%
Expanded service between San Jose & Gilroy	149	55	153	357	12%

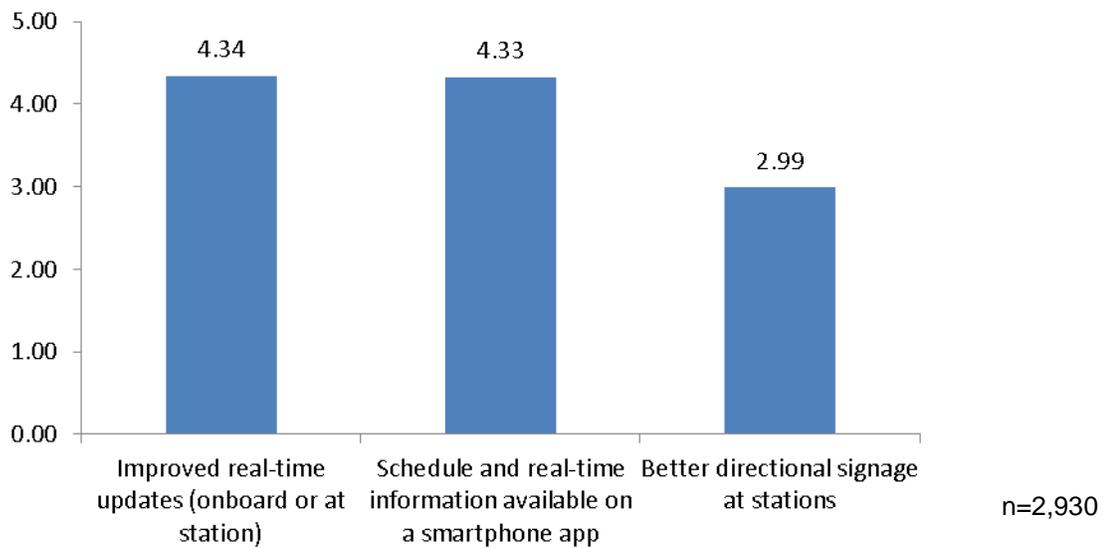
# Survey Findings

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## Communications Ratings

Real-time updates and information available on smartphone app were rated very highly by respondents. Improved real-time updates (onboard or at stations) received a mean rating of 4.34 on a 5-point scale, while schedule and real-time information available on a smartphone app received a mean rating of 4.33.

*Please indicate how important each of the following is to you on a scale of 1-5 where 5 is very important and 1 is not at all important. If the question does not apply please select N/A.*



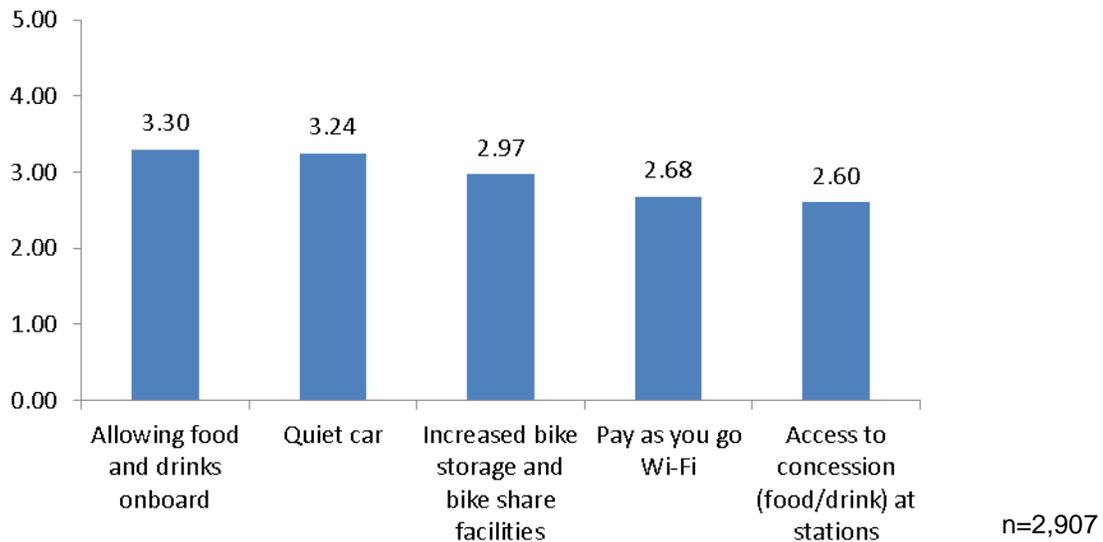
# Survey Findings

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## Customer Comfort / Enjoyment Ratings

Respondents did not rate any items related to customer comfort /enjoyment very highly but allowing food and drinks onboard (3.30 mean), a quiet car (3.24 mean), and increased bike storage and bike share facilities (2.97 mean) were among the highest rated.

*Please indicate how important each of the following is to you on a scale of 1-5 where 5 is very important and 1 is not at all important. If the question does not apply please select N/A.*



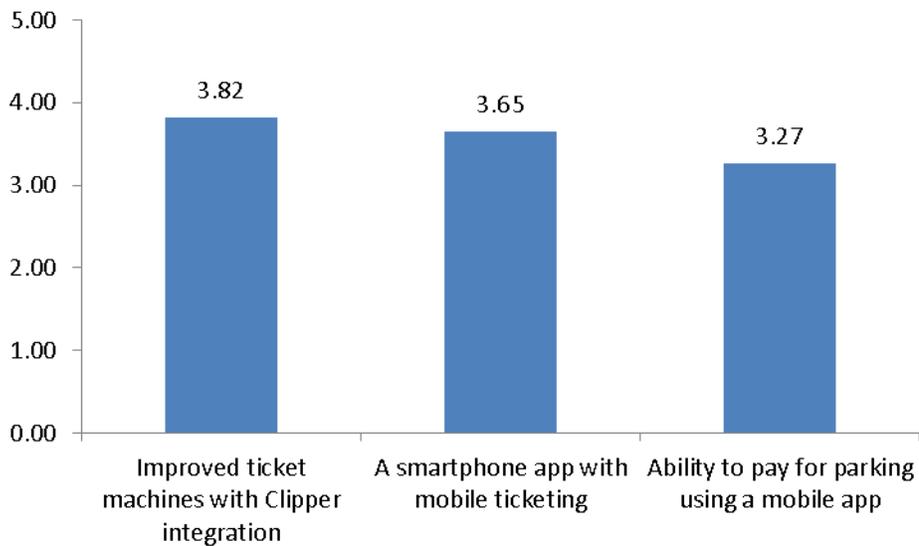
# Survey Findings

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## Payment Ratings

In terms of payment options, respondents are most interested in improved ticket machines with Clipper integration (3.82 mean), followed by a smartphone app with mobile ticketing (3.65 mean).

*Please indicate how important each of the following is to you on a scale of 1-5 where 5 is very important and 1 is not at all important. If the question does not apply please select N/A.*



n=2,897

# Survey Findings

## **Rankings (Communications, Customer Comfort/Enjoyment, Payment)**

Independent of the actual rankings, the most important themes identified by customers are improved real-time updates, schedule and real-time information available on a smartphone app, improved ticket machines with Clipper integration, and a smartphone app with mobile ticketing.

Note that respondents were only asked to rank their top 3 priorities so some items were only ranked by a small number of respondents. Therefore, rather than using the mean scores to determine the top priorities, the most common themes are presented in terms of the percent of total respondents who ranked the item as a priority.

*Again, please rank the importance of each of the following items by indicating which is your first priority, second, and third priority?*

Rankings	Number of Responses				% of Total Respondents
	1st	2nd	3rd	Total	
Improved real-time updates (onboard or at station)	652	633	433	1,718	61%
Schedule and real-time information available on a smartphone app	609	604	398	1,611	57%
Improved ticket machines with Clipper integration	251	272	294	817	29%
A smartphone app with mobile ticketing	243	271	301	815	29%
Quiet car	249	209	257	715	25%
Increased bike storage and bike share facilities	304	179	192	675	24%
Allowing food and drinks onboard	204	190	248	642	23%
Pay as you go Wi-Fi	181	154	192	527	19%
Ability to pay for parking using a mobile app	78	160	244	482	17%
Better directional signage at stations	48	82	116	246	9%
Access to concession (food/drink) at stations	19	84	163	266	9%

# Survey Findings

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## Value of Service

Respondents were generally positive about the value of Caltrain. Using a scale of 1-5 where 5 is great value for the money and 1 is poor value for the money, 42 percent gave a rating of 4 or 5, while one-third had neutral feelings. The mean was 3.35.

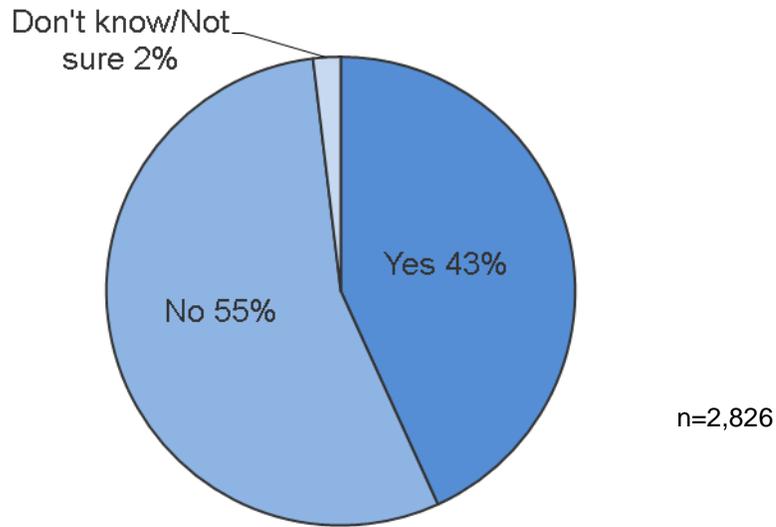
Value of Service (n=2,826)	5	4	3	2	1	N/A	Mean
How would you rate the value of Caltrain's service relative to the amount you pay on a scale of 1-5 where 5 is great value for the money and 1 is poor value for the money	14%	28%	33%	12%	6%	8%	3.35

# Survey Findings

## Use of TNCs

Forty-three percent of respondents use Transportation Network Companies (such as Lyft or Uber) to connect with Caltrain. Among adults, use of TNCs increases as age decreases. Respondents with incomes of \$50,000 or more are more likely to use TNCs than respondents with lower incomes.

Do you ever use a Transportation Network Company (e.g., Lyft, Uber) to connect with Caltrain?



	Total	Age							
		12 or younger	13-17	18-24	25-34	35-44	45-54	55-64	65 or older
Use TNC	43%	0%	29%	66%	58%	46%	28%	20%	17%

	Total	Income						
		Less than \$30,000	\$30,000-\$49,999	\$50,000-\$74,999	\$75,000-\$99,999	\$100,000-\$149,999	\$150,000-\$199,999	\$200,000 or more
Use TNC	43%	34%	30%	50%	45%	48%	45%	50%

# Survey Findings

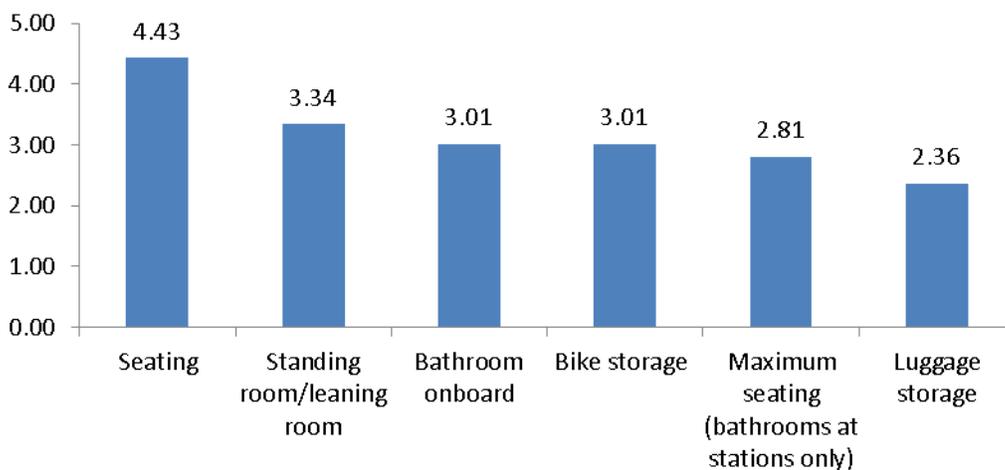
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## Electric Train Amenity Ratings

By far the most important amenity for the new electric trains is seating (mean rating of 4.43 on a 5-point scale). In addition to the demand for seating there is notable interest in standing room/leaning room (3.34), as well as onboard bathrooms and bike storage (each receiving a mean of 3.01).

Even though forgoing bathrooms on board received a lower average rating than having bathrooms onboard (2.81 vs. 3.01), the share of respondents indicating the importance of bathrooms onboard vs. at stations only is very similar. Thirty-six percent rated onboard bathrooms a 4 or 5, while nearly as many respondents (34%) rated having bathrooms at stations only a 4 or 5.

*In order to meet Caltrain’s growing demand for service, new electric trains will be configured to maximize customer capacity. Some space allocated for seating could be used for standing room, bike storage, luggage and bathrooms, or a combination of these. Please indicate how important each of the following is to you on a scale of 1-5 where 5 is Very Important and 1 is Not at all Important. If the question does not apply please select N/A.*



# Survey Findings

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## Electric Train Amenity Rankings

When asked to rank the various electric train amenities in terms of their priorities, seating was by far the top priority. Standing/leaning room was a distant second, while the rest were ranked much lower.

Note that for electric train amenities respondents were asked to prioritize each amenity, not just the top 3. The mean score, therefore, is presented to illustrate the top priorities. The lower the mean score the more highly the amenity was ranked.

*Now please rank the importance of each of the following items on new electric trains by indicating which is your first priority, second priority, third priority and so on.*

Electric Train Rankings (n=2,747)	Number of Respondents						Mean
	1st	2nd	3rd	4th	5th	6th	
Seating	1,528	649	321	135	81	33	1.74
Standing room/leaning room	166	781	838	528	321	113	3.14
Bike storage	458	270	401	513	556	549	3.76
Bathroom	308	426	438	499	496	580	3.80
Maximum seating (bathrooms at stations only)	259	476	371	360	376	905	4.03
Luggage storage	28	145	378	712	917	567	4.48

# Survey Findings

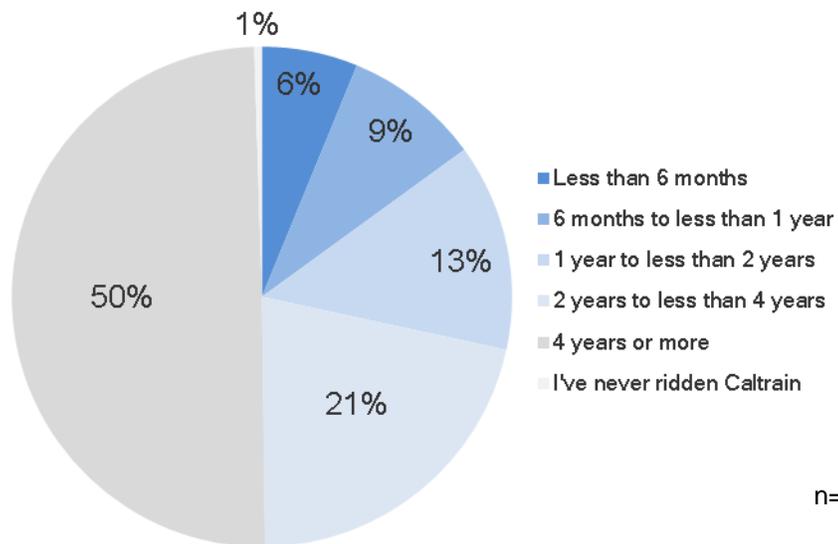
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## Ridership

### Longevity of Use

Half of respondents have been riding Caltrain for four years or more. Another third (34%) have been riding for one to three years.

How long have you been riding Caltrain?



n=2,719

# Survey Findings

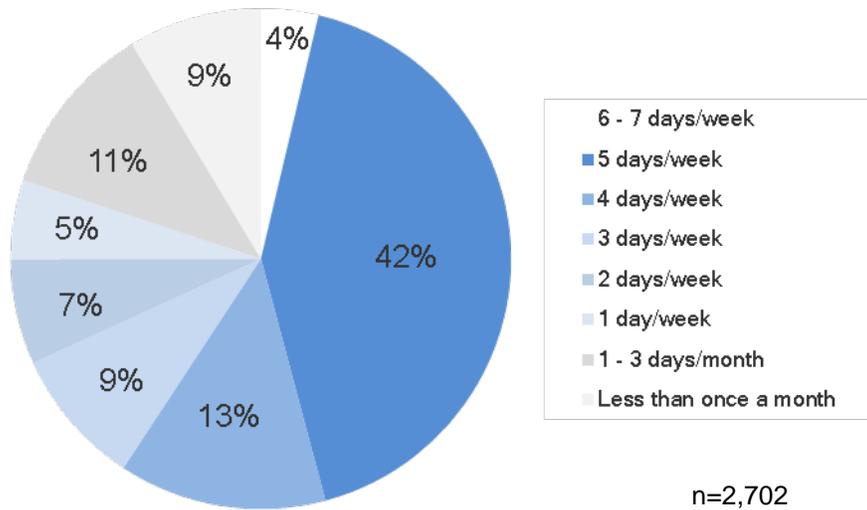
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## Ridership

### Frequency of Use

Nearly six in ten respondents (59%) ride Caltrain at least 4 days a week.

How often do you usually ride Caltrain?



# Survey Findings

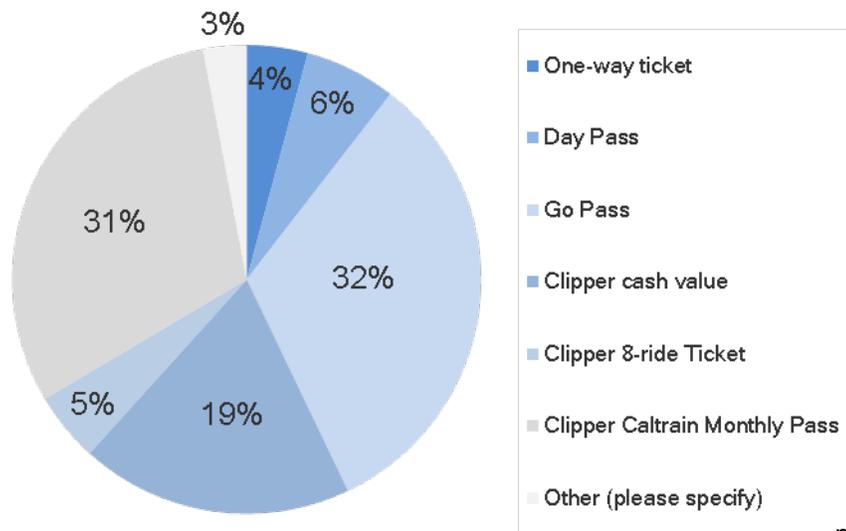
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## Ridership

### Fare Category

About one-third each of respondents to this survey use Go Pass (32%) or Caltrain Monthly Pass (31%).

How do you typically pay for your trip when taking Caltrain?



n=2,701

# Survey Findings

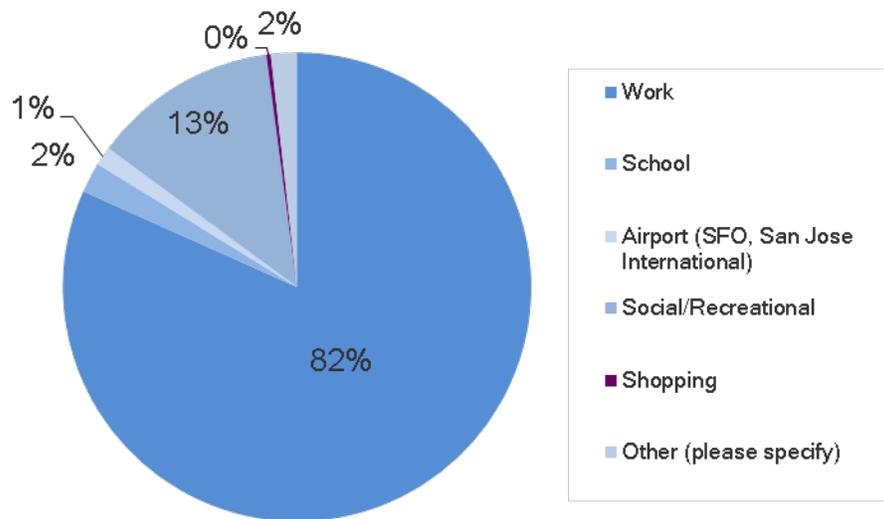
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## Ridership

### Main Trip Purpose

The majority of respondents (82%) report traveling with Caltrain to get to work.

In general, what is the main purpose of your trip when taking Caltrain?



# Survey Findings

## Ridership

### Stations Used

About one-quarter of respondents board Caltrain at San Jose Diridon or San Francisco station (12% each). One-third (35%) exit at San Francisco station, while another 17 percent exit at Palo Alto.

*At what station do you typically board and exit Caltrain?*

Board Caltrain	% of Respondents	Exit Caltrain	% of Respondents
San Jose Diridon	12%	San Francisco	35%
San Francisco	12%	Palo Alto	17%
Mountain View	9%	Mountain View	9%
Sunnyvale	8%	Redwood City	8%
Redwood City	7%	Millbrae	6%
22nd Street	5%	San Jose Diridon	4%
Tamien	5%	California Avenue	3%
Menlo Park	5%	Sunnyvale	3%
Palo Alto	5%	So. San Francisco	3%
Hillsdale	5%		
Millbrae	5%		
San Mateo	3%		
Santa Clara	3%		

n=2,694

# Survey Findings

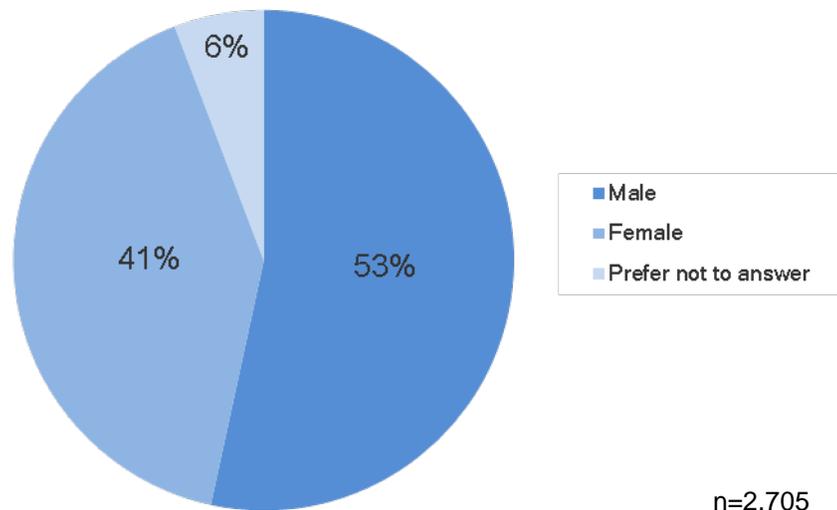
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## Demographics

### Gender

More than half of respondents (53%) are males.

Do you identify as:



# Survey Findings

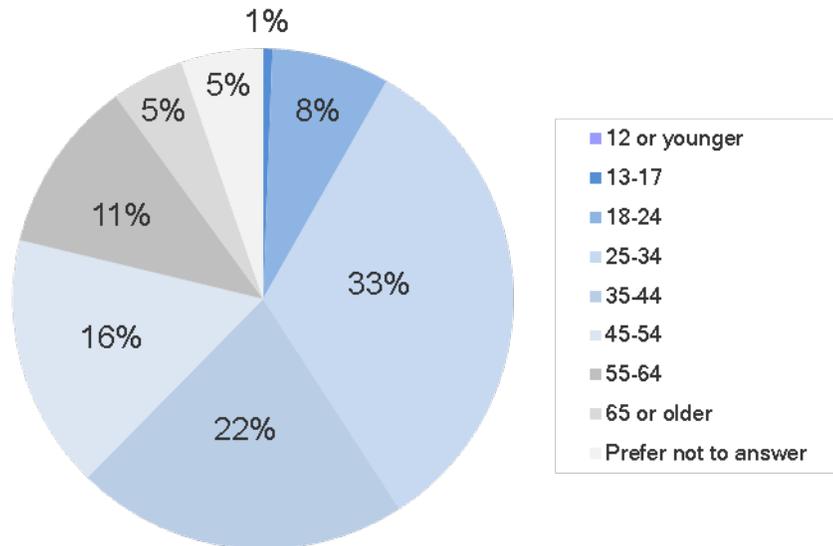
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## Demographics

### Age

Nearly three-quarters of respondents (71%) are between the ages of 25 and 54.

Into which of the following categories does your age fall?



n=2,705

# Survey Findings

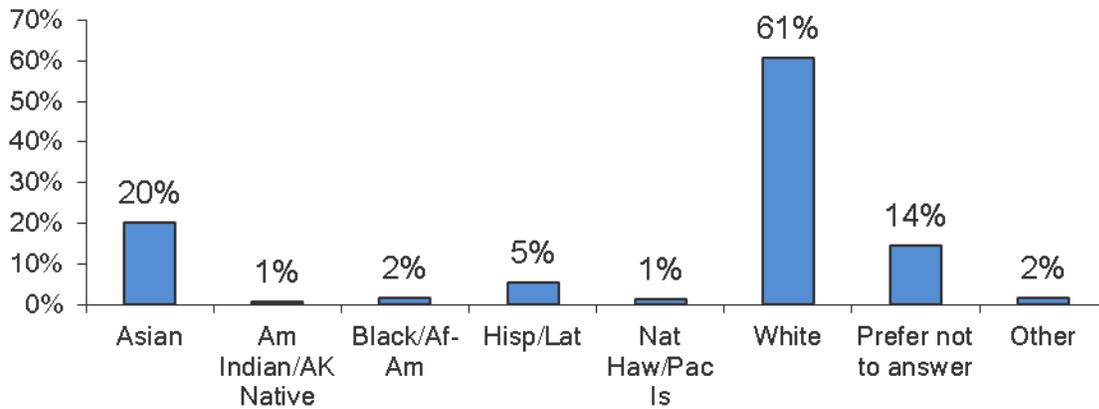
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## Demographics

### Ethnicity

The majority of respondents (61%) are white, followed by Asian (20%).

Which of the following best describes your ethnic background?



n=2,701

# Survey Findings

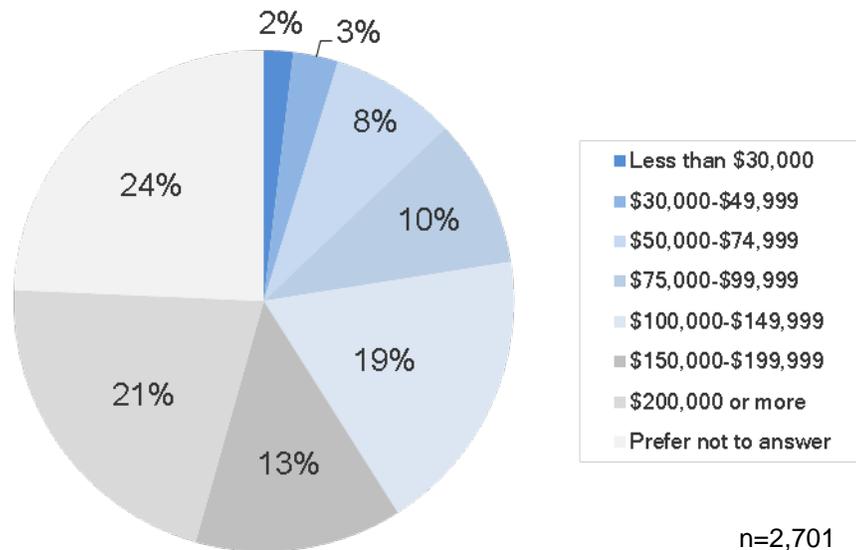
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## Demographics

### Household Income

More than half of respondents (53%) have annual household incomes of \$100,000 or more. Nearly a quarter (24%) chose not to respond.

What is your household's total yearly income (before taxes)?



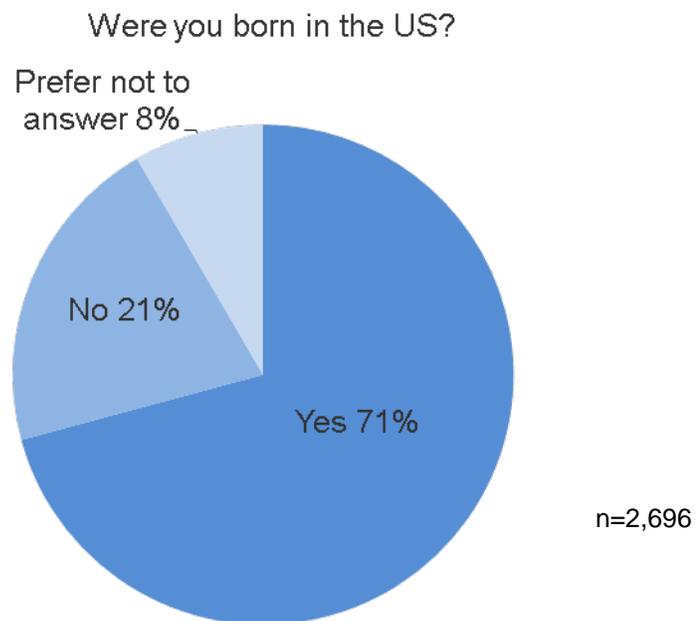
# Survey Findings

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## Demographics

### Country of Origin

Nearly three-quarters of respondents (71%) were born in the US.



# Survey Findings

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## Demographics

### Home Zip Code\*

Respondents were asked to report their home Zip code. Based on this the top cities are San Francisco, San Jose, Mountain View, San Mateo, and Sunnyvale.

City	# of Respondents	City	# of Respondents
San Francisco	53	Stanford	2
San Jose	48	Berkeley	1
Mountain View	31	Concord	1
San Mateo	30	Daly City	1
Sunnyvale	30	Emeryville	1
Redwood City	12	Fairfax	1
Santa Clara	11	Fremont	1
Belmont	10	Hollister	1
Hillsborough	10	Hollywood, FL	1
Palo Alto	10	Los Altos	1
West Menlo Park	7	Los Gatos	1
San Carlos	5	Milpitas	1
Millbrae	4	Pacifica	1
South San Francisco	4	Salinas	1
Cupertino	3	San Bruno	1
Campbell	2	San Ramon	1
Oakland	2	Union City	1

n=292

\*Note that the response to this question is low because the zip code question was added to the survey a few days after it launched and many chose not to answer this question even when it was available.

# Questionnaire

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## Customer Experience Survey

The Caltrain Customer Experience Program was recently implemented to identify short-, mid- and long-range improvements in collaboration with the Citizens Advisory Committee. Part of this initiative also includes seeking input from the frequent, infrequent and non-riders through online, intercept and focus group studies that will guide Caltrain efforts in providing the ultimate customer experience.

In this first online survey, Caltrain is asking the general public to rate and identify priorities, and provide ridership and demographic information. This is not a statistically valid study but it's the first step to help Caltrain's improvement process. The results of this survey will inform the questions on the next statistically valid Customer Satisfaction Survey in June. The last study of this series will be a focus group in which Caltrain will test some of the possible improvements and ensure they make a positive impact on riders' daily use of the system.

Please complete this survey by Sunday, 3/20. All the information provided is confidential and the report will be an aggregate of the data. No personal information is collected. The survey should take no more than 10 minutes to complete. If you have any questions regarding this survey, contact Patrick Thompson at [marketresearch@samtrans.com](mailto:marketresearch@samtrans.com).

Thank you for your participation.

Patrick Thompson  
Market Research & Development

- 1) Please indicate how important each of the following is to you on a scale of 1-5 where 5 is very important and 1 is not at all important:

RANDOMIZE

### Service

Expanded evening service after 10:30pm  
Expanded service between San Jose and Gilroy  
More frequent weekend or mid-day service  
More shoulder peak service (just past rush hour)  
In general, more frequent service  
In general, trains with shorter commute times

- 2) Please indicate how important each of the following is to you on a scale of 1-5 where 5 is very important and 1 is not at all important:

RANDOMIZE

### Communications

Improved real-time updates (onboard or at the stations), e.g., train arrivals, bike capacity, train capacity, delays

# Questionnaire

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Schedule and real-time information available on a smartphone application  
Better directional signage at stations

- 3) Please indicate how important each of the following is to you on a scale of 1-5 where 5 is very important and 1 is not at all important:

RANDOMIZE

Customer Enjoyment / Comfort

Access to concession (food / drink) at stations  
Allowing food and drinks on board  
Increased bike storage and bike share facilities  
Pay as you Go Wi-fi  
Quiet Car

- 4) Please indicate how important each of the following is to you on a scale of 1-5 where 5 is very important and 1 is not at all important:

RANDOMIZE

Payment

A smartphone application with mobile ticketing  
Ability to pay for parking using a mobile application  
Improved ticket machines with Clipper integration

- 5) Now please rank the importance of each of the following items by indicating which is your first priority, second, and third priority?

RANDOMIZE

Service

Expanded evening service after 10:30pm  
Expanded service between San Jose and Gilroy  
More frequent weekend or mid-day service  
More shoulder peak service (just past rush hour)  
In general, more frequent service  
In general, trains with shorter commute times

- 6) Again, please rank the importance of each of the following items by indicating which is your first priority, second, and third priority?

RANDOMIZE

Communications, Customer Enjoyment / Comfort, Payment

Improved real-time updates (onboard or at the stations), e.g., train arrivals, bike capacity, train capacity, delays

# Questionnaire

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Schedule and real-time information available on a smartphone application  
Better directional signage at stations  
Access to concession (food / drink) at stations  
Allowing food and drinks on board  
Increased bike storage and bike share facilities  
Pay as you Go Wi-fi  
Quiet Car  
A smartphone application with mobile ticketing  
Ability to pay for parking using a mobile application  
Improved ticket machines with Clipper integration

7) How would you rate the value of Caltrain's service relative to the amount you pay on a scale of 1-5 where 5=Great Value for the Money and 1=Poor Value for the Money?

8) Do you ever use a Transportation Network Company (e.g., Lyft, Uber) to connect with Caltrain?

Yes

No

Don't know/Not sure

## EMU

9) In order to meet Caltrain's growing demand for service, new electric trains will be configured to maximize customer capacity. Some space allocated for seating could be used for standing room, bike storage, luggage and bathrooms, or a combination of these. Please indicate how important each of the following is to you on a scale of 1-5 where 5 is very important and 1 is not at all important:

RANDOMIZE

Seating

Standing room/Leaning area

Bathroom (displaces approx. 8 seats)

Bike storage (displaces approx. 1 seat and rider occupies 1 seat)

Luggage storage (displaces approx. 4 seats)

Maximum seating onboard by replacing onboard bathrooms with bathrooms at stations

10) Now please rank the importance of each of the following items on new electric trains by indicating which is your first priority, second, third priority and so on?

RANDOMIZE

Seating

Standing room/Leaning area

Bathroom (displaces approx. 8 seats)

Bike storage (displaces approx. 1 seat and rider occupies 1 seat)

# Questionnaire

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Luggage storage (displaces approx. 4 seats)

Maximum seating onboard by replacing onboard bathrooms with bathrooms at stations

11) What do you like best about the existing diesel cars that you would like to see on the new electric cars? TEXT BOX

12) What do you like least about the existing diesel cars that you want changed on the new electric cars?

TEXT BOX

## RIDERSHIP

13) How long have you been riding Caltrain?

I've never ridden Caltrain (SKIP Q.18)

Less than 6 months

6 months to less than 1 year

1 year to less than 2 years

2 years to less than 4 years

4 years or more

14) How often do you usually ride Caltrain?

6-7 days/week

5 days/week

4 days/week

3 days/week

2 days/week

1 day/week

1-3 days/month

Less than once a month

15) How do you typically pay for your trip when taking Caltrain? (Select only ONE)

One-way ticket

Day Pass

Go Pass

Clipper cash value

Clipper 8-ride Ticket

Clipper Caltrain Monthly Pass

Other, specify \_\_\_\_\_

16) In general what is the main purpose of your trip when taking Caltrain? (Select only ONE)

Work

School

# Questionnaire

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Airport (SFO, San Jose International)  
Social/recreational  
Shopping  
Other, specify \_\_\_\_\_

17) At what station do you typically board and exit Caltrain?

LIST OF STATIONS

## DEMOGRAPHICS

18) Do you identify as:

Male  
Female  
Prefer not to answer

19) Into which of the following categories does you age fall?

12 or younger  
13-17  
18-24  
25-34  
35-44  
45-54  
55-64  
65 or older

20) Which of the following best describes your ethnic background?

Asian  
American Indian or Alaska Native  
Black/African American  
Hispanic/Latino  
Native Hawaiian or Other Pacific Islander  
White/Caucasian  
Other race, specify \_\_\_\_\_

21) What is your household's total yearly income (before taxes)?

Less than \$30,000  
\$30,000-\$49,999  
\$50,000-\$74,999  
\$75,000-\$99,999  
\$100,000-\$149,999  
\$150,000-\$199,999  
\$200,000 or more

# Questionnaire

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22)Were you born in the US?

Yes

No

IF NO

23)In which country were you born?

\_\_\_\_\_

24)What is your home ZIP Code?

\_\_\_\_\_

25)If you have any comments please submit them here:

## Comments and Suggestions

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Of the total 2,956 respondents, 1,546 (52%) answered this question. Most comments related to seating (49%), followed by amenities (32%) with bathrooms onboard being cited most frequently (15%). 27% of comments were about train design/features (mostly about the two levels), and 12% were bike related (nearly all about bike cars/storage).

What do you like best about the existing diesel cars that you would like to see on the new electric cars?

Theme	Count	% of respondents
<b><u>Seating</u></b>	<b><u>750</u></b>	<b><u>49%</u></b>
Single seats on the 2nd level	225	15%
Seating with tables	145	9%
Comfortable seats	119	8%
Enough seats	72	5%
Forward facing seats	50	3%
Current seating configuration comments	44	3%
Other (facing seats, variety of seating options, etc.)	95	6%
<b><u>Amenities</u></b>	<b><u>489</u></b>	<b><u>32%</u></b>
Bathrooms on board	192	12%
Electric outlets	133	9%
Cup holders	39	3%
Other (luggage racks, food and drink onboard, A/C, etc.)	125	8%
<b><u>Train design/features</u></b>	<b><u>414</u></b>	<b><u>27%</u></b>
Two levels	180	12%
Quiet	51	3%
Smooth ride	41	3%
Multiple doors	40	3%
Other (level entrances, standing room, etc.)	102	7%
<b><u>Bike related</u></b>	<b><u>187</u></b>	<b><u>12%</u></b>
Bike cars/bike storage	174	11%
Other (bicyclists sit with bikes, bike parking)	13	1%
<b><u>Nothing that I like about current cars</u></b>	<b><u>145</u></b>	<b><u>9%</u></b>
<b><u>Other (cleanliness, friendly conductors)</u></b>	<b><u>53</u></b>	<b><u>3%</u></b>

Note that comments may have been categorized under several themes.

## Comments and Suggestions

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Of the total 2,956 respondents, 1,689 (57%) answered this question. Most comments related to seating (20%), followed by capacity (18%), amenities (17%), service (12%), and bikes (9%).

What do you like least about the existing diesel cars that you want changed on the new electric cars?

Theme	Count	% of respondents
<b><u>Horn noise/train noise</u></b>	<b>345</b>	<b>20%</b>
<b><u>Seats</u></b>	<b>331</b>	<b>20%</b>
Facing seats	188	11%
Not enough leg room	72	4%
Other (cramped, uncomfortable, worn out, etc.)	71	4%
<b><u>Capacity</u></b>	<b>307</b>	<b>18%</b>
Not enough seats/not enough capacity (cars)	116	7%
Too much crowding at train doors/too crowded	99	6%
Not enough standing room	92	5%
<b><u>Amenities</u></b>	<b>292</b>	<b>17%</b>
No wifi	112	7%
Lack of electric outlets	78	5%
Inadequate A/C	69	4%
Other (no quiet cars, not enough cup holders, lack of concessions onboard)	33	2%
<b><u>Service</u></b>	<b>208</b>	<b>12%</b>
Slow	86	5%
Mechanical issues/delays/timeliness	72	4%
Service not frequent enough	50	3%
<b><u>Bike related</u></b>	<b>144</b>	<b>9%</b>
Insufficient bike storage/poor layout	134	8%
Other (no enough bike storage at stations, too many bikes onboard)	10	1%
<b><u>Not smooth ride</u></b>	<b>106</b>	<b>6%</b>
<b><u>Air pollution/exhaust fumes</u></b>	<b>82</b>	<b>5%</b>

# Comments and Suggestions

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<b>Communications</b>	<b>82</b>	<b>5%</b>
Lack of signage/information	51	3%
Other (announcements unclear, no real time updates)	31	2%
<b>Other (dirty, fares, smell, etc.)</b>	<b>147</b>	<b>9%</b>

Note that comments may have been categorized under several themes.

## Comments and Suggestions

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Of the total 2,956 respondents, 1,182 (40%) answered this question. Most comments related to service (46%) with most mentioning more frequent trains or expanded service, followed by positive comments (11%), communications (9%), and bikes (8%).

If you have any comments please submit them here:

Theme	Count	% of respondents
<b><u>Service</u></b>	<b><u>543</u></b>	<b><u>46%</u></b>
Need more frequent trains/expanded service	237	20%
Need more capacity	116	10%
Need faster service/more bullet service	59	5%
Less breakdowns/delays	45	4%
Better connections with other transit	37	3%
Other (more timeliness, faster recovery after interruption, additional shuttle service)	49	4%
<b><u>Positive comments</u></b>	<b><u>135</u></b>	<b><u>11%</u></b>
General positive comment	131	11%
Other (Caltrain superior to BART, good value for the money)	4	<1%
<b><u>Communications</u></b>	<b><u>104</u></b>	<b><u>9%</u></b>
Announcements/messages/updates poor, too often, unclear, signage lacking/not clear	92	8%
Need mobile app	12	1%
<b><u>Bike related</u></b>	<b><u>90</u></b>	<b><u>8%</u></b>
Need more bike capacity	48	4%
Other (need more bike lockers, bike cars for bikers only, surcharge for bikes, etc.)	42	4%
<b><u>Reduce noise/horn noise</u></b>	<b><u>77</u></b>	<b><u>7%</u></b>
<b><u>Wifi/free wifi</u></b>	<b><u>75</u></b>	<b><u>6%</u></b>
<b><u>Bathrooms</u></b>	<b><u>74</u></b>	<b><u>6%</u></b>
Bathrooms (keep, at least 1)	35	3%
Other (cleaner bathrooms, bathrooms at stations)	39	3%

## Comments and Suggestions

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<b><u>Clipper</u></b>	<b><u>61</u></b>	<b><u>5%</u></b>
Clipper complaints/suggestions	40	3%
Other (more Clipper integration, better placement of SIDs, etc.)	21	2%
<b><u>Fares/Ticketing</u></b>	<b><u>60</u></b>	<b><u>5%</u></b>
Fares too expensive	34	3%
Other (mobile ticketing, change the fare by zone pricing, etc.)	26	2%
<b><u>Conductors</u></b>	<b><u>58</u></b>	<b><u>5%</u></b>
Conductors are professional/friendly	34	3%
Other (negative conductor comments)	24	2%
<b><u>Negative comments</u></b>	<b><u>47</u></b>	<b><u>4%</u></b>
<b><u>Parking</u></b>	<b><u>44</u></b>	<b><u>4%</u></b>
Need more parking	43	4%
Don't charge for parking off hours	1	<1%
<b><u>Amenities (quiet cars, eating and drinking onboard, etc.)</u></b>	<b><u>43</u></b>	<b><u>4%</u></b>
<b><u>Stations (station improvements, boarding, etc.)</u></b>	<b><u>24</u></b>	<b><u>2%</u></b>

Note that comments may have been categorized under several themes.

# Comments and Suggestions

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What do you like best about the existing diesel cars that you would like to see on the new electric cars?

Leg room
<p>The single seats. The double seats facing each other usually result in no leg room for half the riders or legs in the walkways. After 15 years riding BART I'm concerned with how Caltrain will keep electric cars running in very hot weather. My experience with BART's aging system was that during very hot weather the electrical system would overload. I hope this won't happen with electric Caltrain cars.</p>
<p>They use a cheap efficient fuel at a time when technology in rail systems is advancing exponentially. Your plan is antiquated before it's begun. I'm not convinced that this very expensive upgrade without definitions is the best choice for California. As more and more hydroelectric plant are taken offline and increasingly our electricity is produced by imported Natural Gas I believe the current plan is a recipe for future fiscal disaster.</p>
<p>- Clean - Bathrooms - Usually plenty of seating - Bike cars</p>
<p>- Comfortable seats</p>
<p>Nothing special I would like them to be at least as nice but I'd really like them to be much nicer</p>
<p>- Seating both with and without tables - Racks for storing small bags / personal items above seats on Bombardier cars - Storage area for bags / personal items on upper level of Gallery cars</p>
<p>- seats are comfortable - 2nd floor for additional sitting</p>
<p>- tables to sit down and work</p>
<p>- They are two-story. - You can move between carriages. - Some seats have tables. - Some seats are individual - no one can sit next to you. - There are seats that let you face other people - especially in the newer, more open-plan, carriages.</p>
<p>- White noise that drowns loud conversations</p>
<p>"Diesel cars"? Does this mean locomotives/engines, or passenger cars? Assuming the latter: in gallery cars, more seating room/space than on bombardier cars.</p>
<p>(newer cars) Entry level = platform level (really good for bike access!) (older cars) upstairs seats - better view (newer cars) seats facing various directions (so there's a better chance of not facing backward) (older cars) bike capacity (it's possible to fit even more than the technical limit...)</p>
<p>* Comfortable seating * Luggage racks throughout train (especially the spacious ones on the upper floors of Gallery bike cars) * Automated announcements are quiet/subdued</p>
<p>* I like the mix of seats with and without tables. * I like how smooth the ride is on the newer bullet trains.</p>

# Comments and Suggestions

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<p>* Like the Bombardier car configuration, hate the gallery car configuration * Tables with some of the seats * 2 doors on each car * Electric outlets next to seat * Seats that face both ways so you can have a conversation. This makes Caltrain rides a lot more social than those on BART * Bathrooms. There was some talk of removing them for more seats - trust me, you don't want to be on a game night with no bathrooms on the train. Replacing them with bathrooms on the station is a ridiculous idea- you can't go to the bathroom and get back on. The train stops for a minute or two, and the next one is usually after an hour at night.</p>
<p>* The 2nd floor of the train compartments should be like the current newer compartments, which provides relatively more standing space for passengers. * I would like to see compartments on both sides as the newer compartments of the existing diesel cars. This allows passengers to get on and off the train easily.</p>
<p>*Two level seating. *Love the second floor of the "less old" model trains (the fact that there's a four seat as well as a four seat/table option. *No matter how many times I commute on Caltrain, I love the "riding the train" excitement and being in proximity to that large hulking machinery. There's still a nice "old world" feel to the whole experience that I hope won't go away with the new electric cars.</p>
<p>? Enough seating?</p>
<p>1 seaters on the top of the cars.</p>
<p>1) Current train schedules generally serve the need, although more shoulder time trains are needed. 2) The older cars have private single-seating on the top. That is needed on the electric cars.</p>
<p>1) I like the single chair layout on second floor of the car. Perfect if you want to sleep or meditate. 2) I like the tables for setting your laptop on if you want to work on Caltrain.</p>
<p>1) The tri-level trains have enough room for seats and standing people. 2) Two exits, helps when the train is packed and you are trying to get out. 3) CalTrain is much quieter than BART. I would like to be even quieter.</p>
<p>1. Cushion seats (but in much better, CLEANER condition) 2. At least one Bathroom on board 3. Choice of upper single seating with convenient luggage rack 4. Pretty decent leg room</p>
<p>1. Bike storage on train 2. Bathrooms, but not needed on each car. 3. Ability to bring food and drink on the train</p>
<p>1. have caltrain schedule tables in the car</p>
<p>1. Love the shelving on the second floor of the gallery cars. It's easy to access and secure. 2. Leg room is also great on the gallery cars. 3. Multiple doors for one car, like on the bombardiers. Makes bullet train boarding and deboarding much more efficient.</p>

# Comments and Suggestions

<p>1. Single seating next to window on upper level in galley cars. 2. At least 1 or 2 restrooms on train in case of train emergency where passengers can be stuck on the train up to several hours (this has happened to me, thank goodness there was a restroom on the train!). 3. Being able to eat and drink on the long ride home. 4. I like the galley cars where all seats are facing the same direction, not having to knock knees with strangers! I LOVE CALTRAIN!!!</p>
<p>1. The at-surface car entrances of the Bombardier style that don't require climbing to get on. 2. The single seats on the upper level of Gallery style cars.</p>
<p>2 decks of seating.</p>
<p>2 doors to exit on the newer bike cars</p>
<p>2 entry/exit doors on each car on the newer Bombardier cars, low entry/exit step-on height, availability of some tables</p>
<p>2 floor 4 seats with tables with outlets</p>
<p>2 level of seats increase seating capacity</p>
<p>2 levels</p>
<p>2 levels of seating - upstairs and downstairs; especially the single row upstairs</p>
<p>2 levels of seating. Single seats, tables/ 4 person seats</p>
<p>2 levels seats. Bicycle space. Garbage disposal. Big windows.</p>
<p>2 sets of doors per car (only certain train designs). Efficient and generally quiet.</p>
<p>2 tier seating is very helpful, especially the new trains which have tables, making it convenient to work during the commute.</p>
<p>2nd floor seating, outlets for power</p>
<p>2nd level up high with private seats</p>
<p>4x4 seats with tables on Bombardier cars</p>
<p>A bathroom for each train - Most especially when traveling from south bay to and from SF Giants games. It would be absolutely disastrous (especially on the evening return trip) if there were no bathrooms on the trains.</p>
<p>A convenient vestibule/entryway that allows clear segmentation of the, possibly noisy, entryway from the main seating area. Seating strikes a balance between roominess and capacity concerns. Sometimes there are solo seating options.</p>
<p>A place to sit</p>
<p>A quiet car definitely. Candy girls selling their wares up and down the isle.</p>
<p>A quiet car for commuters who want to read/think/nap</p>
<p>A single bathroom on the entire train is fine. One on each car is excessive. I far prefer seating all facing the same direction found on the gallery cars far more than the horribly tight and uncomfortable fit of the newer bombardier cars. I also notice a big difference in the ADA gallery cars compared to the standard which were retrofitted with newer seats but the legroom is enough less that I virtually always sit only on an ADA car when available. I would much prefer more legroom for a comfortable ride.</p>

# Comments and Suggestions

Ability to bring alcoholic beverages onboard, upstairs single-row seating, onboard bathrooms
Ability to eat/drink on cars.
Ability to find a seat and use my laptop
Ability to plug my electronic devices (ability to charge). Single person seating in upper deck Bathroom availability (note: may not need to be available in all cars, but nice to have.) Clean seat
Ability to sit by myself.
Ability to withstand a crash, which we know will happen at grade crossings.
Absolutely nothing
Absolutely nothing they are shit
Absolutely nothing!
AC outlets Tables
Access to plug sockets for phone/laptop charging.
Accommodating at least 80 bikes during peak period's heaviest train.
Adequate bike capacity on one of the bike cars ( bombardier?)
Adequate bike space.
Adequate leg room, general comfort
adequate seating capacity. Would like to see more electric access points.
air conditioning
Air Conditioning
Air conditioning.
All I want is a comfortable, clean and quiet, uncrowded ride!
All seats facing the same direction in each section of car. High backed seats.
Allowing bicyclists to sit near their bikes.
allowing drinks/alcohol on board, standing room
Almost-level boarding and two sets of doors on the Bombardier cars are critically important for fast and efficient boarding, especially for cyclists and people with impaired mobility. I have no data, but surely it must result in trains being closer to on time. I also appreciate the that the Bombardier cars have a smoother and quieter ride than Gallery. For cyclists, it's nice to be able to keep an eye on your bike. The Gallery cars are better for this due to overhead seating.
Ample room to use laptop while seated.
announcement system is often impossible to understand, some of that is person speaking
Appreciate that there are seating areas on the second floor for single seats, and first floor for double seats.
Areas where families can sit together (3 seaters and four seaters) and bathrooms.
Areas with desk space
Artificial leather seats.

# Comments and Suggestions

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As a frequent solo commuter, I enjoy getting a seat by myself in the second floor of the gallery cars. Conversely, when travelling with friends, I highly enjoy getting a 4-seat cluster facing each other.
As a solo non-peak rider I greatly enjoy the single seats on the gallery cars
As a tall man, there is always ample legroom on caltrain, when I can find a seat.
As least two doors per train car.
At least one bathroom on a train set, bicycle space. In the new car on Bombardier sets I like the rows that don't face each other. I'd prefer new cars that had more rows that faced one way or the other, rather than knees hitting.
Atleast maintain the frequency of diesel cars both ways
Automatic doors, the horn
Availability of outlets to recharge phones, laptops, etc.
Basic functionality of carrying people.
Bathroom available on train is very important for people who have long commute. Please do not take away the bathroom on train.
Bathroom in every Bombardier car. Upper level seat with work tables in Bombardier cars. Outlets at every seat in some Bombardier cars. Few stairs for boarding Bombardier cars with bicycles. More bike capacity on gallery cars.
Bathroom in every car and lots of seats.
Bathroom on board at least one car. Space for wheelchairs and car equipped for handicap seating.
Bathroom onboard. Smooth ride. Nice seats and windows. Multiple levels of seating. Clean seats.
Bathroom, Luggage Space.
Bathrooms

# Comments and Suggestions

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Bathrooms
bathrooms
BATHROOMS
Bathrooms
Bathrooms Bike car Seats
Bathrooms Double height
Bathrooms Good lighting Good climate control
Bathrooms Group seating
Bathrooms Multiple doors per car like the Bombardier cars
Bathrooms & bike storage
Bathrooms and seats. Having one bathroom onboard for emergencies is nice. The single seats on the Nippon Sharyo trainsets are nice, however, having a quiet car would be even better. This is particularly true during shoulder commute times when there are more non-commuters. The dual doorways is nice on the Bombardier cars, however, having two sets of doors for different platform heights (as proposed) seems extremely inefficient.
Bathrooms for emergencies - train rides can be very long into and out of the city. If you remove the bathrooms, Caltrain use may be difficult for families with children. If you take into account the price for 4 tickets, it may be cheaper to drive!
Bathrooms for when we are stranded for multiple hours because of some "incident"
Bathrooms in disabled access car Seats that are wider and have no seats in front of them where wheel chairs or dtrollets can go Variety of types of car configurations
Bathrooms in every car (Bombardier trains) Being on same level as platform (Bombardier trains) Bigger bike capacity (Gallery cars)
Bathrooms in some cars (not all)
Bathrooms on board are essential - especially for the crowds of people attending sporting events who would otherwise have to find other places (likely on board) to relieve themselves.
Bathrooms on board. Coat hooks that are in handicapped cars. Cup holders that are in some seats. Large windows. Good lighting. Individual seats. Having some seats face each other for social time.
Bathrooms on train
Bathrooms on trains. Seating. Bike cars. Luggage car with luggage rack.
Bathrooms! Bathrooms are critical. We have two small children who cannot be expected to hold it until we get to our destination. Station bathrooms are problematic for security and maintenance reasons, and you risk missing your train while standing in line in the bathroom. Keep bathrooms on the trains!

# Comments and Suggestions

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Bathrooms! Please don't order trains without bathrooms. It would be a nightmare. Older people don't have good control of their bladders. Drunk or ill people have nowhere to go, if they need to throw up. And I think it's ridiculous to ask people to get off a train just to go to the bathroom and then wait for the next train to finish their journey.
Bathrooms! Commute on CalTrain is long.
Bathrooms! I know it's a big sacrifice in terms of seating, but being from Philly where there were no bathrooms on the train, it was terrible! And Caltrain does longer distances, so being on a weekend local without a restroom is not very reassuring.
Bathrooms! Please, please, please keep bathrooms onboard.
Bathrooms!!
Bathrooms, upstairs single seats, lots of walkway room down stairs for people to squeeze by standing passengers in the walkway
Bathrooms.
Bathrooms. When there is a fatality and you are stuck on a train for two hours, biology takes over. For the hydrated, the young, and the elderly - give us bathrooms. Don't tell me that "electrification will eliminate delays!" because people are people and will keep parking their cars and couches on the tracks as well as their bodies and delays are inevitable. And that's assuming no equipment failures. (*cough*look at February so far*cough*) On the upstairs of the Gallery style cars: that shelf is super handy for putting our bags on when it's low. The super narrow ones are pretty worthless. Racks for bags: please make these accommodate the average style bag. Electrical outlets. Sometimes the ability to charge a phone is a godsend! Bike cars!!!!
Bathrooms. Ability to walk between carriages.
bathrooms. being allowed to drink alcohol onboard.
Bathrooms. Comfortable seating.
Bathrooms. Full double decker cars like Bombardier equipment. Tables.
Bathrooms. Maybe don't need as many, but having at least one per train is critical for when there's a suicide or other incident that causes major delays without the ability to deboard.
Bathrooms. Please do NOT put them only at stations. There's not enough time to get off and use them... There are also frequent times that the trains are stuck because of fatalities where bathrooms are invaluable.
Bathroom in handicap car. Designation of specialty cars like handicap or bike Seating that does not have a seat directly in front of it
Being able to eat and drink, privacy of not having to face other passengers on the older cars
Being able to sit alone upstairs.
better for the environment, maybe can save money
Better legroom in seats on Nippon Sharyo cars.

# Comments and Suggestions

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Better seats, with good legroom.
Better space for bikes.
Bi level, tables on some seats
Bicycle storage power outlets
Big windows
big windows
Big windows
Bigger bike capacity of bombardier trains.
Bike access.
Bike area/storage.
bike capacity
Bike capacity and clean conditions
Bike capacity of 80 is good.
Bike capacity of Gallery trains
Bike capacity on gallery cars is good. On-board bathrooms (though only one bathroom per consist is needed). Bathrooms at stations may be less convenient. Platform-level boarding on bombardier's
Bike capacity.
Bike capacity. I can't get to caltrain without my bike and I can't get to my final destination without my bike either so leaving it at the station isn't going to work for me. I don't make enough money as it is to live here so taking a car service to and from caltrain isn't an option either.
Bike car on galleries is large and efficient. This is not the case on bombardiers which waste space and don't have enough bike space. Continuous floor on bombardiers is obviously great for increasing capacity and should be paired with the efficient seating layout and bike layout of the gallery cars.
Bike car.
Bike car.
Bike carriages, seating, bathrooms.
Bike cars
bike cars table space comfortable seating access to bathrooms
bike cars the trains with the lower entrance to the bike cars (not the high steps)
Bike Cars and Bathrooms -

# Comments and Suggestions

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Bike cars and bordes assisted area.
Bike cars on non-bombardier trains.
Bike cars with standing area
Bike cars!
Bike cars! Definitely need at least one bathroom per train.
bike cars,
Bike cars, bike parking.
Bike cars, cup holders.
Bike cars, drinking coffee. Funny conductors.
Bike cars, prefer the low step ones
Bike cars. I commute on both ends by bike. Parking at stations is expensive and inefficient and the major lots are often full by 7AM.
Bike configuration in Galley trains with overhead seating.
Bike on board
Bike parking, bathrooms. I almost never use the restrooms onboard, but when I was stuck on the train for 3+ hours this past summer- I genuinely think it would have been a bio-hazardous mess if there were no bathroom cars. I also see probably 4-7 people use the bathrooms on my morning commute. If people are drinking coffee on the trains- and potentially commuting 1+hours, I think bathrooms are a necessity.
Bike rack space. Could use more of them.
Bike space with seating near bikes.
BIKE SPACE!
Bike space! San Jose has terrible bus service & little parking. Bringing my bike on board solves all my problems
Bike Spaces
Bike spaces
Bike Storage
Bike storage and comfortable seats are great right now. Would like to see that continue with electric train sets. Onboard bathrooms are nice but not as important to me.
bike storage area
Bike storage area, bi-level cars, single seat areas
Bike storage exists.
Bike storage on gallery cars
bike storage on the gallery cars

# Comments and Suggestions

bike storage on the galley cars. Less seats for more bikes in the bike car makes sense. Without the metal racks that are on the bombardiers, it is easier to rearrange and move around the bikes during busy times. two loading doors per car on the bombardiers.
Bike storage, 2 levels
Bike storage, two floors
Bike storage.
Bike Storage. Overall the diesel trains have a good amount of bike storage. I would like this to be increased if possible
Bike storage. Please increase it beyond the current gallery capacity, as people are getting bumped today.
Bike storage. Power outlets.
Bike storage. Seats are fairly comfortable.
Bike trains with 40 bike capacity.
Bikes on board
bi-level single seats double seats with console in-between
Bilevel cars with efficient seating arrangements.
Bi-level seating and bathrooms
Boarding at each end of the car (newer car models). It's much less congested than the center-of-the-car boarding in the older model cars.
Bombardier setup is great all around; having two entries for bikes is critical (elsewise there's just a bottleneck at the entrance, even if there are plenty of spots for bikes in the back)
Bombardiers have two exits eliminating dead ends and speeding boarding. There's at least half a chance with a normal overly crowded train to be able to sort of move through the aisles. New cars should allow for circulation and standing. Three doors would be better. New trains would need to be of sufficient length to handle commuter and event crushes. And/or, if they are shorter, then passenger capacity should be capped. This sardine style packing shouldn't be allowed to continue if electric trains run more frequently. If bikes are capped, why can't the passenger load?
Bombardier arrangement is quieter with faster boarding due to more doors.
Bombardier cars are quiet. They have leg room. Older cars I like the up section having space for placing bags
Bombardier cars are somewhat quiet and the ride is smooth at higher speeds.
Bombardier have nice restrooms
Bombardier style cars are much preferred to Gallery cars. Gallery car seating is uncomfortable when it comes to trying to do work on the train. Bombardier style cars seem to be quieter and rattle about less. Plus, they have outlets. I greatly appreciate that there are hardly any (if any at all) fabric seats. Fabric seats always seem like problem on any transit system.
Bombardiers: Table seating, feeling of more room and seating, smoother riding

# Comments and Suggestions

both upstairs and downstairs.
bullet routes
bullet trains for shorter commute time.
Burning diesel
Caltrain covers a large distance and delays can be very long. Please keep at least one or two bathrooms! Replacing bathrooms on the train with bathrooms at the station is a terrible idea -- just look at how disgusting BART bathrooms are..plus they are always closed for maintenance! It's very inconvenient especially since so many people use Caltrain to attend sporting events, etc.
Cannot comment until I know more about electric cars.
can't think of anything specific
Capacity and roominess. I really like the upstairs single-seating area of the older cars.
Car dedicated to bikes, onboard toilets
Car design in not important...ability to move between cars while train is moving. I like having bathrooms.
Cars are cold and drafty
Cars now fit a good amount of people and are easy to get on and off. Quieter cars with the electric would be great, more bathrooms, more comfortable seats.
Cars with tables on the second row
Cars with work stations/tables
Certain rows permit people to remain isolated while seated
Changeable seat backs so you can face either way. Single seats so you don't have to sit next to sketchy people.
Charging devices capability Some cars have non-cloth seats so ease of cleanliness No big food/drink items
Charging outlets, would like to see USB charging ports
Clean and comfortable. Onboard bathroom. Single seat options.
Clean seats
Clean seats wide aisles wide doors extra safety railings for stable off and on
Clean seats, ease of getting off newer models, and bathrooms.
Clean vinyl seats.
Clean, comfortable seats
clean, wide aisleways and nice, clean seating
Cleanable seat cover material. Doesn't stain easily.
Cleaner
Cleanliness
Cleanliness
Cleanliness- would forfeit ability to bring food and drinks and have bathrooms if it helped :)
Cleanliness.

# Comments and Suggestions

Cleanliness. Caltrain is cleaner than BART/MUNI and that is very appreciated.
Cleanliness. Thats it.
Cleanliness-nice materials used for seating. Also like upper deck seating
Cloth seats, tables
comfortable seating
Combo of two seats together as well as single seats
Comfort of seats
Comfort, size
comfortable and clean seats
Comfortable environment where I can work on a laptop.
Comfortable ride. Bullet from SJ to SF is what I take and good pace.
comfortable seating and heaters.
Comfortable seating
Comfortable seating
comfortable seating
Comfortable seating and decent room in seating Roomy bike car in comparison to existing Bullets Nice height for easy get-on, get-off on platforms Predictable feeling of the train slowing down Choice of seating facing forwards or backwards
Comfortable seating and upper level seating
Comfortable seating, clean passenger cars.
comfortable seating. Like the cars with exit at each end - much faster to load/unload and safer. Also, I would like to adopt ticketing for seat hogs - some patrons purposely spread out so as to prevent having someone use the next seat.
Comfortable seating. 2 seating decks. Bathrooms, not necessary on every car though, but 2-3 in each train. Windows,
Comfortable seats
comfortable seats bathrooms (keep them cleaner though)
Comfortable seats allowing enough seating space. Single upstairs seats.
Comfortable seats with enough room to open and work on a laptop and power outlets (depending on the current train).
Comfortable seats, cup holders
comfortable seats, tables in bombardier cars
Comfortable seats, when one is available.
Comfortable seats.
Comfortable seats.

# Comments and Suggestions

Comfortable seats. Access to entire length of train.
Comfortable seats. OnBoard bike storage.
Comfortable seats; space for carry ons.
Comfortable sitting.
comfortable upholstery sit-alone gallery seats privacy of not facing fellow passengers
comfortable, flexible seating with reasonable amount of bike transport, access to bathrooms
Comfortable, padded seating
comfy seats! easy to ride and figure out how to use. Conductors are friendly.
Comfy upholstered seating... 2 levels
Commuter times
Compact seating allows for more seats on train, new train models have more tables which are larger and take up unnecessary amounts of space.
Conductor Joe
Conductors
Configuration of Baby Bullet is nice, better than the legacy trains.
Configuration of the older cars plus level boarding.
Configure similarly to existing Bombardier cars. Low entry with multiple doors to cut dwell time in stations.
Convenient bike storage
cup holders
Cup holders
cup holders
cup holders
Cup holders (although that varies). Variety of seating configurations (four seats on Bombardier, pairs, singles on Gallery).
Cup holders and 2-left seating
Cup holders in between some of the seats (would be better if all seats had cup holders)
cup holders on some seats, power outlets
cup holders, single row of seating at top
cup holders, tables, outlets are all great. Generally comfortable seating.
Cup holders, tables, power outlets.
Cup holders, vinyl seats, good luggage/bag storage
Cup holders.
Cupholders.
Cupholders. Lots of legroom.
dbl deck passenger cars
Decent bike storage. Comfortable seats.
Dedicated bike cars

# Comments and Suggestions

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Dedicated Bike Cars! with seating nearby to keep and eye on bikes. Seats are comfortable.
dedicated bike cars. If I can't take my bike on the train, I most likely won't be on the train at all.
didn't realize there were diesel and electric cars, hard to tell
Diesel cars are non-powered and not subject to as many maintenance requirements.
Different kinds of seats (I.e. Quads, tables, doubles, singles etc.
Disabled Bathrooms. I am disabled and have emergencies all the time with no predictability. The lifts are good.
don't care -- GIVE US MORE PARKING AT MILLBRAE IT'S RIDICULOUS
Don't care that much. Just need reliability and dependability of the service to be on-time.
Don't know enough about the differences
Don't know the difference between the two
Don't like anything about it, to be honest.
Don't like anything about non-Bombardier trains. I like the seating arrangements on the Bombardier trains. Could use more tables, though.
Don't like how your outer doors close too firmly, unlike elevators where a foot or hand can keep a door open for a few more seconds. I've help little old ladies with luggage to exit, then the doors close while I'm climbing up the stairs to enter!
Double and triple decker cars.
Double deck seating
Double deck trains
Double decker
Double decker
Double decker
Double decker
Double decker - high capacity, with great views :-) Capacious bike cars (not as good on bombardier cars.) Bathrooms are a practical necessity, given how long Caltrain trips can be.
Double decker cars
Double decker cars to double the capacity
Double decker cars with max seating
Double decker cars, bathrooms
Double decker cars. Table seating.
Double decker for more seating
Double decker is great. Don't lose second level seating
Double decker seating
Double decker seating
double decker seating

# Comments and Suggestions

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Double decker seating
double decker seating - maximizes how many seats are available.
Double decker seating, air conditioning, headroom on lower cars up the aisle (split upper deck so it feels more spacious on lower level.
Double decker, so space on top.
Double decker, windows
Double decker.
double deckers
Double deckers with A/C
Double decks
Double doors and low steps on Bombardier trains (no steps would be better) for faster boarding/unboarding.
Double doors. cups holders. Power plugs
Double level with storage rack, great view from up top.
Doubledeck seating
double-decker seating. Love the sporadic tables on the top floor of the new cars.
drive longer distance/drive across country
dual entry/exit points
Dual levels.
Ease of entering and exiting on the newer cars. I.e. Newer Caltrain cars don't not have as many steps to enter into car. Difficult to get your bike in when walking up 3 stairs
East access not too many steps. Handicapped seating. Easy to open doors. Kick opening of doors. Good sound system for conductors to announce trains. Great staff.
Easy access between cars. The 4 seater seats. The bullet trains. The two stories.
Easy access to restrooms on Bombardier especially since my commute is about 1.5 hours each way.
easy off and on--NO STAIRS--on the newer trains
easy to find bathroom
Eating & drinking
Eating and drinking allowed
Eating and drinking allowed on trains.
Eating on board, bathrooms
Electric cars
Electric outlets
Electric outlets in both floors.
Electric outlets, seating for 4.
Electrical outlet
Electrical outlets
Electrical outlets
Electrical outlets

# Comments and Suggestions

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electrical outlets
electrical outlets full double deck cars with double doors
Electrical outlets and space to do work on Bombardier cars
Electrical outlets for computers Bathroom style of the Bombardier cars
Electrical outlets on the bombardier cars.
Electrical outlets on the newer cars.
Electrical outlets to plug in laptops, charge phones, etc.
Electrical outlets, armrests, good windows. Trains overall are way more comfortable than subways, BART or similar
Electrical outlets. Bicycle storage and co-located seating.
Electronical outlets
Enough leg room for putting bags on the floor in front of you.
environment
everything?
existence of bike cars
Existing bathrooms on board is a plus.
Extensive seating. They are long trips, so sitting and working is important.
Extra seating on the newer cars
Fast
Fast ride
Fast travel times, good capacity, overall very reliable service (most issues seem to be people doing something stupid like leaving a car on the tracks). Having the conductors on the train walking back and forth, providing info, etc. I also like the conductors that enforce the rules, they make the train ride better for everyone overall.
Feels like there are more seats available on the diesel cars than electric.
Fit a lot of people
Flexible seating arrangements that include some seating clusters with tables
Four seats with a table between them.
Free bike transport - I couldn't use caltrain without my bike
Friendly conductors
Friendly conductors!
Friendly onboard staff.
Front to back seating and higher bike capacity on the older Gallery cars.
Fuel efficiency.
Gallery cars have good standing handles. Two by two seating is a good fit most of the time.
Gallery cars, bike storage
Gallery cars.
Gallery with private single seats!

# Comments and Suggestions

Gallery: parcel shelf upstairs Bombardier: restroom in every car; variety of seating arrangements
Gallery-style bike cars.
General condition is clean and well maintained. Overall reasonable balance between storage, bikes, etc. Like the the tables + power outlet on the upper deck of the Bombardiers, nice for work and socializing.
Generally clean and quiet Double-decker seating Overhead storage Drink holders
Generally clean, comfortable and on time.
Generally comfortable ride, single seats
Generally good seating arrangements, generally good legroom
Generous bike storage and bathrooms in about every second car. In general they are very clean and well maintained. As a frequent BART user, the difference between Caltrain trains and BART trains is like day and night.
Good amount of bike space.
Good amount of leg room.
Good amount of seats and onboard bathroom.
Good amounts of bike storage.
good bathrooms. Bathrooms should only be eliminated if total journey time is reduced. don't need a bathroom in every car if people can pass betw cars.
Good bike storage
Good quality and cushioned seats (please do not replace with hard seats). Good noise insulation.
Good seats and bathrooms
Good staff.
Good ventilation. Plowe for laptops and phones. Tables. Space for bikes. Single seats. No high pitch noise as in Bart.
Great bike storage on the Gallery cars, please keep similar bike capacity, perhaps a bike storage area on every car to aid boarding and disembarking at each stop.
great classic smoky smell... so long as it stays outside of the coach! I meant to say that I like the air-conditioning (which works most of the time quite well)
great conductors
Great customer service from your agents!
Handicap space for wheelchairs
Handles on the aisle seats to hold onto while standing on a moving car.
Hate currently since they are so noisy
have no idea
Have no preference, because you did not describe the difference.
Haven't encountered a problem because it's kept clean and no homeless are onboard.
Having bathroom on board. Having single seats on upper level (existing diesel cars). Having bike storage and seats for riders.

# Comments and Suggestions

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Having been a bike commuter since 2001, I want to ensure that we maintain the gains made in bike capacity since then. Allowing and encouraging bikes on board has been a very great thing for the area and Caltrain. Let's keep it. I appreciate that the older cars have a lot of seats in the bike car. It is advised and smart to sit where you can see your bike, so allowing a seat per bike is a good mix. Not that that always works because the morning (northbound) people want to be as close to the city as possible so sit in the bike car, but if you take a local, it usually works out okay. The newer cars do have less capacity, but at least they are easier to get into with a bike.

Having enough seats is great. I like the cars that have one seat per row in the second story. I like when cars have the correct temperature and when there are conductors present to make sure certain passengers are not inappropriate or disruptive. I like being able to eat snacks/dinner on the train.

having more seats next to bike racks

Having single seats

Having single seats in the galley cars is actually really nice, especially in the mornings I don't need it super frequently but having a bathroom available for 60+ minute train commutes twice a day is very valuable - there must be at least one per train (although we don't need one in every car like on the Bombardier cars) We should preserve at least as much bike space as we have now, if not include more

Having the single seats on the 2nd floor

High capacity Gallery bike cars

High density double-deck cars with bathroom

High seat backs. Front/back seating (rather than facing). Restrooms. Passage between cars.

High speed

High speed rail can't run on a non-electrified line. Caltrain is really killing its ability to expand by muddying itself with HSR.

High-capacity bike cars (more of them, please!) Power outlets

Hopefully quieter. Be good if there be no horn blowing at the crossings.

hoping for better more comfortable seats.

Horn

How you don't have to face other people in a group of four on some trains. There just is not enough room in a group of 4 facing each other. I like the single seats up top

I always assumed that only the engines are changed.

I am strongly against removing all the bathrooms on trains. Maybe go down to one and only comfortable with that if there is more frequent service. Far too often you're running to a train to get it in time because otherwise you need to wait too long. I like nothing else about your existing cars.

I am very much for the electric cars.

# Comments and Suggestions

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I can take my bike on the train. I absolutely love this and it is the main reason that I ride Caltrain
I cannot think of anything that I have a strong affinity for. I like the windows on both sides of the car.
I can't imagine anything.
I could probably deduce that the trains were diesel, but I really don't identify the current trains by their energy source. I like that they have seats, that it's easy to get in and out of the train, etc.
I definitely prefer the newer European-style trains with fewer steps. I carry a rolling walker, and the fewer steps the better. I also like trains with ELECTRICAL OUTLETS, and am surprised that CHARGING STATIONS were not a priority question in this survey!
I don't know the difference. And I shouldn't, unless electric cars can offer differentiated services like wifi
I don't know about diesel cars so I cannot Judge the question
I don't know the difference
I don't like the diesel cars, they are very loud.
I don't particularly like anything about them
I don't really enjoy the trains.
I don't really like the current diesel cars all that much. Perhaps the only nice thing is the upper deck seats.
I feel like I'm in a Jane Austen novel.
I find the bombardier seating configurations superior to those of the pullmans. Especially on very crowded (SRO) trains, navigating the upper gallery as a "standee" is practically impossible, especially when compounded by riders sitting in the stairwells.
I haven't been in the electric car to tell you the difference nor what I would like to see.
I know most people don't like the gallery cars as much as the bombardier, but I like that they have more seats that *don't* face each other. I like having a combination of facing seats and non-facing, with more non-facing seats.
I like all the seats facing one way, not bumping knees face to face.,
I like armrests and comfortable seats
I like cars just as they are now. I have no problems getting a seat from the stations I take the train from.
I like diesel car which has more seats.
I like electronic outlets to charge my smart phone. I like the two floors on the cars. I like the layout of the bicycle racks in the cars.
I like having cup holders since I bring a coffee travel mug with me each morning.
I like having cup holders. Please have some seats with those. Power outlets are nice for people needing to charge their phones as well.
I like having the option to sit by myself in upper deck on the older cars. But the newer cars are much quieter and smoother.

# Comments and Suggestions

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<p>I like how clean and quiet the trains are. It is a very pleasant part of my day.</p>
<p>I like how most of the seats in each half of a gallery car face the same way. When I'm on a Bombardier car, and someone sits across from me facing me, it's uncomfortable because I'm 6'4" and there just isn't enough leg room.</p>
<p>I like how the Bombardier cars have a better layout--you can get more people in them, and comfortably.</p>
<p>I like it when the conductor reminds people to speak quietly AND BRIEFLY on their cell phones.</p>
<p>I like multi-level cars, big windows, comfortable seats.</p>
<p>I like nothing about the current diesel cars</p>
<p>I like nothing on the existing diesel cars</p>
<p>I like sitting behind each other not knee to knee.</p>
<p>I like that it is kept fairly clean</p>
<p>I like that some trains have exactly one bathroom. Having one bathroom per car is excessive and takes too many seats, but zero is too few, as some people would have "accidents" on the train (esp late at night when people have been drinking).</p>
<p>I like that that on the newer cars that they each have a restroom, I also like the outlets and tables, and cup holders</p>
<p>I like that the existing diesel cars have lots of leg room, and I would like that on the electric trains.</p>
<p>I like that the seats are very spacious and comfortable so you don't feel crowded or too close to someone when seated. I like to have the option to sit alone (upstairs), with 1 person or as a group (downstairs). 1 bathroom should be enough for the entire train.</p>
<p>I like that there are luggage racks on every train (though more would be nice), that there is at least one bathroom on every train (though signage to the bathroom would be nice), and that there is plenty of seating.</p>
<p>I like that there are places to put a bag or backpack.</p>
<p>I like that there is seating, at least for the station that I arrive at. Also bathrooms are very important for people with a longer train ride since you honestly cannot get off mid-way....</p>
<p>I like that they mostly face the same distance. The face to face seating is kind of awkward if you are bumping knees....but it is good if you are with friends. But mostly I am with strangers....</p>

# Comments and Suggestions

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I like that upstairs in the Gallery cars, all seats are individual, so you don't have to sit next to another person (well, aside from the one upstairs pair in the very back). I don't like sitting close to strangers, especially during the cold and flu season, so I really appreciate the solo seats upstairs in the Gallery! I REALLY hope at least SOME seating areas in the electric cars will be SOLO seats. On the flip side of what I just wrote, I also like that some seating areas in the Bombardier cars have little tables that can be shared by the 4 folks in those seats. I don't usually utilize the tables, but once in a while, if I have my laptop with me, or if I have food/drink with me, I REALLY appreciate the ability to place the laptop or the food/drink on a nice flat surface. (And I know others do also).

I like the 2 seater configuration

I like the 4 packs of seats facing each other. the other types of seats where you face the back of the other seat is so claustrophobic. also i like that some seats have tables.

I like the 4 seat areas with a table

I like the bathrooms on board.

I like the bicycle gallery cars, which provide more bike space and seats for bicyclists than the Bombardier cars.

I like the bike cars that have lots of bike capacity below and SINGLE seats above. This allows me to watch my bike and the single seat allows me to be the most productive on the train.

I like the Bike cart.

I like the bi-level cars. There is comfortable standing space and it is easy to move inside the cars and between them.

I like the Bombardier cars are quiet, smooth, multi-tiered and have electrical outlets.

I like the bombardier train sets more because there are two sets of doors for each car, improving the flow and boarding times. Also, the wider aisles allow for circulation even when there is someone standing.

I like the Bombardier's tables, power outlets.

I like the bullet trains - wish there were more during peak commute hours

I like the bullet trains that have the tables and outlets on the 2nd floor. That is really nice.

I like the cars and seats with the tables.

I like the cars that have two complete decks of seating (The cars that have upper deck seats and tables). I like that lay out because it makes use of all the space in the car while the other ones with two rows of single seats seems like a waste of space.

I like the cars WITHOUT face-to-face seating.

I like the comfortable seats with the ability to eat/drink on board since commute times can be long or during those times. I don't mind standing when needed though, it doesn't take too long to go from one end to the other.

I like the design of the bullet trains, which maximizes 2nd level / floor seating

# Comments and Suggestions

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I like the double decked cars on the diesel fleet. Another feature that I like is that Mp36 locomotives can pull the gallery cars and the F40 locomotives can pull the bombardier cars. If there were two different styles and manufacturers for the electric fleet, that would be nice.

I like the double decker configuration, the charging outlets, and the tables. Please get more train cars with these options.

I like the double-decker cars far and away the best. They're more modern, have more comfortable seats with liveable legroom, and with multiple paths in and out they're easier to board and exit. I like the tables, or rather having the choice to have a table. And they ride smoother and quieter, which is a big, big plus. Cupholders are nice, too.

I like the double-decker feature.

I like the dual doors on the cars. Allows for quick on/off boarding of passengers.

I like the elevated seats on the Nippon cars because you can sit alone and also don't have to request people move their stuff that they have placed on an empty seat, and no one has placed their feet/shoes on the seats. The view is better too. The Bombardier cars have a better ride.

I like the forward facing seating configuration

I like the freeform bike areas in the gallery cars that allows for a more compact arrangement of bikes, unlike the racks in the Bombardiers.

I like the full-capacity bike cars and the fact that the bathroom is close to the bike car.

I like the gallery car diesel, which has more room for bikes than the Bombardier (80 bikes versus 48 bikes capacity per train). However, the Bombardier's steps are lower, which I like it. So, I would like to see the bikes room for at least 80 bikes capacity or more, and train steps are low like Bombardier's steps.

I like the gallery cars when I can grab a seat and look out the window. The Bombardier cars are great when I am able to sit at a table so I can put my book and beverage or other items on the table and not have to balance things on my knees. The Bombardier cars are better in that they have two doors to exit through in a single car, compared to the gallery cars, which leads to crowded vestibule areas and congested entry/exits. I appreciate having more bathrooms in the Bombardier cars, especially when taking longer trips (whether long in terms of time or distance), while the bathrooms are limited in the gallery cars. For both cars, the leg room is accommodating, although the gallery cars seem to have more leg room than the Bombardier cars. I would like the new electric cars to have a mix of the amenities offered in the gallery and Bombardier cars. However, the most important characteristics should include: bathrooms in at least half of the cars in a consist, two sets of doors for entering/exiting, luggage racks that can fit backpacks/small bags and seats that are somewhat wide. Optional amenities: on-board snack service would be nice.

I like the gallery cars with the one row of seats on top, other than that there is nothing special about the diesel trains.

# Comments and Suggestions

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I like the general comfort of the cars.
I like the general layout of the gallery cars with the exception of the seats facing each other.
I like the idea of an upper level. Also, there are on about two bathrooms on the whole train. Not every section needs a bathroom.
I like the individual seats on the top level of the older trains and I like the cup holder/divider on the lower level seats
I like the individual seats rather than group seats. However, if it is more efficient space-wise, it's best to put as many seats as possible.
I like the large windows
I like the larger diesel trains that have two full rows of seating on the top and bottom levels.
I like the metrolink cars on some of the trains. It seems there's more space and the tables are great for working on the way to work.
I like the new seats on the updated cars.
I like the newer train cars that have 2 floors and power outlets. They're also nice and quiet and smooth when moving.
I like the newer, roomier triple deck/split level cars. There is enough room for people to walk past each other even is standing.
I like the old style cars, they have many more seats and a dedicated bike car/area.
I like the old style diesel cars with the entire bottom level of two cars is dedicated to bike storage.
I like the old trains where you don't have to sit facing others. The leg room on the newer diesel cars is awful.
I like the ones that have desks; I often try to work on the train and they make it a lot easier.
I like the ones with all seats facing one way
I like the overall layout of the Bombardier cars, esp. the multiple enter/exit points per car and the wider walkways.
I like the power of the diesel cars and the fact that they're old trains (except for when they break down). I'd like to see the bathrooms remain in the new cars, longer trains (and faster) trains and even access to the platforms.
I like the roominess of the gallery cars with it's upstairs seating, but don't expect it to be replicated with the bombardier cars
I like the seat assignment of Gallery cars. Since in most of the cases I use them for commuting, seating for 1 person or 2 persons are common and preferred. I hate and intentionally avoid Bombardier cars because most of the seats in Bombardier are booth style (4 persons face-to-face), which is very uncomfortable to me.
I like the seating set up and would like to see that continued our expanded on.

# Comments and Suggestions

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I like the seats on the old gallery cars (Nippon Sharyo) which are wide and tall for a good comfortable ride. I like the quiet ride of the new bi-level cars (Bombardier) as well as the power outlets for laptop users. I also like the bathroom in every car.

I like the seats that are not facing other seats, as this is less awkward and more comfortable.

I like the shelves next to and above the seats to store belongings.

I like the single rider seats on the second level.

I like the single row-seating on the upper level of the diesel cars, rather than the 4-across, but I suspect the 4-across is more space efficient.

I like the single seat option in the upper level.

I like the single seaters on the second tier w/ the small luggage space b/c it's visible and allows for good lighting throughout the car. I also think that the double seaters are just the right amount of space with the person next to you and the space above your head. I'm still getting used to the newer style cars with the table style seating arrangements. While it's nice for people who want to work, it's difficult when you have a lot of luggage (perhaps overhead luggage space can be useful, like the MetroNorth trains?) or are trying to sit w/ strangers and there's minimal leg room.

I like the single seating in the Gallery cars a lot. As awful as it sounds, it's a huge pleasure not to rub elbows with strangers on my commute.

I like the single seats

I like the single seats and the space for backpacks on the upper level. This gives me the ability to work without being disturbed by someone sitting next to me. I would like to see more hooks for coats next to seats.

I like the single seats on the second level! I like the above head storage for stuff. I like a toilet on each train.

I like the single seats on the upper deck.

I like the single second floor seats.

I like the size and the double seating (top and bottom). I like the bike car.

I like the space and seating configurations of the Bombardier cars.

I like the tables and outlets. Allows you to get some work done as a commuter.

I like the tables that are on the newer bullet trains. It makes it much easier to work on my laptop.

I like the tray tables for computer work

I like the tri-level set-up of the Bombardier trains because they maximize seating while not crowding people too much. They're also quieter. Cupholders between the seats are useful, too! If you have to stand, there are lots of places to lean on the Bombardiers and I feel like even on packed trains, it's easy to get on/off. I also like the privacy of the upstairs seats on the Gallery trains, but that's the only thing I like about that model!

I like the upper deck on the older cars. There is more privacy with this than with the shared space on the upper deck in the newer cars.

# Comments and Suggestions

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I like the upper seats that have some amount of privacy
I like the upstairs seating in the bike car, so I can keep an eye on my bike.
I like the upstairs seating. Most of all i would like to see cleaner trains. Caltrain is cleaner than many here in the USA but not compared to other countries.
I like the window size, space comfortability and storage space. I would like to see more cupholders and charging stations as currently, there's only one per car of each. I know where they are because I'm seasoned, but I would imagine it'd be nice for more people to charge their laptop/cell phones.
I like two floors of seating
I look forward to the new electric cars without looking back.
I love how many plugs I can find!
I love that I can have bathrooms on the train - it's a huge benefit, especially if there are delays
I love the ability to sit in the single seat top section. It's quiet, you don't have to worry about individuals that are intoxicated trying to sit next to you.
I love the bathrooms and also the outlets. I like the cup holders on certain trains and the lil tables .
I love the Bombadier layout.
I love the single seating on the Gallery style car. The seats on the Galley car don't hurt my back.
I love the sound of the trains. It may seem unimportant, but I grew up around trains and the sound is comforting and soothing.
I LOVE the tables with outlets on the Bombadier cars! I will often skip the shorter route to work with a table between SF and San Jose. The coathooks are a nice touch.
I love the top row, single seating.
I love the top single seats
I love the upper gallery seating so I can sit by myself.
I love the upstairs seating with the luggage/storage racks in the middle. I like being able to see below me as well. It allows passengers to see any open seats efficiently.
I love the upstairs single seats so you don't have to sit next to anybody. Sometimes it's considerate on hot days when I'm sweaty. ;^)
I never use bathrooms but its nice to have in case one is needed since some commutes exceed 1.5 hrs.
I only like the red-and-white cars. I think the all-stainless cars are horrible. In the red-and-white cars, I like the seats with tables, the fact that there are power outlets, their spacious restrooms, and the fact that they're quieter and less prone to vibration than the stainless steel cars.
I prefer that there are bathrooms available.

# Comments and Suggestions

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I prefer the bike capacity/cars of the older (Nippon Sharyo?) cars, vs the newer (Bombardier?) cars - though the newer cars have a smoother/quieter ride. The group of seats in the middle of the first floor of the newer cars makes it difficult to maneuver your bike around as you try to get from one side of the car (which has bike storage areas) to the other.

I prefer the Bombardier BiLevel Coaches, as they provide more seating, have more entrances and exits, and provide better flow when there is crowding.

I prefer the bombardier trains for on/de-boarding and access to upper level. I like the 4-seat areas at the front of the standard trains.

I prefer the bombardier trains. Please try to have cars in that format.

I prefer the mixed seating options where some are groups of 4 seats, some are 2 seats together, and many are single seats for commuters. Also, having the outlets to allow charging of electronics is great. The level loading of the bombardier cars are very nice for faster loading and unloading of bikes and wheelchairs.

I prefer the seating arrangement of the old cars.

I prefer the seating style of the original cars over the bombardier style. I feel more secure (no table or metal overhead rack to bump in to. I prefer the entry height of the bombardier cars -- fewer steps up to board.

I prefer the trains with seats facing one direction per car section (the older, non-aerodynamic trains). I want to minimize my interaction with strangers so not having to face one is nice.

I prefer your older cars vs. the newer "sounder" cars. I realize the electric cars are probably different, but it still applies. The newer "sounder" cars are much too cramped. The seats are tiny! The older cars probably have fewer seats, but are much more comfortable. If it can be helped, the new electric cars should go more in that direction. On the way to work, or after a long day I really don't want to be wedged into a tiny seat with others on top of me.

I really don't like anything about them.

I really enjoy the motion of the train. It is significantly different feel from BART/Light Rail. Quiet

I really enjoy the tables in the newer cars - great way to get work done. I also really enjoy the single seats in the older cars; it's nice to be able to sit alone.

I really like the configuration of the Bombardier trains. They are easy to maneuver around during crowded commute hours, leave room to breathe - and have access to bathrooms. Bathrooms are really important during commutes. Please strongly consider continuing bathroom access on the new trains.

I really like the privacy of the upper level seats.

I really like the seating set up with the tables and outlets. It makes it easy to charge phones, laptops etc. as well as providing more seating for people

# Comments and Suggestions

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I really like the single upstairs seats in the gallery equipment, but also realize that configuration probably isn't ideal for maximizing utilization.

I really prefer the bombardiers for my commute. The ability to sit comfortably, and have access to a work table is great for my productivity.

I really prefer the seating in the "old" cars (if that's what you mean by diesel) to the "new" cars. The tables just aren't very usable (largely because the baby bullets are so full). So while the new cars "film" better (give better PR when people see photos), the old cars are really more functional.

I sometimes like sitting in the upper deck, which is a bit less crowded. I'd like to see that stay that way.

I think it's safer for people in the area to hear the trains coming.

I think some power outlets are available (but not everywhere?); friendly staff!; I like the trains that are scheduled related to the Giants games letting out.

I think the existing diesel cars are good as is.

I think the style of the bombardier cars are great. Tables, and Bathrooms in each car is great. The standing room (for when I like to stretch my legs) is also nice on the bombardier cars. I travel from SF to Gilroy - so for me the bathroom is important when there are delays or problems. I use it rarely, but I'm glad it's there when needed.

I use the bathrooms in the bike car to change, and I could like to see them stay and be cleaned regularly. I don't actually "use" the bathroom, I just use it as a changing stall. I also like the ability to sit alone and not next to a stranger and prefer the 5 car trains for that reason.

I want them to be like the Bombardier consists. I want all Bombardiers all the time. Power outlets.

I want to continue to have plenty of space to sit.

I would like more commuter style seating as opposed to seats facing each other.

I would like to maintain seating arrangements that include tables and drink holders. On the morning train, I enjoy having space to place my coffee and breakfast without it falling into my lap.

I would like to see more doors similar to the Bombardier cars. This would make on/off boarding quicker and aisles less congested.

I would like to see on the electric cars is a bathroom on every car, free wifi and a snack bar on the train.

I would prefer the bombardier set up. I hate gallery trains. Especially the over crowding to get more bikes on. I don't feel it's safe to stand in stairwells or next to train doors.

## Comments and Suggestions

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If electric cars are coming, there is very little I like about the diesel cars. On the other hand if electric cars are NOT coming, I like everything about diesel cars. In other words, I like trains, they are a very good service to the community as a means of transporting people from A to B. In any case, and no matter what kind of trains we have, please, please, pay more attention to the cleanliness of the trains. Sometimes, the seats are very dirty, and the smell is not what I'd like to smell when I get into the train at 6am. Perhaps bathrooms have a lot to do with it?

If you have ever ridden on a modern train (Asia, Europe) there is not much to like about those caltrain cars except for the fact that they are better than no cars

I'm not familiar enough with the difference between diesel and electronic cars to be able to comment on this.

I'm not particularly fond of these old cars.

I'm not sure about the difference

I'm not sure that I necessary "like" anything specific about the diesel cars other than the fact that it gets me to and from work. I like that the older train models have individual seats on the top level. That would be nice to have in newer models.

In general I like the Bombardier cars much more than the Gallery cars. They are quieter, smoother, and have greater capacity. I like the car configuration in the Metrolink-purchased cars better than the Caltrain Bombardier cars because they offer 2x seating at most seats instead of 4x facing seats. You get the same capacity in terms of number of seats, but more useful seating in that people aren't as jammed in, or using seats for backpacks, etc. Tables are not important to me, but having a few in each car is important in general. Also the Bombardier cars have 2 doors per side which allows for faster boarding and exiting.

In general we just need more capacity and more seating, whether that means running trains more frequently or adding cars.

In general, I prefer the gallery (Japanese) cars: seats are more comfortable, seating arrangements better, and it is easier to "hold on" when standing on these gallery cars. Also, the seating arrangement on the gallery cars is more "sociable" and compact, which means they are "friendlier" and more appealing than the bi-level cars. However, the bathrooms on the bi-level cars are better. It is very important to have at least one bathroom per train.

In off-peak hours, the one double-seat configuration on each side of the upper level is quite comfortable.

In the newer cars, there are tables for laptops and such. This is really great and should be in the new electric ones as well.

In the old cars, I like that there are single seats upstairs.

In the older cars, I like the upstairs single seats. I also like that the seats don't face each other in the older cars. Nicer for naps on long rides, and as a tall person, I'd rather not put my knees between someone else's knees.

# Comments and Suggestions

In the older cars, I really enjoy the upper most seating area, specifically the one where there are two rows of single seats with storage in between. It's a great for traveling with luggage and as a female who commutes 4 hours every day via the train, it's nice to have a solo seat where I can sleep without fear of who might end up sitting next to me (i.e. creepers). The charging outlets located in these top rows were also a life saver on regular occasions when my phone was close to dying.

In the very old cars (in the 1970s), seat backs could be flipped so that all passengers could face always forward or could be flipped so that a group of four passengers could face each other. I don't like and am uncomfortable riding backwards, and I've occasionally heard others say the same thing. I'd like to see seats that could be changed so that they could always face forward. However, the individual seats in the current cars are comfortable, more comfortable than those old seats. How can you do both all forward facing all the time and comfortable?

In the vestibule of the older cars, there is standing room that people use to increase capacity.

Increased capacity on the second floor is nice. However more modern trains are wider and have more capacity

individual rider seats; tables for laptops.

Individual seating

Individual seating on top rows

Individual seating upstairs in the Nippon Sharyo cars.

Individual seats

Individual seats

Individual seats on the older equipment, allows for more quiet time.

individual seats upstairs, don't want to sit next to anyone

Individual seats with individual foot space

Individual seats! I understand that they're not the most space efficient, but it's nice to have the little bit of extra privacy.

individual seats, where you don't have to climb past other passengers to sit, or bump knees.

individual sets on the top row. on the larger trains, the table/group of 4 seats

individual top seats

Individual upstairs seats; I like the privacy and the ease of access.

it does not emit that much exhaust gas in the air

It has about the right amount of bathrooms.

It is a train, so I don't have to drive. Private seating upstairs in the old gallery cars (face to back, single row) with luggage area in the middle.

It's fast.

It's nice that food is allowed Plenty of bike storage You can move between cars

It's very affordable.

# Comments and Suggestions

Just the bathrooms
Keep at least one bathroom per trainset!
Keep at least 1 bathroom per train.
Keep the restrooms. When major and unavoidable delays occur, onboard restrooms would be a major feature to neglect. Comfortable seats with a decent ride. I like a mix of 4 person seating configuration (Bombardier cars) as well as 2 seater configs (Gallery Style cars). Lots of bike space is a must. Would rather have restrooms and bike space and sacrifice seating space (and run more trains to make up for less seating space).
Large bike cars with bike rider "priority" seating.
Large capacity of passenger cars (e.g., double-decker seating).
Large entryways, double-decker capacity (but could be improved)
Large overhead storage
Large seats, bike cars
Large windows. Cushioned seats.
Large, comfortable seats
Leg room
Leg room
Like double deck and seating comfort.
Like having tables between seats for working on a laptop during commute.
Like the tables and power as well as the single seat option (more of those please)
Like the tables on the newer cars, but not essential. They also have more room for standing.
Like the vinyl/easily cleanable seats, as opposed to cloth seats.
Lone seating, like in the upper level gallery cars.
Lot of seating.
lots of bike storage; easy on, easy off.
Lots of seating.
Lots of seating. Single seats up top are nice
Lots of seats
Lots of seats
Lots of space above the head - even when seating is squished, feeling like you're not trapped.
loud engine sounds
Lounge seating, tables with outlets
Love the cleanliness and the rules about no loud cell phone usage
Love the gallery seating as I have long legs.
Low access entry, space for stroller next to/in front of seat
Low level boarding on some of the cars is nice
low thresholds, bathrooms
Low to the platform steps.

# Comments and Suggestions

Luggage space and second level seating
Margarita Fridays on the bike car, looking down on commuters stuck on the freeway, peering into backyards full of garbage, checking out the homeless camps by the creeks and bridges.
max seating
Maximize seating
Maximized number of seats. Comfortable seats. Large windows.
Maximum seating. In general these cars suck.
Meh.
Mix of car design that accommodates pedestrian and bike-riding commuters as well as disabled commuters. Focus on seating as opposed to standing room. especially since commutes can be VERY LONG on Caltrain. Double decker design to accommodate as many users as possible in a limited amount of cars. Having at least one bathroom on the train is definitely important, especially considering the aforementioned long commute times.
Mix of tables and standard seating
More bicycle capacity!
More bike space
More bike space, please!
More bike storage capacity. Also, all the electric cars smell like a bathroom.
MORE BIKES ON BOARD
more cars, and more seating,
more efficient seating arrangement
More of the electrical outlets, relatively comfortable seating
More passenger cars and less noise.
More power outlets and concessions on board.
more seating and "upstairs" seats.
More seating to carry more passengers, unlike the bombardiers which were newer than the gallery cars but had less seating capacity.
More seating upstairs
More seating!!
More seating.
More seats!
more seats, need quieter rides
More service between San Jose and Gilroy, Station-station ticket prices instead of zones
More trunk space
Mostly comfortable seats.
multi-level seating
Multiple bike car doors on newer trains.
Multiple decks and bathrooms for long ride from sj to sf

# Comments and Suggestions

Multiple doors are great when it's crowded, on the newer trains. Airline style seats that don't face each other on the old cars feel less awkward though.
Multiple doors per car. Upper and lower flow configuration
Multiple floors
Multiple levels, the ability to sit with company, tables, and choosing which direction to face.
My own seat and room on the train to relax and read on long commutes.
N/A - I dont like diesel cars
Names
Need to keep at least one bathroom. Bathrooms at stations is not realistic - the existing bathrooms at stations are largely closed because it is infeasible to staff, secure and clean them. Some bike space is essential but Caltrain should increase relative focus on plentiful, high-quality offboard bike storage and bikeshare because space on trains is needed for more passengers.
New cars have two floors with the top floor having a table for placing laptops while working
New cars: smooth ride--really helps when reading / working on laptop. Gallery cars: single-row seats, privacy, less chance of noisy neighbor.
New tracks to get to Santa Cruz and other great Bay Area locations
Newer bullet train shape helps people move around and fill aisles standing. The old trains are very crowded.
newer existing cars have 2 exit doors per cars, allowing for better on/off at stations during commute hour
Nice seats.
NO ADDITIONAL COST FOR TRACKS
No break downs and extended delays with no info or help available.
No idea what the difference is
No more than 1 step up to get on the train. Seats that face each other so you don't have to get up to let someone off.
No much,
None-- please replace with quieter, more efficient cars. 24/7 automatic service around the Bay-- that's all I ask
None.
None. Hope the new cars are 100% better than diesel cars
Not a thing.
Not as loud/creepy/dirty as Bart!
Not much
not much
Not much, I can believe in 2016, in the Silicon Valley those old trains are still running.
Not much...get the electric cars as soon as humanly possible. :-)



# Comments and Suggestions

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nothing
-Nothing
Nothing
Nothing
Nothing
Nothing
Nothing - they are outdated and poorly equipped.
nothing about the diesel cars are desirable. who are you kidding.
Nothing at all, why are they still around?
Nothing at this time
Nothing in particular
Nothing in particular
Nothing in particular.
Nothing much
Nothing needs to change!
Nothing on the existing diesel cars appeals to me.
Nothing really, I am surprised not to see electric cars actually.
Nothing really.
Nothing really.
Nothing really. They are outdated and primitive.
Nothing special about diesel cars
nothing specific
Nothing stands out about things that I like best about the existing cars.
Nothing stands out.
nothing they stink!
Nothing why are these diesel cars still around.
NOTHING!
nothing!
Nothing!!!
Nothing, the existing cars are old designs that were impractically designed.
Nothing, they are old and uncomfortable. Go to Europe and travel on ANY inter-city train and see how it should be done (they've done it for 40 years).

# Comments and Suggestions

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nothing, they are outdated, loud, use space inefficiently
Nothing, they are poorly adapted for bikes. Aboard of passengers and bike is sub-optimal. Storing bike in a converted passenger car has multiple issue. It hard to get in and out with or without a bike. Storage of bike is sub optimal. Design a car for bikes so the so it works for people with bike and without.
Nothing, they're horribly dated
Nothing.
Nothing. The trains with tables are better, because it's smoother and quieter. It is still not smooth enough and no where as fast compare to real bullet trains system in Asia - they are also cheaper than Caltrain.
nothing. Caltrain is like an old rickety roller coaster that's about to fall off the tracks.
Nothing. Coming from Europe with lots of clean, quiet electric trains I can't wait for the smelly noisy diesels to be replaced.
Nothing. Get rid of the diesel cars!
Nothing. I expect electric cars to be universally better.
Nothing. I hope the electric cars are better.
Nothing. The Gallery equipment is hot garbage and no aspect of it is worth keeping
Nothing. The newer diesel cars are far better though.
Nothing. They are old, inefficient, polluting. The carriages have ridiculous design from 80ies.
Nothing. They're awful. Dirty, old, packed, noisy, smelly. And the frequency of the loud horn is utterly ridiculous.
Nothing; more seating is needed;
Nothing?
Now. Upstairs seats New better signage for stations and on the car.
Number of bikes - but need more space for bikes 2 doors for bike loading makes it more efficient
Occasional cup holders and tables are welcome. Electric plug-ins are welcome--and more should be available.

# Comments and Suggestions

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old cars with single seats upstairs
Old diesels (shiny): Amount of bike storage.
Old fashioned horn
old style seating, not the communal table style where you face each other.
Older cars with more leg room in the exit rows and seats that aren't facing.
Older trains: seats that face one direction and do not require you to fight for leg room with fellow passengers facing you.
<p>Oldest Cars: I like that there is a set car for bicycles, with plenty of room for stacking bikes. There are wide open windows, which, for people like me who get motion sickness, makes it easier to cope (plus, you can't beat the view). The area to place bags in the center, where you are not limited by the size of the object placed there. Easy access to schedules posted for northbound and southbound stops. The privacy of the restroom facing a side, rather than facing the entire car. I actually like the stainless steel effect of the cars, compared to the airplane-like appearance of the newer cars. Newer Cars: I like that there is only one step exiting. I like the forward and backward facing seats on each level (for those of us with motion sickness, that can only face forward). Overall: I like that we can bypass all the traffic that clogs up the streets. The seats are comfortable and private.</p>
On board bathrooms and upper level seating
On Bombardier cars: Two doors; restrooms make good use of space under the stairs; low floor height (close to ground level), tables; electrical outlets (!).
On Bombardier cars: small tables!! On corrugated cars: great ventilation / AC
On gallery cars, the upper level shelf is great for backpacks, scooters, other bulky items that won't fit under a seat. On the bombardier cars, the overhead rack space is a good idea to duplicate but the existing rack space is too small for backpacks and some bags/boxes/helmets/briefcases. The idea should be duplicated.
On the "newer" trains I like the 2nd "full" level versus the 1 row on each side.
On the Bombardier cars, I like the multiple door per car loading capability. On the Gallery cars, I like the ability to hold 40 bikes in a single car.
On the Bombardier cars, the single step access for bicycles / luggage when boarding the train. One of the current plans calls for bicycles to have to navigate steps on the cars to reach / leave the bike cars, which is a logistical nightmare, will increase stop times, and will eventually lead to someone getting injured.
on the gallery cars, the single seats upstairs.
On the gallery cars, the upstairs seats are nice because they are single seats.
<p>On the gallery cars: availability of single seats, non-opposing seats (opposite rows of seats not facing each other), luggage racks On the bombardier cars: Multiple doors, ample power outlets</p>
On the gallery trains, they have non-fabric seats. :) Please do not make fabric seats/head rests fabric...on any new transit!

# Comments and Suggestions

On the legacy Nippon Sharyo cars they have a whole lot more bicycle capacity than the newer Bombardier models. I want the new electric cars to have the same capacity as the Nippon Sharyo cars.
On the newer cabins, I enjoy the mixed seating options (w/ tables available).
On the newer cars - 2 doors per car with entry pretty much at platform level. At least some cars with bathroom (doesn't have to be every car.) Bike storage Upper level seating some work spaces with tables open layout as in the newer cars so that there aren't traffic jams like in the older silver cars
Onboard bathrooms and roomy handicap cars
On-board bicycle capacity. Luggage storage. Can bring food and beverages on the train.
Onboard staff.
Onboard toilets.
One can hear the trains arriving.
One to two bathrooms per train
Open seating with 2 exits
Options to sit forwards and backwards, regardless if train is heading north or south.
Other than the generic feature of being able to bring bikes on the train and getting people from point A to point B, i.e. features that are guaranteed to be on the electric cars, there is nothing I like about the diesel cars.
Outlets for charging my device, areas for putting luggage overhead and under the seats, tables but not in every section
Outlets for charging/ double decker bike carts lets more riders on for commute hrs
Outlets to charge devices. Tables for work. Clean seats. Double decker for more space
Outlets, Bathrooms, Tables, & Vestibules.
Outlets, but there should be more.
Outlets, tables
Overall capacity of the gallery cars, and the smooth ride :)
Overall faster service
Overall, the diesel cars provide a fairly quiet ride. There are two configurations - the cars with two sets of doors on each side offer better on-boarding and off-boarding for passengers making the process more efficient.
Overall, we need a better way to address handicapped passengers. I've found that the worst queuing is in San Francisco. There are no separate accesses for the handicapped. People will knock you over and call you names there while waiting to show your ticket to leave the station and board. I don't want to ever ride from there again. Rude conductors, rude riders, painful access, no independence at all with Caltrain.
Overhead racks (center racks on upper deck of Bombardiers) for convenient storage of smaller bags
Overhead storage
Overhead/top luggage or bag storage

# Comments and Suggestions

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Padding so that I don't hit my head hard when I am getting into the seat.
Places to hold on when not seated. (Hand grips on the seats, and lots of poles.)
Plastic seats.
Plastic upholstered seats - they don't get dirty like fabric seats. Electrical outlets.
Please don't eliminate the bathrooms, it is already bad enough that there are no bathrooms at most stations. Ideally, there should be bathrooms both on board and at stations. When a friend of mine visited from abroad she was quite appalled by the lack of restrooms at the stations
please keep doors and windows on the train
Please keep the bathrooms.
Please, please, keep at least one bathroom on each train! It would be very disruptive to have to get off the train and wait for the next train if bathrooms at the stations were the only option.
Plenty of bike storage, like on the gallery cars!
Plenty of bike storage.
Plenty of leg room and able to move up the aisle easily
plenty of room for bikes (at least on my commute).
Plenty of seating
Plenty of seats
Plug in for phones- more leg room
Possibility to plug in chargers.
Possibility to see bike from seats and bike cars in general.
Power (electric outlets) on newer cars 2 doors on the newer cars makes it faster and easier to board
Power outlets
Power outlets
Power outlets
Power outlets
Power outlets and tables on the newer cars.
Power outlets in every seat Bathrooms in every car More than one door per carriage More than two seats per row upstairs Headroom for standing passengers
power outlets, bathrooms every car
Power Outlets, Moderately efficient bike racks, waiting areas next to doors on bombardier cars
Power outlets, smooth ride and easier boarding / deboarding of the bombardier cars with more doors and fewer steps,
Power outlets, tables
Power outlets.
Power outlets.
Power outlets. Upstairs seating. Tables.

# Comments and Suggestions

Power plugins for charging devices. Mixed seating types.
Power plugs at seat
Power plugs at seats
Power plugs... Bathrooms... Double deck
power supply
Prefer bombardier cars because good seating and easier to get on and off board.
Prefer seats that face same direction rather than pairs of seats facing each other.
Prefer the two seat rows, vs the four seat rows (two and two facing each other)
Priority on seats. This is a train you spend an hour on - standing isn't a good option ever.
privacy of either two-some seats next to each other or the one-side seats that are upstairs level
Privacy with seating
private upstairs seating on gallery cars, a lot of bike room on gallery cars, vinyl seating
public transportation in any form help reduce traffic, pollution, lost time, green gas effect.
Punctual Schedule
Quantity and quality of seats. Some commuter trains use hard plastic seats; Caltrain uses comfortable cushioned seats. Keep the seats and tables.
Quiet Big Windows
Quiet and smooth ride especially compared to BART
Quiet and smooth ride on the Bombardier cars. I try to time my trips specifically for Bombardiers.
Quiet comfortable cars. Availability of restrooms during travel.
quiet smooth suspension with no bumpiness , ability to hold many people.
Quiet, smooth, less mechanical trouble
Quiet.
Quieter cars
Racks for storage, cup holders, leather seats, seats with tables and more outlets. Please keep the bathrooms. If you're traveling for over an hour on the bullet you can't get out to use the facilities in a station. Most people are traveling long distances and need a restroom.
Really like the old gallery cars because they are configured with upstairs single rows so you're not as close to unsavory, smelly, intrusive, or annoying passengers. Otherwise, you're at least not sitting face-to-face, legs sometimes touching as one most often is on the Bombardier cars.
Relatively comfortable seats
Relatively comfortable seats like the ones on the gallery cars (some recline to the seat).
Relatively comfortable seats.
relatively quiet electrical outlets
Relatively roomy comfortable

# Comments and Suggestions

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Reliability
Ride quality is great
Room for bikes bikes bikes!!!
Room for my bike
Room in the seats Walking space in the aisles Easy entry & exit on/off the RR cars
Roomier seats in the newer cars. More leg space
Roomy and comfortable
Roomy seats
Roomy.
Rows with single seating allow for more privacy
rows with single seats
Run reliably
Safety & comfort
Same amenities including seats facing all one direction not as a foursome
Saved seating space for Seniors.
Seat comfort, cleanliness
seat comfort, head rest, cleanliness
Seat comfort.
seat configuration
Seat layout.
Seat to bathroom to bike area ratio
Seat with tables and electrical outlets
Seating
Seating
Seating
Seating
Seating "pods" ie. 4 seats facing each other. Capability of moving from car to car from inside the train. Electrical outlets for using devices while commuting.
Seating arrangement
Seating arrangement and separate bike cars
Seating arrangement. Bathrooms. Bicycle cars. Baby bullet service.
Seating arrangement. Don't like the "face to face" seating of newer cars....
seating arrangements.
Seating capacity.
Seating configuration on the newer cars
Seating for groups. Tables upstairs for commuters to work on laptops while traveling.
Seating is maximized by using 2 levels (upstairs and downstairs)
Seating is very important.
Seating on the newer cars is nice.

# Comments and Suggestions

seating on two levels
Seating options
Seating room, Bathrooms, and Bike Cars
Seating size.
Seating space on bombardier cars
Seating that does NOT force a passenger to face another passenger (this only applies to the older cars); the certainty that there will be at least one toilet aboard the train; the ability to stand in the aisles if necessary; being able to ride on the upper level and be undisturbed and enjoy the view.
Seating that faces each other and seating with tables. Overhead storage for personal items. The newer trains have a much better ride (shocks) that is extremely important.
Seating with table.
Seating with tables
Seating, bathroom in some cars
Seating, bathrooms
seating, restrooms on board
Seats
Seats
Seats
Seats (facing each other) with legroom
Seats all facing the same direction.
Seats allow enough room to work on a computer, especially seats that are connected to a table.
Seats and restrooms. The fact that the Caltrain board of directors is considering getting rid of restrooms on the trains shows how out of touch they are. Most of the time there are plenty of empty seats on Caltrain. When I buy (for too much money, shame on you for raising prices) a ticket I expect to be able to sit down, eat, use the restroom and work while on board. When I am stuck standing on a train stuffed with people, I feel my ticket has been devalued.
seats are comfortable
Seats are comfortable - the ability to work on a laptop on the Caltrain seats is crucial.
Seats are comfortable and have adequate leg room
Seats are comfortable and not cloth which is good. Restrooms are a nice to have. Restrooms are nice for the longer commutes, especially later in the evening after rush hours when the trips are much longer. If you add more bullets/baby bullets to the schedule, restrooms are not needed as much though.
Seats are comfortable not too small. (Older GE cars)
Seats are comfortable on the oldest cars. Like having numerous outlets on the newer cars.

# Comments and Suggestions

Seats are comfortable, announcements are clear about the train number, stations the train stops and also crew members are very helpful for new passengers.
Seats are comfortable. Do not make them smaller.
Seats are facing one direction.
seats are not too small.
Seats are pretty comfortable--wide enough with sufficient leg room.
Seats are pretty comfy; appreciate the toilets
Seats are pretty cool. I also like how the train rides on tracks rather than driving down a road. That's a big plus.
Seats are relatively comfortable and clean.
Seats are spacious and comfortable
Seats are spacious enough and the cars with desks allow computer work.
Seats are spacious.
Seats are very comfortable
Seats face both directions so you can always face forward
Seats facing different directions
Seats for single riders & bathrooms in every car.
Seats grouped in fours with a table. Quiet smooth ride (on newer cars)
seats in with bikes so can keep an eye on bikes
Seats that do not seat face to face, knee to knee. It's uncomfortable to rub legs with people you've never met for an hour at a time.
Seats that don't face each other. No knee bumping. If they face, more leg room.
Seats that face the direction we are headed. Seats that are decently comfortable and not cramped.
Seats up top that are single seats
Seats where four people can sit (two seats that are next to each other facing two other seats). There is more room for people to get in and out than in other seating areas.
seats where I don't have to face anyone directly
Seats with cupholders
Seats with tables Sets of 4 seats 2 seats facing each other
Seats with tables, above-head storage
Seats with tables, handles on head rest for passengers standing in aisle
Seats with tables.
seats, seats with cupholders, bathrooms in case you need it, luggage rack for convenience, standing room on the bottom floor.
Seats, single seats.
Second floor seating, especially single seats
Second floor with one seat and storage area next to one seat. It is quieter upstairs. Just like old cars.
second level individual seats on gallery cars

# Comments and Suggestions

Second level of single seats
Second story individual gallery seats!! In particular, not having to share a seat with a stranger.
Second story seating that I dont have to share with anyone
seeing the bay area from so high up.
Seem to hold a large number of people. Being able to open the door with foot switch.
Seems like the old cars are loud.. would be nice to get things more quiet... will the electric be as heavy and ride as nice????
Senior seats.
separate bike car some standing area
separation of bicycle cars
Sets of 4 sets facing each other, especially those with a table in between (and power).
side by side seats at the end of trains
Signage for seniors and people with disabilities, seats that fit most people's butts, nice sized aisles, clean cars
Single person seating (top floor of trains) is great for travelers riding alone who don't want to be bothered with people constantly sitting next to them and wanting to get up again.
Single person seating in the upstairs area.
Single row seating
Single row seating for privacy.
Single row seating on the gallery cars.
Single row seating upstairs in the gallery cars.
Single row upper deck seats on the gallery cars.
Single rows of seats, on-board storage for bikes, and at least one of the cars has a bathroom
Single seat and storage space in upper level
single seat rows available in some areas on some trains
Single seat to a row in upper gallery cars are more private. I normally like to sit facing backwards to travel direction.
single seating
Single seating
single seating
Single seating and cup holders
Single seating in some areas
Single seating upstairs
single seating upstairs on older cars
Single seats
single seats
single seats



# Comments and Suggestions

single seats upstairs.
Single seats, seats facing forward, storage shelf.
Single spot seats, combination of row seating and 4-tops with table
Single step entrance, power outlets
Single/privacy seats, some cars with different features (i.e., luggage etc), but with better/more standardized/documented locations so that those that never regularly ride caltrain know where to go to place luggage, etc.
Single-passenger seats
Single-person seats
Sitting and standing areas on newer trains.
Sitting by yourself in a single person seat.
size
Size and Adequate seating ...
Sleek design Big windows Bright exteriors and cool white interiors Seats
Smooth acceleration (BART is an example of not-smooth acceleration in an electric train, it makes me nauseous). overhead storage for backpack & helmet. The bike car (and more bike capacity for peak-hours trains).
Smooth ride
Smooth ride
Smooth ride (e.g. compared to bart)
smooth ride.
Smooth ride.
Smooth, comfortable ride. Two levels.
Smooth, quiet ride.
Smooth, quiet ride.
Solid seats, decent legroom
Solo gallery seats, plugs, bag storage on upper gallery shelf, coat hooks
Solo seats are kinda nice. But not absolutely required.
Some cars have outlets to charge devices by seats. Those are great to make sure your phone isn't dead in a time of need. I also like the foot buttons you can kick to open the doors near the exits. Although i wish the doors would automatically open at all stops. Because they are always closing on people trying to exit the train.
Some cars have single seating on the upper levels, which is good on trains that aren't crowded because you can have your own space.
Some has table space to work during ride.
Some non-face-to-face seating.
Some seating offers tables Second level seating
some seating with work desks, single seat options
Some sets of 4 seats facing each other
Some single seats at top.

# Comments and Suggestions

some single seats available, some 4 units facing for groups
Space for bikes - it's nearly impossible to handle the "last mile" every single day without a bicycle, especially for people without shuttle buses.
Space for bikes, carts, luggage. Table top available for some cars for people to work on a longer commute.
Space for bikes.
Space for folding bikes. Attempts at segregation of bike cars
Space for luggage. Allows food. I can sit.
Space to park my bike and sit on non-express trains
Spaces for persons on wheelchairs.
spacious
Spacious
Speed
speed
Speed
speed
Speed.
Speed. if possible increase it on electric cars
Stable
Standing room near doors, conveniently located waste containers, windows.
standing room when seats are filled; bathrooms on at least one car
Storage above or near seat.
Storage on cars.
Sturdiness
Sturdiness
Sturdy. Windows.
such a smooth ride! i don't get motion sick and can get work done. very quiet inside, too
Support for embarking and disembarking wheel-chair accessible users. Many trains are missing those, and should help everyone if the automatic ones are there on all accessible cars.
Switch to electric. Diesel has horrible carbon emissions. Slowly phase them out and implement all Caltrain trains with electric cars.
Table seating
Table space and power outlets on Bombardier cars.
Table surfaces.
Table tops for working on.
Tables
tables
tables
Tables

# Comments and Suggestions

Tables & single seats that don't face each other
tables and electrical outlets
Tables and outlets
Tables and outlets
Tables and outlets on the Bombardiers. Don't mind the Gallery cars on bullets/crowded trains because it's easy to stand/lean on the top level.
Tables and power outlets for working while on the go.
Tables for computer work while on the train.
Tables for gathering with friends for food and drinks on the newer trains.
Tables for some of the seats and outlets.
Tables in 4-seat pods are great. Cup holders.
Tables in the newer cars Two floors
Tables to place a laptop
Tables to use as work spaces, electric plugs if you need to charge/get power
Tables to work on. Would be great to have electrical outlets to charge computer and phone
tables!
Tables! Tables are so important and such a good value. Would be great if you could have a table when you wanted and no table when you don't
Tables, like British trains
tables, outlets, 4 seats together facing each other
Tables, power outlets
Tables, Toilets, electrical outlets
Tables.
Tables. Ventilation
That I can bring my bike
That it gets me to work quickly
That it has more service to Gilroy.
That some of the cars are "dining cars" with tables
That some trains have tables, yet others are entirely seating. Consider having take down tables or having cars with tables or even a half and half car.
That there are facing seats and non facing seats.
That there is space for bicycles, access to a restroom and luggage space. There is at least one platform for people with disabilities. The newer cars have electric plugs and tables
That they allow food and have garbage bins to dispose of waste.
That they are roomy. At least during non peak times. And I would rather not have facing seats.
That you have both single-side and double-wide seats, and the fact that most seats do not face one another. Everything else could be improved
The 2 levels are a good way to maximize seating

# Comments and Suggestions

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The ability to find a restroom when needed.
The ability to sit in a single seat row (no elbows digging into your ribs from the rude person next to you)
the actual whistles not the synthesized playback on the newer cars. I also like when the engineer will wave at my kids as they depart the station.
The air conditioning The bike spaces
The Baby Bullet trains are nicely designed with two levels and lots of seats
the bathrooms
The bathrooms
<p>The bathrooms are a MUST! I sincerely cannot fathom my daily 2 hours on Caltrain with no bathroom option except at stations (because who in their right mind gets off mid-commute to use the bathroom??). There have been occasions when the bathroom has been direly important to me; again, I commute 2 hours a day EVERY day of the work week on Caltrain. As awful as the two occasions when I've had to use an onboard restroom to get sick were, it was much better than the alternative presented by NO bathrooms (vomiting on the floor?) Single seats upstairs are nice, but if the trains could be designed so both decks had two seats apiece, that would increase the passenger space significantly.</p>
<p>The bathrooms. They're better on the bombardiers because you know there's one on every train. Many people are on CalTrain far longer than a transit system like BART, so please don't reduce bathrooms. Especially since people can booze on the CalTrain, which, even though I never partake and sometimes find it obnoxious, actually lends a lot culture wise.</p>
The bell on the locomotive
The bicycle car that has lots of room for bikes.
<p>The bike cars are much much wider and cyclists can maneuver bikes much better! They are longer too, so you can put more bikes on board without having to be bumped, which is a horrible, horrible experience to not be able to get home when you want to.</p>
The bike storage
The bike trains are great - I love the upper deck where you can look down on your bike to make sure no one steals it.
The Bomardier Sets Have more doors, and have better opportunities for seating arrangements.
The Bombadier cars have 2 full seating levels, tables, power outlets that would be nice to see on the new cars.
<p>The Bombardier cars are great--I like the wide variety of seating options, the quiet, smooth ride (especially upstairs), and the power outlets next to seats with tables. The extra doors make boarding and alighting speedy (though that may not be worth the tradeoff in seating).</p>

# Comments and Suggestions

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<p>The bombardier cars are more comfortable than the gallery cars. They should be on the new electric cars.</p>
<p>The bombardier cars are pretty quiet and spacious. Seats are better than gallery cars.</p>
<p>The Bombardier cars are the only rolling stock that make sense. They are quieter, rock and sway less, have "some" tables but not enough, easier/fewer steps to board, easier stairs to climb to get to the top level of each car, bathrooms are good.</p>
<p>The Bombardier cars seem to have more seats than the Gallery seats. The Gallery cars only have 2 seats across on the upper level, while the mostly empty luggage tray takes up a lot of space. The Bombardier cars also have a much better ride quality - better damping on the axles and side-to-side sway control. I also like the lower door height to the station platforms, and the 3-level configuration for seating. The stairs are wider and easier to ascend/descend. I am okay with the 2x2 seats facing each other. I seldom use the tables - they are awkward to maneuver in &amp; out of the window seats. But they allow one to use a laptop or tablet computer. The power outlets are good - keep those.</p>
<p>The bombardier equip is smooth and quiet. Their layout is also better. The upper levels on the older cars have space for carry ons which is nice.</p>
<p>The Bombardier trains are bigger and easier to navigate when there are lots of passengers.</p>
<p>The card that do NOT have steps are the best! Easy for handicapped and bikes too!</p>
<p>The carousel cars with bike storage are so much better than the mixed use cars. A dedicated bike car is a must so that bike commuters do not get turned away at the last minute due to cars having low bike capacity. Keoo the same conductors as well! :)</p>
<p>The cars are clean and quiet and the seating is quite comfortable for the compactness.</p>
<p>the cars are quiet, airy, and non-smelly.</p>
<p>The cars aren't diesel; the engines are. The seating on the older equipment is very comfortable; I love the single seats up above.</p>
<p>The cars have 2 floors.</p>
<p>The cars that have seating facing each other seem to offer ample seating.</p>
<p>The cars with additional upstairs seating equipped with tables are currently the most commuter-friendly cars in use.</p>
<p>The cars with more legroom</p>
<p>The cars with two sets of doors load and unload passengers quickly.</p>
<p>The chug a chug a choo choo sound Diesel train cars make. I dislike that Caltrain is always delayed. I dislike that during commute times it is always crowded, making even standing a challenge. I dislike that there are no frequent updates for Caltrain when it is delayed. I dislike the fact that we're talking about paid wifi - this is Silicon Valley for godsakes, paid wifi at the speeds we'd get is still 10 years behind South Korea, for example.</p>
<p>The cleaner bathrooms &amp; I think there are more bathrooms on these trains which is really important!</p>

# Comments and Suggestions

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The cleanliness and style / design of the bullet trains. Going back to the regular trains after that is like sitting with cattle.
The cleanliness. And if these trains are the trains that have seats facing in one direction preferably in the direction the train is traveling, that is also great.
the conductors
The conductors. Cup holders. More garbage cans.
The configuration of the Bullet Trains is nice. The seats are comfortable and promote visiting with friends.
The cosy feeling of the gallery cars - the lower ceiling on the bottom, and the tiny aisles up top.
The crew.
The current cars are adequate; I'm happy to stand when they're crowded (I travel just further than 10 miles).
The current cars are pretty generic, new electric cars should have at least 1 bathroom per train, and enough standing and seating to accomidate the riders.
The current intercom system on the train does not have clarity. I would like to see better intercom system and a digital system on board, to read the current location or up coming locations.
The current lighting of the train cars are sufficient. I can still close my eyes comfortably to take a short, light nap. The newer cars have some electric plugs that are useful for when I may need to charge my cell phone for emergencies. I like that the newer cars have a lower/fewer steps to get on the train.
The different types of cars (bike, accessibility, etc)
the dinging?
The do seem to have (the passenger cars) good suspension and are relatively quiet for train cars.
The dual exits on the newer cars
The enforcement of Caltrain crew to pay the ticket.
The existing diesel cars are poorly designed. There are not enough bike storage areas and the trains are always very crowd at peak hours. The poor design (narrow hallways, limited bike storage) cause congestion and poor flow/movement of people.
The gallery cars upstairs give one an opportunity to be alone when riding alone without having to see other people's eyes or worrying about jostling them.
The high back seats of the Nippon Sharyo cars. I also enjoy the privacy of the upper gallery portion seating on the Nippon Sharyo cars.
The horn is awesome.
The improved suspension on the Bombardier cars is quite nice.
The individual cars are able not show the wear and tear such as the seats and carpet. They cars always seem to be kept clean

# Comments and Suggestions

<p>The individual seats in the top level of the gallery cars. The large amount of bicycle space on the gallery cars. Having two doors on the Bombardier cars.</p>
<p>The interiors are quiet. The ride is smooth...one hardly feels the acceleration and deceleration. The seats are very comfortable.</p>
<p>The last 6 months or so I've noticed an improvement in Caltrain reliability. (Less breakdowns, signal confusion delays, etc.) I would like to see this higher level of reliability carried over to the new system.</p>
<p>The layout of the older cars is superior to that of the Baby Bullets.</p>
<p>The low rumble of the diesel engine!</p>
<p>The luggage storage on upper gallery of the old cars is great. I also like that seats are not separated in old cars. I like the seating density of old cars. I like the luggage racks in the new cars, but they could be a tad lower to allow slightly larger bags. I like that the new cars sit so close to the ground to allow more vertical space and easier embarkation.</p>
<p>The multiple exit doors on the Bombardiers are much better than the single door on the older trains. Less pushing/shoving to enter/exit the train.</p>
<p>The new diesel cars have better seating capacity and bathrooms, and a smoother ride.</p>
<p>The new train cars are lower to the platform making entry easy for those with slight mobility issues</p>
<p>The newer baby bullet cars are very quiet and smooth. Bike cars (gallery) seem to have a lot of bike capacity, which is great.</p>
<p>The newer cars allow 4 people to sit comfortably facing each other.</p>
<p>The newer cars are generally better when the trains are crowded. More room at the doors, making it easier to get on and off busy trains</p>
<p>The newer diesel cars that have 2x2 seating on the second level and the fact that they are much quieter than the older ones is nice...</p>
<p>The newer diesel cars with two levels and forward and back seating</p>
<p>the newer double decker cars where there are groups of 4 seats</p>
<p>The newer equipment with multiple entry doors that are lower to the ground with better suspension are nice. Not much else is nice about them.</p>
<p>The newer existing cars mostly have the right amount of leg room (a smidgen more would be nice). The old-old cars have facing seats that are far too close to one another. As a 6'2" person, I can't sit in one without rubbing knees with the stranger facing me, which is awkward for everyone involved.</p>
<p>The newer metro cars with back to front seating with decent legroom so commuting isn't as uncomfortable</p>
<p>The newer one with two doorways are much easier to embark &amp; dis-embark. Closer height of station platform and car floor.</p>
<p>The newer trains with table space are less cramped and more comfortable, and have higher capacity. They're a very good overall design, which the new design should emulate. They also have ample power outlets.</p>

# Comments and Suggestions

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<p>The newer trains with upper deck that have 4 people sitting facing each other. Those trains are bright and nice.</p>
<p>The newer two-door cars are much more efficient for loading and unloading than the old one-door cars. Please ensure the new cars have at least two doors. The single seats upstairs in the older equipment provide some privacy for the trip.</p>
<p>The no nonsense clean utilitarian Japanese stainless steel design. Clean and elegant.</p>
<p>The occasional table/four seating is nice. Wish there was more on the gallery cars, fewer on the bombardier cars.</p>
<p>The old cars have seats all facing the same direction. Plug ins for electric and wi fi. Drink holders between seats</p>
<p>The old cars without tables on the second floor. I like single seats upstairs. Tables are awkward since there is not enough leg room. It's strange putting your legs between another strangers!</p>
<p>The old cars: the upstairs seating where I can sit by myself. The new cars: the tables. I like it for work and for being a barrier between me and other passengers. Otherwise I hate hate hate the fact that the seats face each other.</p>
<p>The old Gallery cars have the best seats, including high back with headrest. Please build seats with headrests that are tall enough for adults over 5'9" without having to painfully slouch down which impedes on legroom when you're facing other seats. The seats on on the re-used Metrolink cars are noticeably better than the ones on the Caltrain Bombardier cars.</p>
<p>The old model car isn't ideal for moving passengers quickly in and out of train. The newer model car seems more 'user friendly' in that seating is comfortable &amp; their are seat tables for passenger use. However, there are not a lot of places where standing passengers by the doors my hold on to should the train need to come to a sudden stop. I would like there to be toilets, adequate grips, and sest tables on the new electric cars.</p>
<p>The old train bike cars with lots of bike capacity are crucial. Similarly, I like the single row seats on top levels of those cars.</p>
<p>The old train seat configuration. I don't like looking at people. It's my time to be alone</p>
<p>The older ones let me have the opportunity of sitting all by myself.</p>
<p>The older trains' upper single seat area is great because no one is ever taking up 2 with their bags. The newer cars are easier to board/deboard. The bathrooms on the newer trains are a nice save every now and then, but don't seem necessary in every car (like the older cars just having 1 or 2). It's a pretty smooth and quiet ride for the most part. The Diesel engines are just like real trains! Fun!</p>
<p>The outlets on the newer cars. There're also exceptionally clean.</p>
<p>-The platform level entry of the 'newer' cars is very nice. -Appreciate the bathrooms onboard. This has saved the day when running on a late connection to the train departure. -Sufficient luggage space on the car that has luggage racks. -</p>

# Comments and Suggestions

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The plugin outlets for computers AC Bike racks Tables to work on The ability to bring food and drink on the train Bathrooms
The presence of some small tables for working/eating
The purple cart that doesn't have customers sit facing each other.
The quieter and gentler ride on the newer two-door cars.
The quietness and smooth ride of the Bombardier cars
the quietness of bombardier cars, also double decks for maximize the capacity
The restrooms have to be the best especially during incidents! Or during the times where against fans are belligerent drunk and they have a place to vomit.
The row of single seats on the upper deck; plenty of leg room in most seats.
The rows of one-person seats at the top of many cars.
The seat fabric is good and the cars are overall kept clean. I like that the doors between the seating and the entry/exit area have the foot (as well as hand) button, so you don't have to use your hands to open the door.
The seating
The seating configuration seems to work pretty well.
The seating where you don't face someone else.
The seating.
The seats
<p>The seats are always in good condition (although that might just be good maintenance). The bombardier cars load and unload pretty well -- I think that is because they have nice wide aisles so there's enough room for people to maneuver past each other, and that the doors are close to the platform height. The gallery cars have a good number of handholds to support standing passengers, although their narrow aisles make getting on and off the train nightmarish when people are standing. I like that both types of cars have trash cans near the doors. One thing that I like about the train cars in the Chicago Metra is that they have reversible seats so they can always face front or you can flip them around to have four facing each other. I think the current number of bike cars is appropriate and it would be more beneficial to expand bike storage at the stations or maybe allow bikers to buy reservations on particular rush-hour trains rather than increasing the number of bike cars.</p>
The seats are comfortable
The seats are comfortable and clean. Seats facing in one direction. Availability of single seating eg the pull down seats. The egress with only 1 step
The seats are nice and comfortable
The seats are pretty comfortable
The seats are pretty comfortable, large and offer space to work
The seats are spacious enough for long rides, and there are bathrooms on board for users

# Comments and Suggestions

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The seats don't face each other. There is a little more leg room because I can put my feet under the seat in front of me and not worry about kicking the person in front of me.
The seats on the older cars are so much more comfortable. The angle of the back to the seat and the padding is better plus I like armrests. I also prefer to have the option not being forced to endure some guys in the face to face seats, which are too close together, who shove their legs between my knees and force my knees apart.
The seats that have tables are convenient for working/eating
The seats with cup holders, or tables. The single seats upstairs are nice too, especially when commuting longer distances alone.
The second floor single seats. I find fewer people stand there and it's easier to get out at my stop than on the overcrowded main floor.
The second floor with independent seats.
The second level
The second level on existing diesel cars (better view, more enjoyable ride) At least one bathroom per train in case of emergency Luggage rack for those taking the train for travel (but we need better indication for passengers)
The second level with the single seats.
The second story luggage placement rack
The single seats on the upper level
The single seats up top
The single seats.
The smoother, quieter ride of the bombardiers
The solo seats on the upper floor of the gallery cars are great. Obviously this perk doesn't scale with ridership though :-).
the sound, the horn
The sturdy, heavyweight design of the cars is very good. It keeps passengers safe in case of collisions.
The table space on the newer (French, I think) train cars is a welcome addition to the trains
the tables
The tables, so you are able to work or chat/eat with your friends on the train more easily. When the train gets delayed this really helps make the delay seem not as bad.
The top level single seating
the train cars that have two doors vs only one
The trains are fine when they are not too crowded. It is uncomfortable sitting in the little stairwell that goes up the the second level. The existing diesel cars are fine, I don't have any complaints.
The trains that have a bathroom in every car.
The two levels are fine.
the two story ones have charging capabilities and nicer bathroom

# Comments and Suggestions

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The upper level :)
The upper level of single seats
The upper single seating. The baby bullet triple level seating and tables.
The upstairs gallery single seats. Please don't get rid of the bathrooms.
The upstairs singles with a reasonable amount of baggage storage in the gallery cars is great for working while I commute and, as far as I can tell, doesn't hurt seating capacity too heavily compared to the bi-level coaches
The use of stainless steel. I remember when these cars were introduced and I really liked in the old cars where you could switch the seat back to sit forward or back facing
The way the seats are set up on the old, old trains. I don't like the new trains where you cannot see the entire seat availability. More electrical outlets would be AWESOME!
The windows
Their mechanical reliability.
There are bike space, luggage rack and bathrooms on board. We should have more bike space and flexible luggage space on the new train. People need to be able to do the last mile with their bike and not always arriving and departing at the same station. Station bike storage is not always a good option. I personally have a 10 mile bike commute from Mountain View Station and back to SJ Dieridon on a 6 mile bike ride. Caltrain is a connecting service to BART and airport. If there is no luggage space, people will just put their luggage on seats
There are many seats with a "small luggage" area, ie: the upper level seats have a place to put a backpack or other carry-on sized item.
There are no existing features that would be required to be on electric cars
there aren't ugly overhead wires whereas with electric cars I believe you'll have to cut down a ton of trees, meaning you're looking into people's backyards instead of greenery along the tracks
There is at least 1 bathroom on board so people with ulcerative colitis don't have to get off and wait an hour or more if they have an emergency. The single seats on the top of some of the commuter trains.
-There is at least 1 bathroom per train -Vinyl covered seats -Seats facing in both directions - Designated bike cars -Designated ADA & luggage cars -Bi-level seating (two floors) for more capacity
There is nothing like the FPH-40 locomotive. The AEM-9's are neat. As for cars, it would be great to find a couple of old vista domes.
There really isn't anything I would add to new cars.
There's a difference?
there's a lot of seats on the bottom floor, and not just the top floor.
There's really nothing good about the existing diesel cars!

# Comments and Suggestions

These trains (and their workers) need a 21st century upgrade. The train interior & amenities are from the 80s and all of the workers are on some weird power trip. Wifi is a minimal start. For Christ sake this is the Silicon Valley. I had to add a mobile router plan to my mobile phone just because Caltrain can't step into the current times.
They are clean inside.
They are clean. Bombardier cars have plugs for laptops. In gallery cars where the seats are all facing the same direction (ie not the first 4) the spacing is comfortable.
They are comfortable and certainly of great quality.
They are OK for now, but need to be replaced to conform with the climate change rules.
They are old and need to be replaced. The whole world has better transportation systems and the silicon valley has to keep up. The only thing that is good is having bullet trains.
They are overall easy to board and provide a comfortable ride.
They are pretty clean, nice padded seats, and two levels.
They are SHIT. SHIT from the 1900s.
They are very clean and kept up well: I appreciate that. Just keep up that good work!
they go "choo choo."
they have seats
They keep passengers pretty safe in the event of a collision?
they're comfortable
They're comfortable, clean and have big windows with relatively nice views for a commute.
They're fairly quiet.
They're pretty comfortable with good view of the passing scene. It's usually easy to read on them.
They're pretty sweet.
They've generally been reliable recently.
This system is so old compared to our travels in europe and asia it is laughable. You are talking about the coaches and not the engine. The second story on the existing coaches is nice. I can't think of anything about them - they are ok.
Top floor seating. Can we have more of those in the electric cars?
Top floor sitting
Top level with individual seats
top level with individual seats
Top rack
Top row single seating and seats facing the same direction.
Top row single seats
Top-tier seats for single riders
Total capacity
Train service to Hollister. I would also like to see access to WiFi.o

# Comments and Suggestions

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Trains -- particularly the bombardier set with table options for working -- are quite comfortable and reasonable when they are not overcrowded, and you can get a seat.
Trees next to train platforms
Two decks, sometimes I want to go upstairs and sit by my self. Forwards and backwards seats
Two floor layout in the newer passenger cars, with full four abreast seating upstairs and an actual bathroom. The older cars only have a couple of bathrooms per train and it is often hard to move between cars, making them effectively inaccessible.
Two floors of seating. Single file seats.
Two layers of seating.
Two level (upper and lower) seating.
two level cars - clean environment - good views from top level
Two level seating
Two level seating with dedicated single rider seating
Two level seating, abundant seating
Two level seating.
Two level system of the old cars with the gallery on either side
Two level train Cushioned seating Electric outlets
Two level.
Two levels
Two levels
Two levels - maximizes capacity and its a better view from the top level!
two levels for extra seating
Two levels inside each wagon. Access to power on bombardier trains Restrooms on bombardier trains
Two levels of seating Air conditioning Would like to see. Nice seats FREE Wifi
Two levels of seating.
Two levels of seating: upper and lower. Also, the leather seats seem to be better hygiene wise.
two levels, bathroom, one-seat upper level
two levels, some tables at seats.
Two seating levels.
Two stories -- as many seats as possible is great.
two-level seating
two-levels
Two-story layout of the newer cars
Two-tier seating, cleanliness, seat design.
Uh, dunno.
Um, nothing.
Umm..nothing

# Comments and Suggestions

Ummm...
Unless I know in what specific ways electric proposes to be different from the diesel version I cannot meaningfully comment. I would hope that on electric trains there would be at least as much room, that there is at least one toilet, that there continues to be designated bike space. Many other features of diesel are undesirable; see below.
unsure
Upper and lower deck seating.
Upper and lower deck seating. Particularly the seating layout in the Bombardier trains.
Upper and lower decks, ability to plug in your phone or computer.
Upper and lower seating options ; bike space
Upper deck or single person seating.
upper deck single seating.
Upper deck tables in the newer cars.
upper floor seating
Upper level seating
Upper level seating creating good view of whatever the train is passing
Upper level single row seats
Upper level single seats
Upper level single seats
Upper seating in gallery cars.
Upper single seats, electrical plug-ins, cup holders, smoother/ quieter ride on newer trains
Upper tier single seats
Upstairs seating! Food/drink allowed.
upstairs and downstairs options
Upstairs and downstairs seating.
Upstairs and other single seats; Baby Bullet and Limited trains; 6:36 AM Weekday PA->SF; 10:58 AM Weekend PA->SF Clear station-stop announcements (unless there's a hardware problem or it's a white car)
Upstairs gallery seats
Upstairs individual seating
Upstairs one seat in a row seating.
Upstairs seating
Upstairs seating
upstairs seating bathrooms
Upstairs seating and some seats facing each other.
Upstairs seating and wide seats
Upstairs seating with individual seats
Upstairs seating with luggage rack

# Comments and Suggestions

upstairs seating, doors that open/close to separate entry from seating, make sure the loudspeaker announcements can be clearly heard from all cars.
Upstairs seating.
Upstairs seeing with tables and plugs
Upstairs single row seats
Upstairs single seating
upstairs single seats
Upstairs single seats with a view and center storage area
Upstairs single sitting. I hate the Bombardier, theyre horrible when sitting knee to knee
Upstairs sitting.
Upstairs space with a view.
Use of inert space for luggage - the lofted space between upper deck seat rows. An overhead luggage compartment seems ideal.
Variety of seating including mini tables in the Bombardier cars.
Variety of seating layouts for groups/families
Variety of seats - some facing, some with cupholder, some 2 together seats. Also power outlets, we should have way more of those.
Variety of types of train cars and consistency of car type with train number.
Very comfortable seating.
Vinyl seats that are easy to keep clean, and easy to tell if they are clean.
Waiting area next to the doors to hang out as your stop approaches
Want more space for bikes, which can be used for standing room when not used by bikes.
Weight and momentum. Get out of the way or else . . . .
What I like best is this concept: When everyone pays the same amount for each ride they should be given the same amenities...like a seat! Therefore when I pay more for the electric train monthly pass (which no doubt we will), all riders should have the luxury of a seat.
Where is the electric coming from to power these cars since all the greenies want to shut down electric plants?
Which are electric/diesel? The existing "older" trains feel more efficient for seating with the long rows on the bottom floor and the single seats up top. The newer cars feel like they hold fewer people. The luggage racks in the newer cars are not effective(are there any?), and the racks in the older cars are great.
why is there not one question about security? that is my number 1 priority.
Wide aisles
wide doors on the gallery cars.
Wide entrance area for passengers to get on, and wide area for people to get to 2nd floor
wide seats that dont feel crowded with people next to you.

# Comments and Suggestions

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Windows
Wine carts
With the switch to lighter engines they will be able to have more trains closer together which would boost ridership because they wouldn't have to wait an hour or more for a return train. BUT they need to rethink the noise pollution currently being created through residential neighborhoods. In San Diego they has a speaker at each intersection to warn there is an imminent train. The crossing gates do the same job. So what is the purpose of having the train driver honk three times (or more in many cases) at every single grade crossing? Is it in case the gates break? It's overkill. Could the horn be mechanized so it's not dramatically different from each driver? Sure it takes the fun away from the driver, but it would be nice to sleep without disruption.
with Wi-Fi connection on the new electric cars will be great.
Work tables. Luggage storage area. Bathroom (one per train is enough).
working space/tables
Would like to see continuation of smooth ride offered by Bombardier equipment versus Gallery. Like the wide aisles and stairs of the Bombardier. Like the two (fairly wide) doors per car of the Bombardier.
Would like to see new electric cars. Go green
Xup holders
Yes and he diesel cart sucks balls!
You can eat and drink on the train
You can have privacy on the upper levels of the train car. Plenty of passenger room.
You can walk through the whole train end to end. You always know where the luggage or bike cars are. Nice to have an upstairs. Awe inspiring
you'd have to say what might change for me to answer this

# Comments and Suggestions

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What do you like least about the existing diesel cars that you want changed on the new electric cars?

<p>The stairs are steep and narrow. It is difficult to enter for any one who has parcel bike or mobility issue. A simpler walk on with the station platform to train doors of equal height. Its very easy in Europe and on Light rail. This non stairs configuration would be faster, easier and less dangerous for all. Omit Seating on pods of four that face one other located as primary choice at the entrancer. Its intimidating if you are unaccompanied. This configuration squeezes you as there is not enough leg room and makes a harder exit A toggle to hook your bags or luggage to mitigate luggage and strollers rolling. Handicapped access cars placed farthest from ticket station. It takes much longer to get into position on platform. Distance should be minimal. Doors exiting the cars should have high and low options for the opening of door by pushing. The " push here to open " button works for wheel chairs but it is too low and challenges balance if you are using crutches, walker, cane or holding a parcel. You can't easily reach the handles either. European rail cars had one car that had luggage area near entrance. Bags are blivking rows and aisles.</p>
<p>Slow acceleration. 1950s feel.</p>
<p>Top level is narrow and doesn't accommodate all body sizes.</p>
<p>- Boarding/deboarding through single door doesn't work.</p>
<p>- Crammed seating, especially for bikes - Unnecessary restroom on each car -- causes a big stink at certain times of day</p>
<p>- horns (noise). - Have a place where parents can sit or stand with open strollers. The open stroller ban makes traveling with babies/toddlers impossible since strollers serve as luggage when opened and napping beds. Maybe have family only 4 seaters where families can nicely stow open strollers? - upper floor seating wastes space. There should be a solid upper floor with two rows of two/four seaters just like bottom rows.</p>
<p>I am tall and there is not enough leg room also I think the seats could be more comfortable remember it can be over an hour ride on the train</p>
<p>- Lack of on board ticket purchasing - Inefficient bike storage; vertical bike storage would allow easier storage/retrieval and maximize storage space - 2nd level storage space in the center of the car is mostly unused, and could be better utilized as seating seating - Real-time travel map of the train's location</p>
<p>- no wifi - no electric plugs - no stow away tables against the back seat - bathroom doors should automatically close as sometime they are left open and stink up the entire place</p>
<p>- noise</p>
<p>noise and exhaust fumes in carriage closest to engine on sb trains.</p>

# Comments and Suggestions

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- Not enough seating, single seats upstairs on old cars inefficient - Existing seating too cramped - not enough legroom, especially on seats facing each other. Nightmare when two big people sit across from each other. - Not enough handholds for standing passengers. Might get stuck between two people without anything to hold on to. Existing handholds not in comfortable position. - Inefficient design of passageways on old cars, people crowd around door.

- Nowhere to stand out of the way of the aisles - Insufficient handrails for navigating the Bombardier cars - 2+2 seating in Gallery cars is impossible to get in or out of, especially with a bag

- Poor layout for bike car: Narrow and wide handrail when passengers/cyclist board are reversed, bike rack system clumsy and inefficient. - Not enough standing room cars: Too many passengers congregate at entrance of each car, causing congestion at each stop - Lack of on train signage to indicate which stops are upcoming (ie, NYC subway system) - Needs better HVAC: Temps are inconsistent. A better thermostat should be utilized. Sometimes cars are stuffy, and humid, esp when it rains

smelly bathrooms, slow wheel chair access that delays trains regardless of how efficient people are, awkward four-seaters that face each other on bombardier trains, low capacity and badly designed bike cars on bombardier where aisle space is narrow, racks that result in hitting head when sitting down on bombardier cars

- Speed, especially when getting in and out of stations

- The bathrooms smell toxic. It permeates the entire carriage.

- The older Nippon cars have developed rattles that seem to go unrepaired for long periods of time. - If the new cars will have facing seats, I suggest having a patch/sign on the back of the seat that says to keep their feet off the seats. This has become quite common and the conductors seem to have given up on enforcing this. - The speaker system is often loud and harsh. - Don't place decals over the windows. It is nice to watch the view. Thank you

Train horn

- very noisy/bad sound insulation, especially the screeching sound from the hookup (?) when the car is next to the engine - sound intercoms often don't work so can't hear station announcements - hard to tell which cars are luggage or bike cars - since trains are manually braked and end up in slightly different positions each time they arrive at the station, you can't line up consistently on the platform. The resulting free-for-all to get on the train is not great. - on most trains: very few power outlets - leg room for the facing seats is terrible

(1) Too slow to accelerate. (2) Horns are much too loud when entering station.

(older cars) high stairs entry (difficult for bike)

# Comments and Suggestions

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\* Bike space requires bikes to be "stacked", so bikes can be scratched or damaged easily. Requires rider coordination and attention to destination tags to keep bikes from getting buried. \* Cramped leg area on Bombardier cars in seats that face each other \* On gallery cars, too few doors; bottleneck during boarding/alighting \* No signage indicating bathroom location, except on the bathroom door itself. \* When seated in the first car of a northbound train, lots of bell/horn noise (on the Gallery cars, at least).

\* Disgusting bathroom smells filling the entire car. \* Having to stand on the commute home from Millbrae to San Jose. \* Lack of WiFi on Caltrain in Silicon Valley-- I've been waiting TEN YEARS!

\* Mechanical unreliability \* Non-level boarding \* Rough, swaying ride \* Worn-out seats Hillsdale parking is dire too.

\*Lack of electric outlets on most trains. \*How difficult it is for people to load their strollers, bikes and mobility equipment. \*Noise on the older models. \*Lack of trash bins. \*Bathrooms are decidedly uninviting (by contrast, Caltrain station bathrooms are great!!).

+ if only one thing, modern LIGHTING that resembles flux (changes with the time of day... hospital lights are outdated) + outlets + better solutions to suicides than an horn

1) Have bathrooms like on the bombardier cars, not like the two-story cars. 2) wheelchairs and walkers should be able to enter the cars directly from the platform, not esquire a lift.

1) Homeless riders that smell like urine, that you have to move to the next car to get away from the smell. 2) A single exit is a pain in a packed train. 3) The second level of the silver cars with on one seat on each side is a joke. 4) Tracks should be elevated so it does not have to slow down to cross streets, and riders can pay coming into the station, not checked on the train. 5) Windows always dirty

1) Lack of Quiet Cars. Quiet Cars are a necessity in new electric cars. Caltrain must start valuing people who need to work on the train vs. it's current focus on accommodating socializing, drinking and cell phone use. 2) Seating on the newer cars are too tight and close, and reflect a lack of common sense in design (and purchasing). Seating on the older cars use a common-sense approach to seating and are needed for the newer electric cars. 3) Lack of wi-fi. 4) Ticketing checking system is archaic. Discontinue conductors checking tickets. This is annoying and makes the process of disembarking difficult when conductor suddenly comes to check tickets at that time. Also prohibits people from sleeping. Change to the BART system of ticketing. No conductors are needed there.

1) QUIETER and MORE COMFORTABLE car 2)seating space 3) WIFI 4) more two levels cars

# Comments and Suggestions

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1) The lower part of the cars can be made more open in layout (like Bart). The upper part can be more segregated for those who want to sleep or need quiet 2) It'll be great to standardize cars. So we could anticipate what to expect where including charging points, tables are for setting laptops, etc. (If the cars are dissimilar, it would be good to provide info around which amenities are present in each car either on the exterior of the car or on mobile device). 3) Include more charging points 4) I love to use my travel time to call my family. It'll be great if there can be a place for folks to stand and make calls or talk 5) Include route maps 6) Stop printing paper schedules. They don't have a high shelf life - and are probably strewn around after being picked up

1. They are dirty and many times do not smell pleasant 2. There is no free WiFi 3. The heating and air are temperamental 4. They are deafening when arriving into a station 5. They have no visual readout of the station, time, notices etc within the cars

1. I dislike the side shelving on the bombardiers. I always hit my head on it, and its size makes it a bit difficult to store stuff on. I always have to twist and bend my things to fit. I find it's height too short and the angle to be awkward. I'm also paranoid that my things will fall and hit someone on the head since the shelf is hanging over people. 2. Bathrooms - I would like x1 per train. The doors also need to be able to close and stay closed if it is unoccupied. More often than not the doors are always open and swinging around while train is in transit. Smell travels if the door wont stay closed...

1. I don't like the cars where the seats face each other. It's very uncomfortable to sit across from a tall person who is forced to have their feet under your legs. I try to avoid the cars that are situated that way. 2. The windows are dirty or stained.

1. Need more cars for the peak hours. 2. Need more frequent services for peak hours 3. Need to shorten the commute time 4. May be think about some super-express train from south bay (such as sunnysvale or mountain view) directly to the city). Sunnysvale and mountain view have the largest amount of people who work in the city. 5, Need quiet cars

1. Only voice broadcasting what the next station is. Really should have digital displays in each car showing the arriving station. 2. Frequent mechanical issue. 3. Bathroom cleanliness condition. Strong Smell of the toilet even outside the train(can smell it when boarding).

1. Seats that face each other. There is not enough leg room so someone either sits at an uncomfortable angle or you rub knees with strangers, which is honestly not as nice or fun or enjoyable as it might sound. 2. The steps to get on Gallery style cars.

1. Smelly bathrooms 2. Congestion at doors when boarding/ 3. Noise (older cars)

# Comments and Suggestions

<p>1. They are very loud, generate a lot of pollution, and are long obsolete. 2. They do not have enough bike capacity during rush hour. The service is infrequent enough (even during rush hour), that turning away a cyclist can disrupt the person's entire day. The bike situation is ludicrous with having to stack bikes four deep and using tags. I'm sure capacity can be increased by putting hooks up so that people can hang their bike vertically by the front wheel, which would allow greater ease for getting bikes on and off and then it wouldn't matter what station people are getting off at. 3. There needs to be a better means of allowing people to stand, e.g. more handholds. 4. Better safety mechanisms by the doors, as when it gets crowded, people can get pushed up against the door. 5. There should be a parallel third track through much more of the corridor so that when an accident happens, single tracking is not the only option.</p>
2 bike cars
2 steps to get on to the older cars little leg room on the newer bike cars
4-seat arrangement facing each other. Great for large family/friend groups but uncomfortable for strangers.
a lot of steps to get to the car, no level boarding
A more comfortable ride. It feels like we are in a washing machine sometimes
A more space efficient way to store bikes in the bike car.
a quiet car - passengers talk on their cell phones for an extended period of time during their ride
A/C - heating system
Ability to watch my bike to ensure it doesn't get stolen
AC doesn't work on some cars. Like big ovens during the summer.
Access between doors and stairwells to the second floor can be difficult to navigate during rush hours and can be poorly lit at night.
Access to electrical outlets, ability for seats to swivel to face direction of travel
add electrical outlets
Add seat belts as an option
Add seating and reduce bathrooms.
Add wi-fi capability.
Air conditioning could be better
Air conditioning does not work well. I have nearly fainted from heat on crowded cars often.
Air pollution, noise, smell
air pollutions, locomotive breakdowns
aisles are too narrow, should allow space to pass standing riders
Aisles between seats are narrow, making standing awkward. To maximize rider density, more standing room would be beneficial.
All of the idiots who cough and sneeze without covering their faces

# Comments and Suggestions

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<p>all the olde train cars are smelly and dirty. do they ever really get cleaned? better heating/air conditioning, especially AC in summer.</p>
<p>Allowing of advertising and/or designs on the outside of cars</p>
<p>Although sometimes I like the single seats on the upper level of the existing diesel cars, it would be better if newer cars had enough room for more seats on the upper level(s). I'm getting tired of people blocking the aisle on the upper level on the current cars because they are waiting for a seat up there.</p>
<p>Always freezing in the afternoon no matter what time of year. Turn down the AC especially in winter.</p>
<p>An improved bike cart. It would help a whole lot if a whole train cart was dedicated to bikes. It would help deter non bicyclist from taking seats in the bike carts during high traffic times. Too many people just standing taking up space when cyclist are trying to move in the cart and arrange bicycles</p>
<p>Anticipating that ridership will continue to rise I'm worried about carrying capacity. You waste a car catering to the bicycle crowd. There should be ample bicycle storage at stations. If someone wants to use a bicycle at both ends of his train trip he should keep a bike at both ends or rent a bicycle. Provision for bicycle rental should be at every train stop.</p>
<p>Appearance (grubby); can't hear announcements over microphone.</p>
<p>As I get older I worry about climbing up and down the steep steps of the older train cars</p>
<p>As I mentioned, the bombadiers do a horrid job of using space efficiently, with tables wasting space, bike racks not all the way against the walls, random gaps all over the place. Galleries are generally good in that respect, though the fact that the staircases for the bike car are at the exit creates a bottleneck. Would be better placed at the end of the car.</p>
<p>As nice as the tables are on some of the newer cars, they take up space and make for some uncomfortable seating arrangements.</p>
<p>Awkward / poorly spaced seats (the top floor seats that face each other are not far enough apart for two adults to sit there), lack of bike storage, no wifi (!!!)</p>
<p>Awkward double decker seating</p>
<p>Backward facing seats</p>
<p>backwards facing seats</p>
<p>badly behaving riders</p>
<p>Barely any standing room. As far as I can tell, Caltrain ridership is steadily increasing, but during rush times, trains often become packed to the point that it's almost impossible to move up and down the aisles.</p>
<p>Barely any standing space. Other than the door areas, it is virtually impossible to stand upstairs and if you stand in the downstairs aisle, then you are always in people's way. Hard to find where empty seats are in the mornings. Especially when I go upstairs because i think there's a seat there, but then there isnt.</p>

# Comments and Suggestions

Bathroom cars are atrocious and smell.
Bathroom smell - perhaps a better door seal system?
Bathroom smell, on board Clipper readers at each doorway that only operate while the doors are open
bathroom smell. not being able to sit in the luggage area when seats are full and you have luggage
Bathroom smells
Bathroom smells a bit. Not knowing how many seats are unoccupied (lack of digital display that says 10 of 30 seats open, etc.) Lack of WiFi access When standing, there's nowhere to hold onto.
Bathrooms are not good. Noisy inside. No walking areas when packed.
Bathrooms need improvement Need to add signage for people to NOT put their shoes on the seats, like they do on the east coast.
Bathrooms on the Gallery cars
Bathrooms onboard
bathrooms take up space
Bathrooms that make the entire car reek of festering feces. Narrow entrances with stairs. Bouncy ride.
bathrooms they are gross
Being forced to face other riders on the Bombardier equipment -- this is very uncomfortable and should be eliminated. The utter lack of signage both inside and outside the cars; every passenger who's ever used Caltrain has been baffled by this problem. The certainty that the bike zones will be overcrowded; the scrum to get aboard the bike car is extremely demoralizing and often embarrassing; it's very hard to get bikes on or off the train; and the uncertainty about available space forestalls probably hundreds of potential bike commutes every single day. Most of the conductors are rude and treat passengers like cattle, or worse.
Better access to cars, stairs on old cars real impediment to on/off boarding
Better announcements, train number digitally displayed on all cars, and next station displayed in car (like Amtrak does)
Better bike efficiency. It impacts everyone, not just the cyclists. The current system keeps a lot of people from cycling to/from stations. Wifi is nice, but I would rather have real time updates like capacity or train delay on my phone before I leave the house. The wifi you would get would be bound to be "meh" at best pushing people to still use their phone data and have no one paying for something you just spent a lot of money for the infrastructure.
Better bike storage options either at stations or on cars. Wifi access
Better bike storage system
Better communication about delays, real time info, etc.

# Comments and Suggestions

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<p>Better configuration for bikes. Passengers with bikes take up twice the space of a passenger without a bike, yet pay the same. And many of the passengers are bike nazis. If I want onto a bike car without a bike, they give you a hard time. We should encourage more bike sharing (such as Bay Area bike share) instead of cramming more and more bikes in trains displacing passengers. I use Bay Area bike share and I can get just about anywhere I need to in SF within 15-20 minutes and never pay OT. Plus I don't crowd out passengers making them have to stand so my bike can ride along with me.</p>
<p>better information about stops. imagine out of town visitors. free wifi...there is no reason it is not available and free modern interior...think Europe style 21th century!</p>
<p>Better signage to indicate what kind of car it is (does it have a bathroom?) Coat hooks maybe Outlets Wifi</p>
<p>better standing room, there's no poles or handholds to brace yourself.</p>
<p>Better system/organization for bikes</p>
<p>better ventilation for bathrooms.</p>
<p>Better ventilation, appropriate heating/cooling, NO seats facing each other</p>
<p>Better ventilation, if possible. Sometimes it's a bit too hot and often there are unpleasant smells. Not your fault, just some passengers seem to skip a shower now and then, or really enjoy getting their shoes off... It will be nice if something can be done about that.</p>
<p>Better ways to know which train number it is!</p>
<p>Between the old and new stock you either get more head room or more leg room, but would be nice to have enough of both.</p>
<p>Bicycles take far longer to load/unload than other passengers. Eliminate bicycles from trains (expand bike lockers at stations instead) to minimize time for trains to load/unload passengers and provide more seats per train. Get more people where they are going more quickly.</p>
<p>Bicyclists should not be bumped and should not be forced to board last (creates more problems than it solves)</p>
<p>Bigger doors? something done about the extreme crowding and pushing during rush hours and general sense of urgency to push for a seat</p>
<p>Bike cars get too full. Ride quality is very poor - ride is extremely bumpy. Trains are slow and too loud.</p>
<p>bike cars need a more efficient storage system, at least one bathroom is needed but use of space needs to be optimized, car doors should be even with the ground simplifying getting on and off trains.</p>
<p>Bike cars on bombardier trains.</p>

# Comments and Suggestions

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<p>Bike corrals on bombardier's get congested during peak hours. Consider layouts that minimize stacking (diagonal stall parking). If stacking is needed, don't include corrals, as this makes it harder to slide bikes over from one stack to another, turn bikes around, or get bikes of the train. Single entrance/exit on gallery cars gets congested at stations. Bike unload and load time is a common cause for delays. The gallery bike cars with vertical handrails in the middle or towards the bike half make boarding with a bike awkward, and the flow with non-bike passengers is awkward. Basically, prefer the bombardier if the aluminum corrals were removed and a new bike layouts were tested.</p>
<p>Bike loading &amp; unloading is difficult due to lack of room on some trains due to rail placed on wrong side of cart. It stalls people &amp; riders from entering &amp; exiting. There should be bike only carts so entering &amp; exiting is not a hassle</p>
<p>Bike space is wasted space, bathrooms smell awful, and no where to put small to large luggage.</p>
<p>Bike storage</p>
<p>Bike storage (for bombardier stock)...lack of standing space</p>
<p>Bike storage cars are too crowded during rush hour</p>
<p>bike storage on the bombardier cars.</p>
<p>Bikes room</p>
<p>Bikes take up too much room. Encourage use of bike share programs and other last mile solutions like skateboards and corporate shuttles.</p>
<p>Boarding process is too slow. People stop at choke points to check for available space in the upper level and stop anyone else from boarding.</p>
<p>Boarding steps. Level boarding is the only acceptable solution for new cars.</p>
<p>Boarding/unboarding seems to take a long time.</p>
<p>Bombardier trains do not require stepping up 2-3 stairs to board. I would like to see no steps to make it easier to carry heavy items, etc.</p>
<p>Bombardier cars are much better than the Gallery ones (quieter, seat more people, feel less cramped).</p>
<p>Bombardier seating: uncomfortable, cramped, inefficient, awkward...</p>
<p>brake noise, jolting on tracks, constant breaking down, the foursome seating set-up can suck when people try to hog a bunch of seats because god forbid anyone have to sit next to you for 15 minutes on a train, maybe trash canisters can be more visual so people throw their stuff out.</p>
<p>Break downs. Dirty Windows.</p>
<p>Break sounds.</p>
<p>Breakdowns</p>
<p>Breaking down all the time</p>
<p>breaks down too frequently</p>
<p>Broken A/C, broken speakers</p>
<p>Bullet trains only have 24 bike capacity, resulting in frequent bouncing from boarding.</p>

# Comments and Suggestions

Bumpy
Bumpy ride
bumpy ride, trains shake and sway a lot
Busy bike carriage and the train horn!!
call cars need multiple doors. more table options. more partitions to damping the sound from other passengers.
Can be smelly. Wish there was more air.
can we have a little more leg room on the seats facing one another? At least more than on the one door cars. hopefully the electric cars will be quieter but seems like a lot of the noise is from braking.
Can't buy ticket or "tag on" on board. If Caltrain ever converts Go Passes from stickers to a Clipper Card, then you'll have the problem of a huge majority of the 600 people on any given bullet train ALL needing to tag on, and you simply don't have enough tagging stations for that. Nor should people ever have to tag on or off by having to walk OUT OF THEIR WAY to get to a Clipper tagging post before proceeding in the direction they actually need to go. Basically no one should ever have to walk out of their way. If you convert to Clipper for Go Passes, then find a way for us to tag on and off just by going through the doors, or anywhere it's so easy and simple that no one has to go out of their way to do it.
can't think of anything specific
Can't think of one
capacity
CAPACITY. Then more frequent trains... Esp if people are going to get off the train to use the bathroom, the wait an hour?
Carpet, remove the carpeting for a easier to clean surface
Cars are noisy.
Cars on baby bullets have no armrest between seat and corridor, but have an armrest betw seats. This is absurd. The ROW is sufficiently rough that a person can be thrown into the aisle.
Chairs are not comfortable Private light source/ AC
Charging stations for cell phones and laptops.
clean the windows sills and seats
Cleaned more often or replaced with cleaner cars
Cleaner bathrooms. clipper tagging machine on board.
Cleanliness
Cleanliness and less room for seating
Climate control is terrible. It becomes more extreme as one moves to the ends of the cars upstairs, and it is unrelenting on one's head if you are standing upstairs! Also there is not enough room to navigate past people when standing.
Climbing up stairs to board Uncomfortable seats for a 1.5 hour ride

# Comments and Suggestions

clipper card access only at the stations, not on the trains so if you forget to tag on with a monthly pass youre screwed. The bike overload. No wifi. Breaking down a lot.
Clipper is awful. After having to go to court because it didn't work and pay \$450 i really care less and less about cal train. I used to be concerned about kids defacing the cars but if this is the way caltrain treats its customers (who can't clip on; and yet put up with packed cars and delays) i just let it go. The trains are noisy. The stations are not connected to proximate communities. The ticketing system is primitive. Not enough room for bikes. Poor 'last mile' integration makes it a chore to get to work or home. And there should be wifi. Biggest complaint is clipper and the integration with tickets, late trains, etc. Sounds like this survey is really "do you want a modern train system on the peninsula". yes.
Club style seating in Bombardier cars. These seats fill up inefficiently-- it is awkward to be the 4th person joining 3 already seated, sometimes awkward being the 3rd person joining 2 already seated.
combination of not enough seats and cars not being designed to accommodate standees leads to crowding/traffic problems. more doors for faster boarding.
Comments on the gallery cars: Difficulty moving between cars; no area to comfortably stand, lack of doors to board, cramped aiseways. Both types: steps from train to platform— delays trains when wheelchairs board.
Complex maneuvering required when it's standing room only.
Constantly crowded at rush hour, even moreso when baseball season starts
Could be cleaner. We love to eat in the train and that might cause some of the mess but more frequent cleanings would be great.
Could maximize space better, more standing room
cramped cars
Cramped interior, very loud when standing on the platform and train is arriving/departing/passing through
Cramped seats. No wifi
cramped stairwells.
Cramped, kind of dirty, smells, no room!, too slow.
Crowded
Crowded bike cars
Crowded cars when people stand in aisle People are too loud and rude Ticketing sucks.
Crowded cars with no standing area makes it really slow and challenging to get on/off The tables are useless if more than 1-2 people; would be better to just remove them so it's easier to get on/off
Crowded center aisle when exiting gallery cars
Crowded rush hour trains. Although I am a bike rider, I also dislike using badly needed space for bicycles when you often are very crowded on the rush hour trains.
Crowded staircases

# Comments and Suggestions

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<p>Crowding at rush hour and infrequent service at other times. Should have two doors per car. More spacious seats.</p>
<p>CROWDING. It slows down the trains, spreads disease, and makes it bad for everybody. The crowding is horrific and introducing bart-type standing should not even be a consideration. I have dealt with that on bart too, and it is no fun. How about more trains???? We pay plenty as it is to ride and dealing with this, especially on a 1-1/2 ride each way gets real old real fast!! EQUIPMENT BREAKDOWN. There is always something going wrong because the equipment has millions of miles on it and it being pieced together to keep it working. The maintenance crews are doing a bang-up job, but can only do so much with old parts. LATENESS. Trains can't maintain schedule with the current ridership the way it is.</p>
<p>Cumbersome accessibility</p>
<p>Current sets of 4 seats (on "old trains") are uncomfortably cramped. Typically only two people can actually sit there</p>
<p>Currently, the stairs are steep with long length steps. I would like easy access to the 2nd floor.</p>
<p>Currenty engines can be noisy, electric will be much quiter</p>
<p>Dangerous and slow boarding height with stairs.</p>
<p>Dated feel.</p>
<p>Dedicated seating for bikers</p>
<p>Design seats that let you flip the direction so you can create group areas or sit facing forward (unless it is safer to sit facing backwards in an accident). I also dislike that Caltrain hasn't designed an antisucide feature for people in the track - microwave heat beam, blast of air, raised clearance, cow pusher, anything to help save lives.</p>
<p>Design the interiors for specific use. Passengers, bike riders and luggage so they are optimized for the different types of use.</p>
<p>didn't realize there were diesel and electric cars, hard to tell</p>
<p>Diesel car issues: Doors do not always open, overall noise pollution inside and outside of train, inconsistent climate control in older cars, the fact that my eardrums get obliterated when trains leave the station because of engines. Odd smells.</p>
<p>Diesel cars (the old ones) are pretty noisy and bumpy. They also can get stuffy and lack air circulation. Also not a big fan of the stairs to get into the train and the extra doors to exit the train. The seats that face each other are awkward and usually a waste of a seat because people won't sit across from each other in the small amount of space</p>
<p>Diesel cars are loud, unreliable, slow.</p>
<p>Diesel cars are too slow! Also they are dirty most of the times and the seats could be more comfortable.</p>
<p>Diesel cars need cleaning. It would be nice for Caltrain to hire a service to clean the new electric cars every night...</p>
<p>Diesel engines break rather frequently.</p>

# Comments and Suggestions

Diesel is what I like least. Noise and smoke goes along with it. That goes along with the change to electric. Just making sure this point gets across.
Diesel smell, lousy acceleration
Diesel trains are noisy.
Diesel. Terrible air/noise pollution, co2. Should have been replaced decades ago.
Difficult to exit train from the 2nd level.
Difficult to get on and off of cars, noisy (from tracks not people), not enough seats. I would prefer that BART circle the Bay and replace Caltrain on the Peninsula, not spend the money electrifying Caltrain.
Difficulty moving between cars
Dim lighting and poor airflow on the older cars.
dirty bathrooms
dirty bathrooms
Dirty for us that live close to the tracks and stations
dirty outside of windows
dirty seats, seats too close to the row in front of you (knees hit the seat ahead and I'm a 5'7" female, not even that tall!)
Dirty, heating/cooling problems, overcrowded, trains do not run on time. If trains ran on time there would be no need for real time mobile apps.
Dislike sitting knee to knee.
Disruptions
distance from platform to first step is often too high. the doors between the vestibule and the seating area need to open and stay open prior to arriving at platforms as people line up to deboard - we are constantly having doors close on us and it's a pain. Prefer bombardier trains for first-step distance to platform & lack of these doors. Perhaps have a BIKES ONLY car that makes loading bikes easier (like a small ramp next to the steps to roll bikes up while stepping up).
don't care -- GIVE US MORE PARKING AT MILLBRAE IT'S RIDICULOUS
Don't care for any face-to-face seats ... or just a fewer number of them. My long legs result in my knees being up in my neighbors crotch - which is awkward for both of us. The few face-to-face seats on gallery equipment are just ridiculous in terms of spacing. The overhead luggage racks on the Bombardier equipment are nice features but rarely used and they hit my head when getting in/out. Maybe some under-seat alternative? The self-closing doors on gallery equipment are a nuisance and difficult to force open by hand (yes, I know about the kick pads). Aisle of gallery equipment is too narrow. When train is crowded, it slows down the length of time spent loading/unloading.
Don't configure for people to be able to put their feet on the seats. I see it on every train except the 100% full ones.
Don't like the seating configuration. Caltrain feels old and outdated.
Don't like the upper seats or facing backwards

# Comments and Suggestions

don't need the tables on the second level
doors between cars that close while train is stopped dirtyness
Doors on gallery cars get in the way Bumping head on luggage racks in bombardiers How many repairs they need It would be nice if there were less steps like the bombardiers so bikes are easier to load I don't think we need the tables for working on laptops if we could get more seats (we can hold them in our laps)
Doors that slam on you Crowded aisles/hard to get off train when crowded
Drop down seat tables like airlines.
drunk people
Drunken Giants fans.
Drunks
During rush hour when there is often standing room only, there is very little standing space not in an aisle. It can be difficult to get on and off trains, which leads to people crowding around the doors instead of moving to the backs of cars. This is most apparent in the gallery cars with a single entrance/exit
During the night, I would like the option to reduce or shut off the lights. That would help the ability to fall asleep on the train.
easier loading... difficult for older riders to climb steep stairs. non seniors in the senior seating when seniors are standing.
easier way to load bikes and better bike organization, also don't like seats that face other seats as rarely enough knee space.
Efficiency.
Either lack of seats (needs more seating room to prevent "Game of Thrones" lunge of passengers race for last seat), or functional power (purely the electrical power to not keep breaking down).
Electric sign with next station and eta to that station. More 2nd level seating on bullets to move commuters away from entrances.
eliminate standing in the aisles on overcrowded cars
Eliminate the sway of the older cars. Level entry.
Engine is too loud. Train horn is also too loud (but probably necessary).
Engine noise in car. Lack of a quiet car.
ENOUGH SEATING!
entrance climb
Entrance vestibule; it's a choke point in getting in and out.
Entrance/exit from the bike cars Generally want more reliable, more frequent trains
Entry steps.
Every time I use them I feel like I step into a train that got stolen from the Sacramento Railroad Museum. - very high steps to get in - seating, especially the seats facing each other, are too close together - very bumpy ride - steps to second level too small
everything

# Comments and Suggestions

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Everything about Caltrain is CRAP.
Everything.
everything. make Caltrain more like Bart.
Everything. No luggage or overhead space. Bathrooms smell awful. Bikers take up too much room but only pay for one fare. No seating and barely any standing space. Get rid of the bathrooms, have proper luggage and overhead space, charge bikers extra fare and have seating and standing room.
Excellent.
Excessive noise from the engines/mechanics.
Exhaust
Exhaust
existing cars are very loud. many passengers need earplugs.
Exiting a sardine can is a difficult endeavor sometimes.
Extremely noisy especially while idling.
Fabric seats are disgusting; studies show that vinyl is cleaner
Face to face seating
Face to face seating does not have enough legroom without awkward knee touching. All seats should be faced in the same direction to avoid this issue. Knee touching the seat in front is acceptable. (like in an airplane).
face to face seats crowded cars backpacks and bags hitting my face whist seated people sitting on the stairs no way to contact the conductor in emergency situations/mis behaving passengers/threatening situations Headphones that do not work No rules for bikes - need to be on last and off last
Face to face seats with very limited leg space
face-to-face seating
Face-to-face seating is too small; please allow for more leg room.

# Comments and Suggestions

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<p>Face-to-face seats are WAY too close together. Two passengers cannot sit facing each other without doing a bit of Caltrain yoga. It's just weird. Who thought of that? The way the bike racks work is just stupid. It causes a huge bottleneck during onboarding as passengers search bike tags for destinations that are close to their own. (Assuming that all bikes even have destination tags to begin with...which is often not the case.) Then there's usually some rearranging of bikes required during the onboarding and offboarding process. Stacking bikes like this is WILDLY inefficient in terms of the time required, and also the number of bikes that can fit in a bike car. Caltrain can and should switch to a nose-in bike rack system so that any cyclist can use any available rack spot without worrying about whether he'll be blocked in or will block in anybody else. And yes, this IS POSSIBLE to do in a way that actually INCREASES the number of bikes that will fit in a car, as well as improve the efficiency of the onboarding/offboarding process. Cyclist are frustrated when they're told they cannot board the train because the bike rack is full. I've missed important meetings on several occasions because of this. There's a better way, Caltrain! I'm happy to discuss some ideas that are low cost, easy to implement, and will increase cyclist's ridership and overall satisfaction. Feel free to call me anytime at 617-759-6479. Ask for Brian.</p>
<p>Facing another passenger, hate it; smelly bathrooms. Cars are shaky, a smoother ride would be nice. Ability to tag on/off on the train would be helpful. Tagging devices are not always in a convenient location at stations especially when in a rush. More room for storage shelves for a full back pack would be nice.</p>
<p>Facing seats and rude passengers when boarding.</p>
<p>facing seats on bombardiers - great for weekends with friends, sucks for commute b/c you rarely see 4 strangers squeezed into them. the gallery cars are better at filling seats. keep seats as 2-s and not 4-s facing each other.</p>
<p>Far too expensive. More expensive than driving, sometimes more expensive than uber. Often not enough seats.</p>
<p>faster bikes loading time.</p>
<p>Faster more reliable service</p>
<p>Faster service, more economical operation, better environmental impact, greater reliability of train service, WiFi service</p>
<p>faster trains and more frequent trains</p>
<p>Faster trains, updated interior</p>
<p>faster, more trains</p>
<p>Fear not as many bikes allowed</p>
<p>Feel unstable at times.</p>
<p>Feels dirty, feels slow, feels cramped. No wifi. How is this still possible when we're in Silicon Valley</p>
<p>Feet on seats</p>

# Comments and Suggestions

Few bathrooms. There needs to be more and better bathrooms on the trains AND at the stations
Few electrical outlets to charge mobile devices Will I get a chance for more comments? If not: Why is there more than an hour wait at Menlo Park southbound from 4:24 (Train 258) to 5:30 (Train 264)?? Is this considered 'shoulder commute time'?
Fewer facing seats, while still keeping some.
Four seats that facing each other on the newer cars.
Four-seater benches are too close together - cannot comfortably sit 4 people
Free wifi
Free WiFi Bigger garbage receptacle
Free wifi.
Frequency
Frequent breakdowns, poor train design that causes bottlenecks at doors, seating that takes up too much room in standing-room only commute crowds
Frequent mechanical problems. Dirty bathrooms. Toilet is seriously too high. AC is not well distributed (too cold upstairs). Some seats do not have enough leg rooms. Steps at the doors are too high. No free wifi. Disorganized bike racks.
Frequently malfunctioning HVAC.
fuel and loud
Fumes
fumes
fumes
Gallery car have choked entry and exit.
Gallery cars are loud; single door crowding is very unpleasant. Rail in the middle often is on the wrong side for the bicycle car.
Gallery cars have a terrible ride (the Bombardier cars are better). Hoping for a smoother ride. More doors.
Gallery cars have an incredibly bumpy ride. Make the ride smoother with the new cars. Otherwise, everything is pretty good.
Gallery cars provide a very bumpy ride. Would be great if the new cars could provide a smoother, more comfortable ride.
Gallery cars too cold. A/C on even on cold days.
Gallery cars: seating feels cramped, windows often marked up or dirty
Gallery equipment is really not all that great. Would be much nicer to have cars that are closer to the Bombardier style cars with tables. No Wi Fi! Please change that!
Galleries, namely the excessively large entrance/boarding area that is closed off from the rest of the car and is a bottleneck that fills up when there is more standing room inside
Galley cars seats are getting old and losing padding.

# Comments and Suggestions

galley cars shake too much - need to make it a smoother ride Walkers taking up bike racks (giant game trains) and sitting in bike area when they don't have a bike bike theft is a concern and bikers should be able to see their bikes (sitting or standing)
Galley layout needs to go. It's bad. Newer layouts are okay.
get rid of the bathrooms they are disgusting
Get rid of the tables.
Getting bikes on and off is slow and becomes a bottleneck. Need bike access that's higher throughput.
Getting bikes on and off old trains. Smelly bathrooms and extremely limited bike capacity on Bombardier trains.
Getting bumped from Bombader bike cars,
glare through the windows.
Group seats with tables
Handicapped access is very hit and miss, often difficult or uncomfortable.
Hard to know which cars have seating available, especially for Seniors and Disabled.
Hard to lift a heavy bike with panniers up stairs
Hard yo get up the steps of the old trains. New trains have to many facing seats.
Harsh ride on older cars. No onboard wifi. Minimal legroom for taller folks.
Hate facing eachother in seating outside of priority seating.
Hate the gallery car configuration
Hate the luggage wire racks above upstairs seats. Always hit my head on them. Also not a fan of the chemical bathroom smell. Older cars don't like the inconsistent audio on the car announcement. Some cars you can hear clearly. Others you can not hear at all
Have at least as many doors as the newer diesel with 2 per car, better multi-level access. Lack of headroom and standing room.
Have more room for bikes and have them go more often to Gilroy station
have no idea
Have overhead storage
Have to kick doors to open them. Noisy engines. No quiet cars or ways to enforce quietness when people talk loudly on phones.
Having a wider overhead shelf (above the seats) than the current configuration; it works fine for thin backpacks, but if you have more stuff in your backpack, it is too bulky and won't fit in the narrow opening of the shelf. Also, raise the level of the shelf a little bit because quite often, we bump our heads when we get out of the seat next to the window!! And we hit it hard! OUCH!
Having them be a little quieter wold be excellent.
Having to climb stairs to get on/off trains; sometimes doors do not open.
Having to climb stairs when carrying a bike on board (Gallery cars) Too few bathrooms (Gallery cars) Not enough bike capacity (Bombardier cars)

# Comments and Suggestions

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<p>Having to climb up to reach the floor level of the train. With a bicycle this is always clunky and awkward, and often injurious. Diesel is too loud for passengers on the platforms. Diesel pollutes too much for people near the tracks (or overhead on bridges). Diesel engines take too long to stop for something on the tracks.</p>
<p>Having to sit backwards</p>
<p>Having to stand on 70-year old legs in overcrowded trains, between Palo Alto and San Francisco. Being directed, while awaiting 12:01 SF-&gt;PA train, to stand in line for two hours with AC/DC concert-goers awaiting southbound train. Having to wait 1.5 hours or more for a train to return to Palo Alto after a SF Ballet or SF Opera performance. Frequent delays from train breakdowns, repairs, accidents; no real-time problem announcements. My one refund request, for a credit card charge caused by a ticket machine malfunction, took several months to process, even though all signed, relevant paperwork was provided at the San Mateo Customer Service.</p>
<p>headroom, seating capacity (more cars)</p>
<p>heaving my luggage up the steps should have free wifi</p>
<p>high entry/exits and rough/bouncy ride on the older cars</p>
<p>High gas rate</p>
<p>High height above platform. Can be a problem if wet outside.</p>
<p>High step up to car. Small doors. New electric cars should be more accessible to people carrying bikes, strollers, large luggage, and wheel chairs.</p>
<p>high steps lack of trash receptacles lack of prominent emergency procedures very loud</p>
<p>High steps for entering and departing</p>
<p>High steps to get in - hard to lift bikes into train car, more charging outlets, and free wifi</p>
<p>hitting my head on the overhead luggage racks</p>
<p>Hopefully more quiet for both passengers and people at home and on the street.</p>
<p>Hopefully, the electric cars can stop at more stops and faster commute times than the diesel cars.</p>
<p>Horn blowing at station stops by Menlo Park.</p>
<p>Horn noise is too loud</p>
<p>Horn noise- there should be as little as possible, meaning a a lot less than there is now.</p>
<p>Horns are too loud.</p>
<p>Horns, indiscriminate and over use by train drivers. Better cellphone connectivity in tunnels and throughout track (there are very poor signal zones and no data areas all over the commute).</p>
<p>How dirty they are. I would also like there to be more sitting room. It would also be great if there were fewer stairs.</p>
<p>How loud the bathrooms are when the doors open/close. The way the doors to the seating area close automatically when people are entering/leaving at a stop. How inefficient bike loading/offloading is when there are a lot of people.</p>

# Comments and Suggestions

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<p>How the seats face each other in the majority of the cars. It awkward when knees are touching each other. Need more leg room please. :-) No Free Wi-Fi.</p>
<p>How unsanitary they are--they are filthy, smell like mold, and are overall unpleasant.</p>
<p>HVAC that can maintain temperature.</p>
<p>I actually really like them. They're quite nostalgic. But perhaps slightly wider aisles? Both for the comfort of those standing and for those who need a little more space while moving through the cars.</p>
<p>I always assumed that only the engines are changed.</p>
<p>I am N E V E R on time. Ever. I've been riding Caltrain for the past 5 years and there has been maybe 3 times where I was actually on time. And they break down very often. I have calculated that I waste an extra 4 hours a week due to delays on Caltrain. That is an extra 208 hours a year wasted due to delays.</p>
<p>I assume electric cars would hardly sound.</p>
<p>I can't think of anything.</p>
<p>I dislike having to go up stairs to go in the train (especially with bike/luggage)</p>
<p>I dislike that one has to ascend steps to get on-board. Level boarding would be far better. More 4-person seating (especially considering the galley cars) would be wonderful. More doors to enter and exit would also be a huge plus and help to board/de-train faster.</p>
<p>I dislike the cars that have seats facing each other with tables in between. Those tables take up too much space.</p>
<p>I dislike the entry/exit configuration for gallery bicycle cars, which causes delays exiting the train. I would like to see the second floor stairs located at the opposite end of the train from the outside exits. This will remove bottlenecks and allow more efficient boarding and exiting.</p>
<p>I dislike the Galley trains. It feels so cramped and it's hard for a 6'3" person to fit anywhere comfortably. Let alone be able to work. On Galley trains there are so few power outlets (only 4 per car, and that's only sometimes). Plus they're upstairs making using a laptop basically impossible. I wish every Caltrain was a Bombardier train car.</p>
<p>I dislike the pollution and the noise.</p>
<p>I dislike the vestibules of the gallery cars. They get cramped quickly, and it can be tricky to step down out of a car when there are many people next to me also exiting the car.</p>
<p>I dislike when Caltrain uses the gallery cars instead of bombardier ones during rush hour trains, as they have much less seating/space.</p>
<p>I do not like that most all chairs are in groups of 4 facing each other in the double-Decker cars. I do not like the lack of bike space especially during peak commuter times.</p>
<p>I do not like that there are no overhead compartments to put luggage like you do on an airplane. I would like to see those on the new electric cars.</p>

# Comments and Suggestions

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I do not like the Bombardier facing seating arrangement and the overhead racks which I have hit my head on a number of times. The facing seating arrangement on the Bombardier cars are so squeezed with no leg room.

I don't like how bike cars take up so much space from passenger seating -- but I see how many people ride bikes, so I suppose one car per train is necessary.

I don't like how hard it is to get in and out when crowded - especially with the doors closing on you, etc.

I don't like how little service there is, especially evenings and weekends. The weekend trains get extremely crowded. I wish the bathrooms were cleaner and that there were more trash cans maybe?

I don't like how some of the bullet trains have the seating where four seats face each other. I get that it's probably supposed to encourage people to talk to each other (or for bigger groups to be able to sit together), but during rush hour, it's just awkward. There's very little leg room (less so than if it were the standard two seats lined up one after another) and people try to avoid awkward eye contact, or their on their phones, and everyone is cramped, trying to fit their briefcases/backpacks in their laps.

I don't like that the overhead racks in some of the cars are gray - same as the rest of the decor. I've seen so many people bump their heads cause they get up and forget that they are there. I would imagine a brighter color such as red or yellow would be an easy reminder.

I don't like the crammed seats that face each other because it's hard for 2 strangers to fit without their knees bumping into each other. I don't like that the seats don't have hooks or somewhere to hang coats or umbrellas like you would see in Europe or the East coast

I don't like the facing seats in the Bombardier cars. There is not enough space for two people to sit facing each other without having to overlap legs. The headrests are also too low.

I don't like the layout of the Gallery cars--not efficient for carrying a lot of people. Also, the volume of the loudspeaker is not consistent across cars/trains. Sometimes you can barely hear the person speaking.

I don't like the seats on the "split level" cars that face each other. The little tables are unnecessary for such short runs.

I don't like the seats that face each other because it is awkward and no one has enough leg room. I would rather have all the seats face the same direction, then at least passengers could extend their legs under the seat in front of them.

I don't like the seats which are face to face because it's difficult to actually seat 2 people facing each other.

I don't like the smelly bathrooms. There could be one or two bathrooms per train instead of each car.

# Comments and Suggestions

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I don't like the stair divider on the Gallery Cars. It's sometimes in the wrong place on bike cars so the widest exit part is farthest from the bike car. So bikes and people have to cross paths. Also I hate when people walk through the bike car on their way to other cars. It jams up the works.

I don't think we need seats with tables for our short commute distances

I hate hate hate the seating in the new cars that forces you to stare at people you don't know... and touch knees with them. I spend roughly 3 hours a day on Caltrain and I try as hard as I can to pretend I'm alone

I hate that on the bullet trains, how people have to share foot space, because I like to put my bag at my feet and the overhead bag shelves to not fit most people's bags.

I hate that there isn't at least TWO quiet cars--the talking on phones has gotten so out of control!

I hate the bombardier bike cars. I generally dislike the bombardiers because there is, overall, less seating capacity. The only thing they do correctly is the orientation of the bathrooms. Is there any way to keep the bathrooms cleaner? For example: 1 - Encourage those who are want to stand while utilizing the facilities to SIT DOWN, seeing as they are attempting to urinate on a moving vehicle. 2 - Observe the position of the toilet in the gallery cars. Don't design the new WC facilities that way. 3 - Provide hand sanitizer in addition to sinks. I'm confident more people will use the hand sanitizer and only use water if absolutely necessary.

I hate the cars where most of the seats are 4 person pods with seating that face other people. For day to day commuting it is way better to have seating that you aren't awkwardly fighting for leg space. There really isn't enough room for bikes or things like electric scooters. Last mile is the toughest part about commuting. If there was ALOT more space for bikes or even places for electric scooters I think caltrain and commuting on caltrain would be so much better!

I hate the cars where you have to face others / knock knees is awkward!

I hate the configuration of seats in the gallery cars. They seem designed to minimize available seating and standing room while making it awkward to sit down if you're not in a group of 4.

I hate the seats facing each other with no real room for two sets of legs. This type of seating is fine for short jaunts, but for those traveling a significant distance on the train every day who hope to get some work done, comfort is key.

i hate those seats that face the back of the next seat. there's just not enough room to breathe in that configuration and it's very crowded when people are standing. also we need a quiet car. and wifi

I haven't been in the electric car to tell you the difference nor what I would like to see.

I like the warmer color lighting in the gallery cars, the bombardier cars are far too harsh white light at night.

I live nearby a cal train track. Would like to hear less noise.

# Comments and Suggestions

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I much prefer trains where the seats are facing in one direction. It is extremely awkward and uncomfortable to be seated with passengers facing one another. Facing seats also limit leg room.

I never know what train is arriving - would be great to have a display somewhere in the windows that show which train it is, and which stations it will stop at (or if it's a bullet or local train).

I prefer seats facing the same direction. I do not care if there are tables on the new cars.

I prefer the seating arrangement of the old cars.

I really like the trains as they car. I can't think of anything I do not like.

I suggest that the Caltrain management take a trip to Europe and survey what real electric commuter and express trains and cars are. Germany, Switzerland and France some of the leaders in railroading.

I think they are fine the way they are.

I want at least one quiet car in every train. Additionally there should be more seating space. There should be bathrooms on board but there doesn't need to be a bathroom on every car.

I want more bathroom facilities.

I WANT MORE BIKES ON BOARD

I wish all the seats faced the direction of travel, always.

I wish that the trains were more frequent during commute time to my specific stop (Hayward Park). If I miss one coming from the city (because of a slow bus that takes me there), I have to wait an extra hour to get to work. I also wish for Clipper machines at Caltrain stops. It is extremely inconvenient to have to make an extra stop at a MUNI station to reload my clipper card to pay for Caltrain.

I wish there could be less ambient noise in the cars. I've been on trains in other areas and countries and there's very little travel noise that comes into the car from the outside.

I wish there was electronic signage that will inform passengers of current delays because sometimes it is hard to hear what the conductor is trying to relay to the passengers.

I wonder if the alarm whistles when cars approach crossings or stations can be stopped. Nobody like it and I doubt if it is useful.

I would appreciate hand grips on the ceiling so that people who have to stand would have places to stabilize themselves besides just the seats of other passengers. The inner car doors can be very squeaky and they don't shut out a lot of sound for people who go in the middle for phone conversations. It isn't clear in the cars themselves that phone conversations and loud music should be kept to a minimum. I hear the conductors say it all the time but i wish there was a sign I could point to when people are being obnoxious. I wish there was a backup way to prove you have a monthly pass or something if you forget it once.

# Comments and Suggestions

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I would like Caltrain to establish a quiet car on future trains. I was previously told by a Caltrain representative that this was not possible because trains were already full to capacity. This answer implies that the hypothetical quiet car would not be popular and therefore cause more crowding in the "noisy cars." However, I believe that a quiet car would be very popular and probably be full on every peak hour run. Quiet cars have been established successfully on other commuter rail systems, including: MBTA commuter line (Boston), NJ Transit trains (New Jersey), MetroNorth Railroad (New York), Long Island Rail Road (New York), Metra (Chicago), Amtrak Acela (Northeast Corridor), and MetroLink (Los Angeles). By all reports, the quiet cars on these systems have been very popular, and are fiercely defended by those commuters who want a quiet environment in which to work, rest, or relax.

I would like every seat to have access to a power outlet.

I would like the bike capacity increased to approach the actual demand. It would decrease station time if each car allowed bikes (less queuing and waiting). Adding in wifi services to the train would improve the ability to effectively use commuting time.

I would like the new cars to have color coordinated for future bullet or regular cars.

I would like to see more enforcement or seating designated for people with disabilities.

I would like to see more or longer trains on nights when the Giants are in town.

I would like to see no whistles used at road grade crossings that have automated gates. The noise seems unnecessary.

I would like WiFi in all cars, and power outlets that actually work

I would like Wifi on the train

I would love to see the steps to get onto the train (particularly the bike car) a little less steep and I would like to see more signage/encouragement of non-bike riders to board the train on the non-bike cars (as a courtesy). I also think the braking systems on the trains need to be improved. I have been getting borderline whiplash lately from the halting, jerky, abrupt and generally jarring stops every time the train pulls into a station. Maybe it's new train operators, but it's been significantly worse over the past 6 months-1 year.

I would prefer to have the seating not facing each other.

I would really like a bike car that didn't require one to bungee a bike to other bikes. The VTA light rail model is ideal in the regard.

I would really like to see more seating, and wifi access so that I can work while on the train.

I'd like to see level boarding. The need to climb steps right now is awful and really increases dwell time at stations. Having more doors on the cars to increase the speed of getting in and out would be great too!

I'd like to see more electrical outlet. It's like hitting the jackpot when I need to charge my phone and there's an open seat next to the outlet.

I'd like to see more frequent service between Sunnyvale and San Mateo.

# Comments and Suggestions

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<p>If electric cars mean more frequent trains, I prefer electric cars.</p>
<p>If no seating is available, offer a better place for riders to stand.</p>
<p>If you have a bike, you should be able to sit near your bike, so to keep an eye on it or to move it if needs be. Unfortunately, people with no bikes will take up the seats in that carriage leaving bikers with no where to sit unless they leave the carriage.</p>
<p>If your computer battery is low, there's only a few places to charge and they're rather obscure.</p>
<p>I'm a daily commuter, so the Bombardier trains could lose the table that sits in the middle of some of the quad seating set-up. If they're working, people don't have enough space on those tables to go face-to-face with their laptops. The Gallery trains are loud, have less seating, and even have crappy standing room. It's hard to pass in the aisles (or stairways) when others are standing. The quad seating set-up is too tight for four adults.</p>
<p>Improved airflow and or air conditioning. Free wifi - this is silicon valley in 2016, not the mid west in 1990... Improved information e.g. real-time electronic signage indicating next stop and ETA More comfortable seating with ability to actually use a laptop while traveling</p>
<p>In ability to stand in the bike cars because of the overhead seating. I'd like to stay close to my bike to try to minimize the opportunities for theft, I don't mind standing.</p>
<p>In need of coat hooks and more available drink holders</p>
<p>In off-peak hours, the one double-seat configuration on each side of the upper level is quite uncomfortable.</p>
<p>In some cars, people have to sit face to face and there is no leg room at all.</p>
<p>In the diesel cars there are No wifi access. Would be great to have it in electric car In the diesel cars there are A lot of noise in the bike car due to the car/engine. Would be great to get reduce noise in electric car.</p>
<p>In the newer (Bombardier?) cars, the seats are arranged in groups of 4. This is nice in some cases, but I think in general it's annoying for commuters since a lot of the time only 3 of the seats end up being used - I find the older cars with mostly groups of 2 get filled up more. I also don't like how half the seats always face backwards no matter which style of car you're in, but I'm not sure how you can easily fix that without turning around at the end of the line. The older cars are also a lot louder and rougher I find.</p>
<p>Inadequate climate control, especially in wet weather. Please look into reheat air conditioning (universally available in automobiles)–the chiller condenses moisture out of the air after which the heater warms the air, thus reducing relative humidity, drying out damp clothing and hair. Also, in wet weather, vastly increase the volume of HVAC air. Hit-and-miss cup holders. One seat, one cup holder!</p>

# Comments and Suggestions

<p>Include energy standard which mandate percentages of clean electricity production for rail and add kinetic energy collection as part of the system. BART is the USA'S cleanest transit system emitting fewer pounds of CO2 per passenger mile than any other transit system. It is 100% electric and over half of that power comes from clean, hydro and renewable energy sources. BART trains convert their kinetic energy of motion into electrical energy as the trains slow down. The energy regenerated during the process is returned to the power distribution system where it is then used by other trains.</p>
<p>INCREDIBLY slow un/loading! Especially for wheelchairs. Really: they need more doors and boarding @ platform level. No stairs!</p>
<p>infrequency like 1/hr just doesn't cut it. coordination with bart.</p>
<p>Infrequency. Lack of wifi (why does it need to be pay as you go? That will require costs to implement)</p>
<p>Infrequent service</p>
<p>Infrequent service</p>
<p>Infrequent service at California Ave station</p>
<p>Infrequent service during the day and on weekends.</p>
<p>Ingress/egress difficult, esp on bike car, and crush load design is inefficient.</p>
<p>Ingress/egress not logically set up, loud, narrow paths, not enough seating or standing, feels ancient</p>
<p>Inner doors. Bath rooms are nasty. All the time.</p>
<p>Install Wi-Fi</p>
<p>Insufficient / missing / overly small signage requesting that bicycle car seats be saved for bicyclists. Caltrain cannot *force* riders not to sit there, but larger signs making the *request* makes sense, considering that bikes-on-board users is the single fastest growing passenger sub-segment.</p>
<p>Insufficient seating and standing space.</p>
<p>Insufficient seating during rush hours</p>
<p>Insufficient seating, difficult to locate empty seats (upstairs, window seats, etc), difficult to navigate cramped aisles/vestibules, heavy doors between cars, no power outlets/wifi</p>
<p>Internal car doors are awkward to use, especially when a crowd is waiting to get off at the next station</p>
<p>It always over crowded on commutes, people don't know to move into the train further or move to standing up top to allow others into the train. Also while 9 months pregnant during commute hours, many times I was left standing in the overly crowded middle area by the doors being pushed, it was miserable. The route was from Millbrae to Redwood city. better use of space possibly or direction telling people to move in.,</p>
<p>It is nice to have the seats that face each other if you have a group and they are available for your group to sit, but they can be somewhat awkward when sitting with strangers.</p>

# Comments and Suggestions

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It leaks when it rains. The carpet on the floor is dirty and has a smell of urination. There is no standing room. Rules on keeping luggage on seat and not letting passengers sit
It seems like there's less standing room so the train gets really crowded during rush hour.
It would be nice if the electric cars are quieter
It would be nice to have more power or USB outlets.
It's a rough ride with lots of bouncing around. I would like to see a smoother ride and I'm not sure if that is the cars or the tracks
It's loud, stinky, and often leaks when it rains.
It's noisy, it's smoky, it breaks down pretty often.
It's seems like more doors would make it easier to load & unload at a quicker pace.
Jam up in the entry area and near the stairs on the first level and on the stairs in the older cars is very problematic. Don't need bathroom in every car Not really made for having some people standing. On older trains, having only one entrance and big step up is problematic, takes a lot of time.
just eliminating the local pollution will be great reducing the climb into the cars would be nice
Just not enough of them!
Killing pedestrians
Knee to knee seats are bad.
Lack of a quiet place to study/sleep, bumpy ride
Lack of air circulation, especially in cases where there is no air conditioning, or bad car smells.
Lack of air circulation. They get very hot unless nearly empty.
Lack of airflow control (gets really cold sometimes), lack of outlets/USB ports on the older trains, very little legroom in seats that are facing each other on the older trains
Lack of bicycle space on Bombardier cars. Too many quad seats facing each other. Nasty and too small bathrooms on the gallery cars. Too many bathrooms on the Bombardier trains. Only having one door per car on the gallery cars.
Lack of bike area during peak periods
LACK OF BIKE SPACE
Lack of bike space, people sitting on the bike car without having a bike
Lack of comfortable standing areas when train is full
Lack of designated seating for bikers in the bike storage area. Even though there is tiny little yellow signs asking non-bikers to be courteous to bikers for seating, conductors never announce the fact. This is really annoying when non-bike cars have plenty of seats available, yet non-bikers choose to occupy seats in bike cars which requires some bikers to stand. According to Caltrain bike rules posted on the windows, bikers must remain close to their bikes in the event of safety concerns. Bikers, according to these rules, can not simply find a seat in another car like non-bikers can.

# Comments and Suggestions

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Lack of electrical outlets on older trains. Not enough restrooms. No emergency call button. No free or for-pay Wi-Fi access.
Lack of electrical outlets.
Lack of free wi-fi
Lack of free wifi. Caltrain has become a nightmare for connectivity because of the hundreds of people trying to access the cell networks at 80 mph. The problem is likely made worse by the design of the cars themselves. There needs to be a way to offload pressure on the cell networks. The bi-level cars also tend to be jittery and they can get chaotic when full since there is not much space to move around.
Lack of garbage cans.
Lack of hand rails when standing
Lack of interior info display showing next stop Lack of WiFi
Lack of legroom in seats on Bombardier cars.
Lack of legroom in 4 seat groupings
Lack of level boarding
Lack of level boarding
Lack of level boarding
Lack of options to hold on to when standing.
Lack of outlets, there should be more.
Lack of outlets. It would be nice to be able to charge a phone (USB) or computer (regular 3 prong outlet) during the trip. Also, a small screen showing trip info would be helpful for anyone hearing impaired.
Lack of platform level boarding on gallery cars. Also, there can be some strong lateral sway, esp going over track switches. Smoother ride would be nice.
Lack of plug outlets. I would like to see more power outlets for charging our phone/computer.
Lack of power outlets
Lack of power outlets. I would like to be able to more reliably plug in my laptop or charge my phone. Wifi would be a great addition, though the pay-as-you-go model doesn't sound great.
Lack of restrooms
lack of room to sit during peak hours
Lack of seating. People jamming the aisle ways because they're too impatient to move back and there's no way to maneuver around them.
Lack of sitting space
lack of space for luggage/bikes and a designated space for standing.

# Comments and Suggestions

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<p>Lack of space. There has been a substantial increase in the amount of people riding the train and the space is not enough, which many times excludes cyclists from boarding the train. Some cars are rather loud and they seem to have some electric issues with lights failing and alarms ringing non-stop. Often the announcements cannot be heard. Luggage space- even for small backpacks. Often commuters have to sit for over one hour with a backpack on their lap. These are issues that ought to be considered when building and implementing the new electric cars</p>
<p>Lack of standing area</p>
<p>Lack of standing room, wifi, and onboard real time info.</p>
<p>Lack of wifi</p>
<p>Lack of WiFi Bathrooms are not properly ventilated</p>
<p>lack of wifi, noise, and smell</p>
<p>Lack of WiFi.</p>
<p>Lack of wi-fi.</p>
<p>Lack of WiFi. Loud bouncy cars and tracks. Lack of bathrooms on old equipment. Lack of proper second story. Doors that remain open at stations instead of opening and closing using buttons like in Europe. Lack of electronic signage that indicates upcoming stations and approximate arrival times. Poor audio for announcements. Lack of seamless connections between cars from both levels, need to go up and down.</p>
<p>Lack of Wi-Fi. Wi-Fi would be really nice, especially if it were included in the ticket price.</p>
<p>Larger hallways and wider entrances/existing doors to accommodate for more travelers</p>
<p>Layout, the few newer trains are much more comfortable in design</p>
<p>Lcd screen with upcoming stops and times</p>
<p>Leg room an be improved bt sideways seats. Noise and vibration. Need wifi. Free to try 100mb and prepaid for frequent use like yourkarma. Headroom restricted by emptyluggage racks in some cars.</p>
<p>Leg room is really bad in the seats that face each other</p>
<p>Leg room. As a 6'-5" I am almost required to swing my legs into the aisles. Sitting in the seats can be extremely uncomfortable for me if I am unable to find additional room for my legs. The seats where 2 face 2 can currently barely accommodate those with even short legs so everyone does this very awkward thing to avoid touching random people.</p>
<p>Less air pollution</p>
<p>Less breakdowns :)</p>
<p>Less breakdowns. There are too many malfunctions resulting in termination of service and impact on all the commuters (waiting for the next train, use of single track at the next station due to the terminated train, next train being too crowded and having to stop at additional stations to cover for the one that terminated. Also, the diesel trains are too slow. Even the bullet train never goes faster than 80mph (tested with GPS apps multiple times).</p>
<p>Less noise.</p>

# Comments and Suggestions

less refuel/recharge time....longer distance
less seats facing each other to reduce people coughing in each other's face less tables, more leg room that's not taken up by the table support leg quieter PA announcements
less seats on existing diesel cars
less shrill horn. Trains sometimes go blowing their horn far too loud next to the platform (even elevated ones)
Less smoke from exhaust
Less standing room
Less standing room between seating when everything is full.
Less train noise in general. Plus, the horns are *excessive* and you can hear them from a mile away. Horrible.
Level boarding at multiple doors, adequate unobstructed standing room, and more than one bathroom per consist
Level boarding for faster loading and unloading of bikes, wheelchairs, and luggage.
Level of noise and vibration on faster trains.
lighter cars, level boarding compliant with HSR, mid peninsula overtake lane, clockface scheduling.
Lights are too bright. Would be nice if we have tinted windows.
Lights are way too bright at night
Limited and uncomfortable standing room that makes it difficult to get on and off.
Limited nighttime and weekend availability (would love a 1-3 AM Sat train leaving SF), frequency of mechanical issues/delays, low speed
Limited standing room
little standing room, not enough bike storage
Loading of bike cars. It's most efficient when riders go as far to the back of the car as possible to avoid bottlenecks and stack bikes according to destination. However, many riders do not behave this way either due to lack of understanding or carelessness. This seems like a design flaw, since it assumes people will behave in a way that they reliably do not. Also the step-up height to get into the cars is quite high, which impedes quick loading and unloading.
long load-unload time on single-doors
Looking forward to "new", clean cars. Don't like not having access to WiFi.
Loud and slow
loud and unstable
Loud as hell!
loud both inside and out
Loud engines
Loud horn
Loud horns

# Comments and Suggestions

Loud horns! Too loud. Have to cover my ears when they blare before moving from the platform.
loud horns. pollution from diesel.
Loud in Millbrae. Some trains have strong smokey smell.
Loud train whistle in front cars
loud whistles
Loud, bouncy, hard to find bathrooms, no electrical outlets, too many packed people standing around, smell of train exhaust. You guys should reference the Amtrack experience on the East coast, since that is a nicer, more enjoyable, communiting experience
Loud, old, dirty, no standing space
Loud, old, smelly, uncomfortable, frequent breakdowns.....
Loud, slow start, smelly exhaust, rough ride, very high step on the Gallery cars.
Loud.
Loud. Also, they move too much. Too much friction. That might be track maintenance though.
Loudness
loudness of brakes
loudness of engine, tall steps to get in from the platforms, difficulty loading bikes due to stairs and narrow doors
Low acceleration
Low bicycle capacity on the Bombardier cars
Low ceiling racks above seats
Luggage places, followed by bathrooms.
Luggage racks that I hit my head on.
Luggage racks. A full car for bikes. Rough ride.
Make all of the general seats facing one way rather than having the "groupings".
Make it easier to have interior (seats and windows especially) cleaned more frequently. Another set of facing seats per each half-car.
make the train go fewer stops and faster.
Many of the facing seats are too close together for 4 adults to sit in in both the newer and older cars. The double entries really helps on the newer cars but there are still issues with congestion in the entries. This could probably be helped by a little more active messaging like BART does, reminding people to move into the center of the trains, let people off first, if it's full, step off the train to let people out, etc. (obvious stuff but could really help, seems like lots of new and clueless riders). Really though reliability is my biggest concern about everything. I don't care if I have to stand, I don't care if I have to sit on the floor, or explain to people not to block the entries. I just want to get to work-home reliably.
Many step to boarding. New electric car should have no step or level boarding.

# Comments and Suggestions

Map of the route & real time updates
Maps should be changed with real time info
Massive, heavy trains with poorly designed seating capacity and comfort. Current trains are not very flexible or efficient to scale capacity needs up or down quickly.
Maybe dedicated cars for standing/leaning for people who are taking shorter rides?
Maybe the doors won't be so hard to open and will stay open when the train has arrived at the station for passengers getting on and off the train.
Mechanical failures causing delays.
Mechanical noise
Mercury filled thermostats, black smoke, noise of the engines, that clanking sound pulling out of stations.
More ac outlets.
more aisle space not enough security on trains
More area for bikes
More bathrooms would be amazing please.
More bathrooms. A few seats with horrible legroom
More bicycle capacity!
More bike capacity
More bike capacity and generally more capacity during peak hours.
more bike cars
More bike space, please!
More bike space.
More bike storage, more signage for non-bicyclists not to sit in the bike care
More bulet trains during peak hours
More capacity, comfier seats, nicer bathrooms, electronic sign that shows next station stop
More cars
More chairs
more comfortable seats and more of them (seats)
More comfortable seats that can rotate to face direction on travel. See the bullet trains in Japan for an excellent example.
more comfortable seats that last long
more cushioned seats
More doors so people can depart faster Layout of the gallery cars is hard for standing people
More efficient bike parking
More efficient way to store bikes
More environmmentally friendly.
More frequent service. I travel between San Jose and Palo Alto, rarely go all the way to San Francisco.

# Comments and Suggestions

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More frequent stops at California Ave and Hillsdale stations
More frequent trains
More knee room on the second level seats.
More leg room a call button for the conductor in each car (it is hard to find them in an emergency)
More legroom in 4 seaters facing each other and more room in the upstairs cars. Bathrooms that don't stink up the car. Longer cars or more cars during commute times so the cars don't fill up so quickly. More frequent service during games days.
More of them....I do Lawrence to PA, and would love to see more trains available during commute times and non commute times.
More outlets
More places to hold on to when standing.
More plugs and desks so we can work as we commute
More power outlets
More power outlets
More power outlets
More power outlets, free wifi
More quiet locomotion....is that possible????? I live near the tracks and anything to cut the sound would be nice...and of course grade separation to decrease the needs for less horn usage
More real time updates on board. Like electric signs indicating next stops, etc.
More restrooms
More room for bikes, more space for people to meet over capacity issues
More room to store bikes and more standing room
more room, more seats
More seating
More seating and noise level. Faster service, more capacity, easier boarding/deboarding.
more seating on the top level. the top level should be a fully enclosed level with 4 seats per row
More seating options
More seating, more bullet trains
More seating, more total cars per train
More seating. More legroom too please!

# Comments and Suggestions

<p>More seating. This is a commuter train and thus needs more seats and easier places to stand. Currently the older cars have a very narrow stairwell to the second floor row. It's amazing how small this really is. In Japan, announcements for stations are automated, consistent and audible. On Caltrain, you can sometimes understand what the conductors are saying and can generally hear them. Have more signage on the cars so you automatically know where you are. What station is coming next, and even a map of the other stations. It helps in planning once you are on the train or lost track of where you are between stations. Automate and modernize.</p>
more seats
more seats :)
more seats, too much standing room at the doors, people dont get out of the way when the doors open
More service between San Jose and Gilroy, Station-station ticket prices instead of zones
<p>More sitting so when i pay for the ticket i pay for the room to sit not to stand. Include more cars for the peak hours or more trains so that we don't have to stand the whole trip or for the passengers to get on or off the train all the standing people need to get off and get on again which slows the train...also when the train is down have a urgent procedure in place so that the train gets moving as quickly as possible not waiting for 3 hours for the mechanical issues...</p>
More space between rows, so that people can easily get to the aisle from the window seats. WiFi needed - a lot of commuters need it in order to do their work.
more space for bikes
More space for seating
More space. It's ridiculous to spend as much money as we do on monthly passes and be crammed like sardines into the trains (with no chance of getting a seat).
More standing area and leaning area, quiet riding experience, take away some seating area.
more standing room
More standing room - I only go a few stops, and standing is the most economical during rush hour. I like that the electric trains let you stand in the boarding area because it is actually in the car and not separated like in the diesel trains.
More standing room would be nice during commuting/busy hours
More standing room, get rid of bathrooms 1 person seating on side of standing cars like subway and new Bart cars Quiet car with rows of seats
More standing space / room to get in and out
More standing space during commute hours.
More storage space for folding bikes and other portable vehicles (scooters, skateboards, etc.)
More targeted horns. Knees hitting each other (No more facing seats). Rough ride.

## Comments and Suggestions

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More transportation from San Jose to Gilroy. The hours don't work well for me and I often end up driving because of the lack of cars going to my destination.
multiple steep steps to get into the Gallery cars
Must be a better neighbor quieter trains -- less noise pollution from rains and horns!!!
N/A - I dont like diesel cars
Narrow aisle on the upper gallery levels.
narrow aisle space, lack of plugins for charging phones; recommended using solar power for charging stations?
narrow aisles are hard to navigate when crowded. Temperatures get very warm when cars are crowded.
Narrow aisles on Gallery cars
Narrow aisles, little room for standing or luggage on the older cars
Narrow aisles. When people are standing in the aisles, as is often the case at rush hour, it's very difficult for people to get off the train at their stops.
Narrow aisles. Vestibules with no straps, holds etc., to hang onto during crunch time. More bike racks.
Narrow spaces for standing, leaning. Narrow alleys
narrow stairway to upper level on old cars lack of wi-fi cars with only 1 door cars without electrical outlets
Narrow stairways
Narrow stairways make it impossible for boarding riders and departing riders to pass one another.
Narrow stairways to upper level. Useless vestibule space.
Narrow stairways to upstairs. I recently took a trip on Transport NSW (Sydney, Australia) and their electric trains are 2 story and very nice. They have the accordion connector so that there is even standing room between trains. They have bathrooms still and plent of room. You should model after those trains, I'm unsure of the manufacturer or model.
Narrow walkways/standing areas. All seats facing in on newer trains.
Narrow winding stairs
Need drinks and food vending.
Need for real time signage also that tells us what station we are arriving at. You can't count on conductors and you can't always see at night.
Need free Wifi like other public transits!!!!
need FREE wi-fi; no need for table/booth configuration of seats on upper levels
Need more bathrooms.
Need more outlets Need more tables to work on Need free wi-fi
Need more power outlets!
Need more seating

# Comments and Suggestions

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<p>need more seating during peak commuting times. I hate it that riders sit on the stairs and won't get up so that we have to climb over them to get downstairs. This is a safety hazard and if someone falls they could get hurt.</p>
<p>Need more seating overall. When seating overflows, the aisles get very crowded and it is hard not to be in the way. Not much space for people to store even small pieces of luggage (e.g., shopping bags) on regular trains, which makes seating tight. It seems like the second level space isn't maximized in some trains-- would be better if there were more than one line of seating on each side or more standing room.</p>
<p>Need more standing room...or more cars.</p>
<p>Need room between seats, and more room for bikes.</p>
<p>Need to check for fare evaders more.</p>
<p>Needs better ventilation!</p>
<p>Needs more seating (way too crowded with people and there is never anything to hold on to and people fall over), &amp; needs WiFi on board.</p>
<p>Needs more space for bikes esp the newer cars as during rush hours bikes sometimes get bumped. Plan for the future when lots more people take caltrain and so add/plan for people standing</p>
<p>-New cars should be easy to clean as carpet gets really fugly over the years. -new cars should allow for smoother rides. Gallery cars suck with suspension/ride quality, Bombardier are massively better. -New cars should have reliable heating/cooling that actually works. -New cards shouldn't have brakes that squeak like 1,000 nails on a chalkboard.</p>
<p>Nice if there could be a table or something to put laptop on and work. Need WiFi!!!</p>
<p>No airflow gets stuffy/smelly. Not a lot of standing room for those people only going a few stops.</p>
<p>no answer</p>
<p>No back up generator</p>
<p>No bathrooms</p>
<p>No bathrooms. They are very small. They have a very rough bouncing ride.</p>
<p>No break downs and extended delays with no info or help available.</p>
<p>No clear standing room when trains are full. Height restrictions in older cars.</p>
<p>No cup holders</p>
<p>no electric plugs. limited standing room. Cold air conditioning. No wi fi</p>
<p>No facing seats</p>
<p>no flexibility between seats and standing room. new electric cars should have more emphasis on standing room. Electric cars are faster so the trips are shorter and standing is not as big an issue.</p>
<p>no FREE wifi</p>
<p>No Free Wi-Fi Too noisy Boarding not on same level as the platform</p>
<p>No good place to stand if the seats are full. And the trains are always hot.</p>

# Comments and Suggestions

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No grab bars to hold on to when standing
No idea what the difference is
No indicators where the restroom is on a given train, unless you're standing next to it.
No late trains on weekends More frequent trains especially on weekends
No legroom on facing seats, competing with bikers to get on/off and bikers blocking the way at SF for walkers trying to reach their MUNI CONNECTION, noise, tables that make it hard to get into or out of seats and hard to stow your pack, not enough things to grab or grip when standing, hard to navigate those stairs with knee scooter or mobility issues. Loud conductors. Hard to move between cars. Cannot call conductor from the car.
No level boarding
No level boarding for bikes or wheelchairs No display of next station (stop announcements not accessible for deaf/HoH)
No level boarding. All trains should have roll on boarding for wheelchairs, bicycles, etc
no more CO2 in first car behind engine
No more super-narrow stairs to get upstairs!
No obvious cameras on bikes to deter possible theft. No lights to indicate which cars are full. Further no way of creating an organized line for entry and exit. Herd mentality results with some unnecessary jockeying for position.
No outlets or tables
No outlets! NJ Transit, for example, seems to have a small, but appreciable number of outlets on their trains (just 2 per each side of the car). Great if you end up on a long train journey.
No peak-hour bikes allowed. Bikers take up two spaces, but pay only one fare, and they increase loading/unloading times too much. Add/expand bike storage at stations to compensate. Need better seats, and better lighting that's less-harsh. Also need sunshades.
No power outlets
No power outlets on gallery cars Not enough headroom above the seats on the lower level Only one door per car
no power outlets. uncomfortable seats.
No proper handles to hold on to when you are forced to stand.
No public wifi, power not available everywhere. Seats on gallery cars are not uniform distance, and the facing benches in particular waste space because they are knee to knee, so usually don't get riders on both sides.
No quiet cars. People go on endlessly on their cellphones with the current setup and the only way to escape them is to put on headphones.
No roll on boarding. You should not have to lift a suitcase, bicycle or wheel chair to get on or off the train. No Wifi. This should be available for no extra charge.
No service between 12:00am - 6am No "after-bar close" trains
no soo loud intercom

# Comments and Suggestions

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No stairs please!
No standing room available for overcrowding during rush hour, especially in the evenings.
No standing room on crowded trains
No standing room when all seats are full
No standing room when train is at capacity. Always too warm in the cars, winter and summer. Ceiling in entry/vestibules leak water during rainy weather. The four facing seats at the end of the cars have no legroom. You never know which car has the bathroom. There's always a shortage of bike space. The luggage racks get overfilled with suitcases and folding bikes during peak commute hours.
No USB charging ports. No WiFi
No wifi
No wifi
no wifi
No WiFi
No Wi-Fi
No wifi Loud
no wifi - need wifi
No WiFi :(
No WIFI! This is a must have considering that airplanes have wifi today. Have to wait an hour for the next bullet. Can we please increase the frequency. Let's try and avoid delays... there should be some way to offer concession to customers for delays due to mechanical failures. It's not acceptable to be stuck between stations for hours because the train had a mechanical failure. Can't we preempt such occurrences? Or offer money back to passengers who are stuck on such trains? or Detrain them in a safe way so they can taxi home? Please give the staff some modern equipment. It would be great if i don't have to rack my bike up against others. Destroys my expensive bike.
No Wifi. better spacing on top level bike rack seats. Lower volume of speakers (they're turned up to 11)
No wi-fi. (Wi-fi should be free, BTW, not "pay as you go").
No WiFi. Few power outlets. Slow acceleration/deceleration. Smelly exhaust. Loud trains.
No wifi. Leg room is pretty small. No window shades when sun beats in.
No wifi. Poor cellular signal.
No wifi... need wifi.
Noise

# Comments and Suggestions

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Noise
Noise Not enough bathrooms - only one on older trains
Noise shakiness Slow pickup speed
Noise Slow
Noise - wheels, brakes, horns. Also, less catering to cyclists. Would love to be able to buy concessions on board.
Noise - would like quieter trains if possible. People standing on the current trains often have to move into the aisles of the cars to make room for others, but this makes it really hard for anyone to squeeze through the aisle if they need to get out. It would be great to see more room for people standing to be "out of the way".
Noise & smell / pollution of the engines;
Noise / ride bumpiness. Lack of bike space, lack of Wi-Fi.
Noise and bumpiness of the old gallery equipment,
Noise and lack of seating
noise and odors
Noise and old cars
Noise and pollution
Noise and pollution
Noise and pollution.

# Comments and Suggestions

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Noise and pollution.
Noise and pollution.
Noise and smell
noise and smell
Noise and smell. Hard to carry bike up the car stairs
Noise and the smell
noise caused by the train along the caltrain corridor
Noise from the creaking cars and noise from under the car while in transit. Hopefully we'll have quieter rides and more comfortable seats..
Noise level
Noise level
Noise level and bumpy ride.
noise level, acceleration,
Noise level, and rough ride.
Noise level. Too few seats. Too few cars. Not enough capacity. Poor ventilation (too hot, too stuffy).
Noise of the horns
Noise reducing, increase bike capacity
Noise when I'm getting on or off caltrain
Noise! Less engine and overall running noise would be great.
<p>Noise, both engine, wheel bearings, the constant horn blowing, and looks big, bulky, &amp; ugly. I like the right-sized, clean look of the Japanese bullet trains and some british trains much more. Many carriages have bad bearings and make a lot grinding noise which gives me a nasty headache by the time I reach my destination. Also have soft, shakey ride. I also hate the bulky seats and how tight the spacing between seats are, especially in some of the facing seats on upper deck. Anyone seating there is very uncomfortable and 9 out of 10 times, one will rotate so their legs are in the hallway to avoid touching the other person's legs causing discomfort due to invasion of personal space. Oh and fluorescent light has to go. Replace with nice 2700K to 4000K, 90 CRI LED lights - no excuses on this please. Carriages get really warm and stuffy when full - have better ventilation but don't freeze us to death by making us bring jackets in mid summer like theaters do!</p>
Noise, crowding, bathrooms onboard
Noise, fumes
Noise, fumes.
Noise, malfunctions, smell, heating, rough ride.
Noise, pollution
Noise, Pollution
noise, pollution, high access entry on the old style (stairs)
NOISE, Pollution, need for longer distances between stops

# Comments and Suggestions

Noise, pollution, slow to start and stop
Noise, pollution, start - stop speed. Lighting, No ability to be protected from shade. Dimming windows or pull down shades would keep us from baking in the sun.
noise, pollution, low frequency, low speed.
Noise, shaking of the car's, no place to stand
Noise, slow acceleration, age :-)
Noise, smell
Noise, smell of diesel, too few space for bikes.
Noise, smoke, they are really worn, the holes between top and bottom floor waste space for seating, the seats facing each other are ridiculously close so barely able to seat people on both sides (people have to have knees between each others legs), no ceiling handles if you have to stand, hard to pass with people standing, bike compartments are very badly/inefficient designed compared to modern designs ( <a href="https://upload.wikimedia.org/wikipedia/commons/a/a0/Hiawatha_Line-bike_rack-20061211.jpg">https://upload.wikimedia.org/wikipedia/commons/a/a0/Hiawatha_Line-bike_rack-20061211.jpg</a> ), no outlets for charging, nobody needs cigarette asher
Noise, Street annoyance
noise, unsteady ride
Noise, which may not be mitigated as horns are needed.
noise.
Noise. Pollution.
Noise. Some seating is not favorable to taller folks.
Noise. Crowded trains
Noise. Even with headphones on the cars are quite loud.
Noise. Horn noise.
noise. I live nearby the station
Noise. I would love to replace the train track noise level! No more blowing the horn.
Noise. Slow speed. Can get very hot when crowded. Very small stair space makes it hard to get upstairs.
Noise. They're quite loud at stations.
Noise. Train does not stop at station but the train will blows it horn when there is no passengers on the station platform. I notice the trains does not blow it horn when it is near commercial area but will blow it horn near residential area. Especially near Atherton, Menlo Park & Palo Alto.
Noise; high step to get into car for mobility challenged
noise? lol
Noisiness
noisy
Noisy
noisy
Noisy and a bit old and undependable at times

# Comments and Suggestions

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Noisy bell in front car. High steps
Noisy cars.....please, please, please make a Quiet car. No cell phones, no loud conversations, no loud music playing through headphones (that you can still hear because they're blasting it).
Noisy engine
Noisy interior Malfunctioning doors
Noisy, bumpy, harsh ride. Too hot. Too cold. Smells bad (I don't mean the diesel exhaust!). Wholly unreliable, breaking down all the time. The newer old cars (bombadier?) have face to face, knee to crotch seating... that's miserable!!! Multiple steps for ingress and egress? Loud. NOISY. TEETH RATTLING harsh ride. Slooooooow. Public address system in too soft, too loud, or just garbled.
Noisy, smelly and can't hear the station announcements at times.
Noisy. Especially if seated near doors. Overcrowded at peak times. Need more cars.
Noisy. Often broken air conditioning. No internal electronic map/current location display of what station you are at. No train number on the side of the door/car (hard to tell what train is what when there are massive delays).
Noisy. Poor acceleration
Noisy. Poor air circulation and filtering, no luggage storage.
Non Grade-level boarding, but that probably would require re-do of the stations/platforms, so maybe not worth it
non-level boarding
Non-level boarding; cars lack of cleanliness.
not a lot of leg space
Not a lot of standing room. It's not easy to board the trains while carrying my bicycle.
not all cars have power outlets (so necessary!) the facing seats don't have much leg room, so, it makes for an awkward/uncomfortable seating arrangement OMG the delays caused by whatever issue (except accidents since that's something else entirely. but all other causes related to the trains themselves, please, just do something about it. I'm tired of getting to the office late and always having the same explanation--"Caltrain delays!")
not another places to hold on to in Bombardier cars.
Not break down so often - on time performance.
Not cleaned very well, wish could be kept cleaner
Not enough bathrooms
Not enough bathrooms. Need to add more cars instead of cramming everyone onto existing cars.
not enough bathrooms. Would be cool to have a food car like on Amtrak
Not enough bike room
Not enough bike space on existing cars.

# Comments and Suggestions

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Not enough bike space onboard? I don't really know what's specific about diesel vs electric.
Not enough bike space.
Not enough bike spaces
Not enough bike storage
not enough bike storage
Not enough bike storage or not very efficient/comfortable every/exit to bike cars during peak times
Not enough bike storage space
Not enough capacity making trains super crowded.
Not enough capacity on my usual commute variations (#323, #225, #272)
Not enough cars per train. Many trains need six cars.
Not enough cars when use is heavy
Not enough distance between seats for an open laptop computer on my lap. Sitting is uncomfortable if I put my backpack beneath the seat in front of me. Seats need better lumbar support.
Not enough doors
<p>Not enough doors, no standing areas with grab handles, poor ride quality and too noisy -- especially horn and bell noise coming into cab car interior. Compare to best or new European cars ... for all of the above. Insufficient or missing power outlets. Harsh lighting. Should be warm, pleasant LED lighting. HVAC system is too loud ... generates too much white noise (audible rushing air/fan sounds) ... compare with modern European equipment. Cars are missing electronic info signs displaying information such as time, date, train number, speed, up-coming station names, final destination and on-time (or minutes of delay) status, etc. The bathrooms are horribly designed ... compare to best European designs. Pretty much for any of the above, just find out what the best new Stadler, Siemens, Bombardier cars made for the European market have and compare.</p>
Not enough electrical outlets
Not enough electrical outlets, inconsistent accommodations for water bottles or cups, no provision for standees
Not enough grade separations
Not enough leg room.
Not enough legging room
Not enough legroom for seats that face each other
Not enough luggage space
Not enough room - don't want to stand for long commutes.
Not enough room for bikes and no Wi-Fi.
Not enough room for bikes, not enough seating in bike cars.
Not enough room for cycling commuters

# Comments and Suggestions

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Not enough room for peak commute hours -at times can be standing all the way from SF to San Jose with no available seats.
Not enough room. Needs to accommodate more people (or run more frequently)
Not enough seating
Not enough seating during rush hours. No wifi.
Not enough seating on existing cars.
not enough seating space for rush hour traffic bike cars are very crowded and difficult to load/unload, especially during rush hour at popular stations (RWC, MP, PA, MV)
not enough seating space, no leg room on some seats facing each other
Not enough seating!!
Not enough seating, it takes too long for everyone to enter/exit train cars, no power outlets!, no free wifi.
Not enough seating, more frequent trains during commute hours and extend commute hours to past 8am.
not enough seats
Not enough seats
Not enough seats and not enough place to stand
Not enough seats and/or not enough train cars during commute times. Entering and exiting the train is not efficient. No power outlets. No wifi. NOTE: In a couple of prior questions there was reference to 'pay-as-you-go' wifi. I see wifi as a major priority, however, it should be FREE...not pay-as-you-go.
Not enough seats at peak times, old (non-bombadier) cars only have one entrance making onboarding slow, bike cars very inefficient to load
Not enough seats for rush hour
not enough seats in the morning
Not enough seats on peak trains + no standing room (got to have one or the other). Not enough bike storage. Problematic way of stacking bikes when getting on and off--requires lots of bike shuffling. Bathrooms are always gross.
Not enough seats, bathrooms are gross and smell in aisles. I don't bike, but there's a lot of bikers and recognize how it helps environment so making sure there's enough spaces for them. More signs reminding people to give up their seats for elderly and pregnant. wifi!
Not enough seats/standing room.
Not enough signage for the disabled seats. Not enough seating for disabled. Passengers refuse to get up out of disabled seats. Caltrain personnel are nowhere to be found, boarding, deboarding, or riding.
not enough space for bikes
Not enough space for passengers!

# Comments and Suggestions

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<p>Not enough spaces for all riders (unfairness to some riders who paid the same ticket price but ended up standing all the way) Not enough space near the exits, for riders to get off the train (difficulty to reach exit door, during rush hours and in packed train). Old/not working speakers (at times, we can't hear what the controller says, especially any info related to delays) Better signage or indication to let passengers know about luggage cars/racks (currently, some passengers are blocking already crowded hallways with their suitcases).</p>
<p>Not enough standing room</p>
<p>Not enough standing room during peak rush hours</p>
<p>not enough standing room when crowded .</p>
<p>Not enough standing room; only the main vestibule area lets you stand without needing to move every minute when someone walks by.</p>
<p>Not enough storage for bikes as bike ridership increases</p>
<p>Not equipped for current passenger load. Reconfiguration for some standing passengers would be sensible with projected population growth on the Peninsula.</p>
<p>Not every seat is a four seater or two seater - 50% group seats and 50% two seats together (two seats helps for those that need more leg room, are more chlosterphobic or need a little more privacy / personal space)</p>
<p>not having enough bike cars, get rid of bathrooms</p>
<p>Not much to like in the old Bombardier cars: uncomfortable seat padding (if any?), lots of noise. The "baby bullet" cars, especially upstairs, are somewhat nicer. Poor speaker system in many cars, so newcomers don't always know what station is next.</p>
<p>Not quick enough</p>
<p>not really a train driver.... so I wouldn't know</p>
<p>Not so loud</p>
<p>not so many group seats. More all facing one way - 2 together</p>
<p>Not so much standing room, but not enough room to walk and get by on the older gallery set. Also the cluster of four seats isnt great for leg room and might not be as space efficient as seats all facing one way or a configuration similar to BART.</p>
<p>Not sure what the difference will be. Free wifi would be awesome if we could get that.</p>
<p>Not using fuel just power electricity.</p>
<p>Nothing</p>
<p>Nothing at this time</p>
<p>nothing comes to mind just now. . . .</p>

# Comments and Suggestions

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Nothing in particular.
Nothing other than the climate control in the older Bombardier cars are starting to show their age (to hot in the summer, to cold in the winter).
Nothing really bothers me. Would be easier for more people to use their bike on the train if the floor was level with platform (like bombardier cars)
Nothing really stands out.
Nothing related to the prime mover necessarily, but I really hate the lounge / facing seats in the newer cars. This just has strangers banging each others knees, coughing into each others' facing, and making it almost impossible to work on a laptop. Whoever the idiot was who came up with this arrangement should be required to ride his/her wonderful idea 5-days per week from at least San Francisco to San Jose at peak commute--the better to cure themselves of whatever idealism motivated that decision.
nothing specific
Nothing to hold for standing room, very little space to move if train standing room.
Nothing!!!
Nothing. The trains seem fine.
Nothing; more seating is needed; trains are too crowded;
odor from diesel engines
Offer a Palo Alto to SF express train that costs more. Local trains should be cheaper. Price tickets based on how fast you can get people from a to b.
often poor temperature control, over-crowding at rush hour
Old bathrooms and rough ride of Bombardier trains. More reliable equipment for less breakdown and delays.
Old cars very little space
Old cars: it's a little hard to get bikes on and off due to steep steps. New cars: I absolutely hate the seats that face each other, especially when it gets crowded and you get to hang out knee to knee with strangers.
Old diesels (shiny): *Little room for manuevering when car is standing-room only, especially on staircases. *Carpet *Managing bikes in/out of (smallish) doors, on the steep staircase, and stacked deep on rack while going to different places is difficult to do efficiently. New diesels (gray): *Reduced bike storage.
Old gallery cars not meant to have standing room.
Old model (silver) cars are loud, hard to board and depart and relatively less comfortable and accessible.
old trains are high stairs to get on to the train, can be hard to bring a bike up. Also a lot of times you have to sit far from your bike in the old trains.
Old, noisy, no accomadation for standing passengers, no hand rails,
Older cars are narrow and uncomfortable
Older cars have damaged wheels which make for a bumpy ride. Not pleasant.

# Comments and Suggestions

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Older cars have no place for over-capacity riders to stand without blocking access/aisles for others.
Older cars with the single row upstairs seating. Should maximize seating
older existing cars only have one making on/off transition at stations difficult during commute
Older gallery cars are noisy.
<p>Oldest Cars: It's difficult when non-bicyclists take up the limited seating available for those using the bike car to watch their property. The stairwells are quite steep, and I've slipped down them a couple times, with a bicycle. Limited leg room in seating. Newer Cars: Not enough room for bike storage. Non-bikers sit in the bicycle area, leaving people standing, with nothing to hold on to when there is unexpected momentum changes. The bag storage area is too narrow, and you will hit your head standing up from your seat—I'm only 5'3" so this should not be happening. Overall: The price for tickets are pretty steep. It's often more cost efficient for me to drive, than take the train, due to the price. When electric trains are implemented, I hope that fares will better compete with a cheaper mode of transportation. There is no marquee with scrolling time, upcoming stops, or updates, which would be useful, as sometimes, conductors don't call out stops, or make announcements regarding long stops. No cameras, that I can see, in case theft or anything else occurs. Better braking. Better soundproofing in cars that are next to the ringing alert horns and bells for traffic. Free wi-fi would be nice. Trash receptacles separating compost, recyclables, and trash. A more modern, practical interior would be nice.</p>
Omnidirectional train horn. Directing the horn noise forward would be nice.
<p>On all cars: - Horrible seat padding / springs. - Poor sound insulation (from horns &amp; bells). - Bad lighting color temperature (this is easy to fix NOW!!!). - Poor/non-existent sun shading (one side of train can get VERY hot between April &amp; October). (also easy to fix!) On Bombardier cars: plastic squeaking noise. But MOST IMPORTANTLY: single-fare bicycle storage -- it takes up too much space, during peak hours, and slows down boarding/de-boarding SO MUCH that the cumulative increased boarding time prevents additional trains from being run!!! [Suggestion, that can be implemented immediately -- add hold-on hooks to bike cars, and use bike "parking" for passenger standing room. Move bike hours away from peak to shoulder hours, and ADD MORE BIKE STORAGE at stations (there is lots of space at most of them), to obviate the need for passengers to take their vehicles with them.</p>
On bombardier cars, too little legroom
On both car types: Lack of standing room and handles/rails to accommodate standing passengers when crush loaded. On the gallery cars: Only one door per train On the bombardier cars: Opposing rows of seats, lack of single seats

# Comments and Suggestions

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On crowded trains, the entry/exit area of a car is often congested because there's nowhere to stand in the car itself, so it's hard to get on/off the train, especially the car with bikes.

On gallery cars, difficulty seeing if there are available seats upstairs, plus having to squeeze past standing passengers when crowded. Lack of any useful indication of train number/next stops (only numbers on locomotive, where it's nearly useless).

On gallery cars: Stairwells are too tight, steps too narrow, and can be difficult to navigate when the train is moving or when the car is crowded; single entry doors and high stairs make it difficult to board/alight I'm sure this is also the biggest thing that makes it difficult for you to stay on time.

on the bombadeir cars, the 4 facing seats

On the gallery cars: one entrance/exit for arriving/departing stations - it leads to crowded vestibules; lack of standing room on the bullets and nothing to really hold on to; limited number of bathrooms. The air conditioning doesn't always seem to work well, especially when it is standing room only. The ability to store backpacks, other bags is limited in the lower portion of the car as there is no luggage/bag rack Lastly: why can't the gallery consists not have more than five cars? I have seen only a few times a gallery consist having more than five cars. Bombardier cars: seats are seemingly narrower than the seats on the gallery cars. More tables would be nice to have as they are very popular seats to have. Something to hold on to when it is standing room only would be nice. For the electric cars: please see the above answer for guidance.

On the older cars the bathrooms would have seats directly across from the bathroom door so the smell would leak out. Also the carpet in all of the trains was usually badly stained, rarely cleaned and would smell awfully bad. On most of the bullet cars, there's nothing but standing room by the time it hits the 3rd/4th stop and it can be very painful to stand for over an hour with back injuries. There's just never enough seats. It would also be nice to have outlets available similar to the nicer cars and luggage racks above the seats.

on the older cars those weird 4 person "booths" where the front two rows face each other. very intimate contact with strangers.

On the older cars, there is only one door to enter and exit the train. When the trains are full, people often stand in these areas and thus makes entering and exiting the train more difficult. Having two set of doors on the new cars and a place for people to stand that is not directly in front of the doors will help. On the older cars, exiting the cars at the 4th and King Station requires a large step down that can be difficult for some people.

On the older diesel trains, the 4 seats facing each other (with no table in between) aren't practical, because the seats are too close together. People either bump knees or swing their legs out in the the aisle (neither is ideal). I like the layout of our newer trains.

# Comments and Suggestions

One set of doors on and off the train, and that on crowded trains people have an incentive to block those doors. Additionally, the aisle are slightly uncomfortable to pass someone standing in it
Only 1 or 2 door per car. Limited access. Not level with platform. Seats facing each other - not enough room for everyone's feet.
Only one door for entry and exit (gallery cars)
Only thing would be for more seats, but that doesn't seem that it is easily possible.
Original cars: too many steps up. Bombardier cars: don't like the tables or metal luggage racks right at a height to bang your head on.
Overall cleaner seats and flooring
Overall condition of the trains, that there is no power in the seats or rows
Overall, I like and enjoy taking the train to work
Overcrowding
Over-crowding and patrons standing in the isles -- not acceptable, and inherently unsafe.
OVERCROWDING. Bathrooms are required for 90+ minute commutes; removing them is not a viable solution.
Overhead rack that I don't hit my head on.
Overhead racks for storage of briefcases, bags, small personal items (not luggage) are disastrous. I have watched countless people stand up and in doing so, nearly knock themselves out on these low-mounted racks. The placement of these racks was not determined using real human beings.
PA system improvements
PA system is sometimes hard to hear so maybe a readable monitor available besides announcements
Packed trains and narrow aisles make it hard to detrain. Too bouncy to use a computer. Trains are packed when they arrive at Millbrae in the morning so we have to stand.
Passengers who use the seats reserved for disabled and/or seniors for themselves and their personal luggage. This restriction must be enforced because people are not willing to give up the seats to the people who most need the seats.
People standing in the upper deck aisles
People talking on their phones
People talking on their phones. I'm not sure that this can be avoided but it can sometimes be annoying.
platform and car at same level [as BART].
Playing leg tetris with the person seated opposite.
Please be on time! There needs to be additional tracks so other trains are not held up by trains in front breaking down. Why are there so many mechanical failures?
Please copy the LIRR c3.

# Comments and Suggestions

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Please fix the one exit/entrance per car. Very inconvenient on the old train
Please get rid of all rail and road crossings - using bridges for cars.
Please please no bathrooms in the train, they always make the car smell.
Please refer to my comments above.
Polluting, inefficient, slow
Polluting. Higher capacity (more cars).
pollution
Pollution (I hope the electric cars will use green electricity), older cars.
Pollution and dust. Please do not put carpets that gather dirt, dust and filth, cause allergy, hard to dispose (causing more landfills when disposed) and hard to clean in trains. Just leave it as is. Better to clean.
pollution and noise. Would electric be quieter and cleaner?
pollution, lack of connection to get you beyond train system
Pollution, noise, reliability
Pollution.
Pollution.
Poor air circulation and temperature control
Poor air temperature and quality (e.g., exhaust fumes). Lack of tinting on windows (makes window seats very unpleasant on warm days). VERY bumpy ride. Poor reliability.
Poor communication about delays. Trains are late every day by 5-10 minutes. There are never seats available.
Poor fuel economy. Poor emission control.inability to stop in short distances.bumpy ride
poor ingress and egress, not enough seating
poor management of bike capacity/availability.
Poor reliability
Poor sound insulation, uncomfortable seats, the smell of diesel exhaust (if you're in the first 1 or 2 cars behind the locomotive).
Poor temperature control. Sometimes too hot. Sometimes too cold.

# Comments and Suggestions

<p>Poor ventilation on Gallery cars. They feel swampy, and I feel gross after sitting in one for an hour. It's subtle but important when providing a quality commuting experience. Seats that face each other suck. People don't like having their legs intermingled with those of a stranger. A few pods of four is fine, I guess, but certainly not as many as the Bombardier cars. Aisles on gallery cars are a tiny bit too narrow. The luggage racks on the Bombardier cars suck. People frequently hit their heads on them and they're very hard metal. On the new trains, require them to be padded and make them more evident when seated (e.g. by putting the lights on the bottom of the rack instead of the ceiling above the rack and shining through the slats).</p>
Poorly arranged seats - inefficient, uncomfortable layout
Power for laptops, free wifi,
Power outlets
Power outlets, more standing room and easier on/off boarding process
<p>Prefer seats that do not face each other, would like to see vending machines on board, less smelly bathrooms, ease of passing through cars, need more electrical outlets, and need quiet cars.</p>
pretty much covered above.
Promised stops at Atherton and Broadway/Burlingame
<p>Pull-down window shades Better train # designation Designation of bullet vs limited vs local train</p>
Quicker commute times and more frequent trains during rush hours
quiet and smooth cars
Quieter cars
Quietness
Rails are often on wrong side on bike car entrances...noise in the front car
<p>Rattling and noise. I know that a lot of this is a maintenance budget issue, not a capital budget issue. But it's really really annoying! Dimmable lighting. I'm not saying the train should be really dark at night -- that would be unsafe. But right now, the interior lighting on the diesel cars train is far brighter than necessary at night, to the point that it is really uncomfortable. The opposite-facing seats in the Bombardier cars are weird. I'm not a fan of that.</p>
Rattling and rumbling
Reducing dwell time when bikes are loading by having more doors.
Reduction in delays
Relatively slower rates acceleration/deceleration that would otherwise allow for higher service frequency.
Reliability

# Comments and Suggestions

Reliability (equipment malfunction) is an issue, but hopefully this will be improved with the newer electric trains. Not enough seating for current demand. On-board bike space is also limited; it is a difficult balance. It would be great if Caltrain and the community could rally around convenient, affordable, secured bike parking at stations wherever possible.
Reliability of the locomotive
Reliability, frequency and speed
Reliability. Trains breaking down with mechanical damage should be a thing of the past.
Reliability. Very poor for existing equipment and must be improved to meet contemporary standards. Door crowding is also below modern standards, e.g Europe China japan
Remove seats that face each other.
Remove the tables and arrange the seats so the passengers don't have to look at each other.
Replacing dirty carpet floor something with plastic material would help the smell on the train.
Restrooms are not present in some cars
Ride - but maybe that's the track?
Ride can be a bit bumpy train sways to much with track.
Rocking motion from too-high center of gravity
Room. There isn't much standing room as well as the seats stacked back to back. Also, I think the service in general should make sure the elderly and children have a seat.
Rough ride, delays
Roughness of the ride.
Rules requiring QUIET
same stair entry for passengers with bikes, as for passengers without bikes
Same thing... noise from the horn. The rumble from the train never bothered me. The horns have gotten a lot louder over the years. Yes it's a pity the entire train isn't elevated or buried all the way down the peninsula, but it is what it is for now. The horns are too loud and SOME (not all) of the drivers are way to enthusiastic when honking them.
Schedule needs more frequent trains
Seat availability and bike stowage
seating arrangement, one directional seating better than face to face ones
seating configuration with seats facing each other which have less leg room
Seating configurations can be awkward. For example, upper-gallery face-to-face seating (top of stairs) with zero legroom between (pullman cars) and lower face-to-face seating with very limited legroom (pullman and bombadier cars).
Seating facing each other. There isn't enough room for your legs.

# Comments and Suggestions

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Seating facing other seats. I have long legs and I find this kind of seating difficult/uncomfortable to share.
Seating is limited, during rush hour the aisles are very cramped. The newer cars have restrooms; older cars do not. I always use the restroom in the morning, as there are no facilities at my station and I have a long morning commute beyond San Francisco.
seating reserved for only disabled, elderly etc.
Seats are fixed so half of them are always facing backwards. Changeable seat positions would be AWESOME
Seats are incredibly uncomfortable in the diesel cars. You can literally feel the springs coming out of the seat.
Seats are quite uncomfortable because you end up sliding forward off the seat. This leaves an uncomfortable gap between the lower back and the seat. The seat should have more of a valley shape to rest.
Seats are uncomfortable in general and the distance between facing seats is a tad bit tight. Also, make some train seats "Japanese style where the seats are along the wall (facing inward) and there is a lot of space in the middle for people to stand. It works in Japan and they know how to do high speed trains.
Seats aren't that comfortable, there isn't much access to power outlets, wi-fi would be fantastic
Seats aren't that comfortable. Bikes are a pain to get on/off the gallery cars.
seats facing each other
Seats facing each other are difficult
Seats facing each other are too difficult to use because you wind up hitting your knees against the person across from you.
Seats facing each other with insufficient leg room
Seats facing each other with insufficient legroom
Seats facing each other. Face all (or most) of the seats forward!
Seats facing each other. One exit on the non bullet cars. Bumpiness and noise of non bullet cars. I would like train number on side of each car.
seats facing eachother
Seats facing eachother have no leg-room, not enough bathrooms, inadequate standing space in aisles, cramped upstairs and awkward stairway access.
Seats facing towards one another.
Seats near the bike area have very less leg space
Seats occupy a lot of room -- look really solid, but hard seats like other mass rapid transit would work just as well, especially if it is a fast train and people do not need to get comfortable.

# Comments and Suggestions

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Seats seem large and bulky, maybe it would be better to have less comfortable seats that take up less space to accommodate more seats and standing space.
Seats style/layout seem to be an inefficient use of space.
Seats that alternate facing directions (4 all facing inward) are too close together on all cars for even short adults to comfortably sit. Gallery cars have essentially zero standing room so if you don't get a seat you are either blocking the train doors or have nothing to hold on to.
Seats that face each other are really uncomfy for taller riders because you are trying not to step on someone's feet. Also seats facing each other often have bags placed in the common floor space between seats - making other riders think twice before occupying empty seats in the same cluster.
Seats that face each other leaving insufficient leg room.
seats that face each other- no room for legs!
Seats that face each other with little leg room. (Knee bumping)
seats that face each other without enough legroom, so effectively its just one seat.
Seats that face each other, no leg room.
Seats that face each other. (Prefer seats facing the same way or the option to change direction of seat)
Seats that face each other. I hate bumping knees with other passengers. also it's easy to bump my head on the un-padded overhangs in the bike cars of the newer (2005-era?) trains. The bike cars on the older (1985-era?) trains have padding that makes it safer. Oh, and the older cars with much more bike capacity are great.
Seats tht face each other which don't have sufficient leg room to actually allow people to SIT facing each other. Results in wasted space..
Seats which face each other - no leg room.
Seats without tables that face each other.
See Above. Also, bike cars could have bench seating across sides, with the bike racks moved into the center = perpendicular from how they are now. This would keep bike riders near their bikes, leaving seats to those of us tired from our jobs at AT&T Park.
Seriously get rid of diesel.
Seriously? More space to sit, stand, etc.
Several of the old cars (Nippon) are noisy and vibrate at higher speeds. The seats in the upper deck are cramped and the upper deck dedicates lot of space for luggage, which instead could be used for additional seats (like the newer Bombardier cars).
Shakes too much. Train room temp is not regulated some time (too hot/too cold). Sometime AC is blowing right at the head. Doors between train car connection are too heavy. Would be nice if we don't need to climb 3 steps to get into the car (ie. Train in Japan does not have any step).
Shaky ride
Shaky ride, noisy.

# Comments and Suggestions

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Shallow storage above seats or on second level. Nice if overhead can store larger items to avoid luggage in aisle and lessen need for luggage racks
Shape of tables, seats that face each other
Shimmy and shakes that cause me to get motion sickness.
Shocks are bad on the old trains. Seating on the older trains feels like a cattle car. Newer trains often smell in the afternoon. Air quality is sub par.
Should have free wifi (it is 2016!)
SIGNAGE ON TRAINS IS PATHETICALLY, HORRENDOUSLY DIFFICULT TO SEE! Virtually impossible to identify which train# it is. MAJOR issue when trains are running out of schedule. Trains that have seats around tables: useless; annoying; everyone uses small laptops and smartphones these days. Doors between cars are too heavy to open. NO indication as to which side of train the doors are opening at next station. No access to free wifi (is this 2016, and are we in the heart of Silicon Valley?!? Hard to tell....)
signage that tells you what train you are getting on. Automatic announcements as conductors don't always announce stops or provide information
Signage, both inside and outside of trains, and at stations. Exterior: It should be possible to read a train's number on every car, regardless of where you are on a platform, or behind other passengers, etc.; and seeing whether a train is express (Baby Bullet) or local would be really helpful, especially if you've been bumped from an earlier train. Also, some indicator of bike car that's readable after dark would be helpful (lighted would be ideal: maybe change the backlight color of the sign, have a reversed color bike symbol which had a strong contrast to the backlight color, etc.). Interior signs: you shouldn't have to have perfect eyesight or unobstructed sightlines to a destination/station sign. In general, European trains have good signage and could be a good model to start with. In stations: The live signs in most U.S. transit systems are the best technology 1998 had to offer. The signs in German stations are terrific: clear, the right amount of detail, and (generally) readable from a distance. Same in most Dutch stations. Fixed station names should be readable from inside the train regardless of whether you are sitting or standing, on both levels of the train, and spaced closely enough that you can read them if the train is crowded and you can't see out every window. (Assume that people can't see the internal sign, and that they can't hear an announcement for whatever reason.) For all of these, hire a good signage consultant. Readability should trump density of information. Seems logical to assume most passengers care about four main things: train direction/destination, next station name, time to next station, train status (on time, express/local and train number).
Significant amount of space wasted in upper floor of cars in 1 row seating.
Since Caltrain can't run itself in a fiscally responsible manner and run a comprehensive schedule now, I don't see why they should get to spend billions of dollars to rebuild the rail system.

# Comments and Suggestions

Since my knees hurt, I don't like how high they seem to be. If the electric trains would have the cars at level with the platform, I am sure many senior citizens would greatly appreciate it.
Since they are "double decked" cars, they rock and sway far more than other double decked cars in Europe where they travel even faster than Caltrain speeds. Have never been able to understand why Caltrain cars rock so much . . . is it the suspension system or the tracks? More tray tables are need . . maybe setback tray tables as on an airplane? They can be used for work space as well as for food/drinks. Seats on all Caltrain rolling stock are not comfortable.
Single door boarding with stairs.
Single door cars. The one odd-facing seat on the upper decks.
Single door per car slows loading/unloading. Bike car is inefficient.
Single entry point for each car makes loading slow, especially for the bike car.
Single or dual riders occupying multiple seats - difficult for families (or groups of three or more) to find seating together.
Single point of entry per car (gallery cars).
Single set of exit doors per car (Gallery); lack of electric outlets (Gallery); facing seating (Bombardier)
Sitting face to face with other
Sliding doors between cars. What purpose are they except to get in way?
Slow
Slow
Slow acceleration
slow acceleration & deceleration, noisy, dirty.
Slow acceleration, difficult to open doors between cars
slow acceleration/stopping pollution
slow deceleration and acceleration
Slow loading/unloading, especially on gallery cars.
slow ride
Slow speed at times. Smoke from engines.
Slow speed change, slow boarding (need more doors)
Slow speed. Trains not stopping at major stations like Millbrae
slow trains
Slow, a lot of delays and I would like wifi
Slow, and very loud. The Galleria cars are very cramped when over full (which is every day), and its hard to exit. Bombardier cars have more exits and its easier to stand when full.
Slow, loud, smokey diesel locomotives.
slow, noisy, bumpy ride
Slow.

# Comments and Suggestions

slow. want new trains to be faster.
Slowness & pollution
Slowness of the trains.
Small stairwells to move between levels.
smell
smell - high steps to get in and out of cars - loud noise from engines
Smell and noise
Smell from bathroom.
Smell from bathrooms, quality of bathroom facilities. Groups of four seats facing each other don't have enough legroom for people to comfortably occupy all four seats.
Smell of diesel fuel
Smell, a lot of shaking and rattling, low reliability
Smell, air flow, noise, limited leg room, face to face seating
smell, noise,
Smell. Noise.
Smelly people
SMELLY UNSERVICED RESTROOMS
smoke and noise pollution
Smoother ride
smoother ride, wifi
Smoothness running on the tracks
So loud!!! And can we make the horns quieter? With all the gates I don't believe the horns add safety-just endanger our hearing. Horns don't stop suicides or people who ignore gates and get stuck on tracks.
Some are very noisy and some are too cold, consider better insulation to solve for both.
Some cars (the old ones) are a few steps up, which slows everyone down, especially people with bikes. I want doors to be close to the platform's level, like the newer cars, if possible. There's not enough standing room. I want more. I wish the floor was not carpet but something easier to clean. I've seen many baseball fans spill beer and food on the carpet and it's super gross.
Some cars are noisy and rough riding. Luggage racks are too small for back packs.
Some cars have bad odors (either from engine or bathroom); not enough seats and bike storage during rush hours.
Some cars have really restricted legroom, which is terrible. Everyone commutes with a backpack or bag now, and having room under your seat would be nice, so you people would be less tempted to take up a seat for their bag.
Some cars have very little room for the legs - i.e. seat pitch is too small. Get rid of the bathrooms - they take up space and smell bad. The suspension sucks on many cars - ride is nausea inducing.
Some exit doors are too small for bikes, and some times they are on the wrong side.

# Comments and Suggestions

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Some exit doors have a narrow path plus a wider one. Should just be a single wide one (no pole in middle) or both evenly wide. Luggage racks above seats that are too narrow and short to hold anything. Make bigger. But only if does not interfere with standing room in aisle.
Some of the cars that have 2 single rows on the 2nd level
some of the doors on the old Gallery cars are a little loose at the bottom, and will open by a couple of inches outward when caught by a gust of wind, often from a train passing the other direction at high speed. This is scary, especially in a crowded car where there may not be available space to stand away from the offending door.
Some of the silver bike cars have a yellow pole that divides the entry way unevenly, with the narrow part closer to the bike car. This means bikers have to carry their bikes up the wider side and then cross a stream of impatient non-bikers who went up the narrow side.
Some older cars squeek over bumps and in turns a lot, and are very loud.
Some seats do not have enough legroom for tall people
some seats face each which do not allow for every seat to be occupied unless you want to touch your seatmate's legs/knees.
Sometimes not a smooth ride or gets too jittery arriving/departing a station
Sometimes the diesel smell creeps into the train cabin, and that's really hard for my breathing problems.
Sometimes the restrooms smell like rotten vegetables/sewage! This doesn't happen all the time, only sometimes, and I can't figure out the rhyme or reason. I'm guessing maybe it happens when the septic tank (or however that works) has not been dumped for a while. But really, every now and then it's so bad that I CAN'T EVEN SIT in a car w/ a restroom in it, because the odor pervades the whole car. I hope this can be addressed somehow. I don't know if this is an issue connected w/ being driven by engines vs. being powered by electricity, but on occasion, the train comes to a rather abrupt stop at a given station. I suspect this could happen just as easily w/ an electric vehicle, because it's up to the engineer to ensure the brakes are applied in a smooth way. But I'm just putting it out there, that occasionally I think someone's not paying attention, because the train will stop more joltingly than is necessary (i.e. it's not an urgent stop; just a normal station stop).
sometimes they are smelly
Somewhere to put feet
Sound pollution. Bathroom stench. Configuration of standing areas.
Spaces for luggage are unnecessary -- use overhead racks, store underneath seat, or don't travel with large items during busy commuting hours.
Speed and frequency
Squeaky wheels

# Comments and Suggestions

Stairs are very narrow and steep. It makes it difficult for bike riders and individuals with mobility limits to egress. Seats facing forward and backwards on a unit. It is hard to get in and out. It has limited leg room.
Stairs getting in and out.
stairs on Gallery cars
Stairs to get in on the older trains. Very hard during the morning commute to get on and off at crowded stations such as Diridon, Sunnyvale, Mt. View, Palo Alto
Stairs to get into car. Lifts are cumbersome and time-consuming for other riders and train operators. Insufficient space for wheelchairs. Existing accommodates only 2 per train set. This has resulted in wheelchair patrons unable to board. Is it possible to have convertible spaces with handicap persons having priority when necessary?? I have seen bus systems that have this feature.
Stairs, narrow doors, it takes too long for everyone to get off and on.
stairs. need level boarding as soon as feasible.
Standing area doesn't allow for people to get on and off easily
Standing areas for peak times, eg Giants games.
Standing passengers in the vestibules. Rough ride. Poor acceleration/deceleration.
Standing room
standing room on the upper floors is difficult because there is not a wide enough space to stand and allow someone else to pass by.
Standing room that is less in the way
Start and stop times, noise, doors, air circulation, seats.
Staying on schedule such as catching up between stations when running late.
Steep stairs! Narrow aisles.
Steep steps for boarding
Steep steps in the gallery cars. Single door per gallery car.
Steep steps onto the older-model cars
Steep steps to enter exit
Steep steps to gain access to gallery cars
Steps in the gallery cars. Some seats are too close together and do not accommodate an open laptop.
Steps less steep!
Steps to board. Overcrowding - but solve through more trains not eliminating bikes or bathroom on same number of trains
Steps to climb.
Steps to get on train
Steps to get on-board noisy!
Steps up to board. Want level boarding. Disabled passenger access slows trains by several minutes. Pollution and noise. Insufficient service mid day and evenings.
Steps. especially with a bike

# Comments and Suggestions

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Stinky and dirty carpet.
Stinky bathrooms in gallery cars
Stinky cars due to poor air circulation. Low lighting in the older trains. Nothing to hold onto while standing. Very high stairs on the older models making it difficult to lift a bike on to.
STOP HORNING LIKE CRAZY, ESPECIALLY AT NIGHT!!!! YOU PREVENT US FROM SLEEPING !!!!! (in Menlo PArk near El Camino)
stop working frequently
Storage for larger items that won't fit under the seat or overhead. Overhead racks don't have enough space and are seldom used.
Sun shades on Windows would be nice. Improved speed would be great!
Suspension is bouncy
Tables
tables
tables are too high and too narrow and therefore not usable
That huge step when you board on and off and there isn't enough leg room for the seat facing each other.
That they are: - Diesel. - Loudly. - Slow.
The "movement" or jerking
The 2 sets of seats that point towards each other at the front of cars
The 4-seat configuration with people facing each other and barely any leg room is bad. No one likes that. You should get rid of the overhead luggage racks that everyone hits their heads on when they stand up. I never see anyone put their stuff up there but I see someone hit their head almost every day. I'm afraid someone could get seriously hurt. Boarding should be at platform level, like BART, so that wheelchairs and strollers can get on easily.
The AC is set too cold. I have to bring a jacket or sweater even during summer because it's too cold on the trains.
The acceleration noise.
The aerodynamic trains with seating arranged in fours are terrible. No one wants to sit facing strangers, and it's not like everyone is traveling in groups of four and wants to sit together. On both types of train, the cars are either too hot or too cold. A balanced temperature would be nice.
The air circulation is awful and it's extremely difficult to get around to seats.
The air conditioning should be improved on the new cars
The aisles are pretty tight when the cars are standing room only, making it hard to move to an exit; however, I'm not sure how to add aisle width without cramping the seating. (And on the Gallery cars, the handicapped/elderly/facing seats are quite cramped, the regular seats are so much more comfortable!)
The aisles when you have to stand feel crowded

# Comments and Suggestions

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The amount of leg room between seats that face each other is very limited. Additionally with narrow aisles, it is difficult to have standing room and let people pass who need to get off the trains. The rush hour trains are so tightly packed sometimes, it is very uncomfortable to ride on.

the auto-close doors on the older cars that make queuing up to get on/off the train a pain. They should be automatically held open until the train starts moving.

The awkward seating arrangement of the Bombardier cars. The smell of the cars with toilets is also pretty gross; Bombardier smells worse than Gallery.

The bathroom doors on gallery cars rarely shut themselves. Would be nice for any bathroom door to automatically shut because riders never shut the door after stinking up the bathroom. In general, the boarding and de-training process at stations \*might\* be more efficient during rush hour at popular stations if there were more doors per car. I'm sure you've already considered that.

The bathroom smell that permeates at evening rush hour.

The bathrooms are gross (more so in the cars that are flat across the top and have the one center door). They're dark, the toilets are like a porta potty, the toilet paper is te weird single sheet size. Ifnyou have to sit to use the bathroom (eg, women), it's nearly unacceptable.

The bathrooms are nasty! Please add more electrical outlets. The layout of the entryways to the bike car (on the old diesel cars) is strange - the widest entry is the furthest away from the bike area, meaning that bikers and other passengers are always trying to get past each other. People are always bumping the heads on the overhead rack (newer diesel cars)

The bathrooms are often dirty. Would prefer to see these cleaner.

The bathrooms are often ghastly. Otherwise, you do the best you can.

The bathrooms are tiny and awful. Still not enough bike storage and seating!

The bathrooms often run out of water/paper - stocking more would be nice. The seating in the main seating areas can be cramped when people with non-luggage bags get on.

The bathrooms really smell and the doors don't stay latched.

the bathrooms stink. Better ventilation.

The bathrooms. I'd rather have no bathrooms on the train and have station bathrooms.

The bicycle storage system is cumbersome. I also don't like the bike cars that have seats mixed in with the bikes- not enough bike storage and the seating is very tight/inconvenient.

The bike car is in the very front. I can't tell when a car is full until I get upstairs and can see that. The trains are often very cold and over air-conditioned. No Wi-Fi. No Real time delay announcements.

The bike cars are so small on the "newer trains" - I dont understand how they fit all the bikes. The older trains (not used for baby bullets) fit bikes way better. I don't want Pay As You Go Wifi. I want free WiFi

# Comments and Suggestions

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the bike cars on the bombardiers still sort of suck. the placement on each end of the car makes it actually harder to get things stacked efficiently and quickly, and they feel narrower so shuffling bikes is a bigger hassle.

The bike cars that only hold half as many bikes and have seating in the middle of the car.

The bike faction is loud and powerful, but inherently inefficient. I dislike that they are given priority over the obvious greater needs of the non-biking individual commuters. As a 6 1/2 year Caltrain commuter I can tell you that the overcrowded problems began when Caltrain "added" a 2nd bike car. They actually didn't add a bike car, they substituted a bike car (that holds less than half as many people) for a passenger car. Yes, ridership has grown both with and without bikes - and far greater growth with non-bikes. Yet, we are now misinformed again by Caltrain that another bike car will be "added," and again we will LOSE another passenger car, to be SUBSTITUTED with a bike car for yet again another NET LOSS of riders. There are FAR more non-biking passengers, yet the vocal and powerful minority bike lobby gets its way again and again at the expense of the regular passengers. They take up at least 2x or 3x the space, yet they pay the same as non-bike passengers. If they take the equivalent of 2 or 3 seats then it's unfair that they get both a relative discount AND the influence to deprive others of seats by taking away our passenger cars. It's outrageous! I have to stand from Millbrae to Redwood City in the afternoons, sometimes to Sunnyvale (unless I'm lucky and get a 6-car train). This will only get worse with the new additional bike car. Caltrain says they plan on making all trains 6-car trains. THAT would be the time to add a bike car.

The bombardier cars aren't very good for standing, since the four facing seats put the handholds pretty far apart. They are more comfortable when the trains are not filled over capacity though, and some of the standing capacity in the lower section is ok. I'm not a fan of the cup holders in between seats on the gallery cars since I once managed to spill coffee all over myself when I sat down and didn't notice someone had left their coffee there. It might be better if the cup holders (if they are there at all) are on the window side of the seat. I've bumped my head on the luggage rack over the seats on the bombardier cars a number of times (once I saw something like three people sit down and get up in a neighboring seat and bump their heads). I think putting a cushion on the end of the luggage rack would solve that problem though.

The bombardier cars don't have enough seating especially for rush hour trains. They become like a can of sardines.

The booth style seating

The bottleneck where stairs come down and everyone is waiting at the door.

The bumpy ride! It's embarrassing when I have friends from Europe visiting.

The cars are fine, I find the overcrowding at rush hour to be the biggest problem.

The cars are fine. We just need more cars. The rush hour limited stop trains are becoming sardine containers.

# Comments and Suggestions

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<p>The cars can get very warm when crowded and are difficult to exit when crowded. Not enough standing area for riders. Not enough room for bikes.</p>
<p>The cars leave little room for standing, so I'd like to see more open areas without seating. I also dislike the configuration of the seats in the Bombardier cars where pairs of seats face each other. I would rather have all of the seats face one direction.</p>
<p>The cars should have a running time and the train number on the outside, and ideally, on the inside. This would be similar to Muni buses. Sometimes the train numbers are posted wrong on the conductor's window, or one would have to run to the head of the cars to know which train one is boarding. There are not enough conductors on board to respond to quick questions when boarding.</p>
<p>The cars with one set of doors load and unload passengers slowly.</p>
<p>The ceiling height for tall people.</p>
<p>The cell phone yackers, loud talkers, and people who don't know how to use headphones.</p>
<p>The conductor Antoine Andre is rude, disrespectful to women, and doesn't treat passengers like customers. Many monthly patrons would like never to see him on an electric or diesel cars.</p>
<p>The configuration of the bike racks that require frequent adjustment to access you bike and the illiterate people who cannot read a bike tag</p>
<p>the crowded aisle ways and smelly bathrooms.</p>
<p>The current cars during commute hour are over packed, I have often seen people get left at a station because they were unable to fit on the train (over crowded). I have greatly reduced how frequently I commute via Caltrain out of fear of not being able to get on the train.</p>
<p>The current horns on Caltrain are not pleasant to listen to, and some need to be replaced. I recommend that Nathan Airchime K5LA horns be used (the same horns used on Amtrak). K5LA horns are powerful, yet pleasant to hear.</p>
<p>The current overcrowding is a serious issue. I'm not even sure we'd be able to evacuate in a timely manner, which is pretty scary. I don't like the handicap seating that features 2 seats facing another 2 seats - it's really hard to get in and out of, even for an able-bodied person. Poor design. The handicap seating on the newer trains is much better.</p>
<p>The current train cars don't have arcade machines on them. Amtrak's Coast Starlight has a Missile Command™ machine onboard. Clearly, this is a missing feature on Caltrain and adding it (along with an onboard bar) would go a long way in making riding more enjoyable. Also, cupholders on or near seats (ala Metro-North in NYC).</p>
<p>The design. There needs to be more bike cars and a more open flow that allows more people to fit comfortably in the tiny spaces.</p>
<p>The diesel cars are loud and bad for the air and environment.</p>
<p>The diesel cars are noisy.</p>
<p>The diesel cars break down too often.</p>

# Comments and Suggestions

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<p>The diesel cars have no way of notifying any authority if you see something suspicious. Security is the number 1 priority.</p>
<p>the diesel itself.</p>
<p>The diesel part :)</p>
<p>The diesel trains keep breaking down so I'd like them to be properly maintained or replaced completely. I consider myself lucky if a week goes by without major delays due to mechanical problems or trespasser/vehicle strikes.</p>
<p>The diesel!</p>
<p>The doors and exit areas are extremely inefficient and waste a lot of time every day. All cars should have 3 doors on each side, and fast unloading of passengers who are on the upper levels. There is not enough time and space for all the bicycles. It is unreasonable to allow so many bikes onboard for free. No other system in the world does this, because it is a waste of money and discourages more people from being able to ride the train.</p>
<p>The doors are too small and take forever to get in/out (especially with bikes- worse on the older trains ) No power outlets only one bathroom on the older style trains (and its really gross and uncomfortable)</p>
<p>The doors between the cars can be difficult to open at times.</p>
<p>the doors to get to the area to detrain</p>
<p>The doors...? There is not much to dislike.</p>
<p>The engines are loud, and I am hoping that the Electric car's will be a bit quieter. Start times to get to full speed are a bit long, and it would be great to see the new train to also implement electric multiple unit configuration for faster starts.</p>
<p>The exhaust fumes and noise</p>
<p>The existing cars are noisy and slow. If they can be made faster and quieter in the new electric cars, it would be great.</p>
<p>The existing cars are unreliable - breaking down more than frequently which results in major delays and VERY frustrated riders They are also filthy. Cal Train needs to move into the modern age and upgrade its equipment fast - not 10 years down the road.</p>
<p>The exit door from the bike cars have a metallic rode that is 1/3 on one side and 2/3 on the others. A few cars do have the 1/3 on the side of the bike cars, but bike can't go up on that side. This result in people crossing bike while getting in which isn't great at all.</p>
<p>The face-to-face seating on the bombardier cars is horrible if you have long legs.</p>
<p>the facing seats in the newer cars</p>
<p>The fact that everyone is talking on their phones when your policy is to keep the conversation short and quiet. Very frustrating!!! Especially the folks with earbuds and microphones in their ear bud wires. There is such a thing as cellphone etiquette, but most of your ridership needs reminding and enforcement. I am very frustrated that it is next to impossible to flag down a conductor to enforce this policy. The horns are extremely bothersome to the residents that live near the rail crossings. I work at a hotel near the tracks and it is, by far, the NUMBER ONE COMPLAINT amongst guests.</p>

# Comments and Suggestions

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<p>The fact that there aren't any onboard systems to show destination or current/next stops. It's often hard to hear the conductor's announcements. I would definitely also love to have better signage (real-time) about trains in the foyer at Millbrae, and timed connections at peak hours with Bart. It's really frustrating to just miss Bart trains by 1 minute.</p>
<p>The fact that they do not stop at the Broadway station except on weekends.</p>
<p>The four person seats on the galley cars, they are too close together. The bathrooms on the bombadiers, too many times i have had to move because the entire car smells like an outhouse. Off center rails on the galley cars slow down onboarding/offboarding, especially in the bike cars.</p>
<p>The four seaters don't offer a lot of leg room. A trip from SF-SJ can be super cramped.</p>
<p>The four seaters for the elderly and infirm with absolutely no leg room. Defeats the purpose. Older people have canes and arthritis--those seats don't provide enough room. Someone on crutches needs room to stretch.</p>
<p>The four seats facing each other either with table or without.</p>
<p>The four seats that face each other need to be spaced further apart. I have freakishly short legs and I still end up with my legs in the way of the other 3 passengers. There is insufficient room to sit. The rush hour trains leaving SF are usually standing room only. There either needs to be more trains or more seats. Longer trains would be beneficial since there are so many people that want to ride CalTrain at the same time.</p>
<p>The four-seater "booths" are terrible. I don't want to look a stranger in the eyes.</p>
<p>The frequency of the trains and that they are packed with passengers that have to stand</p>
<p>The front to front seating on the Bombardier cars is awkward and uncomfortable.</p>
<p>The Gallery car seats are huge - they take up a lot of space between each seat (front to back.) I have an issue with Caltrain's generous bike policy. Each bike space in the bike cars takes away one seat, yet bike riders don't pay any extra for the space they consume. Why should taxpayers subsidize the loss of revenue for bike riders? No airline will ship your bike for free - there is always an extra baggage fee for bikes. The choice should be either pay extra to carry a bike, or rent one of the bike lockers at nearly all stations.</p>
<p>The gallery cars are cramped and upper seating is hard to get to. Also with standing passengers, it is hard to move around the car and the train.</p>
<p>The Gallery cars are noisy and bumpy.</p>
<p>The gallery cars are outmoded and really bad for SRO situations.</p>
<p>The gallery cars have a bumpy ride. The BiLevel coaches aren't comfortable for standing but the seating is far less comfortable.</p>
<p>The gallery cars have fewer doors and makes it harder to exit the vehicle (it doesn't help that there is a lack of a queue line). The seating on the gallery cars make it harder to relax if you're above 5'10; and do not flip (a la trains in Chicago do).</p>
<p>The gallery cars require stepping up-no level boarding.</p>
<p>The gallery cars there is no way to stand and have people walk by.</p>

## Comments and Suggestions

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The Gallery style of cars can be difficult for people to get on board, especially if they have luggage or a bike. Even when I had a minor leg surgery I re-organized my schedule to coincide with more Bombardier style of cars to make life less painful. The Bombardier tables. This isn't your private office you four seat and a table hogging people. The fluorescent lights. The lack of cup holders. It's a commute - most of us have a cup of coffee and it'd be nice to always have a secure place to set it. Plus it provides a barrier between you and the stranger (I'm thinking of the Gallery style) just in case they are a creeper.

The gallery trains is difficult for passengers with or without bikes to board and generally not safe in the areas near the door. Plus, the doors are less accessible. Please avoid using the format of the gallery trains.

The group / table seating. I prefer my own space.

The group/booth style seats (where seats face each other, sometimes with a table) are nice for groups going to a Giants game, but are kind of awkward/painful during commute. The seats tend to have less legroom (or it feels like it) and usually make it difficult for people to squeeze in/out with bags on laps, toes being stepped on, etc. Maybe keep a few of these for groups who want to sit facing each other, but emphasize the traditional one-way facing seats more.

The handicapped cars have slightly lowered shelves (so the depth is larger). This should be mimicked across all cars. The bathrooms are not sanitary or pleasant. The doors are sometimes ajar and the smell wafts out. Have one bathroom on the train and make sure the door shuts completely.

The handles for standing passengers need to be different. The ones above the head rest area of the seats is too close to the person's head/hair, and can lead to accidental hair-pulling. Although, some may prefer it. So, please make leather (or some comfortable material), hand grabs like busses or metro trains have. It's hard to balance sometimes, and you want to avoid the human domino effect that makes people fall onto and knock others over.

The headrests are too short.

The heater is broken some times making the car really hot.

The honking is \*way\* too loud.

The horn is horrible - too loud, the drivers lean on it/use it much more than necessary - it could be half as loud and still serve it's purpose. Even better would be investing in the kind of road arms that make the horn unnecessary. I can not understand the millions and millions of dollars in investment to electrify, and not one red cent towards figuring out how to reduce or eliminate the horrible horn, which is a horrible aspect that negatively impacts every community the tracks pass through. You don't even ask about it in this survey yet you claim to care about user experience. Shame on you!

# Comments and Suggestions

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<p>The horn is obscenely loud. The new style bike cars are inefficient for bike storage. Better to have more standing room than seating room (more people can stand in an area than sit) given how popular Caltrain has become as the only option for quick travel to and from SF.</p>
<p>The horn noise at every station. This is done even when an area has been deemed exempt from the horn. Listening to that horn over and over is disquieting and disturbing after a long days work.</p>
<p>The horn noise!!!! Stop having the engineers blowing their horns all the time at intersections and everything. It drives everyone CRAZY!!!!</p>
<p>The horn noise. Please reduce the decibels. There is no need for such a loud horn.</p>
<p>The horns are too loud. The shaking</p>
<p>the horns are WAY too loud, above what it necessary</p>
<p>The horns, they are excessivley loud</p>
<p>the huge steps to get into the car</p>
<p>The idea of a quiet car sounds great.</p>
<p>The idling at the station is annoying (sound, fumes, etc).</p>
<p>The inside doors which separate the entry/exit area from the seating area keep on closing when the person is standing during peak rush hours. Can those be removed ?</p>
<p>The instability (vibrations when the train is moving on the tracks). There is always one between redwood city and menlo park (southbound) where the train literally jumps. Or maybe seatbelts???</p>
<p>The intercom system is sometimes too quiet, making it difficult to hear when the driver announces the next stops.</p>
<p>The lack of leg room and the comfort of the seats.</p>
<p>The lack of level boarding</p>
<p>The lack of seating and the horrible smells of the bathrooms that clog the train.</p>
<p>The lack of space especially on the 4 seater area on the gallery trains.</p>
<p>The lack of Wi-Fi. Caltrain should have Wi-fi on its trains already. It's 2016!</p>
<p>The lack of WiFi. The rattling of the train - I've been on the high speed trains in Asia and you don't feel a thing going 200mph. Caltrain goes (educated guess here) 70mph and sometimes I feel like my teeth are going to fall out.</p>
<p>The lame amount of bike storage on the bombardier cars, and the narrow aisles on the gallery cars</p>
<p>The large Nipon cars with only one exit are unpleasant and probably dangerous in an emergency. Leg room already at a minimum. I'm semi-tall woman and my legs sometimes don't fit and need to twist back to sit sideways. Ouch.</p>
<p>The legroom on non-Bombardier trains is often inconsistent and uncomfortable for tall people. I ride Caltrain so I can work rather than drive during my commute, even though it almost doubles my total commute time (when you add Muni). That means it must be comfortable enough to work, and it often is very cramped when using a laptop.</p>

# Comments and Suggestions

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The level that I have to step up with my bike, especially at South SF station Very tough to lift a heavy bike up the steps
The loud and very frequent honking noises are very annoying.
The loud noise the train makes as it arrives at the station and the loud squealing of the brakes are what I like least about the existing diesel cars. I understand this may be unavoidable.
The loudness of the horns -- seriously this needs to change.
The loudness of the Walkie-talkies don't they make earbuds for those The seats that face another row with little leg room
The lower bike capacity on the Bombardier card is not something I want replicated in the new electric cars. Maintain consistency no matter if diesel or electric cars.
The luggage storage on the upper deck is near useless. Can be used for standing area during peak hours The seats facing each other( that are usually the first seats closer to the door) are not efficient. Most of the times, people cannot sit facing each other as it impacts leg room.
The mechanical unreliability
The newer cars have seats grouped to face each other in little "pods" Tables
The newer cars have the tables and 4-person seats, and honestly they're awful. The tables are pretty high, making it uncomfortable to use them for long. Only one person can reasonably use a section of the table due to space, so the person across has to try to stick their laptop between them and the table. The table-less 4-person sections are also way too cramped since many people put their backpacks under their feet.
the newer cars mix everything together, which makes moving around and finding a seat much less efficient.
the newer trains currently in use (not sure if they also run on diesel) seem to circulate air throughout the entire car, including the bathroom. this often leads to the whole car smelling of the bathroom. this is the main reason i tend to avoid riding on the newer trains.
the newer trains have a lot of 4-seat options where a pair of seats faces another. I would prefer just seats in pairs not facing each other.
The newest cars (that have been added to the front and end of some trains), do not have cup holders.
The Nippon Sharyo trainsets tend to be pretty noisy and bumpy, particularly compared to the Bombardier trains.
The noise
The noise and bumpiness of gallery cars.

# Comments and Suggestions

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<p>The noise from the horns is obnoxious. Even inside the train its above osha levels. Probably have some loss of hearing from riding the train while even plugging ears. Also, im riding a bike to reduce my imprint on planet and be healthy. But the diesel fumes at some stations is unavoidable. Electric cant come soon enough. Changing bike cars to be next to each other so you dont have to run to other side when one of them is full, creating a hazard. Putting bike cars in a position to not be the first car. Maybe not feasible as different stations have different entries to the train (front, middle, etc.) Many bikeless passengers board the first car out of laziness (at 22nd) and take up seating or standing room in bike cars. Bikers then take longer to load and get off, creating delays. Maybe standing room car for non bikers for more capacity?</p>
<p>The noise level, both inside and outside the train. Lack of wifi.</p>
<p>The noise level. The screeching brakes, how much rattling and shocking and bouncing noise there is from the trains on the tracks. How jerky stopping and starting can be. How much rocking and bumping the train does (ex the quality, balance, smoothness of the ride). More legroom. More comfortable seats. More bike areas, seating.</p>
<p>The noise of the engine, the smell of the bathrooms, not enough space to stand</p>
<p>the noise when they pull in and out of a station</p>
<p>The noise, hopefully the electric cars will be more quite</p>
<p>The noise, the exhaust, the narrow space some of the cars have in them middle to walk through, as well as the very narrow areas in the top car of the train. How there is only one staircase which makes it difficult to pass through when crowded.</p>
<p>The noise, the smell, the rough ride, the endless honking, lack of doors, lack of space, lack of seats, frequent and interminable delays. Please just extend BART all the way down the peninsula from Millbrae to SJ and be done with it! We should have a 21st century rail system, not a quaint 19th century mountain railroad.</p>
<p>The noise.</p>
<p>The noise.</p>
<p>The noise--loud horns day and night for no reason.</p>
<p>The noises</p>
<p>The noisiness of the train.</p>
<p>the number of steps up to the car level</p>
<p>The obnoxious whistles - sometimes they blow them extra loud. I think it's a way to get us to want to go electric. However, they will be just as awful when the new trains come.</p>
<p>The odor of diesel exhaust on southbound runs.</p>
<p>The old cars allowed one to alter the back of the seat so you could be facing in the same direction the train was traveling. I hate being forced to travel with my back forward and me facing backward. On the party train people could flip the seats to face each other and play cards and/ or visit. The old trains allowed eating and drinking. The old cars seemed to separate the quiet people and the party people better.</p>

# Comments and Suggestions

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The old equipment with single doors really slows things down. Seats that face each other are way too close. It's uncomfortable to bump knees with strangers. For the upstairs seats in the old equipment, one person has to sit sideways. Making all seating group seating in the new equipment is annoying (see above) and probably isn't space efficient. The layout in the old equipment provides some group seating, privacy, and is probably more space efficient.

The old gallery cars (Nippon Sharyo) don't have a good suspension and give a bumpy and noisy ride. The new bi-level cars (Bombardier) aren't laid out very well. Most of the seating capacity is upstairs and access is limited to two narrow staircases (compared to the 4 staircases and limited upstairs seating in the gallery cars). This completely defeats the benefit of having two access doors per side on each car. The mezzanine level at the front and back of each of these cars seems to waste much space (more seating could have been provided if the car was bi-level over its full length).

The old style gallery cars

The older Caltrain owned cars with the single seat upstairs. NJ transit leaving NYC seems to be able to secure a seat for everyone post rush hour however I can't seem to ever get a seat on these cars during rush hour.

The older cars are way too cramped!

The older cars do have a huge step up when you on board. Especially at the older (less developed) stations. And heaven forbid the train stops in one of the crossing dips, it must be 18 inches up to the first step. Assuming we want to encourage bike ridership, making access better for all riders (not just the 20 year olds :) would be a good idea.

The older diesel cars give a rough ride. I can't believe CalTrain still doesn't offer wifi!

The older diesel trains are very hard to get off when crowded. The new diesel trains are better.

The older gallery cars have terrible suspensions and uncomfortable seats.

The older models have really little standing space specially at peak commuting time.

The older models with fewer doors to board and off oard through. 1 door per car is horrible.

The older ones with limited 2nd floor standing and sitting space

The older trains have a disconnected configuration. Don't like the layout.

The old-old cars don't have enough room between the same-direction seats to open a laptop and work comfortably. The newer existing cars have inconsistent (and low) overhead racks, which leads to me bumping my head more often than I'd like. Lighting could be moved to the center, and the racks raised.

the ones where you face other passengers suck it kills legroom and forces you to negotiate space with a stranger

The over-crowding, the reliability issues, the pollution.

the overly loud horn blaring. It really doesn't need to be so loud that I can hear it from my home 2 miles away. Replace loud horn with flashing light and more quiet sound.

# Comments and Suggestions

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<p>The people who are working on the train,ticketing on mobile, train speed and basically everything. I am so frustrated with my Caltrain experience. It is slow, shaking and old as 60tys.</p>
<p>The pollution and loud screeching when the trains brake</p>
<p>The pollution and the NOISE. Goodness sakes it is SO loud and the horn is so frequent it feels like it just stays on....we live way over in west menlo and I can hear it in my bedroom with the windows closed. We used to live by the train and the pollution was almost unmanageable and just seems so antiquated that we must utilize trains that are so noisy and dirty. Please please please, we support you in anyways that you can decrease our noise and air pollution. Lets lead the way!</p>
<p>The poor sound-proofing, which means you hear the train honking 90% of the ride.</p>
<p>The possibility of getting a citation even if boarding by mistake or by not understanding the system of buying a monthly pass. The policy is not right when we are treated like criminals when made a simple error and we have to deal with the court system and often times the fines are greater than running a red light. Even to this day I'm still scared to ride cal train and when ever possible I take the bus or something else where you pay to get in like bart.</p>
<p>The price of tickets. Environmental issues from fumes. Ventilation is poor, usually too hot.</p>
<p>The quad seats that face each other - rarely used by more than 2 people because too close together, would be better to leave as standing room</p>
<p>The ride</p>
<p>The ride is atrociously rickety, shaky, and loud. Smooth running cars would be a huge improvement</p>
<p>The ride isn't as smooth in the silver cars. I think smoothing out the ride would be really nice. I also think that you should be able to move the seat direction based on which way the train is going. The Chicago CTA commuter trains have this feature and it is really nice. That way you can face the direction that the train is going or create a group seating area for 4 people when you want to. Look into it!</p>
<p>The ride on the gallery cars is not particularly smooth. Faster acceleration out of stations</p>
<p>The rides are often bumpy to the point where it is hard to read a book or use a computer.</p>
<p>The rigid tall seats on the old silver Japanese trains create awkward feng shui, especially during crowded commutes. Also, the narrow, smelly bathrooms on the Japanese trains are awful.</p>
<p>The rocking motion and lack of wifi</p>
<p>The rough ride on the older gallery cars. The fact that bikes are ever turned away. Caltrain should do its best to support non-car users of all kinds. Please do not reduce bike stowage, if anything please increase it!</p>
<p>the seating - uncomfortable &amp; not a great config</p>

# Comments and Suggestions

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<p>the seating arrangement is terrible. a single row with a gap in between on the second story seems like a horrible waste of space, plus riding there is like being trapped.</p>
<p>The seating becomes a problem when the train is full (rush hour). If you are using for a long-distance commute, standing for a long time squished with other people is uncomfortable.</p>
<p>The seating density of new diesels is really low because of the positioning of seats to face each other, which makes it hard for 4 people will don't know each other to not share personal space. The stacked seats in the old cars at least provide a physical barrier so personal space is smaller, but more secure.</p>
<p>The seating facing each other.</p>
<p>The seating room.</p>
<p>The seating upstairs is very awkward in the Bombardier cars, people don't like facing strangers the whole time during their commute. It would be more comfortable and space efficient if all the seats faced the same direction like in the Nippon Sharyo cars.</p>
<p>The seating where you face someone. The old cars are really bumpy like they are falling off the tracks.</p>
<p>The seats are quite uncomfortable ergonomically. Also, the "opposite" seating in the new cars does not have enough legroom. It would be nice if either the room between the two facing seats is improved, or changed to a face the same way.</p>
<p>The seats are very hard on my back because the cushioning is worn down.</p>
<p>the seats near the doors that face each other -- there's absolutely no reasonable way for adults with legs to face each other in those seats. they're a waste of space &amp; make me resentful every time i ride Caltrain.</p>
<p>The seats on the Bombardier cars hurt my back (not the Metro cars). Exhaust can get in the car; really notice this in the car nearest the engine.</p>
<p>The seats that are facing each other do not have enough legroom to efficiently make use of the seats.</p>
<p>The seats that face each other - not enough room for people to sit without having their knees knocking against each other.</p>
<p>The seats the face each other. It wastes space and usually only one person can sit at a time.</p>
<p>The sets of four seats facing each other.</p>
<p>The sets of seats that face each other (like those on the bicycle cars) are too close together for long-legged passengers. Need another 6-10 inches apart.</p>
<p>The shock absorption, particularly on the older trains.</p>
<p>The single exits on the older cars</p>
<p>The smell</p>
<p>The smell</p>
<p>the smell and the noise</p>
<p>The smell of diesel</p>

# Comments and Suggestions

The smell of the bathrooms are horrible...maybe something to keep the smell factor down
The smell of the bathrooms. No straps to hold on to when standing. No concessions on the train-- especially when you're stuck on the train for over 2 hours during accidents. Noise Other people
The smell, the noise, the speed, the pollution. Better double-decker capacity Is it possible to put bikes outside the trains? Could get ~5 bikes per car, as long as entry/exit is on the same side?
The smoke, noise, and everything else. But these are all probably going to go away with the new electric ones anyway.
The spacing for the seats seem to be oddly designed. Some of the seats that face each other have such tiny gap between them that there is no way two people can sit facing each other. And the cars with single row of seats on each side - the middle section is a huge waste of space. The bullet trains are much better design.
The speed
The stairs on the older (American?) trains that you have to walk up to enter the train cars.
The stairs to get on/off the older cars :(
The station stops are not listed within the cars. It would also be helpful to be able to view the train number from outside the train, in addition to the listing on the first car.
The steep stairs up are difficult, particularly with a bike. I like the newer cars that are closer to the track.
-The steep steps to board on & off train (need level boarding) -Speaker system in some cars is week - No electric signage on outside or inside -No automated sign or indicates the next stop -Very loud horn noises -The diesel fuel smell -More outlets needed -4 people facing eachother in one group (not enough leg room), prefer 2 seats facing one direction
The steep steps to get on and off. With a bicycle, it can be challenging.
The steps to get on and off the train are somewhat steep.
The steps up into the cars (particularly the older ones) are very steep and can be difficult for people with disabilities or when carrying luggage, bikes, etc.
The tables make it hard to get in and out of seats.
The tables. They're useless and make those seats way too cramped. Dump the tables.
The tall/steep climb to get into the older caltrain cars. Very rough ride at high speed. I also dislike it when the car is wrapped in an advertisement that obscures the view from the window. the perforated window sticker still obscures too much.
The toilets are gross.
The train makes way too much noise when approaching a railroad crossing. I find the honking really disturbing, and I think it is excessive and unnecessary.

# Comments and Suggestions

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The train needs more seating and standing space. I do not like standing in stairwells- it feels unsafe. I also want to see better airflow.

The trains are loud and bumpy. More shocks and more noise dampening (especially around the door at the end of a car) would be a nice for a smoother, quieter ride

The trains are not FAST enough to create incentives for people to not drive. LOUD cabin noise, smoothness of the ride (horrible suspensions). The train needs to be more comfortable with adjustable seatings, it needs more tables, and WiFi should be free (it is 2016, this is embarrassing compared to Asia's bullet train system). Conductors need to stop yelling their announcements, we all had a long day and we just want a smooth quiet ride home. There should be "quiet and I want to be alone cars" and "socials cars". Announcements are not transparent when a train breaks down. Passengers don't know what's going on.. should I stay here or find an alternative? At least give us an estimate of when the next train will arrive. Once a train breaks down it is super unclear which train is which. Caltrain needs a better naming system for all their bullet/express trains, perhaps a real time app that tell us which train is which and what train am I on. The proof of payment system - checking tickets onboard is so 1960s. Again, passengers are expecting a pleasant home not someone yelling at you to pull your tickets out. Additionally there is poor signage through out the systems, new riders needs more direction and orientation beyond the word (northbound or southbound) people don't think in directions anymore) Finally, Caltrain needs to work better in connecting with other transit systems. BART station from Millbrae is not enough - there should be clipper card discount when it comes to transferring between system. Caltrain is completely disconnected within San Francisco. The 48 MUNI bus is the one and only option from Caltrain's 22nd st station, it is also the worst bus when it comes to punctuality, why and how is MUNI not synced with Caltrain's schedule? Take initiative and make all theshe systems work together - additionally give riders clipper card discount when transferring between systems. Thus, creating more incentives for riders to take public transit instead of driving.

The trains are overcrowded with standing room only almost every day I travel from Redwood City to SF. We need more scheduled trains on peak commute hours

The trains horns are too loud at crossings

The trains should be clearly marked with the train number and destination/direction! WIFI availability. VTA offers free wifi on certain commuter buses - would be great to have the same on the trains.

## Comments and Suggestions

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The two-seater that faces a two-seater doesn't have enough leg room... We often sit with strangers and getting in/out is tight. It might be better to make it a luggage space if it's not big enough to make into a two-seater facing the same direction. I don't mean to be demanding but I think the layout can be improved. I like the current designation of "bike cars" and luggage cars -- esp for people transferring from/to the airport. I have ridden many trains in Japan to/from the airport where we can stash the luggage closer to the exit and those work well so we don't have to put our luggage on seats and waste them. With Caltrain, it's a mix bag of passengers, where most are commuting to work and likely have valuables/laptops... this makes storage a little more difficult. Is there a way to place luggage overhead? The current head space is necessary, but something not too deep big enough to fit backpacks?

The upstairs single rows do not connect at the back of the car so you can't loop around to an empty seat, you have to go back downstairs to get across. There is little standing room with poles. The newer trains have more standing room which is helpful on crowded trains

The ventilation system is often inept to deal with an increased number of commuters during peak hours - specifically the baby bullet trains. Often, even during winter hours, the cars are sweltering and cause discomfort for all commuters. The storage racks above individual seats aren't completely necessary, and commuters often hit their head when getting in and out of their seats.

The way bikes are stored and 3 stair entrance

The weird facing seats that are too close for comfort.

The zero-legroom stair top seat, the wasted space between upper seating rows, and the noise.

There are few coat hooks on the upstairs seats.

There aren't enough bathrooms, but no need to build more. But please build some at stations

There aren't enough cars or capacity on current trains. 5 cars aren't enough during peak commute hours

There could be so much more seating if the second floor was a full floor.

There does not seem to be designated areas for standing room passengers, either on the Bombadier BiLevel Coaches nor on the Nippon Sharyo BiLevel Coaches. When there is a delay on the trains and crowding becomes an issue, and finding areas to stand becomes awkward. This leads to problems for passengers trying to enter and exit the train (this is especially a problem on the Nippon Sharyo cars). Regarding procedures, I strongly urge that Caltrain implement a policy for conductors to announce the remaining train stops on a route BEFORE the train doors close and depart from a station, especially when trains have experienced delays. Many times, there is mass confusion for passengers that do not know if a delayed train will stop at a desired stop. I suggest making this a common practice to make announcements before trains depart from every station.

# Comments and Suggestions

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There is never enough seating during commute hours.

There is no headroom in Gallery cars (high floors and bilevel is an oxymoron). I can't stand Gallery car steps. I positively hate Gallery car bathrooms. Whoever told you that a bathroom takes 8 seats is a liar (please count the seats yourself). Bombardier bathrooms are very nice. All we need is an operator that understands the customer experience and knows how to take care of a problem, including closing a bathroom and putting a sign up advising passengers to use a bathroom in another carriage.

There is no sign or enforcement that bikers get priority seating in bike car so we can watch our bikes. It would be nice if this were announced or at least a sign upon entry

There is no ticket machine on the actual trains and the platform machines are too far removed from the train. I often forget to scan off because there is no ticket machine nearby as I exit the platform area. The first time I used the system, it took a me a lot longer than it should have to see how to pay for my ride. It would help if the ticket machines were integrated into the trains like with a bus so that you don't miss or forget to scan your clipper card. The signage at the station was not very clear as to what train was arriving and where it was going. When planning a trip, the names of the train on the caltrain websites have names like 'local' or 'express' but then at the platform it shows the number of the incoming train-very confusing. In general, the trains arrival displays do not have enough information.

There is not enough space for bikes during the peak hours especially on the bombardier cars. Ridership is at an all time high, with a 13.1 percent increase or 3,376 from last year to this year and it is continuing to increase. Many Caltrain riders use their bikes for that "last mile" commute, getting to an from the train station. If they did not have this option, they may not be able to take Caltrain thus forcing more cars on the road.

There is not nearly enough standing room.

There is nowhere to stand when no seats are available

There is only one bathroom on the train most times. If there were more bathrooms at the station and a shorter commute time there would be no need for on-train bathrooms.

There is only one think I dislike about the diesel fleet. The weather proof walk through on the gallery cars leaks and water gets through.

There is simply not enough room. I'm always forced to stand in the most awkward places.

There isn't really anything in particular about the existing cars themselves that I dislike; I just dislike the overcrowding and often having to stand.

There needs to be a better organization system for handling the stacking/unstacking problems in the bike cars, as well as increased bike capacity. I also don't like the seats facing each other on the trains. These seats are particularly bad on the gallery cars where it's nearly impossible to sit across from somebody without knees hitting each other.

There needs to be access to charging for cellphones and laptops. AC outlets for preference, but USB outlets would be helpful.

# Comments and Suggestions

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<p>There needs to be more dedicated bike storage with increased seating placed so the cyclist can watch his/her bike.</p>
<p>There's no wifi</p>
<p>There's no wifi onboard</p>
<p>There's not a lot of space for luggage on most of the cars.</p>
<p>There's not a lot of standing room in the older cars. It would be one line of people standing in the aisle.</p>
<p>there's not enough room for people during rush times - especially when people sit on the stairs.</p>
<p>They are always packed, passengers get frustrated with one another, and there's not enough space for standing passengers to move around each other.</p>
<p>They are dirty, cramped, crowded, seating is generally uncomfortable, train is unnecessarily load and squeaky.</p>
<p>They are extremely noisy and breathing in their exhaust fumes on stations makes you gag. Also some work needs to be done either on the car suspension or certain track areas as the cars can be extremely shaky.</p>
<p>They are late constantly</p>
<p>They are loud compared to travelling on European trains. Also insufficient space for bikes. Bathrooms should at least be available in some cars (as long as they are connected). They also keep on hitting people and causing major delays... Caltrain crossings should not be at grade!</p>
<p>They are loud! Horns are too loud!</p>
<p>They are noisy. The seats are unforgettable at best. They break way too often.</p>
<p>They are old and dirty</p>
<p>They are old and feel old.</p>
<p>They are old and uncomfortable.</p>
<p>They are slow taking off and coming into a station</p>
<p>they are slow to accelerate and noisy! Get those things replaced, ASAP</p>
<p>They are slow.</p>
<p>They are slow.</p>
<p>They are so noisy. It would be nice not to hear all the squeaking and creaking. I really would like Wi-Fi to be available on the train.</p>
<p>They are so noisy. It's not even the type of car, it's that they lay on the horn every 6 seconds and it's beyond low. Take some advice from how the GO Train in Toronto, Ontario is run. It's nearly flawless service, and it operates more reliably and more often than the CalTrain, even through snow blizzards!</p>
<p>They are super loud and on top of that they are honking all the time. Please stop the honking. The trains are loud and big, if you can't hear and see them, honking won't help. Please stop the honking, it's super annoying.</p>

# Comments and Suggestions

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<p>They are too bright inside and too loud with too many frequent announcements. Also hopefully the electric ones are smoother.</p>
<p>They are too old and very dirty. We should use NEW modern train sets (not refurb ones from the 1980s) that are clean and bright.</p>
<p>They are unbearably loud. Do you see people covering their ears when they come into a station? That deafening honk and engine noise is the sound of the past. What an embarrassment.</p>
<p>They are unreliable and often have mechanical issues causing long delays and passengers missing important meetings.</p>
<p>They are very loud</p>
<p>They are very loud and the ride is not smooth. I would be nice if the PA system worked well on every train.</p>
<p>They are very noisy</p>
<p>They aren't very clean.</p>
<p>they break down all the time</p>
<p>They break down an awful lot.</p>
<p>They break down frequently.</p>
<p>They break down sometimes. Also the horn could hit a different, equally loud, but less frightening, note.</p>
<p>They break down too often, but they're old, so that's to be expected. With an electrified rail, I assume there would be less access for "trespassers." Additional tracks would be good in the case of a stall or accident (I'm not sure if this is a plan or possible with electrification).</p>
<p>They break down too often, not enough seating</p>
<p>They break down without warning</p>
<p>They breakdown too frequently.</p>
<p>They can be quite loud sometimes</p>
<p>They don't have enough seating</p>
<p>They don't seem to be very reliable. Trains suffer from mechanical issues way too often.</p>
<p>They emit a ugly smell.</p>
<p>They get me from point A to B, there really isn't anything to like or dislike about them.</p>
<p>They need shocks for these bumpy rides. They leak when it rains. They are too hot in the morning.</p>
<p>They seem louder.</p>
<p>They seem to have mechanical (I.e. brakes) issues throughout the month. Perhaps more frequent maintenance checks.</p>
<p>They should be electric, have free wifi like the VTA, be faster with short commute times. I'd suggest increased safety by creating train bridges or tunnels at intersections. I would also suggest having an app to purchase tickets or sell tickets on board. People can pay \$1 extra for an onboard purchase. Have more frequent trains between popular stations.</p>

# Comments and Suggestions

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<p>They're archaic. And the workers have clearly NEVER worked in customer service. Bluntly put, most of them are dicks. They have no idea what the hell is going on. The trains also break down or experience "technical malfunctions" and the crew does a shit job of letting the passengers know what's going on. Maybe they get paid to be on these god forsaken contraptions but we don't. And it'd just be curious to let the passengers know what's going on. A update every 5 minutes would suffice. But sometimes we sit there for at least 15-20 minutes not moving &amp; not knowing what is happening. If Caltrain wasn't a necessity I wouldn't take it. Once self driving cars are around you guys will be shit out of luck.</p>
<p>They're kind of slow</p>
<p>They're kinda noisy? Especially the uh... southernmost car with the weird intermittent clacking sound.</p>
<p>They're too slow -- would like faster acceleration.</p>
<p>They're truly awful.</p>
<p>they're very loud when you're at a station and another engine car passes by</p>
<p>tight seating, too much luggage space. You really have to figure out a way to get everybody riding the train into seats that fit them.</p>
<p>Tight stairways</p>
<p>time to change, more green</p>
<p>To many four seater configurations on newer models. bumping knees awkwardly every morning with a stranger is not fun. Not sure if it actually increases the seating capacity or not.</p>
<p>To noise. Seats. Not alcohol allowed in the trains diesel or electric . Speed. Desing.</p>
<p>Toilets are dumb. Need wifi</p>
<p>Too crowded</p>
<p>Too crowded</p>
<p>Too crowded</p>
<p>Too easy to hit your head on luggage area on bombardier trains.</p>
<p>Too few bike cars. Also what's up with the obnoxious clicking noise at the northmost train, potentially related to the whistle? Make it stop</p>
<p>too few cars which makes finding a seat impossible</p>
<p>Too few doors. Getting out of the car takes way too long, especially at San Francisco station</p>
<p>Too frequent mechanical problems and too noisy.</p>
<p>Too hard to lift my bike up the steep stairs! Please make it easier to board with a heavy commuter bike.</p>
<p>Too loud and too slow</p>
<p>Too loud</p>
<p>too loud- horn and train itself</p>
<p>Too loud engines</p>

# Comments and Suggestions

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-Too loud when near the locomotive -No 'live' signs to indicate the ETA to the next station. Too difficult to hear announcement. There should be at least two ways to obtain this important information onboard a train (i.e. verbal announcements, in car live display indicating the next station or perhaps a map which illuminates the name of the next station.) -The steep old cars with the staircase to enter the car. There are so many times when people are confused and disoriented while using the cars which require people to ascend the steep steps. Plus, as the population of the area ages, these steps are not very welcoming for anyone with physical challenges. -No WiFi service. As a self described tech mecca, it is ridiculous that there is not free/very low priced WiFi. -The lighting in the newer cars is quite yucky, I feel like I am traveling inside of a Walmart store where the primary concern is to lower operating costs and not make me feel good when traveling CalTrain. The lighting ruins my mood on the later night runs. Yucky. -The window tint makes it very difficult to see the signs of each station. To be clear, it is difficult to read location of each station through some of the windows. This is partially because the station signs are not well lighted and partially because of the tint of the windows. A live onboard sign indicating the train's location would help tremendously. I don't hear very well, so the announcements by the conductor do not work for me. As a result, I stress out about missing a station.

TOO LOUD. Older cars do not give as smooth a ride as newer cars

Too many bikes, legroom sitting opposite each other is a real problem, how about changing to seating all facing in seat of opposite. People on cell phones, People bumping into seated persons with back packs, large bags. People standing need to place their backpacks and bags on the floor. Need a standard code of politeness. Would also like an App to report on-board problems to the conductors. How about an onboard drinks/snacks cart?

Too many bikes.

Too many homeless people on the caltrain who don't have tickets. I would like to see more conductors cracking down on the freeloaders who don't buy a ticket and often vandalize the train.

Too many seats facing each other. It feels like there are less seats.

Too many seats reserved for bikers. Allow pedestrians to sit in any seat.

too many service breakdowns, need more dependable trains

Too many stairs to carry bikes up/down on gallery cars. Too few bathrooms on gallery cars. One door means slower boarding on gallery cars. Too little leg room in facing seats on gallery cars.

Too much motion on cars- difficult to use computers Conductors. Really-isn't this the 21st century?

Too much space is dedicated to bicyclists on the existing trains. Not every car needs a bathroom, but we need more than one bathroom on the train for the inevitable breakdowns and pedestrian strikes where passengers are stuck for hours.

# Comments and Suggestions

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Too much swaying and rocking, not a smooth ride
Too much wasted space on on-board bike capacity. Cyclists board slowly and act entitled when others are standing in other cars. Mechanical issues are really bad. The 4 facing seats on bombardier trains are hit or miss, usually miss.
Too narrow
Too narrow. Seats are too small. No leg room. Feels dirty. Too crowded.
Too noisy!!! Quieter trains please.
Too noisy, too bumpy when going fast.
Too noisy.
Too slow
Too slow. Rough ride. Loud.
Too squished and intimate seating designed for short people in some of the facing seats. Stairs to climb aboard make it so fewer people can manage to take their bike on board which is discriminatory against older or younger individuals who want to ride their bike to and from the train. Think Europe when you are planning for great transportation.
Train is very noisy and has no WiFi. On board validation of tickets would be great.
Train numbers are virtually impossible to see! (which is a major issue when trains are running late) Heavy doors between cars. No or limited on-board information about next station(s). No indication which side doors will be opening next. No free-wi-fi. Incredibly narrow stairs to access upper deck. Useless tables (some trains).
Train speed, especially on the weekends. Stopping at every stop is unnecessary, and the fact that the cars run on diesel is not helping the issue.
Train whistles are way way way too loud and unnecessary
Trains are not big enough to handle passengers. Only 5 cars on 5:33 train is weird. The gallery cars are poorly laid out making moving around them when at capacity very difficult. Get something more like the Bombardier cars.
Trains get so packed it is sometimes difficult to crawl over people standing and sitting in the aisles and people do not get off the train in the vestibule to let you out. There needs to be a better way to get people out easily. Straps to hang onto from the ceiling would be helpful for commute hours. I do not necessarily think that BART has the ideal solution. In fact, I hate BART. The train is more comfortable and more intelligently laid out.
Trashcan size. Access to fresh air, so an open window or sorts would be nice. More cupholders and/or tables for laptops.
Travel time between SJ and SF

# Comments and Suggestions

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Turnout important thing to me would be to add capacity. It seems unsafe how many people get stuffed into each car every ride now. That should be your single most important goal to increase rider safety and improve experience. I rarely get to sit anymore and I am a monthly rider. I actually prefer to drive now occasionally just so I can sit somewhere. I have also been riding CalTrain to SF for almost ten years now. One other thing that is not addressed at all in this feedback form is the conductors and how they make riders feel. At times we are shouted at and talked to in condescending ways. It can't be any easy job but the capacity issue has probably made them feel like herders and not conductors. It's a lose-lose situation when things aren't going well on a commute. Central point of egress Raised entry platform Single seat balcony aisle Loud and jerky ride More seating or more cars.

two rows looking at a table in the middle. Change to two seats looking forward

Uhhhh...

Ultimately, the trains are REALLY crowded at peak. I haven't been turned away with my bike yet...but I've gotten lucky and been without a bike when it's been really bad. We really need more cabins in general, not reconfiguration of existing cars.

Uncomfortable seats

Unpredictable delays

Unreliable environmental control. Single door on Gallery cars. Lack of level boarding.

Unwelcoming metal interior.

Upper level can remove the center "luggage space" and mimic seating on the lower level.

Upper single seats

Upper-level seats facing each other with zero leg room. Like seating face-to-face, just would like more leg room.

Use space more efficiently. Put enough seats so people don't have to stand on crowded trains. Caltrain is long distance so standing for 30 min to 1 hour is not fun.

Use two full levels on all carriages. Leave first floor for bikes and accessibility impaired customers. Keep second floor for seating. Introduce WiFi. Raise platform height and lower carriage steps to speed up on-boarding. Make the trains fast. Use 4 tracks in some places for overtaking and accident mitigation. Visit Germany to see how public trains should operate. Make big bets and take loans to cut costs and do not beg for money all the time. Separate crossing levels to reduce accidents. Stream real time information to an official app.

ventilation inside not good at times. noise from breaks - affecting hearing after riding train for over 5 years.

Very difficult to access seats during rush hour (the whole train is packed).

Very few power outlets

very hard to stand when the train is full -- making standing more appealing like in the NYC subway would be ideal.

# Comments and Suggestions

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<p>very limited luggage racks, not very good for suitcases on airport trips, if seating is tight there are few good places to stand.</p>
<p>Very little standing room and doors between cars on the silver trains are very difficult to open. The cars that are not silver on the outside also have horribly uncomfortable seats. (Reminds me of the uncomfortable wooden church pews.) Now the seats in the silver cars are less comfortable because the springs are failing.</p>
<p>Very loud, shaky, break down a lot.</p>
<p>Very loud.</p>
<p>Very noisy. Let me explain, the car them selves is very noisy not the people. Drafty and cold in the winter. The heater does help in the winter. Steps are slippery when it is raining. Lighting is harsh in the cold winter months. Improved lighting would be appreciated. NO FREE WI FI Yes, I think CALTRAIN should offer FREE wi fi. NOT KIDDING! WE are the tech Capitol of the free world. It's so silly we cannot offer a simple thing like wi FI.</p>
<p>Very often the announcements are garbled because of the low quality of the speaker system and the noise in the cars. Air conditioning/heating is sometimes not working properly in a car. Sitting on the sun side in a car can be uncomfortably warm on hot days.</p>
<p>Very slow boarding and unloading times due to steps at doors. No signage in train reporting next stop.</p>
<p>Very small/crowded aisles</p>
<p>Vibration and noise</p>
<p>Video cameras are not installed in every car; conductor contact/call buttons are not installed in every car</p>
<p>Vinyl seats, painful seatbacks (I'm 6'4, doing 4 zones one way....)</p>
<p>visible display of next station and arrival time</p>
<p>Wall between cabin area and doors. This creates unnecessary congestion and reduces standing room. Lack of notification board displaying upcoming stations and ETA.</p>
<p>Want WiFi!! More seats. When i'm on the upper desk of the old trains, it's so crowded i have to squeeze by people. It's like getting a full body massage trying to detrain!</p>
<p>wasted space on second level for single row seats, and the two single row seats that face each other are way too close to be usable there is also not enough space for standing room during peak times, if there was an easier way to stand without blocking foot traffic, i would be ok standing</p>
<p>We need better bike storage. The current storage scheme causes too much damage to bikes. Bikes are smashed together in "mosh pit". Take an example from the way ACE train store bikes.</p>
<p>we need MORE BIKE CAPACITY and more frequent stops at south san francisco</p>
<p>We need more Cameras on board</p>

# Comments and Suggestions

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<p>We need more frequent "local" stops at all the stations; I've heard that this will be possible with the electric cars. More local stops is a priority for those of us who travel between the non-baby-bullet stations.</p>
<p>We need quiet cars. I spend two hours per day on the train and I need quiet. Yesterday two people had to ask the man next to me to lower his voice on his cell phone. The car was packed, with people standing and some people sitting on the floor. But he behaved as if he were alone at home, disrupting many people.</p>
<p>We need rails or straps to hold on to while standing.</p>
<p>We need wifi...</p>
<p>Wheelchair lifts to get onto train are not very efficient Not enough places to hang onto something if you are standing in a car.</p>
<p>When all of the seats are full and people stand in the aisles, it can be difficult to get past all of the people to get off the train.</p>
<p>When heater or account don't work and stinky bathrooms. Train is slow. Faster train would be great.</p>
<p>When it is really crowded, everybody stands by the doors, and it is really hard to make it thru to get off at your station</p>
<p>When it smells like the bathroom (particularly bad on Gallery cars. They're usually fine otherwise. No big issues.</p>
<p>When seats fill up, there are not many comfortable places to stand - the new trains should have better accommodation for standing. Only having one door on some of the trains - the new trains should include more doors for on- and off-boarding at stations. The current trains do not provide level boarding. The new trains should provide level boarding (not have stairs to access train from the platform). This will help speed on- and off-boarding efficiencies and will provide a consistent tie-in with HSR.</p>
<p>When single person occupies 2-4 seats, loud people. On games days rowdy, drunks. There should be separate trains on game days so regular commuters do not have to suffer. Would like trains to be on time so people can get to their appointments on time. Real on time scheduled displayed at all stations.</p>
<p>When something sad happens on the tracks, it messes up the whole schedule for hours. For people over six feet tall, there's about an inch too little space.</p>
<p>When the trains get beyond packed, you have to almost stand up 2 stations before your stop just to work your way to doors to get out. I cant stand fact that there is NO WIFI INTEGRATION when all other forms of transportation have it! This is the heart of silicon valley, NO EXCUSE. If budget truly an issue, get a hi-tech company to step up and sponsor/shoulder the cost.</p>
<p>When there is very little legroom. Comfier seats. Quieter cars.</p>
<p>wider area for standing, more 2 seater forward facing cars (not 4 seat facing each other)</p>
<p>wifi</p>
<p>WiFi</p>

# Comments and Suggestions

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Wifi Faster route from SF to SJ
Wifi! We're Silicon Valley, and our transit has no wifi?? Also, the bathrooms are the worst of any transit agency in the Bay Area so just get rid of them from the trains in favor of more seats. And we need a LOT more seats. With the growing Bay Area population, if you get on the train anywhere that's not the first stop, you're standing during commute hours for 30-60 minutes.
Wifi, it's 2016.
WI-FI, More bullet trains to Tamien.
Wifi, though I would prefer that it be included in my price of admission.
With the current crowding of trains, the standing room always overwhelms the seating and circulation making getting on and off in a reasonable amount of time nearly impossible. Sometimes, you have to start making your way to the door 3 or more stops prior to arrival --- especially on the gallery cars. Gallery cars are fine for trains that have no more than about 5 people standing...after that they become as useless as the freeways in Los Angeles. What if there was an emergency and the conductor had to get through five gallery cars to reach the person? It wouldn't happen. They'd have to stop the train, exit the car and walk outside to that location. That's how bad it is. The five car trains at peak commute times are wayyyy too crowded.
Would be nice to have easier bike access. Should have FREE WI-FI.
Would like cars to have level boarding, all train cars should have two sets of doors on each side (like Bombardier, not Gallery)
Would like electrical charging outlets (120V optimally, but 5V USB will work).
would like to have charging outlets in new cars at each seat
Would like to see free wifi and more charging stations.
Would like to see more grade separation vs the streets to keep traffic flowing.
Would love a quiet car
Would love to see public bathrooms at all Caltrain stations (i.e., Palo Alto).
x
You have to climb lots of steps on the silver cars.
You need to add more cars to each train especially during rush hour. You also need to stop having mechanical failures. I don't care why they occur so often but customers are paying significant amounts (especially with recent fare increases) to consistently be delayed (and we are subsidizing go pass companies)
You need to change to electric cars as soon as possible to reduce the noise along the railroad.

## Comments and Suggestions

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Young people spreadin all their belongings on the 4 seas for seniors AND not moving when a senior gets on the train.. Putting their legs and dirty shoes up on the seats where people are supposed to sit. i am a senior senior and i need to be in the seats closes to the doors so I can get off the train in the allotted departure time because they are too far away from the doors. The diesel are polluters. The electric trains will be much cleaner..

Your service sucks balls

ZERO luggage space on some cars. People can't get thru the aisles with ginormous luggage blocking the way.

# Comments and Suggestions

If you have any comments please submit them here:

Toilets!!!!
You really need to work on your frequency and break downs. During non peak hours its once an hour .. During peak hours its twice an hour so nothing major difference .. ☹️☹️☹️ Caltrain in general are non reliable .. If I have to reach somewhere where I have to reach on time hook or by crook .. I don't use Caltrain even if I know It might reach on time .. Reason it highly likely there is a breakdown somewhere and then u r stuck .. This has happened to me so many times in the past ...
- bathrooms need to be cleaner and working - environment air quality is always off (too hot or too cold) - locations for Clipper machines don't make sense... sometimes I have to double back in order to clipper off... or try to cram myself onto a crowded train
- Create a line to get on train. People are super aggressive during rush hour and you have to fight to get on. - More trains at night (ie 15-20 min like BART). Very hard to stay late after work when last bullet is at 6:30 and trains are an hour apart. Getting to Caltrain after 7:30pm train leaves means I don't get home till after 10pm. If I drive starting at 7:30pm I'm back by 8:15.
- Need a way to tell people who are loud to shut up and not disturb everyone else
- Need better procedures to get trains rolling again after "incidents" - way too bureaucratic. Move the damage out of the way and get on with it. - Need better station design ... i.e. awful getting out of Tamien (1 stairway). - Need more bike lockers to be able to reduce the number of bikes that need to be transported daily.
Please add more cars to the train. It is crazy how full the pick hours are. thank you
Pretty happy with Caltrain in general.
"off" station varies - San Jose or San Francisco most common but sometimes Mtn View - as a musician I work all over, and take my bike on Caltrain whenever I can. Also sometimes airports - always take Caltrain when I travel.
#1 priority should be to connect with BART at Diridon. #2 priority should be to get rid of all the at-grade crossings..
>Don't need many bathrooms per train but should always have at least one. >Maybe a few Bullets (or at least limiteds) in mid-day and one or two more on weekends.

## Comments and Suggestions

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1) My stations doesn't have bullet trains and the train only stops 1 time per hour. It's very inconvenient. I've missed the train several time by a few minutes / seconds and have had to wait for an hour. 2) I take my bike in the train and it is always over capacity during rush hour. Furthermore, load/unload times are affected, because there's too many people trying to enter/exit the same door. Ideally bike cars would have separate entrance/exit to maximize loading speed. The car would also not have any steps as these also affect load/unload time. Ideally the bike car would not share entrance with other cars to maximize loading/unloading speed as bike riders take the longest to load/unload. 3) The train & stations should have free & fast WiFi. We should not have to pay extra for this service. 4) I should be able to pay/load my clipper card at the station. I should not have to go to Walgreen to do it or pay a convenience fee to do it online on the clipper site. 5) The pay zone system is not fair. It should either be a flat fee for the whole system or pay for each station you cross. 6) The train is always late at rush hour. It should be on time more often. 7) We need a system that allows us to know when will next train arrive at my station and how long it will take to get to my destination. The current system works when there's no problem, but fail when there's a problem with one of the train (e.g. rush hour, accident). The current system makes it impossible to plan time critical events when a problem happens.

1) Need to clamp down on cell phone use on trains. That is the biggest problem, in my opinion!! Some days it's brutal... 2) Need to keep non-bikers from sitting in the bike cars. Make it a rule and enforce it. 3) Need to make bike destination tags mandatory.

1. I don't understand why there is a parking charge at the lots 7 days a week all day long. I had called the Caltrain office one time and am told it is enforced. I'm comparing this with BART Millbrae parking garage in which it is free late afternoon and weekends. It discourages me from wanting to take the train on weekends. 2. All the conductors I have encountered on the trains are nice and professional and I have not seen any incidence of rudeness, etc. So, I do appreciate all their hard work.

1. Zone-based pricing stinks. Living on the border of a zone (Menlo Park) means short-haul to Redwood City for a movie or dinner is ridiculously expensive and forces us to drive. FIX THIS, PLEASE. How about allowing vouchers from businesses to cover the ride? 2. Grade separation for Menlo Park/Atherton seems nice, but San Carlos is both an aesthetic nightmare and a complete east-west traffic headache (very few crossing points and incredibly complex lights).

# Comments and Suggestions

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1. I don't trust it any longer with all of the mechanical failures and delays to get me to anything important on time. Not life threatening, but when I no longer comfortable schedule a workout 5 minutes from 4th/King within 30 minutes of a scheduled train arrival, it's a problem. Either I have to risk it, or lose \$20-\$30 because of a late Caltrain. 2. Because of increased ridership, boarding times are significantly increased, and my 1:02 minute trip is now on average 1:10 - 1:15 one way. That DOES make a difference when you're looking at an 1:30+ commute time. 3. Ticketing: I faithfully carry my clipper card, and appreciate that they usually check at 4th/King when boarding. Otherwise though, they rarely check on the trains anymore, and when they do, I often see people pleading ignorance and getting by with no citation. On the flip side, when I misplaced my monthly pass unknowingly after coming back from a trip, and could provide documentation/verification, reasonableness, etc., was slapped with a \$273 fine and 3 court appearances to resolve it. I guess... go one way or the other, don't leave it up to the whim of the engineer? Preferably, join the 21st century and the rest of silicon valley by enabling mobile or on-demand ticketing and do a more thorough job of checking them. 4. Fare increases: I get fare increases, but you are getting to the point where it is cheaper and more time effective for me to carpool with others rather than pay the \$244/month I currently pay for a clipper card.

1. Need more cars for the peak hours. 2. Need more frequent services for peak hours 3. Need to shorten the commute time 4. May be think about some super-express train from south bay (such as sunnyvale or mountain view) directly to the city). Sunnyvale and mountain view have the largest amount of people who work in the city. 5, Need quiet cars

1. Why is it so hard to enforce the simple rule that seating in the two bicycle cars should be reserved for cyclists? 2. Why is it so difficult to enforce the principle of "limit cell phone use?" 3. Why is it so difficult to enforce the principle that seats are for butts, not feet?

22nd Street needs more parking or a parking structure

3 things: - WIFI A MUST - MORE CARS, too crowded during peak times (morning/evenings and not just on bullets) - some conductors need a course or refresher on customer service skills; some are downright rude.

5:40 train always 5-8 minutes late. Overly crowded your lucky you can get on the train. Safety Hazard.

A better spread of trains from south of Tamian. There are 3 trains within an hour in the morning, however coming home they are spread out over 2.5 hours. It would be ideal for a lot of people south of Tamian to have a train leave gilroy between 5 and 5:30. I'm not sure why we need a train to leave 20 minutes after the first train in the morning.

# Comments and Suggestions

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A big downside to using Caltrain for commuting purposes is that the South San Francisco Caltrain station feels very neglected and unsafe. During winter when it is raining and gets dark before 6 I do not feel safe using the train station. Between the lack of shelter from the elements (wind and rain), the minimal amount of lighting, and in general the lack of any improvements with the station I am hesitant to use this station. As service delays do sometime occur I have been left at this station until 8pm or later where I genuinely fear for my safety. Adding some resources to improve this station could drastically increase ridership as there are many businesses in the area with a potentially large number of people who could utilize the train.

A local Caltrain shuttle in San Jose picking up passengers and dropping them off at Diridon Station would be a great investment!

A lot of the "intangibles" of Caltrain need work rather than physical trains: timetables, service frequency, peak capacity, and preventing breakdowns. It seems like Caltrain has dramatically improved incident response in the past few months to trespasser incidents and breakdowns, please keep working hard at improving the service.

Accelerate implementation of electrification and collaborate with California HSR Authority.

Ad Wi-Fi. I can only read so many newspaper articles.

Add more cars during rush hour. This surely does not meet fire code to crowd them this much

Add more trains on the weekend, especially bullet trains. Add more bullet trains on the weekdays. Add concessions so Caltrain can generate revenue. Add more cars. Add more bike racks.

Adding a 3rd bike car is absolutely absurd when you have many people without bikes standing every single day. Bikes delay trains and cause issues for boarding. 25+ bikes at most bullet stations take at the least 2 minutes to load whereas no bikes, it's down to 45 seconds to a minute of passenger loads. This is coming from one of your conductors, please add more capacity I'm tired of being in a sardine can everyday. Not to mention the unsafe conditions working with these bike passengers that disregard what we say and try to hit us with their bikes to move us out of the way.

Adding the additional cars to the Baby Bullets has been a huge help on the trains I take, but even those are getting full now. Additional bullets during the rush hour times would help and could be fit into the schedule. Using Clipper for parking would be a huge improvement. Getting beyond Clipper to a smartphone app would be even better, both for parking and for transit.

After you electrify, just buy some of these:

<http://www.mobility.siemens.com/mobility/global/SiteCollectionDocuments/en/rail-solutions/commuter-and-regional-trains/desiro-platform/brochure-desiro-hc-en.pdf>

Again, pls start to offer free WiFi.

Against high speed rail in the Bay Area unless the line are below grade level at neighborhood intersections

# Comments and Suggestions

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<p>All the conductors on my rides have been good people. With respect to the train accidents, there ought to be more outreach with various local law enforcement to enforce traffic laws near tracks during peak commute hours.</p>
<p>Amazes me how people continually have loud personal phone conversations every day and conductors do not ever say anything.</p>
<p>And express/limited stop at Santa Clara to Palo Alto would be nice.</p>
<p>any improvement is a plus, but linking fares across transportations system (eg. 1 ticket for caltrain and BART) would be a real step forward</p>
<p>Anything you could do to reduce the noise inside the car would be appreciated. Better insulation, better train/ track performance, reducing the horns. I like to listen to music, a book on tape or a podcast on my commute. Right now the the horn blasts are causing me to miss words not to mention giving me a headache. Thank you for your attention to these concerns.</p>
<p>As an occasional transit user, I really like the BikeLink lockers (pay as you go). I'm mostly seen them at BART stations. They make it a lot easier to work transit into my day.</p>
<p>As long as there is one bathroom on the entire train (all cars), it's a good idea to replace bathrooms to maximize seating.</p>
<p>As mentioned before, wi-fi would be a huge improvement on Caltrain, but the wi-fi should be free. It doesn't have to be super-huge bandwidth, but charging for it is out of the question. Also, there are not enough trains that stop at Belmont during peak commute hours - 1x/hour is simply not enough, and the shuttle does very little to improve things.</p>
<p>As much as bicycling to and from Caltrain stations is a good idea, I feel that they are a small group and take away from the seating options for the much larger group. Sitting is crucial on a peninsula length commute vs city. Possible answer is to provide much more storage at stations and end points so people can bicycle to and away from trains and not store bikes on the train itself. Also free wifi would be terrific.</p>
<p>As previously mentioned, the option for wifi should not only be presented as a 'pay-as-you-go' option. CalTrain should offer free wifi (at least for monthly rider tickets)</p>
<p>At-grade railway crossings are the biggest source of train noise in San Mateo. The diesel engines are next. I am really looking forward to electrification of the route, but without some extra investment into above or below grade crossings, the noise will only get worse with more service.</p>
<p>Atherton Station was not an option but that is the station I use when I travel by train. Please bring our service back.</p>
<p>BART should be built to serve from Milbrae to San Jose, thus circling the Bay. CalTrain should not be electrified, but the money spent on expanding BART.</p>

# Comments and Suggestions

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BART sucks compared to Caltrain! I used to commute from Fremont to SF. Now I commute from Belmont to SF. The Caltrain is way better than BART in many aspects: tremendously cleaner, smells way better, CalTrain Employees are WAY nicer and provide great answers as well as solutions for your problems. I feel the Caltrain employees really care about their jobs and taking care of us. The Caltrain is painfully slower as they have to wait for other trains to pass them. However, I would gladly wait 1 hour, schedule my commute for a cleaner and much better experience overall. Than riding a super smelly, sticky handrails, and overly crowded BART that runs every 15 mins.

Baseball game nights are pretty horrible. Fans don't know about getting off and back on to let commuters out, they often need the bathroom which is never in the car they're in, and for the afternoon southbound commuters day games are bad too. I know you can't do fan trains, but why not fan cars? Also better advertising for luggage car would be helpful. Thanks!

## BATHROOMS

Bathrooms are a major issue

Bathrooms are essential on the trains. When there are incidents trains are often stuck between stations for an hour or more. During these times bathrooms on the trains are absolutely necessary because passengers are not able to leave the train. However, it would be nice to have bathrooms at the stations in addition to those on the trains. In particular I would like to see a bathroom at the Milbrae station because bart to caltrain transfers sometimes involve waiting 30 min to an hour and the station isn't near any place with a bathroom.

Bathrooms are important. Eating and drinking are important. Bikes and seats are not important.

Bathrooms at stations & more in the train would be really helpful, there are so few. Patrons really appreciate being able to eat & drink in the trains while still keeping the train clean. Most of the conductors are really great & work very hard, thank you!

Bathrooms at stations, please!

Be on time more often

Before adding any fancy stuff, we need a reliable train. The current one do breaks down quiet often. When it happens we are not talking about 15minutes delay, but a couple of hours! And that does affect all trains on track. I almost gave up on Caltrain a couple of time because of unreliability and delays.

Being able to bring my bike on board is critical for my use of Caltrain. I commute via bike on both ends of my daily commute.

Being able to carry firearms onboard would be nice and would cost \$0 to implement. Grade separating tracks through Atherton and Palo Alto would be cool too, because those rich fucks deserve trains rolling through their backyards every 10 minutes. It would also be really nice if Caltrain could work with SF and Oakland to build another Transbay Tube, something which I would use daily.

# Comments and Suggestions

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Being able to get drunk on caltrain is the shit
Being able to pay monthly parking permit by using online Clipper Direct which is linked to company's commuter benefit program.
Besides the old cars please work with other trains to make sure the schedules work (light rail, buses, amtrak). The patch work of public transportation we have here is ridiculous.
Best of luck with upgrades! Caltrain is awesome. So punctual all the time! Sometimes the speakers on certain cars are very loud.
Better bullet service from Tamien. There are bullet trains leaving from Tamien, but none stop at hillsdale. Bullet from Tamien to Hillsdale please!
Better customer service by some of the conductors would improve my cal train experience. Ticket checking by some conductors is mean spirited. For instance, forgetting to tag on for a monthly pass on the 1st despite seeing the same conductor every morning for 2 years should not be grounds for a \$500 ticket.
Better transfer coordination would also be greatly appreciated! Almost every time I get to SJ Diridon to transfer to VTA light rail (->Winchester), the light rail is just leaving and I miss it. This happens every time during my evening commute, no matter which Caltrain I take. It's almost as if someone planned it this way. Please work with VTA to make this transfer take less time! Just sitting and waiting for the VTA light rail is currently ~1/3 of my evening commute!
Better transportation options to the station would be helpful
Better uniforms! The current ones seem unprofessional and look like Jiffy-Lube mechanic uniforms. Something like the old Amtrak ones. Shows respect for one's job and service offered.
Beyond the physical conditions for the trains, I would like to comment that some of the conductors are rude. I understand that they have a very difficult job, and that they are on their feet for their entire shift. However, that does not give them permission to yell at, or be outright mean to people.
Bicycles should be allowed to load first. This would give them time to organize. Walk on passengers could enter other doors or cars which would help keep bike cars for the bike commuters.
Big improvement in conductors from previous years. Also would help to have signs on ground to have people line up on sides of doors on platform. Hillsdale is a joke in the morning with people ganged up making it hard to degrading and even pass by to exit platform.
Biggest issue for CalTrain: capacity. Many commute and pre-commute time trains are already full.
Biggest issues are lower seat availability due to high usage (thanks for the new cars! ), and ingress /egress at the SF station. When there are emergencies, communication at the sf station is atrocious. But generally I really like caltrain.
Biggest need is longer trains/more cars. There is not enough seat capacity. Add cars!

# Comments and Suggestions

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bike access and capacity are my main concerns moving forward
Bike commuter is the one of the quickest growing rider base. Caltrain is doing a good job accommodating the growing trend. Caltrain should continue to growing support for bike commuters in the new train configuration.
Bike on board should be charged. You should have a fast track device attached to a bike that would be similar to Fastrack
Bikers should pay more since they take up the most space.
Bikes on Caltrain is an amazing service - please keep it and if possible expand it
Boarding at Hillsdale, I have to stand almost every day for part of my trip. More seating, more cars per train, or more frequent service between my stops on weekday mornings would help alleviate all the standees we have every day. Long-term bike locker rentals at Hillsdale would also help me avoid having to park the car there every day. Otherwise, the train is fast, comfortable, and a great alternative to driving - looking forward to any new improvements you can make.
Boarding at Sunnyvale is miserable at rush hour because of how many people are literally pushing to get on the train. Please have more frequent stops at Lawrence to reduce the pressure on Sunnyvale
Bring back the Sunnyvale Caltrain Shuttle to nearby businesses. Apple, LinkedIn, Google and others can benefit from this and I can't imagine they wouldn't support it similar to the MVGo in Mountain View.
Bring those electric trains fast ☐☐☐
Bullet train from San Mateo to Sunnyvale!
Burlingame, in my opinion, is poorly served during commute hours. It would be nice if there was a train before train 211 to ride (but after train 103), perhaps around 6:30 am to 6:50 am, otherwise I have to drive to Millbrae to catch the train, which is really inconvenient. Also, in the evening commutes is it possible to add a third train stopping in Burlingame each hour as the trains stopping there are at the following times: 5:40, 6:00, 6:40, 7:00 then 8:00 pm. Perhaps if the trains that depart SF at 5:56 and 6:56, respectively, can stop at Burlingame, that would be helpful.
cal train is a very good transportation system. there needs to be better signage at the stations explaining how to get tickets, and that you cannot purchase tickets onboard. i have helped alot of people use the ticket machines for the first time. they are awful if you do not understand how to use them.
Cal train rocks. It is easy to take and gets me where I want to go.
Cal trains are very important inter structure to the Bay Area .
California Avenue station desperately needs more frequent service during commute hours.

# Comments and Suggestions

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Caltrain "conductors" and other employees are often extremely rude. They often close the doors on me before the get a chance to board, I have witnessed them doing this to others. I have seen them yell at threaten people who hold the doors for even a second to help someone board. This behavior has seemed to worsen over time.

Caltrain at this point is very unreliable for the cost that we pay which is super expensive. The engines always breaks down, the lifts on the train will not work, single track in both the directions so if one train breaks down everything gets impacted which is not a good design. For the cost that we pay I don't think we get the services.

Caltrain can be convenient and is much nicer than BART both in quality of train and riders. However, BART runs more frequently and often times coming back from the city is challenging as I have to plan my evenings around when Caltrain can get me back. There have been a higher amount of delays recently as well, which causes many riders to be late to appointments and other obligations they need to get to after work, and the conductors provide minimal information about the delays onboard to passengers. There also needs to be a way for riders to be able to show conductors their Clipper Cards on their phones via app or webpage, because things happen, if someone forgets their wallet or their Clipper Card one of the days they ride, it's a pain to have to buy a ticket for the day when you already have spent about \$300 on your monthly pass. Some are understanding, but others are not.

Caltrain conductors don't have good attitude. They need to announce the stations, or they have to use the automatic announces. They can't use neither, so the passengers have to depend on themselves.

Caltrain conductors need to be more consistent, policies are applied unevenly.

Caltrain could really benefit from better customer service. The lack of announcements from conductors during delays and other incidents that ruin our commutes at an almost weekly basis is terrible. Riders often have to ask other riders if they are boarding the right train during massive delays. Conductors are nowhere to be found and often announcements are never made. I can put up with the lack of seating, smells, rude customers, 3 hour delays, electrical malfunctions and all of Caltrain's MANY problems, if only you provided us with SOME information.

Caltrain fares are more expensive than my running costs commuting by car.

Caltrain for commuting is not reliably on time - this is a huge problem

Caltrain has a long way to go in becoming a viable commuter system. Think fast, frequent, and efficient.

Caltrain has been great for what it has to work with. I'm hoping it gets the support to continue with faster and updated operations.

# Comments and Suggestions

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Caltrain has consistently been dismissive over the implementation of Quiet Cars, making various silly excuses for not offering them, while at the same time investing enormous resources to ensure drinking, partying, cell phone use, socializing, is always available, and that the bike riders union is always appeased and accommodated. Caltrain must elevate it's culture and mission to understand people need to use their time on the train productively - it's all not about having fun and partying. If Caltrain can invest so much time and attention to accommodating bike riders, drinking, booze, partying etc., it can invest resources on Quiet Cars for those individuals using time more productively and constructively, getting the business of Silicon Valley done. Yes, Quiet Cars are feasible despite the silly excuses Caltrain gives why it can't be done. Quiet cars are implemented across the country. They work there and they can work on Caltrain too. Caltrain simply needs to want to.

Caltrain has reached a crisis point by failing to anticipate and keep up with market demand. It is shameful how badly it has fallen behind capacity demand ... Glacially slow to implement anything ... long overdue onboard WiFi should be free. The zone-based fare system is horribly inequitable too. Short one- or two-stop rides across a zone boundary in one direction cost the same as long 12-station stop rides in the other direction. Time for station-to-station distance-based fares is also long overdue. Caltrain bureaucracy is suffocating and glacial ... it needs to be fast, modern, nimble, innovative and customer service focused -- just like its Silicon Valley customers.

Caltrain has so much potential and is so vital to the Valley but it is old and has poor contingency planning that few want to ride it. Also schedules are not matched well with population. I also worry about future parking as lots fill up fast.

Caltrain is a great service but needs to be updated

Caltrain is a great system - keep up the good work

Caltrain is a great system, outside of getting the system updated (cars/electric) just improving some of the communication would go miles in satisfaction. Updated times on the apps with ETAs after accidents, Information communicated when boarding what problems are, if the train is late, etc. The dozens of times I've rushed to board a train only to sit for 30 min because no one was around to say the train was delayed due to issues is pretty crumby. And then relying on a twitter account operated by someone who doesn't even represent Caltrain or have any more information than he gleans from twitter is pretty rough, particularly for Silicon Valley. One thing is staff are friendly, helpful, honest and I have yet to have a single bad experience with any Caltrain employee. Thank you for that.

Caltrain is a great value for the money. But it's getting extremely over crowded. Caltrain should consider options like having two engines and add more passenger cars. Instead of running same number of trains in North bound and South bound Caltrain should consider more trains in the direction that is more crowded (typically northbound in the morning and southbound in the evening). And please please some option to buy food, snacks at some stations.

## Comments and Suggestions

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Caltrain is a poor expensive system. It is a shame that the public transportation system is more expensive than it would be to commute by car. The Clipper card system does not integrate well with Caltrain's poor payment plans. There are not enough bike areas and the narrow hallways leads to congestion and crowd spaces. The Caltrain employees are not friendly people and overall it is a poorly designed system. For being in the Bay Area, you would expect a lot more.

Caltrain is bad enough but the icing on the cake is Clipper - I think I'd struggle to find a single person amongst the train regulars I know with a good word to say about it. Please fix it!!!

Caltrain is changing the schedule on April 4th. By moving the time by only a few minutes, I will miss my connections on a daily basis. Caltrain doesn't run trains often enough to think they can at will make schedule changes, and not mess up daily commute times.

Caltrain is far too expensive. Caltrain employees have exceptionally wonderful attitudes and seem to enjoy their jobs.

Caltrain is getting worse with the crowds.

Caltrain is good, but seems to have a lot of mechanical issues.

Caltrain is great and I would like to see it stay that way. I realize that operating costs are important, but one thing that I believe keeps it wonderful are the conductors. Unlike Bart, I feel safe because they are there. I know that if there is an issue, they will help out. And I believe that others feel it is not a great place to be a problem because they are there.

Caltrain is great!

Caltrain is great. Onboard restrooms are absolutely key. Very excited for the future

Caltrain is great. However, I have experienced personally and seen others where you are getting ready to step in the train and the door closes. Caltrain doesn't wait until all passengers are on or has a button to open the door before it takes off. Hence the reason I see people shoving to get on the train knowing the doors will close on you regardless if there are a few people in front of the doors to get on. I'm in no way referring to those who are just late. I'm referring to people who are right in front of the doors, attempting to step into the train, and the door closes without any way of keeping the doors open to allow you to get in.

Caltrain is handily the worst public transit system I've used anywhere in the world.

# Comments and Suggestions

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Caltrain is one of the best commuter rail services in the US. I've been riding since I was a child, commuted daily on your trains at various points, and now use the service sporadically when I'm home visiting family. What makes you great is your blend of traditional railroad conventions--like friendly conductors, onboard bathrooms, and allowing alcohol onboard--juxtaposed with modern conveniences, like your use of Twitter to communicate alerts and your progressive bikes-onboard policy. These all contribute to the exceptional service that you provide. Taking any one piece away would degrade the customer experience. Please remember how important these nuances are as you develop policies moving forward! :)

Caltrain is part of the problem; it contributes to the fragmented transit in the bay area. Caltrain should merge seamlessly with Bart (and I dare say use the same rolling stock). One ticketing / fare system. Complete system coverage. WAYYYYY more frequent service. Then you'd be a lot more relevant in solving the bay area's transit problem.

Caltrain is the least reliable form of public transportation I have ever used in the world. It is late more than it is on time, which makes using it for getting to a work meeting or a flight on time an extremely risky proposition. In addition, there is absolutely no reason to make people wait in San Francisco to board a train. In grand central terminal in New York (that handles at least 10x more daily trains), passengers can board the trains at any point before it leaves. Why make people line up/get crushed in a mob if the train is at the station and people could just board it. This policy is completely ridiculous and non-sensical.

Caltrain is too expensive!!!

Caltrain is too expensive. It is a great service that I will continue to use but it is NOT affordable and I could easily drive to San Francisco for less than the \$18 round trip ticket from San Jose. Yes, it would be nice to have faster trains, but I honestly wouldn't care about speed as much if the tickets were half as much as they are now. Please change this. People are spending far too much to use public transit in the Bay Area.

Caltrain is wonderful I just hope it can keep up with demand and maintain clean trains as we spend so much time in them.

Caltrain is wonderful. But that being said, there is a need for more Baby Bullet trains, more parking at the Diridon Station, an arrival and departure digital sign is need at the Diridon Station for all trains, not just Caltrain so everyone knows when the next Caltrain, ACE, Capitol Corridor, or Amtrak train is arriving and departing and on what track.

Caltrain isn't a perfect system but I still greatly enjoy my time on the trains!

Caltrain must be the worst rail system IN THE WORLD. Unbelievably bad. Impossibly expensive. STUPIDLY STUPIDLY STUPIDLY INFREQUENT. Who the HELL lets you get away with such crap??????????

Caltrain need to upgrade their current train system to avoid delays. It's very stressful to sit on uncomfortable chairs for over 80min. Free wifi should be integrated on new electric trains!

# Comments and Suggestions

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caltrain needs to be cheaper =[
Caltrain needs to develop additional tracks or alternative methods for safety to prevent the accidents and suicides. The contingency plans that are currently in place are poor and some of the conductors are not very informative of the situation when it occurs. Due to the increase ridership if additional tracks are created to dedicate just for express trains then more trains can be available; as well as those tracks can be used as alternates when accidents occur. Currently only having only 1 track dedicated for North & South is not feasible.
Caltrain needs to run later at night. Huge issue for me and other people I know.
CalTrain needs to solve the problem of poor service and unreliable equipment. Commuters are EXTREMELY tired of hearing the same excuses. Think creatively and get it DONE - that's what you're getting paid for. You wouldn't last a day in the corporate world with your kind of track record and tired excuses. Unfortunately, CalTrain is one of the few games in town on the Peninsula for public transportation.
Caltrain needs to train the conductor in handling boarding of bicycles at the busiest stations (e.g. Palo Alto). Simply shouting "move to the back" is not enough. One of your conductors (fit looking asian guy) does an excellent job at staging the boarding of bike riders according to final destination. He should train all the other conductors.
Caltrain needs to work more with other services to solve the last leg problem. For example, the MVGo buses are adequate but far from satisfactory in terms of frequency. A better partnership with connecting shuttles will go a long way in making riding caltrain a better experience.
CalTrain parking at the Millbrae station needs to be addressed. 100+ spots is not enough. I have small children and if I don't get there before 8 am, I don't find parking and how do I drop my kids off in school? I find this UNACCEPTABLE. And we can't park on the HUGE Bart garage? Really? Please think of your riders HOLLYSTICALLY.
Caltrain ridership has been significantly increasing and this is a trend that is likely to continue. Any planning for the future should make it a priority to provide sufficient seat capacity for all passengers at peak commute hours. This can be done by running more frequent trains or by increasing the seat capacity on each train or a combination of both. A secondary problem caused by the popularity of Caltrain is insufficient parking for park & ride users of Caltrain.
Caltrain rocks when everything works! We need more frequent trains, more parking at Tamien and better communication when something bad happens (outage or accident). It still feels like when there's an accident, caltrain goes to pieces and doesn't know how to react. Official Information is not readily available, and twitter updates from riders are the next best thing but often inaccurate or incomplete.
Caltrain rocks!

# Comments and Suggestions

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Caltrain service is terrible. Train is NEVER on time. 5 min late is considered a good day for Caltrain. Just this morning my train was 50 min late. After waiting for an hour at the station, I was so pissed off and decided to go home. You guys have the nerve to increase the fares with this kind of shitty service.

Caltrain should be cheaper. With the success of Silicon Valley, more people than ever are taking the train. This means trains are more crowded but you are making more money. Fares should NOT be increasing. Public transport should be subsidized by the government.

Caltrain should have the option for students (especially college students) a discount for monthly pass. I commute from SF to SJ everyday hoping there's a discount for monthly pass because I dont receive much financial aid.

Caltrain should provide FREE (not pay as you go) wifi for the price that riders pay for the passes.

Caltrain should run at least one train from S.F. to San Jose after bar closing times (i.e: 3 am) in order to service the night life crowd and prevent DUIs. This would be an excellent use of the train service to provide a public good and could be subsidized as such.

Caltrain shows a total and utter lack of accountability towards its customers. Unfortunately for your riders, they have little other choice. Riding the train definitely beats driving on 101, and Caltrain uses this to their advantage. They would have ridership even if their service degrades from its already abysmally low levels. What we need here is a customer bill of rights to keep Caltrain honest and accountable. I have little hope that Caltrain will improve.

Caltrain sucks. Wish I didn't have to take it.

Caltrain technology is outrageously and unacceptably outdated. In all aspects of it. Also, anytime there is a fatality, updates on screens are completely inaccurate and misleading. Most staff is rude or indifferent to the passengers. Parking fees are astronomically high. Bike storage boxes should be free. Lastly -- please install cameras in front of every train, so that at-the-site accident investigations can be SHORTENED, reducing the schedule-delays they cause.

Caltrain tends to be longer trips, and standing for hour long trips isn't going to make anyone happy.

Caltrain's pretty awesome. Let's make it awesomer!!!

Cameras and better security on board

# Comments and Suggestions

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Can Caltrain and ACE show a little bit of co-ordination with each other and a bit of humanity for the passengers. There are times when one train ( mostly Caltrain ) leaves Santa Clara as ACE is getting on to the platform forcing passengers to miss their trains by a period of time less than one minute. In today's age of technological advance, is it too much to ask for such a simple ( alright - you would claim that a minute's delay will cause so many issues et all - but if you can't solve an issue caused by a minute, probably you should ask for help from the IT companies Google/Microsoft/Facebook and they would help you fix the issue ).

Can we have more work desks? Also, would be great to have a single, non stop bullet from San Jose to San Francisco.

Can you imagine Muni or BART providing service only hourly? That's what Caltrain does in midday. You should increase frequency to attract riders.

Cannot wait for electric trains and more crossings not at grade.

Can't emphasize enough how critical the need is for more seating during commute times. A quiet car is second on my wish list after that. The survey mentioned pay as you go wifi? Free wifi would be lovely. If it's pay as you go I might as well use my phone.

Cheaper price please. :)

Cheaper ticket, more new trains with clean restroom, please

Clean cars and stations frequently and consistently. Have functioning bathrooms that are kept open, clean, well lit and safe. charge bike riders to bring their bikes aboard. bikes take up space that a rider could occupy. Bikers should pay to take up extra space. Create a robust, user-friendly, mobile app.

Clean restrooms more often.

Cleaner trains would be nice.

Clipper card auto-load feature is great, really appreciate it! Caltrain staff are uniformly awesome, do their best to make it a pleasant and informed experience.

Clipper card integration w Caltrain ticketing. Please. More trains please. Better bike stuff.

Clipper Card system has problems processing credits. See Better Business Bureau complaints.

Clipper is terrible.

Clipper monthly is a hassle!! Cannot always take exact zone route on first tag! Please change

clipper needs to shorten the time from paying to loading it should not require planning a week in advance

Clipper should charge a zone upgrade for zones traveled outside of a monthly pass. Example: I have a Zones 3-4 monthly pass. If I travel zone 4 to zone 1, I should be charged \$4 for the two extra zones traveled outside Zones 3-4.

# Comments and Suggestions

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Clipper tag-on/tag-off for monthly passes is easy to forget, stressful, and needless. You should get these guys to fix it, this is basic database programming to get the passes to be loaded automatically.

clipper ticketing system is outdated, vending machines are slow (use dialup connections!) especially when compared to VTA machines also selling Caltrain tickets, automatic pass renewal and clipper website are unreliable.

Clippercard system is really not efficient and troublesome. I had encountered many frustrating experiences with them. It would be great if Caltrain would not use Clippercard again, as their main payment system. Caltrain cars are also too crowded. We'd need longer trains, or cars with better capacity, or more train frequencies.

Communication and consistency are key factors to customer satisfaction. I was on a train that unfortunately was involved in a fatality. From the moment the incident occurred, there was little to no information provided to the riders. The information that was provided was a complete lie (e.g. "We need to off load the train at Bay Shore. There is a rescue train right behind us." There was NO rescue train. Caltrain simply dumped us off in the middle of nowhere and we had to fend for ourselves.

Communication needs to be increased along with the sound system as often I can barely hear the conductor or the sound is so loud it hurts my ears. There is rarely happy medium.

Compared to other developed countries around the world our train system is abysmal. Infrequent, slow service, stations that are lifeless, and too few cars on a train.

Complete lack of information re Sunday 3/6 delay is inexcusable. No personnel at this unmanned station. No news on signboards. No online news. Just "Please expect delays due to trespasser incident". How long? It's been 20 min with no eta and no explanation.

Conductor comments are listened to and respected. I would love to hear a conductor ask patrons not to SAVE SEATS when we are at standing room only. Please consider ticketing anti-social commuters who usurp two seats.

Conductor should check tickets when boarding or off boarding and not in the middle of the trip. So far all conductors are very nice and approachable specially train 264

Conductors are great!!! Giants Fans may force me to leave the country!!

Conductors do TOO much talking TOO much talking! Some announce the station 3 four and 5 times, it's ridiculous! Also, open the doors at commute hours for boarding in SF at least 20-25 minutes before hand--there are HUNDREDS of passengers trampling over each other to get on the train when the 2 doors open 10 minutes before boarding, all while the conductors stand on the other side of the locked door talking and doing nothing--when entry doors from the station to board are open early, it's a nice flow to board--the trampling is AWFUL and makes for a super unpleasant ride just trying to get on the train--it's BAD--go have a look at 5 pm in SF

conductors have too many announcements to make

# Comments and Suggestions

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Conductors who hassle regular customers who they see everyday about their clipper card where there is a issue of no fault of the customer and just letting it go. Go after the obvious person who is avoiding the fare. Most conductors are really great and not jerks.

Connection to BART schedule is important especially mid-day when only hourly Caltrain can leave me stranded at millbrae waiting for a train

Connections need to be timed. I like the limited and baby bullet schedule but often have to wait for connections

Consider bringing caltrain up to international standards with the new trains in china

Consider more efficient use of upper floor by slightly increasing the height of the cars and placing 4 instead of 2 seats a row. Reduce honking noise and lower the barriers some 30 seconds earlier to give people that are mistakenly still on the tracks more time to evacuate themselves.

Control the scooter and folding bike issue more. They're taking up room and should be on bike car.

Conversion at this time is poorly conceived.

Coordination with Bart at sfo should be better. I just waited 10 minutes to get a Bart to Millbrae but had missed the caltrain by 4 minutes at 135pm on a weekday and have to wait almost an hour for the next train. With better coordination I could've been on the 131 train rather than standing on a Bart platform. Now I'm stuck standing at the caltrain platform due to minimal seating for 56 minutes.

Could be the crews be kind? Being a senior, I forgot to tag the clipper card. The crew made me get out of the train and closed the door and then left without me. A couple of times, I put my card on but the machine was out of order. I've asked the crew to do for me but did not help me. I had to wait for the next train for an hour or take a bus which took long time.

Could we get digital boards or PA systems south of Tamien to notify us of late trains, schedule changes etc

Crowding on trains makes it very difficult to use during commute times. Infrequent service on weekends and evenings a deterrent to ridership.

Customer experience extends to the entire community that is impacted by Caltrain, not just the riders. You should be equally concerned about noise pollution as you are about all these other items. Doing so would go a long way towards being a welcome part of the peninsula/South Bay and likely earn more ridership vs. being a divisive and negative feature of our neighborhoods.

Decide whether or not you're running a bike cargo service. If you're not, do something about pedestrian safety at Palo Alto so we can stop keeping our head on a swivel for bikes riding in the tunnels, down the platform, etc etc. If you ARE running a bike cargo service, let me know so I can go back to driving.

# Comments and Suggestions

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Decrease NOISE POLLUTION .. Horns, track noise and engine noise interferes with quality of life!!!!!!
Delays are frustrating.
Despite all the complaints, Caltrain offers great service at a great price!!! It's my favorite part of the morning commute. And yes, trains are cramped, but they get me where I need to go, almost always on-time or at best, a few minutes late. So, many thanks! I'll look forward to the electrification with faster and so much quieter locomotives!
Diridon station: Schedule and track assignments should be on same wall, not opposite each other. I see many confused riders trying to figure out where to go.
do better
Do not raise fare as much as it should.. currently at the gas price, it doesnt justify to pay caltrain fare to work, cause its actually cheaper to drive to work ( i have hybrid). The only motivation is highway congestions.
Do something about noise abatement at grade crossings. Don't need not bells and horns. Regulate horn decibels and usage. Don't design Caltrain to accommodate HSR. Minimize catenary blight. Tunnel/trench under grade crossings
Do your best to keep the present cars and locos in good order. I expect electrification will be a LONG time coming
Does the horn blowing need to be so loud? It is very important for safety; just questioning the volume.
Don't get like Bart!
Don't get rid of bathrooms or eliminate food/drink. Come on! These are the things that make you better than BART, VTA etc.
Don't know if this is the right place to say this but please have the trains leave the station when they're supposed to an not leave early. I'm missed the train a few times because the train arrives at the station early and leaves early. I know the train has a schedule to keep but if it's early, can it be at the station a little longer? I've been buses before when they seem to do this. They stay at the station just a little longer sometimes after people are on board.
Don't take away the right to eat and drink, that would be awful.

# Comments and Suggestions

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Don't think you should replace bathrooms on trains, but there should be a bathroom at EVERY station - it's completely unacceptable that there isn't currently. Needs to be MUCH better bike storage and bike parking options at the Caltrain. I used to bike about 2 miles from my residence to the Sunnyvale Caltrain every day to catch the train to San Francisco where I work. I had to fight for a spot to just lock up my bike, and then my bike started getting vandalized and parts stolen to the point where I was forced to stop riding my bike - the vandalism and stealing happened at least 5 times to my bike, and obviously occurred to nearby bikes as well. Since I have no alternative transportation, I now walk the 2 miles every day to the Caltrain station because my bike is beyond repair due to the vandalism at the station. I think this it's absolutely disgusting and unacceptable that Caltrain has done nothing to prevent or address this type of theft, as it essentially discourages bikers from utilizing Caltrain and rewards those who drive to the train station.

During the times I typically commute, the time between trains is an hour or more. I normally take the 12:01 AM train from San Francisco. During the overnight hours when Caltrain is not running, I feel that a Caltrain monthly pass should cover the full cost of the SamTrans 397 bus from San Francisco.

educate people about train etiquette and actually enforce it. Too many people with their feet on the seat or eating curry (it stinks). Actually make people pay fines - I have been traveling for two years and have never seen anyone get a ticket, they always get just a warning. This makes me, regularly paying customer, angry. Why do they get away for not having a ticket? They all claim ignorance (oooooh I didn't know I needed to tag on.. whatever!) Conductors are too nice to these people.

Electrification cannot come soon enough!

Electrification cannot come soon enough. Please make it happen.

Electrification should not be capped/limited to 6 trains per hour in each direction. Grade crossings must be improved to prevent the rising number of auto/train accidents. Equipment must be kept in state of good repair to avoid breakdown delay. Bike carriage on new electrified/or diesel must maintain at least status quo of 72-80 bikes per train

Electrification-bring it on!!!

Electrify and eliminate level crossings!

Employees are easy to approach and many have a smile on their face and seem to enjoy their work.

Enforce the rules for those who sit in the handicapped and senior seating when they don't belong in them.

Even after adding a 6th car, the peak-hour baby bullets southbound are standing-room-only by the time we hit Palo Alto. Either increased frequency or more 6-car trains might alleviate some of this congestion. The ridership is obviously there, and should be invested in.

# Comments and Suggestions

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Every train runs from San Francisco to San Jose Diridon. Since Tamien is so close to Diridon, my request is that all trains terminate in Tamien (unless they are going to Gilroy). Then once the people get dropped at Tamien you can bring the train back to the yard at Diridon.

Everyone at Caltrain is doing great work, and you're providing an amazing service in face of the lack of dedicated funding and the age of the equipment.

Except during commute hours, there a poor connections between the Mountain View station and the Computer History Museum. Please keep restrooms on trains. I rarely need one, but IF (as I get older maybe WHEN) I do, it's very important!

Excited for the new train. Curious if it extends to the BART and hoping we're building a train for the future without pricing out vulnerable communities of workers.

Extend current zone 4 from Tamien to include Capitol. Alleviate parking congestion, offer more trains to Capitol.

Extremely unreliable service. I was probably stranded a dozen times over the past 12 months due to mechanical failures, suicides, etc At the station you get ZERO reliable information about what's going on. Totally worthless. Scrap your system and start over.

fare is way too expensive ridiculously high and too frequent price increases. trains are too slow need to speed it up. parking needs to be free or 1\$ most important need better security lime transit police or Caltrain police. I hate to see people always get off with warnings for not having tickets this is BS to those of us who follow the rules and always have a valid ticket this is a real problem and loss of revenue for Caltrain people who don't have a ticket need to be issued a fine but Caltrain staff goes easy I guess to avoid confrontation this is why Caltrain needs some type of police officer on board

Fares need to be lower. I make \$18,000/year. I cannot afford to have a car. I cannot afford to take Caltrain, but it is virtually the only option to travel North-South through the Peninsula. It is sad to see that this survey doesn't solicit feedback about fares; it goes to show how the inequity of the fare structure is not even on Caltrain's radar

Faster and more frequent service, please. With conversion to electric, Caltrain can add more stops and still get from SJ to SF in about 1 hour; however, it would be great if Caltrain created bullet lines that get from SF to SJ in 45 minutes or less. Maybe consider adding different stations to the bullets, so one would never have more than 5 stops between SF and SJ, but those stops would be different for different trains. Basically each stop would be served 2x per hour during commute times and 1x per hour during non-commute times, but one would still be able to make fast trips given the limited number of stops. Train 1: SF, South SF, San Mateo, RWC, Palo Alto, Sunnyvale, SJ Train 2: SF, Millbrae, Hillsdale, San Carlos, Menlo, MV, San Jose Train 3: SF, 22nd St., Burlingame, Belmont, PA, San Antonio, Santa Clara, SJ

# Comments and Suggestions

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Faster bullets should be introduced which eliminate many of the stops. Considering the volume of people who travel daily between SF and Palo Alto, it makes great sense to run trains that bypass all stops between the two. SF-PA-SJ .. the ultra bullet will be very popular and draw large numbers of riders away from the other trains. I've noticed a great number of seats on the trains have seat cushions that have been pulled as well as seat backs without padding that make the long ride far less comfortable. It would be great if these types of problems would be addresses when the come up rather than ignored.

Fix Clipper, ID train in station better, more trains running

Fix the message boards at the stations, as well as the audible announcements of oncoming trains. They really suck. I'd rather have the boards turned off if they're not working than have them announcing incorrect and unreliable information (such as displaying arrival info for last night's trains, as happened last week, or announcing the approach of a train that doesn't actually arrive for another five mins, as was the case in Mountain View this morning).

Focus on making the service more reliable before taking any dive into wifi.

For bullet service, the timing between trains is unbearable. It's either 15 or 45 minutes. It would be AWESOME if there was a train every 15 minutes that stopped only at the following stations. San Jose Diridon, Palo Alto, Millbrae, and SF (and vice versa in the other direction). Those seem to be the busiest stops. Or maybe such a train runs 2x an hour and the other existing trains with the 6 stops keep on keeping on. but the spacing of bullets needs to be improved.

For your survey's use a progress bar so that the user knows how much longer it's going to take. I work at SurveyMonkey, and this is a feature. But most of all MORE PARKING AT MILLBRAE

FREE Wi-Fi ... not pay as you go. Make it FREE!!!!!!!

Free wifi and more parking at stations are my biggest concerns.

Free wi-fi is, I think, the most critical service to provide for riders.

Free wifi please!

Free wifi please!

free wifi would be great and convenient. Surprised how bad cell service is.

FREE wireless. C'mon you can do it just like every coffee shop, cafe in the world!

Frequency of mechanical breakdowns seem to be the most common gripe I hear about Caltrain.

Frequent service would certainly be super useful. Other than that, Caltrain is certainly among the better transit agencies I've used.

Fuck you!

FYI. I currently only ride CalTrain about once per month from work to my boyfriend's house, but will be moving there this summer. I plan on riding my bike to the CalTrain station and riding the train to work everyday once I move.

## Comments and Suggestions

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<p>Generally love Caltrain. Hate the gallery cars. Dislike the increasing crowds and lack of seating for my long haul from SF to MTV. Wish 22nd Street had a second set of stairs, because everyone's trapped on the platform while the crowd uses the one and only egress. Seems like there may have been an old historical set of stairs at one point, mid-station, on the East side - or maybe a new set closer to the new bridge would be better. I wish there were a better way to prevent trespasser incidents, because I have no alternative way home from MTV to SF when something goes awry.</p>
<p>generally, love caltrain. Conductors are great, very nice at accommodating me and my stroller.</p>
<p>Generally, speaking I think Caltrain is a well run system and is responsive to their riders.</p>
<p>Get rid of Clipper. if it was a private company the principals would be in prison..</p>
<p>Get the bicycles OFF YOUR TRAINS!</p>
<p>Getting a seat is vital to a smooth Caltrain experience - when there are too many riders or bicycles it becomes inconvenient</p>
<p>Getting from 4th and King to downtown is a nightmare; commuting with Giants fans is a nightmare; conductors are great but they have a hard time enforcing basic courtesy rules (e.g., one ticket = one seat, etc.) - gets very frustrating</p>
<p>go caltrain!</p>
<p>Go Caltrain. It is a great service to the community. Improve the communication to keep people updated; keep the trains clean</p>
<p>Go for the best. Underground frequent car crossings and make the trains very fast.</p>
<p>going to Gilroy in the morning does not work, no service at all. I know this is not the normal commute direction and I don't expect there will ever be rail service south before noon and north after noon. So we all drive it. VTA is horrible!!!! Light Rail will never go to the Gilroy area</p>
<p>Good job! Now more trains.</p>
<p>GoPasses should be electronic and loaded onto a card like Clipper. The penalty for losing a silly sticker now is outrageous. If it were electronic, the pass could be deactivated so avoid the finder using it for themselves.</p>
<p>Great integration with light rail and baby bullets at Tamien in the morning!</p>
<p>Guys, you keep hiking up the fair (been riding since 2008) and the service keeps getting worse and more crowded. The only reason I ride Caltrain is because other transportation services ARE NOT AVAILABLE. please fix your real-time notification (what the hell? why do I need a twitter account to see if my train is late), a GPS tracking on the trains (you shouldn't have to get a rider retweet to see where the train is), and more bullets outside of a 20 minute window in the morning (7:45 to 8:03 in San Jose; no bullets other than that? that's crazy!).</p>
<p>Happy to learn you are improving your services!</p>
<p>Happy to see you're interested in our opinions and considering to make changes :)</p>

# Comments and Suggestions

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<p>Have called and emailed Caltrain cust svc multiple times. No one EVER replies. Maybe the funds are all going to the guy with no experience they hired to run Caltrain who was sitting at the table after spending \$250k for a national search. What a joke.</p>
<p>Have less announcements on shuttles</p>
<p>Have more "quiet" cars or post "courtesy" rules to remind people to pipe down when on cell phones. Also, courtesy to not consume noisy or smelly foods on train (ie nachos or hot dogs!) that linger on. Also, reminder to keep feet off seats.</p>
<p>Have more trains stop at Sunnyvale</p>
<p>Have trains stop at the same spot all the time, and Mark door locations at the stations</p>
<p>Having a conductor-alert button in each car or vestibule would be very helpful for passenger safety, especially during peak hours when it can be very difficult/slow to push through crowds to find a car with conductor in urgent situation.</p>
<p>Having bike capacity on the trains is very important to my commute. I would love to see bike capacity increased as more and more people learn that it is very convenient to commute with a bike.</p>
<p>Having free wifi access and alcohol access on train would be great. More seating and working space for commuters. Better bike storage at stations and on trains.</p>
<p>Having more frequency throughout the day would cause me to use it for more than just commuting</p>
<p>Having more frequent train service connecting secondary (i.e., non-express) stations during rush hour would be helpful.</p>
<p>Having more trains to and from Gilroy would be great. I get off at Capital and if I need to leave work early, it takes me over 2-hours to get home when the Gilroy train is not running. For work commute, I've been riding CalTrain for 5+ years in the afternoon but the train does not run from Capitol early enough so I take an express bus in the morning. I have been riding CalTrain for pleasure since the 1960's</p>
<p>Having traveled the world and living in NYC for 8 years. I find the signage at the stations to be lacking as well as signs for the restrooms in the trains. Also, more frequent trains for sure as trains are packed, so we need more.</p>
<p>Highest priority is predictable service. Second priority is good communication when things don't go right. Thanks for asking!</p>
<p>Hire less rude and more pleasant conductors and train employees, generally. Make sure they're working while on trains vs. social chatting with each other the whole ride</p>
<p>Hire security at each station. Install bathrooms at each station. Vending machines would be super helpful, either onboard or at a station. There needs to be a better clipper card integration to your system since it's very easy to forget to tag off if you're not a monthly pass user. Ticket prices are way too high.</p>
<p>Honestly, seats and schedule are the two biggest things we need. Not a mystery, I know. But please don't try to add seats by making the legroom smaller, that's just unacceptable. thanks.</p>

# Comments and Suggestions

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Horn noise during night hours is unacceptably loud and long, waking up my family even though we are almost a mile away from the tracks. Some engineers lay on the horn, to an increasing degree over the last few years. We actually need to close our windows at night to try to avoid the noise, but it's still too loud.

horns are too loud -- drive us crazy!!!!!!!!!!

HORRIBLE airport connections. The time it takes to get to either SFO or SJC is ridiculous. It's an embarrassment. The coordination with BART or VTA is inefficient. BART is as much to blame, of course.

<http://caltrain-hsr.blogspot.com> seems to have the public's best interest in mind. More frequent service, faster start stop, mid peninsula overtake to reduce end to end travel times, and allow CalTrain to take a backseat to HSR IF there is a conflict. I'd rather be stuck in the 21st century than the 19th. What will it take for the JPA to align their interests with the public?

I absolutely hate riding caltrain. Your cars are DIRTY inside. They frequently smell like poop. The clipper card/monthly pass system is antiquated, inefficient, and unintuitive to deal with. Your "tickets please" conductor situation is annoying, if you want people to pay, just use turnstiles. Most of all, your train service is unreliable though. You cannot tell people they can use you as real every day transportation and then frequently leave people stranded at random stations along the line or waiting/delayed for hours with no estimate of the time to resolve an issue. I don't care if someone was killed by the train, you need to do a better job keeping people off the tracks, and the frequency of these events is simply unacceptable from a service that wants to be primary transportation. You have no reserve planned in to your system to accommodate unforeseen circumstances or emergencies.

I adjust my schedule to the available service, but I think that to expand ridership, the schedules must be frequent enough that people don't have to wait more than 15 minutes for a train - more like BART.

I already like Caltrain a lot and hope to see it get better over time. I look forward to seeing it become more metro-like (higher general frequency and shorter travel times) from the electrification. I feel strongly in favor of public transit. I enjoy taking Caltrain and public buses even though I could take a corporate shuttle. I do not have a driver's license and am determined to make everyday life work without depending on a car.

I am aware of the multiple, more direct ways to add a monthly pass to my Clipper card. Still, I would also like there to be a direct way to add the Caltrain Monthly pass to my Clipper card, when I pay online, without the need to tag on and off the first ride of every month. I see that one of the choices in this survey was about installing more Clipper compliant ticket machines. If that happens I will be purchasing my monthly pass from it. I hope that at least one will be installed at every Caltrain stop. I suggest giving the machine the ability to update our Clipper cards with anything we purchased online with a single tap at that machine.

## Comments and Suggestions

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I am excited at the prospect of Caltrain expanding down near the Moscone Center because I work right there. I don't know if that's being seriously considered but I figured I'd endorse the idea anyway.

I am greatly disappointed about the planned new (false) "addition" (rather than actual substitution) of another bike car (at the cost of removing a passenger car). Caltrain seems to be letting itself be bullied by the vocal minority bike lobby, valuing them over the vastly larger number of non-bike passengers. We have grown at a faster rate than the bikers. The bikers take up 2x or 3x the space yet are not charged correspondingly. And now non-bike passengers must once again be stuffed tight together, standing for long times without seats, due to this well-organized small vocal minority. Their small numbers do not justify these changes compared to the greater needs of the much larger non-bike ridership. Caltrain should implement NO bikes during commute hours. They are dangerous at the crowded stations as well as delay all the stops and trying to get on and off. They're just a mess and no one at Caltrain seems willing to stand up to them. Greatly disappointing.

I am particularly happy with Caltrain staff (conductors). They are professional and fair. I compare the Caltrain experience to BART. BART has no rules or endorsement. Caltrain is a much better way to get to work because of your highly professional conductors

I am taking this survey to complain. Complain about the customer service phone line which is rude and useless - always making accusations and excuses for incompetency. Always cutting off what I am saying. Always implying that somehow I am deficit. Are you standing in the blue square? No I am sitting on the blue bench. What? Do you think that I am as incompetent as Caltrain is? Of course I am in the blue area. The disability car stops nowhere near it most of the time. I complain about the Caltrain personnel who ignore disability daily. Nowhere to be found most of the time. I am sick of it. I make a point of being in the blue area to see if any personnel offers help. The train comes, nobody comes, I have to go and I drag myself up the stairs. Once aboard, there is no seating for me. Passengers don't get up. I have sat in stairwells most of the time. Ticket checkers profile me. I watch as they completely bypass a car full of people to zero in on me alone. Me, Myself, and I have a MONTHLY PASS stupid. I call and complain and NOTHING CHANGES. CalTrain, you are incompetent and you violate ADA daily.

I AM VERY CONCERNED ABOUT THE NOISE LEVELS. WHY DO THE CONDUCTORS HAVE TO BLOW THEIR HORNS FOR SUCH A LONG TIME AND AT ALL HOURS OF THE EVENING. WHY?

I am very unhappy with how crowded many Caltrain trains are recently. It is uncomfortable to stand, it is uncomfortable to squeeze past people, and I cannot work on the train while standing up.

# Comments and Suggestions

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I both ride CalTrain and live near the tracks. The horns are WAY too loud. But I realize the importance of CalTrain, my parents use it a lot, and I do for work occasionally. It's necessary for commuting, but I am NOT a fan of HSR. Stick with local/commuter service and don't get in bed with HSR...

I can't wait for Caltrain to have a station at the SF Transbay Terminal, Faster Commute, More Frequent Trains and WiFi.

I can't wait for the next generation of Caltrain for the 1990s European experience

I can't we get rid of this 19th century technology?

I commend the survey as a device to engage users in helping to achieve better service.

I dislike showing up for a train and not being allowed to board (at Mountain View) Northbound trains due to lack of bicycle space.

I do hope Caltrain is considering improvements to the South San Francisco Station. It's quite frightening in the evening due to lack of lighting and there is not enough parking spaces and the garbage that accumulates there in the lot is bad as well as the graffiti. Please, please remodel it soon. Thank you!!!

I do not care about more service to Gilroy but it would be nice to have more service to Tamien

I don't have much to complain about Caltrain. The fare increase was kinda lame, but I get it.

I don't need more trains I need trains that make fewer stops. Buses should serve little stations with fewer but better/larger stations. Reserve spaces for bikes too.

I don't take the train frequently enough to know all the rules and norms. When I do ride, I usually take my bike with me. I don't know if there is now a second bike car on all trains, but if so, it would be nice to mark it on the station platform (where to stand to embark). Keep a supply of yellow bike tags in the train car. I only commute well outside normal work hours (after-work activities and weekend pleasure trips) and there used to be no staff on board to hand out the yellow tags. There has been staff on two recent evening and weekend trips, so maybe that is the new norm? I hope so! At the two most busy transit stations - 3rd Street SF, and Diridon SJ - it is hard to know with the multiple tracks which one to take, especially late at night. I've been mostly lucky in making the correct guess. There needs to be clear signage at the entrance to the ramp or track. You can't expect people in a rush to catch a late train to have seen the chart back at the station entrance. Also, as an infrequent rider, I don't know the number of the train I am taking, just the departure time and direction. Please make that clear, not just the train number. Thank you for asking our opinions. I love Caltrain, and would probably take it more often if trains ran more often. For the record, I most frequently take the train on the weekends from the Atherton station rather than Menlo Park. I live equidistant between those two and I love the quaint Atherton stop. Top of my wish list, not asked, would be to finish the round-the-bay connection between San Jose and Fremont.

# Comments and Suggestions

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I don't think any of the questions in this round of your survey process addressed this issue, but PLEASE find a solution to the constant delays that Caltrain experiences. I realize that some delays are out of your hands (suicides, etc.), but there are fairly constant train break-downs that essentially shut down the transit system for hours. When you relay on Caltrain to be places at a certain time, this can be devastating to your schedule (and your paycheck, if you have to pay for secondary transport).

I don't understand why you need to know which country people were born in. How does that really make a difference?

I enjoy riding Caltrain. My only complaint is that we are rarely alerted of delays until it's been way too long and several folks ask.

I feel scared to ride cal train .. i always think i have the "proof of payment" then they scan my clipper then they say nope you dont have it.. then i get a fine even if have the monthly passes which is often greater than a red light violation. i dont know why the policy is so severe and strict. and make us deal with the court system. if i had another option i would take it.

I generally like Caltrain. I've commuted in the past for three years. What I am very disappointed about is that there is no space anymore to sit when boarding in Sunnyvale and some people have to stand all the way to San Francisco. No bathroom access at stations (except SF) is a bit inconvenient as well.

I greatly hope the electric cars will be quieter than the current diesel cars and that they are implemented soon to reduce pollution

I hate Caltrain and I have to take it everyday.

I hate the face-to-face seating on the newer cars. I hate staring at my fellow commuters, and knocking knees with them. The AC systems are bad. Please get the AC working better on all the cars. It gets very uncomfortable.

I have a fancy-looking bike. How do I make sure it doesn't get stolen?

I have been riding for a long time. I got very frustrated so started keeping track. The northbound 4:20 train at South San Francisco only seems to have about a 45% on time record. Those of us who use your service to commute for work, and have connections to muni etc to make depend on timely service. This is Caltrain's biggest failure, and it is ongoing, pervasive and has not improved in any meaningful way the 20 some years I've been riding Caltrain.

I have been very satisfied with riding Caltrain for more than 25 years and look forward to the new electric trains.

I have commuted on Caltrain and BART (when I lived on east bay) for years now. I love the Caltrain! (the BART..not so much) Very friendly conductors, nice(er) people on the train, love that fact that you can eat/drink on the train, that you have bathrooms on the train. I would like to preserve that as we fix some of the things that don't work as well- frequency, travel time, trains at night, frequency (I did already say that, right!)

# Comments and Suggestions

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I have gone from riding Caltrain 2+ times a day to about 1-2 times a week because of changes in service. It is frustrating to me to be asked how frequently I ride Caltrain, because service cuts to "local service" (i.e., between Redwood City and Hillsdale), particularly in the mornings, mean that I can't catch the train for what was a ten-minute trip on Caltrain. I now must ride Samtrans ECR between Redwood City and Hillsdale, a trip that takes about 30-35 minutes in the morning. (i.e., 3x the previous time). We need more local service! Also, we need to be able to legally bring our dogs on board, like on MUNI!

I have had multiple issues with Wageworks/Clipper. Please use modern technology so I can have proof of payment without the Clipper Card. Thanks

I have to stress that bathrooms on trains are important in the event of a track obstruction. Also for people with hour long commutes cannot get off the train to use proposed station bathrooms. I'm surprised there were no comments about parking or how people arrive at their origin station. Increasing service is great, but parking fills up at Tamien and you can argue Diridon as well since there are a lot of time restrictions parking at the SAP center. So if our shitty communities wont approve more housing around stations, parking is full and/or difficult, and VTA connections are inefficient, then I cannot see more times being as helpful as they should be.

I have to take the train @ tamien station due to lack of trains leaving & returning to the gilroy area. I think if there was more services people would chose to ride rather than drive

I hope CalTrain can secure better and more funding to make the trains more reliable.

I hope Caltrain can work with the city of SSF to get bike lanes on Grand Avenue to improve bike commuter safety.

I hope something comes out of this process.

I hope we can privatize caltrain. I would happily pay more money if this was the case. Caltrain is absolutely terrible, mostly because it's not consistent and it takes too long to get to SF. There are clear dead spots so you can't even get a lot of work done on the train. There should be a bullet train that takes you directly to SF. Also, some of the conductors are rude

I know it may take legislation, but you should start charging more for bikes.

I know this is going to sound petty and it's not the point of this survey but.... PLEASE can someone tell the crew of Train 312 to cool it with the announcements. A year ago I switched to 312 from 314 for my morning commute and holy cow these guys do not shut up. At 7 in the morning I do not want to listen to them babbling on the PA for the whole trip. Please, take the mic away from them!

## Comments and Suggestions

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I know tragedies and accidents happen and are unpredictable, but it would be good to have robust and rapid response plans in place to try to minimize the impact. Also realtime updates to an app would be most useful to alerting riders of this, and maybe having buses at each station just in case might be good to move them around any stalling. From following the Caltrain Twitter it also seems like mechanical failures happen more often than seems would be acceptable, so maybe a better maintenance/performance check plan.

I like Caltrain a lot but the overcrowding has really been miserable. I hope that either adding more cars per train or more bullets outside of commute hours would help.

I like Caltrain.

I like caltrain. Need more room for bikes. Need onboard wifi. Need app for phone that shows where train is.

I like riding Caltrain, some of the conductors are extremely nice.

I live in San Francisco near Daly City and would love to board CalTrain closer to home, but it is difficult to get to the 22nd St station without significantly adding to my commute time. Additional CalTrain stations in the city, or dedicated shuttles to existing CalTrain stations, would be a great help.

I live in the Farm Hills area of RC. I wish we had regular bus service down to the station. I live on Stony Hill and it is much too far for me to walk down to Farm Hill Blvd. Don't know how many more years I'll be driving and would like to be able to continue taking the train to the City. I live on Stony Hill Rd.

I live near Caltrain and although expanded service is great, I really hope Caltrain thinks about noise pollution. We can't keep our windows open at night because the trains are so loud morning and evening. It's impacting our quality of life negatively.

I live near the Menlo Park caltrain station and I would add that a big priority for me would be noise pollution management. I understand (being close to the intersection of oak grove and alma) that there is going to be noise associated with the closing of the gate, the passing of the train, and the legally required horn, but there is WIDE variation in length and number of horn blasts and it really does make a difference.

I live near the MP train station. The train signals seem to be getting louder and louder. Can we do something about this please.

I live near the tracks but don't support the quiet zone idea.

I live one block from Caltrain and the noise is nearly unbearable. I don't understand why some train conductors blow the horn so loudly for so long. I wish there was a rule about the noise pollution!

I love Caltrain and I wanted to do something to support it but this survey was a little long and I started to regret clicking on the link.

I love Caltrain but it has become too crowded over the last couple of years. More trains or more cars need to be added ASAP.

# Comments and Suggestions

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I love Caltrain in the morning but in the eve rush I can't seem to get a seat and riders appear miserable when have to stand for an hour or longer.

I love Caltrain!

I love Caltrain! I think you guys are doing a phenomenal job with what you have (I.e., no dedicated funding like BART). It would be nice if you could add some sort of signage at/near the doors--it can be hard to tell which train is which when the train is behind schedule; at Diridon. Please add good, reliable wifi! I know your website says you've been looking into it, but it seems you should have been able to crack this. Airplanes can do it, ACE has it. And they travel at least as fast you do. :)

I love Caltrain, grew up with it as a local. Please run trains until 2 or 3 am! The only way to come home from San Francisco safely after a night out.

I love Caltrain, it's really a part of my life and am excited to see it thrive. Please keep honoring and safekeeping Diridon as a historical building. Would love to see some improvements in the concession stand (better quality/more affordable/ability to use credit card).

I love Caltrain.

I love CalTrain. It is the most reliable and excellent transportation system in the Bay Area.

I love Caltrain. More swag please.

I love Caltrain. You guys generally do a great job helping me commute without needing to drive. I just wish you had more seats on the trains, and more bike lockers at Hillsdale station.

I love love love the electric car charging station at Burlingame. YOU NEED TO INSTALL THEM (four?) at Broadway. It would very quickly pay for itself between the increasing numbers of electric cars at NorthPark (which refuses to install a charging station) and people going to shop/eat at Broadway in Burlingame.

I love my Caltrain GO pass, and consider it one of my most valuable benefits of working at Stanford. Please don't let Caltrain go away. We would be bereft without a commuter train on the Peninsula. And keep up the good work, Team Caltrain! We love you guys!!

I love my commute on Caltrain. It is a great way to commute and often feel refreshed when I get off. I have even made friends with fellow commuters

I love riding Caltrain rather than having to drive in traffic. I find the system wonderful. Please do consider allowing public use of the Palo Alto train station bathroom. It's weird to have to pay the vendor to use their bathroom at the Caltrain station -- it really feels like it should have public access! If you remove bathrooms in the new trains, please please open the Palo Alto bathroom to the public.

## Comments and Suggestions

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I love riding Caltrain! The worst problem these days is overcrowding. I try to take the trains that make more stops as they tend to be less crowded than the baby bullets. The Caltrain station at 22nd Street should be accessible for people with disabilities. It's miserable riding back to San Francisco in the evening during baseball season. The trains are packed with rowdy people. I wish that additional trains could be added for the customers taking Caltrain to the SF Giant's games. I've been riding Caltrain from 22nd Street in San Francisco to Mountain View for over 6 years. I could get a free bus to work but love riding the train so much I pay for the monthly pass. Riding Caltrain is the best part of my work day!

I love riding Caltrain. I guess the only improvement would be more parking at stations but that is probably impossible.

I love taking my family to the San Francisco & out lying cities. However it is difficult to do so on evenings and weekends due to the limited service to Gilroy. We have to utilize the VTA from Dividend Station to Gilroy. Those particular busses are far and few with limited seating. Which make it quite inconvenient.

I love taking public transportation. Being native to the peninsula, I have always ridden Caltrain to get from A to B. I even prefer public transportation to driving. It's really discouraging that a public transportation system that I grew up riding hasn't changed since I was a child... I wish there was more expansion throughout the Bay Area to alleviate Bridge traffic and make it easier to live in and get around the best place in the world.

I love the CalTrain

I love the nostalgia of riding a "real" train everyday. I hope it will be possible to retain that feeling of riding in a real train as Caltrain moves ahead with its electrification plans. I'll be happy with more frequent and faster service if that's not possible.

I love the train! I think you guys should ask the state for tons of money and take even more cars off of the freeway

I love to use the train. I hate to drive. I'd like more trains to stoat California avenue

I LOVE TRAINS!!!! I love the experience of when the train is in pusher mode, being able to look out at the rails. The history of this line is so epically documented by the great buildings along the way. Imagining the legendary #4449 riding the same rails is a neat feeling. Maybe CalTrain could find some other used equipment and set up some mini museums at some of the more frequented stations on the route. Love your railroad and the wonderful people that I get to meet while riding. Thank you for offering this survey, and may you continue to grow and expand the rail of CalTrain .

# Comments and Suggestions

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I need to take the shuttle from Burlingame - Broadway Caltrain station- and Millbrae because the Broadway station only works on weekend. I'm also taking a bus from Millbrae to the Genentech Campus and I think those two should be more synchronized. More than half of the time, when I get out of my Genenbus to go back home, the Millbrae-Broadway shuttle just left 2 min ago and then I have to wait 20min before getting the next shuttle and this is VERY long.

I not only commute by Caltrain, I live nearby the Menlo Park Caltrain station. The noise pollution from Caltrain is terrible, especially early in the morning (5 to 7 pm). I would like to see that reduced with the new cars, as it impacts the quality of living in our communities.

I occasionally take the train to SJC and I really love how convenient the connect at Santa Clara to the airport is -timing of the shuttle is great!

I only ride Caltrain a couple times a year, but it has made a poor impression on me. The ticketing and train arrival is not intuitive and the occasions I've ridden, there have been significant delays which has caused me a general sourness about the reliability of taking Caltrain.

I really appreciate you guys creating this survey. Also, sometimes the conductors say nice or funny things over the intercom and that makes a big difference in the mornings.

I really enjoy riding the train, staff are courteous, professional and pleasant. Wish they could provide more information when disruption of the schedule occurs.

I really enjoy riding the train. The staff are always friendly and it is efficient. I would say that there was a gentleman who had fallen and hit his head so having some way to get help or access to a first aid box would have been good. Thanks!

I really hope you guys put wifi, it's about time!

I really love Caltrain, but lately the cars have been hellishly full during rush hour. This is going to really suck during baseball season (getting a face full of drunk dude armpit is extremely annoying on my commute home during baseball season.)

I really love Caltrain, it's a great alternative to Bart. The Caltrain staff is awesome, esp the conductors! Thanks for making my commutes as tolerable as possible :)

I really love the Caltrain employees. They are so friendly and happy to answer questions. It's great. I rarely find a grumpy worker. I know you are all put through a lot with the constant stream of suicides, mechanical issues, and lack of funding. You are all angels for what you put up with. Keep up the work. It's important for all of us that you do!

I recommend to have more frequent service. Waited more 40 mins to get to home from work. I only needed to wait 2 - 10 mins in Hong Kong and their subways are more safe and quiet since they build the shield. Try to avoid accident. Please build up the railroad and not letting people to commit suicide, otherwise the family respond the cost of the passengers loss.

## Comments and Suggestions

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I ride the bullet from Tamien to San Francisco Monday to Friday. I take the 5:56 AM train. Some conductors spend all the time between stops speaking out loud and laughing with passengers in the bike car without any respect for other people trying to work. They advise passengers to be quiet but they are not. Don't they have to be watching for signals as a back up to the train conductor? Don't they have to be doing safety checks between stops? Cant' they do something useful? This woman in particular, today, March 9 2016, on the bullet departing at 5:56 AM from Tamien, she was talking loud all the way. Please take action immediately. We don't want to have an incident like the ACE derailment because of lack of control. Thank you.

I ride to/from Giants games and occasionally museums in SF. SO MUCH easier than driving/parking in The City. Price for Senior Clipper ticket is quite reasonable. Thanks.

I stopped riding Caltrain because of overcrowding, lateness, lousy evening schedules, horrible Clipper monthly pass implementation, and a bad station location and hideous Muni connector service in San Francisco. Now I drive to Millbrae and take BART, even though there is a Caltrain station a mile from my house. It makes my life much less stressful, even with a 25 minute car commute each way. I have permanent physical limitations because of back problems, and I can't stand in a narrow aisle on a moving train all the way downtown. No one every gives up a seat to a person who needs it on Caltrain. When my Caltrain commute again rises above third world levels of experience, I would like to take Caltrain again. When is that going to happen?

I take Caltrain to work every day. But I live in the suburbs and I also want to take Caltrain to SF and SJ for social activities on both week nights and weekends. But it ends up being a 2 hour trip each way with the limited train schedule. I'd love to have more trains at night and on weekends, and even do two half-local trains to help get people home quicker. E.g. A train that leaves 4th & King and expresses to San Carlos and then does all local stops. I'm so excited for electrified Caltrain service someday! Just giddy, I tell you.

I think Caltrain needs to add more frequent rides. That would allow more sittings areas. The investment should be towards that. Rather than adding and removing seats, add more trains in between is an option. Regarding all the fatality incidents, it is really upsetting to see how your train operators usually have no information to give, clearly there is a problem in your communication pipeline. Is understandable that this are things you cannot expect but you can prepare for them. Why don't you guys get some simulations to measure your response and improve from that. Is obvious that every time it happens is like if you guys think things as they come. I have been in incidents that took 3 hours to clear the tracks. Put yourself in this situation, after long day 3 hours in the train with no food, no information, nothing.

I think Caltrain should partner with bike sharing services, then there would not really need to be bikes on the train. It would require working with cities and HOAs to use public/private spaces to get to and from home to Caltrain and Caltrain to work.

## Comments and Suggestions

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I think Caltrain's a critical Bay Area transport service. Getting people out of their cars and onto public transport is essential, and Caltrain provides the only real alternative. I'm used to public transport in Europe and other places, so it wasn't hard to get me to consider taking the train, but others may need a push. I only take the train during the week for work because the schedule's a little sparse for real use on weekends and evenings, but with a more regular schedule I'd take it on weekends too. It's fantastic to get out of the car. More frequent, more comfortable trains, and better shuttles from stations to downtown areas would be a huge boon to the area. I'm thrilled Caltrain is here, can't wait for the electricity. :)

I think Caltrain need to improve (a lot) for the incident response plan. With more than 100 plus years of service the staff still does not know how to manage the passengers in case of accident. I blame the management not the staff for this. They need to learn from European Railway how deal with accident situation with minimum impact on the passengers. The maximum delay should be 30-60 minutes not 3-5 hours. If the the current executives at Caltrain cannot fix this they should replaced with the one who can fix this problem.

I think conductors should do a better job during heavy commute times to limit the bike side of the car to bike riders

I think I would like free WiFi if I were on the train for longer. Maybe ask Google to pay for it? I would also like more leg room, because I'm tall and I can't sit in the group of 4 (2x2 facing each other) because my knees knock into the person there. So having some section available for tall people would be nice. Though, it's not as bad as airplanes!

I think it's pretty embarrassing that we have such an old system and no wifi here in the heart of Silicon Valley. This is one of the wealthiest areas on the planet and you would never guess it by looking at Caltrain.

I think more people would utilize the train if there were more options for the South bay( Blossom Hill to Gilroy). Since there's only three options for departures in the AM and in PM, it makes it hard for customers to rely on the service. With traffic becoming more congested, Caltrain would be the first priority, but again, only if there were more time options.

# Comments and Suggestions

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I think that it is important to allow the conductors to actually collect fares from passengers. I almost never have my pass checked during my evening commute and only a couple of times a week in the morning. Passengers need to know that having a valid ticket is a requirement for boarding and riding and that consequences are likely if they don't have a ticket. My experience is that some conductors are more likely to ask for tickets from passengers and write citations if they don't have valid tickets. This should be encouraged as it provides revenue to Caltrain to keep the system running. Don't allow Caltrain to become too concerned about keeping the public happy by allowing them to ride for free. The most professional conductor that I have observed on Caltrain is Steve Hill who works the morning schedule. He is fair and reasonable to all passengers and holds everyone accountable. He checks my monthly pass on every ride even though it is always valid. He should be commended for his actions and encouraged to continue to represent Caltrain well.

I think the value of Caltrain is less for short duration rides (e.g., one stop). The fare is similar to going many stops and discourages use for short commutes.

I think there should be a more defined boarding area at the major stations for passengers with riding with bicycles. While it may not be kosher to 'require' that passengers without bikes board elsewhere, I think it would be great if it were more explicitly encouraged and if the benefit to all passengers was touted- i.e. quicker boarding times for everyone.

I thought food and drink are okay to consume on Caltrain already. Why the question?

I took the survey because Caltrain's success is important. We can't solve our transportation problems with more freeways. But Caltrain needs to ensure it spends its scarce funds wisely: news about the cost and state of PTC implementation is discouraging. To the degree possible, Caltrain should model itself on global standards for trains and technology. It should also encourage its passengers to advocate for the FRA to do likewise, versus expensive U.S.-only one-offs.

I travel from Redwood City to Menlo Park, but must pay for an entire zone crossing. That price structure seems rather unfair since I am only traveling to the next town. You should charge by how many stops one goes through rather than grouping the towns in 'zones'.

I used to commute every day via Caltrain

I usually enjoy my ride. However, we cannot control some of the rudeness that prevails with some people. I think the conductor should be more visible to the passengers--then maybe, just maybe they would behave accordingly.

I want to say "Thank you" as Caltrain along with my bike is my lifeline to and from work.

# Comments and Suggestions

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I want to see tickets sold "on the train" again with mobile phones. Good idea for parking on mobile phone too. Ditch Clipper. It works poorly, too many quirks. Or revamp it so that it's current to the new millenium. It's too user-unfriendly today, not fast enough turnaround on transactions/changes/updates. Caltrain is in Silicon Valley. I bet you could find software developers that would fix Clipper for free, just to get it working right. More bike cars.

I was a Caltrain commuter for more than three years. I stopped taking the train to work this year due to increased crowding on trains, crowded parking at Sunnyvale station, and frequent delays and accidents. It is much less stressful to commute to work by car. I would love to take advantage of the environmental and time-saving benefits of commuting by train, but it is no longer feasible for me.

I was led to this survey to have a voice in the increasing noise pollution caused by the Caltrains. Due to increasing house prices, living else where is not a viable option however, the overwhelming volume and frequency of the train horns is quite disruptive.

I wish the lighting in the Caltrain could be less bright. I find I have to wear sunglasses on the train. Also maybe the announcements could be more succinct and not as loud.

I wish the station tunnels were cleaner, felt safer, etc. particularly in Palo Alto.

I wish the trains were cleaned.

I wish there was more parking

I wish they could speed up the electrification of Caltrain. Also need to fix all the grade crossings which will be very expensive.

I wish trains would follow the schedule. It disappointing when the board says a train leaves in a few minutes but the train is actually pulling way from the station. If trains have to leave early to make the schedule the schedule should be changed.

I work with several sustainability groups. This is a vital initiative. The penalties for regular travelers who don't clip on is too high. If the trains ran more often i would use them to go to work more. Good luck!

I would enjoy Nathan Airchime K5LA horns on the trains. They would sound much better than the current ones.

I would highlight the historical aspects of CalTrain, and celebrate the fact that this route has been in service since 1850. To that end, please bring back steam locomotives for weekend service.

I would just like to stress COMMUNICATION!! It is so frustrating when there is a disruption because the left hand has no idea what the right hand is doing!!!!

I would like 1 more northbound stop at College Park later in the day (but before noon), and 1 more southbound train that stops at College Park (after 5:00PM). It would also be nice to have weekend stops that go to College Park as well (NB/SB).

I would like longer trains and more frequent service

I would like the conductors to please enforce not letting people who don't have bikes sit in the bike cars.

# Comments and Suggestions

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I would like to have weekend parking. I often go to visit my family over the weekend, but even though the lot is almost empty there is no way I can pay to park from Saturday morning to Sunday evening so I drive instead. Also I would like a ticket machine at SJC so I could buy my ticket while waiting for the shuttle. Twice I have gotten off the shuttle just as the train was pulling into the station and had to wait another hour because of the time it took to buy a ticket.

I would like to have yearly passes.

I would like to provide further context to my answers. 1. I think talking on the phone on the train should be absolutely prohibited. It's rude and not acceptable. 2. I do not like people eating food on the train - it's gross and smells bad and they leave waste 3. I strongly feel it is not right for me to pay SO much money and have to stand. If this continues to get worse I will stop using Caltrain 4. Many of the items you asked me to rank are of no interest to me. I only care about more frequent trains, more seating capacity and a quiet environment in ALL cars 5. Rather than wifi, get Verizon to add more towers between S. SF and SF.

I would like to reiterate my desire for Caltrain conductors to provide a comprehensive list of upcoming train stops for passengers before a train closes its doors and departs a station, especially when there are delays. Thank you.

I would like to see a waterway boat from RWC to SF and other destinations in the east bay to ease road traffic.

I would like to see another train stop at the SSF station between 156 and 264 (1.5 hours apart)

I would like to see more communication available at the station or via the smart boards and not just via cellphone. I would also like to see increased capacity for rush hour trains especially with the upcoming Giants season. At RWC, we are at capacity presently at the same levels as Giants season last year, and this is for current commuters not Giants fan (the season hasn't begun yet).

I would like to see more cooperation with Muni at King Street Station, when shuttling to the downtown core. It is chaos now.

I would like to take Caltrain more to shop, socialize, access the airport etc, if the trains ran more frequently on weekends and later in the evenings. I use Caltrain as often as it is convenient and that is sadly not as often as I would like it to be.

I would love a bullet stop at South San Francisco. I think there are many people who would use it instead of stopping at Millbrae and taking a shuttle to SSF. I think a better train station platform and direct access to the biotech businesses (instead of having to walk up the stairs/bridge) would also improve the use at this station and more passengers would stop at SSF instead of Millbrae, and prefer a bullet stop there too.

I would love expanded service to Morgan Hill. Due to my job I have to commute to Sf which limits where I live. I would love a baby bullet from Morgan hill and sf and back. That would open more housing options.

# Comments and Suggestions

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I would love the clipper monthly ticket to be better integrated. It should be automatically loaded - shouldn't need to clip on and clip off on the first of the month to make it work. And, if I want to go more than the zones my pass covers, I should be able to clip on and clip off and only be charged for the additional zones. The way it works is a bit counter intuitive to me. Also, later service (past 10:30) would be great! I've found myself stranded a few times.

I would love to have more cars on the morning commute, or frequent trains ( both directions); they remain standing room only even after 9:30am! Ongoing complaint of mine: Burlingame needs more trains in the weekday morning hours. It's hard to have to catch a train in the 6:00am hour...just to get to a place within thin the same timezone or two timezones by 8:30am. Also, the free shuttles are great, but certain routes (e.g. Redwood Shores area) need to be more efficient. The SamTrans bus route to/from say, San Carlos Caltrain is HORRIBLE! Only one lousy bus an hour (I think, the 260?), and then it takes an hour just to drive around that poorly designed Foster City/Redwood Shores area. So, maybe more shuttles or SamTrans needs to reevaluate that bus route. Can we also post signage, and announce for people to be courteous, and cover when coughing and sneezing? I know it shouldn't be/isn't a conductor's job, but it seems our state is too whippy to make people be accountable. Sorry for the rant, but I'd rather sit through loud cell phone talkers than next to someone spreading germs. :-/ Thank you for the survey! I still prefer Caltrain to BART and your SamTrans buses. Truthfully, I really love VTA! But, I guess we'll never have that in the North Peninsula. :-(

I would love to see weekend services extending past midnight. Friday and Saturday services should have at least one or two more services leaving San Francisco to the South Bay. It is unacceptable that in a city as large as San Francisco, that the trains stop operating at 12:01. I'd really appreciate two additional services at 1:00am and 2:00am.

I would love to take the train more, but because of lack of trains to Tamien station I typically drive in these days. Also, because the trains are so crowded I tend to not want to get on the train.

I would love vending machines on platforms, especially if they had a good variety of drinks like the ones in Japan, instead of typical Pepsi/Coke vending machines. Bonus points if you can use Clipper Cash Value to buy things from said vending machines, like how IC cards in Japan work.

I would really appreciate more frequent trains during commute hours (7-8a.m. or 5-6 pm). For example, San Carlos has a train at 7:15a.m. but not another until 7:54 a.m., which means I have to drive to Hillsdale or Redwood City or choose to drive to work instead. Not ideal.

I would really like to see a pro-active enforcement of the rules for seating and luggage storage, which is are not being done at the present time.

I would request more bullets and limited trains to San Carlos.

I would ride Caltrain M-F if you stopped in Atherton.

# Comments and Suggestions

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I would ride Caltrain more frequently, but often I must ride Millbrae BART because of Caltrain's late-night return schedule or Caltrain delays.

I would ride more often to work but the lack of frequency and the difficulty getting to and from the MTV station and my office makes the commute substantially longer than driving.

I would ride much more often as I used to if: I could be guaranteed a seat. There was a quiet car. Also, much more frequency like BART.

I would use and appreciate free wifi, but I'm not willing to pay for wifi. Wifi does not provide much benefit over the cell phone service I currently have. Wifi would allow me to get online from my laptop on Caltrain (I don't have a tethering plan), but I can get to most of what I need on my phone already.

I'd prefer to see more seating and more frequent trains. I'm looking forward to the quieter electric trains, and I'm holding out hope for wi-fi :)

I'd really like to know why the salary line in the recently released budget has doubled in the last 3 years. I have not seen any real improvements in service during that time.

If Caltrain ran at short regular intervals, e.g. every 15 minutes, I would take it all the time. But I have to look up the schedule, which is a barrier.

If there can be more conductors roaming the trains, that would be great, in order to tell patrons not to take up more seats than needed on an especially crowded train!

If there is anything that can be done about the deafening horns that reduce the quality of life in Menlo Park because of FOUR crossings within a mile, please do!! There's no consistency, the horns are seriously loud enough to do hearing damage and someone will eventually sue over this. Housing is too expensive in the area for people to move further from the train so again, the people with less financial means get stuck with disruptive noise pollution. Please fix the crossings or lessen the horn volume. Also, the fact that there's no coordination between BART and Caltrain as it pertains to SFO is mind-boggling. Realize some of this is BART, but people from all over the world can't believe that they arrive at SFO, jump on the Airtrans, then BART and then have to wait an hour for a train to Silicon Valley. We should be a leader in public transportation.

If there is some way to appease the NIMBY Atherton folks and get more Atherton service, that would be incredibly helpful. I could walk to the train rather than paying for gas and parking to go to RWC or MP.

If there was a better way to know which trains were going where that would be great! Also, if there were improvements in connections to regional transit (MST, SCMTD [hwy 17], and San Benito Transit), that's needed too!

if there was mid-day service to/from Morgan Hill, I would expect to ride 1-2 days per week

If we are going to get stuck on a train for hours at a time, YOU NEED WIFI. Some of your employees need a new job. Especially, the tall woman with short hair (you know who she is). She shouldn't be allowed near people.

# Comments and Suggestions

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if you are increasing Caltrain fees please provide wifi and clean restrooms. It is a shame for bay area folks

If you really want to make an impact, you need to have more frequent times, say every 10 mins. Run smaller trains during off peak if it helps reduce costs but big thing is the perception changes - I can take a train whenever I'm ready instead of having to hit a time only to miss and wait 30-60 mins - major obstacle. Next work on getting people across town from 280 side and 101 side to station quickly... make it easy. It's a chicken and egg problem but once you get a reputation for convenience over driving, it will lower barriers and others will use it. :)

i'm a bike rider and would like to see more bike capacity on the trains

I'm a nurse and many times I miss the 7:35 pm train at 22nd street because I don't get out of work until 7:30 and then I'm left waiting until the 8:45 pm train. I would love to see a train around the 8 pm hour instead of waiting until almost 9. This would help accommodate people who work longer days like medical professionals instead of all the frequent bullet trains being during normal people's rush hour. Thanks!

I'm all for supporting fare checks during the ride, but it would be great if the Clipper card or any sort of online QR code pass (in duplicate to a clipper pass) could be used as ticket validation in case I forget my clipper card or forgot to tap on/tap off at the beginning of the month to activate the pass. Worst case, would be great if we could buy a ticket via online or a mobile app in the scenario where I've forgotten to activate my pass -or- clipper card service is down/slow at a station. Sometimes, at the beginning of the month, it takes forever for the clipper service machine to work, if it works at all.

I'm excited to see the new improvements!

I'm furious! Twice in the last 2 months I have been refused to board with my bike at San Antonio because the bike cars are both full. Why can I not be allowed to board and temporarily stand beside my bike until the train unloads a ton of bikes at the next stop? California and University always have bikes getting off. I have been made late for important meetings at my office in Redwood City both times. This makes Caltrain unreliable! Please think about allowing the 3 or 4 bikes that are waiting to board at San Antonio to stand temporarily with our bikes until California or University. Please escalate this to a supervisor. Thanks, Tim

I'm glad this survey's being done, but the design is not perfect.

I'm happy to see surveys like this. I would be very happy to see some changes enacted \*because\* of surveys like this!

I'm really frustrated by the rate hike. I'm paying 50 cents more for a twelve minute ride. And with that I'm more frequently delayed trains and standing room only. I pay less for VTA and they give me free wifi on a bunch of their lines to boot. What exactly am I paying for?

I'm serious about helping to improve the bike car problem. 617-759-6479. I'm Brian, and I'm a User Experience Designer for Hewlett-Packard Enterprise

# Comments and Suggestions

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I'm struck by the lack of consistency in the service provided by the on-board staff, and, as a best practice, lack of consistency typically translates to lack of quality. Some have a safety spiel at Diridon, some don't, and passengers boarding at other stations rarely hear any spiel at all. Some staff are very helpful at trying to maximize passenger/bike capacity; other staff (e.g., Cassie, train 366) seem to find pleasure in telling people where they can/can't stand and cutting off bikes sometimes before capacity. Some staff cannot get off the microphone (e.g., some guy on the 366 will ridiculously repeat the names of upcoming stations over 10 times). Some train operators are judicious yet safe in blowing the train horn; other operators excessive blow the horn far beyond necessity. The survey asks questions about bathrooms being on either the train or at the stations. In the upgrade, they should be located on both. Please invest in more sophisticated reader boards at stations and in smartphone technology.

I'm trying really hard to take public transportation as a lifestyle choice to reduce congestion and pollution. The SF Bay area public transportation system unnecessarily difficult, inefficient and disrespectful. Please use my hard earned tax dollars wisely and create a seamless, connected, pleasant transportation system that people LOVE taking. The Caltrain experience is better than BART, but not by a wide margin. Thanks for surveying us.

I'm used to a much more efficient and punctual train system in Switzerland and other European countries and would strongly suggest to consult with experts from those countries. The reliability of the Caltrain service is rather low. E.g. after a couple of nearly missed flights due to Caltrain train delays, I have stopped taking Caltrain to the airport. I have also gotten extremely annoyed in the past about the lack of communication when trains are delayed as well as imprecisely reported delay times. I'd love to take Caltrain more often on weekends (incl. Friday evening) but often find the last train leaving too early to accommodate my plans.

Improve Clipper. What a mess.

Improve security to decrease fatalities.

Improve service between tamien and mountain view

Improve service frequency to every 15min throughout day. Add more parallel track so that train problems, collisions, etc do not cause single tracking and full system delays. Improve connection with Bart at millbrae. Systems should have trains timed for connections and use real time delay data to update accordingly. Run some express trains through midday.

in addition to work, Caltrain is useful for social/entertainment travel. Electric service should enable more frequent all-day service.

In general Caltrain is pretty good. It would be great to see service increase, not only in the narrow commute hours. Many SV workers have flexible schedules and could take later trains if they had good options to. This may reduce the extreme crowding we have now with the peak trains.

# Comments and Suggestions

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In general, CalTrain is fantastic. Rush hour trains are SUPER crowded. If possible, run more trains during rush hour. Also, the shoulder rush hour time is really bad in the evening from SF to San Mateo. After 6:30 PM the next train of any kind is at 7:40 PM. That's an hour and 10 minute wait!! After that it's only an hour or less for the rest of the night. Why is there such a long gap at this time!?!?!?

In general, more frequent service would help alleviate overcrowded trains. However, another comment I would add, and not sure if this is something that is being looked at, is regarding parking. Increased ridership means a higher need for parking. I take the earlier train just so I can find parking.

in general, the service is nice. but when I need it most, you can be unreliable.

In Japan, they have trains with seats that rotate so that all seats are facing the direction the train is moving. It would be great to have this as well

In the survey, I wasn't clear what times rush hour is supposed to be.

Increase capacity for bikes, I would rather stand on the train than on the platform after being bumped.

Increase parking at the stations SUNNYVALE for example no parking available after 7:40 am

Increased Caltrains parking at Diridon station. I get a monthly Caltrains parking pass and if I am not at Diridon by 6:30 there is no parking at any of the Caltrains lot and have to pay 5.00 for the SAP parking which I don't think I should have to since I am already paying 50.00/month for a Caltrain parking pass

Increased service hours after events in San Jose would be a great added service and would help with traffic/parking issues related to SAP Center. Same with after events at Levi's Stadium, when the light rail takes people to Mt. View at the end of an event, there are no trains for them to catch to SF. I've noticed many people not knowing the schedules until they are stuck and end up scrambling for ways to get out of Mt. View....

Increasing Bike storage on commuter trains should be a high priority. I know of many fellow travelers that wish they could bring their bikes on Caltrain but chose not to because of the congestion, yelling by the train operators, lack of space, and the overall stress involved with bringing a bike on the train. I would be willing to pay a couple extra dollars to bring bikes on the train if that meant more storage.

Information provided by Caltrain is slow and often incorrect.

Instead of investing in Wi-Fi... it might be worthwhile to reach out to cellular carriers instead to improve service for their customers traveling along your right of way. Right now, cellular data service on Caltrain can be pretty slow. I'm not sure if it's due to the effect of being in a metal rail car, or if it's due to congestion from multiple cellular users on the train overloading the tower. BART provides pretty good service in their main subways with equipment paid for and installed by the cell carriers. Maybe Caltrain should offer a similar deal around the Caltrain right of way to increase capacity?

Interested in gettin quad gates installed to decrease train whistle noise at crossings

# Comments and Suggestions

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<p>Interior of trains could be cleaner. windows, between seats, back of seats often have spills/hair/crumbs.</p>
<p>Is demographic information really useful to you?</p>
<p>It appears Caltrain is considering removing bathrooms from the train to increase capacity. Having ridden the train since the '80's, I can tell you that the bathrooms are essential when there are extended delays on the train (pedestrian strike, breakdown, etc.).</p>
<p>It is _vital_ to improve bicyclist access to Caltrain. Most people don't live/work within walking distance of stations, and connections slow down the commute to a point where it becomes infeasible. Please add more bike cars &amp; secure station parking.</p>
<p>It is critical that Caltrain do as much as possible to reduce the noise level for both riders and neighbors.</p>
<p>It is very frustrating for people with bikes, when they get in to their carriage and people with no bikes have taken up all the seats in that carriage. I have had my helmet and bike lights taken from my bike on two different occasions and when I said it to the conductor, he said that I should be near my bike at all times. When I suggested that the people with no bikes should go to any of the different carriages he agreed. Other than that, I am happy to ride CalTrain every week day as I have done for the last 4 years.</p>
<p>It might be nice if bikes didn't have to stack like they do now.</p>
<p>It really is quite expensive to ride the Caltrain. ~\$10 from Santa Clara to San Francisco is just ridiculous</p>
<p>It seems like ridership is increasing lately and trains are crowded, especially at peak hours. This is a great problem to have! I hope you can add more cars to trains, or run more trains during this time. Thanks for everything you do and keep up the good work.</p>
<p>It seems like the number of service disruptions has significantly decreased in the last year, so thank you for that!</p>
<p>It would be a health hazard to discontinue allowing food if the train strikes a person/car and passengers could then spend hours onboard, not able to exit the train, while police investigate.</p>
<p>It would be good to install Clipper add value machine at major stations in Bay stations. It would be nice to have some promotions for clipper cards, like add 100\$ credit get 5\$ extra credit</p>
<p>It would be great if the new electric cars had room for folding bikes, which only take up 1/3 to 1/4 the space of a normal bike. This is a great way of encouraging "the last mile" transit without requiring the removal of many seats. I would also urge you to change the ridiculous monthly Clipper tagging system, which is uniquely archaic and a significant inconvenience for your riders.</p>
<p>It would be great if there could be an increase in trains. Evening commute trains get incredibly crowded. Especially the 5:08pm and 6:08pm trains from RWC southbound.</p>

# Comments and Suggestions

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It would be great to get more commute time service between College Park to/from Palo Alto, OR Santa Clara to/from Palo Alto. Because of the bullet trains the parking at Diridon is usually full by 7:15AM

It would be great to have a station map on each car similar to what Bart has.

It would be great to have additional choices for certain station destinations. Redwood City has become a very busy station over the last few years. Having another commute-peak option to get there may alleviate some of the insane crowding on the 5:33/376 train. I've been taking Caltrain for over 10 years and the overcrowded, uncomfortable conditions of that particular train have me considering other transportation options.

It would be great to have Wi-Fi on the trains.

It would be helpful to have the Marguerite shuttle run at both California Ave and Palo Alto station

It would be nice if Caltrain has WiFi. I work in YouTube and all YouTube shuttles has wifi. I would work while I am in train. Please consider to have wifi.

It would be nice if the rules were enforced a little better with regard to cell phones, smoking on CalTrain property, and standing on the vestibule stairs while train in motion. Pretty funny when people do these things as they face the sign that that tells them not to (don't stand on stairs, no smoking on property). It would be nice if conductors would tell passengers to move their crap off a seat when the train is crowded.

It would be nice if we could have access to forecast estimation of how full a train is going to be (better if we can get that for bike too). If not easy to do, maybe just providing raw data of past year and let peoples figure out the estimation.

It would be nice to have PUSH notification of when there is a train incident (so I can better plan when to leave the office or home)

It would be nice to include more trains to the blossom hill/Gilroy stations. Three trains really limit the choices and it is frustrating.

It would be so wonderful to have more convenient trains stopping in Morgan Hill! It would be lovely to get to commute by train, but it just doesn't give the flexibility needed at this point (timing rides around getting the kids to school, etc.)

It would be very helpful to increase the number of trains after 8pm from 1 train per hour to at least 2/hour. Thank you.

It would great to increase trains leaving and going to the Tamien station throughout the day.

It'd be nice if your 4:09pm train out of San Francisco was on time. I go on it because I don't want to wait for the 4:33 train, but we don't get to the station on time ever. We are usually 10-15 minutes late, which is completely unacceptable for a bullet train.

It's a problem to not have bathrooms available at stations.

It's crazy that you can't add cash to Clipper at most stations and the machines in SF use dialup modems from 1995.

# Comments and Suggestions

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It's frustrating that I have to remember to tag off with clipper. I get way over charged when I forget to tag.

It's frustrating when, during commute hours, non-cyclists sit in the bike cars, taking up seats that cyclists should be sitting in (as to be near their bikes); and the conductors do nothing to prevent this.

It's good to have a bathroom on the train, but further enclosing the bathrooms would be nice. Too often, you get on the train and it smells like a dirty toilet. Also, I would approve of alcohol being banned from the train. I enjoy drinking, but my experience is that too many people are unable to refrain from being obnoxious when they drink on the train. Also, I would not object to food being banned from the train, as it is not pleasant when someone near you takes out strong-smelling food and begins to eat. During rush hour, it's not always realistic to move away.

It's obnoxious that 8-ride passes now expire. There's no reason for them to on clipper. It's imperative to eliminate at grade crossings--accidents on the tracks make service unreliable. Caltrain is great for the morning commute into SF but useless in the evening if you want to stay past 7.

It's only that the only other commuter choice I have is driving I am riding the caltrain every day even though you have the worse customer service including the way you manage your company from the clipper service to riding the train experience and I wish and hope that at some reasonable future for us travelers some other commuter options will open so we don't have to ride caltrain-pay for monthly tickets and never be able to sit down or wait for hours for the mechanical issues to be solved-this is not how other service companies and businesses operate...very bad

It's ridiculous you're raising fares when the train problems are getting more and more. Electrification should have happened a long time ago.

It's time to bring Caltrain up to late-20th century standards. You can do it!

It's time to upgrade our train service. Please.

I've always felt that you all are doing a great job moving people up & down the peninsula. Really pains me when Caltrain is held accountable for persons who choose to use the rails as a parking spot or a method of ending their lives.

I've been a Caltrain rider for over 20 years. I grew up near the Menlo Park station. I now live in San Francisco, where I don't own a car. I use Caltrain frequently to visit my extended family on the Peninsula. I just had a baby and I would like to have better stroller access on Caltrain and to the Caltrain stations via public transportation. The BART/Caltrain link is especially important to us.

Ive been content with Caltrain. I have only gotten bumped once in allost a year. Nice work. Insulate the horn noise so you dont go insane and deaf from riding the bike train.

## Comments and Suggestions

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I've been riding Cal train for almost a year. It's a great use of transportation to save the environment and save money. I only think that Cal train should increase the amount of rides during the day and night. I remember an incident where I was stuck in San Jose Diridon (not the safest place) at 9:30 because on Sunday's they stop at 9. On weekends they should end the time to midnight. It makes it more reasonable. During the week, the times should end around 2. Also, make sure the costumers feel safe and secure. It's a public transportation, so anyone who can purchase a ticket can get on. There should be enough conductors walking through the train. Other than that, thank you for letting me participate in this survey!

I've been riding Caltrain for 30+ years and I think it's great. However, when there are incidents on the tracks, please find a way to get passengers on other trains to a station asap so they can get to their destination by other means. Being kept on board for an hour or more while sitting 50 feet away from a station is unacceptable and it happens fairly frequently. Thank you.

I've been riding Caltrain since the early 90s. I remember when, if you were running late, you could buy your ticket on the train, after boarding. This wouldn't make any difference to me now because I use a Go Pass, however, it would be much more convenient for the average person. The Clipper Card system is a good idea, and it would work if you were set up like the London Underground or BART, where people have to click their cards (or buy a ticket) to get into the boarding area and again when they exit, but it makes no sense to ask people to click at some public area vaguely near the train and expect the conductor do random ticket checks and then not give the customer a way to pay on board if they forgot (or didn't have time; after all, sometimes there's not another train for an hour) to get a ticket or click their Clipper Card. The ideal would be a 24-hour rail and bus system that connects the entire Bay Area, (from Santa Rosa down to Santa Cruz maybe?) and uses the same ticket or card (phone-pay possibly?) for every part of the journey, much like you see in large European cities. How can we make that happen?

I've been taking CalTrain regularly for 7+ years. The ridership has increased drastically which is great to see, but the capacity and quality of the trains makes it a poor experience. Hoping to see wifi (even paid), and more seating in the near future.

I've been using for 19 years. Got bumped with my bike back in 1997 and have been getting bumped ever since. Just happened again last week. People who go out of their way to participate in a more environmentally friendly form of transport are already taking a hit based on commute times and convenience. When they get bumped with a bike it's really a tough pill to swallow. They did their part. Got to station, paid for ticket / swiped clipper, and then bumping them without any recourse, credit, even an apology is such a sad state of affairs. Let's try to fix this before the next decade. Thanks

## Comments and Suggestions

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I've never used a bathroom on Caltrain but I think its probably a good idea to have one on each train for children, seniors, or for times when people are forced to stay on the train for hours due to an accident. I'd love to have a smart phone app but it should use apple pay or the Android equivalent. Muni's new app makes you create an account on their web site and keep a credit card on file and that's insecure.

I've ridden the Subway in NYC, and heard about transit in Europe and Japan coming often and always. We're behind the times in the Silicon Valley, and a lot of people depend on systems like Caltrain and BART to get around for work. Let's help the community continue to add input like such but the constant and consistent rate of arrivals at those destinations is something we should also strive for.

Japan's train system is better than anything in this country. Copy them!

Just make the trains come more often and keep people from talking on their phones. That's all.

just switch to train system with trains running every 5-15 min, so that connecting to busses and other transportation is way easier. People would not have to think about the schedule of the Caltrain anymore. They just arrive at the station and usually there is a caltrain arriving in 5-10 min. That would be so awesome!

Just want to emphasize the need for more space! If you haven't experienced it yet, please try riding a train during rush hour and see how incredibly cramped it is.

Just want to thank you - reading my book on Caltrain each day means I have practically no commute - it's fun time instead of being stuck on the highway! Thanks!

Just watched 4 trains pass by (san antonio) with the new workplaces and apt complexes near this station, it should never be more than 60 minutes between trains - esp at 6pm! Good survey setup by the way.

Keep the annoying teens quite and on their seat haha

Keep up the good work!

Keep up the good work! ☐

Keep up the nice work. It would be great to have a way to buy a ticket onboard for a small fee. Catching a train in a rush can be hard with the slow current ticket machines.

Kindly consider fitting cow-catchers to your trains and driving through suicides to the next station. There you can put a new crew aboard an carry on. There's no point to inconveniencing thousands of your passengers to honor the memory of some pitiful soul who decides to end it all by stepping in front of a train.

Lack of connections across the network and infrequent services are the biggest pain points. The Bay Area's public transport is laughable for a major world city.

Leaking of water in main entrance of cars should probably be fixed

Less local sevice. More bullet or trains that hit only the larger stations. Id much rather get to sunnyvale fast then take \$5 or\$6 uber ride to lawrence station.

let's get Caltrain to SF's Transbay Terminal sooner rather than later.

# Comments and Suggestions

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Live near Caltrain tracks--the horn blowing at crossroads is RIDICULOUSLY loud--would implore you to consider reducing the volume. It makes life near the tracks annoying.
Look forward to new trains
Looking forward to electric service!
Looking forward to electrification and more trains!
Looking forward to extended service to Gilroy.
Looking forward to extra cars or additional trains during commute hours. Really like the culture of Caltrain.
Looking fwd. to your improvements
Loud phone conversations, feet on seats, shoes taken off during train ride are a constant problem for me on the train - these problems are not directly corrected - only as an announcement over speaker system - I have never seen someone correct their behavior after listening to the loud speaks messages
Love Caltrain but work day commutes are becoming hellish. Need more parking spaces at tamien, even if we have to pay for it.
Love caltrain! And bikes...
love Caltrain. just want it cleaner energy, faster, running later
Love the baby Bullets. I don't ride Caltrain to downtown San Jose if I'm not going to SAP Center because the VTA 181 line comes closer to downtown & BART will when it's extended to that area. I didn't take Caltrain to 49ers games v. Washington & Arizona in 2014 because you didn't run Baby Bullets to Mountain View
love the bike cars! you guys are way better than bart ;-) however, not getting let on during rush hour really sucks, especially when there's no way to line up at the station for the train! a queue system would be awesome, or maybe alerts that the next train can fit x number of bikes. thanks for working so hard to accomodate all of us!
Love the red Caltrains!
Love the train horn sounding while at my Atherton home... Not AT ALL bothered and I am a mile away. Hearing that wonderful horn in the distance brings back such wonderful memories of childhood and it's a nice soothing sound unlike Saturdays leaf blowers !
Love the train just don't need to ride it much with bus service. Bus is less expensive - so preferred. I did notice that the train does not get busy coming up from Gilroy until South San Jose in the morning. I never did ride it home though because the only time I could catch it after work was too late for me. a 4:00 departure from downtown San Jose is too early, the 6:18 too late.
Love the train, commuted to school on it, go to the city on it, but the horn noise has made me way too aware of the train when I'm not on it.
LOVE to see a bar / cafe car, similar to what Amtrak has on the Capitols.
LOWER THE FUCKING FARES

# Comments and Suggestions

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Luggage storage is great -- even better would be if conductors told people to use it -- luggage takes up seats. Is also a tripping hazard and inconvenience when people put it in the aisles. Wifi on the trains is a must needed improvement

Main things I'd like to see: More room for bikes so that bikes don't get bumped. Expand evening rush hour to run for another hour later than it currently does, ie until 8 or 9 pm More bullet trains on the weekends In general, more trains running On Fri/Sat nights, more trains/possibly some baby bullets leaving SF towards San Jose between 9pm and 1am.

Maintain the trains! Twice in this week alone the train broke down. I worry--and the word goes around--that maintenance is sacrificed on Caltrain. Further, train the conductors to pronounce the station stop names correctly. Next, find an audio system that functions. ON some of the trains next to nothing comes through the intercom and one has to guess what the announcement is about. Thanks for asking for input. These surveys should be administered more frequently--as least as frequently as the ticket price increases.

Make all trains 6 cars. You can do it for the Super Bowl for some reason but not for regular ridership is appalling. You increase fares but service improvements are barely noticeable. Empty train cars sit on the tracks at the 4th and King station and should be put into service. AC isn't strong enough on cars in the summer Ventilation isn't strong enough to clear out the stench of B.O. Trains are always late. if you can't make the schedule, account for it instead setting the wrong expectation Fatalities happen enough that you should have a bus bridge plan ready to execute the moment an incident happens. Why do you force every rider into a guaranteed 3 hour delay? Trains should be timed better for Bart transfers Caltrain is a joke compared to the train systems in Asia and Europe. You lose when compared on price, reliability, punctuality, comfort, smell, easy of payment, friendliness of staff Use the money from your record ridership to improve the system. Record Caltrain ridership has nothing to do with policies or improvements that Caltrain has made. It's strictly due to the local economy. If the economy turns, people will find a better option. Make positive changes to increase loyalty because if you don't, better options will come around and your ridership will leave. Just look at uber as an example and how the taxi industry has been decimated by sitting in their ass expecting their cash cow to continue producing.

Make Caltrain electrification come faster so I can get to work faster.

Make caltrain work it is a great resource.

Make it a rule and enforce passengers to not keep their filthy shoes (that's been in restrooms and all sorts of places) on the seat. Fine when they keep their shoes on seats as passengers pay no attention to the announcements and regularly dirty the seats by keeping their feet on seats every day.

Make the changes I recommend ASAP

# Comments and Suggestions

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<p>Many riders are rude and take up seats with their personal belongings or their feet and do not move it when they see someone standing. In addition, the seats set aside for the disabled should read "must" instead of "should" vacate seats. The number of times I have seen a disable person standing while an able bodied person takes up these seats and do not have the manners to give up the seat to those in need. I also find many of the conductors should, but do nothing about these offenders. Luggage taking up seats is another issue that the conductors should be patrolling. Trains have been packed lately and there should be a few more cars added to the morning and evening commute.</p>
<p>Marketing to the consumers if service is down, and there is available alternative service (i.e. ECR, KX, VTA 22/522, VTA 35, VTA 60, etc.)</p>
<p>Mechanical failures, terminations, and delays happen way too frequently. I am looking forward to improvements</p>
<p>MID-DAY 30-minute intervals on weekdays; add Saturday 7:15 AM train leaving S.F.; special service from Gilroy to Levi's Stadium; special service from S.J. to Gilroy Garlic Festival; definitely better signage at S.J. Diridon Station (#1 priority).</p>
<p>Modernize your trains!!! One door per car is ridiculous!!!</p>
<p>More advance warning as to what station is the next stop.</p>
<p>More advanced warning of system-wide stoppages and alternate transportation with stoppages will be long.</p>
<p>More amenities at stations--bathrooms, coffee shops--is a great idea, could generate some extra reverb too. Also, expansion across to the east bay needs to be a top priority, above increasing service to Gilroy. Perhaps sign cooperation agreement with ACE to help expand?? Looking forward to the electric trains. Hoping you can provide more frequent service on the weekends, especially.</p>
<p>More bike capacity! I would ride Caltrain 5 days a week if there was more bike capacity. Take my money!</p>
<p>More bike cars or a line for bikers to get in so those who get there first get first chance to board train</p>
<p>More bike cars please!!!!</p>
<p>More bike parking and more frequent bullets to Hillsdale</p>
<p>More bike space please!</p>
<p>MORE BIKE SPACE! Clipper card sucks. The conductors are great, Steve the conductor is AWESOME!</p>
<p>More bike space, please!</p>
<p>More capacity through more frequent trains at all hours</p>
<p>More cars are desperately needed during rush hour. Often times passengers are packed in the cars like sardines and there is hardly enough room to stand.</p>
<p>More cars are needed for 269, 279 and 289 They are PACKED every day to the point that I no longer want to commute on the train</p>
<p>More connections to tamien PLEASE!</p>

# Comments and Suggestions

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More Elektrik; free wifi is a must
More evening limited stops in Belmont please.
More express service please
More express trains. Better service and reliability NOW!
More frequent service is critical, but ultimately Caltrain needs to solve the ongoing maintenance problems that cause delays, as well as add more passing tracks throughout the length of the line so that a single incident during peak travel times does not cause multi-hour delays due to single tracking. Otherwise more frequent service will only result in more trains stacked up, delayed.
More frequent service to south/Gilroy is huge for me. I want to buy a home in Morgan Hill but after Caltrain cut back service I don't think it is realistic for me. More service down south would be a god send for people not able to afford to life on the peninsula. Thank you!
More frequent service, especially on weekends would be fantastic. Timed connections with BART and with local buses (particularly MUNI and VTA) would also dramatically improve service.
More frequent Southbound service beyond Diridon station would be extremely helpful for a lot of riders.
More frequent stops at California Ave and Hillsdale stations.
More frequent stops in Belmont and Santa Clara or Diridon station would be appreciated. Free Wifi would be appreciated, Easier ways to pay the clipper card (smart phone apps) would be nice
More frequent trains and more speed rides would be much appreciated.
More frequent trains would be awesome... And figure out to reduce delays
More frequent trains, more bullet trains, more service midday and evenings please. Thanks!
More frequent trips to Morgan Hill - 3 in am, 3 in pm. 0 in middle of the day?
More frequent weekend trains would be very welcome
More frequent, faster trains with later hours are needed to improve ridership, especially on the weekends.
More limited express train (yellow) during rush hour.
More local service to the smaller stations please!
More local trains are needed. Right now my options to get to work are to take a 6am, 7:05am, or 8:05am train.
More outlets would also be really nice since I end up working on the train a few days a week. (Note: I don't like the seats with tables because there isn't enough leg space when you face each other and I'm tiny)
More parking at SJ. Parking is full in the lots by 7:30am.

# Comments and Suggestions

<p>More riders every day, standing room only, yet no plans to increase service/capacity any time soon. Fares increase, but quality of service decreases, with engines constantly breaking down.</p>
<p>More rush hour trains (or longer trains) are needed to help the crush of people on the bullets. More updated information is needed on arrival times/delays (although your social media team is pretty phenomenal). Would love more options in the evening - on the half hour instead of the hour. And I would use Caltrain more regularly up to the city if its hours ran later. The staff is phenomenal, though, and it's a great service overall.</p>
<p>More seats, sanity seats and more standing/leaning areas. NEED WIFI. better signage on train to avoid missing stops.</p>
<p>More service between San Jose and Gilroy, Station-station ticket prices instead of zones</p>
<p>More service to Gilroy or a parallel track. It is a pain to have to call somebody (it feels like once month) to come pick me up at 8 pm from Tamien due to train incident making for a 3 hour commute.</p>
<p>More service to Gilroy. Express train That starts in Gilroy, stops in Mordan Hill then Expresses to Diridon</p>
<p>More Shade/Canopies/seats at Mtn View Station</p>
<p>more signage on trains of what not to do. sounds obnoxious but riders sitting in the bike cars when they don't have a bike, people boarding the train prior to letting riders and cyclists off, people storing luggage in the bike car or on seats, even signs on outside of train car saying riders keep this side and bikers keep this side. a lot of inconsiderate people ride trains. also e.g. for women getting harassed by annoying drunk guys on train (or whatever), there should be either a text or some easy way to get help (or more signage saying what to do if you witness something not cool). not everyone has service on trains to call 911 and conductors aren't always around.</p>
<p>More standing room please.</p>
<p>more stops at Belmont, San Carlos area during working hours 6:30-8:30am and 4:30-7:30pm. Marguerite should not just pick up/drop off at Palo Alto, instead offer more stops at California Ave. Too much traffic in Caltrain Palo Alto area and it takes 30 mins to travel from Caltrain PA to off campus sites which adds to overall commute time. Offer new routes to SF main attraction areas like SF Golden gate bridge.</p>
<p>more stops at san antonio please</p>
<p>More stops or better connection for Santa Clara station to/from since there is not enough parking in SJ Diridon</p>
<p>More than 1 bullet train on the weekend would be amazing. I would ride much more often if it didn't take twice as long to take Caltrain as to drive on the weekends.</p>
<p>More than anything on this survey, the most useful change you could make to Caltrain would be to add infrastructure such that accidents (trespassers, cars hit in railroad crossings, etc) did not cause massive, multi-hour delays.</p>
<p>more than one train per hour during the commute times would help a lot.</p>

# Comments and Suggestions

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<p>More trains in and out of Gilroy and weekend service. Bullet to south county. More leg room in seating area. Cleaning trains more often.</p>
<p>More trains to south bay would be great! Especially at least one during the day.</p>
<p>More trains/service and smartphone integration are my biggest priorities</p>
<p>More weekend service, more limited trains at shoulder times</p>
<p>Morning connection from ACE train arriving @8:40 (usually few minutes late) to Caltrain #233 @8:45am is always a challenge. I wish Caltrain can wait a moment if they see incoming ACE train.</p>
<p>Most CT conductors are nice, esp. When u consider the jerks they have to deal with regularly; only thing I'd add is to be clear when it comes to people bringing pets (not eye-seeing) dogs but pets onboard... It should be clear what CT policy is... Either no pets are all pets (none of this I need my dog for "comfort" crap cuz I'm emotionally troubled) there are people who are allergic or have been bitten by "pets" in the past so a clear policy and/or enforcement of policy would help</p>
<p>Most important capacity-related issue CalTrain needs to address NOW: single-fare bicycle storage -- it takes up too much space, during peak hours, and slows down boarding/de-boarding SO MUCH that the cumulative increased boarding time prevents additional trains from being run!!! [Suggestion, that can be implemented immediately -- add hold-on hooks to bike cars, and use bike "parking" for passenger standing room. Move bike hours away from peak to shoulder hours, and ADD MORE BIKE STORAGE at stations (there is lots of space at most of them), to obviate the need for passengers to take their vehicles with them.</p>
<p>Most important is to have a way to tell us what's happening when train is drlayed</p>
<p>Most new riders can't figure out to use the the ticket machines</p>
<p>Most of what you are insisting on an answer for are things I don't care about. Two bike cars on every line at the end exemption of seats so we have people standing for hours. Those people could store their bikes before boarding. I can't believe you are talking about expanding that and letting more people stand for hours rather than giving them a seat.</p>
<p>Muni transportation from the SF station to financial district is TERRIBLE! The 81X bus for the last 2 yrs is either a no show or late! The 45 &amp; 30 bus take their breaks early in the AM when my train arrives. The underground is never there when my train arrives. Getting to downtown and to work ON TIME is CRITICAL. The lack of MUNI service has made that almost impossible and has given me cause to consider driving to Milbrae and taking BART as a viable alternative because I would no longer have to deal with MUNI!!!! The continuing rise in CalTrain fares &amp; parking also influences my consideration of BART! In addition, your communication with riders either at the station or on the train when there is an "incident" on the tracks or in a station is TERRIBLE - there is no excuse for this extremely poor or in some cases lack of communication!</p>
<p>Must have more frequent trains to and from Blossom Hill</p>

## Comments and Suggestions

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My biggest complaint about the Caltrain is that too few trains stop at Redwood and the ones that do are unevenly spaced: So, there is a train that stops there at 8:14, 8:20, and 8:30 but the next train doesn't arrive until after 9:14 -- 44 minutes after the last one. That just doesn't make sense. Why are there 6 minute gaps between some trains and 45 minute gaps between others? The people that work for Caltrain are great, and they are always clean and well-maintained. So despite the odd timing, it really is a good form of public transportation and that's why I support it rather than drive.

My biggest issue is being able to bring my bike on board. Biking and rail make a great combination

My Caltrain experience would be improved if the Muni 82X (Caltrain to Downtown express) actually waited for the trains and the people to de-train prior to leaving the station. The bus departure needs to be synced to allow Caltrain passengers to catch the bus.

My least favorite Caltrain experiences are trying to get from San Carlos to SFO on a Friday afternoon before a Giants home game. The trains are ridiculously overpacked.

My main comment is that I'd like to see more reliable service! For example, today was the second day in a row that NB 225 was significantly delayed.

My main issue with Caltrain is reliability. I feel like my only way to know if my train will arrive on time is to check Twitter before I leave the house in the morning, and while I appreciate the twitter team's dedication, it would be nice to be able to subscribe to alerts (SMS or push notification) for my train so I can take an alternate route if the train is late. Also, when there is a problem it is almost always catastrophic with multiple trains delayed for long periods. That situation does not mesh well with commuting for work.

My main issue with the current scheduling system is that there are no notifications letting you know what is going on when there is an issue on the train. Such as delayed arrival/departure times.

My on station is actually pretty evenly split between Mountain View and Sunnyvale, but such a choice was not an option.

My single biggest request is more frequent trains from Tamien in the morning. Currently, there's a big gap between the 8:33 and 9:43 train. I'd love for there to be a train at 9:15. Also, better parking so we don't have to deal with the muddy parking area at Tamien.

My top priorities are: more bike capacity, more passenger capacity at peak commute times.

My top priority would be making Caltrain cheaper; it costs way more than public transit should.

My top wish, which was not mentioned in the survey, is Sunday morning service from San Jose departing earlier than 8 am. Add a 7:00 please!

# Comments and Suggestions

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My usual morning train is the #226, which for several months has been late more often than it's been on time. I see that you're adjusting its schedule soon, but I'm a bit unhappy that took so long to happen. (I catch a shuttle in Mt. View and often had to call the shuttle company to ask them to wait.) Overall, though, I'm happy with Caltrain--thank you for the service you provide.

Need additional and less noisy (train noise) cars.

Need better service for getting back from San Francisco in the evening. If I want to go to the city and see a show/performance, it means having to wait nearly an hour for the midnight train and getting back after 1am. We need more trains that connect better with BART! Also the connection to SFO with BART is extremely inconvenient and adds a lot of time to getting to the airport by having to transfer to two different BART trains rather than connecting directly to the airport. Whoever designed that stupid transfer should be fired.

Need express trains at South SF!!

Need good amenities at millbrae

Need more bicycle capacity. Need level boarding. Really need a better way to deal with incidents and update passengers with info. Shouldn't take an hour or more to get things moving. 22nd At station needs another set of stairs on the south end of both platforms.

Need more cars! Commute hour trains are packed like sardine cans and everyone is sick and tired of it. Our fares go up, ridership goes up, and there are no improvements to our commute.

need more parking

Need more seats

need more trains around rush hour & more frequent baby bullet trains 7-9am & 5-8pm. Also need more seating space during rush hour trains

Need onboard Clipper readers, at the very least for checking status.

Need real time train tracking and useful announcements at stations when trains are delayed. Lack of cooperation with VTA /Bart with respect to connecting trains is truly baffling.

need shorter commute time and more trains.

Need to add more cars! Evening southbound trains are packed. Need to have 1 or 2 quiet cars with WiFi. Seats need to be spaced so there is room to use laptop in any seat you choose. Right now if you aren't sitting in handicap or the 4 seat section you can't work on your laptop. Also notice when handicap people do get on those that are not don't move - this needs to be reinforced by the conductors who don't walk thru very often. Also tickets should be checked at least 3 times a week in both directions - too many cheaters! Post signs at the stations as to where the shuttles stop and who offers shuttles to their work area. Are others who aren't employed by those companies able to use that shuttle if they work nearby? People always say I would ride CalTrain but is there a shuttle? Need to Market that as that could increase ridership.

# Comments and Suggestions

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<p>NEED to do more ticket checks about 80% of the people getting on at the mountain view station at the 10:34 train, don't pay for tickets.</p>
<p>-Need to train conductors for more customer service consistency (some excellent conductors, some ok conductors, some conductors mediocre conductors) -Need better communications during major incidents regarding use of Bus Bridges (where they will actually pick up passengers, when they are cancelled) or if passengers should just wait for trains to single track</p>
<p>NJ transit, LIRR, MetroNorth, DC Metro, and Boston T all run extra late on Friday and Saturdays I wish you guys did too so I could party in SF and not have to Airbnb because I become stranded in SF after midnight.</p>
<p>No "pay as you go" wifi!!!!!! We want free wifi (it's Silicon Valley).</p>
<p>No Comment</p>
<p>No comment.</p>
<p>No option on this survey to vote against Clipper. It's a fragile system with horrible customer support. I have been told by Clipper customer support "It's all fixed. Now wait 3-4 days for the system to pick up the changes." No excuse for that kind of limitation.</p>
<p>Noise from the train horns is much too loud, and ruins quality of life in the community. Also need below grade crossings to separate cars and people from trains.</p>
<p>Noise is a major concern. Both on the train and as a person living in the community. The horns are SO LOUD and when the train goes by me standing at a crossing guard, I feel like the noise is damaging my hearing. Can't we establish a quiet zone in the Bay Area?</p>
<p>Noise pollution from the train should be limited. Some train will blow their horn for a second or two while other would blow their horn for 10 second. When the train approach the station, it should limit the horn to a second of horn blowing. People who are at the stations will have hearing problem later in their lives. I think all the engineers should stand at a station and list to the train blowing their horn as it approach the station.</p>
<p>None</p>
<p>none</p>
<p>none</p>

## Comments and Suggestions

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Not addressed in this survey was low level of importance which appears to be placed on travel to areas south of Diradon and Tamien Stations. This is manifested in few runs (3) available for commute times; the trains used seeming to be more susceptible to breakdown; and the trains used for these runs appearing to be rerouted north when a train north of Sunnyvale Station has problems, causing southern route to be severely delayed or cancelled. I have also noticed that tickets are almost always checked at Blossom Hill station but no where else. A conductor commented that was done because it appears ridership has dropped in that area and CalTrain believed people were sneaking on the train. I have seen many people stop using the train to commute in that part of the route over the years because of lack of stable, consistent service - frequently delayed or cancelled trains with no notice until too late to make other arrangements (sometimes notice of cancellation isn't given until an hour or more and delay information isn't available until after train has arrived). This seems to be a self sustaining problem which could be reversed by correcting the cause, proving your commitment to correctly servicing that area and advertising that.

Not enough parking spaces at the major stations - preventing me from being able to take baby-bullets. Too many mechanical problems and delays. Need the better fences/walls around rail tracks. Too expensive for the quality of service. Not enough trains. Should offer FREE wifi.

not having a train stop at my station except once an hour in the morning and evening keeps me from arriving on time and can add an additional 20-30 minutes onto my commute/wait times in both directions.

Not sure if free wifi is an option but it would definitely be a big bonus.

Of everything, the Caltrain Twitter feed is the most useful. Much better true not predictive real time train info via an app that can also handle ticketing and parking is a must, esp in Silicon Valley! Ideally incl true real time map view of trains. So many times I've rushed to the station only to find the train running several minutes late. If Uber can show the position of a car real time, Caltrain should be able to as well.

# Comments and Suggestions

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Oh I have lots of comments, some of which have been previously stated. Bottom line: for those of us who travel long distances, and from what I have seen/heard of your plans for electrification, there will be nothing to benefit continued ridership, just the same old same old with little for us and shared everything. Like I said you need to ride all the combinations of stops, pay to park your fancy car, grapple with finding parking, deal with clipper, and use public transit like the rest of us who do it every day, and you need to do it for at least 6 months so you have an idea of seasonal changes, and how nasty everything is getting. To repeat from above: you decision makers need to commute on the trains for at least 6 months, from Gilroy to SF, connect with BART and other mass transit, and get an idea of just what it takes to do what a lot of us do; I get the impression you drive your fancy car to work, park in an assigned free space, and read responses like this, then throw them away because they don't say what you want them to say, and are totally separated and disconnected from what the rest of us experience. TRY IT!!! You won't have surveys like this one, I guarantee you; your questions will be entirely different.

On a hole, the car need better maintenance, they are much loader and shaker. The cooling systems don't seem to work very well and the PA system is almost impossible to hear. When I have sent in complains about these issue I am told that maintenance says they are working correctly. I think the maintenance needs to ride, when they are in use.

One of the drawbacks of using the train is the additional time it takes to go to the station, park, and walk to the platform. At 6:00 in the morning, I don't want to have to leave too early to get my train. One of the very annoying things that happens at the Sunnyvale station is that the guard rail Is often down for long periods of time because of overlapping trains coming from both directions. Sometimes the guard rail doesn't raise at all while the train is stopped in the station. Because of this I have to leave a bigger buffer of time to make sure I don't get stuck in the wrong side of the tracks when my train arrives. It would be great if the rail would be raised when pedestrians are waiting to cross.

one time performance OR a clear explanation of difficulties are critical. Twitter has better info than the conductors. Help the conductors!

Our train system seems outdated compared to the systems in some European countries. The trains are so loud, especially the horns.

Outlets

Outlets are great and lemme have a stick to prod people who leave their feet on seats! But thanks y'all, I appreciate everyone's hard work (seen and unseen) who help transport me up and down between SF & SJ.

## Comments and Suggestions

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Overall I think Caltrain does a great job. I have been riding the train since the early 1990's so I have witnessed a lot of improvements, especially in the last 5 years or so. There is always room for improvement. Most of the conductors are very pleasant and do a wonderful job. There are a few, especially late at night, who seem to relish looking for trouble with the passengers. I understand the late night crowd includes some rowdy fools, but its not fair to lump us all in with that crowd, especially when a person has worked late and just wants to get home. It's obvious the service is under strain, rider ship has increased so the trains are over crowded. As much as I like the older trains, perhaps its time we face that the service has to mature to accommodate this new growth and do away with less seating and have more accommodations for folks who have to stand (straps, rails from the ceiling etc.). The official Caltrain Twitter feed is an excellent source of information which I applaud. In the past information was given out with a sense of reluctance and a mood of annoyance. I think building on that Twitter channel by having an APP or something along those lines would be great. Caltrain does run through the heart of Silicon Valley and I think its services should reflect that by offering solid technology to its riders. Back when I first started taking the train it was more of an egalitarian crowd. Men in suits with ties and Woman in skirts, most being white collar professionals who worked downtown. Needless to say times have changed. Caltrain was slow to respond to the times, but in the recent past Caltrain has caught on. The service isn't quite there just yet, but almost. The whole Bay Area though suffers from the need to recognize that what once was a bunch of quiet satellite cities and suburban enclaves are all tied together now by increases in population, growth in commerce and the attraction the area offers to tourist and other visitors. I grew up here, the changes haven't been easy for myself, but we may as well embrace them and help inform the changes. Or else, pardon the pun, we'll be left by the side of the tracks.

Overall I think caltrain offers good service & does the best it can in the crowded conditions

## Comments and Suggestions

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Overall, I am pretty happy with the Caltrain service. I was used to using public transport almost exclusively in London and so it's great that I can commute to work from SF to near Foster City via the train (and the Commute.org shuttle service). I would obviously prefer a more frequent schedule, especially around peak/shoulder times, and perhaps a more consistent one as I usually have to check if a train out of SF is going to stop at my stops (Millbrae or Hillsdale) as I can't just tell from its departure time at which stations it will stop, if for some reason I can't get my usual train. However, my morning commute is usually a bit easier to manage than the evening commute, as the schedule seems better for me. In the evening it seems like the service towards SF (which stop at my stations) are less frequent and tend to be bunched up around the same times so that if I miss that small window I typically need to wait around 45 mins for the next train. Also (while not your problem, as such) it would be great to have a little more timetable coordination with the Commute.org shuttles as there are a number of instances where your schedules diverge in strange ways - e.g. a peak-time, south-bound baby bullet train gets into Millbrae in the morning, while a Commute.org shuttle is leaving Millbrae at that exact same time; or in the evening where shuttles are meant to arrive 3-4 minutes before a north-bound baby bullet's schedule train departure and usually are late due to traffic, meaning they can't be relied upon. Thanks for your time.

Overall, I think the Caltrain does a good job, but it would be nice to see more frequent bullets during morning and evening rush hours! This is a longer term idea - but parking is a huge problem. I can only speak for one station that I get on (Tamien), but I have heard across the board that parking is difficult. It would be nice if we built UP to provide more parking spaces. Again, I know that this is a long-term and multi-faceted project. Just throwing that out there! I usually get on Capitol to avoid the pain of parking. However, Capitol only has 6 stops during the entire day, and if I need to get home earlier/later, then I go opt for Tamien, which has more trains/bullets.

Overall, the local from SF-SJ should be faster, e.g. 50-60 minutes not 1 hr 40m. Local trainstops should be re-assessed to determine the value in # of passengers at places like Atherton or Hayward Park. The local trains are very painful to take. If these cannot be faster then more bullet trains are requested to enable travel during all times of day and any day.

Overall: need more frequent service throughout the day, and not all mid-day or evening trains should make every single stop.

Parking can be hard at Caltrain after a certain hour. Please to make it better, especially in Mountain View and Sunnyvale.

Parking terrible at San Jose... It could really use a parking lot or better managed parking

Part of what makes the experience so stressful is due to passengers who has no common sense. I'm constantly irritated by those who have uncontrollable body odor, eat smelly foods, and talk on the phone for the full ride to and from work. I wish Caltrain would provide guidelines if not stricter rules.

# Comments and Suggestions

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Pay as you go wifi sounds terrible. We need free, open, public, secure wifi!
People getting off during rush hour at the San Mateo station create very unsafe conditions, e.g., bikes on platform, people pushing and not letting folks off the train. Area needs policing around 6:45 pm.
People love Caltrain. Invest more in community outreach and events. Offer free school field trips on Caltrain during non rush hour to grow the love of trains. Offer a cash prize to best anti suicide device for your trains.!get rid of all grade crossings. Run the opposite of the baby bullet - maybe a slug train that looks different and makes all the local stops. Would love to see frequent mini slug service between small stations feeding into express stations.
Please add a later morning train from Gilroy. Many of us are driving from the Monterey Peninsula and environs and we'd love a train that would put us into the San Jose area about 8:40-9:00, instead of 8:00.
Please add a quiet car to each train!
Please add better lighting and more parking at the Hillsdale Caltrain station.
Please add connections between Mountain View and Santa Clara between 4.40 and 5.40 PM as there is no train providing connection between these stations for entire hour!
Please add more bike capacity at rush hour. This is the main reason I don't take the Caltrain more often.
Please add more cars to commute hr trains, its like riding in a sardine can.
Please add more parking spaces at Sunnyvale station.
Please add more parking to the San Jose station. It gets filled up way too early in the morning and I have a harder time getting a spot compared to before.
Please add more service to 22nd street during weekday peak and shoulder hours.
Please add more stops at the Capitol Caltrain station. And add train info on the front and side of the train for easier identification. Thanks!
Please add more trains during rush hour.

# Comments and Suggestions

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Please add more trains from gilroy. Why have the lines of you have limited trains! People in Morgan hill end up driving up to San Jose to get on the trains because of better schedules. The earliest you can get home at night is 7pm to Morgan hill unless you leave work at 3pm which is unrealistic for most people. You need to add trains from Morgan hill that synch up with the bullet trains in San Jose. The gilroy trains should give passengers the courtesy to be able to get on a quicker train once they hit San Jose. Please add more trains to that line as housing as boomed in gilroy and Morgan hill and SO many people are driving to San Jose instead of using the train because it's not convenient schedule wise. You are losing out on money because of the bad times and the price of a monthly pass from gilroy is very expensive!! It's like the people who use Caltrain from these areas are paying more for less services. You need to add more trains to them especially since you charge SO much more for a pass. Please service this area better. Trains are cancelled going down there when there is a disruption. How do you think people are supposed to get ALL the way to gilroy when that happens? It's far and those trains are cancelled if anything happens further north. Please consider the ridership you have from that area and the people you're missing out targeting because of cost and the bad schedule.

PLEASE add more trains from Morgan Hill. At least ONE bullet train both ways. They are all limited stop or all stop. I can drive faster in traffic. PLEASE

Please add more trains to the morning schedule.

PLEASE add one more trip from Morgan Hill/Gilroy in the morning, 7:45 or 8:00 a.m.

please add wifi

Please address the overcrowding during rush hours

Please allow buy ticket on phone and scan ticket from phone instead of print out paper

please also address the safety of existing stations - the the Tamien station is often painted with graffiti and the lighting in the parking lot in the evening is inadequate / the Caltrain staff is professional and friendly to the passengers

Please attempt to enforce the Senior/Persons with Disability seating...Many young people refuse to give up their seats - this is not right to older people. You may have older people riding but don't - due to the lack of enforcement.

Please bring back the free SFO-Millbrae shuttle.

Please bring wifi to Caltrain.

Please change the horn blowing at the crossings, to loud

Please charge bikers extra, have proper luggage space, have a quiet car, run until 2am on Fridays and Saturdays, and have more frequent services. Tired of paying extra hundred dollars to be in San Francisco to miss the last train and take Lyft down to Mountain View.

Please clean up 22nd street!

# Comments and Suggestions

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Please clearly display which platform the train is leaving from. Guess work and platform changes are not appreciated. One small sign in the corner of the underpass is not enough to catch the attention of a rider. Missing the train even when arriving way isn't the way you should learn where to search for where this information is posted

Please complete the electrification project as soon as possible. Work all night every night if you have to.

Please consider adding Cal Ave as a bullet stop (maybe every other bullet?). There are SO many people getting on and off there that it's really approaching University Ave level. I'm glad to see the surveyors monitoring people and this survey, it makes me feel like you guys are striving to do better, which I doubted the last few years. Also. That Twitter account: A++. The personality that the account, some of the conductors, and, yeah, the boozin, gives some life to commutes. It makes you guys way better than the shitty BART with DMV-quality employees.

Please consider extending Zone 3 to Lawrence station and allow Baby Bullet trains (that stop at Mountain View) stop at Lawrence. This is a residential area (another 300 apartments opening in June 2016), lots of them come to Sunnyvale to reduce commute time (because express/limited stop trains do not stop at Lawrence).

Please consider fares for low income people. Thank you!

Please consider Free Wi-Fi onboard. Nobody charges for Wi-Fi connectivity on transportation (Light Rail, Buses, etc)

Please consider having better bathrooms and coffee shops at each station. (Stations I use the most for work and commuting: Tamien, SJ Diridon, Palo Alto, SF 4th and King).

Please consider implementing one quiet car on each train. The noise level on trains (from people on cell phones) has become unbearable.

Please consider not blowing the horns when you come through Menlo Park - it is too loud and unnecessary.

Please continue to make bikes and access to other non-car transit a priority.

Please continue to make San Jose Diridon station a "focus" station; when you roll out beta tests and other new initiatives, start at San Jose. Make the San Jose station a great future model for any future improvements you make. ###WeAreSanJose :-)

# Comments and Suggestions

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Please cordon off a car or two on every train on the weekends for quiet passengers; the weekend riders are disrespectful, rude, disorderly, and undesirable. And there are not enough conductors to manage them. These crowds ruin the journey for many who just want to read and have a relaxing ride. You can't really start solving the excessive automobile problem until you get people to use public transit, and to use it respectfully so that other people also want to use it. If it is a constant party bus atmosphere you are driving away many potential riders. Also, there are noticeably many non-payers using the trains, and they continue to game CalTrain because if they get caught the worst case is they have to disembark before their intended stop. I have witnessed so many cases of passengers warned they will have to exit the train to tag on at the next station, and they never do it (I assume they do not actually have any credit) and rarely does the conductor come by again to check. If you are going to warn about issuing citations I'd like to see a couple actually written. At the moment it seems that's only a bluff. I have often felt I should go over and tell those passengers myself to get off, but that should not be a task for your riders to have to do. I am sure other riders witness the same thing and feel it is unfair since the price they are paying continues to increase every year, maybe to support the deadbeats?

Please cut down on the noise of the horn at night. Some train drivers sound the horn continuously between stations. It interferes with my sleep on a daily basis.

PLEASE DEAR GOD Stop allowing alcohol drinking going TO and from SF Giants games. PLEASE PLEASE PLEASE

Please do more trains between Gilroy and San Jose! Also have the trains run from Gilroy on the weekends.

Please do not ask personal questions on age/place of birth/income/gender etc.

Please do not get rid of the bathrooms!!!! As an SJ to SF commuter, I feel strongly that they should be available when customers need them. Thank you!!

Please DO NOT REMOVE bathrooms.

Please do something about a smarter way to let people and bikes exit and board trains at San Francisco's 4th and King station. It can easily take 10 minutes to get off train and get through the station. Why can't there be platforms on both sides of the train? It's not like all 8-10 tracks are busy all at once. Most of the platforms have parked trains. Just sayin! Thanks for listening.

Please do something about the homeless people riding the train.

Please do something SOON about the train horn decibel level...I live a mile from tracks and hear them all night and all day...also the freight trains..something needs to be done to lower the volume...very very unnecessary. Fear it will only get worse with increased trains.

# Comments and Suggestions

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Please don't eliminate the bathrooms. There are times when the trains are delayed and people cannot exit the train for a period of time, and some trips are more than 1 hour. Bathrooms at stations are not sufficient enough. I also would like to keep the ability to keep food and drinks on caltrain. With long trips, some people do need to eat or drink. Many commute during breakfast and dinner hours as well. Food and drinks on board also furthers my vote to keep bathrooms on board.

Please don't get rid of the bathrooms More grade separations- make it go faster! Find the bike car to be really useful allow us to keep our beverages/food :) Aka, you guys do a great job with such limited resources- thank you for all your help- and know I'm a big supporter!

Please don't get rid of the bathrooms In the new trains !

Please don't get rid of the bathrooms on the train... if someone gets stuck on the train for more than intended (due to accidents) how could they go to the bathroom? What about pregnant women or elderly passengers. Honestly, it's very concerning that it was even an option in the survey.

Please eliminate the horns at all time of day. Maybe more blinking lights would help but the noise is awful.

Please encourage additional transportation options from CalTrain stations along the peninsula/santa clara out into the community (most especially san mateo, palo alto, los altos, saratoga, cupertino, santa clara, etc. The buses as they are now just are not effective so I end up driving.

Please encourage train conductors to allow cyclist to board first. It speeds boarding. Also allow cyclist to board "full" trains when the next stop is a large rider offload station such as Redwood City, Palo Alto, or Mountain View.

Please enforce Caltrain rules. Conductors need to constantly train new and experienced riders the rules and etiquette for boarding and de-boarding plus keeping the noise to a minimum.

Please enforce quietness from cell phones and music on trains. Train employees never say anything.

Please enforce that the bike car should only be for passengers with bikes. Too many times the seats are all taken and a lot of the passengers do not have bikes.

Please expand parking lot in Hillsdale station. Somehow parking is shared with other entities in Hillsdale from El Camino side.

Please expand service to Gliroy/Morgan Hill.

Please expand the weekend train service to include an earlier train out of San Francisco.

Please find a way to prevent delays, there has been way too many delays and maybe a third track to be built in case of emergencies.

Please fix our public transportation up and down the corridor. It is too expensive for standing room only.

Please fix overcrowding as the #1 priority.

# Comments and Suggestions

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Please fix the over-crowding, it's out of control.
Please fix the worst parts of the current service: - frequent interruptions and delays in service - trains are packed with people - trips take too long
Please focus on reliable service.
Please for god's sake, have a better system to tell people how can they see which trains come on which tracks at Diridon station. Also why cant you have track numbers in the station or in the long pathway while walking towards track and most importantly please plase make sure that you announce about train delays at stations real time. There is no assistance and no information provided that is so not fair. When you can have updates on twitter, why not announce them at stations. It is so irritating to keep waiting, especially late night. One would rather find other alternatives if they get a better idea of the delay.
Please for the love of god add more cars to the crowded trains ASAP!!!! Your policies are driving away thousands of people because there is not enough room to ride comfortably.
Please get those new cars online soon so all trains are 6 cars. Onboard wifi would be great, but needs to be affordable for me to use it (e.g. \$5/week or less). Train rides are short enough that I can definitely go without wifi for my commute.
Please have an app in which we can purchase tickets, and parking. Also, utilize Apple's "wallet" so no paper tix required. I believe Android has an equivalent feature.
Please have bullets stop at Santa Clara station.
Please have more conductors on board when the baseball season is in. That crowd is noisy, drunk, and unruly for the most part. The presence of conductors could help.
Please have more legroom, don't have seats face each other, and feature free Wi-Fi. :-)
Please have more regular service during peak hour
Please have more trains stopping at smaller stations like Belmont. Currently the frequency is 1 per hour which is very low.
please have the San Mateo sheriffs dept on board the trains. The conductors do not provide security for the riders and they do not enforce writing tickets to passengers who do not have them. We all pay for our tickets and the fare evaders get away with it with no penalty
Please help SB268. Super crowded. We need another bike cart please. And enforcing bike cart seating will help in the process of bike boarding.
Please hold the contract holder for the EMU trains to a high standard! it's your responsibility.
Please implement grade separation by putting the tracks underground with a green belt and bike path on top.
Please improve 22nd St Station's platform. It is depressing and worse than a hole in the wall. I am sure that it does not pass the fire hazards testing with such narrow and temporal looking staircases.

# Comments and Suggestions

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Please improve onboard communications! If train is more than 5 minutes late, explain why. And re-do in station digital signage/announcement system, it is a joke -- this is Silicon Valley in 2016, not 1985.

Please improve the ticket purchase process, removing Clipper. It's a horrible system. And having the conductors checking tickets prior to boarding is highly inefficient and ineffective.

PLEASE INCREASE FREQUENCY OF TRAINS TO/FROM TAMIEN !!!!

Please increase the car parking slots at Sunnyvale and Mountain View stations. The parking lot gets filled by 7:30 am. Also please plan for providing mobile phone charging points at all seats.

Please increase the frequency of trains during peak office hours. They are really crowded.

Please increase the number of seats or amount of cars on the train---it is becoming a safety hazard on any of the bullet trains I've taken since people are squished together like sardines...

Please inform the conductors to announce MORE frequently that bikes should have bike tags! It's very very very frustrating when over half the bikes do not have tags and you have to ask everyone on the train who is going where. Take too much time and is annoying and not considerate.

Please install more bike racks at Mountain View station!

Please invest in improving safety at crossings - the regular car/cyclist/pedestrian strikes are unacceptable. It doesn't matter what kind of trains you have, diesel or electric, they all get delayed when there's an incident. Elevated pedestrian/cyclist paths should be utilized along with increasing barrier closing times e.g. from 15 seconds to 30 seconds before train arrival. Clearly motorists in this area suffer from poor judgement, so matters need to be taken out of their hands as much as possible.

Please it's a sincere request plug the roof leaks on the train. It's sad enuf that you get wet outside that you need to get wet in the train. Get rid of the carpet. Have someone clean the floors talents once a day

Please keep at least 1 bathroom on all trains. When someone rides the train for 1+ hour, or the train is delayed, it's critical to have bathrooms onboard.

Please keep bathrooms on the trains! Also, grade separations are long overdue, especially in Menlo Park.

Please keep in mind that Caltrain is a commuter rail service, not a subway. It's not comparable to BART. Standing for an entire ride and not having a bathroom available are viable when your trip is 10 minutes, and there's another train coming in 10 minutes after that. You cannot hop off caltrain to go to the bathroom when the next train does not come for another hour. And it's not viable to stand for 90 minutes crammed in with hundreds of other commuters. I will continue to ride Caltrain because it's the best -- and only -- option for commuting from the South Bay.

Please keep the bathrooms. They are needed when delays happen due to a trespasser.

# Comments and Suggestions

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<p>Please leave room for bikes on board.</p>
<p>please let people on the train if they are standing on the platform pressing the button for the doors. Service is not frequent enough that if you miss a train its not a big deal. Otherwise I like using caltrain.</p>
<p>Please look for ways to increase frequency. With a route between two strong ridership anchors (SF and SJ) passing through many walkable towns, Caltrain has the perfect layout for a high-frequency rapid transit line. However, ridership is depressed by the poor frequency outside of rush hour. Bike cars are in high demand because: * Poor bike parking at San Francisco stations. 4th and King bike valet useless for trips that don't follow peak commute hours. * Poor transit connections at many peninsula stations.</p>
<p>Please lower the decibel level- no need to be that loud!</p>
<p>PLEASE LOWER THE DECIBEL LEVEL OF THE HORN. It is truly affecting my sleep, my mental health, my physical health by having it so loud during the night. It's unacceptable to have that horn be so loud.</p>
<p>Please make a call button available in each car. In case of emergency, it is very hard to find a conductor; also better signage is very important</p>
<p>Please make a deal with SJSU for student discounts. Or change the prices to go on a station by station basis. I pay way over for the needs I have.</p>
<p>PLEASE MAKE A QUIET CAR. OR, BETTER INSTRUCT/DIRECT RIDERS NOT TO BE SO NOISY AND INCONSIDERATE. 90 PERCENT OF RIDERS JUST WANT TO TRAVEL IN PEACE AND QUIET -- OTHERS TALK LOUDLY, HOLD BUSINESS AND PERSONAL PHONE CALLS AND OTHERWISE TREAT THE TRAIN NOT AS A COMMON CARRIER BUT AS THEIR LIVING ROOM OR WORK SPACE. IT IS RUDE AND INTOLERABLE.</p>
<p>Please make Caltrain more useful and reliable. Transportation is the most important key to economic mobility</p>
<p>Please make significant investment in to improving capacity and quality. We're supposed to get another 3 million people in the bay area in the next 10 years. If capacity and frequency of rides don't increase, then whats the point of any of this? I don't care about electric vs diesel, wifi, etc. It's 2016 and we're decades behind other countries when it comes to public transportation, we should already have electric trains.</p>
<p>Please make sure the drunkards and loud people on the caltrains after sporting events aren't so loud and beer smelling.</p>
<p>Please make the trains on time with fewer mechanical failures that hold up all the following trains! There needs to be an additional track to allow failing trains to get off the track! There should be more baby bullet trains and fewer trains making all stops.</p>
<p>Please make the trains run on time and add more seats</p>
<p>Please make trains more quiet as they pass through residential areas</p>
<p>Please make trains that are commuter only during special events. The Drunken Giants fans spoil the ride.</p>

# Comments and Suggestions

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Please modernize Caltrain and bring it up to this century. Automate cars, and turn Caltrain into real commuter service. It is very old and need to modernize to realize Caltrain is now shuffling people from South bay to SF for work. Make it easier for people to work on the train, WIFI, and other things. Most people use it for work, so lets cater to that. Many other cities do it right, let's take some lessons and build a system that will work for the next century. Caltrain has promise... let's just do it.

please more bike cars and one more train added between 5pm-5:40pm from Palo Alto to Mtn View. Currently, I have to wait 40mins if I miss the 5:04pm

Please more cars or seating on the Sunnyvale morning bullet trains.

Please more room for bikes, or a different system. It would be great to have those yellow bike tags always available. Please continue having conductors tell folks without bikes not to go on the bike car.

Please more trains to tamien and beyond

Please move the 211 arrival at Burlingame station to 7:09 am. Please add a sixth car to the 272.

PLEASE PAY ATTENTION TO THESE COMMENTS: This is the only section that matters in my survey. I rarely ride Caltrain these days as I no longer commute to SF for work. However, I rode the train for 2 years and generally loved my experience. My issue with Caltrain now is from the perspective of an outsider. In August, my family moved to a home a few blocks from the train tracks (between Atherton and Menlo Park stations). I knew that the noise of the train would be an inevitable presence that we would need to adjust to, and for the most part, we have. However, the excessive horn blowing, ESPECIALLY AT NIGHT, is out of control. It is way too loud and way too frequent. And there are certain drivers that feel it is necessary to lay on the horn for way too long. There should be strict rules and guidelines for how often, how loud, and how long the horns should be, especially in the evening/nighttime hours. This noise has woken my children up, prevented me from falling asleep, given me headaches, and caused accidents, because the noise is so jarring.

Please please \*PLEASE\* add a quiet car! The delays and overcrowding are made so much worse when I have to listen to someone making a phone call or loudly talking with other people on the train. Please also consider allowing off-peak weekday trains to stop at Broadway. With only 1 train per hour after 7pm, the scheduling issues caused by the hold-out rule should be less relevant. This would be identical to the service already provided on weekends.

Please please better updating and schedule / on time systems vs the black hole of no info when delays!

PLEASE please PLEASE do not remove the bathrooms.

# Comments and Suggestions

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Please please please do not take away all the bathrooms on the electric cars. Giants fans will turn the train into a urinal. Also, while I do not enjoy using the bathroom on a caltrain, it has been a necessary evil when getting to a train at the last minute with a full bladder.

Please please please, help to reduce noise and air pollution with newer more modern trains. We love CalTrain but with increased air traffic and the horn the conductors blow which is truly deafening and so frequent, starting so early in the morning. There must be a better way, there must. I can't wait to hear what you all come up with!

Please provide better directions for how to purchase monthly passes at ticket machines or stations. And inform Caltrain employees how customers can purchase these.

Please provide more parking at 22nd Street. All the spots next to the train station are full due to Muni workers taking all the spots. Caltrain should institute paid street parking so the Muni folks won't take all the spots or build a parking garage, similar to the one at Millbrae station.

Please provide more service to San Carlos Train Station!

Please provide services to Hollister

Please put bathrooms on the new trains. I like taking my kid on the train, but sometimes kids can't wait until the end of a train ride and getting off at some station to pee and then catching the next train an hour later is not realistic.

Please put more bullet trains during peak hours by reducing mid-day service. Have more rigorous inspections of trains prior to departure to prevent train failures during service.

please put the clipper scanners closer to where people enter and exit the station- like in mountain view on the north bound side they should be right where you cross the tracks. This would really help when someone is running later. the scanners are much more convenient at Diridon.

Please put the tracks above/below grade. Caltrain is great except for the unexpected 2-3 hour delays due to an accident.

Please reconsider where the Clipper Card tagging stations are located. I've always been baffled by where they are on the platform. It would be IMMENSELY helpful to have them placed right at the entrance/exit, so a passenger can easily tag on/off, especially when running for a train. I speak mostly from my experience at the Hillsdale station. One would have to run down the platform a ways to tag on before being able to get on the train. I've missed trains because of this.

Please reduce horn noise at crossings to minimum safe levels. I understand the need for the horns, but it seems like they are too loud.

Please reduce the caltrain horn noise volume. Also, forgo blowing the horn when leaving the station.

Please reduce the delays that are occurring quite often now which was not the case earlier

please reduce the noise and pollution!

# Comments and Suggestions

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Please reduce the noise level. We live next to the tracks.
Please reduce the usage / loudness of the horns. It is unbearable to those who live close to the tracks. Personally, I live a half mile away and they still wake me up at night.
Please restore the free shuttle from Millbrae to SFO to allow customers to avoid the BART rip-off fare and provide closer drop-offs to the domestic terminals.
Please run trains late at night!
Please run trains that stop in both Belmont and Mountain view. Having to change trains twice a day every day is very inconvenient! Not only that but sometimes I have to get off at a further station and catch a train going the opposite direction, and often miss it due to delays.
please see what I recommended for improvements
Please sort out the limited stop trains fiasco. Why do I have to wait at a station and watch non full trains whizz by and even stand back and not board trains because they do not stop at Millbrae. Finally when a train arrives that I can use it is packed.
Please stop allowing consumption of alcohol on the trains - this causes multiple unpleasant activities, particularly during Giants season - in most ways these trains become very unsafe during this timeframe.
Please stop charging by zone. Let us pay by actual distance traveled. Redwood to Menlo should not cost the same as Millbrae to Sunnyvale.
Please stop focusing on commute "hubs" that force everyone to use Mountain View, Palo Alto etc. Lots of the other stations have much more available parking and expressing between THOSE would reduce the load on these current overwhelmed stops. You could even run two expresses at the same time but shifted one stop up and be only 10 minutes behind each other.
Please stop horn noise. Make horns quieter and use them less often. Please also allow strollers on the train.
please stop or decrease significantly the horn blowing through the cities down the peninsula
please stop the honking
Please take a loan and electrify the line ASAP. Constantly overcrowded trains are pathetic.
Please talk to BART and coordinate more
Please work on the overcrowded commuter trains...
Please work on the real time information app! Would be incredibly helpful Bart at least has an email signup where you get delay information emailed /texted to you/ Caltrain needs that too
Please work with SFMTA to have MUNI Caltrain buses sync their schedules with train arrivals. It's ridiculous to have buses leave empty just when a crowded train arrives.
Please work with the SJ Sharks for a postgame train that will allow us to actually see the end of games. Almost didn't renew my seats because I miss the end of 90% of games

# Comments and Suggestions

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<p>Please work with VTA to improve the bus connections between the West Valley 85 corridor with the Mountain View Caltrain station.</p>
<p>Please, a better integration between different transport authorities. For example, on clipper card usage (fares and tap on/off stations like Millbrae), or on timetables. Weekday shuttle services are definitely a great idea. Well done!</p>
<p>Please, earlier boarding times in San Francisco. And open all the doors to the platforms (in SF) when boarding a large group and not checking tickets.</p>
<p>Please, please allow parking to be paid for by clipper card ASAP. Increase parking spaces at Diridon. Increase number of trains going from/to Tamien. Improve parking area at Tamien.</p>
<p>Please, please assign a drinking car or cars. The drunk Giants fans keep me off Caltrain. Please.</p>
<p>Please, please give us some quiet cars. Many people work on the train. Some people rest. We are not going to re-educate loud cell phone users. They need their own cars.</p>
<p>Please, please, please add more bike locker capacity in Sunnyvale Station!</p>
<p>Please, please, please create a quiet car with no cell phone talking.</p>
<p>PLEASE, PLEASE, PLEASE FOR THE LOVE OF GOD, FIX CALTRAIN. Over the past 3+ years, I've been late to work so many times because of Caltrain delays. The reasons are absurd at times and it feels as if the troubles we, the customers, experience and complain about fall on deaf ears. So many of us depend on Caltrain to get to work and it seriously impacts our days and work lives. I get that the initial planners may not have foreseen the tech boom that's resulted in the huge userbase but c'mon, something needs to change. and soon.</p>
<p>Please, please, please reduce the honking. It is way too loud. Either significantly reduce the volume or just don't do it, especially at night.</p>
<p>Please, please, please, stop having the trains blowing their horns all the time. It is necessary.</p>
<p>Pls increase freq of trains during rush work hours in weekdays. It is very heavily populated and hardly any space to even stand.</p>
<p>pls keep up the good work. more and more of us depend on you.</p>
<p>Positives: The temperature is usually good in the cars and the conductors/staff are very pleasant (I appreciate it when they use a bit of humor in announcements). Cons: Aside from the space/capacity issues I mentioned in the previous statement, I find the timeliness to frequently be an issue when riding Caltrain. The 6:41 and 6:50 train from Palo Alto seems frequently late. I realize that this can be a result of rush hour and number of passengers, but I hope times can be adjusted or more train cars added to accommodate for this in the future.</p>
<p>Present diesel trains are very much slower now compared to past 2 yrs. Also, 50~70% of the time it has always been delayed due to mechanical breakdowns, so schedules are always off &amp; station alerts (via speakers &amp; boards) are very confusing &amp; not updated.</p>

# Comments and Suggestions

public transit rules!
Put bike-only cars at Southern end of trains so that walkers can get down the platform in the morning at SF without being blocked by slow bikes.
Put the train underground through Menlo Park and Atherton. This would be safer, quieter, and free up space for parks, bike lanes, etc. And divide the towns less. Until then turn down the horns.
Quiet car would be nice but it would never be enforced.
Quiet Cars (no cellphones) is the most important
quiet cars / wifi / keep the nice staff on board.
Rail system in Sydney Australia is truly amazing - the best I've ever seen!
Really bad real time updates, not enough seats, ever
Really looking forward to Caltrain electrification, but please increase bike capacity on the cars! It's the only way I will continue to be able to use Caltrain for my daily commute.
really looking forward to having high speed rail in the Bay Area. Would be nice if commute time from SF/SJ can be shortened.
Reduce noise of trains when going through atherton/menlo park area
Reduce the noise / horn at night and early morning when passing through Menlo Park!!
Reduce the noise from the horns! It is way too loud!!!
Reliability and quicker action in the event of issues on a train are key as you may know. One train goes down during peak commute hours creates a cascade affecting the whole system. Perhaps utilizing existing space where older or disused track could be used in the event of a break down. Or more frequent/thorough inspections of locomotives to counter act the aging fleet.
Reliability, real-time updates, and late-night service are most important to me.
Removing all bathroom is a little drastic. Reducing them to a few per train would be feasible though.
Replace cloth seating with vinyl for the new "old Metro" cars. More sanitary.
Retired, riding for 40 years, commuted daily for two different jobs to Milbrae and San Francisco. Now ride to SFO or to San Francisco to visit friends. I LOVE MY TRAIN!!!
Rude conductors
Run more trains please, one an hour is not enough!
Rush hour trains get too crowded with people stepping on each other or passengers boarding from the next station have no place to get in. Please either increase the frequency or add more coaches to the existing trains.
Seats are curved so if we can have straighter back cushions, that would be better on our posture
Second most frequent reason for riding Caltrain is for Sharks games and local only service and having to race to the station when the game runs long are frustrating.

# Comments and Suggestions

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<p>SECURITY. SECURITY. SECURITY. please focus on a way to discretely notify authorities about suspicious individuals. it's no secret that cell service is spotty on the train - where is the text messaging service? how do I know which cart I'm on?</p>
<p>Self identifying your gender as something other than the sex you were born with is really retarded. SJW FTL.</p>
<p>Seriously the horn blowing is out of control and way, way too loud!!!!!!!!!!!!!!</p>
<p>Seriously you need to have bathrooms ON the trains. Having them in stations doesn't cut it and at some stations, like South San Francisco, where are you going to put them. How are you going to staff said stations to make sure that the bathrooms are destroyed 30 seconds after they are built? The bike "Lobby" has their loud obnoxious voices heard for too long (and yes I do ride from my house to Caltrain and then from Caltrain to work) their has been enough space on the trains if you have to wait for one train on the way home, suck it up it's not a big deal. Needing to find a bathroom, that is a big deal. Plus what about people with disabilities? Not as easy for them to locate a bathroom at a station when they are trying to get to a train. Stop the bike lobby from hijacking the train for their own personal mode of transportation and listen to the rest of us. Bathrooms not bikes!</p>
<p>seriously, put the train numbers on the sides of the trains where people can see them</p>
<p>seriously, turn down the volume on the horn. There is no reason for it to be so loud. The only people getting hit by trains are suicidal and a horn isn't going to stop them.</p>
<p>Service is highly unreliable outside of commute hours. I ride trains all over the world and Caltrain is expensive inefficient and poorly managed. Time to move into the 21st century! This is no joke/ we need an underground system that runs every five to ten minutes to support the expansion of our economy, population growth and protect our environment. This survey did not address real problems like track deaths and pollution caused by an outdated railroad pretending to be public transit.</p>
<p>Service is the biggest issue, not the trains. currently on a train running over 10+ minutes behind schedule.</p>
<p>Service should never be less frequent than every 20 minutes. Reinstate Express trains mid day and add them during evenings.</p>
<p>SF giants fan are drunk . noisy . They do not respect courtesy etiquette &amp; conductors are doing nothing. Commuting with SF giant fans, make my commute exhausting &amp; extremely unpleasant . Why Caltrain has such disrespect of their usual commuters ?</p>
<p>Short-distance commuters like myself (Mountain View - Palo Alto) often don't get seating in either direction, which makes a short commute more tiring than it should be.</p>
<p>should add solar panels to trains to generate free (not pay as go) wi-fi service. More cushions to protect heads from low overhangs.</p>
<p>Should have free wifi and quicker trains</p>

# Comments and Suggestions

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signage is really poor. better directional signage is needed at stations. electronic updates are needed at stations for train status, and trains should be identified other than only by number. riders shouldn't need to get on twitter to find out if there's an outage and ETA.

silicon valley economy and population will ultimately collapse if something is not done to improve transportation in general. I use an electric bike but even so there are many trips that just can not happen if you can not drive (ie 3 1/2 hours to visit our partner lab in Livermore via public transportation from Stanford university). It is a mandate to the future to be creative and proactive about improving the transportation situation. Also I love the google bus because they reduce so much commute for my husband but any "local provided" solution like that must be seen as an incentive to include all citizens with affordable solutions (the more some groups separate, the more the have-not will be left isolated).

Since a SF station to Bart extension does not seem possible, how about a non-stop shuttle from SF station to Market (BART) and back. Or something to make the link to other transportations and central SF more "seamless" ...

Since I commute from Mountain View to redwood City, there are only 2 options per hour during commute time for northbound trains. The first one leaves Mountain View at 23 minutes after the hour and the second at 37 minutes after the hour. It would be more convenient to have another option at the top of the hour. As a whole, since Caltrain is the quickest option for commuting up and down the peninsula it would be helpful to have expanded service. I have often been in San Jose in the evenings and would prefer to take the train back to Mountain View, but the last train departs at 10:30 pm. Similarly, I have also been forced to drive because the trains do not begin early enough or frequently enough on the weekends \

Since riding Caltrain 6 years ago you guys are at maximum capacity. Most of the trains I used to take I can't even take anymore to work. Then you have the fucking nerve to RAISE fares? I remember when you assholes had a budget deficit, remember that? Now you are flush with ridership and money and your service is shittier and you take more money. Fuck off.

So happy not to drive! I get to nap, read, or do crossword puzzles for my commute. I arrive refreshed and happy!

Some cars have PA speakers that are VERY loud, and it's never fixed. Some train conductors like to talk on the PA, they will go on and on about safety rules, tell you five times what the next station is, and tell you about how you should not talk loudly on the cell because it bothers other people on the train, without realizing HE is the worse offender of that, being on the PA for 10 mins, how that is disruptive to everyone on the entire train!

# Comments and Suggestions

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some conductors need to understand we're not cattle. When opening the boarding doors (in SF), with a little time before departure, most ONLY open one set of the doors and everyone has to cram thru it. What is it some sort of power trip they're on? If you have a lot of people waiting to board and not much time, just open both sets of doors. You do when people exit trains! Two nights ago the conductor opened both doors (with less than 10 minutes before departure). I wanted to go up to her and kiss her as a thank you...though I didn't think she'd appreciate that, so just got on the train.

Some of the conductors, one in particular on #227 is very rude. He humiliates everyone that forgets to tag on, or loses a ticket or pass. Most people that take the train are respectable working class citizens who are not trying to cheat the system or anything, it may have been an honest mistake sometimes in the rush hour. But talking loudly and humiliating in front of an entire crowd is quite unnecessary. This is no way to treat people who pay upwards of \$10 per ride every day. They can easily be called aside and talked to or cited calmly outside the seating area.

Some of the passengers seem to stick bubble gums to the seats in the train, some of them keep their shoes(people go every place with shoes) on the seats where people have to sit, inspite of announcements made, some passengers leave drink cans on the seats, if this can be avoided it will be good. Thanks.

Some of your conductors like to hear their voice on the PA system! They are constantly going on about something or other. If you are going to disturb the passengers by announcing that feet need to be off the seats, then please enforce it as well. Same goes for loud telephones conversations.

Some stations have really great signage that help the non-regulars know where to go. Others, like Tamien and Diridon, are just a disaster and many people have to ask for help.

Sometimes the trains get delayed and the passengers may miss their shuttle. May Caltrain keep track of these real-time information and arrange backup shuttles for those passengers, it would be great.

Sometimes: train is too crowded (standing-room only), riders (all ages) use rough language and cell phone use (all ages) is loud and extended. I wish Caltrain service was more family-oriented.

Sorry, but i'm still pissed off that you guys shoved clipper down our throats. It's also astonishing that there's still no stable funding source for caltrain.

South San Francisco Train Station is dark, and feels unsafe. You have to step on, or off the train in a VERY high 18 inches or higher step - difficult for women and children. It is REALLY hard getting on and off. We know a "little person" from SSF who has to get off and on in Millbrae in order to be able to ride. Plus you have to walk across tracks sometimes. It is difficult to hear announcements, as the speakers are pretty quiet. There is no electronic message board. The ticket validators are very close together, instead of spaced from one end of the waiting area to the other. What's the point?

South sf station needs modeling please

# Comments and Suggestions

Standing room only on every train I take home gets really old
Start charging Bicycles some sort of fair. Bikes take up extra space at no cost to the bike owner. If Caltrain subsidising the early morning busses they should stop. These busses especially the Muni 81X rarely appears (first one out in the morning). Take the money and put it elsewhere.
Start treating the elderly and people with disabilities with more respect. I see caltrain conductors repeatedly harass pedestrians for sitting in bike cars, while completely ignoring people who take up the reserved seats at the end of each car.
Station cleanliness continues to be poor. Sometimes I don't feel safe at Palo Alto.
stations and parking lots need to be cleaner
Stop allowing peak-hour bikes. Bikers take up two spaces, but pay only one fare, and they increase loading/unloading times too much. Add/expand bike storage at stations to compensate. You can run more trains, and alleviate overcrowding this way. Need better seats, and better lighting that's less-harsh. Also need sunshades.
Stop asking about "on" station and "off" station. I take the train somewhere, and then later that same day, I take the train in the other direction! I don't know anybody who only uses the train one-way.
STOP HORNING LIKE CRAZY!!!!!! IT DOES NOT MAKE ANY SENSE !!!!
Stop the horn noise at night or early mornings or decrease the decible level, and frequency and duration of the horn sound.
Stop the horns! You're crazy if you think think running high speed rail at grade through the peninsula is a good call. Make sure that doesn't happen. Invest in noise fences like they have on the freeway- why none of those in Menlo park. Train itself is fine, but you guys are awful neighbors!
Stop the train noise
Student discounts would make more students travel on caltrain
Suggesting a free WI-FI service that could improve the Caltrain experience
Suggestion: Eliminate the 22nd Street station. Create a new MISSION BAY station between the 16th Street railroad crossing and the tunnel toward the 22nd Street station.
Survey Monkey is a challenge to use. I fear I may have inadvertently 'erased' answers while trying to answer answers, if that makes sense. Thanks for the opportunity for riders to give feed back! (More bike cars, please!)
Survey too long. Better to have more frequent short ones. All good ideas. Need some neg control questions
Take a tour to see just how efficient train systems can be in regions like Europe, Japan, Hong Kong, etc. Learn from their decades of experience instead of trying to reinvent from scratch.
Terrible service at San Francisco station for handicapped woman. Called obscenities, stepped on, unable to find assistance to board the train. TERRIBLE!

# Comments and Suggestions

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Thank goodness for the upgrades!!!!!! And please please please invest in a mobile app and mobil ticketing! It's Silicon Valley and IT'S 2016.

Thank you for asking!

Thank you for bike space on trains. If I can't bring my bike with me, I drive instead.

Thank you for doing this survey, and thank you for jumping on the opportunity to purchase metrolink cars as a temporary stop gap before electrification comes. Not many entities would take that step to justify short term needs when a long term plan is off in the distant future

Thank you for everything you do :) Caltrain is a more convenient commute and more Eco-friendly and I know many people have many needs. Just wanted to remind the team that passengers are appreciative for your service.

Thank you for gathering rider opinions!

Thank you for keep the train running! :) I love them ♥

Thank you for providing such great service!

THANK YOU for providing this survey! :) It's very important to a lot of riders to have an official, organized way to share our compliments, complaints, suggestions, etc. with you folks. I hope you'll continue to run surveys, now and then, in the future.

Thank you for taking feedback! I am a longstanding regular monthly rider who is very aggravated with service and actively looking at alternatives like MagicBus just so I can get a seat and not feel like a sardine. The price is the same and it drops me off at my office. CalTrain needs to evaluate the fact that there is competition and start catering to clients. This survey is an excellent start in my mind. Also why not reach out directly to monthly/regular riders? The single most important thing in my mind is having more seats available. Whether that's adding cars, having more seats on each car or adding routes doesn't matter. People will find the seats and adjust their schedules to suit.

Thank you for the survey. I love Caltrain's diesel fleet and would rather have them than the new electric fleet. Caltrain has all ready spent \$15 million on used bombardier bi level cars from Metrolink. All the recently purchased Mp36 locomotives would be replaced by even more expensive electric rolling stock. Electrifying the whole route from San Jose to San Francisco would be really expensive to. If Caltrain was in need of more locomotives and passenger cars, they could lease rolling stock from other transit authorities. With the electrified rolling stock, you could not do that.

Thank you so much for maintaining the Caltrain service! It is so valuable and I am so excited that it is still in operation and that I can use it so often. All of the Caltrain employees I have met have been very nice people and I really am so happy that they all are so good at their jobs.

Thank you. Incidents have been more common than we all hoped, but appreciate the updates on Twitter and staff is always amazing. Much better than driving and appreciate all that you guys do!

thanks urge you to target residents who live close to stations

# Comments and Suggestions

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Thanks a lot for your great job!
Thanks for asking for my opinion.
Thanks for asking my opinion. I would like to see Bette coordination with VTA so there is less wait time for a bus. Currently, many of us have only 2 or 3 minutes to get to the bus, or suffer a 30-40 minute wait.
Thanks for doing a survey!
Thanks for giving me the opportunity to voice my experience with Caltrains. I'm glad you value our feedback!
Thanks for improving commuting. Sure beats driving the crowded roadways.
Thanks for improving our services!
Thanks for soliciting input from riders!
Thanks for taking the time to make a survey!
Thanks for the opportunity to provide feedback. I appreciate that caltrain actively seeks feedback and it appears they do something with it.
Thanks for the survey! :)
Thanks for the survey. it's got similar questions to one I did a year or so ago. One thing I know I'm consistent about: if I can't take my bike on the train, I probably won't be on the train at all. Be sure to keep bike access!!! and I think it works better to have dedicated bike cars, rather than storage on each car (where you'd not know which car might have space.).
thanks for the survey... Love giving input.
Thanks to all the people who work on the trains. They don't get enough credit, and are the target of complaints re: things they can't control (delays, crowded trains, etc.).
The "A" number one wish is for expanded South Bay service. Those of us south of Tamien are an afterthought, even though there are scores of students, tech workers, professionals all with varied work schedules! The days of "8 - 5" are long gone and we are working longer and more "off" times during the day, and attending SJ and Sta Clara events. WiFi is an absolute must, and should work uninterrupted all the way south. Thanks for LISTENING! :-)
The #1 most important thing you could do is provide realtime updates via an API. Do NOT build the app or website yourself. Let others do that - it will happen for free. There are many great public transportation apps already available. Do not implement WiFi. It is a *good* thing you don't do this. People will always complain about it if you do, and it will never work well.
The audio announcements at the stations are both loud and difficult to understand. It would be wonderful to have specific locations on the platform where people who need audio assistance could stand to get clear announcements.

## Comments and Suggestions

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The Bart trains should be timed to coincide with the Caltrain. They kinda coincide, but not really. There are far too few milbrae-bound trains from San Francisco. A reliable connection there could provide a lot more riders for Caltrain. The lack of a reliable connection dissuades a lot of passengers. Every night a whole swarm of us sit in a stationary Bart train at the milbrae station with the doors closed. What gives? Also, there's no coffee shop at milbrae - you could easily sell overpriced coffee there.

The best trains are the ones w/o stairs/steps :)

The biggest issue that needs solving asap are the pedestrian / vehicular strikes that happen multiple times per month. It's critical from a safety and a reliability perspective that these issues are solved as quickly as possible. Even one multi-hour incident per month is enough to make me consider not taking Caltrain.

The biggest miss here for Caltrain is to not have service after midnight, most of all on weekends. This could prevent a lot of people who would rather drive drunk because there's no service from San Francisco.

The biggest pain points with me for Caltrain weren't covered in the survey so I'll mention them here:  
-The BART/Caltrain transfer at Millbrae is terribly dysfunctional, at least on weekends when I usually ride. There is no schedule coordination and BART is frequently off-schedule enough to blow planned transfers and end up waiting nearly an hour for the next Caltrain (the root cause of problems for me is usually BART delays, but clearly neither agency is trying very hard to make the transfer work and Caltrain's low frequency exacerbates the impact of BART delays)  
-The situation with access to SFO airport Millbrae (and the necessity of taking two different BART trips, sometimes waiting up to 10 minutes for the transfer at San Bruno) is really irksome - I think many people avoid taking Caltrain to SFO solely because of it and some times I've used Taxi/uber to get to the airport from Millbrae because of it. A shuttle bus would be a vast improvement.  
-Integration with other transit (the lack of connection to Muni rail at Bayshore, almost all the connections to local VTA buses in Santa Clara county where I live) is also really lackluster.  
-The last mile shuttles from Mountain View station to Mountain View employers are frequently off schedule and unpredictable in travel. If they worked well (schedule well coordinated with train, travel time similar to driving) they could make Caltrain quite time competitive with driving or employer shuttles for many trips given how horrible traffic is, but since they don't, I don't know of anyone at my own workplace who uses Caltrain.

The biggest reason that I don't take the train more often is that it ends up taking longer than driving because I have to drive to a station further away just to get a bullet train. Parking at the station is also a challenge unless you are taking the first bullet of the day.

The bikers often push with their bikes without knowing.

# Comments and Suggestions

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The Caltrain conductors need to be more firm with the people who take up seats with their bags or who lay across seats during rush hour. Also, they need to remind people not to put their feet all over the seats. They need to do something like BART is doing. The bag situation during rush hour has become HORRIBLE. The conductors tell people over the PA but do not enforce it AT ALL

The Caltrain doesn't offer NEAR enough bullet trains in general, but mainly during rush hour in the morning and evening. Caltrain staff are rude, often not helpful, and unprofessional. The train itself is loud and not very clean. The signage at the SF station is archaic. You need electronic signs with real time updates that say the time the train is set to leave, and the current time so passengers know how long before it leaves for clarity.

The CalTrain is so fantastic, it would be great to have things like baby bullets on the weekends, or more late night service. That said, we tried it for a weekend concert & it was very FratTrain. Nothing like my week day commutte!!

The Caltrain system is one of the worst commuter train systems I've ever seen. Old, expensive, unreliable, stations are a joke, the abuse of the horn is extreme noise pollution, yet it's the only alternative to driving, and therefore people are at the mercy of Caltrain.

The Caltrain Tracks need some serious rail alignment/level checks because of some serious ride quality problems (shake rattle and roll) !

The CalTrain/Muni combo monthly pass was very convenient and I was sad to see it go. Additionally, thank you for offering good service and I am happy to see the effort to provide great service.

The cell phone issue is my biggest problem with Caltrain!

The chemical used to clean the seats is very smelly. The conductors can be loud and annoying when the goof around.

The clipper card maximum charge is ridiculous. It's so easy to forget to tag off...it doesn't save any money

The Clipper card system is terrible. IMHO it is designed for users to make mistakes and therefore generate fines. Why do I need to have a positive balance on my Clipper Card to ADD money via the online system? Why is my Clipper Card receipt not a valid form of proof of payment? Why do I have to tag on/off if my monthly pass automatically renews with credit card? This is lunacy. These are primarily software fixes at the undergraduate level. Please make me stop hating you.

The clipper card system needs to be updated. Its far too difficult, cumbersome to just check the value of the card or if the pass is activated. There needs to be a mobile app with schedule information and updates, which could also have your clipper information integrated.

THE CLIPPER CARD SYSTEM SUCKS ASS!!!! FIRE WHOEVER DEVELOPED IT. Oh, that's right... gov't contractors, they can never be fired no matter what.

# Comments and Suggestions

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The clipper system is slow, confusing and difficult to use. It takes days to add credit and is extremely dated.

The commute on Caltrain has not improved over the years with the increase in cost. Rather than improving the service, it has decreased. The restrooms are not serviced as frequently as they should be for the increased usage. The quiet cars would be a great designation for those of us who wish to read or rest during the long commutes. Monitoring by conductors has decreased because they often stand and chat in vestibules and do not monitor tickets.

The conductors are always very helpful and professional!

The conductors are doing a good job alerting and reminding passengers over the PA, but sometimes the sound comes over as too loud or too low. Hopefully there's a technical solution normalise the volume.

The conductors are great! Please run more trains to San Antonio station!!!!

The crowding of the trains at peak is really bad. There is a need for a minimum of 2-3 cars needed to relieve how packed it is.

The displays at the Sunnyvale station - it doesnt help telling me how many minutes the train is late. I want to know what time it is arriving...and what the current time is...or how many minutes from the current time the train will arrive...Telling me it is 7 minutes late...I have to know what the original time was and then do the math...

The evening rush hour trains (5-6 pm) leaving San Francisco are unreasonably crowded. Anything that can be done in the short term to alleviate that congestion?

The fare has been increasing more and more, yet I do not see any improvement on Caltrain. The Clipper machines are too slow and complicated. (Come on, we live in the Silicon Valley.) I am a student commuting for times a week to SF, have a job that pays minimum wage, and I struggle to pay transportation every month. There should be some student discounts. All trains are very old and frequently have mechanical problems, which leads to delays. There are almost always delays every week! Change the trains!! I personally do not see where my \$300 a month are going to Caltrain. The service is good, but if there were some other form of transportation to SF, I would stop using Caltrain immediately. There are always problems with Caltrain, and it is costly.

The Go pass provided for 2016 has poor quality. The red color already got faded and the print is starting to come off. Please make sure that print quality of these stickers is good.

The hardest part of riding Caltrain is learning the ropes. Staff are very helpful But better on line tools and on train messaging would be helpful. Also better way to see clipper card usage.

The horn blowing is absolutely excessive and disruptive to daily life in surrounding neighborhoods. Horn noise could be reduced significantly and still be effective. Please be mindful of our community and make genuine efforts to address this! First, you can significantly reduce the decibel level. 2nd, perhaps just a little less gusto from the conductor would help as well.

# Comments and Suggestions

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<p>The horn blowing NEEDS TO END. Far too loud. Menlo Park must be a quiet stop.</p>
<p>The horns are too damn loud and totally unnecessary. If someone wants to get hit by a train, they will get hit regardless of the horn.</p>
<p>The horns at the crossing are outrageously loud and way too much. Please accelerate grade separation or lower the volume a bit. Outside of that, please hurry and get the electrification done. Overall, I do like Caltrain quite a bit.</p>
<p>The horns being used are excessively loud, dont understand why horns are being used at 5am so excessively</p>
<p>The horns have got to stop. We live a mile from the track and the horns wake us up every night. They deafen me while I'm walking to the train or standing at the station. It is unhealthy. I'd like to see the science that shows that horns save lives. I doubt they do any good if the crossing gates are working. My hypothesis is that many of our suicides may be caused in part by sleep deprivation due to the horns. Stop the horns for a year and see what effect it has on fatalities. I doubt it will be any higher. I will attest that resident annoyance will go WAY down. While I doubt we'll ever be able to try that, at least we can eliminate the unnecessary horns. Such as when pulling out of a station. The bells are sufficient. Compare with VTA's light rail that doesn't have any horns at all.</p>
<p>The integration with clipper is an absolute mess, and I wish we could go back to having paper monthly tickets, which were way more convenient. Why can Caltrain ticket vending machines add cash to a clipper card? Why must I remember to tag on and off once per month with a monthly? ... that should be automatic. Why can't I get a zone upgrade for my monthly via tagging on and off?</p>
<p>The intercom system is not working in Menlo Park. The bathrooms on board the trains are always filthy. I wish there was a way to contact a conductor if there was an emergency or if someone is smoking on board and to report it anonymously. This also includes graffiti.</p>
<p>The luggage racks in the nice cars are too low. People bang their head all the time. The Tamien station never tells you which train is which on the overhead signs. More parking options for coming later. Feel like if I don't come early it will be impossible to find parking.</p>
<p>The main issue was not mentioned here. It is that the trains are late so often, more often than not. There are considerable delays.</p>
<p>The main stress of riding caltrain routinely is the uncertainty about space/capacity/timing. Will there be space for my bicycle? Will there be space for me to sit and use a laptop to get work done? This uncertainty can be removed with better signaling and predictive tools, or better yet -- more capacity.</p>
<p>The morning commute is fine but the evening commute is SRO. Would be nice to have either more cars or more trains for the evening commute.</p>

# Comments and Suggestions

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The most important issue to resolve is information sharing. When trains are delayed, information is not shared or difficult to find. Late trains are not identifiable. People seem to know trains by their schedule, not their number, which causes confusion during delays. For example, I know I take the 5:54 home, but don't know it's number. Your Twitter feed, electronic station signs, and staff members are all not being used to their full potential during delays.

The noise level from the train's horn is excessively loud. Please adjust to a level that is healthy and safe.

The northbound weekday morning trains are incredibly crowded. I do not might standing (I always end up standing during this commute), but often standing room is in incredibly limited. Anything that could be done to spread out the morning rush crowds would be greatly appreciated (ie. adding another train to the morning schedule).

The number of breakdowns/mechanical issues is ridiculous.

The older cars give a rough ride. The vestibule arrangement n the older cars disrupts boarding and disembarking when the train is even moderately crowded. Passenger and bicycle management is suboptimal.

The one game-changing improvement for me would be trains running at least every 20 minutes, so that I no longer needed to think about schedules (and running to the train so I don't get stuck for 45 minutes to more than an hour).

The parking situation needs to be resolved. At Tamien half of the lot is a dirt lot, and at Diridon it adds a good ten minutes to just pay for parking.

the parking space at train station need to be expanded URGENTLY. I am loyal Caltrain customer for 8 + years, but receive parking citation three times in five months, that is not how you take care your customers. And I am sure the parking is an primary issue for all riders. We will truly appreciate your attention and action to resolve this concern. Thank you for the survey opportunity.

The placement of Clipper tag on/off stations is really bad. They are in the middle of the platform most of the time, there really needs to be tag on/off stations at the entrace/exit to the station so that there is always a place to tag off in the flow of traffic - otherwise you have people walking in the opposite direction.

The price of the monthly pass is currently over priced. No public transportation should charge an amount of +270\$ to commute.

The racist questions are not necessary. It is a train for god sake

The San Jose Diridon station's parking situation is a nightmare. There needs to be more parking lots that accept the Caltrain parking pass. There has been a huge influx of riders from that station and you have to get there by 6:30am or else you don't get a spot in the Caltrain lots. You're forced to pay \$5 in other lots that don't honor your Caltrain parking pass. It's pretty unfair.

The schedules/delay communication needs to improve. Trains are late to the station more often than they are on time.

# Comments and Suggestions

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The signage at King St. needs to be improved. The signs that show the stops for the various trains is too low. When there is a crowd waiting to board the train you can't see the sign because the people block the view to seeing the sign. They need to be raised higher on the wall so that riders can see what stops the train will be making. I have made this suggestion before but nothing has been done. Also some of the conductors can be rather rude and do not display very good customer service. All conductors should wear their name badge on the outside of their clothing (including coats) so that if a rider wants to make a suggestion they can have a name to refer to. As an example, there is a female conductor who is rude most of the time and always wears a jacket that hides her name. She needs retraining on how to provide good customer service in a friendly manner.

The signage at San Jose Diridon is terrible.

The signage in SF is poor and the audio is incomprehensible when things happen. Get some digital boards for each track to show time, train and stations served.

The single thing I'd like to see most is less crowded trains. How you do that -- longer trains, more frequent service, etc., matters on in the sense that I would like to see bike storage on the train continue to be prioritized. (And for the new train cars, I'd like more tint on the windows and a more functional AC system -- the trains are always very warm). Overall though, I really like Caltrain.

The South San Francisco station is the worst station in the system. There are very few clipper card scanners, there are no signs that indicate when the next train is coming, it's difficult to access, etc. The station was supposed to be renewed in 2016 and then the project was cancelled indefinitely because you wanted to align with high speed rail plans (something that is over 13 years away!!!!!!). It's important to improve peoples' lives and commutes right now. South San Francisco station is severely lacking- please invest in improving it.

The southbound train from Palo Alto at 5:40 pm is too crowded! I would get on/off at the Lawrence Station if the train stopped there more frequently.

The state could easily upgrade the diesel. This is another waste of taxpayers money - like the high speed rail we will all be subsidizing.

The station signage is terrible. And I speak english and know the area. Signs need to indicate general direction (e.g., San Francisco, San Jose) not insider gobbledegook such as track number.

The stations need to have waiting areas that provide better shelter from the wind and the rain. I stopped riding in January and February because I knew I would be working late in the evenings and the lack of shelter made waiting for a train wet, cold and miserable.

The thing that would best help Caltrain would be to have 4 tracks on the entire route. Would make re-routing during accidents simpler and would allow for a real express train (one that leave after some local trains and passes one or more of them).

# Comments and Suggestions

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the ticket price for each and all zones are too expensive, comparing with any other country, anywhere around the world. specially European countries

The ticket prices make commuting from San Mateo to Sunnyvale WAY more expensive then gas for driving a car. If it is 4 times cheaper for me to drive a car, why should I take caltrain? I'd love to take caltrain more to avoid traffic on the 101, but the tickets are SO expensive compared to driving, and the trains are also very slow. Compare to new york, where you can go wherever you want for 2 dollars. Caltrain doesn't even come remotely close to being a viable commute option for me because of the price.

The train needs to be at every station every 15 min all day. This would be the only way to get people out of their cars. Being stranded is main issue why people don't ride the train to work.

The train seats are not very comfortable for long rides. Would appreciate looking into something more ergonomic.

The train service for this size city is a disgrace. Please study other cities to see how it's done correctly. The train platform arrivals/departures are not consistent. There is no information when things go wrong. And there are no alternative solutions when there's an accident - you're stuck on the train and it takes an extra 2 hrs. minimum to get home. That's ridiculous. PLEASE take a more serious approach to the train commuting here. We beg you!

The train system in Europe is more customet oriented. There is a dignity that is offered by its ease in access on to train,anticipation of meeting needs for essrntial shopping to residents and travelers, a place to house bikes and luggage ,high cleanliness and safety iat stations and clear timetables. I wish that caltrains might offer checked luggage like swiss rail.to keep congestion onboard to mimimum.

The trains are always so cold. I know the air might be on to account for when there are a lot of people in the train but the air conditioning in all the time makes the trains very uncomfortable when it is already cold outside in the winter months.

The trains are clean.

The trains are NEVER on time, even after the most recent schedule adjustments. Please implement a more realistic & reliable schedule. Between Millbrae and Mountain View, it's rarely less than 6 minutes late.

The trains are noisy, crowded and uncomfortable. They are slow and come infrequently. There is no Wi-Fi so it is impossible to work. I do not like my experience on the train.

The trains are terrible. Very poor service for expensive tickets.

The trains are very loud when they blow their horns at each crossing. We live next to tracks and it is disruptive.

The trains could definitely use an update, as well as modernizing the entire system, for the employees, facilites, and riders. I enjoy the view and calm that comes with riding the train, and I'd like to see it remain the less stressful option to driving.

# Comments and Suggestions

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The trains from 4:30pm through 6:30pm are now so overcrowded that I get off and use BART. Fix this. I wind up standing often on my commute back to the city. Also, quiet cars please. Europe can do it, the East Coast Amtrak trains can do it, why can't Caltrain do it?

The trains have become unbearable the last few years. Please take quick action to make commuting by train a more feasible, enjoyable and effective way to commute.

The trains have been extremely crowded recently, making them late and also very unpleasant for riders during rush hour. Additionally, the lack of useful information when trains are out of service or delayed is extremely frustrating - and frankly inexcusable. Although the train is faster than driving, my afternoon commute has worsened in quality, especially during baseball season.

The whole boarding process is antiquated and senselessly duplicative and cumbersome. Having to "check-in" (Clipper card swipe/verification) up to 3 times is just one example.

The worst part of the caltrain experience is the frequency of major delays and the lack of information available with regards to the delay. I once waited 2 hours for a train, due to multiple sequential collisions and lack of information on the billboards or twitter feed (which kept promising that the trains would be moving again soon). Eventually I just got a cab, which I could have done earlier if I had known how long it would take. The best part of the caltrain experience is the swiftness of the bullet trains, and the attitudes of the staff. All of the caltrain conductors (?) I've met (or heard over the PA) have been friendly, funny, and awesome

The worst thing about transit in the Bay Area comes down to the infrequent service across all agencies...because of that the tranfers of my commute (with light rail) become so frustrating

There are 2 critical issues for me since I have been used the Caltrain for over 2 years. 1. Not enough Bikes room space. I am bumped from one of your trains many times because I am using the rush hours both morning and evening. Suggested solution: Add more bike car to the trains especially during rash hours or add trains schedule to operate more often especially during rash hours. 2. Delay for whatever reasons (most of them is mechanic issue) and not knowing when exactly where and when the train would come. Suggested solution: Make real time smartphone's application available to riders with the real time trains location and issue.

There are already several quite excellent free Caltrain apps for iPhone - Caltrain should not need to develop their own app. Would love to have one that did ticketing and parking however. Also, Caltrain should offer FREE Wi-fi.

There are constantly incidences on the tracks and that makes me feel like Caltrain is an unreliable service for how much you pay.

There are no legitimate reasons for the loud horns in areas where there are no crossings and very residential---throughout Atherton.

There are so many "nice to haves" here but I'd trade them all for ten minutes shaved off my commute. Please focus on efficiency!

# Comments and Suggestions

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<p>There is a need to assess grade crossing safety</p>
<p>There is a section of track going northbound that the gallery car feels like the car is airborne and is going to derail. When I ride the Bombardier cars, the ride is smooth.</p>
<p>There is never any seating. The clipper card service is horrible; I got kicked off the train because I didn't do something that was never explained to me for my pass to be valid. The train is very expensive. A monthly pass is like a new car payment. Lastly there aren't enough baby bullet trains.</p>
<p>There is no need for train horns to blow constantly. This can safely be eliminated.</p>
<p>There is no WiFi, which means I have to supply my own solution. I don't understand why the Caltrain corridor is so poorly able to support a data connection between San Francisco and San Jose without dropping a dozen times along the way. Adding WiFi might help, if it were super reliable, though pay-as-you-go means I'm more likely to just tether like I already do. I just wish the signal were more reliable, particularly on crowded bullet trains, which seems to exacerbate the problem.</p>
<p>There is nothing worse for commuters than when Caltrain shuts down, or breaks, or can't run. I was personally impacted at least 15 times in 2015. It causes all kinds of crazyness.</p>
<p>There is nowhere to stand on train when seats are filled up. Put in standing areas in cars</p>
<p>There needs to be greater capacity on the trains during peak periods! Why are there newly purchased rail cars just sitting in the yard in SF? Why are they not being used?</p>
<p>-There needs to be more Clipper machines at many of the stations. Most of the machines are oriented towards the center, please put additional Clipper machines on the extreme sides of the boarding platform. At many station, people have to run from the other side of the street (to the sides of the platform) to catch the train. However, as the ticket machines are in the middle of the opposite site, this creates situation in which the passenger has to walk even further to obtain a ticket or validate their Clipper card. This is VERY stressful, especially when the train is late and the safety gates are down longer than usual.</p>
<p>There needs to be much more room on train #278, the 5:56 leaving from San Francisco. I usually arrive about 20 minutes before the train leaves, and I still VERY rarely get a seat. If I were to guess, I would say that the train is usually at 125-150% capacity. I would recommend adding a 6th or even 7th car to train #278 because there are so many people.</p>
<p>These are complaints: 1) Totally inadequate info at San Francisco station when there's a service delay (collision, breakdown, etc.). PA system cannot be heard everywhere, electronic signs are not updated, station crew gives erroneous info; it's impossible to make informed decisions on waiting or finding alternative transportation. Will be glad to expand on this... 2) Bicyclists riding on San Mateo station platform jeopardizing my safety 3) People ride in vestibule on gallery cars even when there are seats, then don't want to move to let you off. Thank you.</p>

## Comments and Suggestions

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This is more of a safety comment~ for baby bullets that are approaching a station and not stopping, rather than the electronic sign and P.A. announcement saying "Train Approaching", how about saying "Bullet Train Approaching, Train Does Not Stop, Stay Back". I've seen repeated rookie riders and very young toddlers think their train is coming and move up to the yellow line only to be completely surprised and horrified when the train just keeps barreling through at 79mph inches from their bodies. "Train Approaching" is like saying the sky is blue. It is....just not all the time.

This survey was not very good. The constrained nature of most of the questions and answer choices provides for limited flexibility and accuracy. For example, asking what station I get on and off of, and only providing one choice for each, forces me to put down an inaccurate answer. Sure, California Avenue is the closest station to my house, so I usually get on there, and I often go to San Francisco. But other times I'm going to San Jose, or San Carlos, or Mountain View, or practically anywhere else in the system. And sometimes I get on at Palo Alto, because there isn't enough service at California Avenue. Or I might take a bus somewhere and then get on the train, so I could be getting on anywhere in the system (Okay, I've never been to Gilroy, but that's because you don't run any service so that one can go from the peninsula to Gilroy and back in the same day). The question you asked implies that you think most people use the train for the same trip over and over, so if people don't use it that way, you won't get any accurate information of their habits. Likewise, asking how many days a week I use Caltrain is again misleading. Some weeks I might use it every day, and some not at all (with prices being raised I will certainly do my best to avoid Caltrain whenever possible, but it's hard when you need it to get around, and the bus is so much slower. When you first raised prices on paper ticket users a number of years ago, I was so mad I didn't use Caltrain for 3 months. But that was when you could get to San Francisco from Palo Alto using the KX bus. But you eliminated that, I guess because you think that having a lower-cost option of going from Palo Alto to San Francisco shouldn't be possible). If you want to know what it's like to ride the train, RIDE THE TRAIN! Caltrain staff and board members should be required to use Caltrain a certain amount each year, and spend at least a month getting around using only public transportation (paying for it themselves) to see what it's like. In general, right now, I'm furious with Caltrain. I resent being asked to pay more, as if the problem with Caltrain is that the riders don't pay enough. Yet we are told that Caltrain has one of the highest farebox recovery rates in the country, and ridership is at an all-time high. Yet the organization is always telling us that they are on the brink of financial collapse, and can't run trains every hour during the day like they used to, or even check tickets regularly on the train. Yet spending a billion and a half dollars to rebuild the rail system will somehow magically make everything better. Hiring a former head of high-speed rail to head Caltrain is a total conflict of interest. Why does this person make over \$400 thousand a year? You can only work so many hours a day. Anyone who thinks Caltrain, freight trains, and high-speed rail can be run through the suburban Peninsula on one set of tracks is out of their mind. If Caltrain gets so much revenue from riders, why is there so much trouble? Public transportation is supposed to be for everyone. How much would be brought in if every resident in the counties Caltrain runs through paid a few cents a year? And why do you keep punishing people for not using Clipper? A reusable fare card is a great idea, but the system doesn't work universally. One shouldn't have to go outside the transit system to buy or add money to their card, there should be a fare machine at every station that lets you put money on the card, and dispenses one if you don't have it. That way, everyone will be using Clipper. Right now you're penalizing people for not using it, but if I had a Clipper card, I would be incapable of buying train fare at almost every station. Not everyone wants to pay lots of money ahead of time, some of us would prefer to pay closer to as we go. Oh, and the

# Comments and Suggestions

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ticket machines are too loud, and Clipper is even louder. Why does no one deal with this? Some of the ticket machines beep up to 23 times, it's ridiculous and annoying. Here are some suggestions: Lower fares. Make a one-way ticket good for any direction during the four-hour period. Caltrain day passes should be valid on VTA and SamTrans. Trains should run no more than a half-hour apart for most of the day. Be straight with your customers. Don't tell us more ridership will make everything better when in fact it will drive costs up. The idea that electrification will somehow double ridership seems dubious. There are so many empty seats on the trains now, why aren't you working on filling those seats, rather than trying to expand service where it's already full?

this survey was too long

ticket are expensive

To clarify it would be really nice to have bullet service after 6:33 on weekdays. An hourly bullet until 10PM as many of us have to work late and the local is very slow.

Too many rude cellphone talkers and people who stow their luggage on seats with no CalTrain employees to monitor. Also too few ticket checks. You have conductors who seldom move throughout the train. Also too damn crowded!!!!

Traffic in Bay Area is getting horrific. Need more frequent trains & better connections at the stations. Would be good to have a better system to communicate where each train stops; people frequently confused/get on the wrong train, thinking trains stop at each station.

train #268 is chronically late by 10 mins. by the time it gets into Mt.View due to huge number of people getting off at san antonio, palo alto, etc. it's packed like a sardine can. this always delays the bullet #370 behind it, and makes it 10 min. late too, trains are one behind the other after palo alto, #268 making \*all\* stops. Adjust schedule so #268 leaves SF a little earlier, around 4:45-4:50, or have #370 leave a little later too.

Train delays/getting stuck on trains due to delays are at times unacceptable. A new train will not make this better, eg if this is due to hitting a car or person on the tracks. People cannot be held hostage on trains for 1-2+ hours without access to anything to drink or a bathroom. People on airplanes have more rights. I prefer to take the train from redwood city but there is no bullet that goes to San Bruno. So i have to alter my commute. I wish bullets were staggered to accommodate more locations.

Train emits unnecessary amount of horn blows - especially on the earliest/latest trains. The freight trains are deafening and last WAY too long. It's absolute noise pollution. Midday and afternoon trains don't seem to be as bad.

Train horn noise does seem excessive. Is there a kinder, gentler sound system that could still do the job?

# Comments and Suggestions

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Train is crowded with standees between Sunnyvale and redwood city. Please increase capacity. I would like real time updates on my smartphone of train arrivals when there are major delays (death of trespasser) so I know when to come back to station if I go to eat somewhere while waiting for trains to start running again.

Train is getting crowded in rush hours and a lot of people stand near the door. More cars are needed.

Train needs to have a better way to load and unload bikes to prevent extensive time at the station during peak hours

Train number 190 (7:30 pm Departure from SF) habitually leaves the station at 7:26 pm (not at 7:30 pm as published). Since the next train leaves at 8:40 pm, it would be nice if this schedule did not depart early.

Train operators honk their horn so loudly when passing through stations. It doesn't need to be that loud. I don't want Pay As You Go Wifi. I want free WiFi. Ticket prices are getting pretty high. This is fine, but want to see more value (more space, free WiFi, more bike storage).

Train service mid-day doesn't work for many appointments given the 1/hour schedule - 1 per 1/2hour would be 80% better

Train whistles are incredibly loud and unnecessary. When I walk over the tracks to the station they are unbearably loud. They are heard throughout town which shows how wasteful this noise pollution can become.

Trains are a great way to commute however older ones are dirty, need to be scrubbed thankfully not as nasty at BART, some trains are worn out and sound and feel scary while riding. Nice to see new trains are being implemented. Play with test fits to allow for most seating with most leg room. Thank you

Trains are always running late, having them run on time should be a top priority as well

Trains are increasingly become more frequently late and it's been frustrating. Also not a fan of the new process. Clipper card system could use some work.

Trains are very often "off schedule" - usually late arriving each station late. I am taking this survey while on CalTrain and we are currently 3 minute behind schedule.

trains need to be updated to be more dependable, too many late trains. Ticket price is now reaching a point where it is cheaper to drive.

Trains should be faster and there should be wifi. Thats Top 1 and 2 If you could have more seatig with tables that would be great and would allow work while commuting.

Transportation should not be treated as a luxury. The cost of living in this region is ridiculous, and those struggling to make ends meet should not have to pay for public transit. As seen in Europe, this should be a government-backed service. I think we can spare a bit of tax dollars from road construction (digging up and repaving the same bit of street multiple times a year) to make sure that hard working citizens can move about as needed.

# Comments and Suggestions

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Try to add third or fourth rail on some stretches of track, will help in adding trains. Keep restrooms on board but not on every car. Are 6 cars possible for rush hour trains?

Turn the volume down on train horns! I have heard the noise as far away as skyline blvd! There is no evidence that horns prevent accidents anyway!

Two biggest complaints- 1. bikes are given too much space. Bike riders should pay more to have their bike on board. More bike lockers should be available at the stations to avoid leaving bikes off the train freeing up space. 2. In the event of a delay/ accident a basic bus bridge is needed to stop long delays.

Using the train for theatrical or musical events at night are impossible given the late train schedules. Also the train station at San Francisco is totally unwelcoming. Why do you use a mob rule for getting and waiting for trains with perfectly awful conductors. All they need are night sticks and vicious dogs chasing us down the tracks to complete the experience.

Ventilation in the train is not that great - it gets very stuffy & humid during rush hours in the mornings and afternoons. Maybe not having the heater set up so high during those times would be better or having some AC going so it's not so stuffy/smelly.

Very important service. New, modern improvements would be very important. Time to enter this century!

Very much looking forward to modern train cars, please improve the bicycle racks!

VTA bus connections are quite poor and non-existent for later trains. Day passes should be provided through the Clipper Card like they are automatically on the VTA when taking a third ride of the day. (The programming may be difficult but not impossible.) Much more parking is needed in Sunnyvale. The survey doesn't provide for riders who travel to several stations.

Want ability to pay for zone upgrade to monthly pass using Clipper.

Want more trains!

We desperately need WiFi. But FREE WiFi - not paid WiFi. I'm not paying for it - will just wait until I get to work!

We need more frequent trains than one per hour.

We need MORE MONTHLY PASS parking at Diridon!

We need more public transportation that is safe and convenient. the highways traffic is crazy.

We need more trains and more modern train like Sydney, London, and Paris. It should be faster come more frequently instead of every hour after 8pm week nights.

We need student, low-income and off-peak fare reductions.

We need to make trains more affordable. There should be more train tracks. There is not nearly enough variety in the routes. It's really easy for something to stall the train for an hour or more. Something should be done to fix that.

# Comments and Suggestions

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We need bathrooms on the new cars, but we don't need them in every car. The \$40MM wifi plan is a joke. It could have been interesting 15 years ago, but now it is wildly overpriced and irrelevant.

We pay so much for Caltrain, but it's unreliable. It's really embarrassing.

We suffer from the noise from the trains late at night. The horn often wakes us up/ keeps us awake.

We take our bikes to SF so that's important to us.

We would love to have more bullet trains to Tamien station instead of 1 every hour (or perhaps limited: bullet, express, regular).

What does "born in the US" have anything to do with this survey? Was this put together by a Trump supporter? Also, ADD more trains to Gilroy! The ridership is there if you add faster and more service!!

What in the world does my ethnicity have to do with Caltrain's inability to staff enough trains to accommodate riders?

What was the need for the \*optional\* personal questions.

When I get off work in Santa Clara, I must wait almost 1 hour for the 268 train to go home. I enjoy riding Caltrain, and the timing is good in the morning, but I keep searching for an alternative, earlier, form of transportation back to Morgan Hill after work so I don't have to wait so long. Please consider having more trains available at the end of the workday to go from Santa Clara to Morgan Hill. Three trains is not enough choices, especially with the timing of these trains. Thank you for providing this survey!

When some idiot or dispondant soul jumps in front of a train, don't stop the whole dang railroad for 2 hours. You have video. Inspect the train (not likely to be damaged), download the video and remotely (shouldn't take more than 3 min), show it to the cops to make sure it's good, and then move on. If you can't do that, then move the train to the next station, let everyone off. Then let the cops finish eating their donuts and amble over to work hard figuring out the obvious.

When the trains are late, the electronic signs and announcements are always always wrong and often misleading. If you make an announcement about a late train, make it accurate. Do not say the train is 5 minutes late, and then five minutes later say it is now 10 minutes late and then 5 minutes later announce that the train is 15 minutes, then 20, then 30 minutes late...and on and on for the next 70 minutes. Don't guess. Give us accurate info. Also, when running off schedule, the conductors need to announce the next stop BEFORE closing the doors, we do not know that it is an express unless you tell us, especially when the trains are running late.

When there are train strikes, I would appreciate as much information as possible. Sometimes, this is good, and there are frequent updates, but sometimes there is little to no info. I realize it is hard to tell, but even "this will take less than an hour" or "this will take 1-2 hours" or "this will take 2+ hours" will be great. Many times, I get better/faster info from Twitter feeds than I do from the actual Caltrain.

## Comments and Suggestions

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When train gets major delay by accident or mechanical problem, please inform us where all (not only the troubled train) the trains are, and whether they are running or waiting, so that we can decide whether we should take other public transportation. For example, if a northbound train gets mechanical problem, we are informed that the specific train and the next few train is delayed. But we are not informed whether it is also affecting to southbound train or not. This happened fairly often! So we need to know where the other trains are and whether they are running. Also the information is often too old and not updated. Please announce updated information. However, the worst part of Caltrain is too frequent mechanical problems. I think Caltrain needs to spend more money to maintenance of trains. I hope the new electric train is free of mechanical problem.

When trains are cancelled or heavily delayed, Caltrain should post bus schedules, like for the ECR, at each affected station. Twitter should be updated more frequently and accurately.

when trains break down, it is not the smartest idea to merge a fast train with a slow train. who ever thought it was a good idea?

When's the electric train gonna start?!

Whoever committe suicide at caltrain or railroad, the family will take the responsibility for the economic lost

Why are the rates constantly increasing and the quality of service decreasing? It seems like the more I ride the more there are delays and the more the trains break down even though the profit per ride goes up year after year. I only ride Caltrain because it is the only option I have other than driving (even though driving would be faster and much more convenient) but I'd rather be more environmentally friendly and take public transportation. It's almost like I should just pollute the air due to how horrific the service is.

Why can't 262 southbound take passengers to Tamien since it goes there anyway and approx. 25-50 passengers get off at Diridon from Palo Alto and have to get on 366 southbound to complete journey to Tamien station.

Why do they beep the horns so loudly when passing through or arriving at stations, it seems over the top in terms of volume level.

Why do you need my home country!!!

Why is no one talking and planning the Transbay Terminal extension. I hear more talk about hsr and taking down 280 rather than about digging tunnels to a station that opens next year.

# Comments and Suggestions

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<p>Why is there more than an hour wait at Menlo Park southbound from 4:24 (Train 258) to 5:30 (Train 264)? Why is the signage at Diridon station (NB) so poor (at least the last time I checked)!! The train leaves on different tracks at different times, making it very hard for a new user to figure this out. Besides this, while waiting for Train 217 on Platform 3, on the e-sign I saw the following: #104 6:58 / #208 7:45. Why are (only) SB trains announced on that platform? Very confusing... Why is the track assignment sign only posted at the waiting room exit? Perhaps it should be posted in more than one place on each platform. Has Caltrain ever done a study following new users around and interviewing them to find out what causes them problems? Why no covered area near the southern end of the NB Lawrence station?</p>
WIFI
Wifi is a must in the Bay Area. I need to be able to work on the train. Caltrain would make money on the investment and it's easy to pay as you go with the app.
Wifi please!! With monthly, not daily, subscription.
WiFi please, along with the quieter electric cars!
WiFi should added
wifi should be free of charge
Wifi should be free. In places all around the world the public transportation systems have wifi -- there's absolutely no reason the Bay Area public transportation system shouldn't. There should also be at least one train a day from San Jose to San Francisco (and one back) that takes only 30 minutes. This would allow more people to move further south. Thanks for listening to our input -- we as riders really appreciate it.
Wi-fi should be included free of charge (part of the ticket price, essentially).
Wi-fi should be included in cost of tickets
Wi-Fi! More cars during peak commute hours and more frequency of trains or anything you can do to reduce commute time.
WiFi!!!!
WiFi!!!!
Wifi, wifi, wifi. Accelerate electrification and purchase of new equipment as much as possible. Use Europe as a model for world class service.
Will the new electric trains go to Tamien? Would love to see more baby bullets between 3pm and 5pm from SF to Tamien.
Will the parking area at the Millbrae station be configure to accommodate additional parking spaces? I purchase a monthly parking permit and 25% of the time there are no spaces available by 8:15-8:30 in the morning.
With the massive home building in Gilroy and Morgan Hill, serious recognition of a large increase in commuters needs to be recognized
Would be great if children could be left on stroller on board.
Would be helpful and increases passenger comfort / safety to add cars to current equipment, especially at peak commute hours.

# Comments and Suggestions

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<p>Would be nice if you could search Yelp, or google maps, for things to do/ eat within walking distance of Caltrain. Particularly quick food, and corner store/drug store type things. I want to find things you could do in an hour or less, to have a quick round trip using Caltrain.</p>
<p>Would be nice to have electrical sockets available for all seats in the new electric trains.</p>
<p>Would be nice to have real-time info about delays and estimates about when delays will be resolved</p>
<p>Would be nice to have two levels of wifi available: basic(free) and premium high speed option.</p>
<p>Would be nice to improve the consistency of where the trains stop. All the commuters know exactly where the train usually stops. When the miss the mark the load/unload takes longer since the whole crowd of people has to shift to the reach the door.</p>
<p>Would like better coordination between SamTrans buses and train, so I'm not just missing the train at Redwood City.</p>
<p>Would like to see more staggered bullet trains. Would prefer to get a bullet to SF closer to home (Blossom Hill) rather than commute to SJ downtown to get a fast train</p>
<p>Would like to see trains stopping more frequently in south San Jose (i.e. Blossom Hill, Capitol)</p>
<p>Would love faster and more frequent trains with increased bike capacity.</p>
<p>Would love more service to Tamien!!</p>
<p>Would love to see an express train stop at the Lawrence station. Even bigger Caltrain fan after winning a Twitter @GoCaltrain #WeeklyGame. Keep up the great work Caltrain team, excited for the additional new trains!</p>
<p>Would love to see LONGER trains. When I see tweets, "Train X is running late because it is full", my jaw drops, what a good problem to solve. Frequent Caltrain service is a game changer- it becomes a different mode of transit, especially for shorter trips. Thank you for being the transit backbone of the Peninsula and please keep on going!</p>
<p>Would love to see the Caltrain improve and increase service in general, and I'm glad this survey is being sent out. The Bay Area dearly needs a more efficient public transportation system, and Caltrain is our best option so far. Also, safety for the traffic outside of the train - cars and pedestrians - is there a way to minimize the amount of deaths/injuries that occur?</p>
<p>Would prefer that trees do not get taken down for electrification. Trees provided a much needed sound and visual barrier through much of the Peninsula, especially Menlo Park and Atherton.</p>
<p>Would very much like to see more trains with a greater spread of pick-up times in stations like redwood city when electrification happens. Right now there are three trains in 10 minutes and then nothing for another hour.</p>
<p>You are doing a good job already, I would like you guys to do a great one in the future! Keep it up and get the cranky conductors off the cars :-)) they tend to ruin my commutes.</p>

# Comments and Suggestions

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You ask about improved real-time updates, but what would you do to improve them? You're probably thinking along the lines of making them more visible, but the improvements that are needed are to make them more accurate, especially when there's been an incident. You can't prevent incidents from happening, but the information provided during such incidents is generally just plain misleading. Especially good (saracasm!) is when you have people at a station, where they could get off, you tell them no, we're moving, and then you have the train sitting between stations. This is where everybody feels that Caltrain is just lying!

you ask way more questions than necessary. improve the service and lower the charge. i can list 50 other cities which can do this with much lower cost, so save your excuses.

You asked if people use lyft/uber. I use muni and the connections to Caltrain are abysmal. The 45 and 30 have been running a crazy route for years. Transfer times are not synced up at all. I only use alternative services when MUNI is not going to work out.

You can improve the current service fleet by rotating the equipment based on demand and reduce crowding. Caltrain is currently very poor in managing demand with seat/standing capacity on AM peak and PM peak trains. Caltrain also needs to improve the data updates on delays and overcrowding at the stations. Several times the display signs at stations don't work properly. Caltrain can install wifi on the trains and make money out of it

You didn't ask about free wifi

You didn't have any survey questions about accessibility.

You do a great job with Twitter.

You guys need to do something about the parking situation, especially at tamien and sj diridon. There's not enough parking spots for commuters that go to work and park their cars at the station. Not everybody gets dropped off. I also think the monthly pass price is too high, especially when it doesn't even include parking. I'm paying even more than if I drove there. Finally, please add more stops to tamien. You have many riders that commute to south San Jose. Thank you!

You have really great conductors - informed, pleasant and helpful. Please find a way to minimize the impact of cyclists and their bikes on the other riders. This is a constant source of irritation, on both sides I'm sure. Cleanliness of the train cars has noticeably declined over the past year or so. Conductors not enforcing social rules (limit phone use, no music, etc.) With monthly passes why do we need to tag on/off each month? The rails need to be realigned. There's way too much rocking back and forth on higher speed trains.

You need better security on the trains. I am tired of paying fares to sit with people drinking alcohol and smoking weed on the trains.

You need more cars on each train and more times to accommodate work times

# Comments and Suggestions

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You need to do a better job of informing the public when trains are delayed or canceled. Do it before the trains pull into the station not after the train you need to catch has already bulletted past your station and didn't stop like it was scheduled to. Also, better enforcement of those taking up multiple seats with their "stuff" and loud talkers who curse either to their friends or on their cell phone.

You need to have narrow ramps at exit doors. Those with luggage can slide their items down, walking beside the ramps; most women cannot lift luggage down over your too-wide steps. You also need more staff at each exit, so those of us trying to board in our SF Giants uniforms don't have the doors shut in our faces. You need way more seats per train, or more cars per train. We are not cattle! You need more Sat/Sun AM service + an 11:20 PM train, rather than keep too many waiting for one midnight train south from SF after 10:15 PM. Bike cars need to be reconfigured with benches along left and right, and bike racks turned perpendicular to how they are now. These cars are a waste of space, with too few seats. You need to add parking machines to the level where we catch the trains, rather than have us wait upstairs at the BART parking machine. Lines are too long; parking machines are usually out of paper anyway, so we don't get our receipts, and we'd like to pay with our clipper cards! If law says parking must be counted separate from tickets = fine. Just have separate parking machines for clipper cards vs. train ride machines for clipper cards.

You never asked about stations like California Avenue that have very few train stopping at them. I would love to see more service to these second-class stations

You really need to work on your on-time record! Trains are on time in Japan and Germany. You need to do better!

You should clarify that "increased bike storage and bikeshare" is referring to the stations, right? Bike lockers and such? It's confusing because bike storage could refer to the trains.

You should have an option for free wifi on the train.

Your at-station single is singularly terrible. <http://imgur.com/VkiLIXr> I just took that photo at Mountain View. Not only are there no train numbers or times, but at the point in the night when I took it, there were no bullet trains left in the day. You managed to not provide any useful information, and the information you did provide was wrong. Literally not having the screen would have been better. Your at-terminal light boards don't fair much better.

Your conductors are excellent and provide stellar service all day long.

Your conductors have the worst attitudes. All of them seem like they're going out of their way to have conflicts with their riders. It's amazing how small amounts of power go to people's heads. It also seems like caltrain in general is struggling to react to major ridership growth. You could easily be the premier method of transport for tech workers, but you haven't been able to upgrade your tracks or your trains. Improvements can't come soon enough because even non-rush hours trains are packed.

## Comments and Suggestions

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Your evening rush hour commute schedule sucks! I get out of work at 4:30 and have to wait an hour in Menlo Park for a train to arrive at 5:30 for Santa Clara. That's not right. Spotty service. Please revise.

Your on time performance is abysmal. You claim 90% within five minutes of scheduled time, which I don't believe. Regardless, five minutes late is still late. I'm sitting here waiting on a train that's eleven minutes late, so far. This is a very common occurrence. You should adapt your schedules to be more realistic.

Your question about typical station use and the reason for travel are not adequate. I normally get on at Tamien (when a train is available) or Diridon. However, I get off at numerous stations, depending on where I am going and what I am doing. I use the train to see clients for work, family and friends for recreation and also for shopping trips. If you want to be a successful urban transit system, you must expand beyond giving people one option or reasons to use the train and stop assuming we all get on and off the train at the same station for most trips. Open jaw trips (ones that use three or more stations) are becoming the norm for urban transit systems. You need to account for these in your surveys.

Your questions about why people typically take the train and Which stations they typically use do not allow for adequate answers. I often use three or four stations a day and use the train for a mix of business and recreation. People who rely on public transit have multiple uses and multiple stations every day. Caltrain is many years past the place where a person uses only two stations a day and only uses the train to go to work and home.

Your service and train sucks!!

Your surveys should ask not only about what station commuters board at but what stations (if any) they would rather board at. I use Hillsdale, but only because there are more express trains and trains in general that stop there. I would much rather use San Carlos or Belmont, as both are closer to my home. I know others with similar situations. Neither this survey (nor the people Caltrain hires to count riders and where they get on/get off) reaches this question.

## Comments and Suggestions

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Your trains are dirty, expensive to ride, and I noticed a lot of vagrants riding your trains for free. A lot of women and the elderly are being harassed on your trains and generally do not feel safe. Since most of my money goes toward commuting to work, I feel I should get more for my money. However, I get far less and feel unsafe and trains are not reliable. HORRIBLE SERVICE FOR THOSE WHO ARE HONEST ENOUGH TO PAY FOR THEIR TICKET. Thanks to your poor service and train's, I have to uber back to my car at times. Your parking lots are too small. I am forced to pay for parking at the SAP center. That is also a pain because I often get charge more money because I can not get my car out in time before an event. BECAUSE YOUR TRAINS ARE NOT RELIABLE AND THERE ARE NOT MANY OPTIONS FOR TRAINS IF I AM FORCED TO WORK LATE. I would not recommend your trains to anyone, but since you monopolized the train system, I have no choice. I've been over seas and their system is flawless. You people could learn a lot from them.

Your trains need to be clearly marked which # they are, preferably on the side, not the engine, so peoe can see it. And print the whole #, not just the last 2 #s. New riders find it difficult. Also start fining people who take up 2 seats. & it's hard to impossible to find a conductor when something comes up