



# CALTRAIN ONBOARD SURVEY 2015 | VERBATIM COMMENTS

TRAIN	COMMENT
101	ALTHOUGH I CURRENTLY RIDE LESS THAN ONCE A MONTH I PLAN TO RIDE WITH INCREASING FREQUENCY, BECAUSE IT IS SO CONVENIENT, CLEAN, AND SAFE.
101	MORE EXPRESS TRAINS WOULD BE NICE.
101	WHY DELAY GATE WHEN LOADING TRAINS? I'VE NEVER SEEN RESULTS FROM THESE SURVEYS. CONDUCTORS AT GATES ARE RUDE! NO CONDUCTORS ON TRAINS.
101	CALTRAIN SHOULD OFFER SOMETHING IN RETURN FOR HEAVILY DELAYED TRAINS AS THESE IMPACT CUSTOMERS' JOB PERFORMANCE, WAGES, FAMILY COMMITMENTS, ETC.
101	A DIRECT LINE, NO STOPS FROM SF TO PALO ALTO WOULD BE NICE. MORE EXPRESS TRAINS.
101	I USED TO RIDE CALTRAIN APPROXIMATELY 2 YEARS AGO. STOPPED BECAUSE CONDUCTORS WERE SURLY AND CAPRICIOUS REGARDING ENFORCEMENT OF RULES. GOT REINSTATED AND THE DIFFERENCE IN CONDUCTORS IS VERY NOTICEABLE. THEY ARE NOW NICE AND HELPFUL.
102	ON BOARD ELECTRICAL OUTLETS ARE NICE; IF WI-FI IS A POSSIBILITY THAT WOULD ALSO BE NICE FOR WORK, BUT OVERALL NOT 100% NECESSARY.
102	THE GUYS ARE VERY FRIENDLY.
102	THE SERVICE OF CALTRAIN IS EASY TO TRAVEL TO PALO ALTO-SAN MATEO.
102	FROM ONBOARD TRAINS - ADEQUACY AND CLARITY OF ONBOARD ANNOUNCEMENTS - CLARITY IS A PROBLEM. SOMETIMES NEED TO SPEAK SLOWER IF ONE HAS AN ACCENT.
102	ANYTIME A MAJOR DELAY OCCURS, CALTRAIN IS NOT VERY GOOD IN ACCESSING [ACTUAL] TRAIN SCHEDULE. NOT VERY GOOD IN MANAGING WHAT TRAINS STOPS AT WHICH STATIONS AFTER A MAJOR DELAY.
102	VERY GOOD SERVICE
142	UNFORTUNATELY, THE SURVEY DIDN'T INCLUDE ANY ASPECTS OF MECHANICAL CONCERNS OR ELECTRICAL NEEDS. PRIME CONCERN - INCLUDING SPEEDING OF TRAINS AND LIGHTING BALLASTS ARE BLAND - SHADOWY AIR CONDITIONING VENTS ARE NOT WORKING PROPERLY.
142	YOU HAVE FEWER DELAYS THAN BART.
142	I JUST STARTED TO USE CLIPPER ON CALTRAIN. A LITTLE CONFUSING WITH MONTHLY PASS BUT I AM FIGURING IT OUT. I THINK IT WOULD BE GOOD IF TRAIN FREQUENTLY COULD BE INCREASED. I LOVE CALTRAIN FOR BEING ABLE TO GET AROUND WITHOUT A CAR .
142	CALTRAIN SYSTEM IS GREAT, TIMING IS GREAT, VERY NICE OFFICIALS, VERY HELPFUL. GREAT EXPERIENCE RIDING CALTRAIN.
142	MORE INFORMATION, BUT FAST AND GOOD. TOO FAR AND SHOULD BE CLEANER.
142	TICKET MACHINE SHOULD BE CLOSER TO CROSSING. BETTER ACCESS WHEN RUNNING LATE TO CATCH THE TRAIN.

TRAIN	COMMENT
142	THERE WAS A DELAY ONE MORNING. AS IT WAS BEING ANNOUNCED, IT WAS VERY HARD TO UNDERSTAND THE CONDUCTOR AND I WAS VERY CONFUSED. THERE WAS A FOREIGN MAN WITH A HEAVY ACCENT TRYING TO CLARIFY THE SAME QUESTIONS I HAD WITH THE CONDUCTOR, AND THE CONDUCTOR WAS EXTREMELY RUDE AND IMPATIENT WITH HIM. I FELT VERY SORRY FOR THE GUY, HE WAS JUST CONFUSED AS I WAS.
142	NEED MORE BIKE CARS DURING RUSH HOUR. IT MAKES IT DIFFICULT TO BRING MY BIKE BECAUSE THE CAR IS FULL SO I HAVE WAIT FOR THE NEXT TRAIN.
142	WI-FI-INTERNET WOULD BE IDEAL. OTHER CITIES AND COUNTRIES OFFER THIS SERVICE.
142	EVERYTHING IS GOOD AS CAN BE.
142	THE SERVICE KIND OF SUCKS BUT IT WORKS. SO SERIOUSLY WHERE THE HELL IS THE WI-FI MOST TRAINS + BUSES IN EU HAVE IT.
142	THE LOW POINT OF MY EXPERIENCES OF THE STATION IS THE QUALITY AND ACCURACY OF THE ANNOUNCEMENTS REGARDING TRAIN DELAYS.
142	LOVE CALTRAIN! KEEP IT UP - CHEERS!
142	MORE BIKE CAPACITY IS A PRIORITY. MIDDAY (LOCAL) TRAINS ARE MORE OFTEN THAN NOT 5-7 MINUTES LATE. VERY FRUSTRATING.
142	CLIPPER CARD REFILL SHOULD BE AVAILABLE AT ALL STATIONS. DELAY IN ONLINE CLIPPER REFILL (5 DAYS) IS UNACCEPTABLE. NO ADS/PROMOTIONS ON TRAIN.
143	I LOVE TRAINS.
143	I COMMUTE FOR WORK, LONG HOURS IN THE CITY. HAVING A GOOD REST WITH A HIGH BACK AND COMFORTABLE AND CLEAN CHAIR IS IMPORTANT FOR ME. THE STATION ANNOUNCEMENT IS A VERY GOOD FEATURE ON THE TRAIN.
143	I'M TIRED OF PEOPLE GETTING KILLED/HIT BY TRAINS. THE TRAINS ARE TRAVELING AT SPEEDS THAT ARE TOO GREAT FOR NEIGHBORHOODS. MOREOVER, THE SIGNALS DON'T GIVE PEOPLE ENOUGH TIME TO CROSS. FINALLY, CALTRAIN IS ALL ON-GRADE, SO IT MAKES FOR A VERY UNSAFE CONDITION FOR DRIVERS, E.G. WHEN THE WOMAN WHO WAS DRIVING WAS KILLED BECAUSE THE SIGNAL CAME DOWN WHILE SHE WAS ON THE TRACKS.
143	CALTRAIN IS AN INTEGRAL PART OF THE BAY AREA AND DESERVES MORE FUNDING.
143	OVERALL CALTRAIN SERVICES ARE GOOD. I HOPE FASTER TRAINS WILL BE READY SOON.
143	THANK YOU FOR BEING HERE.
143	OVERALL GOOD. JUST NEEDS MORE APPEALING ATMOSPHERE.
143	ACCESSIBILITY OF BIKE TAGS SHOULD BE MORE EFFICIENT (I.E. AT STATIONS NOT JUST ON CONDUCTORS). IT TOOK EIGHT DIFFERENT CONDUCTORS TO ACQUIRE 1 BIKE TAG, BUT I LOVE THE OVERALL INCLUSION OF BIKES. GREAT JOB ON EVERYTHING. THANK YOU!
143	ADD MORE BIKE CARS.
143	I ALWAYS BRING MY BIKE. SOMETIMES IT IS VERY CROWDED.

TRAIN	COMMENT
143	WI-FI
143	AIR VENTILATION NEEDS TO WORK, TOO STUFFY. CLEANING TRIMS OF SEATS AND WINDOWS WOULD BE NICE.
143	THE TRAIN EVEN SMELLS GOOD.
143	MUCH BETTER THAN DRIVING WILLOW GLEN.
143	BETTER GO PASS STICKERS. I RECEIVED A CITATION BECAUSE HALF THE FOIL HAD SCRAPED OFF.
143	THE WEEKEND CALTRAIN TIMETABLE DOESN'T MATCH THE WEBSITE. ALL TIMETABLES SHOULD BE CONSISTENT.
143	AT DIRIDON, ADD MORE SIGNS FOR LOCATIONS OF TRAINS AT TRACKS.
143	DOPE
143	IT SEEMS LIKE A HIGH NUMBER OF PEOPLE COMMITTING SUICIDE STEPPING IN FRONT OF CALTRAIN, BUT YOU NEVER HEAR ABOUT IT BEYOND THE DELAYS. I WISH CALTRAIN WOULD MAKE MORE INFORMATION AVAILABLE/DO MORE TO HONOR AND ACKNOWLEDGE VICTIMS.
143	I WISH THE TRAINS RAN LATER AT NIGHT. I GET IRRITATED WHEN PEOPLE RUSH TO THE DOOR TO BOARD AT THE STATION AND THERE'S NOT ENOUGH ROOM FOR PEOPLE TO GET OFF.
143	TWO THINGS THAT BOTHER ME MOST: 1 - THE EXPECTED COST (I.E. AVERAGE COST TO RIDE THE TRAIN) IS HIGHER FOR CLIPPER THAN FOR PAPER TICKETS DUE TO THE RISK OF NOT CLIPPING OFF. THIS IS VERY BAD. 2 - TICKET PRICE IS HIGHER THAN DRIVING. TURNSTILES OR AN OPTION TO SPECIFY DESTINATION WHEN CLIPPING ON WILL FIX.
143	THE COST OF CALTRAIN IS OUTRAGEOUS. WHY CAN'T CALTRAIN PROVIDE SOME GREAT DEALS FOR EVERYDAY TRANSIT?
143	OVERALL IT IS GOOD. KEEP IT UP AND THANK YOU.
143	PLEASE ADD MORE PAID PARKING SPACES, FOR EXAMPLE, IN MOUNTAIN VIEW, SUNNYVALE. THANKS. SUNNYVALE STATION HAS NO PARKING SPACE ON-SITE AND ON-STREET AFTER 8 AM. THIS NEEDS CHANGE. I OFTEN HAVE TO WALK 20 MINUTES FROM MY PARKING.
143	MORE BIKE SPACE ON TRAIN PLEASE. SYNCHRONIZE WITH BART SCHEDULE.
143	IT WOULD BE GREAT IF YOU COULD HAVE YOUR TECHS CHECK OUT ELECTRONIC SIGNS AT STATIONS MORE OFTEN - ONE OF THE SIGNS AT THE CALIFORNIA AVE STATION HAS BEEN STUCK ON THE DATE/TIME DISPLAY (WITHOUT SHOWING TRAIN ARRIVAL TIMES) FOR OVER A WEEK. THANK YOU FOR YOUR SERVICE!
143	NICE TRANSPORTATION SYSTEM. VACATIONING.
143	EASY COMMUTE TO CITY. (VISITOR)
150	MORE LEG SPACE AND SOFTER ARM REST; ALSO, MORE FREQUENT TRAINS.
150	WOULD LIKE TO SEE MORE SECURITY PERSONNEL, ESPECIALLY LATE AT NIGHT. EVERY NOW AND THEN PEOPLE ARE SMOKING WEED ON THE TRAIN.
150	I THINK YOU SHOULD INCREASE SERVICE.

TRAIN	COMMENT
150	IT'S TOUGH TO HAVE TO STAND DURING THE TRIP HOME AFTER A WORK DAY. GET ADDITIONAL CARS TO HELP WITH RUSH HOUR CROWDS. I'D LIKE TO SEE MORE RESTRICTIONS ON DRINKING ALCOHOL ON BOARD AND IMPROVE REAL TIME INFORMATION ABOUT DELAYS.
150	ALLOW US TO PAY FOR DAILY PARKING USING CLIPPER.
150	GET WI-FI.
150	HAVE A NICE DAY.
150	NEW CALTRAIN RIDERS ARE UNAWARE OF COMMON TRAIN ETIQUETTE AND ARE RUDE TO SEASONAL PASSENGERS.
150	CONSIDER ADDING BIKE CARS MORE SO THAN CURRENTLY.
150	KEEP UP THE GOOD JOB.
150	CALTRAIN IS GREAT WHEN IT IS ON TIME. WOULD LIKE FOR CALTRAIN TO HAVE MORE BULLET/LIMITED TRAINS DURING OFF TIME. WAITING ONE HOUR AND STAYING ON THE TRAIN FOR 2.5 HOURS FROM SF TO SJ IS A LOT.
150	GREAT SERVICE.
150	THANKS FOR MAKING THE RIDE A PLEASANT EXPERIENCE. I FEAR FOR THE QUALITY OF SERVICE.
150	I WOULD LIKE TO HAVE ACCESS TO POWER FOR MY LAPTOP.
150	YOU GUYS RULE.
150	I RIDE MONDAY THROUGH FRIDAY. IT WOULD BE VERY NICE TO HAVE UPGRADED TRAINS.
150	LOVE RIDING THE TRAIN.
150	ADD DINING/CAFÉ CARS ON THE TRAIN.
150	ITS A BETTER TRAVEL EXPERIENCE THAN TAKING AN AIRLINE.
151	WIRELESS ACCESS (INTERNET)
151	IF THE TRAIN SCHEDULES ARE EVERY HALF AN HOUR IT WOULD BE BETTER, ESPECIALLY IN THE AFTERNOON. THOSE WHO ARE TRAVELING BY PUBLIC TRANSPORTATION HAVE TO WAIT FOR A LONG TIME UNNECESSARILY.
151	THANK YOU FOR YOUR SERVICE. WISH LIST: WOULD LIKE TO SEE MORE BIKE SPACES DURING THE PEAK HOURS; WOULD LIKE TO SEE WI-FI ON CALTRAIN LIKE ON VTA-DISPLAY VIDEO NOW. DISPLAY TRAIN AS A MAP OVERLAY (LIKE AT MOUNTAIN VIEW) AT PALO ALTO, REDWOOD CITY, SAN JOSE, SAN MATEO, MILLBRAE AND SAN FRANCISCO.
151	YOU SHOULD HAVE INTERNET ON BOARD.
151	CALTRAIN IS AN INTEGRAL PART OF CALIFORNIA'S IDENTITY. IT IS THE BEST THING. KEEP CALTRAIN WELL FUNDED -- I DEPEND ON IT.
151	CLIPPER REGIONAL TAG-OFF CONVENIENT! THANKS.
151	VERY GOOD TRAIN. 5/5
151	BEST FRIENDLY DETAILED TEAM. INFO ABOUT WALKER, READY TO HELP! DON'T CHANGE ANYTHING.

TRAIN	COMMENT
151	THE COMMUTER TRAINS CAN SOMETIMES BE RATHER FULL. I'VE HAD TO STAND IN THE AISLES ON MANY OCCASIONS BETWEEN 22ND ST. AND PALO ALTO. ALSO, GIANTS FANS ON THEIR WAY TO GAMES AND WHO ARE DRINKING ON-BOARD CAN SOMETIMES BE RATHER ROWDY.
151	WE NEED WAY MORE PARKING AT SAN JOSE DIRIDON. THE LOT FILLS BY 7 AM AND HAS FOR YEARS! MUST FIX THIS!
151	CAN CALTRAIN HAVE A TRAIN LEAVING THE PALO ALTO STATION SOUTHBOUND ON SATURDAY AND SUNDAY AT 11:38 PM LIKE IT DOES DURING THE WEEK? I WORK WEEKENDS AND CAN'T GET HOME ON IT ON SATURDAYS AND SUNDAYS. THANK YOU!
151	I BELIEVE THE LARGEST IMPROVEMENT CALTRAIN COULD MAKE WOULD BE TO HAVE A BETTER SYSTEM IN PLACE TO DEAL WITH INEVITABLE DELAYS, BUT I HAVE ALWAYS BEEN SATISFIED WITH MY EXPERIENCE.
151	MORE BIKE CARS AND 6 TRAIN CARS DURING COMMUTE.
151	TICKET MACHINES, ESPECIALLY THE ONES TO FILL CLIPPER CARDS, NEED AN UPDATE.
151	MORE CLARITY AT THE STATION OF WHERE THE TRAIN IS GOING (I.E. NORTH AND SOUTH)
151	TRY TO LIMIT/ELIMINATE ANY CARPETING OR CLOTH SURFACES FOR EASE OF CLEANING ON THE NEW CARS.
151	THE SERVICE IS GOOD!
151	TOO BUMPY OR I WOULD RIDE MORE -- AND TOO EXPENSIVE.
151	VERY GOOD!!
151	NEED MORE HUMANS (INSTEAD OF KIOSKS). NEED MORE BATHROOMS AT STATION. HIRE MORE PEOPLE, FEWER MACHINES AT STATION AND ON TRAINS. GREAT SERVICE.
190	TRAINS ARE VERY PACKED DURING RUSH HOUR. NEED MORE TRAIN CARS OR MORE TRAINS WOULD HELP ALLEVIATE CONGESTION AND ALLOW MORE PEOPLE TO SIT DURING A LONG RIDE.
190	WI-FI WOULD BE GREATLY APPRECIATED BY EVERYONE, ESPECIALLY THOSE COMMUTING TO AND FROM WORK.
190	I WISH THERE WERE SOME TRAINS THAT WERE QUIET, OTHERS WHERE YOU COULD USE A PHONE. I ALSO WISH THAT TRAINS HAD WI-FI. OVERALL PEOPLE ARE VERY PLEASANT ON THE TRAIN.
190	CONDUCTORS ARE GENERALLY NICE, HARD-WORKING PEOPLE WHO DO THEIR BEST TO MAKE THE MOST OF THIS EXISTING SYSTEM.
190	THE CAPACITY VS DEMAND PLANNING IS ABYSMAL. 100 PEOPLE PAYING TO STAND IN OVERCROWDED TRAINS ON WEEKDAY COMMUTE WITH NO AIR CIRCULATION IS UNACCEPTABLE. LIVESTOCK TRAVEL WITH MORE COMFORT!!! TOO MUCH SMOKING ON PLATFORM WITH NO ENFORCEMENT OF PROHIBITION.
190	ON BOARD WI-FI WOULD BE GREAT!

TRAIN	COMMENT
190	I'M FROM A FOREIGN COUNTRY. SOMETIMES IT'S DIFFICULT TO KNOW WHAT HAPPENED IN UNUSUAL CASES. IN ADDITION, MANY TOURISTS RIDE CALTRAIN. THE SIGN OF THE UPCOMING STOP INFORMATION IS VERY USEFUL FOR THEM. BUT BASICALLY, IT'S COMFORTABLE TO RIDE CALTRAIN.
190	IT IS NOT VERY CLEAR WHEN THE NEXT STOP WILL BE. HARD TO UNDERSTAND WHEN IT IS YOUR FIRST RIDE. GREAT OTHERWISE.
190	NICE TO HAVE LIMITED STOP TRAINS AFTER 7 PM.
190	PLEASE CONSIDER SECURITY ON ALL CALTRAIN STATIONS. CONDUCTORS SHOULD MAKE SURE IT IS SAFE TO TRAVEL ON CALTRAIN.
190	GOOD SERVICE IMPROVEMENTS CAN BE MADE TO AVOID DELAYS.
190	PLEASE CONTROL SMOKERS ON BOARD. NO DRUGS ALLOWED. THANKS.
190	WHEN ACCIDENTS HAPPEN I FEEL LIKE THE ENTIRE CALTRAIN SYSTEM COLLAPSES. IT'S IMPOSSIBLE TO GET HOME WHEN CASUALTIES HAPPEN. CONSIDERING HOW OFTEN ACCIDENTS HAPPEN, I FEEL LIKE THERE SHOULD BE AN EMERGENCY RESPONSE PLAN TO ENSURE THE DELAYS AREN'T TOO SEVERE.
190	ALWAYS RUNNING LATE. UNRELIABLE. NEEDS MORE CARS, TRAINS, WHATEVER TO ENSURE BETTER SERVICE. PUTTING MONEY ONTO CLIPPER CARD AT STATIONS IS A JOKE. IT'S NOT THE 80S ANY MORE -- PUT A MODERN KIOSK THERE.
190	CUSTOMER SERVICE, TIME AFTER TIME, IS HORRIBLE. NOTIFICATION OF DELAYS IS VERY POOR. UPDATES ON HOW LONG IT IS EXPECTED TO TAKE TO CLEAR A DELAY IS ALMOST NONEXISTENT. YOU OPERATE LIKE MONOPOLY.
190	WI-FI PLEASE.
190	INTERIOR CLEANING IS NONEXISTENT. CLOSED + FILTHY = HEALTH ISSUES
190	OVERALL YOU'RE PROVIDING A NEEDED, VALUABLE SERVICE AND DOING A DECENT JOB. PLEASE CONSIDER NOT HIKING RATES AMID RECORD RIDERSHIP. EVERY TIME THERE'S A DELAY I FEEL LIKE I OUGHT TO GET SOME KIND OF REFUND. HIKING RATES IS GALLING IN THESE CIRCUMSTANCES! HAIL SATAN!
190	I LIKE TRAINS.
190	CHANGE THE PASS BOARDING SYSTEM. THE CURRENT MONTHLY PASS BOARDING SYSTEM IS VERY INCONVENIENT AND MOST OF THE TIME RESULTS IN CALTRAIN PROFITING FROM PEOPLE FORGETTING TO TAG ON/ TAG OFF.
190	I DON'T RIDE CALTRAIN VERY MUCH. EVENING COMMUTER BABY BULLET WAS VERY FULL - INCREASE CAPACITY. CLIPPER MACHINES AT STATIONS FOR ADDING AND BUYING TICKETS WOULD BE NICE.
190	CALTRAIN CLIPPER TAG ON / TAG OFF IS INCONVENIENT AND A HASSLE.
190	PLEASE ALSO INCLUDE DEVICES/PLUGS WHERE I CAN CHARGE MY ELECTRONIC DEVICES.
190	TOGGLE CARD IS A BIT CONFUSING, E.G. FOR MONTHLY PASS ONLY ONCE PER MONTH, ETC. WI-FI WOULD BE VERY IMPORTANT.
190	EITHER NEED MORE CARS OR MORE SEATS. ALMOST ALWAYS HAVE TO STAND, NEED MORE SEATS!

TRAIN	COMMENT
190	CONDUCTORS ARE GENERALLY NICE AND POLITE, THANK YOU VERY MUCH! EVERYTHING IS NICE, BUT TRULY WISH THE FREQUENCY OF TRAINS COULD INCREASE. PLEASE! THANKS AGAIN!
190	PLEASE IMPROVE YOUR WEBSITE COMMUNICATION ON CALTRAIN. TWITTER ACCOUNT ONLY PROVIDES DELAYED INFO, WHICH IS SOMETIMES HARD TO FOLLOW. ALSO RECOMMENDED TO INCREASE SECURITY ON TRACKS TO AVOID TRACK ACCIDENTS AND FATALITIES.
190	CLEAN TRAINS I LIKE. LITTLE EXPENSIVE THOUGH - DO NOT LIKE THIS.
190	I WOULD LIKE TO SEE MORE FREQUENT TRAINS BETWEEN 7 AM TO 8 AM AND 6 PM TO 8 PM.
190	RESTROOMS AT TRAIN STATION WOULD BE NICE.
190	I'D LIKE YOU GUYS TO HAVE A BETTER BACK UP PLAN WHEN A FATALITY HAS HAPPENED RATHER THAN JUST SIT AND WAIT UNTIL EVERYTHING HAS BEEN CLEARED UP -- WHICH BY THE WAY TAKE AT LEAST TWO HOURS. I WOULD LIKE TO SEE THE BULLET SERVICE EXTENDED AT NIGHT.
190	CLIPPER ALLOWING 8-RIDE PASSES TO EXPIRE IS A DISGRACE. IF YOU ANGER ENOUGH CUSTOMERS YOU ARE PROBABLY LOOKING AT A CLASS ACTION LAWSUIT. IF YOU CONSIDER PRECEDENT, CALIFORNIA DOESN'T ALLOW GIFT CARDS TO EXPIRE.
190	PLEASE TURN THE BACKWARDS SEATS AROUND DUE TO SICKNESS.
190	OVERALL SATISFIED - JUST NEED POWER TO CHARGE PHONES/LAPTOPS.
190	INTERIOR ELECTRONICS SIGNS WOULD BE REALLY REALLY HELPFUL. SOMETIMES I DIDN'T KNOW I TOOK THE BULLET TRAIN AND PASS ONE OR TWO OF MY STOPS AFTER MY INTENDED DESTINATION. THANK YOU.
190	I LIKE RIDING CALTRAIN - GOOD MASS TRANSIT OVERALL. SOME STATIONS COULD USE MORE LIGHTING AT NIGHT. ALSO, IT WOULD BE GREAT TO REFILL CLIPPER CARDS AT ALL STATIONS. THANKS!
190	SOMETIMES THE CONDUCTORS ARE RUDE WHEN YOU FORGET TO BUY YOUR TICKET.
190	NOT ENOUGH SEATS ON CALTRAIN. DURING RUSH HOUR I USUALLY HAVE TO STAND IN THE MIDDLE OF THE AISLE. THERE ARE ALSO MANY TIMES CALTRAIN HAS DELAYS, FROM 5 MINUTES TO SOMETIMES 30-40. WE SHOULD BE COMPED SOMEHOW WHEN THAT HAPPENS, AS IT WASTES OUR TIME AND REFLECTS POORLY AT WORK.
190	IT WOULD BE GREAT TO HAVE INCREASED FREQUENCY. PLEASE IMPROVE SOUTH SAN FRANCISCO STATION ACCESS -- IT IS WORST NIGHTMARE. WI-FI.
190	SAY WHEN IT IS AN EXPRESS TRAIN SO WE KNOW WHAT IT IS.
192	OVERALL, I AM SATISFIED WITH CALTRAIN. I DO THINK THERE NEEDS TO BE MORE TRAINS RUNNING SOUTHBOUND MORE OFTEN, SO IF YOU MISS ONE TRAIN YOU DON'T HAVE TO WAIT AN HOUR TO GET ON THE NEXT TRAIN.



TRAIN	COMMENT
192	IF POSSIBLE, THE ZONES SHOULD BE DIFFERENT. IT'S SUCH A BUMMER TO GO ONE STOP BUT IN ANOTHER ZONE.
192	I ONLY WISH CALTRAIN WOULD GO FURTHER INTO SAN FRANCISCO FOR CONVENIENCE, AND I WOULD THEN TAKE IT MORE OFTEN.
192	FLYERS ARE NOT EASILY TAKEN BY PEOPLE WITH DISABILITIES - IT COULD BE EASIER. ELECTRONIC STOP INFORMATION IS GOOD, BUT KEEP THE VOICE ANNOUNCEMENTS. THEY NEED TO UPDATE EMERGENCY PROCEDURES TO HELP DISABLED PEOPLE GET OFF THE TRAIN.
192	SINCE I STARTED TAKING CALTRAIN, MY LIFE CHANGED, BECAUSE I CAN READ MY BOOK, LISTEN TO MUSIC, OR GET A LOT OF REST. I AM NOT WORRIED ABOUT ANYTHING. THANK YOU TO ALL. I AM VERY HAPPY WITH YOUR SERVICE.
192	THIS IS BEAUTIFUL COMPARED TO MEXICO.
192	MORE FREQUENT TRAINS DURING RUSH HOUR (8 AM – 9 AM). ADD MORE BULLETS PAST 7 PM.
192	I'D LOVE THE ABILITY TO PURCHASE MONTHLY PASSES ELSEWHERE (BIG AREAS) LIKE MILLBRAE, PALO ALTO, ETC. THANKS!
192	[NAME REMOVED] IS STILL MY FAVORITE CONDUCTOR! WISH I SAW MORE OF HIM. GIANTS GAME DAYS ARE GENUINELY UNPLEASANT. MAYBE CONSIDER ADDING MORE TRAINS THEN? GLAD CALTRAIN EXISTS - IT MAKES MY LIFE POSSIBLE!
192	THE ONLY PROBLEM WITH CALTRAIN IS THE UNRELIABILITY. IT IS SURPRISING HOW OFTEN DISRUPTIONS ON TRACKS PREVENT THE TRAIN FROM ARRIVING AT ALL AND THE COMPLETE LACK OF REAL TIME INFO [SUCH AS] WHEN SERVICE DELAYS WILL BE FIXED AND NEXT TRAIN WILL ARRIVE. POSITIVE: BICYCLE ACCOMMODATIONS. MUCH APPRECIATED; WISH THERE WAS EVEN MORE.
192	PLEASE CLEAN THE INTERIOR OF THE TRAIN – E.G. BATHROOMS, SEATS, WINDOWS -- AND MAINTAIN.
192	CALTRAIN HAS ALWAYS BEEN GOOD TO ME. BUT PLEASE CLEAN BATHROOMS AND MAINTAIN THEM.
192	SHOULD BE WI-FI.
192	THE WASHING AT STATIONS IS OFTEN PAINFULLY LOUD. I THINK THEY COULD BE SUBSTANTIALLY QUIETER WHILE STILL PROVIDING ADEQUATE WASHING.
192	TRAIN SHOULD BE FREE FOR VETERANS AND DISABLED PATRONS.
192	AT SAN JOSE STATION DISPLAY TRAINS GOING NORTH. HAVE MORE SIGNS AND ENFORCE NO SMOKING ON CALTRAIN PROPERTY ALL AROUND THE STATION, SO YOU DON'T HAVE TO WALK PAST THE SMOKERS. GIVE CONDUCTORS THE ABILITY AND STAFF TO REMOVE UNRULY PEOPLE FROM THE TRAIN .
192	I THINK THE PRESENCE OF SEATING IN HIGHLY COVETED AREAS (GENERALLY THE FRONT OR THE BACK OF THE TRAIN) IS MORE IMPORTANT THAN THE KIND OF SEATS FOR THE NEW TRAINS.

TRAIN	COMMENT
192	THANK YOU FOR YOUR SERVICE. I HOWEVER HAVE HAD EXPERIENCE WITH CLIPPER CARDS AS VERY SLOW SERVICE. AND CALTRAIN TRAINS ARE ALWAYS LATE IN THE MORNING, FROM 5-15 MIN. MAYBE YOU COULD JUST ADD SOME EXTRA TIME IN THE SCHEDULE. LOOKS LIKE TRAINS NEVER CAN MAKE IT IN TIME. IT IS SO UNRELIABLE. THERE ARE GREAT TRAINS IN LONDON. LEARN FROM UK.
192	WOULD PREFER MORE LEG ROOM AND VENTILATION. GLAD TO HEAR THAT DIESEL TRAINS ARE BEING PHASED OUT - THEY STINK.
192	MORE LEG ROOM.
192	PLEASE BUILD OUT THE SSF STATION AND ADD MORE FREQUENT TRAINS. I ALSO FIND BOARDING FROM SSF UNCOMFORTABLY PACKED IN THE MORNINGS -- 8:07 AM TRAIN. ANY WAY TO ADD MORE SEATS? OVERALL, I PREFER CALTRAIN OVER BART AND HAVE BEEN TAKING CALTRAIN OVER BART.
192	WI-FI WOULD BE NICE. PRICING FOR CLIPPER IS CONFUSING.
192	I WAS ASKED TO BUY AN EXTRA FULL-PRICED TICKET WHEN I SHOWED AN ELIGIBLE DISCOUNT TICKET TO THE CONDUCTOR. I LOOK VERY YOUNG, I EXPLAINED THAT I'M UNDER 18 BUT SHE MADE ME BUY AN EXTRA TICKET.
192	1. FIRST COME, FIRST SERVE BIKE QUEUE AT PALO ALTO WOULD BE A GREAT WAY TO ENFORCE ETIQUETTE AND SANITY DURING MORNING PEAK TRAINS. 2. REMOVE LEVEL CROSSINGS.
192	I HOPE YOU UPDATE. ALSO THE BATHROOM CONDITION OF 4TH AND KING STATION NEEDS TOTAL RENOVATION.
192	KEEP DOING A GOOD JOB AND ALWAYS PUT SAFETY AS PRIORITY #1.
192	IF POSSIBLE, MORE HANDICAPPED/DISABLED SEATING. ALSO, A BOARDING LINE/AREA FOR PASSENGERS NEEDING ADDITIONAL HELP BOARDING.
192	LOVE CALTRAIN. JUST WISH IT RAN MORE OFTEN!
192	THANK YOU, CALTRAIN PEOPLE!
192	NEED MORE BIKE SPACES. STOP THE SEVERE NAIL POLISH ON THE TRAIN. IT IS POISONOUS AND DRIVES RIDERS AWAY.
192	SHOWING STOP INFORMATION ON PLATFORM SIGNAGE WOULD BE HELPFUL. I'M BRITISH AND THEY HAVE EXTREMELY CLEAR SIGNAGE THERE. IN PARTICULAR, THE "NEXT FASTEST TRAIN TO ____" BOARDING. ALSO, MORE SHORTER TRAINS AND FEWER LONGER TRAINS. CONDUCTORS ARE OFTEN CONFRONTATIONAL / AGGRESSIVE COMPARED TO THE UK.
192	ADD ON-BOARD WI-FI? ADD ELECTRICAL OUTLETS?
192	THE ELECTRONIC SIGNS AT STATIONS ANNOUNCING DELAYS/UPCOMING TRAINS SEEMS TO BE OUT OF SYNCHRONIZATION A LOT OF THE TIME.
192	THE STAFF ARE ALWAYS VERY FRIENDLY. THE ONLY THING I SUGGEST IS THAT THEY CHECK TICKETS MORE OFTEN. I'D SAY THEY'VE ONLY CHECKED MY TICKET 20% OF THE TIMES I'VE RIDDEN CALTRAIN. IT'D BE BENEFICIAL TO YOU!

TRAIN	COMMENT
192	I WOULD APPRECIATE IT IF MORE CALTRAIN TRAINS WERE AVAILABLE AS OPPOSED TO EACH HOUR. MAYBE EVERY 30 MINS INSTEAD? I WORK LATE HOURS AND SHOULD NOT HAVE TO WAIT AN HOUR TO GET TO THE NEXT AVAILABLE TRAIN.
192	THE OVERALL EXPERIENCE HAS BEEN GOOD. A FEW CONDUCTORS CAN BE RUDE AT TIMES, BUT MOST ARE GOOD. MY BIGGEST COMPLAINT WOULD BE THE LACK OF BIKE CARS, AND THAT THE FREQUENCY OF CALTRAIN TO JUST ONCE PER HOUR AFTER 7 PM IS VERY FRUSTRATING.
192	WI-FI PLEASE, AND MORE CONNECTIONS TO CHARGE TELEPHONE OR COMPUTER.
192	PLEASE STUDY JAPANESE RAILWAY SERVICE!
195	CALIFORNIA TRAIN SHOULD LOOK AT NJ TRANSIT OR LIRR FOR EXAMPLE! PREVENT SUICIDES ON TRACKS PLEASE.
195	CONDUCTORS AND TICKET TAKERS WERE VERY HELPFUL. IT'S VERY EASY TO ACCIDENTALLY SWIPE CARD TWICE WITHOUT KNOWING IT.
195	WHAT IS THE VALUE OF HORNS? IT'S AN UNNECESSARY DISRUPTION TO THE COMMUNITY. YOU CAN HEAR HORNS MILES AWAY.
195	VERY EXCITED FOR HIGH PERFORMANCE TRAINS. HORNS@ CALTRAIN CROSSING ARE EXTREMELY LOUD, PIERCING, FEELS DAMAGING TO MY EARS AND MY CHILD'S EARS. WE LIVE 10 BLOCKS FROM CALTRAIN BUT WE ARE AWOKEN BY THE STARTLING HORNS THAT PENETRATE THE NEIGHBORHOODS -- PLEASE FIX.
195	WOULD LOVE MORE INFO DURING TRAIN DELAYS. SOMETIMES BULLETS PASS LOCAL TRAINS AND IT WOULD BE GREAT TO KNOW WHICH TRAIN TO BOARD TO GET ME HOME QUICKEST. CALTRAIN.ME APP IS PRETTY GOOD.
195	WI-FI
195	NOT ENOUGH FREQUENCY.
195	YOUR ELECTRONIC SIGNS ANNOUNCING DELAYS ARE USELESS. THEY WAIT UNTIL 2-3 MINUTES BEFORE THE TRAIN WAS SUPPOSED TO ARRIVE AND THEN START TICKING UP ONE MINUTE AT A TIME UNTIL THE NEXT TRAIN ARRIVES. PLEASE USE PROPER GPS-BASED TIME ESTIMATE.
195	THANKS FOR ALL THE FREE RIDES.
195	RUN PAST 1 AM ON WEEKENDS. THANK YOU. AND PLEASE ALSO RUN EARLY TRAINS (5 AM) FOR WORKERS SO I DON'T HAVE TO TAKE THE BUS.
195	1. CALTRAIN APP INFO WAS NOT UPDATED AND I MISSED MY TRAIN. 2. CALTRAIN SHOULDN'T CHANGE TRAIN TIMING TOO OFTEN.
195	I LOVE CALTRAIN AND IT IS MY PREFERRED WAY OF COMMUTING. I WOULD LIKE CALTRAIN TO DO SOMETHING ABOUT THE FREQUENCY OF PROBLEMS WITH TRAIN ENGINE MALFUNCTIONS.
195	THERE IS ALWAYS ROOM FOR IMPROVEMENT. GOOD LUCK.
195	MORE INFO ABOUT CLIPPER CARD AND OTHER PAYMENT OPTIONS COULD BE AVAILABLE AT OTHER STATIONS.

TRAIN	COMMENT
195	A BETTER INFORMATION SYSTEM FOR LATE TRAINS WITH TIME INTERVALS INSTEAD OF JUST HOW MANY MINUTES LATE IT'S RUNNING WOULD BE NICE. I TAKE THE TRAIN SO I DON'T HAVE TO DEAL WITH THE STRESS OF TRAFFIC, BUT WHEN THE TRAIN IS LATE AND I'M STUCK AND CAN'T TAKE A DIFFERENT ROUTE [AS I COULD IF I WAS IN MY CAR], THE STRESS IT CAUSES IS WORSE!
195	BATHROOMS ARE HORRIBLE, NEED MORE THAN ONE CAR, HANDICAPPED ACCESS IS POOR. NEED MORE BIKE RACKS. SAME ORDER TO STATIONS.
195	SATISFIED. GOOD SERVICES.
197	GOOD JOB, KEEP 'EM COMING. PAY THE SUICIDE PREVENTION AN ADEQUATE SALARY FOR THEIR HARSH JOB OF SAVING LIVES IN CRAZY SILICON VALLEY. I KNOW THEY WORK CRAZY HOURS AND GET NO TOILETS! DO SOMETHING OR I WILL PASS ON MY FILE OF EVIDENCE OF UNPAID OVER-HOURS AND MISERABLE TREATMENT ON TO THE NEWSPAPERS.
197	PLEASE DON'T PUT ELECTRONIC AD DISPLAYS ON THE NEW TRAINS. THANK YOU.
197	TICKETS SHOULD BE OMNI-DIRECTIONAL, AKA A TICKET FROM ZONE 2 TO ZONE 3 SHOULD ALSO WORK IN THE OTHER DIRECTION (I DO NOT MEAN ROUND TRIP).
197	YOU NEED WI-FI ON THESE TRAINS.
197	LIGHT BARRIER DYSFUNCTION AT SAN MATEO STATION 6-8 MONTHS AGO.
197	OVERALL I'M VERY SATISFIED WITH CALTRAIN; HOWEVER, GREATER TRAIN FREQUENCY WOULD BE HELPFUL.
197	SERVICE EXCELLENT; HOWEVER, I WAS MISINFORMED BY CALTRAIN.COM WHEN I LOOKED UP THE SCHEDULE AND PLANNED MY TRIP BASED ON THE OCT 5, 2014, TIMETABLE STILL POSTED.
197	LACK OF ACCURATE INFO REGARDING DELAYS IS BY FAR MY BIGGEST COMPLAINT. BOTH SMALL AND LARGE DELAYS.
197	QUESTION 19H IS IMPORTANT TO NOT HAVE ELECTRIC ADS. BUT PLEASE HAVE ELECTRIC STOP INFORMATION. BIKE CAPACITY IS ALSO VERY IMPORTANT. THANKS.
197	ALL OF THE CONDUCTORS ARE VERY FRIENDLY AND HELPFUL, PARTICULARLY [NAMES REMOVED].
197	THANK YOU.
197	BATHROOM NEEDS CLEANING.
197	CAN THERE BE WAITRESSES, LIKE ON AIRPLANES, THAT OFFER US FOOD AND STUFF?
197	EVERYTHING IS PRETTY GREAT EXCEPT FOR THE BATHROOMS. THE TOILETS CLOG UP A LOT AND ARE USUALLY DIRTY. I'M GLAD TO HAVE THEM ON BOARD. ALSO I WOULD LIKE VENDING MACHINES AT THE STATIONS.
197	I AM SURE CALTRAIN IS ONE OF THE BEST TRANSIT COMPANIES IN CALIFORNIA. I DIDN'T KNOW THEY WERE SWITCHING TO ELECTRIC. I DON'T THINK IT WOULD BE BETTER.

TRAIN	COMMENT
197	IT'S REALLY FRUSTRATING WATCHING ESTIMATED TIME INCREASE BY 1 MINUTE PER MINUTE. IT WOULD BE GREAT TO GET A MORE ACCURATE ESTIMATE (E.G. SAY WHEN THE TRAIN IS NOT MOVING). ALSO, HORN IS TOO LOUD.
197	THANKS FOR THE SURVEY! INSPIRE FROM EUROPEAN RAILWAYS.
206	BUILD SOME DAMN FENCES. I'VE BEEN ON THE TRAIN FOR 8 OF 12 [OF THEM]; IT'S RIDICULOUS, I HEARD YOU GUYS DENIED [APPROVAL] FOR FENCING UNTIL LAST WEEK. GOOD FIRST STEP.
206	IN THE EVENING ON NORTHBOUND TRAINS YOU NEED MORE CARS OR MAKE SPECIAL GIANTS GAME DAY TRAINS. THERE ARE NO SEATS FOR REGULAR RIDERS ON GAME DAYS.
206	THE LACK OF INFORMATION, BOTH KNOWN BY THE TRAIN EMPLOYEES AND CONVEYED TO CUSTOMERS WHEN THERE IS A FATALITY, IS UNACCEPTABLE. I HAVE BEEN UNABLE TO PICK UP MY SON FROM DAY CARE ON 3 OCCASIONS BECAUSE NO ONE PROVIDED ANY INFORMATION ABOUT WHEN THE NEXT TRAIN WAS COMING. I COULD HAVE ARRANGED OTHER TRANSPORTATION HAD I KNOWN LENGTH OF DELAY.
206	THE DELAYS CAUSED BY SHUT DOWNS WHEN FATALITIES OCCUR ON THE TRACKS ARE RIDICULOUS.
206	PLEASE MAKE DRINKING ALCOHOL ILLEGAL ON CALTRAIN.
206	THE PARKING AREA NEAR 22ND STREET IS EXTREMELY FILTHY ON ONE SIDE.
206	GOOD SERVICE!
206	BIKE CAR CAPACITY IS THE MOST IMPORTANT THING TO ME. IT'S THE BEST WAY TO MAKE FASTER CONNECTIONS FROM CALTRAIN.
206	CLIPPER CARD SUCKS. MAKE AN APP FOR EASY RECHARGE AND ZAP.
206	DO NOT LIKE OPPOSITE SEATS.
206	SPEAKERS DON'T WORK WELL IN SOME CASE.
206	CLIPPER CARD MACHINES TO ADD VALUE ARE CUMBERSOME AND THERE NEEDS TO BE MORE AT SF AND DIRIDON. ALSO AT SJ DIRIDON, WAS APPROACHED AT CLIPPER CARD MACHINE BY SOMEONE OFFERING TO TRADE HIS CARD FOR CASH.
206	I LOVE CALTRAIN, WITH THE EXCEPTION OF THE SCHEDULE ALERT SYSTEM IN SAN JOSE AND SF. IN SAN JOSE, FINDING OUT WHAT TRACK YOUR TRAIN WILL BE ON WHEN THERE IS ANY DISRUPTION IS IMPOSSIBLE. SEEMS LIKE THERE SHOULD BE A STANDARD SOLUTION IN EMERGENCIES - BUT EACH ONE SEEMS TO BE HANDLED DIFFERENTLY.
206	MORE STOPS ON THE WEEKENDS WOULD BE GREAT.
206	ONBOARD ANNOUNCEMENTS ON TRAIN: THE PA SYSTEM IS TOO LOUD SOMETIMES. ALSO, OUTSIDE, AT STATION, ANNOUNCEMENTS HAVE BEEN REPEATED OR ARE WRONG.
206	COMPLETE THE SEPARATED GRADES IN SAN MATEO AT 25TH, 28 <sup>TH</sup> , AND 31ST. SHOULD HAVE BEEN DONE BEFORE DEVELOPMENT OF BAY MEADOWS.
206	NEED MORE STOPS FROM RWC TO HILLSDALE.

TRAIN	COMMENT
206	THANK YOU CALTRAIN FOR GETTING ME TO MY DESTINATIONS SAFELY!!
206	I REGULARLY TAKE CALTRAIN TO SJ FROM BURLINGAME. SIGNAGE AT DIRIDON STATION - WHEN THERE ARE EXTENDED DELAYS (FATALITY) - IT CAN BECOME CONFUSING WHEN MULTIPLE TRAINS ARE RELEASED/REENTERING STATION BUT SIGNS ARE NOT UPDATED AS TO WHICH TRACK EACH TRAIN IS ARRIVING/ DEPARTING.
206	WE GET ON AT MILLBRAE TO PALO ALTO. IT WOULD BE GREAT IF THIS TRAIN LEFT AT 6:15 INSTEAD OF 6:29.
206	I WOULD TAKE AN EXPRESS/BULLET THAT WAS BEFORE 206 IN THE AM.
206	TOO MANY DELAYS DUE TO ACCIDENTS AND SUICIDES.
206	THIS IS ONE OF THE BEST PUBLIC TRANSIT OPTIONS – BETTER THAN MUNI OR BART. WISH BART AND MUNI HAD THE SAME EFFICIENCY, PUNCTUALITY.
207	MORE BIKE CARS PLEASE! ALSO PLEASE HAVE A SEPARATE EXIT/ENTRANCE ON THE TRAIN FOR BIKES. THANK YOU.
207	NEWER BIKE CARS DON'T PROVIDE ENOUGH ROOM FOR BIKES, MAKES COMMUTING DURING PEAK HOURS STRESSFUL, PACKED, AND UNCOMFORTABLE.
207	NEEDS MORE SPACE FOR BIKES, ESPECIALLY DURING COMMUTE HOURS.
207	IT WOULD BE HELPFUL TO HAVE A REMINDER AT THE STATION ON THE FRIST OF THE MONTH REMINDING RIDERS TO TAG ON -- EITHER AN AUDIO ANNOUNCEMENT OR NOTE ON THE ELECTRONIC BOARD.
207	THANKFUL FOR THIS KIND OF SERVICE. I TRULY APPRECIATE IT, BECAUSE NOT HAVING A CAR IS THE REASON THAT I USE THE TRAINS. GETS ME TO MY DESTINATION QUICKER THAN EVER.
207	I WILL RIDE THE TRAIN EVERY DAY WHEN I CAN, BECAUSE IT IS SO CONVENIENT FOR ME AND MY FAMILY.
207	CONSIDERING MY FRIST RIDE, I LIKE IT AND MAYBE WILL USE IT MORE OFTEN.
207	WE NEED MORE SPACE IN CARS, TRAINS MORE OFTEN.
207	CLOTHS SEATS GET DIRTY QUICK AND SPILLS REMAIN IN CLOTH. VINYL SEATS ARE BETTER TO KEEP CLEAN. EXCITED FOR NEW CHANGES.
207	SOMETIMES LANGUAGE USED IS OFFENSIVE.
207	MORE SEATS FOR CYCLISTS.
207	NEED MORE TRAINS, WI-FI, MORE BIKE CARS. MORE TRAINS DURING BASEBALL GAMES.
207	CONSIDER HAVING WI-FI ON BOARD; I'D PAY FOR IT.
207	AS A BIKE RIDER, THERE ARE ONLY 20 SEATS FOR 40 BIKES, SO WHEN NON-BIKE RIDERS TAKE THE SEATS, IT'S NOT GOOD. ALSO AS A SAFETY MEASURE, PEOPLE SHOULDN'T STAND BETWEEN CARS. GOD FORBID A CRASH, BUT IF IT HAPPENS, THEY WILL GET HURT BAD.
207	I FEEL CALTRAIN IS DOING A GOOD JOB.
207	I WOULD LIKE HAVING TRAIN WITH FEWER STOPS .

TRAIN	COMMENT
207	BIKE CROSSING DURING BUSY TIMES ARE A DISASTER. WE NEED MORE SPACES FOR BIKES AND CLEARER SIGNS TELLING NON-BIKERS NOT TO SIT IN THE BIKE CAR.
207	CONDUCTORS CHECKING TICKETS SHOULD BE MORE FORGIVING AT THE BEGINNING OF THE MONTH.
207	MORE TRAIN CARS! PREFER THE BOMBARDIER STYLE OVER GALLERY. LOVE CALTRAIN.
207	IN THE BIKE CAR THERE IS POSTED A SIGN THAT SAYS RESERVED FOR PEOPLE W/BIKES. HARDLY NOTICED BY PEOPLE, SHOULD MAKE MORE VISIBLE.
207	MORE TRAINS IN PEAK HOURS / AFTERNOON SB IS A MESS ON GAME DAYS.
207	AS BIKE COMMUTER, BIKE ACCESS AND CAPACITY IS IMPORTANT TO ME. HAVING ROOM FOR BIKES HAS ALWAYS BEEN AN ISSUE, AND I'M SURE IT WILL CONTINUE TO BE ONE. ANOTHER ISSUE THOUGH IS HAVING ROOM FOR CYCLISTS TO SIT NEAR THEIR BIKES. THEFT IS A PROBLEM, SO WE NEED TO BE ABLE TO SIT IN THE SAME CAR, SO IT WOULD BE HELPFUL IF PEDESTRIANS WERE DIRECTED TO SIT IN ANOTHER CAR. THANK YOU.
207	WHEN TRAINS ARE DELAYED, WE NEED MORE INFO, ESPECIALLY AT 4 <sup>TH</sup> /KING STATION. WHEN TRAINS ARE DELAYED THERE NEEDS TO BE CROWD CONTROL AT 4 <sup>TH</sup> /KING. USUALLY IT IS CHAOS WHEN THERE IS A SIGNIFICANT DELAY. NEED MORE BIKE CAPACITY.
207	WORK ON CLIPPER TAGGING SYSTEM AND THE HANDHELD DEVICES OF YOUR CONDUCTORS. WHY DO YOU HAVE TO TAG FOR YOUR MONTHLY PASS TO LOAD?
207	RESTROOMS AT 4 <sup>TH</sup> /KING STATIONS ARE ALWAYS DIRTY AND THE FLOORS WET.
207	CONDUCTOR [NAME REMOVED] THREW ME OFF THE TRAIN IN MILLBRAE AND I WAS TRAVELLING TO SF, AS I HAVE DONE EVERY DAY FOR THE LAST 3 YEARS. I HAD ACCIDENTLY LEFT MY WALLET AT HOME W/MY CLIPPER IN IT. HE DIDN'T BELIEVE I HAD ONE. I WAS LATE FOR WORK.
207	THE TRAINS I RIDE ON ARE TOO FULL. PLEASE ADD TRAINS. BIKE CARS ARE TOO FULL ON 5:00-6:30 SF.
207	THANK YOU FOR YOUR SERVICE.
207	NEED MORE BULLET TRAINS. THANK YOU.
207	MORE TRAINS AND BIKE CARS.
207	THE PRICE OF THE TICKETS ARE EXPENSIVE, LIKE THE RENT.
207	NEED MORE CARS DURING RUSH HOUR. AN ADDITIONAL TRAIN EVERY 30 MINUTES IN THE EVENING. I DON'T CURRENTLY USE CALTRAIN AT NIGHT ON THE PENINSULA. AT THE 1 HOUR TRAIN RANGE, ITS TOO INCONVENIENT.
207	THE TICKETS ARE EXPENSIVE.
216	ON MY STOP THERE ARE BULLETS AT 6:45, 7:00, AND 7:13 PM. IT WOULD BE HELPFUL TO HAVE THEM SPREAD OUT A LITTLE MORE. PERHAPS 6:45, 7:13, AND 7:45? MORE LIGHT BETWEEN STATIONS AND BIKE LOCKERS AT 4 <sup>TH</sup> /KING. BIKE LOCKER RENTAL PROGRAM IS PAPER AND PHONE BASED, NOT ONLINE.



TRAIN	COMMENT
216	IT WOULD BE GREAT IF YOU COULD MAKE YOUR TIMETABLE COINCIDE BETTER WITH THE EAST BAY FERRY, EITHER FROM MILLBRAE OR SSF WITH OYSTER POINT FERRY, OR THE 4 <sup>TH</sup> /SF WITH THE FERRY BUILDING TO OAKLAND/ALAMEDA. THANK YOU.
216	WITH REGARD TO RESTROOMS - I'VE ONLY GONE IN ONE ONCE. IT SMELLED SO FOUL, I LITERALLY GAGGED. SOME OF THE TRAINS STINK FROM THE TOILETS.
216	SIGNAGE AND UP TO DATE INFO AT STOPS MUCH IMPROVED. THANK YOU! TRACK INFO AT DIRIDON WHEN THERE ARE TRACK CHANGES NEEDS IMPROVEMENT. CONDUCTORS USUALLY DO NOT KNOW TRACK INFO. USING ELECTRONIC SIGNS TO PROVIDE TRACK CHANGES WOULD BE WONDERFUL. OTHERWISE, SIGNAGE @ DIRIDON IS GREAT.
216	WE NEED MORE TRAINS.
216	90% OF THE TIME THE TRAINS ARE PERFECT. 10% OF THE TIME THERE ARE HUGE DELAYS, PEOPLE DON'T GET INFO.
216	CALTRAIN NEEDS TO ADDRESS HOW SUICIDES ARE ADDRESSED.
216	MORE RECENTLY, DURING GIANT GAMES, CONDUCTORS HAVE BEEN MANAGING BOARDING PASSENGERS TO KEEP THE BIKE CARS ONLY FOR BIKERS. THIS KEEPS BOARDING AND EXITING MORE EFFICIENT AND THE WHOLE TRAIN BENEFITS. NOT A BAD RULE FOR OTHER TIMES.
216	BULLET OR LIMITED TRAIN NB AFTER 7PM. BETTER NOTIFICATION SYSTEM FOR DELAYS -- BY EMAIL OR TEXT BEFORE I ARRIVE AT STATION. BART HAS A GOOD SYSTEM.
216	I RIDE A BIKE AND WOULD LIKE TO SEE AN ALTERNATIVE BIKE RACK SYSTEM WHERE THE BIKES AREN'T STACKED.
216	RESTROOMS PLEASE.
216	NEED MORE BIKE CARS.
216	MORE BOMBARDIER CARS, WI-FI ON BOARD, CLEAN THE WINDOWS INSIDE AND OUT MORE OFTEN.
216	BIKE CAPACITY IS CRUCIAL AND NEEDS TO BE INCREASED.
216	A LOT OF DEATHS THIS YEAR ON THE TRACKS. LEADS TO UNPREDICTABLE SERVICE AT TIMES. COMMUNITY OUTREACH AND/OR SAFETY PROGRAMS MIGHT HELP.
216	PALO ALTO LIGHTING IS A SECURITY HAZARD. PARKING IS TOO. CLOTH SEATS NO -- BART HAS IT AND IT'S DISGUSTING. ANSWER TO 19G: YES! PLEASE! ANSWER TO 19I: I CAN'T VISUALIZE THIS.
216	IT WOULD BE NICE IF I DID NOT HAVE TO TAG ON THE 1ST OF THE MONTH EVERY MONTH, SINCE I ALREADY HAVE THE MONTHLY PASS LOADED ON THE CLIPPER AND SOMETIMES FORGET TO TAG (ESPECIALLY IF I DID NOT USE CALTRAIN ON THE 1 <sup>ST</sup> OR 2ND DAY OF THE MONTH).
216	MORE STOPS AT HILLSDALE WITH NEW DEVELOPMENT, TONS OF PEOPLE!



TRAIN	COMMENT
216	I COMMEND THE TOLERANCE AND COURTESY OF ONBOARD CONDUCTORS. I ALSO CONDEMN THEIR AND MANAGEMENT'S TOLERANCE AND DEFENSE OF ANTISOCIAL BEHAVIOR ON THE PART OF A SMALL MINORITY OF RIDERS. SPECIFICALLY, BACKPACKS, LUGGAGE, LEGS, ARMS BELONGING TO SEATED RIDERS BLOCK THE AISLES, CREATING A BLOCKAGE OF ACCESS, INCONVENIENCE, AND A SAFETY RISK.
216	OFTEN URINE AND POOP IN TUNNEL AT PALO ALTO STATION. EVERY WORK DAY, MANY BIKES GET ON AT MOUNTAIN VIEW. YET CONDUCTORS BARK AT THE CYCLISTS THAT THEY ARE HOLDING UP THE SCHEDULE. THIS VERY PREDICTABLE DELAY SHOULD BE BUILT INTO THE SCHEDULE SO THE CONDUCTORS DON'T HAVE TO BE MEAN ABOUT IT.
216	MORE STOPS AT HILLSDALE. MORE BIKE TRAINS.
216	LIKE BART, INCLUDE WI-FI. TRAIN CLEANLINESS CAN BE IMPROVED WITH STRICT ENFORCEMENT OF THOSE WHO PLACE SHOES ON SEATS, RESTROOMS CLEANED MORE FREQUENTLY. THANK YOU FOR THE EFFORT TO IMPROVE THE CALTRAIN EXPERIENCE! I SPEND CLOSE TO 4 HOURS COMMUTING BETWEEN SF AND SJ EACH DAY, SO IT MEANS A LOT TO HAVE A PLEASANT EXPERIENCE ON THE TRAIN FOR 2+ HOURS OF THE 4 HOURS ON THE TRAIN.
216	THIS IS THE FIRST TIME IN 10 YEARS I'VE RIDDEN THE TRAIN, SO I LACK SOME INSIGHT.
216	A FEW OF YOUR CONDUCTORS (PALO ALTO TO BURLINGAME) ARE RUDE AND UNHELPFUL. MOST ARE OK. SOME VERY GOOD.
216	I WOULD LIKE TO SEE MORE FREQUENCY IN TRAINS AT SSF STATION. AT THIS TIME THE TRAIN ONLY COMES ONCE ON THE HOUR DURING THE MORNING COMMUTE SOUTH. ONCE EVERY 30 MINUTES WOULD BE BETTER.
216	CONDUCTOR [NAME REMOVED] IS MY FAVORITE.
216	ACCESS TO THE BIKE CAR FROM THE PLATFORM IS SOMETIMES A CHALLENGE AS YOU HAVE TO WALK YOUR BIKE PAST A CROWD. ESPECIALLY A PROBLEM ON SAN MATEO NORTHBOUND, AS ONLY ACCESS IS ON THE SOUTHBOUND AND BIKE CAR IS OPPOSITE END.
216	PLEASE ENFORCE (VIA CONDUCTORS, ANNOUNCEMENTS) PRIORITY SEATING FOR BIKE CARS. TOO OFTEN, CYCLISTS HAVE TO LEAVE THEIR BIKE UNATTENDED BECAUSE THERE IS NO SEATING IN THE BIKE CARS.
216	WI-FI WOULD BE GREAT IMPROVEMENT.
216	I HAVE BEEN RIDING FOR ABOUT 6 MONTHS, AND BESIDES FROM THE NUMEROUS DELAYS AT THE BEGINNING OF THE YEAR WITH SUICIDES, THE STAFF, CLEANLINESS, AND SERVICE ARE GREAT! ALSO, TICKET PRICES ARE VERY REASONABLE. KEEP IT UP.
216	DO THE CLIPPER MACHINES STILL USE DIAL UP? IT IS ABSURD THAT IT TAKES SO LONG TO PUT MONEY ON THE CLIPPER CARDS USING THE MACHINE.
216	THIS IS ONLY MY FIRST WEEK TAKING CALTRAIN. I AM VERY SATISFIED WITH THE CLEANLINESS OF THE TRAIN. MORE BABY BULLET TRAINS ON THE SCHEDULE WOULD BE HELPFUL.

TRAIN	COMMENT
216	THANKS FOR ALL THE WORK YOU DO. I'M VERY GLAD TO HAVE THE TRAIN AS A RESOURCE. ALL THE BEST.
216	BETTER INFO ON DELAYS -- LIVE TWITTER FEED EVERY 5 MINUTES WHERE THE DELAYED TRAIN IS. [SOMETHING] BETTER TO DECIDE TO WAIT OR NOT TO FIND ALTERATIVE RIDE. OR, LIVE FEED BROADCASTING ON THE ELECTRONIC SCREEN/VOICE NOTIFICATION/ANNOUNCEMENT. FIX SIGNAL LIGHT!!! ONCE A WEEK ALWAYS SOMETHING ABOUT THAT ISSUE.
216	MORE FREQUENT TRAINS WILL BE GREAT.
216	TRAIN # 227 IS 5 MINUTES LATE TO THE SOUTH SAN FRANCISCO STOP EVERY SINGLE DAY. WHY DON'T YOU JUST CHANGE THE SCHEDULE TO REFLECT THIS?
217	PLEASE BETTER INTEGRATE CLIPPER W/TICKET MACHINE + STATIONS. CURRENTLY, READERS ARE IN INCONVENIENT LOCATIONS. ONE STEP TAG-OFF/TAG-ON NEEDED @ MILLBRAE FOR BART TRANSFER.
217	I TAKE THE CALIFORNIA TRAIN FROM PALO ALTO 6:14 PM TO SUNNYVALE STATION, 18 MIN, THEN GET ON ANOTHER TRAIN TO GO TO SANTA CLARA. PALO ALTO TRAIN STATION SMELLS REALLY BAD, ESPECIALLY IN THE STAIRWELL SMELLS LIKE URINE. THE 6:14 PM TRAIN IS ALWAYS CROWDED AND ONLY STANDING ROOM AND YOU CAN'T FIND A SEAT, SO I STAND ALL THE WAY TO SUNNYVALE. WHY DON'T THEY ADD ANOTHER CAR OR TWO TO THAT TRAIN? I DIDN'T THINK I HAD TO PAY \$126 A MONTH TO STAND. WOULD BE NICE TO ADD MORE TRAINS AND MORE TIMES.
217	STANDING ROOM ONLY AND SHOULDER TO SHOULDER ON MY TRAINS: 217 AND 278. PLEASE ADD EXTRA CARS OR SWITCH THINGS AROUND SO 217 AND 278 ARE MADE UP OF NEWER CARS THAT CAN BE JOINED BY OTHER CARS YOU JUST PURCHASED. AS A MONTHLY PASSHOLDER FOR MORE THAN 20 YEARS, I JUST DESERVE A SEAT OR AT LEAST SOME BREATHING ROOM IF I HAVE TO STAND.
217	TO BE HONEST, I DON'T ENJOY TAKING CALTRAIN ANY MORE BECAUSE OF FREQUENT DELAYS, BUT MORE SO THAT THE TRAINS ARE OVERCROWDED. IT DOES NOT FEEL SAFE, AND I HAVE SEEN PREGNANT WOMEN SQUEEZED UP WITH EVERYBODY ELSE. I NEVER GET A SEAT, AND ONCE, A MAN NEXT TO ME LOST HIS BALANCE AND ALMOST DRAGGED ME DOWN WITH HIM.
217	MORE CARS. THE TRAINS ARE FULL.
217	OVERALL EXPERIENCE IS SATISFYING. CONDUCTOR JUST A LITTLE MORE FRIENDLY.
217	NEED APP THAT PUSHES LATE NOTICES TO PASSENGERS' PHONES. NEED INFO BEFORE ARRIVING AT STATION. MORE PHONE CHARGERS ON TRAIN. WI-FI WOULD BE SPECTACULAR.
217	FREE WI-FI ON TRAINS! CLIPPER IS AWFUL. I DON'T HAVE ROOM TO SAY HOW AWFUL! FIX IT! PREVENT SUICIDE BY TRAIN! ANNOUNCE DELAYS ON TRAINS AND AT STATIONS CLEARLY, PROMPTLY, AND TRUTHFULLY! AT SF, DON'T OFF BOARD AND ONBOARD AT SAME DOOR! CAUSES HUGE CROWDS! STAGGER TRAINS AND ON/OFF BOARD AT DIFFERENT DOORS!

TRAIN	COMMENT
217	LAST WEEK, A SUICIDE AT ONE STATION CAUSED ALL THE TRAINS TO BE DELAYED. THE PROBLEM WAS THAT THE CALTRAIN EMPLOYEES AT THE GATE KNEW NOTHING OF THE RESCHEDULING OF THE TRAINS. IT CAME OUT THAT THE TRAINS REALLY WEREN'T THAT DELAYED, BUT THERE WAS NO SIGNAGE, NO ARRANGEMENTS; NOBODY KNEW ANYTHING ABOUT THE NEW DEPARTURE TIMES.
217	CLEAN AND SAFE BUT EXPENSIVE.
217	SSF STATION NEEDS TECHNICAL SIGNS TO SHOW ARRIVAL TIMES AND DEPARTURE.
217	I BOARD AT BLOSSOM HILL STATION AND WOULD LIKE SEE A SIGN THAT WOULD NOTIFY US ABOUT DELAYS.
217	<p>THINGS YOU DIDN'T ASK ABOUT:</p> <ol style="list-style-type: none"> <li>1. ON-BOARD COMFORT - THE RIDE IS VERY BUMPY, ESPECIALLY SOUTH OF SAN JOSE. I GO FROM 6 TO 1 AND BACK 3X/WEEK AND THE RIDE REALLY HURTS MY BACK.</li> <li>2. ON-BOARD WI-FI IS A HUGE PRIORITY FOR ME - I WOULD BE WILLING TO PAY EXTRA - PLEASE PROVIDE IT.</li> <li>3. WITH REGARDS TO AT STATION QUESTION #3: I GET ON AT SAN MARTIN, WHICH DOES NOT HAVE ELECTRONIC SIGNS, SO WHEN THERE IS A DELAY, I DON'T KNOW HOW LONG IT'S GOING TO BE.</li> <li>4. AT STATION QUESTION #4: NORMALLY I USE A PASS OR CLIPPER, BUT WHEN I DO NEED TO BUY A TICKET AND I'M IN A HURRY, I FIND THE INTERFACE CONFUSING AND OFTEN BUY THE WRONG TICKET BY ACCIDENT. IT'S NON-INTUITIVE THAT THE MACHINE ASSUMES YOUR ORIGIN ZONE, SO ONCE I PUT IN "6" ON THE 1ST SCREEN, THINKING I'M PUTTING IN MY ORIGIN, AND "4" ON THE NEXT SCREEN, THINKING I'M PUTTING IN MY DESTINATION, I END UP WITH 4 TICKETS FOR 6 TO 6.</li> </ol>
217	I LOVE CALTRAIN! SO GLAD STANFORD AND CALTRAIN WORK TOGETHER TO GET ME TO WORK ON TIME AND SAFE.
217	ROUTE 268 AT NIGHT IS VERY AWFUL. LATELY CONDUCTOR CHEWING SUNFLOWER SEEDS AND SPITTING THEM OUT ON CALTRAIN FLOOR IS GROSS -- FROM CAPITOL STATION ALL THE WAY DOWN TO GILROY. NEEDS TO HAVE SIGNS TO TELL US OF DELAYS.
217	TAMIEN STATION IS FILTHY, THE STAIRS AND ESCALATOR AREA NEEDS TO BE POWER-WASHED WEEKLY. I GET HEADACHES FROM SMELLING THE PISS ALL OVER THE FLOOR WHEN PASSING THROUGH THE STAIRS EVERYDAY. CAPITOL AND TAMIEN STATIONS NEED EXTRA SEATS FOR WAITING PASSENGERS.
217	THE SSF STATION NEEDS MUCH IMPROVEMENT AND MORE FREQUENT SERVICE.
217	<ol style="list-style-type: none"> <li>1. GILROY TRAIN STATION IS POPULATED BY PEOPLE DRINKING AND HANGING OUT.</li> <li>2. MENLO PARK STATION HAS A GROUP OF ABOUT 5-50 PEOPLE THAT SHOW UP ABOUT 3-5PM AND TRASH THE SEATING AREA UNDER A WING.</li> <li>3. IT WOULD BE NICE IF THE WINDOWS WERE CLEANER. IT MAKES FOR A NICER EXPERIENCE.</li> </ol>

TRAIN	COMMENT
217	NEED AN APP FOR SMARTPHONES THAT UPDATES YOU ON TRAIN STATUS AND LOCATION. ALSO, REALLY NEED WI-FI ON THE TRAINS.
217	ABSOLUTELY LOVE CALTRAIN. IT'S A GODSEND FOR ANYONE WHO HAS TO ENDURE COMMUTING IN THE BAY AREA!
217	CALTRAIN IS GREAT TRANSPORTATION FOR ME. MOST OF THE TIME THE TRAIN IS ON TIME. IT IS A VERY CONVENIENT TRANSPORTATION OPTION.
217	PLEASE TAKE PASSENGERS FROM DIRIDON TO TAMIEN ON TRAIN 262. THE TRAIN GOES ANYWAY; LET US STAY ON. AS IT IS, WE TRANSFER TO 366. THIS MAKES THE MAD RUSH OF PASSENGERS EXITING 366 AT TAMIEN EVEN WORSE.
217	MORE DETAIL OF EVENTS FOR TRAIN DELAYS.
217	PLEASE ENFORCE NO SMOKING ON PLATFORMS. STILL SMELL SMOKE AND SEE SMOKERS - EVEN AMTRAK CONDUCTORS SMOKING ON PLATFORMS.
217	MUCH PREFER SEATS ON OLDER TRAINS, I.E. NOT FACING OTHER PEOPLE. BULLET TRAIN SEATING SUCKS.
217	NEED TO IMPROVE SIGNS ON DIRIDON - CONFUSING WHICH TRACK IS WHICH TRAIN, NORTHBOUND TRAINS FREQUENTLY NOT LISTED ON DISPLAYS. ALL OTHER STATIONS HAVE GOOD SIGNS.
217	THE DELAY CAPACITY DURING COMMUTING HOURS IS THE BIGGEST ISSUE FOR ME.
217	ADD WI-FI PLEASE!
217	VERY HAPPY WITH CALTRAIN SERVICE. TRAINS ARE CROWDED. COULD USE EXTRA CARS.
217	TRAINS SHOULD COMBINE DISPLAY ON BOARD ALONG WITH VERBAL ANNOUNCEMENTS.
217	Q16. I WAS ONCE YELLED AT BY A CONDUCTOR BECAUSE MY CLIPPER CARD WASN'T WORKING, EVEN THOUGH I WAS SURE I HAD FUNDS. HE TOLD ME TO GET OUT AND BUY A TICKET, BUT IN THE END, WHEN HE RAN IT AGAIN, IT WORKED.
217	I CANNOT BELIEVE HOW POORLY THE TRANSPORTATION (CALTRAIN) COMPARES TO TRANSPORTATION OUT OF COUNTRY. COMMUNICATION, TIMELINESS OF MEETING SCHEDULES, AS WELL AS CLEANLINESS OF THE TRAINS, ARE HORRIBLE.
217	ADD MORE PARKING IN STATIONS. I FIND IT HARD TO PARK IN SUNNYVALE AND MOUNTAIN VIEW AFTER 7:15AM.
217	THERE NEEDS TO BE MORE PARKING AVAILABLE AND ALSO BIGGER CAPACITY TRAINS. THERE ALSO NEEDS TO BE ALTERNATE TRACKS FOR WHEN TRAINS STOP OF ACCIDENTS HAPPEN.
217	PLEASE ADD FREE WI-FI!! MORE ANNOUNCEMENTS TO KEEP VOLUME DOWN WOULD BE APPRECIATED, ESPECIALLY PEOPLE ON THEIR PHONES.
217	YOU GUYS REMOVED THE TIMETABLES IN THE DOORWAY, TIMETABLES AT 4 <sup>TH</sup> /KING. PLEASE PUT THEM BACK!
217	GREAT SERVICE, PROFESSIONAL STAFF. AS A COMMUTER LIVING IN THE SOUTH BAY, AND WORKING IN SF, CALTRAIN HAS BEEN A LIFESAVER.
217	RESTROOMS SHOULD BE CLEANED. NEED MORE CARS FOR HEAVY HOURS.

TRAIN	COMMENT
217	NORMALLY ON 323.
217	CALTRAIN PROVIDES ME WITH AN EASY WAY TO GET TO SCHOOL, AND I HOPE TO CONTINUE BEING A CUSTOMER FOR THE NEXT THREE YEARS.
217	I WOULD LIKE MORE UP TO DATE INFORMATION ON DELAYS ON TWITTER OR CALTRAIN APP. I WOULD LIKE AN OFFICIAL CALTRAIN APP THAT LET'S ME KNOW IN REAL TIME WHEN A TRAIN WILL BE ARRIVING AT MY STOP. I WOULD ALSO LIKE THERE TO BE MORE OUTLETS TO CHARGE MY PHONE AND WI-FI.
217	I REALLY APPRECIATE CALTRAIN BEING PROMPT AND ON-TIME FOR THE MAJORITY OF MY EVERYDAY COMMUTE. I AM THANKFUL I CAN TAKE THE TRAIN TO WORK.
217	MORE INFORMATION NEEDS TO BE GIVEN DURING DELAYS, AND CALTRAIN CONDUCTORS NEED TO ANNOUNCE WHEN A TRAIN IS LEAVING AND LET PEOPLE BACK ON AFTER TRAIN HAS BEEN STOPPED FOR DELAYS.
217	NEED MORE FREQUENT TRAINS AT STOPS BETWEEN MOUNTAIN VIEW AND PALO ALTO. CALTRAIN IS GREAT EXCEPT WHEN IT BREAKS AND DELAYS BECOME RIDICULOUS, THEN IT WOULD BE NICE TO HAVE QUICKER SOLUTIONS (I.E. SHUTTLES TO BART?)
217	ONE SUGGESTION REGARDING THE TAG MACHINES AT STATIONS: THE BEEPS ARE QUITE CONFUSING. I AND MANY OTHER PASSENGERS HAVE BEEN TRICKED BY THE SOUND WHEN THERE WAS A FAILED SCAN. IT WOULD BE MUCH SIMPLER AND EASIER IF IT ONLY BEEPS FROM A SUCCESSFUL SCAN.
217	VISITOR FROM STATE OF WASHINGTON.
217	PLEASE WORK ON REDUCING ACCIDENTS ON CROSSINGS. RETAIN INDIVIDUAL SEATING AS ON THE UPPER LEVEL OF OLDER TRAINS. MULTIPLE LINES/TRACKS TO AVOID DELAYS FROM ACCIDENTS AND BREAKDOWN. MOST OF THE THINGS ARE GREAT!!! YOU GUYS ARE DOING A GREAT JOB. THANK YOU
217	OLD TRAINS ARE BETTER THAN NEWER TRAINS. RETAIN INDIVIDUAL SEATING. PLEASE MAKE A PROVISION TO DISPLAY TRAIN NUMBER CLEARLY AT THE FRONT AND SIDE OF THE TRAIN WHEN IT ARRIVES AND DEPARTS A STATION.
217	OVER THE LAST FEW MONTHS, THERE HAVE BEEN FREQUENT DELAYS DUE TO MECHANICAL FAILURES OR ACCIDENTS THAT NEED TO BE ADDRESSED AS A PRIORITY.
217	SHOULD HAVE RESTROOMS AT MORE STATIONS.
217	KNOWING AHEAD OF TIME IF THE BIKE CAR IS FULL WOULD BE GREAT. ALSO, IF THERE'S ANY ISSUES CAUSING LONG DELAYS, INCREASING THE TIME SLOWLY [GRADUALLY] MAKES THE SITUATION WORSE, BECAUSE YOU'RE NOT SURE IF YOU SHOULD LEAVE OR NOT.

TRAIN	COMMENT
217	THE BIGGEST PROBLEM IS THAT THERE ARE NO SEATS ON SOUTHBOUND TRAINS FROM MILLBRAE DURING EVENING COMMUTE, AND OFTEN, ON NORTHBOUND FROM MENLO PARK MORNING COMMUTE. IT'S LIKE SARDINES. EVERY OTHER WEEK THERE IS A DELAY. AT MILLBRAE, WHEN DELAYS ARE ANNOUNCED, THE TRAIN NUMBER IS ANNOUNCED, BUT NOT THE DIRECTION OF THE TRAIN. MAKES IT IMPOSSIBLE TO KNOW IF YOU WILL BE AFFECTED BY THE DELAY.
217	PLEASE ADD MORE SEATS, EXTEND COMMUTE HOURS. TRAVEL TO SAN MATEO MEDICAL CENTER IS NOT FREQUENT ENOUGH FOR # OF EMPLOYEES WHO TRAVEL BETWEEN 7 AM-9 AM AND 4 PM-6 PM.
217	I WOULD LOVE TO HAVE THE OPPORTUNITY TO BUY TICKETS ON-BOARD OR ON THE PLATFORM. ALSO, MOST OF THE STATIONS DON'T HAVE RESTROOMS, WHICH I WOULD LIKE TO USE. OVERALL I LIKE CALTRAIN!
217	TODAY THE AC SEEMS TO BE BROKEN (10JUN15). WOULD BE MORE CONVENIENT IF YOU CAN ADD TO CLIPPER AT MORE STATIONS, ON-BOARD TRAINS/STATION MAPS (ELECTRONIC) WITH CURRENT INFO (WHAT STOP YOU'RE AT ETC.) LIKE OTHER MAJOR TRAIN SYSTEMS WORLDWIDE WOULD BE GREAT/ APPRECIATED. THIS IS BASIC?
217	OVERALL GREAT EXPERIENCE BUT WOULD LIKE TO SEE A DECREASE IN DELAYS AND STRONGER COORDINATION WITH BART. ALSO, TRAIN AC WOULD BE NICE.
217	CONDUCTORS AT 4 <sup>TH</sup> /KING ARE RUDE WHEN MANAGING CROWDS, AND OFTEN PROVIDE DIRECTION THAT INCREASES UNCOMFORTABLE CROWDING.
217	AN EXTRA CAR ON SOME OF THE RUSH HOUR TRAINS WOULD BE NICE. THERE ARE NEVER ENOUGH SEATS. ALSO THE BULLET STOPS NEED MORE PARKING.
217	TIMELY INFO ON DELAYS IS VERY IMPORTANT. SINGLE TRACKING AFTER ANY ACCIDENT IS A HUGE PAIN FOR COMMUTERS.
217	SINGLE BIGGEST ISSUE WITH CALTRAIN: INADEQUATE FREQUENCY, ESPECIALLY OUT OF THE CITY IN THE EVENING. 1 TRAIN/HOUR WITH FREQUENT STOPS MAKES EVENING MEETING/DINNER VERY UNPLEASANT. ALSO, ONBOARD TABLES/PHONE REST WOULD BE NICE.
217	ANY CHANCE ON ADDING ADDITIONAL CAR TO GALLERY TYPE TRAINS DURING RUSH HOUR COMMUTES? (217, 376, 278)
217	THANK YOU FOR THE ADDITIONAL CARS. WE NEED MORE. PLEASE ASK PEOPLE TO MOVE OFF THE STAIRS FROM THE TOP TO THE BOTTOM ON THE OLD CARS TO LET PEOPLE OFF. PLEASE ASK PEOPLE TO STEP OFF THEIR TRAIN TO LET PEOPLE OFF AND OUT THE DOOR.
217	SOME TRAINS ARE TOO CROWDED.
217	ADD LEGROOM IN FACING SEATS, ESPECIALLY ON LOWEST LEVEL. SENIORS, HANDICAPPED CAN'T FIT 4 IN TIGHT SPACE. TICKET MACHINES DON'T ALWAYS RECORD PARKING SPACE. TODAY I'M IN #61 (PALO ALTO) AND I COULD ONLY ENTER "6" EVEN AFTER CANCELING AND TRYING AGAIN .

TRAIN	COMMENT
217	HAVING COMMUTED BY TRAIN IN MANY CITIES, I FIND THE CLEANLINESS OF THE TRAIN AND CONDUCTORS TO BE THE BEST TRAITS. DELAYS ARE UNFORTUNATE BUT OFTEN OUT OF CALTRAIN'S CONTROL.
217	RE-EDUCATE BIKE RIDERS ON BIKE CAR ETIQUETTE – IT'S NOT EXCLUSIVE TO THEM, ONLY PREFERENTIAL, AND THAT DOES NOT MEAN THEIR GEAR GETS A SEAT INSTEAD OF A PAYING CUSTOMER. ALSO, BIKE CAR IS NOT SILENCE-ONLY CAR. STATIONS NEED CLIPPER MACHINES. I SHOULD BE ABLE TO ADD TO CLIPPER MORE EASILY.
217	I USE CALTRAIN TO GO TO SCHOOL.
217	I LOVE CALTRAIN WHEN IT'S ON TIME. I REALIZE MAJOR DELAYS ARE DIFFICULT TO ANTICIPATE, BUT THEY ARE DISRUPTIVE ENOUGH TO SERIOUSLY IMPACT MY SCHEDULE. A MORE ACCURATE DELAY WARNING SYSTEM WOULD BE GREAT. ALSO, BART AND CALTRAIN CLIPPER TAG OFF/ON SERVICE SHOULD BE BETTER INTEGRATED. THERE ARE OFTEN LONG LINES TO TAG OFF AT MILLBRAE, CAUSING DELAYS TO GET TO BART.
217	MORE CARS NEEDED IN THE MORNING (M-F), TOO MANY COMMUTERS STANDING.
217	AIR CONDITIONING IN ALL TRAINS. GO MOBILE.
217	WI-FI WOULD BE GREAT. ELECTRONIC TICKETS WOULD BE GREAT. STATIONS SHOULD HAVE MORE NB/SB DIRECTION SIGNS FOR INFREQUENT TRAVELERS. TICKETING MACHINE COULD BE SIMPLER AND MORE USER FRIENDLY.
217	INTERIORS DO NOT HAVE ENOUGH SEATING AND ARE EXTREMELY HOT.
220	DELAY INFORMATION AT PLATFORM LEVEL REALLY NEEDS TO IMPROVE. IT PROVIDES VIRTUALLY RELIABLE INFORMATION. THIS COULD ALSO BE GREATLY IMPROVED BY HAVING MUCH BETTER INFORMATION ON THE CALTRAIN APP.
220	I WOULD LIKE LONGER TERM (24-HOUR) PARKING AT STATIONS. I DO A REVERSE COMMUTE AND WOULD LIKE TO LEAVE MY CAR AT STATION OVER THE WEEKEND.
220	TRAINS ARE CROWDED AND FULL OF DRUNK PEOPLE ON GAME DAYS. NOT SURE WHAT CAN BE DONE ABOUT THAT THOUGH. IT CAN REALLY BE HARD TO GET OFF THE TRAIN WHEN GAME FANS ARE PUSHING THEIR WAY ONTO THE TRAIN. YOUR CONDUCTORS ARE AWESOME THOUGH -- SUPER PATIENT AND HARD WORKING.
220	NEED MORE SEATS DURING RUSH HOUR (ESPECIALLY AFTERNOON/EVENINGS).
220	MORE STOPS AT CALIFORNIA AVENUE STATIONS DURING COMMUTE HOURS.
220	THE HAYWARD PARK STATION (MY USUAL STATION) IS NEARLY TAKEN OVER BY TRUCKS + FENCING. IT'S VERY DIFFICULT TO DRIVE THROUGH IN THE MORNING HOURS. VERY FEW PARKING AREAS. NOT HAPPY ABOUT THAT. I WOULD RANK 1 IF THAT QUESTION WAS ON THIS SURVEY.
220	MORE NOTIFICATION ABOUT DELAYS WOULD BE GREAT. A TEXT MESSAGE NOTIFICATION ABOUT DELAYS ON YOUR CHOSEN TRAIN WOULD REALLY BE HELPFUL. AND GREATER FREQUENCY OF TRAINS IN THE EVENING WOULD BE THE BEST.



TRAIN	COMMENT
220	I THINK MORE CARS SHOULD BE ADDED TO THE TRAIN. I FIND THAT MANY TIMES THERE ISN'T ENOUGH ROOM FOR EVERYONE TO HAVE A SEAT.
220	TAKING TOO LONG TO DEAL WITH INCIDENTS THAT CAUSE 90-MINUTE DELAYS.
220	MORE SEATING AND BIKE PARKING ON TRAIN.
220	NEED TO ADD MORE TRAINS ESPECIALLY FOR EVENING COMMUTE AND WHEN THERE ARE GIANTS GAMES.
220	CALTRAIN ALLOWS ME TO SUSTAIN MY LIVELIHOOD.
220	LOTS OF VERY LONG DELAYS, NOT NECESSARILY CALTRAIN'S FAULT, JUST VERY INCONVENIENT.
220	MORE TRAINS
220	CAPACITY IS TOO CROWDED AT THIS TIME. MORE TRAINS NEEDED PLEASE.
220	ONBOARD WI-FI WOULD BE EXCELLENT. THE QUIET AND CLEANLINESS OF THE TRAIN IS GREATLY APPRECIATED.
220	MORE CAPACITY IS KEY / TRAINS TOO CROWDED.
220	THE FREQUENCY OF TRAINS THAT STOP AT STATIONS IS VERY LOW. WOULD BE GREAT TO HAVE MORE TRAINS THAT STOP AT SANTA CLARA AND SAN ANTONIO STATIONS. ALSO, ON WEEKENDS THERE IS ONLY ONE BABY BULLET IN THE MORNING. WOULD BE GREAT TO HAVE AT LEAST ONE MORE.
220	YOU NEED MORE OPTIONS FOR DELAYS. 2 HOURS ON A 45-MINUTE TRAIN RIDE IS HORRIBLE. THIS HAPPENS MONTHLY WITHOUT WARNING.
220	FROM 19A.CLOTH SEATS -- PLEASE DON'T DO THIS.
220	PLEASE INSTALL WI-FI.
220	THE MAIN FEATURE WOULD BE FASTER TRAINS. I RIDE EVERY DAY FROM 22ND TO MOUNTAIN VIEW. HAVING FREQUENT FAST TRAINS WOULD BE MOST IMPORTANT FOR ME.
220	NEED MORE TRAINS, MORE FREQUENT SERVICE. PLEASE BAN ALCOHOL, OR CRACK DOWN MORE ON OBNOXIOUS BEHAVIOR OF GIANTS FANS.
220	NEED MORE BIKE RACKS.
220	WOULD BE GREAT TO HAVE FOOTSTOOLS, QUIET CAR(S) WHERE CELL PHONES ARE NOT ALLOWED.
220	FROM 19E ONBOARD RESTROOMS -- THEY SMELL SO BAD PUT THEM BY DOORS.
220	PLEASE ADD TRAINS. I GET OFF AT THE CALIFORNIA STATION AND WOULD NOT PREFER TO WAIT AN HOUR FOR A TRAIN.
220	WHEN THERE ARE EXTENDED DELAYS, GENERIC INFORMATION LIKE '60-90 MINUTE DELAY' IS NOT ACCEPTABLE. YOU NEED TO WIDELY INFORM PEOPLE (BY WEBSITE, APP, TRAIN STATION DISPLAY, ETC.) OF THE EXACT NEWLY SCHEDULED TIME. USE AIRLINE DELAYS AS AN EXAMPLE.
220	STATUS OF PROLONGED DELAYS (>10 MIN) NEEDS TO BE VASTLY IMPROVED. I GET MORE INFO FROM TWITTER THAN FROM STAFF.
220	NO MORE PRINTED MATERIALS.
220	WI-FI PLEASE.



TRAIN	COMMENT
220	MORE TRAINS IN SERVICE, PLEASE. NEED MORE FREQUENT, LESS CROWDED AND MORE RELIABLE TRANSPORTATION.
220	ON TIME PERFORMANCE DURING HEAVY HOURS IS NOT SATISFACTORY. I WOULD RATHER CHANGE PRINTED SCHEDULE ACCORDING TO HEAVY RIDERSHIP. THIS SEEMS TO BE MORE PRACTICAL.
220	MORE BIKE CAPACITY PLEASE.
220	THERE NEEDS TO BE BETTER ELECTRONIC SIGNAGE ON THE EXTERIORS OF THE TRAINS SO THAT WE KNOW WHICH TRAIN NUMBER IS ON THE TRACKS AND WHERE THEY'RE GOING.
220	ON GIANTS GAME DAY, YOU NEED 1 CONDUCTOR PER CAR OR THE CONDUCTORS NEED TO ROTATE THE CARS BETTER AND DO CROWD CONTROL. TOO MANY PEOPLE GOING TO THE GAME. THEY BLOCK EXITS, MAKING IT DIFFICULT TO GET ON/OFF THE TRAIN. BETTER COMMUNICATION ABOUT DELAYS / ISSUES @ STATIONS, CURRENT METHODS NOT ENOUGH. CONDUCTORS NEED TO ENFORCE RULES. TOO MANY PEOPLE AT PEAK TIMES TAKING UP 2 SEATS W/THEIR BELONGINGS, FORCING PEOPLE TO STAND. 6-CAR TRAINS NEED TO RUN AT PEAK TIMES TO SOLVE SOME OF THE ISSUES. RUN ON TIME.
220	ON TRAIN DELAYS, DO NOT ANNOUNCE "TRAIN IS X MINUTES LATE" BUT RATHER, "TRAIN X WILL ARRIVE AT X O'CLOCK"-- MUCH EASIER TO FOLLOW, MORE PRACTICAL. TRAINS HAVE NOT BEEN RUNNING ABOUT 2 TIMES MONTHLY AT MY COMMUTER STOP. VERY ANNOYING. ALSO, THERE ARE OFTEN NO SEATS AVAILABLE AT ALL, AND I HAVE TO STAND UP FOR 60 MINUTES -- AND I'M 60 YEARS OLD. YOUNGER PEOPLE SHOULD BE MORE COURTEOUS. ALSO, LOUD PHONE CALLS ARE SUPER ANNOYING, ESPECIALLY IF THEY ARE LONG. OVERALL, STILL A GOOD EXPERIENCE AND BETTER THAN DRIVING.
225	MORE SPACE FOR BIKES. CONDUCTORS SHOULD BE MORE ACTIVE IN REMOVING DISRUPTIVE OR AGGRESSIVE PEOPLE FROM TRAINS -- PARTICULARLY ON GAME DAYS -- BIG PROBLEM!
225	THE QUALITY OF SERVICE FROM YOUR CONDUCTORS ARE THE BEST PART OF MY DAY, ESPECIALLY FROM [NAMES REMOVED].
225	Q12 – RESTROOMS -- I CAN SMELL IT WHEN DOORS ARE CLOSED.
225	SOME CONDUCTORS ARE GREAT, OTHERS JUST MAD AT THE WORLD. AS RIDERSHIP HAS GONE UP, TRAINS ARE REALLY CROWDED. HOPING ELECTRIC TRAINS WILL ADD CAPACITY/FREQUENCY. GREAT JOB OVERALL-- WAY BETTER THAN BART.
225	1. TAGGING OF CLIPPER CARDS SUCK. THERE SHOULD BE CLIPPER MACHINES IN THE TRAIN. 2. TRAINS ARE DELAYED FOR 1-2 HOURS. THIS NEEDS SOME SOLUTION.
225	THE INSIDE OF CARS ARE FILTHY. YOU CAN NEVER FIND A CONDUCTOR WHEN YOU NEED ONE, THEY ALWAYS STAY AT THE END CAR. ANNOUNCEMENTS AT STATIONS ARE HORRIBLE; CAN'T HEAR OR UNDERSTAND THEM.

TRAIN	COMMENT
225	I AM A BIKE RIDER, THE ONBOARD BIKE CAPACITY FOR BULLET TRAINS IS VERY LIMITED. I CANNOT BOARD THOSE TRAINS BECAUSE OF NO SPOTS. I HOPE THIS CAN BE IMPROVED IN THE FUTURE.
225	I USUALLY TAKE 225 AND LEAVE SF AT 5:56. BIKE CARS ARE REALLY FULL, I WORRY ABOUT BEING BUMPED.
225	I AM A BIKE RIDER, AND I KNOW THAT AN OVERALL BIKE CAR IS A PAIN AND CAN CAUSE DELAYS, BUT THE MOST FRUSTRATING PART OF THE CALTRAIN EXPERIENCE IS WHEN CONDUCTORS SAY A BIKE CAR/TRAIN IS FULL AND CAN'T TAKE BIKES WHEN I CAN SEE OPEN SPACE FOR BIKES THROUGH THE WINDOW. THIS HAPPENS AT LEAST ONCE A MONTH. [NAME/CONTACT INFO REMOVED]
225	OVERALL CALTRAIN IS ONE OF THE BEST COMMUTE SOLUTIONS I'VE EVER USED. THE TRAINS MOSTLY JUST WORK, THE STAFF IS COURTEOUS AND HELPFUL. I LOOK FORWARD TO THE ELECTRIFICATION AND THE SHORTER TIME IT SHOULD GIVE FROM OR TO THE CITY. PLEASE KEEP UP THE WORK TRYING TO GET RID OF AT-GATE CROSSINGS WHICH HAVE THE POTENTIAL TO CAUSE DELAYS.
225	THE TICKET SYSTEM IS NOT VERY EFFICIENT. A SYSTEM WHICH CAPTURES ON-BOARD AND OFF-BOARD AT EXIT AND ENTRY POINTS WILL BE BETTER. I HAVE BEEN CHARGED ADDITIONAL FARE JUST FOR NOT REMEMBERING TO TAG OFF.
225	CALTRAIN DOES A GREAT JOB. IF ONLY IT RAN PAST MIDNIGHT, WEEKENDS WOULD BE MUCH MORE FUN! THANK YOU!
225	I LOVE CALTRAIN!!
225	SCHEDULE FOR BABY BULLETS IS INAPPROPRIATE. 1. TRAINS FROM SAN MATEO NORTH ARE 10 MIN APART (I.E. 8:32 AND 8:39) AND THEN NOTHING AFTER THAT FOR AN HOUR. 2. NEED BABY BULLETS LATER IN THE EVENING (UNTIL 7:30 PM AT LEAST). 3. NEED MORE BIKE CAPACITY. 4. NEED MORE FREQUENT TRAINS AT PEAK HOURS. 5. PARKING AT STATION IS TOO COSTLY.
225	I LOVE CALTRAIN.
225	THANKS SO MUCH FOR YOUR SERVICE!
225	I TYPICALLY TAKE THE 803 BULLET AND IT'S >5MINS LATE WHICH MAKES ME MISS MY 82X EXPRESS BUS. SUPER FRUSTRATING! WHEN EMERGENCIES HAPPEN, VERY LIMITED CHOICES. GREAT AC!
225	EVERYTHING IS DEPENDENT ON CALTRAIN. IF CALTRAIN IS LATE, ALL OTHER CONNECTING COMMUTES ARE MISSED AND IT'S LATE.
225	VERY SMOOTH DAILY COMMUTE. LOVE THIS SERVICE!
225	UPDATE CLIPPER KIOSKS WITH BETTER SOFTWARE. I COULD NOT PURCHASE AN 8-RIDE TICKET TODAY AND IT'S NOT THE 1ST TIME THE MACHINE/CONNECTION FAILED.
225	CLIPPER CARD SYSTEM IS NOT VERY ROBUST FOR SHOWING CURRENT BALANCE IF YOUR PASS IS FRANKED FOR MONTHLY PASS. PLEASE IMPROVE THAT SYSTEM.
225	IMPROVE PASSENGER OFF-LOADING AT 4 <sup>TH</sup> /KING WHEN TOO MANY TRAINS OR DELAYS COULD BE IMPROVED.

TRAIN	COMMENT
225	NO GOOD SERVICE FOR REAL-TIME TRAIN DELAYS.
225	PRETTY FULL COMMUTE HOURS - ESPECIALLY BABY BULLET, MY NORMAL TRAIN.
225	THE CLIPPER CARDS TAKE TOO LONG TO GET VALUES LOADED ON TO THEM. ALSO, CLIPPER CARD'S SIZE IS NOT IDEAL, AND TAPPING ON/OFF TO CANCEL AUTO PASS, ETC., ARE ALL THINGS THAT MAKE IT MORE COMPLICATED THAN IT SHOULD BE.
225	GREAT IF YOU PROVIDE REAL TIME INFO (TRAIN LATE MINUTES) ONLINE, THEN PEOPLE CAN CHECK AND DECIDE WHEN TO COME OUT.
225	NEW TRAINS SHOULD BE DESIGNED FOR CARRYING BIKES. THE DESIGN OF THE CURRENT TRAINS IS EXTREMELY BAD FOR CARRYING BIKES. MORE BIKE RACKS AND ENTRANCE FROM ONE END AND EXIT FROM ANOTHER DOOR SHOULD BE THOUGHT ABOUT.
225	SOME OF THE CLIPPER CARD READERS ARE VERY HARD TO READ. (SCREENS ARE DAMAGED). CLIPPER CARD COULD BE EXPLAINED BETTER.
225	HOPE THE TRAIN IS ON TIME MORE FREQUENTLY. THANKS.
225	IT WOULD BE HELPFUL TO GET FREQUENT UPDATES ON DELAYS (ESPECIALLY WHEN A FATALITY OCCURS). IT WOULD ALSO BE HELPFUL TO OFFER ALTERNATIVES/ INFORMATION (BUS LINES, TAXI, UBER, ETC.) WHEN FATALITIES HAPPEN.
225	BIKE CAPACITY; SERVICE RELIABILITY
225	I HAVE HAD TO CHANGE MY SCHEDULE TO ARRIVE AT LEAST 15 MINUTES BEFORE BOARDING (SF) IN ORDER TO SECURE A SEAT. 5/10 TIMES I WILL HAVE TO STAND FOR THE ENTIRE TRIP. CAPACITY LIMIT IS -- IN MY OPINION -- THE BIGGEST PROBLEM WITH CALTRAIN.
225	NOT ENOUGH PARKING SPACES AT CALTRAIN STATIONS (ESPECIALLY MOUNTAIN VIEW). EVEN WITH MONTHLY PARKING, I HAVE SOMETIMES MISSED A COUPLE OF TRAINS TO BE ABLE TO PARK.
225	IF POSSIBLE, PLEASE ADD ON-BOARD WI-FI THAT IS RELIABLE AND FAST, EVEN IF YOU CHARGE MORE FOR ACCESS!
225	OVERALL THE EXPERIENCE WITH RIDING CALTRAIN IS GOOD. BUT THERE ARE A COUPLE OF ISSUES THAT MAKE IT DIFFICULT ON A DAILY BASIS: 1. BIKE CAR CAPACITY IS DRAMATICALLY LOW, IT NEEDS TO BE DOUBLED. 2. CLIPPER CARD IS A TERRIBLE SYSTEM; NOT LOGICAL AND CUSTOMER SERVICE IS AWFUL.
225	CONVENIENT! I'D APPRECIATE MORE BIKE CAPACITY OR STATION BIKE STORAGE.
225	USUALLY TAKE THE TRAIN BEFORE THIS AND HAVE TO USE APP TO FIND OUT INFORMATION.
225	INCREASE THE BIKE CAPACITY AT PEAK HOURS.
225	CALTRAIN NEEDS MORE BIKE CARS.

TRAIN	COMMENT
225	ITEMS I WOULD LIKE TO SEE THAT WOULD BE EXTREMELY HELPFUL: A WIDER ENTRANCE ON THE SIDE SAYING DIRECTION OF BIKE CAR 1 AND 2; ELECTRONIC SIGN AT PLATFORM (PARTICULARLY LARGE STATIONS-DIRIDON) THAT ALWAYS NOTES TRACK CHANGES. I REALLY REALLY PREFER THE OLDER MODEL TRAIN CARS TO THE NEW. SIGNAGE ON BIKE CAR REQUESTING NO NON-BICYCLE PATRONS (THE BIKE CAR FLOOR GETS SO FILLED WITH RIDERS UNABLE TO FIND SEATS AND THERE ARE PEOPLE WITHOUT BIKES IN SEATS ABOVE. MORE REQUESTS/SIGNS/TAGS FOR (WEEKEND) BIKE CAR USERS FOR DESTINATION. THANK YOU FOR THE SURVEY!
225	CALTRAIN IS A LIFELINE FOR WORKING PEOPLE IN BAY AREA. THANK YOU FOR AN OUTSTANDING SERVICE.
225	TICKET MACHINES - PLEASE ACCEPT WAGELABORER TRANSIT CARDS! ALSO IF THERE ARE DELAYS, STATION AGENTS SHOULD MAKE AN ANNOUNCEMENT. OTHERWISE, I LOVE CALTRAIN!
225	NEED MORE BIKE CARS, MORE EXPRESS TRAINS, MORE ROOM FOR PASSENGERS, ESPECIALLY MORE BIKE CARS UNTIL THE NEW TRANSBAY TERMINAL OPENS.
225	TRAIN 225 IS ALWAYS FULL, PLEASE ADD MORE CARS. NO SEATS.
225	TOO MANY PEDESTRIANS HAVE BEEN HIT THIS YEAR. NEED MORE BIKE CAPACITY IN THE SUMMER.
225	ON BOARD BATHROOMS ARE IMPORTANT. IF I AM TRYING TO MAKE A TRAIN I DON'T WANT TO HAVE TO CHOOSE BETWEEN WETTING MYSELF OR GETTING THERE AN HOUR LATER. BIKE CAPACITY SAVES ME 40 MINUTES EACH DAY WHEN COMPARED TO MUNI OR WALKING. WITHOUT A BIKE IT IS FASTER TO DRIVE. LENGTHEN TRAINS. ADD FRIDAY NIGHT/SATURDAY OWL SERVICE NORTH AND SOUTH. OPEN UP DUMBARTON SO CALTRAIN GOES TO EAST BAY.
225	WI-FI SHOULD BE AVAILABLE ON CALTRAIN!
225	THE BIKE CAR DESPERATELY NEEDS IMPROVING. NOT ONLY IS THE BOARDING PROCESS HECTIC AND INEFFICIENT, BUT THE USE OF SPACE ON THE TRAIN IS VERY POOR. I RECOMMEND DOING RESEARCH ON OTHER KINDS OF RACKS THAT COULD STORE MORE BIKES MORE EFFICIENTLY. ALSO, ON THE PLATFORM, THERE'S A LOT OF CUTTING GOING ON. IT'D BE HELPFUL TO HAVE A SYSTEM THAT ENSURES THE PEOPLE WHO ARRIVED AT THE STATION FIRST GET ON THE TRAIN FIRST.
225	ALCOHOL ON THE TRAIN LEADS TO SOME VERY UNPLEASANT PEOPLE. I'VE SEEN FIGHTS BREAK OUT AND IT'S NOT A GOOD EXPERIENCE AND IT'S TOO MANY.
225	THIS TRAIN IS ALWAYS LATE. IN THE PAST 10 YEARS IT HAS NOT BEEN ON TIME AT THE SAN BRUNO STATION.
225	PLEASE CONSIDER 1-2 MORE NORTHBOUND TRAINS IN THE MORNING TO ADDRESS BIKE CAPACITY. PLEASE ALLOW DEVELOPERS OF MOBILE APPS ACCESS TO REAL-TIME ARRIVAL INFO. THANKS.
225	I WISH YOU HAD STOPS EARLIER IN THE MORNING AT THE SAN BRUNO STATION. IF I HAVE TO BE TO WORK AT 8 AM, I HAVE TO USE THE MILLBRAE STATION.
230	PLEASE PROVIDE INTERNET IN TRAIN IF POSSIBLE.

TRAIN	COMMENT
230	EXCELLENT FARE PRICES.
230	CONSIDER ADDING AN EXPRESS TRAIN THAT STOPS AT SUNNYVALE FOR AM SB/PM NB. WOULD LIKE TO SEE MORE WEEKEND BULLET TRAINS TOO! THANKS FOR UPGRADING EXISTING BOMBARDIERS TO 6-CAR TRAINS!
230	I HAVE BEEN RIDING CALTRAIN FOR ABOUT 13 YEARS AND I REALLY FEEL LIKE THERE ARE MORE AND MORE DELAYS, ISSUES WITH TRAINS AND SIGNALS; THAT NEEDS TO IMPROVE. ANOTHER ISSUE IS THE NUMBER OF TRAINS; I PAY TWICE AS MUCH AS I USED TO AND CAN BARELY FIND A SEAT. IF THINGS DO NOT IMPROVE IN TERMS OF CAPACITY, I WILL BE FORCED TO DRIVE. SAD BUT TRUE!
230	EXTERIOR AND INTERIOR ELECTRONIC SIGN SHOWING WHERE THE TRAIN IS STOPPING WOULD BE VERY USEFUL. ALSO WISH THERE WERE A MOBILE APP SHOWING ESTIMATED ARRIVAL TIMES THAT'S UPDATED LIVE, SO I CAN CHECK WHILE GETTING TO THE TRAIN.
230	WI-FI PLEASE.
230	1. CONDUCTOR'S WALKIE-TALKIES ALWAYS TURNED WAY UP. IT'S HORRIBLE WHEN THEY WALK BY--EARPIECES. 2. CLIPPER LOAD MACHINES ARE HORRIBLE. 3. CAN WE DESIGNATE SOME CARS AS QUIET? 4. MORE BIKE CARS. 5. HEALTHY FOOD AT STATIONS.
230	I THINK THERE COULD BE MORE DONE BY CALTRAIN OFFICIALS WHEN THERE'S A LONG STOPPAGE OF SERVICE DURING ACCIDENTS. PERHAPS BETTER PLANNING WITH EMERGENCY BUSES OR FASTER RESPONSE TO OPENING AT LEAST ONE RAIL LINE FOR TWO WAY TRAFFIC, ETC.
230	THANKS FOR THE SERVICE. APPRECIATE IT. IT HAS BECOME MY BEST MODE OF TRANSPORTATION SO FAR.
230	WHEN BART IS LATE, WHY DO YOU REFUSE TO HOLD THE TRAIN IN MILLBRAE FOR AN EXTRA FEW SECONDS? ONE OF THESE DAYS, A PASSENGER RUNNING DOWN THOSE STAIRS IS GOING TO TRIP AND PEOPLE ARE GOING TO GET HURT.
230	BIKE SPACE IS STARTING TO BE AN ISSUE--WE NEED MORE CARS FOR MORNING COMMUTE OR MORE FREQUENCY. MAKE ALL SEATS USABLE (GET RID OF THE SEATS ON SECOND LEVEL THAT ARE UNUSABLE). PEOPLE PUT THEIR BAGS ON THE SEAT WHILE PASSENGERS ARE STANDING.
230	SOMETHING NEEDS TO CHANGE WITH THE MONTHLY PAYMENT SYSTEM. I GOT A \$218 TICKET BECAUSE I FORGOT TO "TAG OFF" EVEN THOUGH I WAS ENROLLED IN THE AUTOMATIC MONTHLY PAYMENT PROGRAM. THANKS FOR LETTING US EAT AND DRINK ON CALTRAIN; IT'S A BIG PART OF MY COMMUTE.
230	I WOULD LIKE TO SEE EXTRA CARRIAGE OR ADDITIONAL TRAINS WHEN GIANT GAMES ARE ON DURING AFTERNOON PEAK, AS THE TRAINS ARE FULL TO OVER-CAPACITY AND THE TRIP IS COMPLETELY UNENJOYABLE.
230	TICKET MACHINES SHOULD TAKE DEBIT CARDS. I WAS STRANDED BECAUSE I DID NOT HAVE A CREDIT CARD.
230	MORE EXPRESS TRAINS WOULD BE GREAT. MORE SPACE FOR BIKES TOO.

TRAIN	COMMENT
230	ON TIME ON TRACK. VERY SATISFIED.
230	WI-FI?
230	THE TRAIN DELAYS HAVE BEEN FAIRLY FREQUENT, WHICH IS VERY FRUSTRATING FOR SOMEONE WHO RIDES EVERYDAY M-F. MY COMMUTE IS LONG ENOUGH -- THEN ADD DELAYS AND IT REALLY RUINS MY DAY. DELAYS HAVE OFTEN CAUSED ME TO CANCEL PLANS AND BE LATE FOR MEETINGS.
230	MORE LIGHTS AT 22ND STATION -- TOO DARK AT NIGHT/ SEEMS DANGEROUS.
230	WOULD LOVE TO SEE MODERNIZATION OF TRAINS. POSSIBLE WORK SPACES? WI-FI? TIMELY SHOWING OF DELAYS? ELECTRICAL OUTLETS. YOU'D PROBABLY MAKE A FORTUNE WITH A COFFEE/SNACK CART.
230	WHEN BIKES ARE AT CAPACITY, IT IS ABSOLUTE BULLSHIT, THERE NEEDS TO BE MORE BIKE CARS, OR MORE RAILS IN CARS. IT IS NOT A TRAIN COMPANY'S JOB TO PREVENT SUICIDES, BUT WHEN THIS TRAGEDY DOES OCCUR, CALTRAIN NEEDS TO BE BETTER AT GETTING THE TRAINS GOING IN <2 HOURS.
230	IT IS THE SLOWEST TRAIN I HAVE USED. WI-FI SHOULD BE INSTALLED. THERE SHOULD BE MORE INFO ON HOW TO USE A CLIPPER CARD. IT'S VERY CONFUSING.
230	MOBILE ACCESS TO UP-TO-DATE CALTRAIN DELAYS.
230	LACK OF CLIPPER LOADING MACHINES AT STATIONS. SOME AT PRESENT ARE EXTREMELY SLOW. CARPETS ARE DIRTY, SHOWING SIGNS OF SPILLED FLUIDS.
230	IT WOULD BE HELPFUL TO HAVE BETTER SIGNAGE ON THE OUTSIDE OF THE TRAIN INDICATING WHICH TRAIN IT IS. WHEN TRAINS GET DELAYED IT CAN BE HARD TO KNOW WHICH TRAIN HAS ARRIVED.
230	PLEASE DO SOMETHING ABOUT "CASUALTIES" DELAYING THE TRAINS.
233	BICYCLE LOADING WOULD BE FASTER IF EACH BIKE CAR HAD 2 DOORS, ONE AT EACH END OF THE CAR. THEN ONE DOOR COULD BE USED FOR EXITING AT THE SAME TIME THAT PEOPLE ARE BOARDING THROUGH THE OTHER DOOR. CURRENTLY, WITH ONE DOOR, BOARDERS HAVE TO WAIT FOR ALL BIKES TO EXIT, WHICH TAKES A LONG TIME AT POPULAR DESTINATIONS.
233	I WISH BIKE TAGS WERE MORE ENFORCED ON WEEKENDS. IT SEEMS LIKE NO ONE USES BIKE TAGS AND IT CAN BE DIFFICULT TO PLACE/ RETRIEVE BIKE FROM RACK.
233	1. WE NEED A MORE EFFICIENT WAY OF ON BOARDING / OFF BOARDING PEOPLE 2. WE NEED A BETTER PAYMENT SYSTEM THAN TAG ON/OFF THE FRIST DAY OF THE MONTH 3. WE NEED MORE FREQUENT BULLET TRAINS 4. WE NEED MORE BIKE CAPACITY ON PEAK HOURS/MORE FREQUENT TRAINS.
233	DELAYS ARE INEVITABLE: HOWEVER, SF STATION NEEDS BETTER ORGANIZATION. 1. WHEN LATE TRAIN ARRIVES, CALTRAIN EMPLOYEES SHOULD ROPE OFF A SECTION TO ALLOW RIDERS TO DEBOARD THE TRAIN SWIFTLY. TOO MANY CALTRAIN EMPLOYEES SIMPLY STAND AROUND AND ALLOW CHAOS TO ENSUE. 2. RIDERS NEED MORE INFORMATION ABOUT DELAYS. HOW LONG? 10 MINUTES, AN HOUR? WHAT TRAINS DO THEY PLAN TO RUN ONCE THE DELAY IS RESOLVED? I'M HAPPY TO PROVIDE ADDITIONAL FEEDBACK [PHONE NUMBER REMOVED]

TRAIN	COMMENT
233	1. PARKING LOT AT REDWOOD STATION IS ALL ON ONE SIDE OF THE RAIL. THERE ARE NONE ON THE OTHER SIDE. 2. ONE TIME THE TRAIN IN THE REVERSE DIRECTION WAS STOPPING AT THE REDWOOD CITY STATION FOR 10 MINS. THE POLE WAS DOWN FOR 10 MINS WHICH MADE ME UNABLE TO PARK MY CAR AND THUS MISSED MY TRAIN. 3. ONE TIME IN SAN FRANCISCO STATION, THE STAFF ANNOUNCED THE NEXT TRAIN WOULD BE IN 1 HOUR. SO I WENT TO A COFFEE SHOP. BUT THE NEXT TRAIN WAS 30 MINUTES! WHY ANNOUNCE THE WRONG INFORMATION?
233	OCCASIONAL RIDER, THE SCHEDULE IS MORE IMPORTANT THAN ANY ITEMS ON SURVEY. HAVING TRAINS STOP @ MY STOP- VERY IMPORTANT.
233	MORE SEATS.
233	DO NOT ALLOW ALCOHOL ONBOARD. ENFORCE STRICT NO SMOKING POLICY AT STATIONS (NOT JUST PLATFORMS). CONSIDER ADDING A PAID GYM/ WORKOUT COMPARTMENT. ADJUST CAPACITY BASED ON TIMING/DEMAND (RUSH HOUR).
233	IF POSSIBLE TURN DOWN VOLUME ON LOUDSPEAKER INSIDE TRAINS OR HAVE CONDUCTORS SPEAK SOFTLY INTO PA - THE VOLUME IN SOME CARS IS EXTREMELY LOUD - ESPECIALLY ON NEWER TRAINS. IT WOULD BE GREAT IF NEW TRAINS HAD MORE BIKE CAPACITY.
233	TRAINS ARE VASTLY TOO LOUD. DESIGN QUIET TRAINS.
233	TICKETS CAN BE CHEAPER.
233	TRAINS ARE LATE TOO OFTEN.
233	CALTRAIN IS PRETTY COOL I GUESS.
233	THE SIGNS AT THE STATIONS FOR THE TRAINS DELAYED ARE VERY HELPFUL. IT WOULD BE GREAT TO GET THAT INFO ONLINE IN SOME CAPACITY.
233	SAN JOSE DIRIDON CALTRAIN STATION DOES NOT DISPLAY TRAIN 233 ON THEIR SCHEDULE EXCEPT WHEN THE TRAIN IS APPROACHING. I AM A NEW TRAVELER. IT HAS CONFUSED ME A LOT OF TIMES. PLEASE, LOOK OUT FOR OTHER TRAINS THAT ARE NOT DISPLAYED AS WELL AND I HOPE THEY WILL BE SOON. THANKS.
233	MORE ON TIME, FEWER MECHANICAL ISSUES, MORE TRAINS OFF-PEAK HOURS, WI-FI ON TRAIN.
233	NEED WI-FI.
233	MORE BIKE CARS ARE NECESSARY. ON THE NEWER TRAINS, THERE IS MUCH LESS BIKE CAPACITY, AND IT BECOMES VERY CROWDED AND FRUSTRATING TO TAKE THOSE TRAINS. IT WOULD BE MORE CONVENIENT TO LOAD SMALLER AMOUNTS OF CASH ONTO CLIPPER CARDS @ THE STATION INSTEAD OF HAVING TO GO TO WALGREENS.
233	WHEN CUSTOMERS HAVE TO BE STUCK ON THE TRAIN OVER 1-2 HOURS SOME KIND OF SNACKS/WATER OR EVEN COFFEE SHOULD BE PROVIDED. GETS HOT IN THE TRAIN.
233	WHEN TRAINS ARE DELAYED PROVIDE SNACKS AND WATER OR JUICE.



TRAIN	COMMENT
233	REALLY WOULD LOVE TO HAVE A MOBILE PHONE TAGGING/CLIPPER/ TICKET SYSTEM. CONDUCTORS HAVE ALWAYS BEEN COURTEOUS AND GREAT ON THIS TRAIN PARTICULARLY.
233	TICKETING SYSTEM IS POOR. YOU SHOULD REALLY SPEAK TO THOSE IN GERMANY AND LEARN ABOUT THEIR SYSTEMS. ONE PERSON WITH HANDHELD MACHINE IS SLOW.
233	VERY SATISFIED.
233	WORK ON UPDATING PASSENGERS ABOUT DELAYS GREATER THAN 10 MINUTES THROUGH SOCIAL MEDIA TO BETTER INFORM THOSE UNAWARE.
233	I HATE THE WAY CYCLISTS BEHAVE ON CALTRAIN. THEY NEED TO BE FINED FOR RIDING ON THE WALKWAYS, SWINGING THEIR BIKE ABOVE THEIR HEADS, AND BUMPING PEOPLE. THEY ARE THE WORST PART OF RIDING WITH UNWASHED PEOPLE.
233	WOULD LOVE TO SEE AN ADDITIONAL BIKE CAR. I OCCASIONALLY GET BUMPED BY BIKES. EVERY BIKE SHOULD BE TAGGED AND DETAINED ON A SECOND WARNING. A BULLET FROM LAWRENCE TO PALO ALTO WOULD BE WONDERFUL. ALCOHOL SHOULD BE BANNED.
233	NEED MORE BIKE SPACE.
233	SHOULD BE ABLE TO PURCHASE MULTI-USE TICKETS AT STATIONS, LIKE METRO CARD IN NEW YORK.
233	NORTHBOUND DELAYS AFFECT OFFICE TIME. IF THERE IS A BREAKDOWN, CONDUCTORS SHOULD BE THE ONES WITH A QUICK RESPONSE FROM CALTRAIN TO LET PEOPLE ON TRAINS KNOW, AND WALK THROUGH THE CARS TELLING PEOPLE.
233	THE SATURDAY AND SUNDAY RECORDED VOICE WAS NOT CLEAR. CUSTOMERS GETTING INSIDE THE TRAIN BEFORE OTHERS, ESPECIALLY THE PREGNANT LADIES AND KIDS.
233	1. BETTER ACCIDENT INFO. 2. COORDINATED TIMING WITH SJ LIGHT RAIL IS IMPORTANT. NEED MORE TRAINS FROM TAMIEN.
233	PLEASE ADD WI-FI.
233	INTERESTED IN CALTRAIN'S INVOLVEMENT IN SUICIDE PREVENTION. I DON'T DOUBT YOU'RE HEAVILY INVOLVED- BUT MIGHT BE ABLE TO CREATE MORE AWARENESS. MORE IMPACT IF PASSENGERS SEE CALTRAIN INVOLVEMENT.
233	CERTAINLY BEATS DRIVING TO AND PARKING IN THE CITY.
233	REALLY LIKE THE BIKE CAR. USE IT 4 TIMES A WEEK. DON'T LIKE DELAYS, NOTIFICATIONS THAT INCREMENT MINUTE BY MINUTE.
233	BIKE TAG SYSTEM DOESN'T WORK BECAUSE IT TAKES TOO LONG TO FIND SAME RACK.
233	PLEASE HAVE A SIGN ON THE TRAIN, BOTH INSIDE AND OUTSIDE, WITH THE TRAIN NUMBER. I'D LIKE A SIGN SHOWING THE NEXT STOP.



TRAIN	COMMENT
233	WE NEED WI-FI ON OUR TRAINS! IT'S THE 21ST CENTURY. SOME OF YOUR CONDUCTORS ARE RUDE TO FIRST-TIME RIDERS. MORE ACCESSIBLE CLIPPER CARDS, MACHINE THAT WORKS. DID I MENTION WI-FI?
233	YOU NEED 2 BULLET TRAINS, AM AND PM, ON WEDNESDAY.
233	THIS SURVEY COULD BE COMPLETED BY SURVEY MONKEY, AND YOU WOULD HAVE INSTANT FEEDBACK ON ALL OF THESE THINGS. ALSO, IT COULD SAVE YOU SOME SERIOUS CASH.
233	MOSTLY, I JUST WANT TRAINS MORE OFTEN.
233	I WISH A FEW MORE AFTERNOON TRAINS WENT ALL THE WAY TO TAMMEN 262-264-272. MAYBE SOME.
233	NEED TO FIGURE OUT A WAY FOR PEOPLE TO STOP GETTING SO DEPRESSED AND JUMPING IN FRONT OF TRAINS.
233	DISABLED SEATS SHOULD REMAIN VACANT. ONE THING I NOTICED -- SOME PASSENGERS SIT IN DISABLED SEATS. THEY DON'T CARE IF THERE IS A DISABLED PERSON ON BOARD, THEY PRETEND THEY DON'T SEE THEM .THEY DON'T CARE. I WAS STANDING FROM REDWOOD CITY TO SAN FRANCISCO WATCHING. THERE'S NO BOY SCOUTS ANY MORE. I DO HOPE THAT THERE IS A CHANGE IN THE FUTURE FOR THE SAKE OF DISABLED PEOPLE.
254	CLIPPER CARDS ARE MORE COMPLICATED THAN THEY NEED TO BE. IT WOULD BE GREAT IF THEY WERE MORE EFFICIENT. THANKS FOR ANY DAILY TRANSPORTATION.
254	TRAIN OPERATOR SHOULD LIFT SAFETY GATES ASAP SO RIDERS CAN CROSS THE TRACKS AND BOARD THE TRAIN. SOME OPERATORS FORGET AND I HAVE MISSED MY TRAIN. PLEASE PROVIDE MORE OUTLETS TO CHARGE CELL PHONES, LAPTOP, TABLETS.
254	MILLBRAE STATION STAIRS AND STEPS DIRTY -- NO EXCUSE.
254	THINGS THAT ARE GREAT: GOOD SEATS WHEN TRAIN NOT FULL, CLEAN, AND SAFE. IMPROVEMENTS NEEDED: PARKING AT MOUNTAIN VIEW AND SUNNYVALE, CAN'T FIND PARKING IN THE AM. CALTRAIN SHOULD LOOK AT ADDING MORE BULLETS.
254	GOOD EXCEPT WHEN THEY CHECK TICKETS.
254	GOOD EXCEPT THAT IT'S NOT FREE, SMOKING SHOULD BE ALLOWED, ADD BEDS, AND AN IN AND OUT.
254	PERSONAL SECURITY DEPENDS ON TIME OF DAY AND AREA – E.G. AFTER 8 WHEN THE GIANTS GET OUT AND THERE'S DRUNKS ROAMING.
254	[NAME REMOVED] IS THE BEST CONDUCTOR. EVERYBODY ELSE IS RUDE OR INCOMPETENT. [NAME REMOVED] IS RESPECTFUL AND COURTEOUS. VERY HELPFUL, TOO. I HATE CALTRAIN, BUT NOT SO BAD WITH [NAME REMOVED].
254	TO OPTIMIZE SEAT AND BIKE CAPACITY IN BIKE ROWS, DEVOTE ONE SIDE OF TRAIN TO TWO SEATS PER ROW AND THE OTHER SIDE TO PERPENDICULAR RACKS. MAXIMIZE SEATS AND BETTER ROOM FOR BIKES.
254	IT IS UNACCEPTABLE THAT 1-3 HOUR DELAYS FROM TECHNICAL PROBLEMS AND ACCIDENTS HAPPEN.

TRAIN	COMMENT
254	TRAFFIC FLOW AT MOUNTAIN VIEW PARKING IS CONGESTED BADLY, WITH PEOPLE OFTEN DRIVING IN THE WRONG DIRECTION. MORE PARKING PLEASE.
254	I RIDE CALTRAIN NOT VERY OFTEN AND ALMOST ALWAYS USE BART.
254	OFTEN USE TWITTER TO FIND OUT WHAT IS ACTUALLY HAPPENING WITH DELAYS. WANT REAL-TIME INFORMATION.
254	SOMEONE IN CHARGE OF BOARDING PASSENGERS WAS VERY DISRESPECTFUL; THE DOOR WAS CLOSED IN MY FACE.
254	ONE GUY WOULD NOT LET MY FRIEND ON THE TRAIN AND CLOSED THE DOOR ON HER FACE. I WAS ON THE TRAIN W/MY OTHER FRIEND AND HE WAS YELLING AT US.
254	I'M FROM VANCOUVER, BC. HAVE A LOOK AT ITS CANADA LINE -- COPY IT AND ITS SAFETY FEATURES.
254	GOOD SERVICE; A LITTLE EXPENSIVE THOUGH.
254	AMAZING. JOB WELL DONE.
254	I THINK IT WOULD BE HELPFUL TO INCLUDE MORE QUESTIONS ABOUT TRAIN FREQUENCY, INTERFACE WITH THE BART SYSTEM, AND DISASTER PREPAREDNESS FOR ACCIDENTS, SUICIDES, ETC. I AM MOST DISSATISFIED WITH THESE ISSUES - MORE THAN THE ONES ASKED ABOUT IN THIS SURVEY.
254	CALTRAIN NEEDS TO PROVIDE AMPLE PARKING AT SUNNYVALE AND MOUNTAIN VIEW STATIONS. PEOPLE WHO HAVE PURCHASED MONTHLY STALLS SHOULD BE ABLE TO PARK ON THOSE STREETS.
254	MORE TRAINS DURING RUSH HOUR. I OFTEN HAVE TO RIDE STANDING UP.
254	FIRST TIME RIDER ASKED CONDUCTOR FOR HELP AND HE WALKED OVER AND HELPED ME BUY TICKETS. APPRECIATE THE LOVE.
254	NEED TO IMPLEMENT WI-FI. AND BE ON TIME. TRAIN RARELY ARRIVES ON TIME.
254	MORE BULLET TRAINS.
254	MOST TICKET MACHINES CANNOT TOP UP CLIPPER CARDS. LET US ON THE TRAINS SOONER IN SF.
254	SOME MACHINES DON'T WORK OR WON'T TAKE YOUR MONEY. THEY COULD BE CHECKED MORE.
254	RESTROOMS ARE IN BAD SHAPE, BUT THAT'S NOT A BIG DEAL. OVERALL GOOD.
254	PLEASE FIX RATTLING DOORS PLEASE HAVE TWO-DOOR CARS. PLEASE STOP AT SAME SPOT. MARK THE DOOR OPENING. SOMETIMES THE TRAIN LEAVES EARLY, PLEASE DON'T DO THAT. MARK BARS TO HOLD ONTO WHILE STANDING.
254	OVERALL GOOD JOB, JUST FRUSTRATING WITH THE RECENT DELAYS THERE HAVE BEEN.
254	I REALLY DON'T USE IT MUCH, BUT NEVER HAD ANY PROBLEM WITH YOUR SERVICE.
254	FOR ME, THIS TRAIN SERVICE IS ESSENTIAL TO GET TO MY JOB. THANK YOU CALTRAIN!

TRAIN	COMMENT
254	WHY DON'T YOU HAVE MORE FREQUENT SERVICE TO GILROY?
257	I ONCE HAD AN INDIVIDUAL WHO LOOKED SEVERELY INTOXICATED. I WOULD LOVED TO HAVE HAD THE OPTION TO TEXT A NUMBER ABOUT THE PROBLEM SINCE I DIDN'T WANT TO MAKE A CALL AND RISK HIM HEARING ME. OTHER THAN THAT, ALL AROUND GREAT EXPERIENCES.
257	THERE IS NO SINGLE ISSUE MORE IMPORTANT TO ME THAN INCREASING BIKE BOARDING CAPACITY TO 20% OF RIDERS ON AN ELECTRIC CONSIST WHEN CALTRAIN MOVES OVER TO ELECTRIC TRAINS IN 2020. I ACCEPTED A JOB AWAY FROM MY HOME IN SF AND HOPE TO SPEND THE NEXT 15 -20 YEARS BRINGING MY BIKE ON CALTRAIN FOR THE COMMUTE. I WILL ONLY STAY IN THE THAT JOB IF CALTRAIN'S RELIABLE ACCESS FOR PASSENGERS WITH BIKES IS MORE CONSISTENT THAN HAS BEEN THE CASE DURING THE PAST 5 YEARS. I REALLY APPRECIATE CALTRAIN'S LEADERSHIP REGARDING BIKES ON BOARD AND HOPE THAT THE CALTRAIN BOARD CONTINUES TO LEAD ON THIS ISSUE.
257	IN THE PAST I HAVE EXPERIENCED RUDE EMPLOYEES ON THE TRAIN BECAUSE I DID NOT HAVE MY TICKET. THEY ACT LIKE MANIACS IF YOU CANNOT FIND YOUR TICKET. THAT IS WHY I HATE CALTRAIN.
257	I LOVE HAVING BATHROOMS ON BOARD, BUT THEY SMELL, WHICH REALLY AFFECTS THE TRIP. PLEASE CLEAN THE RESTROOMS. BIKE CAPACITY IS VERY IMPORTANT, AS ARE EXPRESS TRAINS THAT REDUCE TRAVEL TIME.
257	LIFE HAPPENS SOMETIMES, AND YOU FORGET YOUR CREDIT CARD AT WORK. WHEN YOU ARE AN EVERYDAY CALTRAIN RIDER YOU DESERVE A BREAK -- AT LEAST ONCE -- FOR BOARDING WITHOUT A TICKET AT DIRIDON TO GET HOME. I FORGOT MY TICKET, AND I'M AN ELDERLY SCHOOL TEACHER WHO GOT TREATED LIKE A CRIMINAL.
257	MORE BIKES PLEASE.
257	NEED MORE BIKE CARS. HAD TO CLIMB ONTO RAMPS. ESPECIALLY WHEN THE CAR DOOR HAS A POLE IN THE CENTER.
257	I WOULD SAY CALTRAIN SERVICE IS A 5.
257	I FEEL THAT HUMANS MAKE MISTAKES AND NOT EVERYONE SHOULD BE AUTOMATICALLY PENALIZED WHEN THEY GET THE WRONG TICKET. I WAS RUNNING LATE AND GOT A TICKET WITH THE WRONG ZONE DESTINATION. THE GUY GAVE ME A TICKET. I'M A FREQUENT RIDER AND MADE A MISTAKE. SORRY.
257	AS CALTRAIN ARRIVAL TIMES ARE [TOUGH] TO PREDICT, I OFTEN FIND MYSELF SKIPPING THE TRAIN ALTOGETHER AND BIKE WHERE I NEED TO GO. ESPECIALLY IF THE TRAIN WOULD JUST BE 3 STOPS, IT IS A HASSLE GETTING ON AND OFF DURING COMMUTE.
257	I HAVE TO TAKE THIS TRAIN EMBARKING FROM 4 <sup>TH</sup> /KING PRECEDING LARGE EVENTS, MAINLY GIANTS GAMES. I HAVE FOUND MANY PASSENGERS TO BE DRUNK OR INTOXICATED.
257	AT TIMES TRAINS ARE VERY CROWDED.

TRAIN	COMMENT
257	CALTRAIN RULES! GO CAVS!
257	PLEASE PUT WI-FI ON NEW TRAINS.
257	I'VE BEEN RIDING THE TRAIN FOR 18 YEARS. THE LAST COUPLE OF YEARS HAVE NOT BEEN GREAT. TRAINS SEEM TO NEVER BE ON TIME ANYMORE. THE TWO CONDUCTORS THAT ISSUE CITATIONS ARE VERY RUDE. I'VE WITNESSED THEM PUT CHILDREN OFF THE TRAIN. WHAT IF SOMETHING HAPPENS TO THEM? SO WRONG. JUST GIVE THEM A CITATION.
257	BETTER THAN MUNI.
262	OVERALL IT'S PRETTY GOOD!
262	PLEASE CLEAN UP GLASS (BROKEN) FROM THE TAMIEN PARKING LOT! I HAVE ASKED TO HAVE IT CLEANED UP BUT NOTHING HAS BEEN DONE. PLEASE ALSO PROVIDE SCHEDULE FOR BUSY SPECIAL EVENT DAYS LIKE 49ERS. GIANTS HAD PARADE IN SF AND THE TRAINS DON'T RUN TO SCHEDULE ON THOSE DAYS.
262	IMPROVE SPEED, MORE TRAINS DURING BALLGAME DAYS, MORE SEATS, RUN NEW TRAINS DURING PEAK HOURS. (TRAIN 313 IS ALWAYS VERY CROWDED. WE HAVE BEEN TAKING THOSE OLD TRAINS, BUT THEY CANNOT HANDLE CAPACITY.)
262	REPLACE OLD CARS, AS THEY MAKE A LOT OF NOISE. MAKE THE TAG ON/OFF SYSTEM MORE SIMPLE. SOMETIMES PEOPLE FORGET AND LOSE MONEY. MORE POWER PLUGS FOR LAPTOPS. WI-FI ON-BOARD WOULD BE AWESOME.
262	TRAIN STAFF ON #313 ARE GREAT. MAKES THE 6:45 AM TRAIN TO PALO ALTO PLEASANT.
262	LOVE CALTRAIN. THANK YOU FOR ALL YOU DO GETTING US TO OUR DESTINATIONS SAFELY EVERY DAY.
262	CALIFORNIA AVE CALTRAIN STATION IS QUITE UNCLEAN.
262	I FREQUENTLY TRAVEL FROM SUNNYVALE TO SF. I WISH THE TRAIN OPERATED LATER THAN IT CURRENTLY DOES, ESPECIALLY ON FRIDAYS, SATURDAYS, AND SUNDAYS.
262	ADD WI-FI.
262	REALLY WISH WE COULD REFILL CLIPPER CARDS AT STATIONS.
262	STATION CLEANLINESS/MAINTENANCE REFERRED TO IS TAMIEN -- NEEDS NEW PARKING LINES PAINTED, RESULTING IN LOTS OF DOOR DINGS. ALSO, BROKEN GLASS SITTING IN PARKING LOT FOR SEVERAL MONTHS. THANKS.
262	I REALLY ENJOY RIDING IN NEW CARS AND NOT SO MUCH IN THE OLDER ONE. I HOPE AT SOME POINT THE OLDER TRAINS CAN BE PHASED OUT.
262	YOU NEED MORE TRAINS TO STOP AT LAWRENCE STATION I HAVE TO DRIVE TO SUNNYVALE BECAUSE NO TRAINS STOP AT LAWRENCE. THIS MAKES PARKING AT SUNNYVALE HARD AS PARKING LOT IS FULL BY 7:40AM. STOPPING IN LAWRENCE WILL HELP.
262	MAKE IT CLEANER.
262	GREAT JOB. WAY WAY BETTER THAN BART, MUNI, BUSES, ALL OF WHICH ARE USED FOR COMMUTING PURPOSES.

TRAIN	COMMENT
262	BATHROOMS AT STATIONS.
262	CALTRAIN LINE QUEUING AT SAN FRANCISCO IS HORRIBLE. THAT IS WHY I RATED 2 FOR STATIONS.
262	BETTER USE OF SOCIAL MEDIA TO INFORM ABOUT ISSUES WITH TRAINS. THE TAGGING AT BEGINNING OF THE MONTH SHOULD GO -- ALWAYS FORGET AND THE PROCESS IS CUMBERSOME.
262	THE BIGGEST PROBLEM FOR CALTRAIN IS CAPACITY. THIS IS ESPECIALLY TRUE DURING EVENTS WHEN CALTRAIN IS WOEFULLY OVER-CAPACITY. NEED MORE CARS, MORE FREQUENT ROUTES, MORE TRAINS OVERALL. CALTRAIN IS OVER CAPACITY NOW, BUT THE POPULATION IS GROWING.
262	MORE STOPS AT SAN CARLOS AND LAWRENCE.
262	WOULD LIKE MORE STOPS AT TAMIEN STATION. TRAINS TEND TO RUN BEHIND SCHEDULE. WOULD PREFER MORE ACCURATE TIMETABLE. DISSATISFIED THAT TRAIN 221 AND 366 TEND TO RUN BEHIND SCHEDULE. MOST IMPORTANT, BETTER ORGANIZATION WHEN THERE'S A PASSENGER STRUCK, GIVING ACCURATE TIME DELAYS.
262	SEVERAL YEARS AGO, THE SCHEDULE WAS CUT BACK AND TRAINS REMOVED. AT THE TIME IT WAS THE RIGHT THING TO DO DUE TO LOW RIDERSHIP. NOW TRAINS ARE PACKED BEYOND CAPACITY. BRING BACK MORE TRAINS, ALSO ADD MORE CARS TO ALL TRAINS AND NOT JUST CERTAIN ONES, OR DON'T ADD THE CARS AT ALL.
262	I LOVE HOW CLEAN TRAINS ARE COMPARED TO LIGHT RAIL, WHICH I ALSO USE. I WISH PRICES WERE LOWER THOUGH.
262	I WISH TRAIN 262 WOULD GO TO TAMIEN STATION WITHOUT KICKING US OUT TO CATCH A LATER TRAIN, ESPECIALLY AS IT IS GOING THERE ALWAYS. THANK YOU.
262	THANK YOU.
262	I THINK CALTRAIN ONLINE PAYMENT AND ACTIVATION CARD DON'T MAKE ANY SENSE. IF I ACTIVATE AUTO RELOAD, MY CARD SHOULD BE READY FOR USE RIGHT AWAY WITHOUT TAGGING ON AND OFF FOR THE BEGINNING OF A NEW MONTH. PLEASE IMPROVE IT.
262	OVERALL EXPERIENCE IS VERY GOOD; HOWEVER, CLIPPER CARD WITH MONTHLY PASS, FEE RELOAD, AND TAG ON/OFF SYSTEM IS NOT GOOD AT ALL. IT IS VERY CONFUSING AND WASTING RIDERS MONEY DUE TO MISSTEPS. NOT A PLEASANT EXPERIENCE AT ALL. FIX THE CLIPPER SYSTEM AND STOP INCONVENIENCE FOR THE USER. OTHER THAN THAT RIDES ARE GOOD AND PLEASANT.
262	MY FIRST TRIP – COOL.
262	TURNSTILE KIOSK ENTRY CAN BE BETTER -- DURING COMMUTE HOURS, LONG LINE DUE TO CONDUCTORS CHECKING EVERY PASSENGER MANUALLY -- NEED TO SPEED UP THE PROCESS. CURRENTLY, IT'S A NIGHTMARE.
262	1.PLEASE HAVE ELECTRONIC SIGNBOARDS ON OUTSIDE OF TRAINS DISPLAYING TRAIN/DESTINATION INFORMATION. 2.WI-FI ON TRAINS.

TRAIN	COMMENT
262	SATISFACTORY, ALTHOUGH IT WOULD BE NICE IF CALTRAIN KEPT RUNNING AS LATE AS 2 AM, ESPECIALLY ON THE WEEKENDS.
262	KEEP UP THE GOOD WORK. LOOKING FORWARD TO ELECTRIFICATION! TICKET MACHINE ONBOARD WOULD BE NICE. THE PLATFORM IS A BIT LOW AT 22 <sup>ND</sup> ST (BIG 1ST STEP).
262	NEED MORE BULLETS TRAINS.
262	THE TRAINS ARE ALWAYS @ MORE THAN FULL CAPACITY. HARDLY GET A PLACE TO STAND DURING MORNING COMMUTES. ADD MORE CARS TO TRAINS.
262	I LIKE USING THE CLIPPER CARD, BUT IT IS VERY INCONVENIENT TO ADD FUNDS. STATIONS SHOULD HAVE FACILITIES AVAILABLE TO ADD FUNDS.
262	WI-FI.
267	WI-FI WOULD BE NICE.
267	GOOD JOB REVISING SEATS ON THE NEWER CARS TO MAKE THE SEATS MORE USEFUL, LESS KNEE TO KNEE. ADDING A CAR TO SOME TRAINS HELPS. THE NORTHBOUND EVENING COMMUTE REMAINS A PROBLEM, ESPECIALLY ON GAME NIGHTS. WAY TOO CROWDED. NEED MORE EXPRESS TRAINS. PUBLIC TRANSPORT TO/FROM STATIONS IS NOT GOOD.
267	MORE BIKE RACKS AND ADD THE 6TH CAR TO EVERY TRAIN.
267	PLEASE DO SOMETHING ABOUT DELAYS. ESPECIALLY, PLEASE ADDRESS SUICIDE AND SAFETY.
267	FROM GENERAL INFORMATION 19I - EXTERIOR ELECTRONIC SIGN TRAIN # IMPORTANT, ESPECIALLY WHEN TRAINS ARE DELAYED OR CANCELED.
267	STATION ELECTRICAL SIGN NEEDS TO BE MORE UPDATED, ESPECIALLY WHEN THERE IS AN ACCIDENT. ALSO, ANNOUNCING WHAT TRAIN # IS APPROACHING WHEN ACCIDENTS OCCUR. PEOPLE HAVE TO LOOK AT FRONT OF TRAIN IN ORDER TO FIND OUT WHERE THE TRAIN WILL STOP. SHOULD BE ON LOUDSPEAKER.
267	AREA OF IMPROVEMENT IS INFORMATION ABOUT DELAYS AT THE STATION AND ON WEBSITE.
267	I'M HAPPY TO USE EXTRA CAR OF TRAIN IN A FEW BUSY TIME SLOTS. IT WILL BE GREAT IF THERE IS BACKUP PLANS FOR CALTRAIN DELAYS (TEMP BUS). ALSO, IT WILL BE GREAT IF THERE ARE SIGNS AND INFO ABOUT THE DELAY ON DISPLAYS INSIDE THE TRAIN. PLEASE CLEAN THE BATHROOMS. THEY SMELL SO BAD.
267	TRY TO PREVENT SUICIDES VIA CALTRAIN.
267	THE APP IS A GREAT WAY TO GET INFO ABOUT LATE TRAIN PROBLEMS. BUT MY EXPERIENCE IS THAT THE DELAY TIMES UNDERESTIMATE THE ACTUAL DELAYS. NEW CARS ARE GREAT.
267	DON'T ALLOW DRINKING ON THE TRAIN. TOO MANY LOUD CROWDS DURING EVENTS, AND DANGEROUS.
267	GENERALLY GOOD SERVICE. HOWEVER, WHEN THERE ARE DELAYS, THERE IS OFTEN POOR COMMUNICATION, SO IT'S DIFFICULT TO PLAN AN ALTERNATIVE. A REALISTIC ESTIMATE OF HOW LONG THE DELAY MIGHT LAST WOULD BE HELPFUL.

TRAIN	COMMENT
267	PLEASE COULD YOU PROVIDE FREE WI-FI OR WI-FI INCLUDED IN MONTHLY PASS IN THE NEXT GENERATION OF TRAINS. THANKS
267	A WELL FUNCTIONING AND RELIABLE WI-FI IS LONG OVERDUE. IT IS SILICON VALLEY, AFTER ALL.
267	NEED A BETTER PLAN FOR COMMUNICATION WHEN A TRESPASSER STRIKE HAPPENS. FOR EXAMPLE, DISPLAY ON MONITOR IF CURRENT TRAINS WILL BECOME LOCAL TRAINS OR BULLETS. OVERALL, I APPRECIATE ALL THE CALTRAIN WORKERS. YOU HAVE A TOUGH JOB.
267	IT IS VERY IMPORTANT THAT YOU MAKE IT POSSIBLE TO UNDERSTAND WHERE CLIPPER CARDS CAN BE OBTAINED AND HOW TO USE THEM. ALSO, CLIPPER CARDS ARE VERY UNRELIABLE AND OFTEN DON'T WORK. THANK YOU.
267	SIGNIFICANT AMOUNT OF UNDERAGE DRINKING DURING GIANTS GAMES.
267	SCHEDULED RIDES ARE TOO CONFUSING. MAYBE A SIMPLE COLOR CODED SCHEDULE OR EVEN EXTERIOR NOTIFICATIONS OF STOPS.
267	PLEASE KEEP UP THE CLEANLINESS OF THE INTERIOR OF THE TRAIN.
267	DEFINITELY NEED CLEARER TIMES AND WHEN TRAINS STOP AT SO AND SO STATION. ALSO, IF A TRAIN IS AROUND AN HOUR LATE, IT'S HARD TO LOOK UP WHAT TRAINS ARE RUNNING ON THE INTERNET.
267	ADDITIONAL CLIPPER LOADING MACHINES AT STATIONS WOULD BE VERY HELPFUL. ALSO BEING ABLE TO RECEIVE TEXT ALERTS OR SOMETHING OF THE NATURE REGARDING DELAYS WOULD ALSO BE HELPFUL.
267	PLEASE HAVE BETTER INFORMATION WHEN THERE WILL BE A DELAY GREATER THAN 30 MINUTES. THE SIGNS JUST KEEP INCREASING BY 10 MIN INTERVALS.
267	THE BURLINGAME STATION HAS ABSURD TICKET MACHINE LOCATIONS.
267	KEEP WORKING ON YOUR WORKAROUND PROCEDURES FOR DELAYS. THEY SEEM TO BE GETTING BETTER BUT YOU STILL HAVE A WAYS TO GO TO SMOOTH OUT RECOVERY. NEVER SKIP SCHEDULED STOPS UNLESS A DANGER IS PRESENT. MY STOP WAS BYPASSED IN A RECOVERY ATTEMPT AFTER AN INCIDENT. I WAS STUCK 10 MILES FROM MY STOP AT THE NEXT STATION AND WAITED 1 1/2 HRS TO RETURN.
267	WISH MORE ANNOUNCEMENTS WERE MADE REGARDING DELAYS – WHAT'S GOING ON, WHAT TO DO, WHERE TO GO. NO COMMUNICATION W/PASSENGERS. MAKE IT CLEAR WHAT TRAIN IT IS. HAVE TO RELY ON OTHER PASSENGERS.



TRAIN	COMMENT
267	THE THOUGHTLESS, SELFISHNESS, AND RUDENESS OF CELL PHONE USERS IS UNACCEPTABLE, YET CALTRAIN JUST IGNORES IT. CALTRAIN KNOWS ITS ANNOUNCEMENTS ARE USELESS. THE LACK OF QUIET CARS AND INABILITY TO GET AWAY FROM CONSTANT, FRIVOLOUS CELLPHONE CONVERSATIONS IS UNACCEPTABLE. CALTRAIN WEAKLY PANDERS TO BIKE COALITION YET IGNORES ITS OTHER CONSTITUENTS AND MAKES RIDICULOUS, WEAK EXCUSES WHY QUIET CARS AREN'T POSSIBLE. AMTRAK DOES IT, CALTRAIN CAN DO IT. IF CALTRAIN MAKES LARGE INVESTMENTS ACCOMMODATING BIKERS, IT CAN MAKE SMALL INVESTMENTS ON QUIET CARS FOR RIDERS TO GET WORK DONE ON THE TRAIN VS TALKING OR BLASTING AUDIO ON CELLPHONES. LACK OF SHELTER, SHADE INSUFFICIENT, CLIPPER CARD MACHINES LOCATED IN INCONVENIENT LOCATIONS, CLIPPER CARD MACHINES NEED TO BE POSITIONED AT STAIRS/END OF TRAINS TOO. NEITHER CALTRAIN NOR CUSTOMER SERVICE TAKES NEED FOR QUIET CARS SERIOUSLY. I DON'T ACCEPT THE WEAK EXCUSES GIVEN. LACK OF QUIET CARS, CELL PHONE-FREE CARS, AND LACK OF WIRELESS. IF 2 CARS PER TRAIN ARE FOR BIKES, ONE CAR CAN BE FOR QUIET.
267	CALTRAIN IS A VERY IMPORTANT AND CONVENIENT FORM OF TRANSPORTATION. ONE THING TO IMPROVE UPON: CONDUCTORS HAVE THE POWER TO INFORM AND GOVERN HOW PASSENGERS SHOULD BEHAVE. CALTRAIN PASSENGERS ON GAME DAY ARE EXTREMELY OBNOXIOUS, LOUD, AND NOT CONSCIENTIOUS OF COMMON DECENCY. WHEN CONDUCTORS ARE WALKING PAST, PLEASE TELL ROWDY GROUPS TO PIPE DOWN. MOST OF US HAVE HAD LONG DAYS AND DO NOT WANT TO DEAL WITH ROWDY PASSENGERS. THANK YOU.
267	TOO MANY DELAYS.
267	BATHROOM -- BAD SMELL. IN GENERAL, STATION BAD SMELL, ESPECIALLY AROUND STAIRCASE. NEED BETTER INFO WHEN DELAYS. ONBOARD ANNOUNCEMENTS OK, BUT STATION ANNOUNCEMENTS NEED IMPROVEMENT.
268	CALTRAIN'S BEING DELAYED DUE TO ISSUES (ACCIDENTS) HAS BEEN WORSE. NOT ONLY CAUSES DELAYS TO PASSENGERS, IT HAD HUGE EXPENSE TO RIDERS AND STATE. A COUPLE OF SUGGESTIONS: 1) REINFORCE BARRIERS UP TO TRACKS; 2) CONSIDER USING UNDERGROUND TRACKS; 3) LASTLY, BUILD BLOCKS (BARRIERS/WALLS) FOR ANYBODY TO COME TO THE TRACK.
268	THE WEBSITE IS EXTREMELY CONFUSING FOR A PERSON NEW TO THE CITY AND PUBLIC TRANSPORTATION. I MOVED HERE FROM OHIO AND HAD TO VISIT THE WEBSITE AND TALK WITH SEVERAL LOCALS BEFORE UNDERSTANDING THE MONTHLY PASS/PARKING FOR PASSHOLDERS/FARE WITHIN ZONES. THE VIDEOS ONLINE WERE VERY HELPFUL. I'M A VISUAL LEARNER.



TRAIN	COMMENT
268	GREAT SERVICE, BUT NOT ENOUGH RAIL CARS BETWEEN TAMIEN AND PA; WI-FI WOULD BE GREAT SINCE HOT SPOT DOES NOT WORK RELIABLY; BULLETS AND SLOW TRAINS SHOULD ALWAYS STOP AT TAMIEN. MORE TRAINS LEAVE AND ARRIVE AT SJ DIRIDON. SHOULD BE AT TAMIEN, TOO. LOOK AT THE PARKING LOT FOR HOW MANY PEOPLE USE TAMIEN.
268	COULD USE INFO BOARDS BETTER. TICKET MACHINES NOT EASY TO USE WHEN IN A HURRY. MY DAUGHTER WAS ROBBED ON THE TRAIN. NO ONE STOPPED HIM, AND NO VIDEO TO PROVE HE DID IT.
268	WI-FI ON BOARD, APPS THAT ADVISE RIDERS ABOUT TRAIN INCIDENTS, RE-ROUTES, BUS BRIDGES, ETC. IN REAL TIME. ADEQUATE SIGNAGE FOR WHICH TRAIN YOU ARE BOARDING.
268	TWITTER UPDATES SEEM TO HELP LESS THAN 50% OF THE TIME FOR TRAINS LATE MORE THAN 10 MINUTES.
268	IT WOULD BE REALLY USEFUL TO HAVE WI-FI ON THE TRAINS. I RIDE OVER AN HOUR EACH WAY TO WORK AND IT WOULD BE REALLY GREAT TO BE ABLE TO USE THAT TIME MORE PRODUCTIVELY.
268	FREQUENT BREAKDOWNS, DIRTY INTERIORS, AND RUDE CONDUCTORS ARE THREE PRIMARY CONCERNS.
268	PLEASE INFORM PASSENGERS NOT TO PUT THEIR FEET ON THE SEAT. THE BATHROOM IS NOT CLEAN AND SMELLS BAD. CONDUCTOR IS VERY RUDE, ESPECIALLY IN THE BIKE AREA. BE NICE TO PASSENGERS.
268	NEVER, EVER ON TIME! THE "REAL-TIME" ONLINE TRAIN INFO IS ACCURATE TO LIKE 3 MINUTES. WHAT GOOD IS THAT? IF I WALK 10 MINUTES TO THE TRAIN IT'S WORTHLESS! WHY NO EMAIL/TEXT OPTION FOR SERVICE DELAYS? WI-FI!? I PAY 2 TIMES THE MARKET RATE OF GAS, SO GET IT TOGETHER!
268	WI-FI! WI-FI! WI-FI! I LIKE THE TWITTER ACCOUNT BUT WOULD LIKE AUTOMATIC TEXTS ONE HALF HOUR BEFORE MY TRAIN ARRIVAL IF ANYTHING IS AMISS.
268	ONBOARD WI-FI, AS WELL AS AUTOMATED NOTICES OF DELAYS. DETAILS AND INFO (INCLUDING ESTIMATED TIME FOR A FIX) SENT TO PHONE/EMAIL.
268	CALTRAIN NEEDS A BETTER BACKUP PLAN IF ANY TRAINS ARE DELAYED DUE TO ACCIDENTS AND TRAIN MALFUNCTION.
268	OVERALL GREAT SERVICE. ONE PROBLEM: A PERSON ON A BIKE RAN INTO ME ONE MORNING WHILE I WAS WALKING THROUGH THE TUNNEL. SHOULD BE SIGNS POSTED "WALK YOUR BIKE" AT THE LAWRENCE STATION.
268	BEING ABLE TO PURCHASE CALTRAIN FARE OR MONTHLY PASS ON A CLIPPER CARD AT YOUR KIOSKS AS CAN BE DONE AT VTA LIGHT RAIL. THIS IS VERY, VERY IMPORTANT TO ME.
268	AUTOMATIC ALERT SYSTEM (EMAILS) IS MUCH IMPROVED OVER PRIOR YEARS. SEATS NEED BETTER (OR ADJUSTABLE) LUMBAR SUPPORT. WI-FI WOULD BE NICE.

TRAIN	COMMENT
268	I WISH THAT THE ANNOUNCEMENT BOARD WILL INCLUDE WHICH TRAIN IS COMING NEXT IF THERE IS A DELAY OR WARN PASSENGERS AS TO WHICH STOPS THE NEXT TRAIN WILL MAKE WHEN THERE IS A DELAY.
268	I COMMUTE FROM MORGAN HILL. PLEASE ADD MORE SCHEDULES FROM AND TO MORGAN HILL. LAST ONE LEAVES AT 7:20 AM. ADDING 8 AM WOULD BE NICE.
268	I FEEL THAT CALTRAIN DOES AN EXTREMELY POOR JOB OF INFORMING CUSTOMERS ABOUT DELAYS, MAINLY BECAUSE THERE IS LITTLE TO NO COMMUNICATION WITH CONDUCTORS (FROM HIGHER UP). "REAL TIME" IS ONLY UPDATED IF THE TRAIN IS ON TIME, WHICH ISN'T EVER USEFUL BECAUSE ONE WOULD ASSUME THE TRAIN WILL BE ON TIME. THE PURPOSE OF "REAL TIME" INFORMATION IS USUALLY TO NOTIFY OF DELAYS.
268	ONLY PROBLEM IS CROWDED TRAINS. ALSO, IT IS IMPORTANT TO EXPLAIN WHY THE TRAIN IS DELAYED BY MORE THAN 10 MINUTES ON BOARD.
268	I HAVE BEEN A COMMUTER FOR A VERY SHORT TIME, BUT MY FAVORITE DAYS ARE THE DAYS WHEN I CAN COMMUTE ON CALTRAIN. JUST WISH MORE TRIPS TO MORGAN HILL WEEKDAYS SO I CAN RIDE MORE OFTEN. CURRENTLY CAN ONLY TAKE TRAIN WHEN GIVEN A 9 TO 5 SHIFT. ALSO, ALWAYS TAKE CALTRAIN TO AT&T, FOR YEARS.
268	LONGER TRAINS NEEDED. MORE SEATING.
268	PAYMENT SYSTEM NEEDS OVERHAUL. SHOULD BE ABLE TO PURCHASE ON TRAIN. USE MOBILE PHONE NFC TECH INSTEAD OF CLIPPER.
268	TOO MANY DELAYS IN THE MORNING HEADING NORTH.
268	MOST IMPORTANT ABOVE: TYPE OF SEATS. MORE TRAINS/ LESS DELAYED BULLET TRAINS. TOO MANY DELAYS, TOO CROWDED DURING RUSH HOURS/BALL GAMES. ALSO - CLEANER TRAINS/BETTER BATHROOMS. E-SIGNS ARE AWESOME. PLEASE PUT THOSE IN.
268	OVERALL MY EXPERIENCE WITH CALTRAIN HAS BEEN EXCELLENT.
268	IT'S GETTING VERY CROWDED. NEED MORE FREQUENT TRAINS. AIR CONDITIONING ON TRAIN SOMETIMES DOES NOT WORK.
268	NEED TO ADD MORE TRAINS AS ALL CARS ARE ALWAYS FULL. ALSO, BIKE CARS SHOULD BE IN THE MIDDLE, NOT THE FIRST/LAST CAR, AS PEOPLE NEED TO WALK TO CATCH MUNI IN SFO.
268	PLEASE ADD MORE TRAINS, ESPECIALLY WEEKENDS. ONCE AN HOUR IS NOT ENOUGH. MORE CARS DURING RUSH HOURS WOULD ALSO BE APPRECIATED.
268	PLEASE, MAKE EASY AND ACCESSIBLE PROCESS TO PURCHASE MONTHLY PASS. RIGHT NOW, CUSTOMER SERVICE IS VERY ANNOYING AND FRUSTRATING.
268	PRIORITY SEATING SHOULD ALSO BE FOR PREGNANT WOMEN - YOU'D BE AMAZED AT HOW LONG IT TAKES TO HAVE SOMEONE STAND UP FOR ME (8 MONTHS PREGNANT).
268	WI-FI WOULD BE VERY NICE. MORE FREQUENT TRAINS.
268	INADEQUATE PARKING AT HILLSDALE.

TRAIN	COMMENT
268	TRAINS ARE ALWAYS OVERCROWDED, NEVER A SEAT IN THE MORNING. TRAIN IS ALWAYS LATE IN AM. PLEASE HAVE AIR ON. TRAINS ARE ALWAYS STUFFY-NO AIR. MORE CARS!!
268	BORN AND RAISED ON EAST COAST. NJ TRANSIT ALWAYS CHOICE. CAN SURVIVE CALTRAIN.
268	THE SF/4TH AND KING STATION IS TOO CONGESTED! CAN THERE BE ANOTHER EXIT FROM THE TRAINS TO THE OUTSIDE WITHOUT GOING THROUGH THE STATION? ESPECIALLY FOR BIKES - BUT IT WOULD BE MORE CONVENIENT FOR EVERYONE. THANKS!
268	1- BETTER REAL-TIME INFO ON MY PHONE (IOS, ANDROID, WEB) - GPS OF ALL TRAINS, ETA'S, STATUS. 2- RESPOND FASTER TO SUICIDES (I KNOW EVERYONE DOES THEIR BEST- BUT IT NEEDS TO BE FASTER).
268	GENERALLY, I'M QUITE SATISFIED. BUT I FIND THAT THE DISPLAYS ARE NOT GOOD WHEN IT COMES TO ULTIMATE DELAYS - IT JUST TRACKS HOW MUCH.
268	I AM EXTREMELY UNSATISFIED WITH TECHNICAL PROBLEMS WITH TRAINS AND BEING DELAYED BY THOSE TECHNICAL ISSUES.
268	WI-FI FOR NEW TRAINS. EDUCATE PASSENGERS THAT THEY CAN GET OFF TO LET OTHER PEOPLE OFF, THEN GET BACK ON. IF A TRAIN BREAKS DOWN, THE NEXT TRAIN SHOULD STOP TO PICK UP PASSENGERS (EVEN IF IT NORMALLY DOES NOT MAKE THAT STOP). THE CONDUCTORS ARE ALL LOVELY PEOPLE.
268	IMPROVED TEMPERATURE CONTACT (TOO HOT) WOULD HELP MAKE IT A BETTER EXPERIENCE. I AVOID RIDING TRAIN IF THERE'S A GIANTS GAME FOR FEAR OF DRUNK AND OBNOXIOUS RIDERS. CONDUCTORS WILL NOT INTERFERE WHEN THESE RIDERS ARE BELLIGERENT. CLIPPER CARD AUTOLOAD SYSTEM NOT USER FRIENDLY. MOST OF THE TIME CONDUCTORS ARE FRIENDLY. THANK YOU FOR ASKING FOR FEEDBACK!
268	SUNNYVALE ELEVATOR LIFT IS STINKING. MILLBRAE IS A GOOD STATION COMPARED TO MOST.
268	PLEASE ADD MORE TRAINS. TRAINS ARE SO CROWDED NOW. THANK YOU!
268	LEVEL BOARDING.
268	SHOULD TRY ADDING MORE PAY MACHINES TO INCREASE SPEED. ALSO ADD MORE TRAINS DURING BASEBALL GAMES.
268	PLEASE INCREASE THE FREQUENCY OF THE TRAINS AFTER 6:30 PM. ALSO MORE PASSENGERS BOARD TRAIN IN SOUTH BAY, SO INCREASE BULLET TRAIN FREQUENCY TO MOUNTAIN VIEW AND SUNNYVALE.
268	FREQUENCY OF TRAINS IS A VERY IMPORTANT ISSUE TO FOCUS UPON, WHICH IS AT THE MOMENT BELOW PAR OR AT PAR (AT MOST).
268	TRAINS ARE MORE AND MORE CROWDED AND CAPACITY/FREQUENCY ISSUES NEED TO BE ADDRESSED. NUMBER OF DELAYS DUE TO SUICIDES/CAR ACCIDENTS DEMANDS INTER-MUNICIPALITY COOPERATION TO GET MORE OVERPASSES.

TRAIN	COMMENT
268	GILROY STATION SHOULD BE FINED FOR [UNCLEAR] AND MORE TRAINS REQUIRED. GILROY STATION NOT FRIENDLY AND NOT CLEAN AT ALL, INCLUDING PARKING.
268	COULD USE A BULLET TRAIN THAT GOES ALL THE WAY SOUTH TO GILROY.
268	NEED TO IMPROVE COMMUNICATION WHEN THERE ARE DELAYS; EXAMPLE - SIGNAGE WILL SAY 20 MINUTES LATE BUT NOT CLEAR WHEN TRAIN WILL ARRIVE; BETTER TO PUT EXPECTED TIME OF ARRIVAL IN STATION; ON THE TRAIN, VERY LITTLE INFO GIVEN RE DELAYS.
268	CALTRAIN IS A MODEL FOR BEING ON TIME, CLEAN, SAFE, AND QUIET. EVERY OTHER BAY AREA TRANSIT AGENCY SHOULD STRIVE TO BEST CALTRAIN'S STANDARD.
268	FIRST TIME RIDER ON VACATION. A TOURIST BASICALLY.
268	CLEANLINESS IN TRAINS AND STATIONS ARE COMMENDABLE. FREQUENCY OF TRAINS CAN BE INCREASED 9AM TIL 10 NORTHBOUND AND 330 PM – 430 PM WEEKDAYS SOUTHBOUND. DELAYS CAN BE AVOIDED, PARTICULARLY DURING EMERGENCY INCIDENTS, AND ALTERNATE TRANSPORT HAS TO BE PROVIDED (BUSES) TO AVOID PASSENGERS SITTING ON TRAINS FOR HOURS.
268	THANK YOU FOR SENDING OUT THIS SURVEY. COMMUNICATION ABOUT DELAYS NEEDS TO BE MORE BETTER. OFTEN CONDUCTORS JUST SAY TO "CHECK TWITTER" - YOU NEED TO WORK ON HAVING FAST, ACCURATE INFO NOW. ALSO, HAVE BUS BRIDGES IN PLACE ASAP WHEN MAJOR DELAYS HAPPEN. LASTLY, PLEASE LET PEOPLE BOARD THE TRAIN EARLIER AT THE SF STATION. MAKING US WAIT AND WAIT FOR THE CONDUCTOR TO OPEN THE DOORS IS EXCRUCIATING – WE'RE HOT, TIRED, OR CARRYING HEAVY BAGS AND WANT TO GET OFF OUR FEET.
268	HOW ABOUT A BAR CAR?
268	TRAFFIC AT SUNNYVALE STATION BETWEEN 5-7 PM WEEKDAYS IS CHAOS. WOULD BE GREAT IF SOMEONE CAN BE THERE DIRECTING TRAFFIC. TAGGING OFF AT THE 1ST OF THE MONTH FOR MONTHLY PASSHOLDERS IS VERY UNCONVENTIONAL. LOVE THE QUALITY OF CALTRAIN CONDUCTORS. THEY ARE MOSTLY VERY POLITE, FRIENDLY AND REASONABLE.
268	CALTRAIN IS GETTING WAY TOO CROWDED DURING COMMUTE HOURS. CALTRAIN NEEDS TO DO A BETTER JOB OF ADVISING PASSENGERS OF DELAYS.
268	WI-FI PLEASE.
268	PLEASE INCREASE PARKING.
268	REALLY NEED LONGER AND MORE FREQUENT TRAINS DURING COMMUTE HOURS. WOULD PREFER TO GO BACK TO ALL TRAINS TO ALL STATIONS. DON'T SPEND RIDICULOUSLY HIGH MONEY ON HIGH SPEED OR ELECTRIFICATION.
268	MORE BATHROOMS AND SNACKS, SODA, OR WATER. PREFER HEALTHY SNACKS SO WE HAVE ENERGY FOR WORK.
268	MORE INFORMATION ONLINE ABOUT DELAYS WOULD REALLY HELP. SOMETIMES TRAINS RUN LATE - THAT IS A FACT WE CAN LIVE, WITH BUT IF WE COULD CHECK ONLINE IF A TRAIN WAS LATE OR ON TIME, IT WOULD HELP A LOT.

TRAIN	COMMENT
268	NEED MORE CARS DURING RUSH HOUR PLEASE.
268	I GOT ON/OFF BLOSSOM HILL. NO ELECTRONIC SIGNAGE, NO PUBLIC ADDRESS SYSTEM TO NOTIFY OF TRAIN DELAYS OR ESTIMATED ARRIVAL. STATIONS SOUTH OF TAMIEN WOULD BENEFIT FROM A COMMUNICATION SYSTEM.
268	FIGURE OUT AN EASIER WAY TO VALIDATE A MONTHLY PASS. TAG ON AND OFF ONLY ONCE A MONTH IS HARD TO REMEMBER AS IT IS NOT HABITUAL. VALIDATING AT PURCHASE.
268	MOST OF THE TIMES THE ONBOARD SPEAKERS ARE BROKEN, SO ANNOUNCEMENTS ARE VOID. I DON'T OFTEN NEED TO USE THE ONBOARD FACILITIES, BUT WHEN I DO, THEY ARE VERY DIRTY. ONLY A TRAIN PER HOUR BETWEEN 4 AND 5 AT THE MENLO PARK STATION IS UNACCEPTABLE, ESPECIALLY SINCE IT IS ESSENTIALLY STANDING ROOM ONLY.
268	BLOSSOM HILL HAS NO ELECTRONIC NOTIFICATION SYSTEM. POSSIBLE TO NOT HAVE FULL BLAST A/C ON MORNING TRAINS. THANK YOU FOR IMPROVING DELAY NOTIFICATIONS REGARDING INCIDENTS. SOME SPEAKERS ON BULLET TRAINS SEEM TO BE ON THE LOWEST VOLUME SO IT IS VERY DIFFICULT TO HEAR IMPORTANT ANNOUNCEMENTS, ESPECIALLY DURING INCIDENTS.
268	WI-FI ON TRAIN PLEASE.
268	TRAINS ARE STILL EXTREMELY OVERCROWDED DESPITE THE FACT THAT SOME ADDITIONAL CARS HAVE BEEN ADDED. TRAINS ARE SO OVERCROWDED THAT THEY ARE DANGEROUS. CALTRAIN NEEDS TO DO SOMETHING MORE TO ADDRESS THIS ISSUE IMMEDIATELY. CALTRAIN'S CAVALIER ATTITUDE ABOUT THIS IS AMAZING.
268	DIDN'T LIKE THE FACT THAT THE 6-CAR TRAIN WAS BLOCKING THE LEVEL-CROSS GATE AT REAR SIDE. IT IS A HORRIBLE THING TO WATCH YOUR TRAIN LEAVING FROM THE OTHER PLATFORM. APART FROM THAT I ENJOYED CALTRAIN RIDES FOR THE PAST YEAR. THANK YOU VERY MUCH.
268	THE 268 IS VERY CROWDED YEAR ROUND. NOT A VERY PLEASANT EXPERIENCE MOST DAYS.
268	NEED CLIPPER REFILL MACHINE AT MORE STATIONS.
268	THE P.A. IS REALLY LOUD, EITHER LOWER THE VOLUME OR HAVE THE ANNOUNCERS USE A QUIETER VOICE. THANK YOU.
268	MOST IMPORTANT THING PASSENGERS CARE ABOUT IS AN ON-TIME TRAIN. VERY POOR PERFORMANCE ON ON-TIME TRAINS, SO DO A BETTER JOB.
268	I DON'T LIKE TO TAKE THE TRAIN GOING TO GIANTS GAMES DUE TO NUMBER OF DRUNKS AND ALMOST ALL OF THEM DRINKING. I THINK DRINKING ALCOHOLIC BEVERAGES ON TRAIN SHOULD BE BANNED. I ALSO THINK CONSTRUCTION OF HIGH SPEED RAIL IN THE CALTRAIN CORRIDOR WOULD BE TERRIBLE. IMPROVE LOCAL SERVICE, NOT LONG DISTANCE.
268	FINDING A SEAT IS ALWAYS AN ISSUE DURING RUSH HOUR- BETTER ELECTRONIC DISPLAYS NEEDED - WI-FI WOULD BE HIGHLY DESIRABLE.

TRAIN	COMMENT
268	PLEASE HAVE BETTER MECHANISM TO INFORM TRAIN DELAYS WHEN YOU ARE IN THE STATION. WE HAVE NO IDEA WHICH IS THE NEXT TRAIN COMING. EACH TRAIN/CAR SHOULD HAVE DISPLAY WITH TRAIN NUMBER AND DESTINATION.
268	THE ANNOUNCEMENT/DISPLAY SYSTEMS AT STATIONS ARE REALLY BROKEN, YOU GUYS ARE NOT ABLE TO ESTIMATE EXACT DELAYS. WOULD BE A GOOD IDEA TO SEND NOTIFICATIONS OF DELAYS ON CELL PHONES THROUGH AN OFFICIAL APP.
268	WHILE CERTAIN PROCEDURES NEED TO BE FOLLOWED, IT WOULD BE REALLY HELPFUL IF TRAIN SERVICE WAS NOT DISRUPTED FOR 2-3 HOURS EVERY TIME THERE WAS A FATALITY ON THE TRACKS.
273	I'M CONCERNED THAT, AT STATIONS LIKE SOUTH SAN FRANCISCO, A LOT OF PEOPLE ARE GETTING ON WITHOUT PAYING BECAUSE THERE IS NO BARRIER TO TRAIN ENTRY--LIKE A TURNSTILE -- OR CALTRAIN EMPLOYEES CHECKING CLIPPER CARDS OR TICKETS.
273	THERE HAVE LATELY BEEN VERY POOR ANNOUNCEMENTS REGARDING LATE TRAINS. THE ETA FOR LATE TRAINS IS NEVER CORRECT. TYPICALLY THE ACTUAL ARRIVAL TIME OF A LATE TRAIN EXCEEDS THE ETA BY 30 MINUTES! THE WEB TRACKER/APP ANNOUNCEMENTS NEED OVERHAUL.
273	TOO MANY DELAYS (HIGH PERCENTAGE) TO SF DIRECTION.
273	22ND STREET STATION NEEDS AN OVERHAUL AND PARKING. IT IS DARK, DIRTY, DANGEROUS AND SMELLY/SMOKY. ELECTRIFIED TRAINS -- ABOUT TIME -- ABOUT 50 YEARS TOO LATE.
273	GET MODERN TRAINS AND WAYS TO PAY TICKET ON TRAIN.
273	SOUTH SAN FRANCISCO STATION NEEDS SIGNAGE ALERTING RIDERS OF REAL-TIME DELAYS. STAIRS HAVE GRAFFITI. MORE CLIPPER STATIONS NEEDED AT ENTRANCES. SAMTRANS/SHUTTLES NEED TO BE IMMEDIATELY DISPATCHED TO PICK UP PASSENGERS DURING FATAL ACCIDENTS, POWER OUTAGES, SIGNIFICANT DELAYS, ETC. CONDUCTORS NEED TO KNOW ALTERNATE TRANSIT ROUTES AT ALL STOPS TO GIVE PASSENGERS A WAY OUT DURING THESE DELAYS.
273	THE SAN MATEO STATION IS REALLY DIRTY. ALSO, COMMUNICATION IS POOR -- IT'S HARD TO FIND ANSWERS TO YOUR QUESTIONS IF YOU CAN'T FIND THEM ONLINE. I DO ENJOY THE BULLET TRAINS, POLITENESS OF CALTRAIN EMPLOYEES, AND THE COMMUTER PASS IS A GOOD PRICE.
273	I DON'T KNOW HOW FEASIBLE IT IS, BUT IT WOULD BE NICE IF MORE EFFORT WAS PUT INTO KEEPING NON-CYCLISTS OUT OF THE BIKE CAR DURING HEAVY COMMUTE HOURS.
273	PLEASE DON'T PUT ADS OVER WINDOWS AND MAKE IT HARD TO SEE OUTSIDE! PLEASE KEEP INSIDE AD-FREE AS IT IS, IF POSSIBLE. OTHER THAN THAT, CALTRAIN IS GREAT! (MINUS THE 1 OR 2 TRAINS THAT KEEP BREAKING DOWN.)
273	CALTRAIN IS THE BEST PART OF MY COMMUTE FROM OAKLAND TO PALO ALTO.
273	BIKE CAPACITY IS CRUCIAL. ADD MORE SPACE FOR BIKES AND THAT WOULD BE MARVELOUS!

TRAIN	COMMENT
273	OVERALL PLEASED WITH CALTRAIN. WISH THERE WERE MORE TRAINS HILLSDALE TO/FROM REDWOOD CITY. ALSO WISH THERE WAS BETTER SHUTTLE COORDINATION WITH DEPARTURE TIMES.
273	MY MAIN CONCERN IS NOT HAVING A BACKUP PLAN WHEN TRAINS ARE DELAYED. THE DELAY IS TOO LONG!
273	COULD INCREASE FREQUENCY OF TRAINS DURING WEEKEND.
273	DO NOT LET OTHER PEOPLE SIT IN THE PRIORITY SEATING.
273	BIKE AREAS ARE TRULY APPRECIATED AND VERY NEEDED.
273	THANK YOU FOR YOUR SERVICE. :)
273	GREAT SERVICE. CAN IMPROVE RESTROOMS.
273	I AM AN AVID USER OF CALTRAIN. THE SIGNS ON THE OUTSIDE (ELECTRONIC) NEVER TELL YOU THE GIANTS' SCHEDULE. IF THAT WAS FIXED THAT WOULD BE GREAT. NOT ALL STAFF, BUT A FAIR AMOUNT ONBOARD, ARE VERY CONDESCENDING AND AT TIMES PLAIN RUDE. IF IT WEREN'T FOR THE DISTANCE OF MY EMPLOYMENT I WOULD DRIVE.
273	TYPICALLY VERY DEPENDABLE, ALTHOUGH IT HAS BEEN AWFULLY LATE QUITE A FEW TIMES. EVEN BEING EARLY IS BAD BECAUSE WE RELY ON THOSE TIMES.
273	NEED MORE ROOM AND BETTER PEDESTRIAN TRAFFIC MANAGEMENT AT 4 <sup>TH</sup> /KING. ALSO, BIKE EXIT FROM THAT STATION IS PROBLEMATIC.
273	SOME CONDUCTORS SEEM VERY STRESSED AND IT SHOWS.
273	THE PLATFORM ANNOUNCEMENT CLARITY AND ACCURACY IS TERRIBLE AND ONBOARD, OFTEN LACKING. ESPECIALLY ON SAFETY, CALTRAIN MUST STEP UP ASAP. I TRIED TO COMPLETE INSIDE ANSWERS FAIRLY. I HAVE BEEN A LOYAL RIDER SINCE 2008. THANK YOU.
277	I LIKE THE OLD STYLE BIKE CARS MUCH BETTER THAN THE NEW ONES. THE NEW CARS MAKE IT HARDER TO KEEP YOUR BIKE VISIBLE DURING TRANSIT.
277	IT'S VERY USEFUL. THE STAFF IS VERY COOPERATIVE, HELPFUL, AND POLITE. I WISH CALTRAIN WOULD GO TO MORE STOPS LIKE BART. IN GENERAL, IT'S VERY GOOD.
277	FIRST TIME RIDING, GOOD EXPERIENCE.
277	MORE BIKE CAPACITY. ELIMINATE BUMPING BICYCLISTS. PLEASE.
277	HAVE SOME ELECTRONIC OUTLETS, MAYBE WI-FI.
277	I WOULD LIKE BULLET TRAINS DURING THE WEEKEND EARLY MORNING. BECAUSE WE HAVE TO TAKE GREYHOUND INSTEAD OF TRAINS ON THE WEEKEND. IT MAKES IT VERY INCONVENIENT TO COMMUTE TO WORK IN SAN JOSE.
277	GETTING BETTER ABOUT INFORMING DELAYS BUT COULD BE BETTER. NEED MORE BIKE CAPACITY, FREE WI-FI WOULD BE NICE.
277	TICKET MACHINES NEED TO ACCEPT PREPAID CREDIT CARDS AND DEBIT CARDS.
277	I PREFER THE TRAIN START TO RUN BULLETS ON WEEKENDS. EVEN NOT A BULLET TRAIN -- WE PREFER IT RUNS EARLY, AROUND 6 AM, TO SAN JOSE, BECAUSE OF THE INCONVENIENCE WE EXPERIENCE TO COMMUTE TO WORK.



TRAIN	COMMENT
277	THE SHUTTLE FOR MISSION COLLEGE ROUTE DOES NOT SEEM TO HAVE ENOUGH TIME FOR THE EVENING COMMUTE. SEVERAL TIMES I HAVE EITHER MISSED MY TRAIN OR ALMOST MISSED IT, AND HAD TO RUN OFF THE SHUTTLE TO CATCH THE TRAIN.
277	PLEASE ADD ANOTHER STOP IN THE CITY, LIKE PRESIDIO. OTHERWISE, CALTRAIN IS GREAT. THANK YOU.
277	GOOD TIME SCHEDULE. ALWAYS ON TIME AND NOT LATE EVER.
277	IMPLEMENT IMPROVEMENTS TO PREVENT SUICIDES. IMPLEMENT IMPROVEMENTS TO ALLEVIATE OVERCROWDING OF TRAINS.
277	THERE WEREN'T ENOUGH SIGNS, BUT IT WAS A PLEASANT TRIP.
277	MORE BIKE CAPACITY WOULD BE GREAT. BIKE RIDERSHIP IS ONLY INCREASING FROM THE NUMBERS I'VE SEEN. OTHERWISE, NO COMPLAINTS/REQUESTS. THANKS FOR GREAT SERVICE AND CUSTOMER EXPERIENCE.
277	PLEASE HAVE MORE ANNOUNCEMENTS ON THE TRAIN ABOUT WHERE THE NEXT STOP WILL BE. MANY CONDUCTORS FAIL TO ANNOUNCE WHEN TRAIN IS EXPRESSING SOMEWHERE.
277	FIRST TRIP ON CALTRAIN WAS OKAY. DIDN'T KNOW THAT TRAIN WOULD BECOME EXPRESS AND SKIP MOUNTAIN VIEW STOP TO HEAD STRAIGHT TO SANTA CLARA PRIOR TO BOARDING. SOMEONE TO FIELD QUESTIONS LIKE AN INFO CENTER AT THE STATION WOULD BE NICE.
277	MORE CAPACITY, FREQUENCY. NO CLIPPER MONTHLY TAG ON/OFF, MORE EXPRESS TRAINS.
277	MORE BIKE SPACE.
277	IMPROVEMENTS NEEDED: MORE TRAINS DURING PEAK HOURS; MORE BIKE CAPACITY; CLEAN RESTROOMS; CLEANER GLASS WINDOWS; ON-TIME ARRIVAL/DEPARTURE.
277	YOU SHOULD ADDRESS THE IMPORTANCE OF WI-FI. I'M SURE MANY, INCLUDING MYSELF, WOULD CONSIDER THAT AT THE TOP OF THEIR CALTRAIN WISH LIST.
277	NEED WI-FI SERVICE.
277	FOR EXHIBITION, CONSIDER MORE STANDING SPACE RATHER THAN SEATS, AND IMPROVE CAPACITY.
277	1. DRUNK PASSENGERS; 2. SEVERE DELAYS SOMETIMES.
277	PLEASE ADD MORE BIKE CARS AND/OR MORE BIKE CAPACITY TO EXISTING CARS. EXCLUDE NON-BIKERS FROM THE BIKE CAR (PLEASE!). THANKS!
277	GENERALLY CALTRAIN EXPERIENCE IS GREAT. WHEN THERE ARE DELAYS IT IS NOT CALTRAIN'S FAULT. SINCE I TAKE IT EVERY DAY, MOST OF THE TIME, YOU ARE ON TIME.
277	THE TRAINS ARE VERY NOISY! TRAINS NEED TO BE MORE FREQUENT, ESPECIALLY AT THE WEEKENDS. MORE BULLET TRAINS TOO, PLEASE.

TRAIN	COMMENT
282	I'D LOVE TO SEE BETTER INFO AROUND DELAYS AND THE IMPACT TO THE TIME TABLES. HOPING ELECTRIFICATION ALLOWS FOR FASTER AVERAGE VELOCITY. GOOD LUCK!
282	GOT A TICKET FIRST TIME RIDING, DIDN'T KNOW RULES, DIDN'T GET THE CHANCE.
282	NEEDS MORE TRACK TO TOLERATE ACCIDENTS BETTER.
282	CLEAR SIGNAGE IDENTIFYING TRAIN LINE NUMBER FROM THE SIDE WOULD BE EXTREMELY HELPFUL.
282	WOULD STILL LOVE TO SEE WI-FI ON TRAINS, HANDLES FOR CROWDED, STANDING-ROOM-ONLY TRAINS, AND ENFORCEMENT OF NO NON-BIKE PASSENGERS ON BIKE CAR (FOR BIKE SECURITY PURPOSES).
282	MORE BIKE CAPACITY, NO MORE OBNOXIOUS DRUNK PEOPLE!
282	HAVE TRAINS THAT RUN ALL NIGHT. REDUCE DRUNK DRIVING!
282	I DON'T HAVE A PROBLEM WHEN THE TRAIN RUNS AS SCHEDULED. WHEN THE TRAIN IS LATE, I MISS OTHER TRANSPORTATION CONNECTIONS AND MUST EXPEND ADDITIONAL FUNDS TO ARRIVE AT MY OFFICE. CURRENT SERVICE IS NOT WORTH THE EXPENSE OF A MONTHLY PASS.
282	CONDUCTOR [NAME REMOVED] DOES A GREAT JOB!
282	CAN WE ADD MORE TRAINS?
282	THE RED TRAINS ARE MUCH NICER AND CLEANER (EG. #282, #135). THE TRAIN SPEEDS COULD BE FASTER.
282	SATISFIED WITH CALTRAIN SERVICES AND KEEP UP THE GOOD WORK.
282	I USUALLY DON'T GET A SEAT ON THE WAY TO SAN FRANCISCO FROM BURLINGAME. IT WOULD BE GREAT IF THERE IS MORE CAPACITY; TRAIN IS OVER FULL. IF THERE COULD BE ONLINE TRACKING OF TRAIN DELAYS THAT WOULD BE HELPFUL.
282	FARES ARE TOO HIGH. NEED TO BE LOWER AND I WOULD RIDE MORE.
282	MORE PARKING AT SAN FRANCISCO STATIONS; HARDLY ANY PARKING THERE.
282	CONTINUE LIKE THAT. I AM VERY SATISFIED ACTUAL CUSTOMER.
282	DON'T RIDE TOO OFTEN.
282	SOMETIMES USE CALTRAIN 1 OR 2 OR 3 TIMES A WEEK OR MONTH.
282	SOME CONDUCTORS ARE NOT PERSONABLE AND THEY SHOULD BE. ALSO, RESTROOMS ARE ALWAYS REALLY DIRTY.
282	ONE ADDITIONAL COMMENT -- CALTRAIN HAS BECOME A LOT MORE POPULAR THAN A FEW YEARS BACK. PLEASE CONSIDER INCREASING FREQUENCY OF TRAINS DURING RUSH HOURS. MANY PEOPLE DO NOT GET TO HAVE A SEAT. THANKS!
282	CAPACITY! RIDERSHIP IS VERY HIGH AND TRAINS ARE FREQUENTLY FILLED TO CAPACITY OR OVER-CAPACITY. MORE BIKE CAPACITY VERY IMPORTANT. MY RATING FOR OVERALL SATISFACTION WOULD BE HIGHER IF NOT FOR OVER-CROWDING AND A RECENT PERSONAL THEFT FROM LUGGAGE CAR RACK.

TRAIN	COMMENT
282	THE TAG ON/OFF SYSTEM IS INCONVENIENT. A SYSTEM THAT CHARGES APPROPRIATE FARE WOULD BE BETTER. CALTRAIN SHOULD EDUCATE RIDERS ON: MOVING TOWARD THE BACK OF THE CAR WHEN CROWDED, NOT TAKING UP A SEAT WITH ONE BACKPACK, ETC. COURTESY TIPS.
282	1- PLEASE ADD MORE BIKE CARS. EVEN WITHOUT BIKES THEY PROVIDE STANDING ROOM FOR ANYONE. 2- WI-FI ON BOARD.
282	CALTRAIN OVERALL IS GREAT, BUT WITH DELAYS IT IS SUCH A HUGE ISSUE. NEED MORE NOTIFICATIONS. REAL TIME UPDATES WOULD BE HELPFUL. ALSO NEED TO HAVE TICKETS (AT LEAST MONTHLY PASSES) ON THE PHONE.
282	ADD MORE BULLET TRAINS DURING RUSH HOURS. I CAN NEVER GET A SEAT, AND I'M VERY TIRED AFTER WORK.
282	THE CAPACITY ISSUES DURING RUSH HOUR ARE OUT OF HAND. I RIDE FROM BURLINGAME AND HAVEN'T HAD A SEAT IN OVER A YEAR ON THE 225. I DON'T TAKE A BIKE ANY MORE BECAUSE IT'S TOO FULL.
282	RUSH HOUR SERVICE NEEDS MORE CARS; THEY ARE FREQUENTLY STANDING ROOM ONLY.
282	MORE BIKE CARS NEEDED. THEY GET SO CROWDED, IT'S HARD TO GET MY TRAIN, AND ALSO TO STAND.
282	MORE TRAINS DURING WEEKENDS, HATE WAITING FOR TRAINS.
282	IT WOULD BE NICE IF THERE WAS ONE OFFICIAL SITE/APP TO CHECK FOR DELAYS, ETA, CHANGE OF SERVICE, AND ALTERNATIVES.
282	DELAYS AT TRAIN STATIONS ARE ALWAYS SO UNCLEAR. PROVIDING UPDATES VIA LOUDSPEAKERS WOULD BE HELPFUL SO YOU KNOW WHAT THE DELAY IS AND HOW LONG IT WILL TAKE.
282	USE THE TRAINS ONLY ON SATURDAY. VERY USEFUL.
282	TOO BUMPY, THE LOCAL TRAIN TAKES TOO LONG, AND VERY BUMPY WHEN A LOT OF PEOPLE.
282	BIKE TRAINS ARE GREAT, BUT BEEN BUMPED SEVERAL TIMES. ALSO, PEOPLE SHOULDN'T BE ALLOWED TO HANG IN STAIRCASE ON BIKE TRAINS IF THERE IS NO ROOM ON THE TRAINS. MAKES IT VERY DIFFICULT FOR BIKES TO GET ON AND OFF.
282	I WISH THEY HAD MORE TRASH CANS OR BATHROOMS. SEATS ARE NOT COMFORTABLE.
282	MY ONLY FEEDBACK FOR ROOM FOR IMPROVEMENT: WORK ON IMPROVING ACCIDENT RECOVERY. I DON'T KNOW THE REASONS, BUT WHEN PEOPLE GET HIT BY THE TRAINS, RECOVERY OF SERVICE IS SLOW.
282	PASSENGERS WITH FOLD-UP SCOOTERS SHOULD NOT BE ALLOWED TO BRING THEM IN THE SEATING AREA. ONLY THE BIKE CAR. I TRIPPED ON A SCOOTER IN THE AISLE AND HURT MYSELF.
288	ADD MORE BIKE CARS.
288	MORE TIMES; BIGGER TRAINS.

TRAIN	COMMENT
288	VERY SATISFIED. IT WOULD BE APPRECIATED IF WE HAVE A FEW BULLET TRAINS STOPPING AT LAWRENCE AS WELL.
288	VERY SATISFIED. CAN IMPROVE ON ANNOUNCING TRAIN DELAYS AT STATIONS.
288	WHEN THERE ARE VERY LONG DELAYS, I FEEL LIKE YOUR COMPANY IS NEVER HONEST/UPFRONT ABOUT WHAT HAPPENS. FREQUENTLY, I BOARD A TRAIN AND LEARN FROM THE INTERNET THERE ARE DELAYS. TELL PEOPLE BEFORE THEY BOARD THAT SOMEONE GOT HIT! I ALSO RECENTLY HAD A VERY RUDE EMPLOYEE CHECK MY MONTHLY PASS, KICK ME OFF THE TRAIN/THREATEN TO TICKET ME, ONLY TO FIND ANOTHER EMPLOYEE (AFTER I GOT OFF THE TRAIN) WHO CONFIRMED MY PASS WAS VALID. I PAY \$250 A MONTH, BE POLITE!
288	BIKE CARS ARE A WASTE OF SPACE. WE ONLY NEED ONE. EVERY BIKE TAKES UP THE SPACE FOR 2 PASSENGERS. BIKE ENTRANCE AND EGRESS SHOULD BE ORGANIZED, I.E., BIKES KEEP RIGHT, PEDESTRIANS LEFT, ETC. MOST BIKE RIDERS ARE AGGRESSIVE.
288	HAVE MORE BABY BULLETS; FEWER DELAYS.
288	CALTRAIN RECOVERY TIME FROM EMERGENCY IS FAR TOO LONG. ONE TRAIN GOING OUT OF SERVICE SHOULD NOT IMPACT ALL OTHER TRAINS FOR EXTENDED PERIODS.
288	PLEASE SERVICE OLDER TRAINS! ESPECIALLY WHEELS -- FLAT SPOTS? OLDER TRAINS ARE MUCH TOO LOUD INSIDE, AFFECT PASSENGERS' HEARING, AND ADD FATIGUE, MAKE TRIPS UNPLEASANT. ALSO, TERRIBLE SHAKING, MAKING IT DIFFICULT TO READ/WORK ON THE TRAIN.
288	THANKS! I LOVE CALTRAIN! PLEASE BILL CLIPPER!
288	ASSISTANCE/ENFORCEMENT OF GOOD PRACTICE (STACKING ON BIKE TRAINS) WOULD BE VERY HELPFUL. IF A CONDUCTOR COULD DIRECT BIKERS TO RACKS THAT MATCH THEIR DESTINATION IT WOULD HELP OUT A LOT.
288	MAKE BETTER USE OF THE TWITTER ACCOUNT FOR DELAY INFORMATION. THE PERSON IN CHARGE OF IT SHOULD ALSO SPEND LESS TIME BEING CONDESCENDING AND SARCASTIC AND MORE TIME BEING INFORMATIVE.
288	REQUEST ONBOARD WI-FI/SMS NOTIFICATION FOR DELAYS, FASTER ONLINE TICKET BUYING, (MUCH) MORE PARKING SPACE AT CALTRAIN LOTS.
288	SERVICE HAS BEEN AMAZING LAST TWO YEARS. MOSTLY JUST WANT FASTER TRAINS. LOOKING FORWARD TO ELECTRIC TRAINS.
288	NEED TO BE ABLE TO GET SOME FRESHER AIR IN THE TRAIN. TOO STUFFY.
288	NOT ENOUGH SERVICE AFTER 7 PM; CONDUCTORS SHOULD REQUEST THAT ONLY BIKE RIDERS SIT IN BIKE CARS ON BUSY SERVICE TRAINS; MORE SECURITY FOR GIANTS GAMES WHEN RIDERS ARE DRUNK.
288	GENERAL INFORMATION: #19 PLEASE HAVE MORE FAST/FREQUENT TRAINS; SF TO SOUTH BAY COMMUTE IS SOMETIMES TWICE AS LONG AS IT WOULD TAKE TO DRIVE!

TRAIN	COMMENT
288	PLEASE START HAVING LATER TRAINS RUN BOTH NORTH AND SOUTH, ESPECIALLY ON THE WEEKENDS. IT IS VERY INCONVENIENT FOR PEOPLE WHO TAKE THE TRAIN SOMEWHERE AND THEN CAN'T RIDE IT HOME AT MIDNIGHT OR 1-2AM. OR EVEN 11 PM.
288	NEED WI-FI.
288	THANK YOU! PLEASE INCREASE SERVICE FREQUENCY ON WEEKENDS AND AT NIGHT.
288	NEED BETTER DIGITAL/ELECTRONIC REAL-TIME SIGNAGE. LOOK AT PARIS, TOKYO. KEEP UP THE 2 BIKE CARS!! THANK YOU!! BETTER EMBARKING/DISEMBARKING IN SF/4TH AND KING. ONE MORE NB EXPRESS TRAIN IN THE AM.
288	I DEPEND ON CALTRAIN FOR TRAVEL BETWEEN PALO ALTO AND SF. YOU GUYS ARE AWESOME!!
288	BIKE CAPACITY DURING AM WORK RUSH!!
288	MORE TRAINS STOPPING AT PALO ALTO AND SOUTH SAN FRANCISCO WOULD BE GREAT.
288	GENERALLY SPEAKING, I THINK THAT WHERE CALTRAIN CAN IMPROVE IS NOT QUALITY OF EXPERIENCE, BUT LEVEL OF SERVICE. FOR EXAMPLE, MORE BULLETS ON THE WEEKEND AND HIGHER FREQUENCY OF TRAINS IN GENERAL.
288	WOULD LIKE TO HAVE WI-FI ON BOARD. STATION ANNOUNCEMENT OF TRAIN DELAYS/ACCIDENT AND WHAT TRAIN LEAVES NEXT/WHEN NEED TO BE IMPROVED AND MORE CLEAR.
288	CONDUCTORS NEED TO PAY MORE ATTENTION TO NOISY PASSENGERS, PARTICULARLY WHEN THEY TALK LOUDLY AND DISTURB OTHERS (OR OTHER FORMS OF NOISES). AFTER GAMES, THEY NEED TO PAY ATTENTION TO ROWDY PASSENGERS WHO DISTURB OTHERS.
288	REAL TIME INFORMATION AND UP-TO-DATE SCHEDULES WOULD BE EXTREMELY USEFUL. SOMETHING LIKE SAN FRANCISCO MUNI'S NEXTBUS THING, WHERE I CAN CHECK STATUS ON MY PHONE WOULD BE REALLY GREAT. ALSO, ONE AGGREGATE SCHEDULE THAT INCLUDES HOLIDAYS AND GIANTS GAMES, WHERE I DO NOT HAVE TO PULL UP MULTIPLE SOURCES OF INFORMATION. ALSO, PLEASE KEEP THE BIKE SPACE.
288	BIKE CARS ARE GETTING VERY OVERCROWDED. ADDING MORE CAPACITY WOULD BE HELPFUL.
288	PLEASE ADD SOME NIGHTLY SERVICE!
288	1-PLEASE BUILD RESTROOMS IN ALL CALTRAIN STATIONS AND IF POSSIBLE HAVE AT LEAST 5 RESTROOMS IN ALL TRAINS. 2-GET RID OF TAGGING AND DO SOMETHING LIKE BART.

TRAIN	COMMENT
288	LAST WEEK ON THIS TRAIN, 288, A [DETAILS REMOVED] CONDUCTOR YELLED "JESUS, PEOPLE LET THE BIKE ON." THIS INSTANCE AND MANY OTHERS OF CONDUCTORS BEING DISCOURTEOUS AND SHOWING LACK OF PROFESSIONALISM IS ASTOUNDING. THE [DETAILS REMOVED] CONDUCTOR ON TRAIN 319 IS THE WORST. WE PAY TOO MUCH TO RIDE THE TRAIN AND BE YELLED AT AND CRITICIZED. INSTILL CUSTOMER SERVICE IN YOUR STAFF.
288	OVERALL GOOD, BUT MORE BIKE CAPACITY ON FAST BULLET 5:14, 6:14, TO SAN JOSE. I LIKE TABLES ON THE NEWER CARS (EG 5:14 TRAIN). WHEN AN INCIDENT OR BREAKDOWN OCCURS, TIMELY INFORMATION MEANS I CAN FIND ALTERNATE MEANS FASTER.
288	MOSTLY THE ISSUE IS WITH RISING RATES OF DELAYS DUE TO ACCIDENTS. FRUSTRATION ARISES FROM NOT BEING ABLE TO CHECK FOR DELAYS IN ADVANCE ON A RELIABLE APP. PLEASE!! CREATE AN OFFICIAL APP FOR USERS TO TRACK. ALSO, INCREASE IN FREQUENCY WILL BE APPRECIATED.
288	WHY IS THERE NO WI-FI OFFERING? WE'RE IN THE TECH CAPITAL OF THE WORLD YET ONE OF THE MAJOR TRANSPORTATION MEDIUMS DOESN'T OFFER INTERNET ACCESS. I OR MY COMPANY WOULD PAY \$50/MONTH EASILY IF I HAD RELIABLE WI-FI ON THE TRAIN.
288	#13- SOMETIME VOLUME IS TOO LOW, EVEN CONDUCTORS SPEAKING ARE TOO QUIET.
288	PLEASE BE ON TIME!
288	1- TOO FEW CARS ON COMMUTE AM AND PM TRAINS -- LEAVING MANY PASSENGERS STANDING. 2- POOR COORDINATION DURING DELAYS – OFF-BOARDING ARRIVING TRAINS AND BOARDING. SUGGEST USING DIFFERENT STATION DOORS.
288	IT IS VERY GOOD.
288	NEED MORE BIKE CARS. CURRENTLY IT IS A PAIN TO TRAVEL IN THE BIKE CAR.
288	WE NEED MORE FREQUENT AFTERNOON TRAINS, AND LATER NORTHBOUND SERVICE. 54-MINUTE GAPS (SOUTHBOUND) FROM 5-8 ARE TOO LONG.
288	PLEASE ADD MORE BIKE CARS AND SEATING ABOVE BIKES.
289	LET'S EXPEDITE TRANSITIONING TO ENERGY-EFFICIENT ELECTRIC TRAINS AS MUCH AS POSSIBLE. CALTRAIN IS A NECESSARY PUBLIC TRANSIT SERVICE THAT I USE REGULARLY, BUT IT'S UNACCEPTABLE TO ME THAT IT STILL RUNS ON DIESEL IN 2015! (AND THUS I APPRECIATE IT! ESPECIALLY IN THE BAY AREA!)
289	NOT HAPPY ABOUT NOTICES ABOUT SIGNIFICANT DELAYS, INFORMATION IS NOT TIMELY. OFTEN IT REFERS TO AN INCIDENT THAT TOOK PLACE HOURS BEFORE. BIKE AVAILABILITY COULD BE IMPROVED ON SOME OF THE COMMUTE-TIME TRAINS.
289	I HAD MY BIKE STOLEN FROM THE PALO ALTO STATION 2 YEARS AGO, BUT OTHER THAN THAT, CALTRAIN IS WONDERFUL.
289	I WAS UNCLEAR THAT FOR MONTHLY PASSHOLDERS, I DO NOT NEED TO TAP ON AND TAP OFF. THIS SHOULD BE COMMUNICATED MORE CLEARLY.

TRAIN	COMMENT
289	BETTER/MORE ON BOARD BIKE ACCOMMODATION.
289	PLEASE ADD MORE BIKE CARS. IT'S NOT ENOUGH. SOMETIMES I CAN'T GET ON THE TRAIN BECAUSE THE BIKE CAR IS FULL.
289	EARLIER WEEKEND TRAINS AND MORE FREQUENT WEEKDAY BULLET TRAINS THAT LEAVE AFTER 7.
289	AT THE MOUNTAIN VIEW STATION, CALTRAIN DOESN'T SYNCHRONIZE WITH VTA. IT WOULD BE GREAT IF THESE 2 SYSTEMS CONNECT TO EACH OTHER.
289	FOR THE ELECTRICITY PROJECT IN THE FUTURE, PLEASE CONSIDER TO HAVE ON-BOARD FREE WI-FI. CALTRAIN WEBSITE HAS NOT UPDATED FOR THAT INFO FOR ABOUT 2-3 YEARS.
289	THE ONLY THING I CARE ABOUT IS SPEED AND FREQUENCY OF TRAINS.
289	MORE BULLET TRAINS.
289	CALTRAIN DELAYS ARE VERY FRUSTRATING. LOTS OF INEFFICIENCY DURING DELAYS INCREASE THE FREQUENCY OF BULLET TRAINS UNTIL 10:30AM.
289	I WAS FOLLOWED ONTO CALTRAIN ONCE ON AN EARLY MORNING (6-7 AM) TRAIN BY A MENTALLY DISTURBED MAN WHO WAS FOLLOWING ME FROM MUNI IN SF. I HOPED THE CONDUCTOR WOULD CHECK TICKETS AT THE DOOR, BUT HE/SHE DIDN'T, SO THE MAN BOARDED WITHOUT ONE. ON BOARD, I DIDN'T KNOW WHERE TO FIND THE CONDUCTOR TO ASK FOR HELP. IT WOULD BE GREAT IF YOU COULD LET US KNOW WHERE THE CONDUCTOR CAR IS AND IF YOU COULD CHECK TICKETS MORE VIGILANTLY TO PREVENT THIS FROM HAPPENING IN THE FUTURE.
289	LATER LEAVING EXPRESS TRAINS AT NIGHT.
289	CANNOT BUY ZONE UPGRADE WITH CLIPPER CARD.
289	CONDUCTORS GIVE CITATIONS SO ARBITRARILY -- SOME DON'T HAVE TICKETS AND IT'S OK. SOME TICKETS ARE SLIGHTLY OFF AND THEY GIVE CITATIONS.
289	I LOVE THE TRAIN BECAUSE I AM WITH [NAME REMOVED]!
289	I LOVE MY EXPERIENCE ON THE TRAIN, THANK YOU!
289	ON BOARD RESTROOMS NOT GENERALLY KEPT UP -- RATHER SMELLY. THE OLD CONDUCTOR UNIFORMS UNDER AMTRAK WERE MUCH MORE PROFESSIONAL. THE CURRENT UNIFORMS REALLY STAND OUT. CAR INTERIORS NOT REALLY KEPT UP.
289	BETTER WEB ACCESS TO ACTUAL TRAIN LOCATION/SCHEDULE DELAYS WOULD BE HIGHLY DESIRED. DURING INCIDENTS, BETTER DETAIL OR EXPECTED DELAY INFO AT STATIONS WOULD BE GREAT SO ALTERNATE PLANS COULD BE ARRANGED IF NEEDED.
289	OFTEN, THERE IS THE SMELL OF URINE ON THE TRAIN. IN THE MORNING, TRAINS ARE FULL; NEED TO STAND FOR 15 MINUTES AND INFO LIMITED AT STATIONS.
289	THANKS FOR GREAT SERVICE! I LOVE CALTRAIN!
289	I COMMUTE FROM SF TO MENLO PARK EVERY DAY. GREAT CREW ON THE 6:37 AM TRAIN. ONLY COMPLAINT IS WHEN THERE IS AN "INCIDENT" AND IT HAS DELAYS, IT'S HARD TO GET UPDATED WHILE ON THE PLATFORM WAITING! OTHERWISE WELL DONE!



TRAIN	COMMENT
289	WHEN TRAINS ARE RUNNING OFF-SCHEDULE, IT OFTEN IS NOT CLEAR WHEN THEY PULL INTO THE STATION WHETHER THE TRAIN IS A LOCAL, LIMITED, OR BABY BULLET. FOR THE NEW ELECTRIC TRAINS, I REALLY HOPE THEY ARE QUIET INSIDE (NOT LIKE BART).
289	LESS NON-BIKE PEOPLE IN THE BIKE CARS PLEASE. MORE BULLETS PLEASE.
289	I HAVE LOST MANY ITEMS ON CALTRAIN AND HAVE YET TO BE ABLE TO RECOVER THEM, NOR TALK TO A HUMAN ABOUT WHERE THEY MAY BE. IMPROVE YOUR LOST AND FOUND.
289	I UNDERSTAND THE NEED FOR MORE BIKE CARS, HOWEVER BIKES AND RIDERS TAKE UP A LOT OF SPACE. WHY AREN'T THEY PAYING MORE? I LEAVE MY CAR AT HOME SO BIKES AREN'T THE ONLY ONES MAKING A CASE FOR HELPING THE ENVIRONMENT ETC. MY RIDE IS SHORT, BUT I RARELY GET A SEAT - NEED MORE TRAIN CARS FOR PEOPLE!
313	BATHROOMS ARE DISGUSTING. MORNING CONDUCTORS ARE GREAT .
313	TOO MANY PASSENGERS ON BOARD NOW. IT'S IMPOSSIBLE TO GET A SEAT UNLESS YOU LINE UP IN SF 10- TO- 15 MINUTES EARLY BETWEEN 4 PM AND 7 PM. PLEASE RUN MORE CARS DURING COMMUTE HOURS.
313	I WISH YOU COULD SIGN UP FOR CALTRAIN TEXTS ALERTING RIDERS OF DELAYS BEFORE ARRIVING AT THE STATION TO COMMUTE. I DON'T CHECK TWITTER OFTEN, SO I USUALLY MISS THE UPDATES AND DON'T FIND OUT ABOUT TRANSIT PROBLEMS IN TIME TO MAKE ALTERNATE ARRANGEMENTS.
313	REQUEST TO IMPROVE MY CALTRAIN EXPERIENCE IS WI-FI. SPACE AND SEATING IS ALSO A BIG ISSUE.
313	FOLLOW THE LEAD OF EUROPE AND ASIA, THE TRAIN IS THE MAIN MODE OF TRANSPORTATION !!!
313	IT HAS ALWAYS BEEN A GREAT EXPERIENCE TAKING CALTRAIN. THANKS.
313	THE WINDOWS ARE ALWAYS DIRTY, BOTH INSIDE AND OUT. THE 8 YEARS I'VE BEEN RIDING CALTRAIN, I HAVE NEVER SEEN THE WINDOWS CLEAN. WATER SPOTS EVERYWHERE.
313	WOULD BE GREAT TO HAVE WI-FI ON TRAIN, MORE BATHROOMS, MORE SINGLE SEATS. BATHROOMS AT SF STATION ARE NOT CLEAN.
313	WHY ARE THE TRAINS NEVER ON TIME FOR ARRIVALS? CONDUCTORS SHOULD STOP LYING TO PASSENGERS WHEN THERE ARE DELAYS. SAYING THAT WE WILL MOVE IN 10-15 MINUTES WHEN IT TAKES 45 MINUTES REALLY PISSES OFF PASSENGERS.
313	PLEASE HAVE MORE EXPRESS TRAINS ESPECIALLY DURING COMMUTE HOURS. IT'S ALSO HELPFUL TO HAVE MORE FREQUENT TRAINS (LIKE BART) DURING EARLY AFTERNOON. (1-3).

TRAIN	COMMENT
313	SF TRAIN STOP AT 4 <sup>TH</sup> /KING IS VERY DIRTY. CAN'T PAY FOR PANHANDLING W/COMPANY PREPAID CREDIT CARD. HOMELESS PEOPLE ON TRAIN THAT SMELLED SO BAD NO ONE WOULD SIT NEXT TO THEM FOR 2 ROWS. VERY IMPORTANT THAT THEY CLEAN THE SEATS. UPGRADE THE SEATS. I ALSO FIND WINDOWS INSIDE AND OUTSIDE REAL DIRTY.
313	8-RIDE TICKETS IN PAST DIDN'T HAVE 30 DAYS' EXPIRATION. HAVING SUCH A SHORT PERIOD IS NOT CUSTOMER FRIENDLY AND IS NOT IN BEST INTEREST OF THE CUSTOMERS YOU SERVICE.
313	ADD FEATURES TO REAL-TIME WEB SERVICE, LIKE AN ACTUAL APP INSTEAD OF JUST HTML. PUT TRAIN #'S ON OUTSIDE OF TRAIN, NOT JUST LAST 2 #'S ON FRONT. LIST TRAINS FOR TRACKS IN SAN JOSE LIKE YOU DO IN SF.
313	NEED BETTER, UPDATED DISPLAYS OF STATIONS. I RELY ON THE TWITTER FEEDS FOR NOW, BUT THAT'S NOT A GOOD LONG TERM SOLUTION.
313	WOULD LOVE WI-FI.
313	ENFORCEMENT BY CONDUCTORS OF BASIC COURTESY FROM OTHER PASSENGERS WOULD BE APPRECIATED: LIMIT LONG CELL PHONE CALLS, PASSENGERS GETTING ON TRAINS BEFORE OTHER PASSENGERS GET OFF SO THEY CAN GET SEATS AHEAD OF THE MORE COURTEOUS PASSENGERS, ETC.
313	TOO MANY PASSENGERS, BUT OTHERWISE YOU ARE DOING GREAT!
313	CALTRAIN SHOULD ADD WI-FI TO ALL TRAINS.
313	THANK YOU FOR YOUR SERVICE!
313	SUGGESTIONS: GIVE PEOPLE A WAY TO BUY PARKING AND TRAIN TICKETS ONBOARD. THERE SHOULD BE AN APP. FOR THAT. DISPLAY UPCOMING STOP WOULD BE NICE, BECAUSE PEOPLE'S EARS ARE PLUGGED WITH HEADPHONES. APPRECIATE ALL THE WORK KEEPING CALTRAIN TRAIN RUNNING EVERY DAY. FIND A BETTER WAY TO DEAL WITH AN ACCIDENT ON TRACKS.
313	WOULD LIKE LATER AND EARLIER TRAINS, 7 DAYS A WEEK.
313	PLEASE REMIND BIKERS OF THE RULES BY ANNOUNCING THEM. PLEASE INSTALL NO SMOKING SIGNS ON PLATFORMS. PLEASE PAINT "WALK BIKES" AT THE TOP OF RAMP OUTSIDE SJ. SF -- NO STOPS ONCE/HOUR TO OFFLOAD, SOME CAPACITY. ADD MORE WEEKEND BULLETS DURING MAJOR CONFERENCES, JUST LIKE BASEBALL GAMES. ADD EXTRA TRAINS. GIVE THE 313 A NEW 6-CAR TRAIN (TOO CROWDED OTHERWISE)! IF YOU ARE GOING TO GIVE BIKES EVEN MORE CAPACITY, CHARGE FOR PRIVILEGE (NOT A RIGHT).
313	ONE OF THE TICKET MACHINES @ PALO ALTO HAS A NON-FUNCTIONING KEY (NUMERCAL) -- NB SIDE.
313	GENERALLY VERY HAPPY WITH SERVICE AND STAFF ARE GREAT, MORE CAPACITY REQUIRED AT PEAK TIMES, ESPECIALLY SOUTHBOUND @ 5-6 PM. MORE FREQUENCY AFTER 730 PM WOULD BE GOOD.
313	SECURITY CAMERAS IN PARKING LOTS. MY CAR WAS VANDALIZED FOR \$5000 +.

TRAIN	COMMENT
313	CALTRAIN CONDUCTOR ON 313 IS VERY FRIENDLY ALWAYS GREETES ME AND OTHERS. KNOWS REGULARS BY NAME. MAKES US FEEL LIKE WE ARE IMPORTANT.
313	GOOD OVERALL JOB. WORK TO CORRECT AND ANNOUNCE PROBLEMS. FEW THINGS ARE WORSE THAN BEING STUCK ON A TRAIN FOR AN HOUR AND OFTEN MORE WITHOUT KNOWING WHY.
313	PUT MORE INFO ON CELLPHONE. USE PHONE TO PAY TICKET. WI-FI ON TRAIN VERY IMPORTANT. YOU CAN INTEGRATE A LOT OF INFO AND SAVE MONEY TOO.
313	WE NEED CLIPPER MACHINES AT ALL STATIONS.
313	PLEASE FIND A WAY TO ACCEPT DEBIT CARDS AT TICKET MACHINE.
313	THERE IS A CONDUCTOR ON THE BULLET TRAIN FROM SF KING/4 <sup>TH</sup> STATION TO THE SOUTH BAY, 4:33. HE IS THE MOST ANNOYING CONDUCTOR. RIDING THE TRAIN 6 YEARS NOW. PLEASE TELL HIM TO STOP TALKING ON THE INTERCOM / LESS IS BETTER. WHEN THERE IS AN INCIDENT/FATALITY CALTRAIN STILL DOES NOT KNOW WHAT TO DO.
313	GREAT SERVICE.
313	OVERALL, I HAVE A GOOD EXPERIENCE WITH CALTRAIN. IT WOULD BE NICER IF THE SEATS HAD MUCH MORE LEG ROOM. I FEEL CRAMMED AT TIMES AND GET UNCOMFORTABLE WITH LACK OF AIR CONDITIONING. MORE BABY BULLET TRAINS WOULD BE NICE.
313	PLEASE ADD FENCING ALONG TRACKS. THE RATE OF SUICIDES THIS YEAR IS WAY TOO HIGH. ALSO, SOME A/C UNITS IN SOME OF YOUR CARS DON'T WORK. PLEASE LOOK INTO THESE. THANKS.
313	THE LOCAL ALL-STOPS TRAIN DOES NOT MAINTAIN THE PUNCTUALITY AS OFTEN SEEN DURING RUSH HOURS OR EVEN ON WEEKENDS. THE BULLET SERVICE IS FINE. THERE IS MINI BULLET TRAIN ON THE MORNING SCHEDULE FOR THE 5:45 AM TO 8:03 FOR SAN JOSE, BUT THERE IS NO BULLET SERVICE FROM PALO ALTO BEFORE 4:45 PM. WE NEED ONE EXTRA BULLET SERVICE WHICH SHOULD MOVE BETWEEN 4 PM AND 4:45 PM.
313	FRIENDLY STAFF. TRAIN JUST NEEDS TO BE CLEANED.
313	BATHROOMS ARE CLEAN, BUT THE CARS WITH THE BATHROOMS ALWAYS SMELL. EVERYTHING ELSE IS GREAT. THANK YOU.
313	BATHROOM ALWAYS STINKS.
313	EVERYONE PROVIDES SERVICE W/A SMILE.
313	IT WOULD BE NICE IF THE TIMES OF THE BABY BULLET TRAINS ARE ALWAYS ON THE ELECTRONIC SIGNS OF THE PLATFORMS.
313	OUR 6:45 CONDUCTORS ARE GREAT, HELPFUL, AND WONDERFUL SENSE OF HUMOR.
313	NEED TO IMPLEMENT FEASIBLE SOLUTION WHEN TRAINS DELAYED DUE TO ACCIDENTS.

TRAIN	COMMENT
313	THE MOST CONCERN TO ME ARE THE LACK OF INFORMATION ABOUT STOPS/DELAYS ON THE PLATFORMS AND ON THE TRAIN. DELAYS DUE TO TRAFFIC ACCIDENTS ARE VERY INCONVENIENT. PLEASE, HAVE BUSES READY TO BRIDGE PEOPLE. MORE FAST TRAINS, PLEASE. NON STOP SFO-SAN JOSE.
313	BATHROOM STINKS UP ENTIRE CAR. NEED MORE TRAINS ON GIANTS' GAMES. NEED TRAIN BETWEEN 5:12 AND 5:40 AT PALO ALTO. [NAMES REMOVED] ARE GOOD CONDUCTORS. NEED MORE CARS ON RUSH HOUR TRAINS.
313	MORE TRAINS ON GAME DAYS. MORE TRAINS AT PEAK COMMUTE TIME. MORE TRAINS STOP SOUTH OF DIRIDON. OLDER TRAINS NOT ENOUGH ROOM. PARKING SO EXPENSIVE AT STATIONS.
313	BATHROOMS SMELL, IT'S TOO HOT ON TRAIN.
313	AREAS OF CONCERN: ACCIDENT DELAYS; INCREASE IN NUMBER OF TRAINS (BULLETS AND LIMITED) AFTER 9 AM WOULD BE GREAT. CONDUCTOR BEHAVIOR 2 MONTHS AGO: A PASSENGER VERBALLY ABUSED SEVERAL COPASSENGERS, INCLUDING WOMEN AND ELDERS. CONDUCTOR ON SCENE REMOVED OFFENDER FROM SEAT BUT NOT FROM CAR. FURTHER, CONDUCTOR WAS RUDE TO ABUSED PASSENGERS.
313	I WOULD VALUE MORE FREQUENT STOPS AT LOCATIONS SUCH AS MENLO PARK, LAWRENCE, SANTA CLARA.
313	NEED BETTER RECOVERY TIME WHEN DISASTER ON THE TRACKS OCCURS. PEOPLE ARE STRANDED TOO LONG. NO ONE SHOULD HAVE TO PAY A DOLLAR TO USE THE RESTROOM AT THE PALO ALTO STATION. THIS SHOULD BE A SERVICE OF CONVENIENCE FOR PASSENGERS WHO HAVE WORKED LONG HOURS.
313	CAN WE GET WI-FI?
313	NEED MORE TICKET MACHINES AT SAN JOSE STATION. THE CONDUCTOR ON THE SB 366 TRAIN IS SO LOUD AND CONSTANTLY TALKS ON THE MIC. AFTER A LONG DAY, IT'S PRETTY FRUSTRATING TO LISTEN TO. I WOULD LIKE AN EARLIER BULLET TRAIN OUT OF SF ON WEEKDAYS. THE EARLIEST ONE IS 4:09, WHICH IS LATE. SHUTTLE BUSES BETWEEN STATIONS AS SOON AS TRACKS ARE SHUT DOWN. PLEASE BRING WI-FI. MORE INFO ABOUT VTA ROUTES TO TAKE IF CALTRAIN IS NOT OPERATING. THERE'S NOT A LOT OF INFO PASSED AROUND AFTER TRAINS ARE DOWN ABOUT HOW TO GET TO OTHER STATIONS.
313	VERY BUMPY RIDE. NO LEG ROOM ON CROSS-FACING SEATS. RUNNING @ OVER CAPACITY. OLD TIMEY TRAIN EXPERIENCE. TOO BAD WE DON'T SEEM TO HAVE MONEY TO BUILD A MODERN TRAIN SYSTEM.
313	HOW ABOUT MORE BULLET SERVICE ON WEEKENDS, ESPECIALLY AT NIGHT? ELECTRONIC DISPLAYS AT STATIONS ARE USELESS -- NO VITAL INFO ON EMERGENCIES.
313	THE SCHEDULE REALLY NEEDS TO BE ADJUSTED, ESPECIALLY WHEN CONNECTING TO BART. MORE CARS NEED TO BE ADDED DURING PEAK TIME. CAN WE NOT PURCHASE A SEAT LIKE THE AIRLINES DO?

TRAIN	COMMENT
313	ON BOARD EXPERIENCE: UNCOMFORTABLE SEATS IN OLDER TRAINS (FOAM OR SPRINGS USUALLY COLLAPSED); NOISY FROM TRACKS OR WHEELS; COLD, ESPECIALLY IN WINTER, IT'S COLDER INSIDE TRAIN THAN OUTSIDE; VIBRATION/SHAKING ON OLDER TRAINS FROM TRACK OR WHEELS.
313	THE CONDUCTOR ON THE 366 TRAIN MAKES EXCESSIVE, DISRUPTIVE ANNOUNCEMENTS. HE REPEATS THE NEXT STATION AROUND 10 TIMES AND CLICKS THE MICROPHONE ON AND OFF BETWEEN EACH PHRASE. THIS IS THE ONLY THING THAT BOTHERS MY OVER 2,000 MILES/MONTH EXPERIENCE ON CALTRAIN.
313	THERE SHOULD BE CAMERAS ON THE TRACKS TO SEE ANY TRESPASSERS AHEAD OF TIME AND PREVENT SOMETHING AWFUL FROM HAPPENING. I WOULD LIKE TO SEE MORE ACCURATE TRAIN ARRIVALS. PASSENGERS MISS THEIR CONNECTIONS DAILY. MORE LEG ROOM FOR THE QUAD SEATS.
313	PLEASE ADD WI-FI TO CALTRAIN.
313	THE AFTERNOON TRAIN FROM SF IS ALWAYS EXPERIENCING DELAYS. THERE NEEDS TO BE A BETTER SYSTEM FOR MAINTAINING SPEEDY SERVICE WHEN A TRAIN HITS SOMEONE. I WAS STUCK ON THE BULLET TRAIN FOR 4 HOURS A FEW MONTHS AGO.
313	BUILD A MASSIVE WALL AROUND THE TRACKS LIKE THE ONE WE BUILT ON THE MEXICO BORDER SO PEOPLE STOP JUMPING IN FRONT OF THE TRAIN SO OFTEN. NEED TO SPEED UP THE PROCESS AFTER ACCIDENTS.
313	A SEPARATE ENTRANCE AT 4 <sup>TH</sup> /KING FOR BIKES. ALSO ADD WI-FI TO THE TRAINS.
324	PLEASE MAKE PARKING PAYMENT MACHINES. ALWAYS A LINE, NOT ENOUGH MACHINES. ALSO, CLEANER RESTROOMS ON THE TRAIN AND AT THE STATION.
324	PLEASE INSTALL CLIPPER ON THE TRAIN. GIVE MORE INFO ABOUT ARRIVING TRAINS, TYPE OF TRAIN, AND THE STOPS IT MAKES.
324	I DISLIKE HOW PAYMENTS ARE HANDLED. TAPPING OFF IS SILLY -- IT FEELS LIKE A SCAM TO GET MORE MONEY. I DON'T UNDERSTAND WHY YOU CAN'T BUY A TICKET ON THE TRAIN LIKE MTA IN NY.
324	MORE BIKE CARS PLEASE.
324	HARD TO TELL WHICH TRAIN IS EXPRESS UNTIL I DOWNLOAD A MOBILE APP.
324	DISSATISFACTIONS NOT COVERED IN THE SURVEY: LACK OF CAPACITY, NOISE, DELAYS DURING GIANTS GAMES, LARGE DELAYS DURING ACCIDENTS OR OTHER INCIDENTS. OTHERWISE, HAS BEE GOOD EXPERIENCE.
324	THE MAIN PROBLEM IS THAT WHEN CALTRAIN IS LATE, WE NEVER KNOW HOW LONG THE DELAY IS.
324	MORE BIKE CARS.
324	MORE BIKE CAPACITY. EXTRA TRAINS ON SHARKS/GIANTS GAME DAYS. AN OFFICIAL TWITTER FEED.

TRAIN	COMMENT
324	PLEASE STOP THE ANNOYING LECTURE BY THE CONDUCTORS WHEN THE TRAIN LEAVES SF. PLEASE GET NORMAL HEIGHT PLATFORMS AND TRAINS LIKE THEY HAVE IN EUROPE AND ON BART. IN FACT, WHY NOT JUST EXTEND BART DOWN THE CALTRAIN TRACKS AND SHUT DOWN CALTRAIN?
324	NEED TO MANAGE GAME NIGHTS BETTER – OVERCROWDING, NO SEATS. BALLPARKS SHOULD PAY US FOR HARDSHIP.
324	LOUDSPEAKER TRAIN INFORMATION WHEN THERE IS A MAJOR DELAY IS NOT INFORMATIVE. WE KNOW IT'S LATE -- WHEN WILL IT ARRIVE? EXPECTED DELAY TIME, ROUTE CHANGE ARE MORE USEFUL.
324	I LOVE CALTRAIN. IT'S A RELIABLE, SAFE, PLEASANT COMMUTE. INCREASE SECURE BIKE PARKING AT KEY STATIONS. I LOVE SF BIKE VALET PARKING. GIVE MORE INFO WHEN BIG DELAYS HAPPEN. GET RID OF BATHROOMS. RESTORE 1/2 HOUR DAYTIME BABY BULLETS STARTING AT 3:30 PM.
324	I AM LARGELY HAPPY WITH MY CALTRAIN EXPERIENCE, WITH ONE LARGE EXCEPTION: GIANTS GAME DAYS. THE CROWDS ARE LOUD, DRUNK, AND THERE'S NEVER ROOM TO SIT. I THINK EXTRA GAME DAY TRAINS ARE NEEDED. IT'S JUST TOO UNCOMFORTABLE OTHERWISE.
324	WI-FI PLEASE!
324	SIGNIFICANT IMPROVEMENT IS NEEDED FOR TRAIN DELAYS AND INCIDENTS. RARELY DO CONDUCTORS KNOW WHAT IS GOING ON AND THE SOLVING OF THE LOGISTICS IS SLOW AND NOT COMMUNICATED.
324	WI-FI PLEASE.
329	I GET ON THE 8:33 IN REDWOOD CITY AND THERE IS ALMOST NEVER AVAILABLE SEATING.
329	OVER THE PAST TWO YEARS, THE OVERALL QUALITY HAS DECREASED DRAMATICALLY. NOW, TRAINS ARE OFTEN OVER-FILLED AT PEAK HOURS (WHY DO YOU USE THE OLD TRAINS AT THESE TIMES!? I KNOW THEY HOLD MORE BIKES BUT COME ON!). SOME CONDUCTORS (NOT ALL) ARE DOWNRIGHT ABUSIVE. I WAS JUST TALKING WITH A CO-WORKER WHO DECIDED TO STOP RIDING CALTRAIN, AND I CAN TOTALLY UNDERSTAND WHY. DON'T THINK YOU'RE FREE FROM COMPETITION.
329	SATISFACTORY OVERALL. WI-FI ON ELECTRIC TRAIN WOULD BE GOOD TO HAVE. I MAY NOT USE IT FOR SECURITY/PRIVACY REASONS, BUT PEOPLE WHO DON'T CARE FIND IT USEFUL.
329	IT WOULD BE BETTER TO HAVE A WAIT IN LINE WHEN THE COMMUTERS ARE GOING ONBOARD; OTHERWISE, IT IS A CHASE AS EVERYONE RUSHES ON BOARD.
329	NEED MORE CARS/CAPACITY DURING PEAK HOURS.
329	INCREASE IN THE FREQUENCY OF THE TRAINS WILL BE USEFUL; ESPECIALLY BABY BULLETS.
329	MORE PRECAUTIONS TO PREVENT ACCIDENTS AND DELAYS.
329	CONSIDER ANNUAL PASS.

TRAIN	COMMENT
329	WI-FI ON-BOARD WILL BE VERY HELPFUL. MORE CARE NEEDS TO BE TAKEN TO REDUCE ACCIDENTS AND FATALITIES, WHICH HAVE INCREASED IN 2015.
329	CALTRAIN SHOULD ARRANGE WI-FI ON-BOARD. REALLY HELPS DURING THE LONG COMMUTE.
329	CAPACITY IS THE KEY PROBLEM. EXPRESS TRAINS ARE FILLED BEYOND CAPACITY DAILY.
329	PLEASE CONSIDER ADDING MORE COVERED AREAS AT STATIONS. HOT SUMMER SHADE WOULD BE NICE, OR [DURING A] WET WINTER.
329	THE CURRENT SEATS ARE PRETTY UNCOMFORTABLE FOR LONG PERIODS OF TIME.
329	FIGURE OUT HOW TO PREVENT SUICIDES/CARS ON TRACKS.
329	WI-FI? MORE RED BABY BULLET TRAINS.
329	WI-FI ON CALTRAIN WOULD BE HUGE! I CAN'T BELIEVE THAT IN SILICON VALLEY A MODERN TRAIN WOULD NOT OFFER THE MOST ADVANCED FEATURES.
329	DELAYS ARE POORLY COMMUNICATED AND MANAGED AT SF. POOR COMMUNICATION OF DELAYS AT STATION (SAN MATEO). NO BUS BRIDGES EVER! BATHROOM AT SF IS DISGUSTING.
329	MORE TRAINS TO TAMIEN AFTER 9:40 PM. CLIMATE: OFTEN TOO HOT/STUFFY IN TRAINS. HAVE SOME BULLET TRAINS AFTER RUSH HOURS.
329	FOR THE MOST PART, ALL CONDUCTORS ARE GREAT, BUT THERE ARE A COUPLE THAT TEND TO YELL AND BE RUDE. ALSO, I'M GLAD THAT THEY ARE FINALLY STARTING TO LOOK AT PREVENTING THE # OF SUICIDES. PLEASE DO SOMETHING!!
329	I LOVE TAKING CALTRAIN TO AND FROM WORK. I AM LOOKING FORWARD TO THE HIGHER SPEED TRAINS AND HOPE THE TRAIN SCHEDULE WILL INCLUDE A HIGHER FREQUENCY OF TRAINS FROM MORGAN HILL TO THE PENINSULA AND VICE VERSA.
329	5- VERY SATISFIED. ROOM FOR IMPROVEMENT: A FEW MORE TRAINS FROM MORGAN HILL. NEW DEVELOPMENTS -- EXPANDING COMMUNITY. THANK YOU!
329	PLEASE ALLOW FOR BIKE CAPACITY!
329	INCREASE NUMBER OF BULLETS.
329	MORE BIKE SPACE AND PREVENTATIVE MAINTENANCE PLEASE!!
329	YOUR LOST AND FOUND PROCESS IS SEVERELY BROKEN. NEED A BETTER WAY TO STAY INFORMED AND MORE ACTIVE ATTEMPTS TO FIND REPORTED LOST BELONGINGS. NEED MORE CONSISTENT CELL COVERAGE ALONG ROUTE.
329	WE ONLY RIDE CALTRAIN ABOUT ONCE A YEAR FOR ABOUT A WEEK WHILE VISITING FAMILY.
329	MORE ROOMS ON BULLET TRAINS. SHOULD HAVE AN OFFICIAL APP FOR DELAYS IN REAL TIME.
329	MORE CARS ON EXPRESS/OVERCROWDED TRAINS.
329	PLEASE, PLEASE ADD MORE CARS TO BABY BULLET TRAINS #329 AND #376. SUPER CROWDED. NO PLACE TO SIT MOST DAYS, EVEN WHEN I AM 15 MINUTES EARLY AT THE STOP.



TRAIN	COMMENT
329	I HAD A HARD TIME FINDING THE PLATFORM OF MY TRAIN AT THE SAN JOSE DIRIDON STATION. I'M ALSO ALWAYS PUZZLED BY THE FACT THAT THE TRAIN'S NUMBER INFORMATION IS OFTEN DIFFERENT FROM WHAT I SEE IN MY APP.
329	NEED TO ADD MORE BULLET SERVICES.
329	6-CAR TRAINS FOR NB 329.
329	PLEASE HAVE TAMIEN STATION PARKING AREA EXPANDED. UNTIL THE COST IS RECOVERED WE CAN PAY A PARKING FEE. IT IS VERY CONVENIENT FOR SOUTH BAY COMMUTERS. THANK YOU.
329	NEED MORE PARKING ON BULLET STATIONS.
329	YOU NEED MORE CARS/SEATS. IT IS ALWAYS SO FULL. NO ROOM TO STAND ALSO. PRIORITY: SEATS/SPACE/MORE TRAINS. EVERYTHING ELSE WORKS JUST FINE.
329	SHOULD ADD TAG OFF MACHINE INSIDE THE TRAIN WITH GPS. PEOPLE FORGET TO TAG CARDS.
329	ON TIME. NEED MORE WAGONS SO THAT MORE FOLKS CAN TRAVEL. THANK YOU FOR GOOD SERVICE.
329	THE 8:13 TRAIN TOWARDS SFO IS OVERCROWDED. ALSO THE 5:33 PM TRAIN FROM SFO IS OVERCROWDED. INCREASING TRAIN FREQUENCY CAN HELP IN REDUCING THE CROWD. TRAINS ARE DELAYED FOR A VERY LONG TIME WHEN THERE ARE ACCIDENTS, WHICH CAN BE IMPROVED.
329	IMPROVE THE MOBILE APP. SEND NOTIFICATIONS ABOUT DELAYS. MAKE IT EASIER TO ACCURATELY TRACK DELAYS AND ESTIMATED ARRIVALS OF A SPECIFIC TRAIN. THE "RIDER ADVISORIES" SECTION IS NOT USEFUL.
329	DURING DELAYS INFORMATION IS NOT RELAYED. TRAIN PERSONNEL CLAIM NOT KNOWING MUCH EITHER. DUE TO DELAYS, IF A FEW TRAINS LEAVE TOGETHER, HAVING ALL OF THEM STOP AT EVERY STOP IS REDUNDANT.
329	WE NEED MORE BULLET TRAINS DURING RUSH HOUR. TRAINS GET SO FULL BEFORE AND AFTER WORK.
329	OVERCROWDED TRAINS ARE STILL AN ISSUE DURING RUSH HOUR.
329	LOOKING FORWARD TO THE ELECTRIC TRAINS!
329	IMPROVE FIXING DELAYS.
329	THE MOST IMPORTANT THING IS THAT WE BE INFORMED OF THE DELAY WHEN CALTRAIN IS NOT ON TIME.
329	RESTRICT BIKE TRAIN TO BIKE TRAIN PASSENGERS. PEOPLE WITHOUT BIKES SHOULD NOT BE ALLOWED ON BIKE CAR. IT CAUSES CONGESTION.
329	NEED ONE EXTRA CAR FOR EACH BULLET TRAIN.
329	OVER THE LAST YEAR IT'S BECOME REALLY CROWDED. ACCIDENTS AND DELAYS SHOULD BE ANNOUNCED ON TWITTER/WEBSITE MORE RAPIDLY. IF A WAY TO BE NOTIFIED VIA TEXT BASED ON NORMAL TRAIN I TAKE WOULD BE GOOD.
329	HAVE A BETTER WAY OF COMMUNICATING DELAYS ON YOUR SITE.

TRAIN	COMMENT
329	DELAYS ARE TERRIBLE. SOME CONDUCTORS ARE UNPROFESSIONAL. RECOVERY FROM DELAYS ARE POORLY HANDLED. SCOOP 'EM OFF; GET THE TRAINS GOING AGAIN. I HAVE TO DRIVE ON DAYS I HAVE TO BE SOMEWHERE ON TIME. I CAN'T TRUST THE TRAIN TO GET ME TO MY DESTINATION RELIABLY.
329	ON-TRAIN WI-FI WOULD BE AWESOME.
329	UNDERSTAND THE CHALLENGE OF KEEPING UNDERGROUND WALKWAYS CLEAN (AS THEY TEND TO BE USED AS RESTROOMS), BUT MORE EFFORT WOULD BE APPRECIATED. OLD TRAINS ARE VERY NOISY WITH JOSTLING. INVESTMENT IN MORE NEW TRAINS NEEDED TO SUPPORT DEMAND.
332	APP ALERTING DELAYS, WHAT TO DO WHEN PASSENGERS ARE VIOLENT.
332	PALO ALTO HAS A \$1 CHARGE FOR BATHROOM, NEVER AN EXPLANATION AS TO WHY TRAIN IS LATE. WHEN TRAIN IS LATE, CAN'T FIGURE OUT WHAT TRAIN YOU ARE GETTING ON. WHEN THEY DO SAY A # WHO KNOWS WHAT THAT # MEANS. LONG ISLAND RAILROAD IN NY IS MUCH MORE CLEAR. LOOK AT WHAT THEY DO. THANKS. DELAYED TRAINS SHOULD SAY ON THE OUTSIDE – LIMITED, BULLET, ETC.
332	DO HAVE A MECHANISM LIKE BART WHERE YOU CANNOT FORGET TO TAG OFF.
332	MY DISSATISFACTIONS ARE: THE NUMBER OF DELAYS CAUSED BY TRAIN STRIKES; THE FREQUENT DELAYS OWING TO SIGNALS OR MECHANICAL ISSUES THAT CAUSE ME TO MISS MY BART CONNECTION; THE FACT THAT SOME CONDUCTORS TALK TOO MUCH, BECAUSE I WORK ON THE TRAIN.
332	MORE TRAIN CARS ON GAME DAYS -- SERIOUSLY.
332	MORE TRAINS ON SF GIANTS GAME DAYS.
332	I WISH THEY SOLD BEER. ON DELAYED TRAINS OR VERY CROWDED TRAINS, GIANTS GAME DAYS, I WOULD TOTALLY BUY A BEER.
332	WE NEED WI-FI ON BOARD. I AM WILLING TO PAY AN ONBOARD SUBSCRIPTION FEE.
332	I WISH THERE WERE MORE BULLET TRAINS DURING THE MORNING, BECAUSE THE GAP BETWEEN THEM CAN BE INCONVENIENT. THAT AND MAYBE COORDINATING WITH MUNI IN REGARDS TO DEPARTURES.
332	A BETTER ONLINE SYSTEM FOR REAL TIME SCHEDULE UPDATES AT EACH STATION REFLECTING DELAYS ETC. WOULD BE VERY HELPFUL.
332	I PERSONALLY WOULD BE INTERESTED IN WI-FI ON THE TRAIN.
332	PLEASE PUT ON MORE BIKE CARS. BIKES GET BUMPED TOO OFTEN.
332	GOOD TO HAVE ELECTRICAL OUTLETS, ON BOARD WI-FI, AT LEAST 1 BABY BULLET PAST 7 PM ON WEEKDAYS.
332	IT WOULD BE NICE TO HAVE EXTRA TRAINS DURING GIANTS GAMES.
332	I REALLY LIKE MY CALTRAIN EXPERIENCE. I JUST WISH THERE WAS MORE ROOM FOR BIKES.
332	I LOVE CALTRAIN. CAN SOME OF YOU GO OVER AND FIX BART. I ALSO WANTED TO SAY THANK YOU FOR THE IMPROVEMENTS YOU'VE MADE WITH THE 22ND ST STATION AND THE TWITTER COMMUNICATION. KEEP UP THE GOOD WORK.

TRAIN	COMMENT
332	MORE CAPACITY IN EVENING COMMUTE IS NEEDED. OTHERWISE GREAT SERVICE.
332	WOULD LOVE TO HEAR MORE VERBAL COMMUNICATION FOR WHAT STOPS TRAINS MAKE BEFORE THE DOORS CLOSE. WHEN THERE ARE DELAYS THIS CAN BE VERY CONFUSING FOR PASSENGERS AND WE OFTEN DON'T GET STOP INFO UNTIL DOORS HAVE CLOSED. THANKS.
332	CALTRAIN IS WORSE THAN BART, AND THAT DOES NOT SPEAK WELL OF CALTRAIN.
332	ADD A BAR CAR TO MAKE MORE MONEY. ADD A CAFE AT MILLBRAE.
332	PLEASE ADD MACHINES FOR TAGGING OUT CLOSE TO THE TRAIN EXIT. IT'S VERY EASY TO FORGET. I GET CHARGED EXTRA TOO MUCH FOR A POORLY DESIGNED TAGGING SYSTEM. ALSO TICKET MACHINES AT 4 <sup>TH</sup> /KING ARE PAINFULLY SLOW AND UNRELIABLE.
332	SEATS THAT FACE EACH OTHER ARE HORRIBLE. NO LEG ROOM.
332	OVERALL A GREAT EXPERIENCE. TOO CROWDED IN THE EVENING RUSH HOUR THOUGH ESPECIALLY THE BIKE CARS.
332	THE CARS GET PRETTY HOT AND STUFFY IN THE MORNINGS. BETTER VENTILATION/ AIR CONDITIONING WOULD BE APPRECIATED. ALSO, INCREASE THE FREQUENCY OF TRAINS, PLEASE. THANK YOU.
332	PLEASE ADD MORE BIKE CARS. WE ARE HELPING TO REDUCE POLLUTION BY A GREEN COMMUTE.
360	WAY BETTER THAN BART.
360	LOOKING FORWARD TO NEW TRAINS. FOR RUSH HOUR TRAINS, ADD MORE CARS. PLEASE ADD 3 BIKE CARS. KEEP THEM ALL ON SOUTH END OF TRAIN.
360	SF IS GETTING POPULAR -- BIKE PARKING SPOT NEEDED.
360	CONDUCTORS ARE AWESOME!!! PLEASE ADD WI-FI.
360	AS PART OF THE TRAIN ETIQUETTE REMINDERS TO PASSENGERS, PLEASE ADD STINKY PERFUME TO THE LIST OF THINGS PEOPLE SHOULDN'T BE WEARING. STRONG SMELLS CAN TRIGGER SERIOUS ALLERGY ATTACKS AND MIGRAINES.
360	VERY PLEASED WITH YOUR SERVICE. YOU SHOULD INCLUDE BART AND CALTRAIN SCHEDULES AT EACH OF THE STATIONS ON THOSE BOARDS. ON THE NEW TRAINS, ELECTRICAL ALERTS WOULD BE GREAT.
360	PLEASE ADD WI-FI.
360	CALTRAIN IS A VERY ENJOYABLE COMMUTE WHEN NOT CROWDED.
360	WE NEED HIGH-SPEED TRAINS. OUTDATED CALTRAIN IS DILUTING SILICON VALLEY IMAGE.
360	PLEASE PROVIDE NOTICE SO PEOPLE TALK QUIETER. THE SEATS WHERE PEOPLE FACE EACH OTHER IS NOT AS COMFY AS THE PEOPLE WHO FACE OTHERS' BACKS.
360	I REALLY LIKE SEEING THE CROSSING GUARDS IN THE PALO ALTO AREA. I THINK IT MAKES A HUGE DIFFERENCE.
360	I LOVE CALTRAIN.
360	MORE BIKE CARS IN PM. ALLOW MORGAN HILL AND GILROY BIKES TO HAVE PRIORITY BOARDING IN DIRIDON.

TRAIN	COMMENT
360	IF TRAIN IS EARLY TO A STATION IT SHOULD WAIT UNTIL DEPARTURE TIME SO PEOPLE DO NOT MISS IT, AND GET STUCK WITH WAITING UNTIL THE NEXT TRAIN.
360	PLEASE CLEAN THE PALO ALTO TRAIN STATION, IT SMELLS LIKE URINE IN THE TUNNEL. GET THAT PAINT THAT SPRAYS IT BACK ON YOU .
360	SEEMS LIKE TRAIN IS ALWAYS RUNNING 2-10 MINUTES LATE NORTHBOUND HILLSDALE. I THINK IT'S REALLY JUST PART OF THE BUSINESS, BUT SOMETIMES IT'S REALLY IRRITATING. I'M SURE THE CREW DOES ALL THEY CAN TO STAY ON SCHEDULE. THANK YOU.
360	WISH TRAIN RAN MORE IN THE MIDDLE OF THE DAY.
360	I AM LISTENING TO A WORKER TALK RUDELY AND BEING UNHELPFUL TO A PASSENGER WITH A BABY AND A STROLLER. I AM NOT HAPPY.
360	COSTS TOO MUCH. FROM SJ TO SF.
360	I'M VERY SATISFIED, BEEN RIDING CALTRAIN FOR TEN YEARS.
360	THE PEOPLE OF THE TRAIN SHOULD VALUE EVERYONE GETTING IN THE TRAIN BEFORE DEPARTING MORE.
360	THANKFUL WE HAVE TRAIN. ALL GOOD EXCEPT WHEN DELAYED. GOD BLESS.
360	ADD WI-FI. MORE SEATS WITH TABLES.
360	I AM A CONSTANT BIKER AND IT CAN BE ANNOYING AFTER A LONG DAY OF COMMUTING TO FIND NON-BIKERS SITTING IN THE BIKE CAR. I CAN'T WATCH MY BIKE OR RELAX. ALSO WHAT'S UP WITH THE 5.25 ELIGIBLE DISK. DAY PASS? HASSLE TO GET A SINGLE RIDE.
360	NEVER ANNOUNCEMENTS ABOUT BIKE CAR FOR PEOPLE WITH BIKES. SF DOORS OPEN RIGHT BEFORE TRAIN LEAVES, CAUSING PUSHING AND SHOVING IN LINE. UNSAFE PEOPLE, RUDE, NO ORGANIZATION.
360	BEEN RIDING OVER 15 YEARS, CONDUCTORS ARE NICE NOW. NEVER USED TO BE.
360	DELAYS DUE TO ACCIDENTS. MAINTAIN TRAINS SO THEY DON'T BREAK DOWN. HAVE BACKUP IN CASE OF DELAYS.
360	MORE CARS FOR BIKES, I'VE MISSED MEETINGS AND DINNERS DUE TO NOT BEING ABLE TO FIT MY BIKE ON A BIKE CAR. FREQUENCY OF LATE IS CRAZY TO ME -- THAT IF I MISS THE 730 BY 1 MINUTE MY COMMUTE IS 2.5 HOURS INSTEAD OF 1 HOUR.
360	WI-FI AND MORE POWER PLUGS.
360	GREAT SERVICE, VERY SATISFIED.
360	TRAIN DELAYS NEED TO BE FIXED. BREAKDOWNS ARE COSTLY.
360	PARKING AT DIRIDON IS TOO LIMITED; ADD MORE LOTS.
360	ADD WI-FI. ADD PARKING AT MOUNTAIN VIEW. NEED MORE BULLET TRAINS. 30 MINUTE INTERVALS DURING COMMUTE.
360	REGARDING SUICIDE OR ACCIDENTS ON TRAIN TRACKS, CALTRAIN NEEDS BETTER BUS BRIDGE OR SYSTEMS THAT RIDERS CAN GET TO DESTINATIONS INSTEAD OF FEELING ABANDONED OR LEFT TO OUR OWN WAYS TO REACH OUR DESTINATIONS.
360	OVERALL GOOD EXPERIENCE, MORE INFO REGARDING DELAYS ON AND OFF TRAIN WOULD BE NICE.

TRAIN	COMMENT
360	AFTER TAKING BART FOR 2 YEARS, CALTRAIN IS HEAVEN. ADD BIKE CARS.
360	TRAIN CONDUCTORS SPEND A LOT OF TIME TALKING WITH OTHER CONDUCTORS OR CUSTOMERS. THEY ARE LOUD AND UNPROFESSIONAL, DISTRACTED, NOT DOING THEIR JOB.
360	I LIKE THE BIKE CAR A LOT. THE LOADING SYSTEM FOR BIKES ONTO THE TRAIN WORKS, BUT CAN USE SOME FINE-TUNING. MORE BULLET TRAINS SHOULD BE ANNOUNCED AS WELL AS NEXT STATION.
376	CALTRAIN NEEDS TO ADD CARS TO TRAINS, ESPECIALLY THE 5:33 PM BULLET OUT OF SF. THERE NEEDS TO BE ANOTHER BULLET BETWEEN THE 33 AND 14 ON THE HOUR OUT OF SF. A PARKING GARAGE NEEDS TO BE BUILT AT DIRIDON; I AM NOW TAKING A 6:03 AM TRAIN JUST SO I CAN GET PARKING. CELL PHONE USE NEEDS TO BE ENFORCED. I REPEATEDLY SAY I HATE PEOPLE BECAUSE OF THEIR DISCOURTEOUS BEHAVIOR ON THE TRAIN.
376	PLEASE OUTLAW PEOPLE TALKING ON CELL PHONES. IT IS OFTEN RUDE AND INSENSITIVE.
376	I WOULD LIKE TO RECOMMEND TO CLEAN IN THE TRAIN. MORE FREQUENT OPERATION ON WEEKENDS.
376	I THINK WE CAN GIVE A LOT OF PEOPLE WHO NEED JOBS TO CLEAN THE TRAINS. OTHER COUNTRIES/TOURISTS ARE MORE CONSCIOUS OF THIS. IT'S A BIG DEAL IN CERTAIN CULTURES, WHICH IS GOOD! THANKS FOR THE SERVICE AND SURVEY!
376	NEED ONE BULLET TRAIN AFTER 7:56 FROM TAMIEN STATION. BULLET TRAINS ARE CROWDED AND NEED MORE CAPACITY. TRAIN DELAY ANNOUNCEMENTS ARE POOR IN SF. ACCIDENT DELAYS CAN BE BETTER MANAGED INSTEAD OF STOPPING SERVICE.
376	IT SEEMS RIDICULOUS THAT CLIPPER MACHINES ARE NOT AT ALL STATIONS OR THAT CONDUCTORS CANNOT ASSIST WHEN CARDS ARE NOT WORKING.
376	ONE CONCERN THAT I HAVE IS TIMING BETWEEN CALTRAIN AND MUNI AT SF-4 <sup>TH</sup> /KING. SOME DAYS I GET OFF WORK AND THERE ARE MUNI DELAYS THAT RESULT IN ME MISSING THE 5:33 PM TRAIN (SOMETIMES 1 MINUTE). I WISH THERE WAS BETTER SCHEDULING WHEN THERE ARE MUNI DELAYS. (MY STOP IS TAMIEN-THE LAST STOP).
376	ENFORCE RULES FOR PRIORITY SEATING. PEOPLE SHOULDN'T SIT THERE (WITH LUGGAGE) WHEN DISABLED AND ELDERLY ARE STANDING. CONDUCTORS DO NOTHING.
376	NOT ENOUGH SEATING!!
376	SURPRISING THAT THE QUESTION OF HOW MANY TIMES ONE HAS TO STAND DUE TO LACK OF SEATS WASN'T ASKED. WOULDN'T PUT CALTRAIN IN FAVORABLE LIGHT. REASON THAT QUESTION #17 A "2" VERSUS 3 OR 4. CLIPPER IS GREAT EXCEPT IF YOU NEED TO TALK TO THEM. POOR CUSTOMER SERVICE.
376	DELAY AT MY TAMIEN STATION IS VERY COMMON.

TRAIN	COMMENT
376	OVERALL, MY EXPERIENCE WITH CALTRAIN IS VERY GOOD, BUT THE DELAYS DUE TO ACCIDENTS/FATALITIES (AND THEIR RESOLUTION TIMES) ARE A HUGE PAIN. 2-3 HOUR DELAYS ARE SO VERY FRUSTRATING. THANKS.
376	MONTHLY PASS FOR CLIPPER IS VERY CONFUSING IF ADDED REMOTELY. IF TAG-ON IS FORGOTTEN, YOU GET FINED EVEN IF YOU PAID FOR IT. PLEASE EQUIP CONDUCTORS WITH 4G READERS OR GATED ENTRANCES SO PEOPLE DON'T FORGET TAGGING.
376	NEED ABILITY TO LOAD CLIPPER CARD AT EVERY STATION. MORE LIGHTS IN TAMIEN PARKING LOT. WHEN TRAIN IS DELAYED, NEED ETA'S AND BUS BRIDGE TO STATIONS SET UP SO CAN REACH DESTINATION. CLIPPER APP SO I CAN PAY/TAG ON WITH MY CELL PHONE. ADD WI-FI TO TRAINS. FREE PARKING.
376	THE AMOUNT OF DELAYS EXPERIENCED THIS YEAR ON CALTRAIN HAS BEEN TERRIBLE AND THE ASSISTANCE OF CALTRAIN TO HELP YOU REACH YOUR DESTINATION AFTER AN INCIDENT IS SUB-PAR. (AND ACCURATE ETA'S.) CLIPPER CARD LOADERS AT ALL STATIONS! WI-FI ON THE TRAINS! MORE TRAIN CARS! CALTRAIN-RUN APP TO ALERT FOR DELAYS AND EVENTS (SCHEDULE).
376	ADD MORE CARS TO TRAINS SO PEOPLE HAVE SEATS DURING PEAK HOURS. HIGHER TRAIN FREQUENCY WOULD BE GOOD. WAITING 1 HOUR BETWEEN TRAINS OUTSIDE PEAK TIMES IS VERY LONG. EXPRESS SERVICES ON WEEKENDS WOULD BE GOOD TOO.
376	IT WOULD BE NICE TO INCREASE BULLET SERVICE TO EVERY HALF AN HOUR RATHER THAN EVERY HOUR.
376	I RIDE TO REDUCE MY CARBON FOOTPRINT. 1 HOUR NOT BAD SJC TO SF. WOULD LIKE MULTIPLE BULLETS DURING COMMUTE HOURS, BUT WITH 2 TRACKS DOESN'T SEEM IMPOSSIBLE WHEN YOU FACTOR IN FAILURES (MECHANICAL), FATALITIES, ACCIDENTS (CAR VS. TRAIN). TRAINS JUST STACK UP JUST LIKE 101 PARKING LOT. YOUR JOB IS TO MAKE BAY AREA WORK, PROVIDE LESS CONGESTION ON THE ROADS AND IN AIR (POLLUTION).
376	MORE BICYCLE CAPACITY PLEASE. PLEASE GET TRAINS MOVING MORE QUICKLY FOLLOWING SUICIDES.
376	LIMITED SEAT AVAILABILITY IS A BIG PROBLEM. THAT'S WHY I GAVE YOU A 3 OVERALL WHEN MY GENERAL RATINGS WERE 4 OR 5. I SOMETIMES DRIVE SOLELY FOR THAT REASON.
376	MORE CARS -- ESPECIALLY DURING COMMUTE TIME. I'M TIRED OF STANDING.
376	IMPROVEMENTS ARE NEEDED, IT'S FRUSTRATING!! TRAINS SMELL AND ARE TOO CROWDED!!
376	DURING THE SUMMER MONTHS THE CARS CAN SOMETIMES GET VERY WARM. I TEND TO GET SWEATY ON MY COMMUTE SOUTHBOUND DUE TO THE LACK OF TEMPERATURE CONTROL.
376	PLEASE WI-FI PLEASE!!!

TRAIN	COMMENT
376	TRAIN IS ALWAYS LATE. TOO CROWDED DURING COMMUTE HOURS (ESP. 5:23 TRAINS HOURS). MORE BULLETS (SUNNYVALE TO SF).
376	THANK YOU!!
376	PLEASE LOOK INTO THE SAFETY AT TAMIEN STATION. I KNOW VTA HAS SECURITY BUT THE CALTRAIN SIDE SEEMS FORGOTTEN. I DO APPRECIATE THAT IT IS FREE. ALSO A 7:30 PM SOUTHBOUND BULLET WOULD BE AMAZING! THANK YOU!
376	I REMEMBER THE FIRST TIME TRYING TO BUY A MONTHLY PASS -- IT WAS A LONG AND PAINFUL PROCESS TRYING TO FIGURE IT OUT ON MY OWN ON THE WEEKEND.
376	IT WILL BE GREAT IF WE CAN FIND A SEAT ON EACH RIDE.
376	GOOD A/C IS VERY IMPORTANT.
376	MORE CARS FOR SOUTHBOUND BULLET TRAINS DURING RUSH HOUR.
376	CONSIDER INCREASING NUMBER OF CARS FOR PEAK RUNS TO COMFORTABLY ACCOMMODATE MORE PASSENGERS -- ESPECIALLY ON DAYS/ RUNS CLOSE TO GIANTS GAMES.
376	NEED WI-FI ON TRAINS. NEED TO PAVE THE DIRT LOT AT THE TAMIEN STATION. MORE STOPS AT TAMIEN.
376	THERE ARE FREQUENT DELAYS. THE CROSSING AT THE STATION DOES NOT WORK PROPERLY AND WE MISS TRAINS DUE TO BEING STUCK ON THE OTHER SIDE. EXTREMELY UNSATISFIED WITH THE SERVICE. MORNING TRAINS ARE ALMOST ALWAYS DELAYED BY 5 TO 10 MINUTES.
376	INCREASE FREQUENCY AND MORE SEATS.
376	PARKING IS FULL IN SAN JOSE STATION. RESTROOM IN TRAIN DOES NOT FLUSH.
376	ADDING WI-FI AND TICKETING SYSTEM THAT CAN USE SMARTPHONE. ADDING MORE POWER PLUGS.
376	INCREASE FREQUENCY. KEEP UP THE GREAT WORK.
376	CURRENT TRAINS ARE GETTING OLD. NEED TO HAVE WI-FI ON BOARD ALL TRAINS. CELL SERVICE RECEPTION NEEDS TO BE IMPROVED ALONG THE CORRIDOR. TAMIEN PARKING LOT NEEDS TO BE EXPANDED.
376	ONBOARD WI-FI IS STILL HIGHLY REQUESTED. ADDING A MOBILE PHONE TOWER/COVERAGE TO THE TUNNELS NEAR 22ND STATION AND NEAR BAYSHORE WOULD BE GOOD. FINALLY A PHONE APP OR WEBPAGE WITH REAL-TIME TRAIN STATUS AND SCHEDULE INFO WOULD BE AWESOME.
376	OVERALL, PRETTY SATISFIED WITH CALTRAIN PERFORMANCE. BABY BULLETS DURING PEAK HOURS CAN BECOME EXTREMELY PACKED. I UNDERSTAND MAINTENANCE ISSUES AND SUICIDES OCCUR AND ARE UNAVOIDABLE, BUT SF STATION BECOMES FLOODED WITH PEOPLE AWAITING GUIDANCE AND THINGS BECOME EXTREMELY CHAOTIC.
376	APP WHICH UPDATES TRAIN STATUS AND DELAYS WOULD BE GREAT. AN APP TO KNOW WHEN THE TRAIN WILL ARRIVE WILL ALSO BE USEFUL. TICKETING SYSTEM IS VERY COMPLICATED AND SYSTEM SHOULD BE EVALUATED FIRST.



TRAIN	COMMENT
376	MY BIGGEST GRIPE IS THE SF STATION RESTROOM. THAT PLACE IS A STRAIGHT UP WAR ZONE.
376	GLAD TO SEE 6TH CAR ADDITION. IT HAS HELPED A LITTLE.
376	HAVING WI-FI ON-BOARD WILL BE IDEAL.
376	PLEASE SET UP WI-FI.
376	I AM VERY SATISFIED WITH EVERYTHING WITH CALTRAIN EXCEPT THE EXTREME OVERCROWDING. MUCH OF THE TIME I CANNOT GET A SEAT AND I AM SQUASHED BETWEEN PEOPLE. ADDITIONAL CARS AND/OR TRAINS ARE REALLY NEEDED ASAP! PLEASE!
376	WIFI. PARKING. BETTER CREDIT CARD MACHINES.
376	ADD MORE TRAIN CARS -- ALWAYS PACKED WITH PEOPLE STANDING, CAN'T BRING BIKE BECAUSE SOMETIMES THERE IS NO SPACE. PARKING MACHINES IN SAN MATEO OFTEN WON'T ACCEPT BILLS.
376	THE TRAINS ARE OVERCROWDED, STANDING ROOM ONLY. PLEASE ADD MORE CARS TO THE TRAINS, OR ADD MORE FREQUENT DEPARTURES TO ADD CAPACITY. THE EXPERIENCE HAS BECOME UNPLEASANT. ALSO ADD WI-FI SERVICE ON-BOARD.
376	THERE NEEDS TO BE MORE CALTRAIN PARKING AVAILABLE AT THE SAN JOSE DIRIDON STATION FOR DAILY RIDERS. PURCHASING A MONTHLY PARKING PASS DOES NOT GUARANTEE PARKING, AND I END UP HAVING TO SPEND MORE MONEY ON PARKING EACH MONTH AS WELL AS ADJUSTING MY WORK SCHEDULE. I'M NOT HAPPY!
376	GREAT JOB! MAYBE MAKE SURE ALL SEATS HAVE HEAD RESTS. MUCH BETTER FOR NAPPING.
376	PLEASE REMOVE THE TRAINS THAT HAVE SEATS FACING EACH OTHER. AND THANKS FOR YOUR GREAT WORK TO KEEP CALTRAIN SAFE, ON-TIME, AND CLEAN.
376	ALLOW PARKING DAILY PASSES TO BE PAID USING CLIPPER CARD.
376	RECOVER MORE QUICKLY FROM TRESPASSER STRIKES. OVERALL, MUCH BETTER TRAIN EXPERIENCE THAN BART. KEEP UP THE GOOD WORK.
376	THIS TRAIN IS ALWAYS VERY CROWDED. STANDING ROOM ONLY FOR MANY PEOPLE AND VERY CRAMPED ON OCCASION.
376	SHOULD USE THE BOMBARDIER STYLE INSTEAD OF THESE OLD TRAINS.
376	TRAINS ARE TOO CROWDED, HOT, AND DIRTY. USUALLY I FEEL SAFE, BUT MORE THAN ONCE I HAVE BEEN ON TRAINS WITH DRUNK GIANTS FANS TRYING TO START FIGHTS AND YELLING. THERE IS NEVER A CONDUCTOR AROUND. TRAIN IS TOO CROWDED TO MOVE SO YOU CAN'T GO FIND THEM.
376	THE PASSENGER LOAD ON CALTRAIN IS INCREASING EVERY MONTH. IT WOULD BE APPRECIATED IF THERE WERE A GREATER NUMBER OF SERVICES AT PEAK COMMUTE TIMES, ESPECIALLY IN THE EVENING (6-9PM). ALSO, PLEASE CAN WE HAVE BULLET SERVICES AFTER 7 PM AS WELL?
376	WI-FI.
376	THE TRAIN RIDE IS GOOD BUT THE STATIONS AREN'T ALWAYS CLEAN.

TRAIN	COMMENT
376	FREE WI-FI ON BOARD WOULD BE NICE! MORE FREQUENT ANNOUNCEMENTS ON EVENING TRAINS SO INFREQUENT RIDERS DON'T FILL THE SEATS AROUND THEM WITH THEIR BELONGINGS -- ESPECIALLY ON FRIDAY NIGHTS, PEOPLE TRAVELING AWAY FOR WEEKEND.
376	INCREASE NUMBER OF TRAINS THAT MAKE THE STOP AT TAMIEN STATION.
376	PARKING ON THE WEST SIDE OF TAMIEN IS VERY TIGHT. HOW LONG WILL YOU GIVE UP SPACES TO GOODWILL? A WORTHWHILE CHARITY, BUT CALTRAIN LOT IS NOT THE BEST PLACE FOR DROP-OFF.
376	ALL OF THE CONDUCTORS ARE VERY NICE. THE ONLY THING I DON'T LIKE IS YOU GUYS NEED TO HAVE MORE TRAINS RUNNING DURING COMMUTE HOURS. WHEN THE TRAIN BREAKS DOWN, IT JUST TAKES FOREVER TO WAIT FOR ANOTHER TRAIN. PLUS COMMUTE HOUR TRAINS ARE ALWAYS PACKED -- NO SPACE LEFT FOR BIKES OR RIDERS.
381	CALTRAIN NEEDS WI-FI. FULL STOP.
381	I LIKE CALTRAIN VERY MUCH EVERYTHING IS OK. FROM RUSSIA WITH LOVE.
381	I DON'T MIND IF THE RESTROOMS ARE NOT ON THE TRAINS, BUT IF YOU DO RUN TRAINS WITHOUT TOILETS, YOU SHOULD CONSTRUCT RESTROOMS AT THE STATIONS. OTHERWISE, I WILL PROBABLY PEE ON THE GROUND AT MILLBRAE AND DOWNTOWN MOUNTAIN VIEW. THAT'S ALL. PS: ALSO MAKE IT SO PEOPLE QUIT JUMPING IN FRONT OF TRAINS AND KILLING THEMSELVES.
381	SERVICE HAS BEEN SLOWLY CREEPING SLOWER, WITH SCHEDULE ADJUSTMENTS OF +/-2 MINUTES AND CALIBRATED BULLET STEPS. PLEASE RE-PRACTICE PUNCTUAL SERVICE AND KEEP DISCIPLINED.
381	AS A PUBLIC SERVICE YOU SHOULD HAVE LATER TRAINS LEAVING SAN JOSE -- SAY 12:01 AM -- TO ACCOMMODATE SOCIAL EVENTS AND THOSE WORKING LATE SHIFTS.
381	TRAINS GET TOO NOISY SOMETIMES. SEATS FACING EACH OTHER MAKE LEG ROOM TIGHT AND INCREASE NOISE. REDUCE THEIR NUMBER. 12 OR SO PER CAR SHOULD BE MAXIMUM, AND ALLOW FOR 2-3 GROUPS WHO WANT THEM. GOOD JOB OVERALL.
381	CALTRAIN SHOULD ENFORCE QUIET ENJOYMENT, THE BALLPARK CROWDS GET ROWDY.
381	VERY SATISFIED. ON TIME. FRIENDLY CONDUCTORS. CLEAN CARS.
381	FROM ONBOARD TRAINS: AVAILABILITY OF PRINTED MATERIALS -- NO BIKE LABELS AVAILABLE.
381	LIKE THE TRAINS W/TABLES.
381	OVERALL, I REALLY VALUE CALTRAIN AND RIDE FROM SF TO SJ AND BACK 5 DAYS/WK. I'VE HAD SOME PROBLEMS WITH GETTING ACCURATE TRACK INFO @ DIRIDON AND NO RESPONSE TO A LOST ITEM REPORT, BUT OVERALL-THANK YOU.
381	LOST AND FOUND SHOULD BE SOMEWHERE OTHER THAN SAN CARLOS -- SF/SJ LOCATION? CONDUCTORS ARE FREQUENTLY RUDE FOR NO REASON.

TRAIN	COMMENT
381	WOULD APPRECIATE: MORE TRAINS; TRACK SECURITY; AVOID DELAYS. BULLET TRAINS ARE GREAT; DESPITE MY COMPLAINTS, I DO NOT THINK OF DRIVING.
381	SIGNAGE AND ANNOUNCEMENTS AT SAN JOSE STATION ARE EXTREMELY POOR. DURING LAST FRIDAY'S DELAY, ALL PASSENGERS WERE EXTREMELY CONFUSED AS TO WHICH TRAINS WERE LATE, ANNOUNCEMENTS WEREN'T AUDIBLE, AND NO ONE WAS AVAILABLE TO ASK.
381	IT WOULD BE GREAT TO HAVE WI-FI ON THE TRAIN. EVEN IF IT IS PAID. MOST PEOPLE WORK ON THE TRAIN. INCREASE PRODUCTIVITY.
381	WITH THE FREQUENCY OF ACCIDENTS, BREAKDOWNS, AND OTHER INCIDENTS, I WOULD ESTIMATE THAT I ARRIVE TO MY DESTINATION LATE SOMETIMES MINUTES, SOMETIMES HOURS, ABOUT 10-15% OF THE TIME. IT'S FRUSTRATING, BECAUSE IT'S HARD TO RELY ON THIS FORM OF TRANSPORTATION WHEN I'M TRYING TO MAKE PLANS. I ALWAYS WARN PEOPLE I'M MEETING THAT I MAY NOT MAKE IT ON TIME BECAUSE OF MY LACK OF FAITH IN CALTRAIN. ALSO, ON GIANTS GAME DAYS, THE TRAINS ARE ALMOST UNBEARABLE. PLEASE INCREASE THE # OF TRAINS ON THESE DAYS -- HEAT, CROWDED, ROWDINESS.
381	THANK YOU.
381	THE AMOUNT OF DELAYS SOME WEEKS IS VERY HIGH. THE BIKE CAR DURING RUSH HOURS IS ALWAYS A MESS, WHICH MEANS EITHER PEOPLE DON'T GET ON OR THERE ARE BIKES EVERYWHERE. THE TRAINS RIGHT NOW ARE OLD. THEY HAVE SHITTY TRACKS THAT BOUNCE YOU AROUND ALL OVER THE PLACE AND ARE EASILY ACCESSIBLE BY CARS AND PEOPLE LEAVING TO INCREASE CHANCES OF ACCIDENTS AND SUICIDES. JAPAN DOES TRAINS RIGHT, WHY CAN'T WE?
381	LOVE RIDING THE TRAIN. ONLY TROUBLE IS DAY OF SF GIANTS GAMES 2X I MISSED MY STOP AT MILLBRAE AND HAD TO GET OFF AT KING TO RETURN HOME. VERY DIFFICULT TO DISEMBARK WHEN SO CROWDED AND PEOPLE WON'T MOVE. ALSO, PLEASE FIX PARKING AT MILLBRAE. NEED TO CHANGE DIRECTION OF SPACES AT FAR END OF LOT. ANOTHER ISSUE IS PEOPLE HOLDING SEATS WHEN TRAIN IS CROWDED -- BAD BEHAVIOR OF RIDERS NOT CALTRAIN'S FAULT.
381	ADD MORE CLIPPER CARD TAGGING STANDS AT THE PALO ALTO CALTRAIN STATION AND ALL STATIONS. ADD MORE CARS, SEATS, OR BULLETS, SO THE BULLETS AREN'T AS FULL.
381	HAVE A TEXT SYSTEM FOR DELAYED TRAIN NOTICE.
381	INFORMATION WHEN THERE'S A DELAY HAS GREATLY IMPROVED, NICE WORK. INFORMATIONAL SIGNAGE IS BETTER TOO. I THINK THE PROOF OF PURCHASE SYSTEM WORKS PRETTY WELL, EXCEPT WHEN YOU WANT TO ADD CASH TO A CLIPPER CARD AT 4 <sup>TH</sup> /TOWNSEND. MACHINE TAKES 5-10 MINUTES PER CUSTOMER.
381	CONDUCTORS SHOULD CONTROL NOISY PEOPLE WHO TALK TOO LOUD AND TOO LONG.

TRAIN	COMMENT
381	ONLY COMMENT I HAVE IS FOR THE CONDUCTORS: PLEASE ONLY USE THE PA WHEN NECESSARY. ESPECIALLY DURING RUSH HOUR TRAINS, PLEASE AVOID SAYING ANYTHING IF POSSIBLE.
381	NEED WI-FI ACCESS.
381	I LOVE THE CALTRAIN.ME APP.
381	I MUCH PREFER THE ARRANGEMENT OF THE BOMBARDIER TRAINS -- MORE SPACED OUT AND MORE ROOM TO GET ON AND OFF. HOWEVER, SOMETIMES THEY SMELL LIKE A FART FROM THE BATHROOM.
385	FANTASTIC. I LOVE CALTRAIN, WE NEED CALTRAIN TO GET WI-FI.
385	NEED MUCH BETTER SIGNAGE AND NOTICES FOR TRACK DEPARTURES AT SAN JOSE-DIRIDON. MORE BIKE SPACE. WHEN THERE IS A MECHANICAL FAILURE OR SUICIDE, THE BUS BRIDGE AND INFO IS TOO SLOW. TRAINS MUST ALWAYS ARRIVE AND DEPART ON TIME.
385	I HAVE ALWAYS HAD A GREAT EXPERIENCE TRAVELING ON CALTRAIN. THANK YOU FOR THE PROMPT TIMES.
385	PLUG SOCKETS ON CALTRAIN PLEASE.
385	ADD ARRIVAL TIME ON SCHEDULE.
385	THE CURRENT TRAINS ARE VERY OLD AND NOISY AND BREAK DOWN A LOT FROM TIME TO TIME, CAUSING INCONVENIENCE FOR PEOPLE, INCLUDING MYSELF, GETTING TO WORK LATE. THERE SHOULD ALSO BE OPTIONS FOR PASSENGERS TO DIM THE LIGHT ON THE TRAIN AND ADJUST THE AC. ALSO THERE SHOULD BE WI-FI. WE LIVE IN THE 21ST CENTURY, NOT THE STONE AGE.
385	PLEASE TRY TO MAKE THE ZONE FARES MORE AFFORDABLE.
385	60 MBPS+ WI-FI AND TRAYS FOR LAPTOPS.
385	I JUST WANT TO COMMEND CALTRAIN ON ITS UPKEEP OF THE CALTRAIN-NEWS-TWITTER. IT'S WHERE I GET ALL IMPORTANT UPDATES AND I WOULD LIKE YOU TO MONITOR IT MORE ON TRAINS.
385	NEED MORE FREQUENT TRAINS AND BETTER COLLABORATION WITH OTHER TRANSIT AGENCIES IN THE AREA.
385	WI-FI.
385	CALTRAIN IS A FAIRLY RELIABLE FORM OF TRANSPORTATION TO WORK EVERY DAY. HOWEVER, STAFF IS OFTEN UNFRIENDLY AND RUDE. ALSO LOST AND FOUND PROCEDURE IS COMPLETELY UNRESPONSIVE, UNHELPFUL, AND DISORGANIZED.
385	YOU SHOULD PUT ELECTRICAL OUTLETS ON MORE OF THE TRAINS! I SPEND HOURS AND HOURS ON THE TRAIN, AND AS I WORK SO FAR FROM HOME, MY DEVICES ALWAYS RUN OUT OF BATTERY. IF THE TRAIN HAD OUTLETS THAT WOULDN'T BE A PROBLEM .
385	I WOULD APPRECIATE IT IF THE ONBOARD CONDUCTORS KEPT THEIR RADIOS AT A LOWER VOLUME THAN THEY TYPICALLY DO. ITS EAR-PIERCING.

TRAIN	COMMENT
385	IS IT CALTRAIN'S RESPONSIBILITY TO CLEAN THE BLOCK AROUND 4TH AND KING? BETTER TO CONTROL THE MORNING AND EVENING AIR CONDITIONING, IT'S EITHER TOO HOT OR TO COLD.
385	DEODORIZE BATHROOMS. HAND SANITIZER IN EVERY CAR.
385	INSTALL WI-FI ON BOARD, MORE FREQUENT SERVICE BETWEEN 7 AND 8 PM, EXPRESS TRAIN.
385	WHY DON'T WE HAVE SURVEYS ONLINE? MOST IMPORTANTLY, PLEASE ADD WI-FI ON THE TRAINS.
385	NEED TRAINS LATE NIGHT. ALSO NEED MORE BIKE CARS.
385	QUIET CARS TO PROTECT MY EARS FROM SCREAMING GIANTS FANS. ALSO CLIPPER CARD CUSTOMER SERVICE IS F____. I HAD MONTHLY AUTOLOAD, BUT I HIT MY CREDIT LIMIT ONE MONTH AND THE AUTOLOAD WAS DECLINED. NO BIG DEAL -- I BOUGHT PAPER TICKETS THAT MONTH, EXCEPT CLIPPER INSISTS I STILL MUST PAY FOR THAT MONTH'S PASS, TOO. IT'S UNJUST TO DEMAND I PAY DOUBLE.
385	SHOULD PROVIDE MORE REAL-TIME NOTICES ABOUT THE DELAY.
385	ONBORAD WI-FI.
385	PLEASE ADD WI-FI.
385	IMPROVEMENTS WITH ELECTRONIC SIGNS LISTING UPCOMING TRAINS WAS HELPFUL. IF YOU ARE GETTING NEW TRAINS, PLEASE CONSIDER BACK COMFORT FOR PEOPLE OF DIFFERENT SIZE. NO BUILT-IN HEADSETS LIKE ON AIRPLANES FOR EXAMPLE. THE SEATS ON THIS TRAIN FOR EXAMPLE ARE FINE -- THEY HAVE SOME SUPPORT. THE SEATS IN SOME ROWS ARE AWKWARD, FACING STRANGERS AND BANGING KNEES.
385	MORE DESK SEATS AND SELL BEER ON TRAIN.
385	CALTRAIN IS GREAT, BUT THERE SHOULD BE WI-FI, MORE COMFORTABLE SEATS, NO SEATS WHERE PEOPLE CAN'T SIT IN THEM, SNACKS/DRINKS CART ON TRAIN, MORE TRAINS DURING RUSH HOURS (NOBODY SHOULD STAND), GIANTS GAME-SPECIFIC CARS, AND AN APP.
385	THE NUMBER OF FATALITIES AND TRACK SAFETY IS VERY CONCERNING. I WOULD LOVE TO SEE MORE MEASURES IN PLACE TO DECREASE.
385	ALTERNATE SERVICE FOR BASEBALL GAME DAYS WOULD BE GOOD FOR COMMUTERS. BETTER PREPAREDNESS FOR PROBLEMS AND DELAYS DURING COMMUTE TIMES.
385	DELAYS ONLY WHEN I'M GOING HOME -- NEVER WHILE I'M GOING TO WORK.
385	SOME SMALL STATIONS NEED LESS WAIT TIME, LIKE ONE HOUR.
385	GENERALLY CALTRAIN IS GOOD. MY BIGGEST COMPLAINT IS THE COST. FOR THE FIRST HALF OF THE YEAR, THE DEATHS ON TRACK WERE VERY TROUBLING.
385	CLIPPER CARD SCANNING IS VERY INCONVENIENT.
385	ADD POWER OUTLETS, WI-FI, WINDOW SHADES.

TRAIN	COMMENT
385	THE MOST ANNOYING THING I FIND IS HAVING TO TAG ON AND TAG OFF, EVEN THOUGH I HAVE A MONTHLY PASS. I WOULD RATHER HAVE MY MONTHLY PASS AUTOMATICALLY ENABLED EACH MONTH. IF I NEED TO PAUSE MY ACCOUNT, I AM OKAY CONTACTING CALTRAIN TO DO THAT (SHOULD OCCUR RARELY THOUGH).
385	THE TRAIN I AM CURRENTLY ON SMELLS LIKE IT HAS A SERIOUS TOILET OVERFLOW PROBLEM. IT'S HARD TO BREATHE AND VERY DISGUSTING. IT CANNOT BE LEGALLY HYGIENIC TO RIDE A TRAIN LIKE THIS. IF A TOILET SPILLS OVER PLEASE DO NOT OPERATE IT. I'D RATHER SEE IT CANCELED THAN CATCH AN INFECTION FROM FECAL MATTER.
385	I AM REALLY EXCITED ABOUT THE NEW ELECTRIC TRAINS! ONBOARD WI-FI WOULD ALSO BE VERY USEFUL. KEEP UP THE GOOD WORK.
385	LEVEL BOARDING, MULTIPLE DOORS WOULD MAKE INGRESS/EGRESS FASTER AT STATIONS.
385	SPEED AND FREQUENCY/ CONVENIENCE ARE MY BIGGEST COMPLAINT.
385	I KNOW IT MAY BE PROHIBITIVELY EXPENSIVE, BUT MORE TRAINS WOULD BE IDEAL, ESPECIALLY WHEN THE GIANTS PLAY.
385	GIANTS GAMES CROWD THE TRAIN! THEY SLOW DOWN THE TRAIN AS WELL. NEED MORE WARNING OF GAMES COMING UP.
385	FOR THE ELECTRONIC DISPLAY, IT WOULD BE NICE TO SEE WHICH TYPE OF TRAIN IT IS. ALSO, MORE OUTLETS WOULD BE NICE. ALSO, WI-FI, SO I COULD CHECK MORE RELATED STUFF ON MY LAPTOP WOULD ALSO BE COOL.
385	WI-FI.
385	THE EXPERIENCE HAS IMPROVED A LOT RECENTLY BECAUSE OF MORE COMMUNICATION ABOUT DELAYS. AS A COMMUTER, I HAVE BEEN AVOIDING THE TRAINS WITH ALL THE GIANTS FANS BECAUSE THEY DON'T MAKE THE EXPERIENCE OF GETTING HOME VERY ENJOYABLE.
421	THIS IS AN EXCELLENT TRAVEL SERVICE, SAFE AND SECURE, EVEN IF ON OCCASION IT TAKES AWHILE TO GET TO MY DESTINATION.
421	VERY SATISFIED -- NICE CALM RIDE.
421	I LOVE CALTRAIN ! THANKS SO MUCH!! REFERRING TO QUESTION #21 -- USED TO BE MUCH MORE BUT NOW WORKING OUTSIDE THE AREA.
421	NEED A BETTER TICKET SYSTEM (LIKE BART). REQUIRE TICKET TO BOARD TRAIN OR HAVE "GATES" LIKE BART.
421	WHEN TRAINS ARE DELAYED I WOULD PREFER EXACT DELAY TIMES AND NOT IN 2 MIN, 3 MIN, 4 MIN. IF I KNOW IT WILL COME AFTER 15 MINUTES, I CAN DO SOMETHING ELSE.
421	SOME CONDUCTORS ARE WONDERFUL, HELPFUL, AND PROFESSIONAL. OTHERS SHOULD BE MORE POLITE AND RESPECTFUL. THE LOUD NOISE FROM THEIR PHONE WALKIE-TALKIE IS VERY OBNOXIOUS.
421	THANK YOU FOR THE SAFE TRIPS! JUST PLEASE WORK ON YOUR SCHEDULING.

TRAIN	COMMENT
421	LOWER DECKS, PLEASE (AS BOMBARDIER) FOR EASE OF LOADING, ESPECIALLY BIKES.
421	WE NEED WI-FI IN THE TRAIN.
421	EASY, FAST WAY TO COMMUTE.
424	5= ON TIME, CLEAN AND EASY TO PAY.
424	ONLY ISSUES ARE EXTERIOR SIGNS. THE SIGNS SAY THERE IS A DELAY BUT TRAIN SHOWS UP ON TIME.
424	MAKE A RETURN TICKET CHEAPER THAN A SINGLE.
424	OVERALL SATISFIED! USUALLY ON TIME.
424	I HAVE A HARD TIME FIGURING OUT HOW TO USE CLIPPER.
424	GOOD JOB, GOOD TRAIN!
424	I AM GENERALLY SATISFIED, BUT AM CONCERNED WITH ROBUSTNESS OF SERVICES. THERE HAVE BEEN FREQUENT UNFORTUNATE INCIDENTS THIS LAST YEAR THAT BASICALLY BROUGHT DOWN THE ENTIRE SYSTEM, AND I WONDER IF THERE IS ANYTHING THAT COULD BE DONE TO MAKE CALTRAIN MORE RESILIENT.
424	YOU NEED TO MODERNIZE. YOU NEED WI-FI. YOU DON'T EVEN SUPPORT YOUR OWN APP. IT IS 2015 AND YOU ARE IN SILICON VALLEY, YOU SHOULD BE EMBARRASSED. OTHERWISE, GOOD JOB.
424	ON BOARD CALTRAIN SPEAKERS AREN'T ALWAYS IN SHAPE, WHICH MAKES CONDUCTORS IMPOSSIBLE TO HEAR.
424	VERY CLEAN AND FRIENDLY. THANK YOU FOR THE RIDE!
424	MOST ISSUES STEM FROM OTHER RIDERS NOT BEING COURTEOUS. THE TRAIN STAFF IS ALWAYS SUPER PLEASANT.
424	ADD OUTLETS.
424	SHOULD ADD CHARGING STATIONS AT SEATS.
424	TRAINS HAVE STARTED TO BE CONSISTENTLY THREE MINUTES LATE. THIS HAS BEEN A NEW UNFORTUNATE DEVELOPMENT.
424	OUTLETS AND MORE GROUP SEATING. THANKS CALTRAIN!
424	PUT SECURITY BELT ON ALL SEATS.
424	WI-FI ON TRAIN. LESS NOISE FROM MOTOR. MORE SMOOTH, LESS BUMPY RIDE.
424	AS A REGULAR COMMUTER, I RATE RESTROOMS VERY IMPORTANT. AFTER SERVICE INCIDENTS, I HAVE BEEN STUCK ON BOARD TRAINS FOR MORE THAN 2 HOURS. HAVING ONE OR TWO RESTROOMS ON BOARD IS A MUST. A REQUIREMENT FOR THESE SITUATIONS.
432	OFFICIAL CALTRAIN APP WITH REAL TIME ARRIVAL INFO WOULD BE GREAT.
432	NEED TO SPEED UP, SO SLOW.



TRAIN	COMMENT
432	BIKE CAPACITY IS STILL INADEQUATE AT RUSH HOUR. THE POSSIBILITY OF NOT GETTING ON THE TRAIN IS ENOUGH TO DISCOURAGE RIDERS. TABLE SEAT ARE GREAT FOR LAPTOP USERS. ADD MORE, AND PLEASE ADD WI-FI. BATHROOMS ARE OFTEN OUT OF SOAP AND SOMETIMES OVER-FILLED WITH SEWAGE. NEED MORE FREQUENT MAINTENANCE. TAKE TRAINS IN JAPAN OR GERMANY SOMETIME. THEY ARE AMAZING.
432	I AM VERY SATISFIED WITH CALTRAIN.
432	I ALWAYS ENJOY RIDING CALTRAIN. ONCE, AFTER AN SF BASEBALL GAME AT NIGHT, THE FANS WERE USING PROFANITY AND THE CONDUCTOR WAS POLITE ENOUGH TO ASK THE FANS TO STOP THIS. I FELT GRATEFUL AND SAFE.
432	EFFECTIVE WI-FI WOULD BE SPECTACULAR AND MAYBE ON-BOARD, EASILY ACCESSIBLE OUTLETS FOR THE COST TO IMPLEMENT AND MAINTAIN THE RIDE. WOULD BE MORE ENJOYABLE AND BETTER FOR REGULAR COMMUTERS. DON'T DO CLOTH SEATS, THEY'LL BECOME DISGUSTING -- JUST ASK BART.
432	GREAT SERVICE.
432	FRIST TIME RIDING. VERY SATISFIED.
432	NICE RIDE FROM SAN FRANCISCO.
432	IT'S A JOY TO RIDE THE TRAIN. BEING A RELATIVELY POOR PERSON, I HAD TO PAY 1.80 + 2.25 + CASH ONE WAY. TODAY, 7.25. I THINK 7.25 IS A LOT ONE WAY. SOMETIMES PEOPLE TALK LOUDLY, USUALLY ON CELL PHONES.
432	WI-FI AND OUTLETS. MORE TRAIN ON GAME DAYS AS WELL.
432	HAVE A GOOD DAY.
432	IT WOULD BE AWESOME IF YOU COULD GET CALTRAIN TEXT ALERTS WITH IMPORTANT DELAYS, ESPECIALLY SERVICE.
432	I LIKE TRAVELING BY TRAIN.
433	THIS TRAIN IS BEAUTIFULLY DESIGNED. I'M SO GLAD I CAN TAKE A RIDE INTO THE CITY FOR MY BEST FRIEND'S BIRTHDAY. THANKS CALTRAIN.
433	RUN MORE OFTEN. MORE TRAIN CARS, LESS CROWDED, MORE AIR CONDITIONER.
433	RUSH HOUR IS HORRIBLE. IS IT THAT HARD TO ADD ONE OR TWO MORE CARS?
433	AIR CONDITIONING DURING HOT SUMMER DAYS. CLEAN WINDOWS. HAVE SOMETHING TO ATTACH YOUR BIKE TO, AND LUGGAGE.
433	PLEASE ENSURE TRAIN CONDUCTORS ARE POLITE. MAKE JUNIORS/STUDENTS TRAVEL FOR FREE. REDUCE NOISE AT STATIONS. DECREASE MONTHLY PASS FARE. HAVE WI-FI IN TRAIN. CLEAN TOILETS.

TRAIN	COMMENT
433	I LIKE THE NEWER TRAINS -- CAN WE HAVE MORE? THEY ALSO NEED USB CHARGING STATIONS, WI-FI, AND VENDING MACHINES. MORE LIGHTS AND CLEANER ELEVATOR @ BAYSHORE AND 22ND ST STATIONS. I LOVE THE CALTRAIN NEWS. TWITTER WOULD HELP. IF THE STATION SIGNS WERE UPDATED, TOO. I ALSO NOTICED THAT WHITE NON-TICKET HOLDERS ARE ALLOWED TO STAY ON THE TRAIN OR NOT TICKETED COMPARED TO NON-WHITES. I ESPECIALLY SAW A CALTRAIN STAFF PERSON GIVE A TICKET TO A CRYING HISPANIC MOM OF TWO BUT LET A WHITE MALE STAY ON. VERY UNFAIR.
433	GREAT EXPERIENCE + EASE OF USE + NEATER CLEAN STATION
433	THERE REALLY NEEDS TO BE LATER TRAIN SERVICE. OUT OF ALL THE PLACES I'VE LIVED THIS TRAIN STOPS THE EARLIEST BY FAR.
433	WHEN I PAID WITH CASH, I GOT BACK \$9 IN QUARTERS, WHICH WAS ANNOYING. OTHERWISE, I LOVE BEING ABLE TO TAKE THE TRAIN TO THE CITY.
433	MOVED FROM LA. HORRIBLE MASS TRANSIT [THERE], SO IT IS GREAT TO HAVE ACCESS TO AN ASSET LIKE CALTRAIN. THANKS.
433	WE NEED MORE TRAINS WITH MORE CARS MORE OFTEN. EVERY HALF HOUR WOULD BE IDEAL. AND MUCH GREATER BIKE CAPACITY WOULD HELP EXISTING COMMUTERS AND ENCOURAGE MORE TO COMMUTE. THANK YOU.
433	TRAINS SHOULD RUN ALL NIGHT LONG, AND DURING THE WEEKEND THERE SHOULD BE MORE FAST TRAINS.
433	LOW OVERALL SCORE BECAUSE THE HOURS OF OPERATION ARE DISAPPOINTING. NO OR VERY FEW NIGHT TRAINS. FOR NEW TRAINS -- WI-FI.
433	I GREATLY APPRECIATE CALTRAIN SERVICE. MISSING A 1 OR 2 AM TRAIN ON THE WEEKEND TO HEAD BACK FROM SF, MISSING A FEW MORE BULLET TRAINS ON THE WEEKEND.
433	1. ORGANIZATION OF BIKES IS VERY IMPORTANT TO ME. THE CURRENT SYSTEM IS AWKWARD AND INEFFICIENT. 2. VISUAL SIGNAGE OUTSIDE THE TRAIN NOTIFYING WHICH STOP WE ARE ARRIVING AT IS CRUCIAL AS WELL.
433	I THINK IT WOULD BE A GOOD IDEA IF YOU GUYS ADDED MUSIC TO ENTERTAIN THE PASSENGERS.
433	AN IMPROVED TICKET SYSTEM WOULD BE NICE. THE CURRENT CARDS ARE A PAIN TO GET AND RELOAD.
433	THE TRAIN IS TOO SLOW. IT TAKES 1.5 HOURS TO GET FROM SOUTH BAY TO SF.
433	FROM GENERAL INFORMATION 19-I SPECIFICALLY DO NOT WANT CLOTH.
433	I AM A POOR STUDENT. STUDENT DISCOUNTS WOULD INCREASE THE FREQUENCY WITH WHICH I RIDE CALTRAIN AND PROBABLY INCREASE THE TOTAL AMOUNT OF MONEY I SPEND ON CALTRAIN.
433	IN THE TUNNEL TO GO ONTO THE PLATFORM A IS SIGN POSTED ONLY WHEN YOU GET TO THE PLATFORM ENTRANCE. COULD HAVE BETTER SIGNS IN THE TUNNEL TO GET TO THE TRAIN. COULD BE CLEANER. THANK YOU. FIRST TIME -- I AM A VISITOR.
433	FIRST TIME ON CALTRAIN. WOULD TAKE AGAIN.

TRAIN	COMMENT
433	THERE SHOULD BE MORE LIGHTS IN THE 22ND ST AND SSF STATIONS.
433	WE NEED MORE TRAINS IN CALIFORNIA, ESPECIALLY CONNECTING THE VALLEY TO COAST. NOT LIKE NOW. AN E-W LINE, VISALIA TO PISANO, TO CONNECT W/COAST LINE.
438	WISH TOILETS FLUSHED WELL, PLEASE! WHAT ARE USELESS THINGS ABOVE UPSTAIRS SEATS? AIR VENTS?
438	WE WOULD LIKE TO HAVE WI-FI.
438	A LOT OF TIMES IT'S VERY HARD TO FIND INFORMATION ABOUT MAJOR DELAYS WHEN THEY OCCUR. MAYBE ADD IT TO YOUR APP? ALSO, THE LIGHT UP BOARDS AT SAN ANTONIO AND MILLBRAE ARE VERY UNRELIABLE/INACCURATE.
438	I LIKE THE TRAIN SO MUCH THAT I FORGOT TO DRIVE MY CAR. THE ONLY THING I THINK CAN BE BETTER IS THE TUNNEL FROM NB TO SB AND TRAIN STATION IN PALO ALTO SHOULD BE CLEANER.
438	CAPACITY ON GIANTS GAME DAYS, 49ERS GAME DAYS, EVENTS SUCH AS BAY TO BREAKERS, STILL DOES NOT MEET DEMAND. TRAINS STILL HAVE PATRONS STANDING WITH PEOPLE OCCUPYING ALL AVAILABLE SEATS, EVEN WITH THE ADDITIONAL CAR ADDED. I WOULD NOT OPPOSE INCREASES IF MORE CAPACITY OR MORE FREQUENT TRAINS WERE AVAILABLE ON EVENT DAYS.
438	IF CLOTH SEATS ADDED, NEED TO CLEAN REGULARLY.
438	SOME OF THE WORKERS ARE NICE, BUT MOST AREN'T, ESPECIALLY TOWARDS TEENS.
438	Y'ALL NEED JESUS.
438	MOST CONDUCTORS ARE UNNECESSARILY RUDE. TRAVELING WITH KIDS IS DIFFICULT WITH A STROLLER. PASSENGERS ALWAYS TRY TO CLAIM SEATS WITH STROLLERS, EVEN THOUGH IT IS YOUR POLICY TO PLACE STROLLERS IN SEATS RATHER THAN ADA SPACES OR BIKE CARS. FAMILIES SHOULD BE WELCOMED RATHER THAN HARASSED. FINALLY, THE CLIPPER CARD SYSTEM IS EASY TO MESS UP. I HAVE FORGOTTEN TO TAG OFF MANY TIMES. MY WIFE FORGOT TO TAG ON ONE TIME WHEN TRAVELING WITH MY TWO YEAR OLD SON AND GOT A TICKET. SERIOUSLY, THE CONDUCTOR WAS AN EXCEPTIONAL JERK IN THAT CASE. GET IT TOGETHER. QUESTIONS?? [NAME REMOVED]
438	WI-FI.
438	THE TRAIN I AM ON (AND THE 425 THIS MORNING) IS STANDING-ROOM-ONLY. ANY PLANS TO ADD MORE CARS TO WEEKEND TRAINS AND /OR RUN TRAINS MORE FREQUENTLY?
438	HOPE TO INCREASE FREQUENCY ON WEEKENDS. E.G. A TRAIN FOR EVERY 45 MINUTES (30MINUTES).

TRAIN	COMMENT
438	HI CALTRAIN, GOOD SURVEY, BUT YOU MIGHT CONSIDER REAL OBSERVATIONAL USER RESEARCH. MY FEEDBACK: 1. POOR ACCESSIBILITY FOR DISABILITIES AT 22ND ST. STATION. 2. DIGITAL SCHEDULES SHOULD SHOW STATION STOPS, NOT TRAIN NUMBER. CAN BE SO CONFUSING! 3. LOCATION OF CLIPPER CARD STANDS IS INCONVENIENT. PUT NEAR STATION ENTRANCE/EXIT. 4. INADEQUATE CLIPPER CARD TOP-UP LOCATIONS AT STATIONS (AND EXISTING ONES ARE VERY SLOW DIAL-UP). THANKS
438	MORE VENTILATION OR MAKE IT COOLER.
438	THE NEWER TRAINS ARE AWESOME. THE OLDER ONES ARE STILL WAY NICER THAN BART OR OTHER PUBLIC TRANSPORTATION. I LIKE THE SEAT ROOM.
438	MORE TRAINS ON WEEKENDS OR EVENTS AT AT&T. FREE INTERNET. REALLY, WE ARE IN SILICON VALLEY. PLEASANT CONDUCTORS, KEEP THE GRUMPS AT HOME. STORAGE FOR BACKPACKS, LUGGAGE, AND STROLLERS. CLEAN THE SEATS AND RUGS – DISGRACEFUL. MAKE IT PLEASANT. HAVE CONDUCTORS SAY "WELCOME ABOARD" AND "THANK YOU FOR RIDING CALTRAIN."
438	VERY SATISFIED AND PROUD OF CALTRAIN'S SERVICE AND THE CLEANLINESS OF THE TRAIN STATIONS. THE SERVICE SEEMS VERY POPULAR, SO MAYBE AN EXTRA CARRIAGE WOULD BE GOOD. WOULD BE GREAT IF A DEDICATED PAVED BIKE ROUTE WOULD BE BUILT PARALLEL TO THE TRACKS ALL THE WAY FROM SF TO GILROY. SEEMS LIKE THERE IS ROOM TO PUT ONE IN. FREE WIRELESS INTERNET ACCESS WOULD ALSO BE A BIG PLUS!
438	WEEKENDS - DEPARTING TRAINS ARE TOO FAR APART. IF THEY COULD DEPART EVERY 1/2 AN HOUR.
438	GOOD SERVICE. HOPE IT CAN GET BETTER.
438	CLIPPER CARD TOP-UP IS VERY VERY SLOW, AND MACHINES ARE TOO RARE AND FREQUENTLY BROKEN. TRAINS ARE FREQUENTLY OVER-CAPACITY, AT COMMUTE TIMES IT'S OFTEN IMPOSSIBLE TO FIND A SEAT OR SPACE FOR A BIKE; EVEN WEEKEND TRAINS ARE OVERCROWDED OFTEN.
438	MORE STANDING ROOM OR MORE SEATS. LACKING BOTH!!
438	SOMETIMES THE RESTROOMS DON'T HAVE SOAP OR WATER.
438	WOULD BE NICE IF THE TRAINS WERE MORE FREQUENT.
438	OVERCROWDING INBOUND TO SF IN THE MORNING IS A BIG ISSUE. LESS OF AN ISSUE OUTBOUND FROM SF IN THE EVENING.
438	TRAINS NEED TO DO A BETTER JOB OF NOT ONLY LEAVING SF OR SJ ON TIME, BUT STAYING ON SCHEDULE THROUGHOUT THE WHOLE TRIP - OR SCHEDULES SHOULD BE ADJUSTED TO REFLECT THE TIME THE TRAINS ACTUALLY TAKE TO TRAVEL THE WHOLE ROUTE.
438	IT IS GOOD!
441	MORE BULLET TRAINS. ALSO, ANTICIPATE DELAYS AND CROWDS BETTER DURING SF GIANTS GAMES OR OTHER EVENTS.
441	UP TO NOW, IT IS GOOD.

TRAIN	COMMENT
441	IN SERVICE IT'S OKAY.
441	I LIKE TO TAKE THE TRAIN. IT'S A WONDERFUL SERVICE. THE ONLY THING IS THAT THEY ARE MOST OF THE TIME LATE.
441	MAKE SURE TO BE ON TIME. OR DON'T POST TIMES AT ALL.
441	IT WOULD BE GOOD IF THERE IS AN OPTION FOR DEBIT CARDS FOR PURCHASING THE TICKETS AT THE TICKET VENDING MACHINE.
441	I PURCHASED THE WRONG TICKET (ZONE #) AND DIDN'T REALIZE IT UNTIL I HAD GOTTEN ON THE TRAIN. BY THEN IT WAS TOO LATE. YOU NEED TO BE ABLE TO EXCHANGE IT AND GET ANOTHER ONE IF YOU MAKE A MISTAKE LIKE THAT.
441	UPPER DECK COULD USE SOME TRAIN/ STOPS INFO.
441	LAYBACK CHAIRS.
441	TOO MANY STOPS ON LOCAL TRAINS, IT TAKES TOO LONG TO GET FROM SJ TO SF.
441	GOOGLE MAPS SHOWS WRONG TIME OF TRAINS SOMETIMES!
441	ON-TRAIN BATHROOMS ARE A HEALTH HAZARD. SERIOUSLY, PORT-A-POTTIES ARE NICER. I WOULD TAKE THE TRAIN MORE OFTEN IF THIS WERE NOT SUCH AN ISSUE. ALSO, I USUALLY BRING A BIKE, AND NON-CYCLISTS IN THOSE CARS ARE VERY FRUSTRATING. STAFF ARE GREAT!
441	THANK YOU FOR GIVING US A VOICE. HOPEFULLY OUR CONCERNS WILL BE TAKEN INTO CONSIDERATION.
441	MORE BULLET TRAINS. ANTICIPATE DELAYS AND CROWDS BETTER DURING EVENTS - GIANTS GAMES, ETC.
441	THANKS FOR TAKING THE EFFORT TO CONDUCT THE SURVEY!
801	I AM VERY EXCITED FOR THE NEW ELECTRONIC CARS! IN MY OPINION THERE SHOULD BE MORE NEW CARS. SOME OLD CARS SCREECH TOO MUCH WHEN SLOWING TO A STOP AND MAKE A HUGE RACKET WHEN GLIDING ON THE TRACKS. OVERALL, I AM VERY SATISFIED WITH CALTRAIN. SORRY MY HANDWRITING IS MESSY, AS IT IS WOBBLY UP HERE ON THE TRAIN.
801	VERY GOOD JOB.
801	EXCELLENT JOB.
801	NEED MORE, FASTER TRAINS.
801	BIKE CAPACITY AND INFORMATION ABOUT DELAYS ARE EXTREMELY IMPORTANT. WOULD BE VERY DISSATISFIED WITH CLOTH OR LOW BACK SEATS.
801	MAKE CLIPPER CARD PASS BOOK ACCESSIBLE.
801	INCORPORATE CLIPPER CARD TO SMARTPHONE; PASSBOOK TO SCAN CARD LIKE AMTRAK.
801	CUP HOLDERS WOULD BE AWESOME.
801	VERY SATISFIED EVEN MORE. MORE TRAINS LEAVING SAN JOSE EVERY 1/2 HOUR ON WEEKENDS.
801	LOVE THE TRAIN. MAKE IT RUN ALL NIGHT.
801	GOOD JOB.

TRAIN	COMMENT
801	WHY IS THERE NO VENDING MACHINES ON PLATFORMS OR IN CARS? EASY MONEY FOR CALTRAIN. CUP HOLDERS.
801	TRAINS ARE SLOW AND BULLETS ARE VERY RARE.
801	PRETTY GOOD OVERALL. MORE ELECTRIC SIGNS ABOUT STATION WOULD BE NICE
801	POST MORE SIGNS ABOUT TRAINS SWITCHING PLATFORMS. DIDN'T KNOW UNTIL THE LAST MINUTE.
801	MORE BULLET TRAINS PLEASE.
801	SIGNS ON PLATFORM SHOULD DISPLAY 'NEXT TRAIN' INFO MORE FREQUENTLY. I ALREADY KNOW WHAT TIME IT IS.
801	CLIPPER SHOULD BE ALLOWED TO RECHARGE AT TICKET MACHINE
801	NEED MORE TRAINS AFTER GIANTS GAMES. VERY CROWDED NOW.
801	FIRST CALTRAIN, WORKER SCREAMING "NO MORE BIKES" AT TWO BIKE RIDERS. IT'S A PRETTY CHILL SATURDAY MORNING. THERE SHOULD BE PLENTY OF ROOM FOR BIKES. ALSO NO NEED TO SCREAM AND BE RUDE.
801	THE SERVICE IS GOOD BUT NUMBER OF BULLETS TO BE INCREASED UP TO 10 AM OR 9:30 FROM SAN JOSE.
801	THERE'S GOT TO BE A WAY TO BUY TICKETS ONLINE. HAD TO WAIT AGES IN LINE AT MOUNTAIN VIEW, ALMOST MISSED THE TRAIN. NEED MORE MACHINES.
801	AT MOUNTAIN VIEW STOP, THE LINE FOR TICKETS WAS SO LONG THAT SOME PEOPLE COULD NOT BUY TICKETS. NO ONE WAS AT THE STOP TO FACILITATE THIS.
804	THE ONLY PROBLEM I FOUND WITH CALTRAIN ARE LINES INSIDE THE 4TH/KING STATION. WAY TOO MANY PEOPLE CUT IN LINE AT THE FRONT WHEN LINES ARE OUT THE STATION DOOR. SO RUDE, VERBAL INSTRUCTIONS FROM STAFF DO NOTHING.
804	SF STATION LINES, PEOPLE LINE-UP AND MANY CUT IN LINE, REALLY ANNOYING.
804	ON WEEKDAYS, THERE NEEDS TO BE BULLET TRAINS EVERY HOUR BETWEEN 10-4PM. ALSO, BULLET TRAIN TIMES NEED TO BE EXTENDED BEYOND 7PM. VERY IMPORTANT: THE MONTHLY PASS IS AWFUL. IF SOMEONE PAYS THAT AMOUNT OF MONEY, THEY SHOULDN'T HAVE TO WORRY ABOUT TAGGING ON AND OFF, OR EVEN WORSE, ABOUT GETTING CAUGHT AND A CITATION FOR THOSE ISSUES.
804	OVER THE YEARS, IT'S FELT LIKE THE TRAINS HAVE GOTTEN MORE AND MORE DELAYED. ALSO, THE WEEKEND ROUTES ARE GENERALLY PACKED, UNCOMFORTABLY SO ON SF GAME DAYS. INCREASE THE # OF BULLETS ON WEEKEND.
804	WOULD BE GREAT TO HAVE MORE FREQUENT SERVICE ON WEEKEND.
804	REALLY LIKE ALL THE TRAINS, EVEN WEEKDAY LOCALS AND WEEKEND BULLETS. THE FARES ARE A LITTLE HIGH, SO THEY SHOULDN'T CHARGE THAT MUCH.
804	ALWAYS GREAT, COULD DO A BETTER JOB AT LINING UP AND GETTING IN.
804	REALLY HAPPY TO HEAR YOU'RE ELECTRIFYING. IDEAS: 4 TRACKS, GRADE SEPARATION, MORE OFF-PEAK TRAINS (OFF-PEAK EXPRESS TRAINS), MORE TRAINS TO CALIFORNIA. AVE.

TRAIN	COMMENT
804	4 TRACK GRADE SEPARATION. INCREASE OFF-PEAK TRAINS, ESPECIALLY EXPRESS OFF-PEAK ONES. MORE TRAINS TO CALIFORNIA AVE.
804	MORE WI-FI. NEED BADLY.
804	SF STATION NEEDS A WHOLE LOT OF LOVE.
804	I THINK WE NEED MORE PARKING AT ALL STATIONS AND CUSTOMER SERVICE FROM CALTRAIN IS GREAT.
804	WONDERFUL SERVICE ALL THE TIME. NO COMPLAINTS. THANK YOU.
804	SATISFIED WITH THE OVERALL PERFORMANCE.
804	ONBOARD BAR, DINNER CAR ORIENT EXPRESS.
804	CLEANLINESS OF THE RESTROOMS ARE VERY IMPORTANT.
804	WEEKEND SERVICE SCHEDULE IS INCONVENIENT AND OFTEN POORLY EQUIPPED/ COORDINATED FOR LARGE EVENTS. TRAIN STOP ANNOUNCEMENTS SHOULD BE AUTOMATED VS. CURRENT INAUDIBLE MUMBLING OVER AN OLD PA SYSTEM.
804	MORE STROLLER FRIENDLY, AT LEAST CLEAR SIGNS WHERE OK AND WHERE NOT, IDEALLY AN ENTIRE CART FOR FAMILIES WITH STROLLERS.
804	CONCESSION STAND.
804	PLEASE MAKE THE NEW ELECTRIC TRAINS QUIETER THAN BART. THANK YOU FOR YOUR SERVICE.
804	TRAIN IS LATE MANY TIMES ESPECIALLY IN THE MORNING.
804	BETTER AMENITIES AT STATIONS. GET A SUBWAY. QUESTIONS ON THIS SURVEY NEED TO BE BETTER. 19A/B/C SHOULD ASK IF SEATS SHOULD BE DESIGNED FOR COMFORT VS. ABILITY TO CLEAN. AS OPPOSED TO VINYL. SHOULD ASK IF SEATS SHOULD RECLINE. ALSO WHAT IS PURPOSE OF 19I?
804	HOPE THE CONDUCTORS COULD HELP IN CASE SOME WEIRDOS SIT BY US.
804	CONSISTENTLY GREAT SERVICE. THANK YOU.
804	IT WOULD BE GREAT IF THE CALTRAIN RAN MORE FREQUENTLY AND HAD MORE BIKE CARS.
804	FROM OUT OF TOWN, SO THIS IS MY FIRST EXPERIENCE.