

Caltrain 2014 On-Board Survey

# Verbatim Comments

Corey, Canapary & Galanis

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<b>Train</b>	<b>Comment</b>
101	COST TOO HIGH FOR 2 ZONE.
101	PLEASE DO A BETTER JOB OF ENFORCING THE "SHORT AND QUIET" CELL PHONE POLICY. CONDUCTORS SHOULD SPEAK TO INDIVIDUALS WHO ARE DISREGARDING IT.
101	ADD A SB TRAIN BETWEEN 7:30 PM - 8:40 PM, WIFI SO EVERYONE QUILTS WHINING.
101	REAL TIME WEBSITE
101	NEED MORE TRAIN STOP AT SAN MATEO!
102	MY ONLY CONCERN WOULD BE THE SCHEDULE SOMETIMES THE TRAIN SCHEDULE DOES NOT WORK WITH MY WORK SCHEDULE.
102	THE RESTROOM OFTEN SMELL BAD AND IT LINGERS INTO OTHER AREAS
102	CLIPPER IS AWFUL. AN ANCIENT SYSTEM. TAGGING NOT NEEDED FOR MONTHLY AUTO UPDATES, STAFF ON TRAINS 102 ARE GREAT NEED MORE BIKE SPACES-IT GETS VERY BUSY AND THERE HAVE BEEN MANY TIMES I HAVE BEEN TURNED AWAY.
102	ENFORCE THAT PEOPLE HAVE A TAG ON BIKE, DO NOT LET THEM RIDE IF THEY DON'T.
102	TRAINS RUN LATE, ESPECIALLY LOCAL TRAINS....MORNING TRAINS ARE USUALLY GOOD ON TIME, AND COMMUTE HOUR TIMING IS GREAT, BUT MIDDAY IS NO GOOD.
102	PLEASE ADD WIFI
142	SAFETY IMPROVE - WEIRD PEOPLE TEND TO STAY ON STATION.
142	BULLY CONDUCTORS NEED TO STOP!
142	THE RESTROOM ON THE OLDER TRAINS ARE TOO SMALL FOR AN ADULT. ONE CAN'T USE THE TOILET WITHOUT CONSTANTLY ELBOWING THE WALL. AIRPLANES HAVE LARGER LAVATORIES AND A BETTER USEABLE FAUCET. MAJOR DELAYS ARE HANDLED POORLY. ONLY PIECES OF INFORMATION ARE TOLD TO THE CONDUCTORS AND PASSENGERS WHO ARE OFTEN LEFT WAITING IN THE COLD FOR HOURS.

Train	Comment
142	MOUNTAIN VIEW STATION IS APPALLINGLY TRASHY. EVERY DAY LIKE THIS-GETTING WORSE AND WORSE. CIG BUTTS ALL OVER WHERE YOU CROSS TRACKS TO NORTHBOUND SIDE (AT NORTH CROSSING) AND TICKETS AND TRASH ALL OVER LIGHT RAIL TRACKS. BY CONTRAST, REDWOOD CITY IS LOVELY-NO TRASH OR CIGS AT ALL. THOSE CIG DISPOSAL CANS THAT WERE IN SAN CARLOS (GONE NOW) WOULD BE A GOOD IDEA FOR MOUNTAIN VIEW.
142	YESTERDAY WAS THE FIRST DAY THAT MY TRAIN WAS LATE AND ARRIVED YEARLY TO MY FINAL STOP
142	CURRENTLY RIDING A TRAIN WITH A DELAY TIME, ANNOUNCEMENT AT STATION NOT CLEAR AND 800 LINE PEOPLE SHOULD BE MORE ON THE BALL REGARDING DELAY.
142	MAKE MORE BULLETS! HAVE WIFI!
142	THANKS FOR ALL THE HARD WORK!
142	CALTRAIN
142	IN THE EVENT, A CALTRAIN CUSTOMER DOES NOT HAVE A TICKET, THEIR ID SHOULD BE SCANNED TO SEE IF THEY ARE A REPEAT OFFENDER (NOT NECESSARILY HAVING RECEIVED A CITATION). IF SO-NO MATTER WHAT "EXCUSE" IS GIVEN-THAT PERSON SHOULD SHOW ID, DEFINITELY RECEIVE A CITATION.
142	PLEASE BRING BACK HALF-HOURLY MID-DAY SERVICE. ONE HOUR IS TOO LONG TO WAIT IF ANYTHING GOES WRONG.
142	SECOND TIME RIDING, I THINK IT'S AWESOME. GETS ME TO REDWOOD CITY ON TIME, THANK YOU FOR THE GREAT JOB. KEEP UP THE GOOD WORK CALTRAIN. GOD BLESS.
142	OVERALL, I'M VERY SATISFIED WITH THE DAY TO DAY SERVICE CALTRAIN PROVIDES. THE STAFF ARE TYPICALLY FRIENDLY AND HELPFUL AND FOR THE MOST PART THE SYSTEM RUNS ON TIME. MY MAJOR CONCERN IS WITH LENGTHY DELAYS AND HOW CALTRAIN KEEPS RIDERS INFORMED. THE ELECTRONIC SIGNS HAVE BEEN SOMEWHAT HELPFUL, BUT MORE FREQUENT UPDATES ARE NEEDED, ESPECIALLY FOR NON-SMART PHONE USERS. ALSO, MORE ELECTRONIC OUTLETS AND WIFI PLEASE.
142	CALTRAIN IS UNBEARABLE ON GIANTS GAME NIGHTS: DRINKING SHOULD BE BANNED OR RESTRICTED TO "TAILGATE" CARS. MORE TRAINS NEED TO BE OPERATED WITH SPECIAL GAME TRAINS FOR DRUNK BASEBALL FANS. OTHERWISE, THE TRAIN EXPERIENCE IS UNFAIR TO CALTRAIN'S CORE CONSTITUENT: DAILY COMMUTERS.

Train	Comment
142	BETTER ORGANIZING OF BIKES, STACKING BIKES BY DESTINATION DOESN'T WORK IN PEAK COMMUTE. BETTER SOLUTIONS ARE CURRENTLY USED BY OTHER RAIL NET WORKS. BETTER DATA AT STATIONS DURING DELAYS.
142	NEED MORE BIKE CARS ON PEAK HOUR TRAINS.
142	PLEASE ADD MORE TRAINS FROM ZONE 1 TO ZONE 2
143	THERE ARE SO MANY DELAYS WITHOUT PROPER OR ACCURATE UPDATES FROM WORKERS. WORKERS ARE RUDE TO CUSTOMERS DURING DELAYS. I AM NOT A HAPPY RIDER. ALSO WHERE IS THE WIFI? IT'S SILICON VALLEY FOR CRYING OUT LOUD. FOR WHAT WE PAY THERE SHOULD BE WIFI.
143	I THINK ITS REQUIRED WIFI IN THE CALTRAIN. THERE ARE A LOT OF ENGINEERS IN THE BAY AREA AND WIFI IS REALLY NECESSARY.
143	FROM OUT OF TOWN. MY ONE AND ONLY TIME ON THE TRAIN THERE WAS A FATALITY SO WE HAD TO GET OUT OF THE TRAIN BEING TOLD WHAT WAS HAPPENING.
143	MYSELF MY DAUGHTER AND HER 2 KIDS WERE ON OUR WAY FROM LAWRENCE TO SF WHEN AT 10:30 THE TRAIN STOPPED AT MV DUE TO A FATALITY AT SAN ANTONIO. WE ALL WERE ORDERED OFF THE TRAIN. THE CALTRAIN WORKERS TRIED TO HANDLE THE SITUATION AS BEST THEY COULD SO MY FAMILY AND I WALKED AROUND MV FOR AN HOUR THEN CAME BACK. ANOTHER TRAIN CAME AT 11:40 TO SF. IT WAS A SMALL INCONVENIENCE COMPARED TO THE PERSON WHO DIED SADLY. THANKS FOR GREAT SERVICE. GOD BLESS YOU ALL. PS, JESUS CHRIST LOVES YOU ALL.
143	I AM A FREQUENT RIDER AND RARELY DO I SEE PROBLEMS WITH TRAINS. IF ANY ARISE IT'S ALWAYS HANDLED IN A COURTEOUS AND PROFESSIONAL MANNER.
143	INSTRUCTIONS FOR TRAVELERS WHEN THE ACCIDENT HAPPENED WERE NOT CLEAR. THEY TOLD US TO CATCH THE NORTHBOUND TRAIN ON THE SOUTH SIDE PLATFORM AND THEN IT CAME FROM THE OTHER SIDE. WE HAD TO RUN. POOR COMMUNICATION.
143	FREE WIFI WITH CLIPPER CARD MONTHLY PASS. ALSO PLEASE CONSIDER A BAR CAR. YOU WOULD MAKE A MINT OVERNIGHT.
143	CALTRAIN TOOK GOOD CARE OF PASSENGERS BY PROVIDING BUS SERVICE TO THE NEXT STATION DUE TO INTERRUPTED SERVICE, FATALITY. WELL COORDINATED.
143	I AM NOT A GOOD CANDIDATE FOR SURVEY. TODAY IS MY FIRST TIME IN CALTRAIN AND DUE TO SOME ACCIDENT HAD TO SUFFER DURING MY TRAVEL. RATING IS BIASED AS IT'S BASED ON JUST ONE DAY.

Train	Comment
143	MOST DAYS I ENJOY CALTRAIN. MY PROBLEM IS DAYS WHERE THERE ARE DELAYS. THERE'S NO ONE TO ASK AT THE STATION AND CONDUCTORS OFTEN KNOW LITTLE. WHEN AT A STATION AFTER MAJOR DELAYS THERE ARE NO REAL TIME UPDATES VISIBLE ON WHEN THE NEXT TRAIN IS. A MAP OF ALL CURRENT TRAINS LIKE SF MUNI SUBWAY WOULD BE USEFUL.
143	HEY I'M <> AND I AM FROM INDIA. THIS IS THE BEST SERVICE I HAVE EVER BEEN IN FROM ONE PLACE TO ANOTHER. SAFETY, SECURITY AND TO REACH MY DESTINATION ON TIME IS WHAT CALTRAIN DOES AND I CANNOT IMAGINE MY DAY WITHOUT BOARDING IT.
143	THE TRAINS FROM SF ARE REALLY FULL OF PEOPLE AFTER 5 PM.
143	I AM GENERALLY SATISFIED WITH RIDING CALTRAIN BUT THIS EXPERIENCE WAS REALLY FRUSTRATING. I DON'T WANT TO SOUND CALLOUS BUT THIS HAS HAPPENED MULTIPLE TIMES IN THE AREA AND I FEEL LIKE CALTRAIN SHOULD ALREADY HAVE A PLAN FOR THIS. IN ADDITION CALTRAIN SHOULD BE TAKING MEASURES TO PREVENT THIS.
143	TRAIN RIDES ARE VERY PLEASANT.
143	TOOK A LOT OF TIME OUT OF MY DAY. I HAD PLANS WHICH ARE NOW CUT SHORT.
143	WOULD LIKE TO SEE MORE CHARGING STATIONS POINTS I THE TRAIN.
143	THERE SHOULD BE MORE TRAINS. EVERY HOUR EVEN IN THE EVENING IT'S NOT FUN WAITING AN HOUR TO LEAVE SF BUT I LOVE CALTRAIN.
143	BETTER THAN SOCIAL METRO LINK.
143	WOULD BE HELPFUL IF CALTRAIN HAD REAL TIME UPDATES ON SCHEDULE IE EMAIL NOTICE IF THERE IS ANY DELAY.
143	THIS TRAIN IS 20 MINUTES LATE WHICH IS NOT ACCEPTABLE. DESPITE THE DELAY EVERYTHING IS FINE.
143	THE RESTROOMS ARE THE BIGGEST PROBLEM, DIRTY, UNKEMPT PAPERS ALL OVER SMALL.
143	THEY SHOULD COMPENSATE THEIR CUSTOMER WHEN A TRAIN IS LATE LIKE IF IT'S 30 MIN LATE THE RIDE SHOULD BE FREE. MORE OF LIKE THE JAPAN'S TRANSPORTATION.
143	THANK YOU FOR THE SURVEY.
143	THEY SHOULD HAVE TRAIN NUMBERS ON THE SIDE OF THE CALTRAIN. AND AN ONBOARD DISPLAY FOR NEXT STOP WOULD BE HELPFUL.

Train	Comment
143	YOU GUYS ARE THE BIGGEST REASON I DON'T HAVE TO HAVE A CAR. BETWEEN YA'LL AND VTA, I GET AROUND JUST FINE.
143	WHenever there is a delay due to whatever, it is always chaos, no info, no direction for the riders. I just went through a bus bridge, your service is inept and lacking! Taking two hours to go 5 stops! Trains are also way too crowded, very hard to get a seat.
150	I have been taking Caltrain for two months and it has been an extremely positive experience. In comparison with MTA (NYC subway system), Caltrain is outstanding. Excellent service! I'm from Brooklyn, New York.
150	Way too crowded on commute times. Standing room only in aisles which isn't allowed at other times. Also, more bike cars are needed. I after boarded with my bike at Millbrae (heading south) at 5 or 6 AM often turned away due to overcrowded bike cars. Then I'm late to transfer to Hwy 17 bus.
150	I love Caltrain! Prices are reasonable and times reliable.
150	I don't like how the newer trains don't have any private seating and they get extremely hot. I really hate that you can't use your debit card at some stations, it's really inconvenient.
150	Need coffee donuts in the mornings.
150	Key is to accommodate more bicycles-this is biggest problem during peak times.
150	Keep up the good work.
150	Horrible frequency in the evening and weekends.
150	Meeting expectations so far except Caltrain being up to one hour late.
150	Good service overall. Time table takes some getting use to.
150	I don't understand the need for tagging on and off for monthly Clipper card holders, can you please do away with it.
150	Train has a funky smell. Conductors are rude and not friendly at all!
150	Caltrain is really expensive if you get out of university and don't work in teen. How about a young adult discount for people younger than 28? My employer doesn't pay for transportation and I take four rides per week.

<b>Train</b>	<b>Comment</b>
150	I REALLY ENJOY THE RIDE FROM HOME TO WORK, IT'S A LITTLE BETTER WHERE I CAME FROM WHICH IS DETROIT.
150	IT'S A GOOD TRAIN BUT SO INFREQUENT. I WOULD LIKE TO SEE A TRAIN EVERY 15 MINUTES NOT EVERY 60 MINUTES.
150	EVERYTHING IS GREAT, AS FAR AS TRAINS GO, IT'S A GREAT EXPERIENCE.
150	MOUNTAIN VIEW STATION NEEDS TRASH CAN NEXT TO TICKET MACHINE SO PEOPLE DON'T THROW CREDIT RECEIPTS ON THE GROUND. CONDUCTORS NEED TO BE MORE CAREFUL ABOUT CLOSING DOORS ON BIKES. IT CAN DAMAGE THE BIKE.
150	CONDUCTORS SUCK!
151	NICE SERVICE. KEEP THE GREAT WORK.
151	NEED MORE OUTLETS FOR OUR PHONES AND COMPUTERS.
151	FACILITY OF CHARGING STATION AND WIFI ONBOARD WILL BE HELPFUL.
151	PARKING. NEED MORE SPACES.
151	I LOVE THE TRAIN. WOULD JUST LOVE AN ELECTRONIC TABLE AT THE STATION THAT SHOWS THE DELAYS, TRACKS ETC.
151	TODAY IS MY FIRST EXPERIENCE RIDING CALTRAIN. SO FAR SO GOOD. SMELL'S CLEAN. TEMP IS JUST RIGHT. GOOD JOB.
151	REALLY ENJOY THE TRIP.
151	AWESOME.
151	WE NEED MORE TRAINS. SO CROWDED YOU CAN BARELY STAND SOMETIMES.
151	MUNI TRACKS BUSES IN REAL TIME AND MAKES THAT INFO AVAILABLE TO CUSTOMERS SO THEY CAN KNOW WHEN THE NEXT ONE IS COMING. CALTRAIN IS WAY BEHIND ON THIS.
151	MAKE TRAINS ELECTRIC AS SOON AS POSSIBLE. CLEAN INTERIORS MORE OFTEN. ENFORCE TICKET REQUIREMENTS. FINE ABUSERS. STAFF BIKE CARS AT PEAK HOURS.
151	THANK YOU CALTRAIN. YOU'RE DEPENDABLE.

Train	Comment
151	PLEASE MAKE VENDING MACHINES WATER FOUNTAINS AVAILABLE AT STATIONS, SUNNYVALE.
151	FIRST TIME USER. VISITING SF. SYSTEM WAS EASY ENOUGH TO NAVIGATE BUT STRUCTURE OF ACTUAL TRAIN, SEE NYC METRO SYSTEM, MAKES NO SENSE. OVERALL EXPERIENCE WAS GOOD ENOUGH BUT WHAT'S THE POINT OF BUYING A TICKET WHEN THEY'RE NOT CHECKED.
151	I AM VERY UPSET THAT I HAVE TO PAY \$1 TO USE LADIES ROOM IN PALO ALTO STATION. SOMETIMES MY MEDS MAKE IT IMPERATIVE THAT I USE LADIES ROOM. I DON'T WANT TO FIND OR USE RESTROOM ON TRAIN. COME ON NOW. PALO ALTO? VTA STATION AS WELL OR INSTALL COINAGE @ .25 CENTS PER PEE.
151	NEED MINI BAR WITH DRINKS AND SNACKS WILL MAKE GOOD MONEY FOR THE TRAIN.
151	SHOULD PUT A FOOD STAND ON TRAIN WITH FOOD AND DRINKS. CHEAPER TICKETS IF YOU ONLY GO 1 TO 2 STOPS.
151	WIFI ON TRAIN. MORE CHARGING STATIONS FOR PHONES AND LAPTOPS.
151	PLEASE MAKE VENDING MACHINES ESPECIALLY WATER AVAILABLE AT THE STATION SUNNYVALE.
151	REAL TIME TRACK CHANGE INFO IN THE LOBBY AND AT THE PLATFORM WOULD BE VERY CONVENIENT, INFORMATIVE AND TIME SAVING.
151	ALL THE QUESTIONS ABOUT SERVICE DELAYS SAY MORE THAN 5 OR 10 MINUTES! I CARE ABOUT DELAYS MUCH SHORTER THAN THAT! IF I SHOW UP FOR WORK FIVE MINUTES TO LATE, I AM NOT ON TIME, A TRAIN THAT IS ARRIVING 5 MINUTES LATE IS NOT ON TIME EITHER. ALSO I WOULD LIKE TO KNOW ABOUT DELAYS BEFORE I LEAVE FOR THE STATION!
151	TAG ONS AND OFFS BE SENT TO RIDERS VIA EMAIL OR TEXT BASED ON PREFERENCE, SO RIDERS KNOW THERE STATUS ON AND OFF THE TRAIN.
151	SOME STATIONS NEED MORE SEATING IN THE SHADE.
185	BIKE TRAINS ARE VERY INEFFICIENT. INSTEAD OF HORIZONTALLY STACKING THEY SHOULD BE VERTICALLY STACKED AND HUNG. THIS WOULD ELIMINATE TAGS AND SHOULD FIT THE SAME NUMBER OF BIKES. BETTER TRACKS. SMOOTHER TRAINS. CHEAPER PASSES. BETTER ROADS, LIGHTING AROUND THE TRAINS. GEO TRACKING APP. FASTER TRAINS. CONNECT TO SJ AIRPORT.
190	MORE TRAINS AT NIGHT ARE GOOD.
190	I NEVER GET A SEAT ON THE WAY TO WORK. DON'T I PAY FOR A SEAT? WAY OVERPRICED. NOTIFICATIONS SUCH EVERYONE RELIES ON TWITTER.



Train	Comment
190	BRIDGE OUT FOR 3 MONTHS WAS RIDICULOUS. RESTORE 1/2 HOUR LOCAL SERVICE TO ALL STATIONS THEN ALL EXPRESS LIMITED BULLETS. HOURLY SERVICE IS RIDICULOUS. FRI AND SAT MIDNIGHT TRAINS FROM SJ. GET WITH THE TIMES. END 9 PM SERVICE ON SUNDAYS. MIDNIGHT 7 DAYS.
190	CALTRAIN IS GREAT. IT WOULD BE EVEN BETTER IF A BULLET STOPPED IN SAN CARLOS.
190	I APPRECIATE FOR THE CALTRAIN SERVICES. THANK YOU.
190	THERE SHOULD BE MORE INTERSECTION POINTS BETWEEN BART AND CALTRAIN.
190	THERE IS A LOT OF CONGESTION WHERE THE BIKES GET ON AND OFF. I WISH THERE WAS MORE NOTICE OF WHERE THE BIKE CAR IS.
190	EXCELLENT!!! WHAT MORE CAN TO ASK??? THANK YOU AND THANK YOU TO ALL.
190	GREAT SERVICE. THANK YOU.
190	WAY TO GET AHOLD OF STAFF FOR DRUNK/OBNOXIOUS RIDERS WHEN NOT IN SITE. I.E. SERVICE BUTTON OR PULL CORD FOR SPECIFIC CAR. MORE "PAY" AREAS AT STATION FOR TICKET & PARKING WHEN BUSY. I.E. IN AM.
190	LOVE YOU VERY MUCH...SERIOUSLY THOUGH.
190	I HAVE ALWAYS HAD A PLEASANT EXPERIENCE EXCEPT WHEN GIANTS GAMES OCCUR. TOO MANY DRUNK PEOPLE.
190	CONDUCTORS ARE ALWAYS SO NICE + COURTEOUS, BUT DEAL W/ PROBLEMS AS QUICKLY + PROFESSIONALLY AS POSSIBLE. THANKS!
190	THE MAJORITY OF MY RIDES ARE IN THE BIKE CAR. I REALLY APPRECIATE THE BIKE CAR. I FIND IT UNAPPEALING TO TAKE THE TRAIN HOME IN THE EVENINGS DUE TO THE LONG DELAYS BETWEEN THE 7:30 AND 8:40 TRAIN. IF I GET HELD UP BY TRAFFIC.
190	I LOVE THE NEW LIVE UPDATES ON THE SITE! TAPPING ON EACH MONTH W/ MONTHLY PASS IS ANNOYING + EASY TO FORGET, COULDN'T IT BE AUTOMATIC UNTIL CANCELED? BETTER TRAIN SCHEDULING WOULD ALSO BE GOOD. FROM 5-7PM, THERE ARE 3 TRAINS TO SAN MATEO PER HOUR, BUT THEY'RE ALL AROUND THE :25. CAN'T YOU GUYS SPACE THEM OUT?
190	EXCEPT FOR A TRAIN STRIKING AND KILLING MY BEST FRIEND WHEN I WAS 17 IN FRONT OF ME BECAUSE OF THE POT HOLES ALONG THE TRACKS IN A CONSTRUCTION ZONE THAT WAS IMPROPERLY MAINTAINED. CALTRAIN IS A BETTER WAY TO TRAVEL THAN VEHICLE.

Train	Comment
190	IF HAD EVERY HOUR LIKE WEEKEND SCHEDULE BE GREAT.
190	COORDINATION WITH BART @ MILLBRAE.
190	MORE SERVICE AFTER 7:00PM TO SANTA CLARA CA BEFORE NINE 'O CLOCK AM SERVICE TO SUNNYVALE CHEAP DISABLED FARE \$ SAN JOSE-SUNNYVALE 1:25 SUNNYVALE-HILLSDALE, SAN MATEO 200. SAN MATEO-SAN FRANCISCO 275.
190	MAKE THE TICKET CHEAPER TO BUY.
190	VISITOR TO USA. FIRST TIME USED THE SYSTEM. OVERALL SATISFIED, GOT ME AROUND.
190	ALL STATIONS ARE OK, BUT THE PEOPLE NEED MORE PROTECTION IT IS TOO WINDY IT'S VERY COLD WHILE WAITING FOR THE TRAIN-THE REST IS OK. AND ALL CONDUCTOR OR THE PERSONS THAT WORK NEED TO WAIT A FEW MINUTES FOR PEOPLE THAT USE THE SERVICE. THANKS.
190	CALTRAIN IS THE BIGGEST MAN MADE S<>T OF THE 21 CENTURY. IT'S THE S<>T OF THE HIGHEST DEGREE. SHAME ON GOVERNMENT. THIS IS NOT THE WAY YOU ENCOURAGE PUBLIC TRANSPORT. THIS RAIN IS 19TH CENTURY TRAIN. WORLD HAS IMPROVED. WAKE UP. THESE TRAIN WERE USED IN 80IES IN EUROPE.
190	THE TRAINS ARE SO CROWDED DURING COMMUTE HOURS TO/FROM CITY (SF). IT'S UNCOMFORTABLE TO BE STANDING PACKED TOGETHER. ALSO, IT SEEMS LIKE THE TRAINS ARE NOW ALWAYS LATE. PERHAPS NOT BY MUCH (W/IN 10) BUT CONSISTENTLY LATE MORE OFTEN THAN NOT, LIKE 75% OF TIME.
190	CALTRAIN USED TO BE MORE RELIABLE AND TIMELY RELATIVE TO BART, BUT FREQUENT DELAYS WITH CALTRAIN EVENING, THINGS OUT. NEED MORE TRAINS IN AM-ALWAYS STANDING ON BABY BULLETS. NEED TRAINS TO REG-TRAIN, I WILL BE LATE FOR 9AM MTGS.
190	SHORT TRIP TODAY, USUALLY MUCH FARTHER. SB TO SV. APPRECIATE THE CHARGING STATIONS, CLEAN BATHROOMS AND ESPECIALLY LIKE THE NEW SAN BRUNO STATION. IT COULD USE MORE SCHEDULES POSTED THOUGH.
190	ONE OF THE SUNNYVALE TICKET STATIONS WAS NOT WORKING.
190	NOT ALL THE CONDUCTORS ARE COURTEOUS. ONE CONDUCTOR/TWO ON WEEKEND WERE NOT COURTEOUS & THEY WERE SOMEWHAT RUDE!!
190	1) CLEANER SEATS, FLOORS, B-ROOMS. 2) BETTER COMMUNICATION, HOSPITALITY DURING LONG DELAYS. 3) BETTER BIKE RACK SYSTEM (BIKE RIDERS ONLY IN BIKE CAR).

Train	Comment
190	I WOULD LIKE TO SEE AN INCREASE IN THE NUMBER OF LIMITED STOP AND BABY BULLET TRAINS IN THE EVENING. AS SOMEONE WHO WORKS IN SF, I OFTEN LEAVE PAST 7PM AND BELIEVE MORE FREQUENT EXPRESS TRAIN SERVICE WOULD ENCOURAGE INCREASE RIDERSHIP. ALSO, MORE TRAIN SERVICE DURING GIANTS GAMES AS THOSE TRAINS ARE EXTREMELY CROWDED.
190	WOULD APPRECIATE BETTER SIGNAGE OF WHERE TO PAY FOR PARKING AT DIRIDON STATION. IT WAS UNCLEAR THAT I NEEDED TO PAY INSIDE THE STATION DUE TO HAVING ONLY A FEW SIGNS FOR THIS IN THE MIDDLE AREA OF THE PARKING LOT, ESPECIALLY BECAUSE I PARKED ON THE OUTER EDGE OF THE LOT.
190	SAN FRANCISCO (KINGS) TO SAN JOSE SUPER SATISFIED THANKS! PLACE PARKING PAY STANDS IN THE PARKING LOT AT DIRIDON.
190	OVERALL SERVICE IS RELIABLE, CLEAN AND PROFESSIONAL. MORE ANNOUNCEMENTS OF DELAYS IN PARTICULAR AT STATIONS WOULD BE APPRECIATED. AUTOLOAD CLIPPER MACHINES NEED TO BE UPGRADED. QUEUES TO BOARD COULD BE BETTER MANAGED (I.E. # OF PASS HOLDERS FAR EXCEEDS PAPER TICKET HOLDERS.) ALSO THE COST OF COMMUTE IS HIGH COMPARATIVELY TO OTHER MAJOR CITIES. THE PROOF OF PAYMENT SYSTEM CRIMINALIZES VISITORS PARTICULARLY FOREIGNERS WHO MAY NOT BE AWARE OF THE SYSTEM.
190	I RIDE TRAIN 1.25HR EACH WAY & LIKE TO NAP. I WISH CONDUCTOR WOULD NOT HAVE TO BANG ON SEAT TO WAKE ME UP & CHECK GOPASS. THERE HAS TO BE ANOTHER WAY LIKE BART OR SOMETHING. LUV CALTRAIN THOUGH.
190	PLEASE KEEP/EXPAND THE REAL TIME SYSTEM UPDATES-VERY HELPFUL. CONDUCTORS ARE GREAT-BONUS POINTS FOR CREATIVE ANNOUNCEMENTS. SOME ENGINEERS COULD BE GENTLER ON THE HORN NEXT TO PEDESTRIANS. CALTRAIN IS THE NICEST BAY AREA TRANSIT-THANKS!
190	1) I STILL HATE HAVING TO SHOW TICKETS WHEN BOARDING AT SF STATION. 2) INTERNET ACCESS WOULD BE HELPFUL FOR WORK. 3) CALTRAIN NEEDS TO BE MORE UPFRONT/INFORMATIVE ABOUT WHEN FATALITIES OCCUR, SO ALTERNATIVE ROUTES CAN BE PLANNED FOR CUSTOMERS (PERHAPS USE TWITTER AS WELL).
190	I WOULD LIKE TO SEE WI-FI AVAILABILITY ON THE TRAINS.
190	IN THE LAST MONTH'S RIDERSHIP IS UP + TRAINS ARE VERY CROWDED. IT WOULD BE GREAT IF MORE CARS WERE ADDED TO TRAINS OR MORE BULLET TRAINS WERE AVAILABLE AT PEAK TIMES. I'M VERY SATISFIED WITH THE COST OF RIDING.
190	PLEASE PERMANENTLY FIX THE ESCALATORS AT MILLBRAE STATION. THANKS!
190	YOU GUYS NEED TO ALLOW PEOPLE W/ CLIPPER CARDS TO RIDE WITHOUT HASSLING THEM. PEOPLE STEAL RIDES ALL THE TIME. WHEN THOSE OF US HAVE PAID OUR MONTHLY PASS AND STILL GET FINED IT'S CORRUPTION OF THE SYSTEM.

Train	Comment
190	CALTRAIN REALLY NEEDS TO UPGRADE THE LOAD MACHINES, EVERY TIME I NEED IT, IT IS BROKEN OR REALLY SLOW. PROVIDE MORE UNITS IN DIFFERENT STATIONS.
190	1) ON-TIME SERVICE HAS BEEN EXCELLENT. 2) THE HILLSDALE MESSAGE BOARD @ 6:16 OFTEN SAYS THE TRAIN WILL BE LATE + THEN IT'S ON-TIME. 3) I WISH THE OUTBOUND MUNI J-TRAIN WOULD COORDINATE WITH YOUR SCHEDULE.
190	MORE OPPORTUNITIES FOR FEEDBACK WOULD BE NICE. GIANTS GAME DAYS ARE PARTICULAR BAD FOR A REGULAR COMMUTER. HOW ABOUT A SEPARATE LINE FOR MONTHLY PASS HOLDERS? WHERE IS THE WIFI?
190	IMPROVED SIGNIFICANTLY OVER PAST YEAR-FOR FEWER DELAYS.
190	MORE FREQUENT EXPRESS TRAINS NEEDED.
190	OTHER THAN WISHING I COULD GET SEATS GOING TO WORK. I REALLY CAN'T COMPLAIN. WORK HAS YET TO MIND ANY DELAYS.
190	BETTER COMMUNICATION FOR DELAYS AND WHERE TO GO TO GET UP TO DATE DETAILS (I.E. WHICH SOCIAL MEDIA CHANNEL TO FOLLOW, ETC.). HAVING EMAIL AND/OR TEXT ALERTS OPT IN FOR THIS TYPE OF INFO.
190	PLEASE RECONSIDER MAKING LONG-LINE WHEN GETTING ON TRAIN AT SAN FRANCISCO ST. (THEY'RE CHECKING TICKETS).
190	MANY TIMES AC IS NOT WORKING. CONDUCTORS SHOULD CHECK IT AND GET IT FIXED. PARKING AT STATIONS IS INADEQUATE. MONTHLY PARKING PEOPLE SHOULD GET ADVANTAGE/RESERVED PARKING LIKE BART.
190	MORNING TRAINS TO SF SEEM TO BE RUNNING LATE MORE OFTEN.
190	THIS IS NOT ABOUT THIS TRAIN, BUT THE BULLET THAT LEAVES PALO ALTO @ 6:23AM EACH MORNING AS ALWAYS LATE. THIS MAKES PEOPLE MISS THE MUNI AND OTHER MEANS OF TRANSPORTATION TO GET TO WORK IN THE MORNING. TODAY (6/19) WAS ESPECIALLY LATE, WE ARRIVED IN SF @ 7:05AM (I BELIEVE SCHEDULED IS 6:57). THANKS.
190	MORE FREQUENT TRAINS PLEASE! CLIPPER TAG ON & OFF IS A PAIN.
190	TRAIN EXPERIENCE IS GREAT UNTIL THERE IS AN ISSUE/DELAY & THE TRAINS BECOME VERY PACKED & ARRIVE LATE. ALSO, MORE TRAINS AT NIGHT AFTER 7:30PM WOULD BE PREFERRED.
190	I WOULD APPRECIATE MORE PEAK SERVICE.

Train	Comment
190	THE TRAIN IS VERY CROWDED DURING RUSH HOUR, WOULD BE BENEFICIAL TO ADD MORE CARS TO EACH TRAIN OR MORE FREQUENT TRAINS.
190	WHEN THERE ARE MAJOR DELAYS, INFORMATION ABOUT WHERE THE NEXT TRAIN ACTUALLY IS. TELLING ME IT IS 20 MINUTES LATE DOES NOT GIVE ENOUGH INFORMATION. THAT WOULD BE VERY HELPFUL.
192	CALTRAIN HAS BEEN VERY RELIABLE FOR ME SO FAR. THE BULLET AND LIMITED SERVICE TRAINS ARE FANTASTIC. JUST WISH THEY RAN MORE FREQUENTLY AFTER 6:30. THE ONES DURING THE COMMUTE HOURS IN PARTICULAR CAN BE A BIT CRAMMED.
192	UNFORTUNATELY BART AND CALTRAIN DON'T COINCIDE.
192	WOULD LOVE TO HAVE OUTLETS. I KNOW IT WOULD INVOLVE REDOING ALL THE SEATS BUT IT WOULD BE GREAT TO HAVE TRAYS.
192	KEEP AMEX AN OPTION AT TICKET MACHINES. COULDN'T FIND GARBAGE CANS AND RECYCLING BINS AT MV. FASTER TRAINS, BABY BULLET EXPRESS IN NIGHT FROM SF AROUND 8:30.
192	TRAINS ARE DELAYED VERY FREQUENTLY. MOST OFTEN THE DELAY IS NOT ANNOUNCED. THAT'S FRUSTRATING.
192	ALREADY A GOOD SYSTEM IN PLACE. RUN LATER TIMES.
192	CALTRAIN IS THE BEST OPTION TO GET IN AND OUT OF SF. KEEP UP THE GOOD WORK. THE NEW TRAINS ARE A VERY NICE UPGRADE.
192	CLEANEST AND MOST COMFORTABLE TRAINS IN THE AREA. I WOULD LOVE MORE FREQUENT SERVICE AND TRAINS LATER INTO THE NIGHT.
192	I HAVE HAD NOTHING BUT TROUBLE WITH CLIPPER USING THE WRONG BROWSER TO UPDATE CC INFO. TAKING 24 HRS. TO UNBLOCK ACCT WHEN A CC IS CHARGED. ACCT IS UNBLOCKED BUT CARD REMAINS BLOCKED. I TRY HARD TO USE TRANSIT BUT IT IS DIFFICULT. AS FOR CALTRAIN, COORDINATE SCHEDULES SO THAT A BART TRAIN ARRIVAL COORDINATES WITH A CALTRAIN DEPARTURE AND NOT NEARLY ENOUGH PARKING. I HAVE HAD TO DRIVE BECAUSE I COULD NOT PARK. REALLY?
192	ONLY BEEN A WEEK SINCE STARTED CALTRAIN. SEEMS PRETTY GOOD SO FAR.
192	I FEEL THE DESIGN OF THE UPPER LEVEL IS INEFFICIENT WITH ONLY ONE ROW OF SEATS. WHY NOT HAVE MORE SEATS INSIDE ON COMMUTER TRAINS. THIS IS MY 3RD DAY ON CALTRAIN. I LIKE IT BUT I FOUND THE 30 MINUTE DELAY EARLIER WAS VERY DISAPPOINTING.

Train	Comment
192	I WISH THERE WERE MORE NON RUSH HOUR TRAINS. THANK YOU FOR ALL OF YOUR HARD WORK.
192	MAKE SURE THE FIRST TRAIN OUT OF DIRIDON STOPS AT TAMIEN. PROVIDE TO AND FROM SHUTTLE SERVICE TO ALL SJ GIANTS HOME GAMES. ADD MORE WEEKEND BULLET TRAINS. HOLD PEOPLE ACCOUNTABLE FOR TAGGING, SMOKING AND VIOLENCE IN AND AROUND PROPERTY.
192	PLEASE GET A SOURCE OF DEDICATED FUNDING AS ADVISED 20 YEARS AGO AS BART CURRENTLY HAS. I WOULD RATHER SEE CALTRAIN SYSTEM EXPAND THAN BART. CALTRAIN HAS BETTER REAL POLISH. RUNS ON STANDARD TRACKS IN SAFER ENVIRONMENT WITH HUMAN OVERSIGHT. 2 CONDUCTORS PER TRAIN. KEEP THEM EMPLOYED. WHERE YOU CAN RIDE IN BETTER COMFORT WITH VICTUALS AND DRINK PROVIDED. YOU PICK UP AFTER YOURSELF. KEEP ENROLLING.
192	OVERALL GOOD EXPERIENCE HOWEVER WOULD REALLY APPRECIATE BETTER DELAY NOTIFICATION SYSTEM, APP?
192	YOU SHOULD HAVE A STUDENT DISCOUNT.
192	I WAS PUT OFF THE TRAIN RECENTLY BECAUSE MY 8-RIDE TICKET WAS NOT RECOGNIZED DUE TO THE CASH BALANCE FALLING TOO LOW. I HAD NOT INTENTIONALLY USED ANY CASH BUT HAD BEEN CHARGED FOR RIDES WHERE MY TAGGING WAS OUT OF SYNC. THE DISPLAY ON THE TAG MACHINES IS IMPOSSIBLE TO READ UNDER BRIGHT SUNSHINE.
192	STATION DESIGN SHOULD INCLUDE SHADE FOR WAITING PASSENGERS (SUNNYVALE GETS AN F AT THE NORTH/BIKE CAR END. STATIONS SHOULD NOT INSTALL TINY ENCLOSED SHEDS THAT HAVE PEAKED ROOFS OBTAINING THE STATION INFO DISPLAYS.) (SUNNYVALE AGAIN) CLIPPER PASS SHOULD HAVE STATE DISPLAY AND/OR STATION SHOULD HAVE NON-TAG ON/OFF STATUS SCREEN LIKE BART.
192	NEW TRAINS ARE BETTER- (WITH THE TABLE AND CHARGERS).
192	IN THE OLDER TRAINS, THERE ARE NO TABLES.
192	TRAINS NEED TO HAVE ENOUGH OVER-HEAD OR UNDER SEAT LUGGAGE STORE SPACE. ALSO TRAINS CAN HAVE TABLES FOR WORKING OR EATING. NEED CHARGING POINTS.
192	SOME TRAINS, ESPECIALLY AT RUSH HOUR, ARE EXTREMELY FULL. IS IT POSSIBLE TO ADD CARS TO SOME TRAINS, OR TO EXPAND THE SCHEDULE? AN ADDED BULLET TRAIN BETWEEN 7 AND 8 PM WOULD ALSO BE VERY NICE.
192	I LIKE THAT YOU ALLOW BEER - THAT'S SPECIAL .IF WI-FI WAS AVAILABLE IT WOULD BE TOO GOOD TO BE TRUE.

Train	Comment
192	FREQUENCY OF TRAINS MUST IMPROVE IN THE AFTERNOON AFTER 10:00 AM. VERY FEW CHARGING POINTS IN THE TRAIN.
192	THERE NEEDS TO BE BETTER CROWD CONTROL ON THE TRAIN ON BASEBALL GAME DAYS. OFTEN TIMES, PEOPLE DRINK ALCOHOL ON THE TRAIN TO AND FROM GAMES AND CAN GET LOUD AND RUDE TO A POINT WHERE OTHER PASSENGERS ARE ANNOYED OR WORRIED ABOUT THEIR SAFETY, ALCOHOL SHOULD NOT BE ALLOWED ON THE TRAIN.
192	CLEANER TOILETS! MORE SHADE AT STATIONS. BIKE CARS: ONLY PEOPLE WITH BIKES GET ON BIKE CARS; BIKE CAR LAYOUT CREATES CHOKE POINT AT ENTRANCE WITH PEOPLE ENTERING AND EXITING THE CAR. NEED TO HAVE ENTERING ONE END OF CAR AND EXITING/ SEATING AT OTHER. MANDATORY/ENCOURAGE BIKE DESTINATION LABELLING. NIGHT TRAINS GO AFTER MIDNIGHT.
192	HARD TO HEAR ANNOUNCEMENTS.
192	KEEP IT UP
192	CALTRAIN IS OKAY, I WISH THE TRAINS WERE HIGHER FREQUENCY.
192	WE ARE TOURISTS VISITING SAN FRANCISCO AND HAVE BEEN TAKING CALTRAIN ALMOST EVERYDAY TO GET TO SAN FRANCISCO FROM PALO ALTO. WE ARE VERY HAPPY WITH THE CONNECTIVITY, BUT WOULD REQUEST IF THE SERVICE ON WEEKENDS (NIGHTS) CAN BE IMPROVED FURTHER.
192	SURVEY GIRL IS GREAT
192	FOR BEING IN THE CENTER OF TECHNOLOGY, CALTRAIN IS A LOW-TECH TRAGIC MESS. NO CHARGING ABILITY, SLOW AS HELL AND OFTEN DELAYED. THERE SHOULD BE MORE BULLET TRAINS AND MORE BART-LIKE 15 MINS INTERVALS. TOO FEW TRAINS, BAD LIGHTING AT PALO ALTO.
192	MY BIGGEST PROBLEM IS NO REAL TIME UPDATES FOR THE TRAINS - NOTHING FOR IPHONE IN TERMS OF REAL TIME - NOTHING AT STATION FOR REAL TIME - NOT EVEN TWITTER - ALSO STATION SIGNS SHOULD SAY WHAT STOPS FOR EACH TRAIN (DIGITAL SIGNS).
192	I'M GOING TO START TAKING BART NEXT MONTH BECAUSE I STAY LATE AT WORK AND I DON'T WANT TO WAIT FOR A TRAIN.
192	IT WOULD BE GREAT IF I COULD BUY BEER, FOOD, WATER, AND COFFEE ON THE TRAIN. PLEASE MAKE IT SO I CAN BUY A TICKET ON THE TRAIN. I LIKE THAT I CAN DRINK BEER ON THE TRAIN - THAT IS GREAT.

Train	Comment
192	WISH THE TRAIN SCHEDULE IS A BIT MORE FREQUENT, ESPECIALLY DURING THE 1 TRAIN PER HOUR PERIOD.
192	THINK ABOUT ADDING A SOUTH BOUND TRAIN LEAVING SAN FRANCISCO BETWEEN 7:30 PM AND 8:40 PM (ON WEEKDAYS) 8 PM MAYBE? ALSO, MAYBE DEVELOP A STRATEGY TO HELP PEOPLE REMEMBER TO TAG OFF WHEN THEY GET OFF, IT'S A BIG PROBLEM.
192	THE BOARDING PROCEDURE IN SAN FRANCISCO IS DANGEROUS AND INCONVENIENT.IT IS DISRUPTIVE TO QUE FOR A TRAIN THAT IS PRESENT IN THE STATION. THERE IS A POSSIBILITY OF TRAMPLING WHILE PASSENGERS PUSH THROUGH THE DOORS TO GET ON THE TRAIN. CONDUCTORS ALMOST NEVER CHECK THE TICKETS SOUTH OF THE TRANSFER TO BART AND SFO @MILLBRAE, MEANING THAT ANYONE WHO BOARDS FROM 22ND ST SOUTH IS RIDING FOR FREE.
195	WIFI ON THE TRAINS!
195	THERE HAVE BEEN NUMEROUS TIMES WHEN THE TRAINS LEAVING THE PALO ALTO STATION HAVE LEFT SEVERAL MINUTES EARLY BY THE STATION CLOCKS AND HAVE CAUSED ME TO MISS MY CONNECTION. THIS IS A SIGNIFICANT INCONVENIENCE DUE TO THE LARGE TIME GAP BETWEEN THE NEXT TRAIN SUCH AS 7:21 TO 8:01 TO 9:01 ETC.
195	THE ANNOUNCEMENTS ABOUT DELAYS ARE GETTING BETTER BUT THE ONBOARD ANNOUNCEMENTS NEED TO BE MORE FREQUENT.
195	HAVING LIVED ABROAD IN JAPAN AND EUROPE I HAVE HIGH EXPECTATIONS AS COMMUTER RAIL. ON THE WEST COAST IN THE US CALTRAIN IS OKAY BUT COMPARED TO COMPARABLE SERVICES GLOBALLY IS A BIT DISAPPOINTING.
195	CHARGING OUTLETS IN ALL TRAINS PLEASE.
195	POST 12 AM CALTRAIN RIDES WOULD BE GREAT. DESCRIPTION OF TRAIN TYPES PER TRAIN # WOULD BE USEFUL IN DECIDING WHICH TRAIN TO RIDE. OUTLETS WOULD BE GREAT. WIFI WOULD BE AWESOME. IF IT EXISTS THERE ISN'T ANY INFO ON IT EVEN IF WE HAD TO PAY.
195	IT WOULD BE GREAT TO HAVE MORE FREQUENT TRAINS ESPECIALLY BULLET TRAINS ON THE WEEKEND, PERHAPS EVEN WITH FEWER CARS IF COST IS AN ISSUE. APART FROM THAT GREAT JOB!
195	NEED HOT TUB.
195	BATHROOMS NEED TO BE CHECKED AND CLEANED MORE OFTEN. SMELLS BAD IN AND AROUND TRAIN AREA.



Train	Comment
195	BATHROOM IS NASTY. SMELLS BAD. CAUSES BAD SMELL TO EXTEND INSIDE TRAIN WHILE ON BOARD.
195	THE TRAIN IS VERY CLEAN BUT THE RESTROOMS SMELL TERRIBLE. THIS NEEDS TO BE ADDRESSED.
195	GOOD SERVICE BUT TOO EXPENSIVE.
195	IT WOULD BE NICE TO BETTER EDUCATE THE OCCASIONAL BIKE RIDERS WHO DON'T KNOW THE RULES FOR THE BIKE CAR. ADD ANOTHER BIKE CAR. WIFI ON THE TRAIN. I WOULD PAY EXTRA FOR THIS.
195	NONE OF THESE QUESTIONS ADDRESS MY MAJOR WISHES. MAKE CALTRAIN SERVICES MORE FREQUENT, FASTER AND RUN LATER INTO THE NIGHT.
195	THANK YOU
195	I LOVE THE CALTRAIN BUT STATIONS FROM REDWOOD CITY TO SF ARE REALLY NOT SAFE OR WELL LIT. THERE ARE ALWAYS DRUGGIES AND HOMELESS AT THOSE STATIONS. I RIDE CALTRAIN EVERY DAY. I DON'T BUY LIPPER SO I CAN SUPPORT CALTRAIN. WE NEED SAFER STATIONS AND CLEANER TRAINS. THANK YOU.
195	THERE SHOULD BE MORE STRAIGHT RIDE OPTIONS TO SF AFTER 6 PM.
195	FOR BIKERS HAVE SOME DESTINATION TAGS IN THE BIKE CAR. GREAT AND HELPFUL SPEAKING CONDUCTOR, ANNOUNCER, TERRY.
195	ONLY SUGGESTIONS TO LIST THE TRACK # FOR DEPARTING TRAINS AT THE LONGER STATIONS.
195	IT WOULD BE HELPFUL TO SCHEDULE MORE EXPRESS BABY BULLET TRAINS. IT CAN BE VERY CROWDED AND HARD TO FIND A SEAT. ALSO SOMETIMES CARS ON TRAINS OVERHEAT. AC ISSUE.
195	YOUR WEBSITE IS VERY UNCLEAR. YOU NEED CENTRALIZED INFO. ALL THE RULES LAID OUT IN A LOGICAL MANNER. ALSO TAGGING OFF INTRODUCES ALL SORTS OF PROBLEMS. HUMANS ARE VERY ERROR-PRONE. NO TAG OFF. NO ACCIDENTAL FINES. ALSO PLEASE RUN MORE NON STATIONS WEEKDAYS, NOT THE OTHER WAY AROUND.
195	I'D LIKE A REALLY NICE APP TO SCHEDULE AND ALERT ME TO CALTRAIN NOTIFICATIONS AND SCHEDULES.

Train	Comment
195	I'M A GRADUATE STUDENT WHO COMMUTES 2 TO 4 TIMES A WEEK FROM 4TH AND KING TO PALO ALTO AND OCCASIONALLY TO OTHER PLACES. LOVE THE WEEKEND BULLETS. GENERALLY IT'S A GOOD EXPERIENCE. SOMETIMES TRAIN BATHROOMS AT 4TH AND KING STATION ARE DIRTY. REGARDING CLIPPER WISH THERE WERE MORE OF A FINANCIAL INCENTIVE TO BUY IN BULK. RIGHT NOW IT SEEMS LIKE MONTHLY PASS IS JUST 31 TIMES THE FARE. WHY BOTHER IF THERE'S A CHANCE YOU WON'T COMMUTE EVERY DAY.
195	FARES COULD BE A LITTLE LOWER.
195	JOE, MORNING CONDUCTOR, IS AWESOME. HAVE CLIPPER MAKE STICKERS AND ADD SIGNS TO THE EXTERIOR OR SOME SYMBOL TO INDICATE TRAIN TYPE SO I DON'T ACCIDENTALLY HOP ON A BULLET.
195	BATHROOM WAS OUT OF TOWELS. IT IS HARD TO SLEEP IN THE AISLE SEAT. ENJOY THIS PICTURE OF A BANANA.
195	ADD FREE WIFI. CHEAPER TICKETS.
195	NO COMPLAINTS.
195	MOST DAYS I HAVE TO MISS A TRAIN DUE TO BICYCLE CARS BEING FULL IN THE INTERIORS OR ENCOURAGING PEOPLE TO USE PUBLIC TRANSPORT AND CUSTOMER SATISFACTION. ADDING ANOTHER BIKE CAR IS URGENTLY REQUIRED AT ANY COST.
195	INCREASE NUMBER OF BULLETS OR LIMITED STOPS. TRAINS ON WEEKENDS. INCREASE FREQUENCY OF TRAINS ON WEEKENDS.
195	THE CLIPPER CARD MACHINES TAKE AN ETERNITY TO PROCESS TRANSACTIONS. IN A CITY AND REGION SO TECH SAVVY, THAT IS A DISGRACE. SIMILARLY THE UPDATING OF REAL TIME INFO O DELAYS IS NOT ADEQUATE. CALTRAIN IS GREAT IN MANY WAYS BUT THESE ARE HUGE FIXABLE ISSUES.
195	AT #1
195	WHEN RIDERSHIP IS LOW CHARGE LESS. MAKE IT POSSIBLE TO PAY ONBOARD THE TRAIN. THIS IS SILICON VALLEY. WIFI ON THE TRAIN. NEWS ON TRAIN. ONBOARD TRAIN RESTROOMS. TERRIBLE SECURITY. POOR.
195	BIGGEST SUGGESTED IMPROVEMENT IS REAL TIME UPDATES OF ACCOUNTS ON CLIPPER CARDS ESPECIALLY MONTHLY PASS.

Train	Comment
195	SURVEY WAS VERY LIMITED. DIDN'T COVER MAJORITY OF CALTRAIN CUSTOMER COMPLAINTS E.G. LATENESS FREQUENCY WIFI. SALE SHOULD BE REVERSED TO BE NEGATIVE POSITIVE. INCLUDE CALL TO ACTION FOR THOSE INTERESTED IN MORE INFO. THANKS FOR CONDUCTING THIS SURVEY.
195	PLEASE ADD MACHINE TO LOAD MONEY ON TO MY CLIPPER CARD AT STATIONS.
195	SCHEDULES ON ELECTRONIC BOARDS ARE GREAT. YOU SHOULD NOT LIMIT THE DISPLAYED SCHEDULE TO ONE HOUR THOUGH. THE AC IS NOISY AND DRIES MY EYES.
195	IMPORTANT IMPROVEMENTS TO THE CALTRAIN SCHEDULE WOULD INCLUDE LATE NIGHT TRAINS AFTER MIDNIGHT AND EXPRESS TRAINS DURING LATE MORNING AFTER 9:37.
195	[NAME REMOVED] IS AN AMAZING CONDUCTOR, AS ARE BOTH OF THE [NAME REMOVED] BROTHERS. [NAME REMOVED] BREAKS SO MANY RULES AND MAKES ME FEEL UN-SAFE HE OPENS A DOOR AND HANGS OUT OF IT AS THE TRAIN COMES TO A STOP.
197	I AM VERY PLEASED WITH CALTRAIN SERVICES ALL AROUND. I TAKE CALTRAIN ONCE A WEEK AND I FEEL LIKE I AM ABOARD A PLANE AND TRAVELING FIRST CLASS BECAUSE OF ITS PEACEFUL AND FIRST CLASS SERVICE BY THE OPERATORS. YOUR TEAM IS THE BEST IN TRANSPORTATION, BUSINESS. MY GRATITUDE TO YOU ALL.
197	CLEANER RESTROOMS
197	I BELIEVE THAT THIS TRAIN CAN GO FASTER, SO PLEASE GO AS FAST AS YOU CAN.
197	DIM THE LIGHT AND PLAY SOOTHING MUSIC, PLEASE AND PROVIDE FREE WIFI SERVICE.
197	PLEASE ADD CLIPPER MACHINES AT BOTH ENDS OF PLATFORM. AT MANY STATIONS THEY ARE ONLY AT ONE END, OFTEN FORCING THE DECISION BETWEEN TAGGING ON AND MISSING THE TRAIN. MY FOOT IS HURT SO IT IS PAINFUL TO HAVE TO WALK ALL THE WAY TO THE NORTH END TO TAG ON.
197	PUT MORE PLACES TO TAG ON AND OFF, ESPECIALLY AT BOTH ENDS FOR WHEN PEOPLE ARE RUNNING LATE. MAKE IT EASIER FOR PEOPLE TO TAG AND JUMP ON.
197	CONDUCTORS AND OPERATORS ANNOUNCEMENTS AND SPEAKER SYSTEM HAS TO BE CLEARER, NEED A PLACE FOR BAGGAGE WHEN IT IS PEAK HOURS.
197	I HAVE REPEATEDLY TRIED TO USE MY CLIPPER CARD AT FOUR DIFFERENT STATIONS. NOT ONE MACHINE WORKED! WHAZZUP??

<b>Train</b>	<b>Comment</b>
197	SYNC WITH MUNI AT NIGHT, ON THE 9:30 TRAIN, I MISS THE BUS BY A FEW MINUTES AND THERE IS A LONG GAP BETWEEN BUSES.
205	MY OVERALL EXPERIENCE IS GREAT ON NEW TRAINS. GOOD ON OLD.
206	I LIKE TAKING THE TRAIN. ALWAYS HAVE TIME TO NAP OR READ. THANKS.
206	EVENING COMMUTE WHILE THERE ARE GIANT HOME GAMES CAN GET ROUGH. NOT SURE ANYTHING CAN BE DONE BUT WANTED TO MENTION PERHAPS NOT ALLOWING ALCOHOL.
206	ON GAME DAYS THAT ONE BULLET THAT LEAVES PALO ALTO MENLO PARK AT 5:45 NEEDS A FEW MORE CARS ON IT. THAT'S THE WORST CALTRAIN EXPERIENCE I'VE HAD.
206	I HAVE BEEN COMMUTING ON CALTRAIN SINCE SEPTEMBER 2013. ONLY ONCE HAVE DELAYS SEVERELY AFFECTED MY SCHEDULE AND THAT WAS A FATALITY AND WAS HANDLED WELL. ONLY NEGATIVE THING IS ANNOYING LOUD DRUNK GIANTS FANS. GLAD THEY AREN'T DRINKING AND DRIVING BUT CAN WE GO BACK TO THE "PARTY CAR" CONCEPT AND LET THE REST OF US RIDE IN PEACE?
206	ADDITIONAL SERVICE ON GAME DAYS WOULD BE QUITE APPRECIATED.
206	WHERE I WOULD SEE THE BIGGEST ISSUE IS PARTICULARLY ON WEEKENDS, THE LACK OF BULLET SERVICES TO MAJOR STATIONS. FREQUENCY OF TRAINS IS DEFINITELY A CONCERN. KNOW THAT THERE ARE PROBABLY A RANGE OF REASONS FOR THIS. ON WEEKDAYS, EARLIER AND LATER PRE 7 AM AND POST 7 PM BULLET TRAINS WOULD BE A WELCOME ADDITION.
206	NO WIFI WHY?
206	IT'S DISAPPOINTING WHEN YOU PAY SO MUCH FOR A MONTHLY PASS AND CAN'T GET A SEAT FROM 4 TO 7 PM. NOT HAPPY WITH THAT. WEEKEND TRAINS START TOO LATE. SOME OF US WORK ON WEEKENDS TOO.
206	PLEASE ADD THE SIGNS WITH TIME, TRAIN DELAYS, AND ANNOUNCEMENTS TO 22ND STREET STOP.
206	CONDUCTOR AFRICAN AMERICAN WOMAN YELLED AT 2 OF US AS I AND ANOTHER LADY RAN DOWN THE STAIRS. I SLOWED DOWN FOR ONE SECOND SO I WOULDN'T FALL AND SHE YELLED "YOU BETTER KEEP RUNNING I'M LEAVING." PEOPLE HAD JUST GOTTEN ON TRAIN. DURING THE BASEBALL SEASON THERE ARE NO SEATS. FANS SAVE SEATS. IT'S TOO CROWDED ON EVENING COMMUTES ALWAYS BUT WORSE DURING GAMES.
206	MORE TRAINS FOR GIANTS GAMES.

<b>Train</b>	<b>Comment</b>
206	I WOULD LIKE TO SEE ONE OR TWO TRAINS GO TO THE END OF ZONE 4 BLOSSOM HILL IN THE MORNING. MY COMMUTE TAKES AN HOUR LONGER GETTING FROM DIRIDON TAMIEN TRYING TO GET TO BLOSSOM HILL.
206	IT WOULD BE VERY GOOD TO HAVE A CLIPPER TAGGING SYSTEM INSIDE THE TRAIN IF POSSIBLE. OR THE CONDUCTOR CAN CHARGE, TAG YOU, IN CASE YOU FORGET TO GAGE IN OUT AT THE STATION.
206	NO HIGH SPEED RAIL.
206	GO ELECTRIC SOON. REAL INFO ON CLIPPER CARD.
206	NEED MORE STOPS BURLINGAME IN AM. I HAVE TO GET #292 BUS TO BURLINGAME. NO PUBLIC TRANSPORTATION TO SO SF CALTRAIN 5:40 AM SO I CAN CONNECT WITH TRAIN SOUTHBOUND AT 6:33 AND GET TO CALIFORNIA AVE WHERE I DISEMBARK TO REACH PALO ALTO. NEED SECURITY TO PROTECT DISABLED PASSENGERS ESPECIALLY DURING GIANTS GAMES, LOUD BULLIED BY OBNOXIOUS FANS, RUDE PASSENGERS. ALSO INTOXICATED WHO BERATE AND DEMEAN ME FOR NEEDING A SEAT DESIGNATED FOR PEOPLE WITH DISABILITIES.
206	PLEASE CONSIDER ON GIVING DISCOUNTS ESPECIALLY ON MONTHLY PASS. THAT IS A GREAT HELP FOR A WORKING MOM.
206	WISH TRAIN SCHEDULE MORE CONDUCIVE WITH SHUTTLE, CAMPUS DR, SAN MATEO SCHEDULE. MOST CONDUCTORS ARE VERY NICE AND FRIENDLY. SOME ARE JERKS AND LOOK LIKE THEY NEVER WASH THEIR CLOTHES, MEN.
206	NEED EXTRA CAR ON GIANTS GAME DAYS. CONDUCTORS NEED TO BE MORE ACTIVE IN MANAGING ON AND OFF BOARDING ON GAME DAYS. VESTIBULES ARE OVERCROWDED. FANS ONBOARD BEFORE COMMUTERS CAN GET OFF. BIKE COMMUTERS CAN'T BOARD. ALSO VENDING MACHINES SHOULD OFFER CLIPPER MONTHLY PASSES AT EVERY STATION.
206	BETTER CLIPPER CARD MACHINES. ABILITY TO ADD CASH TO CLIPPER CARD AT CALTRAIN STATIONS.
206	TICKET MACHINES ELIGIBLE DISCOUNT NOT INTUITIVE IN THE FLOW. SHOULD BE JUST BEFORE PURCHASE. OFTEN NO SCHEDULES AVAILABLE IN CARS.
206	TRACK AND TRAIN UPDATES IN SAN JOSE ARE TERRIBLE. TRACK CHANGES, DELAYS, UPDATES ARE RARE AND POORLY COMMUNICATED. CONDUCTORS ARE WONDERFUL AND OVERALL I RELY AND APPRECIATE THE SERVICE AND EXPERIENCE.

Train	Comment
206	BIGGEST FRUSTRATION IS LACK OF NOTICE AND CLEAR SIGNAGE AT SAN JOSE DIRIDON REGARDING TRACK CHANGES. I'VE ON TIME BEFORE ONLY TO SEE A TRAIN 2 TRACKS OVER LEAVE. WORSE AT NIGHT WHEN TRAINS ARE 1 HOUR APART. SOLUTION: MORE ACCURATE ELECTRONIC SIGNS & MIN 5 MINUTE DELAY, AND EMPLOYEE ON PLATFORM IDEALLY. THANKS
206	LOVE CALTRAIN AND HOW PROMPT IT IS. SOMETIMES, ON GIANTS GAME DAYS IT GETS REALLY HOT. MY TOP RECOMMENDATION IS FOR ALL TRAINS TO STOP AT 22ND ST AS WELL AS 4TH STREET TO ACCOMMODATE ALL SF TRAVELERS/COMMUTERS. ALSO, I'D LOVE IT IF I COULD GET A DISCOUNT ON MUNI WITH MY CLIPPER CARD BECAUSE IT'S GETTING EXPENSIVE.
206	ALL NORTHBOUND TRAINS SHOULD STOP AT MILLBRAE STATION TO ALLOW PASSENGERS TO CONNECT TO BART.
206	OVERALL, PLEASANT EXPERIENCE.
207	GOOD OVERALL EXPERIENCE. MORE TRAINS DURING HEAVY COMMUTE WOULD AID OVERCROWDED CARS.
207	PLEASE ADD ADDITIONAL CARS ON TRAIN FOR THE 5:33 AND 5:56 MT OF SF. THESE TRAINS ARE SO FULL THAT IF AN EMERGENCY EVER TAKES PLCE IT WILL RESULT IN PUTTING THE PASSENGERS AT RISK! RIDERS ARE SO CRAMMED INTO THESE TRAINS THAT THEY ARE STANDING ON THE STEPS IN THE VESTIBULE.
207	I WOULD LIKE MORE INCENTIVES TO BUY A CLIPPER CARD. ALSO I WOULD LIKE A FREQUENT RIDER PROGRAM. \$5.00 FOR HILLSDALE TO SSF IS FRUSTRATING.
207	SEEMS LIKE WHEN EVERYTHING IS GOING WELL THEN IT ALL FALLS APART. WHEN TRAINS ARE LATE I'M LATE. I DO NOT GET ANY COMPENSATION FROM CALTRAIN, ONLY "TICKETS PLEASE."
207	PLEASE PROVIDE MORE AND BETTER DETAILED INFO TO COMMUTERS WAITING FOR A TRAIN WHEN A MAJOR DISRUPTION OCCURS E.G. TRAIN STOPPED AT PRIOR STATION DUE TO MEDICAL ISSUES. PEDESTRIAN HIT BY TRAIN AND ESPECIALLY LENGTH OF DELAY WOULD BE VERY HELPFUL.
207	I USE A FOLDING BIKE AND OCCASIONALLY GET SOME RESISTANCE AT 4TH AND KING STATION BEFORE BOARDING IF BIKE CARS ARE FULL. SOME CALTRAIN EMPLOYEES DO NOT SEEM AWARE THAT FOLDING BIKES ARE ACCEPTABLE ON OTHER CARS IF FOLDED. PERHAPS BETTER EDUCATE THEM. ON THE WHOLE VERY HAPPY WITH CALTRAIN STAFF.
207	5:56 FROM SF CAN USE A BIGGER CAPACITY. ALWAYS STANDING ROOM. ALSO PEOPLE ALWAYS STAND IN FRONT OF THE DOORS AT THE STATION PLATFORMS MAKING IT HARD TO GET OFF.
207	IT WOULD BE GOOD TO SEE SOME EFFORT TO CLEAR THE SENIOR DISABLED SEATS OF SOME OF THE YOUNG PEOPLE.

Train	Comment
207	THE TICKET MACHINE IS FINICKY AND DOES NOT ALWAYS TAKE MY CREDIT CARD. THIS WASTES TIME. HAVE THE SF COUNTER OPEN LONGER HOURS.
207	ANOTHER ASPECT OF THE SERVICE THAT NEEDS IMPROVEMENT WHICH WAS NOT IN THE SURVEY IS THE LACK OF SUFFICIENT CARS OR SEATS IN THE MOST POPULAR TRAINS LEAVING SF AROUND 5-6:30 PM. CAN YOU DO SOMETHING ABOUT THIS?
207	I VERY MUCH ENJOY RIDING CALTRAIN AND APPRECIATE THE LIMITED TRAINS GREATLY. THE TICKET SYSTEM 8 RIDE WITH TIME LIMIT WAS SO CUMBERSOME THAT I USE CLIPPER CASH ONLY NOW. THE 1 RIDE TRAIN 4 DAYS WEEK I GET NO DISCOUNT. WOULD BE NICE IF DISCOUNTS WEREN'T LIMITED BY MONTH. THEN PEOPLE WHO WORK 4 DAYS WEEK CAN STILL BENEFIT. THANKS FOR ASKING.
207	SEEMS THAT EVERY MONTH THERE ARE MASSIVE SYSTEM WIDE DELAYS. AS RIDERS WE ARE GIVEN NO UPDATES. ON PLATFORMS THERE ARE NONE EITHER. THERE SHOULD BE A PLAN SYSTEM IN PLACE SINCE THE FAILURES HAPPEN SO FREQUENTLY.
207	I THINK THERE SHOULD BE A NEW TRAIN THAT MAKES THE RIDE SMOOTH AND THEY DON'T BREAK DOWN AS OFTEN.
207	THE COMMUNICATION SYSTEM ABOUT ARRIVALS AND DELAYS IS GREAT BUT COULD USE SOME IMPROVEMENT. SOMETIMES I GET QUICKER INFO FROM TWITTER. BOARDING CROWDS AT 4TH AND KING NEEDS HELP. IT'S A CLUSTER AND UNPLEASANT.
207	MORE EXPRESS TRAINS.
207	CALTRAIN SERVICE IS INADEQUATE WHENEVER THERE IS A DELAY. THERE HAVE BEEN TIMES WHEN THE PASSENGERS TWITTER THE NON-AFFILIATED OFFICIAL ONE KNOWS MORE THAN THE CONDUCTORS PLUS THE CONDUCTORS ARE SO SNIPPY WHENEVER YOU ASK THEM QUESTIONS DURING A DELAY. THERE WAS ONE WOMAN OLDER LONG HAIR USUALLY IN A PONYTAIL WHO TOLD ME YOU DON'T KNOW WHAT YOU ARE TALKING ABOUT WHEN I ASKED HER RE A DELAY IN RWC AND IT TURNS OUT THERE WAS A DELAY. JUST RUDE AND UNCALLED FOR. YOU NEED TO GET BETTER CONDUCTORS AND A BETTER SYSTEM OF INFORMING YOUR CONDUCTORS RE DELAYS. ADDITIONALLY IT WOULD BE GREAT IF THERE COULD BE A QUIET CAR. SOME PASSENGERS INSIST ON SHARING THEIR PRIVATE PHONE CONVERSATION. I JUST WANT TO HAVE A QUIET PLACE TO RIDE.
207	CALTRAIN EMPLOYEES NEED TRAINING, PROFESSIONAL DRESS, MANNERS, BETTER PEOPLE INTERACTION. PUBLIC RELATIONS IS HARD. CUSTOMERS ARE CALTRAIN'S BREAD AND BUTTER. CALTRAIN IS SAFE BUT IT WOULDN'T HURT TO ADD MORE SENIOR EATING. I HAVE TO STAND A LOT. CALTRAIN NEEDS MORE THAN TWO CONDUCTORS ON THE TRAIN, ONE TO CHECK DOOR SAFELY. PERHAPS THREE INSTEAD OF TWO. CONDUCTORS SHOULD NOT ENGAGE IN LONG SOCIAL CONVERSATIONS. THIS IS DISTRACTING THEM FROM THEIR JOB.

<b>Train</b>	<b>Comment</b>
207	THERE ARE TIMES DURING EMERGENCIES WHEN WE HAVE TO GET OFF THE TRAIN AND TAKE ANOTHER FORM OF TRANSPORT IE BUS BRIDGE. I DO NOT FEEL THESE EVENTS ARE ADEQUATELY EXPLAINED AT THE TIME. IT FEELS LIKE CHAOS.
207	CALTRAIN NEEDS TO BETTER INFORM RIDERS OF DELAYS SO THEY CAN MAKE ALTERNATIVE TRAVEL PLANS.
207	FIRST TIME ON A CALTRAIN APPEARS TO BE A VERY EFFECTIVE MEANS OF MASS TRANSPORTATION.
207	YOU NEED TO DEVELOP A SYSTEM OF REAL TIME DELAYS AND TRAIN TIMES. WHEN TRAINS AER DELAYED THERE IS NO WAY OF KNOWING FOR HOW LONG OR WHERE THE TRAIN IS. DEVELOP AN APP. IT'S NOT THAT HARD.
207	PLEASE PROVIDE MORE TRAIN SERVICE TO AND FROM TAMIEN STATION. THE PARKING LOT AT TAMIEN NEEDS TO BE RESTRIPEDED. THE PARKING LINES ARE NOT ALWAYS VISIBLE.
207	I AM SATISFIED BEING A PASSENGER AND VERY THANKFUL FOR THAT.
207	NEED ONE EARLIER TRAIN FROM BLOSSOM HILL
207	SSF STATION NEEDS AN ELECTRONIC MESSAGE BOARD LIKE THE OTHER STATIONS AND MORE SHELTER AGAINST THE WIND. THE LOUD SPEAKER ANNOUNCEMENTS ARE HARD TO HEAR ESP. WHEN WINDY.
207	DELAYS ARE SOMETIMES TOO LONG WHEN TRAIN BREAKS DOWN.
207	LOVE IT! DROVE FOR 18 PLUS YEARS AND NOW BEEN TAKING TRAIN FOR 9 YEARS. CONVENIENT, NO STRESS, COULD NOT DRIVE TO WORK ANYMORE.
207	I LOVE CALTRAIN!
207	I AM VERY SATISFIED KEEP UP THE GOOD WORK. I WOULD LIKE TO SEE AN EASIER WAY TO GET A CLIPPER CARD.
207	GREAT PEOPLE
216	HAD AN ISSUE WITH GLASS ON ONE OF THE LOTS. EMAILED COST SERVICE AND THEY REPLIED IT WAS SWEPT. THE LOT WAS NEVER SWEPT AND HAD TO SEND ANOTHER EMAIL.
216	I WOULD RIDE CALTRAIN MORE ON WEEKENDS IF IT RAN MORE OFTEN.
216	IS GOOD. VERY BEAUTIFUL. I LIKE.



Train	Comment
216	REAL TIME UPDATES VIA TWITTER/EMAIL ON STATUS OF DELAYS WOULD BE GREAT.
216	I AM A NEW CALTRAIN RIDER.
216	PARKING MACHINES AT SAN MATEO ONLY ACCEPT COINS AND DOLLAR BILLS. PLEASE UPDATE THEM FOR 21ST CENTURY.
216	MORE TICKET MACHINES AT MOUNTAIN VIEW. I HAVE ALMOST MISSED MY TRAIN BUYING A ZONE UPGRADE.
216	WHEN WAITING AT STATION NOT GOOD ABOUT WHICH TRAIN ARRIVING WHEN LATE. GOT ON WRONG TRAIN WHEN TRAIN BEFORE MINE WAS LATE AND ARRIVED WHEN MY TRAIN SHOULD HAVE. TOOK EXTRA 1/2 HOUR TO GET HOME. MAKE MORE STOPS IN BURLINGAME.
216	VERY IMPROVED. SAFER STATION AT SF.
216	NEED MORE TRAINS DURING RUSH HOUR. TOO MANY TIMES THE TRAIN IS FILLED TO OR BEYOND CAPACITY IN AFTERNOON.
216	SINCE I HAVE A FREE GO PASS FROM STANFORD I DON'T PAY TO TAKE CALTRAIN BUT IF I HAD TO PAY I WOULD FIND IT EXPENSIVE AND I WOULD EXPECT SOME KIND OF REFUND FOR THE DELAYS, THE BROKEN DOWN TRAINS ETC. MY EXPERIENCE HAS ALSO BEEN GREATLY DIMINISHED BECAUSE OF GIANTS FANS. I FIND IT ALMOST UNSAFE HOW CROWDED THE TRAINS GET AND UNFAIR THAT THEY ARE SLOWER BECAUSE OF FANS. MORE TRAINS SHOULD BE ADDED OR SPECIAL SCHEDULES DURING THOSE MANY DAYS. I WOULD PREFER NOT TO TAKE THE TRAIN ON THOSE DAYS.
216	FANTASTIC COMMUTER SERVICE. ONLY IMPROVEMENT SUGGESTION IS TO ADD WIFI TO TRAINS.
216	YOU'RE AWESOME. HAVE A NICE DAY.
216	WISH THERE WAS A DIRECT CONNECTION BETWEEN MY 2 STOPS HILLSDALE AND SAN ANTONIO WEEKDAY MORNINGS AND AFTERNOONS. TRAINS SEEM TO BREAK DOWN AT LEAST ONCE WEEKLY. NEED NEW RELIABLE TRAINS.
216	EVERYTHING IS JUST OK.
216	I WOULD LIKE TO SUGGEST HAVING A BAR CAR IN THE MORNING FOR COFFEE AND IN THE LATE AFTERNOON COCKTAILS DURING COMMUTE HOURS ONLY.
216	TRAINS CAN BE VERY STUFFY AND UNCOMFORTABLE DURING THE LATE AFTERNOON RUN. THEY CAN BE QUITE CROWDED ESPECIALLY DURING GIANTS HOME GAMES. SHOULD NOT ALLOW ALCOHOL ON TRAINS.

<b>Train</b>	<b>Comment</b>
216	ADD REAL TIME TRAIN SCHEDULE TRACKING WITH MOBILE ONLINE ACCESS.
216	EVENING TRAINS ARE VERY OVERCROWDED. CAN YOU RUN EXTRA TRAINS ON GIANTS GAME NIGHTS? THANK YOU.
216	I GOT A TRAIN CITATION FOR GOING THE WRONG WAY ON THE TRAIN EVEN THOUGH I HAD A TICKET AND PAID THE RIGHT AMOUNT. I HAD TO GO TO COURT MULTIPLE TIMES. WASTE OF TIME. I'VE SEEN CONDUCTORS KICK KIDS OFF TRAVELLING WITHOUT TICKETS. IMPLEMENT A FAIR SYSTEM. THAT'S RIDICULOUS.
216	REALLY LIKE THE NEW COMPUTER DISPLAY ON THE ELECTRONIC BOARDS. PLEASE DO BETTER WITH ANNOUNCEMENTS WHEN THERE HAS BEEN A FATALITY OR A LONGER DELAY. ALSO BETTER AND MORE CARS ON GIANTS GAMES. AIR CONDITIONING ON SOME CARS DON'T WORK.
216	GREAT TO HAVE THE STATION LED SIGNS GIVING TRAINS STATUS. COULD THE TIME DISPLAY GET SHOWN FOR LONGER INTERVALS? THE CLIPPER CARD MACHINES ARE AN EXCELLENT SERVICE BUT THEY ARE SLOW. THE BIKE RIDERS, I AM ONE, NEED A QUEUING SYSTEM SO FIRST TO PLATFORM GETS ON FIRST. OFTEN PEOPLE ARE CUT OUT OF BOARDING BY OTHERS WHO ARRIVE AT THE LAST MINUTE. COULD THE CONDUCTOR ASK TO TAKE THE EARLIEST RIDERS TO THE PLATFORM FIRST?
216	LIGHTS BEHIND ANA FURNITURE STORE AT HILLSDALE STATION DON'T WORK. HAYWARD PARK NO LIGHTS ON WEST SIDE PATH TO 17TH.
216	IT WILL BE NICE IF WE CAN ELIMINATE THE TAG ON AND TAG OFF FOR THE CLIPPER CARD.
216	WASTE TRANSIT SYSTEM IN US. CLEVELAND RUNS ITS TRAINS ON TIME AND HAS ACCURATE REAL TIME PREDICTIONS. PHILLY DOES IT BETTER. CALTRAIN IS A JOKE WRT ON TIME SERVICE AND ANNOUNCEMENTS AND YOUR OFFICIAL TWITTER GU IS A WASTE OF SPACE.
216	I AM GRATEFUL TO BE ABLE TO RIDE CALTRAIN. NO MAJOR ISSUES.
216	THE RESTROOMS ON CALTRAIN SMELL AND NEED REGULAR CLEANING.
216	FOUL SMELLING FROM GARAGE AND STAIRWELLS AT SAN MATEO STATION, NEED BETTER SIGNAGE AT STATIONS, I HAVE SEEN PEOPLE CONFUSED WITH NORTH VERSES SOUTH BOUND PLATFORMS.
217	BATHROOMS ALWAYS SMELL FOUL. PEOPLE WHO TAKE UP MORE THAN 1 SEAT SHOULD BE REPRIMANDED.
217	GETTING CROWDED AND UNCOMFORTABLE AT TIMES.

Train	Comment
217	IMPLEMENT LEVEL BOARDING. DUMP CROSS AND GO WITH OFF THE SHELF SOFTWARE. COORDINATE BETTER WITH HIGH-SPEED RAIL.
217	VERY HARD TO HEAR TRAIN ANNOUNCEMENTS. PROOF OF PAYMENT SYSTEM STILL BEFUDDLES VISITORS, OUT OF TOWNER'S.
217	LOVE THE CALTRAIN BUT I DO NOT LIKE THE CLIPPER CARD FUNCTION. GETTING THE CARD SET UP AND BILLING WAS MORE COMPLICATED THAN IT SHOULD HAVE BEEN. THE TRAIN ITSELF IS VERY CONVENIENT, CLEAN AND SAFE.
217	NEED CHEAPER LOT PARKING EVEN WITH FREE TRAIN PASS STILL CHEAPER TO DRIVE BECAUSE PARKING IS SO MUCH DAILY. SANTA CLARA HAS MORE BULLETS.
217	EXCELLENT WEBSITE. GREAT FOR OUT OF STATE VISITORS.
217	MORE TRAINS. RUSH HOUR TO STOP AT SANTA CLARA STATION ON THE WAY BACK HOME. NOT TOO MANY OPTIONS TO SC.
217	CONDUCTORS DO A GREAT JOB. MORE COULD BE DONE AT STATIONS TO INFORM ABOUT TRAINS BEING LATE. DIRIDON SAN JOSE CAN BE VERY CONFUSING TO NEWCOMERS.
217	MORE FREQUENT STOPS AT SAN ANTONIO
217	CLEAN RESTROOMS
217	YOU SHOULD HAVE AN OPT-IN EMAIL LIST OR ON THE APP TO NOTIFY RIDERS OF EXTREME DELAYS. TEN MINUTES WON'T AFFECT COMMUTE BUT AN HOUR DELAY MIGHT MAKE ME WANT TO ARRANGE DIFFERENT TRANSPORTATION BEFORE I GET TO THE STATION.
217	NEED MORE FREQUENT SERVICE TO AT LEAST BLOSSOM HILL. ALSO CONSIDER ADDING ANOTHER NORTHBOUND BULLET TRAIN AFTER THE 329 THAT STOPS AT SUNNYVALE AND PALO ALTO TO REDUCE STANDING ROOM ONLY ISSUES, OVERCROWDING THAT I'M SURE BREAKS FIRE AND SAFETY CODES AND ADD WIFI.
217	NEED MORE TRAINS FROM CAPITAL AND TAMIEN.
217	MAKE IT GO TO MONTEREY COUNTY
217	I WOULD LOVE TO SEE MORE OPTIONS IN AND OUT OF GILROY SO THAT I COULD TAKE THE TRAIN MORE OFTEN THAN THE ONCE A WEEK I RIDE IT NOW. THE 8 RIDE TICKET WAS MORE CONVENIENT WHEN IT WAS GOOD FOR 60 DAYS SINCE I CAN'T ALWAYS GUARANTEE I WILL GET 8 RIDES IN 30 DAYS.

<b>Train</b>	<b>Comment</b>
217	NEED WIFI. NEED MORE OF THE NICE NEWER TRAINS. THEY ARE SO MUCH QUIETER.
217	PLEASE ADD MORE TRAINS DURING RUSH HOUR TO DECREASE NUMBER OF PEOPLE ON TRAIN AND GIVE RIDERS MORE OPTIONS ON DEPARTURE TIMES.
217	IT WOULD BE LESS STRESSFUL IF THE GATES AT 4TH AND KING OPENED AT LEAST 10 MINUTES BEFORE DEPARTURE DURING COMMUTING HOURS. IT WOULD BE LESS CONGESTION AND STAMPEDING.
217	FOR THE MOST PART THE TRAIN RIDE IS GOOD. THE ONLY PROBLEM IS THE TRAIN RIDE HAS GOTTEN QUITE CROWDED. EXTENDING MORE CARS WOULD ELIMINATE THIS PROBLEM.
217	SUNNYVALE ELEVATORS SMELL LIKE THEY ARE BEING USED AS A RESTROOM. GREAT PEOPLE. LIMIT BIKES TO BIKE CARS. GREAT SERVICE. CLOSER INTEGRATION WITH MUNI FOR BULLET SERVICES WOULD BE NICE. NOT SERVICE INCONSISTENT FOR PM TRANSFERS TO BULLET TRAINS. LOTS DO NOT BOARD TRAINS DURING CRITICAL TIMES.
217	CROWDING OF TRAINS NEEDS TO BE ADDRESSED PARTICULARLY IN BIKE CARS. THERE SHOULD BE TWO ADDITIONAL CARS ON THE TRAIN. 1 BIKE 1 REGULAR.
217	NEED TO IMPROVE LOST AND FOUND SYSTEM. NEED TO IMPROVE COMMUNICATION REGARDING DELAYS WHILE ONBOARD. ENFORCEMENT OF NO SMOKING, BIKE RIDING IN STATIONS.
217	TICKET MACHINE WON'T ACCEPT MY CC AT CALIFORNIA AVE WHEN I BUY MY MONTHLY PARKING PERMIT EVEN THOUGH MY CC WORKS EVERY WHERE ELSE. THIS FORCES ME TO USE BACKUP CARD EACH MONTH. VERY INCONVENIENT. FRUSTRATING.
217	PLEASE CONSIDER INSTALLING WIFI. HEAVEN KNOWS WE ALL PAY ENOUGH.
217	NEED FOR PARKING TICKET MACHINES BY PARKING LOT.
217	I WISH CALTRAIN HAD A DELAY UPDATE BUT BULLETIN BOARD IN APP FORM.
217	MORE SERVICES AT EACH STATION WOULD BE BETTER AS WOULD MORE FREQUENT TRAINS GOING SOUTHBOUND.
217	THE SPEED OF THE TRAINS MUST BE INCREASED. PLAN AN AUTOMATED METHOD OF IDENTIFYING THE CARD RECHARGE INSTEAD OF TAGGING ON AND OFF.
217	CLIPPER CARD SYSTEM NEEDS TO BE IMPROVED. FREQUENCY OF THE TRAIN NEEDS TO BE IMPROVED.

Train	Comment
217	I HAVE BEEN RIDING ON CALTRAIN EVERY WEEKDAY FOR THE PAST 3 YEARS. IT IS AN INSULT TO PAYING CUSTOMERS WHEN RIDERS WHO DO NOT HAVE A TICKET ONLY GET A WARNING. I HAVE WITNESSED THIS HUNDREDS OF TIMES AND IT DISGUSTS ME. IF THE CONDUCTORS HAD THE GUTS TO DO THEIR JOBS AND ENFORCE THE RULES MAYBE YOUR BUDGET PROBLEMS WOULD MINIMIZE. YOU SHOULD PUT SECRET SHOPPERS ON THE TRAIN WHO DO NOT HAVE PASSES AND SEE FOR YOURSELF JUST HOW EASY IT IS TO GET AWAY WITH ONLY A WARNING. THANK YOU.
217	IT WOULD BE GREAT TO BE ABLE TO PURCHASE TICKETS IN ADVANCE AND HAVE THEM APPEAR ON CLIPPER IMMEDIATELY.
217	ONLY STARTED RIDING ONE MONTH AGO. LOADING THE CLIPPER CARD BUYING IT IS A CONFUSING PROCESS. ALSO I WOULD LOVE TO BE ABLE TO BUY A MONTHLY UNLIMITED MUNI CARD TOO.
217	OVERALL I AM SATISFIED. THE MACHINE TO TAG ON OFF AT TIMES IS FAULTY AND IT WOULD BE GOOD IF CUSTOMER SUPPORT IS MORE UNDERSTANDING OF IT AND NOT HAVE A POLICY OF JUST A REFUND ONLY EVERY SIX MONTHS.
217	THE PRICE AND FREQUENCY ARE TWO CONCERNS. FREQUENCY IS A LITTLE LOW AFTER 9 AM. IF I PAY \$18 FROM LAWRENCE TO SF FOR A PERSON I MIGHT AS WELL DRIVE, SAME PRICES, MORE ENVIRONMENT POLLUTION.
217	HAVING LIMITED RUNS, STOPS AT LAWRENCE MAKES IT INCONVENIENT.
217	THE TRAINS SHOULD HAVE WIFI. PEOPLE PAY MORE THAN ENOUGH TO RIDE THE TRAIN. THAT SERVICE SHOULD BE PROVIDED WITHOUT QUESTION.
217	TRAIN IS MOST OF THE TIME STUFFY AND SMELLY. VERY CROWDED EVERY MORNING.
217	CLEAN THE RESTROOMS. HAVE MORE TRAINS AT LAWRENCE STATION. SOME PASSENGERS SMOKE AT THE TRAIN STATION IGNORING SIGNS. HAVE EMERGENCY CALLING STATIONS AT TRAIN STOP STATION TO CALL 911 LIKE WHAT THEY HAVE IN SCHOOL PARKING LOT.
217	I HAVE NOTICED AS TRAINS PULL UP THE ARRIVAL OF TRAINS ARE NO LONGER ANNOUNCED. DELAYS ARE NOT ANNOUNCED AS WELL.
217	PLEASE INCREASE FREQUENCY OF # OF TRAINS IN MORNING AND EVENING 7 AM TO 19 AM AND 5 PM TO 8 PM. ALSO ADD STAIRCASE AT THE BACK END OF EACH CAR, BAGGIE LIKE THE ONES AT THE ENTRANCE PLUS FOR THE BACK.
217	ONE OF THE WORST OPERATIONAL FEATURES IS CONDUCTORS MAKING TICKET CHECKS AT THE GATE IN SF AND STARTING THE PROCESS ONLY A SHORT AMOUNT OF TIME PRIOR TO DEPARTURE.

Train	Comment
217	WE NEED MORE TRAINS DURING PEAK TIMES. SOMETIMES STANDING ROOM ONLY.
217	TRAINS HAVE BECOME INCREASINGLY NOTICEABLY CROWDED IN THE LAST SEVERAL WEEKS. PLEASE INVEST IN MORE CARS.
217	THE ONLY REAL ISSUE I'VE HAD THIS YEAR IS THE BRIDGE STABILITY PROBLEM. THIS HAS MADE ALMOST EVERY NB TRAIN I'VE BEEN ON 10-15 MINUTES LATER THAN IT'S SCHEDULED ARRIVAL.
217	AC TOO COLD SOMETIMES ON UPPER SEATS. THEY FREEZE MY HEAD.
217	THE 2:30 AM AND 2:45 AM TRAINS FROM REDWOOD CITY ARE BUSIER THAN EVER. THE LOCAL 7:51 AM TRAIN AT RWC IS CONSISTENTLY LATE TO ARRIVE RWC AND LATE TO ARRIVE SF. I FEEL THAT RIDING CALTRAIN IS BETTER THAN RIDING BART. I LIKE TH QUIETNESS OF THE NEWER CARS.
217	CALTRAIN STAFF ARE AWESOME.
217	RECOMMEND RE-EVALUATING BUSIEST TRAIN STOPS FOR BULLET AND EXPRESS TRAINS.
217	TRAINS HAVE BECOME VERY CROWDED DURING COMMUTE TIMES, CROWDED ENOUGH THAT PEOPLE ARE STANDING EVERYWHERE AND IT'S VERY UNCOMFORTABLE AND OCCASIONALLY UNSAFE. TOO MANY FARE INCREASES GIVEN THE LEVEL OF SERVICE. DELAYS AND LACK OF REAL TIME NOTIFICATION ARE THE BIGGEST ISSUE. CALTRAIN IS UNRELIABLE. I NEED TO KNOW WHETHER I NEED TO INSTEAD DRIVE TO MY DESTINATION BEFORE I GET TO THE STATION IF DELAYS.
217	THERE IS A VERY UNFRIENDLY CONDUCTOR, A LADY WHO WORKS EARLY SHIFTS. SHE IS ABSOLUTELY ANNOYING TO THE PASSENGERS. ON TOP OF THIS SHE'S VERY RUDE AND LIKES TO ABUSE HER POWER OF AUTHORITY ON THE TRAIN. YOU SHOULD WATCH OUT AND DO SOMETHING ABOUT IT. SHE HAS A SUPER BAD ATTITUDE.
217	TICKET STATIONS ARE POORLY PLACED. THERE SHOULD BE ONE NEAR EACH PLATFORM ACCESS. PARKING IS TOO EXPENSIVE AND PARKING PAY STATIONS SHOULD BE EASIER TO ACCESS. ENTERING AT AOBJ BIKES TO RIGHT OR LEFT DEPENDING ON PLATFORM, PEDESTRIANS OPPOSITE THIS WOULD ELIMINATE CLUSTER AND FRUSTRATION AT GATE IN SF.
217	I HAVE CLIPPER DIRECT FOR MONTHLY. I WOULD LIKE TO SEE IMPROVEMENTS ON BILLING AND WEB PORTAL FOR CHECKING ACCOUNT. NEED MORE CARS. I'M ALWAYS STANDING CAN NEVER GET A SEAT.
217	MORE TRAINS. NEVER A SEAT AVAILABLE.
217	MORE TRAINS. TOO MANY PEOPLE. NOT ENOUGH SEATS. THANKS.

Train	Comment
217	UPPER LEVEL REAR FACING SEATS ARE AWKWARD. ALSO IT MAY NOT BE WORTH IT TO DO THIS BUT IF THERE ARE FOLKS ON THE TRAIN HANDING OUT THESE CARDS THEN PERHAPS THEY COULD ALSO CARRY CC MACHINES TO HELP ONE TIMERS OR LATE COMERS. MAYBE CHARGE A CONVENIENCE FEE TO USE THIS MOBILE MACHINE, A SQUARE CARD READER IN AN IPAD, TO PREVENT PEOPLE FROM RELYING ON IT REGULARLY.
217	MORE TRAINS NEEDED DURING COMMUTE HOURS. TRAINS ARE VERY CROWDED.
217	TRAINS ARE TOO CROWDED DURING RUSH AND CLIPPER CARD IS A JOKE.
217	OVERCROWDED. GIVEN # OF PEOPLE RIDING LATELY IT'D BE NICE TO HAVE MORE TRAINS.
217	ADD ANOTHER COACH FOR AM AND PM COMMUTE TRAINS, NOW STANDING FROM SAN MATEO TO SF.
217	WOULD LIKE A TRAIN THAT LEAVES SUNNYVALE AND GETS TO PALO ALTO AT 8 OR 8:05.
217	I LIKE THE USE OF TWITTER FOR DELAYS AND UPDATES. I'D LIKE TO SEE REAL TIME UPDATES ON HOW MANY MINUTES A TRAIN IS FROM A STATION (LIKE BART AND MUNI).ALSO THIS TRAIN IS SUPER CROWDED IN THE MORNING.IT WOULD BE NICE TO GET A SEAT ONCE IN AWHILE. OTHER WISE THANKS AND KEEP IT UP
217	ADD CARS TO COMMUTE TIMES-TRAINS ARE TOO PACKED.
217	YOU GUYS RUN AN EXCELLENT, USEFUL AND EFFICIENT SYSTEM. YOU HAVE A LOT TO BE PROUD OF. I SAY THIS AS A 20 YEAR USER OF THE SYSTEM.
217	KEEP MEASURABLE AND AMPLE SUPPLY OF WATER IN RESTROOM UP TO THE LAST STOP. ENSURE THE TOILET SMELL DOES NOT TRAVEL TO THE WHOLE CABIN, ALWAYS CLEAN THE GLASS WINDOWS INSIDE AND OUT. CHECK AND MAINTAIN WHEEL AXLE/BEARINGS IN GOOD REPAIR BECAUSE THE MECHANICAL NOISE IS VERY IRRITATING ESPECIALLY ON THE OLD TRAINS (NON BOMBARDIER).
220	ADD ADDITIONAL BIKE CAR TO MORNING EVENING COMMUTE.
220	THERE HAS BEEN AN IMPROVEMENT SINCE LAST YEAR REGARDING PROVIDED INFORMATION WHEN A TRAIN IS DELAYED.
220	WOULD APPRECIATE BETTER ENFORCEMENT OF NO BIKE RIDING ON PLATFORMS, UNDER PASSES, OVER PASSES.
220	NEED MORE BIKE CARTS.

Train	Comment
220	I LOVE TAKING CALTRAIN. IT'S AN EXCELLENT AND CONVENIENT COMMUTE. MAKING MONTHLY PASSES FOR TICKETS AND PARKING EASIER AND MORE INTUITIVE TO PURCHASE WILL HELP A LOT. THANK YOU FOR YOUR CONTINUED IMPROVEMENTS.
220	U GUYS DO GOOD
220	ADDITIONAL BIKE CARS. TWO IS NOT ENOUGH AND OVERFILLS QUICKLY AND THE BIKE CARS ON THE EXPRESS TRAIN DO NOT HAVE ENOUGH CAPACITY.
220	MORE CLIPPER CARD REFILL MACHINES. MY COMMUTER CREDIT CARD ONLY WORKS ON CLIPPER MACHINES AND I WANT IT TO ALSO WORK ON PAPER MACHINES.
220	I RIDE MY BIKE AND IT'S TOO CROWDED. MORE STRESSFUL TO TAKE THE TRAIN THAN DRIVE MY CAR. ADD ANOTHER BIKE CAR PLEASE. BIKE RIDERS MAKE UP A HUGE PORTION OF YOUR RIDERS. KEEP UP WITH THE DEMAND.
220	I LOVE RIDING THE TRAIN. IT HAS BEEN ONE OF THE GREAT EXPERIENCES OF MOVING TO SF. MOST OF THE TIME I AM ABLE TO WORK OR READ. RIDERSHIP HAS INCREASED THOUGH AND OFTEN THERE ARE NO SEATS IN THE MORNING OR EVENING WHICH GREATLY DETRACTS FROM THE EXPERIENCE. SOME CONDUCTORS ARE VERY RUDE ESPECIALLY TO COMMUTERS AND DON'T YELL OR GET YELLED AT BY ANYONE AT HOME OR WORK AND I DON'T THINK IT IS APPROPRIATE TO GET YELLED AT ON THE TRAIN ESPECIALLY IF WE ARE PAYING A LOT FOR MONTHLY PASSES.
220	CALTRAIN NEEDS MORE BIKE CARS, BIKE SLOTS. MORE TRANS AT BAYSHORE STATION WOULD HELP. SPEED UP OAKDALE STATION DEVELOPMENT.
220	ONBOARD TICKETING SYSTEM. CLIPPER READER.
220	MORE SEATING.
220	THANK YOU!
220	2ND WEEK RIDING THE TRAIN. I'VE HAD A VERY POSITIVE EXPERIENCE SO FAR.
220	THE BABY BULLETS ARRIVING AT SAN CARLOS ARE VERY FREQUENTLY FULL ON BIKES. YOU NEED TO INCREASE THE CAPACITY FOR BIKES SO PEOPLE DON'T GET DENIED A RIDE BECAUSE THE BIKE CARS ARE FULL.
220	DEFINITELY THE NEED FOR MORE BIKE CARS, NUMBER OF CYCLIST HAS INCREASED.
220	CALTRAIN EXPERIENCE VARIES WILDLY BY CONDUCTOR OR LOCATION OF TRAIN STATION.



Train	Comment
220	INCREASING CAPACITY FOR BIKES ONBOARD WOULD REDUCE STRESS + IMPROVE MY CALTRAIN EXPERIENCE.
220	MORE ROOM FOR BIKES AND MORE TRAINS TO RUN. I NORMALLY HAVE TO WAIT AN HOUR TO CATCH MY TRAIN. IF THERE'S ANY DELAY PERHAPS WORKING W/ OTHER AGENCIES TO GET PEOPLE RE-ROUTED.
220	NEED MORE ROOM FOR BIKES THE GALLERY BIKE CARS NEED AN ENTRANCE + EXIT. THE OTHER BIKE CARS NEED HIGHER CAPACITY, NEED TO TAKE MORE SEATS OUT.
220	CALTRAIN IS AWESOME-I CAN'T SAY THE SAME FOR CLIPPER. I WANT TO CONTINUE USING THE SERVICE, BUT IT IS CUMBERSOME AND I OFTEN INCUR EXTRA FEES IF I DON'T NEED THE MONTHLY PASS. THERE HAS TO BE A BETTER WAY!
220	RIDING THE TRAIN AT THE END OF THE DAY WITH THE BASEBALL FANS IS TOO UNCOMFORTABLE, CAN USE MORE HELP FROM THE CONDUCTORS TO KEEP ROWDY, DRUNK RIDERS UNDER CONTROL. OR, ADD MORE TRAINS TO ACCOMMODATE THE CROWD.
220	THE TWO THINGS I AM MOST INTERESTED IN ARE MORE FREQUENT TRAINS AND WIFI ON TRAINS.
220	MORE BIKE CARS PLEASE. WIFI?
220	1) PLEASE ADD SHADES TO THE TRAIN WINDOWS TO HELP BLOCK THE SUN AND COOL THE CARS. 2) PLEASE ADD MORE ROOFS OR SHELTERS TO THE STATION PLATFORMS TO PROVIDE SHADE AND RAIN SHELTER.
220	IT WOULD BE VERY HELPFUL IF YOU COULD HAVE WIFI ON THE TRAINS.
220	I WISH THERE WERE POSTED SIGNS IN THE BIKE CARS THAT SEATING IS FOR BICYCLISTS ONLY. THE CONDUCTORS DON'T ANNOUNCE THIS OFTEN AND THERE ARE "STOWAWAYS" ON ALMOST EVERY TRAIN.
220	BIKE CARS ARE IN SEVERE NEED OF EXPANSION, CARS ARE OVERFLOWING FROM 4TH + KING AND THE TRAIN LACKS CAPACITY TO MEET DEMAND! SAN ANTONIO STATION MIS-ANNOUNCES THE 6:01 BULLET THAT PASSES AS 6:07 ARRIVAL.
220	THE BIGGEST ISSUE IS MECH ISSUES THAT CAUSE SIGNIFICANT DELAYS OFTEN I'M LEFT WONDERING IF MAINTENANCE IS REGULARLY PERFORMED OR NOT DONE PROPERLY.
220	NEED SOME BULLET TRAINS.
220	MORE ROOM FOR BIKES! ESPECIALLY AT RUSH HOUR TIMES. ALSO, ON TRAIN WI-FI IS A MUST.

Train	Comment
220	THE TICKET MACHINES AT 4TH + KING ARE PRE-HISTORIC AND NEED TO BE REPLACED!! IT TAKES 5+ MINUTES TO LOAD RIDES/MONEY ONTO YOUR CARD.
220	BIKE CAPACITY NEEDS TO BE INCREASED. MORE ENFORCEMENT OF BIKERS ONLY SEATING. RESTRICT ALCOHOL CONSUMPTION TO ONLY CERTAIN CARS. MORE TRAINS DURING BALL GAMES.
220	I THINK IT WOULD SPEED UP A PROCESS OF BOARDING WITH BIKES IF SAME RACKS HAD 'GOING TO' ENTERPRISES LINE THE MOST COMMON 'PA' 'SAN MATEO' AND 'SAN JOSE'.
220	BIKES ARE ALWAYS CHAOS! IT WOULD HELP A LOT IF THERE WAS MORE THAN A WAY TO ENTER TO THE BIKES! FURTHERMORE, THE TRAINS SHAKE A LOT AND THIS MAKES IT VERY UNCOMFORTABLE TO WORK ON A LAPTOP.
220	PLEASE PUT A SIGN ON THE BIKE CAGE DOOR "PLEASE KEEP THIS DOOR CLOSED AT ALL TIMES FOR YOUR SAFETY" LAST WEEK A GUY WAS CHECKING OUT THE LOCKERS.
220	HOW COULD YOU NOT ASK ABOUT THE FREQUENCY AND CROWDEDNESS OF TRAINS? IT IS ALMOST IMPOSSIBLE TO TAKE YOUR BIKE OR GET A SEAT ON CERTAIN TRAINS. PLEASE ALSO ADVISE PASSENGERS W/O BIKES NOT TO TAKE UP SEATS IN THE BIKE CAR.
220	MY ONLY COMPLIANT IS WITH THE # OF BIKE SPOTS AVAILABLE ON THE TRAINS. I'VE BEEN UNABLE TO BOARD 5 TRAINS THIS MONTH BECAUSE THE BIKE CARS ARE FULL, OFTEN TIMES I'VE BEEN ABLE TO BOARD WHEN THE CONDUCTORS SAID THERE ARE ONLY LIMITED BIKE SPOTS, AND NOTICED THERE WERE MORE SPOTS.
220	STATION SIGNS AND TRAIN ANNOUNCEMENT ARE A HUGE IMPROVEMENT. MORE INFO ON THE SIGNS, ESPECIALLY FOR DELAYS, WOULD HELP.
220	IT WOULD BE GOOD IF THERE WAS A GREATER FREQUENCY OF TRAINS AT COMMUTER TIME, CURRENTLY THERE IS NO TRAIN FROM HAYWARD PARK TO SUNNYVALE IN THE MORNING BETWEEN 7:30AM AND 8:30. THANK YOU
225	PLEASE USE MORE TRAINS BETWEEN 7 PM-9 PM FROM SFO. PLEASE ADD WIFI (FIND A SPONSOR OR OFFER A PACKAGE). WHEN TRAINS BREAKDOWN, PLEASE PROVIDE ADEQUATE
225	TOO CROWDED. NEED MORE BULLET TRAINS.
225	TRAINS DO NOT RUN FREQUENTLY ENOUGH, ARE TOO CROWDED, THE TRAINS THAT HAVE SEATS THAT FACE EACH OTHER ARE INCREDIBLY UNCOMFORTABLE.
225	CONDUCTORS COULD DO A BETTER JOB TELLING PEOPLE WHO ARE SPEAKING LOUDLY ON PHONES TO QUIET DOWN. CERTAIN CONDUCTORS TALK WAY TOO MUCH OVER THE PA SYSTEM.

Train	Comment
225	BETTER TRAINING FOR TRAIN STAFF SO THEY KNOW MORE ABOUT OTHER CALTRAINS AND THEIR TRANSIT SCHEDULE. OVERALL, I THINK IT'S A GREAT SYSTEM. IT MAKES MY COMMUTING EASY.
225	IF A TRAIN IS DELAYED/CANCELLED-ONLY SOME CONDUCTORS GIVE YOU ADEQUATE INFORMATION. THIS SHOULD BE MORE STANDARDIZED.
225	I AM STILL DISSATISFIED WITH GETTING INFORMATION ON MAJOR TRAIN DELAYS. THE WEBSITE SHOULD PROVIDE REALLY TIME STATUS INFORMATION. THE TWITTER INFORMATION IS NOT THAT COMPLETE.
225	IF WE COULD PREVENT TRAINS FROM BREAKING DOWN ONCE EVERY TWO WEEKS, THAT WOULD BE GREAT. WE PAY TOO MUCH MONEY A MONTH TO RIDE THE TRAIN. ALSO, TRAIN CONDUCTORS NEED TO HAVE A BETTER ATTITUDE IN THE MORNING WHEN DEALING WITH PEOPLE THAT HAVE ONLY RIDDEN CALTRAIN ONCE.
225	PLEASE ADD A "QUIET CAR" LIKE THEY DO ON AMTRAK. CELL PHONE TALKERS RUIN MY COMMUTE. NEW TRAIN SHOULD AVOID SEATS THAT FACE EACH OTHER-USE AIRPLANE CONFIGURATION.
225	THE TICKET MACHINES ALWAYS HAVE ISSUES WITH CREDIT CARDS, USUALLY WHEN USING TWICE IN A ROW-ONE TO PURCHASE TRAIN TICKET THEN SECOND PAY FOR PARKING. I GET AN ERROR WHEN USING CREDIT CARD THE SECOND TIME-ALWAYS! ALSO, TRAINS ARE DELAYED/BROKEN TOO OFTEN.
225	I'M NOT SURE WHO IS IN CHARGE OF THE FREE SHUTTLES, BUT THEY ARE VERY DIRTY AND IN POOR CONDITION.
225	THE AFTERNOON COMMUTER BULLET TRAIN AT 5:57 PM IS ALWAYS ESPECIALLY CROWDED-THIS IS UNCOMFORTABLE AND ALSO UNSAFE. MORE CARS OR ANOTHER BULLET DURING THIS TIME TO HELP ALLEVIATE WOULD BE NICE.
225	OVERALL, I LOVE TAKING THE TRAIN. MY ONLY COMPLAINTS ARE CLIPPER AND TRAIN DELAYS. SOMETIMES WE AREN'T TOLD UNTIL WE ARE ON THE TRAIN OF THE DELAY. THIS IS TOO LATE. SOME OF US CAN TURN AROUND AND WORK FROM HOME. STATION LOUD SPEAKERS NEEDS TO BE BETTER (LESS MUFFLED).
225	TOO MANY EQUIPMENT BREAKDOWNS AND OTHER DELAYS. INFORMATION SIGNS ABOUT DELAYS HAVE IMPROVED, BUT STILL NOT FULLY ACCURATE.
225	NEED MORE TRAINS IN THE MORNING AND EVENING COMMUTE HOURS. MORE INFORMATION ON STATUS OF TRAIN DELAYS. AS OFTEN DOES NOT WORK ON TRAINS. CAN BE TOO HOT OR TOO COLD.

Train	Comment
225	I AM VERY HAPPY AND SATISFIED WITH CALTRAIN SERVICES WHICH I AM USING DAILY. HOWEVER, THE TRAIN I AM TAKING IN THE MORNING IS ALWAYS LATE. IT WILL BE GREAT IF IT CAN REACH ON TIME AND PASSES FOR STATIONS TRAVELLED (NOT ZONES) WILL BE OF GREAT USE.
225	NEED BETTER MORE TIMELY COMMUNICATION. INSTRUCTIONS AT STATIONS WHEN SOMETHING UNUSUAL HAPPENS. CALTRAIN HAS BEEN IN OPERATION LONG ENOUGH THAT THIS SHOULD HAVE BEEN RESOLVED LONG AGO. THERE SHOULD ALREADY BE CONTINGENCY PLANS IN PLACE FOR MOST EVENTS. WHEN SOMETHING HAPPENS RESPONSE IS CHAOTIC INSTEAD OF EFFICIENT.
225	I'M JUST A DAY TRIPPER. I AM OVER 65 TRAVELLING WITH SPOUSE UNDER 65 SO HAVE TO USE SEPARATE TRANSACTIONS. TVM WON'T ACCEPT SECOND USE OF CREDIT CARD.
225	FREQUENT TRAIN BREAK DOWNS IS UNACCEPTABLE. IF AIRLINE RUN LIKE THIS IT WILL BE OUT OF BUSINESS.
225	DAYS OF DIESEL ENGINE ARE LONG GONE. NEED ON BOARD WIFI FREE SERVICE.
225	TRAINS ARE GETTING OVERCROWDED TO AN UNSAFE POINT. PEOPLE ARE CRAMMED IN CORRIDORS, BATHROOMS AND BETWEEN TRAIN CARS ON RUSH HOUR TRAINS. NEED MORE BABY BULLET TRAINS. MORE PARKING AVAILABILITY.
225	MY BIGGEST COMPLAINTS ARE INCORRECT DELAY REPORTING BY THE AUTOMATED ANN. SYSTEM AT THE STATION. OVERCROWDING ON SOME EXPRESS TRAINS AND LACK OF SAFETY AFTER BIG EVENTS EX GIANTS GAMES.
225	YOU MUST BE ON TIME. GET RID OF THE OLD CARS. HIRE MORE CONDUCTORS. AUTOMATE, MODERNIZE ELECTRIFY BUT BE ON TIME.
225	ELEVATORS AT SUNNYVALE, GRAFFITI ON INSIDE DOORS HAVE BEEN THERE 3 MONTHS, PEE STAINS UPSIDE OF WALLS AND DOORS HAS BEEN THERE YEARS, FLOORING IS WARPED FROM URINE, IS THERE A FLOORING THAT CAN WORK? ELEVATORS NEED TO BE CLEANED OFTEN. THANKS.
225	THE ONLY THING I DON'T LIKE ABOUT THE CALTRAIN SYSTEM IS THE EXISTENCE, QUALITY OF STATION RESTROOMS, WHEN THEY ARE PRESENT THEY ARE USUALLY NASTY. GREAT JOB OTHERWISE.
225	RESERVED PARKING SPOT AT CALTRAIN PARKING? ADD A VERY HIGH PRICE TAG TO IT LIKE \$3.00 MONTHLY AND SHOULD BE REQUESTED FOR EVERY MONTH.
225	I AM A VISITOR AND I THOUGHT THERE COULD HAVE BEEN MORE, LONGER SIGNAGE FOR WHICH DIRECTION EACH SIDE OF STATION WOULD BEGIN. WE WERE IN A HURRY AND WE DIDN'T IMMEDIATELY SEE SIGNAGE FOR DIRECTION SF.

<b>Train</b>	<b>Comment</b>
225	THE SUSPENSION ON SOME OF THESE TRAINS ARE AWFUL #225. THE RIDE QUALITY IS QUITE BAD ESPECIALLY REAL CROSSINGS LIKE REDWOOD CITY.
225	LOOKING FOR BULLET WHICH STOPS AT SAN BRUNO AND TIMINGS ON MINI BULLET TAKES LONGER TIMES MOST OF THE TIME.
225	TOO FEW EXPRESS TRAINS. TOO MANY PEOPLE IN THE TRAINS.
225	FIRST IMPROVEMENT WIFI. SECOND CA ADD CASH TO CLIPPER CARD AT ALL STATIONS.
225	MORE TICKETING MACHINES AND PLACEMENT. MV PARKING LOT FOR EXAMPLE. USE OF TICKETING MACHINES IS AWFUL. WATCH PEOPLE USE THEM. CARD READERS ARE TOO FINICKY. IMPROVE MESSAGE, ELECTRIC BOARDS.
225	PLEASE FOLLOW THE TRAIN SCHEDULE AND CHECK FOR ANY FAULTS IN THE TRAIN IN ADVANCE TO AVOID LAST MOMENT CONFUSION TO THE PASSENGER AFFECTING THEIR WORK AND TRAVEL SCHEDULE.
225	I REALLY APPRECIATE THE NEW STRATEGY OF 2 SB BABY BULLETS AFTER DAYTIME WEEKDAY GIANTS GAMES. THANKS FOR TRYING SOMETHING.
225	MORE BOMBARDIER TRAINS. MORE BULLETS.
225	CALTRAIN IS SAFE, CLEAN. NEED TO INCREASE FREQUENCY. BRING MORE CARS.
225	WHEN THERE IS A LONG DELAY DUE TO AN ACCIDENT, ONBOARD ANNOUNCEMENTS AND IN-STATION ANNOUNCEMENTS REGARDING LENGTH OF DELAY, BUS BRIDGE, ETC. ARE SOMETIMES COMPLETELY INADEQUATE AND PASSENGERS ARE LEFT UNINFORMED. BATHROOMS IN SF STN SHOULD ALWAYS BE OPEN WHEN THE STATION IS OPEN.
225	TRAINS ARE EXTREMELY CROWDED ESPECIALLY IN THE AFTERNOON. THERE NEED TO BE ADDITIONAL EXPRESS TRAINS IN THE AFTERNOON AROUND RUSH HOUR 5 PM TO 6 PM.
225	TRAINS ARE TOO CROWDED. STANDING ROOM ONLY, NOT SAFE, NOT WHAT WE PAY FOR.
225	THANK YOU.
225	TRAINS ARE VERY CROWDED AT RUSH HOUR ESPECIALLY IN AFTERNOON. GREAT IF ONE OR TWO EXTRA CARS WERE ADDED TO THESE TRAINS.
225	WISH THERE WERE MORE FREQUENT TRAINS, SOME MORNINGS TRAINS ARE INCREDIBLY PACKED. WHEN TRAINS BREAK RESPONSE IS SLOW AND MINIMAL SOLUTION IS USUALLY PROVIDED.

<b>Train</b>	<b>Comment</b>
225	WORK COMMUTE IS GETTING CROWDED 7-9 AM TO SF AND 5-7 PM TO SOUTHBAY. RECOMMEND MORE TRAINS OR ADDITIONAL CARS ON EACH TRAIN.
225	WOULD LOVE TO HAVE MORE BULLETS LIMITED AFTER 7 PM WEEKENDS AND GOOD SERVICE. THANK YOU.
225	MORE MORNING STOPS TO SAN BRUNO STN.
225	REAL TIME UPDATES ON YOUR SITE SHOULD BE UPGRADED. THE CURRENT SYSTEM IS USELESS.
225	NEED REAL TIME SCHEDULE PERFORMANCE APP TELLS YOU WHICH TRAINS ARE ON TIME AND IF LATE THEN EXPLAINS WHY. HAVE A GOOD TECH COMPANY DEVELOP THIS APP FOR FREE SINCE SO MANY TECH WORKERS TAKE ADVANTAGE OF CALTRAIN.
225	ON SOME TRAINS THE ANNOUNCING SYSTEM SPEAKERS IS JUST TOO LOUD, PLEASE MAKE IT MORE QUIET, APPRECIATE AN EFFORT TO KEEP US INFORMED BUT THERE IS ALSO NO NEED TO REPEAT THE SAME INFO MANY TIMES, ONE EXAMPLE IS TRAIN FROM SF AT 5:14 PM. THANKS!
225	TRAINS IN THE AM ARE OVERFLOWING, MAY OR MAY NOT GET A SEAT. VENTILATION IS POOR ESPECIALLY IN WARMER MONTHS. THANK YOU FOR THE SERVICE.
225	PLEASE ADD INFO BOARDS AT 22ND ST STATION, INFO BOARD NEEDS IMPROVEMENT RE TIMELINESS AND DELAYS.
225	THE TRACKING SYSTEM IS ALMOST COMPLETELY USELESS, IT CANNOT BE THAT HARD TO DO REAL TIME GPS OF A FEW TRAINS ON A LINE OR TRACK.
225	I FREQUENTLY HAVE TO STAND ON THE TRAIN WHICH IS ANNOYING.
225	I FEEL CALTRAIN IS CONVENIENT AND SAFE, IT WOULD BE GREAT IF WE DON'T FACE DELAYS WHICH IS HAPPENING A LOT NOW DAYS.
225	NOT ENOUGH RUSH HOUR SEATS ON TRAINS. NEED ADDITIONAL CARS IN THE COMMUTE.
225	NEED MORE SEATS ON BULLET TRAINS, ALWAYS END UP STANDING.
225	MORE TRAINS NEEDED DURING COMMUTE HOURS, I'M A MONTHLY PASS HOLDER AND RARELY GET A SEAT, THE TRAINS ARE UNCOMFORTABLY CROWDED, I'M STANDING AS I'M FILLING THIS OUT. CLIPPING ON AND OFF ON THE FIRST OF THE MONTH FOR MONTHLY PASSHOLDERS IS RIDICULOUS, SHOULD AUTOMATICALLY RENEW. SYSTEM IS SET UP FOR RIDERS TO FAIL AND DEAL WITH A CONDUCTOR, EMBARRASSING AND MAY NOT GET A TICKET.

Train	Comment
225	TRAINS HAVE BECOME MORE AND MORE CROWDED OVER THE PAST YEAR. ADDITIONAL CAPACITY WOULD BE GREAT.
225	BULLET TRAINS ARE EXTREMELY OVERCROWDED DURING RUSH HOUR.
225	PLEASE PLEASE PLEASE ALLOW ON BOARD PAYMENT. CALTRAIN IS THE ONLY TRAIN I HAVE BEEN ON IN THE WORLD WHERE THIS ISN'T POSSIBLE.
225	ONE DAY I TAGGED TWICE WITH MY CLIPPER CARD AS I WANTED TO MAKE SURE I TAGGED NOT KNOWING THE FARE WAS REFUNDED. WHEN THE CONDUCTOR CHECKED THE CARD HE NOTICED THIS BUT DID NOT EXPLAIN THE SITUATION AND PROCEEDED TO GIVE ME A TICKET FOR \$250 (?). THIS WAS UNNECESSARY AND EXPENSIVE. I SAID HE HAD NO CHOICE BUT I SEE PEOPLE GETTING OFF THE TRAIN REGULARLY WITHOUT RECEIVING A TICKET. YOUR POLICY NEEDS TO IMPROVE.
225	THANK YOU. I AM ON VACATION FROM HUMBOLDT COUNTY. THE RAILS ARE FAST AND COMFORTABLE.
225	IT WOULD BE GOOD IF VISITORS COULD PURCHASE A CLIPPER CARD OR OTHER FORM OF MULTI RIDE TICKET FOR A DISCOUNT. WE ARE RIDING CALTRAIN TWO WAY FOR 7 DAYS AT DAILY RATE. WOULD BE GREAT TO HAVE A DISCOUNT.
225	TRAIN OVERCROWDING. I OFTEN HAVE TO STAND GOING AND COMING FROM SF TO SAN CARLOS OR HILLSDALE. NEED MORE TRAINS, CARS. ALSO NEED NEWER TRAINS.
225	BIGGEST ISSUE IS CROWDING PICKING UP IN LAST YEAR DURING RUSH HOUR. SAME TRAIN SCHEDULE. MANY MORE RIDERS. OFTEN STANDING. ALSO AN APP WITH UPDATES THAT AUTOMATICALLY CHANGES WOULD BE NICE. CLIPPER CARD IS OUTDATED. NOT KNOWING WHERE TRAINS ARE OR DELAYS IS AWFUL IN TODAY'S WORLD.
225	CLIPPER CARD MACHINES ARE A HUGE TIME WASTE, THEY NEED TO BE UPDATED. I DON'T UNDERSTAND WHY CONDUCTORS HAVE TO MANUALLY CHECK CLIPPER CARDS ONE BY ONE AT THE GATE AND OR ONBOARD. ANTIQUATED SYSTEM. LET'S LEAVE THE CONDUCTORS TO DO MORE IMPORTANT THINGS. IT WOULD HELP ME IMMENSELY IF I COULD GET PARKING LOT FILL STATUS AND TRAIN CAPACITY STATUS IN REAL TIME.
225	FREE UP CONGESTION AT SUNNYVALE STATION BY MAKING LAWRENCE AND SANTA CLARA STATIONS ZONE 2.
230	CONDUCTORS YELL AT US A LOT TO HURRY UP AND BOARD. OF COURSE WE'RE GOING AS FAST AS WE CAN. ALSO IT WAS HARD TO FIND A BIKE TAG. OTHERWISE CALTRAIN IS AWESOME, CONSISTENT, CONVENIENT AND WITH BIKE CARS. THANKS.

Train	Comment
230	YOU SHOULD CONSIDER WIFI AS WELL AS A COFFEE BAR, CART WITH GOOD COFFEE, BREAKFAST SERVICE. PEOPLE WOULD EXPENSE WIFI TO WORK. ALSO USE TWITTER MORE FOR DELAYS. ALSO IT'S WAY TOO CROWDED NOW. NEED MORE TRAINS OR CARS.
230	ONE TYPE OF TRAIN HAS VERY FEW BIKE SPACES AND GETS FILLED UP. TRAIN DELAY RELATED DISPLAY AT STATIONS ARE PRACTICALLY USELESS. I HAVE TO MOSTLY RELY ON TWITTER FEED. ZONE BASED PAYMENT EVEN IF ONE TRAVELS ONLY A SINGLE STOP.
230	TOO CROWDED ON GIANTS' GAME DAYS. ADD CARS.
230	PLEASE ADD BULLET TRAINS LATER IN MORNING AND EVENING. PEOPLE IN TECH WORK LATER THAN 6:45ISH AND TAKING LOCAL TRAINS SUCKS. ALSO GIANTS FANS SHOULD EITHER HAVE ADDITIONAL TRANS ON GAME DAYS OR NOT BE ALLOWED ON BULLET TRAINS.
230	INTRODUCTION OF CLIPPER SIGNIFICANTLY REDUCED MY SATISFACTION WITH CALTRAIN. THERE SHOULD BE A WAY TO LOAD MONTHLY PASS BOUGHT ONLINE AUTOMATICALLY TO CLIPPER CARD E.G. FROM THE CONDUCTORS' READER DEVICES. PLACEMENT OF CLIPPER MACHINES ON PLATFORMS IS BADLY DESIGNED. THEY ARE NOWHERE NEAR PLATFORM ENTRY AND EXIT POINTS.
230	RE CONDUCTOR COURTESY THIS HAS BEEN A SERIOUS PROBLEM IN PRIOR YEARS. RE CLIPPER I HAVE EXPERIENCED MALFUNCTIONS OF CLIPPER AND LOST MONEY. THIS HAS HAPPENED A FEW TIMES. I DON'T USE CLIPPER ON CALTRAIN ANYMORE. TO CLIP SOMEONE IS SLANG FOR A RIP-OFF.
230	OVERALL SERVICE IS AWESOME HOWEVER THE LACK OF TRAINS AFTER 7 PM IS TOO BAD.
230	TWO YEARS AGO I LEFT MY LAPTOP IN CALTRAIN BUT A CONDUCTOR FOUND IT AND KEPT UNTIL I ARRIVED AT LOST AND FOUND. IT'S A VERY RARE THING TO HAPPEN AND I APPRECIATE IT. ALSO AC IS SOMETIMES TOO MUCH FOR ME. TOO COLD. BUT OVERALL CALTRAIN ROCKS.
230	MORE SPACES FOR BIKES. MAKE SURE NONBIKERS DON'T SIT ON THE BIKE CAR.
230	GETTING BICYCLE ON TRAIN DID IMPROVE BUT IS STILL NOT OPTIMAL. MAYBE 3 BIKE CARS IN AM. CYCLISTS ON 22ND ST RARELY GET ON TRAIN AND FOR PM AROUND 6 IT'S HARD TO GET ON IN PALO ALTO. FRIENDLINESS OF SOME CONDUCTORS ESPECIALLY FEMALE ONES COULD IMPROVE.
230	BIKES HAVE BEEN MORE AND MORE CROWDED IN THE LAST YEAR. NEED MORE BIKE CARS SO IT DOESN'T DELAY THE TRAINS. CREATE A SAFETY HAZARD.
230	KEEP UP THE GOOD WORK



Train	Comment
230	I HAD MY BIKE STOLEN FROM CALTRAIN. THE CONDUCTORS COULD NOT HELP AT ALL. PLEASE INCREASE SECURITY SUCH AS BY INSTALLING A CAMERA.
230	IT WOULD BE GREAT IF YOU CAN ADD BULLET SERVICE TO SUNNYVALE SOUTHBOUND AND EXTEND THE SCHEDULE OF LIMITED, BULLETS IN THE EVENING.
230	MORE TRAINS NEEDED DURING PEAK COMMUTE OR NEWER TRAINS.
230	ADD SUBSCRIPTION PAID WIFI FOR \$10 MONTH. IT'S ALL MARGIN AND MANY WILL PAY. USE THE EXTRA EARNINGS TO ADD TRAIN CARS AND UPGRADE CLIPPER SYSTEM. GO FIGHT WIN.
230	ADD WIFI!!!!
230	I THINK THE CONDUCTORS ARE REALLY NICE, BUT I HAD A VERY BAD EXPERIENCE ONE RAINY EVENING ON MARCH 25, TRAIN 289, TRAIN FROM SAN JOSE TO CAL AVE. AN OLD GUY WHO SAID HE WAS A CONDUCTOR WAS VERY RUDE TO ME ,HE PLACED HIS FACE 1-4 INCHES AWAY FROM MINE AND SAID. "DO YOU UNDERSTAND ENGLISH? I TOLD YOU TO MOVE YOUR BIKE!" THERE WAS ONLY THREE OF US ON THE BIKE CAR, ME, HIM, AND ONE OTHER PASSENGER. I WAS AVOIDING THE TRAIN AFTER THAT INCIDENT, I LATER SAW HIM AGAIN AND HE WAS VERY FRIENDLY.
232	THE DAY PASS ENDS UP BEING CHEAPER THAN THE CLIPPER CARD.
233	OF COURSE THIS SURVEY DOESN'T MENTION OR BARELY THE NUMBER OF PROBLEMS, DELAYS, PLUS TRAINS FALLING APART, UNPREDICTABLE, AC ETC.
233	PLEASE ADD MORE TICKET MACHINES AND MORE TAG ON OFF MACHINES ON PLATFORMS SPACED OUT ALONG THE ENTIRE LENGTH OF THE PLATFORM.
233	SENIOR DISCOUNT AT 62 LIKE AMTRAK.
233	PLEASE CONSIDER BEING ABLE TO USE OUR COMMUTER BENEFITS DEBIT CARD TO PAY FOR PARKING MONTHLY. ADDING MORE TRAINS DURING PEAK HOURS.
233	LOVE THE REAL TIME ARRIVAL SYSTEM. OVERALL CALTRAIN IS NICE TO RIDE AND CONVENIENT BUT I WISH TRAINS WOULD COME MORE OFTEN.
233	CALTRAIN IS GENERALLY A VERY EFFICIENT METHOD OF PUBLIC TRANSIT. TRAINS ARE OFTEN DELAYED HOWEVER AND THE TRAIN BATHROOMS ESPECIALLY ON OLDER TRAINS ARE VIRTUALLY UNUSABLE ESPECIALLY FOR WOMEN.
233	TRAINS ARE LATE ON A REGULAR BASIS.

Train	Comment
233	TRAIN 233 IS CONSISTENTLY LATE OVER 9 SOMETIMES 30 MINUTES LATE WHEN CARRYING BOMBARDIER EQUIPMENT OR SOME ACCIDENT. I'M VERY UPSET. ALSO I HATE TAGGING ON/OFF. WHY CAN'T CLIPPER AUTO LOAD EVERY MONTH? FINALLY, WE NEED MORE EXPRESS TRAINS. TRAINS AFTER 6:56 ARE LOCAL AND ARE TOO SLOW.
233	TICKET MACHINES NEED TO TAKE DEBIT CARDS.
233	NEED MORE TRAINS RUNNING PER HOUR AND MORE SPREAD OUT DURING A GIVEN HOUR IN CASE YOU MISS A TRAIN. MORE FREQUENCY IS BETTER IF POSSIBLE. CLIPPER SHOULD LOAD TICKETS REAL TIME SO BUYING MONTHLY PARKING IS EASIER.
233	CLIPPER SYSTEM IS A JOKE CONSIDERING WE WORK IN SILICON VALLEY. IT SHOULD BE WAY EASIER TO BUY TICKETS AND ADD VALUE TO THE CARD. FIVE TO TEN DAY WAITING PERIOD. MACHINES USE DIALUP. HOW MANY TIMES DO I HAVE TO SLIDE MY CARD IN OUT OF MACHINE? HAD TO PERFORM TRANSACTION 6 TIMES TO GET IT TO WORK.
233	CALTRAIN SERVICE IS VERY GOOD FOR TRANSPORT FROM SAN JOSE TO SFO CITY. EXCELLENT SERVICE. THANK YOU VERY MUCH.
233	MORE FLEXIBLE SCHEDULES. MORE TRAINS TO AND FROM TAMMEN IN THE MIDDLE OF THE DAY WOULD BE GREAT.
233	TRAIN DELAY ANNOUNCEMENTS ARE NOT ACCURATE AND ARE HARD TO FIND BEFORE GETTING TO THE STATION. I CAN PLAN FOR AN HOUR DELAY BUT NOT 4 TIME 15 MINUTE DELAY ANNOUNCEMENTS.
233	I COMMUTED TO WORK FOR 42 YEARS. MY TRAIN RIDES KEPT GETTING LONGER AND LONGER IN DURATION.
233	SO FAR GOOD. THANKS.
233	IT WOULD BE NICE TO HAVE MORE EXPRESS TRAINS AT NIGHT FROM SF TO SJ. I WOULD RATE 4 FOR CALTRAIN SERVICE.
233	CAN YOU GUYS MAKE ARRANGEMENTS FOR WIFI IN CALTRAIN?
233	TRAINS ARE NICE AND CLEAN. WINDOWS USED TO BE FILTHY. NOW CLEAN. THANKS. EVERYTHING GREAT ABOUT CALTRAIN EXCEPT TICKET MACHINES. NOT ENOUGH AND ALWAYS STRESSFUL WHEN TRAIN IS COMING. I GUESS I COULD GET A CLIPPER. NEED MORE SCHEDULES POSTED AT STATIONS ESPECIALLY FOR FOREIGNERS.
233	MY 2 BIGGEST COMPLAINTS ARE PARKING FILLS UP TOO QUICKLY AT SUNNYVALE STATION AND LACK OF PARKING AT LAWRENCE. LACK OF ONLINE UPDATES RE TRAIN DELAYS.

Train	Comment
233	CONDUCTORS NEED TO UNDERSTAND ABOUT THE LACK OF REAL TIME CLIPPER CARD UPDATES ESPECIALLY FOR MONTHLY USERS.
233	HAVE BEEN RIDING FOR MANY YEARS. I ONLY USE PUBLIC TRANSPORTATION. LATELY THE TRAINS HAVE BEEN VERY CROWDED. GOOD BUT DON'T LIKE THAT I HAVE TO STAND EARLY AM 7:57 MTV AND 6:12 PA. SHORT RIDE BUT WOULD LIKE TO SIT. MANY PEOPLE ALSO STAND. NEED ANOTHER CAR ON TRAIN. IT WOULD BE FULL BUT WE WOULD HAVE SEATS. THANK YOU.
233	HAVING WIFI IN THE TRAINS WOULD BE FANTASTIC.
233	I WISH A TRAIN SB STOPPED AT SAN ANTONIO BETWEEN 4:36 AND 5:50.
233	IT WOULD IMMENSELY HELP SOUTH BAY COMMUTERS IF THERE AS AN EXPRESS TRAIN TO SF THAT MADE STOPS ONLY AAT SJ SUNNYVALE AND SF OR SJ MTV SF. THIS WOULD HELP COMMUTERS FROM SJ TO REACH SF IN ABOUT 45 MINUTES THUS MAKING SJ SUNNYVALE MTV COMMUTERS TO AVOID DRIVING TO SF. EVERY DAY A NUMBER OF COMMUTERS TRAVEL TO SF FRO THE SOUTH BAY. YOU COULD LAUNCH THIS SERVICE ON A TRIAL BASIS FOR A MONTH AND SEE HOW IT GOES. I AM PRETTY SURE THAT EVEN PEOPLE DRIVING TO SF EVERY DAY WOULD START USING CALTRAIN SINCE THEY WOULD REACH IN LESS THAN ONE HOUR WHICH IS FASTER THAN TAKING A CAR THEREFORE THE CALTRAIN RIDERSHIP WOULD ALSO INCREASE. THANK YOU.
233	SOME TRAINS ARE CONSISTENTLY LATE. ALSO PLEASE REMOVE THE SYSTEM OF HAVING TO MAINTAIN \$1.25 AS MINIMUM. I FORGET REGULARLY AND EVERY MONTH I HAVE TO ADD \$8.25. IN MY VIEW THAT IS REALLY ANNOYING AND I WOULD CONSIDER IT STEALING.
233	IT WOULD BE NICE TO HAVE A NORTH SOUTHBOUND SCHEDULE AT ALL THE STOPS. ALSO CLIPPER SERVICES ABILITY TO ADD MONTHLY 8 PASSES AT A CALTRAIN STOP. I HAVE TRIED TO DO SO ONLINE BUT THE PASSES DON'T SHOW UP WHEN I TAP MY CARD.
233	I NO LONGER TAKE THE BULLET IN THE MORNING THAT I WOULD LIKE TO BECAUSE I CAN'T GET A SEAT. NOTHING IN THIS SURVEY MATTERS AS MUCH TO ME AS CROWDED TRAINS BUT CALTRAIN COUNTS PASSENGERS EVERY YEAR AND REPEATEDLY IGNORES THE RESULTS. TO SOLVE CROWDED BULLETS THE SYSTEM NEEDS MORE BULLETS, NOT LIMITEDS OR LOCALS. THE FACT THAT NO BOX EXISTS ON THIS SURVEY FOR CROWDED TRAINS SHOW THAT THIS IS NOT BEING TAKEN SERIOUSLY.
233	THE ON TIME ARRIVAL IS PRETTY TERRIBLE. I WOULD GUESS 75% OF THE TIME WE'RE ANYWHERE FROM 5-10 MINUTES LATE ON A SUPPOSEDLY 30 MINUTE RIDE. CAN'T IMAGINE IF I RODE ALL THE WAY TO SF.
233	MORE PARKING AT BABY BULLET STATIONS.

Train	Comment
233	I WOULD LIKE MORE CLEAR IDS OF APPROACHING STOPS. I AM ON THIS TRAIN BACKTRACKING FROM SANTA CLARA BECAUSE MY ORIGINAL TRIP SOUTH FROM SF EITHER DIDN'T STOP IN MTN VIEW OR I MISSED MY STOP.
233	SOMETIMES I FEEL UNCOMFORTABLE WHEN I'M BEING ASKED FOR PROOF OF PAYMENT MULTIPLE TIMES ON ONE TRAIN RIDE. I SAY UNCOMFORTABLE BECAUSE I WOULD BE THE ONLY ONE ON MY AISLE.
233	SR 262 SHOULD CARRY PASSENGERS TO TAMIEN. EVERY DAY THERE ARE 20 PLUS TRANSFERRING AT SAN JOSE. SB 262 ALREADY CONTINUES TO TAMIEN ANYWAY.
233	NEED MORE SERVICE SOUTH OF TAMIEN TO REDUCE OVERCROWDING IN PARKING LOTS AND CROWDS GETTING OFF AT 5:39.
233	I'D REALLY WANT THE ELECTRONIC LED SIGNS AT TAMIEN TO BE CORRECT. NEW RIDERS ALWAYS ASK IF THIS TRAIN IS THE TRAIN THEY ARE LOOKING FOR.
233	NEED MORE TRAINS IN THE RUSH HOUR TIMES. I TAKE THE 5:42 SB OUT OF CAL AVE AND WE ARE PACKED LIKE SARDINES AND CANNOT SIT UNTIL WE REACH SUNNYVALE. THE NUMBER OF TRAINS IS NOT ADEQUATE WITH INCREASED RIDERSHIP.
233	PLEASE ADD TAMIEN TO MORE BULLET TRAIN ROUTES.
233	I AM A GERM CONSCIOUS PERSON AND THE INTERIOR OF THE TRAINS DISGUST ME BECAUSE OF CRUMBS AND HAIRS BETWEEN THE SEATS.
233	PROVIDE WIFI.
233	PERSONAL SAFETY AFTER GIANTS PARADE LAST YEAR WAS VERY SCARY. LOCKED TRAIN OF DRUNK GANGS. CALTRAIN SHOULD HAVE HAD POLICE ON THE TRAIN. CLIPPER GENERALLY SUCKS. SHOULD HAVE BETTER INTEGRATION BETWEEN CORPORATE FUNDED SIDE AND PERSONAL CASH.
233	NOT SURE WHY TAGGING ON OFF IS NOT GATED ENFORCED AT THE STATION. UNRELATED IT'S REALLY HARD TO TELL IF MY CLIPPER CARD IS FUNCTIONING PROPERLY. SOME ONBOARD AND STATION ANNOUNCEMENTS ARE TOO GARBLED TO UNDERSTAND.
233	AMAZING PEOPLE. FORGE ON.
233	NEED MORE STOPS AT THE TAMIEN STATION AND THE PARKING AT TAMIEN STATION BECOMES TOO FULL FORCING PASSENGERS TO PARK AT A NEARBY DIRT LOT. PLEASE PAVE THE LOT, WAY. TOO MANY BUMPS AND POT HOLES. IT'S DANGEROUS.
233	GOOD JOB

Train	Comment
233	KEEP UP THE GOOD WORK
233	THIS TRAIN IS CONSISTENTLY LATE. IT CAUSES ME TO MISS ANY CONNECTING SHUTTLES. ANY TIME I HAVE TO TAKE IT, I TRY TO AVOID IT AT ALL COSTS.
233	I APPRECIATE CALTRAIN AS AN EASY WAY TO GET TO THE CITY. I THOUGHT CLIPPER WAS A GOOD IDEA UNTIL I FOUND THE CARD NOT WORKING HALF THE TIME. VERY FRUSTRATING! YOUR ELECTRONICS NEED AN UPGRADE.
254	CAN'T HEAR ANNOUNCEMENTS ONBOARD. NEED A DISPLAY FOR PASSENGERS WHO ARE HARD OF HEARING.
254	THE ARRIVAL SIGNS AT EACH DEPOT LETS ME KNOW IF TRAIN IS ON TIME AND HOW MANY MINUTES IT WILL BE LATE. I FEEL SAFE ON THE TRAIN.
254	MAKE SCHEDULE PREDICTABLE IE ON TIME AND MEMORABLE USER-FRIENDLY. BART LEAVES EVERY 15 MINUTES. PREDICTABILITY AND EASE OF CATCHING THE NEXT TRAIN E.G. DON'T LET ME WAIT 1 TO 1/2 HOURS, IS CRITICAL. CHANGE TERMINALS IN SF TO THE NEW TRANSBAY. CURRENT LOCATION 4TH AND KING IS ESPECIALLY INEFFECTIVE EVEN AFTER ALL THE DEVELOPMENT WE'VE HAD NEARBY. FINALLY PLEASE ELECTRIFY.
254	REALLY ENJOY THE SERVICE. APPRECIATE CLEANLINESS OF THE CARS. THANK YOU.
254	NICE RIDE. TRANQUIL AND ON TIME. MISS BEING ABLE TO PAY ONBOARD.
254	REAL TIME IS FINALLY IMPROVING. HOPEFULLY RUSH ALERTS VIA 3 DEGREE PARTY APPS OR FOR CERTAIN TRAINS OR MAJOR BACKUPS WILL FOLLOW.
254	WIFI IS WELL DUE ON THE CALTRAIN. IT IS 2014 AND THE TRAIN RUNS THE HEART OF THE SILICON VALLEY. THANKS.
254	PLEASE CREATE AN EASY ENTRANCE EXIT WALKWAY PLATFORM FOR BAYSHORE STATION. I CONSTANTLY HAVE TO JUMP FENCES TO GET ON PLATFORM.
254	IT WOULD BE NICE IF THE STATION SIGNS WERE MORE PROMINENT AT EACH STOP. NEED TO DISPLAY SEVERAL OF THEM. SOMETIMES IT'S HARD TO SEE THE SIGN DEPENDING ON WHERE YOU ARE SITTING ON THE TRAIN. THANKS.
254	CALTRAIN IS GOOD FOR ME TO WORK. IT IS USUALLY ON TIME. THANK YOU FOR YOUR SERVICE.

Train	Comment
254	CLIPPER RELOAD MACHINES ARE INCREDIBLY SLOW AND THERE SHOULD BE MORE MACHINES. SF ONLY HAS 2 MACHINES AND OFTEN 1 IS BROKEN. CALIFORNIA AVE HAS NO MACHINES. THIS IS INCREDIBLY INCONVENIENT. ALSO FRUSTRATING TO HAVE TO GO TO RITE AID TO BUY CARD OR REFILL SINCE CAL AVE DOES NOT HAVE A MACHINE.
254	BETTER THAN BART.
254	TRAINS ARE GETTING TOO CROWDED.
254	JUST STARTED USING CALTRAIN AT THE END OF MAY. THE SERVICE IS GREAT. IT WOULD BE GREAT IF MORE CITIES HAD SHUTTLES AT EACH STOP.
254	CALTRAIN IS VERY CONVENIENT WHEN COMMUTING IN THE PENINSULA. HOWEVER IT IS A BIT PRICEY. MONEY ROUND TRIP BT ZONES IS ABOUT \$200 MONTH. I'M NOT A CLIPPER CARD HOLDER BUT WOULD CONSIDER IT IF I COULD SAVE A LITTLE MONEY PER RIDE.
254	WIFI. ELECTRICAL POWER. PEOPLE WOULD LIKE TO SEE TRAINS POWERED BY ELECTRICITY AND SOLAR RATHER THAN OTHER FF'S. SORE RIDES. TOO BUMP TO WORK, WRITE. ALSO A PROBLEM FOR COMMUTERS.
254	BEST SERVICE EVER. THE TRAIN IS REALLY CLEAN. I'VE BEEN TO DIFFERENT CITIES AND DIFFERENT TRAINS AND SOME ARE DIRTY. THIS IS MY FIRST TIME ON THIS TRAIN AND HAD BEST DRIVER.
254	PLEASE PUT MONEY CHANGE IN THE MACHINE, NOT REFUND RECEIPT. IT'S A HASSLE.
254	IMPROVE CLIPPER CARD. ABOLISH TAG ON OFF FOR MONTHLY PASSES. OFFER MORE BULLET TRAINS. ADD MORE TRAINS TO MEET DEMAND OF SPORTS GAMES EVENTS ETC. ADD NEWER FLEET OF TRAINS. OFFER FREE WIFI ONBOARD CALTRAIN LIKE AMTRAK.
254	MORE STOPS IN MENLO PARK.
255	MORE PARKING SPACES PLEASE.
257	REAL TIME TRAIN AND ESPECIALLY STATION UPDATES ARE NEEDED. MULTIPLE TIMES A MONTH I'M STANDING ON THE PLATFORM AND THE TRAIN IS LATE. THE PLATFORM DISPLAY UPDATES WITH ONLY X MINUTES LATE MESSAGE. THAT UPDATE IS NOT HELPFUL WHEN THE TRAIN IS VERY LATE. THE X MINUTES JUST BEEPS GROWING. I KNOW THE TRAIN IS 20 MINUTES LATE. I'M WAITING IN THE PLATFORM FOR IT. WHY IS IT LATE? SHOULD I STAND ON THE PLATFORM OR FIND ANOTHER OPTION? TWITTER OFFERS AN EXPLANATION THROUGH THE OFFICIAL CALTRAIN TWITTER IS LEAST HELPFUL ON THIS REGARD.
257	NEED WIFI. PLEASE GET WIFI.

Train	Comment
257	IT'D BE GREAT IF YOU COULD CONDUCT DATA ANALYSIS ON UTILIZATION RATES AND INTRODUCE MORE EXPRESS TRAINS FROM SF SBAY AND VICE VERSA. ALSO FOR THE MOST PART I LIKE THE CONDUCTORS AND THEIR EBULLIENCE WHEN IT COMES TO MAKING CALTRAIN STOP ANNOUNCEMENTS.
257	I WAS WONDERING WHY THERE ARE SO FEW ADD TICKET MACHINES AT MOST STATIONS. I WOULD LOVE TO SEE RESTROOMS AT SOME OF THE NEWER STATIONS. I THINK THERE'S ALWAYS ROOM FOR IMPROVEMENT BUT OVERALL I LOVE CALTRAIN.
257	CALTRAIN HAS ALWAYS BEEN AN EASY QUICK AND STRESS FREE MEANS OF TRANSPORTATION FOR ME. I APPRECIATE IT.
257	NEW TRAINS NEED AS MANY BICYCLE SPOTS AS OLD TRAINS. NON BIKE RIDERS NEED TO BE DISCOURAGED OR PREVENTED FROM USING BIKE CARS AS THIS CONTRIBUTES TO CROWDING AND UNSAFE CONDITIONS.
257	THE WORST THING ABOUT CALTRAIN IS THE TEENAGERS. I WOULD LIKE A PASS THAT HAS UNLIMITED RIDES. ALL BUSES PUBLIC LIGHT RAIL CALTRAIN BART. NOT BY HOW MUCH USED BUT UNLIMITED BY THE DATE. A FILL MONTHS RIDES.
257	YOU'RE DOING SOMETHING RIGHT.
257	I THANK YOU KINDLY DEAR SOUL. LOVE, RIDER.
257	I LOVE RIDING CALTRAIN. PEOPLE ARE MORE DOWN TO EARTH THAN PEOPLE ON BART.
257	CALTRAIN IS NICE. I AM VERY SATISFIED. I DO NOT RIDE OFTEN BUT IT IS ALWAYS NICE WHEN I COME.
257	PRETTY GOOD. ON TIME AND EASY TO USE.
257	CAN CALTRAIN INTEGRATE MORE BUS OPTIONS SIMILAR TO THE SAMTRANS WHICH IS INCLUDED IN CALTRAIN MONTHLY? EX. MUNI. I LOVE THE SAMTRANS INTEGRATION WITHOUT IT. I COULD NOT RIDE CALTRAIN. GOOD JOB WITH THAT BENEFIT.
257	TRAINS ARE SLOW. EU AND JAPAN TRAINS ARE FAST.
257	SUNNYVALE PARKING IS AWFUL. I HAVE MISSED TRAINS TRYING TO FIND A SLOT. THE PARKING LOT BY BAYVIEW IN PARTICULAR IS POORLY MARKED AND CONFUSING. IT IS TOO TEMPTING TO PARK NEXT TO IT. WHY CAN IT NOT BUY A TICKET ON MY PHONE AFTER BOARDING? I DON'T WANT TO DEAL WITH TICKETS OR CARDS.

Train	Comment
257	WIFI TABLES OUTLETS IN ALL TRAINS. THE MAJORITY OF CUSTOMERS ARE BUSINESS SO WE NEED TO WORK ON THE GO.
257	JUST GOT ON THE TRAIN. THE CONDUCTOR LADY WAS A BITCH TO ME. ALL MY OTHER EXPERIENCES WITH WORKERS HAVE BEEN GOOD. WE NEED MORE BIKE SPACE. CAN WE ENFORCE NO SMOKING AT STATIONS?
257	WOULD LIKE TO SEE BETTER MANAGEMENT OF BIKE CARS. SEATS ARE FOR BIKE RIDERS. MOST PEOPLE NEED ONLY EDUCATION. CONDUCTORS DON'T HAVE TO BE POLICE.
257	FIRST TIME RIDING
257	CAN'T THE TRAIN SCHEDULES BE MORE RATIONAL? WHY DOES A TRAIN BEGIN A RUN AT 8:14 AM INSTEAD OF 8:15 AM ETC. WOULD MAKE TRIP PLANNING MUCH EASIER. ALSO NEED MORE CARDS AND MORE ROOM FOR BIKES.
257	I AM VERY PLEASED THAT A PATRON OF CALTRAIN MAY CONSUME ALCOHOL ONBOARD.
257	FRIENDLY SERVICE AND HELPFUL WHEN ANSWERING MY QUESTIONS. THANKS CALTRAIN.
257	PLEASE CONSIDER ADDING WIFI.
257	THIS BEATS DRIVING, I LOVE IT VERY MUCH. THANK GOODNESS FOR AN ALTERNATIVE WAY TO TRAVEL ON THE PENINSULA.
257	MANY TIMES THE DRIVERS ARE CLOSE TO THE DOOR IN FRONT OF MY FACE. THE PERSONAL ASSISTANT NEED TO BE CAREFUL, IF THEY SAW PEOPLE CLOSE TO THE DOOR WHY THEY HAVE TO CLOSE? IT IS FRUSTRATING AND DANGER TOO.
257	THANK YOU.
257	THANK YOU.
257	THANK YOU VERY MUCH! IT WOULD BE GREAT IF IT COULD BE WIFI ONBOARD.
257	THANK YOU VERY MUCH! REALLY NEED WIFI!
257	HAPPY WITH CURRENT SERVICE.
257	MORE FREQUENT TRAINS TO MITIGATE FOR INCREASED CROWDS. TOO CROWDED DURING MORNING AND AFTERNOON COMMUTE, AND ON GAME DAYS.



<b>Train</b>	<b>Comment</b>
257	KEEP UP THE GOOD WORK CALTRAIN!
257	KEEP UP THE GOOD WORK.
257	ADD WIFI TO TRAINS.
257	IMPROVEMENTS AND MORE FREQUENT TRAINS AND LOWER COSTS.
257	MONTHLY CLIPPER HOLDERS SHOULD RECEIVE SOME SORT OF BENEFITS OR SPECIALS.
257	CLIPPER CARD MANUAL AND INSTRUCTIONS NEED TO BE MORE CLARIFIED. ACCESS TO AN INFORMATIONAL POINT PERSON AT MAJOR STATIONS WOULD BE EXTREMELY HELPFUL. ALSO, NEED MORE HALF-INTERRED TRAINS AT NIGHT NOT JUST EVERY HOUR.
257	OVERALL, THE EMPLOYEES AT CALTRAIN DO A VERY GOOD JOB AND SHOULD BE PROUD OF THE VITAL SERVICE THEY PROVIDE TO US IN THE CITY AND PENINSULA. TRAINS RUN ON TIME AND ARE REASONABLY CLEAN AND COMFORTABLE. THE TOP THING NEEDING IMPROVEMENT IS A MULTI AGENCY PROBLEM, NUT THE INTERFACE TO THE CLIPPER/CALTRAIN TICKETING MACHINE IS AWFUL. NY CHICAGO AND ATLANTA ALL HAVE SIMILAR SYSTEMS BUT MUCH BETTER IMPLEMENTATION-TO SEE THE PROBLEM, OBSERVE ANY PERSON OR TOURIST UNFAMILIAR WITH THE SYSTEM TRY TO USE THE MACHINES AT MILLBRAE TO BUY A BASIC TICKET. A SHORT TERM FIX WOULD BE TO HAVE BETTER SIGNAGE.
257	LOVELY EXPERIENCE AS I WAS TRAVELLING FOR THE FIRST TIME.
257	A LOT OF CALTRAIN WORKERS ARE RUDE AND CONDESCENDING.
257	MORE TRAINS, MORE SCHEDULES.
257	PLEASE ADD BULLET TRAINS FROM SJ TO MILLBRAE. 4:23, 3:45, OR 3:23 WOULD BE PERFECT.
262	THANK YOU.
262	CALTRAIN SHOULD TRY TO MATCH THEIR SCHEDULE WITH OTHER TRANSIT SYSTEMS LIKE VTA OR BART FOR SEAMLESS CONNECTIVITY.
262	PLEASE ADD MOE BULLET TRAINS AND INCREASE FREQUENCIES DURING RUSH HOUR. I TRIED TO USE SHUTTLES IN HILLSDALE STATION TO GO TO MY OFFICE, WHICH IS TWO MILES. BUT THE SHUTTLE IS TOO SLOW. SOMETIMES IT IS EVEN SLOWER THAN WALKING.

Train	Comment
262	PLEASE DON'T CHECK TICKETS AT SF DURING RUSH HOUR. IT SIGNIFICANTLY SLOWS DOWN THE BOARDING PROCESS. PLEASE ADD CARS DURING RUSH HOUR BULLET TRAINS AND GIANTS GAMES, RIDERSHIP HAS INCREASED IN THE LAST 6 MONTHS.
262	I DON'T FEEL SAFE ON THE TRAIN COMING HOME AT NIGHT AFTER A GIANTS OR SHARKS GAME.
262	I COME FROM ENGLAND AND WOULD APPRECIATE WALL MAPS FOR BETTER FAMILIARITY, SO I CAN WATCH FOR VARIOUS STOPS. OTHERWISE I AM IMPRESSED WITH YOUR SERVICE. A GOOD WAY TO TRAVEL!
262	THE TIME TABLE BOARDS AT THE STATIONS COULD BE MORE ACCURATE WITH DELAY REPORTS.
262	I THINK IT IS GREAT WE NOW HAVE TWO BIKE CARS. CONSIDER SIGNAGE THAT SEATING IN BIKE CARS IS FOR BIKERS ONLY!
262	WIFI ON THE TRAIN PLEASE.
262	LIGHTS OUTSIDE 4TH AND KING ARE ON DURING THE DAY
262	NEED TO HAVE RESTROOMS AND WATER AT ALL STATIONS.
262	TRAINS BREAK DOWN A LOT.
262	CONDUCTORS ARE ALWAYS VERY NICE.
262	BULLET TRAINS HAVE BECOME TOO CROWDED, MORE NEED TO BE ADDED, THE CROWDS CAUSE DELAYS AND THE TRAIN IS ALMOST NEVER ON TIME.
262	THE STATION SMELLS LIKE PEE IN SAN MATEO.
262	SOME TRAIN CARS ARE EXTREMELY HOT IN THE MORNING, IT WOULD BE NICE IF THE AC WAS ON FOR A LITTLE WHILE TO GET SOME FRESH AIR IN THE TRAIN. A LOT OF PEOPLE RIDE/WALK TO THE TRAIN AND CAN USE SOME AIRFLOW.
262	I WOULD LIKE TO HAVE CALTRAIN BAN OPEN CONTAINERS/ALCOHOL TOTALLY. IT'S VERY UNSAFE TO HAVE INTOXICATED RIDERS ON BOARD, THEN THEY GET INTO THEIR VEHICLES, INTOXICATED!
262	WHEN THE TRAIN IS CROWDED, MANY PASSENGERS WON'T VACATE THE PRIORITY SEATS FOR PREGNANT WOMEN.IT WOULD BE NICE FOR PREGNANT WOMEN TO BE ACKNOWLEDGED AS PERSONS WITH DISABILITIES ON THE TRAIN, SO THEY CAN HAVE A MORE COMFORTABLE RIDE.

<b>Train</b>	<b>Comment</b>
262	I HOPE THERE WILL BE AN ANNOUNCEMENT WHEN YOU GET ON TRAIN REGARDING WHICH TRAIN IT IS BECAUSE SOMETIMES AT THE STATIONS THERE IS NO ANNOUNCEMENT OF DELAY.
262	THE 5:01 TRAIN I ALWAYS MISS BY 20 SECONDS FROM PALO ALTO! WISH THE SCHEDULE WOULD COINCIDE WITH THE HOSPITAL SCHEDULE.
262	MORE CARS DURING COMMUTE
262	DO A BETTER JOB DURING GAME DAYS TO HAVE MORE TRAINS FOR VISITORS, SO COMMUTERS ARE NOT LEFT BEHIND.
262	I HAVE ONLY HAD ONE ISSUE ON THE TRAIN AND THAT WAS WITH A CONDUCTOR TELLING ME TO "SIT MY ASS DOWN OR GET OFF THE TRAIN!" THIS CONDUCTOR SHOULD BE RETIRED! HE IS VERY RUDE WITH A LOT OF RIDERS. UNACCEPTABLE!
262	I LIVE IN BURLINGAME AND I WOULD LIKE IF THERE WILL BE A TRAIN AROUND 6:40 AM STOPPING IN BURLINGAME.
262	WOULD LIKE MORE UPDATES ON CALTRAIN DELAYS. PERHAPS SIGN UP TO A TEXT SERVICE. MONTHLY PASS NOT HAVING TO TAG ON AND OFF ON FIRST OF MONTH.
262	SOME TRAINS ARE TOO CROWDED EVERY DAY AND NEED EXTRA CARS. EVENING COMMUTE TRAINS AFTER GIANTS DAY GAMES ARE TOTAL CHAOS. PLEASE FIX THIS.
262	CALTRAIN DELAYS ARE ANNOUNCED VERY LATE. SHOULD BE ANNOUNCED WELL AHEAD IN TIME. PARKING IN BUSY STATIONS LIKE MTV NEEDS TO BE EXPANDED. MORE BULLETS ON WEEKENDS APPRECIATED AT PEAK HOURS. VENDING MACHINES CAN BE IMPROVED.
262	CLIPPER CARD SYSTEM NEEDS WORK. INTERFACE. SHOULD BE ABLE TO PURCHASE TICKET ONBOARD AT A HIGHER PRICE. CHECK OUT PHILLY PA SYSTEM.
262	CALTRAIN DRIVERS WILL PRESS UNNECESSARY HORNS WHILE TAKING OFF WHICH IS UNPLEASANT. CONNECTING SERVICES IN THE AFTERNOON SHIFT IS NEEDED AND APPRECIATED.
262	FREQUENCY MORE DURING RUSH HOURS. FOR EXAMPLE EXPRESS SHOULD BE 15-20 MINUTES INSTEAD OF 40 TO 1 HOUR.
262	MAKE ANNOUNCEMENTS. REUSE OF CELL PHONES AS A COURTESY TO OTHER RIDERS. PROVIDE POUCHES ON BACK OF SEATS FOR COMPUTERS. WIFI.
262	WISH THERE COULD BE A WAY TO AVOID THE DANGEROUS PEOPLE WHO GET ON THE TRACK AND GET KILLED.

<b>Train</b>	<b>Comment</b>
262	NEED MORE AND BETTER SHUTTLES TO TECH COMPANIES. VTA IS AWFUL.
262	GREAT EXPERIENCE. WOULD RIDE AGAIN.
262	TRAINS ARE MORE CROWDED THAN EVER. PLEASE ADD MORE CARS DURING RUSH HOUR. HOW ABOUT QUIET CARS AND WIFI. THIS IS SILICON VALLEY. BIG ISSUE IS RELIABILITY OR LACK OF IT. DELAYS AND MECHANICAL ISSUES ARE A NIGHTMARE. FARES ARE EXPENSIVE AND WE EXPECT BETTER SERVICE.
262	OVERALL IT'S A GOOD EXPERIENCE BUT PEAK TIMES ARE EXTREMELY CROWDED. BETWEEN SUNNYVALE AND SAN MATEO IT CAN BE VERY DIFFICULT TO GET A SEAT ON BABY BULLET TRAINS.
262	AMAZING. THANK YOU EXCEPT THEY DIDN'T STOP AT MY STOP. GET SOME USB PHONE CHARGING OUTLETS.
262	TRAINS ARE LATE ALMOST EVERY DAY INCLUDING TODAY JUNE 18 2014.
262	CONDUCTORS SOMETIMES ARE RUDE.
262	CREATE AN APP OR WEBSITE TO GET REAL TIME ESTIMATES OF WHEN TRAINS WILL ARRIVE AT MY STATION SO I KNOW IF TRAIN IS DELAYED BEFORE I LEAVE HOME, OFFICE.
262	LACK OF COMMUNICATION IN A TIMELY FASHION. OVERCROWDED TRAINS. FILTHY STATIONS.
262	DURING COMMUTER HOURS WE NEED MORE SEATS. MOST PEOPLE ARE STANDING.
262	THE MORNING EXPRESS SITUATION IS BAD. NEED ANOTHER PASSENGER CAR OR 1 LESS BIKE CAR. NEVER ENOUGH SEATS.
262	I'VE BEEN OVERCHARGED TOO MANY TIMES FOR NOT HITTING MY CLIPPER CARD ON MY WAY-OUT. THE CLIPPER CARD TAG TAP MACHINE SHOULD BE ATTACHED TO AN EXIT GATE OR SHOULD ALLOW RIDER MORE THAN TWO HOURS TO RETURN AND TAG TAP THE CLIPPER CARD MACHINE DESTINATION SPOT. MAJOR DIFFERENCE FOR THIS DISABLED PERSON SPENDING \$4.00 ONE WAY COMPARED TO \$12.00. THAT'S TRIPLING THE COST FOR ONE WAY.
262	I THINK CALTRAIN HAS TOO MANY LIGHTS. THEY CAN LIMIT THE NUMBER AND USE OF ENERGY EFFICIENT LIGHTS. COMMUTE TIME HAS A LOT OF PEOPLE. MAYBE BIGGER TRAINS OR MORE OFTEN TRAINS WOULD BE HELPFUL.
262	IT WOULD BE GREAT IF YOU COULD ADD AN EXTRA CAR FOR 7AM TRAIN, AS THEY ARE ALWAYS FULL.

<b>Train</b>	<b>Comment</b>
262	HOMELESS SLEEPING IN ELEVATORS AND UNDERGROUND PARKING SHOULD BE STOPPED. TRASH ALL OVER UNMANNED SAN MATEO STATION NEEDS TO BE CLEANED MORE OFTEN.
262	FREQUENCY OF CALTRAIN HAS TO INCREASE,
267	I REALLY LIKE THIS SERVICE HELPS ME OUT A LOT DUE TO ONLY HAVING ONE CAR AND CAN'T ALWAYS GET PICKED UP. CALTRAIN IS A LIFE SAVER FOR ME WHEN I NEED TO GET HOME.
267	STILL WAITING FOR WIFI! AS A DAILY COMMUTER, IT WOULD REALLY BE HELPFUL!!
267	MORE CLIPPER CARD KIOSKS.
267	BROKEN GLASS IN PARKING LOT/ HILLSDALE - BAY MEADOWS LOT. INTERCOM SYSTEM, MOST OF THE TIMES ARE NOT CLEAR AND CONDUCTOR RUSHES THROUGH ANNOUNCEMENTS. CONCERNED AS CONDUCTORS ARE RARELY FROM CAR TO CAR, KEEPING AN EYE OUT FOR PASSENGERS SAFETY.
267	FREE PARKING AT MORE STATIONS TO ENCOURAGE RIDERSHIP.
267	CALTRAIN IS A VERY NICE WAY TO TRAVEL.
267	IMPROVE MOUNTAIN VIEW SHUTTLE BUS CAPACITY.
267	NO QUESTIONS ABOUT BIKE RACKS? BIKE RACK SATISFACTION - 1 (LOWEST). THE RACK SYSTEM IS AN ABSOLUTE MESS. TIME SPENT UNTANGLING MY BIKE FROM OTHER BIKES IS WAY TOO HIGH.
267	MORE BIKE CARS, LESS GIANT FANS. ENGINEERS NEED TO NOT SLAM THEIR DOORS OPEN AND CLOSED.
267	THE ONLY REASON THE OVERALL GETS A 4/5 IS BECAUSE THERE IS NO WIFI. HAVING WIFI ON THE CALTRAIN WOULD BE AMAZING ESPECIALLY FOR THOSE OF US WHO WORK ON THE TRAIN.
267	A MORE DIRECT PRICING STRUCTURE WOULD BE AWESOME.
267	NEED MORE FLEXIBLE PRICING MODELS, ESPECIALLY AROUND THE ZONING STATIONS. THE ZONE UPGRADE IS DISADVANTAGEOUS TO RIDERS WHO ARE ONLY GOING ONE STATION PAST THEIR ZONE ON THE DAILY. DISCOURAGES ME FROM ALWAYS USING CALTRAIN.
267	PLEASE START CHARGING FROM STARTING POINT TO ENDING POINT, NOT BY ZONE.
267	VERY NICE

<b>Train</b>	<b>Comment</b>
267	PLEASE CLEAN SEATS
267	BETTER PREPARATION WITH VTA PLEASE
267	NEED MORE TRAINS WHEN GIANTS EVENTS.
267	OVERCROWDED TRAINS ARE A BIG PROBLEM. VERY DIFFICULT TO MANEUVER ESPECIALLY WITH BIKES IN THE CERTAIN TRAINS 217 TO MTV 5:56 PM FROM MTV ETC. MECHANICAL DELAYS ARE FRUSTRATING. OVERALL SYSTEM IS GOOD. WAY BETTER THAN DRIVING.
267	MORE LOCAL TRAINS PLEASE.
267	MORE PARKING AT HILLSDALE AND ANYONE SHOULD BE ABLE TO BUY A MONTHLY PARKING PASS ONLINE TICKET MACHINE AT CALTRAIN OFFICE. HARD TO GET TO SAN CARLOS BY 5 PM. KEEP UP THE GOOD WORK.
267	MORE BICYCLE CAPACITY IS DESPERATELY NEED. CONDUCTORS ARE VERY COURTEOUS MOST TIMES BUT WHEN THE BIKE CARS ARE AT CAPACITY CONDUCTORS CAN BE VERY RUDE. A BETTER SYSTEM FOR BIKE STORAGE ONBOARD WOULD BE NICE.
267	WISH RESTROOMS WERE CLEANED MORE OFTEN AND HAD SCENTS IN THEM TO HELP WITH THE SMELL. ALSO MORE BIKE CARS NEEDED.
267	THE NEW TRAIN CARS ARE AMAZING. COMFORTABLE AND CLEAN.
267	I LOVE CALTRAIN.
267	CLIPPER WEBSITE AND CLIPPER ADD VALUE MACHINES ARE BOTH ABSOLUTELY AWFUL. THIS IS THE BAY AREA. WE SHOULD BE ABLE TO DO A BETTER JOB. AS FOR EVERYTHING ELSE, CALTRAIN IS THE BEST PUBLIC TRANSIT AROUND BUT STILL HAS MUCH ROOM FOR IMPROVEMENT. THE JPB DIRECTORS SHOULD ALL VISIT TOKYO AND USE THE TRAINS THERE FOR AN EXAMPLE.
267	PLEASE ADD ADDITIONAL SERVICE. MORE AND LATER EXPRESS TRAINS IN THE MORNINGS AND EVENINGS AND BETTER "HEADWAYS"? THROUGHOUT THE WEEKDAYS AND WEEKENDS.
267	I NOTICE THERE WERE NO BIKE QUESTIONS. I AM GENERALLY PLEASED WITH MY BIKE ONBOARD EXPERIENCE. HOWEVER THAT'S BECAUSE I AVOID NB BULLET LIMITED TRAINS THAT STOP AT 22ND AS I ALMOST ALWAYS GET BUMPED FROM THEM OR SHOULD HAVE. IMPROVE PEAK BIKE CAPACITY.
267	HAVE AN IPHONE APP THAT YOU CAN CHECK TO SEE WHERE TRAINS ARE REAL TIME AND SEE IF THERE ARE ANY DELAYS.

<b>Train</b>	<b>Comment</b>
267	EASY TO MANAGE. VERY CONVENIENT.
267	WIFI ACCESS GREATLY NEEDED!
267	VERY PLEASED WITH CALTRAIN. WOULD BE NICE IF IT RAN MORE SOUTHBOUND WAY.
267	I LOVE RIDING THE TRAIN. VERY RELIABLE MOST OF THE TIME. I'VE BEEN RIDING OVER A YEAR AND THERE HAD ONLY BEEN MAYBE 5 TIMES THE TRAINS HAVE BEEN VERY DELAYED DUE TO UNFORESEEN CIRCUMSTANCES.
267	FASTER TICKER MACHINES FOR CLIPPER. MUNI OPERATES GREAT MACHINES, IMPROVED TRACKS, RIDE GETS VERY BOUNCY. SPEAKERS OFTEN TOO LOUD AND CONDUCTORS SHOULD STICK TO NECESSARY INFORMATION. NORMAL RIDERS SHOULD NOT ENTER BIKE CARDS DELAYS. CONDUCTORS SHOULD ENFORCE BIKE TAGS.
267	LOVE THE STATION HAVING UPDATES ON TRAIN DELAYS.
267	EXCELLENT SERVICE. THANK YOU.
267	REOPEN BROADWAY BURLINGAME STATION ON WEEKDAYS.
267	PLEASE CLEAN THE TRAIN INTERIORS ESPECIALLY THE UPPER DECK. ALSO INCREASE THE FREQUENCY OF TRAINS DURING THE WEEK AND WEEKENDS.
267	CYCLISTS AND SKATEBOARDERS ARE ALWAYS RIDING SKATING ON THE PLATFORM AT MOUNTAINVIEW. PLEASE ENFORCE YOUR OWN RULES. MORE NON COMPANY SPECIFIC SHUTTLES PLEASE. THANKS FOR ALL THE GREAT IMPROVEMENTS.
267	CALTRAIN STILL NEEDS A QUIET CAR. THIS CAN BE SELF-ENFORCED BY RIDERS. CONDUCTORS NEED TO STOP PEOPLE FROM PUTTING UP THEIR FEET ON SEATS.
268	SERVICE IS NOT BAD FOR WHAT YOU PAY. THE ONLY NICE THING WOULD BE FOR CLIPPER CARD HOLDERS TO GET PRIORITY WHEN THERE IS A DAY GAME.
268	NEED A WAY TO NOTIFY CONDUCTORS IF THERE IS AN ISSUE, MAYBE USING SOCIAL MEDIA. THERE ARE TIMES WHEN LOOKING FOR A CONDUCTOR IS AN INCONVENIENCE, WOULD BE EASIER TO SEND A TWEET, BUT DO UNDERSTAND POTENTIALLY OF SPAM. ALSO 4:56 OUT OF SAN FRANCISCO IS EXTREMELY CROWDED
268	TUNNELS LEADING TO AND FROM PALO ALTO STATION NEEDS IMPROVEMENT, CLEANLINESS.
268	NEED TO INCREASE CAPACITY WITH IMPROVING ECONOMY AND RIDERSHIP.IT WOULD BE NICE IF YOU GOT WIFI

<b>Train</b>	<b>Comment</b>
268	IT WOULD HELP IF WE'RE MORE CALTRAIN SERVICES, DURING MORNING HOURS OVER THE WEEKEND. YOU ARE DOING AN AWESOME JOB
268	WE WOULD USE THE CALTRAIN A LOT MORE IF IT WAS MORE CONVENIENTLY WENT TO SFO. WE WOULD LOVE THAT.
268	GREAT JOB OVERALL.
268	PLEASE HAVE CONDUCTORS ENFORCE THE RULE OF NO TALKING ON PHONES AND NO PLAYING LOUD MUSIC. OTHER PASSENGERS CONTINUE TO HAVE LOUD PERSONAL CONVERSATIONS ON THEIR PHONES DISRUPTING FELLOW RIDERS ESPECIALLY WITH THE MORNING COMMUTE. THANK YOU.
268	LOOKING FORWARD TO NON DIESEL TRAINS. TRAINS COULD BE CLEANER INSIDE. REGULARS COULD BE REMEMBERED BY ATTENDANTS.
268	I WOULD LIKE MORE TRAINS GOING TO SJ. TRAINS ARE VERY CROWDED. TYPICALLY I HAVE TO STAND FOR THE ENTIRE TRIP.
268	MORE TRAINS TO AND FROM TAMIEN.
268	SOME CONDUCTORS ARE VERY DIFFICULT TO UNDERSTAND WHEN THEY ANNOUNCE STATIONS. IT WOULD HELP IF THEY SPOKE SLOWLY AND DID NOT YELL INTO MICROPHONE. THERE IS ONE FEMALE CONDUCTOR WHO YELLS AND IT IS VERY ANNOYING.
268	THE OLDER TRAIN CARS ARE TOO LOUD INSIDE. THEY ALSO RIDE ROUGH AND BOUNCE AROUND. THE NEWER TRAIN CARS, BOMBARDIER, ARE MUCH APPRECIATED.
268	APP WIFI.
268	CROWDING HAS INCREASED. DELAYS HAVE INCREASED. I WOULD PREFER INCREASED PRICE, BETTER SERVICE, RELIABILITY.
268	WHEN A TRAIN BREAKS DOWN OR HITS SOMEONE EVERYTHING STOPS. THIS HAPPENS OFTEN. TRAINS SHOULD BE REROUTED OR BUS BRIDGES MADE IMMEDIATELY. CALTRAIN PASSENGERS SHOULD BE YOUR MAJOR CONCERN. MANY TIMES I HAVE WAITED FOR HOURS.
268	PLEASE ADD MORE TRAINS NORTHBOUND FROM GILROY. ONE AROUND NOON AND ONE AROUND 5 PM WOULD BE GREAT. LIKewise ADDITIONAL SOUTHBOUND TRAINS TO GILROY IN THE MORNING AND NOON WOULD BE GREAT. IN GENERAL I LIKE CALTRAIN A LOT.



Train	Comment
268	IRRITATING THINGS. COMPLETE ABSENCE OF UPDATES WHEN MAJOR ACCIDENT OCCURS. NEED A TWITTER FEED WITH REAL INFORMATION? CLIPPER IS A RIP OFF. NEED TO KEEP MONEY ON THE CARD. NEED TO TAG ON AND OFF FOR MONTHLY PASS. DEDUCTION OF SF FARE IF YOU FORGET TO TAG OFF. CONDUCTORS LEAVE CUSTOMERS STANDING OUTSIDE FOR 8 AM BABY BULLET AT TAMIEN STATION FOR NO REASON.
268	PLEASE ADD WIFI. MORE TRAINS PAST SJ TO MORGAN HILL AND A TICKET SYSTEM THAT DOES NOT NEED TO TAG ON AND OFF WITH A MONTHLY PASS.
268	ADD MORE SHUTTLES FROM RWC TO PACIFIC SHORES. SRO EVERY DAY.
268	NEED MORE TRAINS. MORNING COMMUTE IS VERY CROWDED.
268	PLEASE CLOSE GAP IN AFTERNOON TRAINS SOUTH OF TAMIEN. ONE HOUR 39 MINUTES IS TOO LONG AND DISCOURAGES RIDERSHIP. TRAIN 156 TO TRAIN 268.
268	MORE CONVENIENT RETURNS TO GILROY. 2ND TRAIN ARRIVES 1 HOUR 40 MINUTES AFTER THE 1ST ONE. THE 3RD, LAST TRAIN, ARRIVES 40 MINUTES AFTER THE 2ND. TIME BETWEEN 1 AND 2 IS TOO FAR APART. HAVING BUS AND LIGHT RAIL AND BART SCHEDULES AVAILABLE ONBOARD.
268	PLEASE EXTEND BULLET TO SOUTH COUNTY SOON OR ADD ADDITIONAL LATE TRAIN TO SOUTH COUNTY.
268	PLEASE HAVE BATHROOMS CLEANED AND DEODORIZE FOR FOUL SMELL.
268	MORE UPDATED VERY CLEAR SIGNS OF TRAINS LEAVING AND TIMES AT DIRIDON TAMIEN. POSSIBILITY OF BULLETS THAT GO TO CAPITOL STN. TAKE 2 TRAINS. A BRIDGE FROM PARKING LOT TO STATION AT CAPITOL TO GET HOME FASTER OR COORDINATING TRAFFIC LIGHTS WITH TRAIN ARRIVAL. COORDINATING TRAIN LEAVING TIMES WITH MUNI ARRIVAL TIMES IN SF. I LIKE 4TH AND KING. IT'S AWESOME.
268	MORE SERVICE TO GILROY. WIFI. SOME CONDUCTORS' CLOTHING LOOKS SLOPPY. SEE CONDUCTORS MOVING ABOUT TRAIN MORE VISIBLE. BAR CAR. COFFEE CAR. SIGNIFICANT TIME DIFFERENCE IN TRAINS DEPARTING SJ TO GILROY. MANY PASSENGERS HAVE TO WAIT A HALF HOUR TO ONE HOUR TO TAKE TRAIN.
268	GIANTS DAY GAMES IMPACT THE SERVICE SIGNIFICANTLY. THE WHOLE COMMUTE GETS MESSED UP AND I CANNOT BELIEVE YOU DO NOT INCREASE THE NUMBER OF TRAINS. COMMUTERS PAY THE PRICE AND THIS HAS TO CHANGE.

<b>Train</b>	<b>Comment</b>
268	ADD, MAKE SEATS AVAILABLE TO PREGNANT WOMEN SIGNS. NO ONE WANTS TO GET UP FOR ME AT 8 MONTHS PREGNANT. LACK OF SECURE ENTRANCE AND EXIT AT STATIONS LIKE BAYSHORE ANYONE CAN GET IN. NEED MORE TRAINS POST 6:56 PM. IT'S TORTURE TO WAIT FOR HOURLY INTERVALS. HOW DO YOU EXPECT PEOPLE TO RELY ON YOU? 7:30 PM 8:30 PM 9:30 PM.
268	MORE CARS DURING PEAK PERIODS. NOT ENOUGH SEATING. NEWER CARS. MORE BULLETS BETWEEN SF AND MTV.
268	TAMIEN PARKING LOT IS NOT SAFE. LOTS OF CARS ARE VANDALIZED THERE.
268	I AM OVERALL VERY SATISFIED WITH CALTRAIN. LOVELY EXPERIENCE. DELAYS CAN BE AVOIDED AND PRICE CAN BE REDUCED A BIT. HIGHLY SATISFACTORY.
268	I HAD ONCE PURCHASED THE CLIPPER CARD AND IT WAS NOT LOADED PROPERLY BY THE STORE AND EVEN THOUGH IT AS LOADED FOR A MONTH IT WAS USELESS. THE CLIPPER CUSTOMER REFUSED TO HELP SO WE CANCELLED IT. THE CLIPPER CUSTOMER SERVICE NEEDS HELP.
268	TRAINS ARE TOO NOISY AND RIDE IS VERY ROUGH. PLEASE GET NEW TRAINS.
268	CLIPPER MACHINES SUCK.
268	THE NEW ANNOUNCEMENTS ARE A NICE TOOL BUT OFTEN INACCURATE IN REGARD TO ACTUAL TIMING. THE PARKING SITUATION IN SUNNYVALE IS MORE THAN INADEQUATE. NO PARKING AT ALL AFTER 8 AM. PLEASE ADD MORE SPOTS.
268	WHY WILL IT TAKE 5 YEARS TO MAKE CLIPPER BETTER?
268	MTV NEEDS MORE TICKET STATIONS. THE EAST SIDE STATION ON THE SOUTHERN END IS OFTEN NON OPERATIONAL. RARELY ARE DELAYS EXPLAINED OR APOLOGIZED FOR. FINALLY IT IS ALMOST UNBELIEVABLE THAT CALTRAIN WON'T ALLOW A COFFEE VENDOR TO OPERATE AT MTV. COMPLETELY UNACCEPTABLE.
268	THE ONLY REAL COMPLAINT I HAVE IS WITH THE CLIPPER SYSTEM. SLOW UPDATES WHEN YOU MAKE PAYMENTS AND THE THING WITH TAGGING ON OFF ON THE FIRST OF THE MONTH IS STUPID.
268	MORE TRAINS MORE OFTEN. BETTER LINE UPDATES USED TO USE TWITTER BUT CALTRAIN TWITTER IS NOT UPDATED REGULARLY. TRAINS CAN GO LIKE 50 MPH FASTER.
268	SCHEDULE FOR ME IS NOT GOOD. SAN CARLOS SAN ANTONIO. THE TRAIN LEAVES AT 5:17 OR 6:17 WHICH IS NOT GOOD FOR PEOPLE WORKING IN SAN CARLOS AND LIVE IN SAN ANTONIO.

<b>Train</b>	<b>Comment</b>
268	TICKET PRICE SHOULD BE LOWER. I PAY FOR THE TICKETS AND THEY ARE NOT BEING CHECKED FOR. I FEEL AS IF I'M LOSING MONEY AND IT'S NOT WORTH BUYING THE TICKET.
268	MORE SEATS CARS WOULD BE NICE. I'VE BEEN STANDING DURING EVERY EVENING COMMUTE.
268	NEED MORE OPTIONS TO BUY CLIPPER MONTHLY PASS USING COMMUTER CHECK CC. NOT ENOUGH SEATING. TOO CROWDED. TOO HOT IN AFTERNOON. POOR AIR CIRCULATION. NEED MORE TRAINS TO AND FROM SOUTH COUNTY. SOMETHING BETWEEN 5:17 AD 6:50 ARRIVAL. NEED FASTER BULLET CONNECTIONS TO SOUTH COUNTY.
268	CONDUCTORS SPEAKING OVER PA SYSTEM SHOULD SPEAK CLEAR SO RIDERS CAN HEAR AND NOT MISS STOP.
268	WOULD LIKE WIFI.
268	OVERALL SATISFIED WITH CALTRAIN EXCEPT FOR THE RESTROOMS. PLEASE CLEAN THE RESTROOMS.
268	LOVE TAKING CALTRAIN FROM THE SUNNYVALE OFFICE SF OFFICE. SO CLEAN.
268	GIANTS GAMES. BETTER COMMUNICATION AT THE SF STATION WHEN TRAINS ARE FULL. CROWD MANAGEMENT.
268	IT HAPPENS FAR TOO OFTEN THAT TRAINS BREAK DOWN IN MIDDLE OF TRIPS. PLEASE KEEP THEM MAINTAINED.
268	I THINK TICKET FAIRS ARE HIGHLY PRICED ESPECIALLY FOR RECURRING PASSENGERS COMMUTERS.
268	OFFER MORE LIMITED AND BULLET TRAINS. OFFER ORE TRAINS DURING EVENTS LIKE BASEBALL GAMES OR CONCERTS. STOP RAISING PRICES. ALREADY A LOT OF MONEY.
268	PLEASE IMPROVE SPACE AND SPEED. I WOULD ALSO APPRECIATE OVER COMMUNICATION OF ISSUES. I RELY ON TWITTER FROM OTHER RIDERS TO FIND OUT THAT INFORMATION.
268	IF CONDUCTORS COULD PAY MORE ATTENTION TO PASSENGERS ESPECIALLY THOSE WHO ARE BEING DISRUPTIVE THAT WOULD BE AWESOME.
268	THANK YOU FOR GREAT SERVICE. I WOULD LIKE TO RECOGNIZE 3 AWESOME CONDUCTORS: AC'S JONATHAN DELANEY, JOSH KOEHN AND TONY GOMEZ. THEY ALWAYS MAKE MY TRIPS ENJOYABLE. ALWAYS INFORMATIVE AND GREAT ATTITUDES.
268	HUGE LACK OF PARKING SPOTS AT MV STATION.

Train	Comment
268	AC AND DEDICATED BIKE CARS WOULD BE A BIG PLUS. WIFI SERVICE WOULD BE FANTASTIC.
268	PLEASE ADD MORE PARKING AT STATIONS. SOMETIMES WE HAVE A HARD TIME FINDING A SPOT AND EVEN DON'T FIND A SPOT AT TIMES EVEN AFTER PAYING FOR MONTHLY PARKING FEE.
268	IT WOULD BE GREAT IF THERE ARE MORE BULLETS IN THE MORNING. BUSIEST ONE BABY BULLET IS LATE LESS FOR THE NUMBER OF PEOPLE USING CALTRAIN.
268	NEWER TRAIN. WIFI. CLEAN TAMIAN STATION. ESCALATOR GOING DOWN IN PM.
268	I LIKE RIDING THE TRAIN. THE CONDUCTORS ARE EXCELLENT. THE TRAIN HAS GOTTEN CROWDED RECENTLY AND ADDING MORE TRAINS AND AT LEAST ONE MORE CAR WOULD HELP. THANK YOU.
268	IT WOULD BE NICE TO BE ABLE TO BUY A MONTHLY PASS IN THE MIDDLE OF THE MONTH E.G. FROM JUNE 15 TO JULY 1ST.
268	THE TRAINS ARE TOO CROWDED. THERE NEED TO BE MORE LIMITED TRAINS RUNNING BOTH MORNING AND NIGHT. PEOPLE ARE ALWAYS STANDING AND I DID NOT PAY ALMOST \$6 TO STAND. I ALSO HAVE TO WASTE AT LEAST 10 MINUTES GETTING TO SF EARLY TO GET A SEAT.
268	I'D LIKE SECURITY CAMERAS IN PARKING LOT. MY CAR HAS BEEN HIT 2 TIMES IN 15 MONTHS INCLUDING 1 TIME BEING TOTALED.
268	THE TRAINS ARE VERY CROWDED. NO PLACE TO EVEN STAND. PLEASE INCREASE THE NUMBER OF CARS. THIS AFFECTS THE OVERALL EXPERIENCE TO A GREAT EXTENT.
268	MORE PARKING AT HILLSDALE. ALLOW OVERNIGHT PARKING.
268	PROVIDE REAL TIME UPDATES OF DELAYS ONLINE.
268	THIS SURVEY WAS RECEIVED ON THE PALO ALTO TO MTN VIEW TRAIN, SO HAPPY YOU HAVE ADDED ROOM FOR BIKES. I'M SURE RIDERSHIP IS UP.
268	MIDNIGHT TRAIN! CONNECT TO LOS ANGELES. BETTER YET, HYPER LOOP! THANK YOU FOR YOUR CONSIDERATION.
273	ONBOARD ANNOUNCEMENTS INCONSISTENT, SOMETIMES WAY TO LOUD, OTHER TIMES INAUDIBLE (MUMBLING) PLEASE KEEP THEM TO A MURMUR THANKS.
273	DEAR CALTRAIN WOULD LIKE WIFI/ELE
273	THE MORNING TRAIN AT 7:470AM FROM HILLSDALE TO PALO ALTO IS ALWAYS STANDING ROOM ONLY.

<b>Train</b>	<b>Comment</b>
273	BOARDS ARE HARD TO UNDERSTAND, I USUALLY HAVE TO USE AN APP ON MY PHONE.
273	CAN CLIPPER CARD MACHINES BE ON OUTSIDE OF TRAIN DOORS ALSO?
273	PLEASE MAKE MORE STOP OPTIONS FOR BELMONT. ONCE AN HOUR MOST OF THE DAY DOES NOT ENCOURAGE USAGE. ALSO DELAYS WHILE WAITING FOR TRAIN USE TO BE DISPLAYED AT BELMONT PLEASE BRING BACK. LAST TO ROWDY DURING GIANTS GAMES, THESE ARE THE ONLY DAYS DON'T FEEL SAFE ONBOARD.
273	ON TIME IS THE KEY FOR CALTRAIN SERVICE, IN THE LAST 3 MONTHS THE ON TIME RATE IS REALLY POOR PLEASE MAKE MORE EFFORT TO IMPROVE ON TIME RATE THANK YOU
273	I AM FROM OUT OF TOWN BUT IT WAS DIFFICULT FOR ME TO TELL WHICH WAY THE TRAIN WAS HEADED.
273	THE TRAIN PASSES MY STATION HAYWARD PARK ONLY ONE TIME PER HOUR. I WOULD LIKE TO TAKE A TRAIN MORE OFTEN AND ALSO PAY ONLY FOR WEEKDAY.
273	ZONE UPGRADES WITH CLIPPER MONTHLY PASS ARE ANNOYING. FARE INSPECTORS ASK TO SEE MY PAPER UPGRADE PROBABLY ONLY 10% OF THE TIME ANYWAY. THEY DON'T CHECK ELIGIBLE ZONES.
273	NEED WIFI PAID SERVICE IS OK. NEED A QUIET CAR ESPECIALLY ON GIANTS GAME NIGHTS. TOO MANY TRAINS START LOADING AT THE LAST MINUTE IN SF.
273	QUIET AND PEACEFUL.
273	THE SEATS ARE COMFY. PEACEFUL.
273	CAN PRICING BE CHEAPER PLEASE.
273	I'M CERTAIN THERE ARE COST CONSIDERATIONS BUT ON TRAIN WIFI WOULD BE A HUGE BONUS FOR A NUMBER OF RIDERS.
273	INCREASE TRAINS DURING GIANTS GAMES. TRAINS ARE VERY CROWDED AND HAZARDOUS IF AN EMERGENCY WERE TO ARISE.
273	SUGGEST ONBOARD TICKET MACHINE PERHAPS IN THE BIKE CARS.
273	CALTRAIN MUST ADD MORE TRAINS DURING RUSH HOUR. MY USUAL #375 OPERATES WAY ABOVE CAPACITY AND GIANTS' NIGHT GAMES ARE A NIGHTMARE. ADD WIFI.

<b>Train</b>	<b>Comment</b>
273	22ND ST NEEDS A SIGN LETTING YOU KNOW IF THE TRAINS ARE ON TIME. CAN NEVER HEAR WHAT IS BEING ANNOUNCED ON THE MEGAPHONE. MIGHT ALSO BE GOOD TO HIRE SOMEONE TO TWEET ANNOUNCEMENTS.
273	MORE BIKE LOCKERS AT SAN MATEO, MILLBRAE STATION.
273	CALTRAIN STATUS STILL FASTER AND MORE ACCURATE THAN CALTRAIN. NEWS WHEN REPORTING PROBLEMS WITH TRAINS.
273	RATE OF INCIDENTS AND DELAYS IS TERRIBLE. WORST ON TIME PERFORMANCE. TRAINS ARE NOW VERY BUSY WITH THE INCREASED ECONOMY AND GIANTS GAMES. NEED ADDITIONAL CARS.
273	I USE CALTRAIN 5-20 TIMES A YEAR, LIGHT USER. MY CLIPPER CARD ALWAYS AN ISSUE MOSTLY BECAUSE THERE IS NOT ENOUGH MONEY. PLEASE FIND A WAY TO SIMPLIFY CLIPPER DEPOSITS AND ADD EXTRA FUNDS. ALSO WORK ON COMMUNICATION VIA EMAIL ABOUT CLIPPER BALANCE.
273	NO RESTROOMS. LIVE UPDATE ON DELAYS FOR APPS.
273	THE ELECTRONIC SIGN AT SAN JOSE TRACK 2-3 SHOWS SOUTHBOUND TRAIN ARRIVAL TIMES WHEN IT SHOULD SHOW NORTHBOUND. THIS CAUSES DAILY CONFUSION TO PASSENGERS NEW TO THE STATION.
273	NUMBER 1 REQUEST IS WIFI. IF VTA CAN HAVE IT CALTRAIN SHOULD.
273	NEED CLEAR SIGNAGE.
273	WE NEED BETTER SIGNAGE. MAKE IT EASIER TO FIND WHICH TRAIN TO GET ON. POST DIRECTION AND STOPS AND TRAIN NUMBERS ON OR NEAR TRAIN.
273	SAN JOSE DIRIDON IS THE SINGLE MOST POORLY SIGNED INFORMATIVE STATION I HAVE EVER SEEN. I ROUTINELY PROVIDE HELP TO LOST TRAVELERS WHO QUITE REASONABLY CANNOT FIND THEIR TRAINS. THERE SHOULD BE SIGNS AT THE BOTTOM OF THE RAMPS AND STAIRS SAYING WHAT TRAIN IS NEXT E.G. #273 CALTRAIN TO SF. IT WOULD ALSO BE USEFUL TO HAVE A BOARD LISTING DESTINATIONS AND SAYING WHAT IS THE FASTEST NEXT TRAIN. THEY DO THIS QUITE WELL IN LARGE STATIONS IN LONDON. WHY NOT ON THE EASY LINE? THANK YOU.
273	TICKETS ARE A LITTLE EXPENSIVE FOR A COLLEGE STUDENT WHO USES CALTRAIN PRETTY OFTEN.
273	WOULD APPRECIATE AN EASIER WAY TO PAY FOR PARKING.

Train	Comment
273	FROM THE LAST SURVEY, I HAVE LOST A TOTAL OF 4 TO 5 HOURS OF PAY DUE TO CALTRAIN ACCIDENTS.IN SUCH CASE, IF CALTRAIN SHUTTLES ARE ARRANGED TO TRANSPORT, IT WOULD BE GREAT OR, THE NEXT IMMEDIATE TRAIN SHOULD MAKE ALL STOPS.
273	I WOULD LOVE TO RIDE THE TRAIN MORE OFTEN, BUT IT IS NEITHER COST NOR TIME EFFICIENT, FOR ME. I BOTH LIVE AND WORK WITHIN A COUPLE OF MILES FROM A STATION. HOWEVER, THE ONCE AN HOUR SCHEDULE ALLOWS NO FLEXIBILITY WITH MY WORK SCHEDULE, AND I RIDE THREE STOPS FOR THE PRICE OTHERS PAY FOR 12.IF IT WAS LESS EXPENSIVE, I COULD DEAL WITH THE INCONVENIENCE
273	NEED MORE CAR SETS OR MORE TRAINS
277	1) ADD 3RD BIKE CAR ON BOMBARDIER TRAINS. 2) MAKE MONTHLY PASS LOAD WHEN CONDUCTOR TAGS MY CARD. THEN I WON'T HAVE TO TAG ON/OFF FIRST DAY.
277	COMMUNICATION ABOUT DELAYS IS ATROCIOUS, BOTH ONBOARD THE TRAIN AND AT THE STATIONS. MAJOR IMPROVEMENTS ARE NEEDED. TRAINS ALSO NEED TO STOP BREAKING DOWN CONSTANTLY & MORE BICYCLE CAPACITY IS NEEDED.
277	THE BIKE CARS ARE A MESS, EVERYONE TRIES TO MAKE IT WORK, BUT THERE IS NOT ENOUGH ROOM, GETTING ON + OFF IS SLOWED DOWN BY PEDESTRIANS IN THE WAY.
277	BIKE CAR! PLEASE ADD MORE OR COME UP WITH A BETTER SYSTEM! THANK YOU!
277	MOSTLY USE TWITTER FOR DELAY UPDATES. THE OFFICIAL CALTRAIN TAKES LONGER TO UPDATE THAN CROWD SOURCED. UNDERSTANDABLY THIS WOULD BE HARD TO CONFIRM INFORMATION FOR CROWD SOURCED. POSSIBLE WAY TO HAVE OFFICIAL ACCOUNT UPDATE A LITTLE FASTER? KEEP UP THE GREAT WORK.
277	HOW ABOUT PROVIDING WIFI?
277	MORE BIKE CARS/SPACE DURING RUSH HOUR.
277	1) DURING PEAK HOURS THERE ARE MANY BIKERS AND SO SOMETIMES THE BIKERS ARE NOT ALLOWED TO BOARD BECAUSE OF LACK OF CAPACITY. 2) IN CASE OF DELAYS, DUE TO ACCIDENTS AND BREAKDOWNS, IF WE CAN GET AN SMS, THEN WE CAN PLAN ALTERNATE OPTIONS, EVEN BEFORE COMING TO THE STATION.
277	THE BOMBARDIER EQUIPMENT'S TOILETS STINK UP ENTIRE CARS BY THE END OF THE DAY- ABSOLUTELY UNACCEPTABLE!
277	YOU NEED WIFI (SERVICING THE VALLEY MEANS YOU NEED WIFI). YOU NEED QUICKER TRAINS. SF TO SJ SHOULD BE 30 MIN EXPRESS. YOU DO A GREAT JOB OF GETTING TRAIN OUT ON TIME.

Train	Comment
277	MAJOR PROBLEM IS COMMUNICATION TO RIDERS IN THE EVENT OF DELAYS/FAILURES. THERE SHOULD BE REAL TIME INFO AVAILABLE ON CALTRAIN.COM.
277	1) CALTRAIN DOES A GOOD JOB OF INDICATION THAT THERE IS A DELAY, BUT COULD DO BETTER INDICATING HOW LONG THE DELAY WILL BE + COMING UP WITH ALTERNATIVES. IT'S ALSO SOMETIMES CONFUSING TO IDENTIFY WHICH TRAIN IS WHICH WHEN RUNNING LATE. 2) MOST CONDUCTORS ARE VERY COURTEOUS BUT THERE ARE A COUPLE OF CONDUCTORS THAT AREN'T AS NICE.
277	VTA LIGHT RAIL STATIONS HAVE A FAST, RELIABLE + EASY TO USE CLIPPER LOADING TERMINAL + SO DOES BART. PLEASE USE THESE IN 4TH + KING AND EVERY CALTRAIN STATION.
277	WHY CAN'T I ADD CASH TO MY CLIPPER CARD AT THE STATION LIKE I CAN AT BART OR VTA STATIONS? WHY CAN'T I BUY A 30-DAY PASS AT ANYTIME INSTEAD OF HAVING TO WAIT FOR THE 1ST OF A MONTH TO START SUCH A PASS?
277	NONE
277	WHEN A TRAIN IS DELAYED AND THEN A TRAIN SHOWS UP, IT'S HARD TO KNOW WHETHER THAT'S THE DELAYED TRAIN OR THE NEXT SCHEDULED TRAIN. HAVING CONDUCTORS "ANNOUNCE" WHICH TRAIN YOU ARE BOARDING OR A TRAIN'S NUMBER POSTED BY THE DOORS. WOULD TELL YOU WHETHER YOU'RE GETTING INTO AN EXPRESS OR ALL STOP TRAIN.
277	TOP IDEAS 1) BARISTA/BEVERAGE CART. 2) REMOVE CLIPPER MACHINE @ SF, UPGRADE IT TO SOMETHING FASTER! 3) LET ME KNOW WHAT TRAINS I'M ON I.E. BOMBARDIER MORE IDEAS AT COUNTBARON@GMAIL.COM I SHOULD BE THE DIRECTOR 638-578-9948
277	TRAINS ARE TOO CROWDED. MORE BULLET TRAINS. GIANTS GAMES SUCK!
277	TAGGING OFF SHOULD BE THROUGH A MANDATORY TURNSTILE, AS OCCURS ON THE LONDON TUBE/BRITISH NATIONAL RAIL SERVICE. ENTRY ->TAG-IN ->TRAIN RIDE->TO THE INTERN PUTTING THIS IN-THANK YOU.
282	CLIPPER SIGNAGE IS HORRIBLE FOR FIRST TIME RIDERS. FIND TOURISTS AND ASK THEM, YOU HAVE A SERVICE PROBLEM AND IT IS NOT IMPROVING (ASIDE FROM THE ARRIVAL SIGNS-MUCH BETTER).ALSO BIKE CARS ARE STEADILY OVERFILLING-YOU NEED MORE.
282	I APPRECIATE IT WHEN CONDUCTORS DIRECT NON-CYCLISTS AWAY FROM THE BIKE CAR, BUT NOT ALL OF THEM DO SO. CONSISTENTLY RESERVING THE BIKE CAR FOR CYCLISTS WOULD BE GREAT.



Train	Comment
282	MULTIPLE RIDERS HAVE BEEN DISRUPTIVE AND CREATED PERSONAL EMERGENCY DUE TO EXTERNAL FACTORS, DEATH, NATURAL OR DISASTER. ADD ONE MORE BIKE CAR TO MORNINGS AND EVENINGS. ORGANIZE BIKES INTO DIAGONAL SLOTS. LESS INTERACTION WITH OTHER PEOPLES' BIKES.
282	I HAD TO ADD \$1.25 CASH VALUE TO MY CLIPPER CARD MONTHLY PASS. BEING MY FIRST TIME I USED THE MACHINE BUT COULD ONLY ADD \$20, \$40 ETC. WASTED MONEY. SHOULD BE ABLE TO ADD \$1.25 TO ACTIVATE. THANKS.
282	4TH AND KING AND SAN MATEO ARE THE ONLY STATIONS I USE, THEY ARE GOOD, SAN MATEO COULD USE TRAIN ARRIVAL UPDATES, AND I KNOW THEY USE TO HAVE THEM BUT NOW THEY NEVER SEEM TO, I WOULD ALSO LOVE AN APP THAT SHOWS ME REAL TIME TRAIN UPDATES LIKE MUNI HAS.
282	PLEASE DON'T CANCEL BULLET TRAINS WHEN THERE ARE SPECIAL EVENTS IN THE CITY IE GIANTS WORLD SERIES PARADE OR ACCIDENTS CAUSING DELAYS. SOME OF US ALSO RELAY ON CALTRAIN FOR COMMUTES AND CAN'T AFFORD TO BE SO LATE TO WORK.
282	SOME CONDUCTORS ARE TOO LAX ON THE BIKE CAR CAPACITY LIMIT. ALSO ANYTHING THAT CAN KEEP NONBIKERS OUT OF THE BIKE CAR WOULD BE GREAT.
282	I DON'T LIKE THE NEW TRAINS WHERE I HAVE TO FACE SOMEONE. THE OLDER TRAINS' SEATING IS MORE COMFORTABLE.
282	I FEEL CONCERNED THAT TYPICALLY THERE IS ONLY ONE ENGINE DRIVER WITHOUT ANY REDUNDANCY. MOST MAJOR COMMUTER TRAIN ROUTES, MUMBAI, HONG KONG, SHANGHAI HAVE 2 DRIVERS IN CASE ONE GETS INCAPACITATED AND SICK THUS IMPROVING PASSENGER SAFETY. YOU WILL SEE THIS PATTERN IN COMMERCIAL AIRLINES AS WELL.
282	THE MORNING TRAINS ARE ALWAYS DELAYED, 9:33 AM, MAKING IT VERY HARD TO GET INTO WORK ON TIME. IT WOULD BE NICE TO KNOW WHY AND HAVE THIS PROBLEM CORRECTED.
282	GOOD JOB OVERALL. COMMENT ON THE SCHEDULE. THE SOUTHBOUND 5:56 #278 SHOULD STOP IN SAN MATEO AS WELL.
282	I HOPE I CAN TAKE CALTRAIN BEFORE 7 AM ON WEEKENDS BECAUSE I WORK ON WEEKENDS. I PREFER TO TAKE CALTRAIN THAN BART. GO CALTRAIN.
282	CROWDING IS BECOMING A BIG PROBLEM. WE RUN OUT OF SEATS IN THE MORNING AND EVENING. THERE'S ALWAYS SOMEONE STANDING.

Train	Comment
282	CALTRAIN NEEDS TO ADD CARS WHEN HIGHER RIDERSHIP IS EXPECTED FOR EVENTS. ALSO NEED TO ADD CARS ON 5:33 PM FROM SF DEPOT. IT IS ALWAYS OVER CROWDED. CALTRAIN NEEDS TO DO A BETTER JOB OF INFORMING RIDERS WHEN THERE ARE PROBLEMS AND OFFER REAL TIME UPDATES AND ALTERNATIVES. USE TWITTER.
282	WORK WITH MUNI TO PROVIDE BETTER SERVICE TO THE CALTRAIN RIDERS. IT WOULD BE GREAT IF THERE WAS A TRAIN TO SAN MATEO BETWEEN 5:33 AND 6:20. THANK YOU CALTRAIN.
282	INCREASE BIKE CAPACITY, THIS TRAIN IS ALWAYS OVER FULL, OFFICIALLY ALLOW SLACK FOR LOST OR FORGOTTEN CLIPPER CARDS.
282	THERE NEEDS TO BE ANOTHER TRAIN SB AFTER 2:30 TO SERVICE THE SF NIGHTLIFE. COMMUTING TO THE CITY FOR THE NIGHTLIFE SEEMS POINTLESS IF THE LAST TRAIN LEAVES AT 12:01 AM.
282	WISH WE HAD REAL TIME UPDATES ONLINE OR APP FOR ARRIVALS AND DEPARTURES.
282	AS BIKE RIDERSHIP INCREASES I AM BECOMING WARY OF TAKING THE TRAIN DAILY BECAUSE I DEPEND ON BOTH MODES OF TRANSPORTATION TO GET TO AND FROM WORK. CALTRAIN IS BECOMING MORE UNRELIABLE EVERY DAY AS MORE PEOPLE ARE TAKING ADVANTAGE OF THIS SERVICE. PLEASE DEVELOP A STRATEGY TO IMMEDIATELY REMEDY THIS INCREASING PROBLEM SO WE CAN ALL ENJOY AND DEPEND ON THE TRAIN.
282	OFTEN TIMES I CAN'T GET ON THE NEWER TRAINS DUE TO THE BIKE CARS BEING FULL ESPECIALLY ON THE LAST LIMITED TRAIN OUT OF SF IN THE EVENING. WOULD BE NICE IF THE NEW TRAINS HAD MORE BIKE CAPACITY.
282	BIKE CARRIAGES ARE BECOMING INCREASINGLY POPULAR AND MORE CROWDED.
282	ALL MY CALTRAIN CONCERNS PALE IN COMPARISON TO THE NEED TO INCREASE CAPACITY TO MATCH GROWING RIDERSHIP AHEAD OF CURRENT ELECTRIFICATION SCHEDULE.
282	NEED MORE CAPACITY DURING COMMUTE TIME. NEED MORE BIKE CAPACITY DURING COMMUTE TIME, REQUIRE NON BIKE RIDERS TO GIVE UP SEAT IF ASKED ON BIKE CAR.
282	WOULD LIKE TO SEE MORE ACCOMMODATIONS CAPACITY FOR BIKES. WOULD LOVE TO SEE MORE SOUTHBOUND EXPRESS LINES BETWEEN 7 AND 8.
282	WE NEED MORE TRAINS AND MORE BIKE SPACE. I OFTEN DON'T GET TO SIT DOWN DUE TO OVER FULL TRAINS, I HAVE ALSO NOT BEEN ALLOWED TO BOARD DUE TO FULL BIKE RACKS. MORE TRAINS WOULD REALLY HELP AT COMMUTE TIMES.
282	MORNING TRAINS GETTING CROWDED FROM SUNNYVALE.

<b>Train</b>	<b>Comment</b>
282	PLEASE PROVIDE WIFI. THANKS.
282	BEST FEATURE TO BE ADDED ONTO CALTRAIN IS FREE WIFI.
282	NEED MORE SPACE FOR BIKES.
282	FREQUENCY OF TRAIN AFTER 9 PM COULD BE MADE AS POINTS WOULD BE VERY HELPFUL.
282	THERE NEEDS TO BE MORE CLIPPER MACHINES ON MORE STATIONS. CUSTOMERS WHO ARE USING E-CASH ON CLIPPER FIND IT DIFFICULT TO RELOAD THEIR CLIPPER CARD.
282	CAN MAINTAIN THE SCHEDULE BETTER. EXPERIENCE LOT OF DELAYS IN THE MORNINGS.
282	TOO HOT IN TRAIN BUT OVERALL GREAT SERVICE. VERY SATISFIED.
282	OVERALL I AM SATISFIED WITH MY WHOLE CALTRAIN EXPERIENCE. IT WAS QUICK AND EASY TO USE AND I'LL DEFINITELY USE IT AGAIN.
282	ON EVENING TRIP UPSTAIRS WAS VERY WARM.
282	MOST CONDUCTORS ARE PROFESSIONAL. THE ON TIME RECORD FOR SOME MONTHS HAS BEEN TERRIBLE. DO YOU TRACK THIS AS A METRIC? IF POSSIBLE PROVIDE MORE MORNING TRAINS THAN SUNNYVALE AND CONSIDER INSTALLING WIFI. WEBSITE STATS ON BUSIEST TRAINS AND TIMES WOULD BE GOOD TOO.
282	IF NOT FOR CALTRAIN I HAVE NO IDEA HOW I WOULD COMMUTE.
282	TRAINS FEEL TOO CROWDED IN LAST 6 MONTHS. DIFFICULT TO GET SEAT ON MOST BULLETS.
282	WOULD BE NICE TO HAVE AN APP WITH DELAY INFO. I CURRENTLY USE TWITTER BUT IT'S NOT AS CUSTOMIZED TO MY SCHEDULE.
282	I AM MAKING A REQUEST RE NEW YEAR AND OTHER SPECIAL EVENT SERVICE. I ATTEMPTED TO CATCH THE LAST TRAIN AT ABOUT 1 AM FROM MILLBRAE. I ALONG WITH ABOUT 100 OTHER PEOPLE WERE LEFT STRANDED BECAUSE THE TRAIN LEFT SF EARLY. I UNDERSTAND IT WAS FULL. THEN ARRIVED AT AND LEFT EVERY OTHER STOP EARLY. PLEASE TRY TO KEEP THE REMAINING SCHEDULE NORMAL DOWN THE PENINSULA. ALSO PLEASE LET US KNOW. WE STAND THERE UNTIL 3 AM WITH NO IDEA WHAT IS HAPPENING. THANK YOU.
282	I LOVE THE REAL TIME UPDATES AT STATIONS ESPECIALLY NOW THAT THEY ARE WORKING. KEEP UP THE GOOD WORK.

<b>Train</b>	<b>Comment</b>
282	EXCEPT FOR TOO MANY DELAYS EVERYTHING IS FINE.
282	IT WOULD BE NICE TO HAVE SOME EXPRESS TRAINS AFTER 7 PM.
282	WOULD LIKE TO SEE AVAILABLE SEATING DURING RUSH HOUR. MORE BIKE PARKING. WIFI.
282	CALTRAIN TICKET MACHINES NEEDS TO ACCEPT COMMUTER CREDIT CARDS.
282	PLEASE ADD ONE LATE NIGHT BULLET.
282	MORE BIKE CARS ARE NEEDED! PEOPLE ARE BIKING MORE AND IT'S A MESS TRYING TO GET ON AND OFF THE TRAIN.
282	YOU NEED TO MAKE SURE ALL YOUR CONDUCTORS HAVE THEIR CLIPPER METERS WHEN BOARDING. IT'S ANNOYING WHEN THEY DON'T, ESPECIALLY IN RUSH HOUR.
282	CLIPPER CARD IS STILL CONFUSING, BESIDES THE TAG ON AND OFF. WHY ONLINE REWARDS ARE NOT ISSUED IS INEXCUSABLE TODAY.
282	INSTALL AUTOMATIC TICKET GATES AT SF AND GET RID OF MANY USELESS WORKERS.
282	BROKEN AIR SYSTEMS MAKE TRAVELING MISERABLE. PLEASE FIX
288	I'M NOT A VERY GOOD PARTICIPANT SINCE I ONLY TAKE A SMALL HANDFUL OF TRAIN RIDES PER YEAR.
288	NEED AN EXTRA BIKE CAR
288	IT IS COMPLETELY UNACCEPTABLE TO PAY FOR A MONTHLY PASS AND BE BUMPED FROM THE BIKE CAR. ADDITIONALLY, THE OVERCROWDING OF TRAINS IS ALSO UNACCEPTABLE. ADD MORE TRAINS.
288	I'M PRIMARILY A BIKE RIDER AND IT'S FRUSTRATING WHEN NON-BIKERS TAKE ALL OF THE SEATS; MORE ANNOUNCEMENTS WOULD BE NICE. BIKE CARS GETTING CROWDED.
288	CONDUCTORS AREN'T ALWAYS RESPECTFUL/HELPFUL WHEN IT COMES TO BIKES. SOME ARE GOOD. MORE BIKE EQUALITY. CONDUCTORS NEED TO TREAT RIDERS LIKE VALUED CUSTOMERS.
288	HAVE NOT RIDDEN REGULARLY IN A WHILE. THE SCHEDULE HAS GOTTEN VERY COMPLICATED.

Train	Comment
288	IMPROVEMENTS: TRAINS ARE ALWAYS LATE-EITHER BROKEN DOWN OR BLOCKED. ALSO, NO COMMUNICATION ON LATENESS, EXPECTED RECOVERY, ETC. TAG ON/OFF WITHOUT FARE GATES IS ANNOYING.
288	I'VE BEEN RIDING CALTRAIN FOR 15 YEARS AND HAVE SEEN LOTS OF POSITIVE CHANGES-THANK YOU! PLEASE REMIND PASSENGERS ABOUT "QUIET" PHONE COMMUNICATION AND NO RUNNING IN THE STATIONS.
288	FIND A WAY TO COMMUNICATE TO RIDERS ABOUT DELAYS OR TRAIN ISSUES AHEAD OF TIME VIA APP OR SMS. BUILD OR ADD WIFI/3G/4G TO THE TRAIN. I WILL PAY ANYTHING! FIND WAYS OF AIDING RIDERS ON STUCK TRAIN.
288	EVERY TRAIN SHOULD STOP AT EVERY STOP PLEASE.
288	ADD SECURITY CAMERAS. SIGNAL TOO LOUD. SOME CONDUCTORS NOT PROFESSIONAL. GET RID OF CLIPPER OR IMPROVE. HAVE A BETTER BACK UP PLAN.
288	NOT TODAY, BUT MY NUMBER ONE COMPLAINT IS REDWOOD CITY TO SAN FRANCISCO. WHEN TRAIN 13 LATE FIVE PLUS MINUTES, NO EFFORT MADE TO ACCELERATE JUST A BIT FASTER AND GET BACK ON SCHEDULE.
288	PEOPLE COULD GET OFF AT ANY STATION! I FEEL THERE COULD BE A MUCH BETTER DESIGN OF THE BICYCLE CAR.
288	QUESTION 10: THE WINDOWS COULD BE CLEANER. PLEASE UPDATE YOUR WEBSITE TO AUTOMATICALLY DISPLAY YOUR TWITTER FEED! IT'S THE BEST WAY TO STAY ON TOP OF DELAYS AND SCHEDULE CHANGES FOR RIDERS. THANKS!!!
288	MORNING CALTRAINS ARE WAY TOO CROWDED.
288	PLEASE ADD MORE TRAINS FOR SAN CARLOS STATION. LOTS OF SAN CARLOS RESIDENTS MUST DRIVE TO OTHER STATIONS FOR SERVICE-A WASTE OF GAS + TIME. PERHAPS EVEN MORE PEOPLE WOULD USE CALTRAIN IF IT WERE MORE ACCESSIBLE FROM SAN CARLOS STATION.
288	I WOULD LIKE A SYSTEM WHERE DELAYS/ACCIDENTS FOR SPECIFIED TRAINS ARE TEXTED TO ME/AVAILABLE EASILY ONLINE.
288	MY BIGGEST CONCERNS ARE 1) LARGE # OF LENGTHY DELAYS RECENTLY DUE TO TRAINS BREAKING DOWN AND 2) LACK OF LATER BULLET FOR TECH WORKERS THAT WORK 10-7 RATHER THAN 9-5 [WOULD LIKE NB BULLET THAT GETS TO SFO @ 10AM & SB BULLET THAT LEAVES SF AT 7PM].
288	TRAIN IS >10 MINUTES LATE AT LEAST 3 TIMES A WEEK.

Train	Comment
288	I HAVE LOST A LOT OF MONEY DUE TO TAG ON TAG OFF OF THE CLIPPER CARD. PLEASE SIMPLIFY THIS PROCESS.
288	WHEN DELAYS AT SF, NO GOOD INFO OF WHICH TRAIN IS LEAVING NEXT, IS NORMAL OR LOCAL STOPS. NEED BETTER WAY TO LET RIDERS KNOW SO IF THEY NEED TO MAKE ALTERNATE TRAVEL ARRANGEMENTS OR CHANGE PERSONAL PLANS.
288	YOU SHOULD BE ABLE TO BUY MONTHLY CLIPPER PARKING TOGETHER.
289	GET THE FUCKING WIFI ALREADY!!!
289	I RECENTLY HAD A BIKE STOLEN FROM THE 22ND STREET STATION. IT WAS PARKED THERE DURING THE DAY WHILE I WAS AT WORK BECAUSE ALL TRAINS BETWEEN 8 AM AND 9 AM HAD FULL BIKE CARS. THIS STATION NEEDS AT LEAST A CAMERA OR GUARD OR LOCKERS, AS THIS IS A SERIOUS ISSUE FOR MANY RIDERS.
289	NEED MORE TAGGING STANDS AT MILLBRAE NORTH BOUND PLATFORM TRACK! HOPEFULLY RIGHT IN FRONT OF BART GATES.
289	ZONE BASED FARE SYSTEM STILL DOESN'T MAKE ANY SENSE. TICKET MACHINES HAVE CLUNKY USER EXPERIENCE. CLIPPER CARDS ARE DIFFICULT TO COME BY. WIFI WOULD BE NICE TO HAVE.
289	EVER SINCE MAINTENANCE WAS TAKEN OVER BY A NEW FIRM, TRAIN BREAKDOWNS HAVE OFTEN OCCURRED.
289	THE STATION EXPERIENCE COULD BE SIGNIFICANTLY IMPROVED BY FORBIDDING SMOKING ON THE PREMISES. WALKING UP THE STAIRS AT HILLSDALE AND PASSING BY SMOKERS EVERYDAY IS AN UNPLEASANT EXPERIENCE.
289	WOULD BE NICE IF BIKE CAR SEATS WERE BETTER MARKED.
289	TO MAKE A DIFFERENCE YOU NEED TO CHANGE EVERYTHING! NEW ELECTRIFIED TRAINS; LESS NOISY, LESS POLLUTING, NO MORE ENGINE FAILURE. NEW CLIPPER SYSTEM. SIMPLER, MORE FLEXIBLE, SHOULDN'T OVERCHARGE CALTRAIN USERS. MORE TRAINS, BETTER TIME SCHEDULE, ETC. (WHY DO YOU STOP CALTRAIN EARLIER ON THE WEEKEND?)
289	CALTRAIN SHOULD GIVE RESPONSIBILITY FOR SECURITY AT STATIONS TO LOCAL POLICE. CALTRAIN SECURITY CANNOT OR WILL NOT POLICE THE PLATFORM. WE DEAL WITH MENTALLY ILL OR DRUGGED PEOPLE WITHOUT HELP. CLIPPER SUCKS!!! SO MUST CALTRAIN. ONLY CLIPPER CHARGES A FEE TO TAKE PAYMENT FROM A DEBIT CARD (COMMUTER CHECK) AND THEN TAKES 3-5 DAYS TO REGISTER IT ON THE CLIPPER CARD.

<b>Train</b>	<b>Comment</b>
289	A CLEARER EXPLANATION OF HOW/WHEN TO SLASH YOUR CLIPPER CARD WOULD BE APPRECIATED AS WELL AS THE PRICING INFORMATION.
289	I REALLY APPRECIATE THE TRAIN IS QUIET AND CLEAN AND I CAN GET ON IT. TICKET CHECKERS ARE FAIR AND NICE.
289	IT WOULD BE WONDERFUL IF YOU GUYS COULD HAVE A PHONE APP WITH REAL TIME INFO. ONE MORE TRAIN AT RUSH HOUR AROUND 8:30. VERY SATISFIED WITH LOST AND FOUND, GOT MY IPHONE BACK. WINDOWS ARE NOT VERY CLEAN.
289	I AM SO GLAD THAT I WAS GIVEN THE OPPORTUNITY TO SHARE MY OPINION TODAY.
289	THE LOST AND FOUND SERVICE SUCKS. I LEFT MY PHONE ON THE TRAIN, REALIZED IT IMMEDIATELY AND CALLED WITHIN 5 MINUTES. THE OPERATOR REFUSED TO HELP AT ALL, EVEN THOUGH I KNEW EXACTLY WHERE IT WAS. THE PHONE WAS NEVER RECOVERED.
289	MORE BULLET AND LIMITED TRAINS. INTEGRATION WITH MUNI.
289	CLIPPER CHARGES MAXIMUM WHEN YOU DON'T TAG OFF EVEN THOUGH IN MOST CASES IT IS NOT POSSIBLE FROM DEPARTING STATION OR TIME. SHUTTLE DOES NOT ADOPT TO HOLIDAY SCHEDULE THIS SEEMS TOTALLY INCOMPETENT.
313	I WOULD LIKE TO HAVE WIFI AVAILABLE ON CALTRAIN.
313	MAKE TRAIN STATIONS AND OUTSIDE AREA COMPLETELY SMOKE FREE. DO NOT ALLOW ALCOHOL AT ALL ON THE TRAINS. MAJOR ISSUES DURING GIANTS' GAMES.
313	AMOUNT WE PAY IS HIGH FOR NOT HAVING WIFI. DIRECT TRAINS TO SF OR MORE BULLET OPTIONS WOULD BE GOOD.
313	HAVE WIRELESS ON THE TRAIN, INTERNET.
313	I WOULD LIKE TO SEE ONE MORE TRAIN FROM GILROY, MAYBE AN EARLY BULLET TRAIN 5:30 AM DEPARTURE.
313	GET WIFI.
313	IMPROVE COMMUNICATIONS FOR DELAYS. REQUEST MID AFTERNOON BULLET TRAIN. REQUEST ONBOARD WIFI.
313	NO REAL COMPLAINTS.
313	MONTHLY PASS HOLDERS SHOULD NOT GET CITATION FOR NOT TAGGING THE FIRST WEEK.

Train	Comment
313	JUST A THOUGHT. I WOULD REALLY LIKE IF TRAIN #360 COULD MAKE IT ALL THE WAY TO TAMIEN. I WOULD APPRECIATE IT VERY MUCH. THANK YOU.
313	SOMETIMES IT IS DIFFICULT TO KNOW WHICH TRAIN YOU ARE BOARDING. IT WOULD BE AN IMPROVEMENT IF THE SIGNAGE OF THE TRAIN # WAS LARGER ON MULTIPLE CARDS OR IF ANNOUNCEMENTS WERE MADE OUTSIDE THE TRAIN PRIOR TO BOARDING. TRACKS ARE A BIT BUMPY FROM EXPERIENCE ON OTHER TRAINS.
313	SOME CONDUCTORS ARE CLEAR AND LOUD WHEN MAKING ANNOUNCEMENTS. OTHERS SUCH AS TODAY 6/17 #313 ARE BOARDING AUDIBLE OR UNDERSTANDABLE WHEN MAKING ANNOUNCEMENTS. IT'S A GOOD THING I KNOW WHERE MY STOP IS.
313	I ENJOY SEEING THE SAME CONDUCTOR SINCE I WAS A TEEN. I FEEL SECURE. I EITHER COMMUTE VIA BUS TO SJ DIRIDON OR GET DROPPED OFF. HOWEVER ON DAYS I HAVE TO DRIVE AND PARK AT SJ DIRIDON I AM SCARED OF MISSING THE TRAIN DUE TO LONG LINES AT THE TICKET MACHINE. I WOULD ALSO LIKE TO SEE THE TRAIN GO FURTHER THAN GILROY LIKE SAN JUAN BAUTISTA.
313	TRAINS ARE OVERCROWDED. DEPARTURES ARE ON TIME BUT SHOULD CONSIDER AND ALLOW 1-2 MINUTES EXTRA AT THE MAIN STATION AT SAN FRANCISCO 4TH AND KING. THIS WILL GIVE CALTRAIN A MORE APPRECIATIVE CUSTOMER BASE. RIDERS WOULD UNDERSTAND IF THEY ARE LATE BY MORE THAN 2 MINUTES TO MISS THEIR TRAIN BUT LEANING RIGHT ON THE DOT SHOWS A LACK OF UNDERSTANDING OF MINUTE TIME IN SF.
313	MORE PARKING
313	NEED MORE PARKING.
313	TRAINS ARE BECOMING MUCH MORE CROWDED. POSSIBILITY OF ADDING MORE TRAINS, CARS.
313	NEEDS SOME KIND OF FEBREEZE IN RESTROOM. HAS A BAD ODOR ALL THE TIME.
313	EXTRA CAR ON COMMUTER TRAIN FOR MORE SEATS. TICKETS ARE BECOMING EXPENSIVE AND CHEAPER FOR ME TO DRIVE. I DRIVE A NORMAL CAR, COMMUTER SEDAN.
313	SOMETIMES THE TICKET MACHINES DON'T TAKE MY CREDIT CARD. I WOULD ALSO LOVE TO SEE AN INTEGRATED CALTRAIN/BART MONTHLY PASS.
313	MORE TRAINS.
313	OVER ALL GOOD. THANKS.



Train	Comment
313	MAKE SAN ANTONIO A FULL STOP. MORE TICKET MACHINES AT BUSY STATIONS, DIRIDON. MORE ART. ADD COLOR TO DIRIDON STATION.
313	MORE TICKET MACHINES WOULD BE GREAT. TOO MUCH TRAFFIC AT ONE TIME WHEN GETTING PARKING TICKETS.
313	IT WOULD BE GREAT IF CUSTOMERS CAN USE THEIR COMMUTER CHECK CREDIT CARD THROUGH ANY MACHINE INSTEAD OF GOING TO CALTRAIN HEADQUARTERS AT SAN CARLOS TO BUY A MONTHLY PARKING PASS. THANK YOU. SINCERELY, LOYAL COMMUTER WHO WOULD LIKE TO HAVE AN EASIER TIME GETTING MONTHLY PARKING.
313	A GUN, CANDY, CHIPS AND WATER VENDING MACHINES WOULD BE COOL.
313	WOULD LIKE MORE BATHROOMS ON THE OLDER CAR TRAINS. THE BATHROOMS NEED TO BE SANITARY. MORE BATHROOMS ON THESE TRAINS WOULD HELP THAT. THE NEWER TRAINS WITH BATHROOMS IN EACH. SF SEEMS MORE SANITARY.
313	PLEASE ALLOW FOR MORE PASSENGER CARS LATER IN THE DAY BECAUSE MANY PEOPLE ARE LEFT STANDING IN THE TRAIN.
313	GREAT CUSTOMER SERVICE EVEN TO THOSE GETTING KICKED OFF. AS A CUSTOMER I APPRECIATE THAT. EVERYONE NEEDS RESPECT.
313	I AM PRETTY IMPRESSED ON A DAILY BASIS BY CALTRAIN. I TAKE MUNI AND BART PRETTY REGULARLY AND I FIND I NEED TO LOWER MY STANDARDS WITH THOSE SYSTEMS. THE CT STAFF SEEM TO ENJOY THEIR JOB AND IT SHOWS WHEN THEY GO OUT OF THEIR WAY TO HELP YOU OUT. I OFTEN WILL TELL PEOPLE TO TAKE CT TO SFO FROM SJ AND THEY HAVE BAD EXPERIENCES FROM BART. I QUICKLY TELL THEM THAT CT IS WAY BETTER AND MORE PROFESSIONAL.
313	WE NEED WIFI.
313	BEFORE WALKING IN FROM THE PARKING LOT BY THE WAITING SHED BUS STOP PLEASE ADD MORE GARBAGE BINS RECYCLE BINS. WAITING SHEDS ARE FILTHY, VERY DIRTY. NEED MORE GARBAGE CANS.
313	VERY SATISFIED. I WISH THE TRAIN TRAVELLED DEEPER INTO SJ, ALMADEN, OR HAD RELIABLE SHUTTLE, LIGHT RAIL. LOVE CLEANLINESS. HOPE IT WILL CONTINUE TO BE SO WELL MAINTAINED, UNLIKE BART.
313	RATE 3. BIG CONCERN ON SAFETY. WHEN MAKING EVERY STOP. HAD A CRAZY PERSON SCREAMING IN THE CAR. WAS PACKED WITH PEOPLE. I WAS ON SECOND DECK. CALLED CALTRAIN POLICE TO GET WORD TO CONDUCTOR. COULDN'T DO IT. IF THIS GUY HAD A GUN OR KNIFE THE PANIC WOULD BE HORRIBLE. NOT SAFE TO CRAM PEOPLE WITH NO ROOM TO MOVE.

<b>Train</b>	<b>Comment</b>
313	GPS TO TRACK TRAINS AND ACCESS TO THIS INFO VIA SMARTPHONE. MORE CARS DURING PEAK COMMUTE. WHY NOT DO THIS SURVEY VIA SMARTPHONE? ELECTRIFY TRAIN.
313	IT WOULD BE NICE TO POST UP MORE CLEAR SIGNS ON THE INTERIOR AND EXTERIOR OF TRAIN REGARDING TRAIN # AND DIRECTION IT'S HEADING TO MAKE THE NEW TRAVELER MORE AWARE. IT'S NOT OBVIOUS AND NOT ON THE TRAIN ANYWHERE LIKE POST UP A SIGN ON ALL DOORS, "YOU ARE ON TRAIN #313 HEADING TO SF."
313	IT WOULD BE NICE IF CALTRAIN HAD WIFI.
313	SOUND SYSTEM NEEDS IMPROVEMENT. NOT FUNCTIONING WELL ON CERTAIN PARTS OF THE TRAIN.
313	ADJUST RAILS, TRACKS FOR SMOOTHER RIDE.
313	THE TRASH ON THE TRAIN NEEDS TO BE TAKEN OUT AND CLEARED MORE FREQUENTLY. ON A NUMBER OF OCCASIONS I HAVE GOTTEN ON THE 6:45 AM TRAIN AND THE ENTIRE CAR SMELLS OF GARBAGE.
313	THERE SHOULD BE MORE SERVICE TO AND FROM BURLINGAME ESPECIALLY DURING COMMUTE HOURS.
313	THE COMMUTE HOUR TRAINS HAVE BECOME WAY TOO OVERCROWDED. I GET ON THE TRAIN AT SF FOR THE 5:33 PM TRAIN AND EVEN WHEN I ARRIVE 15 MINUTES EARLY I DON'T GET A SEAT. I WOULD HAVE RATED THE CALTRAIN A 4 OR 5 IN OVERALL EXPERIENCE BUT THE OVERCROWDING REALLY RUINS IT FOR ME. IT MAKES ME DREAD MY AFTERNOON COMMUTE.
313	PLEASE TRY TO BRING WIFI ON THE TRAIN.
313	NEED TO HAVE ON TRAIN ENGINEERS COME THROUGH THE CARS MORE OFTEN. NEED ASSISTANCE WITH POSSIBLY DRUNK PASSENGER AND TRAINED PERSONNEL WERE AROUND.
313	GIVE US WIFI.
313	PLEASE HAVE BETTER LIGHTING CROSSING FROM PARKING LOT TO STATION, LIGHTING THERE IS EXTREMELY POOR.(SAN JOSE DIRIDON STATION)
313	SEATS AND RAILING ARE ALMOST NEVER CLEAN.
313	TRAINS IN THE AFTERNOON ARE SO CROWDED. WOULD APPRECIATE IF MORE TRAIN CARS ARE ADDED ESP-TO THE 5:33 PM SCHEDULE.
313	NOT ENOUGH SEATING

Train	Comment
313	NEED MORE FREQUENT BULLET TRAINS. TOO CROWDED. MORE TRAINS ON WEEKEND TOO.
319	FIRST CABIN TOILET SMELLS TRAVELS WITHIN THE FIRST CAR/CABIN AND IT IS CONVULSING, HAPPENED 2 TIMES IN THE LAST 30 DAYS! EARLY AM (MORNING) NO WATER FAUCET??2ND CAR
324	BIGGEST ISSUE I HAVE ARE GIANTS GAMES. THE NB TRAINS ARE TERRIBLE THOSE DAYS. MAKE CARS ONLY FOR GIANTS FANS AND MAKE THEM STAND ONLY TO FIT MORE PEOPLE. ALSO BATHROOMS AT 4TH AND KING ARE ALWAYS DIRTY.
324	TRAINS ARE VERY VERY CROWDED ON SF GIANTS GAME DAYS. CALTRAIN SHOULD OPERATE EXTRA TRAINS ON SUCH DAYS. THE AC ISN'T WORKING PROPERLY. RATTLES OFTEN IN THE OLDER TYPE TRAINS. OVERALL 315.
324	OVER THE PAST YEAR SERVICE HAS BECOME MUCH LESS RELIABLE. WEEKLY BUSES AFFECTING THE DAILY COMMUTE SUCH AS POWER OUTAGES OR TRAINS WITH BROKEN DOORS. FOR \$200 A MONTH I EXPECT BETTER SERVICE.
324	DELAYS ARE SOMETIMES AWFUL. WISH THERE WAS MORE THAN ONE SF STATION. VERY HARD TO GET TO 4TH AND KING DURING COMMUTE TIMES ESPECIALLY FROM MANNING AND RUSSIAN HILL. WIFI WOULD MAKE THE EXPERIENCE BETTER.
324	TRAINS ARE BUMPY, LOUD AND FREQUENTLY LATE. TIMELY COMMUNICATION OF DELAYS ARE INADEQUATE. SHOULD CONSIDER ADDING WIFI AND BEING ABLE TO PAY WITH PHONE VS CLIPPER CARD.
324	PLEASE GET FASTER TRAINS. THE TECHNOLOGY IS VERY OUT OF DATE COMPARED TO TRAINS IN OTHER DEVELOPED COUNTRIES. FREE WIFI ON THE TRAIN AND AT THE STATIONS WOULD ALSO BE NICE.
324	HOPEFULLY CALTRAIN CAN GET SOME NEW TRAINS IN THE NEAR FUTURE.
324	PLEASE HAVE A REAL TIME APP WITH TIMING UPDATES.
324	TRAINS ARE TOO CROWDED ESPECIALLY ON GAME DAYS. IT'S OFTEN STANDING ROOM ONLY AND ON A GAME DAY IT'S SHOULDER TO SHOULDER WITH DRUNK PEOPLE. THERE NEEDS TO BE A BETTER SYSTEM FOR WHICH BIKES GET ON CROWDED TRAINS. E.G. A PLACE WHERE THE LINE STARTS AND INSTRUCTIONS TO LINE UP.
324	THANKS FOR DOING THIS SURVEY.
324	THANK YOU.

<b>Train</b>	<b>Comment</b>
324	THERE SHOULD BE MORE TRAINS ON GIANTS GAME DAYS. THE TRAINS ARE USUALLY PACKED LEAVING PEOPLE STANDING IN THE AISLES. NOT VERY SAFE OR COMFORTABLE.
324	IT'S DIFFICULT TO HAVE A BIKE ON THE TRAIN. ALSO UNFAIR TO TURN PEOPLE AWAY AT STATION WHEN BIKES FULL.
324	TRAINS ARE VERY OVERCROWDED DURING RUSH HOUR AFTER GAME NIGHT, NEED MORE CARS ADDED. IT'S NOT RIGHT TO PAY OVER \$200 A MONTH AND BE EXPECTED TO STAND FOR 1 1/2 HOURS.
324	GIANTS GAME DAYS ARE REALLY HARD ON COMMUTERS, IS IT POSSIBLE ON THOSE DAYS TO HAVE ONLY CERTAIN CARS AS DRINKING CARS TO SEPARATE THE GAME GOERS AND THE COMMUTERS?
324	STATION CONGESTION MANAGEMENT AT 4TH AND KING IS VERY POOR. OFTEN BOARDING DOES NOT START UNTIL JUST A FEW MINUTES BEFORE DEPARTURE. THIS CAUSES CROWDING WHICH MAKES IT DIFFICULT FOR DISEMBARKING PASSENGERS FROM ANOTHER TRAIN TO WALK THROUGH THE STATION. ALSO ARRIVING AND DEPARTING TRAINS OFTEN USE NEARBY PLATFORMS, ADDING TO THE PROBLEM.
324	IDEA OF A CAR OF EXERCISE EQUIPMENT.
324	GETTING BUMPED FROM THE BIKE CAR IS ALWAYS FRUSTRATING BUT UNDERSTANDABLE. BIKE RIDERSHIP IS INCREASING SO PREPARING FOR THAT WILL BE WISE. I MAY SUGGEST SIGNS ASKING RIDERS TO NOT WALK THROUGH THE BIKE CAR WHILE BIKES ARE LOADING AS THAT CONGESTS THE CAR AND DELAYS DEPARTURE.
324	BADLY NEED UPGRADES TO ROLLING STOCK. REALLY NEED ADDITIONAL BIKE CAPACITY AT RUSH HOUR. MORE LOCOMOTIVES NEEDED TO IMPROVE RELIABILITY. IT'S SOMETHING LIKE ONE BREAKDOWN A WEEK. MORE PASSING POINTS ON TRAINS NEEDED FOR WHEN TRAINS DO BREAKDOWN.
324	CALTRAIN NEEDS NEW ROLLING STOCK. THE TRAINS ARE TOO OLD AND BREAK DOWN FREQUENTLY. GREAT JOB ON ALLOWING MORE BIKES ONBOARD. DAILY CALTRAIN RIDER SINCE 1998.
324	VERY BUMPY.
324	LOOKING AT THE CALTRAIN SCHEDULE ON MOBILE. IT'S SUPER CONFUSING THAT BOLD MEANS AM AND ITALICIZED MEANS PM. IT'S NOT INTUITIVE AT ALL.

Train	Comment
324	ON MAY 31 I HAD THE UNFORTUNATE RUN IN WITH HUNDREDS OF ADOLESCENTS TAKING CALTRAIN TO A CONCERN AT SHORELINE. THE TRAIN WAS OVER PACKED LOUD, REEKED OF CHEAP ALCOHOL BUT MOST OF ALL SMELLED LIKE SWEAT BO AND WAS SO WARM IT WAS IMPOSSIBLE TO BREATHE. BETTER ENFORCEMENT OF RULES OR AT LEAST TURNING UP AC WOULD HAVE MADE THE RIDE TOLERABLE. IT WAS PHYSICALLY EXCRUCIATING.
324	AAA+ THE SEATS FACING EACH OTHER ARE TOO CLOSE. USELESS FOR ADULTS.
324	IT'S GREAT.
324	OVERALL, MUCH CLEANER TRAINS THAN BART. PALO ALTO STATION ALWAYS SMELLS OF PISS, HOWEVER. CLIPPER MACHINES ARE HORRIBLE. THEY SHOULD BE AS FAST AS THEY ARE AT BART STATIONS. ANNOUNCEMENTS SHOULD BE CLEAR AND GIVEN AS EARLY AS POSSIBLE FOR SIGNIFICANT DELAYS. CALTRAIN AND CLIPPER NEED AN ORGANIZED SMART PHONE APP TO NOTIFY PASSENGERS OF DELAYS AND FOR TICKET PAYMENTS/RELOADING.
324	I GET A MONTHLY PASS SO I'M SUPPOSE TO TAG ON AND OFF THE FIRST DAY OF THE MONTH. IT'S DIFFICULT FOR ME TO REMEMBER TO BREAK MY DAILY HABIT SO I USUALLY GO A FEW DAYS BEFORE REMEMBERING TO TAG ON AND OFF. I DON'T LIKE BEING THREATENED WITH FINES WHEN I'VE ALREADY PAID. WHY DOESN'T CLIPPER FIX ITS POORLY DESIGNED SYSTEM?
324	THE TRAINS ARE FAN TOO CROWDED - PARTICULARLY ON GAME DAYS DURING COMMUTE. THERE SHOULD BE ADDITIONAL CARS FOR THE NORTHBOUND EVENING COMMUTE ON GAME DAY. CYCLISTS SHOULD BE ENCOURAGED. THEY ARE CONTRIBUTING TO GENERAL USE OF PUBLIC TRANSIT. WE NEED A BETTER SOLUTION TO ALLOW MORE BIKES.
324	MORE CALTRAIN STATIONS IN S.F. WIFI ON TRAINS PLEASE! BETTER BIKE SECURITY ON TRAINS/MORE BIKE CARS AND DISCOUNTS FOR BIKERS.
324	SCHEDULING IS HORRIBLE FOR TRANSFER. AT LEAST 20 MINUTE WAIT FOR THE NEXT TRAIN. CALTRAIN ONLY CARE ABOUT S.F. AND PALO ALTO, NO ONE ELSE.
324	LUGGAGE CAR SHOULD BE USED FOR LUGGAGE. NOT FOLDABLE BIKES. ALSO, Y'ALL NEED TO FIX THE BIKE CAR SITUATION. IT'S NOT GETTING BETTER.
324	IT WOULD BE GREAT IF THERE WAS SOME COORDINATION BETWEEN CALTRAIN AND BART SCHEDULING.
324	THANK YOU!
324	I WOULD LIKE TO SEE BETTER USE OF TWITTER TO PROVIDE REAL TIME TRAIN DELAY UPDATES. ADDITIONAL CALTRAINS RUNNING NORTH DURING THE EVENING COMMUTE ON DAYS OF GIANTS GAMES WOULD ALSO BE NICE.

Train	Comment
324	NEED WIFI AND MORE MODERN ALERTS OF DELAYS. A TEXT WHEN MY NORMAL TRAIN IS DISRUPTED.
324	NO WIFI.
324	REAL TIME UPDATES WERE A GREAT IMPROVEMENT. THANKS FOR YOUR SERVICE!
324	I'D LIKE TO SEE PUSH NOTIFICATIONS TO MY PHONE WHEN CERTAIN TRAINS ARE LATE. ALSO, PLEASE CONTINUE TO REMIND PASSENGERS TO BE COURTEOUS, ESPECIALLY DURING GAME DAYS - NO CASES OF BEER TAKING UP A VALUABLE SEAT, FOR EXAMPLE.
324	INTERNET PLEASE (EVEN IF WE PAY FOR IT)! ANOTHER LATER NIGHT BULLET/LIMITED STOP TRAIN WOULD BE NICE! (NORTHBOUND TO SF) THANKS! CALTRAIN STAFF IS VERY FRIENDLY. OH AND CUP HOLDERS TOO. HARD TO HOLD COFFEE.
324	THE TRAINS THEMSELVES ARE GREAT - CLEAN, PLEASANT CONDUCTORS, ETC. HOWEVER, CALTRAIN'S SCHEDULE MAKES IT ESPECIALLY DIFFICULT TO USE OUTSIDE OF RUSH HOUR. MANY PEOPLE CHOOSE TO DRIVE BECAUSE THE LAST BULLET TRAIN FROM MOUNTAIN VIEW IS AT 6:35. MANY OF THE OFFICES IN MOUNTAIN VIEW WORK PAST 6:30 PM MOST DAYS OF THE WEEK. I WANT TO SEE MORE BULLET TRAINS LATER AT NIGHT (PERHAPS 7, 7:30) AND INSTEAD OF ALL LIMITED TRAINS DURING NON-PEAK HOURS, PERHAPS ONE BULLET AND ONE LIMITED TRAIN PER HOUR. I THINK THIS WOULD MASSIVELY INCREASE YOUR RIDERSHIP. SIGNAGE AT THE STATIONS IS NOT CLEAR-VERY DIFFICULT TO KNOW WHAT STATION YOU ARE AT. IT WOULD GOOD IF THERE WAS A SCREEN IN THE CAR STATING THE NEXT STATION STOP SO THAT CUSTOMERS KNOW WHAT STATION S COMING. THE BIKE RACKS SHOULD BE DEDICATED TO STATIONS-E.G. TWO DEDICATED PALO ALTO RACKS, (ON BULLETS) AND TWO DEDICATED MOUNTAIN VIEW RACKS- THERE ARE ALWAYS AT LEAST EIGHT BIKES GOING TO THOSE STATIONS FROM SAN FRANCISCO AND THIS WOULD PREVENT CONFUSION. IT WOULD ALSO HELP IF THE CONDUCTORS ENFORCED THIS
324	PLEASE HAVE MORE TRAINS STOP AT CAL AVENUE IN PALO ALTO BETWEEN 8 AND 10 AM, AND HAVE MORE TRAINS LEAVE CAL AVENUE BETWEEN 5 AND 7 PM.
329	CONSIDER BULLET TRAIN! FROM SAN JOSE-PALO ALTO-SF. THAT WOULD BE AMAZING!
329	WE NEED INCREASED SERVICE DOWN SOUTH OF TAMIEN. NOW THERE IS REALLY ONLY ONE TRAIN UP/DOWN A DAY.
329	TRAINS ARE INCREASINGLY CROWDED AT COMMUTE TIMES A.M. AND P.M. FEEL VERY UNSAFE AND UNCOMFORTABLE. PLEASE CONSIDER ADDING MORE CARS TO EACH TRAIN IF CAN'T MAXIMIZE SCHEDULED TRAINS.

Train	Comment
329	THERE'S ONE MONDAY A.M. TRAIN CONDUCTOR THAT ABUSES HER AUTHORITY, VERY RUDE. OTHER THAN THAT, MOST OF YOUR CONDUCTORS ARE VERY NICE. SEATS IN BIKE CAR NEAR EXIT DOOR ARE TOO CLOSE. PASSENGERS WITH LONG LEGS DON'T FIT.
329	CONDUCTORS KNOWLEDGE AND ABILITY TO ADVISE PASSENGERS OF DELAYS/ACCIDENTS IS BY FAR THE WORST. CLIPPERS EIGHT DAY TAG ON AND OFF IS HORRIBLE, SOMETIMES BOTH CLIPPER AND CALTRAIN MACHINES ARE OUT OF SERVICE AND PASSENGERS STILL GET CITED OR KICKED OFF FIR NOT BE ABLE TO GETTING TICKET.
329	ADD MORE BIKE CARS. IT IS DIFFICULT TO FIND A PLACE IF YOU ARRIVE WITHIN 10 MINUTES OF TRAIN DEPARTURE TIME. ADD WIFI.
329	MORE BIKE PLACES. GET RID OF OLD ANTIQUE STEEL CARS. TOO EXPENSIVE.
329	BETTER BIKE TRAINS (MAYBE WITH HANGERS INSTEAD OF STACKS).
329	NEED TO HAVE DIGITAL DISPLAY OF THE TRACK AND TIME DEPARTURE OF THE TRAIN LIKE WHAT WE HAVE AT THE AIRPORT.
329	2019 IS WAY TOO FAR AND CALTRAIN NEEDS URGENT UPGRADE. IT POLITICIANS ARE CONCERNED ABOUT OUR POPULATION CONGESTION IN CITIES AND THE ROUTES AND SAVING GAS, THEY SHOULD RESPOND TO THE GROWING DEMAND FOR CALTRAIN SERVICE. IT IS ONLY COMMON SENSE.
329	PLEASE ALWAYS KEEP THE ONBOARD RESTROOMS CLEAN.
329	IT'S URGENT TO SCHEDULE MORE TRAINS AND TO MAKE THE TIMETABLE/SCHEDULES CHANGE MORE FLEXIBLY. IT'S HARD TO BELIEVE THAT THE SCHEDULE HAS NOT CHANGED IN ANY WAY SINCE 2012 TO ACCOMMODATE CHANGES IN RIDERSHIP PATTERNS. CALTRAIN SHOULD SEEK PARTNERSHIPS WITH OTHER AGENCIES, E.G. BART TO MAKE A COMMON TICKET TYPE.
329	MIKE SCALON SHOULD BIKE TO WORK WITH A MONTHLY CLIPPER PASS. WE WOULD SEE HIM ON THE BIKE CAR AND EXPLAIN HOW BAD THINGS ARE. I HAVE ONLY EVER SEEN MIKE SCALON AT A CALTRAIN EVENT, NEVER RIDING ON THE TRAIN. WE LOSE CALTRAIN AND WANT IT TO GET BETTER. PLEASE HELP!
329	I NOTICED RECON #1 AT THE REDWOOD CITY STATION A SIGN SAYING NO EVENT PARKING FOR GIANTS AND 49ERS GAMES. IT DOESN'T MAKE IT SOUND LIKE YOU WANT PEOPLE TO TAKE CALTRAIN TO PREGAME AS YOUR COMMERCIAL IMPLIES.
329	MORE BULLETS, ESPECIALLY ON WEEKENDS. I'VE RIDDEN WEEKDAYS FOR 5 YEARS. I LOVE CALTRAIN.

Train	Comment
329	I FREQUENTLY CANNOT GET ON A TRAIN AT THE MILLBRAE STATION BECAUSE THEY ARE FULL. PLEASE DO SOMETHING ABOUT THIS. ALSO, A FOOD CAR WOULD BE A GREAT ADDITION.
329	I TAKE THE 7:30 PM TRAIN FROM SF GOING TO TAMIEN BUT I HAVE TO WAIT OVER 40 MINUTES TO CATCH THE SANTA TERESA LIGHT RAIL TO TAMIEN. OTHER TRAINS GO TO TAMIEN BUT NOT THIS ONE. IT RUINS MY DAY SINCE I WORK 6 DAYS A WEEK. I SPEND MORE MONEY ON A TAXI TO GET HOME BECAUSE OF THIS SCHEDULE. ALSO THE 6:56 WEEKDAY SPECIAL TO TAMIEN ARRIVES 1 MINUTE BEFORE THE 8:17 PM LIGHT RAIL TO SANTA TERESA AND I MISS IT ALL THE TIME SO PLEASE MAKE IT COME 5 MINUTES FASTER TO TAMIEN.
329	TRAINS ARE VERY OVERCROWDED. I NEVER GET A SEAT IN THE MORNING. PLEASE ADD MORE TRAINS DURING EVENING COMMUTE ON GAME DAYS RE SF GIANTS. I HAVE BEEN TURNED AWAY FROM TRAINS DUE TO OVERCROWDING. ADD MORE TRAINS TO AND FROM SF BURLINGAME.
329	LOVE IT. WIFI COULD BE GREAT. ELIMINATING TICKET CHECKING IF THERE IS A WAY. I ALREADY SWIPE MY CARD AT STATIONS SO I KNOW I'M GOOD. I JUST WANT TO SLEEP WITHOUT INTERRUPTION.
329	FORGET ELECTRIFICATION. THAT'S DUMB. WORK ON KEEPING RIDERS UPDATED WHEN DELAYS OCCUR. ADJUST SCHEDULE TO KEEP TRAINS ON TIME. THE #329 IS LATE EVERY DAY BY 2-5 MINUTES. I BUST MY BUTT TO GET TO THE STATION ON TIME. ADD WIFI. IT SHOULD BE A TOP PRIORITY.
329	I WOULD LIVE IT IF THERE WERE 1 OR 2 MORE EXPRESS TRAINS EVERY WEEK DAY LEAVING LATER FROM SF, MOST IMPORTANT IN THE EVENINGS, AND LATER IN THE MORNINGS FROM SJ. WE NEED WIFI ONBOARD. FOOD, COFFEE VENDORS ONBOARD.
329	ELECTRONIC SIGNAGE LIT STATING DOES NOT GIVE INFORMATION. SHOULD SHOW LIVE TIME UNTIL NEXT TRAIN AND DELAYS. WIFI ON TRAIN COULD BE PAID FOR. COFFEE. COFFEE CART.
329	PLEASE GET WIFI AND A FOOD CAR. MORE SEATING FOR BIKERS.
329	ADD MORE CARS.
329	PLEASE EXPAND PARKING OPTIONS.
329	PARTIALLY SATISFIED. NEED MORE FREQUENT BABY BULLET TRAINS TO THE CITY FROM SUNNYVALE AND SF.
329	INCREASE BABY BULLET FREQUENCY
329	I JUST GO ON. NOT SURE YET IF I LIKE IT. I AGREE WITH MY GIRLFRIEND ON THE FREE BREAKFAST IDEA. MORE HOT BEVERAGES IE TAZA, COFFEE. MORE PIZAZZ. YOU'RE WELCOME.



Train	Comment
329	WHEN THERE ARE ISSUES AND THE PLATFORM HAS CHANGED ESPECIALLY AT DIRIDON ANNOUNCE EARLY SINCE IT'S HARD TO GET FROM PLATFORM TO PLATFORM LONG DISTANCE FOR SOMEONE LIKE ME. THANK YOU.
329	I RIDE A VARIETY OF TRAINS NOT JUST THIS 329. IN BIKE CARS A LITTLE MORE PATROLLING BY CONDUCTORS WOULD BE GOOD ESPECIALLY NOW THAT IT IS SUMMER. HANDING OUT BIKE TAGS, ENCOURAGING PROPER BIKE STACKING. IT NEEDS JUST A BIT MORE ORDER. THANKS.
329	TOO CROWDED AND PEOPLE TALK ON THEIR CELL PHONES LOUD WITH NO RESPECT FOR RIDERS.
329	MORE TAMIEN TRAINS PLEASE.
332	VERY IMPRESSED WITH CALTRAIN STAFF. UNCLEAR IF PEOPLE ARE OR ARE NOT ALLOWED TO SPEAK ON THE PHONE ON THE TRAIN. ARE THERE STILL QUIET CARS?
332	THE CONDUCTORS SHOULD NOT MAKE JOKES OVER THE INTERCOM. IT IS UNPROFESSIONAL AND CREATES A LACK OF CONFIDENCE.
332	GOOD JOB.
332	TRAINS SHAKE TOO MUCH. BOMBARDIER TRAINS SMELL BAD (BRAKES?). TRAINS COULD BE FASTER.
332	BIKE PARKING AT SF IS GREAT! IT GETS STUPIDLY LOUD WHEN THERE IS A GIANTS GAME-I WISH CONDUCTORS COULD ENFORCE ORDER, WRITE SOME TICKETS WHEN IT GETS TOO ROWDY.
332	WE NEED MORE CARS ON GAME DAYS OR MORE TRAINS RUNNING.
332	ANNOUNCEMENT SYSTEM AT 22ND HARD TO HEAR. DURING DELAYS, PUT UP TO DATE INFORMATION ONLINE! TRACK WHERE TRAINS ARE AND SHARE THE INFORMATION. A PHONE IN EACH ENGINE IS ENOUGH TO TRACK! DURING DELAYS, PUT EVERYTHING YOU KNOW ONLINE. INFORMATION MAKES PEOPLE FEEL LESS HELPLESS. ON GIANTS DAYS, TRY TO ENSURE CROWD DOES NOT GET TOO LOUD, ESPECIALLY DURING COMMUTE HOURS.
332	I'VE BEEN MONITORING WIFI PROGRESS FOR YEARS. WHERE IS IT? BIKE ONBOARD IS STILL A SHIT SHOW!
332	WOULD LOVE EVENING BULLET TRAINS, AT LEAST UNTIL 8 PM

<b>Train</b>	<b>Comment</b>
332	PASSENGERS ARE NOT GENERALLY COURTEOUS TO ELDERS WHO ARRIVE ON THE TRAIN TO FIND THE SECTIONS MARKED "PRIORITY SEATING." IT WOULD BE VERY HELPFUL IF CONDUCTORS WOULD ASK PASSENGERS (YOUNG, ABLE, POSSIBLY DRINKING A BEER ON A CROWDED TRAIN GOING TO A GAME) TO MAKE WAY FOR AN ELDER OR LESS-ABLE PERSON TO HAVE THOSE SEATS WHEN SOMEONE IN NEED IS LEFT TO STAND.
332	WHEN SF GIANTS' GAMES ARE ON, IT IS THE WORST TIME FOR A COMMUTER LIKE MYSELF. I'M GETTING OFF FROM A LONG DAY AT WORK AND THERE ARE DRUNK PEOPLE PACKED ON THE TRAIN. SO I'M PRESSED UP AGAINST ROWDY PEOPLE WITH NO ROOM AND I AM EXHAUSTED. PLEASE-MORE TRAINS! MORE TRAINS!
332	MORE TRAINS ON GIANTS GAME DAYS-HARD FOR COMMUTERS.
332	ADD MORE CARS-STANDING ROOM ONLY TRAINS ARE AWFUL. MY NUMBER ONE PROBLEM WITH CALTRAIN RIGHT NOW IS CAPACITY (BIKE AND PASSENGERS). MY NUMBER TWO REQUEST IS TO HAVE A LATE NIGHT TRAIN.
332	BIGGEST PROBLEM-SIGNING UP FOR A MONTHLY PASS AND RENEWING IT THROUGH THE CLIPPER WEBSITE. YOU CAN'T TELL IF IT WORKED! A FAILED RENEW HEAVILY CONTRIBUTED TO RECEIVING A TICKET ONBOARD.
332	SOME GUY IN MY TRAIN IS GOING TO SUGGEST WIFI SERVICE-IGNORE THAT, PERSONNEL CELL SERVICES WILL RENDER ANY EXPENSIVE INVESTMENT INTO OUTFITTING WIFI OBSOLETE.
332	NEED MORE EXPRESS TRAINS DURING GIANTS NIGHT (7 PM) GAMES. EVERY SINGLE ONE IS PACKED TO THE BRIM WITH PEOPLE GOING TO THE GAME AND REGULAR COMMUTERS GETTING OFF WORK (WHEN ARE NORMALLY REALLY PACKED).
332	CALTRAIN SHOULD REALLY CONSIDER ADDING FREE WIFI.
332	DON'T BLOW THE HORN WHEN THE TRAIN IS NEXT TO A CROWD OF PEOPLE. HAPPENS OFTEN AT REDWOOD CITY WHEN PEOPLE ARE WAITING TO CROSS TRACKS.
332	IMPROVE CONDUCTOR COURTESY. DON'T CLOSE THE DOOR IN PEOPLE'S FACES. IMPROVE ACCIDENT COMMUNICATION AND RESPONSE. IMPROVE COORDINATION WITH VTA TIMING (NOT HYPOTHETICAL/SCHEDULED) BUT BASED ON ACTUAL TIMING (AT MOUNTAIN VIEW VTA).
332	EXPRESS TRAINS EVERY HOUR. MORE/BIGGER/EXPRESS TRAINS FOR GIANTS GAMES.
332	UPDATE THE SCHEDULES, ADD MORE BULLET TRAINS TO AND FROM PALO ALTO.

Train	Comment
332	TICKET MACHINES ARE TERRIBLE! HAD ONE AT MILLBRAE OUT, OTHER WOULD NOT ISSUE TWO ZONE DAY PASS, HAD TO PAY TWICE AS MUCH TO RIDE! THEY SHOULD BE CHECKED MORE FREQUENTLY!
332	PLEASE ADD MORE NORTH BOUND NIGHT EXPRESS TRAINS. LAST BULLET LEAVES PALO ALTO AT 6:43PM, LAST SEMI EXPRESS AT 7:11PM THIS IS VERY EARLY BY SILICON VALLEY STANDARDS.
332	WHILE SOME INSTRUCTIONS ARE USEFUL, PLEASE TELL YOUR CONDUCTORS TO LIMIT THEIR USE OF TRAIN PA, ESPECIALLY DURING RUSH HOUR. COMMUTERS ARE WELL AWARE OF THE RULES, ETC., AND ARE LOOKING FOR A QUIET ATMOSPHERE.
360	OK!
360	TRAINS CONNECTING WITH BART COULD BE IMPROVED. THE 6:23AM TRAIN LEAVING PALO ALTO UNIVERSITY IS LATE OFTEN ENOUGH THAT YOU MISS THE RICHMOND BART DEPARTING MILLBRAE. BETTER TIMING OF THAT CONNECTION WOULD HELP.
360	I HAVE NOT BEEN ON THE CALTRAIN FOR AWHILE, BUT OVER THE LAST COUPLE OF DAYS, OUT OF NECESSITY I HAD TO GO TO SAN FRANCISCO. IT WAS A JOY TO RIDE.
360	HOPE CALTRAIN PROVIDE WIFI LIKE LIGHT RAIL.
360	BETTER CLIMATE CONTROL ONBOARD TRAINS WOULD BE A BIG PLUS.
360	WE NEED FASTER AND MORE EFFICIENT TRAINS WITH HIGH-SPEED WIFI CONNECTIONS (LIKE VTA WIFI). THESE TRAINS ARE OLD! TICKET PRICES NEED TO BE DECREASED AS WELL AS MONTHLY PASS. MAKING CALTRAIN MORE USER FRIENDLY. THE MORE ZONES RIDDEN THE MORE DEALS TO RIDE/TRANSFER. HOW MUCH DOES IT COST TO MAINTAIN AN OLD MACHINE AS OPPOSED TO HAVING A NEW ONE? THERE SHOULD BE A LATE NIGHT TRAIN. 2AM OR 3AM.
360	ALL OF YOUR CONDUCTORS SHOULD PROVIDE EXCELLENT CUSTOMER SERVICE AND THE MAJORITY OF THEM DO NOT!
360	PLEASE MAIL MY YOUTH CLIPPER CARD! I ORDERED IT ALMOST 2 WEEKS AGO!
360	THE TRAIN 7:00AM BULLET WAS PACKED THIS MORNING MAY NEED 2 TRAINS BACK TO BACK FOR RUSH HOUR BULLETS LEAVING SF.
360	CLIPPER SYSTEM NEED DEFINITE OVERHAUL!!
360	WE NEED WIFI! INCREDIBLE YOU DON'T HAVE IT. I KNOW PEOPLE WHO DON'T USE YOU FOR THAT SIMPLE FACT. GET WIFI! THERE SHOULD ALSO BE A PARK CAR W/ NO LIGHTS. I RIDE FOR 2 HOURS. I LIKE NAPS.

Train	Comment
360	PLEASE LOOK INTO INCREASING # OF TRAINS OR TRAIN CARS TO THE SOUTH BAY DURING GAME DAYS. SOMETIMES WORKERS ARE STRANDED DURING A DAY GAME DUE TO OVERCROWDED TRAINS.
360	THIS WAS MY 1ST EXPERIENCE ON A CALTRAIN. IT WAS A LITTLE CONFUSING AT THE SF TRAIN STATION AND NO ONE WAS AVAILABLE FOR HELPING ME. FOUND MY WAY TO THE TRAIN AFTER PURCHASING THE TICKET.
360	I NOTICE THAT THERE ARE STILL PASSENGERS THAT TALK SO LOUD. ESPECIALLY ON THE 313 TRAIN THAT LEAVES DIRIDON STATION AT 6:45AM. THEY NORMALLY SIT ON THE 1ST ROW OF THE 3RD CAR, THEY GET OFF AT PALO ALTO. THEY NEED TO RESPECT OTHER PASSENGERS!
360	OVERALL, PRETTY HAPPY WITH CALTRAIN BUT I CANNOT BELIEVE THERE IS NO WIFI. ESPECIALLY CONSIDERING THE AREA THAT IS COVERED. PLEASE FIND A SPONSOR.
360	MORE BULLETS OUTSIDE RUSH HOUR.
360	PEOPLE OFTEN DON'T REALIZE THAT YOU MUST LEAVE YOUR CREDIT CARD IN THE MACHINE FOR IT TO READ CORRECTLY. I FREQUENTLY INFORM STRESSED PEOPLE WHO HAVE MISSED OR ARE WORRIED ABOUT MISSING A TRAIN. BETTER SIGNAGE ON MACHINES WOULD HELP.
360	GREAT TO SEE RIDERSHIP INCREASE. CONTINUE TO ADD MORE CARS.
360	FREE PARKING TICKET W/FARE PURCHASE. \$19 A DAY FOR TRAVELLING 3 ZONE ON A DAILY BASIS IS STEEP!
360	THE TRAINS ARE OVERLY CROWDED AT PEAK TIMES. WHEN THERE ARE DELAYS, TRAINS ARE COMBINED MAKING FOR A VERY UNPLEASANT EXPERIENCE. WOULD BE NICE IF THERE WERE MORE BULLET OPTIONS ON WEEKENDS.
360	IT WOULD BE A HELP IF THE TRAINS MADE BETTER SO YOU COULD DO YOUR WORK. YOU WASTE A GREAT DEAL OF TIME TRYING TO GET SET UP.
360	COME UP WITH A WAY TO KEEP PEOPLE OFF LONG CELL PHONE CALLS.
360	WHEN PROBLEMS OCCUR, AND A GIVEN TRAIN HAS SMALL DELAYS THAT ADD UP-IT ADDS UP IN VERY UNPLEASANT CROWDING, IS THERE ANYWAY TO SKIP STOPS & ALERT FOLKS ON PLATFORM THAT THIS TRAIN WON'T STOP, BUT ANOTHER WILL IN 10 MIN. (FOR EXAMPLE)? THE SYSTEM SHOULD BE ABLE TO REACT TO PROBLEMS MORE EFFECTIVELY. IS SOFTWARE THE SOLUTION?
360	THANKS FOR DOING THIS SURVEY TO STAY IN TOUCH WITH PASSENGERS NEEDS.

Train	Comment
376	MORE BULLET TRAINS/ MORE FREQUENT TRAINS TRAVELING SOUTH BETWEEN 6-8PM. ON THE MAJORITY OF THE TRAINS ESPECIALLY BULLET TRAINS I STAND FOR 1/2 MY RIDE BECAUSE OF LACK OF SEATS. ALSO, MORE FREQUENT ANNOUNCEMENTS THAT BIKE CARS ARE BIKE ONLY AND THAT THE LUGGAGE CAR EXISTS. SEATS ARE OFTEN TAKEN UP BY SUITCASES, WTF!!!
376	I REALLY LIKE CLIPPER BUT NEVER USE IT FOR CALTRAIN DUE TO THE IMPLEMENTATION, UNRELIABLE BACKUPS AT CARD READERS DUE TO NEED TO TAG OFF. MAKE CLIPPER BETTER!
376	GET THE TRAIN PREPPED EARLIER TO AVOID PACKED CROWDS AT SF. CUSTOMERS CANNOT GET TO TRAINS, INFO, OR TICKET MACHINES. SJ STATION IS MUCH BETTER. STAFF NEEDS MORE TRAINING IN CS. IMPROVE COMMUNICATIONS. SOME SHIFTS ARE MUCH BETTER AND GIVE UPDATES. EARLY MORNING STAFF BETTER THAN AFTERNOON STAFF. NEED MORE AND NEWER TRAINS. SF STATION NEEDS COMPLETE OVERHAUL.
376	ADD MORE CLIPPER CARD RENEWAL MACHINES AND KIOSKS.
376	FREE WIFI PLEASE.
376	MONTHLY PASSES ARE EXCELLENT. PLEASE DON'T MAKE PARKING MORE EXPENSIVE. IT'D BE NICE TO SEE A BETTER SYSTEM OF ANNOUNCING AND HANDLING DELAYS. CALTRAIN IS SO GOOD UNTIL THE BIG DELAYS HIT AND THEN IT'S TERRIBLE. TOO MANY PEOPLE. ALL TRAINS LOCAL ETC.
376	OVERCROWDED EVENING BULLET TRAINS ARE AWFUL. ZONE SYSTEM STINKS. COMING FROM RWC IT COSTS THE SAME TO GO TO PALO ALTO AS IT DOES TO GO TO SF.
376	YOU KNOW THIS BUT MORE TRAINS PLEASE. IT WOULD BE GREAT TO LOOK AT SPEEDING LIMITED BULLETS AT MORE TOO.
376	NOTIFICATIONS OF DELAYS VERY POOR. AFTERNOON COMMUTE TRAINS WAY TOO OVERCROWDED. ADD MORE CARS.
376	YOU HAVE TO FIX CROWDING ON RUSH HOUR TRAINS. STANDING HALFWAY DOWN THE PENINSULA IS NOT FUN. ADD A CAR. USE MORE BOMBARDIERS. ONE SOMETIMES CANNOT MOVE. WHAT IF THERE IS A MEDICAL EMERGENCY? CONDUCTORS CANNOT MOVE AND NEITHER CAN WE.
376	NEED MORE CARS. TRAINS AT 5-7 PM TIME DANGEROUSLY CROWDED SOUTHBOUND. I USUALLY RIDE IN 3RD CAR FROM START GONG SOUTH. RESTROOM IN MORNING HAS BEEN VERY STINKY. SO BAD THAT I HAD TO CHANGE CARS TWO WEEKS AGO. I HAD TO MOVE TWO MORNINGS IN A ROW. SERVICE HASN'T DECLINED BUT SEEMS LIKE MORE BREAKDOWNS.
376	AN EARLIER TRAIN AT THE TAMIAN STATION WOULD BE GREAT.

Train	Comment
376	IT IS STILL CONFUSING AT THE SAN JOSE STATION FOR A NEW RIDER TO FIGURE OUT WHICH TRAIN TO GET ON. IF I MISS THE FRONT I'M LOST. I ASKED ANOTHER RIDER. HE WAS WRONG. I GOT ON THE WRONG TRAIN. I'LL GET IT EVENTUALLY BUT FOR NEW RIDERS IT GETS CONFUSING.
376	WHEN THERE IS AN ACCIDENT I HOPE IT'S NOT TOO LONG TO CONTINUE THE TRAIN.
376	I WISH CERTAIN CONDUCTORS WOULD LEARN HOW TO SPEAK WITHOUT YELLING INTO THE ANNOUNCEMENT SYSTEM. THIS HAPPENS ON SB TRAINS. ALSO BANGING THE SCANNERS TO GET YOUR ATTENTION IS QUITE ANNOYING. THIS HAPPENS ON THE 7 AM OUT OF SERVICE.
376	TRAINS ARE TOO CROWDED. STANDING IN THE AISLE IS NOT SAFE. I PAY FOR A SEAT, NOT TO STAND. SF STATION IS TOO SMALL FOR THE NUMBER OF PASSENGERS. THE BOARDING PROCESS IS VERY INCONSISTENT.
376	LIKE BULLET TRAIN OPTIONS MAKES IT EASIER TO USE CALTRAIN. LIKE MUNI XPRESS OPTIONS TO CALTRAIN. I USE 83X CIVIC CENTER EXPRESS.
376	100 TIMES BETTER THAN BART BUT HARDLY GET NOTIFICATION ABOUT THE DELAY. YOU GUYS SHOULD HAVE REAL TIME TRACKER.
376	ON TIME USUALLY. NO SEATS 5:33 SF AND 8:05 PALO ALTO. NO SEATS BUT ENOUGH SPACE FOR BICYCLES.
376	INTERCOM SYSTEM MANY TIMES DOES NOT WORK AND WE CAN'T HEAR THE ANNOUNCEMENTS. MORNING BREAKDOWNS APPEAR TO BE DECLINING WHICH IS APPRECIATED.
376	MORE TRAINS. MORE NOTICE OF DELAYS.
376	BULLET TRAINS ARE ALWAYS CROWDED AND I SELDOM HAVE A SEAT FROM RWC TO SF. PLEASE CONSIDER ADDING A BULLET TRAIN TO THIS ROUTE.
376	PLEASE IMPROVE AND ADD EXTRA BULLET TRAINS AS THOSE ARE ALWAYS OVERCROWDED.
376	WHEN THE TRAIN IS CROWDED THERE DOES NOT SEEM TO BE ENOUGH VENTILATION. PARKING MACHINES AT SAN MATEO ARE EXTREMELY FINICKY AND SOMETIMES I DON'T TAKE THE TRAIN BECAUSE OF WHAT A PAIN THE PARKING MACHINES ARE. CAN'T PARKING BE INTEGRATED WITH TICKET MACHINES? ALSO, MANY TRAINS ARE QUITE CROWDED.
376	EVEN WITH ALL THE HIGH MARKS I GIVE THE CONDUCTORS, CLEANLINESS ETC., TRAINS ARE WAY TOO OVERCROWDED, TOO HOT AND DON'T RUN OFTEN ENOUGH NORTHBOUND IN THE MORNING COMMUTE.
376	WHEN ARE YOU GOING TO HAVE WIFI?

Train	Comment
376	I WOULD LIKE TO SEE BETTER SIGNAGE FOR EACH TRAIN AND ANNOUNCEMENTS WHEN IT WILL ARRIVE, LIKE MUNI AND BART. IN ADDITION, BETTER AND QUICKER INFORMATION SHOULD BE ANNOUNCED ABOUT DELAYS-SUCH AS ON TWITTER OR USE OF AN APP.
376	PLEASE ADD FREE WI-FI ONBOARD.
376	PLEASE CONSIDER ADDING ANOTHER BULLET TRAIN DURING AM AND PM RUSHES. RIDERSHIP AND FARES HAVE INCREASED BUT NOTHING HAS BEEN DONE TO ADDRESS LACK OF SEATS AND DANGEROUS CONDITIONS AS A RESULT.
376	IN GENERAL, I REALLY LIKE CALTRAIN. BIGGEST ISSUE IS #376 SOMETIMES LATE TO TAMIEN CAUSING ME TO MISS VTA, LIGHT RAIL CONNECTION.
376	PLEASE HAVE SOMEONE AT THE STATION TO ANSWER CLIPPER CARD INFO! IT WAS DIFFICULT FIGURING IT OUT AT THE BEGINNING.
376	CAN WE HAVE WI-FI ON BOARD THE TRAIN, ALSO CAN WE HAVE MORE SCHEDULE AVAILABLE @ TAMIEN STATION DURING RUSH HOUR (MORNING & EVENING).
376	ONLINE INFORMATION ABOUT DELAY. MOBILE APPLICATION FOR THE SOLE PURPOSE WOULD IMPROVE THE SERVICE.
376	ADD MORE CARS FOR THIS TRAIN. WAY TOO CROWDED NOT EVERYONE COOPERATES ACCORDING TO CONDITION. USE THE NEW TRAINS FOR MORE ROOM.
376	CROWDED TRAINS, EVERYTHING SMELLS LIKE FECES & URINE, PARKING IS HORRIBLE, NOT ENOUGH TRAINS/TIMES, DELAYS DUE TO CROWDED TRAINS, SUNNYVALE IS THE WORST, AFTER THAT STOP NO POINT IN STOPPING AT OTHER STOPS, THE TRAIN IS PACKED LIKE SARDINES, NEVER CHECK FOR TICKETS THERE NEEDS TO BE A BETTER SYSTEM.
376	LET EXPRESS TRAINS PASS ALL STOPS-FRUSTRATING WHEN A BABY BULLET TURNS INTO A CRAWL. CLIPPER NEEDS MODERNIZATION-FULL FLEXIBILITY. CALTRAIN IS GENERALLY GREAT, THANK YOU!
376	FAIRLY CONVENIENT, THOUGH CROWDED.
376	CAN WE GET WIFI ON THE TRAINS AT SOME POINT. WOULD BE A MUCH BETTER COMMUTE.
376	NEEDS TO HANDLE DELAYS MORE EFFICIENTLY.
376	NEED TO HAVE RUNNING WATER IN SOME BATHROOMS. CONDUCTORS LACK IN WEARING A TIE, HIDE TATTOOS, LADY CONDUCTORS SHOULD DO A MORE CONSERVATIVE LOOK. TRAIN OVERCROWDED. AIR-CONDITIONING TOO DIFFERENT FROM CAR TO CAR!

Train	Comment
376	INCREASE THE FREQUENCY (EVERY 15 MINS) MORE BULLET/EXPRESS TRAINS.
376	ADD VALUE MACHINES AT 4TH+KING STATION ALMOST ALWAYS BROKEN. WHEN WORKING, MACHINES ARE SLOW. CROWDED BABY BULLETS ARE MY BIGGEST COMPLAINT ASIDE FROM OVERCROWDING, GENERALLY GOOD EXPERIENCE, OVERALL.
376	I NEED A MOBILE APP TO TELL ME HOW DELAYED TRAINS ARE.
376	GET WIFI, TONE DOWN THE( WORD REMOVED) IN THE BIKE CAR THEY RIDE BIKES THEY ARE NOT CURING CANCER, AND BE NICER TO PEOPLE W/ STROLLERS, AND IF THERE ARE WHEELCHAIRS DON'T MAKE A BIG DEAL ABOUT PEOPLE SITTING THERE, AND AGAIN GET WIFI IT'S 2014.
376	GENERALLY CALTRAIN HAS BEEN A GOOD EXPERIENCE, I LOOK FORWARD TO THE STATION MOVING FURTHER INTO THE CITY, BEATS DRIVING.
376	I WANT TO SEE MORE FREQUENT BULLET TRAIN SCHEDULES TO WEEKENDS.
376	WHAT WOULD IT TAKE FOR MORE BULLET TRAINS FROM SF TO SJD? DIRTY SEATS AND WINDOWS AND BATHROOMS. PALO ALTO TO SF IS OK BUT SJ TO SF IS HORRIBLE WHEN THERE ARE DELAYS. I TAKE CALTRAIN EVERYDAY ONLY BECAUSE I HAVE TO. SOME CONDUCTORS ARE VERY NICE SOME ARE SO RUDE AND AN AWFUL WAY TO START YOUR MORNING UPDATE THANKS WISH I COULD TAKE BART.
376	IT WOULD BE BETTER IF ALL BABY BULLETS MADE THE SAME STOPS.
376	PLEASE RESTORE PAPER MONTHLY PASSES AND SAVE US ALL A LOT OF HASSEL BETWEEN NOW AND THE CLIPPER UPGRADE IN 2019
381	I BIKE ON CALTRAIN. WE NEED MORE BIKE SPOTS. WIFI TOO PLEASE.
381	YOU GUYS SHOULD HAVE MORE SECURITY.
381	THANKS CALTRAIN AND TO THE DUDE WHO HAS TO READ AND FILL ALL THESE SURVEYS.
381	I WISH THERE WERE MORE OF THE NEW 3 LEVEL TRAINS LIKE THE ONE WE ARE RIDING.
381	MORE BABY BULLETS.
381	QUIET AND TALKING CAR FOR PEOPLE WHO NEED TO TALK ON TRAIN SO THEY DON'T DISTURB OTHERS WHO PREFER A QUIET RIDE. MORE CLIPPER TAP MACHINE THROUGHOUT PLATFORMS SO RIDERS DON'T HAVE TO RUN EXTRA DISTANCE TO TAP AND RISK MISSING THE TRAIN.



Train	Comment
381	SAN JOSE STATION. I NEVER KNOW IF I'M ON THE RIGHT TRAIN. NEITHER THE TRAIN NOR THE STATION DISPLAY THE TRAIN NUMBER. HAVE MORE BABY BULLETS RUNNING IN THE EVENING. INCREASE SPEED OF THE TRAIN. SIXTY MINUTES FOR 50 MILES DOESN'T HOLD UP TO THE EXPECTATIONS.
381	WHAT I APPRECIATE MOST ABOUT CALTRAIN IS ITS ABILITY TO RUN ON TIME. WIFI WOULD BE AN AWESOME ADD.
381	DO NOT DRIVE TRAINS OVER 80 MPH. IT HAS BEEN HAPPENING FREQUENTLY AND MAKES THE RIDE TOO BUMPY. ONE OF THE CONDUCTORS 40'S, ASIAN, MED HT, MED WT, IS A REAL JERK. HE TAKES THE MINOR DETAILS TOO SERIOUSLY AND IS GENERALLY A TOTAL JERK.
381	PLEASE WIFI ON AT LEAST LTE REPEATERS. HUGE OPPORTUNITY FOR IMPROVED SIGNAGE IN STATIONS. BETTER INFO ABOUT BUYING TICKETS BEFORE BOARDING, TRACK CHANGES AT DIRIDON AND USE OF MEANINGFUL NAMES LIKE BABY BULLET INSTEAD OF JUST TRAIN NUMBER WHICH CONSUMERS DON'T KNOW.
381	IT TAKES SOME TIME TO GET USED TO BUT ONCE YOU START USING IT IT'S PRETTY GOOD.
381	I THINK THE 22ND ST STN COULD BE IMPROVED. IT IS HEAVILY TRAVELED YET DOESN'T HAVE ENOUGH BENCHES AND COULD USE MORE CLIPPER KIOSKS. IT COULD ALSO USE SOME CLEANUP AND IMPROVED LIGHTING. OVERALL ENJOYABLE ALTHOUGH WISH IT WAS MORE AFFORDABLE. IT'S CHEAPER FOR ME TO DRIVE.
381	OVERALL ENJOYABLE EXPERIENCE. MORE UP TO DATE IMPROVEMENTS AND TRAIN DELAY UPDATES ON SOCIAL MEDIA ACCOUNT TWITTER BECAUSE VERY HELPFUL. LATER TRAIN ON WEEK NIGHT, WEEKEND THAT LEAVES FROM SJ.
381	NEED MORE TRAINS OR MORE CARS ADDED TO TRAINS WHEN THERE ARE GIANTS GAMES OR OTHER SPECIAL EVENTS. TOO CROWDED AND HAZARDOUS.\
381	WISH THE TRAINS COULD TRAVEL A LITTLE FASTER. TRAINS CAN GET HOT WHEN THE SUN COMES IN THE WINDOWS MORNING AND AFTERNOON. FAST AND STABLE WIFI PLEASE. THIS IS SILICON VALLEY FOR HEAVENS SAKES.
381	WE DON'T HAVE ENOUGH CLIPPER CARD MACHINES AT SF STATION AND ONE OF THE EXISTING ONES IS ALWAYS BROKEN. TRAIN IS ALWAYS VERY UNPLEASANT ON THE GAME DAYS. LOUD. DRUNK. RUDE PEOPLE. CAN THE CONDUCTORS GIVE THEM WARNINGS?
381	WOULD LIKE TO SEE WIFI ON CALTRAIN. BETTER WAY TO INFORM DELAYS.
381	MORE AND BETTER BIKE ACCESS AND STORAGE ON BOMBARDIER EQUIPMENT.

Train	Comment
381	DIRIDON STATION IS POORLY ORGANIZED RELATIVE TO SF TERMINALS AT 4TH AND KING. GET WIFI. THIS IS SILICON VALLEY. NO EXCUSES.
381	ANOTHER BIKE CAR WOULD BE VERY NICE. FREQUENTLY THE CARDS ARE AT CAPACITY AND I GET LEFT BEHIND.
381	STREETS AROUND 22ND ST STN ARE DARK AND FEEL DANGEROUS IN THE WINTER MONTHS. PARKING OFTEN ONLY FAR AWAY. NO BUS SERVICE FROM CALTRAIN KING ST STN DIRECT TO ANYWHERE EXCEPT MARKET ST.
381	THE CLIPPER RULES ARE CONFUSING AND RIDICULOUS.
381	ADD WIFI ACCESS. I WOULD GLADLY PAY AN ADDITIONAL PREMIUM FOR ONBOARD WIFI.
381	TRAIN FREQUENCY IS LOW EVEN DURING PEAK HOURS MAKING IT HARD TO FIT TRAIN SCHEDULE. IF CALTRAIN COULD BE MORE LIKE THE BART SYSTEM IT WOULD BE MUCH BETTER.
381	I ALWAYS TRY TO TAKE THE TRAIN EVEN IF I HAVE TO GO OUT OF MY WAY TO DO SO BUT IT KEEPS GETTING HARDER TO USE CALTRAIN BECAUSE OF RISING TICKET PRICES ESPECIALLY 8 RIDE TICKETS WHICH ARE NOW ONLY VALID HALF OF THE TIME SO I CAN NO LONGER USE THEM.
381	CAN YOU ADD MORE BULLET TRAINS DURING RUSH HOURS. A LOT MORE PEOPLE STARTED COMMUTING USING CALTRAIN SINCE LAST YEAR.
381	MORE BULLET TRAINS
381	I NEVER KNOW IF I'M GOING TO GET WORK ON TIME.
381	NOT ENOUGH CLIPPER CARD READERS AT MV SOUTHBOUND PLATFORM. BADLY PLACED BEHIND WHEELCHAIR ACCESS RAMP.
381	PAYMENT SYSTEM IS RIDICULOUS. SHOULD BE ABLE TO INSTANTLY RECHARGE OR WHEN YOU BUY MONTHLY IT SHOULD COUNT FOR A MONTH. PEOPLE HIT THEIR HEADS A LOT. GO BUCKS OR BEARS.
381	22ND ST SF ISN'T REALLY A LEGIT TRAIN SO A FEW QUESTIONS RE ON STATION EXPERIENCE DON'T REALLY APPLY AT LEAST COMPARED TO THE MV STATION.
381	MORE TRAINS ALSO BULLET TRAINS.
381	WE NEED TO HAVE WIFI FREE ONBOARD. MORE BULLETS. MORE NEW TRAINS. MORE TICKETING BOOTHS.

Train	Comment
381	WHY ARE BULLET TRAINS ALWAYS OLD STYLE? I ASSUME IT'S BECAUSE THEY HOLD MORE BIKES BUT FOR THE REST OF US THE COMMUTE IS MUCH WORSE, BUMPIER RIDE, FEWER SEATS, LESS OVERALL ROOM, FEWER BATHROOMS, BREAK DOWN MORE OFTEN.
381	IT WOULD BE GOOD TO HAVE ULTRA BULLETS WITH 2-3 STOPS MV MILLBRAE AND SF.
381	I'D LIKE TO SEE MORE FREQUENT TRAINS. I'D LIKE TO SEE THE BULLET STOP IN SANTA CLARA.
381	MV NB SCHEDULE WAS IMPOSSIBLE TO READ AS THE MV LINE HAD BEEN HIGHLIGHTED AND BUBBLED UP. THANKS FOR FIXING THAT.
381	WHAT ABOUT BICYCLES. I HAVE BEEN DENIED SERVICE AT LEAST 10 TIMES IN THE LAST YEAR. PLEASE IMPROVE THE SERVICE FOR CYCLISTS.
381	I AM ANNOYED WHEN THE BIKE CAR IS FULL AND I CANNOT GET ON THE TRAIN.
381	I THINK THE INFORMATION AT THE STATIONS HAS IMPROVED BUT NEEDS ADDITIONAL WORK. THE BIGGEST IMPROVEMENT WOULD BE TO USE THE DIGITAL BOARDS MORE EFFECTIVELY ON PLATFORMS WITH TRAIN NUMBER, DEPARTURE TIME, STATUS ON TIME LATE ETC. THAT MAKES SENSE TO THE PASSENGER VERSUS A CONDUCTOR OR MAIL EMPLOYEE.
381	PLEASE HAVE THE BIKE CAR BE THE QUIET CAR. NO MOBILE PHONE CONVERSATIONS OR LOUD EARBUDS.
381	THE TWO BIGGEST NEEDS ARE MORE SPACE FOR BICYCLES AND MORE BULLET TRAIN SERVICE TO PALO ALTO.
381	BIGGEST ISSUES ARE HIGH COST OF PASS, CROWDEDNESS ESPECIALLY DURING BASEBALL SEASON AND CONFUSING PASS ACTIVATION AT BEGINNING OF MONTH. STAND AND HAVE TO TAG ON TO ACTIVATE.
381	STATIONS COULD USE MORE SEATING. WHY NOT USE THOSE BEAUTIFUL NEW PLATFORMS AT DIRIDON MORE. CONDUCTORS ON #312, REGGIE, ARE THE BEST. I'VE SEEN ONE VERY UNFORTUNATE INTERACTION IN THE EVENING THAT MAKES ME THINK THEY SHOULD ALL GET CONSISTENT TRAINING. CALTRAIN NEEDS BETTER MORE COMPREHENSIVE CONTINGENCY PLANNING FOR THOSE ACCIDENT OCCASIONS ABOUT ONCE A MONTH. NEED TO SET UP THE BUS BRIDGE IMMEDIATELY. THERE NEEDS TO BE A SPECIFIC PLAN FOR ACCIDENTS OF EVERY CROSSING AND FOR A VARIETY IN BETWEEN. ABOVE ALL COMMUNICATE THE PLAN QUICKLY AND STICK TO IT. CHANGES RARELY IMPROVE SITUATION FOR RIDERS. WHY IS IT SCH A BUMPY RIDE? TRAVEL FROM BRUSSELS TO PARIS WAS SO INCREDIBLY SMOOTH.
381	PLEASE LET ME STORE MY CLIPPER CARD ON MY SMARTPHONE. I LOSE MY CARD ONCE A MONTH AND I HAVE NO RECOURSE.

Train	Comment
381	NEED BETTER AC. SOMETIMES EXTREMELY HOT AND MUGGY. NEED MORE TRAINS OR MORE TRAIN CARS DURING GIANTS GAMES. TRAINS RUN LATE, OVERCROWDED, FIRE HAZARD. PEOPLE HAVE TO WEDGE IN AND SHOVE THEIR WAY TO GET ON AND OFF. VERY UNSAFE.
381	IT SHOULD BE CHEAPER. MORE FREQUENT BABY BULLET TRAINS AFTER 9 AM AND 7 PM. IMPROVE THE 22ND ST STATION. COMPARING TO OTHER STATION THE 22ND STOP STATION IS THE WORSE.
381	MY GREATEST FRUSTRATION IS THE UNEVEN SPACING OF TRAINS LEAVING SF FOR MV IN THE MORNING.
381	HAD A LOT OF TROUBLE GETTING MY MONTHLY CLIPPER PASS SET UP ONLINE THROUGH MY BANK. WISH THE PROCESS AND TIMING WERE EXPLAINED BETTER.
381	PLEASE MAKE CLIPPER CARDS MORE USEABLE. IF I TRY TO ADD 8 RIDES AT ANY MACHINE IT TAKES DAYS UNTIL I CAN USE THE CARD. THIS IS REALLY A TERRIBLE EXPERIENCE. ALSO PLEASE ADD MORE TRAINS ON GIANTS DAYS.
381	CALTRAIN'S ABILITY TO CARRY BIKES IS ESSENTIAL. THERE'S NOT ENOUGH ROOM FOR BIKES ON CALTRAIN. THE FREE VALET BIKE PARKING IN SF IS AWESOME. WITHOUT IT I WOULDN'T RIDE CALTRAIN AS MUCH BECAUSE I GET BOUNCED WITH MY BIKE TOO OFTEN.
381	NEED LONGER TRAINS OR INCREASE NUMBER OF TRAINS. NEED A BETTER CONNECTING TIME. OPTIONS TO AND FROM BART.
381	22ND ST IS A STN WITH BROKEN GLASS AND LITERAL HUMAN SHIT EVERYWHERE.
381	I PREFER THE OLDER TRAIN DESIGN. NEWER BOMBARDIER TRAINS ARE UNCOMFORTABLE AND SMELL.
381	I AM NOT HAPPY WITH THE FREQUENCY OF BICYCLES BEING BUMPED. THIS SEEMS TO HAPPEN EVEN WHEN THERE IS ROOM FOR BIKES ON THE TRAIN. ALSO, THE NEWER TRAINS SMELL VERY STRONGLY OF THE BATHROOMS. IN GENERAL THE TRAIN BATHROOMS ARE DIRTY AND COVERED IN URINE.
381	SOME ON TRAIN ANNOUNCEMENTS ARE HARD TO HEAR. WHEN TRAINS ARE COMBINED ITS ALMOST IMPOSSIBLE TO FIGURE OUT WHAT TRAIN # HAS COME AND WHAT STOPS ITS GOING TO. MORE BIKE CAPACITY! OR ANY OTHER WAY TO REDUCE BUMPS. THANKS, ONE HAPPY RIDER.
381	22ND CALTRAIN STATION IS PRETTY BARE BONES. SHOULD BE MORE SIGNAGE AND PA SYSTEM TO HEAR ANNOUNCEMENTS. LAST YEAR OF SERVICE HAD BEEN PRETTY GOOD. HAD BEEN FRUSTRATING WITH FREQUENT MAJOR DELAYS IN THE PAST. ALSO MUCH BETTER COMMUNICATION WHEN THERE ARE PROBLEMS, BUT CONDUCTORS OFTEN DON'T KNOW PROBLEMS BEFORE RIDERS (VIA TWITTER, ETC.)

Train	Comment
381	PLEASE PLEASE PLEASE FIGURE OUT VENTILATION SYSTEM FOR THE BATHROOMS ON BOMBARDIER TRAINS. ALMOST EVERY TIME I GET ON ONE THE BATHROOM STINKS UP THE WHOLE CAR.
381	NICE TO HAVE A LIST OF STATIONS THE TRAIN IS STOPPING AT RIGHT AT THE STATION.
381	CELL PHONE AND GIANTS GAME ATTENDEES NOISE SOMETIMES ARE AN ISSUE. OVER ALL GOOD SERVICE.
381	IT WOULD BE HELPFUL TO HAVE ADVANCED INFORMATION ABOUT BIKE SPACE AVAILABILITY. IF I KNOW THE TRAIN IS FULL I CAN LOCK UP MY BIKE BEFORE IT COMES.
381	I ENJOY TAKING CALTRAIN. OUTSTANDING CUSTOMER SERVICE. THE STAFF ALWAYS OPEN TO ANSWER ANY QUESTIONS RELATED TO TRAVELING. I TRAVEL 5 DAYS A WEEK FROM SAN FRANCISCO TO SAN JOSE.
381	OVERALL THE TRAIN SERVICE IS GREAT. NEED 3 THINS (1) MORE ABILITY TO BUY SERVICES AT TICKET MACHINES, MONTHLY PASSES AND ABILITY TO USE PRE TAX ATM DEBIT CARDS AT MACHINES. (2)USE NEWER TRAINS FOR BULLET SERVICE. (3) TALK MORE ABOUT SECURITY ON TRAINS, PRETTY RELAXED IN COMPARISON TO NYC AND OTHER METRO AREAS.
381	THERE IS SOMETHING VERY SATISFYING ABOUT RIDING THE TRAIN THANK YOU
381	THE FARE PRICE IS TOO EXPENSIVE AND OVER PRICED THE CALTRAIN SHOULD PROVIDE DISCOUNT FARE FOR LOW INCOME PEOPLE. THE RESTROOM ALWAYS SMELLS BADLY AND THE 8:02AM TRAIN FROM 22ND ST TO SAN JOSE IS ALWAYS DELAYED BY 5 MINUTES YOU MADE ME MISS MY CONNECTING SHUTTLE TO THE COMPANY.
385	MORE BIKE CARS!!!
385	BULLET TRAINS AFTER 7PM WOULD BE GREAT. MAYBE CONSIDER AN 8AM NONSTOP 4TH AND KING-PALO ALTO. BIKE CARS ARE PACKED!
385	NEED MORE BIKE CARS AND BETTER STORAGE SYSTEM. CLIPPER CARD COULD BE WAY SMARTER ON WHAT IT CHARGES ME. ADD WIFI ON THE TRAIN. CONDUCTOR YESTERDAY HAD KID ANNOUNCE STOPS MADE MY WEEK! DO MORE FUN STUFF LIKE THAT!!
385	MORE BIKE SPACE FOR REVERSE RUSH HOUR TRAINS PLEASE.

Train	Comment
385	THE CALTRAIN CONDUCTORS CAN BE NICER. I ONCE WITNESSED A CALTRAIN CONDUCTOR TRICK A FOREIGNER WHO DIDN'T SPEAK ENGLISH WELL INTO PROVIDING HER INFORMATION TO WRITE A TICKET. SHE HAD APPROACHED HIM FOR HELP BECAUSE SHE DIDN'T UNDERSTAND THE SYSTEM. I THINK CONDUCTORS SHOULD BE ABOVE ALL COURTEOUS AND ASSESS THE SITUATION BEFORE WRITING CITATIONS.
385	SOMETHING HAS GOT TO BE DONE ABOUT THE BIKE CAPACITY. I'D REALLY LIKE TO TAKE MY BIKE ON THE TRAIN, BUT CAN'T EVER TAKE IT ON THE MORNINGS AT 22ND STREET BECAUSE THERE IS NO ROOM LEFT. VERY FRUSTRATING.
385	SPECIAL CAR FOR GIANTS SUPPORTERS. INCREASING NUMBERS OF USE ON GIANTS DAY AROUND GAME TIME. WATER BOTTLE MACHINES ONBOARD.
385	MY ONLY IMPROVEMENT WOULD BE MORE TRAINS ON WEEKENDS. OTHERWISE VERY PLEASANT AND RELIABLE.
385	PLEASE MORE ROOM FOR BIKERS.
385	MORE ROOM FOR BIKERS NEEDED. SHOULD BE ABLE TO BUY 8 RIDE PASSES AT MACHINES.
385	MORE SPACE FOR BIKES DURING PEAK HOURS.
385	#1 I ONLY REALLY USE 2 STOPS MILLBRAE AND PALO ALTO. #2 ONLY APPLIES TO MILLBRAE. #3 AS A NEWBIE IT WAS EXTREMELY CONFUSING NOW IS FINE. #4 GET FREE GO PASS. #5 GREAT IT INFORMS ME THE TRAIN IS 10 MINUTES BEHIND, 11 MON ECT...NEVER SAY EXP. ARRIVAL. #14 NOT SURE WHAT TO SAY.
385	THE TRAINS ARE HORRIFICALLY BUMPY. I LIVED IN EUROPE FOR 10 YEARS WHERE THE TRAINS ARE VERY SMOOTH. SOMETIMES THE CALTRAIN IS SO BUMPY, I CANNOT EVEN WORK ON MY COMPUTER OR READ A BOOK.
385	A SEAT POCKET IN THE FRONT OF THE SEAT WOULD BE A GREAT ADVANTAGE.
385	GOOD JOB AND KEEP UP THE GOOD WORK.
385	THE DIGITAL BOARDS (GIVING TRAIN # AND STATUS) ARE VERY HELPFUL. HOWEVER, JUST THIS MORNING AT MILLBRAE I MISSED THE 9:31 SOUTHBOUND TRAIN. I WAS VERY SURPRISED TO ONLY SEE THE 10:31 TRAIN ON THE BOARD. IT TOOK MORE THAN 15 MIN FOR THE 9:55 TRAIN TO SHOW UP WHILE I TRIED TO SEE IF SOMETHING WAS WRONG. WHY NOT INCLUDE IT EARLIER?
385	IMPROVE BIKE SERVICE.
385	DESIGN AND NUMBER OF BIKE CARS NEED WORK.

<b>Train</b>	<b>Comment</b>
385	YOUR CLIPPER CARD SERVICE SUCKS! I BOUGHT THE PASS AT WALGREENS AND DIDN'T REALIZE THAT I HAD TO HAVE AN EXTRA \$1.25, SO WHEN I TRIED IT THE NEXT MORNING GOT DECLINED. I COULDN'T FIND A PLACE TO REFILL MY CARD-LUCKILY THERE WAS THE BART STATION CLIPPER CARD THING I USED. LUCKILY, I HAD ENOUGH TIME.
385	CONDUCTORS IN THE MORNING ARE COOL. THEY CHECK TICKETS AND GIVE OUT CITATIONS. MORE SHOULD BE LIKE THAT.
385	IT WOULD BE GREAT TO HAVE A HAVE AN ORGANIZED SYSTEM FOR BICYCLISTS. RIGHT NOW IT IS VERY CHAOTIC, ESPECIALLY AT RUSH HOUR.
385	AIR CONDITIONING ON CARS FREQUENTLY INSUFFICIENT.
385	CHARGE FOR BIKES OR ADD MORE BIKE CARS.
385	HAVING INTERNET CONNECTIONS WOULD HELP SIGNIFICANTLY.
421	THANK YOU.
421	MORE BIKE SPACE ON BABY BULLET.
421	MORE FREQUENT OFF PEAK TRAINS.
421	LOVE CALTRAIN AND THEIR CONDUCTORS AND EMPLOYEES ARE ALWAYS SO POLITE AND VERY CARING. I HAVE BEEN RIDING THEIR GREAT LIMOUSINE 15 GREAT GIANT YEARS. I AM 79 YEARS YOUNG AND WORK AT ATT PARK. I AM BLESSED WITH A GREAT JOB AND CALTRAIN IS THE ICING ON THE CAKE. I LOVE IT. SINCERELY BELLA LISA.
421	THE SCHEDULES ON THE CALTRAIN WEBSITE ARE NOT ACCURATE. EXAMPLE, THE TRAIN DID NOT STOP AT EACH DESTINATION LINE THE WEBSITE STATED. THE WEBSITE NEEDS TO BE UPDATED.
421	PLEASE INSTALL RESTROOMS AT THE STATION.
421	HAVEN'T BEEN USING CALTRAIN THAT LONG BUT SO FAR I'VE BEEN SATISFIED.
421	SHOULD HAVE WIFI CALTRAIN.
421	CALTRAIN CLIP ON CLIP OFF EAST TO FORGET. VTA CLIP ON DO NOT CLIP OFF. CHECK ABOUT INFO ON DELAYS FROM 2 JUNE. CLEANLINESS RE WINDOWS MAY E CLEAN BUT WRAP AROUND CAR ADVERTISING OBSCURES VIEW.

Train	Comment
421	PLEASE OPEN THE FARE GATES EASILY TO BOARD THE TRAIN. MONTHLY PARKING PLEASE GIVE MONTHLY PASS HOLDING PRIORITY IN PARKING SPOTS.
421	WISH CALTRAIN WOULD ADD MORE DEPARTURES FROM GILROY AND MORGAN HILL.
421	TWO LINES LATE AND NOT MUCH INFORMATION. INADMISSIBLE.
421	MORE BIKE PARKING ON BABY BULLETS.
421	PLEASE ADD WIFI
421	7:03AM TRAIN 319 NEEDS MORE CARS I CANNOT EVER GET A SEAT. THANK YOU
421	NEED MORE BIKE CARS, I GOT BUMPED THIS WEEK
424	FOR THE MOST PART I AM VERY SATISFIED W/MY EXPERIENCE ON CAL-TRAIN.MY ONLY CONCERN IS HOW "SHORT" THE EMPLOYEES ARE W/PEOPLE (MAYBE ITS JUST ME) BUT THEY SEEM RUDE AND HAVE THE ATTITUDE OF NOT ENJOYING ANSWERING YOUR QUESTIONS. BESIDE THE LADY THAT HANDED ME THIS SURVEY AND ONE OTHER GENTLEMAN THEY ALL HAVE "SNOBBY" ATTITUDES.
424	ONLY MY SECOND TIME ON CALTRAIN, SO NOT MUCH EXPERIENCE TO RATE MOST OF THESE ITEMS
424	WOULD LIKE CONDUCTORS TO BE FRIENDLIER.
424	MY OVERALL EXPERIENCE WITH CALTRAIN IS ALRIGHT. AND THE SOLUTION TO MAKING IT BETTER THEN ALRIGHT WOULD BE AN IMPROVEMENT IN 2 SECTIONS. 1)CLEANLINESS OF THE BATHROOMS AND 2)CLEANLINESS OF THE TRAIN HALLWAYS
424	THE SERVICE IS UP TO STANDARD. STAFF ARE WELL MANNERED. ALTHOUGH SOMETIMES SOME TRAINS ARE LATE, BUT I BELIEVE THERE IS A REASON BEHIND IT. HOWEVER, IT CAN BE IMPROVED IF THE CAUSE OF THE PROBLEMS CAN BE IDENTIFIED SOONER.
424	WEEKEND-NOT ENOUGH TRAINS SCHEDULED NEED TO POST TICKETS ARE REQUIRED & PURCHASED BEFORE GETTING ON TRAIN NO BIRDS IN STATION
424	CALTRAIN IS A GOOD WAY OF TRANSPORTATION FOR ME BUT SOMETIMES THE RESTROOMS ARE DIRTY, BUT THE CONDUCTORS ARE PLEASANT AND POLITE SCHEDULE ARE GOOD. AND IF THERE IS AN ACCIDENT THEY MAKE SURE THE NEXT SCHEDULE ARE GIVEN.
424	THANK YOU CALTRAIN



Train	Comment
424	VERY SATISFIED
424	WHERE'S THE FOOD? WHERE ARE THE PLUGS? WHERE ARE THE TVS? HEADPHONES MAYBE
424	IT WAS CHILL AS A CUCUMBER
424	I LIKE TRAINS
424	CALTRAIN IS FAST + SIMPLE
424	PUT A TABLE IN EVERY BOX
424	PLEASE HIRE SOMEONE TO CLEAN UP THE TRAIN
424	I LIKE CALTRAIN BECAUSE IT'S RIGHT BY MY HOUSE AND IT'S ALWAYS A SECOND OPTION WHEN I HAVE TO GO SOMEWHERE. THE ONLY THING I WOULD CHANGE IS THE INSIDE, IT SHOULD BE PRETTIER.
424	I LOVE CALTRAIN WHEN IM DRUNK, ITS A RIDE HOME WHEN IM HIGH, CALTRAIN GETS ME HOME
424	WOULD BE HANDY IF YOU HAD A BIGGER SIGN SAYING NORTHBOUND TRAIN VS SOUTHBOUND TRAIN. WHEN ENTERING THE SIGN ON THE GATE TELLING YOU TO GO TO OTHER SIDE TO SAN JOSE IS SMALL ESPECIALLY NEXT TO THE HUGE ONE LEFT OF IT.
432	GREAT RIDE ONLY ISSUE IS THE BATHROOMS COULD BE CLEANER
432	ANNOYING THAT WITH SIGNIFICANT DELAYS, BULLET TRAINS STILL GET PRIORITY WHILE THOSE WAITING IN THE COLD AT SMALLER STATIONS GET CONSTANTLY PASSED, JUST PICK UP EVERYBODY.(NOT READABLE)IF THEY GET DELAYED (NOT READABLE)AT LEAST GET THEM TO THEIR DESTINATIONS.
432	MY MAJOR ANNOYANCE WITH THE TRAIN IS WHEN THERE ARE A LOT OF DRUNK GIANTS FANS, SOMETIMES IT GETS SO LOUD YOU CAN BARELY TALK TO SOMEONE SITTING NEXT TO YOU. I AM NOT SAYING TO STOP ALCOHOL OR ANYTHING LIKE THAT AT TIMES PEOPLE NEED TO BE REMINDED TO KEEP IT DOWN, ALL IN ALL I AM VERY SATISFIED WITH CAL TRAIN THOUGH.
432	CONDUCTORS ON TRAIN 312 ARE THE BEST. THE BALLGAME REMINDERS HELP ME BETTER PLAN MY COMMUTE TIME.
432	NOTHING NEEDS TO BE STATED HERE, MY ANSWERS ON THE INSIDE SHOULD BE SATISFACTORY.

Train	Comment
432	IT WOULD BE NICE IF CAL TRAIN WORKERS BE VOCIFERATE OF THOSE WHO FORGOT TO BUZZ ON WITH THEIR CLIPPER CARDS.AT TIMES WE AS PEOPLE ARE RUSHING AND FORGET TO BUZZ ON, SO IF YOU CAN SUGGEST AT THE NEXT STOP FOR US TO GO BUZZ AND GET BACK ON, THIS WILL PREVENT US AS PEOPLE TO BE WRITTEN A TICKET!....LAST BUT NOT LEAST BE CONSIDERING FOR HOMELESS PEOPLE AND HOMELESS FAMILIES.
432	WOULD LIKE TO BE ABLE TO PURCHASE TICKET ON BOARD TRAIN.
432	TRAINS ARE PACKED ON WEEKDAYS BETWEEN 4 AND 6 PM. PLEASE ADD MORE TRAINS DURING RUSH HOUR I CAN BARELY FIT MY BIKE DURING PEAK HOURS ,WOULD ALSO LIKE MORE TRAIN STOPPING AT SAN ANTONIO DURING RUSH HOUR 7 TO 9 AM AND 4 TO 6 PM
432	CONSIDERING THE JOB CALTRAIN HAS, OVERALL THE SERVICE IS VERY GOOD.
432	BE SURE TO CHECK THE BLUE BLOCK.I HAVE A WALKING PROBLEM. I NEED TO USE THE ASSIST LANE WHEN I GET ON WITH LUGGAGE ON WAY TO TRAIN STATION. SINCE I DON'T USE AN ASSIST LIKE A CANE, ONCE THE TRAIN DIDN'T HELP ME EVEN THOUGH I WAVED.IM ALWAYS AFRAID ILL MISS MY TRAIN BUT WHEN THEY DO SEE ME THE SERVICE IS GREAT.
432	I HAVE BEEN A CALTRAIN RIDER FOR 20 PLUS YEARS AND OVERALL HAVE ENJOYED THE SERVICE PROVIDED, SOME OF MY SURVEY ANSWERS ARE BASED ON THE ACCUMULATION OF RECENT TRIPS WITH CALTRAIN.
432	ALTHOUGH I DO NOT LIVE IN THE BAY AREA OR CALIFORNIA I GREW UP HERE AND HAVE ALWAYS VALUED THE MASS TRANSIT SYSTEM, MOST OF ALL CALTRAIN ONLY VISIT NOW ABOUT 3 TIMES A YEAR EXCUSE THE PRINTING ITS HARD TO WRITE WHILE MOVING.
432	THE MORNING AND EVENING RUSH HOUR TRAINS ARE FREQUENTLY PACKED WITH COMMUTERS. MANY TIMES SEATS ARE NOT AVAILABLE, WHICH MAKES FOR TRANSIT. CAN WE INCREASE THE NUMBER OF CARS PER TRAIN? OR ADD A FEW MORE TRAINS DURING THE PEAK HOURS? THANKS
432	FIRST DAY IN THE US, FIRST TIME ON CAL TRAIN. STAFF IS WAY FRIENDLIER THAN IN EUROPE, TRAIN WAS ON TIME! GOOD JOB
432	I THINK CALTRAIN IS A GREAT WAY TO TRAVEL, I WOULD LOVE FOR CALTRAIN TO UPGRADE BUT I THINK IT IS AWESOME!
433	CONSIDER BETTER SECURITY DURING BIG EVENTS AND/OR WEEKENDS. NEVER HAVE A PROBLEM DURING THE WEEK, BUT ROWDY DRUNKS ON THE WEEKEND CAN BE OFF PUTTING AND AT TIMES INTIMIDATING.
433	GOOD TRIP

<b>Train</b>	<b>Comment</b>
433	VERY GOOD!
433	I LOVE THE NEW SAN BRUNO STATION, VERY CONVENIENT. THE SAN BRUNO STATION DID NOT HAVE THE SCHEDULE POSTED ON ALL BULLETIN BOARDS NORTH BOUND.
433	GET AN APP FOR UPDATED TIMINGS
433	TO ME AND MY MOM IT IS A 4
433	I GET TO PLACES FAST AND RELIABLY WITH CALTRAIN. HONESTLY THE ONLY PROBLEM WITH CALTRAIN IS HOW FAR I LIVE FROM IT.
433	NEED MORE TRAINS DURING COMMUTING HOURS. GET NEW TRAINS.
433	A SNACK BAR WITH DRINKS, SANDWICHES, BEER. MAYBE A SMOKING TRAIN. LOWER PRICES A BIT. THE FARTHER THE TRIP IS THE FURTHER YOU GO THE LESS YOU PAY.
433	MORE EXPRESS SERVICE PLEASE
433	I LOVE CALTRAIN AND HOW IT CONVENIENT IT MAKES MY TRAVELS. BUT PLEASE RESTOCK YOUR TAMPON/PAD DISPENSERS!
433	I GET TO WHERE I NEED TO GO AND FAST AND CONVENIENTLY. MORE TRAINS MORE FREQUENTLY WOULD GET ME ON HERE MORE OFTEN.
433	I LIKE THE MANY CONDUCTORS I'VE MET OF LATE. I REMEMBER MANY BEFORE WERE INCREDIBLY RUDE. PLEASE DON'T STRAND CHILDREN AT HIGH CRIME STATIONS IF THEY LOST OR FORGOT THEIR CLIPPER CARD OR OTHERWISE. KEEP THEM ON UNTIL SAFE STATION IS REACHED, OFFER A PHONE CALL.
433	IF A PASSENGER DOES NOT HAVE A TICKET/CLIPPER CARD, DO NOT REMOVE THEM FROM THE TRAIN BEFORE INSURING THEY HAVE A SAFE WAY HOME OR A CELL PHONE TO CALL A FRIEND/FAMILY MEMBER. ESPECIALLY FOR MINORS. I WAS KICKED OFF THE TRAIN I WAS 13 WITH NO MONEY, CELL PHONE, OR WAY TO GET BACK. PLEASE WATCH OUT FOR CHILDREN EVEN IF THEY ARE STUPID FOR NOT PURCHASING A TRAIN TICKET! THANK YOU!
433	OFTEN TIMES CHILDREN MAKE THE MISTAKE OF BOARDING WITHOUT A TICKET. REGARDLESS OF INTENTION, PLEASE BE SURE THAT BEFORE HAVING THEM GET OFF YOU CHECK TO SEE IF THEY HAVE A WAY TO GET HOME SAFELY, SOMEONE TO CALL, ETC. I'VE SEEN MANY PEOPLE STRANDED BEFORE BUT IT IS ESPECIALLY SCARY FOR A KID IN AN UNFAMILIAR AREA WITH NO PHONE OR WAY TO GET HOME, THANK YOU!
433	CHARGING PORTS ON-BOARD WILL BE A GREAT ADDITION.

<b>Train</b>	<b>Comment</b>
433	ALL GOOD
433	GREAT.
433	THE BATHROOM WAS DARK AND CREEPY, I WOULD NOT CHANGE MY CHILD ON THE GRAFFITI COVERED UNCLEAN LOOKING CHANGING TABLE. WE ONLY RIDE CALTRAIN 2-3 TIMES A YEAR. IT WOULD BE NICE TO HAVE SIGNAGE WHERE RESTROOM ARE ON THE TRAIN.
433	I REALIZE IT IS A BORING JOB, BUT MANY TIMES CONDUCTORS ARE SO BUSY TALKING TO ONE ANOTHER IN THE FOYERS OF THE TRAIN(OR LOOKING AT THEIR SMART PHONE)THAT THEY DON'T ATTEND TO BUSINESS, EG.CHECK TICKETS OR TELL RIDERS TO GET THEIR FEET OUT OF SEATS, ETC. I HAPPEN TO KNOW THEY ARE VERY WELL PAID SO SHOULD BE GRATEFUL THEY EVEN HAVE A JOB, LET ALONE A WELL PAID ONE!
438	PLEASE MAKE MORE CLEAR IN THE STATION ANNOUNCEMENT. THANKS.
438	I DON'T TAKE CALTRAIN THAT OFTEN UNLESS I GO TO SF BUT I HAVE ALWAYS HAD A GREAT EXPERIENCE. THANK YOU.
438	TWO THUMBS UP
438	I'D LIKE TO SEE HIGHER FREQUENCY AND TRAINS BOTH N AND S BOUND IN THE MORNING HOURS ON WEEKDAYS. ALSO HIGHER FREQUENCY OF SHUTTLES TO AND FROM CALTRAIN STATIONS.
438	I WAS SURPRISED AND A BIT DISAPPOINTED THAT THE LATEST TRAIN BACK FROM SJ ON SATURDAY WAS AS EARLY AS 10:30 P. WHY DO YOU NOT HAVE ANYTHING LATER.
438	NORTHBOUND TRAIN SERVICE STOPS TOO EARLY ON WEEKENDS.
438	NO BROCHURES THAT I SAW AVAILABLE AT STATIONS. VERY LITTLE HUMAN STAFF AT STATIONS. NOT VERY USER-FRIENDLY FOR THOSE NEW TO CALTRAIN.
438	MY ANSWER TO THE QUALITY OF BATHROOMS DOES NOT APPLY TO THE TRAIN NUMBER LISTED ON THIS SURVEY. THIS IS MY RETURN TRIP. ON THE TRAIN I TOOK EARLIER TODAY IT APPEARED THAT SOMEONE MIGHT HAVE THROWN UP IN THE BATHROOM SINK.
438	OVERALL CALTRAIN IS THE BEST MODE OF TRANSPORTATION ON THE PENINSULA. HOWEVER LIVING NEAR THE TRACK IT WOULD BE GREAT IF THE CONDUCTOR WOULD NOT LAY ON THE AC THE ENTIRE WAY FROM BURL AVE TO SM STN.
438	THANK YOU

Train	Comment
438	VERY SATISFIED. KEEP UP THE GOOD WORK. MAY GOD BLESS YOU ALL.
438	ANNOUNCEMENTS ON TRAIN DELAYS OVER SOUND SYSTEM SF VERY MUFFLED FOURTH AND KING.
438	HAD FLUORESCENT LIGHTS THAT FLICKERED THE ENTIRE TRIP.
438	I WOULD LIKE IT IF THE CALTRAIN GOT WIFI LIKE AMTRAK AND SANTA CRUZ HWY 17 EXPRESS HAS DONE. ALSO STUDENT DISCOUNTS WOULD BE GREAT.
438	TRAIN IS TOO COLD TO WHERE I CAN'T STAND IT. I'VE NEVER BEEN ON A TRAIN, BUS OR AIRPLANE WHERE IT'S SO COLD. WHOEVER IS IN CHARGE OF THE AC NEEDS TO TURN IT DOWN. DON'T KNOW IF IT'S STANDARD FOR SO MUCH OR TOO MUCH AC.
438	MORE FREQUENT EXPRESS TRAINS ESP ON THE WEEKENDS
438	(1)NEED ABILITY TO PAY PARKING ONLINE TO RESERVE SPOT IN CASE YOU FORGET TO PAY IT OR EVEN ALLOW PAYMENT OF PARKING AT ANY CALTRAIN STOP WHILE YOU ARE ON THE TRAIN.(2)WE SHOULD NOT NEED TO CLIP OFF, OTHER TRANSPORTATION SYSTEMS(EX.NY)HAVE FIGURED OUT A ONE TIME CLIP ON FEE AND NO CLIP OFF.
438	WE WOULD LIKE TO SEE (1)MORE TRAINS/MORE FREQUENT SERVICE(2)MORE BIKE SPACE
438	SEVERAL IMPROVEMENTS(1)MORE BABY BULLET SERVICES IN THE WEEK DAY AM THERE ARE SEVERAL BABY BULLETS IN THE MORNING THAT ARE ALL STANDING ROOM ONLY.TO INCREASE REVENUE THERE SHOULD BE MORE SERVICES SINCE THE TRAIN CAN ONLY BE 5 CARS(2)WHEN THERE ARE SERVICE DELAYS THERE NEEDS TO BE NO DOMINO EFFECT TRAINS SHOULD NOT AFFECTED OR BEHIND.
438	MORE CARS ADDED-PEOPLE HAVE TO STAND IN AISLES, MORE FREQUENT SB TRAINS WOULD BE NICE IF MORE CARS IS NOT POSSIBLE. MORE EXPRESS TRAINS, INCLUDING ON WEEKENDS.
438	ADD WIFI AND MORE POWER OUTLETS
438	OVERCROWDING ON WEEKDAY TRAINS AT PEAK TIMES IS BECOMING A PROBLEM AND NEEDS BETTER ENFORCEMENT.
441	1=VERY DISSATISFIED. I DO NOT GET PARKING IN THE CALTRAIN STATION. DIRIDON AFTER 8:00AM I NEED TO TAKE THE EARLY TRAIN 6:45 WHICH AGAIN SLOWS DOWN NEAR SFO BECAUSE THERE IS A TRAIN IN FRONT OF US. THIS OCCURS FREQUENTLY + THEY NEED TO FIGURE OUT SOMETHING FOR THIS.

Train	Comment
441	I LOVE CALTRAIN! THE EASE OF USE! PLEASE KEEP IT UP! I WOULD LOVE A FEW MORE TRAINS ON THE WEEKEND (OR LEAVING AT :30 AFTER THE HOUR INSTEAD OF :17) AS MANY MEETINGS/UNITY END AT TOP OF THE HOUR IN FINANCIAL DISTRICT. THANK YOU!
441	I LIKE THANK YOU...SO MUCH.
441	NIL
441	LATE WEEKEND CALTRAIN FROM SF TO SJ.
441	I REALLY LIKED WHEN I SAID `GOOD MORNING' THE CALTRAIN EMPLOYEE SAID `WELCOME ABOARD'.
441	MORE BIKE SPACES ON BABY BULLET.
441	MORE BIKE CARS OR CAPACITY DURING PEAK TRAVEL TIMES, ALLOW EXTRA BIKES ON (OVER 4 PER RACK) WHEN FULL, DO NOT EJECT OR REFUSE SERVICE PLEASE! THANK YOU!
441	OVERALL ENJOY EXPERIENCE, ONE CAR HAS BROKEN AIR CONDITIONING 4:33 BULLET SF TO SJ.
441	AT SOME STATIONS WHERE THERE IS AN OPEN PLATFORM (SUCH AS MTN. VIEW) IT IS HAZARDOUS OR DIFFICULT TO GET TO TRAINS BY CROSSING THE TRACKS, ESP. WHEN 2 TRAINS SHOW UP @ SAME TIME. THIS IS PROBLEM THE SINGLE GREATEST SAFETY ISSUE FOR CALTRAIN.
441	OVERALL EXPERIENCE HAS BEEN GOOD.
441	OVERALL, I HAVE A POSITIVE EXPERIENCE ON CALTRAIN THOUGH I TAKE THE NB TRAIN THAT GETS TO SAN CARLOS AT 9:23 IT IS PRETTY CONSISTENTLY 5-8 MIN LATE.
441	CONDUCTORS HAVE BEEN VERY COURTEOUS AND HELPFUL. REAL TIME UPDATE OF CALTRAIN DELAYS WOULD BE HELPFUL. PAYMENT SYSTEM NEEDS A RELOOK. OVERALL EXPERIENCE OF RIDING CALTRAIN HAS BEEN GREAT.
441	KEEP UP THE GOOD WORK.
441	I KNOW PEOPLE COMPLAIN ABOUT DELAYS ON TWITTER, BUT I THINK DELAYS HAVE GOTTEN BETTER IN THE LAST YEAR.
441	I DON'T FIND PARKING SPACE AT HILLSDALE THOUGH I HAVE MONTHLY PARKING PASS, IF PARKING IS FULL DO NOT SELL PARKING TICKETS FOR THAT STATION!! CALTRAIN ALWAYS HAS DELAYS. IT'S BETTER TO ANNOUNCE IT MUCH EARLIER, TICKETS ARE EXPENSIVE WITH RESPECT TO CALTRAIN ABILITY & DELAYS.

Train	Comment
441	IT WOULD BE MOST WELCOMED IF CALTRAIN SEATS/CUP HOLDERS/ARM RESTS EVEN APPEARED TO BE WIPED-DOWN/CLEANED ONCE-IN-A-WHILE(!)
441	I HAD HIP SURGERY. SEATS ARE REALLY LOW TO GROUND. WOULD BE NICE IF SEATS WERE RAISED A FEW INCHES.
441	NO CLIPPER CHARGING AT 22ND & LAWRENCE. CLIPPER MACHINE AT 4TH IS SLOW! TOO MANY BREAKDOWNS!
441	MORE MODERATE HORN USAGE, YIKES! OTHERWISE Y'ALL ARE AMAZING.
441	MORE INFO ABOUT WHEN I NEED TO RESWIPE MY CLIPPER, BETTER INTEGRATION WITH VTA.
441	NEED OF ADDITIONAL TRAINS DURING GIANTS SEASON (DAILY COMMUTERS SOMETIMES CANNOT GET ON THE TRAIN BECAUSE OF TOO MANY GIANTS FANS ->UNACCEPTABLE).
441	MORNING TRAINS ARE CONSTANTLY LATE, AND ARE GETTING INCREASINGLY MORE CROWDED. I FREQUENTLY GET STUCK WITH STANDING ROOM ONLY, AND AVOID EARLIER BULLET AND EXPRESS TRAINS BECAUSE OF HOW CROWDED IT GETS.
441	BETTER CHARGE TICKETS AS STATION WISE NOT ZONAL WISE(BART SYSTEM)
441	CAN WE HAVE EXPRESS TRAINS TO AND FROM SANTA CLARA TO PALO ALTO IN AM AND PM PLEASE? THANKS.
441	PLEASE DO MORE TO SUPPORT BICYCLES ON CALTRAIN
441	OVERALL I LIKE RIDING CALTRAIN. I UNDERSTAND THINGS HAPPEN, BUT THIS TRAIN IS ALWAYS LATE.
441	I PREFER THIS TO DRIVING.
801	THERE ARE A LOT IF BEAUTIFUL WOMEN ON THESE TRAINS, KEEP UP THE GOOD WORK.
801	HOW LONG BEFORE MOST OF THE TRAINS ARE THE NEWER MODEL? WHAT ABOUT RETRO FITTING OLD TRAINS WITH ELECTRICAL OUTLETS?
801	BEING CHARGED 20 BUCKS FOR PARKING ON EVENT DAY SUCKED.
801	IT'S RIDICULOUS THAT TRAIN RIDERS NEED TO PAY MORE FOR PARKING IF THERE IS AN EVENT AT SAP CENTER, IT SHOULD ALWAYS BE \$5.

<b>Train</b>	<b>Comment</b>
801	WEEKEND PARKING OF \$20 IS NOT ACCEPTABLE, NOT SURE WHY CALTRAIN CUSTOMERS HAVE TO PAY \$20, IT IS COSTING THE SAME AS MY CALTRAIN TICKET TO S.F.
801	IN THE SAN JOSE DIRIDON STATION, IT IS VERY CONFUSING TO FIND YOUR TRAIN ON THE WEEKEND. DURING THE WEEKDAYS, IT IS POSTED. I WOULD LIKE IT TO BE POSTED FOR THE WEEKEND SERVICE AS WELL, AS I HAVE MISSED A TRAIN DUE TO THIS CONFUSION.
801	VERY EASY TO GET AROUND. CONVENIENT TIMES.
801	I NOW LIVE OUT-OF-STATE AND GREATLY MISS CALTRAIN. PEOPLE SHOULD LIVE ELSEWHERE WITH LIMITED OR NO PUBLIC TRANSPORTATION FOR A TRUE AWAKENING!
801	WANT MORE BULLETS AT NIGHT TO SOUTH.
801	FOR FIRST TIME PASSENGERS, INSTRUCTIONS AND SIGNS AS TO WHERE TICKETS SHOULD BE BOUGHT AND CLIPPER CARDS BE TAGGED ARE VERY UNCLEAR AND NOT VISIBLE, THIS BEING SAID FROM MY EXPERIENCE AND OTHERS AS WELL.
801	NOT ENOUGH VENDING TICKET MACHINES AT STATION. THERE SHOULD BE AT EACH END AS WELL IN THE CENTER. NEED MORE TRAIN, LONGER TRAINS ON WEEKENDS. VERY CROWDED!
801	PARKING FINE. TICKETS FINE. ON TIME - ALMOST. WISH CALTRAIN WERE BETTER FUNDED. NOT QUITE EUROPE.
801	HOW TO USE THE CALTRAIN IS NOT CLEAR TO BEGINNERS; YOU SHOULD PUT EXPLANATORY NOTICES AT TICKET MACHINES!
801	MORE BULLET TRAINS ON WEEKENDS.
801	I LOVE CALTRAIN! I WISH THERE WERE MORE TRAINS DURING PEAK WEEKDAY TIMES. EVERY TRAIN I'M ON IS NOW PACKED AFTER 2 STOPS AND THEY SEEM TO BE GETTING MORE CROWDED ALL THE TIME. I ALSO WISH THERE WERE MORE EXPRESS TRAINS ON THE WEEKEND. CONDUCTORS AND DELAY UPDATES ARE GREAT.
801	ELIMINATE ALCOHOL ON ALL TRAINS.
801	DELAYS ARE NOT ALWAYS COMMUNICATED, OTHER TWITTER SITES HAVE MORE CURRENT INFORMATION COMPARED TO CALTRAIN. OPEN ALCOHOL ON TRAINS CAN BECOME UNPLEASANT-ESPECIALLY IN P.M. EXPRESS TRAINS.
801	FIRST TIME TRAVELER.
801	AC WAS OUT FOR ABOUT A WEEK WHICH WAS VERY UNPLEASANT.



Train	Comment
801	WI-FI IS NEEDED ON TRAIN. MORE CARS PLEASE, TRAINS ARE TOO CROWDED. ON TIME, ON TIME, ON TIME, PLEASE.
801	THE TICKET MACHINE DOES NOT GIVE MORE THAN \$1.50 BACK WHEN YOU PAY IN CASH. TO BE IMPROVED!
801	OVERALL, I'M VERY SATISFIED. CONDUCTORS ARE NICE AND TRAINS ARE CLEAN. HOWEVER DURING COMMUTING HOURS THE TRAINS DO NOT HAVE THE SEATING CAPACITY THAT THEY SHOULD, THE LARGE MAJORITY OF THE TIME I'M SITTING IN STEPS OR STANDING DURING WEEKDAYS, MAYBE ADD MORE CARS TO THE TRAINS! OR TRAINS THAT MAXIMIZE SEATING CAPACITY FOR PEAK TRAVEL HOURS!
801	I AM TRAVELING ON CALTRAIN FOR THE FIRST TIME; AM VISITING THE U.S. FOR A WEEK (I AM FROM INDIA). THE TRAIN WAS ON TIME, IS FAST, AND BEST OF ALL, BEING A DOUBLE-DECKER. I GET A SCENIC VIEW FROM THE TOP. THANK YOU. P.S. THE TICKET KIOSK ON THE PLATFORM WAS VERY EFFICIENT AND USEFUL AS WE JUST GOT TO THE PLATFORM IN THE NICK OF TIME.
801	PARKING WAS \$20 BECAUSE OF AN EVENT AT SAP CENTER. WE SHOULDN'T HAVE TO PAY THAT PRICE BECAUSE OF THE EVENT, WE SHOULD PAY THE NORMAL \$5.
801	PLEASE DO NOT RAISE PARKING PRICES FOR PASSENGERS WHEN SAP CENTER IS HOSTING EVENTS.
801	HAD TO PAY EXTRA FOR PARKING DUE TO EVENT AT SAP CENTER, CALTRAINS SHOULD ACCOMMODATE THEIR RIDERS, NOW HAD TO PAY DOUBLE!
801	THANK YOU FOR BEING KIND AND COURTEOUS!
801	I AM VERY IMPRESSED - I AM VISITING FROM STL,MO.
801	2 OF 4 TICKET MACHINES AT SUNNYVALE STATION DON'T WORK.
801	CALTRAIN NEEDS MORE EXPRESS TRAINS. SOME STOPS SHOULD BE ELIMINATED COMPLETELY.
801	OVERALL TICKETING AND OPERATIONS SHOW A LOT OF INEFFICIENCIES AND WASTE. CURRENT TICKETING METHODS ARE HONOR BASED WHICH TRANSLATES INTO LOST REVENUE. REAL TIME UPDATES/NEW TECH IS BARELY IMPLEMENTED AND NOT EXPANDING ROUTES TO COVER ALL THE BAY IS LAUGHABLE.
801	YOU NEED TO POST TRACK INFO ON TICKETS SO WE CAN FIND OUT WHICH TRACK A PARTICULAR TRAIN IS ON.
801	POST WHAT GATE TO GET ON.

<b>Train</b>	<b>Comment</b>
801	DIRIDON STATION NEEDS TO LABEL THE DEPARTURE TIMES WITH THE TRACKS IN THE TUNNEL, LIKE HOW S.F. DOES IT.
804	HAVE NEVER HAD A PROBLEM TRAVELING WITH CALTRAIN.
804	I WOULD LIKE TO SEE CLOSER INTEGRATION BETWEEN BART AND CALTRAIN AROUND ARRIVE/DEPART TIMES AT MILLBRAE, I OFTEN MISS HOURLY TRAINS BY MINUTES DUE TO HAVING TO SWITCH FROM A DALY CITY BART THAT WON'T CONTINUE TO MILLBRAE.
804	I LOVE IT!
804	WOULD LIKE MORE TRAINS AFTER 11 AM. MAYBE EVERY 30 MINUTES INSTEAD OF THE 1 HOUR GAP. EG: 11:31 AM, 12:31 PM, 1:31 PM - TOO LONG A GAP. THANKS.
804	MY FIRST TIME TO RIDE.
804	NEED TO IMPROVE TRAIN MAINTENANCE, SOMETIMES TRAINS WILL BE BREAKING DOWN DAILY. TRAINS ARE TOO CROWDED.
804	REALLY NEED UPDATED TRAINS TO AVOID BREAKDOWNS, NEED IMPROVED TECHNOLOGY AND REAL TIME UPDATES AND BETTER WAYS TO COMMUNICATE MAJOR DELAYS. ON GAME NIGHTS, WORK COMMUTERS MUST BE REWARDED FOR THE INCONVENIENCE.
804	BIKES SHOULD NOT BE ALLOWED ON CALTRAIN.
804	TOO MUCH DELAY! RESTROOMS ON OLD CALTRAIN TRAIN ARE INCREDIBLY DIRTY!
804	MAKES SURE THE AIR CONDITIONING IS WORKING IN ALL CARS. ALSO - MORE CARS FOR PASSENGERS ON MOST POPULAR RUNS (7:30 AM, 7:45 AM, 5:33 PM, ETC.)
804	MECHANICAL FAILURES ARE SCARILY FREQUENT AND RIDERS COULD BE BETTER ALERTED OF TRAVEL DELAYS. ONBOARD WI-FI IS A BIG ASK, BUT WOULD BE GREAT FOR TECH COMMUTERS. MORE POWER OUTLETS TOO PLEASE. REAL TIME UPDATES ABOUT TRAIN DELAYS AT THE STATION AND ON SOCIAL MEDIA PLEASE.
804	THE PEOPLE AT THE CUSTOMER SERVICE CALL CENTER ARE VERY FRIENDLY! I ALSO APPRECIATE THE CLEAR ONLINE INSTRUCTIONS FOR CLIPPER CARD USERS. FASTER WEEKEND TRAINS WOULD BE NICE.
804	WOULD LOVE TO HAVE WI-FI ON BOARD, EVEN IF I NEED TO PAY FOR IT. WOULD ALSO BE GOOD TO RE-EVALUATE WHETHER ONE OF THE TRAINS STOPPING AT CAL AVE BUT NOT SAN ANTONIO CAN INSTEAD STOP AT SAN ANTONIO.

<b>Train</b>	<b>Comment</b>
804	HI, HAVE A GOOD DAY! AND THE PEOPLE NEED TO SAY THE STOPS CLEARER. BUT YA BESIDES THAT GOOD JOB!
804	I PUT 4 FOR CONDUCTOR COURTESY BECAUSE THEY NEED TO ANNOUNCE THE ARRIVAL STATIONS MORE CLEARLY. I WISH THEY WOULD ENUNCIATE THEIR WORDS RATHER THAN SOUNDING ROTE, BORED, AND BLURRING THEIR WORDS.
804	PLEASE DO SOMETHING ABOUT PEOPLE WITHOUT BIKES SITTING IN BIKE CARS. IT'S REALLY HARD TO KEEP AN EYE ON BIKES. PEOPLE KEEP THEIR BAGS ON SEATS AND SOMETIMES DO NOT COOPERATE WHEN ASKED FOR THOSE SEATS. MORE BIKE RACKS ARE HIGHLY APPRECIATED.
804	TRAINS LEAVING TERMINAL STATIONS ALMOST ALWAYS ON TIME, BUT I FREQUENTLY SEE DELAYS (BY 5-10 MINS) AT MILLBRAE TO SAN FRANCISCO IN THE MORNINGS. THIS ISN'T USUALLY A PROBLEM BUT OCCASIONALLY THE MESSAGES AREN'T BROADCAST ON THE ELECTRONIC NOTICE BOARD WHICH MAKES ESTIMATING ARRIVAL TIMES DIFFICULT.