

**CALTRAIN CUSTOMER SATISFACTION SURVEY
MAY 2019**

VERBATIM COMMENTS

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OVERVIEW

Within the 2019 Caltrain Onboard survey, 1,227 respondents (47%) provided a comment of some type at the end of the survey. These comments have been arranged into categories, and train numbers provided.

- Peak riders were only slightly more likely to provide a comment (49%) than Off-peak (46%) and Weekend (39%) riders.
- Among weekday service types, riders were equally likely to provide comments. On weekdays, 49% of bullet riders provided a comment compared to 48% of weekday local and 48% of limited riders. On weekends, the split was slightly larger with 41% of bullet riders and 39% of weekend local riders providing a comment.
- Riders in non-bike cars (48%) were slightly more likely to provide comments than riders in bike cars (46%).
- Riders who rated their Overall Caltrain Experience as Somewhat Dissatisfied (2.0 out of 5.0) were most likely (66%) to provide a comment, followed by 58% of those who were Very Dissatisfied (1.0 out of 5.0). However, it should also be noted that these two groups are small, accounting for only 166 out of the 3,070 passengers surveyed.
 - Additionally, 51% of riders whose satisfaction was neutral (3.0 out of 5.0) or left the satisfaction rating blank provided a comment.
 - Those who rated their overall experience as Very Satisfied or Somewhat Satisfied (4.0 - 5.0 out of 5.0) were least likely (44%) to provide a comment.

Trains 289 and 804 had the lowest share of respondents providing comments (33% for both). Trains 441 (64%), 206 (63%), 381 (59%), and 206 (57%) had the highest share of respondents who provided a comment.

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

- Schedules/frequency (25%)
- Delay Information/Service Announcements/Updates (13%)
- Fares/fare policy/ticket validation procedures (12%)
- Train/car condition/comfort of ride (11%)

Comments on schedules/frequency were the top category across every major sub-group – regardless of time/day they were riding, type of car (bike/regular), or level of satisfaction.

There were some additional differences by sub-groups:

- Those in a bike car (10%) were more than twice as likely to comment on bikes/bike cars as respondents making comments overall (4%).
- While 5% of all respondents making comments provided a general compliment, 11% of weekend riders provided such a comment.
- While 9% of riders overall who provided a comment mentioned crowding/seat availability, this was of greater concern to Weekday Bullet riders (13%); it also appeared to be a motivating factor for lower satisfaction, with 18% of those who said they were Somewhat Dissatisfied bringing up the topic.

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

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

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

COMMUNICATIONS

Delay Information/Service Announcements/Updates

Delay Information/Service Announcements/Updates

I EXPERIENCED EXTREME DELAYS RECENTLY AND THE COMMUNICATION ABOUT THOSE DELAYS WAS NOT COMMUNICATED WELL. MORE INFORMATION NEEDS TO BE GIVEN IN SITUATIONS WHERE DELAYS ARE GREATER THAN 30 MINUTES.

TRAIN:101

MAYBE MORE OR LONGER TRAINS AT PEAK HOURS? MORE TRAINS BETWEEN 7 AND 8PM

TRAIN:101

IMPOSSIBLE TO GET INFO WHEN SOMETHING GOES WRONG. CAN'T MAKE SENSE OF THE TWITTER UPDATES.

TRAIN:143

IF THERE CAN BE A WAY TO INFORM PEOPLE THAT THE TRAIN WILL BE DELAYED AND HOW LONG BEFORE SOMEONE GETS ON. FOR EXAMPLE: TWITTER SENDS NOTIFICATIONS WHAT TRAINS WILL BE DELAYED AND HOW LONG SO PEOPLE CAN NOT GET ON OR TAKE AN EARLIER TRAIN.

TRAIN:143

BETTER ACCESSIBILITY TO LIVE UPDATES FOR DELAYED TRAINS.

TRAIN:143

SITE UPDATES ON PORTAL-ANY DELAYS, ANY ANNOUNCEMENTS.

TRAIN:143

THE ON BOARD ANNOUNCEMENT SYSTEM NEEDS UPDATES. THERE ARE MANY TIMES YOU CAN'T HEAR ANNOUNCEMENTS AND STOPS ARE COMING UP.

TRAIN:150

GETTING SMS MESSAGES ON TRAIN DELAYS WOULD BE NICE.

TRAIN:150

LATE NIGHT TRAIN OPERATORS CAN BE OBNOXIOUS - ABUSE THE PA WITH UNFUNNY VOICES ETC. - VERY UNPROFESSIONAL CONDUCTORS NEED TO ANNOUNCE WHERE TRAIN IS GOING BEFORE TRAIN DEPARTS

TRAIN:151

BETTER COMMUNICATION.

TRAIN:190

DELAYS DUE TO ACCIDENTS ARE TOO FREQUENT. ONE TRAIN CAN BLOCK ALL OTHER TRAINS.

TRAIN:190

IT IS DIFFICULT TO GET A SEAT DURING PEAK HOURS. HARD TO HEAR ON BOARD ANNOUNCEMENTS.

TRAIN:190

MOBILE APP NEEDS TO SHOW TRAINS DELAYED.

TRAIN:192

Delay Information/Service Announcements/Updates

CLARITY OF ON BOARD ANNOUNCEMENTS ARE GENERALLY CLEAR AND RELATED TO TIME. WHEN IT RELATES TO ACCIDENTS ON TRACKS - INFO SHOULD BE RELEASED PRIOR TO BOARDING INSTEAD OF IMMEDIATELY WHEN TRAIN TAKES OFF AND YOU ARE STUCK ON NOT MOVING TRAIN FOR AN HOUR.

TRAIN:192

MOST CONDUCTORS TALK TOO FAST FOR ONBOARD ANNOUNCEMENTS.

TRAIN:192

ELECTRIC SIGN DELAY

TRAIN:192

I ENJOY THE RIDES. SOMETIMES THE ANNOUNCEMENT SPEAKER WON'T WORK AND I MISS MY STOP, BUT, OVERALL, IT'S A GOOD EXPERIENCE.

TRAIN:192

CALTRAIN DELAY ANNOUNCEMENTS ARE INAUDIBLE.

TRAIN:197

BETTER UPDATES ABOUT DELAYS.

TRAIN:197

WHEN THERE IS A BIG UNEXPECTED DELAY, IT'S HARD TO KNOW WHEN I CAN EXPECT TO GET TO MY DESTINATION.

TRAIN:197

THERE'S A TENDENCY TO REPORT "FIVE MINUTES LATE" WHEN THE TRAIN ACTUALLY LEAVES ON TIME THAT I FIND ANNOYING.

TRAIN:197

ON 5/2/19, TRAIN 195 WAS SUPPOSED TO DEPART FROM TRACK 5. CONDUCTOR SAID, "DON'T WORRY, IT WILL COME SOON." I WAITED AND WAITED AND THEN THE TRAIN CAME ON TRACK 3.

TRAIN:197

ANNOUNCEMENTS ON TRAIN ARE HARD TO UNDERSTAND.

TRAIN:197

ON 5-2-19, I WAS IN SAN JOSE STATION AT 8:35 PM. THEY CHANGED THE TRACK FOR MY TRAIN WITHOUT LETTING ANYONE KNOW, I ASKED THE CONDUCTOR, HE GAVE US WRONG INFORMATION.

TRAIN:197

STATION DIGITAL SIGNAGE IS INCONSISTENT AND I DON'T TRUST IT. I TRUST THE TWITTER BECAUSE IT IS CONSISTENT AND NOT UPDATED FREQUENTLY OR DURING DELAYS.

TRAIN:197

OVERALL, I LIKE CALTRAIN BUT WHEN THERE ARE DELAYS AND TRAINS STOP IN ALL DIRECTIONS. I NEVER KNEW WHEN THEY HAVE STARTED AGAIN.

TRAIN:197

Delay Information/Service Announcements/Updates

ANNOUNCEMENTS NOT MADE REGULARLY ON STATIONS. MOST OF THE TIME THEY ARE NOT HEARD.

TRAIN:206

LEARN TO COMMUNICATE BETTER!

TRAIN:206

TRAIN SPEAKERS HAVE INCONSISTENT VOLUME. SOME TRAIN CARS HAVE THEM TOO LOUD, OTHERS TOO SOFT.

TRAIN:206

ANNOUNCEMENTS ARE HARD TO UNDERSTAND. UPDATES ON DELAYS DON'T HAPPEN SOON ENOUGH.

TRAIN:206

CLEARER MESSAGES ON DELAYED TRAINS AND HOW THE SCHEDULE IS ADJUSTED. I MODIFY MY WORK SCHEDULE TO AVOID TRAINS.

TRAIN:207

HOW IS IT THAT WE DON'T HAVE WI-FI? WHY AREN'T CLIPPER CARD HOLDERS TEXTED DELAYS IN REAL TIME? OVERALL, I AM GRATEFUL FOR THE TRANSPORTATION BUT WE ARE AN INCREDIBLY POOR EXAMPLE OF PUBLIC TRANSIT RELATIVE TO WHAT I'VE SEEN IN ASIA AND EUROPE.

TRAIN:207

TRAINS BREAK ALL OF THE TIME! PEOPLE GET HIT WAY TOO OFTEN. PEOPLE ON TRAINS AFFECTED BY THESE ISSUES NEVER GET CLEAR COMMUNICATION FROM CALTRAIN ON STATUS OR ALTERNATIVE ROUTES.

TRAIN:207

ANNOUNCEMENTS DO NOT WORK OR ARE INAUDIBLE IN SOME CARS.

TRAIN:207

MOST OF THE ISSUES I'VE EXPERIENCED WITH DELAYS ARE WHEN THERE IS A STRIKE, WHICH IS COMPLETELY UNDERSTANDABLE, BUT THE INFORMATION AT THE STATION OR ONLINE CAN BE SPARSE OR CONFUSING, ESPECIALLY FOR INFREQUENT RIDERS.

TRAIN:207

THEY JUST KEEP ADDING MINUTES LATE, NO PREDICTIONS

TRAIN:216

WHEN TRAINS ARE DELAYED (30 MIN AND NO ARE COMING AT OFF TIMES, KNOWING THE TRAIN # IS HELPFUL BUT KNOWING ITS STOPS WOULD BE EVEN MORE HELPFUL. THERE ISN'T USUALLY TIME TO SEE IF A TRAIN YOU NORMALLY DON'T TAKE IS GOING WHERE YOU NEED TO GO.

TRAIN:216

DIGITAL UPDATES NEED TO BE GREATLY IMPROVED. TO REPORT DELAYS AFTER THEY HAPPEN DOES NOT HELP SOMEONE THAT HAS TO WALK 15-20 MINUTES TO THE STATION.

TRAIN:217

Delay Information/Service Announcements/Updates

OFTEN, PARTICULARLY ON CERTAIN TRAINS, THE ANNOUNCEMENTS ARE NOT LOUD ENOUGH.
TRAIN:217

I RELY ON CALTRAIN TWITTER FOR ACCURATE INFO ON TRAIN DELAYS. HOWEVER, TRAIN CONDUCTORS DO NOT HAVE THIS INFO - SHOULD BE AWARE AND ANNOUNCE TO ALL PASSENGERS/MANY OF WHICH ARE NOT AWARE OF CALTRAIN TWITTER DIGITAL BOARDS DON'T REFLECT DELAYS THAT ARE KNOWN TO CALTRAIN TWITTER. THE INFO EXISTS IT JUST NEEDS TO BE REFLECTED AT THE SAME TIME ACROSS ALL COMMON CHANNELS.
TRAIN:217

WISH IT WAS EASIER TO GET REAL TIME UPDATES OUTSIDE OF TWITTER.
TRAIN:217

BETTER THAN BART! QUIETER, I FEEL SAFER AND CLEANER. MORE SEATING WOULD HELP AND SOME TRAIN SPEAKERS DON'T WORK FOR ONBOARD ANNOUNCEMENTS. IN-APP UPDATES FOR DELAYS WOULD BE PREFERRED AND RELYING ON TWITTER FOR INFO DURING DELAYS; BUT, OVERALL, NOT A BAD EXPERIENCE
TRAIN:217

BETTER THAN BART! QUIETER, I FEEL SAFER AND CLEANER. MORE SEATING WOULD HELP AND SOME TRAIN SPEAKERS DON'T WORK FOR ONBOARD ANNOUNCEMENTS. IN-APP UPDATES FOR DELAYS WOULD BE PREFERRED AND RELYING ON TWITTER FOR INFO DURING DELAYS; BUT, OVERALL, NOT A BAD EXPERIENCE
TRAIN:217

DELAY ANNOUNCEMENT ACCIDENT CAN BE IMPROVED. INSTEAD OF JUST INFORMING DELAY TIME (E.G. 45 60 MIN), MORE INFO WILL BE USEFUL FROM POINT OF DAILY COMMUTER.
TRAIN:217

MORE AND FASTER UPDATES AND INSIGHT INTO DELAYS WOULD BE GREAT
TRAIN:217

HARD TO KNOW WHEN THERE IS DELAY
TRAIN:217

COMMUNICATION BREAK-DOWN DURING LARGE-SCALE ACCIDENTS DELAYS
TRAIN:217

NO CONSISTENTLY GOOD WAY TO GET UPDATES ON DELAYS.
TRAIN:217

WOULD APPRECIATE BETTER COMMUNICATIONS OF A MAJOR DELAY ESPECIALLY AT STATIONS. MANY TIMES, I HAD TO JUST FOLLOW THE FLOW WITHOUT KNOWING WHAT EXACTLY HAPPENED
TRAIN:217

NO REASON FOR DELAYS POSTED.
TRAIN:222

Delay Information/Service Announcements/Updates

I ENJOY TAKING CALTRAIN. I JUST GET FRUSTRATED WHEN THE DELAYS ARE NOT COMMUNICATED IN A TIMELY WAY.

TRAIN:222

THE ROBOT VOICE YOU GUYS USE TO ANNOUNCE THINGS AT STATIONS DOESN'T EVEN PRONOUNCE SOME THINGS CORRECTLY AND IT'S PRETTY FUNNY.

TRAIN:222

NEED TO WORK ON REAL TIME ANNOUNCEMENT INFO.

TRAIN:225

THERE ARE CARS WHERE YOU CAN HARDLY HEAR THE ANNOUNCEMENTS.

TRAIN:225

ON-TRAIN SPEAKERS SOFT. MORE TIME FOR TRAIN ARRIVAL TIMES ON STATION DISPLAYS.

TRAIN:225

DELAY COMMUNICATION IS NOT ACCURATE AS IT STARTS WITH SAYING FIVE MINUTES AND IT ENDS WITH 40-50 MINUTE DELAYS.

TRAIN:225

CAN'T HEAR ANNOUNCEMENTS ONBOARD TRAINS.

TRAIN:225

NEED MORE CLARITY ON DELAYS WHILE ON BOARD.

TRAIN:225

PLEASE USE A MICROPHONE WHEN DIRECTING PASSENGERS TO THE TRAIN.

TRAIN:225

ANNOUNCEMENTS NEED TO BE CLEARER.

TRAIN:225

ONLY COMPLAINT IS NOT BEING INFORMED ALL THE TIME ABOUT TRAIN SKIPPING NEXT OR MORE STOPS.

TRAIN:232

DELAY REPORTING ON STATIONS IS NOT USEFUL. OFTEN, ITS NOT CLEAR WHICH TRAIN IS ARRIVING. TRAIN NUMBERS ARE NOT CLEARLY WRITTEN ON TRAINS.

TRAIN:232

I HAVE A HEARING DISABILITY MAKES SOME ANNOUNCEMENTS GARBLED.

TRAIN:232

WOULD BE GREAT TO HAVE APP THAT ALERTS ME OF DELAYS

TRAIN:232

STATION ANNOUNCEMENTS VOICE SYNTHESIS IS TERRIBLE AND INACCURATE. REAL TIME STATUS IS RIDICULOUS. EVEN CONDUCTORS HAVE NO INFO.

TRAIN:232

Delay Information/Service Announcements/Updates

SPEAKERS ON BOARD SCRATCHY SOMETIMES.

TRAIN:232

GREATER SPEAKER CLARITY FOR BOTH ON-TRAIN AND STATION ANNOUNCEMENTS. BETTER DELAY PREDICTIONS AT STATIONS AND ONLINE REAL-TIME ARRIVAL AND DELAY INFO IN THE APP. TWITTER DOES NOT WORK THAT WELL.

TRAIN:233

IT WILL BE REALLY GREAT IF THE WEEKEND SERVICES HAVE MORE TRAINS.

TRAIN:233

WOULD BE NICE TO KNOW OF DELAYS BEFORE ARRIVING AT THE STATION.

TRAIN:233

SOMETIMES SPEAKERS ON BOARD TRAINS DON'T SEEM TO WORK AND OR THE VOLUME IS TURNED DOWN.

TRAIN:233

WHEN ANNOUNCING DELAYS AND CHANGES, MESSAGES NEED TO BE CLEARER. IT'S ALWAYS CONFUSING WHEN THERE IS A TRACK CHANGE OR DELAYED TRAIN.

TRAIN:233

ANNOUNCEMENTS FOR SOME TRAINS ON BOARD ARE UNCLEAR/INADEQUATE.

TRAIN:233

DELAY NOTICE: SOMETIMES TRAINS JUST DISAPPEAR FROM BOARDS IF DELAY EXTENDS LONG ENOUGH. PLEASE LET ME KNOW HOW LONG THE DELAY WILL BE FROM THE START, DON'T JUST KEEP ADDING TIME TO DELAYS.

TRAIN:233

BETTER WAY OF ANNOUNCING DELAYS, LIKE THROUGH AN APP.

TRAIN:233

ELECTRONIC SIGNS DO NOT ALWAYS AGREE WITH STATION ANNOUNCEMENTS WHEN TRAINS ARE LATE. ON BOARD ANNOUNCEMENTS ARE OFTEN LACKING DETAILS WHEN TRAIN IS DELAYED

TRAIN:254

HARD TO TELL WHICH TRAIN IS COMING WHEN DELAYED.

TRAIN:254

INFO ON BOARD ABOUT LATE TRAIN IS INCONSISTENT. IT WILL SAY THREE DIFFERENT PREDICTIONS IN THREE DIFFERENT WAYS.

TRAIN:254

LACK OF REAL TIME TRAIN LOCATION INFO IS VERY OLD FASHIONED.

TRAIN:254

Delay Information/Service Announcements/Updates

OUT OF THE THREE TRANSPORTATION METHODS THAT I USE, CALTRAIN RANKS ABOVE BART/MUNI.MY MAIN ISSUE IS THAT WHEN THERE'S A TRAIN BREAKDOWN OR ACCIDENT, COMMUNICATION IS USELESS TO FIGURE OUT WHAT TO DO.

TRAIN:257

THERE WERE NO STATION AUDIO ANNOUNCEMENTS REGARDING TRAIN BOARDING AND DEPARTURE.

TRAIN:257

THE ANNOUNCEMENTS AND UPDATES MADE WHILE ON THE TRAIN HAVE BEEN GREAT - CONDUCTORS SEEM TO GIVE AS MUCH INFO AS THEY ARE ABLE.

TRAIN:257

ANNOUNCEMENTS AT STATIONS ARE DIFFICULT TO HEAR. DELAYS ANNOUNCEMENTS SOMETIMES CONFLICT WITH POSTED SIGNS. IT WOULD BE CLEARER IF DELAYS WERE ONLY POSTED IN THE DELAYED DIRECTION AND NOT ON BOTH SIDES.

TRAIN:262

SOME CARS DO NOT HAVE WORKING SPEAKERS. CONDUCTORS SPEAK OFTEN TOO FAST AND LOW.

TRAIN:262

CAN'T HEAR ONBOARD ANNOUNCEMENTS CLEARLY. NO ON SCREEN DISPLAY AT STATIONS.

TRAIN:262

DISCREPANCY BETWEEN ELECTRONIC PLATFORM SIGN AND RECORDED VOICE ANNOUNCEMENT WHEN ANNOUNCING DELAYS (THEY SAY DIFFERENT TIMES).

TRAIN:267

IF WE COULD HAVE DELAY ANNOUNCEMENTS BY APP.

TRAIN:267

UPDATES ON TWITTER ROCK... MORE ACCURATE DELAY TIMES (UPDATED FOR ALL STOPS) WOULD REALLY HELP!

TRAIN:267

NEED MUCH BETTER NOTIFICATION OF DELAYS.

TRAIN:267

PLEASE IMPROVE ONLINE COMMUNICATION OF DELAYS. TEXT MESSAGES WOULD BE HELP OR A BETTER APP.

TRAIN:267

REAL TIME TRAIN LOCATIONS INFO SHOULD BE MADE AVAILABLE ONLINE

TRAIN:267

NO INDICATION OF STOPS ON THE NEXT TRAIN DURING DELAYS WHEN THERE IS AN ANNOUNCEMENT ON THE NEXT TRAIN. NO ONE KNOWS WHETHER TO GET ON

TRAIN:267

Delay Information/Service Announcements/Updates

CAN YOU POST IF IT'S A BULLET TRAIN OR REGULAR TRAIN? I NEVER KNOW WHICH ONE'S WHICH.
TRAIN:267

COMMUTERS SHOULD BE ABLE TO SIGN UP FOR TEXT OR EMAIL ALERTS FOR THEIR TRAIN NUMBER, SO THEY'RE AWARE OF SIGNIFICANT DELAYS BEFORE THEY LEAVE THEIR WORKPLACE. ENFORCE - KEEP WACKOS AND DRUNKS OFF THE TRAIN

TRAIN:267

DELAYS REPORTED INCREMENTALLY (2M->5M->10->)

TRAIN:268

TEXT ALERTS WOULD BE GREAT. TRACKS AREN'T ALWAYS KNOWN, SO STARTING DIRECTION FOR DELAYS IS WARRANTED. MORE REAL TIME ALERTS IS ALWAYS GREAT.

TRAIN:268

MORE ACTIVE TWITTER ACCOUNT FOR UPDATES WHEN DELAYS HAPPEN. SOME TRAIN CARS HAVE BROKEN P.A. SYSTEM.

TRAIN:268

ANNOUNCEMENTS SOMETIMES TOO LOUD. DELAY INFORMATION/ UPDATES CAN GET CONFUSING.

TRAIN:268

ELECTRIC ANNOUNCEMENTS AT STATIONS ARE TERRIBLE. WILL SAY ON TIME UNTIL FIVE MINUTES BEFORE ARRIVAL AND THEN SAY TWO MINUTES LATE AND KEEP ADDING MINUTES ONE AT A TIME. IT HAPPENS EVEN WHEN THERE IS A FATALITY ON TRACKS AND THE TRAIN WILL BE DELAYED

TRAIN:268

NO STATION OR ONLINE RUNNING LATE STATUS UNTIL ITS ALREADY LATE AT STATION (UNLESS CATASTROPHIC)

TRAIN:268

DURING TRAIN STOPPAGES (EQUIPMENT FAILURE, SUICIDE, ACCIDENT) IT WOULD BE GREAT IF WE GOT MORE FREQUENT AND DETAILED UPDATES. ALSO, PULL INTO A STATION A LET US GET OFF AND TAKE ALTERNATIVES (MUNI, BART, SAMTRANS, ETC.).

TRAIN:268

CALTRAIN CAN COMMUNICATE BETTER WHEN THERE'S A DELAY DUE TO TRAIN MALFUNCTION, ETC. MAYBE SENDING RIDERS A TEXT MESSAGE. OVERALL, CALTRAIN IS NOT BAD COMPARED TO BART.

TRAIN:268

GREAT JOB WITH THE TWITTER ANNOUNCEMENTS WHEN THERE ARE DELAYS.

TRAIN:268

MANY ONBOARD SPEAKERS ARE TOO LOUD OR DON'T WORK AT ALL.

TRAIN:268

Delay Information/Service Announcements/Updates

ANNOUNCEMENTS AT STATIONS COULD BE CLEARER. PLATFORM/STATIONS DON'T ALL HAVE ELECTRONIC SIGNS.

TRAIN:273

INFO WHEN THERE IS A PROBLEM IS AWFUL. BETTER PREDICATIONS OF HOW DELAYS WILL AFFECT TRAINS

TRAIN:273

NEED BETTER COMMUNICATION OF MAJOR DELAYS

TRAIN:273

WE NEED A MAP OF TRAINS DURING SERVICE DISRUPTORS AS WELL AS AN ESTIMATE OF WHEN TRAINS WILL START MOVING.

TRAIN:277

PLEASE REPORT DELAYS MORE ACCURATELY!

TRAIN:277

NO ANNOUNCEMENTS THAT CONSTRUCTION WILL CAUSE DELAYS. WAS STUCK FOR AN HOUR DUE TO SIGNALING ISSUE ONCE.

TRAIN:277

ANNOUNCEMENTS CAN BE BETTER

TRAIN:277

THE OVERALL SERVICE IS GREAT, BUT IF THERE ARE DELAYS THE WAIT BECOMES 30 - 60 MINUTES WITHOUT ANY MEANS OF KNOWING WHEN THE DESTINATION WOULD BE REACHED! THAT IS VERY STRESSFUL. THANKS!

TRAIN:277

TERRIBLE AT ALERTING DELAYS

TRAIN:277

E BOARDS CAN SHOW OUTDATED INFO. DELAYS DUE TO AN ACCIDENT

TRAIN:277

BETTER SIGNAGE.

TRAIN:277

WOULD LIKE TO RECEIVE TEXT ALERTS FOR DELAYS

TRAIN:282

TIME DELAYS POSTED CAN CHANGE EVERY MINUTE

TRAIN:282

I OFTEN CAN'T HEAR THE ANNOUNCEMENTS ON THE LATE-NIGHT TRAINS.

TRAIN:282

TRAIN DELAY ESTIMATE IS ALWAYS INACCURATE.

TRAIN:282

Delay Information/Service Announcements/Updates

SOME TRAIN CARS HEAR ANNOUNCEMENTS.

TRAIN:282

COMMUNICATION OF DELAYS AT THE SF STATION CAN BE IMPROVED - THE SIGNS ARE NOT PRESCRIPTIVE ENOUGH, ANNOUNCEMENTS ARE NOT LOUD/CLEAR ENOUGH WHEN THERE'S A LOT OF PEOPLE. THIS IS IMPORTANT WHEN I COULD'VE MADE ALTERNATIVE PLANS.

TRAIN:282

OCCASIONALLY CANNOT HEAR TRAIN ANNOUNCEMENTS. DURING DELAYS, VERY UNCLEAR ON WHEN ENDPOINT SF TRAINS WILL ARRIVE/LEAVE - IF TRAIN IS NOT AT STATION IS IT 10 MINUTES OR 30 MINUTES? AN ESTIMATE IN STATION OR ON TWITTER WOULD BE GOOD WHEN A NB DELAY IS DELAYING SB DEPARTURES IN SF

TRAIN:282

AUTO EMAILS OR TEXT SIGN UPS FOR DELAYED TRAINS WOULD BE NICE. IF THAT EXISTS, I HAVEN'T BEEN ABLE TO FIND IT.

TRAIN:282

CONSIDER TEXT MESSAGE ALERTS FOR SIGNIFICANT DELAYS

TRAIN:282

PLATFORM ANNOUNCEMENTS WHEN TRAINS ARE DELAYED/CANCELED/CHANGED

TRAIN:282

MORE ANNOUNCEMENTS AT ALL TIMES OF TRAIN NUMBER DEPARTING.

TRAIN:282

WHEN GREATER THAN 30 MINUTE DELAYS EXPECTED, MORE SPECIFIC ETA'S WOULD BE MUCH APPRECIATED.

TRAIN:288

BAD AUDIO SPEAKERS ON SOME TRAINS.

TRAIN:288

STATION ANNOUNCEMENTS NOT UNDERSTANDABLE

TRAIN:288

IT WOULD BE GREAT IF DELAYS WERE BETTER COMMUNICATED ONLINE OR AT THE STATION. CONDUCTORS DO A GOOD JOB EXPLAINING DELAYS ON BOARD.

TRAIN:289

IN GENERAL, GOOD EXPERIENCE. I WOULD PREFER MORE FREQUENT SOCIAL MEDIA REPORTING ABOUT DELAYS.

TRAIN:289

WHEN DELAYED, STOP TALKING WITH THE TRAIN NUMBER. WE DON'T KNOW THE TRAIN NUMBER.

TRAIN:289

SPEAKER SYSTEM IN SOME CARS DOESN'T WORK.

TRAIN:313

Delay Information/Service Announcements/Updates

ON BOARD ANNOUNCEMENTS ARE BARELY AUDIBLE. WOULD BE NICE TO HAVE A DIGITAL DISPLAY ONBOARD.

TRAIN:313

DURING DELAYS THE CALTRAIN TWITTER HAS MUCH MORE INFORMATION THAN IS PROVIDED ON THE TRAIN. IT SEEMS AS IF THERE IS A DISCONNECT BETWEEN THE CAUSE OF THE DELAYS AND THAT INFORMATION GETTING TO THE TRAIN STAFF AND PASSENGERS. IT SHOULDN'T BE THAT HARD TO GIVE PASSENGERS ESTIMATES ON THE LENGTH OF DELAYS.

TRAIN:313

INCREASED VOLUME OF SPEAKERS AT EACH STATION SO PEOPLE CAN HEAR THE ANNOUNCEMENTS, THE SAME APPLIES TO TRAINS. MORE FREQUENT UPDATES WHEN THERE ARE DELAYS.

TRAIN:313

PLEASE PROVIDE REAL TIME ESTIMATES WHENEVER THERE IS A DELAY.

TRAIN:313

DELAYS ARE NOT PROPERLY ANNOUNCED OR UPDATED.

TRAIN:313

DELAYS AND INFORMATION ABOUT THEM AND ALTERNATIVE TRANSPORT IS UNACCEPTABLE.

TRAIN:313

VERBAL STATION ANNOUNCEMENTS ARE OFTEN MUCH TOO HARD TO HEAR BECAUSE THE VOLUME IS TOO LOW OVER THE SPEAKER SYSTEM.

TRAIN:324

CALTRAIN IS VERY GOOD AT LISTING 10-20 MINUTE DELAYS, BUT LONGER THAN THAT AND YOUR BOARDS LIST THEM AS ON TIME.

TRAIN:324

THE LACK OF REAL TIME DELAY INFORMATION WHEN USING AN APP IS FRUSTRATING WHEN GAUGING WHEN TO LEAVE THE OFFICE.

TRAIN:324

I WISH THERE WERE ELECTRONIC PLATFORM SIGNS AT MORGAN HILL STATION INFORMING RIDERS OF TRAIN DELAYS.

TRAIN:329

CONDUCTORS ARE ALWAYS LESS INFORMED THAN THE TWITTER ACCT DURING DELAYS. HELP THEM OUT!

TRAIN:329

MORE UPDATES AT STATIONS WOULD BE NICE.

TRAIN:329

YOUR CONDUCTORS ARE LESS INFORMED THAN YOUR TWITTER ACCOUNT.

TRAIN:329

Delay Information/Service Announcements/Updates

WOULD LOVE BETTER NOTIFICATION SYSTEM FOR DELAYED TRAINS - MOBILE APP PUSH NOTIFICATIONS OR GENERAL ON TIME STATUS?
TRAIN:329

WHEN THERE IS MAJOR DELAYS THERE IS NO WAY TO KNOW, OTHER THAN CHECKING TWITTER.
TRAIN:329

SPEAKERS ON TRAINS - SOMETIMES CAN'T HEAR A THING CONDUCTOR SAYS
TRAIN:329

SPEAKERS ARE DIFFICULT TO UNDERSTAND.
TRAIN:329

CONSTANT ACCIDENTS OF HITTING PEDESTRIANS AND TRAINS BEING MASSIVELY DELAYED. AFTER DELAY, THERE IS NO GOOD INFO TO HELP US PLAN WHAT WE SHOULD DO.
TRAIN:330

I WISH THERE WAS A WAY TO KNOW HOW FULL TRAINS ARE TO KNOW WHETHER TO GET ON OR GET ON ANOTHER, ESPECIALLY AT NIGHT, SINCE I HAVE MORE FLEXIBILITY AND THEY'RE ALWAYS MORE PACKED THAN IN THE AM.
TRAIN:330

ANNOUNCEMENT MUMBLED, NOT ALWAYS CLEAR. DELAYS AND REASONS IS NOT EASY TO FIND
TRAIN:360

THE TRAIN PA SYSTEM IS BARELY AUDIBLE.
TRAIN:360

INFORMATION DURING LONG DELAYS ISN'T VERY CONSISTENT
TRAIN:360

IN SOME TRAINS, YOU CANNOT HEAR OVERHEAD SPEAKER.
TRAIN:360

REAL TIME INFORMATION ON TRAIN DELAY IS NOT THERE OR NOT ACCURATE
TRAIN:365

I LOVE MY CALTRAIN COMMUTE. I WISH ARRIVAL ALERT TIME WAS REAL-TIME, SIMILAR TO MUNI AND BART.
TRAIN:365

REPORT ON DELAYS SHOULD BE BETTER.
TRAIN:365

SHOULD GET PUSH NOTIFICATIONS FOR TRAIN DELAYS YOU CARE ABOUT.
TRAIN:365

APP DOESN'T COMMUNICATE DELAYS. IT'S NEARLY IMPOSSIBLE KNOWING WHAT WILL HAPPEN WITH YOUR TRAIN IF THERE IS AN ISSUE WITH YOUR OR AN EARLIER TRAIN.
TRAIN:376

Delay Information/Service Announcements/Updates

NEEDS MORE LIVE UPDATES.

TRAIN:376

BETTER NOTIFICATIONS ON MOBILE FOR DELAYS.

TRAIN:381

KNOWING THAT A TRAIN IS DELAYED 10 MINUTES EVERY 10 MINUTES ISN'T GOOD. ANOTHER IT WOULD BE BETTER TO KNOW A BETTER ESTIMATE EARLIER. DON'T FEEL GREAT WAITING 60 MINUTES FOR A LATE TRAIN.

TRAIN:381

NEED BETTER SPEAKERS, BETTER COMMUNICATION OF DELAYS ON SOCIAL MEDIA.

TRAIN:381

THE TAGGING SYSTEM FOR MONTHLY PASS HOLDERS IS REALLY STUPID. WE PAY FOR A MONTHLY PASS. IT SHOULD JUST WORK AND NOT NEED TAGGING.

TRAIN:381

WHEN THERE'S A 'TRESPASSER STRIKE', COMMUNICATION AND UPDATES ARE CHALLENGING - I'VE BEEN STUCK TWO TO THREE HOURS WITH MINIMAL UPDATES. IT'S FRUSTRATING TO NOT KNOW IF IT'S FASTER TO DISEMBARK AND USE OTHER OPTIONS

TRAIN:381

INFORMATION ABOUT INCIDENTS IS LACKING. WHERE IS MY TRAIN? JUST A GPS LOCATION WOULD HELP.

TRAIN:381

IN STATION COMMUNICATION OF DELAYS COULD BE BETTER ONLINE. COMMUNICATION NEEDS A LOT OF IMPROVEMENT. A PARTICULARLY BAD RECENT INCIDENT: THE DOWNED POWER LINE LEAVING TAMIEN. I WAITED FOR A NB TRAIN AT PALO ALTO TILL 11 SOMETHING BEFORE FINALLY TAKING THE ECR TO DALY CITY TO CONNECT W/ MUNI. THE LEAST YOU COULD'VE DONE WAS GIVE ANY DELAY ESTIMATE AT ALL, EITHER OVER THE LOUDSPEAKER OR ONLINE (CALTRAIN SITE, TWITTER) YOU MIGHT'VE EVEN CONSIDERED RUNNING A BUS BRIDGE - I FIND "TRESPASSER STRIKE" TO BE A COLD/DYSTOPIAN EUPHEMISM

TRAIN:385

NEED BETTER ANNOUNCEMENT FOR DELAYS

TRAIN:385

COMMUNICATION OF DELAYS GREAT ON TRAINS (WITH REAL PEOPLE) HAVE HAD SEVERAL POOR EXPERIENCES WITH LACK OF USEFUL INFO ON TRAIN STATIONS (PALO ALTO, HILLSDALE) - I TRAVEL TO CLIENTS, CAN BE A 7AM - 6PM DAILY COMMUTE, OR NOT AT ALL DEPENDING ON MONTH - THE STAFF HAVE ALL BEEN GREAT! 3 YRS. AGO I BROKE MY LEG AND THEY'RE ALL AMAZING AT HELPING ME EACH WAY ON SF - PA COMMUTE

TRAIN:385

NO CLARITY WHEN DELAYS HAPPEN.

TRAIN:385

Delay Information/Service Announcements/Updates

SPEAKERS FOR ANNOUNCEMENTS ARE NOT WORKING IN SOME CARS.

TRAIN:385

BETTER COMMUNICATIONS DURING DELAYS ON BOARD (IT WOULD BE GOOD TO KNOW WHEN WE CAN SWITCH TRAINS).

TRAIN:385

SPEAKERS ON SOME TRAINS, ESPECIALLY THE NEW TRAINS, ARE TOO QUIET TO HEAR!

TRAIN:424

CONDUCTORS COULD HAVE BEEN MORE HELPFUL WITH ALTERNATE TRANSPORTATION TO AIRPORT WHEN THE TRAIN WAS DELAYED DUE TO A SUICIDE. NOT CLEAR WHO SHOULD BE APPROACHED BY DISABLED RIDER TO GET A SEAT ON PACKED TRAIN

TRAIN:432

ITS GREAT IF EVERYTHING GOES AS EXPECTED, BUT IF THERE'S A DELAY, ANNOUNCEMENTS AT STATIONS ARE FREQUENTLY UNCLEAR

TRAIN:432

SO IMPOSSIBLE TO HEAR ANNOUNCEMENTS OF STOPS BY CONDUCTOR

TRAIN:432

CAN'T USUALLY HEAR ANNOUNCEMENTS.

TRAIN:432

CONDUCTOR IS NOT ALWAYS CLEAR ON SPEAKER.

TRAIN:433

IF CALTRAIN HAD REAL TIME SCHEDULES AND COULD INFORM YOU VIA MOBILE APP THAT ITS RUNNING LATE, IT WOULD BE AWESOME. OVERALL, GREAT TO HAVE AVAILABLE.

TRAIN:438

ANNOUNCEMENTS CAN NOT BE UNDERSTOOD. EITHER TOO LOUD, OR TOO FAST OR UNINTELLIGIBLE. NEED ON CAR DISPLAY FOR STOPS!

TRAIN:441

SOMETIMES THE TRAIN STOPS AND WE DON'T GET ANY INFORMATION AS TO WHY THAT IS. MORE COMMUNICATION IS PREFERRED. ALSO, SOME ANNOUNCEMENT BOX IS HARD TO HEAR SHOULD FIX

TRAIN:801

CLEARER INSTRUCTIONS ON WHAT TO DO IF THERE IS AN ISSUE.

TRAIN:804

DIGITAL SIGNS INSIDE CALTRAIN TO KNOW CURRENT OR NEXT STOP.

TRAIN:804

App/Phone/Website/Internet

App/Phone/Website/Internet

WOULD BE GOOD TO HAVE AN OFFICIAL CALTRAIN APP WITH SCHEDULE AND UPDATES.

TRAIN:101

PLEASE ADD MORE TRAINS, ESPECIALLY IN THE EVENING TO MORGAN HILL/ SOUTH COUNTY.

TRAIN:143

THE WEBSITE SCHEDULE SEEMS TO BE OFF BY A COUPLE OF MINUTES LAST TIME I USED IT, AND I MISSED MY TRAIN.

TRAIN:151

BETTER APP WOULD BE GREAT.

TRAIN:190

NO MOBILE PUSH NOTIFICATION FOR DELAYS.

TRAIN:190

I LIKE THE CALTRAIN. I THINK THERE ARE TOO MANY WEIRD DELAYS AND CHANGES, THOUGH. IT HARDER TO RELY ON.

TRAIN:192

MOBILE APP IS NOT USER FRIENDLY. TIMETABLES ARE SMALL AND TRIP PLANNING IS TOO COMPLICATED. USE THE BART APP AS A MEASURE AND IMPROVE. OVERALL THOUGH, TRAINS ARE GREAT! I ENJOY TAKING CALTRAIN.

TRAIN:195

I USED THE MOBILE APP LAST MONTH. IT DID NOT WORK, SO I NOW PAY CASH WITH A PAPER TICKET NOW.

TRAIN:197

UPDATE THE APP.

TRAIN:207

A DEDICATED MOBILE APPLICATION OR IN LIVE TRAIN TRACKER

TRAIN:216

BETTER APP W/ REAL TIME INFORMATION (TWITTER SHOULDN'T BE MAIN APPROACH)

TRAIN:216

MOBILE APP SHOULD SHOW LIVE DELAYS.

TRAIN:217

PHONE APP W/ TRAIN REAL TIME STATUS IS NEEDED/GPS LOCATOR ON MAP.

TRAIN:217

WISH IT WAS EASIER TO GET REAL TIME UPDATES OUTSIDE OF TWITTER.

TRAIN:217

App/Phone/Website/Internet

I WOULD LOVE IT IF CALTRAIN USED INSTAGRAM FOR UPDATES BECAUSE I DON'T USE TWITTER. THE MOBILE APP NEEDS UI/UX IMPROVEMENT TO REDUCE MULTI-CLICK BEHAVIOR.

TRAIN:217

TWITTER ACCOUNT EXCELLENT

TRAIN:225

MOBILE APP COULD USE IMPROVEMENT. USING PHONE AS CLIPPER CARD, MONTHLY PASS AND STORING TICKETS.

TRAIN:225

BETTER MOBILE APP

TRAIN:232

BETTER ONLINE PRESENCE. LIKE CALTRAIN

TRAIN:233

TWITTER UPDATES HAVE BEEN HELPFUL - THANKS!

TRAIN:233

SOMETIMES THE WEBSITE IS VERY DIFFICULT TO NAVIGATE. ESPECIALLY WHEN TRYING TO GET INFORMATION ABOUT DISCOUNT PASSES

TRAIN:233

TRAIN DELAY NOTIFICATIONS IN THE OFFICIAL APP WOULD BE VERY USEFUL.

TRAIN:233

FREQUENCY: WEEKEND FREQUENCY MAKES THEM FRUSTRATING TO USE.

TRAIN:233

MOBILE APP IS VERY SLOW.

TRAIN:262

MOBILE APP OF DELAYS TIME TABLES WOULD HELP A LOT.

TRAIN:262

THE ADDITIONS OF BIKE CARS WAS VERY HELPFUL BUT STILL NEED WAYS TO UNDERSTAND IF THERE IS AVAILABILITY OF BIKE SPACE ON AN INCOMING TRAIN.

TRAIN:267

NEED MORE TAG MACHINES AT SAN CARLOS PLATFORMS

TRAIN:267

NON-CAUCASIAN MALE WITH BEARD ALWAYS RUSHING! CLOSING DOOR TWO MINUTES BEFORE TRAIN DEPARTURE. EACH STOP HE'S SO QUICK TO CLOSE DOORS AND ANNOUNCES TRAIN STOPS TOO QUICK.

TRAIN:267

App/Phone/Website/Internet

THE CURRENT PARKING SITUATION AT HILLSDALE IS HORRIBLE. THERE ARE ONLY 30 SPACES TO THE WEST OF THE TRACKS WHERE THERE USED TO BE A COUPLE HUNDRED. I REALIZED THERE'S AN ONGOING ELECTRIFICATION PROJECT (THAT'S SHOWN NO ACTIVITY IN >30DAYS) BUT ALL THE SPOTS TO THE NORTH AND WEST OF THE STATION ARE GONE TOO.

TRAIN:267

CALTRAIN TWITTER IS A FANTASTIC RESOURCE AND SHOULD BE PUBLICIZED MORE!

TRAIN:267

ENHANCE APP FOR EASIER TRACK THE TRAIN AND DELAYS.

TRAIN:268

HAPPY OVERALL! A BETTER APP WOULD HELP

TRAIN:268

NEED A SINGLE MOBILE APP FOR ALL THINGS CALTRAIN, I DON'T HAVE TWITTER.

TRAIN:268

LACK OF REAL TIME STATIONS ON APPS IS FRUSTRATING

TRAIN:273

IN THE MOBILE APP, THERE ARE NO TIME TABLES OR REAL HELP - IT LITERALLY JUST OPENS THE TRAIN WEBSITE.

TRAIN:277

MOBILE APP - REAL TIME SCHEDULE IS VERY SLOW OR DOWN MOST OF THE TIME.

TRAIN:282

HAVE BETTER COVERAGE OF TRAIN TIMELINES ONLINE

TRAIN:282

THERE NEEDS TO BE MORE CUSTOMER SERVICE AVAILABLE REAL TIME.

TRAIN:282

APP CAN PROVIDE MORE INFO/SERVICE

TRAIN:288

CALTRAIN APP SHOULD HAVE REAL TIME INFO.

TRAIN:313

VERBAL STATION ANNOUNCEMENTS ARE OFTEN MUCH TOO HARD TO HEAR BECAUSE THE VOLUME IS TOO LOW OVER THE SPEAKER SYSTEM.

TRAIN:324

OVERALL GREAT AND LOVE THE TWITTER ACCOUNT

TRAIN:329

PLEASE PUT GPS TRACKERS ON TRAINS SO RIDERS CAN LOCATE THE TRAIN IN REAL TIME VIA THE APP.

TRAIN:329

App/Phone/Website/Internet

GET BETTER MOBILE PLATFORM W/ REAL TIME SCHEDULE.

TRAIN:330

NEED MOBILE APP FOR TICKETS. NEED BETTER WEBSITE

TRAIN:330

CAL TRAIN APP - CAN SEE IN REAL TIME WHEN TRAIN ARRIVES AT STATION BUT CAN'T SEE WHERE THAT TRAIN STOPS - NEEDS TO BE INCLUDED. SHOULD REVIEW APP EXPENSES.

TRAIN:376

I WOULD APPRECIATE IT IF THERE IS A WEBSITE/MOBILE APP TO RECHARGE CLIPPER CARD

TRAIN:381

YOUR TWITTER GAME IS SOLID.

TRAIN:381

WOULD BE GREAT TO HAVE ACCESS TO FULL SCHEDULE IN THE CALTRAIN APP.

TRAIN:421

REAL-TIME FORECAST OF ARRIVAL ON CALTRAIN.COM AND STATION ELECTRONIC BOARDS IS NOT VERY ACCURATE.

TRAIN:424

EVERY HOME GIANTS DAY GAME IS A FIASCO. MANAGEMENT NEEDS TO ADJUST TRAIN LENGTHS TO HAVE EXTRA CARS FOR TRAINS TALKING GIANTS FANS HOME AFTER DAY GAMES

TRAIN:432

NEW APP IS AWESOME!

TRAIN:432

THE NEWER TRAINS SMELL LIKE AN outhouse.

TRAIN:433

IF CALTRAIN HAD REAL TIME SCHEDULES AND COULD INFORM YOU VIA MOBILE APP THAT ITS RUNNING LATE, IT WOULD BE AWESOME. OVERALL, GREAT TO HAVE AVAILABLE.

TRAIN:438

ON LINE SCHEDULES AND TRIP PLANNERS ARE SORELY LACKING.

TRAIN:438

WE NEED TO ADD SHUTTLE SERVICES TO THE APP AS WELL

TRAIN:441

Signage/Printed Schedules/Communication

Signage/Printed Schedules/Communication

DISPLAY TRAIN NUMBERS ON THE TRAIN.

TRAIN:143

NEED MORE SCHEDULES POSTED AT STATION PLEASE

TRAIN:151

MORE SIGNS POSTED. SPEAKERS AREN'T LOUD ENOUGH WHEN ANNOUNCING

TRAIN:190

PLEASE BE SPECIFIC ABOUT THE TRAIN NUMBERS. PLEASE PUT ARROW AS DIRECTION TOWARDS THE TRAIN OF CALTRAIN DESTINATIONS.

TRAIN:190

IT WOULD BE NICE IF ELECTRONIC SIGN ON SOUTHBOUND PLATFORM WAS UPDATED TO REFLECT SERVICE TO SAN FRANCISCO AT MOUNTAIN VIEW. THE DISPLAY ONLY SHOWED THE SOUTHBOUND TRAINS.

TRAIN:197

SIGNAGE IS ABYSMAL. NEVER CLEAR WHICH PLATFORM TO TAKE AT TAMIEN OR DIRIDON.

TRAIN:207

WHEN TRAINS ARE DELAYED (30 MIN AND NO ARE COMING AT OFF TIMES, KNOWING THE TRAIN # IS HELPFUL BUT KNOWING ITS STOPS WOULD BE EVEN MORE HELPFUL. THERE ISN'T USUALLY TIME TO SEE IF A TRAIN YOU NORMALLY DON'T TAKE IS GOING WHERE YOU NEED TO GO.

TRAIN:216

IT WOULD BE GREAT TO HAVE MORE FREQUENT TRAINS.

TRAIN:217

DETAIL PREDICTIONS OFTEN INACCURATE.

TRAIN:222

THERE HAVE BEEN A FEW TIMES WHERE THE ELECTRONIC PLATFORM SIGNS WERE WRONG. TRAINS DON'T HAVE (FOR THE MOST PART) THE TRIP # (I GOT ON THE WRONG TRAIN IN PALO ALTO BECAUSE OF THIS.

TRAIN:225

PLEASE ADD TRACK NUMBER ON ELECTRONIC PLATFORM SIGNS.

TRAIN:225

INSUFFICIENT PARKING AT SUNNYVALE.

TRAIN:225

IT WOULD BE HELPFUL TO HAVE A SCREEN ON THE TRAIN THAT SHOWED WHAT STOPS WE ARE AT.

TRAIN:233

Signage/Printed Schedules/Communication

SIGNS AT STATION: I DON'T CARE ABOUT ARBITRARY TRAIN NUMBERS. BOARDS SHOULD SHOW THE STOPS FOR A GIVEN TRAIN. BOARDS IN EUROPE ARE FAR MORE INFORMATIVE!

TRAIN:233

TOO MANY PEOPLE GET CONFUSED ON THE SCHEDULE OF TRAINS AT STATION PLATFORM. MAKE IT (TRAIN SCHEDULE) ELECTRONIC

TRAIN:254

ELECTRONIC SIGNS DO NOT ALWAYS AGREE WITH STATION ANNOUNCEMENTS WHEN TRAINS ARE LATE. ON BOARD ANNOUNCEMENTS ARE OFTEN LACKING DETAILS WHEN TRAIN IS DELAYED

TRAIN:254

ELECTRONIC PLATFORM SIGNS SHOULD SAY IF TRAIN WILL BE EARLY

TRAIN:267

CAN YOU POST IF IT'S A BULLET TRAIN OR REGULAR TRAIN? I NEVER KNOW WHICH ONE'S WHICH.

TRAIN:267

UPDATE DIRECTIONAL SIGNAGE AT SOME STATIONS.

TRAIN:268

STATION BOARDS SOMETIMES HAVE DELAYED ANNOUNCEMENTS - NOT TIMELY OR ACCURATELY UPDATED.

TRAIN:273

BETTER DELAY NOTIFICATIONS.

TRAIN:277

SF STATION ANNOUNCEMENTS ARE UNINTELLIGIBLE. SF STATION IS IN DESPERATE NEED OF UPGRADE: BATHROOMS, FLOORING, WAYFINDING. OTHER STATIONS ON THE LINE SEEM FINE/GOOD

TRAIN:282

SF STATION IS HONESTLY ONE OF THE WORST TRAIN STATIONS I'VE BEEN IN. I GET YELLED AT ALL THE TIME AND THE BATHROOMS ARE ABSOLUTELY DISGUSTING

TRAIN:282

I LIKE CALTRAIN AS IT GETS ME OFF THE ROAD AND ALLOWS ME TO USE MY BIKE AT BOTH ENDS OF MY COMMUTE. I THINK SIGNAGE AND COMMUNICATION COULD BE GREATLY IMPROVED. I IMAGINE FOR A NOVICE THAT IT WOULD BE CHALLENGING. I SUGGEST THAT YOU LOOK AT OTHER TRAIN MODELS THAT WORK - JAPAN AND EUROPE.

TRAIN:313

PLATFORM SIGNS SHOULD SHOW THE NUMBER OF MINUTES UNTIL THE NEXT TRAIN, NOT HOW LATE IT IS.

TRAIN:313

EXTRA SIGN BOARD NEEDED AT RAIL CROSSING

TRAIN:329

Signage/Printed Schedules/Communication

SIGNS ON PLATFORMS COULD BE MUCH MORE HELPFUL IN COMMUNICATING WHICH TRAIN IS ARRIVING OR DEPARTING FROM WHICH PLATFORM.

TRAIN:329

GET BIGGER ELECTRONIC SIGNS - TOO SMALL TO READ CURRENTLY.

TRAIN:330

DIGITAL MAPS INSIDE THE TRAINS SHOWING ACTUAL LOCATION.

TRAIN:330

IT WOULD HELP IF INSTRUCTIONS ON HOW TO BUY TICKETS/WHERE TO GO/ WHICH PLATFORM WAS CLEARER

TRAIN:330

THE STATION SIGNS CAN BE CLEARER.

TRAIN:330

CLEANLINESS SHOULD BE IMPROVED.

TRAIN:365

THERE IS NOT ENOUGH SIGNAGE INDICATING CALTRAIN TICKETS ARE DIFFERENT FROM BART TICKETS AT MILLBRAE. GARY CRAWFORD IS INNOCENT

TRAIN:365

SPECIFIC TO SAN JOSE DIRIDON STATION TRAINS DEPARTING ON PLATFORMS OFTEN NOT EASY TO IDENTIFY. I HAVE SEEN SEVERAL PEOPLE MISSING THEIR TRAIN DUE TO BEING CONFUSED ABOUT WHICH TRAIN IS HEADING TO SF OR TAMMEN WHEN TRAINS ARE STANDING ON BOTH SIDES OF PLATFORM.

TRAIN:381

MAPS SHOULD SHOW ALL REGIONAL AND MUNICIPAL RAIL SERVICES. ELECTRONIC BOARDS SHOULD BE REDESIGNED TO SHOW MORE TRAINS.

TRAIN:381

IT'S VERY CONFUSING TO IDENTIFY TRACK NUMBERS AT THIS STATION. SO MUCH, YOU MISS YOUR TRAIN TRYING. HOW ABOUT A SIGN IN THE MIDDLE OF THE TUNNEL LIKE: ONCE OFF THE RAMP IN FRONT OF YOU ROTATION YOU ARE AT THE CORRECT #

TRAIN:385

THE BATHROOM AREA SMELL THROUGHOUT THE FIRST LEVEL OF THE NEWER TRAINS IS CONSISTENTLY TERRIBLE. IT GIVES MY WIFE HEADACHES AND NAUSEA! CAN'T CALTRAIN USE AIR FRESHENERS? THANK YOU!

TRAIN:424

REAL-TIME FORECAST OF ARRIVAL ON CALTRAIN.COM AND STATION ELECTRONIC BOARDS IS NOT VERY ACCURATE.

TRAIN:424

Signage/Printed Schedules/Communication

I HAD LUGGAGE AND WASN'T CLEAR ON WHICH CARRIAGE TO GO TO FOR STORAGE.

TRAIN:432

I AM QUITE DISSATISFIED WITH STATION ELECTRIC SIGNAGE. THE ELECTRIC SIGNS AT STATIONS SHOULD COLOR CODE THE TRAINS BY SERVICE LEVEL AND SHOW MORE THAN THE NEXT TWO TRAINS.

TRAIN:433

BETTER SIGN POSTING ON THE PLATFORM (I.E. PLATFORM NUMBER ON THE PLATFORM).

TRAIN:801

STATION SIGNS NEED MORE INFO. STOPPING TYPE, DESCRIPTION ETC.

TRAIN:801

FARE PAYMENT

Clipper System

Clipper System

CLIPPER EXPERIENCE: I'VE HAD TECHNICAL ISSUES.	TRAIN:150
CLIPPER CARD IS OK, BUT A PAIN TO HANDLE.	TRAIN:206
CLIPPER IS THE WORST PAYMENT SYSTEM I'VE EVER USED!	TRAIN:207
THE CLIPPER WEBSITE IS A NIGHTMARE.	TRAIN:225
CLIPPER IS TERRIBLE.	TRAIN:225
CLIPPER CARD SYSTEM IS HORRIBLE.	TRAIN:232
CLIPPER CARD UPGRADES AREN'T CONVENIENT TO MOBILE APP.	TRAIN:268
DIFFICULT TO USE CLIPPER.	TRAIN:270
CLIPPER CAN BE A PAIN.	TRAIN:277
CLIPPER WEBSITE IS UNCLEAR. I WISH OUR TICKET PURCHASE SYSTEM RESEMBLED THE NY METRO A BIT MORE, MORE FRIENDLY TO MONTHLY USERS. THE CLIPPER SYSTEM IS EXTREMELY UNFRIENDLY TO FIRST TIME USERS - THERE ARE NO SIGNS THAT SAY HOW OFTEN TO TAG ON FOR MONTHLY USERS, AND ITS VERY INCONVENIENT TO NOT BE ABLE TO BUY MONTHLY PASSES AND MONTHLY PARKING PASSES AT THE STATION.	TRAIN:282
CLIPPER IS AN ANTIQUE AND A MESS - IT SHOULD BE REPLACED.	TRAIN:288
THE WHOLE CLIPPER WEBSITE IS AWFUL!	TRAIN:329
CALTRAIN GOOD. CLIPPER WEBSITE BAD!	TRAIN:376
CLIPPER CARD WEBSITE IS UNSTABLE AND HARD TO GET USEFUL HELP.	TRAIN:376

Clipper System

THE ENTIRE CALTRAIN SYSTEM NEEDS UPDATED. THE ABILITY TO BUY/USE TICKETS IS OUTDATED. IN SILICON VALLEY THERE SHOULD BE BETTER SYSTEMS IN PLACE THAN CLIPPER.

TRAIN:381

TO LOAD CASH OR GET MONTHLY PASS ON CLIPPER WITHOUT A DELAY, I HAVE TO GO TO A WHOLE FOODS STORE. CLIPPER WEBSITE CAN'T LOAD THE TICKETS/CASH IMMEDIATELY.

TRAIN:424

MONTHLY TICKET PURCHASE AT WALGREENS INCONVENIENT. DELAY FOR ONLINE PURCHASES ARE RIDICULOUS!

TRAIN:433

Fares/Fare Policy/Ticket Validation Procedure

Fares/Fare Policy/Ticket Validation Procedure

MORE FARE CHECKING ON-BOARD SHOULD TAKE PLACE. NON-PAYING RIDERS USE TRAIN OFTEN- EVEN HEARD SOMEONE TELL A NEW RIDER THERE'S NO CHECKING, NOT TO WORRY BECAUSE NO ONE CHECKS!

TRAIN:101

THE GO PASS SYSTEM IS NOT CONVENIENT TO USE. THERE IS A SINGLE NUMBER REPRESENTED BY A STAMP THAT CAN BE EASILY DETERIORATED - A DIGITAL GOPASS WOULD INCREASE THE GOPASS LIFE.

TRAIN:142

NOT ENOUGH TIME TO TAG ON/OFF. TOO QUICK TO ISSUE TICKETS. THE MACHINE HAS PROBLEMS.

TRAIN:143

SOMETIMES I FORGET WHETHER I TAGGED ON OR NOT. THE 2ND TAG CHARGED \$14.45 ON MY CARD. CONSIDER EXTENDING TIME BETWEEN TWO TAGS AT SAME STATION BEFORE DEDUCTING MAXIMUM FEE.

TRAIN:143

MALE ASIAN, 25-36 OLD, ONLY CONDUCTOR WHO WEAS A CONDUCTOR HAT AND A SHORTER MALE WHO WEAR A BEANIE HAT HAVE BEEN DISRESPECTFUL AND VERY RUDE TO ME AND MY CHILD, THINKING I DIDN'T PAY. THE TICKET READER WAS FAULTY AND THE OTHER CONDUCTOR VERIFIED THE VALIDITY OF OUR MONTHLY PASS.

TRAIN:143

NOT HAVING TAG ON AND OFF FOR MONTHLY PASSES.

TRAIN:143

BETTER CLIPPER SYSTEM, SO I DON'T FORGET TO TAG OFF.

TRAIN:150

TAG ON- TAG OFF SYSTEM NEEDS TO BE MORE APPARENT. LONG QUES AT CLIPPER MACHINES. EASY TO FORGET ESP, WHEN CROWDED, OR IN A RUSH. PUT MORE MACHINES IN PLACE AND IN WALKING PATHS.

TRAIN:150

I WANT TO CLIPPER ON AND OFF WITH MY PHONE!

TRAIN:150

OVERALL - GOOD EXPERIENCE EASY TO USE WOULD BE NICE IF GO PASS USERS CAN TAG ON MONTHLY RATHER THAN ON/OFF EACH RIDE

TRAIN:151

DON'T LIKE THE FACT THAT I HAVE TO TAG ON/OFF THE FIRST DAY OF EACH MONTH. THAT SHOULD BE AUTOMATIC WITH CLIPPER CARD

TRAIN:190

Fares/Fare Policy/Ticket Validation Procedure

TAG ON/OFF 1ST OF THE MONTH IS TEDIOUS AND INCONVENIENT	TRAIN:190
SOMETIMES MY CLIPPER DOESN'T GET PROPERLY TAGGED.	TRAIN:190
FORGOT TO TAG AND GOT CITED EVEN THOUGH I HAVE A MONTHLY PASS.	TRAIN:190
WAY TOO EXPENSIVE	TRAIN:190
TOO EXPENSIVE.	TRAIN:190
MONTHLY PASS SHOULD LAST 30 DAYS AFTER VALIDATION! NOT TO THE END OF THE MONTH.	TRAIN:190
CLIPPER MONTHLY TAGGING IS BAD. EXPENSIVE	TRAIN:190
ONLINE PAYMENT SYSTEM	TRAIN:192
THE CLIPPER MONTHLY PASS EXPERIENCE IS HORRIBLE FOR ANYONE WITH AN ATTENTION-RELATED DISABILITY.	TRAIN:192
LOVE BUYING TICKETS FROM THE APP.	TRAIN:192
WHY DOES CALTRAIN MOBILE APP TICKET NOT COST THE SAME AS FARE USING CLIPPER? IT'S STILL PAPERLESS, AND IN SOME WAYS MORE CONVENIENT.	TRAIN:195
OVERALL, I ENJOY MY CALTRAIN COMMUTE EXPERIENCE. TAG ON TAG OFF SYSTEM ON MONTH PASSES IS HARD TO REMEMBER. COULD BE IMPROVED TO AUTO LOAD MONTH PASS W/O TAGGING	TRAIN:195
EASIER MOBILE TICKETS.	TRAIN:197
DO NOT LIKE THE FIVE-DAY DELAY FOR THE LOADING OF CLIPPER CASH ONLINE OR THE DIAL UP TICKET MACHINE.	TRAIN:197

Fares/Fare Policy/Ticket Validation Procedure

CLIPPER IS A TERRIBLE SYSTEM. MACHINES AT 4TH AND KING ARE TERRIBLE. TAPPING ON/OFF IS NOT ENFORCED. I'VE PAID FULL PRICE TOO MANY TIMES. NOT FAST ENOUGH DIGITAL LOADING. MONTHLY TICKET TAGGING ON/OFF MAKES NO SENSE.

TRAIN:197

GOPASS IS SEAMLESS. I WISH IT WAS PRIVATELY AVAILABLE.

TRAIN:197

WISH I COULD USE MY PAYFLEX TRANSIT BENEFIT CARD AT THE TICKET MACHINES

TRAIN:206

BUYING MONTHLY PARKING PASS SHOULD BE MADE MORE CONVENIENT.

TRAIN:206

CALTRAIN INSPECTORS SHOULD BE MORE FLEXIBLE.

TRAIN:206

HAVE A MONTHLY PASS ON YOUR MOBILE APP. CLIPPER SUCKS.

TRAIN:207

THE ZONE SYSTEM IS NOT FAIR IN SOME CASES. COUNTING THE STATION NUMBERS INSTEAD WOULD BE BETTER.

TRAIN:207

WOULD LIKE THE CLIPPER MONTHLY PASS BE EASIER TO PURCHASE.

TRAIN:207

IT'S UNCLEAR WHETHER THE MONTHLY PASS NEEDS TO BE TAGGED.

TRAIN:207

THE PROCESS FOR LOADING MONEY AND ACTIVATING A MONTHLY PASS IS POOR AND NOT USE FRIENDLY. PLEASE UPDATE THIS AND I WILL USE IT.

TRAIN:207

WOULD BE NICE TO HAVE ELECTRONIC PURCHASE AND SCANNING OF TICKETS THROUGH MOBILE.

TRAIN:207

FOR MONTHLY PASSES IT IS STRANGE AND INCONVENIENT THAT CLIPPER CARDS HAVE TO BE RE-ACTIVATED EVERY MONTH. THIS SHOULD BE AUTOMATIC WITH A SETTING ON THE CLIPPER CARD.

TRAIN:216

CASH VALUE FOR CLIPPER CARDS DON'T AUTO POST. THEY TAKE SEVERAL DAYS AND YOU HAVE TO TAG ON BEFORE FUNDS BECOME AVAILABLE. CLIPPER SHOULD HAVE A MOBILE APP TO SCAN / TAG IN AND OUT.

TRAIN:216

ABILITY TO CLICK OFF CLIPPER CARD ON WEBSITE WOULD BE NICE WHEN YOU FORGET TO DO SO UNTIL AFTER YOU GET TO WORK.

TRAIN:216

Fares/Fare Policy/Ticket Validation Procedure

BIGGEST CONCERN IS THAT IT IS DIFFICULT TO GET TO CALTRAIN STATIONS IN SF ON PUBLIC TRANSIT. ALSO, THE TICKET PRICE IS MORE EXPENSIVE THAN DRIVING.

TRAIN:216

NO TAG ON/OFF, TICKETS ON BOARD

TRAIN:216

THE MONTHLY PASS ISN'T THAT GREAT OF A DEAL FOR FOUR ZONES.

TRAIN:216

I HAVE TO TAG ON AND OFF EVERY RIDE WITH MY GO PASS WHICH IS INCONVENIENT AND ALSO PUTS ME AT RISK EVERY DAY OF BEING FINED. PEOPLE WHO COMMUTE WITH CALTRAIN EVERY DAY SHOULD NOT BE AT RISK OF RECEIVING A CITATION WHEN THEY HAVE THE GO PASS.

TRAIN:216

SHOULDN'T HAVE TO CLIP ON/OFF ON FIRST DAY OF MONTH W/ PASS

TRAIN:216

THE CLIPPER CARD MONTHLY PASS EXPERIENCE IS TERRIBLE. I HAVE BEEN RIDING TRAIN DAILY FOR 11 YEARS AND BEING REPEATEDLY KICKED OFF THE TRAIN BECAUSE OF CLIPPER CARD ISSUES IS RIDICULOUS. CALL ME IF YOU WANT FULLER FEEDBACK FROM SOMEONE WHO HAS BEEN A DAILY USER OF CT FOR OVER A DECADE [NUMBER REMOVED]

TRAIN:216

THE CLIPPER MACHINE AT SAN JOSE TAKES FOREVER, SO I USUALLY RECHARGE MY CARD AT BART (WAY FASTER/EASIER) OVERALL, I FIND CALTRAIN A GREAT AND RELIABLE WAY TO COMMUTE.

TRAIN:216

WHY CAN'T MONTHLY PASSES BE PURCHASED/LOADED AT ALL CALTRAIN STATIONS? DOES NOT MAKE SENSE.

TRAIN:217

TICKETING SYSTEMS AND MACHINES ARE PRIMITIVE AND SLOW - WHY SHOULDN'T MY MONTHLY PASS JUST GET APPLIED INSTEAD OF HAVING TO TAP IN/OUT? WHY CAN'T I BUY A MONTHLY PASS AT THE RWC STATION?

TRAIN:217

I THINK IT IS RIDICULOUS TO EXPECT GO PASS RIDERS TO TAG ON AND OFF EACH AND EVERY TIME WE BOARD THE TRAINS. I FORGOT ONE (YES ONE!) TIME AND ENDED UP WITH A TICKET AND THE CONDUCTOR SEES ME ON THE SAME TRAIN DAILY.

TRAIN:217

ABILITY TO PAY FOR BOTH FARE AND PARKING W/ MOBILE APP AND CLIPPER

TRAIN:217

COST OF TICKETS IS WAY TOO HIGH.

TRAIN:217

Fares/Fare Policy/Ticket Validation Procedure

FEELS EXPENSIVE. DAY PASS \$16. OTOH, TRAFFIC SUCKS AND RIDING YOUR TRAIN IS FUN.

TRAIN:217

AN AUTOMATIC WAY OF RELOADING CLIPPER SHOULD ALSO BE AVAILABLE

TRAIN:217

I WOULD TAKE THE TRAIN MORE, BUT THE COST IS MORE THAN MY CAR. I WISH IT WAS PAY FOR MILEAGE, RATHER THAN ZONE (MORE SIMILAR TO BART COSTS).

TRAIN:217

ACTIVATING CALTRAIN PASS IS CONFUSING I ALMOST GOT A TICKET/PENALTY.

TRAIN:217

I GOT A \$75 PENALTY FOR FORGETTING TO TAG. NO WAY TO PAY ON BOARD! THIS SERVICE IS SET UP TO CATCH YOU ON THIS. IT'S HORRID. FIX THIS SHIT

TRAIN:217

MONTHLY CLIPPER PASS IS ANNOYING TO USE. HARD TO REMEMBER TO TAG ON 1ST DAY OF MONTH. MY FRIENDS ALSO ALL COMPLAIN ABOUT THIS. PARKING PASS CANNOT BE PURCHASED VIA AUTO PAY (SORT OF ANNOYING AS WELL)

TRAIN:217

COULD BE CHEAPER

TRAIN:217

OVERALL CALTRAIN IS PRETTY RELIABLE BUT EVERY MONTH THERE IS AT LEAST ON MAJOR DELAY OF TWO TO THREE HOURS WHERE I END UP NEEDING TO TAKE A \$40 UBER HOME. I THINK WE SHOULD BE ABLE TO REQUEST A REFUND FOR THESE RIDES. IT IS WILDLY INCONVENIENT I LITERALLY BUDGET THESE DELAYS AND SUBSEQUENTLY INTO MY MONTHLY EXPENSES

TRAIN:217

TICKETS ARE VERY EXPENSIVE

TRAIN:217

I WAS RECENTLY TICKETED FOR NOT TAGGING A MONTHLY PASS AND IT WAS THE SECOND! THERE SHOULD BE A GRACE PERIOD AND SOME REASONABLE UNDERSTANDING OF TICKET CHECKERS.

TRAIN:217

PROCESS OF PURCHASING MONTHLY CLIPPER PASS IS TEDIOUS AND WEBSITE THROWS ERRORS. EAGERNESS OF CALTRAIN CONDUCTORS TO ISSUE CITATIONS EVEN IF ITS ONLY THE 1ST OF THE MONTH SUGGESTS A DISCONNECT.

TRAIN:222

PLEASE HAVE A STUDENT DISCOUNT I WILL BE TURNING 19 AND THE TRAIN ISN'T GOING TO BE ECONOMICALLY POSSIBLE ANYMORE

TRAIN:222

DIFFICULT TO RELOAD MY CLIPPER CARD AT THE STATION (ACTUALLY IMPOSSIBLE)

TRAIN:222

Fares/Fare Policy/Ticket Validation Procedure

IF I COULD RECHARGE MY CLIPPER CARD AT CALTRAIN STATIONS, THAT WOULD BE LOVELY -
ONLINE NEVER SEEMS TO WORK

TRAIN:222

PLEASE FINE PEOPLE WITHOUT TICKETS. I SEE WHITE PEOPLE TALK THEIR WAY OUT OF THEM, YET
THERE'S ZERO TOLERANCE FOR PEOPLE OF COLOR.

TRAIN:222

I CAN USE MORE BULLET TRAINS AT NIGHT

TRAIN:225

WALGREENS HAVE THEIR CLIPPER CARD MACHINES BROKEN

TRAIN:225

PLEASE, PLEASE, PLEASE STOP THIS NONSENSE OF NEEDING TO TAG ON/OFF ON THE FIRST OF THE
MONTH TO ACTIVATE MONTHLY PASS. LET ME JUST SET IT TO AUTOMATICALLY APPLY. THAT'S
THE WHOLE POINT OF IT.

TRAIN:232

CLIPPER CARD NEEDS UPDATING ON ACCESSIBILITY OR MOBILE ABILITY, RATHER THAN CARRYING
A PHYSICAL CARD.

TRAIN:232

I WANT TO USE APPLE PAY!

TRAIN:232

BETTER PAYMENT SYSTEM

TRAIN:232

MORE PLACES FOR DISABLED TO SIT AT STATIONS AND NOT GET WET WHEN IT RAINS.

TRAIN:233

TICKET SYSTEM COULD BE BETTER, I FORGET TO TAG OFF SOMETIMES

TRAIN:233

IT DOES NOT MAKE SENSE TO REQUIRE TAG-ON TO ACTIVATE MONTHLY PASS.

TRAIN:233

ZONING IS CONFUSING AND DOUBTFUL - BUT IS OKAY

TRAIN:254

I ALWAYS FORGOT TO TAP OFF CLIPPER!

TRAIN:254

TICKETS ARE CHECKED FAR TOO INFREQUENTLY I SEE FARE DODGERS EVER DAY AND THEY OFTEN
ARE LET OFF BY CONDUCTORS. CONDUCTORS SHOULD TAKE ON THE SPOT FINE PAYMENTS.

TRAIN:254

WASN'T AWARE YOU CAN PURCHASE TICKETS ON MOBILE APP.

TRAIN:257

Fares/Fare Policy/Ticket Validation Procedure

UPGRADES TO TAP-TO-PAY WOULD BE NICE

TRAIN:257

INFO AROUND MONTHLY PASSES ON CLIPPER CARDS COULD BE MADE CLEARER - MORE HAD TO DIG LEARN BY EXPERIENCE FOR INFO ON BUYING PAPER ZONE UPGRADES EVEN WHEN YOU HAVE A CLIPPER CARD AND WHETHER MY MONTHLY PASS WOULD BE AVAILABLE BY THE 1ST OF THE MONTH WHEN USING AUTO.

TRAIN:257

I HAVE A CLIPPER GO PASS. TAGGING ON IS EASY, TAGGING OFF IS A PAIN.

TRAIN:262

I DON'T KNOW HOW TO DO ADD ON TICKETS FROM BURLINGAME TO THE SF CITY FROM THE TICKET MACHINE IN SJ, USING MY MONTHLY PASS TO BURLINGAME.

TRAIN:262

MAKE IT EASY TO BUY TICKETS ON THE TRAIN. REMOVE DELAYS, REMOVE RUDE CONDUCTORS, CLEAN SF 4TH AND KING CALTRAIN STATION

TRAIN:262

TOO EXPENSIVE

TRAIN:267

PAYMENT VIA CLIPPER IS THE WORST. TAKES THREE TO FOUR DAYS FOR ONLINE CLIPPER TRANSACTIONS.

TRAIN:267

NEED TO SWITCH TO IPHONE APP FOR MONTHLY TICKETS. TAG ON/OFF AT THE BEGINNING OF THE MONTH IS INADEQUATE.

TRAIN:267

WHY CAN'T CLIPPER BE AN AUTOMATICALLY BE ACTIVATED WHEN YOU GET ON/OFF?

TRAIN:267

RECOMMEND PAYING BY NUMBER OF STOPS, NOT BY ARBITRARY ZONES IN THIS DAY AND AGE.

TRAIN:267

MONTHLY PASS PURCHASE SHOULD BE ONLINE (INSTANT).

TRAIN:268

THIS IS AN EXPENSIVE WAY TO TRAVEL AND IT SEEMS THAT IT IS ALWAYS LATE.

TRAIN:268

I'D MUCH RATHER TAKE THE TRAIN THAN DRIVE, BUT WHY IS IT \$231/ MONTH TO TAKE THE TRAIN FROM GILROY? IT'S EMPTY FOR 80% OF THE RIDE. PROBABLY WHY NO GILROYANS. ADD ANOTHER LINE TO INCREASE SERVICE IF YOU'RE GOING TO CHARGE US THAT MUCH.

TRAIN:268

Fares/Fare Policy/Ticket Validation Procedure

MONTHLY PASS FARES (3 ZONES) HAVE INCREASED 150% SINCE I BEEN RIDING! IN 1997. THE AVERAGE US WORKERS SALARY HAS INCREASED 74% OVER THE SAME PERIOD.

TRAIN:268

TICKET SYSTEM IS VERY BAD, ESPECIALLY CLIPPER CARD. I GOT A TICKET DESPITE HAVING A MONTHLY PASS. I PAID 100\$ ON TOP OF THE MONTHLY PASS. THIS IS NOT GOOD. PLEASE HELP MONTHLY PASS HOLDERS KNOW IF THERE IS ANY TECHNICAL ISSUE IN THE TAG ON/OFF MACHINES.

TRAIN:268

I PAY MORE AND MORE AND GET LESS

TRAIN:268

FOR MONTHLY PASS HOLDERS, THERE SHOULD BE A GRACE PERIOD BECAUSE MY CHECKING ACCOUNT AUTO-DEBITS THE AMOUNT OF MY MONTHLY PASS AND IT SUCKS TO PAY THE \$75 FINE JUST FOR FORGETTING TO TAP THE PASS.

TRAIN:268

I HAVE MONTHLY PASS - ON A COUPLE OF OCCASIONS THERE HAS BEEN AN ISSUE LOADING THE PASS AND I WAS CHALLENGED RUDELY BY STAFF CHECKING TICKETS AND HAD TO TALK THEM OUT OF ISSUING A FINE, EVEN THOUGH I COULD PROVIDE PROOF OF PAYMENT.

TRAIN:268

TAG ON/OFF MACHINES ARE NOT WORKING OR RECOGNIZING THE CARD'S ACTIVITIES. I GOT A TICKET VIOLATION BECAUSE OF THE TAG ON/OFF MACHINE.

TRAIN:268

FARE INCREASES SEEM EFFECTIVELY UTILIZED TO IMPROVE THE INFRASTRUCTURE AND EXPERIENCE.

TRAIN:268

EXCELLENT SERVICE, COULD BE MORE AFFORDABLE.

TRAIN:268

MONTHLY PASS SHOULD BE ENABLED BY A SINGLE TAG. IF WE FORGET TO TAG OFF, WE ARE CHARGED AND IT IS VERY DIFFICULT TO GET THE MONEY BACK.

TRAIN:268

EXTREMELY DIFFICULT TO PURCHASE MONTHLY PARKING USING MY COMPANY BENEFIT CARD. I HAVE TO GO TO SAN CARLOS. ALSO, IT'S HARD TO PURCHASE A MONTHLY PASS. I TRIED TO DO IT AT WHOLE FOODS AND CVS, BUT THEY DIDN'T ACCEPT MY COMMUTER CASH. THEY NEED TO MAKE THIS CLEARER ON THE WEBSITE.

TRAIN:268

SHOULD NOT NEED TO TAG ON/OFF AT FIRST OF MONTH - IT IS ELECTRONIC AND SHOULD UPDATE AUTOMATICALLY.

TRAIN:273

Fares/Fare Policy/Ticket Validation Procedure

TAGGING BEGINNING OF THE MONTH IS A HORRIBLE REQUIREMENT. YIELDS IN NERVOUS TICKET ANXIETY.

TRAIN:273

PAYMENT SYSTEM NEEDS WORK.

TRAIN:273

MAINTENANCE SEEMS TO BE A MAJOR PROBLEM. IT SEEMS OFF THAT FARES KEEP GOING UP WHILE RIDERSHIP INCREASES AND YOU STILL HAVE MAINTENANCE ISSUES.

TRAIN:277

NEED MOBILE APP TO PAY AND TAG ON

TRAIN:277

I HATE THE GO PASS THAT REQUIRES TAG ON/OFF. I TRY TO TAG ON BUT SOMETIMES I FORGET AND GET HOUNDED BY CONDUCTORS AND FORCED TO LEAVE TRAIN OR PAY CITATION, EVEN THOUGH I HAVE PAID FOR MY TICKET. TAG ON/OFF SUCKS

TRAIN:277

EASIER PROCESS FOR BUYING MONTHLY CLIPPER PASS.

TRAIN:277

INCREASED FARES, DECREASED SERVICE

TRAIN:282

THE CLIPPER MONTHLY PASS EXPERIENCE IS VERY ERROR-PRONE, PLEASE FIGURE OUT ANOTHER WAY! REQUIRING RIDERS TO TAP ONCE A MONTH WHEN WE DON'T REGULARLY TAP TO RIDE ALMOST ALWAYS RESULTS IN FORGETFULNESS AND ULTIMATELY FINES, EVEN THOUGH I'VE PAID!

TRAIN:282

HAVING TO SHOW CONDUCTOR CLIPPER CARD WHEN ENTERING IN SF IS CUMBERSOME. RFID WOULD BE HELPFUL HERE.

TRAIN:282

SUGGESTION - ABILITY TO TAG IN TO LOCAL MONTHLY PASSES UP TO 10 DAYS BEFORE THE START OF THE MONTH, NOT JUST STARTING THE 1ST OF THE MONTH

TRAIN:282

CLIPPER WEBSITE IS UNCLEAR. I WISH OUR TICKET PURCHASE SYSTEM RESEMBLED THE NY METRO A BIT MORE, MORE FRIENDLY TO MONTHLY USERS. THE CLIPPER SYSTEM IS EXTREMELY UNFRIENDLY TO FIRST TIME USERS - THERE ARE NO SIGNS THAT SAY HOW OFTEN TO TAG ON FOR MONTHLY USERS, AND ITS VERY INCONVENIENT TO NOT BE ABLE TO BUY MONTHLY PASSES AND MONTHLY PARKING PASSES AT THE STATION.

TRAIN:282

WOULD LIKE MONTHLY PASSES ON MY PHONE ALSO WOULD LIKE INTEGRATED MUNI AND CALTRAIN MONTHLY PASS

TRAIN:282

Fares/Fare Policy/Ticket Validation Procedure

IF FORGOT TO TAG OFF - PLEASE CHARGE ONLY UP TO THE LAST DESTINATION FROM TAG ON.
TRAIN:282

PEOPLE RECEIVING CITATIONS ARE NOT ALLOWED TO RESPOND TO CONDUCTORS SUDDEN AGGRESSIVE BEHAVIOR AS PEOPLE ARE TREATED LIKE CRIMINALS. ALLOWING PEOPLE WHO DO NOT HAVE ID'S TO GO ON THE NEXT STOP VS. PEOPLE W/ ID'S ARE PUNISHED W/ A CITATION.
TRAIN:282

WE NEED MORE AFFORDABLE TICKETS.
TRAIN:288

MY BIGGEST COMPLAINT IS THE ONLINE CLIPPER PAYMENT SYSTEM. IF I PAY FOR AN AUTOLOAD MONTHLY PASS, IT SHOULD JUST AUTOMATICALLY LOAD. IT IS DIFFICULT TO REMEMBER TO SWIPE ON AND OFF ONCE A MONTH. ALSO, IT TAKES TOO LONG TO PUT MONEY ON THE CARD.
TRAIN:288

ADDING VALUE TO A CLIPPER CARD IS A PAIN. THE ONLINE SYSTEM HAS LOADING DELAYS AND THE PHYSICAL MACHINES ARE FEW IN NUMBER AND FLAKEY.
TRAIN:288

HAVE MONTHLY PASSES LOAD WHEN BUYING ONLINE. WITH WORK, I CAN ONLY BUY ON THE FIRST AND IT DOESN'T LOAD UNTIL THE THIRD OR THE FOURTH.
TRAIN:313

CLIPPER CARDS ARE CONFUSING, IT IS EASY TO MAKE A MISTAKE IN REFILLING AND TAGGING ON/OFF THE FIRST DAY OF THE MONTH. PARKING PASSES SHOULD BE ADDED TO CLIPPER. CLIPPER SHOULD BE USABLE AS A MOBILE APP.
TRAIN:313

WHEN PURCHASING THE MONTHLY PASS ONLINE, THERE HAVE BEEN MULTIPLE TIMES WHERE THE PASS IS NOT AVAILABLE FOR PICKUP BEFORE THE MONTH STARTS AND I WAS FORCED TO BUY SINGLE DAY TICKETS (IN ADDITION TO THE MONTHLY PASS) UNTIL THE MONTHLY PASS WAS LOADED ONTO MY CLIPPER CARD.
TRAIN:313

CONSIDER REFUNDING/PARTIALLY REFUNDING TICKETS WHEN THERE ARE TRAIN DELAYS DUE TO EQUIPMENT FAILURE.
TRAIN:313

I FIND VERY ANNOYING TO TAG ON/OFF EVERY TIME WITH THE GO PASS. I HAVE AN ANNUAL PASS AND I SHOULD NOT BE TAPPING EVERY RIDE! I'VE ALREADY REPORTED THAT!
TRAIN:313

THE MONTHLY PASS PURCHASE AND USE SHOULD BE EASIER. PLEASE ADD IT TO YOUR CALTRAIN APP, SO THAT NO ACTIVATION IS REQUIRED.
TRAIN:313

DON'T RAISE PRICES.
TRAIN:313

Fares/Fare Policy/Ticket Validation Procedure

IMPROVE CLIPPER MONTHLY PASS TAG ON/OFF AND SECURITY ON TRAINS.

TRAIN:313

MONTHLY PASSES ARE PRETTY EXPENSIVE - KEEPS SOME RIDERS FROM RIDING

TRAIN:313

RECENTLY CITED FOR NOT TAGGING IN THE MONTHLY PASS. IF YOU DON'T ALLOW TILL THE 10TH OF A MONTH TO TAG IT. PLEASE REMOVE THIS CLAUSE FROM YOUR WEBSITE. HAD TO PAY THE FINE EVEN AFTER PROVIDING DOCUMENTATION FOR THIS DEVICE.

TRAIN:313

SO EXPENSIVE

TRAIN:313

I WISH WE COULD USE OUR PHONES FOR TICKETS.

TRAIN:324

COMPARED TO OTHER METROS, CALTRAIN LAGS SIGNIFICANTLY GIVEN LACK OF TRAINS, LATE NIGHT OPTIONS (FORCING FREQUENT LATE-NIGHT UBERS) AND HIGH COST. TRAINS, STATIONS, CONDUCTORS, ARE SECONDARY TO PRICE AND OPTIONS. \$250 FOR A TRAIN CARD IS A MONTHLY CAR PAYMENT. MAKES NO SENSE GIVEN STATE FOCUS ON INCLUSION

TRAIN:324

YOU SHOULD BE ABLE TO PURCHASE MONTHLY PASSES AT ALL STATIONS

TRAIN:324

HAVE CLIPPER PASS WITH IMMEDIATE LOAD.

TRAIN:329

PLEASE REMOVE THE NEED TO TAG ON/OFF ON THE 1ST DAY OF THE MONTH FOR MONTHLY PASS USERS! ITS SO HARD!

TRAIN:329

COMMUTER CARDS DON'T WORK MONTHLY PAYING PASSES ON THE MACHINE. HAVE TO DRIVE TO HQ TO BUY IN PERSON ONCE A MONTH.

TRAIN:329

ANNOUNCE TAGGING CLIPPER THE FIRST FEW DAYS OF THE MONTH. CLIPPER MONTHLY SHOULDN'T REQUIRE TAGGING IF PAYED VIA PHONE/ONLINE.

TRAIN:329

I WISH I CAN USE MY GO PASS ON MOBILE

TRAIN:330

TRAIN EQUIPMENT IS VERY OLD AND UNRELIABLE. THIS IS NOT ACCEPTABLE CONSIDERING WE ARE IN THE TECH EPICENTER AND FARES ARE HIGH.

TRAIN:330

NO COPS ON TRAIN, LESS TICKET CHECKING

TRAIN:330

Fares/Fare Policy/Ticket Validation Procedure

DUAL TAGGING IS SUPER LAME

TRAIN:330

PLEASE REMOVE THE TAG ON AND OFF FOR MONTHLY PASS HOLDERS.

TRAIN:360

ENJOY CALTRAIN, IT'S JUST VERY EXPENSIVE RIDING DAILY FOR THOSE WITH LONG COMMUTES.

TRAIN:360

THE TAG ON / TAG OFF REQUIREMENT FOR MONTHLY PASSES IS RIDICULOUS. THERE MIGHT BE AN ALTERNATIVE.

TRAIN:365

I HAVE A GO PASS, WHY DO I HAVE TO TAG ON AND OFF?

TRAIN:365

MONTHLY PASS SHOULDN'T HAVE TO EVER TAG.

TRAIN:365

CLIPPER CARD FOR MONTHLY PASS, SHOULD ONLY NEED TO TAG ONCE A MONTH, SILLY TO DO IT EVERY DAY.

TRAIN:376

CLIPPER CARD WEBSITE IS TERRIBLE. TAGGING ON AND OFF IS STRESSFUL. CALTRAIN IS STRESSFUL.

TRAIN:376

TOO EXPENSIVE ON CLIPPER CARDS ONLY. I WOULD'VE PAID LESS WITH A DAY PASS.

TRAIN:376

ABILITY TO PURCHASE TICKETS ON TRAIN.

TRAIN:376

TOO EXPENSIVE

TRAIN:376

I HAVE TO GO TO DIFFERENT ZONES AT DIFFERENT TIMES IN A WEEK. CAN'T BUY A MONTHLY PASS, BECAUSE I HAVE TO PAY FOR ANOTHER TICKET IF I WANT TO GO ANOTHER ZONE. IT'S UNFAIR THAT A MONTHLY PASS ONLY TAKES YOU TO ONE ZONE. SHOULD BE ALL ZONES BEFORE THAT ZONE PURCHASE. TICKETS ARE EXPENSIVE. SOMETIMES I DON'T EVEN GET A SEAT, IT SMELLS AND DIRTY.

TRAIN:376

I USUALLY PURCHASE MONTHLY PASS AT WALGREENS - IT WOULD BE CONVENIENT IF I COULD PURCHASE MONTHLY PARKING AT THE SAME TIME.

TRAIN:376

PLEASE FIND A WAY TO AUTO-ENABLE MONTHLY PASSES (AVOID NEED TO TAG ON AT THE BEGINNING OF EACH MONTH)

TRAIN:376

Fares/Fare Policy/Ticket Validation Procedure

EASY, QUIET TRANSPORTATION THAT GETS ME TO WORK FROM SF. I DO WISH IT WERE CHEAPER!
 TRAIN:381

PAYMENT AND MONTHLY TAGGING IS TERRIBLE. ACTUAL RIDE IS PRETTY GOOD. GET A MODERN TICKETING SYSTEM
 TRAIN:381

AMAZING SERVICE! ONLY WISH IT WERE EASIER TO LOAD MONEY ONLINE
 TRAIN:381

FARE PRICE IS HIGH
 TRAIN:381

YOU SCAN TICKETS THE FIRST OF THE MONTH AND ISSUE TICKETS IF PEOPLE FORGET TO TAG.
 TRAIN:381

THE TAGGING SYSTEM FOR MONTHLY PASS HOLDERS IS REALLY STUPID. WE PAY FOR A MONTHLY PASS. IT SHOULD JUST WORK AND NOT NEED TAGGING.
 TRAIN:381

TICKET PRICE VERY EXPENSIVE
 TRAIN:381

IT'S ANNOYING TO HAVE TO TAG ON/OFF ON 1ST DAY OF THE MONTH WHEN USING CLIPPER MONTHLY PASSES (THAT ARE ALREADY PAID FOR!) IT'S EASY TO FORGET TO TAG OFF, AND THEN CLIPPER WON'T REFUND THAT TRIP
 TRAIN:385

IT'S SILLY THAT I EVER HAVE TO TAG ON W/AN UNLIMITED GO PASS.
 TRAIN:385

WHY TAG ON/OFF TO ACTIVATE MONTHLY PASS?
 TRAIN:385

WOULD BE GREAT TO HAVE LOWER PRICES SINCE WE'RE TAKING CARS OFF THE HIGHWAYS.
 TRAIN:385

LOTS OF ISSUES WITH CLIPPER CARD FUNDING. GOT TWO TICKETS FROM CONDUCTORS DESPITE PROOF OF PAYMENT. YET, THEY LET WOMEN OFF WITHOUT PAYING ALL THE TIME. I HAD EMAILS SHOWING PROOF OF PAYMENT (CLIPPER'S FAULT). COME ON GUYS!
 TRAIN:385

MY EXPERIENCE WITH GO PASS ON CLIPPER IS NOT GOOD! CONDUCTOR CANNOT TELL IT'S A GO PASS. THIS SCAN OFF/ON PUTS TOO MUCH PRESSURE ON THE PASSENGERS!
 TRAIN:385

YOUR TICKETING SYSTEM AND TRACK SAFETY SUCK.
 TRAIN:385

Fares/Fare Policy/Ticket Validation Procedure

I WISH THE TICKETING WAS BETTER AND THE TRAINS MORE FREQUENT.

TRAIN:385

THE NEED TO TAP ON AND OFF FOR MONTHLY CARDS SEEMS NUTS!

TRAIN:385

SHOULD NOT HAVE TO TAG ON AND OFF ON THE 1ST OF EVERY MONTH. IT WOULD BE NICE IF IT AUTOLOADED.

TRAIN:385

I THINK ITS TOTAL BS THAT MY WIFE AND I GOT TICKETS FOR TAGGING IN AT LIGHT RAIL AND NOT CALTRAIN. HOW CAN I TELL IF ITS DIFFERENT IF TAG IN SPOTS ARE NOT MARKED?

TRAIN:432

I DON'T UNDERSTAND THE WHOLE CLICKING OFF PART. THAT'S A WASTE OF TIME.

TRAIN:432

THE COST IS TOO EXPENSIVE.

TRAIN:432

SO EXPENSIVE FOR THE LIMITED AVAILABILITY OF STOPS AND TIMING. FOR A MAJOR WORLD CITY AREA - THERE SHOULD BE BETTER TRANSPORTATION OPTIONS.

TRAIN:432

ONLINE TICKETS PLEASE!

TRAIN:432

HAD A BAD EXPERIENCE WITH THE TRAIN FROM MT. VIEW, NORTH AT 10:06. USED WRONG MACHINE TO BUY TICKET. GOT \$75 FINE. DID NOT KNOW IT WAS TWO DIFFERENT TRAINS.

TRAIN:432

CANNOT REFILL MY CLIPPER CARD AT MY STATION AND TAKES A FEW DAYS TO LOAD ONLINE.

TRAIN:432

I WISH CLIPPER CARD COULD BE RELOADED THE DAY OF USE

TRAIN:433

CALTRAIN IS AS EXPENSIVE AS AN UBER RIDE! PLEASE LOWER THE PRICES TO PROMOTE IT MORE.

TRAIN:801

I'M VERY THANKFUL THIS OPTION EXISTS BUT IT COULD BE LESS EXPENSIVE AND FASTER IN AN IDEAL WORLD

TRAIN:801

CLIPPER CARDS CAN BE A RIP OFF BECAUSE OF A MIS-SCANNING MACHINE. IT CHARGES TOO MUCH DUE TO NO SCAN

TRAIN:801

TICKETS WERE EASY.

TRAIN:804

Ticket/Clipper Machines

Ticket/Clipper Machines

THE STATIONS TO ADD MONEY TO YOUR CLIPPER CARD AT 4TH AND KING DO NOT WORK.

TRAIN:101

PLEASE PROVIDE MORE CLIPPER TAG EQUIPMENT AT THE EXITS AND BOTH ENDS OF THE STATION. OFTEN TIMES PEOPLE HAVE TO BACKTRACK TO THE MIDDLE OF THE STATION TO TAG ON AND OFF.

TRAIN:102

MORE CLIPPER TAG STATIONS ARE NEEDED AT STATIONS ON PENINSULA.

TRAIN:143

ABOUT THE CLIPPER, I SUGGEST PUTTING A MACHINE NEXT TO THE TAG AREA FOR ADDING VALUES.

TRAIN:151

THE CLIPPER MACHINE IS TOO SLOW.

TRAIN:190

DON'T HIDE DISCOUNTS UNDER A BUTTON YOU CAN EASILY MISS.

TRAIN:190

PLEASE ADJUST CLIPPER READERS TO MAKE GETTING OFF AT 4TH AND KING FASTER

TRAIN:190

MORE LOG ON/OFF CLIPPER MACHINES.

TRAIN:192

WOULD LOVE TO SEE CLIPPER MACHINES ON TRAINS.

TRAIN:192

NEED CLIPPER TOP-UP MACHINES AT ALL CALTRAIN STATIONS

TRAIN:192

COULD ADD MORE TAG ON AND OFF STATIONS FOR CLIPPER CARD EQUIPMENT PLEASE

TRAIN:195

MORE CLIPPER TAG ON/OFF EQUIPMENT

TRAIN:206

CALTRAIN SHOULD ADD CLIPPER TAG ON/OFF STATIONS AT MILLBRAE CLOSER TO THE BART GATES, AS MANY PEOPLE SWITCH BETWEEN CALTRAIN AND BART THERE. ALSO, TICKET MACHINES SHOULD MAKE IT CLEARER WHICH STATIONS FALL WITHIN A CERTAIN ZONE.

TRAIN:207

THE MACHINES AT 4TH AND KING TO RELOAD MONTHLY PASSES ARE TERRIBLE! SLOW AND UNRELIABLE.

TRAIN:207

Ticket/Clipper Machines

SUPER CONVENIENT. NEED MORE TAG OFF MACHINES AT PALO ALTO

TRAIN:216

THE CLIPPER MACHINE AT SAN JOSE TAKES FOREVER, SO I USUALLY RECHARGE MY CARD AT BART (WAY FASTER/EASIER) OVERALL, I FIND CALTRAIN A GREAT AND RELIABLE WAY TO COMMUTE.

TRAIN:216

ABILITY TO PAY FOR BOTH FARE AND PARKING W/ MOBILE APP AND CLIPPER -

TRAIN:217

NEED CLIPPER READERS NEXT TO BART TURNSTILES.

TRAIN:217

NEED ANOTHER CLIPPER MACHINE IN MORGAN HILL NB SIDE.

TRAIN:217

TAG ON EQUIPMENT NEGATES "TAG" IF YOU ACCIDENTALLY TAGGED ON TWICE. I RECEIVED A TICKET EVEN THOUGH THE TRANSACTION CLEARLY SHOWED OTHERWISE.

TRAIN:217

MORE CLIPPER CARD TAG TAG OFF.

TRAIN:217

CLIPPER MACHINES ARE ARCHAIC. TAKE FOREVER.

TRAIN:217

CLIPPER MACHINES ARE ARCHAIC. TAKE FOREVER.

TRAIN:217

MORE CLIPPER CARD SCANNERS NEEDED AT PALO ALTO

TRAIN:217

MENLO PARK SOUTH BOUND HAS ONLY ONE CLIPPER STATION.

TRAIN:222

PLEASE PUT ANOTHER CLIPPER STATION ON SOUTHBOUND TRACK IN REDWOOD CITY.

TRAIN:222

NEED A LATER TRAIN OUT OF THE CITY (SF) DOWN TO SOUTH BAY ON WEEKEND NIGHTS

TRAIN:222

MORE TAG ON AND OFF EQUIPMENT CLOSE TO BART ENTRANCE/EXIT GATES WOULD BE HELPFUL.

TRAIN:222

TAG OFF MACHINES ARE NOT ADEQUATE.

TRAIN:222

PLEASE HAVE MORE CHEAPER CARD MACHINES IN STATIONS AND ON BOARD.

TRAIN:222

Ticket/Clipper Machines

I WISH WE HAD THE ABILITY TO PURCHASE PASSES AT THE TICKET MACHINES.	TRAIN:225
TICKET MACHINES ARE CONFUSING AND UNRELIABLE. TAGGING IS NOT INTUITIVE. ALLOW ONBOARD PURCHASE.	TRAIN:225
CARD READER AT SUNNYVALE HAS A HARD TIME READING CREDIT CARDS.	TRAIN:225
MACHINE DIDN'T READ MY MASTERCARD UNTIL EIGHTH ATTEMPT.	TRAIN:225
MTV NORTH BOUND ENTRANCE DOESN'T HAVE A TAG MACHINE.	TRAIN:225
CLIPPER MACHINE BROKEN. THE CLIPPER RELOAD MACHINE IS TOTALLY UNACCEPTABLE. ALMOST UNUSABLE FREQUENTLY UNUSABLE.	TRAIN:232
PLEASE PUT MORE TAG ON/OFF MACHINES NEAR MILLBRAE BART TURNSTILE. I'M DISABLED AND HAVE TO WALK/HOBBLE FROM THE TRAIN TOO FAR TO TAG OFF, THEN WALK FAR TO BART TURNSTILE.	TRAIN:233
MORE CLIPPER MACHINES.	TRAIN:233
CLIPPER TAG MACHINES SHOULD BE ADDED NEAR BART ENTRANCE AT MILLBRAE	TRAIN:254
ONE TO TWO MORE CLIPPER STATIONS AT THE ENDS OF THE STATIONS WOULD BE HELPFUL.	TRAIN:254
CLIPPER EQUIPMENT AT MV CAN BE MISSED WHEN IN THE FIRST TRAIN CAR.	TRAIN:254
MORE CLIPPER POINTS	TRAIN:257
SAN MATEO STATION COULD USE A NORTH ENTRY (DIRECTION SAN FRANCISCO) WITH TAG ON CLIPPER AND A TAG ON CLIPPER AT NORTH ENTRY (DIRECTION SAN JOSE). BIKES WAGON GETS REALLY BUSY WITH BIKES AND PEOPLE.	TRAIN:262
MAKE CLIPPER CARD ADD FARE STATIONS MORE AVAILABLE.	TRAIN:262
TICKET MACHINE WOULDN'T ACCEPT MY CREDIT CARD. I AM TAKING CALTRAIN TO SFO AIRPORT.	TRAIN:262

Ticket/Clipper Machines

CLIPPER CARD MACHINE TAKE TOO LONG TO LOAD.	TRAIN:262
NEED MORE TAG MACHINES AT SAN CARLOS PLATFORMS	TRAIN:267
MORE TAG ON/OFF STATIONS NEEDED	TRAIN:267
MORE TAG ON AND OFF EQUIPMENT PER STATION BECAUSE MOST STATIONS ONLY HAVE TWO.	TRAIN:267
WHY ISN'T THERE A CLIPPER VALUE ADD MACHINE AT SAN MATEO?	TRAIN:267
I WOULD LIKE MORE TAG OFF STATIONS IN PALO ALTO. ITS A VERY BUSY STATION.	TRAIN:267
NO WHERE NEAR ENOUGH CLIPPER TAGGING LOCATIONS AT HILLSDALE AND MANY OTHER STOPS. GENERALLY, 2-3 FOR 150 YARDS OF PLATFORM.	TRAIN:267
WOULD BE NICE TO HAVE MORE CLIPPER TAG ON AND OFF STANDS.	TRAIN:267
TICKET BUYING MACHINE ON THE TRAIN. SOMETIMES, PEOPLE DON'T HAVE TIME.	TRAIN:268
ONCE A WEEK, I NEED TO PURCHASE A TICKET ON A MACHINE WITH ENGLISH AS A SECOND LANGUAGE.	TRAIN:268
CALTRAIN MONTHLY PARKING = EXPENSIVE.	TRAIN:268
SOME STATIONS HAVE INADEQUATE ON/OFF CLIPPER STATIONS.	TRAIN:268
WANT STANDARDIZATION OF CALTRAIN TICKET MACHINES. IT WOULD BE GREAT TO BE ABLE TO ADD CLIPPER VALUE ON EVERY MACHINE	TRAIN:268
TAG ON/OFF MACHINES ARE NOT WORKING OR RECOGNIZING THE CARD'S ACTIVITIES. I GOT A TICKET VIOLATION BECAUSE OF THE TAG ON/OFF MACHINE.	TRAIN:268
OVERALL, THIS IS A GOOD EXPERIENCE. THE ONLY THING I FEEL STRONGLY ABOUT IS A LACK OF TAG ON/OFF EQUIPMENT AT REDWOOD CITY WHEN DISEMBARKING FROM SAN FRANCISCO,	TRAIN:268

Ticket/Clipper Machines

MORE TAG OFF MACHINES NEEDED AT PA.

TRAIN:273

SAN MATEO SOUTH BOUND STATIONS NEEDS MORE TAG ON EQUIPMENT

TRAIN:273

THERE SHOULD BE A TAG STATION BY HOWARD ST ON BOTH NORTH AND SOUTH BOUND.

TRAIN:277

MORE CLIPPER STATIONS AT BURLINGAME STATION

TRAIN:277

PARKING TICKET PURCHASE IS MY BIGGEST FRUSTRATION. I WAS NOT ABLE TO BOARD THE TRAIN DUE THE LONG LINE IN MACHINE. INSTALL PARKING MACHINE TO READ FROM CLIPPER CARD THE SAME WAY AS BART

TRAIN:282

NEED TICKET CLIPPER TAG ON/OFF MACHINE AT SOUTH END OF BURLINGAME STATION

TRAIN:282

NEED MORE CLIPPER TAG ON AND OFF MACHINE

TRAIN:282

MORE CLIPPER CARD MACHINES AT STATIONS

TRAIN:282

TICKET MACHINE IN SUNNYVALE WON'T ACCEPT MY WAGWORKS CARD FOR PARKING PASS

TRAIN:282

I THINK THERE SHOULD BE AN E-TAGGING STATION WITHIN 10 FEET OF PAPER TICKET STATIONS

TRAIN:288

GREATER AVAILABILITY OF CLIPPER CARD MACHINES AT MORE STATIONS IS A NECESSITY.

TRAIN:288

SOMETIMES DOUBLE TAGGING HAPPENS WITH MACHINES. THERE IS NO WAY TO CORRECT OR REPORT.

TRAIN:288

NEED FASTER CLIPPER. ADD VALUE MACHINES LIKE AT BART AND MUNI. CALTRAIN MACHINES ARE EXCRUCIATINGLY SLOW.

TRAIN:313

CALTRAIN / CLIPPER PASS MACHINE IS SO SLOW.

TRAIN:324

MORE TAG ON/OFF MACHINES.

TRAIN:329

Ticket/Clipper Machines

WISH YOU HAD PAY PARKING STATIONS IN THE PARKING LOTS. WOULD SAVE LOTS OF TIME (NOT MISSING TRAINS) IF THAT WAS AVAILABLE.

TRAIN:329

WANT TO BE ABLE TO BUY A CALTRAIN TICKET FOR CLIPPER CARD, NOT A PAPER TICKET. PLEASE UPDATE TICKET MACHINE

TRAIN:330

HAVE TAG OFF MACHINES IN TRAIN BY DOORS.

TRAIN:330

MORE CLIPPER MACHINES.

TRAIN:360

NOT ENOUGH CLIPPER MACHINES

TRAIN:365

CLIPPER MACHINES AT SF-KING TAKE FOREVER TO LOAD MONEY ON CARD

TRAIN:365

NEED CLIPPER TAG IN /OUT MACHINE NEAR ENTRY AND EXIT OF THE PLATFORM. I HAVE TO RUN COUPLE OF COMPARTMENTS TO TAG IN /OUT.

TRAIN:376

MORE CLIPPER TAG ON/OFF MACHINES NEEDED.

TRAIN:381

LOVE CALTRAIN! NEED MORE TAGGING STATIONS IN PA AND RWC.

TRAIN:381

NO PLACE TO ADD MONEY TO CLIPPER CARD

TRAIN:381

ONLY TWO INCREDIBLY SLOW CLIPPER MACHINES AT SF KING ST. IT IS ATROCIOUS FOR A MAJOR STATION. WHY DOES IT TAKE THREE MINUTES TO COMPLETE A TRANSACTION?

TRAIN:385

MORE CLIPPER STATIONS

TRAIN:385

PAPER TICKETING MACHINES ARE CONFUSING!

TRAIN:421

I COULD NOT FIGURE OUT HOW TO BUY ROUND TRIP PAPER TICKET

TRAIN:424

MACHINES ARE SLOW!

TRAIN:432

CANNOT REFILL MY CLIPPER CARD AT MY STATION AND TAKES A FEW DAYS TO LOAD ONLINE.

TRAIN:432

Ticket/Clipper Machines

ONLY ONE CLIPPER TAG ON AT ATHERTON AT FOR END OF PLATFORM.

TRAIN:433

TICKET MACHINES SHOULD BE MORE USER FRIENDLY. WE CAN'T USE CREDIT CARDS AND CASH TOGETHER FOR TICKETS.

TRAIN:804

MACHINES ALWAYS GIVE CARD ERROR.

TRAIN:804

MY BIGGEST ONLY REALLY ISSUE WAS THAT THE MACHINES SEEMED A BIT WONKY WHEN ADDING FARE. WOULDN'T REGISTER MY CARD OR LOCKED UP MAYBE BECAUSE ITS A CANADIAN VISA? EVERYTHING ELSE WAS NICE.

TRAIN:804

OPERATIONS

Crowding/Seat Availability

Crowding/Seat Availability

SOME OF THE TRAINS ARE ALWAYS AT/NEAR CAPACITY WHERE PEOPLE ARE LEFT PACKED IN THE VESTIBULES. PLEASE ADD ADDITIONAL CARS ON THE TRAINS WHERE IT IS A KNOWN ISSUE.

TRAIN:101

TRAINS ARE PACKED.

TRAIN:143

WE NEED MORE CARS DURING RUSH HOURS AND SF GIANTS GAMES

TRAIN:150

LOVE TRAINS WITH MORE CARS DURING RUSH HOUR.

TRAIN:190

A BIT OVERCROWDED.

TRAIN:190

NO SEATS DURING RUSH HOUR.

TRAIN:190

BIGGER BULLET TRAINS!

TRAIN:190

CROWDED

TRAIN:190

IT IS DIFFICULT TO GET A SEAT DURING PEAK HOURS.

TRAIN:190

MORE SEATING.

TRAIN:192

MORE FREQUENT TRAINS WILL HELP WITH RUSH HOUR SEATING ISSUES.

TRAIN:197

RUSH HOUR IS PACKED AND OFTEN STANDING ROOM ONLY.

TRAIN:197

RUSH HOUR TRAINS ARE VERY BUSY.

TRAIN:206

SEATS

TRAIN:206

RIDERSHIP HAS INCREASED IMMENSELY IN THE LAST COUPLE OF YEARS. ANY REGULAR COMMUTER TRAIN THAT GETS YOU TO SF AROUND 8/9 AM AND LEAVES SF AT 5PM IS A NIGHTMARE IF YOU HAVE A BIKE OR EVEN ARE JUST SANDWICHED INTO A CAR LIKE A SARDINE. I WOULD LOVE MORE TRAINS DURING THESE PEAK HOURS OR TRAINS WITH GREATER CAPACITY.

TRAIN:207

Crowding/Seat Availability

NEED MORE TRAINS IN THE AFTERNOON 3-6 PM. TRAINS ARE PACKED DURING THE AFTERNOON COMMUTE. THERE'S STANDING ROOM ONLY.

TRAIN:207

OVERALL, VERY SATISFIED, BUT TRAINS ARE GETTING MORE AND MORE CROWDED.

TRAIN:207

A DEDICATED MOBILE APPLICATION OR IN LIVE TRAIN TRACKER

TRAIN:216

MORE TRAINS WOULD BE NICE. SEATS CAN BECOME NON-EXISTENT AT RUSH HOUR AND GIANTS GAMES.

TRAIN:216

THE MORNING BULLET IS OFTEN ONE WITH THE BIKE CARS AND FEWER REGULAR CARS THAN NORMAL. THIS IS A HUGE REASON FOR CROWDS

TRAIN:217

TRAINS NEED UPDATES WITH MORE EFFICIENT USE OF SPACE FOR SEATING.

TRAIN:217

BETTER THAN BART! QUIETER, I FEEL SAFER AND CLEANER. MORE SEATING WOULD HELP AND SOME TRAIN SPEAKERS DON'T WORK FOR ONBOARD ANNOUNCEMENTS. IN-APP UPDATES FOR DELAYS WOULD BE PREFERRED AND RELYING ON TWITTER FOR INFO DURING DELAYS; BUT, OVERALL, NOT A BAD EXPERIENCE

TRAIN:217

WE NEED MORE SEATING OR MORE FREQUENT TRAINS, SO MORE PASSENGERS GET A SEAT DURING MORNING AND EVENING RUSH HOUR.

TRAIN:217

MORE CARS. NO SEATS, VERY CROWDED

TRAIN:217

NO SEATING ON BULLET FROM PA - SF NEWER TRAINS MUCH QUIETER, SMOOTH

TRAIN:217

SEATS.

TRAIN:217

MORE SEATS AND MORE TRAINS. EVERYDAY IS OVERCROWDED

TRAIN:217

THERE ARE OFTEN NO SEATS IN THE MORNING AND THE TRAIN IS PACKED AND UNCOMFORTABLE. NEED MORE SEATING!

TRAIN:217

SOMETIMES I'M JUST LUCKY TO HAVE A PLACE TO STAND

TRAIN:217

Crowding/Seat Availability

RUSH HOUR TRAINS TOO CROWDED.

TRAIN:217

RESTAURANTS & SHOPS AT STATIONS ARE PRIORITY.

TRAIN:217

IT'S EASY AND CONVENIENT BUT THE MORNING TRAINS ARE PACKED, HOT AND SUPER UNCOMFORTABLE.

TRAIN:217

NICE RIDE BUT WHEN THERE ARE NO SEATS, STANDING WITHOUT SOMETHING TO GRIP ON FEELS UNSAFE.

TRAIN:225

MORNING TRAINS AND EVENING TRAINS DURING RUSH HOURS ARE PACKED TO THE BRIM. SOMETIMES I'LL WAIT FOR LATER TRAINS SO I'M NOT SQUISHED LIKE A SARDINE. MORE TRAINS DURING RUSH HOUR AT SIMILAR TIMES WOULD BE EXCELLENT!

TRAIN:225

SEATING HAS BECOME A CHALLENGE DURING PEAK RUSH HOURS.

TRAIN:225

BULLET IN THE MORNING IS VERY CROWDED.

TRAIN:225

OVER CROWDED TRAINS. FREQUENT STANDING ROOM ONLY.

TRAIN:225

OFTEN HARD TO FIND A SEAT ON THE EXPRESS TRAINS.

TRAIN:225

TRAINS ARE ADEQUATE AND GET ME TO WORK ON TIME. OFTEN, SEATING IS LIMITED ON TRAINS (I.E. PEOPLE STANDING).

TRAIN:232

NEED MORE SEATS OR CARS ON TRAINS.

TRAIN:232

NEED MORE CARS FOR SEATING. OVER CROWDED IN AM/PM.

TRAIN:233

I'VE BEEN RIDING CALTRAIN 37 YRS.! I'M NOW PARTIALLY DISABLED AND CAN'T STAND WHILE RIDING.

TRAIN:233

COULD USE EXTRA TRAIN CARS DURING PEAK COMMUTE MON - FRI. OFTEN STANDING ROOM ONLY.

TRAIN:233

Crowding/Seat Availability

DURING RUSH-HOUR, I NEVER FIND A SEAT FROM RWC	TRAIN:233
IT'S TOO CROWDED DURING BUSY TIMES.	TRAIN:233
TRAINS ARE TOO FULL AT PEAK COMMUTE.	TRAIN:233
MORE CARS ON #215.	TRAIN:262
MORE FREQUENT MORNING TRAINS OR MORE CARS WOULD HELP. VERY CROWDED RIDE BETWEEN 7 AM AND 8 AM SUNNYVALE TO PALO ALTO.	TRAIN:262
ADDING EXTRA CARS TO MORNING TRAINS WOULD BE GREAT - IF A 5-CAR TRAIN, I BARELY HAVE ROOM TO BREATHE.	TRAIN:262
NEED MORE TRAINS OR CARS ON EXISTING TRAINS.	TRAIN:262
TRAINS OFTEN OVERCROWDED. SHOULD BE MORE TRAINS.	TRAIN:262
NEEDS MORE SEATS	TRAIN:262
MORE TRAINS, MORE TIMES TOO CROWDED 7AM AND 4-5PM BULLETS ARE SO CROWDED!	TRAIN:267
I COMMUTE EVERYDAY ON CALTRAIN FOR LAST SIX YEARS. THE ANNOUNCEMENTS AND RELIABILITY HAS IMPROVED, BUT TRAINS ARE PACKED GOING NORTH. PLEASE HAVE MORE TRAINS!	TRAIN:267
MORNING TRAINS OVER CROWDED.	TRAIN:268
IT WOULD BE NICE IF THE YOUNG TECH BROS GAVE UP SEATS FOR OLDER AND DISABLED RIDERS. THIS INCLUDES THE CYCLISTS, WHO SEEM ENTITLED. I WALK TO AND FROM THE STATIONS, SO WOULD LIKE A SEAT.	TRAIN:268
OFTEN DIFFICULT, BUT NOT IMPOSSIBLE, TO FIND SEAT	TRAIN:268
PEAK HOUR COMMUTE SEATING OFTEN INADEQUATE.	TRAIN:268

Crowding/Seat Availability

THE TRAINS ARE SO CROWDED OFTEN TO A POINT WHERE THERE IS NOT EVEN STANDING ROOM. IT WOULD BE GREAT TO HAVE MORE BABY BULLETS THROUGHOUT THE DAY AND NOT JUST IN RUSH HOUR, IN WHICH THEY ARE SUPER CROWDED ANYWAY.

TRAIN:268

MORE TRAINS AT SCHEDULED TIMES. MORE SEATS.

TRAIN:268

MORE BULLETS IN THE AM PLEASE, SOME BULLETS ARE OVERCROWDED.

TRAIN:268

MORE SEATS ARE NEEDED TO ACCOMMODATE PASSENGERS.

TRAIN:268

OVERALL, I HAVE A GREAT EXPERIENCE COMMUTING ON CALTRAIN. I WOULD SAY THAT THERE AREN'T ENOUGH TRAIN TIMES AND NOT ENOUGH SEATS/ROOM ON THE TRAIN.

TRAIN:268

I HAVE NEEDED TO CHANGE MY SCHEDULE TO ENSURE SEATING DUE TO OVERCROWDING.

TRAIN:268

MORE SEATS

TRAIN:268

ESPECIALLY IN THE MORNING, FINDING A SEAT IS IMPOSSIBLE.

TRAIN:277

HARD FOR COMMUTERS TO GET SEATS DURING RUSH HOUR WHEN THERE ARE GIANTS GAMES. NEED A SPECIAL GIANTS TRAIN FOR ALL THOSE FOOLS. THANK YOU

TRAIN:277

MORE FREQUENT TRAINS AND MORE SEATING CAPACITY. I APPRECIATE CALTRAIN GIVING ME MORE OPTIONS TO GET TO WORK.

TRAIN:277

THERE'S RARELY SEATS AVAILABLE WHEN I BOARD AT HILLSDALE.

TRAIN:282

TRAINS LEAVING SF BETWEEN 5PM AND 6PM ARE VERY PACKED WITH PEOPLE

TRAIN:282

MORE TRAINS AT PEAK TIMES. SEATS ALWAYS FILL UP.

TRAIN:282

GENERALLY, BULLETS WILL NOT HAVE SEAT AVAILABILITY.

TRAIN:282

MORNINGS ARE EXTREMELY CROWDED.

TRAIN:282

Crowding/Seat Availability

HAVING MORE BULLET TRAINS IN THE MORNING WOULD HELP SEAT AVAILABILITY FOR NORTHBOUND RIDERS.

TRAIN:282

LOVE TO RIDE - SAVES ME FROM SITTING IN TRAFFIC. EVEN BETTER WHEN THERE'S A SEAT. EXPRESS TRAIN SEATING IS THE WORST AS PASSENGERS FEEL TERRITORIAL AND DO NOT WANT TO SIT NEXT TO OTHERS. NO MORE 4-WAY SEATING OR TABLES.

TRAIN:282

MORNING TRAINS ARE VERY CROWDED. HIGHER TRAIN FREQUENCY WOULD BE BETTER

TRAIN:282

IT IS OFTEN IMPOSSIBLE TO FIND A SEAT DURING COMMUTE TIMES.

TRAIN:288

LACK OF SEATING DURING PEAK IS THE ONLY COMPLAINT.

TRAIN:288

WHEN CALTRAIN HAS AN ACCIDENT, YOU NEED TO ALLOW RIDERS TO EXIT THE TRAIN FASTER. ONE TO TWO HOURS IS UNACCEPTABLE FOR WORKING PARENTS.

TRAIN:313

IT WOULD BE GREAT TO HAVE MORE TRAINS, ESPECIALLY EARLY IN THE MORNING OR LATE IN THE EVENING. THERE ARE NOT ENOUGH SEATS DURING RUSH HOURS.

TRAIN:313

NEED MORE CAPACITY AND MORE TRAINS TO GUARANTEE SEATING AT PEAK COMMUTE TIMES. OVERALL, IT'S PRETTY AWESOME. KEEP IT UP!

TRAIN:313

NOT ENOUGH TRAIN SEATS.

TRAIN:313

MORE TRAINS TO ACCOMMODATE THE FLUX OF WORKERS. TRAINS ARE BECOMING WAY TOO CROWDED, CHAOTIC AND EVEN COMPETITIVE JUST TO GET ON A TRAIN

TRAIN:324

THE PRICE INCREASES, BUT NOT THE SEATING!

TRAIN:324

FOR BULLET TRAINS THERE IS ALWAYS A PROBLEM WITH SEAT AVAILABILITY.

TRAIN:329

WE COULD ADD ANOTHER BULLET FROM SUNNYVALE AT 9:14(SIMILAR TO THOSE AT 6:14, 7:14, 8:14). IT WOULD EASE THE CROWDING ON THE 8:14 BULLET.

TRAIN:329

AS A PREGNANT WOMAN WHO REALLY WANTS A SEAT, ITS AWFUL WHEN YOU SEND A FIVE CAR TRAIN INSTEAD OF SIX DURING RUSH HOUR. WHY DO YOU DO THIS?

TRAIN:329

Crowding/Seat Availability

THERE NEEDS TO BE FAR MORE SEATING ON THE TRAINS DURING PEAK COMMUTER HOURS.
TRAIN:329

NEVER USE FIVE CAR TRAINS FOR BULLETS.
TRAIN:329

NOT ENOUGH SEATS.
TRAIN:330

INSUFFICIENT SEATING AND TRAINS
TRAIN:330

I WISH THERE WAS A WAY TO KNOW HOW FULL TRAINS ARE TO KNOW WHETHER TO GET ON OR GET ON ANOTHER, ESPECIALLY AT NIGHT, SINCE I HAVE MORE FLEXIBILITY AND THEY'RE ALWAYS MORE PACKED THAN IN THE AM.
TRAIN:330

MORE CARS. STANDING ALL THE WAY SUCKS.
TRAIN:360

NEED MORE SIX CAR TRAINS.
TRAIN:360

MORE EFFORT IS NEEDED WITH OVERCROWDED TRAINS, USUALLY DUE TO SPORTS EVENTS. CONDUCTORS UNNECESSARILY BOTTLENECK AND THROTTLE PASSENGERS WHEN GOING FROM LOBBY TO PLATFORM IN SF. OPEN BOTH SETS OF DOUBLE DOORS. IT FEELS AS IF WE'RE BEING TREATED LIKE CATTLE. UNNECESSARY!
TRAIN:360

TRAIN'S GETTING MORE AND MORE CROWDED.
TRAIN:360

MORE TRAINS DURING PM COMMUTE WOULD BE NICE TO MAKE SURE TRAINS AREN'T UNCOMFORTABLY PACKED.
TRAIN:360

VERY GOOD SERVICE BUT NEED GREATER SEATING CAPACITY ON BULLET TRAINS.
TRAIN:360

SHOULD HAVE MORE TRAIN CARS FOR SOUTHBOUND ON DAY AFTER HOLIDAY IN AFTERNOON, STANDING ROOM ONLY, SHOULDER TO SHOULDER.
TRAIN:376

AIR CIRCULATION IS INADEQUATE FOR STANDING ROOM ONLY, OVER CAPACITY TRAINS. BREEDING GROUND FOR DISEASE AND VIRUS TRANSMISSION.
TRAIN:376

I WOULD LIKE TO RECOMMEND ONE OR TWO ADDITIONAL CARS PER TRAIN.
TRAIN:376

Crowding/Seat Availability

PLEASE USE THE NEWER TRAIN - NOT GALLERY STYLE FOR PEAK COMMUTE HOURS AM BULLET TRAINS! CONSISTENT STANDING ROOM ONLY AROUND 8-9 AM AND 5-6 PM.

TRAIN:376

MORE TRAINS (HIGHER FREQUENCY OF TRAINS). FASTER TRAINS

TRAIN:376

IT WOULD BE VERY HELPFUL IF MORE ARMLESS SEATS WERE AVAILABLE, TO SEAT PEOPLE WHOSE BACKSIDES DON'T FIT WITHIN STANDARD ARMREST.

TRAIN:376

NEVER ENOUGH SEATING. SHOULD RUN MORE TRAINS FROM REDWOOD CITY TO FATHERED IS A LOT OF DEMAND AND LITTLE SEATING.

TRAIN:376

RUN BIGGER TRAINS WITH MORE SEATING CAPACITY AT PEAK TIMES.

TRAIN:376

NOT ENOUGH SEATING.

TRAIN:376

INCREASE MORE SEATS DURING PEAK HOURS

TRAIN:376

TRAINS NOT LARGE ENOUGH (ENOUGH SEATS) DURING COMMUTE HOURS.

TRAIN:376

NEVER ENOUGH SEATS

TRAIN:376

NEED FASTER TRAINS TO ACCOMMODATE ALL THE PEOPLE TAKING IT.

TRAIN:376

NEED MORE TRAINS AT RUSH HOUR. NEEDING TO STAND BECAUSE THERE ARE NO SEATS IS TERRIBLE. I HATE CROWDED TRAINS. FEEL FREE TO CHARGE MORE MONEY.

TRAIN:376

I NEVER HAVE A SEAT ON THE 7:43 AM NORTH TRAIN FROM SAM MATEO TO S.F. NEVER HAVE A SEAT SF -> SAN MATEO AT 5:38 P.M.

TRAIN:376

SOMETIMES, I DON'T EVEN GET A SEAT.

TRAIN:376

NEED MORE BULLET TRAINS DURING PEAK HOURS. RUSH HOUR TRAINS ARE ALWAYS TOO CROWDED AND ARE SOMETIMES UNSAFELY CROWDED.

TRAIN:376

TRAIN #529 IS USUALLY VERY VERY CROWDED. CAN YOU CONSIDER MORE CARS OR MORE SEATS?

TRAIN:376

Crowding/Seat Availability

I LOVE CALTRAIN, BUT NOT ENOUGH TRAINS! TOO CROWDED.

TRAIN:376

THE FREQUENCY OF SIX CAR TRAINS AT PEAK TIMES IS MY BIGGEST COMPLAINT. BEING PACKED IN FOR AN HOUR ON AN OVERCAPACITY TRAIN IS AWFUL.

TRAIN:376

RUSH HOUR TRAINS ARE TOO CROWDED. HAVE TO GET TO STATIONS 15 MINUTES EARLY TO GET A SEAT (AT SF STATION).

TRAIN:376

NEED FASTER TRAINS TO ACCOMMODATE ALL THE PEOPLE TAKING IT.

TRAIN:376

CALTRAIN NEEDS TO SERIOUSLY INCREASE CAPACITY! ALL OF THE COMMUTER TRAINS ARE STANDING ROOM ONLY. I HAVE TO STAND HALF THE TIME AND MY RIDE IS 45 MINUTES. THERE NEEDS TO BE MORE TRAINS WITH MORE CAPACITY RUNNING MORE FREQUENTLY.

TRAIN:376

WISH MORE SEATS

TRAIN:376

MORE SEATING SPACE REQUIRED.

TRAIN:376

OVER-CROWDED TRAINS.

TRAIN:381

MORE SEATING

TRAIN:381

I ENJOY CALTRAIN WHEN THERE IS SEATING.

TRAIN:381

NOT MUCH SEAT AVAILABILITY AT RUSH HOUR.

TRAIN:385

SERVICE AVAILABILITY ALWAYS CAUSES ME TO STAND DURING COMMUTE HOME AT 5 PM.

TRAIN:421

A LITTLE COMPACT IN THE SEATS.

TRAIN:432

OVERALL, VERY PLEASED WITH EXPERIENCE. MAJORITY OF SMALL GRIEVANCES (PEOPLE TALKING ON CELL PHONES, LIMITED SEATING DURING PEAK HOURS) ARE TOUGH TO SOLVE.

TRAIN:438

Crowding/Seat Availability

USED TO TAKE DAILY. CALTRAIN OVERALL IS A VERY GOOD SERVICE, HOWEVER
MORNINGS/TOWARD GIANTS GAMES TRAINS ARE A MESS. NOT SURE WHAT CAN BE DONE
BESIDES TRAIN FREQUENCY/SEATING ARRANGEMENT

TRAIN:441

NEED MORE TRAINS SOUTH OF TAMIEN

TRAIN:801

Delay/Accident Response

Delay/Accident Response

IT DOES GET FRUSTRATING WHEN ANY TIME THERE IS AN ACCIDENT UP THE LINE, THE SF STATION GOES TO HELL. LINES FORM, SIGNBOARDS ARE OF NO HELP. LAST WEEK ELECTRONIC SIGNS SAID, "ON TIME" EVEN THOUGH ALL TRAINS WERE STOPPED AND THE DEPOT WAS EMPTY AND YOU CANNOT HEAR ANYTHING THE CONDUCTOR ANNOUNCES. SOME STATIONS HAVE A LOUDSPEAKER, WHY NOT SF?

TRAIN:192

EVERY TIME THERE IS A SUBSTANTIAL DELAY, THE TRAINS CONTINUE TO RUN ON THEIR ORIGINAL SCHEDULES. IT WOULD MAKE MORE SENSE TO HAVE THE TRAINS INSTEAD ALL RUN LOCAL TO MOVE ALL OF THE PASSENGERS THROUGH SMOOTHLY AND AVOID SERIOUS OVER CROWDING. TAKE A LOOK AT METRO CITIES LIKE NYC OR BOSTON FOR EXAMPLE.

TRAIN:217

THE CAL AVE STATION IS A BIT COMPLICATED. YOU CAN ONLY BUY TICKETS ON THE S. BOUND SIDE AND IT WOULD BE MUCH MORE ACCESSIBLE IF THERE WAS STREET ACCESS ON THE N. BOUND SIDE - IT WOULD SAVE A LOT OF TIME. THANKS!

TRAIN:217

SOMETIMES HAS TO BE DONE TO ALLOW TRAINS BYPASS THE ONES THAT HAVE PROBLEMS.

TRAIN:225

DELAYS ARE THE WORST. 'CAUSE ITS USUALLY LONG RATHER THAN NOT.

TRAIN:232

CAN ANYTHING BE DONE TO OPTIMIZE OR RECOVER FROM ACCIDENTS FASTER?

TRAIN:232

DURING TRAIN STOPPAGES (EQUIPMENT FAILURE, SUICIDE, ACCIDENT) IT WOULD BE GREAT IF WE GOT MORE FREQUENT AND DETAILED UPDATES. ALSO, PULL INTO A STATION A LET US GET OFF AND TAKE ALTERNATIVES (MUNI, BART, SAMTRANS, ETC.).

TRAIN:268

PROVIDE OTHER TRANSPORTATION LIKE LYFT/UBER, FREE SHUTTLE FOR THOSE THAT LIVE FAR AWAY WHEN CALTRAIN BREAKS DOWN. RATING OVERALL ITS BEEN OKAY

TRAIN:273

ONCE THERE'S AN ACCIDENT/DELAY, THE EXPERIENCE GOES DOWN - WISH THERE ARE ALTERNATIVES THE TRAIN ALWAYS SEEMS TO GET STUCK WITH 30 AND MIN WHENEVER THERE ARE ACCIDENTS

TRAIN:282

WHEN CALTRAIN HAS AN ACCIDENT, YOU NEED TO ALLOW RIDERS TO EXIT THE TRAIN FASTER. ONE TO TWO HOURS IS UNACCEPTABLE FOR WORKING PARENTS.

TRAIN:313

Delay/Accident Response

NEED A FASTER WAY OF MOVING AFTER SUICIDE CASES.

TRAIN:313

I WISH THERE WERE OTHER CONTINGENCY PLANS TO AVOID TRAIN DELAYS OF 60-90 MINUTES

TRAIN:329

BIGGEST CONCERN IS CALTRAIN INCIDENT MANAGEMENT AFTER A STRIKE OF A TRESPASSER OR EQUIPMENT DELAY.

TRAIN:360

CALTRAIN APP IS OFTEN VERY BEHIND IN NOTIFYING DELAYS.

TRAIN:365

CALTRAIN IS VERY USEFUL FOR ALL THAT COMMUTE EVERYDAY. IT WOULD BE GOOD TO HAVE BETTER EMERGENCY RESPONSE WHEN ACCIDENTS HAPPEN THAT CAUSE LONG DELAYS.

TRAIN:376

BUS BRIDGE MAKES CALTRAIN NOT WORTH USING DUE TO HOW SLOW IT CAN BE

TRAIN:801

On-Time Performance/Reliability

On-time Performance/Reliability

I HAVE EXPERIENCED THAT TRAINS LEAVE A MINUTE OR TWO EARLIER THAN THE SCHEDULED TIME AT MILLBRAE.

TRAIN:142

MORE RELIABLE TRAINS. HOPEFULLY THIS WILL HAPPEN POST ELECTRIFICATION!

TRAIN:143

FREQUENT DELAYS

TRAIN:143

THERE ARE 90 MINUTE DELAYS.

TRAIN:150

TRAIN DELAYS ARE FREQUENT.

TRAIN:151

FREQUENT DELAYS

TRAIN:151

TRAINS ALSO NEED TO BE MORE ON TIME.

TRAIN:151

BREAKS DOWN OR BLOCKED BY ACCIDENT VERY OFTEN.

TRAIN:190

DELAYS DUE TO ACCIDENTS ARE TOO FREQUENT. ONE TRAIN CAN BLOCK ALL OTHER TRAINS.

TRAIN:190

EXCELLENT SERVICE, SOMETIMES TWO OR THREE MINUTES OFF THE INDICATED TIME, BUT EXCELLENT SERVICE ATTENTIVE KIND HAVE GOOD DAY

TRAIN:192

TRAIN TIMES SEEM INCONSISTENT WITH TRAIN APPS AT TIMES.

TRAIN:192

GENERALLY, ON TIME.

TRAIN:192

ALMOST ALWAYS 9-20 MINUTES LATE.

TRAIN:192

I LIKE THE CALTRAIN. I THINK THERE ARE TOO MANY WEIRD DELAYS AND CHANGES, THOUGH. IT HARDER TO RELY ON.

TRAIN:192

GOOD SERVICE. ONLY PROBLEM ARE DELAYS AND FREQUENCY OF TRAINS.

TRAIN:192

On-time Performance/Reliability

TAKING INTO ACCOUNT HOW PRICY IS THE SERVICE. I THINK THAT IS UNACCEPTABLE HOW FREQUENT THERE IS DELAYS ON THE SERVICE

TRAIN:195

PLEASE TRY TO NOT HAVE SO MANY DELAYS. IF ANY PLEASE FIX ASAP AND GET BACK ON THE SCHEDULE.

TRAIN:197

TRAINS BREAK ALL OF THE TIME! PEOPLE GET HIT WAY TOO OFTEN. PEOPLE ON TRAINS AFFECTED BY THESE ISSUES NEVER GET CLEAR COMMUNICATION FROM CALTRAIN ON STATUS OR ALTERNATIVE ROUTES.

TRAIN:207

SERVICE OUTAGES REALLY AFFECT MY WEEKLY COMMUTE.

TRAIN:207

AM IS MOSTLY ON TIME, BUT AFTERNOON RIDES ARE MOSTLY SLOW OR DELAYED.

TRAIN:207

THE DELAYS ARE PRETTY GNARLY SOMETIMES, BUT THAT'S RARE.

TRAIN:207

TRAINS DEPART EARLIER THAN SCHEDULED DEPARTURE TIME, ESPECIALLY AT SAN JOSE DIRIDON. SOMETIMES 30 SECONDS EARLY.

TRAIN:216

THESE THINGS BREAK DOWN A LOT

TRAIN:216

I'M VERY HAPPY WITH CALTRAIN. DELAYS AREN'T TERRIBLY FREQUENT (AND GENERALLY AREN'T THE FAULT OF CALTRAIN)

TRAIN:216

I WOULD LIKE CALTRAIN WITHOUT DELAYS.

TRAIN:216

THERE HAS BEEN SIGNIFICANT DELAYS LATELY DUE TO "MECHANICAL ISSUES", IT'S BEEN THE SAME ISSUE, UNSATISFIED RIDER FOR THE PAST TWO MONTHS!

TRAIN:216

TOO MANY DELAYS! AS MUCH AS I DISLIKE BART, THEY ARE MORE RELIABLE. OTHERWISE I RATE IT AS A GOOD EXPERIENCE. EXCUSES DON'T HELP EITHER. RUN THE TRAINS ON-TIME - PERIOD. SORRY FOR THE RANT. WE PAY A HIGH BUT FAIR TICKET PRICE AND EXPECT A RELAXING TRIP. NOT RELAXING WHEN YOU GET TO WORK LATE OR HAVE TO CALL UBER FOR A RIDE WHEN THE TRAIN BREAKS DOWN.

TRAIN:217

On-time Performance/Reliability

REAL PROBLEMS OF MAINTAIN CURRENT EQUIPMENT- TRAINS SEEM TO BREAKDOWN AT MUCH GREATER FREQUENCY THAN THEY USED TO.

TRAIN:217

A LOT OF DELAYS, BUT OVERALL GOOD EXPERIENCE.

TRAIN:217

ON-TIME PERFORMANCE HAS IMPROVED SIGNIFICANTLY, WHICH IS GOOD

TRAIN:217

LIKE THE TIME PREDICTABILITY.

TRAIN:217

TIMELINES OF TRAINS KEEPING TO SCHEDULES MOST IMPORTANT. OFTEN DELAYED. COMMUNICATION BREAK-DOWN DURING LARGE-SCALE ACCIDENTS DELAYS

TRAIN:217

OFTEN THE TRAIN LEAVING HILLSDALE LEAVES EARLY AND DOES NOT WAIT FOR THE PEOPLE ON THE OTHER SIDE OF THE SAFETY BARS TO WALK SAFELY TO MAKE THE TRAIN.

TRAIN:217

OFTEN THE TRAIN LEAVING HILLSDALE LEAVES EARLY AND DOES NOT WAIT FOR THE PEOPLE ON THE OTHER SIDE OF THE SAFETY BARS TO WALK SAFELY TO MAKE THE TRAIN.

TRAIN:217

FREQUENT DELAYS

TRAIN:225

FREQUENT DELAYS ARE A PAIN FOR DAILY COMMUTERS. A SHAME FOR SILICON VALLEY CONSIDERING THE TECH CAPITAL OF THE WORLD AND THE TAXES PAID.

TRAIN:225

TOO FREQUENT TRAIN BREAK-DOWNS MAKES THINGS TOO UNRELIABLE.

TRAIN:225

RELIABILITY AND COMMUNICATION OF DELAYS HAVE BEEN TERRIBLE.

TRAIN:225

SOMETIMES TOO HOT - MORE AC

TRAIN:225

TRAIN DELAYS MORE THAN 15 MINUTES FROM TIME TO TIME IN THE AFTERNOONS AT HILLSDALE STATION.

TRAIN:232

CONDUCTORS ARE GREAT! TIMELINESS IS GREAT!

TRAIN:232

LESS ACCIDENTS MORE ACCURATE ARRIVALS

TRAIN:233

On-time Performance/Reliability

ONBOARD EXPERIENCE IS GOOD. I'M REALLY DISSATISFIED WITH HOW FREQUENTLY TRAIN DELAYS HAPPEN AND HOW MANY ACCIDENTS HAPPEN WITH THE TRAIN AT ROAD INTERSECTION.

TRAIN:233

TRAINS BREAK DOWN QUITE OFTEN. THERE SHOULD BE A DAILY CHECK AND MAINTAIN.

TRAIN:233

IN GENERAL, THERE ARE TOO MANY DELAYS FOR A TRAIN THAT HAS A SET SCHEDULE.

TRAIN:233

REDUCE THE FREQUENCY OF DELAYS.

TRAIN:233

DELAYS: WHY DO CARS KEEP PARKING ON TRACKS?

TRAIN:233

TRAINS OFTEN LATE MONDAY MORNINGS!

TRAIN:254

I HATE WHEN ARRIVE TWO OR THREE MINUTES AHEAD OF SCHEDULE AND I MISS MY TRAIN!

TRAIN:257

APPRECIATE THE CONVENIENCE AND THE TRAIN ALWAYS SEEMS TO BE ON SCHEDULE.

TRAIN:262

REMOVE DELAYS

TRAIN:262

LOTS OF DELAYS.

TRAIN:267

I NOTICE SOMETIMES THE TRAIN LEFT ONE MINUTE EARLY.

TRAIN:267

THE MAJOR DELAYS (>10MINUTES) ARE HORRIBLE/EXTREMELY DISRUPTIVE.

TRAIN:267

TRAINS OFTEN A FEW MINUTES LATE, YET TRAINS AND SUBWAYS IN JAPAN ARE NEVER EVEN A MINUTE LATE.

TRAIN:267

REDUCE DELAY NORTH OF SAN MATEO.

TRAIN:268

TRAIN DELAYS

TRAIN:268

THIS IS AN EXPENSIVE WAY TO TRAVEL AND IT SEEMS THAT IT IS ALWAYS LATE.

TRAIN:268

On-time Performance/Reliability

TRAINS SHOULD ARRIVE ON TIME.

TRAIN:268

WE ARE FREQUENTLY MORE THAN 30 MINUTES DELAYED. IT IS VERY DISAPPOINTING. NEEDS TO IMPROVE A LOT!

TRAIN:268

REDUCE THE DELAYS OF 8:15 BULLET FROM SUNNYVALE. IT'S LATE ON A DAILY BASIS,

TRAIN:268

WOULD BE 100X BETTER IF WAS MORE RELIABLE AND FREQUENT

TRAIN:273

MAINTENANCE SEEMS TO BE A MAJOR PROBLEM. IT SEEMS OFF THAT FARES KEEP GOING UP WHILE RIDERSHIP INCREASES AND YOU STILL HAVE MAINTENANCE ISSUES.

TRAIN:277

ACCIDENTS HAPPEN MORE FREQUENTLY THAN EXPECTED. MECHANICAL ISSUES ARE QUITE COMMON.

TRAIN:277

AS A RIDER SINCE 1980 I WOULD SAY: TRAIN FREQUENCY HAS IMPROVED. TRAIN RELIABILITY HAS DIMINISHED. TRAIN RESTROOM PROVISIONS ARE SUB-PAR.

TRAIN:277

AS A RIDER SINCE 1980 I WOULD SAY: TRAIN FREQUENCY HAS IMPROVED. TRAIN RELIABILITY HAS DIMINISHED. TRAIN RESTROOM PROVISIONS ARE SUB-PAR.

TRAIN:277

I REALLY ENJOY THE CALTRAIN! MY MAJOR COMPLAINTS ARE MORE WEEKEND TRAINS AND TRAINS TYPICALLY ARRIVE TWO MINUTES EARLY AND LEAVE EITHER EXACTLY AT HE SPECIFIED ARRIVAL TIME OR A FEW SECS BEFORE - NOT IDEAL ESP FOR A FIRST TIME RIDER. IF THEY COULD LEAVE CLOSER TO THE END OF THE MINUTE THAT'D BE MORE IDEAL

TRAIN:277

WOULD APPRECIATE MORE FREQUENCY AND REDUCTION OF DELAYS MID-WAY

TRAIN:282

TRAINS SHOULD NEVER LEAVE STATIONS EARLY, WHICH THEY DO AT SUNNYVALE OCCASIONALLY.

TRAIN:282

LESS DELAY, LESS INCIDENTS

TRAIN:288

ON OCCASION, THE TRAINS TEND TO LEAVE EARLY LATE AT NIGHT ESPECIALLY AT NON-BULLET STOPS. I'D PREFER THEY LEFT AT THE POSTED TIMES NOT TWO MINUTES EARLY. IT HAS CAUSED ME TO MISS THE TRAIN ON TWO OCCASIONS AT NIGHT.

TRAIN:289

On-time Performance/Reliability

DELAYS WITHOUT EXPECTED TRAIN TIMES AT THE PLATFORM ARE AN ISSUE.	TRAIN:289
TRAINS BREAK DOWN A LOT AND THERE ARE A LOT OF SUICIDES THAT CAUSE DELAYS.	TRAIN:313
BOMBARDIERS ARE NOT REALLY RELIABLE. FUNNY HOW SB 602 NEVER SHOWS UP ON SCHEDULE.	TRAIN:313
DELAYS DUE TO ACCIDENTS NEED TO BE AVOIDED.	TRAIN:313
FREQUENT TRAIN DELAYS	TRAIN:313
MORE OFF - PEAK AND WEEKEND TRAINS PLEASE.	TRAIN:324
DON'T LEAVE STATIONS EARLY!	TRAIN:324
TOO MANY DELAYS AND TRAIN BREAKS.	TRAIN:329
THE LACK OF RELIABILITY OF TRAINS IS A LITERAL JOKE AT OUR OFFICE	TRAIN:329
OLDER TRAINS SEEM TO SLOW DOWN OR BREAK DOWN OFTEN.	TRAIN:329
CONSTANT ACCIDENTS OF HITTING PEDESTRIANS AND TRAINS BEING MASSIVELY DELAYED. AFTER DELAY, THERE IS NO GOOD INFO TO HELP US PLAN WHAT WE SHOULD DO.	TRAIN:330
DELAYS ARE TOO FREQUENT	TRAIN:330
TOO MANY ONE HOUR PLUS DELAYS ON BREAKDOWNS.	TRAIN:330
I TAKE CALTRAIN EVERYDAY AND IT'S VERY RELIABLE.	TRAIN:360
GETS ME TO WORK. A LOT OF DELAYS ALL THE TIME. BUT NOTHING IS EVER PERFECT I PREFER THIS THAN DRIVING.	TRAIN:360
LOVE CLIPPER AND ON TIME DEPARTURES.	TRAIN:365

On-time Performance/Reliability

TRAINS REGULARLY LATE

TRAIN:376

I STARTED USING CALTRAIN ABOUT SIX MONTHS AGO. THERE WAS A FEW INCIDENTS WHERE THERE WERE DELAYS BUT OVERALL, THE EXPERIENCE HAVE BEEN PLEASANT.

TRAIN:376

TOO MANY DELAYS.

TRAIN:376

FREQUENT DELAYS, UNRELIABLE TRAINS.

TRAIN:376

TRAINS ARE CLEAN BUT BREAK DOWN ONCE/MONTH.

TRAIN:376

TRAIN BREAKS DOWN SO OFTEN IT MAKES RIDE MISERABLE.

TRAIN:376

DELAYS ARE BEYOND UNACCEPTABLE. MANY TIMES, CALTRAIN IS DELAYED BY 10 - 15 MINUTES WITH NO PRIOR ANNOUNCEMENTS. I HAD TO STOP USING THE 10:40 TRAIN AT SAN ANTONIO - MV BECAUSE OF THIS

TRAIN:381

RIDERS PAY THE HIGHEST PERCENT OF OPERATING COST OF ANY TRAIN IN THE US AND RECEIVE POOR RELIABILITY AND MANAGEMENT IN RETURN. MASSIVE NEED FOR IMPROVEMENTS

TRAIN:381

DELAYS ARE CONSTANT AND WITH LITTLE COMMUNICATION

TRAIN:381

DELAYS ARE PAINFUL AS THEY COULD BE UPWARD OF HOURS. NEED BETTER WAY TO DEAL WITH THOSE.

TRAIN:381

DELAYS ARE INCONVENIENT AND FRUSTRATING.

TRAIN:381

TRAINS ALWAYS LATE. TOO OFTEN DELAYED.

TRAIN:385

IT IS REALLY GREAT! VERY CONVENIENT AND RELIABLE!

TRAIN:385

BREAK DOWN DELAYS ARE INCREASING.

TRAIN:385

YOUR TICKETING SYSTEM AND TRACK SAFETY SUCK.

TRAIN:385

On-time Performance/Reliability

RELIABILITY AND SCHEDULE IS THE BEST PART.

TRAIN:385

PLEASE MAKE SURE TRAINS DON'T LEAVE EARLY.

TRAIN:424

I RIDE CALTRAIN ONE TO TWO TIMES A YEAR. ALWAYS ON TIME. NO PROBLEMS

TRAIN:424

OVERALL THE SERVICE IS GREAT. MY ONLY MINOR COMPLAINT WOULD BE SOMETIMES THE TRAIN MACHINERY FAILS IN THE MIDDLE OF A RIDE AND IT DELAYS THE TRAIN

TRAIN:441

Personnel

Personnel

I AM DISABLED AND I HAD A CONDUCTOR NOT REMEMBER TO COME AND PUT THE ACCESS LIFT DOWN FOR ME TO GET OFF THE CALTRAIN AT MY DESIGNATED STOP. VERY DISSATISFIED.

TRAIN:101

I LOVE RIDING ON CALTRAIN. IT'S VERY CONVENIENT AND CONDUCTORS AND STAFF ARE ALWAYS NICE, FRIENDLY, AND HELPFUL.

TRAIN:142

WE DID NOT SEE CONDUCTOR AT ALL WHILE ON THE TRAIN.

TRAIN:143

THE ONLY NEGATIVE EXPERIENCE IS WITH A COUPLE CONDUCTORS THAT ACT SO SERIOUS AND HAVE AN ATTITUDE TO THE POINT OF BEING MEAN. OTHER THAN THAT, I LOVE CALTRAIN AND HAVE BEEN RIDING 30 PLUS YEARS.

TRAIN:150

LATE NIGHT TRAIN OPERATORS CAN BE OBNOXIOUS - ABUSE THE PA WITH UNFUNNY VOICES ETC. -VERY UNPROFESSIONAL CONDUCTORS NEED TO ANNOUNCE WHERE TRAIN IS GOING BEFORE TRAIN DEPARTS

TRAIN:151

SOME OF THE STAFF MEMBERS ARE KIND, WHILE OTHERS RUDE. HOWEVER, I LIKE TAKING THE TRAIN.

TRAIN:151

MORE FREQUENT TRAIN TIMES.

TRAIN:190

PLEASE BE POLITE WHEN WE TEENAGERS ARE ASKING SOMETHING.

TRAIN:190

CALTRAIN CONDUCTORS ARE TOP NOTCH.

TRAIN:197

MORE CONDUCTORS.

TRAIN:206

I ENJOY MY DAILY COMMUTE, ESPECIALLY TUESDAY AND THURSDAY. [NAMES REMOVED] DO AN AMAZING JOB. THEY ARE PROFESSIONAL, POLITE, AND KNOW THEIR JOB REALLY WELL.

TRAIN:207

Personnel

YOUR CONDUCTOR (I THINK HIS NAME IS [NAME REMOVED]) IS RUDE AND I CAUGHT HIM IN A LIE WITH A PASSENGER WHO HE WAS SPEAKING TO IMPOLITELY. THE PASSENGER HAS A MONTHLY PASS AND REGULARLY TAKES THE TRAIN. HE SAID HE FORGOT HIS WALLET TODAY, WHICH HAD THE PASS. THE CONDUCTOR SAID, "I NEVER LOOK AT FACES, SO I CAN'T VERIFY WHAT YOU'RE SAYING." HE ISSUE A TICKET. THE NEXT DAY I SEE THE SAME CONDUCTOR CHATTING AWAY WITH SOME OF THE REGULAR PASSENGERS. HE IS DISHONEST AND ONLY SEEMS NICE TO CERTAIN PEOPLE. [NAME REMOVED] IS ALSO A BAD REPRESENTATIVE OF CALTRAIN, AS HE IS MEAN AS WELL.

TRAIN:217

SOME CONDUCTORS MAKE MY DAY! SO FRIENDLY AND THEY TELL ME TO HAVE A HAPPY DAY. MAKES ME REMEMBER EVERYONE ON BOARD IS HUMAN. LOVE THE CONDUCTORS.

TRAIN:217

YOUR PARKING ENFORCERS IN MOUNTAIN VIEW NEED TO WORK ON THEIR MOOD. I GOT A TICKET FOR IMPROPER PLACEMENT OF MONTHLY PASS.

TRAIN:217

GREAT CONDUCTORS OVERALL.

TRAIN:217

BRING BACK [NAME REMOVED]!

TRAIN:217

CONDUCTORS ARE GREAT AND ALWAYS HELPFUL.

TRAIN:217

CONDUCTORS COOL AND SUPER NICE! CALTRAIN DOES A GREAT JOB!

TRAIN:217

SOME CONDUCTORS ARE TOO CHATTY ON THEIR ANNOUNCEMENTS. I LISTEN TO PODCASTS AND DON'T NEED THE DISTRACTION

TRAIN:217

6:14 TRAIN FROM CAL AVE NORTHBOUND - CONDUCTOR MAKES EXCESSIVE NUMBER OF ANNOUNCEMENTS

TRAIN:222

MY ONBOARD TRAINS RATING, M - O IS SOLELY BECAUSE OF CONDUCTOR [NAME REMOVED]. I HAVE BEEN RIDING ON THE CALTRAIN FOR SIX MONTHS NOW. HE IS ALWAYS VERY WELCOMING, POLITE, AND I CAN TELL HE IS TRULY PASSIONATE ABOUT HIS JOB AND CARES ABOUT THE RIDERS. IT MAKES MY CALTRAIN EXPERIENCE EXTREMELY PLEASANT AND I APPRECIATE HIM FOR THAT

TRAIN:222

MOST CONDUCTORS/STAFF ARE VERY POLITE AND HELPFUL. SOME ARE RUDE.

TRAIN:222

FRIENDLY CONDUCTORS AND VERY HELPFUL.

TRAIN:222

Personnel

I REALLY APPRECIATE CALTRAIN! THE CONDUCTORS DO NOT HAVE AN EASY JOB AND I HAVE LOVED THE PROFESSIONALISM AND SENSE OF HUMOR MANY OF THEM BRING.

TRAIN:222

CONDUCTORS ARE ALL COURTEOUS AND FRIENDLY THANK YOU!

TRAIN:222

SOME CONDUCTORS ARE WONDERFUL, BUT OTHERS ARE SEXIST PIGS. SOME TRAINS ARE QUIET, BUT OTHERS ARE OVERCROWDED AND ANY DAY WHERE THERE'S A SPORTING EVENT IT'S FULL OF DRUNKS. THE CLIPPER WEBSITE IS A NIGHTMARE. OVERALL, MANY AWFUL EXPERIENCES ONBOARD, I'M S

TRAIN:225

CONDUCTORS SEEM TO LOOK DOWN ON MOBILE APP TICKETS DESPITE THE ABILITY TO AVOID LOSING REVENUE AND AVOID A TICKET ON A PRETTY MUCH UNRELIABLE TRANSPORTATION METHOD.

TRAIN:225

RARELY SEE CONDUCTORS.

TRAIN:225

[NAME REMOVED] IS A GREAT CONDUCTOR.

TRAIN:225

CONDUCTORS ARE GREAT! TIMELINESS IS GREAT!

TRAIN:232

CONDUCTORS ARE AMAZING.

TRAIN:232

NOT BAD. CONDUCTORS COULD BE NICER AS A WHOLE.

TRAIN:233

THE CONDUCTOR ON 323 TRAIN IS THE HAPPIEST, NICEST GUY. LOVE HOW HE PULLS HIS WHISTLE OUT TO GIVE HEADS UP TRAIN IS LEAVING. KUDOS TO WATCHING EVERYONE SMILE AND BRIGHTEN THE MORNING.

TRAIN:233

RUDE CONDUCTORS. WHEN CHECKING PASSES AND GIVING OUT CITATIONS, THEY ARE WORSE THAN THE POLICE. REMIND THEM THEY ARE JUST CONDUCTORS AND NOT POLICE OFFICERS. IT'S THE WORSE PART OF MY EXPERIENCE WHEN I SEE THIS.

TRAIN:233

THE STAFF ARE AMAZING! IT IS GREAT TO TAKE THE TRAIN VS. THE CAR.

TRAIN:233

VISIBILITY OF CONDUCTORS IS LOW - THREE PER TRAIN WOULD BE BETTER.

TRAIN:254

Personnel

STAFF IS PLEASANT AND VERY HELPFUL

TRAIN:254

SOME CONDUCTORS SEEM OVERLY HARSH OR PUNITIVE IF A RIDER HASN'T TAGGED ON OR HAS SOME ISSUE W/ TICKET.

TRAIN:254

TRAINS DON'T WAIT FOR PASSENGERS, BUT SOMETIMES STAYS IN CERTAIN STATIONS A COUPLE MINUTES EVEN THERE ARE NO MORE PASSENGERS GETTING IN.

TRAIN:254

THERE IS ONE CONDUCTOR IN PM AND AM WHO GOES ON FOREVER AND EVER ON INTERCOM WHEN WE LEAVE EACH STATION. PLEASE STOP HIM!

TRAIN:257

REMOVE RUDE CONDUCTORS

TRAIN:262

NON-CAUCASIAN MALE WITH BEARD ALWAYS RUSHING! CLOSES DOOR TWO MINUTES BEFORE TRAIN DEPARTURE. EACH STOP HE'S SO QUICK TO CLOSE DOORS AND ANNOUNCES TRAIN STOPS TOO QUICK.

TRAIN:267

CONDUCTORS ARE NICE WHEN SEEN.

TRAIN:267

[NAME REMOVED] IS AN EXCELLENT EXAMPLE OF HOW FRIENDLY AND HELPFUL CALTRAIN EMPLOYEES SHOULD BE.

TRAIN:267

LOVE THE CREW ON 26!

TRAIN:268

CONDUCTOR SHOULDN'T JOKE ABOUT NOT HAVING A TICKET

TRAIN:268

CONDUCTORS MAKE TOO MANY REPETITIVE ANNOUNCEMENTS AND IT GETS ANNOYING FAST. THE TRAIN SHAKES A LOT, USUALLY MAKING ME NAUSEOUS.

TRAIN:268

TRAINS COULD BE CLEANER AND OPERATORS COULD BE MORE POLITE.

TRAIN:273

I LOVE THESE ICONIC TRAINS. THE STAFF ARE ALSO REALLY NICE

TRAIN:277

CONDUCTORS GENERALLY NICE.

TRAIN:282

Personnel

NO COMPLAINTS ABOUT PERSONNEL - THEY ARE ALWAYS COURTEOUS AND PROFESSIONAL
TRAIN:288

I THINK THE FOLKS WHO WORK ON THE TRAIN AND AT THE STATION ARE SO NICE AND HELPFUL
TRAIN:288

SATISFIED WITH CREW.
TRAIN:288

RE: CONDUCTORS- SOME ARE EXTREMELY HELPFUL/COURTEOUS, SOME ARE JERKS. HARD TO
ASSIGN ONE RATING TO EVERYONE.
TRAIN:288

CONDUCTORS ARE PROFESSIONAL
TRAIN:288

ALWAYS IMPRESSED W/ PROFESSIONALISM OF CONDUCTORS!
TRAIN:288

LOOKING FORWARD TO NEW TRAINS. CONDUCTORS ARE WONDERFUL.
TRAIN:313

SOME CONDUCTORS NEED TRAINING IN HOW TO SPEAK CLEARLY AND NOT SO FAST.
TRAIN:329

CONDUCTOR W/ THE GOATEE IS RUDE, A JERK, AND COULD USE MANNERS. HE'S USUALLY ON THE
SB 8:45 BULLET
TRAIN:330

THE SERVICE OF THE CONDUCTORS ARE GOOD.
TRAIN:330

[NAME REMOVED] IS COOL FROM SF STATION IN THE MORNING!
TRAIN:330

MORE EFFORT IS NEEDED WITH OVERCROWDED TRAINS, USUALLY DUE TO SPORTS EVENTS.
CONDUCTORS UNNECESSARILY BOTTLENECK AND THROTTLE PASSENGERS WHEN GOING FROM
LOBBY TO PLATFORM IN SF. OPEN BOTH SETS OF DOUBLE DOORS. IT FEELS AS IF WE'RE BEING
TREATED LIKE CATTLE. UNNECESSARY!
TRAIN:360

SOME CONDUCTORS ARE GREAT, SOME ARE NOT!
TRAIN:365

CALTRAIN EITHER WORKS GREAT OR NOT AT ALL. I LOVE THE CONDUCTORS THOUGH.
TRAIN:365

SOME CONDUCTORS DO NOT ANNOUNCE STOPS, TRAIN # OR DELAYS AT ALL.
TRAIN:376

Personnel

BEST OPTION FOR BAY AREA TRANSIT. AM CONDUCTORS ON 632 AM TRAIN OUT OF RWC ARE THE BEST

TRAIN:376

PERSON WHO CHECKS TICKETS DOESN'T NEED TO SAY, "THANK YOU" REPEATEDLY.

TRAIN:376

ONE CONDUCTOR IN PARTICULAR IS SO INAPPROPRIATE AND UNPROFESSIONAL. FEEL FREE TO EMAIL [NAME, EMAIL, AND PHONE NUMBER REMOVED]

TRAIN:376

THE CONDUCTORS ARE AMAZING AND ALSO VERY FRIENDLY.

TRAIN:376

I ONCE HAD A CONDUCTOR WHO YELLED AT ME AND TOLD ME I'D BE SENT TO JUVENILE DETENTION BECAUSE I DIDN'T HAVE MY MONTHLY PASS SCANNED. I WAS 13. OTHER THAN THAT, MY CALTRAIN EXPERIENCE HAS BEEN GREAT.

TRAIN:376

I AM VERY GRATEFUL FOR THIS SERVICE AND LOVE THE CONDUCTORS I HAVE SPOKEN WITH. [NAME REMOVED] WHO IS NORMALLY ON THE #309 NORTHBOUND MONDAY-FRIDAY WAS ONE OF THE MOST HELPFUL WHEN I STARTED COMMUTING AGAIN. OVERALL LOVE MOST OF THE STAFF/CONDUCTORS ON BULLET /EXPRESS TRAINS I TAKE.

TRAIN:376

THERE ARE AMAZINGLY KIND AND HELPFUL CONDUCTORS AND A COUPLE THAT ARE ALARMINGLY MEAN.

TRAIN:376

CAN WE ENFORCE CHECKING TICKETS?

TRAIN:376

I USE A MOBILITY DEVICE AND FOR THE MOST PART, STAFF DO THEIR JOBS, BUT I HAVE BEEN LEFT AT STATIONS WITHOUT BEING HELPED AND ALSO HAVE NOT BEEN LET OFF AT MY STOP.

TRAIN:381

PLEASE HAVE BULLET TRAINS AFTER 9AM AND 6PM

TRAIN:381

STAFF IS GREAT!

TRAIN:381

PROPS TO THE 7:39AM #320 GUY. HE'S FUNNY

TRAIN:381

CONDUCTORS ARE KIND AND PROFESSIONAL. TRAIN FEELS SAFE.

TRAIN:385

CONDUCTORS ARE EITHER VERY FRIENDLY OR NOT VERY NICE.

TRAIN:385

Personnel

CONDUCTORS ARE SOMETIMES CURT OR RUDE.	TRAIN:385
TRAINING FOR TRAIN CONDUCTORS ON CUSTOMER SERVICE	TRAIN:421
CALTRAIN CONDUCTORS ARE ALWAYS VERY HELPFUL AND PROFESSIONAL WHICH MAKES THE OVERALL EXPERIENCE BETTER.	TRAIN:424
PEOPLE ON THE TRAIN SUCK, BUT EMPLOYEES ARE OK!	TRAIN:432
GREAT STAFF	TRAIN:433
CONDUCTORS ARE GREAT, GREATEST ASSET.	TRAIN:433
A CONDUCTOR OF A TRAIN GOING THE OPPOSITE WAY OF THE ONE I WAS ATTEMPTING TO BOARD NOTICED I WAS ON THE WRONG SIDE, DIRECTED ME AND RADIOED THE CONDUCTOR OF MY TRAIN TO MAKE SURE I GOT THERE ALL RIGHT. THANK YOU!	TRAIN:441
I HAVEN'T SEEN A CONDUCTOR!	TRAIN:801
BALD GUY WITH GOATEE VERY RUDE	TRAIN:801
STAFF WAS EXCELLENT	TRAIN:804

PLANNING

Electrification/High Speed Rail/System Modernization

Electrification/High Speed Rail/System Modernization

REALLY LOOKING FORWARD TO ELECTRIFICATION AND THE NEW TRAINS!	TRAIN:142
OUTDATED TRAINS. CAN'T WAIT OR ELECTRIFICATION!	TRAIN:143
COULD BE MORE AUTOMATED.	TRAIN:190
PLEASE ELECTRICITY FASTER.	TRAIN:192
I LIKE USING CALTRAIN BUT IT IS OLD AND OUTDATED 50 YEARS.	TRAIN:192
CAN'T WAIT FOR ELECTRIFICATION.	TRAIN:197
GET NEW TRAINS	TRAIN:206
NEED ELECTRIFICATION	TRAIN:225
MODERNIZATION HAS TO COME QUICKLY.	TRAIN:233
GO ELECTRIC!	TRAIN:233
IMPROVE FREQUENCY AND TRAIN UPGRADES	TRAIN:257
LOOKING FORWARD TO 100% GRADE SEPARATION AND ELECTRIFICATION.	TRAIN:268
CAN'T WAIT FOR ELECTRIFICATION AND MODERN CARS.	TRAIN:268
A DIESEL ENGINE IN THE WORLD'S TECHNOLOGICAL MECCA? REALLY? THE TRAINS SOUND LIKE NAZGUL FELL BEAST WHEN STOPPING; MAKES MY EARS BLEED! CARS ASSEMBLED IN 1986...FROM JAPAN? HOW?	TRAIN:277
HOPE TO RIDE ELECTRIFIED TRAIN SOON.	TRAIN:282

Electrification/High Speed Rail/System Modernization

LOOKING FORWARD TO NEW TRAINS. CONDUCTORS ARE WONDERFUL.	TRAIN:313
ELECTRIFY FASTER!	TRAIN:313
CAN'T WAIT FOR FULL GRADE SEPARATION AND ELECTRIFICATION.	TRAIN:324
I LOVE CALTRAIN. SUCH A BETTER COMMUTING EXPERIENCE. CAN'T WAIT FOR THE ELECTRIFICATION AND IMPROVED FREQUENCY.	TRAIN:324
LOOKING FORWARD TO ELECTRIFICATION	TRAIN:329
ELECTRIFICATION SOONER PLEASE	TRAIN:329
REALLY NEED TO ARRIVE IN THE 21ST CENTURY WITH NEW AND ELECTRIFIED TRAINS	TRAIN:365
WOULD BE NICE TO HAVE MORE MODERN AND COMFORTABLE TRAINS.	TRAIN:365
VERY DISAPPOINTED AT PROJECTED INCREASE IN CALTRAIN CAPACITY W/CALTRAIN ELECTRIFICATION. SHOULD BE MUCH MORE.	TRAIN:376
LOOKING FORWARD TO ELECTRIFICATION. HOPING THE UPGRADE ALLOWS FOR MORE TRAINS.	TRAIN:376
WHEN ARE YOU GOING TO REPLACE THE DIESEL ENGINES WITH ELECTRIC ONES? THE TRACKS ARE MISALIGNED AND MAKE THE RIDE BUMPY!	TRAIN:381
WHEN IS THE ELECTRIFICATION PROJECT ABOUT TO BE DONE? TAKING TOO LONG!	TRAIN:381
UPGRADE TRAIN TABLES AND OUTLETS.	TRAIN:432
EXCITED ABOUT ELECTROCUTION, HURRY IT ALONG	TRAIN:433
ELECTRIC TRAINS FOR ENVIRONMENT AND SPEED.	TRAIN:441
ELECTRIFICATION NEEDED.	TRAIN:804

Routes/Additional Stops

Routes/Additional Stops

I WISH MORE TRAINS STOPPED AT SAN BRUNO.	TRAIN:101
PLEASE CONSIDER ADDING TRAINS AND STOPS AT THE BAYSHORE CALTRAIN STATION	TRAIN:142
MORE BURLINGAME TRAIN OPTIONS	TRAIN:143
PLEASE ADD MORE TRAINS, ESPECIALLY IN THE EVENING TO MORGAN HILL/ SOUTH COUNTY.	TRAIN:143
MORE TRAINS COMING FROM MORGAN HILL AND GOING BACK TO MORGAN HILL.	TRAIN:150
MORE FREQUENT TRAINS FROM BELMONT TO PALO ALTO	TRAIN:190
CALTRAIN IS A GREAT DEPENDABLE WAY TO GET AROUND. IT IS NICE TO BE ABLE TO UNWIND AND HAVE A GLASS OF WINE. I DO WISH CALTRAIN STOPPED IN BROADWAY AND BURLINGAME DURING THE WEEK.	TRAIN:197
MORE STOPS AT SUNNYVALE STATION	TRAIN:206
I WISH THERE WERE MORE AFTERNOON TRAINS FROM MENLO PARK TO SUNNYVALE BETWEEN 3-7.	TRAIN:207
POSSIBLY MORE TRAIN STOPS FROM PALO ALTO TO SAN CARLOS AFTER 5PM. ALSO MORE TRAINS TO GILROY. OTHERWISE YOU GUYS ARE GREAT!	TRAIN:216
CAN INCREASE MORE STOPS FOR SAN ANTONIO STOP	TRAIN:217
I WOULD LIKE MORE TRAINS TO RUN FROM GILROY TO SJ DIRIDON IN THE MORNINGS DURING WEEKDAYS. I WOULD ALSO LIKE TO SEE MORE TRAINS RUNNING FROM SJ DIRIDON TO GILROY IN EVENING M - F. ALSO WOULD BE NICE IF THERE WERE TRAINS THAT WERE BULLET/LIMITED M - F FROM GILROY - SJ DIRIDON AND BACK AND WEEKEND SERVICE TO SJ FROM GILROY AND BACK WOULD BE GREAT	TRAIN:217
NEED ANOTHER SF - GILROY TRAIN AND GILROY - SF TRAIN	TRAIN:217

Routes/Additional Stops

NEED MORE SOUTHBOUND TRAINS THAT TRAVEL FM SAN MATEO/MOUNTAIN VIEW AREA ALL THE WAY TO GILROY 4PM - 5PM TIME FRAME

TRAIN:217

ADD A WEEKDAY TRAIN TO AND FROM GILROY, TOO MANY NEED THIS

TRAIN:217

NEED MORE TRAINS FROM AND TO STATIONS SOUTH OF TAMIEN

TRAIN:217

ONE MORE TRAIN TO AND FROM MORGAN HILL!

TRAIN:217

WOULD LIKE MORE COMMUTER SERVICE IN EVENING TO MORGAN HILL WITH BULLET OR LIMITED OPTIONS.

TRAIN:217

NEED ONE MORE TRAIN IN THE MORNING FROM GILROY AT 5:30AM AND ANOTHER COMING BACK AT 6:20ISH PM.

TRAIN:217

HAVE AN ADDITIONAL TRAIN AT 5:30AM AT GILROY TRAIN STATION AND A TRAIN THAT COMES TO GILROY BETWEEN 5:37PM AND 7:06PM

TRAIN:217

BULLET TO SF FROM SANTA CLARA WOULD BE NICE

TRAIN:217

MORE STOPS AT SANTA CLARA - PLEASE

TRAIN:217

I PLAN TO MOVE TO SOUTH SJ. NEED MORE TRAIN SERVICE IN SOUTH SJ.

TRAIN:217

PLEASE ADD MORE BULLET TRAINS TO/FROM SANTA CLARA

TRAIN:217

JUST STARTED TAKING CALTRAIN THIS WEEK FOR THE FIRST TIME IN 10 YEARS! ONLY COMMENT IS THAT I THOUGHT MORE TRAINS STOPPED AT REDWOOD CITY. GIVEN WHAT I BELIEVE IS THE POPULARITY OF THE STOP AS COMPARED TO LAST TIME I TOOK IT SHOULD BE ADDED TO BULLET (MORE BULLETS)

TRAIN:217

WOULD LIKE MORE TRAINS TO/FROM SAN ANTONIO WITH ALL THE NEW CONSTRUCTION THERE

TRAIN:217

THE DIFFICULT THING FOR ME IS HOW RARELY TRAINS STOP AT CALIFORNIA AVE. WITH ALL THE NEW TECH COMPANIES THERE, THAT'S BECOME A POPULAR STOP.

TRAIN:222

Routes/Additional Stops

MORE ROUTES AND TRAINS

TRAIN:222

WOULD BE GOOD TO HAVE A TRAIN FROM SUNNYVALE THAT GETS TO SF BETWEEN 8:20 AND 9. IF I WANT TO GET TO WORK AT 9, I HAVE TO TAKE #217 WHICH GETS ME TO WORK AT 8:30.

TRAIN:225

MORE BULLET/ FAST TRAINS FORM MV TO SF ON WEEKENDS PLEASE!

TRAIN:225

HOPE THERE ARE MORE TRAINS IN HILLSDALE/SUNNYVALE.

TRAIN:232

WOULD LIKE TO HAVE ADDITIONAL "BULLET" OR "LIMITED" TRAINS THAT GOES TO CALIFORNIA AVE.

TRAIN:232

CALTRAIN MAKES BAY AREA LIFE BEARABLE! GET MORE MONEY AND EXPAND!

TRAIN:233

HAVE TAKEN CALTRAIN FOR 40 AND YEARS WHEN IT WAS STILL SOUTHERN PACIFIC. WOULD LIKE TO SEE SERVICE INCREASED AT BELMONT.

TRAIN:233

PLEASE ADD 9 AM DEP FROM TAMIEN!

TRAIN:233

MORE TRAIN OPTIONS FOR STATIONS AFTER TAMIEN.

TRAIN:254

START/FINISH MORE TRAINS AT TAMIEN OR AT LEAST HAVE #305 RUN FROM TAMIEN AT 5:45AM

TRAIN:254

TRAINS TO SAN MATEO SHOULD BE FREQUENT. SUGGESTION: PL. MAKE THE 4:12 PM TRAIN STOP AT SAN MATEO STATION.

TRAIN:262

NEED MORE FREQUENT TRAINS IN SAN MATEO, ESPECIALLY BULLETS AND LIMITED STOPS. MORE CARS ON #215.

TRAIN:262

I WISH MORE TRAINS STOPPED AT SAN ANTONIO STATION. IT'S THE CLOSEST TO WHERE I LIVE, AND THERE'S A LOT OF NEW HOME, SCHOOL AND BUSINESS CONSTRUCTION NEAR THE STATION.

TRAIN:262

WOULD LIKE MORE STOPS TO SAN BRUNO

TRAIN:262

MAKE 4:38 PM BABY BULLET STOP AT MOUNTAIN VIEW.

TRAIN:268

Routes/Additional Stops

I WISH THERE WERE MORE STOPS AT LAWRENCE ROAD.

TRAIN:268

I'M FROM AN AREA WITH LITTLE PUBLIC TRANSIT, SO HAVING THE TRAIN IS GREAT! I WOULD LOVE MORE TRAINS/EXTRA STOPS AT SMALLER STATIONS LIKE SAN ANTONIO.

TRAIN:268

ONLY ONE TRAIN PER HOUR TO/FROM SAN ANTONIO.

TRAIN:268

MORE FREQUENCY OF TRAINS DURING RUSH HOUR STARTING FROM TAMIEN.

TRAIN:268

NEED MORE TRAINS IN SOUTH COUNTY GILROY.

TRAIN:268

I AM VERY DISSATISFIED AT THE FREQUENCY OF TRAINS TO AND FROM CAPITOL.

TRAIN:268

I'D MUCH RATHER TAKE THE TRAIN THAN DRIVE, BUT WHY IS IT \$231/ MONTH TO TAKE THE TRAIN FROM GILROY? IT'S EMPTY FOR 80% OF THE RIDE. PROBABLY WHY NO GILROYANS. ADD ANOTHER LINE TO INCREASE SERVICE IF YOU'RE GOING TO CHARGE US THAT MUCH.

TRAIN:268

MORE AVAILABILITY OF TRAINS TO SOUTH SAN JOSE/MORGAN HILL ARE NEEDED

TRAIN:268

I WOULD LOVE TO USE CALTRAIN MORE OFTEN IF THERE WILL BE MORE SERVICE TO FROM CAPITAL STATION. THIS AREA EXPERIENCED LOTS NEW RESIDENTS IN THE PAST TEN YEARS. MORE SERVICE WILL BE GREAT! THANK YOU

TRAIN:268

MORE TRAIN NEEDED TO/FROM MORGAN HILL.

TRAIN:268

I WOULD GIVE 5 STARS IF THERE WERE MORE TRAINS THAT RAN FURTHER SOUTH THAN DIRIDON AND TAMIEN

TRAIN:268

INCREASE TRAIN FREQUENCY AT LAWRENCE STATION.

TRAIN:268

SERVICE BROADWAY ON WEEKDAYS.

TRAIN:268

SSF IS SEEING A MASSIVE TECH BOOM. PLEASE CONSIDER THE FREQUENCY OF TRAINS SERVING SSF STATION.

TRAIN:273

Routes/Additional Stops

COULD USE MORE STOPS AT HAYWARD PARK.

TRAIN:273

ADD STOPS TO MORE TRAINS STOPS - ONE TRAIN DOES 1/2 THE OTHER DOES 1/2 AND RUN MORE OFTEN

TRAIN:273

IT WOULD BE GREAT IF TRAIN CAN MAKE MORE STOPS BETWEEN DIFFERENT LOCATIONS FOR EXAMPLE. I TRAVEL BETWEEN BELMONT AND LAWRENCE. THERE IS NOT EVEN ONE TRAIN THAT STOPS AT BOTH STATIONS. I HAVE TO STOP BY OTHER STATION AND TAKE ANOTHER BUS. IF IMPROVED, IT WOULD BE GREAT! THANKS!

TRAIN:277

MORE TRAINS THAT STOP AT BAYSHORE

TRAIN:277

THERE COULD BE MORE SERVICE TO BURLINGAME STATION

TRAIN:277

PLEASE INCREASE TRAIN FREQUENCY AT SAN CARLOS

TRAIN:282

GET RID OF SOME OF THE STOPS - FAR TOO MANY STOPS. BULLETS ARE GREAT. THANKS.

TRAIN:288

MORE TRAINS, MORE PLACES PLEASE. OTHERWISE GOOD.

TRAIN:288

WOULD GREATLY ENJOY MORE FREQUENCY OF EXPRESS TRAINS (NB) FROM MENLO PARK STATION IN THE MORNING.

TRAIN:288

I WISH MORE TRAINS WOULD STOP AT BAYSHORE, SO I WOULDN'T NEED TO DRIVE TO MILLBRAE.

TRAIN:289

BRING BACK BROADWAY STATION PLEASE.

TRAIN:289

BULLET TRAINS TO STOP AT SOUTH SAN FRANCISCO.

TRAIN:313

PLEASE ADD MORE TRAINS TO SOUTH COUNTY. MORGAN HILL NEEDS MORE EVENING TRAINS. THERE ARE PEOPLE MOVING TO SOUTH CITY BUT THEY DON'T TAKE THE TRAIN BECAUSE OF THE TIMES IN THE AFTERNOON /EVENING. ADD MORE TRAINS TO GILROY/MORGAN HILL PLEASE.

TRAIN:313

WOULD PAY FOR A ONE STOP TRAIN DIRIDON - PALO ALTO - 4TH AND KING.

TRAIN:313

Routes/Additional Stops

PLEASE ADD MORE TRAINS TO TAMIEN STATION.

TRAIN:329

I LOVE RIDING CALTRAIN! I GENERALLY WISH THERE WERE MORE SOUTH BAY TRAIN OPTIONS AND OTHER CONTINGENCY PLANS TO AVOID TRAIN DELAYS OF 60-90 MINUTES

TRAIN:329

LACK OF TRAIN FREQUENCY.

TRAIN:329

PLEASE PROVIDE MORE TRAIN DEPARTURES AND ARRIVALS FOR GILROY STATION.

TRAIN:329

ADD EARLIER TRAIN TIMES AT CAPITAL STATION(SJ)

TRAIN:329

WE NEED MORE BULLET SERVICE SOUTH OF TAMIEN.

TRAIN:329

A TRAIN BETWEEN SJ AND PALO ALTO BETWEEN 7:04 AND 7:49 SHOULD BE AVAILABLE.

TRAIN:360

WISH THERE WERE MORE TIMES TO/ FROM GILROY, BUT I UNDERSTAND ITS SUPPLY VS DEMAND.

TRAIN:360

WISH THERE WAS WEEKEND SERVICE TO MORGAN HILL.

TRAIN:360

BULLET FROM SF TO SUNNYVALE

TRAIN:365

PLEASE PUT IN A BULLET TO SUNNYVALE FROM SF I AM BEGGING.

TRAIN:365

WE NEED ANOTHER TRAIN RUNNING THROUGH SAN ANTONIO! OTHERWISE, GREAT JOB!

TRAIN:385

THERE SHOULD BE MORE BELMONT STOPS ON SUNDAY AND SATURDAY SHOULD BE THE SAME SCHEDULE. MORE WEEKEND TRAINS

TRAIN:421

WISH THERE WERE MORE TRAINS THAT WENT TO TAMIEN ON WEEKDAYS, BUT OTHERWISE VERY SATISFIED.

TRAIN:432

I AM VERY IN FAVOR OF DTX AND DMV SERVICE FROM REDWOOD CITY TO EAST BAY VIA THE DUMBARTON RAIL BRIDGE

TRAIN:433

Routes/Additional Stops

I WORK IN SF AND WOULD TAKE CALTRAIN MORE, BUT IT DROPS OFF TOO FAR FROM MY OFFICE.
WISH WE HAD ONE SYSTEM!

TRAIN:433

WISH FOR MORE WEEKEND STOPS

TRAIN:438

NEED MORE TRAINS SOUTH OF TAMIEN

TRAIN:801

MORE TRAINS SOUTH OF TAMIEN

TRAIN:801

Schedules/Frequency

Schedules/Frequency

MAYBE MORE OR LONGER TRAINS AT PEAK HOURS? MORE TRAINS BETWEEN 7 AND 8PM	TRAIN:101
WISH THERE WAS AN EARLIER TRAIN ON WEEKENDS. THANK YOU.	TRAIN:101
TRAIN 102 IS ALWAYS LATE ALMOST EVERYDAY.	TRAIN:102
LATER TRAINS	TRAIN:142
MORE TRAINS!	TRAIN:142
MORE TRAINS!	TRAIN:142
ONE TRAIN/PER HOUR? ADJUST TO INCREASE FREQUENCY PAST 9:30AM!	TRAIN:142
INCREASE FREQUENCY AT LEAST EVERY 30 MINUTES ON A GIVEN DAY.	TRAIN:143
PLEASE INCREASE FREQUENCY	TRAIN:143
CAN THE EARLIEST TRAIN BE 10-30 MINUTES EARLIER?	TRAIN:143
NOT ENOUGH TRAINS PER HOUR.	TRAIN:143
INCREASE MORE CALTRAIN AT 2:00 O'CLOCK, PM AT THE WEEKEND FOR SOME PEOPLE WORKING AT WEEKEND DAY IN SAN JOSE	TRAIN:150
MORE TRAINS.	TRAIN:150
LOOKING FORWARD TO MORE TRAINS.	TRAIN:150
NEED MORE TRAINS IN NOON BECAUSE EVERY TIME I MISS THE TRAIN, I HAVE TO WAIT AN HOUR	TRAIN:150
SHOULD BE MORE TRAINS AFTER PEAK TIME PLEASE	TRAIN:150

Schedules/Frequency

MORE TRAIN FREQUENCY WILL BE BETTER.

TRAIN:151

I'VE BEEN RIDING CALTRAIN FOR MORE THAN 10 YEARS. THE FREQUENT CONSTRUCTION AT STATIONS AFFECTS COMMUTES. AS RIDERSHIP GROWS, MORE TRAINS SHOULD COME TO "SMALLER" STATIONS. MORE OFFICES BY STATIONS SHOULD EQUAL MORE TRAINS BY STATIONS.

TRAIN:151

I WISH THERE WERE MORE FREQUENT TRAINS

TRAIN:151

MORE TRAIN TIMES LATER IN EVENING, AND IN GENERAL

TRAIN:151

LOVE MORE FREQUENT LIMITED TRAINS DURING RUSH HOURS.

TRAIN:190

NEED MORE TRAINS!

TRAIN:190

MORE TRAINS. MORE BULLETS!

TRAIN:190

MORE FREQUENT TRAIN TIMES.

TRAIN:190

DO NOT CUT BACK SCHEDULE. BULLET AT 8PM WOULD BE GREAT. PLEASE NO BUS BRIDGE

TRAIN:190

TOO INFREQUENT, LIMITED ROUTE, TOO SLOW

TRAIN:190

MORE BULLET TRAINS. AT LEAST TWO TRAINS PER HOUR AFTER 8PM. MORE FREQUENT TRAINS.

TRAIN:190

NEED MORE FREQUENT WEEKEND TRAINS INCLUDING AN EARLIER 1ST TRAIN TIME.

TRAIN:190

NEED MORE TRAINS!

TRAIN:190

NOT ENOUGH SF SOUTH BOUND TRAINS AFTER 7AM.

TRAIN:190

FREQUENCY IS BAD

TRAIN:190

MORE BULLET TRAINS

TRAIN:190

Schedules/Frequency

MORE BULLET TRAIN FREQUENCY.

TRAIN:190

WOULD JUST LIKE MORE TIME OPTIONS LIKE BART.

TRAIN:190

MORE TRAINS PLEASE!

TRAIN:190

I WOULD TAKE CALTRAIN FROM MENLO PARK TO SF IN THE EVENING MORE FREQUENTLY IF IT WERE EASIER TO COME HOME LATE AT NIGHT. AFTER A MOVIE I GET HOME AFTER MIDNIGHT. NOT PRACTICAL ON A WEEKNIGHT.

TRAIN:192

FOR MY PURPOSES, CALTRAIN IS VERY USEFUL FOR OCCASIONAL TRIPS WITH MY BICYCLE BETWEEN PENINSULA CITIES AND SF. WOULD USE CALTRAIN MORE FREQUENTLY IF THERE WAS MORE FREQUENT EVENING SERVICE.

TRAIN:192

WOULD APPRECIATE MORE FREQUENT TRAINS ON WEEKENDS AND MORE BABY BULLETS.

TRAIN:192

MORE TRAINS DURING 6 PM HOUR

TRAIN:192

I WISH THERE WAS A TRAIN BETWEEN THE 8:48 AM AND 9:17 AM AT MENLO PARK. YOU NEED BETTER LOCAL FREQUENCY IN MORNING!

TRAIN:192

I WOULD VERY MUCH APPRECIATE MORE TRAINS RUNNING LATER IN THE EVENING AND ON THE WEEKEND, AND AN OVERALL FASTER RIDE WOULD BE GREAT.

TRAIN:192

MORE FREQUENCY - BIGGEST ISSUE, ESPECIALLY EVENINGS/NIGHTS.

TRAIN:192

WOULD LOVE TO SEE MORE FREQUENCY.

TRAIN:192

MORE TRAINS WOULD BE GREAT - SJ TO SF IS A LONG HAUL AND GETTING MORE AT MORE FREQUENCY OR UP TO SF W/MORE BULLETS PAST 9 AM WOULD SERIOUSLY IMPROVE MY LIFE.

TRAIN:192

MORE THAN ONE TRAIN PER HOUR ON EVENINGS WOULD BE BETTER.

TRAIN:192

NEED MORE LOCAL SERVICE

TRAIN:192

Schedules/Frequency

MORE TRAINS

TRAIN:192

IT'D BE BETTER IF WE CAN HAVE MORE TRAINS DURING RUSH HOUR

TRAIN:192

IF CARPETS HAVE BEEN WASHED, BUT NOT DRIED WELL, THEY START SMELLING LIKE SWEATY FEET.

TRAIN:192

MORE TRAINS

TRAIN:195

VERY NICE SYSTEM OVERALL, WOULD LIKE MORE TRAINS IF POSSIBLE

TRAIN:195

I WISH THERE WERE MORE TRAINS AT NIGHT.

TRAIN:197

I WISH THERE WERE MORE WEEKEND TRAINS. MORE TRAINS WOULD BE NICE.

TRAIN:197

FREQUENCY IS A LET DOWN ON WEEKENDS AND EVENINGS.

TRAIN:197

OFF HOURS FREQUENCY IS CRAP. I OFTEN WAIT AT THE OFFICE A HALF AN HOUR FOR A TRAIN.

TRAIN:197

IT WOULD BE NICE IF THE TRAIN RAN MORE THAN ONCE PER HOUR DURING THE DAY. MISSING A TRAIN IS A HASSLE. OVERALL, I LIKE CALTRAIN BUT WHEN THERE ARE DELAYS AND TRAINS STOP IN ALL DIRECTIONS. I NEVER KNEW WHEN THEY HAVE STARTED AGAIN.

TRAIN:197

INCREASE FREQUENCY.

TRAIN:206

MAIN ISSUES ARE SCHEDULING AND ACCOUNTING OF ELECTRONIC SIGNS.

TRAIN:206

THE BULLET TRAIN SCHEDULE IS AWFUL! FOR INSTANCE, NB AM; 6:49-7:04 AND THEN NOTHING! SAME THING AT NIGHT SB. IF I MISS 5:15 PM, NOTHING FOR 45 MIN. NEED TO SPACE OUT LIKE EVERY 20 MINUTES. THANK YOU!

TRAIN:207

NEED MORE BULLET TRAINS.

TRAIN:207

MORE FREQUENT TRAINS WOULD BE AMAZING.

TRAIN:207

Schedules/Frequency

I WISH THERE WERE MORE TRAINS - LIKE BART- EVERY 10 MINUTES. WITH MORE OPTION OF EXPRESS TRAINS. THANKS!

TRAIN:216

MORE FREQUENT TRAINS THROUGHOUT THE DAY. OFF SCHEDULES ARE HOURLY-TOO INCONVENIENT TO COORDINATE / RIDE THE TRAIN OUTSIDE OF COMMUTE HOURS

TRAIN:216

MORE TRAINS WOULD BE BETTER.

TRAIN:216

OVERALL EXPERIENCE IS VERY GOOD. FREQUENCY OF TRAINS OVER WEEKENDS COULD BE INCREASED.

TRAIN:216

I WISH THERE WERE MORE BULLET/LIMITED TRAINS

TRAIN:216

I WISH THERE WAS MORE FREQUENCY OF TRAINS MID-DAY

TRAIN:216

MORE TRAINS. THE HOUR BETWEEN TRAINS STINKS.

TRAIN:216

ONLY CONCERN IS THE INFREQUENCY OF TRAIN DURING OFF HOURS MAKES IT DIFFICULT TO USE FOR TRANSIT DURING THOSE HOURS. I GET WHY, BUT MORE THAN ONCE AN HOUR WOULD BE NICE.

TRAIN:216

WOULD LIKE MORE COMMUTE HOUR TRAINS IN SAN CARLOS.

TRAIN:217

WEEKEND FREQUENCY IS A SERIOUS PROBLEM. INEXPERIENCED RIDERS (GIANT'S SPECIAL) DO NOT KNOW THEY CAN STAND ON THE TOP FLOOR AND SOMETIMES TURN PEOPLE AWAY FROM NON-FULL TRAINS.

TRAIN:217

NEED TO SCHEDULE WAY MORE TRAINS, ESPECIALLY AT NIGHT.

TRAIN:217

I WOULD APPRECIATE MORE STOPS AT LAWRENCE BETWEEN 4-6 PM.

TRAIN:217

ADD MORE FREQUENCY OF TRAINS

TRAIN:217

IT WOULD BE GREAT TO HAVE MORE FREQUENT TRAINS.

TRAIN:217

Schedules/Frequency

WOULD LIKE MORE TRAIN OPTIONS AT LEAST ONE MORE AFTER 8:00AND ONE IN THE EVENING AROUND 5:30PM. THANK YOU

TRAIN:217

NEED TO INCREASE TRAINS FROM THE SOUTH BAY. IDEALLY ONE BEFORE THE 6:23 TRAIN (217). NEED ADDITIONAL TRAINS HOME ONE BETWEEN THE 156 AND 274

TRAIN:217

THERE NEEDS TO BE EARLIER SOUTHBOUND TRAINS BEFORE TRAIN 156!

TRAIN:217

MORE TRAINS

TRAIN:217

WEEKEND TRAIN FREQUENCY NEEDS IMPROVEMENT.

TRAIN:217

WISH TRAINS RAN MORE FREQUENTLY.

TRAIN:217

IT STOPPED BEING A COMMUTER RAIL A LONG TIME AGO. IT IS A METRO/SUBWAY ABOVE GROUND: LESS NOISE, MORE TRAINS.

TRAIN:217

WOULD TAKE THE CALTRAIN MORE BUT FREQUENCY OF TRAINS PREVENTS THAT IN THE EVENING

TRAIN:217

CALTRAIN WOULD BE A MUCH GREATER EXPERIENCE WITH MORE FREQUENT TRAINS AND BETTER TRAIN CARS. THE CURRENT SYSTEM IS A BIT OLD AND CAN'T COMPARE WITH THE HIGH-SPEED RAIL SYSTEM IN THE OTHER PARTS OF THE WORLD

TRAIN:217

IT'S CONVENIENT IF I TRAVEL AT PEAK HOURS, BUT LACK OF BULLETS/LIMITED STOP TRAINS BETWEEN 9AM AND 4PM IS RIDICULOUS. EITHER I MAKE AN EARLY TRAIN OR I HAVE TO DRIVE. P

TRAIN:217

WE NEED MORE SERVICE IN THE MORNING RUSH HOURS. WE NEED SOME BULLETS OR EXPRESS TRAINS IN THE MORNING TIME STOPS LAWRENCE AND PALO ALTO. SAME THING IN THE AFTERNOON AFTER 3:30PM

TRAIN:217

REQUEST TO INCREASE FREQUENCY ESPECIALLY DURING RUSH HOURS LIKE 7AM - 8AM AND 4:30PM - 6:30PM. MORNING TRAINS BETWEEN 7AM - 8AM ARE VERY LIMITED (ONLY 2)

TRAIN:217

REALLY NEED MORE TRAINS, ESPECIALLY WITH BAY AREA JOB WORKING HOURS THAT CAN GO MUCH LATER. THE EXPERIENCE IF YOU CATCH THE TRAIN IS EASY

TRAIN:217

Schedules/Frequency

MORE FREQUENT TRAINS ARE NEEDED

TRAIN:217

TRAIN FREQUENCY IS GREAT DURING COMMUTE HOURS, BUT PRETTY LOW AFTER AROUND 7PM. ESPECIALLY CONSIDERING THE TRAINS ALL BECOME LOCAL. NOT SURE IF THERE'S A GREAT SOLUTION SINCE RIDER DEMAND DROPS OFF PROBABLY, BUT IT WOULD BE NICE TO BE ABLE TO GET DOWN THE PENINSULA QUICKLY IN THE EVENINGS

TRAIN:217

NEED MORE TRAINS RUNNING - SCHEDULE IS INCONVENIENT.

TRAIN:217

THE FREQUENCY OF TRAINS SHOULD BE INCREASED. 7PM IS TOO EARLY TO GO LOCAL FOR EVERY ONE HOUR

TRAIN:217

COULD USE MORE TRAINS DURING RUSH HOUR.

TRAIN:217

MORE FREQUENCY OF TRAINS

TRAIN:217

WOULD LOVE MORE TRAIN FREQUENCY THANK YOU!

TRAIN:217

SUNNYVALE TRAIN AT NOON IS ONLY EVERY HOUR.

TRAIN:222

I LIKE USING CALTRAIN, ONLY ON WEEKENDS THERE ISN'T TRAINS AS REGULAR AS WEEKDAYS

TRAIN:222

NEED A LATER TRAIN OUT OF THE CITY (SF) DOWN TO SOUTH BAY ON WEEKEND NIGHTS

TRAIN:222

WOULD BE NICE TO HAVE MORE THAN ONE TRAIN PER HOUR DURING THE DAY (OUTSIDE OF PEAK COMMUTE HOURS)

TRAIN:222

MORE WEEKEND TRAINS

TRAIN:222

MORE FREQUENT TRAINS DURING NON-PEAK HOURS WOULD BE GOOD.

TRAIN:222

MORE FREQUENCY OF TRAINS PLEASE.

TRAIN:222

ONLY RUNS TO MY STOP ONCE AN HOUR.

TRAIN:222

Schedules/Frequency

MORE FREQUENT

TRAIN:222

I WOULD LIKE A FEW MORE OPTIONS DURING SHOULDER HOURS OF RUSH HOUR - MID MORNING AND EARLY EVENING.

TRAIN:225

MORE TRAINS DURING DAY AND EVENING.

TRAIN:225

I WISH WE HAD MORE FREQUENT TRAINS.

TRAIN:225

I CAN USE MORE BULLET TRAINS AT NIGHT

TRAIN:225

WOULD LIKE TRAINS TO RUN MORE FREQUENTLY, ESPECIALLY EVENING AND WEEKENDS

TRAIN:225

TRAIN TIMING IS NOT CONVENIENT AS TWO TRAINS ARRIVE WITHIN A MINUTE GAP AND THE NEXT TRAIN IS AFTER 50 MINUTES.

TRAIN:225

SPEED FASTER, MORE TRAINS, LESS DELAYS!

TRAIN:225

INCREASE THE FREQUENCY OF TRAINS

TRAIN:225

TOO FEW BULLET TRAINS.

TRAIN:225

MORE EXPRESS TRAINS EARLIER.

TRAIN:225

TOO FEW TRAINS THROUGHOUT DAY (OFF-PEAK)

TRAIN:225

I RIDE WEEKENDS FREQUENTLY AND WISH FOR MORE LIMITED OR BULLET TRAINS. THANK YOU FOR YOUR SERVICE!

TRAIN:232

OF COURSE, MORE FREQUENT TRAINS WOULD BE NICE.

TRAIN:232

ADDING A TRAIN (SOUTHBOUND FROM 4TH / KING AFTER 9:00 AND BETWEEN 9:45 WOULD MAKE MY EXPERIENCE (AND MANY OTHERS) BETTER IN TERMS OF FREQUENCY.

TRAIN:232

MORE TRAINS!

TRAIN:232

Schedules/Frequency

COUPLE MORE TRAINS BEFORE 9 AM WOULD BE HELPFUL.	TRAIN:232
MORE TRAINS DURING COMMUTE HOURS.	TRAIN:232
ONE HOUR BETWEEN TRAINS AFTER WORK IS A DRAG	TRAIN:232
MORE FREQUENT TRAIN TO TAMIEN STATION. MODERNIZATION HAS TO COME.	TRAIN:233
IT WILL BE REALLY GREAT IF THE WEEKEND SERVICES HAVE MORE TRAINS.	TRAIN:233
I APPRECIATE FOR THE TRANSPORT THAT YOU PROVIDE TO LONG DISTANCE COMMUTERS IT WOULD BE GREAT IF THERE IS MORE FREQUENCY	TRAIN:233
MORE FREQUENT TRAINS DURING MIDDLE OF DAY AND EVENINGS	TRAIN:233
INCREASE NUMBER OF TRAINS DURING RUSH HOUR	TRAIN:233
WHY IS THERE NO 11:30AM TRAINS DEPARTING FROM THE SF STATIONS?	TRAIN:233
IT WOULD BE GOOD TO INCREASE FREQUENCY OF TRAINS. THE CLOSEST STATION TO ME IS BLOSSOM HILL BUT NO CONVENIENT TRAIN TO SCHEDULE.	TRAIN:233
PLEASE, PLEASE, PLEASE BRING MORE FREQUENT TRAINS THROUGH DURING NON-COMMUTE/WEEKEND HOURS. I CAN'T TAKE THE TRAIN INTO SF FOR WEEKEND PM EVENTS BECAUSE THE LAST TRAIN IS MIDNIGHT/9PM. EVEN ONE LATER TRAIN WOULD BE INCREDIBLY USEFUL.	TRAIN:233
MORE TRAINS WOULD BE NICE!	TRAIN:233
THERE ARE NOT ENOUGH BULLET TRAINS.	TRAIN:233
MORE MORNING TRAINS WOULD BE NICE.	TRAIN:233
MORE FREQUENT TRAINS	TRAIN:233

Schedules/Frequency

FREQUENCY: WEEKEND FREQUENCY MAKES THEM FRUSTRATING TO USE.

TRAIN:233

I WOULD REALLY LIKE SOME LATE-NIGHT WEEKEND TRAINS, UNTIL 2:30 OR 3:00 AM. MAYBE AFTER THE LAST 12 AM TRAIN, HAVE JUST ONE TRAIN BETWEEN 2 AND 3 AM STARTING AT SAN FRANCISCO.

TRAIN:233

LATER TRAINS WOULD BE APPRECIATED. MORE FREQUENCY AS WELL

TRAIN:254

SOMETIMES THE HOUR BETWEEN AFTERNOON TRAINS IS A DRAG

TRAIN:254

MORE TRAINS ON WEEKENDS.

TRAIN:254

MORE TRAIN FREQUENCY

TRAIN:254

INFREQUENT SERVICE.

TRAIN:257

IMPROVE FREQUENCY AND TRAIN UPGRADES

TRAIN:257

WOULD LIKE MORE NORTHBOUND BULLET TRAIN OPTIONS AFTER 8 AM!

TRAIN:262

I WOULD GIVE A 5 IF THE FREQUENCY OF CALTRAINS (LIMITED AND BULLET) WAS INCREASED, ESP. AROUND OFFICE HOURS. THERE ARE ONLY FOUR TRAINS THAT ARRIVE AT SF BETWEEN 8-9 AM. WE NEED MORE TRAINS IN THAT TIME.BUT OVERALL, VERY RELIABLE SERVICE.

TRAIN:262

FREQUENCY OF BULLET TRAINS IS POOR.

TRAIN:262

DESIRED IMPROVEMENT W/ TRAIN TIMING - MORE FREQUENT LOCAL TRAINS.

TRAIN:262

NEED TO EXTEND FREQUENCY OF TRAINS IN THE MORNINGS TO 10:30 (STARTING AT 4TH AND KING). MORE EXPRESS/ MINI BULLETS BETWEEN 9AM AND 10:30AM

TRAIN:267

NEED THE FREQUENCY TO BE MORE DURING RUSH HOUR

TRAIN:267

MORE FREQUENCY OF TRAINS DURING BOTH PEAK AND NON PEAK HOURS.

TRAIN:267

Schedules/Frequency

NEED MORE FREQUENT TRAINS.	TRAIN:267
IT WOULD BE VERY HELPFUL TO HAVE TRAINS THAT RUN UNTIL 2AM.	TRAIN:267
BETTER FREQUENCY OF TRAINS TO SF WOULD BE HELPFUL.	TRAIN:267
THERE NEEDS TO BE MORE TRAINS MORE OFTEN, NOT JUST TO SF.	TRAIN:267
MY MORNING TRAIN #314 IS 2-4 MINUTES LATE 90% OF THE TIME.	TRAIN:267
MORE COMMUTER TRAINS WOULD BE GOOD.	TRAIN:267
LOVE CALTRAIN, BUT WISH THERE WERE MORE AVAILABLE SERVICE ON ANY ROUTE.	TRAIN:267
SCHEDULE ON WEEKDAYS NEEDS TO BE REVIEWED. SCHEDULE FROM 2:00 PM TIL 4:00 PM.	TRAIN:267
NEED MORE TRAINS RUNNING FROM 10:30AM TO 4:00PM AND FROM 7:00PM TILL 12AM.	TRAIN:268
MORE BULLET TRAIN SCHEDULE TO ON/OFF STATIONS.	TRAIN:268
NEED MORE TRAINS, ESPECIALLY AT LOCAL STATIONS DURING PEAK. MORE TRAINS LATER IN THE EVENING.	TRAIN:268
SCHEDULE IS TOO SCARCE/ NEED TO WAIT 90 MINUTES FOR ONE TRAIN. PLEASE IMPROVE/ MAY BE 1 HOUR.	TRAIN:268
FREQUENCY OF TRAINS CAN BE IMPROVED ESPECIALLY IN "NON BULLET STOPS." SOME TRAIN STATIONS ARE VERY SECLUDED.	TRAIN:268
MORE FREQUENCY OF TRAINS IS NEEDED.	TRAIN:268
FREQUENCY IS THE BIGGEST ISSUE FOR ME.	TRAIN:268
IT WOULD BE HELPFUL IF BULLET SCHEDULES ARE INCREASED DURING MORNING TIMES.	TRAIN:268

Schedules/Frequency

MORE FREQUENT TRAINS WOULD BE GREAT!

TRAIN:268

WHY DOES TRAIN 323 GET TO MV AT 8AM, THEN SIT THERE UNTIL 8:05 EVERY MORNING? NEW TIME TABLE MAKES NO SENSE!

TRAIN:268

WEEKEND SCHEDULE TOO INFREQUENT

TRAIN:268

TRAINS ON WEEKENDS AND NON-RUSH HOURS TIME ARE NOT CONVIENANT. NEED MORE TRAINS PLEASE

TRAIN:268

WANT MORE FREQUENCY

TRAIN:268

NEED MORE BULLET TRAINS ON WEEKENDS, MORE TRAIN FREQUENCY OVERALL.

TRAIN:268

HOPE TO SEE MORE BULLETS STOPPING AT OTHER STATIONS AND A MORE FREQUENT BULLET TRAIN IN THE MORNING.

TRAIN:268

FUTURE IMPROVEMENTS SHOULD INCLUDE ADDING WI-FI SERVICE AND INCREASING FREQUENCY OF TRAINS DURING COMMUTE TIMES.

TRAIN:268

INCREASE FREQUENCY OF CALTRAIN FROM MORAN HILL. THE CITY IS GROWING AND SO IS THE NUMBER OF PASSENGERS. EVERYONE WILL USE IT IF YOU HAD MORE FREQUENT RIDES.

TRAIN:268

APPRECIATE IT IF TRAINS WERE MORE ON TIME.

TRAIN:268

MORE BULLET TRAINS IN THE EVENING.

TRAIN:268

MORE FREQUENCY OF TRAINS.

TRAIN:268

OVERALL, I HAVE A GREAT EXPERIECE COMMUTING ON CALTRAIN. I WOULD SAY THAT THERE AREN'T ENOUGH TRAIN TIMES AND NOT ENOUGH SEATS/ROOM ON THE TRAIN.

TRAIN:268

I WISH THERE WERE A FEW ADDITIONAL BULLET TRAINS.

TRAIN:268

Schedules/Frequency

I WOULD LOVE TO STAY IN THE CITY LONGER, BUT THERE ARE FEWER/WORSE OPTIONS AFTER 7PM!

TRAIN:268

NEED MORE SOUTHBOUND TRAINS AFTER 7:30 PM.

TRAIN:268

MORE TRAINS TO BELMONT DURING COMMUTE TIME (ONE AN HOUR IS LIMITING THE FLEXIBILITY OF COMMUTE). NEED TO TRANSFER TRAINS JUST TO GET TO/FROM BELMONT->MENLO PARK.

TRAIN:273

HIGHER TRAIN FREQUENCY

TRAIN:273

MORE TRAINS PLEASE

TRAIN:273

WISH THEY WERE MORE OFTEN, FASTER, CLEANER, AND CHEAPER.

TRAIN:273

WISH THEY WERE MORE OFTEN, FASTER, CLEANER, AND CHEAPER.

TRAIN:273

NEED MORE TRAINS

TRAIN:273

WOULD BE 100X BETTER IF WAS MORE RELIABLE AND FREQUENT

TRAIN:273

MORE FREQUENT WEEKEND TRAINS WOULD BE GREAT!

TRAIN:277

GOOD FOR COMMUTING, NEED MORE SERVICE TO MAKE VIABLE FOR GENERAL PURPOSES

TRAIN:277

AS A RIDER SINCE 1980 I WOULD SAY: TRAIN FREQUENCY HAS IMPROVED. TRAIN RELIABILITY HAS DIMINISHED. TRAIN RESTROOM PROVISIONS ARE SUB-PAR.

TRAIN:277

UPDATE TRAINS. MORE FREQUENT TRAINS.

TRAIN:277

NEED MORE FREQUENCY.

TRAIN:277

MORE TRAINS SCHEDULED PLEASE

TRAIN:277

MORE BULLET TRAIN OPTIONS - THERE'S ONLY THREE IN THE MORNING/AFTERNOON.

TRAIN:277

Schedules/Frequency

FREQUENCY IS BAD.

TRAIN:277

NEED MORE TRAINS

TRAIN:277

MORE FREQUENT TRAINS AND MORE SEATING CAPACITY. I APPRECIATE CALTRAIN GIVING ME MORE OPTIONS TO GET TO WORK.

TRAIN:277

I WOULD BE MORE LIKELY TO TAKE CALTRAIN IF TRAINS WERE MORE FREQUENT.

TRAIN:277

WOULD USE TRAIN MORE OFTEN FOR NON-COMMUTE REASONS IF MORE FREQUENT.

TRAIN:277

TRAINS STOP RUNNING EXTREMELY EARLY.

TRAIN:277

INCREASE FREQUENCY FOR STATIONS WHERE BULLETS DONT STOP. BETTER CONNECTIVITY DURING EVENING

TRAIN:277

WOULD LOVE TO HAVE MORE BULLET TRAINS

TRAIN:282

FREQUENCY OF TRAINS IS MY #1 WORRY ABOUT CALTRAIN AND MY COMMUTE. AFTER 7PM IT'S BAD - I WILL OFTEN SWITCH TO BART AND LYFT

TRAIN:282

I WISH I HAD MORE OPTIONS FOR TRAINS. RIGHT NOW, THERE IS ONLY ONE TRAIN/HR AFTER 7 AND I OFTEN WORK LATE

TRAIN:282

INCREASE BULLET TRAINS

TRAIN:282

WISH THERE ARE MORE LIMITED OPTIONS IN MORNING AND EVENING - EVERY 30 MIN INSTEAD OF 1 HOUR

TRAIN:282

IT WOULD BE NICE TO HAVE MORE FREQUENT TRAINS TO SAN FRANCISCO IN 8AM - 10AM TIME RANGE.

TRAIN:282

WOULD APPRECIATE MORE FREQUENCY AND REDUCTION OF DELAYS MID-WAY

TRAIN:282

MORE FREQUENT TRAINS FROM SF TO SM AFTER 6PM, CURRENTLY ITS EVERY HOUR

TRAIN:282

Schedules/Frequency

WOULD LIKE MORE BULLET TRAINS TO COMMUTE TO AND FROM WORK. I WORK AT A STARTUP AND MY HOURS EASILY GO PAST 6:30PM WHICH MEANS I HAVE TO TAKE A LOCAL TRAIN.

TRAIN:282

MAKE IT MORE FREQUENT PLEASE!

TRAIN:282

NOT SYNCHRONIZED OR ADEQUATE FREQUENCY OF STOPS AT SUNNYVALE STATION. DURING PEAK HOURS, NOT ADEQUATE.

TRAIN:282

WOULD BE GREAT IF MORNING TRAINS FROM SAN MATEO TO SF WERE MORE EVENLY SPACED (CURRENT COMMUTE TRAINS DEPART 7:39 AND 7:45); WOULD BE NICE IF THEY WERE FURTHER APART

TRAIN:282

JUST WISH THERE WERE FEWER DELAYS

TRAIN:282

DURING NON-COMMUTE PERIODS, THERE ARE TOO FEW TRAINS AND ALL TRAINS ARE LOCAL, WHICH IS VERY INCONVENIENT.

TRAIN:288

ADDING CALIFORNIA STOP IN BULLET TRAIN SCHEDULE CAUSES DELAYING TRANSFER TO OTHER CONNECTION.

TRAIN:288

WE NEED MORE FREQUENCIES OF TRAIN. MORE TRAINS ON WEEKDAYS.

TRAIN:288

PLEASE INCREASE TRAINS/HOUR! PLEASE REDUCE NOISE!

TRAIN:288

I WOULD LIKE MORE FREQUENT TRAINS ON THE WEEKEND.

TRAIN:289

MAIN COMPLAINT IS POOR FREQUENCY OF SERVICE

TRAIN:289

FREQUENCY OF TRAINS IS NOT GREAT. IT'S TERRIBLE ON WEEKENDS AND HOLIDAYS.

TRAIN:289

MORE TRAINS!

TRAIN:289

WOULD LIKE MORE FREQUENT TRAINS DURING COMMUTE HOURS.

TRAIN:289

QUIETER AND FASTER TRAINS!

TRAIN:289

Schedules/Frequency

WOULD BE GREAT TO HAVE MORE BULLET OPTIONS DURING COMMUTE HOURS. FREQUENCY OF TRAINS IN PM AFTER 6:55 AT LAWRENCE IS POOR. IT WOULD BE GREAT TO HAVE A BULLET THAT CAN BE ACCESSED FROM ANY STAION. FOR EXAMPLE, HAVE OTHER TRAINS THAT RUN JUST BEFORE THE BULLET TRAIN SO THAT "NON-BULLET STOP USERS" CAN GET ON THAT TRAIN, GET OFF AT ANOTHER STOP AND THEN HOP ON A BULLET. IF THE BULLET ONLY MADE 3-4 STOPS TOTAL YOU MIGHT BE ABLE TO REDUCE THE TOTAL SAN JOSE -> SF TIME TO UNDER AN HOUR.

TRAIN:289

PLEASE CONSIDER MORE LATE EVENING SF->SJ TRAINS ON FRI. AND SAT. EVENINGS.MORE FREQUENT MID-DAY SERVICE.

TRAIN:313

PLEASE INCREASE FREQUENCY OF EVENING TRAINS OUT OF SF. I ALWAYS GET STUCK AT NIGHT, SINCE IT TURNS INTO ONE PER HOUR. RUNNING AT LEAST EVERY 30 MINUTES UNTIL 11 PM WOULD HELP SO MUCH!

TRAIN:313

WOULD LIKE ONE LATER BULLET FROM SF SOUTHBOUND AFTER WORK.

TRAIN:313

INCREASE FREQUENCY OF BULLET TRAINS FOR MORE CONVENIANCE,

TRAIN:313

NEED MORE TRAINS

TRAIN:313

HAVE AT LEAST ONE TRAIN THAT IS NOT ALL STOPS AFTER 7:30 AM.

TRAIN:313

NEED MORE FREQUENT TRAINS. NEED MORE BULLET TRAINS.

TRAIN:313

NEED MORE FREQUENT BULLETS.

TRAIN:313

MORE MID-MORNING AND MID-AFTERNOON EXPRESS TRAINS ARE NEEDED.

TRAIN:313

MORE EXPRESS TRAINS ARE NEEDED.

TRAIN:313

WOULD REALLY LIKE TO SEE MORE BULLET TRAINS, PARTICULARLY BETWEEN 6:30 AND 7:30, DURING WHICH THERE ARE ONLY TWO, THAT ARE CLOSE TOGETHER. IF I MISS THE 7:00, I HAVE TO DRIVE TO FREMONT TO TAKE BART.

TRAIN:313

MORE BABY BULLETS WOULD BE GREAT.

TRAIN:313

Schedules/Frequency

COULD USE A COUPLE MORE BULLET TRAINS AT COMMUTING TIMES	TRAIN:313
MORE BABY BULLETS WOULD BE HELPFUL.	TRAIN:313
NEED TO INCREASE FREQUENCY.	TRAIN:324
MORE OFF - PEAK AND WEEKEND TRAINS PLEASE.	TRAIN:324
MORE BULLETS IN THE PM	TRAIN:324
I'VE EXPERIENCED MUCH BETTER PUBLIC TRANSPORT SYSTEMS IN COUNTIES WITH A FAR LOWER ECONOMY THAN CALIFORNIA. FREQUENCY AND RELIABILITY ARE THE GREATEST CONCERNS.	TRAIN:324
MORE FREQUENT TRAINS, LATER AND ON WEEKENDS.	TRAIN:324
MORE FREQUENT TRAINS AT CALIFORNIA AVENUE	TRAIN:324
MORE BULLETS TO PALO ALTO!	TRAIN:324
I'M GENERALLY OK W/CALTRAIN, BUT I'D LIKE TO SEE MORE TRAINS OPERATING.	TRAIN:324
WOULD BE GOOD TO HAVE MORE BULLET TRAINS IN MORNING AND AFTER 5 PM.	TRAIN:324
MORE BULLET TRAINS PLEASE!	TRAIN:329
MORE FREQUENT TRAINS TO REDWOOD CITY.	TRAIN:329
IT'S DIFFICULT TO RIDE CALTRAIN TO RWC AFTER 6:30 DUE TO LIMITED TRAIN FREQUENCY.	TRAIN:329
MORE TRAINS LATER AT NIGHT PLEASE! THE ONE THING THAT MAY MAKE ME SWITCH TO BART IS THAT CALTRAIN RUNS SPARSELY, EVEN BY 8:00	TRAIN:329
NEED MORE TRAINS NB AND SB. MISS A TRAIN? WAIT 30 MINUTES.	TRAIN:329

Schedules/Frequency

PLS INCREASE FREQUENCY OF TRAINS IN THE RUSH HOURS	TRAIN:329
TRAINS ARE TOO INFREQUENT	TRAIN:330
INSUFFICIENT SEATING AND TRAINS	TRAIN:330
MORE TRAINS DURING OFF PEAK HOURS.	TRAIN:330
MORE TRAINS ON THE WEEKEND OR LATE AT NIGHT WOULD BE NICE	TRAIN:330
MORE TRAINS NEEDED ON WEEKENDS. MORE BULLETS NEEDED BEFORE 6AM SOUTH BOUND FROM 4TH AND KING	TRAIN:330
MORE BULLET TRAINS AFTER 9AM.	TRAIN:330
MORE BULLET TRAINS, EARLIER PM BABY BULLET START TIME.	TRAIN:360
NOT ENOUGH TRAINS	TRAIN:360
MORE FREQUENT TRAINS	TRAIN:360
NEED MORE TRAINS GREATER FREQUENCY AT RUSH HOUR. FASTER TRAINS!	TRAIN:360
MORE BULLETS ON WEEKENDS.	TRAIN:360
MORE BULLET TRAINS AFTER 8 PM.	TRAIN:360
PLEASE ADD A BULLET NORTH AND SOUTHBOUND FROM 22ND ST -> SUNNYVALE	TRAIN:365
WE NEED MORE FREQUENT TRAIN SCHEDULE DURING RUSH HOUR	TRAIN:365
PLEASE GET MORE TRAINS, WE REALLY NEED MORE	TRAIN:365
THERE USED TO BE 515 BULLET TRAINS AFTER 9AM; THEY WERE GREAT AND I MISS THEM.	TRAIN:365

Schedules/Frequency

STOP CUTTING MIDDAY SERVICE.

TRAIN:365

MORE BULLETS PLEASE.

TRAIN:365

BULLET SOUTHBOUND TO SUNNYVALE PLEASE!

TRAIN:365

PLEASE ADD A BULLET NORTH AND SOUTHBOUND FROM 22ND ST -> SUNNYVALE

TRAIN:365

I ENJOY TAKING CALTRAIN WAY MORE THAN BART. THE BIGGEST DOWNSIDE IS THE FREQUENCY OF THE TRAINS. IT'S EVEN WORSE AFTER COMMUTING HOURS ARE OVER AND YOUR SCHEDULE IS UNPREDICTABLE.

TRAIN:376

LAST LIMITED NB FROM RWC LEAVES AT 8:51 AM. RUN MORE FREQUENTLY, AND LATER INTO THE DAYS.

TRAIN:376

NEED MORE BULLET TRAIN AVAILABILITY. NEED FASTER TRAINS. NEED MORE SERVICE.

TRAIN:376

MORE TRAINS (HIGHER FREQUENCY OF TRAINS). FASTER TRAINS

TRAIN:376

NEED MORE TRAINS DURING OFFICE HOURS. TRAINS ARE CROWDED. MORE TRAINS CAN HELP REDUCE OVER CROWDING AND SAVE WAIT TIME

TRAIN:376

MORE FREQUENT TRAINS PLEASE.

TRAIN:376

COULD BE MORE FREQUENT.

TRAIN:376

APPRECIATE ADDING MORE FREQUENCY IN AM AND PM.

TRAIN:376

MORE MORNING BABY BULLETS!

TRAIN:376

MORE WEEKEND TRAINS, PEOPLE WANNA GET DRUNK! SMALLER TRAINS, MORE FREQUENCY. ALSO, SUPPORT THE EARTHQUAKES (SOCCER GAMES) EXTRA TRAIN IS NEEDED AFTER THE GAME!

TRAIN:376

INCREASE FREQUENCY OF TRAINS. MORE TRAINS, PLEASE.

TRAIN:376

Schedules/Frequency

NOT ENOUGH TRAINS.	TRAIN:376
FREQUENCY OF TRAINS IS TERRIBLE	TRAIN:376
WOULD PREFER MORE EVENING TRAINS THAT RUN MORE FREQUENTLY THAN EVERY HOUR.	TRAIN:376
NEED TO IMPROVE FREQUENCY OF BULLET TRAINS.	TRAIN:376
NEED FASTER TRAINS TO ACCOMMODATE ALL THE PEOPLE TAKING IT.	TRAIN:376
WE NEED MORE TRAINS DURING PEAK HOURS. WOULD BE NICE TO HAVE MORE TRAINS ON THURSDAY AND FRIDAY AND SATURDAY EVE FROM SF.	TRAIN:376
MORE TRAINS/6 CAR TRAINS NEEDED DURING EVENING COMMUTE.	TRAIN:376
MORE BULLET TRAINS.GREAT SERVICE.LOVE CALTRAIN.	TRAIN:376
WISH MORE FREQUENCY OF TRAIN.	TRAIN:376
NEED MORE BULLET TRAIN FREQUENCY.	TRAIN:376
MORE TRAINS	TRAIN:376
IN EVENING TOO FEW TRAINS RUN, VERY LONG WAITS IN A NOT PARTICULARLY SAFE STATION (SF)	TRAIN:376
MORE FREQUENCY REQUIRED.	TRAIN:376
HIGHER FREQUENCY.	TRAIN:376
I'VE TAKEN THE BABY BULLET NUMEROUS TIMES TO SF AND LOVE THE EASE OF IT. WISH THERE WERE MORE TRAINS GOING SF - SOUTHBOUND AFTER 9PM - HAVE TO UBER HOME SOMETIMES	TRAIN:381
EXTENDED BULLET HOURS	TRAIN:381

Schedules/Frequency

WOULD LOVE MORE TRAINS AT NIGHT AND MORE BULLET TRAINS OVERALL.	TRAIN:381
I WISH IT HAD MORE BULLET TRAINS LATER IN THE DAY. THANK YOU!	TRAIN:381
CALTRAIN NEEDS MUCH HIGHER FREQUENCIES.	TRAIN:381
FREQUENCY IS REALLY LOW.	TRAIN:381
PLEASE HAVE BULLET TRAINS AFTER 9AM AND 6PM	TRAIN:381
MORE FREQUENT WEEKEND SERVICE	TRAIN:381
THE TIME OF THE TRAINS	TRAIN:381
INCREASE TRAIN FREQUENCY DURING RUSH HOURS EXPAND BULLET TRAIN FROM 7PM TO 9PM	TRAIN:381
FREQUENCY OF TRAINS IS LACKING	TRAIN:385
THERE ARE NOT ENOUGH TRAINS RUNNING BETWEEN 6:30 TO 8:30, WHICH ARE KEY COMMUTE TIMES. THERE SHOULD BE MORE BULLETS RUNNING FROM PALO ALTO TO SF.	TRAIN:385
MORE FREQUENT TRAINS	TRAIN:385
WOULD BE NICE TO HAVE MORE MID-EVENING NORTHBOUND TRAINS, LIKE ONE MORE TRAIN AT 7:15 (AT MOUNTAIN VIEW) THAT'RE NOT ALL LOCAL.	TRAIN:385
NEED A TRUE BULLET TRAIN.	TRAIN:385
I WSH THE TICKETING WAS BETTER AND THE TRAINS MORE FREQUENT.	TRAIN:385
THANK YOU FOR THE SERVICE! PLEASE INCREASE TRAINS ON WEEKENDS AND HOLIDAYS.	TRAIN:385
MORE BULLET AND LIMITED TRAINS.	TRAIN:385

Schedules/Frequency

I'M NOT SURE THE SCHEDULE OF TRAINS IS OPTIMIZED BASED ON SURVEY DATA, HOWEVER, IF YOU WANT TO KEEP THE SAME FREQUENCY OF TRAINS CHANGING THE SCHEDULE OF TRAINS BASED ON SURVEY DATA MIGHT HELP.

TRAIN:421

BE MORE CONCERNED WITH THE COMMUTER THAT WORKS ON WEEKENDS WITH BETTER SCHEDULES AND BE LESS CONCERNED ABOUT FOOTBALL GAMES AND THE "NEED" FOR MORE TRAINS FOR THE SPECTATORS.

TRAIN:421

I REALLY LIKE CALTRAIN OVERALL, HOWEVER I TRULY BELIEVE THERE SHOULD BE MORE TRAINS IN DIFFERENT SCHEDULES.

TRAIN:421

MORE WEEKEND TRAINS. LAST TRAIN OUT OF SJ LATER, LIKE SF.

TRAIN:424

IT WOULD BE GREAT IF THERE WERE MORE BULLETS ON THE WEEKENDS

TRAIN:424

I WISH THE TRAINS RAN TO SOME OF THE STATIONS MORE THAN ONCE PER HOUR.

TRAIN:424

OVER ALL ENJOY CALTRAIN EXPERIENCE VERY MUCH AND ALWAYS RECOMMEND TO FRIENDS; HOWEVER, FREQUENCY AT NIGHT NEEDS TO BE IMPROVED AND MUST RUN MUCH LATER.

TRAIN:432

MORE TRAINS WOULD BE GREAT. ALSO, TRAINS RUNNING TO 4 AM WOULD BE GREAT.

TRAIN:432

INFREQUENT DURING WEEKENDS

TRAIN:432

LOVE THE BABY BULLET SCHEDULED TRAINS, ESPECIALLY ON A SATURDAY GOING TO SF. IT WOULD BE CONVENIENT TO LEAVE A BABY BULLET FOR RETURNING VISITORS- LATE NIGHT EXPECIALLY AT POPULAR STOPS.

TRAIN:432

EXCELLENT! CAN INCREASE FREQUENCY OF TRAINS.

TRAIN:432

MORE BULLET TRAINS!

TRAIN:432

CALTRAIN WEEKEND IS SO INFREQUENT THAT MAKES IT DIFFICULT TO PLAN TRIPS AROUND

TRAIN:432

INCREASE FREQUENCY OF TRAINS ESPECIALLY ON WEEKENDS AND NON-COMMUTE HOURS.

TRAIN:432

Schedules/Frequency

MORE WEEKEND SERVICE.

TRAIN:433

MORE FREQUENT TRAINS.

TRAIN:433

I AM QUITE DISSATISFIED WITH TRAIN FREQUENCY. EVERY 90 MINUTES ON WEEKENDS IS NOT ENOUGH FOR THE SERVICE TO BE USEABLE ON WEEKENDS. TRAINS SHOULD BE EVERY 1/2 HOUR OR MORE TO EVERY STATION ON WEEKDAYS.

TRAIN:433

WEEKENDS SUCK

TRAIN:433

ONE AND A HALF HOURS BETWEEN TRAINS!

TRAIN:433

I WISH THERE WERE MORE FREQUENT TRIPS ON WEEKENDS AND WI-FI ON TRAINS (ESPECIALLY SINCE YOU'RE CALLED A COMMUTER TRAIN)

TRAIN:433

TOO LITTLE NUMBER OF TRAINS ON WEEKENDS

TRAIN:433

LATER TRAIN FROM SF 1:00AM OR 2:00AM

TRAIN:433

WEEKEND SERVICE NEEDS TO BE MORE FREQUENT

TRAIN:433

THE INFREQUENCY OF TRAINS ON WEEKENDS (ABOUT EVERY 90 MINUTES) MAKES IT DIFFICULT TO RELY ON CALTRAIN FOR TRANSPORTATION, AND FORCES ME TO USE RIDESHARE SERVICES INSTEAD. I MOSTLY USE CALTRAIN FOR WEEKDAY COMMUTING

TRAIN:438

WOULD BE BETTER IF THERE COULD BE A SLIGHT INCREASE IN FREQUENCY OF TRAINS DURING WEEKENDS

TRAIN:438

FREQUENCY OF EXPRESS TRAINS

TRAIN:438

NEED MORE TRAINS!

TRAIN:441

MORE FREQUENT TRAINS WOULD BE AWESOME!

TRAIN:441

GETS THE JOB DONE! MORE BULLETS ON WEEKENDS WOULD BE NICE, POSSIBLY LATER TOO

TRAIN:801

Schedules/Frequency

HOPE THAT THERE ARE MORE TRAINS DURING WEEKENDS.	TRAIN:801
FREQUENCY OF WEEKEND TRAINS IS TERRIBLE. WISH THERE WERE MORE BULLETS ON WEEKEND.	TRAIN:801
I WISH THE TRAINS RAN WITH MORE FREQUENCY. THANK YOU FOR YOUR WORK AND ATTEMPT TO IMPROVE	TRAIN:801
MORE FREQUENT TRAINS	TRAIN:801
I USED CALTRAIN DAILY FOR 20 MONTHS. VERY BAD. THE FREQUENCY OF TRAINS ON WEEKENDS TRIP IS VERY SLOW	TRAIN:801
WEEKEND SCHEDULE SHOULD HAVE MORE BULLETS.	TRAIN:801
WEEKENDS NEED MUCH MORE TIMES AND LATER HOURS.	TRAIN:801
WEEKEND SERVICE FREQUENCY IMPROVEMENT	TRAIN:801
INCREASE FREQUENCY!	TRAIN:801
FREQUENCY OF TRAINS IS MY BIGGEST COMPLAINT	TRAIN:801
WOULD LOVE TO TAKE IT MORE IF SERVICE WERE MORE FREQUENT	TRAIN:801
THE LOW FREQUENCY OF TRAINS ESPECIALLY ON WEEKENDS, IS REALLY BAD.	TRAIN:804
MORE BULLET TRAINS ON WEEKENDS AND LATE NIGHT ARE REQUIRED	TRAIN:804
MORE BULLETS ON WEEKENDS. ON SUNDAYS, THE FIRST TRAIN STARTS TOO LATE. THERE IS A PEOPLE WORKING ON SUNDAY AND SATURDAY.	TRAIN:804
MORE TRAINS ON THE WEEKEND.	TRAIN:804
INCREASE TRAIN FREQUENCY, ESPECIALLY BULLET.	TRAIN:804

Transit Connections/Transfers

Transit Connections/Transfers

DELAYS OF A FEW MINUTES RESULT IN MISSED VTA CONNECTION AT CAL AVE STATION.

TRAIN:142

FOR ME THE BART / CALTRAIN SYNERGY IS KEY. THE BETTER THEY WORK TRANSFERS, THE BETTER THE OVERALL EXPERIENCE. IT IS A REGIONAL BIGGER PICTURE NOT JUST A CALTRAIN, BART, ACE, OR AMTRAK ISSUE.

TRAIN:151

BART CONNECTION FROM MILLBRAE TO SFO IS SILLY (MILLBRAE TO SAN BRUNO TO SFO IS DIRECT).

TRAIN:217

NEED BETTER COORDINATION OF CALTRAIN AND BART SCHED.

TRAIN:217

SOMETIMES MILLBRAE 11:25 LEAVES A MINUTE EARLY AND RUINS THE COMMUTE FOR THOSE CONNECTING FROM BART, WHICH ARRIVES FROM SF AT 11:21

TRAIN:232

SOMETIMES CALTRAIN APPROACHES THE STATION SO SLOWLY, DEPENDING ON THE DRIVER, EVEN WHEN LATE, AND I MISS MY BUS CONNECTION IN A NORMAL 10 MINUTE WINDOW.

TRAIN:267

THERE SHOULD BE BETTER COORDINATION BETWEEN LIGHT RAIL AND CALTRAIN.

TRAIN:268

PLEASE BETTER COORDINATE W/BART AT MILLBRAE (SOUTH BOUND EVENINGS) I OFTEN SEE THE CONNECTING TRAIN DEPART AS BART ARRIVES. A LITTLE BETTER LATELY.

TRAIN:329

CALTRAIN STATIONS ARE INCONVENIENT COMPARED TO CITY CENTER. COMBINE BART AND CALTRAIN

TRAIN:360

CONNECTIONS BTW BART AND CALTRAIN ARE NOT THE BEST

TRAIN:381

TRAINS SHOULD NEVER LEAVE EARLY IF VTA IS PULLING IN.

TRAIN:381

STATIONS AND EQUIPMENT

Bikes/Bike Cars

Bikes/Bike Cars

COULD USE BETTER BIKE TRAIN ACCESSIBILITY FOR SEATS.

TRAIN:143

CALTRAIN IS NOT ADAPTING TO SCOOTER USAGE. SHOULD ALLOW SCOOTERS TO BE SECURED IN BIKE CAR AND MAKE A POLICY.

TRAIN:190

NO SUPPORT FOR BIKE CAR.

TRAIN:190

MORE BIKE TAGS AND ENFORCEMENT OF BIKE RULES WOULD BE GREAT

TRAIN:190

NOT ENFORCING "BIKES ON FIRST" CONGESTION ON BIKE CARS EQUALS PASSENGERS STANDING/TALKING IN BIKE CAR AND CAUSING DIFFICULTY FOR CYCLISTS.

TRAIN:195

BIKE CARS ARE TOO CROWDED SOMETIMES.

TRAIN:206

NOT ENOUGH BIKE SPACE.

TRAIN:206

BETTER MANAGEMENT OF WHO SITS IN THE BIKE CARS.

TRAIN:207

THE WORST BIKE CAR SYSTEM! WE ARE PACKED IN AND THE AVAILABLE SPACE IS NOT USED WELL AND NON-BIKE PASSENGERS USE OUR CAR.

TRAIN:207

I USUALLY DO NOT HAVE A SEAT IN THE BIKE CAR IN THE EVENING, PARTLY BECAUSE NON-BIKERS SIT IN THE CAR. SITTING IN ANOTHER CAR, THOUGH. MAKES IT HARD TO GET OFF AT MY STOP OR AVOID DELAYING OTHERS. OTHERWISE, I'M QUITE SATISFIED.

TRAIN:207

COMMUTING WITH A BIKE ON CALTRAIN IS GENERALLY A POOR EXPERIENCE. THERE ISN'T ENOUGH SPACE FOR BIKES AND NOT ENOUGH CLOSE BY SEATS. SEATS ARE OFTEN TAKEN BY PEOPLE WHO DON'T EVEN HAVE A BIKE!

TRAIN:207

PEOPLE WHO ARE NOT ON BIKES SHOULDN'T BE ALLOWED IN BIKE CARS. IT JAMS UP THE WHOLE PROCESS FOR EVERYONE.

TRAIN:207

BIG ISSUE WITH NON-BIKE PASSENGERS SITTING IN BIKE CARS. ONLY TWO OR THREE CONDUCTORS IN THE PAST TWO YEARS DIRECT THESE PEOPLE TO OTHER TRAINS.

TRAIN:207

Bikes/Bike Cars

I'M DEAF, SO SOME ITEMS LIKE NOISE AND ANNOUNCEMENTS ARE THINGS I DO NOT HEAR. THANK YOU FOR KEEPING CALTRAIN AN OPTION. I WISH MORE BIKES CAN BE INCLUDED (OR MORE BIKE-FRIENDLY)

TRAIN:216

I ENJOY NOT HAVING TO DRIVE TO WORK BECAUSE OF THE EASE OF CALTRAIN DECENT SCHEDULES AND FAST BULLET TRAINS. BETTER ONBOARD BIKE STORAGE, ESPECIALLY ON THE NEW TRAINS!

TRAIN:216

EFFICIENT BIKE RACKS

TRAIN:222

PLEASE CONSIDER MOVING THE POLE IN BIKE CARS, SO THE RIDER LANE IS ALWAYS NEXT TO THE BIKES FOR SMOOTHER AND MORE EFFICIENT OFFBOARDING WITH PEDESTRIANS.

TRAIN:225

I'M NOT A BIKER BUT PLEASE GET A CONDUCTOR TO STATION THE BIKE TRAINS SO THAT BIKERS BOARD FIRST. IT'S SO MUCH MORE EFFICIENT WHEN THAT HAPPENS DURING RUSH HOUR

TRAIN:225

BIKE CARS NEED SUPERVISION - NO LUGGAGE AND NON-BIKE PASSENGERS. BIKE THEFT ALSO A BIG UNADDRESSED ISSUE. CALTRAIN IS GREAT

TRAIN:254

I'D LIKE MORE BIKE CARS AND BETTER ENFORCEMENT OF BIKES BOARDING FIRST AND KEEPING FOLKS WITHOUT BIKES OUT OF THE MAIN BIKE CAR SEATING AREA

TRAIN:254

IT WOULD BE GOOD TO HAVE CONDUCTORS IN BIKE TRAINS TO HELP 'NEWBIES', GIVE OUT TAGS AS THE WEATHER GETS BETTER. GREAT WORK ACCOMMODATING BIKES!

TRAIN:254

BIKE CAR CROWDED!

TRAIN:254

OVERALL, I AM HAPPY W/MY EXPERIENCE ESPECIALLY WHEN COMPARING TO BART. I AM A BIKER SO SOMETIMES THERE ARE NO BIKE SEATS OR RACK SPACE SOMETIMES (INEFFICIENT STRUCTURING AND NON-BIKERS SITTING IN BIKE CAR).

TRAIN:262

CONDUCTORS SHOULD SHOO NON-BICYCLISTS OUT OF BICYCLE SEATING AREAS.

TRAIN:262

NEED MORE BIKE CARS, DEDICATED SEATS FOR BIKERS, SOME WAY TO KEEP NON-BIKERS FROM CROWDING BIKE CARS.

TRAIN:262

Bikes/Bike Cars

BIKE CARS SHOULD BE FOR BIKE RIDERS ONLY DURING PEAK HOURS.	TRAIN:262
MORE BICYCLE CARS DURING PEAK TIMES WOULD BE NICE!	TRAIN:262
NON-BIKERS SHOULD NOT BE ALLOWED TO SIT IN BIKE SIDE OF CAR	TRAIN:262
BIKE CARS SEEM TOO FULL.	TRAIN:262
THE ADDITIONS OF BIKE CARS WAS VERY HELPFUL BUT STILL NEED WAYS TO UNDERSTAND IF THERE IS AVAILABILITY OF BIKE SPACE ON AN INCOMING TRAIN.	TRAIN:267
THERE SHOULD BE MORE SEATS - BIKES AKE UP A LOT OF ROOM, NO BIKE FEE	TRAIN:268
NEED MORE BIKE CARS.	TRAIN:268
CHALLENGING W/ A BIKE GO TO PA AND CAL AVE AND SM AND BURLINGAME	TRAIN:273
SEATING NEAR BIKE CAR IS MINIMAL.	TRAIN:313
DOING MORE TO ADDRESS BAD RIDER BEHAVIOR WOULD BE APPRECIATED. FOR EXAMPLE: TALKING LOUDLY ON CELL PHONES OR NON-BIKERS TAKING ALL THE SEATS IN THE BIKE CARS. REINFORCEMENT FROM CONDUCTORS WOULD BE GREAT.	TRAIN:313
THANK YOU FOR BIKES BOARD FIRST. IT SEEMS TO HELP WITH ON TIME ARRIVAL.	TRAIN:313
I AM AN EVERYDAY BIKE COMMUTER. THERE NEEDS TO BE MUCH TIGHTER CONTROL OVER NON-BIKERS IN THE BIKE CAR.	TRAIN:313
I RIDE MY BIKE AND CAR GETS PACKED. COULD USE MORE EFFICIENT WAY OF ORGANIZING.	TRAIN:330
BIKE CARS ARE THE #1 IMPORTANT FEATURE FOR ME!	TRAIN:330
THERE NEEDS TO BE CLEARER RULES FOR BIKE COMMUTERS, THEY TEND TO BOX OTHER COMMUTERS IN.	TRAIN:330

Bikes/Bike Cars

I HAVE BIKE ON BOARD. THERE ARE OFTEN NON-BIKERS SEATED BY THE BIKES, WHICH MEANS BIKERS CAN'T SIT W/ THEIR BIKES. MAYBE HAVE CONDUCTORS MAKE ANNOUNCEMENTS TELLING PEOPLE TO GIVE BIKE CAR PRIORITY TO BIKERS?

TRAIN:330

BIKE CAR SYSTEM IS INADEQUATE.

TRAIN:330

NEED MORE SEATS AND SECURITY ON BIKE CARS AND MORE BIKE CARS: TWICE I'VE HAD MY BIKE STOLEN BECAUSE SIT OR STAND NEAR IT (PEAK HOURS, PRIMARILY). (THERE ARE SOME WONDERFUL, HELPFUL AND FRIENDLY STAFF ONBOARD WHO MAKE RIDING MUCH MORE FUN AND SAFER). BETTER AND MORE FREQUENT COMMUNICATION AT STATIONS WHEN THERE ARE INCIDENTS AND DELAYS.

TRAIN:360

MORE BIKE CARS

TRAIN:360

I HAVE DONE THIS COMMUTE FOR 14 YEARS. GENERALLY HAPPY WITH CALTRAIN AND GRATEFUL FOR IT'S SERVICE. I WISH THERE WAS BETTER BIKE CAR SEATING ENFORCEMENT.

TRAIN:360

NEED TO ENFORCE BIKE FIRST. ACCOMMODATE SCOOTERS W/CHANGE IN BIKE CARS AND LUGGAGE.

TRAIN:360

ENFORCEMENT OF BIKES FIRST IS NON-EXISTENT. NON-BIKERS CONSTANTLY SIT IN THE BIKE CAR.

TRAIN:360

TIGHT SEATING/MOVING IN BIKE CAR IS CHALLENGING.

TRAIN:360

PEDESTRIANS TAKING SEATS ON BIKE CAR IS EXTREMELY ANNOYING. THEY TAKE ALL THE SEATS WHILE WE ARE BUSY SECURING OUR BIKE. COMPLETE DISREGARD FOR POSTED POLICY CLEARLY VISIBLE TO ALL. I DON'T MIND SHARING WITH SCOOTERS

TRAIN:360

A LOT OF PEOPLE RIDE THE BIKE CAR WITH NO BIKES - IT WOULD BE NICE IF THERE WERE MORE THAN JUST STICKER TO ENCOURAGE THEM TO EXPLORE NON-BIKE CARS.

TRAIN:360

VERY CLEAN LIKE THE BIKE SECTION

TRAIN:360

IT WOULD BE GREAT IF WE COULD DO MORE TO ENCOURAGE NON-BIKERS NOT TO SIT IN BIKE CARS. IT MAKES THAT WHOLE EXPERIENCE MORE WHEN BIKE RIDERS HAVE TO GO FIND SEATING AWAY FROM THEIR BIKES.

TRAIN:360

Bikes/Bike Cars

YOU NEED A WAY TO CONTROL WHO CAN SIT IN THE BIKE CARS. THERE ARE WAY TOO MANY RIDERS WITHOUT BIKES IN THESE CARS. CONDUCTORS NEVER LET BIKES BOARD FIRST. PUT ALL BIKE CARS AT ONE END OF THE TRAIN TO REDUCE RIDERS WITHOUT BIKES.

TRAIN:360

SPACE FOR PEOPLE COMMUTING ON BIKES IS NOT EFFICIENT.

TRAIN:365

COULD USE EXTRA BIKE TRAIN.

TRAIN:365

NON-BICYCLISTS SHOULD STAY OUT OF BIKE CARS. GIANT FANS ARE HORRIBLE! THANKS! ALL AN' ALL, I DIG CALTRAIN!

TRAIN:433

MORE ROOM FOR BIKES! KEEP NON-CYCLISTS OUT OF BIKE CARS ESPECIALLY ON GIANTS GAME DAYS

TRAIN:804

Car Features/Amenities

Car Features/Amenities	
MORE OUTLETS WOULD BE HELPFUL.	TRAIN:142
WISH THERE WAS WI-FI	TRAIN:142
NO WI-FI. NO CELL RECEPTION	TRAIN:143
PROVIDE WI-FI	TRAIN:143
WI-FI ONBOARD	TRAIN:143
NEED CHARGERS IN THE TRAIN.	TRAIN:150
WISH THERE WAS WI-FI!	TRAIN:151
MORE OUTLETS PLEASE!	TRAIN:151
NEED WI-FI AND POWER OUTLETS	TRAIN:151
CELL PHONE COVERAGE IS LIKE 1980. I NEED DATA!	TRAIN:190
I'M WILLING TO PAY MORE TO RIDE ELECTRIC TRAINS. I'D ALSO LIKE OUTLETS AND WI-FI ON THE TRAINS.	TRAIN:192
THINGS THAT WOULD DRAMATICALLY IMPROVE HOW I USE CALTRAIN: WI-FI ON THE TRAIN. MORE SPACE BETWEEN SEATS/ROWS ON THE NEW TRAINS. IM 5'7 AN MY KNEE IS 100% IN SOMEONE'S CROTCH, TOUCHING THE SEAT, ON THE NEW TRAINS. UNFORTUNATE FOR ALL PARTIES INVOLVED.	TRAIN:192
WI-FI PLEASE	TRAIN:195
PLUGS AT SEATS.	TRAIN:197
WOULD BE NICE TO HAVE ACCESS TO WATER ABOARD AND AT STATION.	TRAIN:197

Car Features/Amenities

HOW IS IT THAT WE DON'T HAVE WI-FI? WHY AREN'T CLIPPER CARD HOLDERS TEXTED DELAYS IN REAL TIME? OVERALL, I AM GRATEFUL FOR THE TRANSPORTATION BUT WE ARE AN INCREDIBLY POOR EXAMPLE OF PUBLIC TRANSIT RELATIVE TO WHAT I'VE SEEN IN ASIA AND EUROPE.

TRAIN:207

WOULD LIKE MORE COMMUTE HOUR TRAINS IN SAN CARLOS.

TRAIN:217

A QUIET CAR IN THE MORNING (6 AM COMMUTER) WOULD BE APPRECIATED.

TRAIN:217

TOO MANY DELAYS! AS MUCH AS I DISLIKE BART, THEY ARE MORE RELIABLE. OTHERWISE I RATE IT AS A GOOD EXPERIENCE. EXCUSES DON'T HELP EITHER. RUN THE TRAINS ON-TIME - PERIOD. SORRY FOR THE RANT. WE PAY A HIGH BUT FAIR TICKET PRICE AND EXPECT A RELAXING TRIP. NOT RELAXING WHEN YOU GET TO WORK LATE OR HAVE TO CALL UBER FOR A RIDE WHEN THE TRAIN BREAKS DOWN.

TRAIN:217

PLEASE ADD FREE WI-FI AND UPGRADE TRAINS

TRAIN:217

WI-FI IS NEEDED ONBOARD.

TRAIN:217

WI-FI NEEDS TO BE ON ALL TRAINS 3 TABS: - MOBILE PURCHASE - REAL - TIME SCHEDULE/MAP - RSS FEED OF UPDATES

TRAIN:217

PLEASE ADD WI-FI!

TRAIN:222

NO WI-FI ONBOARD, PLEASE ADD.

TRAIN:225

NO WI-FI. ITS 2019, WOULD LOVE TO HAVE WI-FI!

TRAIN:225

WI-FI WOULD BE GREAT.

TRAIN:225

PLEASE ADD WI-FI!

TRAIN:225

CAN CALTRAIN PROVIDE WI-FI SERVICE?

TRAIN:232

WI-FI WOULD ALSO BE GREAT ADDITION GIVEN THAT IT WOULD MAKE TIME ON TRAIN MORE VALUABLE.

TRAIN:232

Car Features/Amenities

NEED TO PROVIDE WI-FI ON ALL TRAINS.	TRAIN:232
WOULD BE GREAT TO HAVE WI-FI.	TRAIN:232
MORE USB PLUGS WOULD BE NICE.	TRAIN:232
NO WI-FI.	TRAIN:232
ON BOARD WI-FI WOULD BE A BIG IMPROVEMENT.	TRAIN:233
A WI-FI ON BOARD IS OVERDUE.	TRAIN:233
WHY IS THERE NO WI-FI AVAILABLE ON THE TRAIN? WE'RE IN THE SILICON VALLEY...	TRAIN:233
NO WI-FI SERVICE.	TRAIN:233
CALTRAIN COULD USE SOME UPGRADES. MORE CHARGING PORTS, SNACKS, ENTERTAINMENT.	TRAIN:233
MORE OUTLETS!	TRAIN:233
WI-FI WOULD BE GREAT!	TRAIN:254
YOU SHOULD OFFER WI-FI ON THE TRAIN!	TRAIN:254
NEED WI-FI ON TRAIN.	TRAIN:254
NEED WI-FI.	TRAIN:254
ADD WI-FI!	TRAIN:254
NEEDS WI-FI!	TRAIN:254
GET AIR FRESHENERS	TRAIN:257

Car Features/Amenities

REALLY SHOULD HAVE (FREE) WI-FI! ON BOARD.	TRAIN:262
NEED INTERNET	TRAIN:262
OUTLETS AND WI-FI WOULD MAKE THE TRAIN FEEL LIKE WERE IN SILICON VALLEY. MORE CUP HOLDERS WOULD BE GOOD.	TRAIN:267
NO WI-FI ON RAILS.	TRAIN:267
ADD REFRESHMENTS BEER/ MAGAZINES	TRAIN:267
NEED WI-FI	TRAIN:267
WI-FI ON TRAINS WOULD BE NICE.	TRAIN:267
CALTRAIN IS GREAT BUT NO WI-FI.	TRAIN:267
PLEASE CONSIDER PROVIDING FREE WI-FI ON TRAINS.	TRAIN:268
LACK OF STORAGE FOR SCOOTERS. MORE LUGGAGE CARS	TRAIN:268
THE NEWER STYLES ARE MORE COMFORTABLE TO RIDE.	TRAIN:268
IT WOULD BE GREAT TO HAVE WI-FI.	TRAIN:268
99% OF PASSENGERS ARE GOING TO OR FROM WORK, IF WE HAVE FREE WI-FI AVAILABLE, THAT WOULD BE A GREAT IMPROVEMENT ON OUR COMMUTE.	TRAIN:268
FUTURE IMPROVEMENTS SHOULD INCLUDE ADDING WI-FI SERVICE AND INCREASING FREQUENCY OF TRAINS DURING COMMUTE TIMES.	TRAIN:268
WI-FI ON TRAINS PLEASE!	TRAIN:273
NEED FREE WI-FI	TRAIN:277

Car Features/Amenities

GOOD TO HAVE ONBOARD INTERNET	TRAIN:282
PLEASE ADD WI-FI ON BOARD	TRAIN:282
PLEASE WI-FI ON THE TRAINS WOULD MAKE LONGER RIDES MORE TOLERABLE (OUTLETS TOO)	TRAIN:282
NEED WI-FI ON TRAINS	TRAIN:282
WI-FI WOULD BE NICE, EVEN GREYHOUND HAS WI-FI.	TRAIN:288
HAVE ONBOARD WI-FI LIKE AMTRAK.	TRAIN:313
WI-FI!	TRAIN:324
THESE TRAINS DESPERATELY NEED AN UPGRADE. IT'S 2019 IN SILICON VALLEY HOW DO THESE TRAINS NOT HAVE WI-FI, CHARGING OUTLETS AND FLAT SCREEN MONITORS WITH TRAVEL INFORMATION (E.G. NEXT STATION)?	TRAIN:324
I PREFER CALTRAIN OVER BART. IT WOULD BE GREAT IF YOU ADDED CHARGING OUTLETS.	TRAIN:324
WI-FI ON TRAIN PLEASE	TRAIN:324
LACK IF WI-FI AND POOR MOBILE SERVICE ALONG ROUTE MAKE WORKING DIFFICULT. CHICAGO TRAINS WORKED W/ MOBILE COMPANIES TO SET UP SERVICE UNDERGROUND.	TRAIN:324
WI-FI ON TRAIN	TRAIN:324
PLEASE IMPLEMENT WI-FI	TRAIN:329
PROVIDE STEP STOOLS FOR GETTING INTO OUT/ OF TRAINS FOR PEOPLE W BAD KNEES.	TRAIN:330
DIGITAL MAPS INSIDE THE TRAINS SHOWING ACTUAL LOCATION.	TRAIN:330
NEEDS WI-FI	TRAIN:360

Car Features/Amenities

WI-FI WOULD BE GREAT ADDITION. THIS IS SILICON VALLEY, AFTER ALL.	TRAIN:360
AIR CONDITIONING IS UNRELIABLE.	TRAIN:365
MORE POWER OUTLETS PLEASE! FEWER FACE TO FACE SEATS (VERY DIFFICULT TO FIT BAGS ETC.)	TRAIN:365
WISH WE HAD OUTLETS / WI-FI ON TRAIN	TRAIN:365
I'D LOVE TO HAVE OUTLETS AND WI-FI, BUT I LOVE CALTRAIN.	TRAIN:365
MORE BIKE CAPACITY... NOT LESS. VERY DISAPPOINTED IN RECENT CALTRAIN BOARD DECISION TO DECREASE BIKE CAPACITY.	TRAIN:365
NEED WI-FI. COULD USE OUTLETS.	TRAIN:365
I PREFER THE TRAINS THAT DON'T HAVE TABLES.	TRAIN:365
IT WOULD BE VERY HELPFUL IF MORE ARMLESS SEATS WERE AVAILABLE, TO SEAT PEOPLE WHOSE BACKSIDES DON'T FIT WITHIN STANDARD ARMREST.	TRAIN:376
I WISH I COULD WORK ONBOARD BUT INTERNET CONNECTIVITY IS TERRIBLE AND MOST OF THE TIME I DON'T HAVE A SEAT.	TRAIN:376
WISH TO HAVE WI-FI	TRAIN:376
WI - FI	TRAIN:381
BETTER BATHROOMS ON EXPRESS WOULD BE GOOD	TRAIN:381
WI-FI WOULD BE AN APPRECIATED ADDITION	TRAIN:381
INTERNET/WI-FI WOULD BE GREAT	TRAIN:381
SOME WI-FI PLEASE!	TRAIN:381

Car Features/Amenities

DEAF PEOPLE NEED ELECTRONIC BOARD ON THE TRAIN!	TRAIN:381
WI-FI WOULD BE VALUABLE.	TRAIN:385
NO WI-FI ON TRAIN OLD STYLE TRAIN - DIFFICULT TO GET TO UPPER LEVEL FOR OLDER PEOPLE	TRAIN:385
SURPRISED THERE'S NOT WI-FI ON TRAINS GIVEN THE COMMUTER'S DEPENDENCE	TRAIN:385
NEED WI-FI.	TRAIN:385
WI-FI AND MORE PLUGIN POINTS ON THE TRAIN WOULD BE HELPFUL.	TRAIN:385
WI-FI, AC PLUGS OR USB PLUGS	TRAIN:385
MORE POWER OUTLETS WOULD BE USEFUL.	TRAIN:385
NEEDS OUTLETS AND WI-FI ON TRAIN	TRAIN:424
WI-FI PLEASE	TRAIN:424
GET WI-FI ON THE TRAIN.	TRAIN:432
GET WI-FI ON THE TRAINS! ITS 2019!	TRAIN:432
NEED MORE RESTROOMS	TRAIN:432
THERE NEEDS TO BE WI-FI.	TRAIN:432
WI-FI SOON PLEASE	TRAIN:432
NEED MORE OUTLETS FOR THOSE TECHIES TO PLUG IN AND WORK WHILE COMMUTING. I ALWAYS LOOK FOR A PLUG SEAT, BUT THEY CAN BE ELUSIVE!	TRAIN:433
ADD WI-FI!	TRAIN:441

Car Features/Amenities

COULD THERE BE MORE BATHROOMS FOR FEMALES?

TRAIN:441

NO WI-FI

TRAIN:801

PLEASE INCLUDE WI-FI IN CALTRAIN. IT'S A SHAME THAT TRAINS DON'T HAVE WI-FI IN THE TECHNOLOGY CAPITAL OF THE WORLD.

TRAIN:801

SEEMS LIKE NOT ALL CARS HAVE POWER OUTLETS

TRAIN:804

Enforcement/Security

Enforcement/Security

ONE TIME I WAS SITTING IN THE WAY BACK AND A MAN SAT RIGHT IN FRONT OF ME AND STARTED TO PLAY WITH HIS PRIVATE PARTS. I COULD NOT REPORT IT BECAUSE NO ONE WAS HERE TO HELP.

TRAIN:101

EASIER ACCESS TO CONDUCTORS WHEN THERE IS A CONCERNING PASSENGER.

TRAIN:142

ADD A QUIET CAR WITH FEWER ANNOUNCEMENTS.

TRAIN:142

I LIKE HOW YOU CHECK TICKETS MORE. TOO MANY FARE JUMPERS

TRAIN:142

CONDUCTORS DON'T GO THROUGH CAR TO NOTICE FEET ON SEATS, AISLES BLOCKED BY LUGGAGE.

TRAIN:143

OBSERVED PEOPLE SMOKING AND DRINKING ON CALTRAIN. I HAD EXPERIENCE WITH A PERSON TAKING PICTURES AND VIDEO OF PEOPLE SLEEPING.

TRAIN:143

IF YOU DO NOT WANT THE STATION, THEN ALLOW PASSENGERS TO SIT ON THE WAITING TRAIN, RATHER THAN LEAVING THEM STANDING IN THE LOAD STATION.

TRAIN:150

PEOPLE CAN TALK LOUDLY ON PHONES OR GROUPS WITHOUT SANCTION FROM CONDUCTORS. CONDUCTORS ARE SOMETIMES LOUD

TRAIN:151

OF ALL CALTRAIN STATIONS, SF STATION IS THE ONE THAT REALLY NEEDS IMPROVEMENT AND MORE SECURITY GUARDS DUE TO HOMELESS AND MENTALLY UNSTABLE PEOPLE LOITERING AROUND.

TRAIN:151

OF ALL CALTRAIN STATIONS, SF STATION IS THE ONE THAT REALLY NEEDS IMPROVEMENT AND MORE SECURITY GUARDS DUE TO HOMELESS AND MENTALLY UNSTABLE PEOPLE LOITERING AROUND.

TRAIN:151

DURING BALL GAMES AND/OR EVENTS, CALTRAIN SHOULD HAVE MORE CONDUCTORS MONITORING ENFORCEMENT OF FARES SINCE I NOTICED HUNDREDS OF RIDERS DON'T BUY TICKETS SINCE ACCORDING TO THEM IT'S NOT FEASIBLE TO CHECK RIDERS DUE TO THE RIDER AND CONDUCTOR RATE IS 100:1.

TRAIN:192

Enforcement/Security

I WISH THERE WAS A TRAIN BETWEEN THE 8:48 AM AND 9:17 AM AT MENLO PARK. YOU NEED BETTER LOCAL FREQUENCY IN MORNING!

TRAIN:192

I WOULD LIKE TO SEE A CONDUCTOR ENFORCE CALTRAIN GUIDELINES ABOUT NOISE-PHONE CALLS, THAT LAST A LONG TIME AND ARE LOUD, PEOPLE LISTENING TO MUSIC AND PLAYING VIDEOGAMES OUT LOUD.

TRAIN:192

NEED TO ENFORCE BIKES ONLY IN BIKE CAR BETTER.

TRAIN:195

NOT ALWAYS COMFORTABLE AT STATIONS. MY MOST FREQUENT RIDES ARE SHORT BUT OFTEN TRY TO AVOID SOME PEOPLE. USUALLY A GOOD EXPERIENCE

TRAIN:195

NONE OF THE CREWMEMBERS TELL PASSENGERS TO TAKE THEIR FEET OFF THE SEATS. THEY MOSTLY GO BY WITHOUT SAYING ANYTHING.

TRAIN:197

APPRECIATE SEEING TWO SHERIFFS (OR REDWOOD CITY POLICE) AT THE REDWOOD CITY STATION AT 10:15 PM. I'M AN SF RESIDENT AND WOULD LIKE MORE SECURITY AT OUR TRANSIT POINT.

TRAIN:197

SECURITY IS A CONCERN.

TRAIN:206

RIDERS CAN BE VERY NOISY AS THEY ARE ENJOYING THEIR ALCOHOL ON BOARD.

TRAIN:206

SHOULD CHECK TICKET MORE OFTEN TO AVOID PEOPLE FOR FREE RIDE.

TRAIN:206

NEED MORE CHECKING FOR TICKETS! DRUG DEALS HAVE BEEN DONE ON CALTRAIN

TRAIN:206

FREE RIDERS IS ALSO A CONCERN. PEOPLE TALK TOO LOUD ON PHONES!

TRAIN:206

ARRIVAL DURING DAY GAME/NIGHT SHOULD BE IMPROVED. THE TRAINS BECOME A FREE FOR ALL AND A LOT OF UNSAFE STUFF HAPPENS

TRAIN:206

IT WOULD BE GREAT IF CONDUCTORS ASKED PEOPLE TO NOT TALK LOUDLY ON THEIR PHONES OR IN GENERAL.

TRAIN:206

Enforcement/Security

WHILE I FOLLOW RULES AND COURTESIES (LIKE FEET ON THE SEATS AND BIKE CARS), MOST OTHER RIDERS DO NOT. THIS ISN'T FAIR TO THOSE OF US THAT RESPECT THE RULES. CONDUCTORS NEED TO STEP UP. YES, THEY'RE BUSY, BUT THIS IS THEIR JOB.

TRAIN:207

CONDUCTORS RARELY CHECK TICKETS OR MONITOR CARS. MANY OF THE CARS SMELL LIKE A TOILET. THE SAN FRANCISCO STATION HAS BECOME A GATHERING PLACE FOR THE HOMELESS AND MENTALLY ILL AND NO ONE SEEMS TO BE ADDRESSING THIS.

TRAIN:216

SCOLDING EVERYONE ON THE TRAIN FOR FEET ON SEATS, LUGGAGE, ETC. INSTEAD OF ADDRESSING THE PEOPLE WHO ARE HOGGING/FEET IS PRETTY ANNOYING. "DO YOU WANT TO BUY A TICKET FOR THAT BAG?"

TRAIN:216

IF I DIDN'T HAVE A GO PASS, I WOULD DRIVE TO WORK. CHECK TICKETS! IN APRIL, MY TICKET WAS CHECKED THREE TIMES OUT OF ABOUT 40 ONE-WAY TRIPS. TELL THE CONDUCTORS TO STOP FLIRTING AND DO THEIR WORK! ENFORCE RULES: NO SHOES ON SEATS, NO LOUD CELL PHONE CONVOS! GET PEOPLE OUT OF THE AREA BETWEEN CARS! I HAVE BEEN RIDING FOR NEARLY SIX YEARS. NOTHING HAS CHANGED. WHY DO I BOTHER EVEN BRINGING IT UP? YOU OBVIOUSLY DON'T CARE!

TRAIN:216

PEOPLE SMOKE.

TRAIN:216

WISH PEOPLE WERE QUIETER.

TRAIN:217

BETTER ENFORCE CELL USAGE - HAVE CERTAIN CARS FOR NO TALKING - QUIET ZONES

TRAIN:217

NEED MORE SECURITY AT STOPS FOR FARE EVADERS AND HOMELESS.

TRAIN:217

SEATING PRIORITY FOR PREGNANCY.

TRAIN:217

SOMETIMES PEOPLE ARE ON THEIR CELL PHONE THE ENTIRE RIDE!

TRAIN:222

LOTS OF PASSENGERS TAKING UP TWO OR MORE SEATS W/ BACKPACKS, COMPUTER BAGS, SCOOTERS, ETC. ESPECIALLY IN THE PRIORITY SEATING SECTION FOR SENIORS AND PERSONS W/ DISABILITIES. OTHERWISE A VERY ENJOYABLE COMMUTE

TRAIN:222

Enforcement/Security

SOME TRAINS ARE QUIET, BUT OTHERS ARE OVERCROWDED AND ANY DAY WHERE THERE'S A SPORTING EVENT IT'S FULL OF DRUNKS. MANY AWFUL EXPERIENCES ONBOARD, I'M SORRY TO SAY.

TRAIN:225

TRAINS HAVE PEOPLE WHO LEAVE TRASH OR SUSPICIOUS PEOPLE THAT MAKES IT LESS COMFORTABLE.

TRAIN:225

NEED TRAIN PASSENGERS TO TALK QUIETLY WHEN ON MOBILES.

TRAIN:225

THE CONDUCTORS OF #134 SB ARE NOT RESPONSIBLE AS OTHER TRAINS. THEY NEVER CHECK YOUR TICKETS BEFORE BOARDING IN SF, BUT OTHER SHIFT CONDUCTORS CHECK OUR TICKETS EVERYDAY.

TRAIN:232

MORE EMPHASIS ON QUIETNESS (ESPECIALLY IN THE MORNING)

TRAIN:232

WOULD BE NICE IF THE NO TALKING ON THE PHONE RULE WAS ENFORCED MORE STRICTLY.

TRAIN:232

HIRE MORE CONDUCTORS OR HAVE THE CURRENT ONES CHECK TICKETS CONSISTENTLY. IT IS A SECURITY CONCERN.

TRAIN:233

ALCOHOL SHOULD BE FORBIDDEN ON TRAIN. CONDUCTORS SHOULD MONITOR THE CARS AND TELL PEOPLE TO SPEAK LOWER ON THEIR PHONES.

TRAIN:233

PRESENCE OF SECURITY - A LOT OF BROKEN GLASS IN THE PARKING LOT, THEFT ETC.

TRAIN:233

WHEN IT'S DARK, THE STATION DOESN'T FEEL SAFE.

TRAIN:233

CAN THERE BE FREQUENT CHECKS BY CONDUCTORS TO ASK PASSENGERS ON THEIR PHONE TO KEEP THEIR TONE LOW? AT TIMES IT GETS TOO NOISY.

TRAIN:233

PEOPLE NEED TO BE TOLD TO LAYOFF THE CELL PHONE USE. YOU SAY TO KEEP IT SHORT AND LOW VOLUME BUT NO CONDUCTORS SAY ANYTHING WHEN THEY WALK BY AND CAN HEAR IT!

TRAIN:254

MORE SECURITY IN THE EVENING AT TRAIN STATION.

TRAIN:254

Enforcement/Security

STATION AT SAN MATEO AND 4TH AND KING HAVE SHADY ACTIVITIES BY PEOPLE AROUND THE AREA OF THE STATION.

TRAIN:262

IF YOU COULD HELP PREVENT PASSENGERS FROM PUSHING INTO CARS IN THE MORNINGS WHILE ARRIVING PASSENGERS ARE EXITING THE TRAIN - THAT WOULD BE GREAT.

TRAIN:262

PAY ATTENTION TO SAFETY, ESPECIALLY FOR PASSENGERS EARLY IN THE MORNING OR LATE AT NIGHT.

TRAIN:262

PEOPLE DON'T MAKE SPACE AND DON'T GIVE UP SEATS FOR SENIORS OR PREGNANT PEOPLE.

TRAIN:267

LOVE CALTRAIN BUT WISH THERE WERE MORE AVAILABLE SERVICE ON ANY ROUTE.

TRAIN:267

ENFORCE - KEEP WACKOS AND DRUNKS OFF THE TRAIN

TRAIN:267

DELAYS REPORTED INCREMENTALLY (2M->5M->10->)

TRAIN:268

UBER SOMETIMES BLOCKS ENTRANCE OF PARKING LOT.

TRAIN:268

SOME RUDE PASSENGERS TALKING LOUDLY, SMOKING ON PLATFORMS, NOT MAKING ROOM TO MORE AND GET ON/OFF EASILY.

TRAIN:268

ESPECIALLY DURING NON-COMMUTE HOURS - THERE NEEDS TO BE AN INTERCOM OR SOME WAY TO SUMMON A CONDUCTOR QUICKLY IN THE EVENT OF AN EMERGENCY

TRAIN:268

LAST YEAR SOME ONE SPIT IN MY FACE AND CALLED THE N WORD. I CRIED ALL THE WAY HOME.

TRAIN:268

I DON'T KNOW IF CALTRAIN HAS SECURITY PATROLS BUT I WOULD LIKE TO SEE MORE SECURITY AT STATIONS EARLY IN THE MORNING DURING TRAIN #101.

TRAIN:268

PEOPLE SHOULD LEAVE THE PRIORITY SEATING FOR THOSE WHO ARE IN NEED OF IT.

TRAIN:268

NEED MORE SECURITY

TRAIN:273

MULTIPLE FARE EVADERS THAT CONDUCTORS DO NOT CITE OR REMOVE FROM THE TRAINS.

TRAIN:282

Enforcement/Security

SAFETY ISSUES: HOMELESS PEOPLE ARE ALL OVER STATIONS, OFTEN AGGRESSIVE. SUNNYVALE PARKING LOT ELEVATORS TURNED INTO PUBLIC RESTROOMS, NO SECURITY ON DUTY

TRAIN:282

WHY DON'T THE TRAIN COPS DO ANYTHING OTHER THEN HAND OUT BS TICKETS? WHY DON'T THEY ACTUALLY ENFORCE THE RULES ON THE DRUNKS AND DRUGGIES THEY HARASS REGULAR COMMUTERS. SAME GOES FOR MOST OF THE TRAIN STAFF, ALL USELESS.

TRAIN:282

ENFORCE PHONE POLICY

TRAIN:282

SUNNYVALE STATION: DRUGGIES AND HOMELESS IN PARKING GARAGE, TOP LEVEL = NOT SAFE

TRAIN:282

NEED LATE NIGHT SECURITY IN STATIONS AND PARKING LOTS

TRAIN:288

I OFTEN SEE PASSENGERS WITH THEIR SHOES/FEET ON THE SEATS, AND MOST CONDUCTORS WALK BY WITHOUT SAYING ANYTHING.

TRAIN:289

YOU GUYS ARE DOING A GREAT JOB! I ENJOY ALL MY CALTRAIN RIDES. THE MAIN ISSUE I HAVE IS SAFETY. THERE ARE SO MANY SHOOTINGS NOW EVERYWHERE, YOU SHOULD HAVE RIDERS PASS THROUGH A BRIEF SECURITY CHECK / PAT-DOWN/ DO A BAG CHECK UPON BOARDING THE TRAIN. I'M VERY CONCERNED ABOUT THIS ISSUE AND IT WILL AFFECT WHETHER OR NOT I CONTINUE TO RIDE CALTRAIN. THANKS.

TRAIN:289

PLEASE DISCOURAGE CELL PHONE CONVERSATIONS: "KEEP YOUR CALLS SHORT AND QUIET". MOST PEOPLE ARE COURTEOUS, BUT ONE PERSON CAN ANNOY A WHOLE TRAIN CAR. THANK YOU! I LOVE MY CALTRAIN COMMUTE!

TRAIN:313

DOING MORE TO ADDRESS BAD RIDER BEHAVIOR WOULD BE APPRECIATED. FOR EXAMPLE: TALKING LOUDLY ON CELL PHONES OR NON-BIKERS TAKING ALL THE SEATS IN THE BIKE CARS. REINFORCEMENT FROM CONDUCTORS WOULD BE GREAT.

TRAIN:313

IMPROVE CLIPPER MONTHLY PASS TAG ON/OFF AND SECURITY ON TRAINS.

TRAIN:313

MORE OPTIONS/ CONDUCTORS TO REPORT SAFETY OR ISSUES WITH PASSENGERS ON BOARD

TRAIN:329

Enforcement/Security

I CAME DOWN FROM NYC TO CA. IN NYC, ALL TRANSIT HAS SIGNS AND ANNOUNCEMENTS FREQUENTLY EXPLAINING TO RIDERS PROPER TRAIN ETIQUETTE. CALTRAIN HAS NO PSAS ON HOW TO BE A GOOD RIDER. AS A RESULT, PEOPLE DO NOT GIVE UP SEATS TO RIDERS WHO NEED THEM. THEY DO NOT STEP ASIDE TO SPEED THEIR RIDES. THEY DO NOT MOVE THE WHOLE WAY INTO THE TOP AISLE OR TO BACK OF EACH TRAIN CAR TO ALLOW OTHER RIDERS TO ENTER THE TRAIN. IT IS INSANE TO ME THAT PEOPLE MISS THE TRAIN ON THE PLATFORM BC THEY CAN'T ENTER WHILE THERE'S A HUGE AMOUNT OF STANDING ROOM THAT NO ONE WILL MOVE INTO. CALTRAIN RIDERS NEED EDUCATION ON HOW TO BE A GOOD CITIZEN ON PUBLIC TRANSPORTATION. SIGNS! ANNOUNCEMENTS! ETC.!

TRAIN:329

NO COPS ON TRAIN, LESS TICKET CHECKING

TRAIN:330

LAST YEAR, I WAS SMASHED IN THE FACE BY ANOTHER PASSENGER/PASSERBY IN THE DIRIDON STATION WHILE I WAS WALKING TO RAIL 5. I WAS IN SHOCK BUT DID NOT WANT TO BE LATE FOR WORK. NEEDS BETTER LIGHTING, SURVEILLANCE AND SECURITY ESPECIALLY AT SAN JOSE DIRIDON. I HAVE ALWAYS BEEN EXTRA CAREFUL AT THAT STATION EVER SINCE.

TRAIN:360

CONDUCTORS SHOULD MAKE ROUNDS IN TRAIN CARS MORE TO CHECK TICKETS.

TRAIN:360

DRINKING BEER DO NOT REVOKE THIS PRIVILEGE. BEST PART OF THE RIDE.

TRAIN:360

I ONCE HAD A HORRIBLE EXPERIENCE WITH A CONDUCTOR. MY FRIEND WHO WAS DRINKING A BEER WAS KICKED OFF. WE DID NOT KNOW THAT YOU COULD NOT DRINK BEER ON CALTRAIN. HE WAS NOT DRUNK. HE COULD HAVE BEEN HURT.

TRAIN:360

I WOULD LIKE TO RECOMMEND ON SITE, AND POSSIBLY ARMED, SECURITY AT THE SEQUOIA STATION IN REDWOOD CITY, ON THE SOUTHBOUND SIDE OF THE STATION.

TRAIN:376

GREAT JOB! EXCEPT MAYBE HAVE A SYSTEM IN PLACE WHERE PEOPLE THAT PUT THEIR FEET ON A SEAT ARE KICKED OFF FROM THE TRAIN.

TRAIN:376

CAN WE ENFORCE CHECKING TICKETS?

TRAIN:376

CONDUCTORS ARE KIND AND PROFESSIONAL. TRAIN FEELS SAFE.

TRAIN:385

THERE ARE TOO MANY VAGRANTS AT SF STATION. I FEEL THAT THE CALTRAIN STAFF MAY NOT BE IN A SAFE SITUATION.

TRAIN:385

Enforcement/Security

PLEASE TAKE SEXUAL HARASSMENT MORE SERIOUSLY. CONDUCTORS WILL NOT TAKE ACTION IN REPORTED SITUATIONS.

TRAIN:385

SAFETY DOESN'T FEEL GREAT AT NIGHT AT MOST STATIONS. SERVICE AVAILABILITY ALWAYS CAUSES ME TO STAND DURING COMMUTE HOME ~5 PM.

TRAIN:421

STATION PLATFORM SECURITY NEEDS A LOT OF IMPROVEMENT IN ZONE 3 AND 4, AND THE SF MAIN STATION. WHERE ARE THE CAMERAS, SIGNS, AND POLICE OFFICERS? ESPECIALLY MID-DAY AND NON-RUSH HOUR!

TRAIN:424

GET PEOPLE TO STOP RIDING BIKES ON PLATFORMS! FINE THEM!

TRAIN:424

SF STATION IS UNSAFE. RESTROOMS PEOPLE USE TO GO DO DRUGS

TRAIN:432

SUGGEST HAVING A QUIET DESIGNATED CARRIAGE.

TRAIN:432

THERE SHOULD HAVE A QUIET CARRIAGE

TRAIN:432

PEOPLE HOG THE SENIOR AND DISABLED SEATS TO DRINK OR TALK. REALLY PISSES ME OFF!

TRAIN:432

OVERALL, VERY PLEASED WITH EXPERIENCE. MAJORITY OF SMALL GRIEVANCES (PEOPLE TALKING ON CELL PHONES, LIMITED SEATING DURING PEAK HOURS) ARE TOUGH TO SOLVE.

TRAIN:438

I'M NOT SURE WHAT THE PROTOCOL IS FOR EMERGENCIES/WHILE ON THE TRAIN THREATS

TRAIN:438

NOT SURE IF SECURITY COULD BE IMPROVED. WHAT HAPPENS, FOR EXAMPLE, IF THERE IS AN INAPPROPRIATELY BEHAVED PASSENGER ON BOARD??

TRAIN:804

Parking

Parking

PAYING FOR PARKING NEAR 22ND ST IS ABSURD.	TRAIN:206
NOT ENOUGH PARKING AT HILLSDALE STATION.	TRAIN:216
LACK OF PARKING AT HILLSDALE IS PROBLEMATIC DURING THE CONSTRUCTION PERIOD.	TRAIN:217
THERE HAVE BEEN MANY CARS BROKEN INTO AT THE SAN JOSE PARKING.	TRAIN:217
TRAFFIC FLOW AND PARKING AT TAMIEN IS NOT ADEQUATE.	TRAIN:217
PARKING IS NOT GOOD - NEVER ENOUGH IN MTN VIEW DURING PEAK TIMES AND SO EXPENSIVE! ALSO, LACK OF GOOD SIGNS MEAN PEOPLE DRIVE THE WRONG WAY	TRAIN:217
ONLY PROBLEM I HAVE WITH THE HILLSDALE STATION IN PARTICULAR IS THE LACK OF PARKING AVAILABLE. NOT SURE IF THEY ARE BUILDING A NEW LOT, BUT SPOTS FILL BY 7:30AM	TRAIN:217
PARKING AT SSF STATION IS HORRIBLE.	TRAIN:217
PALO ALTO UNIV. STATION PARKING HAS TOO MANY NON-CALTRAIN RIDER CARS PARKED IN ALMA LOT. I SEE 15-20 LOCAL CONSTRUCTION WORKERS PARKING THERE DAILY. SPOTS SHOULD BE FOR CALTRAIN RIDERS.	TRAIN:217
MONTHLY PARKING FEE IS EXCESSIVE.	TRAIN:217
PARKING AVAILABILITY AN ISSUE	TRAIN:225
MORE PARKING.	TRAIN:225
PARKING IS A MAJOR CHALLENGE IN HILLSDALE AND SAN CARLOS STATION.	TRAIN:225
INSUFFICIENT PARKING AT SUNNYVALE.	TRAIN:225
PARKING IS THE ONLY PROBLEM	TRAIN:262

Parking

PARKING IS UNRELIABLE.

TRAIN:262

NEEDS MORE PARKING AT STATIONS.

TRAIN:262

THE CURRENT PARKING SITUATION AT HILLSDALE IS HORRIBLE. THERE ARE ONLY 30 SPACES TO THE WEST OF THE TRACKS WHERE THERE USED TO BE A COUPLE HUNDRED. I REALIZED THERE'S AN ONGOING ELECTRIFICATION PROJECT (THAT'S SHOWN NO ACTIVITY IN >30DAYS) BUT ALL THE SPOTS TO THE NORTH AND WEST OF THE STATION ARE GONE TOO.

TRAIN:267

PARKING IS A HUGE ISSUE AT HILLSDALE. VERY DIFFICULT.

TRAIN:267

RIDERS IN BELMONT NOW PARK ON THE STREET. CONSIDER FREE PARKING AGAIN IN BELMONT.

TRAIN:267

HILLSDALE PARKING LOT DOESN'T HAVE ENOUGH PARKING DUE TO CONSTRUCTION.

TRAIN:268

CLEANLINESS, SAFETY AND PARKING ISSUES AROUND 22ND AND PROBLEMATIC, ESPECIALLY IN WINTER. ABSENCE OF LIGHTS UNDER MAJOR SECTION OF HIGHWAY IS DANGEROUS AND I HAVE HAD WORRISOME ENCOUNTERS WITH UNSTABLE INDIVIDUALS WHEN PARKED AT THAT SECTIONS.

TRAIN:273

PARKING IS EXPENSIVE AND LOTS QUICKLY FILLS WITH NON-CALTRAIN PATRONS WHO DO NOT PAY FOR PARKING

TRAIN:277

PARKING IS LIMITED AT HILLSDALE.

TRAIN:277

MORE PARKING AT HILLSDALE

TRAIN:277

SUNNYVALE - NEEDS MORE PARKING SPACE. ONLINE PURCHASE OF PARKING TICKETS FACILITY

TRAIN:282

ADD PARKING SPACES AT HILLSDALE STATION. IT IS SO DIFFICULT TO PARK THERE.

TRAIN:288

INABILITY TO USE COMMUTER BENEFIT CARDS FOR PARKING IS UNACCEPTABLE

TRAIN:288

FREE PARKING AT MORE STATIONS WOULD BE NICE.

TRAIN:288

Parking

DEFINITELY NEED MORE PARKING AT MOUNTAIN VIEW.

TRAIN:313

OVERALL GREAT TRAIN EXPERIENCE BUT PARKING AT TAMIEN IS AWFUL.

TRAIN:329

NO WI-FI? NO DIGITAL MARKERS FOR CALTRAIN PARKING? I'M A DEVELOPER, IF YOU NEED SOLUTIONS CONTACT ME. [EMAIL ADDRESS REMOVED]

TRAIN:376

PARKING IS TRICKY AT SUNNYVALE. IT'S USUALLY ALL GONE BEFORE 8:15, WOULD BE NICE TO EXPAND A FEW MORE SLOTS. THE MURPHY SQUARE PARKING LOTS ARE USUALLY EMPTY DURING THE DAY!

TRAIN:376

PARKING AT CALTRAIN FOR MOUNTAIN VIEW IS VERY LIMITED WEEKDAYS

TRAIN:438

CHARGE FOR PARKING - CHARGE MORE IN CALTRAIN LOTS. WHY SHOULD IT BE SO CHEAP? MAKE DRIVERS PAY THE TRUE COST OF THOSE LOTS.

TRAIN:441

PARKING LOT INFO NOT WELL POSTED. HOW MUCH? 24 HOURS? WEEKEND?

TRAIN:804

Safety Issues

Safety Issues

AVOID PEOPLE GETTING HIT BY TRAINS

TRAIN:225

TRAIN THIS MORNING WAS MINUTES EARLY IN SUNNYVALE AND WOULDN'T LET ME CROSS THE TRACKS EVEN WITH NO APPROACHING TRAINS.

TRAIN:262

HUGE IMPROVEMENTS REDUCING INCIDENTS AT PALO ALTO.

TRAIN:268

WHEN STANDING IN BOARDING SECTION OF TRAIN CAR, THERE IS VERY LITTLE TO HOLD ONTO - FEELS UNSAFE. AN OVERHEAD RAIL DOWN THE MIDDLE WOULD GO A LONG WAY

TRAIN:288

THE SUICIDE ISSUE IS ABUNDANT. A CONDUCTOR MONITORING THE TRACK AT EACH PLATFORM IS REQUIRED.

TRAIN:324

NEED BETTER SAFETY.

TRAIN:330

PLEASE USE TECHNOLOGY TO DETECT AND PREVENT TRACK TRESPASSING. TOO MANY SUICIDES IN 2019.

TRAIN:376

BETTER SIGN POSTING ON THE PLATFORM (I.E. PLATFORM NUMBER ON THE PLATFORM).

TRAIN:801

Station Amenities/Condition/Cleanliness

Station Amenities/Condition/Cleanliness

THE GO PASS SYSTEM IS NOT CONVENIENT TO USE. THERE IS A SINGLE NUMBER REPRESENTED BY A STAMP THAT CAN BE EASILY DETERIORATED - A DIGITAL GOPASS WOULD INCREASE THE GOPASS LIFE.

TRAIN:142

SUNNYVALE STATION IS FINE.

TRAIN:143

4TH AND KING COULD USE A FRESH COAT OF PAINT AND CLEANING.

TRAIN:150

KEEP TRAIN STATIONS CLEANER.

TRAIN:151

OF ALL CALTRAIN STATIONS, SF STATION IS THE ONE THAT REALLY NEEDS IMPROVEMENT AND MORE SECURITY GUARDS DUE TO HOMELESS AND MENTALLY UNSTABLE PEOPLE LOITERING AROUND.

TRAIN:151

CLEAN THE KING AND 4TH STATION. NEED TO MOVE OUT THE HOMELESS AND JUNKIES FROM THE PROPERTY.

TRAIN:190

SOMETIMES THE GATE ISN'T LIFTED IN TIME TO REACH THE OTHER PLATFORM.

TRAIN:190

4TH AND KING IS A DISASTER.

TRAIN:190

MILLBRAE BATHROOM IS DIRTY.

TRAIN:192

SOME STATIONS HAVE A LOUDSPEAKER, WHY NOT SF? LINES AND TRAIN DEPARTURES ALSO GET REAL CONFUSING AT SF DURING GIANT'S GAMES. SF 4TH AND KING NEEDS MORE STRUCTURE AND BETTER MESSAGING. OTHERWISE, I REALLY ENJOY CALTRAIN.

TRAIN:192

NEED MORE RESTROOMS.

TRAIN:192

A LOT OF HOMELESS ENCAMPMENTS AT STATIONS.

TRAIN:192

PALO ALTO STATION TUNNEL SMELLS.

TRAIN:197

Station Amenities/Condition/Cleanliness

COULD DO A BETTER JOB OF KEEPING THE STATION CLEAN AND WIPING DOWN THE SEATS ON TRAINS AND REMINDING PASSENGERS TO REMOVE THEIR TRASH.

TRAIN:206

SAN FRANCISCO BATHROOM, DIRTY AND FULL OF HOMELESS. GREAT CALTRAIN! KEEP UP THE GOOD WORK!

TRAIN:207

TAMIEN IS VERY DIRTY FROM BIRDS.

TRAIN:207

NEED ADDITIONAL PORTA-JOHNS LIKE SUNNYVALE STATION HAS.

TRAIN:207

IMPROVEMENT THOUGHTS AT HILLSDALE - PARKING - BATHROOM

TRAIN:216

CAN VTA SCHEDULE A QUARTERLY CLEANING (MINIMUM) OF THE PARKING LOT? WEEDS, TRASH, TREE LIMBS, ETC.

TRAIN:217

PALO ALTO STATION SMELLS OF URINE.

TRAIN:217

MUCH IMPROVEMENT NEEDED

TRAIN:217

ENJOY RIDING THE TRAIN. SOMETIMES I TAKE 3X A WEEK TO SAVE GAS.

TRAIN:217

STATIONS SMELL OF URINE. INTERIORS COULD USE DEEP CLEANING. STATIONS COULD USE MORE LIGHTS FOR SAFETY

TRAIN:217

FOR A. I PUT 3 SINCE SF IS TERRIBLE. IF SF GOT CLEANED UP, I'D RATE IT A 5

TRAIN:217

TOO MUCH URINE AT STATIONS, ESPECIALLY PALO ALTO.

TRAIN:217

THE CAL AVE STATION IS A BIT COMPLICATED. YOU CAN ONLY BUY TICKETS ON THE S. BOUND SIDE AND IT WOULD BE MUCH MORE ACCESSIBLE IF THERE WAS STREET ACCESS ON THE N. BOUND SIDE - IT WOULD SAVE A LOT OF TIME. THANKS!

TRAIN:217

PALO ALTO STATION IS FILTHY.

TRAIN:217

MORE FREQUENT TRAINS ARE NEEDED

TRAIN:217

Station Amenities/Condition/Cleanliness

45 MINUTE STANDING ROOM ONLY TRIPS MAKE FOR A BAD MORNING. NEED MORE FREQUENT TRIPS.

TRAIN:217

PALO ALTO STATION, ESPECIALLY THE UNDERPASS IS VERY DIRTY. SUNNYVALE STATION IS CLEAN BUT THERE IS NO SHADED AREA, SO DURING SUNNY DAYS IT IS HOT AND UNCOMFORTABLE TO WAIT FOR THE TRAIN.

TRAIN:222

MUCH MORE PLEASANT THAN BART, BUT STILL ROOM FOR IMPROVEMENT ON THE STATION EXPERIENCE. THERE IS INCONSISTENCY SOMETIMES BTWN THE BOARD AND WHAT ACTUALLY HAPPENS

TRAIN:222

I'VE LIVED IN SUNNYVALE MY WHOLE LIFE. I TOOK CALTRAIN TO COMMUTE WHEN I WAS IN COLLEGE IN SF. QUALITY HAS GONE WAY DOWN SINCE THEN AND I'M TAKING IT REGULARLY AGAIN AND IT SUCKS. SF STATION IS HORRIBLE!

TRAIN:225

SF STATION IS NOT CLEAN.

TRAIN:225

CARD READER AT SUNNYVALE HAS A HARD TIME READING CREDIT CARDS.

TRAIN:225

OF COURSE, MORE FREQUENT TRAINS WOULD BE NICE.

TRAIN:232

SAN FRANCISCO 4TH AND KING IS DISGUSTING

TRAIN:232

SF STATION (4TH / KING) IS VERY DIRTY AND FEELS UNSAFE. PLEASE HELP MAKE THIS A CLEANER AND SAFER PLACE FOR FAMILIES.

TRAIN:232

4TH STREET SF IS SO DIRTY (THOUGH IT'S SF, NOT JUST CALTRAIN ISSUE)

TRAIN:232

STATIONS CAN LOOK CLEANER, ESPECIALLY BATHROOMS.

TRAIN:232

IMPROVED AND UPDATED TRAINS AND STATIONS WOULD BE BENEFICIAL. BETTER SEATING LAYOUTS

TRAIN:232

MORE PLACES FOR DISABLED TO SIT AT STATIONS AND NOT GET WET WHEN IT RAINS.

TRAIN:233

Station Amenities/Condition/Cleanliness

TAMIEN'S TICKET MACHINE AREAS/NEAR THE ESCALATOR HAS A FOUL STENCH OF URINE - POSSIBLY FROM HOMELESS/TRANSIENTS INDIVIDUALS. I NOTICED SOME POWER-WASHING POSSIBLY WAS DONE - PLEASE CONTINUE THIS!

TRAIN:233

MILLBRAE (SYRINGES FOUND HERE) AND RWC STATIONS NEED CLEANING (TRASH, PLATFORM MESSES).

TRAIN:233

CLEAN STATION IN PA.

TRAIN:254

PALO ALTO WALKING TUNNEL NEEDS CLEANING DAILY - VERY BAD SMELL - VERY HORRIBLE TO WALK IN IT EVERY MORNING.

TRAIN:254

TAMIEN HAS A LOT OF GRAFFITI.

TRAIN:254

PALO ALTO STATION SMELLS LIKE URINE.

TRAIN:254

UNCOMFORTABLE STATIONS AND POOR BOARDING PROCESS AT 4TH AND KING

TRAIN:257

WOULD LIKE CALTRAIN TO RENOVATE/CLEAN THEIR WASHROOMS (SERIOUS CLEANLINESS REQ'D).

TRAIN:262

CLEANER STATIONS - SOME TRASH OVER FLOW AND URINE SMELLS.

TRAIN:262

THE STATION TUNNEL AT SAN MATEO IS USUALLY STAINED WITH RECENT URINE AND I CALLED LAST MONTH TO REPORT HUMAN FECES. I AM CONCERNED ABOUT LETTING MY AUTISTIC TEEN RIDE CALTRAIN TO SCHOOL ALONE.

TRAIN:262

CLEAN SF 4TH AND KING CALTRAIN STATION

TRAIN:262

NEED TO UPDATE TRAIN CARS.

TRAIN:267

I THINK TECH AT STATIONS CAN BE IMPROVED.

TRAIN:267

IS THERE ANY STRONG REASON TO MOVE HILLSDALE STATION, AS IT WILL CREATE MORE ISSUES FOR PASSENGERS?

TRAIN:268

Station Amenities/Condition/Cleanliness

CLEANLINESS, SAFETY AND PARKING ISSUES AROUND 22ND AND PROBLEMATIC, ESPECIALLY IN WINTER. ABSENCE OF LIGHTS UNDER MAJOR SECTION OF HIGHWAY IS DANGEROUS AND I HAVE HAD WORRISOME ENCOUNTERS WITH UNSTABLE INDIVIDUALS WHEN PARKED AT THAT SECTIONS.

TRAIN:273

CLEANLINESS, SAFETY AND PARKING ISSUES AROUND 22ND AND PROBLEMATIC, ESPECIALLY IN WINTER. ABSENCE OF LIGHTS UNDER MAJOR SECTION OF HIGHWAY IS DANGEROUS AND I HAVE HAD WORRISOME ENCOUNTERS WITH UNSTABLE INDIVIDUALS WHEN PARKED AT THAT SECTIONS.

TRAIN:273

CLEAN MORE FREQUENTLY THE STEPS ON STATIONS AND INSIDE TRAIN. THANK YOU

TRAIN:277

PA STATION TUNNEL AND SOUTHBOUND PLATFORM REEK OF URINE

TRAIN:277

IF TRAIN ISN'T MOVING, THE CROSSING GUARD SHOULD BE UP.

TRAIN:277

TRAINS ARE OLD. STATIONS CAN BE SEEDY BECAUSE OF NEIGHBORHOODS. WAY BETTER THAN BART.

TRAIN:282

DRIED VOMIT HAS BEEN ON CALTRAIN SUNNYVALE GARAGE STEPS FOR WEEKS.

TRAIN:282

THE RESTROOM SHOULD BE CLEAN AND THE SEATS IN THE WAITING AREA SHOULD BE CLEAN

TRAIN:282

SF STATION IS PRETTY DIRTY.

TRAIN:282

4TH AND KING STATION IS VERY BADLY KEPT AND RESTROOM IS VERY DIRTY.

TRAIN:282

GRAFFITI ON SAN MATEO CLIPPER TAG STATION. SOME HOMELESS PEOPLE SLEEPING ON PLATFORM. VESTIBULES BROKEN.

TRAIN:282

PA STATION SMELLS OF PISS ALL THE TIME

TRAIN:282

DIRIDON/PALO ALTO - LOTS OF URINE SMELL EARLY MORNING 620AM

TRAIN:282

IT IS OFTEN IMPOSSIBLE TO FIND A SEAT DURING COMMUTE TIMES.

TRAIN:288

Station Amenities/Condition/Cleanliness

I THINK THE FOLKS WHO WORK ON THE TRAIN AND AT THE STATION ARE SO NICE AND HELPFUL
TRAIN:288

PLEASE HAVE THE MAYOR OF SF CLEAN AROUND THE 4TH AND KING STATION-THERE IS SO MUCH TRASH AND HUMAN WASTE AROUND IT IS VERY SAD.

TRAIN:324

WOULD BE MUCH IMPROVED TO ALLOW COFFEE CARTS AND OTHER SMALL-SCALE FOOD VENDORS ON PLATFORMS.

TRAIN:324

IMPROVE APPEARANCE OF 22ND STATION.

TRAIN:330

4TH AND KING STATION IS FILTH AND FEELS UNSAFE. ALL OTHER STATIONS ARE SIGNIFICANTLY BETTER.

TRAIN:330

RESTROOM NEEDS TO BE MAINTAINED IN A CLEAN AND TIDY MANNER.

TRAIN:360

STATION RESTROOM IS UNACCEPTABLY DIRTY.

TRAIN:360

BIKE PATH AT 22ND STREET PLEASE! DOWN TO PLATFORM.

TRAIN:365

SAN MATEO CALTRAIN PARKING ALWAYS SMELLS OF URINE.

TRAIN:376

SMELLS LIKE PEE AROUND 4TH STREET STATION ALL THE TIME.

TRAIN:376

THE STATION FLOORS ARE DIRTY.

TRAIN:376

22ND ST DOES NOT FEEL SAFE IN THE DARK PLEASE WORK W/SF TO IMPROVE LIGHTING, CLEANLINESS.

TRAIN:381

CLEANER BATHROOMS

TRAIN:424

THE SF STATION IS VERY DIRTY AND UNSAFE.

TRAIN:432

CLEAN UP THE SF STATION BATHROOMS.

TRAIN:432

PLEASE CLEAN RESTROOM IN THE STATION MORE OFTEN TO KILL THE SMELL

TRAIN:432

Station Amenities/Condition/Cleanliness

RESTROOM AT 4TH AND KING STATION IS SMELLY!

TRAIN:432

COULD THERE BE MORE BATHROOMS FOR FEMALES?

TRAIN:441

4TH ST MEN'S ROOM IS BOTH DIRTY AND SMELLY.

TRAIN:804

STATIONS WERE DIRTY.

TRAIN:804

Train Cleanliness (Exterior and Interior)

Train Cleanliness-Exterior/Interior

THE NEWER EXPRESS TRAINS THAT PROVIDE MORE SEATING USUALLY SMELL LIKE FECES. IT IS SO STRONG THE ENTIRE CAR SMELLS. COULD AN AIR FRESHENER BE INSTALLED OR THE BATHROOM CLEANED? THANKS!

TRAIN:102

CLEANLINESS IS PRIMARY CONCERN

TRAIN:102

GOT TO FIX SMELL ON CARS WITH RESTROOMS!

TRAIN:142

THERE IS AN OVERALL SMELL IN THE CABIN NOT VERY PLEASANT

TRAIN:142

IF YOU FIX THE TERRIBLY DIRTY/DESTROYED SEATS, THAT WOULD BE GREAT.

TRAIN:142

THERE ARE UNCOMFORTABLE ODORS IN SOME OF THE TRAINS (TOILETS).

TRAIN:142

THE BATHROOMS ARE SMELLY AND DIRTY. I AM GLAD THE TRAIN SERVICES THE BAY AREA. IT HELPS AVOID TRAFFIC.

TRAIN:143

BATHROOMS IN NEWER CARS ARE OFTEN REALLY FOUL.

TRAIN:143

ALWAYS CLEAN AND GENERALLY PRETTY NICE OVERALL

TRAIN:151

BATHROOMS SMELL TERRIBLE

TRAIN:190

CLEANING TRAINS WOULD BE APPRECIATED.

TRAIN:190

BATHROOMS SMELL.

TRAIN:190

BATHROOMS STINK!

TRAIN:190

THERE IS A SMELL OF URINE!

TRAIN:190

IF CARPETS HAVE BEEN WASHED, BUT NOT DRIED WELL, THEY START SMELLING LIKE SWEATY FEET.

TRAIN:192

Train Cleanliness-Exterior/Interior

BATHROOMS ARE STINKY.	TRAIN:195
BATH ROOM SMELLS BUT VERY GOOD	TRAIN:195
THE NEWER TRAINS, RED AND GREY, OFTEN SMELL LIKE THE TOILET IS BACKED UP. LIKE MILD SEWAGE. THIS ONE SMELLS LIKE IT	TRAIN:195
CLEANLINESS OF TRAINS BY END OF WEEK IS NOT SO GOOD.	TRAIN:206
RESTROOM ODOR PREVENTS ME FROM GIVING AN OVERALL 5 RATING.	TRAIN:206
TRAIN CLEANLINESS IS A CONCERN.	TRAIN:206
CLEAN THE ONBOARD BATHROOMS!	TRAIN:206
INTERIORS CAN BE CLEANER.	TRAIN:207
I TAKE ONE OF THE LAST FAST TRAINS HOME - 705 - 716. ANY EARLIER IS OFTEN STANDING ROOM ONLY. THE FIRST CAR OF THE EVENING TRAINS VERY OFTEN SMELL SO BAD YOU HAVE TO MOVE TO THE SECOND CAR. BUT I APPRECIATE CALTRAIN AND HAVE BEEN RIDING TWICE A DAY FOR 12 YEARS! THANK YOU!	TRAIN:216
MANY OF THE CARS SMELL LIKE A TOILET.	TRAIN:216
MANY OF THE CARS SMELL LIKE A TOILET.	TRAIN:216
TORN AND GROSS SEATS ON THE FABRIC SEATS - NO FUN TO SIT ON	TRAIN:217
BULLET BATHROOMS DIRTY, ESP PM RIDES.	TRAIN:217
THE BATHROOMS FREQUENTLY SMELL. THE SEATING AREA IS OFTEN DIRTY. OVERALL, I LOVE CALTRAIN! THANK YOU.	TRAIN:217
NEED TO CLEAN/EMPTY BATHROOMS - DISGUSTING! SMELLS!	TRAIN:217

Train Cleanliness-Exterior/Interior

BIGGEST GRIPES ARE WITH THE DISGUSTING SMELL OF THE NEW TRAINS AT THE END OF DAY COMING FROM RESTROOMS, UNBEARABLE, AND WITH THE BUMPY RIDES AT TIMES - LAPTOP HAS FALLEN OUT OF LAP

TRAIN:222

MORE FREQUENT CLEANING

TRAIN:225

OVERALL, THE CLEANLINESS NEEDS BETTER ATTENTION.

TRAIN:232

TRAINS SOMETIMES SMELL LIKE A DIRTY BATHROOM

TRAIN:232

STINKY BATHROOMS.

TRAIN:233

WISH IT FELT CLEANER.

TRAIN:233

CLEANLINESS IS ALWAYS IMPORTANT (I BELIEVE IT PREVENTS SICKNESSES)

TRAIN:233

ALL STAFF ARE VERY PLEASANT. ONLY COMPLAINT IS CLEANLINESS ON OLDER TRAINS. THE AREA WHERE THE BACK REST AND SEAT CUSHION MEET IS USUALLY STUFFED W/ OLD FOOD

TRAIN:254

SMELLS ON THE TRAIN.

TRAIN:254

BATHROOM NEEDS CLEANING SO THERE'S NO SMELL.

TRAIN:254

BATHROOM IS STINKY IN SOME CARS.

TRAIN:254

DIRTY AND TORN SEATS

TRAIN:257

TRAIN TOILETS SOMETIMES STINK UP WHOLE TRAIN.

TRAIN:262

WOULD LIKE CALTRAIN TO RENOVATE/CLEAN THEIR WASHROOMS (SERIOUS CLEANLINESS REQ'D).

TRAIN:262

WORK ON CLEANLINESS.

TRAIN:262

MANY TRAIN CARS SMELL LIKE POOP.

TRAIN:262

Train Cleanliness-Exterior/Interior

NEEDS MORE PARKING AT STATIONS.	TRAIN:262
CLEANER TRAINS WOULD BE GOOD.	TRAIN:267
CLEAN THE TOILETS.	TRAIN:267
NEED WI-FI	TRAIN:267
BATHROOM OFTEN SMELLS ON TRAINS.	TRAIN:268
SOMETIMES RESTROOMS SMELL IN THE TRAIN. NOT A PLEASANT RIDE.	TRAIN:268
FOR THE MOST PART, IT IS CLEAN AND EFFICIENT.	TRAIN:268
BATHROOM CLEANLINESS IS NEEDED OTHERWISE GREAT!	TRAIN:268
BATHROOMS ARE PATHETIC SOMETIMES.	TRAIN:268
SEATS ARE DIRTY AT TIMES.	TRAIN:268
CALTRAIN RIDER FOR 10 YEARS. TRAIN CARS SOMETIMES SMELL VERY BAD IN BATHROOM CARS.	TRAIN:273
TRAINS COULD BE CLEANER AND OPERATORS COULD BE MORE POLITE.	TRAIN:273
WISH THEY WERE MORE OFTEN, FASTER, CLEANER, AND CHEAPER.	TRAIN:273
NEED NEW TRAINS AND CLEAN BATHROOMS. TRAINS ARE GETTING OUTDATED.	TRAIN:277
CLEAN MORE FREQUENTLY THE STEPS ON STATIONS AND INSIDE TRAIN. THANK YOU	TRAIN:277
WORRY ABOUT BED BUGS ON CHAIRS.	TRAIN:277
GARBAGE LEFT ON THE SEATS AND FLOOR, SEATS SMELL LIKE HOMELESS WERE SLEEPING ON THEM AND THEY ARE NEVER WASHED.	TRAIN:282

Train Cleanliness-Exterior/Interior

SOME TRAINS SMELL BAD

TRAIN:282

I ENJOY AND VERY MUCH APPRECIATE THE KIND CALTRAIN EMPLOYEES AND SPOTLESS TRAINS - THE CLEANLINESS IS THE #1 REASON WHY I LOVE CALTRAIN AND RECOMMEND IT.

TRAIN:282

CALTRAIN IS A VERY VALUABLE SERVICE IN THE PENINSULA. I MUCH PREFER TAKING CALTRAIN TO SF INSTEAD OF DRIVING. DURING MORE THAN TWO YEARS OF REGULAR COMMUTING TO SF, IT HAS BECOME CLEAR THAT CALTRAIN NEEDS SIGNIFICANT INVESTMENT. THE TRAINS AND STATION ARE UNBELIEVABLY DIRTY AND RUN DOWN, NOT AT ALL IN KEEPING WITH THE VALUE OF THE SERVICE.

TRAIN:288

CLEANLINESS IS GOOD COMPARED TO BART

TRAIN:288

I KNOW THE TRAINS ARE WAY CLEANER THAN BART, BUT I STILL THINK THEY COULD BE CLEANER.

TRAIN:288

TRAINS ARE USUALLY CLEAN. SEATS ARE COMFORTABLE I PREFER VINYL SEATS INSTEAD OF CLOTH.

TRAIN:288

SOME TRAINS ARE VERY DIRTY. OTHERS ARE PRETTY CLEAN. IT'S NOT CONSISTENT.

TRAIN:313

DEEP CLEAN CARPETS.

TRAIN:313

PLEASE FIX BROKEN/ DIRTY THINGS IN TRAIN BATHROOMS.

TRAIN:324

I PREFER CALTRAIN OVER BART. IT WOULD BE GREAT IF YOU ADDED CHARGING OUTLETS.

TRAIN:324

NEED TO PUMP OUT WASTE FROM BATHROOM CARS REGULARLY - REALLY SMELLS IN THOSE CARS!

TRAIN:329

THE TRAIN CARS WITH TOILETS SMELL TERRIBLE. ITS DISGUSTING.

TRAIN:329

TRAINS SHOULD BE CLEANED EVERY NIGHT. THE COMMUTER TRAINS ARE COMFORTABLE! BETTER OVERALL THAN THE PARTY TRAINS W/ TABLES UPSTAIRS - THEY SMELL BAD AND ARE VERY DIRTY

TRAIN:330

BATHROOM ONBOARD TRAINS ALWAYS SMELL DISGUSTING.

TRAIN:330

Train Cleanliness-Exterior/Interior

RESTROOM NEEDS TO BE MAINTAINED IN A CLEAN AND TIDY MANNER.

TRAIN:360

TRAINS ARE OLD AND SMELL HAD SEATS ARE DIRTY. ONLY USING TRAINS SINCE I HAVE NO CHOICE.

TRAIN:360

TRAINS SHOULD BE SANITIZED.

TRAIN:360

CLEAN THE BATHROOM. THEY SINK LIKE ASS.

TRAIN:360

BATHROOMS ARE HORRIBLE

TRAIN:365

CLEANLINESS SHOULD BE IMPROVED.

TRAIN:365

SIX YEAR DAILY USER OF CALTRAIN. THE TRAINS THAT HAVE TABLES (BOMBARDIER) ALWAYS SMELL TERRIBLY, LIKE OVERUSED / UNCLEAR TOILET. I AVOID THEM, THEY SMELL BAD.

TRAIN:365

TRAINS STINK. WHY CARPET?

TRAIN:376

CLEAN CUPHOLDERS AND TABLES OR JUST REMOVE THEM. THEY ARE SO UNSANITARY.

TRAIN:376

PLEASE KEEP THE TRAINS AND STATION CLEAN

TRAIN:376

INTERIOR CLEANLINESS OF TRAINS CAN BE IMPROVED

TRAIN:376

IT SMELLS AND IS DIRTY.

TRAIN:376

THE TRAINS ARE DIRTY! DO THEY GET REALLY WASHED? OFTEN IN THE MORNING THERE IS TRASH, THE FLOORS ARE FILTHY.

TRAIN:376

CLEANLINESS OF TRAINS VARIES A LOT

TRAIN:381

MUCH CLEANER THAN SOME OTHER PUBLIC TRANSIT SERVICE.

TRAIN:381

I LOVE CALTRAIN RIDING IS EASY. IT'S CLEAN AND WORKERS ARE NICE

TRAIN:381

Train Cleanliness-Exterior/Interior

SOME TRAIN CARS SMELL BAD ON A REGULAR BASIS.	TRAIN:381
WOULD APPRECIATE A CLEANER INTERIOR.	TRAIN:381
INTERIOR OF TRAINS ARE DIRTY	TRAIN:385
SOMETIMES BOTTLES ARE LEFT BEHIND WHERE I SIT OR THE BACK OF THE SEAT IN FRONT OF MINE IS DIRTY	TRAIN:385
TO AVOID GERMS, WIPE DOWN THE SEATS AND RAILS.	TRAIN:385
TOILETS CAN SMELL UP THE WHOLE TRAIN.	TRAIN:385
SOME BATHROOMS ON CARS ARE VERY SMELLY AND CAUSE THE WHOLE CAR TO SMELL UNPLEASANT.	TRAIN:385
CLEANLINESS NEEDS TO IMPROVE. DO NOT GET RID OF RESTROOMS WHEN YOU DECIDE TO REPLACE TRAINS. THEN IT WILL BE REAL FILTHY ON BOARD!	TRAIN:421
THE BATHROOM AREA SMELL THROUGHOUT THE FIRST LEVEL OF THE NEWER TRAINS IS CONSISTENTLY TERRIBLE. IT GIVES MY WIFE HEADACHES AND NAUSEA! CAN'T CALTRAIN USE AIR FRESHENERS? THANK YOU!	TRAIN:424
CLEANER BATHROOMS	TRAIN:424
COLEANER (LESS SMELLY) ON TRAIN TOILETS. OTHERWISE HAPPY!	TRAIN:433
BATHROOM ARE QUITE SMELLY.	TRAIN:433
BATHROOM SMELL ON BOMBARDIERS IS 3RD WORLD.	TRAIN:433
THE NEWER TRAINS SMELL LIKE AN OUTHOUSE.	TRAIN:433
BATHROOM GROSS	TRAIN:441

Train Cleanliness-Exterior/Interior

INTERIORS COULD BE CLEANER.

TRAIN:801

THE TRAIN INTERIOR CAN BECOME CLEANER. SOME SEATS HAVE STAINS AND PIECES OF FOOD ON THEM.

TRAIN:804

Train/Car Condition/Comfort of the Ride

Train/Car Condition/Comfort of the Ride

THE TRACKS ARE ROUGH AND THE CARS ARE OLD AND OUT DATED.	TRAIN:102
SEATS ARE UNCOMFORTABLE	TRAIN:142
BRAKES NEED WORK. TOO LOUD!	TRAIN:142
I HATE THE TRAINS WITH MOSTLY SEATS FACING EACH OTHER.	TRAIN:143
PLEASE REDUCE OR ELIMINATE NOISE- IT IS TOO LOUD	TRAIN:151
SOMETIMES THERE IS A REALLY BAD SMELL	TRAIN:151
BIKE CARS NEED MORE AIR CONDITIONING - GETS TOO HOT AND VERY LITTLE VENTILATION. BATHROOMS SMELL.	TRAIN:190
EXPERIENCE IS GOOD IN GENERAL EXCEPT THE FACT THAT SOME TRAINS SMELL BAD.	TRAIN:190
TRAIN HONKING NEAR PEOPLE IS BAD	TRAIN:190
TRACK IS LIKE 1950, SHAKY, NOISY AND TERRIBLE	TRAIN:190
SMELLY, TOO SHAKY.	TRAIN:190
TOO INFREQUENT, LIMITED ROUTE, TOO SLOW	TRAIN:190
NEWER TRAINS	TRAIN:190
SPEAKERS IN TRAIN DON'T WORK.	TRAIN:190
OLD TRAINS ARE LOUD.	TRAIN:190

Train/Car Condition/Comfort of the Ride

ANOTHER HANDICAP RAMP SHOULD BE FURTHER NORTH ON THE PLATFORM. SEATS CAN BE UNCOMFORTABLE.

TRAIN:190

EASY, AND CLEAN TO USE. FEEL SECURE TO BE IN CALTRAIN. THOUGH I DON'T USE CALTRAIN A LOT BUT I MUST SAY EVERY NEW YEAR I DO COME IN A CALTRAIN FROM SUNNYVALE TO SF.

TRAIN:192

THE CONDITION OF THE SEATS WAS REALLY DEPLORABLE. ALL SEATS IN BIKE CAR WERE TORN BAD

TRAIN:195

BREAKING SQUEAKS WERE VERY LOUD AT STATION

TRAIN:195

I LOVE CALTRAIN, EXCEPT FOR THE NOISE OF AN ARRIVING TRAIN.

TRAIN:197

TRACKS ARE BUMPY!

TRAIN:197

SOMETIMES THE AIR CONDITIONING IS RUNNING WHEN IT'S COLD OUTSIDE AND THE INTERIOR IS FREEZING.

TRAIN:197

BETTER TRAINS. BETTER BATHROOMS,

TRAIN:206

WISH NEW TRAINS THAT ARE FASTER/QUIETER.

TRAIN:206

ANNOUNCEMENTS ARE HARD TO UNDERSTAND. UPDATES ON DELAYS DON'T HAPPEN SOON ENOUGH.

TRAIN:206

I LOVE THE OLD "BOMBER" TRAINS - ESPECIALLY BEING ABLE TO SIT UPSTAIRS IN A SINGLE SEAT - MAKES ME FEEL SAFER. I CAN RELAX AND SLEEP!

TRAIN:207

VENTILATION NEEDS IMPROVEMENT EITHER WHEN THERE ARE ODORS COMING FROM THE RESTROOM OR WHEN WE WERE STOPPED BETWEEN STATIONS AND HAVE NO ABILITY TO OPEN DOORS OR WINDOWS. IT WAS VERY UNCOMFORTABLE, ESPECIALLY WITH A PACKED TRAIN.

TRAIN:207

THE OLDER TRAINS RATTLE AROUND, ESPECIALLY NOTICEABLE WHEN USING A LAPTOP. THE OLDER TRAINS SEEM TO BREAK DOWN MORE OFTEN. THE CONDUCTORS SAY THAT IS BECAUSE CALTRAIN IS NOT KEEPING THEM UP.

TRAIN:207

RIDE CAN BE VERY BUMPY.

TRAIN:216

Train/Car Condition/Comfort of the Ride

THE BATHROOMS ARE VERY DIRTY AND ALWAYS STINK UP THE TRAIN.	TRAIN:216
UPGRADE TRAINS	TRAIN:217
SEATS ARE UNCOMFORTABLE. MOST OF THE TIMES THEY'RE MISSING CUSHIONS OR ARE RIPPED.	TRAIN:217
IT STOPPED BEING A COMMUTER RAIL A LONG TIME AGO. IT IS A METRO/SUBWAY ABOVE GROUND: LESS NOISE, MORE TRAINS.	TRAIN:217
WOULD TAKE THE CALTRAIN MORE BUT FREQUENCY OF TRAINS PREVENTS THAT IN THE EVENING	TRAIN:217
TORN AND GROSS SEATS ON THE FABRIC SEATS - NO FUN TO SIT ON	TRAIN:217
BUMPINESS OF OLDER TRAIN HAS RUINED MY NECK	TRAIN:217
NEWER TRAINS MUCH QUIETER, SMOOTH	TRAIN:217
THE SEATS FACING EACH OTHER ARE REALLY ANNOYING. I INTENTIONALLY LOOK FOR THE BLUE AND WHITE CARS BECAUSE THERE'S MORE SEATING THAT'S NOT FACING EACH OTHER	TRAIN:217
OLDER TRAINS ARE THE LOUDER AND ROUGHER RIDE	TRAIN:222
MUCH MORE COMFORTABLE THAN OTHER PUBLIC TRANSPORTATION.	TRAIN:222
POOR CELL RECEPTION IN AREAS THAT DON'T SEEM LIKE THERE SHOULD BE PROBLEMS.	TRAIN:222
I LOVE TAKING THE TRAIN. FOR OLD EQUIPMENT, IT'S IN GOOD SHAPE, CLEAN AND RELIABLE.	TRAIN:225
TRACKS ARE TOO BUMPY.	TRAIN:225
SOMETIMES BATHROOMS STINK UP ENTIRE CAR	TRAIN:225
HALF OF TRAINS ARE OLD, NOISY, AND UNCOMFORTABLE, EVEN WHEN SITTING.	TRAIN:225

Train/Car Condition/Comfort of the Ride

SOMETIMES TOO HOT - MORE AC

TRAIN:225

CAN CONDUCTORS HONK THE HORN ONLY AFTER THEY'VE PASSED RIDERS IN THE STATION?

TRAIN:225

TRAINS ARE TOO SLOW. TO COVER PALO ALTO TO SF IN BEST CASE TAKES 40 MINUTES.

TRAIN:225

THE RIDE IS BUMPY AND THE TRAINS SWAYS A LOT. DIFFICULT TO WORK ON TRAIN AT TIMES.

TRAIN:232

MORE EMPHASIS ON QUIETNESS (ESPECIALLY IN THE MORNING)

TRAIN:232

EQUIPMENT ANCIENT. A/C EITHER HOT OR FREEZING. SMELL ON NEWER EQUIPMENT. AWFUL!

TRAIN:232

BETTER DESIGN OF SEATING

TRAIN:232

THE TRAIN HORNS ARE EXTREMELY DISRUPTIVE IN MY NEIGHBORHOOD NEAR POTRERO HILL AND MISSION BAY

TRAIN:232

IMPROVED AND UPDATED TRAINS AND STATIONS WOULD BE BENEFICIAL. BETTER SEATING LAYOUTS

TRAIN:232

CALTRAIN RIDES ARE BUMPY.

TRAIN:232

THE TRAIN IS A GREAT RIDE. JUST WISH IT WAS FASTER

TRAIN:233

I SUGGEST ANNOUNCEMENTS TO BE SAID SLOWER FOR PEOPLE WHO ARE LEARNING TO UNDERSTAND ENGLISH. THERE ARE CARS ON THE TRAIN WHERE THEY HAVE QUIET OR STATIC SPEAKERS.

TRAIN:233

MOVED TO LA IN 2017 AFTER USING CALTRAIN DAILY FOR FOUR YEARS. IT SEEMS ABOUT THE SAME EXCEPT FOR THE ELECTRIFICATION TOWERS. LOTS OF CONDENSATION ON UPPER LEVEL WINDOWS, AND WINDOWS ARE PRETTY DIRTY

TRAIN:233

QUALITY OF ONBOARD EXPERIENCE DEPENDS ON WHAT KIND/AGE OF THE CAR. OLDER CARS = NOISY AND UNCOMFORTABLE, BUT GOOD PA SYSTEM. NEW CARS = QUIET AND SEMI-COMFORTABLE, BUT SHIT PA SYSTEM. ALSO, CALTRAIN IS VERY UNCOMFORTABLE FOR LARGER BODIES.

TRAIN:233

Train/Car Condition/Comfort of the Ride

VERY BUMPY RIDE.	TRAIN:233
TRAINS SHOULD BE QUIET.	TRAIN:254
PLEASE CHANGE/ UPGRADE OLD TRAIN.	TRAIN:254
TRAIN SEATS ARE WORN OUT.	TRAIN:254
DIRTY AND TORN SEATS	TRAIN:257
THANK YOU, THIS TRAIN IS TOO OLD TO COMPARE WITH OTHER COUNTRIES.	TRAIN:262
TABLES ARE TOO SMALL	TRAIN:262
HIGH LEVEL OF NOISE. SLOW BOARDING.	TRAIN:262
TRAIN IS VERY HOT. CLEANER SEATS AND USUALLY BAD ODOR ON TRAIN.	TRAIN:262
NEED TO UPDATE TRAIN CARS.	TRAIN:267
OLDER TRAINS JOSTLE A LOT.	TRAIN:267
I HAVE A GREAT EXPERIENCE RIDING CALTRAIN EVERYDAY. I REALLY PREFER THE LAYOUT OF THE OLDER TRAINS WITH FEWER SEATING GROUPS OF FOUR.	TRAIN:267
SOME CARS WITH BATHROOMS SMELL. OLDER TRAINS ARE NOT AS SMOOTH	TRAIN:267
RIDE ON GALLERY TRAINS IS AWFUL, AS IS BATHROOM CLEANLINESS.	TRAIN:267
TRAINS W/REPLACED SEATS SO METIMES HAVE TOO SMALL OF SPACE	TRAIN:268
THE TRAINS ARE VERY OLD AND LOUD WHENEVER IT ARRIVES OR DEPARTS.	TRAIN:268

Train/Car Condition/Comfort of the Ride

TRAINS ARE OLD, DIRTY, AND MANY TIMES THE SEATS ARE RUN DOWN AND WORN.	TRAIN:268
CONDUCTORS MAKE TOO MANY REPETITIVE ANNOUNCEMENTS AND IT GETS ANNOYING FAST. THE TRAIN SHAKES A LOT, USUALLY MAKING ME NAUSEOUS.	TRAIN:268
PLEASE PUT MORE AC IN THE TRAINS.	TRAIN:268
NEED FASTER TRAINS	TRAIN:268
PLEASE TURN ON HEATERS.	TRAIN:268
UPDATED CARS PLEASE. FIX SEATS THAT HAVE TORN UPHOLSTERY. BATHROOMS THAT ARE ALWAYS CLEAN AND STOCKED.	TRAIN:268
TRAVELLING WITH KIDS IS TERRIFYING.	TRAIN:270
AIR-CON NOT WORKING IN SOME CARS. BRAKING TOO LOUD AT STATIONS	TRAIN:273
OLD TRAINS NEED TO BE REPLACED.	TRAIN:273
NEED NEW TRAINS AND CLEAN BATHROOMS. TRAINS ARE GETTING OUTDATED.	TRAIN:277
UPDATE TRAINS. MORE FREQUENT TRAINS.	TRAIN:277
BOMBARDIER TRAINS SUCK AND SMELL. HEAD REST TOO LOW AND MANY SEATS FACING OTHERS.	TRAIN:277
CALTRAIN IS VERY SLOW. BOMBARDIER TRAINS SUCK. GALLERY FTW (FOR THE WIN)	TRAIN:277
BETTER VENTILATION	TRAIN:277
TRAINS ARE OLD. STATIONS CAN BE SEEDY BECAUSE OF NEIGHBORHOODS. WAY BETTER THAN BART.	TRAIN:282
I'M TOO TALL FOR THE SEATS. THE OLD TRAINS ARE NOISY.	TRAIN:282

Train/Car Condition/Comfort of the Ride

WOULD BE BETTER TO HAVE MORE NEWER TRAINS INSTEAD OF THE OLDER ONES.

TRAIN:282

TRAINS GENERALLY CLEAN AND COMFORTABLE.

TRAIN:282

AUDIO/SPEAKERS ON SOME TRAINS BROKEN. WISH WINDOWS WERE CLEARER.

TRAIN:282

I'M NEW TO COMMUTING ON CALTRAIN SINCE FEBRUARY 2019 AND I'VE REALLY ENJOYED IT. IT'S A COMFORTABLE WAY TO COMMUTE TO SF!

TRAIN:282

DOORS FAIL TO OPEN SOMETIMES I LOVE CALTRAIN! GOOD WORK! THANK YOU!

TRAIN:282

AREAS TO IMPROVE: BETTER, FASTER, AND LESS NOISY TRAINS.

TRAIN:282

MANY OF THE PURPLE SEATS NEED TO BE REUPHOLSTERED.

TRAIN:282

SOMETIMES THE HEATING AND COOLING SYSTEM IS NOT COMFORTABLE.

TRAIN:282

LOVE TO RIDE - SAVES ME FROM SITTING IN TRAFFIC. EVEN BETTER WHEN THERE'S A SEAT. EXPRESS TRAIN SEATING IS THE WORST AS PASSENGERS FEEL TERRITORIAL AND DO NOT WANT TO SIT NEXT TO OTHERS. NO MORE 4-WAY SEATING OR TABLES.

TRAIN:282

PLEASE INCREASE TRAINS/HOUR! PLEASE REDUCE NOISE!

TRAIN:288

SMELL ON SOME TRAINS

TRAIN:288

TRAINS ARE USUALLY CLEAN. SEATS ARE COMFORTABLE I PREFER VINYL SEATS INSTEAD OF CLOTH.

TRAIN:288

NO HORN. PLEASE STOP HORNING!

TRAIN:289

GALLERY CARS SHAKE TOO MUCH.

TRAIN:313

PLEASE REMOVE CLOTH SEATS - LEATHER ONLY! ONCE ON THE TRAIN, RAIN FELL ON MY HEAD. TRAIN RIDES ARE OFTEN ROUGH AND NOISY.

TRAIN:313

Train/Car Condition/Comfort of the Ride

OLD, NOISY, SHAKY TRAINS.

TRAIN:313

NEED NEWER AND FASTER TRAINS. NEED TO INCREASE FREQUENCY.

TRAIN:324

EARS POP IN TUNNELS.

TRAIN:324

THE TRAIN, IN THE MORNING RUN, IS ALMOST ALWAYS UNCOMFORTABLY COLD. WOULD BE NICE IF TRAIN WERE BETTER HEATED.

TRAIN:329

THOSE NIPPON SHARYO CARS ARE HARD RIDERS! ALSO, THE SEAT BACK FOAM INSIDE SOME OF THE UPPER LEVEL SEATS HAS BROKEN DOWN.

TRAIN:329

RIDING IN THE OLDER TRAIN CARS CAN BE A JARRING EXPERIENCE.

TRAIN:329

TRAIN EQUIPMENT IS VERY OLD AND UNRELIABLE. THIS IS NOT ACCEPTABLE CONSIDERING WE ARE IN THE TECH EPICENTER AND FARES ARE HIGH.

TRAIN:330

TRAINS SHOULD BE CLEANED EVERY NIGHT. THE COMMUTER TRAINS ARE COMFORTABLE! BETTER OVERALL THAN THE PARTY TRAINS W/ TABLES UPSTAIRS - THEY SMELL BAD AND ARE VERY DIRTY

TRAIN:330

SOMETIMES I GET STUCK IN THE BATHROOMS BECAUSE THE DOOR WONT OPEN.

TRAIN:330

SPEAKERS ARE A BIT LOUD...

TRAIN:360

A/C OFTEN BREAKS.

TRAIN:360

TRAINS ARE OLD AND SMELL HAD SEATS ARE DIRTY. ONLY USING TRAINS SINCE I HAVE NO CHOICE.

TRAIN:360

NEED TO RECOVER WORN OUT SEATS. THE MESSINESS OF MY WRITING IS AN INDICATION HOW BUMPY THE RIDE IS ON THE OLDER TRAINS.

TRAIN:360

I TEND TO WORK THROUGH MY COMMUTE. I SO MUCH PREFER THE TRAIN TO CAR. THE NOISE/BUMPS ARE PRETTY TERRIBLE A MORE COMFORTABLE / SMOOTH RIDE WOULD BE 100.

TRAIN:365

Train/Car Condition/Comfort of the Ride

TRAINS ARE 1. OLD 2. SLOW 3. NOISY	TRAIN:365
SOMETIMES IT'S EXTREMELY HOT ON THE TRAINS	TRAIN:365
AIR CONDITIONING IS UNRELIABLE.	TRAIN:365
AIR CONDITIONING IS UNRELIABLE.	TRAIN:365
TRAINS ARE TOO NOISY AND FEEL LIKE THEY'RE FALLING APART.	TRAIN:376
CAN YOU AVOID HONKING WHEN REACHING AND LEAVING STATION?	TRAIN:376
THANK YOU! APPRECIATE THE TRAIN COMFORT AND GREAT TEAM, ALWAYS POLITE AND SMILING.	TRAIN:376
THE NEWER TRAINS ARE MORE COMFORTABLE.	TRAIN:376
NEED MORE LEG ROOM BETWEEN SEATS (KNEES HIT PLASTIC BACKS).	TRAIN:381
BATHROOMS ARE NOT THE CLEANEST	TRAIN:381
FASTER AND QUIETER TRAINS WOULD BE MUCH APPRECIATED	TRAIN:381
BETTER BATHROOMS ON EXPRESS WOULD BE GOOD	TRAIN:381
SOME TRAINS ARE VERY BUMPY. THE OLD CARS/SEATS ARE OLD AND NASTY	TRAIN:381
THE TIME IT TAKES TO GET FROM SJ - SF IS MUCH TOO SLOW! NEED TO HAVE SEPARATE GRADE CROSSINGS OR COMPLETELY DEDICATED HIGH SPEED TRACKS.	TRAIN:385
THE TRAIN CAN OFTEN GET STUFFY IN THE MORNING AND EVENINGS. MORE VENTILATION/AC WOULD BE GREAT	TRAIN:385
NO WI-FI ON TRAIN OLD STYLE TRAIN - DIFFICULT TO GET TO UPPER LEVEL FOR OLDER PEOPLE	TRAIN:385

Train/Car Condition/Comfort of the Ride

OUTDATED TRAINS.	TRAIN:385
I LIKE THE TRAIN WITH SINGLE SEATS ON THE UPPER LEVEL. THE OTHER ONE IS REALLY BAD.	TRAIN:385
GOOD PUBLIC TRANSPORTATION, BUT THE HORN IS TOO LOUD.	TRAIN:385
SEATS ARE TOO BOUNCY AND THE TRAIN IS NOISY.	TRAIN:385
THE SEATS ARE NOT VERY COMFORTABLE.	TRAIN:385
DON'T LIKE THE SMELL ON THE TRAIN	TRAIN:421
DIFFICULT TO NAVIGATE STAIRS AND SEATING WITH LUGGAGE	TRAIN:424
GO FASTER	TRAIN:432
AIR CONDITIONING	TRAIN:432
AC OVER SUMMER PLEASE!	TRAIN:432
NOISE AND RIDE ON GALLERY CARS: 3RD WORLD GRADE.	TRAIN:433
I LIKE THIS TRAIN. THERE ARE SIX BATHROOMS.	TRAIN:438
STRAIGHTEN THE TRACKS - MAKE THE RIDE LESS BUMPY. I WORRY WE WILL DERAIL IT JERKS SO MUCH.	TRAIN:441
HORN USAGE DURING NIGHT IS OFTEN VERY EXCESSIVE	TRAIN:441
IT'S HOT AND REALLY BRIGHT!	TRAIN:441
STRAIGHTEN THE TRACKS. THE BUMPINESS IS EMBARRASSING FOR A RICH COUNTRY.	TRAIN:441
SEAT CUSHIONS ARE TORN UP. TRAIN LOOKS LIKE THE 1980S. THIS IS 2019.	TRAIN:801

Train/Car Condition/Comfort of the Ride

MOST OF THE TRAINS ARE A BIT OUTDATED, TO BE HONEST. MOST EQUIPMENT IS OLD AND WORN, I RECOMMEND NEW TRAINS OVERALL

TRAIN:801

SOME SEATS NEED TO BE RE COVERED

TRAIN:801

IT IS DISAPPOINTING TO SEE TORN AND DIRTY LOOKING SEATS. IT USED TO BE MUCH BETTER.

TRAIN:801

TRAIN INSIDE LOOKS A BIT WORSE FOR WEAR.

TRAIN:801

I'M VERY THANKFUL THIS OPTION EXISTS BUT IT COULD BE LESS EXPENSIVE AND FASTER IN AN IDEAL WORLD

TRAIN:801

ITS A BIT TOO SLOW.

TRAIN:804

LESS NOISE AT RR CROSSINGS

TRAIN:804

OTHER

General Compliments

General Compliments

THE SYSTEM IS WELL RUN AND RELIABLE. KEEP UP THE GOOD WORK	TRAIN:101
VERY GOOD VERSUS UK NETWORK	TRAIN:142
GOOD	TRAIN:142
I USED TO TRAVEL DAILY TWO YEARS AGO AND HAVE BEEN VERY SATISFIED OVERALL. THANK YOU FOR THE GREAT SERVICE!	TRAIN:142
THE SERVICE IS GOOD	TRAIN:142
THANKS	TRAIN:142
I'M WELL PLEASED! I FEEL WELCOMED! THANK YOU.	TRAIN:142
KEEP UP THE GREAT WORK!	TRAIN:150
KEEP UP YOUR GOOD WORK AND CUSTOMER SERVICE	TRAIN:150
KEEP UP GOOD WORK!	TRAIN:151
NO MAJOR COMPLAINTS, PLEASE CONTINUE THE GOOD WORK	TRAIN:151
I ENJOY CALTRAIN MORE THAN BART AND CAPITOL CORRIDOR. THANKS FOR YOUR SERVICE!	TRAIN:151
I FEEL SAFE AND I ENJOY MY RIDE TO MY DESTINATION	TRAIN:151
KEEP UP THE GOOD SERVICE!	TRAIN:151
GREAT SERVICE!	TRAIN:151
THANK YOU FOR GETTING ME TO WORK EVERYDAY AND GIANTS GAMES!	TRAIN:151

General Compliments

BETTER THAN BART	TRAIN:190
I AM VERY SATISFIED	TRAIN:192
THANKS! LOVE CALTRAIN!	TRAIN:192
THE TRAIN IS ALWAYS BETTER THAN AUTOMOBILE.	TRAIN:192
GREAT JOB	TRAIN:192
YOU'RE ALL AWESOME! THANK YOU FOR ALL YOU DO!	TRAIN:195
THE BEST SERVICE THAT I EVER HAD. THANK YOU FOR EVERYTHING.	TRAIN:195
I DON'T KNOW HOW TO DRIVE, SO CALTRAIN IS MY WAY INTO THE PENINSULA. THANK YOU FOR OPERATING THIS SERVICE.	TRAIN:197
I LIKE CATCHING CALTRAIN TO GO HOME. IT IS COMFORTABLE RIDING THE TRAIN. HOPE YOU KEEP THE TRAIN SAFE AND CLEAN LIKE THIS TIME.	TRAIN:197
BEEN RIDING FOR THREE YEARS, REALLY APPRECIATE CALTRAIN!	TRAIN:207
I THINK CALTRAIN IS WELL AWARE OF ITS ISSUES. THIS IS NO SURPRISE. I'M HAPPY TO SEE IMPROVEMENTS ARE ATTEMPTING TO BE MADE.	TRAIN:207
GOOD WORK!	TRAIN:207
THANKS FOR AN AMAZING SERVICE	TRAIN:217
THANK YOU FOR ALL YOU DO FOR YOUR RIDERS AND TO PROVIDE AN ALTERNATE COMMUTE.	TRAIN:217
IT IS VERY GOOD, THE SERVICE OF CALTRAIN. CONGRATULATIONS TO CALTRAIN.	TRAIN:217
IT MAKES IT SO MUCH EASIER TO COMMUTE	TRAIN:217

General Compliments

EVERYTHING IS GREAT!	TRAIN:222
GOOD TRAIN RIDE	TRAIN:222
YOU'RE MY FAVORITE BAY AREA TRANSIT SYSTEM. THANK YOU!	TRAIN:222
THANK YOU FOR YOUR WORK!	TRAIN:225
THANKS FOR ASKING!	TRAIN:233
VERY NICE.	TRAIN:257
HI HAVE AN AMAZING DAY! THANK YOU!	TRAIN:257
THE FEW TIMES I NEED CALTRAIN/MONTH, MY EXPERIENCE HAVE ALMOST ALWAYS BEEN POSITIVE.	TRAIN:257
BETTER THAN DRIVING!	TRAIN:262
I'M VERY PLEASED WITH THE OVERALL OPERATION. I TRY TO TAKE CALTRAIN AS OFTEN AS POSSIBLE.	TRAIN:262
THE EXPERIENCE ON THE WHOLE WAS A GOOD ONE, I APPRECIATE ALL THE EFFORT FOR A SAFE AND COMFORTABLE RIDE FOR US.	TRAIN:262
KEEP IT UP - GREAT JOB	TRAIN:262
I AM NOT A COMMUTER EVERYDAY BUT I DO RIDE FROM TIME TO TIME FROM SJ TO SF FOR BALL GAMES OR SHOPPING. I LOVE THE TRAINS! MY UNCLE WORKED ON TRAINS IN SF. THANK YOU.	TRAIN:267
EXCELLENT EXPERIENCE. THANKS!	TRAIN:268
FIRST TIME TAKING CALTRAIN. FEELS GOOD!	TRAIN:268
THANK YOU FOR BEING HERE!	TRAIN:282

General Compliments

GREAT SERVICE GOOD VALUE	TRAIN:282
THANKS FOR THE SERVICE	TRAIN:282
I LOVE HOW EASY IT IS TO GET TO WORK USING CALTRAIN! I NEVER HAVE TO WORRY ABOUT BAY AREA TRAFFIC!	TRAIN:288
I LOVE CALTRAIN!	TRAIN:288
OVERALL, CALTRAIN IS DOING A WELL ENOUGH JOB WHERE I CAN JUST RIDE THE TRAIN WITHOUT ANY OTHER WORRIES IN MIND.	TRAIN:289
I LOVE CALTRAIN!	TRAIN:313
MY COMMUTE LEVEL OF STRESS HAS TOTALLY GONE DOWN WAY DOWN. THANKS, CALTRAIN	TRAIN:313
I LOVE AND RELY ON CALTRAIN.	TRAIN:324
THANK YOU!	TRAIN:330
SO MUCH BETTER THAN SITTING STOPPED ON THE 280 PARKING LOT!	TRAIN:360
GRATEFUL. KEEP UP GREAT WORK!	TRAIN:376
LOVE CALTRAIN!	TRAIN:385
BEEN RIDING MY ENTIRE LIFE, BUT ONLY RECENTLY HAVE STARTED TAKING IT TO WORK BECAUSE MY WORK MOVED FURTHER AWAY. I LOVE TAKING IT TO WORK NOW!	TRAIN:385
COMPARED TO BART, CALTRAIN IS FLAWLESS.	TRAIN:421
ALWAYS PLEASANT!	TRAIN:424
VERY SATISFIED WITH THE SERVICE. EVERYTHING IS GREAT.	TRAIN:432

General Compliments

LOVE IT	TRAIN:432
GREAT - THANK YOU!	TRAIN:432
CALTRAIN IS THE BEST SERVICE FOR A COMFORTABLE RIDE AND MAKES MY COMMUTE WORRY FREE.	TRAIN:432
THIS IS MY FIRST CALTRAIN RIDE AND IT IS A POSITIVE EXPERIENCE.	TRAIN:432
THE TRAIN RIDE IS PRETTY CHILL.	TRAIN:433
I'VE BEEN RIDING CALTRAIN FOR YEARS. STILL THE BEST WAY TO TRAVEL BACK AND FORTH. THANKS, CALTRAIN.	TRAIN:433
KEEP UP THE GOOD WORK	TRAIN:438
CALTRAIN IS WONDERFUL - BUT I WISH IT WAS THROUGHOUT SAN FRANCISCO. CALTRAIN IS VERY CLEAN - BART AND MUNI ARE NEGATIVE EXPERIENCES IN COMPARISON	TRAIN:441
I'VE RODE ON THE CALTRAIN FOR FOUR YEARS AND HAVE NEVER BEEN DISSATISFIED WITH ITS SERVICE AND EMPLOYEES. I WILL CONTINUE USING CALTRAIN	TRAIN:441
I LOVE RIDING THE TRAIN. I HAVE TO WALK SEVERAL BLOCKS IN SAN FRANCISCO TO GET MY GOLDEN GATE TRANSIT BUS, BUT I RATHER DO THE TRAIN INSTEAD OF BART.	TRAIN:801
LOVE CALTRAIN Y'ALL NEED A RAISE!	TRAIN:801
GOOD	TRAIN:804
I WISH WE HAD TRAINS IN DALLAS LIKE THIS!	TRAIN:804
OUR FAMILY ENJOYS THE CALTRAIN AND IS OUR CHOICE FOR BAY TRAVEL	TRAIN:804

Homeless Issues

Homeless Issues

TOO MANY HOMELESS IN REDWOOD CITY STATION	TRAIN:143
BETTER APP WOULD BE GREAT.	TRAIN:190
TOO MANY STRANGE PEOPLE AT STATIONS	TRAIN:190
SAN FRANCISCO BATHROOM, DIRTY AND FULL OF HOMELESS. GREAT CALTRAIN! KEEP UP THE GOOD WORK!	TRAIN:207
THE SAN FRANCISCO STATION HAS BECOME A GATHERING PLACE FOR THE HOMELESS AND MENTALLY ILL AND NO ONE SEEMS TO BE ADDRESSING THIS.	TRAIN:216
SOME CONDUCTORS MAKE MY DAY! SO FRIENDLY AND THEY TELL ME TO HAVE A HAPPY DAY. MAKES ME REMEMBER EVERYONE ON BOARD IS HUMAN. LOVE THE CONDUCTORS.	TRAIN:217
NO PLACE TO SEAT IN COVERED AREAS DUE TO HOMELESS!	TRAIN:217
HOMELESSNESS AT STATIONS AND PARKING LOTS. I'VE BEEN BOTHERED IN SANTA CLARA PARKING LOT.	TRAIN:217
SUNNYVALE STATION IS FINE. 4TH AND KING IS A SEWER, CLEAN IT UP AND KEEP IT CLEAN. DON'T JUST PUSH THE HOMELESS OUT ON MONDAY AND LET THEM CREEP BACK IN, PUSH THEM OUT AND KEEP THEM OUT!	TRAIN:225
THE 4TH AND KING STATION HAS A HUGE HOMELESS / DRUG ISSUE BUT I REALIZE THAT'S NOT A CALTRAIN ISSUE, BUT A SF ONE.	TRAIN:232
DRUNK/HIGH PEOPLE STINK UP THE CARS AND MAKE IT AN UNPLEASANT RIDE.	TRAIN:233
SAN MATEO STATION IS VERY NICE. SAN FRANCISCO STATION HAS A HOMELESS PROBLEM, LIKE THE WHOLE CITY DOES.	TRAIN:262
KEEP HOMELESS CRACKHEADS OUT OF STATIONS.	TRAIN:267

Homeless Issues

COMMUTERS SHOULD BE ABLE TO SIGN UP FOR TEXT OR EMAIL ALERTS FOR THEIR TRAIN NUMBER, SO THEY'RE AWARE OF SIGNIFICANT DELAYS BEFORE THEY LEAVE THEIR WORKPLACE. ENFORCE - KEEP WACKOS AND DRUNKS OFF THE TRAIN

TRAIN:267

STATIONS ARE DIRTY AND I HAVE TO STEP AROUND HOMELESS IN SF.

TRAIN:268

I DO NOT FEEL SAFE WHEN WAITING AT THE CAPITOL STATION DUE TO THE HOMELESS ENCAMPMENTS.

TRAIN:268

SAN BRUNO OFTEN GETTING TRASHED BY HOMELESS

TRAIN:273

HARD FOR COMMUTERS TO GET SEATS DURING RUSH HOUR WHEN THERE ARE GIANTS GAMES. NEED A SPECIAL GIANTS TRAIN FOR ALL THOSE FOOLS. THANK YOU

TRAIN:277

HAD TO MOVE DUE TO PSYCHOTIC PERSON YELLING AT HIMSELF.

TRAIN:277

SAFETY ISSUES: HOMELESS PEOPLE ARE ALL OVER STATIONS, OFTEN AGGRESSIVE. SUNNYVALE PARKING LOT ELEVATORS TURNED INTO PUBLIC RESTROOMS, NO SECURITY ON DUTY

TRAIN:282

GRAFFITI ON SAN MATEO CLIPPER TAG STATION. SOME HOMELESS PEOPLE SLEEPING ON PLATFORM. VESTIBULES BROKEN.

TRAIN:282

SUNNYVALE STATION: DRUGGIES AND HOMELESS IN PARKING GARAGE, TOP LEVEL = NOT SAFE

TRAIN:282

KEEP UP THE GOOD WORK AND ADDRESS THE HOMELESS PROBLEM AROUND THE SF TRAIN STATION. I ENJOY RIDING THE TRAIN FOR MY DAILY COMMUTE!

TRAIN:324

HOMELESS TEND TO HANG AROUND STATIONS AND PARKING AREAS.

TRAIN:376

YOU NEED TO GET VAGRANTS, JUNKIES AND HOMELESS AWAY FROM 4TH AND KING STATION. IT IS ABYSMAL. THEY ARE TAKING OVER AND THEY ARE A HAZARD.

TRAIN:381

HOMELESS PEOPLE AT 4TH AND KING SCUMMY.

TRAIN:381

THERE ARE TOO MANY VAGRANTS AT SF STATION. I FEEL THAT THE CALTRAIN STAFF MAY NOT BE IN A SAFE SITUATION.

TRAIN:385

Homeless Issues

A FEW HOMELESS FOLKS, BUT OK

TRAIN:432

HOMELESS PEOPLE AT STATION. DIRTY SEATS AT STATION. STINKS LIKE PISS AT STATION. SHOULD HAVE BETTER PROTOCOL IN PLACE TO KEEP HOMELESS PEOPLE OUT OF STATION!

TRAIN:804

Lost & Found

Lost & Found

LOST AND FOUND UNRESPONSIVE

TRAIN:225

LAST OCTOBER I LOST AN IPHONE ON CALTRAIN AND HAVE NOT YET RECEIVED A RESPONSE.

TRAIN:233

Other Comments

Other Comments	
MUCH IMPROVEMENT NEEDED	TRAIN:217
BIAS AGAINST MINORITIES	TRAIN:217
ENJOY RIDING THE TRAIN. SOMETIMES I TAKE 3X A WEEK TO SAVE GAS.	TRAIN:217
LOT OF IMPROVEMENTS NEEDED ALL AROUND THE SYSTEM.	TRAIN:277
THE CALTRAIN SYSTEM IS SUFFICIENT BUT LAGS FAR BEHIND MODERN TECHNOLOGY. I'D LIKE TO SEE CALTRAIN ACT AS A FOR PROFIT ORGANIZATION.	TRAIN:313
TAKE CUES FROM JAPANESE TRAIN SERVICE	TRAIN:324
LOOK FORWARD TO SEEING PARKING LOTS BECOME HOUSING AND OFFICES.	TRAIN:324
SUPPORT MY SAN JOSE APP FOR GRAFFITI REPORTING	TRAIN:329
YOUR STANDARD SHOULD BE TRAIN IN EUROPE OR JAPAN. SF FEELS LIKE "THIRD WORLD" IN THE HEART OF SILICON VALLEY! PUBLIC TRANSPORTATION IS A DISASTER HERE. LET'S INVEST IN PUBLIC TRANSPORTATION	TRAIN:365
IT'S NOT AS AWFUL AS BART. I'VE USED COMMUTER RAIL ALL-AROUND THE WORLD. THIS IS 2019, CALTRAIN IS A JOKE. AMTRAK DID A MUCH BETTER JOB. I'M LOOKING FORWARD TO THEM TAKING OVER FROM TRANSAMERICA SERVICES.	TRAIN:385
YOU'RE DOING GREAT. DON'T COMMERCIALIZE. PLEASE DECLINE WRAPPING TRAINS. CALTRAIN IS GENERALLY NON-COMMERCIAL AND THIS IS GOOD, DON'T CHANGE A THING! HURRY UP WITH THE RWU! IS THERE ANYTHING YOU CAN DO AROUND FORBEARANCE AND UNDERWRITTEN FARES FOR PEOPLE WITHOUT MONEY? PLEASE DO NOT FORM PARTNERSHIPS WITH MISCLASSIFYING (1099/W2) STARTUPS AS AMTRAK HAS DONE WITH LYFT.	TRAIN:385
WE'LL TAKE THE TRAIN ANYTIME WE HEAD TO THE CITY	TRAIN:421

Other Comments

WHY YOU MAKE PEOPLE WAIT AND OPEN DOORS THREE MINUTES PRIOR TO LEAVING? LOOK AT SWISS OR GERMAN TRAINS AND SEE HOW IT SHOULD BE DONE.

TRAIN:424

I TELL PEOPLE THAT TAKING AMTRAK FROM SANTA CLARA TO SACRAMENTO IS SMOOTH AS SILK, ALMOST EUROPEAN AND NOTHING LIKE CALTRAIN

TRAIN:801

San Francisco Giants/Sporting Events

San Francisco Giants/Sporting Events

TRAIN SPEAKERS HAVE INCONSISTENT VOLUME. SOME TRAIN CARS HAVE THEM TOO LOUD, OTHERS TOO SOFT.

TRAIN:206

NEED CLIPPER READERS NEXT TO BART TURNSTILES.

TRAIN:217

NEED ELECTRIC TRAINS

TRAIN:222

HUGE PROBLEM WITH SEATING DURING AM COMMUTE AND BASEBALL (GIANTS) GAME DAYS AND PM COMMUTE FROM SAN FRANCISCO.

TRAIN:268

UNLESS THERE'S A GIANTS GAME, IT IS PRETTY CHILL.

TRAIN:273

YOU SHOULD ADD CARS ON DAYS WITH SHARKS OR 49ERS GAMES!

TRAIN:313

MORE TRAINS DURING GIANTS, SHARKS, LEVI EVENTS. THANK YOU.

TRAIN:360

MORE CARS. STANDING ALL THE WAY SUCKS.

TRAIN:360

PLEASE HAVE A TRAIN AFTER SHARKS GAMES.

TRAIN:360

RUN EVENT TRAINS SO THAT IT MINIMIZED IMPACT ON COMMUTERS

TRAIN:360

NEED BETTER COORDINATION WHEN THERE'S EVENTS. BIGGER TRAINS PLEASE

TRAIN:360

I WOULD LIKE TO TAKE CALTRAIN TO SHARKS GAMES BUT THERE NEEDS TO BE A GUARANTEED TRAIN THAT WILL GO TO SAN FRANCISCO EVEN IF THE GAME GOES INTO OVERTIME! I NEVER TAKE THE TRAIN HOME FROM GAMES.

TRAIN:360

THE BOOZE LEVEL OF GIANTS FANS IS OFTEN FRUSTRATING.

TRAIN:365

EVERY HOME GIANTS DAY GAME IS A FIASCO. MANAGEMENT NEEDS TO ADJUST TRAIN LENGTHS TO HAVE EXTRA CARS FOR TRAINS TALKING GIANTS FANS HOME AFTER DAY GAMES

TRAIN:432

San Francisco Giants/Sporting Events

CONDUCTOR IS NOT ALWAYS CLEAR ON SPEAKER.

TRAIN:433

Survey Comments

Survey Comments

SENSE OF SECURITY QUESTION SHOULD QUALIFY TIME OF DAY. HOURS OF OPERATION ADEQUACY SHOULD BE A QUESTION. IF SEAT AVAILABLE SHOULD BE A QUESTION. DID YOU GET A SEAT? SURVEY SHOULD ASK TIME OF DAY, DAY OF WEEK

TRAIN:151

SURVEY MAN WAS VERY PUSHY ABOUT TAKING THE SURVEY. I WAS ON AN IMPORTANT PHONE CALL. HE HANDED ME THE SURVEY. THEN ASKED ME TWO MORE TIMES AS HE PASSED BY.

TRAIN:195

QS - HOW IS "WITHIN FIVE MINUTES" ON TIME?

TRAIN:225

SURVEYMONKEY.COM!

TRAIN:232

SURVEYOR WAS VERY FRIENDLY. IT'S TOUGH TO GET PEOPLE TO FILL OUT SOMETHING THIS EARLY IN THE AM!

TRAIN:233

WHY NOT DO AN ONLINE SURVEY? TRAIN TO CROWDED TO HAVE THE SURVEYOR WADE THROUGH CROWD.

TRAIN:376