

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY

2007 ON-BOARD PASSENGER SURVEY

Final Results Report

Prepared for:

South Florida Regional Transportation Authority



Prepared Under Contract to:



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By:



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Executive Summary

A survey of passengers on the Tri-Rail commuter rail was conducted on Thursday, March 15, 2007. Surveys were provided in English, Spanish and Creole. A total of 10,214 passengers boarded the SFRTA Tri-Rail service on the survey day. A total of 6,047 valid surveys were completed, resulting in a **59.2 percent response rate**. The on-board survey was designed to inquire

- 1) about this one-way trip,
- 2) information about the rider, and
- 3) feelings towards SFRTA's quality of service (i.e., how is SFRTA doing?)

Origin-Destination Results

The on-board survey provided origin-destination information through two open-ended questions (Q2 and Q8). Each of these questions requested nearby landmarks, nearby intersection or address and city, town or neighborhood. While 73 percent of the respondents provided an origin address for question two and 69 percent provided a destination address for question eight, only 56 percent of the surveys provided both a valid start and finish address. This is based on surveys that did not include duplicate answers for both questions two and eight. Of the 6,047 surveys, 3408 provided a valid start and end address (56%). Those surveys with valid origins and destinations were geocoded.

Following are graphical displays of the Origin – Destinations data provided from completed surveys containing valid origins and destinations. Figures 1 and 2 illustrate origins and destinations for the three county region. Figures 3 through 8 illustrate origins and destinations by district by County.

Tri-Rail Passenger Characteristics

Following is a list of the travel and socioeconomic characteristics of the Tri-Rail passengers:

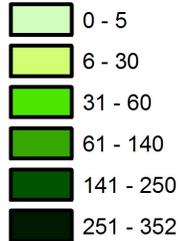
- Tri-Rail passengers generally travel ***between home and work five days a week***.
- The ***predominate mode of access and egress*** to/from the Tri-Rail system is ***by car***, 1) driving and parking a car at the station (25%), or 2) by being dropped off by car (27%), for a total of 52%. To reach their final destination after leaving Tri-Rail, passengers are picked up by a car (24%), or drive a car that is parked at the station (18%), for a total of 42%.
- Tri-Rail passengers are generally ***male (55%) under the age of 45 (64%)***.
- While the majority of Tri-Rail passengers are ***not currently enrolled in school (66%)***, they do ***have a college degree (44%) or a high school degree (32%), with 18% in middle or high school***.
- A majority of Tri-Rail passengers ***have a driver's license (76%) and owns two cars (40%)***.
- Although Tri-Rail passenger income is evenly distributed across income categories, passengers generally earn an ***income of less than \$50,000 a year (58%)***. There is also a strong likelihood of ***one to three people living in their household (54%)***.
- Finally, Tri-Rail passengers ***could travel by car, but choose to ride Tri-Rail*** instead (63%).

Figure 1 - Tri-Rail Origins by District

Total Origins by District

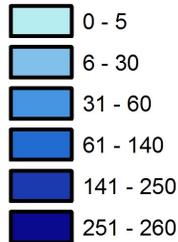
Palm Beach County Districts

Total Origins



Broward County Districts

Total Origins



Miami-Dade County Districts

Total Origins

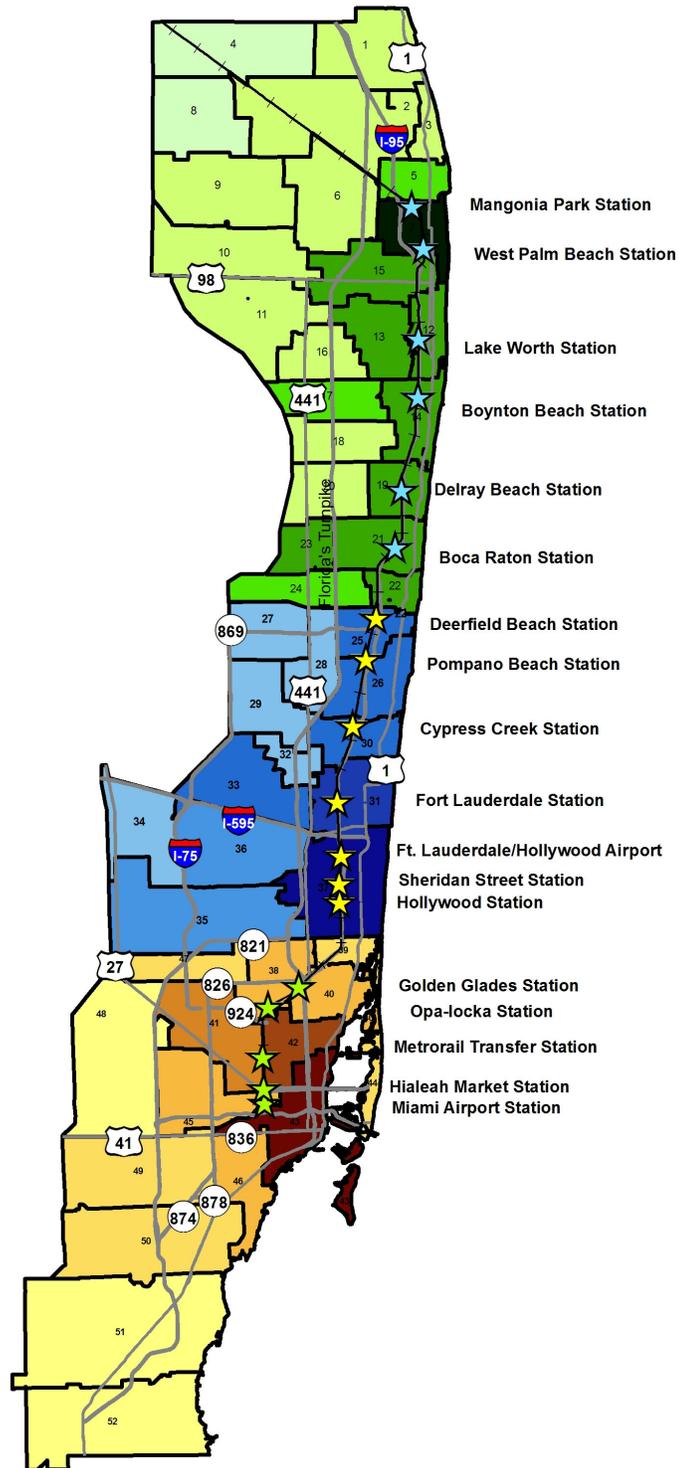
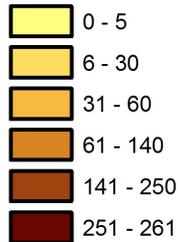


Figure 2 - Tri-Rail Destinations by District

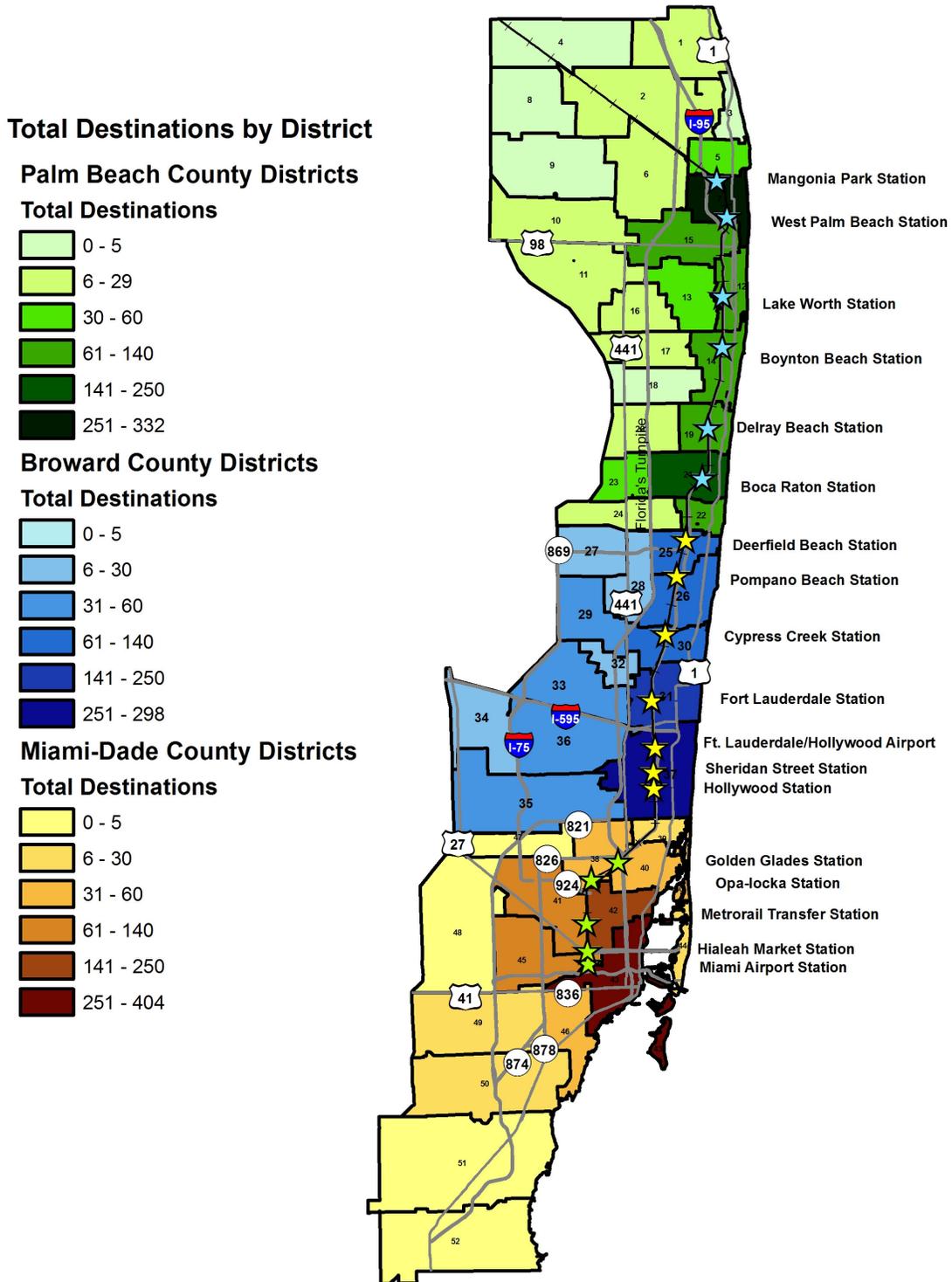


Figure 3 - Palm Beach Co. Origins/District

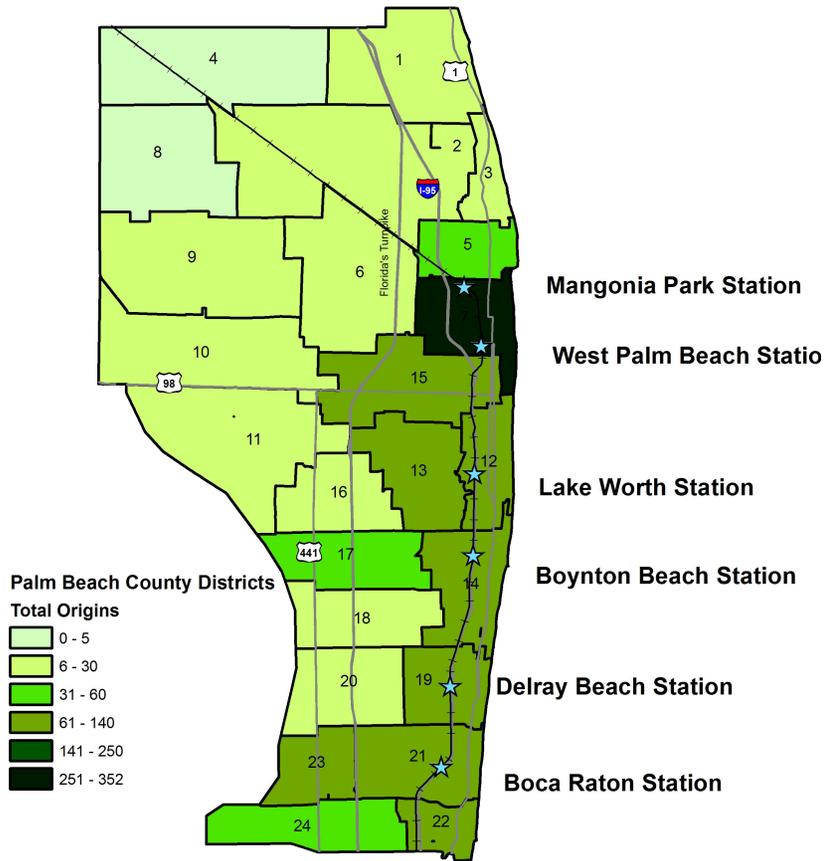


Figure 4 – Palm Beach Co. Destinations/District

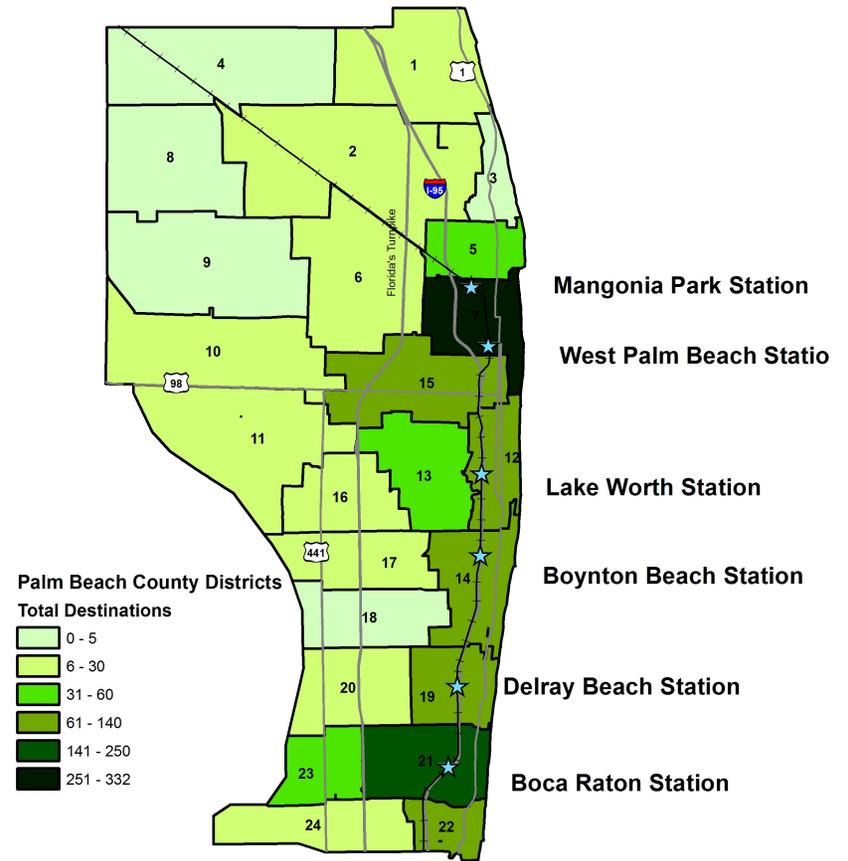


Figure 5 - Broward Co. Origins/District

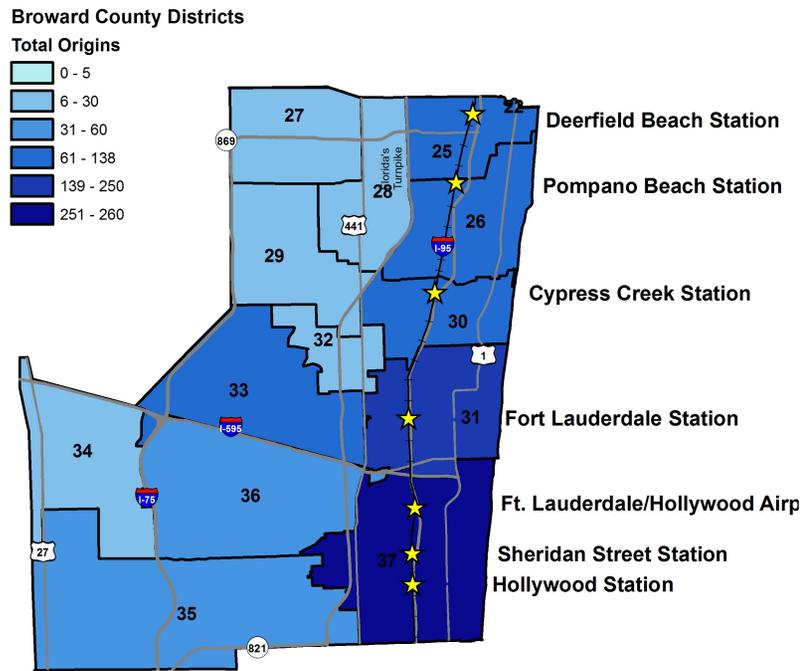


Figure 6 - Broward Co. Destinations/District

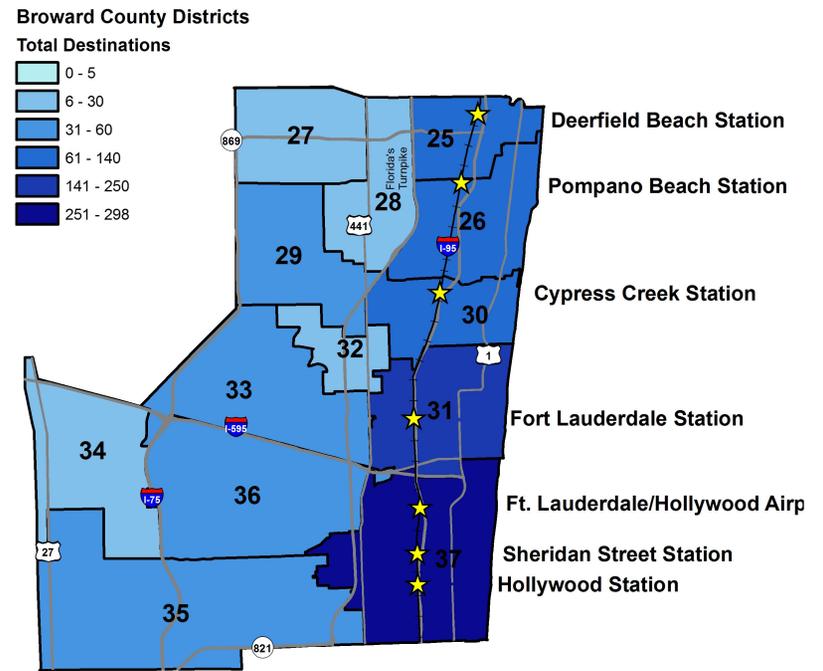


Figure 7 – Miami-Dade Co. Origins/District

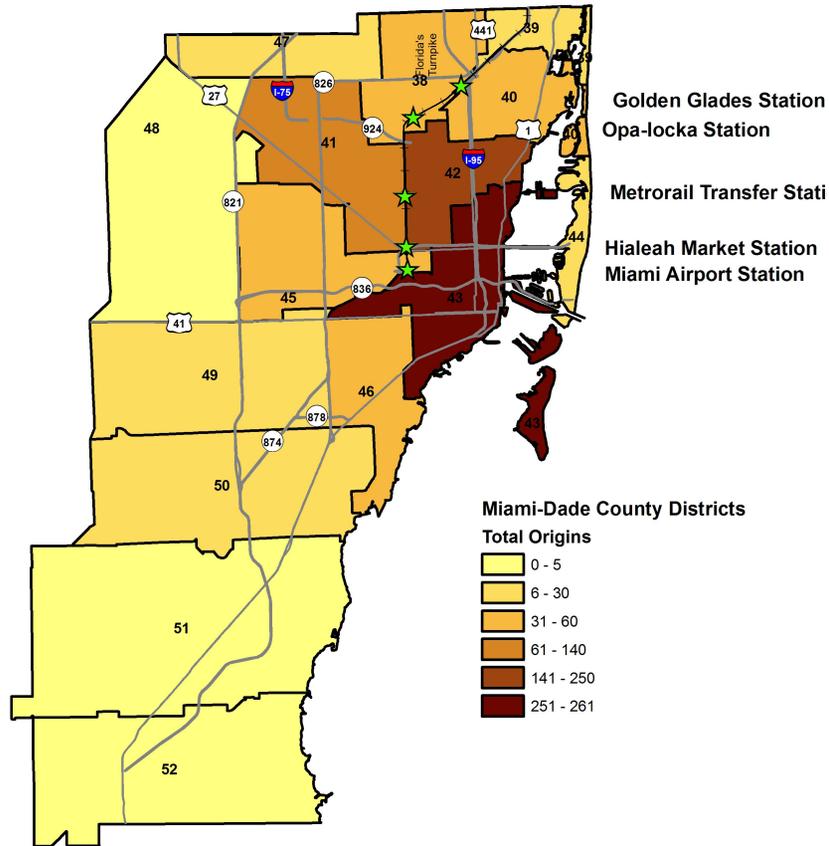
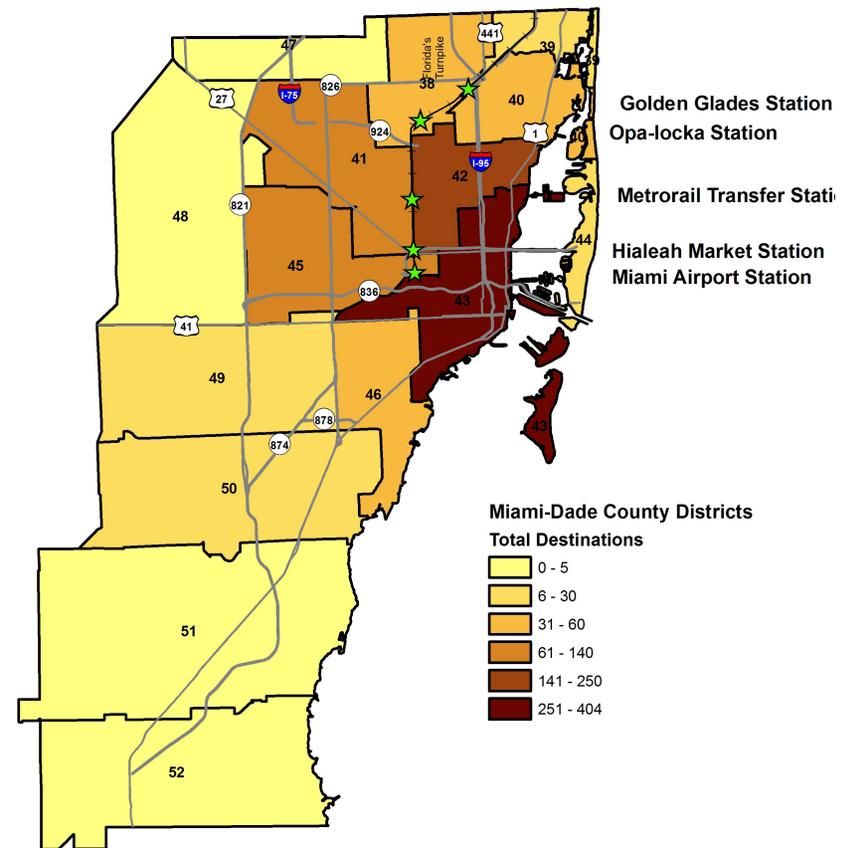


Figure 8 – Miami-Dade Co. Destinations/District



Station-to-Station Rider Activity

Based on surveys that contained both an origin station and a destination station, a station-to-station travel matrix was developed (Table 1 below). As depicted above, rider patterns reflect both short trips and long trip patterns (i.e., station-to-station travel). Riders boarding at northern stations tend to deboard before or at Ft. Lauderdale, or at the Metrorail or Miami Airport stations. Lower boardings and deboardings occur between the Ft. Lauderdale Airport and the Metrorail station.

Table 1 Station-to-Station Rider Activity

Station On	Station Off																		Grand Total
	MP	WPB	LW	BB	DRB	BR	DFB	PB	CC	FL	FLA	SS	HW	GG	OL	MR	HM	MIA	
MP		6	34	95	21	45	33	16	25	26	26	7	12	18	8	30	1	27	430
WPB			27	68	24	77	39	27	40	52	29	13	17	17	5	65	5	45	550
LW	34	17		16	21	40	23	18	25	30	10	3	23	6	12	39	7	26	350
BB	71	57	7		3	18	6	12	22	32	17	5	9	2	1	36	2	12	312
DRB	33	33	14	5		6	8	12	19	20	13	2	13	9	1	26	3	17	234
BR	62	69	30	6	3		5	17	29	23	8	16	8			21	3	33	338
DFB	43	36	13	5	9	6		3	10	26	14	13	9	6	4	46	6	33	282
PB	12	25	12	14	6	16	4		3	11	9	5	6	15	3	62	1	26	230
CC	21	31	30	16	14	30	10	2		7	6	4	15	6	2	59	7	36	296
FL	30	41	14	21	19	48	30	11	5		3	3	6	20	9	112	6	40	418
FLA	13	18	2	11	10	17	10	5	12	3		1	1	3	3	96	6	36	247
SS	8	10	2	3	2	20	12	11	3	2	1			1	4	2	71	5	174
HW	10	23	14	11	14	27	15	15	21	7	4			4	4	86	7	17	279
GG	17	22	7	8	14	20	18	21	24	22	15	3	8		1	25		17	242
OL	10	2	6	1	2	6	7	11	13	12	5	4	11			6	2	3	101
MR	26	37	32	31	19	18	46	47	69	80	58	65	58	12	2		2	6	608
HM	1	2	5	2	4	8	6	14	11	5	5	4	5	1		1		1	75
MIA	19	39	22	13	10	29	34	26	60	34	42	21	24	8	4	9			394
Grand Total	410	468	271	326	195	431	306	256	379	398	280	161	234	139	61	790	63	392	5560

Station Abbr.	Station Name
MP	MANGONIA PARK
WPB	WEST PALM BEACH
LW	LAKE WORTH
BB	BOYNTON BEACH
DRB	DELRAY BEACH
BR	BOCA RATON
DFB	DEERFIELD BEACH
PB	POMPANO BEACH
CC	CYPRESS CREEK
FL	FORT LAUDERDALE
FLA	FORT LAUDERDALE AIRPORT
SS	SHERIDAN ST.
HW	HOLLYWOOD
GG	GOLDEN GLADES
OL	OPA-LOCKA
MR	METRORAIL
HM	HIALEAH MARKET
MIA	MIAMI AIRPORT

Tri-Rail Service Satisfaction

Question 21 asked respondents to rate 1) the train service, 2) connecting service, and 3) stations. The responses were given ratings of very poor, poor, okay, good, very good and not applicable. The following tables summarize the responses to question 21.

Table 2 Train Service Satisfaction

Question	Very Poor	Poor	Okay	Good	Very Good
Number of Trains	12%	25%	36%	19%	7%
On Time Performance	29%	31%	23%	11%	6%
On-Board Crew	5%	5%	33%	35%	22%
Cleanliness	9%	13%	36%	30%	12%
Restrooms	29%	23%	26%	16%	6%
Announcements	6%	11%	30%	34%	19%
Door Operations	3%	3%	28%	42%	24%
Air Conditioning	3%	5%	27%	40%	25%
Sense of Security	4%	5%	28%	39%	24%
Overall Value	5%	7%	32%	31%	25%

Table 3 Connecting Transit Satisfaction

Question	Very Poor	Poor	Okay	Good	Very Good
No. of Trains/Buses	12%	9%	34%	25%	10%
On-Time Performance	17%	22%	30%	21%	10%
Ease of Connections	11%	15%	34%	27%	13%

Table 4 Stations Satisfaction

Question	Very Poor	Poor	Okay	Good	Very Good
Announcements	9%	16%	32%	28%	15%
Cleanliness	8%	12%	34%	23%	14%
Helpfulness of Staff	9%	13%	31%	30%	17%
Sense of Security	7%	10%	34%	33%	16%
Parking	6%	8%	30%	34%	22%
Tickets/Ticket Machines	8%	13%	35%	29%	15%

1.0 Rail Passenger Survey

1.1 Overview

A survey of passengers on the Tri-Rail commuter rail was conducted on Thursday, March 15, 2007. Surveys were provided in English, Spanish and Creole. A total of 6,047 surveys were collected as a result of this effort. The survey had 22 questions, including two open ended location questions and a question for respondents to provide comments. A copy of the survey is included in Appendix A.

Similar surveys were conducted on the Tri-Rail service in December of 2000 and December of 2004. These survey efforts were smaller in size (560 surveys in year 2000 and 920 surveys in year 2004), however represent valid datasets from which to compare current results. Although the survey form used in the recent survey effort was different from the previous surveys, many of the questions remained the same. Therefore, where possible reference is made to results from the year 2000 and 2004 surveys for the same questions.

Data Analysis

Data entry was conducted using Excel during the month of May 2007. Surveys with less than three responses were excluded from the analysis, along with surveys that were not taken seriously or left blank. Each individual question was analyzed in Excel and charts were created for a graphical representation of each question (shown below). Additional validity tests were conducted on individual questions to eliminate surveys that were not logical.

1.2 Survey Response

Overall Response Rate

The overall response rate for the SFRTA on-board survey was 59.2 percent, based on the total number of boarding passengers. The response rate was calculated based on the number of boarding passengers tallied by SFRTA staff. The formula for calculating response rate is as follows.

$$\text{Response Rate (\%)} = \frac{\text{Completed Questionnaires}}{\text{Passenger Counts}}$$

A total of 10,214 passengers boarded the SFRTA Tri-Rail service on the survey day. A total of 6047 valid surveys were completed, resulting in a **59.2 percent response rate**.

Response Rate of On Board Survey by Question

The on-board survey was designed to inquire

- 1) about this one-way trip,
- 2) information about the rider, and
- 3) feelings towards SFRTA's quality of service (i.e., how is SFRTA doing?)

The survey has nine questions about the respondents' one way trip (Q1-Q9), 11 questions about the respondent (Q10-Q20), 19 attitudinal questions about the trains, connecting service and Tri-Rail stations (multi-part question 21 on the survey form, identified as Q21-Q39), and one question for comments or suggestion (question 22 on the survey form, identified as Q40). Table 1-1 below reveals the response rates for the survey questions.

**Table 1-1
On Board Survey Response Rates by Question**

About This One Way Trip (Questions 1 – 9)												
Q1	Q2a	Q2b	Q2c	Q3	Q4	Q5	Q6	Q7	Q8a	Q8b	Q8c	Q9
95%	51%	73%	82%	93%	85%	85%	93%	92%	51%	69%	78%	71%

About Yourself (Questions 10 – 20)											
Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20	
86%	90%	90%	83%	82%	88%	73%	86%	84%	88%	88%	

Trains (Questions 21 – 30)										
Q21	Q22	Q23	Q24	Q25	Q26	Q27	Q28	Q29	Q30	
84%	87%	84%	87%	72%	86%	86%	87%	86%	81%	

Connecting Service (Questions 31 – 33)		
Q31	Q32	Q33
63%	65%	63%

Tri-Rail Stations (Questions 34 – 39)					
Q34	Q35	Q36	Q37	Q38	Q39
84%	85%	80%	84%	74%	79%

Response rates ranged from a low of 51 percent to a high of 95 percent. Additional validity tests were conducted on questions four (Q4) and five (Q5) to determine the response rates. This rate does not include surveys that are missing either station on or station off, surveys with the same station on and off and surveys that listed stations in an illogical order. While this information is included in the actual survey response analysis, they are not included in the response rate. The response rate for questions four and five without these validity tests was 93 percent each. The following sections summarize the results of the individual survey questions.

1.3 Origin-Destination Results

The on-board survey provided origin-destination information through two open-ended questions (Q2 and Q8). Each of these questions requested nearby landmarks, nearby intersection or address and city, town or neighborhood. While 73 percent of the respondents provided an origin address for question two and 69 percent provided a destination address for question eight, only 56 percent of the surveys provided both a valid start and finish address. This is based on surveys that did not include duplicate answers for both questions two and eight. Of the 6,047 surveys, 3408 provided a valid start and end address (56%). Those surveys with valid origins and destinations were geocoded.

Following are graphical displays of the Origin – Destinations data provided from completed surveys containing valid origins and destinations. Figures 1.1 and 1.2 illustrate origins and destinations for the three county region. As one would expect, most of the origins and destinations are concentrated in districts adjacent to the Tri-Rail alignment. Tables 1-2 through 1-4 identify origins and destinations by district for each county.

The remaining figures present survey results by county in order to provide increased level of detail. County Origin-Destination results are presented by County in the following manner:

Palm Beach County

- Figures 1.3 – 1.8, Origins & Destinations by District and TAZ
- Figures 1.9 – 1.10 Origins & Destinations by Zip Code
- Figures 1.11 – 1.12 Origins & Destinations per Square Mile by Zip Code

Broward County

- Figures 1.13 – 1.18, Origins & Destinations by District and TAZ
- Figures 1.19 – 1.20 Origins & Destinations by Zip Code
- Figures 1.21 – 1.22 Origins & Destinations per Square Mile by Zip Code

Miami-Dade County

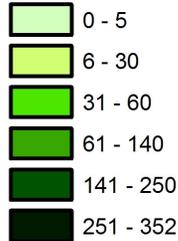
- Figures 1.23 – 1.28, Origins & Destinations by District and TAZ
- Figures 1.29 – 1.30 Origins & Destinations by Zip Code
- Figures 1.31 – 1.32 Origins & Destinations per Square Mile by Zip Code

Figure 1.1 – Tri-Rail Origins by District

Total Origins by District

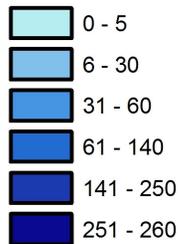
Palm Beach County Districts

Total Origins



Broward County Districts

Total Origins



Miami-Dade County Districts

Total Origins

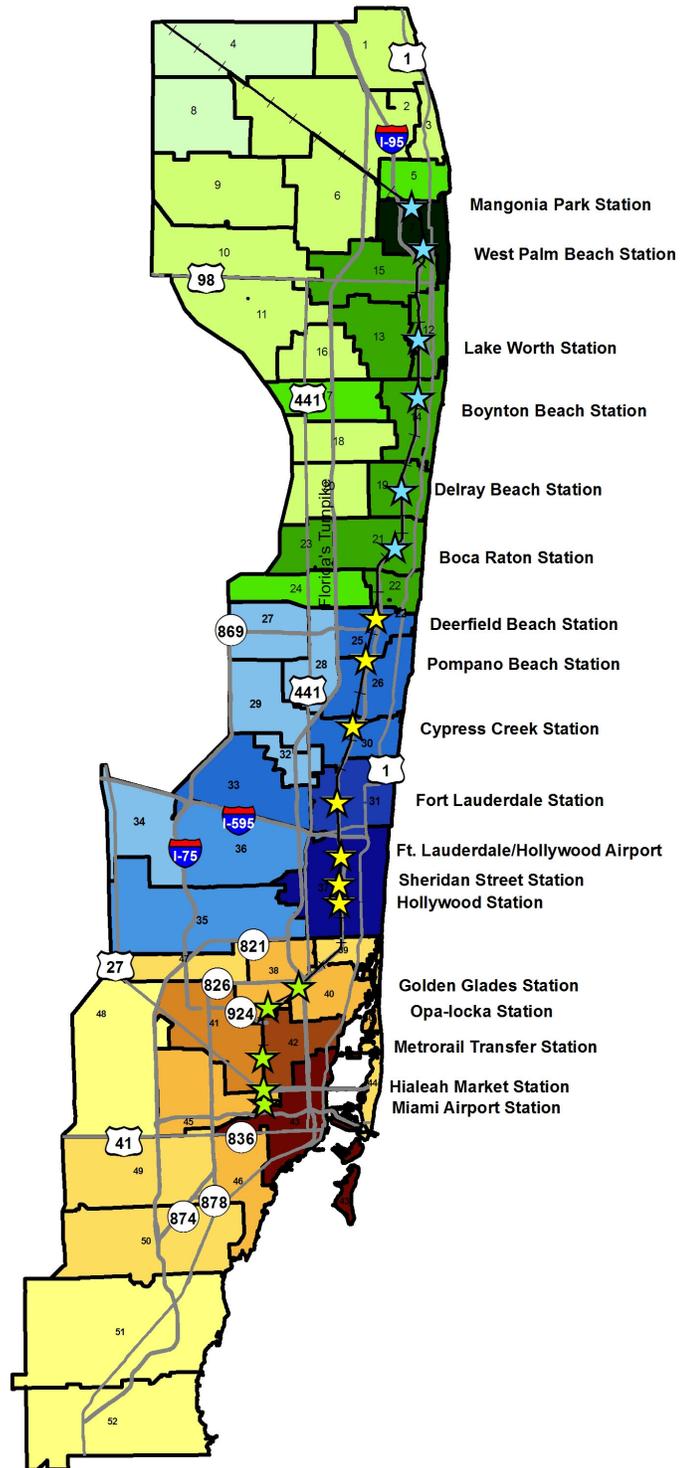
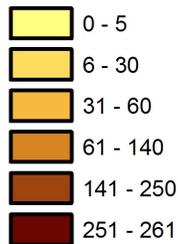


Figure 1.2 – Tri-Rail Destinations by District

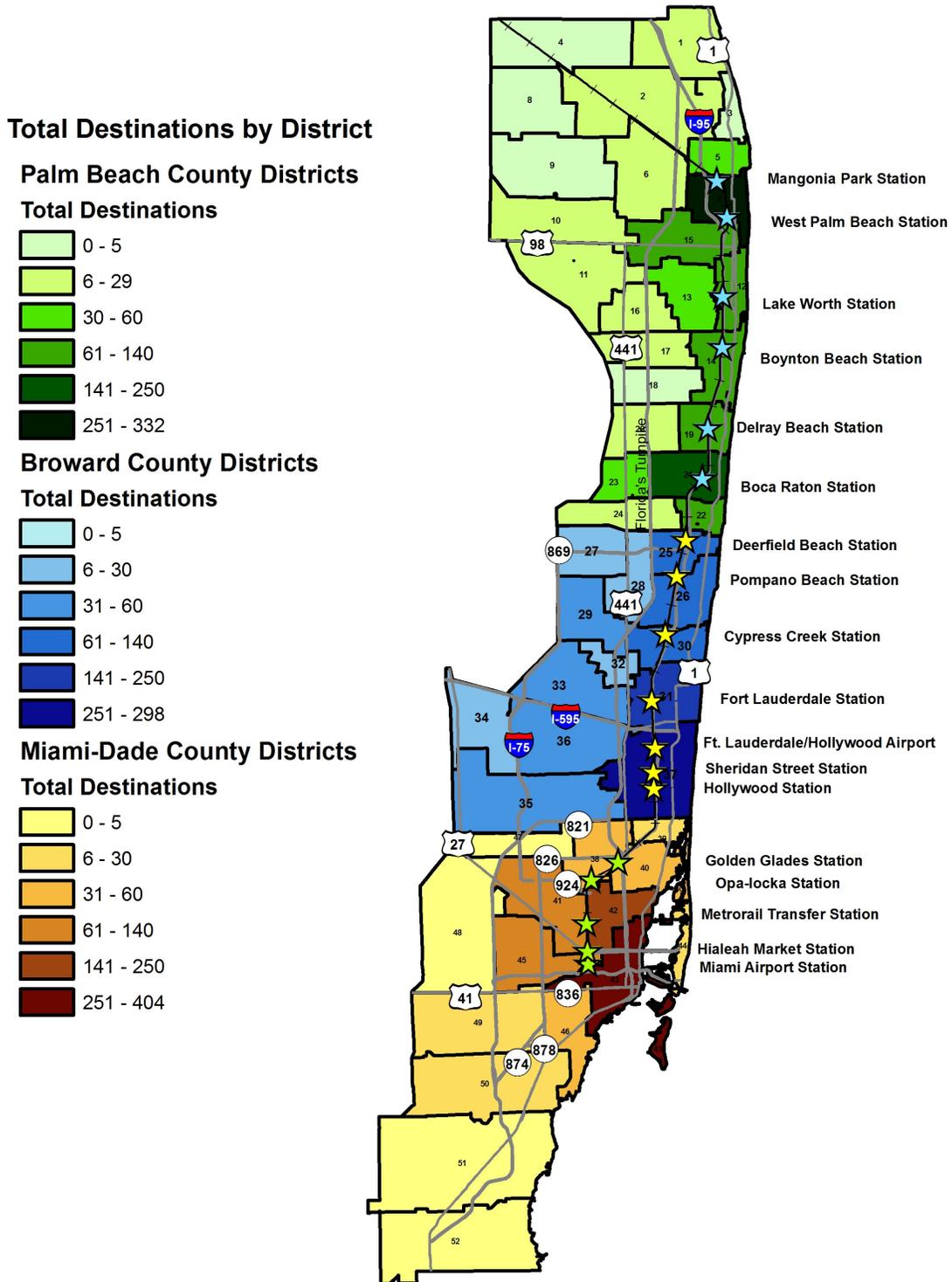


Table 1-2 Palm Beach Co. Origins / Destinations by District

Palm Beach County		
District	Origin	Destination
1	16	13
2	28	18
3	12	5
4	3	1
5	43	49
6	9	6
7	352	332
8	0	0
9	6	5
10	24	13
11	16	11
12	135	105
13	82	50
14	125	112
15	91	67
16	22	19
17	34	29
18	9	4
19	111	88
20	9	7
21	101	151
22	96	98
23	72	49
24	42	29
25	0	0
Total	1438	1261

Table 1-3 Broward Co. Origins / Destinations by District

Broward County		
District	Origin	Destination
22	0	0
24	0	0
25	138	129
26	84	114
27	27	23
28	28	23
29	29	32
30	104	137
31	216	232
32	22	15
33	79	50
34	27	15
35	39	36
36	52	42
37	260	298
38	0	0
39	0	0
47	0	0
Total	1105	1146

Table 1-4 Miami-Dade Co. Origins / Destinations by District

Miami-Dade County		
District	Origin	Destination
35	0	0
37	0	2
38	50	42
39	22	14
40	48	40
41	117	87
42	145	147
43	261	404
44	14	18
45	46	91
46	37	43
47	9	5
48	1	2
49	25	20
50	21	18
51	3	5
52	1	1
Total	800	939

Figure 1.3 – Palm Beach Co. Districts

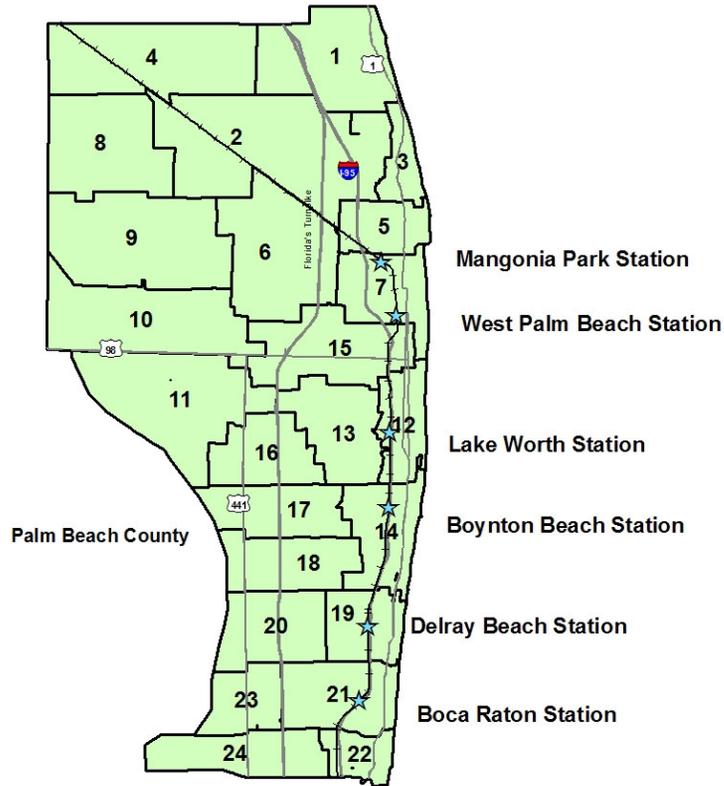


Figure 1.4 – Palm Beach Co. Origins/Destination

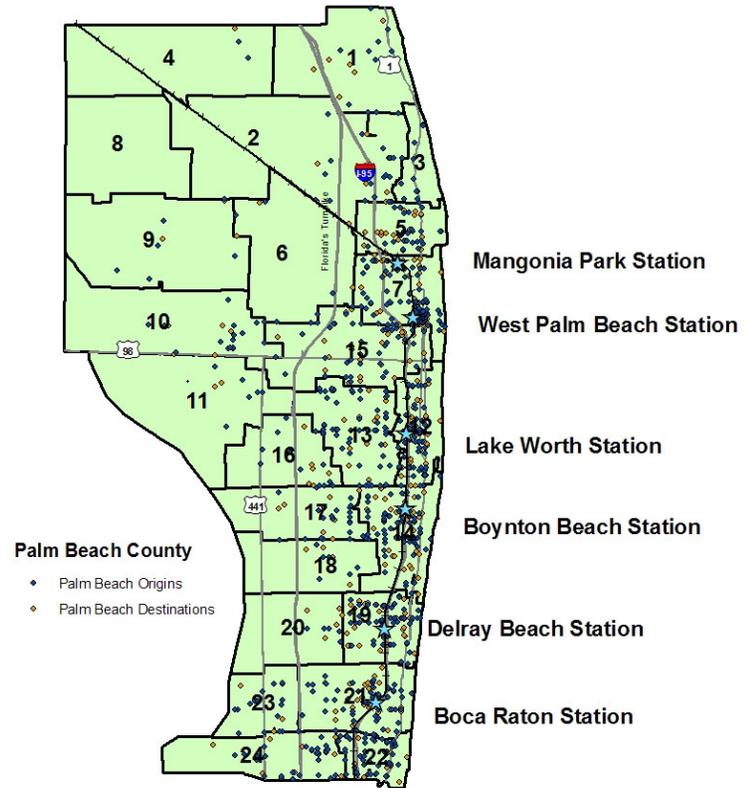


Figure 1.5 - Palm Beach Co. Origins/District

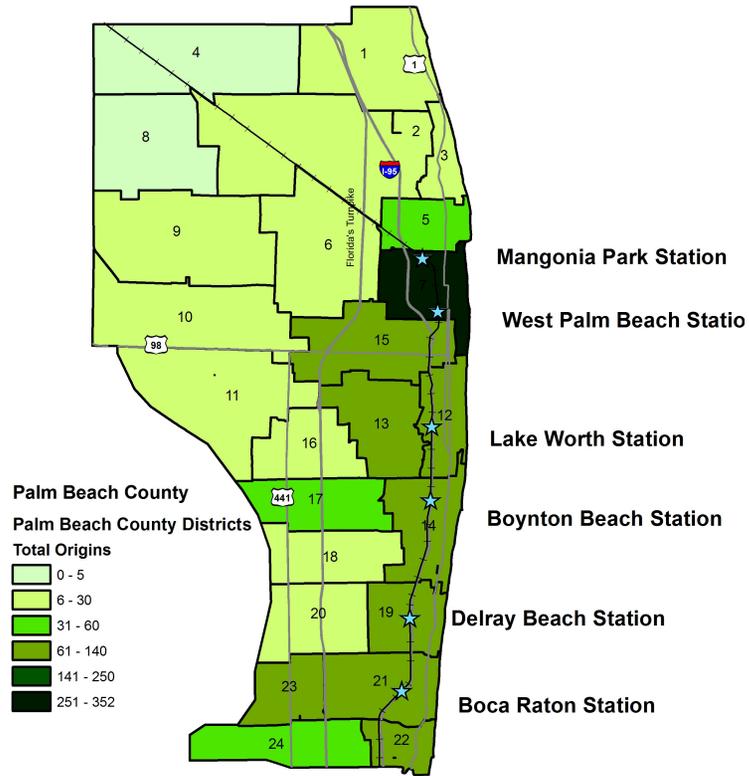


Figure 1.6 – Palm Beach Co. Origins/TAZ

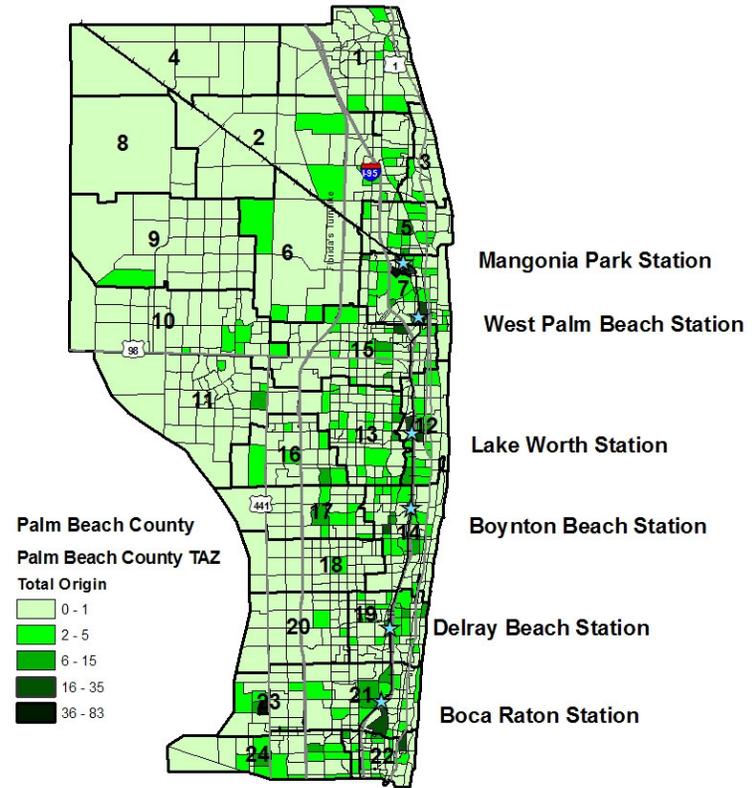


Figure 1.7 – Palm Beach Co. Destinations/District

Figure 1.8 – Palm Beach Co. Destinations/TAZ

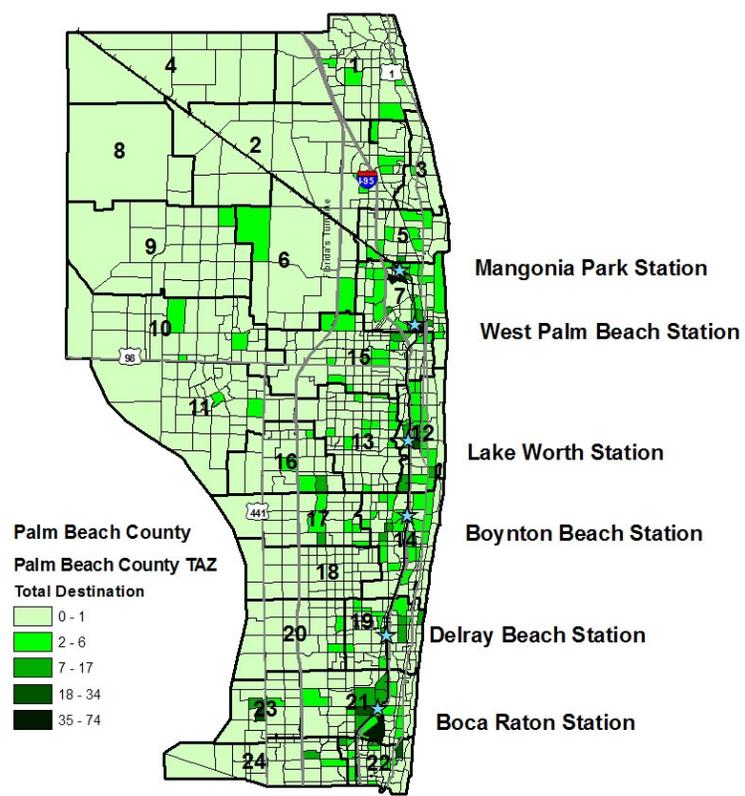
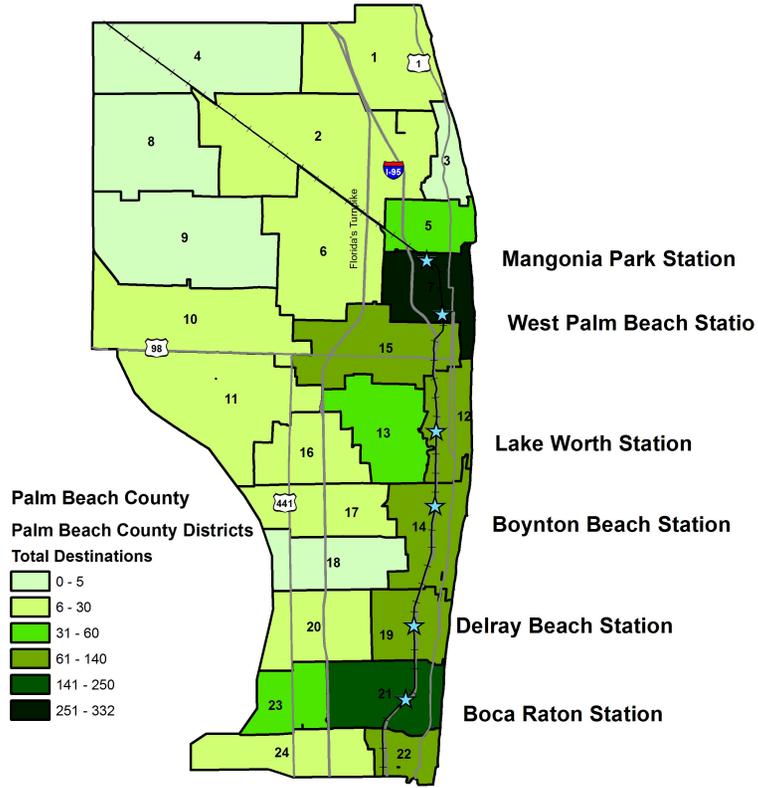


Figure 1.9 – Palm Beach Co. Origins/Zip Code

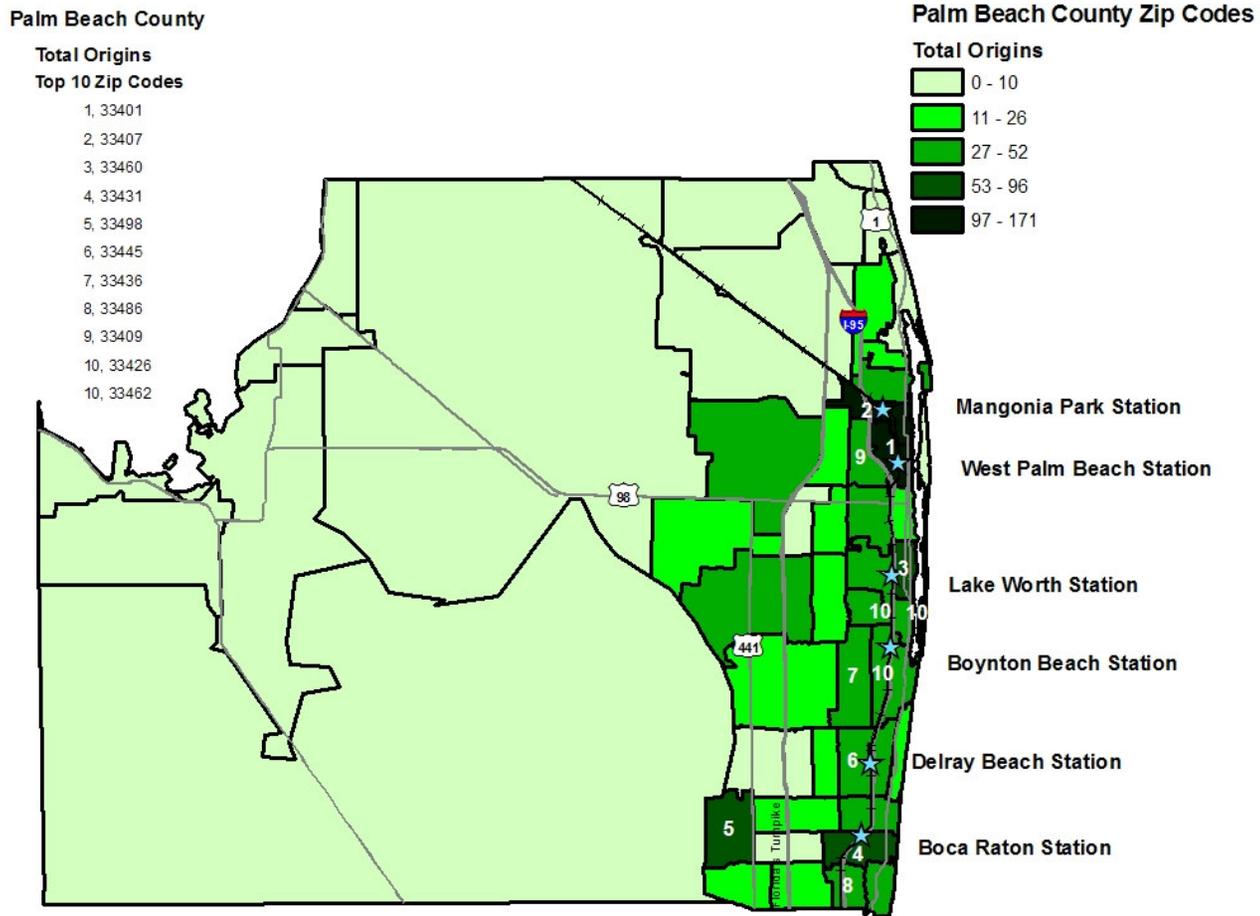


Figure 1.10 – Palm Beach Co. Destinations/Zip Code

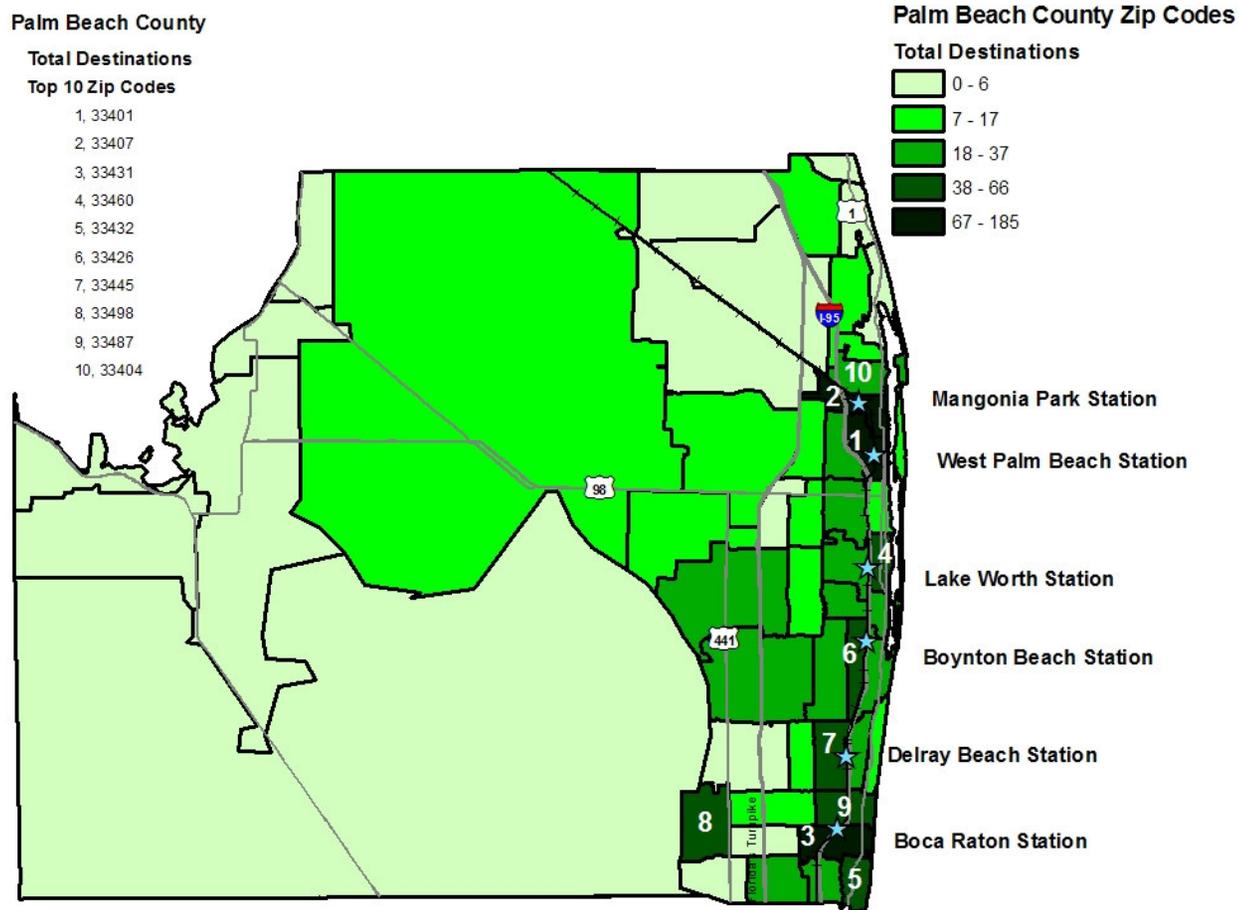


Figure 1.11 – Palm Beach Co. Origins per Square Mile/Zip Code

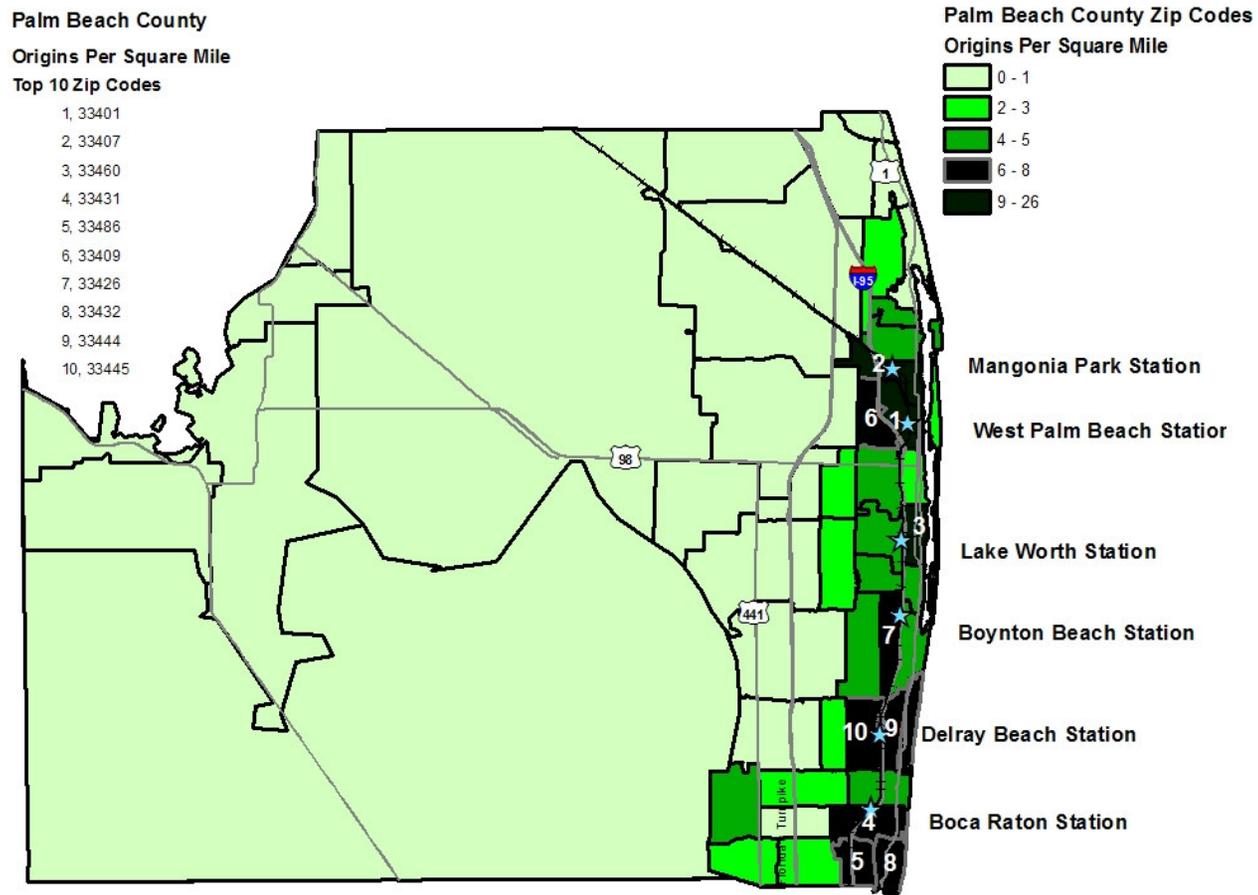


Figure 1.12 – Palm Beach County Destinations per Square Mile/Zip Code

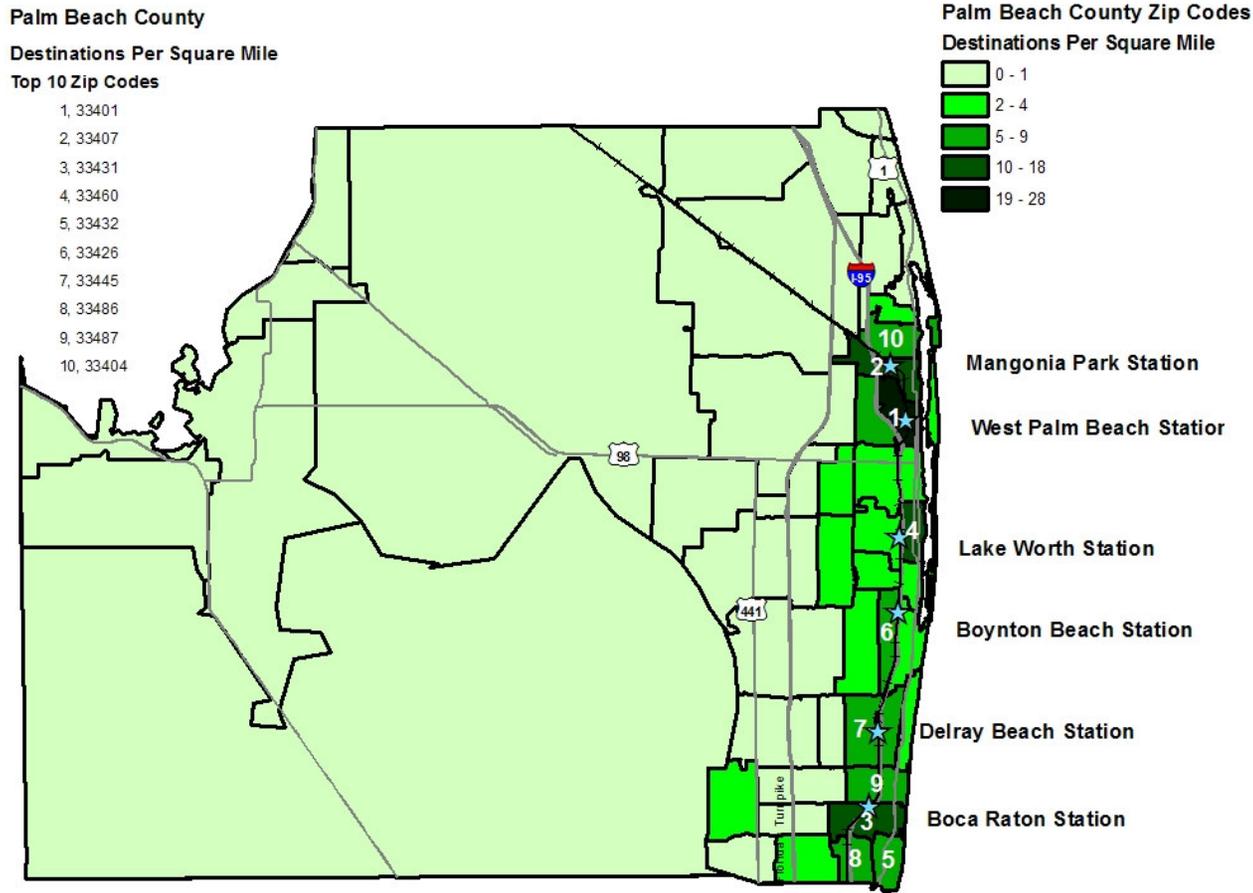


Figure 1.13 – Broward Co. Districts

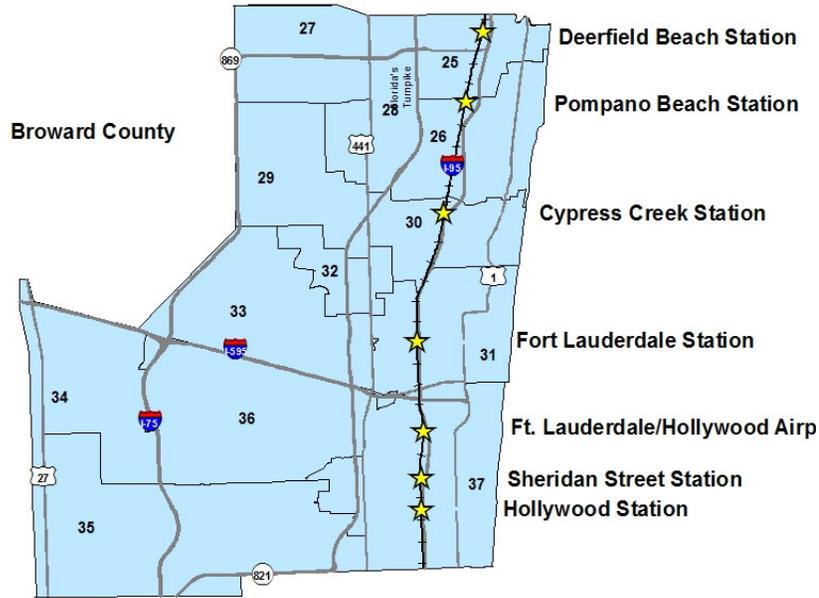


Figure 1.14 – Broward Co. Origins/Destination

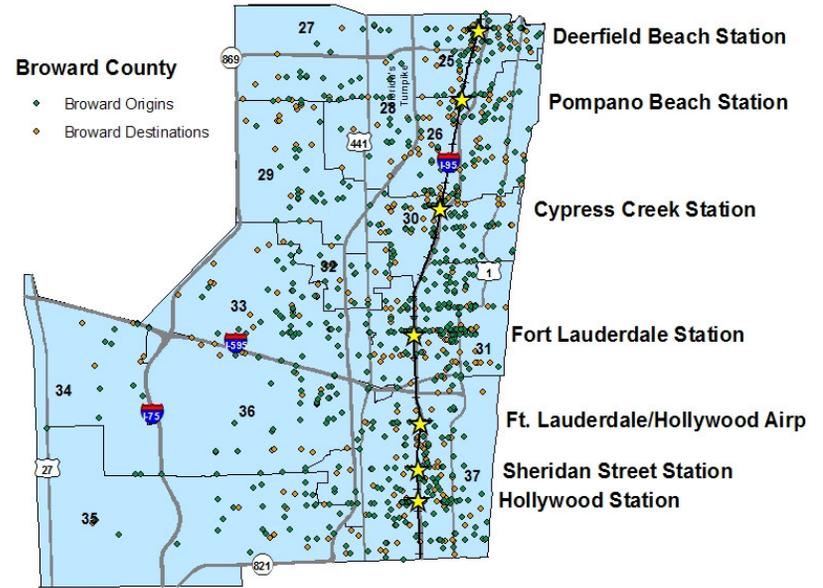


Figure 1.15 - Broward Co. Origins/District

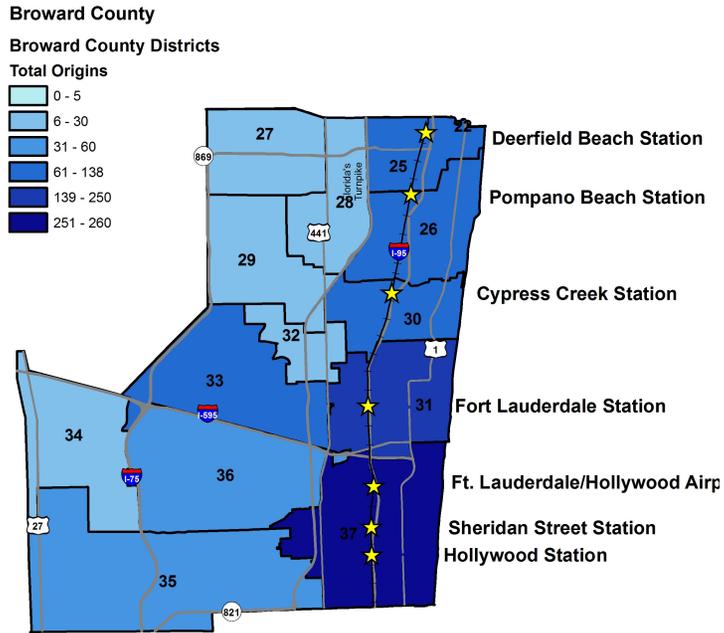


Figure 1.16 – Broward Co. Origins/TAZ

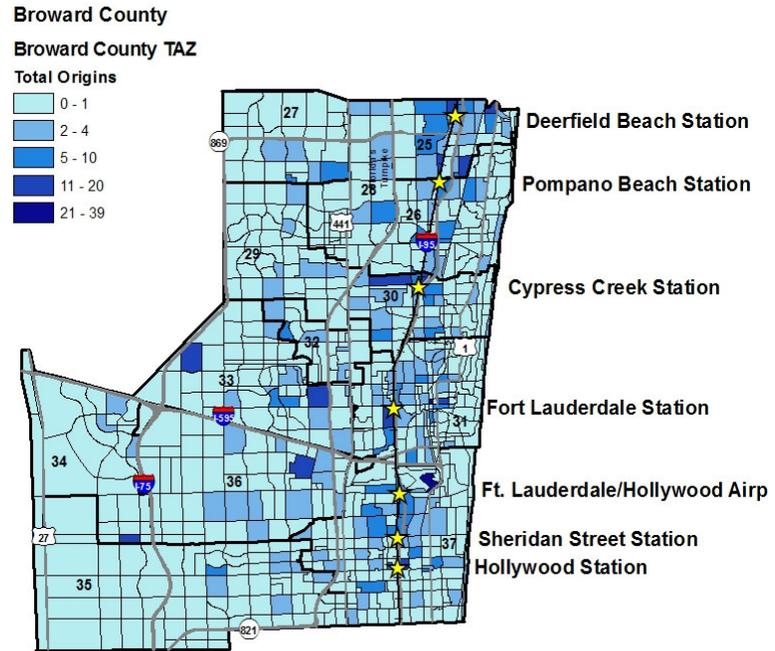


Figure 1.17 - Broward Co. Destinations/District

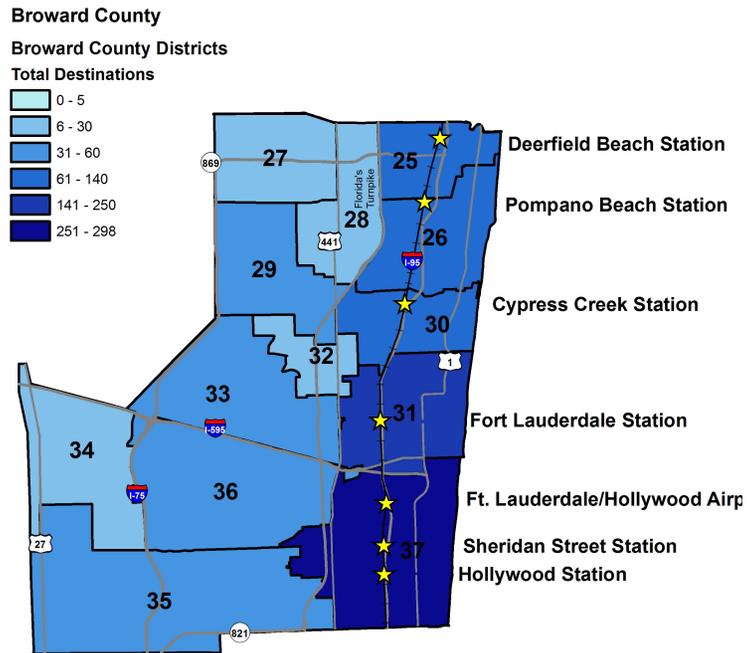


Figure 1.18 – Broward Co. Destinations/TAZ

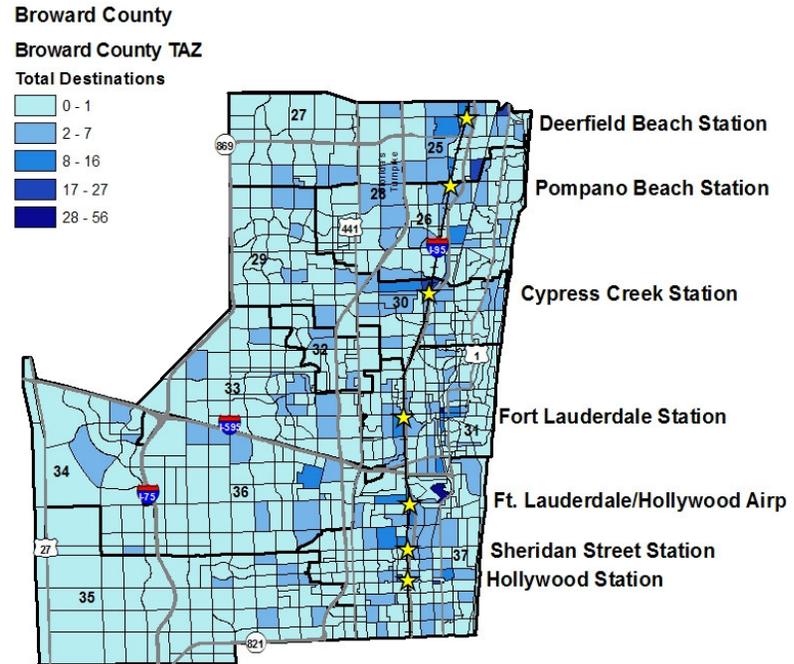


Figure 1.19 – Broward Co. Origins/Zip Code

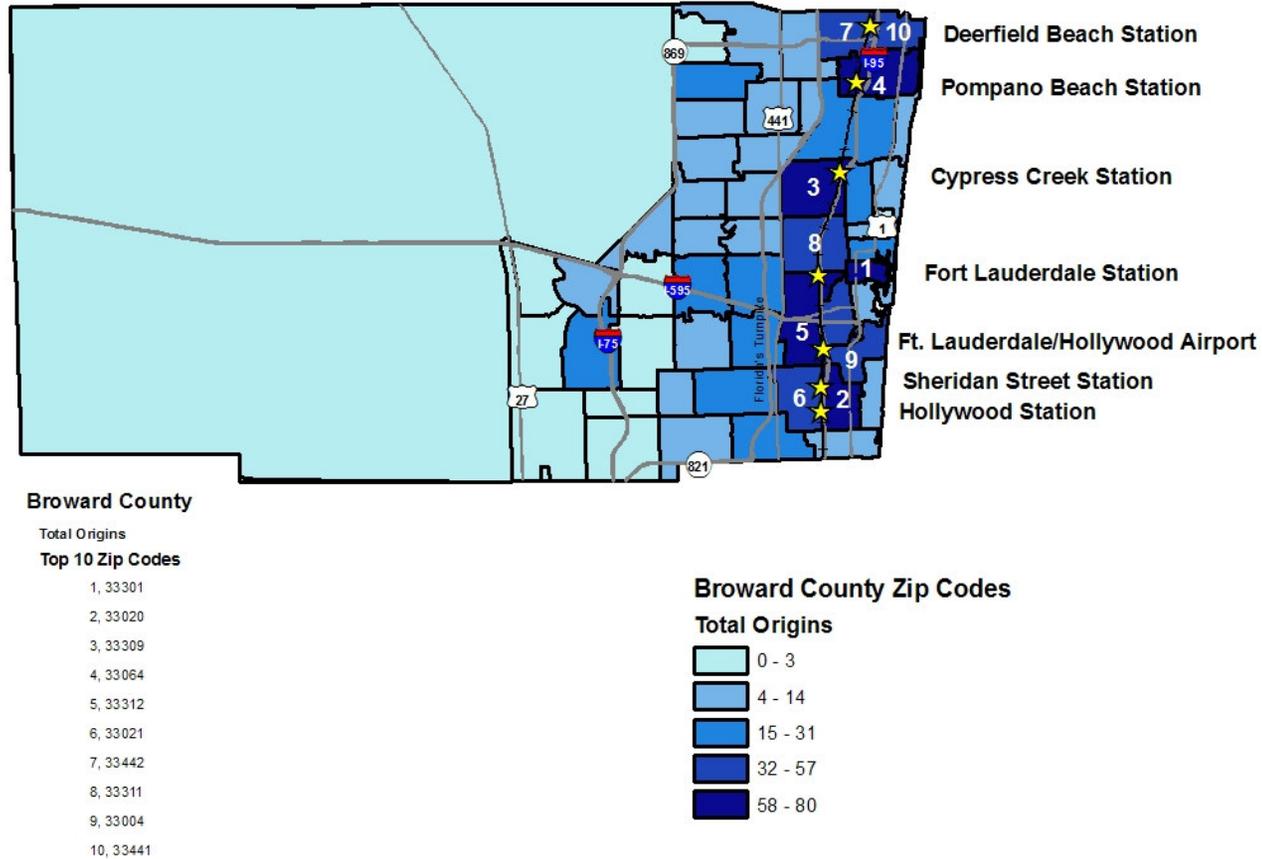
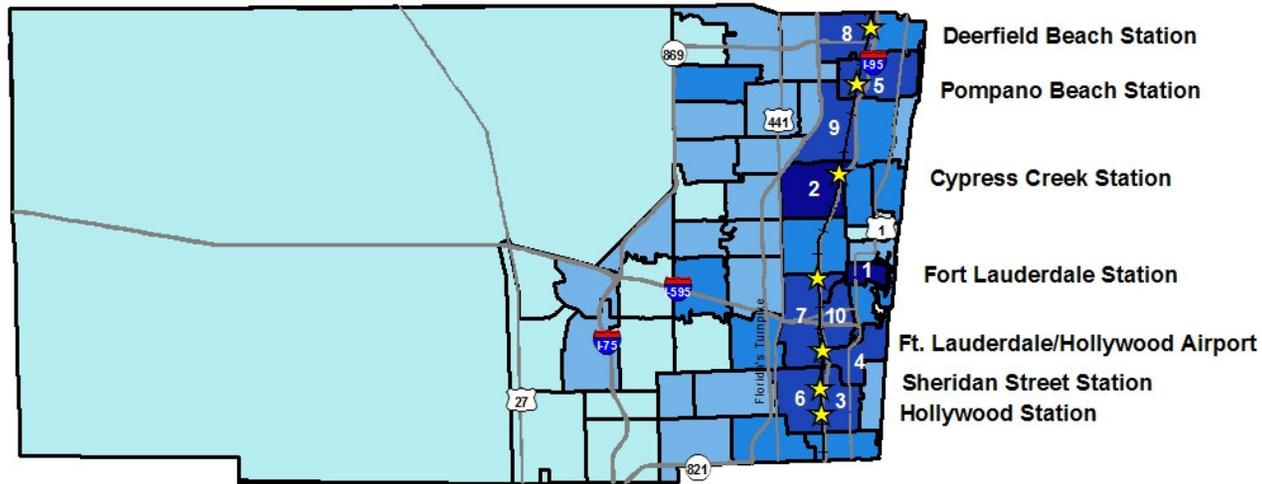


Figure 1.20 – Broward Co. Destinations/Zip Code



Broward County

Total Destinations

Top 10 Zip Codes

- 1, 33301
- 2, 33309
- 3, 33020
- 4, 33004
- 5, 33064
- 6, 33021
- 7, 33312
- 8, 33442
- 9, 33069
- 10, 33315

Broward County Zip Codes

Total Destinations

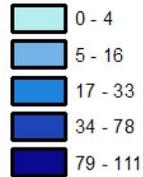


Figure 1.21 – Broward Co. Origins per Square Mile/Zip Code

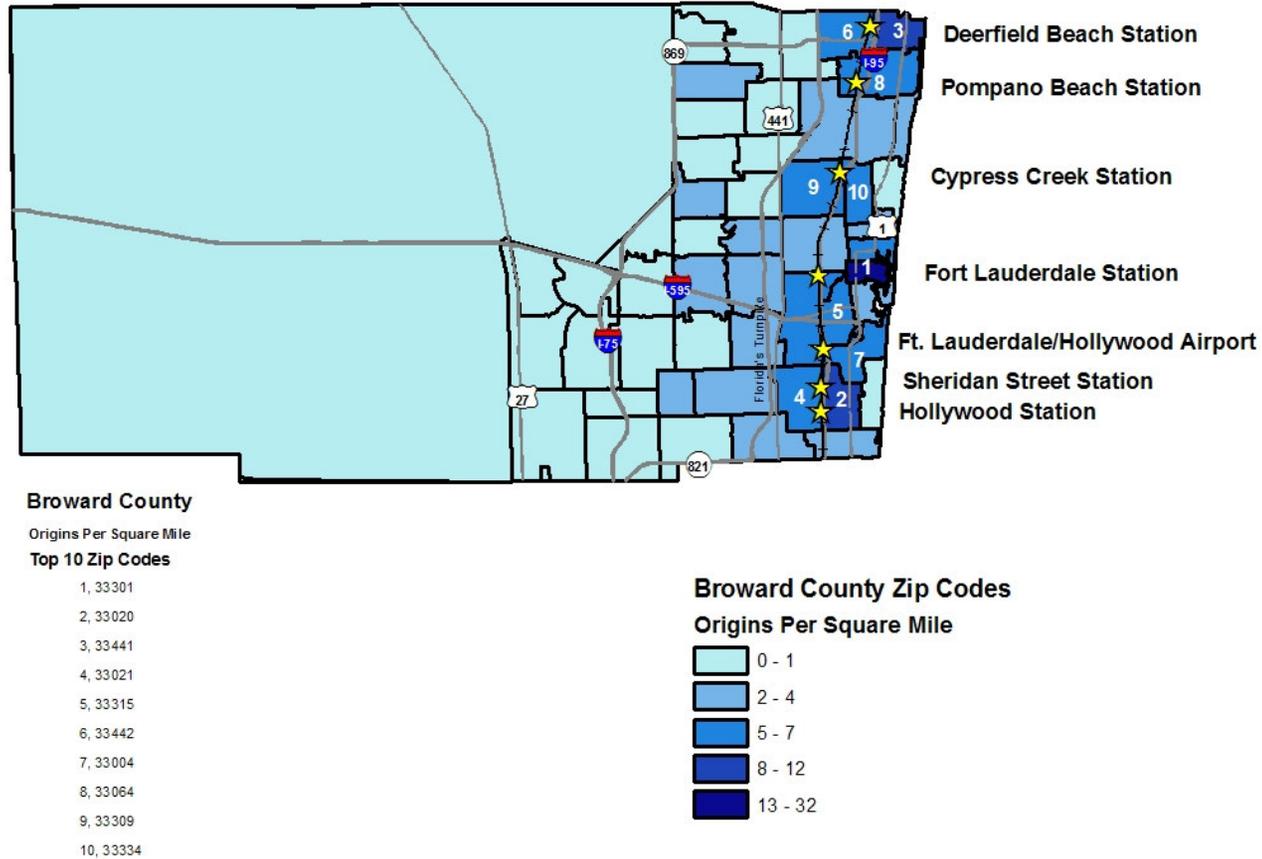
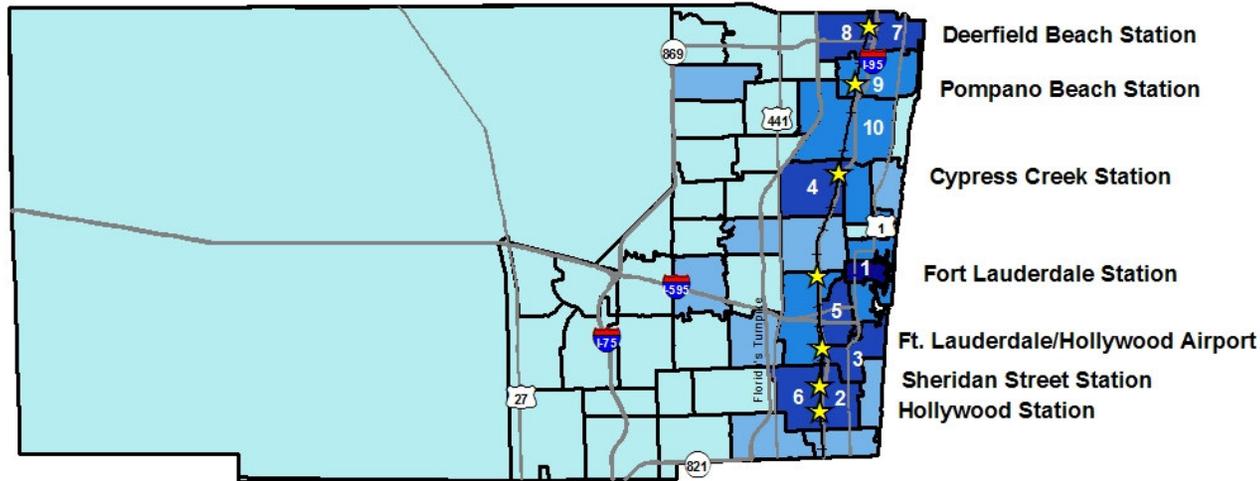


Figure 1.22 – Broward Co. Destinations per Square Mile/Zip Code



- Broward County**
Destinations Per Square mile
Top 10 Zip Codes
- 1, 33301
 - 2, 33020
 - 3, 33004
 - 4, 33309
 - 5, 33315
 - 6, 33021
 - 7, 33441
 - 8, 33442
 - 9, 33064
 - 10, 33060

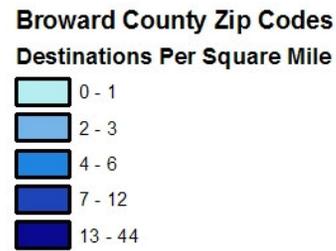


Figure 1.23 – Miami-Dade Co. Districts

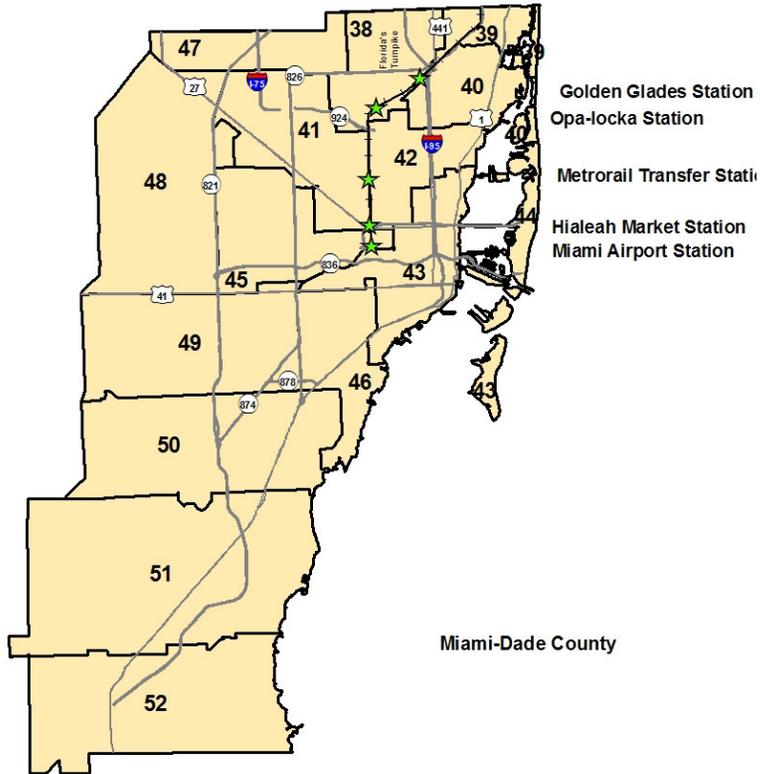


Figure 1.24 – Miami-Dade Co. Origins/Destination

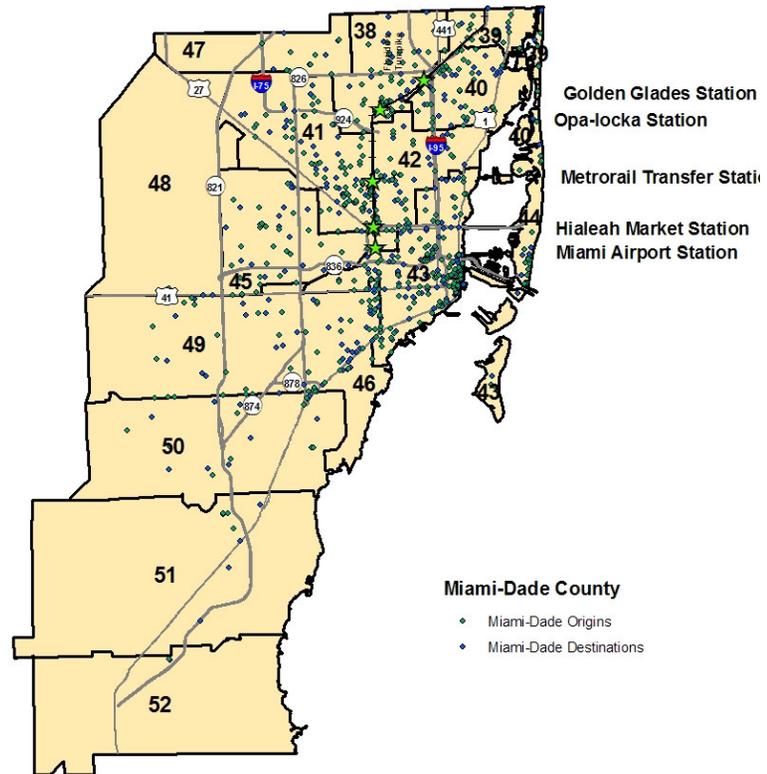


Figure 1.25 – Miami-Dade Co. Origins/District

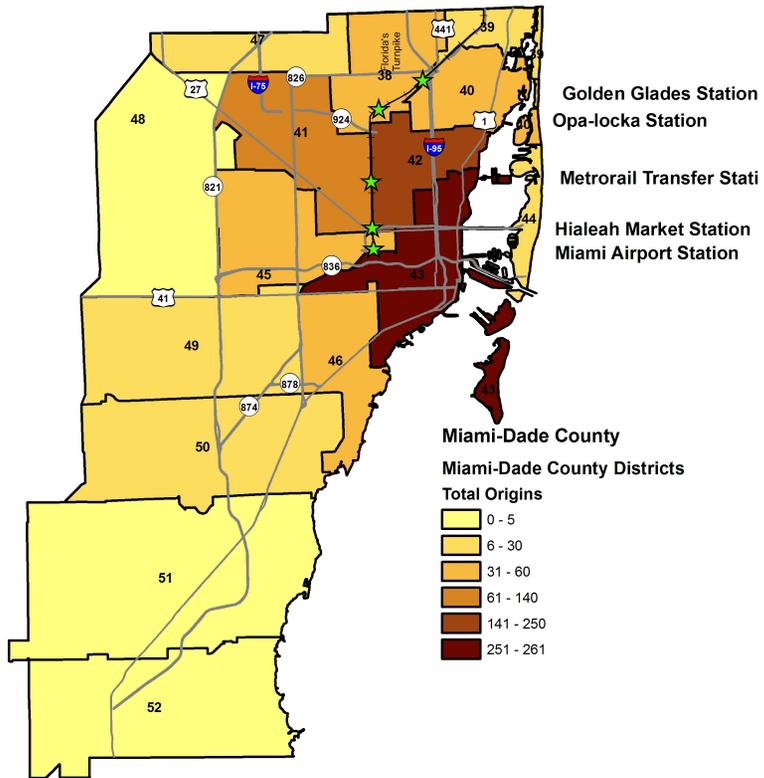


Figure 1.26 – Miami-Dade Co. Origins/TAZ

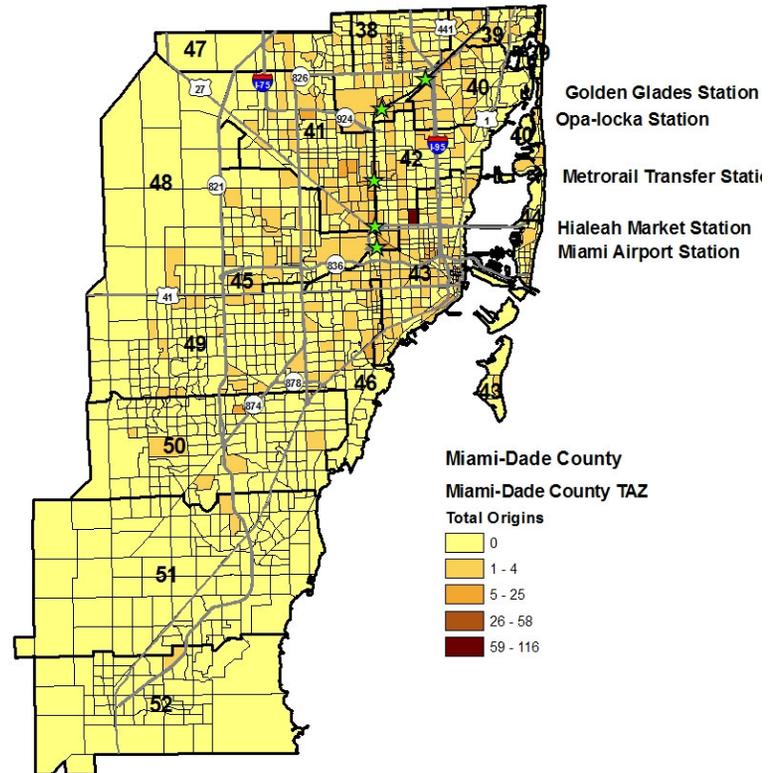


Figure 1.27 – Miami-Dade Co. Destinations/District

Figure 1.28 – Miami-Dade Co. Destinations/TAZ

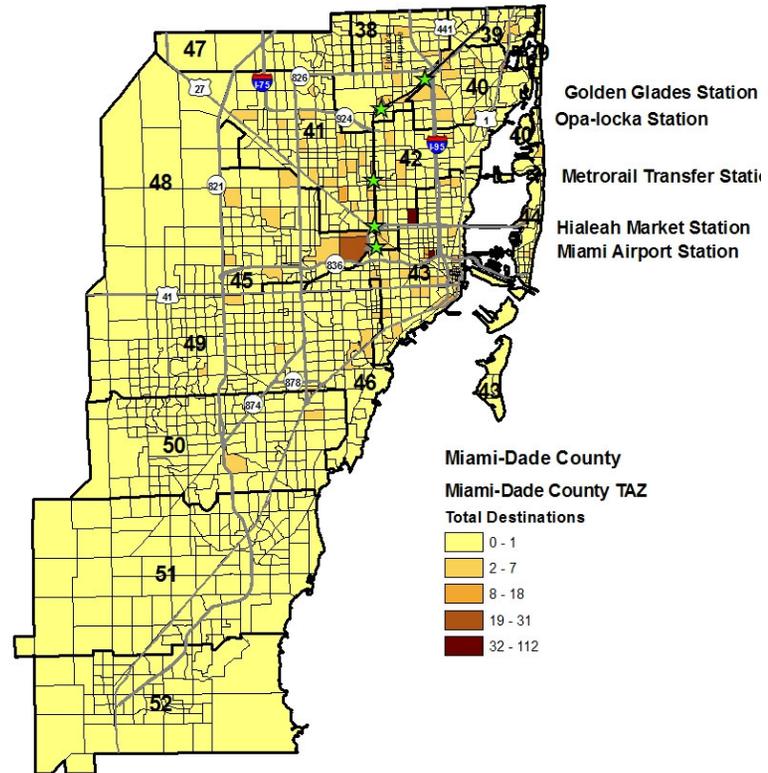
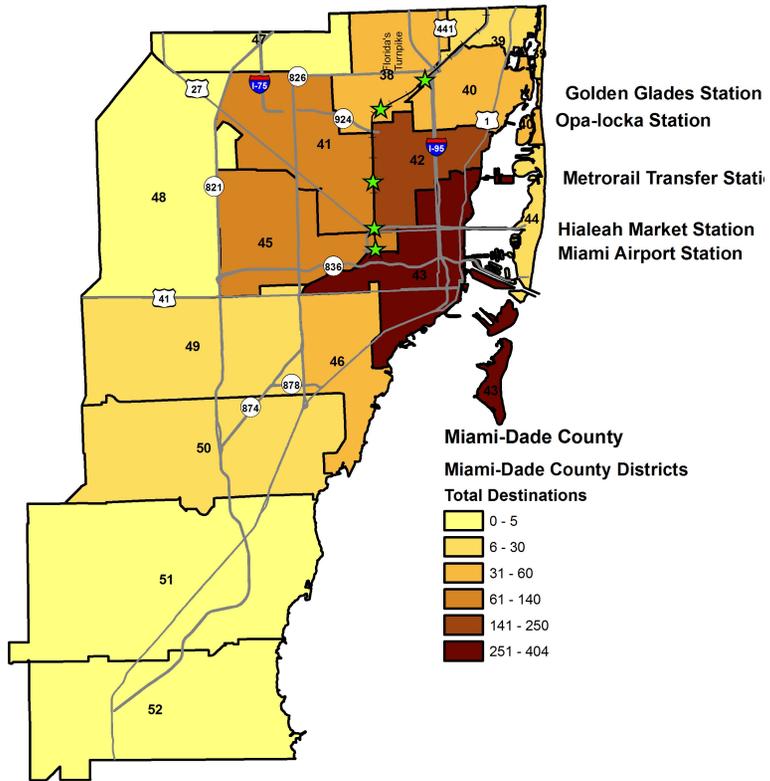


Figure 1.29 – Miami-Dade Co. Origins/Zip Code

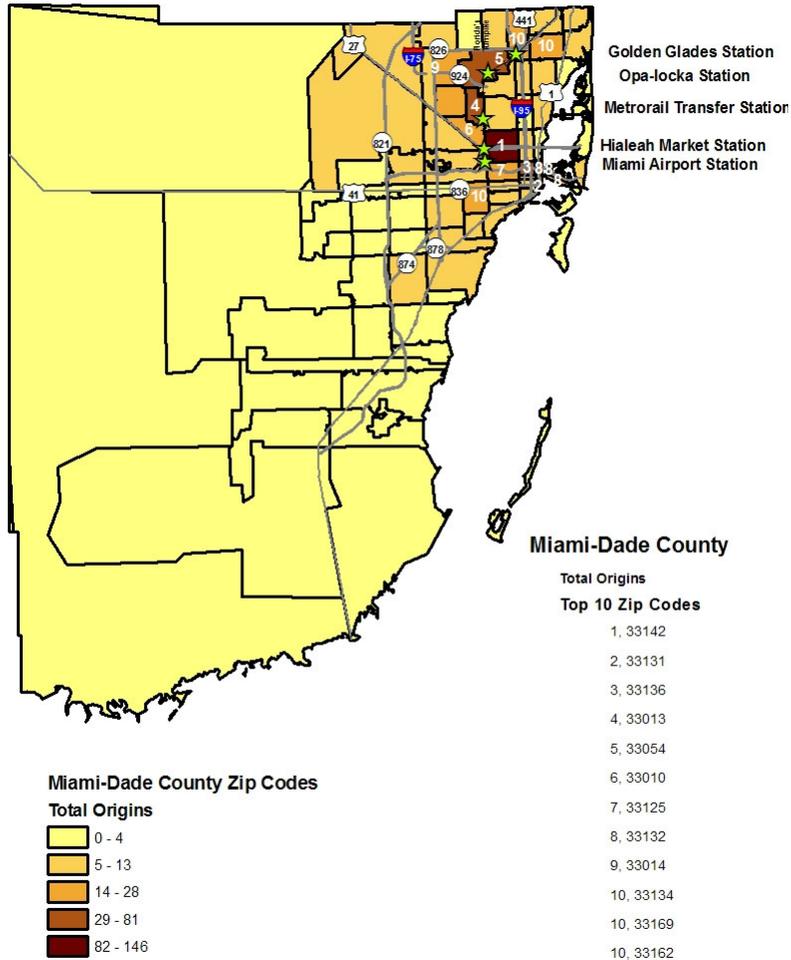


Figure 1.30 – Miami-Dade Co. Destinations/Zip Code

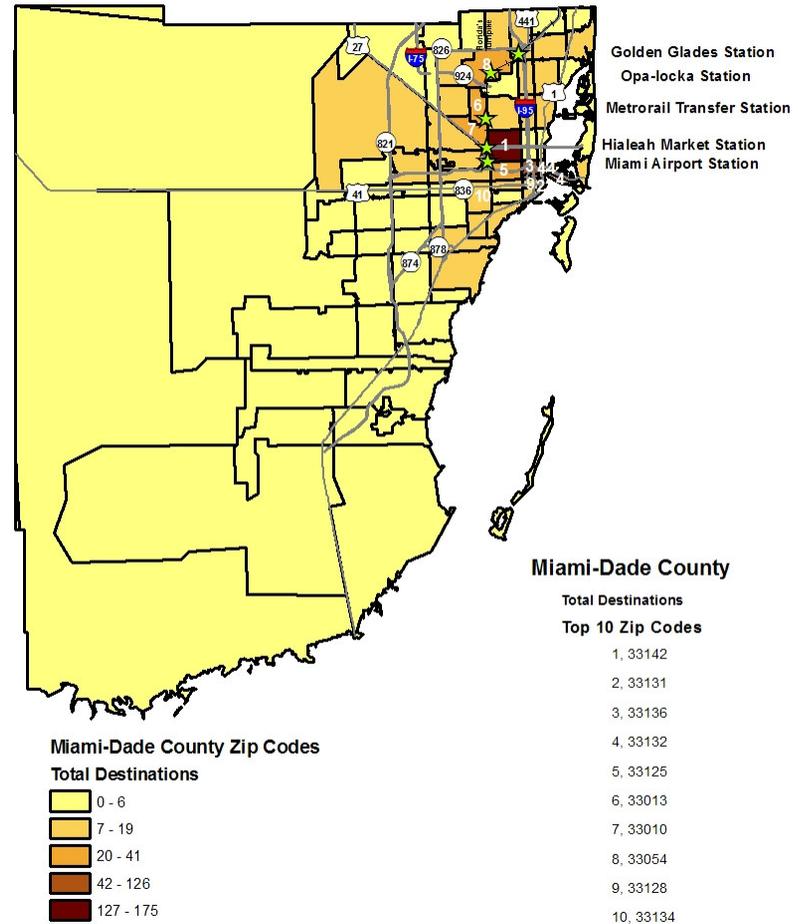


Figure 1.31 – Miami-Dade Co. Origins Per Square Mile/Zip Code

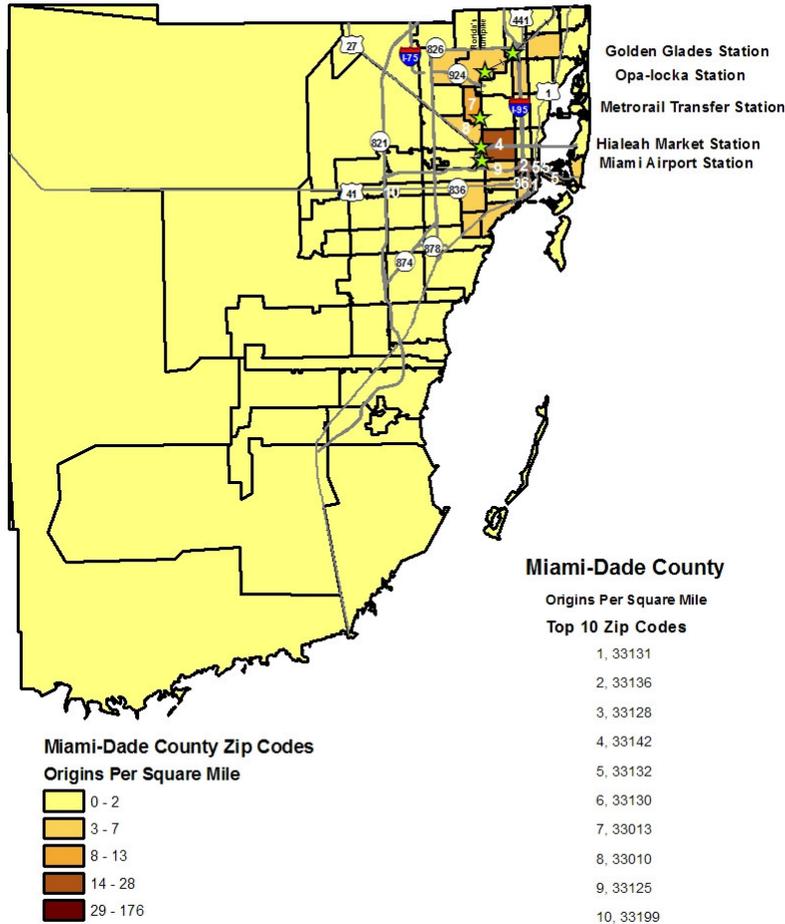
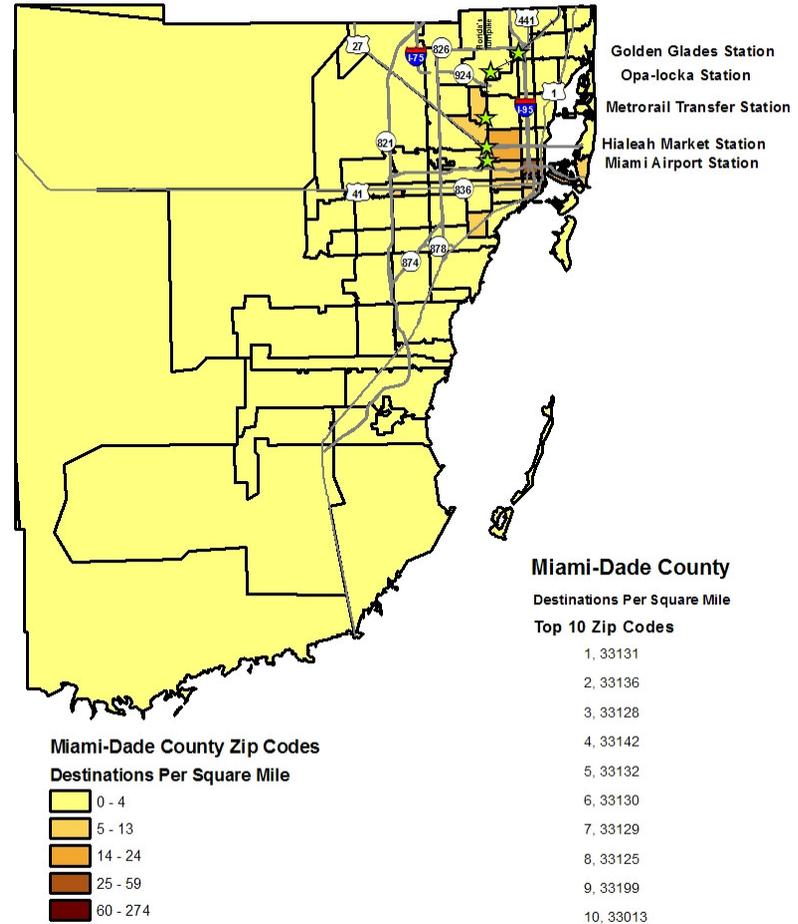


Figure 1.32 – Miami-Dade Co. Destinations Per Square Mile/Zip Code



Origin / Destination Peak vs. Non-Peak Hour Results

The following is a graphical representation of geocoded survey responses with both an origin and destination during peak hours (6 AM – 9 AM; 3 PM – 6 PM) and non peak hours. A total of 6,047 surveys were collected during the survey effort (10,214 total daily riders, 59.2 % response rate). Of these 6,047 surveys, 3,408 surveys provided valid origins and destinations (a 33 % return rate on total daily riders and a 56 % return of valid origin and destinations of the completed surveys).

The survey results revealed a 46% / 54% split of peak to non-peak valid survey (surveys containing both a valid origin and valid destination) origins and destinations (Figure 1.33 below). Of these valid origin/destination surveys, 30% occurred during morning peak period and 16% occurred during afternoon peak period (Figure 1.34 below), reflecting a stronger survey completion rate during the morning peak period versus the afternoon peak period. This is common when survey respondents decline the completion of a second survey on their return trip. Figure 1.35 provides a distribution of valid origin – destinations responses by train. Appendix C contains mapping of origins and destinations by peak and non-peak periods, by county.

Figure 1.33 – Origin – Destination Response Peak vs. Non-Peak Hours

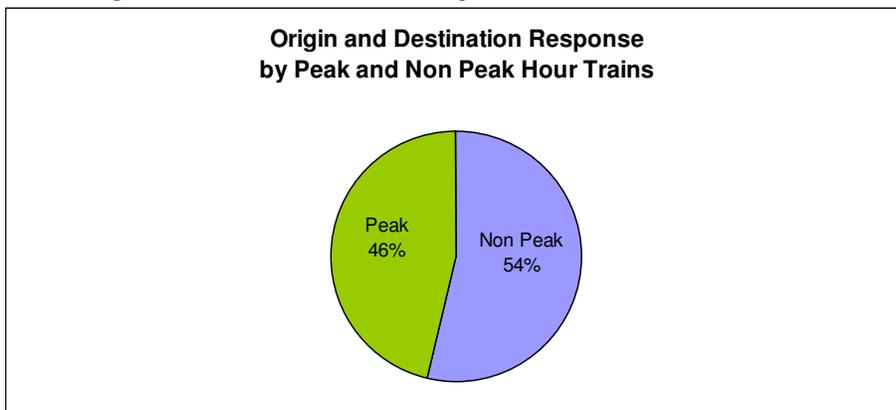


Figure 1.34 - Origin – Destination Response by Time Period

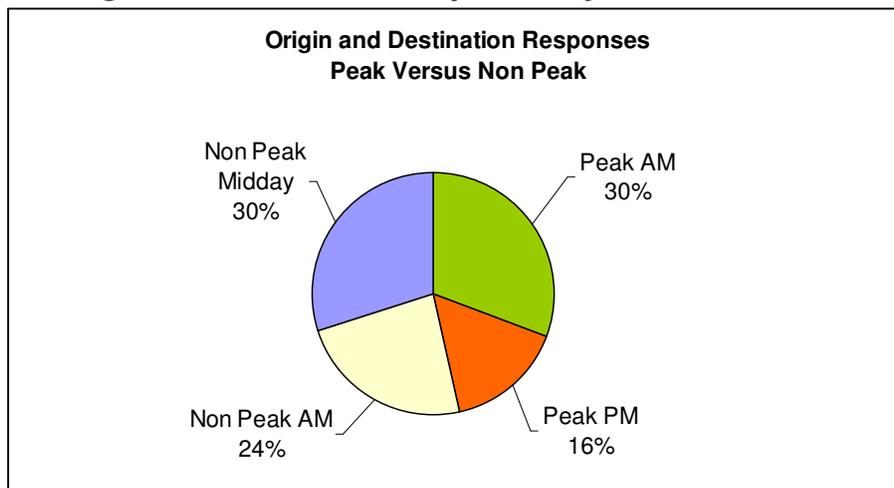
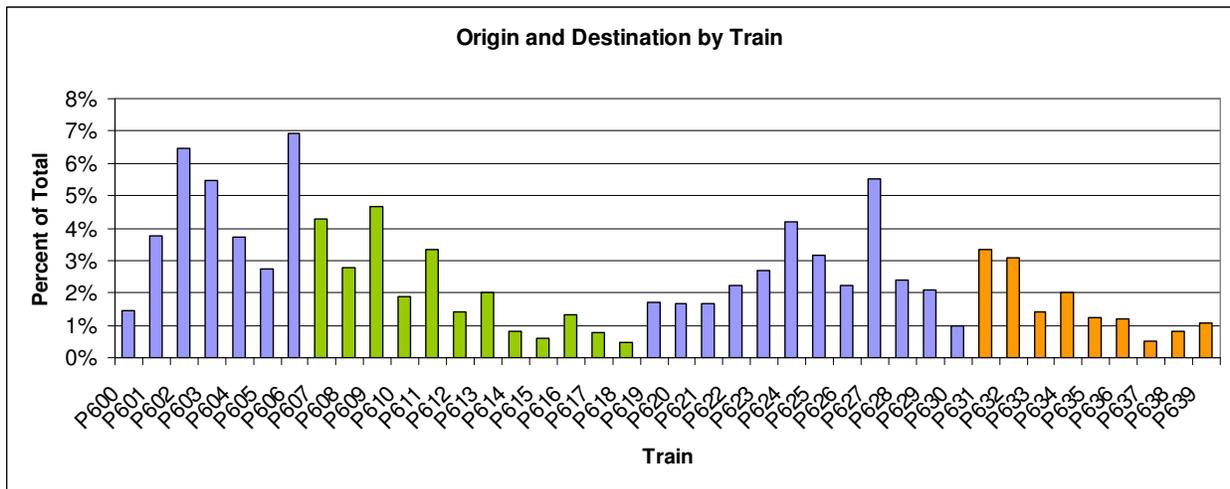
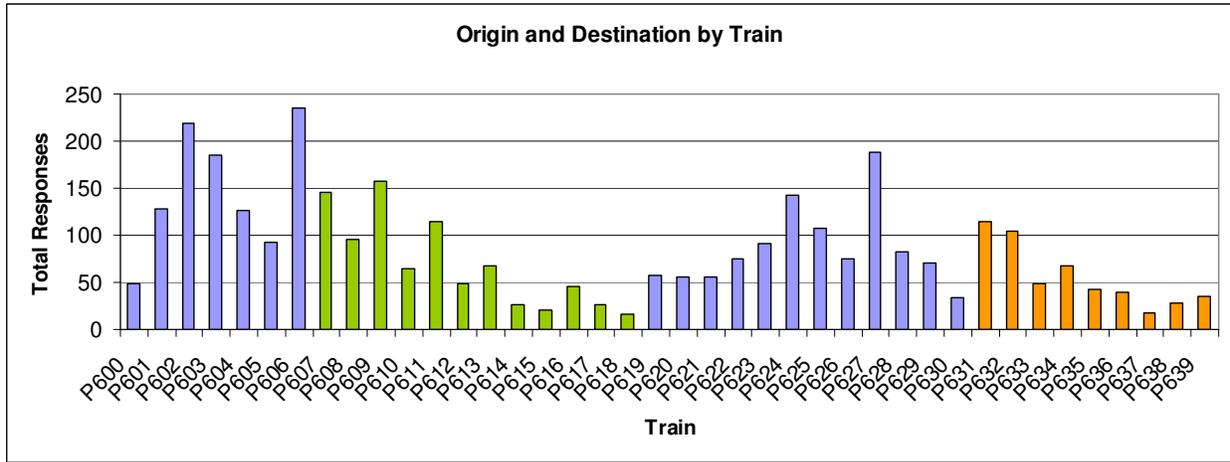


Figure 1.35 - Origin – Destination Responses by Train



Peak AM	
P606	235
P607	145
P608	95
P609	158
P610	64
P611	114
P612	48
P613	68
P614	27
P615	20
P616	45
P617	26
Peak AM	1045

Peak PM	
P630	34
P631	114
P632	105
P633	48
P634	68
P635	42
P636	40
P637	18
P638	28
P639	36
Peak PM	533

Non Peak AM	
P600	49
P601	128
P602	219
P603	186
P604	127
P605	93
Non Peak	802

Non Peak Midday	
P618	16
P619	58
P620	56
P621	56
P622	75
P623	91
P624	142
P625	108
P626	75
P627	188
P628	82
P629	71
Non Peak	1018

Highest District-to-District Travel Patterns (Origin – Destination Pairs)

Table 1-5 and Figures 1.36 through 1.39 provide an illustration of the top 15 highest district-to-district travel patterns identified from the survey origin and destination results.

Table 1-5 Top 15 Highest District-to-District Origin-Destination Travel Patterns

Origin District	Destination District	Total	Key	Scale
37	43	63		3.2
31	43	50		2.5
43	37	44		2.2
7	14	43		2.2
14	7	37		1.9
22	7	33		1.7
7	22	29		1.5
43	31	28		1.4
42	37	27		1.4
25	43	25		1.3
7	12	25		1.3
37	42	23		1.2
19	7	22		1.1
24	7	22		1.1
33	43	20		1.0
21	7	20		1.0

Southbound 

Northbound 

Figure 1.36 – Top 15 District-to-District Origin – Destination Pairs

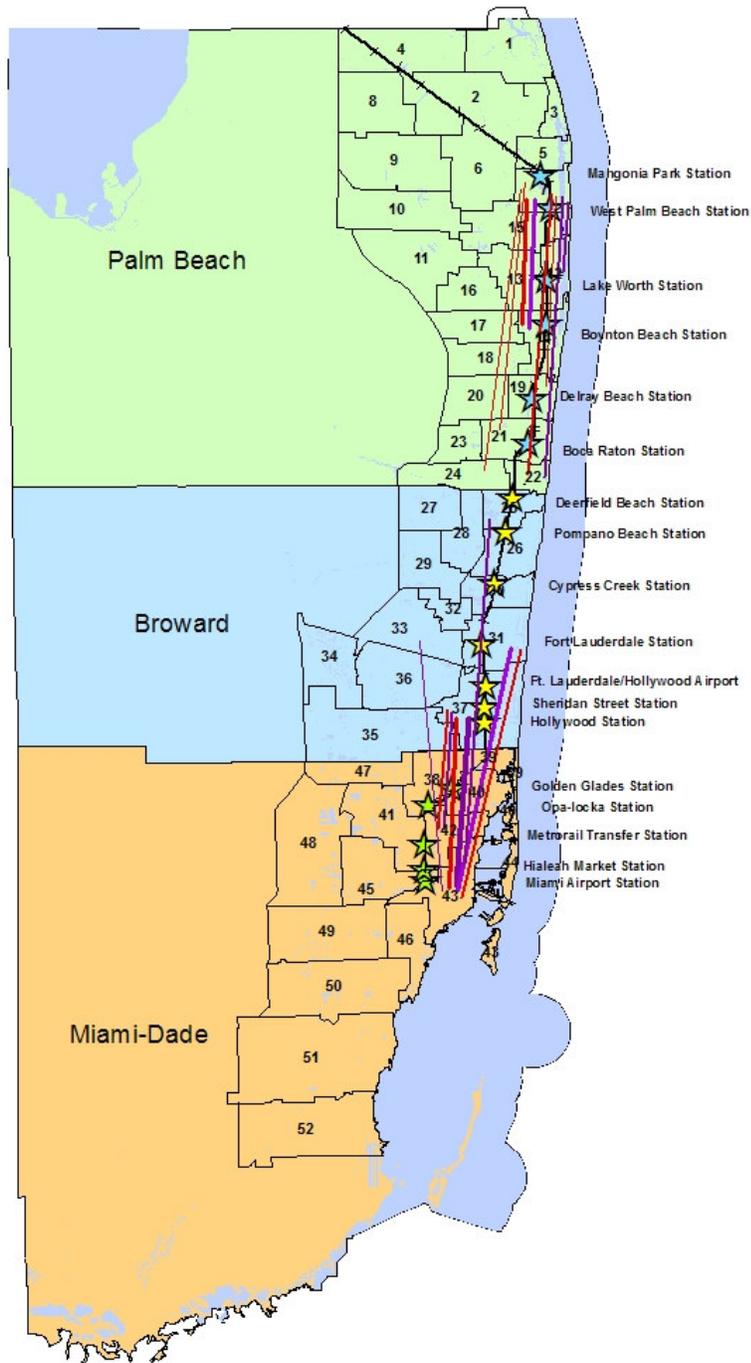


Figure 1.37 – Palm Beach Co. Top 15 District-to-District Origin – Destination Pairs

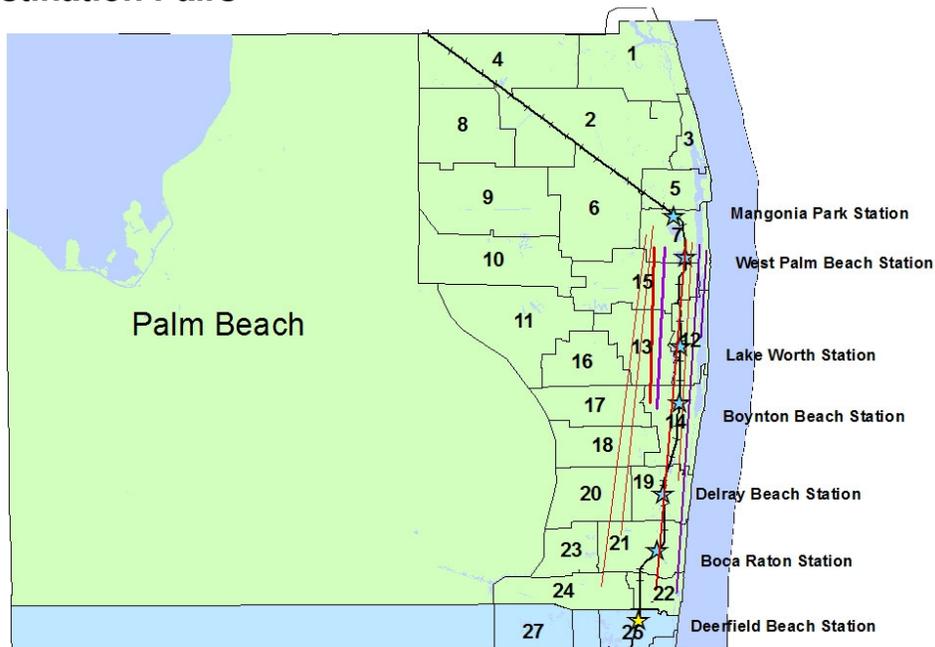


Figure 1.38 – Broward Co. Top 15 District-to-District Origin – Destination Pairs

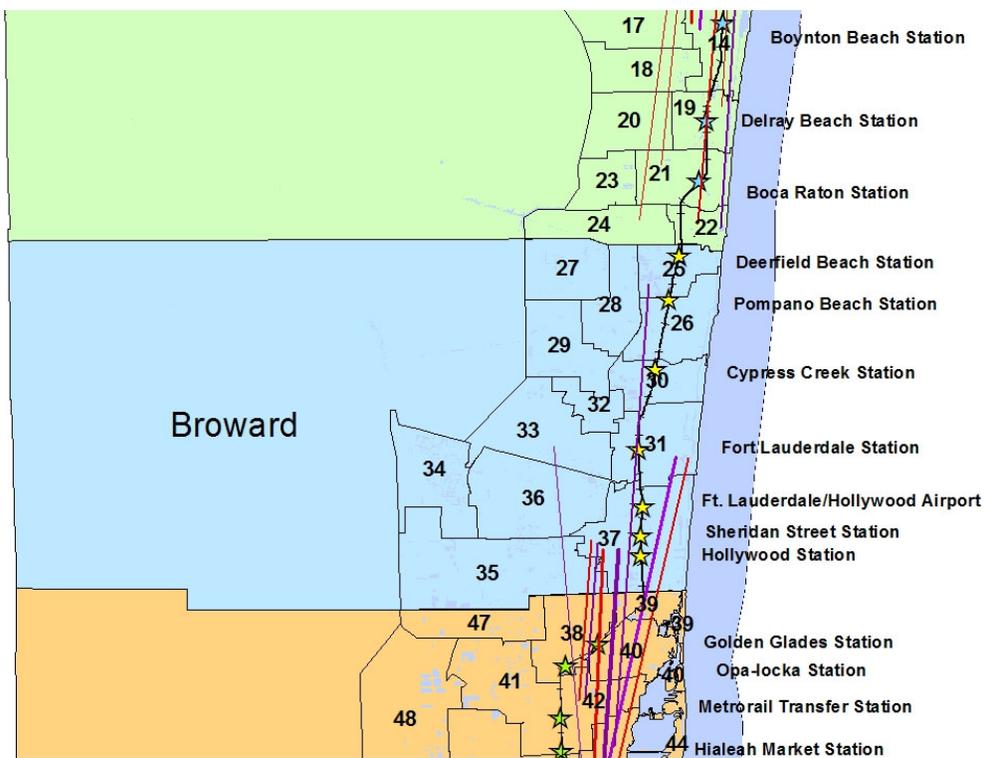
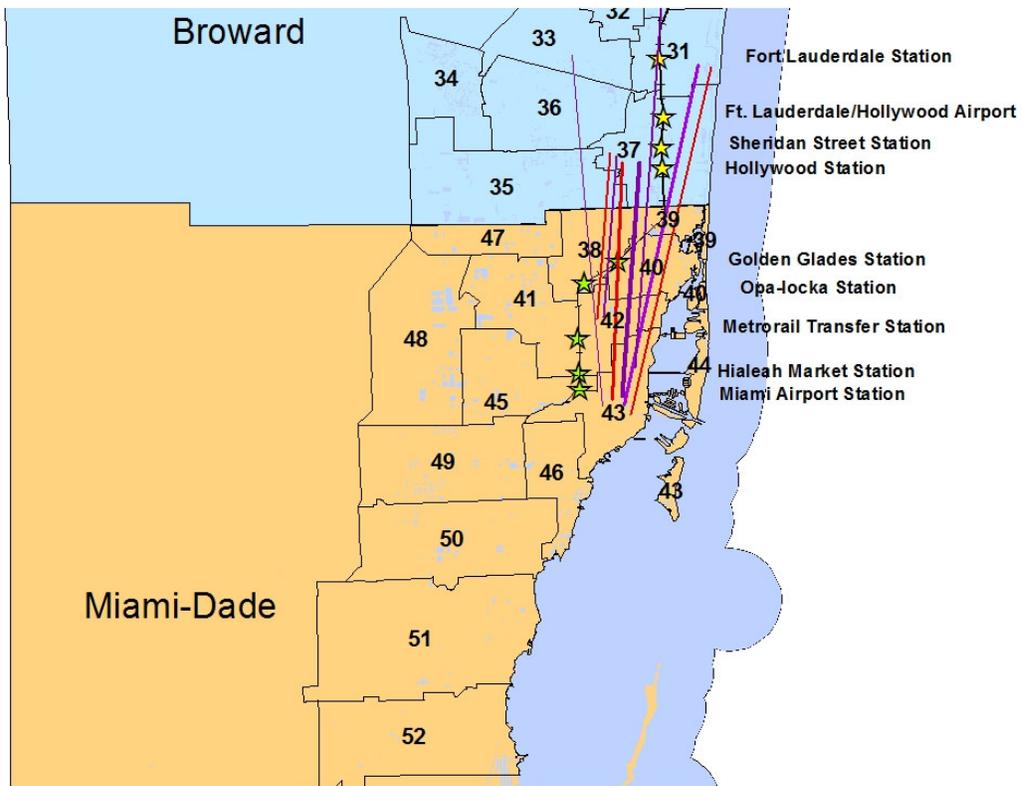


Figure 1.39 – Miami-Dade Co. Top 15 District-to-District Origin – Destination Pairs



1.4 Summary of Survey Results

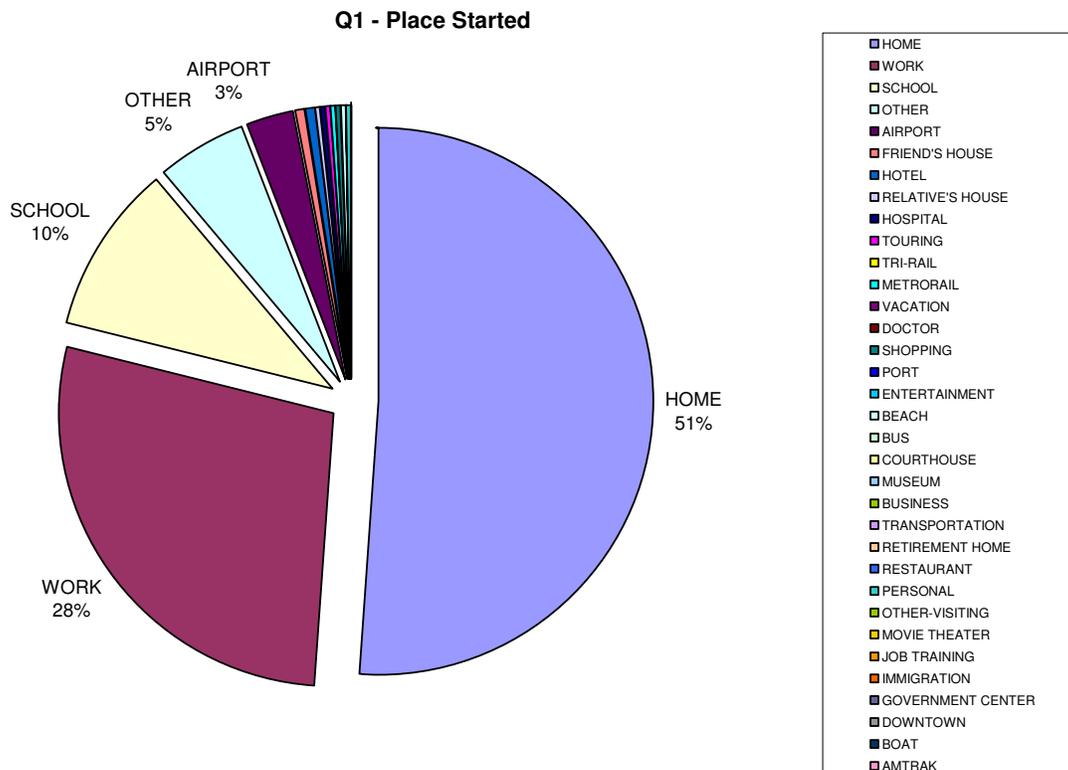
The following sections present a summary of the responses to each questions asked on the survey. Where possible, reference is made to results from the year 2000 and 2004 surveys for the same questions.

1.4.1 About This One Way Trip

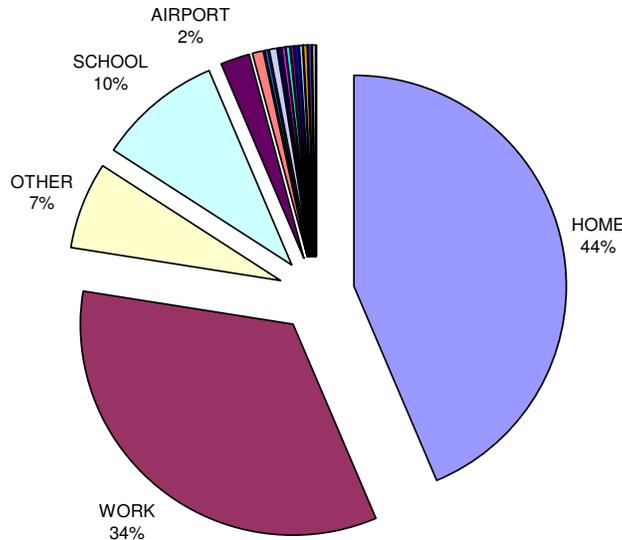
The first series of questions ask the respondent about the one way trip for which they are completing the survey. Questions include trip purpose, origin and destination (addressed in previous section), access and egress, station on and off and system use.

Trip Purpose

Question one (Q1) asked respondents where they started their one way trip. The results reveal that 51 percent of the respondents came from home and 28 percent began their trip at work. Other responses include 10 percent from school, three percent from the airport and the remaining eight percent from other locations. According to question seven (Q7), 44 percent of the respondents were going home and 34 percent were going to work. School made up 10 percent of the responses, followed by the airport with two percent of the responses and other destination with four percent.



Q7 - Destination Place



Year 2000 and 2004 surveys yielded similar results, however home-work based trips as a percentage of overall trip purposes reflects a lower percentage of overall trips than in previous year surveys. The current 2007 survey reflects a closer comparison of Home-Work Origins with Destinations, indicating greater survey accuracy in 2007 than previous surveys, and is due to the larger survey return rate (59% response rate with 6,047 completed surveys).

**Table 1-6 Home-Work Trip Purpose Comparison
Year 2000, 2004 and 2007 Surveys**

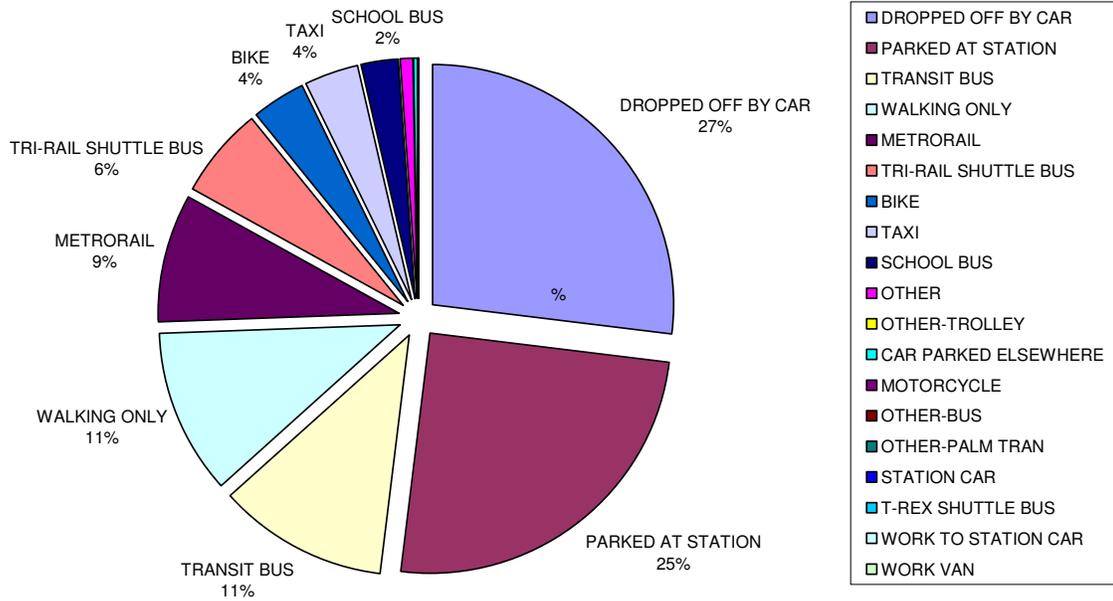
Survey Year	Home-Work Origin Place	Home-Work Destination Place
2000	89%	82%
2004	87%	70%
2007	79%	78%

Access/Egress

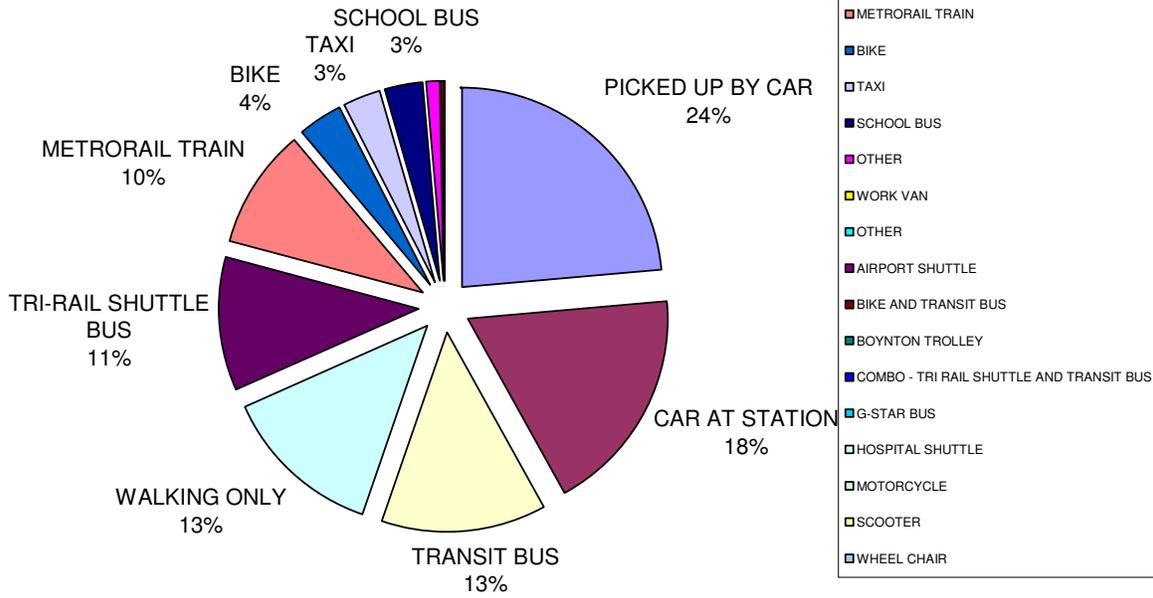
Question three asked respondents how they accessed Tri-Rail. Twenty-seven percent were dropped off by a car, while 25 percent drove and parked a car. The remaining respondents accessed Tri-Rail by transit bus (11%), walking only (11%), Metrorail (9%), Tri-Rail shuttle bus (6%), bike (4%), taxi (4%) and school bus (2%). The remaining one percent accessed Tri-Rail by other modes. Question six reveals that 24 percent of the respondents accessed their final destination by car picking them up from the station, 18 percent had a car parked at the station, 13 percent traveled by transit bus, 13 percent walked, 11 percent took a Tri-Rail Shuttle Bus, 10 percent continued their journey on a Metrorail, four percent rode a bike, three percent took a taxi

and three percent rode a school bus. The remaining respondents accessed their destination by other modes of transportation.

Q3 - Access Mode



Q6 - Destination Mode

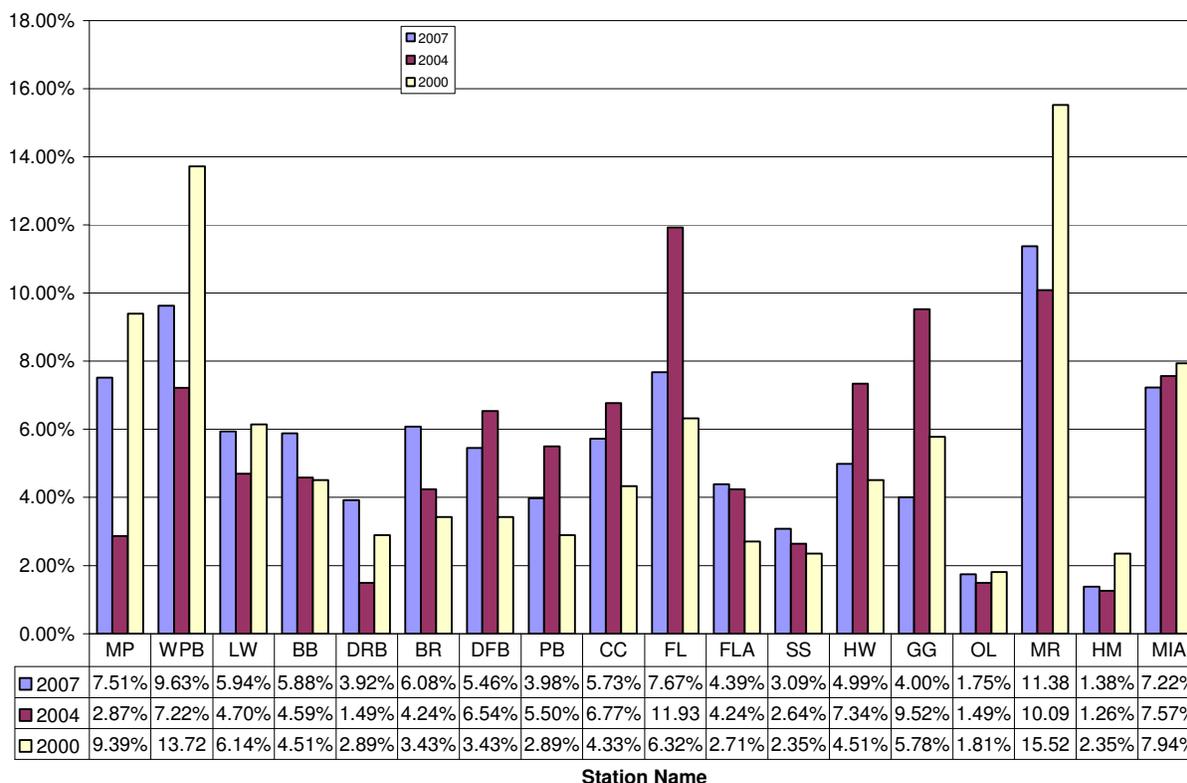


Station Boardings

Question four asked respondent the name of the station where respondents boarded the train. The highest percentage of boardings came from the Metrorail station, followed by the West Palm Beach station, the Fort Lauderdale station, and the Mangonia Park Station, each with eight percent of the trip origins. Miami Airport followed closely with six percent. Station boarding percentages (2000, 2004 and current 2007 surveys) are graphically displayed below. Station names are abbreviated as follows:

Station Abbr.	Station Name
MP	MANGONIA PARK
WPB	WEST PALM BEACH
LW	LAKE WORTH
BB	BOYNTON BEACH
DRB	DELRAY BEACH
BR	BOCA RATON
DFB	DEERFIELD BEACH
PB	POMPANO BEACH
CC	CYPRESS CREEK
FL	FORT LAUDERDALE
FLA	FORT LAUDERDALE AIRPORT
SS	SHERIDAN ST.
HW	HOLLYWOOD
GG	GOLDEN GLADES
OL	OPA-LOCKA
MR	METRORAIL
HM	HIALEAH MARKET
MIA	MIAMI AIRPORT

Q4 - Station On

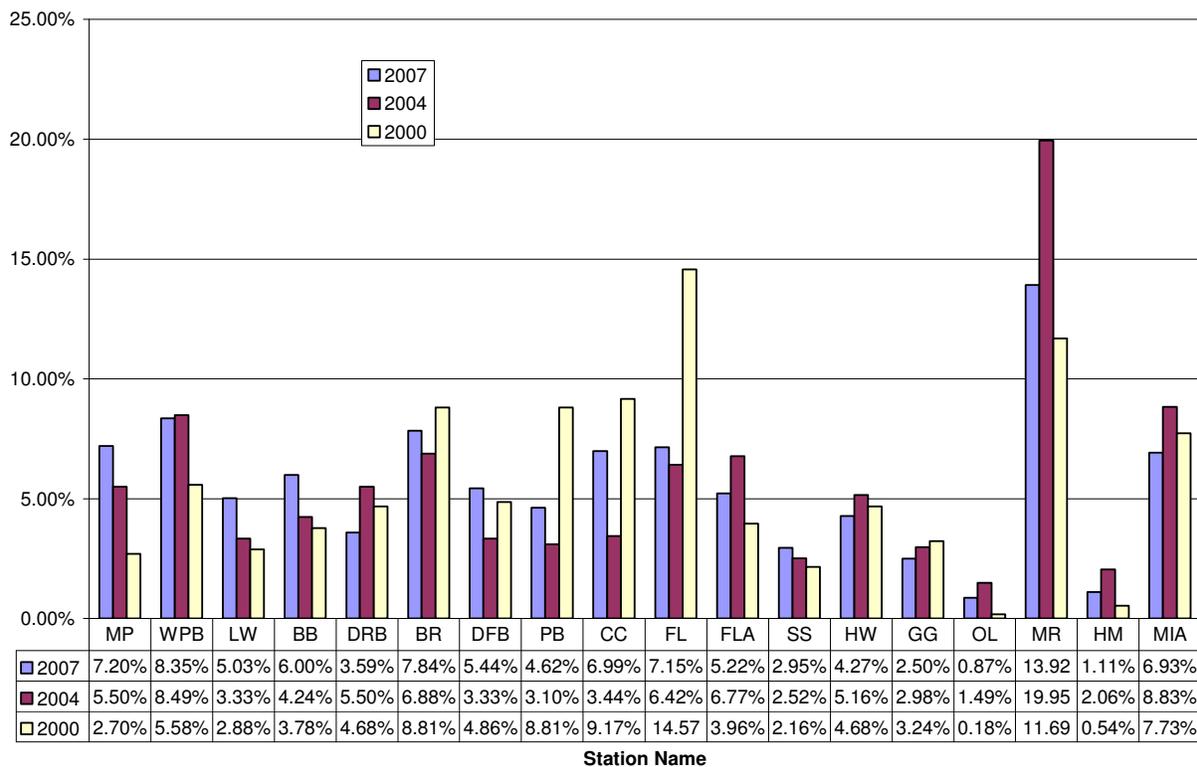


Survey results for station boardings between previous surveys (year 2000 and 2004) reflected a substantial flattening of percentage of boardings between stations. This trend continues between 2004 and 2007 with current survey results reflecting increased boardings among Palm Beach County stations – 25% to 39%, a decrease in Broward County stations – 45% to 35%, an a slight decrease in Miami-Dade County stations – 30% to 26%.

Station Deboardings

Question five asked the name of the station where respondents exited the train. Fourteen percent of the respondents exited at the Metrorail station. This was followed by West Palm Beach (8%), Boca Raton (8%), Mangonia Park (7%), Fort Lauderdale (7%), Cypress Creek (7%) and Miami Airport (7%). The remaining stations reflect deboardings less than 6% of the system deboardings. Station deboarding percentages (2000, 2004 and current 2007 surveys) are graphically displayed below.

Q5 - Station Off



Survey results for station deboardings between previous surveys (year 2000 and 2004) reflected a very heavy dominance of people exiting the train at the Metrorail Transfer Station, otherwise there was a marked leveling of station deboardings. This trend continues between 2004 and 2007 with current survey results reflecting increased deboardings among Palm Beach County stations – 34% to 38%, an increase in Broward County stations – 31% to 37%, an a decrease in Miami-Dade County stations – 35% to 25%.

Station-to-Station Rider Activity

Based on surveys that contained both an origin station and a destination station, a station-to-station travel matrix was developed (Table 1-7 below). As depicted above, rider patterns reflect both short trips and long trip patterns (i.e., station-to-station travel). Riders boarding at northern stations tend to deboard before or at Ft. Lauderdale, or at the Metrorail or Miami Airport stations. Lower boardings and deboardings occur between the Ft. Lauderdale Airport and the Metrorail station. This table also identifies passenger miles and average travel distances. As reflected in the last column to the right, travel distances are longest for those passengers boarding at the far ends of the lines. Those passengers boarding at the Sheridan Street station average the shortest travel distance of all Tri-Rail passengers, reflecting closer proximity to their destinations.

Table 1-7 Station-to-Station Rider Activity

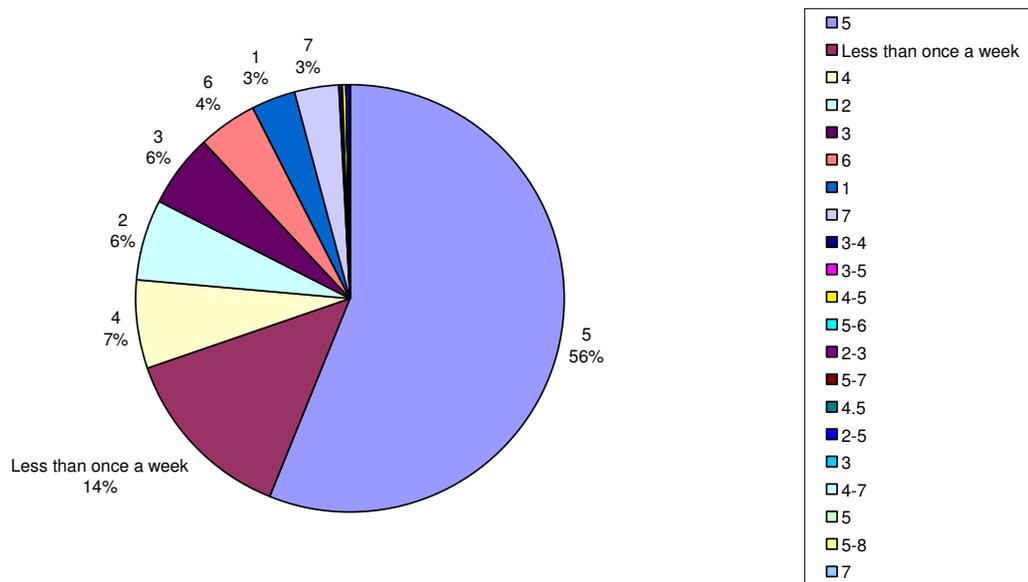
Station On	Station Off																		Grand Total	Avg. Travel Distance (Mi.)	
	MP	WPB	LW	BB	DRB	BR	DFB	PB	CC	FL	FLA	SS	HW	GG	OL	MR	HM	MIA			
Distance (Mi)	0	3.5	6.9	4.3	7.0	4.4	5.7	3.2	5.0	5.8	4.0	2.1	1.4	7.1	2.1	3.9	2.4	1.0			
Cum. Dist (Mi)	3.5	10.3	14.6	21.7	26.1	31.8	35.0	40.0	45.8	49.8	51.9	53.3	60.3	62.4	66.3	68.7	69.7				
MP		6	34	95	21	45	33	16	25	26	26	7	12	18	8	30	1	27		430	
Pass. Mi.		20.7	350.9	1,388.9	454.9	1,174.1	1,049.7	560.0	999.5	1,190.5	1,295.6	363.2	639.2	1,085.9	499.2	1,999.0	68.7	1,883.0		15,013.0	
WPB			27	68	24	77	39	27	40	52	29	13	17	5	65	5	45			550	
Pass. Mi.	0.0		185.5	759.6	437.0	1,743.3	1,106.0	851.9	1,461.2	2,201.7	1,345.0	629.7	846.9	967.0	294.8	4,085.3	326.3	2,983.1		20,224.1	
LW				16	21	40	23	18	25	30	10	3	23	6	12	39	7	26		350	
Pass. Mi.	350.9	116.8		68.8	238.1	630.8	494.3	444.2	741.5	1,064.1	395.1	124.7	987.9	300.1	625.0	2,183.2	408.7	1,544.9		10,719.1	
BB					3	18	6	12	22	32	17	5	9	2	1	36	2	12		312	
Pass. Mi.	1,038.0	636.7	30.1		21.1	206.5	103.1	244.6	557.9	997.4	598.6	186.4	347.9	91.4	47.8	1,860.5	108.2	661.4		7,737.5	
DRB						6	8	12	19	20	13	2	13	9	1	26	3	17		234	
Pass. Mi.	714.8	600.9	158.8	35.2		26.6	81.2	160.1	348.1	482.6	366.2	60.5	410.9	348.0	40.7	1,160.6	141.2	817.4		5,953.7	
BR							5	5	17	29	23	8	16	8	0	21	3	33		338	
Pass. Mi.	1,617.6	1,562.2	473.1	68.8	13.3		28.6	44.6	236.1	571.3	546.0	206.4	434.9	273.9	0.0	844.4	127.9	1,440.5		8,489.5	
DFB								6	10	26	14	13	9	6	4	46	6	33		282	
Pass. Mi.	1,367.8	1,021.0	279.4	86.0	91.4	34.3		9.6	81.7	363.5	252.3	261.0	193.1	171.1	122.4	1,586.5	221.4	1,251.7		7,394.1	
PB									3	11	9	5	6	15	3	62	1	26		230	
Pass. Mi.	420.0	788.8	296.2	285.3	80.0	142.6	12.8		14.9	118.7	133.5	84.5	109.6	380.0	82.2	1,940.6	33.7	903.2		5,826.5	
CC										7	6	4	15	6	2	59	7	36		296	
Pass. Mi.	839.6	1,132.4	889.8	405.8	256.5	416.7	81.7	10.0		40.7	59.1	47.6	199.4	122.1	44.8	1,552.9	201.1	1,071.4		7,371.5	
FL											3	3	6	20	9	112	6	40		418	
Pass. Mi.	1,373.7	1,735.9	496.6	654.6	458.5	945.6	419.4	118.7	29.1		12.1	18.3	44.9	290.8	149.5	2,297.1	137.5	958.0		10,140.2	
FLA												1	1	3	3	96	6	36		247	
Pass. Mi.	647.8	834.8	79.0	387.3	281.7	403.6	180.2	74.2	118.2	12.1		2.1	3.4	31.5	37.7	1,581.1	113.3	716.8		5,504.8	
SS																71	5	17		174	
Pass. Mi.	415.1	484.4	83.1	111.8	60.5	516.0	241.0	185.8	35.7	12.2	2.1		1.4	33.8	21.0	1,023.1	84.1	303.5		3,614.5	
HW																86	7	17		279	
Pass. Mi.	532.7	1,145.9	601.3	425.2	442.5	733.9	321.9	274.1	279.1	52.4	13.8	0.0		4	4	86	7	17		6,396.0	
GG																1	25	0		17	
Pass. Mi.	1,025.6	1,251.4	350.1	365.7	541.4	684.8	513.4	531.9	488.4	319.9	157.5	25.3	56.5		2.1	149.3	0.0	160.0		6,623.1	
OL																6	2	3		101	
Pass. Mi.	624.0	117.9	312.5	47.8	81.5	217.9	214.1	301.4	291.5	199.3	62.9	42.0	100.4	0.0		23.4	12.6	22.0		2,671.2	
MR																2	2	6		608	
Pass. Mi.	1,723.8	2,325.5	1,791.4	1,602.1	848.2	723.8	1,586.5	1,471.1	1,816.1	1,640.8	955.3	936.7	755.7	71.6	7.8	4.8	20.6			18,281.7	
HM																1	0	1		75	
Pass. Mi.	68.7	130.5	292.0	108.2	188.2	341.0	221.4	471.9	316.0	114.6	94.4	67.3	77.2	8.4	0.0	2.4		1.0		2,503.2	
MIA																9	0			394	
Pass. Mi.	1,325.1	2,585.3	1,307.2	716.6	480.8	1,265.9	1,289.6	903.2	1,785.6	814.3	836.2	374.9	395.3	75.3	29.4	31.0	0.0			14,215.5	
Grand Total	410	468	271	326	195	431	306	256	379	398	280	161	234	139	61	790	63	392		5,560	
																					Passenger Miles Traveled
																					158,679.1
																					28.5

Station Abbr.	Station Name
MP	MANGONIA PARK
WPB	WEST PALM BEACH
LW	LAKE WORTH
BB	BOYNTON BEACH
DRB	DELRAY BEACH
BR	BOCA RATON
DFB	DEERFIELD BEACH
PB	POMPANO BEACH
CC	CYPRESS CREEK
FL	FORT LAUDERDALE
FLA	FORT LAUDERDALE AIRPORT
SS	SHERIDAN ST.
HW	HOLLYWOOD
GG	GOLDEN GLADES
OL	OPA-LOCKA
MR	METRORAIL
HM	HIALEAH MARKET
MIA	MIAMI AIRPORT

System Use

Finally, question nine provides information about the trip purpose by determining how many days per week respondents make the same trip. Fifty-six percent of the respondents take this trip five times a week and 14 percent travel less than once a week. Seven percent of the respondents take this trip four days a week, followed by six percent two days of the week and six percent three days a week. Four percent of the respondents take this trip six days a week, followed by three percent traveling both one day per week and seven days per week.

Q9 - Days Per Week Making Trip



Previous survey efforts (year 2000 and 2004) asked the system use question in a different manner (How frequently do you ride Tri-Rail?) with scripted answers (daily, weekdays, occasionally, weekends). Thus results are slightly different than that gathered in the 2007 survey. Nevertheless, daily and weekdays combined represented 73 % in 2000 and 61% in 2004, which is comparable to 63% in 2007 (use 5-7 days).

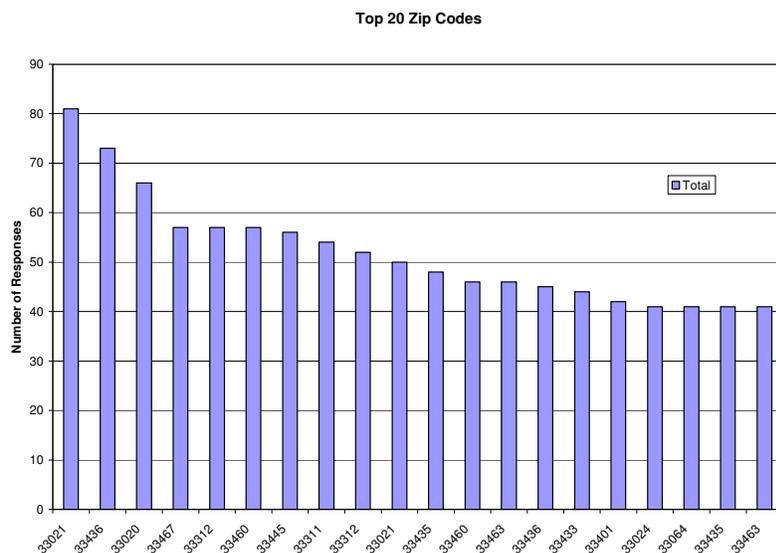
1.4.2 About The Rider

The next series of questions seek to understand the respondents by providing information about the home zip code, socioeconomic data including gender, age, educational attainment, driver's license, income, household size and automobile ownership, as well as whether or not respondents have filled out a survey on another trip.

Home Zip Code

Question 10 reveals the top 10 zip codes of the respondents riding the Tri-Rail, which included

- 33021 – Hollywood, Pembroke Park
- 33436 – Boynton Beach, Village of Golf
- 33020 – Hollywood, Pembroke Pines
- 33467 – Lake Worth, Wellington / Greenacres
- 33312 – Ft. Lauderdale, Davie
- 33460 – Lake Worth, Lantana
- 33446 – Delray Beach, West Delray Beach
- 33311 – Ft. Lauderdale, Lauderdale Lakes, Lauderhill, Oakland Park, Plantation
- 33435 – Boynton Beach, Briny Breezes, Ocean Ridge
- 33463 – Lake Worth, Greenacres



Socioeconomic

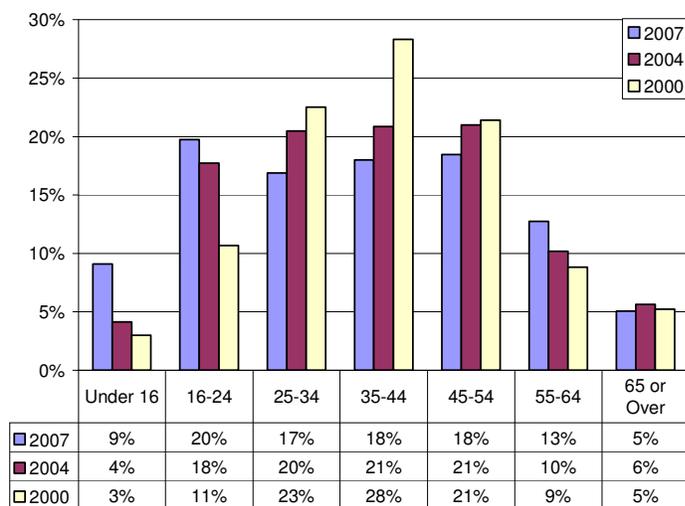
Question 11 asked the respondents gender. Fifty-five percent of the respondents were male and 45 percent were female. In 2004 survey 55% were male and in the 2000 survey 60% were male.

Respondents provided their age in Question 12, which were selected as a range. Nine percent of the respondents were under the age of 16, followed by 20 percent between the ages of 16-

24, 17 percent between the ages of 25-34, 18 percent within the age range of 35-44, 18 percent within the age range of 45-54, 13 percent in the range of 55-64 and five percent age 65 and over.

The following graphic illustrates the age distribution of the Tri-Rail user. There has been a shift from the middle aged (age 25 - 54) categories towards the youth (under 24) and senior (over 55) populations over the past three surveys. Note, year 2000 and 2004 surveys utilized an under 18 and 18-24 categories, which are slightly different than what was used in the current 2007 survey effort (reflected below)

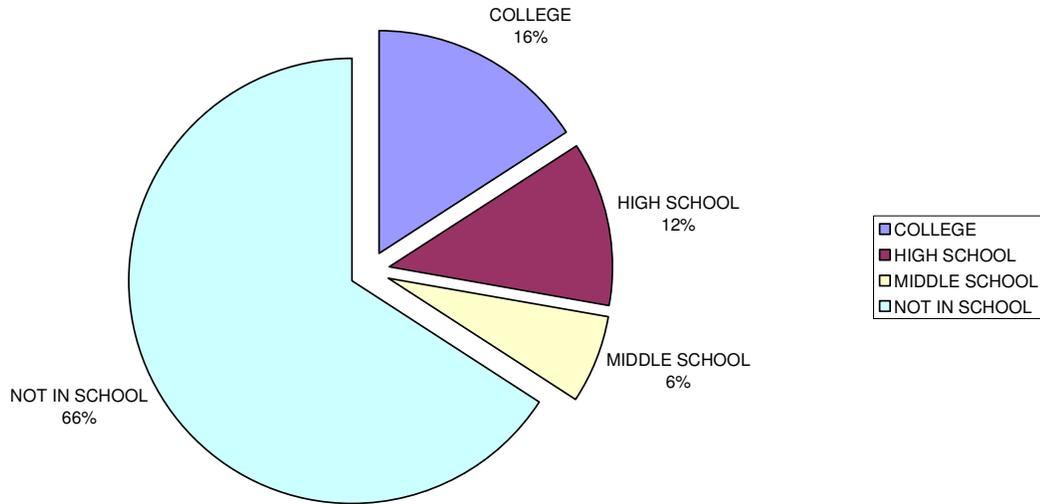
Q12 - Age



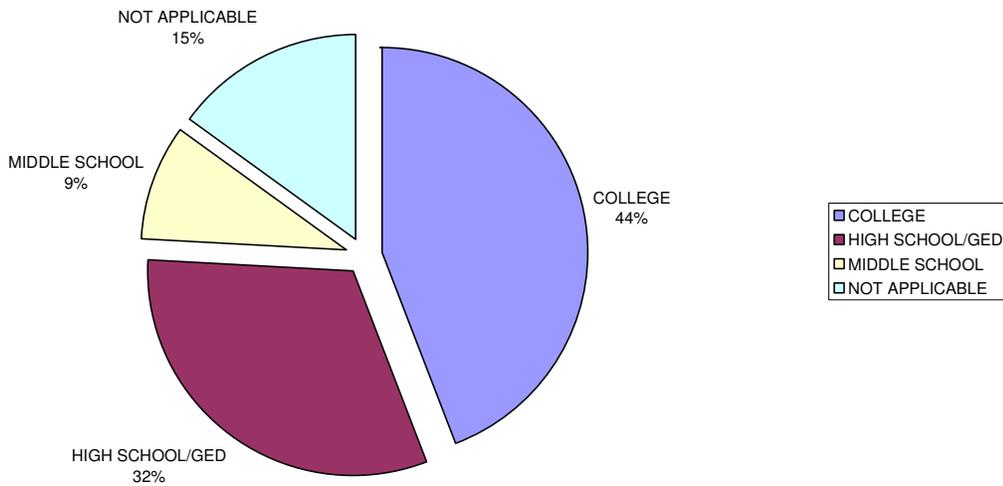
Question 13 asked respondents whether they are currently enrolled in school. Sixty-six percent of the respondents were not in school, 16 percent were currently enrolled in college, 12 percent were attending high school and six percent were enrolled in middle school. This question was not asked in the year 2000 and 2004 surveys.

Question 14 determines educational attainment, revealing that 44 percent of the respondents graduated from college, 32 percent had a high school degree or GED, nine percent completed middle school and 15 percent reporting a “not applicable” response. Surveys conducted in year 2000 and 2004 reflected slightly different response categories. These surveys contained a category called “Some High School”, “Some College” and “Post Grad”. Combining College grad with post grad revealed similar results to the 2007 survey college grad response, 41% in 2000 and 38% in 2004. Results of the 2007 survey indicate a slight elevation in the level of education achieved by the existing Tri-Rail user than that of past users.

Q13 - Education - Currently Enrolled



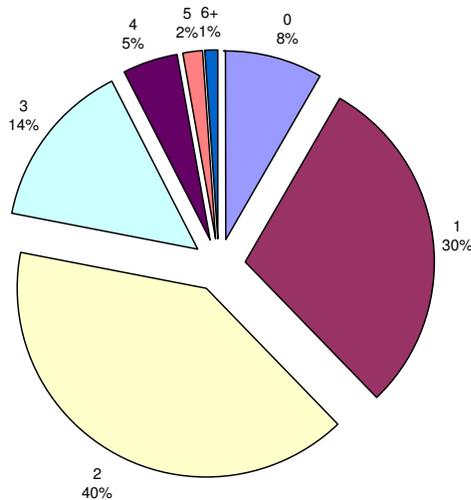
Q14 - Education - Graduated



According to Question 15, 74 percent of the respondents had a drivers license, whereas, 25 percent did not. Question 18 asked how many working automobiles are owned by the respondents' households. Eight percent of the respondents did not have a working automobile, followed by 30 percent with only one, 40 percent had two, 14 percent owned three, five percent with four, two percent owned five and one percent of the households owned six or more working

automobiles. Question 19 reveals that 63 percent of the respondents could have traveled by automobile to make this trip and 37 percent did not have access to an automobile for this trip.

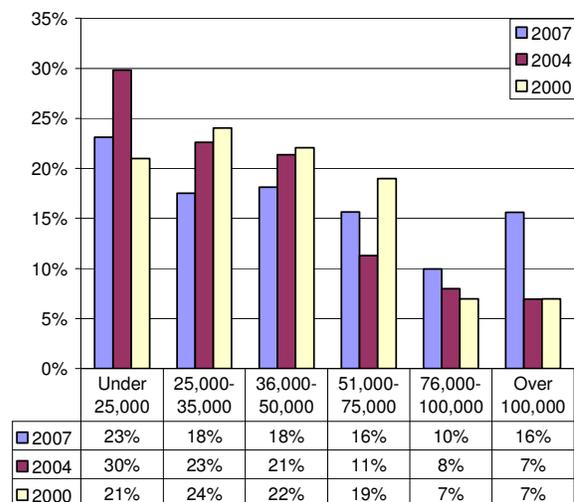
Q18 - Cars Owned by Household



Respondent's income was determined through question 16, with a range of income levels provided to respondents. Twenty-two percent of respondents reported an income under \$25,000, 18 percent reported an income of \$25,000 – \$35,000, 18 percent had an income of \$36,000 – 50,000, 16 percent fell in the range of \$51,000 - \$75,000, 10 percent recorded an income of \$76,000 - \$100,000 and 16 percent reported their income as over \$100,000.

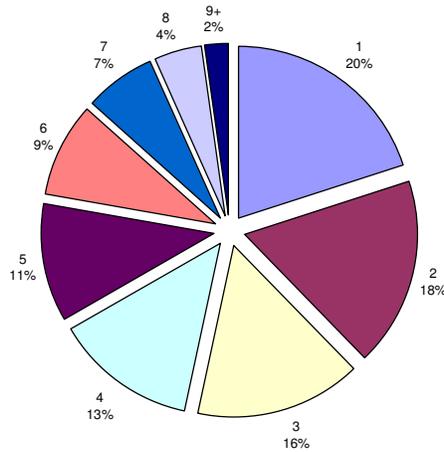
A comparison of the current survey results against previous survey results (year 2000 and 2004 surveys) for household income, reveal a gradual shift from incomes below \$50,000 / year to greater than \$50,000 / year.

Q16 - Income



Question 17 asks how many people are living in the respondents' households. The results revealed 20 percent of the respondents live in one person households, 18 percent in two person households, 16 percent in three person households, 13 percent in four person households, 11 percent in five person households, nine percent in six person households, seven percent in seven person households, four percent in eight person households and two percent in households with nine or more people.

Q17 - People Living in Household



First Survey

The final question provides information on whether respondents filled out a survey earlier. 26 percent of the respondents filled out surveys for other trips and 74 percent did not.

1.4.3 Tri-Rail Service Satisfaction

Question 21 asked respondents to rate 1) the train service, 2) connecting service, and 3) stations. The responses were given ratings of very poor, poor, okay, good, very good and not applicable. The following summarizes the responses to question 21. Responses that were left blank or not applicable are not included in the following survey results.

Train Service

The first series of questions ask respondents to rate the Tri-Rail train service. The following Table 1-8 provides the responses to the attitudinal questions about the Tri-Rail trains. More respondents rated restrooms and on-time performance as very poor and poor, respectively. The number of trains, cleanliness and overall value were each rated as okay by more respondents than other ratings. On-board crew members, air conditioning, door operations, announcements and sense of security were rated as good by more respondents, and none of the responses had a majority of the respondents giving a rating of very good.

Similar questions were asked in the 2000 and 2004 surveys, however each of these surveys were not as comprehensive as the 2007 survey in the number of questions asked in relation to train service. Table 1-9 reflects a comparison of the same questions asked between the current 2007 survey and those conducted in year 2000 and 2004.

Table 1-8 Train Service Satisfaction

Question	Very Poor	Poor	Okay	Good	Very Good
Number of Trains	12%	25%	36%	19%	7%
On Time Performance	29%	31%	23%	11%	6%
On-Board Crew	5%	5%	33%	35%	22%
Cleanliness	9%	13%	36%	30%	12%
Restrooms	29%	23%	26%	16%	6%
Announcements	6%	11%	30%	34%	19%
Door Operations	3%	3%	28%	42%	24%
Air Conditioning	3%	5%	27%	40%	25%
Sense of Security	4%	5%	28%	39%	24%
Overall Value	5%	7%	32%	31%	25%

Table 1-9 Year 2000 & 2004 Survey Train Service Satisfaction Comparison

Question	Survey Year	Poor	Fair	Good	Very Good	Excellent
On Time Performance	2000	0.58%	10.23%	27.99%	34.36%	26.83%
	2004	24.16%	24.41%	22.15%	17.27%	12.02%
Train Cleanliness	2000	2.50%	16.18%	31.02%	30.64%	19.65%
	2004	5.79%	11.84%	30.89%	31.15%	20.33%
Overall Price Value	2000	4.17%	16.27%	29.56%	23.81%	26.19%
	2004	4.12%	19.92%	26.43%	25.76%	23.77%
Overall Satisfaction with Tri-Rail Service	2000	1.07%	8.02%	30.12%	37.79%	22.99%
	2004	13.00%	18.42%	28.49%	22.43%	17.66%

Connecting Transit

The next series of attitudinal questions address connecting transit. Respondents were asked to rate the number of connecting trains/buses, on-time performance of connections and the ease of connections. Table 1-10 reveals the responses to these questions. More respondents rated the connecting transit questions as okay, compared to the other ratings. Table 1-11 provides a comparison of previous year 2000 and 2004 bus connections satisfaction.

Table 1-10 Connecting Transit Satisfaction

Question	Very Poor	Poor	Okay	Good	Very Good
No. of Trains/Buses	12%	9%	34%	25%	10%
On-Time Performance	17%	22%	30%	21%	10%
Ease of Connections	11%	15%	34%	27%	13%

Table 1-11 Year 2000 & 2004 Survey Connecting Transit Satisfaction

Question	Survey Year	Poor	Fair	Good	Very Good	Excellent
Bus Connections Rating	2000	14.48%	17.47%	25.29%	24.83%	17.93%
	2004	9.36%	18.72%	28.97%	23.92%	19.02%

Stations

The last series of attitudinal questions provide the opportunity for respondents to rate the stations. Table 1-12 displays the responses to the station related questions. Parking was rated as good by more respondents, and station announcements, cleanliness, helpfulness of staff, sense of security and tickets/ticketing machines were all rated as okay by more respondents.

Table 1-12 Stations Satisfaction

Question	Very Poor	Poor	Okay	Good	Very Good
Announcements	9%	16%	32%	28%	15%
Cleanliness	8%	12%	34%	23%	14%
Helpfulness of Staff	9%	13%	31%	30%	17%
Sense of Security	7%	10%	34%	33%	16%
Parking	6%	8%	30%	34%	22%
Tickets/Ticket Machines	8%	13%	35%	29%	15%

Table 1-13 Year 2000 & 2004 Survey Station Satisfaction Comparison

Question	Survey Year	Poor	Fair	Good	Very Good	Excellent
Cleanliness	2000	2.72%	12.23%	30.87%	32.62%	21.55%
	2004	4.90%	11.98%	29.90%	31.44%	21.78%
Customer Service Rating	2000	1.96%	12.35%	28.24%	32.35%	25.10%
	2004	6.46%	15.21%	30.29%	26.74%	21.29%
Station Parking Rating	2000	7.23%	7.66%	25.96%	31.06%	28.09%
	2004	6.46%	12.78%	28.56%	28.51%	23.60%
Ticket Machines Rating	2000	3.82%	11.65%	27.71%	28.71%	28.11%
	2004	7.32%	18.49%	32.09%	21.82%	20.28%

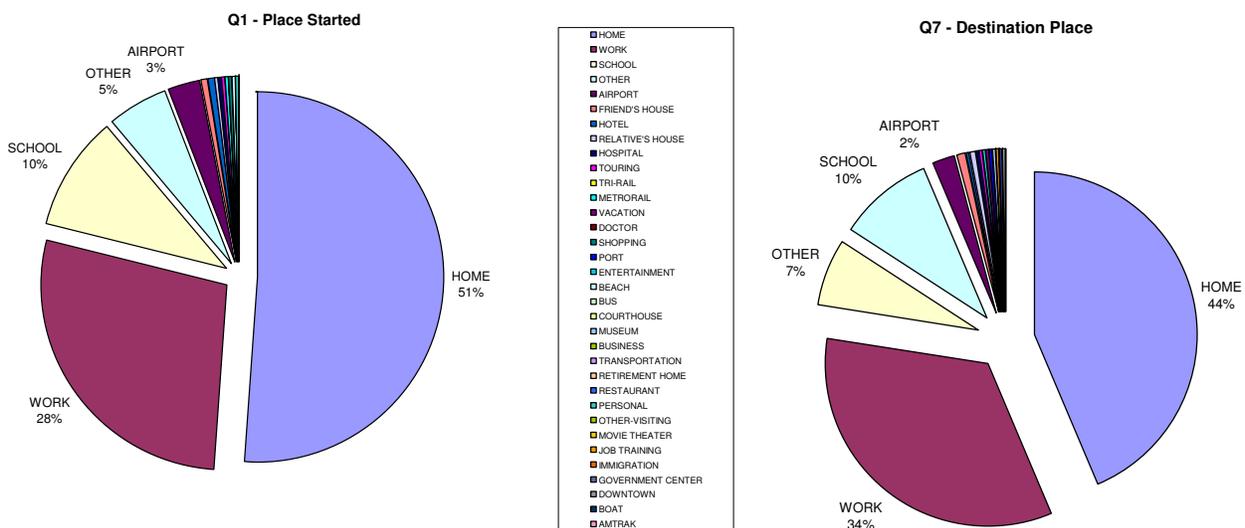
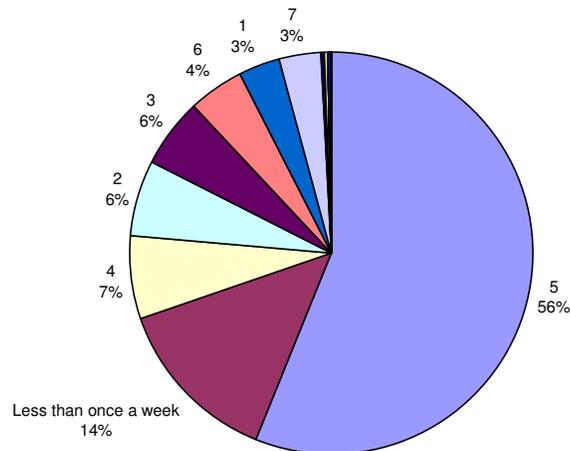
Comments and Suggestions

The final question on the survey provided the opportunity for respondents to add their own comments or suggestions. Forty Seven percent of the surveys provided comments. The comments are included in Appendix C.

1.5 Tri-Rail Passenger Characteristics

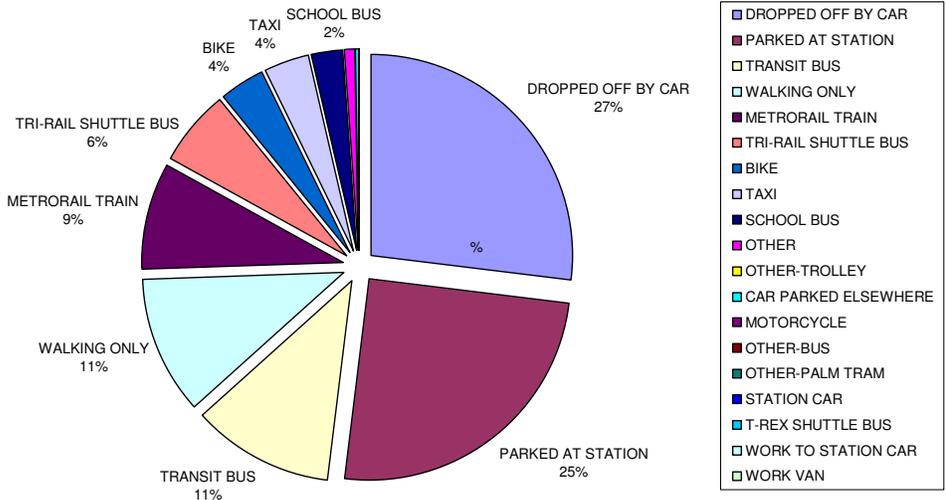
This section provides a summary of the survey results data to represent general Tri-Rail passenger characteristics. Following is a list of the travel and socioeconomic characteristics of the Tri-Rail passengers:

- Tri-Rail passengers generally travel **between home and work five days a week**.

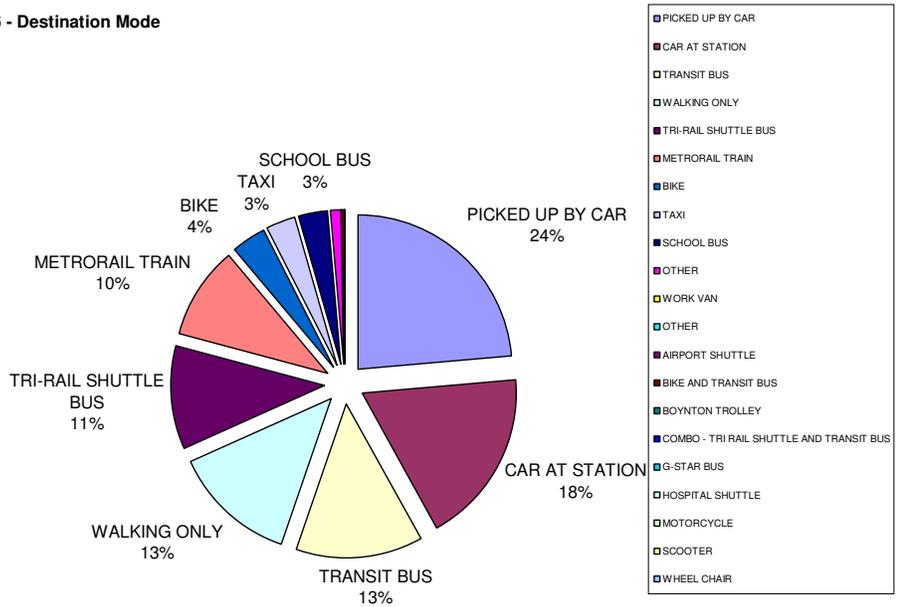


- The **predominate mode of access and egress** to/from the Tri-Rail system is **by car**, 1) driving and parking a car at the station (25%), or 2) by being dropped off by car (27%), for a total of 52%. To reach their final destination after leaving Tri-Rail, passengers are picked up by a car (24%), or drive a car that is parked at the station (18%), for a total of 42%.

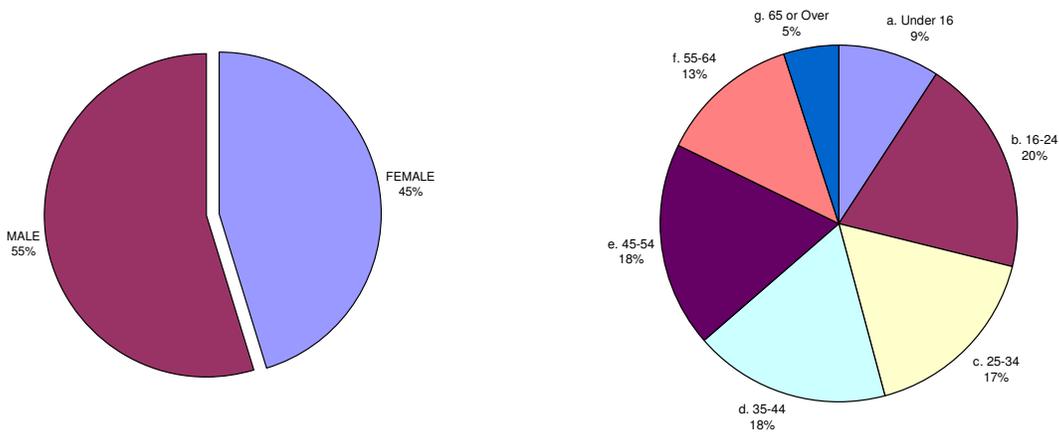
Q3 - Access Mode



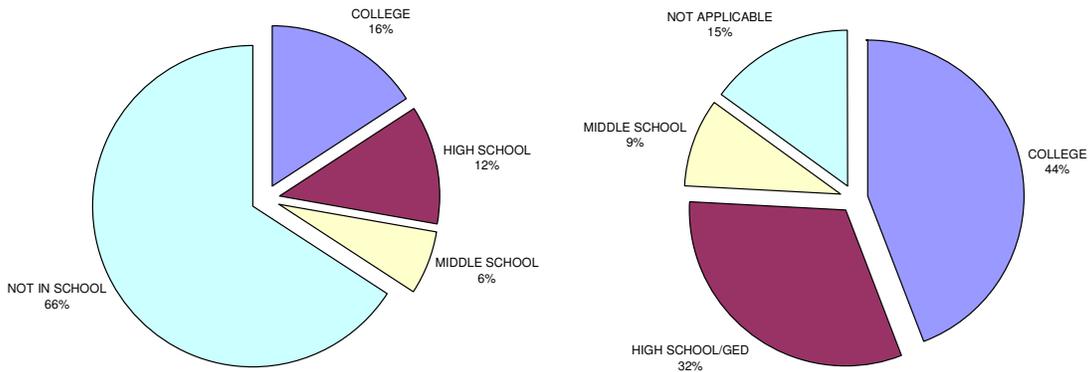
Q6 - Destination Mode



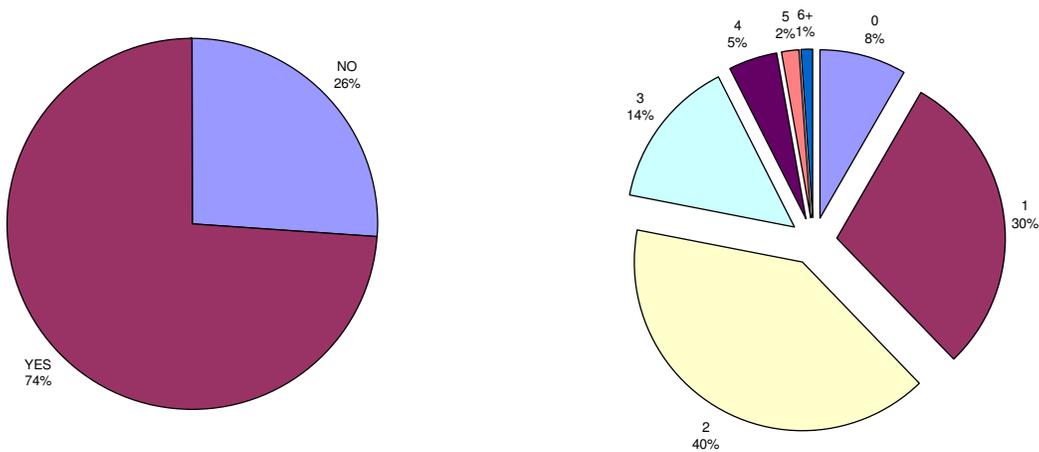
- Tri-rail passengers are generally **male (55%) under the age of 45 (64%)**.



- While the majority of Tri-Rail passengers are **not currently enrolled in school (66%)**, they do **have a college degree (44%) or a high school degree (32%)**, with **18% in middle or high school**.

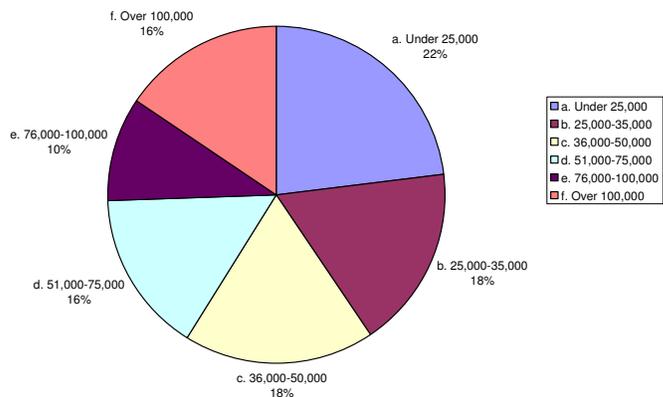


- A majority of Tri-Rail passengers **have a driver's license (76%)** and **owns two cars (40%)**.

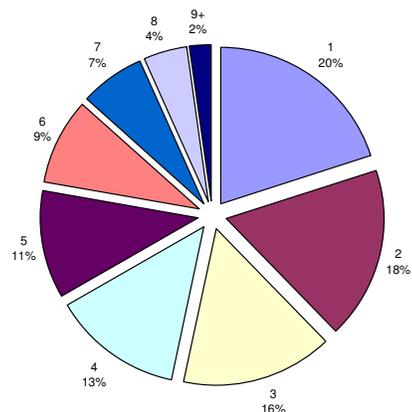


- Although Tri-Rail passenger income is evenly distributed across income categories, passengers generally earn an **income of less than \$50,000 a year (58%)**. There is also a strong likelihood of **one to three people living in their household (54%)**.

Q16 - Income

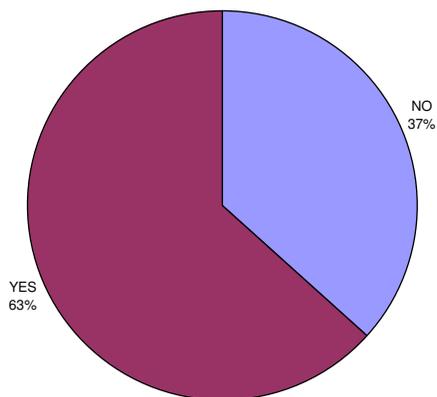


Q17 - People Living in Household



- Finally, Tri-Rail passengers **could travel by car, but choose to ride Tri-Rail** instead (63%).

Q19 - Could Have Traveled by Car



2.0 Bus-Rail Station Transfer Survey

2.1 Overview

A survey of passengers transferring between a bus and Tri Rail commuter rail was conducted on May 15-17, 2007. A total of 788 surveys were collected as a result of this effort. Two separate survey forms were used. One survey was directed toward passengers transferring from a train to a bus, with a total of 409 surveys collected. The other survey form was given to passengers transferring from a bus to a train, with a total of 379 surveys collected. Each survey has five questions, including one open ended location question and a question for respondents to provide comments. Copies of the two surveys are included in Appendix D.

Data Analysis

Data entry was conducted using Excel during the month of June 2007. Each individual question was analyzed in Excel and charts were created for a graphical representation of each question.

2.2 Survey Results

Overall Response Rate

The overall response rate for the SFRTA bus-rail interface survey was 50 percent, based on the total number of bus passengers. The response rate was calculated based on the number of bus passengers tallied by SFRTA staff. The formula for calculating response rate is as follows.

$$\text{Response Rate (\%)} = \frac{\text{Completed Questionnaires}}{\text{Passenger Counts (on connecting bus routes)}}$$

There were a total of 1,576 bus passengers on the connecting bus routes at SFRTA Tri-Rail stations on the survey day. A total of 789 valid surveys were completed, resulting in a 50 percent response rate.

Survey Response – Transferring from a “Train to a Bus”

Response Rate of On Board Survey by Passenger

A total of 409 valid surveys were included in the results.

Response Rate of On Board Survey by Question

The survey has five questions (Q1-Q5) about the respondents' transfer from a train to a bus. Table 2-1 shows the response rates for the survey questions.

**Table 2-1
Train to Bus Transfer Survey Response Rates by Question**

Response Rate				
Q1	Q2	Q3	Q4	Q5
97%	96%	96%	94%	23%

Response rates ranged from a low of 23 percent on the open ended comments question to a high of 97 percent.

Response Rate by Survey Station

Surveys were conducted at all Tri-Rail train stations. Eighteen percent of the surveys came from the Boca Raton station and 10 percent came from Fort Lauderdale station. Table 2-2 shows the survey response by station. A total of 399 surveys provided station information.

**Table 2-2
Train to Bus Transfer Survey Response Rates by Station, Bus Route and Number of Bus Transfer Passengers**

Station Name	% of Total	Bus Route	# of Passengers
MANGONIA PARK	5%	31	14
		33	3
		27	1
		20	1
		2	1
WEST PALM BEACH	7%	30	1
		50	20
		44	2
		1	1
LAKE WORTH	4%	62	1
		62	14
BOYNTON BEACH	3%	70	7
		495	2
DELRAY BEACH	7%	71	1
		2	11
		70	6
		81	4
		Shuttle	1
		80	1

**Table 2-2 (Cont.)
Train to Bus Transfer Survey Response Rates by Station, Bus Route and Number
of Bus Transfer Passengers**

Station Name	% of Total	Bus Route	# of Passengers
BOCA RATON	18%	2	21
		94	20
		T-Rex A	8
		Town Ctr.	5
		T-Rex B	4
		School Bus	2
		34	1
DEERFIELD BEACH	3%	No responses	-
POMPANO BEACH	6%	No responses	-
CYPRESS CREEK	5%	60	4
		62	4
		CC2	2
		184	2
		CC1	1
		CC3	1
FORT LAUDERDALE	10%	Tri-Rail Shuttle	24
		22	9
		11	1
		BCT West Express	1
FORT LAUDERDALE AIRPORT	5%	6	6
		Airport Shuttle	5
		Tri-Rail Shuttle	3
		16	3
		4	2
SHERIDAN ST.	5%	12	11
		Shuttle	3
		3	2
		189	2
HOLLYWOOD	2%	7	5
		CCI	1
		Shuttle	1
GOLDEN GLADES	8%	77	15
		22	9
		2	2
		E	2
		62	1
		95	1
		241	1
OPA-LOCKA	2%	32	4
		E	4
		184	1

**Table 2-2 (Cont.)
Train to Bus Transfer Survey Response Rates by Station, Bus Route and Number
of Bus Transfer Passengers**

Station Name	% of Total	Bus Route	# of Passengers
METRORAIL	6%	42	9
		27	5
		L	4
		7	1
		88	1
		MetroRail	1
		32	1
HIALEAH MARKET	1%	Tri-Rail Shuttle	3
		36	1
MIAMI AIRPORT	5%	Tri-Rail Shuttle	9
		Airport Shuttle	3
		238	3
		37	1
		51	1

Response Rate by Date

Surveys of passengers transferring from a train to a bus were conducted over a period of three days. Twenty-five percent of the surveys were completed on Tuesday, May 15, 2007, 31 percent were filled out on Wednesday, May 16, 2007 and 38 percent were conducted on Thursday, May 17, 2007.

Response Rate by Time

Interviews were conducted during eight (one hour) time slots between 6:00 a.m. and 3:00 p.m. Twenty-seven percent of the surveys were conducted between 7:00 a.m. – 8:00 a.m., followed by 21 percent between the hours of 8:00 a.m. – 9:00 a.m. Table 2-3 shows response rates by hour for the 391 surveys that provided an interview time.

**Table 2-3
Train to Bus Transfer Survey Response Rates by Time Interviewed**

Time	% of Total
6-7 AM	15%
7-8 AM	27%
8-9 AM	21%
9-10 AM	12%
11-12 PM	8%
12-1 PM	6%
1-2 PM	4%
2-3 PM	3%

Bus Route

Bus routes from a train to final destination are recorded in Table 2-4. Of the total surveys collected, nine percent of the respondents transferred from a Tri- Rail shuttle bus.

**Table 2-4
Train to Bus Transfer Survey Response – Bus Route**

Route	Total	% of Total
Palm Tran Rte 2	14	3%
BCT Rte 3	2	0%
BCT Rte 4	2	0%
BCT Rte 6	6	1%
BCT Rte 7	6	1%
BCT Rte 11	1	0%
BCT Rte 12	11	3%
BCT Rte 16	3	1%
BCT Rte 18	1	0%
MDT Rte 22	20	5%
MDT Rte 27	6	1%
Palm Tran Rte 31	7	2%
MDT Rte 32	5	1%
Palm Tran Rte 33	1	0%
BCT Rte 34	20	5%
MDT Rte 36	1	0%
MDT Rte 37	1	0%
MDT Rte 42	9	2%
Palm Tran Rte 44	2	0%
Palm Tran Rte 50	20	5%
Palm Tran Rte 62	20	5%
Palm Tran Rte 70	12	3%
Palm Tran Rte 71	1	0%
MDT Rte 77	16	4%
80	1	0%
BCT Rte 81	2	0%
BCT Rte 92	6	1%
Palm Tran Rte 94	20	5%
BCT Rte 95	1	0%
184	3	1%
185	2	0%
189	2	0%
MDT Rte 238	3	1%
MDT Rte 241	1	0%
495	2	0%
Palm Tran Rte 1 N	1	0%

**Table 2-4 (cont.)
Train to Bus Transfer Survey Response – Bus Route**

Route	Total	% of Total
104 or 88	1	0%
184 Cypress Creek Shuttle 1	1	0%
Palm Tran Rte 2 N	8	2%
Palm Tran Rte 2 S	17	4%
Palm Tran 20 N	1	0%
Palm Tran Rte 30 S	1	0%
Palm Tran Rte 31 N	4	1%
Palm Tran Rte 31 or 20	1	0%
Palm Tran Rte 31 S	3	1%
Palm Tran Rte 33 N	2	0%
MDT Rte 57	1	0%
Palm Tran Rte 70 N	1	0%
Palm Tran Rte 81 E	2	0%
Airport shuttle	5	1%
Airport Terminal	3	1%
Broward West Express	1	0%
Cypress Creek Shuttle 1	1	0%
Cypress Creek Shuttle 2	2	0%
Cypress Creek Shuttle 3	1	0%
College shuttle	1	0%
Deerfield Beach Shuttle 1	2	0%
Deerfield Beach Shuttle 2	1	0%
MDT Rte E (105)	6	1%
MDT Rte L (112)	4	1%
MetroRail	1	0%
No Answer	34	8%
Palm Beach Rte 1	1	0%
Palm Beach Rte 2	1	0%
School Bus	2	0%
Sheridan Shuttle	1	0%
Shuttle Bus	4	1%
Shuttle Tri-Rail	38	9%
Sovereign	1	0%
Town Center	5	1%

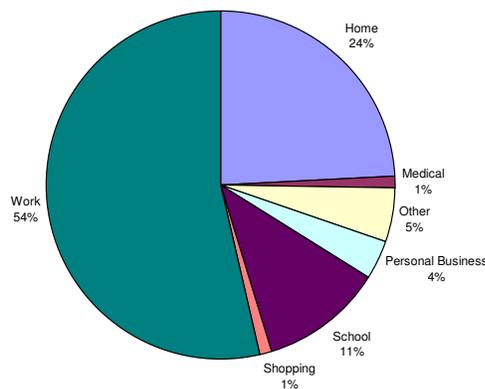
**Table 2-4 (cont.)
Train to Bus Transfer Survey Response – Bus Route**

Route	Total	% of Total
T-Rex	1	0%
T-Rex A	8	2%
T-Rex B	4	1%
Tri-Rail Shuttle	3	1%
Grand Total	409	100%

Trip Purpose

Question one (Q1) asked respondents about the final destination for this trip. Ninety-seven percent of the respondents provided an answer to this question. Fifty-four percent of the trips were going to work and 24 percent were going home. The remaining destinations included school trips (11%), personal business (4%), medical (1%), shopping (1%) and other destinations (5%). Question one follows with an open ended location question. Eighty-one percent of the respondents provided an address or city, and 77 percent provided an address.

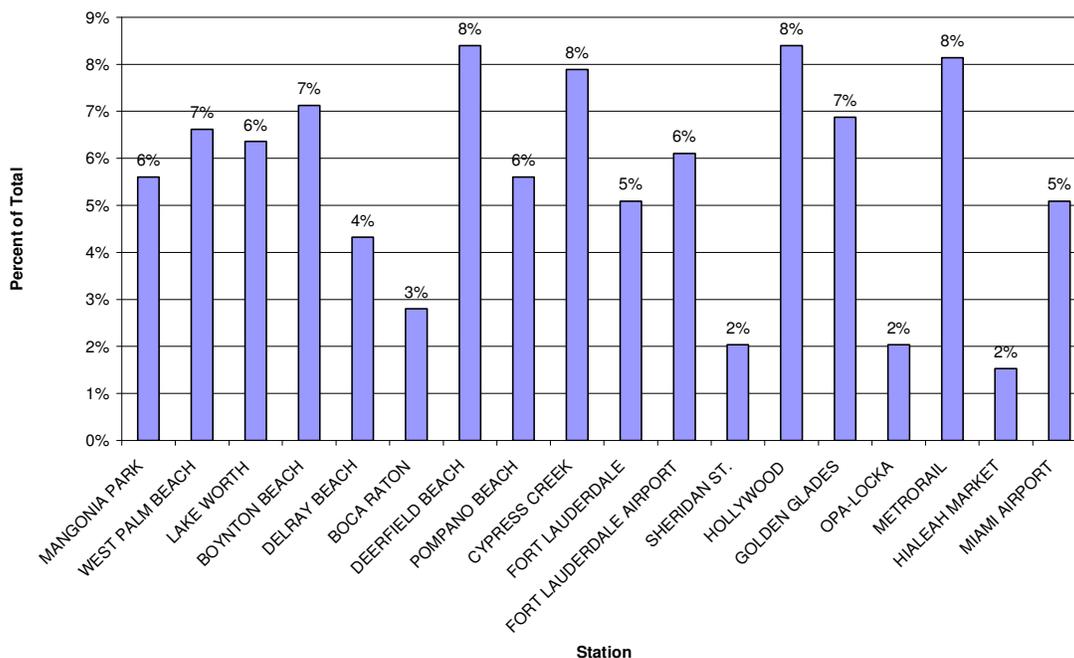
Q1 - Place Finish This Trip



Station Boarded Train

Question two asked respondents the name of the station where they boarded the train. Eight percent of the respondents came from the Deerfield Beach station and eight percent came from Hollywood station. Cypress Creek and the Metrorail stations also made up eight percent of the responses, each. Respondents also came from West Palm Beach (7%), Boynton Beach (7%), Golden Glades (7%), Mangonia Park (6%), Lake Worth (6%), Pompano Beach (6%), Fort Lauderdale Airport (6%), Fort Lauderdale (5%), Miami Airport (5%), Delray Beach (4%), Boca Raton (3%), Sheridan Street (2%), Opa-Locka (2%) and Hialeah Market (2%).

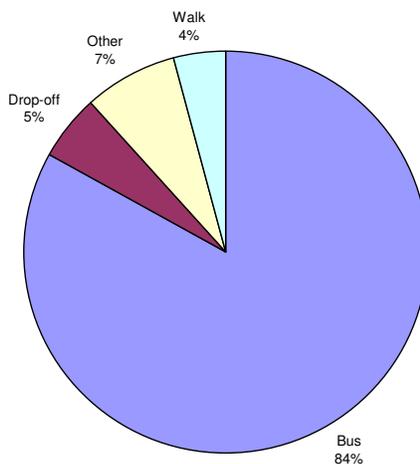
2 - Station Boarded the Train



Returning to Tri-Rail

Question three asked respondents if they will return to the Tri-Rail Station on the same day. Seventy-eight percent of the respondents said they would be returning to Tri-Rail, 22 percent would not be returning. Of those respondents returning to Tri-Rail, question 3a asked the mode of access. Eighty-four percent of the respondents returning to Tri-Rail would come by bus, five percent would be dropped off, four percent would walk and seven percent would take other modes of access.

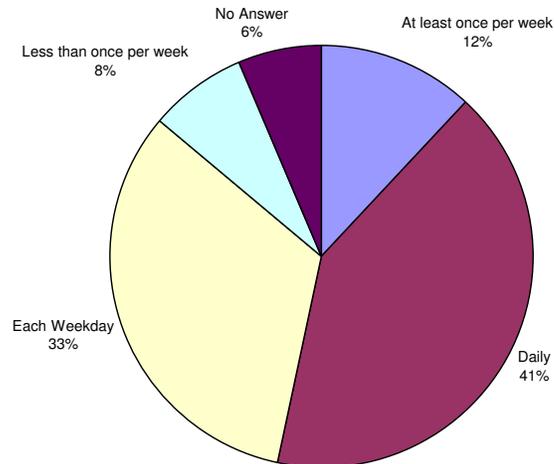
Q3a - Will Reach Station by (Return Trip)



System Use

Question four asked respondents how frequently they ride a bus from Tri-Rail. Forty-one percent ride a bus from Tri-Rail daily, followed by 33 percent each weekday, 12 percent at least once a week, eight percent less than once a week and six percent did not provide an answer.

Q4 - Frequency Riding Bus from Tri-Rail



Comments and Suggestions

The final question on the survey provided the opportunity for respondents to add their own comments or suggestions. Twenty-three percent of the surveys provided comments. The comments are included in Appendix E.

Survey Response – Transferring from a Bus to a Train

Response Rate of On Board Survey by Passenger

A total of 379 surveys were included in the results.

Response Rate of On Board Survey by Question

The survey has five questions (Q1-Q5) about the respondents' transfer from a bus to a train. Table 2-5 shows the response rates for the survey questions.

**Table 2-5
Bus to Train Transfer Survey Response Rates by Question**

Response Rates				
Q1	Q2	Q3	Q4	Q5
98%	98%	97%	96%	24%

Response rates ranged from a low of 24 percent on the open ended comment question to a high of 98 percent.

Response Rate by Survey Station

Surveys were conducted at Tri-Rail train stations. Twenty percent of the surveys came from Golden Glades Station, followed by nine percent from the Metrorail Transfer Station. Table 2-6 shows the survey response by station. A total of 370 surveys provided station information.

**Table 2-6
Bus to Train Transfer Survey Response Rates by Station, Bus Route and Number of Bus Transfer Passengers**

Survey Station	% of Total	Bus Route	# of Passengers
MANGONIA PARK	2%	20	2
		33	1
		Shuttle Bus	1
WEST PALM BEACH	1%	40	1
		50	1
LAKE WORTH	7%	62	18
		61	6
		69	1
BOYNTON BEACH	4%	70	7
		71	7
		301	1
DELRAY BEACH	6%	81	8
		70	6
		2	5
		77	1
BOCA RATON	3%	2	8
		School Bus	2
DEERFIELD BEACH	1%	92	2
		DB1	2
		PB1	1
POMPANO BEACH	8%	34	28
		PB1	1
CYPRESS CREEK	4%	60	7
		62	5
		CC3	1
		RTA	1

**Table 2-6 (Cont.)
 Bus to Train Transfer Survey Response Rates by Station, Bus Route and Number
 of Bus Transfer Passengers**

Survey Station	% of Total	Bus Route	# of Passengers
FORT LAUDERDALE	8%	22	24
		Shuttle	3
		18	1
FORT LAUDERDALE AIRPORT	6%	Airport Shuttle	14
		6	3
		15	2
		16	2
SHERIDAN ST.	5%	12	9
		3	8
		Shuttle	1
HOLLYWOOD	6%	7	17
		723	2
		34	1
		238	1
GOLDEN GLADES	20%	77	31
		22	12
		E	11
		95	5
		2	4
		18	3
		V	2
		J	1
		441	1
		83	1
8	1		
OPA-LOCKA	4%	32	7
		E	5
		42	3
METRORAIL	9%	MetroRail	10
		42	7
		L	5
		27	3
		B	1
		43	1
		Flamingo Rte	1
		267	1
		7	1
18	1		
HIALEAH MARKET	0%	46	1
MIAMI AIRPORT	5%	Airport Shuttle	10
		37	2
		57	1

Response Rate by Date

Surveys of passengers transferring from a bus to a train were conducted over a period of three days. Twenty-four percent of the surveys were completed on Tuesday, May 15, 2007, 40 percent were filled out on Wednesday, May 16, 2007 and 32 percent were conducted on Thursday, May 17, 2007.

Response Rate by Time

Interviews were conducted during eight (one hour) time slots between 6:00 a.m. and 3:00 p.m. Twenty-eight percent of the surveys were conducted between 7:00 a.m. – 8:00 a.m., followed by 19 percent between the hours of 6:00 a.m. – 7:00 a.m. Table 2-7 shows response rates by hour for the 360 surveys that provided an interview time.

**Table 2-7
Bus to Train Transfer Survey Response Rates by Time Interviewed**

Time	% of Total
6-7 AM	19%
7-8 AM	28%
8-9 AM	12%
9-10 AM	9%
11-12 PM	10%
12-1 PM	6%
1-2 PM	7%
2-3 PM	4%

Bus Route

Bus routes from an origin to a train are recorded in Table 2-8. Ten percent of the responses came from Route 22.

**Table 2-8
Bus to Train Transfer Survey Response – Bus Route**

Bus Route	Total	% of Total
Palm Tran Rte 2	16	4%
BCT Rte 3	8	2%
BCT Rte 6	3	1%
BCT Rte 7	18	5%
BCT Rte 8	1	0%
BCT Rte 12	9	2%
BCT Rte 15	2	1%
BCT Rte 16	2	1%
BCT Rte 18	6	2%
Palm Tran 20	2	1%

**Table 2-8 (cont.)
Bus to Train Transfer Survey Response – Bus Route**

Bus Route	Total	% of Total
MDT Rte 22	37	10%
MDT Rte 27	2	1%
MDT Rte 28	1	0%
Palm Tran Rte 31	1	0%
MDT Rte 32	7	2%
Palm Tran Rte 33	1	0%
BCT Rte 34	29	8%
MDT Rte 37	2	1%
Palm Tran Rte 40	2	1%
MDT Rte 42	10	3%
Palm Tran Rte 43	1	0%
MDT Rte 46	1	0%
Palm Tran Rte 50	1	0%
MDT Rte 57	1	0%
BCT Rte 60	7	2%
Palm Tran Rte 61	3	1%
Palm Tran Rte 62	16	4%
69	1	0%
Palm Tran Rte 70	13	3%
Palm Tran Rte 71	7	2%
MDT Rte 77	35	9%
BCT Rte 81	8	2%
BCT Rte 83	1	0%
BCT Rte 92	2	1%
Palm Tran Rte 94	1	0%
BCT Rte 95	5	1%
MDT Rte 238	2	1%
MDT Rte 267	1	0%
MDT Rte 301	1	0%
441	1	0%
723	2	1%
Palm Tran Rte 2 N	2	1%
MDT Rte 27/L	1	0%
Palm Tran Rte 31N	1	0%
Palm Tran Rte 31S	1	0%
Palm Tran Rte 50 to 41	1	0%
Palm Tran Rte 61E	3	1%
Palm Tran Rte 62E	3	1%
Palm Tran Rte 62W	4	1%

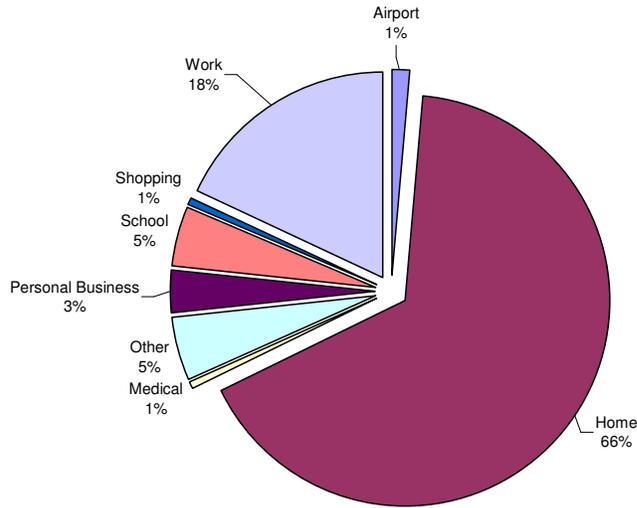
**Table 2-8 (cont.)
Bus to Train Transfer Survey Response – Bus Route**

Bus Route	Total	% of Total
72/MetroRail	1	0%
Airport Shuttle	13	3%
Airport Terminal	2	1%
MDT Rte B	1	0%
Cypress Creek Shuttle3	1	0%
Deerfield Beach Shuttle1	2	1%
MDT Rte E (105)	16	4%
Flamingo Route	1	0%
MDT Rte J	1	0%
MDT Rte L (112)	5	1%
MetroRail	9	2%
No Answer	20	5%
Pompano Beach Shuttle Rte 1	2	1%
Ride	1	0%
RTA	1	0%
School Bus	2	1%
Shuttle Bus	5	1%
Tri-Rail Shuttle	9	2%
MDT Rte V	2	1%
Grand Total	379	100%

Trip Purpose

Question one (Q1) asked respondents about the starting origin for this trip. Ninety-eight percent of the respondents provided an answer to this question. Sixty-six percent of the trips originated at home, and 18 percent started at work. The remaining responses included school (5%), personal business (3%), airport (1%), medical (1%), shopping (1%) and other origins not listed (5%). Seventy-six percent of the respondents provided an address or city, and 59 percent provided an address.

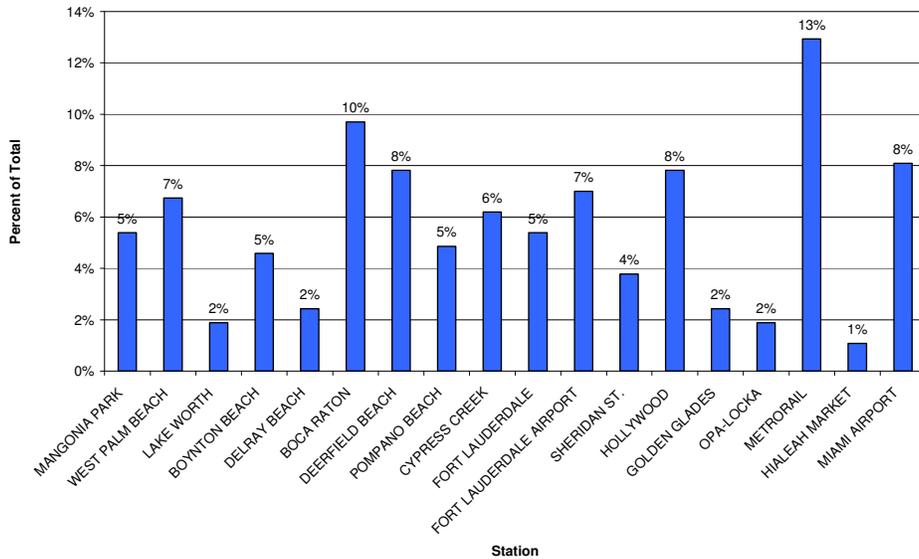
Q1 - Started This One Way Trip



Station Exiting Train

Question two asked respondents the name of the station where they will be exiting the train. Thirteen percent of the respondents were exiting the train at the Metrorail Transfer Station, followed by 10 percent at the Boca Raton Station. The remaining respondents exited the train at Deerfield Beach (8%), Hollywood (8%), Miami Airport (8%), West Palm Beach (7%), Fort Lauderdale Airport (7%), Cypress Creek (6%), Mangonia Park (5%), Boynton Beach (5%), Pompano Beach (5%), Fort Lauderdale (5%), Sheridan Street (4%), Lake Worth (2%), Delray Beach (2%), Golden Glades (2%), Opa-Locka (2%) and Hialeah Market (1%).

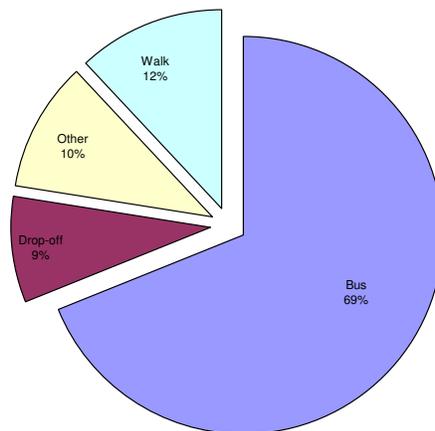
Q2 - Station Getting Off Train



Returning to Tri-Rail

Question three asked respondents if they will return to the Tri-Rail Station on the same day. Seventy-six percent of the respondents said they would be returning to Tri-Rail, and 24 percent would not be returning. Of those respondents returning to Tri-Rail, question 3a asked the mode of access. Sixty-nine percent of the respondents returning to Tri-Rail would come by bus, 12 percent would walk, nine percent would be dropped off and ten percent would take other modes of access.

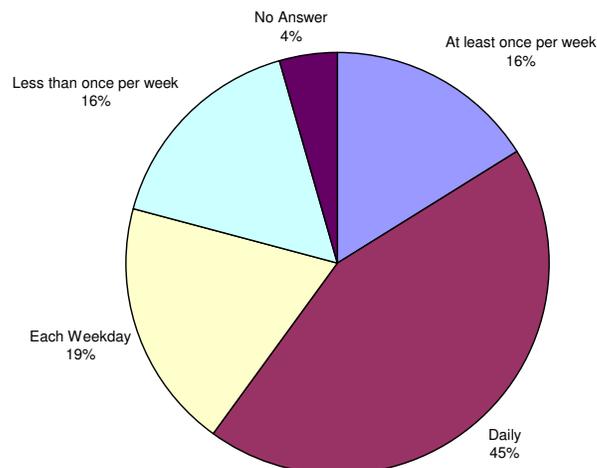
Q3a - Will Reach Station By



System Use

Question four asked respondents how frequently they ride a bus to Tri-Rail. Forty-five percent of the respondents ride a bus to Tri-Rail daily, followed by 19 percent each weekday, 16 percent at least once a week, 16 percent less than once a week, and four percent did not answer.

Q4 - Frequency Riding Bus to Tri-Rail



Comments and Suggestions

The final question on the survey provided the opportunity for respondents to add their own comments or suggestions. Twenty-four percent of the surveys provided comments. The comments are included in Appendix E.

APPENDIX A

Tri-Rail Survey Instrument

APPENDIX B

Rail Survey Rider Comments

COMMENT
I HOPE YOU CONTINUE BECAUSE YOU HELP ME. THANK YOU.
THE ONLY THING THAT MATTERS IS IF THE TRAIN FOLLOWS THE SCHEDULE I CAN GET ON THE BUS AND GET TO WORK ON TIME.
RUNNING ON SCHEDULE IS CRITICAL. THE RIDERS HAVE JOBS AND THEY NEED TO GET TO WORK ON TIME.
RESTROOMS NOT IN SERVICE ALL THE TIME AND VERY EXTREMELY FILTHY.
MORE CONNECTION, LONGER TIME, NIGHT TRAIN.
IF YOU CAN'T GET THE TRAIN TO MY DESTINATION ON TIME THEN AT LEAST HAVE MORE SHUTTLE SERVICE AT THE STATION! I END UP STRANDED AT THE TRI-RAIL STATION.
THE TRAINS SEEM TO LEAVE EARLIER THAN SCHEDULE SAYS IF THEY CAN - THEY NEED TO REMEMBER PEOPLES SCHEDULE IS ON THE TIME STATED ON THE SCHEDULE INSTEAD OF LEAVING THEY SHOULD WAIT UNTIL THAT TIME.
IT WOULD BE EXCELLENT TO OPEN UP MORE TRACKS TO OTHER NEW DIRECTIONS.
A LOT OF THINGS CAN IMPROVE, BUT YOU ALREADY KNOW THIS THINGS FOR YEARS NOW. THANKS.
WE NEED SECURITY IN THE PARKING. MY CAR WINDOW WAS BROKEN AND THEY STOLE THE RADIO AND CD PLAYER. THE POLICE CAME AND MADE A REPORT.
JUST NEED TRAINS TO RUN EVERY 30 MINUTES IN THE EARLY MORNING AND IN THE EVENINGS.
TRI-RAIL COULD BE A WONDERFUL WAY OF GETTING FROM ONE POINT TO THE NEXT IF ONLY THERE WERE MORE TRAINS RUNNING AND IF THEY COULD RUN ON TIME. I AM ALWAYS 8 TIMES OUT OF 10 LATE FOR WORK EVEN IF I TAKE AN EARLY TRAIN.
TRI-RAIL IS THE WORST PUBLIC TRANSPORTATION I'VE EVER USED.
NEED MORE TRAINS AND THEY HAVE TO BE ON TIME EVERYDAY. THANKS!
I LOVE FOR TRAINS TO BE ON TIME. I FEEL THAT MY TRAIN IS LATE BECAUSE WE OFTEN MADE TO WAIT FOR THE UPCOMING SOUTHBOUND TRAIN. IS NOT FAIR FOR AN HOURLY TRAIN TO WAIT FOR A TRAIN PASSING EVERY 20 MINUTES. ALSO A SHUTTLE IN HOLLYWOOD GOING EAST.
IF SOUTHBOUND TRAINS RUN EVERY 20 MINUTES IN THE MORNING. WHY DO THEY GET PRIORITY WHEN NORTHBOUND ONLY RUNS ONCE AN HOUR (AND VICE VERSA IN THE AFTERNOON). TRAINS RUN TOO LATE.
STATION ATTENDANTS NOT AT MANY STATIONS. ELEVATOR SERVICE VERY POOR - BROKEN AT LEAST ONCE A WEEK. NEED MORE NOTIFICATION OF ACTUAL TRAIN ARRIVAL.
I DO NOT HAVE ANYTHING BAD TO SAY FOR ME EVERYTHING IS GOOD.
WHY SHOULD NORTHBOUND WAIT SOUTHBOUND MORNINGS AND EVENINGS - EVEN THOUGH SOUTHBOUND TRAINS SHOW UP EVERY 30 MINUTES. UNFAIR TO NORTHBOUND PASSENGERS WHO ARRIVE LATE EVERY DAY. NEEDS AN ANSWER.
EXTEND THE SHUTTLE SERVICES TO MITNER PARK!
IS THERE A WAY FOR A TRI-RAIL SHUTTLE TO COMMUTE TO PARK AND COMMERCE BLVD? PASSENGERS HAVE TO WALK AT LEAST 20 MINUTES IN ORDER TO GET TO DESTINATION. WE WOULD APPRECIATE THIS SERVICE. THANK YOU.
THERE IS NO PARKING PLACE AT THE METRORAIL STATION. THERE IS NO SECURITY IN THE PARKING. THANKS A LOT.
BE MORE ON TIME. HAVE A TRAIN SERVICE EVERY 30 MINUTES FROM 6:00AM TO 7:00PM.
WPB STATION IS DIRTY, WITH TRASH ON TRACKS AND URINE SMELL IN STAIRWELL.
GET THE TRAINS TO BE ON TIME.
I'M HOPING THE SCHEDULES WILL IMPROVE ONCE THE TRACK REPAIR IS COMPLETE. I ENJOY THE CONVENIENCE OF THE TRAIN AND WILL CONTINUE TO RIDE. I HOPE TRI-RAIL GROWS-DON'T ELIMINATE THE 438 AM TRAIN.
TRI-RAIL CAN BE MORE PERSISTENT IN THEIR TIMING.
NEW SCHEDULE ON THE DRAFT REMOVES THE FIRST TRAIN AND STARTS TOO EARLY AND NO TRAIN FOR OVER 1 HOUR. LEAVE 6:01 AT THE TIME IT IS NOW.
LACK OF ADEQUATE BUSING WHEN TRAINS ARE DISABLED OR NOT RUNNING. TIMELINESS OF PROVIDING BUSES IS VERY BAD WHEN TRAINS BREAK DOWN. CUSTOMER SERVICE REPS ARE VERY BAD WITH INFO. 9 OUT OF 10 TIMES INFO IS WRONG.
I WOULD LIKE TO ASK YOU PLEASE TAKE CARE OF THE BATHROOM ESP. IN THE 4:56 PM TRAIN.
ON MY EVENING TRIP THE BATHROOM SMELLS HORRIBLE. ON-TIME A MUST. I AM GETTING THE 5:15 TRAIN-UP AT 3:45 TO MAKE AN 8:00 SHIFT. BIG SACRIFICE. PRICE-WELL I BOUGHT A MONTHLY PASS AND HAVE ONLY USED IT TWO DAYS BECAUSE MY REGULAR TRAIN IS NOT ON TIME. AGAIN.
I NEED TO PURCHASE A MONTHLY PASS. NONE OF THE MACHINES WORK USING MY CREDIT CARD AND I COULDN'T FIND A WAY TO PURCHASE ONLINE. ALSO MORE TABLES AND WIRELESS INTERNET. ONLINE TRAIN TRACKING
WE NEED MORE BIKE RACKS. MORE BIKES ARE COMING IN THE FUTURE. BE READY. ENFORCE TRI-RAIL REGISTER OF BIKES. NEED MORE PLACES TO BUY STICKERS.
KEEP TRAINS ON TIME.
THE FIRST TRAIN GOING SOUTH ON WEEKDAYS SHOULD GO ON WEEKENDS ALSO BECAUSE MOST PEOPLE WORK MONDAY TO FRIDAY AND TRAVEL ON WEEKENDS TO THE AIRPORT.
GIVE PASSENGERS A BIGGER/BETTER SAY IN NEW SCHEDULE.
PLEASE JUST BE ON TIME IN THE MORNING.
TRI RAIL IS DESTINED TO FAIL UNLESS OR UNTIL THE SCHEDULING/ON TIME PERFORMANCE IS FIXED. I HAVE BEEN TAKING TRI-RAIL SINCE 1996 OFF AND ON AND EVERY TIME I TRY TO RELIABLY USE THE SYSTEM BUT IN THAT AMOUNT OF TIME, SCHEDULING HAS ALWAYS BEEN AN ISSUE.
CONSTANTLY LATE-NOT ENOUGH FREQUENCY DURING WEEK-AND VERY POOR SCHEDULE ON WEEKENDS. MIA RUNS 7 DAYS A WEEK AND DOESNT MODIFY WEEKEND SCHEDULE.

COMMENT
THEY DO NOT ANNOUNCE ON TIME WHEN THE TRAINS ARE RUNNING LATE AND I HAD TO TAKE 3 BUSES TO GET TO WORK. GARBAGE ALL OVER THE STATION.
MY SENSE OF SECURITY IS FINE. MY BICYCLE WAS STOLEN ONCE, AND ALSO THE FRONT TIRE ON ANOTHER-HOLLYWOOD STATION
THE PROJECTED SPRING HOURS ARE GOOD.
WOULD LIKE TRAINS EVERY 30 MINUTES.
ANY IMPROVEMENTS TO HIALEAH STATION ARE WELCOME: MORE SEATS, WEATHER PROTECTION, SECURITY PERSONNEL.
ALWAYS LATE AND NEVER CONNECTS WITH BUS FROM STATION BOCA RATON TO F.A.U. BOTH WAYS. HAVE TO WAIT FOR UP TO ONE HOUR. THREE HOURS FROM HOME TO WORK.
TIE REPLACEMENT PROJECT IS TAKING LONGER THAN ANNOUNCED. GIVE THE PEOPLE TRAVELING NORTHBOUND IN THE MORNING AND SOUTHBOUND IN THE AFTERNOON THE SAME NUMBER OF TRAINS AT PEAK HOURS AS THOSE TRAVELING IN THE OPPOSITE DIRECTION.
IT WOULD BE GREAT TO HAVE TICKETS AVAILABLE IN THE TRAIN. THERE WERE NUMEROUS OCCASIONS THAT I HAD TO GET ON THE TRAIN WITHOUT PURCHASING A TICKET DUE TO LACK OF WAITING, BY THE TRAIN OPERATOR.
GET THE TRACK DONE!!
CONNECTING TO OTHER TRANSIT SERVICES (BCT) IS A CHALLENGE. NO COORDINATION OF BUS SCHEDULES WITH TRAIN. PARTICULARLY DURING RUSH HOUR.
UPDATE WEBSITE WITH INFO REGARDING DELAYS.
SOME OF THE VALIDATION MACHINES SHOULD BE CHANGED. ONE MACHINE DESTROYED HALF OF MY TICKET. I WAS NOT OFFERED ANY REIMBURSEMENT. I HAD 3 DAYS LEFT ON THAT TICKET.
CLEANLINESS AND SECURITY AT HOLLYWOOD IS GOOD. CYPRESS CREEK IS VERY POOR.
THE TICKETING MACHINES ARE NOT RELIABLE. FREQUENTLY SHOWING "OUT OF SERVICE" MESSAGES OR REFUSING CREDIT CARDS.
IMPROVEMENT ON THE TIMING AND REDUCTION IN TRAIN INTERVALS WILL BE HELPFUL.
I AM A VISITOR FROM EUROPE, BUT US CITIZEN.
AT LEAST ONE SECURITY OFFICER AT TRI-RAIL STATIONS, ESPECIALLY AT NIGHT. RESTROOMS NEED TO BE KEPT CLEAN.
NEED BETTER INSTRUCTION ON HOW TO USE TICKET SYSTEM. FOR EXAMPLE, CAN'T PUT CREDIT CARD IN UNTIL ALL SELECTIONS MADE. GIVES THE APPEARANCE THAT TICKET MACHINE IS BROKEN.
PLEASE ALLOW NEW TRAINS TO RUN MORE OFTEN. ALSO, PLEASE HAVE A SPECIAL TRAIN FOR STUDENTS. AND PLEASE ALLOW TRAINS AND BUSES TO MEET.
HAVE ONE PRICE M-F AND S-S. CHECK TICKETS BEFORE PASSENGERS ENTER TRAIN.
THIS IS FLORIDA AND A LOT OF PEOPLE WORK DURING THE NIGHT HOURS. YOU SHOULD HAVE A COUPLE OF TRAINS RUNNING IN THE MIDDLE OF THE NIGHT.
DOORS OF TRAIN COULD REMAIN OPEN A LITTLE LONGER. IF YOU HAVE LUGGAGE, YOU HAVE TO HURRY TO GET ON.
MORE TRAINS AND ON TIME MOST IMPORTANTLY!
THE NEW TRAINS HAVE NO PLACE FOR BIKES.
BATHROOM DOOR IS BROKEN. NEED MORE SECURITY PEOPLE.
MORE TRAINS ON WEEKENDS.
POOR SERVICE.
THE SERVICE IS BAD, BECAUSE I AM ALWAYS LATE FOR WORK. BAD SERVICE. I CONSIDERED THE SERVICE VERY GOOD FOR THE POPULATION.
"USER FRIENDLY" TICKET MACHINES. CUSTOMER SERVICE PERSON FOR TICKETS AT EACH STOP.
SHOULD SERVE MILK AND CHOCOLATE CHIP COOKIES.
INCREASE SIGNAGE AT WEST PALM BEACH STATION.
STAY ON TIME. START RUNNING EVERY 1/2 HOUR. FASTER RIDE.
IT IS ALWAYS LATE.
TODAY WAS A BAD DAY FOR ON-TIME PERFORMANCE.
FROM THE BUS, NEED A SHUTTLE BUS TO GET TO THE TRI-RAIL ON TIME.
THE ON-TIME PERFORMANCE, MANAGEMENT, CONSTANT "SIGNAL PROBLEMS" MAKE THIS SIMPLE TRANSIT SYSTEM ABSOLUTELY DEPLORABLE. IF THERE WAS ANOTHER OPTION, MOST PEOPLE WOULD GLADLY TAKE IT. FOR A TRAIN SYSTEM THAT ONLY GOES NORTH-SOUTH, THE SERVICE IS TERRIBLE, MAYBE TRI-RAIL SHOULD SUPPORT DECENT SERVICE ON THE FEC TRACKS.
BE ON TIME TO SCHEDULE POSTED AND MORE SHUTTLE BUSES OR BUS WAITING FOR TRAIN IF IT IS LATE.
MORE TRANSIT OPTIONS AFTER TRAIN.
FORT LAUDERDALE SHUTTLE HAS CONSTANT PROBLEMS. IT DOES NOT KEEP SCHEDULE IN THE EVENINGS. I COMPLAINED MANY TIMES AND THEN GAVE UP LATE TRAINS. NO PARKING AT WPB STATION MID-DAY WITH MANY OPEN RESTRICTED SPOTS.
SOMETIMES ARRIVING TRAIN USES A TRACK THAT IS UNEXPECTED WITHOUT PREVIOUS ANNOUNCEMENT, PRODUCING AGGRAVATION TO ELDERLY AND HANDI-CAPPED PERSONS.
THE TRAIN SERVICE IS EXCELLENT.
THE TRAIN SHOULD COMPLY WITH THE SCHEDULE. PLEASE CLEAN THE BATHROOMS.
BEEEN COMING TO S. FLORIDA FOR 27 YEARS. FIRST 2 WEEK VACATION IN MY LIFE. FIRST EXPERIENCE ON TRI-RAIL. DESTINATION SOUTH BEACH.
LAKE WORTH STATION DOES NOT HAVE ENOUGH PARKING. ANNOUNCEMENTS REGARDING TRAIN DELAYS ARE VERY POOR. TRAIN CONTINUOUSLY STOPS ON TRACKS.

COMMENT
AT THE TRAIN STATION, WE NEED REST ROOMS.
MY FIRST RIDE.
I WORK IN MIAMI AIRPORT AND WOULD TAKE THE TRI-RAIL EVERY DAY IF IT RAN LATER. MY SHIFT ENDS AT 10:00 PM.
NEED MORE RUSH HOUR TRAINS.
TO BE ON TIME.
LATE TRAIN.
TRAINS ARE NEVER ON TIME.
SECOND TRIP ON TRI-RAIL SEEMS OKAY. GREAT WAY TO GET TO THE AIRPORT. ADD MORE TRAINS AND MORE FREQUENTLY. PLEASE BE ON TIME.
TICKET MACHINE AT DEERFIELD BEACH IS BROKEN AND LINE FOR WORKING MACHINE WAS TOO LONG. WHY ONLY ONE TICKET BOUGHT PER TRANSACTION? I NEEDED FIVE TICKETS AND IT TOOK FOREVER. I ALMOST MISSED THE TRAIN.
AFTERNOON TRAIN IS ALWAYS LATE. I ALWAYS PLAN TO GET HOME AT LEAST AN HOUR LATE. ANNOUNCERS ARE MUCH BETTER. THEY EXPLAIN EVERYTHING AND TRY TO REMAIN PLEASANT DESPITE CUSTOMER FRUSTRATION.
I HATE DELAYS.
I LIKE RIDING TRI-RAIL BECAUSE IT IS VERY CHEAP, BUT WOULD LIKE TO BE ABLE TO BRING SURFBOARDS ON AND FOR THE TRAIN TO GO FARTHER NORTH. MACHINE IN BOYNTON WON'T TAKE DIMES. TRAIN NEEDS TO BE ON TIME IN THE AFTERNOON.
I'VE BEEN LATE TO WORK TOO MANY TIMES AND KNOW SOMEONE WHO WAS FIRED DUE TO TARDINESS FROM LATE TRAINS.
MORE TRAINS. EXTEND SERVICE TO JUPITER TO INCLUDE ALL OF PALM BEACH COUNTY. POSSIBLY CONNECT TREASURE COAST IN FUTURE.
ENTRANCE TO MANGONIA VERY POOR. PARKING LOT GOOD. TRI-RAIL SECURITY VERY FRIENDLY
WILL BE GLAD WHEN TRACK MAINTENANCE IS FINISHED.
I LOVE TRI-RAIL. THANK YOU.
I AM HEARING IMPAIRMENT. ALL SECURITY WON'T TELL ME ANY PROBLEM. NEVER TELL ME ALL TIME. THEY DON'T CARE ME OF DEAF. HERE IS NOT RESPONSIBLE TO ME. THEY TALK HEARING PEOPLE NOT ME. THEY MUST BEHAVE TO ME.
NEED ON TIME SERVICE. DELAYS TERRIBLE.
HOPEFULLY SOME DAY WE'LL GET IT TOGETHER. RIGHT NOW YOU NEED TO WORK ON IT! HARDER!
SIGNAGE NEEDS MUCH IMPROVEMENT. NO INFORMATION TO MAKE QUICK DECISION TO MAKE A CHANGE. PHONE AGENTS NEED TO BE RETRAINED.
I LIKE THE NEW SCHEDULE.
IT BEATS TRAFFIC.
TRY TO DO A BETTER JOB TO ACCOMMODATE THE PASSENGER.
I GET A FREE MONTHLY PASS FROM WORK. I DOUBT IF I WOULD PAY FOR THIS SERVICE. WOULD NEVER USE IT TO MAINTAIN AN IMPORTANT APPT. EXAMPLE; AIRLINE FLIGHT
EVERYONE WHO RIDES THE TRAIN HAS BEEN WAITING FOR THE NEW TRAINS TO ARRIVE. I'VE BEEN RIDING FOR A YEAR NOW, ONCE A WEEK AND I'M STILL WAITING TO SEE AND OR RIDE A MORE MODERN TRAIN!
YOU NEED TO SUPERVISE THE BUS DRIVER AT THE SHERIDAN ST. . HE IS NOT AT HIS STATION OR HE WON'T WAIT FOR YOU TO GET OFF THE ELEVATOR.
I REALLY LIKE THE TRI-RAIL SERVICE AND APPRECIATE HAVING IT AVAILABLE! THE PARKING SITUATION AT THE LAKE WORTH STATION IS NOT VERY ACCESSIBLE, BUT EVERYTHING ELSE IS GREAT, THANKS!
I TRAVELED 5 DAYS A WEEK AND IN THE AFTERNOONS THE TRAIN IS ALWAYS LATE. I WISH THEY WERE ON TIME.
LATE TRAINS AT NIGHT.
TRAINS ARE NOT RUNNING ON TIME. PEOPLE TALK LOUD ON CELL PHONES. POOR CONNECTIONS FROM YAMATO RD. TO FAU RESEARCH PARK.
LATENESS-CHANGE EARLIER HOURS ON SATURDAYS AND SUNDAYS.
TRAINS NEED TO BE MORE DEPENDABLE AND THE TRI-RAIL SERVICE CENTER MORE KNOWLEDGEABLE OF THE TRAINS STATUS.
SOMETIMES THE TRAINS ARE VERY LATE ARE TAKING LIKE TWO HOURS FROM METRORAIL TO DELRAY.
I THINK THAT THE TRAIN SHOULD COME AT ALL HOURS TO ACCOMMODATE ALL TRAVELERS, IT IS NOT GOOD THAT YOU DON'T WORK WITH THEM, BECAUSE THEY PAY YOUR BILLS.
YOU COULD IMPROVE BEING ON TIME. FLUCTUATES OFTEN FROM GOOD TO BAD. ALL OVER EVERYTHING ELSE IS OKAY.
I THINK THE TRAIN IS NOT RELIABLE. TRANSFER SERVICE IS NOT GOOD.
LATELY TRI-RAIL HAS NOT BEEN ON SCHEDULE AND AT CERTAIN LOCATIONS TRAIN MOVES VERY SLOWLY. NEEDS IMPROVEMENT ON ARRIVAL TIME.
TICKET VALIDATION MACHINES SHOULD BE ON BOTH SIDES OF THE TRACKS- NORTH AND SOUTH BOUND
MORE TRAINS EVERY 30 TO 45 MINUTES
EARLIER WARNINGS ON DELAYS AND CANCELLATIONS
ELEVATOR SERVICE IS POOR AND PASSENGERS PLACING THEIR FEET AND LUGGAGE ON SEATS NEEDS TO BE ADDRESSED.
I AM VERY PLEASSED WITH THE SERVICE TRI-RAIL PROVIDES. I DO HOWEVER, WISH THAT RAILS RAN MORE OFTEN FOR THOSE OF US WHO REPORT TO WORK AFTER THE 6:00 AM - 9:00 AM RUSH HOUR. IN MY CASE MY LAYOVERS TEND TO BE VERY, VERY LONG AT TIMES. OTHER THAN THIS, GREAT!
I PARK AT CYPRESS CREEK STATION AND AT NIGHT THERE IS NO LIGHT FORM TRAIN STATION TO PARKING LOT AND CROSSING STREET AT NIGHT WITH NO LIGHT IS VERY BAD ESP. FOR A WOMAN. I DO NOT FEEL SAFE AT CYPRESS STATION.

COMMENT
ON TIME PERFORMANCE HAS NOT BEEN DEPENDABLE FOR THE LAST MONTH. NUMBER OF TRAINS COULD BE A LOT BETTER AT PEAK TIMES. MINI BUSES COULD BE A WHOLE LOT BETTER
ON TIME PERFORMANCE
I THINK THE TRAIN IS NOT RELIABLE. MORE SERVICE IN THE MORNING AND AFTERNOON. CHIEF OF SECURITY IS GOOD.
ON TIME PERFORM I WORK IN THE AIRPORT AND SOMETIMES I HAVE TO LEAVE 3 HOURS PRIOR FOR NOT TO BE LATE. PLEASE FIX THE SYSTEM.
THE TRAINS ARE NEVER ON TIME. IF YOU HAVE TO WORK ON THE TRACKS WORK ON THEM AT NIGHT, NOT DURING PEAK TIMES.
START SERVICE EARLIER. RIDERS SHOULD BE AT THEIR LAST OR ANY STATION BEFORE 6:00AM ESP. WHEN TAKING FIRST TRAIN.
TIMING OFF DUE TO CONSTRUCTION -OTHERWISE FINE. ADD ONE OR TWO GUARDS TO TRANSFER STATION.
UNDERSTAND WORK ON RAIL MAKES TRAIN LATE. STILL FRUSTRATING
WE NEED A TRAIN AT 6:00AM FROM DEERFIELD., TO HELP THE PEOPLE THAT WORK EARLY. WE NEED TO GET TO MIAMI EARLIER.
THE SCHEDULE SHOULD BE EXTENDED TO AT LEAST 12:00AM-1:00AM.
LET TRI-RAIL MANAGEMENT KNOW THAT THE PEOPLE THAT RIDE THE TRAIN ARE ALSO IMPORTANT.
MORE SECURITY. KEEPING THE OBVIOUS CRAZY PEOPLE OFF THE TRAINS.
NEED MORE STATION STAFF FOR TICKET MACHINES.
FOR A GROWING METROPOLIS THE MASS TRANS SYS IS VERY POOR. IF THERE WERE MORE EFFECTIVE PUBLIC TRANS IT WILL HELP THE ENVIRONMENT AND PUT MORE PEOPLE IN THE WORKPLACE. SHAME ON FLORIDA NOT KEEPING UP WITH THE INCREASE GROWTH. WE ARE BEHIND ALL METROPOLIS IN USE AND COUNTRIES SUCH AS JAPAN AND SWEDEN.
NEED TRAIN BETWEEN 503 AND 603 ON NEW SCHEDULE
HOLLYWOOD STATION DOES NOT HAVE ENOUGH PARKING. SHERIDAN TICKET MACHINES HAVE PROBLEMS RECEIVING CREDIT CARDS AN MONEY.
ON TIME PERFORMANCE IS MY BIGGEST PROBLEM. THE TRAINS ARE NEVER ON TIME AND IT'S A HEADACHE.
BATHROOMS ARE NEVER CLEAN OR SMELL.
TRIP TIME MUST BE SHORTENED.
TOO MANY TIMES IT IS LATE.
MORE THOROUGH TRACKING STATUS SYSTEM WOULD BE HELPFUL. ADD 1 LATER TRAIN. GOOD SECURITY ON TRAIN, THANKS.
SOME STATIONS DON'T HAVE SECURITY, FOE EXAMPLE THE HIALEAH MARKET, NEEDS A TRAIN EVERY HALF AN HOUR. A NEW ROUTE FROM HOMESTEAD, KENDALL TOWARDS THE AIRPORT
I SUGGEST THAT THE NORTHBOUND TRAINS RUN AT LEAST 15-20 MINUTES APART. I ALSO SUGGEST THAT THE TRAIN CONDUCTOR AT LEAST WAIT FOR YOU IF YOU ARE RUNNING DOWN THE STAIRS OR BUYING YOUR TICKET.
THE TRI-RAIL NEVER ON TIME IN THE AFTERNOON.
PLEASE MAKE THE ANNOUNCEMENTS AT LEAST ONE HOUR BEFORE. SOMETIMES WE DON'T KNOW WHICH SIDE OF THE STATION THE TRAIN IS GOING TO STOP. THANKS.
LATE.
MY BOSS IS GOING TO FIRE ME FOR BEING LATE TO WORK.
DURING RUSH HOUR, I WOULD BE NICE TO HAVE 2 TRAINS RUN EVERY HOUR GOING SOUTHBOUND SIMILAR TO THE NORTHBOUND TRAINS. THE BUS DRIVER IS A JERK AND I DON'T ENJOY WAITING AN HOUR FOR ANOTHER TRAIN TO COME.
THE ONLY THING THAT I WOULD LIKE TO SEE BESIDES NEW ROUTES FOR TRAINS IS MORE TRAINS - WHICH MEANS LESS TIME BETWEEN TRAINS.
TRAIN IS USUALLY CLOSE TO "ON TIME" - ARRIVAL IS NOT. HOPE CONSTRUCTION IS OVER SOON!!! I'M LUCKY I HAVE AN UNDERSTANDING BOSS- A LOT OF PEOPLE DON'T.
I WOULD LIKE YOU TO GET MORE TRAINS.
I LIVE CLOSER TO HOLLYWOOD STATION BUT I HAVE NEVER BEEN ABLE TO FIND A PARKING SPACE. ADD MORE TRAINS AT RUSH HOURS (MORNING AND AFTERNOON) BOTH WAYS. I NEED AN 8:30 TRAIN AT SHERIDAN ALLOWING ME TO DROP MY DAUGHTER AT SCHOOL AT 8:00 P.M.
TRAINS SHOULD COME EVERY 30 MINUTES DURING MORNING AND AFTERNOON RUSH HOUR.
RESTROOMS AT TRAIN STATIONS WOULD BE A BIG ++++
BECAUSE THE BUSES COME EVERY HOUR, IT WOULD BE A GOOD IDEA IF THE DRIVER WAITED ON BOTH TRAINS TO PASS BY, ESPECIALLY THE 94.
TRAIN SHOULD WAIT A FEW MINUTES BEFORE TAKING OFF FROM HE STATION. EG: IF A BUS JUST PULLED IN THE STATION, THEY SHOULD GIVE THE PASSENGERS WHO WANT TO GET ON THE TRAIN ENOUGH TIME.
PERSONALLY, I LIKE THE OTHER TRAIN BETTER BECAUSE ITS MORE COMFORTABLE AND BATHROOMS ARE LARGER AND CLEANER. AN OFFICER SHOULD CHECK TICKETS AT EVERY STATION CAUSE WHEN THEY DON'T AND I GET OFF MY STOP, I FEEL LIKE I WASTED MY MONEY FOR NOTHING. AND MORE OFFICERS ON TRAINS ALSO.
SOMETIMES ARRIVING TRAINS USE A DIFFERENT TRACK WITHOUT PRIOR ANNOUNCEMENT CAUSING AGGRAVATIONS ESPECIALLY TO THE SENIOR PERSONS AND HANDICAPPED.
I WOULD LIKE DELAYS TO BE MINIMIZED.
IT'S TIME TO INVEST IN MORE TRAINS. SOUTH FL IS GETTING VERY CROWD AND GAS PRICES ARE GETTING HIGHER.
TOILET SEATS IN NON HANDICAP RESTROOMS WILL NOT STAY OPEN.
SOME ARE CLEANER THAN OTHERS.
MORNING TRAIN SCHEDULE IS OK BUT WOULD LIKE TO CATCH THE NORTH BOUND FROM CYPRESS CREEK AT 3:00PM INSTEAD OF 3:19PM OR 3:40PM
IMPROVE FREQUENCY OF TRAINS AND HAVE A NIGHT SERVICE. BEEN WAITING FOR 5 HOURS FOR THE TRI-RAIL!!

COMMENT
NEED MORE EARLY MORNING TRAINS.; MORE EVENING TRAINS; DELAYS ARE RIDICULOUS AT TIMES; EMAIL UPDATES REGARDING DELAYS WOULD BE A CHEAP WAY TO KEEP PASSENGERS UPDATED.
BE ON TIME! PROVIDE BUSES WHEN THERE WILL BE NO TRAIN SERVICE BECAUSE SOME PEOPLE CANNOT DRIVE.
THERE SHOULD BE MORE SECURITY IN THE MORNING AND POLITENESS WHEN ASKING QUESTIONS. WE NEED PEOPLE TO BE POLITE AND AVAIL FOR THE CUSTOMERS WHO RIDE THE TRI RAIL.
MY BIGGEST CONCERN IS SECURITY ON BOARD. GUARDS SHOULD BE MORE PRESENT. ALSO, WHAT'S IN CARRY ON LUGGAGE?
REQUEST QUIET - CAR SECTION. ELIMINATE THE 2 HOUR INTERVALS.
YOU DO NOT WANT TO KNOW! FOR THE PAST MONTH. BELIEVE ME...
NEED MORE SERVICE FOR PEOPLE WHO WORK AFTERNOON SHIFTS. WORKING TRAIN DURING MIDNIGHT MGMT SHIFTS. MIDNIGHT HOURS FOR TRAIN SERVICE. HOW ABOUT SELLING COFFEE AT THE STATIONS. YOU ARE DOING A GOOD JOB. THANKS.
NEED MORE TRAINS.
IF TRAIN IS 10 MINUTES LATE THE TRI-RAIL CONNECTING BUSES DO NOT WAIT.
TRAINS ARE LATE ALL THE TIME. I MISS AT LEAST 5 HOURS A WEEK FROM MY PAYCHECK BECAUSE OF LATE TRAINS.
TRAINS SHOULD RUN AT LEAST 15 MINUTES APART.
MY TRAIN WAS 27 MINUTES OFF SCHEDULE!
SERVICE IS POOR. TIMING IS NOT GOOD.
HAVING THE TRAINS PASS HOURLY MAKES ME VERY ANGRY. BECAUSE OF THE TRAIN TIMING, WE LOSE WORK AND DON'T MAKE MONEY.
THE TRAINS DON'T GET CLEANED. YOU NEED NEWER TRAINS. TRAINS ARE 30 MINUTES LATE FOR NO GOOD REASON
YOUR SERVICE HAS BEEN ABSOLUTELY HORRIBLE SINCE THE BEGINNING OF THIS YEAR. IT STINKS. NO TRUE REASON WHY WE'RE LATE EVERY MORNING AND EVENING. PEOPLE HAVE LOST THEIR JOBS BECAUSE OF THIS. YOU DON'T CARE ABOUT PEOPLE. JUST MONEY. NO ONE WANTS TO RIDE WITH SUCH POOR SERVICE. IT'S NOT FAIR TO KICK US OFF AT WPB WHEN YOU CAR IS AT MANGONIA AND TELL US THAT BUSES ARE WAITING WHEN THEY'RE NOT. I THINK THAT'S BULL. I GET UP EARLY IN THE MORNING AND ALWAYS END UP LATE THANKS TO YOU ALL. WHY CAN'T WE GET IN CONTACT WITH JACKSONVILLE FOR SIGNALS? IS THE PERSON STILL SLEEPING AT 4:30AM INSTEAD OF ANSWERING PHONES? I'M UP, WHY CAN'T THEY BE UP?
NEED MORE TRAINS, BETTER SCHEDULE, BE ON TIME AND STOP MAKING EXCUSES
MORE TRAINS BETWEEN 9:00PM AND 4:00AM
BELIEVE TRI-RAIL DOING BEST TO SATISFY COMMUTERS-UNTIL TRACKS AND SERVICE ARE UP TO PAR THERE WILL BE PROBLEMS- NO SERVICE IS PERFECT- TRI-RAIL NEEDS COMMUTER ASSISTANCE.
BAD SERVICE WHEN YOU CALL THE 1-800 NUMBER AND WHEN THEY PICK UP YOU GET THE RUN AROUND.
CLEAN STATION/ELEVATOR AS YOU HAD TWO YEARS AGO. HALF OF RIDERS WERE NOT AT THE TRAIN BECAUSE OF TRACK MAINTENANCE. OVERALL PRICE; PAY TAXES.
IT WILL BE NICE IF THEY CAN HAVE AN EXPRESS TRAIN. AND BE ON TIME. IF YOU HAVE MORE TRAINS YOU CAN IMPROVE THE SCHEDULE.
FARE TOO EXPENSIVE-SERVICE UNRELIABLE-STATIONS NOT CLEAN-ELEVATORS AND ESCALATORS INADEQUATE
TRI-RAIL TRAIN ALWAYS LATE. NO COMMUNICATION ON STATUS OF TRAIN. CAN'T HEAR ANNOUNCEMENTS. TRAIN DOES NOT WAIT IF WE ARE CLOSE TO TRAIN AT THE METRORAIL STATION.
PLEASE DO NOT ELIMINATE THE TIME THIS TRAIN ARRIVES AT SHERIDAN STATION-5:44
NO PROPER CONNECTIONS WITH THE BCT BUSES. NOT ENOUGH TRAINS THAT RUN LATE NORTH AND SOUTH.
PLEASE WE NEED TO CONSIDER A BETTER SCHEDULE. WE NEED A TRAIN DEPARTING AT MANGONIA AT 4:30 AM IN THE NEW SPRING SCHEDULE.
TRAIN SERVICE THIS PAST MONTH VERY POOR.
I WISH THE SOUTHBOUND TRAIN WOULD RUN BETTER IN THE AFTERNOON.
THE WPB STATION IS ON HE NATIONAL REGISTER OF HISTORIC PLACES AND THE OVERPASS STAIRS AND ELEVATORS ARE FILLED WITH URINE, FECES, TRASH, BROKEN GLASS ETC. DAILY.THEY SHOULD BE SWEEPED, POWER WASHED AND DISINFECTED DAILY. SHAME ON YOU! THERE WAS FECES ON THE STAIRS IN SHERIDAN FOR WEEKS, JUST SITTING THERE ROTTING. STAFF, WHAT STAFF? WHY DO I NEED TO BRING \$2.00 WITH ME TO BUY TICKETS, BECAUSE YOUR MACHINES SPIT OUT EVERY \$20 BILL I USE? WHY IS ONE MACHINE ALWAYS BROKEN? WHY ARE THERE GREASE STAINS FROM PEOPLE PUTTING THEIR GREASY HEADS ON THE WINDOWS NEVER CLEANED? WHY CAN'T I SEE OUT THE WINDOWS? WHY DO YOU KEEP ANNOUNCING INFO ABOUT A TRAIN THAT LEFT 10 MINUTES AGO? WHY DO I HAVE TO DRIVE TO SHERIDAN BECAUSE THERE IS NO PARKING IN HOLLYWOOD? WHY IS IT 40 DEGREES IN THE CAR ONE NIGHT AND 90 DEGREES THE NEXT? WHY DID THE STATION GUY IN WPB ANNOUNCE YESTERDAY THAT HE WAS CLOSING FOR 20 MINUTES TO GO BUY DONUTS AND JUICE AT PUBLIX? WHY DID IT TAKE 4 HOURS TO GET HOME 2 DAYS IN A ROW 2 WEEKS AGO? WHAT WAS THE LAST YEAR THE SEATS WERE STEAM CLEANED. WHY RUN 1 TRAIN AN HOUR NORTHBOUND DURING MORNING RUSH HOUR? NOT I WISH THE NORTHBOUND TRAIN WOULD RUN EVERY 20-30 MINUTES AS THE SOUTHBOUND TRAIN AM AND PM. THANKS.
I DO NOT GO TO RESTROOMS IN THE AM TRAIN.
THEY NEED TO IMPROVE THE SPEED OF THE TRAIN. IT MOVES VERY SLOWLY AND THEN YOU'RE ALWAYS LATE GETTING TO WORK. IT TAKES TOO MUCH TIME TO GET YOU WHERE YOU ARE GOING.
NEED BETTER CONNECTIONS FROM TRAINS TO OTHER PUBLIC TRANS, AND RETURNING. ALSO WPB, BROWARD AND DADE BUSES NEED TO BE ON SAME INFO WHEN USING TRI-RAIL TRANSFERS AND TICKETS BEFORE COLLECTING EXTRA FARES.

COMMENT
SHOULD ADD MORE EARLY AND LATE TRAINS FOR AIRPORT EMPLOYEES.
EXCELLENT!
HAVE MORE TRAINS
GOOD SERVICE. GOOD TRAINS
DUE TO UNRELIABLNESS OF THE TRAINS AND LATENESS, I AM THINKING OF ALTERNATIVES. I REALIZED THEY ARE WORKING ON THE TRACKS BUT STILL IT IS POOR PLANNING. NEEDS BATHROOM AT TRAIN STATION.
NEED BATHROOMS AT STATIONS.
EARLIER AND LATER TRAINS SHOULD SCHEDULED---SEATING SHOULD BE 2X2 FACE ONE DIRECTION (LIKE THE NEW CARS)
VERY POOR ON TIME PERFORMANCE. MORE FREQUENT TRAINS NEEDED DURING EARLY MORNING AND EVENING 7:00PM-10:00PM
NEW MORE TRI-RAIL TRANS --BATHROOMS DISGUSTING--NO BATHROOMS AT STATIONS
THE ON TIME PERFORMANCE OF POOR IS DUE TO THE TRACK WORK GENERALLY ON TIME IS GOOD.
ANNOUNCEMENTS AT MIA STATION ARE GOOD HOWEVER, VERY FEW RUN AT CYPRESS CREEK WHEN TRAIN IS LATE. ESP. TRAIN 601P
DON'T GET RID OF 328PM TRAIN FROM MIA. NEW SCHEDULE HAS IT LEAVING AT 3 WHEN MOST DON'T GET THERE TILL A LITTLE AFTER 3. THEN THE NEXT DOESN'T COME TILL 4.
NONE OF MY EMAILS HAVE BEEN ANSWERED.
YOU KILLED DEMAND WITH DELAYS DURING TRACK MAINTENANCE.
WELL I'M NEW RIDING THE TRAIN SO I COULDN'T GIVE COMMENTS AT THIS TIME. I WOULD LIKE TO SEE ANOTHER BETWEEN THE 3:36PM AND 4:36PM.
I WOULD LIKE TO SEE THE TRAINS RUN ON A STEADY LIKE TIMING.
NEED TO REIMBURSE PEOPLE FOR LATE TRAINS. NEED MORE TRAINS. NEED SHUTTLE BUSES IN CASE OF TRAIN LATE OR DELAYED.
NEEDS TO BE ON TIME. NEED MORE TRIPS WITH IN THE HOUR.
TRAIN NEEDS TO BE MORE RELIABLE AND ON TIME.
IT WAS A PLEASANT SURPRISE
I UNDERSTAND THAT ALL OF YOU ARE DOING EVERYTHING POSSIBLE SO WE CAN HAVE EXCELLENT SERVICE, AND THAT THE PRESENT DELAYS ARE HAPPENING SO WE CAN HAVE A MUCH BETTER SERVICE IN THE FUTURE. PLEASE GIVE MY THANKS AND APPRECIATION TO ALL THE PEOPLE AT RTA. THEY SHOULD HAVE MORE TRAINS ON THE RUSH HOUR. AND PLEASE BE ON TIME, ON TIME. RUSH HOUR = 6 AM TO 9 AM, 4 PM TO 7 PM.
1. ACCURATE ANNOUNCEMENTS AT STATIONS. 2. FIX DISGUSTING BATHROOMS. 3. MORE CONVENIENCES FOR PASSENGERS WAITING FOR LATE TRAINS. I AM SATISFIED 80% OF THE TIME.
TRI-RAIL WOULD WORK IN SOUTH FLORIDA IF ON TIME, MORE TRAINS AVAILABLE, W WORK HARD AND LIVE DISTANCE FROM WORK, SO MAKE IT EASIER FOR US TO GET TO WORK AND HOME IN TIME.
ALWAYS LATE
SOUTHBOUND TRAINS IN THE AFTERNOON AND EVENINGS, ALWAYS LATE.
JUST GET THE TRAINS ON TIME.
THE MACHINE DOES NOT ACCEPT NEW \$10.00 BILLS.
NEVER ON TIME.
ANNOUNCEMENT OF EXPECTED TRAIN IS VERY IMPORTANT.
TRI RAIL TRAINS SHOULD BE EXTENDED TO RUN LATER IN THE EVENING AT LEAST UNTIL 10PM, WOULD HELP EXTREMELY, AND BETTER CONNECTING FROM FLL TO SOUTH BEACH
UNLESS IT IS THE FIRST TRAIN OF THE DAY, IT ALWAYS SEEMS TO BE LATE.
PUBLISH REALISTIC TIME SCHEDULES
501 STATION ANNOUNCEMENTS VOID.
PRIOR TO CONSTRUCTION TRAINS WERE MORE TIMELY. LATELY ALMOST ALL I COULD STAND. CAR SOUNDING BETTER NOW.
I'M SURE AFTER ALL THE WORK IS DONE AND YOU ADD MORE TRAINS, ALL WILL BE GREAT. I WOULD LIKE TO SEE LATER TRAINS OUT OF MIA, SO YOU CAN MAYBE GO TO A HEAT GAME AND STILL TAKE THE TRI-RAIL.
PLEASE PUT RESTROOMS AT THE STATIONS.
CURRENT ON TIME SERVICE IS TERRIBLE.
SINCE THE TRAIN IS ALWAYS LATE, THEY SHOULD BEGIN PUTTING THE TRAIN PRICES LOW. ALSO, WHAT'S THE POINT OF WAITING ON ANOTHER TRAIN AND WHEN THE OTHER TRAIN PASSES US WE STILL DR. LIKE A TURTLE.
DO NOT ALLOW PEOPLE TO SMOKE IN TRAIN STATION.
NEED ADDED TRAINS FOR LATER SERVICE ON WEEKDAYS.
THERE SHOULD BE BETTER COORDINATION BETWEEN TRI-RAIL AND THE CONNECTING BUSES TO ENSURE THAT WHEN THE TRAIN IS LATE THERE IS SOME BACK UP SYSTEM TO ACCOMMODATE RIDERS WHO MISS THE CONNECTING BUS.
THE PRICE FOR TICKETS TO TRAVEL AS AN AMERICAN TAXPAYER IS EXTREMELY COSTLY.
TRAIN CREW NEEDS MORE TRAINING IN COURTESY, CONSISTENT ANNOUNCEMENTS. RIDERS NEED TO BE EDUCATED IN TRAIN MANNERS, TALKING LOUDLY ON CELL PHONES, KEEPING LUGGAGE ON SEATS. ON TIME PERFORMANCE NEEDS TO IMPROVE.
ON TIME PERFORMANCE WAS OKAY BEFORE TRACK WORK. INFO SINCE HAS BEEN POOR DURING THIS. ALSO SHUTTLES NEED BETTER COORDINATION WHEN TRAINS ARE OFF SCHEDULE. NEED LARGER WINDOW OF HIGH FREQUENCY IN THE EVENING.
THE BIGGEST ISSUE RIGHT NOW IS THE "CESSPOOL" SMELL OF THE BATHROOM IN THE 1ST CAR HEADING NORTH IN THE AFTERNOONS. WE ARE ABOUT TO CALL THE HEALTH INSPECTORS.
TELEPHONE CUSTOMER SERVICE IS VERY POOR, INCONSISTENT AND THEY DON'T KNOW WHAT IS GOING ON STATUS OF THE TRAINS.

COMMENT
YOU NEED AN AFTERNOON "TRI-RAIL TRANSFER" 6 P.M. TRAIN NORTHBOUND. PARKING AT CYPRESS IS TERRIBLE. IT IS DANGEROUS TO CROSS ANDREWS AVE.. THERE SHOULD BE PARKING WEST OF THE STATION. THERE IS A NICE EMPTY PARKING LOT FOR THE UNIVERSITY OF PHOENIX THAT WE ARE NOT ALLOWED TO USE.
VERY GOOD SERVICES.
HAVE BEEN RIDING TRI-RAIL 10 YRS. PLEASE LISTEN TO THE PASSENGERS. WE RIDE EVERY DAY AND CAN TELL SOME GRUESOME STORIES.
BATHROOMS STINK OFTEN! TICKET MACHINES DO NOT WORK OFTEN (CREDIT CARDS).
INFO ON WEBSITE SHOULD BE SUPPLIED 7 DAYS A WEEK. A LOT OF PEOPLE WORK ON WEEKENDS. TRAIN TIMES ARE IMPORTANT WHEN THEY RUN EVERY TWO HOURS.
SHUTTLE BUS DOESN'T RUN WHEN THE SOUTHBOUND REACHES FORT LAUDERDALE AIRPORT STATION AT 7:34 A.M. YOU HAVE TO WAIT UNTIL 8:00 A.M. PEOPLE START WORK AT 8:00 A.M., CLASSES START AT 8:00 A.M.
WHEN TRAINS ARRIVE, THEY ONLY GIVE PEOPLE ABOUT 20 SECS TO GET ON EVEN IF THEY'RE EARLY WHEN THERE ARE A SMALL NUMBER GETTING ON. MORE TIME WOULD BE HELPFUL.
GET TO SCHOOL LATE, BAD FOR GRADES AND MISS EXAMS.
TRAIN IS ALWAYS LATE, ROACHES IN IT SHOULD HAVE TO TRAVEL LIKE THIS.
THERE NEEDS TO BE SECURITY IN THE PARKING LOT AREA OF THE WPB STATION. I DO NOT FEEL SAFE WALKING TO OR FROM MY CAR IN THE MORNING AND EVENING.
NEED MORE BUSES FROM COURTHOUSE TO TRI-RAIL.
WHAT HAS TRI-RAIL DONE WITH FUNDING MONEY FOR THE LAST 20 YEARS - NO MAJOR IMPROVEMENTS TO AIDING RIDERSHIP FOR COMMUTERS - WORST OPERATION SYSTEM. SHUTTLE SERVICE CANNOT BE WORSE - THEY NEED TO FOLLOW COMMUTERS SCHEDULES - NOT THEIRS.
I LOVE TRI-RAIL-ALTHOUGH IT HAD LET ME DOWN A LOT OF TIMES, I DON'T LIKE TO DRIVE. I KEEP HOPING SOMEDAY WILL BE ALMOST PERFECT.
SECURITY AT HIALEAH MARKET IS NOT PRESENT. TICKET MACHINES ARE DOWN MORE THAN USUAL. ANNOUNCEMENTS ARE SOMETIMES CANNOT BE HEARD, SPEAKER PROBLEMS?
THE LATENESS IS GETTING OUT OF HAND. YOU MUST DO BETTER.
BE ON TIME. MACHINES NEED TO WORK AT ALL TIMES.
I HAVE NEVER UNDERSTOOD WHY THE TRAINS RUN EVERY 1/2 HOUR DURING RUSH HOUR IN THE MORNING AND EVERY HOUR AT THE END OF A LONG WORK DAY. I HATE THE STRESS OF HAVING TO CATCH THE 6:34 AT METRORAIL AND IF I MISS IT, I HAVE TO WAIT AN HOUR FOR THE NEXT TRAIN. I THEN GET HOME AT 9 P.M.!
THERE NEEDS TO BE MORE ANNOUNCEMENTS AT THE STATIONS WHEN TRAINS ARE DELAYED SO PASSENGERS CAN SEEK ALTERNATE TRANSPORTATION IF THEY NEED TO /CAN.
RESTROOMS OFTEN EMIT PUTRID ODORS THROUGHOUT THE TRAIN. SHUTTLE BUSES ARE SOMETIMES OFF SCHEDULE OR ARRIVE TOO EARLY. TRAINS ARE OFTEN UNRELIABLE AND LATE! CAN'T GET REIMBURSED FOR TRAINS THAT ARE CANCELLED.
EXPRESS BUSES TO STATION.
OVERALL YOUR SERVICE IS POOR.
I UNDERSTAND THAT TODAY WE ARE UNDER CONSTRUCTION. I HOPE WHEN THIS CONSTRUCTION IS FINISHED WE WILL BE ON TIME EVERYDAY. I'M USING 5 DAYS EACH WEEK OF THIS SERVICE MAY 2006. I THINK WE NEED MORE TRAINS DURING THE END OF THE DAY.
WE NEED A TRAIN THAT OPERATES BETWEEN 6:00AM AND 7:00AM.
THERE NEEDS TO BE EITHER MORE TRAINS IN THE MORNING RUSH HOUR OR THE TRAINS YOU HAVE NEED TO RUN ON TIME.
NEEDS BATHROOMS AT STATIONS. NEEDS DRINKING WATER FOUNTAINS AT STATIONS. NEEDS MORE TRAINS BETWEEN 5:48 AND 7:00 A.M. NEEDS MORE NORTHBOUND TRAINS AT NIGHT. WEEKEND TRAINS NEED TO RUN MORE OFTEN. WHEN TRAIN IS LATE, ANNOUNCEMENTS SHOULD BE MORE DETAILED, MORE EXACT.
IT WOULD BE GOOD TO PUT MORE TRAINS BETWEEN 6:00 P.M. - 7:00 P.M. MOST OF PEOPLE GET THE TRAIN AT 6:30 P.M. ALSO, WHEN THERE IS A METRORAIL COMING TO THE TRI-RAIL STATION, THESE TRAINS DON'T WAIT AND PEOPLE HAVE TO WAIT 1 HOUR. ABOUT SATURDAYS, THE TRAIN SHOULD PASS EVERY HOUR AT LEAST.
THE BATHROOM WAS A LITTLE BIT DIRTY. THE TRAIN SERVICE WAS VERY GOOD. YOU NEED A SIGN TO SHOW WERE TO PURCHASE TICKETS AND ALSO THE COST OF THE TICKETS POSTED AS WELL.
ONE SIDE TO STOP THE TRAIN: EAST OR WEST. WHEN WE ARRIVE, WE NEED TO KNOW IF IT IS OTHER SIDE. DEFINE ONLY ONE SIDE FOR NORTH AND ONE SIDE FOR SOUTH. CONNECTION WITH BUS, PLEASE COORDINATE THAT, ALWAYS I LOST "7" BUS WHEN I ARRIVED HOLLYWOOD STATION.
BETTER ANNOUNCEMENTS WHEN TRAINS ARE DELAYED SHOULD BE IMPLEMENTED. EX: DELAYS OF 20 TO 60 MINUTES IS NOT GOOD ENOUGH AT STATIONS.
AS A VISITOR, FOUND DELAYS/CHANGE IN TRACKS CONFUSING. TRAINS ARE AT TIMES WAY TOO COLD. RIDE IS COMFORTABLE.
LARGER PARKING LOT NEEDED AT HOLLYWOOD STATION SINCE ITS RIGHT NEXT TO I-95 (GREATER VOLUME OF PASSENGERS PLUS IT SHARES SPACE WITH AMTRAK).
TRAINS SHOULD CHANGE MORE FREQUENTLY.
TRI-RAIL WOULD BE A WORLD CLASS TRANSIT OPERATION WITH MORE FREQUENT TRAINS. I WOULD PAY 30% MORE FOR HALF THE WAIT TIME.
NEED TRAIN TO BE MORE FREQUENT BETWEEN 6:30 A.M. AND 9:00 A.M. TRAIN NEEDS TO WAIT 60-120 SECONDS AT STOPS.
I LIKE TRI-RAIL IT HAS BEEN LATE A LOT LATELY.
NEW TRAINS - NOT ENOUGH ROOM. TICKET MACHINE MALFUNCTIONS.

COMMENT
THERE SHOULD BE SOME FORM OF RADIO ANNOUNCEMENT WHETHER TRAINS ARE ON TIME OR NOT - WILL HELP PEOPLE DECIDE WHETHER TO TAKE IT OR NOT. THERE MUST BE AN EASIER WAY TO CROSS TO BOTH SIDES OF THE STATION. ANNOUNCEMENTS SHOULD BE MADE ON BOTH SIDES AND NOT JUST ON ONE SIDE AS TO WHERE NORTHBOUND AND SOUTHBOUND TRAINS WILL BE. TRAIN TO RUN AT NIGHT. WE NEED THAT IN FLORIDA. THANK YOU.
RUN FURTHER UP NORTH (PBC, JUPITER). TRI-RAIL SHUTTLES SHOULD BE ON TIME OR LATE BUT NEVER EARLY. IF THEY ARE EARLY THY SHOULD WAIT TILL LAST TIME THEY'RE SUPPOSED TO LEAVE.
I SUGGEST THAT WE KEEP THIS TRAIN RUNNING AROUND THE PALM BEACH COUNTY BECAUSE IT PROVIDES GOOD SERVICE.
HAVE BEEN RIDING 5 YEARS DUE TO RE-LOCATION OF EMPLOYER TO BOCA. 5 YEARS OF PROMISES THAT "THINGS WILL BE BETTER" - I'LL BE RETIRING BEFORE THAT HAPPENS.
UNPREDICTABLE! YOU NEVER KNOW WHAT WILL HAPPEN WITH THE TRAINS ON YOUR WAY TO WORK. TRI-RAIL LETS EVERY OTHER TRAIN PASS. SERVICE NEEDS TO BE MORE EFFICIENT, LIKE IN AMERICA, NOT 3RD WORLD.
WE NEED MORE TRAINS.
I WOULD TRY TO TAKE A BUS TO AND FROM THE TRI-RAIL STATION, BUT THE BUS SERVICE DOES NOT HAVE ENOUGH EARLIER AND LATER TIMES AND NOT ENOUGH BUSES RUN.
IT WILL BE GREAT IF WE HAVE MORE TRAINS IN THE AFTERNOON AROUND 4 TO 6 BECAUSE SOMETIMES THE TRAIN IS TOO FULL.
THE SOUTHBOUND IS ALWAYS ON TIME, BUT THE NORTHBOUND IS ALWAYS LATE.
I REALIZE PERFORMANCE HAS BEEN COMPROMISED DUE TO CONSTRUCTION. HOPEFULLY THE NEW TRACKS WILL IMPROVE PERFORMANCE.
PLEASE CORRIDOR TRACK MAINTENANCES SHOULD BE SCHEDULED DURING OFF PEAK OR RUSH HOURS WEEKDAYS OR ON WEEKENDS. PASSENGERS WILL APPRECIATE.
THERE NEEDS TO BE MORE VISUAL INFORMATION FROM THE DECK WERE THE TRAIN PASSES. THERE SHOULD BE TICKET MACHINES ON BOTH SIDES OF THE TRACK, BUT MAKE SURE THEY WORK. PROBABLY MORE THAN JUST 3.
NEED MORE TRAINS IN EVENING FROM METRORAIL GOING NORTH.
TRAINS ARE FILTHY - NEED TO BE CLEANED AT END OF THE LINE. RESTROOMS AT MIA AIRPORT ARE FILTHY. TRAINS ARRIVE AND DEPART AT SHERIDAN ON DIFFERENT TRACKS EACH DAY - NOT ENOUGH NOTICE TO SWITCH SIDES IF YOU ARE DISABLED.
MIAMI IS VERY BAD AND DIRTY.
BATHROOMS VERY DIRTY AND SMELLY.
A). NEED TO HAVE ANNOUNCEMENT OF LATE TRAINS MORE FREQUENT. B). MORE SECURITY ON TRAINS AND STATIONS. C). NEED RESTROOM FACILITIES AT ALL STATIONS. D). MORE TRAINS IN RUSH HOUR/MORNING. E). NEED RESTROOMS CLEANED MORE OFTEN. NEED UNDERCOVER OFFICER ON TRAIN.
NEED SOMEONE TO CLEAN RESTROOMS MORE OFTEN. RESTROOM SMELLS.
1. ABANDONMENT OF PASSENGERS IN MIDDLE OF COMMUTES WITHOUT ANY PROVISIONS MADE TO GET PEOPLE TO THEIR DESTINATIONS THAT THEY PURCHASED TICKETS FOR. 2. CONSISTENT VIOLATIONS OF THE AMERICAN DISABILITIES ACCOMMODATIONS ACT. ELEVATORS BREAK DOWN AND ONLY STAIRS AVAILABLE. 3. NO CLEAR SIGNS AT EVERY STATION WITH NAME, STATIONS ADDRESS AND MAP OF MAIN INTERSECTIONS AND HIGHWAY. 4. NO PORT A POTTY AT STATIONS SO PEOPLE DEFECCATE AND URINATE IN STAIRS AND ELEVATORS.
NEED TO HAVE CONNECTIONS AVAILABLE. TOO MANY MISS BUSES. TIME TO CONNECT NOT ABLE, BUS ALREADY DEPARTED.
BAD.
THE TRAIN IS BAD. IT IS ALWAYS LATE.
CYPRESS CREEK PARKING AND BUS SERVICE IS TOO FAR AWAY FROM TRAIN STATION AND AT A VERY DANGEROUS INTERSECTION.
FREQUENCY OF TRAINS IN THE AFTERNOON IS VERY POOR, ESPECIALLY BETWEEN 5:30 P.M. AND 7:30 P.M. WHEN PEOPLE FINISH WORKING AND WANT TO GO HOME. DELAYS AND CANCELLATIONS ARE TERRIBLE FOR PEOPLE LIKE ME THAT DON'T HAVE OTHER OPTION.
OPA-LOCKA STATION IS NOT CLEAN.
NEED A SHUTTLE THAT GOES UP MILITARY TRAIL TOWARDS 49TH. THE PURPLE BUS DOES NOT COME AT RUSH HOUR TIME.
MORE TRAINS FOR RIDERS NEEDING TO BE AT WORK AT 8:00 A.M. PRESENTLY - IF TRI-RAIL IS ON TIME I HAVE 10 MINUTES TO SPARE. IF LATE, I AM LATE FOR WORK. THIS IS IF I WALK. IF I MAKE TRANSIT CONNECTIONS I AM ALMOST ALWAYS LATE.
WHY NO PASS 8:30 A.M.
I DON'T OWN A VEHICLE SO I RIDE ON TRI-RAIL. THE ANNOUNCEMENTS ABOUT TRAINS SWITCHING TRACKS ARE LATE SOMETIMES AND I CAN'T WAIT TILL TRAINS ARE EVERY 20 MINUTES.
OVERALL IT IS A GOOD SYSTEM
STATION STAFF ARE NASTY. THEY ARE NOT HELPFUL WITH QUESTIONS. THEY HAVE AN ATTITUDE
RESTROOMS STINK REALLY BAD. THERE SHOULD BE RESTROOMS IN STATIONS. SCHEDULE IS ALWAYS LATE. NO SECURITY IN STATIONS EARLY IN MORNING OR LATE AT NIGHT - GOLDEN GLADES
TRAIN WAS LATE, THERE WAS NO ANNOUNCEMENT
THE SOUTHBOUND TRAIN IS ALWAYS LATE
NEEDS TO RUN FURTHER NORTH.
TICKET MACHINE BROKEN 1ST OF MONTH. CHANGE OF TRACK NOTICE POOR. ARRIVAL TIME POOR. ANNOUNCEMENT TIMES AT STATION NOT ACCURATE. CALL'S TO TRI-RAIL NO HELP.
IT WOULD BE NICE IF SHUTTLE BUSES AVAILABLE AT METRORAIL STATION FOR COLLEGE STUDENTS.

COMMENT
MESSAGE BOARD IN LAKE WORTH STATION NEVER HAS UPDATES ON LATE TRAINS WHICH IS HELPFUL.
MOST OF THE TIME I GET ON THE RAIN AROUND 1:38 P.M. I DONT GET OUT OF TRAIN UNTIL 5 P.M. (WPB) BECAUSE OF THE MECHANICAL PROBLEM. PLEASE HAVE THAT FIXED.
STATION INDICATORS IN EACH COMPARTMENT (RAIL MAP)
GOOD SERVICE.
GREAT, GOOD TO THE STAFF AND CREW. THEY DO A GREAT JOB AT WHAT THEY DO.
GET RID OF CSX!!!
SHUTTLE BUSES ON TIME AT FORT LAUDERDALE. TROLLEY AT BOYNTON STATION DO NOT COINCIDE WITH TRAIN SCHEDULE. ADD ONE MORE IN THE AFTERNOON (6:30 P.M.)
NEED OPTIONS TO PURCHASE TICKETS ONLINE. NEED TO IMPROVE TRAIN TRACKING OPTIONS ONLINE.
NEED TO ENFORCE: 1) NO LUGGAGE SEAT - SOME PEOPLE TAKE UP 3 SEATS WITH LUGGAGE AND CARRYONS. 2). NO FEET ON SEATS.
BUSSES NEED TO COORDINATE THEIR TIMES TO MEET INCOMING TRAINS.
TRAINS NEED TO BE ON TIME MORE OFTEN. NEED MORE TRAINS. DEFINITELY NEED A 6:00 P.M. TRAIN LEAVING METROSTATION.
I AM VERY HAPPY THAT THIS SERVICE IS AVAILABLE. MY ONLY PROBLEM IS ITS TIME, THAT IS, THE AMOUNT OF TRAINS AVAILABLE WITHIN AN HOUR. OVERALL A GOOD SERVICE, BUT I WOULD PREFER MORE TRAINS WITHIN THE HOUR.
MORE TRAINS DURING RUSH HOUR. TRACK MAINTENANCE DONE ON WEEKENDS AND LATE NIGHT. ANNOUNCE TRAIN DELAYS ALONG WITH TRAVEL ON RADIO/TV. FREE COFFEE IN THE AM.
I "LOVE" RIDING TRI-RAIL. IT IS RELAXING AND REDUCES STRESS! I CAN WORK, READ, PLAN OR NAP. MORE TRAINS ARE NEEDED, BUT THE INCREASED TRAINS DURING AM/PM PEAK HOURS WAS GREAT HELP!
I WOULD LIKE TO KNOW IN ADVANCE WHICH TRAIN IS EAST OR WEST, BEFORE I GET IN.
SPEAKERS FOR ANNOUNCEMENTS ON BRIDGES. MORE COVER FOR PASSENGERS AT GOLDEN GLADES. (PROTECTION FROM ELEMENTS).
INSTEAD OF SAYING "SOUTHBOUND TRAIN: - MENTION LATE TIMES ONCE IN A WHILE. ALSO HAVE AIRPORT TO AIRPORT EXPRESS TRAIN ONCE A DAY. TELL CONDUCTOR TO STOP SAYING HIALEAH RACETRACK - IT'S CLOSED.
GREAT METHOD OF TRANSPORTATION.
IT'S UNDERSTANDABLE THAT UNFORESEEN THINGS HAPPEN, BUT IT SEEMS THE TRAINS ARE CONSISTENTLY LATE.
I ALMOST LOST THE TRAIN B/C THE 1-800 INFORMATION LADY GAVE ME THE WRONG DEPARTURE TIME. SOMEBODY MUST BE AT THE TICKET COUNTER B/C PEOPLE, TOURISTS ETC. DO NOT KNOW HOW TO WORK THE MACHINE AND LOSE THE TRAIN.
WHEN THE SERVICE IS LATE OR DELAYED DUE TO CONSTRUCTION, THE MONTHLY PASS USERS SHOULD BE COMPENSATED BY EITHER EXTENDING ITS USE, OR DISCOUNTING IT.
TRAIN DOES NOT RUN LATE ENOUGH FOR ME TO GET HOME, WORK 12 HOURS AND GET OF AT 9 OR 10 AT NIGHT AND THE LAST TRAIN IS AT 8:36 PM.
IT WOULD BE NICE IF THERE WERE TRAINS EVERY HALF HOUR INSTEAD OF EVERY HOUR. I OFTEN HAVE TO WAIT AN HOUR EARLY AT SCHOOL IF I CATCH THE EARLY TRAIN, JUST IN CASE. I LOVE THE NEW DEMONSTRATION TRAIN!
THIS IS MY THIRD TIME RIDING THE TRAIN. MY OVERALL EXPERIENCE HAS BEEN VERY GOOD. YOUR STAFF WAS VERY FRIENDLY AND HELPFUL. THANK YOU! PLEASE KEEP THEM ON TIME AND INCREASE FREQUENCY.
FIX ELEVATOR AT METRO STATION.
PLEASE ADD SERVICE AT SHERIDAN THAT WILL RUN FROM 6:00 AND 7:00 AM, OR 6:15 OR 6:30AM. IT DOESN'T EXIST.
IN GOLDEN GLADES STATION WE NEED MORE VENDING MACHINES OR A PLACE TO BUY FOOD.
TRAINS SHOULD COME EVERY 20 MINUTES. NOT ALL STATIONS MAKE CLEAR ANNOUNCEMENTS. SOME OF THE STATIONS' AUDIO SYSTEMS DON'T WORK. LATE TRAINS SHOULD BE ANNOUNCED.
THESE DELAYS ARE TAKING A TOLL ON PEOPLE'S SCHEDULES. IMPROVEMENTS HAVE TO BE MADE. TODAY I WAS 1 HOUR LATE COMING HOME. IF YOU ARE GOING TO PROVIDE PUBLIC TRANSPORTATION, THINK ABOUT RIDERS.
MUSIC THAT IS RELAXING.
ALL THE STATIONS MUST HAVE SOME RESTROOMS.
THIS TRAIN CAME AN HOUR LATE.
PLEASE BE ON TIME.
THE TRAINS ARE ALWAYS LATE WHEN LEAVING BOCA, EVEN BEFORE THEY STARTED WORK ON THE TRACK. ALSO, WE NEED ANOTHER BUS #94. IT SHOULD BE EVERY 30 MINUTES INSTEAD OF EVERY HOUR TO TAKE US TO FAU.
THE TRAINS ARE TOO LATE!
HAVE MORE TRAINS OPERATING. HAVE TRAINS EVERY 10 MINUTES.
IF YOU CONTINUE TO OPERATE LIKE THIS, YOU WILL NOT HAVE ANY RIDERS. IT IS IMPOSSIBLE THAT FROM SHERIDAN TO LAKEWORTH IS 1 1/2 HOUR.
ON BOARD TICKET SALES.
TICKET MACHINES ARE BAD-UNABLE TO BUY TIX WITH CREDIT CARD. NEVER ON TIME.
HAVE MORE TRAINS IN THE AM GOING NORTHBOUND BY 30 MINUTE INTERVALS SHOULD START USING NEW TRAIN MORE OFTEN. EVERY TRAIN SHOULD BE LIKE THIS ONE.

COMMENT
IT'S HARD TO RELY ON THE TRI-RAIL TO GO TO SCHOOL OR WORK.
GREAT SERVICE. THANK YOU!
MORE TRAINS , LONGER SCHEDULES. PLEASE
WE NEED THE SCHEDULE TO BE EFFICIENT LIKE ANY OTHER MAJOR CITY. 1 HOUR TRAIN IS TOO MUCH TIME WASTED.
NEED MORE TRAINS .
OPA-LOCKA NEEDS TO HAVE STAFF ON SITE. ALSO THERE SHOULD BE SIGNS ON BOARD THAT SAYS DON'T PUT YOUR FEET ON SEATS OR YOUR BAGS.
GET THE NEW RIVER BRIDGE FINISHED AND ALL TRACKS REPAIRED.
COUNTY SHOULD NOT RUN TRI-RAIL AND FREIGHT TRAINS ON SAME TRACK, SHOULD CONSTRUCT SEPARATE TRACK FOR TRI-RAIL.
THE BUS ON POMPANO STATION AT 9:30 ALWAYS LEAVES RIGHT BEFORE THE TRAIN GETS THERE.
I WISH THE TRAINS AND THE PALM TRAM MATCHED UP BETTER.
THANKS FOR TRYING YOUR BEST.
MY CAR GOING TO JUNK YARD THIS WEEK NO WORK ANYMORE.
I HOPE THEY COMPLETE THE CONSTRUCTION SOON. I LOOK FORWARD TO HAVING MORE TRAINS OPERATING TO INCREASE ON TIME ARRIVAL. PLEASE HAVE MORE MECHANICS AVAILABLE OR ADDITIONAL TRAINS WHEN THERE IS MECHANICAL PROBLEMS.
DO NOT USE CYPRESS CREEK AS A MODEL FOR A NEW STATION. WHEN IT RAINS THE WATER PUDDLES ALL OVER THE PLATFORM AND THE BENCHES GET ALL WET.
MORE TRAINS ON THE WEEKEND OR IMPLEMENTING THAT NEW SCHEDULE WOULD BE GREAT. THE BATHROOMS ARE DISGUSTING. NEW TRAINS AND BETTER SEATS.
DO SOMETHING ABOUT THE PIGEON DROPPINGS ALONG THE STAIRWAYS AT THE WPB STATION.
IMPROVE ATTITUDES OF THE BUS DRIVERS AT FORT LAUDERDALE MORNING CREW. NEED BATHROOMS AT STATIONS.
WHEN TRAINS ARE DELAYED THE INFO AT THE STATION AND WEBSITES IS USUALLY VERY VAGUE OR NON-EXISTENT.
REACHING WORK APPROX 60% LATE PER WORK.
NEEDS MORE FREQUENT TRAIN SCHEDULE ESP. WEEKDAYS. NEED TO HAVE A BETTER PLAN IN PLACE DURING TRAIN TRACK REPAIR.
MORE TRAINS, MORE SCHEDULE, CLEAN RESTROOMS.
PLEASE BE ON TIME.
VERY VALUABLE FOR MY ELDERLY FATHER.
IF YOU ARE LATE, THE PERSON SELLING TICKETS WILL MAKE YOU MORE LATE, SINCE HE TRIES TO SELL TICKETS AND GIVE WARNINGS.
NEED NEW MANAGEMENT. THIS ONE IS NOT RELIABLE. NEED A CHANGE.
TIME FRAME BETWEEN TRAINS ARE TOO LONG. IT SHOULD BE AT MOST 30 MINUTES.
BE ON TIME!
A COMPARTMENT FOR BIKES WOULD BE NICE PLUS A TRANSIT BUS THAT ACCOMMODATES THEM. LOUSY SCHEDULE AND ANNOUNCEMENTS ARE FAULTY.
WE'VE RIDDEN TRI-RAIL TWO TIMES IN A YEAR AND EACH TIME WE HAVE HAD MAJOR DELAYS...A LITTLE DISAPPOINTING, ESPECIALLY WITH SMALL CHILDREN.
NO SIGN AT WEST PALM BEACH STATION INDICATING WHERE TICKETS ARE LOCATED.
IT WOULD BE GREAT IF THE TRAIN WAS LESS THAN AN HOUR LATE.
BETTER COMMUNICATION BETWEEN CONDUCTOR AND PASSENGERS. I AM A TEN YEAR COMMUTER. RIDE TWO HOURS A DAY.
NEED MORE TRAINS AND SECURITY AND PARKING.
THE TRAIN SERVICE IS GOOD BUT YOU SHOULDN'T GIVE PRIORITY TO THE CONSTRUCTION. THERE SHOULD A SEPARATE RAIL FOR THAT OR WORK ON THE WEEKENDS. YOU ARE NOT PRIORITIZING THE RIDERS.
NEED MORE TRAINS NORTH AT 5PM. NEED LATE TRAINS ESP. WEEKENDS. HOW CAN YOU DO ANYTHING IN MIAMI AT NIGHT?
WHY ARE THERE NO BUSES WHEN THERE IS A PROBLEM WITH THE TRAINS.
TICKET MACHINE CAN BE FASTER.
SERVICE AT GOLDEN GLADES IS VERY POOR. STATION IS EXTREMELY DIRTY AND I FEEL UNSAFE. ELEVATORS HARDLY WORK.
THANK YOU FOR YOUR SERVICE AND I WILL CONTINUE TO USE THE TRAIN.
PARKING AT HOLLYWOOD STATION IS BAD BECAUSE MY VEHICLE WAS VANDALIZED TWICE AT GOLDEN GLADES. ALSO WOULD LIKE TO HAVE TRAIN FREQUENCY AFTER 6PM. PUNCTUALITY IS POOR.
DIRTY AND UNRELIABLE.
BE ON TIME!
ONE EXCUSE FOR DELAYS ARE JACKSONVILLE DOES NOT RESPOND FOR SIGNAL. INTERNET CONSIDERATION ON TRAIN? TRAINS SHOULD RUN LATER
SIGNS INDICATING STATIONS NAMES ARE DARK AT NIGHT. YOU CANNOT READ THEM IF RAINING. THEY NEED TO BE LIT.
FOR ME, TIMING IS VERY BAD. SOMETIMES TWO TRAINS COM IN THE SAME TIME IN THE SAME WAY. MOST OF THE TIME, I BUY MY TICKET, THE TRAIN DOESN'T COME TILL I LOSE MY CARD. WE ARE REALLY BAD BOUT THAT.
IT WOULD BE GREAT IF THE TRAINS WERE ON TIME MORE.
LOOKING FORWARD TO THE END OF THIS MAINTENANCE
POMPANO STATION NEEDS MORE SOLID STRUCTURES WITH ROOF TO PROTECT PASSENGERS FROM RAIN, HEAT AND WIND. MORE FREQUENT RIDES AND MORE TRAINS. BE ON TIME!
1ST TIME
SOMETIMES I WILL GET IN A CAR IN THE AFTERNOON AND FLOOR IS LITTERED WITH TRASH. I AM EXPECTING BETTER SERVICE AS SOON AS THE CONSTRUCTION IS OVER.

COMMENT
YOU HAVE TO WORK IN THE TRACKS SO THE NORTH OR SOUTH BOUND DONT HAVE TO WAIT WHEN ONE OF THEM COMES BY. AS A MATTER OF FACT THAT CAN RESOLVE THE PROBLEM OF DELAYED TRAIN OR ON TIME.
TRI-RAIL IS NOT GOOD. I MAY LOSE MY JOB BECAUSE EACH DAY I AM LATE. MONTHLY TIX DO NOT WORK AT TURNSTILES. ON TIME PERFORMANCE SUCKS. FRONT OFFICE AND BOARD MEMBERS DO NOT CARE.
ANOTHER TRAIN BETWEEN 5:32 AM AND 6:47 AM.
PARKING LOT FULL OF BROKEN GLASS AND STATION AMBASSADOR IS USELESS. THANK YOU.
YOU STATION EMPLOYEES DONT HAVE ANY INFORMATION IN CASE OF AN EMERGENCY, PLUS THEY DONT SPEAK SPANISH.
WHAT HAPPENED TO THE GOLDEN GLADES STATION? IT LOOKS HORRIBLE! I HOPE YOU GOT YOUR MONEY BACK! YOUR SURVEYOR WALKED BY ME 3 TIMES WITHOUT OFFERING A SURVEY. I FINALLY HAD TO ASK FOR ONE.
JUST GET MORE TRAINS AND ON TIME
HAVE SEEN BROKEN WINDOWS ON CARS AT SHERIDAN. EVERY STATION SHOULD HAVE SECURITY GUARDS-ALSO ANNOUNCEMENTS AT STATION REGARDING DELAYS NEED TO BE MORE ACCURATE.
NEED ANOTHER TICKET MACHINE IN THE TRI-RAIL STATION. IMPROVE TIMELINESS. SECURITY NEED TO DO MORE ROUNDS IN THE TRAIN. MANY PEOPLE USING SEATS. MORE SIGNS FOR LOCATIONS OF RESTROOMS. MORE TRAINS BETWEEN 6-9AM AND 3-6 PM.
ANNOUNCEMENTS OF DELAYS AT THE STATION BEFORE BOARDING THE TRAIN. THERE WERE SEVERAL TIMES WE WERE TOLD AFTER THE TRAIN LEFT THE STATION WHEN I COULD HAVE DRIVEN TO WORK.
WOULD BE HELPFUL IF ANNOUNCEMENTS INDICATED THAT A TRAIN WAS UNABLE TO GO THE ENTIRE WAY BEFORE BOARDING AND IF UNABLE TO CONTINUE BUSING WOULD BE MADE AVOID.
ONLY 2ND TIME I'VE TAKEN TRI-RAIL BUT PLAN ON TAKING IT MORE. HAPPY WITH SERVICE.
IMPRESSED WITH THE NEW TRI-RAIL. IT'S VERY COMFORTABLE. TIME IS IMPORTANT AND SOME PEOPLE AREN'T HAPPY WHEN TRI-RAIL IS LATE. SOMETIMES HOURS.
JUST CLEANER THAT'S MY BIGGEST CONCERN.
HAVE MORE TRAINS STARTING AN AND EARLIER TIME ON WEEKEND AND HAVE MORE SECURITY GOING FROM CABIN TO CABIN. MAKE ANNOUNCEMENTS AND PRECISE TIMES THAT THE TRAINS ARE GOING TO BE LATE. HAVE SECURITY GUARDS AT THE GRIFFIN STATION AT NIGHT.
DISAPPOINTED WITH TRI-RAIL TRAINS. THE PM TRAINS ARE USUALLY LATE AN HOUR OR MORE. THE AM TRAINS ARRIVE AT MY STOP LATE WHICH MEANS THE SHUTTLE BUSES ARE GONE.
IMPROVEMENT NEEDED ON TRAIN DELAY.
TRI-RAIL SHOULD WAIT IF TRAIN IS LATE.
TRI-RAIL SERVICE IS NOT ON TIME.
MORE TRAINS. COME EVERY HALF HOUR.
ADD MORE TRAINS OR HAVE THEM COME FASTER, SO THAT THEY ARE NOT ALWAYS LATE.
GENERAL GOOD RIDE BUT WISH RAN FARTHER NORTH.
NEED MORE PARKING AT METRORAIL STATION.
PLS ADD MORE TRAIN TRIPS ESP. ON WEEKENDS. ON WEEKDAYS PLS. MAKE IT EVERY 30 MINUTES.
KEEP UP THE GOOD WORK.
POOR ON TIME PERFORMANCE BUT GOOD SERVICE.
THERE SHOULD BE EMERGENCY TRAINS FOR WHEN A TRAIN BREAKS DOWN SO A WHOLE HOUR DOESN'T GO BY BEFORE GETTING ANOTHER TRAIN.
THE MACHINES DONT EXPECT MONEY SOMETIMES. IT WOULD BE GREAT TO HAVE 30 MINUTES APART TRAIN SERVICE.
MORE FREQUENCY AND BE ON TIME.
FIRST TIME ON TRI-RAIL.
THE TRAIN SERVICE IS GOOD.
"WOULD LIKE INSIDE AND OUTSIDE OF TRAINS UPDATED. HAS TRAVELED TRI-RAIL MANY TIMES BEFORE. VISITING FROM PA. VENDING MACHINE NOT GOOD." RIDER TO SURVEYOR.
RIDER WAS WILLING TO DO QUESTIONS #2 AND #8 ONLY. (PER SURVEYOR)
SOMETIMES A PERSON HAS TO RUN FOR THE TRAIN WITHOUT PURCHASING A TICKET. AT THE NEXT STOP ONE SHOULD BE ALLOWED TO PURCHASE TICKET WITHOUT FEAR OF BEING LEFT. DOOR OPERATORS COULD BE AND SHOULD BE MORE SENSITIVE TO THE MATTER.
THE WAIT WAS AWFUL. I WAITED 2 1/2 HOURS AFTER SITTING FOR 35 MINUTES AT THE TRI-RAIL TRANSFER. YOU MUST DO BETTER.
TRAIN SIGNAL MESSSED UP. TRAINS EVERY 20 MINUTES. SPECIAL "DISABLED" DISCOUNT. *NOTE BLIND MAN/SURVEYOR ASSIST AND WALK ASSIST
INSTALL WIFI ON ALL TRAINS.
RECENTLY THE TRAINS HAVE HAD SOME SERIOUS PROBLEMS GETTING ANYWHERE ON TIME. CLEANLINESS SERIOUSLY NEEDS TO BE IMPROVED. I WOULD PREFER TO WAIT A LONG PERIOD OF TIME FOR A CLEAN BATHROOM THAN TO USE THE ONES ON THE TRAIN.
ONLY FOR TRAINS TO RUN ALMOST ACCORDINGLY TO THE TRANSIT BUSES.
HOPING RAIL MAINTENANCE WILL BE OVER SOON SO THAT TRAIN CAN BE ON SCHEDULE.
ANNOUNCEMENTS ON TRAIN ARRIVALS AT NORTH AND SOUTH BOUND TRAINS SHOULD BE SPECIFIC ABOUT TIME SO PEOPLE WON'T BE JUMPING OR RUNNING OVER TRACKS OR ESCALATORS.
SINCE DBC TRACKING FINISHED TRI-RAIL SERVICE HAS IMPROVED GREATLY. KEEP UP THE GOOD WORK.
YOU SHOULD PUT MORE TRAINS. ID LIKE YOU TO PUT THE TRAINS UNTIL MIDNIGHT. BE MORE STRICT CHECKING THE TICKETS.
FAILS TO STICK TO SCHEDULE. NO COORDINATION WITH THE METRORAIL. TOO LONG HEADWAYS.

COMMENT
RESTROOMS ON TRAIN SMELL I BELIEVE FROM THE TANK WHICH SMELLS UP THE TRAIN WHILE MOVING. NEED TO TREAT THE WATER. NEED MORE TRAIN OPTIONS FROM 5:30PM TO 8:00PM
STAFF NEEDS TO REMIND RIDERS TO TAKE FEET OFF SEATS. TRAINS NEED TO BE ON TIME.
ADD A 6PM TRAIN AT METRORAIL STATION NORTHBOUND DURING THE WEEK. IF METRORAIL IS EVEN A LITTLE BEHIND IT IS DIFFICULT TO CATCH THE 5:36 TRAIN. TRAINS SHOULD RUN MORE FREQUENTLY AT RUSH HOUR 6:30AM-8:30AM AND 4:30PM-6:30PM
THE WINDOWS NEED TO BE CLEAN.
YOU SHOULD ADD SERVICE TO THE AFTERNOON AT LEAST EVERY HALF AN HOUR AND CONTINUE IT UNTIL 8:00PM
NEED MORE SECURITY AFTER THE LAST TRAIN RUN AT TEACH STATION OR AT THE BROWARD.
NEED TO PUT A TICKET MACHINE ON THE TRAIN ASAP!. IF ONE RIDE TRI-RAIL DAILY ONE WOULD BECOME SUBJECT TO RIDE WITHOUT TICKET WHEN IT IS THE LAST TRAIN HOME OR TO WORK WHEN TRANSPORTATIONS IS IN NEED.
FIRST TIME ON TRI-RAIL IN OVER 5 YEARS. SERVICE ON THE TRIP IS TOO SLOW. PROBABLY WILL NOT USE IT AGAIN. THOUGHT I WOULD TRY IT TO SAVE USING THE CAR. MISTAKE
THE TRAIN SERVICE IS VERY HIGH QUALITY.
PROMPT ARRIVAL TO KEY LOCATIONS ARE KEY FOR ME. I'VE BEEN LATE TO WORK 3 TIMES IN 1 WEEK. I'VE BEEN ASKED TO WAKE UP EARLIER JUST TO MAKE IT ON TIME. THAT'S NOT FAIR.
WE NEED MORE TRAINS FROM 7 AM TO 8 AM
NEED MORE TRAINS!
WHEN WORKING ON THE RAILS HAVE HOURS MIDNIGHT TILL 6AM OR 7AM. YESTERDAY THE TRAIN WAS VERY DIRTY AND THERE WAS TRASH ALL OVER THE PLACE. I FELT UNCOMFORTABLE SITTING AROUND ALL THAT TRASH.
NEEDS TO BE MORE ON TIME
A MAP WITH STREETS WOULD BE HELPFUL FOR VISITORS. DIFFICULT TO SEE RAIL SIGN INFO FROM GLADES RD. NEED BIGGER SIGNS.
THE PAST COUPLE OF MONTHS THE COMMUTE HAS COST A LOT OF RIDERS MONEY AND HOURS FROM JOBS, AND MADE A LOT OF PEOPLE VERY UNHAPPY. NEED MORE TRI RAIL TRAINS ALSO NEED TO RUN ON TIME MORE OFTEN
MISSED INFORMATION WHEN HE CALLED TO FIND OUT IF THE TRI WAS RUNNING ON TIME. CONDUCTOR DOES NOT WAIT FOR PEOPLE WITH LUGGAGE.
NEED SEPARATE BATHROOMS, NOT CO-ED, NOT CLEAN - SMELLS
PARKING IS TERRIBLE
TRI RAIL NEEDS TO HAVE MORE TRAINS BECAUSE I WAIT ALONG TIME TO CATCH THE TRAINS
DO NOT LEAVE INTOXICATED PEOPLE THAT SHOUT BOMB THREATS ON TRAIN - VERY BAD!
ELEVATORS DO NOT WORK ON SHERIDAN STREET. TERRIBLE PARKING
NEED TO PAY MORE ATTENTION TO ANNOUNCEMENTS AT STATION REPEATING EVEN WHEN THE TRAIN PULLED OUT. INCREASE TRAINS DURING PEAK HOURS AND LESS DELAYS.
NEVER ON TIME. CONDUCTOR DONT WAIT PERIOD.
YOU SHOULD SELL TICKETS ON TRAIN EVEN IF ITS ONLY A ONE WAY AND MORE EXPENSIVE.
PEOPLE HAVE THEIR FEET ON THE SEAT AND WACKENHUT DOES NOTHING ABOUT IT. TRAINS ARE FILTHY AND SHOULD BE CLEANED DAILY. FOOD SHOULD NOT BE ALLOWED IT MAKES A MESS WEST PALM BEACH STATION IS FILTHY AND COVERED WITH PIGEON DROPPINGS. WEST PALM BEACH AT NIGHT IS DANGEROUS AND ALL PAN HANDLERS IN ONE PARKING LOT.
AT PEAK TIME 5 AM TO 9 AM AND AT 4 PM TO 7 PM THE TRAIN SHOULD BE EVERY 30 MINUTES.
WE NEED MORE TRAINS, RUNNING MORE OFTEN.
I THINK THAT WOULD BE NICE IF IN ALL STATIONS HAVING A COP OR A PROPERTY SECURITY.
NEED BUS CONNECTION FROM BOCA (YAMATO) TO SPANISH RIVER AND FAU BLVD.
LIVE IN CANADA
"NO" I THOUGHT IT A "NO" BUT THE DRIVE WAS REALLY RUDE TO 2 POOR LITTLE OLD LADIES THAT COULD HAVE BEEN THERE FAMILY RELATED.
SHERIDAN ST ELEVATORS AND TICKET AREAS SMELL LIKE URINE. NO SECURITY THERE. KIDS RACING MOTOR BIKES IN PARKING LOT MOST NIGHTS AFTER 6 PM.
TRI-RAIL NEEDS TO KNOW IN ADVANCE WHEN THEY ARE GOING TO HAVE SIGNAL ISSUES. OFTEN FAIL TO TELL PASSENGERS IN ADVANCE. CAN THIS SURVEY HELP US?
I BELIEVE THAT THE TRI-RAIL HAS ISSUES WITH TIMING. I USE IT FOR SCHOOL EVERY DAY AND I'VE BEEN LATE BECAUSE THE TRACKS ARE MESSSED UP AND MY TRAIN IS ALWAYS THE ONE PULLED OVER WAITING.
I'M GRATEFUL THAT I CAN RIDE THE TRI-RAIL TO AND FROM WORK. FILTHY, CURSING AND FOUL LANGUAGE
NORTHBOUND TRAIN P626 LEAVING MIA AT 4:28 SHOULD HAVE 4 PASSENGER CARS DUE TO THE NUMBER OF PASSENGERS RIDING AT ONE TIME AND COMFORTNESS RATHER THAN 3 CARS.
ALL THE PALM BEACH BUSES THAT CONNECT TO THE PALM BEACH TRAIN STATIONS STOP RUNNING WAY TOO EARLY AND THERE AREN'T ENOUGH BUS ROUTES THAT GET TO THAT TRAIN. AND THEY NEED TO RUN 2 TRAINS AN HOUR BETWEEN 6-9 AM AND 3-7 PM.

COMMENT
PLEASE WORK WITH BROWARD TRANSIT TO COORDINATE THE BUS SERVING THE HOLLYWOOD STATION WHEN THE NEW TRI-RAIL SCHEDULE COMES OUT. NEEDED MORE CONNECTIONS WITH BUSES IN PALM BEACH.
ON TIME PERFORMANCE IS CRITICAL. NO ONE RIDES WEEKDAYS JUST TO RIDE. THE TRI-RAIL SHUTTLE BUS SYSTEM NEEDS TO RUN MORE EFFICIENTLY.
TRAINS LATE-SHOULD HAVE INFORMATION ON TV NEWS PROGRAMS SO THAT OTHER ARRANGEMENTS CAN BE MADE BEFORE COMING TO THE TRAIN.
THE TRAIN IS A GOOD ALTERNATIVE BECAUSE THE GAS PRICE IS TO HIGH. YOU NEED TO IMPROVE THE SERVICE.
IT COMES LATE.
EXCELLENT SERVICE! SAVES ME \$ AND WEAR AND TEAR TO MY CAR. HIGHLY RECOMMENDED.
SOME OF THE SECURITY GUARDS INSIDE THE TRAIN LACK RESPECT AND COURTESY TOWARD PASSENGERS.
THE SECURITY GUARDS SHOULD ABIDE BY THE RULES, THEY ALLOW PEOPLE TO PUT THEIR FEET ON THE SITS, THEY ALOUD LOUD MUSIC. THE MOST IMPORTANT THING IS TO COORDINATE THE TRAINS AND THE BUSES.
PLEASE HAVE SECURITY GUARDS AT EITHER SIDE WHEN TRAINS ARRIVE.
WE COMMUTERS WANT ON TIME PERFORMANCE AND LATELY THAT HAS BEEN LACKING. ADDING NEW TRAINS IN THE PROPOSED SCHEDULE WILL OFFER BETTER COMMUTING TIMES.
SHUTTLES ARE NOT RELIABLE.
POOR COUNTRIES RUN THEIR TRAINS ON TIME. THANK GOODNESS FOR MISSISSIPPI.
MORE FREQUENCY OF TRAINS AND RUNNING ON TIME. IMPROVE STATION AND THE STAIRS CLEANLINES.
SECURITY GUARD NEEDS TO BE MORE VISIBLE IN ALL CARS. AT TIMES LUGGAGE AND PEOPLE ARE WHERE OUR BIKES GO. I WOULD LIKE YOU TO TAKE CARE OF THIS PROBLEM.
WHY ARE TRAINS ALWAYS LATE? I DEPEND ON TRAINS EVERY DAY TO GO TO WORK AND 4 OUT OF 6 DAYS THE TRAINS ARE LATE.
I WISH THE TRI-RAIL WOULD EXTEND THEIR TRAIN SERVICE PAST 10:00PM AT THE METRO-TRAIL NORTHBOUND. GET A TICKET VALIDATION MACHINE ON THE TRAIN.
TRAINS NEVER ON TIME 80% OF TIME. STUCK ON TRAIN FOR 1 1/2 HOURS ONCE AND I AM ALWAYS LATE FOR WORK. YOU DONT EVEN CARE.
TICKET MACHINES IN SPANISH ARE NOT LIT WELL FOR EARLY AM LIGHTING.
WHEN YOU HAVE TO WORK ON TRACKS YOU SHOULD CHOOSE A DIFFERENT SCHEDULE BETWEEN 6AM AND 8AM AND 4PM AND 7:30PM. THE MAJORITY OF PEOPLE TAKE THE TRAIN SO IT IS HORRIBLE THE WAY WE HAVE TO WAIT TO THE TRAIN AND IS SOMETIMES DELAYED.
BE MORE ON TIME. DO CONSTRUCTION BETWEEN 10PM AND 5 AM.
IT'S VERY UNPREDICTABLE AND DISAPPOINTING AT TIMES.
YOU NEED TO IMPROVE THE PARKING AT CYPRESS CREEK STATION. FAR AWAY FROM STATION. THANKS.
TRAINS ARE RUNNING VERY LATE AND POOR ANNOUNCEMENTS. THE ELEVATORS ARE SLOW. HANDICAP, CHILDREN AND ELDERLY DONT HAVE ENOUGH TIME TO MAKE IT OVER THE BRIDGE.
THE TICKETING MACHINES SHOULD BE FASTER ESP. WHEN USING CREDIT CARDS. THIS CAN EASILY MAKE YOU LOSE YOUR TRAIN OR GET A CITATION. MORE NORTH BOUND TRAINS SHOULD BE AVAIL PLEASE AND ONE EVERY 30 MINUTES INSTEAD OF 60. AND BE ON TIME!
DURING RUSH HOURS THE TRAIN SHOULD RUN EVERY HALF HOUR
YOU WILL NEED PARKING FOR 500-1000 CARS AT EACH TRI-RAIL STATION BEFORE MOST PEOPLE CAN CONSIDER THE TRAIN. ALSO EXPANDED HOURS AND MANY MORE METRO ROUTES. GOOD LUCK
NO UNIFORM ANNOUNCEMENT PROCEDURE FOR CONDUCTORS. NO NAMEPLATES FOR PERSONNEL.
ON TIME TRAINS DO NOT EXIST, NO ONE WANTS TO WAIT AN HOUR FOR A TRAIN. I WAS A DAILY RIDER, BUT HAD A PROBLEM WITH PARKING ENFORCEMENT SO I WENT BACK TO DRIVING. TODAY I HAVE TO PICK UP A NEW CAR AT MY OFFICE SO I TOOK ONE WAY TRAIN.
SUGGEST YOU WORK ON: SCHEDULE (NEED MORE TRAINS), TIMELINESS (FREQUENT DELAYS OF 1 HOUR OR MORE-A PERSON WITH A SCHEDULE CANT POSSIBLY USE YOUR SYSTEM), I LOVE THE TABLES AT SEATS-NEED MORE TABLES.
NEED SHORTER HEADWAYS. NEED LATE TRAIN LEAVING MIA AIRPORT. TRAINS AND STAFF ARE GOOD. MORE WEEKEND SERVICE.
HAVE MORE TRAINS DURING RUSH HOUR. BE ON TIME CONSISTENTLY.
MOST STATIONS ARE VERY MESSY. MORE ATTENTION IS REQUIRED. IN SOME STATIONS (DEERFIELD, WEST PALM BEACH) BETTER BUS CONNECTIONS ARE NEEDED. MORE MORNING AND AFTERNOON TRAINS ARE NEEDED.
LATELY, TRI-RAIL HAS BEEN TERRIBLE ABOUT GETTING ME TO WORK ON TIME AND GETTING ME HOME AT A DECENT HOUR. MY COMMUTE IS ALREADY 2 HOURS AND TO LENGTHEN IT IS VERY FRUSTRATING. I BUY A MONTHLY PASS AND FOR THAT MONEY I OUGHT TO GET GOOD AND PUNCTUAL SERVICE.
ADD MORE TRAINS AND YOU COULD EVEN ADD SOME THAT COST MORE WITH DESKS AND WIFI AND PEOPLE WOULD PAY MORE FOR THAT SERVICE.
CONTINUE 20 MINUTE SERVICE THROUGH 8:34 INSTEAD OF 7:34.
NEED TOILET AND SOMEONE TO TALK TO (STAFF) AT EVERY STATION.
COORDINATION BETWEEN TRI-RAIL AND METRO-RAIL IS THE WORST. NEED IMPROVEMENT.
ON-TIME PERFORMANCE AS OF LATE HAS BEEN VERY BAD AND TRI-RAIL DOES NOT COMMUNICATE TO US VERY WELL. TRAINS SEEM CLEAN IN THE MORNING, BUT VERY BAD IN THE AFTERNOON. SOMETIMES DOORS ARE SLOW TO OPEN. HAD TO MOVE TO OTHER CARS TO EXIT TWICE. I HAVE YET TO RECEIVE MY NEW EDP CARD. I HAVE CALLED TRI-RAIL AND RECEIVED NO HELP.

COMMENT
STATION STAFF DOESN'T KNOW ON WHICH TRACK THE TRAIN IS STOPPING. TRAIN SCHEDULE IS NOT GUARANTEED AND YOU GET TO WORK LATE. TRI-RAIL NEEDS TO LEARN FROM NEW YORK TRANSIT.
PLEASE OFFER MORE TRAINS DURING EVENING RUSH HOUR. A 6:00 PM TRAIN WOULD BE IDEAL.
A TRAIN EVERY 10 MINUTES!
ON SHERIDAN ST. STATION THE ANNOUNCEMENTS ARE VERY POOR. IF YOU'RE ON THE CROSSING BRIDGE YOU CAN'T HEAR ANYTHING. TRAINS ON-TIME PERFORMANCE AND CONNECTING TRAINS/SHUTTLE BUSES ARE VERY POORLY MANAGED.
COORDINATE WITH METRORAIL TRAINS SO WE DON'T HAVE TO RUN TO CATCH THE TRI-RAIL. MAKE MORE ANNOUNCEMENTS AT STATION ABOUT WHEN TRAIN WILL ARRIVE. GIVE AN ETA.
I DO NOT LIKE THE NEW DEMO TRAIN CARS. THE CURRENT ONES ARE BETTER. LAST WEEK ONE HOUR, THIS WEEK HALF AN HOUR. WHY CAN'T IT JUST BE ON TIME?
I WOULD LIKE THE TRAIN TO HAVE MORE STOPS TOWARDS THE NORTH AND SOUTH. IT'S BEING TWO YEARS AND I CAN'T BELIEVE THEY HAVEN'T DONE IT. AFTER A CERTAIN AMOUNT OF RIDES AT LEAST ONE OR TWO FREE RIDES! EVERYTHING IS FINE.
NEED TO EXPEDITE EXPANDING SERVICE FARTHER NORTH. DUE TO OVERCROWDING A LOT OF COMMUTERS ARE MOVING NORTH. EASE OF PURCHASING TICKETS. LINES ARE TOO LONG. MACHINES ARE USUALLY BROKEN/OUTDATED.
TOO LONG OF A WAIT ON THE 6:00 PM TRAIN GOING NORTH, FLL.
KEEP 20 MINUTE SCHEDULE RUNNING LATE MORNING AND NIGHT...AT LEAST THROUGH RUSH HOUR.
I RECOGNIZE THAT CONSTRUCTION IS CURRENTLY UNDERWAY AND IS CAUSING A MAJORITY OF YOUR DELAYS, BUT THE OVERALL SERVICE/TIMELINESS OF TRAINS WAS NEVER ACCEPTABLE. WE REALLY NEED MORE TRAINS.
INCREASE AVAILABILITY OF STAMPS, STATIONS AND TICKET MACHINES.
INCREASE NUMBER OF TRAINS. IMPROVE TIMELINESS OF TRAIN.
TRAINS NEED TO RUN MORE OFTEN. TWO HOURS LATER AT NIGHT.
EXTEND THE SCHEDULE IN THE EVENING.
LOTS OF PROBLEMS LATELY WITH COMPETING WITH CSX AND AMTRAK TRAINS FOR RAIL SERVICE. THIS IS CAUSING MANY DELAYS RELATED TO TWO YEARS BEFORE. THAT'S WHEN DELAYS WERE EXPECTED.
I FALL TO SLEEP AND MISS MY STOP. I NEED YOU TO IMPROVE THE ANNOUNCEMENTS SERVICE. MOST PEOPLE FALL TO SLEEP AFTER A ON HOUR RIDE.
ALLWAYS LATE. I HOPE YOU CAN IMPROVE THAT.
TRIPS EACH 30 MINUTES
PLEASE RUN THE TRAIN EVERY 1/2 HOUR.
THIS WAS MY FIRST TIME RIDING AND I DO BELIEVE I CAN USE IT DAILY IF IT RAN EVERY 30 MIN INSTEAD OF HOURLY.
ON OCCASION THE TICKET MACHINES DONT HAVE CHANGE SO IT RETURNS YOUR BILL.
THE SERVICE IS VERY GOOD. WHAT COULD IMPROVE IS THE TRAIN'S SPEED. IT IS VERY SLOW FROM ONE STATION TO THE OTHER.
TRAIN HALF HOUR LATE. NO ANNOUNCEMENTS MADE.
NEED TRI-RAIL EAST AND WEST ALONG SAWGRASS AND SOUTH DOWN 75 AND ALONG 595. MORE PEOPLE WOULD USE SERVICE.
TRAIN ARRIVALS ARE VERY POOR. MUST GET HERE ONE HOUR EARLIER.
ADVERTISE SERVICE MORE AT HOTELS.
I WORK IN BOCA RATON FIVE DAYS A WEEK AND HAVE TO CATCH ONE OR TWO TRAINS. I START WORK AT 9:00 AM AND HAVE TO CATCH THE 6:30 OR 7:00 TRAIN TO MAKE SURE I AM ON TIME.
MOST OF THE TIME WORKING COMMUTER FALLS ASLEEP AND THE SEATS HEAD REST ARE TOO LOW. NOT HIGH ENOUGH TO RELAX YOUR HEAD.
RETURNING HOME, NEED A TRI-RAIL SHUTTLE BUS ALONG THE BUS ROUTE, BUS DOESN'T GET YOU ON TIME TO THE TRI-RAIL.
RESTROOMS AT TRAIN STATION. THE TRAIN DOORS SHOULD STAY OPEN LONGER.
NEED RESTROOMS AT TRAIN STATIONS, BETTER HELP AT STATIONS. LEAVE DOORS OPEN LONGER ON TRAINS.
TRI RAIL IS NOT DEPENDABLE
MAKE THE TRAIN RIDE A LITTLE SMOOTHER, LESS BUMPY.
1005 WASON CAR NEEDS TO BE REPAIRED. IT BOUNCES A LOT AND DOESN'T HAVE GOOD SHOCK ABSORBER ESPECIALLY IN THE BACK SEATS.
I KNOW THAT TRI-RAIL IS NOT RESPONSIBLE FOR THE LATENESS OF TRAIN, BUT THAT'S MY ONLY CONCERN. ESPECIALLY IN THE AFTERNOON.
GET HERE ON TIME. CLEAN THE RESTROOMS.
A TRAIN EVERY HOUR IN A METROPOLITAN AREA SUCH AS S. FLORIDA IS A TRAGEDY OF BUREAUCRACY. MORE TRAINS AND BUSES ARE NECESSARY IN TODAY'S MULTI-MILLION PEOPLE CITIES.
THERE IS NO SECURITY PEOPLE AT THE LAKE WORTH PARKING AREA. THE BATHROOMS ARE FILTHY.
THE GUARD ON P624 IS VERY RUDE. TRI-RAIL IS NOT CUSTOMER FRIENDLY. CUSTOMERS SHOULD BE ABLE TO BUY TICKETS IN ADVANCE SINCE THEY ARE SO ADAMANT ON WRITING CITATIONS. SCHEDULE AND ON-TIME PERFORMANCE NEEDS TO BE IMPROVED. RESTRUCTURE THE TICKET PURCHASING SYSTEM.
SECURITY NEEDS TO COMMUNICATE WITH CUSTOMERS IN A PROFESSIONAL MANNER AND NOT TREAT THEN AS IF THEY ARE CRIMINALS. ANNOUNCEMENTS NEED TO BE AUDIBLE AND REGULAR. ESPECIALLY WHEN THERE ARE PROBLEMS.
TRAINS COULD RUN MORE FREQUENTLY IN A.M.

COMMENT
TICKET MACHINE OUT OF ORDER. DOESN'T PRINT CORRECT ON TICKETS. AREA DIRTY WHERE TICKET MACHINE LOCATED. CREDIT CARD PROCESSING POOR. THE WHOLE TRI-RAIL OPERATION NEEDS A LOT OF IMPROVEMENTS. PHONE CUSTOMER SERVICE POOR. GOOD LUCK!
WHEN THE TRAINS ARE LATE IN THE MORNING AND I GET TO MY DESTINATION, THERE'S USUALLY NO SHUTTLE BUS TO TAKE US TO WORK. THERE NEEDS TO BE BETTER COORDINATION WITH TRI-RAIL AND THE SHUTTLE BUSES.
ON-TIME SERVICE IS HORRIBLE. I'M THINKING OF DISCONTINUING RIDING TRI-RAIL. NEW SCHEDULE NEEDS ANOTHER TRAIN BETWEEN 4PM AND 5PM GOING NORTH.
THE TICKET MACHINES ARE VERY BAD. THE TRAIN SCHEDULES ARE HORRIBLE. MORNING OR EVENINGS. I AM ALWAYS USING THE TRAIN AND IN THE AFTERNOONS, I HAVE TO WAIT A LONG TIME.
THE TRAINS ARE VERY UNCOMFORTABLE. WE NEED MORE TRAINS. THE TRAIN SCHEDULE IS HORRIBLE.
I USED THE TRAIN EVERY DAY AND THE SERVICE IN THE LAST TWO MONTHS HAS BEEN HORRENDOUS. I BUY THE MONTHLY TICKET AND IT IS NOT FAIR THAT SOMETIMES I HAVE WAITED FOUR HOURS FOR A TRAIN.
NEED FOR MORE TRAINS AND BETTER ON-TIME RECORD. MORE AFFORDABLE PACKAGE DEALS FOR FREQUENT TRAVELERS.
SHUTTLES SHOULD WAIT FOR TRAINS.
CUT BACK ON DELAYS SO THAT WE ARE ABLE TO GET CONNECTING TROLLEYS OR BUSES. TAXIS ARE EXPENSIVE.
WHY ARE FREIGHT TRAINS RUNNING AHEAD OF THE TRI-RAIL TRAIN AT 7:00 IN THE MORNING?
TICKET MACHINES ARE COMPLICATED AND FARES ARE CONFUSING. PEAK/OFF PEAK.
CONNECTING BUSES SHOULD BE SCHEDULED TO CORRELATE WITH TRAIN SCHEDULES.
MORE COMMUNICATION BETWEEN CONNECTING SERVICE (METRO/RAIL) AND TRI-RAIL. ESPECIALLY ON DELAYS.
NEED SHUTTLE BUS TO COME CLOSER TO TOWN, AND EARLIER. ALSO, A TRANSIT BUS TO COME AT LEAST 30 MIN. EARLIER THAN THE 5:15 A.M. ONE.
TIMELY SCHEDULES DOES NOT EXIST FOR YOU PEOPLE. NO ONE LIKES TO WAIT ONE HOUR FOR A TRAIN.
SERVICE AND SECURITY IS GOOD. NEED MORE TRAINS IN CASE ONE BREAKS DOWN.
SERVE REFRESHMENTS.
THERE SHOULD BE AT LEAST 2 TRAINS PER HOUR, PER DIRECTION. MORE COMMUTERS WOULD TAKE THE TRAIN IF IT RAN MORE FREQUENTLY. ON THE WEEKENDS TRAINS SHOULD RUN AT LEAST EVERY HOUR WITHOUT ANY EXTENDED BREAKS IN THE SCHEDULE. TRAINS NEED TO BE PUNCTUAL.
GOLDEN GLADES STATION NEEDS A FACE LIFT. NEEDS MORE LIGHT AT NIGHT FOR TRAVELERS. LAKE WORTH STATION NEEDS MORE PARKING.
A 6 AM TRAIN WOULD BE NICE AT CYPRESS STATION.
SCHOOL KIDS SHOULD RIDE FOR FREE--COLLEGE.
NEED CLEAN BATHROOMS FOR WOMEN AND KIDS. NEED MORE TRAINS.
I AM ON VACATION FROM THE UK AND I FOUND THE TRI-RAIL SERVICE A GREAT OPTION TO TAKE AS TRAINS VERY REGULAR. I FOUND THE TICKET SERVICE VERY EASY AND QUICK.
JUST THIS MONTH THE TRAIN HAS HAVE SERIOUS DELAYS. PLUS THE ELEVATORS DON'T WORK, AND THAT IS PREJUDICE AGAINST PEOPLE LIKE ME WHO CAN'T GO UP THE STAIRS FOR HEALTH REASONS.
NEED TRAINS ON TIME OR MORE ANNOUNCEMENTS IF TRAINS ARE LATE.
IT WOULD BE NICE TO HAVE ADDITIONAL TRAINS IN THE MORNING. THE TRAINS DO OKAY BUT THEY NEED MORE SERVICE.
NEED TO BE ON TIME!
I WANT A TRAIN EVERY 30 MINUTES.
COMING FROM THE UK I FOUND THIS SERVICE TO BE FAR BETTER THAN THE SERVICES BACK HOME.
MORE TRAINS. NEED TO BE ON TIME. MORE PARKING AT WEST PALM BEACH.
ANNOUNCEMENTS ABOUT THE TRAIN BEING LATE ARE NOT MADE SOMETIMES UNTIL AFTER YOU CALL TRI-RAIL TO FIN OUT WHY THE TRAIN IS LATE. MORNING CUSTOMER SERVICE REP ALWAYS GIVES WRONG INFO ABOUT TIMING OF TRAINS. WHAT HAPPENED TO EVERY 20 MINUTES?
THE TICKET MACHINES ARE OUT OF SERVICE MOST OF THE TIME AND THE GUARD WENT UP TO ISSUE A WARNING THEY NEED TO BE IMPROVED.
I LIKE (?)S SECURITY GUARDS FROM THE MORNING CREW ESP. J. HERNANDEZ AND L. AGRINSON. THEY ARE VERY NICE. THEY MAKE YOU FEEL SECURE AND THEY SPEAK TO PEOPLE AND CHECK ON YOU. THEY CHECK YOUR TICKET TOO BUT NICELY!
WHY TELL US HOW LATE THE TRAIN IS? TELL US WHEN IT WILL BE HERE?
TRI-RAIL IS AN EXCELLENT FORM OF TRANSPORTATION. I'VE BEEN RIDING FOR 10 YEARS. SERVICE HAS IMPROVED TREMENDOUSLY AND GETTING BETTER. I WILL CONTINUE TO RIDE.
PARKING LOT IS TOO FAR AWAY AT BOCA STATION. DIFFICULT TO MOVE LUGGAGE FROM CAR TO TRAIN STATION.
MORE FREQUENT TRAINS SHOULD BE AVAILABLE.
WEST PALM STATION IS DEPLORABLE MOST OF THE TIME. STAIRWAYS STAFF-GREAT!
I LOVE THIS TRAIN. NICE, SMOOTH, RIDE.
THANKS FOR THE REALLY GREAT RIDE! I WILL RECOMMEND YOU TO ALL OF MY FRIENDS.
NEED BETTER SERVICE ON WEEKENDS
THERE NEEDS TO BE AN EXPRESS TRAIN TO THE MAIN STATIONS. LIKE THE AIRPORT-METRO/RAIL-GOLDEN GLADES-HOLLYWOOD-FLL-WEST PALM
NOT BOARDING ON PARKING LOT SIDE OF STATION IS AN ISSUE. VERY INCONVENIENT.

COMMENT
NEED MORE INFORMATION WHEN TRAINS ARE LATE. BETTER TICKET PROGRAM ON TRAINS.
NEEDS IMPROVEMENT IN REGARDS TO GETTING TICKETS FOR THE NEXT DAY. NEED RESTROOMS AT STATIONS FOR ELDERLY, PREGNANT WOMEN AND CHILDREN.
ON BOARD COMMUNICATION NEEDS IMPROVING. TELL US WHAT'S GOING ON. NEED BETTER ON TIME PERFORMANCE. NEED EXPRESS TRAIN THAT DOESN'T MAKE 19 STOPS. SHOULD CATER MORE TO WORKING COMMUTERS. TREAT US LIKE CUSTOMERS. GUARDS COULD USE A LITTLE MORE COMMON SENSE IN DEALING WITH PASSENGERS. CLEARLY POST RULES. ESPECIALLY REGARDING PARKING.
WOULD LIKE TO SEE MORE LATE TRAINS FOR PEOPLE WORKING 2ND SHIFTS.
WE UNDERSTAND MAINTENANCE IS REQUIRED. WE DON'T UNDERSTAND WHY YOU DON'T INFORM US TO TRAIN INFO. (I.E. BOARDING PLATFORM, TRAVEL DELAYS)
MORE SECURITY AT THE STATIONS DURING NIGH HOURS.
BRING MORE TRAINS LIKE THE DEMO.
PLEASE HAVE MORE BUSES ACCESSIBLE TO THE POMPAÑO BEACH COMMUNITIES. THE POMPAÑO STATION IS VERY UNSAFE, NO POLICE OR TAXIS. WE NEED MORE BUSES.
CREDIT CARD NEVER WORKS ON TICKET MACHINE.
I REALLY DO NOT LIKE GETTING ONE DOLLAR TOKENS WHEN I PURCHASE A TICKET WITH CASH. I TRY TO GET MY "EDP" WITH A DEBIT CARD, SOMETIMES I FORGET AND HAVE TO USE CASH.
DELAYS ARE AWFUL. PLEASE INCREASE TRI-RAIL SHUTTLE SERVICE TO S. BROWARD EDUCATION CENTER TO MEET ALL TRAINS IN AM.
RESTROOM CLEANLINESS SHOULD BE A PRIORITY. DELAYS FROM RECENT CONSTRUCTION ARE PROBLEMATIC.
TICKET PRICE GOOD BECAUSE OF STUDENT DISCOUNT, BUT PRETTY EXPENSIVE IF PAYING FULL PRICE.
WEBSITE IS TERRIBLE. BUT IMPORTANT. REPETITIVE ANNOUNCEMENTS ADD TO FRUSTRATION WHEN TRAINS ARE LATE. SO PLEASE MAKE IT BETTER.
I WOULD LIKE TRI-RAIL MON-FRI AND SUN. TO CLOSE MAYBE 9 OR 10 PM. THANKS FOR MAKING IT BETTER THAT IT WAS BEFORE. I KNOW YOU HAVE BEEN WORKING HARD FOR THAT.
TERRIBLE SERVICE. ON-TIME PERFORMANCE IS ONE THING. INCONSISTENT COMMUNICATION IS ANOTHER. TRI-RAIL HAS HAD A LARGE NEGATIVE IMPACT ON MY PERSONAL AND PROFESSIONAL LIFE.
OVERHAUL THE "STINKY CAR"
THERE COULD STAND TO BE MORE TRAINS. LATER TRAINS LIKE A 9:36 METRO-TRANSFER TRAIN. MORE TRAINS EVERY HOUR. SOMETIMES TOO COLD ON TRAINS. GENERALLY TRAINS ARE ON TIME. MIAMI DADE COSTS TOO MUCH. SHOULD BE ABLE TO USE ROUND TRIP TICKETS ON ALL BUSES.
TOURIST. NOT FAMILIAR WITH STREETS.
MORE TRAINS PLEASE! NEED STAMPING MACHINES TO VALIDATE TICKETS ON EACH TRAIN.
NEED MORE PARKING SPOTS. FLORIDA NEEDS MORE EXTENSIVE RAIL SERVICE. ON TIME IS GOOD EXCEPT FOR CONSTRUCTION
THEY SHOULD HAVE THE SAME WEEKDAY SCHEDULE ON SATURDAYS.
NO ANNOUNCEMENTS AT DEERFIELD BEACH. AND THE TRAIN WAS 28 MINUTES LATE. YESTERDAY THE TRAIN WAS ALMOST AN HOUR LATE. UNACCEPTABLE.
ADD TRAIN BETWEEN 6:37- 6:39; ADD EARLY TRAIN FOR SATURDAY, LIKE 6:00
YOU COULD TRIPLE OR QUADRUPLE RIDERSHIP IF TIMELINES AND # OF TRAINS WERE A PRIORITY. PEOPLE WORK. THEY HAVE TO BE THERE!
CAR 510 AND 511 SMELL. 800# AND WEB OFTEN WRONG. STATION ANNOUNCEMENTS OFTEN WRONG. DMU SEATS ARE COMFORTABLE. DMU TRAIN NOT SUITED WELL FOR COMMUTERS, BIKES, LUGGAGE, WHEEL CHAIR RAMP. LUTHER, DOUG, BARRY & GENO ARE GREAT.
TAKE THE KNOWLEDGE OF LUTHER BELCHER (CONDUCTOR) AND IMPROVE YOUR ENTIRE SYSTEM.
I RIDE BECAUSE IT SAVES ME MONEY ON GAS AND WEAR ON MY CAR. I LEAVE MY OLD CAR AT THE STATION FOR FEAR SOMEONE WILL BREAK INTO A NEW ONE.
RESTROOMS ON CAR #510 AND 511 ALWAYS SMELL. WEST PALM STATION IS A TERRIBLE REPRESENTATION OF TRI-RAIL.
BATHROOMS NEED BETTER MAINTENANCE.
AS THE ELEVATORS ARE FREQUENTLY BROKEN, ESCALATORS NEED TO BE AT EVERY STATION AS THERE ARE A GREAT DEAL OF ELDERLY AND DISABLE INDIVIDUALS THAT RIDE THE TRAINS. MORNING CREW IS VERY FRIENDLY. DMU SEATS ARE VERY COMFORTABLE.
I AM LATE EVERYDAY TO WORK. I THINK THAT THEY NEED TO BE ON TIME.
THE AUTOMATED TICKETING MACHINES FUNCTION WELL, BUT ARE INCAPABLE OF HANDLING THE NECESSARY VOLUME THAT YOU WILL NEED TO SUSTAIN TRI-RAIL IN THE FUTURE. EACH TRANSACTION TAKES TOO LONG. NYC AND WASHINGTON DC HAVE IT DOWN TO A SCIENCE. SELL TICKETS AT GATE. THEN EVERYONE WILL HAVE A TICKET THAT ENTERS A TRIED AND PROVEN TURN STYLE.
NEED BETTER CONNECTIONS TO FINAL DESTINATIONS.
MUST IMPROVE ON TIME PERFORMANCE. STAY IN STATIONS, IF POSSIBLE. WHEN DELAY IS INEVITABLE SO PEOPLE CAN CALL FOR RIDE OR MAKE OTHER ARRANGEMENTS.
CLEANLINESS IN RESTROOMS COULD BE IMPROVED. I HOPE CONSTRUCTION WILL ELIMINATE A LOT OF DELAYS.
THE ONLY PROBLEM IS LATE ARRIVALS OR DEPARTURES. IF YOU NEED TO BE SOMEWHERE AT A CERTAIN TIME, YOU REALLY HAVE TO LEAVE EARLY.

COMMENT
DIRTY BATHROOMS AND TRASH ON FLOOR.
THE TRAINS SHOULD WAIT FOR THE PEOPLE TO BUY THEIR TICKETS AND RUN UP THE STAIRS. IT SHOULDN'T LEAVE WITHOUT THEM.
MORE TRAINS AND TRAINS RUNNING ON TIME WOULD IMPROVE SERVICE.
OVER ALL GOOD SERVICE.
CLEAN WINDOWS.
DIRTY WINDOWS.
DIRTY WINDOWS.
THE STAFF ON TRAIN P621 (BETWEEN 1-2) ARE THE BEST. IN ADDITION THE ANNOUNCER FOR P606 AND P608 IS THE BEST AND VERY ENERGETIC.
CLEAN BATHROOMS MORE OFTEN. BE ON TIME MORE OFTEN. GET CSX OFF OF TRACKS.
I AM CONCERNED ABOUT SAFETY AT THE TRI-RAIL STATION (ESPECIALLY OPA-LOCKA). SECURITY NEEDS TO STAY FOR THE LAST TRAIN AND MAKE SURE TRI-RAIL PASSENGERS ARE SATISFIED.
I MOVED HERE FROM CHICAGO, WHICH HAS A MUCH MORE EFFICIENT TRAIN SYSTEM. I WISH THE ACTUAL TRAINS STOPPED AT EACH AIRPORT WITHOUT REQUIRING CONNECTION BY BUS. FASTER PLEASE.
AT THE HOLLYWOOD STATION THE EMPLOYEE THAT SELLS TICKETS HAS A VERY POOR ATTITUDE.
A LOT OF US WORK ON SATURDAY AND SUNDAYS. WE NEED A TRAIN FOR THOSE TWO DAYS THAT COMES AROUND 7:00AM NOT 8:AM LIKE RIGHT NOW. WE ARE BEING VERY AFFECTED BY THIS SITUATION.
WE NEED EARLIER TRAINS. GOT TO PICK UP THE SPEED NOT TOO FAST.
THERE SHOULD BE CAMERAS IN STATION AND SOME STOPS. THANK YOU.
WITH THE FIXING OF THE TRACKS, I'M LATE FOR WORK EVERYDAY. I USUALLY MISS THE BUS.
GET THIS MAINTENANCE DONE IMMEDIATELY.
I WOULD PREFER THAT THE TRAIN WAS MORE ON TIME. BECAUSE IT USUALLY MAKES ME LATE FOR SCHOOL.
NEED BETTER/MORE TRANSIT SERVICE BUSES.
PALM BEACH STATION NEEDS TO BE CLEAN MORE. ALL STATIONS SHOULD HAVE BATHROOMS.
WE NEED MORE TIME AND SERVICE TIME FOR TRANSIT BUS AND TRAINS.
TRI-RAIL IS A VERY GOOD SERVICE OVERALL, BUT NOBODY'S PERFECT. I THANK THEIR STAFF FOR BEING COMMITTED TO SERVICING THE COMMUNITY.
AT THE LAKE WORTH STATION, THERE ARE ALWAYS TICKET MACHINE PROBLEMS. SOME PEOPLE CAN ONLY PAY WITH CHANGE. TAKES FOREVER TO PAY WITH CARD.
WHEN REDOING THE SCHEDULE, KEEP IN MIND THAT THE TRI-RAIL IS ONLY PART OF THE TRANSPORTATION PLAN. SCHEDULE SO THAT WE CAN GET TO WORK WHEN WE NEED TO, NOT TOO EARLY, NOT TOO LATE.
FIX TICKET MACHINES SO THEY WILL ACCEPT DEBIT CARDS.
SAW SOMETHING IN SEATS LAST TWO TIMES THAT WAS UNPLEASANT.
NO SMOKING AT STATIONS.
I LOST 2 BIKES AT FORT LAUDERDALE STATION. THEY WERE STOLEN.
BROWARD STATION IS LIKE A RESTROOM.
SURVEY ASKS TOO MANY PERSONAL/IRRELEVANT QUESTIONS.
STATION STAFF AT FORT LAUDERDALE AIRPORT CONSISTENTLY GIVE WRONG INFORMATION AS TO WHICH SIDE OF THE STATION TO BOARD.
WHEN WILL THERE BE A SOUTH EXTENSION ALL THE WAY TO CUTLER RIDGE?
WHY DON'T YOU EVER LISTEN TO OUR SUGGESTIONS. MAKE THE TICKET MACHINES AT THE METRO RAIL WORK. THE NEW TRAINS ARE HORRIBLE.
WORST COMMUTER TRAIN SYSTEM I'VE EVER HAD THE MISFORTUNE TO HAVE TO RELY ON. TRY EMPLOYING SOME PEOPLE WHO WOULD KNOW HOW TO PLAN SCHEDULES AND RUN A TRAIN SYSTEM. HAVE TRI-RAIL EMPLOYEES ON BOARD TO CHECK THE TICKETS, NOT WACKENHUT WANNABES
SHUTTLE BUS AT FORT LAUDERDALE AIRPORT IS VERY BAD. IF TRAIN IS A FEW MINUTES LATE BUS WILL LEAVE AND WON'T GO AGAIN FOR ANOTHER HOUR.
SECURITY AT SHERIDAN? MORE NORTHBOUND TRAINS IN PEAK HOURS.
HALF AN HOUR TRAINS COME INSTEAD OF ONCE AN HOUR.
HAVE A TRAIN ARRIVE AT PBI AND MIA BY 6:00AM FOR EARLY DEPARTING FLIGHTS.
NEED TO HAVE MORE TRAINS TO RUN OFTEN. LIKE BOSTON AND NEW YORK.
I THINK THE TRAINS SHOULD COME MORE OFTEN.
LONG WAIT. HALF HOUR LATE.
TRAIN WAS HALF HOUR LATE. NO ANNOUNCEMENTS.
IF WE ARE BEING TAXED TO PAY FOR A WAR THAT WE DON'T WANT, IS IT POSSIBLE TO SPEND SOME MONEY ON TRI-RAIL TO HELP US GET TO WORK ON TIME?
CANNOT UNDERSTAND ANNOUNCEMENTS AND NOT CLEAN ENOUGH.
SECURITY INCIDENT IN EARLY FEB 07 WASN'T HANDLED WELL AGAINST UNRULY PASSENGER. WOULD LIKE 30 MIN OR LESS WAIT TIMES.
SCHEDULING POOR-ON TIME POOR. NOT INFORMING PUBLIC. YOU'RE LATE.
INCREASE NUMBER OF TRAINS 3 PER HOUR WOULD BE GOOD. HAVING CONTROL WOULD HELP.
WOULD USE TRAIN MORE IF EARLIER AND LATER ALLOWING USE OF FLL. OFTEN NEED TO BE AT FLL OR PBI AT 6:00AM.
I WILL USE TRI-RAIL ANY TIME I HAVE TO TRAVEL.
I WILL USE TRI-RAIL ANYTIME I HAVE TO TRAVEL.
KEEP UP THE GOOD JOB!
THE WEST PALM BEACH STATION NEEDS MORE PARKING.
WITHOUT TRI-RAIL MY DAYS WOULD BE UNCONTROLLABLE. I USE TRI-RAIL TO VISIT MY SICK SON, TO AND FROM WORK AND HOME AFTER MY VISITS. I ONLY HOPE THE SCHEDULE WILL IMPROVE AND BE "ON TIME" SOON.

COMMENT
TRAIN WAS 35 MINUTES LATE. NEED A TRAIN EVERY 1/2 HOUR. TRI-RAIL SHUTTLE WAS 20 MINUTES LATE.
THE RESTROOMS ARE HORRIBLE. THE TRAIN IS ALWAYS LATE.
IS A VERY GOOD FACILITY MAKING TOO MUCH EASIER ON TRANSPORTATION (?)
TRAIN BEING DELAYED MAINLY ON THE FIRST DAY OF THE WEEK. SERVICE COULD BE BETTER SO IF TRAIN IS DELAYED IT WON'T MAKE US LATE FOR WORK.
POOR OR NO ANNOUNCEMENTS OFTEN
IT CAN BE HARD TO HEAR ANNOUNCEMENTS ON TRAIN DUE TO NOISE. MAYBE A DISPLAY WOULD WORK BETTER. THE TRAINS IN THE AFTERNOON OFTEN RUN LATE-FIX THAT. TRAIN STAFF SUPER NICE AND HELPFUL.
THE TRI-RAIL IS THE FASTEST WAY I KNOW TO TRAVEL S. FLORIDA CITY BY CITY. IT'S A VERY NICE RIDE. A LITTLE BUMPY, BUT GETS FROM POINT A TO B.
COULD BE BETTER ON TIME.
TRI-RAIL'S ON-TIME PERFORMANCE IS TERRIBLE. CLEAN THE RESTROOMS.
WE NEED CLEANER BATHROOMS.
TRAINS ARE VERY LATE AND SEEM TO BE GETTING LATER.
TRAIN IS ALMOST ALWAYS LATE.
GET HERE ON TIME.
TRY TO MAKE IT TO THE STATIONS ON TIME.
LATE. LATE. LATE.
THE RESTROOMS (ESPECIALLY ON THE LATER TRAINS) ARE DISGUSTING.
TRAINS ARE GENERALLY ON TIME EXCEPT FOR LATELY WITH CONSTRUCTION.
AT THE FTL STATION, THE BUS ALWAYS MEETS THE TRAIN, BUT GOING TO THE STATION IS LESS RELIABLE. THERE IS NO SHUTTLE FOLLOWING THE WEST PALM SCHEDULE. NO PARKING AT WEST PALM.
WHEN THE TRI-RAIL DOES NOT COME IN ON TIME (NORTHBOUND), I SUGGEST THAT TRI-RAIL SHOULD LET THE TRANSIT BUS KNOW SO THAT PASSENGERS CAN CONNECT TO THE BUS. NOT EVERYONE HAS A CAR.
NEED MORE DETAILED ANNOUNCEMENTS IN STATIONS OR TRAINS REGARDING DELAYS (WHEN TRAIN WILL ACTUALLY ARRIVE AT STATION). WOULD LIKE MORE FREQUENT TRAINS. PLEASE CLEAN TRAINS AND RESTROOMS.
THESE TRAINS NEED TO BE ON TIME AND MORE FREQUENT IN MORNING AND EVENING. TO WORK AND AFTER WORK-VERY POOR.
IN MY OPINION, I FEEL THAT THERE SHOULD BE A TRAIN THAT COMES BEFORE 6:40 AM. BEST TIME WOULD BE AT 6:00 AM. I FEEL MANY ARE NOT TAKING ADVANTAGE OF TRI-RAIL DUE TO LATE START.
THE TRI-RAIL NEEDS MORE TRAINS AND NEEDS TO BE ON TIME.
TIMELINESS AND COMFORTABLE SEATS WOULD BE NICE.
MORE TRAINS!
MAKE YOUR SCHEDULES ACCURATE. EVERY TRAIN IS LATE EVERY DAY.
ADJUST SCHEDULE AND IMPROVE COMMUNICATION.
SUNDAY SCHEDULE-MIA-YOU HAVE TO WAIT FROM 5:28 TO 7:28. ON SATURDAY FROM 5:28 TO 7:28 TO 9:28...IT'S TOO LONG.
THE TRAIN IS VERY LOUD. YOU SHOULD CHANGE THEM.
IMPROVE ON TIME PERFORMANCE.
PLEASE MAKE THINGS RUN AT CONVENIENCE OF MASS TRANSIT.
LATELY TRAINS HAVE BEEN LATE. GO FARTHER NORTH.
I DON'T RIDE ENOUGH TO GIVE A RATING.
NEED RESTROOMS DUE TO LATE TRAINS.
THE TRI-RAIL STAFF IS VERY GOOD. HOWEVER, ANNOUNCEMENTS DURING DELAYS SHOULD ALWAYS BE MADE. WE SHOULDN'T BE LEFT WONDERING FOR MINUTES AT A TIME. ALSO, THE SCHEDULE IS ALMOST A JOKE. TRAINS ALMOST NEVER RUN ON TIME. I REGULARLY REACH MANGONIA PRK 20-30 MINUTES LATE IN THE EVENING.
THE TRAINS NEED MORE LUGGAGE CAPACITY. THEY REALLY NEED TO ARRIVE ON TIME. NEED MORE TRAINS AT PEAK- RUSH HOURS.
NO ANNOUNCEMENTS. NOT RELIABLE. I HAVE BEEN RIDING THE TRAIN FOR 5 YEARS NOW AND AT THE BEGINNING IT WAS BAD, OK AFTER AND NOW BAD AGAIN. PLEASE KEEP THE 4:56 TRAIN IN.
GOLDEN GRACE STATION IS A DISGRACE. TRAINS ARE NEVER ON TIME. CAN'T USE THE TRAIN BECAUSE I NEED TO GET TO WORK ON TIME.
ON TIME PERFORMANCE IS A MAJOR PROBLEM WHICH TRACK IS DIFFICULT.
ANNOUNCEMENT WHEN ON THE BRIDGE, CAN NOT HEAR ANNOUNCEMENTS.
ELEVATORS SLOW.
NEEDS EXPRESS TRAIN TO MIA AIRPORT STOPPING AT MIA STATION.
KISS MY ASS. FULL OF SHIT PAY ALL THIS MONEY FOR A LATE TRAIN.
SERVICE VERY POOR. NEED BETTER SECURITY, BETTER TRAINING.
TRI RAIL IS ALMOST A DAILY NIGHTMARE.
TEDDY TREMBLAY "AKA TOP GUN" IS OUR FAVORITE ENGINEER.
BIGGEST PROBLEM: MAKING TRI-RAIL TRAINS PULL OVER TO LET FREIGHT TRAINS. I DON'T BELIEVE ANY OF THE FREIGHT ITEMS NEED TO BE AT WORK AT A CERTAIN TIME!!
WHEN MORE TRAINS ARE ADDED WE WILL NEED ANOTHER BUS #94 TO TAKE US TO F.A.U. BECAUSE THE BUS COMES EVERY HOUR, EVERY 30 MINUTES WOULD BE MUCH BETTER PLEASE.
GET RID OF OLD TRAINS. GET THE DMU - GREAT COMFORT. CAN YOU LEAVE CARS SOLELY AT STATIONS OVERNIGHT.
HAVE ANNOUNCEMENTS WARNING RIDERS NOT TO GET ON AND BE MAROONED WHEN YOU KNOW WE COULD JUST DR. AND AVOID THE HASSLE.
TRAINS ALWAYS LATE. IF YOU CHANGE TIME OF TRAINS, I WILL HAVE TO DR.. "JUST BE ON TIME" OR CLOSE TO IT.
SOMETIMES IN THE MORNING THE AIR CONDITIONER IS SET TOO LOW (FREEZING COLD).
IT'S GOOD.

COMMENT
WE NEED EXPRESS TRAINS DURING RUSH HOUR THAT MAKES LESS STOPS. TOO MANY STOPS IN BROWARD COUNTY.
NEED TO GET THE TRAINS RUNNING ON SCHEDULE. TIRED OF THE EXCUSES. WE CAN FLY TO THE MOON - BUT STILL WAITING FOR TRI-RAIL TO RUN ON TIME. 1. FIRE CSX!!!! 2. BUILD TOWN CENTER MALL STATION.
NEEDS MORE SECURITY AT 5:30 A.M. IN THE WEST PALM STATION I WAS APPROACHED THIS MORNING IN THE STATION BY MALE HANGING AROUND. IF IT WAS ON TIME, WOULD BE GREAT!
THE TICKET MACHINE WASN'T WORKING AND Y'ALL STILL GAVE ME SUMMONS. BETTER ANNOUNCEMENTS. CLEAN BATHROOMS. CLEAR COMMUNICATION.
TICKETS: SOMETIMES THE PERSON SELLING THE MONTHLY TICKET IS NOT THERE. BUSES: NOT ON TIME. FOR EXAMPLE: WEDNESDAY, MARCH 14TH I GET TO THE DEERFIELD STATION AT 6:35PM AND THERE IS NO BUS. I HAVE BEING USING THE TRAIN FOR SIX YEARS.
ON TIME PERFORMANCE RATING IS EXCLUDING DELAYS EXPERIENCED IN MARCH 2007.
NEED BETTER SERVICE, MORE TRAINS AND BUSES.
NEED TO RUN EVERY 30 MINUTES AND BE ON TIME. DON'T LET CSX COME.
WHEN WILL TRI-RAIL BE ALWAYS ON TIME? MORE WORK STATIONS FOR COMPUTER LAPTOP USERS.
NEED MORE TRAINS FOR BETTER SERVICES.
WORK WITH CSX - SO DURING RUSH HOUR THE TRAINS (TRI-RAIL) GETS THROUGH WITH LITTLE HASSLE. LOOKING FORWARD TO MORE TRAINS DURING RUSH HOUR TRAVELS.
THIS TRAIN SYSTEM SUCKS.
LET US NOW VIA THE NEWS MEDIA IF THERE ARE ANY DELAYS. SAME WAY THEY ANNOUNCE HOW WELL THE TRAINS RUN. THANKS.
TRAIN SERVICE IMPROVING, BUT I HOPE MORE FREQUENT TRAINS DURING PEAK HOURS.
WE NEED MORE TRAINS TO RUN DURING THE MORNING.
LOUD MUSIC DISRUPTS MY READING.
BROWARD BLVD: THERE SHOULD BE A CONNECTION FROM PARKING LOT TO PLATFORM.
BUY TICKETS IN ADVANCE FOR NEXT MONTH. BETTER AND MORE TIMELY ANNOUNCEMENTS. WHEN YOU SWITCH SIDES, TELL US WITH ENOUGH TIME TO CROSS THE BRIDGE. LATE TRAINS- TAKE 5 MINUTES AND SWEEP OUT THE GARBAGE.
THE TRI-RAIL WEBSITE SHOULD HAVE UPDATES ON TODAY'S TRAINS.
THERE IS NOT ENOUGH LEG ROOM FOR ME.
THE SERVICE IS TERRIBLE. FIRE TOP MANAGEMENT AND REPLACE WITH MANAGEMENT THAT CAN THINK "OUTSIDE THE BOX"! NOTHING MORE NEEDS TO BE DONE. LET NYC SHOW TRI-RAIL HOW TO OPERATE.
NEED MORE TRAINS FOR RUSH HOURS. NEED ANNOUNCEMENTS THAT ARE CORRECT. NEED MORE COMMUNICATION WITH PASSENGERS IN GENERAL, ESPECIALLY MORE THAN 5 MINUTES NOTICE FOR TRACK CHANGES. NEED MORE CONTROL OVER WHO COMES FIRST O THE TRACKS - TRI-RAIL OR THEM.
NEED BETTER COMMUNICATIONS WHEN THERE ARE DELAYS. NEED TO INSTALL SPEAKERS ON BRIDGES. SHOULD USE RADIO STATIONS TO ANNOUNCE TRAIN ON TIME OR DELAYS.
SOMETIMES THE ANNOUNCEMENT AT THE STATION DOES NOT TELL YOU WHETHER THE TRAIN IS COMING ON THE EAST OR WEST PLATFORM AND YOU HAVE TO STAND ON THE WALKOVER AND RUN AT THE LAST MINUTE. ALSO THE ELEVATORS OFTEN DON'T WORK.
THIS SYSTEM IS BARELY WORKABLE. FREQUENCY IS POOR, NEED MANY MORE TRAINS. SHOULD GO MORE PLACES!! BETTER COMMUNICATIONS AFTERNOON WHEN METRORAIL HAS PROBLEMS!!
TRAINS SHOULD OPERATE APPROXIMATELY 2 MORE HOURS HAVING ONE LAST TRAIN AT ...TO MIDNIGHT.
NEED TRAINS FOR WORKERS TO RUN UNTIL MIDNIGHT AND ALSO NEED A REGULAR SCHEDULE ON THE WEEKENDS FOR WORKERS
MORE TRAINS DURING THE AFTERNOON RUSH HOUR.
IT IS DISTRESSING. TRI-RAIL TELLS TOO MANY LIES.
IT IS DISTRESSING. TRI-RAIL TELLS TOO MANY LIES.
ADD A TRAIN AT 6:00PM
PLEASE DON'T BE LATE.
TRAIN IS LATE EVERY MORNING. IF THE PROBLEM CONTINUOUS, I WILL LOOK FOR ANOTHER FORM OF TRANSPORTATION. I SUPPORT TO HAVE MORE TRAINS MOVING EVERY 15 MIN. FROM 6:00AM TO 10AM AND FROM 2:00PM TO 8:00PM YOU NEED TO GET MORE ORGANIZED, YOU ARE DAMAGING THE USER. TO MANY DELAYS.
MORE PUBLIC ANNOUNCEMENTS. MORE AVAILABLE TIME SLOTS. MORE TRAINS. TRAINS NEED TO WAIT ON PASSENGERS WHEN THEY GET OFF THE METRO-RAIL. NEED PERSON AT BUS STATION TO ADVISE PEOPLE WHERE AND HOW TO CATCH THEM
THE NEW TRAINS SHOULD TAKE INTO CONSIDERATION DIFFERENT ROUTES, FOR EXAMPLE I TAKE A BUS FROM MIA BEACH THAT ARRIVES AT 8:15AM GENERALLY. THIS STATION IS VERY UGLY.
NO TRANSPORTATION TO NORTH TERMINAL AFTER 7:30PM
THERE IS NEVER ANY SECURITY AT CYPRESS CREEK.
ON TIME SERVICE IS VERY DEFFICIENT. YESTERDAY THE NORTHBOUND TRAIN WAS LATE 1/2 HOUR.
WE NEED MORE TRAINS AND BUSES CONNECTING IN A TIMELY MANNER.
RESTROOMS NEED TO BE CLEANED...OTHERWISE, I AM VERY HAPPY WITH THE SERVICE.
WOULD LOVE TO SEE TRAINS RUN MORE FREQUENTLY IF COST/BENEFIT ALLOWS. "VOICE" ANNOUNCEMENT OF TRAINS AT STATION WOULD BE HELPFUL.

COMMENT
AFTER 12:00 THE TRAIN SEEMS TO BE LATE A LOT.
MORE TRAINS PER HOUR. ONE TRAIN AN HOUR MAKES IT DIFFICULT TO CATCH IF SOMETHING COMES UP.
COULD NOT SEE NORTH OR SOUTHBOUND SIGNS AT DEERFIELD BEACH STATION.
TRI-RAIL SHOULD STOP AT METRORAIL STATION FOR AT LEAST 5 MORE MINUTES THAN IT'S SCHEDULED TIME FOR DEPARTURE BECAUSE THE CHANCES OF MISSING ARE LESS AS CONNECTING METRORAIL IS SOMETIMES LATE.
THIS TRAIN LEFT 34 MINUTES LATE (P620 ON 3/15/07). HAVE NOT ARRIVED ON SCHEDULE YET.
NEED IMPROVEMENT ON SCHEDULING TRAINS. POOR INFO ON TRAIN DELAYS.
I'M FROM ATLANTA. BUSES HERE TAKE TOO LONG, BUT PRICED RIGHT. TRI-RAIL WAY TOO EXPENSIVE. IN ATLANTA TICKETS FOR BUS OR TRAIN ARE \$1.00. MONTHLY PASS?? WANT TO PURCHASE TICKETS FOR SEVERAL DAYS AND SEVERAL NIGHTS.
ATLANTA IS A LOT BETTER AND FASTER.
2 TICKET MACHINES NOT WORKING. NO ANNOUNCEMENTS FROM DANIA. ONLY FROM FORT LAUDERDALE.
NEED BETTER SERVICE. WAITED TWO HOURS THEN MISSED MY BUS AND HAD TO WAIT ANOTHER TWO HOURS.
THIS HAVE BEEN A GREAT SERVICE, WITH THE EXCEPTION OF SOMETIMES BEING LATE FOR WORK BECAUSE OF THE DELAYS.
THIS TRAIN SHOULD HAVE BETTER CUSTOMER SERVICE WHEN YOU EXTEND FARTHER NORTH TO STUART AND PORT ST. LUCIE. CLEAN MORE.
YOUR TICKET MACHINE NEEDS TO ACCEPT MORE TYPES OF CREDIT CARDS. ITS ALSO TOO EASY TO FORGET THAT YOU HAVE NOT RETRIEVED YOUR CREDIT CARD FROM THE MACHINE.
THE TRAIN SHOULD BE ON TIME MORE OFTEN. ALSO, IT SHOULDN'T STOP IN THE MIDDLE OF THE TRACKS SO MUCH.
COME ON TIME. USE DEMONSTRATION TRAINS AS PERMANENT TRAINS.
DECREASE THE COST FOR STUDENT TICKETS. BE ON TIME IN THE AFTERNOON. IF POSSIBLE, LET TRAIN RUN EVERY 30 MINUTES.
OVER THE LAST TWO YEARS, TRAINS HAVE BEEN FAIRLY ON TIME AND OFTEN THEY ARE EXTREMELY LATE TO THE POINT WHERE I'VE DECIDED TO DRIVE RATHER THAN RIDE THE TRAIN. THE TICKET GUY AT FORT LAUDERDALE AIRPORT IN MORNINGS RARELY GIVES TIMELY TRAIN UPDATES.
IT SUCKS. VERY EXPENSIVE FOR THE SERVICE.
THIS IS BAD TIMING FOR A SURVEY. THE LAST TWO MONTH HAS BEEN HORRIBLE SO EVERYONE IS VENTING THEIR FRUSTRATION. THE LAST FEW WEEKS SUCKS. AT THE FT. LAUDERDALE AIRPORT, VERY POOR ANNOUNCEMENTS BY SPEAKERS OR WORKERS AT STATION. LAY WORKERS.
THE TRAIN SHOULD RUN A LITTLE MORE OFTEN.
MORE LOCATIONS AND RUN AT NIGHT.
TRI-RAIL NEEDS TO HURRY UP WITH THIS TRACK PROJECT!
WOULD LIKE FOR THE TRAIN TO RUN LATE IN THE NIGHTS. AT LEAST RUN AFTER 10PM WEEKDAYS AND WEEKENDS.
BUS TIMES AND TRAINS ARE SCHEDULED WELL IF BOTH RUN ON TIME. I'D RATHER WAIT 15 MINUTES FOR EACH OF THEM THAN JUST MISS ONE AND HAVE TO WAIT 45 MINUTES OR AN HOUR FOR THE NEXT.
MORE TRAINS MORE OFTEN AND BE ON TIME.
ALL OF THE STATIONS NEED BATHROOMS OR ACCESS TO ONE WEST PALM BEACH.
TRAIN ON-TIME PERFORMANCE UNACCEPTABLE AND ONLY REASON I DON'T USE TRI-RAIL MORE. BUS FROM MIA STATION TO AIRPORT ALWAYS FULL AND SOMETIMES LEAVES BEFORE ALL PASSENGERS CAN BOARD.
PEOPLE NEED TO DEPEND ON ON-TIME TRAINS WITH COORDINATED BUSES FOR TOURIST SOME MORE INFORMATION AT THE STATION. SOMEBODY WHERE YOU CAN ASK QUESTIONS ON.
PLEASE INCREASE NUMBER OF TRAINS. EARLY 4 AM FROM MANGONIA YES MORE NORTH BOUND AS I WORK AT AA
MORE TRAINS PM TIME WEEK DAYS AND WEEK ENDS 1 HOUR WAIT TIME IS BAD AIRPORT EMPLOYEE WEEKEND SCHEDULE LACKING BADLY WEEKDAY NEEDS SAME SHOULD RUN SAME SCHEDULE 7DAYS AND MORE TIMES
NEED TRAINS RUNNING TILL MIDNIGHT NEED REGULAR SCHEDULE ON WEEKENDS
MORE TRAINS PM TIME WEEK DAYS AND WEEK ENDS 1 HOUR WAIT TIME IS BAD I WOULD TRAVEL TRI-RAIL MORE OFTEN IF I COULD FOR EXAMPLE IF THERE WERE A STATION CLOSER TO WORK (EG GOVT CENTER, CIVIC CENTER) WE NEED MORE MASS TRANSIT
WHY CAN'T TRAINS RUN ON TIME? THIS IS HURTING MY JOB I'M ALWAYS LATE CAN NEVER TRUST THE TRAIN SCHEDULE. I HAVE RIDDEN TRI RAIL FOR 2 YEARS AND I AM GOING TO MAKE OTHER ARRANGEMENTS
I NEED A TRAIN THAT LEAVES POMPANO AT 9:08 NOT 9:34 OR 9:36. SOME PEOPLE DO NOT WORK 9-5, THEY OTHER HOURS
HURRY UP AND DO REPAIRS I AM TIRED OF BEING LATE TO WORK I TAKE THE 1ST AM TRAIN SOUTH
SHOULD INCREASE NO OF TRAINS SPECIALLY BEFORE AM AND WORK ON CONNECTION SCHEDULED TIME WITH BUSES AT TRI RAIL STATIONS
YOUR SCHEDULE SUCKS AND IS NEVER ON TIME IN THE MORNING
MORE COMFORTABLE SEATS LESS BANO STANK. VENDING MACHINES

COMMENT
BETTER SEATS. CLEAN AIR SOME CARS SMELL BAD O SEE BROKEN GLASS IN PARKING LOT FROM CARS BEING BROKEN INTO. CLEAN IT UP FAST PLEASE PLACE SIGNS AT THE CROSS OVER STEPS TO LET PEOPLE KNOW HOW LONG YOU HAVE BEFORE THE NEXT TRAIN COMES SO YOU DON'T GET A HEART ATTACK!
CANT DEPEND ON SCHEDULE CANT GET TO WORK ON TIME NOT ALWAYS GOOD CONVENIENT CONNECTIONS TO AND FROM TRAIL IS A JOKE AT BEST. YOU DONT HAVE
DO NOT ALLOW PEOPLE TO SMOKE IN TRAINS STATION. OPEN MORE STATION NORTH OF MANGONIA PARK
BETTER TRAIN TRACKING INFORMATION ON WEBSITE
BATHROOMS OF TRAIN NUMBER 508 AND 509 IN THE EVENING SMELL LIKE A CESS POOL. ITS IS A REPULSIVE SMELL. TRAINS ARE RARELY ON TIME, REGARDLESS OF CONSTRUCTION. CSX TRAINS SHOULD NOT RUN DURING THE DAY THEY SHOULD RUN AT NIGHT THIS IS UNBELIEVABLE!!!!
TICKET MACHINES DO NOT WORK AT THE BEGINNING OF THE MONTH WHEN BUYING MONTHLY PASS. OPERATORS MUST BE INFORMED ABOUT DELAYS SO WE CAN MAKE A DECISION AS TO RIDE OR NOT. I DON'T LIKE BEING HELD HOSTAGE.
RUSH HOUR TRAINS BETWEEN 7-8 AND 5-6 ARE ALWAYS DELAYED DUE TO CSX. TRANS SMELL FROM OVERFLOWING WASTE IN BATHROOM. SECURITY ISN'T PRESENT@STATIONS DURING EARLY MORNINGS AND LATE EVENINGS DARK TIMES)
SMELL FROM TRAINS TOILET ON EVENING TRAINS. NO GOOD EXPLANATION ON REG DELAYS. CALL CS AND NEVER GET ACCURATE INFORMATION. INTERNET TRACKING DOESN'T WORK ON CERTAIN TRAINS. IF DELAYED NO GOOD FOR PASSENGER TO GET HOME IN A TIMELY FASHION.
A SYSTEM SHOULD BE IMPLEMENTED SO THAT WHEN A TRAIN BREAKS DOWN PASSENGERS ARE NOT DROPPED OF AT ANY STATION AND TOLD TO GET OTHER MEANS OF TRANSPORTATION. THIS SHOULD BE FUNDED BY TRI TRAIL. MORE AND LARGER SIGNS AT STATIONS GIVING ANY CHANGES IN TICKETS TIME AND LOCATIONS.
IF YOU CANT RUN CHOO-CHOO TRAIN ON TIME WHEN YOU THERE NO REPAIRS WHAT MAKES YOU THINK YOU CAN WHEN REPAIRS ARE DONE. HE-HE-HE WHEN ARE YOU ADDING NEW TRAINS? CAN YOU KEY THEM ON TIME CSX IS NOT AN EXCUSE.
AS I HAVE SAID MANY TIME MR. HIGHTOWER IS MEAN AND SHOULD REMOVE THE LARGE STICK FROM HIS ---.
THE BATHROOM IS VERY NASTY.
FREE FOOD IN MORNINGS. MORE SODA MACHINES, 1 MILLION \$.
FIRE TERRENCE HIGHTOWER. I HATE HIM.
FIRE TERRENCE HIGHTOWER. HE'S NOT NICE AND BOSSY.
FIRE TERRENCE HIGHTOWER.
PLEASE ADD ONE MORE CAR SO THERE ARE 4 CARS. ALSO, PLEASE TERMINATE TERRENCE HIGHTOWER (HE IS VERY BOSSY AND MEAN).
TERRENCE HIGHTOWER NEEDS TO BE FIRED. PLEASE TERMINATE.
FIRST TIME RIDING.
ON SUNDAYS THERE NEEDS TO BE MORE TRAINS AND RUN MUCH LATER.
ANNOUNCEMENTS ARE TOO LOUD. NEED TO IMPROVE THE SEATS.
HAS BEEN MAKING IT SOMEWHAT DIFFICULT TO MAKE "TIMED" CONNECTIONS WHEN TRAIN RUNS SLOW.
SHOULD HAVE EARLY TRAINS WITH LIMITED STOPS.
TICKETS MORE ECONOMICAL. MORE TRAINS
I LOVE GOING TO WORK ON TRI-RAIL, BUT I NEED TO GET TO WORK ON TIME ALSO. THAT'S MY BIGGEST ISSUE. (ON TIME).
TRAIN SEATS ARE UNCOMFORTABLE AND BAD FOR YOUR BACK. IN ORDER TO REST YOUR HEAD YOU HAVE TO SIT AT THE EDGE OF THE SEAT - CANNOT SEAT IN THE APPROPRIATE POSTURE. I HAVE KILLED ROACHES IN THE TRAIN. NEED TO SPRAY TRAINS. ALL TRAINS SHOULD BE LIKE THE NEW ONE WHICH I RODE ONCE AND I REALLY ENJOYED IT. IT HAS COMFORTABLE SEATS. IS TRI-RAIL PLANNING TO ADD TRAINS LIKE THE NEW ONE? IT WILL BE GREAT, MORE PEOPLE WILL RIDE T-R.
CHANGE TICKET SYSTEM, USE ELECTRONIC. MOVE VALIDATORS BY THE OR INSIDE THE TRAINS (VERY INCONVENIENT). NEED MORE TRAINS DURING AM, PM RUSH HOURS.
I RIDE TRI-RAIL 5 DAYS A WEEK AND APPRECIATE THE AVAILABILITY OF PUBLIC TRANSPORTATION. I KNOW THAT THE SERVICE WILL GET BETTER WHEN ALL THE CONSTRUCTION WORK IS COMPLETED. TRI-RAIL NEEDS A BETTER TICKETING MACHINE. IT IS ALWAYS BROKEN, AND I HOPE TRI-RAIL WILL KEEP THE CURRENT SCHEDULE.
AFTERNOON TRAIN NEED BETTER AIR CONDITIONING. FLL STATION ALWAYS COVERED IN PIGEON POOP AND SMELLS BAD. FLL STATION NEEDS MORE UP CLOSE PARKING. AMTRAK HAS TOO MANY UNUSED SPACES THAT WE CAN USE. SOMEONE NEEDS TO HAVE THIS TRAIN CLEAN, BECAUSE IS REALLY DIRTY, ESPECIALLY THE BATHROOMS, LYSOL IS NECESSARY.
WOULD LIKE TO SEE AN INCREASE OF TRAINS AFTER 5:30PM, NOT EVERY HOUR NEEDS ADDITIONAL , EARLY TRAIN BETWEEN 5:45AM AND 7:00AM
I WOULD RIDE THE TRAIN MORE, IF IT WAS MORE CONSISTENT, ON TIME.
NEED MORE TRAINS AND BETTER ON TIME RELIABILITY IS HORRENDOUS.
PLEASE MAKE THE PASSENGERS KEEP THEIR FEET OFF THE SEATS. IT IS UNSANITARY. IT HAPPENS DAILY. I HAVE SPOKEN TO OFFICIALS WHO SAY NOTHING TO THE PASSENGERS.
TRI-RAIL STATION NEEDS ESCALATORS - ADDITIONAL TO METRO AND ALSO TO OVERPASS FOR OPPOSITE TRACK. ELEVATOR TOO SLOW TO MAKE THE CONNECTION AND DOESN'T ALWAYS WORK. NEED EARLIER AND LATER TRAINS. NEED MORE TRAINS AND NEED THEM TO RUN ON TIME AND NEED THEM TO RUN MORE FROM 6:00AM - 9:00AM AND 4PM - 6:PM
HAVE ANOTHER TRAIN IN THE AFTERNOONS BETWEEN 5:30PM AND 6:36PM.
TRAIN'S ANNOUNCEMENT SYSTEM NEEDS TO BE MORE CLEAR. ANNOUNCE ON RADIO AND TV EXTREME TRAIN DELAYS.

COMMENT
REFER TO ONLINE TRACKING BEFORE LEAVING, WOULD BE HELPFUL TO BEST ANTICIPATE DELAYS ON TRAINS THAT HAVE BEING PUSHED OFF. CANT WAIT TILL THE CONSTRUCTION , DELAYS ARE OVER AND NEW SCHEDULE COMES OUT. THANKS FOR MAKING COMMUTING BETTER THAN DRIVING.
PEOPLE SHOULD BE INFORMED IN ALL TRAINS NOT TO PUT BAGGAGE ON THE SEATS.
I HAVE BEEN LATE TO WORK EVERYDAY FOR THE PAST 2 MONTHS. I HAVE APPLIED FOR REFUND NOT ABLE TO GET ANY ANSWERS FROM THE REFUND DEPT. I KNOW THE TRACKS ARE GETTING FIXED. PLEASE MAKE AWARE TO THE PASSENGERS IN A BETTER MANNER.
YOU NEED TO KEEP TO THE POSTED SCHEDULE. LIKE THE NEW TRAINS !
STATIONS NEED RESTROOMS.
SHOULD HAD MORE SCHEDULE EVERY 30 MINUTES. 6:30AM
GET RESTROOMS AT STATIONS.
LET US KNOW WE ARE GOING TO BE LATE BEFORE WE GET ON TRAIN. I WILL PROBABLY LOSE MY JOB IF TRAIN IS LATE AGAIN IN THE MORNING.
I PURCHASED A MONTHLY TICKET, \$80.00 ON THE 22ND OF THE MONTH AND IT EXPIRED ON THE 30TH. I WAS PISSED TO SAY THE LEAST.
I THINK THE TRAIN SHOULD RUN MUCH EARLY ON SUNDAY & SATURDAY AND AT LEAST EVERY 45 MINUTES AND RESTROOM SHOULD BE AVAILABLE AT ANY TIME AND THE BUS SHOULD START AT AN EARLY TIME ON SUNDAY AND SATURDAY AND MACHINE SYSTEM SHOULD BE WORKING AT ALL TIME AND THE PERSON ON THE TRAIN SHOULD KNOW MACHINE DOESN'T WORK (SECURITY).
HOPE THERE'S PLAN TO EXTEND LINE FURTHER NORTH IN NEAR FUTURE.
BETTER ON TIME PERFORMANCE IS A MUST. ARRIVING TO WORK LATE ON A REGULAR BASIS IS HAZARDOUS TO ONES EMPLOYMENT. WOULD TRI-RAIL BE UNDERSTANDING IF THEIR EMPLOYEES WERE CONTINUALLY TARDY?
I AM LATE FOR MY WORK BECAUSE OF THE TRAIN BEING LATE. THE TRAIN FARE IS TOO EXPENSIVE. NEED MORE TRAIN IN THE NORTH RAIL.
WE NEED EITHER SECURITY INSIDE EACH TRAIN OR A WAY TO COMMUNICATE FROM INSIDE THE TRAIN WITH POLICE IF NEEDED.
SERVICE IS TOO BAD, EVERY DAY GETS WORSE. STOP BLAMING OTHERS FOR YOUR ERRORS. RUN TRAINS ON SCHEDULE. FIRE CEO, MANAGEMENT TEAM.
I WISH THE TRAIN WAS MORE ACCURATE IN THE MORNINGS, SO I CAN BE ON TIME FOR WORK.
I'M RELATIVELY NEW TO THE SOUTH FLORIDA TRANSIT SYSTEM, BUT I AM REALLY QUITE IMPRESSED OVERALL. LONG-TERM, THE NORTHBOUND SERVICE NEEDS TO BE EXTENDED TO GROWTH CENTER NORTH (JUPITER, ETC.)
BETTER CONNECTION COMMUNICATION BETWEEN METRO RAIL AND TRI-RAIL. INSPECTION OF LUGGAGE SHOULD BE DONE.
A NORTHBOUND TRAIN OUT OF MIAMI BETWEEN 5:30 AND 6:30.
1. REMOVE THE HANDRAIL ON ALL THE CHAIRS AT THE STATION SO MORE PEOPLE CAN SIT WHILE WAITING 1 HOUR AFTER THEY MISS THE TRAIN - OR PUT MORE SEATS. 2. EVERY DAY TOURISTS AND FIRST TIME RIDERS GET WARNINGS BECAUSE THEY DON'T UNDERSTAND THE "BUSY" TICKET MACHINE, NO ONE AROUND TO HELP THEM. 3. THE STEP ON THE NEW TRAIN ARE TOO STEEP, IT SHAKES. 4. THE WACKENHUT GUARD AND US CUSTOM AGENTS GOING TO WORK ARE TOO LAX WITH THE GUNS HANGING LOOSE ON THEIR SIDES, TOO BUSY CRACKING JOKES. DON'T FEEL SECURE WHEN I SEE THAT. 5. PUT BULLETIN BOARDS ON STATION TO ANNOUNCE QUICK CHANGES.
ADDITIONAL RUNNING TIMES.
RELIABILITY AND PUNCTUALITY ARE TRI-RAIL'S BIG SHORTCOMINGS. I LOOK FORWARD TO THE CHANGES IN THE WORKS. I HOPE TO RIDE MORE OFTEN.
THE TRI-RAIL AMBASSADOR AT DEERFIELD BEACH DOES AN EXCELLENT JOB; SHUTTLE BUS SERVICE AT BROWARD BLVD. STATION IS NOT CONSISTENT PER PUBLISHED SCHEDULE.
TRI-RAIL NEEDS AN EXPRESS TRAIN.
PARKING AT CYPRESS CREEK INSTEAD OF CROSSING THE BUSY INTERSECTION TO THE TRAIN STATION. COULD THERE BE AN OVERHEAD CROSSOVER?
WELL I GET OFF WORK AT 9 P.M. AT NIGHT, I THINK LATER TIMES SHOULD BE ADDED UP TO 12 A.M. IN THE MORNING.
SHOULD BE A DESIGNATED SPOT FOR SMOKERS. CANT DEPEND ON SERVICE TO GET TO WORK ON TIME.
THE ELEVATOR ON WEST PLATFORM AT THE SHERIDAN STATION ANNOUNCEMENT AND ALARM SOUND VERY LOUD, (SO LOUD CAN CAUSE HEARING LOSS OR TIME). ALTHOUGH I COMPLAINED MANY TIMES, NOT RESOLVED.
PUT THE NEWER TRAINS ON THE RUSH HOUR LINES, NOT IN THE MIDDLE OF THE DAY. I HAVE BEEN RIDING TRI-RAIL MOST OF ITS EXISTENCE AND HAVE YET TO RIDE THE NEW TRAINS.
ANNOUNCEMENTS ARE A JOKE! BACKUP OPTIONS NEED TO BE PROVIDED FOR PASSENGERS WHO DEPEND ON THE TRAIN FOR THEIR ONLY TRANSPORTATION. WHY CANT TRAINS BE TRACKED VIA SATELLITE - LIKE LOJACK.
NEED SHUTTLE BUSES IN CASE OF DELAYS OR CANCELLATIONS.
I SUGGEST THAT THE TRAIN IS MORE ON TIME.
TRI RAIL SHOULD GET BACK ON SCHEDULE. WE'VE BEEN SUFFERING FOR WEEKS AND WEEKS.
TRAINS ARE TOO COLD
NOT ENOUGH TRAINS RUNNING. NEED TO RUN EVERY 30 MINUTES.
IT DOES A VERY GOOD SERVICE. GOOD SAFE WAY TO TRAVEL. HOPE YOU DID NOT HAVE BAD COMMENTS ON THIS
THE TRAIN THAT IS ON DEMONSTRATION IS TOO NOISY AND UNSTABLE. IT FEEL DANGEROUS. THERE IS NO PLACE FOR SUITCASE OR BICYCLES
NEED CONNECTION BETWEEN GOLDEN GLADES STATION AND FLORIDA INTERNATIONAL UNIVERSITY - NORTH CAMPUS, A BUS THAT GOES ON 826 TO THE CAMPUS IS URGENTLY NEEDED.

COMMENT
WONDERFUL PEOPLE
NEED A KIOSK AT ALL STATIONS - NEED TO UPGRADE POMPAÑO STATION
TRAINS GOING NORTH AND SOUTH ARE ALWAYS 20-60 MINUTES LATE.
NEED NEW TRAINS
NEED MORE STATIONS.
I ONLY TAKE THIS TRAIN BECAUSE IT IS FREE.
AT THE TRI-RAIL STATION THE TICKET MACHINES NEED TO BE PROGRAM SO THEY CAN READ THE TICKETS. EVERY DAY AT LEAST 2 OF THEM ARE NOT WORKING AND IT DELAYS THE TRANSFERS. NEED TO IMPROVE TIMELINESS.
TRAINS REFUSE TO WAIT FOR PEOPLE AS WELL AS TRAINS ARE NOT ON TIME.
THE TRAINS KEEP DOES NOT STAY ON THE SAME SIDE.
NEED TO REPAIR THE MACHINES AT THE ENTRANCE FOR THE TRAIN.
NEED A LOT OF WORK. PEOPLE CANNOT GO TO WORK LATE EVERYDAY. MY PERSONAL INFORMATION IS NOT RELATIVE TO TRAIN PERFORMANCE
SURVEY SHOULD ADDRESS MORE YOUR OVERALL POOR SERVICE TRI RAIL ABUSES RIDERS NOT PROVIDING ON TIME SERVICE DON'T BLAME IT ON OTHERS CLEAN YOUR HOUSE FIRST
IF THE 301 IS REMOVED FROM THE TIME IT RUN NOW MAINTENANCE PERSONAL AND TONERS TSA AND INSPECTOR THAT RIDE THE TRAINS DAYS A WEEK WILL CAR POOL SO IS THE EVERYDAY COMMUTER IMPORTANT
NEED TO IMPROVE TICKET CHECK. ITS VERY ANNOYING OFFICE KNOWS REGULAR MONTHLY PASSENGER AND WILL WAKE THEM UP FOR TICKET.
START THE EVENING RUSH HOUR EARLIER. NEWER CARS. MORE CAR FOR THE EVENINGS RUSH HOUR. ON TIME SERVICE
LOVE YOU GUYS AND THE PEOPLE ARE NICE ON THE TRAIN, ESPECIALLY UNCLE JOEY AND BILL AND ESTHER, BUT TOO MANY PEOPLE HIT ON US. THIS IS A TRANSPORTATION FACILITY NOT A PICK UP PLACE!
THE ON-TIME TRAIN PERFORMANCE IS VERY POOR AND UNACCEPTABLE, ESPECIALLY DURING TRACK MAINTENANCE. TRACK MAINTENANCE SHOULD BE DONE AT NIGHTS AND COMPLETED BEFORE THE FIRST TRAIN STARTS FOR THE DAY. THE MOST DIFFICULT TRACK WORK SHOULD BE DONE ON WEEKENDS OR MAJOR HOLIDAYS.
BETTER AND MORE VISIBLE SECURITY. A STATION AMBASSADOR WOULD BE NICE, SPECIALLY FOR NEW RIDERS.
STATION NEED SHOPPING FACILITIES, IE: FOOD, FL SOUVENIR, LOCAL MERCHANTS, ETC.
STATIONS NEED RESTROOMS. ADD MORE TRAINS ON THE WEEKENDS. ADD SECURITY GUARDS ON TRAINS AND STATIONS. CLEAN THE TRAIN RESTROOMS.
THANK YOU FOR HAVING TRI-RAIL. I COMMUTE EVERYDAY, 5 DAYS A WEEK FROM WPB TO MIA AIRPORT, SO I COULD MAKE A LIVING. I CAN NOT AFFORD HOUSING IN MIA, IT'S TOO EXPENSIVE.
THE COMING SCHEDULE NEEDS TO HAVE A TRAIN AROUND 6:00PM FROM FORT LAUDERDALE
THE TICKET BOXES ARE BAD. THE TRAIN IS LATE A LOT. WE ARE ALWAYS LATE BECAUSE OF THE TRAIN. WE ARE SO WORRIED ABOUT BEING LATE.
TICKET PURCHASE ONLINE. TRI-RAIL SHUTTLE BUS STOPS & PICK-UPS POINTS NOT VISIBLE ON STREETS. MAKE IT LARGE.
THERE SHOULD BE MORE TRAINS EACH AFTER EVERY HALF HOUR TO MAKE IT MORE CONVENIENT. ALSO, PLEASE MAKE ALL THE TRAINS OR AT LEAST HALF OF THEM JUST LIKE THE NEW AND IMPROVED ONES. SOMETIMES ANNOUNCEMENTS ARE VERY LOUD AND ANNOYING IN THE MORNINGS.
SOMETIMES THE TRAIN SMELLS LIKE SKUNK HOLE. USE AIR FRESHENER OFTEN. DRIVE TRAIN FASTER. IT CREEPS MOST OF THE TIME. DO SOMETHING ABOUT SIGNALS PROBLEMS. IT SUCKS. MAKE DEMONSTRATION PROJECT AVAILABLE TO ALL. DON'T DISCRIMINATE.
I ENJOY RIDING TRI-RAIL EVERYDAY TO SCHOLL/ THE ENVIRONMENT AND PEOPLE ARE VERY FRIENDLY. TRI-RAIL GIVES US THE OPPORTUNITY TO MAKE FRIENDS WITH PEOPLE. I CAN TRULY SAY THAT I MET MY BOYFRIEND ON THIS TRAIN BECAUSE WE RIDE IT EVERY DAY.
USE AIR FRESHENERS WEEKLY.
WELL SOMETIMES THE TRAIN STINKS A LOT. MAY NEED SOME AIR FRESHENER, AND IF THE PRICE FOR THE STUDENT TICKET COULD BE REDUCED FROM \$40.00. OVERALL GOOD SERVICE.
WOULD LIKE THE NEW TRAINS TO TAKE TURNS SO I COULD RIDE THEM SOMETIMES. IT'S QUIETER AND SMOOTHER. WOULD PREFER SIGNS FOR STOPS INSTEAD OF ALL THE ANNOUNCEMENTS.
NEED UP-ESCALATOR IN ALL STATIONS.
CONCERNED ABOUT THE PASSENGER'S FEET ON THE SEAT.
OVERALL TRAIN CREW & STATION CREW ARE HELPFUL AND PLEASANT IF/WHEN I SEE THEM. THE AM TRAIN IS A LOT BETTER THAN THE PM TRAINS AS FAR AS BEING ON SCHEDULE. IT WOULD BE NICE FOR THE ANNOUNCER TO INFORM US WHY WE ARE STOPPED OR EXPERIENCING DELAYS.
IMPROVE TIMELY ARRIVALS AND DEPARTURES AND THE TICKET BOXES.
NEEDS BETTER DISPATCHING.
WHEN THERE ARE DELAYS, WHY CAN'T THE TRAINS CROSS TRACKS-MAKE BETTER USE OF DOUBLE TRACKS - BETTER DISPATCHING
THE SHUTTLE BUS STAFF ARE NOT HELPFUL OR COURTEOUS. MAINLY, I CAN NOT RELY ON SHUTTLE BUS TO PICK ME UP IN THE EVENING. THEY SKIP COMING TO PERIMETER RD. AND LEFT ME STRANDED SEVERAL TIMES AFTER 5:00PM. THE AREA IS DESERTED AND I DON'T FEEL SAFE STANDING ALONE FOR A BUS THAT NEVER COMES. IF I AM LATE (AFTER 9:00AM) I HAVE TO GET A TAXI TO WORK FROM STATION. SHOULD REVISE THE SHUTTLE BUS SCHEDULE.
ON TIME VERY POOR.
CLEANER STATIONS, BATHROOMS. MORE TRAINS
CONNECTIONS BETWEEN TRIRAIL AND BUSES IS VERY BAD IN TIME.

COMMENT
EVERY WEDNESDAY I HAVE A QUIZ AT 8:00AM AND IT SEEMS LIKE EVERY WEDNESDAY I AM LATE THAT EFFECTS MY GRADE. I PAY MY MONDAY TO GET TO SCHOOL ON TIME I HOPE THIS WILL BE RESOLVED SOON.
AM TRAIN IS ALWAYS ON TIME (6:16AM) BUT TRANSIT SOMETIMES LEAVES EARLY BEFORE THE TRAIN ARRIVES OR SEES THE TRAIN BUT STILL PULLS OFF OR VERY LATE LIKE 441 AND BROWARD BLVD. NO ANNOUNCEMENT WHEN THE TRAIN STOPS IN THE MIDDLE OF NOWHERE.
WOULD BE GOOD IF ON SCHEDULE, PARTICULARLY IN THE AFTERNOON.
MAKE THE TRAINS FASTER, MOVE THEM ON TIME AND RELIABLE AND CLEAN THE WINDOWS.
NEW CARS ARE VERY BAD FOR BLIND PEOPLE. TO REACH THE SEATS UPSTAIRS TO TRIP ON THE STEP UP BY THE SEATS. CARS SWING SO MUCH. PLEASE CALL MAX 954-274-5508
TRAINS EVERY 20 MINUTES DURING THE AFTERNOON, RUSH HOUR 4:30PM - 7:00PM. NO FREIGHT TRAINS DURING MORNING AND EVENING RUSH HOURS.
THERE IS ALWAYS A PROBLEM WITH CSX RUNNING.
FREIGHT TRAINS DELAYS.
MORE FREQUENCY - BETTER CONNECTION SERVICES - BETTER PRICING PACKAGES
A CHEAPER OPTION FOR PEOPLE USING THE TRAIN ONLY ABOUT HALF A MONTH (LIKE FOR 12 ROUND TRIPS). I DON'T NEED A MONTHLY TICKET AND THE 12 TIX IS NOT A SAVER.
IT'S BETTER TO HAVE TRAINS EVERY 30 MINUTES FOR LONGER HOURS AND NOT HAVING 3 TRAINS IN ONE HOUR AND THEN WAIT ONE WHOLE HOUR WITHOUT A TRAIN. PLEASE COORDINATE THE SCHEDULE WITH THE CITY BUSES, SO THAT A CONNECTION CAN ACTUALLY WORK.
FINISH YOUR TRACKS, PLEASE!
THE TRAINS USED TO BE ON TIME. DUE TO CONSTRUCTION IT HAS BEING A MESS BUT LIFE GOES ON.
START EXPRESS TRAIN. RUN ON TIME TO GET MORE TRAVELERS.
NEED MORE FREQUENCY ON WEEKDAYS AND WEEKENDS.
TO BRING PUNCTUALITY. TO BRING FREQUENCY TO EVERY 10-15 MINUTES. TO BRING FREQUENCY TO EVERY 30 MINUTES ON WEEKENDS.
SERVICE HAS IMPROVED OVER MY YEARS OF COMMUTE, BUT THERE IS STILL MUCH ROOM TO UPGRADE THE SERVICE, FOR CUSTOMER RETENTION.
YOU NEED MORE TRAINS BETWEEN 6:00AM RANGE GOING SOUTH!! AT FORT LAUDERDALE STATION THERE IS A 5:32AM THEN A 6:47AM. WERE IS THE 6:15AM? TRAINS SHOULD COME MORE OFTEN AND MORE ON TIME.
TRAIN ANNOUNCEMENTS ARE TOO LOUD, TOO WORDY. CAR SEATS FACING EACH OTHER IS TOO CLOSE. THERE IS NO ATTENDANT AT STATION AT 6:00AM
NEED MORE TRAINS FOR METROPOLITAN FORT LAUDERDALE
SOME WACKENHUT GUARDS GREAT. MOST ARE LIKE NAZIS-RUDE, OVER-BEARING, NASTY
SHOULD BE MORE CONTROL ON BOARD WITH THE PEOPLE.
NEED MORE TRAINS SIMILAR TO METRO-RAIL
SCHEDULE SHOULD FIT THE CONNECTING BUSES.
SHERIDAN-HOLLYWOOD IS CLOSE BUT NO PARKING. SHOW SOME RESPECT FOR YOUR RIDERS -"PROFESSIONAL PUNCTUALITY" YOU HAVE HELD UP, AIRPLANE FLIGHTS, TRIALS AND MEDICAL CLINICS. HO DO YOU GE TO WORK? ON THE 5:00AM? AT LEAST BUS US WHEN YOU ARE DISRESPECTFUL OF OUR TIME.
REST ROOMS ARE NASTY. WHEN TRAIN IS LATE, I AM LATE TO WORK AND GET DOCKED.
MORE TRAINS NEED TO RUN AT MORNING AND IN AFTERNOON TRAFFIC TIMES.
THE SERVICE IS INCREDIBLY TERRIBLE. TOO MANY DAYS LATE TO WORK AND GETTING HOME. I WOULD NEVER RECOMMEND TRI-RAIL TO ANYONE AS AN OPTION FOR GETTING TO WORK. IT HAS BEEN VERY FRUSTRATING.
WE NEED TRI-RAIL TO GO TO JUPITER OR FURTHER NORTH.
TRI-RAIL NEEDS TO GO FURTHER NORTH TO FORT PIERCE.
THE 20 MIN SCHEDULE THAT RUNS IN THE EVENING SHOULD ALSO RUN IN THE MORNING.
NEED MORE PARKING AT WPB STATION. FUTURE STATIONS NEED MORE LEG SPACE.
SERVICE NEEDED FROM TREASURE COAST.
MORE TRAINS NEEDED DURING MORNING, EVENING STARTING AND END OF WORK DAYS. RUN EVERY HALF HOUR.
YOU NEED TO HAVE LATER TRAINS. ALSO MORE FREQUENT TRAINS. PLEASE ADD MORE STATIONS LIKE IN ROYAL PALM BEACH OR WELLINGTON.
KEEP UP THE GOOD WORK
JUST IMPROVE THE SERVICE AND LOWER THE COST. IT IS TOO EXPENSIVE.
I DON'T AGREE WITH THE DESIGN OF THE NEW TRAIN. IT HAS TOO MANY STEPS, VERY NOISY, IT LOOKS THAT IT WILL CAUSE MORE ACCIDENTS.
TRI-RAIL SERVICE IS CONVENIENT AND HELPFUL, BUT WITH DELAYS THE TRANSIT SYSTEM WILL LOSE A MASSIVE AMOUNT OF MONEY.
THE STATION SHUTTLE NEED TO SERVE THE GOOD SAMARITAN HOSPITAL
MORE TRAINS ON THE WEEKEND.
CHECK WITH JAPAN.
THERE SHOULD BE SNACK MACHINES ON THE TRAIN.
IN LAKE WORTH THE ANNOUNCEMENTS ARE ONLY ON THE NORTHBOUND SIDE.
THE MSOA CHAPERONES ARE NOT NICE OR HELPFUL. I WAS TRYING TO STUDY GOSPEL, THE KIDS WERE LOUD SO I ASKED THEM TO BE QUIET AND THE LADY FREAKED OUT.

COMMENT
THE TRAIN HAS BEEN VERY LATE LATELY AND I'VE BEEN MISSING CLASS.
NASTY BATHROOMS. TORN SEATS.
NASTY BATHROOMS. TORN SEATS.
BE ON TIME!
IT IS ABSURD HOW LATE THE TRAIN IS IN THE EVENINGS. STOP REPLAYING THE GENERAL "EXPECTED 20 TO 60 MINUTES LATE." TELL US THE TRUTH! RTA NEEDS BETTER MANAGEMENT.
I LIKE THE OLD TRAIN BETTER. THE NEW ONE IS LESS COMFORTABLE.
I HAVE BEEN USING TRI-RAIL OFF AND ON FOR 5 YEARS. SERVICE WAS SO POOR ONCE I STARTED DRIVING. IT HAS IMPROVED SOME SO I CAME BACK.
NEED TO MONITOR BIKE RACKS FOR THEFT.
AT LEAST ONE MORE TRAIN AT 6 PM AT RUSH HOUR.
YOUR TRAINS HAVE BEEN REALLY LATE OR NOT WORKING AT ALL LATELY. PLEASE STOP WORK IN TIME TO GET THEM GOING FOR PEOPLE WITH NO OTHER TRANSPORTATION. THEY ARE GETTING IN TROUBLE OR FIRED FOR BEING LATE. TRANSIT SHOULD BE RELIABLE. THERE IS NO REASON TO HAVE ALL YOUR TRAINS OVER 15 MINUTES LATE IN THE AFTERNOON EITHER.
PURCHASE TICKETS BY COMPUTER ON LINE BEFORE COMING TO THE STATION.
THAT BATHROOM WAS STANK . THEY NEED TO MAKE IT MORE AFFORDABLE FOR US TRI-RAIL RIDERS. AS OF TODAY I WILL NOT RIDE TRI-RAIL AT ALL.
TRAIN SHOULD GO FASTER. IT TAKES A LONG TIME TO GO FROM MIAMI TO WEST PALM
MORE TRAINS, RUN EVERY 30 MINUTES.
MIAMI AIRPORT SHUTTLE BUS NEEDS TO BE LARGER, NEEDS ROOM FOR LUGGAGE STORAGE. FORT LAUDERDALE AIRPORT SHUTTLE BUS SCHEDULE AND OPERATIONS NEEDS SIGNIFICANT IMPROVEMENTS.
TRAINS NEED TO BE MORE FREQUENT AND RUN LONGER HOURS
REST ROOMS ARE NECESSARY AT BOCA RATON.
FEDERAL FUNDING SHOULD BE REMOVED AS THE SERVICE THE TAX PAYER PAYS FOR IS NOT PROVIDED. IN FACT REFUNDS SHOULD BE PROVIDED TO THE COMMUTER. WHAT GOOD IS THIS SERVICE IF I DO NOT GET TO WORK ON TIME? THE FUNDS ALLOCATED OBVIOUSLY DO NOT GO TOWARD SERVICE IMPROVEMENTS OR ANY SERVICES TO THE COMMUNITY. HOW AND WHERE IS THE MONEY GOING?
SERVICE IS QUITE UNACCEPTABLE. I BELIEVE THIS SURVEY WILL NOT DO MUCH OTHER THAN FULFILL FEDERAL FUNDING REQUIREMENTS.
"MANNED" TICKET BOOTHS AT ALL STATIONS.
LAKE OF SECURITY AT SHERIDAN STATION.
SHUTTLE SHOULD DROP OFF NEARER TO STATION.
STOP INTERRUPTIONS ON TRACKS.
MORE TRAINS FOR MORNING AND EVENING RUSH HOUR SERVICE.
MANAGEMENT AND CEO MUST RIDE THE TRAINS. NEVER ON TIME. NO ONE TO ANSWER QUESTIONS AT OFFICE OR STATION. TOO MUCH TIME BETWEEN TRAINS DURING PEAK HOURS. NEED TRAIN EVERY 30 MINUTES (M-F). NO REFUNDS AVAILABLE FOR ACCIDENTALS OR DISSATISFACTION WITH SERVICE.
CAN TICKET BE PURCHASED ON BOARD IF CIRCUMSTANCES PREVENT GETTING IT BEFORE BOARDING? (E.G. MACHINE NOT WORKING?) LESS TRAIN DELAYS.
TRAINS NEED TO BE ON TIME.
DVD PLAYERS.
THE TRAIN IS THE WAY I GET TO WORK. IF THE TRAIN IS LATE, I'M LATE.
IN TRAIN DVD, BETTER CHAIRS, BETTER BATHROOMS AND MORE LUGGAGE RACKS. MORE TRAINS.
THE SEATS ARE VERY UNCOMFORTABLE.
TRI-RAIL SHOULD NOT GIVE INTO THE CORPORATE MACHINE. IT SHOULD STILL HAVE A SENSE OF VALUE TO ITS CUSTOMER'S DOLLAR.
WEBSITE TRACKING IS UNRELIABLE. STATIONS DO NOT HAVE SAFE CROSSINGS.
THE CHAPERONES ARE RUDE, BUT THE POLICE ARE VERY HELPFUL.
RESTROOMS NEED MORE ATTENTION.
THE TRAINS ARE FILTHY. NEVER CLEANED. PEOPLE PUT THEIR FILTHY SHOES ON OUR SEATS AND THE SECURITY GUARDS DON'T DO ANYTHING. WPB IS A HEALTH HAZARD. I HAVE THOUGHT OF CALLING THE HEALTH DEPARTMENT. FECES EVERYWHERE WILL EVENTUALLY GET ON SEATS.
I THINK IT WOULD BE A GREAT IDEA TO HAVE BATHROOMS AT EACH STATION.
PUT MORE HALF HOUR TRAINS. I GET OFF AT 5 MUST WAIT UNTIL 6:35 FOR MY TRAIN.
I THINK THAT THE TRAIN HAS RELIEF THE HIGHWAY CONGESTION AND THE ACCIDENTS. GOOD BLESS YOU ALL. THANKS.
THE STAIRWAYS AT WPB ARE DIRTY AND FULL OF BIRD DROPPINGS. THE ELEVATORS ARE TERRIBLE. UPSET CANCELED WITHOUT WARNING AFTER CHECKING BEFORE LEAVING HOME.
WHEN HAVING MAJOR DELAYS, TRI-RAIL SHOULD PROVIDE BUSES TO DROP OFF PASSENGERS FROM TRI-RAIL TO STATION.
HAVE MORE TRAINS FROM 7:30-8:30. BE ON TIME PLEASE! BE DEPENDABLE. ON TIME PERFORMANCE IS POOR. VERY UNRELIABLE.
TRAINS ARE VERY DIRTY. PEOPLE SHOULD NOT BE ALLOWED TO PUT FEET ON SEATS. FOOD SHOULD NOT BE ALLOWED. WPB STATION IS A HEALTH HAZARD.
IF IT WERE MORE RELIABLE AND HAD MORE TRAINS, I WOULD PROBABLY USE IT EVERY DAY. WINDOWS ARE FULL OF MOLD. POTENTIAL HEALTH ISSUE?
TRAIN TIMING NEEDS IMPROVEMENT.
THE TRAIN THAT LEAVES MIA AT 1728 SHOULD BE CLEANED. BOTTLES, PAPERS ALL OVER THE FLOOR.

COMMENT
TRI-RAIL MADE MY COMMUTE ENJOYABLE. I WOULD LIKE TO SEE MORE TRAINS DURING THE PEAK TIME. THAT WOULD HELP A LOT OF PEOPLE LIKE ME.
INCREASE AVAILABILITY OF BUSES TO MAJOR INTERSECTIONS WITHOUT A LONG WAIT TIME. BUS SYSTEM IS POOR.
GIVE TRI-RAIL TRAINS PRIORITY OVER FREIGHT. IF DURING RUSH HOUR AN OPERATOR SEES A METRORAIL TRAIN ARRIVE WAIT A MINUTE FOR PASSENGERS TO MAKE THE TRAIN.
SOMETIMES AT 9:00 OR 10:00 AM GOING TO MIA THERE IS NO ANNOUNCEMENT MADE UNTIL 2-3 MINUTES BEFORE ARRIVAL OF THE TRAIN AND THAT MAKES IT HARD TO THE OTHER SIDE BECAUSE I NEVER KNOW WHICH SIDE TO WAIT. EVERY DAY IS DIFFERENT.
WE NEED MORE TRAINS NOW!
RUN TRAINS EVERY 30 MINUTES ON RUSH HOURS FROM 7 AM TO 9 AM . 3 PM TO 7 PM.
TRAINS RUNNING EVERY 20 MINUTES BETWEEN 5:00PM AND 7:00PM WOULD MAKE COMMUTE EASIER.
NEVER ON TIME. ABOUT TO LOSE MY JOB.
AT WEST PALM BEACH THE STAIRWAYS NEED PRESSURE WASHING.
CONNECTING BUS FROM MIA ARRIVES ABOUT 2 MINUTES LATE TO CATCH THE TRAIN. TRAIN LEAVES STATIONS JUST AS THE BUS ARRIVES.
THE ANNOUNCEMENTS ARE POOR DEPENDING ON THE CREW.
NEED DEDICATED S TRACKS. LAST TWO TUNES EQUALS MAJOR DELAYS FOR OTHER TRAINS IN THE SAME TRACK.
TICKET MACHINE REJECTED BILLS, I MISSED TRAIN
TIMELY PERFORMANCE IS NEEDED.
THE TRAIN HAVE TO ARRIVE ON TIME BECAUSE A LOT OF PEOPLE NEED TO ARRIVE ON TIME AT WORK. I HOPE YOU DECREASE THE DELAYS. EVERYDAY THERE ARE DELAYS ON THE TRAIN.
WE NEED MORE SECURITY IN THE TRAIN AND THE PEOPLE SHOULD BE MORE EDUCATED. DO NOT PUT THEIR FOOT ON THE CHAIRS AND THEIR BAGS AND BAG PACKS AS WELL.
PRIOR TO CONSTRUCTION DELAYS. THE SECURITY DEPENDS ON THE STATION.
IT'S GREAT THAT YOU ARE DOING A ORIGIN/DESTINY SURVEY. I AM A TRANSPORTATION ENGINEER BUT I WAS SURPRISED THAT SCHEDULES WERE PLANNED WITHOUT DOING ONE ALSO PRICING PACKAGES.
NEED MORE TRAINS DURING RUSH HOUR FROM 7-8AM TO 5-7PM
IF THE TRAIN IS LATE THE SHUTTLE BUS DOESN'T WAIT. I HAVE TO WAIT 45 MINUTES FOR THE NEXT SHUTTLE. THERE IS NO SHUTTLE TO MEET THE SOUTHBOUND TRAIN. THAT ARRIVES AT 734AM TO THE FORT LAUDERDALE AIRPORT STATION.
YOU NEED BETTER SERVICE, ESPECIALLY AT RUSH HOUR. MORE FREQUENT TRAINS TO GET TO WORK ON TIME AND TO CONNECT WITH METRORAIL. GETTING INTO A HABIT OF STOPPING EVERY 1/2 HOUR AT CERTAIN STATIONS EVERY DAY. WHAT'S UP WITH THAT?
ANY PLANS FOR EXPRESS TRAINS? OTHER THAN MAKING YOUR WAY TO WHERE THE CONDUCTOR IS, HOW ARE YOU SUPPOSE TO NOTIFY ANYONE OF AN ER? ARE YOUR CAMERAS WORKING? IS THERE AN EMERGENCY PHONE TO USE ON EACH CABIN OR PANIC BUTTONS, NO UNLESS YOU PULLED ER BRAKES. ANY COMPENSATION FOR SUGGESTIONS THAT MADE AND IMPLEMENTED?
KEITH IS ONE OF MY FAVORITE TRI-RAIL PERSONNEL. HE IS PROFESSIONAL AND COURTEOUS.
EXCEPT DURING CONSTRUCTION. SATURDAY AM TRAIN LIKE P600. TRAIN BETWEEN 637 AND 639 PLEASE
IT IS TOO EXPENSIVE AND I NEED TO PAY ON THE TRAIN.
THE TRAIN IS BAD. IT IS DIRTY. THE TRAIN IS NOT RUNNING REGULARLY.
EXCELLENT CONDUCTORS AND ENGINEERS - FRIENDLY, PROFESSIONAL, CLEAR AND CONCISE ANNOUNCEMENTS. OUTSTANDING CONDUCTORS - JOHNNY RAY AND DOUG MADDOX.
MORE RELIABLE SHUTTLE BUSES ARE NEEDED TO AND FROM STATIONS.
NO COMMENT. TRAIN IS TOO MUCH MONEY.
BE ON TIME.
MORE TRAINS! PLEASE SPEAK WITH THE COMPANY THAT DOES YOUR FLL AIRPORT SHUTTLE AS THEY DO NOT WAIT FOR DELAYED TRAINS AND I END UP AT LEAST TWICE A MONTH PAYING \$15 FOR A TAXI WHICH DEFEATS THE PURPOSE.
MANY PEOPLE ARE NOT CONSIDERATE PASSENGERS. THEY TALK TOO LOUD AND THEY LISTEN TO MUSIC OR VIDEOS WITHOUT HEADPHONES. PLEASE CORRECT THIS MATTER.
NEED REST ROOMS IN EACH STATION.
WE SHOULD BE REIMBURSED FOR ALL THE HOURS WASTED AT THESE STATIONS. SOMETIMES I HAVE WAITED UP TO THREE HOURS.
ALLOW GUARDS TO STAMP TICKETS.
IF WE WAKE UP ON TIME TO CATCH THE TRAIN, PLEASE HAVE THE DECENCY TO DO THE SAME. ADD MORE TRAINS SO THAT WE ARE NOT DELAYED.
GOOD SERVICE, NEED BATHROOMS AT STATION, ANNOUNCEMENTS POOR.
HOPEFULLY THE NEW CONSTRUCTION WILL BE COMPLETED SOON AND SERVICE WILL BE MUCH BETTER. GETTING TO WORK LATE AFTER HAVING TO BE UP AT 4:30 AM.
HOPE PROPOSED SCHEDULE WILL BE EFFECTIVE, AS IT IS A GOOD SCHEDULE.
MORE FREQUENT SERVICE.
I LOST ONE JOB BECAUSE OF MY DEPENDENCE ON TRI-RAIL SERVICE. UNFORTUNATELY, GOOD PAYING JOBS ARE OFFERED NORTH OF WHERE I LIVE. IT'S A DISGRACE TO PUBLIC TRANSPORTATION. EVERY DAY WE MUST WONDER IF WE WILL GET TO WORK OR OUR DESTINATION ON TIME.

COMMENT
NEED TO IMPROVE ON-TIME PERFORMANCE. IT IS NOT ACCEPTABLE THAT A TRAIN SERVICE CAN BE SUSPENDED WITHOUT A REASON OR ALTERNATE TRANSPORTATION. NEED SHUTTLE BUS.
MORE TRAINS NEEDED.
USE CEMENT TIES WHEN REPLACING WOOD TIES.
I'VE BEEN USING TRI-RAIL FOR 3 YEARS. I FEEL THERE IS NO OWNERSHIP WHEN TRAIN IS LATE. WHEN I CALL TO COMPLAIN, ALL I GET IS LIP SERVICE. I'M FROM NY. MASS TRANSIT IN NY WORKS. YOU SHOULD SEE HOW TO DO IT RIGHT FROM THEM. TRI-RAIL IS NOT DEPENDABLE.
REPLACE OVERHEAD BURNED OUT LIGHTS ON NORTHBOUND PLATFORM OF DELRAY BEACH STATION. WE'RE SITTING IN THE DARK AT 6AM.
INCREASE NUMBER OF TRAINS. IMPROVE EFFICIENCY AND TIMING OF BUS CONNECTIONS TO MINIMIZE WAIT FOR BUS. GIVE BUS DRIVER MEANS TO KNOW WHETHER A TRAIN IS LATE OR NOT.
STOP GIVING OUT \$1 COINS AS CHANGE.
IN ORDER TO BE A REAL COMMUTER LINE, YOU MUST RUN LIKE ONE. IN OTHER MAJOR CITIES IN THE US AND THROUGHOUT THE WORLD, YOUR RAMPANT LATENESS WOULD NOT BE TOLERATED REGARDLESS OF CONSTRUCTION OR THE OTHER CHALLENGES IN YOUR SCHEDULE.
LAKE WORTH PARKING FULL EVERY DAY. WEST PALM STATION STAIRS USED AS PUBLIC BATHROOM. NEVER CLEANED.
LESS BATHROOMS ON TRAIN AND KEEP THOSE AVAILABLE CLEAN. BATHROOMS AT STATIONS! MORE TABLETOPS ON TRAINS AND ELECTRIC OUTLETS FOR LAPTOPS. WIFI. SHARK STATION ON TRAINS AND STATIONS WITH COFFEE.
EXCELLENT SERVICE DESPITE DELAYS TRAINS HAVE GENERALLY BEEN ON TIME. AT THE FLL STATION PERHAPS ANOTHER SHUTTLE MAY BE ADDED AS IT IS ABOUT 40 MINUTES BEFORE ANOTHER ONE ARRIVES IF ONE IS MISSED.
I REALLY ENJOY THE TRAIN. DEFINITELY LESS STRESS. RELAXING. CAN GET WORK DONE. DEMONSTRATION TRAIN IS MORE COMFORTABLE. STANDARD TRAIN IS LESS COMFORTABLE.
TRAINS NEED TO COME EVERY 30 MINUTES. WOULD LIKE THEM TO RUN 24 HOURS A DAY.
NEED MORE TRANSIT SERVICES
NEED MORE PARKING AT METRO STATIONS
MOVE PEOPLE INTO BUSES IMMEDIATELY WHEN THERE IS A TRAIN PROBLEM. SEVERAL STATIONS NEED IMPROVED SHELTERS. PLANS FOR ALTERNATIVE TRANSPORTATION FOR DELAYS AND PROBLEMS. NEED TO RUN ON TIME.
I'VE BEEN TARDY TO WORK TOO MANY TIMES SINCE FEBRUARY. I HAVE BEEN ON THE TRAIN 2-3 HOURS AT TIMES BECAUSE OF DELAYS.
TICKET MACHINES WOULD BETTER SERVE ON BOTH SIDES OF THE PLATFORMS. THE RESTROOMS ARE FILTHY, THERE IS NO WATER OR SOAP. IMPROVE THE TICKET MACHINES, PUT THEM INSIDE THE TRAIN EVEN IF IT COST MORE.
I HOPE ONCE AND FOR ALL TRI-RAIL LISTENS TO THE VOICE OF THE PEOPLE. I HOPE THE PRICE DOESN'T GO UP. I HOPE THE TRAIN CAN BE ON TIME ALL THE TIME, AS PEOPLE WILL NOT LOSE THEIR JOBS.
CYPRESS STATION'S CONNECTION WITH SHUTTLE BUSES NEEDS TO BE RELOCATED TO WEST SIDE BY THE TRAIN STATION. IT IS A HAZARD TO HAVE PEOPLE CROSS ANDREWS AND CROSS THE SHUTTLE BUSES. TRI-RAIL NEEDS MORE TRAINS AND CONNECTION BUSES ACROSS S. FLORIDA TO BE EFFECTIVE, EFFICIENT AND ECONOMICAL.
MORE ON-TIME TRAINS, MUCH IMPROVED COMMUNICATION/ANNOUNCEMENTS, MORE ACCURATE. END THE REPETITIVE AND INADEQUATE ANNOUNCEMENTS. BETTER SENSITIVITY TRAINING FOR SECURITY GUARDS.
THINGS HAVE IMPROVED SIGNIFICANTLY WITH COMING ON TIME AND THE STATIONS. THE RESTROOMS SOMETIMES HAVE NO WATER.
I HAVE AN EDT CARD AND THINK TRI-RAIL IS AN EXCELLENT VALUE FOR THE PRICE I PAY.
LAKE WORTH PARKING NOT ENOUGH. MACHINES HARDLY WORK ESP. WITH CREDIT CARDS.
IF NEW TRAIN SCHEDULE IS ADOPTED, THE BUS SERVICE SHOULD CHANGE TO SUIT.
BUSES SHOULD RUN MORE OFTEN AND ON TIME. BATHROOMS SHOULD BE CLEANED MORE OFTEN. TICKET MACHINES SHOULD BE ON BOTH SIDES OF THE PLATFORM. MORE TRAINS SHOULD BE AVAILABLE ON WEEKENDS.
TOURIST FROM GERMANY
SHOW FROM OUTSIDE CARS WITH RESTROOMS SO PEOPLE CAN CHOOSE CARS TO RIDE.
THERE SHOULD BE SCREENS SHOWING TRAIN STATUS BY TIME, DATE AND STATION. LIKE AT THE AIRPORTS.
I LOVE TAKING THE TRAIN WHEN IT IS ON TIME. I LOSE MONEY WHEN IT'S LATE. LAST WEEK I VALIDATED MY TICKET AND THE TRAIN NEVER CAME. THAT IS MONEY OUT OF MY POCKET.
1-800-TRIRAIL INFO IS NEVER ACCURATE. YOU CANNOT SEE IF A TRAIN THAT STARTS AT MIA WILL BE ON TIME.
NEED MORE SECURITY PERSONNEL AT THE TRAIN STATION.
WE NEED TO EXTEND RUSH HOUR MORNING AND EVENING EVERY THIRTY MINUTES.
NEED MORE TRAINS IN MORNING EVERY 20 MINUTES AND IN AFTERNOON.
ON-TIME PERFORMANCE NEEDS IMPROVEMENT EVEN WHEN TRACK IS NOT BEING WORKED ON. NEED TRAINS EVERY 30 MINUTES DURING PEAK/RUSH HOUR. THIS WOULD INCREASE THE AMOUNT OF RIDERS. STAFF IS VERY COURTEOUS.
NEED TO PUT REST ROOMS AT STATIONS.
VERY POOR
NEEDS TO BE ON TIME. TRAINS EVERY HALF HOUR.
TRANSIT BUS FROM STATION IS GOOD, BUT RETURNING TO STATION IS VERY DIFFICULT. IF THERE IS A WRECK OR MAJOR DELAY, IT IS NOT ANNOUNCED SO PEOPLE CAN MAKE THE CHOICE TO NOT GET ON THE TRAIN (WHICH WILL HAVE A MAJOR DELAY).

COMMENT
TRI-RAIL NEEDS TO COMMUNICATE BETTER WITH THEIR STAFF TO PROVIDE BETTER SERVICE TO THE PUBLIC (E.G. IF THERE IS A PROBLEM WITH THE TRAIN, THEY SHOULD PROVIDE ALTERNATIVE TRANSPORTATION, E.G. BUS SERVICE). SOME PEOPLE DEPEND ON TRI-RAIL TO GET TO WORK.
REST ROOMS NEED AIR FRESHENER. AT TIMES INTERCOM DOES NOT WORK. FELL ASLEEP AND MISSED STOP BECAUSE OF THAT. TRAIN (WITH SCHOOL KIDS) IS DIRTY WITH EMPTY FOOD AND DRINK CONTAINERS. TICKET MACHINE AT CYPRESS MALFUNCTIONS (CARD READER) BEGINNING OF EVERY MONTH.
DURING CONSTRUCTION, SERVICE HAS BEEN UNACCEPTABLE. IT SEEMS NO REAL THOUGHT OR PLAN HAS BEEN IMPLEMENTED TO INSURE ANY TYPE OF RELIABLE SERVICE. ANNOUNCEMENTS AT STATION HAVE BEEN INEFFECTIVE. STARTING AFTER TRAIN IS LATE. IT FEELS LIKE TRI-RAIL DOES NOT CARE ABOUT THE PEOPLE IT TRANSPORTS.
IMPROVE ON THE CONNECTING BUSES. REST ROOM STINKS. SOME OF THE CONDUCTORS DO NOT GIVE YOU A CHANCE TO GET ON THE TRAIN OR SEE YOU RUNNING FOR THE TRAIN AND CLOSE THE DOOR.
THE SHUTTLE BUS SERVICE IN WEST PALM BEACH IS VERY BAD. THE ROUTE WAS CHANGED AND DOES NOT GO CLOSE TO WORK. WE ARE FORCED TO WALK REGARDLESS OF HEAT OR RAIN.
MORE ACCURATE TRAIN TRACKING ON THE WEBSITE.
12 TRIP TICKET MACHINE DOES NOT PRINT IN THE RIGHT PLACE. THE NEW TRAIN IS NOT A GOOD COMMUTER TRAIN (HIGH STEPS, HANDICAPPED RAMP TAKES TOO LONG). GIVE STATION STAFF MORE INFORMATION ABOUT TRAIN STATUS (ESP. AT MANGONIA).
MANAGEMENT SHOULD SEEK SUGGESTION AND GUIDANCE FROM TRAIN PERSONNEL. THE TRAINS WOULD RUN ON TIME MORE OFTEN AND WITH LESS PROBLEMS USING THE CONDUCTORS IDEAS. I HAVE BEEN RIDING THIS TRAIN TO WORK FOR 5 YEARS AND FEEL THAT MORE COMMON SENSE IS NEEDED IN OPERATIONAL DECISIONS.
MORE TIME SLOTS. EVERY HOUR IN SOME OF THE TIME SLOTS DURING PEAK DOESN'T CUT IT.
IMPROVE YOUR WEBSITE. LET ME KNOW THE TRACKING INFORMATION!
WEST PALM BEACH PARKING IS VERY SCARCE AND VERY FAR.
NEED BETTER SERVICE. BE ON TIME.
I RIDE THE TRAIN EVERY DAY TO WORK. I HAVE BEEN RIDING THIS FOR 3 YEARS. THE LAST MONTH HAS BEEN AWFUL. OTHER THAN THAT I LIKE IT VERY MUCH.
BACKUP SHUTTLE SHOULD BE AVAILABLE AT THE FLL STATION.
GOLDEN GLADES PARKING SOMETIMES NOT AVAILABLE.
YOU SHOULD HAVE PERSONNEL AT STATIONS FOR PROTECTION FOR SINGLE PASSENGERS LATE AT NIGHT. AND RUN LONGER. I WORK LATE.
MAKE TRI-RAIL ITINERARY AVAILABLE AND WELL ADVERTISE AT AIRPORTS.
GOOD EXPERIENCE OVER ALL.
YOU NEED TO DO SOMETHING WITH THE 2:00 TO 3:00 PM TRAINS. IT IS FULL OF STUDENTS AND SOMETIMES YOU HAVE TO SIT ON THE FLOOR.
NEED TO UPDATE CUSTOMER BETTER REGARDING TRAIN DELAYS.
SHOULD INCREASE DURING PEAK HOURS.
NEED TO STAY MORE ON TIME.
GOOD.
BESIDES THE TRAINS BEING UP TO AN HOUR LATE SOMETIMES, I HAVE NO OTHER COMPLAINTS.
WHEN TRAIN IS DELAYED GIVE RIDERS AN UPDATE. LAST MONTH WE SAT ON TRAIN FOR 1 HOUR AND 45 MIN WITH LITTLE EXPLANATION AS TO WHY WE WERE STOPPED OR WHEN WE WOULD DEPART.
I HAVE NO TIME TO LOAD MY LUGGAGE IN THE TRAIN.
WHEN I USE THE TRAIN I HAVE ALWAYS A LOT OF LUGGAGE. I WOULD BE NICE TO HAVE THE TIME TO LOAD IT IN THE TRAIN. THE DOORS CLOSES TOO FAST.
HOPING TO SEE INCREASED NUMBER OF TRAINS AND SHUTTLES AND IMPROVED ON TIME SERVICE.
PLEASE ADD MORE AM AND PM TRAINS. PLEASE BETTER COORDINATE METRO/RAIL/TRI-RAIL CONNECTIONS. MANY TIMES THE TRI-RAIL HAS LEFT THE STATION JUST AS THE METRO-RAIL IS PULLING IN AND WE'VE HAD TO WAIT AN HOUR FOR THE NEXT TRAIN!
WHEN CALLING TRI-RAIL FOR INFO ON TRAIN ACTUAL ARRIVAL TIME BECAUSE OF OBVIOUS DELAY NOT VERY HELPFUL OR KNOWLEDGEABLE OF DELAY TIME WHETHER IT WILL BE 10 MINUTES, 5 ETC. BATHROOMS ARE VERY DIRTY AND NOT OBVIOUS ON THE NEW TRAIN.
TOO OFTEN TOO LATE.
I FEEL THE STATION ANNOUNCEMENTS ARE NOT LOUD ENOUGH. PLEASE INCREASE VOLUME.
TOO LONG OF A SURVEY. TOO MANY QUESTIONS. IRRELEVANT QUESTIONS ASKED.
I AM FROM WASHINGTON. I RODE THIS SO MY FRIEND WOULD NOT HAVE TO DRIVE SO FAR TO PICK ME UP.
IF AWARE OF DELAYS THAT LIE AHEAD, LET PASSENGERS KNOW BEFORE THEY BOARD.
ON-TIME PERFORMANCE NEEDS TO BE BETTER AND BETTER EACH DAY. IF THIS WORKS, THE REST IS FINE.
YOU NEED TO HIRE PEOPLE THAT WANTS TO WORK AND DO THE RIGHT SERVICE FOR US THE RIDERS. THEY SHOULD FIRE THE TRI-RAIL ADMINSTRATORS
TRAINS GOING NORTHBOUND OK. SOUTHBOUND SHOULD STAY ON THAT TRACK AND NOT SWITCH TO ANOTHER TRACK. I ALMOST DID NOT MAKE MY TRAIN.
NEED TO RUN UNTIL AT LEAST 1:00 AM OR 24 HOURS.
NEED A LOT OF IMPROVEMENTS.
IF SERVICES ARE INTERRUPTED (WORK ON THE TRACKS, CONGESTION), A SHUTTLE BUS SHOULD BE AVAILABLE.
I WISH THEY WOULD CLEAN THE STATION STAIRWELLS MORE OFTEN.

COMMENT
TRI-RAIL IS ALWAYS LATE.
TRI-RAIL TELEPHONE REPRESENTATIVES ARE FANTASTIC. GOOD CUSTOMER SERVICE.
THE MSCA CHAPERONES TREAT HIGH SCHOOLERS UNFAIRLY. WE ARE TO BE TREATED LIKE ADULTS.
GET A BETTER TRI-RAIL.
MORNING TRAINS NORTHBOUND ARE ALWAYS LATE. SECURITY IS GOOD. PROFESSIONAL OFFICERS ARE VERY HELPFUL.
I'VE SEEN ROACHES ON THE TRAIN. TRY TO CLEAN UP.
MORE TRAINS ON TIME. FINISH TRACKS IN A TIMELY MANNER.
THERE NEEDS TO BE A FOOD STATION AT EVERY STATION, NOT JUST WEST PALM BEACH TRI-RAIL. LAKE WORTH AND MANGONIA NEED RESTAURANT FOODS...NOT JUST SNACKS.
WEST PALM TRI-RAIL SHOULD NOT BE THE ONLY TRI-RAIL STATION TO HAVE RESTAURANT BASED FOODS AT ITS STATION. EVERY STATION SHOULD BE ABLE TO OFFER TRANSIT RIDERS THE SAME SERVICE.
NEED MORE RUSH HOUR TRAINS. TRAINS SHOULD NEVER LEAVE BEFORE SCHEDULED TIME. MORE PARKING AT LAKE WORTH STATION.
IMPROVE THE DELAYS THAT OCCURRED IN THE MIDDLE OF THE TRAIN TRACKS.
BE ON TIME. RUN TRAINS MORE FREQUENTLY.
MORE TRAINS NEEDED ON WEEKDAY NIGHTS FOR OFFICE WORKERS WHO WORK INTO THE EVENING. MORE TRAINS NEEDED PAST 8AM FOR SIMILAR REASONS.
SOMETIMES ANNOUNCEMENTS DON'T INFORM IN ENOUGH TIME WHICH SIDE A TRAIN WILL BOARD.
SPEED IMPROVEMENT. MORE FREQUENT TRAINS. SCHEDULE BUSES ACCORDING TO THE TRAIN SCHEDULE. LESS STOPPING ON THE WAY.
TRI-RAIL NEEDS TO REMEMBER THAT THERE WAS A TIME WHEN IT WAS ABOUT TO GO OUT OF BUSINESS DUE TO NO OR LOW RIDERSHIP. THAT TIME MAY BE COMING AGAIN.
THE PRICE IS REASONABLE. I HOPE IT DOES NOT GO UP. THE CREW NEEDS TO BE COURTEOUS. BASED ON THE SURVEY, YOU CAN SEE I AM DEPENDENT ON PUBLIC TRANSPORTATION. I HOPE THE TRAIN RUNS ON TIME EVERY DAY ACCORDINGLY.
YOU NEED A MAGNOLIA SHUTTLE BUS
TERMINATE EMPLOYEES AT STATIONS. NO NEED TO PAY SECURITY GUYS TO STAND AROUND AND TALK. WILL NOT GIVE ARRIVAL INFORMATION OR HOLD TRAIN FOR RUNNERS.
A SHUTTLE SERVICE FROM MANGONIA PARK TO THE PORT OF PALM BEACH WOULD INCREASE RIDERSHIP EXPONENTIALLY. PEOPLE DO NOT TAKE IT NOW BECAUSE THERE IS NO BUS CONNECTION TO THE PORT.
WE NEED TO GET A SHUTTLE FROM THE MANGONIA STATION TO PORT OF PALM BEACH.
NEED A SHUTTLE FOR MANGONIA PARK TO PORT OF PALM BEACH.
BE ON TIME.
BE ON TIME.
TRI-RAIL IS FUN TO RIDE BECAUSE IT IS BETTER THAN THE BUS. BUT IF IT WERE MORE ON TIME PEOPLE WOULDN'T HAVE TO MISS APPOINTMENTS.
IT WOULD BE NICE IF THE TRAIN COULD BE ON TIME, MAYBE JUST ONCE. LIKE A BIRTHDAY PRESENT...IF POSSIBLE.
THIS IS MY FIRST TRI-RAIL RIDE. I LEFT MY CAR FOR SCHEDULED MAINTENANCE AND WILL MEET A CO-WORKER AT THE CYPRESS CREEK STATION. IF EVERYTHING WORKS OUT TODAY, I HOPE TO BEGIN RIDING AT LEAST ONCE A WEEK.
I LOVE TRI-RAIL BUT I WISH YOU HAD MORE TRAINS. MUCH MORE.
THE TICKETING IS A BIG PROBLEM.
MY CAR WAS VANDALIZED AND THEN STOLEN 2 DAYS LATER FROM TRI-RAIL / LAKE WORTH PARKING LOT SO I HAD TO GO TO BOYNTON.
I NEVER KNOW THE PLATFORM TO BOARD.
TRAINS SHOULD COME EVERY 15-20 MINS. CLEANER BATHROOMS. CONVENIENCE STORE SELLS BREAKFAST AND COFFEE COULD BRING INCOME AND MONEY TO SYSTEM TO HELP SUPPORT UPGRADES/RENOVATIONS.
BE ON TIME.
IT'S A GOOD WAY TO GET AROUND AND FROM PLACE TO PLACE. IT'S A SAFE RIDE FOR ME AND MY FAMILY.
IT WOULD BE GREAT IF THE SEATS WERE ALL AS COMFORTABLE AS THAT ONE TRAIN WITH THE AIRPLANE TYPE SEATS. IT MAKES MY LONG TRIP LESS COMFORTABLE IN THESE STRAIGHT BACK SEATS. THANK YOU.
NEED OUTLETS. NEED TO SELL FOOD. CLEAN BATHROOM.
IT WOULD BE VERY HELPFUL TO HAVE SERVICE EVERY HALF AN HOUR.
STATION ANNOUNCEMENTS ARE NOT CLEAR AND LOUD ENOUGH. PEOPLE MISSING TRAINS BECAUSE OF TRAINS SWITCHING SIDES.
SERVICE IS OVERALL OK. PROBLEMS HAVE COME UP CAUSE OF CONSTRUCTION TO MAKE SERVICE BETTER. BUT IN THE END, SERVICE WILL GET BETTER.
TRI-RAIL SERVICE SUCKS.
TRAINS RARELY ON TIME!
THE SMELL AT BOTH METRO AND WEST PALM OVERPASS IS TERRIBLE. PEOPLE USE IT AS A TOILET. IT NEEDS TOILETS AT THE STATIONS. FIRE INCOMPETENT MANAGEMENT.
PAY CONDUCTOR MORE MONEY! MORE ADVERTISEMENT, LATER SCHEDULE.
WE PAY FAIRLY A LOT OF MONEY! I WOULD LIKE TO SEE A TV IN THE WAGONS SO I CAN CHILL. YOU KNOW WHAT I MEAN. BY ALL MEANS THE SERVICE IS GOOD, TILL I BUY MY OWN CAR.
PLEASE BE ON TIME. I DON'T LIKE THE SERVICE.
WHY ARE THE SHUTTLE BUSES SO FAR AWAY FROM THE CYPRESS CREEK STATION? I SOMETIMES MISS THE TRAIN ON THE WAY BACK HOME BECAUSE OF THAT REASON.

COMMENT
TRAINS ARE DIRTY. RESTROOMS DIRTY. PA SYSTEM IS CONFUSING.
DOUBLE TRACKS WERE DONE, BUT TRAINS STILL WAIT FOR ANOTHER TRAIN. IF IT'S NOT CONSTRUCTION, IT'S THE SIGNALS. BUT WHEN SIGNALS AND CONSTRUCTION ARE NOT A PROBLEM, EVERYTHING IS OK. MORE COMMUNICATION FROM CONDUCTORS WOULD BE GREAT.
THE SECURITY CREW - SOME OF THEM ARE TOTALLY RUDE AND INSENSITIVE, ACT AS IF THEY OWN THE RAIL. OPA-LOCKA - WHAT STATION STAFF? TICKET MACHINES SHOULD BE ON BOTH SIDES TO ACCOMMODATE EASIER TICKET PURCHASE.
MORE TRAINS WOULD HELP. THERE IS NO EXCUSE TO BE LATE (FOR THE LENGTH OF TIME IT IS LATE). CONSISTENTLY BEING LATE EVERYDAY, ALSO NO EXCUSE FOR PASSENGERS TO PUT UP WITH ALL OF THE CHILDREN - NO SUPERVISION. SHOULD NOT HAVE TO USE ANNUAL LEAVE TO MAKE UP FOR THE TRAIN BEING LATE EVERYDAY!
GOLDEN GLADES STATION ELEVATORS DON'T WORK, SO HOW ARE THE HANDICAPPED TO USE IT? LATE TRAINS WOULD BE TERRIFIC (I.E. 11:30 PM-12:00 A.M.)
THE TRAIN IS HARDLY EVER ON TIME. THIS COSTS ME MORE MONEY FOR LOST TIME OUT OF MY POCKET. IN ADDITION OF \$60 PRICE OF TICKET.
SHUTTLE BUS AT FORT LAUDERDALE STATION IS FALLING APART AND MORNING DRIVER IS VERY RUDE. HAVE CALLED IN SEVERAL TIMES AND SHE CONTINUES TO BE RUDE.
SHOULD THINK ABOUT PASSENGERS FIRST.
TRAIN SERVICE IS POOR...I'M LATE FOR WORK AND I HAVE TO MAKE UP THE TIME.
TRAIN NEVER ON TIME.
IF A PROBLEM EXISTS THAT A TRAIN WILL BE GOING VERY SLOW, AN ANNOUNCEMENT SHOULD BE MADE AT THE STATION AS WELL.
PLEASE BE CONSIDERATE OF THE PASSENGERS IF THERE IS A PROBLEM BE COMPLETELY HONEST. TRY NOT TO BURDEN THE PASSENGERS BY NOT THINKING OF THEIR SCHEDULES.
PLEASE, WE NEED TRAINS ON TIME PERFORMANCES. THANKS
I BELIEVE IF THERE IS A DISRUPTION IN THE SERVICE, THEN TRI-RAIL SHOULD PROVIDE SHUTTLE BUSES TO TAKE THE PASSENGERS TO THEIR DESTINATION.
MORE FREQUENT NORTHBOUND TRAINS FOR MORNING COMMUTE BETWEEN HOURS OF 6:30 A.M.-9:00 A.M. AND SOUTHBOUND BETWEEN HOURS OF 3:30 - 6:00 P.M.
IF YOU ARE GOING TO BE CONSISTENTLY 30 MINUTES LATE AT A STATION, WHY NOT ADJUST THE SCHEDULE TO REFLECT THAT. IT WILL ALLOW PEOPLE TO SCHEDULE THEMSELVES WITH LESS LOST TIME.
YOU ALL NEED AN EXTRA CAR JUST FOR THE KIDS, THEY ARE ALWAYS SCREAMING, USING BAD LANGUAGE, THROWING THINGS AND LITTERING THE TRAIN. THE HIGH SCHOOL KIDS ARE FINE, THE MIDDLE KIDS ARE TERRIBLE! NO RESPECT!
ALWAYS LATE, NO SUPERVISION OR VERY POOR (604) FIRST CAR. KIDS ARE LOUD, BAD LANGUAGE, LITTERING THE TRAIN, NO RESPECT. THE TRAINS NO NOT ENOUGH CARS/TOO MANY KIDS.
NEED ACCESS TO RESTROOMS - NEED SECURITY AT STATIONS, ESPECIALLY WEST PALM BEACH STATION.
I DO NOT BELIEVE FOR ONE MINUTE THAT RTA IS PUTTING ENOUGH LEGAL PRESSURE ON CSX TO MAKE SURE ALL TRAINS GET TO THE STATIONS ON-TIME. ALSO, BEING IN A WHEELCHAIR, I AM INFURIATED THAT ANNOUNCEMENTS AREN'T MADE IN TIME FOR ME TO GET TO THE OPPOSITE TRACK!
THE SCHOOL CHILDREN ARE OUT OF CONTROL AT 7 A.M. TOO LOUD, RUDE AND DISRESPECTFUL. THEY NEED THEIR OWN TRAIN ONCE THESE CONSTRUCTIONS ARE COMPLETED. IT WOULD ALLOW THE ADULTS WHO ALSO PAY TO RIDE THIS TRAIN PEACE AND QUIET. PLEASE CONSIDER.
THE CHAPERONES ARE UNREASONABLY MEAN, LIKE WHEN NO SEATS ON OUR CAR, WE CANT GO TO ANOTHER. PLEASE DON'T PUT US ON EARLIER TRAIN. I LOVE TRI-RAIL!
PLEASE DON'T PUT US ON AN EARLIER TRAIN.
I HAVE A HOT PARTY IN YOUR PANTS.
AWESOME, I LOVE TRI-RAIL, DON'T PUT ME ON AN EARLIER TRAIN.
TRAINS NEED TO BE CONSISTENTLY ON TIME.
THE SECURITY AT DEERFIELD BEACH STATION IS POOR. I FEEL VERY UNSAFE THERE. ALSO, LAST YEAR THERE WERE 4 TRAIN CARS, NOW THERE ARE ONLY 3. IT IS HARD FOR THE STUDENTS TO FIND SEATS.
TRI-RAIL TRAIN STAFF AND WACKENHUT OFFICERS ARE VERY COURTEOUS AND PROFESSIONAL. ES. BOCA STATION A.M. - NORM AND 7:37 REGULAR WACKENHUT OFFICER.
MORE TRAINS! ON TIME!
TRI-RAIL IS UNRELIABLE.
I THINK THAT TRI-RAIL STAFF ARE POWER HUNGRY AND MEAN AND OVER REACT. PS DOORS FOR BATHROOM ARE TOO SMALL FOR OVERWEIGHT RIDERS.
THE BATHROOMS ARE DISGUSTING! NEED BETTER ONES AND NEW TRAINS!! WE ALL THINK MR. HIGHTOWER NEEDS TO BE NICER CAUSE HE'S TOO STRICT. PEOPLE GET KICKED OFF FOR STUPID REASONS.
NEED FREE FOOD IN MORNINGS. BATHROOMS AT TRAIN STATIONS.
TERENCE HIGHTOWER NEEDS TO BE FIRED! THE TRAINS NEED TO BE LATE IN THE MORNING AND EARLY IN THE PM. SHAMPOO CARPETS!
THE CONNECTING PALM TRAM TO TRAIN ARRIVAL/DEPARTURE IS POORLY TIMED AND INADEQUATE.
ON TIME!!! NOT RELIABLE! WE HATE MR. HIGHTOWER.
BUS 70 N RARELY COMES.
PROBLEM WITH TICKET MACHINES CONSISTENTLY WORKING WITH CREDIT CARDS.
MR. HIGHTOWER IS BAD AND A RACIST.
I THINK MR. HIGHTOWER SHOULD BE INSTITUTIONALIZED.
MR. HIGHTOWER AND MS. RIGGINS SHOULD GET FIRED BECAUSE THEY HATE CHILDREN AND MAKE ME CRY A LOT.

COMMENT
THE TRAIN ANNOUNCEMENTS REGARDING DELAYS ARE NOT ACCURATE. LATELY, TRAINS ARE RUNNING NOT AS PER SCHEDULE. MORE TRAINS OR FREQUENT TIMINGS DURING MORNING AND EVENING WORK/SCHOOL COMMUTING WILL BE VERY HELPFUL.
FIRE MR. HIGHTOWER AND MRS. RIGGS!
I FEEL VERY INSECURE ON TRI-RAIL ON DAYS WHEN THERE AREN'T AS MANY STUDENTS. LIKE THE OTHER DAY A 30 (OR SO) YEAR OLD MAN APPROACHED ME AT AN UNCOMFORTABLE DISTANCE AND I RAN FOR HELP, BUT THERE WERE NO OFFICERS TO AID ME.
MR. HIGHTOWER IS RUDE AND SUCKS AND YELLS AT KIDS FOR NO REASON. THE TRAINS NEED TO COME ON TIME!
ALL ANNOUNCEMENTS ARE IN SPANISH.
THE CHAPERONES SUCK. THEY ARE MEAN, MR. HIGHTOWER.
MORE TRAINS IN THE MORNING AND EVENING WORK/SCHOOL COMMUTING TIMES WILL BE VERY HELPFUL: (7 AM - 9 AM) (3 PM - 6 PM).
DOORS SHOULD NOT CLOSE TO FAST.
THE TRAIN IS ALWAYS LATE AND IT MAKES US BE LATE FOR SCHOOL AND OUR AFTER SCHOOL ACTIVITIES.
MORE TRAINS ARE NEEDED.
IT WOULD BE VERY GOOD IF WE HAVE TRI-RAIL MORE OFTEN INSTEAD OF EVERY HOUR WAITING IN A STATION, WHICH IS MOST OF THE TIME IS NOT ON TIME.
PLEASE, "ON TIME PERFORMANCE" IS VERY IMPORTANT, BECAUSE WE DEPEND ON THE TRI-RAIL TO BE ON TIME AT WORK OR WHERE EVER IS OUR FINAL DESTINATION. TRI-RAIL NEEDS AND IMPROVEMENT TO LIVE ON TIME. THANK YOU.
WE NEED TRAINS EVERY 20 MINUTES IN RUSH HOURS FROM 5:30 AM TO 9:00 AM AND FROM 3:30 PM TO 7:00 P.M.
TRAINS ARE REALLY DIRTY. I HAVE SEEN COCKROACHES.
NEED BETTER INFORMATION WHILE WAITING AND HAVE MORE CURRENT SIGNS. BETTER RAMPS FOR USE AND MORE HANDICAP AWARENESS AND NEEDS FOR PASSENGERS.
BEING PROMPT OR MORE TRAINS CLOSER TOGETHER. SOMETIMES I REACH WORK LATE.
PUT MORE TRAINS, BETTER SERVICE TO CONNECT WITH THE BUS. BE ON TIME. PUT YOUR ADVERTISEMENT WHERE YOU SAY IT IS. TRI-RAIL GET YOU THERE ON TIME.
PLEASE NOTE THAT I TOOK THIS VERY SERIOUSLY. I THINK TRI-RAIL COULD USE SERIOUS IMPROVEMENT. THEY ARE RARELY ON TIME AND CAN BARELY MANAGE THEIR OWN TRAINS. WE NEED MORE CARS? AND LESS FRIGHTENING CHAPERONES.
PLEASE MAKE THE BATHROOMS SO THEY'RE AT LEAST SAFE TO ENTER AND TRY NOT TO USE THE TRAIN WITH THE LUGGAGE RACK. ALSO, GIVE US ONE MORE CAR PLEASE???
TRAIN ASSISTANT, (GOLDIE RIGGINS) SHOULD LEARN PROPER ENGLISH AND STOP GIVEN ME THE SKUNK EYE.
LOOK AT THE FRENCH AND AUSTRALIAN SYSTEM
BATHROOMS ARE DIRTY. NEED BATHROOMS AT STATIONS. I GOT STUCK IN TRAIN BATHROOM AND MISSED MY STOP.
I DON'T LIKE WHEN THE TRAIN IS LATE AND STAYING FOR 15 OR 30 MINUTES IS BOGUS.
ALWAYS LATE.
NEED MORE TRAINS BETWEEN 8AM AND 9AM AND 6-7PM. ON TIME WAS OKAY UNTIL RECENTLY WHEN DOING UPGRADES BUT ANNOUNCED IN ADVANCE LONG-TERM--CANNOT TOLERATE SUCH DELAYS.
WISH YOUR ANNOUNCEMENTS WERE EARLIER. RESTROOMS NEED TO BE CLEANED EVERY FEW HOURS.
BE ON TIME.
30 MINUTES LATE TO WORK AND 20 MINUTES LATE HOME EVERYDAY. BORN AND RAISED IN NY AND THIS WOULD NEVER HAPPEN THERE.
THE STATION IS CLEAN. YOU NEED RESTROOMS. ADD PERSONEL TO HELP SELL TICKETS.
TRAIN IS LEFT FILTHY BY SCHOOL KIDS THAT GET ON AND OFF IN BOCA RATON AND DEERFIELD.
INCREASE PARKING SPACE. PEOPLE ARE URINATING IN THE FLOOR. ADD RESTROOMS AND CAFETERIAS.
THE IMPROVEMENTS NEED TO CONTINUE. PROGRESS HAS BEEN SLOW. IT WILL BE NICE WHEN MORE TRAINS ARE IN SERVICE.
THE TRAIN IS RUNNING LATE EVERYDAY, MAKING ME LATE FOR WORK. THERE IS ALWAYS A PROBLEM WITH THE TRAIN.
CLEANLINESS IS OK IN AM-POOR IN PM AFTER CHILDREN GET OFF. LAKE WORTH CONNECTIONS ARE VERY POOR. ON TIME PERFORMANCE-SOMETIMES VERY GOOD.
ANNOUNCEMENTS ALWAYS SAY TO STAND BY FOR FURTHER ANNOUNCEMENTS. THERE ARE NEVER ADDITIONAL ANNOUNCEMENTS. I WOULD LIKE TO SIGN UP FOR EMAIL STATUS OF SPECIFIC TRAINS.
MARCH 14TH TRAIN WAS A DISASTER FOR ME.
NORTHBOUND TRAINS NEED TO BE RUNNING MORE OFTEN. WHEN TRAIN IS LATE, I MISS MY FAU BUS THAT RUNS HOURLY. I USED TO CATCH THE 8AM, THEN 7:15, NOW I CATCH THE 6:45 JUST TO GET TO WORK AT 8AM. I HAVE AN 11 YEAR OLD AND MY SISTER HAS TO GO TO MY HOUSE TO GET HIM UP FOR SCHOOL.
THE TRI-RAIL WAS OK BEFORE THE TRACK CONSTRUCTION. IF THE TRAIN IS GOING TO BE 3 HOURS LATE OR SIT ON THE TRACK, PLEASE ADVISE PEOPLE THE NIGHT BEFORE. IN THE MORNING, MORE NORTHBOUND TRAINS NEEDED.
POOR INFORMATION FLOW OFTEN LEAVES US WONDERING. TRAIN CLEANLINESS IS HORRIBLE. SECURITY SHOULD ENFORCE FEET OFF SEATS, TRASH PICKED UP. INTERNET-TRAIN TRACKING SHOULD BE IMPROVED.
BETTER CUSTOMER SERVICE FROM TRI-RAIL PHONE OPERATORS. SOME ARE RUDE AND INSUFFICIENT WITH ANSWERS.

COMMENT
RE: CYPRESS STATION-CLEAN THE FLOOR AROUND THE BENCHES (LOTS OF SPILLED SODA AND COFFEE). NEED TRASH CANS ON SECOND LEVEL.
I'M IN MIDDLE SCHOOL SO I THINK SOMEONE SHOULD SUGGEST THAT THE GROWN-UPS SIT TOGETHER, SO THE KIDS DON'T HAVE TO SIT WITH STRANGERS. THERE SHOULD BE MORE SECURITY SO THE KIDS FEEL SAFER.
THE FLOORS AND TABLES SHOULD BE CLEANER. THERE IS A LOT OF TRASH ON SEATS AND FLOOR. ADULTS SHOULD HAVE THEIR OWN CAR.
I THINK THE BAK STUDENTS SHOULD BE ABLE TO RIDE THE NEW TRAIN TO AND FROM SCHOOL. ALSO, ADULTS SHOULD HAVE THEIR OWN CAR SO THE KIDS FEEL SAFER.
CREEPY ADULTS STALK US AND ASK FOR OUR NAMES. THEY SHOULD HAVE THEIR OWN CAR.
STUDENTS NEED LARGER TRAINS. CREEPY ADULTS. ADULTS SHOULD HAVE THEIR OWN CARS.
I DON'T LIKE TO SIT WITH SCARY, GROSS, DRUNK MEN OR WOMEN. IT SCARES ME.
ALL THE ADULTS SHOULD SIT TOGETHER SO THE KIDS DON'T HAVE TO SIT WITH STRANGERS. THEY WILL FEEL SAFER.
ALL THE ADULTS SIT IN SEPARATE BOOTHES, SO WE CANNOT SIT TOGETHER. ALSO, WE GET WRITTEN WHEN IT ISN'T WARRANTED.
MAKE THE TRAINS EARLIER. THEY ARE ALWAYS LATE.
CHILDREN GOING TO SCHOOL SHOULD GET OWN CARS ON THE TRAIN AND A LOT OF PEOPLE GET ON WITHOUT TICKETS. YOU SHOULD CHECK THEM. BUCKLE DOWN.
WE DONT GET RESPECT.
WE ARE RARELY GIVEN RESPECT FROM OFFICERS.
TRAINS NEED TO BE CLEANED. NEED TO IMPROVE RESTROOMS.
THE TRI-RAIL COULD RUN EVERY 30 MINUTES NO JUST ON THE HOUR.
WE NEED TRAINS TO GO FURTHER NORTH THAN MANGONIA. PLEASE, I HAD A 25 MINUTE RIDE COMING SOUTH TO GET ON THE ONE IN MANGONIA PARK.
DELAYS NEED TO BE ANNOUNCED MORE OFTEN AND ON TIME.
TRAINS SHOULD RUN UNTIL LATER IN THE DAY DURING THE WEEK AND WEEKENDS.
NUKE THE BATHROOMS!
SOMETIMES I GET LATE TO SCHOOL BECAUSE THE TRAIN STOPS WAITING FOR A SIGNAL OR ANOTHER TRAIN TO PASS. IF WE CAN RESOLVE THE PROBLEM IT WILL BE BETTER FOR STUDENTS TO ENJOY RIDING THEM.
THE OTHER NIGHT I WAS 3 AND A HALF HOURS LATE GETTING HOME. WE SHOULD HAVE BEEN BUSED FROM FORT LAUDERDALE KNOWING THIS PROBLEM WAS GOING TO HAPPEN DUE TO CONSTRUCTION.
MORE TRAINS. I WORK AT MIA AND DUE TO DIFFERENT SHIFTS IT WOULD BE FABULOUS TO BE ABLE TO USE THE TRAIN DAILY.
JUST LIKE TO WAIT FOR A HUSBAND, YOU WAIT FOR A TRIN. IF PEOPLE ARE BUYING THE TICKETS THE TRAIN SHOULD WAIT FOR THEM. WE WAIT FOR THE TRAIN. WHY CAN'T THEY WAIT.
SERVICE IS GOOD-SHORTAGE OF PARKING SPOTS IN HOLLYWOOD. I NEVER HAVE THE OPPORTUNITY TO PARK MY CAR IN HOLLYWOOD. I USUALLY NEED A PARKING SPOT AFTER 10:30 AM.
MORE FREQUENT TRAINS (EVERY 1/2 HOUR AT LEAST DURING RUSH HOUR 6-9 AND 3-6). INFORMATION ON STATUS OF ARRIVALS/DEPARTURES.
NEED MORE TRAINS.
PALM BEACH TOURIST FROM PARIS
MORE FREQUENCY OF TRAINS AND RUNNING ON TIME. PLEASE DON'T MAKE THE TRAIN RIDERS LESS IMPORTANT THAN THE AMTRAK RIDERS AND THE COMMERCIAL TRAINS.
INCREASE IN FREQUENCY IS NEEDED BETWEEN 5:30 - 8:30 A.M. AND 4:00 - 7:00 P.M.
CHECK ME RATE.
I TAKE TRAIN P604 IN THE MORNING. IT IS ALWAYS LATE AT CYPRESS CREEK. NEW ENGINEER/CONDUCTORS DO NOT INFORM REASON FOR STOPPING. AUDIO SYSTEM/LOUD SPEAKERS VERY LOUD. SOMETIMES ANNOUNCEMENTS TOO REPETITIVE. VERY LOUD SOME DAYS. TRAINS P629 LATER AND P631 VERY CROWDED. NO SEATS SOMETIMES. PLEASE FINISH THE DOUBLE TRACK PROJECT. SECURITY NOT ENOUGH. NOT GOOD PARKING AT MIAMI AIRPORT, DAMAGES CARS.
IF TRAIN IS ON TIME THEN CONNECTING TRANSIT SERVICE IS OK, BUT WHEN TRAIN IS LATE, I WALK TO WORK. SOME TRAIN CONDUCTORS' ANNOUNCEMENTS ARE TOO LOUD.
I HAVE TROUBLE FINDING A PARKING SPACE SINCE IS FULL WITH THE METRO. I HAVE TO BE AT A STATION AT 5:20AM TO TAKE THE 6:35AM TRAIN. IT IS A WAITED HOUR.
1. WHEN TRAIN IS LATE, SHUTTLE BUSES DO NOT WAIT. 2. I PURCHASE TICKET AT FORT LAUDERDALE TMA, BUT TRAIN CROWD NOT FAMILIAR WITH THESE TICKETS. 3. I HAVE BEEN RIDING DAILY FOR 8 YEARS.
MORE TRAIN CARS, LESS WAITING AT THE TRAIN STATION OR DURING RIDES. INSTEAD OF MORE TRAINS - GET THESE ON SCHEDULE!!
TRAIN IS DELAYED VERY FREQUENTLY. NEEDS TO IMPROVE RUNNING SCHEDULE. 30-40 MINUTE DELAYS ARE NOT ACCEPTABLE FOR PEOPLE COMMUTING TO WORK AND SCHOOL.
MORE PEOPLE ARE TAKING THE TRAIN. IT MIGHT BE A GOOD IDEA TO USE FOUR CARS SOON IF THAT'S SAFE. WHEN A NORTHBOUND TRAIN 40 MINUTES LATE PASSES AND WAITS ON 2 SOUTHBOUND TRAINS WITHIN 5 MINUTES, DISPATCH HAS A PROBLEM.
I LOVE TRI-RAIL BUT TERRIBLE SERVICE. SECURITY NEEDS TO BE REVAMPED. NEED TO BE MORE COURTEOUS AND UNDERSTANDING WHEN THEY SEE SOMEONE RUNNING TOWARD THE TRAIN.
OVERALL VALUE FOR PRICE: EXPENSIVE \$4.00

COMMENT
I WAIT FROM 8:00PM TILL 10:PM FOR A TRAIN.
TOO MUCH TRAFFIC.
WE NEED MORE SECURITY. WE COULD GET RAPED. ITS ONLY TRUE. AND THERE SHOULD BE A VENDING MACHINE ON TRI-RAIL. I WANT TO RIDE ON THE NEW TRI-RAIL.
SNACKS SHOULD BE CHEAPER AND SO SHOULD THE SODA. LESS PEOPLE ON TRI-RAIL AND WE SHOULD GET THE NEW TRI-RAIL TRAINS.
WE SHOULD HAVE FOOD CARTS WITH SNACKS, CANDY AND DRINKS.
FOOD. SMOOTHIES.
THE TRAIN ISN'T VERY CLEAN AND THE BATHROOMS STINK.
THEY SHOULD HAVE SNACK MACHINES WELL. PEOPLE THAT WALK AROUND SELLING SNACKS. YOU WOULD MAKE HUNDREDS.
CLEAN THE BATHROOMS!
EW TRI-RAIL IS ICKY. I FEEL LIKE I'M GOING TO GET KIDNAPPED. BATHROOMS ARE DISGUSTING. CHAPERONES ARE UNFAIR AND OLD.
CANDY BARS AND LEATHER SEATS AND THE NEW TRAINS FOR STUDENTS.
IT'D BE NICE IF THE NEW TRAINS WERE IN GREATER NUMBERS SO WE COULD RIDE THEM TOO. IT'D BE BETTER IF THE RESTROOMS WERE CLEANER.
CANDY ON THE TRAIN!! LEATHER SEATS!! IT WOULD BE NICE TO HAVE THE NEW TRAIN!!
GET RID OF MR. HIGHTOWER. LET US PUT OUR FEET ON THE SEAT. GET RID OF MR. HIGHTOWER. CLEAN BATHROOMS. GET BETTER AIR CONDITIONING. GET RID OF MR. HIGHTOWER.
I THINK THAT STUDENTS ARE TREATED UNFAIRLY AND THAT THE CHAPERONES TREAT US UNFAIRLY AND JUST TALK TO US RUDE. ALSO, MR. HIGHTOWER IS VERY RUDE, HE YELLS AT THE STUDENTS FOR NO REASON.
THE PASSENGERS OTHER THAN KIDS SHOULD RIDE A SEPARATE TRAIN THAN THE SCHOOL KIDS! (FOR SAFETY).
WE FEEL THAT CHAPERONES SUCH AS MR. HIGHTOWER ARE VERY DISRESPECTFUL AND TREAT THE PEOPLE ON THE TRAIN LIKE ANIMALS. THE ADULTS ARE DISTURBED BY THE YELLING HE DOES AND THEY COMPLAIN AND SYMPATHIZE WITH US.
THE STATION ANNOUNCEMENTS ARE VERY ANNOYING.
THE WAY THE CHAPERONES TREAT THE STUDENTS IS RUDE AND ALMOST TO THE POINT OF VERBALLY ABUSIVE. A TRI-RAIL EMPLOYEE, MR. TERENCE HIGHTOWER, IN PARTICULAR IS EXTREMELY MALEVOLENT TO THE STUDENTS. ALSO YOUR BATHROOMS ARE ABSOLUTELY REVOLTING.
MR. TERENCE HIGHTOWER HAS NO RIGHT TO TOUCH US OR TAKE OUR PERSONAL ITEMS.
I THINK THE CHAPERONES SHOULD BE NICER (MR. HIGHTOWER).
THE BATHROOMS ARE DISGUSTING. FIX THEM! AND MR. HIGHTOWER IS A VERY VERY BIG PROBLEM.
I HATE THE RESTROOMS! THEY COULD NOT BE WORSE! THEY ARE DISGUSTING AND MAKE THE RIDE UNENJOYABLE.
MRS. GOLDIE IS VERY RUDE. MRS. MARY IS VERY RUDE. IF THEY RUDE TO ME I BE RUDE TO THEM.
MRS. GOLDIE AND MRS. MARY ARE VERY RUDE TO MANY OF THE STUDENTS AND THEY HAVE A TENDENCY OF SAYING THINGS THAT ARE NOT NEED TO BE SAID AND ARE NEGATIVE TOWARDS THE STUDENTS.
TRY TO BE ON TIME!
THE TRAINS SHOULD RUN ON TIME.
PLEASE TRY TO BE ON TIME.
KEEP UP THE DECENT WORK.
MR. VICKENS, ONE OF THE WAKENHUTS IS VERY NICE. HE DOES HIS JOB WELL. HE HELPS US WHEN WE NEED IT. HE'S A GOOD PERSON.
ANOTHER CAR FOR PASSENGERS ONLY. CLEANER CARS, BATHROOMS AT STATION, YOUNGER CHAPERONES.
I THINK THE TRI-RAIL SHOULD HAVE A CAR FOR ADULTS AND 3 FOR EACH GRADE LEVEL OF STUDENTS. THAT WAY THE ADULTS WON'T COMPLAIN ABOUT THE NOISE.
THE BATHROOMS ARE REPULSIVE AND MORTIFYING. THE CHAPERONES ARE PUSHY AND MENTALLY ABUSIVE TO THE CHILDREN.
CLEAN, CLEAN, CLEAN THE RESTROOMS! THEY ARE SO REVOLTING.
SOME TRI-RAIL SCHOOL CHAPERONES ACT RUDE TO KIDS. AND THE BATHROOMS ARE REALLY UNCLEAN. PLUS TRI-RAIL SOMETIMES TO CROWDED TO FIND A SEAT.
THE CHAPERONES ARE WAY OVER THE TOP, AND ARE GETTING US KICKED OFF JUST FOR BEING A LITTLE TOO LOUD. THEY'RE ABSOLUTELY RIDICULOUS!!! THE CREW IS MEAN!
THE CHAPERONES AND MR. HIGHTOWER WOULD YELL AT US AND WRITE US UP FOR NO REASON AT ALL. ITS NOT FAIR. I GOT IN TROUBLE BY LAUGHING. THAT'S RIDICULOUS. PLEASE DO SOMETHING ABOUT IT. THANK YOU!
YOU NEED TO HAVE A BUFFET AND NICER CHAPERONES.
THE CHAPERONES ARE VERY RUDE! ESPECIALLY, MR. HIGHTOWER.
PUT STATION STOPS ON A MONITOR IN EACH CAR AND/OR ANNOUNCE IT MORE.
I USUALLY CATCH THE TRAIN AT CYPRESS CREEK STATION. PARKING SHOULD BE CLOSER NOT ACROSS ANDREWS AVE WHICH IS DANGEROUS TO CROSS.
I WOULD USE THE TRI-RAIL MORE IF THEY WERE MORE FREQUENT. SO OFTEN TIMES I DRIVE BECAUSE THE SCHEDULE OF THE TRAINS AREN'T ACCOMMODATING.
WE NEED MORE TRAIN SERVICE UP NORTH.
MAYBE LET THE KIDS HAVE THE NEW TRAINS.
TERRENCE HIGHTOWER IS A PREJUDICE PERSON.
TERRENCE HIGHTOWER NEEDS TO BE FIRED. HE TREATS MY HISPANIC FRIENDS UNJUSTLY. HE SEPARATES HIM FROM HIS FRIENDS FOR REASONS UNKNOWN.

COMMENT
MR. HIGHTOWER EITHER NEEDS TO BE FIRED OR BE NICER TO KIDS. HE WRITES PEOPLE UP FOR NO REASON, ABUSES HIS POWER AND HE'S A RACIST. MRS. RIGGS ABUSES HER POWER TOO.
MAYBE WEEK OF 3/15 WAS AN ABERRATION BUT THE TRAINS WERE LATE ALL WEEK.
THE TICKET WOMAN IN POMPANO IS AN ANGEL TO ME. THE ANNOUNCEMENTS ARE GREAT SO ARE THE OPERATIONS AND SECURITY PERSONNEL.
GLAD TRI-RAIL IS IN OPERATION. HANDICAP ACCESS IS OK.
NEED ADDITIONAL TRAINS DURING RUSH HOUR.
TICKET KIOSKS OFTEN OUT OF SERVICE.
SERVE FOOD ON TRAIN.
GET THE TRAINS HERE ON TIME. THE TRACKING SYSTEM IS POOR. CLEAN THE RESTROOMS.
SERVE FOOD AND CLEAN RESTROOMS.
SERVE FOOD ON TRAIN.
ADD MORE CARTS.
GET MORE CARTS. MORE PLACES TO STORE BAGS. MAKE RIDE SAFER.
ADD MORE CARTS.
GET MORE CARTS SO WHEN HIGH SCHOOLERS COME WE DON'T HAVE TO SQUEEZE INTO ONE CART. PLEASE BE SURE TO CLEAN BATHROOMS.
MORE CARTS (WE ARE WITH HIGH SCHOOLERS).
CLEAN OR PUT AIR FRESHENERS IN THE BATHROOM.
WE NEED MORE CARTS, BECAUSE WHEN HIGH SCHOOLERS ARE ON THERE IS NOT ENOUGH ROOM.
MORE CARTS, BECAUSE MOST OF THE TIME WE HAVE NOT SEATS AND ARE PUT WITH THE HIGH SCHOOLERS OR OTHER PEOPLE. MAKE MR. HIGH TOWER BE KINDER.
SOME PASSENGERS THINK THAT WE SHOULD USE THE NEW TRAIN TO PROVIDE MORE ROOM.
I KNOW THAT THERE ARE REPAIRS TO BE DONE, BUT IT AFFECTS ME, BECAUSE WHEN I AM LATE FOR WORK MY PAY WILL CUT SHORT. THEY PAY ME FOR TIME. DON'T LET ME HAVE TO PAY PRICE FOR CIRCUMSTANCES.
YOU COULD DRIVE A LITTLE FASTER TO MAKE IT TO THE STATIONS FASTER. MORE CLEANING. TRY TO ADD MORE TRACKS. I OWN A CAR, BUT I STILL LIKE TO RIDE THE TRAIN.
I WISH THAT THE ANNOUNCEMENT WOULDN'T SAY THE TRAIN WILL BE 20-60 MINUTES LATE AND THEN IT COMES IN 5 MINUTES, BECAUSE MY MOM COMES TO PICK ME UP AND THE TRAINS ALREADY HERE.
STAFF IS NOT ALWAYS THERE WHEN NEEDED. ON BOARD STAFF NOT THAT HELPFUL.
I LIKE TO RIDE. THE NEW TRAIN IS COMFORTABLE AND HAS MORE CAPACITY. EVERY HALF HOUR COMES A TRAIN.
A BETTER EXPLANATION OF TICKETING PROCESS WOULD BE HELPFUL FOR THE TOURIST.
THEY NEED BETTER SIGNS ON CONGRESS SHOWING THE DIRECTION TO THE METRORAIL AT DELRAY BEACH.
BETTER AND CLEARER SIGNS DIRECTING PEOPLE TO STATION AT DELRAY BEACH.
LESS TARDINESS.
BE ON TIME. STICK TO THE SCHEDULE.
HAVE SEEN IMPROVEMENTS. TRI-RAIL HAS QUITE A WAY TO GO TO BE CONSIDERED RELIABLE.
WE NEED NICER CHAPERONES.
YOU NEED TO CLEAN THE SEATS CAUSE I SAT IN HOBO PEE TWICE AND ON THE ELEVATOR, A HOBO WAS SMOKING SOME SORT OF WEED AND I ALMOST DIED.
GET CLEANER RESTROOMS AND BETTER SECURITY ON ALL THE PLATFORMS. RIDE THE NEW TRAINS. YOUNGER CHAPERONES. GET BETTER AC.
GET RID OF CHAPERONES (GOLDIE). GET NEW ONES. NEW RESTROOMS. MORE FREE FOOD. MORE TABLES AT BOOTHS. GET GOOD AIR CONDITIONING.
TERRIBLE. MEAN SCHOOL CHAPERONE WHO SHOULD GET FIRED. MR. HIGHTOWER SHOULD BE FIRED.
MEAN CHAPERONES, HIGHTOWER SHOULD BE FIRED. ALSO MORE SECURITY. GET NICER CHAPERONES! GIVE NO DETENTION.
CHAPERONES ARE JERK.
THE TRAINS DO NOT GO OFTEN ENOUGH TO GET TO WORK . YOU HAVE TO START OUT EARLY IN THE MORNING. IN THE AFTERNOON THE TRAIN IS ALWAYS LATE, REALLY LATE.
PLEASE CONSIDER PUTTING BACK THE DIRECT BUS FROM CENTURY VILLAGE BOCA. IT'S VERY DIFFICULT GETTING ON AND OFF TWO BUSES FROM TOWN CENTER TO TRI-RAIL. BUS NOT RIGHT FOR SCHEDULE OF TRAIN. THANK YOU, SENIOR CITIZEN.
I SUGGEST MORE BUSES TO DO THE CONNECTION AND MORE FREQUENCY. WOULD LIKE TO SEE BUSES RUN LATER AT NIGHT SO I DON'T HAVE TO TAKE A CAB HOME.
I AM COMING FROM GERMANY AND WE HAVE A BETTER PUBLIC TRANSPORTATION SYSTEM AS WE USE LESS CARS TO PROTECT THE ENVIRONMENT. I THINK THE TRI-RAIL IS QUITE GOOD FOR YOUR TRANSPORT. RELIABLE.
VERY GOOD SERVICE. COOLER IN SUMMER.
TRAINS SHOULD RUN 24/7 EVERY HALF HOUR OR AT LEAST TILL MIDNIGHT.
TRAIN SHOULD RUN 24/7 EVERY 1/2 HOUR ALL DAYLONG. AND SHOULD RUN FROM EARLIER SCHEDULES TO 1:00AM.

COMMENT
LATE TRAINS. CHANGE THE PLATFORMS
SOUTHBOUND TRAINS CONSISTENTLY LATE. DIRTY TRAINS ESP. LEAVING MIA GOING NORTHBOUND.
DIDN'T KNOW RESTROOMS WERE THERE. FARE VERY HIGH. NEED MORE CONNECTIONS.
COMING FROM WORK AND GOING TO WORK. MACHINES AT BOCA DON'T ALWAYS WORK.
RUN LATE.
MORE SHUTTLES TO LANDMARKS
PREFER TRI RAIL
PREFER PUBLIC TRANSPORTATION
NOT RUNNING ON TIME
PREFER TRI-RAIL
PREFER TRAIN
CAR BROKE DOWN
EVER SINCE I HAVE BEEN CATCHING THE TRAIN FOR 2 YEARS, IT NEVER CAME ON TIME AND WHEN I CALL CUSTOMER SERVICE THEY ARE REALLY RUDE.
TRI RAIL TRAINS NEED TO COME AROUND MORE OFTEN AND QUICKER SO IF YOU MISS ONE YOU DO NOT HAVE TO WAIT A WHOLE HOUR FOR ANOTHER.
NO VISIBLE SECURITY WHEN I GET OFF TRAIN IN BOCA.
VERY GOOD SERVICE. HIGHLY RECOMMENDED.
TRAINS SHOULD RUN LATER IN THE EVE. PEOPLE WOULD PROB BE MORE INCLINED TO USE THE TRAIN IF IT HAD A LATER AVAIL. TICKET MACHINES SHOULD BE MORE CONSTANT. ALWAYS OUT OF ORDER.
MAKE SURE TRI-RAIL IS ON TIME.
IT IS SO FRUSTRATING THAT THE TRAINS CAN'T BE RELIED ON TO RUN ON TIME. I HAVE SOME JOB FLEXIBILITY BUT IF I HAD TO BE ON TIME EVERY DAY I WOULD NOT TAKE THE TRAIN. THE RESTROOMS ARE FILTHY. I AM ABOUT TO GIVE UP ON THE TRAINS. I'VE RIDDEN FOR 2 YEARS BUT IT DOESN'T GET BETTER. STAFF IS GREAT.
WORK BEING DONE DURING TRAINS OPERATING SCHEDULE IS A NIGHTMARE.
I HAVE AN UNBROKEN SERIES OF MONTHLY TRI-RAIL PASSES STARTING JUNE 1996. SO YOU MUST BE DOING A LOT OF THINGS RIGHT!
DOORS NEED TO STAY OPEN LONGER AT STATIONS FOR LARGE GROUPS. SOMETIMES FAMILY GROUPS MISS STOPS BECAUSE DOORS CLOSE TOO QUICKLY. ANNOUNCEMENTS NOT CLEAR
TRY TO MAKE SURE BUS DRIVERS KNOW TRAIN SCHEDULE AND WAIT FOR TRAIN IF EARLY TO BUS STATION.
THERE SHOULD BE MORE TRAINS IN THE MORNING. EXAMPLE, THERE IS A 9:30 TRAIN AT POMPANO, THERE SHOULD BE ONE AT 9:10. FOR PEOPLE WHO WORK THE HOURS OF 9-5.
NOT ENOUGH MACHINES AT STATIONS.
PLEASE FIX THE TICKET MACHINES AT THE METRO RAIL STATION.
SERVE COFFEE ON TRAINS.
FIX ELEVATORS, MORE TICKET MACHINES 2 OR 3 ON BOTH SIDES. MORE TRANSIT BUSES TO STATIONS AND ON TIME TRAIN/BUS SERVICE.
THIS IS MY FIRST TIME TO RIDE A TRAIN HERE IN THIS COUNTRY.
KEEP IT UP
TRAINS ARE OFTEN DELAYED AND THUS UNRELIABLE.
ROUTE MAP IN EACH CAR.
TRAIN TODAY HAD MECHANICAL PROBLEMS. BOARD AT 6:30 AM AT TRI-RAIL TRANSFER. I HOPE UPON COMPLETION OF CONSTRUCTION, WE WILL HAVE A HIGHER SUCCESS RATE WITH ARRIVING ON TIME. CURRENTLY, THE TRAINS ARE LATE ALL THE TIME.
I UNDERSTAND THAT TRACK MAINTENANCE IS IMPORTANT. BECAUSE OF THE SEVERITY AND LENGTH OF DELAYS RESULTING FROM THIS MAINTENANCE, I FEEL IT WAS POORLY PLANNED AND EXECUTED. MAYBE I SHOULD START ASKING THE ON-BOARD TRAIN CREW FOR A LETTER TO GIVE MY BOSS. BUS PICKUP FOR TRANSPORTATION TO TRAIN STATIONS CAN NOT BE COUNTED ON. BROWARD AND PALM BEACH BUS SCHEDULES AND THEIR BEING ON TIME IS THE WORST. I OFTEN FIND MYSELF WALKING TO THE TRAIN STATION OR HOME.
YOU NEED TICKET MACHINES ON BOTH SIDES OF TRACK. IT'S A PAIN TO GO ONE SIDE TO OTHER.
WE NEED MORE TRAINS WITH SMALLER TIME GAPS BETWEEN THEM FOR BOTH NORTH AND SOUTH BOUND TRAINS.
BE ON TIME.
20 MINUTE HEADWAY TRAIN ARE RUNNING ON THE OPPOSITE DIRECTION AS TRAVELERS FLOW. PLEASE REVERSE THIS.
I UNDERSTAND YOU ARE WORKING ON THE TRACKS, BUT THE TRAIN SERVICE IS VERY WEAK. I'M NOW SURE HOW MUCH MORE I CAN TOLERATE.
DON'T BREAK DOWN, I'M HUNGRY.
YOU SHOULD SELL TICKETS INSIDE THE TRAIN, YOU WOULDN'T STRESS OUT THE RIDERS. THE IMPORTANT THING IS THE COST.
DURING THE MORNING THERE IS TOO MANY DELAYS. THIS ARE THE HOURS FOR PEOPLE TO GO TO SCHOOL AND WORK. DO SOMETHING.
THE TRAIN HAS IMPROVED A LOT. HOPEFULLY IT WILL START RUNNING ON TIME OR JUST ADJUST THE TIME SCHEDULES.
TODAY IS THE FIRST TIME THE TRI-RAIL HAS EVER BEEN LATE (HENCE THE VERY POOR). EVERY OTHER TIME IT'S BEEN A-OK!
THE DAY TRI-RAIL IS ON TIME IS THE DAY IT SNOWS IN SOUTH FLORIDA.
I'M MISSING A MATH TEST BECAUSE OF TRI-RAIL. IF I FAIL IT'S BECAUSE OF YOU. DIRTY, UNRELIABLE, SLOW. SHUTTLE BUS FOR P615 NEVER SHOWED UP. CAUGHT NEXT BUS. P615 WAS HALF AN HOUR LATE (AGAIN), GOT IT.

COMMENT
I KNOW THINGS ARE BEING IMPROVED AND HOPEFULLY THEY WILL BE DONE BEFORE I GRADUATE SCHOOL. HOWEVER, THE AVAILABILITY OF TRAINS EARLY IN THE MORNING (<7AM) AND IN THE EVENING (>6PM) IS POOR AND INCONVENIENT. SOMETIMES I KNOW I CAN'T ENJOY RIDING TRI-RAIL BECAUSE I'M AFRAID I WON'T MAKE IT TO WORK OR BACK HOME ON TIME.
IT WOULD BE HELPFUL TO PUT SIGNS IN THE TURBO RAIL STATIONS INDICATING WHICH ONE IS THE WEST AND EAST PLATFORM.
CLEANER BATHROOMS. GET MORE DMU TRAINS.
REPLACE TRAINS WITH MORE DMUS. THEY ARE NICE.
RESTROOMS AT EACH TRAIN STATION.
NEED MORE SHUTTLES AT VARIOUS STATIONS.
THE SEATS ARE NICE, BUT HE TRAIN ITSELF IS DIRTY. NEWSPAPERS AND EMPTY BOTTLES SCATTERED ALL OVER. ON THE SIDE OF THE RAILS THERE IS ALL KINDS OF GARBAGE. NOT A PRETTY SIGHT.
IT IS 3/15/07 I AM STOCK IN THE TRAIN, I HAVE TO BE AT THE AIRPORT AT 1:00PM. THIS IS WHY NOBODY WANTS TO RIDE THE TRAIN.
THEY SHOULD GIVE PASSENGERS A SMALL GIFT (TRI-RAIL RELATED) FOR FILLING OUT SURVEY. PEOPLE SHOULD BE ABLE TO BUY "ANNUAL" TRI-RAIL PASSES AND BUY TICKETS ON-LINE.
STICK WITH THE SCHEDULE. I AM SO TIRED OF WAITING FOR THE TRAIN. LEAVE THE SAME PRICE ON SUNDAYS AS IT IS ON WEEKS.
MORE SECURITY AT STATIONS A MUST.
IT WILL BE GREAT IF MORE ON-TIME SCHEDULES.
NEED MORE PALM- TRAIN BUSES TO TRAIN AND BETTER PALM- TRAIN SCHEDULES.
PLEASE FOCUS ON THE ARRIVALS AND DEPARTURES. I NEED THE TRAIN TO GET TO WORK ON TIME. I HAVE TO SUPPORT MY FAMILY.
I NORMALLY TAKE A BUS 15 METRO RAIL DADELAND SOUTH THEN CONNECT AT THE TRI-RAIL STATION. SAME RETURNING HOME IN THE AFTERNOONS. AS LONG AS THE TRI-RAIL IS RUNNING ON TIME.
IF THERE WERE NO DELAYS, THAT WOULD BE VERY HELPFUL.
TRI-RAIL IS NOT OBEYING THE SCHEDULE. IT IS NOT FAIR FOR THE RIDERS TO BE LATE FOR WORK EVERY DAY. THERE ARE SOME GOOD THINGS LIKE SECURITY.
THE SCHEDULE IS NOT BEING FOLLOW. YOU ARE MAKING IT VERY HARD ON THE PEOPLE THAT USES THE TRAIN TO GO TO WORK. SOME PEOPLE HAVE LOST THEIR JOBS BECAUSE OF THE TRAIN. THAT IS NOT FAIR.
THE ARRIVALS AND DEPARTURES ARE NOT ON TIME.
THE OTHER NEED IS TO HAVE TRAINS LEAVE MORE OFTEN. AND THAT WHEN THEY LEAVE, THEY SHOULDN'T SIT ON THE STATIONS WAITING FOR PEOPLE.
PLEASE MAKE SURE THAT TRAINS RUN ON TIME AND ADD MORE TRAINS DURING RUSH HOUR.
BETTER TRAIN SCHEDULES AND BE ON TIME.
I AM FOR THE MOST PART HAPPY WITH THE SERVICE EXCEPT IT MAKES ME LATE FOR WORK A LOT, AND THAT'S NOT GOOD. THE TRAIN STOPS FOR NO REASON AT ALL.
YOU NEED A TICKET MACHINE INSIDE THE TRAIN. SATURDAYS YOUR SERVICE IS VERY POOR.
PUT A TICKET MACHINE INSIDE THE TRAINS.
THEY NEED RESTROOMS OUTSIDE AT EACH STATION FOR CUSTOMERS TO USE.
GET SOME BATHROOMS AT STATIONS. I SAW A WOMAN SMACKING A KID BECAUSE HE WAS CRYING TO GO TO THE RESTROOM AND THE TRAIN WAS 33 MINUTES LATE.
THE NUMBER OF TRAINS AFTER 4PM FROM FORT LAUDERDALE HEADING SOUTH IS VERY POOR. THERE NEEDS TO BE MORE TRAIN SERVICE AVAILABLE.
THIS GUY WAS REALLY DISAPPOINTED BECAUSE THE TRAIN BROKE DOWN JUST WHEN HE BEGAN THE SURVEY. THAT'S WHY HE DID NOT FILL OUT SURVEY.
EVERY DAY I AM LATE FOR WORK, AND THEY PAY ME ONE HOUR LESS, BECAUSE I AM WAITING FOR THE TRAIN.
I AM LATE EVERY DAY FOR WORK BECAUSE OF THE TRAIN.
YOU NEED MORE TRAINS AND MORE OFTEN.
THE WORST SERVICE I HAVE EVER SEEN IN THE US. VERY SAD, UNCOMFORTABLE SEAT. TOO NOISY. UNCOMFORTABLE RIDE. SIGNIFICANT DELAYS. THE WORST.
UPDATE OLD TICKET MACHINES. THAT'S WHAT WE ARE PAYING OUR MONEY FOR. PLACE TICKET MACHINE ON THE TRAIN FOR PEOPLE THAT ARE RUNNING LATE.
I WORK FOR NABI BIOPHARMACEUTICAL IN BOCA RATON AND IN A PERIOD OF SIX MONTHS I HAVE APPLIED TWICE FOR THE EDP CARD AND NEVER GOT A RESPONSE.
THIS TRAIN STINKS. NEVER GET ANY ANNOUNCEMENTS. MORE TRAINS ARE LATE. CONSTRUCTION MAKES ME LATE ALL THE TIME. THIS TRAIN REALLY SCREWS UP MY DAY BECAUSE IT IS NEVER ON TIME.
MORE FREQUENT TRAINS. BETTER REDUNDANCY SYSTEM.
TRY TO BE ON TIME. NOW AT 7:45 AM ON MARCH 15, WHICH IS MY BIRTHDAY. THIS TRAIN CAN'T BE ON TIME TO SAVE A BABY. I'M VERY, VERY, VERY UPSET. TRY TO DO BETTER, IF YOU WANT TO KEEP CUSTOMERS.
REGARDING TRAIN ANNOUNCEMENTS, THE CONDUCTORS SHOULD SPEAK MORE CLEARLY AND NOT SO LOUDLY INTO MICROPHONE. RESTROOMS COULD BE KEPT SMELLING NICER. MAYBE A REDESIGN TOO? STATION STAFF AT SHERIDAN IS HELPLESS. I'M TIRED OF SEEING PEOPLE MISS TRAINS BECAUSE OF LACK OF COMMUNICATION! TRAINS LEAVE TOO QUICKLY AS WELL.
THERE ARE NO RESTROOMS AT THE TRAIN STATIONS.
I RIDE THE TRI-RAIL EVERYDAY AND I HAVE NOTICED THAT 60-70% OF THE TIME, ANNOUNCEMENTS FOR THE DELAY TRAINS WERE NOT MADE, AND QUITE A FEW PEOPLE WERE FURIOUS. BUT THE SECURITY GUY ON P621 HAS ONE OF THE BEST PERSONALITIES, ALWAYS SMILING AND IN A GOOD MOOD. HE'S AN OUTSTANDING OFFICER.

COMMENT
MORE TRAINS GOING NORTHBOUND IN THE MORNING AND MORE TRAINS GOING SOUTHBOUND IN THE AFTERNOON.
NEED RESTROOMS AT ALL TRI-RAIL STATIONS. SECURITY NEEDS TO ENSURE THE RULES OF THE TRAIN ARE MAINTAINED (I.E. FEET ON SEATS)
I NEED TO GET TO WORK AND SCHOOL ON TIME. ALSO WANT A REFUND FOR THE MONTH OF MARCH. THANK YOU.
REALLY BAD STATION SECURITY. MY CAR WAS STOLEN AT POMPANO STATION. NOW YOU HAVE CAMERAS, BUT NOT BEFORE. IT HAPPENED TWO MONTHS AGO. I HOPE IT WILL GET BETTER ONE DAY.
TRAINS SHOULD BE ON TIME.
I SUGGEST THAT WRITING ON SEATS, WALLS, WINDOWS, ETC. SHOULD BE CLEANED MORE OFTEN, AS PROFANITY IS OFTEN THE GENERAL SUBJECT.
TRAINS ARE USUALLY NOT ON TIME.
IT WOULD BE MUCH MORE CONVENIENT FOR SLOWER-MOVING OR LATE PASSENGERS IF TICKETS COULD BE PURCHASED ON THE TRAIN.
WEST PALM STATION IS UNSAFE AT NIGHT.
NEW TRAINS! ON-TRAIN FOOD! CLEANER TRAINS! ON-TIME TRAINS! SAFER TRAINS!
THE NEW TRAINS WERE CLEAN, COMFORTABLE AND SAFE. PLEASE TAKE INTO CONSIDERATION TO ADD MORE OF THEM TO YOUR SCHEDULE. THANK YOU!
YOU NEED TO CLEAN YOUR RESTROOMS BETTER. NOBODY LIKES USING THE.
TRI-RAIL IS ALWAYS LATE. ALWAYS.
CONGRATULATIONS TO THE RTA COMPANY.
NEED MORE TRAINS GOING NORTH AM AND SOUTH PM.
TRAINS NEED TO BE ON TIME AND RUNNING MORE FREQUENTLY.
I THINK THE NORTHBOUND TRAIN SHOULD RUN LIKE THE SOUTHBOUND TRAIN, EVERY 30 MINUTES.
EXCELLENT SECURITY PERSONNEL. CONSTRUCTION CAUSING MAJOR DELAYS IS EFFECTING MY WORK SCHEDULE. WHEN AREAS OF TRACK ARE UNAVAILABLE THEY NEED TO BUS SO WE DON'T MISS WORK.
THERE SHOULD BE A NUMBER YOU CAN CALL TO SEE IF TRAINS ARE ON TIME. ANNOUNCEMENTS NEED TO BE UPDATED.
TRAINS EVERY TWENTY MINUTES IN BOTH DIRECTIONS AND A DINING CAR WITH NEWSPAPERS AND MAGAZINES.
I AM NOT HAPPY WITH THE SERVICE BECAUSE I AM NEVER ON TIME FOR WORK. I HAVE FOUR KIDS...IF I LOST MY KIDS BECAUSE OF THAT.
I WISH THAT SERVICE WOULD IMPROVE. I ARRIVE LATE TO WORK SOMETIMES 2 HOURS LATE. I HAVE NO OTHER TRANSPORTATION OPTIONS.
MORE TRAINS ARE NEEDED DURING RUSH HOURS. DURING THE MORNING AND DURING RUSH, TRAINS ARE NEEDED EVERY 1/2 HOUR. BETTER COMMUNICATION IS NEEDED BY TRI-RAIL AND THE REGULAR TRANSIT BUS SYSTEM. CURRENTLY, NO COORDINATION. CONNECTING SERVICE IS VITAL. THANKS.
VERY CONVENIENT.
WE NEED TICKET MACHINES ON THE TRAIN. WHY WAIT AN HOUR TO GET ON TRAIN IF YOU DO NOT HAVE TIME TO BUY A TICKET?
SOME STAFF ARE MEAN. SOME ARE REALLY NICE. TRAIN IS LATE A LOT. NEW TRAINS ARE NICE.
SOME STAFF ARE VERY FRIENDLY WHILE SOME CAN BE QUITE RUDE. TRAIN IS LATE OFTEN. NEW TRAINS ARE REALLY NICE. MORE OF THOSE WOULD BE WONDERFUL.
TRI-RAIL IS GOOD, BUT COULD HAVE CLEANER BATHROOMS AND BETTER WATER.
TRAIN IS LATE A LOT.
SOME STAFF CAN BE RUDE, BUT MOST ARE NICE. THE SECURITY IS FAIRLY GOOD AND HANDLE SITUATIONS WELL. TRAINS ARE ALWAYS LATE.
DURING PEAK HOURS SAFETY IS NOT AN ISSUE, HOWEVER, AS YOU GET INTO THE LATER TRAINS (AFTER 7PM) THE SECURITY GUARDS ARE NON-EXISTENT. NEED A TRAIN LEAVING HIALEAH MARKET STATION AROUND 7:00AM
VERY POOR COMMUNICATION. IF THE TRAINS ARE LATE HAVE SOME ALTERNATIVE ARRANGEMENTS. HOLLYWOOD STATION DOESN'T HAVE ENOUGH PARKING LOTS.
WE NEED MORE SECURITY AT TRAIN STATIONS, BECAUSE EVERY DAY BIKES ARE STOLEN.
TRAIN ALWAYS LATE.
TRI-RAIL MUST IMPROVE ON-TIME PERFORMANCE OR LOSE MANY PROFESSIONAL EMPLOYEES. I CAN NOT BE LATE FOR WORK EVERY DAY. TRI-RAIL IS FAILING AS AN OPTION.
DEAL WITH A COMPANY TO PROVIDE WI-FI INTERNET ACCESS IN THE TRAINS. AN ADDITIONAL DISCOUNT FOR FREQUENT PASSENGERS. THE ABILITY TO PAY TICKETS WITH PAY PASS. POWER PLUG TO RECHARGE CELL PHONES, PDAS OR LAPTOPS. RECIPIENTS CLOSE TO DOORS WHERE WE CAN PUT UMBRELLAS WHEN IT IS RAINING. SO WE DON'T WET THE FLOOR.
I HAVE SEEN THE P608 TRAIN, WHICH I HAVE BEEN TAKING FOR 21 YEARS. ALWAYS LATE AND IT CAN RUN BEHIND THE AMTRAK 5 MINUTES APART. IT IS ALWAYS LATE.
THE TRAIN NEEDS TO BE ON TIME.
RESTROOMS NEEDED AT TRAIN STATIONS.
FOR A TOURIST YOUR SERVICE IS UNACCEPTABLE. THE DELAYS ARE LIKE SERVICE FROM A THIRD WORLD COUNTRY. PUT YOUR SERVICE IN ORDER.
MORE TRAINS, MORE OFTEN. MORE RELIABLE SCHEDULE IS NEEDED. THE WORKING PEOPLE DESERVE BETTER SERVICE.
I RIDE THE NORTH P606 TRAIN AND SECURITY IS GOOD. OTHER TRAINS HAVE SHOWN LITTLE OR NO SECURITY. LATER TRAINS LOSE SECURITY TO MIA. I'M LUCKY ENOUGH TO HAVE TICKET AGENT, BUT MOST OF THE TIME MACHINES ARE NOT WORKING. SOME OF THE STATIONS ARE CONSISTENTLY DOWN. TRAINS NEED TO BE ON TIME. PEOPLE LOSE THEIR JOBS OVER THIS SITUATION. BACK UP PLANS NEED TO BE PUT IN PLACE FOR EMERGENCIES. SHUTTLE SERVICE DOES NOT COORDINATE WITH TRAINS. THIS NEEDS TO BE ADDRESSED.

COMMENT
PLEASE CHANGE THE TIME ON WEEKENDS TO EVERY HOUR INSTEAD OF EVERY 2 HOURS.
IT IS VERY GENEROUS THAT THE TRI-RAIL IS OFFERED TO ME AT NO CHARGE. THANK YOU!
TRAIN IS LATE TOO OFTEN.
THERE IS WATER IN THE SEATS AND ON THE WALLS.
LATER TRAINS, MORE REGULAR. TRAINS AROUND LUNCHTIME. OTHERWISE GOOD TRANSPORTATION SERVICE.
THERE SHOULD BE LATER TRAINS. PAST 9:00.
I WOULD LIKE IT IF TRI-RAIL HAD A FEW MORE STATIONS GOING NORTH AND HAVE MORE TRAINS OFTEN.
I LIVE NORTH OF WEST PALM BEACH AND I WOULD BE MOST GRATEFUL IF THIS TRAIN SERVICE COULD CONT UP NORTH AT LEAST TO FORT PIERCE.
THE DEMO TRAIN IS HORRIBLE FOR COMMUTERS. RESTROOMS ARE ALWAYS DIRTY.
IF YOU WOULD PUT UP REAL GATES LIKE UP NORTH. YOU WOULD HAVE MORE INCOME
THANK YOU FOR YOUR SERVICE
TRAIN PROBLEM? HAD TO BOARD ON NORTHBOUND PLATFORMS. VERY CONFUSING. WANTED TO TRAVEL SOUTH.
THE RUSH HOUR TRAINS SHOULD BE BETWEEN 7-9 AM AND BETWEEN 4:30-6:30PM. I THINK TRI-RAIL SHOULD RUN EVERY 30 MINUTES.
THE PEOPLE BUYING THE TICKETS ARE TOO SLOW, AND IT SLOWS US. I USE THE TRAIN MONDAY THU FRIDAY AND SOMETIMES THE CONNECTIONS ARE POOR. SOMETIMES I WAIT ONE HOUR AT THE STATION FOR THE NEXT TRAIN.
TRI-RAIL HAS BEEN HAVING ISSUES FOR A LONG TIME, APPROXIMATELY 5 YEARS. IT HAS BECOME UNPREDICTABLE LATELY. DEFINITELY NOT EVEN CLOSE TO THE AVERAGE TRAIN SERVICES IN EUROPE OR LATIN AMERICA.
WHEN THEY KNOW A TRAIN IS LATE THEY DO NOT POST IT ON ELECTRONIC SIGNS AT STATION. I HAVE TO CALL. THERE IS ABSOLUTELY NO CONTROL OVER THE KIDS WHO TRASH THE EARLY TRAIN. RESTROOMS SOMETIMES SMELL AWFUL.
WE NEED MORE TRAINS PLEASE. MORE CHOICES ON TIMES TO CATCH TRAIN. PLEASE BE ON TIME AND GET TO DESTINATION ON TIME.
TODAY TRAIN 606 AT OPA-LOCKA STATION HAD NO POWER WHILE I WAS FILLING OUT THIS FORM. RUSH HOURS SHOULD BE EXTENDED UNTIL 8:30 AM. NO RESTROOM (NOT SAFE).
I TRAVELED 5 DAYS A WEEK. I LIVE IN LITTLE HAVANA AND NEEDS A TRAIN AT 5:40AM TO THEN GET ON A BUS.
WIFI WOULD BE APPRECIATED. ESPECIALLY WHEN TRAIN SYSTEM IS LATE. WE CAN AT LEAST KEEP COMMUNICATION WITH WORK.
I TRAVELED 6 DAYS A WEEK. THE TRAIN BREAKS DOWN AND WE ARE LATE. PLEASE BUY NEW TRAINS I NEED IT I DON'T HAVE A CAR. I NEED TO GET TO WORK.
PLEASE BE ON TIME. THERE IS ALWAYS AN EXCUSE. I HAVE TO LEAVE MY HOUSE 2 HOURS PRIOR. TRAIN IS ALWAYS LATE.
TERRIBLE ON TIME PERFORMANCE. THE "SIGNAL PROBLEMS" EXCUSE IS OVERUSED! WHY DON'T THE SIGNALS GET FIXED ONCE AND FOR ALL. PARKING SITUATION IS TERRIBLE AT WPB STATION. NO FREIGHT TRAINS DURING RUSH HOUR!
TRAINS NEED TO BE ON TIME AND MORE FREQUENT.
PARKING LOT OF CYPRESS CREEK HAS VERY POOR LIGHTING. NOT SAFE CROSSING ANDREWS AVE.
FOR THE COMMUTERS, THE RELIABILITY OF THE SERVICE IS TERRIBLE. CLEAN THE BATHROOMS. THE TICKET MACHINES ARE CONFUSING.
CLEAN BATHROOMS.
THE BATHROOMS MAKE SITTING NEXT TO THE MIDDLE SECTION A LAST RESORT.
THE BATHROOMS SMELL. IT MAKES IT HARD FOR PEOPLE TO USE THEM OR SIT BY THEM BECAUSE THE SMELL MAKES THEM WANT TO MOVE TO ANOTHER SEAT. THE SMELL IS REPULSIVE AND THE BATHROOMS SHOULD BE CLEANED.
THE BATHROOMS CAN GET A RATHER REPULSIVE SMELL. IT MAKES IT HARD TO SIT BY THEM, MUCH LESS USE THEM. THE SCHEDULES ARE ALSO UNPREDICTABLE.
THEY SHOULD MAKE ALL OF THE TRAINS DMU TRAINS, BECAUSE THEY ARE CLEAN AND NICE.
CLEAN THE BATHROOMS AND HAVE NICER STAFF.
I LOVE TRI-RAIL...SOMETIMES.
NEW TRAINS WOULD BE NICE.
I GET OFF AT THE MIAMI STATION AND TAKE THE SHUTTLE TO THE AIRPORT. WHEN THE SHUTTLE IS LATE, NO ONE KNOWS WHERE IT IS OR WHEN IT IS COMING. THERE SHOULD BE A NUMBER TO CALL TO BE ABLE TO TRACK THE BUS.
NEED NO SMOKING POLICY ON PLATFORMS (STAIRS, ETC). NEED LATE NIGHT TRAIN (EG. 10PM). NEED HOURLY WEEKEND SERVICE. NEED MORE ACCURATE STATION ANNOUNCEMENTS. NEED THOROUGH DAILY CLEANING (EG WPB).
TRAINS ARE NEVER ON TIME. THE BATHROOMS ARE FILTHY. BAD AIR CONDITIONER. THERE IS NO BUS CONNECTION AFTER YOU GET OFF AT THE LAKE WORTH STATION. THE HISPANICS DON'T KNOW WERE THE TRAIN IS HEADING.
ON TIME PERFORMANCE IS ATROCIOUS.
EARLIER TRAINS FOR SATURDAY MORNING.
NEED TO BE ON TIME. RESTROOMS NEED MORE ATTENTION. GIVE PASSENGERS TIME TO GET OFF TRAIN.
TONIGHT MY SON CALLED ME AT THE TRI-RAIL STATION AND SAID HE WOULD PICK ME UP. I DON'T GO THIS WAY ALL THE TIME, I GO ALL THE WAY TO TRANSFERS STATION 4 NIGHTS A WEEK.
IF YOU CAN GET MORE NEW TRAINS AND SERVE US GOOD. CLEAN THE BATHROOMS.
CLEAN THE BATHROOMS...THEY SMELL.

COMMENT
MORE TRAINS RUNNING AT LATER/EARLIER TIMES.
SCHEDULE NEEDS MORE TRAINS MORE OFTEN.
RESTROOMS AT TRAIN STATIONS.
HAVE MORE TRAINS ON WEEKENDS AND RESTROOMS AT STATIONS THAT ARE KEPT CLEAN.
MORE ACCURATE ANNOUNCEMENTS, LESS TIME DELAYS AND CLEANER STATIONS.
I WISH TRI-RAIL HAD MORE BOARDINGS AND WAS ON TIME. ALL STATIONS NEED BATHROOMS
THERE IS GROSS WATER IN SOME OF THE WINDOWS. IT IS DISTRACTING. IT IS ANNOYING WHEN TRAINS ARE LATE BECAUSE STATION BENCHES ARE NOT COMFORTABLE. STATIONS SHOULD BE EQUIPPED WITH BATHROOMS IF TRAINS ARE EXCESSIVELY LATE (LIKE THEY ALWAYS ARE).
I WISH IT WOULD BE ON TIME MORE OFTEN. ALSO, I THINK THE STATIONS AND TRAINS COULD BE MORE SANITARY.
TRI-RAIL SHOULD BE ON TIME AND THE TRAINS/TRAIN STATIONS COULD BE CLEANER.
GET BUSES/TRAINS IN SYNC SO YOU DON'T HAVE TO WAIT AN HOUR AT THE STATION. MORE TRAINS ON WEEKENDS.
ALMOST NEVER ON TIME.
WHEN DOES TRAIN COME EVERY 30 MINUTES?
TRAINS SHOULD COME EVERY 30 MINUTES.
MORE TRAINS, GREATER FREQUENCY NEEDED. THERE SHOULD BE MORE CONNECTING BUS ROUTES AT EACH STATION.
RUN TRAINS MORE FREQUENTLY AND RUN LATER AT NIGHT.
SOMETIMES THE TICKET MACHINES DO NOT WORK AND YOU STILL GET A TICKET FOR NO TICKET ON BOARD. OTHER THAN THAT, THE TRI-RAIL IS GREAT FOR PEOPLE LIKE MYSELF THAT TRAVEL TRI-COUNTY.
WAYNE IS A GREAT CONDUCTOR
HIGHTOWER IS MEAN.
I HATE MR. HIGHTOWER.
CLEAN THE RESTROOMS, MR. HIGHTOWER IS MEAN, HE NEEDS TO BE FIRED, HE'S RUDE, WHERE'S MS. PHOENIX
THE CHAPERONES ARE MEAN, MR. HIGHTOWER NED TO CHILL OUT, WAYNE IS THE BEST!
WAYNE MATHEWS IS MY FAVORITE, MR. HIGHTOWER NO
SOME WACKENHUTS ARE MEAN AND STRICT, MR. HIGHTOWER IS A MEANIE!!! HE WROTE MY FRIEND UP FOR SOMETHING SHE DID NOT DO, WAYNE MATHEWS IS THE BEST, THE NICEST OF THEM ALL!
FIRE MR. HIGHTOWER, I HATE THAT MAN, WAYNE MATHEWS IS THE BEST CONDUCTOR.
CLEAN THE RESTROOMS, WAYNE DESERVES A RAISE.
STAFF IS SO MEAN, AND WE NEED FOOD AND DRINKS, AND CLEAN THE BATHROOMS
THIS STAFF IS MEAN, WE'RE HUNGRY, I HATE MR. HIGHTOWER, ALWAYS LATE, I HAVE THINGS TO DO, HOT SWEATY BATHROOM ARE DISGUSTING
HIGHTOWER GETS ON MY NERVES, HE NEEDS TO BE FIRED
KEEP THE PEACE
CHAPERONES ARE MEAN AND DON'T UNDERSTAND TEENAGE ISSUES AND CRISES, AND CONTINUE TO TRIGGER OUR EMOTIONS
HIGHTOWER IS MEAN.
TERRANCE HIGHTOWER, PALM BEACH COUNTY SCHOOL BOARD, HE CALLED MY FRIEND A DEROGATORY TERM
HAVE BETTER COMMUNICATION THROUGHOUT STATIONS, TERRANCE HIGHTOWER THREATENS STUDENTS UNJUSTLY.
TRI-RAIL IS LATE A LOT WHICH IS BAD WHEN WE TESTS TO TAKE AT SCHOOL. MR. HIGHTOWER IS PREJUDICE AGAINST HISPANICS , HE SHOULD COME LESS OFTEN.
ANOTHER CART FOR HIGH SCHOOL STUDENTS
GET MORE SEATS, IT WOULD BE NICE IF SOME OF THE GUARDS WERE NICER, THE TRAIN TIMES ARE VERY OFF.
THE CHAPERONES ARE UNREASONABLE AND MEAN, THE TRAIN IS UNRELIABLE.
THE CHAPERONES ARE ABUSIVE AND VICIOUS, THEY MAKE ME FEEL UNCOMFORTABLE AND FEAR FOR MY LIFE'S SAFETY, I WISH THEM ALL DEAD PLEASE.
THE CHAPERONES ARE CARELESS AND MISUNDERSTANDING, THEY DO NOT SPEAK OF DIFFERENT LANGUAGES, AND THEY ARE ABUSIVE AND THEY MADE ME FEEL UNPROTECTED AND WORTHLESS, THEY HURT MY MOM.
ANOTHER CAR IS NEEDED ON THE SCHOOL TRAINS, WE ARE FREQUENTLY LATE HOME AND TO SCHOOL
MR. HIGHTOWER IS VERY RUDE, DEMANDING AND HAS NO RESPECT FOR ANYBODY, I DONT KNOW WHY HE CHOSE THIS JOB.
MR. HIGHTOWER IS NOT FOR THIS TYPE OF JOB (WORKING WITH CHILDREN) AND IS VERY RUDE AND MAKES OUR CAR RIDES STRESSFUL
THE TRAINS ARE VERY LATE WHICH CAUSES INCONVENIENCE, MUCH OF THE STAFF IS UNINFORMED AND UNNECESSARILY RUDE, THE RESTROOMS SMELL ATROCIOUS AND IT T OFTEN HAVE TO STAND B/C OF LACK OF SEATS. ANOTHER CAR WOULD BE VERY HELPFUL ON THIS TRAIN.
AT BOYNTON STATION THE BAK KIDS ARE FORCED TO WAIT BEHIND A ROPE ENCLOSING A SMALL SECTION. THIS IS NOT NECESSARY CONSIDERING THAT IT IS A PUBLIC PLACE. WE ARE LIKE PIGS IN A PIG PEN WHILE HIGH SCHOOL STUDENTS ROAM AROUND FREELY.
MORE NEW TRAINS, MORE SEATS ON TRAIN, CHARGING OUTLETS FOR ELECTRONICS, CLEANER BATHROOMS, FASTER TRAINS, LESS ACCIDENTS ON TRACKS.

COMMENT
IT IS VERY UNFAIR TO HAVE THE MIDDLE SCHOOL STUDENTS LOCKED INSIDE A ROPE AT THE BOYNTON STATION, IT FEELS LIKE WE HAVE LOST ALL DIGNITY, THE CHAPERONES ARE VERY RUDE, IT MESSES WITH OUR CONSTITUTIONAL RIGHT.
TRAINS ALWAYS LATE AND CAUSES US TO BE LATE FOR SCHOOL AND AFTER-SCHOOL ACTIVITIES. CHAPERONS ARE TOO STRICT, WE CAN'T HAVE FUN ANYMORE.
NEED TO ALWAYS BE ON TIME, SO STUDENTS AND OTHER RIDERS CAN ATTEND AFTER SCHOOL ACTIVITIES, IT'S LATE A LOT, NOT GOOD
NEED 4 CARS ON THE TRAIN INSTEAD OF 3, NEW SEATS WITH HIGHER HEADREST FOR TALLER PEOPLE FOR SAFETY
MORE TRAINS AND CARTS ON TRAINS ARE NEEDED, ALSO RESTROOMS AT STATION WOULD MAKE EVERYTHING EASIER
PARKING IN HOLLYWOOD IS VERY LIMITED.
MR. HIGHTOWER NEEDS TO BE FIRED. HE'S TOO DEMANDING AND HE'S NOT FAIR.
I THINK YOU NEED TO CHANGE THE CHAPERONES, EX: MR. HIGHTOWER NEEDS TO LEAVE!
ADD RESTROOMS TO STATIONS
STATIONS HAVE NO SIGN TO TELL YOU WHERE YOU ARE.
FIRE THAT GUY WHO YELLS AT PEOPLE ALL THE TIME, HE IS VERY TALL
MY ONLY REAL PROBLEM IS THE BATHROOM SMELL! I BUY A MONTHLY DISCOUNT TICKET (PHYSICALLY DISABLED) FOR 40\$ AND IT'S A GREAT DEAL SHE TOLD ME TO TAKE ONE HOUR EARLIER TRAIN B/C OF MAINTENANCE EARLIER IN THE DAY.
YOU NEED TO AT LEAST HAVE ONE PERSON ON THE TRAIN THAT WILL SAVE TICKETS, B/C SECURITY SOMETIMES HOLDS UP THE TRAIN TO THROW SOMEONE OFF B/C THEY DIDN'T HAVE ENOUGH TIME TO BUY A TICKET, I WILL EMAIL THE REST!
THE TRAINS ARE VERY UNCOMFORTABLE AND SLOW. VERY MORE EFFICIENT.
IF A TRI-RAIL SHUTTLE BUS IS PULLING INTO THE TRAIN STATION, HAVE THE TRAIN WAIT 2 MIN. ON THE TIME, LIKE FROM THE MIAMI AIRPORT TO THE TRAIN
NEED MORE PARKING AT MIAMI AIRPORT STATION. RTA SHOULD BE HELP RESPONSIBLE FOR PERFORMANCE/ CUSTOMER SERVICE ISSUES. RTA SHOULD BE REQUIRED TO RUN THIS SERVICE AS A BUSINESS WOULD RAN IT. NO MATTER PERFORMANCE OF GOVERNMENT, SUBSIDIZING WILL BAIL OUT.
HAVE AIRPORT EXPRESS FROM PALM BEACH TO FORT LAUDERDALE TO MIAMI. I ENJOY RIDING THE TRAIN INSTEAD OF DRIVING ON 95. CAN'T WAIT FOR THE CONSTRUCTION TO BE OVER AND HAVE A TRAIN ARRIVED AT SHERIDAN BETWEEN 5:44AM AND 6:56AM.
METRORAIL COMM. WHEN METRO LATE. MORE TRAINS. TRAIN STATUTES SIGN AT THE ENTRANCE. GO MORE PLACES. SYNC W/METRO RAIL. OPERATE LIKE A BUSINESS.
NEED TO BUILD A RAMP NEAR THE REMOTE LOT PARKING.
NEED MORE PARKING AT WPB STATION THAT ARE CLOSER TO TRI-RAIL BOARDING AREA.
THE NEW SCHEDULE IS ABSURD. THE TICKETS NEVER WORK AT METRORAIL STATION. LISTEN TO US!
TICKETS DON'T WORK IN TURNSTILES. PROPOSED SCHEDULE NOT GOOD.
THE PROPOSING NEW SCHEDULE FOR A PERSON WORKING DOWNTOWN IS NO GOOD. I LEAVE WORK AT 5:00. I WILL NOT BE ABLE TO CATCH THE 5:27 TRAIN NORTHBOUND. I CURRENTLY CATCH THE 5:37. DO NOT CHANGE IT TO 5:27
PALM TRAN AND TRI RAIL NEED TO COORDINATE ARRIVAL/DEPARTURE BECAUSE WAITS CAN BE AS MUCH AS 45MIN. TO 1 HOUR.
NEVER ON TIME, CHAPERONES SUCK
YOU SHOULD GIVE COMPLIMENTARY SNACKS, ALSO STUDENTS SHOULD NOT HAVE TO RIDE WITH ADULTS, THEY ARE ALL SEXUALLY PERVERTED!
STUDENTS SHOULD NOT BE FORCED TO RIDE WITH THE ADULTS. SOME MEN ARE SEXUALLY PERVERTED.
VERY UNSANITARY!!
THE STUDENTS ARE BEING WRONGFULLY TREATED BY PEOPLE WITH UNWARRANTABLE JURISDICTION, THE RULES NEED TO BE REVISED.
NO MORE RUDE AND MEAN WACONUTS
THE TRAINS ARE NEVER ON TIME, I GET TO SCHOOL SO LATE THAT SOMETIMES I MISS 1ST HOUR, THE CREW IS SO RUDE FROM THE CHAPERONES TO THE OFFICERS, IT'S SO DIRTY, AND THE RESTROOMS, WHOOOO!
I HATE MR. HIGHTOWER.
HAVING PROBLEMS WITH TRAIN DELAYS AND TICKET PUNCHES, ALSO THE NUMBER OF STUDENTS ON THE TRAIN FAR SUPERSEDES THE NUMBER OF ADEQUATE CHAPERONES
WE NEED MORE RESTROOMS IN THE STATIONS AND MORE CLEAN IN THE TRAIN RESTROOMS
SHOULD RUN MORE TRAINS TO AIRPORT.
STAFF IS VERY GOOD AND HELPFUL. VERY IMPORTANT TO HAVE TRANSPORTATION LEAVING TRI-RAIL.
PLEASE FIX TICKETING MACHINES AT METRORAIL.
IMPROVE THE SERVICE.
MORE MONEY FOR WAR? NO MORE MONEY FOR TRI-RAIL? YES
THE BRIDGE AT FORT LAUDERDALE STATION IS FILTHY.
NOT INTERESTED IN FILLING THIS OUT. TOO TIRED.
NICER CHAPERONES ARE NEEDED
GET RID OF MR. HIGHTOWER
GET RID OF MR. HIGHTOWER

COMMENT
THE CHAPERONES ARE VERY RUDE, THEY TREAT US LIKE DIRT, THEY WRITE US UP FOR NO REASON, AND IT GOES ON OUR PERMANENT RECORD.
TRAIN IS NORMALLY LATE, AIR CONDITIONING DOESN'T WORK HALF THE TIME. WHEN THE AFTERNOON TRAIN ARRIVES AT MANGONIA PARK SOMETIMES THE DOORS DONT OPEN.
NICER CHAPERONES
BATHROOMS ARE DISGUSTING.
THERE IS ALWAYS USED CONDOMS ON TH TOILET SEATS
NOT ENOUGH SECURITY, TOO SQUISHED, BATHROOMS STINK AND THEY ARE TOO SMALL, THERE SHOULD BE OUTLET IN THE BOOTH, THERE SHOULD BE MORE SEATS, TOO SCARY
I FEEL YOU GUYS SHOULD RUN ALL DAY OR KEEP THE TRAINS RUNNING LATER THAN USUAL.
IT WOULD BE HELPFUL TO ME IF THE TRIRAIL RAN LATER THAN IT DOES MORE PEOPLE AT 8AM TRIRAIL MORE CONVENIENCE
THIS IS MY FIRST TIME AND I WAS NOT SURE HOW THE SYSTEM WORKED AS FAR AS HOW AND IF CONNECTIONS ARE INCLUDED IN TRI-RAIL FARE.
CHAPERONES ARE SEXIST AND BLAME SOME GUYS FOR NOTHING!
GET BETTER CHAPERONES PLEASE
I WOULD LIKE TO SEE THE NEW TRAIN TO HAVE MORE 4 SEATER BOOTHS
NEED BATHROOMS AT STATION
BETTER TIMELY DEPARTURES.
HIGHTOWER IS SOOO MEAN.
KEEP TRAIN MORE CLEAN AND ESPECIALLY THE RESTROOMS
JUST TRY TO KEEP TRAIN CLEANER AND WHEN TH TRAIN IS AT A STATION THE DOORS NEED TO OPEN SOONER
BE NEATER AND CLEANER AND BE ON TIME, KIDS HATE WAITING FOR THE TRAIN
TRY TO BE ON TIME
GET CHAPERONES OFF TRAIN, LET KIDS PLAY IN GRASS AT MANGONIA PARK
HAVE THE TRAIN MORE ON TIME, IT'S ALWAYS LATE
TRAINS SHOULD BE MORE KID FRIENDLY AND ADULTS SHOULD BE KICKED OFF IF THEY GET ON OUR CAR. THE TRAIN IS SO DISGUSTING AND IS PROBABLY LIKE INFESTED WITH RODENTS.
YOU SHOULD HAVE A BATHROOM AT THE WPB STATION, THE GREYHOUND AND AMTRAK DONT WANT TRAIN PASSENGERS USING THEIR BATHROOM
I RIDE THIS TRAIN EVERY WORK DAY AND IT'S NOT UP TO SNUFF. THE TRAINS ARE ALMOST ALWAYS LATE AND THE BATHROOMS, ICK, AND NEED A CAR FOR ADULTS
ANNOUNCEMENTS ARE NOT LOUD OR CLEAR ENOUGH. I USUALLY SEE NO STATION STAFF AT ALL, NOR ANY TRAIN CREW, NOBODY TAKES TICKETS, DOOR DONT STAY OPEN LONG ENOUGH.
A TRAIN EVERY 20 MINUTES IN THE MORNING
AT MIAMI AIRPORT-THERE ARE FEW STATION TO TRI-RAIL STATION RETURNS, SAY TO CATCH TH E4:30PM TRAIN, TH BUS COMES AT 4:15, FILLS UP AND LEAVES, WHY NOT RUN THE BUS FREQUENTLY AND BRING PASSENGERS TO THE TRAIN STATION?
BATHROOMS ARE HORRIBLE; STATION ANNOUNCEMENTS ARE NOT ACCURATE; BARELY HELPFUL; NO CONVENIENCES AT STATIONS WHEN WAITING FOR THE LATE TRAINS
NEED MORE CHOICES
I WOULD BE NICE IF YOU CAN BUY THE TICKET INSIDE THE TRAINS.
ADVERTISE MORE, IMPROVE STATION CLEANLINESS AND GIVE PEOPLE MORE REASONS TO RIDE TRI-RAIL.
WE NEED LATE TRAIN TO PREVENT DRUNK DRIVING, ALSO NEED KID FREE CAR THIS WAS MY FIRST ROUNDTRIP FROM MIAMI TO WPB, OVERALL SUCCESSFUL TRIP, THANK YOU
TRAIN IS LATE. BATHROOMS IS IN POOR CONDITIONS, ALWAYS LATE TO WORK AND GETTING HOME, FOUL ODOR, FARE FOR BETTER SERVICE
NEED MORE TRAINS. ATTEND WHAT YOU CALLED "RUSH HOUR"
ON-TIME PERFORMANCE NEEDS TO BE BETTER. NEED A 6:00PM TRAIN OUT OF METRORAIL. I DON'T THINK WAITING FOR 1 HOUR IF YOU MISS THE 5:36PM TRAIN IS RIGHT.
WASN'T ABLE TO FINISH. HAD TO DEPART MIAMI.
METRORAIL SCHEDULE IS VERY SLOW AND NOT ON TIME. CREW AND STATION STAFF AT 79TH STREET ARE VERY EFFICIENT.
THE MOST IMPORTANT ISSUE IS THE LACK OF TRAINS AND TIME OPTION.
CHAPERONES WATCH US TOO STRICTLY, MAKE TRAINS ON TIME SO WE'RE NOT LATE FOR SCHOOL OR GETTING HOME.
MAKE THE SCHEDULE EARLIER OR MAKE THE TRAINS ON TIME, CHAPERONES ARE REALLY TOO STRICT
CLEANER BATHROOMS, BETTER CHAPERONES, THE NEW TRAIN, ADULTS ON THEIR OWN TRAIN, BETTER WATER FOUNTAINS, FOOD & SNACKS
CHAPERONES ARE TOO STRICT AND THEY NEED TO BE MORE KIND AND RESPECTFUL.
CLEANER BATHROOMS, THE NEW TRAIN IN THE MORNING, FOOD
THE ADULTS SHOULD HAVE THEIR OWN CAR. ALSO ADULTS SHOULD SIT TOGETHER SO KIDS DONT HALF TO SIT WITH STRANGERS.
THE ADULTS SHOULD NOT SIT WITH THE KIDS SO THAT WE FEEL SAFER AND THE TRAIN SHOULD BE CLEANER
THE ADULTS SHOULD BE ABLE TO SIT WITH US, CLEANER BATHROOMS WOULD BE NICE!
KIDS NEED THE NEW TRAIN
YOU NEED TO MAKE NICER BATHROOMS AT ALL TRI-RAIL STATION AND DONT LET WEIRD PEOPLE SIT BY US.
NO MORE HOBOS , NO MORE HIGH SCHOOLERS, NO MORE PERVERTS
START USING THE NEW TRAINS, THEY ARE BETTER

COMMENT
ONLY KIDS SIT IN THE 6TH GRADER CAR, WEIRD PEOPLE ON THE TRAIN, PLEASE KICK THEM OFF, CLEAN THE BATHROOMS
START SUING THE NEW TRAIN FOR THE 7823 TRAIN TO PROVIDE MORE ROOM FOR THE PASSENGERS.
WE NEED CANDY MACHINES ON TRAIN
CLEAN BATHROOMS AND NO DRUNK PEOPLE
WE NEED CANDY AND SODA MACHINES ON THE TRAIN
N/A
OTHER CHAPERONS B/C THEY ARE MEAN
N/A
NO PARKING SPACE @ HOLLYWOOD STATION, MORE TRAINS AT RUSH HOURS, ADD AN 8:30 AM TRAIN @ HOLLYWOOD/SHERIDAN STATION
THERE SHOULD BE BETTER WATER FOUNTAINS THAT DONT GET WARM.
A WATER FOUNTAIN THAT DOESN'T GIVE OUT TOILET WATER AND ISN'T NEXT TO THE BATHROOM, BOOTHS THAT SEAT EIGHT.
A WATER FOUNTAIN THAT DOESN'T GIVE OUT TOILET WATER AND ISN'T NEXT TO THE BATHROOM, BOOTHS THAT SEAT EIGHT.
N/A
THE FLOORS AT THE TRI-RAIL STATION ARE NOT CLEAN.
MORE TRAINS, BETTER ON TIME SERVICE, FINISH TRACK WORK ON TIME.
WHEN MARK ISN'T WORKING & NO ANNOUNCEMENTS NEED TO HAVE PERSONNEL ON HAND FOR INFORMATION.
NEED TO FINISH W/ TRACKS SO EVERYONE CAN MAKE IT ON TIME FOR WORK. I DON'T GET COMPENSATED WHEN I'M LATE FOR WORK. TRAINS HAVE BEEN VERY VERY LATE.
SCHOOL KIDS MAKE THE TRAINS VERY MESSY ON THE AFTERNOON TRAINS DUE TO THEIR SNACKS, TIMING B/T SHUTTLE DROP OFF AND TRAIN ARRIVAL COULD BE MUCH IMPROVED.
NONE
NEED TO IMPROVE ON SCHEDULE TIMES & ANNOUNCEMENTS
TRAINS SHOULD COME EVERY HALF HOUR.
USE SECURITY (DURING TICKET CHECKS) TO ENFORCE "FEET OFF THE SEATS", SCHOOL KIDS LEAVE A HECK OF A MESS BEHIND, INTERNET TRAIN TRACKING IS GREAT WHEN IT WORKS.
MOST IMPORTANT IMPROVEMENT WOULD BE ON TIME SERVICE.
IT IS VERY DISTURBING TO HEAR THE WORDS "I DON'T KNOW" FROM THE PEOPLE WHO WORK IN THE LITTLE (BOX-OFFICE). THEY NEVER CAN ANSWER A QUESTION.
ANNOUNCEMENTS ARE TOO LOUD INSIDE THE TRAIN. AT THE STATION THEY REPEAT THE SAME THING TOO MAY TIMES.
NEED TRAIN ON THE SOUTH BOUND DIRECTION EVERY 20-30 MINUTES AND ON WEEKEND EVERY HOUR.
I'M A MILITARY VET AND I THINK THAT AS A VET WE SHOULD HAVE SOME TYPE OF DISCOUNT AS WELL AS THE STUDENTS AND SENIOR CITIZENS.SGT. R. WILLIAMS 954-376-9303 FLANG
TRI-RAIL SERVICE IS GOOD, NEED TO RUN A LITTLE LATER ON WEEK DAY GOING NORTH, MIAMI & BROWARD TRANSIT NEED TO GET IT TOGETHER & WORK TOGETHER, SO THAT THOSE WHO NEED TO USE IT CAN DO SO COMFORTABLY.
LONGER SCHEDULE HOURS AND THE SAME SCHEDULE EVERYDAY WILL BE PERFECT BECAUSE I WORK FOR AA AND WE DO WORK FOR SAME SCHEDULE EVERYDAY.
WHY DOING THIS SURVEY WHEN THE TRAIN IS BAD. IT IS TO GET MORE MONEY AGAIN AND DO NOTHING. THE TRAIN IS DIRTY. THE BATHROOMS ARE NASTY. THE STATION IS DIRTY AND THE TELEPHONE SERVICE IS BAD.
MORE TRAINS AND TIMES.
RELYING IN TRIRAIL IS NECESSARY. THE TRAIN SCHEDULE CAN BE IMPROVED. I LIKE TRI-RAIL, THE TRAIN IS VERY NICE.
TRAINS LATER WOULD BE USEFUL.
TRAINS SHOULD RUN LATER, PERHAPS NOT AS FREQUENTLY BUT AT LEAST ONE LATE ONE, I.E. 12 OR 1 AM.
PUT ON MORE TRAINS! NEED RESTROOMS IN STATION. TRAIN RESTROOMS ARE NASTY, NEED A SEPARATE LADIES ROOM PLEASE.
CLOSING TIME OF THE TRAIN DOORS - BATHROOMS CLEANING, LOWER TICKET PRICES, MORE TRAINS.
THERE ARE USUALLY DELAYS IN DEPARTURES. THERE SHOULD BE MORE TRAINS DEPARTING FROM MIAMI UNTIL MIDNIGHT AT LEAST. AND THE SAME FOR COMING BACK FROM WEST PALM BEACH (NORTH)
MORE TRAINS, A TRAIN PER HOUR SERVES LITTLE PURPOSE, BETTER SYNCH BETWEEN BUS AND TRAIN SCHEDULES.
THERE ARE TOO FEW TRAINS. THERE SHOULD BE 30-45 MINUTES IN BETWEEN. CLEARER ANNOUNCEMENTS OF WHICH TRACK IS BEING USED FOR WHICH TRAIN.
HAVEN'T RIDDEN ENOUGH TO RATE.
KEEP UP THE GOOD SERVICE.
NEED HIGHER HEAD RESTS.
MORE TRAINS DURING RUSH HOURS.
MORE TRAINS.
ON TIME PERFORMANCE HAS IMPROVED, CLOSER CONNECTION TO MY HOME AT ARAGAN
INSTALL TRAIN SERVICE EVERY HALF AN HOUR.
SEPARATE CAR FOR ADULTS WHEN SCHOOL KIDS RIDE. THEY ARE "ANIMALS" CUSTOMERS SHOULD BE ABLE TO BUY TICKETS ONBOARD. NEED TO BE ON-TIME WITH FEWER DELAYS
TRI-RAIL NEEDS TO CLEAN WINDOWS.
NEED BUSES FROM BROWARD COUNTY TO BOCA STATION

COMMENT
A LATER TRAIN FOR THOSE OF US THAT DO NOT WORK 9-5.
MOVES TOO SLOW.
NEVER ON-TIME
INCREASE TRAIN FREQUENCY AND CONNECTING BUS SERVICE
NEED AN EXPRESS TRAIN
VER7Y G
OVERHAUL THE "STINKY CAR"
BATHROOMS NEED ATTENTION 24/7, LAKE WORTH STATION DIRTY AND SMELLS AWFUL
THERE SHOULD BE A 4TH CAR (THERE NEEDS TO BE) IT WILL SEEM LESS CROWDED TO OTHER PASSENGERS AND IS BETTER FOR STUDENTS.
I ENJOY RIDING THE RAIL.
I ENJOY RIDING THE TRAIN, HOWEVER WE NEED MORE SEATS/ANOTHER CAR SO WE ARE ABLE TO SIT DOWN.
ADD ANOTHER TRAIN CAR.
CONSIDER ADDING ANOTHER TRAIN DURING RUSH HOUR P.M. AROUND 6:00PM. VERY DIFFICULT TO CATCH 5:36PM NORTH TRAIN IF METRORAIL IS EVER A LITTLE LATE. MAKE PROPER ARRANGEMENTS WHEN TRAINS DELAYED. IT IS ANNOYING BRING TRAIN IS 5 MINUTES LATE. THEN 10 MIN. ETC.
WHEN PEOPLE COMPLAIN I DON'T TAKE OFFICIAL TAKE THEM INTO CONSIDERATION, ESPECIALLY WHEN THERE IS MONEY TO BE REFERRED. AFTER ALL TRIRAIL IS ABOVE AVERAGE.
INSIST THAT PEOPLE DON'T PUT THEIR FEET ON THE SEATS. MUST WEAR SHIRT AND SHOES, IF THEY DON'T HAVE THE TICKET TAKER GET THEM OFF THE TRAIN. RESTRICT USE OF CELL PHONES.
PLEASE FIND A WAY TO KEEP BATHROOMS CLEANER. ALSO ADD ELECTRICAL OUTLETS FOR LAPTOP USERS.
DON'T LIKE "BIG BROTHER" TRAIN. DIFFICULT FOR THOSE WHO TRAVEL WITH LUGGAGE - TOO MANY SEATS UP. LIKE CONFIGURATION OF SEATS ON OLD ONES, MORE LIKE THE COMMUTER TRAINS.
FIX THE TICKET MACHINES.
NEED A BIGGER LOT AT THE HOLLYWOOD STATION.
PLEASE PUT THE NEWER TRAINS IN THE RUSH HOUR LINES.
I WOULD LIKE ON TIME SERVICE AGAIN
SCHEDULE ANOTHER TRAIN BETWEEN THE 5:36PM AND THE 6:36PM. PUBLIC ANNOUNCEMENT SYSTEM SHOULD BE MORE CLEAR. TRAINS WITH EXTREMES DELAYS SHOULD BE ANNOUNCED ON THE RADIO AND TV.
NEED TICKETING MACHINE ON TRAINS. MORE TRAINS, BETTER SERVICE.
TRAINS SHOULD BE MORE FREQUENTLY. ONCE AND HOURS WITH TRAINS 1 1/2 HOURS LATE IS TERRIBLE. THE WEEK OF MARCH 9TH THERE WERE MORNING WITH NO TRAINS. VERY EXPENSIVE. FOR A MODEL OF SERVICE SEE THE ATLANTA MARTA.
NEED TO HAVE TICKET MACHINES ON THE TRAINS.
ADD ANOTHER TRAIN BETWEEN 5:36PM AND 6:00PM. FROM TRIRAIL (TRANSFER) FOR METRORAIL. ADD ANOTHER TRAIN AT 6:00AM IN SHERIDAN
TOO MANY LAST MINUTE ANNOUNCEMENTS ABOUT PLATFORM TRAIN IN ON YOU HAVE TO RUN AT THE LAST MINUTE OVER THE WALK OVER. ELEVATORS OFTEN DON'T WORK AT THE TRI-RAIL STATIONS
TRAINS SHOULD RUN MORE FREQUENTLY AT RUSH HOUR FROM 6:00AM - 8:30AM AND FROM 4:40PM TO 6:30PM
IF YOU HAVE MORE TRAINS, MORE OFTEN, TWO ALWAYS GIVE PREFERENCES TO PASSENGERS' TRAINS. TRI-RAIL OVER CXS FREIGHT TRAINS. IMPROVE COMMUNICATION WITH PASSENGERS KEEP THEM UPDATED ON STATIONS BETTER. I DON'T NEED TO CALL CUSTOMER SERVICE EVERY TIME. FIX SO CALLED "SIGNAL PROBLEMS" ONCE AND FOREVER AND DON'T USE IT AS AN EXCUSE. FOR POOR MANAGEMENT AND CORRIDORS.
THERE IS NO SOAP DISPENSER IN MEN'S ROOM AT THE AIRPORT STATION (YOUR MOST VISIBLE) FOR MORE THAN A YEAR. SHAME ON YOU. DIRTY, UNRELIABLE, SLOW.
IT WOULD BE NICE FOR THE BATHROOMS TO BE CLEAN ONCE IN A WHILE.
TRI-RAIL SHOULD DEPART FROM THE METRORAIL TRANSFER STATION 5 MINUTES AFTER THE SCHEDULE TIME AND DEPARTURE.
COMMUNICATION BETWEEN SHUTTLE AND TRAINS AT MIA. TRAINS SHOULD NOT LEAVE WHEN GROUP TRANSFERRING FROM A BUS ARE APPROACHING.
WE NEED BETTER SECURITY CONCERNING THE BICYCLE RACK. THE BIKE RACK IS ON THE BLIND SIDE OF THE TRAIN STATION OFFICE. I HAVE HAD A BRAND NEW BIKE STOLEN FROM ME AT TH BROWARD STATION.
ON-TIME PERFORMANCE MUST BE DEVELOPED. SIGNAL SYSTEMS SHOULD BE DEVELOPED. WE OBSERVE SIGNAL PROBLEMS VERY OFTEN. MORE FREQUENT AFTERNOON TRAINS UNTIL 6:00PM.
PARKING LOT FOR LAKE WORTH IS NOT CONVENIENT AND POSES A SECURITY RISK.
TRI-RAIL IS WONDERFUL. YOU CAN GET KILLED ON 95. YOU NEED MORE TRAINS SO PEOPLE WILL BE COMFORTABLE WITH YOUR SCHEDULING. ONCE AND HOUR IS TOO LITTLE. ON WEEKENDS YOU NEED MORE TRAINS.
THE EVENING TRAINS ARE NOT AS BAD AS THE MORNING TRAINS, WHICH ARE BADLY LATE !!! . PEOPLE WILL GET IN TROUBLE WITH THEIR JOBS.
PARKING AT CYPRESS CREEK IS VERY BAD. PLEASE MAKE SOME CHANGES.
SOUTHBOUND CYPRESS CREEK STATION 1 OF 2 MACHINES TICKET BROKEN THERE SHOULD BE A PHONE NUMBER TO CHECK FOR TRAIN DELAYS.
WHEN THE TRAIN STOPS IT CAN AT LEAST WAIT A LITTLE MORE THAN 10 SECONDS FOR SOMEONE WHO IS RUNNING DOWN THE VERY VERY LONG STAIRS TO CATCH THE TRAIN.

COMMENT
WAIT TIME IS TOO LONG FOR AIRPORT SHUTTLE
CYPRESS CREEK 6AM TRAIN WOULD BE NICE. 1HR 20MIN FOR NEXT TRAIN IS TOO LONG WAIT
NEED SEATS THAT RECLINE BACK AND MORE COMFORTABLE SEATS. BETTER SECURITY GUARDS.
FIND A WAY TO RESOLVE PROBLEMS WITH CSX
NO RAIN SHELTER HIALEAH NEED MORE BAD WEATHER PROTECTION. FOCUS ON TIME PERFORMANCE AND BAD SMELLING TRAINS.
GET RID OF TRAINS AND REPLACE WITH THE DMU- DEMONSTRATION TRAINS.
NO QUALITY ASSURANCE, CONNECTION BUSES LATE. POOR UNTIMELY OR INACCURATE INFORMATION. EVERY STATION MUST HAVE A TROUBLE SHOOTER, PROBLEM SOLVER AND A PERSON THAT HAS CORRECT TIMELY AND ACCURATE INFORMATION. TOURIST AND INTERNATIONAL TRAVELERS DON'T HAVE A CLUE ON THE DAYS FUNCTIONAL TICKET MACHINES. I WAS SOLD IT WAS TOO HARD IF YOU ARE DISABLED NOTHING CAN BE DONE. NO STRATEGIC PLANNING.
LESS TIME TO WAIT
WE NEED A CLUB CAR ON EVERY TRAIN
WE NEED SERVICE FORM 9:PM TILL 4:00AM. ALSO MAKE THEM MORE COMFORTABLE. AND HAVE BETTER STANDING ACCOMMODATIONS.
SHOULD REPORT NUMBER OF RIDERS EACH MONTH OR QUARTER IN NEWSPAPERS. NEED LATER TRAIN FOR PEOPLE THAT WANT TO LEAVE DOWNTOWN LATER.
NEED MORE FREQUENT BUS SERVICE FROM GRIFFIN ROAD STATION TO FORT LAUDERDALE AIRPORT. BUSES FROM STATION NEED TO COORDINATE WITH TRAINS. WHEN TRAIN RUNS LATE THERE IS NO BUS OR A VERY LONG (45+ MINUTE) WAIT.
BEEPING OF DOORS UNNECESSARILY LOUD.
PREFER TRI-RAIL.
I LOVE HOW IS WORKING ITS VERY GOOD.
ITS OK FOR NOW SO KEEP IT UP.
VERY GOOD WELL YOU BE LATE TIMES TO TIMES.
CHAPERONES ARE VERY MEAN.
NEED TO CLEAN TRI-RAIL AND GET A BETTER ONE
TRAINS ARE TOO OLD. KIDS ARE BAD
TRAINS ARE OLD AND LATE.
MORE AFTERNOON TRAINS BETWEEN 4- 6. NEED BETTER SECURITY, MIDDLE SCHOOL KIDS RUDE AND LOUD. NOT POLITE KIDS
NEED SECURITY MAN ON HOLLYWOOD STATION
NEED MANNED TICKET BOOTHS AND ON BOARD TICKET MACHINE
NEED RESTROOMS AT STATIONS
I SUGGEST TO SCHEDULE THE TRAINS ACCORDING TO METRO RAIL. MANY TIMES THE METRO RAIL GETS TO THE TRI-RAIL JUST WHEN TRAIN IS LEAVING
NEED MORE ANNOUNCEMENTS AT THE STATIONS TO KEEP US WELL INFORMED SO WE CAN SEEK ALTERNATE TRANSPORTATION IF NECESSARY
BE ON TIME EVEN IF IT TAKES TRI-RAIL SHOULD GET PRIORITY OVER AMTRAK AND FEC. SEVERAL CARS SMELL LIKE A TOILET, TELL OPERATORS TO WAIT A MINUTE WHEN YOU SEE SOMEONE ON THE WAY
WHAT I HAVE MARKED AS POOR IN THIS SURVEY ARE FROM PERSONAL BAD EXPERIENCES. THIS SERVICE IS REALLY VERY IMPORTANT TO ME.
MAKE SURE SECURITY KNOWS WHEN CREDIT CARD MACHINES ARE NOT WORKING PLEASE
TICKET MACHINES ARE ALWAYS BROKEN
NONE AND THANKS FOR THE SERVICE.
IN THE FIVE YEARS THAT I'VE BEING USING THE TRAIN, IT'S NEVER BEING ON TIME. THE PRICE IS TOO HIGH AND THE SERVICE IS BAD. THE GOLDEN GLADES STATION IS THE PITTS. PEOPLE URINATE IN THE STAIRS. THE TRAIN SERVICE IS VERY BAD.
IF TRAINS WERE ON TIME AND CLEANER TRI-RAIL WOULD BE A GREAT WAY TO TRAVEL
MORE HELP AT STATIONS
PARKING AT WEST PALM BEACH POOR
FASTER TRAIN
NEEDS TO CLEAN TRAINS AND TELL EXCESSIVELY LOUD PEOPLE TO KEEP IT DOWN AND RESPECT OTHERS
TRAINS NEED TO BE ON TIME, THERE IS VERY LIMITED TIME FOR ME TO ARRIVE AT WORK AND NEEDS TO BE ON TIME
TICKET MACHINES DON'T ALWAYS ACCEPT CREDIT CARDS.
CHAPERONES ARE RUDE. THEY NEED TO BE NICER.
NEEDS MORE PARKING
TRAIN NEEDS TO BE ON TIME
CLEAN WINDOWS. BE ON-TIME SO I DEPEND ON THIS MODE OF TRANSPORTATION AS MY MAIN MODE OF TRANSPORTATION
DELAYS DUE TO TRACK WORK ARE AND HAVE NOT BEEN TAKEN INTO CONSIDERATION.
I BELIEVE ONCE THE TRACKS ARE DONE THE TRAIN WILL BE ON-TIME.
NEEDS TO BE ON-TIME. WHEN IT IS ITS NICE TO SAVE MONEY ON GAS
NEED TO BE INFORMED AHEAD OF TIME WHEN TRAINS WILL NOT BE OPERATING.
A/C FAILS A LOT. NOT ON-TIME. RIDERS ARE LOUD. NO RESTROOMS AT STATIONS. NEED SERVICE IMPROVEMENT.
FRIENDLY SERVICE
MORE TRAINS, 30 MINUTES APART. HOUR TOO LONG
LIKE RIDING THE TRI-RAIL JUST WISH IT COULD TRAVEL FURTHER WEST
I GOT WARNING TICKET ONCE AFTER I LOST MY TRI-RAIL TICKET AS I RAN TO CATCH THE TRAIN, A POLICE OFFICER WHO KNOWS ME FAIRLY WELL FOR SEEING ME ON THE TRAIN EVERYDAY, GAVE ME A TICKET ANYWAY, THE INSANITY

COMMENT
NEW TRAINS, MORE TRAIN AND MORE TIMES IN THE EARLY MORNING 6AM AND AFTERNOON AT 3:45PMAT METRORAIL
BATHROOMS NOT CLEAN, SOME TRAINS NOT CLEAN, THIS MORNING SEEN ROACHES ON TRAIN, TICKET MACHINES NEED TO BE ON BOTH SIDES OF THE PLATFORM, MORE TRAINS ON WEEKENDS
ON-TIME PERFORMANCE IS THE WORST IN THE 4 STATES I LIVED IN
ANNOUNCEMENT CAN NOT BE UNDERSTOOD OR HEARD MOST OF THE TIME. TRAINS NEED TO BE ON TIME. NEED BACK UP PLAN FOR WHEN TRAINS ARE DOWN.
PLEASE BE ON TIME WHEN THE CONSTRUCTION WILL BE DONE, YOU SAID 2006 INSTEAD OF 2007
TRY TO BE ON TIME. MAKE MORE ROOM FOR BICYCLES.
BETTER SECURITY AT STATION, NO RESTROOMS FACILITIES, WAITING FOR LATE TRAINS, THE SHUTTLE BUSES TO TRI-RAIL IN FT. LAUD. EITHER COME TOO EARLY OR TOO LATE
BETTER SECURITY AT STATIONS, THE STAIRWELLS ARE DISGUSTING, ESPECIALLY AT WEST PALM BEACH, LATELY WAITS HAVE BEEN VERY LONG-BUT NORMALLY ONLY LATER TRAINS RUN LATE, I REALLY LIKE THE DRAFT NEW SPRING SCHEDULE AND THE NEW TRAINS
WHEN ON SCHEDULE, TRAIN SHOULD WAIT WHEN SEEING PEOPLE RUNNING TO CATCH TRAIN, TRAIN SHOULD HAVE 3 MINUTE WAIT FOR PASSENGERS BUILT INTO TRAIN SCHEDULE, NEW PROJECT TRAIN COMFORTABILITY NOT AS GOOD AS OLD TRAIN, NOT AS ROOMY, GET NEW LETTERS OUT ON TIME, PURCHASE TICKETS ONLINE
NEWER TRAINS SEATING IS HARD TO GET IN AND OUT OF, STEP OFF TRAIN IS TOO SMALL, TRAIN SHOULD WAIT WHEN A PERSON IS RUNNING AND ALMOST THERE, WE'RE TAKING SECONDS
WEST PALM BEACH STATION IS FILTHY IN THE STAIRWELLS AND ELEVATOR
EVERYTHING IS OK
EVERYTHING IS OK
THE LAKE WORTH STATION NEEDS TO BE CLEAN, NEEDS SECURITY AND BATHROOMS
TRAINS NEED TO BE ON TIME. NEED TO RUN 30 MINUTES APART. ELEVATORS NEVER WORK.
THERE SHOULD BE BETTER BUS SERVICE FROM SOBE TO AIRPORT STATION, IT TAKES OVER AND HOUR AND STOPS CONSTANTLY, THE TRAIN MALFUNCTIONS A LOT
PARKING AT CYPRESS COULD BE CLOSER, DANGEROUS STREET TO CROSS TWICE A DAY, PARKING IN THE PHOENIX LOT WOULD BE IDEAL. BATHROOM SMELL CAN SOMETIMES FILL THE COMPARTMENT, BELIEVE IT IS FROM HOLDING TANK WATER MOVEMENT
GUARDS NEED BETTER ATTITUDES, MORE ON TIME TRAINS
THERE ARE DAYS THAT I CANT FIND PARKING AT THE STATION BECAUSE OF THE PARKING SIZE.
PLEASE BE ON TIME, CLEAN THOSE RESTROOMS, LOSS MONEY ON MONTHLY PASS B/C I HAVE ONLY TRAVEL TWO DAY ON TRAIN, I HAD TO DRIVE STOP THE DELAYS
EXPRESS TRAINS TO/FROM MAJOR DROP-OFFS MORE TRAINS BETWEEN 8-9 AM / 4-5 PM
TICKETS MACHINES WILL RARELY EVER TAKE CREDIT CARDS, REGARDLESS OF STATION, STATIONS THAT HAVE OVERPASS ARE EXTREMELY DIRTY, UP TO AND INCLUDING BODILY FLUIDS IN HIGH STATES OF DECOMPOSITION, PERMANENT SECURITY PERSONNEL AT STATIONS WOULD BE GREAT, ESPECIALLY TO ENFORCE CLEANLINESS
TRI-RAIL REALLY NEEDS TO IMPROVE CLEANLINESS INSIDE THE TRAINS SINCE SOMETIMES THE BAD SMELL FROM THE BATHROOM SPREAD TO THE ENTIRE CAR
RESTROOMS SHOULD BE CLEANED, SHOULD BE SOME TRAINS THAT RUN AFTER HALF AN HOUR EACH, PLEASE DRIVE FASTER, USE MORE NEW AND IMPROVED TRAINS, THE NEW TRAINS ARE RARELY SEEN
NEED MORE SECURITY AT MANGONIA STATION, WE HAVE A LOT OF BRAKE INS, PEOPLE BACK INTO YOUR CAR.
PARKING AT SHERIDAN BETTER, BETTER THAN DOWN THE ROAD
PROBLEM CONNECTING BUSES B/C I HAVE TO PAY THE AMOUNT (95 EXPRESS) B/C IT IS AN EXPRESS FROM GOLDEN GLADES TO CIVIC CENTER (MIAMI DADE DOES NOT ACCEPT THE TRI-RAIL MONTHLY TICKET, I HAVE TO PAY 2.35 DOLLARS
USED FOR 14YRS!
THE TRAIN SYSTEM DOESN'T WORK.
THIS WAS MY FIRST DAY RIDING AND I HAVE BEEN IMPRESSED WITH THE CONVENIENCE OF THE TRI-RAIL, I WILL USE AGAIN
A FEW PEOPLE THAT I KNOW HAVE COMMENTED THAT THE TRI-RAIL - FORT LAUDERDALE AIRPORT CONNECTION BUS NEEDS TO RUN MORE FREQUENTLY, I REALLY ENJOYED MY TRIP ON THE TRI-RAIL AND I INTEND ON USING IT MORE OFTEN.
#8 DOOR ON TRAIN AND #505 NEEDS FIXING
NORTH BOUND TRAIN ALWAYS LATE 4:30-6:30
15 YRS OF RIDING, REFUSE TO FILL OUT, SAID NOTHING WILL HELP.
I LOVE THE TRAIN, I TAKE IT WHENEVER I CAN.
NO SECURITY OR STAFF AT CYPRESS CREEK
THERE NEEDS TO BE A SNACK MACHINE ON TRAIN.
NEED TO BE ON-TIME.
TRI-RAIL SHOULD ADD DIGITAL SIGNS. ADD URINALS TO RESTROOMS WILL HELP WITH CLEANLINESS FOR MALES.
EXTEND RUSH HOUR FROM 3 - 7P.M.. NEED MORE SECURITY AT STATION. SECURITY DOES NOT BELIEVE PASSENGERS WITHOUT TICKET WHEN MACHINE IS BROKEN.

COMMENT
PIPE IN MUSIC. BE ABLE TO PURCHASE TICKET ON TRAIN
NEED MORE TRAINS ON WEEKENDS
LIKE RAIL EXCEPT WEEKEND TRAINS DO NOT RUN OFTEN ENOUGH.
MORE TRAINS . LESS DELAYS
I LOVE TRI-RAIL, THANK YOU.
ADDITIONAL TRAINS AND MORE TRAINS THROUGHOUT THE DAY AND LESS DELAYS
FIRST TIME I TAKE THIS TRAIN AND THE ANNOUNCEMENT WAS 60 MINUTE DELAYS
PLEASE CONTINUE WITH TRAIN P601 WHICH ARRIVES AT SHERIDAN AT 5:44, I'M HAPPY WITH ADDING A NEW TRAIN THAT ARRIVES AT 6:15
DID NOT GET SURVEY ON THE FIRST LEG OF MY ROUND TRIP, THAT ONE WAS OVER HALF AN HOUR LATE. WE SAT ON THE TRACKS AND COULD NOT UNDERSTAND THE ANNOUNCEMENTS WHY POOR RATING
LOWER DOWN TICKET PRICES AND MAKE ANNOUNCEMENTS FOR STATIONS COMING UP MORE CLEARLY SO WE CAN UNDERSTAND THEM
SECURITY ON TRAINS CAN BE RUDE
MORE TABLES AT SEATS. MORE WATER IN THE WATER FOUNTAIN.
BE ON TIME.
NOT A FREQUENT RIDER
MORE TRAINS, BETTER SCHEDULING
PERSON SLEEPING
NEED TO HIGH PRESSURE STEAM CLEAN STATIONS OVERNIGHT, TOO MANY BIRD DROPPINGS, TICKET MACHINES ARE TOO SLOW AND OLD
UPGRADE SPEED TO MAKE TRIP SHORTER
INSTEAD OF NAMING TRACKS NORTH AND SOUTH, NAME THEM 1 AND 2. HAVE THE TRAIN START AND FINISH ON THE SAME SIDE.
WE NEED MORE TRAINS
SHORTER HEADWAYS, LATE TRAIN OUT OF AIRPORTS, INCREASED SERVICE ON WEEKENDS
ANNOUNCEMENTS-SOMETIMES VERY TOO LOUD, AIR CONDITIONING-SOMETIMES TOO COLD, STATION ANNOUNCEMENTS- TOO OFTEN WHEN DELAYED
IDIOTS WHO RUN THE TRAIN SHOULD BE FIRED AND REPLACED. DO YOU THINK YOU COULD EVER GET A TRAIN TO BE ON TIME
TRAIN NEEDS TO BE ON TIME MORE OFTEN
TRAINS NEED TO BE ON TIME TO MEET CONNECTING BUSES WORKERS FIND IT DIFFICULT TO GET TO WORK ON TIME. TOO OFTEN LATE ESPECIALLY AT SHERIDAN. THE 7:19 IS ALWAYS LATE.
EXCELLENT SERVICE ESPECIALLY GIVEN THE WORK AND NEW DISPATCHER.
BATHROOMS STINK. NEEDS TO BE MORE SPACE. ALSO NEEDS TO BE CLEAN. AS A MATTER OF FACT THE WHOLE TRI-RAIL SUCKS. THE SENSE OF SECURITY IS VERY GOOD BUT EVERYTHING ELSE SUCKS.
LIKE TO HAVE SERVICE LATER AT NIGHT AND SPECIALLY AFTER MIDNIGHT ON THE WEEKENDS. (FRIDAY, SATURDAY)
OVERALL GOOD SERVICE.
PLEASE BE ON TIME. GET MORE TRAINS FROM 7:30 TO 8:30.
IT WAS OKAY BUT IT COULD HAVE BEEN BETTER. COULD HAVE BEEN ON TIME. I KNOW A LOT OF PEOPLE GETTING FIRED FOR BEING LATE. SO YOU GUYS NEED TO STEP IT UP. IF I LOOSE MY JOB I'M SUING YOU PEOPLE.
NEED IMPROVEMENTS PLEASE HURRY, MY FRIEND GOT FIRED. HE NEEDS A JOB. WILL YOU GIVE HIM ONE, I THINK NOT, SO IMPROVE PLEASE.
CLEAN BATHROOM PLEASE.
NEED MORE TRAINS AND WORKERS.
NEED TO EXTEND HOURS OF OPERATION 12 AM TO 1 AM ALSO THERE ARE NO PAPER TOWELS IN THE BATHROOM AT THE MIAMI AIRPORT STATION.
FIX OR REPLACE TOILET SEATS.
EXCEPT THE LAST TWO WEEKS, WHICH WERE VERY POOR.
THE DEERFIELD BUSES DO NOT RESPECT THE SCHEDULE OR THE ROUTE. TRAINS ARE ALWAYS LATE AND THE BUSES ARE NOT AROUND WHEN YOU ARRIVED. I HAVE BEEN DOING THIS FOR 5 YEARS.
THIS WHOLE MAINTENANCE HAS BEEN VERY DISAPPOINTING.
YOU NEVER CARE ABOUT COMMENTS OR SUGGESTIONS.
CUSTOMER SERVICE - CLUELESS. TRI-RAIL: GIULETTI SHOULD BE FIRED.
CHECK LUGGAGE. RUN ON TIME. CSX TRAINS WITH ROCKS HAVE PRIORITY OVER COMMUTERS DURING RUSH HOURS. RIDICULOUS.
THE SCHEDULE IS ALMOST MEANINGLESS ESPECIALLY I THE LATE AFTERNOONS AND EVENINGS. I RARELY REACH MANGONIA PARK ON TIME IN THE EVENINGS. BUT THE STAFF IS UNIFORMLY CAPABLE, PLEASANT AND WILLING TO PLEASE - THAT HELPS MATTERS A GREAT DEAL.
HAVE MORE BUSES AND STATIONS MORE FREQUENTLY AND WITH MORE DIVERSITY. W/OUT NEED FOR TRANSFER FROM BUS - TRAIN SYSTEM IS OK. BUS SYSTEM NEEDS IMPROVEMENT.
IN MY 12 YEARS OF RIDING THE TRI-RAIL I HAVE NOTICED THAT SOME CONDUCTORS ARE SLOWER OR DIFFERENT THAN OTHERS I OPERATING THE TRAIN, SOME REALLY PUSH FOR THE TRAIN TO BE ON TIME SOME TAKE IT EASY OR AS IT COME.
I TAKE THE 5:53 AM TRAIN FROM PALM BEACH AND THERE IS NO HOST AT THAT TIME AND THERE ARE MANY NEW PASSENGERS THAT NEED INFORMATION AND THERE NO ONE TO ASK ALSO THE RESTROOMS ARE A DISASTER, EVEN EARLY IN THE MORNING.
COMMUNICATION POOR - X TRAIN WILL BE 6 MINUTES LATE. THEN 15 MINUTES, THEN 26 MINUTES, THEN 9 MINUTES, THEN WILL ARRIVE 10 OR 5 MINUTES DO NOT SEEM TO KNOW WHERE THE TRAINS ARE. NO EXCUSE FOR RECENT DELAYS.
SAME PRICE FOR ME TO DRIVE, BUT I RIDE TO REDUCE MILEAGE ON MY CAR. NO MONETARY INCENTIVE. SHOULD BE ONE.

COMMENT
ON TIME PERFORMANCE NEEDS VAST IMPROVEMENT.
NEED MORE AVAILABLE CONNECTING TRANSIT SERVICE TO AND FROM TRAINS WITH MORE STOPS. THERE ARE NOT ENOUGH AVAILABLE BUSES. BUSES DON'T RUN EARLY/LATE ENOUGH.
MORE TRAINS, MORE FREQUENT.
ADDING MORE TRAINS LATE NIGHT FOR 2ND SHIFT WORKERS AND LATE PLANES FROM AIRPORT.
TELEVISION ON BOARD, ON TIME SERVICE, WIFI FOR WHEN WE ARE STUCK.
I GET ON AT SHERIDAN ST IN THE AM. MY PROBLEM IS OFTEN I FIND OUT THAT THE TRAIN WILL EITHER BE EXCESSIVELY LATE OR CANCELLED AFTER I STAMP MY 12 TRIP TICKET, WHICH MAKES ME FORFEIT MY RIDE WHICH I DON'T USE WHEN THE TRAIN IS CANCELLED. IT IS VERY HARD TO WAIT UNTIL THE LAST MINUTE TO VALIDATE MY TICKET BECAUSE I HAVE TO GO ON THE OTHER SIDE TO CATCH THE SOUTHBOUND TRAIN. ALSO THE ANNOUNCEMENTS AT SHERIDAN ARE VERY POOR BECAUSE SOMETIMES THEY'LL MAKE US GO UP AND DOWN THE STAIRS BY GIVING US WRONG INSTRUCTIONS AS TO WHICH SIDE THE TRAIN WILL BOARD. SOMETIMES WE MISS THE TRAIN COMPLETELY.
KEITH STEVENSON, CONDUCTOR IS THE BEST. THIS TRAIN IS NOT RELIABLE LIKE THE LIRR.
NEED MORE CARS PER TRAIN. NEED CITY TRANSIT BUSES THAT MET THE TRAINS. I WANT 30 MINUTES AFTER GETTING OFF THE BUS TO CATCH THE P603. NEED SHELTERS AT POMPANO STATION TO PROTECT PASSENGERS (WAITING FOR THE TRAIN) FROM THE RAIN AND MOSQUITOES.
COORDINATE TRI-RAIL SCHEDULE WITH METRO RAIL AND METRO MOVER SO WE CAN GET TO WORK ON TIME BUT NOT TOO EARLY I.E. 8, 8:30, 9 ARRIVAL TIMES AT WORK.
BETTER SERVICE ON WEEKENDS. LATER HOURS DURING THE WEEKDAY.
P611 TRAIN SHOULD HAVE A 30 MINUTE DIFFERENCE WITH P609 NOT AN HOUR. WOULD LIKE TO SEE BUSES RUN LATER AT NIGHT FROM STATION.
PLEASE CLEAN THE BATHROOM ASAP
CLEAN BATHROOM PLEASE.
MORE BUS FREQUENCY FROM THE AIRPORT TO THE STATION. INCREASE THE TRAINS AT PEAK HOURS. CLEAN THE STATIONS.
YOU CAN SEE WHAT I HAVE MARKED BY PERFORMANCE. MAYBE IF YOU HAD TRAIN PEOPLE RUNNING THE TRAINS INSTEAD OF DUNCES. SERVICE WOULD BE MARKEDLY IMPROVED.
WACKENHUT SECURITY IS UNFRIENDLY AND IMPOLITE. THE STAFF OF TRI-RAIL ARE VERY OPPOSITE. NOT HAPPY WITH WACKENHUT.
BETTER REASON FOR DELAYS. BETTER SIGNAGE/TICKER TAPE SIGN. MORE WEEKEND TRAINS. LATER SCHEDULES ESPECIALLY ON THURSDAY - SUNDAY.
NEED MORE ROOM FOR LUGGAGE I.E. SMALL RACKS ABOVE HEAD FOR BACKPACKS OR BRIEFCASES. SEATS NOT BIG ENOUGH FOR OVERSIZED PEOPLE. NEED MORE ROOM. IMPROVE RELIABILITY OF TRAIN SERVICE
LIKE TO HAVE DVD PUT IN TRAIN
DVD'S ON TRAIN
RUNS LATE, NOT DEPENDABLE
LOVE RIDING TRAIN FOR VISITS. CAN'T BEAT THE PRICE.
THE FIRST SOUTHBOUND SHOULD RUN 7 DAYS A WEEK, B/C MANY PEOPLE TRAVEL ON THE WEEKENDS.
NEED EARLY TRAIN ON WEEKENDS, TRAINS RUNNING ALL NIGHT
WHEN A TRAIN HAS MECHANICAL PROBLEMS HAVE ANOTHER ONE LINED UP TO US. SERVICE IS POOR, DISORGANIZED
PROBLEM REGARDING GETTING FREQUENT TRAIN PASS
EVERYDAY THERE IS A REASON FOR THE TRAIN TO BE LATE ON THE WAY TO WORK OR COMING BACK, NEED SHUTTLE BUSES, I NEED TO GO WORK ON TIME AND BE HOME ON TIME!
TOO MANY SIGNAL PROBLEMS INCREASE THE NUMBER OF TRAINS DURING MORNING AND EVENING HOURS, NEED A WAY TO CALL FOR HELP! TOO MANY FREIGHT TRAINS DURING RUSH HOUR
THANK GOD FOR TRI-RAIL!
NEED TRAINS FOR PEOPLE WHO WORK ON WEEKENDS TO ARRIVE IN METRO RAIL SOUTHBOUND AT 7:15 TO 7:30AM AND BACK AT 5PM TO 6PM NORTHBOUND.
IS THE FIRST TIME WE HAVE EVER RODE THE TRAIN. MY GIRLS WANTED TO DO IT.
RUN MORE OFTEN DURING THE DAY
I LOVE AND ENJOY RIDING TRI-RAIL
PLEASE COME ON TIME. I HAVE BETTER THINGS TO DO THAN WAIT FOR A TRAIN. CLEAN UP THE BATHROOMS THEY SMELL. ALSO CLEAN DRINKING WATER.
THERE SHOULD BE MORE TRAINS AND ON TIME. THE BATHROOMS CLEAN OCCASIONALLY A DAY AND GIVE OUT CLEAN HEALTH DRINKING WATER.
CLEAN THE TRAIN AND THE SEATS MAKE IT LIKE THE SUBWAYS IN JAPAN. (BOYNTON AND BOCA ARE ONLY CLEAN STATIONS).
JOSH THE WACKENHUT NEEDS TO BE FIRED.
THE WACKENHUT SERVICE IS ARROGANT. ONLY THE OLD MAN IS SWEET AND KIND. GIVE HIM A PROMOTION HE'S FROM DEERFIELD STATION.
TRI-RAIL MAKES ME DEPRESSED.
OVERLY HOT.
NEED POLICE FOR KIDS SAFETY. A LOT OF KIDS ON TRAIN GOOD BUT NEED TO BE SAFE.
I HAVE RIDDEN THE TRAIN FOR 6 YEARS. IT IS NICE AND CONVENIENT, BUT THE DELAYS MAKE IT DIFFICULT AT TIMES. TRAINS ARE MY FAVORITE MODE OF TRANSPORTATION.
BECAUSE OF THE TRI-RAIL I WON'T BE ABLE TO GO TO DANCE TONIGHT BECAUSE IT IS TOO LATE AND MY FATHER I GOING TO A HOCKEY GAME. THE FLORIDA PANTHERS LAST HOCKEY GAME OF THE SEASON. THEREFORE, MY FATHER CANT PICK ME UP.

COMMENT
WOULD IT HURT TO HAVE ON TIME TRAINS? IT'S VERY ANNOYING TO HAVE TO CHANGE MY PLANS AT THE LAST MINUTE BECAUSE THE TRAIN IS LATE.
SCENE FOR CHERISHED MEMORIES OF THE PAST 6 YEARS.
I WENT TO MANGONIA PARK STATION BUT WAS BUSSED TO WPB. TRAIN LATE, MAY MISS FLIGHT TO AIRPORT. GO TO JUPITER. GET IT TOGETHER.
LAKE WORTH STATION NEEDS BETTER SECURITY. I FEEL VERY UNSAFE. HAD A FEW EXPERIENCES WITH WEIRDOES.
I LOVE TRI-RAIL.
I THINK THE TRI-RAIL STATION SHOULD SERVE TACOS.
WHEN GOING TO MANGONIA GO TO THE SIDE WHERE WE DON'T HAVE TO TAKE THE STAIRS.
YOU SHOULD REALLY HAVE TRAINS ON STANDBY NEAR EVERY STATION IN CASE OF A TRAIN BEING LATE MORE THAN 30 MINUTES.
THE TRAIN IS OFTEN LATE, WHICH IS INCONVENIENT AND HARD TO MAINTAIN A CONSISTENT SCHEDULE.
OVERALL THE TRAIN IS A GOOD SOURCE OF TRANSPORTATION, BUT YOU NEED TO LET THE PEOPLE KNOW WHEN YOU WILL BE RUNNING LATE IN MORNING BEFORE THE PERSON GETS TO THE STATION AND NEED TO HURRY UP WITH TRACK WORK.
NEED RESTROOMS AT STATIONS. DELAYS BOTH WAYS TODAY!
THERE WAS NO RESTROOM AT DELRAY BEACH STATION. WITH THE ONE HOUR WAIT, COULD HAVE DONE WITH ONE. TRAIN ON NORTHBOUND TRIP WAS 40 MINUTES LATE AND SOUTHBOUND 45 MINUTES.
IF TRAINS RAN ON TIME I WOULD HAVE A BETTER JUDGMENT OF HOW TO IMPROVE SERVICE BY ADJUSTING TIMES SLIGHTLY. I HAVE BEEN LATE TO WORK 3 TIMES THESE LAST 3 WEEKS. WHEN I DROVE I GOT HOME ABOUT 4:35, NOW I GET HOME AVERAGE OF 5:15.
NEED EARLIER TRAIN IN MORNING - 5:45 AM IS THE FIRST SOUTHBOUND TRAIN - NEED ONE HOUR EARLIER. 1 HOUR EARLIER.
TRAINS ARE ALWAYS LATE AND THAT IS A PROBLEM.
NEWER STOPS PLEASE.
1. FIRE CSX! 2. BUILD GLADES RD. STATION - PALM BEACH TRANSIT I TERRIBLE.
BE ON TIME. WE ARE LATE FOR WORK EVERYDAY.
NEED TO HAVE LATER TIMES AT LEAST TO MIDNIGHT.
EXACT ARRIVAL TIME OF NEXT TRAIN WOULD BE MORE HELPFUL THAN SIMPLY "20-60 MINUTE DELAYS" WAITING TIME HELPS OUT A LOT. NUMBER OF TRAINS ISN'T MY PROBLEM, IT'S THE WAITING TIME WHICH IS AFFECTED. OTHER THAN ALL THAT, ITS OK.
TRAINS NEED TO BE ON TIME LATELY TRAINS ARE RUNNING LATE. IN THE MORNING I AM 20 MINUTES LATE TO WORK IN THE AFTERNOON I WAIT 3 MINUTES FOR THE TRAINS.
IMPROVE PERFORMANCE. THIS IS A GREAT SERVICE. I'D RATHER RIDE THE TRAIN THAN DRIVE ANY DAY!
IT'D BE AWESOME IF THERE WERE A FOOD TROLLEY LIKE ON HARRY POTTER. THAT SOLD SOME SANDWICHES ETC. ALSO IF THE SEATS HAD BUILT IN MASSAGERS.
SOMETIMES THE TRAIN SMELLS REALLY BAD.
BATHROOMS AT STATIONS WOULD BE NICE. AM NORTHBOUND TRAINS EVERY 20 MINUTES WOULD BE VERY CONVENIENT TO HELP WITH OVERCROWDING DURING THE SCHOOL YEAR.
MORE TRAINS, SAFETY AND PARKING LOTS. CLEAN THE BATHROOMS. MORE NEWER TRAINS WITH RECLINABLE SEATS. FIX THE SECURITY CAMERAS.
THIS SURVEY IS BEING AT A TIME IN WHICH TRACK CONDITIONS CROSS TIES ARE BEING REPLACED-BEING THAT PEOPLE NEED TO BE PATIENT - RATHER AND MUCH SAFER TO RIDE TRI RAIL THAN TO DRIVE I-95 - VERY RELAXING. ONCE TRACK CONDITIONS AND SLOW SPEEDS ARE DONE ON TIME, SCHEDULE WILL BE BETTER (STATIONS - STEPS COULD BE KEPT CLEANER)
TICKET MACHINES ARE VERY EASY TO USE. THE PRICE FOR SUCH A LONG TRIP IS FANTASTIC! UNFORTUNATELY THE DELAYS ARE VERY BIG AT THE MOMENT AND THERE DO NOT SEEM TO BE VERY MANY TRAINS GOING AT NIGHT OR EVEN DURING THE DAY.
GENERALLY GOOD SERVICE, BUT THE FACT THAT THE TRAINS CAN SOMETIMES BE OVER AN HOUR LATE IS OBSCENE. LATER TRAINS WOULD BE NICE TOO.
THERE SHOULD BE TRAINS LATER AT NIGHT. THE TRAINS ARE NEVER ON TIME. THE BATHROOMS SMELL LIKE OLD BUMS AND YOU ARE NEVER ON TIME.
KEEP IT ON TIME. ALWAYS LATE.
TRY TO KEEP IT ON TIME. STATION ANNOUNCEMENTS ARE NEVER ACCURATE.
TRAIN ON TIME!
BE ON TIME AND THE TRAIN SHOULD SMELL BETTER.
DON'T LET PASSENGERS TAKE UP MORE SEATS THAN THEY PAY FOR. TICKET MACHINES SUCK.
HAVE BEEN A TRI-RAIL RIDER FOR 10 YEARS. ON TIME PERFORMANCE WAS MUCH BETTER YEARS AGO. ON TIME PERFORMANCE NOW SUCKS.
DELAYS SEEM TO PLAGUE YOUR SYSTEM. INFORMATION IS SPORADIC AND MINIMAL ON DELAYS.
NEED MORE TRAINS DURING PEAK HOURS.
UPGRADE TICKET MACHINES. PUT TICKET MACHINES ON BOARD TRAINS.
RIDING (TRAVELING) IN TRI-RAIL IS A NIGHTMARE. IT HAS BECOME THE WORST METRO TRAIN SERVICE IN THE WORLD EVER. NOT WORTH THE \$80 DOLLAR TICKET. LUCKY YOU, THERE IS NOT COMPETITION.
MORE TRAINS, MORE STAFF. TICKET MACHINE AVAILABLE IN ALL TRI-RAIL TRAINS. RESTROOMS AVAILABLE IN ALL TRI-RAIL STATIONS.
NEED MORE TRAINS, ALSO NEED TO RUN 1/2 HOUR.

COMMENT
THERE WAS A MECHANICAL PROBLEM AND DELAY. WE SAT AROUND FOR 15 MINUTES BEFORE THE CAPTAIN MADE AN ANNOUNCEMENT TO LET US KNOW WHAT WAS GOING ON.
15 MINUTE DELAY WAS ODD. I GOT HUNGRY.
NOT CLEAN ENOUGH TOO MUCH GARBAGE AROUND THE RAILROAD TRACKS.
BE ON TIME.
LATE!
TRI-RAIL TRAIN LEAVING FROM DEERFIELD WAS OVER 30 MINUTES LATE. FAILURE TO BE PUNCTUAL DOES NOT ACCOMMODATE A PERSONS SCHEDULE OR APPOINTMENTS.
IT WOULD BE MORE CONVENIENT TO HAVE TRAIN SERVICE EVERY HALF AN HOUR INSTEAD OF THREE TRAIN WITHIN AN HOUR. PLEASE HAVE THE SCHEDULE CONNECT TO THE BUSES.
PLEASE SERVE IN THE MORNING BETWEEN 7:00 AND 9:00AM AND IN THE AFTERNOON, BETWEEN 5:00 AND 7:00PM, EVERY HALF AN HOUR.
THE STATION STAFF SPECIALLY THE ONE FOR MIAMI AIRPORT IS BAD. THE SERVICE OF THE GUY WORKING IN THE AFTERNOON SHIFT IS VERY RUDE. IMPOLITE, AND MOODY. THERE SHOULD BE MORE TRAINS RUNNING MORE OFTEN AFTER 5:48 A.M.
SURE: TODAY I WAS SURPRISED TO SEE THE LADIES BATHROOM OPEN AT MIAMI AIRPORT. I ASKED THE LADY AT THE WINDOW WHAT WAS THE REASON SINCE IT IS ALWAYS CLOSED AND SHE TOLD ME IN FRONT OF A SECURITY OFFICER THAT TRI-RAIL TOLD HER TO OPEN FOR THE SURVEYORS. EVERY MORNING ARRIVING AT THIS STATION, AFTER A DELAYED TRIP I URINATE INSIDE MY CAR BECAUSE THE BATHROOM IS ALWAYS CLOSED. ON OF THESE DAYS I WILL MAKE #2 AT THE STATION IN FRONT OF THE LADY AT THE WINDOW.
IT WOULD BE AWESOME IF THERE WERE EXPRESS TRAINS THAT WOULD STOP ON CERTAIN (NOT ALL) STATIONS.
MORE TRAINS DURING RUSH HOUR FROM 5-6 PM MOST PEOPLE LEAVE WORK AT 5:00 AND CANNOT CATCH THE 5:30 YOU WAIT FOR 1 HOUR FOR THE NEXT TRAIN. DOES ONLY TRI-RAIL HAVE A SPEED RESTRICTION AND CSX, AMTRAK DOES NOT?
LOOKING FORWARD FOR BETTER SERVICE AS SOON AS THE CONSTRUCTION IS OVER. THE SHUTTLE BUS TO THE AIRPORT MIA SCHEDULE NOT TOO GOOD SOME MORNINGS.
PARKING SITUATION @ THE WEST PALM BEACH STATION NEEDS TO BE AVAILABLE AND CLOSER TO WHERE THE TRAINS ARE NOT ON THE OTHER SIDE. MORE EVENING TRAINS RUNNING CLOSER TOGETHER TIME WISE. MOST PEOPLE DONT GET OFF WORK BEFORE 5:30 - 6:00 PM
TRI-RAIL AND METRO-RAIL CONNECTIONS NEED TO BE COORDINATED. CONNECTIONS ARE AWFUL. I COMMUTE 2.5 HOURS EACH WAY TO AND FROM WORK. WPB STATION TO 3RD STY. MIAMI.
MORE TRAINS EVERY 1/2 HOUR. DO AWAY WITH 1 HOUR EVERY 20 MINUTES - NOT ENOUGH TIME FOR US DOWNTOWN TO CATCH EARLIER/FREQUENT TRAINS DURING/AFTER RUSH HOUR.
THIS IS THE FIRST TIME EXPERIENCE TO SOUTH BEACH - DELAY GOING SOUTH; DELAY LEAVING MIAMI. UNACCEPTABLE.
HOW ABOUT A VALIDATION MACHINE AT THE TRAIN OR CREW COULD VALIDATE. ALSO, HOW ABOUT TICKETS VENDING MACHINES INSIDE TRAIN. IT WOULD BE GREAT.
BATHROOMS NEED TO BE CLEANED. ESPECIALLY IN THE PM. NEED EARLIER TRAIN IN AM SO PEOPLE WHO NEED TO GET TO WORK AT 6 AM CAN TAKE THE TRAIN (SOUTHBOUND TO MIAMI).
I APPRECIATE THE SERVICE PROVIDED BY RTA TRI-RAIL. I WOULD LOVE IT IF WE HAD MORE TRAINS RUNNING WITHIN THE HOUR. I ALSO LIKE THE STATION PERSONNEL BETTER THAN THE MACHINES.
NEED BETTER PARKING AT CYPRESS CREEK. SHOULD NOT HAVE TO CROSS A 6 LANE ROAD TO GET TO THE TRAIN. ITS VERY DANGEROUS. WE NEED PARKING ON THE WEST SIDE OF THE STATION.
MY WORK ATTENDANCE IS VERY POOR BECAUSE OF TRI-RAIL
THE HOURS BETWEEN RUSH HOURS SHOULD IMPROVE A WHOLE LOT MORE, I.E. HRS BTW 4-7PM. HOPEFULLY THERE'LL BE AN IMPROVEMENT. I HOPE!
BE ON TIME.
MORE TRAINS ARE NEEDED AT TIMES CONVENIENT FOR PEOPLE WHO WORK AT OFFICE JOBS IN BOTH MORNING AND NIGHT. I CAN'T GET HOME WHEN I HAVE TO WORK LATE.
THIS IS THE WORST TRAIN SERVICE I'VE EVER SEEN IN MY LIFE. THE TRAINS ARE RARELY, IF AT ALL ON TIME. THE TICKET MACHINES DONT WORK AND THE "ANNOUNCEMENTS" AT THE STATION NEVER TELL YOU ANYTHING USEFUL. PUT SPEAKERS ON THE BRIDGES SO WE CAN HEAR ANNOUNCEMENTS.
FASTER AND MORE EFFICIENT TIMING; MORE NEWER TRAINS; PALM TRAINS
THE TRI-RAIL SHOULD HAVE DRINK AND FOOD MACHINES; PLEASE BE ON TIME
I THINK THE BATHROOMS NEED MAJOR IMPROVEMENT BUT THERE IS GOOD SERVICE.
GOOD LUCK!
BATHROOMS AT THE STATION; CLEANER TRAINS; TRAIN NEEDS A REMODEL; TRAIN ALWAYS LAT; MORE TRAINS, MORE OFTEN
BATHROOMS AT THE STATION; KEEP THE TRAINS HAVING A BOOTH OF 4 SEATS
THE SECURITY PEOPLE ON THE TRAIN ARE VERY NICE AND EVEN LET ME SIT NEAR THEM WHEN RIDING ALONE AFTER SCHOOL HOURS WHICH IS REALLY GOOD. THANK YOU.
THE BATHROOMS ARE DISGUSTING AND ON THE HIGH SCHOOL TRAIN THERE SHOULD BE LESS ITCHY PEOPLE LIKE MS. MARY
NASTY POTTYS!
I LIVE IN STUART AND I KNOW THAT I SPEAK FOR MANY, PLEASE EXTEND THE TRAIN SERVICE TO US. WE ARE CUT OFF.

COMMENT
MORE BATHROOMS; BIGGER BOOTHS; FRIENDLIER GUARDS
THE TRAINS HAVE BEEN VERY LATE WHICH CAUSES ME TO MISS AND BE LATE TO CLASS.
MAKE TRAINS COME ON TIME
THE TIMELINESS OF THE SERVICE; ON TIME PERFORMANCE IS A VERY IMPORTANT FEATURE
BETTER RESTROOMS AND BETTER TRAIN CARS. I DON'T LIKE HOW THE TRAIN IS LATE WHEN WE COME HOME BUT ON THE WAY TO SCHOOL THAT'S ALRIGHT
RESTROOMS AT EVERY STATION; ON TIME CONSISTENCY PLEASE; MUSIC ON THE TRAIN
GET MORE DMU TRAINS
NEED RESTROOMS IN THE STATIONS
RESTROOMS (CLEAN) AT STATIONS (NOT JUST WEST PALM BEACH; CLEANER STATIONS; KEEP TRAINS ON TIME OR ADD MORE
THE TRAIN WAS LEAKING FROM TH CEILING THIS MORNING
THE HIGH SCHOOL TRAIN NEEDS MORE CARS
I WOULD LIKE TO SEE THE TRAINS LATER THAN THE LAST ONE ON THE SCHEDULE NOW. FOR EXAMPLE 10:37, NOW THE LAST ONE IS 9:37. THANK YOU FOR THE GOOD SERVICE.
CLEAN BATHROOMS
I LIKE BEING REALLY LATE TO SCHOOL, BUT BEING LATE TO HOME REALLY SUCKS. EVEN WORSE THAN THE HORRIBLE BATHROOMS.
THE BATHROOMS HAVE A REPULSIVE SMELL THAT EVEN MAKE SOME PEOPLE CHOOSE NOT TO USE IT AND WAIT TILL THEY GET OFF. IT HAS THE WORST SMELL THAT I HAVE EVER SMELLED. IT IS DIFFICULT FOR PEOPLE TO USE THE BATHROOMS WHEN THEY SMELL SO BAD. THE BATHROOM STINKS!
THE STENCH EMITTED FROM THE BATHROOMS IS QUITE REPULSIVE. PERHAPS IF THEY WERE CLEANED MORE OFTEN THEY'D BE USABLE.
CLEAN THE BATHROOMS
CLEAN THE BATHROOMS
VERY UNCLEAN BATHROOMS BUT OTHERWISE GOOD SERVICE
THESE DAILY DELAYS WILL CAUSE RIDERS TO LOSE EMPLOYMENT!
TRAIN IS ALMOST AN HOUR LATE BUT ITS OK FOR SECURITY REASONS
PLEASE MAKE EVERY EFFORT TO HAVE AN ALTERNATE COMMUTER TO PURCHASE TICKETS ON TRAIN ITS FRUSTRATING TO BE WRITTEN UP B/C YOU WERE NOT ABLE TO PURCHASE YOUR TICKET.
THEY NEED BATHROOMS. MORE CLEAN STATIONS
HIALEAH MARKET STATION HAS NO STATION STAFF AND ANNOUNCEMENTS ARE FEW AND FAR BETWEEN. TRAINS IN THE AFTERNOON HARDLY EVER RAN ON TIME. I HAVE TO WALK ACROSS A BUSY ROAD TO GET TO BOCA RATON DUE TO NO SHUTTLE SERVICE.
ANNOUNCEMENTS -SOMETIMES VERY GOOD, SOMETIMES VERY POOR, LAKE WORTH CONNECTING-VERY POOR
MORE SECURITY GUARDS AT EACH STATION
NOT RELIABLE, NO ANNOUNCEMENTS. NEED RESTROOM ON TRAIN STATION
NOT A GOOD DAY, WE HAD TO JUMP TRACKS FOR SOUTHBOUND
NEEDS IMPROVEMENT
NEED BETTER SERVICES
TRIRAIL ALWAYS LATE NEVER ON TIME NO ANNOUNCEMENTS AT TIMES TRAIN JUST SHOWS UP AFTERNOON SOUTHBOUND WHERE PROMISES OF A 20-30 MINUTE SCHEDULE
THE CLEANLINESS OF GOLDEN GLADES STATION LEAVES A LOT TO BE DESIRED. THE ELEVATOR IS BROKEN TO OFTEN (GOLDEN GLADES).
TRY TO FIX THE SCHEDULE FOR THE HIALEAH MARKET TRAIN, BECAUSE WE ALWAYS HAVE TO WAIT FOR THE TRAIN THAT COMES FROM MIAMI AT 5:30AM Y WE ARE ALREADY IN ROUTE (#629)
THE RESTROOMS ARE DIRTY. THERE IS NO SECURITY. MY CAR WAS VANDALIZED AND THEY STOLE THE CD AND THE POLICE MADE A REPORT.
THERE IS NO PARKING. THERE IS NO SECURITY.
WE NEED RESTROOM IN THE TRAIN STATION, AND BETTER TRAINS
I DID NOT USE IT OFTEN TODAY. 5 WAS VERY DIRTY, NEED SOMEONE TO CLEAN OFTEN, PEOPLE LIVE OR MAKE THEM CLEAN OFTEN THEMSELVES.
JUST BE ON TIME FOR WORK
IT IS NEVER ON TIME.
AT THE TRI-RAIL STATION THE SERVICE IS VERY GOOD BECAUSE OF THE GOOD SECURITY FOR EVERYONE.
TRAIN NEEDS TO BE ON TIME AT ALL THE STATIONS. THEY DONT WAIT FOR PEOPLE. THEY WAIT MAYBE A MINUTE AND DON'T ALLOW PEOPLE TO COME OFF THE OTHER ONE AND MAKE IT DOWN THE STAIRS TO CONNECT.
KEEP BATHROOM A LITTLE CLEANER
THE TRAIN IS LATE ALMOST EVERY DAY.
TRAIN ALMOST NEVER ON TIME.
THERE SHOULD BE SOMEONE PATROLLING CAUSE SOME THINGS HAPPEN WHEN THERE'S ONLY A FEW PEOPLE TO A CAR!
THANK YOU FOR PROVIDING A GOOD TRAIN SERVICE FOR STUDENTS B/C W/O IT I WOULD NEVER BE ABLE TO ATTEND THIS TRAIN OR SCHOOL.
GET MORE NEW TRAINS.
GET RID OF GROSS WATER SLOSHING AROUND IN WINDOWS, GLAD YOU LET US FILL OUT SURVEY-I HOPE YOUR SERVICE WILL REALLY IMPROVE, IF NOT FOR TRAIN IT WOULD DIFFICULT FOR ME TO GET TO SCHOOL EACH DAY.
TWO HOURS EACH WAY-VERY DIFFICULT TO GIVE POSITIVE COMMENTS WHEN TRAINS ARE ALWAYS LATE (I HAVE TO USE MY ANNUAL LEAVE TIME EVEN WHEN I CATCH EARLIER TRAINS, I.E. 5:45 AM TRAIN).
CLEAN & PRESSURE WASH STAIRWELLS AT WPB.
BE LESS LATE IN THE AFTERNOONS!
STOP BEING LATE.
TRAINS NEED TO BE ON TIME. I WAS LATE TO SCHOOL AND I GOT AN F ON MY TEST.

COMMENT
MAKE SURE TRAIN IS ON TIME. NEED NEW TRAINS.
TRAIN IS NICE
GPS TRACKING OF TRAINS AND REAL TIME DELAY ESTIMATES ACCESSIBLE FROM INTERNET/PHONE WOULD BE IDEAL. BETTER ESTIMATES BY PHONE VIA ANNOUNCEMENTS WOULD BE A PLUS.
MORE TRAINS AND MORE ON TIME.
REMODEL TRAIN PLEASE!
TRI RAIL NEEDS MORE TRAINS AND TO RUN MORE OFTEN.
TRAINS NEED TO BE ON TIME. BATHROOMS NEED MORE CLEANING.
NEED MORE PARKING SPACES AT WPB STATION. RESTROOMS NEED TO BE SERVICED AT THE NORTH OR SOUTH END. PIGEON DROPPINGS ON THE STAIRWAY ALONG THE CROSS OVER TO THE OTHER SIDE.
TRAINS NOT DEPENDABLE WHEN YOU NEED TO BE SOMEWHERE AT A SPECIFIC TIME. NOTIFY US WHEN THERE ARE DELAYS BEFORE WE BOARD
I WISH IT WAS FREE
NEED TICKET MACHINES ON BOTH SIDES AT ALL STATIONS AND ON TRAINS; DON'T USE THE "DEMONSTRATION TRAIN"
NEED TO BE ABLE TO GET TICKETS ON THE TRAIN, IN CASE YOU'RE LATE AND DON'T HAVE TIME; TICKET MACHINES ON BOTH SIDES OF EACH STATION/ GET RID OF THE "NEW" TRAIN!!
THERE SHOULD BE A PRICE THAT YOU PAY FOR NO MATTER WHERE YOU ARE GOING AND THAT YOU CAN BUY SNACKS OR DRINKS ON TRAIN
WOULD LOVE A BAR CAR.
I THINK BASED ON MY SURVEY AND FROM WHAT I SEE -SERVICE IS EXTREMELY POOR. I THINK THEY REALLY NEED TO DO SOMETHING ABOUT IT, EVEN THE ELEVATORS SERVICE IS EXTREMELY POOR. SO PLEASE DO SOMETHING - THERE ARE INSECTS ON THE TRAINS.
MORE TRAINS, LESS WAIT
MORE TRAINS, LESS WAIT
WHY WHEN WE ARE HAVING A MESS LIKE THIS ONE FOR 5 WEEKS - WHY THEY DON'T HAVE THE SHUTTLE BUSES WAIT A BIT LONGER?
TRI-RAIL MADE MY COMMUTE MORE ENJOYABLE. I WANT TO SEE MORE TRAINS DURING THE PEAK HOURS (5 PM-7 PM)
YOU MUST HAVE MEANS TO GET FROM STATION TO MY HOME SO I DON'T HAVE TO TAKE MY CAR AT ALL. YOU MUST HAVE MORE TRAINS FROM MY QUITTING TIME AT 5:00 PM OR ANYONE LEAVING A JOB AT 5:00 PM OR BETWEEN THE HOURS OF 5:00 PM AND 6:00 PM.
NEED TO WORK ON "ON TIME PERFORMANCE" A FEW MINUTES A DAY IS FINE, BUT MORE THAN 20 MINUTES IS POOR.
WOULD LIKE MORE FREQUENT TRAINS.
NEED MUCH MORE PARKING AT ALL STATIONS OR TRI RAIL WILL NEVER MEET S. FL NEEDS. ALSO, METRO NEEDS MORE ROUTES AND BETTER COVERAGE IN DADE, ONLY THOSE LUCKY ENOUGH TO LIVE AND WORK ON THE SYSTEM CAN USE IT DAILY.
PLEASE BE MORE PUNCTUAL. TRAIN IS ALWAYS DELAYED. PLEASE PUT RESTROOMS, IF YOU DO I NEVER FOUND! ALSO, LOWER THE FARE.
LOWER THE FARE FOR FAMILIES, CUZ WE DONT HAVE LOTS OF MONEY TO SPEND ON TRAINS.
NEED MORE FREQUENT TRI-RAIL TRAINS, THEY SHOULD RUN EVERY30 MINUTES. IF LATE, ANNOUNCEMENTS SHOULD BE ACCURATE. IF SOMEONE IS RUNNING FOR TRAIN CONDUCTOR SHOULD WAIT!
TRI-RAIL HEADS AND BOARD OF DIRECTOR "DOES" NOT CARE ABOUT DAILY RIDERS! NOR DOES THE LOCAL NEWS. I ASKED FOR HELP AND I GET NONE. TRI-RAIL SHOULD BE "EXPOSED" FOR THE POOR PERFORMANCE BUT THEY WON'T BE! RICH JACKSON 954-253-8840. COMPLAINTS DO NOT GET ACKNOWLEDGE EITHER.
EXPRESS BUSES INCLUDED IN TICKET EXPRESS BUS TO CORAL SPRINGS.
OKAY, GOOD.
KEEP PASSENGERS UPDATED BETTER ESPECIALLY WHEN THERE IS AN ACCIDENT FURTHER DOWN THE JOURNEY SO PASSENGERS DO NOT GET STUCK BETWEEN STATIONS
CLEANLINESS @ WPB STATION, PARTICULARLY IN STAIRWELLS, IS TYPICALLY TERRIBLE!
THE WINDOWS ARE NOW VERY CLEAR - WE DONT SEE VERY MUCH OUTSIDE
NEED MORE BUSES TO COME TO THE STATION. MY STATION IS 163TH ST., THE PRICE FOR TRAIN AND BUSES NEED TO DROP DOWN
THE FARE NEEDS TO BE MORE REASONABLE AND MORE CONVENIENT
NO TICKET MACHINES ON E SIDE TRACKS AT HOLLYWOOD STATION! ROUND TRIP TIX SHOULD BE VALID OVER MULTIPLE DAY. WEEKEND FARE \$4.00 RIDE ALL DAY GOOD IDEA, BUT SCREWS PEOPLE WITH 12 TRIP TICKET
FINISH THE NEW RIVER BRIDGE FAST.
DURING RUSH HOURS IN THE MORNING AND EVENING THE TRAINS SHOULD BE OPERATING EVERY 15 MINUTES TO HALF HOUR. ON WEEKENDS EVERY HOUR AND LATE AT NIGHTS.
MOST OF THE SERVICES ARE GOOD
SOME OF THE WACKENHUT PEOPLE ON THE TRAIN CAN BE VERY RUDE. NEED BATHROOMS AT THE STATIONS.
WE NEED MORE SECURITY AT POMPANO BEACH STATION AND AN OVER CROSSING. THE PEOPLE AT WACKENHUT CAN BE A LITTLE NICER AT TIMES.
THE POMPANO STATION NEEDS BATHROOMS FOR THE PEOPLE WHEN GET OFF.
NEED MORE TRAINS
SHUTTLES ARE NOT RELIABLE
MAKE HEAD REST 4 - 6" HIGHER.
MACHINES HAVE PROBLEMS TAKING MONEY. NO BATHROOMS THAT IS CRAZY.
THE TRAIN IS VERY PRETTY. I ENJOYED RIDING IT.

COMMENT
I LOVE TO RIDE TRI RAIL. WITHOUT IT I WOULD HAVE TO TAKE A 2 HOUR BUS RIDE. THANK YOU TRI RAIL.
CLEAN THE BATHROOM/ LEAVE ON TIME - I HAVE A LIFE YOU KNOW!
QUICK SERVICE
GOOD SERVICE, THANKS
THE SERVICE IS POOR. WE SHOULD HAVE TRAINS RUNNING EVERY 20 MINUTES OR 1/2 HOUR. THE TRANSIT BUS SHOULD WORK WITH TRAINS SO THEY WAIT OR WORK AROUND THE TRAIN SCHEDULE SO THAT MEANS MORE 34 BUSES.
BOCA NEEDS ONE MORE SHUTTLE FAU STUDY
SIGNALS AND OTHER DELAYS ARE VERY ANNOYING - MAKES ME FEEL I CAN'T RELY ON TRI-RAIL
DELAYS ARE AWFUL
NOT ENOUGH TRAINS. TRAINS RUN LATE TOO OFTEN
BUSES SHOULD WORK WITH TRAIN EVERY 30 MINUTES AT STATION, SHOULD HAVE RESTROOMS SOMETIMES LONG TIME WAITING ON TRAINS AND BUSES
20 MIN LATE GOING SOUTH, 50 MIN LATE GOING NORTH, BAD.
TRAINS SHOULD RUN EVERY 30 MINUTES AND TICKET MACHINES DONT WORK EFFICIENTLY.
MAKE LAKE WORTH BETTER PLEASE.
TRAINS LEAVE EARLIER THAN SCHEDULED SOMETIMES. I FEEL THEY SHOULD WAIT UNTIL THE SPECIFIED DEPARTURE TIME.
PLEASE TRY TO MAKE THE TRAIN BE ON TIME. I WORK FOR AMERICAN AIRLINES IN FLL. I TRY TO TAKE THE FIRST TRAIN IN THE MORNING BECAUSE I CANNOT GET TO THE AIRPORT TO START WORK AT 7:45 AM. PS THE TRAIN LEAVES WEST PALM BEACH STATION AT 4:36 A.M.
ONCE CONSTRUCTION IS DONE BUT FOR NOW ITS LATE MORE OFTEN THEN NOT. 2 WEEKS AGO I WAS 3 HOURS GOING HOME ONE NIGHT, 2 HOURS ANOTHER AND 2.5 LATE ON THIRD DAY. INSTEAD OF 52 MINUTES.
TRI-RAIL ROCKS BUT MR. HIGHTOWER IS REALLY MEAN! FIRE HIM OR I WILL STOP RIDING TRI-RAIL!
MR. HIGHTOWER NEEDS TO BE FIRED OR I WILL STOP RIDING THE RAIL.
THERE SHOULD BE MORE SURVEYS TO ENSURE WHAT WE THINK. MORE ASSISTANTS SO WHEN WE NEED ASSISTANCE THEY CAN HELP US.
MR. HIGHTOWER IS VERY MEAN, AND HAS NO RIGHT TO DO ANY OF THE THINGS HE DOES. PLEASE FIRE HIM OR I MIGHT STOP USING THE TRAIN.
CLEAN THE BATHROOMS
HOBOS GET ON THE TRAIN AND DO NOT BUT TICKETS. KIDS COMING FROM SCHOOL SHOULD HAVE THEIR OWN TRAIN. I TRULY DISGUSTED.
THE TRAINS CAN BE HORRIBLY LATE, BUT MOST TIMES IT IS 10-15 MINUTES LATE. THE ATTENDANTS AT THE STATION DO NOT CARE FOR MY WELL BEING AND DON'T CARE IF I'M RUN OVER.
SCHOOL AGED KIDS RIDING TRI RAIL SHOULD BE CLEANER AND SAFER.
THE AIR IS RARELY ON AND WINDOWS ARE DIRTY
TRI-RAIL SHOULD HAVE SEPARATE CARS FOR THE PUBLIC AND CHILDREN IN SCHOOL.
TRI-RAIL IS FUN, BUT I HAVE NOTICED A LOT OF NOT YES-TO-GOOD PEOPLE WHO LOOK AT SOME PEOPLE WEIRDLY. ALSO, THE TRAIN IS USUALLY 45-120 MINUTES LATE.
THERE WAS A FIGHT ON THE TRAIN NOBODY EVEN KNEW THAT.
SOME STAFF MEMBERS NEED TO BE MORE HELPFUL. NEEDS ANOTHER CAR FOR ADULTS. AIR DOESN'T WORK.
TRAIN ON TIME
WE SHOULD HAVE MORE BOOTHS WITH TABLES
SERVE FOOD ON TRAIN
WELL MAYBE THEY SHOULD LET US STAND UP OH AND NICE TRI-RAIL GUARDS ON THE TRAIN.
GET RID OF MR. HIGHTOWER AND GET MORE CARTS
GET MORE TRAIN CARTS
GET RID OF MR. HIGHTOWER AND GET RID OF CARTS.
I LOVE IT.
EXPRESS TRAINS, STATION ANNOUNCEMENTS ARE RARELY CORRECT.
ON SATURDAYS THEY ARE A LITTLE TO LATE. A LOT OF PEOPLE WORKS ON SATURDAYS.
PUT MORE TRAINS IN RUSH HOURS.
NEED TO INCREASE FREQUENCY IN AM NO TRAIN BETWEEN 5:45 AND 7:00. NEEDS TO BE MORE FREQUENT IN AFTERNOON AFTER 5:30 P.M. EVERY HOUR DOES NOT CUT IT. DON'T WANT TO WAIT AN HOUR FOR A TRAIN. NO TRAIN AFTER 8:30 P.M.
A DANGEROUS SITUATION EXISTS AT SHERIDAN ST. STATION. MANY PEOPLE WALK ACROSS THE TRACKS RATHER THAN USE ELEVATORS OR STAIRS.
TRAINS ALWAYS LATE OR BROKEN.
THE SERVICE IS VERY BAD. TOO MANY DELAYS. THEY SAY DUE TO MECHANICAL PROBLEMS.
ON THE ANNOUNCEMENT AT THE STATION THE TIME GIVEN FOR TARDINESS IS NEVER CORRECT. FOR EXAMPLE, ONE DAY IT SAID THE TRAIN WOULD BE 1 HOUR LATE AND IT COMES 5 MINUTES LATER. THE TRAINS ARE ALSO USUALLY LATE EVERYDAY.
THE FLORIDA TRANSIT SYSTEM SUCKS. I SUGGEST THAT THE TRAINS FREQUENT MORE AND THE BUSES GO FURTHER IN DISTANCE.
YOU NEED TO GET THE SIGNALS STRAIGHT.
BE HERE ON TIME.
BE ON TIME - BETTER TRAIN.
TRAIN P606 IS CURRENTLY 45 MINUTES BEHIND SCHEDULE EVERY MORNING. MAYBE IF TRI-RAIL WASN'T LATE EVERY SINGLE MORNING AND ALL OF THE WACKENHUTS WEREN'T SO UNBEARABLE I WOULD LIKE TRI-RAIL

COMMENT
I LOVE TRI-RAIL.
THE TRAINS OK, BUT KIND OF STINKY. I LOVE HOW THEY CONDUCT SURVEY IN WHICH HUNDREDS OF PAPER IS WASTED.
MORE TRAINS IN PEAK COMMUTING HOURS. SEPARATE CAR FOR WORKING PEOPLE AND KIDS WHO GO TO SCHOOL (CAN'T TAKE THE NOISE THAT THE KIDS MAKE)
BE BETTER. MAKE SOME WESTBOUND ELECTRIC TRAINS.
FIRE THE FAKE COPS AT THE BOYNTON BEACH STATION - THEY ARE RUDE AND ABUSE THE LITTLE AUTHORITY THAT THEY ARE GIVEN.
A SNACK CAR WOULD BE LOVELY.
DO NOT BOTHER PASSENGERS WITH SURVEYS! THEY SHOULD HAVE A SNACK CAR.
ADD ON A SNACK CAR.
SOMETIMES LATE.
WHEN TRAIN IS ON TIME - ITS GREAT.
LACK OF CONSISTENCY RE: ON TIME ARRIVALS. NEED MORE TRAINS.
WOULD BE GREAT TO HAVE MORE TRAINS - THAT WOULD RUN MORE OFTEN.
THERE IS NOT ENOUGH PARKING AT THE MIAMI AIRPORT STATION. NO SECURITY AT THAT LOCATION AS WELL. THE ANNOUNCEMENTS ARE SO LOUD AND THE BATHROOMS ARE DIRTY., YOU NEED MORE TRAINS IN THE AFTERNOON
EXTEND SERVICE TO JUPITER. GET ON TIME.
CSX SUCKS! YOU NEED TO DO SOMETHING ABOUT THEM.
PLEASE CONSIDER WIRELESS ACCESS. TRADING NEW TRAINS SO DIFFICULT. PEOPLE CAN RIDE THEM QUIETER AND SMOOTHER THAN OLDER ONES.
BE MORE CONSISTENT.
WE WERE WAITING FOR P629 SOUTH AT CYPRESS CREEK, EARLIER THEY ANNOUNCED TRAIN IS COMING ON EAST SIDE WHICH IS UNUSUAL. BUT THE TRAIN CAME ON WESTSIDE. WE ALL WAITING AT THE OVERPASS TO SEE WHICH SIDE THE TRAIN IS COMING. THE TRAIN CAME AT THE REGULAR SIDE. VERY RIDICULOUS. VERY POOR COMMUNICATION.
TOO MANY DELAYS ANNOUNCEMENT NOT CLEAR ENOUGH. WAIT TIME WAS TOO LONG. FIX THE TRAIN SERVICE.
TRAINS NEED TO BE FUMIGATED FOR ROACHES.
I WISH THEY HAD MORE TRAINS THE WAITING TIME IS TOO LONG.
TRAIN IS NEVER ON TIME, I AM LATE FOR WORK, EVEN WORSE IN THE AFTERNOON. NO BUS CONNECTIONS ON SATURDAY AND SUNDAY TO GET TO WORK.
ON TIME PERFORMANCE WELCOME.
NEED TO MAKE THE TRAINS FAST, LIKE EVERY 30 MINUTES.
YOU NEED HELP AND LOTS OF TRAINING.
NEED AND EARLIER TRAIN GOING SOUTH.
CANT ALWAYS HEAR ANNOUNCEMENTS AT TRAIN STATIONS ESPECIALLY ON THE BRIDGE CROSSOVER.
ANNOUNCEMENTS ON TRAINS ARE GOOD. STATION ANNOUNCEMENTS ARE VERY BAD. WHY CAN'T WE GET UP TO DATE INFO ON TRAIN ARRIVAL/DELAYS.
MORE NB TRAINS IN THE AFTERNOON PLEASE! AND PUNCTUALITY WOULD BE GREAT, TOO.
RTAS OPERATION OF TRI-RAIL TRAINS IS HORRIBLE. THE TRAINS ARE "ALWAYS" LATE AND ON OCCASIONS ARRIVE 10 TO 15 MINUTES EARLY. ADDITIONALLY, THE SECURITY OFFICERS ARE RUDE, IMPERTINENT, AND AUTHORITATIVE WHEN CHECKING TICKETS. IMPROVEMENTS CAN BE MADE BY RE-EVALUATING CUSTOMER SERVICE SKILLS.
MORE PARKING IN HOLLYWOOD STATION. THE ANNOUNCEMENTS CAN BE MADE MORE TIMELY TO SWITCH SIDES. MORE TRAINS IN THE MORNING AND THE AFTERNOON.
ROUNDTRIP TICKETS ARE EXPENSIVE AND THE MACHINES DONT WORK ALL THE TIME. TRAINS ARE ALWAYS LATE.
TRY HAVING MORE TRAINS AVAILABLE WHEN INTERRUPTIONS OCCUR.
POOREST ON TIME PERFORMANCE I HAVE EVER EXPERIENCED IN ANY CITY IN THIS NATION.
I'M A TOURIST WHO IS ALMOST LEAVING THE COUNTRY SO I CONSIDERED IT UNNECESSARY TO FILL OUT PINT 16, 17 AND 18.
MORE TRAINS NEEDED SO HAT THE WAIT TIME IS NOT SO LONE.
BOTH CONDUCTOR AND STATION STAFF NEED TO BE INFORMED AND COMMUNICATE WITH THE PUBLIC ON DELAYS. THERE ARE TIMES THAT WE JUST STAND THERE AND HAVE NO EXPLANATION ON WHAT'S GOING ON . ALSO, THE TRAINS ARE EXCESSIVELY LATE AND ARE MOST OF THE TIME STALLED BECAUSE OF "SIGNAL PROBLEMS" BE HONES WITH US!
YOUR ON TIME PERFORMANCE IS GETTING WORSE. I HAVE WAITED UP TO 1.5 HOURS FOR A TRAIN IN THE LAST 30 DAYS, MORE THAN ONCE EACH WEEK VERY POOR, PLEASE IMPROVE.
SUGGESTION FOR NEW DEMONSTRATOR TRAINS IT WOULD BE NICE IF THERE WAS NOT SUCH A BIG STEP. IT IS DIFFICULT FOR OLDER PEOPLE AND PEOPLE WITH KIDS TO MANEUVER ON THE TRAIN. ALSO, IF VENT HAD OPEN/CLOSE FEATURE.
1. IF I LOOSE WORK HOURS ITS NOT IF TRAIN IS LATE, I PUNCH MY TICKET, THEN DRIVE, I LOOSE MORE \$\$ NOT TO MENTION THE STRESS OF UNCERTAINTY OF WHEN I'D GET TO WORK. 2. TRI RAIL AND METRORAIL NEED TO SYNCHRONIZE THEIR TIMES - TRI-RAIL LEAVES AT 36 MINUTES PAST THE HOUR AN D METRORAIL ARRIVE AT 40 MINUTES PAST THE HOUR, THEN ITS ANOTHER HOUR FRO ANOTHER TRAIN AFTER 6:30 PM. 3. HOLLYWOOD NEEDS MORE PARKING, BUT SHERIDAN ST. IS GOOD. 4. I SEE MORE FRUSTRATED PEOPLE TRYING TO PURCHASE TICKETS SO I GET MINE AT THE TRI-RAIL STATION OFFICE.

COMMENT
I THINK WHEN TRAINS WILL BE LATE, ADVANCE NOTICES SHOULD BE MADE. MAKE YOUR PERSONNEL AT THE STATIONS BE MORE AWARE OF WHAT'S HAPPENING SO THEY CAN INFORM CUSTOMERS BETTER. AT LEAST FOR YOUR GOOD CUSTOMERS, HELP TRY TO FIND TRANSPORTATION ESPECIALLY FOR THE FACT THAT THEY DO RELY ON THE TRAINS.
HAVE BEEN COMMUTING FOR YEARS. GREAT STUFF!
VENDING BROKEN AGAIN. TIME ANNOUNCEMENTS WRONG. FRONT CAR SMELLS LIKE SEWER . TRAIN WAS 30 MINUTES LATE. THE DEMO TRAIN IS HORRIBLE FOR BICYCLES. NO ONES BIKES FIT IN THE SPOTS.
I HAVE A COUPLE OF IDEAS: 1. PUBLIC TRANSPORTATION SHOULD COME OUT OF TAXES. 2. FREE FRIDAYS ONCE A MONTH. 3. MORE INFORMATION FOR CUSTOMERS WITH OTHER LANGUAGES (SPANISH, CREOLE, FRENCH, GERMAN). OTHERWISE YOU ARE A GREAT BENEFIT TO THE COMMUNITY.
THE TRAIN TICKET SHOULD BE TO ABOARD THE TRAIN.
ONCE AGAIN LATE! I CALL 1800TRIRAIL ADVISED THAT NB TRAIN AT 6:28 PM FROM MIA AIRPORT WAS ON TIME. IT STILL HAS NOT LEFT AT 6:45 ALTHOUGH IT IS HERE. YOU SAID AM DELAYS.
RESTROOMS SMELL VERY BAD. CANNOT ALWAYS HEAR ANNOUNCEMENTS - SPEAKER PROBLEMS. SOMETIMES TOO LOUD SOMETIMES TOO LOW> NO SECURITY AT HIALEAH STATION. MACHINES ARE OFTEN BROKEN.
LOVE THE NEW DMU CARS. NEED MORE FREQUENT TRAINS BETWEEN 5:30 PM AND 6:30 PM
TOO COLD ON TRAINS. MORE TRAINS AND LATER TRAINS AT NIGHT. ANNOUNCERS ARE FUNNY (AS IF YOU CARE). SHOULD BE ABLE TO USE ROUNDTRIP TICKET ON ALL BUSES IN MIAMI DADE TRANSIT COMING FROM TRI-RAIL. I SPEND LIKE 4.00 A DAY ON BUSES ALONE.
IT WOULD BE HELPFUL TO PASSENGERS TO HAVE THE TRAINS MORE FREQUENTLY FOR EXAMPLE ABOUT EVERY 30 MINUTES UP TO 7 P.M. INSTEAD OF EVERY HOUR AFTER 5:36 P.M.
THE DELAYS HAVE GOTTEN ME REALLY LATE TO WORK SOMETIMES.
RESTROOMS NEED LOTS OF CLEANING AND LARGER SIZE VENDING MACHINES ON TRAIN. LESS INTERFERENCE FROM CSX AND AMTRAK. TICKET AVAILABILITY ON TRAINS. MORE FLEXIBLE TICKET OPTIONS. REGULAR TICKET CHECKS GIVING SECURITY.
IN ORDER TO HAVE CONSISTENT RIDERSHIP, YOU MUST IMPROVE TIMELINESS OF TRAIN SCHEDULES. PEOPLE CANNOT AFFORD TO BE LATE TO WORK/SCHOOL FREQUENTLY. I WOULD TAKE THE TRAIN MORE IF I COULD DEPEND ON IT.
PEOPLE GET WORKED UP BY LISTENING TO THE ANNOUNCEMENTS STATING EXTENSIVE DELAYS. WHEN ACTUALLY THE DELAYS ARE 10-15 MINUTES.
TRAINS HAVE TO RUN ON SCHEDULE, IF THIS HAPPENED IN CHICAGO THERE WOULD BE RIOTS. PERFORM TRACK WORK ON NIGHTS/WEEKENDS.
I PREFER TRI RAIL TO I-95 AND EXCEPT FOR DELAYS WILL TAKE THIS TRAIN OVER DRIVING. WISH IT CONNECTED ALL OVER THE STATE
MORE TRAINS, BETTER SCHEDULE, MORE CONSISTENCY, LESS EXCUSES
GET SOMEONE TO CLEAN BATHROOMS. NEED TO BE ON TIME
ADD ANOTHER CAR FOR THE STUDENTS. ADD ANOTHER CAR FOR BIKES. TRY HARDER TO BE ON TIME AT RUSH HOUR. IF YOU CAN'T BE ON TIME, PUT SOME BATHROOMS AT THE STATIONS.
KEEP CLEAN THE OVERPASS AT EACH STATION. POOR DESIGN FOR COMMUTER THAT ARRIVES AT METRORAIL TO WALK - CATCH THE TRAIN FROM THE TRI-RAIL. MUST BE ON TIME ON A CONSISTENT BASIS
IN WEST PALM BEACH - NEED BATHROOMS OR PORTABLE TOILETS - GUYS PEE IN THE STAIRWAYS - YUK! ESPECIALLY WESTSIDE.
WE NEED THE TRAINS TO RUN ON TIME.
PLEASE TRY TO BE ON TIME!
PLEASE RUN THE TRAIN ON TIME. SEND SOMEONE TO EUROPE TO LEARN HOW TO DO THAT. IT'S A NUISANCE TO BE LATE EVERY DAY. NONSENSE.
RESTROOM DEPLORABLE/ RUDE CUSTOMER SERVICE/ POOR ANNOUNCEMENTS/ SECURITY GREAT/ POOR PRODUCT FOR COST
RUN ON TIME!!!!
SELL TICKETS ON BOARD; MAKE ROOM FOR BIKES
THE SERVICE IS DEFICIENT. YOU DONT HAVE ANY RESPONSIBILITY TOWARDS SERVICING THE RIDERS, BUT TO COLLECT MONEY AND GIVE AWAY PARKING TICKETS. YOU DONT HAVE ANY PROBLEMS WITH THAT.
AT THE METRORAIL STATION, YOU NEED TO ADD ANOTHER STAIRCASE TO BOARD THE TRAIN. ALSO ENLARGE THE PARKING LOT.
NEED MORE TRAINS GOING SOUTH IN THE PM. CSX DISPATCHERS STINK! IT IS NEVER ON TIME.
I WAS AN OFFICIAL SURVEYOR ON 3/14/07 AND AS I RODE THE TRAIN ONE THING CAUGHT MY EYES - THE BATHROOM IS VERY SMALL AND VERY NASTY. IT NEEDS TO BE BIGGER AND CLEANER PLEASE.
NEED A TRAIN ON SUNDAY LATE AND MONDAY. I WOULD LIKE TO GET ONE TRAIN SO I DO NOT HAVE TO TAKE A CAB.
ANNOUNCEMENTS DIFFICULT TO HEAR ONBOARD TRAIN.
NEED A TRAIN BETWEEN 4:00 AND 4:30 P.M. AT FORT LAUDERDALE, CYPRESS STATION.
RICHARD AT DFB-EXCELLENT, LUTHER(P611)- EXCELLENT, WACKENHUT-SPOTTY. NEED TO KEEP CARS WAITING FOR STUDENTS AT BOYNTON FROM CLOGGING UP THE DRIVEWAYS
PUBLISH REALISTIC SCHEDULES
THE TRAINS (NORTH AND SOUTH) WERE LATE. WE HAD TO CHANGE TRACKS BEFORE BOARDING.
VISITOR TO USA
I'M TEMPORARILY IN A WHEELCHAIR SO I HAVE NO OTHER CHOICE THAN TRI-RAIL. I WOULD SERIOUSLY CONSIDER RIDING TRI-RAIL TO WORK EVEN WHEN I'M ABLE TO DRIVE AGAIN, BUT THE FACT THAT THE TRAINS ARE ALWAYS LATE PROHIBITS ME FROM DOING SO!!
ON TIME PERFORMANCE SOME TIMES CAN BE A LITTLE BETTER - OTHER THAN THAT IT IS PERFECT.

COMMENT
ONLY IN THE LAST MONTH HAVE I SEEN ANY SECURITY AND HELPFUL PEOPLE IN THE STATIONS. NEVER SEEN THAT BEFORE.
THE ON-TIME PERFORMANCE OF TRI-RAIL IS A MAJOR ISSUE.
WAS VERY HAPPY WITH TRAIN UNTIL "CONSTRUCTION" STARTED AND CANT RIDE IN MORNING FOR FEAR OF BEING LATE FOR WORK.
I LIKE THE TRAIN BUT IT ALWAYS HAS A PROBLEM. EITHER IT IS LATE OR NOT ON TIME. MOST OF THE TIME I AM LATE TO MY DESTINATION.
TICKET MACHINE MISSES AT TIMES. I'M VERY GLAD TO RIDE TRIRAIL AND I LIKE BEING ABLE TO CALL TO CHECK ON STATUS OF TRAINS. I WISH YOU GOOD LUCK IN YOUR UPGRADES. I FEEL FORTUNATE TO BE ABLE TO RIDE TRIRAIL.
I WOULD LIKE TO KNOW WHY THEY ANNOUNCE TRAINS OUT OF SERVICE AND NO ONE CAN BOARD, THEN THOSE TRAINS PROCEED SOUTH FROM MY STATION ANYWAY. WHY NOT LET US BOARD? THE TRAIN AND BUS SCHEDULES IN PALM BEACH CO. COULDN'T MATCH UP WORSE. THE BUSES ARRIVE AS THE TRAIN IS LEAVING. WHY NOT THE OTHER WAY AROUND?
THE WACKENHUT CREW IS NOT INFORMED WELL ENOUGH AND THE IDIOT AT MANGONIA PARK STATION AT NIGHT IS USELESS. THE STATION DISPLAY BOARD IS NOT EFFECTIVE INFORMATION (RIGHT NOW HAS WRONG TIME) - FREQUENCY IS NOT EFFECTIVE.
1ST RIDE OVER, IT WASN'T ON TIME - OTHER PASSENGERS SAID IT NEVER IS ON TIME
OFFICER J SIMMONS ABUSES HIS POWER AND YELLS AT THE CLIENTS.
THE TRAIN IS ODD LOOKING
IT IS UNFAIR AND UNNECESSARY TO NOT ALLOW AT LEAST SMALLER SURF BOARDS ON THE TRI-RAIL OR BUSES. AND WE SHOULD BE ABLE TO WALK EASILY TO EACH PLATFORM. JUST MAKE LIKE THE STREET
WHY ARE WE FILLING THIS OUT TWICE?
TRI-RAIL NEEDS TO PUT RESTROOMS AT THE STATIONS.
I'M FROM OUT OF TOWN
THE TRAIN IS NEVER ON TIME. THE ON-BOARD TRAIN CREW IS VERY RUDE. OVERALL IS VERY BAD SERVICE.
NEW DESIGNS ON TRAINS WOULD BE SOMETHING NICE.
BE ON TIME!
IF THEY ARE GOING TO ADD MORE TRAINS, WHY CAN'T THEY SHORTEN TRIP DURATION?
NEED TO SHORTEN TRIP DURATION!
STATIONS NEED GROUND LEVEL WALKWAYS ACROSS THE RAILS. PED CROSSINGS ARE POOR. NO ELEVATORS. CUSTOMER SERVICE FOR MONTHLY PASS IS POOR.
NEED MORE FREQUENCY ON WEEKDAYS AND WEEKENDS.
FOR A MONTHLY RIDER THAT THE GUARD SEES EVERYDAY - BEING A LITTLE MORE CONSIDERATE WOULD BE NICE.
SECURITIES SHOULD WAIT AT THE TRI-RAIL STATION UNTIL THE LAST TRAIN LEAVES.
WACKENHUT SECURITY IS VERY UNPROFESSIONAL. I WAS AT THE MANGONIA BEACH TRIRAIL STATION AND THE SECURITY GUARD WAS BY THE TRAIN TRACKS INSTEAD OF IN FRONT OF THE ENTRANCE WHERE YOU UNLOAD. HE WAITED UNTIL I UNLOADED THE CAR AND PRECEDED TO WALK UP THERE BEFORE TELLING ME TO CATCH SHUTTLE BUS. VERY UNPROFESSIONAL!
THE CONSTRUCTION IS HORRIBLE, DELAYING THE TRAIN. I HATE GETTING TO SCHOOL LATE. DO SOMETHING ABOUT IT!
THE TRAIN IS USUALLY LATE AND MAKES ME LATE FOR IMPORTANT CLASSES AT SCHOOL.
HAVE AN EXPRESS TRAIN BETWEEN THE 3 AIRPORT STATIONS AT RUSH HOURS VERY TIME CONSUMING PROCESS USING PUBLIC TRANSPORTATION
WEEKEND SERVICE NOT GOOD ENOUGH, DIFFICULT WAITING 2 HRS.
ESPECIALLY LEAVING WORK IN MORNINGS, NEED AT LEAST HOURLY SERVICE SOUTHBOUND AFTERNOON. TICKET MACHINES SLOW CAUSING PEOPLE TO RUN TO TRAIN. SOME TRAIN CREWS UNKIND AND INSENSITIVE.
NEED EXTRA CAR FOR MIDDLE SCHOOL KIDS THEY ARE LOUD AND DISRESPECTFUL. HIGH SCHOOL KIDS ARE FINE.
ADD MORE TRAINS
I WOULD LIKE TO REQUEST THAT THE FUNDING BE REMOVED AS THIS IS A TERRIBLE SERVICE. I'D LIKE A REFUND SINCE I DID NOT RECEIVE THE SERVICE I PAID FOR. THE MONIES THEY HAVE RECEIVED IN THE PAST HAS NOT GONE TOWARDS THIS SERVICE. ABUSE OF TAX PAYER MONEY NEEDS TO BE STOPPED. SERVICE IS BAD DUE TO INCOMPETENCE AND LACK OF CARING.
MORE TRAINS - MORE FREQUENT.
AT CYPRESS STATION - THE FLOOR UNDER THE BENCHES NEED CLEANING - SPILLED SODA, COFFEE. NEED TRASH CANS ON THE SECOND LEVEL.
TOO MANY DELAYS
TRI RAIL HOLDS US HOSTAGE BY MOVING FROM STATIONS 1/4 MILE, STOP AND WAIT FOR TRAINS 30 MINS TO 1 HOUR. TELL US ABOUT DELAYS AT THE STATION SO WE CAN SEEK OTHER TRANSPORTATION
SHUTTLES TO AIRPORT SHOULD BE ADJUSTED WHEN TRAINS ARE DELAYED. THERE SHOULD BE CLEARER ANNOUNCEMENTS ABOUT THE UPCOMING TRAIN STOP - NOT JUST AS THE TRAIN IS LEAVING THE STATION BEFORE, BUT ABOUT 2 MINUTES BEFORE THE NEXT STATION SO PASSENGERS CAN PREPARE TO GET OFF.
YOU NEED TO IMPROVE THE TIME SCHEDULE. YOU NEED TO DECREASE THE PRICE.
WE JUST CAN'T GET TO WORK ANYMORE - WE ARE GOING TO LOSE OWN JOBS. TRI RAIL IS NOT HELP. PLEASE HELP TO REACH WORK.
THE TRAIN IS ALWAYS LATE WHEN I GET ON.
MAKE THE TRAIN RIDE MORE SMOOTHER - LESS BUMPY. THE EVENING TRAINS NEED TO BE ON TIME MORE OFTEN.

COMMENT
WHEN SOMEONE IS GETTING A TICKET IT WOULD NOT HURT TO WAIT 20 MORE SECONDS WHILE THEY GET IT. I KNOW YOU ARE ON A SCHEDULE BUT I MEAN COME ON LIKE MAKE SURE EVERYBODY WHO IS GETTING ON GETS ON UNLESS YOU GUYS COME UP WITH FASTER TRAINS OR MORE TRAINS. THIS WAIT TIME MAKES NO SENSE.
I TEACH AT NOVA SOUTHEASTERN UNIVERSITY AND MANY TIMES HAVE CLASS UNTIL 8:30 PM - 8:45 PM. MYSELF AND MY STUDENTS TAKE THE 9 PM TRAIN NORTH. PLEASE KEEP THIS 9:02 PM TRAIN PART OF YOUR FUTURE SCHEDULE. I DO NOT WANT TO HAVE TO WAIT TILL LATER TO TAKE IT HOME.
THE WEST PALM BEACH STATION NEEDS MORE PARKING SPACES.
THE EXTENSIVE DELAYS REALLY PUT A DAMPER ON GETTING G HOME AT RESPONSIBLE TIME. ALSO, THE PARKING FOR MYSELF IS NOT A PROBLEM UNLESS TRYING TO PARK AT WPB STATION THERE IS A LACK OF SPACES!
RESTROOMS NEED TO CLEAN ALL DAY EVERYDAY. TRAIN NEEDS TO BE ON TIME ALL THE TIME. TICKET MACHINE NEEDS TO DROP TICKETS A LITTLE FASTER. TRAIN OVERALL NEEDS TO BE CLEAN EACH WAY NOT JUST THE RESTROOMS BUT WHOLE TRAINS.
NORTHBOUND - REALLY LATE.
WHY DID I HAVE TO SUFFER FOR 5 YEARS AS A DEDICATED PATRON.
TRI-RAIL HAS BEEN DISAPPOINTING THAT I USE MY CAR MORE OFTEN THAN NOT. I PLANNED ON USING TRI-RAIL FOR WORK 10-14 DAYS A MONTH BUT NOT WORTH THE INCONVENIENCE.
MORE STATIONS GOING NORTH AND TRAINS MORE OFTEN
NEED MORE TRAINS
THE TRAINS WERE LATE 65% PRECONSTRUCTION. IT DOES NOT SEEM THOROUGH THOUGHT WAS GIVEN TO HOW TO TRANSPORT CUSTOMERS IN A SCHEDULED MANNER; I WOULD LIKE TO SEE TRIRAIL EXECUTIVES ON TRAIN FIELDING QUESTIONS AND OFFERING APOLOGY FOR OVERALL PERFORMANCE OF TRAIN SCHEDULE. MORE COMMUNICATION WHILE "STUCK" ON TRAIN. COULD HAVE RUN SUNDAY SCHEDULE SO N IS RUN ON DIFFERENT HOURS. SO LESS CONGESTION AND WE COULD HAVE SCHEDULED TRAVEL BETTER. WE HAVE JOBS AND RELY ON PROMPT EFFICIENT SERVICE AND WE HAVE LIVES AFTER WORK TO ENJOY! TRAVEL ABOUT 2.5 - 3 HOURS EACH WAY FOR WORK EACH DAY AND NEED TO EXPECT RELIABLE SERVICE 92% OF THE TIME. THOM HALL 917-476-4077
BOYNTON/DEERFIELD STATION ARE EXCELLENT! WEST PALM BEACH STATION IS DEPLORABLE - STAIRWAY AND AROUND FOOD DISPENSERS. ROUTINE CLEANING NECESSARY FOR THIS TRAFFIC STATION.
BYS USING THE TRAIN I HAVE SAVED GAS MONEY AND STRESS FROM BEING ON 95. THANKS.
IT WOULD BE NICE IF I COULD GET HOME ON TIME AFTER A HARD DAY'S WORK; SO THAT I CAN DO THE THINGS I HAVE TO DO BEFORE THE DAY IS DONE. I WILL LIKE TO UNDERSTAND BUT FRANKLY I AM JUST YEARNING TO BE HOME RIGHT NOW.
TRIRAIL OUGHT TO HAVE AT MINIMUM ONE DEDICATED TRACK.
TRAINS THAT GO TO MANGONIA THEN HEAD SOUTH SHOULD NOT STOP AT WEST PALM AND DECIDE NOT TO GO TO MANGONIA
PROVIDE A SHUTTLE BUS FROM MANGONIA PARK TO PORT OF PALM BEACH. MANY EMPLOYEES WOULD RIDE TRI-RAIL BUT DO NOT BECAUSE THERE IS NO CONNECTION TO THE PORT.
BUSES SHOULD WORK WITH TRAIN EVERY 30 MINUTES AT STATION, STATIONS SHOULD HAVE RESTROOMS, SOMETIMES TOO LONG TO WAIT ON TRAIN OR BUSES OR TAXI THAT SOMETHING CAN'T CONTROL
GET IT ON TIME.
WOULD LIKE A BETTER WEEKEND TIME
WHY DO WE NEED A TRI-RAIL TICKET WHEN THEY DO NOT CHECK IT OR TAKE IT FROM YOU
I DON'T LIKE THE DRIVER'S TRI-RAIL SHUTTLE BUS 181 IN THE MORNING BECAUSE HE NEVER IS ON TIME. PERFORMANCE - ALWAYS, ALWAYS LATE IN THE MORNING (15 - 20 MINUTES LATE)
SHOULD HAVE TRAINS EVERY 30 MINUTES.
PLEASE TRY TO FIX THE SCHEDULES FOR THE WEEKEND. YOU HAVE TO WAIT TWO HOURS AT NIGHT TO GO BACK TO YOUR HOUSE. PLEASE HELP US TO FIX THAT. THANKS.
IT WOULD BE NICE TO EXTEND SERVICE TO WESTON
MORE SEATS AT STATIONS. PUT MAPS ON TRAINS AND AT STATIONS. BULLETIN BOARDS TO UPDATE THE CHANGES IN SCHEDULES. STEPS ON THE NEW TRAINS ARE TOO STEEP
TOO MANY DELAYS. CLERK AT METRO RAIL AND 79TH RUDE.
WEB SITE AND TELEPHONE REPORTS OF CURRENT DELAYS USELESS AND UNRELIABLE
NORTHBOUND CONSISTENTLY LATE. NEED TO BE ON-TIME MORE
DISPATCHING NEEDS IMPROVEMENT. WHY ARE THERE SIGNALS DELAYS?
CLEAN BROWARD OVERPASS - SMELLS
POOR SERVICE
EXCEPT THE SECURITY STAFF, SOME ARE VERY ARROGANT. AFTERNOON TRAINS BATHROOMS NEED TO BE CLEANED MORE. TICKET MACHINES NEED TO BE ON BOTH SIDES OF PLATFORM.
TRAIN NEEDS TO BE CLEANED
NEED TO CLEAN BATHROOMS
NEED NICER SECURITY. MS. ROBINSON NOT TOO KIND.
NEED MORE SEATING ROOM ON TRAINS
NEED MORE SEATING ROOM. BIGGER TRASH CANS THEY CAN ONLY HOLD 3 THINGS BEFORE THEY ARE FULL.
TICKET MACHINES ON BOTH PLATFORMS NEEDED FOR BOTH DIRECTIONS.
NEED TO BE ON-TIME, IMPROVE SCHEDULES. NEED TICKET MACHINES ON BOTH PLATFORMS.
TICKET MACHINES UNRELIABLE. NEED TO CLEAN UP STATIONS. WHO DO YOU HAVE OVER SEEING THINGS?
CLEAN UP WEST PALM BEACH STATION. PUT IN MORE TABLES. NEEDS TO BE MORE RELIABLE
NEED MORE TRAINS

COMMENT
NEED TICKET MACHINE IN TRAIN, SOMETIMES NOT ENOUGH TIME TO BUY BEFORE TRAIN LEAVES
NEED MORE TRAINS. BETWEEN 4:30 AND 5:30 THERE ARE 3 TRAINS BUT ONLY RUN TILL 6:30. INCREASE FREQUENCY 30 MIN. BETWEEN TRAINS
NEED BETTER SCHEDULES
NEED TO BE ON-TIME. TRI-RAIL CONVENIENT.
NEED MORE TRAINS UP NORTH
TRACK WORK SHOULD BE DONE AT NIGHT AND WEEKENDS. NEED MORE TRAINS AND SHUTTLE BUSES DURING 6-8A.M. AND 3-6P.M. MONDAY-FRIDAY
TICKET MACHINES NOT WORKING AND SECURITY WILL STILL WRITE YOU UP WARNINGS. TRAINS ALWAYS LATE BECAUSE OF CONSTRUCTION.
TRAINS ALWAYS LATE.
CREDIT CARD CAPABILITY INCONSISTENT AND LONG TIME. WEB TRACKING DOES NOT SHOW ALL TRACKS AND HARD TO READ.
PLEASE DO NOT INSULT OUR INTELLIGENCE BY MAKING UP EXCUSES. WE CAN TAKE IT. I AM A TALENT COORDINATOR AND I HAVE ALL KINDS OF EMERGENCIES AND NEED TO GET TALENT ON SET ON TIME.
SECURITY ON TRAIN NOT NICE.
TRAINS NEED TO COME ON TIME. BETTER A/C AND CLEANER WINDOWS.
AIR CONDITIONING IS POOR, CLEANER WINDOWS ON OLD TRAINS
USE NEW TRAINS MORE OFTEN.
NEEDS TO BE ON-TIME.
TRAINS NOT TO DEPENDABLE. I'VE MISSED FLIGHTS MORE THAN ONCE BECAUSE OF TRAINS. NEED TO BE ON-TIME MORE OFTEN. TRAIN IS BUMPY.
BUS CONNECTIONS IN PALM BEACH (DELRAY) ARE POOR AND DO NOT COORDINATE (NICE STAFF). TICKET AVAILABILITY NEEDED ON BOTH SIDES
NEED TRAINS TO RUN LATER IN THE EVENING
KEEP UP THE GREAT SERVICE. I LOVE IT.
TICKET MACHINES AT CYPRESS CREEK ARE OUT OF SERVICE FOR CARDS AT BEGINNING OF EVERY MONTH
SCHEDULE SHOULD BE TRAINS EVERY 30 MINUTES
SHOULD ADJUST TIMES ON SCHEDULE IT IS NOT ACCURATE ONCE YOU PASS BOYNTON BEACH SOUTHBOUND AND AFTER METRORAIL NORTHBOUND
MORE TRAINS AND BE ON TIME. INACCURATE INFORMATION. WANTS EMERGENCY BUS SERVICE WHEN TRAINS ARE LATE
NEED BATHROOMS AT EVERY STATION. BETTER RULE ENFORCEMENT BY SECURITY ON TRAIN.
WE ARE BUYING THE TICKET AND THE TRAIN LEAVES ALL THE TIME.
THE SERVICE IS VERY POOR.
RUN ON TIME! MAKE TIMELY ANNOUNCEMENTS IF TRAIN IS LATE. DO NOT LIE ABOUT REASONS.
BETTER PUNCTUALITY. MORE COMFORTABLE SEATS. ENFORCEMENT OF RIDER COURTEOUSNESS.
THE TRAIN IS OKAY BUT SOMETIMES IT TAKES TOO LONG TO GET TO MY DESTINATION.
SECURITY NEEDS TO BE MORE VISIBLE ON THE TRAINS. AT TIMES LUGGAGE AND PASSENGERS ARE IN THE BIKE AREA.
PRINTING IS TOO SMALL FOR ITINERARY. HOPING IT WILL BE BETTER.
NEED AN ON TIME CAR DEVOTED TO BIKES. THERE GOING TO INCREASE 10X IN 10 YEARS.
CLEAN STATIONS, STAIRWELLS. FINISH TRACK WORK AND BRIDGE
GET FASTER MACHINES
I ENJOY HAVING TRIRAIL. I TAKE IT OFTEN TO BOCA. IT'LL BE EASIER IF THE TRAINS WILL BE MORE ON TIME.
THERE IS A LACK OF ACCURATE AND TIMELY INFORMATION AT THE STATIONS AS WELL AS FROM THE TRI-RAIL CUSTOMER SERVICE REPS. WE NEED TO HAVE MORE FREQUENT TRAINS DURING THE PEAK HOURS AND BETTER CONNECTIONS. YOUR STAFF IS GENERALLY COURTEOUS AND THEY TRY TO BE HELPFUL. I DO ENJOY USING THE TRAIN BUT WE NEED BETTER SERVICE AND MORE ACCURATE INFORMATION.
I HAVE NO CHOICE BUT TO USE THE TRI-RAIL. HOWEVER, TRIRAIL IS THE WORTH PUBLIC TRANSPORTATION IN THE US. I HATE IT WHEN OTHER STATES THINK OF US AS A BACKWARD STATE.
ON SUNDAY MARCH THE 11TH, I WAITED 3 HOURS FOR THE TRAIN, WITHOUT ANY WARNING. YOU GUYS NEVER GIVE OUT ANY WARNINGS. THERE IS NO SECURITY AT THE LAKE WORTH STATION. IT IS A DANGEROUS STATION.
I WOULD TAKE TRI-RAIL MORE OFTEN IF THE TRAINS RAN MORE OFTEN AND MORE RELIABLY WHEN I TAKE TRI-RAIL. I AM OFTEN LATE DUE TO DELAYS AND OFTEN AM CONCERNED THAT I WILL END UP STRANDED WHEN I TAKE TRI-RAIL. THE PRICE, STAFF AND CLEANLINESS ARE GREAT, BUT GREATER CONVENIENCE AND RELIABILITY WOULD MAKE ME A MORE FREQUENT CUSTOMER/RIDER.
TICKET MACHINES NEVER WORK. DREADFUL - NEVER ON TIME - SHOULD BE MORE PROMPT - SOMETIMES 40 MINUTES LATE.
THERE ARE TOO MANY DELAYS IN THE MORNING. THIS IS VERY IMPORTANT FOR STUDENTS AND THE WORKING PEOPLE. WE NEED THE TRAINS TO BE ON TIME. THANKS.
WHY CAN'T WE HAVE THE TRAIN RUN EVERY 30 MINUTES OR 45 MINUTES?
BUSES NEED TO BE ON TIME TO CATCH TRAIN. BUS SCHEDULE AND TRAIN SCHEDULES ARE NOT IN SYNC.
TRI-RAIL SHOULD HAVE EXPANDED HOURS OF OPERATION - UNTIL 11 PM FROM THE MIAMI INTERNATIONAL AIRPORT. IN ORDER TO SERVICE CUSTOMERS CONNECTING TO METRO-RAIL AND METRO-BUS FOR TRAVEL TO THEIR FINAL DESTINATIONS.
ELEVATORS AT GOLDEN GLADES OUT OF SERVICE OFTEN. NOT ENOUGH SOUTH BOUND TRAINS IN PM. VERY OFTEN BEHIND SCHEDULE.

COMMENT
PLEASE CHANGE TIMES ON SATURDAY AND SUNDAY TO EVERY HOUR
IT'S VERY SAD THE SITUATION WITH TRI-RAIL. THE SERVICE IS SO BAD, THE ADMINISTRATION SUCKS. WE ARE SO PISSED OFF WITH THIS SHIT. EVERY DAY IS THE SAME SHIT.
I WISH THE TRAINS WOULD COME ON TIME - IT MAKES ME LATE; TOO MUCH MONEY; NEED SOME COMP TICKETS - I AM A MONTHLY TICKET HOLDER
THE STATION AND BATHROOMS ARE DIRTY.
1ST TIME I TOOK TRI-RAIL.
WE USE TRI-RAIL VERY RARELY, MAINLY TO GET TO MIAMI AIRPORT. ON OUR LAST TRIP THE TRAIN WAS 75 MINUTES LATE AND WE ALMOST MISSED OUR FLIGHT. THIS SHOULD NEVER HAPPEN.
RESTROOM (MIAMI AIRPORT) VERY BAD.
PREVIOUS TRAVEL EXPERIENCED 75 MIN. DELAY MAKING AIRPLANE CONNECTION LATE.
TRAIN 75 MINUTES LATE SOUTHBOUND ALMOST MISSED FLIGHT.
THE TRAIN RIDE WAS MUCH SLOWER THAN IT IS TO DRIVE BY CAR. IN FACT, AN HOUR AND 30 MINUTES LONGER. ALL OF THE TRAINS WE TOOK WERE DELAYED.
SIGNAGE IS POOR. IT WAS VERY DIFFICULT TO FIND THE STATION IN BOCA RATON. THE MACHINE WAS CONFUSING AND TOOK A LONG TIME TO DISTRIBUTE THE TICKET.
MY TRI-RAIL EXPERIENCE WAS NOT GOOD. THE TRAIN WAS LATE, AND THE STATION STAFF WAS NOT HELPFUL IN ANSWERING QUESTIONS CONCERNING DELAYS.
EVERY TWO HOURS, TRAINS ON WEEKEND, SHOULD BE SOONER.
SOMETIMES THE TICKET MACHINE DOESN'T TAKE A CERTAIN KIND OF MONEY (CHANGE OR CREDIT CARDS) AND THERE'S NO ONE THERE TO TELL YOU.
NO MORE SURVEYS.
NO MORE SURVEYS!!
NO MORE SURVEYS! THEY ARE ANNOYING.
PLEASE BE ON TIME (MOST OF THE TIME)!
I HAVE BEEN A COMMUTER ON T-RAIL FOR 6 YEARS AND I HAVE SEEN VERY LITTLE IMPROVEMENT IN THE TRANSIT SYSTEM AS A WHOLE.
MORE TRAINS COMING A LOT MORE OFTEN.
THE WEEKEND SERVICE IS TOO SLOW. WE HAVE TO WAIT TOO LONG FOR THE TRAIN. EVERYTHING ELSE IS OK.
TRAVELING TIME TOO LONG. NEED TO EXTEND SERVICE FURTHER NORTH.
TICKETING SHOULD BE ON BOTH SIDES.
BEHIND SCHEDULE TOO OFTEN
NEED BATHROOMS AT EVERY STATION
SERVICE NEEDS TO BE MORE RELIABLE.
ADD DINING OR BEVERAGE CAR WITH NEWSPAPER STAND. BE ON TIME.
I NEED TO TRAVEL FREE AT LEAST ONCE.
SEATS ARE VERY UNCOMFORTABLE FOR A LONG RIDE! I HAVE KILLED "ROACHES" IN THE TRAIN. TRAINS ARE VERY, VERY SLOW AT ALL TIMES. POOR COORDINATION WITH THE CONNECTING BUSES, POOR CLEANLINESS IN THE EVENING TRAINS. SHOULD HAVE ONE TRAIN (THIS ONE) GOING NORTH AT 9 PM AN LAST ONE AT 10 PM. I HAVE HEARD OF TRI-RAILS PLANS TO MOVE THE 9 PM TRAIN TO 9:46 PM OUT OF HOLLYWOOD. IF YOU DO, I HAVE TO STOP RIDING TRI-RAIL AS I GET THIS TRAIN (9 PM) 4 DAYS OUT OF 5. I AM NOT WILLING TO WAIT FOR THE 9:46 PM TIME FOR TRI-RAIL TO CHANGE THESE WAGONS. GOOD FOR TRI-RAIL TO CHANGE TO NEW TRAINS SUCH AS THE ONE BEING EXPERIMENTED WITH. TRI RAIL SHOULD CHANGE TO NEW TRAINS AND WAGONS SUCH AS THE ONE BEING USED WITH THE EXPERIMENTATION PROJECT. THE USE OF SUCH TRAINS WITH ITS COMFORTABLE SEATS REFLECT RESPECT FOR RIDERS. I HAVE DEVELOPED BACK PAIN BY RIDING TRI-RAIL IN EXTREMELY UNCOMFORTABLE SEATS.
WE NEED SECURITY IN THE STATION PLEASE.
THE LAST TRAIN FROM MIAMI TO SHERIDAN IS GOOD BUT THERE ARE NO BUS ROUTES AFTER 7:10 PM AND THIS DOES NOT MAKE SENSE NOT TO HAVE A LATE CONNECTION.
BEST KEPT SECRET IN SO. FLORIDA.
NEED CLEANER BATHROOMS.
UNBELIEVABLE PRICE FOR AIRPORT TRAVEL.
MORE TRAINS, BETTER SERVICE
NEED TO BE MORE PUNCTUAL. ESPECIALLY FOR THOSE INDIVIDUALS THAT NEED TO BE AT A LOCATION AT A SPECIFIC TIME. ESTIMATES FOR DELAYS ARE POOR. THIS SHOULD BE MORE PRECISE WITH IN +/- 10 MINUTES.
NEW TRAIN SHAKES, TOO NOISY, TOO COLD.
GOLDEN GLADES NEEDS TO BE IMPROVED WALK TO TRAIN IS TOO LONG
BETTER DISPATCHING. TRAINS ARE ALWAYS WAITING ON SIGNALS FROM DISPATCHERS THAT ARE NOT PAYING MUCH ATTENTION TO WHAT THEY ARE SUPPOSE TO DO
BROKEN TICKET MACHINES, NEED MORE HELP IN THE MORNING AT THE TRAIN STATION. METRO TRANSFER STATION PARKING LOT ALWAYS FULL
PLEASE PUT BACK THE 3:38 TRAIN IN THE NEW SCHEDULE
NEED NO SMOKING STATIONS
I WOULD NEVER RECOMMEND TRI-RAIL AS A MODE OF TRANSPORTATION TO ANYONE. ON-TIME PERFORMANCE BAD. OVER PRICED
I LOVE TRI-RAIL
ON TIME PERFORMANCE AND DELAYS WOULD PREVENT ME FROM EVER RELYING ON THIS TRAIN TO COMMUTE. IT MUST BE RELIABLE.
ITS VERY COMFORTABLE TO TRAVEL WITH TRI-RAIL BUT THERE IS A LOT OF DELAYS AND IT COMES ONLY ONCE AN HOUR THE TRAINS SHOULD RUN MORE OFTEN

COMMENT
NEED MORE TRAINS
TRAINS NEED TO BE ON TIME. DELAYS AND STOPS ARE CONSTANT. BETTER SCHEDULING OF TRACK MAINTENANCE. REIMBURSEMENT PROGRAM.
NEED A TRAIN ADDED BETWEEN P601- P603
PLEASE ASK PASSENGERS FOR WAY TO IMPROVE.
IT NEEDS TO BE MORE ON TIME.
NEED TO BE ON TIME
I CANNOT PAINT CLEARLY WHILE ON A MOVING TRAIN
PLEASE TAKE IN CONSIDERATION TRAINS AT 4:30 AM DEPARTING AT MANGONIA. MAILBOX NEED AT STATION, USE SHUTTLE BUSES IF TRAINS BREAK DOWN.
TRAINS NEED TO BE ON TIME OR MORE FREQUENTLY
THE TRAINS ARE LATE ALL THE TIME.
PEOPLE SHOULD KEEP FEET OF SEATS, TRAINS ARE DIRTY AND NEED MORE SECURITY
NEED MORE TRAINS, BETTER RESTROOMS.
NEED MORE PARKING AT WPB STATION NEED TO ALLOW VENDOR ADVERTISING ON TRAIN. NEED TO OFFER ANNUAL PASSES AT DISCOUNT
WE NEED BETTER SERVICE AND BETTER REST ROOMS
EXTEND TRI-RAIL TO NORTH PALM BEACH COUNTY
RULES NEED TO BE ENFORCED MORE.
THE STEPS I JUST WALKED TO GET TO OTHER SIDE OF TRACKS TO GO NORTH WERE FILTHY.
LATENESS, RUSHED BY CONDUCTORS, TICKET MACHINES BROKEN. DELAYED ANNOUNCEMENT OF PROBLEM TRAIN SCHEDULE. BIRD POOP AT TRAIN STATION STATION IS DIRTY, TICKET MACHINES ARE BROKEN AND A/C INCONSISTENT.
A/C IN TRAIN CARS IS INCONSISTENT-BETWEEN HOT AND COLD, SOMETIMES CONDUCTOR'S ANNOUNCEMENTS CANNOT BE HEARD (NO VOLUME)
PEOPLE SHOULD KEEP FEET OF SEATS, TRAINS ARE DIRTY AND NEED MORE SECURITY
I LIKE TO RIDE THE NEW TRAIN IT HAS MORE CAPACITY
I AM A MONTHLY PASSENGER WHO HAS BEEN RIDING TRI-RAIL FOR 3 YEARS. THIS IS THE WORSE IT HAS BEEN . TRAINS ARE CANCELLED, LATE UP TO 2 OR 3 HOURS, SECURITY GUARDS HARASS PASSENGERS. IN OTHER WORDS. TRI RAIL SUCKS.
NEED MORE TRAINS.
GREAT. I LOVE THE ATTENDANTS. NORMAN IS SWEET AND INFORMATIVE, WELL DONE!
KEEP TRYING TO DO BETTER.
THANK YOU FOR FINALLY ADDING THE BENCHES ROADSIDE SO ELDERLY AND HANDICAP PEOPLE HAVE SOMEWHERE TO SIT. THE ONLY TIME YOU SEE WACKENHUT IN THE PM IS WHEN THEY ARE ASKING FOR TICKETS. YOU NEVER SEE THEM OTHERWISE, THAT'S NOT A GOOD FEELING.
WE NEED MORE TRAINS AND FOR IT TO GO TO THE KEYS.
INCREASE FREQUENCY NORTHBOUND FROM 3:00 P.M.
WHEN THE TRAIN REACHES A STATION AND WILL NOT GO FURTHER, PLEASE ARRANGE TRANSPORTATION - THIS MAKES ME LATE FOR WORK. DELAY ON SATURDAY REALLY, REALLY POOR!
IF 8:30 A.M. TRAIN NORTH TO DEERFIELD IS LATE THE VAN DOESN'T WAIT. WE THEN HAVE NO TRANSPORTATION TO OFFICE. ONLY WAITS 15 MINUTES.
YOU SHOULD TRY TO CONNECTING TO OTHER CITIES TO ATTRACT TOURISM.
SOMETIME IN THE MORNING THE ANNOUNCEMENTS ARE MADE VERY LATE. I GO TO THE WESTSIDE THEN 3 MINUTES BEFORE THEY MAKE AN ANNOUNCEMENT THAT TRAIN WILL BE ON THE EAST BOUND.
LAKE WORTH STATION NOT ENOUGH PARKING, DELAY ANNOUNCEMENTS DURING TRIP VERY POOR.
I PARK AT CYPRESS CREEK STATION AND AT NIGHT THERE IS NO LIGHT FROM STATION TO PARKING LOT AND NO LIGHT TO CROSS THE STREET. IT IS VERY DARK AND I FEEL VERY UNSAFE THERE. SOME LIGHTS NEED TO BE PUT ALONG THE PATH TO THE PARKING LOT.
(ZIP CODE IS ENGLAND)
STATION STAFF ENDS WORK BEFORE TRAINS STOP WORKING - NO ONE TO ASK QUESTIONS. OVERALL, I THINK THIS MODE OF TRANSPORTATION IS WORTHY OF EXPANSION. VERY CONVENIENT.
THE PLANNED WORKS ARE TAKING LONGER AND LONGER. DELAYS ARE TERRIBLE. IT USED TO BE A GOOD SERVICE BUT IT'S BEEN TERRIBLE LATELY. 1 800 PEOPLE DON'T KNOW HOW TO ANSWER CUSTOMER'S INQUIRIES. SHUTTLE BUSES SHOULD BE ALIGNED WITH TRAINS. 1 HOUR OF WAITING TIME AFTER WORK IS TOO MUCH! PLEASE BE ON TIME.
FEEL THAT TRI-RAIL - THOUGH IMPROVED SHOULD CONTINUE IMPROVING LEVEL OF SERVICE AND MORE TIME OPTIONS (MORE TRAINS) HOURLY TRAINS ARE NOT ADEQUATE FOR TIGHT SCHEDULES.
I WILL COME BACK TO FLORIDA. I LIVE IN NEW JERSEY. I'M HERE ON VACATION DURING MY SPRING BREAK. THANKS.
I WILL COME BACK TO FLORIDA. I LIVE IN NEW JERSEY. I'M HERE ON VACATION DURING MY SPRING BREAK. THANKS.
1. TRAINS JUMPING LANE CAUSE MISSING THE TRAINS DUE TO POOR ANNOUNCEMENTS. 2. BETTER ADD ONE MORE TRAIN AT 8:30 AM SOUTH AT 7:00 PM NORTH. IT IS LATE VERY OFTEN.
I ATTEMPTED TO RIDE TRI-RAIL ALSO YESTERDAY FROM FORT LAUDERDALE AIRPORT. WAITED 75 MINUTES IN FRONT OF SW AND NO TRI-RAIL BUS HAD TO CALL CAR FOR RIDE HOME.
INFREQUENTLY USE SERVICE SINCE NOT LIVING HERE, USED SERVICE TWICE AND IT WAS GOOD ON BOTH OCCASIONS.
KEEP IT UP! GREAT JOB.
RESTROOMS HORRIBLE. FOR MY AGE THE PRICE IS TOO HIGH (MONTHLY). IT SWINGS TOO MUCH. NO PLACE FOR LUGGAGE. NO STYLE. RESTROOMS NEED VENTILATION

COMMENT
RESTROOMS NEED TO BE CLEANED MORE OFTEN
RESTROOMS NEED DISINFECTANT
RESTROOMS ON THE PLATFORM
I'M JUST WAITING FOR APRIL 1 1/2 TRAIN SCHEDULE. PLEASE BUY A FEW MORE CARS FOR THE SCHOOL KIDS.
HAVE A BEER/ALCOHOL SALES AT STATION. INCREASE THE TRAIN SERVICE FREQUENCY. COMMUNICATE WITH STATIONS BETTER.
PUT TICKET MACHINES ON TRAINS!
NEED MORE TRAINS SO THAT WAIT TIME IS LOWERED
GET TRAINS ON SCHEDULE.
TIME IS THE MOST IMPORTANT THING THAT I HAVE. TIME IS WHAT TRI RAIL MAKES ME WASTE EVERY TIME ITS LATE.
TRI RAIL IS UNRELIABLE!
THE ONLY THING: FINISH THE CONSTRUCTION AND SIGNAL PROBLEMS SOON! PLEASE - BEING LATE IS COSTING ME MONEY AND PROBLEMS WITH MY JOB. TRIRAIL DOESN'T SAY OR DO ANYTHING.
WE ARE BUYING THE TICKET AND THE TRAIN LEAVES ALL THE TIME.
TRIRAIL NEEDS TO GET THEIR ACT TOGETHER. WORKING FOR A COMPANY MOST OF US HAVE SET SCHEDULES. DUE TO TRIRAIL SERVICE MOST OF US ARE HABITUALLY LATE TO OUR JOBS. PLEASE GET IT RIGHT.
NEED MORE TRAINS.
SOME TICKET MACHINES REJECT THE BILL SEVERAL TIMES BEFORE YOU CAN FINALLY GET THE TICKET. THEY MAY NEED TO BE REPLACED BY NEWER MACHINES.
EXPAND TRI-RAIL NORTH AND EAST/WEST ALONG SAWGRASS. 595, DOWN I-75.
TRI RAIL IS NOT A RELIABLE WAY OF TRANSPORTATION; MANAGEMENT IS "F-----" UP. COMMUNICATIONS NO ACCURATE - LACK OF MANAGEMENT.
RTA HAS TO DO A LOT TO REACH THE SATISFACTORY LEVEL.
LATELY THE TRAIN HAS BEEN LATE A LOT. I RIDE THE MIAMI AIRPORT, BOCA RATON, LAKE WORTH AND BOYNTON BEACH FOR WORK.
MUST IMPROVE ON TIME PERFORMANCE. I WILL HAVE TO DRIVE A CAR OR LOS MY JOB. FIX THIS!
OVERNIGHT CAR SECURITY POOR IN MANGONIA
BUS CONNECTION HORRIBLE AND NOT RELIABLE. I HATE HAVING TO ASK CO-WORKERS OR NEIGHBORS FOR A RIDE BECAUSE I CAN'T DEPEND ON BUS TRANSPORTATION TO OR FROM THE TRAIN STATIONS.
IMPROVEMENT NEEDED IN STATION. ANNOUNCEMENTS MORE TIMELY INFO. NEEDED; MORE SEATS AT BOCA STATION AS TRAINS ARE VERY LATE; IMPROVEMENT NEEDED ON MACHINES - SOME DO NOT PUNCH THE 12 TRIP TICKET.
CONNECTING SHUTTLE SERVICE ONLY WAITS 15 MIN. AFTER SCHEDULE...WHEN MORE THAN 15 MIN. LATE I AM STRANDED.
IN HOLLYWOOD STATION THERE IS NO PARKING OR SHUTTLE SERVICE. TRAINS GOING MY DIRECTION (SOUTH) USUALLY HAVE TO WAIT FOR THE NORTHBOUND TRAIN. NOT FAIR.
ESTABLISH SHUTTLES TO MIZNER PARK PLEASE. MAKE SURE LAST PM SHUTTLE WAITS FOR LAST PM RUSH HOUR TRAIN NORTHBOUND. PLEASE!
AUTOMATED TELEPHONE OPTION ARE OUTDATED AND THEREFORE USELESS.
TRIRAIL NEEDS TO ADDRESS DISGUSTING BEHAVIOR AND TRAIN TRASHING BY SCHOOL KIDS. TRAINS ARE A MESS. TAKE STEPS TO BUCKLE DOWN ON KIDS, NO FOOD OR DRINKS WHILE ON TRAIN - EITHER THEY ACT RESPECTFUL OR THEY DON'T RIDE. TIME TO STAND UP AND BE COUNTED.
THE TRIRAIL SHUTTLE BUS SHOULD WAIT IF A TRAIN IS LATE. THE SUPERVISORS TELL THE DRIVERS NOT TO WAIT BECAUSE THEY DO NOT WANT TO PAY OVERTIME.
BE ON TIME!
I AM GOING TO APPLY TO BE A TRAIN DRIVER - VERY PLEASANT
SELL TICKET ON TRAIN, SELL WATER ON TRAIN.
I THINK THAT MY RIDE ON TRI-RAIL WOULD BE MORE ENJOYABLE IF THE RESTROOMS HAD BETTER MAINTENANCE.
YOU NEED BATHROOMS AT THE STATIONS! ALSO, THINK OF THE PEOPLE WHO RIDE THE TRAIN AS THEIR ONLY SOURCE OF TRANSPORTATION. YOU MUSH DO BETTER WITH THE SERVICE!
NEED TRAINS EVERY 30 MINUTES
NEED MORE SERVICE EVERY 30 MINUTES. EVERY 15 MINUTES DURING MORNING AND EVENING PEAK HOURS. FIX TRI-RAIL SHUTTLE BUS. RUN TRI-RAIL TO AIRPORT
MORE TRAINS. INCREASE FREQUENCY OF TRAINS
SATURDAY AND SUNDAY MORE FREQUENT STOPS
NEED TO BE MORE ON-TIME. NEED TO KNOW STATUS OF TRAINS AT STATIONS - SUCH AS A MONITOR
MORE FREQUENT SERVICE AND ADD LATE EVENING SERVICE AND ON WEEKENDS
TRAINS ARE LATE EVERY DAY. I WILL USE OTHER MEANS OF TRANSPORTATION. MORE FREQUENT TRAINS DURING RUSH HOUR 6-9 A.M. AND 3-7 P.M.
I SUGGEST THE TRI-RAIL STATIONS TO USE THE NEW TRAIN MORE OFTEN. A LOT CLEANER AND COMFORTABLE
NEED TRAINS CONNECTING PROPER TIME, LOWER FARES
THIS IS MY FIRST AND LAST TIME RIDING THE "TRI-RAIL"
I BUY TICKETS AHEAD OF TIME ON THE INTERNET
THEY DO NOT ASK FOR TICKETS
NEED MORE SHUTTLES FROM THE AIRPORT STATION TO THE COLLEGES. SERVICE IS NOT THAT BAD WHILE WORK IS BEING DONE.
TRAINS NOT ON-TIME.
TRAINS NOT ON-TIME. THE WHOLE OPERATION NEEDS IMPROVEMENT - CUSTOMER SERVICE STAFF, TRAINS, STATIONS, TICKET SYSTEM.
ANNOUNCEMENTS SHOULD NOT BE SO GENERAL, BUT SPECIFIC TO TRAINS 20-60 MINUTE DELAYS.

COMMENT
NO FRENCH FORMS- FRENCH FAMILY
I REALIZE THAT TRI-RAIL IS NOT RESPONSIBLE FOR THE LATENESS OR THE AFTERNOON TRAINS, BUT THAT'S MY ONLY CONCERN AND THE PARKING AT THE WEST PALM BEACH STATION (CABS TAKING OVER)
CLEAN RESTROOMS. STATION ANNOUNCEMENTS ARE NEVER ACCURATE AT THE LAKE WORTH STATION
WHEN REPLACING WOOD TIES, USE CEMENT TIES INSTEAD OF THE WOOD TIES KIDS FROM SCHOOL MAKES MY DAY MISERABLE. VERY LOUD KIDS WITH NO CONTROL.
HURRY UP AND FIX THE TRACKS!
THE GUARD - SOME OF THE WACKENHUT'S ARE TOO SCARY! LOOK LIKE THEY'RE TRIGGER HAPPY, NOT NICE OR UNDERSTANDING - MOST OF THEM ARE SORRY. THIS ONE GUY IN THE MORNING LOVES TO FLIRT WITH THE LITTLE KIDS.
STATION STAFF PERFECT - ENJOYABLE.
THE DISPATCHER OR WHOEVER IS IN CHARGE, I DON'T THINK THEY CONSIDER THAT PEOPLE WORK ALL TIMES OF DAY - THEY HAVE MADE ME LATE A FEW TIMES, ONE TIME I SAT ON TRAIN FOR 4 HOURS.
WANT PLASTIC SEATS ON NEW TRAINS - MORE HYGIENIC. WOULD BE NICE TO HAVE VENDING MACHINES FOR WATER, ETC., ON TRAIN
TOO MANY DELAYS - LATE TOO OFTEN. NEED TO USE TRIRAIL FOR WORK AND I MISS WORK BECAUSE OF DELAYS.
PLEASE ME MORE ON TIME.
TRAIN WAS ONLY 2 MINUTES LATE AT 6:22 STOP, BUT MIGHT'VE BEEN VERY LATE FROM BEFORE. EITHER WAY, I WAS HAPPY.
I AM NEVER ON TIME TO WORK, BECAUSE OF THE TRAIN BEING LATE EVERY DAY. I WOULD LIKE TO SEE MORE TRAIN SERVICE.
I WOULD LIKE TO KNOW A SINCERE APPROXIMATION OF HOW LONG IT WILL TAKE BEFORE THE TRAINS ARE RUNNING EVERY 20 MINUTES.
THERE COULD BE MORE NORTH BOUND TRAIN IN THE MORNING AND SOUTH BOUND TRAIN IN THE EVENING. BEFORE THE CONSTRUCTION STARTED IT WAS RUNNING JUST FINE. THERE SHOULD ALWAYS BE INFORMATION IF THE TRAIN IS GOING TO BE MORE THAN A TWO HOUR LATE THE DAY BEFORE.
NO DELAYS PLEASE! ONE HOUR DELAYS ARE UNACCEPTABLE.
IMPROVE SPEED; LESS STOPS; BETTER SECURITY; SMOOTH RIDES.
TRIRAIL SHOULD HAVE ITS OWN SEPARATE TRACK. COUNTY NEEDS TO ALLOCATE MORE MONEY! FREIGHT TRAINS AND AMTRAK SHOULD HAVE THEIR OWN.
MORE TRAINS MORE OFTEN AND THEY SHOULD BE ON TIME.
MAYBE ADD MORE TRAINS THAT WAY YOU COULD HAVE MORE FREQUENT SCHEDULES, I.E., INSTEAD OF EVERY HOUR, EVERY HALF HOUR.
MORE COMFORTABLE SEATING. FASTER ARRIVALS. TRAINS THAT DO NOT BREAK DOWN.
TICKETING MACHINES NEED TO WORK ALL THE TIME. TRAINS SHOULD BE ON TIME. THERE SHOULD BE MORE TRAINS
NO ANNOUNCEMENTS OR LATE ANNOUNCEMENTS- NO CLEAR PICTURE OF HOW LATE FROM WHEN ANNOUNCEMENTS COME THAT THE TRAIN WILL ARRIVE. METRORAIL STATION IS A DISASTER. NOT ENOUGH SEATING. LEAVE P601 AT ITS TIME OR YOU WILL LOSE RIDERS
LEAVE THE P601 SOUTHBOUND SCHEDULE AS IS. IF CHANGED, I WILL BE UNABLE TO GET TO WORK ON TIME AND WILL BE FORCED TO DRIVE.
MORE TRAINS AND TRACKS NEEDED AFTER MANGONIA GOING NORTH. MAYBE ONE IN LAKE PARK OR NORTHLAKE - MANY PEOPLE FROM FT. PIERCE THAT USES THE TRAIN TOO.
NEEDS NO SMOKING ON PLATFORMS. BETTER INFORMATION FROM TRI-RAIL. THE WEB SITE TRACKING STATUS RARELY WORKS. 1-800-TRIRAIL NEVER RIGHT. MORE TRAINS 4:5:00 AND 6:7:00 P.M.
OPEN MORE STATIONS UP NORTH - JUNO, FT. PIERCE, STUART
UNABLE TO UNDERSTAND ANNOUNCEMENTS AT THE POMPAÑO STATION. DIRECTIONAL SIGNALS NOT CLEAR NORTHBOUND TRACK/EAST PLATFORM? NOT EVERYONE UNDERSTANDS THE COMPASS
ON-TIME PERFORMANCE BAD, ANNOUNCEMENTS COULD BE BETTER. SECURITY COULD BE BETTER
THERE NEEDS TO BE BATHROOMS AT EVERY STATION.
NEED NO SMOKING POLICY. DAILY CLEANING OF STATIONS AND TRACKS. SERVICE NEEDED IN LATE EVENING 10P.M. DEPARTURES FROM MIAMI AND MANGONIA. NEED HOURLY WEEKEND SERVICE
TRAIN IS LATE 75% OF TIME, MAKES ME LATE FOR WORK - I SHOULD GET A REFUND.
THE WACKENHUT STAFF USED FOR SECURITY ON THE TRAIN DISCRIMINATES IN ITS TREATMENT OF PATRONS BASED UPON CUSTOMERS/RIDERS RACE AND OR ETHNICITY
NEED TO IMPROVE ON TIME PERFORMANCE
NEED MORE TRAINS
NEED MORE TRAINS.
ON-TIME PERFORMANCE IS UNACCEPTABLE. TRAINS NEED TO BE EVERY 30 MINUTES.
MORE TRAINS AT PEAK/RUSH HOUR, EVERY 30 MINUTES. A/C ON TRAIN TOO WARM OR TOO COLD. CLEANLINESS NEEDS IMPROVEMENT OVERALL. COMMUTER TRAINS SHOULD BE GIVEN MORE CONSIDERATION THAN FREIGHT. ADD MORE TRAINS WITH SMALLER TIME GAPS BETWEEN THEM. NEED TRAINS PAST 10P.M.
TICKET VALIDATION MACHINES SHOULD BE ON BOTH SIDES OF THE TRACKS NORTHBOUND AND SOUTHBOUND
NEED MORE TRAINS AND FASTER.

COMMENT
UNFORTUNATELY SINCE THE SYSTEM IS UNRELIABLE NEGATES ALL GOOD POINTS. DELAYS ARE ROUTINE WHEN CUSTOMERS NEED TO REPORT TO WORK OR SCHOOL ON TIME.
I REALLY LIKE THE NEW TRAIN YOU ARE INTRODUCING. ARE YOU GETTING MORE?
USE MORE COMMON SENSE, IF THERE'S A CAR ACCIDENT LET THE TRAINS BACK UP TO PRIOR STATIONS TO LET PASSENGERS OFF. ASK CONDUCTORS FOR THEIR OPINIONS ON HOW TO IMPROVE SERVICE.
FORT LAUDERDALE SHUTTLE BUS NEEDS MORE ROOM FOR LUGGAGE. MOST RIDERS HAVE TO HOLD LUGGAGE IN THEIR LAPS OR CARRY TO BACK OF BUS
MAIN PROBLEM IS RELIABILITY OF SCHEDULE IN P.M. WHEN SERVICE IS DISRUPTED ANNOUNCEMENTS ARE TERRIBLE.
THANKS
NEED MORE TRAINS IN RUSH MORNING HOUR.
TICKET MACHINES AT STATIONS OFTEN HAVE CREDIT CARD ISSUES AND PREVENTS ME FROM PURCHASING TICKETS. THIS IS NOT GOOD, AS I DO NOT WANT TO PAY FINES. PASSENGER LOAN AND UNLOAD TIME SEEMS UNFAIR AT TIMES. CONDUCTOR ANNOUNCEMENTS COULD BE SPOKEN MORE CLEARLY AND AT A REASONABLE DECIBEL.
BETTER AND CLOSER PARKING AT CYPRESS STATION. RESTROOMS AT STATIONS.
TRIRAIL IS MOST OF THE TIME LATE, WHICH IS VERY ANNOYING. SPECIALLY, MORNING'S TRAIN SHOULD BE ON TIME.
BUS CONNECTION TO TRIRAIL 5.53 TRAIN IS FAR TOO CLOSE- ONLY DUE TO PALM TRAN BUS DRIVER DID WE JUST MAKE THE CONNECTION
PARKING LOT IS NOT LIT. CROSSING ANDREWS AVENUE IS DANGEROUS AT BEST.
A SCHEDULE WITH TRAINS BETWEEN 5:30 AND 6:47 WOULD BE HELPFUL. YOU CAN NOT REACH DOWNTOWN MIAMI BY 8:00 A.M. ON THE 6:47 TRAIN.
ADD MORE TRAINS FOR THE MORNING AND EVENING. NEEDS TO BE RELIABLE. IMPROVE PA ANNOUNCEMENT SYSTEM AT THE STATIONS, 1-800 # NOT SO INFORMATIVE.
ADD MORE A.M. TRAINS AND ALL DAY BE ON TIME. NEED TO IMPROVE PA SYSTEM ANNOUNCEMENTS 1-800-TRIRAIL # NOT VERY INFORMATIVE
NEED BATHROOMS AT EVERY STOP. WHEN TRI-RAIL IS LATE SOMETIMES YOU MISS YOUR BUS, MAYBE THE LAST BUS, SO THEN YOU ARE STUCK BECAUSE EVERYONE HAS A CAR. BUSES NEED TO RUN A LITTLE LATE, WORK WITH TRI-RAIL.
ROACHES - DO NOT GET A RESTFUL TRIP BECAUSE OF THIS.
ROACHES IN-BETWEEN SEATS - CLEAN BATHROOM.
ROACHES IN-BETWEEN SEATS. TRAIN IS ALWAYS LATE CAUSING ME TO BE LATE TO WORK AND WHEREVER I GO.
TOO MANY ROACHES. COULD YOU PUT MUSIC OR TV. ON TRAIN
YOU NEED TO IMPROVE SATURDAY SERVICE. A LOT OF PEOPLE WORKS ON SATURDAYS.
THIS IS A TRAIN SERVICE AND WHAT WE EXPECT IS THE TRAIN BEING ON TIME WHICH VERY RARELY HAPPENS. I DON'T UNDERSTAND HOW A TRAIN IS LATE EVERY DAY. YOU SHOULD VISIT EUROPE TO LEARN HOW TRAIN SYSTEMS ARE MANAGED. WE ALSO NEED WIRELESS SERVICE. IS THIS THE USA?
NOT RELIABLE. POOR SERVICE. NEED BETTER TRAINS AND MORE. MORE CLEANLINESS AND INCLUDE AIR FRESHENER
THERE NEEDS TO BE BATHROOMS AT THE STATION OLD PEOPLE AND YOUNG PEOPLE CAN'T HOLD IT!
THE TRAIN ITSELF IS VERY GOOD, BUT THE CONNECTIONS AND THE LATENESS IS TERRIBLE. THERE IS VERY LITTLE INFORMATION FOR THE NEW PEOPLE IN TOWN.
BATHROOMS NEED BETTER MAINTENANCE AND IMPROVEMENT. ALSO IMPROVEMENTS ON SCHEDULING OVERALL.
MORE PEOPLE WOULD TAKE TRIRAIL IF IT WERE RELIABLE, CLEAN AND SAFE.
I WILL LIKE MORE TRAINS, ESPECIALLY AT NIGHT. LATER THAN 9:30 PM ON SATURDAY AND SUNDAY NIGHTS OR LATER.
EARLIER AND LATER TRAINS WOULD BE BENEFICIAL AS MORE OF MY FELLOW EMPLOYEES WOULD USE TRI-RAIL.
MORE TRAINS AND BETTER BATHROOMS. REUSABLE/REFILLABLE TICKETS. BRING IN INCOME BY HAVING CONVENIENT STORES ON TRAIN? ELECTRONIC OUTLETS ON TRAIN. TRAIN MONITORS AT STATIONS - THEY ARE MORE PRECISE. GREAT SERVICE.
ALLOW ROUND TRIP TICKET RETURNS TO BE VALID WITHIN A CERTAIN NUMBER OF DAYS.
SUN: A 9:58 PM TRAIN, MON: ALSO A 10:55 PM TRAIN, TUES: AT HOLLYWOOD WOULD THROUGH IF BE GOOD.
WISH DROP OFF DESTINATIONS WERE ANNOUNCED EACH STOP CLEARLY, INSTEAD OF CITY. MISSING - VISUAL STOPS.
WOULD BE CONVENIENT IF YOU ADD MORE TRAINS FOR LATE NIGHT HOURS (DURING THE WEEK AND THE WEEKENDS.)
WE CAN COUNT ON THE TRAIN TO GET TO WORK, BECAUSE IT IS NEVER ON TIME. THIS IS CAUSING A LOT OF PERSONAL PROBLEMS.
YOU SHOULD DO THIS SURVEY AT LEAST ONCE A YEAR. I UNDERSTAND IT BETTER THE SECOND TIME I FILLED IT OUT.
MORE TRAINS TRAVELING SIMILAR TO METRORAIL WAIT TIMES WOULD BE SHORTER
TIMING OF SURVEY IS POOR, SYSTEM MELTDOWN FREQUENT LATE DUE TO TRACK REPAIR. HUGE DELAYS
NO DINNING CAR
LOUSY OVER ALL.
GOOD LUCK
SCHEDULE INFORMATION SHOULD BE LARGER PRINT

COMMENT
TRAINS ALWAYS HOT , CONDUCTOR CLOSES DOORS AND THE ELDERLY, NASTY ATTITUDES, NEVER ARRIVE TO DESTINATIONS ON TIME.
NO AIR, POT HOLES ALL OVER PARKING LOT. TRAIN TOO LATE ALTOGETHER. BETTER CLEANING CARS
TIME IS MONEY PLEASE DON'T WASTE MY TIME. THE TRAIN IS LATE.
NEED TO DO MORE TO IMPROVE THE SPEED OF THE MORNING TRAINS. THEY ARE SLOW AND LATE. TAKES TOO MUCH TIME TO GET YOU WHERE YOU WANT TO GO IN THE MORNING. EVENINGS ARE BETTER.
MORE BUSES CONNECTING TO OTHER AREAS, TRAINS UPGRADES WITH BETTER ERGONOMICS, BETTER STATION PROTECTION FROM BAD WEATHER
CYPRESS PARKING AREA POOR/ DARK AND AWAY FROM STATION MORE TRAINS. CLEAN THE TRAINS PLEASE.
THE RESTROOMS SMELL AWFUL BY THE AFTERNOON, NEED LATE TRAINS ON WEEKENDS FOR EVENING IN MIAMI.
I THINK THAT THE SEATS ARE VERY UNCOMFORTABLE, IT MAKES MY BACK HURT AFTER MY LONG TRIP BACK AND FORTH. I THINK ALL TRAINS SHOULD HAVE THE AIRPLANE SEATS FOR COMFORT.
IT WOULD BE NICE IF YOU ADD MORE SECURITY
NOT MUCH EXPERIENCE WITH TRIRAIL MY 1ST TIME IN 2YEARS
ROACHES ON DEMO TRAIN AND REGULAR NEED TO BE SPRAY, SOMETIMES CAN'T BREATHE(CLOROX IS BES DETERGENT TO KILL BACTERIA AND SMELL.
TRAINS MORE FREQUENTLY EVERY 1/2 HR ALL TIME AND HIGH TIMES 15-20 MINS NEED LATE TRAIN FOR WEEKENDS SO WE CAN ATTEND EVENTS IN MIAMI. DON'T LET PEOPLE TO EAT IN TRAINS.
I LIVE IN AVENTURA FL BUT MY WIFE PICKS ME UP AT BROWED WHICH IS CLOSE TO HER WORK. WHEN GOING NORTH I USE A STATION CLOSER TO AVENTURA. VERY GOOD. WE NEED TRI RAIL WEST BY 441 AND TURNPIKE.
N/A
WHEN I 1ST STARTED TAKING THE TRI-RAIL THE TRAINS WERE ALWAYS ON TIME AND FAST, BUT SINCE THE CONSTRUCTION IT HAS BEEN POOR.
I WENT TO THE RESTROOM OF TRAIN. MY CHILD AND I WERE STANDING IN URINE. URINE ON TOP OF THE TOILET LID AND AROUND THE SIDES. MY CHILD HAD TO USE THE SINK BECAUSE IT WAS THE CLEANEST. IT SMELLED OF URINE AS WELL. THE TRI-RAIL AIRPORT STATION HAD A POOL OF URINE AND POOP ON THE FLOOR. IT HAS BEEN VERY COLD ON THE TRAIN AND BUSES LATELY.
STATION STAFF MADE SURE I GOT TO SOUTH BEACH WITHOUT BEING STRANDED. I DID HAVE TO CALL 911 BECAUSE 6 BUSES PASSED ME BY IN NORTH BEACH.911 DISPATCHER (MATTIE) CALLED THE BUS, THE BUS FINALLY STOPPED AND APOLOGIZED. I WAS WIT MY 4 YR OLD DAUGHTER. IT WAS HER FIRST VISIT TO MIAMI. THE TRAINS HAVE TOO MANY DELAYS UP TO AN HOUR OR LONGER.
TICKET MACHINES SEEM TO WORK EVERY OTHER DAY. NO MATTER WHAT LOCATION. TRAIN SHOULD RUN LATER ON IN EVENING. MORE PEOPLE WOULD BE MORE INCLINED TO RIDE IF TRAIN RAN LATER ON IN EVENING.
TRAINS SHOULD RUN EVERY 30 MINUTES!
YOU SHOULD NOT ALLOW DELAYS ON THE FIRST TRAIN EVERY MORNING B/C TOO MANY PEOPLE START WORKING AT 7AM & I PERSONALLY TRAVEL FROM HOLLYWOOD TO BRICKELL THAT TAKES ME AN HOUR.
I THINK THAT YOU SHOULD ADD ON A LATE TRAIN.
ANNOYED WITH ONGOING DELAYS TO WORK & RETURNING HOME LATE IN EVENING. WE PAY \$ WITH THE EXPECTATION OF THE SCHEDULE BEING RELIABLE.
INCREASE STATION STAFF AT MACHINES. SOME STAFF DO NOT UNDERSTAND THE TICKET MACHINES AND END UP MISSING THEIR TRAIN.
TRAINS DELAYS GOT ME FIRED MORE TRAINS
IMPROVE ON TIME TRAIN TRACKING SYSTEM, PROVIDE MORE OPTIONS FROM MONTHLY EDP MEMBER TO PURCHASE TICKETS ONLINE OR MAIL
I PARKED AT WEST PALM BEACH, TWO MANY PARKING SPACES ARE RESERVED FOR EMPLOYEE AND NOT ENOUGH FOR PASSENGERS, STAIRWAY DIRTY
TRAIN PERSONNEL RARELY TELL YOU WHAT'S GOING ON. W/PB STAIRS ARE DISGUSTING. ON TIME SERVICE IS AWFUL, NEED NEW SCHEDULE BETWEEN 4PM-6PM
IMPROVE CREDIT CARD USE FOR TICKET MACHINES, CONNECT DOWNTOWN THESE BATHROOMS ARE VERY DIRTY AND THEY STINK
IF THERE'S A WAY TO CONTROL THE VOLUME OF NOISE BY SCHOOL KIDS IN THE AFTERNOON BY SEPARATING IN THE DIFFERENT CAB SHORTEN THE TIMES BETWEEN TRAINS
TRIAL RAIL SYSTEM IS VERY POOR BECAUSE THEY CHARGE LESS ON WEEKENDS AND UP THE PRICES ON WEEKDAYS.
I THINK WHAT YOU CAN DO DOWN AND THE TICKET BECAUSE SOMETIME I DON'T HAVE MONEY TO TAKE IT THAT IS WHY YOU CAN GO DOWN
I UNDERSTAND THE DELAYS DUE TO CONSTRUCTION, BUT THERE NEEDS TO BE MORE COMMUNICATION.
BETTER HOURS
THERE IS TOO MUCH WAITING PERIOD BETWEEN TRAINS. THEY NEED TO COME MORE OFTEN.
RUSH HOUR TRAIN IN AFTERNOON TO BEGIN AT 3:30PM. GET INTO WORK EARLY OK GET US HOME EARLY SO START RUSH HOUR EARLY.
PEOPLE URINATE AT THE ELEVATORS. PLEASE STOP. START EVENING RUSH HOUR AT 3:30 P.M. HAVE CONSTRUCTION FINISHED BY 6P.M. GET NEWER TRAINS. NEW TRACK SYSTEM TO RUN EAST TO WEST AT KEY CITIES.
SHOULD HAVE EARLIER TRAINS IN AM. (I WORK 6 DAYS A WEEK IN BOYNTON AND I HAVE TO BE AT WORK BY 4:30 AM.

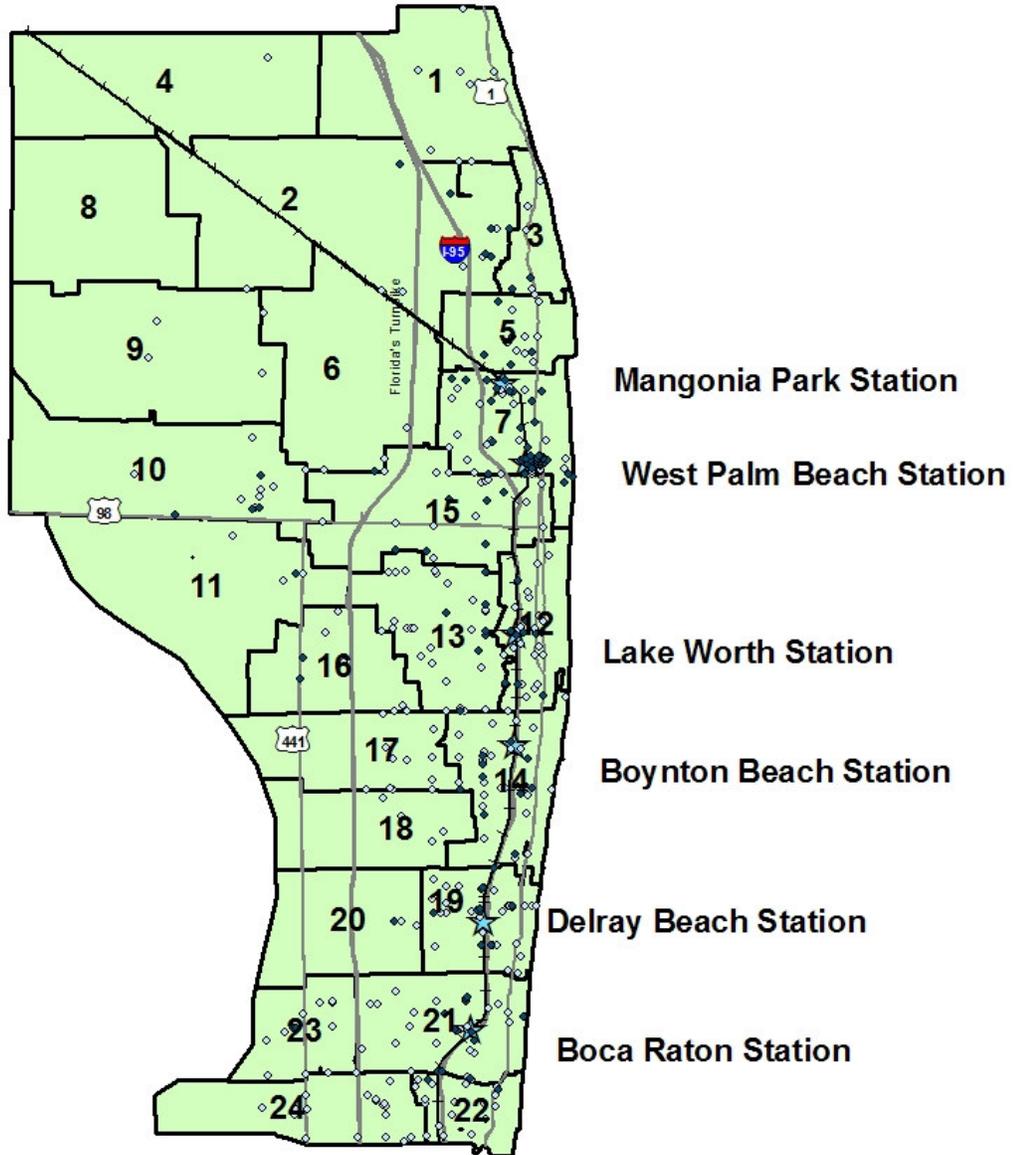
COMMENT
TRAINS NEED TICKET DISPENSERS INSIDE OF TRAIN TO AVOID DELAYS. ON BOARD OFFICERS NEED TO PRACTICE PROFESSIONALISM IN THERE JOB FUNCTIONS.
MY SUGGESTIONS TO TRI RAIL IS SIMPLE. IF YOU ALL WISH TO KEEP YOUR COMMUTERS HAVE AN ALTERNATIVE TRANSPORTATION ON STANDBY TO BETTER SERVE YOUR CUSTOMERS. IF IT COST TOO MUCH, TRY ADDING A DOLLAR OR TWO TO THE FAIR BELIEVE IT BEAT THE FRUSTRATION.
IT IS MY 1ST TIME TRAVELING AND IS EXCITED AND HOPE ALL FINISHES WELL. I TO TRAVEL THIS METHOD SOME OTHER TIME.
THIS RECENT TRACK WORK HAS REALLY INCONVENIENCED ME. THE DELAYS AND DAY OF NO OPERATION HAS MADE IT EXTREMELY DIFFICULT TO CONNECT, REACH AND LEAVE MY WORK ON TIME. MY RIDE HOME IS ALWAYS LONG AND DRAWN OUT.
THIS SURVEY CONSTITUTES THE ON-TIME AND OFF-TIME IN WHICH IS NOT FAIR TO THE TRUE ABILITY OF ON-TIME SCHEDULE BEING THAT THE WHOLE CORRIDOR CROSS TIES ARE BEING REPLACED AND SOME TRACKS WERE PUT OUT OF SERVICE SO FIGURE YOUR MATH. COME BACK WITH SURVEYS WHEN TRACKS ARE FINISHED. WEST PALM BEACH STATION STEPS. BOTH SIDES FILTHY.
MORE TRAIN SERVICE DURING PEAK HOURS.
DURING TRIRAIL IMPROVEMENT ON TRACKS - TIME PERFORMANCE BEEN VERY POOR OVERALL. TRIRAIL SHOULD END IMPROVEMENTS ASAP.
ANNOUNCEMENTS ARE NOT CLEAR. EXTEND SERVICE TO WESTSIDE SAMPLE ROAD.
POOR SERVICE.
THE QUESTIONS ARE VERY PRETTY.
TRAINS NEED TO BE ON TIME.
I BUY THE MONTHLY PASS AND SOMETIMES HAVE TO DRIVE DUE TO TRAIN CANCELLATIONS OR BECAUSE TRAIN IS VERY LATE. WHEN I DO NOT TAKE THE TRAIN AND IT'S LATE, I MISS OUT ON PAY. HOW DO I GET REIMBURSED?
I'M VERY DISAPPOINTED HOW LATE THE TRAINS ARE ARRIVING AT THE STATION. I GET TO WORK LATE ALMOST EVERY DAY AND I'M NOT COMPENSATED FOR IT. NEED TO FIND A BETTER WAY TO WORK ON TRACKS.
WHEN TRAINS ARE DELAYED OR CANCELLED, TRI-RAIL NEEDS TO ISSUE MONTHLY RIDERS FREE TICKETS AND COMPENSATE FOR MISSED TIME AT WORK.
I TRULY ENJOY RIDING THE TRAIN, BUT WOULD LIKE MORE TRAINS TO BE SCHEDULED DURING RUSH HOUR-EVERY 15 OR 20 MINUTES WOULD BE GOOD. WE NEED A SHUTTLE AT MANGONIA OR THE BUSES NEED TO OPERATE MORE FREQUENTLY.
I HATE IT WHEN IT COMES LATE. THEY SHOULD GIVE YOU MORE TIME TO GET ON THE TRAIN.
RESTROOMS AT STATIONS. MORE TRAINS BETWEEN 4-6.
THE TRAIN IS OFTEN DELAYED DUE TO CONSTRUCTION AND I OFTEN GET TO SCHOOL LATE. THE BAK MIDDLE SCHOOL KIDS ARE OBNOXIOUS. THE SUPERVISORS FOR THEM ARE RUDE AND NOT HELPFUL.
I'M ALWAYS LATE TO SCHOOL, BECAUSE THE TRAIN IS NEVER ON TIME.
BE ON TIME.
CLEANLINESS IS TERRIBLE.
LAST WEEK WAS A MESS! I ALMOST GOT FIRED. THE TRAIN HAS ALMOST BEEN AT LEAST 30 MINUTES LATE FOR A WEEK. THIS CAN NOT CONTINUE. THE PASSENGERS HAVE OBLIGATIONS.
BE ON TIME BECAUSE PEOPLE HAVE PLACES TO BE AT A CERTAIN TIME AND WE DEPEND ON TRI-RAIL.
PEOPLE WITH ILLNESSES, SUCH AS A BREATHING CONDITION, SHOULD NOT BE REPRIMANDED FOR CROSSING OVER TRACKS AT STATION. GUARD AT STATION SHOULD GUIDE THEM ACROSS.
BE ON TIME. IT IS HORRIBLE AND WORTHLESS. NEED MORE TRAINS, BE MORE EFFICIENT.
THE LOUD CHILDREN.
TRAIN TAKES LONGER THAN EXPECTED. ALSO NEED TO GO FURTHER NORTH. WEST PALM BEACH BUS SYSTEMS SUCK. MIAMI'S IS GREAT. THE TRAIN STOPS RUNNING TOO EARLY. ADD MORE MORNING TRAINS.
ON TIME GOOD.
ONE TRAIN AFTER 4PM IS A WEAKNESS. SHOULD ADD 1 AT LEAST. ALSO SHOULD HAVE AN EXPRESS TRAIN THAT ONLY STOPS AT MAJOR DROPS.
MORNINGS ARE FINE. AFTERNOON TRAINS ARE THE PROBLEM, I AM A COLLEGE STUDENT AND I DEPEND ON THE TRAIN TO GET THEM.
FOR TWO PEOPLE.
AT TIMES IT TAKES A LITTLE TOO LONG TO REACH MY DESTINATION BUT ALL IN ALL IT'S STILL CONVENIENT, VERY CONVENIENT I WOULD SAY.
THE FACT THAT AT THE LAST MINUTE THEY CHANGE SIDES " NORTHBOUND IS NOW ON THE EAST ENTRY." "SOUTHBOUND NOW IS ON THE EAST ENTRY."
BE ON TIME AND HAVE MORE.
YOUR TRAIN SHOULD RUN EVERY 30 MIN. IT WOULD BE EASIER FOR BUSINESS COMMUTERS.
TRAINS ARE NOT ALWAYS ON TIME SO I CAN NOT RELY ON TRANSPORTATION
A/C BROKEN
TRAIN TOO SLOW. MIAMI AIRPORT-DIFFICULT TO FIND THE STATION AND WHICH BUS TO THE SHUTTLE
BEING LATE TO SCHOOL IS FINE. BEING LATE GOING HOME, NOT SO MUCH.
THANKS.
THE TRAIN IS LATE A LOT. ALWAYS LATE FOR SCHOOL.
BE ON TIME. THE DEERFIELD STATION IS ALSO VERY DIRTY.
BE ON TIME. I WOULD LIKE TO BE AT SCHOOL ON TIME. THE DEERFIELD STATION IS GROSS.

COMMENT
I UNFORTUNATELY HAVE TO RIDE TRI-RAIL TO SCHOOL. IT IS MY ONLY OPTION. I'M LATE EVERYDAY AND I MISS OUT ON VALUABLE EDUCATION. THE EXPERIENCE IS HORRIBLE. I COULD HAVE WRITTEN WAR AND PEACE IN THE AMOUNT OF TIME I WAITED FOR THE TRAIN TODAY.
AT DEERFIELD STATION ADD A DUNKIN' DONUTS. JOSH GETS STUDENT'S #'S. WE LOVE DEERFIELD STATION.
COMPLAINT OF SECURITY GUARD NAMED JOSH. GETS STUDENTS PERSONAL INFORMATION (NUMBERS, EMAILS)
KEEP DEERFIELD STATION THE WAY IT IS. MAYBE ADD A DUNKIN DONUTS. WE LOVE DEERFIELD STATION.
I GUESS AS SOON AS TRACKS ARE FINISHED, SERVICE WILL RETURN TO NORMAL.
IT IS VERY GOOD EXCEPT THE TIMING IS OFF.
TRAINS SHOULD BE ON TIME SO WE GET TO SCHOOL ON TIME.
NOT ON TIME. NEED TO RUN EVERY HALF HOUR.
THE TICKET MACHINE TAKES TOO LONG. SOMETIMES YOU MISS THE TRAIN. NEEDS BATHROOMS.
DELRAY STATION STAFF IS VERY HELPFUL. FLL STAFF DOES NOT CARE.
TRI-RAIL NEEDS TO IMPROVE THE NUMBER OF TRAINS AND COME ON TIME. I'VE BEEN LATE TO SCHOOL 15 TIMES EVERY MONTH SO SOMETHING NEEDS TO BE DONE QUICKLY.
CLEAN UP RESTROOMS AT EVERY STOP.
NEED A NIGHT SCHEDULE
INCREASE FREQUENCY TO 30 MINUTES
PRETTY MUCH A SATISFIED CUSTOMER. BATHROOMS NEE A LOT MORE ATTENTION. SECURITY ON POINT. NEED BETTER SEATS. STUDENT PRICES OKAY, COULD BE LOWER.
AT SHERIDAN ST. STATION YOU NEVER KNOW WHICH PLATFORM IS THE SOUTHBOUND TRAIN COMING BY.
NEED MORE TRAINS 8 AM - 9 AM, 6 PM-7 PM. IMPROVEMENTS SHOULDN'T SHUT WHOLE SYSTEM DOWN, PEOPLE NEED TO GET TO WORK. NO ALCOHOL OR DRUNK PASSENGERS SHOULD BE ALLOWED.
INCREASE THE NUMBER OF TRAINS NORTHBOUND DURING THE MORNING RUSH-HOUR. REDESIGN YOUR WEBPAGE THAT PROVIDES TRAIN TRACKING INFORMATION. CUSTOMER SERVICE AT 1-800 TRI RAIL IS VERY POOR.
THEY ARE ALWAYS LATE.
REQUEST QUIET CAR SECTION, ELIMINATE 2 HOUR INTERVALS.
I WANT THE MONTH OF MARCH TICKET MONEY BACK.
BATHROOM SMELL LITERALLY MAKES ME GAG JUST IN PASSING.
TRAIN IS ALWAYS LATE. TOO MANY DELAYS - A LOT OF PEOPLE RELY ON TRI-RAIL TO GO TO WORK.
NEED LATER TRAINS DURING WEEK. NEED EARLIER TRAINS ON WEEKENDS.
HAD TO WALK TODAY BECAUSE THE SHUTTLE BUS WAS TOO EARLY AHEAD OF SCHEDULE - SHUTTLE BUSES SHOULD BE ON THE SAME SCHEDULE EVERY DAY. NOT 5 - 10 MINUTES EARLY OR LATE. I LEAVE WORK AT THE SAME TIME EVERY DAY AND SOMETIMES THE BUS IS EARLY - THEN SOMETIMES I GET THERE AND WAIT 10 MINUTES.
CLEAN THE BATHROOMS IN THE TRAIN.
IN THE HOURS OF THE MORNING AND AFTERNOON, THEY NEED TO ADD MORE TRAINS BECAUSE THEY ARE ALWAYS LATE AND NOT ON TIME.
IMPROVE THE SCHEDULE. IS THERE A POSSIBILITY OF MAYOR CLEANING ON THE TRAIN. PERHAPS DISINFECT IT. CONSTRUCT BATHROOMS AT THE STATIONS.
THE TRAINS ARE VERY UNCOMFORTABLE BECAUSE OF THE WAY THE SEATS ARE. THE TRAIN IS SO SHAKY THAT YOU CAN EVEN READ.
THEY NEED TO COORDINATE THE DELREY BUSES WITH THE TRAIN ARRIVALS AND DEPARTURES

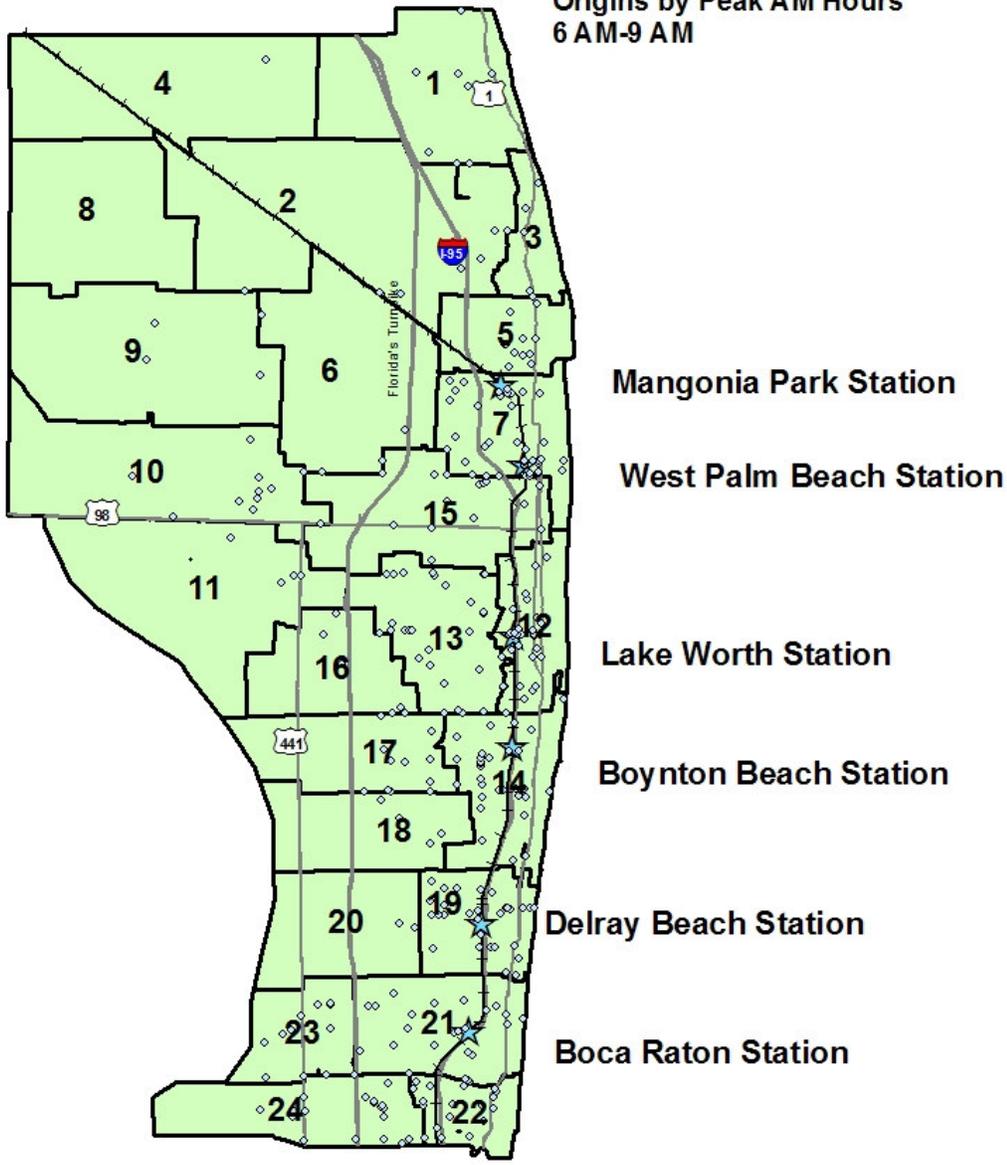
APPENDIX C

Peak vs. Non-Peak Hour Origin – Destination Mapping

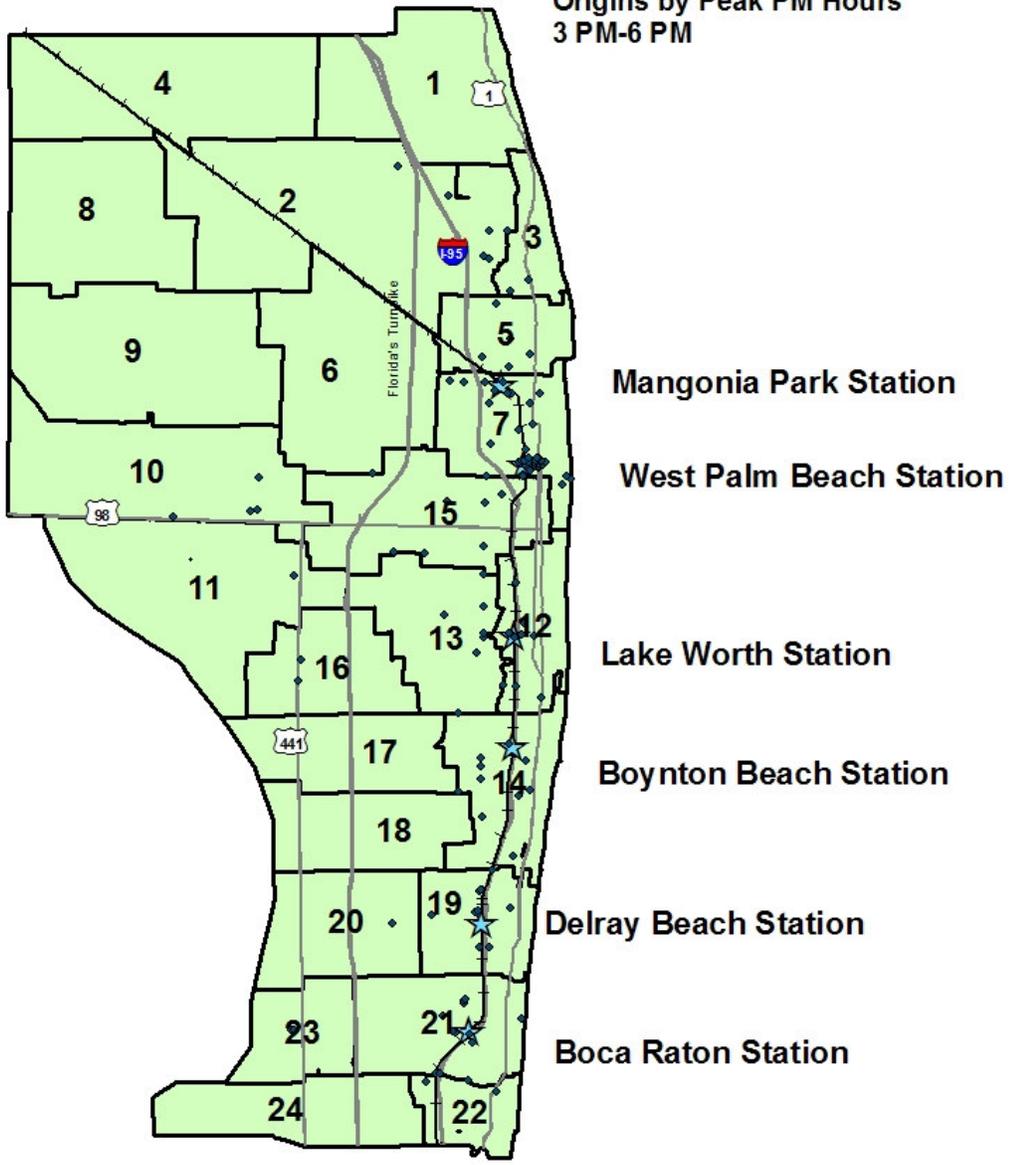
**Palm Beach County
Origins by Peak Hours**



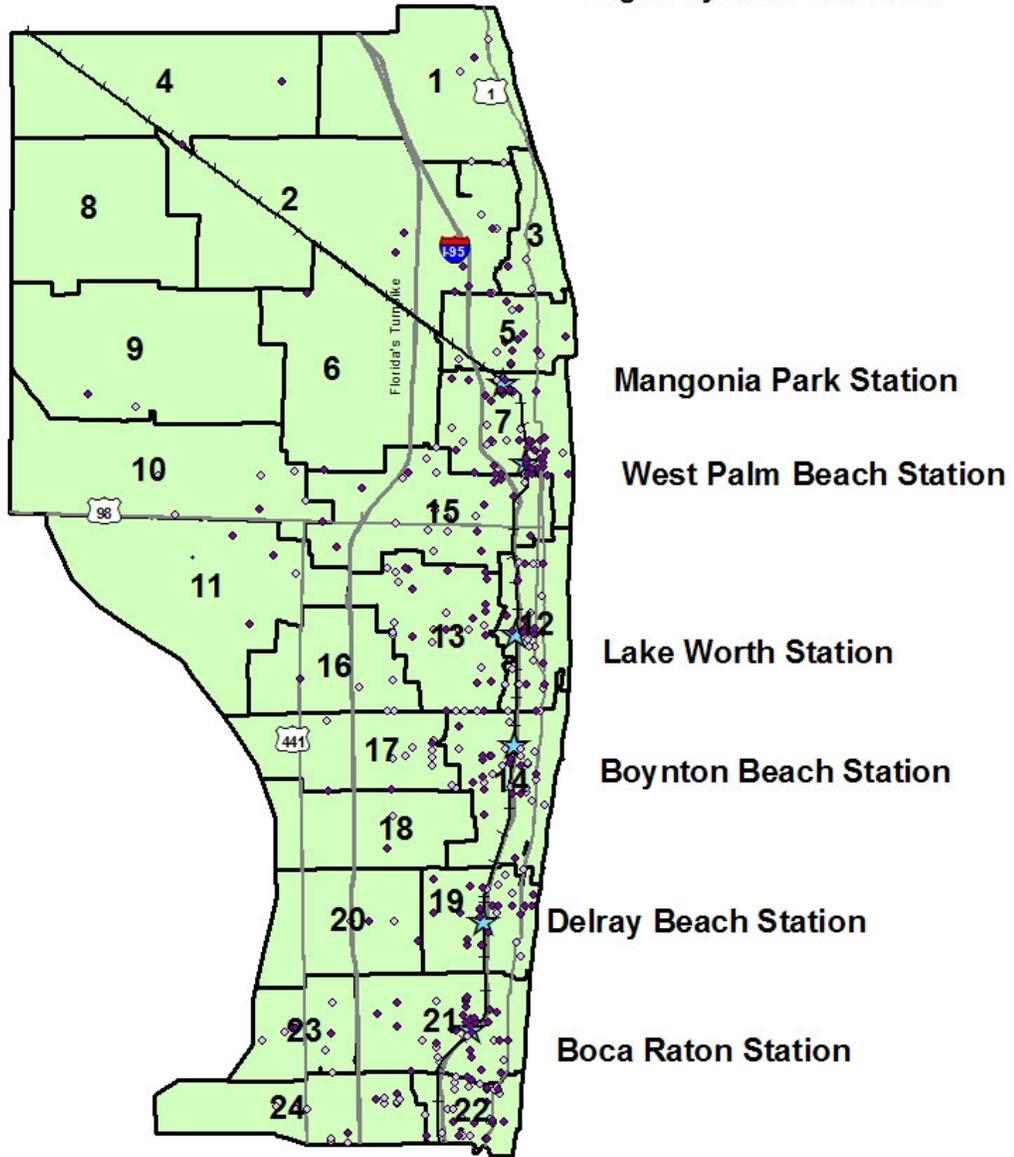
**Palm Beach County
Origins by Peak AM Hours
6 AM-9 AM**

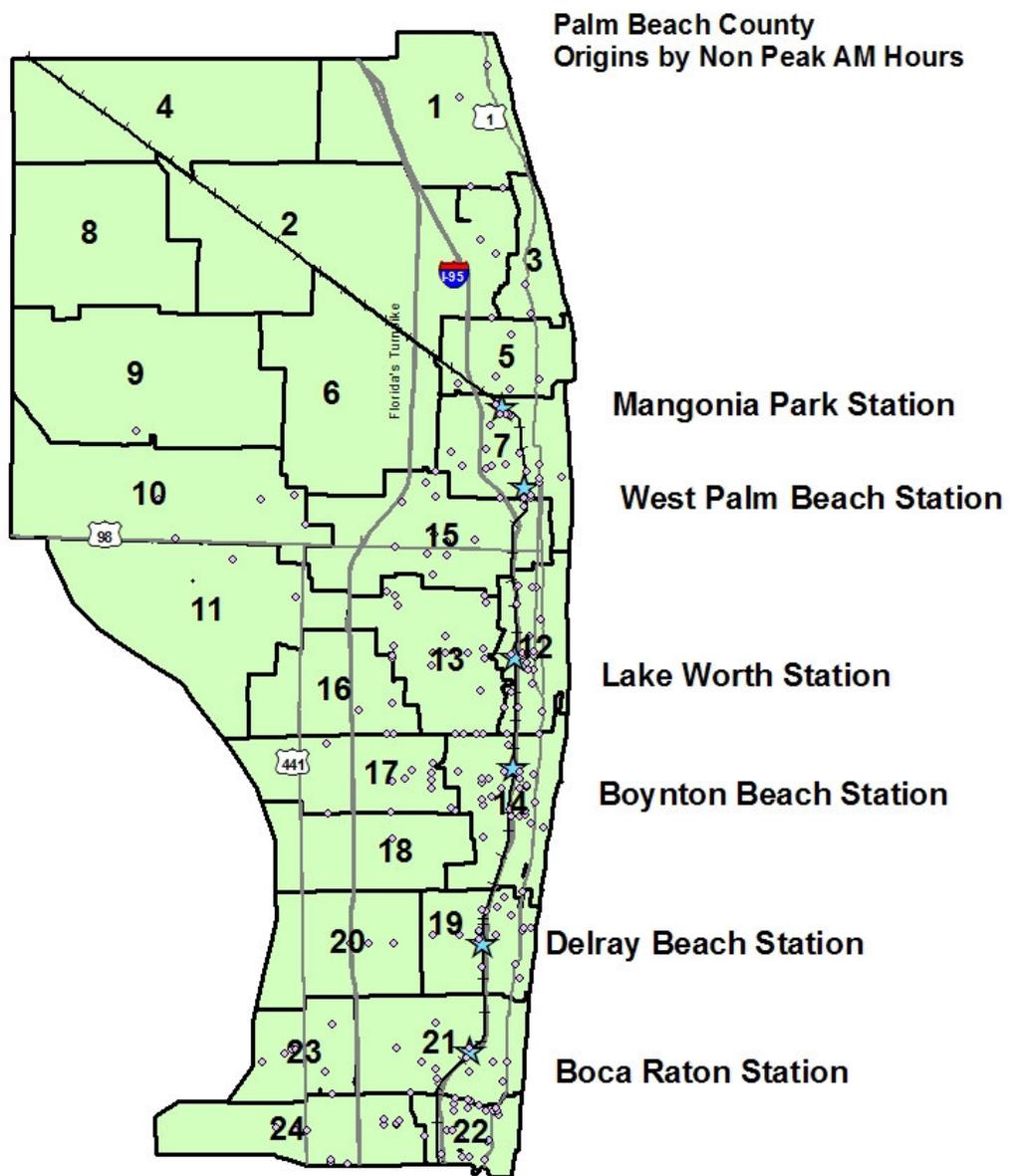


**Palm Beach County
Origins by Peak PM Hours
3 PM-6 PM**

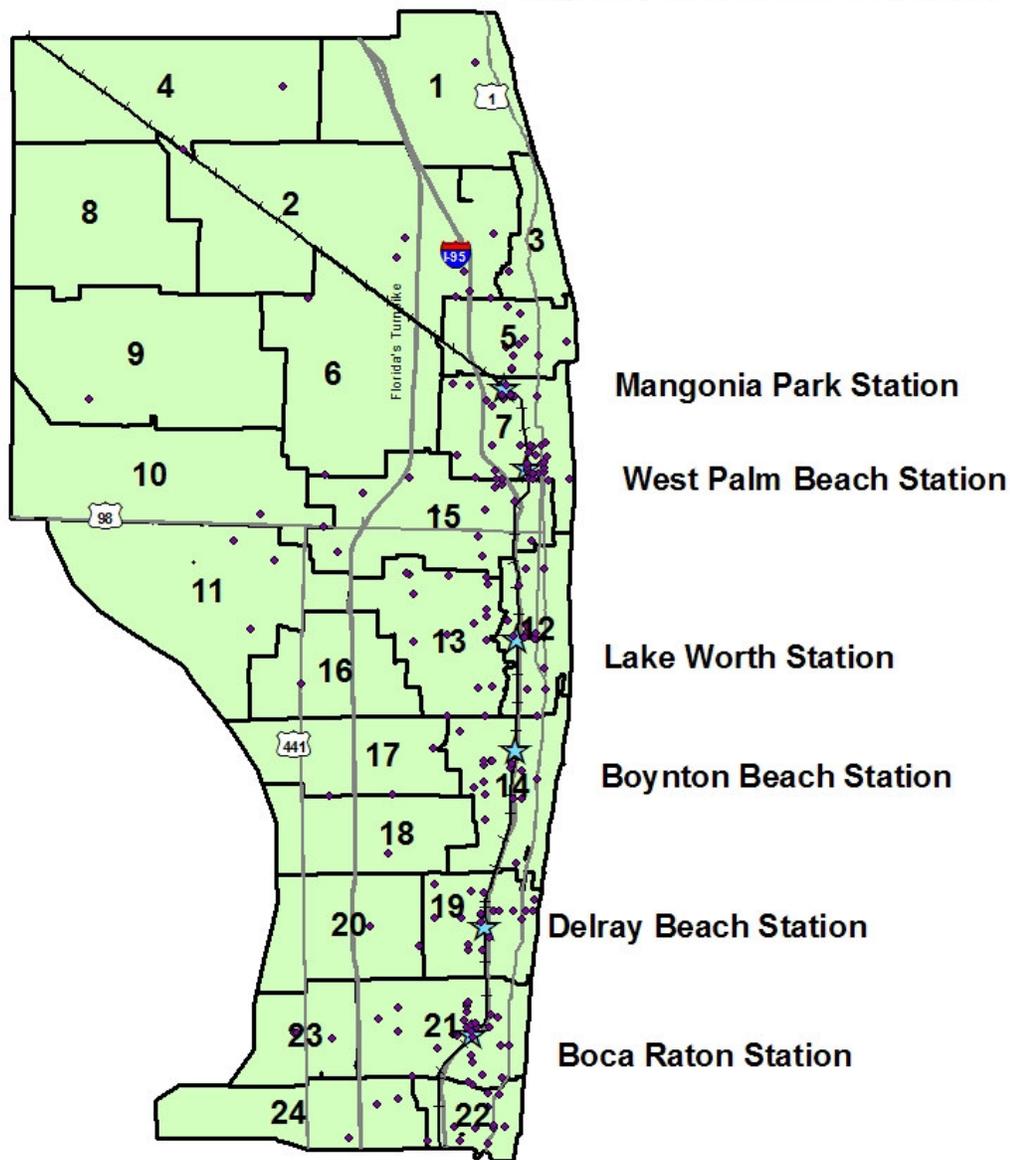


**Palm Beach County
Origins by Non Peak Hours**

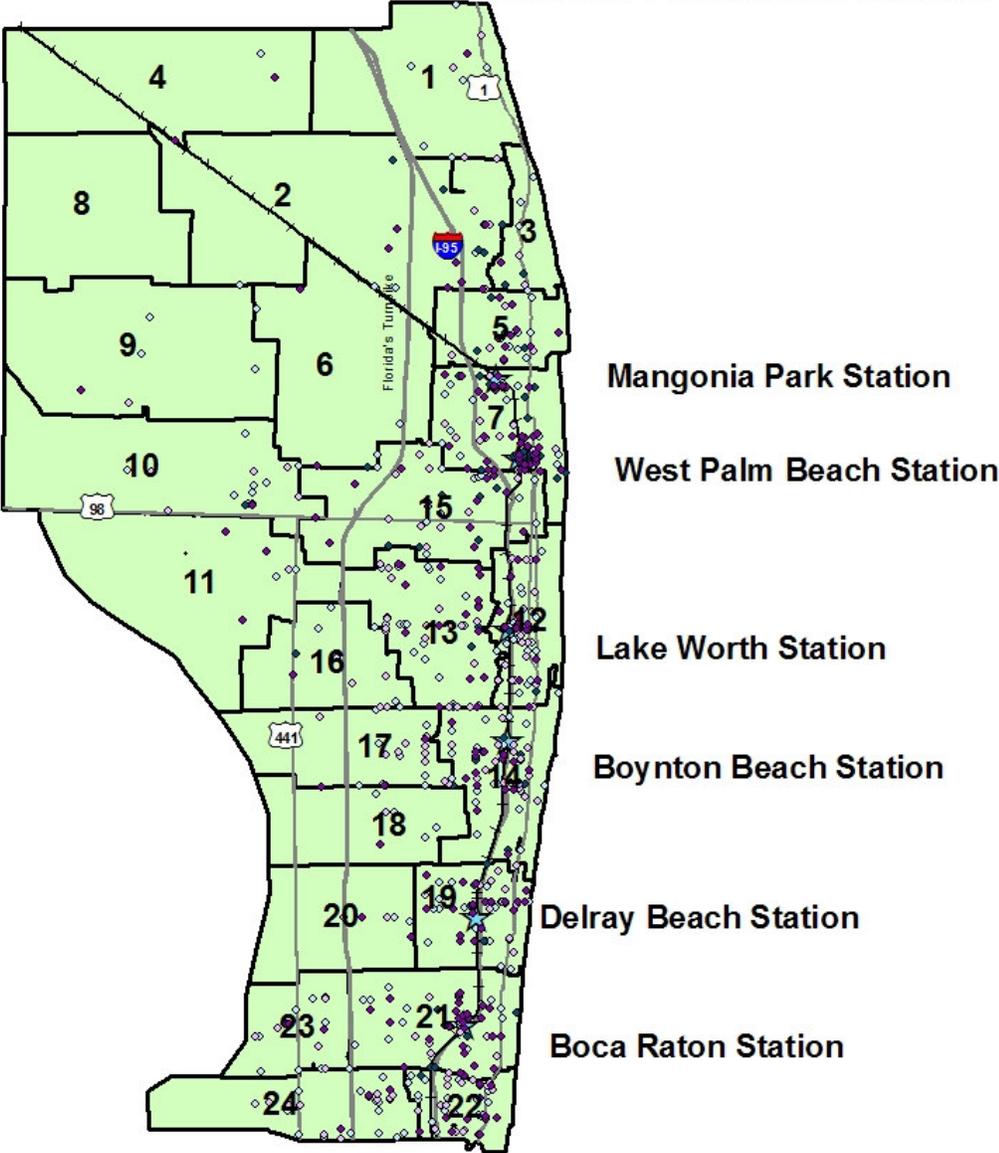




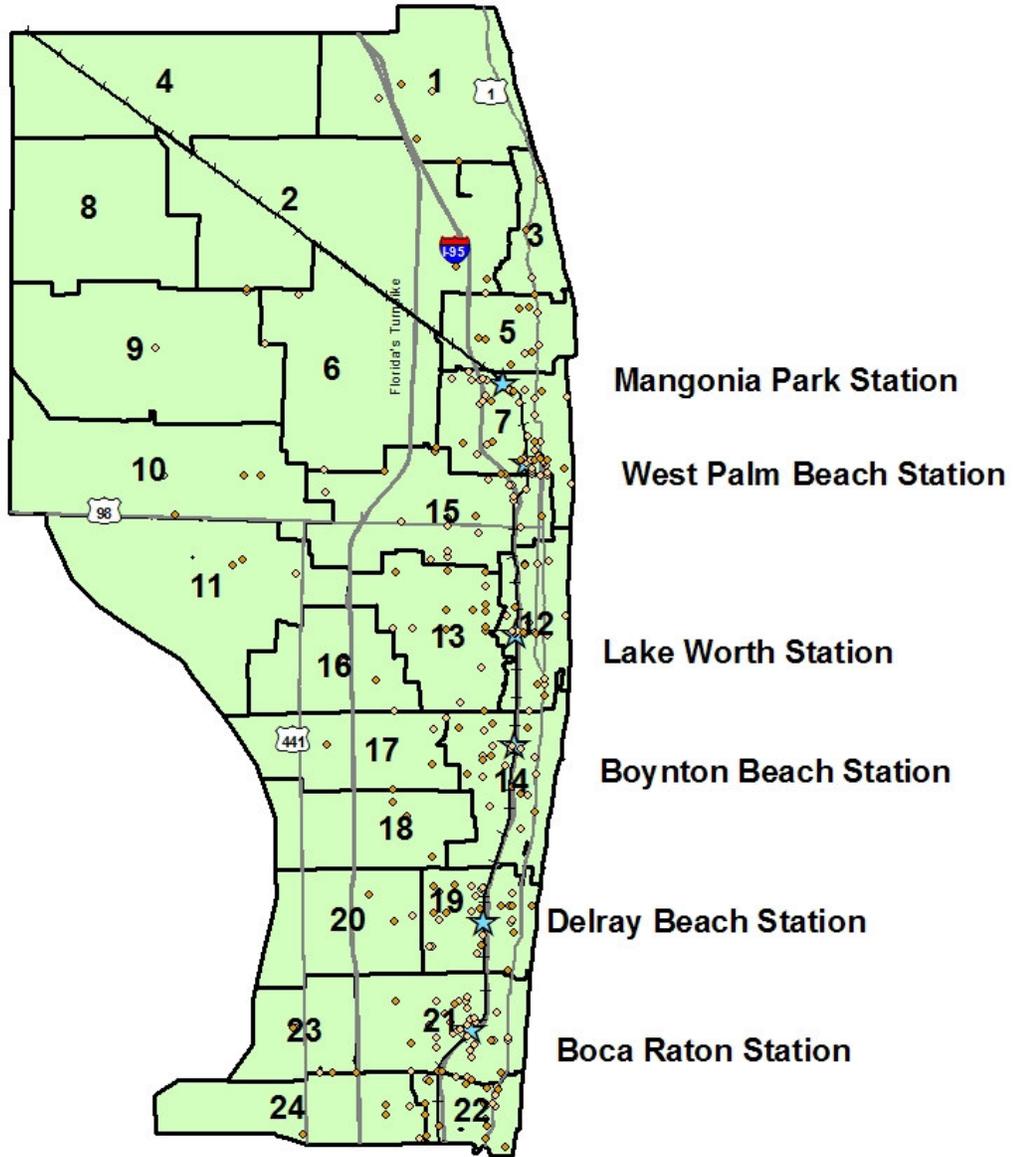
**Palm Beach County
Origins by Non Peak Mid Day Hours**



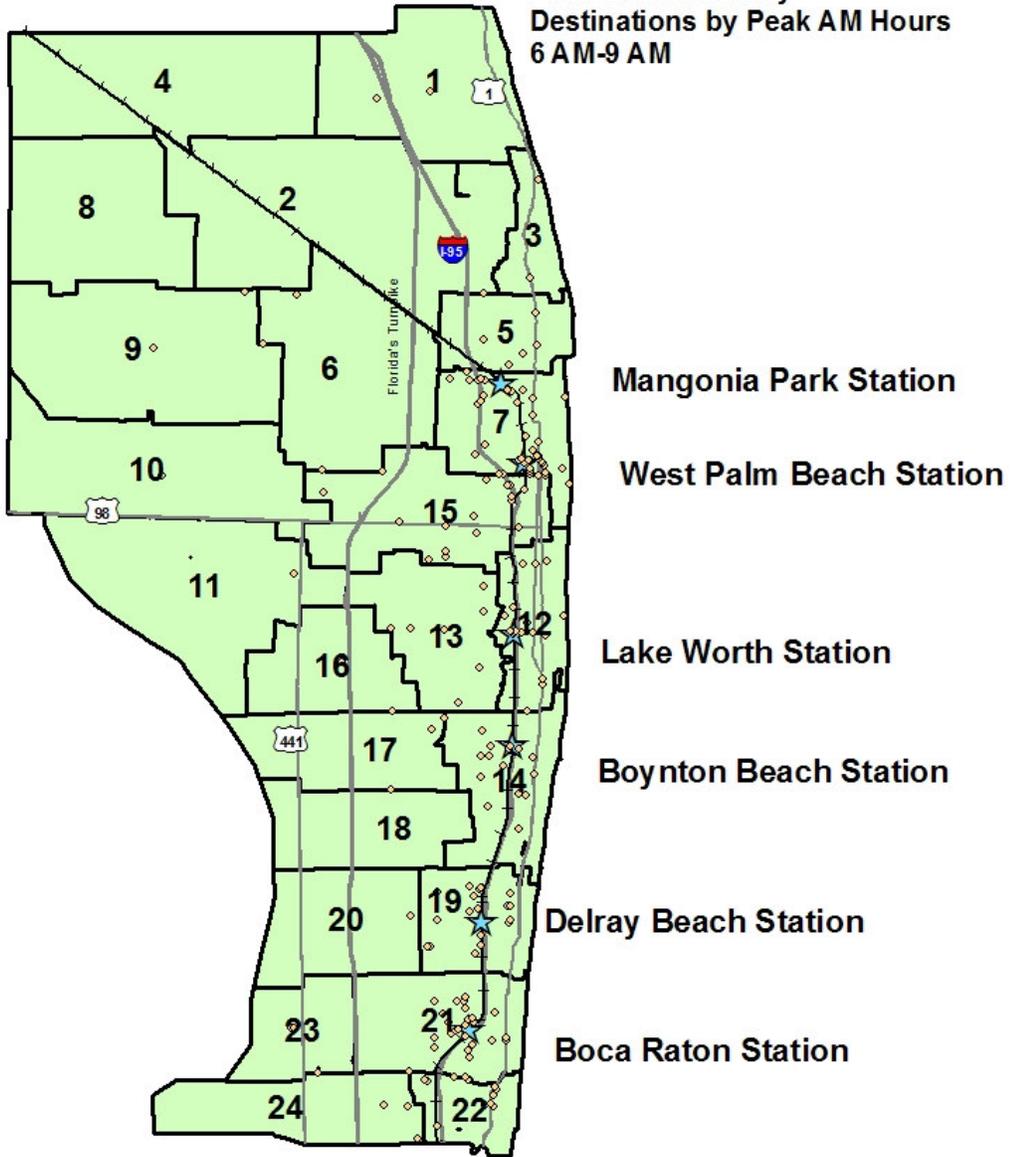
**Palm Beach County
Origins by Peak and Non Peak Hours**

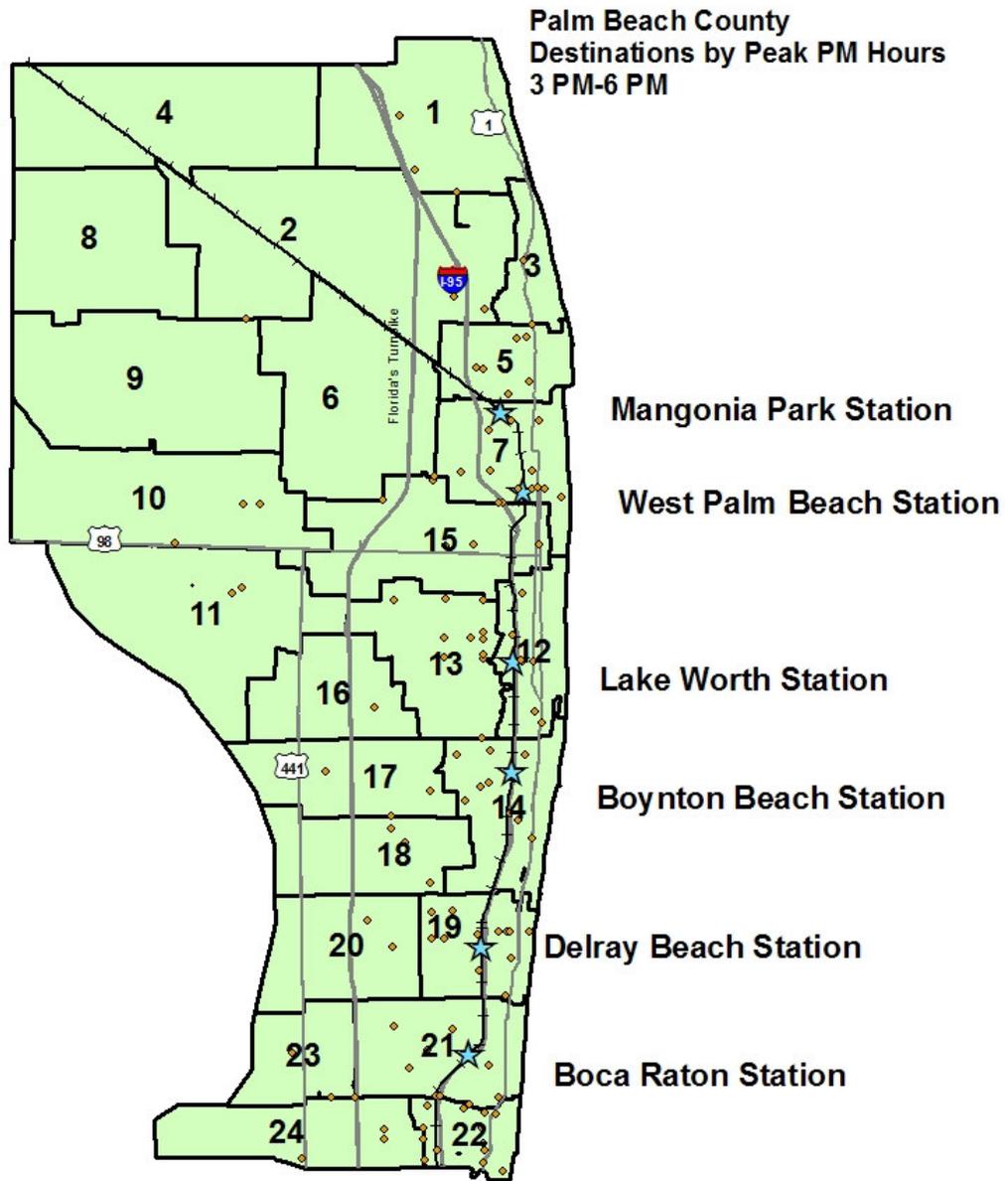


**Palm Beach County
Destinations by Peak Hours**

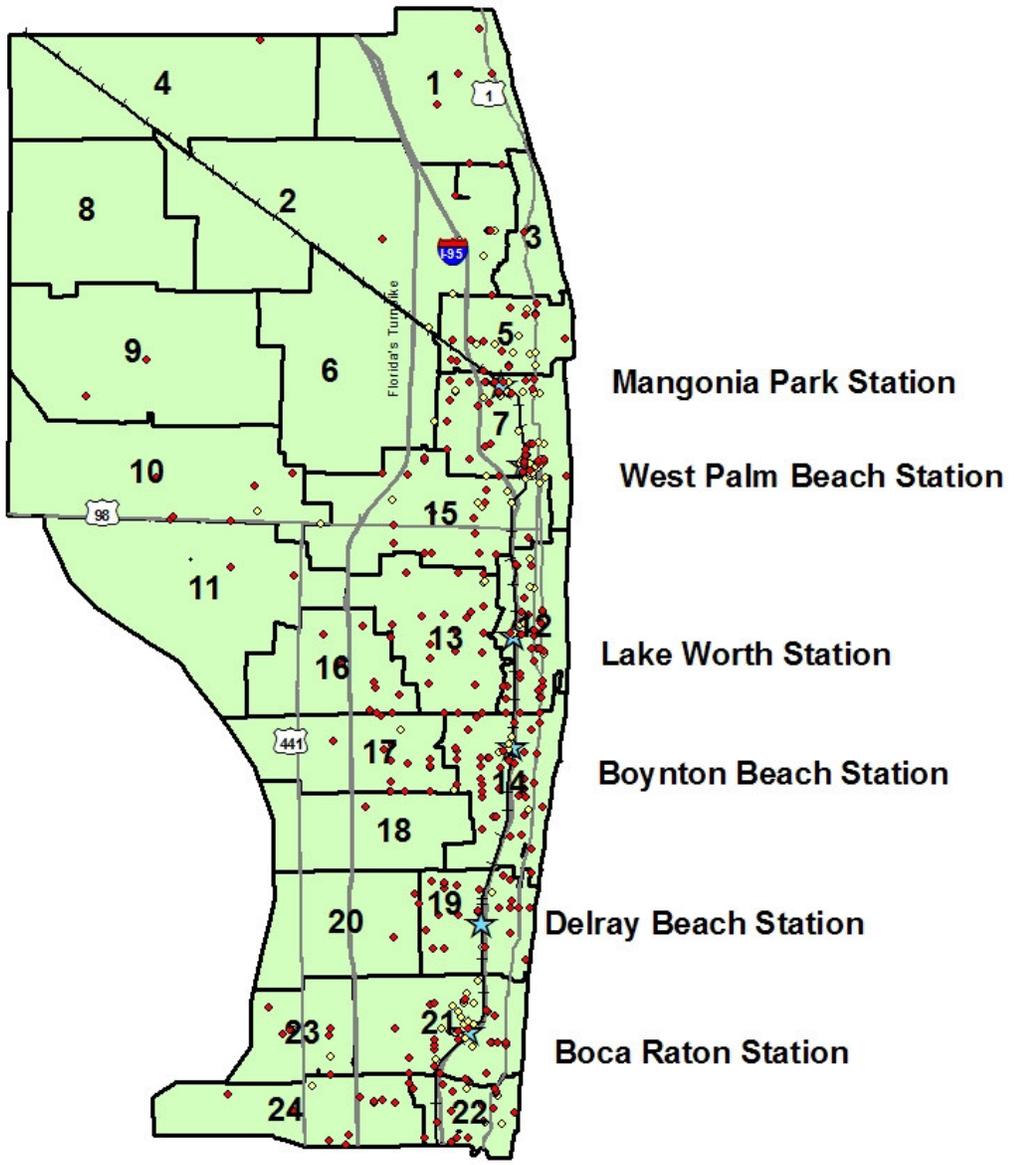


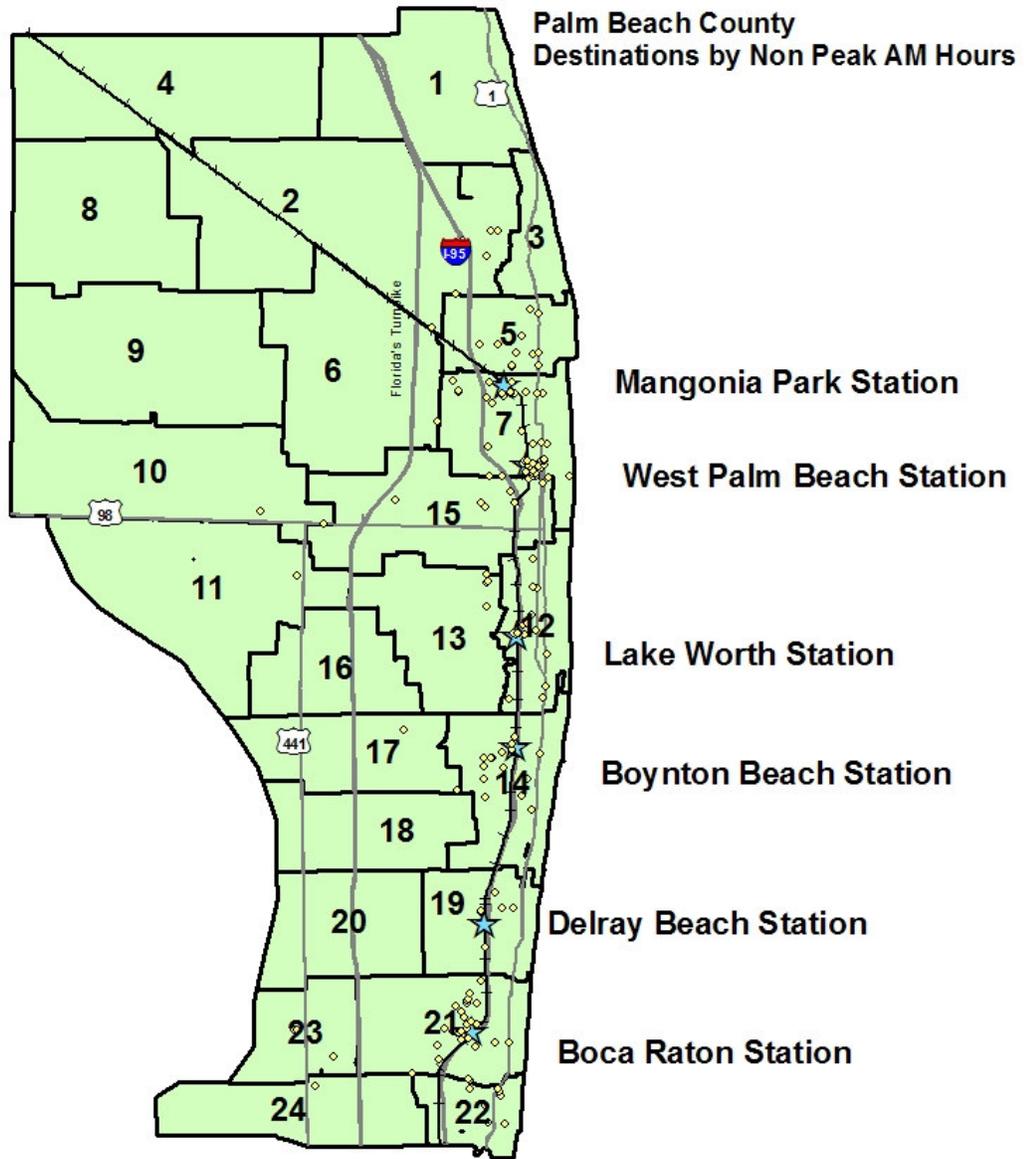
**Palm Beach County
Destinations by Peak AM Hours
6 AM-9 AM**



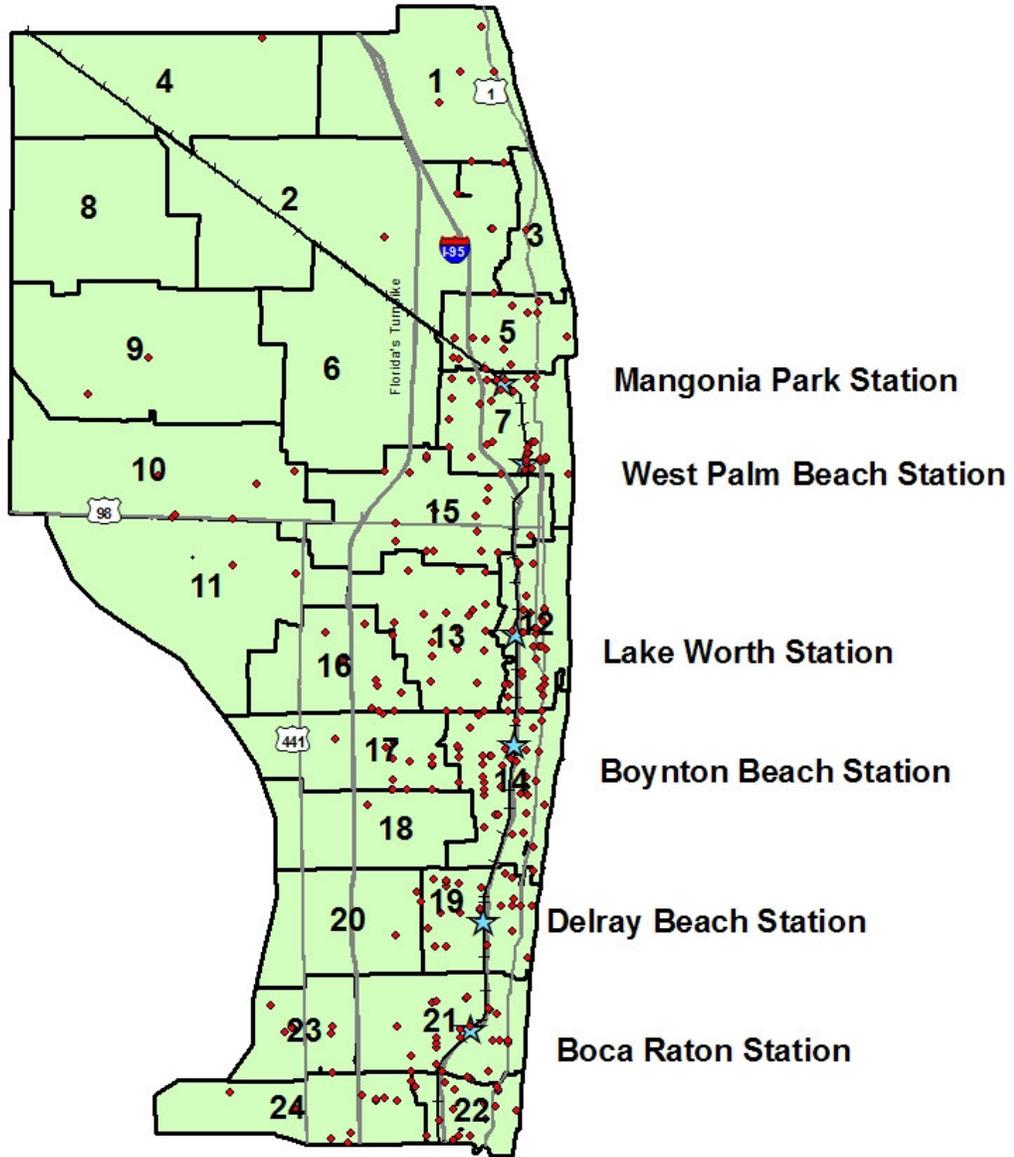


**Palm Beach County
Destinations by Non Peak Hours**

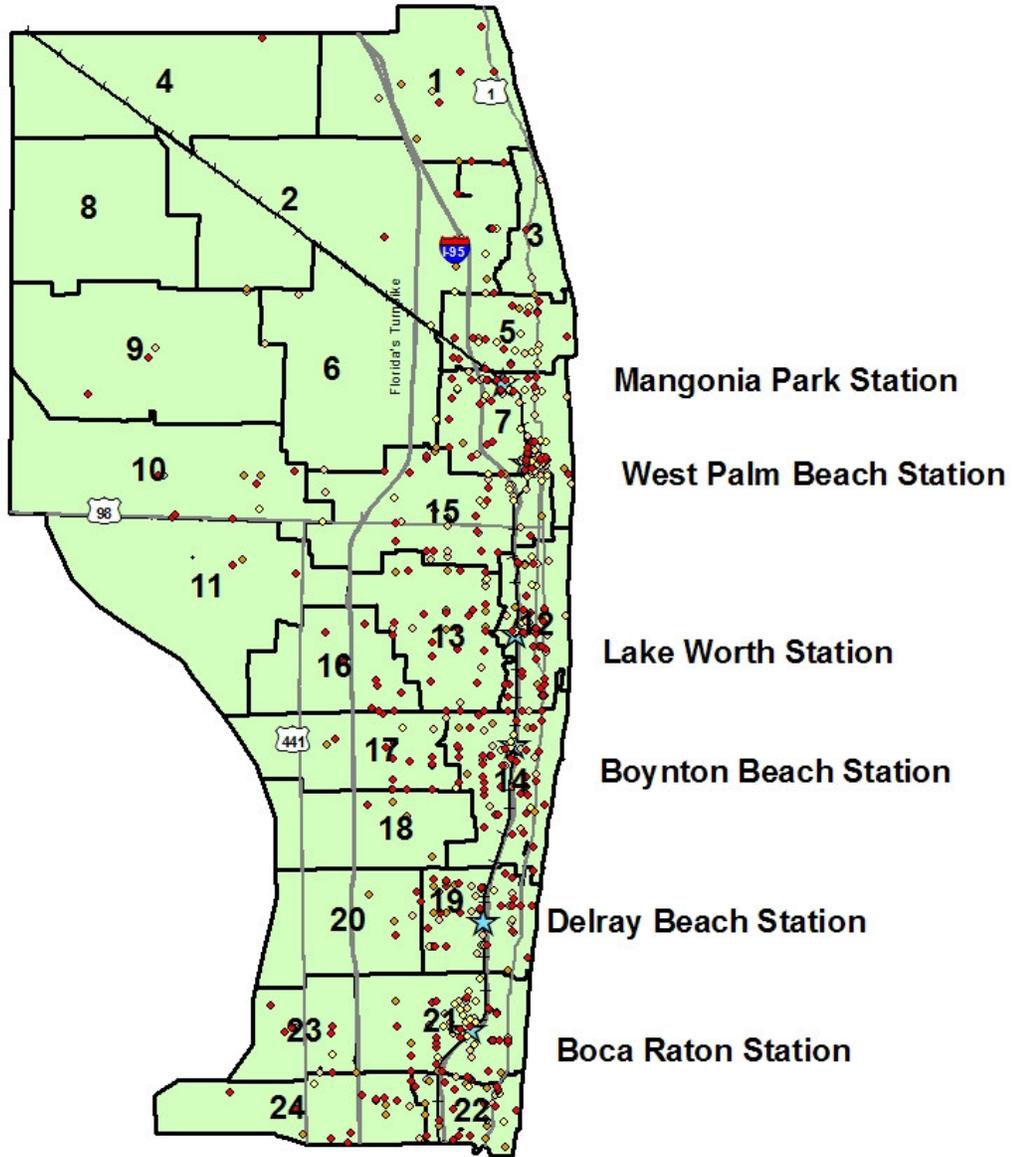




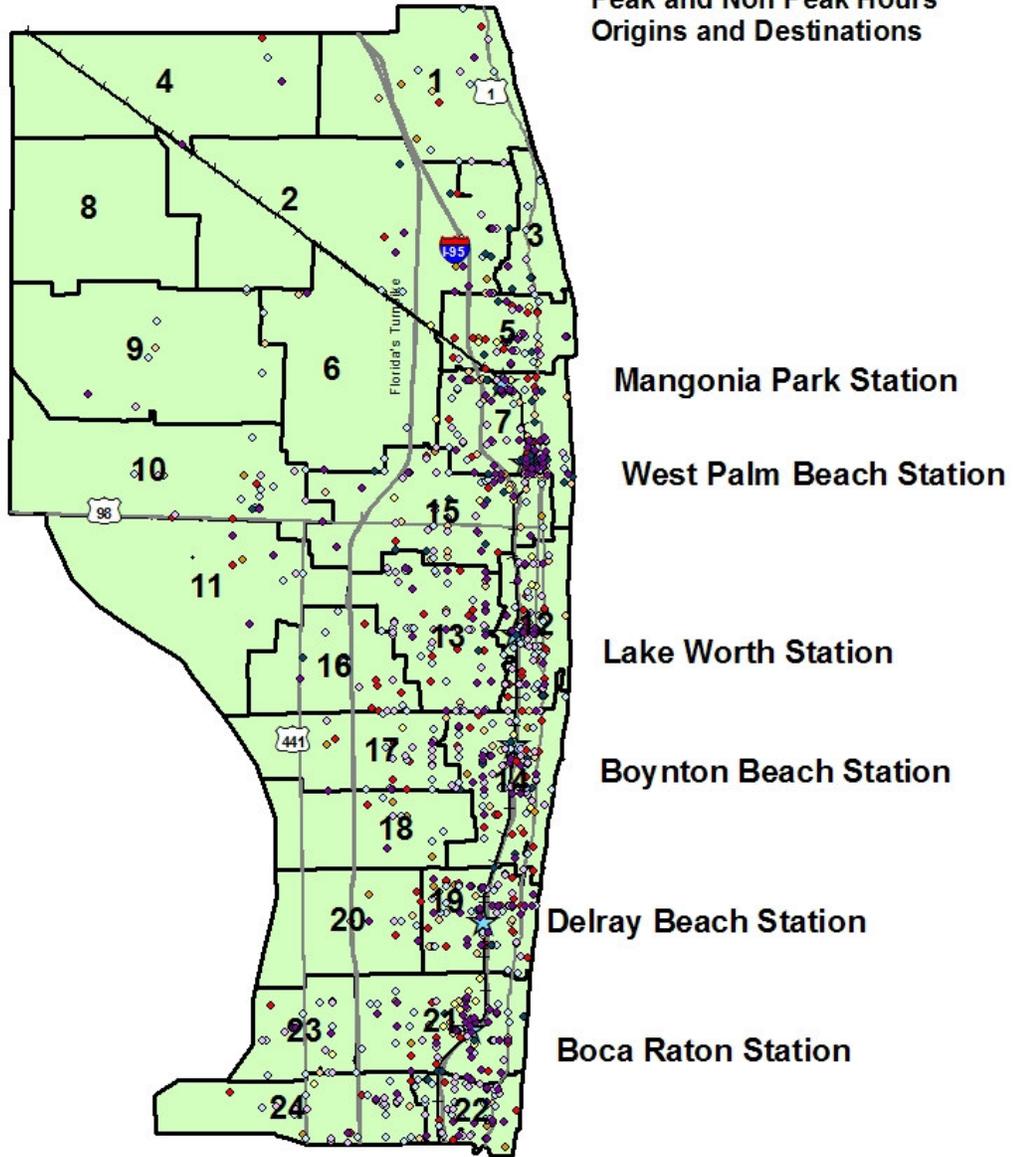
**Palm Beach County
Destinations by Non Peak Mid Day Hours**



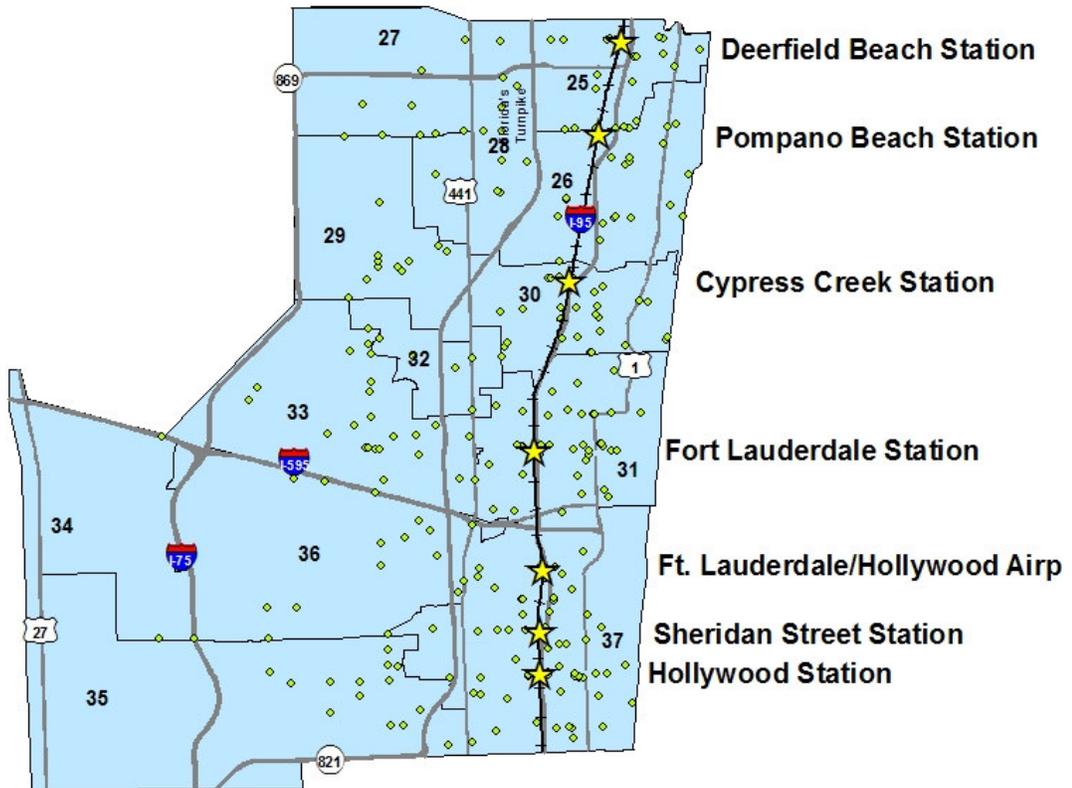
**Palm Beach County
Peak and Non Peak Destinations**



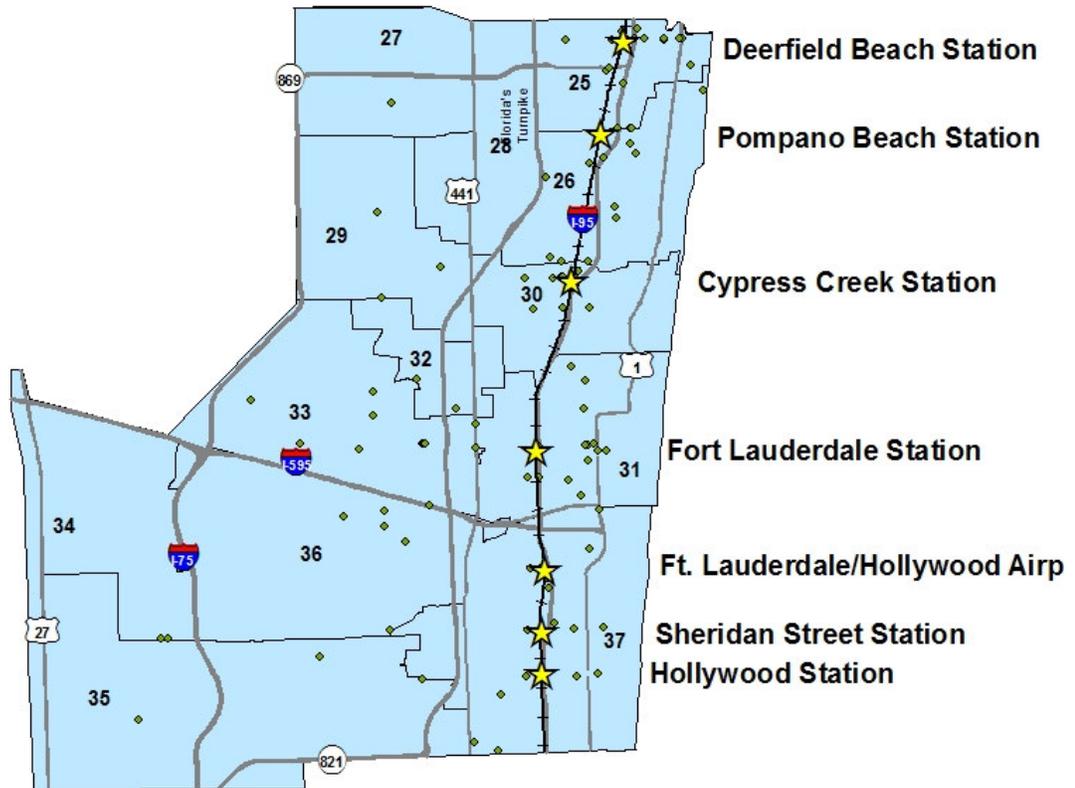
**Palm Beach County
Peak and Non Peak Hours
Origins and Destinations**



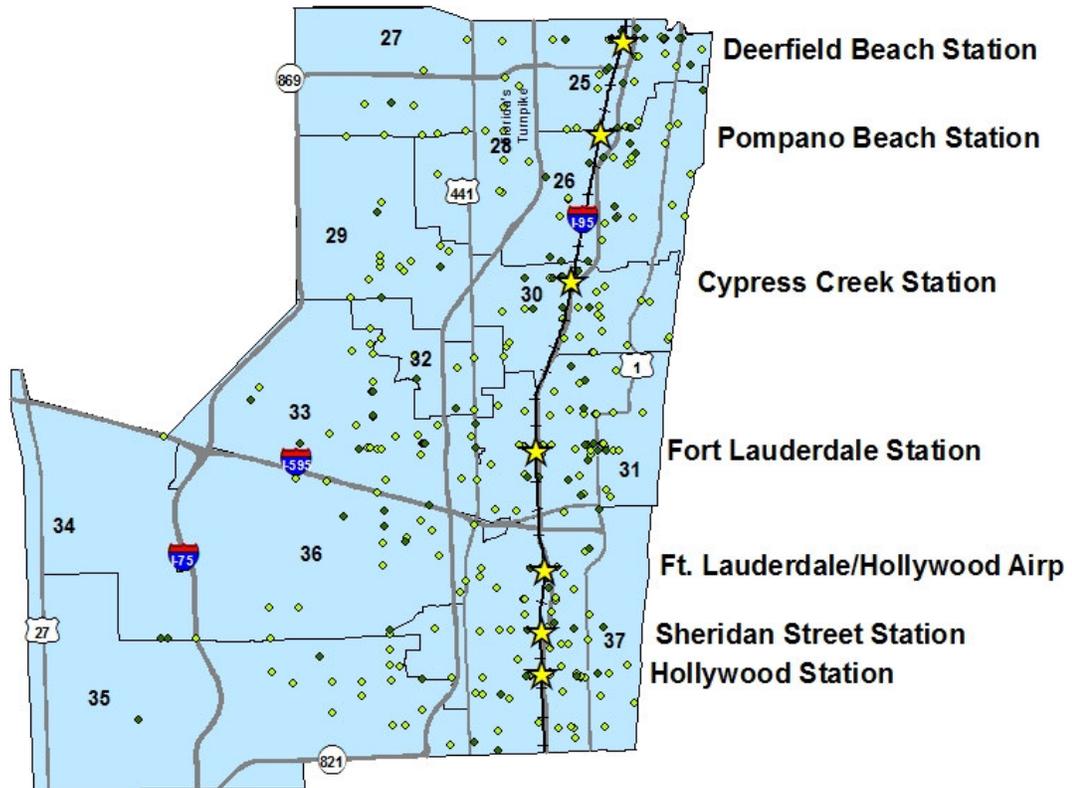
**Broward County
Origins by Peak AM Hours
6 AM-9 AM**



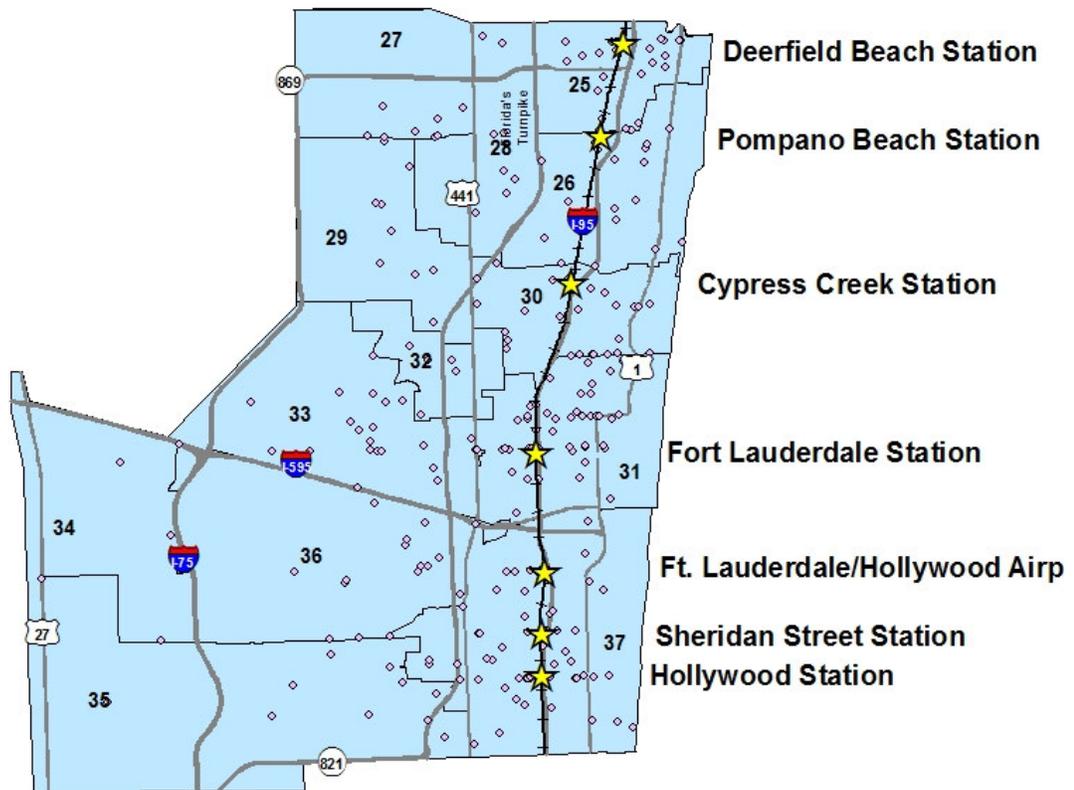
**Broward County
Origins by Peak PM Hours
3 PM-6PM**



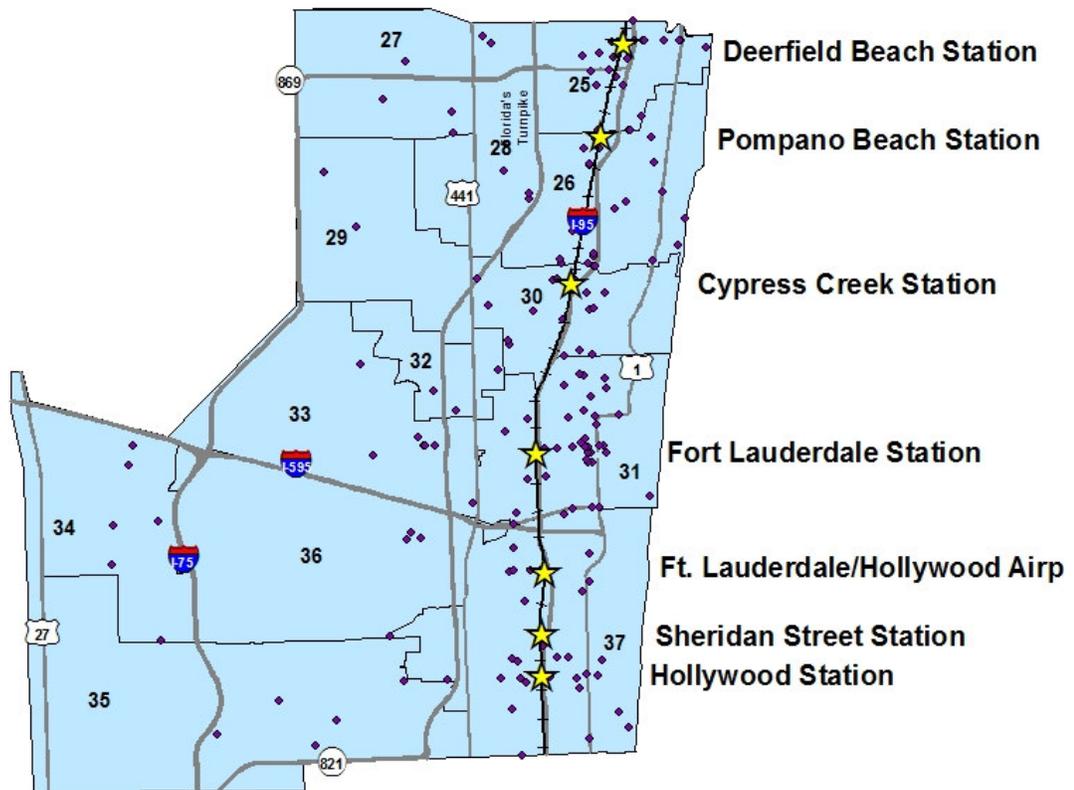
**Broward County
Origins by Peak Hours
6 AM-9 AM; 3 PM-6PM**



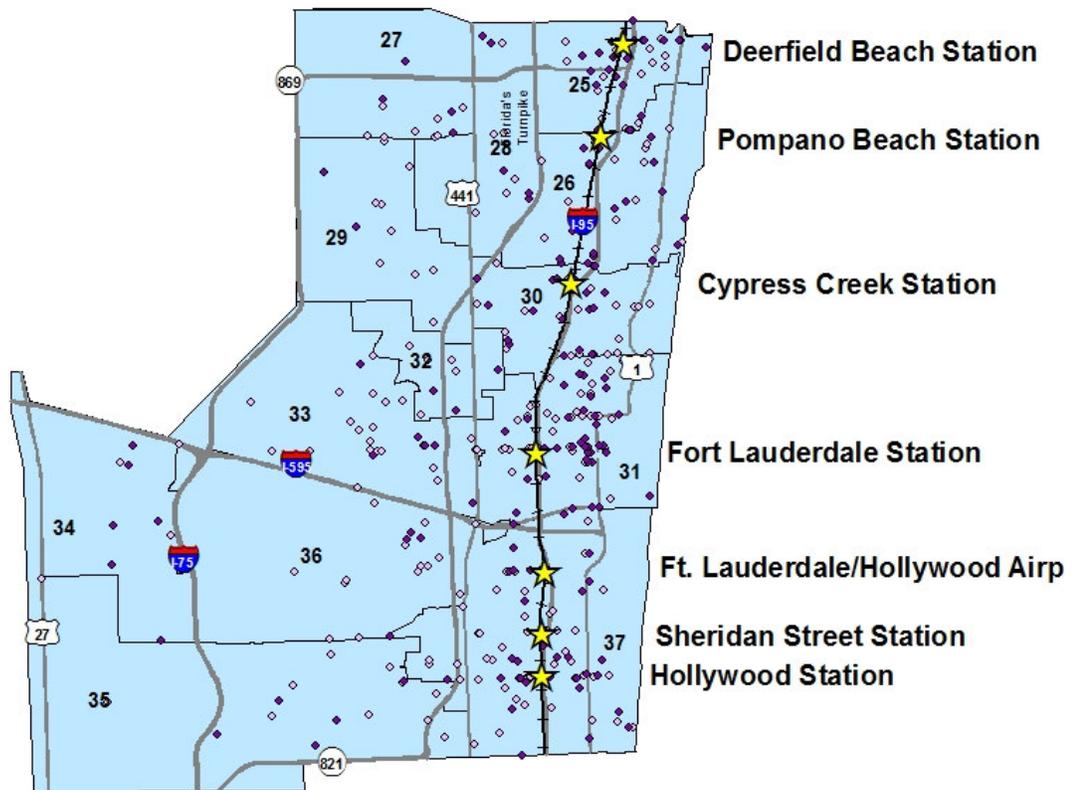
**Broward County
Origins by Non Peak AM Hours**



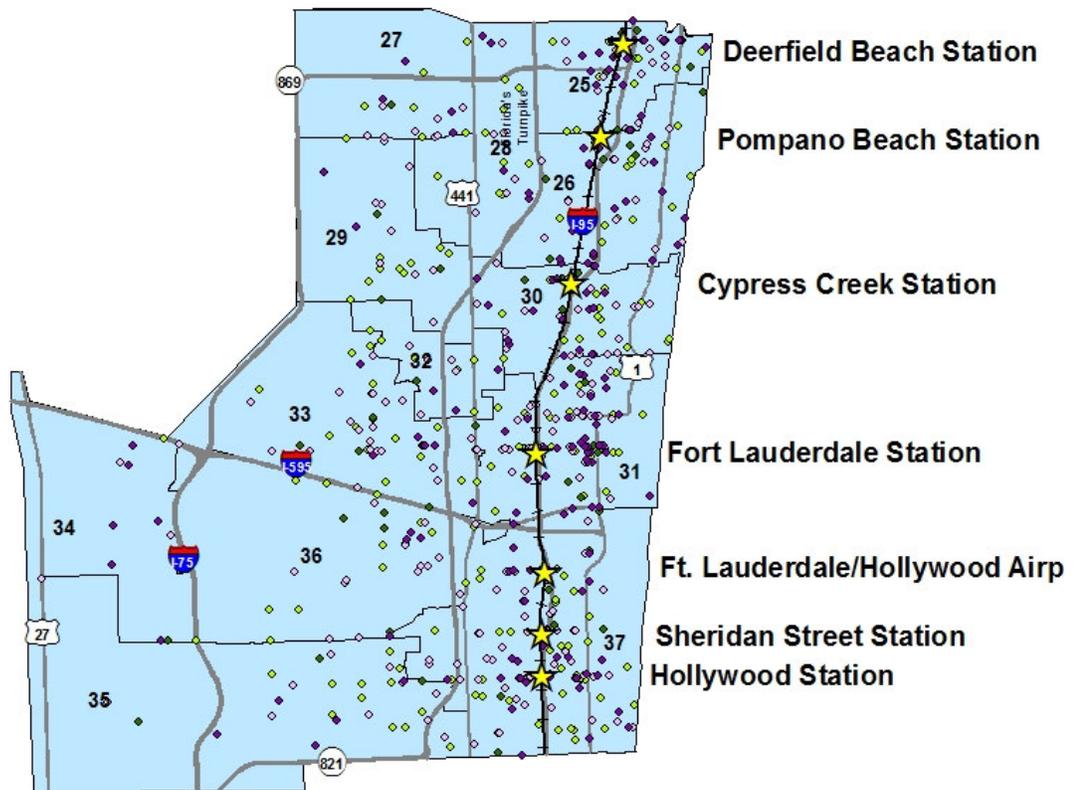
**Broward County
Origins by Non Peak Mid Day Hours**



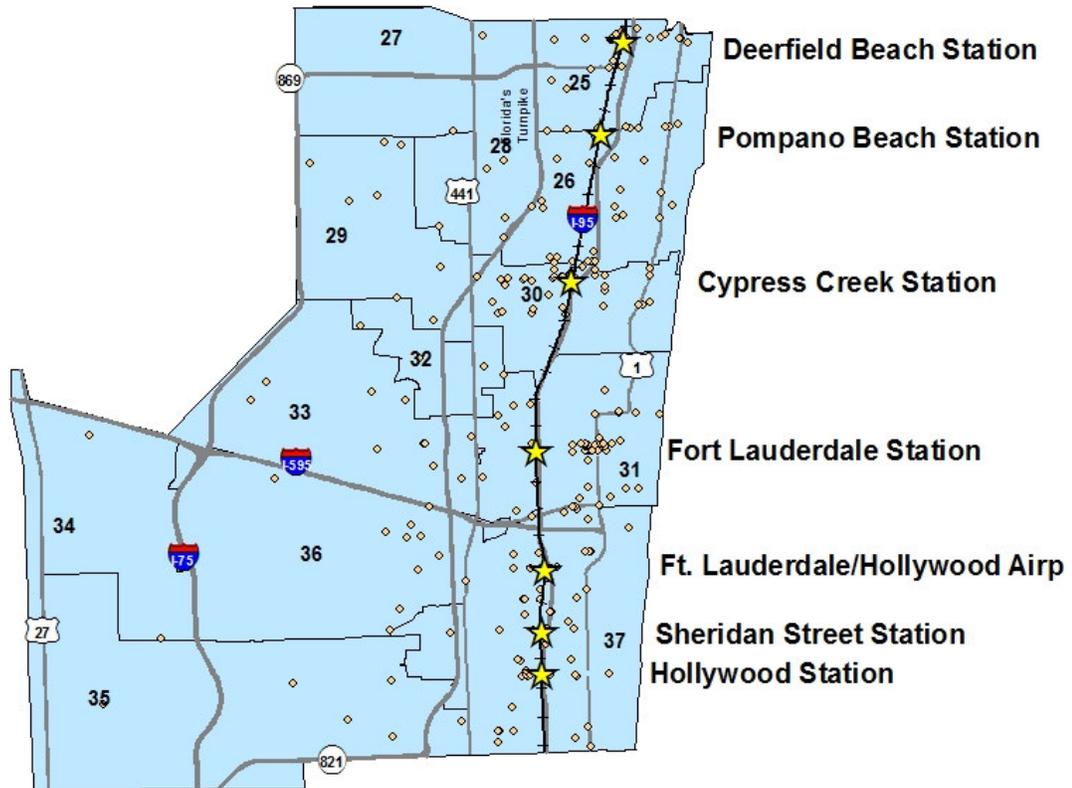
**Broward County
Origins by Non Peak Hours**



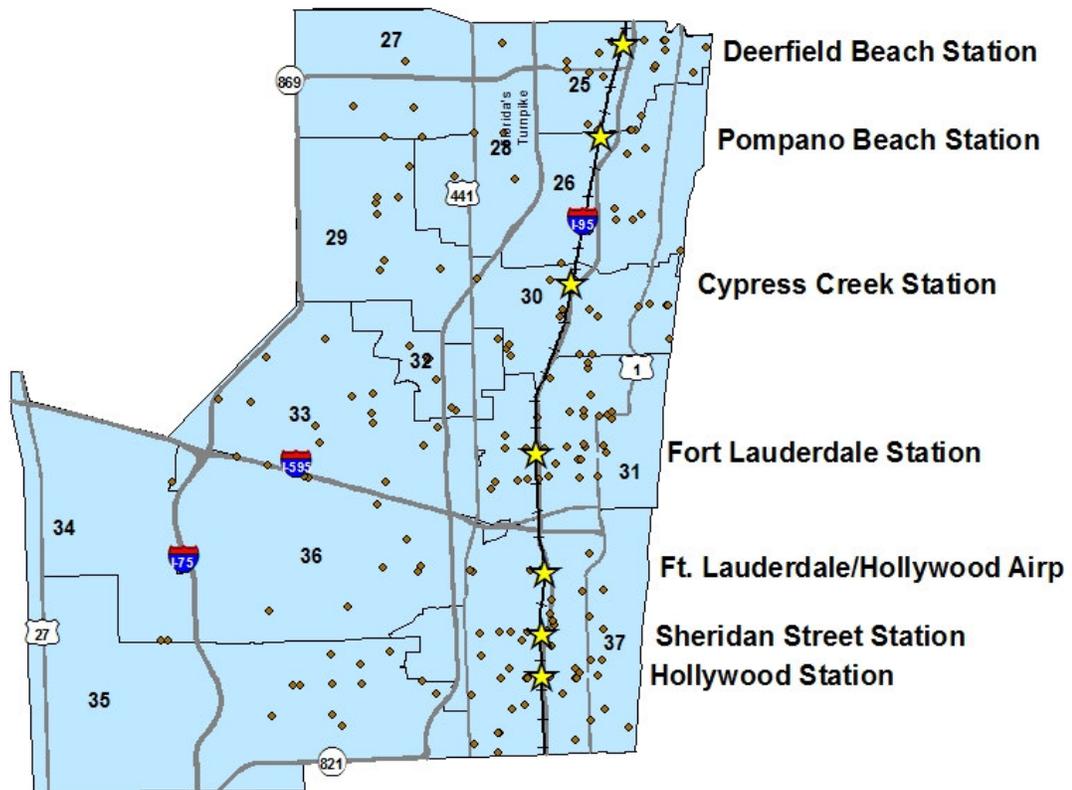
**Broward County
Peak and Non Peak Origins**



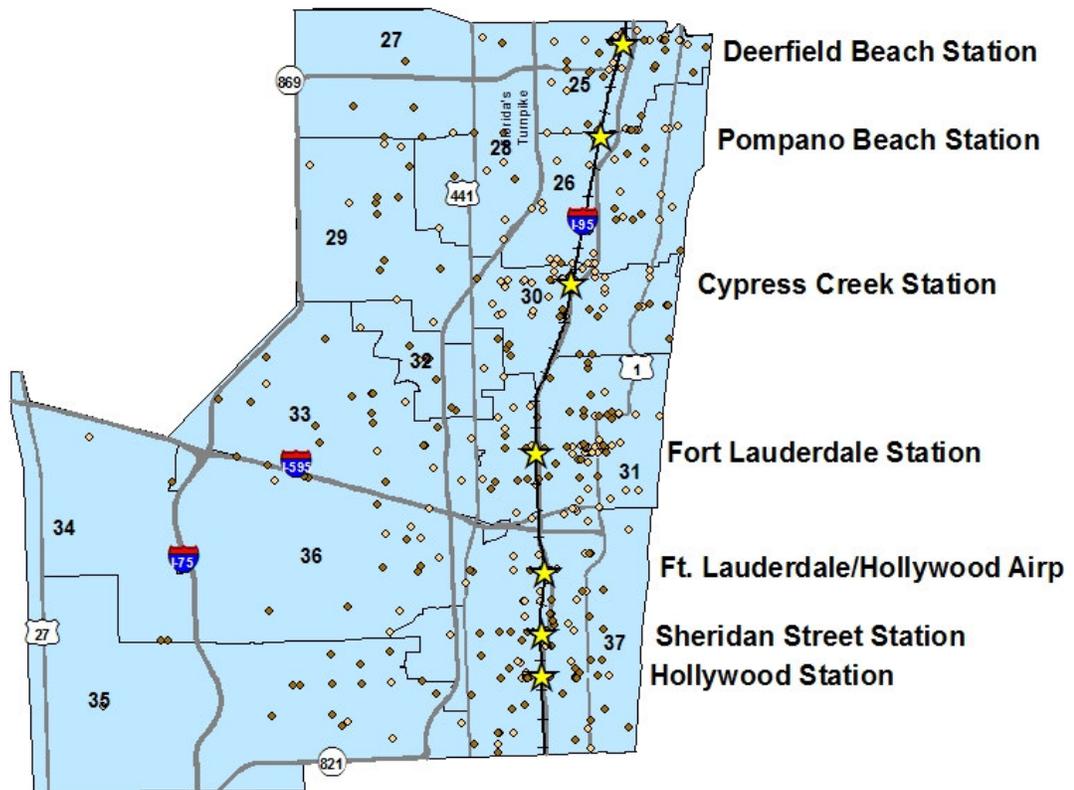
**Broward County
Destinations by Peak AM Hours
6 AM-9 AM**



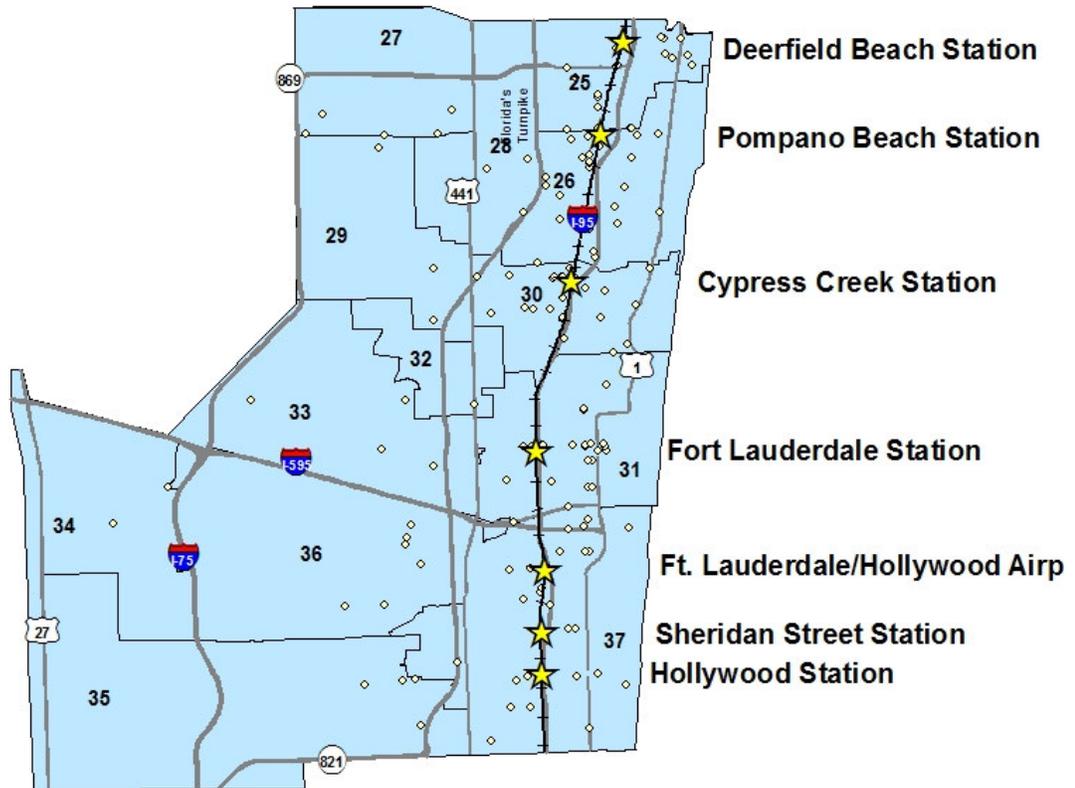
**Broward County
Destinations by Peak PM Hours
3 PM-6 PM**



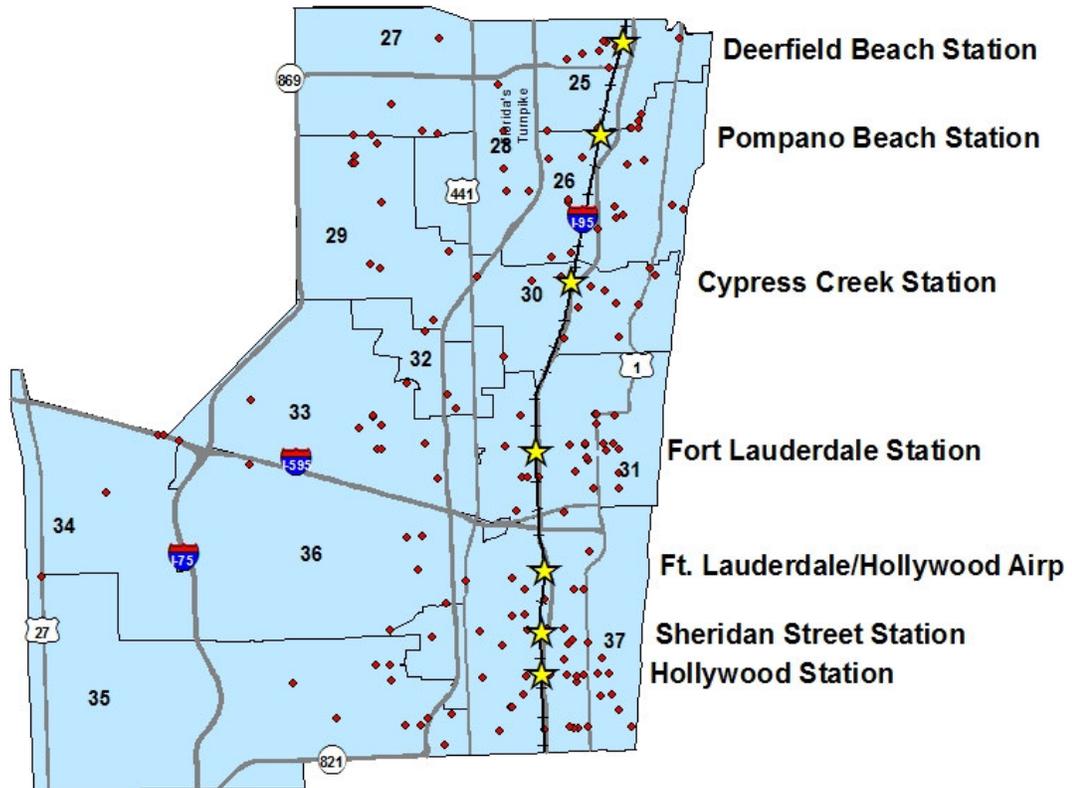
**Broward County
Destinations by Peak Hours
6 AM-9AM; 3 PM-6 PM**



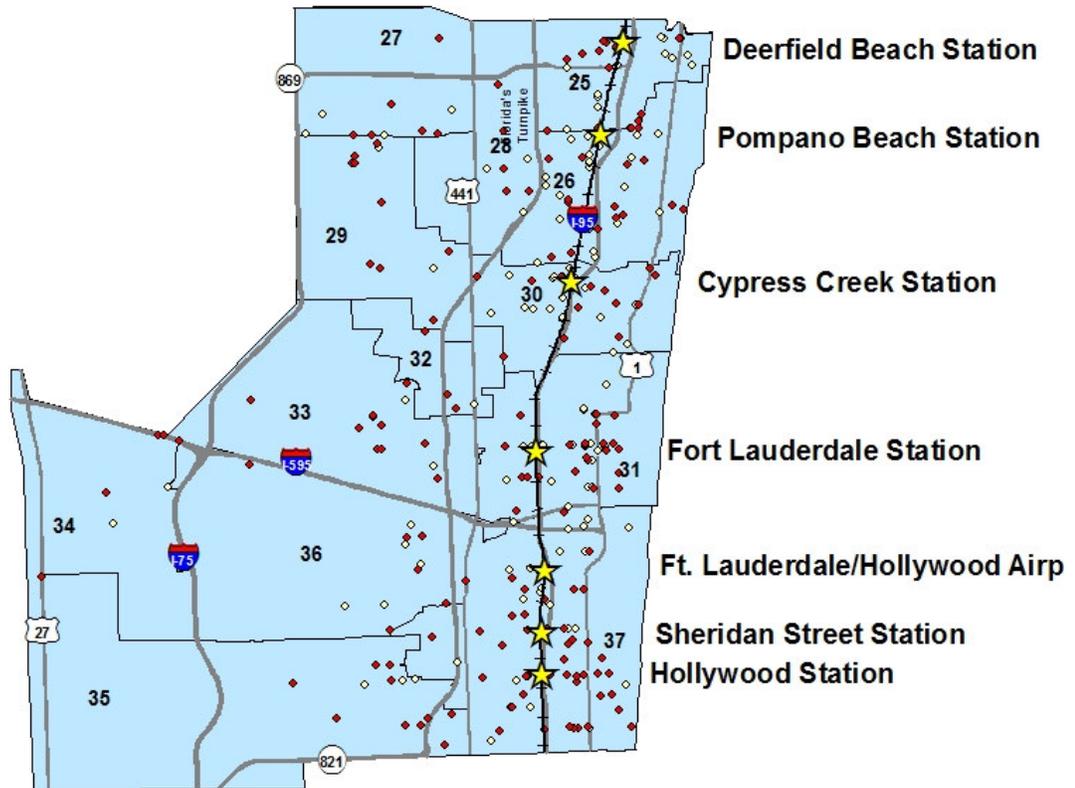
**Broward County
Destinations by Non Peak AM Hours**



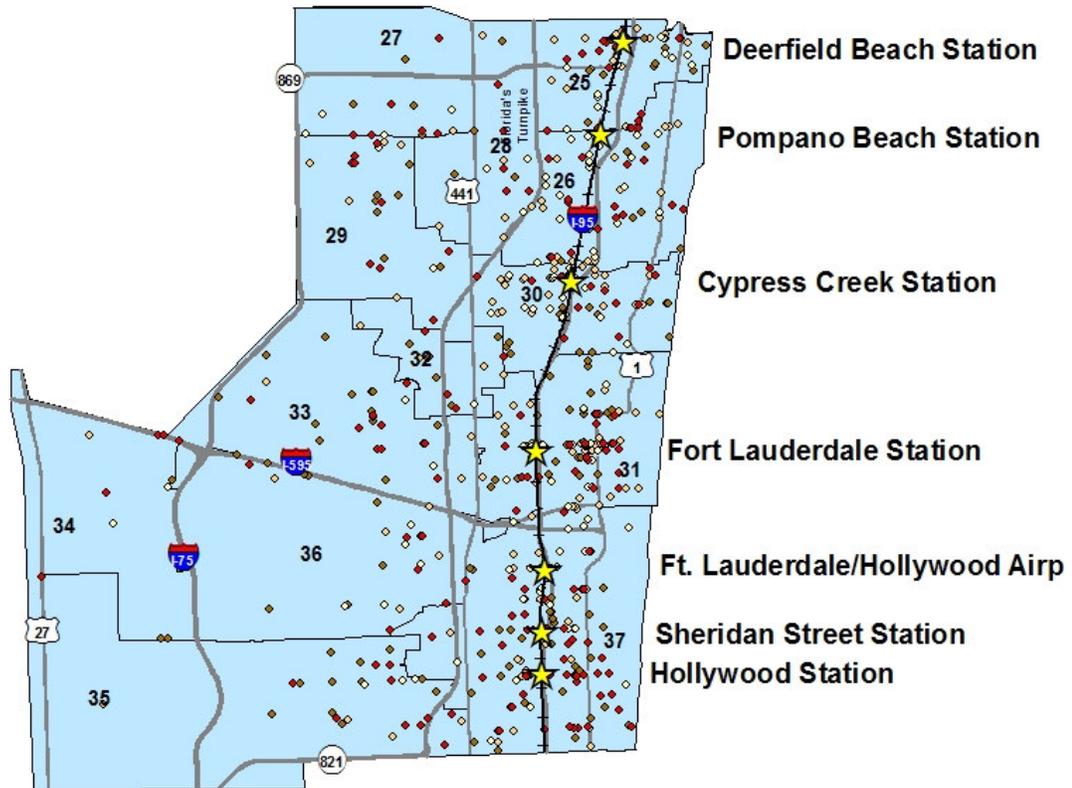
**Broward County
Destinations by Non Peak Mid Day Hours**



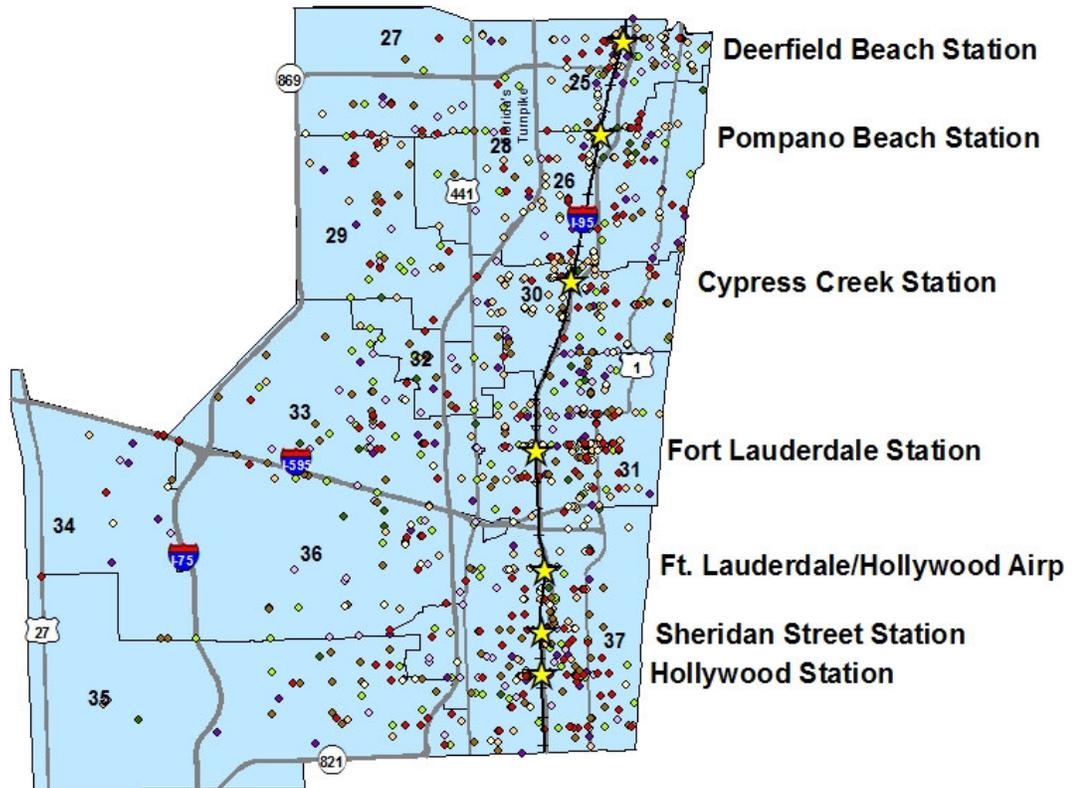
**Broward County
Destinations by Non Peak Hours**

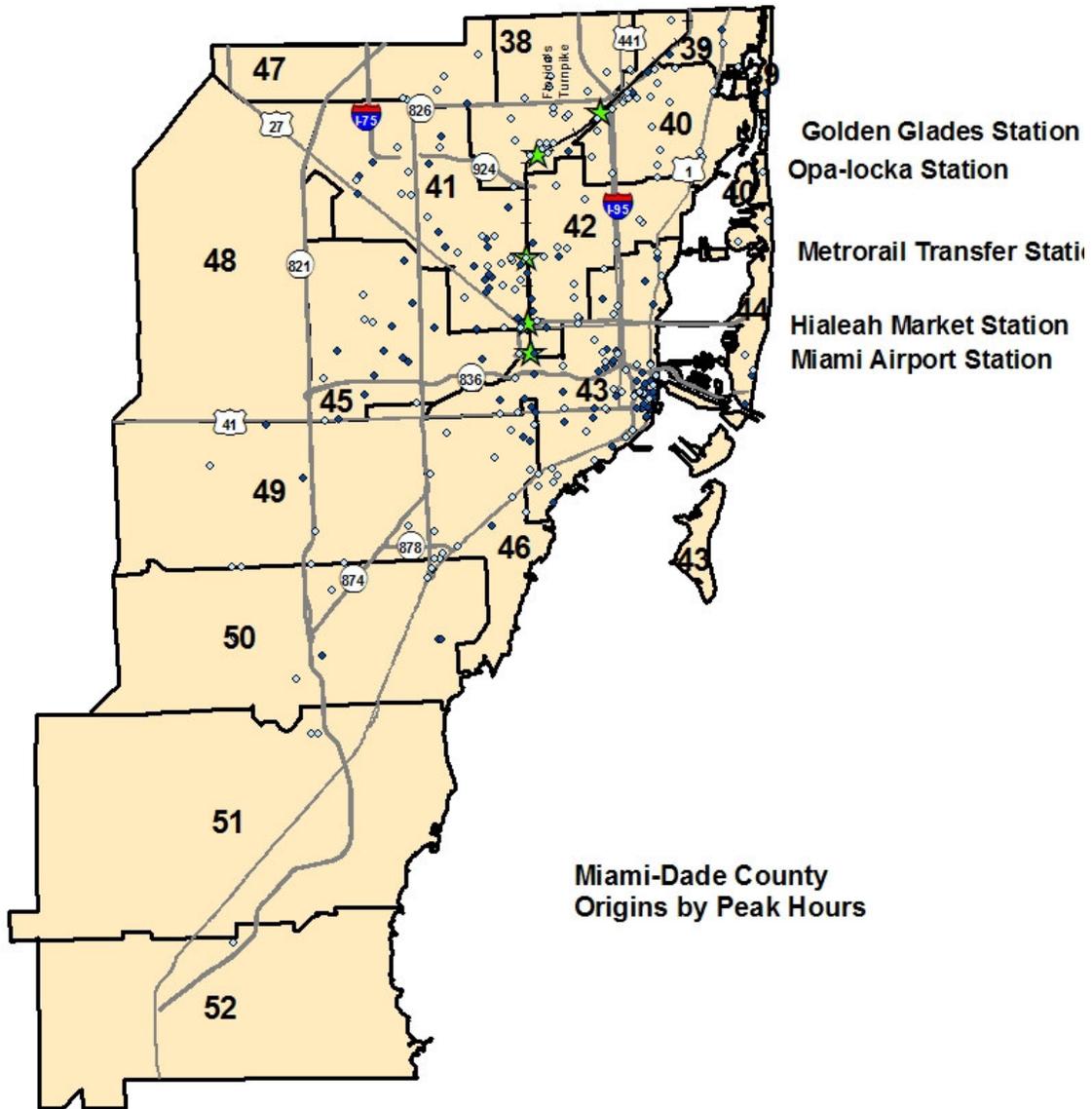


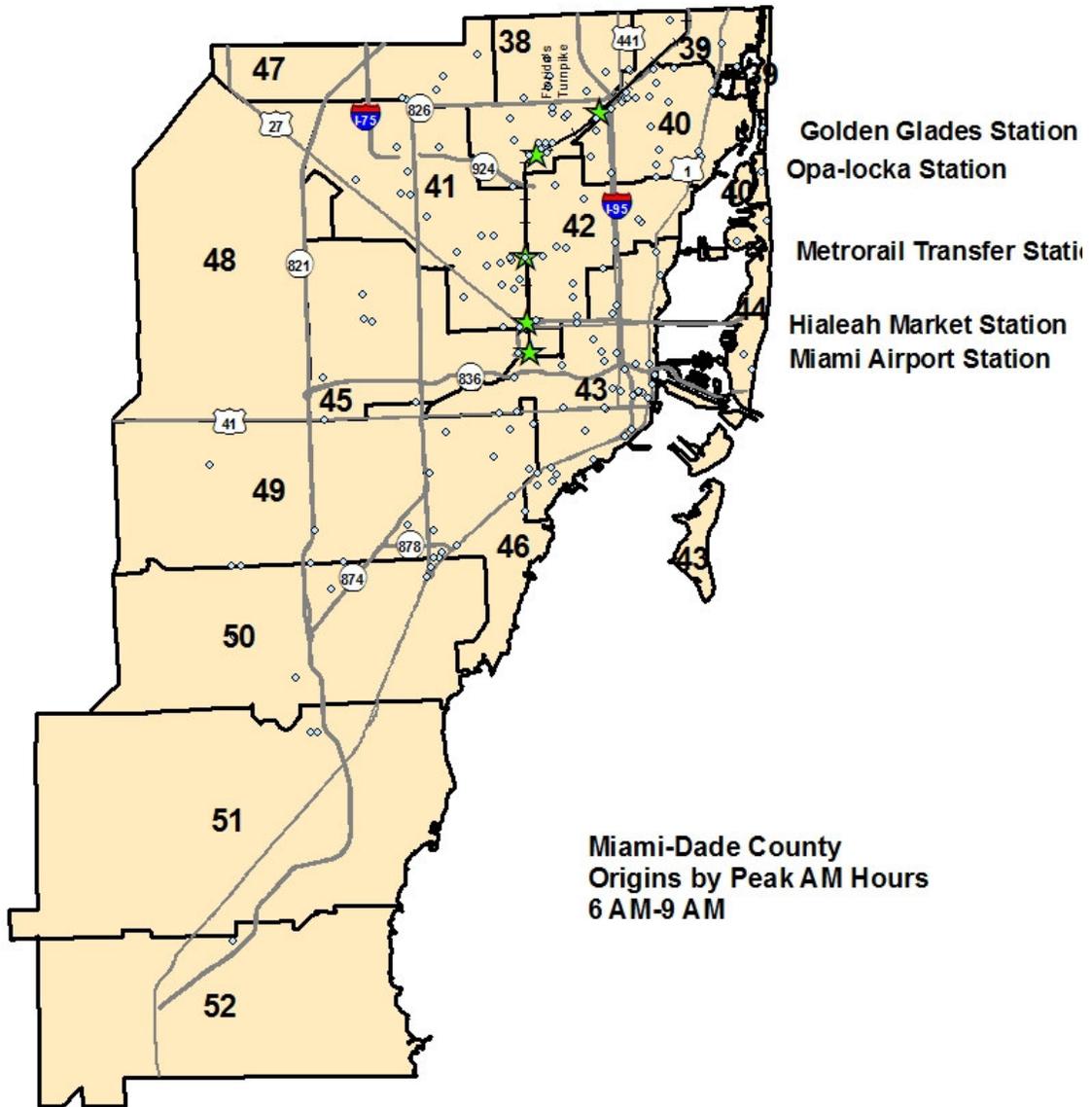
**Broward County
Peak and Non Peak Destinations**

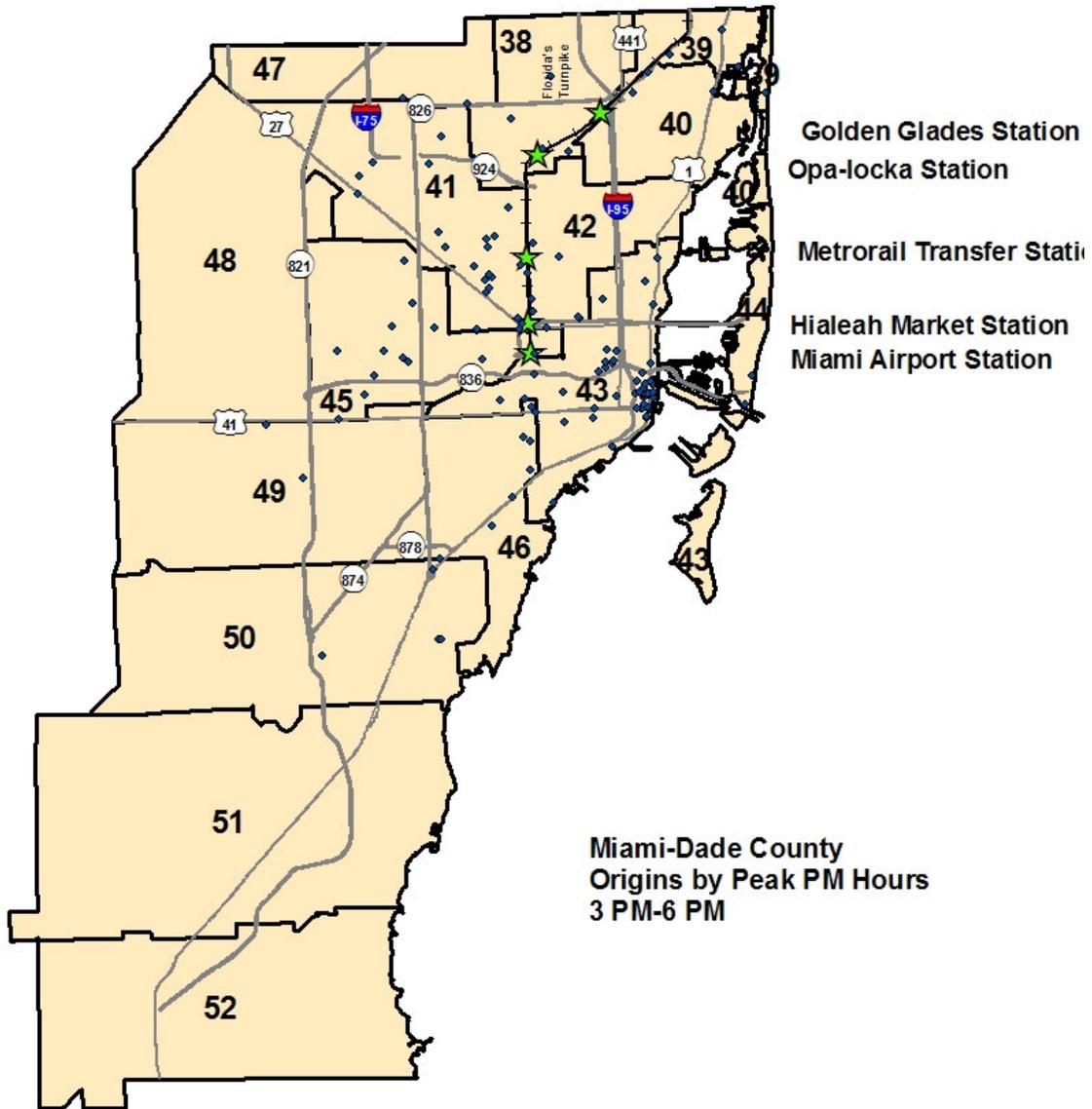


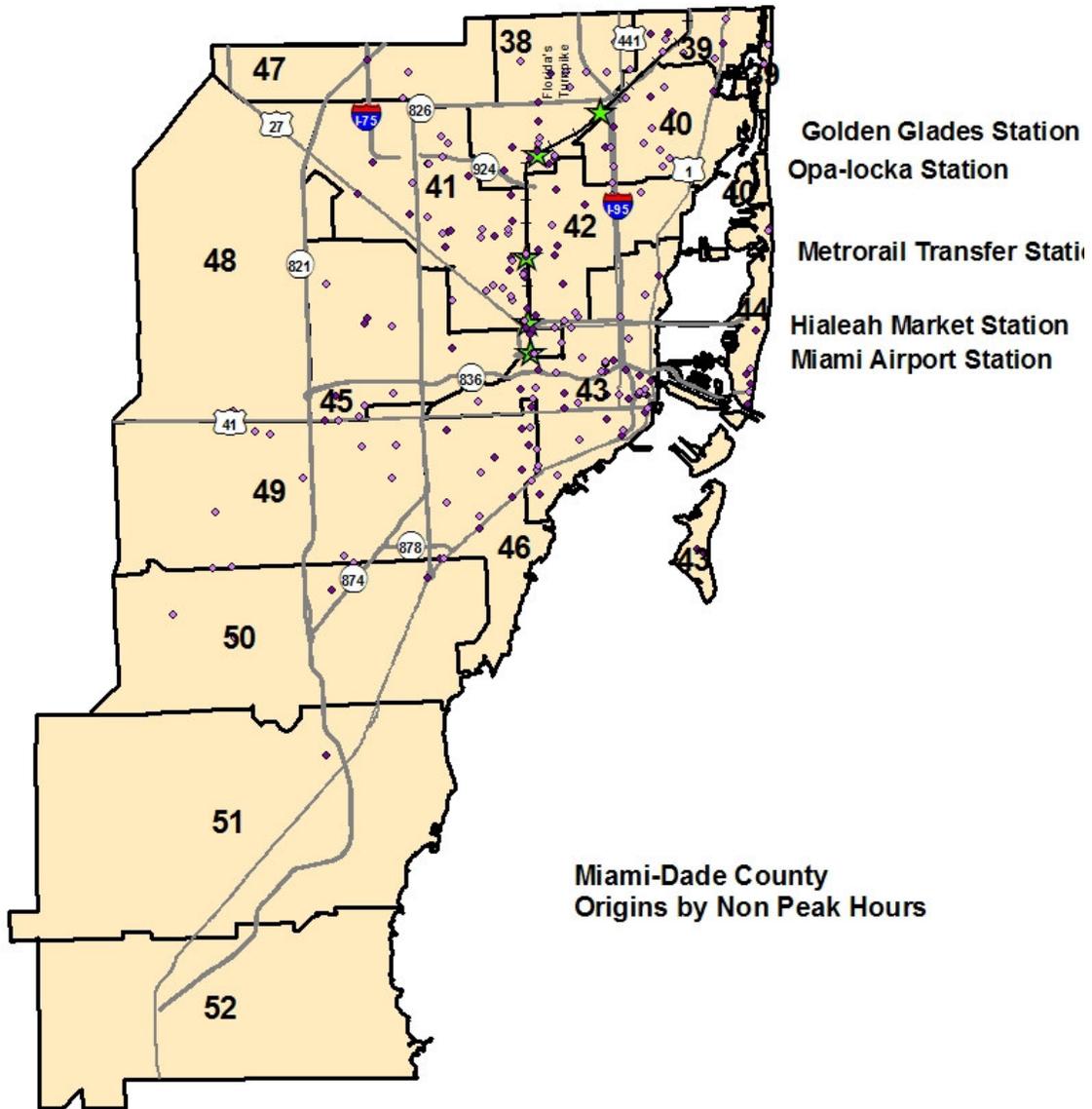
**Broward County
Peak and Non Peak
Origins and Destinations**

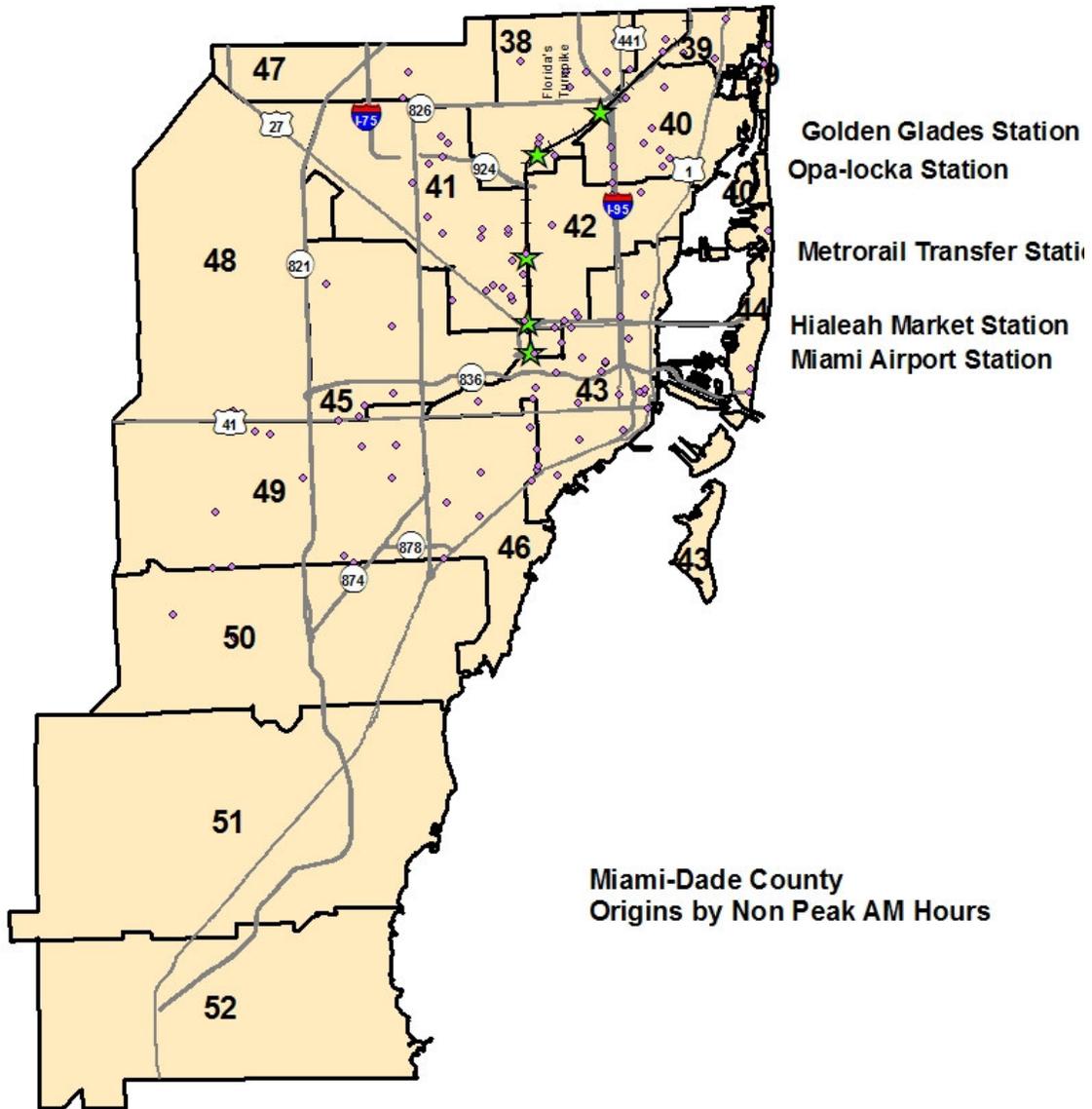


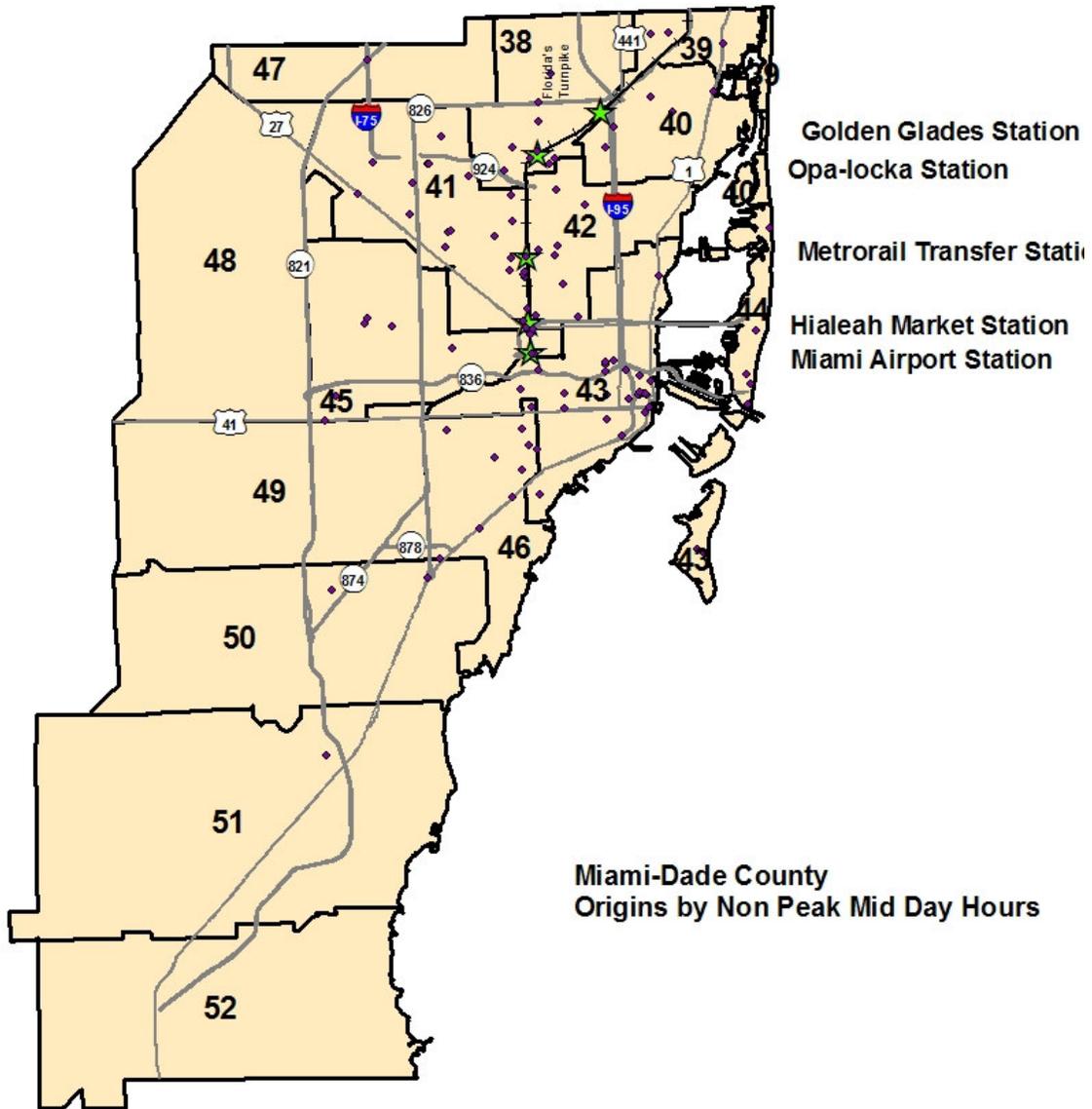


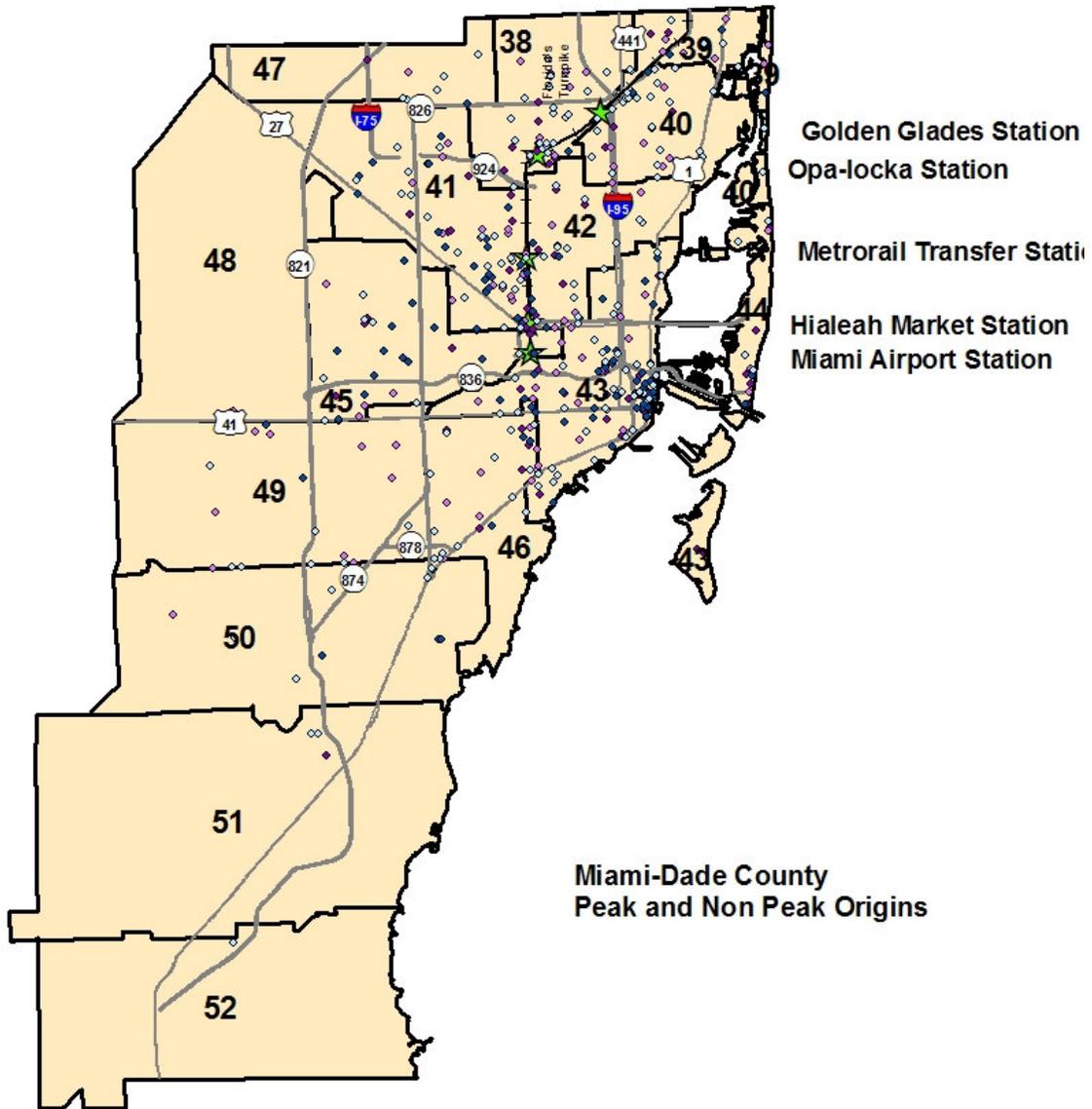


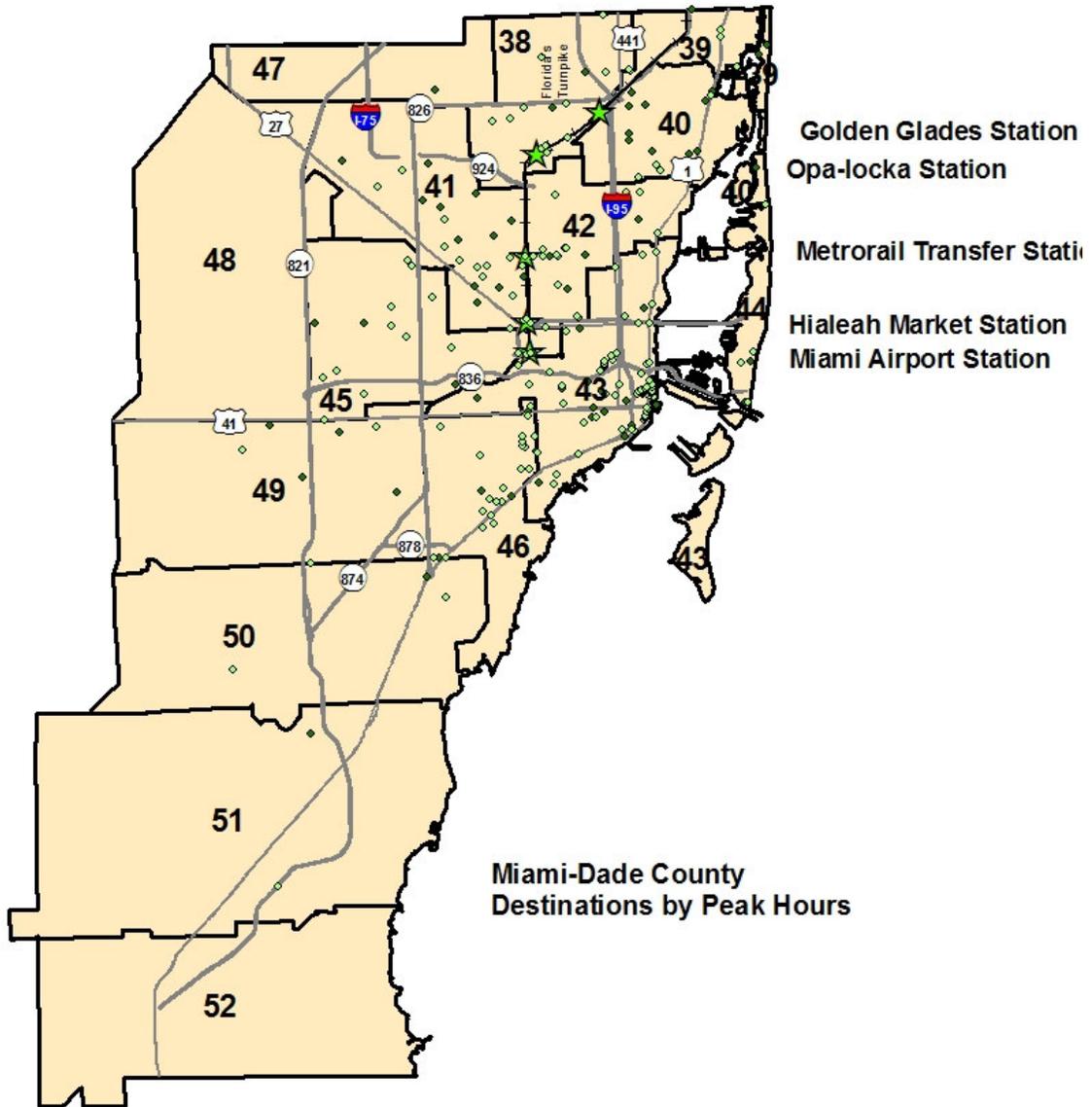


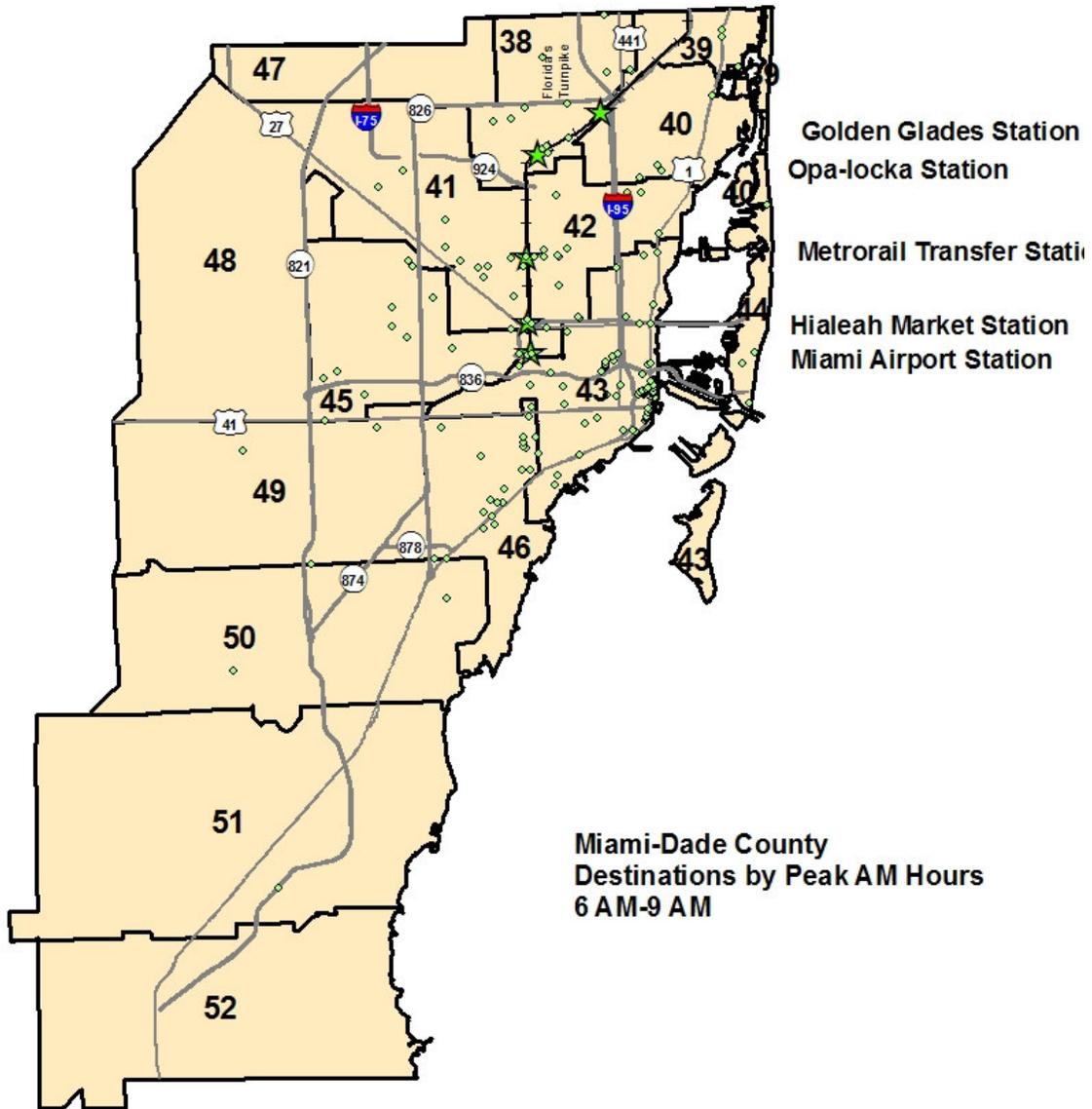


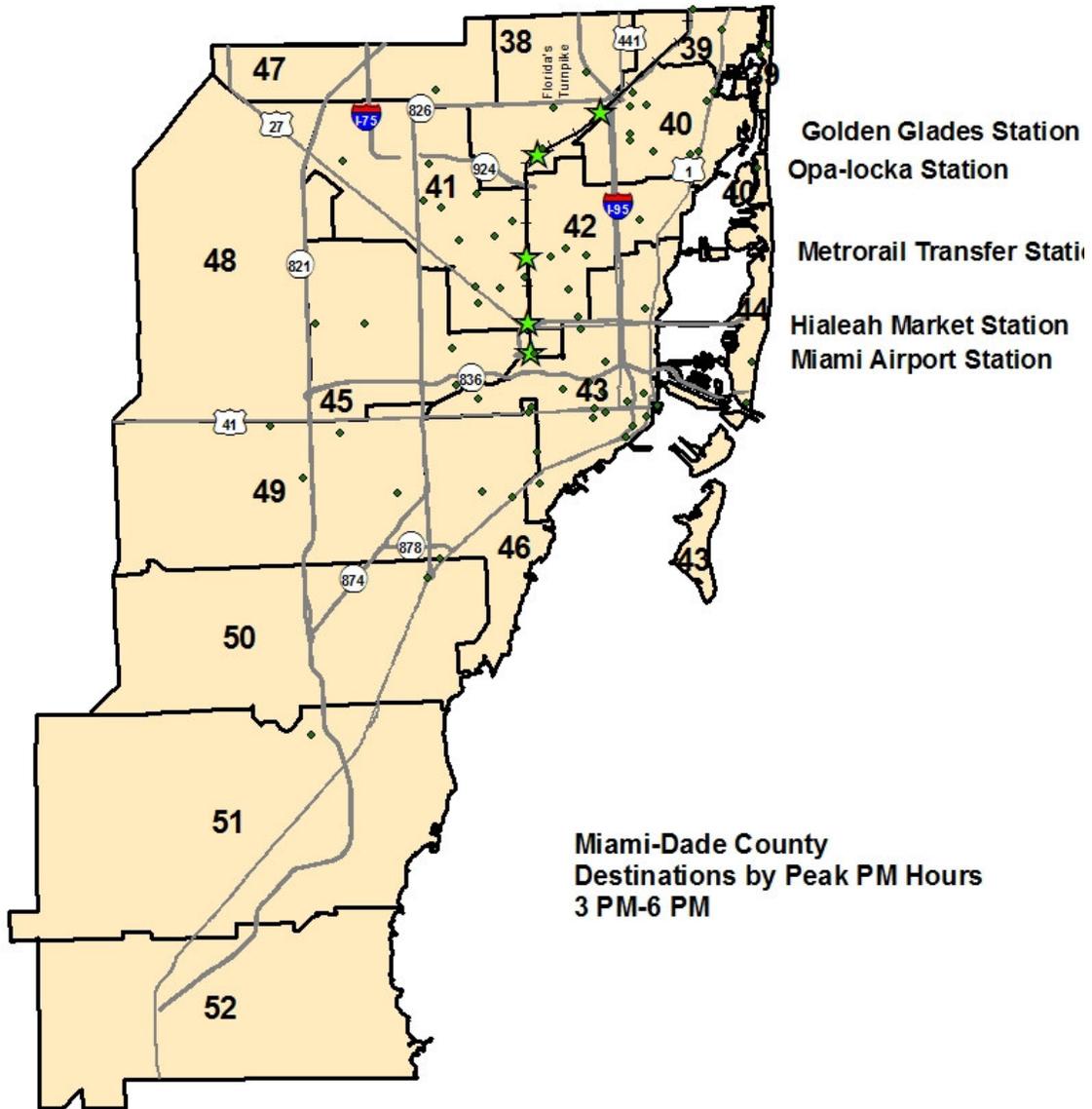


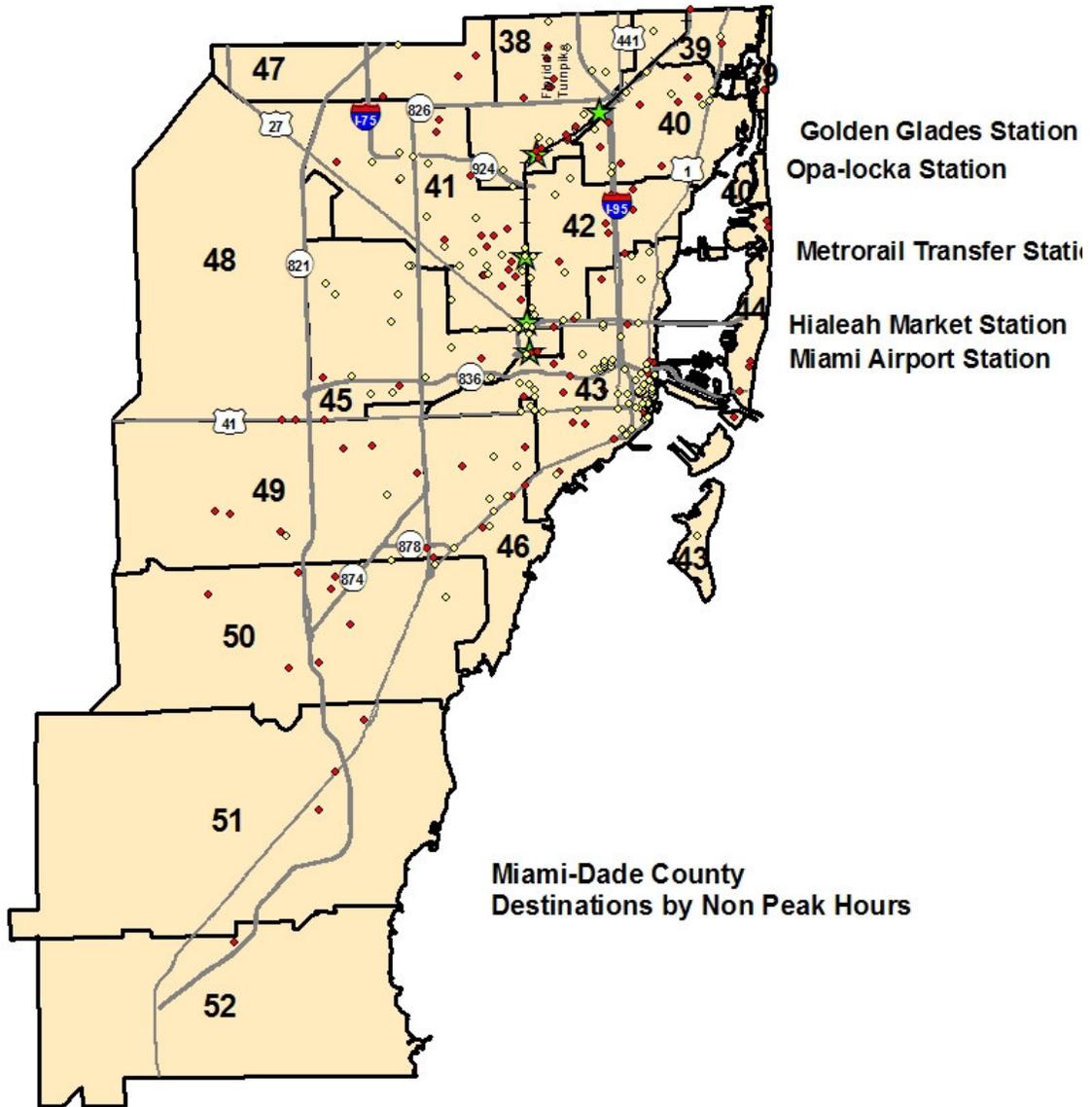


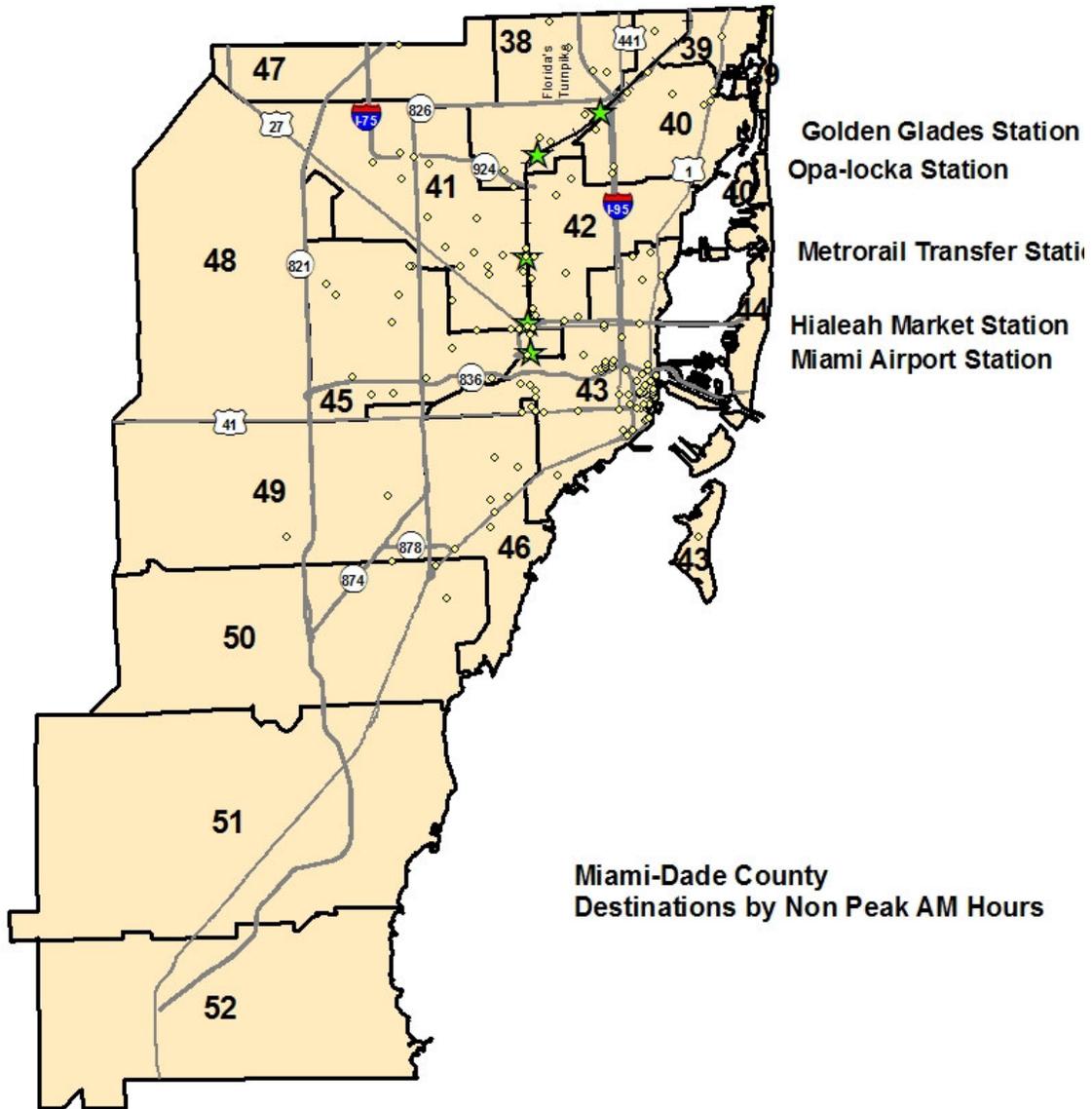


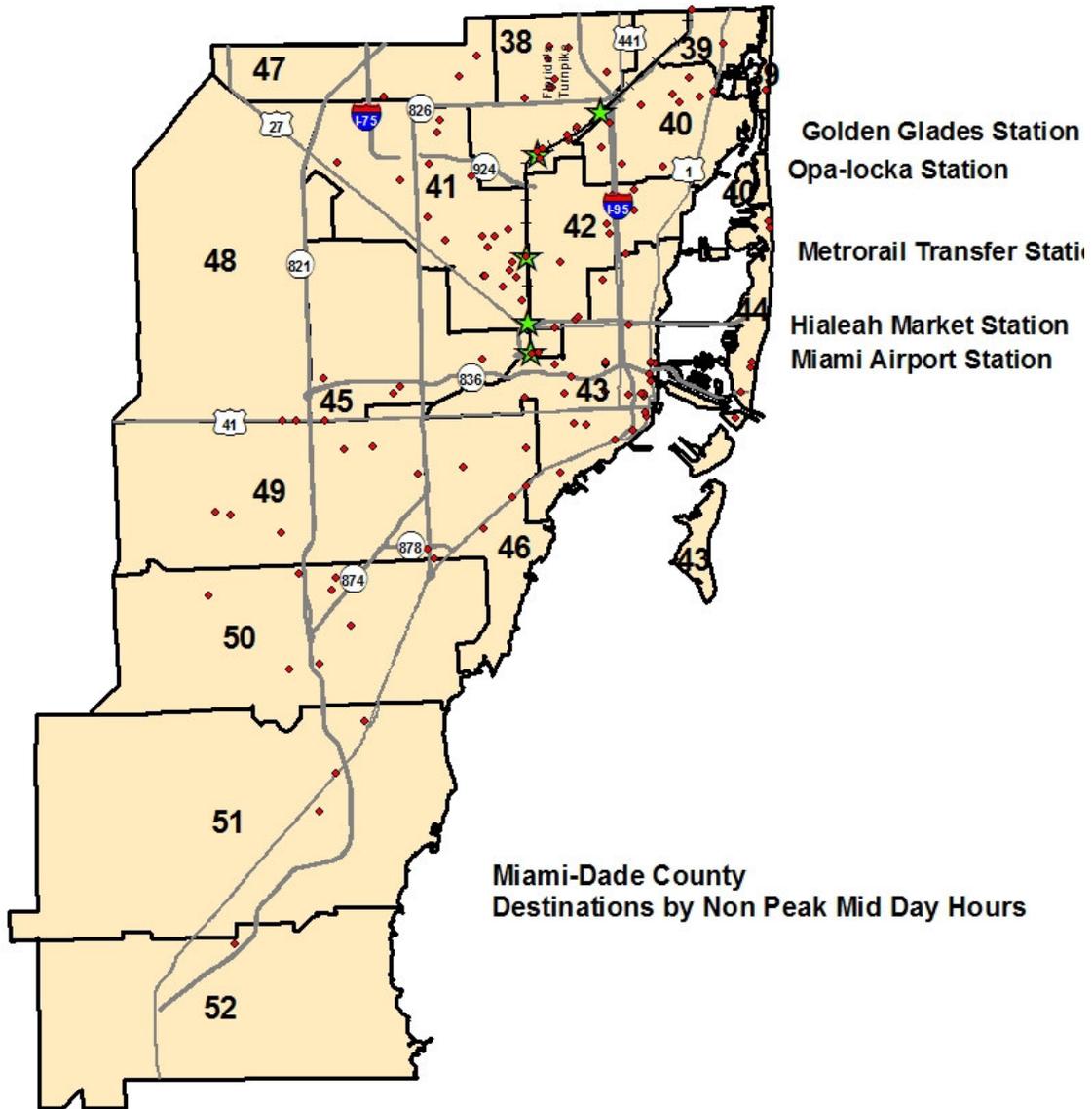


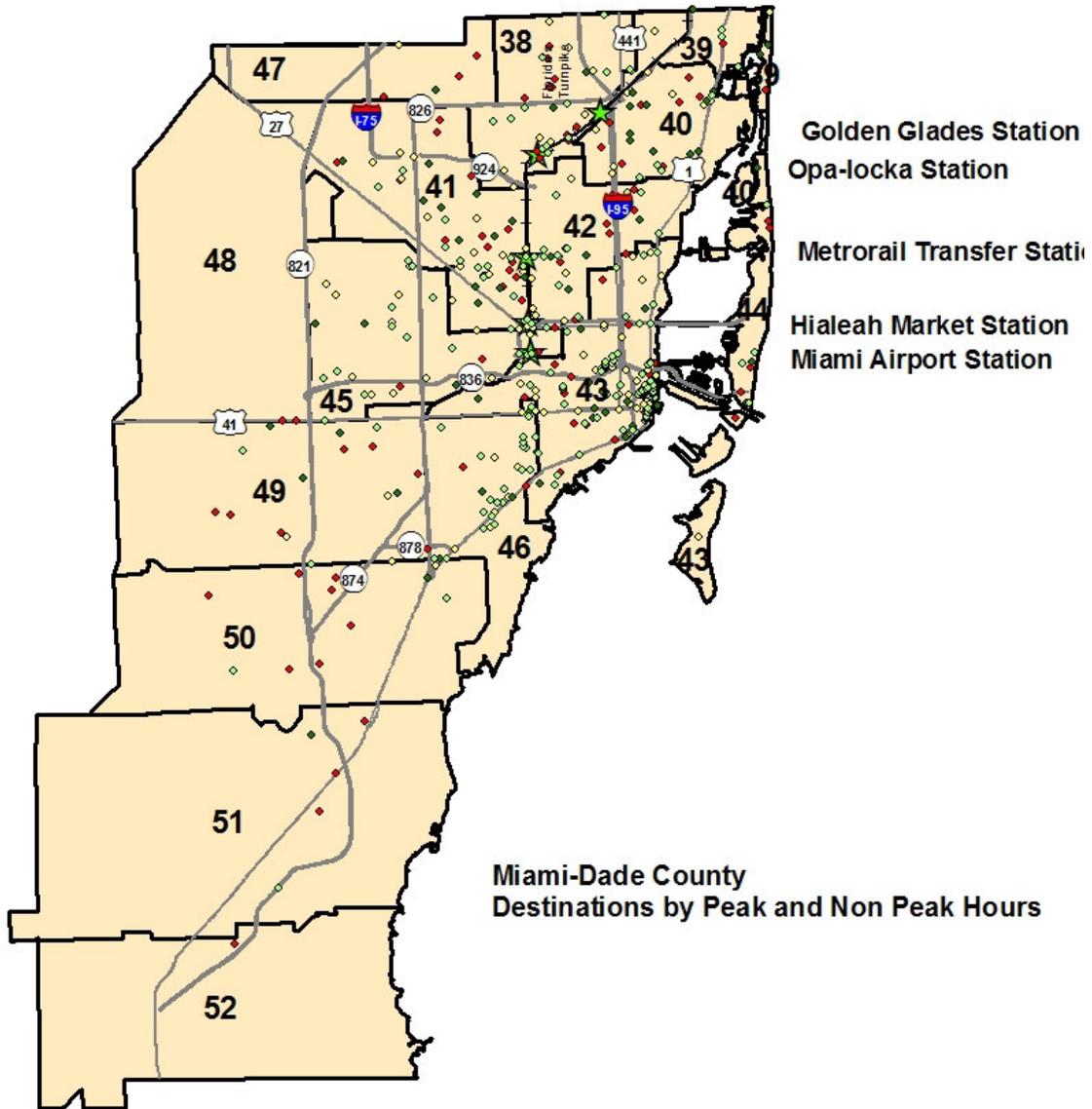


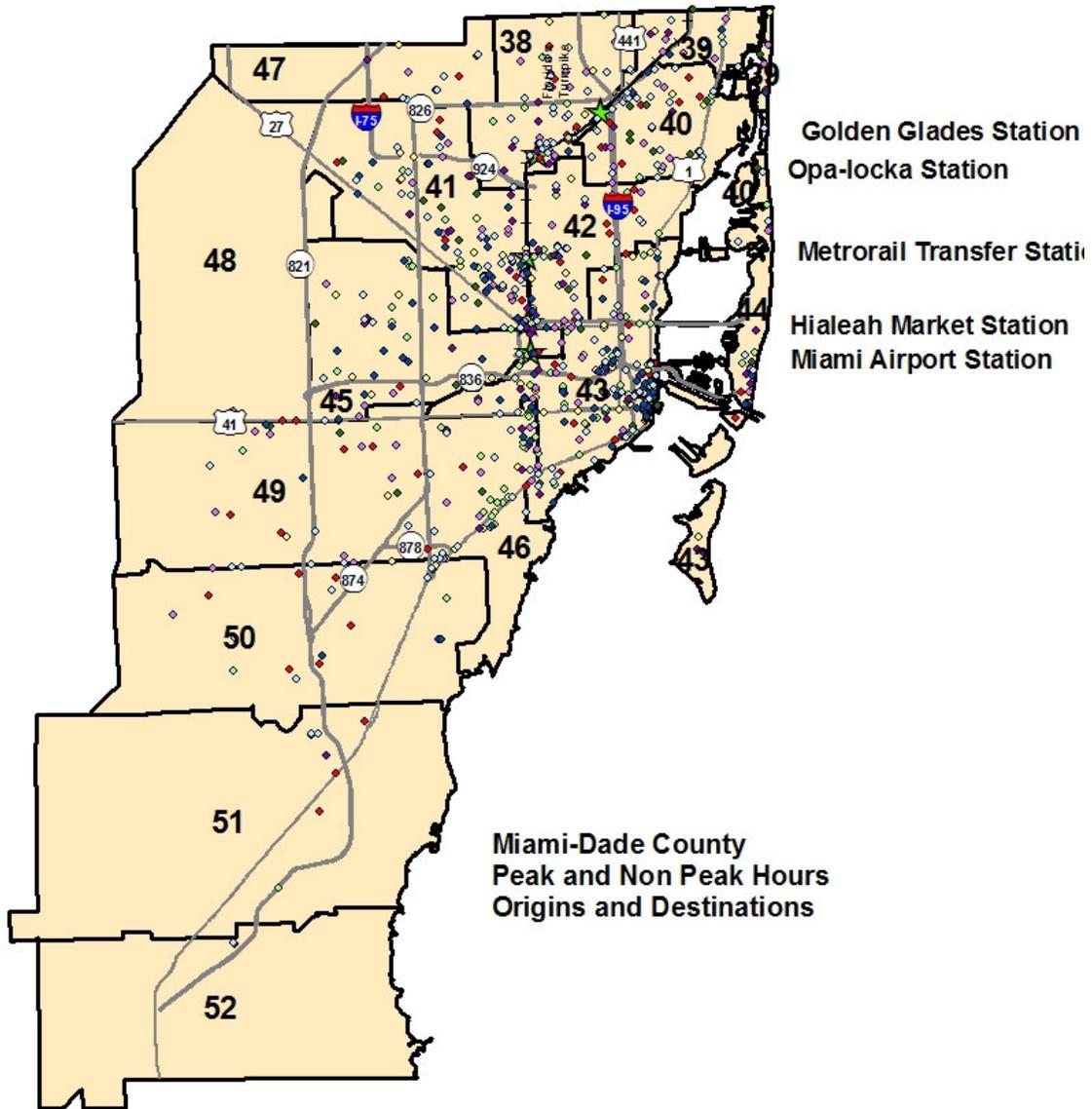












APPENDIX D

Bus-Rail Interface Survey Instrument

USE THIS SIDE FOR PASSENGERS TRANSFERING FROM A BUS TO A TRAIN



- Station: Mangonia Park West Palm Beach Lake Worth Boynton Beach
 Delray Beach Boca Raton Deerfield Beach Pompano Beach
 Cypress Creek Ft. Lauderdale Ft. Lauderdale Airport Sheridan Street
 Hollywood Golden Glades Opa-Locka Metrorail Transfer
 Hialeah Market Miami Airport

Date: 5/15 (Tues) 5/16 (Wed) 5/17 (Thu)

Time interviewed: 6-7 AM 7-8 AM 8-9 AM 9-10AM 11-12PM 12-1 PM 1-2 PM 2-3 PM

Bus Route _____

1. Where were you when you started this trip?

- Home Work School Shopping Medical Personal Business Other

1a. Please provide the address (nearest intersection, city, county)

2. At what station are you getting off the train?

- Mangonia Park West Palm Beach Lake Worth Boynton Beach Delray Beach
 Boca Raton Deerfield Beach Pompano Beach Cypress Creek Ft. Lauderdale
 Ft. Lauderdale Airport Sheridan Street Hollywood Golden Glades Opa-Locka
 Metrorail Transfer Hialeah Market Miami Airport

3. Will you return to that Tri-Rail station today? Yes No

If interviewee answers 'No', skip to question #4.

3a. How will you reach the Tri-Rail station? Bus Drop-off Walk Other

4. How frequently do you ride a bus to Tri-Rail?

- Daily Each Weekday At least once per week Less than once per week

5. Do you have any comments?

USE THIS SIDE FOR PASSENGERS TRANSFERING FROM A TRAIN TO A BUS



- Station: Mangonia Park West Palm Beach Lake Worth Boynton Beach
 Delray Beach Boca Raton Deerfield Beach Pompano Beach
 Cypress Creek Ft. Lauderdale Ft. Lauderdale Airport Sheridan Street
 Hollywood Golden Glades Opa-Locka Metrorail Transfer
 Hialeah Market Miami Airport

Date: 5/15 (Tues) 5/16 (Wed) 5/17 (Thu)

Time Interviewed: 6-7 AM 7-8 AM 8-9 AM 9-10AM 11-12PM 12-1 PM 1-2 PM 2-3 PM

Bus Route _____

1. What is the final destination of this trip?

- Home Work School Shopping Medical Personal Business Other

1a. Please provide the address (nearest intersection, city, county)

2. At what station did you board the train?

- Mangonia Park West Palm Beach Lake Worth Boynton Beach Delray Beach
 Boca Raton Deerfield Beach Pompano Beach Cypress Creek Ft. Lauderdale
 Ft. Lauderdale Airport Sheridan Street Hollywood Golden Glades Opa-Locka
 Metrorail Transfer Hialeah Market Miami Airport

3. Will you return to this Tri-Rail station today? Yes No

If interviewee answers 'No', skip to question #4.

3a. How will you reach the Tri-Rail station? Bus Drop-off Walk Other

4. How frequently do you ride a bus from Tri-Rail?

- Daily Each Weekday At least once per week Less than once per week

5. Do you have any comments?

APPENDIX E

Bus-Rail Interface Survey Comments

Train-to-Bus Comments
#62 buses are packed.
Afternoon buses are always late.
All good.
Always late!!
Bad connections and always late.
Bad schedule.
Bad schedule. I've been late for work many times.
Bathrooms are disgusting.
Be able to validate tickets on train. Better coordination between trains and buses.
Be on time!
Behind schedule and drivers are rude. Took too long to get to Aventura. Doesn't use T/R regularly so getting the system down is difficult.
Behind schedule.
Better service.
Bus and train should work as a team and coordinate their arrival times.
Bus are little late but find service pretty good.
Bus connection is bad
Bus leaves me at the station because it takes too long.
Bus schedule is behind bushes.
Bus service is slow and needs to be more frequent.
Buses and trains are late upon occasion.
Buses at night are slow.
Buses close to home.
Buses should run earlier.
Clean restrooms please.
Cleaner bathrooms.
Communication and honesty from management.
Customer stated she had to walk too much to get the train from bus. Very tired.
Express route needed.
Good
Good service needs improvement (timing).
Good Service.
Good system. No negative comments.
Has improved.
Improve schedule reliability. Earlier trains going south.
It's ok.
Just started using tri-rail. So far it's been convenient.
Late and needs to be cleaned.
Late for the last two months.
Limited parking at Hollywood Station.
Little bit more on time. More buses.
Love the way security checks to make sure everyone is safe in the train.
More connecting routes. Esp. during rush hour.
More on time.
More trains on Sundays.
More trains. Make more convenient to catch bus routes to different destinations.
Need a bus to drop-off client on Dixie US 1 after getting off train.
Need a later train coming south from west palm beach.
Need bathrooms
Need buses at 45th and Australian.

Train-to-Bus Comments
Need more trains.
Need Sat service.
Need service after 9 pm for people who work late nights.
Need Spanish speaking people.
Need student discounts. Not enough trains or buses.
Need to be quicker. Like every 20 minutes.
Need to clean the bathroom.
Needs improvements with connections.
Needs to run every 30 minutes.
Needs to run later.
Never on time. Bathrooms are disgusting and buses are always late. Always see buses just not in service.
No complaints.
No smoking on platforms.
None.
On time!!
Provide some sort of bus to Jupiter.
Saves gas
Schedule bus and train together!!!!
Schedule morning buses more frequently.
Schedule not reliable recently.
Service has improved recently.
Shuttle bus schedule should compliment tri-rail.
Some problems with lateness.
Stop being late every day.
Sync with train.
There should be restrooms at the stations.
Time delay. Bus delays need to fix the problems.
Time the trains so that they arrive 10 minutes before the buses do.
Train always late.
Train behind schedule.
Train has entirely too many delays.
Train late a lot! Makes her late for work. Need train at 1/2 hour.
Train leaves too quickly.
Trains are late occasionally.
Trains are late. After 6 there are no buses in Boynton.
Trains are not on time.
Tri-rail should come every 1/2 hour or more.
Very good.
Where are the bus maps or schedules? Buses are extremely cold.
Why doesn't the bus wait for the train? This happens a lot!!
Wish pick up was earlier in afternoon. Train every hour.
Working for me.
Works out good since passenger lives close to house. Buses late in afternoon which can mean missing the train.
Sync bus and train.
Worried about new schedule.
Would like tri-rail to run more frequently.

Bus-to-Train Comments

3 hours late. Buses do not stop sometimes.
A little costly.
Afternoon buses are not on time.
Always behind schedule.
Always late and I never get to work on time.
Always late and they do not wait.
Always late. Almost lost my job.
Be on time!
Behind schedule. Too much walking to the bus from the train.
Better Bathroom.
Better service.
Both the train and bus run pretty good.
Broward buses should run at same time as tri-rail. Buses drop-off 7:35 train leaves at 7:34. Timing is off. Very disappointing to see train leave.
Bus too slow.
Bus took too long to leave and didn't inform the passengers why.
Buses need to run more frequently.
Buses' schedules are horrible. Tri-rail is late.
Buses should run every half hour.
Buses tend to be late in the evening.
Check ticket daily. Behind schedule.
Convenient for emergencies
Coordinate bus with train!!
Costs too much.
Does not make connections.
Doing a good job.
Elevator takes too long.
Every station needs a bathroom.
Everything is well.
Good to see running on time.
Good.
Hollywood terminal has no parking.
It's ok.
Lack of buses. Too expensive.
Last 3 weeks have been fantastic. Construction was a problem.
Late trains.
Lights need to be fixed at Hollywood Station.
Make all the seats as comfortable as the ones on the new trains.
Metrorail should be roundtrip
Miss court date because train was late.
More baggage space
More frequent routes and extend them further west.
More frequent.
More routes.
More shade at bus stops.
More trains. Take care of tracks.
Much better since adding second track.
Need more buses that run frequently
Need more northbound trains.
need more security.

Bus-to-Train Comments

Needs to be on time.
Needs to run more frequently.
Never on time and needs trains to ride more frequently.
Never on time.
Ok. Hourly schedule on weekend.
Public transportation is overall bad. Needs serious improvement.
Satisfied with service.
Schedule does not coincide with train schedule.
Schedule is unreliable
South bound trains need to run every 30 minutes.
Stations need bathrooms
Stay on time. Problem with shuttle bus. Drivers are not on time.
Stop coming late.
Stop taking trains due to being late every day to work.
The bathroom is nasty.
The buses and trains are never on time.
The prices are good.
The trains are slow and always behind schedule.
Time from train to bus is messed up.
Train drops you off late and buses don't wait for people they just pull off.
Train needs to be on time.
Train runs well.
Train usually late.
Trains do not run on time.
Trains run late.
Trains should be on time more often.
Trains should run closer together,
Tri-rail has too many delays.
Tri-rail is always late and service is poor.
Tri-rail is always late.
Tri-rail is great but Bus 92 is bad. Bus at night bad too.
Tri-rail needs to improve schedule service.
Tri-rail needs to ride more often.
Tri-rail should run more often and have a better schedule and Saturday too.
Upset about schedule.
Weekend train more.
Worst coordination of bus/train on Saturday. Bus stops 7 pm train runs later. Missing 7pm bus is a \$15 taxi ride home.
You need to improve bus route 43 in West Palm. They run too late.

