

Hop on board Caltrain with your Go Pass!

As a Pass Forward Program recipient, you can enjoy free, unlimited rides.

Caltrain provides train service along the Peninsula, from San Francisco to Gilroy. Plus, you'll have convenient connections to Muni, SamTrans, VTA, and BART services, as well as easy access to San Francisco International Airport and San José's Mineta International Airport. WELCOME ABOARD!!

1 PLAN YOUR TRIP

- To find train schedules, a system map, and real-time alerts, visit caltrain.com.
- You can utilize trip planning apps, such as Google Maps, to efficiently plan your entire journey.
- When accessing the station, check the system map for bike parking or transit connection availability. If traveling by car, you can conveniently pay for parking at the ticket vending machine (TVM) or through the Caltrain App.
- Please note, your Go Pass is only valid for Caltrain. However, you can add additional funds to your Clipper® card to utilize other transit providers.
- Remember, all odd-numbered trains are northbound, while even-numbered trains are southbound.

2 BOARDING THE TRAIN

- For your Go Pass to remain valid during each ride, remember to tap your Clipper card before you board the train and off for every trip you take. To tap on, locate a Clipper card reader on the platform and simply tap your Clipper card (you should hear a beep and see green or yellow lights.)
- Caltrain allows bikes to board on our train. When boarding with your bike, be on the lookout for the designated Bike Car. If you require assistance boarding the train, don't hesitate to ask the conductors. On the station platform, you can easily find help by standing near the international symbol of access, which is represented by a blue painted square.
- If you need help while on board the train, please seek out a Caltrain conductor on board. Each train is equipped with two conductors who are available to help.

3 EXITING THE TRAIN

- To tap off, simply locate a Clipper card reader on the platform after exiting the train and tap your Clipper card.

Contract Information:

Commute.org

Email: gopass@commute.org

Text: (650) 538-7603

OTHER HELPFUL LINKS:

caltrain.com/schedules | caltrain.com/riderinfo

PASS FORWARD

Commute.org

Message from Commute.org

Welcome!

Here is your new Clipper Card. It is loaded with an annual Caltrain pass known as Pass Forward. You are now eligible for free unlimited rides on Caltrain through December 31, 2024. If you have issues with your card or lose it please email or text us.

1 KEEP IN MIND

- If the Go Pass is not used within the first 6 months it will expire. The process to renew the pass will take at least a couple weeks to process. We recommend using it regularly to avoid expiration.
- The Go Pass can not be used on the same Clipper Card as another discount pass. If you use a Clipper card with a discount pass continue to use it for all non-Caltrain transit rides.
- Additional Transportation Assistance Programs
 - Community Transportation Benefits Program (\$100 clipper card annual benefit) *Requires a separate Clipper card.*
 - Clipper START (20% or 50% discount for low income riders) *Requires a separate Clipper card.*

2 COMMUTE.ORG FREE PROGRAMS AND SERVICES

If you haven't yet, create your STAR account at my.commute.org now to gain access to the following benefits:

- **Guaranteed Ride Home (GRH):** If you commute to work or school in San Mateo County using a sustainable mode and an illness, emergency, or other qualifying event occurs, we'll cover the cost of getting you home. Our GRH program reimburses the cost of your ride home using any form of transportation, including public transit, ride-hailing (Uber/Lyft), car share, or taxi. If you can use public transit, we'll give you a \$5 bonus. Not every situation qualifies for GRH, so please read the program rules carefully and contact us if you have any questions.
- **Enter raffle to win \$100:** Multiple times a year, Commute.org offers those who live or work in San Mateo County the chance to win cash prizes. By logging your sustainable commutes (bike, walk, transit, carpool, vanpool, and telework) on STAR by Commute.org, you're automatically entered to win one of three \$100 e-gift cards. E-gift card options include 75+ retailers and 25+ nonprofits. Winners are randomly selected.
- **Start logging your Caltrain trips to work today at my.commute.org or scan QR code.**



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