

# Information Guide



San Francisco ↔ San Jose/Gilroy  
Regional Rail Link

service). Information: Santa Cruz Metro at 831.425.8600 or [www.scmtd.com](http://www.scmtd.com).

**MONTEREY**

Monterey-Salinas Transit Route 55 connects San Jose Diridon with Monterey. Information: 1.888.678.2871. Amtrak also offers bus service between the San Jose Diridon Caltrain Station and Gilroy/Salinas/Monterey. Call Amtrak at 1.800.872.7245.

**Connections to and from Caltrain aren't guaranteed.**

**SHUTTLES: BELMONT & BROADWAY**

Caltrain operates free weekday commute-hour shuttle service between the Belmont and Hillsdale stations and the Broadway and Millbrae stations. Information: 1.800.660.4287 or [www.caltrain.com/shuttles](http://www.caltrain.com/shuttles).

**SHUTTLES: EMPLOYER COMMUTER**

Commuter shuttles connect many Peninsula and South Bay stations with employment sites. Shuttles are funded by the Bay Area Air Quality Management District, Caltrain and private employers. Information: 1.800.660.4287 or [www.caltrain.com/shuttles](http://www.caltrain.com/shuttles).

**SHUTTLE: MARGUERITE**

The free shuttle serves the Menlo Park, Palo Alto and California Avenue Caltrain stations, with service to Stanford University, hospital and shopping center. Information: 650.723.9339 or [transportation.stanford.edu](http://transportation.stanford.edu).

Information subject to change.



1250 San Carlos Ave., P.O. Box 3006  
San Carlos, CA 94070

Para traducción llama al 1.800.660.4287  
如需翻譯,請電 1.800.660.4287  
Cần dịch thuật, xin gọi 1.800.660.4287

1.800.660.4287  
(TTY) 650.508.6448



**BART BART CONNECTION**  
Caltrain connects with BART at the Millbrae Transit Center. Information: 511 or [www.bart.gov](http://www.bart.gov).

**SFO SAN FRANCISCO INTERNATIONAL AIRPORT**  
Transfer from Caltrain to BART at the Millbrae Transit Center.

Take BART north to the San Bruno station, transfer to SFO train. Limited direct service is provided between Millbrae and SFO. Information: BART at 511 or [www.bart.gov](http://www.bart.gov).

**SAN JOSE INTERNATIONAL AIRPORT**  
VTA's SJC Airport Flyer (Route 10) takes you

between the Santa Clara Caltrain Station and the San Jose International Airport. The Airport Flyer is free and operates seven-days-a-week from approximately 5:30 a.m. until 11:30 p.m. Buses operate approximately every 15-30 minutes.

**ALTAMONT CORRIDOR EXPRESS**

Commuters traveling from San Joaquin Valley and the East Bay to Silicon Valley can connect from ACE to Caltrain at the Santa Clara and San Jose Diridon stations. Information: 1.800.411.RAIL or [www.acerail.com](http://www.acerail.com).

**AMTRAK**

Amtrak Coast Starlight train service to Los Angeles and Seattle connects with Caltrain at the San Jose Diridon station. The San Francisco Caltrain Station is served by Amtrak thruway connecting bus service. Information: 1.800.872.7245 or [www.amtrak.com](http://www.amtrak.com).

**CAPITOL CORRIDOR**

Commuters traveling on Capitol Corridor trains from Sacramento and the East Bay can connect to Caltrain at the Santa Clara and San Jose Diridon stations. Information: 1.877.974.3322 or [www.capitolcorridor.org](http://www.capitolcorridor.org).

**HIGHWAY 17 EXPRESS BUS**

The Highway 17 Express Bus offers service every day from San Jose Diridon station to Scotts Valley, downtown Santa Cruz and Soquel (limited

with accessible ramps to facilitate boarding on some train cars. Refer to *Caltrain for People with Disabilities* brochure for details or call Caltrain at 1.800.660.4287 for more information.

Electric Personal Assistive Mobility Devices, including Segways, may be transported on Caltrain with an EPAMD permit. Call Caltrain Accessible Transit Services at 650.508.6202 to obtain a permit.

Service animals, such as guide dogs, may accompany persons with disabilities on Caltrain if the animals are on a lead that does not interfere with passengers and the animal is under the constant supervision and control of the owner. The animal may not block the aisle. If an animal misbehaves, the passenger will be asked to remove the animal from the train. No other animals are permitted.

**Bus / Rail / Air Connections**

**SAN FRANCISCO**  
The San Francisco Municipal Transportation Agency operates buses and trains throughout San Francisco, including routes serving the Caltrain station at Fourth and King streets. Three commuter shuttles (81X, 82X, 83X), lines 10, 30, 45 and 47 and the Muni N-Judah and T-Third Street Metro lines link rail passengers with downtown. Information: [www.511.org](http://www.511.org).

**samTrans SAN MATEO COUNTY**  
San Mateo County Transit District operates buses throughout the county, connecting to Caltrain stations. Information: 1.800.660.4287 or [www.samtrans.com/schedules](http://www.samtrans.com/schedules).

**VTA SANTA CLARA COUNTY**  
Santa Clara Valley Transportation Authority operates buses and light rail vehicles connecting to many Caltrain stations in the county. Information: 408.321.2300 or 1.800.894.9908 (650 area code and South Santa Clara County) or [www.vta.org](http://www.vta.org).

**SAN FRANCISCO TRANSBAY TEMPORARY TERMINAL**  
AC Transit, Golden Gate Transit, Muni and SamTrans serve the Transbay Temporary Terminal.

**Bicycle Information**

Each train has two bike cars. Bombardier sets carry a total of 48 bikes and gallery car sets carry 80. Bicycles must be stowed in bike cars only, using the designated bicycle storage spaces. Bicyclists must be at least six years old. Folding bikes are allowed in any car if no wider than 32 inches. They should be brought onboard folded and must be stored under the seat or on the luggage rack. As a courtesy, please allow bicyclists to sit in the seats provided in the bicycle car. Bicycle riding on the station platforms and ramps is not allowed. Visit [www.caltrain.com/bicycles](http://www.caltrain.com/bicycles) for full bike policy or pick up the *Bike Access* leaflet.

Bike storage is available at many stations. Visit [www.caltrain.com/bikeparking](http://www.caltrain.com/bikeparking) for details.

**Eligible Discount: Age / Disability**

Caltrain provides an approximate 50% discount for seniors, customers with disabilities, Medicare cardholders and youth. All regular ticket types are available for a discount. Conductor or fare inspector may ask to see a valid ID to verify eligibility.

**YOUTH**

One child four years old or younger may ride free when accompanied by a fare-paying adult. Customers 18 years old and younger pay the Eligible Discount fare.

**SENIOR, DISABLED, MEDICARE CARDHOLDER**

The discount is provided to customers 65 years or older (proof of age required), passengers with disabilities who present a Regional Transit Connection Discount Card, a current Disabled Person Placard Identification card issued by the Department of Motor Vehicles or a valid transit discount card issued by another California transit agency which is equivalent to the RTCDC, and Medicare card holders.

At more than two dozen designated stations, wheelchair users board the second car from the north, marked with the blue international disabled symbol. The platform boarding position is marked with the same symbol. Each train can accommodate a minimum of three wheelchairs. Each station has a Boarding Assistance Area for persons with disabilities. Most stations are equipped

## General Information

### HOLIDAY SERVICE

Caltrain operates the Sunday schedule on the following holidays and observed holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. A Saturday schedule operates the day after Thanksgiving and a modified-Saturday schedule on Presidents Day.

### PASSENGER SAFETY & SECURITY

Caltrain wants all customers to be safe and secure and has posted valuable information at [www.caltrain.com/safety](http://www.caltrain.com/safety). Passengers must be ready to board when the train arrives at the station. Always stand behind the yellow safety line on the platform and don't cross to the center platform until the train stops completely. Don't sit on the edge of the platform.

Always look before crossing tracks.

If you see suspicious activity or a crime onboard Caltrain or at one of its stations, call the **Transit Police at 1.877.723.7245**.

### BASEBALL SERVICE – AT&T Park

Caltrain offers regular and special train service to AT&T Park for all Giants home games.

### HOCKEY SERVICE – SAP Center

The San Jose Diridon station is across the street from the SAP Center, home to the San Jose Sharks.

### LEVI'S® STADIUM

To get to the stadium, Caltrain customers transfer to VTA light rail at the Mountain View station. Caltrain provides extra service for major events, including 49ers games, held at the stadium. Information: [www.caltrain.com/levisstadium](http://www.caltrain.com/levisstadium)

### FUN DESTINATIONS

Caltrain is the perfect ride for your fun-time adventures. Attractions and events served by Caltrain are listed in the *Track the Fun* guide, which is available on the train and online. Check out Track the Savings online for discount offers. [www.caltrain.com/fun](http://www.caltrain.com/fun)

### LOST AND FOUND

To report a lost item, complete the form at [www.caltrain.com/lost](http://www.caltrain.com/lost) or call 1.800.660.4287. It may take 48 hours or more to retrieve an item.

### STOPOVERS

Customers may get off and back on the train as many times as they choose with all Caltrain fare media as long as travel continues in a valid direction of travel and is within zone and time limitations on the ticket. Clipper card customers who stopover at a station using an 8-ride Ticket or cash value should tag on at their first departure station and tag off at their final destination station only. Do not tag off or on at stopover stations to avoid additional charges. All travel must be completed within four hours of initial Clipper tag and occur in the same direction of travel.

## Ticket Information

### Caltrain is a Proof-of-Payment system.

Passengers are required to have a valid ticket before boarding. Paper tickets may be purchased at station ticket machines. Customers also can use their Clipper cards and Go passes. The Go Pass is non-transferable and must be on a Caltrain-approved ID. Tickets aren't sold onboard. Conductors and fare inspectors make random fare checks.

**Passengers without a valid fare are subject to a citation and fine.**

Fare information is available in the Caltrain pocket timetable and at [www.caltrain.com/fares](http://www.caltrain.com/fares).

### ONE-WAY TICKET

Tickets are valid for four hours from time of purchase and only for travel away from the point of origin. Clipper cards must be tagged before boarding and after disembarking. One-way trips cost less when using Clipper compared to the paper ticket. Trip, including any stopovers, must be completed within the four-hour validation period.

### DAY PASS

This pass is valid all day on the date of purchase and allows unlimited trips between zones indicated. If just making a round trip, using Clipper e-cash can save you up to \$1.

### 8-RIDE TICKET

This ticket, available only on Clipper, is valid for 30 days from date of purchase within zones indicated on the ticket. Clipper cards must be tagged before boarding and after disembarking. Trip, including stopovers, must be completed within four hours of initial tag.

### MONTHLY PASS

The Monthly Pass, available only on Clipper, is valid for unlimited rides between zones indicated on the pass. On Saturdays, Sundays and holidays, the ticket is valid for unlimited rides between all zones served by Caltrain. Monthly passes are based on the calendar month and go on sale the 21<sup>st</sup> of the month. Passes remain on sale until the 15<sup>th</sup> of the effective month.

### ZONE UPGRADE

Upgrade tickets are valid only with another valid form of Caltrain fare media. Upgrade is good for the number of zones indicated on the ticket front and is good for four hours from the time of purchase. Validation time on the Zone Upgrade doesn't supersede validation time on the accompanying Caltrain ticket. Zone upgrades, available from station ticket machines, aren't available for 8-ride tickets.

### ELIGIBLE DISCOUNT TICKETS

These tickets (Monthly, 8-ride, Day Pass, One Way & Zone Upgrade) are available to persons 18 years old & younger and 65 years & older, persons with disabilities and Medicare cardholders (proof of eligibility required).

### GO PASS

Employer, school or residential development sponsored annual pass that offers unlimited rides on Caltrain through all zones, seven days a week for one low annual cost. Participants traveling on Caltrain simply present the eligible badge with

the Go Pass sticker affixed when asked for proof-of-payment. The Go Pass doesn't cover travel on other transit systems. The Go Pass is valid for a calendar year and expires on Dec. 31 each year. Information: [www.caltrain.com/gopass](http://www.caltrain.com/gopass).

### GROUPS OF 25 OR MORE

Groups may purchase discounted One-way tickets or Day passes in advance and save 10 percent over regular fares. Groups of 50 or more may reserve space on the train for off-peak travel. Information: [www.caltrain.com/grouptravel](http://www.caltrain.com/grouptravel)

### CLIPPER®

Cards and value (including Caltrain Monthly passes, 8-ride tickets and cash) can be purchased at Caltrain's San Carlos headquarters, and from Clipper retailers, including many Walgreens stores, or at [www.clippercard.com](http://www.clippercard.com). Transit products and Clipper-cash can be added to an existing card through Add-value machines at the San Francisco, Palo Alto and San Jose stations. Customers who qualify for senior or youth discounts can receive a senior or youth Clipper card at the San Carlos office by filling out an application and providing proof of eligibility. Applications also may be submitted by mail. If loading by phone or Internet, value will be available in 3 to 5 days. Information: [www.caltrain.com/clipper](http://www.caltrain.com/clipper)

## Inter-agency Transfers

### MUNI PASS

Caltrain customers connecting with San Francisco Muni may purchase a Caltrain-Plus-Muni Pass on Clipper.

### FREE / REDUCED TRANSIT CONNECTION

Caltrain Monthly Pass holders – two zones or more – receive a local fare credit on SamTrans buses and on VTA buses and light rail. Customers transferring to Dumbarton Express with a Caltrain Monthly Pass (two zones or more) receive a local credit if boarding within two hours of tagging on Caltrain.

## Purchasing Tickets / Parking Permits

### CALTRAIN HEADQUARTERS

Customers may purchase Caltrain tickets and monthly parking permits at Caltrain headquarters.

### STATION TICKET MACHINES

All regular service Caltrain stations have ticket machines that accept cash, major credit cards and non-pin Visa and MasterCard debit cards. Clipper Add-value machines are located at the San Jose, Palo Alto and San Francisco stations and only accept credit cards.

### PARKING

Parking (24-hour limit) is available at most Caltrain stations for a nominal fee. Higher rates are charged at the San Jose Diridon station during SAP Center events and may be charged at other stations in conjunction with major events. Stations south of San Jose Diridon offer free parking. Customers with a valid Monthly Pass or 8-ride Ticket loaded on their Clipper card or with a Go Pass can purchase a monthly parking permit. Daily and monthly parking permits can be purchased at the station ticket machines. The parking fee is waived for cars displaying a disabled California license plate or parking placard issued by the DMV. Parking information: [www.caltrain.com/parking](http://www.caltrain.com/parking)

### REFUND POLICY

Only Monthly passes are subject to refund and requests should be made through the Clipper Service Bureau at [www.clippercard.com](http://www.clippercard.com) or call 1.877.878.8883. No refunds or replacements will be given for lost or stolen tickets.

**Schedule information is available in the Caltrain pocket timetable and at [www.caltrain.com/schedules](http://www.caltrain.com/schedules).**

**Station locations available online at [www.caltrain.com/stations](http://www.caltrain.com/stations)**

