

JPB CAC

CORRESPONDENCE

AS OF

August 19, 2025

From: [Charles Frye II](#)
To: [Board \(@caltrain.com\)](#); [Canepa, David \[dcanepa@smcgov.org\]](#); [waltonstaff@sfgov.org](#); [MTABoard@sfmta.com](#); [Communications Division](#); [cacsecretary \[@caltrain.com\]](#); [LPMG](#); [Navdeep Dhaliwal](#); [Jason Baker](#)
Subject: Caltrain policy Change and Customer feedback 01 August 2025
Date: Friday, August 1, 2025 10:09:31 AM

Some people who received this message don't often get email from charles.frye1@gmail.com. [Learn why this is important](#)

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Dear Caltrain Customer Service, Board of Directors and other prominent executives,

My name is Charles Frye. I'm writing to formally express my frustration and concern following an incident that occurred this morning, despite already reaching out by phone to your service center.

I was ordered off Train 408 by a conductor during fare checks, despite being a long-time monthly pass holder and attempting to rectify an honest mistake in real-time. I have been commuting with Caltrain regularly for well over a year and have always ensured my pass is loaded on time. Unfortunately, today I forgot to load my August monthly pass before boarding.

When the conductor asked for proof of fare, I explained the situation, showed her my Clipper balance of \$102, and offered to immediately purchase a fare through the Caltrain mobile app. Despite these good faith efforts, she insisted on either issuing me a citation or having me disembark at the next station. I attempted to clarify that this was an uncharacteristic oversight and asked for some leniency, especially since I clearly had the funds to pay.

Nevertheless, I was forced to get off the train at San Antonio just one stop away from my final destination, Mountain View. This was not only embarrassing but completely unnecessary, especially considering I had been on board since Millbrae and was actively trying to comply.

While I understand and respect Caltrain's zero-tolerance policy regarding unpaid fares, I believe a rigid approach like this particularly at 8:25 a.m. on the very first day of the month is counterproductive and alienating for regular, paying customers. There was no grace period offered, no consideration for my long-standing ridership, and no flexibility shown even when I offered to pay immediately.

Adding to my frustration is the fact that I've often observed other riders both minors and adults traveling without proof of payment and not being forced off the train mid-journey. The lack of consistency in enforcement, coupled with how this situation was handled, felt unnecessarily punitive and unfair.

The conductor in question was a Caucasian woman, middle-aged, wearing glasses, with brown hair. She was conducting fare inspections around 8:25 a.m.

I would strongly urge Caltrain to consider implementing a reasonable grace period especially on the 1st of the month for monthly pass holders. A 24-hour window to correct accidental lapses would go a long way in supporting your loyal commuter base and preventing incidents

like this in the future.

Thank you for taking the time to hear my concerns. I hope to see a more compassionate and balanced approach from Caltrain moving forward.

Sincerely,

A loyal Caltrain commuter,

Charles Frye

From: [Roland Lebrun](#)
To: [Public Comment](#)
Cc: [Board \(@caltrain.com\)](#); [cacsecretary \[@caltrain.com\]](#)
Subject: August 7 Board Meeting Item 7. Closed Session: Conference with Legal Counsel
Date: Wednesday, August 6, 2025 1:44:29 PM

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Dear Chair Heminger and Board Members,

The intent of this email is to substantiate and elaborate on the comment I made at the August 4 Finance meeting by attracting the Board's attention to the contents of the February 27, 2024 NTSB Railroad Investigation Report (<https://www.nts.gov/investigations/AccidentReports/Reports/RIR2401.pdf>) which implicitly exonerates Caltrain from responsibility for the March 10, 2022 incident, specifically:

- Page 6 **"The RWIC was hired by the contracting firm that performs Caltrain's operations and maintenance in 2000 and has been a RWIC for about 17 years. The NTSB reviewed the RWIC's work history and records show he worked 7 days without a day off leading up to the accident. In the 5 days before the accident, each work shift was between 11 and 14 hours long."**
- Page 14
"The National Transportation Safety Board determines that the probable cause of this accident is the Roadway Worker-In-Charge releasing exclusive track occupancy protection leaving workers and construction equipment unprotected on the main track due to his degraded performance from excessive workload."
- Page 15
"Statutory language prohibits the admission into evidence or use of any part of an NTSB report related to an accident in a civil action for damages resulting from a matter mentioned in the report (Title 49 United States Code section 1154(b))."

Conclusion

While responsibility for what happened on March 10, 2022 cannot be disputed, the NTSB report cannot be entered as evidence in court, but the Board should review the evidence contained within the report to evaluate proposals when the Railroad Operations and Maintenance contract comes up for renewal.

Respectfully presented for your consideration

Roland Lebrun

From: [Jeff Carter](#)
To: [cacsecretary \[@caltrain.com\]](#); [jcartrain@aol.com](#)
Subject: Agenda Item #10 20-Aug-2025 CAC Meeting
Date: Sunday, August 17, 2025 5:02:10 PM
Attachments: [Caltrain JPB Citizens Advisory Committee Meeting 20 August 2025.pdf](#)

You don't often get email from jcartrain@aol.com. [Learn why this is important](#)

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Please see attached comment from Jeff Carter

Regards.

CALTRAIN RIDERSHIP

A bit of history. Prior to JBP, Caltrain was privately owned and operated by Southern Pacific RR (SP). SP offered one-way, round-trip, 20-ride, weekly, 5-day monthly, 7-day monthly, and student tickets. In the 1970's SP made numerous attempts to discontinue the service, including an offer to buy commuter vans and give them to riders if they would stop riding the train. SP cited low ridership and high operating costs. Weekday ridership was about 14,000 to 15,000. In August 1977, SP increased fares by 25%. In January 1978, SamTrans initiated a 30% discount on multi ride tickets for San Mateo County residents (Fare Stabilization Program). San Francisco and Santa Clara soon followed suit. This, along with the gasoline shortage/rationing in 1979, caused a significant increase in ridership.

In July 1980, California Department of Transportation (Caltrans District 4), along with SamTrans, VTA, MUNI, and SP, began public funding and management of Caltrain. They formed a Project Management Committee (PMC) that acted as a Board of Directors. The first thing they did was to eliminate the 30% discount on multi-ride tickets (20-ride, weekly, 5-day and 7-day monthly). In October 1981, they made a major schedule change which increased reverse peak commute service at the expense of late afternoon and evening peak commute service leaving San Francisco. In October 1982, they increased fares by 25%. These changes lead to drops in ridership and fairly static ridership through most of the 1980's.

Ridership was estimated based on ticket sales as follows:

One-way=1 ride.

Round-trip=2 rides.

Weekly=14 rides (discontinued in 1991).

20-ride=20 rides.

5-day monthly=2 rides per weekday per month, excluding holidays (40-44 rides).

7-day monthly=2 rides per calendar day per month (56-60-62 rides).

I would also note that there was a student weekly and a student monthly ticket which were discontinued in 1989 and became youth fares which were estimated at 2 rides per weekday. Youth fares eventually became Eligible Discount fares.

An annual weekday count was conducted each year, typically in October, all southbound trains on Tuesday and northbound trains on Wednesday. Monthly ridership was estimated based on ticket sales as detailed above

The October 1982 fare increase consolidated the 5-day and 7-day monthly into a single monthly pass. SP now estimated 2 rides per calendar day each month per monthly ticket which grossly overestimated monthly pass ridership. This was not acceptable to Caltrain (Caltrans) management since the contract with SP specified that they (SP) are paid 20 cents per passenger as an "Operating Margin." So, Caltrans and SP negotiated to use 1.56 times each calendar day of the month, per monthly pass as follows:

31 days=48.36 rides.

30 days=46.8 rides.

29 days=45.24 rides

28 days=43.68 rides.

This still led to over-estimation of monthly pass ridership. However, they had to live with this since SP had a lot of pull in Sacramento at the time.

I have been studying/analyzing Caltrain ridership (and fares) since the late 1970's. My analysis of the annual count and ticket sales data found that monthly pass ridership was approximately 37-40 rides per monthly pass. Of course there are numerous factors involved, i.e. just one annual count, which typically did not include weekends, weekly and 20-ride tickets, etc. Ironically, I did learn and saw a study that was done for Caltrans that estimated ridership from each ticket type and the results were nearly identical to mine.

The JPB purchased the system in July 1992 and assumed management and funding Caltrain. They contracted with Amtrak to operate the service, most of the crewing were the former SP employees that ran the service.

The JPB continued the aforementioned monthly ridership estimation and annual count. Originally, there were two annual counts (spring and fall) for two years (1993/1994). JPB then settled on a single count (due to the high cost) in January/February and included Monday-Friday and weekends. This required a person at each door on each car to count ons and offs at each station. The count was spread over several weeks to cover the entire days schedule; not all trains were counted in one day. This was costly since it required a lot of labor, hence they went to a single annual count instead of two. Now, as noted in the Staff presentation, the annual count was suspended when COVID hit.

My continued analysis of now better data still led to approximately 37-40 rides per monthly pass. Of course, there were many factors that can affect the estimate and ridership. But, the bottom line is that Caltrain continued to use the 1.56 formula for many years. I have presented my concerns to the JPB and CAC a few times over the years. Caltrain began to recalibrate the ridership estimation methodology in the late 2010's to provide more accurate ridership data. Details are described in the F-Y 2024 ridership report.

I also did some analysis of the Caltrain Triennial Surveys and found that the average rider rides about 37-38 times per month, so monthly pass use should be similar. Of course some may ride more frequently and some less frequently, but an accurate average can be a good guide for ridership estimation.

As I have noted above, I would receive monthly ridership and ticket sales data from Caltrain through PRA Request. One report (Revenue by Zone) detailed all tickets sold between zones for each month. There were 10-15 pages of sales detail based on location (Clipper, TVM, Central) of sales, current month, future month, etc. Apparently, this report is no longer available/produced, which doesn't make sense to me since tickets are still sold based on zone pairs. Another report (Ticket Report) showed the total number of each type of ticket sold for the month, estimating the ridership based on what I have detailed above. So why can't Caltrain provide this data? It should be on the ridership Dashboard.

I have attached pages from these two reports for reference.

Caltrain also cannot provide Clipper tag-on/tag-off data, why not?

They are using Clipper data to estimate ridership. Why can't they provide Clipper O&D data on the ridership Dashboard?

Distance-based fares would also provide reliable O&D data.

I am looking forward to seeing the APC ridership data once they are validated.

I have also attached my: Caltrain Ridership History 1975 to 2017.

Thank-You, I welcome input from CAC members and Staff.

Jeff Carter

17-August-2025

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	PENINSULA CORRIDOR JOINT POWERS BOARD																			
2	TOTAL CURRENT REVENUE BY ZONE																			
3	October 2020																			
4																				
5																				
6																				
7																				
8	<div>ONE WAYDAY PASSMONTHLY PASS</div>																			
9	<div>FULL FAREED FAREFULL FAREED FAREFULL FAREED FARE</div>																			
10	SALES BETWEEN		TICKETSREVENUE		TICKETSREVENUE		TICKETSREVENUE		TICKETSREVENUE		TICKETSREVENUE		TICKETSREVENUE		TICKETSREVENUE		TICKETSREVENUE			
11	1	1	1,781	6,770		424	763		110	825		6	23		16	1,845		-	-	
12		2	7,654	48,209		1,611	4,675		840	10,080		193	1,158		103	20,226		9	843	
13		3	5,896	51,929		961	3,865		740	12,210		132	1,089		60	16,646		5	649	
14		4	3,356	37,163		701	3,491		491	10,311		161	1,691		16	5,736		3	497	
15		5	24	331		1	6		5	150		-	-		-	-		-	-	
16		6	93	1,482		28	200		-	-		1	15		-	-		1	238	
17																				
18	2	2	3,853	14,613		1,403	2,538		219	1,643		169	634		20	2,306		2	115	
19		3	4,205	26,345		1,377	3,969		304	3,648		84	504		82	16,102		13	1,218	
20		4	2,419	20,914		552	2,193		179	2,954		57	470		30	8,323		2	259	
21		5	78	831		30	163		4	84		-	-		3	1,076		-	-	
22		6	45	616		8	47		7	179		-	-		1	440		-	-	
23																				
24	3	3	1,582	6,008		523	952		216	1,620		49	184		24	2,767		1	58	
25		4	2,504	15,867		813	2,383		161	1,932		40	240		81	15,906		4	375	
26		5	34	309		19	75		6	99		3	32		2	555		-	-	
27		6	61	719		19	93		3	63		-	-		6	2,151		1	166	
28						-	-													
29	4	4	305	1,153		104	184		23	173		10	38		3	346		-	-	
30		5	11	66		6	17		1	12		-	-		2	393		-	-	
31		6	149	1,297		39	153		14	231		3	25		6	1,665		2	259	
32																				
33	5	5	-	-		-	-		-	-		-	-		-	-		-	-	
34		6	27	174		-	-		-	-		-	-		-	-		1	94	
35																				
36	6	6	13	49		-	-		-	-		3	11		-	-		-	-	
37																				
38																				
39																				
40	TOTAL		34,090	234,842		8,619	25,766		3,323	46,212		911	6,112		455	96,480		44	4,770	
41																				
42																				
43																		GRAND TOTAL		\$ 414,182

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z				
1	PENINSULA CORRIDOR JOINT POWERS BOARD																													
2	REVENUE BY ZONE																													
3	May 2019																													
4																														
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8																														
9																														
10																														
11	BET	ONE WAY				DAY PASS				MONTHLY PASS				8-RIDE																
12		FULL FARE		ED FARE		FULL FARE		ED FARE		FULL FARE		ED FARE		FULL FARE		ED FARE		FULL FARE		ED FARE		FULL FARE		ED FARE						
13		TICKETS		REVENUE		TICKETS		REVENUE		TICKETS		REVENUE		TICKETS		REVENUE		TICKETS		REVENUE		TICKETS		REVENUE						
14																														
15																														
16																														
17																														
18	2	2	25,101	90,852.33	7,008	12,363.79	1,656	12,517.67	388	1,465.44	414	43,248.89	65	3,375.98	0	-	0	-	0	-	0	-	0	-	0	-				
19			44,318	266,940.04	10,370	29,401.17	2,956	35,766.21	671	4,049.16	1,514	268,381.15	204	17,231.87	0	-	0	-	0	-	0	-	0	-	0	-				
20			21,653	182,287.65	3,276	12,693.80	1,929	32,099.02	244	2,030.11	778	194,690.10	69	7,883.96	0	-	0	-	0	-	0	-	0	-	0	-				
21			191	2,064.10	25	122.01	21	444.75	1	10.59	19	6,100.07	2	304.30	0	-	0	-	0	-	0	-	0	-	0	-				
22			493	6,522.35	30	178.85	44	1,131.53	27	347.18	23	9,056.09	3	504.00	0	-	0	-	0	-	0	-	0	-	0	-				
23																														
24	3	3	12,305	44,614.90	2,369	4,179.96	1,139	8,615.09	237	896.30	356	36,942.50	25	1,288.61	0	-	0	-	0	-	0	-	0	-	0	-				
25			19,953	120,191.88	4,181	11,816.69	1,775	21,472.86	382	2,311.48	1,033	183,382.72	93	7,861.94	0	-	0	-	0	-	0	-	0	-	0	-				
26			565	4,776.65	115	449.34	62	1,031.69	1	8.32	42	10,507.46	6	692.30	0	-	0	-	0	-	0	-	0	-	0	-				
27			1,466	16,030.02	207	1,030.44	135	2,859.09	21	222.37	83	26,704.08	11	1,659.52	0	-	0	-	0	-	0	-	0	-	0	-				
28																														
29			4	4	1,586	5,813.85	343	605.21	232	1,754.79	37	139.93	43	4,492.27	4	206.77	0	-	0	-	0	-	0	-	0	-	0	-		
30	184	1,108.97			269	769.63	16	193.63	1	6.05	17	3,031.01	9	750.00	0	-	0	-	0	-	0	-	0	-	0	-				
31	1,246	10,512.50			425	1,669.30	126	2,096.67	2	16.64	89	22,359.44	24	2,802.44	0	-	0	-	0	-	0	-	0	-	0	-				
32												0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-			
33	5	5			0	-	0	-	2	15.13	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-		
34					52	313.35	5	13.96	15	181.53	0	-	2	360.54	1	78.00	0	-	0	-	0	-	0	-	0	-	0	-		
35																														
36	6	6	11	41.35	2	3.53	12	90.76	4	15.13	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-				
37																														
38																														
39																														
40			OTA	348,159	\$ 2,472,094.56	48,752	\$ 147,323.43	45,236	\$ 683,898.75	6,500	\$ 46,619.76	13,644	\$ 2,894,418.07	795	\$ 74,058.58	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -			
41																														
42																														
43	GRAND TOTAL																							\$	6,318,413.15					

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1	PENINSULA CORRIDOR JOINT POWERS BOARD																															
2	TOTAL CURRENT REVENUE BY ZONE																															
3	May 2019																															
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11			ONE WAY				DAY PASS				MONTHLY PASS				8-RIDE																	
12	SALES BETWEEN		FULL FARE		ED FARE		FULL FARE		ED FARE		FULL FARE		ED FARE		FULL FARE		ED FARE		FULL FARE		ED FARE		FULL FARE		ED FARE							
13			TICKETS	REVENUE	TICKETS	REVENUE	TICKETS	REVENUE	TICKETS	REVENUE	TICKETS	REVENUE	TICKETS	REVENUE	TICKETS	REVENUE	TICKETS	REVENUE	TICKETS	REVENUE	TICKETS	REVENUE	TICKETS	REVENUE	TICKETS	REVENUE	TICKETS	REVENUE	TICKETS	REVENUE		
14	1	1	10,552	38,277	1,253	2,211	1,786	13,509		208	787		263	27,837		5	265	0	0		0	0		0	0		0	0		0	0	
15		2	74,617	449,289	7,733	21,852	10,237	123,864		1,627	9,819		3,267	588,934		67	5,762	0	0		0	0		0	0		0	0		0	0	
16		3	91,727	773,684	6,775	26,349	14,183	235,996		1,615	13,437		3,200	815,008		86	10,241	0	0		0	0		0	0		0	0		0	0	
17		4	41,201	445,076	4,266	20,933	8,711	184,481		1,005	10,642		976	321,214		25	3,804	0	0		0	0		0	0		0	0		0	0	
18		5	375	4,958	24	140	60	1,543		4	129		10	4,035		0	0	0	0		0	0		0	0		0	0		0	0	
19		6	563	8,740	77	541	140	4,236		19	287		13	6,213		0	0	0	0		0	0		0	0		0	0		0	0	
20																																
21	2	2	25,101	90,852	7,008	12,364	1,656	12,518		388	1,465		356	37,681		52	2,752		0		0		0	0		0	0		0	0		
22		3	44,318	266,940	10,370	29,401	2,956	35,766		671	4,049		1,243	224,073		165	14,190		0		0		0	0		0	0		0	0		
23		4	21,653	182,288	3,276	12,694	1,929	32,099		244	2,030		632	160,964		39	4,644		0		0		0	0		0	0		0	0		
24		5	191	2,064	25	122	21	445		1	11		14	4,608		2	304		0		0		0	0		0	0		0	0		
25		6	493	6,522	30	179	44	1,132		27	347		17	6,860		0	0		0		0	0		0	0		0	0		0	0	
26																																
27	3	3	12,305	44,615	2,369	4,180	1,139	8,615		237	896		281	29,743		18	953		0		0		0	0		0	0		0	0		
28		4	19,953	120,192	4,181	11,817	1,775	21,473		382	2,311		864	155,751		76	6,536		0		0		0	0		0	0		0	0		
29		5	565	4,777	115	449	62	1,032		1	8		34	8,659		4	476		0		0		0	0		0	0		0	0		
30		6	1,466	16,030	207	1,030	135	2,859		21	222		63	20,734		10	1,522		0		0		0	0		0	0		0	0		
31					0	0																										
32	4	4	1,586	5,814	343	605	232	1,755		37	140		37	3,916		3	159		0		0		0	0		0	0		0	0		
33		5	184	1,109	269	770	16	194		1	6		15	2,704		6	516		0		0		0	0		0	0		0	0		
34		6	1,246	10,513	425	1,669	126	2,097		2	17		76	19,356		19	2,262		0		0		0	0		0	0		0	0		
35																																
36	5	5	0	0	0	0	2	15		0	0		0	0		0	0		0		0	0		0	0		0	0		0	0	
37		6	52	313	5	14	15	182		0	0		2	361		0	0		0		0	0		0	0		0	0		0	0	
38																																
39	6	6	11	41	2	4	12	91		4	15		0	0		0	0		0		0	0		0	0		0	0		0	0	
40																																
41	TOTAL		348,159	\$ 2,472,094.56	48,752	\$ 147,323.43	45,236	\$ 683,898.75	6,500	\$ 46,619.76	11,363	\$ 2,438,652.07	577	\$ 54,384.58	0	\$ -	0	\$ -														
42																																
43	GRAND TOTAL																										\$ 5,842,973.15				total check \$ -	

GRAND TOTAL \$ 5,842,973.15

total check
\$ -

	A	B	C	D	E	F	G	H	I
1	PENINSULA CORRIDOR JOINT POWERS BOARD								
2	TOTAL FUTURE SALES								
3	May 2019								
4									
5									
6									
7	MONTHLY PASS								
8			FULL FARE				ED FARE		
9	SALES BETWEEN		TICKETS REVENUE				TICKETS REVENUE		
10									
11	1	1	52	4,992			6	288	
12		2	540	88,290			37	2,886	
13		3	646	149,226			38	4,104	
14		4	257	76,715			15	2,070	
15		5	5	1,830			0	0	
16		6	2	867			0	0	
17									
18	2	2	58	5,568			13	624	
19		3	271	44,309			39	3,042	
20		4	146	33,726			30	3,240	
21		5	5	1,493			0	0	
22		6	6	2,196			3	504	
23									
24	3	3	75	7,200			7	336	
25		4	169	27,632			17	1,326	
26		5	8	1,848			2	216	
27		6	20	5,970			1	138	
28									
29	4	4	6	576			1	48	
30		5	2	327			3	234	
31		6	13	3,003			5	540	
32									
33	5	5	0	0			0	0	
34		6	0	0			1	78	
35									
36	6	6	0	0			0	0	
37									
38									
39									
40	TOTAL		2,281	\$ 455,766.00			218	\$ 19,674.00	
41									
42									
43	GRAND TOTAL				\$ 475,440.00				

	A	B	C	H	I	J	K	L	M
1	PENINSULA CORRIDOR JOINT POWERS BOARD								
2	TICKET SALES REPORT								
3	March 31, 2019								
4									
5									
6		NUMBER							
7		OF GROUP	TICKETS						
8		TICKETS	SOLD						
9									
10	ONE WAY		452,799						
11	ED ONE WAY		55,081						
12	DAY PASS		43,024						
13	ED DAY PASS		5,887						
14									
15	SUB-TOTAL	0	556,791						
16									
17									
18									
19		AVG. PASS ⁽¹⁾							
20		PER TICKET							
21	MONTHLY	48.36	13,684						
22	ED MONTHLY	42	799						
23	8-RIDE								
24	ED 8-RIDE								
25									
26	SUB-TOTAL		14,483						
27									
28	GRAND TOTAL		571,274						
29									
30									
31									
32	⁽¹⁾ AVERAGE PASSENGERS PER TICKET:								
33	MONTHLY--NUMBER OF CALENDAR DAYS X 1.56								
34	ED MONTHLY--NUMBER OF WEEKDAYS (EXCLUDING HOLIDAYS) X 2								

yellow APRked is mannual calculation

yellow APRked is mannual calculation

FARES			RIDERSHIP				NOTES	
YEAR	ONE-WAY FARE	MONTHLY FARE	WEEKDAY RIDERSHIP	% CHANGE	MONTHLY AVERAGE	% CHANGE	FARE CHANGES/NOTES	
75	\$1.70	\$36.00	16,254		393,307			
76	\$1.70	\$36.00	14,771	-9.1%	363,814	-7.5%		
77	\$2.10	\$45.00	13,981	-5.3%	359,998	-1.0%	25% GENERAL FARE INCREASE, AUGUST 6, 1977	
78	\$2.10	\$31.50	14,234	1.8%	361,751	0.5%	30% DISCOUNT ON MULTI-RIDE TICKETS, JANUARY 1, 1978	1
79	\$2.10	\$31.50	19,415	36.4%	474,928	31.3%	GASOLINE SHORTAGE OF 1979	
80	\$2.10	\$45.00	18,109	-6.7%	509,407	7.3%	CALTRANS TAKEOVER JULY 1, 1980, 30% DISCOUNT ENDS AUGUST 1, 1980	2
81	\$2.10	\$45.00	17,623	-2.7%	491,260	-3.6%	MAJOR SCHEDULE CHANGE, OCTOBER 25, 1981, 46 TRAINS	3
82	\$2.65	\$56.25	15,563	-11.7%	432,859	-11.9%	25% GENERAL FARE INCREASE, OCTOBER 26, 1982	
83	\$2.65	\$56.25	14,449	-7.2%	417,427	-3.6%		
84	\$2.65	\$56.25	15,524	7.4%	435,975	4.4%	80X 81X SHUTTLES, PENINSULA PASS, INAUGURATED, MAY 1984	
85	\$2.65	\$56.25	15,950	2.7%	447,416	2.6%	NEW EQUIPMENT PLACED IN SERVICE	
86	\$2.65	\$56.25	15,519	-2.7%	451,686	1.0%	MAJOR SCHEDULE CHANGE, 52 TRAINS, OCTOBER 26, 1986	
87	\$2.65	\$56.25	15,898	2.4%	460,965	2.1%		
88	\$2.65	\$56.25	16,972	6.8%	466,715	1.2%		
89	\$2.65	\$56.25	18,719	10.3%	482,559	3.4%	EARTHQUAKE OCTOBER 17, 1989, FARE REFORMS, DECEMBER 1, 1989	4
90	\$2.50	\$57.50	21,776	16.3%	580,892	20.4%		
91	\$2.50	\$66.25	20,966	-3.7%	592,614	2.0%	FARE INCREASE, SEPTEMBER 1, 1991, 15.2% ON MONTHLY, WEEKLY ELIMINATED	5
92	\$2.50	\$66.25	21,120	0.7%	569,441	-3.9%	JPB TAKEOVER, JULY 1, 1992, 60 TRAINS, SERVICE TO GILROY	6
93	\$2.75	\$73.00	21,258	0.7%	574,162	0.8%	10% FARE INCREASE AUGUST 3, 1993	
94	\$2.75	\$73.00	20,936	-1.5%	585,093	1.9%		
95	\$3.00	\$76.50	20,695	-1.2%	595,258	1.7%	5% FARE INCREASE JULY 1995	
96	\$3.00	\$80.25	22,138	7.0%	647,093	8.7%	5% FARE INCREASE JULY 1996	
97	\$3.25	\$84.25	26,043	17.6%	697,307	7.8%	5% FARE INCREASE JULY 1997	
98	\$3.25	\$88.50	27,967	7.4%	720,028	3.3%	5% FARE INCREASE JULY 1998	
99	\$3.25	\$88.50	27,591	-1.3%	749,239	4.1%		
00	\$3.25	\$88.50	31,291	13.4%	855,584	14.2%		
01	\$3.25	\$88.50	35,609	13.8%	874,803	2.2%		
02	\$3.25	\$88.50	30,961	-13.1%	748,223	-14.5%	9/11, DOT COM BUST, WEEKEND SHUTDOWN	
03	\$3.75	\$97.50	27,191	-12.2%	675,610	-9.7%	10% FARE INCREASE JULY 2002	
04	\$3.00	\$97.50	25,550	-6.0%	730,180	8.1%	POP IMPLEMENTED, FARES RESTRUCTURED, REDUCE # OF ZONES	
05	\$3.50	\$92.75	28,267	10.6%	822,292	12.6%	BABY BULET, WEEKEND SERVICE RESTORED JUNE 2004	
06	\$3.75	\$99.50	32,031	13.3%	875,862	6.5%	AVERAGE 17.5% FARE INCREASE JULY 2005	
07	\$4.00	\$106.00	33,841	5.7%	948,095	8.2%	AVERAGE 5.6% FARE INCREASE JAN. 2006	
08	\$4.00	\$106.00	36,993	9.3%	1,066,940	12.5%	AVERAGE 8.3% FARE INCREASE APRIL 2007	
09	\$4.25	\$112.75	36,232	-2.1%	1,002,022	-6.1%		
10	\$4.25	\$112.75	34,120	-5.8%	1,017,762	1.6%	AVERAGE 5.0% FARE INCREASE JAN 2009	
11	\$4.50	\$119.25	37,779	10.7%	1,103,606	8.4%	FARE INCREASE JAN 2011 FARE INCREASE JULY 2011	
12	\$4.50	\$119.25	42,354	12.1%	1,246,940	13.0%	FARE INCREASE TVM NO CHANGE TC CLIPPER FARES JULY 2102	
13	\$4.75	\$126.00	47,060	11.1%	1,357,965	8.9%		
14	\$4.75	\$126.00	52,611	11.8%	1,495,237	10.1%		
15	\$4.75	\$126.00	58,245	10.7%	1,560,567	4.4%		
16	\$5.75	\$137.80	62,416	7.2%	1,586,509	1.7%		
17	\$5.75	\$137.80	62,190	-0.4%	1,557,175	-1.8%		

NOTES

Typical fares for an average trip of 23 miles between San Carlos and San Francisco (22.9 miles).

Average trip length on CalTrain is 22.8 miles, based on February 1995 Passenger Count.

Weekday ridership from annual October/February passenger counts.

Monthly Average ridership is calendar year ridership based on monthly ridership reports.

- 30% discount on multi-ride tickets "FARE STABILIZATION" program begins January 1, 1978, one-way & round-trip fares unchanged, initiated by SamTrans.
- Caltrans subsidy & management of service begins July 1, 1980, 30% discount program ends August 1, 1980.
- Major schedule change October 25, 1981, increased 44 trains to 46 trains, reverse peak service increased, major decrease in evening service.
- Loma Prieta Earthquake October 17, 1989, December 1, 1989 fare reforms to create consistent relationship between all ticket types, zone changes, base fare : \$1.00 + \$.50 per zone, all one-way fares lowered, student fares eliminated--became youth fare, on multi-ride tickets--shorter distance fares decreased, longer distance fares increased.
- Fare increase September 1, 1991, Weekly eliminated, Monthly increased 15.2%, 20-Ride increased 3%, Youth Monthly increased 21%.
- JPB takeover of CalTrain from Caltrans July 1, 1992, Amtrak new operator, service increased to 60 trains/weekday, service to Gilroy.