

Pass Forward Program 2026 Update

**JPB TOPS Committee
September 23, 2026**



Pass Forward Program Overview

- Unused Caltrain GoPasses are donated from participating businesses
- Caltrain partners with local community service organizations in each county to distribute donated passes to individuals who qualify
- Program goals are to support transportation equity and expand access to Caltrain



Recent Program Improvements

- Additional Community Service Organization Onboarding and Support
- How to Ride Guides
- Additional Tools to Encourage Pass Usage
- Survey Revisions to Support Program Evaluation

Program Statistics



ALTA
HOUSING



The
**United Effort
Organization**



LifeMoves



- 3 counties served
- 13 community serving organizations
- 5700 unique users since program inception
- 120,000 total program rides thus far in 2026
- 485,000 total rides since program inception

Program Demographics

Income

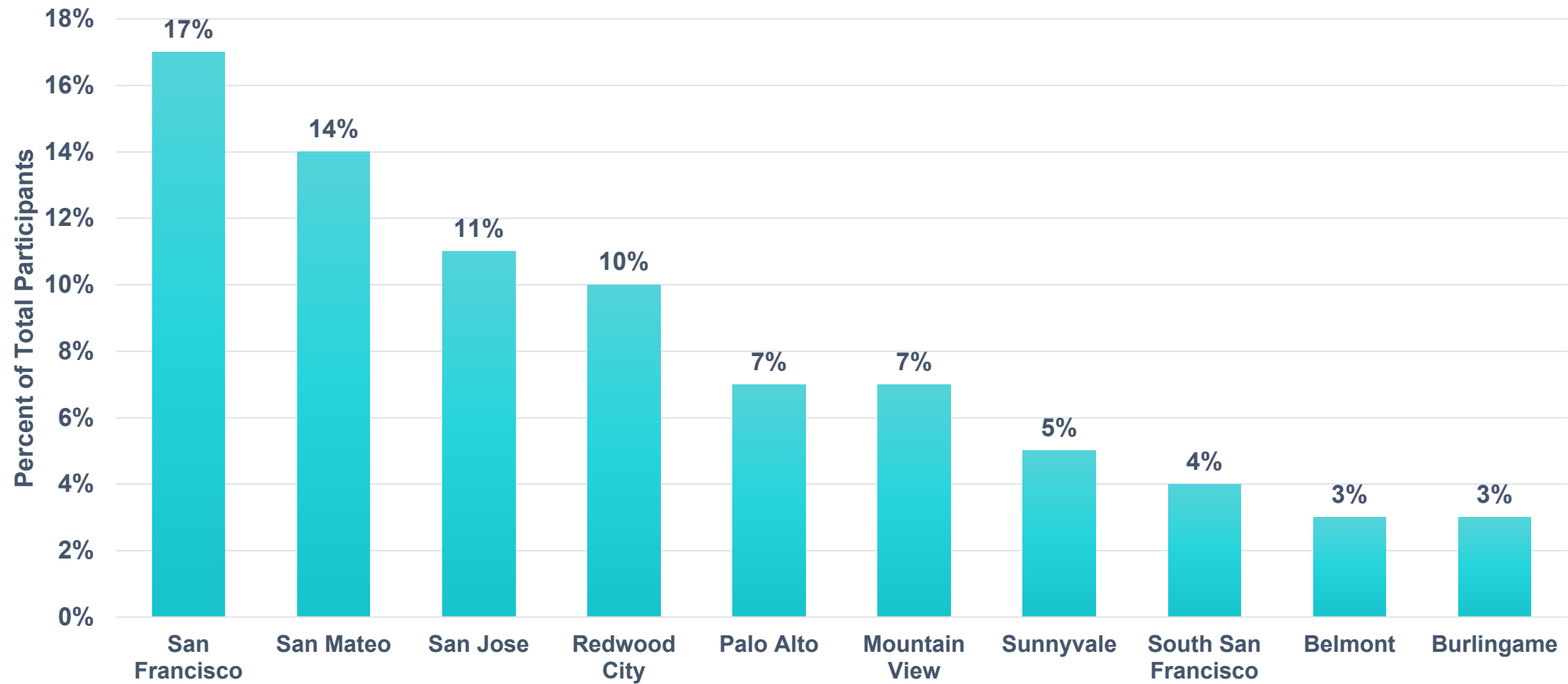
- Mean household income of participants is \$44,000/year⁺
 - Compared to average Caltrain rider income of \$171,000^{*}
- 47% of participants have a household income under \$30,000
- 84% of participants have household income under \$80,000

⁺ Data from Pass Forward Participant Survey

^{*} Data from Caltrain 2025 Triennial Survey

Program Demographics

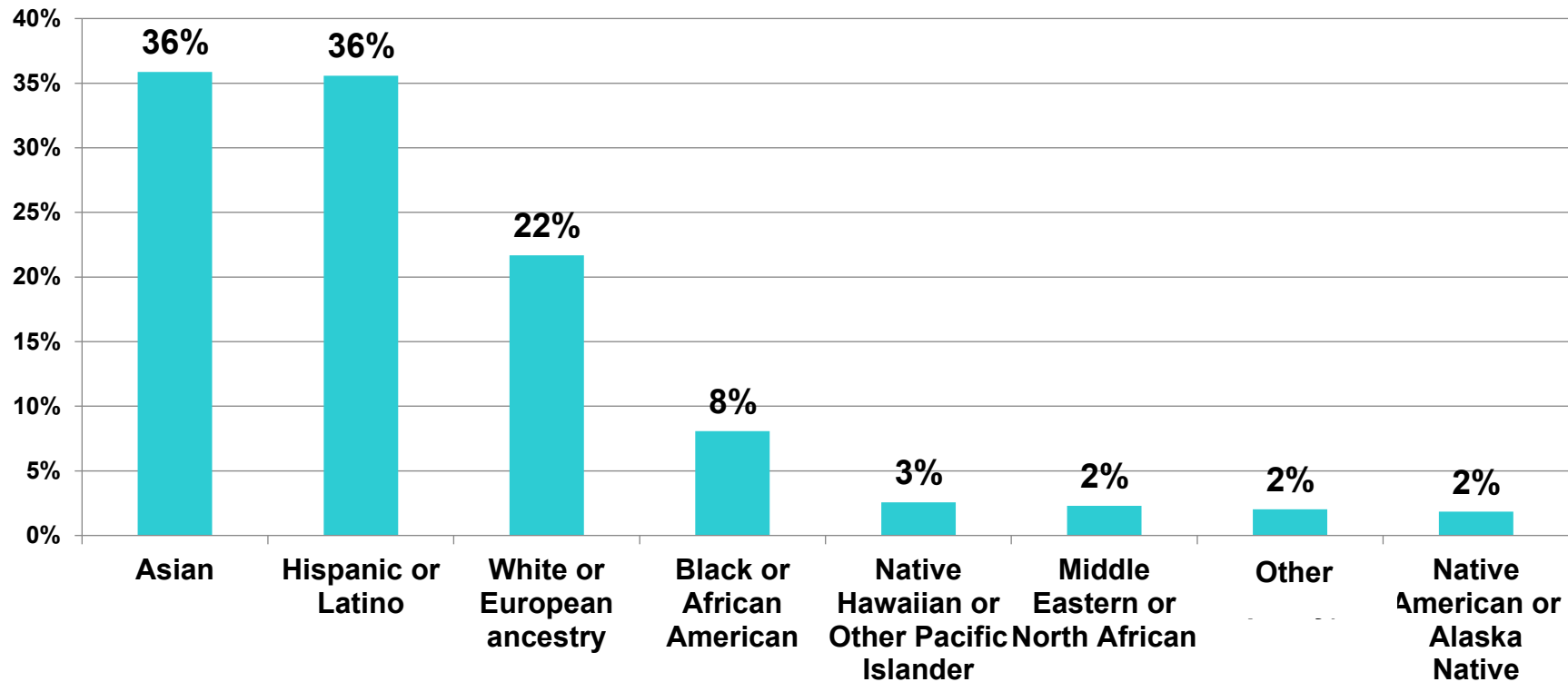
Top 10 Cities of Residence Among Participants



• Data from Pass Forward Participant Survey

Program Demographics

Participant Race/Ethnicity



- Data from Pass Forward Participant Survey
- Race and ethnicity data are self-reported. Participants may select more than one option.

Program Highly Valued by Participants

“The Belmont Caltrain station is conveniently down the hill and then when I go home I get exercise biking up the hill. Plus it's fun taking the train home on Friday afternoon because people are happy it's the weekend.”—Rene

Rivera Rosales, Sheraton



Thank you!

FOR MORE INFORMATION

WWW.CALTRAIN.COM

