Paid-Fare Zone Pilot Program RWC



Community Advisory Committee
November 18, 2026
Agenda Item 8

Agenda

- Background
- Challenges
- Code of Conduct
- Redwood City Paid-Fare Zone Pilot Program
- Measurements of Success
- Timeline/Next Steps
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Background

- 27 out of 31 Caltrain stations are accessible 24/7 by any member of the public
- 24/7 access to stations presents various challenges that can impact the public's perception of safety that include but are not limited to:
  - Loitering
  - Vandalism or theft
  - Trespassing onto tracks
  - Assaults or other disruptive behavior
  - Other suspicious activities



Code of Conduct

- Caltrain recently adopted a Code of Conduct that allows Transit Police to issue criminal infractions for any behavior prohibited by the Code of Conduct
- Sets clear expectations for passengers and guidelines for Caltrain/TASI staff on how Caltrain will address prohibited conduct

Redwood City Paid-Fare Zone Pilot Program

- Establish Caltrain's first Paid-Fare Zone at Redwood City Station by way of ground markings and signage along Caltrain's property line.

- Establishing the paid-fare zone, combined with the adoption of the Code of Conduct, will assist with mitigating some of the previously mentioned challenges to the public's perception of Safety.

- Additionally, this defined paid-fare zone will assist with enforcement of fare evasion pursuant to Penal Code section 640(c)&(e), which requires patrons to carry and display appropriate proof-of-payment upon request.

Example of Fare Only Zones

- Sonoma Marin Transit
- Metro Transit Minneapolis
- Sound Transit
- Cleavland RTC Transit
- Denver RTD
- Valley Metro Phoenix







Measurements of Success

Staff has identified various ways to measure the success of the pilot:

- Increase in customer satisfaction (measured by annual survey results)
- Cost reduction in station cleaning/maintenance
- Decrease in Safety/Security incidents

Timeline/Next Steps

Establish physical Paid-Fare Zone

- Ground markings and Station signage – 30 days from NTP

Community outreach/educational campaign and TASI staff training can begin upon NTP being issued

February 1, 2027 is the targeted implementation date, with a 30-day grace period during ongoing outreach/educational campaign

FOR MORE INFORMATION

WWW.CALTRAIN.COM