

## ► Use Your Clipper Card

### Tag Your Card

1. Find the Caltrain Clipper card reader at the station or platform.
2. Hold your card flat against the Clipper logo on the reader.
3. Wait for the beep and green light.\* Board the train.

*\* When you tag on, if the balance on your card is \$2 or less after the maximum fare is deducted, the reader will beep twice, and display a yellow light and a "low balance" message. You can board the train, but be sure to tag off at your destination and add value to your card. The reader will beep three times and display a red light if you have not paid a valid fare and you cannot board with your Clipper card.*

### Tag Off

When you reach your destination, tag off by repeating the steps above. Leave the station.

**IMPORTANT:** The Caltrain system requires you to have a cash value balance of \$1.25 in order to tag on, even if you have a Monthly Pass or 8-ride ticket.



**TIP:** To see your balance, hold your card flat against the Clipper logo on the reader when tagging on or off.



**CLIPPER**

Clipper is the all-in-one  
transit card accepted on most major  
Bay Area transit systems.

### Contact Us

Need help or have a question?  
Get in touch with us.

Phone: 877.878.8883

Fax: 925.686.8221

TTY/TDD: 711 or 800.735.2929  
(and type "Clipper")

Web: [clippercard.com](http://clippercard.com)

Email: [custserv@clippercard.com](mailto:custserv@clippercard.com)

Mail: P.O. Box 318  
Concord, CA 94522-0318

Follow:



Bay Area Clipper

USING CLIPPER® ON CALTRAIN



CLIPPER ON  
**CALTRAIN**



## ▶ New to Clipper?



### Get a Clipper Card

You can get an adult Clipper card at:

- Clippercard.com
- Walgreens, Whole Foods and other retailers
- Caltrain's San Carlos office
- VTA Customer Service Centers
- Muni stations
- Your workplace transit benefit program

For information about Youth, Senior and RTC Clipper cards, visit [clippercard.com/discounts](http://clippercard.com/discounts) or call 877.878.8883.

### Add Value to Your Clipper Card

You have the flexibility to add:

- Caltrain Monthly Passes
- Caltrain 8-ride tickets
- Cash value—accepted on all Bay Area transit systems

### Where to Add Value to Your Clipper Card

You can add value at the following outlets:

- Online at [clippercard.com](http://clippercard.com) (takes up to 5 days to load to card)
- Walgreens, Whole Foods and other retailers
- Clipper Add Value machines at San Francisco, Palo Alto and San Jose Diridon Caltrain stations
- VTA ticket machines at Tamien, San Jose Diridon and Mountain View light rail stations
- Millbrae BART station ticket machine (cash value only)
- Your workplace transit benefit program

### Autoload Your Clipper Card

Never run out of value! Set up Autoload at [clippercard.com](http://clippercard.com) to automatically add value to your card through your bank account or credit card when:

- Your cash balance falls below \$10
- Your 8-ride ticket has two rides left
- Your Monthly Pass expires

### Protect Your Clipper Card and Its Value

- Register your card for free. Visit [clippercard.com](http://clippercard.com) or call 877.878.8883.
- With free registration, Clipper can replace lost or stolen cards and restore balances for a small fee.
- Don't punch a hole in your card, bend it, or alter it in any way. Doing so can prevent your card from working properly.

## ▶ Frequently Asked Questions

### How do I pay my fare on Caltrain with Clipper?

You will need to use your Clipper card twice during your trip. First, before you board the train, tag on at a Clipper card reader at the station or on the platform. Second, after you exit the train at your destination, find a Clipper card reader and tag off before leaving the station.

- If you are using cash value or an 8-ride ticket, you must tag on and tag off for every ride.
- If you are using a Caltrain Monthly Pass, you must tag on and tag off during your first ride of the month to validate your pass. Then you may board and ride the train without tagging on or off through the end of the month. For more tips about purchasing and using a Caltrain Monthly Pass, please visit [caltrain.com/clipper](http://caltrain.com/clipper).

Caltrain is a proof-of-payment system; when asked, please hand your Clipper card to the conductor or fare inspector to show that you have paid your fare. The conductor will use a handheld card reader to verify your fare.

### Why do I need to tag on and tag off?

Tag on/tag off is the way Caltrain determines your correct fare. When you tag on, the card reader does not know your final destination, so it deducts the maximum one-way fare. The difference between your actual fare and the maximum is returned to your card when you tag off. Tagging off insures that you are not overcharged.



### Do I need to have cash value on my Clipper card?

Yes, the Caltrain system requires you to maintain a cash value balance of \$1.25 at all times, even if you have a Caltrain Monthly Pass or 8-ride ticket.

### Do I get discounts and transfers with my Clipper card?

Clipper automatically calculates the appropriate discounts and transfers for participating transit systems. On Caltrain, using cash value on your Clipper card instead of a paper ticket saves you money on each ride. To find out about available Caltrain discounts and transfers, visit [caltrain.com/clipper](http://caltrain.com/clipper).

### I have a Monthly Pass. How do I get a Zone Upgrade?

Before boarding the train, stop at a Caltrain ticket machine and purchase a Zone Upgrade. The paper Zone Upgrade and your Clipper card are your proof of payment.

### How do I get a Parking Permit?

Customers who load a Monthly Pass or 8-ride ticket on their Clipper card can purchase a Monthly Parking Permit from any Caltrain ticket machine two days after purchasing their pass or ticket. For more information on obtaining and using a Monthly Parking Permit, visit [caltrain.com/clipper](http://caltrain.com/clipper).

For more specific information about Clipper visit [clippercard.com](http://clippercard.com).

Visit [clippercard.com](http://clippercard.com) for a full list of retail, customer service center, ticket machine and Add Value machine locations.