

# Proposed Passenger Code of Conduct for Behavior on Trains and at Stations

Citizens Advisory Committee  
June 17, 2026  
Agenda Item 7



# Purpose

- Code of Conduct will set expectations for passengers and promote respectful and responsible conduct
- Clear guidelines for train crews and public about how Caltrain will address prohibited conduct
- Improve passenger safety, security, and experience and retain focus on fare compliance

# Background

- Caltrain has authority to adopt Code of Conduct pursuant to the California Penal Code and Public Utilities Code
- Most Bay Area transit agencies already have passenger codes of conduct, and it is industry best practice

# Prohibited Conduct

- Smoking on Caltrain property or in trains
- Excessive noise and disturbances, including loud audio equipment and disruptive behavior
- Unsanitary conduct, such as spitting or public urination
- Use of recreational or personal mobility devices within facilities, except as necessary for authorized bicycle access or disability
- Unauthorized commercial activity
- Fare evasion, misuse of tickets or passes, and unauthorized use of discounted fares
- Harassment and obstruction of movement
- Possession of hazardous materials or weapons
- Damage to or tampering with transit property

# Staff Recommendation

- Recommend that Board adopt a Code of Conduct prohibiting behavior described in Penal Code Section 640 and Public Utilities Code Section 99580
- Permits conductors to warn passengers they are violating the Passenger Code of Conduct and request they step off the train
- If a passenger refuses, conductors may contact the Transit Police for enforcement and removal
- Transit Police have authority to issue criminal infractions for behavior prohibited by the Code

# Questions

FOR MORE INFORMATION

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