

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

Purpose

Caltrain is committed to the safety, security, and comfort of all passengers and all representatives of the Caltrain rail service. To ensure operation of safe rail service and to avoid adverse effects on the system or passengers, Caltrain has established a Passenger Code of Conduct. It is the intent of Caltrain that this Code of Conduct:

1. Establish rules and expectations regarding conduct on Caltrain vehicles and property.
2. Facilitate a safe environment.
3. Promote respectful and responsible conduct among passengers and staff.
4. Preserve and enhance the Caltrain service and passenger experience.

The following Code of Conduct applies to all Caltrain passengers, including those entering, exiting, or riding a train, or those on Caltrain property before boarding or after exiting a train.

Code of Conduct

Passengers must not:

1. Harass Caltrain representatives or passengers. "Harassment" includes physical harm, intimidation, verbal threats, name-calling, and sexual harassment.
2. Engage in disruptive conduct or communications with Caltrain representatives or engage in horseplay at Caltrain stations or on or near Caltrain trains.
3. Engage in discriminatory conduct based on race, color, national origin, religion, marital status, sex, sexual orientation, gender identity, age, military status, disability, or any other protected status.
4. Fail to pay the correct fare.
5. Engage in sexual harassment, sexual conduct, or indecent exposure .
6. Make a willful disturbance. This includes but is not limited to: fighting, pushing, unwanted physical contact, spitting, throwing objects, vulgar language, yelling, shouting, excessive noise of any kind, vandalism, and littering.
7. Open or tamper with emergency windows and doors, except during an emergency.
8. Use or sell marijuana, tobacco, e-cigarettes, vaporizers, and illegal drugs. Alcohol may be consumed responsibly on trains but may not be used or sold at stations without authorization.

9. Congregate or loiter on a train or at a station in a way that blocks entry and exit to a train or intentionally delays a train. All aisles must be kept clear of personal items.
10. Carry weapons, firearms, projectiles, knives, replica weapons, explosives, and containers including flammable, toxic, or hazardous materials on Caltrain trains or at stations.
11. Fail to comply with the instructions of Caltrain representatives regarding matters of safety and operation of the train to avoid an accident.
12. Interfere with the operation of a Caltrain train.
13. Use a Caltrain facility, property, or train for non-transportation related purposes without authorization. This includes selling or peddling any goods, merchandise, property, or services, begging, or soliciting of any kind whatsoever, including posting advertisements and engaging in expressive activity without a permit or Caltrain's express written consent.
14. Take any animal into a paid area of the Caltrain system unless the animal is a service animal or service dog in training.
15. Skateboard, roller skate, ride a bicycle, roller blade, or operate a motorized scooter or similar device, as defined under Vehicle Code Section 407.5, in a Caltrain facility, including a parking structure, or in a Caltrain train. This paragraph does not apply to mobility scooters used by a disabled person, or an activity that is necessary for utilization of a Caltrain facility by a bicyclist, such as parking a bicycle or transporting a bicycle aboard a train, if Caltrain grants permission and the bicyclist does not interfere with the safety of themselves or other patrons. Exceptions to the prohibition on motorized scooters apply for people with disabilities who receive permission to operate such scooters as a reasonable accommodation.
16. Urinate or defecate in a Caltrain facility or train, except in a lavatory. This paragraph shall not apply to a person who cannot comply with this paragraph as a result of a disability, age, or a medical condition.
17. Fail to yield seating reserved for an elderly or disabled person.

**Passengers should be respectful and attentive of others. If you see something, say something.
Report incidents and complaints by calling Caltrain Customer Service at 1-800-660-4287.**

Enforcement

A person who violates the Code of Conduct or commits another public offense may be warned, or immediately removed from a Caltrain facility or train, without a fare refund, by any authorized representative, including Transit Police or any law enforcement officer. When a person fails to comply with an order to leave a Caltrain train or facility, they will be deemed a trespasser and subject to further enforcement action.

The Code of Conduct is not intended to limit, replace, or conflict with any federal, state, or local law, regulation, or ordinance, and does not limit or prevent any law enforcement agency or entity from taking any lawful action against any person in or on any Caltrain vehicle, facility, or property.