

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

**JPB TOPS Committee
August 26, 2026**



Proposed Action

- Recommend that the Board adopt a Code of Conduct prohibiting behavior described in Penal Code Section 640 and Public Utilities Code Section 99580

Purpose

- Set expectations for passengers and promote respectful and responsible conduct
- Provide clear guidelines for train crews and the 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 Penal Code and Public Utilities Code
- Most Bay Area transit agencies already have passenger codes of conduct, and it is considered an industry best practice
- The Community Advisory Committee considered the proposed Code of Conduct at its June 2026 meeting

Prohibited Conduct

- Smoking or vaping 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

Recommendation

- Adopt the statutory prohibitions under 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
- No administrative citation authority to conductors except fare evasion
- Law enforcement retains criminal citation authority
- Sets expectations for passengers and allows for enforcement by police without imposing duties on staff and risking escalation

Timeline and Next Steps

- Finalize Public Communication Materials
 - Onboard Decal with Code and Penalty Info
 - Onboard Take Ones
 - Conductor Announcements
 - Webpage
- All materials distributed by Monday, October 5, beginning education period.
- Effective Date of Code of Conduct Monday, October 19.

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Questions

FOR MORE INFORMATION

WWW.CALTRAIN.COM

