

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

**JPB Board Meeting
September 3, 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

Examples of 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, public urination, or littering
- 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

Revisions Since TOPS Meeting

- Prohibit leaving a personal item on an adjacent seat when other passengers are looking for a seat
- Clarify prohibition on littering
- Clarify terminology, including definition of sexual harassment
- Add examples of special events trains
- Consider whether to allow small pets (20 pounds or less) to be brought on trains in carrier
- Eliminate references to expressive activity, which will be addressed in a separate policy
- Clarify that a passenger who is asked to leave a train and forfeit their fare may contest decision under fare citation appeals process

Recommendation

- Adopt the statutory prohibitions under Penal Code Section 640 and Public Utilities Code Section 99580
- Permits conductors to warn passengers if they are violating the Passenger Code of Conduct and to 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 transit police without imposing additional duties on staff and risking escalation
- Consider allowing passengers to bring small pets on board in a pet carrier

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

