

# Customer Code of Conduct

It is the policy of the San Francisco Bay Area Rapid Transit District to help ensure the safety, security, comfort and convenience of all those who use its services. BART has established the following passenger conduct regulations to ensure that any one person may not adversely affect others using the system or operating the BART system. Customers shall use the BART system in a responsible manner to preserve and protect the aesthetics, and promote the longevity of this essential public resource for greater mobility in the San Francisco Bay Area. Customers shall treat other patrons and BART representatives with consideration, patience, respect and civility to allow use, operation and enjoyment of the BART system in a safe and gratifying manner for all persons.

A person is prohibited from committing the following acts on a BART vehicle, BART facility, or BART property unless otherwise specified in this Section:

- I. Smoke or expel the residue of any tobacco product including chewing tobacco.
- II. Consume any alcoholic beverage or possess an open container of any alcoholic beverage.
- III. Eat or drink in the paid areas of the stations or on the trains.
- IV. Engage in disruptive, disturbing behavior including: loud conversation, profanity or rude insults, or operating any electronic device used for sound without an earphone(s).
- V. Take any animal into the paid area of the BART system unless the animal is secured in a container sufficient to contain the animal. Exceptions will be made for service animals or service dogs in training.
- VI. Carry or possess any weapon in violation of the law.
- VII. Possess or transport any flammable liquid, combustible material or other dangerous substance such as gasoline, kerosene or propane.
- VIII. Litter.
- IX. Vandalize a BART vehicle or BART property by writing, marking, scribbling, defacing or causing destruction to the vehicle or property in any manner.
- X. Beg or solicit by accosting another person.
- XI. Spit, urinate, defecate or inappropriately expose oneself.
- XII. Possess, use or sell any illicit substance.
- XIII. Enter a paid area without proper fare payment.

- XIV.** Be present after hours of operation without authorization.
- XV.** Use a BART facility or BART property for non-transportation related purposes without authorization.
- XVI.** Interfere with the operation of a BART vehicle.
- XVII.** Threaten, harm or assault a BART employee or passenger.
- XVIII.** Sexually harass a BART employee or passenger (non-criminal).
- XIX.** Use the BART paid area without wearing a face mask, fully covering the nose and mouth. This rule shall not apply to (1) individuals who are unable to wear a mask due to a disability or medical condition; and (2) children age two and under. This rule is effective until 10/1/2022 unless extended by the Board of Directors.

Any person who violates one or more of these regulations may be warned and/or ordered to immediately leave a BART vehicle, BART facility, or BART property by a BART employee. Situations where a person refuses to leave a BART vehicle, BART facility or BART property after being ordered to do so may be handled by the BART Police Department or other appropriate law enforcement agencies.

This policy does not seek to limit or conflict with any federal, state, or local law or ordinance; or to prevent any law enforcement agency or entity from taking any lawful action against any person on a BART vehicle, BART facility, or BART property.