



SF Bay Ferry Passenger Code of Conduct

Effective November 13, 2025

It is the policy of the San Francisco Bay Area Water Emergency Transportation Authority (SF Bay Ferry), to ensure the safety, security, comfort and convenience of all those who use its services. SF Bay Ferry has established this Passenger Code of Conduct to ensure that any one person may not adversely affect others while using the SF Bay Ferry system. Customers must treat other patrons and SF Bay Ferry representatives with consideration, patience, respect and civility to allow use, operation and enjoyment of SF Bay Ferry services and facilities in a safe and enjoyable manner for all persons.

All persons on or in any SF Bay Ferry facility or vessel must comply with this Passenger Code of Conduct, obey any instructions, notices or signs duly posted, and must obey lawful orders and directives of any SF Bay Ferry employee or representative acting within the scope of his or her employment.

This Passenger Code of Conduct does not seek to limit or conflict with any federal, state or local law or ordinance, or to prevent any law enforcement agency from taking any lawful action against any person on or in a SF Bay Ferry vessel or facility. This Passenger Code of Conduct should not be interpreted to affect any lawful activities permitted or First Amendment rights protected under California state law or applicable federal law, including, but not limited to, laws related to collective bargaining, labor relations, or labor disputes.

Definitions

"Ban" or "Ban Notice" means a written notice issued by SF Bay Ferry that imposes a long-term or indefinite exclusion from all SF Bay Ferry services due to continued, repeated, or major misconduct in violation of the Passenger Code of Conduct. Bans typically range from 2 to 3 years though longer or shorter durations may be applied as appropriate.

"Major misconduct" means behavior that violates the Passenger Code of Conduct and poses a threat to public or crew safety, significantly disrupts operations, or involves harassment, threats, physical violence, or vandalism.

"Minor misconduct" means behavior that violates the Passenger Code of Conduct but does not pose an immediate safety risk or significant service disruption.

"Recreational mobility device" means a personal mobility device, including but not limited to, bikes, scooters and skateboards used for recreational purposes only.

"SF Bay Ferry" means the San Francisco Bay Area Water Emergency Transportation Authority.

"SF Bay Ferry facilities" means all terminals and facilities owned or used by SF Bay Ferry.

"SF Bay Ferry vessels," "vessel(s)", and "ferry(ies)" means all vessels operated by SF Bay Ferry.

"Suspension" or "Suspension Notice" means a written notice issued by SF Bay Ferry that temporarily excludes a person from SF Bay Ferry services and facilities due to continued, repeated, or major misconduct in violation of the Passenger Code of Conduct. Suspensions typically range from 3 to 6 months though longer or shorter durations may be applied as appropriate.

"Warning" or "Warning Notice" means a written notice issued by SF Bay Ferry informing a person that their conduct violated the Passenger Code of Conduct. Warnings are typically issued for first-time violations or violations that constitute minor misconduct.

General Rules

1. Smoking or carrying an open flame or lighted cigar, cigarette or pipe, electronic cigarette device, or using any other tobacco product, is prohibited on all SF Bay Ferry vessels and facilities. Boarding or attempting to board a SF Bay Ferry vessel while under the influence of a federally regulated controlled substance or alcohol to a degree that presents a danger to the passenger, others, or interferes with the safe operation of the ferry, is prohibited. The possession or use of illegal drugs aboard SF Bay Ferry vessels and facilities is strictly prohibited. Passengers exhibiting signs of impairment or disruptive behavior due to intoxication may be denied boarding or removed from the vessel at the discretion of SF Bay Ferry representatives or law enforcement.
2. Carrying weapons, firearms, ammunition, fireworks, explosives, gasoline, highly flammable substances, radioactive materials, hazardous or toxic chemicals, or any other item that is either intended for use as a weapon or deemed by the crew to pose a hazard to SF Bay Ferry passengers, crew, vessels, or facilities, is prohibited at SF Bay Ferry facilities and on vessels. A violation of this section is an infraction under Section 19.8 of the Penal Code and is punishable under Section 99170 of the Public Utilities Code.
3. Animals that are not service animals under the Americans with Disabilities Act are not permitted onboard, except in a secure and fully enclosed carrier small enough to be held on the passenger's lap or fit under the seat. Animals posing a direct threat to the health or safety of others, creating a disruptive atmosphere, or not under control may be denied boarding or removed from the vessel. Passengers may be required to disembark if ferry staff determine the presence of a non-compliant animal poses a safety concern. It is a misdemeanor to knowingly and fraudulently misrepresent oneself as the owner or trainer of a service dog under Penal Code Section 365.7(a)).
4. Priority seating is for persons with disabilities and seniors, as required by the

Americans with Disabilities Act. Passengers are requested to yield priority seating and locations designated for use by persons using wheelchairs to persons with disabilities, persons using wheelchairs, and seniors.

5. Passengers must only occupy one seat on the ferry. Please do not place personal items or feet on seats.
6. Passengers must follow SF Bay Ferry crew instructions for loading, unloading, and stowing recreational mobility devices. Riding recreational mobility devices on vessels, ramps, and gangways is prohibited. Electric recreational mobility devices must be powered off and may not be charged on vessels. Recreational mobility devices must be securely stored in designated areas on the deck or stowed without blocking seats, aisles, doorways, or emergency exits. Gas-powered bikes, motorcycles, mopeds, and three-wheeled bikes are not allowed onboard vessels.
7. All passengers must pay the applicable SF Bay Ferry fare.
8. Boarding is conducted on a first-come, first-served basis. Passengers are prohibited from cutting in line.
9. Disruptive behavior is prohibited at SF Bay Ferry vessels and facilities at all times. Disruptive behavior includes, but is not limited to, disorderly conduct, listening to music or audio without headphones/earphones, loud conversations or other behavior deemed disruptive to other passengers or by SF Bay Ferry crew members.
10. No interference with the safe operation of the vessel, including entering or attempting to enter any area not open to the public, blocking aisles or emergency exits, or threatening, harassing or intimidating any SF Bay Ferry passenger or representative.
11. No panhandling, soliciting or unauthorized advertising or selling of items.
12. No stopping, parking, docking, landing or securing any vessel, boat, craft or other water-related vehicle at or near any SF Bay Ferry facility in a way that blocks SF Bay Ferry operations, unless such activity is expressly permitted by a SF Bay Ferry representative.
13. While inside any SF Bay Ferry vessel or facility, individuals must wear: (1) a shirt or other upper-body garment; (2) pants, shorts, skirt, or dress; and (3) footwear. Infants are exempt from this rule. SF Bay Ferry will make reasonable exceptions to this rule for qualified individuals with disabilities as required by applicable law.

Enforcement

The following procedures provide for the enforcement of violations of the Passenger Code of Conduct.

1. Order to Leave. SF Bay Ferry reserves the right to refuse service to any individual

who violates the Passenger Code of Conduct. A person refusing to comply with the Passenger Code of Conduct may be directed to leave a SF Bay Ferry vessel and/or facility by a SF Bay Ferry representative. If such person refuses to follow the SF Bay Ferry representative's directions, the SF Bay Ferry representative may contact local law enforcement and such person may be subject to arrest for trespassing. In addition, such person may be subject to a warning, suspension, or ban from SF Bay Ferry service, as detailed below.

2. Warning. SF Bay Ferry staff may issue a written warning for a first-time violation of the Passenger Code of Conduct or minor misconduct. A Warning Notice will be issued and will include:
 - a. A description of the violation(s) and applicable section(s) of the Passenger Code of Conduct.
 - b. Notification that further violations may result in suspension or ban.
3. Suspension. If a passenger engages in major misconduct or has repeatedly violated the Passenger Code of Conduct, SF Bay Ferry may determine a temporary suspension is warranted. A Suspension Notice will be issued to the passenger, indicating immediate suspension from SF Bay Ferry services, and will include:
 - a. A description of the violation(s) and applicable section(s) of the Passenger Code of Conduct.
 - b. The duration of the suspension.
 - c. A copy of the administrative review form and instructions for appealing the Suspension Notice.

Attempts to access SF Bay Ferry services during the suspension period may result in SF Bay Ferry issuing a Ban Notice and/or SF Bay Ferry pursuing legal action.

4. Ban. SF Bay Ferry may ban a passenger from accessing its services if the passenger continues to violate the Passenger Code of Conduct after a suspension, or engages in major misconduct warranting an immediate long-term exclusion. A Ban Notice will be issued to the passenger, indicating immediate exclusion from SF Bay Ferry services, and will include:
 - a. A description of the violation(s) and applicable section(s) of the Passenger Code of Conduct.
 - b. The duration of the ban.
 - c. A copy of the administrative review form and instructions for appealing the Ban Notice.

Attempts to access SF Bay Ferry services during the ban period may result in SF Bay Ferry pursuing legal action.

5. Legal Remedies. If a suspended or banned individual attempts to access SF Bay Ferry services or facilities in violation of a Suspension Notice or Ban Notice, or if their behavior presents an ongoing threat to the safety of SF Bay Ferry's operations, passengers, or crew, SF Bay Ferry may take further action, including but not limited to, contacting local law enforcement to arrest the person for trespassing or obtaining a temporary restraining order. Should SF Bay Ferry obtain a restraining order, said

order will take precedence over any Suspension or Ban Notice issued by SF Bay Ferry.

Appeal Process

Passengers may appeal a Suspension Notice or Ban Notice by submitting a completed administrative review form provided with the Suspension or Ban Notice to SF Bay Ferry via the instructions in the notice within 10 business days of the effective date of the Suspension or Ban Notice. The Executive Director, or their designee, reviews all appeals of Suspension and Ban Notices and will issue a final written decision generally within 30 days of receipt of a completed administrative review form that has timely submitted. Such decision will detail whether the suspension or ban is cancelled, modified, or upheld. The decision may be personally delivered to or sent to the person by mail or email.