



TO: Mayor and Councilmembers
SUBMITTED BY: Jaime A. Valdez, Assistant City Manager
PREPARED BY: Blake Markum, Management Analyst
SUBJECT: Adoption of the Goleta Train Station Policies and Procedures

RECOMMENDATION:

Adopt the Goleta Train Station Policies and Procedures and authorize City staff to modify the Goleta Train Station Policies and Procedures, in consultation with the City Attorney, with the approval of the City Manager.

BACKGROUND:

The Goleta Train Depot Project began in 2018 when the California State Transportation Agency (CalSTA) notified the Santa Barbara County Association of Governments (SBCAG) that it had been awarded \$13 million for its joint application with the City of Goleta for Transit and Intercity Rail Capital Program (TIRCP) funds. The project constructs a new multi-modal train station adjacent to the existing Amtrak platform at South La Patera Lane. The newly constructed full-service station improves connections to bus transit, accommodates transit service to and from the Santa Barbara Airport and University of California, Santa Barbara (UCSB), adds new bicycle and pedestrian facilities, and allows accommodation for potential future train storage that will support increased commuter rail needs.

The new facility, officially dubbed the Goleta Train Station, is safer and more functional and inviting compared to the previously existing platform. It includes a rentable meeting room, a bike storage room, a space for café concessions, spacious outdoor plazas, and more features that are meant to make it a community destination rather than just a transit stop.

DISCUSSION:

The Goleta Train Station Policies and Procedures document, provided as Attachment 1, sets the policies and procedures for the use of the Goleta Train Station by the public. The document includes the following policies:

- General/Emergency Policies
- Meeting Room Rental Policy
- Display and Exhibit Policy
- Advertising and Promotional Signage Policy
- Lost and Found Policy
- Service Animals and Pets Policy
- Loitering Policy
- Wi-Fi Policy
- Bicycle Storage Room Policy

Staff may update these policies periodically to meet operational needs in consultation with the City Attorney and City Manager. They are meant to govern the use of the Goleta Train Station so that it may remain a welcoming space for the community and visitors. The policies will be posted on the City of Goleta website.

GOLETA STRATEGIC PLAN:

City-Wide Initiative: 5. Strengthen Infrastructure

Strategic Goal: 5.1: Strengthen Citywide infrastructure including roads and traffic circulation, including bicycle lanes, paths, and sidewalks.

FISCAL IMPACTS:

There is no direct fiscal impact associated with this item. Operational costs for the Goleta Train Station as well as any associated user fees will be presented to the City Council as part of the user fee and budget adoption process.

ALTERNATIVES:

The City Council is under no obligation to adopt the policies at this time. Doing so may delay implementation of policies at the Goleta Train Station.

LEGAL REVIEW BY: Isaac Rosen, City Attorney

APPROVED BY: Robert Nisbet, City Manager

ATTACHMENTS:

1. Goleta Train Station Policies and Procedures

ATTACHMENT 1

Goleta Train Station Policies and Procedures



Goleta Train Station

Policies and Procedures

Adopted ___, 2026

Table of Contents

General Policies 4
 Purpose 4
 Hours of Operation 4
 City Business Hours 4
 Train Station Contacts 4
 Emergency Contact 4

Meeting Room Rental Policy 5
 Initial Permitted Use..... 5
 Rental Application Process 5
 Rental Rates 6
 Facility Rental Rules and Regulations 6

Display and Exhibit Policy..... 10
 Purpose 10
 Introduction 10
 Principles and Criteria 10
 Exhibit Procedures..... 11

Advertising and Promotional Signage Policy 12
 Purpose 12
 Introduction 12
 Signage Types and Definitions 12
 Scope of Policy 13

Lost and Found Policy 15
 Purpose 15
 Abandoned Property 15
 Disposition of Abandoned Property 15
 Found Property 15
 Procedures for Found Property 15
 No Liability 15

Service Animals and Pets Policy 16
 Purpose 16
 Permittable Service Animals 16
 Animals that are not Recognized 16
 Exclusions 16
 Pets 16

Loitering Policy 17
 Purpose 17
 Definitions of Loitering 17
 Prohibited Activities..... 17
 Enforcement 17
 Request to Leave..... 17
 Communication and Education 17
 Reporting 17
 Camping Regulations 18

Review and Amendment.....	18
Wi-Fi Policy	19
Purpose	19
Description of Wi-Fi System/Service Availability	19
Access to Internet Content	19
Your Responsibilities	20
Acceptable Use Policy (AUP)	20
Termination	21
Termination by Unacceptable Usage	21
Notice of Problems or Complaints	22
Modifications to Policy	22
Indemnification	22
No Warranty.....	22
Data Use And Retention	22
Bicycle Storage Room Policy.....	24
Purpose	24
Access to Bicycle Storage Room.....	24
No Liability.....	24

General Policies

Purpose

The purpose of this document is to establish the policies and procedures for the Goleta Train Station. These policies are subject to periodic updates and changes by City staff, in consultation with the City Attorney, with the approval of the City Manager.

Hours of Operation

The Goleta Train Station (Station) is open daily from 5:30 a.m. until 10:30 p.m. The Station is an unstaffed facility, and staff are only available at the facility intermittently.

City Business Hours

The City of Goleta's business hours are Monday through Thursday from 8:00 a.m. until 5:00 p.m.

Train Station Contacts

For general inquiries, lost items, or facilities maintenance issues or incidents, please contact the City of Goleta City Hall mainline, or submit a report through City Assist at <https://goletaca.mycusthelp.com/>.

City of Goleta City Hall

130 Cremona Drive
Goleta, CA 93117
Ph: (805) 961-7500
Fax (805) 685-2635

Meeting Room Rentals

City of Goleta Neighborhood Services Department

Ph: TBD
Em: TBD

Emergency Contact

In case of an emergency, dial 9-1-1. Refer to the facility's Emergency Action Plan for further information on emergency procedures and contacts.

Meeting Room Rental Policy

Initial Permitted Use

The facility is available currently for meetings, classes, and conference-style rentals only. All uses must align with a professional, educational, or organizational purposes and must be conducted in a manner consistent with the facility rental rules and policies listed below.

Permitted activities include:

- Instructor-led classes, seminars, and training sessions
- Business or organizational meetings
- Community or nonprofit educational programs
- Conference-style gatherings without entertainment components

The space is **not available** for:

- Parties
- Receptions
- Social celebrations, dances, or mixers
- Entertainment-based events such as concerts, performances, shows, screenings, or exhibitions
- Any private event primarily intended for recreation, amusement, or socializing rather than instructional or meeting-focused purposes

Rentals are limited to indoor meeting room use only. Exterior areas are not included in basic rentals.

Rental Application Process

1. **Initial Inquiry:** Individuals interested in renting the Meeting Room should start by making an initial inquiry. This can be done via email, phone, or online form.
2. **Availability Confirmation:** Staff will confirm the availability of the venue for the date(s) and times requested by the renter. Staff will contact the potential renter with availability. At this time an optional 10-day hold may be placed on the desired date while scheduling a facility tour. Only one date may be held at a time. After the 10-day hold the date will be released and will be available on a first-come, first-served basis.
3. **Review Rental Policies:** Staff will provide and review with the renter a copy of City rental policies, rules, code of conduct, and any other applicable documents. City staff will ensure the renter understands the terms, including pricing, deposit requirements, cancellation policies, and any restrictions. An additional 5-day hold may be placed on the desired date at this time to provide adequate time to review the rental terms. After the 5-day hold the date will be released and will be available on a first-come, first-served basis.
4. **Application Submission:** If the renter chooses to move forward with the rental, they will be required to submit a complete rental application. This application includes their contact information, preferred date and time, estimated guest count, and any special requests.
5. **Rental Agreement & Deposit:** Staff will review the application and draft a Facility Rental Agreement for their desired rental and provide a copy to the applicant. This

agreement will outline all fees and charges, special arrangements, agreements, and requirements.

6. **Deposit Payment and Facility Rental Agreement Signature:** A signed Facility Rental Agreement and required non-refundable reservation fee/deposit must be submitted to secure the date.
7. **Final Payment:** Full payment is due one (1) month prior to the rental date unless otherwise specified. Rentals booked within that timeframe require full payment at contract signing.
8. **Pre-Event Coordination:** Staff may contact the renter prior to the event to confirm logistics and access details.
9. **Post-Event Inspection & Deposit Return:** Staff will inspect the facility after use. If no damage or excessive cleaning is required, deposits will be returned in accordance with contract terms (typically within 2–4 weeks).
10. **Request Feedback:** At the conclusion of the rental agreement staff may contact the renter to ask for feedback on the facility and/or process.
11. **Special Circumstances:** Rentals with unique requests and/or circumstances may require additional conditions and will be evaluated on a case-by-case basis

Rental Rates

- Weekday rentals are charged on an hourly basis (8:00 am to 9:00 pm).
- Weekend rentals may be offered at a flat day rate (8:00 am to 9:00 pm).
- A non-refundable reservation fee is required to secure a booking.
- Final fee structure will be published separately.

Facility Rental Rules and Regulations

General Rules

1. **Respectful Behavior:** All guests must conduct themselves in a respectful and courteous manner towards fellow attendees, staff, and the facility itself
2. **Booking and Payment:** A non-refundable reservation fee is required to secure your reservation. Full payment is due one (1) month prior to the rental date. Rentals booked within one month require full payment at contract signing.
3. **Cancellation Policy:** Refunds for cancellations are dependent on the following conditions:
 - a. Cancellations more than 90 days before the event: 100% of refundable fees returned (non-refundable reservation fee retained).
 - b. Cancellations less than 90 days but more than 30 days before the event: 90% refund
 - c. Cancellations less than 30 days before the event: No refund.
 - d. Exceptions may be granted by the Neighborhood Services Department Director or designee.
4. **Capacity Limits:** The maximum capacity of the event space must be always adhered to. Exceeding this capacity is strictly prohibited for safety reasons. Events that exceed the capacity limits may have their security deposit retained and/or the event may be terminated.

5. **Security:** Security personnel may be required for events with alcohol, minors, large-scale public events, or may be deemed necessary by the Neighborhood Services Department Director or their designee.

Food and Catering Rules

1. Light refreshments are permitted for meetings and classes. Light refreshments include:
 - Pre-packaged snacks
 - Pastries
 - Fruit
 - Coffee and tea
 - Bottled beverages
 - Alcohol may be served, providing a one-day alcohol license is presented with application. Contact the Department of Alcoholic Beverage Control at (805) 289-0100 for details. Proof of said license will be required at all times during the event.
2. The following are **not permitted** without prior written approval:
 - Full meals
 - Catering
 - Hot food service
 - Cooking or heating equipment
3. If expanded food service is approved:
 - **Licensed Caterers:** Licensed caterers are required for all events open to the public.
 - **Security Deposit:** A higher security/cleaning deposit may apply.
 - **Food Scraps:** Food scraps must be properly disposed of (no food in recycling containers).
 - **Retention of Deposit:** Failure to clean adequately may result in deposit deductions.

Audio-Visual (AV) Equipment

1. No AV equipment is included in standard rentals.
2. AV services may be available for an additional hourly fee.
3. AV rentals must include staff support for the duration of use.
4. Renters must schedule AV needs in advance.
5. The City does not provide laptops or personal devices.
6. Renters are responsible for providing specialty cables and adapters.

Access to Space

1. The individual who applies or a designated individual on the application for the room rental must be in attendance for the entire time the reservation is in effect.

2. Early access to the space may be granted when other rentals are not impacted. This early access shall not exceed fifteen (15) minutes.
3. Rental times are for the entirety of the program. Not limited to setup, cleaning, and breakdown.
4. For groups composed primarily of minors, the group agrees to have one adult in attendance in a supervisory capacity for every ten (10) minors. Exceptions can be granted by the Neighborhood Services Department Director or their designee for teen events or programs.
5. The use of tables and chairs may be reserved, subject to availability. No equipment or furnishings shall be removed from the premises. The sponsoring organization shall be responsible for setting up chairs and other equipment, for restacking chairs at the close of the meeting, and for leaving the room as they found it unless otherwise stated on the reservation.
6. Access method TBD.
7. Instructions will be provided prior to the rental.
8. The renter is responsible for securing the facility upon departure.
9. All doors must be locked and lights turned off.
10. Failure to properly secure the building may result in additional fees or loss of rental privileges. Renters are responsible for all guests and any damages incurred.
11. The City is not responsible for lost, stolen, or damaged personal property.

Decoration Rules

1. **No Damage:** Decorations must not cause any damage to the facility or its property. Adhesives that could harm surfaces are not allowed (i.e., duct tape, packing tape, etc.). Thumbtacks, nails, staples, and other penetrative items are not permitted.
2. **Candles and Open Flames:** Open flames, such as candles, are not permitted due to fire safety regulations. Exceptions may be made by the Neighborhood Services Department Director or their designee with prior written approval.
3. **Confetti and Glitter:** The use of confetti, glitter, rice, or similar materials is prohibited.
4. **Aisle Marking:** Taping or marking the floor with any adhesive materials is not allowed, as they can damage the surfaces.
5. **Clean-Up:** All decorations must be completely removed and cleaned up from the facility.

Amplified Sound

1. Amplified sound must remain at a reasonable meeting volume. Reasonable meeting volume is defined as:
 - Sound consistent with normal conversational speech
 - Not audible outside the building
 - Not disruptive to surrounding properties

2. Noise exceeding 60 decibels (dB) outside of the meeting room is considered excessive and may result in a warning and/or immediate termination of the rental.

Cleaning Rules

1. **Cleaning Deposit:** A cleaning/security deposit is required and will be refunded after the event if the facility is left in a clean and undamaged condition.
2. **Cleanup Responsibility:** Event organizers are responsible for cleaning up all decorations, trash, and personal items at the end of the event. Trash should be left in trash receptacles.
3. **Excess Cleaning Fees:** Failure to clean the facility adequately may result in a deduction from the cleaning/security deposit or additional cleaning fees.

Smoking & Drugs

1. Smoking and/or vaping is prohibited on the premises per Goleta Municipal Code 8.15.
2. Use or possession of illegal drugs is strictly prohibited.

Ongoing Rentals

Ongoing rentals (eight or more bookings within a 12-month period) may be approved under the following conditions:

1. Subject to availability (first come, first served).
2. May be approved for up to one calendar year.
3. Payment is due monthly on the 1st of each month.
4. Up to four (4) cancellations within 30 days per calendar year are permitted without penalty.
5. Additional late cancellations may be subject to full payment.
6. Excessive cancellations may result in contract termination.

The City reserves the right to relocate or cancel bookings if necessary for facility needs.

Display and Exhibit Policy

Purpose

The purpose of the Goleta Train Station's Display and Exhibit Policy is to provide guidelines for the display and exhibit of materials at the Goleta Train Station, and to inform the public about the principles and criteria on which these display decisions are made.

Introduction

The City encourages the display of materials at the Goleta Train Station that reflect the diverse interests, cultures, and values of the community. These displays and exhibits serve as an opportunity for visitors and passengers to learn, explore, and engage with ideas that inspire creativity, foster understanding, and promote cultural awareness.

The City will manage displays and exhibits with the following goals:

- To provide access to a variety of educational, cultural, and informational resources.
- To present materials that are relevant and meaningful to the local community.
- To ensure that the display process is inclusive, balanced, and reflective of the diverse perspectives within the community.

Principles and Criteria

Decisions regarding the selection of materials for display and exhibit at the Goleta Train Station shall be made at the discretion of the City Manager or their designee and are based on the following criteria:

- **Relevance to Community Interests:** Materials that reflect the interests, needs, and diversity of the Goleta community will be prioritized.
- **Educational or Cultural Significance:** Exhibits that promote education, cultural understanding, and awareness of relevant social or historical issues will be encouraged.
- **Space Availability:** Displays and exhibits will be organized based on available space and the suitability of the materials to the space.
- **Connection to City Programs and Services:** Displays that support or complement ongoing City programs, events, or initiatives will be prioritized.
- **Variety of Viewpoints:** The City will seek to present a variety of perspectives, including materials that represent different cultural, political, and social viewpoints.

Exhibit Procedures

- **Request for Display:**

Individuals, groups, or organizations interested in exhibiting at the Goleta Train Station must submit a display request form to the City Manager's Office. The request should include:

- A description of the materials or exhibit to be displayed
- The educational, cultural, or community value of the exhibit
- Preferred display dates and duration (standard display times are 30 days)
- Any special requirements for the display (e.g., equipment, setup, etc.)

- **Approval Process and Payment:**

The City Manager or their designee will review the request based on the criteria outlined in this policy. Once approved, and payment has been received, the City will coordinate with the exhibitor to schedule the display and provide guidance on setup, duration, and the content of the display. The City reserves the right to restrict the size, duration, frequency, location, and number of display materials.

- **Display Duration and Removal:**

Displays will be available for a set period, as agreed upon in advance with the City. Upon completion of the exhibit, the exhibitor is responsible for removing all materials from the display space. The City takes no responsibility for the dismantling and removal of the display.

Advertising and Promotional Signage Policy

Purpose

The purpose of the policy is to provide clear distinctions and definitions of commercial advertising and promotional signage in relationship to other types of signage within the Goleta Train Station. In addition, the policy will guide decision-making with regard to allowable locations and appropriate content in commercial and promotional signage.

Introduction

In any train station environment, there is a large amount and variety of visual stimuli competing for the attention of travelers and visitors. Many of these stimuli are presented in the form of signage and/or displays of various types. The City is careful not to allow an oversaturation of signage which diminishes the desired aesthetic quality of the surroundings. The City's ability to communicate with station signage is crucial to ensuring a safe and comfortable experience of the Train Station. Oversaturation of signage makes all communication with signage less effective.

The introduction of a limited amount of commercial advertising as well as promotional signage is considered to be a commercial activity managed by the City and is not intended to create a public forum.

Signage Types and Definitions

The following descriptions are intended to categorize the most prevalent types of signage. However, this policy exclusively governs two specific types: commercial advertising and promotional signage.

Commercial Advertising

The right to post commercial advertising for the purpose of selling products or services has been granted to a third-party advertising agent in designated locations. The advertising agent may not display commercial advertising in the terminal without prior approval, and no other entities may post commercial advertising. Advertising is a concession business that generates revenue for the Train Station.

Public Service and Train Station Promotional

The City may post public service signage in its own designated locations. Such messages must intend to educate, inform or support a charitable (non-profit) cause. These messages are gratis and temporary and will be removed upon the sale of the space to a paid advertiser.

The key distinction between commercial advertising and promotional/public service signage is that the message does not seek to cause a direct monetary transaction between a buyer and a seller in exchange for some material or immaterial item of value. Examples of promotional messages could be signage to celebrate official City programs,

celebratory welcome home placards or banners to promote awareness of civic events. The City also maintains an interest in the promotion of train service to Goleta with temporary signage and banners. The City also may offer locations for signage to promote civic events and/or public venues.

Passenger Service Signage

This type of signage provides passengers with information about and/or direction to services offered in the station. Examples include concessionaire signage or service offerings directed to passengers by the Train Station or a train station tenant, with prior approval.

Regulatory Signage

This type of signage is typically mandated by other governmental entities or otherwise required in train stations.

Wayfinding

This type of signage is typically the responsibility of the City. In instances where the City is not responsible for wayfinding signage, such as for event rentals, stand-mounted signage or stanchions with signage toppers may be used to direct attendees.

Scope of Policy

Standards of Quality

All types of signage must be professionally designed and produced, using materials durable and otherwise suitable for use in the Train Station. Signage must not contain flashing, strobe, laser, or other variable lighting. No handwritten or paper signs will be allowed. The City in its sole discretion may require the removal of any signage that does not meet this standard. In the event of disagreement, the City Manager will be the final arbitrator.

Content Restrictions

The following content restrictions apply to both commercial and public service/promotional signage. The City shall prohibit the following content.

Content must NOT:

- Promote or suggest the use of tobacco, marijuana or illegal drugs
- Advocate for or oppose political candidates or causes
- Convey religious messages whether positive or negative
- Promote or suggest unlawful or reckless activity
- Contain messages or images considered to be obscene, vulgar, profane or harmful
- Contain personal attacks or are defamatory in any way

- Convey messages that are derogatory to a religious, ethnic, racial, gender, sexual identity or affinity group
- Portray acts of violence, prejudice, sedition, terrorism or vandalism
- Contain messages or images that promote or suggest unlawful discrimination
- Contain messages or images that may be in violation of federal, state or local law
- Contain misleading or potentially misleading information

These restrictions are not inclusive of all situations. The following standard shall be applied regarding the exclusion of content: Content will not be allowed that is objectionable because it can foreseeably result in harm to, disruption of, or interference with Train Station business or public use of the Train Station. Train Station advertising and signage will be limited to messages and activities that are compatible with the intended purpose of the Train Station.

Lost and Found Policy

Purpose

The following procedures shall be followed in handling lost or intentionally abandoned property found at the Goleta Train Station or at the Station grounds in a manner consistent with state law, in particular, Chapter 4 of Title 6, Part 2 of Division 3 of the California Civil Code (2080-2080.10).

Abandoned Property

Items found at the Goleta Train Station or at the Station grounds with a value of less than one hundred dollars (\$100) shall be considered intentionally abandoned property.

Disposition of Abandoned Property

Abandoned Property will be discarded after one day in accordance with state Civil Code section 2080.7. Abandoned property shall be stored at the Train Station until the next business day, when the contents shall be discarded. Items can be retrieved during regular business hours from 8:00 a.m. to 5:00 p.m.

Found Property

Property of an apparent value of one hundred dollars (\$100) or more discovered at the Goleta Train Station or at the Station grounds shall be considered found property.

Procedures for Found Property

Found property which an apparent value of one hundred dollars (\$100) or more (Found Property of Value) shall be transported to the law enforcement facility of the local jurisdiction for safekeeping in accordance with the requirements of state Civil Code section 2080.1. All cell phones, keys, wallets, purses, and backpacks shall be considered Found Property of Value unless heavily damaged or soiled.

The law enforcement facility shall be the following:

Santa Barbara County Sheriff's Department
Main Station
4434 Calle Real
Santa Barbara, California 93117
(805) 681-4100

No Liability

The City shall not be liable for loss or destruction of any item left at the Train Station, claimed by someone other than the rightful owner, or deposited into the lost and found.

Service Animals and Pets Policy

Purpose

The purpose of this Service Animals and Pets Policy is to establish guidelines for the presence of service animals and pets at the Goleta Train Station.

Permittable Service Animals

Only animals that are legally recognized as service animals are permitted inside the Goleta Train Station.

A recognized “service animal” is a dog or miniature horse that is “trained to do work or perform tasks for the benefit of an individual with a disability... Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition.” 28 C.F.R. § 35.104.

Acceptable work for service animals includes but is not limited to assisting those hard of hearing, vision, or equilibrium problems, non-violent protection or rescue, pulling a wheelchair, assisting individuals in seizures. Service animals in training are permissible.

Animals that are not Recognized

Federal law does not acknowledge animals as a crime deterrent or emotional support, well-being, comfort, or companionship.

Exclusions

Any animal posing a direct threat. Any legally recognized service animal that presents “a direct threat to the health or safety of others.”

Uncontrollable & un-housebroken animals. If an animal’s behavior rises to a level in which a person would also be asked to leave the premises, exclusion is allowable. Animals that demonstrate that they are not housebroken are also to be excluded.

Leash/Restraint requirements. Federal law requires the use of a leash or tether unless the handler’s disability makes them unable to do so or the restraint would affect the animal’s performance of its tasks.

Pets

Pets accompanying railway travelers must comply with railway service provider regulations and are to be kept in a carrier while inside the Train Station.

Loitering Policy

Purpose

The purpose of this Loitering Policy is to establish guidelines for maintaining a safe and welcoming environment within the Goleta Train Station premises by addressing loitering activities.

Definitions of Loitering

Loitering is defined as the act of remaining or lingering on the premises without a legitimate purpose or authorized activity.

Prohibited Activities

Loitering that disrupts the normal operation of the Goleta Train Station, compromises the safety and security of individuals, or interferes with the enjoyment of services and facilities, is strictly prohibited. Prohibited activities include, but are not limited to:

- Harassing or intimidating other individuals.
- Engaging in illegal or illicit activities.
- Obstructing entrances, exits, or pathways.
- Behaving in a manner that creates a disturbance or nuisance.
- Unauthorized distribution of materials or solicitation.

Enforcement

Authorized personnel, including security staff and management, are responsible for enforcing this policy. Individuals who are found to be loitering in violation of this policy will be approached by staff and informed of the policy. They may be requested to leave the premises.

Request to Leave

Individuals asked to leave the premises due to loitering must comply immediately. Failure to comply may result in further action, including involvement of law enforcement authorities if necessary.

Communication and Education

Signage and announcements will be displayed throughout the Goleta Train Station premises to inform visitors of the loitering policy. The policy will also be made available on the City's website and printed materials.

Reporting

Individuals who witness or experience loitering activities that violate this policy are encouraged to report them to the designated security personnel or management through

[City Assist](#) or by calling (805) 961-7500. Prompt reporting helps us maintain a safe environment for all.

Camping Regulations

In addition to the prohibitions in this Loitering Policy, sleeping or camping on public property or inhabiting a vehicle for occupancy on any public property in the City of Goleta is strictly prohibited per Goleta Municipal Code sections 12.01.010-12.01.050 and 10.04.040 unless when a person is engaged in habitation of a vehicle as permitted by Section 12.01.035 of the Goleta Municipal Code or when engaging in habitation of a vehicle on public property with the permission of the City. Violations of these prohibitions will be enforced as described in the Goleta Municipal Code.

Review and Amendment

This loitering policy will be reviewed periodically to ensure its effectiveness and relevance. Amendments may be made as necessary to address emerging concerns.

By adhering to this Loitering Policy, the Goleta Train Station aims to create a respectful and secure environment that encourages positive interactions and benefits all individuals who utilize its facilities and services.

Wi-Fi Policy

Purpose

The purpose of this Wi-Fi policy is to establish guidelines for the appropriate and responsible use of the City of Goleta's Wi-Fi high-speed Internet access system ("Wi-Fi System") at the Goleta Train Station.

This policy governs your rights and responsibilities and our rights and responsibilities relating to the use of the Wi-Fi System.

BY USING THE GOLETA TRAIN STATION WI-FI SYSTEM, YOU REPRESENT that you have read, understand and agree to the terms of this policy.

If you do not agree to the terms of this policy, do not use the Wi-Fi System.

Description of Wi-Fi System/Service Availability

The City will provide access to the Wi-Fi System at locations ("Enabled Locations") that have been equipped with wireless access points. Access points or Enabled Locations may not be available in all areas of the Goleta Train Station and may not always be operational even if available.

There is no charge to use the Wi-Fi System; however, some internet sites may charge you for use.

Access to Internet Content

The City does not screen or restrict access to any content placed on or accessible through the Internet. The City also does not screen or restrict communications between parties via the Internet. By accessing the Wi-Fi System, you acknowledge and agree that if you access the Internet, you may receive or be exposed to content, goods or services which you may consider to be improper, inaccurate, misleading, defamatory, obscene, or otherwise offensive. You agree that the City is not liable for any action or inaction with respect to any such content on the Internet accessible through the Wi-Fi System.

USE OF THE WI-FI SYSTEM IS AT YOUR OWN RISK. INFORMATION YOU SEND OVER THE INTERNET USING THE WI-FI SYSTEM MAY BE ACQUIRED BY THIRD PARTIES. VIRUSES AND OTHER MALICIOUS SOFTWARE MAY BE ON THE WI-FI SYSTEM OR ON SITES THAT YOU VISIT ON THE INTERNET AND MAY INFECT YOUR COMPUTER. THE CITY ASSUMES NO RESPONSIBILITY WHATSOEVER FOR ANY SUCH INFORMATION LOSS OR DAMAGES CAUSED BY MALICIOUS SOFTWARE OR FOR ANY OTHER DAMAGE OR LOSS TO YOU BY REASON OF YOUR HAVING USED THE WI-FI SYSTEM.

Your Responsibilities

You must (1) agree with all current terms and conditions, (2) adhere to the City's Acceptable Use Policy described below, and (3) provide all equipment (including computer hardware and software, personal digital assistants, smart phones, tablets, computers, wireless network cards, etc.) to connect to the Wi-Fi System, and (4) comply with local, state, and federal laws and regulations, including but not limited to copyright and intellectual property rights laws. You agree to be responsible for and to bear all risk and consequences for (1) the accuracy, completeness, reliability and/or usefulness of any content available through the Wi-Fi System and (2) all communications that you send or receive via the Wi-Fi System. The City does not undertake the security of any data you send through the Wi-Fi System, and it is your responsibility to secure such data.

Acceptable Use Policy (AUP)

All users of the Wi-Fi System must comply with this Acceptable Use Policy (AUP). This AUP is intended to improve the use of the Internet by preventing unacceptable uses. The City does not actively monitor the use of the Wi-Fi System under normal circumstances. Similarly, we do not exercise editorial control or review over the content of any Web site, electronic mail transmission, newsgroup, blog, social media, or other material created or accessible over or through the Wi-Fi System. However, we may remove, block, filter or restrict by any other means any materials that, in our sole discretion, may be illegal, may subject the City to liability or may violate this AUP. The City may cooperate with legal authorities and/or third parties in the investigation of any suspected or alleged crime or civil wrong. Violation of this AUP may result in the suspension or termination of either access to the Wi-Fi System or other actions as detailed below.

The following constitute examples of violations of this AUP. You agree to not use the Wi-Fi System to:

- (1) Transmit any material (by uploading, posting, email or otherwise) that is unlawful, threatening, abusive, harassing, tortuous, defamatory, obscene, libelous, invasive of another's privacy.
- (2) Harm, or attempt to harm any person in any way.
- (3) Impersonate any person or entity or falsely state or otherwise misrepresent your affiliation with a person or entity; forge headers or otherwise manipulate identifiers in order to disguise the origin of any material transmitted through the Wi-Fi System.
- (4) Transmit any material (by uploading, posting, email or otherwise) that you do not have a right to make available under any law or under contractual or fiduciary relationships (such as inside information, proprietary and confidential information

learned or disclosed as part of employment relationships or under non-disclosure agreements).

(5) Transmit any material (by uploading, posting, email or otherwise) that infringes any patent, trademark, trade secret, copyright or other proprietary rights of any party.

(6) Transmit (by uploading, posting, email or otherwise) any unsolicited or unauthorized advertising, promotional materials, "junk mail," "spam," "chain letters," "pyramid schemes" or any other mass form of solicitation.

(7) Transmit any material (by uploading, posting, email or otherwise) that contains software viruses or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer software or hardware or telecommunications equipment.

(8) Interfere with or disrupt the Service or servers or networks connected to the Service, or disobey any requirements, procedures, policies or regulations of networks connected to the Service.

(9) Intentionally violate any applicable local, state, or federal law.

(10) "Stalk" or otherwise harass another.

(11) Resell access to or use of the Wi-Fi System without the City's written authorization.

(12) Use the Wi-Fi System for high volume data transfers, especially sustained high volume data transfers, hosting a web server, IRC server, or any other server.

Termination

You agree that the City may cancel your access to the Wi-Fi System you may have at any time, without notice and for any reason including, but not limited to, violation of any of the terms and conditions of this policy, security or safety reasons, and/or using the Wi-Fi System to perform any illegal activity. You further agree that in the event of such termination for any reason the City will have no liability to you.

Termination by Unacceptable Usage

From time to time the City may impose reasonable rules and regulations regarding the use of its services. The rules under this paragraph are not exhaustive and the City reserves the right to modify these. You agree to abide by these rules. Any violation of these rules may result in the suspension or termination of your service. Even if an activity you perform is not listed in this document, it may also be a violation of these rules if it is illegal or disruptive to the network.

Notice of Problems or Complaints

If you experience a problem accessing or using the Wi-Fi System, report the problem through [City Assist](#) or by calling (805) 961-7500. If the City determines the Wi-Fi System is at fault, the City will endeavor to provide a timely remedy in a manner consistent with its regular business practices.

Modifications to Policy

The City may, at its sole discretion, modify the terms and conditions of this policy. Such modifications shall be binding and effective upon posting on the Wi-Fi System “Terms and Conditions” page. If you use the Wi-Fi System after postings of any such modifications, you accept and agree to any and all such modifications.

Indemnification

You shall indemnify and save harmless City and its officers, agents and employees from, and, if requested, shall defend and promptly reimburse them for, any all losses, claims, damages, injury, settlements, costs and liabilities of any nature arising out of, based upon, as a result, or in any way connected with your use of the Wi-Fi System or any breach of this policy except to the extent that such indemnity is void or otherwise unenforceable under applicable law in effect on or validly retroactive to the date of this policy, and except where such loss, damage, injury, liability or claim is the result of the active negligence or willful misconduct of City and is not contributed to by any act of, or by any omission to perform some duty imposed by law or agreement on you.

No Warranty

THE CITY PROVIDES NO WARRANTY WHATSOEVER WITH RESPECT TO USE OF THE WI-FI SYSTEM. THIS INCLUDES NO WARRANTY EXPRESS OR IMPLIED, AND ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY EXCLUDED. THE CITY SHALL HAVE NO LIABILITY WITH RESPECT TO THEIR OBLIGATIONS UNDER THIS AGREEMENT FOR CONSEQUENTIAL, EXEMPLARY, OR INCIDENTAL DAMAGES, EVEN IF THEY HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE STATED EXPRESS WARRANTY IS IN LIEU OF ALL LIABILITIES OR OBLIGATIONS OF THE CITY FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE DELIVERY, USE, OR PERFORMANCE OF ANY OF THE SYSTEM.

Data Use And Retention

The City Wi-Fi System does track and retain the MAC (Media Access Control) address associated with each device you connect to the Wi-Fi System. Each MAC address on the Wi-Fi System is tracked to determine the total length of time on the System and to help the City Wi-Fi System improve the overall customer experience. Use of the Wi-Fi System is limited to six hours per connection. MAC addresses that are connected for more than



six hours will be automatically disconnected. There are no restrictions on the number of times each MAC address can be connected. If disconnected, users are welcome to reconnect.

Bicycle Storage Room Policy

Purpose

The purpose of this bicycle storage room policy is to establish the operating hours and terms of use for the bicycle storage room at the Goleta Train Station.

Access to Bicycle Storage Room

The bicycle storage room shall be open and available for use during the Goleta Train Station's normal hours of operation. The bicycle storage room shall be locked and unavailable for use outside of these normal hours of operation.

No Liability

The bicycle storage room is unmonitored and there is no controlled access during the Station's normal hours of operation. Users parking their bicycle in the bicycle storage room do so at their own risk. The City of Goleta is not liable for loss or destruction of any bicycle left at the Goleta Train Station.