Transit Departmental Policy

Policy Title
Carry-on Items

Policy Information
Effective Date: November 19, 2021

Amended Date:

Revision Date: 19 November 2021 12:23 PM

Next Review Date: 19 November 2024

Policy Statement
Customers are responsible for all items they carry with them. Drivers do not assist with groceries, personal belongings, parcels or with large or heavy shopping items. Customers have a four shopping bag limit. This is to ensure there is space for other customers when travelling.

Scope
This policy applies to all Burlington Transit customers using fixed route, on-demand, and specialized services.

Objectives
To ensure that all customers share a safe and positive experience on Burlington Transit.

Definitions
N/A

Principles
- Customers are expected to independently manage any items carried onto a Burlington Transit bus, ensuring that items:

- o are stored safely
- o do not block the aisles and doorways/exits of the bus
- Hazardous/flammable materials are <u>not</u> permitted on buses (e.g. propane, gasoline, etc.)
- Ice skates, roller blades, scooters, skateboards and other similar devices or equipment are permitted on buses. These items must be carried by the customer and not used on board the bus.
- Ice skates must have skate guards installed or carried in an appropriate carrier.
- Skis, snowboards and other large bulky recreational items are permitted on buses, provided there is available space on the bus. Skis and snowboards must be secured within a soft shell or hard shell travel bag and must be carried upright. These items are currently not permitted on Specialized service.
- Bikes or large bulky items are not permitted on transit buses.
- All parcels, knapsacks and smaller bulky items must be kept clear of the aisle.

References
N/A

Roles

Accountable:
The Director of Transit, or designate, is answerable for the timely review, updating and dissemination of the policy.

Responsible:
Managers and supervisors are response to promote, support and ensure the effective implementation of the policy.