

CARRY-ON ITEMS POLICY

For the safety and accessibility of all passengers.

✓ ALLOWED



Carts within size limits



Items completely contained within carts or bags



Personal belongings kept under the passenger's control



Wheelchair securement areas available when needed

MAXIMUM CART SIZE:
30" H x 18" W x 18" D
(excluding wheels and handles)

- All items must remain under the passenger's control at all times.
- Passengers are limited to items that can be boarded in a **single trip**.

✗ NOT ALLOWED



Oversized carts exceeding:
30" H x 18" W x 18" D
(excluding wheels and handles)



Items protruding from, hanging from, or attached to the outside of **carts and walkers**.



Items blocking aisles, doorways, emergency exits, or walkways



Personal belongings occupying additional passenger seats



Multiple boarding trips to load belongings



Items creating a safety hazard or interfering with passenger movement



• Wheelchair securement areas must be vacated when needed for passengers using mobility devices.



• Aisles, doorways, emergency exits, and walkways must remain clear at all times.



• Strollers must not block aisles, doorways, emergency exits, or passenger movement.



• CitiBus personnel will determine whether items can be safely transported.

FAILURE TO COMPLY MAY RESULT IN:



DENIAL OF BOARDING



REMOVAL FROM THE VEHICLE



SUSPENSION OF SERVICE



REFERRAL TO LAW ENFORCEMENT

Thank you for helping keep CitiBus safe, accessible, and reliable for everyone.



Questions or concerns?
Call Watertown CitiBus:
315-785-7772