

# 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.



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**

# CitiBus

## PASSENGER CODE OF CONDUCT

Thank you for helping us keep CitiBus safe, respectful and accessible for all.

### FARES & PAYMENT

- Pay the correct fare before taking a seat.
- Reduced fare passengers must show valid ID when requested.
- Operators do not make change.
- Use passes and transfers in accordance with CitiBus policies.

### PASSENGER CONDUCT

#### PLEASE:

- ✓ Follow instructions from CitiBus personnel.
- ✓ Be respectful of others and our employees.
- ✓ Keep the bus clean.
- ✓ Keep hands, feet and belongings to yourself.

#### PLEASE DO NOT:

- ✗ Use abusive, threatening or discriminatory language.
- ✗ Fight, threaten or harass others.
- ✗ Play music or audio without headphones.
- ✗ Smoke, vape, use tobacco, alcohol or illegal drugs.
- ✗ Litter, vandalize or damage property.
- ✗ Distract the operator while the bus is in motion.

### PRIORITY SEATING

Priority seating is for seniors and individuals with disabilities.

Please move when requested.

Wheelchair securement areas must remain available.

### CARRY-ON ITEMS, CARTS & STROLLERS

For everyone's safety, items must be controlled by the passenger and may not block aisles, doorways, emergency exits or wheelchair securement areas.



Items must fit on your lap, under your seat, or between your feet without blocking the aisle.



Carts may not exceed 30" H x 18" W x 18" D (excluding wheels and handles).



All items must fit completely inside. Nothing may protrude, hang from or be attached outside.



Do not block aisles, doorways, emergency exits or vehicle walkways.



Fold strollers when practical. Do not block aisles or doorways.



Do not use additional seats for bags or packages.



Mobility aids (wheelchairs, walkers, canes, etc.) are permitted in accordance with the ADA. When practical and not needed for immediate use, items should be folded or positioned to minimize obstruction.



#### SERVICE ANIMALS

Service animals are welcome in accordance with the ADA.



#### FOR YOUR SAFETY

- Stay seated while the bus is in motion.
- Keep aisles and steps clear.
- Do not extend body parts or belongings out of windows.
- Do not interfere with emergency equipment.



#### CITIBUS AUTHORITY

CitiBus personnel determine what is safe and appropriate. You must follow their instructions.



#### VIOLATIONS OF THIS CODE OF CONDUCT MAY RESULT IN:

- Being asked to correct the issue
- Removal from the bus or facility
- Denial of future service
- Suspension from service

**Criminal activity will be reported to law enforcement.**

Your cooperation helps keep CitiBus safe and reliable for our entire community.

Questions or concerns? Contact Watertown CitiBus: **315-785-7772** | [www.watertown-ny.gov/citibus](http://www.watertown-ny.gov/citibus)