



Carry-on Policy For Fixed Route and Paratransit Vehicles

Policy Level: <u>Board</u>	Department: <u>Operations (OPS)</u>
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Submitted by: <u>Lyle Bland, OPS Manager</u>	
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Policy Statement & Purpose

While Link's core objective is to move people, we realize that people often travel with personal belongings. To address both safety and service concerns surrounding excessive baggage, Link has established the following policy.

POLICY:

All personal items must be clean, not leaking, take up only one additional seat, and the guest must be able to board all items in one trip. Link Transit allows fixed route and paratransit riders to bring onto the vehicle the equivalent in size to either four (4) plastic grocery bags, two (2) paper grocery bags, or two (2) reusable grocery bags not to exceed roughly 16" x 10" x 13", or one two (2) or four (4) wheeled folding cart not to exceed 19 inches wide, 38 inches tall and 18" long (including wheels and handles), or one (1) piece of luggage not exceeding 24"x17"x10" in size (airline carry-on), or one pair of skis/snow board/fishing poles (or like-sized recreational equipment). Additionally, riders may bring a small personal item like a purse, computer, or briefcase. Riders may transport necessary medical equipment needed while traveling on the vehicle at no additional cost and in addition to the foregoing personal items.

Procedures Defined

IMPLEMENTING PROCEDURES:

1. Riders may bring onto the vehicle the equivalent in size to either four (4) plastic grocery bags, or two (2) paper grocery bags, or two (2) reusable grocery bags not to exceed approximately 16" x 10" x 13" (large capacity tote), or one two (2) or four (4) wheeled folding cart not to exceed 19" wide, 38" tall and 18" long (including wheels and handles), or one (1) piece of luggage not exceeding 24"x17"x10" in size and 40 lbs. in weight, or one pair of skis/snowboard/fishing poles (or like sized recreational equipment). Additionally, riders may bring a small personal item

similar to a purse, computer, or briefcase. Operators may not assist if the combined weight of carry-on items exceed 25 lbs.

Carry-on items exceeding the prescribed standards will not be allowed. Guests will not be allowed to bring any carry-ons that would occupy more than one additional seat. Any carry-on items must be clean and not create a sanitary issue, such as a leaking bag, and be under the control of the guest at all times. Riders will not be permitted to take additional trips to board with personal items.

Drivers may provide assistance with bags or luggage in conformance to the above-mentioned weight restrictions if needed.

Drivers are not allowed to solicit or accept tips or gratuities for providing such assistance as defined above. Such assistance is part of a drivers' normal and defined job responsibilities. Riders are not to offer tips or gratuities.

Bags or luggage which riders bring on board may not contain any harmful or potentially dangerous substances such as fuel, explosives, corrosive materials, loaded weapons, even if they are in a proper carrying container. All automotive type batteries are not permitted regardless of size (unless installed in a permissible mobility device). Any other articles with an offensive odor shall be contained and sealed.

Skis, snowboards, and other similar recreational equipment may be brought on board the vehicle if controlled and secured by the rider. Fishing poles shall be disassembled with no exposed hooks.

Bicycles racks are provided on the front of the coach. Bicycles are not allowed inside the coach, although some exceptions may apply on commuter routes in dark hours for safety purposes.

Riders with wheeled personal shopping carts may board a Link vehicle provided that the cart: will conveniently pass between seats; does not exceed 19" in width, 38" in height and 18" long (including wheels and handles); has no sharp edges; all items fit inside the cart (items are not to be hanging outside the cart or stacked higher than the cargo area of the cart) and can be safely secured. Wagons are not permitted, and strollers being used as a wagon or cart are not allowed.

Link may collaborate with local social service agencies, such as Catholic Charities, to help low-income or unhoused individuals obtain a shopping cart that meets the specified dimensions. Guests in need of assistance can contact Catholic Charities, located on the first floor of Columbia Station. Catholic Charities will process requests to ensure that only eligible individuals receive a one-time discount or a complimentary, foldable shopping cart. This initiative helps maintain a safe, clean, and efficient environment for all members of the community. By supporting the most vulnerable in complying with the carry-on policy, we ensure that everyone can use and enjoy public transit.

Pets, other than service animals used to assist disabled individuals, must be contained in an approved carrier (no cardboard).

Children shall be removed from strollers and the stroller shall be collapsible.

Riders may also bring on board necessary medical equipment, which is, or may be, needed when the rider is traveling on Link Transit. Riders are allowed to use a wheeled cart for transporting carry-on items. Additional examples include mobility devices, walkers, canes, as well as oxygen and monitors. Any such medical equipment is the responsibility of the rider or his or her attendant when traveling on Link Transit.