

TACT 119: Cart, Stroller, and Carry-On Policy



- Policy:** Town and Country Transit (TACT) will implement and follow the practices pertaining to transporting carts, strollers and carry-on packages on Authority vehicles.
- Purpose:** It is TACT policy to ensure a safe environment and speed boarding and alighting times for all passengers. Accordingly, all drivers shall require passengers to adhere to this policy as detailed below.
- Scope:** This policy affects all TACT-owned or TACT-leased vehicles and TACT sub-contractors.
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1.0 Passenger Safety

In an effort to ensure the safety of its passengers, TACT has adopted the following rules regarding carts, strollers and carry-on packages for all of its fixed-route and shared-ride vehicles: Carts, strollers or carry-on items are not permitted to block aisles or doors, or occupy more than one wheelchair securement space.

2.0 Rules for Carts, Strollers, and Carry-on Packages on TACT Vehicles

- a. Passengers are limited to four small carry-on items that must fit on a lap or under a seat. Large bags, boxes or other large items are not permitted.
- b. Items that are wet, leaking, or considered hazardous are not permitted.
- c. Carts, strollers, and carry-on items must be loaded onto the vehicle in a single trip up the steps.
- d. Carts, strollers, walkers, and carry-ons must be attended and stowed safely at all times.
- e. Carts must be transported in the same area as wheelchairs and scooters;

and must be secured with the same tiedown methods used for securing wheelchairs and scooters.

- f. Passengers using carts are not permitted to attach additional bags or other parcels to the outside of their carts. All items must be contained in the cart.
- g. When making a trip reservation for any shared-ride transportation, passengers are responsible for informing TACT staff that they will be bringing a cart with them. This will allow TACT staff to reserve a wheelchair tiedown position in order to transport the cart safely.
- h. All passengers with strollers must remove the child from the stroller, collapse and safely stow the stroller, and stay seated with the child in their control at all times during the trip.
- i. Passengers will assume full responsibility for the safety of their child. If necessary due to lack of available seats, the child must ride on the parent's lap.
- j. The number of wheelchairs, carts and/or strollers requiring securement cannot exceed the maximum available number of securement positions available.

3.0 Passenger Responsibility for Belongings

TACT assumes no responsibility for items left on its vehicles. As soon as a passenger realizes that an item may be missing, please call TACT's office at 724-548-8696 to determine if the item has been turned in to TACT.

4.0 Enforcement of Policy

- a. TACT vehicles will not move if the driver feels that carts, strollers, or carry-on items compromise passenger safety. Drivers have the right to request that passengers adhere to the rules listed in this policy. Unwillingness to follow these rules may result in suspension of riding privileges on all TACT vehicles.
- b. Passengers that continually ignore the rules for safely transporting carts,

strollers, and carry-on packages on TACT vehicles will be subject to suspension of services including:

- i. First offense – documented oral warning. No suspension of services.
 - ii. Second Offense – written warning. No suspension of services.
 - iii. Third Offense – Two (2)-week suspension of services from all TACT transportation.
 - iv. Fourth Offense – Thirty (30)-day suspension of services from all TACT transportation.
 - v. Fifth Offense – Sixty (60)-day suspension of services from all TACT transportation.
 - vi. Sixth Offense – Six (6)-month suspension of services from all TACT transportation.
- c. After each violation, TACT personnel will speak with the passenger to ensure they understand the requirements of the policy and consequences of not following the policy.
 - d. Passengers will be notified by mail.

Revision History:

Revision	Date	Description of changes	Requested By
0.0	02/20/2013	Initial Release / Board Approval	Patti Lynn Baker General Manager
1.0	09/20/2017	Minor grammatical change to provide clarification	Patti Lynn Baker General Manager
2.0	07/01/2019	Update logo, font, formatting	Tiffany Chaffee Operations Manager
3.0	9/19/2019	To provide clarification of policy	Patti Lynn Johnston General Manager
4.0	06/14/223	Update logo, font, and formatting	Patti Lynn Johnston Executive Director