

EL PASO TRANSPORTATION AUTHORITY SHOPPING BAGS, STROLLERS, AND STORAGE/SHOPPING CART POLICY

Purpose

The purpose of this policy is to ensure the safe, orderly, and accessible operation of El Paso Transportation Authority (ETA) services while allowing passengers to bring personal items such as shopping bags, strollers, and storage or shopping carts. This policy supports ADA accessibility, passenger safety, and efficient service operations.

I. General Requirements (All Items)

- Personal items must be manageable by the passenger without bus operator assistance, unless a reasonable Americans with Disabilities Act (ADA) modification is approved by ETA administration.
- Items must not block aisles, doorways, wheelchair securement areas, priority seating, or emergency exits.
- Items must be clean, dry, non-hazardous, and free from sharp edges or leaking contents. (Oxygen is excluded from this policy).
- ETA bus operators may deny boarding if items cannot be safely accommodated.

II. Shopping Bags and Luggage

- Limited to five (5) standard shopping bag that must be brought on by the passenger as the bus operator cannot provide assistance.
- Luggage is limited to two (2) carry-on sized pieces such as small roller suitcase and backpack.
- Bags and luggage must fit on the passenger's lap or directly in front of and/or under their seat.
- Bags and luggage may not occupy adjacent seats or floor space required for other passengers.

III. Storage and Shopping Carts

- Small personal carts are permitted if they meet all of the following:
 - Maximum size: 30 inches high x 18 inches wide x 18 inches deep (excluding handles and wheels).
 - Must be easily maneuverable and controlled by the passenger.
 - Contents must remain within the cart's frame.
 - Must be secured to prevent movement during bus operation.

IV. Strollers

- Children must be removed from strollers prior to boarding.
- Strollers must be fully collapsed and secured before boarding.
- Children must be seated and secured with a seat belt or approved child safety seat provided by the passenger.

V. ADA Reasonable Modifications

ETA will consider reasonable modifications consistent with ADA requirements provided the modification does not:

- Create a direct threat to safety.
- Fundamentally alter the transit service being provided.
- Create an undue administrative or financial burden to ETA.

VI. Enforcement

Failure to comply with this policy may result in denial of boarding, trip cancellation, or enforcement under the ETA Rider Code of Conduct.