

Public Hearing Scheduled Metro Stroller Policy: Proposed Change to Enforcement of Current Policy



Tuesday, July 13 at 6 PM

Madison Municipal Building, Room 260

215 Martin Luther King Jr. Blvd.

In response to customer feedback, Metro staff have been reviewing stroller use on buses for the past year.

Last year, a policy was put into place that read:

1. For the safety of all passengers, including children in strollers, please remove child and fold strollers during ride.
- 2 Strollers should not block aisles.
3. Please move strollers to make room for seniors and those with disabilities.

Following this review, recommendations were made regarding the enforcement of this existing policy.

The goals of these recommendations are:

- To ensure the safety passengers using strollers, as well as ensure the safety of young passengers seated in strollers.
- Ensure that wheelchair securement areas are continued to be kept clear and available to all wheelchair passengers as required by the Americans with Disabilities Act.
- And to ensure the safety, comfort and convenience of all people that ride Metro.

Staff are recommending stricter enforcement of its current stroller policy.

This would include reminding passengers boarding with unfolded strollers to fold and store strollers out of the aisle.

Passengers unwilling to fold their stroller may not be allowed to ride.

This would also apply to rolling carts, luggage and other large items that may block the center aisle or wheelchair securement space. If a decision is made for stricter enforcement of Metro's stroller policy, staff would implement this change over the course of 2 months.

Riders and the public will be notified of the enforcement policy using bus flyers, email reminders and online video instruction.

The stroller policy is currently listed in Metro's Ride Guide.

Drivers will also remind their passengers of the enforcement of current policy over the 2 month implementation period.

Metro staff and drivers will also distribute materials listing area businesses where foldable strollers can be purchased.

After this 2 month implementation period, passengers may not be allowed to ride without folding and properly storing their strollers.

Please fill out this survey and/or attend the scheduled public hearing to give us your thoughts.

If you have feedback or suggestions, please fill out the survey on this flyer.

Mail or turn in your survey to: Metro Administrative Office, 1245 E. Washington Ave., Madison, WI 53703.

An online survey is available at: mymetrobus.com/stroller.

Comments can be emailed to: Mymetrobus@cityofmadison.com.

For questions or comments by phone, contact Metro's customer service center at: 608-266-4466.

The Transit and Parking Commission and Metro staff will review and consider all feedback received through this survey and at the scheduled public hearing.

STROLLER FEEDBACK SURVEY (reverse)

Install: On arrival

Remove: July 14, 2010

Stroller Use Survey

1. Do you ride Metro? Yes (go to question 2) No (go to question 12)
2. How often do you ride Metro? 1-2 times per week 3-5 times per week 5-10 times per week 10-20 times per week more than 20 times per week
3. Do you use a stroller when you travel? Yes (go to question 7) No (go to question 4)
4. Do you use a mobility device such as a wheelchair or segway? Yes (go to question 8) No (go to question 5)
5. Do you travel with a shopping cart, rolling luggage, or other large items? Yes (go to question 9) No (go to question 6)
6. Are you a passenger that travels *WITHOUT* a stroller, large item, or utilizing a wheelchair? Yes (go to question 10) No (go to question 11)

7. Traveling with a stroller

- a. How many times a week do you travel with your stroller?
 1-2 times per week 3-5 times per week 5-10 times per week 10-20 times per week more than 20 times per week
- b. How many children under the age of 5 accompany you when you ride?
 1-2 children 2-3 children 3-4 children 4-5 children 5 children
- c. Do you own a folding stroller? Yes No
- d. If you don't own a folding stroller, would you consider buying one if Metro required that strollers be folded before boarding? Yes No
- e. If this policy were implemented, would you continue to ride Metro? Yes No
- f. Considering child safety, passenger safety, and Metro's ADA requirements, do you consider strollers on buses to be an issue? Yes No (go to question 11)

8. Traveling using a mobility device

- a. How many times a week do you ride?
 1-2 times per week 3-5 times per week 5-10 times per week 10-20 times per week more than 20 times per week
- b. Have you experienced a conflict with strollers or other large items in the wheelchair securement area? Yes No
- c. Have you experienced strollers in the aisle obstructing your path to the securement area? Yes No
- d. Considering child safety, passenger safety, and Metro's ADA requirements, do you consider strollers on buses to be an issue? Yes No (go to question 11)

9. Traveling with large items

- a. If this policy were implemented, would you continue to ride Metro? Yes No
- b. Considering child safety, passenger safety, and Metro's ADA requirements, do you consider strollers on buses to be an issue? Yes No (go to question 11)

10. Passenger traveling *WITHOUT* a stroller or other large item

- a. Considering child safety, passenger safety, and Metro's ADA requirements, do you consider strollers on buses to be an issue? Yes No
- b. Is the presence of strollers or other large items in the aisle a deterrent for using Metro? Yes No (go to question 11)

11. What information source would most likely reach you for notification of the new stroller policy or other Metro information?

- Bus flyers Alert emails and text messages Website information Social media, i.e. twitter and/or facebook
 Calling 266-4466 Driver reminders

12. Any other comments?

Please give us any other comments Metro should consider when making a policy recommendation to its oversight committees.

(OPTIONAL) If you would like an update on the stroller policy please provide us the information below.

Name: _____
City: _____ State: _____ Zip: _____
email: _____

Thank you for
giving us your
feedback.