Metro Transit

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DRAFT

Metro has established rules for passenger conduct to promote the safety and comfort of our riders. These rules are published in the Ride Guide and posted in buses. Wording from these postings is as follows:

- Do not block the aisle or restrict passenger movement with large articles, packages, baggage, non-collapsible strollers, and baby buggies.

- For the safety of the child and other, please remove children from the stroller and fold during the ride.

In response to feedback from customers and to ensure the safety of Metro passengers and those using strollers, Metro is making the following recommendations for changing our enforcement of the on-bus stroller policy.

1. All strollers must be folded and children removed from strollers prior to boarding the bus.

2. Strollers must be stowed between seats and may not block the aisle or the wheelchair securement area.

3. This policy applies to rolling carts, luggage and other large items that may block the aisle.

4. Drivers will enforce this policy. Passengers will be reminded and asked to comply when they board the bus.

5. The policy will be implemented over a 2-month time frame. In that time frame, riders and the public will be notified and reminded of the change in the stroller policy enforcement with onboard flyers, a website instructional video and via other Metro public notification processes. Drivers will continue to remind passengers regarding the policy during the 2-month time frame.

6. Riders will also be supplied with a list of businesses where bus appropriate strollers such as the umbrella type are sold.

7. Feedback regarding this policy change will be collected from riders, drivers and service agencies during the 2-month implementation period.

8. Metro will post a customer survey online and on buses to gather feedback.