

Stroller Policy

The following policy on strollers is in effect on all Metro buses.

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.

Education on Stroller Policy

- Metro made a stroller video, which is posted on our website and available to share at neighborhood meetings and other community outreach opportunities.
- Community Outreach. Marketing staff makes outreach to settings in the community where we can be in contact with parents who are bus passengers. Four meetings have been held in the past year. At these meetings, the stroller video has been shown, safety education on taking your child out of the stroller has been presented, and there has been a drawing for a free collapsible stroller. This will be an ongoing effort.
- Metro purchased folding strollers that are being used in a variety of marketing events to educate our customers on the stroller policy and the safety reasons behind it.
- Metro is running a stroller contest for customers. Riders can enter the contest to win a free folding stroller through flyers on the buses or through the website. The entry form provides an opportunity for education on the policy.
- Car Cards have been placed on all buses, stating the Stroller Policy

Enforcement of Stroller Policy

- Drivers are expected to advise riders of the policy and request compliance.
- Passengers will not be denied service simply for failure to fold the stroller, or failure to remove their child. Strollers should not be allowed to block the aisle. It is permissible for riders to flip up the front seats to keep the stroller from blocking the aisle.
- If a customer with a mobility aid (wheelchair, scooter, walker, etc) boards, the front seats must be made available for the person with a disability.
- If a passenger refuses to vacate designated front seats and designated wheelchair areas in buses for senior citizens and people with disabilities when requested by the driver, a warning will be issued by the driver. If further warning is necessary for failure of the passenger to comply, a Metro Supervisor may be contacted and called to the scene by the Bus Operator. The Supervisor is authorized to and may ask the passenger(s) to leave the bus.
- These procedures will be used with strollers, grocery carts, and other large objects.