

Stroller Policy Update

Transportation Accessibility

Advisory Committee

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October 4, 2017

Previous Stroller Policy – 2016 and before

- December 7, 2016 TAAC Update
- Customers with strollers are asked to adhere to the following rules for the safety of a child and other customers:
 1. Customers must fold stroller prior to boarding
 2. Folded strollers should be stored out of the aisle
 3. While riding, children should either be seated or held

Why did we Change?

- Operator assaults
- Police resources
- Customer embarrassment
- Customer complaints
- Industry standards

Peer Agencies

- King County - Seattle
- Tri-Met – Portland
- CTA – Chicago
- LA Metro – Los Angeles
- Dart – Dallas
- SFMTA – San Francisco

New Stroller Policy - 2017

- Customers with strollers are asked to adhere to the following rules for the safety of a child and other customers:
 1. Customers may board with child in stroller
 2. Child should be secured with a lap belt, strollers brakes must be set and parent remains with child
 3. Aisle must remain clear for safety reasons
 4. Customers with disabilities using mobility devices have priority in the securement area

Operator Training & Customer Feedback

- All Operators were trained – Spring 2017
- Stroller Video
- Minimal Customer Feedback



Questions?