Winnipeg

CITY OF WINNIPEG POLICY NO. TR-011

POLICY TITLE *Priority and Courtesy Seating Area Policy*	**ADOPTED BY** *City Council*	**EFFECTIVE DATE** *July 22, 2021*
ORIGIN / AUTHORITY *Standing Policy Committee on Infrastructure Renewal and Public Works*	**CITY POLICY NO** **TR-011**	**MOST RECENT CONSOLIDATION** *N/A*

1. Purpose:

To identify and distinguish between the priority and courtesy seating area on conventional buses, to raise awareness, and promote access for individuals with disabilities and those that may benefit from the seats situated closest to a door on the bus.

2. Definitions:

2.1 **"accessible transit bus"** a motor vehicle designed and manufactured to provide an urban or suburban transit service for the primary use of ambulatory passengers, but with provision for the needs of persons using mobility aids. Such buses are equipped with a lift or a ramp, or be capable of kneeling.

2.2 **"ambulatory passenger"** a passenger who is able to walk and use conventional transit service.

2.3 **"conventional transportation services"** fixed route and/or on-request public passenger transportation services on transit buses.

2.4 **"courtesy seating**" means clearly marked seating intended for people who will benefit from having a seat near the door of the vehicle such as seniors, expectant mothers and adults traveling with infants or small children using a stroller.

2.5 "**mobility aid"** a device used to facilitate the transport, in a seated posture, of a person with a disability.

2.6 **"mobility aid spaces"** the specified area in the priority seating area with securements for mobility aids such as wheelchairs and scooters.

2.7 **"mobility assistive device"** a cane, walker, or similar aid.

2.8 **“priority seating”** seating area that is clearly designated and marked for the use by persons with disabilities that may be or may not be visible and those who use mobility aids.

2.9 **“securement system”** a system designed to limit the movement of a mobility aid within an accessible transit bus.

3. Priority Seating Area

3.1 The Priority Seating area is designated and clearly marked for use by persons with disabilities and includes mobility aid securement spaces.

3.2 The priority seating area and the mobility aid securement spaces may be used for other passenger purposes, if not required for use by a person with a disability.

3.3 If a passenger without a disability is sitting in one of the designated seats, they must vacate the seat for the passenger with a disability.

3.4 A passenger with a disability but no mobility device occupying a Priority Seat is not required to move for another passenger with a disability; however, they are encouraged to find alternative seating within the Priority Seating area if the mobility aid securement spaces are required.

3.5 There is no requirement for any passenger to leave a transit vehicle in order to make room for a passenger with a disability.

3.6 Bus operators will not enforce the policy should a person occupying the seat choose not to move.

4. Courtesy Seating

4.1 Access to the courtesy seating is on a first come, first serve basis.

4.2 In buses where the priority and courtesy seating area are shared, the courtesy seating area will only be available when there are no individuals with a disability requiring the seating or mobility aid securement spaces.

4.3 Bus operators are not expected to enforce nor will they intervene in any dispute related to the priority or courtesy seating area.

5. Accessible Boarding

5.1 Bus operators will deploy the ramp to board a passenger with a mobility aid, or upon request for a person with a disability.

5.2 Bus operators will assist with securement of mobility aids upon request.

6. Automated Announcements

6.1 Bus operators will activate the automated announcements to notify all passengers when a mobility aid securement space is required for an individual boarding with a wheelchair or scooter, or upon request from an individual with a disability who requires the priority seating area.

6.2 When necessary, bus operators will remind passengers to move to an alternate seat; however, bus operators will not enforce this request.

7. Bus Operator Responsibilities

7.1 Will deploy the ramp as required or upon request.

7.2 Will remind passengers that individuals with disabilities need to board first.

7.3 Will activate the automated announcement as per section 6**.**

7.4 Will assist with exiting and boarding of the bus upon request**.**

7.5 Will assist with the securing of mobility aids upon request**.**

8. Passenger Responsibilities

8.1 Will advise the bus operator when they require assistance.

8.2 Will ensure that their stroller is foldable and can be stored, if necessary.

8.3 Will ensure that their stroller is able to engage wheel locks.

8.4 Will ensure that mobility aids or strollers do not impede the aisles.

8.5 Will ensure that their mobility aid is in good working order including proper wheel locks**.**

8.6 Ensure that the power is turned off on power wheelchairs or scooters.

8.7 Will ensure mobility aid or stroller meets the Winnipeg Transit recommended dimensions and weight restrictions.