# Transit Priority Seating Review

*Public Engagement Summary*

November 2020

## Background

The City of Winnipeg (City) is reviewing the accessibility of our transit system. One aspect of this review may involve establishing designated priority seating areas on conventional buses.

We want to better understand the needs of transit users and develop processes that recognize the needs of transit users with disabilities. Public and stakeholder feedback, along with a jurisdictional scan and Winnipeg Transit data will be used to make recommendations for the future of priority space on Transit buses.

## Engagement

The City of Winnipeg asked for feedback on the priority seating area and the possible impacts to the development of Transit policies related to barriers experienced by customers using wheelchairs and strollers, as well as barriers experienced by other transit users which may or may not be visible.

The City held stakeholder meetings and collected feedback through an online platform. Details of engagement are provided in Table 1 below.

## Promotion

Public engagement opportunities were promoted using the following methods:

- City of Winnipeg website – launched August 18, 2020;
- News release – August 18, 2020;
- Facebook posts (5) with 16,797 followers - August 18 – September 15, 2020
- Twitter posts (5) with 78,700 followers - August 18 – September 15, 2020;
- City of Winnipeg public engagement newsletter with over 5,300 recipients – August 20, 2020 [1722 recipients] and September 3 [1009 recipients]; and
- Stakeholder email - August 18, 2020



*Table 1 Engagement details*

| Date | Activity | Details |
|---|---|---|
| June 25, 2020 & July 9, 2020 | Stakeholder meetings | Two in-person meetings, with Independent Living Resource Centre (ILRC) staff, and members of the Transit Plus Policy Advisory Committee (PAC) |
| August 18, 2020 | Webpage launch | 3900 total visits |
| August 18 – September 15, 2020 | Online Survey | 417 responses |
| Tuesday, September 1, 2020 | Online Stakeholder discussion | 34 registrants [13 attended] |



**To learn more about the Transit Priority Seating Review, please visit [winnipeg.ca/priorityseating](winnipeg.ca/priorityseating)**

## What we heard

### Online Survey

The online survey focused on gaining insight into common barriers experienced by transit users, and getting feedback on potential policy recommendations. Four hundred and seventeen (417) respondents filled out the survey, with 77 identifying as having a visible disability, and 117 identifying as having an invisible disability.

A full list of survey questions and responses can be found in Appendix A.

**Barriers to Mobility**

The **most common barriers** witnessed or experienced by respondents[1] included:

1. Lack of space in the front of the bus for all mobility aids and strollers.
    a. **(90% of respondents witnessed or experienced this)**
2. Difficulty flipping up benches.
    a. **(89% of respondents witnessed or experienced this)**
3. Lack of community understanding around invisible disabilities.
    a. **(84% of respondents witnessed or experienced this)**
4. Riders not offering seats at the front of the bus to those using mobility aids.
    a. **(82% of respondents witnessed or experienced this)**
5. Conflicts between riders because of limited space at the front of the bus.
    a. **(80% of respondents witnessed or experienced this)**

Among respondents who identified as having a visible or invisible disability, the **most commonly experienced barriers**[2] were:

1. Lack of community understanding around invisible disabilities.
   **(67% of respondents with a disability have experienced this)**
2. Riders not offering seats at the front of the bus to those using mobility aids.
   **(60% of respondents with a disability have experienced this)**
3. Lack of space in the front of the bus for all mobility aids and strollers.
   **(55% of respondents with a disability have experienced this)**
4. Difficulty flipping up benches.
   **(55% of respondents with a disability have experienced this)**
5. Lack of operator support with disability awareness.
   **(55% of respondents with a disability have experienced this)**

> *"The able-bodied public must understand that disability is complex. Anyone, at any age, any race, can be disabled. Many wheelchair users are able to use their legs, but may have difficulty standing or walking distances. Many people who do not use a mobility aid do have a disability, and will require priority seating; they should not be judged or questioned if they have already stated that they need that seat."*
> *- Survey participant*

[1] Defined as the fewest respondents saying "I have not seen or experienced this"
[2] Defined as respondents who said either "a frequent or significant barrier for me" or "somewhat of a barrier for me."

The top five barriers that respondents listed as "**A frequent or significant barrier for me**" included:

1. Lack of community understanding around invisible disabilities. **(23% of all respondents)**
2. Lack of space in the front of the bus for all mobility aids and strollers. **(22% of all respondents)**
3. Riders not offering seats at the front of the bus to those using mobility aids. **(18% of all respondents)**
4. Lack of operator support with asking passengers to offer their seat. **(17% of all respondents)**
5. Lack of operator support with disability awareness. **(17% of all respondents)**

*"I have an invisible mobility related disability and am in my mid-30s. I've been asked more than once to give up my seat to able bodied people a bit older than me because I look fine. I've had to greatly reduce bus usage because I find it too hard to navigate with my disability which also prevents me from driving." - Survey participant*

**Level of support for proposed changes**

Regarding the proposed change to "**Implement a standard that passengers without disabilities vacate the priority seating area if it is needed by someone with a disability,"** respondents generally supported the options presented for how to implement this change.

For **all respondents**, the top five options based on those who were 'supportive' or 'highly supportive' of the approach were:

1. Provide training to bus operators in how to encourage riders to vacate priority space. **(89% supported this)**
2. Bus operators may ask riders to vacate priority space. **(87% supported this)**
3. Post signage that tells passengers to move if someone with a disability requires seating at the front of the bus. **(85% supported this)**
4. Post signage that shows highest priority passengers for the priority area. **(82% supported this)**
5. Post signage that encourages riders to ask for a seat if they need one. **(77% supported this)**

For **respondents identifying as having a disability** (194 of 417 respondents), the top five options based on those who were 'supportive' or 'highly supportive' of the approach were:

1. Provide training to bus operators in how to encourage riders to vacate priority space. **(93% supported this)**
2. Bus operators may ask riders to vacate priority space. **(90% supported this)**
3. Post signage that tells passengers to move if someone with a disability requires seating at the front of the bus. **(87% supported this)**
4. Post signage that shows highest priority passengers for the priority area. **(85% supported this)**
5. Introduce priority space cards for those who require priority space to support their need when asking someone. **(76% supported this)**



**To learn more about the Transit Priority Seating Review, please visit [winnipeg.ca/priorityseating](winnipeg.ca/priorityseating)**

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Of all the proposed options for implementing this standard, *"Provide training to bus operators in how to encourage riders to vacate priority space"* was the **most supported** option (Figure 1). The **least supported** option (Figure 2) was to *"Define mobility device dimensions for users on the Transit website,"* though 69% of all respondents and 68% of respondents who identified as having a disability still supported the change.

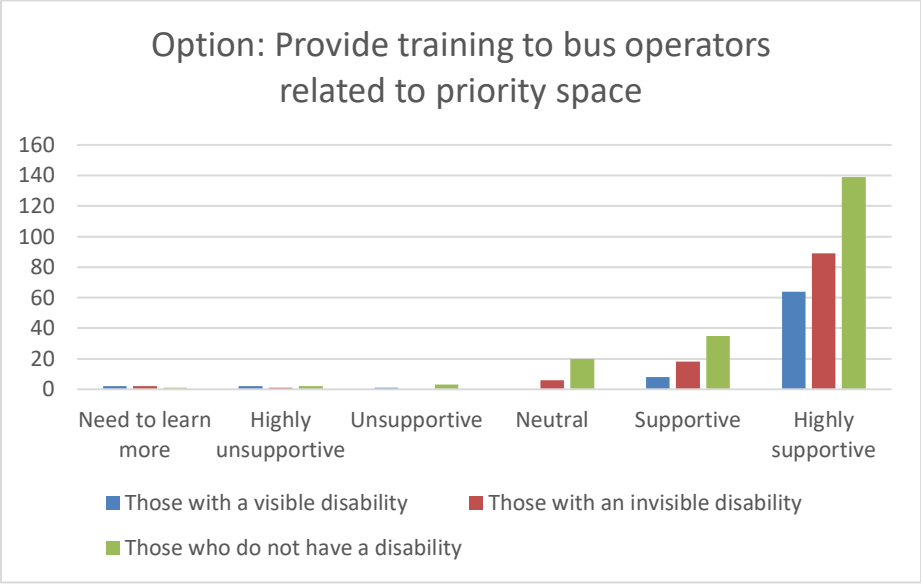



*Figure 1 - Most supported option*

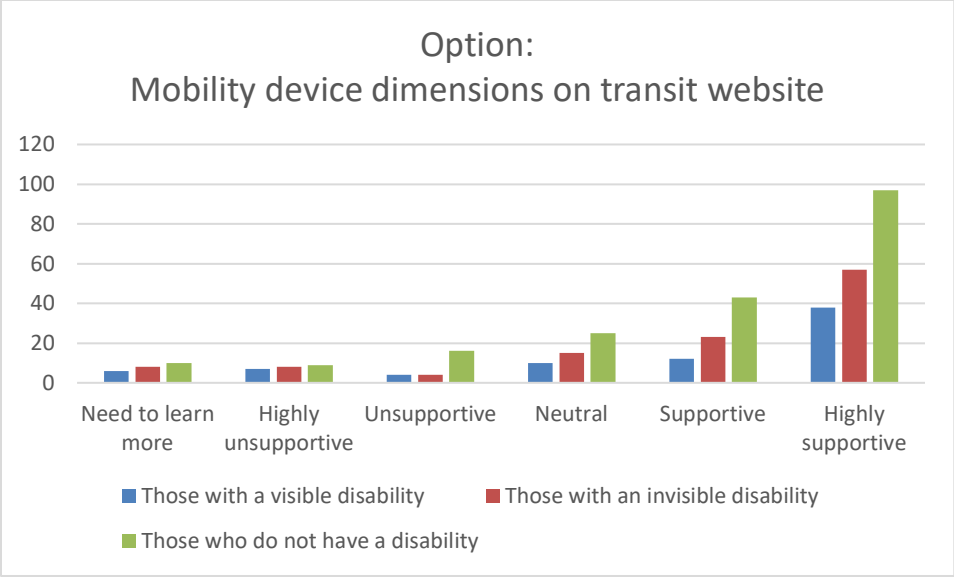



*Figure 2 - Least supported option*



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Though levels of support for the options presented were generally similar between respondents of all abilities, there was less support among those who identified as having a disability for signage encouraging riders to ask for a seat if they need one. This was seen by some to place an additional burden on those who already require supports when accessing Transit service.

> *"Priority space cards are definitely a better option than putting the onus on someone with an invisible disability, and are more likely to get people to actually move. However, some people may still question it. I think this is why empowering drivers as well is a good option. I think both should be used in tandem, as it also isn't fair to expect operators to intervene every time." - Survey participant*

Generally speaking, respondents living with disabilities supported the introduction of priority space cards, though some felt that this type of identification could be seen as demeaning, or placing an additional burden on transit users who already face barriers. Concerns around the administration and additional efforts from riders required to obtain the cards were also shared. Of all the options presented, introducing priority space cards was the option that the most people sought clarity on, with 8% of all respondents saying that they would "Would require more information to comment."

## Online Stakeholder Discussion

An online stakeholder session was held on Tuesday, September 1, 2020 to provide an opportunity for stakeholders to discuss some key questions related to priority seating on Transit buses. The session began with a presentation and Q&A session, followed by breakout group discussions. A summary of the questions discussed, and notes from the session can be found in Appendix B.

| What We Heard in the Stakeholder Discussion |
|---|
| Community and operator understanding of the challenges faced by Transit users with barriers to mobility is lacking. |
| A clear policy is required so that all riders and operators have a clear understanding and everyone is aware of the expectations. |
| Transit users would like more support from Transit operators in navigating priority space, and would like to see them receive further training on disability awareness. |
| Transit operator safety needs to be a priority as well, and policy enforcement should not be their responsibility alone. |
| The priority seating area should have better signage and visible markings, such as seats of a different colour. Audible signals could also be helpful. |
| Overall, there needs to be more priority seating on buses, and/or more buses on the road to reduce pass-ups and conflicts between riders. |

## Next Steps

Feedback from public and stakeholder consultations, along with a cross-jurisdictional analysis will be provided as information to the Standing Policy Committee on Infrastructure Renewal and Public Works, which will then determine next steps.

## Appendices

Appendix A – Survey Questions and Responses[3]

Appendix B – Online Stakeholder Discussion Notes

Appendix C – Survey Respondent Postal Code Map

[3] Please note: Due to a formatting error, the first 56 survey respondents were only able to choose one option for question 17. All other respondents were then able to 'select all that apply.'

# Appendix A – Survey Questions and Responses

# Transit Priority Space – Survey Questions

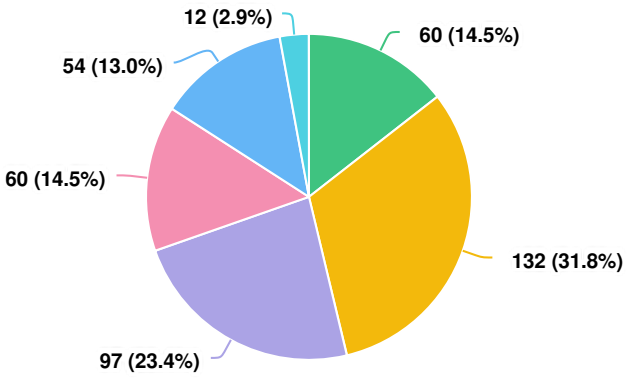
**SURVEY RESPONSE REPORT**
August 2020 - October 2020

**PROJECT NAME:**
Transit Priority Seating Review

BANG THE TABLE engagementHQ

# SURVEY QUESTIONS

## Q1 How often do you use public transit?

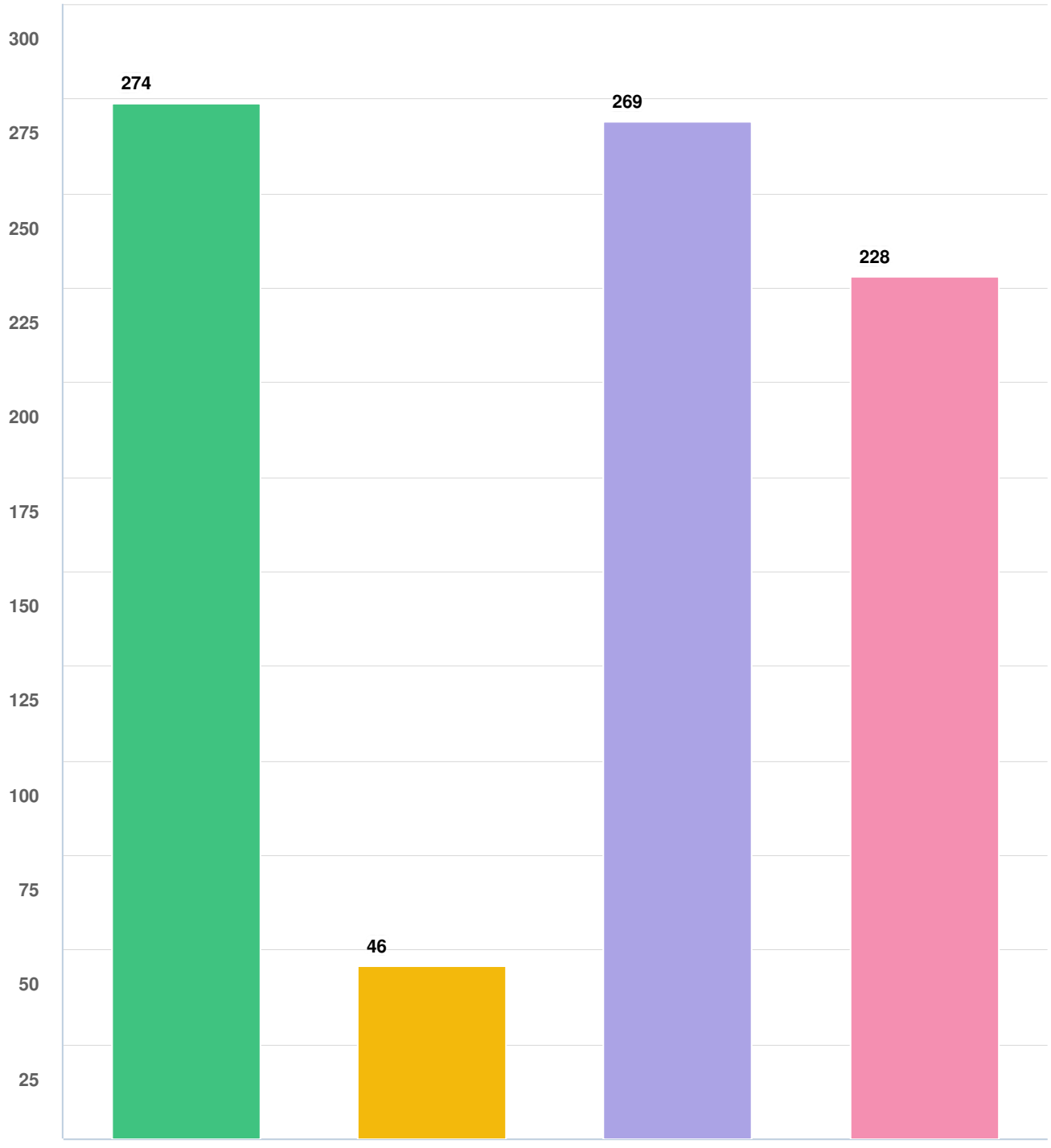



**Question options**

Every day
At least five days per week
Two to four days per week
One day per week to one day per month
One day per month to one day per year
I do not use public transit

*Optional question (415 response(s), 2 skipped)*
*Question type: Radio Button Question*

## Q2 For what purposes do you use public transit? Select all that apply.

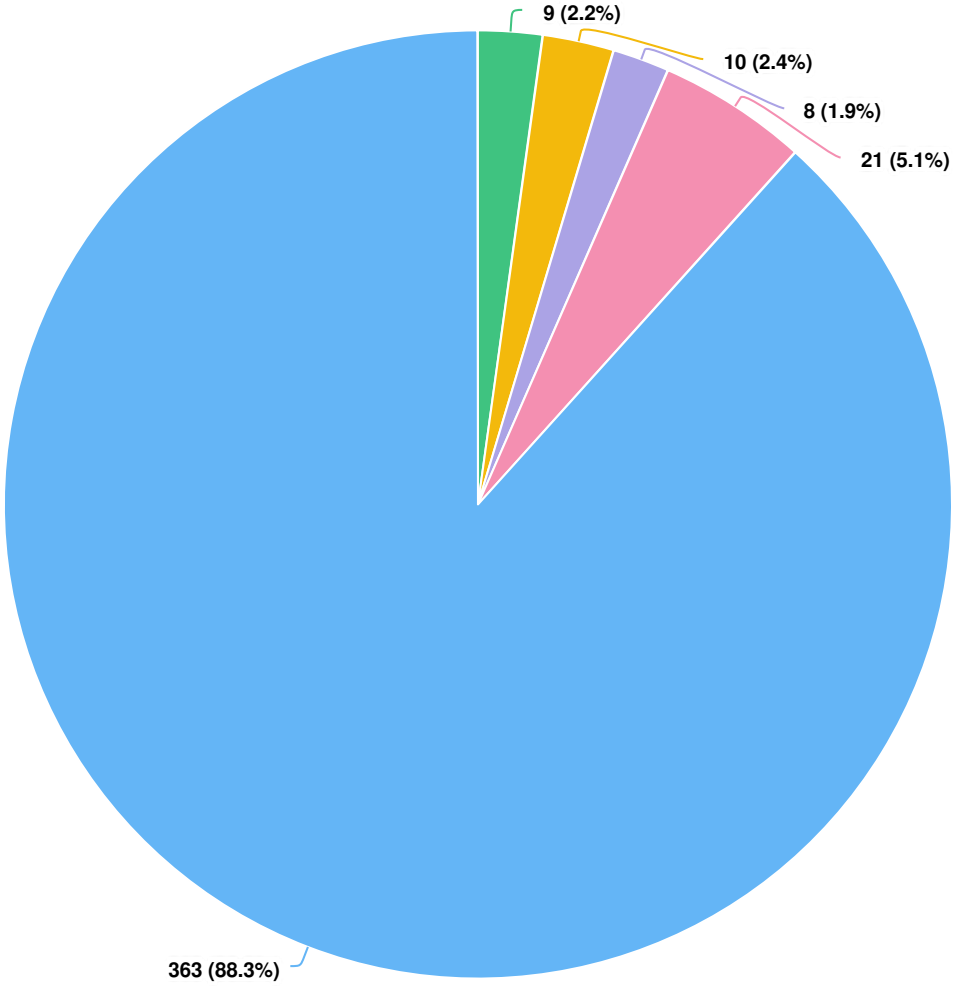



**Question options**

- Commuting to work
- Commuting to school
- Day to day tasks (e.g. grocery shopping, appointments)
- Recreation (e.g. visiting friends, entertainment)

*Optional question (413 response(s), 4 skipped)*
*Question type: Checkbox Question*

## Q3 How often do you use transit with a stroller?

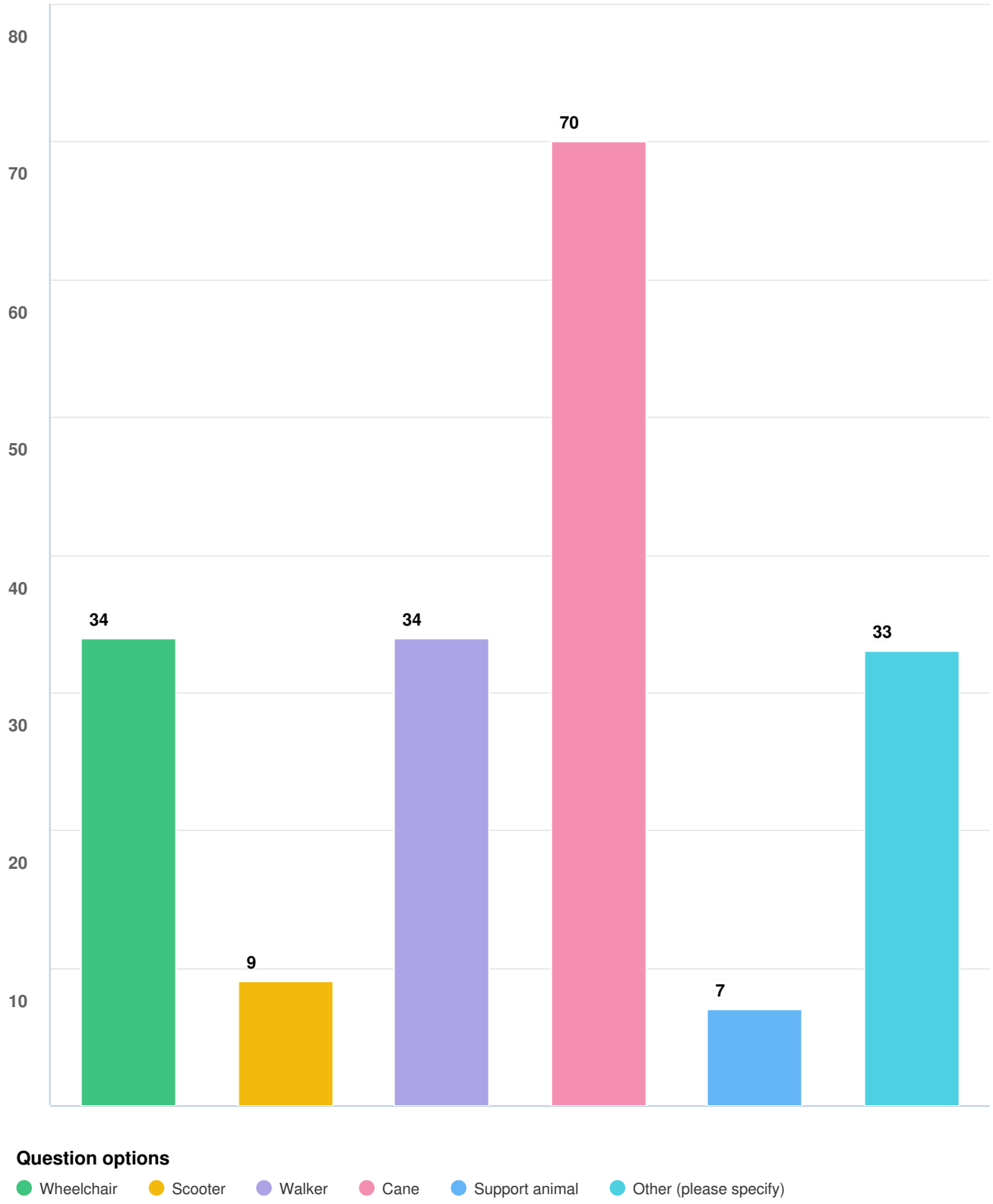



**Question options**

Every day | Weekly | Monthly | Rarely | N/A - Not applicable

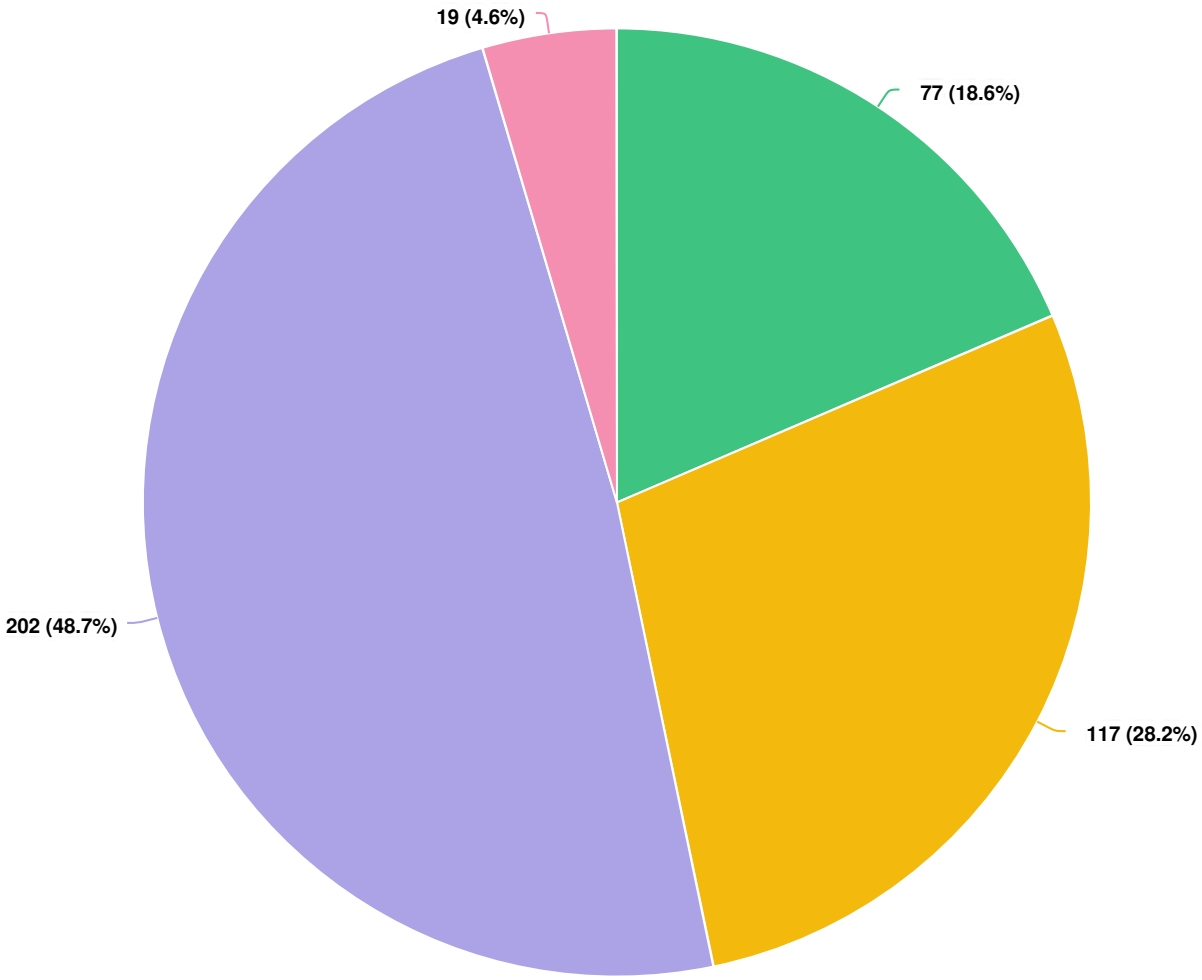
*Optional question (411 response(s), 6 skipped)*
*Question type: Radio Button Question*

## Q4 Do you use any of the following for mobility assistance? Please check all that apply.




*Optional question (141 response(s), 276 skipped)*
*Question type: Checkbox Question*

## Q5 Do you have a disability?




**Question options**

Yes, and it is visible | Yes, and it is invisible | No, I do not | Prefer not to say

*Optional question (415 response(s), 2 skipped)*
*Question type: Radio Button Question*

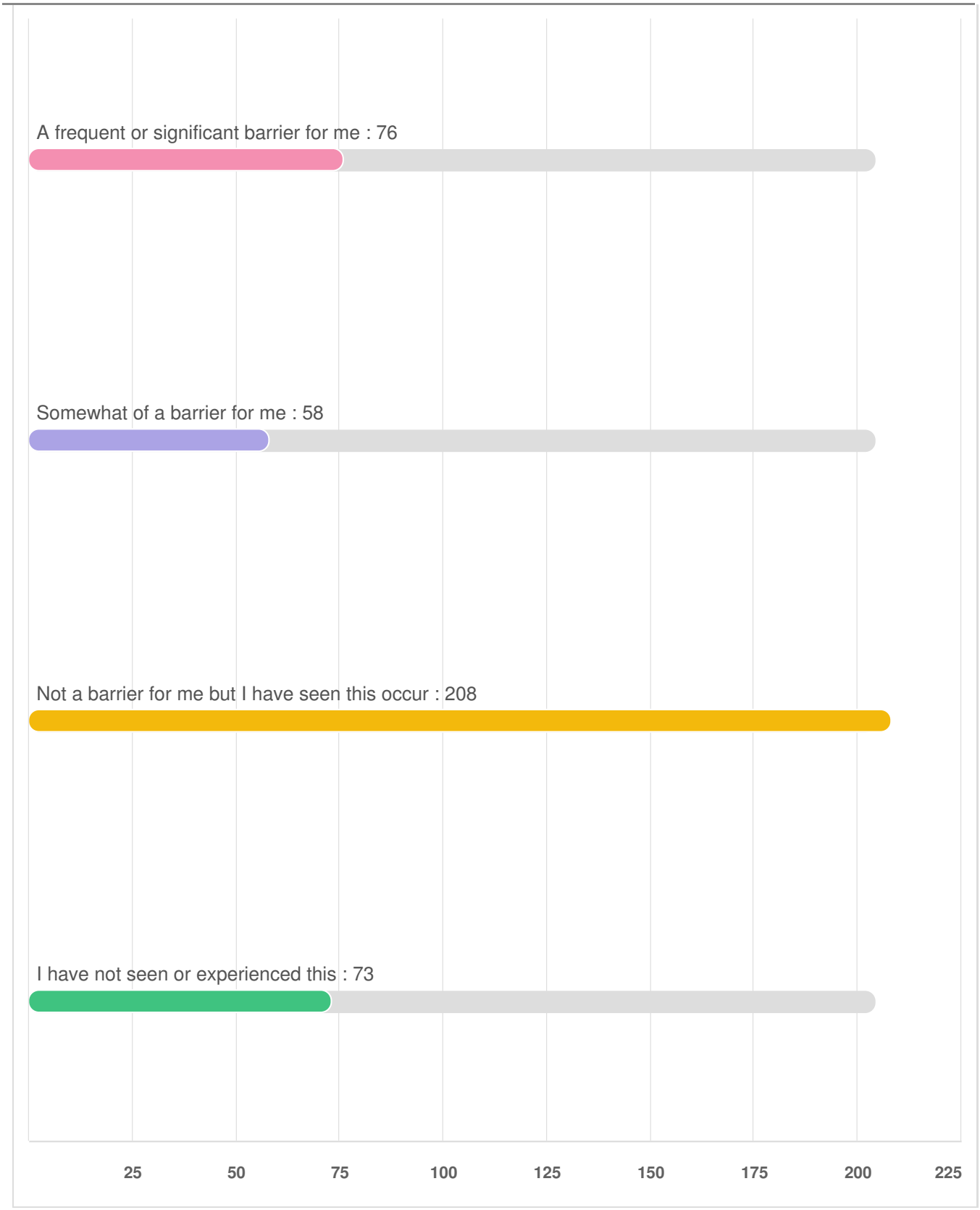
## Q6 Please rate the following barriers according to your experience using Winnipeg Transit:



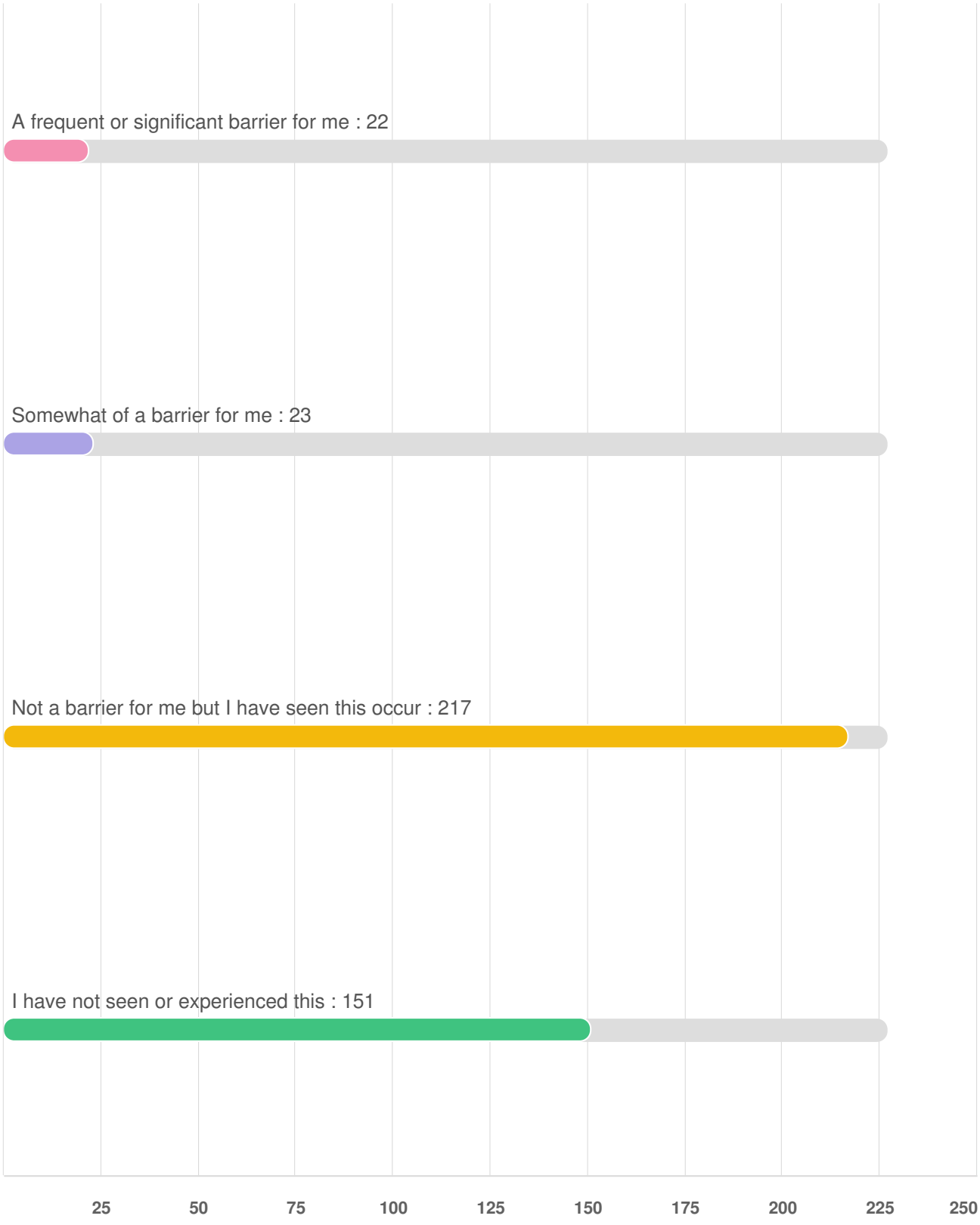

*Optional question (416 response(s), 1 skipped)*
*Question type: Likert Question*

## Q6 Please rate the following barriers according to your experience using Winnipeg Transit:

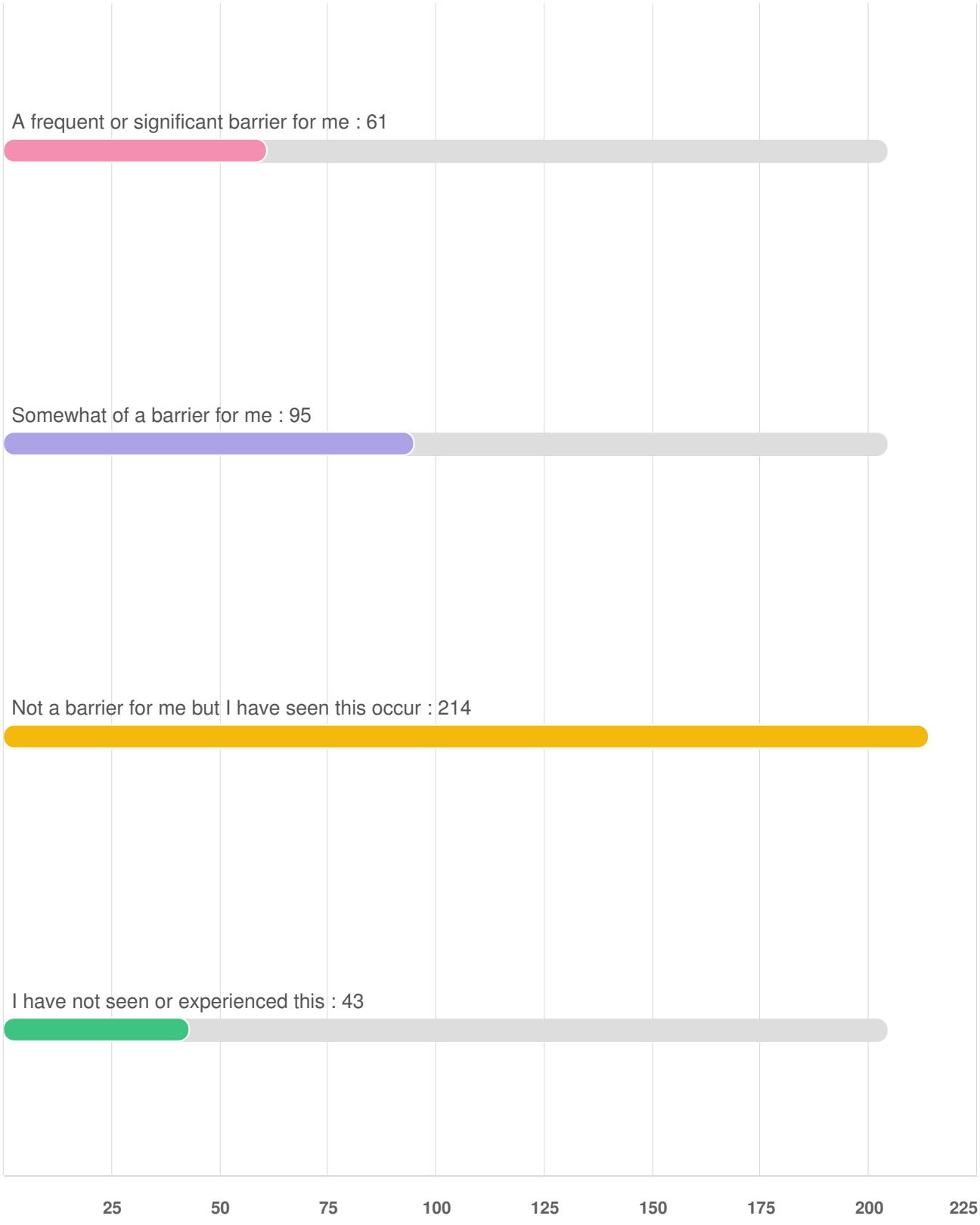
**Riders not offering seats at the front of the bus to those using mobility aids.**


A frequent or significant barrier for me : 76
Somewhat of a barrier for me : 58
Not a barrier for me but I have seen this occur : 208
I have not seen or experienced this : 73
25
50
75
100
125
150
175
200
225

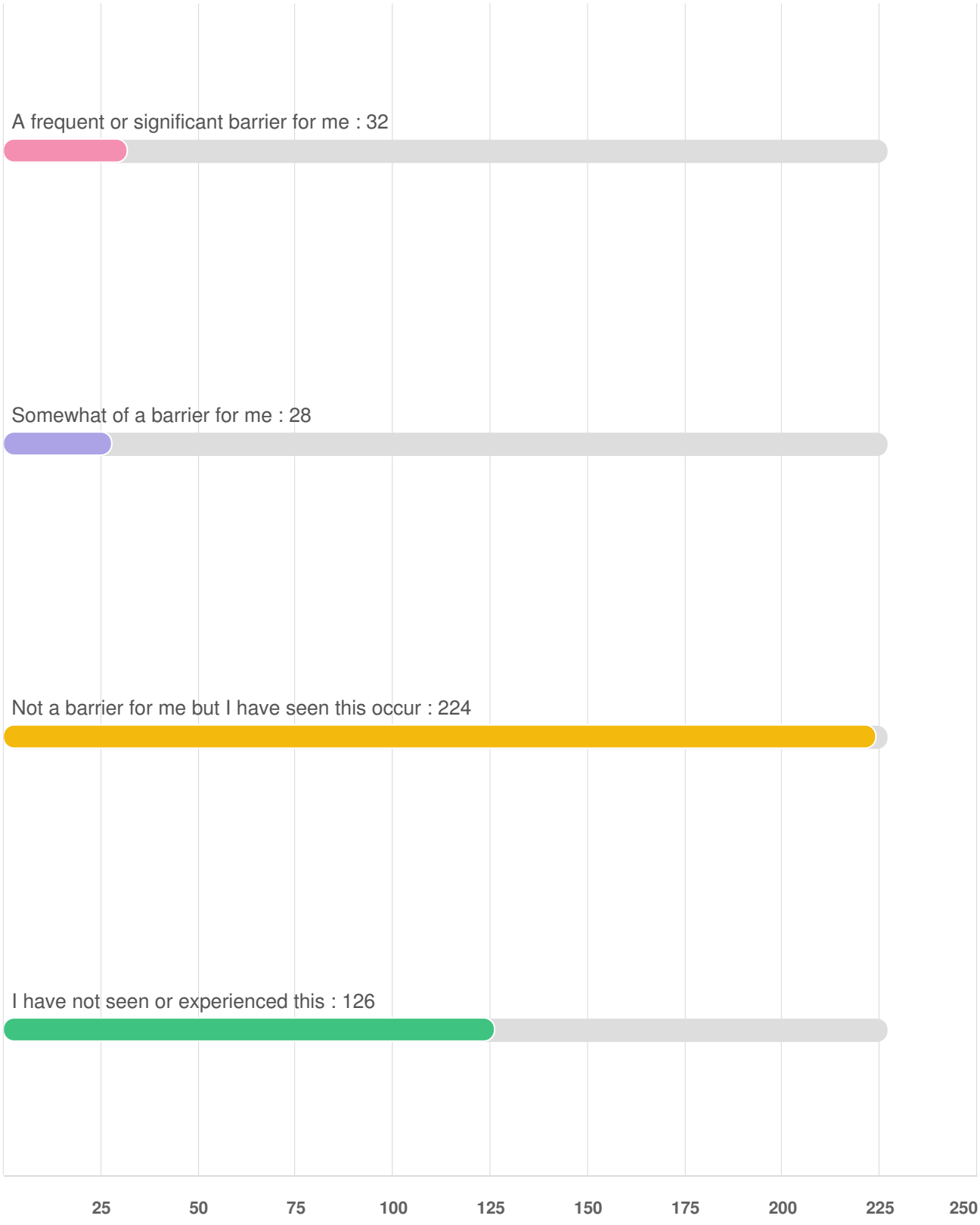
**Riders not offering seats at the front of the bus to those with strollers.**



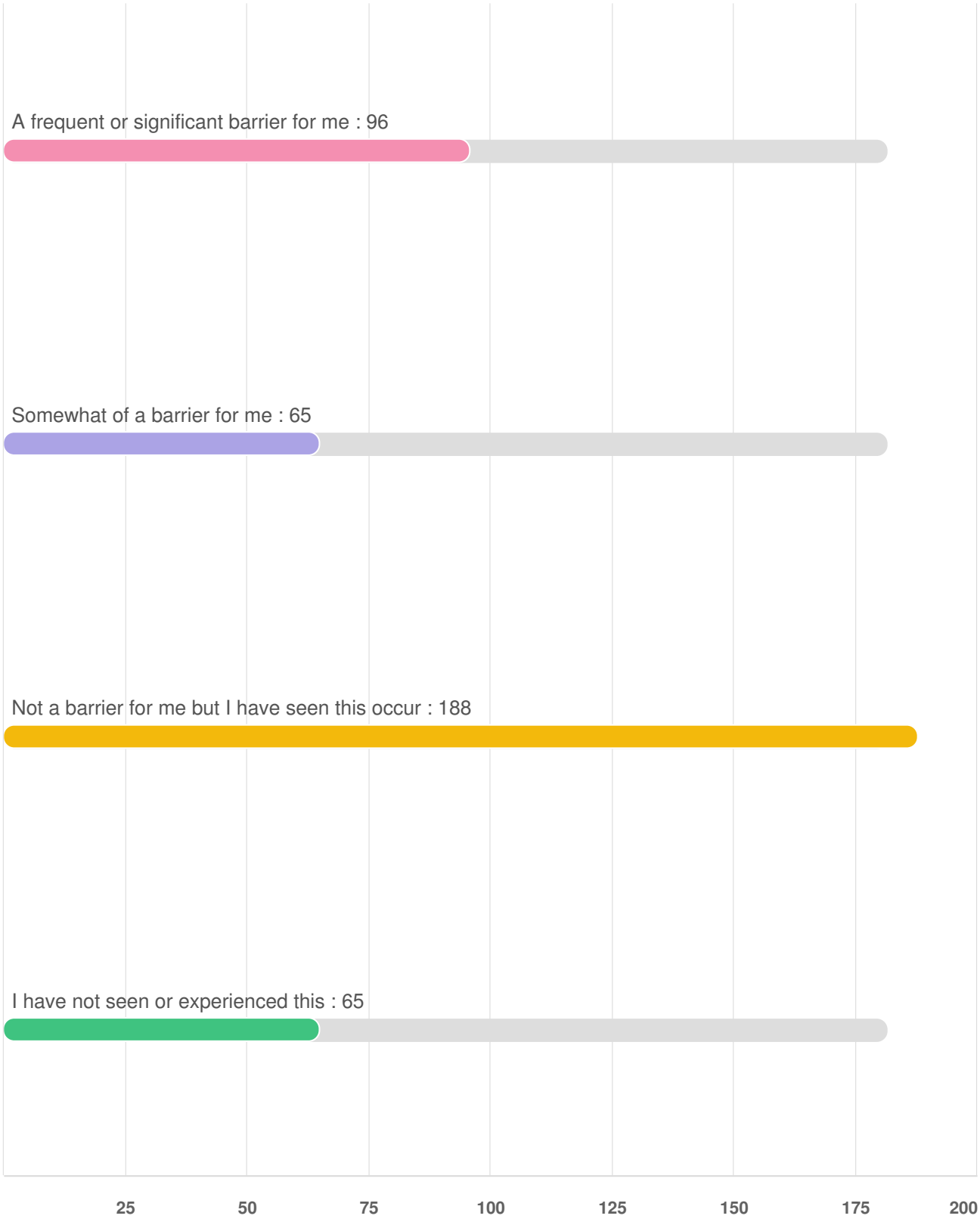
**Difficulty flipping up benches.**



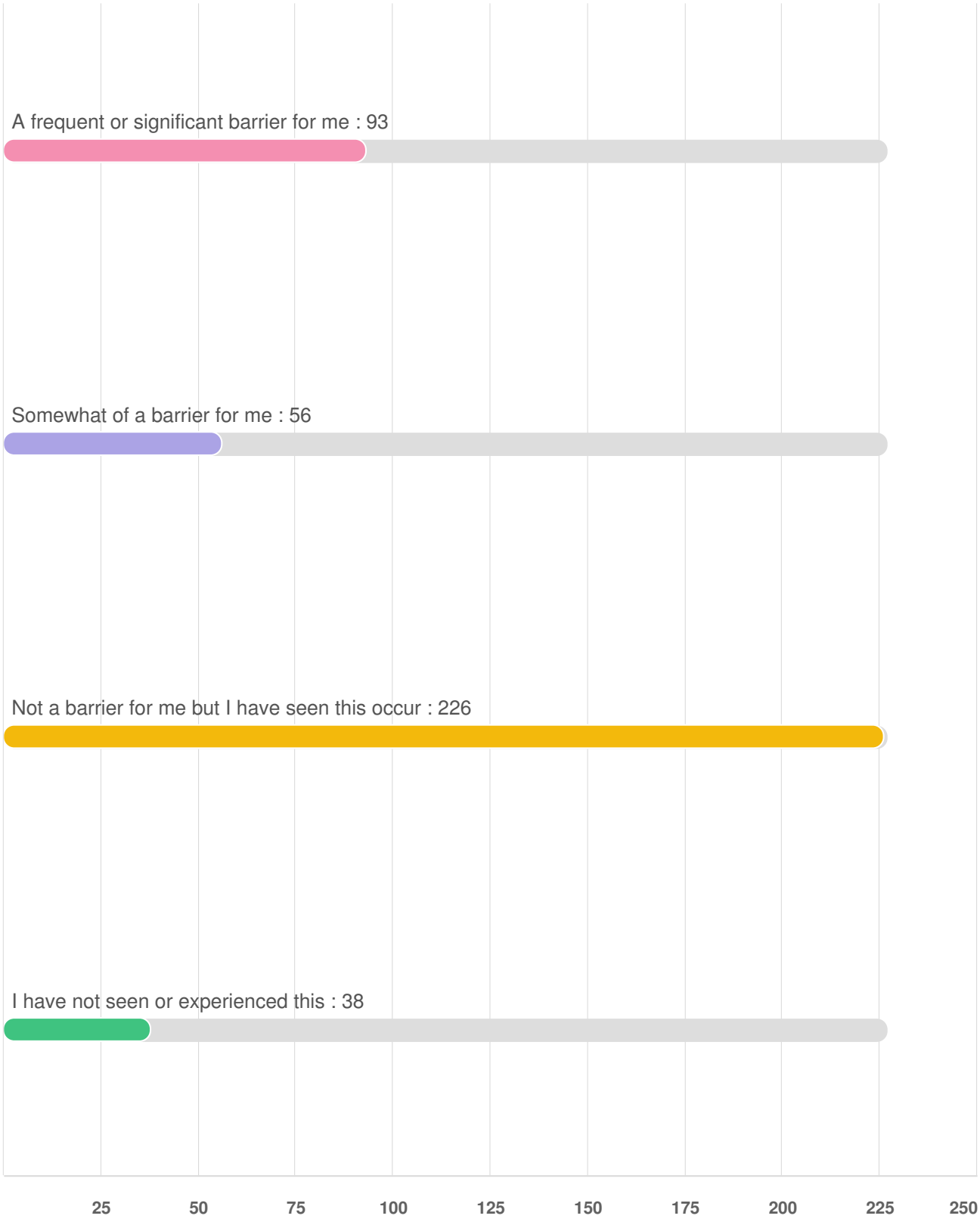
## Difficulty securing mobility device.



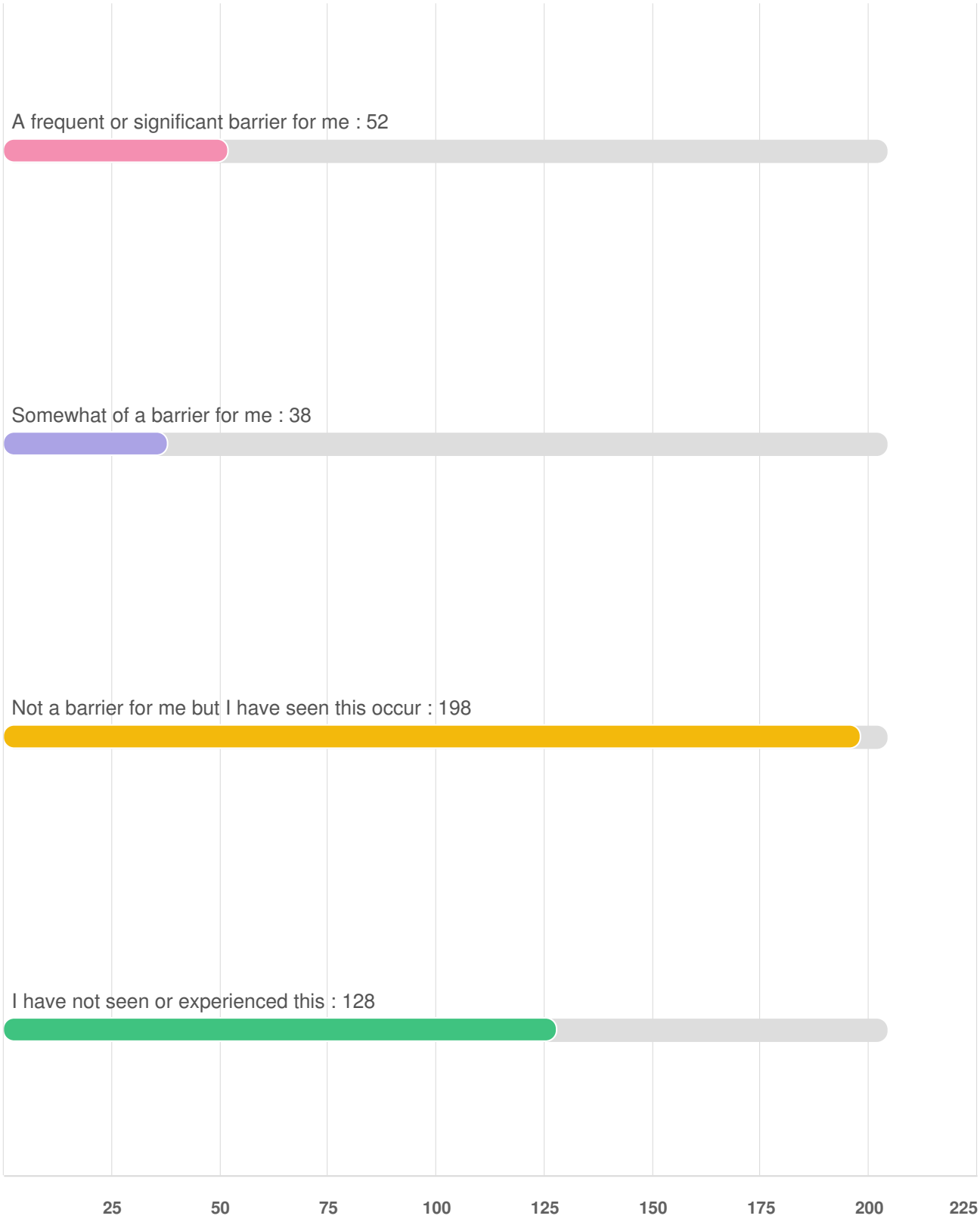
**Lack of community understanding around invisible disabilities.**



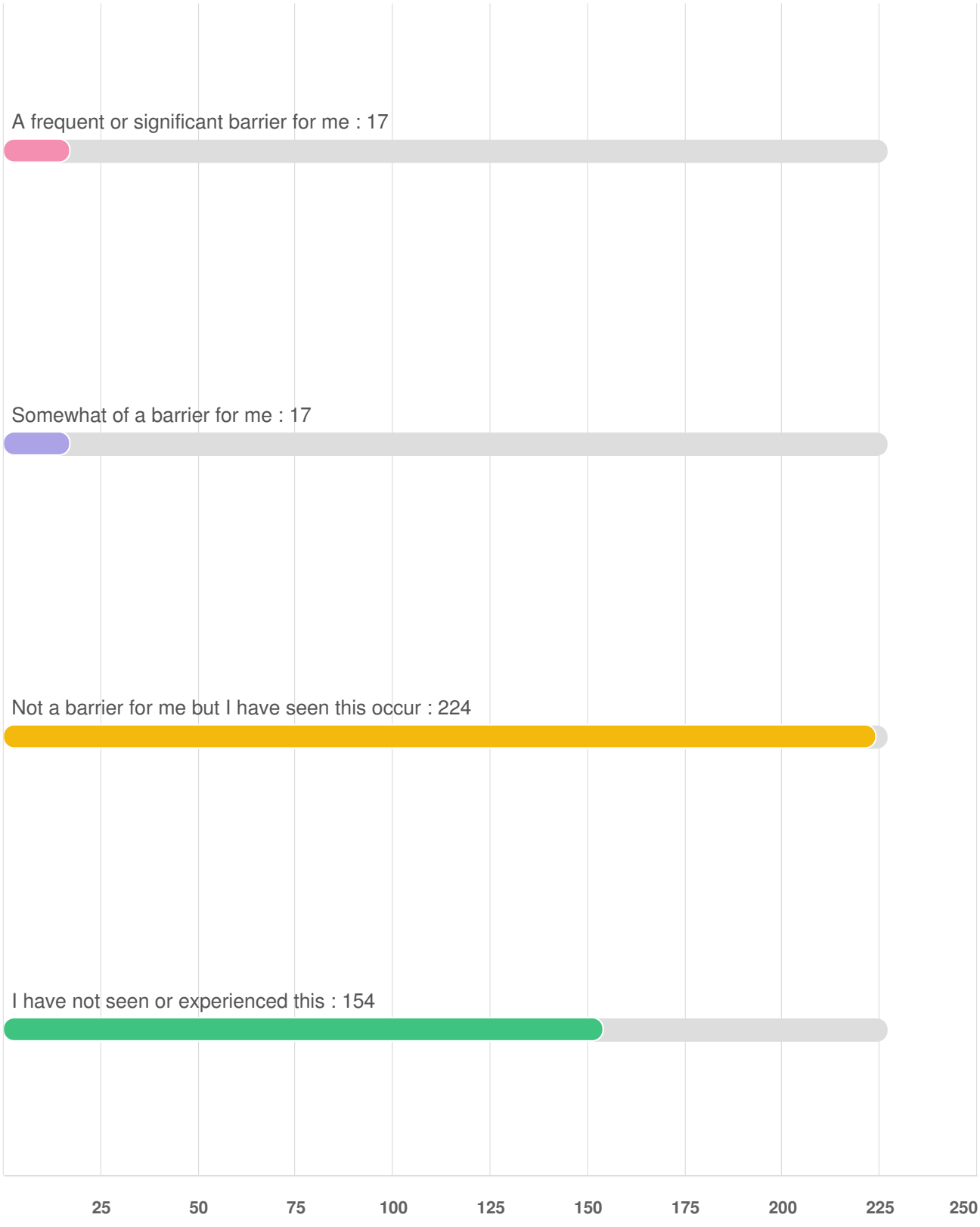
**Lack of space in the front of the bus for all mobility aids and strollers.**



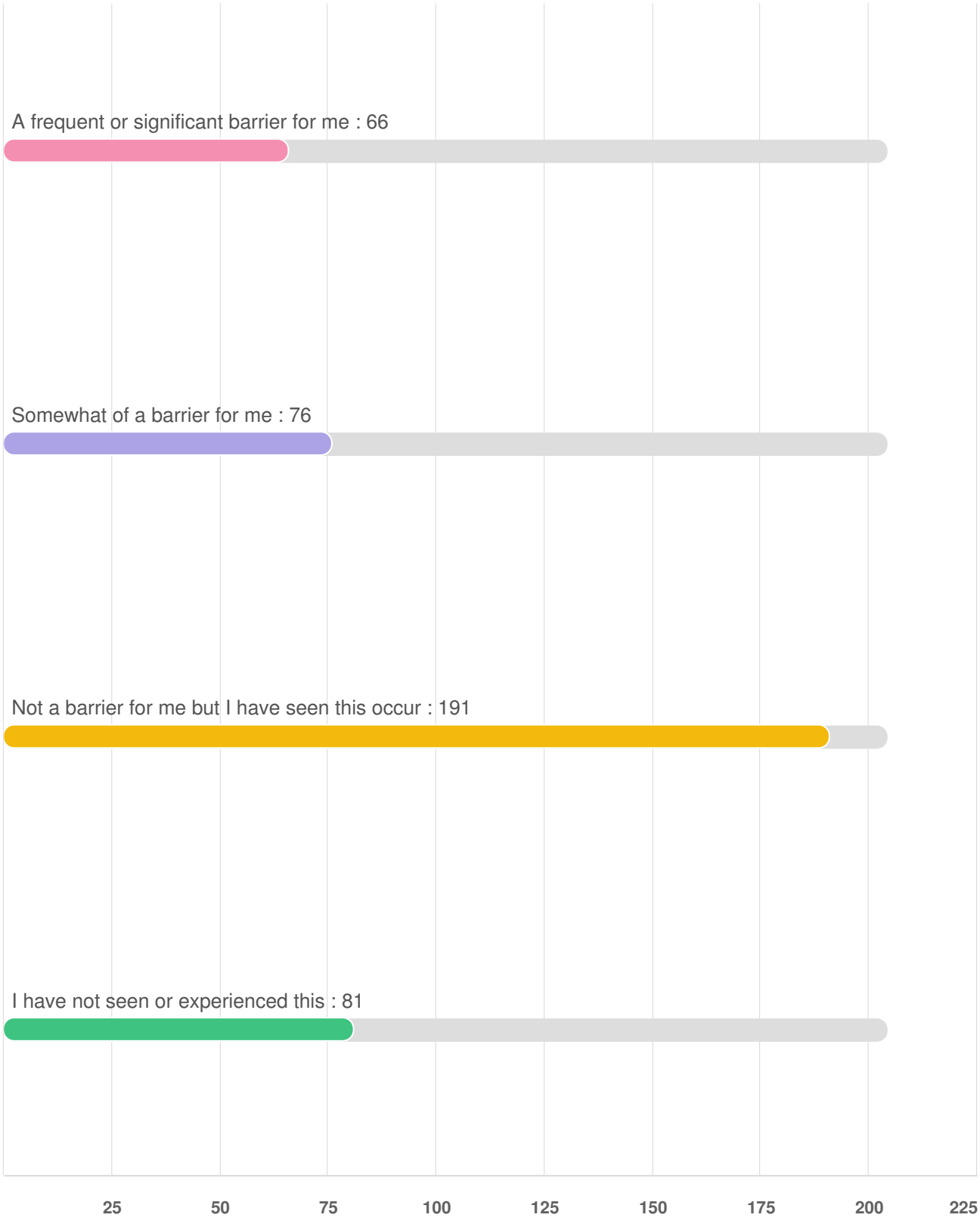
**People using mobility aids getting passed up due to limited space on the bus.**



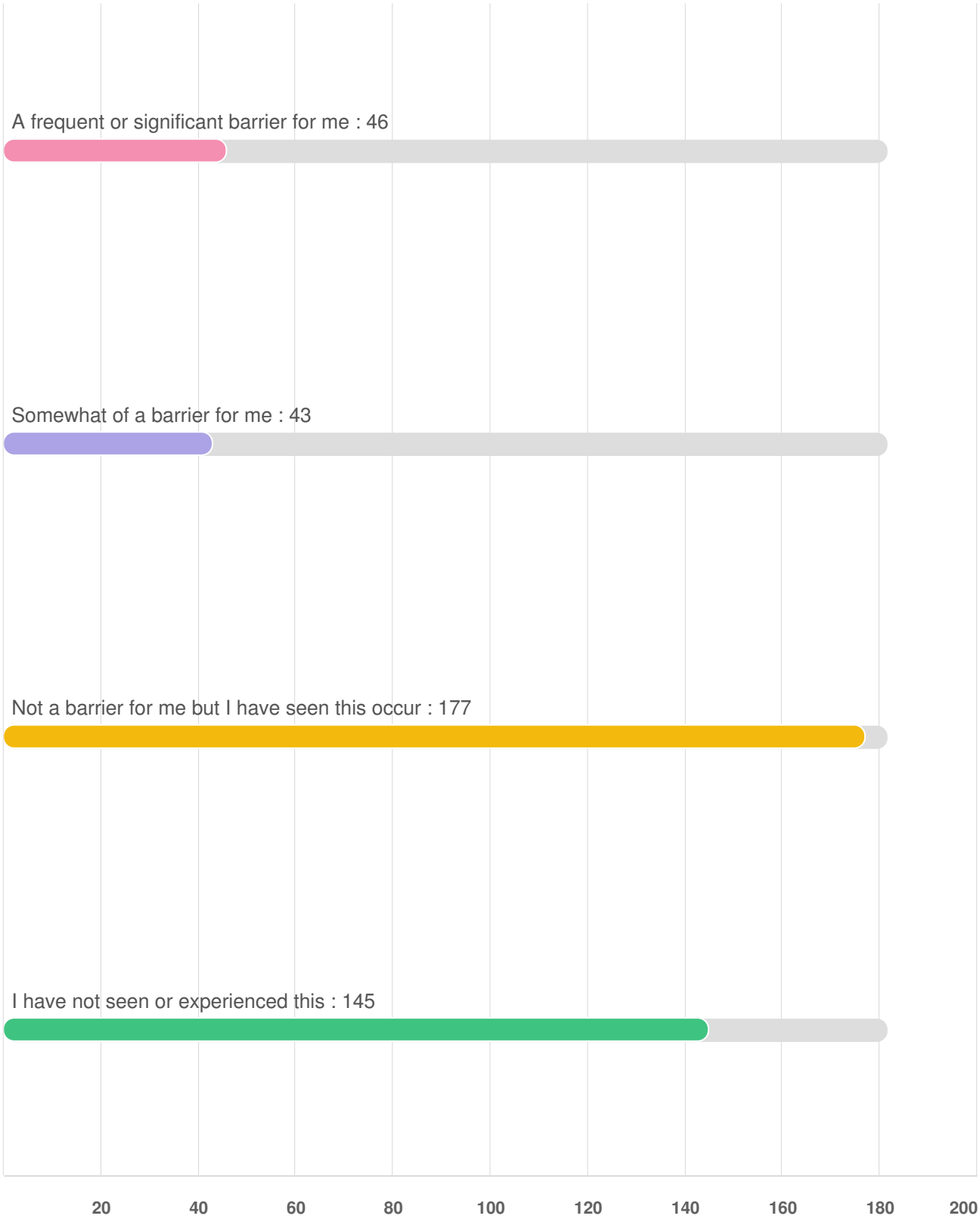
**People using strollers getting passed up due to limited space on the bus.**



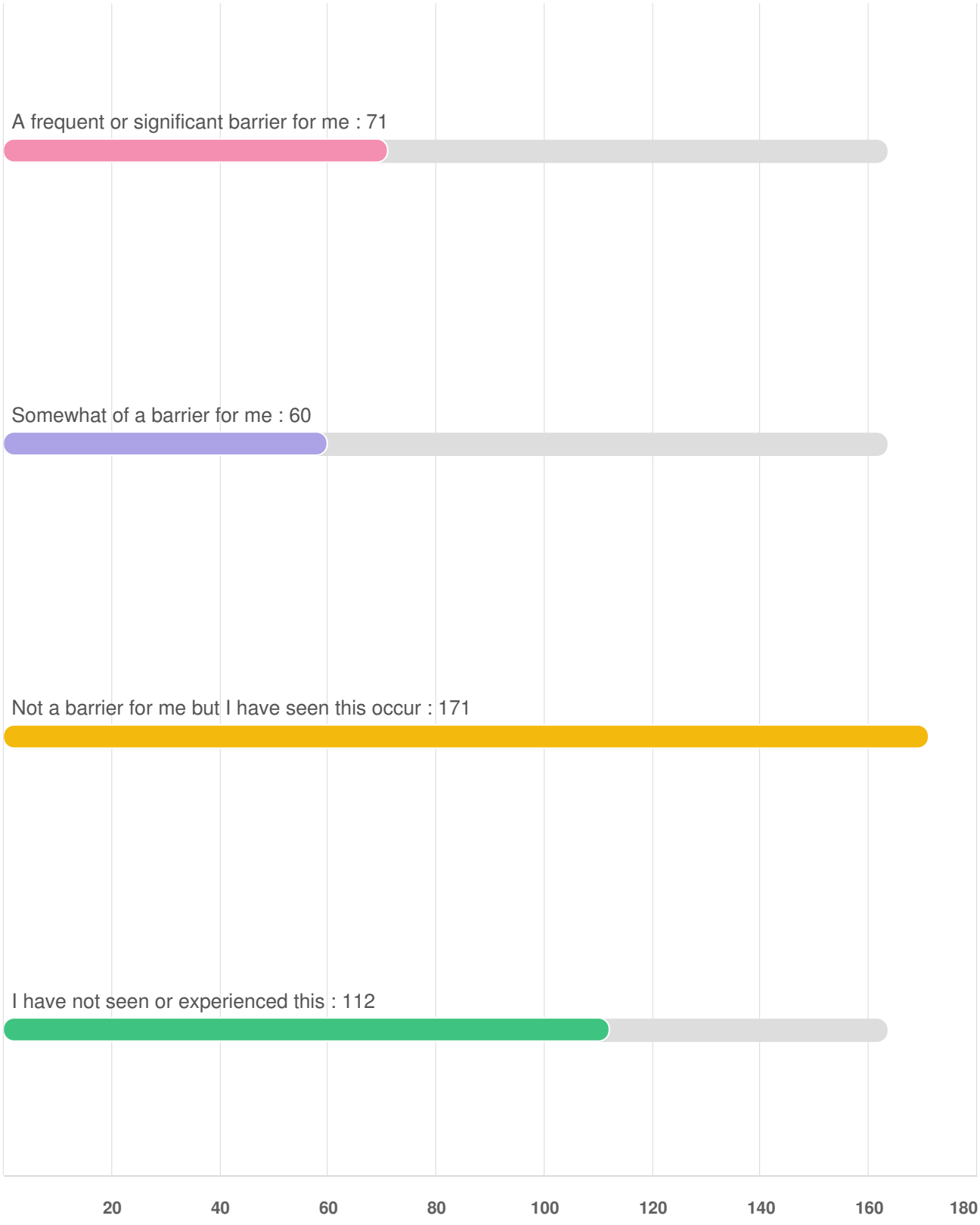
## Conflicts between riders because of limited space at the front of the bus.



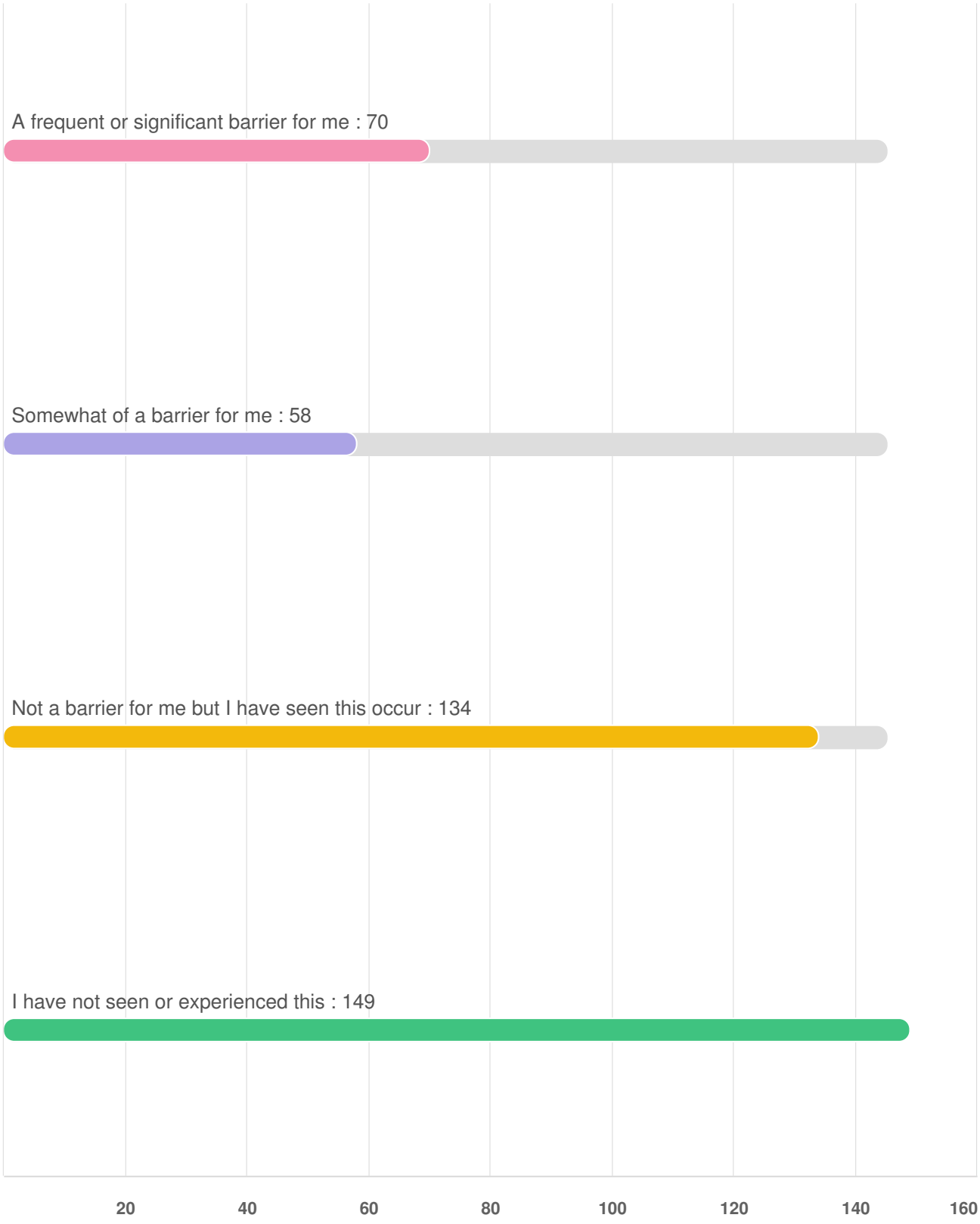
**Lack of operator support with securement.**



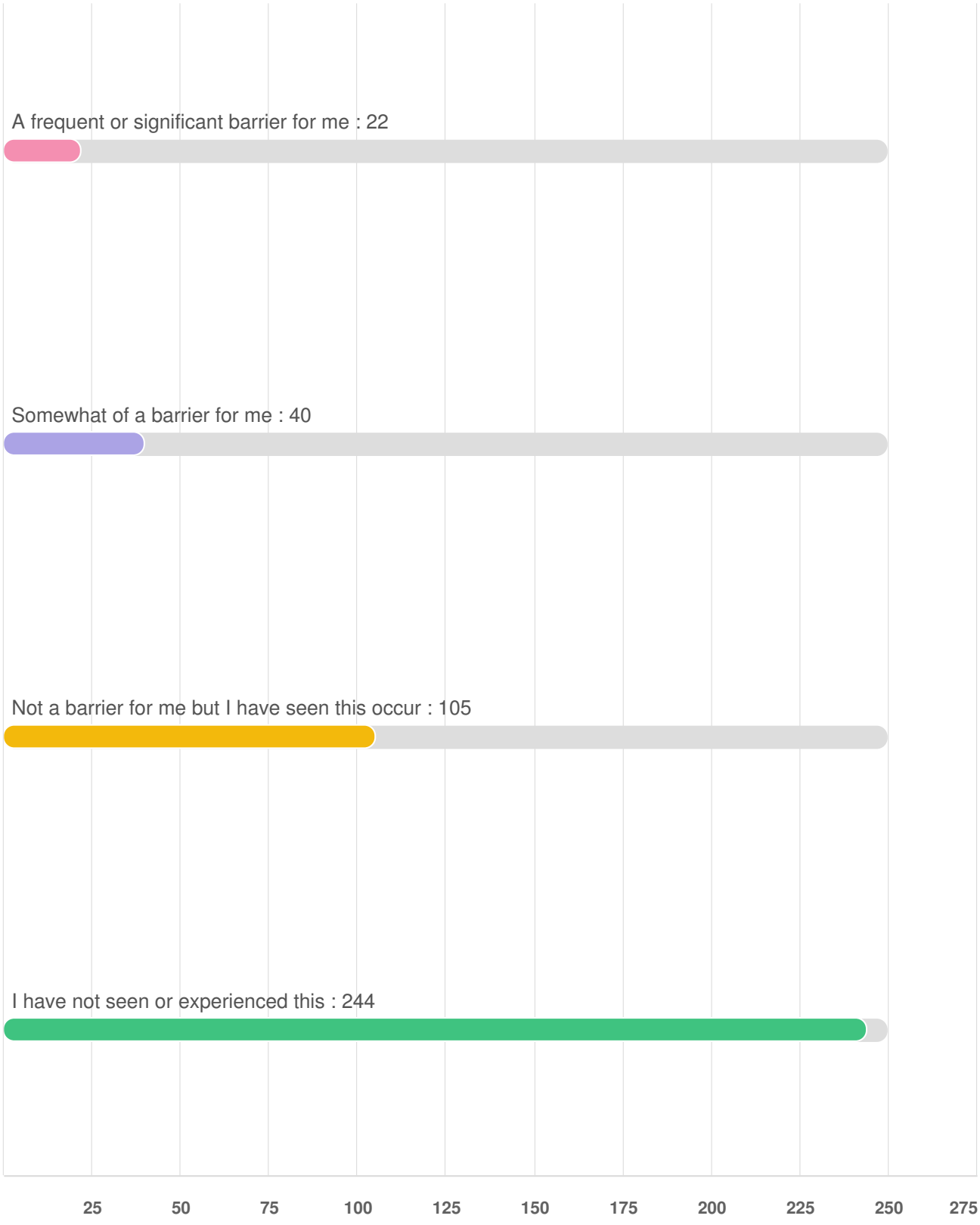
**Lack of operator support with asking passengers to offer their seat.**



**Lack of operator support with disability awareness.**



**Lack of ramp deployment.**




**Q7** **Are there any barriers with space on buses you experience that are not listed above?**

**Please explain:**

Two strollers on bus and people with disabilities passed up because the strollers are taking up the room.

Difficulty getting off the bus because people won't move.

I have often seen more than 4 strollers crammed into the front of the bus. I think that sometimes the driver doesn't care as long as people can make themselves fit.

Bus riders insensitive to other riders mobility issues.

When I was pregnant I was rarely offered a seat if I had to take the bus.

When haveing difficult days and needing the bus to “kneel” because my disability isn’t obvious some of the drivers get visibly annoyed if you wait or ask them to lower the bus for you just to get on because you can’t make that step without pain or possibly hurting yourself

some people do not move to the back as others get on

There should be a limit to the number of strollers allowed on a bus. I have a walker and with 3 or 4 strollers blocking the front of the bus there is no room for me to sit and I can't stand because of balance issues.

I find people with strollers get more priority than those with disabilities

Just the possibility that I could not get on the bus and get situated keeps me away from using transit. In our climate I cannot withstand being out in the heat or cold for extended periods of time. As a result I don’t dare to rely on transit for fear I won’t be able to get into the bus I hand intended to take. So I’m an infrequent user of transit because I can’t be guaranteed a seat on the busses I need.

May not be as significant here but riders with large over the shoulder bags or backpacks often don't realize they can hit someone in the face; I've seen it happen.

I have experienced that once I have given up my spot to someone who needs it (walker, cane,wheelchair, elderly with a grocery cart) , I get dirty looks because I have to stand somewhere. That type of "culture" amongst riders can make it hard. Plus I have found that people who use strollers

come off as "entitled" so that type of behaviour can also make it hard.

Being slightly older and riding the bus frequently after 11 pm i often have to sit further back as the front seats are taken by younger people which can be uncomfortable and feels unsafe at times. It should be stressed that younger people sit further back

When I was temporarily injured and had visible mobility aids (crutches) bus drivers were very accommodating: lowered the bus, waited for me to be seated before driving off. Living every day with an invisible disability taking the bus is challenging. Drivers take off before I'm seating and I often almost fall or have to choose between grabbing onto a pole until the next time the bus is stopped, when I can actually walk and secure a seat, or trying to get to a seat when there is space but walking on a moving bus. Drivers should not be driving while people are still getting to their seats, and route adjustments should be made accordingly. I should not have to ask the driver to wait just because they can't see my disability, as they waited when I was on crutches. I was treated so much better with crutches.

Winter weather and lack of snow clearing.

I was in a cast for 6 months and not a single person offered me their seat leaving me to stand on the bus every day on my ride home from work! Every single workday, for six months!!

I do not think strollers are a disability issue. They should not be mixed in the same question as it changes the survey results. The driver does not wait until settled to go, the driver does not wait until fully stopped for rising to disembarkment. Other passengers do not get out of the way to disembark they always group around the front. Drivers used to tell others to move back but never anymore and I do not blame them due to violence. Other passengers do not listen anyways and many are low English. MOVE THE YELLOW DO NOT CROSS LINE at the front of the bus BACK BEHIND THE LAST SEAT for those with disabilities. In fact, a solid bright ORANGE ZONE on the floor is better than a yellow line. Orange front seats would be good too. Again remove the stroller issue from the survey!

General rudeness of passengers when a person with a disability needs a priority seat. Strollers should be folded on the bus as they sometimes take too many seats that could be used by a person with a cane, walker or wheelchair.

no

sometimes i just stand up by the driver because there is no seat for me but i don't mind so long as i have a pole to hold onto. ssometimes people are rude but i don't tell the bus driver because he is already very busy.

Other passengers not giving other passengers with mobility issues the first priority to enter and exit the buses. Not having any type of securement for power chairs and bus drivers stepping on the brakes to fast and then chair moves and makes me feel unsafe. Having to tell other passengers to please move for an accessible spot and having to deal with the not so willing ones instead of the bus driver

Passengers need to be more helpful and aware

Those young people thinking they have rights to sit in front seats while there are people with any kind of disability such as wheelchairs, walkers, etc. (Elders) When I was young and I had kids, I alway fold stroller to respect the space of seat. nowadays, people use HUGE strollers that does not fold at all!! I think Transit need to change such as one transits with specific needs such as wheelchairs, blind, etc. AND parents with HUGE strollers in separated especially during rush hour. Just suggestion. (for example, one transit for abled people, one transit for specific needs only during rush hour in same routes) I often saw blind people with dogs had to put up with bus drivers passing by. It is very disappointment and I decided that I had enough with attitude of drivers who alway allow homeless or people who dont have money to pay bus. We pay every day, and saw those people especially homeless or people dont have money, alway getting ride, and some of them are drunk (too drunk ). so why do drivers have to give them free rides? Blind people, parents with strollers who need rides, have to give up this.. If I was driver, I would make people pay, and I will make people move seats, but so far, too many abuses happening in bus. I often told young people to move so elders can sit in front. I had to tell them!! So I decided to buy car, and I had enough with this. I can not believe how bad it got to.

When I ask a driver to lower the step to get on, they sometimes say it's already lowered, when you can see that it isn't or they say they can't lower it. Also, I have been given dirty looks by some drivers, just for asking them to lower the step, acting as if it's a burden to them to do it.

able- people push they handicap bell. And there are no buttons on the new buses on the right side for wheelchairs...specifically on the extended buses

I have an invisible disability and no way of proving I’m entitled to accessible seating. The days I need it most are also the days when I am least able to deal with the potential confrontation of asking someone to let me use the accessible seating.

Some grab bars are too high at the front of the bus for some passengers to hold on to while standing.

With Covid, we need to be watching how many people get onto a bus. I was on my way to work and 35 people were on a small bus. It was packed, it was very, very uncomfortable and kind of scary. Bus drivers need to be paying

more attention to who is getting on/off the bus. A lot of the time, somebody of age gets on and its clear that they need the bus to be lowered and the bus operator does not pay attention to see this. There have been times where I get out of my seat to assist a person onto the bus. Also, just to top this off, I see a whole lot of bus operators not wearing masks- majority of operators actually.. I think we should be making masks on the bus mandatory for operators since somebody in the government wants to make them mandatory for everybody. I think this would be an excellent, excellent idea!!!

People with invisible disabilities deserve these as well. I have a few friends with chronic illnesses that don't "look disabled" A badge or verification would be ideal

People standing in front on the bus that you can't get out the front door.

In my experience most riders and bus drivers are very accomodating of persons with mobility aides and/or strollers

I find that on some routes the demand for priority seating exceeds the supply such as routes that serve the Health Sciences Centre complex. I would love to see some busses with exclusively longitudinal tip-up tip up seating throughout the lower floor level.

Not enough space in between seats and the seat and floor for my guide dog. People bring untrained support animals on the bus. Lack of disability awareness of passengers and staff. Lack of cleanliness on bus floors for the guide dog. People being unaware of strollers around the guide dogs. Drivers not aware of spacing needs between disability groups and strollers.

People being rude and ignorant. Bus drivers do their best to get people to move back etc prople ignore them or get [**expletive removed**] off. Bus drivers have too much stress to worry if a rider is sitting or not where they are supposed to in this day and age.

In my experience, passengers in the priority seating area give up their seat if someone needs it. This usually occurs before the Operator makes a request.

Complete lack with most driver to lower the bus to be closer to the curb height. Some drivers will lower when asked politely. Many dont respond to the request and some even argue. Bus drivers not giving enough time for riders to stand up from stop benches to the bus stop sign in time. Many times I see the bus coming and to stand is slow. Many times busses have sped by not even slowing down. I have also had the bus not completely stop untill I banged on the side. Causing me to walk a block or more further to get on the bus. Which was followed by beratement from driver for not running to the bus.

The pole that is on one side when you come on the bus it is hard to get around.

Overcrowded buses where people can't see where they're walking have kicked my leg that was extended in a non-adjustable brace. Having to stand on crutches for long crowded rides while able-bodied people sat in priority seats and "didn't see" me.

Verbal abuse towards seniors and people with disabilities by younger able bodied people refusing to give up their seats. The bus is full of people who verbally abuse the senior or person with a disability who advocates to have the seat. Moms with strollers often become aggressive and there are incidents where they use physical violence and nothing is done. Moms with strollers get very aggressive towards bus drivers if they are passed and utter physical threats. Lack of security on buses to ensure these people who break the law get punished. Threats of violence including murder are illegal.

Bus not getting close enough to the sidewalk to allow safe exiting through back doors, (which would be helpful to get people to move back).

My most frequent complaint is caregivers who board with a large stroller, fold up seats to park the stroller then remove the child from the stroller and proceed to sit down with the child in the first forward facing seat, thereby occupying 5 or 6 seats. Another issue I have is high school age persons who do not relinquish the front seats when the bus is crowded. Although I do attempt to ride the bus during non peak hours to avoid this, but sometimes it cannot be avoided. Perhaps some education aimed at that group would be helpful a few times per year. Lastly, transit could be more accommodating when selecting temporary bus stops due construction. When construction dictates that we must board from the road level and not the curb, the kneeling bus is still slightly too high for me to board easily with my crutches. Most operators will not deploy the ramp for those not in a wheelchair.

Not an issue that I have had to deal with but I’ve seen other people have strollers and they only fit on one side of the bus due to the storage counter at the front. Also when the bus is full many people get stuck at the back and aren’t able to get off at their stop.

Barriers for people who accommodate a person with a disability when the bus is full. There often is not enough space for both strollers and multiple young children at the front for example. Or for someone using a wheelchair and their friends to both be in the front area.

Strollers are way too huge, and hogging the spaces. Wwheelchairs, disabled, pregnant and elderly should get priority. I had 4 kids when I was younger and used bus often. I used to bring small fold up umbrella style stroller and kept my baby on my lap. It wasnt easy but managed. Parents have options and disabled do not. Malls also rent strollers. There are baby bunting bags, backpacks, etc. Strollers are way too huge now a days and probably should be allowed on the bus as they take spaces for disabled, elders, etc

The side bench with three seats at the back door is a waste of space.

However, the new busses have very poor leg room and makes bus rides painful compared to the last generation of busses. The current way that the City of Winnipeg is operating Transit during this pandemic puts me at extreme risk of getting sick and dying due to my disabilities and it is disgusting

No one in Winnipeg gets up and if a stroller comes on they ask you to move even with a disability and walking with crutches. I've been called rude names because I put my crutches to the side and people have actually said to me The seats are for people who are disabled and for the elderly could you please move? Then I grab my crutches and move and they say to me oh sorry you're crippled. I think the lack of respect towards the disabled is more on the elderly side than anything

Often people get on the bus and stand right at the front. I realize that some people may be afraid, or want to chat with the driver. It is very hard to get by these people. I wish the bus operators would ask them to sit down. If they don't feel safe, Transit could address this issue.

All the old and disabled should NOT have to get up cause a stroller gets on.

Large strollers should not be allowed, used to be if you brought a stroller on you had to fold it up and have the child on your lap. should go back to this. it is completely unfair to ask someone in a wheelchair to have to wait up to an hour for another bus because the one in front of them is packed with strollers the size of SUV's.

Considering the number of passups that are already occurring in my area, would Transit be increasing the number of buses to compensate for the lost space or would we just be sacrificing space on the chance it gets used? What about Transit plus? Why don't we improve those services so that individuals with disabilities can use a service that is easier to tailor to their needs? I don't see many people on the buses I ride with visible disabilities and likely space on the bus would likely be a factor. I already don't feel comfortable getting on buses that are over capacity and pre-covid, that was my only option, assuming I was allowed on at all. I can't imagine what someone with a disability would feel in that situation.

The newer buses don't have those three seats facing the back door. As a fat person who also has long legs, that's one of the only places I can sit comfortably that isn't priority seating. If we create a bit more space around the back door, we also have the option of seating folks with smaller mobility aids, like a cane, there and reserving the space at the front for people with wheelchairs and strollers.

Able-bodied passengers ignoring needs of the elderly to be able to sit down. I have balance issues.

It is hard for people with balance or coordination issues to manage standing

on the bus. Also, just because someone does not visibly need a front seat, doesn't mean that they don't have problems standing on the bus.

Buses being full or not having space upfront for me and the wheelchair

People without disabilities and has child strollers taking up seats instead of offering it to passengers with mobility challenges

Bus riders standing in the aisle who either refuse or do not know that they must walk to the back of the bus to allow more people to enter the bus. The operator will often have to yell down the aisle asking these people to please move back.

People with Strollers take up to 4 seats.People with disability are second class citizens

have a scooter and am not able to use it because of the handrail in the way of access spot for wheelchair or scooter

Very larger strollers taking over the disability section and therefore I miss my ride because I can not fit on as well

People coming in with strollers that do not use the strollers for babies, they use them for groceries and shopping. Should be only intended for babies.

I cannot stand on the bus. Unless you want to get sued when I fall and hurt myself. When a stroller person gets on and wants my seat I can't so that. So people get mad at me. Too bad. Also the stroller person NEVER puts the seat back down, even if you ask them to do it. Why doesn't the driver have the ability to do that from his seat. Instead of all the bells and whistles you have installed of late, stop that, and install some device where the driver can work the seats for strollers from his station.

I live in St. Boniface and I've seen riders all move off the front of the bus at a stop to let on a person with disability, shopping cart, or a stroller. I personally think people with a stroller should collapse their stroller during busy times so that people with disabilities can have a seat. People with disabilities should take precedence over strollers. Busy routes...eg: the bus heading to St. Boniface, Windsor Park...should have the long double buses during busy times eg: 4-5:30 weekdays. Then there would be no issues with having anyone left standing in the cold during winter.

Get rid of the pole on the right side of the bus. It impedes both strollers (which I do not think should have priority), wheelchairs and scooters. Sorry strollers should be in the middle of bus near the back door not at the front.

Many operators will let everyone on the bus even though there are already wheelchairs or walkers or strollers already in place.

On the buses many passengers stand at the feint of the bus even though there are seats to sit down. Makes it hard to get off bus if everyone is standing at front. And sometimes back door doesn't always open. When I mention to driver he should have people move back because it is difficult to get off at front door the drivers never say anything and either pretend they don't hear you or understand. I hate taking bus because it is always something happening and drivers don't care. Useless bus drivers and even some rude ones.

Lack of seats now that 48 pass. high floors are gone. People standing in rear door space afraid to move to the rear. People will not sit two to a seat unless absolutely needed. I will say [redacted] will sit along the isle and not move over even when asked. A stroller gets on and the entire front of the bus evacuates. I've seen disabled have to move for a stroller as the bus is moving a lot of times. The driver's don't have time on their schedule to take care of what goes on behind them unless it's an emergency.

I have not personally experienced this but I have seen passengers with strollers take the children out of the stroller put the child on a seat so the child is taking up a seat and the stroller is taking up space children should be required to stay in their stroller

Only tangentially related, but the bike rack situation is also a bad joke. Also: I didn't know it was first come first serve. I always assumed it was priority seating. But that explains why I sometimes see priority seating not come into effect.

Not enough legroom in regular front facing seats.

[redacted] with strollers attitude that they are entitled to use up 5 seats with only paying One fare. They should be made to stand or get off bus. [redacted] are worst offenders of this. Boo hoo if you don't like my comments. I'm only telling the truth.

1) There's nowhere to store bags and large items (besides the platform at the front). This creates congestion, especially when many students are on the bus and accessibility issues for those who might not use a mobility device but have challenges navigating obstacles. 2) Passengers obstruct the entrance and back exit 99% of the time. Newer accessible models don't have anything to prevent this, such as a gate - the area is instead a spot in which the self-absorbed loiter, rather than clearing it for people needing to exit at the next stop. Perhaps retrofitting the buses with gates like those on vintage buses could act as a mechanism for preventing loiterers, but also fix the other problem of confusing automatic door tech. 3) Passengers typically resist going to the upper level of the bus when it's getting full. (Someone should really do a study on the psychology of this phenomenon!) Besides being an

accessibility issue, the stairs also make the above-mentioned loitering worse. I would suggest buying buses without this feature in the future.

I used the bus daily for years up until 2 years ago. I used it for work when I worked with adults in wheelchairs and when my daughter was in a stroller. We were left on the side of the road in winter, we almost had a wheelchair tip on the bus once due to improper securing and crowding, people criticized my stroller but I needed it to carry my disabled child personal belongings and to get through snow. The barriers were huge and ongoing.

Drivers allowing to many strollers on bus

If strollers or wheelchairs are a problem, then people who are overweight or smell or are drunk or high should not be allowed to use transit either- totally selfish of people to complain and I'd really like to see a pet bus or a pet section of a bus so I could take my non service dog to dog park, and appointments and visiting friends family kinda thing

First off strollers should not be included in the same category of providing priority seating as mobility/ disability issues. A person chooses to use a stroller while a person does not choose to have a mobility/disability. I find that stroller users have no respect for the elderly or disabled and expect these persons to move so they can load on their massive strollers.

Strollers don't need to flip up all 5 seats, or even the 3 long. It hinders other passengers and those in wheelchairs or with walkers. Strollers should have a designated section at the front without seats

I prefer to see the front used for wheelchairs, elderly, and otherwise disabled. I grew up when children's strollers were folded up and the infant held by the parent/guardian, and we should return to that

Over crowded buses are difficult to get off at your chosen stop. It can take time to be able to even get up and out of your seat when the bus is too full.

the bars in buses often construct the accessible space so that people with larger wheelchairs cannot use it.

Competition/conflict between users. Eg people with strollers and people with scooters

I take the bus to work during the week. What I have some on far too many occasions is strollers side by side on both sides of the front access. These strollers are so big that they barely allow for enough room for others (with and without a disability) to pass by. These strollers take up the whole bench as it is lifted up and the seat beside it. When people see someone with a disability or stroller approaching, I have always seen someone get up from that seat and move to the back. There should be a size limit on the permitted stroller.

Ignorant people don't move to back of the bus

The hand grips are too high if you are short.

Passengers unwilling to move to the back half of the bus. Passengers within full range of "ability" passed up due to lack of space. Scheduled buses that do not stop at all.

The pole that occurs on many of the buses on one side make it difficult for strollers, walkers, & wheelchairs along with riders trying to get past strollers, walkers, wheelchairs to access seating further back. As well, I have had to move from the front to make room for strollers & wheelchairs and walkers (even when I was still on full crutches) and it is almost impossible for me to sit in the other seats as I cannot get my legs in and out (not enough leg room anymore on the new buses) The newer seats help with not losing all the mobility seating when there are strollers &/or wheelchairs but not all buses have the single raise seats (and alot of the ones that do the seat latch is regularly jammed)

Often, a bus driver will pack multiple strollers and people using a mobility aid into the front space at the same time. I have a video recording of an incident where the driver allowed 2 motorized wheelchairs on the driver side (one facing side-to-side, one back-to-back), and a large stroller and an elderly person with a walker and oxygen tank on the passenger side. This left no space in the aisle and other passengers had to crawl over us. When I told the driver, he told me to mind my own business. There needs to be TWO dedicated wheelchair spots (because disabled people have the right to travel with their friend/partner/etc. who may also be a wheelchair user. Strollers are the bigger issue which needs to be addressed through a PR strategy and better enforcement.

I have a spinal injury, I cannot stand on the bus safely, but the strollers sometimes take up so much space that all the seats at the front are flipped up. There are no seats left for people who don't have a mobility device, but still really need a seat.

The bus being so crowded it is difficult to exit. I did witness someone with social anxiety/PTSD have to get off a bus due to intense crowding

Younger people should give their seats to seniors and people with a cane and children

Overcrowding at the front of the bus is definitely an issue when strollers or disability aids are on board. This is now even more an issue when trying to practice social distancing. There are people who like to stand at the front for what ever reason. They should be asked to take a seat until their stop.

Occasional bikes on buses - not ideal, because taking up space for strollers / wheelchairs. Bike races on all buses would alleviate this.

I had to stop using transit as the driver's don't wait for me to be seated before pulling away from the bus stop. My balance isn't good and this has caused me to fall many times. The spacing between posts to hold on to are too far apart. This is especially difficult when passengers will not move from the disability seating. Even after falling down on the bus other passengers helped me up. The driver never even acknowledged what happened. He just kept driving. This happened to me multiple time so I can no longer take a bus. I have to use handi transit I have to book in advance and the wait times can add hours to a trip. My ability to be independent has been severely affected.

Bus drivers don't give those enough time to properly secure themselves. This is hella dangerous. Just because I complain about this often and is the reason we almost never ride the bus -- they also don't give kids time to be properly seated before taking off again. My children have been thrown to the floor and hurt because of this. If we can't get a spot right at the front -- we are just in danger longer

Placement of the yellow bar at the front left side of the bus (next to the foam back padding) on some busses. It's difficult to get around it with a stroller to get to the seats. I can't imagine those in wheelchairs having to go there.

I am not a disabled person but it becomes a concern for me when the front of the bus is so crowded with walkers and strollers that it is difficult to navigate. Also, I have seen 75-80 year old seniors being "forced" out of the priority seats because of a stroller. I'm sorry, but that should not be happening.

The huge strollers being brought on the bus are a big problem. Some of them don't fit between the flipped up seat and pole, and then they take up the flipped up bench and the seats next to them. This takes up a total of 5 seats sometimes and causes others with disabilities to no longer have seating. When you're on a rush hour bus with two strollers (almost a daily occurrence) that's taking up 10 seats between two moms with a baby each. How is this fair?? I believe stroller sizes should be regulated. I'm not sure how but the size of some of these would put compact cars to shame.

The inability to get up and walk towards the door without the bus being driven to fast and trying to grab the handle without injuring myself. Once the Bell has been pulled drivers should be aware that not everyone getting up is a sturdy to walk the fast moving bus and get a handle.

I don't need the ramp deployed but I do need the bus kneel down, many drivers do it right away and are friendly - but some get huffy when I ask and then zoom the bus off before I can sit down. I've fallen into other people a few times because I had to go past the priority seats or no one was moving and the driver zoomed off before I could take an empty seat.

Due to my disability I have to keep my left leg straight so where I sit on the

front of the bus puts my leg in the aisle of the bus to keep my left leg straight out. People get mad with me having my leg in the isle. I don't blame them just is no other place I can sit on some of the buses, on the other buses I have t use 2 seat at the front of the bus due to placement of the seats to keep my left leg staight out infront of me and people get really mad at me for using 2 seats. Also, since my disability is less visible, people many, many times tell me to go to the back of the bus. Even threaten to hit me if I don't. I have t sit in the front near the door cause I walk so, so , slow every step is a struggle for me and sitting in the front at 2 locations on either or bus is my only options. I can't stand on moving bus I would fall, I have no choice. Many, many times I don't get to go on the bus also cause people won't give up a seat for me, so have to get off the bus. I'm so sad then, I usually just cry and go home... My disease is hard enough just to get out of bed, then deal with transit issues.

The Transit Plus should be increased to include ALL the strollers and wheelchairs instead of them going on the regular transit buses. Not the fare for it, just the amount of them so they can take all the things that take up all the room where people should be. The size of strollers now are ridiculous and some are bigger than wheelchairs. It should be only 'umbrella' strollers at the most allowed on transit. And no wagons or things like that either. All those things should be on the Transit Plus buses. Walking aids aren't an issue so much. It should just be those allowed - and maybe the 'umbrella' strollers. All the other things should not be allowed on regular transit buses at all.

I am at risk for falling I have had bus drivers yell at me to move for a young person with a stroller. If I fall I will be in the hospital. When younger people can and should fold up their strollers.

Lack of secure places to hold onto if seats are all taken. I have MS and while I can walk still I have a hard time standing still without something to hold onto that doesn’t slide around

Can't think of anything.

Securement sucks. Strollers with 3 wheels are too big and the parents don't even bother to move the stroller out of the way if it's even possible.

So,estimes there will be like a mixture of wheelchairs, walkers, strollers, etc or just one out of this list but there would be say for example four strollers on the bus in total and it will make it very hard to get on or off. Because they’re in the isle. Another thing is when people just stand at the front of the bus when there are seats à Ali le. A lot of time these people standing at the front of the bus won’t e en move. That’s just annoying. Sit te heck down and get out of peoples way! Like I understand if there are zero seats but if there’s seats sit down!

There should be social distancing on the transit buses if u don't want the virus keep spreading at times when I take the bus there alot of people on it now n u guys should make the sits where people sit being six feet apart again

when i use transit if bus is packed i stand at front of bus so i can hold on to a pole so I do not fall. Nobody offers me a seat so i end up standing . Just because i do not use a device does not mean that i do not have mobility issues

Need more frequent buses to reduce crowding

N/A

The front of the bus also should be designated for pregnant women. Many times no one offered a seat wven thought I was very pregnant!

Should make it mandatory that all backpacks, Purses, Bags ect be carried in the riders hands and not shoulders/back as there is frequently problems with passengers sitting isle seat getting hit by the bag.

I do not have any physical disabilities and am reasonably strong and healthy. However, I have often had a hard time staying on my feet in packed buses with all the starting/stopping and/or the drivers accelerating and slowing down. Holding on to the rubber straps is very tiring for 20 minutes or more and is not very stable. Further, there is often no room to keep my backpack on and I am left holding a heavy pack in one hand while trying to hang on to a rubber strap with the other. It is very uncomfortable. It is also often difficult for a passenger to make their way to the front or back door when the bus is very crowded. The City is simply not running enough buses at rush hours or on heavily-traveled routes like the 16, 18, and buses that go to the University of Manitoba. I have also seen operators begin moving the bus before an elderly person has taken their seat. However, I have also seen operators not move until they are sure the person using a wheelchair is strapped in properly -- so some operators are taking care.

Operators forcing too many strollers/walkers/carts into the front of the bus blocking the front doors.

Bus drivers not lowering the front of the bus to make it easier to get on and off for those with walking disabilities, myself included and clearing away the congestion of people congregating towards the front of the bus which makes it almost impossible for disabled to get off the bus and not radioing in when there is some problem on the bus and/or the route. I was on a bus on one occasion when one woman stabbed another and the driver just kept driving and another time a woman was clearly in need of medical attention (was

possibly drunk but also had bleeding lacerations) and the driver didn't want to stop or call for help at all.

I USE A WALKER AND PEOPLE WITH STROLLERS FEEL LIKE THEY HAVE THE RIGHT TO MAKE ME MOVE AND I NEED MY WALKER BECAUSE OF MY BALANCE AND EXPECT ME TO MOVE. I DON'T NEED TO FALL.

Riders tend to bunch together for no known reason and block access

The stop button for wheelchair users does work sometimes. Would say I come across the issue once every few weeks. If driver could let me know when I get on the bus could be a solution while its broken?

There should be limit on how many passengers will be in a bus

I have been on buses sitting at the front and a stroller comes on and has to be where I am sitting and since I can`t stand for long on moving buses I have had to get off and wait for another bus because drivers have said that I have to move and no one in some cases has offered me a seat

Some strollers are the size of small SUVs. There should be size restrictions on the size of strollers that one can expect to take on a bus.

People are involved with devices don't look up, Don't watch back packs and bang into me, I have nerve pain someone bangs me it is like being cut or a broken bone.

Poles in the way

Strong natural and synthetic scents worn by patrons affect those with severe allergies / scent-sensitivity

No

When I had my airboot cast on, there were times I had to stand as passengers refused to get up. Other times asking driver for assistance and being refused.

I personally do not need priority seating. However, I have noticed that on certain buses where seniors are already seated at the front, then huge strollers get on and the mothers act as if the seniors should move and make space for them. I don't think that's right since the senior really need the priority seating plus they got on bus first. I think in this case, the driver should intervene and politely ask the stroller passenger to wait for next bus.

Spaces are decent on buses. I find the lack of rules letting people on the bus for free because of "special ethnicity treatment " of origin land. And people refuse to wear masks and continues to sneeze and cough on people without covering on arm or hand. There is less security. Some people drinking alcohol on the bus. No supervisor, Bear Clan,Cadet and extra bus operator staff to boot out the unruly passengers. There needs to be safety on the bus. Not just allowing intoxicated persons foul mouthing on the bus for free and those refuse a mask due to coronavirus on the rise.

Overcrowding on buses (especially pertinent now during the pandemic!!) making it impossible for riders with both visible and invisible disabilities, particularly including anxiety relating to overcrowded spaces, ESPECIALLY now during the pandemic! Also, riders not feeling safe because masking is in no way enforced, much less the fines being given out!

people will not move cause they too busy on they cells and will not give up seat.

There's a couple unfortunately... 1. Strollers coming on to a bus and either the bus driver and/or person with a stroller forcing the disabled, myself or otherwise, who is already in pain to move further back onto the bus. This usually complicates things even further when I can only leave out of the back door of the bus, which most days is too high for me to get to the ground. 2. Leaving out of the front door often I have to tell the bus operators myself to lower the bus so myself to safely get off the bus.

Nothing regarding space but, the cost is always a barrier for someone like myself

I have a muscle condition that is akin to MS, I walk crooked, I have one eye to see out of, my right side of my body is crooked, I can't stand more than 10 minutes at a time, and I need to exit at the front so I can get not only on but off easy as well because my bad leg doesn't bend. I have a disability card through transit plus so the drivers know I have a physical disability. They used to be very helpful in asking people to allow me to sit at the front, but some passengers get verbally vicious towards me. I have to actually hang onto my disability card to show them that I do have a disability. When I'm sitting down it's not noticeable, my spine is also crooked so when I stand or I'm walking it's very noticeable. I can understand why the bus drivers don't say anything anymore because some of those passengers do get angry at the kind of disability I have because I don't use a wheelchair.

No

sometimes i have seen too many strollers/mobility aids at the front of the bus making it difficult to get to the back due to congestion at the front.

Bus starting before it is possible to secure stroller/mobility device (or elderly person actually getting a seat), causing unbalancing. Pregnant people struggling to get a seat - they do not always need priority seating, but need A seat, and pregnancy is not always a visible condition. Temporary disability (like pregnancy) is difficult to navigate as there is no official disability status and those experiencing it have no experience advocating for themselves.

Crammed buses during rush hour. People pretty much on top of each other during that time.

I have very seldom seen a transit operator request that this person requires seating at the front. I have seen blind people with cane and/or with dog have to go to the back of the bus. Young people are too busy with their cell phones and do not look up, especially University students.

Obviously having difficulty standing on the bus due to an invisible disability but not being offered a seat.

Transit must take the unpopular path to limit the size of strollers people are using. Too often, the isles are blocked. In addition, people should not be permitted to stand between the wheel housings at the front unless they are exiting the bus or the bus is full.

No. Winnipeg Transit seems to be doing the best they can except that sometimes people do not yield the existing priority seating unless they are directly asked by the driver.

I understand the driver's have many stresses with confrontations with unruly passengers, I have seen it too many times and I feel badly for them. I would like to see more passengers assisting, sticking up for the passengers who need the priority seating. Possibly even WPS Cadets on the buses as a part of their training? I understand drivers are under a great deal of stress, I took a number 11 this morning and the driver was so amazing! It was about 11:40 am or so I was at Lily and Disraeli when caught my bus. I got a huge Good Morning from the driver, it made my day! I just want to see more support for the drivers, and passengers. I hope there can be some kind of solution, possibly a collaboration with WPS Cadets?

Sometimes those baby strollers are so big that they take up all the seats at the front of the bus causing people with disabilities having to find seat further back of the bus. People with disabilities need to sit as close to the front of the bus for easier exiting. Sitting further back makes it more difficult for people with disabilities to exit at the front of the bus because we have to wait until the bus makes a full stop so we can get up and walk to the front. Many times the bus operator will start moving the bus before we have a chance to walk to the front. Which can be dangerous because people with disabilities have problems with balance when the bus is moving. My recommendation is that only fold-able baby strollers should be allowed on the bus.

If light turns green, operator takes off before person with disability aid has

secured a seat- it aggravates my spinal condition and increased my chiropractic costs. if asked to wait, most will but some don't, especially during rush hours.

Buses not waiting until those with strollers, with disabilities or the elderly area seated and secured before driving. I have seen people fall, and I have fallen myself due to this.

Pregnant women- at least create something for the buses that have hospitals on their way, many pregnant women travel for ultrasounds and tests on a regular basis and they have to stand when people look away or just don't know if a woman is fat or preganant.

During peak time, I was passed by at least 5 buses in one route who said they didn't have space for my wheelchair.

The pull cord is not always reachable from accessible seating; the seating may be accessible while the pull cord is not. Another issue is that priority seating is often sideways, or not facing the front of the bus, which can lead to significant motion sickness related to certain disabilities. A third issue is that stops are not always announced nor announced clearly; this is particularly frustrating when a bus is too full to see landmarks outside or when passengers are unable to look for landmarks from the seating that is available.

Strollers can be put together before entering a bus as they take up unnecessary space and I was told to do this before boarding a bus when I had my son in 1997.

[redacted] who gather at front of busses refuse to give up their seats for any reason. I have frequently witnessed this.

I think the emphasis on mobility aids and other viable signs of disability ends up putting anyone with an invisible disability in a very uncomfortable position. Should an invisible disability be treated differently than invisible disability? I don’t think so, but I also don’t think a person with an invisible disability should have to self-disclose in order to retain priority seating. Personally, I have gotten off of crowded buses and waited for the next bus (up to 35 minutes) because I felt pressured to give up my seat at the front, and was left with nowhere to sit anywhere else on the bus. This has happened multiple times. I look young and thin and don’t have anything in my appearance that would signify a need accommodations. I am a very private person, so I go to some lengths to work around my disability. I regularly plan my transit trips around the likelihood of finding a seat, choosing trips that were twice as long in some instances. I’d rather spend 40 minutes sitting than 20 minutes desperately trying to stand upright on a moving bus. I have fallen over/into people more times than I can count when forced to stand.

Senior’s consideration especially when young people are on the bus! They tend to sit in front space without a care if a senior is standing through the

ride! It bits me honestly, to think that such young people will not give up their sits for the elderly!

Before coronavirus hit, I would use the bus often in the warmer months. I use a power wheelchair, and for a while I was babysitting so I would have a stroller with me as well. Often I have to wait for another bus because people would not give up the wheelchair spots, or the drivers not asking people to. Many times I'd have to wait 2+ hours for another one. There have even been times where there is lots of room, but the drivers didn't feel like lowering the ramp so they would refuse to let me on. The wheelchair seats are the only area I can sit in, while everyone else has an entire bus to choose from. I like to take the bus, rather than handi transit/transit plus, for more independence when possible.

Drivers usually stop for those with strollers/other large accessibility devices even when there's no room on the bus for more passengers. I understand this in the winter time but the real solution is to add more busses

Too many large strollers. Children wagons.

Only fold up umbrella strollers should be allowed on buses.

I suspect that some drivers are poorly or negatively experienced either due to cultural or language differences; I've had drivers afraid of my dog guide, not telling me when it is all clear to board (an overheated dog or one with freezing feet isn't always willing to wait)

The pole in the middle of the aisle in some of the buses. On entrance, may be a light load of passengers, then pick up a lot of people and can't get off the bus without much difficulty. I use the stop button, but my voice can't be heard often- if I have an assistant with me, they can verbalize and yell out 'wheelchair exiting the bus'.

People blocking the rear exit on crowded busses with standing room only, and so many people standing on a bus it becomes nearly impossible to get to either door to egress.

I have an invisible mobility related disability and am in my mid 30s. I've been asked more than once to give up my seat to able bodied people a bit older than me because I look fine. I've had to greatly reduce bus usage because I find it too hard to navigate with my disability which also prevents me from driving. All the giant strollers take up so much space and make it impossible for me to move around on the bus. There isn't a good space for them in the same way there is for wheelchairs. If there is no space they often completely block off the long door. It's frustrating.

Overcrowding especially in winter

seating heights not adjustable

Space is so small or limited, I don't even bother taking the bus often. Also, not all buses are for mobility devices, but I could be wrong on that. I don't feel safe.

People who refuse to move to the back.

Strollers frequently take all the space. They should be folding them up to give more space, same with walkers

While the discussion questions focus on disabilities I HIGHLY frequently observe people not willing to share priority seats with elderly riders who can have great difficulty in standing

I have been on the bus while 7 months pregnant and with an 18 month old in a carrier and have had a mom with stroller ask me to move so she can park the stroller and SHE could have a seat! While pregnant Or with my kid i have moved from accessible seats to make room for those with mobility issues and have had no one move seats for me and my 3 year old and baby. i have seen 2 or 3 strollers on the bus at the same time and people be confused with what to do when a wheel chair comes on board. In Ottawa, i took transit and a person had a transit priorty badge on their coat which seems to me like a good idea so EVERYONE knows who should get to access those seats and who needs to move based in need, not first come. The bus is accessed by people with low income so it's often those who maybe can't work (mobility issues) or those staying at home with kids (mom's on leave, stay at home moms... read strollers) my route downtown to west end on portage i see this everyday. our daycare is downtown so i commute with my 2 kids on the bus (precovid). I see this everyday! It's so bad, i have started baby wearing my youngest 18 months on the bus so I don't need to contend with the issue of priority. It does make it near impossible for me to get the 3 of us off the bus at our stop from the middle of the bus but I don't feel like an [redacted]ving a stroller in an accessibility spot for someone with less choice.

Even if the attachments to secure the wheelchair are working, they can be very difficult to do by myself.

It is very difficult to exit the bus because of people standing in the aisle blocking my departure with my walker.

Yes. Pass ups all the time during rush hour.

No

Public education! Most people only iffer the disability sears if asked. I have only seen bus drivers ask people to move twice in 10 years. More needs to be done! I'm lucky as can stand but it will be painful and I'm unstable so a bit scary! I see seniors struggling and depending on my arthritis some days it's hard to give up my seat but I usually do if none of the healthy people don't. I fear aging and having to use Transit as I get older! Bravo to those unstable 90 years for dealing with Transit, I'm only 56!

When I was pregnant, people rarely gave up their seats for me. It was unclear if I was entitled to the seating at the front.

There is an overall lack of knowledge and understanding for those with invisible disabilities.

Another area not mentioned is lack of lowering bus to allow passengers to embark/disembark - this should be standard for all as even people without obvious walking issues may have problems with raising legs to height required - and especially when bus is stopped away from the curb.

I pulled the cord to get off at the next stop, but because I was using a wheelchair the driver refused to let me off due to not pressing the designated button for disabled passengers, which was not in my reach. It should not matter which indicator I triggered; If the STOP light goes off, I should be allowed to get off.

People not moving to back of bus and blocking front of the bus. Operators allowing strollers on that block the exits. Strollers blocking the front of the bus.

People with strollers thinking that I - disabled and use a walker,,, should give up my seat so they can travel. Sometimes the stroller is empty because the child is sitting on a seat.

None

Additional barriers I have seen/experienced are bus stops not cleared of snow (inaccessible), difficulty for drivers seeing the securement area (due to the position of their mirrors (too high), difficulty pressing the small stop request buttons, the first come first serve basis of bus boarding increasing the liklihood that a passenger with a mobility aid being "passed up" and the ability of power wheelchairs to rotate/navigate the front of the bus due to over crowding.

People standing at the front entrance of the bus when there are seats available.

There is only so much room on a bus. If there's no space at the front of the

bus, there is usually no space on the bus itself. To be honest, i'm not sure how you can make a bus any more accessible than they already are. Maybe you should explain what changes you are contemplating.

**Optional question** (181 response(s), 236 skipped)
**Question type:** Essay Question

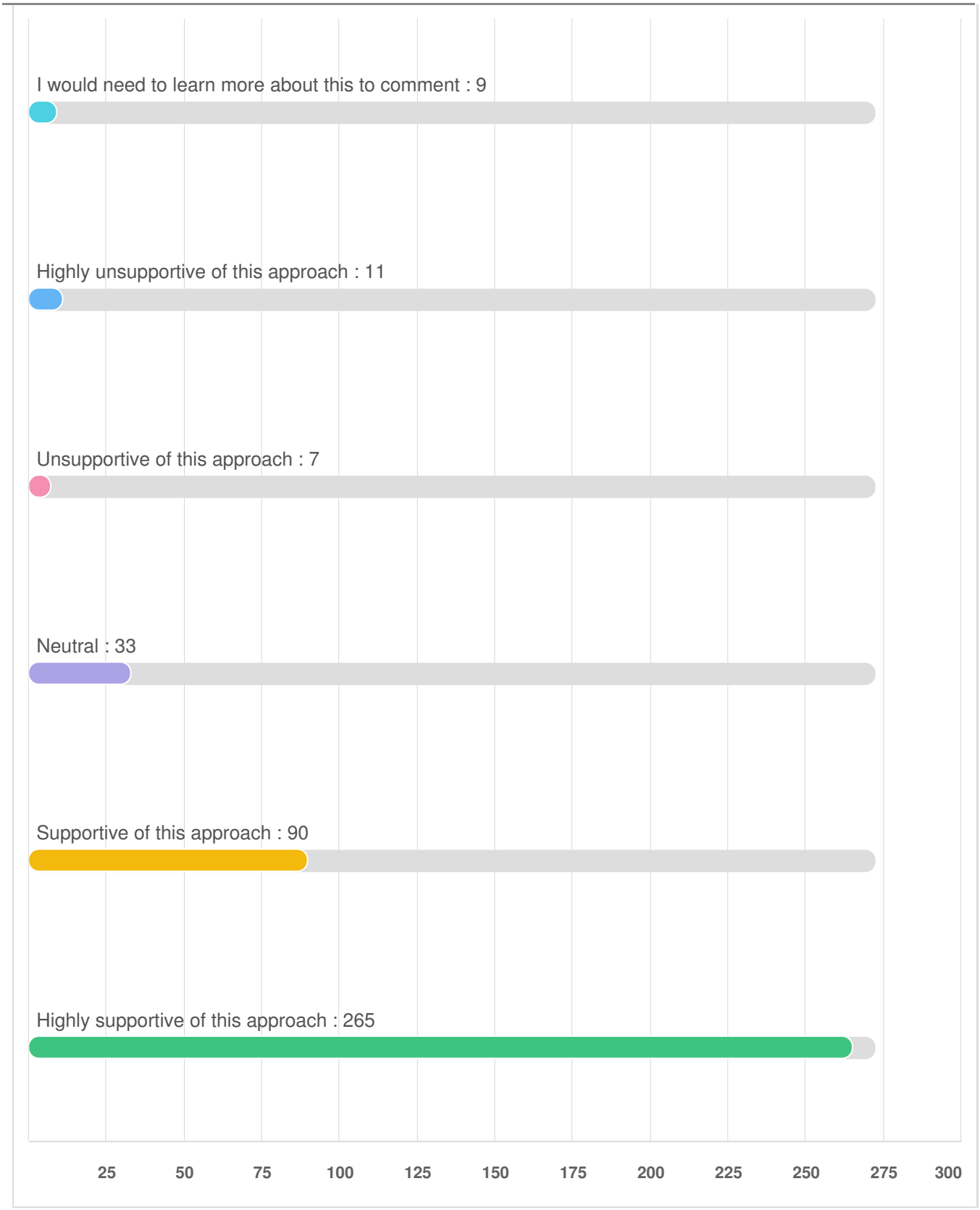
**Q8** **Proposed change: Implement a standard that passengers without disabilities vacate the priority seating area if it is needed by someone with a disability. Potential challenges:Not all disabilities are visible. Those with invisible disabilities may have to ask for seats to be vacated and those being asked to move may not understand why. There is limited passenger space on buses and limited space for mobility aids. In order to avoid conflict, there are options to provide clarity and support riders. Please rate the following options for implementing this change. We will likely require a combination of changes for implementation to be successful.**



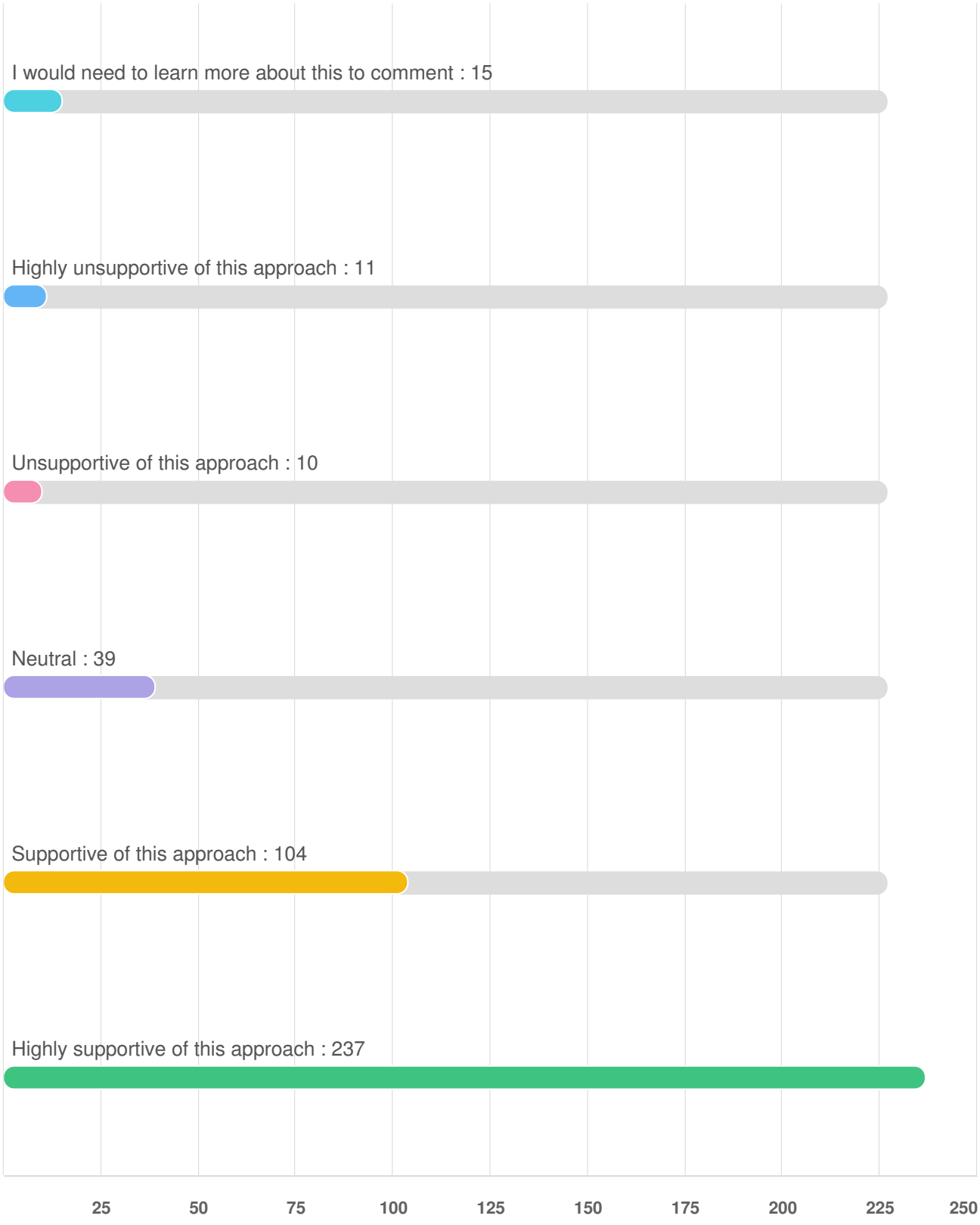

*Optional question (417 response(s), 0 skipped)*
*Question type: Likert Question*

**Q8** **Proposed change: Implement a standard that passengers without disabilities vacate the priority seating area if it is needed by someone with a disability. Potential challenges:Not all disabilities are visible. Those with invisible disabilities may have to ask for seats to be vacated and those being asked to move may not understand why. There is limited passenger space on buses and limited space for mobility aids. In order to avoid conflict, there are options to provide clarity and support riders. Please rate the following options for implementing this change. We will likely require a combination of changes for implementation to be successful.**

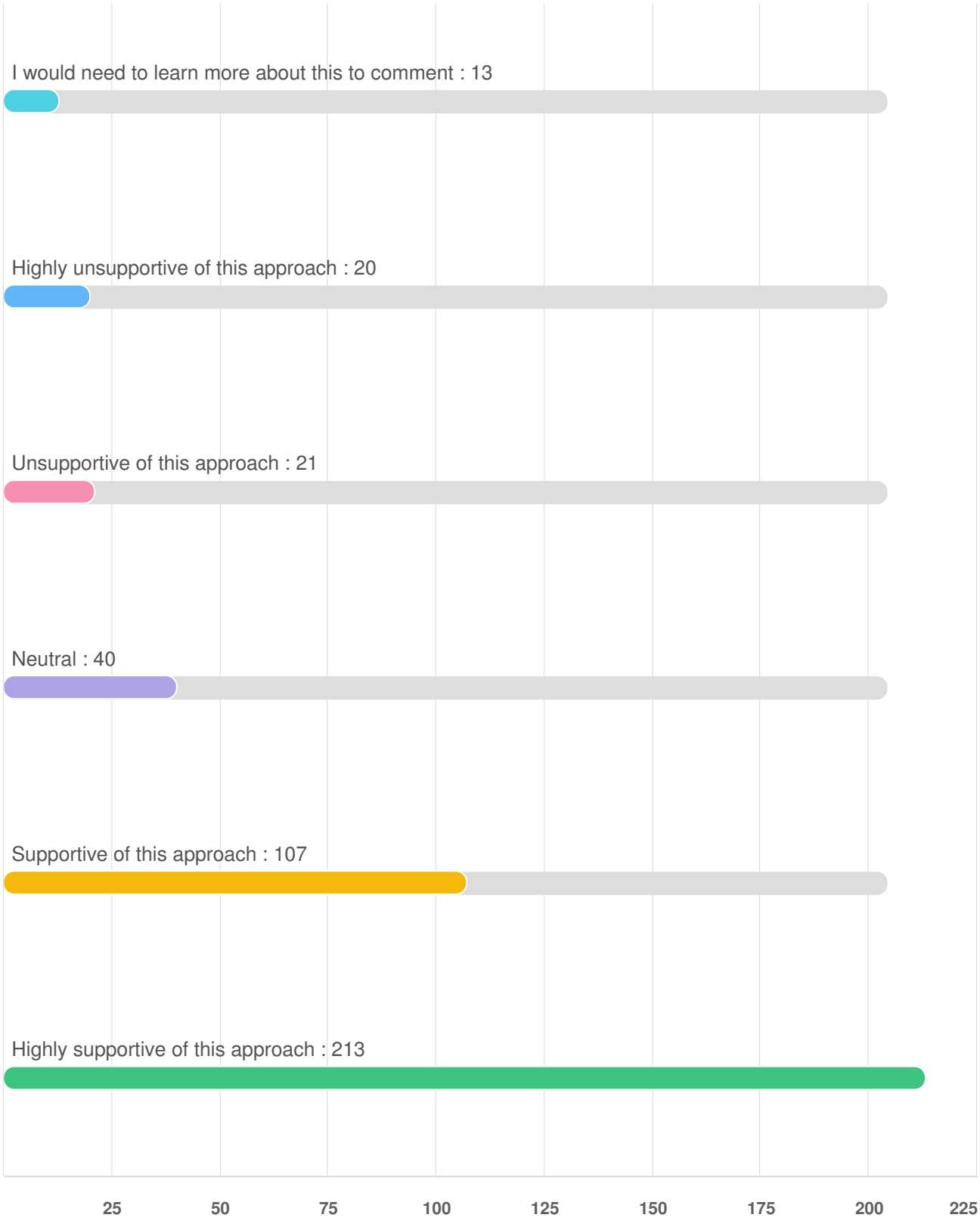
### Post signage that tells passengers to move if someone with a disability requires seating at the front of the bus.


I would need to learn more about this to comment : 9
Highly unsupportive of this approach : 11
Unsupportive of this approach : 7
Neutral : 33
Supportive of this approach : 90
Highly supportive of this approach : 265
25
50
75
100
125
150
175
200
225
250
275
300

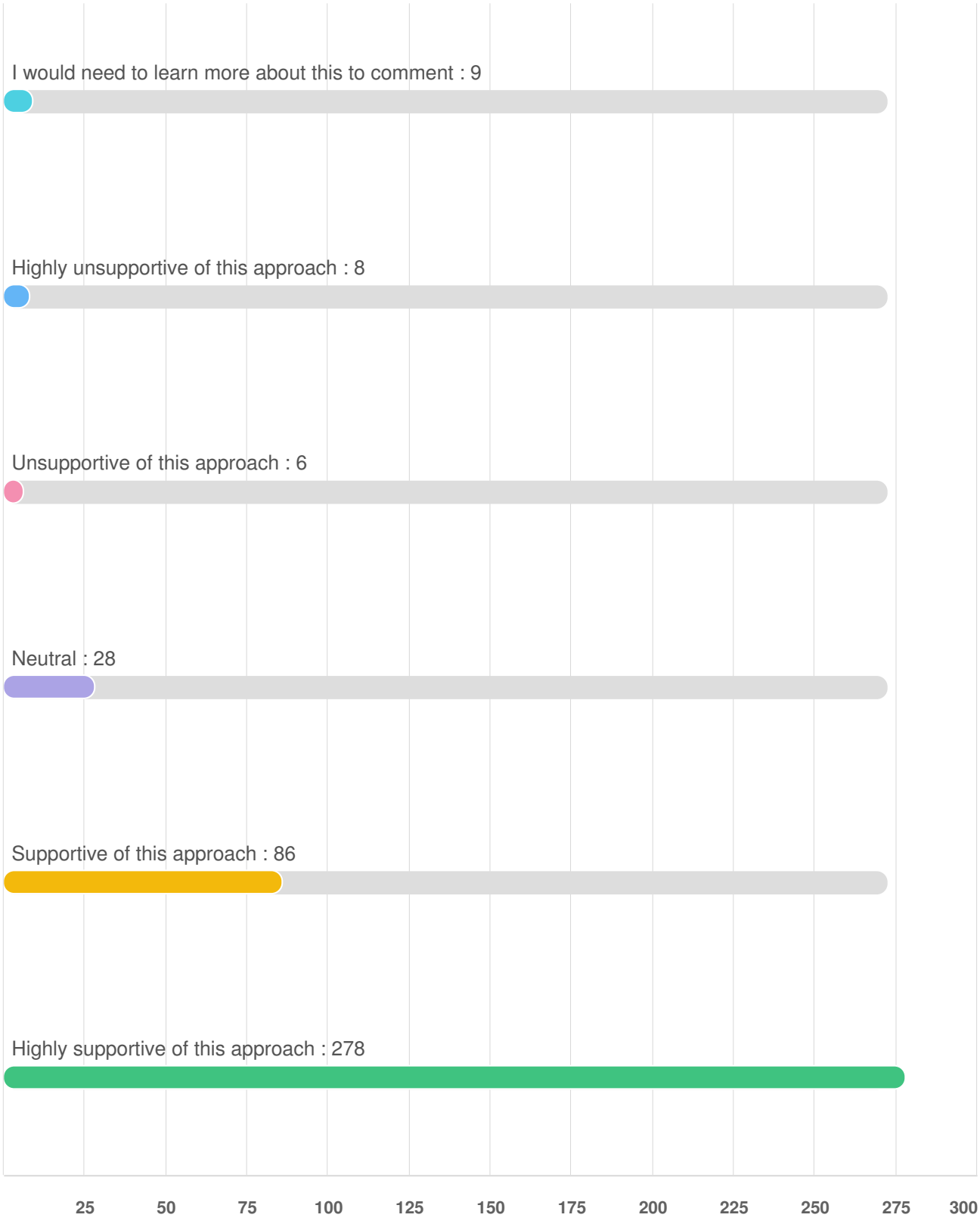
**Post signage that shows highest priority passengers for the priority area.**



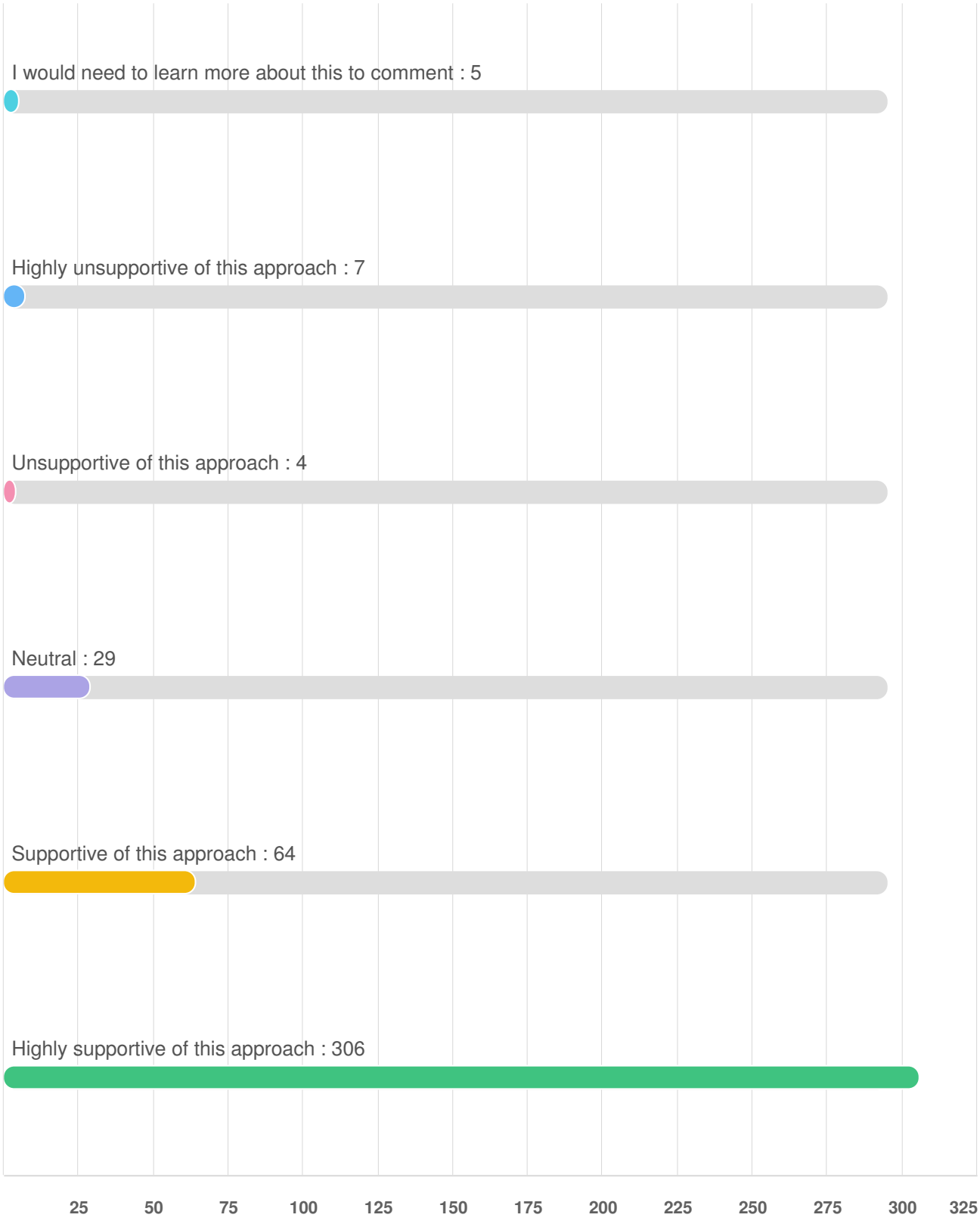
**Post signage that encourages riders to ask for a seat if they need one. This is intended to help address disabilities that may not be visible.**



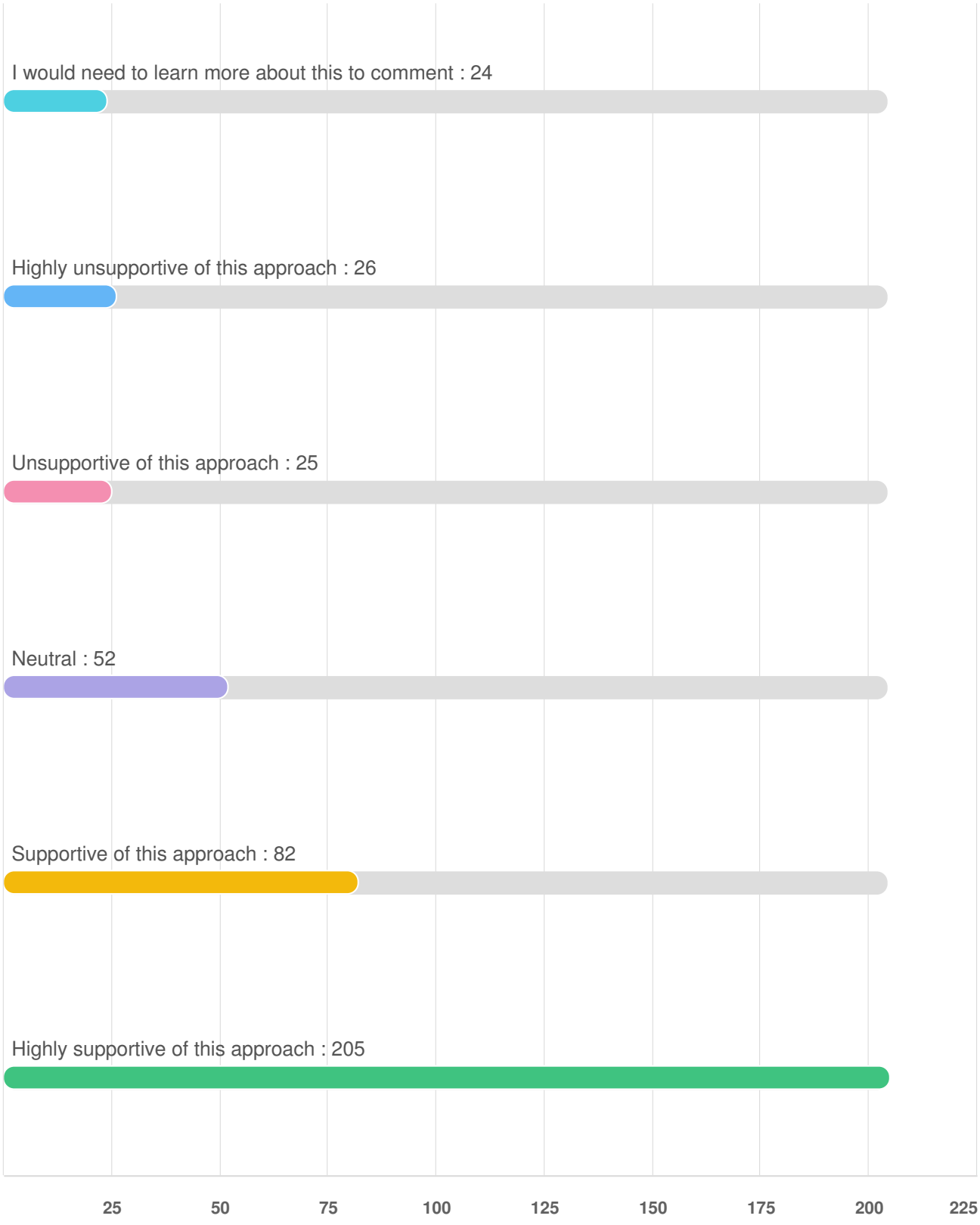
## Bus operators may ask riders to vacate priority space.



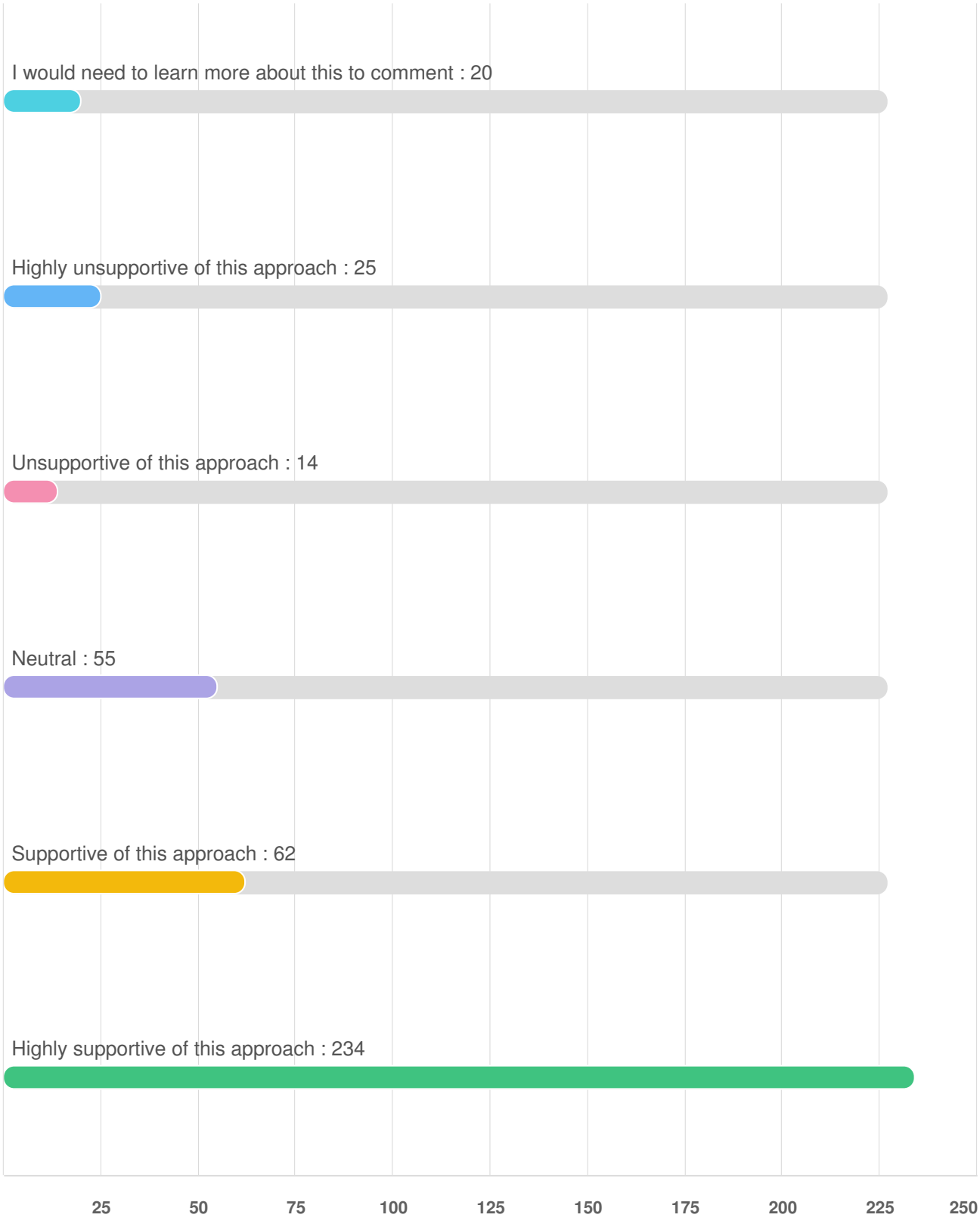
**Provide training to bus operators in how to encourage riders to vacate priority space.**



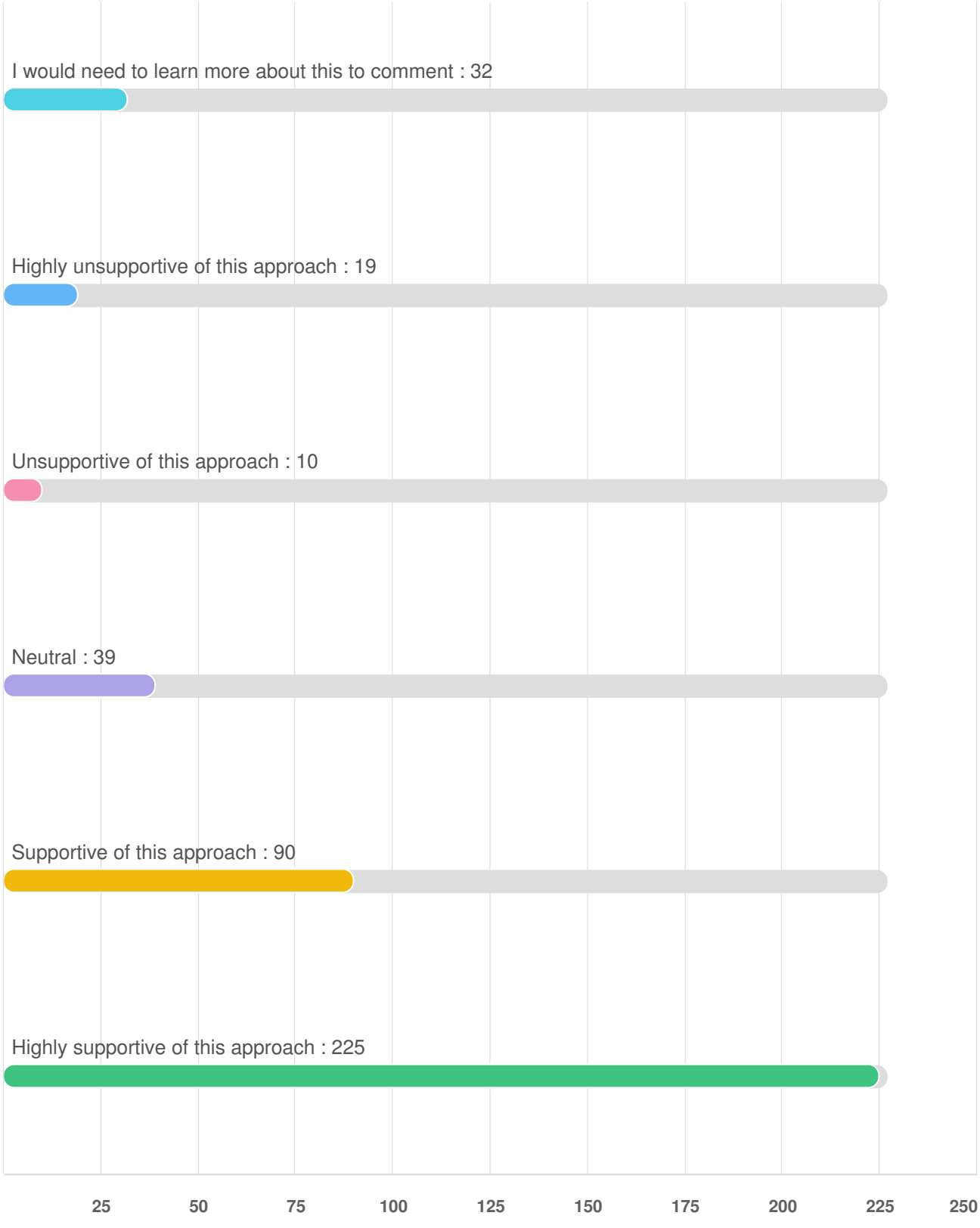
**Define mobility device dimensions for users on the Transit website.**



## Define stroller dimensions for users on the Transit website.



**Introduce priority space cards for those who require priority space to support their need when asking someone to vacate a space. This is intended to address invisible disabilities.**



## Q9 Do you see any potential challenges with the options outlined?

Worry about operator safety if they have to get involved

Don't know what the dimensions mean. I sincerely hope this doesn't mean that people with certain mobility devices can't use transit because their devices don't meet some sort of measurement standard.

Invisible disabilities can cause a challenge/conflict. Strollers take up the space that multiple people can occupy which can mean more people are being passed up when the bus is busy rather than one with a child.

I think having a card might make one a target for harassment and the card could be misused.

Competing interests between strollers and others with mobility issues.

Priority space cards are definitely a better option than putting the onus on someone with an invisible disability, and are more likely to get people to actually move. However, some people may still question it. I think this is why empowering drivers as well is a good option. I think both should be used in tandem, as it also isn't fair to expect operators to intervene every time.

Accessibility to the priority seating cards may be an issue for those who are disabled and don’t take transit often enough to think of obtaining a card; conflicts between strollers and devices used by those who are disabled; operators may ask those with invisible disabilities to vacate space for those with visible disabilities by accident

Yes, strollers for multiple children shouldn’t be punished it’s hard enough for parents out on their own with multiples & 1 of those children may be disabled or autistic (the same yet seems to need specific word considerations) the same with mobility aids on a dr appt day u may need a small device but different days require different sizes & if we had cars or could afford an Uber we wouldn’t be dealing with the stresses of bussing would we? A different buss card might help because then I could glass the front of my bus card and ask for a seat and there would be less of a point of argument.

obnoxious people

no

There will still be resistance especially for invisible disabilities but it’s a good plan.

There will always be riders who will not cooperate; early communication on changes, including whether or not they are masndated/consequences if any, etc are important

I do not want to offend but some my abuse stating they have an "invisible" disability, thus in the future wrecking the opportunity for those who do.

I feel that these do not address the age issue adequately.

There is a general lack of acknowledgement that accessibility matters in our province. There should be a publicity campaign indicating that this is the law, and that accessibility is a right and not optional. The biggest problem is discrimination from the able-bodied.

None of these actually address barriers faced by ppl with invisible disabilities which is the repetitive need to prove disability. The cards come close, but what are the requirements for cards? Most government disability guidelines leave so many people out. Increase space allocated to accessible seating, increase driver training. It would be more helpful to have a visible cue ie a lanyard or pin that drivers would see on passengers as they get on the bus and can then accompany that person ie not starting the bus up before the person is seated, or advocating for their priority seating. I'd rather have an educated driver on my side than be left to fight with other passengers over my rights.

There needs to be a public education campaign about who is disabled. The majority of people with disabilities have pain or fatigue invisible disabilities (according to the Stats Can 2017 census). The able bodied public needs to be informed of this, so they don't just think "Well, I'm tired too, and I need to sit down." Disability fatigue is vastly different from able bodied people's fatigue.

Should not allow people to sit in the seat unless they have a disability unless bus is full.

A card would help those with visible disabilities too! No one can see my walker I guess???

A challenge with defining mobility device & stroller dimensions is that both those items can be expensive for people and if they've already purchased an item that meets their needs but then is outside of the defined dimensions it can result in a barrier to transit use for them.

Yes. Unruly commuters not following rules.

yes. Some passengers will not comply with a request to vacate a seat no

matter what

A public education campaign is required to increase chances of success.

ya rude people who always have to get their 2cents in and not mind their own bussiness

I can see potential conflict with all scenario that is why I am highly for transit police.

People with huge strollers may not abide by the dimensions

Poor bus drivers! It’s a hard job already. They may have to take part in educating the public

HUGE strollers!! Are the most pain in [redacted]! Like I said, when I was young, i had kids, and I use small stroller that can be folded. but now.. ehhhh

If priority spaces are full regular spaces shouldn't be used if regular space is occupied as handy transit should be used or another bus.

Showing signage for highest priority passengers for the priority area is discrimitory towards people who have invisible disabilities. The signage should include people with invisible disabilities also, because having to stand can be quite painful for us. Bus drivers can ask passengers to vacate priority space, as long as they don't discriminate against people with invisible disabilities. There have been times that i have been accused of not having an invisible disability & just using it to not give up my seat...which is totally unacceptable to me.

Consistent Follow through with drivers, signs falling off, people not caring,

it is a challenge without the driver's instructions.

Some proposed solutions require self disclosure...perhaps construed as a human rights issue.

Asking people to verbally identify their disability to other passengers is awkward, violates privacy and puts too much pressure on the individual. The bus driver should do it. Priority space cards could help.

A card is not a good idea

The option of encouraging riders to ask for a seat when they need one only works in tandem with the introduction of cards for those with invisible illness. I do not look disabled and present as younger looking as a side effect of my illness. It makes people discount my disability and places the burden of accessibility on me , with no way of backing up my claims.

Unruly able bodied passengers who feel entitled to a seat and who don't want to move (I have personally seen this). This creates a challenge for the disabled person and for the driver who have to deal with a possible altercation.

In all honesty, I do not. We live in a world where most people are glued to their phones or just simply do not care about others. This will be a difficult road ahead, but I am excited to see what does change.

People who lie to get a Priority Space Card when they don't really require one.

People may question the validity of a person's "priority space" card, as invisible disabilities are often misunderstood or not taken seriously

No

I think this is the 'unwritten rule' of most people using the bus but I think formalizing and communicating expectations is a good idea. I anticipate it will be very hard to set and enforce dimension limitations

Those with disabilities should not be required to divulge their disabilities and be required to carry extra identification.

Yes. Drivers are ignored on a regular basis and even yelled and sworn at. So getting the public to actually listen will be a challenge. Maybe having security riding the bus is as well. Having consequences and fines set in place for people who cannot follow rules.

No. I'm an Instructor at Winnipeg Transit. We already teach operators to make a polite request once to get people to vacate the priority seating area.

Do not ask drivers to engage with passengers to give up seating. Do you want them to be at more risk of getting assaulted? Drivers are there to drive the bus only.

None as long as a a card is implemented. The card needs to be implemented in a way that people without a disability can not use and if misused should be taken away. As I can see if not implemented correct it will not be effective at all

To support disabled people with with fewer and/or smaller (or no) mobility aids, some of these should apply to the bus as a whole, not just the seats at the front.

Fpr 17.5 years my son used a wheelchair on Winnipeg Transit. He passed in Oct 2016 needing a lung transplant. My experiences relate to my life with him. I am highly unsupportive of strollers on buses unless they are the umbrella type of folding stroller. I do not think that a stroller should EVER displace or take priority over someone with a mobility device. People need to learn that a full sized wagon cannot go on the bus. I have 5 children - when they were all younger (and when [redacted] and his twin were under 7 months old, before he got sick) the policy was to fold your stroller when you get on the bus. I support this approach.

Most people are co-operative in moving for a wheelchair or stroller, but not everyone. There could be conflict.

the signage about vacating seats for priority/disabilities already exist on buses and aren't always effective.

Aggressive intoxicated youth still may lack respect for seniors and people with disabilities as human nature. I would like to see fines imposed for people who become aggressive and disrespectful and refusing to get up for a senior or someone who needs the seat. Perhaps a policy to stop the bus and if they continue to be aggressive to wait for the police to intervene. Possible regular security checks, security on board and continued support for drivers along the route. The more offences even if they are a mom, the larger the fine, and further measures if they refuse to pay it.

Do the drivers really have the time to check every card?

It's not fair to only allow certain sizes of moblity aids because then people who may need larger aids would not be able to take the bus. And not everyone who has a disability will qualify for winning transit plus.

I can see people with large strollers being upset

Small percentage of people may become irate with any of the above, unfortunately!

With the option where people ask for a seat if they need one many people would just ask for someone’s seat because they want to sit rather than the fact that they actually require one.

A key issue not being addressed is the amount of space available. Even if people give up seats at the front, it does not help if there isn't enough space to accommodate everyone who needs these spaces.

People who do not have invisible disabilities may take advantage of it

A lot of people will be afraid to ask another person To move. Maybe as they get on bus the declare and show a card.

People may get asked to find a different place to sit but don't want to do so

With the amount of rude passengers in the city of Winnipeg, I fear for the drivers safety if he has to engage with a rider telling them to move out of priority seating.

I have witnessed an individual demand space in priority seating who was young and obviously did not have a mobility disability. This individual was a bully. I am not comfortable with the term "invisible disability", it can be used by individuals who want to be treated as entitled, who are obviously not disabled at all. Priority space must be reserved for those with a real disability, that means someone with a mobility disability. Someone with emotional issues can take a regular seat like the rest of us.

for those that are blind/visually impaired, the driver should pay a bit more attention to them. on and at bus stops.

Stigma against younger people with disabilities and creating a hierarchy of priority, according to perceived severity of disabilities by non-disabled persons

No! If you ask for someone's seat they get hostile with you so at the end of the day it's better to just stand and wait for your next bus then to deal with the hostility on the buses

Sadly, people are mean and rude, and I fear that despite being asked, many won't give up their seat, particularly if it's by request for someone with an invisible disability, as people are also skeptical.

I think people with disabilities get the priority seats now. If someone has an invisible disability ie anxiety then education on how to ask for a priority seat could happen through community agencies as well.

The options outlined may require someone to disclose private medical information.

Putting the onus on the passenger to confront another passenger is dangerous

signage will do no good as no one will bother to read or follow it

no

I like the priority space card idea, it adds authority, but I would be worried that if someone did not have a priority card it would cause an issue. Some people who feel ill that day, are pregnant, etc. may not always need a card but may occasionally need a seat.

I think all the options are great except for when we discuss the invisible disabilities portion of the changes. This will be hard to implement without ANY type of enforcement as many are not understanding when it comes to disability or even to ageism

Even with the priority space cards for those with invisible disabilities, the onus is still on the disabled person to advocate for themselves or show the card. More awareness needs to be created around invisible disabilities. The seats at the front of the bus should be reserved solely for those with immediate needs (more frequent transit would address this as buses wouldn't be so packed)

In terms of signage, I'm obviously not against having these policies posted on the buses, I just don't think it will be effective. We ALREADY HAVE signage for priority seating, but people IGNORE it. We need drivers AND passengers to be more proactive in enforcing priority seating. In terms of the priority access card, I feel like people would still judge and question me for having it because my disability is not visible. Also, what process does Winnipeg transit have in mind for people wanting to obtain of these cards? What supporting documentation would be needed? Diagnosis of an invisible disability, of ANY kind of disability, is a financial barrier. Never mind the ableism and other forms of bias and discrimination present in the medical system that prevent people from accessing diagnoses and treatments. Also, none of the proposed changes address the fact that the buses are not adequately designed to accommodate a variety of body types and disabilities.

measuring mobility devices, strollers, grocery carts etc. This could be problematic.

They all have the potential to put the onus of ensuring accessibility of the priority space on the person needing it -- be it to talk to the driver or other passengers -- and of creating friction if others are forced off a full bus as a result. Why not simply restrict the priority area to those requiring it, not allowing anyone else there period? Yes, sometimes that means space goes unused, and perhaps some non-priority passengers will not be able to get on an otherwise full bus as a result -- but how is that different than the issues those needing the space currently face? Why prioritize the needs of the able-bodied over those with a disability, putting an onus on those needing the priority seating to do something special (i.e. have to ask, potentially move people, etc) to access it?

People shouldn't have to disclose their disabilities. someone with an invisible disability may feel uncomfortable speaking up to ask for a seat since they will likely have to explain to the seated passenger why they need the seat.

Human rights challenges. You might also need to expand who qualifies for Handi Transit.

I hope they happen *fingers crossed*

"priority space cards"

It is always good to be able to access information before you are in a situation where you need it.

No

No if you start following the rules too.

They need to be promoted and explained to people who may not understand.

Strollers are a big issue; they should limit the size to a banana stroller. Back in the 80's and 90's strollers had to be folded. Safety is an issue too many parents are on cell phones not watching their child(ren) or they take the space for the stroller and then put the child beside them on the seat, so not only are they taking a spot from someone like myself they are taking 3 or more seat after you put up the ones at the front which is usually 3 seats together. Then the one with themself and their child sits in, so 3 to 5 seats total. This is a very common situation and is frustrating for someone like me who can not stand and then sometimes left behind because the driver is worried about my safety!!! Winter no one wants to be left behind because of stroller issues, this is unfair what about my rights!!

Encourage customers to use fold up strollers instead of making wheelchairs wait

As far as I'm concerned, in winter when somebody in a Wheelchair is waiting for a bus, It is so important that they get picked up as soon as possible, because they have no way of keeping warm or stamping their feet or trying to get into a bus shelter sometimes because of such lack of snow removal or after a snow storm. Someone is going to freeze to death.

Winnipeggers are not stupid. They can manage their relationships with each

other as well as any other humans. No more micromanaging rules, regs, laws and bylaws.

People with invisible disabilities should be handed a different monthly pass so that a bus driver is aware of that person having an invisible disability. Eg: anxiety about riding in the back of the bus / difficulty getting off the bus quickly in case of an anxiety attack.

Yes, for those of us who have an "invisible" disability get harassed constantly. I actually have refused to give up my seat for both a stroller and someone with a walker.

Yes. [redacted] are the worst for walkers & huge strollers. They block the aisles. Elderly or disabled without walkers are forced to stand further from the door.

Yes no one reads signs and/or doesn't read English. No one cares on bus and pretend they don't understand. You need the drivers to enforce this not signs

People with stroller but their children are able to walk/sit in a seat vs infants. I have run into issues with others using taking up space while having children who can take the bus without needing a stroller while having my own infant unable to do so and not having the room needed for us because of other that could have vacated or folded up the stroller.

There's already politically correct non offensive decals that explain this but nobody bothers to look. Strollers are massive and parents don't care because they have the power and you don't argue with a stroller mom. Some wheelchairs are huge to and the people carry all off their belongings on them to. Only real option is remover ALL seats except for two from buses and make them into trailers. Seating is a mere 38 because of the low floor design and that's cut down because people will not sit beside each other, this was before covid hit.

A lot of the options put the responsibility on the person with the disability rather than the person who is sitting in that spot

Yes some people simply feel entitled. Are use a cane but when I go grocery shopping I often have to take a cart and I can't manage a cart and it came at the same time I will be struggling trying to get the cart and myself on the bus and often end up having to stand as because I have a grocery cart and not a cane people feel I do not have a disability.

- Conflict between people who have invisible disabilities and people being asked to vacate seats - People lying about disability (I think this is something we need to just accept a move on) - Not being able to enumerate all disabilities - Conflict when drivers ask people to vacate seats - Doesn't really do anything about passups.

Signage already exists indicating who should sit there so you would have to

make it noticeably different. I also don't what drivers to have to enforce this. They have it hard enough already having to enforce fares.

[**comment removed**]

1) Nobody reads signs! But the rules should be posted as a reference when disagreements or confusion arise. 2) Given recent violence, I would not encourage passengers to ask others to move. I work in public service and we do not expect our patrons to engage in potential conflict - we instead encourage them to ask us to step in when necessary.

People with disabilities should have the option to have the ramp dropped for them of they are not wheelchair bound.

It is difficult to enforce size restrictions for strollers and mobility devices due to these items meeting the unique needs of each person. This would be a barrier for riders and operators

Some with invisible disabilities may not want to be asked if they need assistance.

not sure how people will be prevented from abusing the system by claiming they have invisible disabilities when they don't, but it's probably quite rare

People with invisible disabilities, especially young people get a lot of push back and accusations of faking. There is also the fear of confrontation, which is made worse when someone accuses someone of faking their disabilities. I like the idea of a disabilities card, somewhat similar in idea to a handicap parking permit.

Bus drivers need to be assertive when requesting someone to move for disabled passengers

I think a space card for invisible disabilities should be good for any seat on a bus not just the front

The signage is already on the bus. Unless the driver enforces it people will not move.

Not enough buses on the road during peak times, leading to commuters missing a bus in favor of someone who could wait for the next one, but choses not to because they have priority

Without security on busses more often, those who don’t want to vacate a seat for a person with a disability simply will not do so.

It should be encapsulated in the Public Transit & Transitway by-law for

anything meaningful to occur.

I have some concerns with how the dimensions of mobility devices and strollers would be determined.

With cards - introduces additional gatekeeping and defining who has a disability and who doesn't, which I don't think is helpful. I feel that people should be encouraged to ask for a seat if they need one and education/signage should be provided on invisible disabilities. "Defining dimensions" sounds like it could be discriminatory against bariatric people who use mobility devices. Transportation for this population is already very challenging and limited options are available.

I think those who are asked may be angry and cause conflict. Especially for the bus driver if they are the ones making the request.

without the cards it may be hard to determine who requires priority seating if their disability is invisible. The priority pass is a great way to address this !

Strollers are much too huge and take up the spaces of four people which means in rush-hour traffic you have four people standing so one person can sit.

Some people are still unlikely to move, even if asked, and even when a visible disability is right in front of them (as has happened to me).

They will not change ignorant behavior

Continual informational campaign would be needed across social media & traditional media platforms that is encouraging & not punitive in tone.

No, but you should research what other cities are doing and how handling opposition to such policies. Winnipeg is noticeably behind many other cities in these services.

I agree with transit issued priority cards, especially as a way to help those with invisible disabilities. I generally agree with measures that help to bring increased awareness to able-bodied folks, and disagree with measures that put undue onus on the folks who are living with disability to advocate for themselves.

We already have signage that many choose to disregard. Having customers request is not comfortable especially when on some of the buses I ride some riders are very aggressive in behaviour (also not in favour of putting bus drivers in line of fire over seating)

language issues

The drivers have enough stress with passengers who don't comply. Better measures need to be in place to protect the drivers when they are vocal about others' safety

These changes will require significant communication strategies to inform all riders of the necessity for priority mobility aid space. Clear signage and assistance from the bus operator will not be enough. During rush hour, many buses are packed like a can of sardine, which is not safe for anyone. More buses!

One of the challenges I see is that many young people, in particular, have earbuds in and are not paying attention to their surroundings, making them oblivious to others needing to sit down and making it hard to get their attention. The challenge is to get people to go further to the back of the bus in the first place. I think some people choose to sit closer up front as they find it hard to get out of the rear exit of the bus. There are at least 3 variations of rear exit doors on buses and people get embarrassed when they struggle to get them to work. As a result, many passengers (even those from the back of the bus) will exit via the front door creating more confusion.

It would be nice if the drivers would ask people to move, but I think they have enough to worry about already,, and also it could lead to confrontations.

Encourage able-bodied passengers to vacate a seat in the priority area if it becomes full. The weight should be on able-bodied passengers to take initiative instead of waiting to be asked to move, they should be aware of their surroundings and avoid sitting there (unless the bus is quite empty with plenty of seats)

Not really

Driver have a hard time get people who are not filling bus rules as is my worrie is this will cause a further backing up of bus that all ready tend to run late

With the increase of violence on buses I can see the potential for it to rise, especially for towards drivers trying to enforce new policies. I am all for an identification card for people with non visible disabilities but what will be considered a disability. How hard or inconvenient will it be to qualify. I have dealt with Handi Transit in the past and it was very hard. Old age in itself can be considered a handicap when it comes to moving on a bus whether it is moving or not due to being unsteady on your feet. Hope it is considered. With limited seating to accommodate more than two devices, where are people with non visible disabilities to sit? There is just not enough room at the front of the bus where everyone boards to social distance. There needs to be more buses to handle ridership.

Signs are not going to work. There are signs now that show the front is for wheelchairs/strollers and people still don't move

Yes. Wheelchair vs strollers. Who gets priority?

Just the typical [redacted] Winnipeg transit rider who doesn't pay attention or care resulting in potential abuse of drivers and disabled persons.

There are already signs posted, so I don't think that's really going to help. People don't read and don't care. But I think size dimensions on strollers and or mobility aids would help.

Users with invisible disabilities my feel uncomfortable asking others to move

I try to take up as little space as possible, even when I'm bringing my groceries home on the bus. But it seems like at least once a week there's somebody who's parked their giant stroller in one of the three seats rows and then is sitting on the adjacent two seats by them self (not letting anyone sit beside them). The huge stroller is sticking into the aisle and it's so hard to get past them and then they won't even let anyone else it on that fifth seat. Parents need to take their children places on the bus that's obviously important - we need to make that work , but having children is not a disability. There should be restrictions on those monumental strollers! Or the people who their kid is up and about and using a seat, but they refused to fold up the stroller so that empty stroller is taking up two or three chairs. That's fine if the bus is empty but it gets full and they just monopolize all this space.

Yes. The bus drivers have enough to worry about, then to worry about the seating. Cards issued would be a good idea, just how will the public get to know about them. As it is for years and years for me on transit I show my orange transit card and people don't even know what it is and don't seem to care. Still won't move out of the seat. Having priority cards for people on the bus I think would be the best idea and have signage in the front of the bus and elsewhere in the bus so the general public knows what the priority space card is for. It could be combined with the orange transit pass card, make it bright yellow or something like that more visible and put signage on the bus with bright yellow, big and bright so there is no guessing what it means. I'm guessing priority space cards means each person with the disability on transit who is elegible for handi transit would get one of the cards and all they would have to do is show it to a person sitting on the bus and the person would have to vacate the seat. I think is the best option, best idea of all the idea, would make my life way easier taking the buses if I didn't have to "beg" for a seat like I do all the time. Makes my life so much harder having to do so...adds an unneeded stress to my life.

You can't fix stupid. Every day I see people completely oblivious to the needs

of others on the bus.

hopefully better seating for those of us who need

For the priority cards it can cause discrimination

Yes. Some people are ignorant.

Not everyone can read, so signs for those are who special needs, like my sister and aunties would not work since they wouldn't know what they say. Like they work for those who can read or if so,some who can't read has someone with them to read it to them but otherwise that really wouldn't work for people who can't read.

Highly supportive

no i do not but it would make my bus use more enjoyable and less stress for me.

Non-affected passengers would not give up the seat especially if there aren't any other seat available in an all ready overcrowded bus.

pictures suffice - reduce barrier to English language, that way everyone understands same thing, include picture for working support animals ie) seeing eye dog

People don't care about signage.

N/A

No

I have seen arguments and complaints break out when someone with a stroller or walker gets on a bus. Usually people are supportive of people using wheelchairs or having service dogs. People with an invisible disability may not always want to "out" themselves and people without disability may not care, or understand, invisible disabilities. We really need more space allotted for people with disabilities and for people using strollers.

It may be difficult to set a certain size for strollers and mobility aids - a larger

person needs a larger mobility aid and for lower income people, it would be very difficult to afford to get a new or different stroller if the one they had was considered oversized - also sometimes larger strollers are needed if there are 2 or 3 infants and small children being transported.

Often when i have asked for assistance the driver has refused stating it is my problem not theirs. They feel powerless to enforce rules

Is their a hierarchy for need? I've seen busses with wheelchairs, a stroller and then someone with a walker gets on. Does someone need to move for them? If a few people at a stop have a visible disability, who gets priority? Is a temporary disability less important than a permanent one? What happens if someone doesn't vacate the space?

requires operator intervention in some instances

Most riders with strollers likely dont have internet access

There will be example that alot of people with disabilities are taking a bus some have stroller and some have cane there should be a priority who is going in the bus if there not enough space in the priority zone. There should be an app using to see if there is enough space in the priority zone.

People with alleged invisble issues will ask for a seat when people with real invisble challenges will not get them

Challenges are the effects of social distancing, budget cuts to transit and decreasing the buses were making people late for work and taking longer for commuting.

Yes

Provide support when patrons get angry/mouthy at those needing the priority space

No

Yes definitely

Yes everyone has to cooperate in order for them to work out. Passengers should follow rules. Drivers should be trained to enforce the rules.

Not quite but hopefully.

Buses are often so full, even in non-peak hours that it could pose a problem. I do not use a mobility aid, but I have significant arthritis that makes it very difficult to get up from a seat from from the front of the bus, or to move through crowds of people who are standing due to lack of space. Some people see it as their "right" to sit wherever they please, and even to use two seats to put their belongings beside them.

Riders with disabilities should not have to ask other riders to move on their own. This is something that drivers should be doing for them, especially in the case of invisible disabilities such as social anxiety, but even in the case of highly-visible disabilities. This is not something that a rider should have to advocate for themselves.

yes cause people did not care about give up the seat.

At first people will need to get used to change, but in the long run it shouldn't as long as strollers don't trump people with physical disabilities ALREADY sitting down (except for wheelchairs) and being told to move.

It would be difficult for people who already have disabilities to have to go to an appointment that gets them access to a card that proves they deserve priority seating. Potentially letting people self identify and have the cards mailed would be a better option.

The only challenge I see is some passengers, not all do get verbally vicious, I would hope they wouldn't get physical but that's the scary part especially for someone like me with half of my body out of place and being 4'8 inches to boot.

All options seem to have been covered.

My concern is defining dimensions. Will there be accommodation for larger devices like motorized devices for people who require them, or strollers for more than one child?

some strollers are either too long or too wide. this could occur with mobility devices as well which make it hard to get to the back of the bus.

Asking people with disabilities to ask for a seat to be vacated is placing an additional burden on them, which they may or may not be able to do (given conditions like anxiety, autism, mutism, etc). Additionally, some people may need ANY seat. Also, as the person asking for a seat, you don't know who to ask. I have been hesitant when temporarily disabled in an invisible way to ask for a seat, because I do not know that the healthy LOOKING young person doesn't themselves have an invisible disability.

There will be individuals that will ignore the signage and verbal instructions from the transit driver and not give up their seat.

Yes but I don't think that a bus driver should in force this they should just drive the bus

It is very unfair to constantly expect the drivers to be both driver and conductor.

Education programs that advise bus riders are NOT to use priority seating unless all seats are taken and then must be vigilant to watch for seniors and those with disabilities as they board the bus.

I think signage is great but that people will ignore it.

The only times I've seen issues with the front of the bus is between people with disabilities/strollers/etc and with impaired people.

People are selfish. This likely won't work, but it's worth a try.

The only problem would be that people with disabilities are hesitant to ask others to move. If I see someone who needs the priority space and doesn't ask, I will ask for them and others should be encouraged to do so.

Tough for drivers to get people to move. They have a lot on their plate already with mask mandate, driving, etc!

posting dimensions online will only be of benefits for those with internet access.

Operators should not be expected to enforce rules. May be a partnership with the City's police cadet program? A card is a good idea as long as it is a regular PEGGO card that can be scanned.

How would priority cards work? Who would the passenger show them to? Other passengers would not be aware of their meaning.

Implementing cards would introduce another layer of bureaucracy to whole process. Who then decides who is eligible? Parents with strollers should be a lower priority than persons with disabilities for priority.

Especially for the driver's. Myself if I was a driver I would reluctant/scared to confront some passengers. With the meth crisis and unpredictability of people on the drug I was recently randomly attacked by someone on meth (not on Transit I need reiterate) I see so many challenges for the drivers, I have wanted to intervene sometimes and I am scared too.

Will able bodied people pay attention to the signs? There needs to be education for the general public to understand what priority seating means.

unless using an assistive device, a lot of people won't move

I can see some of these coming off as "you have to be disabled enough" for the priority listing, thus i'm unsupportive of that approach.

The operator having to enforce this may cause significant delays, added stress, and potential conflict.

There are issues in communicating across languages barriers and across disabilities. The above approach also places the burden on someone with the disability to further “prove” themselves and their disabilities, which is a horrible approach to take. Further challenges: getting the message across, getting people to take it seriously, and finding a way to enforce new policy. Lastly, there are times when it does not feel safe to ask someone to relinquish their seat.

As a mother I know it is possible to fold up a stroller and hold the baby to save space on transit. It is more of a priority that those with mobility issues have a seat than a mother takes up an entire row.

Some people just won’t comply because they don’t care. Could cause conflict and the driver should not have to deal with that.

Yes the problem is enforcement of these strategies

While a priority card may be more discreet than verbally self-identifying, it still means identifying yourself and that disclosure should not be required at all. I also question whether riders would recognize the card. How can you make the card easily recognizable but still discreet? I don’t see it happening, but I do think I would end up using the card anyway. It also REALLY isn’t cool that this is all taking place at the front of the bus, aka the direction all passengers face. Let me put a show, proving my invisible disability. Dance, monkey, dance.

There will be resistance at the initial stage but, people will eventually grow into accepting the change!

Some passengers may not want to.move a d start a argument with the passenger needing the spot.

Issue isn't so much people giving up their seat as the amount of seats that are required to be relinquished. Add more busses!

Defining dimensions of stroller and wheelchairs for users on the Transit website may lead to concerns that strollers or wheelchairs that may otherwise fit on Transit buses will be barred. If this is not the case, this should be clarified as it may raise concerns among wheelchair and stroller users.

People dont pay attention to signs now. Dont know if more signs will work

There are many combative, ignorant people who ride the bus, especially those who don't pay, who will not move and start yelling and fighting.

I question in recent years whether all drivers are appropriately selected to negotiate with the public, let alone those with "special needs."

- The bus driver is very busy as it is and can’t regulate everything...they are dealing with [redacted] and other abusers. - I’ve gone on the bus with electric wheelchair and asked nicely people with other wheelchair to change where they are, to go across the aisle cuz their chair was smaller than mine and then all would fit in better. They refused. - the bus drivers are generally very professional and kind , they have a lot to deal with. Sometimes they go above and beyond. -usually take bus from near downtown to polo park and OFTEN also packed and have to go to work a few hours early to be able to take the bus

No

people with empty stroller should be folding the strollers to allow people with disabilities on the bus inside of standing painfully

People don't listen when I advocate for myself. I had one lady say I was being difficult when I didn't give her my seat with her carriage and child. I have a visible disability. I shouldn't have to defend that. The drivers do not get involved. I have issue with all the carriages on buses. Signage is an option but people are incredibly selfish and don't care like they used to.

Bus drivers have enough to deal with without piling on the responsibility of babysitting the handicapped area. Instead, hire and maintain an effective Transition Police department as with Trans Link in BC.

i take issue with people with strollers being included, unless they are disabled.strollers on transit must be mandated to being folding type only, not the huge boeing 747 sizes so often used that occupy incredible space and are a barrier to people with disabilities.

How will you handle people who don't like to be told what to do? The mask situation has shown us that many people in Winnipeg are too immature to accept people telling them what to do.

People are dumb and don't read

I'm concerned for women who want to sit closest to the operator out of fear of harassment from the back of the bus. Not all reported harassment gets properly reported by operators

I see potential conflict with customers not wanting to move, operators being put in a position to facilitate someone moving, bus delays and awkward interactions. Users with disabilities may feel very vulnerable in asking someone to vacate a seat, especially with an invisible disability.

yes! all of them have issues, have ypu never been on a bus people??? before ypu write these policies take a number 11 bus west bound everyday for a month at 430pm, this should be part of the requirment for writing this policy. Putting info on a website is not going to help when people don't read it.

Yes lack of concern on the part of some riders. Should require strollers to be folded up. Rode the bus with our son for years and always folded stroller

I love the idea of the priority space card. The challenge is see is when you're trying to juggle your Peggo card, your priority space card, your mittens, and your wheelchair all with hands that don't work properly. Sometimes the bus drivers can be a titch impatient.

Priorty seating customers should have a transit card to identify that they require a seat...they should not have to count on a seated person who may have an invisible disability to be truthful when they say they have a disability. I do not ask for a seat because I do not want to offend a person with the invisible disability. Anyone can say they are disabled.

Are we asking disabled people to wear placards to identify themselves? That's a problem. A person should not have to reveal personal information to get a seat on a bus. Maybe we should have an adequate amount of vehicles on the road so that more seating is available to begin with.

People with large strollers not knowing dimension limits or not following dimension limits

I see the ignorance of some people creating an argument all the time...

The driver needs to wait until people are in their seats or safely out of their seats before moving the. Bus

There is signage already for priority seating; the issue on main bus routes is that there isn't enough priority seating - in my case, I am referring to the 11 route. None of these options will change that.

Yes with the cards as many people won't be comfortable asking and many people especially disinfranchised wont be able to get them.

I think rides having a card they can show is a great idea. That way they don't have to explain their situation if they don't want to.

As someone who appears young and able-bodied, many times when I ask for a seat I am not believed and this can cause tension on a bus.

asking a passenger to move may also mean the passenger already in a seat may have *invisible* disabilities also. and some may have uncooperative attitudes.

If Priority Seating Cards are given out for a fee (just like TransitPLUS or a Disabled Parking Pass), those who most need it may not be able to afford it.

People will ignore the signs, be unwilling to move. Many of these are already in place. Unless riders are willing to move or the operator requests people to move, which most operators won't do because of potential conflict, there is really nothing to be done unless the operator waits for the person to sit. Most operators do wait but there are some that don't wait which causes more issues

Yes strollers need to be a maximum size - the double strollers and running strollers (with the one big wheel in front) need NOT to be on the bus,, takes up WAY TOO much space.

The potential to encounter people who become violent when asked to give up their space. I find on the bus it is safest to not talk to anybody or look at anybody

To minimize conflict an automated audio message/visual cue could be instigated by a bus driver when a person using a mobility device is boarding the bus. This would signal to other passengers in the priority area to move "if" they are able. It is also important that passengers using wheelchairs are able to board the bus first.

A Winnipeg Transit user having an over sized stroller and bringing multiple children onto a bus is not a disability, it is a choice that a bus rider is making. Unfortunately, most transit users who do have the situation just described in my above comment will use Winnipeg Transit proposed signage plans to their advantage, taking away seats from people who actually have disabilities. Having a disability and having a stroller/multiple children are two completely different issues, which should be dealt with separately.

Entitled non-disabled people refusing to comply.

People visiting the city, or infrequent riders may not be aware of stroller or

mobility device restrictions.

Riders pushing back and giving driver hard time

If driver needs to get involved it will slow down the route.

Apart from the last question, are these not already done? There is ample signage on the buses that i have seen. I think most regular riders are well aware of priority seating. And for the most part, riders do follow these. Yes, you will always have idiots who may not pay attention.

Any measure that requires self-advocacy places an onus for seating on disabled people and therefore places the responsibility on them. This is inappropriate. Drivers require a lot more training and empowerment in order to view disabled passengers as passengers rather than as a burden. Some drivers pass me by even when the bus is obviously not full. A public relations campaign is needed to address the behaviour of non-disabled passengers who can be hostile when buses are crowded.

**Optional question** (242 response(s), 175 skipped)
**Question type:** Essay Question

## Q10 If you answered 'unsupportive' or 'highly unsupportive' to any of the options, please tell us why:

Signage already exists and is ignored by many, so I am unsure how effective it would be. My concern with defining dimensions is that there is a wide range, depending on user needs, for both strollers and mobility devices. Passengers will typically not be in a position to purchase an alternative if theirs is a larger dimension, and instead may feel that they cannot use transit.

A different card front for disabled riders might be a good option because we could show that and with appropriate signs on the bus it may reduce conflict.

Enforcing stroller dimensions is unreasonable as some families have twins or triplets. This would add confusion if not enforced properly. Transit needs to allow everyone trying to access the transit system to do so, regardless of their situation. Restricting makes transit un-public.

It's the best option we have that is educate the public, make the education easy to refer to and be bolstered by drivers who can enforce the rules when necessary.

Riders with disabilities choose their required aids for their personal

preference/budget/constant needs which may not include regular transit - can handi transit be asked to partner with the excessively large, cumbersome devices? It would relieve a lot of stress on drivers, others with disabilities who require transit more often and maske regular transit more efficient.

Mobility devices come in many different shapes and forms and an individual may need one in a certain way in accordance to their needs. They didn't ask to need a device but they have to have one to maintain living a life. So giving them certain spacial limits would be unfair.

Riders asking people to move can create conflict during late night or crowded times.

Doesn’t address invisible disabilities.

Disabled people require their mobility aids for independence. There should be no measuring of aids to say, "This one is too big." There should be a limit on the size of strollers on the bus, as the parents don't need such a big stroller for the child. Strollers should be able to fold up and the parent hold the child on their lap.

Using priority signing is too complex especially when most riders don’t understand the issue.

The signs dont work.

I have been injured getting to my seat and/or getting through to the front door to get off everytime I took the bus. I had to stop taking the bus and sought treatment. I saw a mother with a walker built for three children take up a huge space. This stroller was used for one toddler, one dog in a carrier, and bags of groceries.

See #9. I am more supportive of defining dimensions for strollers than mobility devices since I think it is easier to choose a smaller stroller or choose to ride without the stroller than it would be for someone to have to purchase a new mobility device just to fit transit regulations.

Should not have limitations on size of stroller or mobility devices. Some use for shopping.

I have a disability and use mobility devices to get around. I somwtimes have a hard time getting a seat because of baby stollers or people that just do not care.

Don’t support listing dimensions because maybe some people need a twin stroller etc

Handy Transit should be used when regular space in bus is occupied.

Dimensions of wheelchairs and strollers on the transit website is useless. No ones going to measure to make sure they fit and these items mostly come in standard sizes, so they should automatically fit on the bus.

n/a

A person with any type of disability should never have to justify their need for a seat/space. The definition should already be there in the area designated for their use.

I like the card idea - maybe a symbol on peoples' peggo cards? I have a partner with an invisible disability who is not able to stand on a moving bus. It would definitely help him to have some "back up" when asking folks for a seat.

Asking people to verbally identify their disability to other passengers is awkward, violates privacy and puts too much pressure on the individual. The bus driver should do it. Priority space cards could help.

Priority space cards is not a good idea. If you do not have a card but need the space there will be fights. Most people that are operating a stroller or mobility device do not have the extra hands to be flashing a card around.

The signage already identifies the seating as intended for priority seating. If that was what it took, it would be working already. My above statement answers my second unsupportive

I think it has the potential to create unnecessary stress for someone with an invisible disability to have to ask for a seat. Some Wpg bus riders are not very empathetic to those in need of a seat...it's quite sad.

NA

Because there shouldn't be limitations put on strollers or wagons used to transport small children

Clearly communicated expectations and procedures are always a good idea

Again do not have the drivers engage with passengers for priority seating. It's like asking a passenger to pay a fare when they walk past. You are putting drivers at risk.

Some people have big clunky strollers because they can’t afford streamlined ones. They should not face additional problems on the bus because their

strollers are big.

Not sure how mobility device dimensions should be on the site. I am hoping it is general if listed. The idea is people should get up regardless. Handi-Transit had strange policies to report device dimensions which was not always relevant in some cases.

My concern is regular bus service will become yet another Handi-transit issue.

Signage designating priority disabilities does not recognize non visible disabilities or needs.

Strollers are way too big and should not be a priority as parents have options for unbrella style fold up strollers or rentals at malls.

Busses already have signage designating front seats as priority for disabled. We don't need more. As for cards, that's just another obstacle.

Not everyone who takes the bus can go out and replace their stroller according to specific dimensions and some parents with multiple kids require double strollers. This could alienate low income and single mothers and make transportation inaccessible

Giving us designated cards for when we go onto the bus would only help the driver and it would only identify who is disabled and who’s not but it would not stop people who have children or strollers from telling us to move or elderly

I jus think the priority seating is working as is. I don’t know how many people with invisible disabilities are unable to ask for a seat. Some education about invisible disabilities may be helpful. The current securement options are not being used and people in chairs are not positioning themselves correctly. I think they don’t know how to position themselves. Securement using belts etc are difficult and usually pretty filthy.

Because it would require someone to repeatedly disclose one's private medical information to strangers.

There should be a reserved area not one where you have to kick someone out of their seat

I don't think riders should be encouraged to ask for a seat more than they already do.

I don't see this helping, if someone needs space and someone won't move, all a card is going to do is make the person holding it feel like it is a waste of time.

"priority space cards" = this may lead to confrontations. Bus operator assistance may be needed

Drivers need to take more of a roll, when they see someone coming on with crutches or cane and ask people to kindly move, I understand they are worried about there safety because people can become aggressive.

Most are pointless and will just make Winnipeggers more worried if they are doing the right or wrong thing. Too many rules, regs, laws and bylaws already.

I personally think that people with strollers take too much room/seats that could be used for a person with a disability especially during busy times. If a person with a stroller was to use the bus. He/she should stand with their stroller if a person with a disability gets on a bus. I have personally seen parents sitting on the inner seat while having their large stroller taking up room ...and taking the seat beside them for their jackets, diaper etc...that is 4-5 seats taken for 1 child and an adult at the front of the bus. Unneccessary!

Transit is a customer service, which does serve it's customers well. Ninety Nine percent of bus drivers are awesome and will try to assist where and when possible, but it is unfair to ask them to be the police even though I did say I am supportive of these suggestions / chances.

Again no one reads signs. I'm all for it but what good would it do if people ignore signs

In the above situation I also had others telling me to get off the bus and the others with children we got no support from the bus driver and basically got verbally abused while just trying to take the bus with our children and strollers! I believe they should have the right to ask ppl that are being rude verbally abusive or disrespectful/disruptive to leave the bus! I have seen all too ofter the lack of respect from drivers and riders while with and without my child I have taken a bus for the past 15years and have seen so many [redacted] situations. Buses taking off before people get to seats WITH VISABLE DISABILITYS and more!

People don't read signage in buses, they don't care at all about the next person. People's mentality has changed over the last 10-15 years.

Unsupportive of defining size of stroller and mobility aid because passengers don't always have a choice and a rule limiting size could become a barrier

People don't read the signage some because they can't read the English language. I have asked young people if they could please slide down as I must sit on the side seat at the front where I have a pole on my left side in order to assist myself getting up if a person with a wheelchair or walker gets on I have often stood up to give them my seat or area where I was sitting and stood for the bus ride home when legitimately necessary I will continue

to do that as long as I am able but it doesn't seem right that I do that because there are young students with their backpacks with their noses in their phones and EarPods in quite oblivious to everything.

- Somebody's mobility aid is how big somebody's mobility aid is. - I do not care to introduce a burden onto people with disabilities, making them go get priority service cards. Nor do I wish to introduce the funding difficulties for such a program to the budget.

Posting the dimensions on website seems irrelevant. Doubt people will even look it up and it's not like the driver will have a measuring tape when you get on, if something is obviously too large, you can tell.

No amount of encouragement, no card could get me to ask for a seat if seated riders did not offer.

See above comment.

The disability and stroller section is for that. I have experienced people with disabilities that are not mobility issues asking me or others to move because I or others have taken their favorite spot. I think you need to define who are entitled for priority seats. One woman was pregnant but not so visible because of her coat and was asked to stand for someone who thinks he has a right to the disability priority section.

Refer to response to question 9

One may not wish to advertise their disability. Why does it have to be the rider to ask? may make some feel uncomfortable.

Strollers are an issue on buses and take up a lot of space. There isn't a designated are for them, as say wheelchairs and they create a hazard in the aisle. A clear limit on size would be helpful.

Public transit means public. It's for everyone

Why should a wheel chair or parent with child be less important cause you want to sit why do you need to sit at the front

Define stroller dimension. Some of those strollers being used take up the length of the first three seats, and the person pushing the stroller expect to have access to the next two seats so they can sit down. That is five seats taking away from 5 fare paying persons to one fare paying person. Now add another stroller to the mix two strollers taking up 10 seats at the front of the bus for two fares and any person with a wheelchair no longer has access to taking the bus. If the stroller dimension are restricted to allowed two or three

strollers to fit on one side of the 5 seats this would leave the other 5 front seats accessible to disability/ mobility riders. Drivers should also be requesting when two strollers come on the bus that the strollers share the same side. This would leave the other 5 priority seating available to the elderly/disabled/mobility challenged.

Bus operators cannot make people move and because the buses are over crowded as is, passengers are reluctant to move. Having designated dimensions for strollers helps prevent people coming on with unnecessarily large ones and taking up 5 seats.

Strollers should not be given priority over wheelchairs, elderly, other disabilities.

Having a visible card should assist those who choose to utilize the tool access the seating they require. I dont believe it should be mandatory.

I do not support cards for priority seating as I do not support additional gatekeeping.

All too often I see people who have a disability being ignored or left behind on transit. I definitely think it's time for a change and am happy to see it's being addressed. A few loved ones of mine have been unable to take transit easily due to issues described in this survey.

Asking a person to move is unlikely to work with some people, and may result in clashes/verbal altercations with some.

Does not solve root cause of the problem.

I generally am wary of processes that put the onus on folks already dealing with a disability. I believe that posting "required dimensions" for mobility aids introduces an unfair barrier to those who have mobility aids larger than the allowed dimensions, but who cannot afford to source new mobility aids within the allowable dimensions. The onus must be on Transit, and the able-bodied passengers to create solutions that are accessible for all.

Free training for the drivers should be happening constantly as they are in high-risk situations

Some of the passengers on the bus are scarey, and I would be afraid to ask them to move. (seriously)

See above

The passengers who have visible disabilities that require walkers canes etc

should have more access with no cost to reliable handy transit.

I believe that limiting sizes of mobility aids and strollers is unfair. If someone knows their "vehicle" doesn't fit, the patron likely won't even attempt board. It would be unfair to turn away a mother who needs two children in a double stroller. Those vary quite a bit in size.

I think these are all great ideas.

The disability wheel chair symbol and the symbol to move out of the seat in the front of the bus already there 9 times out of 10 is useless in my experience, is like people don't see it, don't care, or uneducated about how it works. Useless....

trying to talk to some passengers is dangerous. Violent [redacted].

Such carts start out as voluntary, and end up being mandatory. Suddenly if you do not have a card, you are not eligible. This is discrimination and against human rights.

None

Not everyone knows how to read, so signs wouldn't work for those people. It would for people who can read but people who can't yeah, that just would not work. Like for example. My sister and aunties can't read because they are special needs so I read the signs to them and then explain what they mean. But I'm not always with them so when I'm not, or my Mum or someone who can read isn't with them they don't know what signs say and if they don't know they wouldn't know they're not following rules or that they're suppose to or not supposed to do something.

n/a

signage becomes like white noise after a while. I think consistent, automated voice reminders needed, especially for folks who can't see, read or comprehend well.

You can't just tell low income people to get a different type of stroller or mobility device neck as theirs is outside the parameters for transit. What they have is all they have.

N/A

We need to make public transit more accessible and user friendly for people

with disabilities

The issue needs more work done than just 'we will educate riders' - in my experience, most riders are aware of rules, they just don't care

I can see abuse from bus riders saying they have an 'invisible challenge'

Not all transit riders have access to a computer or know how to use one. Another challenge is that not all tranist riders want the general public aware of a non visable disablity. This option also places an unfair responsiblity on a rider to request space and the potetional for another passanger to become uncopperative and or violent to the disabled rider.

Anything that can assist ppl with disabilities of any kind is a plus in my books.

See my above comment. If drivers are too afraid of the riders to be able to advocate on behalf of someone in need, then Winnipeg Transit needs to provide drivers with security officers on board at all times.

The more stringent the rules the less people are able to organize themselves. People riding the bus are old enough to figure out things on their own.

cause they care about other ,they more care about about themselves.

N/A

People self identifying and having to ask people to move themselves may cause conflict, as I have seen before. I know most bus drivers ask others to move back already so I’m not sure if they need additional training regarding that. The signage would be the best option.

The problem with people asking for a priority seat is that it attracts attention to their possibly non-visible disability. In today's society there's a possibility that this couild lead to conflicts with argumentative passengers not believing the disabled person and it could also lead to people claiming disabilities when they have none.

there need to be rules so that everyone onboard can be safe.

Defining required dimensions for mobility devices and strollers adds an additional barrier, and seems extremely complicated. People who use mobility devices have what they have; would we really turn down service to

somebody whose wheelchair was two inches too big? People with strollers often only have one - will they be required to buy a new one for bussing? What if there is a cost barrier? What if the stroller is carrying a large amount of stuff like groceries, and that user needs to do their groceries on the bus? Also, how is the measurement happening in the moment? It's fair to explain what the actual physical limitations are if the bus has actual hard limits, but I don't want to see more arbitrary "size/capacity" type limits.

All mobility aids come in different sizes and older buses to newer buses don't always allow for space it doesn't matter the dimensions most buses are not wide enough

I have seen enough problems with a potential to become violent due to passengers with mental health issues, anger management issues and intoxication to realize what a dangerous job this has become for drivers. Drivers should be paired with a second person to assist.

Most mobility devices are custom and are in various sizes. Defining the dimensions would limit mobility users with larger devices.

I don't think the bus driver should stop or delay the bus to tell people where to sit. They'd also likely have to kick people off the bus who were there first in order to let others on.

Define mobility device dimensions for users on the Transit website don't help as most device users don't have the option of changing the dimensions or the device.

Implementation for priority space cards may be difficult. A generic card could be reproduced, stolen, or given away, but a specified card may require photos to be taken or coordination at onboarding that would extend dwell times at stops.

I strongly encourage additional supports for those who require accessible seating.

Passengers with disabilities should not be expected to read signed this excludes too many people. If one has a vision impairment, form of dyslexia, cannot read one of Canada's official languages or any form of print disability.

I am supportive because to me it's obvious people who need the priority seating need it, unfortunately it's not so obvious to those who are lost in the oblivion of themselves. How to educate people why others who have disabilities and why they need priority seating is a tough one because not everyone is receptive. It's frustrating for me to see people not moving for who obviously need the seating, I have been vocal in the past about asking people to move, and now I am scared to after the past events

I can see some of these coming off as "you have to be disabled enough" for the priority listing, thus i'm unsupportive of that approach. Also, all mobility devices should be allowed.

Moving the maximum amount of people from one area of the city to the other is the main purpose for public transit and people shouldn't have to be asked to stand so give up their seat, nor should one person take up multiple seats so that other's can not get on the bus. Also all strollers should have to be collapsed when on the bus as to not take up 5 seats for one person and a small child(this is a major problem and shouldn't be tolerated) who can either A seat on the seat next to the person in charge of the child or B seat on the person in charge of the child's lap.

Public transit is a human right, and a person with a disability shouldn't be singled out or provided a lesser service or experience while paying the same fare. Further, transit needs to be willing to enforce the rules or these proposed changes

I am supportive of all these options.

I am significantly unsupportive of defining allowable definitions of mobility devices. People with disabilities have enough limitations already and don’t need further restrictions on travel. I also disapprove of defining stroller dimensions; this assumes that someone should be able to afford a “bus-appropriate” stroller and thus discriminates against lower income parents who may have to use any stroller they can acquire. Not everyone has the luxury of choice, and transit should not discriminate in such a way.

People in general are rude and non courteous

I think posting signage is a great passive way to encourage riders to follow good bus etiquette. It ‘nudges’ people to make the right decision, without creating rules that may not actually benefit disabled people. I think signage encouraging passengers with invisible disabilities to self-identify, however, is not acceptable. Don’t make the marginalized / oppressed beg for kind treatment from the privileged. Don’t make it the disabled person’s problem, make it everyone’s problem—that way EVERYONE can be involved in the solution.

I am open to the outlined actions above!

Defining dimensions of stroller and wheelchairs for users on the Transit website may lead to concerns that strollers or wheelchairs that may otherwise fit on Transit buses will be barred. If this is not the case, this should be clarified as it may raise concerns among wheelchair and stroller users.

Verbally abused by riders with mobility aides at me because my issues are invisible Berated by parents with strollers to move for them I feel disability seating is a priority over a stroller. Stoller then priority over able bodied riders.

There needs to be a limit on Stroller as it is being abused way too much

Transit riders include highly unreasonable and selfish people in the mix. If signage and bus driver involvement worked, there would be no need for this survey. On board Transit Police are the correct answer to not only disabled seating issues but also unruly and or intoxicated transit riders.

the card issue is dehumanizing, strike that option

I do not think signage is effective, there are signs already.

There are so many flaws with the system. I have seen yelling matches between someone with a mobility issue (overweight with an oxygen tank) yelling at a mom with a stroller. it's crazy out there. maybe you just need a side that is just for wheel chairs and accessible devices and only 1 spot that is for a stroller if a wheelchair is not or does not come on. I don't know what the procedure is for who gets to ride when. if ypu are on the bus with a stroller will the bus driver tell a person in a wheelchair there is no room for them? I've never seen this happen. Should the stroller be forced off the bus? I have no idea what the expectation is with transit. maybe some of those really long buses should be used for routes with the most need for accessibility and reconfigured for more accessible spaces. imagine the portage and main route no 11 must see the most stroller and wheelchair/mobility challenged use in all the city.

I feel bus drivers need more training on disabilities, especially invisible disabilities. So many people can have balance issues and not require a visible mobility aid (maybe they’re wearing leg braces). The bus driver sometimes takes off as soon as you’re in the bus and it’s dangerous. Starting to drive when people are still making their way to their seat is ableist

Priority customers with an invisible disability should have a transit card to identify that they require a seat. Transit could make this card available with an application requiring a doctor's verification. The card would not have to reveal the disability which may be difficult for the customer to share with other riders.

People are not likely to change behaviour due to a new sign

It’s important for everyone on the bus to know the rules. This is a great way

The priority space card is a wonderful concept. No words needed just showing the card might get some people to move without argument.

I have been forced to stand and hang on - I use a walker and have a left ankle brace - on days it hurts to walk, I have been forced to stand because NO ONE will give up their seat and bus to full and late for driver to care.

You can't expect somebody in a wheelchair to buy a smaller wheel chair to use on the bus. Likewise, limiting stroller dimensions means needing to buy a new stroller or limiting the number or infants or toddlers that families can take on the bus. It would create inequity in the transit service

The city should strive towards universal accessibility, not limit access by restricting the size of wheelchairs. A person who uses a wheelchair has no other option but to occupy the priority seating area, while a passenger with a stroller can much more easily fold up their stroller or acquire a smaller one for public transit travel (having a stroller is not a disability).

The suggestion can be given if what size a stroller or mobility device should be, but often these items are very expensive and riders shouldn't be barred because they happen to own the wrong size.

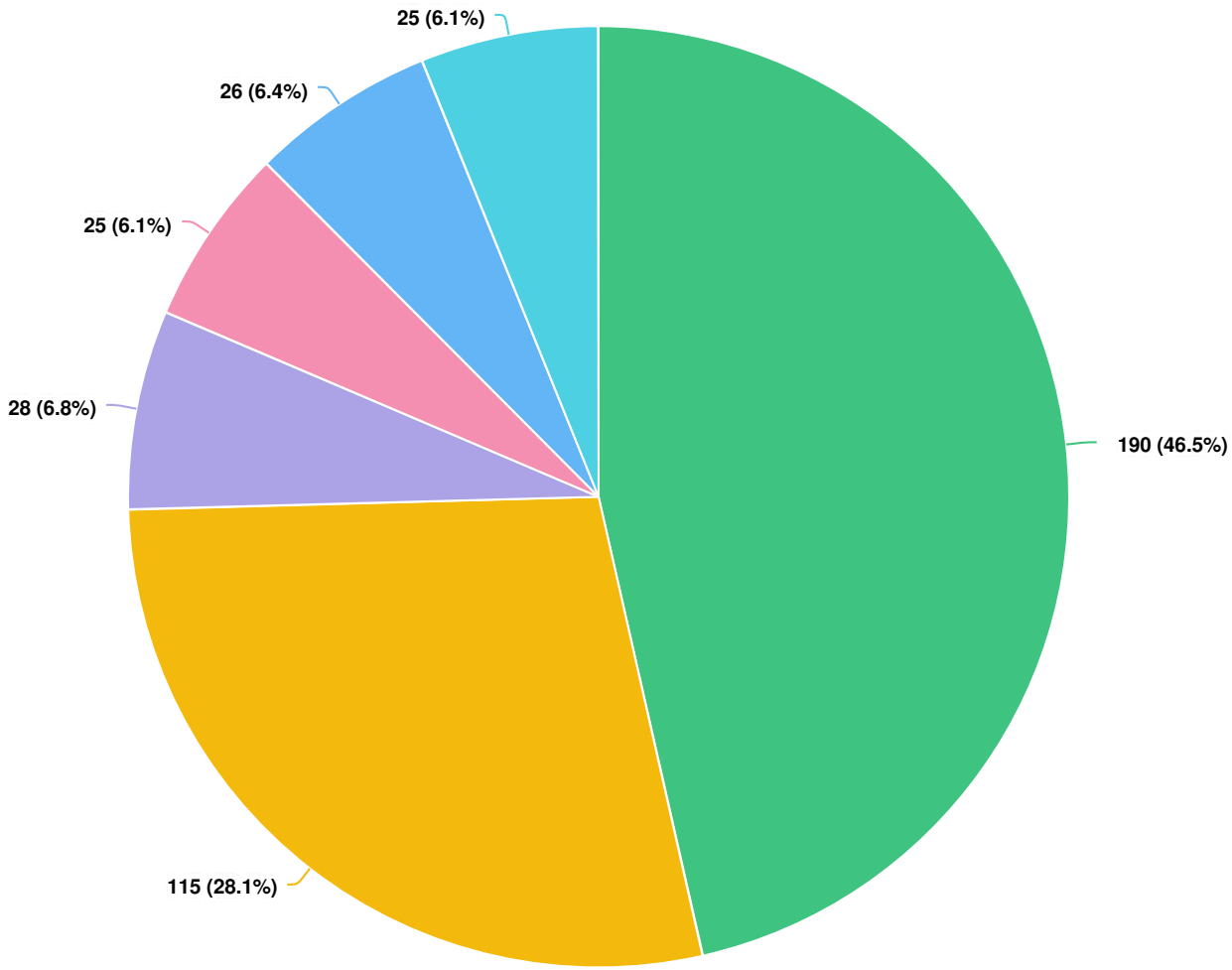
Hard to give dimensions limits on a wheelchair. Some people are bigger than others and need bigger chairs.

Any measure that requires self-advocacy places an onus for seating on disabled people and therefore places the responsibility on them. This is inappropriate. Drivers require a lot more training and empowerment in order to view disabled passengers as passengers rather than as a burden. Some drivers pass me by even when the bus is obviously not full. A public relations campaign is needed to address the behaviour of non-disabled passengers who can be hostile when buses are crowded.

There is already signage on the bus, and it doesn't work. Sometimes people with disabilities do not want everyone to know. I love the idea of a card, kind of like a wheelchair card in a car for priority parking. People can be discrete with a card if they wish and still have people know they need a priority spot.

**Optional question** (135 response(s), 282 skipped)
**Question type:** Essay Question

**Q11 Proposed change: Introduce processes to ensure individuals who use wheelchairs have available and accessible transportation options. If the bus is full and there is an individual who uses a wheelchair waiting, the bus driver will call to determine when the next bus with space will arrive and inform the passenger. If the wait for the next bus is 20 minutes or more, the operator will call for an alternative method of transportation.**




**Question options**

I would need to learn more about this to comment
Highly unsupportive of this approach
Unsupportive of this approach
Neutral
Supportive of this approach
Highly supportive of this approach

*Optional question (409 response(s), 8 skipped)*
*Question type: Radio Button Question*

## Q12 Do you see any potential challenges with the options outlined?

When it’s really cold out a person in a wheelchair doesn’t have the same mobility to warm themselves. 20 minutes is a long time in that situation.

Calling alternative transit would take longer and might cost more than what I can afford on a very fixed income. There should never be more than a five minute wait between buses. Add more buses for the same routes. In China, there's a bus every 10 seconds! Canada should be able to meet a similar standard.

Delays, it takes some time for the operator to do this. Why is the onus on them and not the person who needs transportation to sort it out and plan accordingly?

Again there could be competing interests between strollers and others with mobility issues on a bus with a full load so who gets priority. The 80 year old with a walker or the 20 year old with a stroller. I think it should be the 80 year old with the walker.

The next buses may not be sure whether or not they will have room by the time they reach the stop. Informing the passenger that the call is happening may not be possible, or cause delays for all passengers.

In nov to March on -35 days we leave just enough time to get to the bus with a wait window in case it’s early. If we have to wait for another form of transportation to come in that time frame my health is already increasing compromised. Surprising to most if that happens in the summer months same thing because of sensitivity to heat and cold, and sun. I plan the best I can but I also can’t carry too much or my bag would take up another seat on the bus

Alternative modes of transportation may be more costly.

wpg weather

20 minutes is a very long time in our climate. When you have limited mobility there is little we can do to keep warm or get cool. This is why I am too scared to use transit. I’m on a busy route that frequently suffers from pass ups. I’m almost guaranteed not to get on the bus I had planned for.

During our inclement weather, we're leaving vulnerable people at risk. Calling in takes time when the bus is idle and passengers who have to be

somewhere at a certain time will get upset. This could be circumvented if individuals requiring accessible space can either have quick access to handi transit or avoid travelling during peak hours (which may not always be possible if they have appointments to get to).

If we are wanting people with mobility issue/disabilities to be made more of a priority or treated with the same decency as other riders, why would we make them wait outside???? Makes no sense.

Does not really immediately solve problem in poor weather for the rider waiting

Asking someone to wait 20 minutes on a cold day is a long time. It is worse for a person in a wheelchair. I see this as somewhat dangerous.

I think that the bus driver should inform the next bus on the schedule that they need reserve the up front space for the mobility impaired person and tell the next bus driver which stop that persons is waiting at. I have friends who use wheelchairs who have had four buses pass them by in the winter. The waiting can be up to 45 minutes at -35 weather.

20 minutes is a long wait in winter.

Drivers doing their job properly, riders vacating seats

Drivers are drivers, not enforcers of accessibility laws. Make the zone at the front for those with disabilities only, even the standing room.

I see this as potentially resulting in the bus sitting at a stop longer. But it's hard to have an opinion without knowing what the alternative methods of transportation might be and who would bear the cost (the individual/transit/city?)

Yes. Wheelchair should get first priority. Those who are able bodied can get off the bus and wait for next.

room can be made on a bus and should be made for someone in a wheelchair.

no

ya rude people giving the bus driver a ruff time i see that lots on the bus or they refuse to pay and come the bus anyway

I can’t imagine that a new method of transport would get there in a

reasonable amount of time in rush hour.

Just cost about

yeah. too many [redacted] getting free rides!

Not enough busses available in rush hours.

Winter! Buses schedules are terrible in the winter and someone using a wheelchair shouldn't have to be subjected to waiting more because a bus is full, especially with how some routes come very sporadically.

maybe

Seems like a good idea in theory, but perhaps the 20 minute time could be reduced during winter if outdoor temperature is below a pre-determined limit?

People without movement can freeze very quickly. 20 minutes is too long.

Yes. Many of the routes I ride are very busy. I can't picture how a bus operator would have time to make these types of (radio?) calls.

The bus driver should ask other people on the bus if they are willing to disembark and provide a voucher for alternative transportation if the next bus is more than 15 minutes away.

It may delay bus times

Yes I see challenges with this option. An 'alternative method of transportation' might not be available to someone who is wheelchair bound. A taxi driver is not going to transfer the person from their chair into the cab. Also the cost of the cab fare would be exponentially higher. Another option might be Handi Transit however that must scheduled by appointment.

It may be rude, but maybe the operator can call out to everybody on the bus to see if somebody is not in a rush to get to their destination and have them exit the bus in order to allow the wheelchair, etc user to get on the bus, this way they may feel safer and less of a target on an open street.

The challenge will be how pissed off an irritated passengers will be if it takes a long time for the driver to complete his call(s) and he gets behind schedule.

Other option might be to request a volunteer or 2 to give up their own spot on the bus for a priority seating card holder, and be given an incentive of some sort, either reduced fare/free month/ gift cards

No

This is very weather dependent. Having to wait in the cold for 20 minutes is a long time. If the bus driver is calling have they already passed the stop? Do they stop and call? This approach doesn't seem practical 'in the field'

In the winter 20 minutes can be too long depending on the weather. Space should be made available with extreme cold.

Bus drivers are out on too tight of a schedule to be allowed the extra time to phone in regarding the next bus times or an alternate vehicle being dispatched. People on the buses would turn on the driver.

During rush hour there may be many buses that are too full to accommodate all who need. Who pays for the alternate transportation? Increased service during busy hours has been needed for a long time.

Yes. You are asking drivers to do more than what is outlined in their drivers handbook.

Yes as we sometimes we don’t know if and when the next bus comes and or if they’re able to stay in handy transit and is it covered

Who will pay for the alternative transport? Will there be a contact number for these situations? (Ie. what if the alternate option never shows up?) Will these times (20 min wait) change in extreme weather (ie. extreme hot/cold)? What if the next bus is <20 mins away, but is full by the time it reaches the user? Will they then have to wait another +/- 20 mins and hope there’s space? Will this alternate transport option also apply if the bus that arrives is not accessible for the particular user? (I’ve seen older buses with stairs at the front still in service in some cases) What happens in situations where a group of disabled people want to board but there’s only room for some of them? Will any effort be made to ensure they can travel together, as abled people can?

No but I can tell you we were left behind in spite of telling the operator that my son had oxygen and most of his life a ventilator battery(i.e. we did not time our trips to the last minute but we also could not tolerate a lengthy wait) - although operators were sympathetic, there were occasions where there were strollers on the bus that prevented our ride.

The next bus may also be full

20 minutes is too long especially in bad weather. Aim should be to wait no longer than 10 more minutes. Would like there to be more alternative transport options. Maybe transit to operate vans to help out.

bus delays, passengers still left waiting for next mode of transportation

I like the bus driver asking when the next bus is. However if the person needs to get to work and has to wait for alternative transportation that they likely have to pay more for, this won't work. People already are scrapped for cash because employers don't want to pay people with disabilities more than minimum wage. I would like to see more buses more often on all routes especially when social distancing is a concern.

Again the drivers will spend too much time confirming rides and times rather than keep to their schedule.

With handitransit being virtually unusable (sorry, but it is truly horrible), transit is the only form of transportation available to many of the disabled citizens in Winnipeg. Telling a wheelchair user that has just battled snow and ice to get to a bus stop that there is no room on the bus for them because it is full of able bodies or worse, strollers the size of small cars, is an appalling thought.

Alternative forms of transport are not always available when needed

It isnt really transit drivers job. The disabled can also use Handi Transit, can they not?

If the priority seating is full and another bus isn’t for 20 minutes, that person needing on that bus could be late for a needed medical appointment and end up having to pay fees for a missed appointment.

John Q. Public not adhering to the concepts.

Maybe our city shouldn't be buying such terrible busses and get busses that have more space for mobility aids and strollers

If there’s no room for us on the bus and we go to work then it’s OK for us to be late but nobody else because they’re able body that does not make sense to me

There won't be sufficient resources to provide for an alternative means of transport each time the wait is longer than 20 min. Too many variables in Winnipeg (most notably weather). Also, lack of understanding and empathy would foster resentment for those without wheelchairs as to why they have to wait while those in wheelchairs don't.

I though this was already happening. I wish People with wheelchairs who need to ride at busy times felt comfortable and confident in Wpg Transit Plus. That is part of the issue.

I would like more information on the alternative plan. If the alternative is Winnipeg Transit Plus, the ride itself may take more than half an hour. For something that could take a 5 min Transit ride.

Slow down everyone else on the bus waiting for the communication. I just missed my transfer!

great idea in practice but doubt it will work

I mean, I like this approach, but in the winter 20 minutes is a long time if you've already been waiting 20 minutes... I get that we can't really kick people off buses if there isn't space, but If every bus for a while is full (which it often it at high time) then maybe we should ask if anyone could get off...

Riders without education will then become hostile towards the rider who needs an alternative ride

The alternative transport may still take time to arrive. And the person waiting should be able to get on the bus as scheduled, how can they plan for a potential 20 minute delay every time they ride the bus?

Buses in my area are always full and people are passed all the time, stopping in front of the bus stop for someone in a wheelchair to not even provide a method of transport seems ridiculous.

What do you mean by “alternate transportation”? Will Winnipeg transit be purchasing and staffing accessible vehicles, or relying on services that already exist (for example: wheelchair vans, hospital transport)? Who will pay for the alternate transportation? Will folks be able to show their bus pass or priority access card as if they were taking the bus? Will they be responsible for any additional fees? How will the transport vehicle get in contact with the person if there is a delay? Will there be a dispatch number folks can call (that isn’t just 311)?

the time it will take to make these calls; passengers already on the bus are often in a hurry to get to a transfer point or destination in a timely way

This should be a 2nd resort -- i.e. shouldn't supersede the first "make priority seating available" proposed change. Also, doesn't help those with invisible disabilities -- perhaps the ability to show the driver a handicap pass to trigger this request could be worked in as well.

This will take time and I don’t expect passengers will be happy having to wait for the driver to call someone since buses are already usually late. If there were more buses on the roads then this might not be a problem.

I can’t see drivers being able to execute this well. They have enough to do.

backlog in the winter will be challenging.

Operators do not have the time in their schedule to call for alternate arrangements. From my understanding they are allowed an average of 6 seconds per bus stop to let people on and off. It seems like this problem might be solved by simply having more buses on the road... If buses are full to the point of turning people away, there is obviously a shortage of buses on the road. However, if this is not possible, bus riders who do not require priority seating should be asked to get off the bus and catch the next bus with available space.

What if the next bus is in 15 min and it’s full too? Maybe we need more buses on the routes! If a bus is so full that it can if accommodate someone in a wheelchair, there’s a problem. I wonder if it’s at times easier to say that the bus is full than to take the time to ask people to move, to lower the bus, and to secure the wheelchair. We should accommodate people with wheelchairs.

yes 40 below

Not at all! I have seen too many people left at the bus stops including people with difficulties walking because they weren't fast enough to get to the stop or were sitting at the bench that is not near the stop.

Worried about buses being on time if they have to call to let passengers know when the next bus is. If you are trying to connect to another bus this will not work. If they call and wait for a response from a dispatcher.

It is good but I don’t know if 20 minutes is enough in very cold weather in winter. If the wheelchair user has been waiting for a while they could be out there for an excessive amount of time in the windchill. Where they cannot keep warm or enter a pet shelter.

Most of them are invasive, undoable, and relegate Winnipeggers to the role of cattle. Furthermore, they are expensive (too many drops in the bucket, expensive) and unnecessary.

During busy times in the dead of winter. Traffic jams that will deter buses to meet their route arrival times ...etc

20 minutes??? add more buses

Staying on schedule

Yes, rush hour traffic, both am and pm. Too many people (strollers) are on the bus between 3 and 5 pm and they are individuals who have been downtown "shopping" all day.

Cold weather

Many challenges - stroller size hard to mandate as well as walker size.

Wheelchair users are being forced to wait

Bus drivers don’t care

Drivers not giving or receiving necessary support

It's all people's attitudes.

A solution would be to have more busses on the road so that they don’t fill up so much

I don’t think it matters what the options are I think there will be challenges some people will adapt to the options and other people will fight them. As for giving transit drivers better training on people with disabilities that’s an excellent idea but transit drivers have a rough job there are so many angry people Including those high on drugs who can be very vicious. In the middle of winter 20 minutes is too long for a person in a wheelchair to have to wait for an alternate motive transportation.

- Would the driver be waiting while this call happens? That seems like it would cause problems by making a likely already late bus even later. - This doesn't solve the problem of limited priority seating. - Chaining passups where the bus that comes 15 minutes later is also full would be an issue.

Who is paying for this alternative method of transportation?

That just doesn't seem feasible, but it is good to have some sort of plan to address this.

What happens when it is -30c. 2 minutes is to long wait. Make [redacted] with strollers fold them up or get off bus. Wake up and use your 2 brain cells to figure this out.

I mean... they've already waited for the bus (likely in the freezing cold), so more waiting is still sub-optimal. I'd prefer it if the operator tried to make room for them, no matter what - if they just ask whether anyone would be willing to disembark to free up space, many would (I've done so voluntarily). In my opinion, if one had to choose between a passenger with a Cadillac of a stroller, a passenger with a cart of groceries, or a person in a wheelchair, the latter should have priority. Meaning: somebody has to get off the bus. That's the burden of privilege.

There would be challenges in the winter with frigid temperatures and snow banks making buses inaccessible

Waiting in winter is a horrible experience. Also the cost of calling another method of transportation.

delays in transit schedules

Winter.

I think it will cause a lot of slowdown on the bus if there's going to be calls every time this happens.

People become angry when asked to move.

I've seen it happen - I've been told to wait for next bus when it's over full without even needing a seat at the time

Possible wait times when calling to determine when the next bus is available, added stress and burden to operators

I can see this delaying the transit time to destination, and can cause the riders be late for connecting buses. Unless there are already 2 wheel chairs on the bus, the driver should be 1. Telling the persons sitting on the wheel chair side to move. 2. Only allowing two strollers on the bus. Each stroller much be able to move to share the one side of the priority seating.

People don't want to wait outside in -40 we need more heated shelters with wheelchair access too

May require contractors, and those with disabilities already do not like how all of Transit Plus is farmed out to contractors.

This could be problematic during extreme weather. As an example, a person with little or no sensation in the feet doesn't feel cold but is still susceptible to

frostbite.

Handi transit is already spread very thin. Where would these alternative methods come from? I hope this would involve adding additional vehicles to the fleet.

I worry about the cold weather in Winnipeg. 20 minutes is a long time especially for someone who may not have feeling in their extremities and are at risk of frost bite.

May cause some disabled riders to be late for scheduled appointments, potentially, if they are passed up on and have to wait for the next bus/ an alternative option.

With social distance rules in place, reduced buses already in operation I do not see that this will be work. I already wait at times more than 20 minutes for my bus ride home as I need to transfer.

Waste of time

Availability of alternative pick up

Yes, but nevertheless necessary (due to considerable cutbacks in service).

Often when buses are full, they are also behind schedule. This forces the bus operator to further slow down their service. It also does not address the underlying issue of there being insufficient space on buses at certain peak times. It also assumes that Winnipeg Transit is able to accurately estimate bus arrival times, which in my experience is highly unlikely during these peak hours, having seen estimates continually updated, to a total of 1.5 hours of waiting, when the original estimate said 10 minutes away or less.

30 below in Winnipeg makes even another 5 minutes too long to be waiting for alternative transportation. Also, WHO pays the additional fare charge for the alternative transportation?

other passengers may resent the time taken to arrange this - ie people having to get to work on time.

With communicating with someone outside of the bus I could see this being very difficult for the bus driver. I'm sure there are ways around it and it should still be implemented.

No

How long will the other service take

20 minutes in -25 -30 temps is a dangerous amount of time to be waiting outside. I am starting to think that Transit Plus should be used for wheelchair users instead of public transit. The problem is the absolutely horrible scheduling system they use. When they were looking for a new name our suggestion based on years of use was Unhandi-transit.

20 minutes is a long time in the winter

This will suck in winter, especially when busses are already packed during peak hours.

I don't use the handi transit system so maybe I'm not understanding correctly but it seems like making handy transit more available to wheelchair users would help. that seems like especially in winter they would have the hardest time getting around so a direct handy transit rather than the bus would probably be very helpful.

Yes, wheel chair people with disabilities has to be first priority. Bus is full, well some people on the bus or going to get on the bus, will have to not get on, or get off the bus and wait for the next available bus, or you can call them and let them know when the next bus is. People with disabilities already have so many barriers in life, don't need more added to it.

People waiting to go want it right away, not eventually. Also,they should be on the Transit Plus buses anyway.

I question the feasibility of having an appropriately accessible vehicle on hand to accommodate the different disability requirements.

People are ignorant.

No

No

no

Bus Drivers would not comply stating that they have to stay on schedule and this would most certainly put them behind schedule.

What about strollers and other mobility aids?

N/A

a cab isn't always an affordable option for many & wpg transit supervisors can't just load up a mom and her kids because car seats are needed or a person in a wheelchair because no proper seating & place to put the wheelchair.

Snow and the generally poor performance of Transit Plus (or whatever it is called). Plus, if someone in a wheelchair has already been waiting 20 minutes for a bus, then another 20 minutes in rain or snow or freezing temperatures, or in the hot sun, could be dangerous. The City needs more buses on the road.

This could lead to extreme delays depending on the abilities of everyone involved to communicate what's happening. The person being passed up may also be uncomfortable with an alternative method of transportation or be unable to afford it

The needs of the disabled person would always come last in this case and they might have more time constraints on them for various reasons plus being left outside in inclement weather, especially on very cold winter days would be very hard on them. So they could say they were being discriminated against based on their disability. It’s already hard enough living with disabilities. Perhaps a combination of approaches could be used - why not ask able people on the bus if the would be prepared to wait for the next bus instead and give them transfers good for say an hour and a coupon for a free coffee if they did so? Also, for disabled people who aren’t employed at a workplace outside of the home, couldn’t they be provided with special reduced tickets that would only be good for non peak hours? That would encourage travel during non rush hours and relieve some of the burden of overcrowding at those times, although, Of course, it’s difficult to set some hours for say doctor’s appointments etc.

The time it will take may annoy the current passengers. The individual in the wheelchair mat not appreciate the efforts of the driver and want to get on right away, not understanding the issue.

no

Alternate transportation will take too long to get there - might as well just issue alternate methods to begin with

what is the alternative approach? some riders don't need to have it checked for them. Make it option from riders with disabilities to ask for that. Not a

policy the drivers have to follow.

None

NO

If weather is not good - the wheelchair patron should have priority access to the bus

So the bus stops, driver cannot get out of his seat, must yell at the person on the street or in the shelter, wait for response from control center while everyone else on the bus sits and waits for the driver to finish his "duties" dealing with the one person in a mobility device? This is bordering on utterly "stupid"!

Yes

It slows down bus timing and could delay the current bus schedule.

Do not allow buses to become so packed that this happens. Space should always be held for those who need it regardless.

There could be push back from operators of alternate transportation if they feel they are not properly compensated

Absolutely

I love this idea, but I can see the general public getting upset by things they dont understand or have never faced

Yes that might cause a delay and problems for other passengers even though the wheelchair individual needs to get on the bus.

Hopefully

Yes, buses are already HIGHLY overcrowded. Add more buses!

people are fight to keep they seats and will not give they seat.

Having more required "other forms of transportation" for people who use wheelchairs to make sure demand is met. Better safe than sorry.

If there is an additional cost, it may not be financially accessible

Just that for some people, especially in inclement weather and particularly if mobility is a serious issue, twenty minutes may be an awful long time...

Twenty minutes is enough to make the wait too long to make an appointment on time, or freeze if it's the winter. This would work only in spots with heated shelters, possibly.

Weather could be a huge factor, age of passenger...

If the above happens, I've never seen it happen before. Maybe people should get off the bus to allow for the wheelchair on

why should someone in a wheelchair have to get past by and then wait 20 minutes

Inclement weather is always a challenge in Wpg.

Wheelchairs need to be prioritized, also walkers, as well as strollers. Making changes to bus to accommodate these groups of users is necessary if particular route has a heavy demand.

The only issue is that the person may be on a schedule and waiting is not an option. I think it could create confrontation, but I'm not sure there is a good solution for the issue, either.

Not sure.

20 minutes waiting outside in the winter time is too long when a person in a wheelchair doesn't have the option to walk back and forth to try to keep warm.

Time To do this could be a problem. Could slow things down a lot!

20 minutes is an excessive wait in extreme temperatures or poor weather conditions, especially for small children, the elderly, and most of all passengers with disabilities.

What would the alternate option be? Like a Handi-Transit on demand sort of

scenario?

if a full bus stops people may try to enter regardless of available space.

This approach is not practical until Winnipeg Transit discontinues the policy to use the same route number to go to entirely different places. For example: 11,16, 18 and 59.

This could cause significant delays during peak periods.

Time consuming. This process could create huge back ups during rush hour especially on the transit way where there are no passing lanes

If someone has a disability and the person/people who people are physically able to wait for another bus that might take 15 minutes out their day to make concessions for someone who it might take 15 minutes to get out of bed it's so obvious to me. Challenges are obstacles, awareness and educating people is a slow process, however change happens with action a starting point.

If it is winter, does the bus stop have a shelter for the person using a wheelchair to wait for the next bus or an alternative method of transportation? A person can freeze while they are waiting. Even in the summertime it can be very hot to wait.

It still means that the person must wait and now may be late for their scheduled travel. Also, if it is cold and there is no shelter this can be a human right issue. So must make sure - there are SHELTERS AT ALL STOPS.

In my opinion, the challenge is that if the bus that can't accommodate the individual calls for the next bus, and that bus is also full, the 20 minute threshold before another option is exercised is convoluted and a moving target. The driver says they have informed the next bus, but who can confirm this?

The passenger is still left waiting. It may be difficult to keep track of alternate transportation. There may not be time to call ahead asking for the next bus.

People who are able to squeeze on are treated as priority customers simply because they aren’t disabled in a way that requires a wheelchair. I don’t think a bus behind schedule would take time in this way.

The best approach is cards that way, there are no arguments.

The optional transportation not getting there in 20 min and the person getting cold if it’s winter.

Yes I suggest a separate department created to handle these requests

How long does it take for the alternative transportation to show up?

It will be tough, depending on where the available alternative is coming from, especially during winter with constructions going on!

As long as it's not something like a taxi that they are calling, as that would be much more expensive than the bus.

people on the bus might get upset at the time it takes to do this, but then they might get off and that would free up space for the wheelchair person to get on

No if can be implemented. I cannot take handi transit but those with wheelchairs can.

who will pay for the alternative and how long of a wait could it be.

Sure is complicated for the bus driver. And how do the bus drivers know that by the time bus driver #2 arrives, it won't be full also by the time it gets there Alternative mode of transportation might not show up. - why should wheelchair rider be the one who has to wait and be inconvenience. Have as much right as anybody to get on the bus NOW

No

in the winter, a person in a chair should not have to wait. EVER.

Communicating this is a great idea. More bussing on major routes during rush hour would be better. When I bussed to and from work 2-4 times a week I would leave with at least a half hour buffer to get home for my kids and I'd still cut it close because portage busses are too full during rush hour.

yes, if the person is in a wheelchair, and priority for disabled is in place, that passenger to receive priority, ONLY exception is if all disabled areas are occupied by people with disabilities...NOT those with strollers!

I don't know.

No

Alternate modes of transportation would have to accept the bus fare as payment. Which is why people are likely on the bus.

20 minute wait! that's insane and when is Wpg transit ever on time??

Waiting an extra 20 minutes applies mostly to people with disabilities. We have lives and places to be too. If a policy doesn't affect all people equally, it's ableist.

People will always find a way to try and challenge new options. Most people are great but there are people who just want to be difficult.

nil

Leaving s person in a wheelchair to wait for another bus in -30 isn't cool! They might not have money for an alternative method.

It will create a schedule delay along the route. It doesn't take just 20 seconds to do this. Somewhere along the route, passengers will be waiting longer for their bus. Not everyone has a covered space to wait or a smart phone to use the app to show the delay.

Weather! I'm sorry but like in B.C. the best option is people required to move to back and if too packed healthy people asked to disembark!

While this option is nice, I worry about what this option will look like in -40 weather.

Length of time it will take when buses normally already run incredibly late during rush hour.

The able bodied public must understand that disability is complex. Anyone, at any age, any race, can be disabled. Many wheelchair users are able to use their legs, but may have difficulty standing or walking distances. Many people who do not use a mobility aid do have a disability, and will require priority seating; they should not be judged or questioned if they have already stated that they need that seat. There will likely be a small minority of people who take advantage of this, but the rights of disabled folks are so much more important than policing a few stragglers.

I don't see many operators doing this. What will the alternative transportation be? Who will pay the additional cost for this transportation? Why should people in wheelchairs get priority over people with physical challenges that

don't use a mobility device. I have a physical challenge but don't use a mobility device but need to be seated on a moving bus. Why should I have to give up my seat for a stroller or mobility device. If I was on the bus first I have a right to use the priority seating instead of the wheelchair. First come, first serve. Should a wheelchair have to move for a stroller, or vice versa. It has to be first come first serve or else there will be conflict.

Please make the stroller size smaller - no large strollers on bus, and if child NOT in seat of stroller the stroller MUST BE folder up. My disability is permanent - I need to know transit is working for me not against me.

The next bus may also be full and another 20 minute wait would ensue

This option is being used in Regina and the web page indicating other cities' approaches should reflect that.

Delays.

Delays the bus, it's probably already late if its full

Again if driver needs to be involved it could put them behind in their route.

This sounds odd.

The obvious problem is that the disabled person is left without transportation; this may be late at night or at times when service is infrequent. Assurances that another vehicle will arrive soon may not actually reault in that vehicle arriving, or having enough space when it does arrive. A non-disabled passenger can get alternative transportation in a pinch but disabled passengers are much more limited in their options and therefore much more vulnerable.

**Optional question** (219 response(s), 198 skipped)
**Question type:** Essay Question

## Q13 If you answered ‘unsupportive’ or ‘highly unsupportive’ to any of the options, please tell us why:

See #12.

20 minutes is much too long. It might mean being late for work or missing an appointment. I would be more supportive of 10 minutes.

It's the right direction. You need to work with more variety of people with various issues. Ms, lupus as well as your wheelchair mobility aid bound people

See my comments above

I feel that if someone who needs the priority seating is waiting outside, the bus operator should ask if someone already inside, and is able, can leave the bus instead. I'd be happier doing that than having someone who needs a spot to wait. If you need directions or need to know when another bus going to your area is going to arrive, you can ask the bus operator before they leave.

[redacted] would love to help with this change!

They paid for the rides, and they expected the same equal as abled people. Maybe they have doctor appointments, or maybe they need to go, but is that fair to force them to wait for next bus while drivers allowed homeless people or some certain people getting free rides?

As in #12

It shouldn't be up to the person using the wheelchair to wait for the next bus. The chances that an alternative mode of transportation would be available for needing an accessible vehicle is quite unlikely since most rides have to be prebooked

a/n

Same as above. Remember some people cannot see signage.

Many of the routes I ride are very busy. I can't picture how a bus operator would have time to make these types of (radio?) calls.

The bus driver should ask other people on the bus if they are willing to disembark and provide a voucher for alternative transportation if the next bus is more than 15 minutes away.

Please see my comments above.

na

These riders should receive priority

There is not enough staff not enough alternatives not enough security and definitely not enough time to implement all that is being talked about in here. It would rest on the bus drivers shoulders and they are stressed enough and have the absolute [**expletive removed**] jobs with the worst work schedules. They get in trouble for everything. It is always their fault. There's not enough support for the drivers

When bus operators want to talk to control centre, they can only put in a request to talk. If control centre is busy, it can take 20 minutes for them to call back. We can't have buses waiting for control to call them back.

Same as answer to 12.

For more drivers, Transit needs to have fair workplace practices, adequate breaks, and emotional support for staff along with working with the union and have kinder coaching and disciplinary practices. Drivers have a lot they are already dealing with. Also consider self care time on their line. Have supervisors all train in empathy and sensitivity. We also need more buses and it would be great if Canadian workers of equity groups worked on buses. It would be nice if these workers were from the city. There are many people who are unemployed looking for work. This would be good for many people both riders and the city to benefit from. The Province needs to be mandated to pay for this. If they can't afford it we are willing to pay more PST to fund it.

As above

I have seen people in wheelchairs left on the curb because the 2 strollers on board are enormous and take up the entire priority seating area. That's unacceptable. Strollers should be limited to those that are small and foldable so that if need be parents can stow them and ride with children on their lap in regular seating to give priority spaces to those in wheelchairs.

same rights as everyone else

What constitutes a disability? Does anxiety? Almost everyone has anxiety. Unseen will be problematic. I think u need a medical disability card of some sort or need to be elder.

Calling for another transit option does not solve the issue that our busses are not as frequent or accessible as they need to be

Why should we have to wait for the next bus those seats should be available for everyone woth disability. I think there should be a designated spot for strollers and a designated spot for disabled

There won't be sufficient resources to provide for an alternative means of transport each time the wait is longer than 20 min. Too many variables in Winnipeg (most notably weather). Also, lack of understanding and empathy would foster resentment for those without wheelchairs as to why they have to wait while those in wheelchairs don't

* the first few questions were difficult to answer due to changes in travel due to the pandemic. I didn’t know where else to put this comment.

again banning large strollers will completely solve this problem

I'm supportive of calling alternative methods of transport, I'm not supportive of stopping to tell them "bus will come sometime" which you already don't do with non-disabled patrons.

" If the wait for the next bus is 20 minutes or more, the operator will call for an alternative method of transportation." - very helpful. It is difficult for riders to book a Handi-Transit at the last minute.

Winnipeggers are sick of being pushed from one rule to another in an unsafe criminal environment. No one knows what to do anymore. If you really want to help transit, start cleaning up the bums camping all over the city so they stop getting on buses without paying and harassing the working public who need to use the bus to get to work and run errands. Forget the accessibility gymnastics and make Winnipeg safe again.

I am highly supportive of this because I have seen individuals left when it is raining or it is extremely cold.

If bus is full a person is passed it shouldn't matter who they are. WPG transit buses run late often as it is and this will add to delays.

Bus drivers don’t care. They can be rude.

Na

Like I said above, I think it will cause a lot of slowdown on the bus if there's going to be calls every time this happens.

We live in a climate that has extremes in temperatures. Disabled riders need

reliable access to public transportation.

I can see this delaying the transit time to destination, and can cause the riders be late for connecting buses. Unless there are already 2 wheel chairs on the bus, the driver should be 1. Telling the persons sitting on the wheel chair side to move. 2. Only allowing two strollers on the bus. Each stroller much be able to move to share the one side of the priority seating.

It allows persons in wheelchairs to get to their destination better

Does not solve root of problem.

Especially important in Winnipeg due to severe weather extremes - heat in summer and long periods of severe cold especially (likely 4-5 months every winter).

The main barrier to accessibility, from what I can tell, is that there are not enough buses in service during peak hours. I strongly suggest that any money in this campaign be used in these ways instead: first, to appeal to the government for increased funding for public transit, so that no bus ever be too full to pass up passengers; second, to campaign for public awareness about the importance of public transit in disability justice; third, to simply put the funds towards increased services.

I cannot imagine someone in a wheelchair sitting there for another 20 minutes when it's cold and windy. I think 10 minutes is maximum.

No one should be left for 20 minutes.

The passengers who have visible disabilities that require walkers canes etc should have more access with no cost to reliable handy transit.

Read remarks above

people in wheel chairs do not chose this, stroller user should be put off to wait for another bus.

None.

n/a

N/A

See 12

Se above!

yes ,cause it time people stop sit in seat that other people that need them more

N/A

Call who? There are many concerns from users I have met about HandiTransit.

During peak rush hours I would be waiting forever if a full bus passed me. Being in a wheelchair limits me to waiting for bus that has enough space for a wheelchair which may take hours. Where as a fully able bodied person who gets passed by will potentially "fit" into an already crowed space

Similar to my previous comment. As long as Transit uses the same route number to go to different places, it will appear as if a bus might be coming in 11 minutes, but in fact it might be 33.

Other passengers will be ignored if the bus is full. Why give certain people special treatment?

This does not normalize the transit experience for a person with disabilities. The bus is full for everyone, not just the person with disabilities.

If there is a situation where a person with a disability is waiting and experiences a full bus more than once, it is easier to have a few able bodied riders get off and fit on the next one due to physical space and ability to sit, stand and move within the bus

The alternate transport should be called immediately. 20 min in Winnipeg winter is too long. Especially if the individual has already been waiting. Being passed up for lack of space is a Winnipeg transit responsibility, if the buses are not being run with enough capacity for passengers then transit should be responsible for picking that person up as quickly as possible.

Lack of enforcement

I embrace this new ideas openly and would be glad if they all get

implemented timely!

See above

Presumably the operator would pull over to make the calls and communicate the answer back to the person waiting which would affect scheduling.

They should have the right to ride the bus unless the bus is so full it is passing up everyone. Send bigger busses down the 11 route at afternoon rush hour. why do they all go down pembina? u of m students should disperse themselves to school to get to class on time, make em wait and let them figure out they need to catch earlier buses if they want to make their classes. that's what I did 12 years ago!

You can't leave a highly vulnerable person sitting at the side of the road for that long.

There are no silver bullets, though this web page should also indicate that the public service has been instructed to examine the feasibility of removing a flip up bench to create a standing room only zone, that being said a multi pronged strategy should instigate an important cultural change in how we prioritize accessibility that needs to happen.

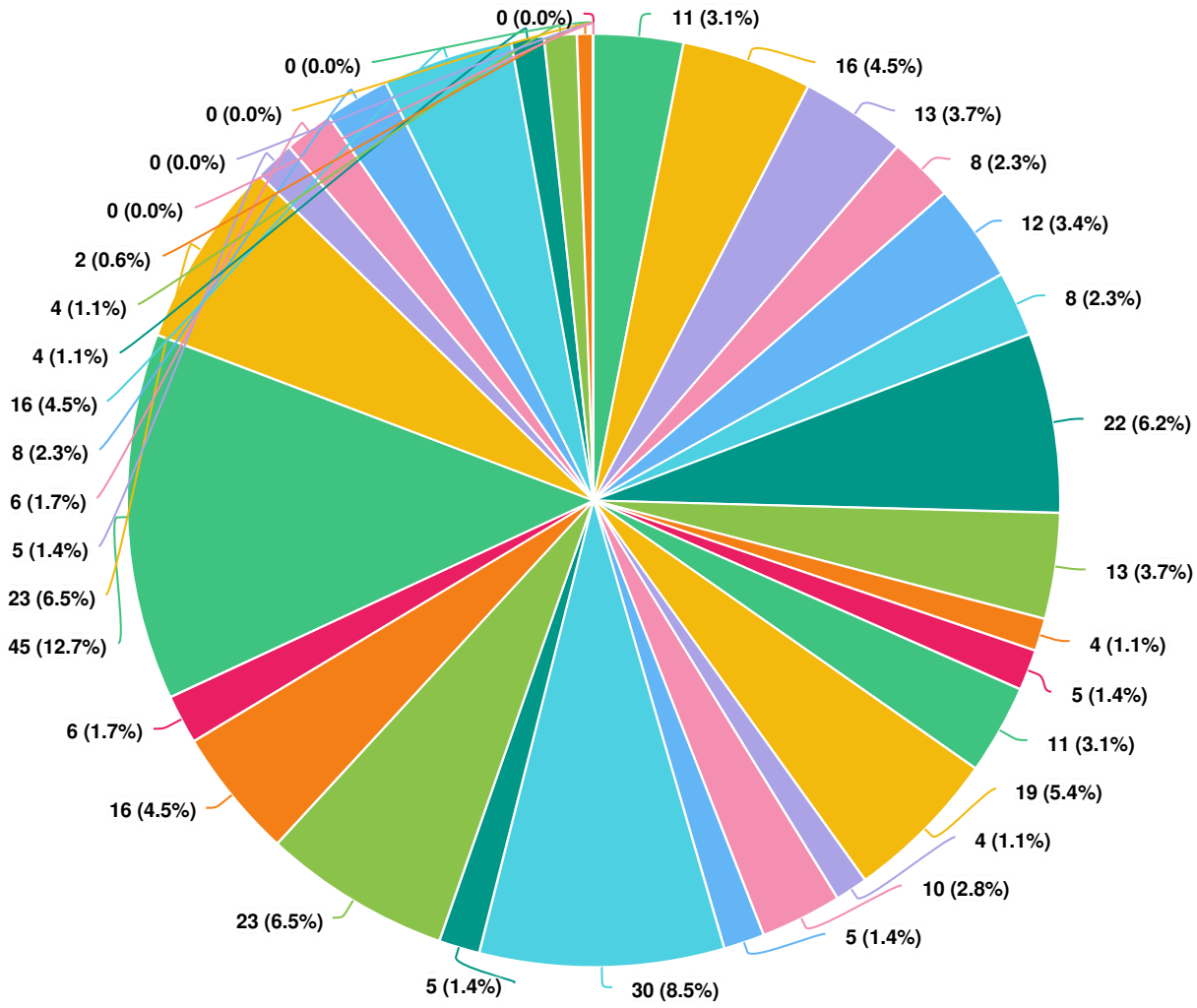
Winnipeg transit needs to be there for everyone. The last suggestion seemed a step too far. At a time when Winnipeg Transit is threatening to cut bus routes and increase time between buses, i question the logic. It is far better to put our resources into better maintaining the services that we do have. From what i experience with winnipeg transit as it is, i can tell it's having great issues just maintaining basic services at times.

The obvious problem is that the disabled person is left without transportation; this may be late at night or at times when service is infrequent. Assurances that another vehicle will arrive soon may not actually reault in that vehicle arriving, or having enough space when it does arrive. A non-disabled passenger can get alternative transportation in a pinch but disabled passengers are much more limited in their options and therefore much more vulnerable.

Pregnant women should be included in this!

**Optional question** (72 response(s), 345 skipped)
**Question type:** Essay Question

**Q14** **Please let us know where in Winnipeg you live by writing the first three digits of your postal code below. This information is used to ensure that we hear from participants in all areas of the city.**

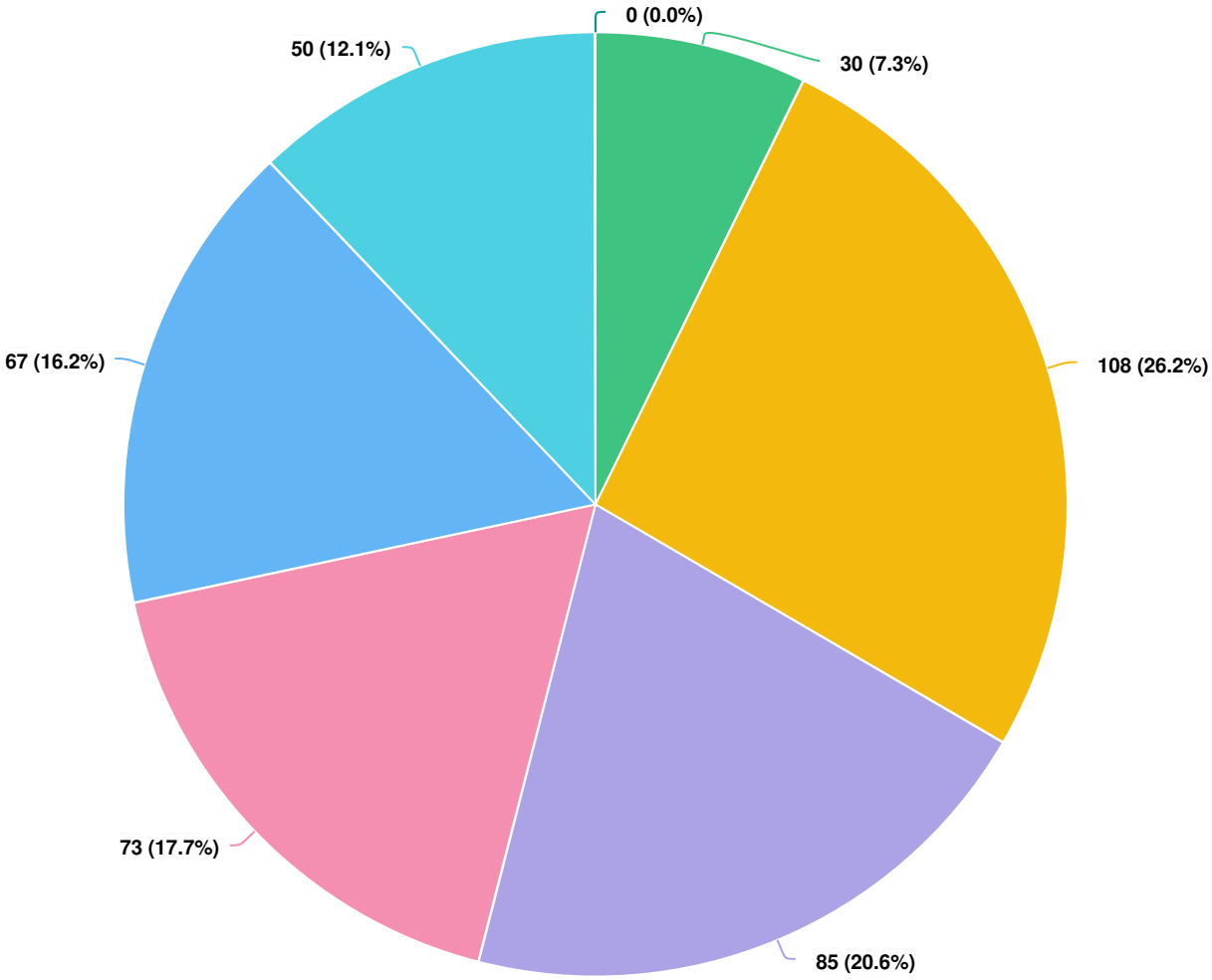



**Question options**

R3W R3V R3S R3H R3A Other R3Y R3X R3T R3R R3P
R3N R3M R3L R3K R3J R3G R3E R3C R3B R2Y R2X
R2W R2V R2R R2P R2N R2M R2L R2K R2J R2H R2G
R2C

*Optional question (354 response(s), 63 skipped)*
*Question type: Dropdown Question*

## Q15 What is your age?

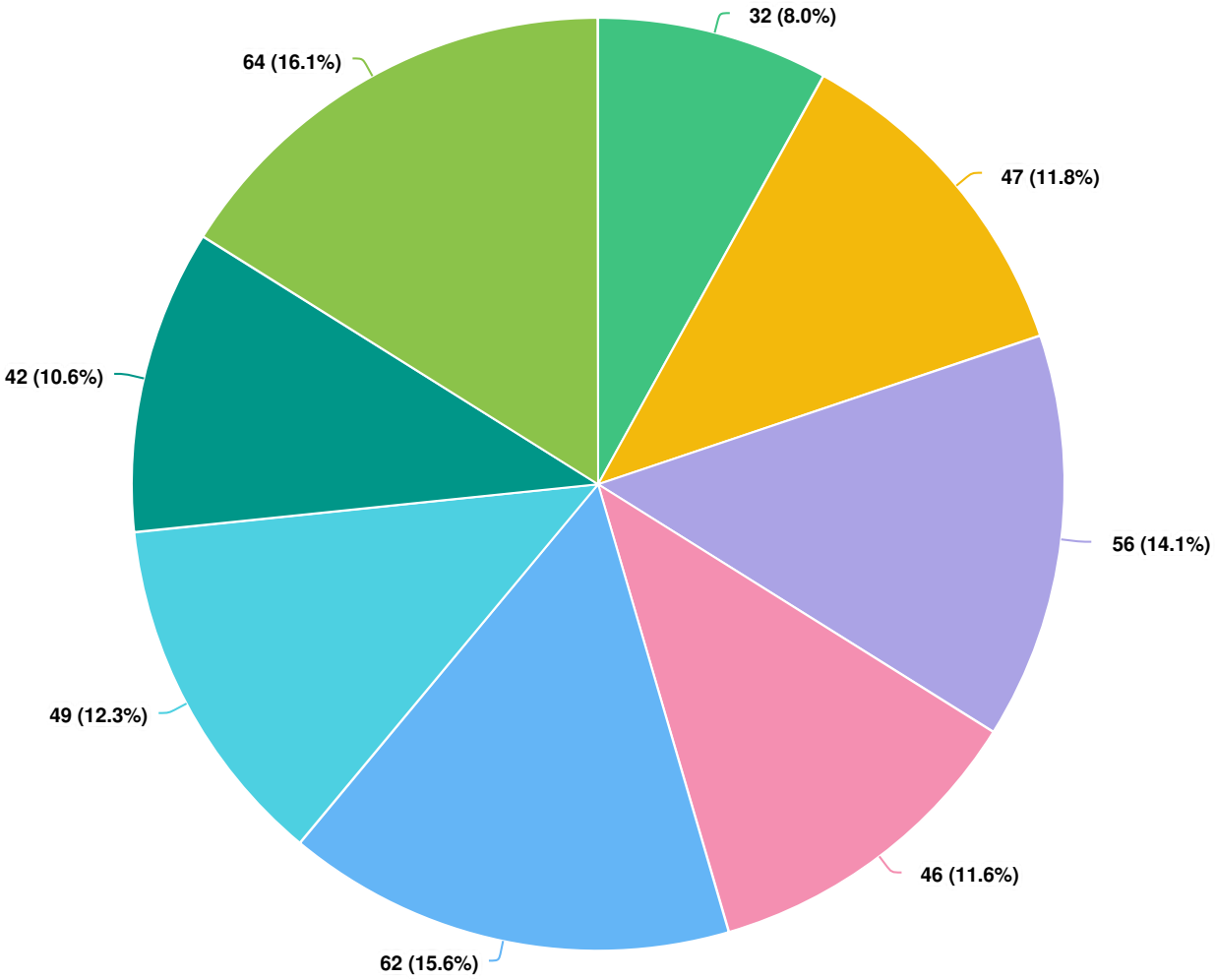



**Question options**

10 to 14 65+ 55 to 64 45 to 54 35 to 44 25 to 34 15 to 24

*Optional question (413 response(s), 4 skipped)*
*Question type: Radio Button Question*

**Q16** **Which of the following best describes your household income? This information helps to ensure we're hearing from a representative range of participants.**

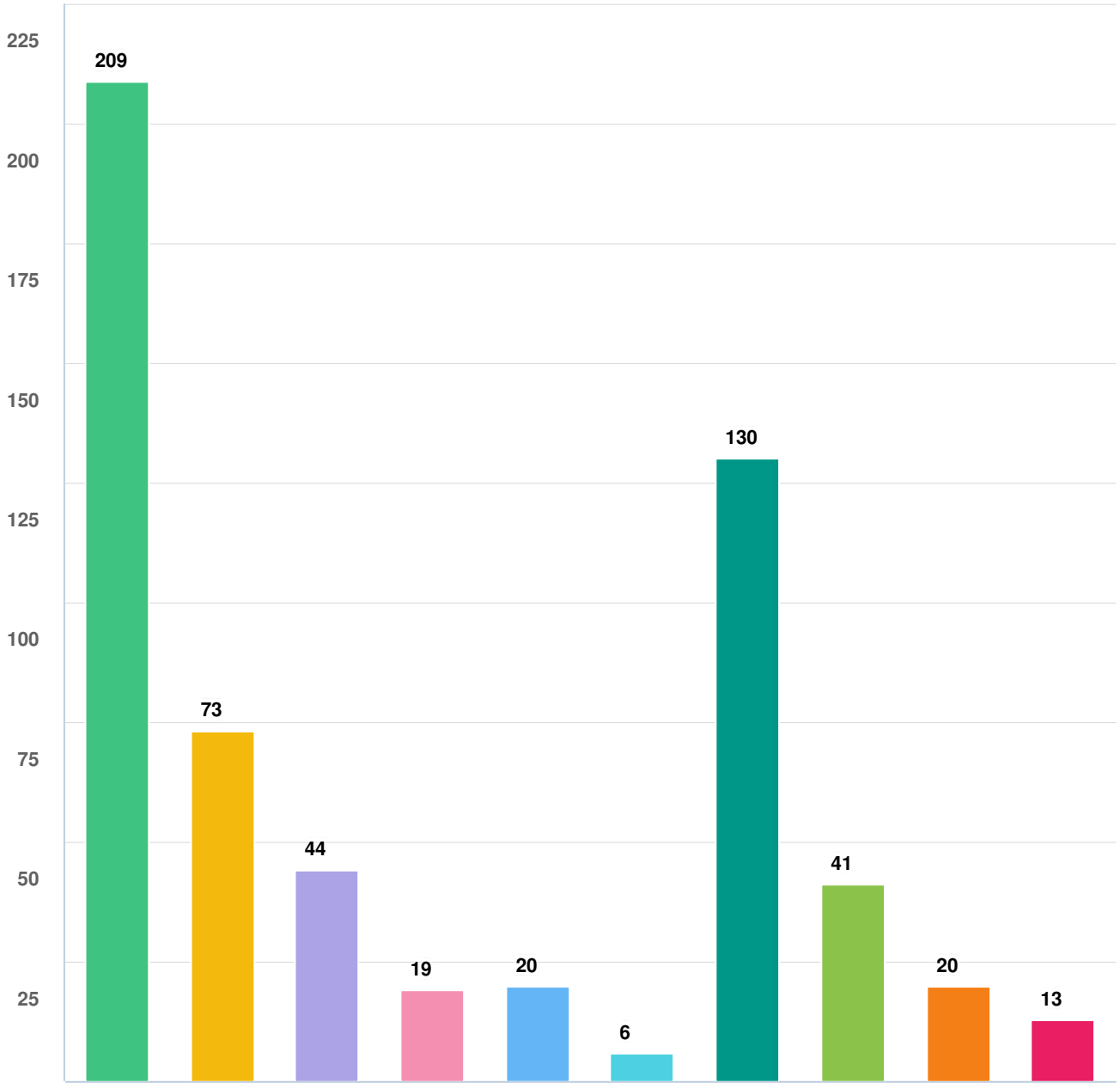



**Question options**

Over $100,000 | $80,000 - $100,000 | $60,000 - $80,000 | $40,000 - $60,000 | $30,000 - $40,000 | $20,000 - $30,000 | $10,000 - $20,000 | Under $10,000

*Optional question (398 response(s), 19 skipped)*
*Question type: Radio Button Question*

**Q17** **To help the City understand the views represented in this engagement program and target our outreach efforts, we ask for the following information. Please self-identify as you feel comfortable.**




**Question options**

Other (please specify) Prefer not to share A parent, guardian or caregiver of a dependent
A person with physical or non-visible disabilities
A recent newcomer to Winnipeg (moved from anywhere outside of the City of Winnipeg within the last two years)
A person of colour, also referred to as a visible minority
An Indigenous person (First Nation (status or non-status), Métis, or Inuit) A member of the LGBTQ2S+ community
A man A woman

*Optional question (401 response(s), 16 skipped)*
*Question type: Checkbox Question*

# Appendix B – Online Stakeholder Discussion Notes

# Winnipeg Transit Priority Seating Online Stakeholder Discussion

An online stakeholder discussion was held on Tuesday, September 1 at 7p.m., to provide an opportunity for stakeholders to discuss a number of questions related to the Transit Priority Seating Review. The event included a short presentation from Transit staff, followed by a Q & A period, and breakout sessions to discuss the following questions. Notes from this session are summarized below.[1]

## Q & A

- Appreciate that there will be better securement for wheel chairs on the bus
- Appreciate the descriptions for the presentation graphics
- Ontario has an Act for who has access to priority seats on public transit. Does Manitoba have an Act?
    - Yes. Manitoba has an Act and it mirrors the Ontario Act quite closely. It is currently under review.
    - It is not the whole Act that is under review right now. Its just the Transit, Communications and Education, and Design of Public Space sections.
- What is the timeline for the project?
    - The public administration will be presenting to Council in October 2020.
- What will the City be presenting to Council? A policy or a review of information gathered through the public engagement process?
    - PE results, results from the cross jurisdictional scan
    - Council has not asked for recommendations at this point
    - Direction from Council is to provide information only

## Break Out Discussions: Question 1

*"What are the main barriers you face when using conventional transit, as it is currently configured?"*

**Discussion**

- Explore possibility of one stroller to be folded up and moved somewhere else to give person in the wheel chair room
- No one should get kicked off the bus so the person using a wheelchair would have to wait for the next bus

[1] These notes provide a summary of discussions, and as such some discussion topics do not align specifically with the break out discussion questions provided.

- However, there needs to be more priority seating overall
- Parents need to use flexible strollers as much as possible
- Flexible strollers may not work for mothers with newborns
- Winnipeg Transit should put more busses on the road to reduce potential conflicts
- No matter what the policy is, all riders need to have a clear understanding so everyone is aware of the expectations.
- Currently passengers just sit around and look at each other because they don't know if they need to move or who needs to move
- The Transit operators should not be the police or enforcement
- The drivers are instructed not to engage passengers and cannot displace anyone off the bus
    - Drivers will be disciplined for asking someone to leave
    - Drivers need to call control
- There needs to be a prioritization. Currently it is simply first come first serve, which means anything goes and no one is prioritized.
    - Need to change the culture.
    - Solutions and tactics will come once Transit prioritizes people who require the priority seating area
- First come first serve only applies to people who need priority seating
    - That is incorrect. There is currently no policy that requires an able body person who is siting in the priority seating to move for someone who actually requires priority seating
- If there is a policy in place, Control should be responsible for enforcing and not transit drivers.
    - Transit drivers need to call Control and wait for an inspector to come down and move the person
- But that will take a long time if the bus has to stop and wait for someone from control to come and deal with the issue
- We need to prioritize Transit operator safety as well
- What if someone comes on the bus and isn't wearing a mask?
- Seems to be strong agreement that a policy is necessary to effectively deal with the issue
- Placement of the poles at the front of the bus is a barrier
- One of the barriers to a visually impaired person that travels with a service dog is finding the location of the bus stop because bus stops aren't placed consistently
    - Relies on the driver a lot for efficiency sake to find the nearest seat
    - Some drivers refuse to speak to people with visual impairments and so they must rely on other passengers to guide them to an open seat on the bus
    - It is not easy to find a spot for the service dog to sit

    - Not all buses are configured the same also makes it hard for someone who is visually impaired
- Communication - Operators will some time refuse to provide information and relies on other passengers for assistance
- Buses are all not configured the same and difficult to navigate for visually impaired
- Not all buses come up to the front of the bus stop. If they are second or third in line, they will zoom by
    - Second bus policy has been changed recently. Each bus now needs to stop at the front of the stop.
    - There was previously an assumption was the second bus was close enough to the front of the bus stop.
- It's a challenge getting to the bus in winter
- Buses used in winter should have priority seating because wheel chair users face additional challenges

## Break Out Discussions: Question 2

Two caregivers with strollers are occupying the priority seating area at the front of a transit bus. At the next stop, a transit user in a wheelchair is waiting to board. There is no room left on the otherwise full bus for the strollers to move to accommodate the user in a wheelchair.

*"What should happen, and what should the transit user in a wheelchair be able to expect?"*

- The fact that there isn't a policy right now is a barrier
- There is a new rule requiring passengers to wear masks on Winnipeg Transit
    - How can that be enforced?
    - Although masks are mandatory, it is not being enforced because there are many reasons why some people cannot wear masks
    - Winnipeg Transit is not tracking people who don't wear masks
    - Drivers and customer service centres have masks for people who need them
- Consider other configuration for seating area
- If the stroller is small enough, fold it up
- Nobody kicked off the bus
- More priority seating to accommodate strollers and chairs
- Pass-ups challenging for users
- Has to be a definitive policy in place so that everyone knows what to expect – aware of what needs to be done
    - 'First come first served' is not clear policy

- Policy is the first step to clarity for everyone
- Transit needs to get more buses
- Education of what needs to happen in scenarios
- Operators should not be 'police,' but they need to be trained for consistency's sake; currently too many different interpretations/responses depending on the driver.
- Operators have to be aware of the policy and consistent in the information they provide
- Operators can't force anyone to get off the bus
- Need better signage, audio/visible signals and delineation
- Different colour seats could make Priority Seating more clearly defined
- Education of the needs of disabled riders in using wheelchairs who can't access any other area in the bus
- Have regulations for other minor acts – i.e. $100 fine for spilling coke on the bus
- Public will comply with policies once they are educated and are made aware of same

## Break Out Discussions: Question 3

*"Should the City of Winnipeg implement both a Priority Seating area and a Courtesy Seating area on all Transit buses? Why or why not?"*

- You need both. People with strollers could use courtesy seating to save room for people with disabilities in the priority seating
- Ontario → No disability 'hierarchy' in who is higher priority amongst those with disabilities
- Toronto → Priority seating well-defined by colour
- Priority area should be for passengers with disabilities. All disabilities should be treated equally and one person with a disability should not need to give up their seat for another type of disability, whether it is visible or not.
- Priority seats could be painted a different color and a sign up that states a fine.
    - This would probably eradicate about 90% of the conflicts
    - Changing seat colors is a good idea
    - The seats pop off with a couple screws and it would just be a simply upholstery change to a different color
    - Easily accomplished with very little cost
- First row of seats can also be used as an expansion of the courtesy seating
- Advertising on the bus for public awareness campaign
- Signage is a good suggestion and low cost. Transit could also use the billboards inside the buses that are often half empty.

# Appendix C – Survey Respondent Postal Code Map

**Geographic Distribution**

Respondents were asked to provide the first three characters of their postal code. Respondents represented each ward within Winnipeg. Two responses received were listed as 'other' and do not appear on this map.

