Organization	Priority Seating Policy	Differentiate between "priority" and "courtesy" seating	Visual cues to designate priority seating	Are bus operators required to secure passengers using wheelchairs?	What type of securements are your fleets equipped with?	Stroller Policy	Human Rights Complaints in relation to securements, priority seating, operator assistance
Peterborough Transit	Policy allows for anyone with visual or non visual disability to use seats set aside nearest to front of bus.	Yes, courtesy is any passengers in need to be seated.	Signs on windows and also overhead in advertising panels.	Yes	Forward facing system	Strollers must be able to be put in mobility device areas out of aisle or be able to be folded up and put is regular seating area.	No
Bow Valley Regional Transit	No official policy - front seats are decaled to indicate wheechair accessible spot	N/A	Signage/stickers on window above each seat indicating wheelchair.	No		Strollers must not interfere with centre aisle.	N/A
Brantford Transit	Priority seating is located at the front of the bus. These seats are for passengers who are differently abled. You must give up your seat for somebody who needs it if this does not apply to you. Courtesy seating is located at the front of the bus. It is for seniors, expectant mothers, and adults traveling with small children. Asks riders to offer seats to somebody who needs it, but not mandatory. Priority and courtesy seating areas are signed on the bus.	Yes	There are signs on all of our buses for Priority and Courtesy seating.	No		You can bring single or double strollers and rolling utility carts (2 feet by 3 feet), on the bus. Strollers or carts can not be in anyone's way. Can use the space available for wheelchairs unless it is occupied. Strollers or carts will have to be moved if someone who needs this space comes on the bus. Strollers and carts have to be secured before the bus starts moving.	N/A
Durham Transit	All buses have clearly-marked priority and courtesy seating areas. The seats or space in the priority seating areas are required for customers using a mobility aid, walker, cane or who would otherwise benefit from a seat. There are other passengers who may benefit from having a seat in the courtesy seating area. In these instances, customers are asked to do the right thing and give up their seat to a passenger whose need is greater. Bus operators are not expected to intervene in a priority or courtesy seating dispute. Remember, passengers with invisible disabilities have the same right to access priority seating as passengers with visible disabilities. When a bus is full, or the priority seating areas are occupied, customers using a mobility aid may need to wait for the next bus.	N/A	Courtesy seating sign on window "Please offer your seat if someone is in need" with icons.	Yes		Strollers can be wheeled onto the bus. Operators will deploy the ramp, if needed. Strollers can be parked in the priority seating area, with the child in the device, when the area is not occupied by passengers needing priority seating. Stroller brakes need to be applied to prevent it from rolling. Strollers must be placed to keep the aisles clear and not interfere with other customers. When requested, strollers need to be folded for safe customer access to seats and exits. Passengers with strollers need to be able to manage them as operators are unable to assist. Be prepared that you may sometimes need to wait for a later bus to accommodate a stroller if the accessible seating area is occupied and you're not able to fold your stroller.	N/A
Calgary Transit	Calgary Transit designates seating near the front of the bus and by the doors in our LRVs as priority seating for persons with reduced mobility.	Areas are designated with the use of window stickers.	We employ window stickers above the seats that are designated as priority seating.	Yes		Strollers are allowed as long as there is room for them.	N/A
Timmins Transit	Yes, flip up seats and wheelchair spaces.	Signage	Timmins Transit standardized priority seating messaging with a marketing and education campaign, stickers, signage - Use the same signage as all Ontario transit properties.	Optional (explain):It is up to the customer whether they wish to be secured; operators will assist, if	Combined (forward and rear facing in one area)	Passengers travelling with strollers are responsbile for the safety and security of children and to secure the device in a safe manner	Yes, a visually impaired customer (conventional transit) has a current OHRC complaint that she feels unsafe as a result of the non-mandatory securement; she is fearful someone's walker, scooter may fall and injure her. No injury was reported.
Sault Ste Marie Transit	Stand up and give your seat to someone in need. Priority Seating - must be vacated for persons with disabilities. If space is available, passengers with other needs, such as caregivers with a child in a stroller or passengers with a bundle buggy may use the courtesy seat area but they should be aware that they may need to vacate the seats to accommodate someone with a disability.	Decals located on the window next to the courtesy seats indicate which seats are courtesy.	Signage indicating designated seating area.	Yes	Rear facing system	If space is available, passengers with other needs, such as caregivers with a child in a stroller or passengers with a bundle buggy may use the courtesy seat area but they should be aware that they may need to vacate the seats to accommodate someone with a disability.	No
Halifax Transit	Mobility scooters are allowed on all Access -A-Buses, designated ALF conventional bus routes, and ferries. Maximum size restrictions are: three-wheeled scooters: 40” x 21.125” four-wheeled scooters: 40.25” x 21.25” All mobility devices will require at least two anchor or tie down points, and should have four anchor or tie down points if possible to secure the device to the bus. These are not provided by Halifax Transit and are the responsibility of the passenger to provide. Passengers using scooters are required to maneuver into the docking station and transfer to a fixed transit seat independently. The operator will then secure the mobile device to the bus. Passengers are responsible for repairs/ removal of their mobility devices, in case of breakdown. Operators will deploy the ramp at the request of a mobility impaired passenger at any bus stop, other than those marked with a ‘No Ramp Deployed’ decal. Our three bus stop classifications are as follows: Standard ALF Bus stop, inaccessible bus stop, non-standard ALF bus stops.	No	Signage indicating designated seating area.	Yes	Combined (forward and rear facing in one area)	Strollers should be small, light-weight and foldable. Recommended size is 42” x 22.5” or smaller. Upon boarding the bus, children should be removed from the stroller and held. Those wishing to leave children in the stroller should remain near the front of the bus, utilizing the courtesy seats when available The brake must be engaged after entering the bus and remain engaged until exiting the bus. The stroller cannot obstruct the aisle or impede the flow of passengers. The transit operator will have ultimate discretion based on the size of the stroller or the amount of room available on the bus and/or ferry due to load size, and other safety considerations. Strollers are not permitted on the upper deck of the ferries. Please note: children's' push carts, wagons, and bicycles are not allowed to be transported on buses due to safety concerns as these items have the potential to become a projectile in the case of a sudden stop or accident.	No

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Oakville Transit	All buses have clearly-marked priority and courtesy seating areas. The seats or space in the priority seating areas are required for customers using a mobility aid, walker, cane or who would otherwise benefit from a seat. There are other passengers who may benefit from having a seat in the courtesy seating area. In these instances, customers are asked to do the right thing and give up their seat to a passenger whose need is greater. Bus operators are not expected to intervene in a priority or courtesy seating dispute. Remember, passengers with invisible disabilities have the same right to access priority seating as passengers with visible disabilities. When a bus is full, or the priority seating areas are occupied, customers using a mobility aid may need to wait for the next bus.	Yes	Displayed on bus as follows. Wheelchair seating area. Courtesy Seating: Please offer your seat if someone is in need. Priority Seating: For Seniors and persons with disabilities.	Optional (explain): Lap shoulder belts if requested; Device securment is mandatory	Forward facing system	Strollers may be carried on buses; however, for safety reasons, the child is to be removed from the stroller and the stroller folded and placed so as not to interfere with the movement of customers in the aisle.	No
Grand River Transit	Priority seating is for use of people of all ages with disabilities and mobility challenges. Priority seating is located close to the entrance door of the bus and train, and marked by blue decals. All other customers must vacate these seats upon request. Remember that not all disabilities are visible! If you use a mobility device, please lock your device in place. Use ties or belts available to further secure your position.	Yes	Posted signage included written and visual pictographs.	No	Rear facing system	Customers should know the dimensions of their stroller before attempting to board the bus. Strollers must be able to fit through the front doors and down the aisles in order to board the bus. For the safety of all customers, the aisles must not be blocked. Customers with strollers are required to move to the rear of the bus, lock the wheels of the stroller and remain in firm control of it at all times. If possible, strollers are to be folded when standee conditions apply. Hold on to the stroller at all times to avoid tipping. Position the stroller so passengers can walk freely down the aisle.	No
City of Ottawa	The cooperative seating area is reserved for customers who may have difficulty standing in a moving vehicle including, but not limited to persons with disabilities, senior citizens, customers who carry a Priority Seating Card, pregnant women and customers with assistive devices such as wheelchairs, scooters and walkers, and customers with open strollers.	No, we do not differentiate. We use the term "cooperative" seating.	Royal blue sticker logo stating "Cooperative seating" either in front of the bus or by the O-Train entrances.	No	Rear facing system	An open stroller carrying a child must be placed in a wheelchair position if available and should a wheelchair position not be available, open strollers will be allowed in the aisle unless they interfere with other customers or with the safe movement of customers within the transit vehicle. Also, should an open stroller be in a wheelchair position and a person using the wheelchair boards and needs that position, the customer with the stroller will be required to move.	No
Stratford Transit	Priority Seating is provided as required by the AODA. Seating is at the front of the bus and intended for use for anyone who would benefit from the seating as the result of a disability.	Yes	Signage	Yes	Rear facing system	Strollers need to be secured (held onto by caregiver)	No
Sudbury Transit	Priority seating is seating that is meant to be used by customers using wheelchairs or other mobility devices, or used by customers with disabilities, the elderly or pregnant women, as noted in the decals posted above the seating. It is located in designated areas on all accessible vehicles.	Yes	Priority Seating Priority seating is reserved for passengers with disasbilities.	Yes	Rear facing system	Strollers do not need to be folded and children can remain seated in the stroller if:	No
Toronto Transit Commission (TTC)	Priority seating is seating that is meant to be used by customers using wheelchairs or other mobility devices, or used by customers with disabilities, the elderly or pregnant women, as noted in the decals posted above the seating. It is located in designated areas on all accessible TTC vehicles. https://www.ttc.ca/Riding_the_TTC/Frequently_Asked_Questions/Priority_Seating_FAQ1.jsp	Yes	Ongoing campaign "offer me a seat" identified blue seating area decal and advertising displayed on bus Signs and blue coloured seats. On new subway trains, a blue box on the floor as well.	Yes	Forward facing system	TTC has no official stroller policy. Strollers may occupy priority seating areas, but the area must be vacated should it be required for use by a customer with a disability, senior, or a pregnant women.	No
London Transit Commission	Priority Seating is provided as required by the AODA. Seating is at the front of the bus and intended for use for anyone who would benefit from the seating as the result of a disability.	Yes, courtesy seating is located directly behind priority seating and is intended for anyone who would benefit from it (ie moms with small children, seniors, etc.)	Decals on the windows in the priority seating area and Priority Seating wording and pictogram embroidered into the back of all Priority seats (which are also a different colour than the rest of the bus).	Yes	Forward facing system	No specific policy, strollers are allowed on board given they are considered a support for a group protected under the human rights code (family status). General rule for all access is first come first served, there is no reservation of any seating or area on the bus.	No

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Guelph Transit	Priority seating is for the use of passengers with a disability. These seats are located close to the front of the vehicle. Customers are expected to respect and obey the purpose of the designated seating area, which means: if you are sitting in one of these designated seats, you must vacate the seat for a passenger with a disability. Bus drivers will not enforce this requirement or intervene in any dispute related to Priority Seating. Courtesy seating is intended to provide additional seating for people who will benefit from having a seat near the front of the vehicle including: Seniors, expectant mothers, adults traveling with infants or small children, or any other passenger who may benefit from a seat. If you are sitting in one of these designated seats, please respect its purpose and give up your seat to those who need it. Bus drivers will not enforce this requirement or intervene in any dispute related to Courtesy Seating.	Yes	Priority Seating -- AODA 191-11 window sticker behind front tires. Courtesy Seating next set of seats back.	Optional (explain):signs on board that drivers will do this if requested	Forward facing system	Strollers do not need to be folded and children can remain seated in the stroller if; The stroller is no larger than 24 inches wide (61 cm) by 48 inches (122 cm) long and Priority seating is not occupied or needed by persons with disabilities. Double strollers are not permitted to be open in the priority seating area because they are too wide and will extend into the aisle. can use the priority seating area if not occupied by persons with disabilities ensure children are facing the back of the bus I person requiring the seating board the bus, the last passengr to board the bus witha stroller must move to a regular seat. Strollers must be folded when in the regular seating areas. Children in accessible strollers may stay in the stroller if it is secured in the tie-down priority seating area. Permitted strollers included; unbrellas strollers, travel system strollers, tandem strollers, three-wheeled strollers, and jogging strollers. Double strollers are not premitted to be open in the priority seating area because they are too wide and will extend into the aisle strollers larger than the maximum size are not allowed on board unless they are folded and stored out of the way of the bus aisle.	No
Regina Transit	Priority seating is intended for customers with mobility devices, and is labelled with a decal. Passengers using this seating area may be asked to move if a customer with a mobility device wishes to use the bus. If that customer refuses, the new customer may be denied on that trip and the Op refers to the Dispatcher/TSO instructions.	Priority is mobility stations, courtesy seating is the first forward facing seats. Again, Op or new passenger may ask a passenger to vacate the space, but there is no requirement to.	Black and white decals for the courtesy seating, "Courtesy Seating Please offer your seat to someone in need." with pictures of people with a cane, pregnant or with a small child. Blue and white decals for the Priority seating, "Priority Seating Please vacate priority seating for persons with disabilities." - with pictures of a person with a service dog, mobility device and crutches.	Yes	Combined (forward and rear facing in one area)	Strollers do have a recommended max length width, but this is not enforceable on the street with any consistency. Passengers may be asked to fold them up. Passengers may request assistance from the Op, but the Op may politely refuse for any reason. Passenger may be advised to use certain spaces, such as a mobility station to accommodate a large stroller or how to board (fwd vs backing on/off). If there is not enough space on a bus, they may be left bypassed. In all of these examples of strollers or seating, anyone bypassed is reported to Dispatch/TSO for counting and alternate options as available.	Yes
York Region Transit	Priority seating is for the use of passengers with a disability. These seats are located close to the front of the vehicle. Customers are expected to respect and obey the purpose of the designated seating area, which means: if you are sitting in one of these designated seats, you MUST vacate the seat for a passenger with a disability. Bus drivers will not enforce this requirement or intervene in any dispute related to Priority Seating. Courtesy seating is intended to provide additional seating for people who will benefit from having a seat near the front of the vehicle including: Seniors, expectant mothers, adults traveling with infants or small children, or any other passenger who may benefit from a seat. If you are sitting in one of these designated seats, please respect its purpose and give up your seat to those who need it. Bus drivers will not enforce this requirement or intervene in any dispute related to Courtesy Seating.	Yes	Have varying styles of vehicles, but all have either a decal or decal and words indicating the priority seating area. Additionally the information is on their website.	Yes	Combined forward and Rear facing system	Strollers are allowed in the priority seating area as long as there is room for them and must vacate the priority seating area if an individual with a disability requires the space.	No
Winnipeg Transit	Priority Seating area with a first come first served basis, although would expect that the area be vacated for those with disablitilies or requiring securements for wheelchairs.	No	Signage	No	Combined (forward and rear facing in one	No official stroller policy. Strollers may occupy priority seating areas.	No

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Niagara Falls Transit Services	Priority seating is for the use of passengers with a disability. These seats are located close to the front of the vehicle. Customers are expected to respect and obey the purpose of the designated seating area, which means: If you are sitting in one of these designated seats, you MUST vacate the seat for a passenger with a disability. Please note the following: A person with a disability occupying a priority seat is not required to move for another customer with a disability. Use of these seats is on a first-come, first-served basis. You are not expected to leave a transit vehicle in order to make room for a customer with a disability. Bus drivers/operators will not intervene to enforce the requirement; however, we ask that you show consideration for those with a greater need than your own.	Yes	Signage onboard indicates the difference between priority seats and courtesy seating at the front of the bus.	Yes		Passengers with strollers may wheel their child on-board while the child remains in the stroller Strollers are not permitted to use securement devices which are for wheelchairs and scooters only. When on-board you can park the stroller with the child in the wheelchair accessible area, preferably with the stroller facing the rear of the bus; the baby must be buckled-up in the stroller; the brake/wheel lock of the stroller must be applied; and the adult is to hold the stroller securely while the bus is in motion If the wheelchair areas are full or if a passenger who requires a "priority" seat (people using mobility devices such as wheelchairs, walkers or scooters, or a person is on crutches, or a person with a visual impairment) boards, the stroller must vacate and move to the rear of the bus or to another seat where the baby can be removed and the stroller can be folded & stored safely between the seats; this is for the purpose of allowing the front of the bus and the aisle to remain free for passengers to board and exit while providing a safe location for the child and the stroller The maximum size of the stroller allowed is 2' X 4' (48" X 24" or 61 cm X 122 cm). Strollers larger than this do not fit in the designated wheelchair area without protruding in the isle and restricting passenger movement. If while boarding or alighting a low floor accessible bus with a child in a stroller, you may ask the Operator to lower the bus to kneeling height or extend the ramp. This will create an accessibility feature level with the sidewalk to ease boarding and exiting.	N/A
County of Strathcona	All passengers can use the priority seating area however if someone with restricted or impaired mobility requires the priority seating they are expected to surrender the seating. Operators will ask persons to surrender the seats for a passenger who needs the priority seating but if the person refuses the operator is not to get into a confrontation.	No	Seats are marked as such and are wheelchair accessible.	Yes		When using a stroller, please ensure the wheels are locked once on board. If your stroller does not lock, please remove your child from the vessel and seat them on your lap.	N/A
Welland Transit	Priority Seating is for the use of passengers with a disability. These seats are located close to the front of the vehicle. Customers are expected to respect and obey the purpose of the designated seating area which means: If you are sitting in one of these designated seats, you must vacate the seat for a passenger with a disability.Welland Transit conventional buses provide two spaces at the front of each conventional bus for those with wheeled mobility aids. These spaces measure 30 inches wide by 50 inches long. Due to space limitations, the mobility aid must not exceed these dimensions.	Courtesy seating is intended to provide additional seating for people who will benefit from having a seat near the front of the vehicle including: seniors, expectant mothers, adults travelling with infants or small children or any other passenger who may benefit from a seat.If you are sitting in one of these designated seats, please respect its purpose and give up your seat to those who need it.		Yes		Passengers with strollers may wheel their child onboard while the child remains in the stroller.While on-board, strollers can be parked with the child in the wheelchair-accessible area, preferably with the stroller facing the rear of the bus.The baby must be buckled in the stroller; the brake/wheel lock of the stroller must be applied; the adult is to hold the stroller securely while the bus is in motion.If the wheelchair areas are full, or if a passenger who requires priority seating boards, the stroller must vacate and move to another seat where the baby can be removed and the stroller can be folded & stored safely between the seats, keeping the aisle to remain free for passengers to board and exit. Passengers requiring priority seating include people using mobility devices (such as wheelchairs, walkers or scooters, or crutches), or a person who is blind.	N/A
MiWay (Mississauga Transit)	Priority seats at the front of the bus are reserved for people of all ages with mobility issues and other disabilities. All passengers are expected to respect the priority seating area, and vacate these seats for passengers who need them. There are two areas at the front of each bus where seats can be folded up to accommodate wheelchairs or scooters. Operators are not required to enforce priority seating. We ask that our customers show consideration for those whose needs are greater than their own.	MiWay only has priority seating onboard our buses for customers with disabilities	MiWay's Priority Seating signage includes: interior window decals located above the Priority Seating area. In addition, "Priority Seating" window decals above each seat	Yes		Strollers, buggies and other large articles are allowed on the bus when there is space. Strollers must not block the aisles for safety reasons. If customers are using a stroller they must carry it on and off the bus themselves.	N/A
Milton Transit	Priority seats at the front of the bus are reserved for people of all ages with mobility issues and other disabilities. All passengers are expected to respect the priority seating area, and vacate these seats for passengers who need them. There are two areas at the front of each bus where seats can be folded up to accommodate wheelchairs or scooters. Operators are not required to enforce priority seating. We ask that our customers show consideration for those whose needs are greater than their own.	Courtesy seating is intended to provide additional seating for people who will benefit from having a seat near the front of the vehicle including: seniors, expectant mothers, adults travelling with infants or small children or any other passenger who may	Priority Seating symbols and text	Yes	Forward facing system	Strollers and personal shopping carts are permitted onboard. You may board a bus without folding up strollers or personal shopping carts, but it is your responsibility to ensure it does not interfere with the safety or comfort of other passengers. Oversized strollers (e.g. jogging strollers) are not permitted onboard.	No

Note: Survey questions were sent to CUTA - the list of transit properties represents those that have responded.