



Transit Departmental Policy

Policy Title

Priority and Courtesy Seating

Policy Information

Effective Date: November 19, 2021

Amended Date:

Revision Date: 19 November 2021 12:21 PM

Next Review Date: 19 November 2024

Policy Statement

To provide designated seating to passengers with a disability (as per AODA) and to those who would benefit from having a seat at the front of the bus.

Scope

This policy applies to all Burlington Transit customers using fixed route and on-demand services.

Objectives

To ensure that all customers share a safe and positive experience on Burlington Transit.

Definitions

For the purpose of this policy, unless otherwise stated, the following definitions shall apply:

Courtesy Seating – Designated seats for seniors, expectant mothers, adults travelling with infants / small children or any other customer who may benefit from a seat near the front of the bus.

Priority Seating – Clearly marked seating for persons with disabilities as close as practicable to the entrance door of the vehicle.



Principles

If you are sitting in one of these designated seats, please respect its purpose and give up your seat to those who need it.

Priority Seating

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.

- 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 required or 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. We ask, however, that you show consideration for those whose need is greater than your own.
- Stroller and other non-assistive devices must be removed from the priority seating area when requested by a customer with a disability

Courtesy 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

References

O. Reg. 191/11: Integrated Accessibility Standards under Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 (Section 49)



Roles

Accountable:

The Director of Transit, or designate, is answerable for the timely review, updating and dissemination of the policy.

Responsible:

Managers and supervisors are responsible to promote, support and ensure the effective implementation of the policy.