



Adopted: June 2026

STROLLER POLICY

I. PURPOSE

It is the mission of the City of Raleigh's Transit System, a program within the City of Raleigh's Department of Transportation, through the efforts of dedicated, well-trained employees, to provide safe, reliable, convenient, and efficient public transportation to the citizens and visitors of Raleigh and Wake County. The Transit System has established this stroller policy to promote the safety, comfort, and convenience of riders.

II. OVERVIEW

GoRaleigh is implementing this stroller policy to lessen the burden placed on families riding GoRaleigh services with strollers. This policy seeks to improve the onboard experience with strollers.

III. POLICY

GoRaleigh buses permit unfolded strollers 26 inches wide or less, carrying properly secured children onboard. Strollers under 22 inches in width are strongly encouraged. Strollers without children must be folded and stowed under the seat. Strollers should be parked in the ADA seating area on the driver side of the bus, ensuring they do not block aiseways or obstruct emergency exits. The wheels must be locked, and passengers must always maintain control of strollers and children.

If the ADA area is occupied or requested by an ADA passenger, strollers should be folded and stored, with the child secured on the guardian's lap or in an adjacent seat. Federal regulations (49 C.F.R. Section 37.167) require bus operators to ask non-disabled passengers to move if a person with a disability needs the space. Passengers are encouraged to vacate the ADA space if an individual boards requiring use of the ADA space.

When exiting the bus, strollers must be backed off the bus to ensure a safe exit from the vehicle. This policy does not extend to stroller wagons, or strollers wider than 26 inches, which must be folded and stored while onboard. Operators reserve the right to instruct riders to fold strollers at any time.