



Tips for Caregivers, Family, and Friends

Transporting Passengers with Memory Loss

Transitioning from driving is a key element in improving safety, access, and mobility for Florida’s aging road users. By providing information and raising awareness on the safe use of transportation by individuals with memory loss, together we can assist this vulnerable population remain safe and connected in their community.

The tips contained in this document are research-based¹ and provide drivers valuable suggestions on how to serve people with dementia.

***Dementia-Friendly Transportation:** Going beyond senior-friendliness, a transportation service that considers the special needs of passengers with all stages of memory loss.*

Challenges of Dementia & Potential Transportation Problems



Problem with Language

Unable to communicate with driver



Changes in Personality

Might become suspicious of driver

Disorientation to Time and Places



Memory Loss

May get lost after transit drop off

Changes in Mood/Behavior

Can't remember time of appointment for ride

Could become agitated for no obvious reason

¹Dept. of Elder Affairs, Florida Dementia Friendly Transportation Research Project, 2010



Loss of Initiative

May not want to get in or out of vehicle



Misplacing Things

Might leave things behind on vehicle/at destination; requires reminders

Poor or Decreased Judgment

Could have difficulty handling money in stores or paying fares

Difficulty Performing Tasks

Problem making transit appointments

Tips to Consider



- ☀ Know the “assistance capacity” of transit service—Will they provide additional support, such as door-through-door or escorted transportation, if needed?
- ☀ Accompany the passenger on a trip (or provide a companion)
- ☀ Communicate any changes in travel plans immediately to the transit provider
- ☀ Be sure passenger has travel bag (containing water, cell phone, etc.)
- ☀ Encourage passenger to use facilities before departure (in case of long trip)
- ☀ Explore options of pre-paying travel costs (to reduce the need for cash)
- ☀ Enroll your family member in Safe Return or a similar program

To learn more about how you can help an aging road user remain safe and mobile, please visit: www.FLsams.org