



Tips for Transit Drivers

Serving People with Dementia

Florida’s Aging Road User Strategic Safety Plan contains ten emphasis areas with an overall goal to reduce crashes for aging road users by improving their safety, access, and mobility. Transitioning from Driving is a key element in the plan and resources are being developed to help achieve their goal “to help bridge the gap between driving retirement and mobility independence.” By providing information and raising awareness on the safe use of transportation by individuals with dementia we can assist this vulnerable population remain safe and connected in their community.

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

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

- ▶ Understand that passengers’ challenges are not directed at you: they are part of the disease process.
- ▶ Your passenger may exhibit varying moods and abilities from one day to another.
- ▶ Your passenger may require more assistance and have help through the destination door one day.
- ▶ Be wary if your passenger asks to get off at a destination other than what is scheduled. They may misremember locations or time events. Check the passengers destination sheet if available to you.
- ▶ Soothing music may calm an agitated passenger.
- ▶ Above all else, keep your sense of humour!
- ▶ Be Patient... be patient... be patient!

Five Challenges & Scenarios of Dementia

Memory Loss	Can't remember time of appointment for ride		Problem with Language	Unable to communicate with driver
	Disorientation to Time and Places	Might get lost after transit dropped off	Changes in Personality	
Changes in Mood/Behavior	Could become agitated for no obvious reason		Might become suspicious of driver	

To learn more about Florida’s Safe Mobility for Life Coalition or our Aging Road User Strategic Safety Plan, please visit SafeMobilityFL.com.

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

