

Tips for Drivers

- 1 Customer Service:** Driver attitude can create a comfortable atmosphere for riders. Please be patient and courteous to older passengers who may have issues with stability and balance and have a fear of falling.
- 2 Environmental Hazards:** Please be aware of falls hazards on the ground, such as curbs, pot holes, uneven surfaces, puddles or ice. If providing curb-to-curb service, drivers should ensure that ambulatory passengers are steady on the sidewalk before leaving.
- 3 Passengers using assisted mobility aids** such as canes, walkers or crutches may need more time to maneuver narrow aisles. Please ensure that passengers using those devices are stable prior to moving the bus forward. After a wheelchair or scooter user leaves the vehicle, make sure that securement devices are properly stowed.
- 4 Crowding:** Your vehicle likely has seats designated at the front for seniors and individuals with disabilities, but priority seating may not be readily available when the bus is crowded. If a seat is not available, ensure that older passengers have access to a handrail. Encourage crowds to move to the rear of the vehicle to make room for individuals boarding at the front.
- 5 Excess Belongings in the Aisles** can become fall hazards as passengers move through the vehicle. Please check the aisle periodically and encourage passengers to keep their belongings from blocking the aisle.
- 6 Vehicle Stop/Go:** Please wait to move the vehicle until all passengers have an available seat or have a secure grip on a railing. Some riders may need to sit, extract their fare, then make payment at the next stop.
- 7 Weather Conditions:** Older adults can easily slip and lose balance inside the vehicle on a wet floor. Snow drifts, leaf piles or rain puddles are all potential fall hazards.

Tips for Older Riders

- 1 Choose Footwear Wisely:** The best footwear is flat shoes. Be careful to avoid wearing shoes with too little tread. Slippery soles can cause sliding.
- 2 Slow Down:** Avoid the risks of falling by taking your time to navigate the steps and aisle of the vehicle you're entering. Slower and smaller steps can help retain your balance if you encounter a slippery floor.
- 3 Maintain Stability:** Look for designated priority seating in the vehicle. If there are no seats available, find the accessible handrails or grip the overhead handles to maintain balance during a ride. Use railings to climb steps or lean on the vehicle door frame for support when climbing steps.
- 4 Watch out for packages in the aisles.** In addition, avoid carrying large packages or bags that obstruct your vision or prevent you from maintaining a firm grip on the accessible vehicle supports.
- 5 Ask Questions:** Drivers are expected to treat passengers with courtesy and respect. Do not be afraid to ask for help. Ask the driver to point out where the available seating might be or ask them to wait until you are seated to continue moving. And let the driver know if there are items blocking the vehicle aisle that you see as a hazard.



Falls are Preventable!

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