

Dementia-Friendly Transit Operations



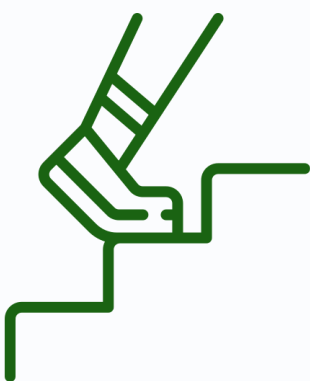
1. Be Patient

Give people time to find the right payment method, when they are boarding, or if they are checking route information. Patience and understanding can help people living with dementia feel comfortable to use public transportation services



2. Make Clear Announcements

Make clear announcements to keep passengers informed when routes are disrupted or changed. Let people know what is happening, answer any questions, and provide information on where to go to get support.



3. Lower the Step

Use the lower step or ramp if you see someone who looks like they might need extra support at an approaching bus stop. This can make someone feel more confident and at ease when getting on and off the bus.



4. Not all Disabilities are Visible

Be aware of hidden disabilities. It might not be apparent why someone is having difficulties. Compassion and understanding can make a big difference for them.



5. Be Approachable

Put your passengers at ease. Be friendly, make eye contact, and smile. This can not only make them feel valued but will make you more aware of everyone getting on.