

## **Standee-on-Lift Program**

Marshalltown Municipal Transit has the policy that passengers that walk can use the lift on a city bus to enter and exit any bus. The driver is to let all walking passengers get on or off of the bus before interacting with a passenger using the lift. The driver is to ask if the passenger has used the lift before, as a standee. If the person has not, then the driver will briefly explain what will happen.

Be sure to caution other passengers to be clear of the lift during this process.

Verbally or physically guide the person to the correct position on the lift.

Remind the standee to hold onto the handrails during lift movement.

Remind the standee to not hit their head as they enter the bus.

Assist the new passenger to their seat. The driver is to keep a watchful eye on the standee so that the person does not scrape their knuckles, or gets dizzy on the lift, and that there are no objects that could become a trip hazard.

The driver is not to leave the vehicle area to pick up or drop off a standee.

The driver does not have to transport a standee who refuses to hold the handrails, or who stands on the lift in an unsafe manner.