

Policies regarding customers slipping

Information compiled June 28, 2005

The Question: Have you had any problems with customers slipping on the metal lifts on the Dial-A-Ride vehicles? If you have this problem, what is your solution?

Ben Franklin Transit says... This hasn't been a problem for us in years. We have specified the lifts with a non-slip coating. Also, we discourage standees on the lift so it is rarely an issue.

Clallam Transit says... We only operate one Dial-a-ride vehicle and have had no problems. I've asked our paratransit contractor who runs similar vehicles about this and they do not recall any problems with passengers slipping on the metal lifts either.

Columbia County Public Transportation says... We have never encountered any problems with passengers slipping on the lifts.

CUBS says... We added non skid tape to that area and it solved the problem of customers slipping.

Grays Harbor Transit says... No, we have not had that problem, our vans are equipped with Ricon Lifts and the lift surface is made of a diamond shaped grated material.

Intercity Transit says... To my knowledge, we've not experienced any problem with passengers slipping on the lifts here at Intercity Transit. Wish I could be more help!

Island Transit says... We have never had a problem with the riders slipping on the lifts.

Jefferson Transit says... We have not had any problems with slippage on our Ricon brand lifts. Of course, it doesn't rain as much here in JT as it does over your way, but it does rain and it hasn't seemed to matter. The lift beds are porous and quite rough, so that probably helps prevent slipping.

Mason Transit says... We have not yet had a problem with a passenger standing on the lift. We do let our drivers ride the lift with a passenger if there is concern about the passenger's stability. The driver should only ride with the passenger if there is a concern, we feel you cannot support someone who has a balance problem or slips or trips when they are 3 feet in the air, or when you have to leave them unattended to run around and get into the bus. Some transits do not allow the driver to ride the lift with the passenger for other safety reasons; they feel the space on the lift does not allow the driver room to balance themselves if they need to support the passenger.

Pullman Transit says... We have had no issues like this with our lifts.

Spokane Transit says... Our only "dial a ride" capability is our Paratransit service. We have not experienced a problem with slipping on our metal lifts.

Whatcom Transit says... Our lifts are "Braun" and the footing platform is made of "expanded metal". Our Operators are also instructed to standby to assist as they operate the lifts. I know of no slipping events associated with the metal surface of these lifts. If there is other evidence of an "industry" or operational problem, please let me know. If I can be of further assistance, please call or email. ..With regards, Robert Muzzy, Supervisor of Safety & Training WTA 360 715-4513.