

January 10, 2022

## **Treating our ADA Passenger with “Care and Compassion”**

### **Our ADA Passengers are not a Burden**

- ADA passengers should be treated with the same courtesy as every passenger on your bus.
- If an ADA passenger takes extra time to board or needs assistance, that is an acceptable part of public transportation.
- Do NOT ridicule the passenger for taking a bit of extra time or additional help.
- Words and body language matter. Your words and actions could disrespect an ADA passenger.

**WOULD YOU WANT  
YOURSELF OR A  
FAMILY MEMBER  
DISRESPECTED ON  
PUBLIC  
TRANSPORTATION?**

