

Training on mental illness disabilities and stigmatizing behaviors should be required, including not being confidential (in public places not associated with bus operations) about names of people riding the bus and where they are going, the need to keep dispatch voices calm and avoid a blaming tone with riders, the importance of giving people time to sit down before moving the bus, the importance of respecting the time riders must spend waiting and notifying them if the bus will be excessively late, etc. All of these behaviors on the part of transit can result in riders with mental illness deciding not to ride the bus. I don't see anything in the plan about treatment of people with mental health issues. This is part of the ADA.