

Providing Welcoming Transportation to the LGBTQ+ Community

As someone who provides transportation services to our communities, it is important to understand how to provide a welcoming environment for Lesbian, Gay, Bisexual, Transgender, or Questioning (LGBTQ+) people, and making them feel supported in community spaces, like the use of transportation. When people feel safe while traveling with us, it is much more likely that they will use these services to access important community resources or appointments.

Here are a few tips to try!

- Attend training that helps to build your knowledge about LGBTQ+ communities so that you understand the issues, know the best terminology to use and increasing your comfort level around LGBTQ+ people.
- Acknowledge that anyone can identify as LGBTQ+, including people with disabilities or older adults.
- Never assume how someone identifies, try using “they” and “them.” For example, instead of saying *“this is her bag?”* you would say *“this is their bag?”*
- Use non-gendered language. For example, *“Is this your family?”* instead of asking, *“Is this your wife?”* Instead of saying *“Good morning, Ladies,”* just say *“Good Morning”* or *“Good Morning Everyone.”* Also avoiding calling people *“Sir”* or *“Ma’am.”*
- Place LGBTQ+ supportive symbols where people can see them, such as a pride flag or welcoming signage. These could be placed on your lanyard, name badge, or on the vehicle.
- Be mindful of what is on the radio or the conversations you are having with others. For example, conversations about current politics can make LGBTQ+ people feel unwelcome.
- If someone tells you they identify as LGBTQ+, respond positively by saying, *“Thanks for telling me! I am glad you let me know.”* Your support can mean the world to someone, and never know how you may change their day!
- Look into your agency’s policy on what to do when you see bullying and harassment and ask how you should respond if you see someone being harassed during your shifts.

For more information on how to support LGBTQ+ communities, please visit the [Center of Excellence on LGBTQ+ Behavioral Health Equity](#).

