

FY09 Passenger Assistance Knowledge Test, October 2008

1. **The participants who use the transportation service have different styles of wheelchairs. What is the best way to secure a wheelchair in a general use paratransit vehicle?**
 - a. With a web-belt strap that fastens around the passenger.
 - b. With an eye-bolt in the floor and hook mechanism.
 - c. With a positive clamp style side facing latch that clamps the wheels of the chair.
 - d. With a four point tie-down that fastens to the frame of the wheelchair.

2. **Which type of tie-down strap must not be used on the rear of the wheelchair?**
 - a. Retractable style.
 - b. Clamp style.
 - c. Pull through style.
 - d. Ratchet style.

3. **Which of the items should NOT be transported on a general use paratransit vehicle because of the possibility of a hazardous situation?**
 - a. Portable respirator.
 - b. Portable oxygen unit.
 - c. Gasoline in a can.
 - d. All of the above.

4. **The ADA does not require the use of a seat belt or wheelchair restraint system. Why do some transportation systems require the use of a seat belt and wheelchair restraint system?**
 - a. The transportation system wants to improve passenger safety.
 - b. The transportation system does not follow ADA.
 - c. The transportation system wants to reduce the risk of injury for all passengers.
 - d. Use of seatbelts and wheelchair restraint systems improves the safety of all passengers.
 - e. a, c & d.

5. **Which of the items listed is NOT related to passenger assistance?**
 - a. The vehicle pre-trip inspection.
 - b. The driver has worked six hours without a break.
 - c. The passengers on the bus are talking to the driver, while the driver is on the road.
 - d. None of the above; all are related to passenger assistance

6. **A passenger has difficulty using the steps on the bus. The passenger has a Personal Care Attendant (PCA). The vehicle has a lift for someone using a wheelchair to board the vehicle. What should you do to get the passenger on the bus?**
 - a. Help the PCA lift the passenger up the steps.
 - b. Tell the passenger that if he/she cannot use the steps, they will not be able to ride the bus.
 - c. Offer the passenger the option of using the lift.
 - d. Any of the above.

7. **A Personal Care Attendant (PCA) is going to accompany the passenger on a trip.**
 - a. The PCA pays half fare.
 - b. The PCA pays double.
 - c. The PCA rides free.
 - d. None of the above.

8. **Can the transportation system require the passenger using a wheelchair to use a seatbelt even if other passengers do not?** Yes: _____ No: _____

9. **A passenger on the bus is afraid of dogs. Another passenger starts to get on the bus with a service dog. The transportation program policy states that no one may transport an animal on the bus. What should you do?**
 - a. Tell the passenger who is afraid of dogs that the dog is trained and it is okay, and let the dog ride the bus.
 - b. Tell the passenger with the dog that the dog cannot ride.
 - c. Call dispatch about how to deal with the passenger who is afraid.
 - d. a and c.

- 10. A passenger experiencing a seizure may need what kind of assistance?**
- Firmly hold the person having a seizure to avoid injury to them or someone else.
 - A person having a seizure will most likely be confused but ok when the seizure is over and may not need any assistance.
 - A person having a seizure should have something inserted into the mouth to keep from swallowing their tongue.
 - None of the above is correct assistance for a person having a seizure.
- 11. A passenger who is having a stroke may have what symptoms?**
- If a person is having a stroke, one side of the persons face may be drawn and not function properly.
 - If a person is having a stroke, one arm may not be as mobile as the other.
 - If a person is having a stroke, the person may have slurred or unclear speech.
 - A person who is having a stroke may have all of the above symptoms.
- 12. A passenger who is noted as needing a Personal Care Attendant (PCA) does not have a PCA with him/her.**
- The passenger must not be permitted to ride without a PCA.
 - The passenger may ride without a PCA, but the driver cannot offer any assistance.
 - Call dispatch for instructions about how to proceed.
 - None of the above.
- 13. Which of the points about heart attack symptoms are NOT true.**
- A person having a heart attack may have pain in the chest, neck, arms, back or elsewhere and women feel pain differently than men.
 - A person having a heart attack loses consciousness.
 - A person having a heart attack may have pain in the chest, neck, arms or back.
 - A person having a heart attack may deny anything is wrong.
- 14. The passenger wants to use the paratransit vehicle to make connections for a transfer to a fixed route bus. The passenger has a service animal.**
- There is going to be a problem because the service animal can ride the paratransit vehicle but not the fixed route bus.
 - The passenger must pay an additional fare to transport the service animal on the fixed route service..
 - The service animal must be in a "carry case" in order to be transported.
 - None of the above.
- 15. The wheelchair lift on the vehicle you are assigned to use does not work, but has a great air conditioner. The only other vehicle available for you to use does not have working air conditioning and the weather forecast is 95 degree heat. Today there is no one on your route who needs the lift.**
- Tie the broken lift so it will be safe and use the vehicle with good air conditioning.
 - The vehicle with the broken lift must be taken out of service until the lift is repaired.
 - If something comes up that you do need the lift, the lift may be worked manually so it does not matter if the lift is out of service, as long as the vehicle is safe to drive.
 - Any of the above.
- 16. You have checked a passenger and think the person is having a heart attack. The passenger is conscious. What should you do, if you are trained in CPR?**
- Take the person to the nearest medical facility.
 - Contact base to call an ambulance, while you start CPR.
 - Contact base to call an ambulance, try to reassure the person and help the person be comfortable while waiting for the ambulance; if the person has heart medication, assist with medication if needed.
 - Contact base to call an ambulance, follow the instructions from base.
- 17. Which statement is not true for a passenger who has a developmental disability?**
- The passenger with a developmental disability has the understanding and capability of a child and should be treated as a child.
 - The passenger with a developmental disability should be treated with respect and dignity as any adult passenger should be treated.
 - The passenger with a developmental disability may have difficulty understanding some terminology so language should be kept plain and simple.
 - The passenger with a developmental disability may have many abilities and function normally in many ways.

- 18. Which statement is true for most persons who have a disability?**
- Most persons who have a disability live alone and take care of themselves.
 - Most persons who have a disability can be employed and live a productive life.
 - Most persons who have a disability enjoy the same type of activities and entertainment as someone who does not have a disability.
 - All of the above statements are true for most persons who have a disability.
- 19. Which of the following should be submitted to the supervisor in a written format such as an incident report?**
- One of the passengers made statements that caused you to think someone was abusing him/her (physically, financially, emotionally, etc.).
 - You were alone on the vehicle with a passenger who made comments that you felt were of a sexual nature.
 - Two of the passengers on the vehicle who participate in a workshop for "Educable Mentally Handicapped (EMH)" have been caressing each other in an intimate manner.
 - All of the above.
- 20. Which "barrier" is the most difficult to overcome?**
- Icy roads with snow drifts.
 - The lack of curb cuts.
 - A vehicle with a broken lift.
 - The attitude of a person who does not have, does not want, and does not accept correct information about people with disabilities.
- 21. Which of the following may not be a service animal?**
- A dog may not be a service animal.
 - A cat may not be a service animal.
 - A bird may not be a service animal.
 - All of the above.
- 22. An animal may qualify as a service animal by performing which of the functions listed?**
- Assisting by guiding the person (such as a Seeing Eye dog).
 - Assisting by picking up or fetching items for the person.
 - Assisting by comforting a person who may be suffering from anxiety.
 - All of the above.
- 23. Who may have a service animal?**
- A person has a visual impairment.
 - A person who has epilepsy.
 - A person who has anxiety attacks.
 - All of the above.
- 24. Does the ADA require that a service animal have formal certification as a trained service animal?**
Yes: _____ No: _____
- 25. Does ADA prevent a pet that is not a service animal from being transported in a Paratransit vehicle?**
Yes: _____ No: _____
- 26. What is the most appropriate way to speak with someone who is in a wheelchair?**
- The best way to speak to someone who is in a wheelchair is to stand close to the side of the wheelchair and speak toward the ear of the person.
 - The best way to speak to someone who is in a wheelchair is to stand directly in front of the wheelchair so the person can easily look up to speak with you.
 - The best way to speak to someone who is in a wheelchair is to get at eye level with the person who is in the wheelchair so you can each be comfortable speaking.
 - The best way to speak to someone who is in a wheelchair is to speak to someone who is with the person who is in the wheelchair so that person can pass the message on.
- 27. What is the most appropriate way to speak with someone who is deaf?**
- The best way to speak with someone who is deaf is to use sign language.
 - The best way to speak with someone who is deaf is to speak directly to the person.
 - The best way to speak with someone who is deaf is to speak directly to the interpreter.
 - The best way to speak with someone who is deaf is to speak loudly.
 - The best way to speak with someone who is deaf is to write notes.

- 28. What is the best way to communicate with passenger who has Cerebral Palsy?**
- The best way to communicate with someone who has Cerebral Palsy is in writing.
 - The best way to communicate with someone who has Cerebral Palsy is by speaking clearly and distinctly.
 - The best way to communicate with someone who has Cerebral Palsy is by speak loudly.
 - The best way to communicate with someone who has Cerebral Palsy is to use simple childlike language.
- 29. What is the best way to communicate with someone who has a visual impairment?**
- The best way to communicate with someone who has a visual impairment is sign language.
 - The best way to communicate with someone who has a visual impairment is in writing.
 - The best way to communicate with someone who has a visual impairment is to speak clearly and distinctly.
 - The best way to communicate with someone who has a visual impairment is to use simple child like language.
- 30. To keep a passenger who has short term memory loss from wandering you may:**
- Use a restraint in addition to the vehicle lap or shoulder straps.
 - Block the passenger by having another rider sit on the aisle side of the seat.
 - Threaten to kick the passenger off the bus if he/she does not sit still.
 - All of the above.
- 31. A passenger on the vehicle was coughing loudly and suddenly went quiet and is clutching his/her throat. What life threatening situation may the person be experiencing?**
- The person may be having a heart attack.
 - The person may be choking.
 - The person may be having a stroke.
 - None of the above.
- 32. A passenger on the vehicle seems to be having difficulty breathing and is sweating profusely. What life threatening situation may the person be experiencing?**
- The person may be having a heart attack.
 - The person may be choking.
 - The person may be having a stroke.
 - None of the above.
- 33. A passenger on the vehicle suddenly seems to have slurred speech and his/her face seems drawn on one side. What life threatening situation may the person is experiencing?**
- The person may be having a heart attack.
 - The person may be choking.
 - The person may be having a stroke.
 - None of the above.
- 34. A passenger on the vehicle complains of having "heart burn or indigestion" and feeling nauseous. Which of the following could not be the problem?**
- The person may be having a heart attack.
 - The person may be choking.
 - The person may be having a stroke.
 - The person may have "heart burn or indigestion".
 - None of the above.
 - Any of the above.
- 35. There may be occasions when a person with a disability has more ability or less ability.**
- True.
 - False.
- 36. What is the reason that the transportation service exists?**
- There are people who do not have other transportation available.
 - You need a job.
 - Some people need an alternative to private transportation.
 - a and c.

37. Someone who is staggering and has slurred speech:

- a. May be drunk or on drugs.
- b. May have Cerebral Palsy.
- c. May have had a stroke.
- d. Any of the above may be true. You should evaluate each person and not have the attitude that "one size fits all".

38. When arriving to pickup a passenger, you should:

- a. Tell the passenger your name and the name of the transportation service.
- b. Verify the name of the passenger and their destination.
- c. Be sure the passenger is safely seated and wearing a seatbelt if required.
- d. All of the above.

39. A passenger slips on the steps of the vehicle and falls to the ground. You do a quick check and there does not seem to be an injury or damage to clothing or other items. Is it necessary to take the time and trouble to complete a report about the fall?

- a. Yes, a fall should be reported because there could be complications later.
- b. No, a fall is not usually serious; there are no indications that the person may have any kind of injury and nothing was damaged. Completing a report is just going to waste my time and the time of each person that must review the report.

40. When a passenger using a wheelchair is on the lift, you should:

- a. Explain to the rider what you are doing.
- b. Hold the wheelchair while the lift is in motion.
- c. Operate the lift as smoothly as possible.
- d. All of the above.

41. There is a rider on your list with whom you are not familiar. You should:

- a. Be prepared to offer maximum assistance if needed.
- b. Consider one rider is the same as any other and no assistance may be needed.
- c. Ask dispatch for help if you are not certain you can safely assist the rider.
- d. a and c.

42. A rider who uses a walker needs assistance to stand before being able to use the walker. You should:

- a. Ask the rider to put their arms around your neck so you can bend over and use your back muscles to lift the rider.
- b. Keep your back in a naturally curved position, let the passenger use your arm as a grab rail and use your legs to help lift the rider.
- c. Use a "gait" or "transfer" belt around the waist of the rider to help stabilize the passenger until stabilized by the walker.
- d. b and c.

43. What is the best way to communicate with a passenger who is having a seizure?

- a. The best way to communicate with someone having a seizure is in writing.
- b. The best way to communicate with someone having a seizure is to speak clearly and distinctly.
- c. The best way to communicate with someone having a seizure is to use simple child like language.
- d. None of the above.

44. A passenger using a wheelchair needs assistance to get up a curb. You should:

- a. Take the wheelchair up the curb backward so you can use your leg muscles to pull.
- b. Use the tip bars at the back of the wheelchair. Gently tip the chair back until you can place the front wheels on the curb, then use your leg muscles to roll the chair up the curb.
- c. Get help to lift the wheelchair up the curb.
- d. None of the above.

45. The wheelchair the passenger is using has a loose hand grip. You should:

- a. Refuse to transport the wheelchair.
- b. Glue the loose hand grip.
- c. Remove the loose hand grip while assisting with the chair.
- d. None of the above.

46. A passenger who has become aggressive and combative may be:

- a. Unaware of the inappropriate behavior.
- b. Forcibly restrained.
- c. Kicked off the vehicle.
- d. Given medication by the driver to stop the behavior.

47. A passenger who has become aggressive and combative may:

- a. Be suffering from a form of dementia.
- b. Drunk or on drugs.
- c. Be an obnoxious person.
- d. Any of the above may be true. Each situation must be evaluated on its own merits.

48. A passenger who is usually pleasant has become aggressive and combative. You should:

- a. Take charge of the situation in a non-confrontational manner and attempt to determine if the situation will continue. Call for help if needed.
- b. Consider that the passenger may have a personality conflict with another passenger and should be moved to another seat.
- c. Report the incident in writing to reduce the risk of accusation for yourself and the transportation agency.
- d. All of the above.

49. Persons in the community and the passengers that use the service see you as:

- a. The example of what your agency represents to the community for better or for worse.
- b. The source of independence for someone who needs the transportation service.
- c. The rolling billboard advertising your agency.
- d. All of the above.

50. If the transportation service did not exist, what would it mean to the community and the passengers?

- a. Some people would be confined to home, a residence center or an institution.
- b. Some people would no longer be able to live at home.
- c. Some people would not be able to keep their job or have access to medical facilities, shopping or entertainment.
- d. All of the above.