

Defensive Driving- Answer Key

1. Which ability is most important to safe driving?

B: Driving involves both physical and mental skills, but mental skills such as decision making and predicting are far more important, and more difficult to learn, than eye, hand and foot coordination.

2. Which of these can cause a vehicle to skid?

D: All of the above are true.

A skid happens whenever the tires lose their grip on the road. This is caused in one of four ways: **Over-braking**. Braking too hard and locking up the wheels. **Over-steering**. Turning the wheels more sharply than the vehicle can turn. **Over-acceleration**. Supplying too much power to the drive wheels, causing them to spin. **Driving too fast**. Most serious skids result from driving too fast for road conditions. Drivers who adjust their driving to conditions do not over-accelerate and do not have to over-brake or over-steer from too much speed.

3. To avoid a crash, you had to drive onto the right shoulder. You are now driving at 40 mph on the shoulder. How should you move back onto the pavement?

A: If the shoulder is clear, stay on it until your vehicle has come to a stop. Then move back onto the pavement when it is safe. **Stay on the Shoulder** – If the shoulder is clear, stay on it until your vehicle has come to a stop. Signal and check your mirrors before pulling back onto the road.

4. A red circle and diagonal slash on a sign mean that:

C: Red is a special color in driving laws. Many times it represents special attention is needed. In this case it means that this action is “not allowed” or prohibited. Example: No right turn, no U-turn, etc.

5. A sign shaped like this means:

A: This is a diamond shaped sign. All diamond shaped signs mean warning to a situation. This is probably the most common roadway sign and will be yellow in color. It will either have an illustration or wording as to what to be warned about.

6. Which of these statements about speed management is true?

D: All of the above are true.

Slippery Surfaces – It will take longer to stop and be harder to turn without skidding when the road is slippery. You must drive slower to be able to stop in the same distance as on a dry road. Wet roads can double stopping distance. Reduce speed by about one-third (e.g., slow from 55 to 35 mph) on a wet road. On packed snow, reduce speed by half or more. If the surface is icy, reduce speed to a crawl and stop driving as soon as you can safely do so.

7. Whenever you approach a YIELD sign at an intersection, you should:

C: A yield sign means, “go slow enough to stop if you have to.” You do not have to stop if cross traffic is clear and it is safe to proceed, but you should always slow down when you approach a yield sign.

8. A solid line and a broken line painted on the center of a two-lane highway means passing is:

A: A solid yellow line on your side of the road means you may not pass. There may also be a no passing sign located on the left side of the roadway that is pennant shaped.

9. A flashing red light at an intersection means that you must:

B: A flashing red light should be treated like a stop sign. Proceed only after a complete stop and yielding the right of way at the intersection.

10. Your vehicle is in a traffic emergency and may collide with another vehicle if you do not take action. Which of these is a good rule to remember at such a time?

A: You can almost always turn to miss an obstacle more quickly than you can stop.

Stopping is not always the safest thing to do in an emergency. When you do not have enough room to stop, you may have to steer away from what is ahead. Remember, you can almost always turn to miss an obstacle more quickly than you can stop. (However, top-heavy vehicles and tractors with multiple trailers may overturn.)

11. The road you are driving on becomes very slippery due to glare ice. Which of these is a good thing to do in such a situation?

A: Stop driving as soon as you can safely do so.

If the surface is icy, reduce speed to a crawl and stop driving as soon as you can safely do so.

12. The IPDE process is a system that stresses:

C: The IPDE process means: Identify, Predict, Decide, Execute. This will involve seeing, thinking, decisions, and actions.

13. You should use your mirrors to check:

D: All of the above.

Check your vehicle – Use the mirrors to keep an eye on your tires. It is one way to spot a tire fire. **Turns** – In turns, check your mirrors to make sure the rear of your vehicle will not hit anything. **Merges** – When merging, use your mirrors to make sure the gap in traffic is large enough for you to enter safely.

14. The process of searching critical areas of the traffic environment in a regular sequence is called:

B: Your eyes will develop a specific pattern in which they look at certain priorities related to driving. Looking straight ahead will be your first priority, but your mirrors and blind spot will also be involved in your vision pattern. This is actually called a “scanning routine.”

15. You compromise space when you:

D: When you cannot minimize or separate hazards you sometimes have to put yourself in a hazardous situation. This is called compromising. Example: This would be like driving off the shoulder of the road to avoid a collision.

16. You can see a marking on a vehicle ahead of you. The marking is red triangle with an orange center. What does the marking mean?

A: It may be a slow-moving vehicle.

Slow Drivers – Motorists who fail to maintain normal speed are hazards. Seeing slow-moving vehicles early can prevent a crash. Some vehicles, by their nature, are slow and seeing them is a hazard clue (mopeds, farm machinery, construction machinery, tractors, etc.). Some of these will have the “slow-moving vehicle” symbol to warn you. This is a red triangle with an orange center. Watch for it.

17. The second collision occurs when:

D: The first collision is the impact of the cars striking each other. The second collision occurs when the occupants do not wear restraint devices and are thrust into the steering wheel, dashboard or other parts of the car.

18. High beams should be:

A: Used when it is safe and legal to do so.

Use high-beams when possible – Some drivers make the mistake of always using low-beams. This seriously cuts down on their ability to see ahead. Use high-beams when it is safe and legal to do so. Use them when you are not within 500 feet of an approaching vehicle. Also, do not let the inside of your cab get too bright. This makes it harder to see outside. Keep the interior light off, and adjust your instrument lights as low as you can and still read the gauges.

19. When parking uphill with no curb, your car’s front wheels should:

A: There is no curb for your front tires to make contact with. Therefore, turning your wheels to the right would swing your car off the roadway instead of into the roadway.

20. You approach an uncontrolled intersection. You should treat it as though which sign is present?

D: When approaching an intersection that is uncontrolled you should cover your brake and go slow enough to stop if someone else is approaching. This then represents an imaginary yield sign.

21. You are checking your tires for a pre-trip inspection. Which of these statements is true?

B: Tires of mismatched sizes should not be used on the same vehicle.

Tire Problems: Too much or too little air pressure. Bad wear. You need at least 4/32-inch tread depth in every major groove on front wheels. You need 2/32-inch depth on other tires. No fabric should show through the tread or sidewall. Cuts or other damage. Tread separation. Dual tires that come in contact with each other or parts of the vehicle. Mismatched sizes. Radial and bias-ply tires used together. Cut or cracked valve stems. regrooved, recapped or retreaded tires on the front wheels of a bus are prohibited.

22. Which of these best describes how you should use the brake pedal on a steep downhill grade?

B: Light, steady pressure.

The use of brakes on a long and/or steep downgrade is only a supplement to the braking effect of the engine. Once the vehicle is in the proper low gear, the following is a proper braking technique: 1. Apply the brakes just hard enough to feel a definite slowdown. 2. When your speed has been reduced to approximately 5 mph below your “safe” speed, release the brakes. (This brake application should last for about 3 seconds.) 3. When your speed has increased to your “safe” speed, repeat steps 1 and 2.

23. You are stopped in an intersection waiting to complete a left turn. Your front wheels should point:

D: Your wheels should be positioned straight in case of a rear end collision. Should someone hit your car in the rear end, it would shove your car in a straight direction and not into oncoming traffic.

24. If two vehicles approach an uncontrolled intersection at about the same time, who must yield?

B: This question deals with a “right of way rule.” The person on the left must yield to the person on the right when they arrive at an intersection at the same time.

25. Turning right on red after stopping is permitted:

C: You may turn right on red in Illinois at any intersection as long as there is not a sign saying “No Right Turn on Red.”

26. Which of these statements about marking a stopped vehicle is true?

A: If a hill or curve keeps drivers behind you from seeing the vehicle within 500 feet, the rear reflective triangle should be moved back down the road to give adequate warning.

When Parked at the Side of the Road: When you pull off the road and stop, be sure to turn on the four-way emergency flashers. This is important at night. Do not trust the taillights to give warning. Drivers have crashed into the rear of a parked vehicle because they thought it was moving normally. If you must stop on a road or the shoulder of any road, you must put out your emergency warning devices within 10 minutes. Place your warning devices at the following locations: If you stop on a two-lane road carrying traffic in both directions or on an undivided highway, place warning devices within 10 feet of the front or rear corners to mark the location of the vehicle and 100 feet behind and ahead of the vehicle, on the shoulder or in the lane you are stopped in. Back beyond any hill, curve or other obstruction that prevents other drivers from seeing the vehicle within 500 feet. If you must stop on or by a one-way or divided highway, place warning devices 10 feet, 100 feet and 200 feet toward the approaching traffic.

27. When driving through work zones, you should?

D: Do all of the above.

Work Zones – When people are working on the road it is a hazard. There may be narrower lanes, sharp turns or uneven surfaces. Other drivers are often distracted and drive unsafely. Workers and construction vehicles may get in the way. Drive slowly and carefully near work zones. Use your four-way flashers or brake lights to warn drivers behind you.

28. You are driving a vehicle at 55 mph on dry pavement. About how much total stopping distance will you need to bring it to a stop?

D: The length of a football field.

There are three things that add up to total stopping distance: Perception Distance + Reaction Distance + Braking Distance = Total Stopping Distance • **Perception Distance** is the distance your vehicle travels from the time your eyes see a hazard until your brain recognizes it. The perception time for an alert driver is about 3/4 second. At 55 mph, you travel 60 feet in 3/4 second. • **Reaction Distance** is the distance traveled from the time your brain tells your foot to move from the accelerator until your foot is actually pushing the brake pedal. The average driver has a reaction time of 3/4 second. This accounts for an additional 60 feet traveled at 55 mph. • **Braking Distance** is the distance it takes to stop once the brakes are put on. At 55 mph on dry pavement with good brakes, it can take a heavy vehicle about 170 feet to stop. It takes about 4 1/2 seconds. • **Total Stopping Distance.** At 55 mph it will take about 6 seconds to stop and your vehicle will travel the distance of a football field (60 + 60 + 170 = 290 feet).

29. You are driving a vehicle that could safely be driven at 55 mph on an open road. But traffic is now heavy, moving at 35 mph though the speed limit is 55. The safest speed for your vehicle is most likely:

B: 35 mph.

When you are driving in heavy traffic, the safest speed is that of other vehicles. Vehicles going the same direction at the same speed are not likely to run into one another. Drive at the speed of other traffic, if you can without going at an illegal or unsafe speed. Keep a safe following distance. The main reason drivers exceed the speed limit is to save time, but anyone trying to drive faster than the speed of traffic will not be able to save much time. The risks involved are not worth it. If you go faster than the speed of other traffic, you will have to keep passing other vehicles. This increases the chance of a crash; and it is more tiring. Fatigue increases the chance of a crash. Going with the flow of traffic is safer and easier.

30. It is illegal to pass another car:

C: Do not pass cars in an intersection because cars could be coming from other directions, such as right on red. The law states you may not pass within 100 feet of a crossroad or intersection.

31. As your vehicle speed increases, your 2-second following distance will:

B: The faster your car is traveling the longer your stopping distance is. Braking distance and reaction distance will increase because of the speed of your car.

32. According to the *Driver’s Manual*, why should you limit the use of your horn?

A: It can startle other drivers.

Use Your Horn When Needed – Your horn can let others know you are there. It can help to avoid a crash. Use your horn when needed. However, it can startle others and could be dangerous when used unnecessarily.

33. Which of these is a proper use of vehicle lights?

D: All of the above.

When It Is Hard to See – At dawn or dusk or in rain or snow, you need to make your vehicle easier to be seen. If you are having trouble seeing other vehicles, other drivers will have trouble seeing yours. Turn on your lights. Use the headlights, not just the identification or clearance lights. Use the low-beams; high-beams can bother people in the daytime as well as night.

Slowing Down – Warn drivers behind you when you see you will need to slow down. A few light taps on the brake pedal—enough to flash the brake lights—should warn following drivers. Use the four-way emergency flashers for times when you are driving very slow or are stopped. **Trouble Ahead** – The size of your vehicle may make it difficult for drivers behind you to see hazards ahead. If you see a hazard that will require slowing down, warn the drivers behind by flashing your brake lights.

34. You are driving on a straight, level highway at 50 mph. There are no vehicles in front of you. Suddenly a tire blows out on your vehicle. What should you do first?

A: Stay off the brakes until the vehicle has slowed down.

Recognize Tire Failure – Quickly knowing you have a tire failure will let you have more time to react. Having just a few seconds to remember what it is you are supposed to do can help you. The major signs of tire failure are: **Sound** – The loud “bang” of a blowout is an easily recognized sign. Because it can take a few seconds for your vehicle to react, you might think it was some other vehicle. But any time you hear a tire blow, you’d be safest to assume it was yours. **Vibration** – If the vehicle thumps or vibrates heavily, it may be a sign that one of the tires has gone flat. With a rear tire, that may be the only sign you get. **Feel** – If the steering feels “heavy,” it is probably a sign that one of the front tires has failed. Sometimes, failure of a rear tire will cause the vehicle to slide back and forth or “fishtail.” However, dual rear tires usually prevent this. Any of these signs is a warning of possible tire failure. You should do the following things: **Hold the Steering Wheel Firmly** – If a front tire fails, it can twist the steering wheel out of your hand. The only way to prevent this is to keep a firm grip on the steering wheel with both hands at all times. **Stay off the Brake** – It is natural to want to brake in an emergency. However, braking when a tire has failed could cause loss of control. Unless you are about to run into something, do not brake until the vehicle has slowed down. Then brake very gently, pull off the road and stop. **Check the Tires** – After you have come to a stop, get out and check all the tires. Do this even if the vehicle seems to be handling all right. If one of your dual tires goes, the only way you may know it is by getting out and looking at it.

35. When should you slow to the advisory speed posted for a curve?

D: A curve that has an advisory speed limit posted with it means you should slow down to that speed limit before entering the curve because it is sharper than an ordinary curve.

36. Which of these is a good thing to remember when crossing or entering traffic with a heavy vehicle?

A: Heavy vehicles need larger gaps in traffic than cars.

Space Needed to Cross or Enter Traffic Be aware of the size and weight of your vehicle when you cross or enter traffic. Here are some important things to keep in mind: Because of slow acceleration and the space large vehicles require, you may need a much larger gap to enter traffic than you would in a car. Acceleration varies with the load. Allow more room if your vehicle is heavily loaded. Before you start across a road, make sure you can get all the way across before traffic reaches you.

37. Which of these is a good thing to do when steering to avoid a crash?

C: Don’t turn any more than needed to clear what is in your way.

Keep Both Hands on the Steering Wheel – To turn quickly, you must have a firm grip on the steering wheel with both hands. The best way to have both hands on the wheel, if there is an emergency, is to keep them there at all times. **Turning Quickly and Safely** – A quick turn can be made safely, if it is done correctly. Here are some points that safe drivers use: **Do not** apply the brakes while you are turning. It is very easy to lock your wheels while turning. If that happens, you may skid out of control. **Do not** turn any more than needed to clear whatever is in your way. The more sharply you turn, the greater the chances of a skid or rollover. Be prepared to “countersteer,” that is, to turn the wheel back in the other direction, once you have passed whatever was in your path. Unless you are prepared to countersteer, you will not be able to do it quickly enough. You should think of emergency steering and countersteering as two parts of one driving action.

38. You should avoid driving through deep puddles or flowing water. But if you must, which of these steps can help keep your brakes working?

B: Gently putting on the brakes while driving through the water.

Avoid driving through deep puddles or flowing water if possible. If you cannot avoid them, you should: Slow down. Place transmission in a low gear. Gently put on the brakes. This presses linings against brake drums or discs and keeps mud, silt, sand and water from getting in. Increase engine RPM and cross the water while keeping light pressure on the brakes. When out of the water, maintain light pressure on the brakes for a short distance to heat them up and dry them out. Make a test stop when safe to do so. Check behind to make sure no one is following, then apply the brakes to be sure they work right. If not, dry out further as described above. CAUTION: Do not apply too much brake pressure and accelerator at the same time or you can overheat brake drums and linings.

39. How far should a driver look ahead of the vehicle when driving?

C: 12-15 seconds.

How Far Ahead to Look – Most good drivers look 12 - 15 seconds ahead. That means looking ahead the distance you will travel in 12 - 15 seconds. At lower speeds, that's about one block. At highway speeds it's about one-quarter of a mile. If you are not looking that far ahead, you may have to stop too quickly or make quick lane changes. Looking 12 - 15 seconds ahead does not mean not paying attention to things that are closer. Good drivers shift their attention back and forth, near and far.

40. On an expressway, an overhead sign with a yellow panel indicates:

D: A large yellow exit sign on an expressway means that you must exit and it is an exit lane only.

41. Hydroplaning:

D: Is more likely if tire pressure is low.

Hydroplaning – In some weather, water or slush collects on the road. When this happens, your vehicle can hydroplane. It's like water skiing: the tires lose their contact with the road and have little or no traction. You may not be able to steer or brake. You can regain control by releasing the accelerator and pushing in the clutch. This will slow your vehicle and let the wheels turn freely. If the vehicle is hydroplaning, do not use the brakes to slow down. If the drive wheels start to skid, push in the clutch to let them turn freely. It does not take a lot of water to cause hydroplaning. Hydroplaning can occur at speeds as low as 30 mph if there is a lot of water. Hydroplaning is more likely if tire pressure is low or the tread is worn. (The grooves in a tire carry away the water; if they are not deep, they do not work well.) Be especially careful driving through puddles. The water is often deep enough to cause hydroplaning.

42. If you are being tailgated, you should:

A: Increase your following distance.

If you find yourself being tailgated, here are some things you can do to reduce the chances of a crash: Avoid quick changes. If you have to slow down or turn, signal early and reduce speed very gradually. Increase your following distance. Opening up room in front of you will help you avoid having to make sudden speed or direction changes. It also makes it easier for the tailgater to get around you. Do not speed up. It is safer to be tailgated at a low speed than a high speed. Avoid tricks. Do not turn on your taillights or flash your brake lights.

43. Overdriving headlights means:

A: Do not go faster than your lights will allow you to see and get stopped. Your stopping distance should not be longer than your sight distance.

44. When your car starts to skid sideways:

A: It is the rear end of your car that is skidding. Therefore if your rear end of your car is skidding to the left, turn your steering wheel to the left.

45. If you must drive on a slippery road. Which of these is a good thing to do in such a situation?

C: Slow down gradually.

Slippery Surfaces – Drive slowly and smoothly on slippery roads. If it is very slippery, you should not drive at all. Stop at the first safe place. The following are some safety guidelines: **Start Gently and Slowly** – When first starting, get the feel of the road. Do not hurry. **Adjust Turning and Braking to Conditions** – Make turns as gentle as possible. Do not brake any harder than necessary, and do not use the engine brake or speed retarder. (They can cause the driving wheels to skid on slippery surfaces.) **Adjust Speed to Conditions** – Do not pass slower vehicles unless necessary. Go slow and watch far enough ahead to keep a steady speed. Avoid having to slow down and speed up. Take curves at slower speeds and do not brake while in a curve. Be aware that as the temperature rises to the point where ice begins to melt, the road becomes even more slippery. Slow down more. **Adjust Space to Conditions** – Do not drive alongside other vehicles. Keep a longer following distance. When you see a traffic jam ahead, slow down or stop and wait for it to clear. Try hard to anticipate stops early and slow down gradually.

46. Your brakes can get wet when you drive through a heavy rain. What can this cause when the brakes are applied?

D: All of the above.

Wet Brakes. When driving in heavy rain or deep standing water, your brakes will get wet. Water in the brakes can cause the brakes to be weak, to apply unevenly or to grab. This can cause lack of braking power, wheel lock-ups, pulling to one side or the other, and jackknife if you pull a trailer.

47. You are driving in the right lane of a four-lane, undivided road. You come over a hill and find a car stopped ahead in your lane. You do not have room to stop, and the hill blocks your view to the rear. The shoulder is clear. Which of these is the best action to take?

D: Steer to the right.

Where to Steer – If an oncoming driver has drifted into your lane, a move to your right is best. If that driver realizes what has happened, the natural response will be to return to his or her own lane. If something is blocking your path, the best direction to steer will depend on the situation. If you have been using your mirrors, you will know which lane is empty and can be safely used. If the shoulder is clear, going right may be best. No one is likely to be driving on the shoulder, but someone may

be passing you on the left. You will know if you have been using your mirrors. If you are blocked on both sides, a move to the right may be best. At least you will not force anyone into an opposing traffic lane and a possible head-on collision.

48. What should you do if your vehicle hydroplanes?

C: Release the accelerator.

Hydroplaning – In some weather, water or slush collects on the road. When this happens, your vehicle can hydroplane. It's like water skiing: the tires lose their contact with the road and have little or no traction. You may not be able to steer or brake. You can regain control by releasing the accelerator and pushing in the clutch. This will slow your vehicle and let the wheels turn freely. If the vehicle is hydroplaning, do not use the brakes to slow down. If the drive wheels start to skid, push in the clutch to let them turn freely.

49. When a front wheel drops off the roadway, you should avoid:

B: Do not brake because you may lock up your brakes which will affect your steering, and don't jerk the car back onto the road because this may cause your car to go into a skid and lose control. You should lift off the accelerator, grasp the steering wheel firmly, and try to keep the car in a straight line.

50. Which of the following is an important factor regarding alcohol and driving?

C: Alcohol always affects a person's ability to drive. Alcohol reaches the brain in 3-5 minutes. The very first thing to be affected by the use of alcohol is your judgment and your ability to concentrate. Then later your senses, reaction time, coordination, and balance will also affect your driving skills.

Emergency Procedures Knowledge Test – Answer Key

1. You should prop the windows open if there is smoke present.

B: False. Propping the windows open would allow more oxygen into a confined space where, if smoke is present, would speed up the process of igniting flames. Smoke will also be pulled in the direction of the open window, which is what you are trying to avoid when evacuating.

2. The best way to remove a passenger in a wheelchair from the bus during an evacuation is to use the lift.

B: False. The use of the lift during an evacuation is often too time-consuming. Every emergency situation cannot be covered; an assessment will need to be made as to whether there is enough time to use the lift. The rule of thumb is to get the people out and leave the mobility device behind to reduce evacuation time.

3. Where should the seatbelt cutter be located?

B: Within reach of the driver.

4. Emergency evacuation should take place:

A: Through the exit furthest from the smoke or fire.

5. If dragging the passenger out of the vehicle, always:

A: Ensure that his or her head is facing the direction that they are being dragged.

6. Passengers should stay on the vehicle if you think you smell something burning, but are not sure.

B: False. The saying: "Better safe than sorry," still stands. Evacuate and call for emergency assistance.

7. The person the driver should be most concerned with is...

D: The driver. Without the driver who is going to evacuate? The riders will depend on the driver to get them to safety. If the driver does something to risk his or her own safety, this can prohibit him or her from carrying out the evacuation process.

8. The first thing you should do once you realize there is smoke, fire or a strange smell is?

C: Evacuate the vehicle. The first thought should be getting the people off of the vehicle. However, if your policy states that you call dispatch immediately following an emergency then you should follow your company policy.

9. Speaking to passengers as they board the bus is important in what way?

D: All of the above. This communication will help identify different disabilities as well as provide your riders with the professionalism that they deserve.

10. Pre-trips are part of being proactive in preventing emergency situations?

A: True.

11. If there is a small leak under the bus when you approach it at the beginning of your shift you should.

B: Immediately report it to your supervisor or maintenance department. A small leak can be the result of a major mechanical problem.

12. How often should you cycle the lift to check for operation?

A: Daily. The lift should be checked for proper operation prior to the start of each shift. This will help to eliminate surprises such as the lift not working upon arriving to pick up a wheelchair passenger.

13. When should you cycle the lift manually?

D: Daily. Manual operation is a back up for when the normal operation fails. This is crucial when you have a wheelchair passenger aboard and the lift will not operate with the control console

14. How long after a fire extinguisher is recharged is it valid?

C: 12 months. Extinguishers that are not consistently inspected cannot be relied upon.

15. The first person to exit the vehicle should be the one closest to the exit.

A: True. In most circumstances riders sitting next to exits will not be wheelchair passengers. In the event that they are in a wheelchair and they are in front of the exit then this would be an exception to the rule of ambulatory passengers exiting first. The reason for having the closest passenger to the exit go first is to keep passengers from walking over each other.

16. If the vehicle has filled with smoke and is no longer safe to enter, what should the driver do?

C: Do not enter and wait until emergency personnel arrive. This training is not designed to groom heroes. The driver's responsibility lies on getting as many riders to safety while ensuring his or her own safety.

17. The roof hatch should only be used by the driver as an exit.

B: False. The roof hatch is a last resort exit to be used in the event that the vehicle has ended up on its side and no other exit is accessible. This exit is to accommodate both riders and the driver.

18. When should the driver try to put out the fire?

B: Never. Most drivers are not trained firefighters. Drivers must first protect themselves and their passengers before thinking of saving the vehicle. If all passengers are safely out of the vehicle and there is time to try to put the fire out is a decision that should be discussed with the supervisor or safety manager to clarify the company policy prior to any incident.

19. What can the driver do to prevent most preventable accidents?

D: All of the above. Remembering and following defensive driving techniques such as keeping good following distance and constantly checking mirrors are key items. Equally important is performing a complete pretrip inspection prior to starting the day.

20. It is important to keep all passengers _____ once they have been evacuated.

C: Together. Keeping your group together assists emergency personnel in the event they need to question the passengers and this also makes for a more rapid transfer when the relief driver arrives.

21. The driver should throw the 2-way mic out the window prior to starting evacuation.

A: True. This will enable the driver to call dispatch after completing evacuation without reentering the vehicle.

22. It is okay to have a passenger assist in the evacuation process?

A: True. Having assistance during an evacuation is a privileged opportunity. Having it planned out which passengers will be able to assist in an evacuation will prevent last minute planning.

23. If a passenger does not want to wear their seat belt, it is up to them.

B: False. The answer to this question greatly depends on each individual company's policy. Even as the law states that everyone must wear a seatbelt, ADA supersedes. ADA states that seatbelts can be enforced as long as it is a written policy. If there is a written policy then every passenger must wear a seatbelt.

24. When transporting oxygen, remove the oxygen:

B: Immediately upon realizing that fire and/or smoke is present

25. In the event of a fire and a passenger is covered in blood and needs assistance in evacuating vehicle, the driver should?

D: Use all means of protection and evacuate passenger. Preference would be that rubber gloves are always available and easily accessible. Blood Borne pathogens can have long term as well as terminal affects, therefore it is crucial that you protect yourself anytime blood is present.

26. Once a driver has been through the Emergency Procedures training they never need to attend again.

B: False. Like most things in life, if lessons learned are hardly ever used, they tend to drift to the back of our minds. Attending the Emergency Procedures course at least one time every two years will serve as a refresher course to help keep the 9 steps of emergency evacuation in the forefront of your mind.

27. Emergencies only happen to other people and they will not happen to you.

B: False. Emergencies are the unexpected and we can only hope that they don't ever happen to us. Unfortunately, it is a very real possibility and this is why it is so very important to stay prepared and ready for every possible scenario.

28. In an emergency wheelchair straps should be cut off, not taken off manually if a belt cutter is available.

A: True. Seatbelt cutters greatly reduce the time that it takes to free the mobility device from the securement devices. Remember that the straps can be replaced but the passenger cannot.

29. The exit farthest away from the _____ should be used to evacuate passengers.

C: Smoke and/or Fire. Evacuating furthest away from danger spots is a crucial step to further protect the rider from smoke inhalation and burns.

30. The driver's door can be used for evacuation.

A: True. Riders are able to pass over the driver's seat to exit the vehicle if needed. However, never pass in front of the airbag if it has not deployed following an impact accident or engine compartment fire.

31. The passenger door is unable to open if there is no power.

B: False. All power doors are equipped with an emergency release. Always ask someone how it works if you have not been shown.

32. The first passengers to exit the vehicle should be the _____.

C: Ambulatory passengers. Ambulatory passengers are able to exit the vehicle quickly and will make for fewer obstacles to maneuver when assisting wheelchair passengers.

33. It is freezing cold outside and I smell something hot or burning. I can't see what I smell. What should I do?

C: Evacuate. People are usually dressed for cold weather when they go out in it. This will buy some time for the relief driver to arrive. Never second guess what harm dangerous chemical odors can do.

34. One of the emergency windows has never opened, the bus is 8 years old and has gone this long without it and has never been fixed. What should I do?

B: Report it immediately. This is a vital piece during an evacuation. You want it to work for you when you need it. Continue to report it until it gets repaired.

35. By placing radio outside of window in the beginning of an evacuation:

B: The radio will be accessible without reentering the vehicle.

36. There is a rider that rides the bus everyday and never responds when I speak to him. What should I do?

C: Try speaking so that he can see your lips. Passengers that never respond probably do not hear you. If they can see your lips, this will enable them to read your lips. Do not, however, go overboard and get right in their face and shout. This will only intimidate them.

37. My vehicle has broken down in the middle of the intersection; I have a passenger in one wheelchair and three ambulatory passengers. Should I evacuate?

B: Only if the vehicle is in harm's way. Taking passengers off of a vehicle that is in the middle of traffic would mean subjecting them to being hit by oncoming cars

38. If there is smoke present, the driver should tell all passengers to keep their _____ until they have evacuated.

B: Heads down. Smoke rises; keeping their heads down reduces the amount of smoke inhaled.

39. Oxygen tanks are _____ and should be removed from the vehicle quickly in the event of a fire.

C: Under pressure. Oxygen tanks can explode under extreme heat or if punctured. They can become like a rocket if left on the bus under these circumstances.

40. When passengers have to be dragged out of the vehicle, the safest way is to drag them using their:

C: Shoulders of their jacket or shirt. By doing this it will prevent any further injury that may be caused by having to maneuver the passengers to get under their back to put your arms around their chest.

41. When evacuating passengers out of the window their ____ should go out of the window first.

B: Feet. If you are evacuating without any assistance and the passengers must go out of the window, less injury will be caused by putting the impact of the drop on the rider's legs than their neck.

42. There should be ___ emergency triangles in every commercial passenger vehicle.

C: Three. This is the amount that each vehicle is equipped with and for proper setup all 3 will be necessary.

43. If a passenger tells you that they have a better way to evacuate then you should listen.

B: False. There will always be different opinions on how things should be done, however only one person should be controlling the evacuation process and that person should be the driver.

44. There is a young wheelchair passenger and a senior citizen wheelchair passenger and you are running out of time. Which passenger do you evacuate first?

D: The one closest to the exit. If you stop to think about ethics and try to make a decision, you are wasting precious time. If you follow the same process every time, unnecessary lost time will not occur. This process should be to evacuate the person closest to the exit that you are going to use.

45. If there is fire or smoke present the quickest way to evacuate is to yell, "FIRE!"

B: False. Choice of words is important during an evacuation. Yelling words that may cause panic will only bring havoc to the evacuation process.

46. The driver should always have an evacuation _____ with the boarding of every passenger.

B: Plan. Having an evacuation plan for each different type of passenger that you have on board will provide a much smoother process.

47. Wheelchairs can be _____, people cannot!

B: Replaced. Remembering this will assist in minimizing the worry about getting the mobility device out along with the rider. If there is any question of not having enough time to use the lift, the wheelchair should stay and the rider should be removed by whatever other means necessary such as dragging them out.

48. It is important to speak loud and _____ when giving instructions during evacuation.

D: All of the above. Speaking loud and clear will ensure that hearing passengers will hear and understand your instruction. Speaking without panic will reduce the panic by your riders.

49. The passenger's safety begins with a daily and thorough...

B: Pre-Trip. A pre-trip is the first step in being proactive. Noticing and reporting incidents before they cause an emergency situation is the responsibility of the driver and should be the number one priority before driving the bus.

50. Seatbelts save lives and should be enforced by every _____.

D: All of the above. Once again, this depends upon your written policy. If your policy states that every rider wears a seatbelt, by getting the riders involved in the importance of seatbelts, they will begin to remind other riders as well. It is a good idea for supervisors to follow up on the use of seatbelts by randomly riding with their drivers to watch for the riders habits in terms of using their seat belt.

Passenger Assistance Knowledge Test – Answer Key

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?

D: With a four point tie-down that fastens to the frame of the wheelchair. The tie-down straps should be as near the seat of the wheelchair as possible and secured to a solid part of the frame that cannot come loose. This tie-down is the most secure way to keep the wheelchair from rocking sideways and tipping backward or forward.

2. Which type of tie-down strap must not be used on the rear of the wheelchair?

C: The pull through style tie-down strap is not designed to hold the wheelchair in the force of a crash or sudden stop. If they are working properly, each of these other styles of tie-down is designed to meet the required standard to secure the wheelchair in a crash or sudden stop.

3. Which of the items should NOT be transported on a general use paratransit vehicle because of the possibility of a hazardous situation?

C: Gasoline in a can. Gasoline can cause problems if spilled. It is a serious hazard in an accident situation. A portable respirator or a portable oxygen unit present is health care items that may be needed by the passenger and are no more dangerous than other packages that may be carried on the vehicle.

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?

E: The transportation system wants to improve passenger safety and the use of seatbelts and wheelchair restraint systems improves the safety of all passengers. The passenger using a wheelchair is less likely to be injured in an accident or sudden stop and other passengers are less likely to be injured in an accident or sudden stop.

5. Which of the items listed is **NOT related to passenger assistance?**

D: None of the above; all are related to passenger assistance. Too often passenger assistance is only thought of in the context of pushing a wheelchair or operating the lift. EVERYTHING that has a direct or indirect bearing on passenger safety is 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?

C: Offer the passenger the option of using the lift. Any passenger who would benefit by use of the lift is less at risk by using the lift than any other means of boarding the vehicle.

7. A Personal Care Attendant (PCA) is going to accompany the passenger on a trip.

C: PCA rides free. The ADA does not allow a charge for the PCA to ride with the passenger. The PCA may not be needed during the ride but may be going along to assist at the destination. If the transportation program allows the PCA to ride without accompanying the passenger, the PCA may be charged a fare when riding alone.

8. Can the transportation system require the passenger using a wheelchair to use a seatbelt even if other passengers do not?

NO: The passenger using a wheelchair cannot be discriminated against. Any passenger may only be required to wear a seatbelt if all passengers are required to wear a seatbelt.

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?

D: a and c. You cannot refuse to transport the service dog. The service dog can go anywhere the passenger can go. You should attempt to reassure the passenger who is afraid. You should also inform the base and complete an "incident report" to document the problem.

10. A passenger experiencing a seizure may need what kind of assistance?

B: A person having a seizure will most likely be confused but ok when the seizure is over and may not need any assistance. Most seizures last from a few seconds on up to five minutes. When the seizure is over, the person may be somewhat disoriented or confused. Usually comforting and reassuring the person for a few minutes is all that is needed. It is not uncommon for someone who has a "grand mall" seizure to lose control of the bowels or bladder. If that occurs be sensitive to that situation to minimize embarrassment to the one who had the seizure. If the seizure lasts longer than five minutes, the person has multiple seizures or was injured during the seizure it usually indicates need for an ambulance.

11. A passenger who is having a stroke may have what symptoms?

D: A person who is having a stroke may have all of the above symptoms. The person may not be able to respond in a normal manner. The sooner medical care is given the better the chance that the person will recover. Note the symptoms and the time that symptoms first appeared and provide that information when medical care is available.

12. A passenger who is noted as needing a Personal Care Attendant (PCA) does not have a PCA with him/her.

C: Call dispatch for instructions about how to proceed. The ADA does not allow denial of transportation because there is no PCA. How much assistance, if any, is required by the ADA is based on the type of transportation service. The ADA has different requirements for "transportation that complements the fixed route bus service", "Contract service" or "Agency service". In any situation if assistance is denied the "liability factor" must be considered. Pass that decision on for approval or disapproval based on policy. Complete an "incident report" to document what occurred.

13. Which of the points about heart attack symptoms are not true?

B: A person having a heart attack loses consciousness is not a true statement. Not everyone who has a heart attack loses consciousness. Someone may have a mild heart attack and not be aware of the symptoms. Heart attack damage is permanent. It is vital to recovery to get help quickly. Prompt medical help may make the difference between complete recovery and permanent heart damage.

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.

D: None of the above. The service animal can go anywhere the passenger can go – no exceptions.

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.

B: The vehicle with the broken lift must be taken out of service until the lift is repaired. The ADA forbids use of a vehicle that has a lift if the lift is not functional. The point is simple. If the vehicle is in service the lift cannot be repaired. (Note: If lift has not been repaired because parts are on order and the manual override works the lift is technically functional.)

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?

C: 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. Some places have varying company policy; if you are unsure of what to do, contact base and follow instructions from base.

17. Which statement is not true for a passenger who has a developmental disability?

A: The passenger who has a developmental disability has the understanding and capability of a child and should be treated as a child. Most persons who have a developmental disability have many abilities and are able to live normally in many ways. If someone has limited vocabulary comprehension, speak at the level needed to communicate, do not "speak down" to the person.

18. Which statement is true for most persons who have a disability?

D: All of the above statements are true for most persons who have a disability. Most persons who have a disability are capable of living an independent enjoyable life. The greatest obstacle faced by a person who has a disability is not the disability but the attitude of persons who consider themselves "normal".

19. Which of the following should be submitted to the supervisor in a written format such as an incident report?

D: All of the above. Protect yourself, your passengers and the transportation program. Document ANY incident that may be questionable.

20. Which "barrier" is the most difficult to overcome?

D: The attitude of a person who does not have, does not want, and does not accept correct information about people with disabilities. There is no greater barrier than the attitude of someone who does not want, and is not willing to know the truth.

21. Which of the following may not be a service animal?

D: An animal is not necessarily a service animal because of the type of animal it is. An animal may just be a pet. A service animal is not determined by the type of animal that it is but what service it performs to assist the person with a disability.

22. An animal may qualify as a service animal by performing which of the functions listed?

D: A service animal may perform various functions. The qualifying factor is the animal being able to provide a service that the person needs.

23. Who may have a service animal?

D: The ADA does not discriminate on the basis of the type of disability the person may have. The ADA allows a service animal based on the animal being able to provide the service that the person needs.

24. Does the ADA require that a service animal have formal certification as a trained service animal?

NO: A service animal may be certified as a trained service animal. The ADA does not require a service animal to have formal written certification of training. The ADA requires only that the animal be able to meet the need of the person. The person may only be able to verify that the animal does indeed meet that requirement. The transportation service may request verification that the passenger has a service animal.

25. Does ADA prevent a pet that is not a service animal from being transported in a Paratransit vehicle?

NO: Transporting a pet is a matter of transportation agency policy. As a matter of safety for the pet and the passengers it is advisable to require a pet to be transported in a secure carrier.

26. What is the most appropriate way to speak with someone who is in a wheelchair?

C: 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. Speaking with a person who is using a wheelchair is no different than speaking with anyone else. The person will be able to communicate more comfortably at eye level. If you are towering over the person or at their side it is difficult and sometimes painful position to look up into your face.

27. What is the most appropriate way to speak with someone who is deaf?

B: The best way to speak with someone who is deaf is to speak directly to the person. Even if the person who is deaf has an interpreter, you are speaking to the person not to the interpreter. If the person who is deaf does not have an interpreter, speaking directly to the person will make it easier to read your lips. Speaking loudly will not help and may actually make it more difficult to read your lips. Some persons who are deaf do not use sign language. Notes may be helpful if the person has difficulty with reading your lips.

28. What is the best way to communicate with passenger who has Cerebral Palsy?

B: The best way to communicate with someone who has Cerebral Palsy is by speaking clearly and distinctly. Because someone cannot control movement in a normal manner does not mean that their capability to comprehend language is impaired. In order to reasonably expect to be understood by anyone, speak clearly and distinctly. Do not use slang terms, ethnic speech & cliché terminology which may be interpreted differently by different persons.

29. What is the best way to communicate with someone who has a visual impairment?

C: The best way to communicate with someone who has a visual impairment is to speak clearly and distinctly. Because someone has a visual impairment does not mean that their hearing or capability to comprehend language is impaired. In order to reasonably expect to be understood by anyone, speak clearly and distinctly. Do not use slang terms, ethnic speech & cliché terminology which may be interpreted differently by different persons.

30. To keep a passenger who has short term memory loss from wandering you may:

B: Block the passenger by having another rider sit on the aisle side of the seat. This method limits the passenger in a non-abusive manner and without making them seem singled out.

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?

B: The person may be choking. Stop the vehicle. Ask the person if they are choking. If the person cannot cough or speak, their airway is blocked and the person could die. Call for help and if you are trained in first aid, administer appropriate care until help arrives.

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?

A: The person may be having a heart attack. Stop the vehicle. Call for help. If the person is having a heart attack, the sooner help arrives the better his/her chance for survival and recovery. Try to keep the person calm. If the person is wearing a tie or shirt buttoned to the neck, it may be easier for the person to breathe if you loosen the tie and unfasten one or two buttons at the neck. Comfort and reassure the person until help arrives and takes over. If the person collapses and you are trained in first aid, administer appropriate care until help arrives.

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 be experiencing?

C: The person may be having a stroke. Stop the vehicle. Call for help. If the person is having a stroke, the sooner help arrives the better his/her chance for survival and recovery. Try to keep the person calm. If the person is wearing a tie or shirt buttoned to the neck, it may be easier for the person to breathe if you loosen the tie and unfasten one or two buttons at the neck. Comfort and reassure the person until help arrives and takes over. Take note of the time that the symptoms began. If the person collapses and you are trained in first aid, administer appropriate care until help arrives.

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?

B: The person may be choking. The symptoms do not indicate the person is choking. Your first responsibility as a driver is the safety of your passengers. The safety of your passengers is not limited to your driving skills. The symptoms may indicate any or none of the other situations. You are not a diagnostician. If you are concerned that the symptoms may indicate a serious or life threatening situation, call for help. If you are going to make a mistake, it is better to err on the side of safety.

35. There may be occasions when a person with a disability has more ability or less ability.

A: True. This statement is true for every one of us. Someone with a disability may seem to do fine at one time and may need assistance at another time.

36. What is the reason that the transportation service exists?

D: a and c. There are those who may not have access to private transportation for a specific ride or perhaps not at all. The reason a transportation service exists is to serve those otherwise unmet transportation needs.

37. Someone who is staggering and has slurred speech:

D: Any of the above may be true. You should evaluate each person and not have the attitude that “one size fits all”. If you have reason to think the person is “under the influence” or may have recently had a stroke, follow company policy, report it to your supervisor and document the incident.

38. When arriving to pick up a passenger, you should:

D: All of the above. Verify the information you have about the ride. If there is a problem you want to know before you begin the trip. If company policy requires seat belt use, you want to be sure it is followed.

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. Any incident should be properly reported. It is appropriate to express concern about the condition and well being of a passenger. You may ask if the person is alright. DO NOT MAKE A STATEMENT SUCH AS: “I’M SORRY.” Such a statement may be taken to indicate fault. DO NOT make any statement that the passenger may take as an indication of fault or liability on your part or the transportation provider. If someone falls from taller than a standing height there is a risk of head, neck or back injury. If you are trained in first aid, you may ask permission to check the person. A hairline fracture or concussion may not be apparent and may present symptoms much later. The written report confirms the actual circumstances of the incident and may reduce your liability and that of the transportation provider.

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

D: All of the above. Even if the passenger has used the lift before, the lift can be intimidating. Your actions must be reassuring to the passenger.

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

D: a and c. You must always be prepared to assist any rider to the fullest degree allowed. Do not presume. Communicate with your passenger.

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

D: b and c. Good ergonomics reduce the risk of injury to you and the passenger. Keeping your back in a natural upright position reduces your risk of back injury. The passenger using your arm as a “grab bar” reduces his/her risk of being injured compared to you holding them. If a gait belt is available it can provide greater stability and reduce the risk of the rider falling.

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

D: None of the above. You cannot communicate with a person while the seizure is happening. The person who is having a seizure may not be aware of what is happening. If the person is in a seat on the vehicle, you may cushion their head with a folded jacket or similar small soft item to prevent banging their head on a window or other thing. Do not try to hold or restrain the person. A person having a seizure will most likely be confused but ok when the seizure is over and may not need any assistance. Most seizures last from a few seconds on up to five minutes. When the seizure is over, the person may be somewhat disoriented or confused. Usually comforting and reassuring the person for a few minutes is all that is needed. It is not uncommon for someone who has a “grand mall” seizure to lose control of the bowels or bladder. If that occurs be sensitive to that situation to minimize embarrassment to the one who had the seizure. If the seizure lasts longer than five minutes, the person has multiple seizures or was injured during the seizure it usually indicates need for an ambulance.

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

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. Good ergonomics reduce your risk of injury. The “tip bars” provide a means to control the wheelchair with your body weight instead of your arm and back muscles.

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

C: Remove the loose hand grip while assisting with the chair. If the hand grip slips, it could cause you to lose control of the wheelchair and possibly result in injury to the passenger or you.

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

A: Unaware of the inappropriate behavior. Report and document the incident. If the passenger cannot be transported, that decision should come from the caregiver or the base.

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

D: Any of the above may be true. Each situation must be evaluated on its own merits. Whatever the cause, appropriate action must be taken. Report and document the incident. If the passenger cannot be transported, that decision should come from the caregiver or the base.

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

D: All of the above. Each situation must be evaluated on its own merits. Whatever the cause, appropriate action must be taken. Report and document the incident. If the passenger cannot be transported, that decision should come from the caregiver or the base.

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

D: All of the above. In the eyes of the community and your passenger, you “wear many hats”. You are the first impression that is made for your service.

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

D: All of the above. Of what value is any other service if you can't get there? Without transportation most of the riders would be virtually homebound. You make the difference in the ability of the passenger to be a viable part of the community.