

FY20 Passenger Assistance/Customer Service Test with Answers
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Please note: The term ADA used in this questionnaire refers to the Americans with Disabilities Act
The term HIPAA used in this questionnaire refers to the Health Insurance Portability and Accountability Act

Wheelchair or Other Mobility Device:

1) A personal care attendant (PCA) must be professionally trained. True _____ False _____

1) Answer: False. The PCA may or may not be professionally trained. The PCA must be capable of providing whatever assistance the customer needs.

2) The Americans with Disabilities Act (ADA) requires the use of a seat belt. True _____ False _____

2) Answer: False. ADA does not require securement. Customer safety is the primary responsibility of the transportation entity and the driver. If the customer is not secured; the customer may be catapulted forward by a sudden stop or accident. That customer and others may sustain additional injuries if hit by the unsecured mobility device. If the mobility device is secured and the customer is not secured and there is a sudden stop or accident, the customer may become a projectile and collide with items on the vehicle including other customers.

3) The Americans with Disabilities Act (ADA) requires that a wheelchair be secured. True _____ False _____

3) Answer: False. ADA does not require securement. Customer safety is the primary responsibility of the transportation entity and the driver. If the mobility device is not secured, the mobility device and the customer may be catapulted forward by a sudden stop or accident. That customer and others may sustain additional injuries if hit by the unsecured mobility device. If the mobility device is secured and the customer is not secured and there is a sudden stop or accident, the customer may become a projectile and collide with items on the vehicle including other customers.

4) There are various styles of securement devices on the vehicle: pull through, clamp style, ratchet style and self-retracting. Using one of each of the four styles would adequately secure a mobility device. True _____ False _____

4) Answer: True. However: just because something works does not mean it is acceptable. Various styles and brands of securement devices must not be mixed together on the same wheelchair. To provide the best customer safety and minimize liability, tie-down devices must be used as they are designed by the manufacturer to be used.

5) Improper securement of a mobility device places the customer, driver and the agency at risk. True _____ False _____

5) Answer: True. Improper use of any equipment places the customer, driver and agency at risk. The driver and the agency are liable if equipment is damaged or a customer injured or killed. There is the possibility of a criminal negligence charge.

6) There is no way to secure a customer while using a three wheel type mobility device. True _____ False _____

6) Answer: False. An unsecured mobility device of any type becomes a danger in a sudden stop or impact. If securing a mobility device is a matter of company policy, a three wheel mobility device is more difficult to adequately secure; the safest procedure is to secure the mobility device as best you can. If the customer is capable, it is acceptable to request the customer using a three wheel type mobility device to transfer to a regular seat.

7) A customer using a Segway may be on the Segway while being transported. True _____ False _____

7) Answer: False. A customer using a Segway type mobility device must ride in a regular seat. An unsecured mobility device of any type becomes a danger in a sudden stop or impact. Securing a mobility device is a matter of company policy. The safest procedure is to secure the mobility device as best you can to reduce the risk of damage to the device or injury to a customer.

8) A Segway type mobility device cannot be secured. True _____ False _____

8) Answer False. Use a bungi cord or flexible tie. Secure the Segway to a seat or other brace.

9) A customer using a gurney type mobility device cannot be transported. True _____ False _____

9) Answer: False. This may be a matter of company policy. The primary concern is the safety of the customer. Securing the mobility device and the customer, as best you can, reduces the risk of damage to equipment and injury to the customer.

10) There are some mobility devices that ADA does not allow to be transported. True _____ False _____

10) Answer: False. There are many styles of mobility devices. Part of the purpose of ADA is to provide equal opportunity for a person with a disability. If any device is declined there must be a substantial issue that involves customer safety.

11) ADA requires the vehicle be equipped to secure a mobility device. True _____ False _____

11) Answer: True. ADA does require a paratransit vehicle to be equipped with securement devices. Unless state law addresses the issue, using securement devices may be a matter of company policy.

Lift or Ramp Usage and Safety:

12) Only a customer with a mobility problem has the right to use the lift to board the vehicle. True _____ False _____

12) Answer: False. The purpose of ADA is equality. Someone may be more able or less able at any time. Anyone may ask to use the lift.

13) The ADA specifies maximum size requirements to transport a mobility device. True _____ False _____

13) Answer: False. The ADA does not limit the size of a mobility device that must be accommodated; if the lift or ramp can accommodate the device, transport it.

14) The ADA does not specify maximum weight requirements to transport a mobility device. True _____ False _____

14) Answer: True. If the lift or ramp can accommodate the load, then transport it.

15) Because ADA requires reasonable accommodation, you must do any task the customer asks. True _____ False _____

15) Answer: False. You are expected to provide exceptional "customer service" but, protect yourself, your customer and the transportation program. ADA does not require you to perform any task that is not reasonable. **Do not perform any task that is not part of your normal service without approval from your supervisor; call dispatch and inquire about the request. Keep in mind your own physical limitations; do not perform any function that may risk injury to you or the customer.**

16) The combined weight of the customer and the power wheelchair mobility device exceeds the capability of the lift. It is not acceptable for the customer and the mobility device to be loaded separately. True _____ False _____

16) Answer: False. It is acceptable to load the customer and the mobility device separately. However, the capability of the customer to use the steps or ride the lift as a standee must be taken into consideration; to reduce the risk of falling, the customer may be offered a chair to use on the lift.

17) On a "door to door" ride, you must use any ramp provided to accommodate a wheelchair. True _____ False _____

17) Answer: False. The minimum slope is calculated on the height of the rise. ADA specifies that a ramp must be no less than 12 inches of ramp for each 1 inch of rise. If the ground is not level then the length of the ramp required would be calculated from the porch level to where the ramp would meet the ground.

18) If a ramp does not meet ADA requirement, use of the ramp may be denied. True _____ False _____

18) Answer: True. ADA does not require use of a ramp that does not meet the minimum ADA specifications. However, good customer service indicates that if there is a question pertaining to use it should be called into base.

19) ADA allows you to require that the customer use the lift like an elevator. True _____ False _____

19) Answer: False. ADA does not allow you to require the customer use the lift. However, the customer may be accommodated as a “standee” to use the lift like an elevator. The customer may be offered a chair to use on the lift; using a chair is more stable than standing. The customer may have mobility limitations or arthritis that makes it difficult to use the steps on the vehicle. If the customer using the lift has a walker or cane; the customer should hold onto the lift hand rails rather than holding onto a walker or cane; the mobility device should be with the customer for use in getting on or off the lift platform. Subject to company policy, the driver may ride the lift with the customer to provide additional stability.

20) It is preferable for a customer using a mobility device to ride side facing. True _____ False _____

20) Answer: False. The ADA requires that the person in a mobility device be secured in a forward facing position. Someone in a side facing position is at greater risk of injury in a sudden stop or impact.

21) Anyone may serve as a Personal Care Attendant “PCA”. True _____ False _____

21) Answer: False. To serve as a PCA, the person must be at least age 18 and capable of giving the needed assistance.

22) The PCA should secure the wheelchair in the vehicle. True _____ False _____

22) Answer: False. The driver, not the PCA is responsible for use or operation of vehicle equipment.

23) In an emergency, a PCA may be asked to use the lift or ramp to accommodate the customer. True _____ False _____

23) Answer: True. In an emergency, anyone capable may be asked to assist. When there is not an emergency, the driver not the PCA is responsible for use or operation of vehicle equipment.

Seat Belt and Shoulder Strap Usage:

24) A wheelchair has a built in seat belt, the customer should refuse the vehicle seat belt. True _____ False _____

24) Answer: False. The vehicle equipment should also be used. A built in wheelchair seatbelt may not meet the stress requirements in a vehicle crash. The transportation entity is responsible for customer safety.

25) A customer riding in a wheelchair needs to use a shoulder strap. True _____ False _____

25) Answer: True. A customer who may have poor upper torso strength is at greater risk for injury.

26) ADA allows a customer who cannot be secured to be transported . True _____ False _____

26) Answer: True. Call it in. The ADA provides an exception for the customer who cannot be fitted with the vehicle seat belt and shoulder strap. Extensions are available for most seat belt and shoulder strap designs and may be used to accommodate a larger customer.

Service Animals:

27) ADA specifies which animals may not be classed as a service or comfort animal. True _____ False _____

27) Answer: False. Department of Justice (DOJ) ADA regulations formerly restricted the kinds of service animals, dogs and miniature horses were included as eligible; Department of Transportation (DOT) ADA regulations allow any “animal individually trained to work or perform tasks for an individual with a disability” to be considered a service animal. A transit system which does not follow this broader definition could be found out of compliance with the DOT ADA regulations.

28) A service/comfort animal must be certified as professionally trained. True _____ False _____

28) Answer: False. Formal certification is not required; the requirement is: the animal must provide the needed service.

29) The service agency may ask what disability a service animal is needed for. True _____ False _____

29) Answer: False. The customer may be asked what service the animal provides. Asking about the disability violates the HIPAA requirements.

30) The transportation program policy states no animal on the bus, you can refuse a service animal. True _____ False _____

30) Answer: False. ADA provides that a service animal can go anywhere the customer rides. Contact base and complete an “incident report” to document the problem.

31) A customer that does not have a mobility disability may have a service animal. True _____ False _____

31) Answer: True. 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.

32) A bird cannot be a service animal. True _____ False _____

32) Answer: False. A service animal is determined by the service it performs to assist the customer rather than species.

Customer Items:

33) A customer may ask to go somewhere other than the destination listed on the manifest. True _____ False _____

33) Answer: True. Your customer is not a prisoner being transported to jail. Follow company policy and if you are asked to do anything that is not part of your normal service, you should contact base about the request.

34) A customer complaining of having “heart burn or indigestion” could have a serious problem. True _____ False _____

34) Answer: True. Your first responsibility as a driver is the safety of your customers. The safety of your customers is not limited to your driving skills. The symptoms may or may not indicate a serious problem. 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) A customer whose face is drooping on one side and is slurring speech may be having a stroke. True _____ False _____

35) Answer: True. A person having a stroke may have drooping on one side of the face, difficulty lifting both arms together and may slur the words to a simple sentence such as “The sky is blue”. 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 time that Stroke symptoms first appeared; provide that information when medical care is available.

36) A customer having difficulty breathing and sweating profusely may be having a heart attack. True _____ False _____

36) Answer: True. If a customer may be having a heart attack: Stop the vehicle. Call for help. If the person is having a heart attack, the sooner medical 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, administer appropriate care until help arrives.

37) A person having a heart attack may deny anything is wrong. True _____ False _____

37) Answer: True. No one wants to have a heart attack. 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.

38) Someone having a heart attack always loses consciousness. True _____ False _____

38) Answer: False. Not everyone who has a heart attack loses consciousness. A heart attack may last for days. Someone may have a mild heart attack and not be aware of the symptoms. Prompt medical care may mean the difference between complete recovery, permanent disability or even death.

39) A person having a heart attack may have pain in the chest, neck, arms, back or elsewhere. True _____ False _____

39) Answer: True. Unusual pain is an indication that something is wrong. A person having a heart attack may have pain in the chest, neck, arms, back, or elsewhere.

40) Women may feel heart attack pain differently than men. True _____ False _____

40) Answer: True. People may feel pain differently. Although a woman may have the severe chest pain usually considered in a heart attack, when a woman has chest pain it is usually milder. A woman is more likely to feel milder chest pain, extreme fatigue or anxiety.

41) When speaking with a customer who has a developmental disability, use simple words. True _____ False _____

41) Answer: False. Treat an adult with the respect due an adult. Use language that will be understood. Do not “talk down” to someone with a developmental disability “talk with the person”.

42) A customer who is staggering and has slurred speech may be drunk or on drugs. True _____ False _____

42) Answer: True. You should evaluate each person to the best of your ability. If you have reason to think the person is “under the influence”, follow company policy, report it to your supervisor and document the incident.

43) A customer who is staggering and has slurred speech may have Cerebral Palsy. True _____ False _____

43) Answer: True. The HIPAA regulations may limit providing an explanation regarding a customer who has a health issue.

44) A customer who is staggering and has slurred speech may have had a stroke. True _____ False _____

44) Answer: True. Observe a customer who may be having a stroke: **FAST** – **F**ace: the face of the customer is drooping on one side / **A**rm: the customer cannot raise both arms together and hold them out straight / **S**peech: the customer cannot say a simple sentence without slurring the words such as “The sky is blue” / **T**ime: note the time that the symptoms began and provide that information to the Emergency Medical System (Ambulance) team.

45) Any incident resulting in body fluids: blood, vomit, etc. may be a risk of disease transmission. True _____ False _____

45) Answer: True. Any body fluid except sweat may present a risk of disease transmission.

46) If body fluids are spilled in the vehicle, sweeping or mopping is adequate clean up. True _____ False _____

46) Answer: False. Body fluid spills must be cleaned up and sanitized: a solution of 10% bleach and 90% water is excellent for sanitizing; after cleaning up the mess, saturate the area with sanitizing solution, let it stand at least 10 minutes, preferably let it stand until it dries.

47) A customer has a letter from their physician stating that he/she should not use a seat belt. ADA requires transportation service to honor the letter. True _____ False _____

47) Answer: False. ADA does contain a “Medical Letter” provision that is allowed when the state has a “Medical Letter” provision. This may be a matter of “company policy”; Illinois does have a “Medical Letter” provision. If a transit entity honors a “Medical Letter” the transit entity may consult an attorney regarding a “Waiver of Liability” document that the customer and their physician must sign and the signatures notarized to verify the legality of the signatures. Such a document may include equipment damage, injury or death that may result from a customer and/or their equipment not being adequately secured.

48) A customer slips 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. There is no need to complete a report about the fall. True _____ False _____

48) Answer: False. Any incident should be properly reported, there is always a risk of complications later. 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 higher than a standing height there is greater 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.

49) A customer has difficulty getting up from a seated position; you must not assist. True _____ False _____

49) Answer: False. ADA allows reasonable assistance. If there is a question about company policy assistance, call it in. If you offer assistance a good way to do it is to: Hold your own wrist and extend your arm for the person to use as a “grab bar”; do not bend over the customer, slightly bend your knees and hold your back in an upright position so you can straighten your knees and move back as the person arises. The person using your arm as a “grab bar” may provide better balance for them and you. An alternative method is for the customer to hold your elbow and for you to hold the elbow of the customer.

50) The pre-trip inspection is a legal requirement. True _____ False _____

50) Answer: True. The pre-trip inspection is a legal requirement; it may actually make the difference in the vehicle itself being safe to use and thereby protecting the safety of the driver and customers. A notation on the pre-trip inspection about an item that is showing need of attention may well result in the item being repaired or serviced before it becomes a safety or vehicle break down issue.