

FY20 Passenger Emergencies Test
Keith Shaw, RTAC Instructor

1. The agency has the responsibility of explaining all policies and procedures to employees so they understand how to apply them in a variety of situations.
 - A. True
 - B. False

2. Drivers must maintain focus during an incident, apply what is learned in practice situations, and ask questions afterward if anything about the incident is unclear.
 - A. True
 - B. False

3. The single most effective tool in managing difficult situations and passengers on board is:
 - A. Eye Contact
 - B. Policies
 - C. Paraphrasing
 - D. Communication

4. _____ is perhaps the most needed and often the least practiced communication skill.
 - A. Eye contact
 - B. Listening
 - C. Nonverbal Cues
 - D. Paraphrasing

5. Using terms such as “handicapped” or “wheelchair bound” dehumanizes the individual and categorizes them on their basis of disability.
 - A. True
 - B. False

6. General demeanor, language, maintaining personal control, body language, and _____ are ways to diffuse a situation with an angry passenger.
 - A. Communication
 - B. Tone of Voice
 - C. Trust
 - D. Procedures

7. Document all incidents that occur with the passengers that are considered as unacceptable behavior.
 - A. True
 - B. False

8. When should operators and staff have refresher training to keep employees updated on policies and procedures?
- A. Quarterly
 - B. Every 2 years
 - C. Every 6 months
 - D. Annually
9. Clearly defined expectations will reduce passenger frustration and potentially disruptive behavior.
- A. True
 - B. False
10. It is the driver's responsibility to diffuse situations that involve an angry passenger. The best way to help deescalate an irate passenger is to:
- A. Respond with anger and aggression
 - B. Yell loudly at the passenger until the person displays appropriate behavior
 - C. Remain calm and composed; keep your voice tone low and steady while maintaining personal control
 - D. All of the above
11. Which of the following are considered as Active Listening techniques?
- A. Paraphrase or restate in your words what you heard
 - B. Ask clarifying questions
 - C. Make eye contact with the passenger
 - D. Use non-verbal cues such as nodding and facial expressions
 - E. All of the above
12. The best example of Assertive Language usage is:
- A. "You never buckle your seatbelt, and you know the agency policy. If you don't buckle up, we'll just have to sit here until you do."
 - B. "The transit agency has a policy that states all passengers must wear a seat belt. I must follow agency policies. I also want to get you to your appointment safely and on time; therefore, I need you to buckle your seat belt so I can continue on route."
 - C. Both A & B
 - D. None of the above
13. Drivers need to listen to and understand the true meaning of what passengers are saying, not just hearing their words.
- A. True
 - B. False

14. Which of the following is not one of the 3 Components of Assertive Communication:
- A. Empathy/Validation
 - B. Frustration/Anger
 - C. Statement of Problem
 - D. Statement of what you want
15. It is acceptable to contact a caretaker to ask them to remind the passenger of the expectations set forth by the agency.
- A. True
 - B. False
16. What is a seizure?
- A. Electrical activity caused by complex chemical changes that occur in nerve cells
 - B. Usually affects how a person appears or acts for a short time
 - C. A sudden surge of electrical activity in the brain
 - D. All of the above
17. When a seizure occurs, make sure to hold the passenger down.
- A. True
 - B. False
18. Seizures are the most common cause of traumatic brain injuries.
- A. True
 - B. False
19. Always contact dispatch/supervisor to inform them of the situation when a seizure occurs.
- A. True
 - B. False
20. When should you call an ambulance for a seizure?
- A. Passenger has become severely injured during the seizure
 - B. The seizure lasts more than 10 minutes and you do not know how long it typically last
 - C. Passenger has trouble breathing after the seizure
 - D. A & C
 - E. D and if agency policy requires medical attention be administered in emergency situations regardless of severity
21. Only passengers who are diagnosed with epilepsy have seizures.
- A. True
 - B. False

22. Although the characteristics of a seizure may differ from person to person, seizures are caused by the same thing:
- A. A sudden change in how brain cells send electrical signals to one another
 - B. A sudden change in how the spinal cord and brain communicate with one another
 - C. A sudden change in blood flow to the brain
 - D. A sudden change in oxygen flow in the body
23. One out of _____ falls causes a serious injury such as broken bones or a head injury.
- A. 50
 - B. 21
 - C. 5
 - D. 3
24. Falling causes more than _____% of hip fractures.
- A. 25
 - B. 40
 - C. 53
 - D. 95
25. When the transit driver is at the bus entrance as the passenger is boarding a fall may be prevented.
- A. True
 - B. False
26. Every _____ minutes, an older adult dies from a fall.
- A. 6
 - B. 11
 - C. 19
 - D. 23
27. 37,000 injuries requiring medical care occur annually as a result of older adults' boarding and exiting vehicles.
- A. True
 - B. False
28. Having enough seating and available handrails or straps for support could lead to a fall risk.
- A. True
 - B. False
29. A sudden stop or start in the vehicle can cause an individual to lose their footing.
- A. True
 - B. False

30. You should call for an ambulance after a fall when the passenger has:
- A. Nausea
 - B. Overall weakness or unsteadiness
 - C. Injuries occur
 - D. All of the above
31. One way to cause a passenger to fall is to start moving the vehicle as soon as an individual boards the vehicle.
- A. True
 - B. False
32. Operators must always be aware of pot holes, curbs, uneven surfaces, puddles, or ice as a way to limit or decrease passenger fall potential.
- A. True
 - B. False
33. Be patient and courteous with passengers who may have stability and balance problems.
- A. True
 - B. False
34. Which of the following would be considered as potential fall risks for passengers?
- A. Personal factors such as vision impairment, a fear of falling, and/or balance issues
 - B. Environmental factors such as poor lighting, obstacles, or steps
 - C. Walking to a seat from the front of the bus when the vehicle suddenly accelerates
 - D. Slippery surfaces related to winter or rain
 - E. Crowded vehicles
 - F. Personal items in the aisle
 - G. All of the above
35. If someone were to fall while on or around your vehicle, the appropriate response from you would be to:
- A. Contact dispatch and await further instructions
 - B. Tend to the passenger and determine if any injuries were sustained
 - C. Call 911
 - D. If you are capable, utilize the four step process to help the passenger stand (dependent on agency policy)
 - E. Any of the above would be acceptable, depending on the situation.

36. What is a heart attack?
- A. Electrical activity is caused by complex chemical changes that occur in nerve cells
 - B. The flow of oxygen-rich blood to a section of heart muscle suddenly becomes blocked
 - C. Weakness in the blood vessel in the brain that fills with blood
 - D. Sensation that the heart is racing, pounding, or skipping a beat
37. What are the warning signs of a heart attack for men?
- A. Shortness of Breath
 - B. Vomiting
 - C. Chest pain/Discomfort
 - D. Both A & C
 - E. All of the above
38. What are the warning signs of a heart attack for women?
- A. Chest pressure
 - B. Back, neck, arm or jaw pain
 - C. Nausea
 - D. Shortness of breath
 - E. All of the above
39. If you or a passenger demonstrates symptoms of having a heart attack, wait 72 hours before contacting 911.
- A. True
 - B. False
40. Heart disease is the leading cause of death for men in the US.
- A. True
 - B. False
41. _____ of the men who die suddenly of coronary heart disease have no previous symptoms.
- A. $\frac{1}{4}$
 - B. $\frac{1}{2}$
 - C. $\frac{3}{4}$
 - D. All
42. Heart disease risk increases in men after age _____:
- A. 30
 - B. 35
 - C. 45
 - D. 60

43. Healthy eating and regular exercise will reduce the chance of suffering a heart attack.
- A. True
 - B. False
44. Heart disease is the leading cause of death of American women—over 200,000 annually.
- A. True
 - B. False
45. Heart disease risk increases in women after age _____:
- A. 50
 - B. 55
 - C. 60
 - D. 65
46. To assist someone who is having a heart attack, call 911 immediately, even if you are unsure.
- A. True
 - B. False
47. Men and women always display the same symptoms of a heart attack.
- A. True
 - B. False
48. In the event that a passenger onboard your vehicle has a heart attack and becomes unconscious, begin CPR if trained on how to do so, or after receiving instructions from a 911 operator.
- A. True
 - B. False
49. If approved by your agency, it is recommended that someone who is having a heart attack and is conscious be given an aspirin to chew and swallow. The only reason not to give them an aspirin is if they have a life threatening allergy.
- A. True
 - B. False
50. Regardless of the situation, the driver should always remain calm, gather information quickly, and determine ways to provide assistance and get help.
- A. True
 - B. False