

FY24 Passenger Assistance/Customer Service Test – Answer Sheet
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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. The Customer being picked up should be told the name of the driver:

True: _____ False: _____

1. **Answer - True** - A regular customer may be confused or forget the name of the driver.

2. The customer being picked up should be told the destination listed on the manifest:

True: _____ False: _____

2. **Answer - True** – The customer should be assured the driver knows the correct destination.

3. The customer being picked up may be asked if assistance is needed:

True: _____ False: _____

3. **Answer - True** – If the customer appears to need assistance, don't presume it is wanted, the driver may ask.

4. The customer should be offered explanation that the wheelchair must be secured for safety.

True: _____ False: _____

4. **Answer - True** – Inform the customer that wheelchair breaks are not enough in a moving vehicle.

5. The customer should be assured that the devices used will not damage their wheelchair.

True: _____ False: _____

5. **Answer - True** – The customer may be concerned about scratches or dents to their wheelchair.

6. A personal care attendant (PCA) must be professionally trained.

True: _____ False: _____

6. **Answer - False** – The customer may have a friend who is able to provide needed assistance.

7. Anyone may serve as a personal care attendant.

True: _____ False: _____

7. **Answer - False** – A PCA must be an adult who is capable of providing needed assistance.

8. What is the largest size mobility device that ADA requires the transportation service to accommodate?

- A. 30 inches wide and 48 inches long.
- B. 28 inches wide and 36 inches long.
- C. 40 inches wide and 72 inches long.
- D. None of the above.

8. Answer – D: 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.

9. The vehicle has both retractable and ratchet style tie-downs; the wheelchair may be secured by:

- A. Ratchet style tie-downs may be used on the front while using the retractable style on the rear.
- B. Retractable style tie-downs may be used on the front while using the ratchet style on the rear.
- C. One of each style should be used on the front and one of each style should be used on the rear.
- D. None of the above.

9. Answer – D: Various styles of tie-down devices must not be mixed. Tie-down devices must be used as they are designed by the manufacturer to be used. Different brands must not be mixed together on the same wheelchair.

10. Crossing the straps in an X shape stabilizes the wheelchair more securely.

True: _____ False: _____

10. Answer – False: Crossing the straps in an X shape may actually cause the wheelchair to move more. Rear straps will flex more and be less able to stop or reduce forward motion in a sudden stop or impact.

11. The best way to secure the wheelchair in a general use paratransit vehicle is to use a web-belt strap around the customer and secured to the floor of the vehicle.

True: _____ False: _____

11. Answer – False: The web-belt around the customer to secure the wheelchair could cause injury to the person in a sudden stop or impact.

12. A positive-latching, clamp-type mechanism that clamps to the wheels of the chair is the best way to secure the wheelchair in a general use para transit vehicle?

True: _____ False: _____

12. Answer – False: The clamp-type mechanism that clamps to the wheels could damage the wheelchair in a sudden stop or impact. This style also allows the chair to move more than some other styles and there is greater risk of injury to the customer.

13. A four-point tie-down system that fastens to the floor of the vehicle and to the frame of the wheelchair is the best way to secure the wheelchair in a general use paratransit vehicle?

True: _____ False: _____

13. Answer – True: The four-point tie-down system provides the maximum flexibility to be used for various styles of wheelchairs. This tie-down is the most secure way to keep the wheelchair from rocking sideways, tipping backward or forward and to be stable in a sudden stop or impact. If used properly with shoulder strap and lap belt, the customer whose wheelchair is secured with a four-point tie-down system is as safe as a person sitting in a regular seat and using a shoulder strap and lap belt.

14. If the company policy is for a mobility device to be secured, it does not have to be secured, if customer refuses for the driver to secure it.

True: _____ False: _____

14. Answer – False - if the transportation service has a requirement that a mobility device must be secured. When it is a requirement there can be no exceptions. The only exception the ADA allows is if the tie-downs will not work for the mobility device.

15. Using pull-through style of tie-down straps on all four positions will be faster and make it easier to complete the route in a timely manner.

True: _____ False: _____

15. Answer - False. The pull-through style tie-down device is not designed to hold the weight of the mobility device and customer in a sudden stop or collision. It is only to be used on the front positions.

16. There are a variety of web belt tie-down straps in the storage bin: ratchet, clamp, pull through and retractable. Which tie-down strap may be used on both the front and back of the wheelchair?

A. Retractable style.

B. Ratchet style.

C. Pull-through style.

D. = (a or b) Four Retractable style or Four Ratchet style.

16. Answer – D: There are a variety of web belt tie-down straps of various styles in the storage bin: ratchet, clamp, pull through and retractable. Which tie-down strap may be used on the front and back of the wheelchair? d. – (a & b) Four Retractable style or Four Ratchet style. When used as a set of four, each of these works well to properly secure the chair.

17. A customer is using a three wheel “scooter” type mobility device; it is secured with four devices the same as a four wheel unit.

True: _____ False: _____

17. Answer – False: Unless the three-wheel mobility device has manufacturer-designed points to secure it, care must be taken to secure the front and rear of the mobility device.

18. The trip is only few blocks, attempting to secure the device will take longer than the trip; there is no need to try to secure the device.

True: _____ False: _____

18. Answer – False: An unsecured mobility device of any type becomes a danger in a sudden stop or impact. The safest procedure is to secure the mobility device.

Lift or Ramp Usage and Safety:

19. The customer using a wheelchair should be offered assistance to load onto the lift or ramp.
True: _____ False: _____

19. **Answer - True** – The customer may not understand how to best load onto the lift or ramp.

20. A customer using a wheelchair has requested to ride in a side facing position. The best customer service is to do what is requested.

True: _____ False: _____

20. Answer - False: The ADA requires that the person in a wheelchair 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. A customer wants to load onto the lift or ramp in a position facing the vehicle.

A. The customer cannot decide how to use the lift or ramp.

B. The customer must use the lift or ramp a position facing away from the vehicle.

C. The customer may use the lift or ramp in a position facing the vehicle.

D. The lift or ramp is not safe to use in an inboard facing position.

21. Answer – C: The ADA allows that the customer may use the lift in an inboard facing position. Unless a customer makes an unsolicited request, do not offer a choice unless it is company policy to do so. The lift is designed for a person using a wheelchair to use the lift in an outboard facing position. It is best to advise the customer who makes such a request that the lift is designed to ride outboard facing and the lift tilts less in an outboard facing position. The exception is when a lift or ramp is located at the rear of the vehicle and there is not enough space in the vehicle to turn the wheelchair to face forward.

22. A customer wants to stand on the lift to use it like an elevator. ADA allows the person to use the lift in that manner.

True: _____ False: _____

22. Answer – True: ADA does provide that the customer be accommodated as a “standee” to use the lift like an elevator. The customer may have mobility limitations or arthritis that makes it difficult to use the steps on the vehicle. The customer may be offered a chair to use on the lift; using a chair is more stable than standing. If the customer who is standing on 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 driver may ride the lift with the customer to provide additional stability.

23. A very large customer is using a mobility device. The combined weight of the customer and the mobility device exceeds the weight limit of the lift or ramp. Is it acceptable for the customer and the mobility device to be loaded separately?

True: _____ False: _____

23. Answer – True: 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.

24. The Personal Care Attendant (PCA) is supposed to be able to provide whatever assistance the customer needs; the PCA should place the wheelchair on the lift or ramp and operate the lift or push the customer on the ramp.

True: _____ False: _____

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

Seat Belt and Shoulder Strap Usage:

25. Use of a seat belt and shoulder strap is required but a customer using a wheelchair that has a built-in seat belt may refuse to use the vehicle seat belt and shoulder strap.

True: _____ False: _____

25. Answer – False: The vehicle equipment must be used. A seat belt that is “built in” to a wheelchair is designed to keep the customer from “sliding” out of the wheelchair during normal usage; it is not designed to meet the stress requirements to restrain the customer in a vehicle crash or even a sudden stop situation.

26. A customer is too large to wear the seat belt and shoulder strap. The customer cannot be transported.

True: _____ False: _____

26. Answer – False: 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 large customers.

Service Animal:

27. The transportation agency has a policy which requires that an animal must be transported in a carrier; that policy also applies to a service animal. Is this policy correct?

True: _____ False: _____

27. Answer – False: A service or comfort animal must be available to perform and confining the animal in a carrier is not acceptable. The only requirement is that the rider has the animal under control

28. The ADA prevents a pet being transported in a paratransit vehicle.

True: _____ False: _____

28. Answer – False: 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

29. A service animal must assist by guiding the person (such as a Seeing Eye dog).

True: _____ False: _____

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

30. Which customer may have a service or comfort animal?

A) A person has a visual impairment.

B) A person who has epilepsy.

C) A person who has anxiety attacks.

D) Any of the above.

30. Answer - D: Any of the above. The ADA allows a service animal based on the animal being able to provide the service that the person needs.

31. An animal other than a dog could be a service animal.

True: _____ False: _____

31. Answer – True: The only requirement is that the animal performs a service that is needed by the customer.

32. A service animal must be certified as professionally trained.

True: _____ False: _____

32. Answer – False: The transportation entity may inquire as to what service the animal performs but there is no requirement that the animal be professionally trained or certified.

33. ADA specifies which animals may not be a service animal.

True: _____ False: _____

33. Answer - False: A service animal is not determined by the type of animal that it is, but by what service it performs to assist the person with a disability.

34. Due to inclement weather, the route is running late. One customer is going to a medical appointment and the other is going to a movie. The medical appointment takes priority.

True: _____ False: _____

34. Answer - False: The purpose of ADA requirements is equality under the law. ADA does not allow a “priority” based on trip purpose. The route should be run according to the manifest.

Customer Items:

35. Comments of a customer cause you to suspect the person is being abused in some manner (physically, financially, emotionally, etc.); You must report these comments.

True: _____ False: _____

35. Answer – True: Protect yourself, your customers and the transportation program. Document ANY incident that may be questionable. An incident of this type must only be discussed with your supervisor.

36. You were alone on the vehicle with a customer who made comments that you felt were of a sexual nature; You must ignore them.

True: _____ False: _____

36. Answer - False: Protect yourself, your customers and the transportation program. Document ANY incident that may be questionable. An incident of this type must only be discussed with your supervisor.

37. A person who is legally blind may be licensed to drive in Illinois.

True: _____ False: _____

37. Answer – True: A person who is legally blind may have vision that with correction can be improved enough to pass the driving eye test.

38. A person with a disability cannot function independently and leads a totally different life than other people do. True: _____ False: _____

38. Answer – False: Most people with disabilities live the best they can – as we all do.

39. A customer has difficulty getting up from a seated position; you must not offer assistance.

True: _____ False: _____

39. Answer - False: Call dispatch, if you are able to safely assist, ask permission to assist.

40. The pre-trip inspection is a customer assistance safety item.

True: _____ False: _____

40. Answer – True: The pre-trip inspection is a legal requirement because it may determine if the vehicle is safe to use and thereby protecting the safety of the driver, customers and others.

41. During the initial “intake” call it is determined that the customer requires physical assistance. In order to use the transportation service, that customer must have a Personal Care Attendant (PCA) who is capable of providing whatever assistance is needed.

True: _____ False: _____

41. Answer - False: The ADA allows the person who needs assistance to have a PCA but does not require it. The ADA does contain a provision for “reasonable accommodation.” Even if the customer does have a PCA, the ride is the responsibility of the transportation service; the PCA may be needed to assist with whatever the person is doing after arriving at the destination or after returning home.

42. A customer informs you that their PCA called-off sick. The customer requests assistance to get from the door into the vehicle. That may be considered “reasonable accommodation.”

True: _____ False: _____

42. Answer - True: The ADA does contain a provision for “reasonable accommodation.” Contact dispatch regarding the “reasonable accommodation” request. Do not do anything that is not part of your normal job description without supervisory approval.

43. A customer began talking “funny” and something appears to be wrong. You check the customer and find that his face is drawn to one side, the person cannot raise both arms together and their speech is slurred, you check the time and call base. The person may be having a stroke.

True: _____ False: _____

43. Answer - True: Face, Arm, Speech, Time (F.A.S.T.) is the proper way to check if the person may be having a stroke. Someone of any age may have a stroke. A stroke is usually caused by either a blood clot or ruptured blood vessel interrupting blood flow to part of the brain. Time is of the essence if someone is having a stroke. The sooner an E.M.T. or Paramedic is able to care for the person, the better the chance for survival and recovery. Contact base about calling an ambulance.

44. A customer who is having difficulty breathing may be having a heart attack.

True: _____ False: _____

44. Answer - True: A serious problem is obvious. Call it in.

45. Men and women always have the same heart attack symptoms.

True: _____ False: _____

45. Answer - False: Men and women may have differences in many health issue symptoms.

46. A customer using a wheelchair is able to walk short distances and asks that you take the wheelchair up the outside stairs and into their home. Company policy is that you do not enter the home of the person. ADA provides for “reasonable accommodation,” therefore, it is assumed to be acceptable for you to take the wheelchair into the home.

True: _____ False: _____

46. Answer – False: Do not assume anything. Protect yourself and the agency. Don’t do anything outside of your normal job description without supervisory approval. If your supervisor authorizes taking the wheelchair into the home, you should still write a report documenting the incident; an incident report should explain: who, where, when, what and include the name of the supervisor. Your supervisor should also document the incident.

47. A customer has become aggressive and combative; the person may be drunk or on drugs.

True: _____ False: _____

47. Answer - True: The customer may not be fully aware of their actions. The behavior may even be a reaction to medication. Attempt to take charge of the situation in a non-confrontational manner and try to determine if the situation will continue. Call for help if needed.

48. A customer demands to exit the vehicle at an unscheduled stop. You cannot allow the customer to disembark at an unscheduled stop.

True: _____ False: _____

48. Answer - False: You cannot forcibly detain a customer. Explain that you want to provide good customer service and you will call dispatch because company policy does not allow a route change without supervisory permission.

49. Anything may be transported in a general-use paratransit vehicle.

True: _____ False: _____

49. Answer - False: Hazardous materials such as a can of gasoline, for example, is potentially dangerous.

50. Which of the following items have a powerful role in shaping ideas and attitudes about persons with disabilities?

- A. Language – terminology
- B. Training
- C. Prejudice – learned or preconceived notions
- D. All of the above

50. Answer – D: All of the above have a powerful role in shaping ideas and attitudes about persons with disabilities. When an idea or attitude has been preconceived because of prejudice or incorrect training. It is extremely difficult to “unlearn something.” Poor terminology can be demeaning to a person with a disability. Correct training helps by giving appropriate information and providing an opportunity to “re-think” preconceived concepts.