

FY24 Passenger Assistance/Customer Service Test
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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: _____

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

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

4. The customer should be offered explanation that the wheelchair must be secured for safety.
True: _____ False: _____

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

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

7. Anyone may serve as a personal care attendant.
True: _____ False: _____

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.

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.

10. Crossing the straps in an X shape stabilizes the wheelchair more securely.
True: _____ False: _____

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: _____

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: _____

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: _____

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: _____

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: _____

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.

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: _____

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: _____

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: _____

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: _____

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.

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: _____

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: _____

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: _____

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: _____

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

True: _____ False: _____

Service Animal:

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

True: _____ False: _____

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

True: _____ False: _____

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

True: _____ False: _____

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.

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

True: _____ False: _____

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

True: _____ False: _____

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

True: _____ False: _____

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: _____

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: _____

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: _____

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

True: _____ False: _____

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

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

True: _____ False: _____

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

True: _____ False: _____

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: _____

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: _____

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: _____

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

True: _____ False: _____

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

True: _____ False: _____

46. A customer using a wheelchair is able to walk short distances and asks that you to 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: _____

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

True: _____ False: _____

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: _____

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

True: _____ False: _____

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