FY27 Passenger Assistance/Customer Service Test with Answers

Rudy Muzzarelli, RTAC Instructor

Please note: The term ADA refers to the Americans with Disabilities Act.
Do not confuse ADA with Agency policy.
The term HIPAA refers to the Health Insurance Portability and Accountability Act

Wheelchair or Other Mobility Device:

1. A customer may request a different destination than what is on the manifest.

True: _____ False: _____

1. Answer - True

However, the driver cannot change the manifest without dispatch approval.

2. ADA has a reasonable accommodation provision; anything a customer asks must be done, if it can be done safely.
True: _____ False: _____

2. Answer – False:

***ANYTHING** that is not part of the normal service provided **MUST** be called into dispatch. Any unusual service or request must be approved or cannot be done.*

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

3. Answer - False:

*A PCA **must be an adult of legal age**, and capable of helping as needed.*

4. Following company policy and the manufacturer's instructions minimizes liability.
True: _____ False: _____

4. Answer – True:

*There is always the risk of customer injury or equipment failure. Following company policy and the manufacturer's instructions **greatly** reduce risks.*

5. A customer has a **three-wheel** type mobility device; secure it the same as a four-wheel unit. True: _____ False: _____

5. Answer – False:

*Unless the **three-wheel** mobility device has manufacturer-designed points to secure it, use 3 tie downs on the back and 2 in the front of the mobility device.*

6. ADA limits the size of a mobility device.
True: _____ False: _____

5. Answer – False:

The ADA does not limit the size of a mobility device that must be accommodated; transport it only if the lift or ramp can safely accommodate it.

7. ADA allows an unsecured mobility device. A short trip means no need to secure the device. True: _____ False: _____

7. Answer – False:

*Allowed is not the issue. **Secure the mobility device for safety.** An unsecured mobility device of any type becomes a danger in a sudden stop or impact.*

8. It is ok if the customer wants to change seats during the ride.
True: _____ False: _____

8. Answer – True:

This is a safety concern, if the vehicle is moving; an unsecured customer is in danger of injury in a sudden stop or impact.

9. A driver may use any vehicle that seats up to 15 customers without having a CDL.
True: _____ False: _____

9. Answer – False:

The driver is a passenger, not a customer, *a vehicle designed to seat 16 or more people requires a Commercial Driver License (CDL).*

Lift or Ramp Usage and Safety:

10. On a door-to-door ride, is the service required to take the customer up any ramp? True: _____ False: _____

10. Answer – False:

If the ramp does not meet the ADA requirement of 12 inches of ramp for each one inch of rise.

11. The address of a customer using a wheelchair has steps. On a "door-to-door" ride, ADA requires the service to get the customer up the steps.
True: _____ False: _____

11. Answer – False:

The ADA does not require the service to take a customer up steps.

12. A customer must be loaded onto the lift or ramp in a position facing the vehicle. True: _____ False: _____

12. Answer – False:

The lift accommodates the weight best by a backing on position. The ADA allows the customer to use an inboard-facing position. Unless a customer makes an unsolicited request, do not offer a choice unless it is company policy to do so.

Seat Belt and Shoulder Strap Usage:

13. A customer too large to wear the seat belt and shoulder strap cannot be transported.
True: _____ False: _____

13. Answer – False:

The ADA allows 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:

14. Agency policy that requires an animal to be in a carrier includes service animals.
True: _____ False: _____

14. Answer – False:

A service or comfort animal must be available to perform; confining the animal in a carrier is not acceptable. The customer must have the animal under control.

15. A service animal must be a Seeing Eye dog.
True: _____ False: _____

15. 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.

Customer Items:

16. A person who is legally blind may be licensed to drive in Illinois.
True: _____ False: _____

16. Answer – True:

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

17. The pre-trip inspection is a legal customer assistance safety item.
True: _____ False: _____

17. Answer – True:

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

18. The first aid term FAST (face, arm, speech, time) may help indicate if a customer may be having a stroke.
True: _____ False: _____

18. Answer - True:

Face, Arm, Speech, Time (F.A.S.T.) is a 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 a ruptured blood vessel interrupting blood flow to part of the brain. Contact dispatch about calling an ambulance.

19. A diabetic emergency may be life threatening.
True: _____ False: _____

19. Answer - True:

Blood sugar may be too low or high. If the customer doesn't have prescription medication, if available, safe first aid for either is to offer 15 – 20 grams of sugar; because liquid gets into the blood faster (a half can of regular soda - not diet, a serving of fruit juice or a glass of milk). If there is no obvious improvement in 15 – 20 minutes; contact dispatch to call an ambulance.

20. Language, training, and prejudice each have a powerful role in shaping ideas and attitudes about persons with disabilities.
True: _____ False: _____

20. Answer – True:

Each has 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.