FY27 Passenger Assistance/Customer Service Test

Instructor: Rudy Muzzarelli

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: _____

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

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

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

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

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

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

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

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

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: _____

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: _____

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

Seat Belt and Shoulder Strap Usage:

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

Service Animal:

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

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

Customer Items:

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

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

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

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

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

True: _____ False: _____