FY27 Passenger Emergencies Test - Answer Sheet

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1. Employees must know and understand how to apply all company policies and procedures in any situation that may occur on the vehicle or at the office.
    A. True**
    B. False

***Employees must know and understand all company policies and procedures in order to explain to the passengers why certain requests can or cannot be made.*

2. Conflict is a disagreement in which the people involved see a threat to their needs, interests, or concerns.
    A. True**
    B. False

** Conflict is part of what make us human and, more likely than not, shows itself in almost all aspects of human activity.

3. What are the four practices to reduce conflict situations?
    A. Treat people with respect. Tell them what they should do, explain why, offer a choice.
    B. Treat people with respect. Ask don't tell, explain why, offer a choice. **
    C. Treat people with respect. Ask don't tell, explain why, say you must call the police.

*** Always treat people with respect, be polite, ask a passenger what you would like from them, don't tell them what to do, and explain why, let them know and offer them a choice.*

4. In all interactions, what feature sets the tone for the interaction?
    A. How loud you talk.
    B. The way you explain the issue.
    C. Your attitude**

*** Your attitude is what sets the tone in all interactions with passengers if you come across the wrong way it will only escalate the situation either good or bad.*

5. It is the responsibility of the driver to forcibly remove an angry passenger off the bus.
    A. True
    B. False**

*** Under any circumstance, a driver should never forcibly remove a passenger off the bus. Drivers should call 911 and get law enforcement involved.*

6. The definition of assault is: Any physical attack, harmful or offensive contact, verbal threats of bodily harm, or attempts to cause injury or bodily harm by one person towards another.
    A. True**
    B. False

*** There are a variety of different kinds of assaults that can occur in a transit environment.*

7. A passenger is upset because you are running late. It's not your fault because an accident ahead of you blocked traffic. Should you apologize?
    A. No, it's not your fault.
    B. Yes, even though it is not your fault, take the high road and apologize.**
    C. No, you have a good excuse.

*** As stated in question 6 your attitude can set the tone for any situation. The passenger is already upset because you are running late and if you have a bad attitude, it will make the situation worse.*

8. Only people who are diagnosed with epilepsy have seizures.
    A. True
    B. False**

***A seizure is caused by abnormal electrical activity in the brain and can lead to sudden, involuntary changes in movement, behavior or awareness. Seizures have many causes, including epilepsy, trauma, infection, exertional hyperthermia/heat stroke and diabetic emergencies.*

9. If a passenger is having a seizure lasting longer than five minutes or has multiple seizures you should call 911 immediately.
    A. True**
    B. False

*** Most seizures last from 30 seconds to 2 minutes. However, if you aren't for sure how long the seizure has lasted you should call 911 anyway.*

10. You should call 911 when a person is having a seizure if:
    A. The seizure lasts more than five minutes.
    B. The person was injured as a result of the seizure.
    C. The person is unresponsive and not breathing or only gasping.
    D. The person is a young child or infant and the seizure was brought on by a high fever.
    E. All of the above**

*** As mentioned in the last question call 911 even if you are unsure.*

11. A heart attack is the same as cardiac arrest.
    A. True
    B. False**

*** A heart attack occurs when blood circulation is interrupted to part of the heart muscle, often due to blockage. If blood flow is not restored quickly, it can cause permanent damage.*

Cardiac arrest occurs when the heart stops beating or beats too ineffectively to circulate blood to the brain and other vital organs. It can happen suddenly and without warning.

12. It may be difficult to distinguish the pain of a heart attack from pain of indigestion, heartburn or a muscle spasm.
    A. True **
    B. False

***Many people who may be experiencing symptoms of a heart attack hope that is caused by something less serious and worrying about causing a "false alarm" But most heart attack deaths occur within 2 hours of first signs or symptoms.*

13. If you may have come into contact with bloodborne pathogens, what is the first thing you should do?
    A. Go to the hospital.
    B. Wash your hands vigorously**
    C. Tell your supervisor.

*** If you come in contact with bloodborne pathogens, wash the affected skin immediately with soap and water and seek urgent medical evaluation.*

14. You are not required to make any physical contact with any person when there's evidence of spilled blood or other body fluids.
    A. True**
    B. False

*** Avoid unnecessary contact with blood or body fluids. Use appropriate precautions and follow your agencies safety procedures when providing assistance.*

15. Bloodborne pathogens are micro-organisms that can be present in human blood and can cause a number of diseases.
    A. True**
    B. False

***Bloodborne pathogens can be spread through contact with infected blood or certain body fluids. Taking proper safety precautions can help reduce the risk of exposer and infection.*

16. A person who is having a diabetic emergency:
    A. Will seem generally ill.
    B. May feel dizzy or shaky.
    C. Have a headache.
    D. May appear to be under the influence of alcohol.
    E. All of the above**

***Management of diabetes may involve insulin, oral medications and lifestyle changes. Including a balanced diet and regular exercise. If medication, food intake and exercise are not well managed and coordinated, the person may be experiencing a diabetic emergency.*

17. A stroke is when blood flow to part of the brain is interrupted by a blood clot or by bleeding from a vessel, resulting in death of brain cells.
    A. True **
    B. False

*** This can lead to paralysis, speech problems, memory loss and more. Fast action can reduce or prevent permanent damage.*

18. If you have been trained in First Aid/CPR/AED you are required to perform First Aid/CPR/AED on an unconscious individual/passenger.
    A. True
    B. False**

*** Even though you have been trained in First Aid/CPR/AED you are not required to perform First Aid/CPR/ AED on a person if you don't feel comfortable to do it.*

19. Document all incidents that occur with passengers regardless of the situation.
    A. True**
    B. False

*** It is very important that you document "All" incidents no matter how big or small the incident seems. This will protect you in case of a lawsuit.*

20. Drivers should always remain calm, gather information quickly, and determine ways to provide assistance and get help.

    A. True**

    B. False

****Staying calm helps you think clearly and make safe decisions during an emergency. Assess the situation, protect yourself and others from additional danger. And contact emergency services when needed.**