

Assisting Passengers w/ Disabilities and Emergency Situations **Answer Key**

1. The ADA regulations were established to provide accessible transportation to?
 - Persons with disabilities
2. What is the typical expectation of a passenger?
 - To be treated with dignity and respect
3. If an accident occurs, you should:
 - Remain calm and provide leadership to protect the safety of yourself, the passengers, and property
4. When reporting an accident or incident to MTM:
 - Report immediately or as quickly as safe to do so, and submit using the MTM Accident/Incident form
5. Service animals must be allowed to travel with passengers?
 - True
6. The ADA requires all persons with disabilities to travel with an attendant?
 - False
7. Only passengers with wheelchairs may board with the use of a lift?
 - False
8. Passengers must secure their mobility device?
 - False
9. Only drivers/attendants should operate lift equipment?
 - True
10. All emergency situations must be reported to MTM?
 - True
11. If a passenger requests to use the lift to enter the vehicle, and the driver has a wheelchair enabled vehicle, they must allow for the passenger to use the lift?
 - True
12. ADA gives individuals the same opportunities as others?
 - True
13. Drivers can deny service if the passenger is capable of using it?
 - False
14. Drivers should not touch members unless they are assisting the passengers into the vehicle?
 - True
 - False
15. The driver is not responsible for securing the passenger's mobility device?
 - False
16. When providing assistance to the passenger, the driver needs to provide oral and visual directions?
 - True