

Assisting Passengers w/ Disabilities and Emergency Situations Training Quiz

First and Last Name: _____

Title: _____

Date of Quiz: _____ Score: _____ Pass/Fail: _____

***If 2 or more questions are answered incorrectly, the quiz will receive a failed score.**

***Please circle the correct answer**

1. The ADA regulations were established to provide accessible transportation to?
 - a. Students
 - b. Persons with disabilities
 - c. Business commuters
2. What is the typical expectation of a passenger?
 - a. To be treated with dignity and respect
 - b. Speeding
 - c. Being entertained by the driver
3. If an accident occurs, you should:
 - a. Panic and flee the scene
 - b. Remain calm and provide leadership to protect the safety of yourself, the passengers, and property
 - c. Play a game on your phone
4. When reporting an accident or incident to MTM:
 - a. Wait, I have to report accidents and/or incidents?
 - b. Writing a summary on a napkin and sending it by Pony Express is acceptable
 - c. 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?
 - a. True
 - b. False
6. The ADA requires all persons with disabilities to travel with an attendant?
 - a. True
 - b. False
7. Only passengers with wheelchairs may board with the use of a lift?
 - a. True
 - b. False
8. Passengers must secure their mobility device?
 - a. True
 - b. False

9. Only drivers/attendants should operate lift equipment?
 - a. True
 - b. False
10. All emergency situations must be reported to MTM?
 - a. True
 - b. False
 - Please Explain:
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?
 - a. True
 - b. False
12. ADA gives individuals the same opportunities as others?
 - a. True
 - b. False
13. Drivers can deny service if the passenger is capable of using it?
 - a. True
 - b. False
14. Drivers should not touch members unless they are assisting the passengers into the vehicle?
 - a. True
 - b. False
15. The driver is not responsible for securing the passenger's mobility device?
 - a. True
 - b. False
16. When providing assistance to the passenger, the driver needs to provide oral and visual directions?
 - a. True
 - b. False