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