

## Scenarios

### Scenario 1

Part I: Angela is waiting to board the bus. The driver asks her how she is doing today, and he receives no response. He then asks her if she may assist her in any way. She gestures to him that she is unable to hear. His manifest/driver log does not indicate a hearing impairment. How should the bus driver best communicate with Angela?

Part II: If there was an emergency onboard and the driver had to let everyone know what to do, how would the driver effectively communicate the situation to Angela, especially if she was not the only passenger onboard?

Follow-up: What would be some best practices the agency could follow in assisting passengers who are hearing impaired or deaf?

### Scenario 2

Jacob is a young man diagnosed with mental illness. The driver has picked him up at his supported living group home and is taking him to work at his part time custodial maintenance job. This is a new position for Jacob, and he has only been working there for a few days. While he has ridden the bus in the past, he has not taken it often alone to go to work. He is confused about when he is supposed to get off the vehicle. He keeps asking the driver if it is time to get off. The driver repeatedly tells him that she knows where his stop is, that she will take him directly to his worksite, and that she will let him know when they arrive. She assures him that he will not be late for work. He seems very agitated and keeps getting up out of his seat. How can the driver best assist Jacob?

Follow-up: What would be some best practices the agency could follow in assisting passengers who have new routes or travel routines?

### Scenario 3

Robbie is in a wheelchair waiting along side the curb when the bus comes to pick him up. Robbie does not have a Personal Care Attendant (PCA) with him. The bus driver begins to lower the lift and provide instructions to Robbie regarding boarding the vehicle. Robbie responds and appears to be asking a question of the driver, but the driver is unable to understand anything that Robbie has said to him. He asks Robbie to repeat what he has said, and Robbie does. The bus driver still has no idea what Robbie has said, or if Robbie has asked a question. How should the driver best proceed in communicating with Robbie?

Follow-up: What kinds of training can we provide to our drivers to make situations like this easier for them and easier for the passenger who has difficulty communicating?

## **Scenario 4**

Darin is a blind individual waiting to board the bus. He has a service dog with him. He is new to riding your transit system. He needs to know where to pay for his ride and where to sit. How can the driver best orient Darin to the vehicle and the situation and communicate with him to best meet Darin's needs?

Follow-up: What can the transit agency do to prepare in advance to help Darin with his travel on your transit system?

## **Scenario 5**

Katie is a 13-year-old girl with autism. Your agency transports her to an after school music program. Katie is non-verbal and avoids eye contact. She does not like to be touched. Her parents have requested that she be allowed to sit alone in a seat on the bus as she becomes agitated when someone gets too close to her. Katie likes to sit as far back in the bus as possible and usually slumps down in her seat. When the driver gets to her stop, Katie often doesn't realize they have arrived, and the bus driver has to walk back and tell her. She often appears startled and somewhat afraid to move. How can the driver best handle this situation?

Follow-up: What can the transit agency do to make the situation better for Katie and for the driver?

## **Scenario 6**

David, a 25-year-old person with cerebral palsy living on his own in an apartment, rides your bus to work each day. He has very poor hygiene. You have received complaints from other passengers and from your drivers. Many of the passengers are starting to complain loudly in front of David. How do you handle this situation?

Follow-up: What are your agency's policies and protocols for dealing with poor hygiene?