

**CITY OF PHOENIX**  
**ADA Sensitivity and Transit Policy Training**  
**CLASS EXERCISE 1, 2 and 3**  
**Leader Notes**



## **Class Exercise 1 – Is it a Service Animal?**

### **Scenario**

An ambulatory gentleman with no visible disability boards the bus with a dog in his arms, and the operator asks, “What is the task your animal is trained to perform?” The customer states, “It’s a service animal, that’s all you need to know,” and moves past the operator and sits down.

What should the operator do?

- A. I would let the customer and animal board, and if the animal is disruptive or doesn’t sit at the handler’s feet, then I will take further action.
  
- B. I would advise the customer that I must ask the question to determine if the animal is trained as a service animal. Otherwise, the animal is considered a pet and must be in a carrier to ride. If he still does not answer, I would call radio for further instruction.

### **Exercise**

**Discuss as a class. Share your answer and the reasoning behind choosing this option.**

## **Scenario 1**

### **Leader Notes**

- A) The dog becomes disruptive when another animal boards, and a fight ensues between the animals. You have to stop the bus, call radio and transfer all of your customers to the next bus because the fight left blood on the bus that required clean-up. Now your trip is considered missed and you have to fill out a report at the end of shift and explain why you didn't call radio for direction on what to do with the animal. You receive an ADA refresher on how to address service animals.
  
- B) The customer refuses to answer the question, stating you are not allowed to ask that. You advise the customer that you are only following ADA policy, point to the service animal car cards on the bus, and advise him that you must get direction from the company before moving the bus. You call radio, who advises you that you have asked the proper question and to advise the customer that he must explain what task the animal performs for his disability, or the animal must be in a pet carrier to ride. You share this with the customer, who refuses to answer and angrily deboards the bus. You continue en-route.

## **Class Exercise 2 – Is it a Mobility Device?**

### **Scenario**

Bus customer Ms. Smith says she has a temporary disability and she is using an electrically powered Razor scooter that has a seat attachment. She wants to board the bus with it, but you're not sure what to do.

What should the operator do?

- A) Tell Ms. Smith that the scooter is a recreational vehicle that can't be boarded.
- B) Board the scooter and secure it in the wheelchair area to the best of your ability.
- C) Call radio for advice.

### **Exercise**

**Discuss as a class. Share your answer and the reasoning behind choosing this option.**

## Scenario 2

### Leader Notes

- A) You tell Ms. Smith that the scooter is a recreational vehicle that can't be boarded. You don't call radio to advise that you refused the customer service, or report the refusal in an incident report, per company policy. The customer puts in a complaint directly to the State of Arizona Attorney General's Office of Civil Rights claiming her ADA rights were violated. An investigation is conducted by the City of Phoenix and it is determined there was discrimination because a call should have been made to the company for direction or to provide an alternative transportation option until the issue of boarding the customer was decided through the reasonable accommodation process, and because the customer did use the motorized scooter specifically for her disability. Your company has to mediate the issue through the AG's office, and ends up paying the customer a non-disclosed amount. You receive corrective action per your company's policy.
- B) You board the customer and secure the scooter to the best of your ability, but you do not contact radio for advice. The customer is happy, but another customer on the bus asks why she can board the razor scooter and they can't. You continue to board customers, including two more wheelchairs. Another customer in a wheelchair wants to board, but the scooter is in the last securement area. You have to refuse this customer the ride, though you do call this in to the company and a rescue is made for the other customer in the wheelchair. The customer complains that they should be in the spot with the scooter, and that this is not a mobility device. Both customers call in to Valley Metro complaining that you boarded a customer with a razor scooter, and secured it in the wheelchair area that is designated for wheelchairs and that a passenger in a wheelchair was not able to ride. Both are ADA complaints. You receive an ADA refresher on how to handle requests for reasonable modification.
- C) You contact radio to ask for advice regarding boarding the razor scooter. You are asked several questions, including whether this device is being used for a disability. You respond that the customer stated they are using it for a temporary disability. You are advised to board the device, secure it in the wheelchair securement area as best you can, and advise the customer that they must put in a request for a reasonable accommodation with Valley Metro to be able to use this device as a mobility aid. Radio provides you with directions for the customer on how to request this accommodation. When others ask about the scooter, including a mobility aid user that needs the spot, you advise them that the customer is using it for a disability and that this has been approved through your company. You provide a rescue for this customer, and no complaints are made.

## **Class Exercise 3 – Calling All Streets!**

### **Scenario**

Your automated street announcement system hasn't been working after an hour into your trip. Neither is the scrolling stop announcement board. You stop calling major intersections about 2 more hours later. A customer boards the bus and sits down, and after a few minutes asks when you will be arriving at Osborn Road. The customer has no cane or sunglasses. You reply you should be there in another in 5 minutes.

What should the operator do?

- A. Continue on as is, and report the automatic messaging system issue when you back to the yard on post-trip.
- B. Start calling the streets, and report the outage of the system to radio when you get to the end of the line/break.

### **Exercise**

**Discuss as a class. Share your answer and the reasoning behind choosing this option.**

### Scenario 3

#### Leader Notes

- A.** You continue on as is, and you do not call the street when you are approaching Osborn. The customer asks if you are close to Osborn after you have already passed the stop. You reply that you already passed it. He tells you that you passed his stop, that he is visually impaired and that you didn't call the major intersections. You drop him off at the next intersection and call the company. A rescue is made, but the customer is late for his appointment and is very angry. He says this is a violation of his ADA rights, and puts in a complaint with Valley Metro. An ADA investigation is conducted, and the company takes the appropriate corrective action.
- B.** Even though you forgot to call the streets for a time, the customer's question about when you would be getting to Osborn reminds you that your annunciator is out and you start to call the streets. As you approach Osborn, you call out the intersection and the intersecting routes. The customer that asked you when you would be reaching Osborn signals to get off at the bus stop and thanks you for calling the streets. He tells you that he is sight impaired and this could have really caused him a problem with knowing where he was if he missed his stop. You report the outage to radio – just in case someone reports the issue.