MTA Bus Operator Exam for New York City Section 2

1. Safety operations training for bus drivers includes a lesson in safe evacuation procedures in the event of an accident or emergency. Which of the following statements about bus evacuation is true? - correct answer If time allows, notify the dispatcher about evacuation location, conditions, and type of assistance needed.

2. Disruptive riders can seriously affect the overall safety onboard, so they must be handled immediately. Which of the following is the most appropriate next step by the bus operator? - correct answer Request assistance via bus radio.

3. Aside from being responsible for transporting all passengers safely to their chosen destinations on time, the bus operator is also a representative of _____. Which of the following is missing from part of the given above? - correct answer the agency

4. Which of the following is used to refer to an individual's manner of reacting quickly and positively? - correct answer Responsiveness

5. If a bus operator failed to comply with a customer's request, which of the following should be avoided? - correct answer Making specific statements

6. A bus operator is explaining some matters to a concerned rider. What must be avoided by the operator? - correct answer Using technical terms
Using industry-specific terms
Disclosing detailed data about the agency
All of the above

7. Which of the following body languages is most helpful when listening to a rider who is asking a question or complaining about an issue? - correct answer Leaning towards a rider

8. Which of following describes Bronx Kill? - correct answer It is a bad neighborhood where a taxi driver is not required to carry passengers after 8:00 PM.

9. Stilwell Avenue is a two-way passageway found in Brooklyn. Which of the following is end of this road? - correct answer Belt Parkway

10. Rain and other weather conditions drastically impair the visual environment of road users. Which of the following must be initially inspected and secured by drivers to ensure a smooth trip? - correct answer Wipers and washers.

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