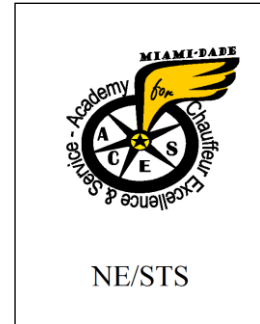


NE/STS Exam Study Guide

This exam study guide works in conjunction with the NE/STS manual, obtained from our office when you register for the class.

ADA: Americans with Disabilities Act

- What is ADA?
- What types of disabilities are covered under the ADA?
- What civil rights are covered under the ADA?
 - Where do NE/STS drivers fit in?
- What public transportation rights are protected under the ADA?
- How does the ADA define discrimination?
- According to the ADA, what is the definition of a service animal?
- What happens if you violate your customer's ADA rights?



Customer Service

- Who are your customers?
- What percent of your customers are disabled and elderly?
- What are some basic customer service guidelines?
- What is the leading cause of injuries among the elderly?
- What are some customer complaints regarding NE/STS services?
 - What happens to STS drivers if they receive five or more complaints?
- Review the customer service tips by specific disability.
 - Visual Impairments/Blindness
 - Speech Impairment
 - Hearing/Deaf Impairment
 - Mobility Impairment
 - Cognitive Disabilities
 - What skills may it affect?
 - Alzheimer's disease
- What are some acceptable guidelines for communicating with a person with disabilities?
 - Know examples of acceptable and unacceptable terminology.

Code Rules & Regulations

- Chauffeur Registration license
 - When does the C.R. license expire?
 - How many days prior to its expiration can you renew?
 - Review key information listed on the C.R. license.
- Review chauffeur violation/requirements
- Review for-hire transportation Chapter 8CC - Schedule of Penalties (General Requirements)
 - For example: Reference numbers: 875: Failure to obtain a chauffeur's registration: \$1000 citation
- Know and understand the vehicle requirements specific to NE & STS
- What are the for-hire vehicle standards and deficiencies?
- List of For-Hire vehicle standards code violations (FER)
 - For example: Code Section: 31-104(a) No valid operating permit displayed or expired will result in a vehicle suspension.

Code Rules & Regulations (continued)

NOTE: It is important to understand what will happen if you violate an 8CC or FER.

8CC example: The use of abusive language will result in a citation.

FER example: Worn Tires will result in a vehicle suspension/red reject decal.

FER example: Minor body damage will result in a deficiency/green temporary decal.

- Vehicle Inspections
 - What happens to a vehicle if it has a minor non-safety or major safety related issue?
- 8CC Citation & Revocation of C.R. License
 - If you receive a citation, how long do you have to pay or appeal?
 - What are the circumstances for which your C.R. license may be suspended or revoked by PTRD?
- What is Miami Dade County's STS pickup guidelines at Miami International Airport?

Geography

- How is Miami Dade County divided?
- What are its four quadrants?
- Review Avenues & Streets
 - Name and numbers
 - Ex. 42nd Ave is also known as LeJeune Road.
 - Ex. Ives Dairy Road is also known as _____.
- What is Hialeah's set-up? How is Hialeah divided?
- Understand the meaning of STL & CRAP acronyms.
- Review how to read an address.
- Review Causeways
 - How many causeways connect you to Key Biscayne and Miami Beach?
 - Which causeway will direct you to Mount Sinai Hospital?
- Review Expressways
 - Name, number, and direction they run.
 - Ex. I-95 is also known as William D. Singer, and runs North/South
 - Ex. Dolphin Expressway is also known as _____ and runs _____.
- Review Area Hospitals
 - Ex. Jackson Memorial Hospital is located at 1611 NW 12th Avenue.
 - Ex. What hospital is located at 11750 SW 40th Street?