

Arlington Transit Ride Check Form

Passenger Ride Check Form (ART Mystery Shopper)

Route:	Mystery Rider ID#:
Bus # (4-digit number above driver - REQUIRED):	Date and day of week:
Where boarded (Real Time # on Stop Flag):	Time boarded:
Where deboarded (location/intersection):	Time deboarded:
Where sat (across/behind driver, stood, midway, back):	Total riding time (should be at least 20 minutes):

ARRIVAL & BOARDING	YES	NO	N/A	Comments
Bus arrived on time				
Seatbelt used by operator				
Operator tie & name-tag visible?				
Greets passengers				
DRIVER ABILITY	YES	NO	N/A	Comments
Proper turns without tire curbings				
Pulls up to the curb at stops				
Smooth starts and stops				
Safe overall driving				
Enough time for boarding/deboarding				
Frequently scans mirrors				
Rocks in seat before making turns				
Uses good speed control of bus				
Courteous to pedestrians				

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CUSTOMER SERVICE	YES	NO	N/A	Comments
Friendly manner with customers				
Smiles and speaks to customers in a pleasant tone				
Answers customer questions				
Assists customers in using the farebox as needed				
Avoids talking to customers while driving				
Avoids conflict with customers				
ADA	YES	NO	N/A	Comments
Greets handicapped passengers directly				
Kneels bus for seniors and people with disabilities				
Wheelchair ramps or lifts deployed efficiently				
Wheelchairs secured efficiently				
Driver offers to secure wheelchair passenger				
Calls out major stops/transfer points if no ADA annunciator				
Calls out stops as requested by customers				
OVERALL EXPERIENCE	YES	NO	N/A	Comments
Temperature in bus in comfortable				
Bus is clean				
Appropriate signage displayed				
Appropriate route maps available				

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Positive bus-riding experience				
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Additional comments: