

LAKEXPRESS MYSTERY RIDER SURVEY

MYSTERY RIDER #: _____

DRIVER: _____

ROUTE #: _____

DATE: _____ **SCHEDULED ROUTE TIME:** _____

TIME YOU BOARDED THE BUS: _____

VEHICLE #: _____

- | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|--------|
| 1. Was the driver courteous and friendly? | Yes | No |
| 2. Was the driver's appearance professional? | Yes | No |
| 3. Did the driver appear to operate the bus in a safe manner?
<small>(If you answered no, please use the Comment Section below to describe the incident.)</small> | Yes | No |
| 4. Did the driver seem knowledgeable about the route and how passengers are to transfer? | Yes | No |
| 5. Was the driver helpful to those that requested assistance or information? | Yes | No |
| 6. Did the driver announce each major stop and intersection or city? | Yes | No |
| 7. Was the driver wearing his/her identification badge? | Yes | No |
| 8. Did the driver stop the bus safely after a passenger activated the pull cord? | Yes | No |
| 9. Did the driver appear to obey the traffic laws (stopping, speed limits, turn signals, etc)?
<small>(If you answered no, please use the Comment Section below to describe the incident.)</small> | Yes | No |
| 10. Did the driver ensure that wheelchair clients were secure before moving the vehicle? | Yes | No N/A |
| 11. Did you observe any hazardous conditions on the bus?
<small>(If you answered yes, please use the Comment Section below to describe what hazardous conditions you observed.)</small> | Yes | No |
| 12. Were there bus schedules on the bus? | Yes | No |
| 13. Was the interior of the bus clean? | Yes | No |
| 14. Did the bus run on schedule?
If you answered no, how late was the bus? _____ minutes | Yes | No |
| 15. Did any passenger appear to have a problem that was not being addressed? | Yes | No |
| 16. Did you observe any damage to any seats?
<small>(If you answered yes, please use the Comment Section below to describe the location of the damage.)</small> | Yes | No |
| 17. Did you observe any graffiti inside the vehicle?
<small>(If you answered yes, please use the Comment Section below to describe the location of the graffiti.)</small> | Yes | No |
| 18. Did anyone appear to board the bus without paying a fare or showing a bus pass? | Yes | No |
| 19. Was the head sign/destination sign working on the bus? | Yes | No |
| 20. Was the temperature on the bus acceptable for the season? | Yes | No |

COMMENT SECTION (Please identify any items or concerns that you observed that are not covered above.)

If you observe a serious safety violation or concern, please call 352-742-6580 at your earliest possible convenience.