

Secret Rider Feedback

Route: D-A-R Fixed Route Intercounty Date: _____

Circle one: Red Blue Green Gavilan College CalTrain Greyhound

Board Location: _____ Bus # _____

Scheduled Time: _____ Actual Time Boarded: _____

Destination Location: _____

Scheduled Destination Time: _____ Actual Time Deboarded: _____

Total Riding Time _____

Bus Stop

Sign: Yes No Schedule: Yes No Legible: Yes No

Trash Receptacle: Yes No If Yes: Overflowing Full Empty

Overall Stop Condition: _____

Driver

Appearance: Professional Standard Sloppy No Name tag: Yes No Seatbelt: Yes No

Greets passengers: Yes No Friendly manner with customers: Yes No

Answers customer questions: Yes No

Assists customers with farebox as needed: Yes No N/A

Calls out stops as requested by customers: Yes No

Driver Ability

Pulls up to curb at stop: Yes No Enough time for boarding/deboarding: Yes No

Smooth start and stops: Yes No Frequently scans mirrors: Yes No

Good speed control: Yes No Courteous to pedestrians: Yes No

ADA

Greets handicapped passengers directly: Yes No

Wheelchair ramps or lifts deployed efficiently: Yes No Wheelchair secured efficiently: Yes No

Driver offers to secure wheelchair passengers: Yes No

Calls out major stops: Yes No Is driver audible: Yes No

Calls out stops as requested by customers: Yes No

Bus

Exterior appearance: _____ Logo/Lettering visible: _____

Temperature in bus: _____ Cleanliness: _____

Appropriate signage displayed: Yes No

Overall riding experience: Good Standard Poor

Comments: _____

