

# Mystery Rider Observation Form

## Driver Oversight & Service Quality Tool

This form is designed to support quality improvement, training reinforcement, and service consistency by capturing objective observations of transit service from a passenger perspective. Observations should focus on service delivery, safety, and accessibility practices.

Date:	Time:	Route / Service Area:
Vehicle #:	Driver Name (if known):	Observer Name:

## Pre-Trip & Boarding

Item	Yes	No	N/A	Comments
Vehicle arrived on time (within agency standard)				
Driver greeted passenger or acknowledged boarding				
Fare process was clear and professional				
Driver provided assistance when needed				
Lift/ramp deployed safely (if applicable)				

## Safety & Driving Practices

Item	Yes	No	N/A	Comments
Driver followed safe driving practices				
Stops were made safely and smoothly				
Vehicle operated without obvious mechanical issues				
Driver followed agency safety procedures				

## Customer Service & Communication

Item	Yes	No	N/A	Comments
Driver communicated clearly and respectfully				

Driver responded appropriately to passenger questions			
Stop announcements were made (automated or manual)			
ADA and accessibility practices were followed			

### Passenger Assistance (if applicable)

Item	Yes	No	N/A	Comments
Securement procedures followed correctly				
Driver offered appropriate assistance				
Passenger treated with respect and dignity				

### Overall Trip Assessment

Overall Service Quality:	Excellent	Good	Fair	Needs Improvement
What was done well?				
Opportunities for improvement:				

### Follow-Up (Office Use Only)

Reviewed by:	Date Reviewed:	Action Taken:
Action Taken (check all that apply):	No action needed	Coaching provided
	Refresher training assigned	Follow-up observation scheduled

*This form may be adapted for local agency use.*