

Mystery Shopper Scorecard

Route Number:	Block Number:	Day of Week:
Time of Day:	Operator's Name (If posted):	

A. Operator:	Fantastic!	Acceptable	The Pits	Comment:	
Greeted upon Boarding	5	4	3	2	1
Eye Contact	5	4	3	2	1
Smile/Pleasant Demeanor	5	4	3	2	1
Announced Stops	5	4	3	2	1
Thanked for Riding	5	4	3	2	1
Operated Equipment Safely	5	4	3	2	1
Name Plate Displayed	5	4	3	2	1
Operator on Cell Phone	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/>				
Operator Eating	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/>				
Operator Drinking	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/>				
Operator engaged in casual "Non-service related" conversation	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/>				

B. Equipment:	Fantastic!	Acceptable	The Pits	Comment:	
Destination Sign Working Properly	5	4	3	2	1
Destination Sign Accurate	5	4	3	2	1
Public Address Working Properly	5	4	3	2	1
Fare Box Operating Properly	5	4	3	2	1
Heat/AC Working Properly	5	4	3	2	1
Signage Up-to-Date	5	4	3	2	1
Ride Happy Posted	5	4	3	2	1
Riders Digest Available	5	4	3	2	1
Timetable Available	5	4	3	2	1
Interior Clean	5	4	3	2	1
Exterior Clean	5	4	3	2	1

C. General Operations:	Fantastic!	Acceptable	The Pits	Comment:	
Departed on Time	5	4	3	2	1
Arrived on-time	5	4	3	2	1

Shopper Name:	
---------------	--