



Mystery Rider Program

1. Loudoun County has 43 Mystery Riders (MR) in their program.
2. One rider/volunteer who has taken on the role of lead MR. This volunteer is reimbursed monthly for each trip that is taken on the LC Transit Commuter buses. This volunteer spends 5-7 hours each month taking care of the Lead MR responsibilities. Her duties are:
 - a. Prepare the monthly calendar schedule, coordinate work schedules with MRs as to available dates and preferred days to cover, make sure each MR is given at least two rides in the morning and two rides in the afternoon and insure each bus has coverage, email monthly calendar to MR group with request for updates on changes if cannot do a designated date;
 - b. Attend CBAB meetings and advise the MR group of meeting discussions/decisions/updates;
 - c. Email MRs with current information for bus run changes, holidays, bus coverage, schedule changes, requests from the County to ride a specific bus and answer any questions MRs may have regarding the program, complaints, repairs to the bus, commendations, etc.;
 - d. Recruit/contact new MRs, provide information about the MR Program, provide report form and updated driver list, describe the duties and what is required from each MR and let them know how much their help is appreciated;

e. As coordinator of the MR Program, be available.

3. Loudoun County MR Program Manager duties:

- a. Draft a calendar each month to send to Lead MR so that MR can be assigned to buses. Each day there are 12 MR assigned (6 am/6pm).
- b. Once a MR has completed a form it is emailed or faxed to our office. At the end of each month the reports are tallied.
- c. MR receive a benefit for each report that is turned in. The benefit corresponds with the fare that is charged for the particular run that the report is provided for. If a MR turns in 7 reports during the month, they will receive a \$49.00 deposit onto their SmarTrip card. Reports that are turned in during the month of September are placed on the MR SmarTrip cards on November 1.
- d. Loudoun County has a SmartBenefit account with WMATA to reimburse the MR with. The benefits are paid with a credit card.
- e. Loudoun County MR Program Manager spends 2-3 hours a month taking care of MR duties.
- f. MR are recruited by word of mouth and by sending out BUS BIZ emails letting passengers know that certain runs are in need of a MR.



Explanation of Mystery Rider Report

1. Date -
2. Mystery Rider Name - first and last name
3. Day of week - Monday, Tuesday, etc.
4. Run Number - DC2E am, LC18W pm, etc.
5. Bus Number - 710_____
6. Number of Passengers - please include yourself in this count.
7. Driver Name - first and last name
8. Clean Uniform - is the driver in uniform? Drivers are to wear a shirt with an LC Transit Logo, black pants, and black shoes. If the driver is wearing a cap, did it have an LC Transit Logo on it? Was the uniform neat & clean?
9. Route Knowledge -
10. Announcement of stops -
11. Did you observe the driver doing anything unsafe -
12. Illuminator sign -
13. Schedules -
14. Operation of fare box -
- 15, 16, 17. Cleanliness of bus -
18. Park & Ride lots -
19. Comment Section - for comments on issues that may not be addressed above.

Mystery Riders can underline or highlight their answers/observations.

MYSTERY RIDER REPORT FOR LC TRANSIT COMMUTER BUSES

1. Date:	2. Mystery Rider Name:
3. Day of Week:	MON TUES WED THUR FRI
4. Run Number:	AM or PM (highlight one)
5. Bus Number:	
6. Number of Passengers:	
7. Driver Name:	
8. Clean Uniform - Is the driver in uniform? YES or NO Is the uniform clean and neat? YES or NO	
9. Route Knowledge - Did the driver use the designated route? YES or NO Did the driver follow the route including correct exits, turns or stops? YES or NO If no, please explain:	
10. Announcement of Stops - Did the driver call out the stops correctly? YES or NO	
11. Did the driver follow safe driving practices while the bus was in motion? (Examples of unsafe practices: talking on cell phone, using a music device, or talking to passengers) YES or NO If so, please explain:	
12. Illuminator Sign - Is it working properly? YES or NO Did the Illuminator Sign show the correct run number & destination? YES or NO	
13. Schedules - Is the schedule box on the bus full? YES or NO Are the schedules organized in the schedule box? YES or NO	
14. Operation of Fare Box - Was the fare box operating properly? YES or NO If no, please explain:	
15. Clean Bus - Are the floors clean? YES or NO Are the overheads free of trash? YES or NO	
16. Clean Windows - Are the inside windows of the bus clean? YES or NO	
17. Clean Restroom - Is the restroom clean? YES or NO Is the restroom stocked? YES or NO	
18. Park & Ride Lots: Did you observe any issues with the following: weeds/grass trash lights snow If so, please explain:	
19. Comments:	

MYSTERY RIDER REPORT FOR LC TRANSIT COMMUTER BUSES

1. Date: ██████████	2. Mystery Rider Name: ██████████
3. Day of Week: MON TUES WED THUR <u>FRI</u>	
4. Run Number: ████████ <u>AM</u> or PM (highlight one)	
5. Bus Number: ████████	
6. Number of Passengers: not quite full	
7. Driver Name: Sang	
8. Clean Uniform - Is the driver in uniform? <u>YES</u> or NO Is the uniform clean and neat? <u>YES</u> or NO	
9. Route Knowledge - Did the driver use the designated route? <u>YES</u> or NO Did the driver follow the route including correct exits, turns or stops? <u>YES</u> or NO If no, please explain:	
10. Announcement of Stops - Did the driver call out the stops correctly? YES or <u>NO</u> Driver does not announce stops, just stops the bus, opens the door and lets us out ☺	
11. Did the driver follow safe driving practices while the bus was in motion? (Examples of unsafe practices: talking on cell phone, using a music device, or talking to passengers) <u>YES</u> or NO If no, please explain:	
12. Illuminator Sign - Is it working properly? <u>YES</u> or NO Did the Illuminator Sign show the correct run number & destination? <u>YES</u> or NO	
13. Schedules - Is the schedule box on the bus full? <u>YES</u> or NO Are the schedules organized in the schedule box? <u>YES</u> or NO	
14. Operation of Fare Box - Was the fare box operating properly? <u>YES</u> or NO If no, please explain:	
15. Clean Bus - Are the floors clean? <u>YES</u> or NO Are the overheads free of trash? <u>YES</u> or NO	
16. Clean Windows - Are the inside windows of the bus clean? <u>YES</u> or NO	
17. Clean Restroom - Is the restroom clean? <u>YES</u> or NO Is the restroom stocked? <u>YES</u> or NO	
18. Park & Ride Lots: Did you observe any issues with the following: weeds/grass trash lights snow If so, please explain:	
19. Comments: Excellent driver! BUT at DNTC, he had closed the door and pulled away on time at 6:30, but he stopped to let in about six runners (and fast walkers). Consequently, we left at about 6:32. Still early to my stop at Union Station though ☺, so I hate ratting him out ☹!	