

Public Transport Customer Service Standards Audit Checklist

Initial Contact & Information Provision

Assesses the clarity and accessibility of information provided to passengers before they begin their journey.

Website Loading Time (seconds)

Website Information Clarity (Overall)

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

Summary of Website User Feedback (if available)

Availability of Real-Time Journey Information Online

- ☐ Yes
- ☐ No
- ☐ Partially Available