



Public Transport Passenger Communication & Crisis Alert System Audit 2026 Checklist

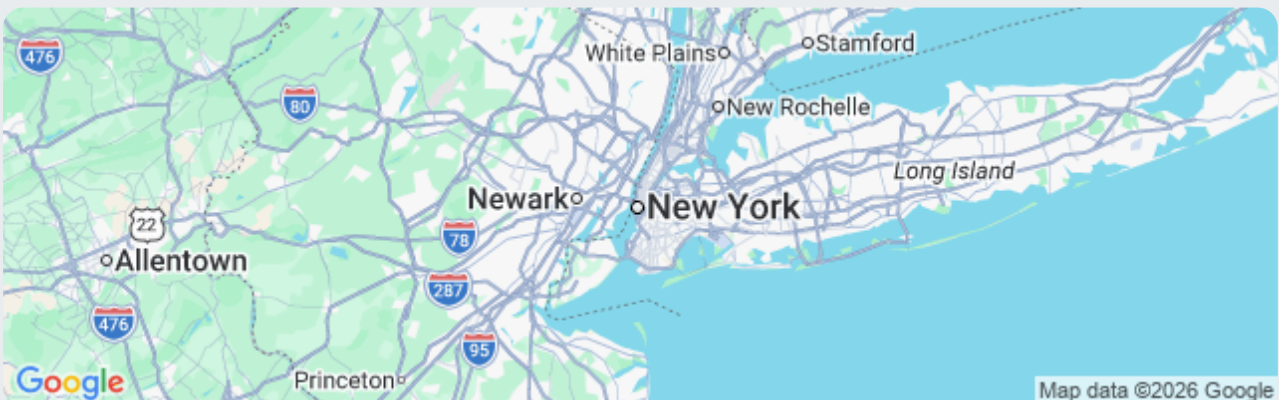
Digital Information Systems Audit

Evaluation of real-time passenger information displays (PIDS), mobile app notification accuracy, and web-based service alert synchronization.

Audit Date

Station or Depot Location

 [Set My Current Location](#)



Digital Display Types Inspected

- ☐ Platform Passenger Information Displays (PIDS)
- ☐ Mobile Application Push Notifications
- ☐ Social Media Alert Channels
- ☐ SMS/Text Alert Services
- ☐ Website Service Status Dashboard

Real-Time Data Sync Accuracy

- ☐ Synchronized
- ☐ Delayed
- ☐ Out of Sync

Average Delay Latency (Seconds)

Enter a number...

Discrepancy Details & Observations

Write something...

Photo Evidence of Display Error

 Upload File

Auditor Verification

Station Audio & Visual Alert Systems

Testing of Public Address (PA) systems, emergency intercoms, and visual flashing alert indicators for hard-of-hearing passengers.

PA System Operational Status

- ☐ Fully Functional
- ☐ Degraded Performance
- ☐ Non-Functional

Visual Alert Components Inspected

- ☐ Digital Signage/LED Boards
- ☐ Emergency Flashers
- ☐ Platform Information Displays
- ☐ Wayfinding Light Indicators

Audio Clarity & Audibility Observations

Write something...

Decibel (dB) Level Measurement

Enter a number...

Inspection Date

Enter date...

Inspector Verification



Crisis Communication Protocol & Content

Review of pre-approved emergency messaging templates, clarity of instructions during disruptions, and multi-language support availability.

Protocol Status

- ☐ Up-to-date
- ☐ Requires Immediate Update
- ☐ Under Review

Verified Communication Channels

- ☐ Mobile App Push Notifications
- ☐ SMS/Text Alerts
- ☐ Social Media (X/Facebook/Instagram)
- ☐ Station PA Systems
- ☐ Website Emergency Banner
- ☐ In-Vehicle Digital Displays

Review of Messaging Clarity

Write something...

Emergency Message Templates Copy

 Upload File

Last Protocol Review Date

Enter date...

Auditor Verification

On-Board Passenger Communication

Assessment of onboard announcement systems, driver-to-passenger intercom functionality, and intra-vehicle emergency alert connectivity.

Onboard Communication Channels Verified

☐ Automated Audio Announcements

☐ Visual LED Passenger Information Displays

☐ Emergency Intercom System

☐ Driver-to-Passenger Audio Interface

Audio Clarity Rating

☐ Excellent

☐ Good

☐ Fair

☐ Poor

Detected Audio Distortions or Failures

Write something...

Inspection Date

Enter date...

Inspector Authorization

Emergency Alert Dissemination Speed

Audit of the latency between incident detection and the deployment of alerts across all public-facing communication channels.

Time from Incident Detection to Alert Deployment

Enter time...

Average Latency per Channel (Seconds)

Enter a number...

Channels Successfully Updated

- ☐ Mobile App Push Notifications
- ☐ SMS/Text Alerts
- ☐ Station Digital Signage
- ☐ Social Media (Twitter/X, Facebook)
- ☐ In-Vehicle Audio Announcements
- ☐ Website Emergency Banner

Alert Delivery Performance Rating

- ☐ Excellent (Instantaneous)
- ☐ Acceptable (Within Protocol)
- ☐ Delayed (Requires Review)
- ☐ Critical Failure (Immediate Action Required)

Bottleneck Analysis

Write something...

System Log Evidence

 Upload File

Staff Communication & Coordination

Verification of the communication loop between frontline transit staff, control centers, and emergency responders during a crisis.

Communication Channel Tested

- ☐ Radio/Two-Way Radio
- ☐ Digital Dispatch System
- ☐ Mobile Telemetry/MDTs
- ☐ Internal Emergency Intercom

Staff Roles Involved in Coordination

- ☐ Control Room Operators
- ☐ Station Managers
- ☐ Transit Drivers/Conductors
- ☐ Security Personnel
- ☐ Emergency Services Liaison

Incident Report Reference Number

Write something...

Audit Date

Enter date...

Discrepancies Found in Staff Communication Flow

Write something...

Auditor Verification

Hardware & Infrastructure Resilience

Inspection of physical backup power supplies for alert systems, signal strength for mobile alerts, and durability of outdoor digital signage.

Backup Power Supply Status

- ☐ Fully Operational
- ☐ Operational with Issues
- ☐ Non-Functional
- ☐ Not Applicable

Battery Backup Runtime (Minutes)

Enter a number...

Infrastructure Components Inspected

- ☐ Uninterruptible Power Supply (UPS)
- ☐ Emergency Generator
- ☐ Network Routers & Switches
- ☐ Outdoor Digital Signage Power
- ☐ Backup Cellular/Radio Antennas

Observed Hardware Vulnerabilities

Write something...

Maintenance Log Upload

 Upload File

Inspector Verification

Feedback & Post-Incident Communication Review

Evaluation of channels for passenger feedback and the efficiency of 'all-clear' notifications following a resolved incident.

Review Completion Date

Enter date...

Incident Severity Level

- ☐ Low (Minor Delay)
- ☐ Medium (Service Disruption)
- ☐ High (Emergency/Safety Event)

Channels Used for Post-Incident Update

- ☐ Mobile App Push Notification
- ☐ Social Media (X/Facebook)
- ☐ Station PA System
- ☐ SMS/Text Alert
- ☐ Website Banner

Summary of Passenger Feedback Received

Write something...

Total Number of Passenger Complaints/Inquiries

Enter a number...

Post-Incident Communication Log/Report

 Upload File

Audit Supervisor Approval

< Previous

> Next

✔ Finish

✎ Generate Sample Report