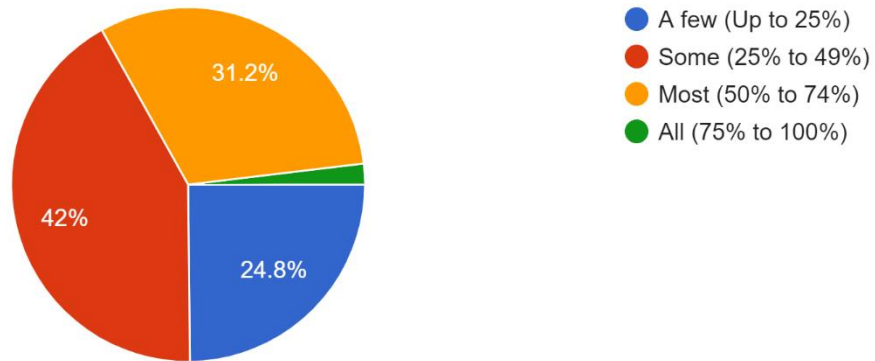


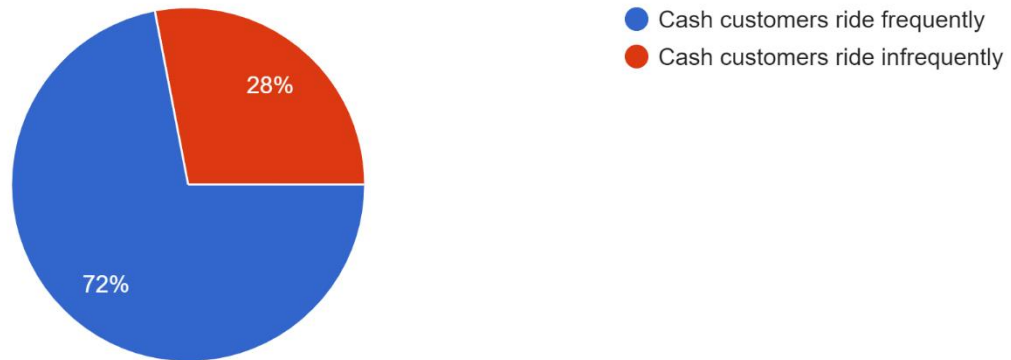
Based on your experience, how many customers typically pay with cash in a day?

157 responses



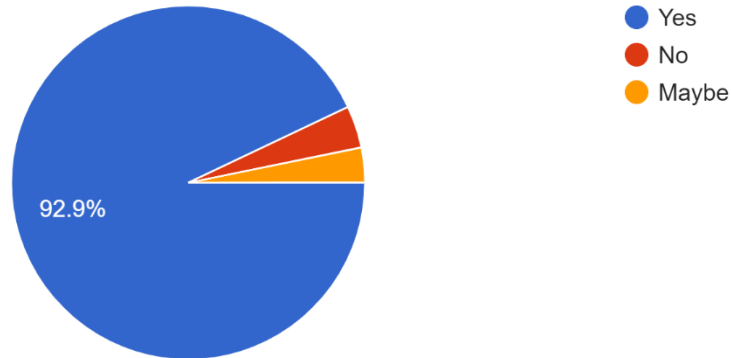
From what you recall, are these cash customers frequent or infrequent riders?

157 responses



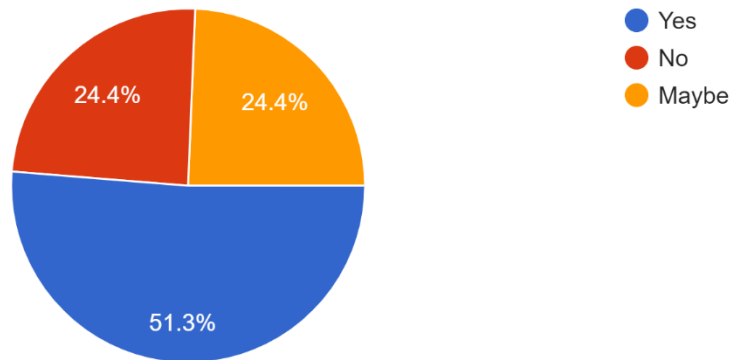
Are you aware that you can sell TAP cards and reload up to \$20 through the farebox when customers board?

156 responses



Do you think customers are aware they can buy TAP cards and reload their TAP cards on the bus at the farebox?

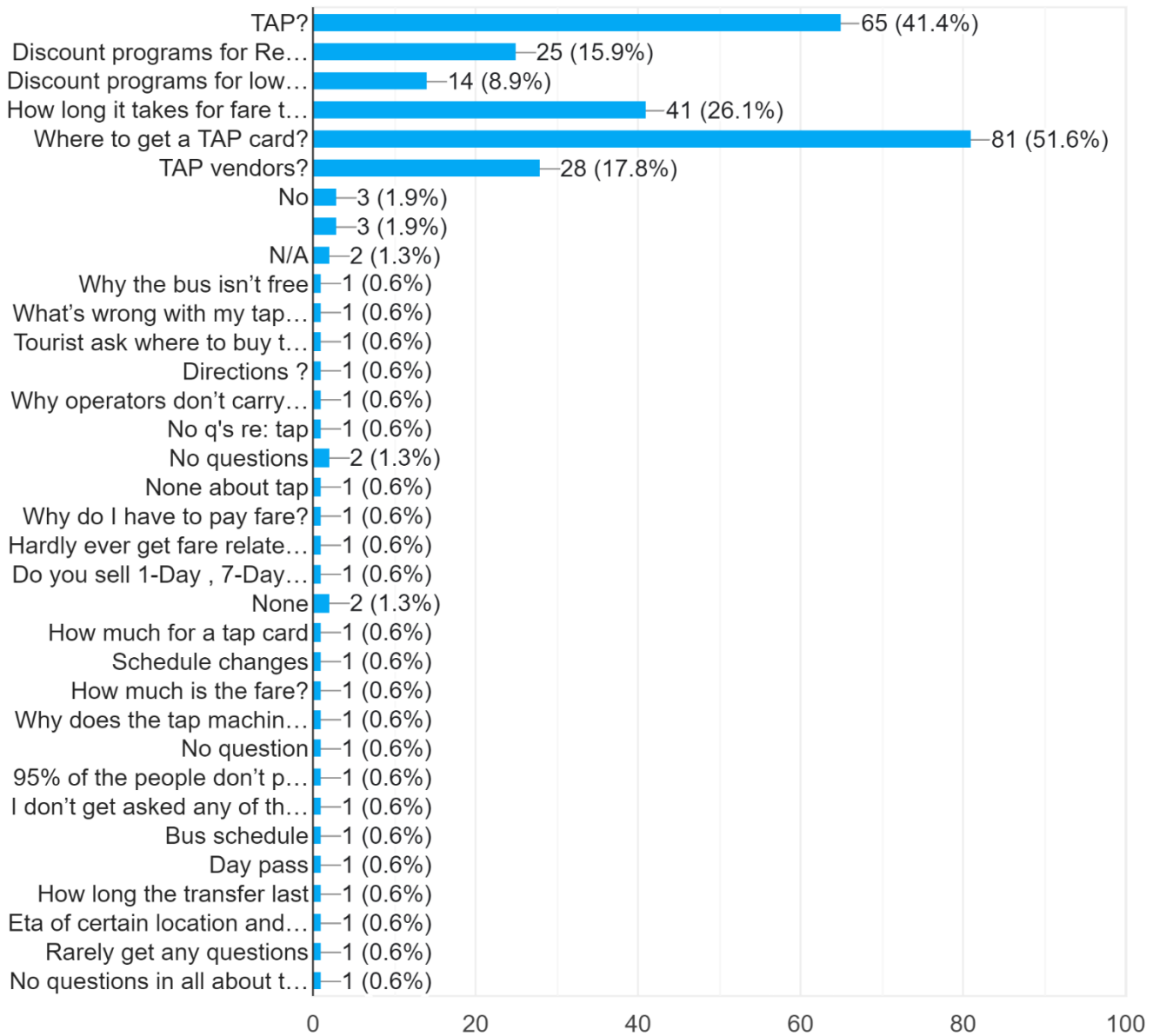
156 responses



Attachment E – Bus Operator Survey Questions and Results

Do you get a lot of questions about...

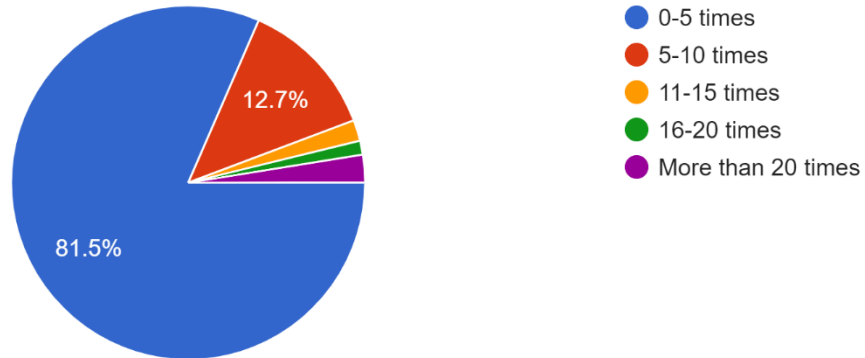
157 responses



Attachment E – Bus Operator Survey Questions and Results

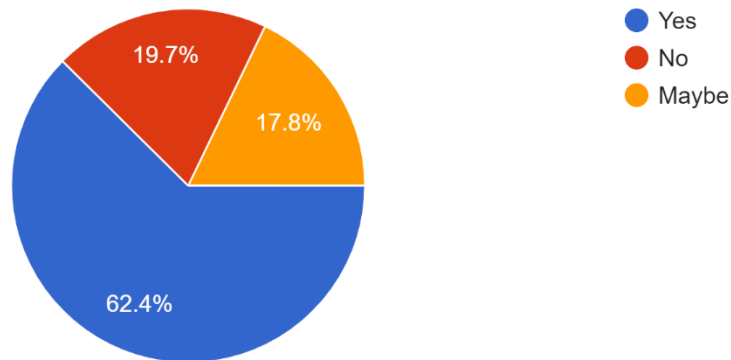
In one month, how often do you get asked questions on Metro's discount programs (i.e., Reduced Fare, Student GoPass, low-income fares, etc.?)

157 responses



Are you comfortable with giving answers and/or information to customers asking about Metro's discount programs (i.e., Reduced Fare, Student GoPass, low-income fares, etc.?)

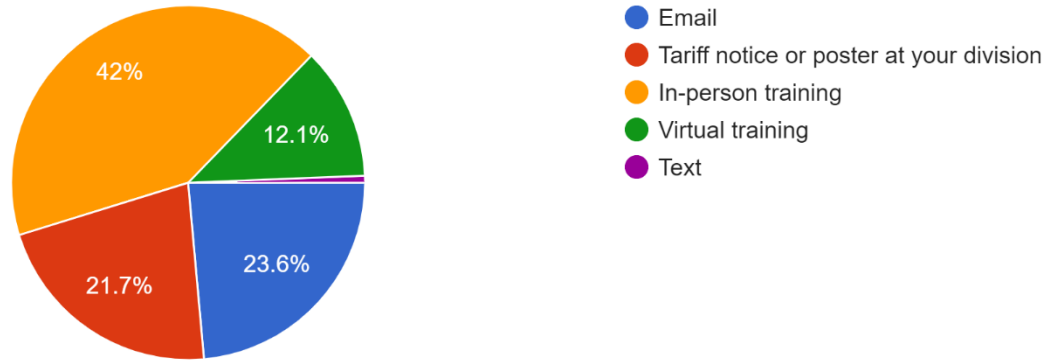
157 responses



Attachment E – Bus Operator Survey Questions and Results

How would you prefer to receive informational materials on upcoming changes or future Metro/TAP programs?

157 responses



Would you like to receive more training on the TAP card sale and ADD SV (reload) process? Or are there other areas you'd like to receive more training?

156 responses

