

Summary

The TAP Vendor (TPV) Support team created a survey to gain insight into the way the Regional TAP vendors viewed Cubic as a technical service provider. The TPV team sent an email to all TAP vendors with the survey link requesting feedback on April 9, 2025, and by Monday April 14, only four vendors provided feedback.

To gain more responses and feedback, the team gathered a strategic list of vendors that included each vendor type (i.e., social services, check cashing, convenience store, etc.) On April 16, 2025, the TPV team began calling each vendor on the compiled list and polled them via phone. Through these efforts, the team was able to reach 51 vendors over the course of a week.

55 regional TAP vendors responded to the survey; all of which gave positive feedback. 76% of the vendors said they have only interacted with Cubic during the initial installation process, and report it was both helpful and satisfactory. 17% of the vendors said they have requested maintenance support from Cubic technicians and reported that their problem was resolved in a speedy and satisfactory fashion.

12% of the vendors said that they have called the 24hr support line provided by Cubic, with a speedy call turnaround time of 24hrs, and in one case 72hrs. Each call was resolved in a satisfactory manner.

Overall, 96% of the vendors surveyed were satisfied with the technical support provided by Cubic.

Names of TAP Vendors surveyed:

Vendor Name	Vendor Type
1. Ria Branch 178011 Inside Superior Market	Check Cashing
2. Maywood Quick Check #3	Check Cashing
3. LA County Tax Collector	County
4. Wireless Technology	Tech Services
5. Ria Branch 178011 Inside Superior Market	Check Cashing
6. Ria Branch#178018 Inside Superior Market	Check Cashing
7. Ria El Super Baldwin Park	Check Cashing
8. Ria El Super La Puente	Check Cashing
9. Ria El Super Pico Rivera	Check Cashing
10. Ria Cesar Chavez - Los Angeles	Check Cashing
11. Ria Branch CA17804 Superior Market	Check Cashing
12. Ria Branch CA178006 Superior Market	Check Cashing
13. Ria Branch CA178013 Superior Market	Check Cashing

Vendor Name	Vendor Type
14. Ria Branch CA178014 Superior Market	Check Cashing
15. Ria Branch CA178015 Superior Market	Check Cashing
16. Ria Branch CA178028 Superior Market	Check Cashing
17. Ria Branch CA178029 Superior Market	Check Cashing
18. Ria Branch CA178031 Superior Market	Check Cashing
19. Ria Branch CA178045 Superior Market	Check Cashing
20. Ria Branch CA178003 Superior Market	Check Cashing
21. Ria Branch CA178005 Superior Market	Check Cashing
22. Ria Branch CA178012 Superior Market	Check Cashing
23. Ria Branch CA178023 Superior Market	Check Cashing
24. Ria Branch CA178042 Superior Market	Check Cashing
25. Ria Branch CA178043 Superior Market	Check Cashing
26. Fresh and Flash	Grocers
27. Nakaoka Community Center	Community Center
28. Chrysalis Center DTLA	Social Services
29. Chrysalis - Santa Monica	Social Services
30. Ria Branch CA150001 Broadway LA	
31. Korea Town Senior and Community Center	Community Center
32. Don Seguro Express by EM	Check Cashing
33. Ria Branch CA178001 Superior Market	Check Cashing
34. Ria Branch CA178002 Superior Market	Check Cashing
35. Ria Branch CA178007 Superior Market	Check Cashing
36. Ria Branch CA178008 Superior Market	Check Cashing
37. Ria Branch CA178035 Superior Market	Check Cashing
38. Ria Branch CA178039 Superior Market	Check Cashing
39. Sunshine for Worldwide	Check Cashing
40. Antelope Valley College	College
41. Torrance Transit Center	Transit Agency Store
42. City of Santa Clarita	City Hall
43. Ria 808 S. Alvarado St.	Check Cashing
44. Santa Clarita Senior Center	Community Center
45. Campers Corner	Check Cashing
46. City of Duarte	City Hall
47. Digital Currency Services	Check Cashing
48. Mail America #3	Mail Services
49. AV Transportation Services	Transit Agency Store
50. Eastside Check Cashing	Check Cashing
51. Norwalk Transit	Transit Agency Store
52. Power Discount Store	Convenience Store
53. On Site Multiservices	Multiservice Center
54. E Money Express #1	Check Cashing
55. Jorge's Home Fashion	Miscellaneous

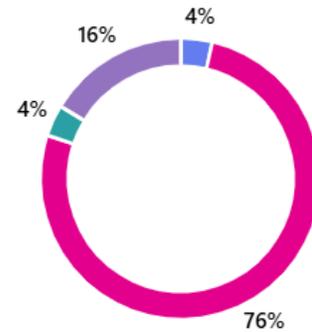
Survey Questions and Results:

1. How long have you been a TAP Vendor?

Less than a year	2
1-5 years	42
6-10 years	2
More than 10 years	9

How long have you been a TAP Vendor?

- Less than a year 2
- 1-5 years 42
- 6-10 years 2
- More than 10 years 9

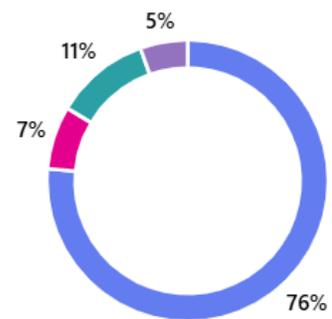


2. What is the most recent TAP service provided to your location?

Installation	42
Maintenance/Repair	4
Technical Support	6
Other	3

What is the most recent TAP service provided to your location?

- Installation 42
- Maintenance/Repair 4
- Technical Support 6
- Other 3

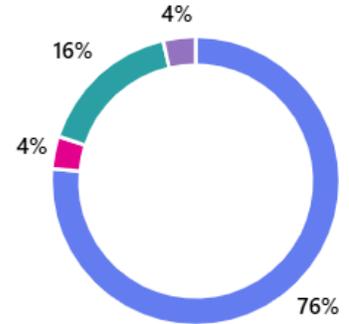


3. If the most recent service provided by Cubic was TAP sales device installation, was training provided?

Yes	42
No	2
Not Applicable	9
Unsure	2

If the most recent service provided by Cubic was TAP sales device installation, was training provided?

- Yes 42
- No 2
- Not Applicable 9
- Unsure 2

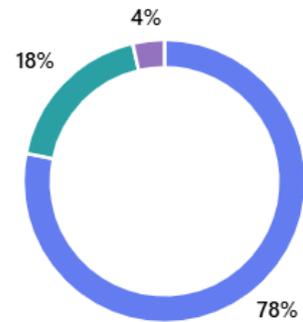


4. If training was provided, was it helpful?

Yes	43
No	0
Not Applicable	10
Unsure	2

If training was provided, was it helpful?

- Yes 43
- No 0
- Not Applicable 10
- Unsure 2

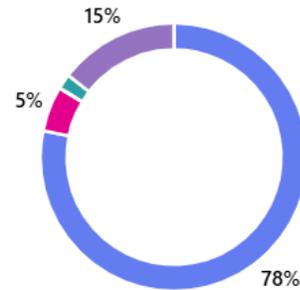


5. At the time that your TAP sales device was installed, did you receive training tips, TAP window clings, and 10 free TAP cards?

Yes	43
No	3
Not Applicable	1
Unsure	8

At the time that your TAP sales device was installed did you receive training tips, TAP window clings, and 10 free TAP cards?

● Yes	43
● No	3
● Not Applicable	1
● Unsure	8

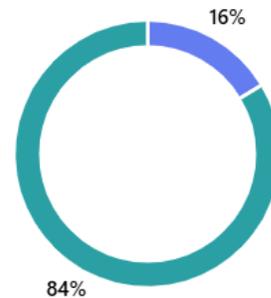


6. If the most recent services provided by Cubic were RPOS maintenance or repairs, was your issue resolved at the end of the visit?

Yes	9
No	0
Not Applicable	46
Unsure	0

If the most recent services provided by Cubic were RPOS maintenance or repairs, was your issue resolved at the end of the visit?

● Yes	9
● No	0
● Not Applicable	46
● Unsure	0

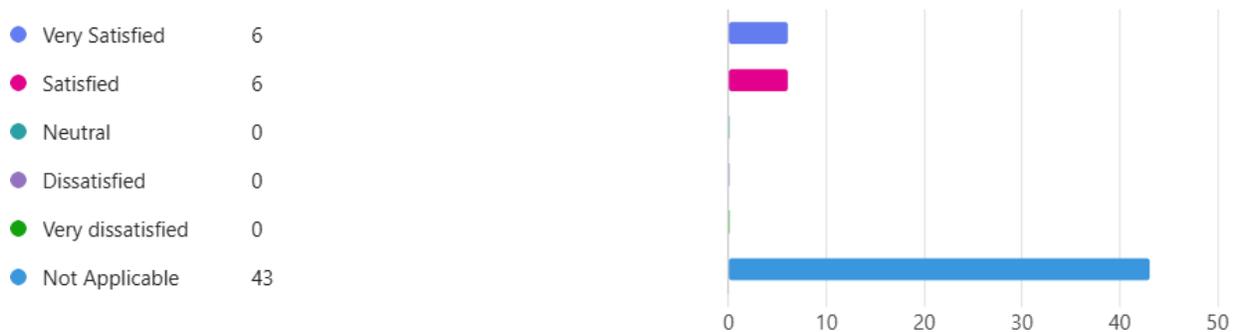


7. Please rate your satisfaction with the TAP sales device repair or replacement experience you received.

Very Satisfied	6
Satisfied	6
Neutral	0
Dissatisfied	0
Very Dissatisfied	0
Not Applicable	43

*3 Vendors were satisfied with Cubic device repair or replacement services that were not the most recent service, as covered in question 6.

Please rate your satisfaction with the TAP sales device repair or replacement experience you received.



8. If the type of service most recently provided by Cubic does not fit within the categories listed above, please tell us about how your issue was handled, and overall experience with Cubic.

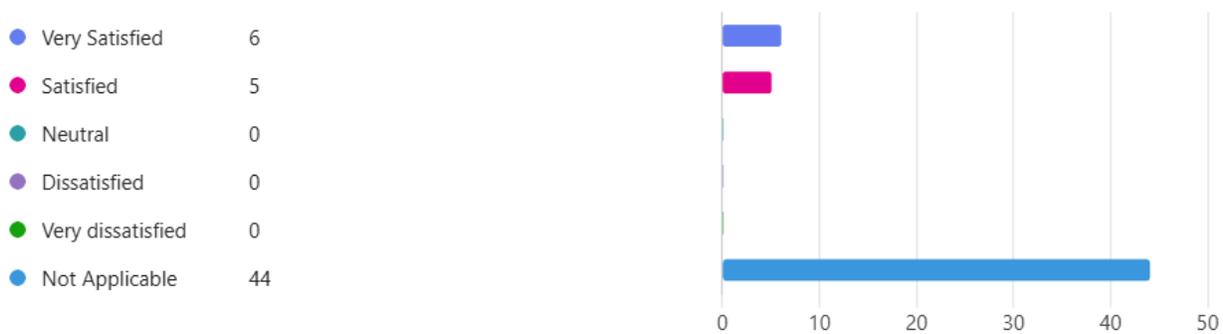
1. If/when there has ever been an issue it has always been resolved quickly and efficiently.
2. We have only had a delivery of TAP cards most recently. We were having issues with the machine not holding a charge, but they told us they weren't replacing any of the units.
3. Sometimes the issue was handled by phone.

9. Please rate your overall satisfaction with support services as described in Question 8.

Very Satisfied	6
Satisfied	5
Neutral	0
Dissatisfied	0
Very Dissatisfied	0
Not Applicable	44

*Only 3 vendors answered question 8, but 8 separate vendors also received support services and answered question 9.

Please rate your overall satisfaction with support services as described in Question 11.



10. Have you ever called our 24-hour customer service line (LA Dispatch at 213.863.4394) for TAP sales device support?

Yes	6
No	46
Not Applicable	2
Unsure	1

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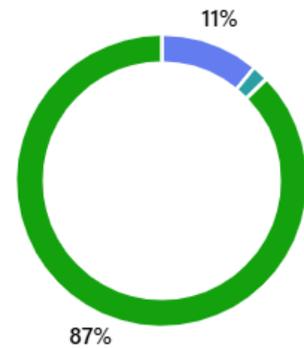


11. If the call center was contacted, how long was it before a technician returned your call?

24 hours	6
48 hours	0
72 hours	1
I had to call back	0
Not Applicable	48

If the call center was contacted, how long was it before a technician returned your call?

- 24 hours 6
- 48 hours 0
- 72 hours 1
- I had to call back 0
- Not Applicable 48

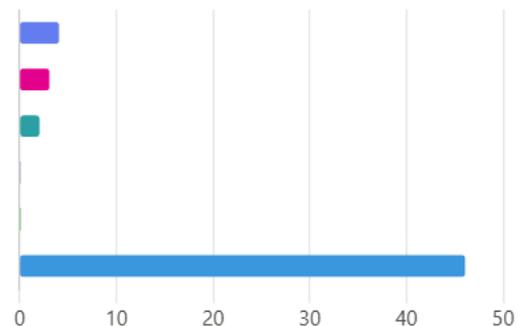


12. Please rate your satisfaction with the call center and how quickly a technician returned your call and worked on your issues?

Very Satisfied	4
Satisfied	3
Neutral	2
Dissatisfied	0
Very Dissatisfied	0
Not Applicable	46

Please rate your satisfaction with the call center and how quickly a technician returned your call and worked on your issues?

- Very Satisfied 4
- Satisfied 3
- Neutral 2
- Dissatisfied 0
- Very Dissatisfied 0
- Not Applicable 46



13. How satisfied are you with the overall experience of services provided by the TAP technical support team?

Very Satisfied	41
Satisfied	12
Neutral	0
Dissatisfied	0
Very Dissatisfied	0
Not Applicable	2

How satisfied are you with the overall experience of services provided by the TAP technical support team?

