

Survey: Station Customer Assistant Agents

Surveyor's Name: _____

Date: _____

Station: _____

Time: _____

1, When you arrived, was the clerk present in the station? Yes No Unsure

2, Was the SCA wearing a burgundy vest? Yes No Unsure

3. Did you see SCA:

a. answer a question from a rider? Yes No Unsure

b. give a rider a map? Yes No Unsure

c. help a rider use a MetroCard Vending Machine? Yes No Unsure

d. give a rider directions? Yes No Unsure

e. buzz a rider in? Yes No Unsure

f. help a rider with a disability/infirmity? Yes No Unsure

g. maintain turnstiles or MetroCard Vending Machine? Yes No Unsure

h. write information on "grease board" inside booth? Yes No Unsure

i. other: : _____

4a Estimate how many riders the SCA interacted with in time you were there: _____

4b. Did the SCA deal with an angry/agitated rider? Yes No Unsure

5a. Was there a booth for the SCA? Yes No Unsure

5b. How minutes did the SCA spend in their booth? _____ minutes

6a.. Did the SCA have a radio? Yes No Unsure

6b. If so, did the SCA use the radio? Yes No Unsure

7. Write down comments you have, include your view of how the SCA program is working:

(If necessary, continue on back.)