***Interviewer****: Pratik Gondaliya (4019 4062)*

***Interviewee****: Parth Patel*

***Interviewer:***  *Is there any security concerns which you are facing right now. While using existing TVM (Metro)?*

**Interviewee** : I’m a Software Engineer at RBC, Montreal. While traveling via Metro I have observed that nowadays homeless people sometime really create nuisance and security threats to traveller. So if you can also design some parameter using which we can tackle and denied access to such people. It would be helpful.

***Interviewer:***  *Do you think it would help if the TVM's are placed outside of the Metro Stations ?  Explained Why?*

**Interviewee** : It would, but only during Summer. I think there are some people that only use public transport rarely but have to stand in queues to obtain the ticket. It would be great if you could book ticket online and obtain the ticket from TVM. This would save lots of time.

***Interviewer:***  *So is there any other problem that you are facing with the current TVM?*

**Interviewee** : Yes, sometime while purchasing ticket through offline mode using TVM I have observed that payment sometime get delayed and I have to wait for just getting receipt.

***Interviewer:***  *Would you like to buy ticket using online mode (through App or website) or offline mode via Physical TVM (iGo)?*

**Interviewee** : Yes, through online mode. It will be really convenience to me. It also saves lots of time.

***Interviewer:***  *What do you like about the existing public transportation system.?*

**Interviewee** : I think it’s Good and fast if you are familiar with it. However, the machine is not that user friendly because of the first time when I have tried to use it. I could have not figure out a lot of things until one of my friends actually shoed me what to do. I think it can be made more user friendly and some icons can be removed pr add icons that shows instructions on how to use the system.