**Interviewer**: Yashwanth Gundlapally (4016 4633)

**Interviewee**: Adhik Chandran (Email ID: adhikchandran@gmail.com)

**Interviewer:**  Age Group

**Interviewee**: 26- 30

**Interviewer:**  Gender?

**Interviewee** : Male

**Interviewer:**  What kind of interface do you prefer at the TVM? (Button operated, Touch screen, Both)

**Interviewee** : Both

**Interviewer:**  As a frequent user, do you prefer to buy the printed ticket or to reload your OPUS card?

**Interviewee** : Reload OPUS card.

**Interviewer:**  Would you prefer to have a monthly subscription for your your OPUS card will be recharged automatically at the first of every month?

**Interviewee** : No

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

**Interviewee**: No

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

**Interviewee** : No, Inside – because it’s easily accessible inside while going to purchase ticket.

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

**Interviewee** : There are no tap option for debit/credit card to purchase tickets.

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

**Interviewee** : Better connectivity to all the places in the city, Frequent and convenient timings.

**Interviewer:**  If you have used the machine at multiple stations, what differences did you notice?

**Interviewee** : No difference.

**Interviewer:**  Did you face issues while making the payment if so please select the mode of payment you did at the time you faced the issues(Please select the option only if you faced issue multiple times more than twice or thrice)

**Interviewee** : No issues.

**Interviewer:**  Should there be a discount for Students and elderly people on fares?

**Interviewee** : Yes

**Interviewer:**  You believe Fares should be same for everyone?

**Interviewee** : No

**Interviewer:**  What extra feature you'd want in theTVM?

**Interviewee** : Better user interface.

**Interviewer:**  – In which language the TVM should be made available?

**Interviewee**: Both (English and French)

**Interviewer:**  If you are using the machine for the first time, how important is the demo video or a set of instructions to operate the machine? (0-5 scale, 0 being least important and 5 being most important)

**Interviewee**: 4

**Interviewer:**  What type of pass do you purchase the most? (Daily, Weekly, Monthly, One way, Two way)

**Interviewee**: Monthly

**Interviewer:**  Is the screen light in TVM adequate to perform any transaction? (Yes, No, Maybe)

**Interviewee**: Yes

**Interviewer:**  What is your convenient method to make a payment? (Cash, Online, Debit/Credit)

**Interviewee**: Debit/Credit

**Interviewer:**  Which kind of payment receipt will be more convenient for you? (Paper receipt, e-receipt)

**Interviewee**: Paper receipt