***Interviewer****: Carlos Garcia (4019 4062)*

***Interviewee****: Catherine Cooper (Email ID: catherine6382@gmail.com)*

**Interviewer:** Have you noticed any improvements in the public transportation system over the past few years?

**Interviewee**: Yes, I have noticed some improvements. The frequency of the trains has increased, and the trains are now more punctual than they used to be. The cleanliness of the stations has also improved, and there are now more facilities available for passengers, such as charging points for electronic devices. However, there is still room for further improvement, particularly in terms of the user-friendliness of the ticketing system.

**Interviewer:** How important do you think it is for public transportation to be accessible to people with disabilities?

**Interviewee**: I think it is very important for public transportation to be accessible to people with disabilities. Everyone should have the right to access public transportation and to travel independently. This means that there should be ramps or lifts at stations, designated spaces for wheelchairs on trains, and audio and visual announcements to help people with visual or hearing impairments. By making public transportation more accessible, we can help to create a more inclusive society where everyone has equal opportunities to participate in public life.

**Interviewer:** Do you have any suggestions for how the public transportation system could be made more environmentally friendly?

**Interviewee**: Yes, there are several ways that the public transportation system could be made more environmentally friendly. For example, trains could be powered by renewable energy sources, such as wind or solar power. There could also be incentives for people to use public transportation, such as reduced fares for people who travel during off-peak hours or who use reusable travel cards. Additionally, more efforts could be made to encourage people to walk or cycle to the stations, by providing more secure bike storage facilities and improving pedestrian access to the stations.

**Interviewer:** Can you give us some specific examples of what changes you would like to see in the TVM system to make it more user-friendly?

**Interviewee**: I think it would be helpful to have clearer instructions displayed on the TVM screen, particularly for first-time users. This could include step-by-step guides on how to purchase a ticket, how to navigate different ticket options, and how to use the machine's features such as contactless payment. Additionally, it might be helpful to have a customer support hotline or chat feature that people can use if they run into problems with the TVM.

**Interviewer:** That makes sense. Do you have any other suggestions for how public transportation systems can be improved?

**Interviewee**: One thing that comes to mind is the need for better integration between different modes of public transportation. For example, in Montreal, it can be difficult to transfer between the metro and buses, especially if you're unfamiliar with the system. It would be helpful if there were more seamless connections between different modes of transport, perhaps through the use of a single payment system or more visible signage at transfer points.

**Interviewer:** Thank you for sharing your insights. Do you have any final thoughts on how public transportation can be improved to better meet the needs of commuters?

**Interviewee**: Yes, I think it's important to listen to feedback from users and make changes based on their suggestions. By involving the community in the design and implementation of public transportation systems, we can create more user-friendly and effective solutions that meet the needs of everyone who relies on them.