***Interviewer****: Apekshaba Gohil (40203058)*

***Interviewee****: Shreyas Patel (Email ID:shreyasptl007@gmail.com)*

**Interviewer:** Do you use public transport? If yes how often?

**Interviewee**: Yes,I use public transportation regularly. Around 5 to 6 times a week.

**Interviewer:** What do you think about online system? and do you think it will improve overall experience?

**Interviewee**: I believe having an online System would be better since I will not be restricted by time or place and I can recharge my opus or buy a ticket online. But there should be physical machines as well in case elderly people feel restricted by the technology. There should be a blend of both online as well as physical systems.

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

**Interviewee**: It should be a blend of both, People with vision disability would prefer buttons whereas with improving technology a touch screen interface will be more comfortable and will provide ease of use.

**Interviewer:** Rate the ease of access of current system on the scale of 1 to 5 (1 being worst and 5 is best)?

**Interviewee**: I would say 3 since there is no option for refund in case a mistake during transaction, and also the interface is quite old and no touch screen.

**Interviewer:** Do you think there should be a discount for students and elderly people?

**Interviewee**: Because, For elderly people they mostly survive on their savings or pensions they get which they have to cover their monthly expenses so there should be discount for transportation, For students there should be discount because they need to focus on their education and they work on part-time basis which can cover their monthly expenses so it will be better for them to have discount.

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

**Interviewee**: if it can solve the problem of long queues through online ticket option, as you mentioned earlier, it would be just great.