***Interviewer****: Amro Elbahrawy (40221760)*

***Interviewee****: Waleed Zaky (Email ID: waleed.bhr@gmail.com)*

**Interviewer:** How old are you?

**Interviewee**: 37

**Interviewer:** Have you used the metro outside of Montreal? If so, in which country was it?

**Interviewee**: Yes, Chicago USA.

**Interviewer:**  Do you count yourself as an occasional or a regular metro commuter there?

**Interviewee**: I am a regular commuter.

**Interviewer:** Are there any noticeable differences in using the metro in Chicago compared to in Montreal?

**Interviewee**: Yes, mainly the fares and passes. In Chicago we are able to load our passes in apple pay, Google pay, and be able to recharge our accounts online using the CTA Ventra App

**Interviewer:** Do you have any special fare suggestions?

**Interviewee**: Yes. multi-day fares such as 24 hours or 3-day fares can be a good addition.

**Interviewer:**  I see. Do you have any occasions in mind that would utilize special fares well?

**Interviewee**: Yes. Weekend passes and special holiday fares would be a great addition, as well as fares during university vacation times.