Interviewer: Ernesto Garsiya Melikhov (ID 40039957)

Interviewee: Mariya Milovanova (email: m.milovanova@gmail.com)

- Hi, thank you for accepting our invitation for interview. This should be relatively quick and, for now, we don’t expect any follow ups. We plan on recording this interview in writing, please let us know if you have any concerns.

- Hi, no problem. Glad to be of help.

- Ok, first of all, the purpose of this meeting is to ask you question pertaining to a potential ticket vending system with a focus on the subway. We are gathering people’s experiences and opinions to be able to ensure a design that meets the most important expectations.

- Got it. Go ahead then.

- Ok, first of all, what is your overall experience purchasing tickets at subway stations? Do you find it to be easy and relatively fast or unneccessarily complicated and long?

- Well, I do mostly use my OPUS card that I recharge once a month. Every time it’s quite hectic since most people do it on the first day of the month and the lineups can be quite big.

- Ok, and is this experience different when or if you have to buy a physical ticket?

- Well, it’s often one and the same vending machine. So, it depends on the day. If it’s not the first of a month, there’s a lot less people so, overall, buying a ticket is then more convenient.

- So, whenever there is just one TVM available, how long would you say you have to wait in line before being able to buy a ticket? Let’s say, early in the morning when everyone is commuting to work? Any rough estimate in minutes?

- Well, I’d say at least 5 minutes. Sometimes more.

- But less than 10?

- Yes, 10 would be too long. I would lose my patience by then.

- I understand. And what about when there is no rush in the metro? Say, during the day?

- Oh, that’s almost instantaneous. At least where I buy tickets from. There’s rarely more than one person ahead of you, unless there’s some major event, like a hockey game, going on in the city outside of rush hour.

- Got it. And do you buy your tickets and reload your card by cash or card?

- Always by card, I don’t carry cash on me.

- Credit or debit?

- Credit 99% of the time.

- And if you don’t mind me asking who is your credit card provider? As in, Visa, Mastercard, etc.

- I have a Mastercard.

- Got it. Last question: the city Montreal has recently introduced a zoning system in its metro. Do you prefer it over the single fare option that used to be in place before?

- I’d say, it’s a bit inconvenient to me. On the other hand, my parents who live in Beaconsfield saw their fares drop a lot because they were included in the same zone as Montreal proper. Admittedly, this is for commuter trains, though, not the metro.

- Ok, but as far as the subway goes, you’d rather have just a single fare?

- Yes, that would be my preference.

- Ok, thank you so much for your answers. I think we’re done here. Your opinions will be of much help to us as we work on this project.

- Anytime. Thank you!