Interviews

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Interview 1 - 20 y.o.

1. Yes. Metro, bus, train, and tram.

2. The user chooses mostly the metro because it is faster and there are fewer stopovers.

3. Overcrowded, delays, cancellations.

4. Moovit, Google Maps, Probus. The user uses them both to find the right path and timetables.

5. Enough trusting. Not totally because sometimes the path is not actually the shortest and some existing paths are not even considered.

6. Not particularly worried. If a classification is needed, he/she is more worried about sharing the mic and camera information.

7. Not worried.

8. He/She would not trust a community because people are not always sincere. Would like to participate in case of actual collaboration.

9. He/ She would be incentivized by an honor system, in particular, if it would involve the unlocking of new contents in the application.

10. Not interested in profile customization.

Interview 2 - 20 y.o.

1. Yes. Train and tram.

2. Quickness, those which brings the user as close as possible to the destination.

3. Overcrowded, waiting.

4. Does use an app. To find out the waiting time.

5. Enough. Sometimes the given information is not truthful.

6. Not worried about sharing. If a classification is needed, he/she is more worried about sharing photo gallery and location information.

7. Not much worried about sharing location information with third parties.

8. Yes, possible if it were both centralized and crowd-sourced. She would participate.

9. Yes it will.

10. She is not interested in avatar customization. It would be more interesting in content unlocking useful for him/her.

Interview 3 - 19 y.o.

1. Yes. Tram, bus, trains

2. Quickness.

3. Timetables are not accurate.

4. Yes, Moovit seems the most accurate. To find timetables.

5. 8/10 trust. Timetables are not ALWAYS on point but he/she is overall trusting.

6. Gives authorization to share data only when he/she is using the application, but is not very worried. Particularly worried about sharing information about the position 24/7.

7. A bit worried because he/she does not understand the purpose of it.

8. Yes. Yes.

9. Yes. Both customization and content unlocking.

10. Yes he is interested.

Interview 4 - 19 y.o.

1. Yes. Tram and bus.

2. Timetables, quickness.

3. Timetables are never truthful.

4. Yes. To buy tickets and to find which bus is faster.

5. Enough. Timetables are not always truthful.

6. Not worried. He/she is only careful about sharing location only when the application is open.

7. Not worried about sharing with third parties.

8. Probably yes. Would prefer a system both centralized and crowd-sourced. But he/she is not trusting about general participation.

9. Yes. Prefers content unlocking.

10. Yes, he/she is interested in it.

Interview 5 - 21 y.o.

1. Yes. Metro and bus.

2. Quickness, first to arrive.

3. Overcrowded, waiting time.

4. Yes, Moovit mostly. Used to find out timetables.

5. 8/10 of trust in Moovit, 0/10 in Google Maps. Sometimes the information given is not correct because they do not follow the departure times and there are delays.

6. He/She is sometimes worried about giving authorization for data access, mostly when she does not understand why it is needed.

7. Yes, when she does not understand why it is needed.

8. Yes. Would prefer a system both centralized and crowd-sourced. Would be a part of it.

9. Yes. Prefers content unlocking.

10. No. In particular not in the mobility field.

Interview 6 - 21 y.o.

1. Yes. Train, bus, metro.

2. Expensiveness, quickness.

3. Yes. To schedule future movements.

4. The given information is not always truthful.

5. Enough. Bus info is not accurate, train one is more trustable.

6. Enough worried. More worried about personal information (e.g.: name, age). Will not share information tracked by phone sensors.

7. Worried, because he/she is giving a piece of personal information without receiving anything in return.

8. Yes. He/She would even prefer a system fully crowd-sourced and would be a part of it.

9. Yes. In particular, he/she is interested in discounts, and concrete incentives (including customization). He/She is not interested in content unlocking because the app should be equally and fully working for everyone from the first download.

10. Non very interested.

Interview 7 - 19 y.o.

1. Yes. Train, bus, tram.

2. Shortest path, fewer stepovers.

3. Yes. Uses Probus to find the current bus position and waiting time. Uses Google Maps to find the shortest path.

4. Overcrowded, not enough personal space, people jostling by.

5. 6/10 of the trust. With Google Maps, timetables are not truthful, especially during nighttime. Probus only gives information about the current bus but if it does not pass, or if it already passed, there is no information about the next trip.

6. Depends on the type of authorization and on how useful it is to give authorization.

7. Never thought about it.

8. Yes and he/she would be a part of it if she would be able to. She would even prefer a system totally crowd-sourced.

9. Yes. Prefers content unlocking over profile customization.

10. Yes, but he/she does not know how it can be useful for a mobility app.

Interview 8 - 23 y.o.

1. Yes. Metro mostly.

2. Quickness, reliability, comfortability.

3. Waiting time, traffic jam on the bus.

4. Yes.

5. He/She trusts them but sometimes the suggested path is not correct.

6. Not worried at all about any of them.

7. Would be worried if location information would be shared with third parties.

8. Yes. But he/she is too lazy to be an active part of it.

9. No.

10. No.

Interview 9 - 27 y.o.

1. Yes, trains mostly.

2. Quickness and departure time.

3. Not many available trips and some paths require a lot of stepovers.

4. Yes, rarely. To find the correct path and to check that it is the shortest one.

5. 10/10, in particular, he/she trusts a lot Google maps because it is managed very scrupulously.

6. Not worried. If a classification is needed, he/she is more worried about sharing heading and photo gallery information.

7. Probably yes.

8. Maybe at the same level of trust that he/she is feeling with the current system. But he/she would like to add a community and would be part of it.

9. Yes. He/She would prefer economic incentives but between customization and content unlocking prefers the latter

10. No.

Interview 10 - 22 y.o.

1. Yes. Bus and train.

2. Quickness, frequency

3. Frequency.

4. Yes. To find the correct and shortest path.

5. 10/10 even if the bus does not follow the fixed timetables.

6. Not worried. If a classification is needed, he/she is more worried about sharing location information.

7. He/she does not like it very much.

8. Yes and he/she would be part of it only if the contribution is not too demanding.

9. Yes but not that much, because he/she feels that her contribution would be driven by mutual utility rather than by personal advantage. Prefers content unlocking over profile customization.

10. No.