Interviewee Name: Steven Andrew

Interviewer Name: Sai Abhishek Thorikonda

Interviewee Age: 34

Date: 30/09/2019

Place: Saint Laurent Metro Station

1. **Do you use any kind of Public Transport?**

🡪Yes

1. **Which mode of transportation do you prefer?**

🡪 I usually prefer Metro.

1. **How frequently do you use public transport?**

🡪 I use 2-3 times a week.

1. **Do you like to view your purchase summary before buying a ticket?**

🡪 Yes, it helps to recheck my destination

1. **Would you prefer an interaction with the system through voice control?**

🡪 Yes, that would be more comfortable.

1. **What kind of ticket do you purchase frequently?**

🡪 I usually take a monthly pass

1. **How you prefer to pay usually?**

🡪 I use the card for my payment.

1. **Do you prefer to make a purchase transaction by yourself on a machine, or on the counter with help?**

🡪 Depends on the rush, but I mostly use the machine for my transactions.

1. **Would you like to use a phone tap to enter the metro stations instead of using a physical ticket or a card?**

🡪 Yes, as I frequently lose my physical card a phone tap would be a good idea

1. **Do you like to receive any promotional discounts on your purchase?**

🡪Yes

1. **If you have seen; a lot of people form queues on counters to buy tickets. and they don't use the machines. Why do you think it happens?**

🡪 Sometimes the machines do not work due to a lack of ticket cards or any physical damage, so I guess that time people have no choice but to buy a ticket in the counter.

1. **Do you face any challenges while using the ticket vending machine?**

🡪 Not much, as I use it frequently, I know all the functionalities.

1. **Do you print the receipt, every time you make a transaction?**

🡪 Yes, I do.

1. **Would you like to get the receipt on email or online instead?**

🡪 Yes, that would be a good idea.

1. **Do you think STM should include online recharge functionality in the system**?

🡪 Yes, that would make things easier.

1. **Should the ticket vending machines include an optional tutorial video for using it?**

🡪 I don’t think so, as there will be many people waiting in the queue. Instead of going to the counter it would be a better idea.

1. **Would you like to add/improve any features in the vending machine? Any suggestions?**

🡪 Not much, as I use it frequently, I know all the functionalities.