Interviewee Name: Siddhant Gupta

Interviewer Name: Aditya Surve

Interviewee Age: 28

Date: 01/10/2019

Place: St Catherine Street.

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

🡪Yes.

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

🡪 Bus.

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

🡪 I use it weekly to travel to my brother’s place.

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

🡪 Yes, I would like to only if I am buying tickets in bulk or spending a larger

amount.

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

🡪 No, I do not prefer that myself, but it would be nice for disabled people

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

🡪 Return tickets.

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

🡪 By Cash, because I do not trust the security mechanism deployed in the machine to protect the bank card information.

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

🡪 I do prefer to make it on the machine as its pretty quick and simple.

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

🡪 Yes, that would be great as there would be no hassle of cards.

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

🡪 I don’t care much about the discounts, because I don’t travel so often so

anyways the price is not too costly for me.

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?**

🡪 Yes, I think that may be because those people might have had a bad experience

using the machines like the ticket not getting printed properly or maybe the

payment process getting stuck in between etc.

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

🡪 Personally, no I did not face any problems fortunately.

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

🡪 No personally I do not do it as I don’t feel the need for it.

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

🡪 If there is an option, yes, I would send the receipt to email rather than printing

it.

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

🡪 Yes, that’s a must which should be done as it would reduce the queues at the

machines and counters during the start of the months for Pass recharge.

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

🡪 Even if there is such a feature, I don’t think people would use it, instead they would go to the counter to get help of the authorized personnel. So, such a feature is not needed.

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

🡪 Yes, I would like to have an optional user login in the system to review our older transactions just to keep a record of those.