Interviewee Name: Kate Wilson

Interviewer Name: Birjot Singh

Interviewee Age: 27

Date: 25/09/2019

Place: CEGEP College, Montreal

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

🡪 Yes, I use the bus and metro

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

🡪 Metro

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

🡪 Daily.

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

🡪Yes

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

🡪 No, I prefer the touch screen

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

🡪 I purchase a pass since I travel on a regular basis

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

🡪 I prefer paying by card.

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

🡪 I prefer purchasing myself with the transaction

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 that would be more convenient.

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

🡪 Yes, a little saving brings no harm.

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?**

🡪 Might be there is some technical error in the machine, or they are new to the place and not aware of using the machine.

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

🡪No.

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, online receipts are always better.

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

🡪 Yes, that would save a lot of time

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

🡪 Yes, but that should not be compulsory for all.

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

🡪 Yes, an explanation of the buttons to be selected.