Interviewee Name: Gurjot Singh

Interviewer Name: Gaganpreet Singh

Interviewee Age: 28

Date: 30/09/2019

Place: Dawson College

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

🡪 Yes

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

🡪 I prefer Metro

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

🡪 I usually use daily

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

🡪 Yes, it helps me to verify my details.

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

🡪 Yes, that would be more convenient within the system.

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

🡪 I usually use a monthly pass.

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

🡪 I always use a credit card for payments

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

🡪 I often use a machine to make payments

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 a good option in case of card misplaced unintentionally.

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

🡪 Yes, that makes me save money

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?**

🡪 There are many possible reasons. One may be related to not user-friendly with a machine or a lack of computer knowledge.

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, it helps me to keep my financial record updated.

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

🡪 Yes, that makes my accessibility to receipts more conveniently.

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

🡪 Yes, we can easily use this functionality without any interruption.

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

🡪 Yes, that’s a good idea to implement.

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

🡪 Not really.