Interviewee Name: Kunal Ghai

Interviewer Name: Jaskaran Singh Sodhi

Interviewee Age: 24

Date: 04/09/2019

Place: Lincoln Avenue, Downtown

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

🡪 Yes. I travel using both Metro and Bus.

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

🡪 I prefer travelling through the Metro as it skips the traffic.

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

🡪 I use it daily.

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

🡪 I don’t do, although I would not mind if that is included as a feature if not, for future needs.

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

🡪 Yes, that would be wonderful.

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

🡪 I buy a monthly pass.

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

🡪 I usually pay by card.

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

🡪 I prefer using the machine as it saves time.

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

🡪 Yes, I would love that. I do most of my transactions with my phone, so if this is also included, I will have to carry one card less.

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

🡪 Yes, I will surely like to save some money if possible.

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?**

🡪 Maybe that’s because of less awareness.

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

🡪 Yes, sometimes the card machine doesn’t function properly.

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

🡪 Yes, I do that for record.

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

🡪 Yes, that would be better for me.

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

🡪 That would be the best thing I can imagine.

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

🡪 Yes, I think there is no harm in doing so.

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

🡪 No, it works fine as per my requirements.