Interviewee Name: Delsy Parker

Interviewer Name: Kalpesh Thakare

Age Range: 36

Date: 30/09/2019

Place: McGill Metro Station

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

🡪 Yes, Mostly Metro and sometimes by bus.

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

🡪 I prefer Metro

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

🡪 Everyday

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

🡪 No, not needed.

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

🡪 Usually, I prefer a touch screen or voice control.

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

🡪 I recharge Opus Card on a monthly basis. (Monthly pass)

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

🡪 I prefer cash

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?**

🡪 No, not actually

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

🡪 Yes off-course!

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 it’s because of a lack of knowledge of using a machine.

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

🡪 Not really, but sometimes the machine takes time to process the receipt.

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

🡪 Not always.

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

🡪 Not really, I prefer a printed receipt.

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

🡪 Yes, that would be great!

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

🡪 I don’t think so, that would consume time.

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

🡪 Yes, like If I can buy yearly pass at once.