Interviewee Name: Samia Hilal

Date: 30/09/2019

Place: Hall Building, Concordia

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

🡪Yes, I do but not very often.

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

🡪 Metro and bus both.

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

🡪I use it 2 to 3 times a month.

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

🡪Of course, yes, I would like to see the summary.

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

🡪Yes, is it useful but for other people who have certain disability, but for me I am ok.

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

🡪I buy a block of 10 tickets each time as it’s a bit cheaper and charge them on the metro card.

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

🡪Yes, I prefer to pay by bank card.

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

🡪If the machine is reliable, I will prefer to use the machine.

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

🡪Yes, absolutely that’s very good because my kids lose their cards and then that is chargeable.

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, that’s correct, it may because the people do not trust the machine if there is no user account on it. For example, once I put the card in and did not get the receipt even though I had pressed the button for receipt, and it told me operation cancelled because I pressed the button too soon. By that time, I had already entered by credit card pin into the system, so I do not know whether the system charged by card or not later. So, I think there is no feedback or any option to go back, etc. So maybe the people trust the guy at the counter rather than the machine.

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

🡪Just the lack of feedback, because if sometimes you miss some option and go ahead then there would be a problem.

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

🡪I m not going to print the receipt if the email option is available.

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

🡪If there is an option, yes, I think most people will not print the receipt as they can lose them in their pockets.

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

🡪 I think its better to make a direct online recharge system rather than the current system in which the people must buy a recharge machine which costs 10 - 15 dollars, because people like to keep extra gadgets with them even if they are cheap because that makes them dependent on the gadgets.

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

🡪 I guess yes, it’s good but most people are in rush and hence will not wait to do the tutorial there. I think it just better if the machine gives more feedback or if we have a user account to go back and check the transaction.

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

🡪It’s good to have a unique user login and every time the user makes a transaction the system to email the copy of the transaction the user’s registered email.

That will help the people will see exactly what they did, and the payment record also so they will have a proof of it permanently.