

# Interview with Deep Raval

**[00:00:04.890] - Interviewer**

Please tell me your name and age?

**[00:00:07.570] - Interviewee**

Hi, I am Deep Rawal and my age is 22.

**[00:00:11.010] - Interviewer**

Can you tell me what do you do?

**[00:00:12.960] - Interviewee**

I'm currently a student at Concordia University pursuing masters in Applied Computer science.

**[00:00:18.370] - Interviewer**

Do you commute using public transportation or a private vehicle?

**[00:00:21.880] - Interviewee**

Well, I don't have a private vehicle, so whenever I want to go somewhere far, I use public transport.

**[00:00:30.810] - Interviewer**

How frequently do you utilize public transportation?

**[00:00:34.010] - Interviewee**

Recently I have not been utilizing it that much, but yeah, I utilize it maybe once or twice a week.

**[00:00:42.910] - Interviewer**

What kind of public transportation do you personally prefer?

**[00:00:47.710] - Interviewee**

I prefer Metro because it's fast, convenient, but I might have to take a bus also. I am open for both of them.

**[00:00:57.490] - Interviewer**

Do you know the name of the Metro service provider?

**[00:01:01.410] - Interviewee**

I think it's called STM if I'm not wrong.

**[00:01:03.580] - Interviewer**

How reliable do you think the Metro is?

**[00:01:08.950] - Interviewee**

I would say it is reliable. I have not faced any difficulties in terms of reliability.

**[00:01:17.050] - Interviewer**

Do you believe the Metro fares are fair to the users?

**[00:01:20.890] - Interviewee**

Yeah, it is actually fair because for the students they actually give subsidies, so you have to pay only \$56. So I think that's pretty great.

**[00:01:31.230] - Interviewer**

How would you proceed if you needed to buy a Metro ticket?

**[00:01:35.630] - Interviewee**

If I wanted to buy a Metro ticket, like separately a ticket, then I would simply go to a ticket vending machine.

**[00:01:43.330] - Interviewer**

Do you buy tickets from the ticket machines?

**[00:01:47.490] - Interviewee**

Yeah, but I don't need to buy it now because I have OPUS card.

**[00:01:52.850] - Interviewer**

Do you think there is enough information present and readable at the Tvms for the Metro if you require it?

**[00:02:01.910] - Interviewee**

I would say the information is correct, but sometimes it can be a little ambiguous. But overall it's good.

**[00:02:11.530] - Interviewer**

Who do you contact if you have any questions about the Tvm?

**[00:02:16.810] - Interviewee**

I would just go to the person in the booth beside the Metro stations and that but if he's not he or she is not there, I will simply call the STM helpline.

**[00:02:28.270] - Interviewer**

Do you believe that the TVM's current locations are appropriate or should it also be located somewhere outside of the Metro station?

**[00:02:36.630] - Interviewee**

Current locations are okay, but during peak hours or peak days there is a lot of rush to renew OPUS and get tickets. So it would be great if we can have ticket vending machine outside of the Metro station, so you can just go there and get tickets.

**[00:02:55.600] - Interviewer**

Did you encounter any problems while using Tvm for the first time?

**[00:02:59.930] - Interviewee**

Well, for the first time I encountered a bit of problem. I was confused which zone should I choose? I had problems with the French language, but yeah, I figured it out.

**[00:03:15.390] - Interviewer**

Do you ever have trouble deciding which zone you are in and which zone you want to go when buying a ticket?

**[00:03:23.090] - Interviewee**

So for the first time, when I was actually renewing my, sorry recharging for the first time, so I was confused that in which zone I'm in. So there are a couple of zones and there are many there were many options, but I figured that the Zone A should be my zone because it was for \$56. So yeah.

**[00:03:47.770] - Interviewer**

What form of payment do you find most convenient?

**[00:03:51.610] - Interviewee**

I find NFC payments more convenient because you can just add your card and you don't have to carry your card and then you can simply do it by tap and pay.

**[00:04:02.880] - Interviewer**

What would you say about TVM's authentication system?

**[00:04:07.550] - Interviewee**

I have not faced any issues with that, so I guess it is pretty good.

**[00:04:12.130] - Interviewer**

How would you rate payment security with TVMs?

**[00:04:15.430] - Interviewee**

Again, I have not faced any issues or security issues for payments, so I would say it's good.

**[00:04:23.330] - Interviewer**

Would you prefer an online application to recharge your card or purchase tickets?

**[00:04:28.080] - Interviewee**

Definitely I would prefer that because then I don't have to go in Tvm and stand up in line, that would actually waste my time, and if I get something online, I can do it at my time reliably.

**[00:04:42.730] - Interviewer**

What interface do you prefer in Tvm touchscreen or dialpad?

**[00:04:47.280] - Interviewee**

Definitely touch screen because it's more intuitive.

**[00:04:50.270] - Interviewer**

Would you like to get a monthly subscription paradigm for your recharge?

**[00:04:55.710] - Interviewee**

Yeah, I think it would be great. If I can have that. I can just put in my details and I don't have to worry about it.

**[00:05:03.410] - Interviewer**

How would you feel if Tvm offered monthly or annual passes that allowed you to save time and money?

**[00:05:09.730] - Interviewee**

I would definitely consider opting into such offers if I can save money.

**[00:05:15.690] - Interviewer**

Are you interested in adding your ticket or Opus card to your Google or Apple wallet?

**[00:05:21.130] - Interviewee**

Yeah, I've been missing this feature, so I wish Opus had such features so I don't have to carry Opus card.

**[00:05:28.570] - Interviewer**

Would you like to see Tvm implement the tap to pay feature?

**[00:05:32.160] - Interviewee**

Yeah, definitely. Because currently I don't carry cards with me because I have them in my mobile wallet. So if Tvm had such system, it would be great. So I don't have to carry a card with me.

**[00:05:48.110] - Interviewer**

How frequently is your lack of access to Tvm preventing you from getting where you need to be?

**[00:05:54.850] - Interviewee**

Not that much.

**[00:05:57.810] - Interviewer**

Do you find TVMs busy during office hours or have you ever missed the Metro because of TVM's excessive rush?

**[00:06:05.450] - Interviewee**

Yeah, just recently when I was renewing my OPUS card, there was a lot of rush and I actually missed one Metro.

**[00:06:12.290] - Interviewer**

Do you have any further suggestions for improving the current Tvm system?

**[00:06:17.210] - Interviewee**

Yeah, maybe make UI better and make it even more intuitive, I guess.

**[00:06:24.090] - Interviewer**

Thank you.