

Interview with Vishal Sharma

[00:00:04.970] - Interviewer

So we are conducting an interview for our project. My name is Parth. OK, so I'm going to ask you a few questions. You can answer it according to how you feel.

[00:00:15.300] - Interviewee

OK, no problem.

[00:00:17.250] - Interviewer

So my first question is tell me your name and age, please.

[00:00:20.800] - Interviewee

My name is Vishal Sharma and my age is 26.

[00:00:24.810] - Interviewer

Can you tell me what you do? I mean, you currently study or do you want to work?

[00:00:29.020] - Interviewee

I'm on a work permit and I'm working for a company called Good Food.

[00:00:33.610] - Interviewer

Okay.

[00:00:34.970] - Interviewer

Do you commute using the public transportation or a private vehicle?

[00:00:38.280] - Interviewee

I usually go with the public transportation. I don't have a private vehicle with me right now.

[00:00:45.870] - Interviewer

How frequently you utilize the public transportation?

[00:00:50.690] - Interviewee

Usually utilize public transportation. They lead routine because of snow and weather and to even be on time at work.

[00:01:02.610] - Interviewer

Okay.

[00:01:03.650] - Interviewer

What kind of public transportation do you personally prefer? I mean Bus Metro.

[00:01:08.030] - Interviewee

I would like to prefer just the Metro as it saves a lot of time rather than the bus, because bus takes too much time sometimes.

[00:01:16.090] - Interviewer

Yes, definitely. Do you know the name of the Metro service provider?

[00:01:20.590] - Interviewee

Yes. It's name is STM.

[00:01:23.410] - Interviewer

Okay.

[00:01:24.810] - Interviewer

How reliable do you think the Metro is?

[00:01:27.000] - Interviewee

Metro is very reliable to me because it saves a lot of time and it's really easy to use.

[00:01:35.470] - Interviewer

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

[00:01:39.150] - Interviewee

Yes. For students it's really the half the price of the normal people. So for that kind, it's really reliable and it's like a fair price.

[00:01:50.420] - Interviewer

Okay, how would you proceed if you need it to buy a Metro ticket?

[00:01:54.790] - Interviewee

I just go to the counter and just ask for the ticket where I'm traveling to. That's it's very easy. Or I can use the machine for the ticket.

[00:02:07.450] - Interviewer

Do you use the ticket vending machines to buy the tickets?

[00:02:10.590] - Interviewee

Yes, I usually use the ticket vending machine to buy the tickets.

[00:02:16.490] - Interviewer

Okay.

[00:02:17.400] - Interviewer

Do you buy tickets or use an OPUS card for the Metro?

[00:02:21.170] - Interviewee

I have an OPUS card, so I usually recharge and reload it in the entire month. But the day I forget my OPUS card, I just buy the tickets.

[00:02:33.930] - Interviewer

Okay.

[00:02:35.090] - Interviewer

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

[00:02:39.850] - Interviewee

Yes, there's enough information because there's always a representative of the STM to even guide you.

[00:02:49.600] - Interviewer

Okay, who do you contact if you have any questions about the ticket vending machines?

[00:02:56.170] - Interviewee

I just call the representative over there who is looking out of the vending machine and just he helps me out explaining the use of the machine.

[00:03:07.130] - Interviewer

Okay.

[00:03:08.110] - Interviewer

Do you believe that the ticket vending machine's current locations are appropriate or should it be located elsewhere outside the Metro stations?

[00:03:16.120] - Interviewee

No, it's really at a safe place inside the Metro station. It should not be outside because most of the people would break it and just damage the property. So it's a really good thing that it's inside the Metro.

[00:03:30.600] - Interviewer

Okay.

[00:03:31.650] - Interviewer

Did you encounter problems when using the ticket vending machines for the first time?

[00:03:36.870] - Interviewee

For the first time it was like I didn't understand because the language was in French, so I just changed the option to English. So it's really good for both French and English people to use it. So it's very easy to use.

[00:03:51.370] - Interviewer

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

[00:03:57.410] - Interviewee

Yes, rather than going to my work, I have to calculate and see the lanes that there are three different lanes. I need to decide which lane and which station I have to intercept to reach my location.

[00:04:13.170] - Interviewer

What form of payment do you find most convenient?

[00:04:17.170] - Interviewee

The online. Like using the debit card is more convenient rather than cash.

[00:04:23.990] - Interviewer

What would you say about the ticket vending machines authentication system? Is it safe secure?

[00:04:29.820] - Interviewee

The authentication system of the ticket machine is very safe and easy to use because when you use or do any withdrawals, you just get the message and even the receipt.

[00:04:41.690] - Interviewer

Yeah, sometimes it happens that when you purchase a ticket, you pay the amount but you don't get the ticket. It is stuck.

[00:04:49.190] - Interviewee

Sometimes it has a glitch or the network issue, but it's okay, no problem with that.

[00:04:54.370] - Interviewer

Would you prefer an online application to recharge your card and buying tickets?

[00:04:57.970] - Interviewee

Of course I would like to have the online because it will save a lot of time and also elaborate the time between standing in queue and waiting for your turn to just recharge the Opus.

[00:05:13.010] - Interviewer

What interface would you prefer in a ticket vending machines? Touch screen one or a dial pad one?

[00:05:17.930] - Interviewee

The touch screen one would be good because the technology is so advanced. For the latest I would like to suggest is the touch screen one.

[00:05:28.890] - Interviewer

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

[00:05:32.970] - Interviewee

If I have a good deal of monthly and annual. So if the annual is cheaper, I would go for the annual rather than monthly because every month I have to recharge. But annually, if I recharge at once, I would save a lot of time.

[00:05:48.110] - Interviewer

And monthly definitely save time and money. Do you think that the Opus should be recharged online along with the tickets?

[00:05:54.940] - Interviewee

Yes, Opus should be charged online because as the month ends there is a huge line and due to which we can waste so much time. So if it goes online, it's really easy for us to recharge OPUS and even we can get the notification of our new recharge every month.

[00:06:20.170] - Interviewer

Are you interested in adding your ticket or a postcard to your Google Play or Apple Wallet?

[00:06:26.890] - Interviewee

Not really, not at the moment because still it is not that advanced. If everything goes well, I would like to add to the wallet.

[00:06:35.870] - Interviewer

Okay.

[00:06:36.400] - Interviewer

Would you like to see the ticket vending machine implementation implement a tap and pay feature because currently I think we have only cash on card options.

[00:06:45.080] - Interviewee

Yeah, the tap feature is really good as it's like really a good one because it will still save a lot of time.

[00:06:56.530] - Interviewer

How busy are the ticket vending machines during the office hours or usually at the beginning of the month, then in.

[00:07:03.270] - Interviewee

Office hours it's really very busy and most especially the end of the month as the new month starts, the first week of a new month is really very busy. There are numerous number of people waiting in the queue for recharge. They are OPUS cards. So it's really hectic.

[00:07:24.750] - Interviewer

How frequently is your lack of access to ticket vending machines prevent you from traveling from one location to another?

[00:07:31.950] - Interviewee

It's a lack of time because I just reload my OPUS card at one station so I can use it throughout the month. So I don't need to go to every other station for no, what I'm.

[00:07:45.110] - Interviewer

Saying is that if we have less Tvm machines, ticket renting machines, then it would definitely prevent you from going from one place to another. You would have less access to the tickets and the yeah, so that should.

[00:07:57.930] - Interviewee

Be more number of vending machines to save time because there are so many people. So it would be a really good thing to build or install more vending machines.

[00:08:13.070] - Interviewer

Have you ever missed the Metro because of excessive line or queue at the ticket vending machines?

[00:08:19.110] - Interviewee

Yes, I have been missing my Metro so many times because of the line as there are some new people or people outside the city, they come and they don't know how to access. So really it's a burden and when I'm in hurry it's really that I miss my Metro many times and I have to wait for more time rather being regular time.

[00:08:43.250] - Interviewer

Do you have any suggestions for improving the current ticket vending machine systems?

[00:08:48.090] - Interviewee

Just if everything goes online, that would be a really good thing if they do implementation of inventing something new online. So that would be a really good help for the users.

[00:09:02.410] - Interviewer

Thank you for your time.

[00:09:03.760] - Interviewee

Yeah, thank you.

[00:09:04.890] - Interviewer

Have a nice day.

[00:09:05.400] - Interviewee

Have a nice day. You too. Bye.