

Interview with Henil

[00:00:03.450] - Interviewer

Hi, my name is Parth Sonani and I'm going to ask you a few questions for the interview. It is for my project. Okay, so can you tell me your name and age, please?

[00:00:14.630] - Interviewee

Yes, of course. My name is Henil and I am at 22 years old.

[00:00:20.050] - Interviewer

Can you tell me what you do? I mean, currently are a student or on a work permit?

[00:00:24.970] - Interviewee

Yes, I'm a student currently studying at Concordia University and I'm doing a master degree in INSE.

[00:00:34.410] - Interviewer

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

[00:00:38.510] - Interviewee

I don't own a private vehicle. I mostly use a public transport for my commute.

[00:00:46.910] - Interviewer

How frequently do you utilize public transportation?

[00:00:50.930] - Interviewee

I use public transportation quite often for my job and shopping and other stuff.

[00:00:57.250] - Interviewer

Okay.

[00:00:58.370] - Interviewer

What kind of public transportation do you personally prefer?

[00:01:02.450] - Interviewee

I usually prefer Metro over a bus because Metro is a way faster and more frequent. But sometimes I also use buses as Metro does not cover many locations.

[00:01:15.610] - Interviewer

Do you know the name of the Metro service provider?

[00:01:18.310] - Interviewee

Yes. I think it is called STM.

[00:01:22.250] - Interviewer

How reliable do you think the Metro is?

[00:01:25.050] - Interviewee

Metro is fairly reliable and I use it many times and I mean it is not perfect. Sometimes it does to trouble for me, but still very much reliable.

[00:01:36.840] - Interviewer

Okay.

[00:01:38.350] - Interviewer

Do you believe the Metro fares are fair to the users? Are they okay or overpriced or anything like that?

[00:01:45.030] - Interviewee

Yes, of course. I believe the fare are fair to the commuters. STM also provides a discount price for student and elder people.

[00:01:55.430] - Interviewer

Yes, it does. How would you proceed if you needed to buy a Metro ticket?

[00:02:03.040] - Interviewee

I would simply just go to Metro station and buy a ticket at the ticket counter or from the machine.

[00:02:11.050] - Interviewer

Do you buy tickets from the ticket machines?

[00:02:14.090] - Interviewee

Yes, when I need a ticket, I buy it from a ticket vending machine

[00:02:18.450] - Interviewer

Yes.

[00:02:19.850] - Interviewer

Do you buy tickets or use an Opus to ride the Metro?

[00:02:23.890] - Interviewee

I am student here, so I use Opus Card. It's better and it's cheaper than buying a ticket daily.

[00:02:31.710] - Interviewer

Do you think there is enough information present and readable at the ticket vending machines if you require it? If you need information, is it readable and understandable?

[00:02:43.350] - Interviewee

Yes, I think there is information available for the user in case they need to buy ticket. But still I have experienced many people asking for help with the machine, so I think the information will be more readable and understandable.

[00:03:02.490] - Interviewer

Who do you contact if you have any questions about the ticket vending machines?

[00:03:08.110] - Interviewee

I will try to contact the person nearby if I could. If not, I will ask the stm employee at the station for help.

[00:03:18.110] - Interviewer

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

[00:03:26.770] - Interviewee

No, I think that the location for the ticket vending machine are perfect because we don't need them outside the Metro station.

[00:03:37.910] - Interviewer

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

[00:03:43.270] - Interviewee

Yes, I was not familiar with the interface of the system. Also it was in french, so I had no idea on how to change the language or access the system.

[00:03:57.130] - Interviewer

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

[00:04:03.390] - Interviewee

Yes, all the time. I use Google Map to get information of which Metro to tag. However, sometimes I need to change the zone and then it gets confused which ticket I should buy because my Opus will not work out with STM

[00:04:19.650] - Interviewer

Yes.

[00:04:21.330] - Interviewer

What form of payment do you find most convenient? You use card or cash?

[00:04:27.270] - Interviewee

I prefer using a credit or debit card over cash.

[00:04:32.870] - Interviewer

What would you say about the ticket vending machines authentication system?

[00:04:39.130] - Interviewee

The authentication system is good, it's accurate the card detail and there is no trouble with the card recharge your ticket buying?

[00:04:50.410] - Interviewer

Yes.

[00:04:51.690] - Interviewer

How would you rate the payment security with the ticket vending machines?

[00:04:55.790] - Interviewee

The payment security is also good. I had never any problem with the payment.

[00:05:02.750] - Interviewer

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

[00:05:07.970] - Interviewee

Of course, online application for STM will be very helpful and it will save a lot of time for many people.

[00:05:18.550] - Interviewer

What kind of interface would you prefer in ticket vending machines? I mean if you have a touch screen or a dial pad, which one would you choose?

[00:05:26.470] - Interviewee

Touchscreen. Of course. It is much easier to use than the dial pad. I really get confused with all the button to click, so touch screen is much, much better.

[00:05:38.030] - Interviewer

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

[00:05:42.190] - Interviewee

Yes, I already have monthly subscription for my OPUS card.

[00:05:50.990] - Interviewer

How would you feel if the ticket winning machine offered a monthly or annual passes that allowed you to save time and money?

[00:05:58.930] - Interviewee

They are currently offering a monthly plan, but yearly subscription could be good. However, people will not commit to yearly recharge if they don't see any benefits in that.

[00:06:12.790] - Interviewer

Do you think the Opus should be recharged online along with the ticket purchase option?

[00:06:18.570] - Interviewee

Yes, Opus will definitely have an online recharge option with the current system. I have to go to Metro and wait in the line to recharge my card.

[00:06:29.530] - Interviewer

Are you interested in adding a ticket or OPUS card to your Google or Apple rolex?

[00:06:35.710] - Interviewee

Yes, it will save me trouble of carrying my OPUS card everywhere. Sometimes I even forgot it and then I have to buy a ticket at Metro station.

[00:06:46.050] - Interviewer

Would you like to see the ticket vending machine implement or tap and pay option? I think currently they only have the card and the cash option. They don't work with the tap and Pay?

[00:07:00.390] - Interviewee

Yes, they currently only have cash and credit card option.

[00:07:06.710] - Interviewer

How busy are the ticket vending machines during the office hours?

[00:07:10.970] - Interviewee

It's very busy, especially at the start and end of the month. People are waiting in the line for recharging of their office.

[00:07:18.730] - Interviewer

Yes.

[00:07:20.970] - Interviewer

How frequently is your lack of access to the ticket running machines preventing you from going from one location to another?

[00:07:29.070] - Interviewee

Not that much because every Metro has your ticket vending machines but sometimes some of them are not working.

[00:07:39.090] - Interviewer

Have you ever missed a Metro because of an excessive line or excessive rush at the ticket vending machine?

[00:07:45.870] - Interviewee

Yes, I experienced that many times. Even going to my work, I have to get to Metro before half hour to recharge my office in case there is a huge line. But that is only an occasional problem.

[00:07:58.650] - Interviewer

Yes.

[00:08:01.370] - Interviewer

Do you have any suggestions for the improving the current ticket running machine system?

[00:08:06.890] - Interviewee

Well, they can add the online option recharge and ticket purchase will become really easy. Also people will simply just buy it online and they can get better understanding of service through awareness website.

[00:08:20.800] - Interviewer

Yes.

[00:08:22.210] - Interviewer

Thank you for your time. Thank you. Have a nice day. Bye.