

Interview with Pulkit Bansal

[00:00:07.000] - Interviewer

Okay.

[00:00:07.520] - Interviewer

Hello, can you tell me your name and age, please?

[00:00:11.440] - Interviewee

My name is Pulkit Bansal and I am 26 years old.

[00:00:15.360] - Interviewer

Okay.

[00:00:15.890] - Interviewer

Can you tell me what you do?

[00:00:18.160] - Interviewee

I am a graduate student at Concordia University.

[00:00:21.760] - Interviewer

Do you commute using public transportation or a private vehicle?

[00:00:26.960] - Interviewee

I commute mostly by public public transportation in Montreal.

[00:00:31.400] - Interviewer

Okay.

[00:00:31.930] - Interviewer

How frequently do you use public transportation?

[00:00:35.880] - Interviewee

Actually I use it quite often, but if I have to speak the number at least twice a week.

[00:00:42.540] - Interviewer

Okay.

[00:00:43.520] - Interviewer

What kind of public transportation do you personally prefer?

[00:00:47.420] - Interviewee

I prefer Metro because of good frequency.

[00:00:52.940] - Interviewer

Okay.

[00:00:53.550] - Interviewer

Do you know the name of the Metro service provider?

[00:00:56.400] - Interviewee

Yeah. In Montreal. It's STM.

[00:00:59.120] - Interviewer

Okay.

[00:00:59.650] - Interviewer

How liable do you think the Metro.

[00:01:01.370] - Interviewee

If I speak about the STM? Yeah. It's very reliable.

[00:01:07.940] - Interviewer

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

[00:01:11.780] - Interviewee

Yes, it's like quite fair if I compare to other cities in Canada, so those are quite reasonable.

[00:01:21.800] - Interviewer

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

[00:01:26.840] - Interviewee

Actually it would be like firstly spotting the ticket ending machine and then stand in a queue and wait for the turn to get a ticket from the machine.

[00:01:39.900] - Interviewer

Okay.

[00:01:40.810] - Interviewer

Do you buy tickets from the ticket machines?

[00:01:45.360] - Interviewee

No.

[00:01:47.280] - Interviewer

Okay.

[00:01:47.750] - Interviewer

Do you buy tickets? Sorry.

[00:01:51.840] - Interviewee

Actually I don't buy the tickets because I reload my postcard every first of the month.

[00:01:59.280] - Interviewer

Okay, good.

[00:02:00.980] - Interviewer

Do you buy tickets or use an OPUS card to ride the Metro? You said you need a card as.

[00:02:06.520] - Interviewee

I mentioned the card.

[00:02:08.530] - Interviewee

Okay.

[00:02:09.160] - Interviewer

Do you think there is enough information present and readable at the TVMs for the Metro?

[00:02:14.920] - Interviewee

Yes. As far as the required to recharge the card or to get the ticket, it's sufficient.

[00:02:23.740] - Interviewer

Okay.

[00:02:24.590] - Interviewer

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

[00:02:28.700] - Interviewee

I search online. I mostly see sometimes the problem with the French language, otherwise I ask the stem person like who are in the duty sitting in the cabins.

[00:02:42.320] - Interviewer

Okay.

[00:02:43.230] - Interviewer

Do you believe the TVM's current locations are appropriate or should it be located somewhere else in the Metro station?

[00:02:50.340] - Interviewee

In my opinion they are at good spots, like they are easily spotable. Whenever you enter the Metro station you can easily find them before the barriers. But locating them outside is not appropriate according to me,

because then we need to wait in a queue and it would be not appropriate to wait like outside in a harsh weather.

[00:03:17.180] - Interviewer

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

[00:03:21.820] - Interviewee

No.

[00:03:23.820] - Interviewer

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

[00:03:31.440] - Interviewee

Currently no. But for the very first time I faced the problem because I need to check in which zone I need to travel.

[00:03:41.620] - Interviewer

What form of payment do you find the most convenient?

[00:03:45.620] - Interviewee

Card payment.

[00:03:47.540] - Interviewer

Okay.

[00:03:48.010] - Interviewer

What would you say about TVM's authentication system?

[00:03:51.400] - Interviewee

Actually I'm not aware of that.

[00:03:54.520] - Interviewer

Okay. How would you rate payment security with TVMs?

[00:03:59.960] - Interviewee

Actually, I'm not aware, but as far as I know, I use it every month. So it's like quite convenient to pay by card. So I would rate it like three. On a scale of five.

[00:04:13.760] - Interviewer

Prefer an online application to recharge your card or to purchase tickets?

[00:04:17.960] - Interviewee

Yes, it would be good because in that case I would be able to recharge my card online. I need not to stand in a queue waiting for my turn.

[00:04:29.700] - Interviewer

What interface do you prefer in tvn touchscreen or the dialpad operator?

[00:04:35.540] - Interviewee

I prefer dialpad because in the public areas, the screen touch is not reliable because of the multiple users, in my opinion, I prefer dialpad.

[00:04:50.600] - Interviewer

Okay.

[00:04:51.190] - Interviewer

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

[00:04:55.980] - Interviewee

Yes.

[00:04:57.900] - Interviewer

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

[00:05:03.660] - Interviewee

Yeah, it would be rewarding for frequent users, like, who recharge their cards every month and who have plans to stay at a particular place for a long period of time. They can get good discounts on like, annual subscription, like many of the other services service providers give, so it would be a good alternative.

[00:05:25.860] - Interviewer

Do you think that the Opus should be recharged online?

[00:05:29.780] - Interviewee

Yes, as I mentioned, it should be recharged online.

[00:05:35.000] - Interviewer

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

[00:05:40.280] - Interviewee

No.

[00:05:41.880] - Interviewer

Okay.

[00:05:42.350] - Interviewer

Would you like to see Tvm implement the tap to be featured?

[00:05:46.060] - Interviewee

Yes, because in that case you need not to enter your Pin and you need not to insert your card. So it's good to have a tap feature.

[00:05:56.940] - Interviewer

How busy are TVMs during the office hours?

[00:06:00.880] - Interviewee

Actually, I'm not aware of that because I never use them during office hours.

[00:06:05.920] - Interviewer

Okay.

[00:06:06.830] - Interviewer

How frequently is your lack to access of Tvm preventing you from getting where.

[00:06:10.840] - Interviewer

You need to be?

[00:06:15.300] - Interviewee

Sometimes during the first week of the month.

[00:06:19.220] - Interviewer

Okay.

[00:06:19.620] - Interviewer

Have you ever missed the Metro because of a TVM rush?

[00:06:24.520] - Interviewee

No, because I like recharge it beforehand so I didn't miss Metro.

[00:06:32.380] - Interviewer

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

[00:06:35.820] - Interviewee

Yes, there are a lot to improve with respect to TVMs. Like, firstly, mentioned cash feature is preferable to pay conveniently. And secondly, the thing is that if someone pays cash either to buy a ticket or to recharge the opus card, the change should be given in paper money instead of like coins, because even if the vending machine is to give \$20 change, it gives only coins, which is not preferable to carry for the passengers. So the change should be given in the paper denominations, which are available.

[00:07:18.440] - Interviewer

Okay, thank you.

[00:07:20.760] - Interviewee

Thank you.