

Interview of Preet Angad

[00:00:00.650] - Interviewer 2

Hello.

[00:00:01.570] - Interviewee

Hi.

[00:00:02.550] - Interviewer 2

Tell me your name and age, please.

[00:00:04.960] - Interviewee

I am Preet Angad and my age is 22.

[00:00:08.280] - Interviewer 1

Can you please tell me what do you do?

[00:00:10.550] - Interviewee

I'm a graduate student at Concordia.

[00:00:13.250] - Interviewer 2

Do you commute using public transportation or a private vehicle?

[00:00:17.470] - Interviewee

I commute using a public transportation.

[00:00:19.870] - Interviewer 1

How frequently do you utilize public transportation?

[00:00:22.950] - Interviewee

I utilize it every day, almost, yes.

[00:00:26.220] - Interviewer 2

Okay, so what kind of public transportation do you personally prefer?

[00:00:31.330] - Interviewee

I prefer Metro and buses because they are easy to commute.

[00:00:36.090] - Interviewer 1

Do you know the name of the Metro service provider?

[00:00:38.720] - Interviewee

Yes, it's STM, but I don't know the full form of it.

[00:00:41.860] - Interviewer 2

Yeah, it's STM. How reliable do you think the Metro is?

[00:00:46.270] - Interviewee

It's very reliable and very frequent. Yes.

[00:00:49.680] - Interviewer 1

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

[00:00:53.330] - Interviewee

Yes, they are quite fair as I also get a student discount, so I get 50% off on the fare. Yeah.

[00:01:01.890] - Interviewer 2

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

[00:01:07.510] - Interviewee

I usually go to the Tvm, which is located at the Metro station. It is present on each Metro station. And before you enter the Metro, do.

[00:01:16.730] - Interviewer 1

You buy tickets or you have an OPUS card to ride the Metro?

[00:01:19.770] - Interviewee

Yes, I bought an OPUS card. I have an Opus Card registered on my name and I recharge it every month.

[00:01:26.570] - Interviewer 1

Okay.

[00:01:27.230] - Interviewer 2

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

[00:01:34.430] - Interviewee

Yes, there is enough information that I can recharge it.

[00:01:38.990] - Interviewer 1

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

[00:01:42.690] - Interviewee

There are usually booth operators present at every location, and whenever I go to the Metro station, they are always present there, so I go to them and ask questions.

[00:01:54.070] - Interviewer 2

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

[00:02:02.550] - Interviewee

I think the Metro stations are very nearby and are at walking distance to each other as well, so they are perfectly located at each Metro station.

[00:02:15.130] - Interviewer 1

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

[00:02:20.590] - Interviewee

No, the instructions were quite clear and I had no problems recharging my card.

[00:02:27.630] - Interviewer 2

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

[00:02:35.810] - Interviewee

Yes, I was quite confused for the very first time and I had to ask the booth operator in which zone I am. And also when you go out from the zone A, you are not sure if you have entered the zone B or not.

[00:02:52.950] - Interviewer 1

What form of payment do you find most convenient?

[00:02:56.180] - Interviewee

I do payment with my debit or credit card as I don't have cash and I get paid in debit card.

[00:03:04.170] - Interviewer 1

Okay.

[00:03:04.960] - Interviewer 2

What would you say about TVM's authentication system?

[00:03:10.670] - Interviewee

I think it's quite authenticated because every time I do a payment, I receive a message from STM that your transaction has been done and it is quite secure. I think so I'm not sure.

[00:03:26.930] - Interviewer 1

How would you rate the payment security with the TVMs?

[00:03:31.570] - Interviewee

Like I said, I always receive a message when I use credit or debit card. So yes, it is secure.

[00:03:40.230] - Interviewer 2

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

[00:03:44.960] - Interviewee

Yes, surely. Because I searched it online, we don't have any system to recharge the card sitting at home, so yes, surely if there is an online system, I will use that.

[00:03:59.330] - Interviewer 1

What interface do you prefer in TVM, touchscreen or dialpad operated?

[00:04:03.870] - Interviewee

I like Touchscreen because every possible gadget today is a touchscreen.

[00:04:09.890] - Interviewer 2

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

[00:04:16.290] - Interviewee

I'm not sure about this question. Can you please rephrase it?

[00:04:20.850] - Interviewer 2

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

[00:04:28.790] - Interviewee

Actually, I already use a monthly pass which I have as a student. So I have a card which I was given by the STM team and I get a 50% discount on it. So I use that card on a monthly basis.

[00:04:46.410] - Interviewer 1

So I would rephrase the previous question. The previous question was would you like a monthly subscription? It's like your card will get auto recharge every first day of the month.

[00:04:55.790] - Interviewee

Yes, surely. Because every month I have to do a recharge on the Metro station and sometimes I forget that and I have to walk to the Metro station to recharge my card as I don't have a recharge in that.

[00:05:13.270] - Interviewer 1

And there are big queues there, right?

[00:05:15.050] - Interviewee

Yes, exactly.

[00:05:17.030] - Interviewer 2

So do you think that the Opus should be recharged online?

[00:05:21.110] - Interviewee

Yes, I think so, because every month I have to go to the TVM at the Metro station. Otherwise I can sit at home and recharge it.

[00:05:31.480] - Interviewer 1

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

[00:05:35.570] - Interviewee

Yes, I am interested.

[00:05:37.690] - Interviewer 2

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

[00:05:44.270] - Interviewee

I think it will be less of a secure because everyone can tap your card or someone else's card at a Tvm and recharge their Opus card. So I won't implement it on a Tvm.

[00:06:02.240] - Interviewer 1

How busy are TVM during office hours?

[00:06:05.990] - Interviewee

They are very free, but at the end of the month and the starting of the new month, they are very busy and you have to wait in a long queue to recharge it.

[00:06:18.730] - Interviewer 2

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

[00:06:26.010] - Interviewee

Okay, can you please repeat that?

[00:06:27.790] - Interviewer 2

It's just that do you face any problem in times of any emergency that you want to go somewhere and you have to get a ticket first, then you have to go?

[00:06:37.580] - Interviewee

No, as I use a monthly pass. Okay, so it's not that of an issue, but yes, if I was on a daily ticket, then it is an issue because I have to first get a ticket and then pass the Metro station.

[00:06:55.190] - Interviewer 1

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

[00:06:58.410] - Interviewee

Yes. Recently as of today, 3 March. On the 1 March I missed two Metros and I was late at my work in the morning.

[00:07:10.090] - Interviewer 2

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

[00:07:14.490] - Interviewee

I think online reach our system can improve the TVMs system. I know old people like TVMs, but current generation will use the online retail system and surely that will be beneficial for everyone, even for STM and for assessment.

[00:07:35.450] - Interviewer 2

Okay, thank you so much for your time and okay, have a good day.

[00:07:40.630] - Interviewee

Thank you so much.

[00:07:41.540] - Interviewer 1

Have a good day.