**Interviewer**: Sriparna Chakraborty

**Interviewee**: Amit Roy[IT Professional]

**Sriparna**: Hi Amit ! How are you?

**Amit** : I’m good.

**Sriparna**: Thank you for your time. So for how long are you staying in Canada?

**Amit** : 4 years now. Why?

**Sriparna**: Nothing special, I just quickly want to ask you some questions about current ticket system for the metro/bus and collect your suggestions for the new iGO ticket vending machine. iGO will be new in town so we need feedback as much as possible from its users.

**Amit** : Sure, happy to help!

**Sriparna**: Firstly, What do you do?

**Amit** : I’m a Software Engineer at CN, Montreal.

**Sriparna**: That’s great! How often you use the transportation system?

**Amit** : I would say more than 20 times a week, I use metro services to transit. And sometimes I use other transportation service as well.

**Sriparna**: Perfect! So what do you like about the current ticket system?

**Amit** : I like the option of buying various plans instead of buying tickets every day. It is so good when you are left with so many options.

**Sriparna**: So is there any problem that you face with the current ticket system?

**Amit** : There are no separate money saving worth plan for regular users, when I was a student, I could get student plan with unlimited monthly travelling at only 49CAD/month and saved some money on travelling. Now I buy monthly worth 96 CAD/month

**Sriparna**: I get your point. Are there any improvements you would like the current ticket system to have?

**Amit** : The ticket system right now is not technologically advanced and as well as I cannot see the machines near to any bus stops out in the road. You know sometimes I see people buying tickets in the metro station just to get a bus from a bus stoppage 7 minutes away from the machine.

**Sriparna**: That’s a great suggestion! Overall what rating would you give to the current system on a 1-10 pointer scale?

**Amit** : I think I will give 7.I still think there is lot to do with the system.

**Sriparna**: Finally, any suggestions for the new ticket vending system?

**Amit** : The new system should be more responsive with alerts and notification options, should be accessible online and should be highly secure.

**Sriparna**: Thank you for answering all my questions for iGO service. Have a great day.

**Amit** : That’s okay. Thank yo .