**IGO Dialogue 3**

**Interviewer- Ravneet Singh Brar**

**Interviewee- Palakdeep Kaur(Co-worker)**

**Ravneet - Hey Palak, We are working on a TVM for public transportation in Montreal. We are looking for opinions on some topics regarding the functionality and design of the TVM. Do you have few minutes ?**

**Palak - Yes Sure.**

**Ravneet- So what do you do in Montreal ?**

**Palak- I am a student at CEGEP college and a part time worker at Good Food.**

**Ravneet - Great, So must have a busy schedule, how do you commute from one place to other?**

**Palak- I use public transport.**

**Ravneet- Do you find it easy ?**

**Palak- Yes, I think so. I don't have to buy ticket each day and can use the same card.**

**Ravneet- As you said you have to recharge once per month, Would you like if we extend that period ?**

**Palak - Yes I think that would be a great idea.**

**Ravneet - Do you think it would help if the TVM's are placed outside of the Metro Stations ?**

**Palak- It would, but only during the summer time which you know isn't that long.**

**Ravneet - Yep Sure. Also are there any features you would like to recommend?**

**Palak- I think there are some people that only use public transport rarely but have to stand in queues to obtain the ticket. It would be great if you could book ticket online and obtain the ticket from TVM. This would save lots of time.**

**Ravneet- Great. Thank you for your valuable time.**