**Interviewer** : Vasu Dadhania.

**Interviewee** : Dileep Mishra.

**Vasu**: I want to ask you a few questions regarding your experience with the current ticketing system and the functionalities you would like to see in the new one.

**Dileep**: Okay, sure.

**Vasu**: Firstly, may i get your name ?

**Dileep**: My name is Dileep Mishra.

**Vasu**: Dileep what is your occupation?

**Dileep**: I’m a retired professor. I use to teach History in Montreal.

**Vasu**: That’s great. So Dileep, how often do you use public transportation system?

**Dileep**: Well my granddaughter lives in downtown and I live in Namur. I visit her almost twice in a week and then sometimes I come to downtown to visit some friends of mine, so you can say about six times week.

**Vasu**: Perfect! What do you like the most about the current ticketing system?

**Dileep**: Well, the monthly plans help save some money and the ticket covers the bus too that’s really good because you see, i have to take bus from Namur metro station to reach home.

**Vasu**: That’s great! Is there any problem that you face with the current system?

**Dileep**: Yes dear, at the beginning of the month it’s difficult to get the card recharged. Specially, for us senior citizens it’s hard to stand in long lines. If something could be done regarding that it would be great.

**Vasu**: I understand! Do you have any suggestions on how this problem should be solved?

**Dileep**: Well, I believe that installing more ticket vending machines, especially at the busiest metro stations could be helpful.

**Vasu**: That’s a great suggestion! What if you could get the ticket at your house through online ticket system?

**Dileep**: If that could happen, it’ll be really great. It would save us from the long queues and would save time.

**Vasu**: Perfect! How would you rate the overall of experience the existing ticket system on 1-5 rating scale?

**Dileep**: It’s pretty good except for the problem i mentioned earlier, i would give a 3.5 to the current services.

**Vasu**: A few more questions, what kind of payment method do you usually use?

**Dileep**: I use debit or credit card only.

**Vasu**: Which of the following features would you like to see in the new ticket system: Responsive, Concession, Alerts, Share ticket or any other?

**Dileep**: I believe it should be responsive and user-friendly for sure. I do like the idea of alerts and notifications as well.

**Vasu**: Perfect! At last, Dileep do you have any suggestions for the new ticket vending system?

**Dileep**: Well dear, if it can solve the problem of long queues through online ticket option, as you mentioned earlier, it would be just great.

**Vasu**: Sure. Thank you Dileep for answering the questions. It was really helpful.

**Dileep**: My pleasure!