

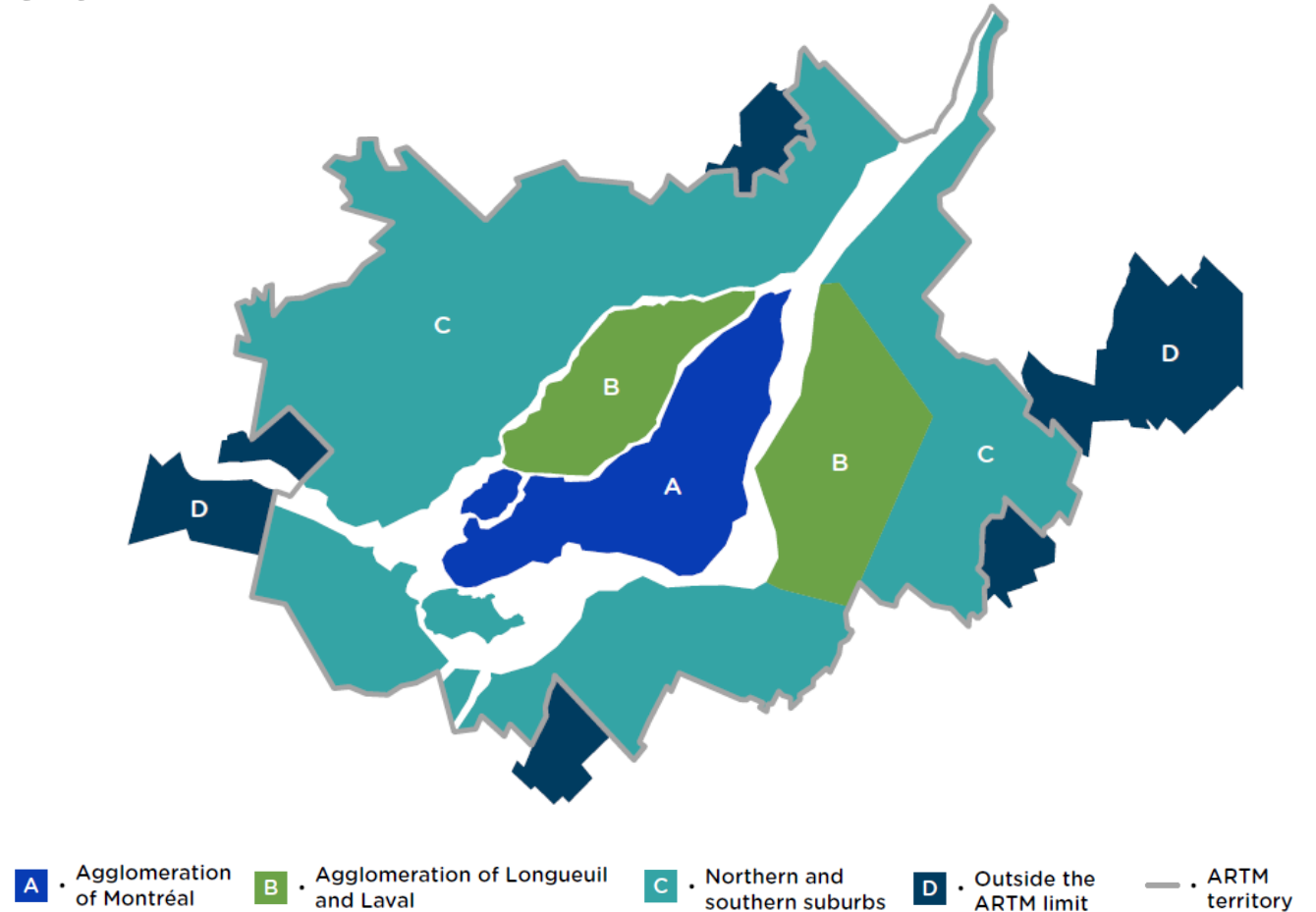
iGo

Ticket Vending Machine



Public Transport Area

- 4 Fare Zones based on geographical location
- 4 Modes of Transport: Bus, MRT, Train and Water Shuttle



Types of Users

- Regular Adult (18+ years)
- Kids and Adolescent (6–17 years)
- Students (18+ years)
- Senior Citizen (65+ years)



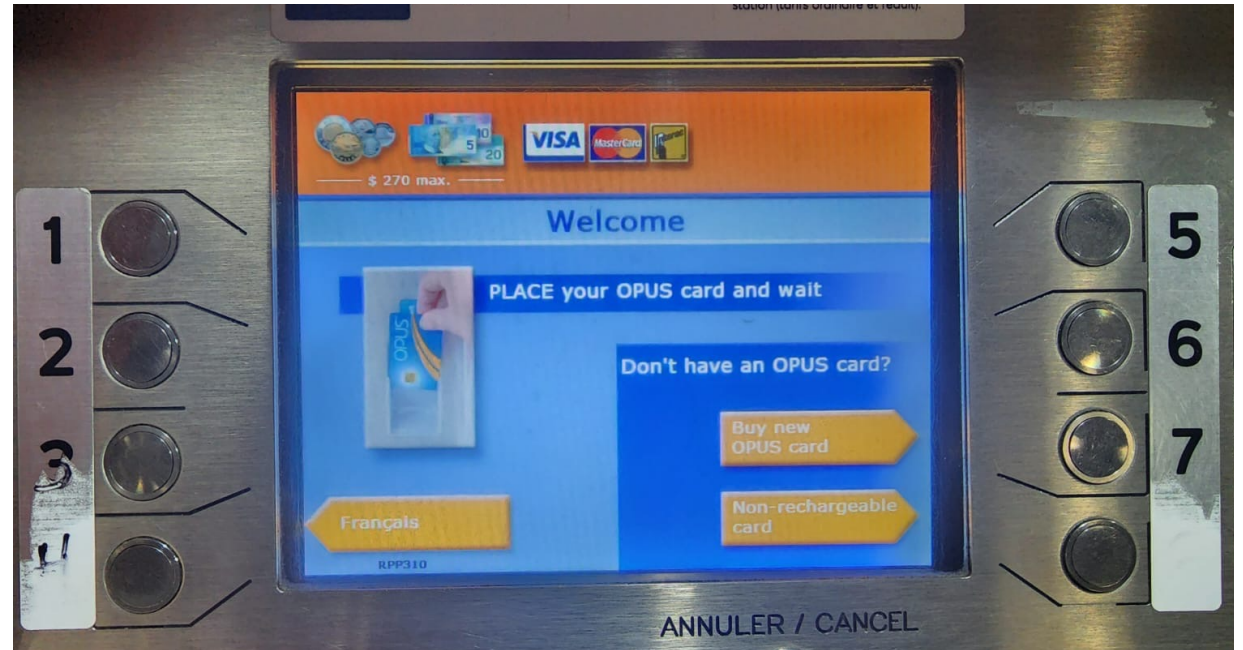
Montreal Transport KIOSK

Two Types of Card:

- Hard Plastic
- Non-Rechargeable Card

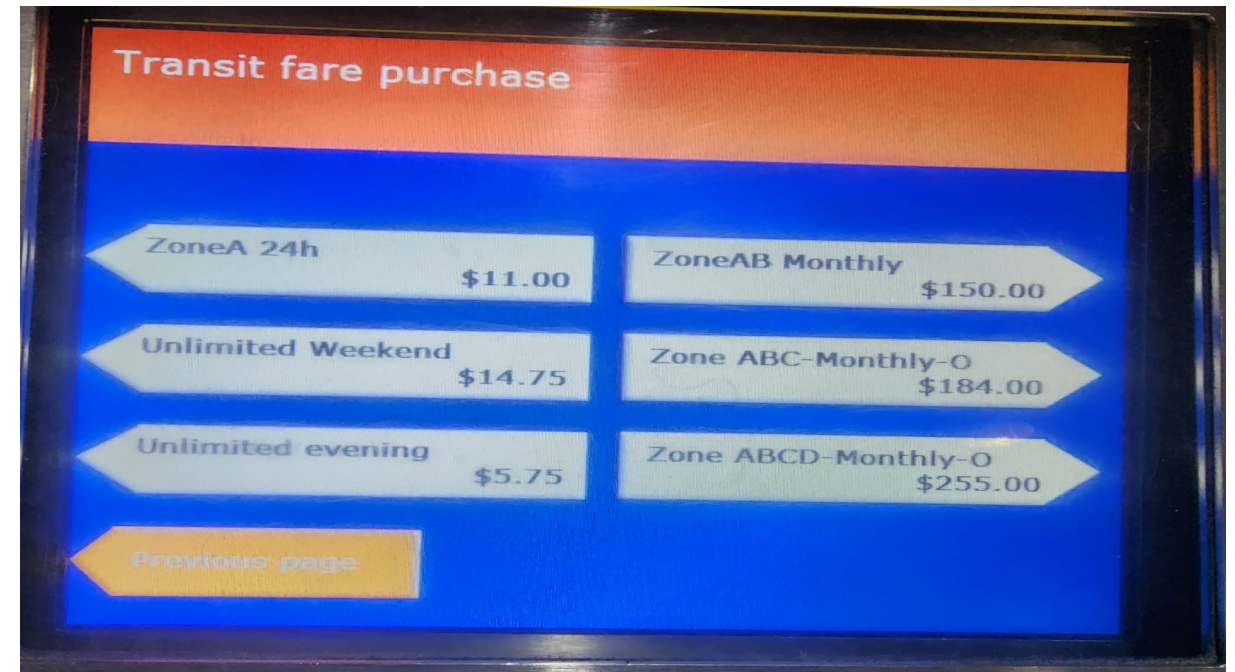
Payment Mode Support:

- Any VISA, Master Card or Interac
- Cash (\$5, \$10, \$20)
- Coin (\$2, \$1, 5/10/25 cents)



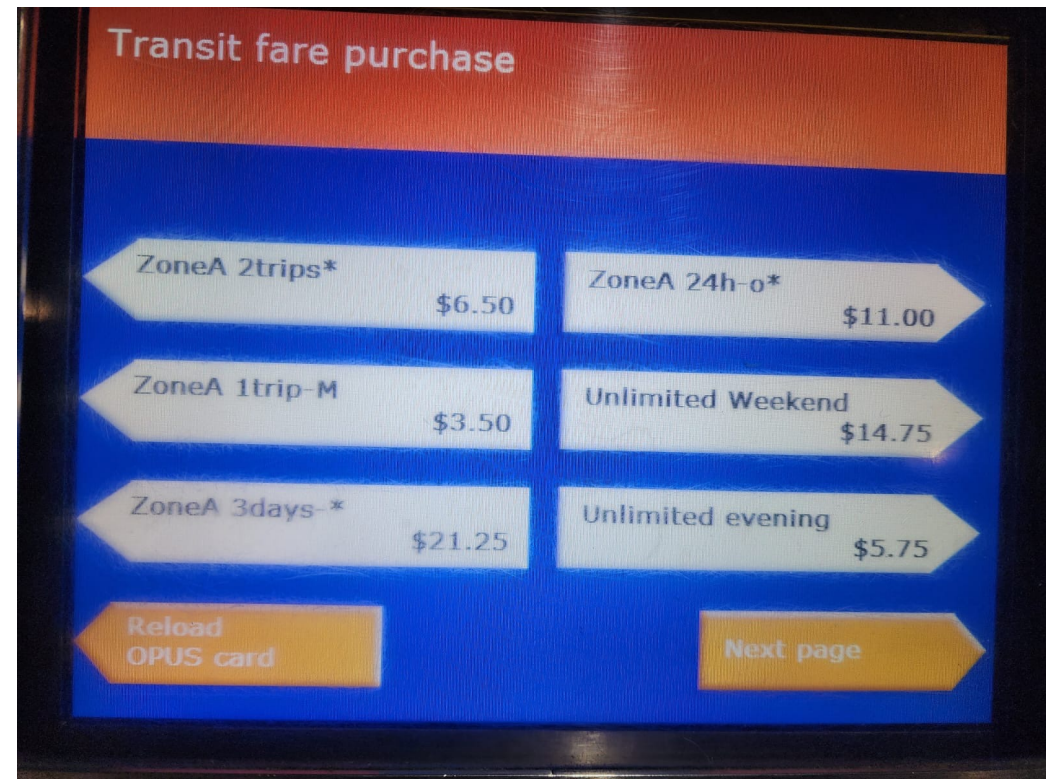
Plastic Card Recharge

1. Monthly Unlimited
2. Zone specific 2 trips
3. Zone specific 1 trip
4. Zone specific Mon – Sun
5. Zone specific 10 trips
6. Zone specific 3 days
7. Zone specific 24 hours
8. Unlimited Weekend
9. Unlimited Evening
10. Zone AB Monthly
11. Zone ABC Monthly
12. Zone ABCD Monthly



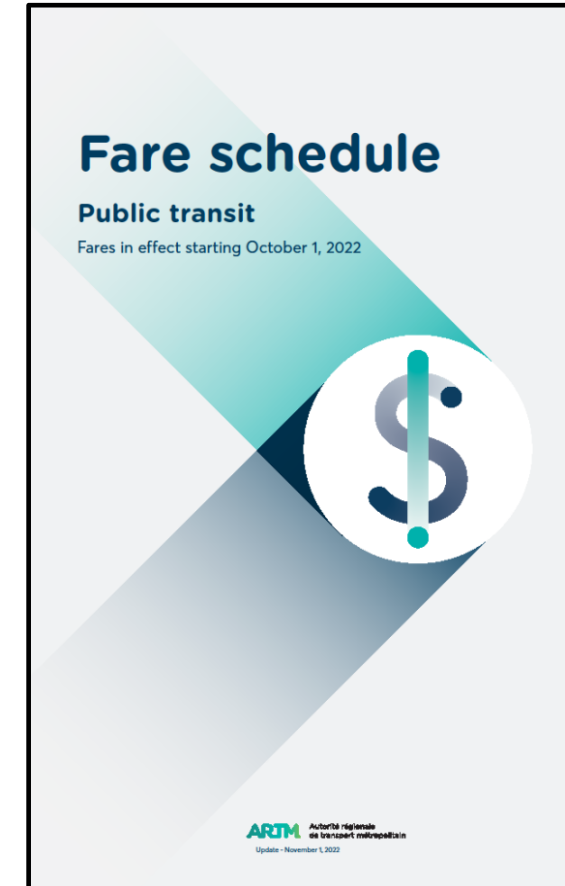
Non-Rechargeable card Options

1. Zone specific 2 trips
 2. Zone specific 1 trip
 3. Zone specific 3 days
 4. Zone specific 24 hours
 5. Unlimited Weekend
 6. Unlimited Evening
 7. Zone AB 10 trips
 8. Zone ABC 10 trips
 9. Zone AB 2 trips
 10. Zone ABC 1 trip
 11. Zone ABCD 10 trips
 12. STM 6-13 yrs group
- And so on.....



Others

1. Vending Machine Option change from one zone to another
2. There is an Airport Shuttle with special Vending Machine Option. If anyone doesn't have OPUS card he/she can purchase from them machine
3. In few Zone senior citizens get free transport.
4. See the attachment for the rules for different fares based on various logics.



Interview Questions

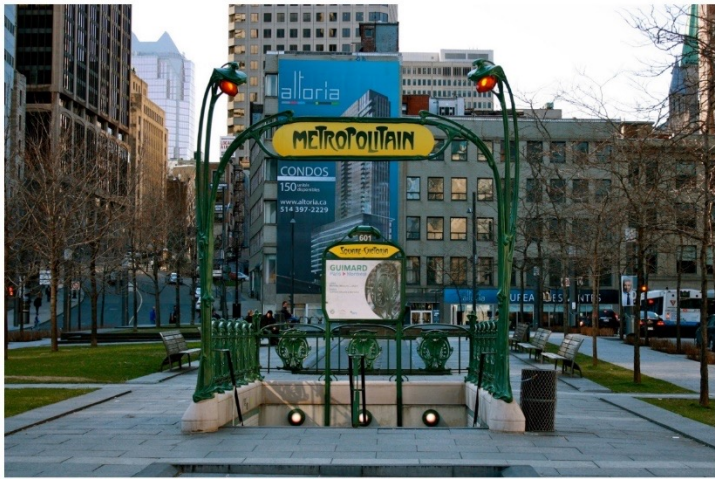
Open Ended

- Can you describe any issues you've encountered with the current vending machine, such as long wait times or confusing instructions?
- What features do you think a new vending machine should have to make the process of buying tickets easier?
- How do you typically purchase tickets for the metro? What are some challenges you face in doing so?

Closed Ended

- How often do you travel by public transport?
- Do you prefer human interaction or machine interaction for purchasing a ticket?
- What is your preferred payment method while purchasing a ticket?





Montreal Public Transport