

User Interview Protocol

Demographic

- Age range(from observation)
- Occupation
- Where do you live/work
- What do you usually use public transportation for
- List the frequency of your use of means of transportation

Behavior

ABOUT PLANNING

- How do you usually go out?
 - What kind of public transport did you use?
 - How often did you use those?
- Can you briefly walk me through how did you plan your (most recent)going out using public transport?
 - How did you figure out your route, including means of transportation, time, etc?
 - What are the tools, if any(like mobile app, info board, etc.), you use to plan your travel?
 - Do you use any tools or software?
 - (if many) What do you use them for?
- How early did you leave for that event?
- How did you determine when are you going to head out?
 - Any software tools used at this stage?

ABOUT BEING LATE

- If you have a meeting at 10, when do you usually arrive?
 - If google said you need to arrive at the bus stop at 12:36, when would you arrive at the bus stop?
 - Was your travel always smooth? Were there any exceptions when something unexpected happened?
 - What are your workarounds when you were late?
 - Did you notify the person you were meeting with? how?
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ABOUT TIME

- If you have 15min till bus that will come, would you wait at home or wait at the bus stop? why?