Job

- What does your job entail? - What do you do
- What repetitive jobs do you do on a daily, weekly, monthly, and yearly basis?
- Could these be automated? How?

Ticketing
- How should Ticketing work? Should there still be concessions in the app or only with physical tickets? Should it be a balance based system? Should the system allow negative balances?
- Routes priced, differently, would you like to price them differently?
- Process of ticket printing (Who, When, Where, Often?)
- How are tickets sold?
- Departments buying tickets
    - How does a department go about buying tickets?
    - Would you like to be able to invoice departments based on usage?
    - What is the impact of upfront cash flow with departments buying all of their required tickets upfront? Would there be a negative impact if this weren't the case? Rhetorical we just need to know whether or not invoicing is a good idea.
    - Staff discount?
- Overall, with the ticketing system where do you see it could be improved?
- Any common complaints from students/staff

Timetable
- How is the timetable produced?
- Would you like the ability to create the timetable in the system?
- Should the mobile app have the timetable or just a link to download pdf?

Analytics
- Do you have to produce reports? To whom do they get given, how often?
- What's the content of these reports?
- How do you get the collect stats for these reports?
- What stats do you want? What stats do you get asked for?

Tracking/Phase Two
- What features did the canceled tracking project have?
- Could we get access to the canceled projects assets?
- What features would you like to see from live tracking? ETA's, cancel notifications, late notifications?
- What metrics would you like access to in regards to tracking? Average minutes late etc?

Anything we've missed?