**Details about Interview 1:**

Date – 23-09-2019, 5:45 PM

Interviewers – Maria, Adarsh, Akhil, Charles, Dheeraj

Interviewee – Krishnan Krishnamurthy

Question – Are you a current worker or retired from STM?

Answer – No

Question – Age (10-20, 20-40, 40-60, 60-80, 80-100)

Answer – 20-40

Question – Gender (Female, Male, Prefer not to say)

Answer – Male

Question – What public transportation do you use the most? (Metro, Bus, Both)

Answer – Both.

Question – Have you used TVM before? (No, Yes)

Answer 1 – Yes

Question – If yes, what difficulties have you faced during the transaction?

Answer – Waiting in queue every month while recharging my OPUS card.

Question – If you are using the machine for the first time, how important is the demo video or a set of instructions to operate the machine? (0-5 scale, 0 being least important and 5 being most important)

Answer – 3

Question – Have you used TVM at the same station or different stations? (Same Station, Different Stations)

Answer – Different Stations

Question – If you have used the machine at multiple stations, what differences did you notice?

Answer – They are almost the same

Question – Which machine do you consider the best? And why?

Answer – None

Question – Select the category of differently abled people for whom current TVM gives enough accessibility. (Blindness, Color Blindness, Disability to walk, All of the above, None of the above)

Answer – Disability to walk

Question – Would you like to have TVMs at selected bus stops as well? (Yes, No, Maybe)

Answer – Yes

Question – What type of pass do you purchase the most? (Daily, Weekly, Monthly, One way, Two way)

Answer – Monthly

Question – What specific ticket type would you like to be offered? (Paper ticket, E-Ticket)

Answer – E-Ticket

Question – If you are a monthly subscriber to STM, do you recharge on the first day of every month? (Yes, No, Maybe)

Answer – Yes

Question – What are the other means of transport you use?

Answer – Car

Question – Is the screen light in TVM adequate to perform any transaction? (Yes, No, Maybe)

Answer – Yes

Question – What kind of interface do you prefer at the TVM? (Button operated, Touch screen, Both)

Answer – Both

Question – Is the screen accessible for people with the color vision deficiency? (Yes, No, Maybe)

Answer – Yes

Question – Ease of access (0-5 scale)

Answer – 3

Question – What is your convenient method to make a payment? (Cash, Online, Debit/Credit)

Answer – Debit/Credit

Question – As a frequent user, do you prefer to buy the printed ticket or to reload your OPUS card? (Printed ticker, Reload OPUS card)

Answer – Reload OPUS card

Question – Which kind of payment receipt will be more convenient for you? (Paper receipt, e-receipt)

Answer – Paper receipt

Question – Would you prefer an online application to perform all the transactions related to TVM at one place? (Yes, No, Maybe)

Answer – Yes

Question – Which language do you prefer other than English and French when using the TVM system?

Answer – None

Question – Would like to see Tap-to-pay option to the current TVM? (Yes, No, Maybe)

Answer – Yes

Question – Do you prefer to hear the process as guidance? (Yes, No, Maybe)

Answer – Maybe

Question – Would you prefer to have a monthly subscription for your pass where your card will be recharged automatically at the first of every month? (Yes, No)

Answer – Yes

Question – Would you like to recharge your card before 1st of every month manually? (Yes, No, Maybe)

Answer – Maybe

Question – Do you have any other improvements to be included?

Answer – Payment options should include tap to pay

**Details about Interview 2:**

Date – 25-09-2019, 11:00 AM

Interviewers – Maria, Adarsh, Akhil, Charles, Dheeraj

Interviewee – Darwin

Question – Are you a current worker or retired from STM?

Answer – No

Question – Age (10-20, 20-40, 40-60, 60-80, 80-100)

Answer – 20-40

Question – Gender (Female, Male, Prefer not to say)

Answer – Male

Question – What public transportation do you use the most? (Metro, Bus, Both)

Answer – Both.

Question – Have you used TVM before? (No, Yes)

Answer 1 – Yes

Question – If yes, what difficulties have you faced during the transaction?

Answer – Long queue, Confusing interface, and card was not working, there was no other option to pay.

Question – If you are using the machine for the first time, how important is the demo video or a set of instructions to operate the machine? (0-5 scale, 0 being least important and 5 being most important)

Answer – 4

Question – Have you used TVM at the same station or different stations? (Same Station, Different Stations)

Answer – Different Stations

Question – If you have used the machine at multiple stations, what differences did you notice?

Answer – Some has better lighting

Question – Which machine do you consider the best? And why?

Answer – Guy Concordia, cause there's lots of space to line up

Question – Select the category of differently abled people for whom current TVM gives enough accessibility. (Blindness, Color Blindness, Disability to walk, All of the above, None of the above)

Answer – Disability to walk

Question – Would you like to have TVMs at selected bus stops as well? (Yes, No, Maybe)

Answer – Yes

Question – What type of pass do you purchase the most? (Daily, Weekly, Monthly, One way, Two way)

Answer – Monthly

Question – What specific ticket type would you like to be offered? (Paper ticket, E-Ticket)

Answer – E-Ticket

Question – If you are a monthly subscriber to STM, do you recharge on the first day of every month? (Yes, No, Maybe)

Answer – Yes

Question – What are the other means of transport you use?

Answer – Bus

Question – Is the screen light in TVM adequate to perform any transaction? (Yes, No, Maybe)

Answer – Yes

Question – What kind of interface do you prefer at the TVM? (Button operated, Touch screen, Both)

Answer – Both

Question – Is the screen accessible for people with the color vision deficiency? (Yes, No, Maybe)

Answer – Maybe

Question – Ease of access (0-5 scale)

Answer – 2

Question – What is your convenient method to make a payment? (Cash, Online, Debit/Credit)

Answer – Online

Question – As a frequent user, do you prefer to buy the printed ticket or to reload your OPUS card? (Printed ticker, Reload OPUS card)

Answer – Reload OPUS card

Question – Which kind of payment receipt will be more convenient for you? (Paper receipt, e-receipt)

Answer – e-receipt

Question – Would you prefer an online application to perform all the transactions related to TVM at one place? (Yes, No, Maybe)

Answer – Yes

Question – Which language do you prefer other than English and French when using the TVM system?

Answer – None

Question – Would like to see Tap-to-pay option to the current TVM? (Yes, No, Maybe)

Answer – Yes

Question – Do you prefer to hear the process as guidance? (Yes, No, Maybe)

Answer – Maybe

Question – Would you prefer to have a monthly subscription for your pass where your card will be recharged automatically at the first of every month? (Yes, No)

Answer – Yes

Question – Would you like to recharge your card before 1st of every month manually? (Yes, No, Maybe)

Answer – Maybe

Question – Do you have any other improvements to be included?

Answer – Pre-authorized payment option to recharge OPUS card

**Details about Interview 3:**

Date – 29-09-2019, 12:50 PM

Interviewers – Maria, Adarsh, Akhil, Charles, Dheeraj

Interviewee – Riya

Question – Are you a current worker or retired from STM?

Answer – No

Question – Age (10-20, 20-40, 40-60, 60-80, 80-100)

Answer – 40-60

Question – Gender (Female, Male, Prefer not to say)

Answer – Female

Question – What public transportation do you use the most? (Metro, Bus, Both)

Answer – Metro.

Question – Have you used TVM before? (No, Yes)

Answer 1 – Yes

Question – If yes, what difficulties have you faced during the transaction?

Answer – No.

Question – If you are using the machine for the first time, how important is the demo video or a set of instructions to operate the machine? (0-5 scale, 0 being least important and 5 being most important)

Answer – 2

Question – Have you used TVM at the same station or different stations? (Same Station, Different Stations)

Answer – Different Stations

Question – If you have used the machine at multiple stations, what differences did you notice?

Answer – None

Question – Which machine do you consider the best? And why?

Answer – None

Question – Select the category of differently abled people for whom current TVM gives enough accessibility. (Blindness, Color Blindness, Disability to walk, All of the above, None of the above)

Answer – None of the above

Question – Would you like to have TVMs at selected bus stops as well? (Yes, No, Maybe)

Answer – Maybe

Question – What type of pass do you purchase the most? (Daily, Weekly, Monthly, One way, Two way)

Answer – Monthly

Question – What specific ticket type would you like to be offered? (Paper ticket, E-Ticket)

Answer – E-Ticket

Question – If you are a monthly subscriber to STM, do you recharge on the first day of every month? (Yes, No, Maybe)

Answer – Yes

Question – What are the other means of transport you use?

Answer – Bus

Question – Is the screen light in TVM adequate to perform any transaction? (Yes, No, Maybe)

Answer – Yes

Question – What kind of interface do you prefer at the TVM? (Button operated, Touch screen, Both)

Answer – Touch screen

Question – Is the screen accessible for people with the color vision deficiency? (Yes, No, Maybe)

Answer – Maybe

Question – Ease of access (0-5 scale)

Answer – 5

Question – What is your convenient method to make a payment? (Cash, Online, Debit/Credit)

Answer – Online

Question – As a frequent user, do you prefer to buy the printed ticket or to reload your OPUS card? (Printed ticker, Reload OPUS card)

Answer – Reload OPUS card

Question – Which kind of payment receipt will be more convenient for you? (Paper receipt, e-receipt)

Answer – e-receipt

Question – Would you prefer an online application to perform all the transactions related to TVM at one place? (Yes, No, Maybe)

Answer – Yes

Question – Which language do you prefer other than English and French when using the TVM system?

Answer – None

Question – Would like to see Tap-to-pay option to the current TVM? (Yes, No, Maybe)

Answer – Maybe

Question – Do you prefer to hear the process as guidance? (Yes, No, Maybe)

Answer – Yes

Question – Would you prefer to have a monthly subscription for your pass where your card will be recharged automatically at the first of every month? (Yes, No)

Answer – Yes

Question – Would you like to recharge your card before 1st of every month manually? (Yes, No, Maybe)

Answer – Yes

Question – Do you have any other improvements to be included?

Answer – Increase processing speed.