**Passengers**

1. What problems/challenges are you currently facing in regards to fares payment in Gweru-Shurugwi minibuses?
2. What is your comment on the fairness of the current fare payment system?
3. What are your thoughts on how the fare payment system can be improved?
4. We intend to introduce an automated fare collection system; would you use it?
5. From what we have told you about the fare collection system, what improvements would you recommend?
6. For how long does a conductor serve you, as you make your fare payment
7. Rate your computer literacy skills

**Transport Operators / Fleet Managers**

1. What problems/challenges are you currently facing in regards to receiving your revenue from your minibus/minibuses daily operations
2. What is your comment on the transparency of the current fare payment system?
3. What are your thoughts on how the revenue collection system can be improved?
4. We intend to introduce an automated fare collection system, are you interested in trying it for your minibuses?
5. From what we have told you about the fare collection system, what improvements would you recommend?
6. How often do employees complain about the current fair payment system
7. Are there any special analytics/reporting needs you may wish the automated fair collection system to possess?
8. How long do you take to do revenue analysis?
9. Are you happy and satisfied with the current method in data collection?
10. Do you experience huge workloads when analysing operations?
11. What support are you willing to give, if system is to be implemented
12. Rate your computer literacy skills

**Conductors**

1. What problems/challenges are you currently facing in regards to collecting bus fares
2. What is your comment on the fairness (to the customer) of the current fare payment system?
3. What is your comment on the transparency (to the employer) of the current fare payment system?
4. What are your thoughts on how the revenue collection system can be improved?
5. If your employer is to introduce an automated fare collection system, would you prefer to use it over the current system?
6. From what we have told you about the fare collection system, what improvements would you recommend?
7. How often do customers complain about the current fair payment system
8. How long do you take to serve a single customer?
9. Do you experience huge workload when collecting bus fares?
10. Rate your computer literacy skills