1. STM’s buses and metro
2. It is cost-efficient and more accessible for a student like me compared to other types of transportation such as personal cars, bikes, and uber.
3. Depending on the wait-line, most of the time I use the vending machine
4. Instructions on the TVM could be unclear. Furthermore, if there were a technical difficulty, it would be hard to get it resolved.
5. Taking the card out too early, credit card malfunctions, etc.
6. The machine could be improved by collecting feedbacks from the users overtime. Depending on the frequent problems users might face, technicians can adjust the system’s software and hardware accordingly
7. Card, card has an extra layer of security (pin)
8. Air Canada portal for plane tickets
9. I am concerned about the authentication because there’s only password security
10. For larger purchases and important portal loggins, I would like to have extra layers of security
11. Yes
12. No, if we make cancellation too accessible we would have people who make the decision without thinking about it twice.the system would be overflowed with bookings and cancellations.