Interview 1

Date – 28th February,2023, 5:45 PM

Interviewers – Mahavir, Krishna

Interviewee – Sharad Patel

Q1. - Have you ever used the TVM before? (Yes or no)

Ans: Yes

Q2. – Have you ever used any public transportation? If yes, how often do you use public transportation?

Ans: Yes, Everyday

Q3. – Which kind of public transportation you have used the most? (Metro, Bus, or Both)

Ans: Both

Q4. – Have you used any TVM at public transportation? (Yes or no)

Ans: Yes

Q5. – Did you faced any difficulties using the any TVM? (Yes or no)

Ans: Yes

Q6. – What kinds of difficulties you have faced when using the TVM for the first time?

Ans: System Error and if they make any changes in plans or something, like recently they divided Montreal in three zones and they have changed their monthly or weekly plans for different zones.

Q7. – How difficult is to use TVM on a scale 1 to 10 for the first time?

Ans: 4

Q8. – Did you need any guidance when you first encountered the TVM at public transportation? if yes what kind of feasible solution helps to mitigate these problems?

Ans: no

Q9. – Where do you find the TVM at public transportation? like for at bus station or metro station.

Ans: Metro station

Q10. – which place do you think is more accessible for the TVM? (Inside the station or outside the station) and why?

Ans: Inside the station because of long que and weather outside the station

Q11. – have you ever found any differently abled person to use the TVM? (Yes or no)

Ans: yes

Q12. – How difficult is to use current TVM for the differently abled person on a scale 1 to 10?

Ans: 8

Q13. – what kind of feasible solution do you think helps to ease the process at TVM for differently abled people?

Ans: Long que and waiting time.

Q14. – How many TVMs do you usually finds at any station?

Ans: One

Q15. – do you find any scenario where the TVM was not working at any station?

Ans: Yes, many times

Q16 – how many TVMs do you think are required for any metro station? and why?

Ans: At least five because of long waiting time

Q17. – what do you prefer from rechargeable card or non-rechargeable ticket or pass?

Ans: Rechargeable card

Q18. – does the current TVM support both types of passes like rechargeable card or non-rechargeable card?

Ans: yes

Q19. – What is the process to get the rechargeable card?

Ans: Go to the transport office and they will provide one after identity verification.

Q20. - Do you want to add functionality to the current TVM like to get the rechargeable card from the TVM itself? (Yes or no)

Ans: yes

Q21. – what kinds of passes or non-rechargeable tickets do you mostly purchase? (Daily, Weekly, 1 day, 3-day, Unlimited evening)

Ans: monthly

Q22. – which kind of interface do you prefer? (Digital or physical (Mechanical) interface)

Ans: digital

Q23. – when you have to recharge a card? and usually what kind of fare-option do you select when you are recharging your card? (Monthly, 3-monthly, etc)

Ans: monthly

Q24. – which type of payment do use the most? (Cash or Card)

Ans: card

Q25. – which kind of payment receipt do you prefer the most? (Paper-receipt or e-receipt)

Ans: e-receipt

Q26. – what additional payment option (like apple-pay) do you think can be added to current metro station? and why?

Ans: Apply pay and google pay.

Q27. – do you think instead of buying the rechargeable card like OPUS is more convenient rather than to use a digital card like you have in your digital wallet in the smart-phone?

Ans: Digital wallet card

Q28. – which kind pf the payment process do you think is more convenient for you? (Manually or automatic)?

Ans: manually

Q29. – do you want to add the pre-authorised recharge payment option to your OPUS card?

Ans: no

Q30. – Do have any other suggestion which you would like to have at the current TVMs at the metro stations?

Ans: Digital wallet card and apple pay.