Interview 3

Date – 26th February,2023, 4:21 PM

Interviewers – Mahavir, Krishna

Interviewee – Neha Deshmukh

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, 4-5 times a week

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: No

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

Ans: language barrier

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

Ans: 6

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: Yes

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 extreme weather conditions

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

Ans: No

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

Ans: 8

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

Ans: Staff by the STM.

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

Ans: 2-3 for large station and 1 for small station

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

Ans: No

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

Ans: 4

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: Registered yourself at STM office.

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: weekly

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: yes it would be awesome.

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 would be best.

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: yes

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

Ans: Apple Pay