

### Interview Questions

1. What is your main mode of transport? If public transport, how often do you use?
2. How do you purchase the tickets? From the ticket window or Kiosk, and is there any specific reason behind it?
3. Can you walk me through the process of buying a ticket at a kiosk machine? What do you find easy or difficult about this process?
4. How was the experience with the current kiosk machine? Are the instructions are friendly or confusing?
5. What do you think about improvements that can be done to the current ticket processing machine to make it more user-friendly?
6. Is it difficult to find/locate kiosk machine at given station?
7. What kinds of difficulties you faced, when using it for the first time?
8. How difficult is to use TVM on a scale 1 to 10 for the first time, and based on current experience?
9. Is there any guidance or instructions were there when you were using the kiosk machine for the first time?
10. Do you have any suggestion to help the first-time user to walk-through kiosk machine?
11. Which place do you think is the suitable and feasible for passengers to place the kiosk machine?
12. What do you think about the current situation, Is the current kiosk system is feasible for the differently abled person?
13. What kind of suggestions you have, to improve the kiosk system for the differently abled person?
14. How many numbers of kiosk machines do you think need at any given metro station?
15. What mode of tickets do you prefer? Rechargeable card or Single journey ticket, what are the challenges you face?
16. Does the current kiosk machine support both modes of tickets?
17. Do you remember time when you find the kiosk machine was not working?
18. Is it difficult process to get the new rechargeable card, except to reload the card?
19. What is the current process to recharge the card? And how it can be improved if you have any suggestion.
20. Do you purchase the non-rechargeable pass/tickets? And what kinds of passes available now with the current metro system and what passes can be introduce?
21. For the rechargeable card? What kind of fare-option do you often select? (1 month or 3 months)
22. What mode of payment do you prefer? Credit/Debit/Cash
23. What kind of payment receipt do you prefer? (Print or e-copy)
24. In the era of NFC, is the current card supports NFC, like you can add it to your smart phones wallet and use it to scan at metro station like digital payment?
25. What do you think about the recharge-option like pre-authorized payment for recharge?
26. Can you suggest any other points that you think, needs to be improved in Montreal metro except ticket purchasing machine? And how it can implement?
27. As a daily commute user, what rating you will give to current metro system from 1 to 10?