**Interviews:**

Interviews play a crucial role in the development of software systems, especially during the requirements gathering and design phases. They are an essential tool for understanding the needs and preferences of end-users, stakeholders, and other team members involved in the project. Interviews provide an opportunity to gather insights, feedback, and ideas that can be used to develop software that meets the needs of its intended users.

Interviews with end-users can help in improving the overall user experience of the software by understanding the needs and preferences of the target audience.

For conducting these interviews, we have considered different user groups like daily commuters, senior citizens and specifically abled people. By conducting TVM interviews with divergent age group people, you can gain valuable insights into the usability and effectiveness of TVMs. This information can be used to improve TVM features and functionality, making it easier for users to purchase tickets and navigate the public transport system. This can ultimately lead to improved customer satisfaction and increased usage of public transport.

Q1: How often do you use the ticket vending machine (TVM)?

#### Q2: Do you think it is convenient to purchase a ticket using the ticket vending machine?

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#### Q3: Do you find the payment options provided by the TVM at TTC metro stations to be convenient? Which payment method is preferred by you for payments in TVM?

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#### Q4: Do you believe it is safe to use your banking cards in TVMs for payments?

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#### Q5: Do you prefer loading your presto card online or from self-service TVM?

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Q6: Would you prefer to use an alternative method for purchasing your fare, such as a mobile app or a ticket booth with a staff member present?

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#### Q7: Do you feel the TVM at TTC metro stations are accessible and user-friendly for people with disabilities or language barriers?

#### Q8: Have you ever used the TVM in a language other than English?

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Q9 Have you ever noticed someone struggling to use the TVM? If so, what do you think could be done to help them?

Q10: Have you ever received assistance from TTC staff when using the TVM? If so, how helpful was the staff?

Q11: Are there any improvements you would like to see made to the TVM to make it easier for older age group people to use?

#### Q12: What features would make TVMs easier to use?

#### Q13: What age group you belong to?

#### 17 or younger

#### 18-24

#### 25-34

#### 35-44

#### 45-54

#### 55-64

#### 65 or older