**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 commuters’ 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 commuters 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)?

1. Often
2. Very often
3. Sometimes
4. Rarely

**Answer:** Sometimes

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

#### Agree

#### Somewhat agree.

#### Neither agree nor disagree

#### Somewhat disagree.

#### Disagree

**Answer:** Agree, Its very convenient to use TVM.

#### Q3: Do you find the payment options provided by the TVM at TTC metro stations to be convenient?

#### Yes

#### No

**Answer:** yes, payment options are very clear and simple to use.

#### Q4: Which payment method is preferred by you for payments in TVM?

#### Cash

#### Card

**Answer:** Personally, I would prefer using a card.

#### Q5: Do you believe it is safe to use your banking cards in TVMs for payments?

#### Safe

#### Somewhat safe

#### Unsafe

#### Somewhat unsafe

**Answer:** Safe, it’s very safe to use card.

#### Q6: Do you prefer loading your presto card online or from self-service TVM?

#### Online

#### TVM

**Answer:** I prefer online, because it’s quite flexible you don’t have to go out to recharge your card

**Q7:** 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?

1. Application
2. Ticket booth with a staff

#### Answer: I think application would be better.

#### Q8: Do you feel the TVM at TTC metro stations are accessible and user-friendly for people with disabilities or language barriers?

#### Agree

#### Somewhat agree.

#### Neither agree nor disagree

#### Somewhat disagree.

#### Disagree

#### Answer: I do agree with the question, I have not seen anyone struggling with a TVM.

#### Q9: Have you ever used the TVM in a language other than English?

#### Yes

#### No

#### Answer: No, not yet

#### Q10: What age group you belong to?

#### 17 or younger

#### 18-25

#### 26-35

#### 36-45

#### 46-55

#### 56-65

#### 66 or older

#### Answer: I belong to 18-25 Age group.

#### Q11: What features would make TVMs easier to use?

#### Answer: I think the TVM should be fast and efficient to save as much as time as possible because everybody is in rush. It will be great if TVM process quite fast.

Interview recording link: https://drive.google.com/drive/folders/1vo4CgwjhUtiiPU7cmO34Ip\_6ecx-gh1F?usp=share\_link

**Other questions:**

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

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

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