Interviewers : Pal, Rahul, Sakshi, Shreyas, Shubham, Tanvi (Group L)

Interview 1

Interviewer : What is your age group ? (Youth: 10-17, Adult: 18-54 , Senior: 55+)

Interviewee : Youth

Interviewer : Have you used STM ticketing services before?

Interviewee : Yes

Interviewer : How often do you use STM services?

Interviewee : Daily

Interviewer : What mode of transport do you use more frequently? (Bus, Metro or Both)

Interviewee : Both

Interviewer : What is the main purpose of using STM services?

Interviewee : Traveling for work, going to university and leisure

Interviewer : What kind of pass do you prefer to purchase? (one ticket, double ticket, single day, weekly pass, monthly pass, Student-Elderly monthly pass)

Interviewee : Student Pass

Interviewer : Would you like to have online pass renewal services for OPUS cards?

Interviewee : Yes

Interviewer : What is the payment method you use for your purchase?(Debit/Credit, Cash or Online)

Interviewee : Credit

Interviewer : Are the prices and scope of each pass clear while making the purchase?

Interviewee : Yes

Interviewer : Is STM ticketing system user friendly for differently abled users?

Interviewee : Maybe

Interviewer : Does STM provide a different interface for differently abled users?

Interviewee : There are numbers written in Braille at the kiosk for purchasing tickets.

Interviewer : What language do you prefer for better functioning of the STM ticketing system? (English, French, Both or Others)

Interviewee : Both

Interviewer : Would you prefer an auto renewal at the beginning of every month for the monthly passes?

Interviewee : Yes

Interviewer : How would you like the access cycle to be for monthly passes? (1 month from the day of purchase/pass renewal or Beginning of every month)

Interviewee : Day of pass renewal

Interviewer : How would you like to receive the receipt for your purchase?(Paper receipt or email)

Interviewee : Paper

Interviewer : On a scale of 0-5 how satisfied are you with the STM ticketing system?

Interviewee : 4

Interviewer : Are there any suggestions you would like to give for improvement of the ticketing system?

Interviewee : Faster processing as there is always queue for buying tickets or topping up the OPUS card

Interview 2

Interviewer : What is your age group ? (Youth: 10-17, Adult: 18-54 , Senior: 55+)

Interviewee : Adult

Interviewer : Have you used STM ticketing services before?

Interviewee : Yes

Interviewer : How often do you use STM services?

Interviewee : often

Interviewer : What mode of transport do you use more frequently? (Bus, Metro or Both)

Interviewee : Both

Interviewer : What is the main purpose of using STM services?

Interviewee : visiting friends or shopping

Interviewer : What kind of pass do you prefer to purchase? (one ticket, double ticket, single day, weekly pass, monthly pass, Student-Elderly monthly pass)

Interviewee : single or double ticket

Interviewer : Would you like to have online pass renewal services for OPUS cards?

Interviewee : Maybe

Interviewer : What is the payment method you use for your purchase?(Debit/Credit, Cash or Online)

Interviewee : Debit or Cash

Interviewer : Are the prices and scope of each pass clear while making the purchase?

Interviewee : Yes

Interviewer : Is STM ticketing system user friendly for differently abled users?

Interviewee : Not applicable

Interviewer : Does STM provide a different interface for differently abled users?

Interviewee : No

Interviewer : What language do you prefer for better functioning of the STM ticketing system? (English, French, Both or Others)

Interviewee : English

Interviewer : Would you prefer an auto renewal at the beginning of every month for the monthly passes?

Interviewee : Not applicable

Interviewer : How would you like the access cycle to be for monthly passes? (1 month from the day of purchase or Beginning of every month)

Interviewee : Not applicable

Interviewer : How would you like to receive the receipt for your purchase?(Paper receipt or email)

Interviewee : Email

Interviewer : On a scale of 0-5 how satisfied are you with the STM ticketing system?

Interviewee : 5

Interviewer : Are there any suggestions you would like to give for improvement of the ticketing system?

Interviewee : More kiosk at small stations

Interview 3

Interviewer : What is your age group ? (Youth: 10-17, Adult: 18-54 , Senior: 55+)

Interviewee : Senior

Interviewer : Have you used STM ticketing services before?

Interviewee : Yes

Interviewer : How often do you use STM services?

Interviewee : very often

Interviewer : What mode of transport do you use more frequently? (Bus, Metro or Both)

Interviewee : Both

Interviewer : What is the main purpose of using STM services?

Interviewee : Work and groceries

Interviewer : What kind of pass do you prefer to purchase? (one ticket, double ticket, single day, weekly pass, monthly pass, Student-Elderly monthly pass)

Interviewee : Senior Monthly Pass

Interviewer : Would you like to have online pass renewal services for OPUS cards?

Interviewee : Yes

Interviewer : What is the payment method you use for your purchase?(Debit/Credit, Cash or Online)

Interviewee : Debit/Credit

Interviewer : Are the prices and scope of each pass clear while making the purchase?

Interviewee : Yes

Interviewer : Is STM ticketing system user friendly for differently abled users?

Interviewee : It has special seats for disabled people and separate space in the metro for people using wheelchairs.

Interviewer : Does STM provide a different interface for differently abled users?

Interviewee : I am not sure

Interviewer : What language do you prefer for better functioning of the STM ticketing system? (English, French, Both or Others)

Interviewee : Both

Interviewer : Would you prefer an auto renewal at the beginning of every month for the monthly passes?

Interviewee : Yes that would be better

Interviewer : How would you like the access cycle to be for monthly passes? (1 month from the day of purchase or Beginning of every month)

Interviewee : Anything is fine

Interviewer : How would you like to receive the receipt for your purchase?(Paper receipt or email)

Interviewee : Paper

Interviewer : On a scale of 0-5 how satisfied are you with the STM ticketing system?

Interviewee : 5

Interviewer : Are there any suggestions you would like to give for improvement of the ticketing system?

Interviewee : Tap and pay would be useful to pay for my pass.

Interview 4

Interviewer : What is your age group ? (Youth: 10-17, Adult: 18-54 , Senior: 55+)

Interviewee : Youth

Interviewer : Have you used STM ticketing services before?

Interviewee : Yes

Interviewer : How often do you use STM services?

Interviewee : Daily

Interviewer : What mode of transport do you use more frequently? (Bus, Metro or Both)

Interviewee : Bus

Interviewer : What is the main purpose of using STM services?

Interviewee : School and meeting friends

Interviewer : What kind of pass do you prefer to purchase? (one ticket, double ticket, single day, weekly pass, monthly pass, Student-Elderly monthly pass)

Interviewee : Student Pass

Interviewer : Would you like to have online pass renewal services for OPUS cards?

Interviewee : Yes

Interviewer : What is the payment method you use for your purchase?(Debit/Credit, Cash or Online)

Interviewee : Cash

Interviewer : Are the prices and scope of each pass clear while making the purchase?

Interviewee : Yes

Interviewer : Is STM ticketing system user friendly for differently abled users?

Interviewee : Wheelchair space in first section of the metro

Interviewer : Does STM provide a different interface for differently abled users?

Interviewee : Maybe

Interviewer : What language do you prefer for better functioning of the STM ticketing system? (English, French, Both or Others)

Interviewee : Both

Interviewer : Would you prefer an auto renewal at the beginning of every month for the monthly passes?

Interviewee : Yes

Interviewer : How would you like the access cycle to be for monthly passes? (1 month from the day of purchase or Beginning of every month)

Interviewee : Beginning of every month

Interviewer : How would you like to receive the receipt for your purchase?(Paper receipt or email)

Interviewee : Any

Interviewer : On a scale of 0-5 how satisfied are you with the STM ticketing system?

Interviewee : 5

Interviewer : Are there any suggestions you would like to give for improvement of the ticketing system?

Interviewee : They can set up stations for buying passes at a few bus stations as well.

Interview 5

Interviewer : What is your age group ? (Youth: 10-17, Adult: 18-54 , Senior: 55+)

Interviewee : Adult

Interviewer : Have you used STM ticketing services before?

Interviewee : Yes

Interviewer : How often do you use STM services?

Interviewee : As a tourist have used in once when I visited Montreal

Interviewer : What mode of transport do you use more frequently? (Bus, Metro or Both)

Interviewee : Have traveled by both

Interviewer : What is the main purpose of using STM services?

Interviewee : Visiting places

Interviewer : What kind of pass do you prefer to purchase? (one ticket, double ticket, single day, weekly pass, monthly pass, Student-Elderly monthly pass)

Interviewee : Weekly pass

Interviewer : Would you like to have online pass renewal services for OPUS cards?

Interviewee : Maybe

Interviewer : What is the payment method you use for your purchase?(Debit/Credit, Cash or Online)

Interviewee : Debit

Interviewer : Are the prices and scope of each pass clear while making the purchase?

Interviewee : Yes

Interviewer : Is STM ticketing system user friendly for differently abled users?

Interviewee : Yes

Interviewer : Does STM provide a different interface for differently abled users?

Interviewee : Not sure

Interviewer : What language do you prefer for better functioning of the STM ticketing system? (English, French, Both or Others)

Interviewee : English

Interviewer : Would you prefer an auto renewal at the beginning of every month for the monthly passes?

Interviewee : Don't know

Interviewer : How would you like the access cycle to be for monthly passes? (1 month from the day of purchase or Beginning of every month)

Interviewee : Not applicable

Interviewer : How would you like to receive the receipt for your purchase?(Paper receipt or email)

Interviewee : Paper

Interviewer : On a scale of 0-5 how satisfied are you with the STM ticketing system?

Interviewee : 4

Interviewer : Are there any suggestions you would like to give for improvement of the ticketing system?

Interviewee : Touch screen interface can be useful.