Summary/transcript of qualitative data collection

1. Can you walk me through the last time you topped up your Leap card using the TFI Leap Top Up App?

- User 1: Scanned card against back of phone; had to remove the case in order to do so; went to the place to add credit, was not too difficult to find.
- User 2: Was a month ago; topped up for 30 euro (a lot for me), because I did not want to go on the app again; only use the app when at college.
- User 3: A month ago; been a while; it's very easy; get the card, tap; that's it.
- User 4: Last time I went to 'add credit' on the menu and selected the amount I wanted, used my debit card to pay; the process was quite straightforward.
- User 5: I don't use it on a regular basis; last time was for a clip to the cliffs; I had to scan my card, which did not work immediately; then top it up.

2. The Mobile Application has four main icons in the menu on the bottom: 'add ticket', 'transactions', 'add credit', and 'capping'. Could you explain wherefore and how you use each of these pages?

- User 1: well, 'add ticket' I do not really know, probably to add a ticket, but you also have add credit and I don't know the difference; 'transaction' so you can see past trips, a nice overview; 'add credit' I can add the money to the Leap card; 'capping' no clue.
- User 2: 'add ticket' never used this, assume how to buy bus ticket , didn't know you could do that; 'transactions' use that quite a lot to see balance; 'add credit' where I added the money; 'capping' also never used this, don't actually know how to use that.
- User 3: 'add credit' adding money to the card; 'transactions' how much I spend each amount of time; 'add ticket' do you get a ticket?; 'capping' oh I don't know.
- User 4: use 'add credit' for topping-up; 'transactions' to check recent payments or top-ups; don't use 'add ticket' often since I mostly pay as I go; for 'capping' I check it occasionally.
- User 5: 'add ticket' is probably to buy a specific ticket, but I don't use it myself; in 'transactions' I can take a look at my past transaction; 'add credit' is so I can add more money to my Leap card; 'capping' never looked at that if I'm honest.

3. Can you think of a specific time when you had a problem while using the TFI Leap Top Up App? Follow up: How did you solve this problem?

- User 1: Scanning the card didn't work; after trying different angles it did.
- User 2: Putting the card to the back of my phone is sometimes really gammy, where I'll have to take off my case and obviously it's annoying in a rush to do that.
- User 3: Maybe if just the app was down.
- User 4: Yes, once I couldn't add credit because the app wouldn't load my card properly. Resolved it by closing and reopening the app. It's frustrating when this happens.

- User 5: One time the transaction would not go through, as the payment provider was not accepted or something; as there where no other payment options than credit card that was pretty annoying.

4. Are there any points where you feel the app makes things more difficult than necessary in terms of navigation (finding information)?"

- User 1: I could find everything I needed quite easily.
- User 2: No, I think it's actually pretty well laid out; I find it quite easy.
- User 3: No, not really; everything's fine.
- User 4: Overall it's pretty good, a search function might be nice.
- User 5: I never have a problem to find anything, so no.

5. How does the TFI Leap Top Up App compare to other Mobile Applications that use a Top Up system, both aspects that are better/worse?

- User 1: The ns *(nederlandse spoorwegen – dutch railway)* has an automatic top up, so the card adds credit automatically when it goes below a certain point; and you can see where the buses are; when they are scheduled to be here.
- User 2: I think it's actually a lot better; no other app on my phone can do the card at the back of the phone, I think that's really cool; so yeah pretty positive
- User 3: It's very simple and it's quicker, a lot quicker.
- User 4: It feels slower ; 'Revolut' is much quicker with its transactions. There is also no support for Apple Pay, for example.
- User 5: Except that I need the scanning of my Leap card to work to use the app, I think it functions pretty okay compared to others.

6. Which features enhance and/or improve the use of the TFI Leap Top Up App?

- User 1: That I can top up.
- User 2: The card tapping, that's really good.
- User 3: I don't know, I guess just adding credit.
- User 4: Just being able to check transactions and top-up is useful.
- User 5: I guess I do like the scanning of my card when it works.

7. If you could add or change one feature of the TFI Leap Top Up App, what would it be, and why?

- User 1: I would add an automatic top up.
- User 2: It's kind of slow when it's updating money; you don't know if it's gone through and then you have to check it again; it takes some time, it's kind of concerning; sometimes if you add up like a lot of money you're like oh my god, I'm losing the money.
- User 3: It's pretty good, so I don't think I would change anything.
- User 4: I'd add an Apple and Google Pay support; it would make topping up much easier.

- User 5: I think I would like another way to access the app, for when my card won't scan.

8. How does the TFI Leap Top Up App layout influence your overall experience with the application?

- User 1: Not too much layout, which makes everything easy to find.
- User 2: Pretty positive; it's pretty easy to read.
- User 3: It's easy; there's only a couple of buttons, only a couple of things to press.
- User 4: It's not hard to use, but does not stand out visually.
- User 5: I think it is quite neat and clean; makes it easy to use the app.