

# Interview Guide

## Challenge 1 / Citymapper

### Introduction

I am doing research to try and add a useful feature on a transport app, may I ask you a few questions?

### Open-ended questions

- How did you come here?
- How do you usually commute to work (or university, or anywhere else)?  
Public transport, car, scooter, bike, walking...?
- How often do you use public transport?
- What types of public transport do you mostly use (tram, bus, RER, metro, transilien...)? Do you often combine them?
- How, where and how frequently do you buy your transport tickets or transport passes? How do you feel about that process?
- Have you ever used public transport in a foreign country? What was your experience? Is there anything you would like to see replicated in your city?
- What apps or tools do you use to facilitate your commutes?
- Why? What do you like about them? What do you dislike about them? What improvements would you like to see?

### Wrap up & thanks