

# Interview Questions:

## Journey Map:

### Public Transit Journey Map



The following questions have been prepared for review by the advisory committee. We recognize that we will not be able to ask all the following questions, but we have prepared the following to account for various responses. We will likely be able to ask between 6 and 12 questions, depending on the participant.

### Introductory Questions:

- What does a typical route/ ride look like? What mode of transportation do you use?
- Where do you take public transportation?
- Do you take the same route? Does your route change?
- How often do you take public transit?
- Are you taking public transit alone? / With whom are you taking public transit?

### Planning/ Leaving the home:

- What is involved in planning your trip?
- How do you get to the bus/train/subway stop?

### Waiting for Transportation:

- What is your experience waiting for the public transit? (How long do you typically wait, what features do you like (e.g. seating, shelter, etc.), what do you do)?

### Purchasing a Ticket:

- Can you describe your usual process for buying a transit fare in Toronto?

#### *Follow up questions:*

- Do you prefer using specific methods like kiosks, mobile apps, or ticket booths?
- Are there any challenges you've encountered while purchasing a transit fare? This could be related to understanding pricing, navigating the options, or any difficulties with the machines.
- Are there any suggestions you have to make it a smoother experience?

### The Ride:

#### General questions:

- What is something that you find challenging or difficult when you ride public transit?
- What is something that you like about your ride?
- What is something that you enjoy about your commute?
- Do you do anything or use any supports to make your ride more enjoyable?
- What is something that you would change about your commute?

The following are anticipated follow up questions based on the literature and that can be used depending on participants' responses.

## **FOLLOW UP QUESTIONS GENERAL**

### Learning how to ride/Way Finding:

- How do you make sure that you are going in the right direction or getting off at the right time?
- How do you figure out where to go and find your way around?
- Have you ever felt lost or unsure about directions? What do you do to help you find your way?
- What tools or strategies do you use to help you navigate unfamiliar places, like maps, signs, or asking for help?

### Sensory Experience:

- What do you notice about the sounds, sights, and smells around you during your daily commute? Do they impact your ride?
- Do certain sensory experiences, like loud noises or bright lights, affect how you feel during your journey?
- How do you cope with sensory experiences that might be uncomfortable or overwhelming during your commute?
- Are there any sensory aspects that you particularly enjoy or find calming during your travels?

### Social Environment

- Please describe some experiences you've had while interacting with fellow passengers during your rides
- Have you ever encountered any challenges or uncomfortable situations when dealing with others on public transit? How did you handle them?
- Do you usually interact with other people while using public transportation?

### Physical Environment

- Is there something in the physical environment that you find helpful or harmful? (e.g. cleanliness, physical access, etc.)

### Unexpected Events/Safety:

- Do you feel safe when taking public transportation? What makes you feel safe? What does not?
- Has something unexpected happened while you have taken public transportation? If so, what happened?
- How do you handle situations where there might be unexpected changes or delays that affect your arrival at your destination? Is there something that you have found helpful?
- What can transportation providers do to environment to help you feel safer?
- Is there something transportation providers can do to help you feel safer or more comfortable when unexpected events or disruptions happen?

### Arriving:

- How do you make sure you get to your destination?
- What steps do you usually take to make sure you get off at the right stop or station when using public transportation? Do you have any tools or strategies?
- How do you feel after the ride when you arrive at your destination?

## Learning to take public transit:

- When and how did you start taking public transit? How did you learn? Did anyone help you?
- If you were to help someone else learn how to use public transit, what advice or tips would you give them to make the process smoother?
- What resources or methods did you find most helpful when you were figuring out how to navigate the public transportation system?
- Did you have any challenges or concerns when you were learning to use public transit for the first time? How did you overcome them?
- How confident do you feel now about using public transit compared to when you were just starting to learn? What contributed to your growing confidence?

## Opportunities for co-design / Accessibility Services

- How would you like transit agencies (TTC and Metrolinx) to go about getting advisory feedback?
- How would you like to be involved in making changes to transit?
- Do you use or are aware of any of the accessible and safety features offered by the TTC and Metrolinx (e.g. wheel-trans, transit training, Safe TTC App, etc.)

## Photovoice Prompts:

Take pictures of things that catch your attention or that best reflect your journey. To help guide your photos, think of these questions:

- What is involved in planning your trip? How do you get organized?
- What do you do when waiting for the bus/train/tram/subway?
- What is something that you find challenging or difficult when you ride public transit?
- What is something that makes your ride easier or more enjoyable?
- What is something that you enjoy about your commute?
- What is something that you would change about your commute?
- What would you do to change the public transit system to improve your experience?

**IMPORTANT:** Please be safe when taking photos. Do not go places that you would not normally go to or where you could get hurt. Please stay on the platform and in designated waiting areas.

Also, keep in mind that if you take someone's pictures without asking them first, it might invade their privacy. While it is unlikely, some people might get upset if you take their picture without permission. So, it's important to be careful and consider how to do it nicely. Also, instead of taking pictures of others, you can take photos or videos of objects/environments or of yourself.