

Transportation Interview

Date: 3/2/2017

Author: Cheryl Lewman

Script (session length: 60 min)

Participant Name: Rebecca T.

Contact Info: Private

Time/Date: 3/2/2018

Location: Milwaukie, Oregon

1. Introduction (5 minutes)

Explain purpose

Setup audio gear

2. Read Blurp

"I'm not evaluating you in any way; rather, I'm looking at your daily transportation needs to see what works well, what doesn't, and to see how your commute could be even better. There are no right or wrong answers, but the more information you can give me, the better I can understand your needs. I will ask you about your current transportation situation, what your needs are, what works, and what doesn't.

I'm going to record audio from this on my phone so that I can make sure that I don't miss any details. It will also help me to go back and remember the entire interview.

Do you have any questions at this point?

3. Sign NDA and turn off phones.

4. For the camera, can you tell us your name and what you do?

5. What times of day do you commute to and from work?

6. Please describe your morning commute?

- a. How long does it take?
- b. What mode(s) do you use?
- c. Are there ever anomalies or certain unpredictability?

- d. About how much do you think it costs?
- e. Are any parts of your commute hectic? If so, can you talk a little about that?
- f. Are there any parts of your commute that seem smooth/peaceful? If so, can you talk about that?

7. If you have a car, do you share it with someone else?

8. What is the most unusual commute experience you've had?

9. (reprompt)- describe to me, in detail, your morning commute.

10. (reprompt)- describe to me, in detail, your evening commute.

11. How do you pay for your commute?

- a. Please include all travel related costs: parking, car insurance, car payment, gas, train, bus, bike, etc..
- b. Do you get a discount by paying for certain things by the week or month, instead of by the day?
- c. What methods do you use to pay for each of these items?
 - i. Do you always use the same payment method?
 - ii. Why do you use that method, are there other options
 - iii. Are there any barriers to using any of these methods?
 - iv. How did you learn about your different payment options?

12. How did you decide which methods of transportation you were going to use? Which factors played the biggest role (time, money, convenience, environment, etc)?

13. Are you satisfied with your morning commute? If not, what parts are unsatisfying?

14. Are you satisfied with your evening commute? If not, what parts are unsatisfying?

15. If you take public transit, do you use your phone or work during your trip? If so, does that make the time go by more quickly or more efficiently?

16. If you could improve your commute, how would you?

17. Do you have any plans or hopes to change your commute in the future? If so, what would those changes look like?

18. Is there anything you would like to ask me?

19. Thank you so much for your time and sharing your story with me.

Summary: I am a trained ethnographer and cultural anthropologist and am used to interviewing people. It was interesting to interview someone where I was thinking about their use of technology and thinking of ways that one could change their life a bit (as an anthropologist, you don't go there). I was also thinking that it would have been much more beneficial to actually follow him on his commute, watch him use the train app, that sort of thing. I was also fortunate to interview someone who is a UX designer and knows the kinds of things I'm looking for in an interview.