

INTERVIEWS

Interview One

Subject One: Female, 19 years old, Post Secondary Student

How much do you commute?

Only once every 3-4 weeks to go home. I commuted a lot more in the summer though, like once week.

Why do you commute?

I commute between Waterloo and Mississauga to go home. And sometimes I commute between Mississauga and Toronto to visit my boyfriend or for community involvement/volunteering.

Is there a reason why you use the GO bus instead of any other kind of transportation?

I do not drive a car nor do I have access to a car if I live in Waterloo or if my parents are at work. Go bus is the fastest way for me to commute other than car. It also takes me directly to Square One (Mississauga) or Union Station (Toronto) which is at the centre of everything, so it's convenient.

How do you feel about the bus ride?

Usually it is pleasant. The drivers are mostly nice. Sometimes people talk on their phones and it is distracting. I usually prefer the busses that offer wifi so that I could get work done or search up something to pass time.

How long is your ride?

From Waterloo to Mississauga, the longer route that stops at multiple areas would take 2 and a 1/2 hours. The direct route would take 1 and a 1/2 hours. From Mississauga to Toronto, it takes about 45 minutes.

What do you do on the ride?

I always listen to music and stare out the window, and once or twice I fell asleep. Most people fall asleep though.

Do you use the Presto system?

Yes, I tap every time I go on and off the bus.

Do you use any apps to check when the bus times are?

I use google map. So I would input my start location and end location, and the current time or time that I need to arrive. Google map determines the quickest route.

Do you feel rushed when you have to take the GO bus?

I feel rushed when it's infrequent, or when it leaves early.

Do you ever miss your stop?

I don't think I've ever missed before.

Have you ever got on the wrong bus, or got off at the wrong stop?

Yes, I boarded a bus in Toronto to go home and ended up in Milton. The numbers were similar.

Do you ever forget to tap on or off?

Not really, I'm reminded by the person before me.

Interview Two

Subject Two: Male, 19 years old, Post Secondary Student

How much do you commute?

Daily Monday to Friday

Why do you commute?

To get from home to school

Is there a reason why you use the GO bus instead of any other kind of transportation?

It goes straight to school the bus ride is only 20 minutes

How do you feel about the bus ride?

The bus ride is fine. It's just sometimes it runs behind schedule quite consistently

How long is your ride?

20 minutes

What do you do on the ride?

I listen to the music on my phone

Do you use the Presto card system?

Yes I use my presto card for the go bus

Do you use any apps to check when the bus times are?

I use the GO Mobile app

Interview Three

Subject Three: Male, 21 years old, Post Secondary Student

How much do you commute?

Twice a day, only on school days (Wednesday, Thursday and Friday)

Why do you commute?

Because I have yet to fix my car, and I need to get to school

How do you feel about the bus ride?

The bus ride is long and fairly pricey so I end up not only with school debt but bus debt as well On top of that it's freezing when it's hot):

What do you do on the ride?

If i sit beside a friend I usually have a good chat, otherwise I spend my time getting some last minute homework done, playing a game, or sleeping

how long is your ride?

1.5 hours

Do you use the Presto card system?

Yes I do

Do you use any apps to check when the bus times are?

Yes the transit app and google maps

Do you feel rushed when you have to take the GO bus?

I only feel rushed when I am running late, otherwise the Go is usually a bit late

Do you ever miss your stop?

I miss my stop rarely, because the app keeps me informed of when it will arrive

Have you ever got on the wrong bus, or got off at the wrong stop?

I HAVE taken the wrong bus AND gotten off the wrong stop, ending up somewhere in caledon The day costed me a lot for the double mistake

Do you ever forget to tap on or off?

I don't forget to tap off, but if I can't find my card, i just get off without tapping

Interview Four

Subject Four: Female, 22 years old, Graphic Designer

How much do you commute?

I commute pretty much everyday. I hop on the Oakville bus to the Go Station, then the train to Union Station in Toronto. From there, I just walk about 8 mins to my office on King St W.

Why do you commute?

I commute because it's easier to go to Toronto by train than by car. There's no traffic. I could relax and sneak in a nap on the train into the office.

Is there a reason why you use the GO bus instead of any other kind of transportation?

Also, I don't have a license or access to a car. I guess I'm also unknowingly helping the environment this way?

How do you feel about the bus ride?

I'm on the train more, and I usually only take the bus for 12 mins to my house. It's not bad. I just don't like it when it's rush hour and we get stuck in traffic.

I like the train more. The movement is more subtle and soothing, so it's kind of nice reading a book. Not so much on a bus though

How long is your ride?

Generally, just over an hour when I catch the express trains. About an 1 hr 45 mins when I take an all stops train, especially when I had a long day at work. It takes longer because the train and bus don't match up when I arrive at the Go station in Oakville

What do you do on the ride?

In the morning I like to read newsy things on Twitter. I have a special list with The Globe and Mail, Toronto Star, Weather Network so I can stay informed. And have topics for small talk in the lunch room when I'm making my oatmeal . But after some Twitter browsing and Instagram, I take a little 20 mins nap until we arrive at Union. I just listen to music on my phone on the short bus ride to the Go station. On rare times, I read a book on my iPad on my way home from work

Do you use the Presto card system?

I use Presto, ever since 2010

Do you use any apps to check when the bus times are?

I use Rocketman for the TTC and GO Transit App
And Google Maps to make trip planning times easier

Do you feel rushed when you have to take the GO bus?

I hardly feel rushed taking the GO Train. Just because my mornings are very routine. I sometimes just think if I'd ever catch that 7:58 train that JUST departs as my bus pulls into the station, but I've accepted that fact that I won't, unless my dad drives me to the station. Going home is a little different though, as I don't leave the office the same time everyday. I often think when the next train is, calculate what time I'd have to be out of the building and catch that train, so yeah, while my mornings are calm and routine, my evenings I often feel rushed and trying to beat time to get on the platform on time. Because I don't get on the last rush hour train, it's going to take me about 2 hours to get home to Oakville from Toronto.

Do you ever miss your stop?

I don't *always* miss my stop, but I have several times. It's usually when I'm super tired, dozed off and miss my stop. Ending up in Bronte after missing my stop at Oakville is never my favourite. I have to wait another 30 mins for the next eastbound train and then take another 15-20 mins to get to my house. Are these still GO-specific questions? I haven't been on the wrong GO train/buses, but this has happened way too many times on the TTC, I've gotten so paranoid with it. Wrong subway line, streetcar that does a short term, bus that goes the other direction and ended up in North York when I should be in Etobicoke.... It's never fun. And when you admit to the bus driver that you've gotten on the wrong bus, they get so angry with you!

Have you ever got on the wrong bus, or got off at the wrong stop?

I've forgotten to tap on a few times. This is super easy to do on the GO train because it relies heavily on passenger trust. Nobody monitors if you've tapped on or not. Whereas on the bus, it's totally different because the bus driver's there. But yes, I've forgotten to tap a few times. And it's such a guilt and burden to carry when you know you forgot. It's like having a dark cloud following you and you can't breathe praying nobody inspects because you never know when the inspectors go on their random checks. It's the worst feeling. Thankfully, I haven't been caught yet.

Do you ever forget to tap on or off?

The odd times I've forgotten to tap off, it hits my PRESTO card pretty hard. I have an automatic ride between Oakville and Union Station, so whenever I would tap at either one of those stations, it knows I'm going to the other station and I wouldn't have to tap off. Sometimes, I end up in Liberty Village for whatever reason and I would actually get on Exhibition station instead. Mentally, I think I came from Toronto, so I don't think about tapping off. But really, I got on at Exhibition, and upon this realization, I can't turn back because I'm already halfway to my house and I can't go back to Oakville Go to tap off. And I get charged \$10+ because I didn't tap off and automatically assumed I went to the end of the line in St. Catherines or something. I try to avoid this because it's a costly mistake that wouldn't happen if I'm more aware.

Interview Five

Subject Five: Female, 21 years old, Post Secondary Student

How much do you commute?

Every day

Why do you commute? Is there a reason why you use the GO bus instead of any other kind of transportation?

I have no car and i have to get to school and bussing gets me places the train can't

How do you feel about the bus ride?

I'm not a fan of commuting and its kinda stuffy and expensive but its comfortable for long rides

How long is your ride?

An hour and 20 minutes

What do you do on the ride?

I downloaded a bunch of movies and new albums and i watched those after i got carsick from doing homework

I actually got a ton of work done on those rides

Do you use the Presto card system?

Yes

Do you use any apps to check when the bus times are?

Yes i use google maps

Interview Six

Subject Six: Female, 18 years old, Post Secondary Student

How much do you commute?

Only once for fan expo to Toronto

Why do you commute?

Because I want to go to FanExpo with my friends in a commute that can fit us all in one go

How do you feel about the bus ride?

Good and safe and very calm

How long is your ride?

30 minutes

What do you do on the ride?

Talk to my friends and make new friends because everyone takes the GO for FanExpo

Do you use the Presto card system?

No, we use a group ticket

Do you use any apps to check when the bus times are?

No, we just check on the website or on the monitor at the station

Interview Seven

Subject Seven: Female, 18 years old, Post Secondary Student

How much do you commute?

Every day to and from class, so in this semester I commute 4 days per week

Why do you commute?/ Is there a reason why you use the GO bus instead of any other kind of transportation?

It's the least expensive option for me. I don't have a car of my own and insurance + gas + parking + maintenance (e.g. tire or oil changing) is costly

How do you feel about the bus ride?

Umm generally bus rides are comfortable. The seats on the older single-level buses have uncomfortable headrests though. They're hard and force your neck into an uncomfortable position

Another issue is that buses are sometimes 5-10 mins later than the schedule says

How long is your ride?

I spend about 1 hour on the go bus, 1 and a half total if including city bus
That's for a one way trip

What do you do on the ride?

I try to nap, if i can't nap then i listen to music and stare out the window
Reading and using the computer makes me motion sick

Do you use the Presto card system?

Yes

Do you use any apps to check when the bus times are?

I used to use Google maps until the schedule changed this year. Recently Google Map's suggested routes have inaccurate times or suggest longer routes, so I've went back to using the GO Mobile app

Interview Eight

Subject Eight: Female, 19 years old, Post Secondary Student

How much do you commute?

Well I commute four days every week, I use the bus to and from school. Pay for my presto card every other day directly at the go station.

Why do you commute?

I commute because it is my only transportation to college.

Is there a reason why you use the GO bus instead of any other kind of transportation?

I don't own a car as of right now, and it is far too expensive to use one because I would have to pay for insurance, gas and the parking. There are no trains and local buses available that can take me to Sheridan. And taking the shuttle bus would take far too long.

How do you feel about the bus ride?

The bus ride is good. The environment inside is great, lots of space, comfy seats and good heating/AC. One problem that often occurs is that the bus does not arrive on time, often is arrives too late.

How long is your ride?

around 40 minutes or about an hour depends on traffic

What do you do on the ride?

During the morning, I'm likely to sleep on the bus, if not I just listen to music. I sometimes use the outlets available on the bus.

Do you use the Presto card system?

I always use the presto card to use the go buses.

Do you use any apps to check when the bus times are?

I only use the google maps app to check the bus schedules

Do you feel rushed when you have to take the GO bus?

When I take the bus, sometimes I get late because the bus sometimes arrives early then the the expected time or because the line to pay my presto card takes too long.

Do you ever miss your stop?

I've missed a stop before, it's either because I took a new bus that I've never used

Have you ever got on the wrong bus, or got off at the wrong stop?

Usually when I take buses for the first time, I do get of the wrong stop

Do you ever forget to tap on or off?

The first few times when I took the buses using the presto card, I did often forget to tap off.

Interview Nine

Subject Nine: Male, 19 years old, Post Secondary Student

How much do you commute?

In summer every weekend three-four times
Once a month in school

Why do you commute?

live downtown
go home to Mississauga
go between places

Is there a reason why you use the GO bus instead of any other kind of transportation?

easiest to house subway isn't convenient

How do you feel about the bus ride?

a/c seats are comfortable,
pretty good
bus is on time

How long is your ride?

25-45 minutes

What do you do on the ride?

look at the phone, or the window

Do you use the Presto card system?

nope

Do you use tickets instead?

yes

Do you use any apps to check when the bus times are?

no, just get to the bus stop and get on the bus