

Participant 2: No, I think I'm quite happy.

Interviewer: Alright, great. So first, Participant 2, I really just wanna get to know you a little bit better. Could you tell me where you're from, where you're calling in from, and what do you do?

Participant 2: Okay, well originally I'm from England, as you can tell from my Louisiana accent. These days, I live in Lake Arthur, which is in Louisiana, half way between Houston and New Orleans. And I'm a [inaudible 00:00:29].

Interviewer: Wow, okay. What made that ... what was the reason for that big move?

Participant 2: It's an internet romance that went too far. It's a pointless history, I ended up ... I've been married to her for eight year.

Interviewer: I see.

Participant 2: [crosstalk 00:00:42].

Interviewer: For love.

Participant 2: Yeah.

Interviewer: That's the best reason.

Participant 2: Yeah.

Interviewer: That's great. So, Participant 2, you had mentioned in your survey that you took a couple of days ago that the last time you were using Wikipedia on your phone was to find out if the SsangYong Motor Company still made the Chairman model. So, two questions. What is the Chairman model, and why were you looking at it?

Participant 2: The SsangYong Chairman is a car. It's like the ... it's just like the top of the range sedan that they used to make. And it it just ... well, I mean, I was sat in ... where was I? I was sat in McDonald's, I think, and I saw a car go past, I thought, "That looks just like the SsangYong Chairman, I wonder if they still make those." So, I looked it up.

Interviewer: Do you recall, were you satisfied with the information that you had found when you ... 'cause you landed on Wikipedia. Did it give you that specific information?

Participant 2: Yeah. Yeah, it told me exactly what I wanted to know.

Interviewer: Okay. Great. So, how often would you say you typically will look up things like that, kind of on the fly. You literally saw a car that reminded you of something

that you had seen in the past, and you looked it up on your phone. How often would that happen?

Participant 2: I would say probably every day.

Interviewer: Every day? Okay. So, since you seem to use Wikipedia quite a bit, what is your general perception of Wikipedia and all of the content that it provides to you?

Participant 2: I think Wikipedia is wonderful, and I don't know what I'd do without it.

Interviewer: Do you recall what you did before Wikipedia?

Participant 2: I remember, I mean, back in England, there was this thing ... there was this service called Any Question Answered, and you could send them a text message and for a small fee, like, asking them a question. And for a small fee, they would respond to it.

I used to use that from time to time, but I wouldn't use it as much as I use Wikipedia, because I had to pay for it.

Interviewer: Right. So that's great. So that's kind of a good reason as to why you like to use Wikipedia. That's great. I think I remember that service. I think ... it was quite old, it's something like, maybe fifteen years ago, I would say.

Participant 2: About that, yeah.

Interviewer: Yeah.

Participant 2: About that.

Interviewer: I had forgotten about that. I will look it up on Wikipedia, following this call. So, it seems like you're on your phone quite a bit, so on average, how much time would you say you use your mobile phone ... internet usage on your mobile phone, weekly?

Participant 2: It depends on how you define internet usage. I mean, I ... if I'm driving, I'm usually streaming something. I don't know if you wanna count that as internet usage.

Interviewer: Yeah, sure. That can count.

Participant 2: Well, there's just about my whole time at work, so ... yeah. So, I mean, I have it on at work, so I would possibly say ... at the risk of possibly over-estimating, I'd say it's probably 60 something hours a week.

Interviewer: Okay, that's totally fair. I mean, it makes sense if it's during your job as well. So, how concerned are you with data usage, then?

Participant 2: I'm not. I have an unlimited plan, and I rarely ... you know those be, it's unlimited, but there's a level where they'll slow you down? I've only ever gotten to that level once.

Interviewer: Okay. That must be a ...

Participant 2: So, yeah, it's not a concern.

Interviewer: Okay, that's great. So, earlier, also, in your survey, you did mention that you would primarily access Wikipedia using a mobile app.

Participant 2: Yep.

Interviewer: And I believe that you have an Android phone?

Participant 2: I do.

Interviewer: Why is the app your preferred method to use Wikipedia?

Participant 2: The ... hell, it's ... I mean, it's on my home screen. I don't have to wait for it to load, like I would with the web page.

Interviewer: Okay.

Participant 2: And, like, the front page of the app is sometimes quite interesting. You know, when if I'm sat, waiting for something to happen and I can't find ... so, just, for instance, at the doctor's waiting room. There's the On This Day bit, and I'll think, "Oh, that's interesting."

You know, I use it ... I mean, the mobile app, the front page is a really good distraction.

Interviewer: [crosstalk 00:05:09].

Participant 2: I'm sorry?

Interviewer: I'm sorry, was there anything else on the home page you also kind of, like, for exploratory of passing the time?

Participant 2: [inaudible 00:05:20] and the news section, I often refer to that.

Interviewer: Okay.

Participant 2: And the other thing about the app is, like, as you are typing, it guesses, it kind of suggests what you might be looking for, which is, you know, when you can't remember how to spell something, that's highly useful.

Interviewer: Okay. Is there anything about the app that you really enjoy, that you really hope never changes?

Participant 2: Mainly the speed. It is very quick. It is done very quickly, and it fires information at you very quickly.

Interviewer: Okay.

Participant 2: And the lack of adverts is the other thing I hope never changes.

Interviewer: Okay, that's great. So you've mentioned quite a few things that exist in the app. Is there anything of any of the things you have previously mentioned, or anything else that we haven't talked about, that you wish you could modify about the app?

Participant 2: Honestly, no. It's one of those things that I'm really happy with.

Interviewer: Okay, that's great. So, I guess, is it safe to say that you've experienced Wikipedia on a desktop or a laptop computer? You've seen it on ...

Participant 2: Yeah, I use it on a desktop computer sometimes.

Interviewer: Okay. Can you tell me, in your opinion, what is kind of the biggest difference to you between the mobile experience and, like, a desktop or laptop experience? Anything positive or negative for either?

Participant 2: The ... I mean, there's the desktop, you ... I mean, obviously, the desktop, you can see more information at once, whereas on the phone you've gotta scroll up and down to find it. I mean, one of the very common things I use Wikipedia for is, as a police officer, when I come across an illegal substance, I want to know what kind of illegal substance it is, and you know, in the mobile app, you've got to, you know, you've got to go to the page and then you've got to open one of the little ... hell, I don't know what you'd call it.

But there's, like, a table of information. You've gotta open that and then you've gotta scroll down, and scroll down, and scroll down. Whereas on the desktop version, it's already open and it's all down the right-hand side of the screen, and it's already there. So it's a little bit quicker to find specific things like that, because, you know, the drugs have a Wikipedia template, so I know exactly which schedule it's going to be [inaudible 00:07:58]. I know exactly where it's gonna be on the desktop version. Whereas in the mobile version, I've sometimes got to find it and sometimes do a search within page.

Interviewer: Does the search within page function exist on the app?

Participant 2: Yeah.

Interviewer: And, in your opinion, is it ... you kind of have already mentioned that you're gonna have to search within page for things like the specific drugs you're looking up. Have you found ... have you been satisfied with that feature?

Participant 2: Oh, yeah. I've never been frustrated that I can't find it. It just takes a little bit longer. But I mean, you've got the ... it's not something that I'm upset about, because you've got to trade off the fact that a cellphone has a much smaller screen.

Interviewer: I see, okay. In a perfect world, how would you like to find something that you're ... you know, you're using the find function to look to get to what you need to be. In a perfect world, what would you ideally like to happen instead?

Participant 2: Well, in a perfect world, I'd like Wikipedia to interface with what they're now calling WhereOS, so I could say, "Okay Google, what schedule is clonazepam?" For example.

And then my watch would go to Wikipedia and say, "Wikipedia says that it's schedule whatever." [inaudible 00:09:10].

Interviewer: That would be amazing.

Participant 2: Yeah.

Interviewer: The future. I'm taking that ... no. That's amazing, I didn't realize ... that's quite interesting that you're using it for your job. Like ...

Participant 2: Integration with the Google Assistant is, I suppose, what I'm saying.

Interviewer: Okay, that's great. Cool. So, WhereOS is not a Wikipedia thing, it's something?

Participant 2: No, it was called Android Wear, the operating system for Android watches.

Interviewer: Okay, got it. Okay.

Participant 2: I'm not ... I don't just use Android, I mean, I have been a fan of Android, I've used Android since Cupcake. I hate Apple. So yeah, WhereOS is Google's answer to Apple Watch, but it hasn't taken off quite so well.

Interviewer: Got it, okay. Perfect. Okay, so you had said ... so, you use the mobile app, and you had said, you know, on average, you spend, let's give or take, 60 hours a week on your phone. So, when you're not driving and it's not just, you know, as a streaming service, how much time, of that 60 hours, would you say you spend on your phone on Wikipedia?

Participant 2: Oh, I couldn't ... that's awkward, because sometimes when I have nothing to do, I'll ... sometimes I'll look something up on Wikipedia and I'll start off with, like,

the SsangYong Chairman, and I'll end up looking at something to do with theoretical physics. So, it can be ... oh, hell. Actually, on Wikipedia, I would say probably two or three hours a week.

Interviewer: Okay. Is there any other ways you access Wikipedia on your mobile phone, despite the app? Not on the app, excuse me.

Participant 2: I don't think so, because if I Google something and it takes me to Wikipedia, it will fire up the Wikipedia app, so any Wikipedia information would be consumed through the app.

Interviewer: Okay. Do you enjoy that, when you're searching on, like, Google, and it takes you to the app instead? Do you like that interaction? That kind of [crosstalk 00:11:18].

Participant 2: Oh, yeah.

Interviewer: Okay. Perfect. So, just in general. Can I ask, how do you decide whether or not to decide any app?

Participant 2: I try not to download apps, simply 'cause a lot of apps are just a front-end for their website. I might as well use your website. So, it's mainly ... I mean ... you're gonna gonna think I don't really ... I work nights, so I spend a lot of time listening to podcasts, and some of my podcasts are related to Android apps. So a lot of it will be, you know, a reference from a podcast that's recommended it.

There's a few specific police apps that I use, that have been recommended to me by friends, or that I've learned on some of the police Facebook groups that I'm in. Otherwise, if it's from a brand that I respect and trust, the odds are I will download their app, if it does more than their mobile website does. So it's gotta be some extra functionality than a front-end for your mobile website, and then I may well have your app.

Interviewer: Okay. So, thinking of ... so, it seems like you're very selective with the apps that you decide whether or not to put on your phone. Why did you decide to download the Wikipedia app?

Participant 2: Mainly because I knew there was one, and I mean, I know that Wikipedia is, you know, "We don't carry advertising." So that was another thing that pointed me towards it, because a lot of these ad-supported apps are just so painfully slow, because they spend all the time downloading adverts.

And so I mean, I suppose, I mean, again, Wikipedia is a brand and a name that I trust, and learning that they have an app, I wanted to try it out. And so I did, and it turns out that it just speeds things up considerably.

Interviewer: Perfect. Do you recall how you knew the app existed? Do you remember how you came to find it?

Participant 2: Honest answer, no.

Interviewer: Okay, no problem. Perfect. So, also in your survey, you mentioned ... I'm sorry, so thinking back, you spend about 60 hours a week on your phone, and in that amount of time, you had mentioned that you edit on Wikipedia very irregularly. Can you say whether or not you've ever edited Wikipedia content on your phone, in any of the 60 hours a week?

Participant 2: To be honest with you, I didn't think you could, so I don't think I've ever used the app to perform an edit.

Interviewer: Okay. Do you believe you can edit on the app?

Participant 2: I didn't know.

Interviewer: Okay. Would you want to edit on the app?

Participant 2: Yeah, if I could. I'm actually just looking at Wikipedia now, to try and refresh myself. Indeed, there's a little pen here. Of course, the article I've gone to is on the front page. It's Bill Cosby, and for obvious reasons they've locked it. There's a little pen here, suggesting that I can edit it, with a little padlock on it, saying, "No you can't, because you're not one of our chosen few, and we're not going to let you vandalize Bill Cosby's Wikipedia link."

Interviewer: God.

Participant 2: But, yeah, I didn't know that you could, and now you've mentioned it and I've quickly looked, it's obvious how you edit something in Wikipedia mobile, so I probably would, next time I ...

Interviewer: What do you typically edit? You said it's very irregular, so when would you want to edit?

Participant 2: Very irregular, yeah.

Interviewer: What is it [crosstalk 00:14:57].

Participant 2: When I spot a glaring mistake.

Interviewer: Let me ... like, what is a glaring mistake, just for clarification to me?

Participant 2: Something that's wrong, and I consider that I have a good enough knowledge of the subject matter that I'm reading about to correct it. And when I see spelling mistakes, and when I see that children, mentally or physically, have put

something ridiculous on there. I mean, while it's quiet ... I mean, for example, I am a fan of baseball, and what they will often do is ... and my team's actually winning. It's the first time my team's ever won, the Houston Astros won, and so people had been vandalizing Wikipedia articles of their opponents, saying like, [inaudible 00:15:40] Houston Astros, in a picture where they'd had a particularly bad day, and I'm like, "Yeah, that was funny once. It's not anymore." So I'll go in there and edit it back again.

Interviewer: So, how do you know when something's been vandalized? I mean, for me, if I had landed on that baseball page, I wouldn't know the difference between something vandalized and something that was true. How do you know? I mean, besides being an expert in the topic? But like, are there any markers you see? Like, what do you see to know that something's been changed?

Participant 2: I mean, sometimes it's somebody that's just ... I'm trying to think of a recent edit I made. I can't remember what it was. But it was a big name baseball pitcher, and somebody put in the ... what I call the table of key information at the top of the page ... I think they put Brian McCann, of the Houston Astros, because he got two home runs off this particular pitcher. And I'm like, "Yeah, that was funny once, about ten years ago." And I just go in there and delete it, and then I put a note in the top page, saying that I edit this because some idiot vandalized the page.

So I mean, it's usually because it's ridiculous or somebody that's not even being funny. Once, I can't remember what it was I was reading about, but I was looking up a famous person and somebody put in there ... and it was like it wasn't even in an appropriate section of the article that they'd had some kind of bizarre and possibly illegal in some states, sexual relationship with somebody. So I just went in there and deleted it.

Interviewer: Okay.

Participant 2: So yeah, most of the time I delete people that have put some things ... people that have vandalized things. Or I mean, I might correct a spelling mistake or things like that. But I mean, I've never actually written an article.

Interviewer: Okay. So, before I jump into the question I was about to ask, you said that when you see something that's completely wrong, you know it's just someone vandalizing. You said that you put a note at the top of the page. What ...

Participant 2: I put a note in the Talk page.

Interviewer: Oh, in the Talk page. Got it.

Participant 2: Yeah, every Wikipedia article will have a Talk page, and I will just go in there and put a little note, saying, "I deleted this."



Interviewer: What is your perception when you see other editors leaving notes like that? What do you think about the article that you've landed on, if you happen to see, like, a bunch of those types of things? Like, "Hey, I'm editing it." Like, do you have more trust in the article? Do you have less trust, because someone's messing with it?

Participant 2: The biggest thing about Wikipedia is also one of its downfalls, you know, because it's the encyclopedia that anyone can edit. But I mean, I will occasionally look at the Talk page just because I'm bored, and see who's been in there editing things, and you know, and seeing, like, the history of the article evolving, to me, makes it more trustworthy.

Interviewer: Okay. So, seeing that history makes the article much more comfortable for you?

Participant 2: Yeah.

Interviewer: Okay. Is there any way, like, I can't ... I'm not too familiar with it, but when you see that history, can you see the person who's making the edit?

Participant 2: No, I mean, it usually goes by, for want of a better term, their Wikipedia handle.

Interviewer: I see, okay.

Participant 2: But some of it can be anonymous, and if you are bothered, you can ... the IP address will be shown, and you can trace the IP address back to where it came from. Probably the only old-style medium I still follow is a magazine called Private Eye that I subscribe to, and they very frequently do it. They'll go in there and find that some public figure has been editing their own Wikipedia article.

Interviewer: I see. Okay. Can I ask, so when you see, like, someone with a handle editing, versus someone who is anonymously handling, and I feel like I know the answer to this, but I have to ask. Do you trust either more or less?

Participant 2: Yeah, I mean somebody with a Wikipedia handle is somebody that's actually ... yeah, I'm gonna trust that more.

Interviewer: Okay. And someone with a Wikipedia handle is someone who's been accepted to edit or it's just anyone?

Participant 2: No, anybody can get one. You've just gotta register for one.

Interviewer: Okay, perfect. Thank you for clarifying, I just wasn't entirely sure. So, can you tell me, for editing, since you do do it when you see things, you add in the notes. What would you imagine are the advantages or disadvantages of editing or contributing content on your mobile device?

Participant 2: The fact that you can do it while you're sat in McDonald's.

Interviewer: Okay.

Participant 2: I mean again, my most common use of Wikipedia is, something will just suddenly strike me, and I'll go, you know, "I wonder which university she went to," for example. And, "I'll go and look it up." And for example, you might be looking up ... I mean, just to refresh my memory, I brought Brian McCann's Wikipedia article up, and you know, I'll go, "I wonder which college he went to," or, "I wonder who drafted him." And so, yeah, you can just go and look it up. But I mean, the fact that you can do it on the fly is, yeah, I mean, I'll see that they've misspelled something, or somebody's vandalized his article, I can just go in there and take it out while it's on my mind, instead of having to remember to do it next time I'm sat at a computer.

Interviewer: Is there anything that, since we just discovered on this conversation that you can edit on a phone, what would you want as an editor on your phone? Like, what are the tools that you need in the app, to make the edits that you typically make?

Participant 2: Well, I'm just looking at it right now, and I've actually, for the first time, pushed the edit button on something, and it's in ... I don't know how to describe it. It's in the ... it's in, like the Wikipedia markup language, if such a thing exists.

Interviewer: Okay.

Participant 2: It's kind of like HTML, but so yeah, I mean, I would really want the front-end. It's just in pure plain text, with the Wikipedia mark up. Like, the links and everything like that.

Interviewer: Okay.

Participant 2: So, I'd actually ... I mean, I consider myself to be quite tech-savvy ... believe it or not, I have a Masters degree in Computer Systems Engineering, and somehow I ended up as a cop. So, I'm fairly comfortable with, you know, computers and that kind of thing. But yeah, as I said, I'm just looking at the edit function for a Wikipedia article, and yeah, I wouldn't want to do that on the fly.

So, having actually looked at it, I wouldn't use it.

Interviewer: Got it.

Participant 2: 'Cause it's in mark up language, and I wouldn't wanna try and do that on a little screen.

Interviewer: Okay. What would you want to edit? So, it seems like ... edits on the fly, what are edits on the fly? Like, if in a perfect world ...

Participant 2: I would want it to be a WYSIWYG setup, if you know what I mean.

Interviewer: I do not know what you mean. I'm sorry.

Participant 2: WYSIWYG stands for, "What You See Is What You Get." You know, if you're writing a document in Microsoft Word, or whichever word processor you use, others are available, and what you see on your screen, unless you've turned on things, like non-printable characters, what you see on your screen is more or less what is gonna be seen on the paper when you print it.

I would like an editor, whereby what you see on the screen is more or less what it's gonna look like to somebody that views it.

Interviewer: Okay, that makes sense.

Participant 2: Rather than the raw mark up language, which yeah, I mean I would be scared to do on the fly. I'd be happy to sit at a computer and do it, but I wouldn't wanna do it on my phone.

Interviewer: Okay, that totally makes sense. Awesome. Thank you for clarifying. What You See Is What You Get. I got it.

Participant 2: Yeah. WYSIWYG, yeah.

Interviewer: Perfect. So, in your opinion, right now, is there anything that Wikipedia currently provides to you, that aids with your editing or content contributions?

Participant 2: The answer is no, I rarely do it. Yeah, so no there isn't. Like I said, I've never done it on a phone, and just having quickly looked at it, I wouldn't use it.

Interviewer: Got it. In a perfect world, what ... if we could change the editing feature on the app to just include one thing that would make it, you know, appealing to you to edit, what would that one thing be?

Participant 2: What I just said, a front end that allows you to edit what you're gonna see, rather than the instructions to the app as to how to display it.

Interviewer: Okay, got it. Perfect. So, thinking back, you use Wikipedia pretty frequently, as we've discovered. So, can you recall the last time you used Wikipedia to read content on your mobile app?

Participant 2: Yes, that would've been ... yeah, that would've been this morning. I get into bed, I put on a British radio show, and somebody who was appearing on that show, I'm like, "I wonder what happened to them, I haven't heard from them in ages." So, I looked him up on Wikipedia.

Interviewer: Who was it?

Participant 2: And found out she was dead, but that's irrelevant. It was a lady named Linda Smith, who was a very popular comedian in the 90s, and I thought, "I wonder what happened to Linda Smith." And I looked her up on Wikipedia, and she's dead.

Interviewer: So, it's safe to say that you were satisfied with the information you found, when you found out she was dead?

Participant 2: Well, I was satisfied with the information, in that it was exactly what I wanted to know about her. I wasn't satisfied with what it was, but [crosstalk 00:25:53].

Interviewer: It's not funny, but it's kind of ...

Participant 2: Yeah.

Interviewer: Okay. So, do you recall maybe how much time you spent looking up that person, to the point where you felt satisfied that you had enough information? How much time did you spend?

Participant 2: About ten seconds, because the first line ... I'm looking at the article now. The first line of the article says, "Linda Helen Smith, 29th January 1958 to 27th February 2006."

I'm like, "Oh, she's dead."

Interviewer: Okay.

Participant 2: So, yeah.

Interviewer: So, do you recall, like ... did you stop using Wikipedia at that moment, or did you keep going? Did you look at more information? Maybe not so much her, but you were in Wikipedia. Did you end your Wikipedia experience just then?

Participant 2: On that occasion, yes, because I'd just gotten off of a particularly horrible night shift, and I had to go to sleep.

Interviewer: You ended with the sweet lullaby of ...

Participant 2: Well, exactly, I mean ... I'd got off of the night shift, and I just put some poor [inaudible 00:26:57] in jail for beating his wife up, and it was one of those ... and I hate to say this, but it was one of those very rare occasions where I think she deserved it, and ... yeah, I've never said that before. And he slapped his wife with an open hand, and he happened to go to jail for it, 'cause that's what the laws says you have to do. There is no discretion. I felt pretty bad for doing that to this poor guy.

I mean, if I was abiding by the spirit of the law, rather than the letter of the law, I'd have just told him he was an effing idiot and, "Don't do that again, or you will go to jail." But you know. Don't have a choice, domestic violence is one of those things that has very strict laws about it, and so this poor dude went to jail. Probably gonna lose his job.

And yeah, I felt pretty bad about that, and besides which, I had to work three hours at the end of a shift to deal with it. So, I didn't read on to see what happened to Linda Smith, because I was very tired and needed to get to sleep.

Interviewer: Right. Okay. Perfect. So, I guess, you were using Wikipedia almost as just like ... I guess it was something, you said you were listening to a podcast or radio, what it was, and you heard about her and you looked her up. Would you say that's like a typical habit of yours? You know, right before bed, regardless of the day, like, this day seemed particularly crummy, but do you normally do that before you go to bed, or was that just a ...

Participant 2: Not usually, it's probably an illegal stream of a British comedy called Just a Minute, and it's predominantly comedians, but they have actors and other people that have paired off. It's a game show, effectively, and she was on. I thought, "I haven't heard from her in ages. I wonder what happened to her." And so I looked it up, and yeah, that's a very common thing for me to do.

But in terms of like, just before I go to sleep, looking something up on Wikipedia, now that's irregular.

Interviewer: Okay. Great. Perfect. So, I only have just a few more questions. I know we're about to hit time. So, after everything we've talked about, what do you believe is Wikipedia's most critical feature on your mobile device?

Participant 2: Most critical feature? I would mainly say that it's an unbelievably quick front-end to Wikipedia's vast array of information.

Interviewer: Okay. In the perfect world, if Wikipedia could do anything to serve you better on a mobile device, one thing, what would you like?

Participant 2: Something other than integration with Google assistant?

Interviewer: Perfect, okay. And finally, is there anything else that you'd like to share with me, positive or negative, about any experience you've had on Wikipedia?

Participant 2: Not really, I mean, as I said earlier, it's something I don't know how I'd live without now.

Interviewer: Okay. Perfect. So that's all I have. Before we wrap up, do you have any questions for me about anything we've talked about?

Participant 2: No.

Interviewer: Okay, great. Well, Participant 2, thank you so much for participating in this interview with me. Really, all your comments and feedback were really interesting and really amazing, and I think this is gonna help us with our research immensely, more than you can imagine.

So ...

Participant 2: I'm really ... I mean, if I can help Wikipedia in any way, I will do so. It's a wonderful service.

Interviewer: I'm definitely gonna let them know. We have a lot of very passionate users, so it's really nice to hear things like that. Before I hang up, I wanna make sure that it's still okay that I recorded this session, that you still feel comfortable with that.

Participant 2: I'm perfectly comfortable with it.

Interviewer: Perfect, so I'm gonna have a follow up Email with you, it'll have the incentive link, so you just fill it out and the incentive will be sent to you within five to seven business days. And then you'll have my Email, so if you have any questions or concerns, feel free to Email me. I'm happy to answer anything you might have a question about. And really, thank you again, and have a great rest of the day, and be safe as a police officer, because that's a crazy job and I appreciate the service you do and thank you so much again for taking the time out of your busy schedule.

Participant 2: Well, thank you.

Interviewer: Thanks so much. Goodbye.

Participant 2: Bye.