

## Design of Public Seating System for Transport Terminals



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**Abstract:**

In the present times, we see majority of people depending on public bus transport. Every person wants to travel by bus but nobody likes to wait for the bus. People face waiting problems either during delay of bus or during interchange of transport facility. Due to unexpected delay of bus, people spend their quality time in waiting. There are many reasons for delay and one reason being the population as the number of people have increased the transport service has grown because of which waiting is obvious. Unnecessary waiting causes passenger with physical and mental fatigue. To avoid such exhausted situations faced by passengers, public seating are provided at the bus terminals. Seating nowadays is becoming major concern due to limitations in capacity, availability & other issues that affect passenger psychology. Most of the waiting seats at the bus terminals are in very severe condition and an extreme improvement is required in the same. The change in comfort level of passenger has greater impact on transport sustainability.

The design process started with a primary research and an identified need of improvements in public seating at bus terminals. Data was collected by adopting methodologies & using tools like visual analysis, mental models. The process went through various stages like ethnography & questionnaire survey & ergonomic study. Quality Function Deployment (QFD) & Product Design Specification (PDS) were generated based upon data analysis. Concepts were generated in consultation with PDS and one of them was selected with the aid of weighted ranking method and taken forward for further improvement.

A 1:5 scale appearance model of public seating inspired from tree concept has been made with all its necessary detailing and feedback was collected from users. Major user needs catering design attributes like aesthetics, functionality, ergonomics and utility were satisfied by the final design. User response on final design was positive and satisfactory.



**Final concept of public seating system**

**Appearance model**