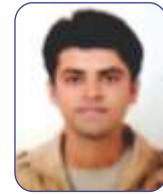


## Design of a Ticket Vending Machine for Public Transport Terminals



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**Abstract:**

Ticket vending machine is an important product in modern transportation system in India. In last few years, the prevailing transport system has also developed and people have started relying on public transport system more because of which the demand for tickets have increased. The result of which is the unrelenting crowd in front of the ticket counter. This increases the stress in people as they are concerned about receiving the ticket in time to go on their journey. This project is an attempt to understand the need of the public and to design a ticket vending machine that caters to the present need of the public.

Design process started with a primary research and identified need in developing the present design of ticket vending machine. Need for an electronic device, which can simplify the ticket vending process. Data collection was carried out by adopting methodologies such as literature review, product study, visual analysis, mental models and product environment study. Trend study was carried out to understand the trends in similar products over a period of time. Commuters were interviewed through ethnography and personal interviews to understand their needs and desire. Ergonomic study was conducted for deciding product parameters and user interface. QFD and PDS were generated based on collected data analysis. Concepts were generated with respect to the derived PDS. Final concept was selected by weighted ranking method.

Based on the selected concept a 1:1 scale model was developed and feedback was taken to know about the compatibility of the model by the intended users. User needs including simple user interface based on latest technology, aesthetics and ergonomics were incorporated in the final design. Feedback was carried out with the user group and the results were positive and satisfactory.



**Design of ticket vending machine**