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Project manager in charge of the industrial design product development aimed to RATP end-users.

Design product and interface development for a new teleticketing device (RFID technology)

- Ticket validator - 2003.
- Ticket vending machine dedicated to consumers - 2005.
- Universal ticket vending machine (cardboard tickets with magnetic strip and RFID technology) – general and visually impaired (partially sighted and non-sighted) public – 2007.

Components for the transport public spaces

- Development of a new information desk line – 2006.
- Subway station components : seats, advertising frames, alarm terminal...

The interface of the new universal ticket vending machines of RATP

Abstract

RATP automatic ticket dispenser AS 07

1. General product description

Automatic ticket dispenser for the purchase of tickets to travel throughout the Paris / Ile-de-France network: Metro, RER, Bus and Tram.

The tickets provided may be magnetic (cardboard tickets with magnetic strip) or they may take the form of teletickets (on contactless smartcards).

The dispenser enables tickets to be purchased using bank cards, coins and banknotes.

This new machine offers 2 MMI (man-machine interfaces) :

- a “general public” interface screen ;
- an interface specially designed for the visually impaired: partially sighted and non-sighted.

The overall design work on the product was done during 2005 and 2006. It is scheduled to come into service in 2008.

Designers: Product design: Attitudes / Design of the interface screen: Attoma design / Sound design:

Laps design / Design management: RATP, Design & cultural projects unit

2. Product design

2.1 Ergonomics and organisation of the standard customer interfaces

Although it performs a large number of functions, the front of the machine comes across as user-friendly with regard to the payment interfaces and its right size for wheelchair users.

2.2 Specific equipment for the visually impaired

The machine is fitted with loudspeakers and a headphone socket for very noisy environments.

3. Interface design

3.1 General public interface

Touch screen providing a more intuitive interaction with the machine based on customer profiles. The objective is to “target” transactions so as to optimise and minimise the time spent in front of the machine.

3.2 Interface for the visually impaired

The interface system aims to be as intuitive as possible and uses:

- Voice guidance questioning the customer about his choices
- The four-corner touch screen allows the customer to carry out his purchases and validate or cancel his choices
- Differentiated sound signatures punctuate each type of action: welcome, validation, cancel, next choice, previous, pause, alarm, end of transaction, etc.

Two ways to access the interface for the visually impaired: either from the welcome screen or by profile recognition using the no-contact smartcard (for subscribers).