Based on the responses of the interviewee, the following analysis can be drawn out.

Things people are happy about:

1. Discount for students.
2. Single ticket for Bus and Metro.
3. Flexibility in payment options.

On the other hand, some common challenges that they face with the existing system are:

1. Long queues during rush hours and during the first week for recharging metro cards
2. Less number of TVMs in busiest metro stations.

Based on the interviews, it can be said that the users would like to have more flexible ticket options.

Some also suggested that it would be good if they can buy their tickets online and the option of receiving receipts and tickets online would be good.

We also asked if they would like to have TVMs near bus stops also and this idea was highly appreciated by most of the people.

They also added , since not all people live near Metro stations having TVMs at bus stops will help them and would be a great addition to the existing system.

Conclusions and final design:

1. We have decided to install TVMs at most of the bus stops, priority will be decided based on the population density and number of passengers per area.
2. Online receipt option will be added in addition to paper receipt, this can help save paper and also people can keep track of their tickets with online receipts.

Moreover, paper receipts can be misplaced or worn out , this is not the case with email receipts.

1. We have decided against the online ticket facility, since online tickets can not secured by having RFID chips embedded in them and the only option is to have a BARCODE on them. Since Barcodes are generally printed on paper or adhesive labels, so they are prone to wear and damage, while an RFID tag is generally a tougher product that can withstand more abuse.
2. People can still recharge their Metro cards online.