

# WHAT IS THE FUTURE OF VENDING MACHINES?



## THE PROBLEM

Transit commerce is utilitarian. Riders crave delightful experiences.

During a design sprint, we were tasked with designing the future of [Noun] for [Group] in [Place]. We settled on LA Metro and tried to re-

imagine the experience. With the upcoming 2028 Olympics, we wanted to explore how automation could create more joy for riders.

# THE EXPERIMENT

We created wild concepts about what products riders would want in the future. What are they likely to forget or break mid-trip? Could we offer a curated experience for each individual? How can we create a vending machine that dispenses more than snacks and sodas?



How far in the future could we iterate? Are we in 2100 with flying trains?



Would an instant suit in a box sell?



Would nutrition be condensed into goo?

This project was more about coming up with wild ideas together and later judging how they might actually work.

Thinking about how we commute now and what would change in the future helped us ideate. Bagel in a can, anyone?

# THE INSIGHT



Futurism is a lens for fixing today. By designing for 2050, we see what frictions we experience now.

Even our most absurd ideas revealed our deepest wants.

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We concluded that lighting, payment, stock, and cleanliness would be the features to

focus on first. If I find tap to pay hard, how will I handle biometric payments in 2050? How can we design thoughtfully



How will the idea of convenience change? It might be an extra phone cable now but what will it be when phones are gone?

# THE

# OPPORTUNITY

The future of retail is automated micro-curation and through our project we discovered how vending machines could become community hubs of convenience. This suggests a future where we design for supporting humans and creating flow in our daily lives. Is that future near?

This future could be here now, by examining cultures near stations, we could launch a catered series of experimental machines.

Bellissima Arriaga-Pattillo  
USC Iovine and Young Academy

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