INTERNATIONAL JOURNAL OF ADVANCE RESEARCH, IDEAS AND INNOVATIONS IN TECHNOLOGY

ISSN: 2454-132X
Impact factor: 4.295
(Volume 5, Issue 2)
Available online at: www.ijariit.com

Passenger service system

Abhiram P. S.
abhiram.varb@gmail.com
Universal Engineering College, Thekkumkara, Kerala

Mohammed Aslam
aslamh07@gmail.com
Universal Engineering College, Thekkumkara, Kerala

Sreebal Anil V. A.
sreebalanil@gmail.com
Universal Engineering College, Thekkumkara, Kerala

Minnuja Shelly
minnuja@uec.ac.in
Universal Engineering College, Thekkumkara, Kerala

ABSTRACT

Increased competition in the commercial transportation industry has made service quality of every transportation agencies as one of the key competitive measures to attract passengers against their rivals in-flight services, particularly food delivery and waste collection, have a notable impact on perception of the overall airline's service quality because they are directly and indirectly provided to passengers during flight. This is the scenario in every industry. This project consists of two sections, passenger section, they can request their needs by pressing a button in the keypad and it sends to the control room section and it is displayed on an LCD control room section. The requested needs may be food, water and if it is "any other help", the air hostess directly goes to the requested person

Keywords— *Flight, Passengers, Airline, Services, Air hostess*

1. INTRODUCTION

Today's passenger service system is not giving more importance to service the passengers and the service providence is more time-consuming. If they want to give service to multiple passengers, they have to wait until the service request reaches to each passenger; handicapped are not satisfying by the service of service coordinator. Here we introduce a design of a passenger service system that is capable of serving the passenger, all requirement are provided without any time delay and give equal importance to a handicapped person.

The situations that currently faced by passengers were too bad. Requirements provided by service providers were often late. Our project will satisfy the requirements of passengers within a span of time, give equal importance to the handicapped person. Our project will satisfy all the requirement of passengers.

2. LITERATURE SURVEY

Increased competition in the commercial air transportation industry has made service. Quality of the airlines as one of the key competitive measures to attract passengers against their rivals. In-flight services, particularly food delivery and waste collection, have a notable impact on the perception of the overall airline's service quality because they are directly and interactively provided to passengers during flight. An online public survey is conducted to explore general passengers' perception of current in-flight food delivery and waste collection services and to identify potential rooms for improvement. The main objective of airlines offering their in-flight services is to differentiate themselves from other competing airlines by improving their customers' flying experiences. As highlighted by the results of the conducted public survey, an overwhelming more than 90% of the respondents said that they would choose to travel with airlines that offer in-flight meals service if the flight ticket price is the same. This shows that the offering of in-flight meals service does affect the passengers' choice of airlines in response to a question on whether they like to be served with drinks or snacks while on board the aircraft, for short-haul or long haul flight, 89% of the respondents gave an affirmative answer.

The train reception and departure time directly affect the performance of the passenger service system. However, the system in existing stations sometimes cannot accurately obtain the train arrival time because of train delay. This paper proposed a kind of informative linkage mechanism for train reception and departure system by fusing intelligent video processing techniques. By using surveillance cameras deployed in track turnout region, we can obtain the real-time image for monitoring the status of train operation. The images can be used for the further analysis for acquiring the position, arrival time, type and velocity of the train. Then the information can be sent to the passenger service system and fused with the information from the transporting dispatching management information system. The system proposed in this paper presents a kind of low cost.

When the very large numbers and variety of items, which must be loaded for passenger service during a flight, are considered together with the need for them to be loaded at widespread locations. Flight catering starts with an understanding of the number of passengers and their needs; such information is available from both market research and actual passenger

behaviour. Based on this, airlines, sometimes in consultation with caterers and suppliers, develop their product and service specifications. Such specifications determine exactly what food, drink and equipment items are to be carried on each route for each class of passenger. In response to forecasts of passenger numbers on any given flight, the production unit follows a series of complex steps to produce traded meals and non-food items ready for transportation to the aircraft. Transportation is usually carried out by using specialist high-loader trucks that enable trolleys to be rolled on and off aircraft. At the designated time during the flight, the cabin crew then carry out the service of meals, snacks and other items.

3. PROPOSED SYSTEM

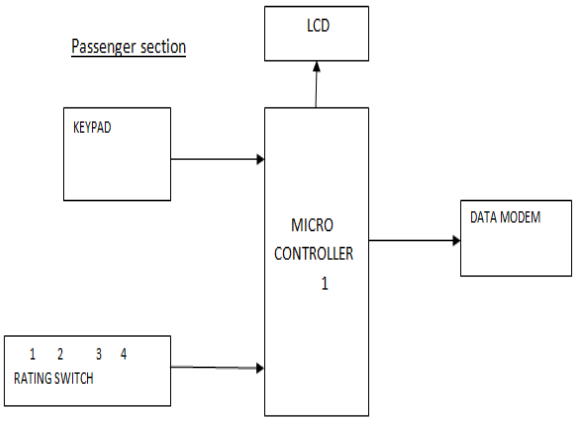

Fig. 1: Passenger section

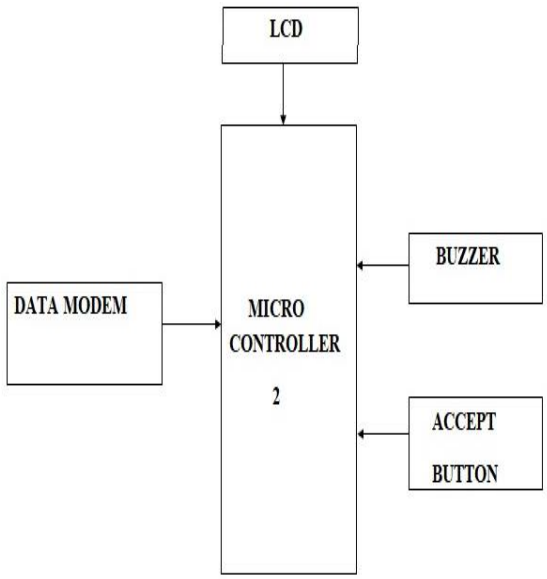

Fig. 2: Control room section

The system contains two units:

- Passenger section
- Control room section

The project section consist of two sections .one is passenger section and other is the control room section. In the passenger section, they can request there needs by pressing a button and spoke to the speech recognition system in front of the person .the request speech is sent to the control room section and it is displayed on an LCD. The request needs may be food, water and if it is "any other help". The servicer directly goes to the requested person.

In this project, a system is set up in any transportation media to make an immediate response to the customer. In this system it consists of two sections .one is passenger section and other is the control room section. In the passenger section, they can request there needs by pressing a button and spoke to the speech recognition system in front of the person .the request speech is sent to the control room section and it is displayed on an LCD. The request needs may be food, water and if it is "any other help". The servicer directly goes to the requested person.

When the requirement is received at the control room section there will have a notification. Therefore, the service provider can know the need of the ordered things. The service will be done immediately within a time. This helps the passengers to meet their requirement speedily.

3.1 Components Required

3.1.1 At Mega 328: At mega controller is an 8-bit microcontroller. It can handle the data sized of up to 8 bits. It is an AVR based microcontroller. It is built in the internal memory is around 34 KB. It operates ranging from 3.3.V to 5V. It has an ability to store the data even when electrical supply is removed from its biasing terminal.

3.1.2 Keypad: A keypad is a set of buttons arranged in a block which usually bear digits, symbols and usually a complete set of alphabetic letters.

3.1.3 LCD: It is a device for display 5x8 dots with cursor is used. +5V and +3V power supply is used. It works in a 1/16 duty cycle.

3.1.4 RF modem: Wireless Serial Communication RF Modem, SMD, 2.4 GHz, 30 mts range. RF modem can be used for applications that need two-way wireless data transmission. It features an adjustable data rate and reliable transmission distance. The communication protocol is self-controlled and completely transparent to the user interface. The module can be embedded in your current design so that wireless communication can be set up easily.

4. CONCLUSION

Our system is trying to avoid the problems created during the service time. The problem that the passengers facing the time taken to complete their requirements. Many people were isolated in a different location and the receiver end because of their heavy duty. Here comes the need for our project idea. By keeping our production in the transportation media, we can easily send the location to the receiver end. The RF modem is used to communicate between the receiver end and the transmitter end. The implementation of the project controls the time delay between the services.

5. REFERENCES

[1] In-flight food delivery and waste collection service: the passengers' perspective and potential improvement To cite this article: F I Romli et al 2016 IOP Conf. Ser.: Mater. Sci. Eng. 152 012040

[2] Airline catering service operation, schedule nervousness and collective efficacy on performance: Hong Kong evidence Kris M.Y. Law,b a Department of Industrial & Systems Engineering, The Polytechnic University, Hong Kong, Hong Kong; b Graduate Institute of Industrial Engineering, National Taiwan University, Taiwan (Received 12 February 2009; final version received 29 April 2009)

[3] In-flight Meals, Passengers' Level of Satisfaction and Re-flying Intention Mohd Zahari, M. S, Salleh, N. K., Kamaruddin, M. S. Y and Kutut, M. Z. World Academy of Science, Engineering and Technology Vol:5 2011-12-26.

