

# **NTU Ride Pilot**

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We hereby declared that this document is completely written by us, and it is totally our effort and none of anyone from outside of our group has copied it. This Report is purely written technically in accordance with our project.

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## **Abstract**

Efficient and secure transportation is vital for educational institutions, where thousands of students rely on daily commutes. However, current systems face significant challenges, including inefficiencies, security vulnerabilities, and a lack of real-time tracking and communication. Issues such as overcrowding, unauthorized access, and poor resource utilization arise when students board buses without proper verification. Additionally, the absence of real-time bus monitoring and effective communication channels leads to confusion, delays, and suboptimal transport management. The NTU Ride Pilot addresses these challenges by integrating advanced technologies like RFID-based ID verification, live GPS tracking, and automated communication tools. The system ensures only authorized students access transport services, provides real-time visibility of bus locations for students, parents, and administrators, and enables timely updates regarding delays, route changes, or emergencies. It also tracks driver performance, monitors bus occupancy, and generates insights for optimizing route planning and capacity utilization. By modernizing transport operations, the NTU Ride Pilot enhances safety, boosts operational efficiency, and delivers a reliable and user-friendly commuting experience. This solution is an ideal choice for educational institutions aiming to transform their transportation infrastructure with secure and efficient technology.

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## List of Abbreviations

*Table 1 List of Abbreviations*

|              |                                 |
|--------------|---------------------------------|
| NTURP        | NTU Ride Pilot                  |
| RFID         | Radio Frequency Identification  |
| NTURP system | Admin Panel, Driver/Student App |
| GPS          | Global Positioning System       |

# **CHAPTER 1**

## **Introduction**

Proper transportation is a requirement in school systems of all types, where many thousands of students face daily transportation needs. But many institutions have problems such as ineffective workflow, potential and noted security threats, no real-time control and messaging systems. Children board buses without identification hence self-aggregation, trespass and misuse of transport means are common as are overcrowding. Further, there is the lack of real time tracking in buses as well as the performance of the drivers, and poor communication channels leads to confusion and poor control and co-ordination of transport operations.

To counter these challenges, we are optimistic about the implementation of the proposed NTURP system in an educational setting. This system incorporates high technologies such as RFID used for the identification process, real-time tracking using GPS, and technology-reliant alerting mechanisms for better transport logistics management. How it helps: It ensures that only approved students gain access to students' transportation services, gives real-time mapping of the bus locations to students, parents, and administrative staff and assists in timely notification on any ... delays, route alterations, or emergent situations. Further, it measures driving behaviour, controls the passenger load factor, and provides notifications for route efficiency and capacity management.

This solution does not address objectives present in the current status quo; it revolutionizes transport management turning it into a safe, optimised, and friendly environment for users. With the help of new technologies, the NTURP system increases security, optimizes the work of transport and ensures its safe functioning, which makes it a perfect choice for any school with the desire to create modern transport infrastructure.

### **1.1 NTU Ride Pilot**

NTURP is new approach for improving transportation services and gradually making transport secure and safe for education institutions. It encompasses up-to-date solutions such as RFID for persons' identification, real-time GPS navigation, and an enhanced communication system to build an easy-to-navigate transportation environment. This system enables authorised institutions to finally determine the best routes for bus

transport, the best capacity to be provided for each transport at a given period as well as the performance of the transporters in ensuring that students, parents and other members of the institution get secure and efficient means of transport.

## **1.2 Reason to Develop**

The development of the NTURP system is driven by several compelling factors, despite the existence of other transportation solutions:

### **1.2.1 Addressing Unique Institutional Needs**

Schools are bound to face certain problems such as intrusion, traffic congestion and improper signalling. These specific requirements cannot be served efficiently by generic transport management systems, and thus the need to develop a transport management solution for this environment specifically.

### **1.2.2 Enhancing Safety and Security**

This is important to avoid insecurity or that some students who are not using transport facilities benefit as others who deserve it are locked out. RFID approach encompasses accurate and almost instantaneous means of reducing misuse and increasing security for both students and drivers.

### **1.2.3 Bridging Communication Gaps**

Failure to share information with other transport departments, with parents and students results to disorganization. This presented system entails use of instantaneous notification for news such as delay, change of route and often emergencies to promote timely and precise communication.

### **1.2.4 Optimizing Resource Management**

Overcrowding or the underutilization of buses is a common issue. By integrating occupancy monitoring and route optimization, this system helps administrators allocate resources more efficiently, reducing costs and enhancing comfort.

### **1.2.5 Scalability and Adaptability**

The system can suit the requirements necessary to smoothly operate with fleet in any type of educational institution regardless of the scale of transportation system present there. It is also scalable where the institutions will be able to increase their profit as it responds to the changing transport needs.

This is much more than a technology enhancement project; it is a transformational project across the transport system that takes the future of transport safety and efficiency into consideration in an educational environment.

### **1.2.6 Sharing Live Location**

Through real-time tracking parents as well as students and school administrators can verify transportation location information. The tracking functionality cuts uncertainty while optimizing scheduling and provides boosted security thanks to real-time bus position monitoring. This initiative surpasses technology adoption to become an educational transformation that advances safety measures and managerial efficiency and operational effectiveness in the student transport system.

## **1.3 Problem Statement**

Public and private learning institutions are among the organizations that experience high levels of challenges when it comes to transportation management. Some of the widespread problems are overcrowded or, in contrast, underfilled buses, theft, poor communication with the bus drivers, and absence of the possibility of tracking a bus's location. Such issues thus complicate movement, organization, and functioning, and pose risk to the learners, their parents, and school management. Currently available solutions do not always have the architecture and flexibility to meet these specific institutional requirements.

## **1.4 Purpose**

The primary objective of the developed NTURP system is to become a one-stop for all the transport management needs of educational establishments. Through secure access verification, GPS tracking while the bus is in operation, and other communication features, the developers of the system intend to enhance the performance, safety, and overall communication into the student, parents, school, and bus company.

## **1.5 Project Goals**

- Implement secure ID verification to prevent unauthorized access.
- Provide live bus location tracking for real-time visibility and improved coordination.
- Enable real-time notifications for updates such as delays, route changes, or emergencies.

- Track key metrics like speed, stop intervals, and adherence to schedules.
- Streamline bus scheduling, capacity management, and route planning.
- Ensure an intuitive interface for administrators, parents, and students.

## **1.6 Objectives**

- Objectives of the project are as follows:
- Integrate RFID-based ID verification to ensure only authorized users board the buses.
- Provide GPS-enabled tracking for buses accessible to students, parents, and administrators.
- Enable alerts for overcrowding or underutilization to optimize bus capacity.
- Monitor driver behaviour to ensure adherence to safety and efficiency standards.
- Develop a mobile app for notifications and updates to keep all stakeholders informed.

## **1.7 Project Scope**

Even though this system is created for educational institution it can be expanded at other domains including corporate transport, public streamlined or private bus lines. The architecture of FMGO enables flexibility and expansion depending on the transportation needs and its functionality and organization.

## **1.8 Proposed Solution**

The system provides efficient and well-structured functional solutions for transportation management. The solution offers RFID for ID check during entry, GPS tracking for buses in real time, alert on occupancy, checking of driver performance, and mobile applications. Through this system, there will be highly improved efficiency in the running of institutions, minimized wastage of resources, and improved safety and reliability of transport for all users

## **1.9 Cost Benefit Analysis**

As the NTU Ride Pilot functions to enhance NTU University's transportation system effectiveness combined with improved security protocols and user accessibility. This Cost-Benefit Analysis (CBA) conducts financial evaluation by aligning development expenses with operational costs against future benefits.

### 1.9.1 Cost Analysis

#### A. Hardware Costs (One-Time Costs for One Bus)

*Table 2 Cost Analysis*

| Item                       | Cost (RS)   | Quantity | Total Cost (RS) |
|----------------------------|-------------|----------|-----------------|
| RFID Device                | 1200        | 1        | 1200            |
| Student Cards              | 40          | 50       | 2000            |
| Connector                  | 150         | 1        | 150             |
| <b>Total Hardware Cost</b> | <b>3350</b> | <b>1</b> | <b>3350</b>     |

#### B. Software Costs

- Map box (Live Tracking) serves the company with free assistance under its Free Tier program.
- The free plan of Firebase Database Management operates currently at no expense.
- The added number of buses at NTU could require purchasing paid plans from Map box and Firebase.

### 1.9.2 Operational & Maintenance Costs

The project currently uses a free-tier structure but operational expenses alongside maintenance costs constitute the recurring expenses for the future. There are no ongoing expenses since the project development occurs under free-tier conditions. However, potential future costs include:

- The project may require costs for Firebase Paid Plan data storage and database services.
- Future web-based expansion of the system by NTU will incur both domain and hosting fees.
- The project will require expenses for both system upgrades and security patches together with future enhancement and support costs.

### 1.9.3 Benefit Analysis

#### A. Tangible Benefits

- RFID technology removes the possibility of unauthorized bus access.

- The current tracking system blocks unauthorized route changes and unauthorized stopovers.
- Automated card checker technology reduces the time needed for students to join the system.
- Customers together with administrative staff can monitor buses online and minimize waiting at bus stops.
- The digital complaint platform diminishes the time needed for resolution while guaranteeing better customer service.
- Through live monitoring admins gain better control over their bus routes which allows them to improve route scheduling according to current use levels.
- The method extends to multiple buses through basic software upgrades.

## **B. Intangible Benefits**

- Real-time tracking combined with efficient student on boarding systems produce superior user satisfaction.
- Students along with parents achieve better peace of mind when they have verified access to the bus system.
- The implementation of digital systems provides two main benefits: it decreases physical documentation while ensuring precise information recording.
- Efficient route management through the system helps reduce emissions and fuel consumption.
- The institution stands ahead as a pioneer through its adoption of modern transportation systems.

### **1.9.4 Future Recommendations for Cost Optimization**

- If NTU expands, evaluate paid plans for Firebase and Map box only when necessary.
- If a web-based system is implemented, consider cost-effective hosting providers.
- Reduce RFID costs by purchasing student cards in bulk.
- Use tracking data to optimize bus schedules, reducing fuel costs.

## 1.10 Project Scheduling

Below is the Gantt chart that has been developed for the NTURP project. This chart is intended to illustrate the project's schedule: the time when each activity was planned/started and the time when it was planned/ended. They give a broad plan of how the various tasks in the project are expected to be done, and when thus help in keeping track of the project. The time plan of the project is illustrated in the Gantt chart in Figure 1.1 below.

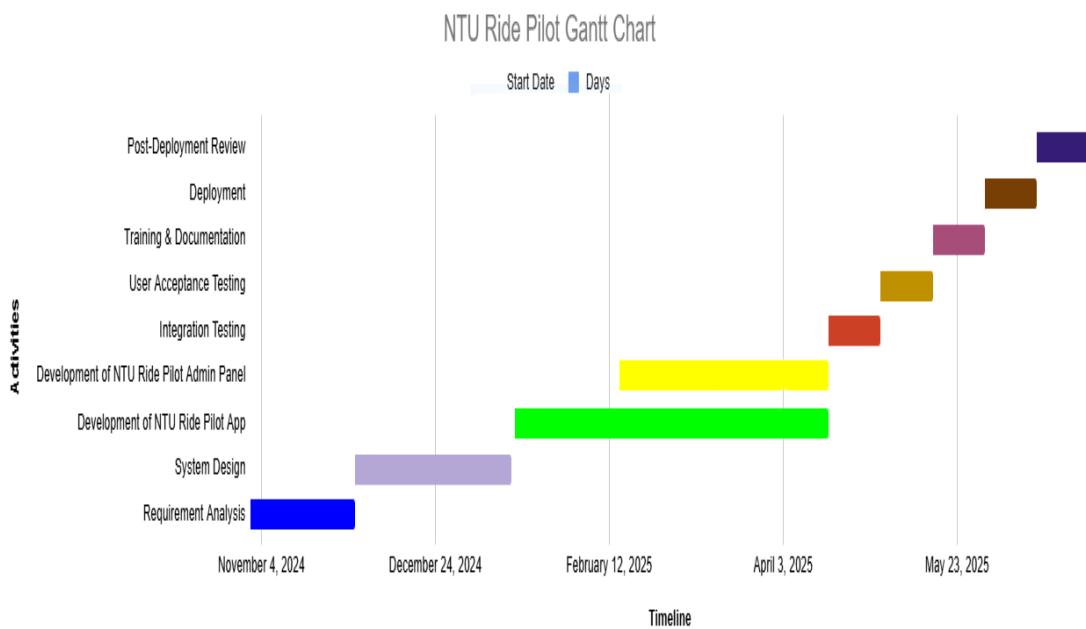


Figure 1 Gantt Chart

# **CHAPTER 2**

## **Literature Review**

The NTURP aims to enhance transportation services for students and parents by integrating technologies such as RFID scanning, GPS tracking, real-time data analytics, and mapping services. This chapter reviews existing literature and technologies pertinent to the project, including RFID technology in transportation systems, GPS-based bus tracking, load management in public transportation, predictive arrival systems, and the utilization of mapping APIs like Google Maps and Map box. Additionally, it examines existing student transportation management systems to identify current solutions and gaps.

### **2.1 Related Work**

Several transportation management systems cater to student transit needs, offering features like GPS tracking, route optimization, and parent communication. Notable examples include:

#### **2.1.1 Tyler Technologies' Student Transportation Software**

Provides integrated solutions for bus routing, fleet maintenance, and parent communication, connecting various aspects of transportation management. (TylerTechnologies)

Cons:

- High implementation and licensing costs for smaller institutions.
- Steep learning curve for administrators unfamiliar with the software.
- Limited customization options for unique institutional requirements.

#### **2.1.2 Edulog**

Combines school bus routing, GPS fleet tracking, student journey ship management, and parent communication apps into a single platform, aiming to streamline transportation operations. (Edulog)

Cons:

- Complex setup and configuration for multi-campus institutions.
- Frequent updates are causing temporary compatibility issues.
- Limited integration with non-standard hardware or legacy systems.

### **2.1.3 Loqqat**

Provides a smart real-time school bus tracker and management software, enabling route scheduling and live tracking to ensure student safety. (Loqqat)

Cons:

- Narrow focus on live tracking, lacking advanced features like fleet maintenance.
- Limited scalability for large institutions with extensive fleets.
- Higher costs for adding additional features beyond basic tracking.

## **2.2 RFID Technology in Transportation Systems**

RFID is widely used in transportation for access control and validation of the user. The usage of an RFID tag within student cards enables easy barcode scanning and validation strengthening the parameter of user credibility. The literature review also focuses on RFID advantages concerning reliability, fast processing, and accuracy in real situations for passenger identification, which would help in determining eligibility of passenger in bus systems.

RFID technology is also used in NTURP to authenticate fee payment and obtain time-based scanning to reduce misapplication of the system. The integration of RFID with time constraints means that the delivery will be partial and will ensure compliance and consequently trust among the stakeholders.

## **2.3 GPS-Based Bus Tracking**

With GPS, social transport has been revolutionized through tracking vehicles in the road networks. In doing so, passengers and bus administrators can track bus positions thus increasing the buses' operational visibility and service delivery. GPS tracking and the provision of estimated arrival time are found to increase the user satisfaction since the device continually and accurately indicates the location.

In NTURP, GPS tracking helps parents and students in planning their travel effectively. When partnered with predictive algorithms, GPS data eliminates the prospects of early or late estimates and keeps drivers on their toes. The same also contains important information about the best route choice and the most suitable time in the context of transportation by bus.

## **2.4 Load Management in Public Transportation**

It is very important to strike a balance between the number of passengers and the carriage capacity in a public transport system because an excess or a shortage of

passengers causes problems. Methods like weight sensors and real-time passenger count are found efficient for measuring the bus holding capacity.

In addition to real time load analysis for safety of passengers and bus fleet, NTURP also includes efficient bus operation. Prepare for the load according to the existing pattern and data and use the pattern to estimate the demand for various products or services.

## **2.5 Predictive Arrival Systems**

The estimates of arrival are derived from the GPS, traffic and past records making them reliable for PSA. Research shows that such systems improve user trust and satisfaction. Use of enhanced features and the integration of more advanced machine learning algorithms can of course enhance the accuracy of the predictions.

In NTURP, arrival features that predict help to cut down waiting time and thus the result is convenient to both students and parents. These features, implemented in simple presentations with user-friendly interfaces, are helpful for a user.

## **2.6 Google Maps and Map box**

Mapping services are integral to transportation management systems, providing visualization and geolocation functionalities.

### **2.6.1 Google Maps API**

Google Maps API is a full service solution for map integration which allows for real time traffic data, route and time estimations. The versatile Log parser and its reliability is a clear reason why developers choose to work with the company. To work in NTURP, Google Maps API is quite helpful in providing real time location of buses and their estimated time of arrival, thus making the general user interface more effective.

### **2.6.2 Map box**

Map box is an interactive map tool which operating system can be adapted according to the preferences of the developers. It provides dynamic app theme support, working offline maps, and improved integration options. In certain niches of mapping specifically designed solutions, Map box is flexible and fast. For NTURP, Map box gives an opportunity to design compelling, user-friendly front ends for users.

# **CHAPTER 3**

## **System Requirements**

In this bankruptcy, all of the useful requirements of the NTURP and the overall requirement of the stockholders are documented as it's an important a part of a mission or product that allows to satisfy stakeholder's necessities. Now, we can speak system necessities, practical necessities, software program development, and present and selected methodology with the purpose of technique. These sections describe software program methodologies which are present and decided on for this assignment with the glide of machine and alertness detail depicted.

### **3.1 Functional Requirements**

#### **3.1.1 User Authentication and Authorization**

There should be user roles supported in the system (Admin, Driver, Conductor, Student) and only allow access after a proper authentication. It must have a module for creating the user base, the role they should have, and the permission of the role to open some of the modules that a user should open.

#### **3.1.2 Bus and Route Management**

The Admin should also be able to handle bus detail and want to set territories or routes for buses. The Driver should have the facility to record/update the driving routes for individual buses. Also there exists the scenario where the Admin needs to view a list of available buses and their corresponding routes.

#### **3.1.3 Ride Management**

The Driver must be able to initiate or end a ride, with the system tracking the live location of buses during active rides. The Driver is responsible for authenticating student cards when they board the bus, and the system must record ride data, including the bus number, route, boarded students, and the driver. Both Admin and Students must have access to the bus's live location, while Admin also be able to view the complete ride history for all buses.

### **3.1.4 Bus Card Management**

The admin must be able to assign bus cards to students, as well as revoke or enable student bus cards as needed. The system must also verify student bus cards during boarding to ensure proper access.

### **3.1.5 Session and Student Management**

The system must allow the Admin to create and end user sessions, as well as set their expiry dates. It should automatically disable student cards when a session expires or is deleted. Additionally, the system must generate app credentials for students upon their addition to the system.

### **3.1.6 Driver Management**

Admin must be able to add and manage Drivers and Conductors within the system. Upon registration, the system must generate app credentials for these staff members to enable secure access and management of their duties.

### **3.1.7 Complaint Management**

Students and Drivers must have the ability to submit complaints through their apps. Admin should have a module to view, address, and resolve these complaints, and the system must maintain a record of all complaints along with their current statuses.

### **3.1.8 Announcement Management**

Admin must be able to create and manage announcements within the system. Announcements must be delivered as notifications to Drivers and Students through their apps to ensure timely updates.

### **3.1.9 Notification and Alerts**

The system must send notifications to Students and Drivers regarding announcements, route updates, and other relevant information. Additionally, the system must alert Admin if a bus deviates from its assigned route or leaves its designated area.

### **3.1.10 Live Location Tracking**

The system must track and display the real-time location of buses during active rides. Both Admin and Students should be able to access this live location data via their apps, and the system must store location data for ride history and analysis purposes. This tracking feature enhances visibility and allows stakeholders to make informed

decisions. It helps minimize uncertainty regarding arrival times and delays. Additionally, stored location data can be used for performance evaluation and future route optimization.

## **3.2 Non-Functional Requirements**

### **3.2.1 Security**

Apply strict checks for the users' authorization and authenticity.

### **3.2.2 Performance**

The system should be able to answer user actions on the application quickly.

### **3.2.3 Availability**

The system should be online all the time.

### **3.2.4 Scalability**

Also, the system must be capable providing its services to a rising number of users and data.

### **3.2.5 Usability**

Web based system should be easy to use and navigable with an aim of reaching the users of the product.

### **3.2.6 Maintainability**

It should be easy for the system to be maintained and upgraded from time without lots of time being consumed.

### **3.2.7 Efficiency**

While functioning, the system should effectively manage the amount and kinds of resources used and reduce response time.

## **3.3 Use Case Diagram**

In respect to showing graphic representations of actor communication with the components of the systems the best method therefore is to identify and draw Use Case diagrams that illustrate which actor can perform or accessing what function or component of the systems under consideration.

### 3.3.1 Use Case of General Functionalities

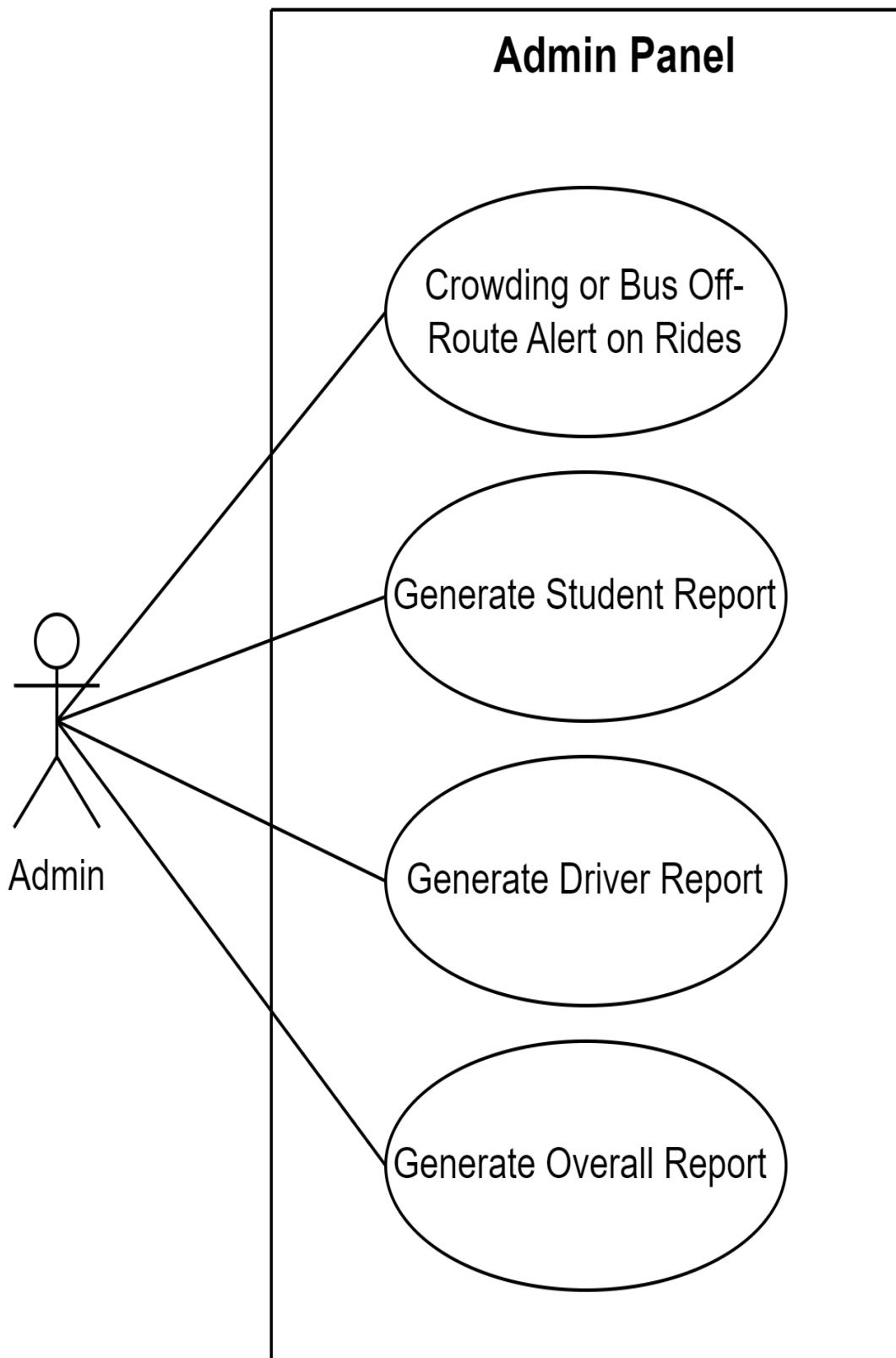


Figure 2 Use Case of General Functionalities

### 3.3.2 Use Case of Admin Panel

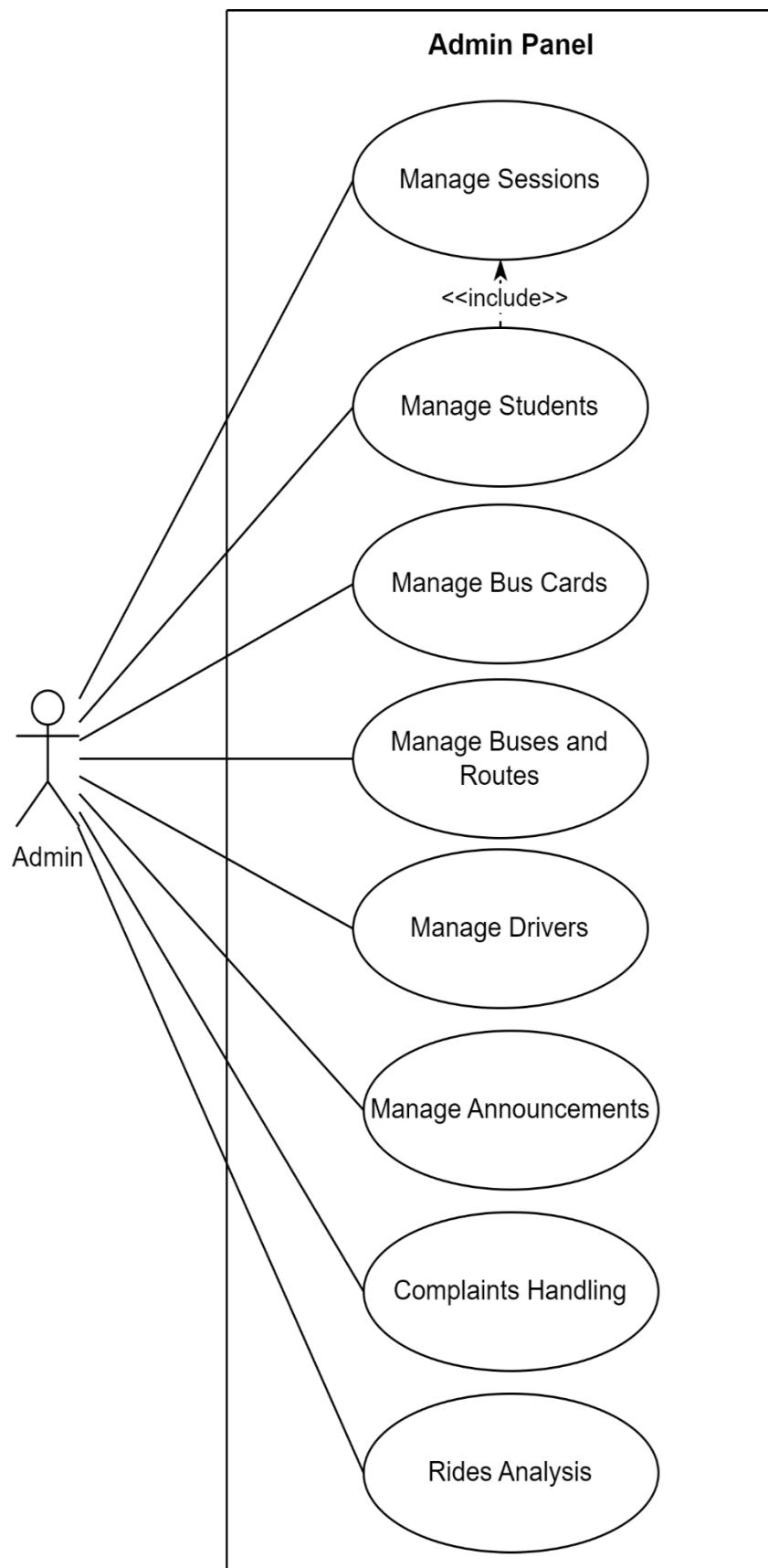


Figure 3 Use Case of Admin Panel

### 3.3.3 Use Case of Mobile App

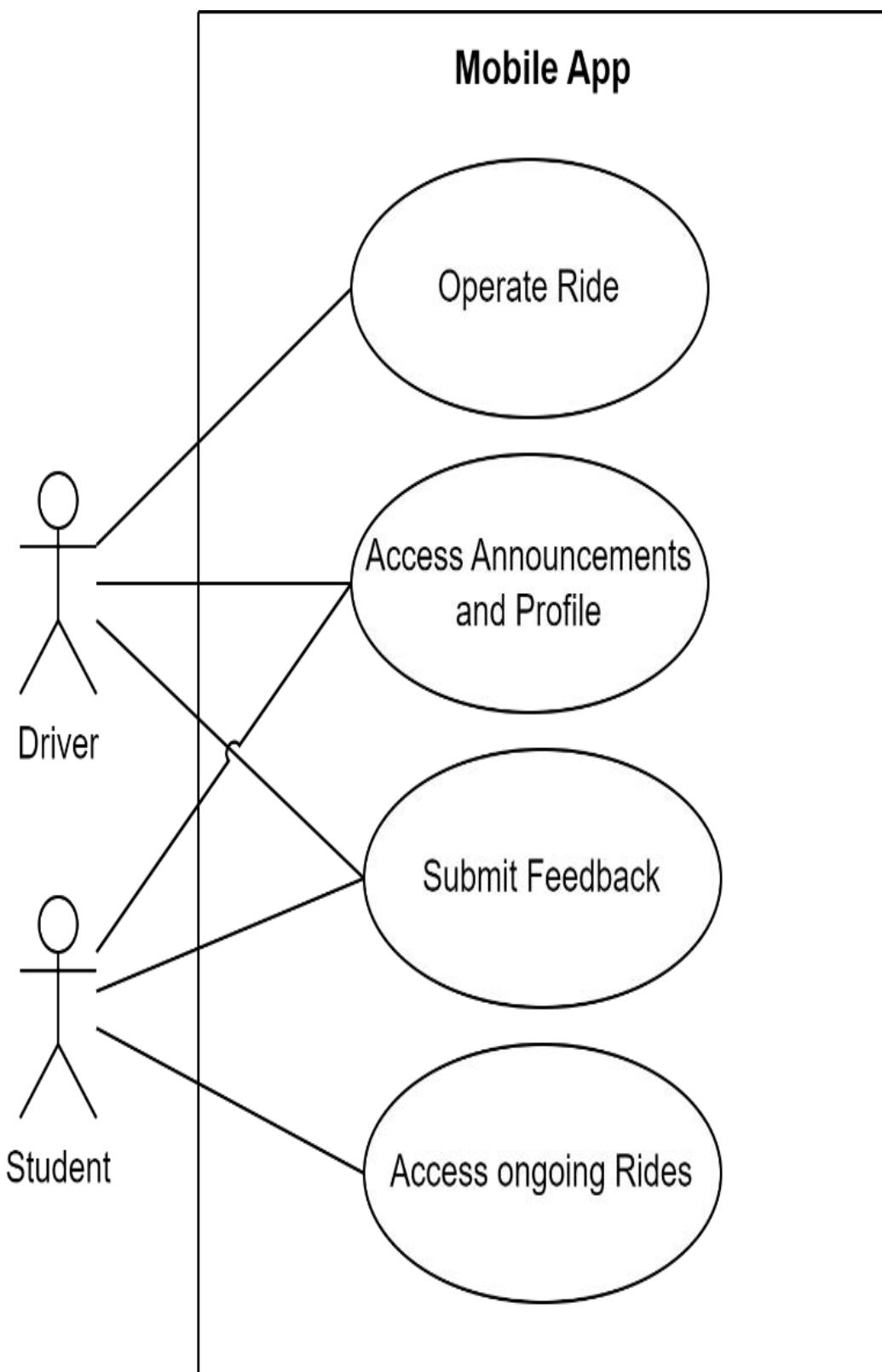


Figure 4 Use Case of Mobile App

### 3.3.4 Use Case of Sign In

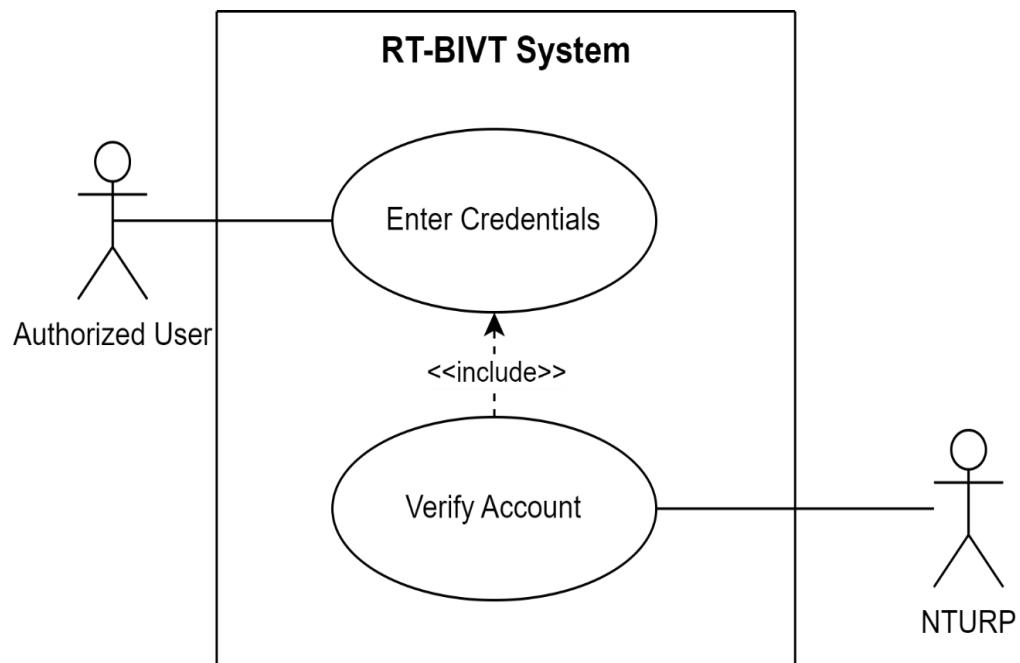


Figure 5 Use Case of Sign In

### 3.3.5 Use Case of Sign Up

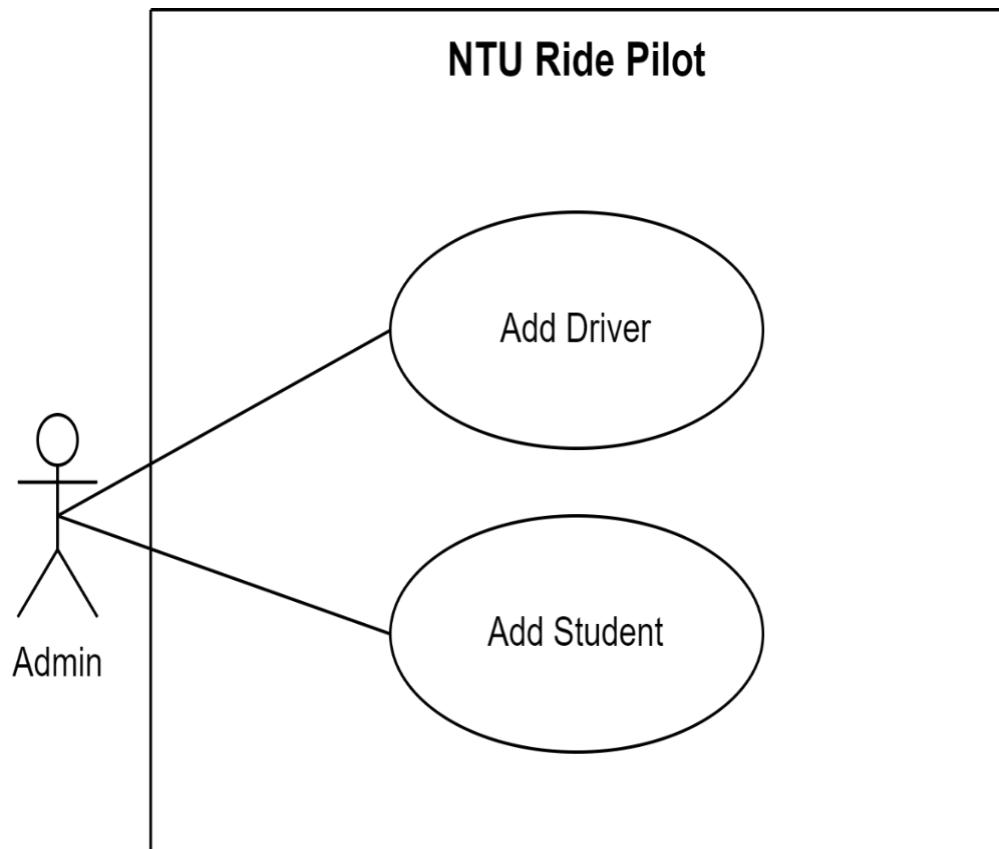


Figure 6 Use Case of Sign Up

### 3.3.6 Use Case of Bus and Route Management

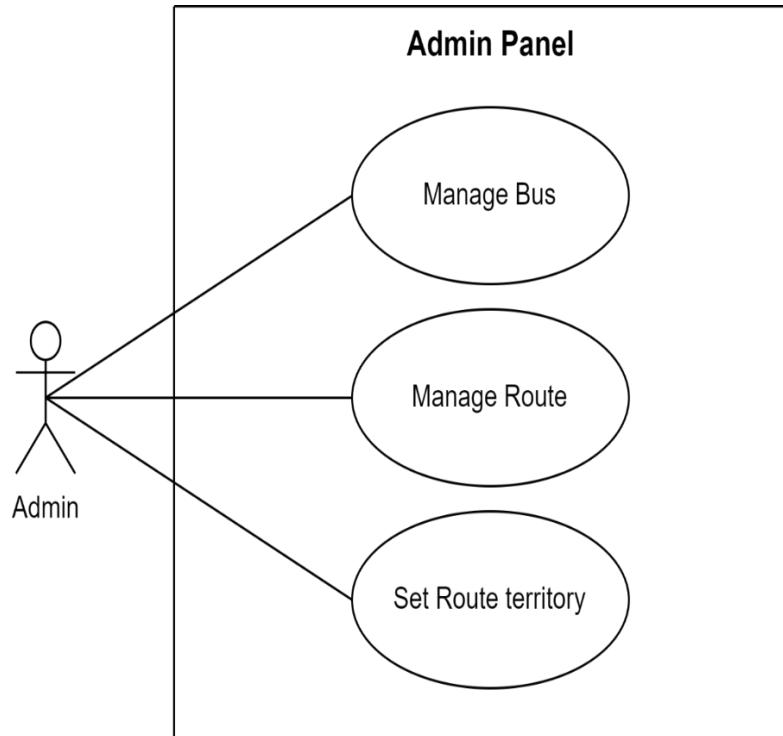


Figure 7 Use Case of Bus and Route Management

### 3.3.7 Use Case of Ride Management

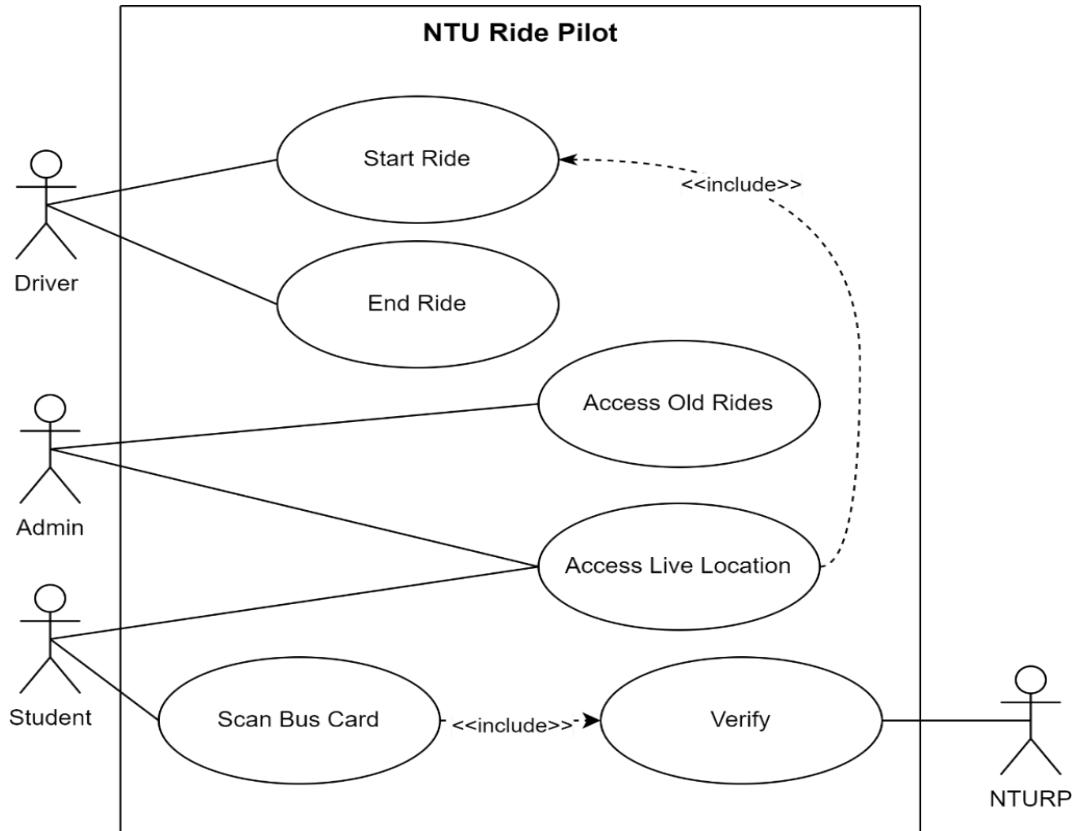


Figure 8 Use Case of Ride Management

### 3.3.8 Use Case of Bus Card Management

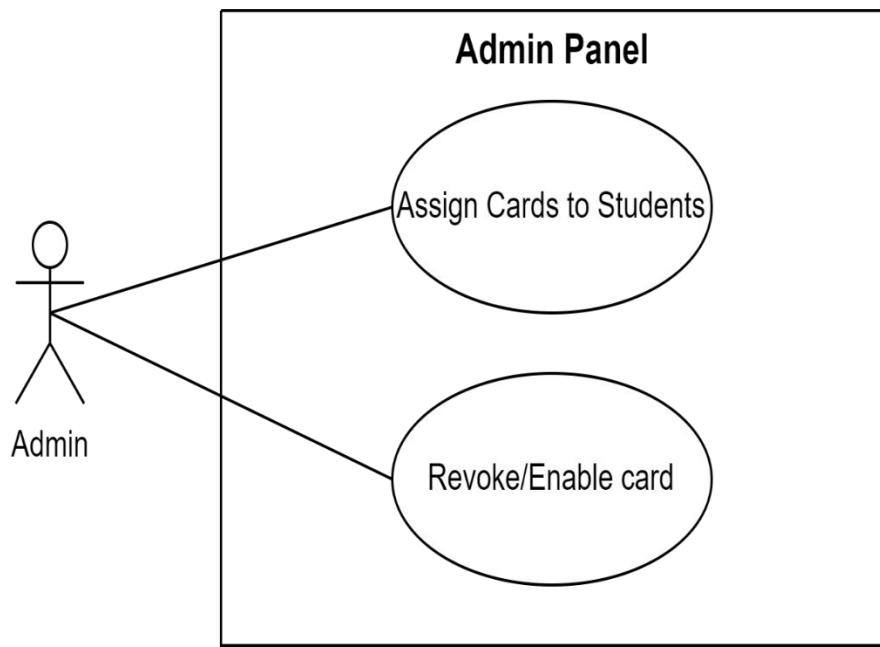


Figure 9 Use Case of Bus Card Management

### 3.3.9 Use Case of Student & Session Management

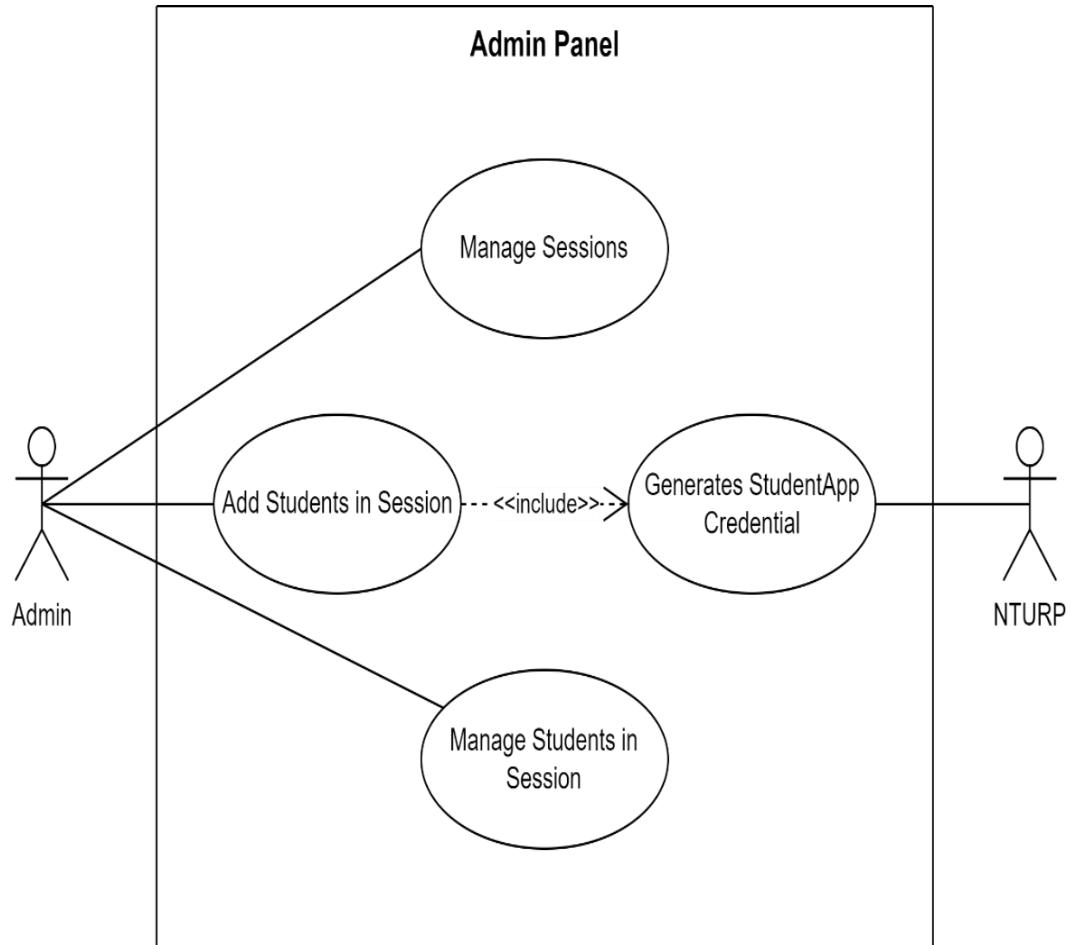


Figure 10 Use Case of Student & Session Management

### 3.3.10 Use Case of Bus Staff Management

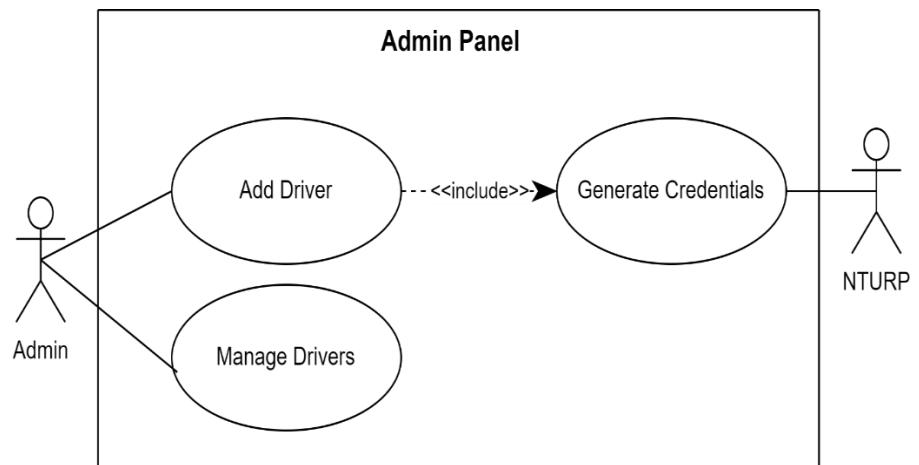


Figure 11 Use Case of Bus Staff Management

### 3.3.11 Use Case of Complaint Management

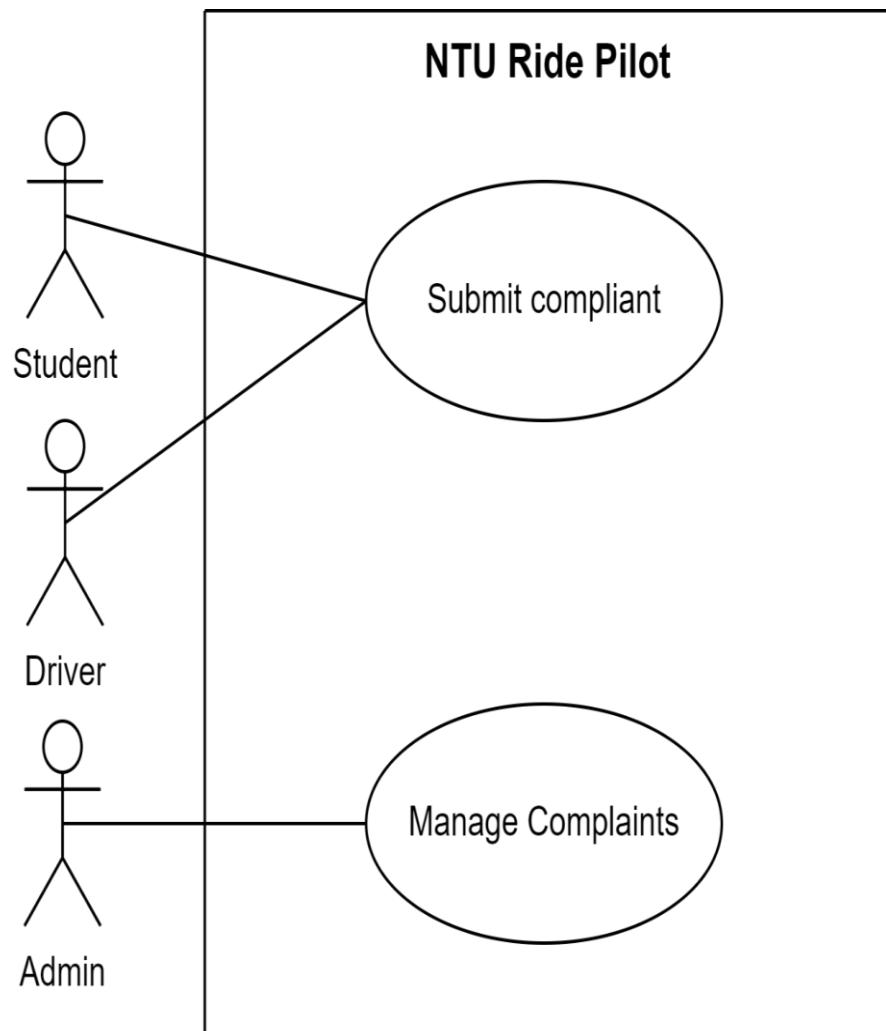


Figure 12 Use Case of Complaint Management

### 3.3.12 Use Case of Announcement Management

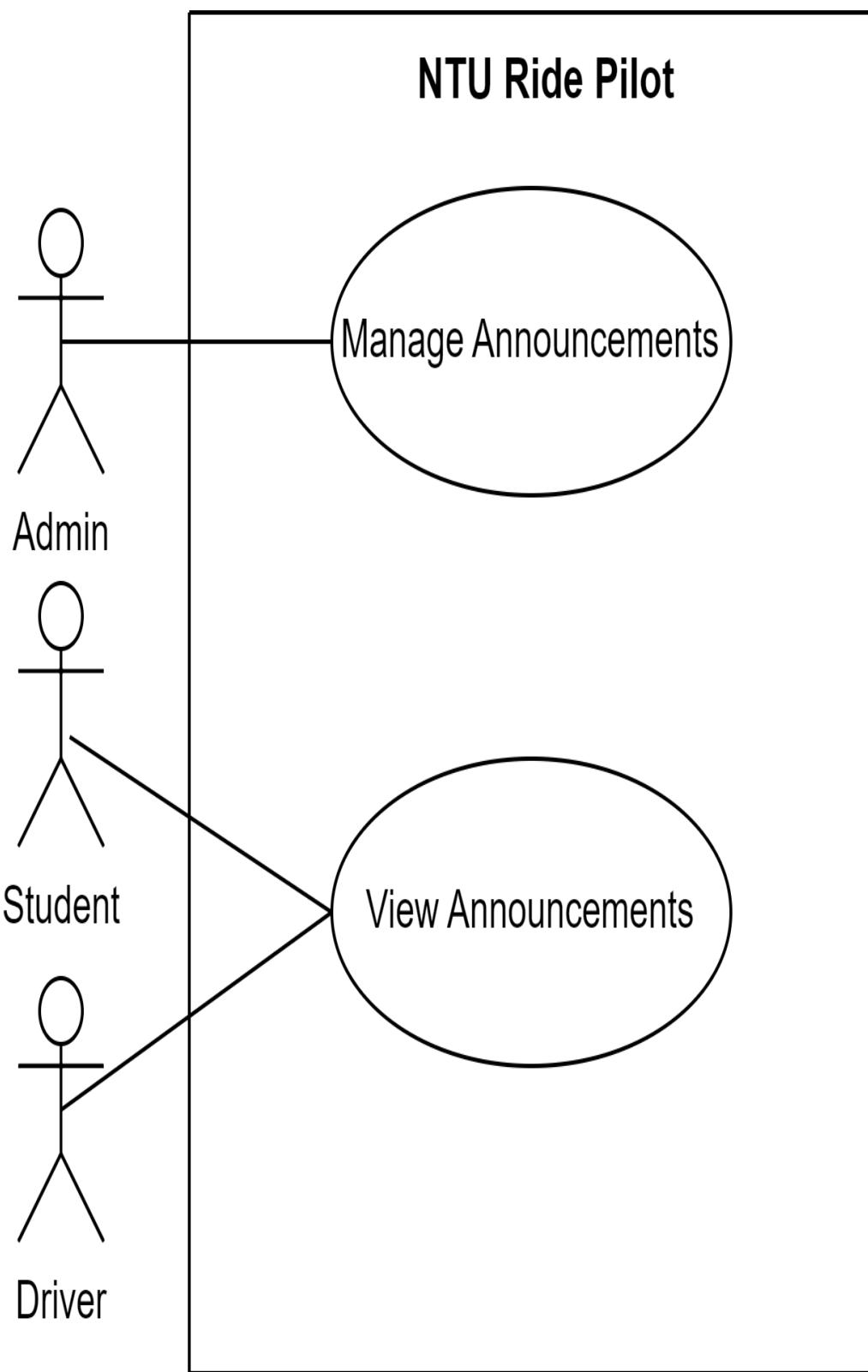


Figure 13 Use Case of Announcement Management

### 3.4 Use Case Description

Each use case involved in NTURP contains all necessary information including its use case id and name alongside description and pre- and post-conditions. A structured format within this description ensures both clarity and completeness during the definition of system interactions. The detailed documentation helps users understand both system behaviour and requirements from end-users.

#### 3.4.1 Description of Sign In

*Table 3 Description of Sign In*

| Field          | Details   |
|----------------|---|
| Use Case Id    | 01  |
| Use Case Name  | Sign In   |
| Actors         | Authorized User   |
| Description    | Authorized users log in to the NTURP via provided applications. Access is denied if the user does not have an account or proper credentials. This process ensures that only verified users can access the system, maintaining the security and integrity of NTURP services. The user must enter valid credentials through a secure login interface, which may include options for password recovery or multi-factor authentication in future implementations. Login attempts are logged for auditing and system monitoring. |
| Pre-condition  | User must have an account and credentials.  |
| Post-condition | User logs into the NTURP system or is denied access.  |

### 3.4.2 Description of Sign Up

*Table 4 Description of Sign Up*

| Field          | Details  |
|----------------|--|
| Use Case Id    | 02   |
| Use Case Name  | Sign Up  |
| Actors         | Admin, Authorized User   |
| Description    | An Admin can assign specific roles and permissions to students and drivers. The admin is responsible for managing the creation of user accounts, including those for drivers and students. |
| Pre-condition  | User must have an account, enough permissions and credentials to access system.  |
| Post-condition | A new user is created with specific roles and permissions to operate with in NTURP.  |

### 3.4.3 Description of Bus and Route Management

*Table 5 Description of Bus and Route Management*

| Field          | Details   |
|----------------|---|
| Use Case Id    | 03  |
| Use Case Name  | Bus and Route Management  |
| Actors         | Admin   |
| Description    | The admin is responsible for adding buses, defining routes, and assigning territories. This process includes registering new buses into the NTURP system by providing key details such as bus ID, capacity. The admin can define and update routes based on real-time demand, traffic conditions, or institutional requirements. Each route consists of predefined stops and schedules, ensuring optimal travel time and coverage. Additionally, the admin assigns buses to specific routes and territories, helping to maintain operational efficiency. The system allows for modifications such as reassigning buses, deactivating routes, or updating stops, ensuring flexibility and control over the transportation network. |
| Pre-condition  | Admin must be authenticated and have enough permissions to manage buses and routes.   |
| Post-condition | The admin effectively oversees the management of buses, routes, and territories.  |

### 3.4.4 Description of Ride Management

*Table 6 Description of Ride Management*

| Field          | Details   |
|----------------|---|
| Use Case Id    | 04  |
| Use Case Name  | Ride Management   |
| Actors         | Admin, Driver, Student  |
| Description    | The driver starts and ends rides while verifying student bus cards during the trip. The system logs ride-related data and tracks the bus's live location, enabling administration, students, and parents to access ride details and monitor the bus's real-time location. |
| Pre-condition  | The driver must be authenticated and have specified the route and the bus they are assigned to. The student must possess a valid and active bus card.   |
| Post-condition | The driver successfully operates the Rides, while the system tracks and updates the ride details and live bus location. This allows both administrators and students/parents to access the ride information and the live location of the bus.                             |

### 3.4.5 Description of Bus Card Management

*Table 7 Description of Bus Card Management*

| Field          | Details   |
|----------------|---|
| Use Case Id    | 05  |
| Use Case Name  | Bus Card Management   |
| Actors         | Admin   |
| Description    | <p>The admin is responsible for assigning and managing student bus cards. This includes generating new bus cards, linking them to registered student profiles, and ensuring each card is associated with the correct route and bus. The admin can monitor the usage history of each card to keep track of attendance, travel frequency, and route preferences. If a card is reported lost or misused, the admin can quickly revoke access to prevent unauthorized usage. Re-enabled cards can be reassigned seamlessly once the issue is resolved. The system provides clear logs of all card activities for transparency and future reference.</p> |
| Pre-condition  | <p>The admin must be authenticated and have necessary permissions to manage bus cards. Students are required to be registered in the system.</p>  |
| Post-condition | <p>The admin can successfully assign bus cards to students, revoke the cards to prevent further use, and re-enable them when needed.</p>  |

### 3.4.6 Description of Session and Student Management

*Table 8 Description of Session and Student Management*

| Field          | Details  |
|----------------|--|
| Use Case Id    | 06   |
| Use Case Name  | Session and Student Management   |
| Actors         | Admin, System  |
| Description    | The admin can create and terminate sessions, set session expiry, and manage students within the system. When a student is added, the system automatically generates app credentials for them. Expiring or deleting a session will deactivate all bus cards associated with that session. The admin can also update student records and manage session-wise student data for better organization. The system ensures that only active session students have access to transportation services, maintaining the integrity of student travel privileges. Admins can view session logs, track student activity, and generate reports to evaluate system usage. |
| Pre-condition  | The admin must be authenticated and have necessary permissions to manage bus cards. Student data must be accurate and complete for the generation of credentials.  |
| Post-condition | The admin effectively oversees both sessions and student management.   |

### **3.4.7 Description of Bus Staff Management**

*Table 9 Description of Bus Staff Management*

| Field          | Details   |
|----------------|---|
| Use Case Id    | 07  |
| Use Case Name  | Bus Staff Management  |
| Actors         | Admin, System   |
| Description    | The admin oversees drivers and conductors. When a new staff member is added, the system automatically generates app credentials for them. |
| Pre-condition  | The admin must be authenticated and have necessary permissions to manage bus staff.   |
| Post-condition | The admin effectively manages bus staff.  |

### **3.4.8 Description of Complaint Management**

*Table 10 Description of Complaint Management*

| Field          | Details   |
|----------------|---|
| Use Case Id    | 08  |
| Use Case Name  | Complaint Management  |
| Actors         | Student, Driver, Admin  |
| Description    | Students and drivers are allowed to submit complaints about transportation services and related concerns.   |
| Pre-condition  | All users are required to be authenticated. Administrators must also be authenticated and possess the necessary permissions to manage complaints. |
| Post-condition | Complaints submitted by students and drivers get reviewed and resolved by the authorities.  |

### **3.4.9 Description of Announcement Management**

*Table 11 Description of Announcement Management*

| Field          | Details   |
|----------------|---|
| Use Case Id    | 09  |
| Use Case Name  | Announcement Management                                   |
| Actors         | Admin, Driver, Student                                    |
| Description    | The admin shares announcements related to transportation. |
| Pre-condition  | All users are required to be authenticated.               |
| Post-condition | The administrator successfully posts announcements.       |

### **3.4.10 Description of General Functionalities**

*Table 12 Description of General Functionalities*

| Field          | Details  |
|----------------|--|
| Use Case Id    | 10   |
| Use Case Name  | General Functionalities  |
| Actors         | Users  |
| Description    | The admin can generate reports and analyse valuable information extracted from the data currently stored.        |
| Pre-condition  | The admin must be authenticated and have necessary permissions.  |
| Post-condition | Administration makes better decisions and enhances services through the analysis of current transportation data. |

## **Chapter 4**

### **Methodology**

#### **4.1 Agile Software Development Methodology**

Agile methodology is an iterative and incremental approach to software development that emphasizes flexibility, collaboration, and customer feedback. Unlike traditional methodologies like the Waterfall model, Agile allows for adaptive planning, evolutionary development, and continual improvement, enabling rapid and flexible responses to change. It is particularly effective in managing the complexity and unpredictability of software projects.

#### **4.2 Selected Methodology: Agile**

A software development methodology is a way to improve development work with the help of dividing the development process into distinct phases to make a system with better productivity. It also helps to structure and control the whole system. It involves different methodologies, also called the Software Development Life Cycle, that are stages for software development with a certain set of rules. Generically, we categorized the methodologies into Rapid application development and planned-driven. Waterfall, spiral is planned driven while agile is Rad based.

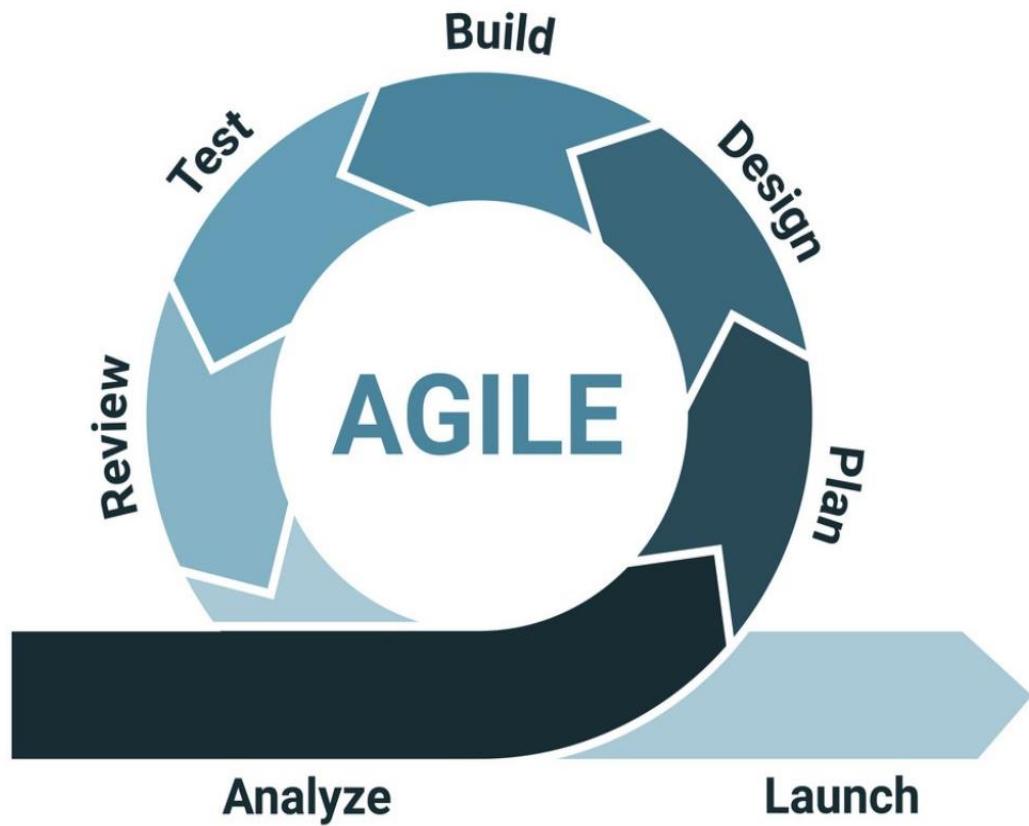
#### **4.3 Reasons for Selecting Agile Methodology**

- Agile allows the project to adapt to changes in requirements and technology swiftly.
- Regular feedback from users ensures that the development aligns with the user's needs and expectations.
- Agile facilitates the delivery of small, workable segments of the project, ensuring a faster time-to-market and continuous improvement.
- Regular reviews and iterations help in early identification and resolution of issues, reducing the overall risk.

#### **4.4 Project Planning and Execution for NTURP**

Agile project planning and execution involve the division of the project into sprints, with each sprint aimed at delivering a potentially shippable product increment. The key phases include:

- Gather and prioritize necessities for the NTURP undertaking, growing a product backlog.
- At the start of every dash, pick a hard and fast of capabilities from the product backlog and plan their delivery.
- Conduct day by day meetings to speak about development, demanding situations, and plan the day's paintings.
- Develop, take a look at, and combine features inside the dash.
- At the quilt of every sprint, reveal the finished paintings to stakeholders and collect comments.
- Reflect at the sprint to identify successes and regions for development.
- Plan releases based totally at the undertaking progress, stakeholder comments, and marketplace situations.



*Figure 14 Agile Model*

# Chapter 5

## Architecture Design

### 5.1 Activity Diagram

#### 5.1.1 Mobile Application

This diagram illustrates the user flow for students and drivers after signing in to the mobile app. Students can view rides, profiles, announcements, and submit feedback, while drivers manage ride operations. It ensures a clear and role-specific interaction with system features based on authentication.



Figure 15 Activity diagram of mobile app

### 5.1.2 Admin Panel

The activity diagram for admin panel visualizes workflows for managing sessions, students, buses, drivers, and routes. After successful login, the admin can perform tasks like assigning cards, setting expiry, and handling feedback. It highlights the complete backend control flow in a structured and accessible manner.

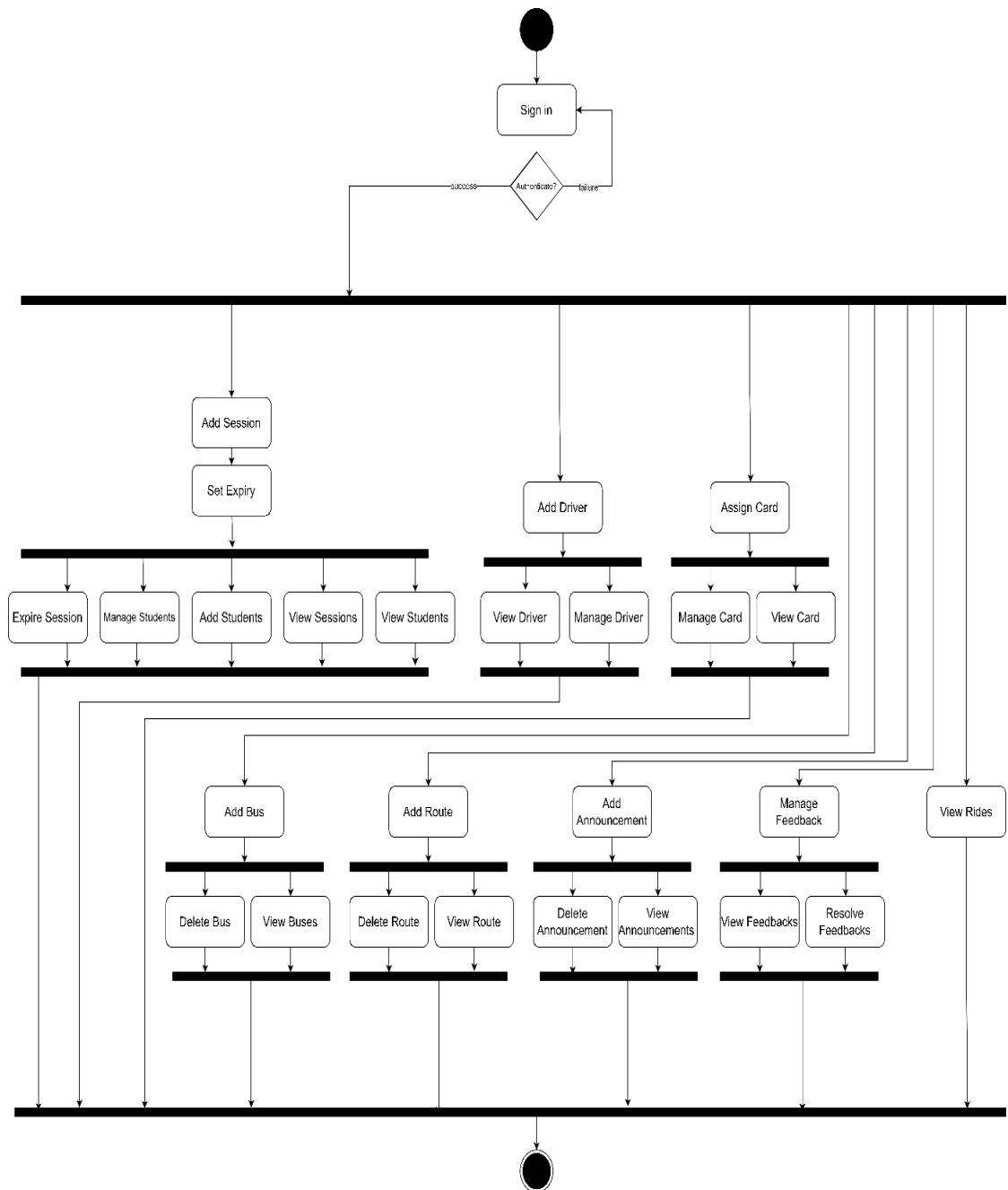


Figure 16 Activity diagram of Admin panel

## 5.2 Database Design

The Firestore database design for the NTU Ride Pilot system uses a collection-document model to support real-time updates and efficient data access. Top-level collections manage core system data, while the Users collection organizes role-specific access for drivers, admins, and students. This structure ensures secure, modular, and flexible data management.

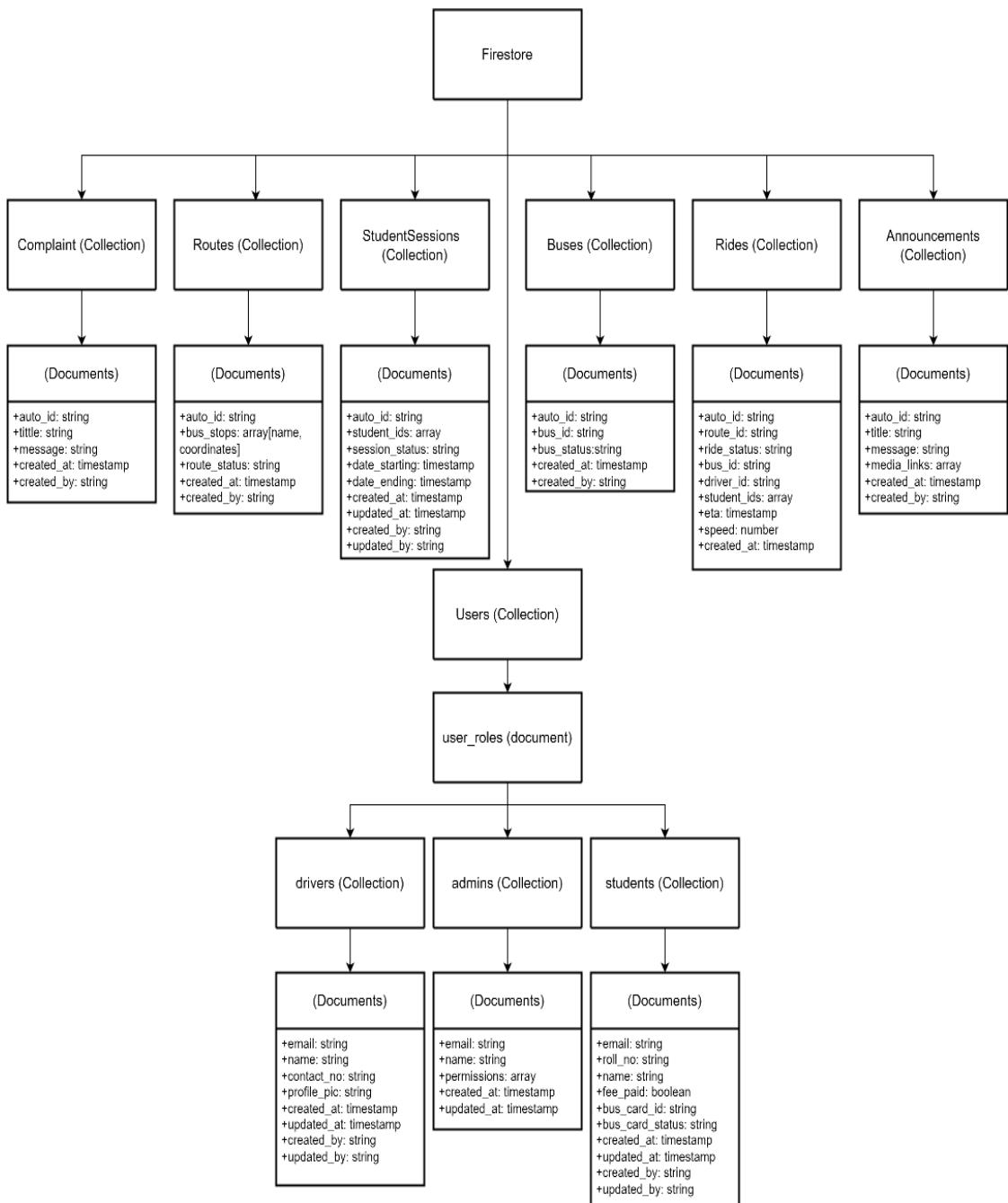


Figure 17 Database Design

## 5.3 Sequence Diagram

### 5.3.1 Admin Panel

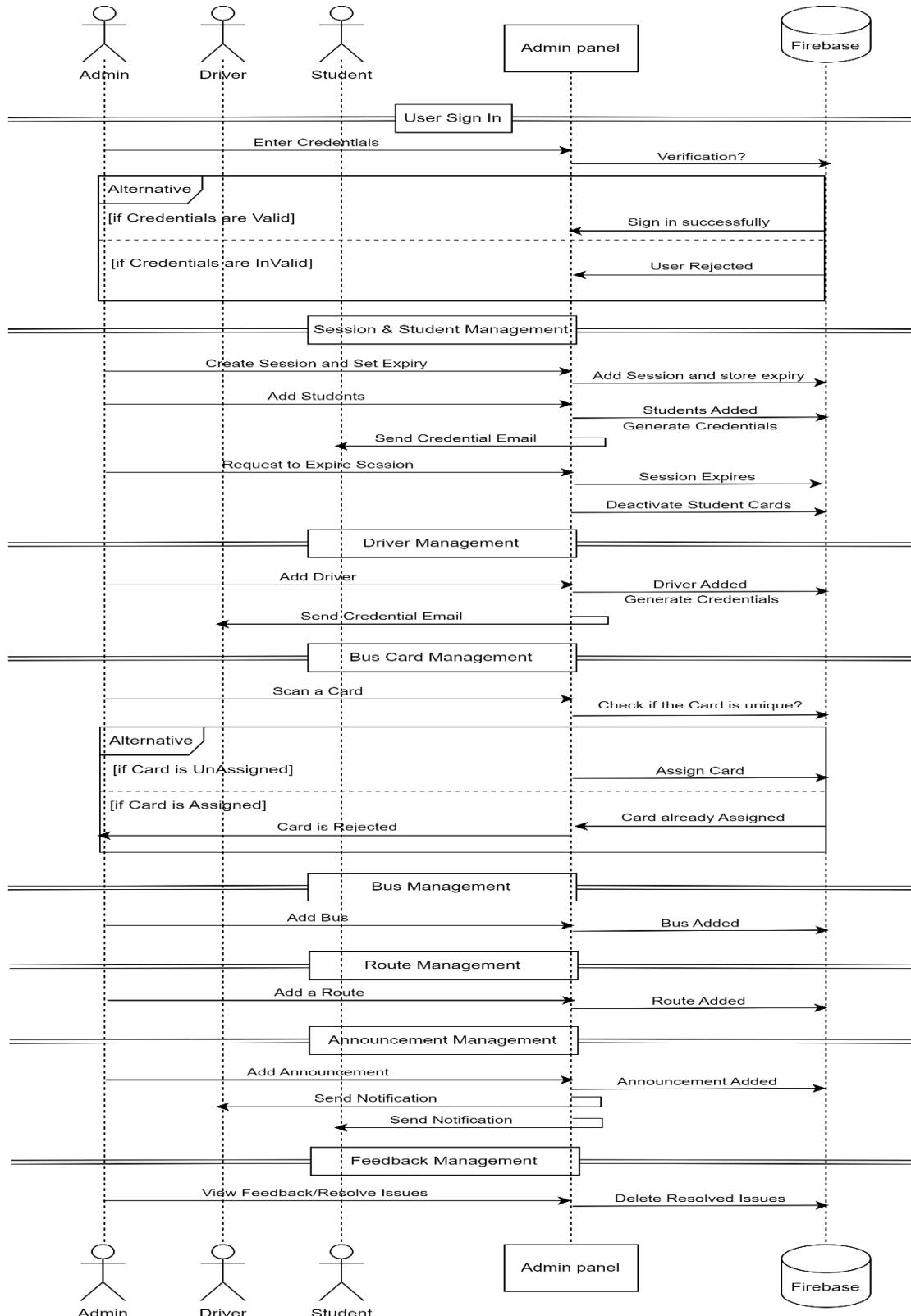


Figure 18 Sequence diagram of Admin Panel

### 5.3.2 Mobile App

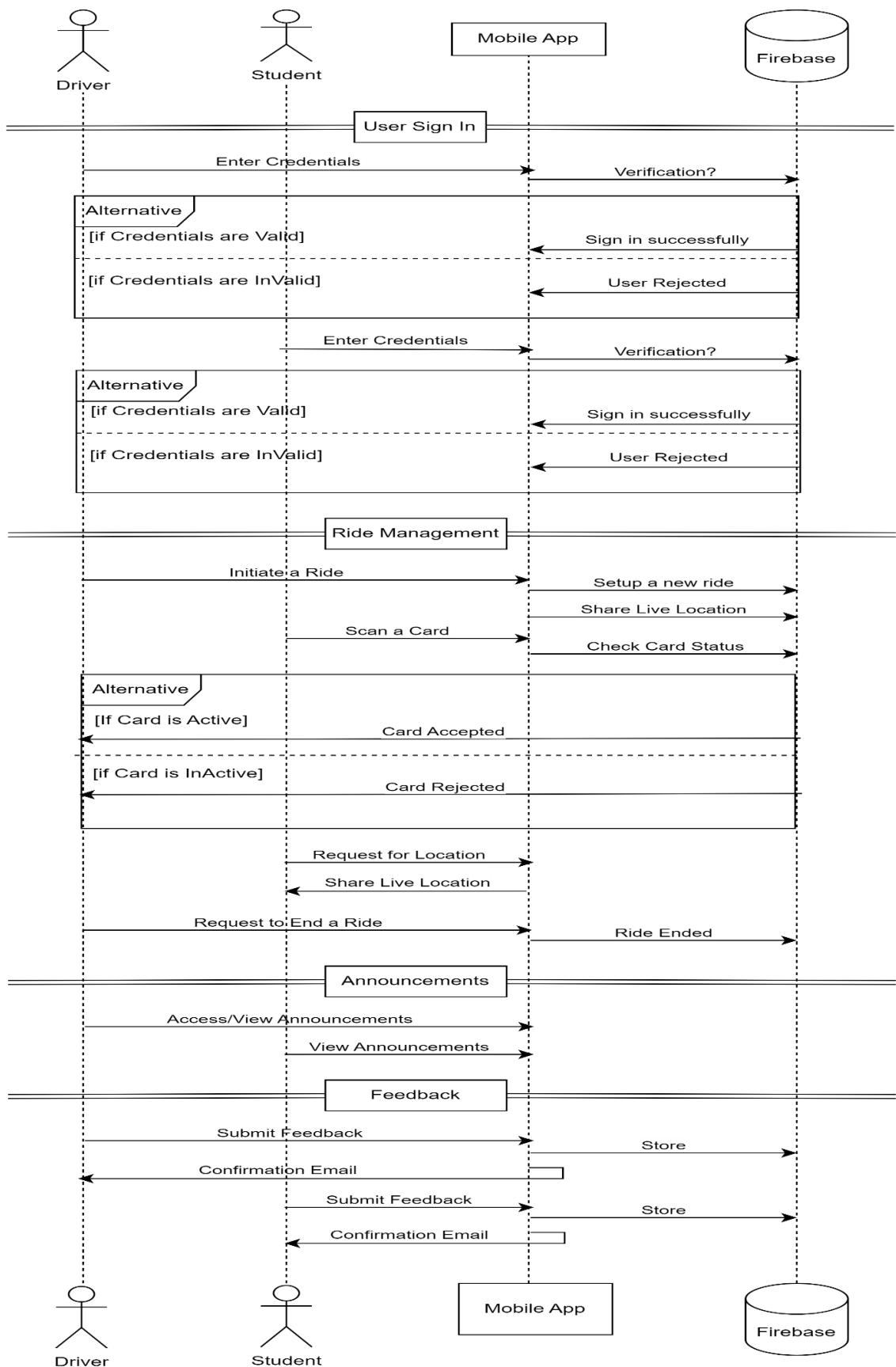


Figure 19 Sequence diagram of Mobile App

# CHAPTER 6

## System Implementation

After completing the design and planning phases, the system for **NTU Ride Pilot (NTURP)** was implemented using various modern tools and technologies. This chapter outlines the tools used during development, explains the class structure of the system, and provides an overview of the system's deployment architecture.

### 6.1 System Tools and Technologies

To ensure a responsive, scalable, and real-time system for students, drivers, and administrators, the following technologies were used:

- **VS Code:** A lightweight and powerful source-code editor used for writing and managing code for both the mobile app and admin dashboard.
- **Flutter:** Chosen for its cross-platform capabilities, Flutter enabled the development of a single mobile application for both students and drivers with native performance.
- **Firebase:** Provided backend services such as user authentication, real-time database access, cloud storage for ride/media data, and push notifications.
- **Map box:** Integrated for real-time GPS tracking, location mapping, and route visualization within both the mobile app and the admin dashboard.
- **Next.js:** Utilized to build the admin dashboard, enabling efficient server-side rendering, route management, and reactive UI for monitoring rides and managing users.
- **Cloud Fire store:** Served as the primary NoSQL database, storing structured data like student/driver details, rides, feedback, and announcements.
- **Firebase Cloud Messaging (FCM):** Used to deliver real-time alerts and notifications to users for updates such as new rides, announcements, or feedback responses.

### 6.2 Class Diagram

This section presents the complete class structure of the **NTU Ride Pilot (NTURP)** system, covering both the **Mobile Application** (for Students and Drivers) and the **Admin Panel** (for administrative control and system management).

The **Mobile App class diagram** outlines interactions between Student, Driver, Bus Card, Ride, Feedback, and Announcement entities, ensuring seamless communication and ride operations.

The **Admin Panel class diagram** captures administrative functionalities through classes like Admin, Bus Management, Route Management, Ride Management, Session Management, Feedback Management, and Announcement Management. These classes enable the admin to monitor users, manage rides, sessions, bus cards, and publish announcements, maintaining overall system integrity and control.

### 6.2.1 Mobile Application

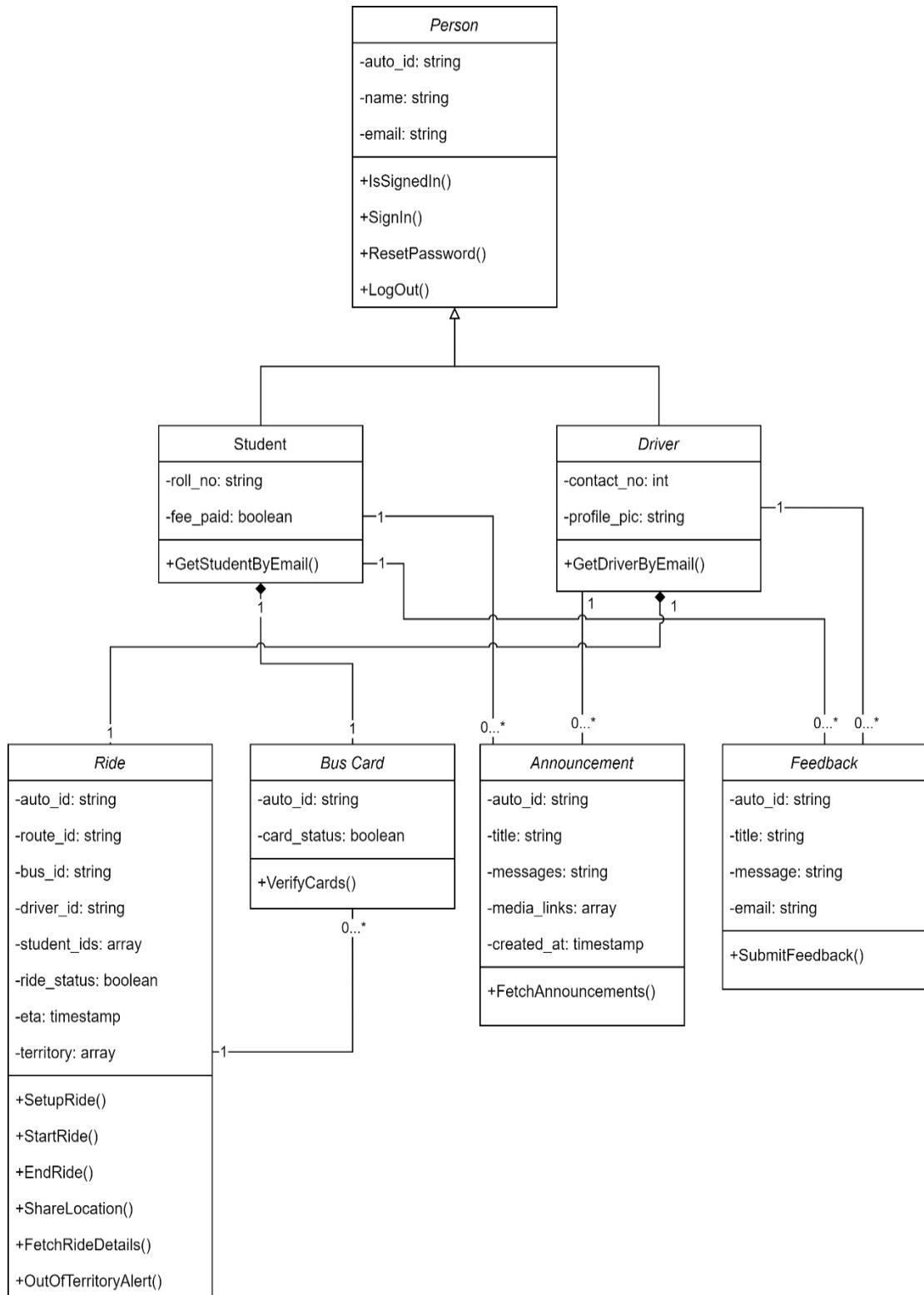


Figure 20 Class diagram of mobile app

### 6.2.2 Admin Panel

The class diagram for the NTU Ride Pilot system illustrates the key entities and their relationships within the system. It includes core classes such as Admin, Student, Driver, and Person, with associated modules like Bus Management, Route Management, and Ride Management. Inheritance is used where Student and Driver are specializations of the Person class. Multiplicity indicators define the cardinality of relationships between classes, ensuring data integrity and operational clarity. The diagram supports key functionalities such as session handling, announcements, feedback, and bus card tracking, providing a structured blueprint for system implementation.

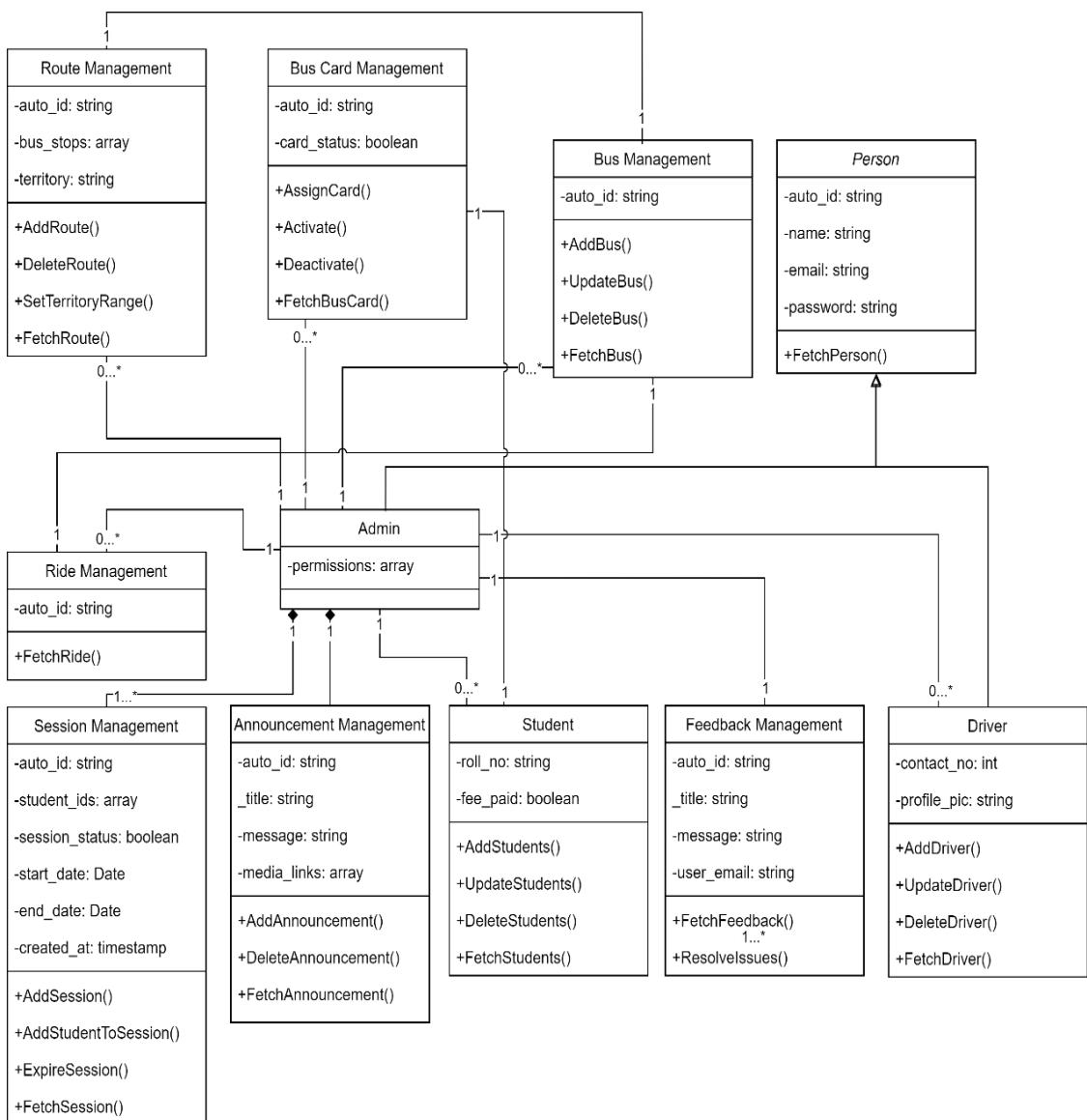


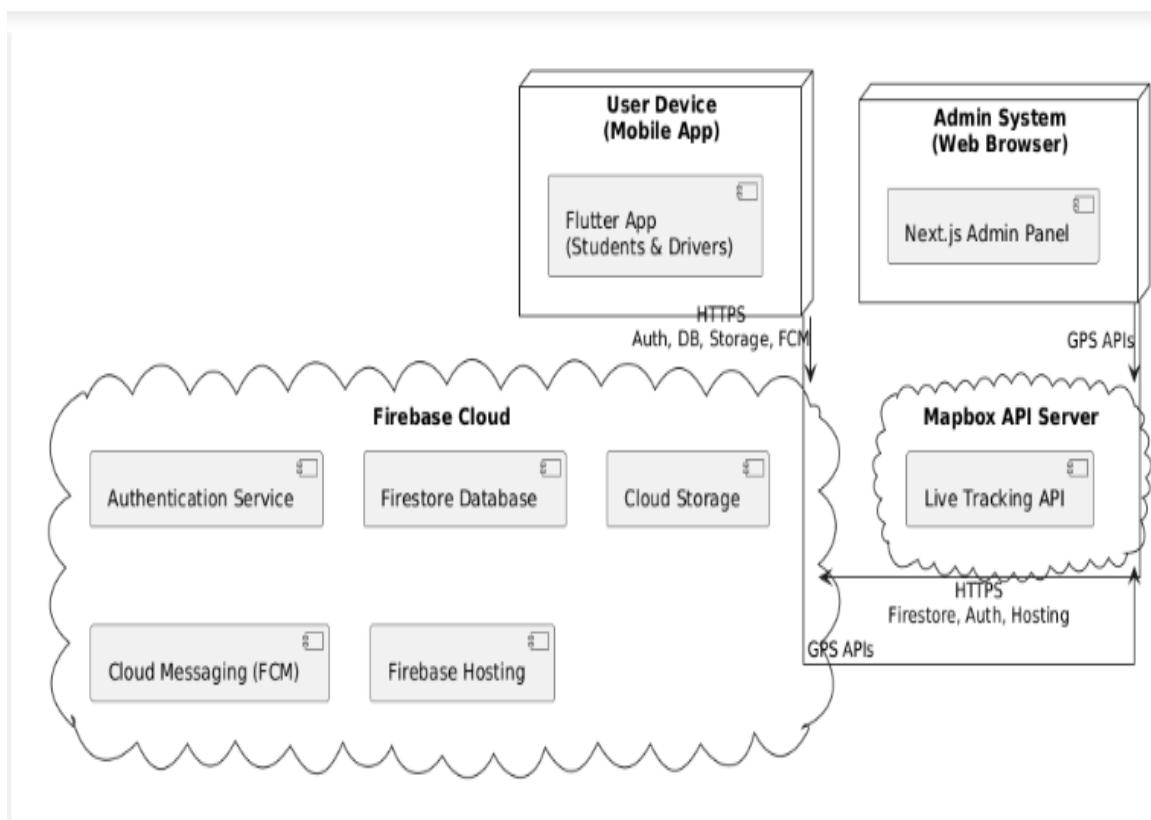
Figure 21 Class diagram of admin panel

### 6.3 Deployment Diagram

The deployment of the NTU Ride Pilot system follows a cloud-based architecture.

- The **Mobile Application** (for students and drivers) and the **Admin Dashboard** (built with Next.js) serve as client interfaces.
- These interfaces interact with **Firebase Services**, which include:
  - **Authentication** for secure login.
  - **Cloud Fire store** as the real-time NoSQL database.
  - **Cloud Storage** for media.
  - **Firebase Cloud Messaging** for real-time notifications.
- **Map box APIs** are integrated into both client applications for live location tracking and route mapping.

This server less architecture ensures high availability, real-time data sync, and scalability, making it ideal for a university-level transportation system.



# CHAPTER 7

## System Testing

Software testing plays a critical role in validating the system's correctness, functionality, and performance. In NTU Ride Pilot (NTURP), a combination of **White Box** and **Black Box** testing methodologies was employed to ensure both internal code integrity and end-user satisfaction. Testing was conducted across all components—Admin Panel, Student App, and Driver App—using real-time scenarios and multiple test cases.

### 7.1 White Box Testing

White Box Testing was used during the development phase to verify internal structures and logic. It ensured that the code worked as intended under all conditions. This included:

- **Unit Testing:** Testing individual components such as authentication, ride start/stop logic, and complaint submission.
- **Memory Leak Testing:** Ensuring Firebase listeners and subscriptions were properly disposed.
- **White Box Penetration Testing:** Checked unauthorized access routes through Admin endpoints.
- **Mutation Testing:** Altered logical conditions to ensure robustness against failures.

### 7.2 Black Box Testing

Black Box Testing validated the NTURP system from the user's perspective. This testing type evaluated outputs against inputs without requiring internal code knowledge.



Figure 22 Black Box Testing

Types applied:

- **Functional Testing:** Validated key modules like Login, Ride Management, Announcements, and Bus Card Handling.
- **Non-functional Testing:** Checked performance, UI responsiveness, and Firebase-based real-time data flow.
- **Regression Testing:** Ensured new updates did not break existing modules.

Other strategies used:

- **Scenario-Based Testing**
- **Equivalence Partitioning**
- **Boundary Value Testing**
- **Accessibility Testing**
- **State Transition Testing**

### 7.3 Verification

Verification was conducted to confirm that NTURP met all system specifications. The process included:

- **Inspection:** Manual review of feature implementations like map integration, announcement module, etc.
- **Demonstration:** Live demo of Ride flow, Card Validation, and Real-Time Tracking.
- **Testing:** Module-level and integration testing.
- **Analysis:** Logs and Firebase backend analysis to confirm correct request/response cycles.

### 7.4 Validation

Validation confirmed that the system met **user needs** and **project goals**. Testers, end-users, and supervisors verified:

- Real-time bus tracking accuracy via Map box.
- Functionality of push notifications via Firebase Cloud Messaging.
- Successful RFID card scans during active rides.
- Accurate ride history and complaint resolution records.

## **7.5 Adopted Methodology**

### **7.5.1 Unit Testing**

Each functionality (e.g., Firebase login, GPS streaming) was tested independently during development.

### **7.5.2 Module Testing**

Modules such as Complaint Handling and Card Management were tested independently and in tandem.

### **7.5.3 Integration Testing**

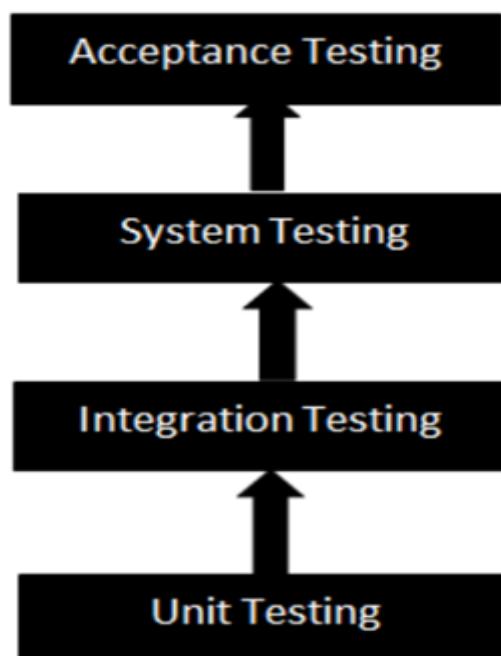
All modules were integrated and tested for interaction. For example, card validation triggering ride logging, and live location updates syncing with the Admin Panel.

### **7.5.4 System Testing**

End-to-end testing of Student App, Driver App, and Admin Panel was performed as a whole.

### **7.5.5 Acceptance Testing**

Stakeholders (supervisors and testers) tested the deployed system to confirm expectations were met prior to final submission.



*Figure 23 Adopted Methodology*

## 7.6 Test Cases

### Test Case 1: Ride Start/Stop:

*Table 13 Ride Start/Stop*

|                          |  |
|--------------------------|--|
| Component Name           | Ride Management                                  |
| Module Name              | Driver App                                       |
| Condition being tested   | Start and End Ride via App                       |
| Expected Result          | Ride starts/stops and logs correctly             |
| Success Scenarios        | Live location updates; ride history logs created |
| Failure Scenarios        | Ride doesn't start; GPS not fetched              |
| Test Result (Pass/ Fail) | Pass   |

### Test Case 2: RFID Card Validation:

*Table 14 RFID Card Validation*

|                          |   |
|--------------------------|---|
| Component Name           | Card Validator                                |
| Module Name              | Driver App                                    |
| Condition being tested   | Scan valid/invalid card                       |
| Expected Result          | Valid cards accepted, invalid rejected        |
| Success Scenarios        | Student verified and logged                   |
| Failure Scenarios        | Card scan fails or grants unauthorized access |
| Test Result (Pass/ Fail) | Pass  |

**Test Case 3: Complaint Submission:***Table 15 Complaint Submission*

|                          |                                   |
|--------------------------|-----------------------------------|
| Component Name           | Complaint Form                    |
| Module Name              | Student App                       |
| Condition being tested   | Submit complaint                  |
| Expected Result          | Complaint saved and sent to admin |
| Success Scenarios        | Admin sees and responds           |
| Failure Scenarios        | Complaint fails to submit         |
| Test Result (Pass/ Fail) | Pass                              |

**Test Case 4: Announcements:***Table 16 Announcements*

|                          |                                  |
|--------------------------|----------------------------------|
| Component Name           | Announcement Module              |
| Module Name              | Admin Panel                      |
| Condition being tested   | Create and send announcements    |
| Expected Result          | Users receive push notifications |
| Success Scenarios        | Messages delivered via FCM       |
| Failure Scenarios        | No notification received         |
| Test Result (Pass/ Fail) | Pass                             |

### **Test Case 5: Live Location Tracking:**

*Table 17 Live Location Tracking*

|                          |                                |
|--------------------------|--------------------------------|
| Component Name           | Map box Integration            |
| Module Name              | Student App / Admin Panel      |
| Condition being tested   | Display real-time bus location |
| Expected Result          | Map updates continuously       |
| Success Scenarios        | Location pins move live        |
| Failure Scenarios        | Static or broken tracking      |
| Test Result (Pass/ Fail) | Pass                           |

### **Test Case 6: Session Expiry Handling:**

*Table 18 Session Expiry Handling*

|                          |   |
|--------------------------|---|
| Component Name           | Session Management  |
| Module Name              | Admin Panel   |
| Condition being tested   | Automatic deactivation of student cards upon session expiry                   |
| Expected Result          | Expired sessions should revoke student card access                            |
| Success Scenarios        | Cards are automatically disabled after session expiry; system logs the change |
| Failure Scenarios        | Card remains active after session expiry; unauthorized ride access occurs     |
| Test Result (Pass/ Fail) | Pass  |

# CHAPTER 8

## Application Prototype

The NTU Ride Pilot (NTURP) application prototype is a functional implementation of the proposed system, representing the final integration of all components into a usable product. It includes a **cross-platform mobile app** for students and drivers and a **web-based admin panel** for managing the transportation system. This chapter showcases the core modules and user interface elements implemented in both systems.

### 8.1 Mobile Application Prototype (Flutter)

The mobile application is developed using **Flutter** with **Firebase** as backend, featuring **role-based interfaces** for both **students** and **drivers**. It supports secure login, live tracking, ride verification, complaints, and real-time alerts. Both **light and dark modes** are supported for all modules, enhancing accessibility and UI consistency.

#### 8.1.1 Splash & Login Screens

##### 8.1.1.1 Splash Screen:

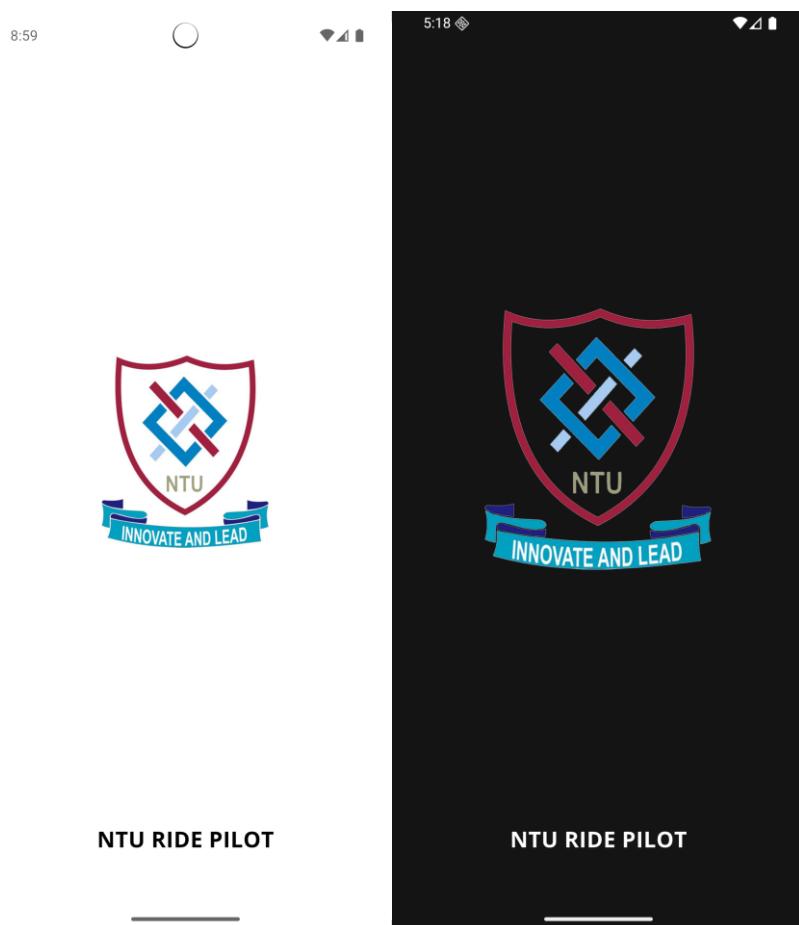
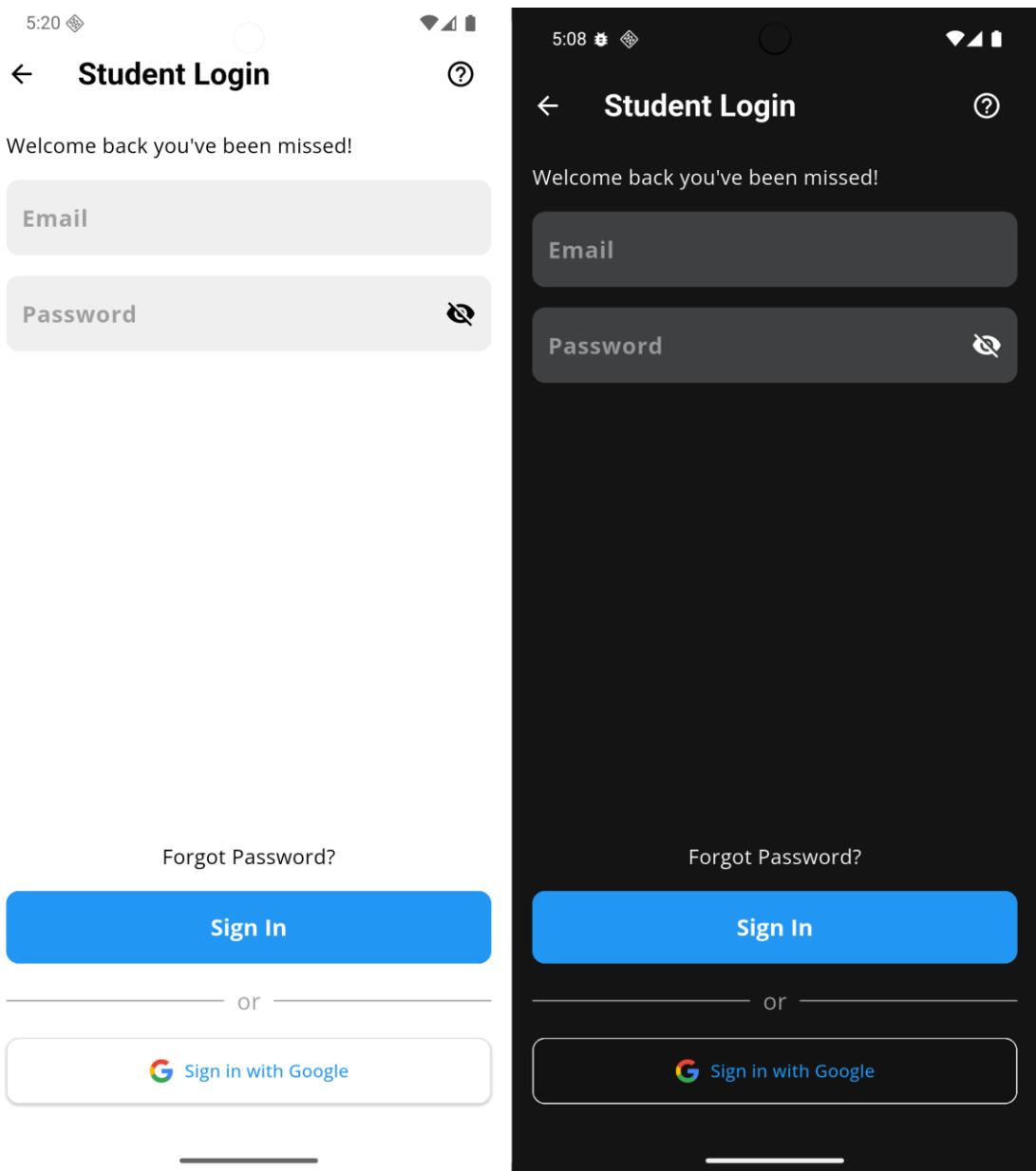


Figure 24 Splash Screen

### **8.1.1.2 Login Screen (Student):**



*Figure 25 Student Login Screen*

### 8.1.1.3 Login Screen (Driver):

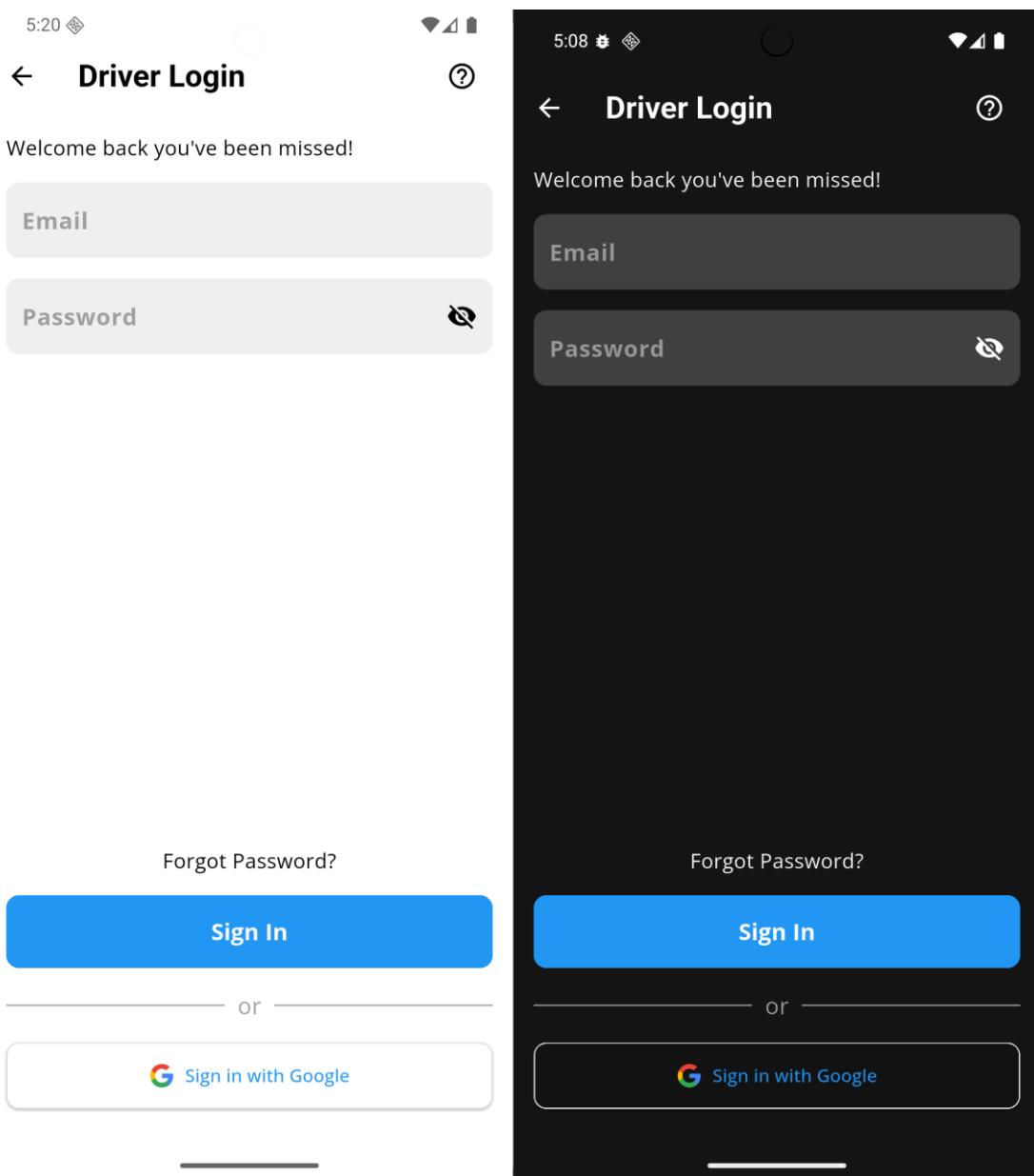


Figure 26 Driver Login Screen

## 8.1.2 Role-Based Navigation & Welcome Screens

### 8.1.2.1 Welcome Screen (Student):

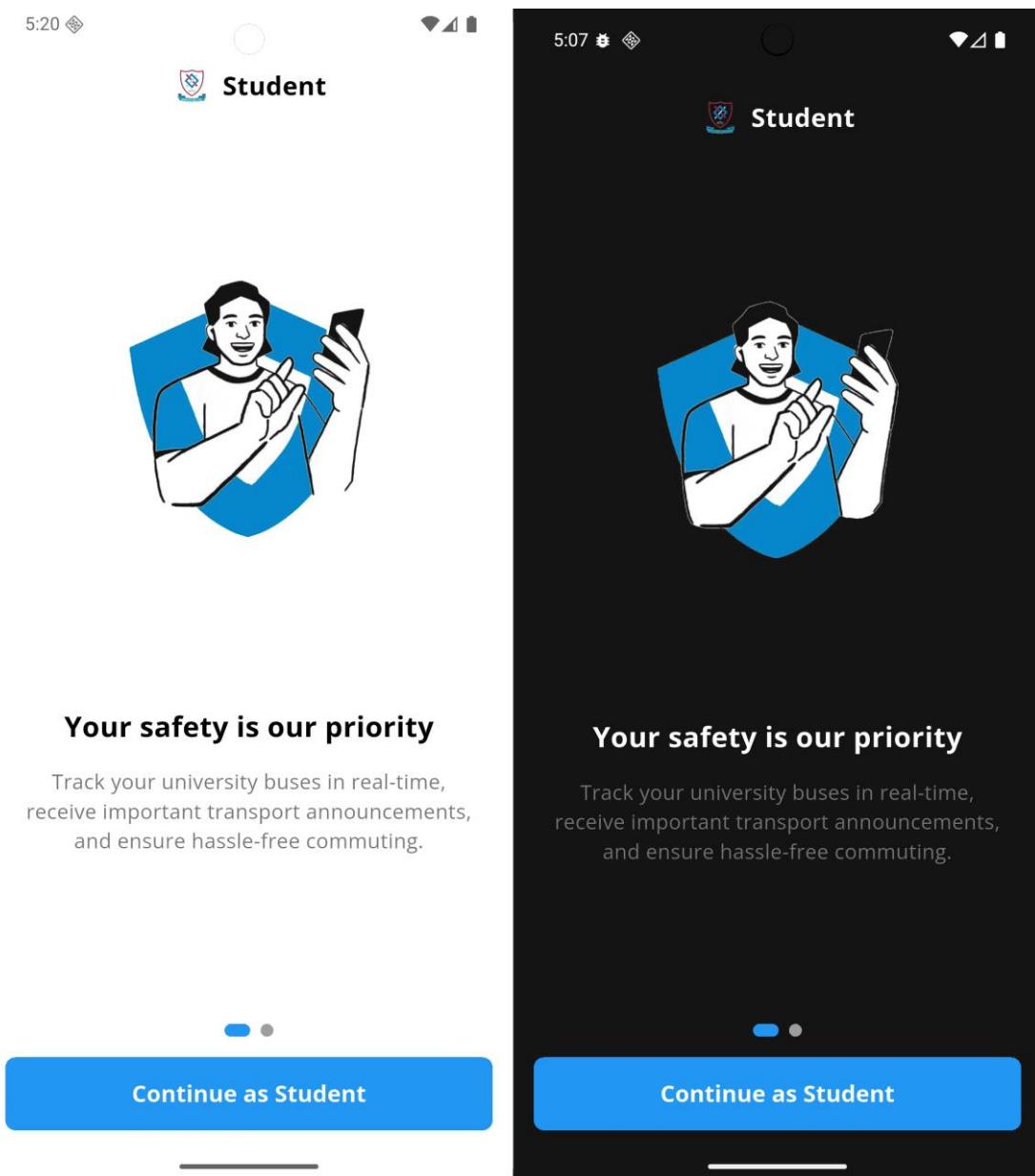


Figure 27 Student Welcome Screen

### 8.1.2.2 Welcome Screen (Driver):

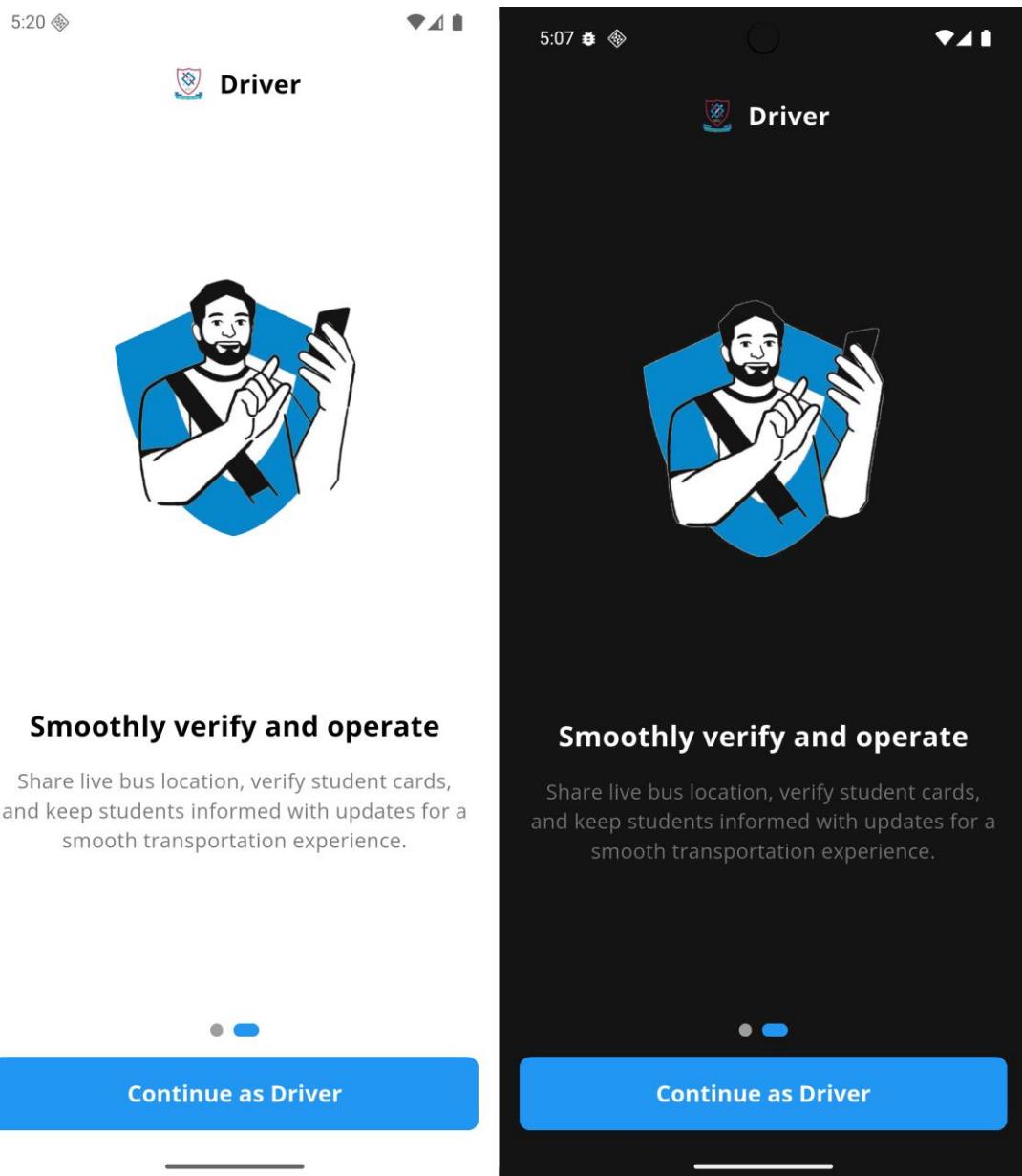


Figure 28 Driver Welcome Screen

### 8.1.2.3 Drawer (Student):

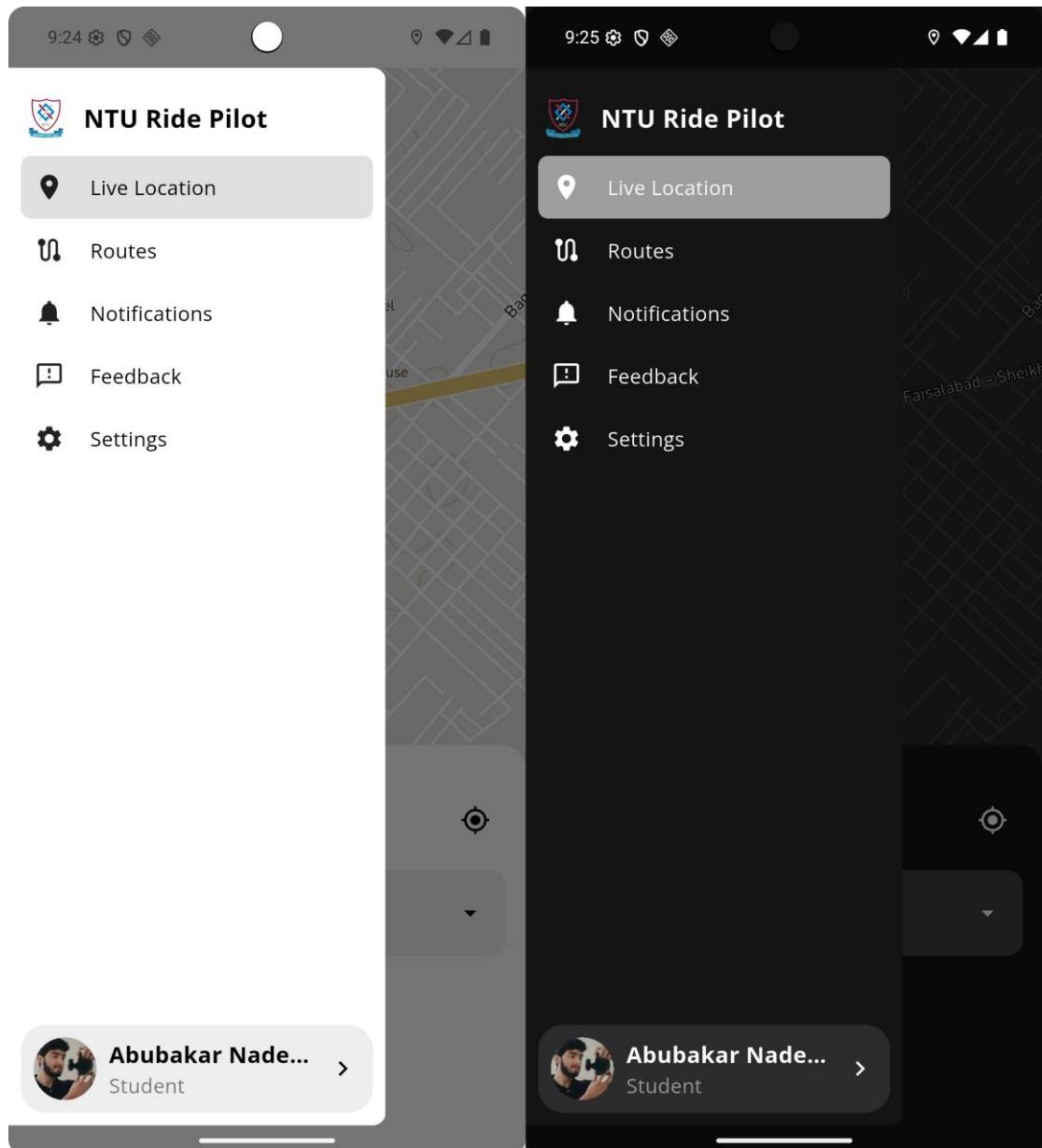


Figure 29 Student Drawer

#### 8.1.2.4 Drawer (Driver):

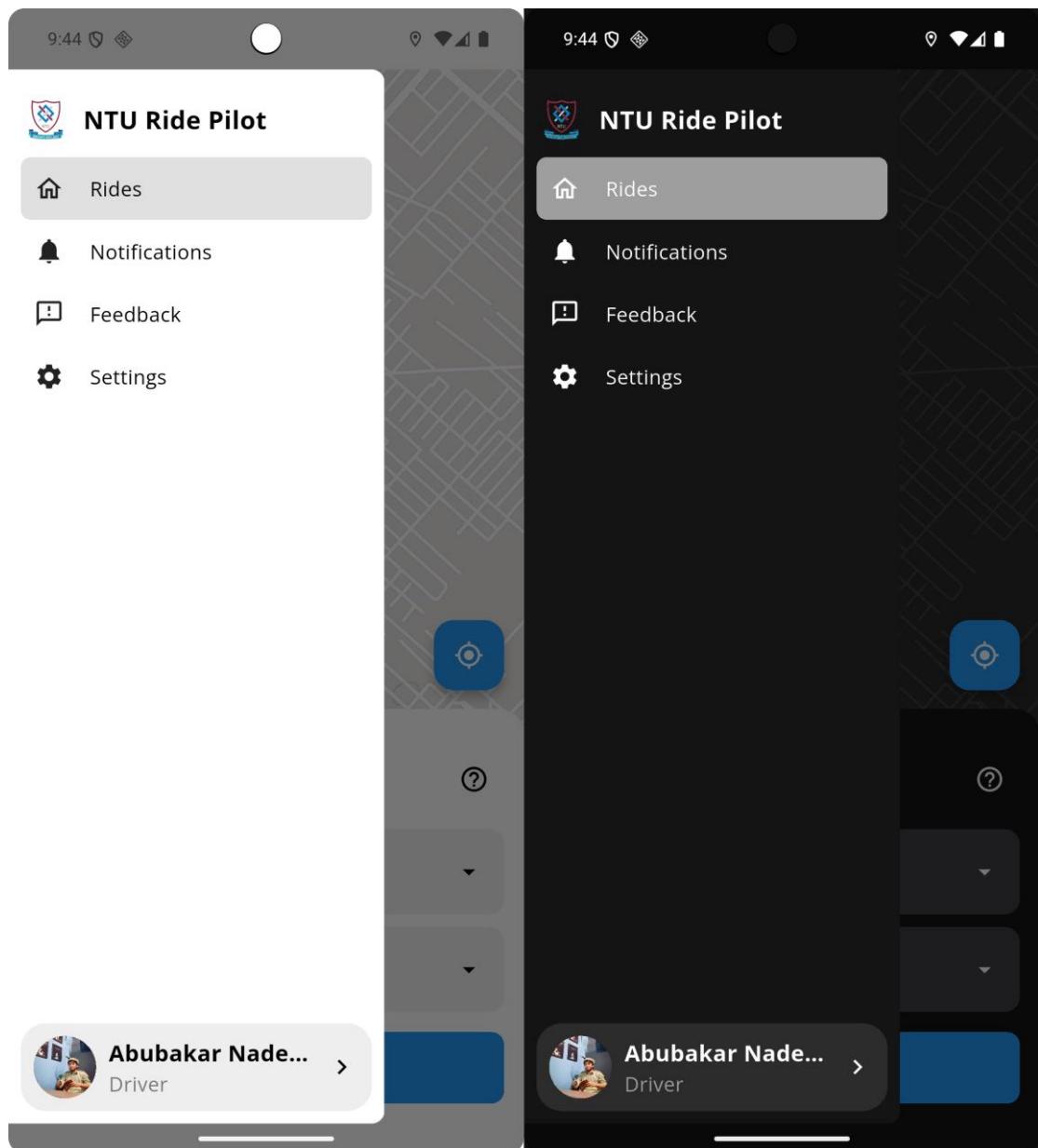


Figure 30 Student Drawer

### 8.1.3 Student Ride & Route Info Screens

#### 8.1.3.1 Live Ride Tracking Screen (Student):

1.

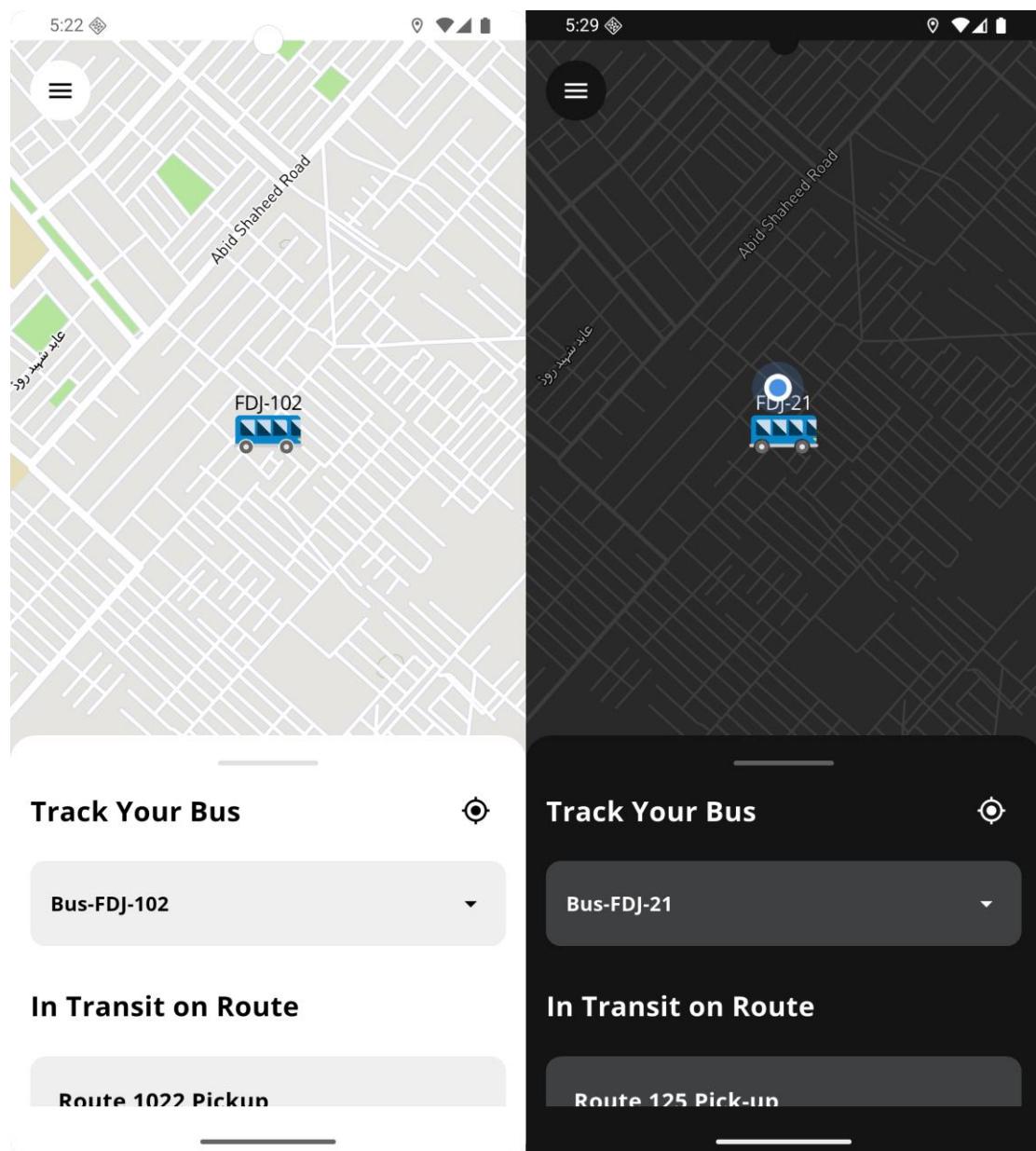


Figure 31 Live Ride Tracking Screen

2.

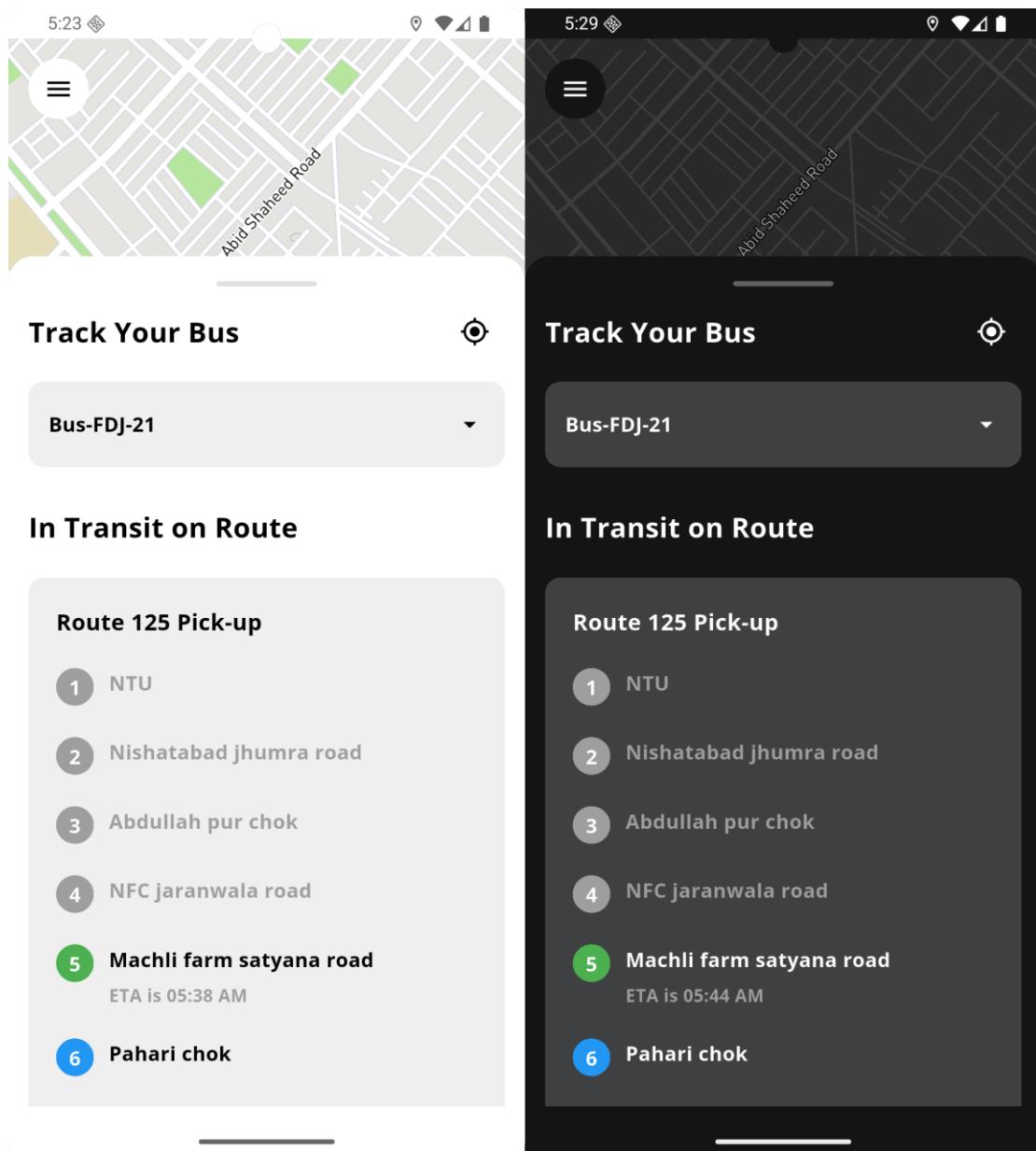


Figure 32 Live Ride Tracking Screen Detailed

### 8.1.3.2 View Default Routes Screen (Student):

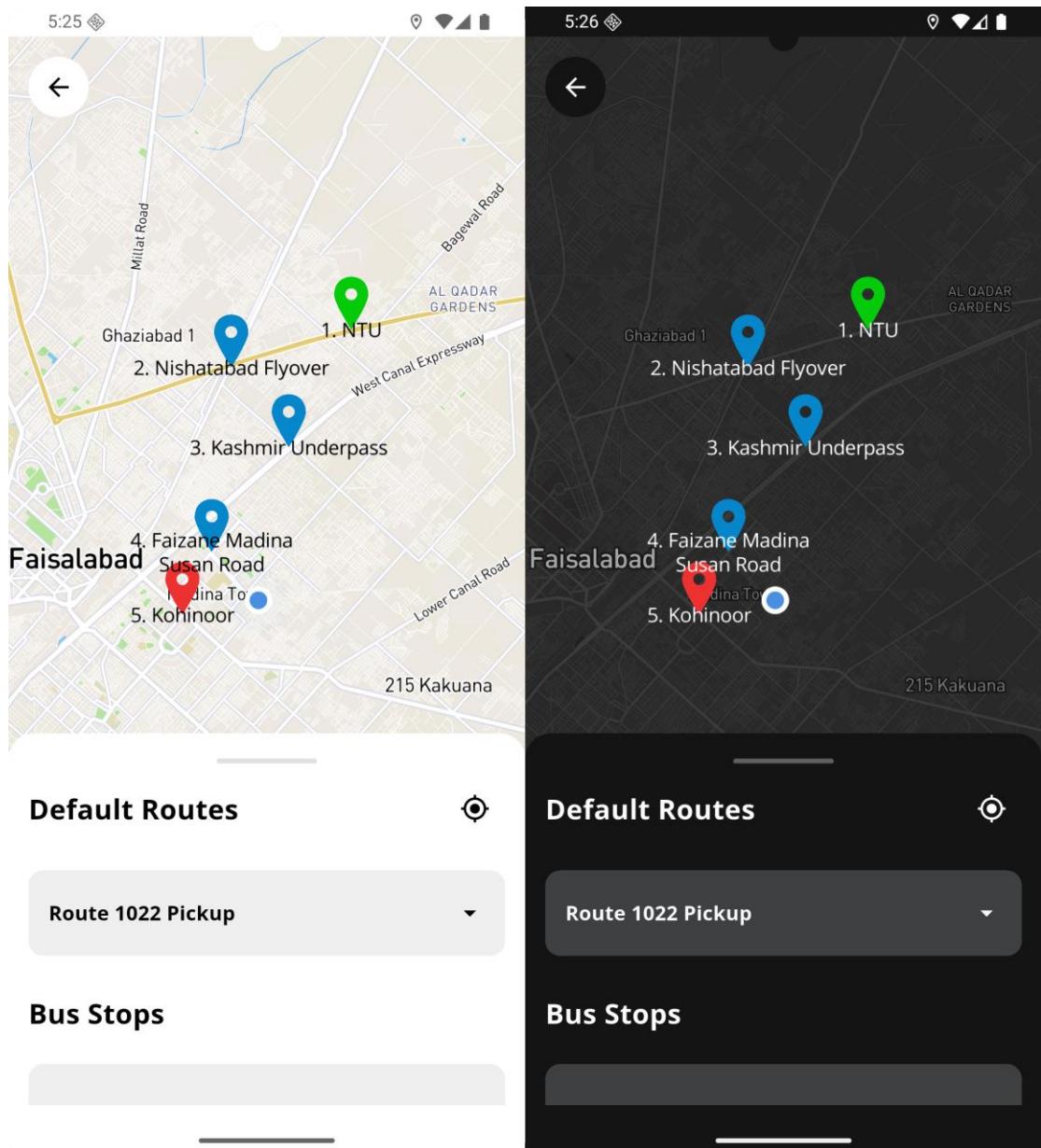


Figure 33 Default Routes Screen

## 8.1.4 Driver Ride Selection & Ride Control Screens

### 8.1.4.1 Ride Selection Screen (Driver):

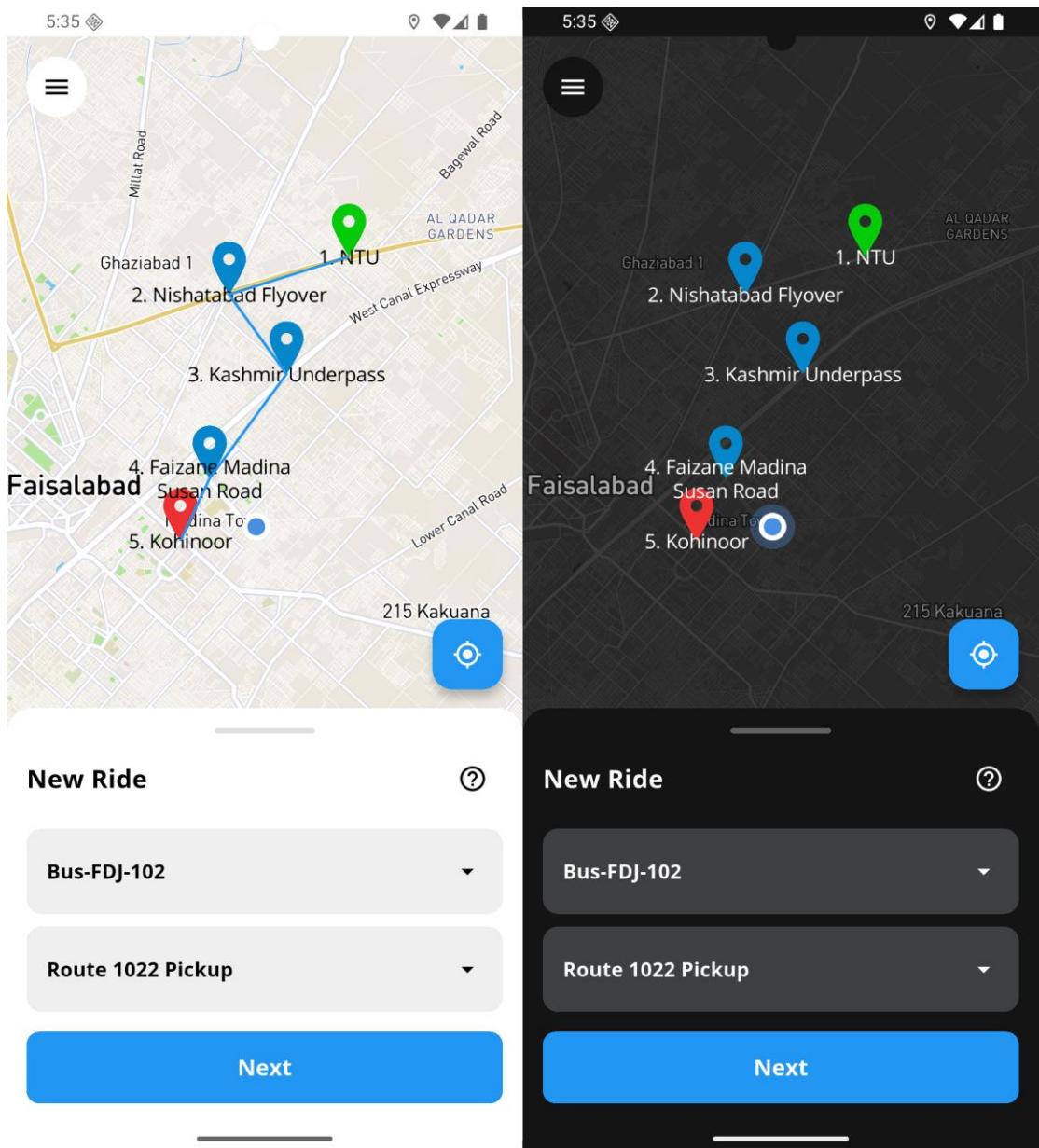


Figure 34 Ride Selection Screen

#### 8.1.4.2 Ride Monitoring & Controls Screen (Driver):

1.

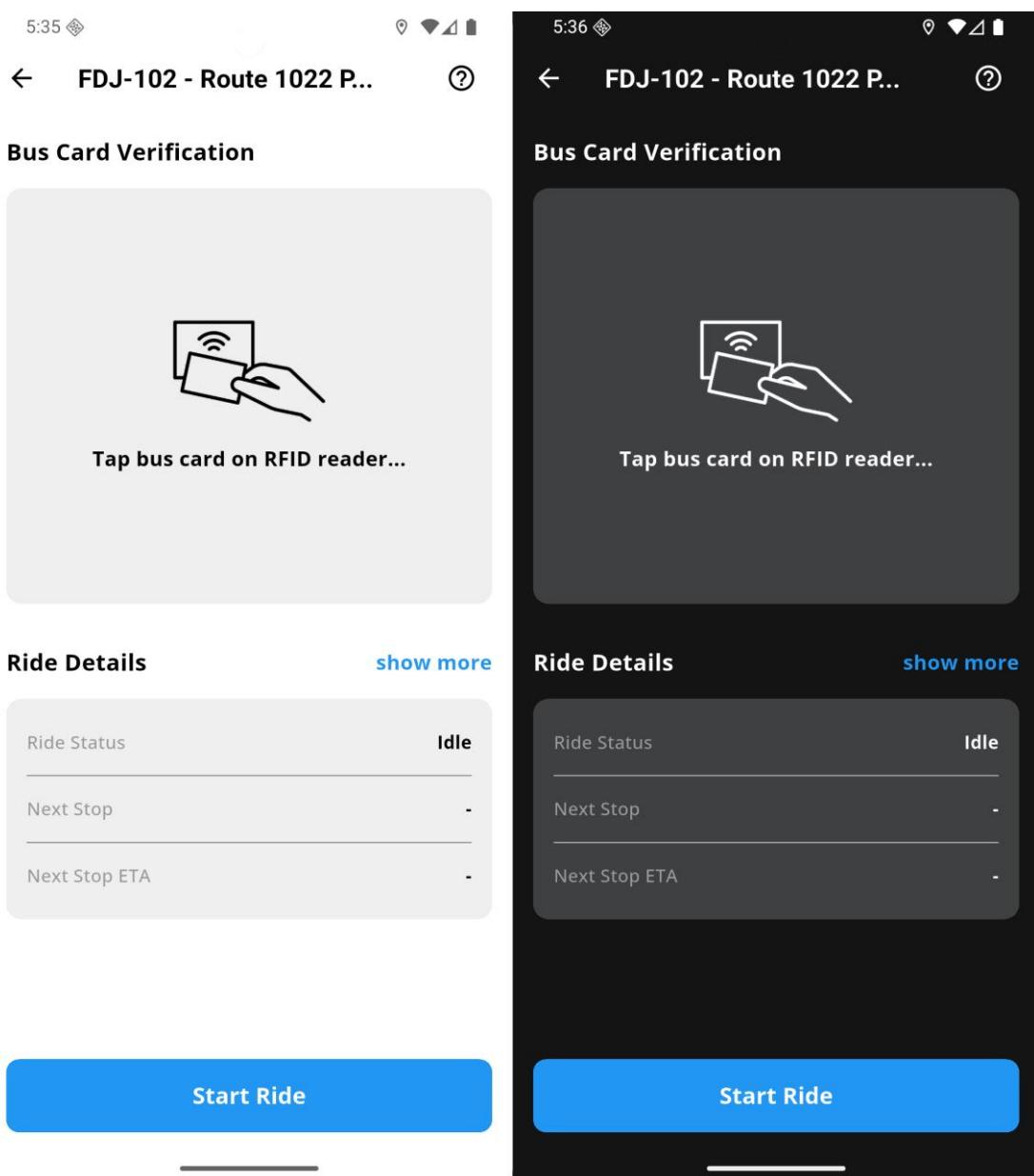


Figure 35 Ride Monitoring and Controls Screen

2.

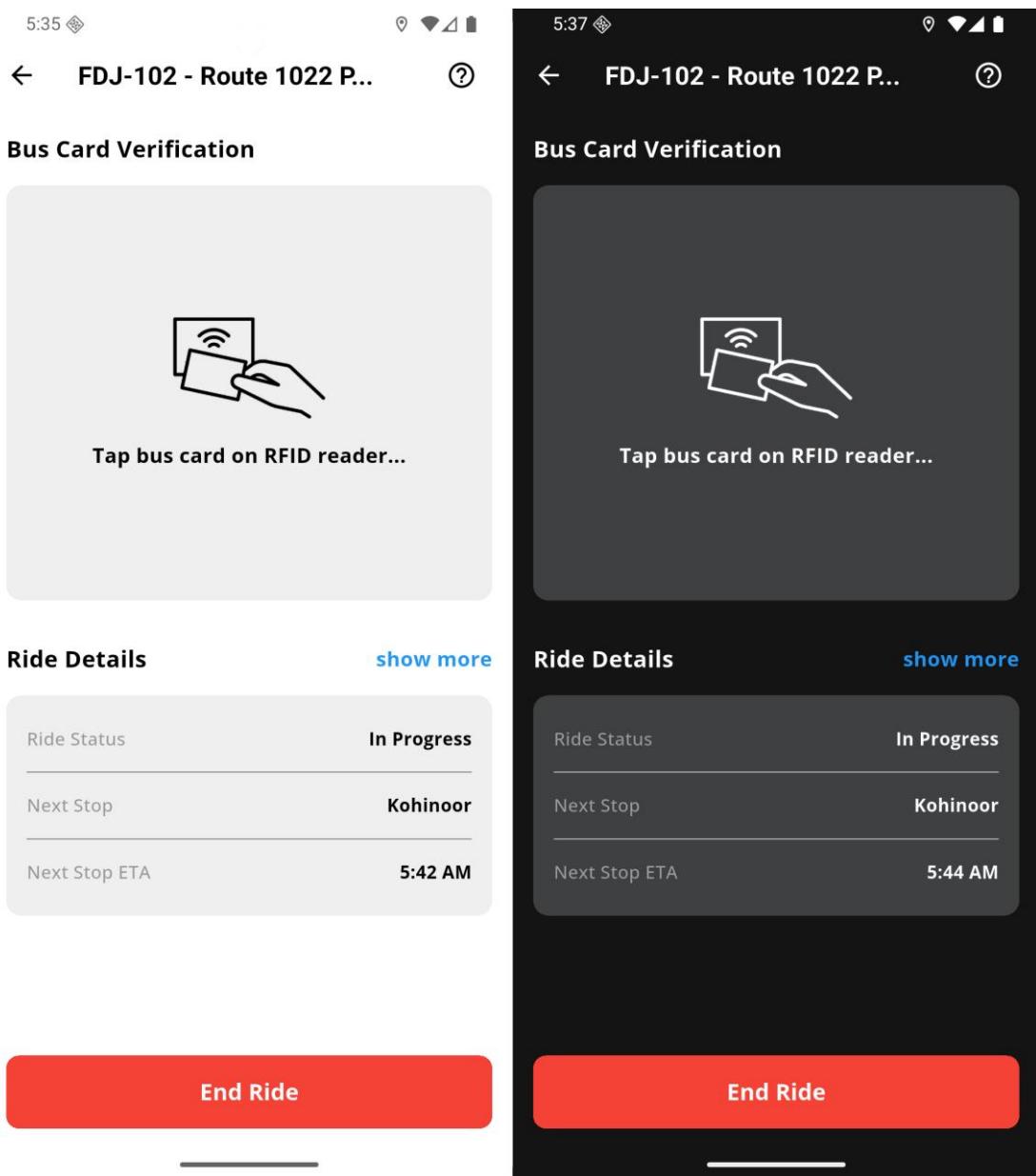


Figure 36 Ride Monitoring and Controls Screen Detailed

## 8.1.5 Profile & Settings Screens

### 8.1.5.1 Student Profile Screen:

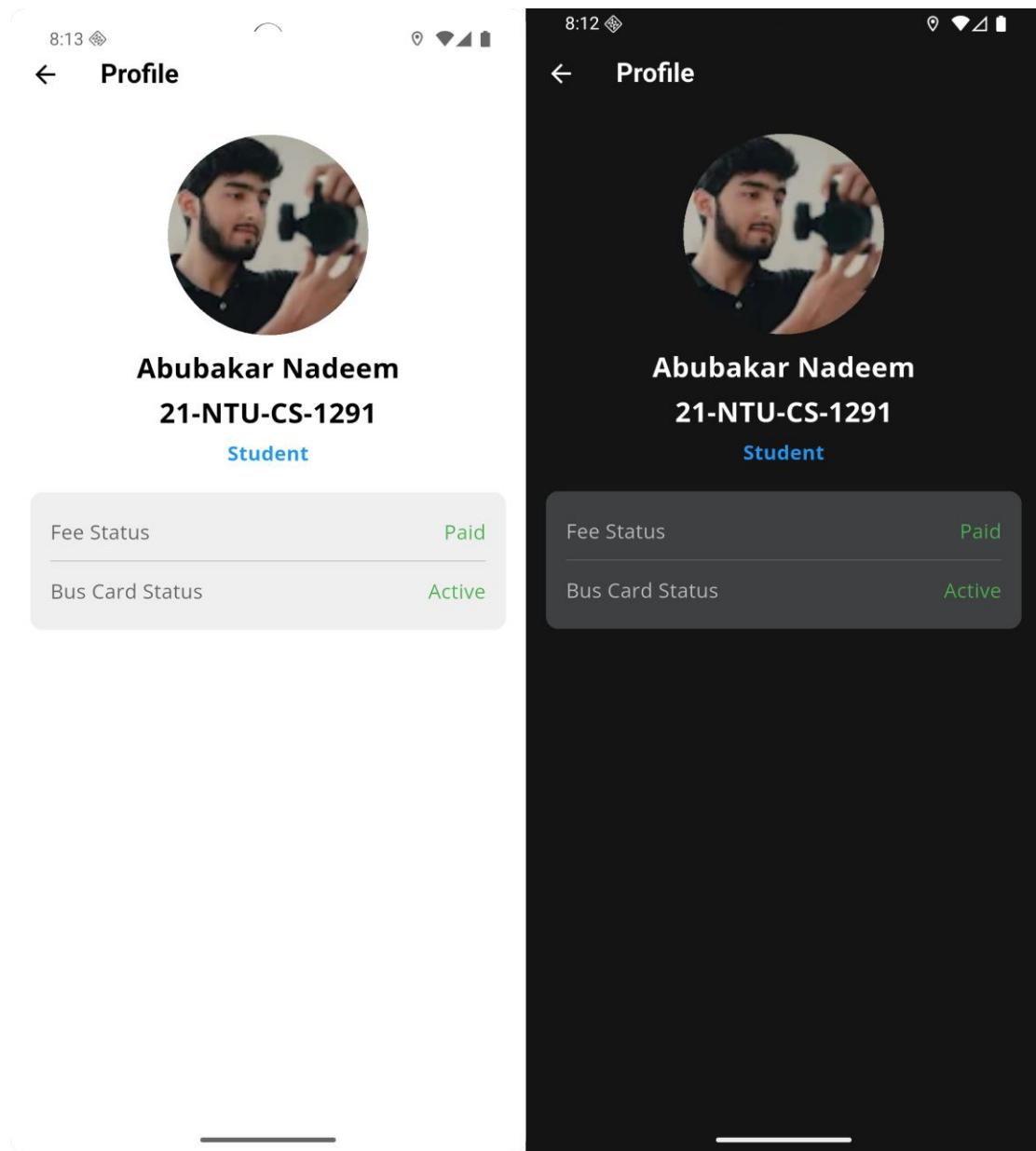


Figure 37 Student Profile Screen

### 8.1.5.2 Driver Profile Screen:

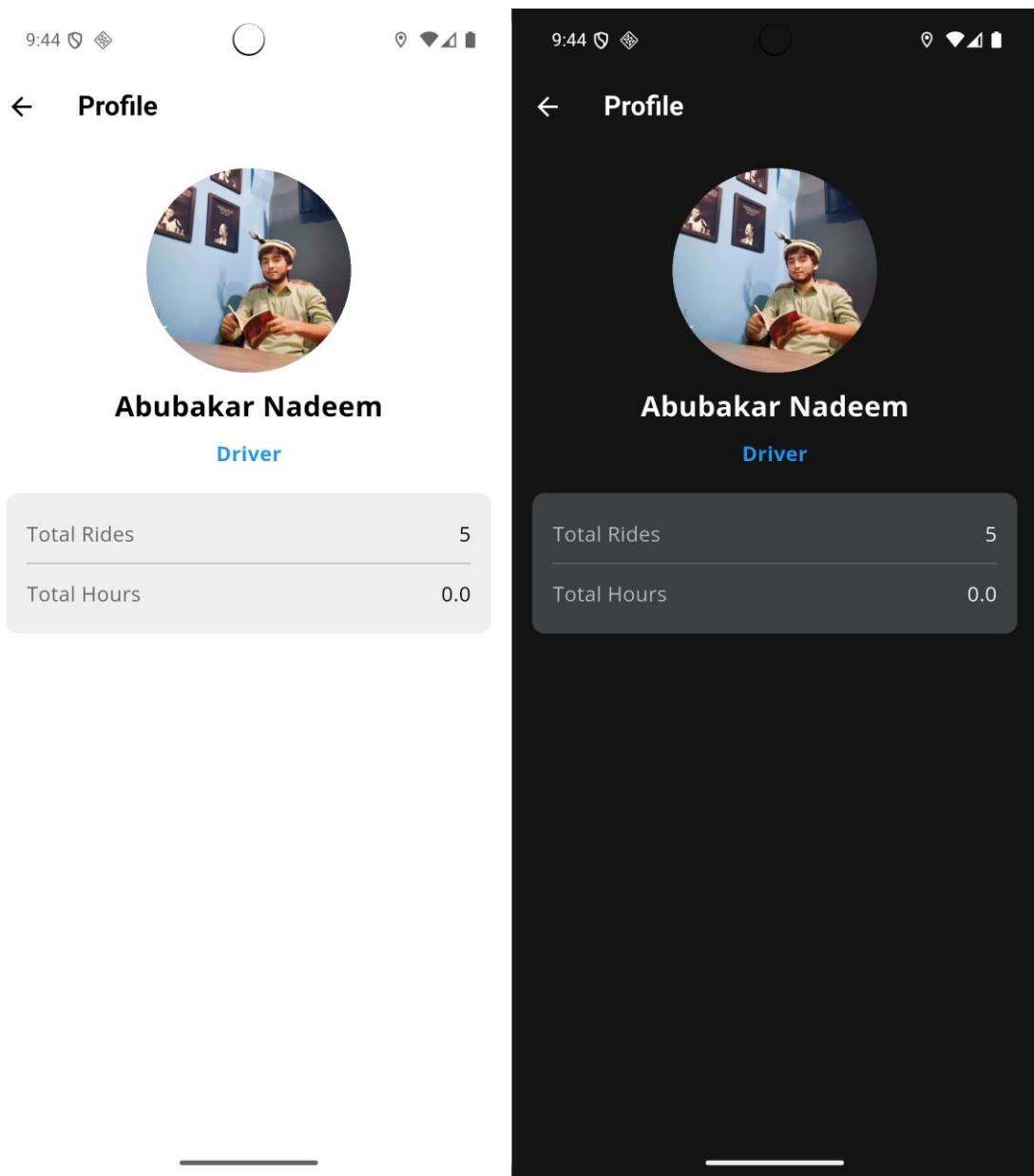


Figure 38 Driver Profile Screen

### 8.1.5.3 Settings Screen (Student and Driver):

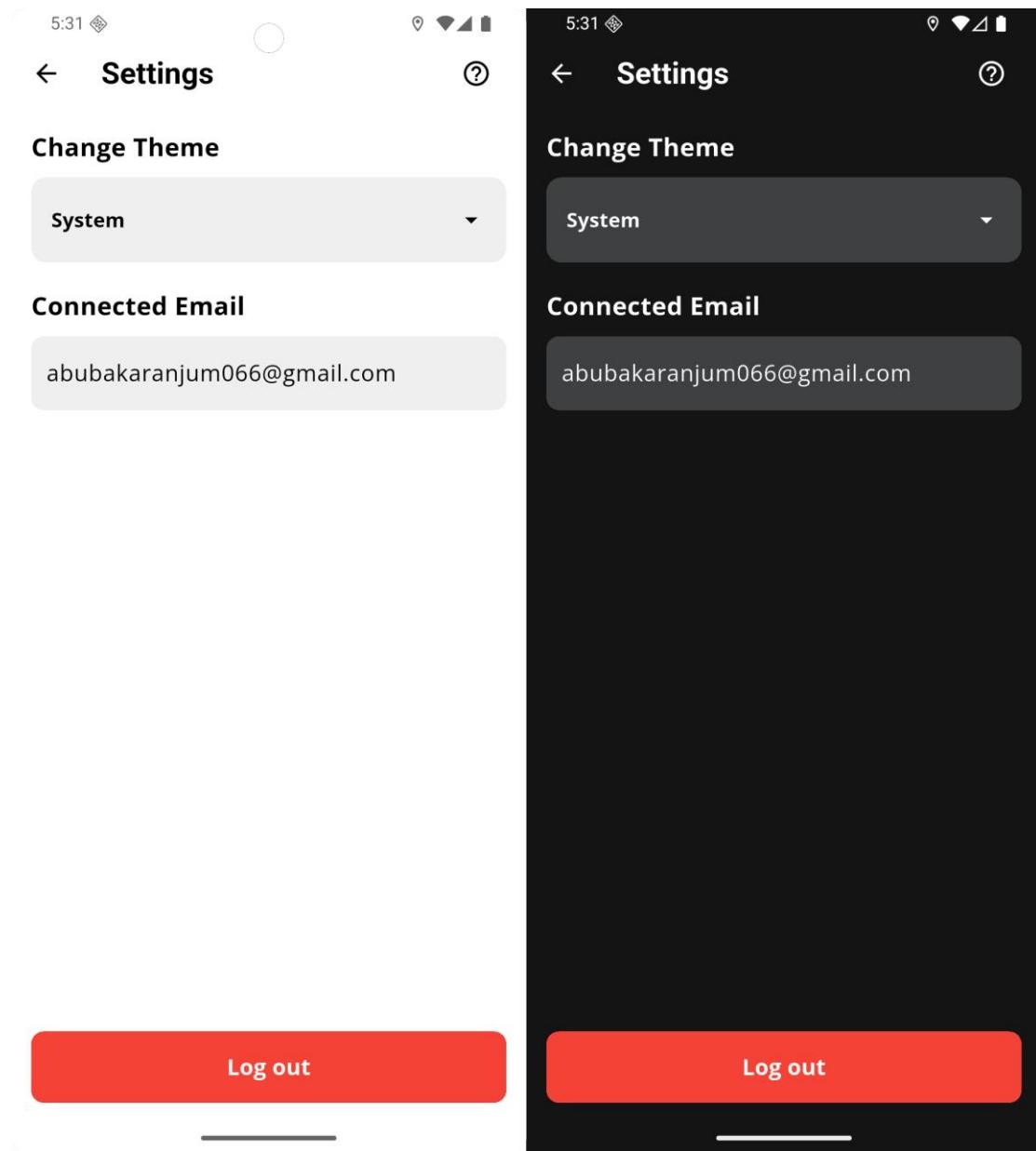


Figure 39 Settings Screen

### 8.1.6 Feedback & Complaint Screen (Student and Driver)

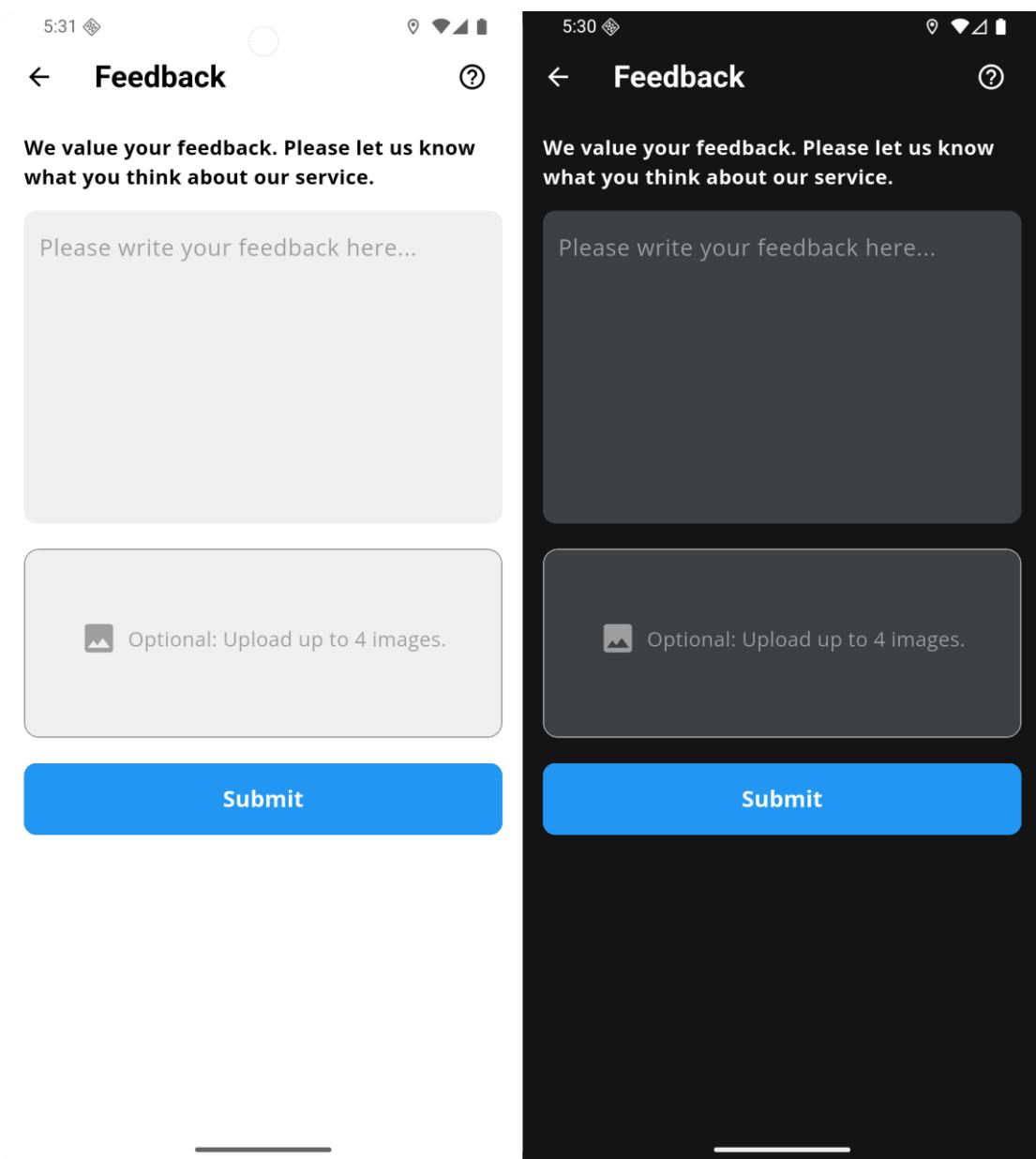


Figure 40 Feedback Screen

## 8.1.7 Help & Password Recovery Screens

### 8.1.7.1 Help Screen (Student and Driver):

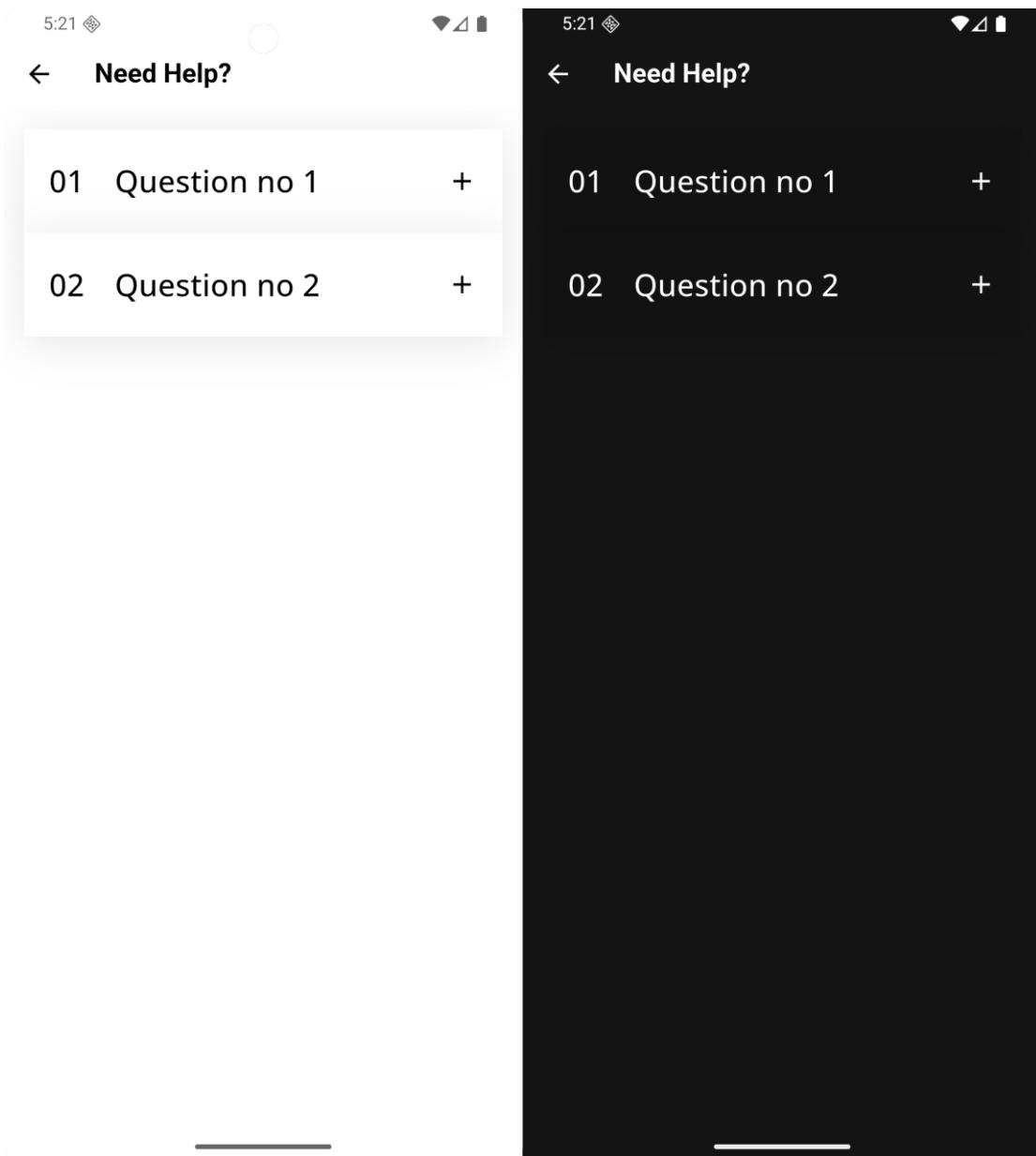
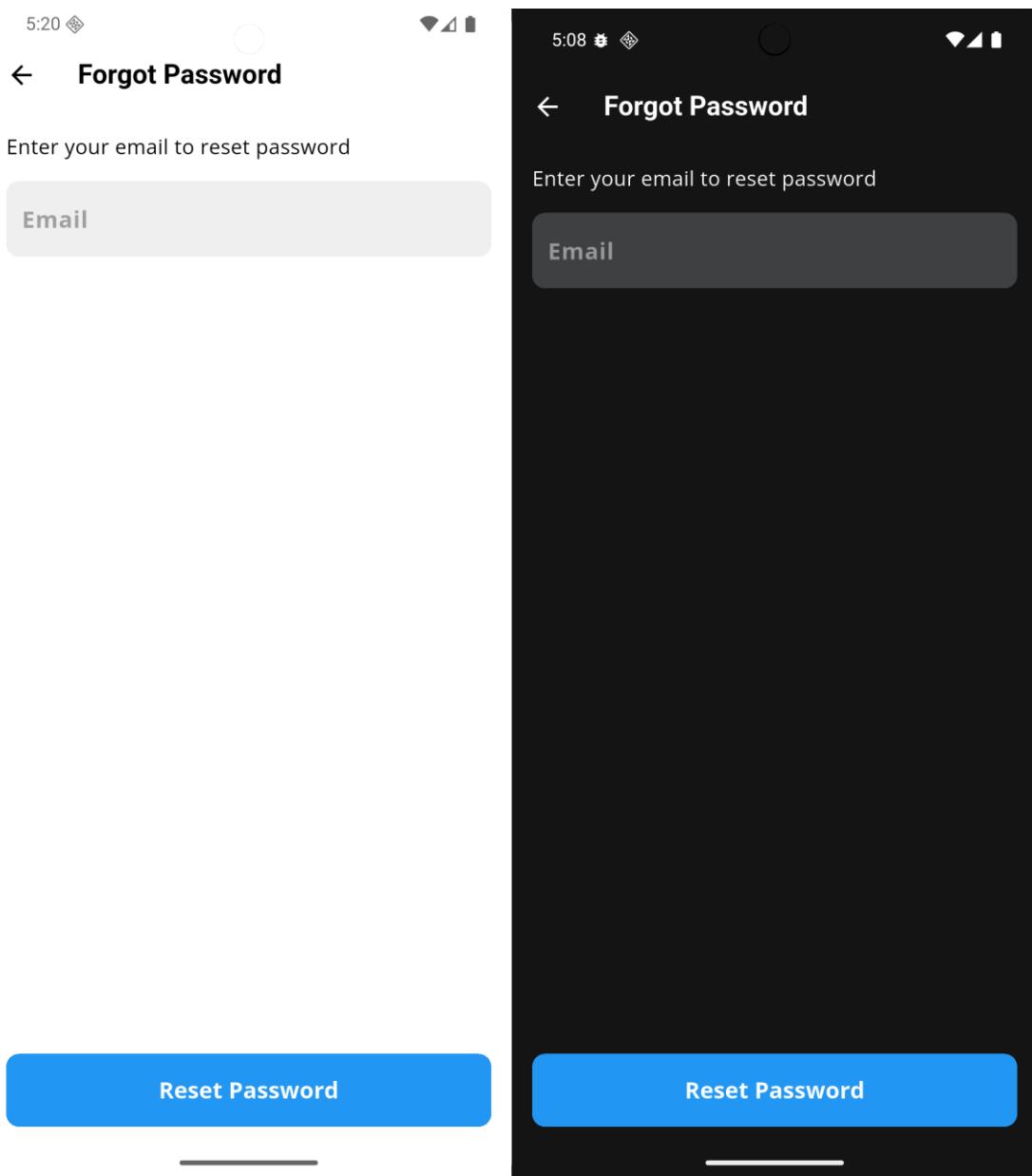


Figure 41 Help Screen

### **8.1.7.2 Forgot password Screen (Student and Driver):**



*Figure 42 Forgot Password Screen*

### 8.1.8 Notifications Screen (Student and Driver)

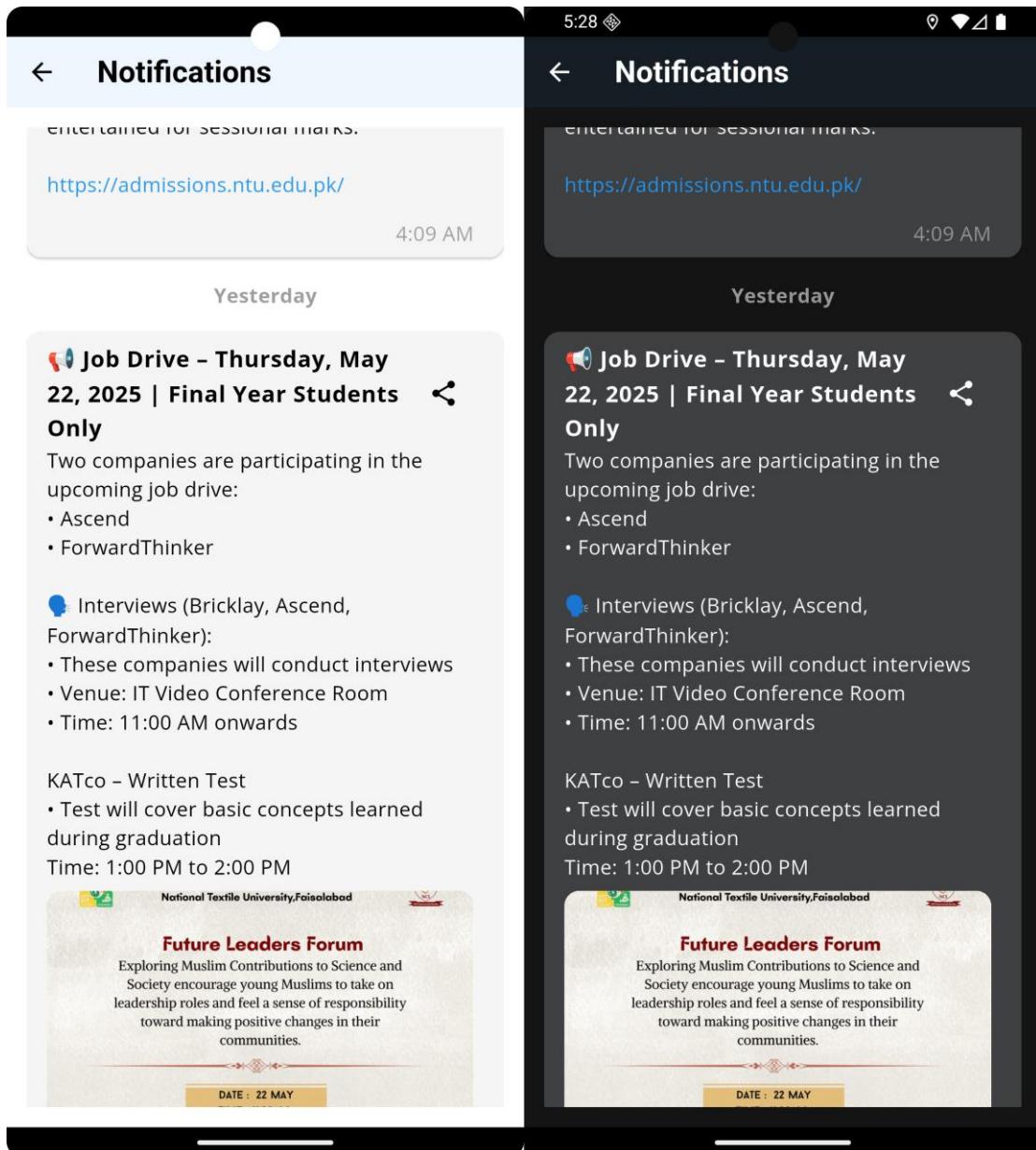
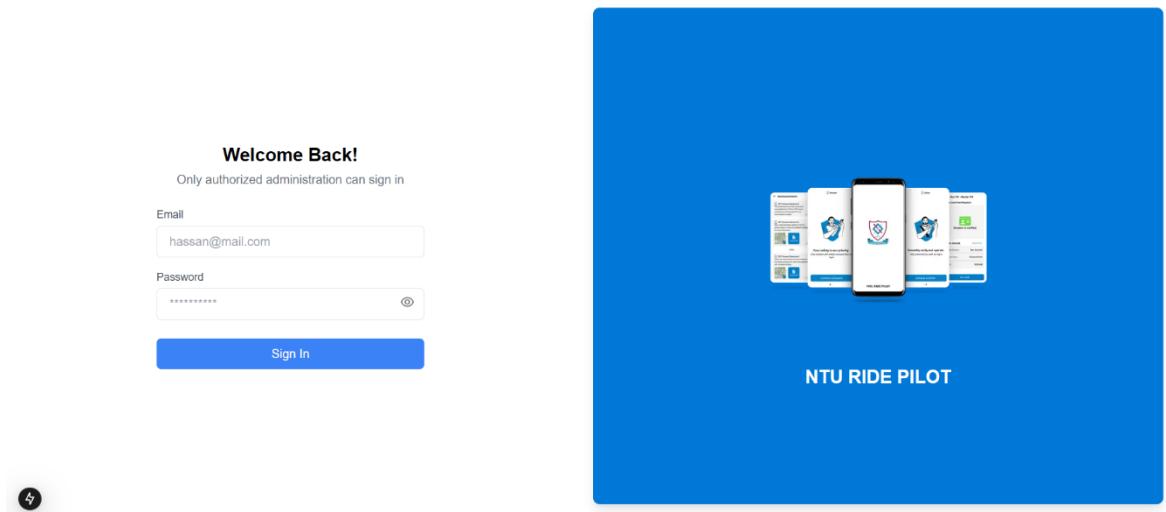


Figure 43 Notification Screen

## 8.2 Admin Panel Prototype (Web)

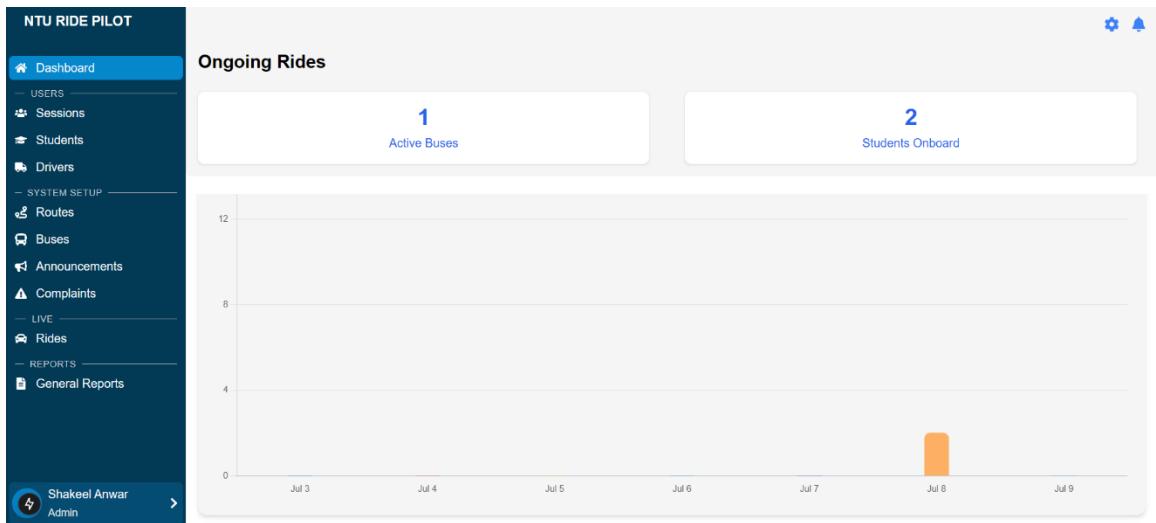
The Admin Panel is designed using Next.js with a clean, intuitive interface for monitoring and managing operations.

### 8.2.1 Admin Login Page



The image shows two screenshots of the Admin Panel. On the left is the 'Welcome Back!' login screen, which includes fields for Email (hassan@mail.com) and Password, and a 'Sign In' button. On the right is a blue-themed dashboard featuring a grid of five mobile device mockups displaying various administrative interfaces like 'Dashboard', 'Students', and 'Reports'. Below this grid is the text 'NTU RIDE PILOT'.

### 8.2.2 Dashboard Overview



The screenshot displays the main dashboard under the 'NTU RIDE PILOT' header. The left sidebar contains a navigation menu with categories like Dashboard, USERS, Sessions, Students, Drivers, SYSTEM SETUP, Routes, Buses, Announcements, Complaints, LIVE, and REPORTS, along with a user profile for 'Shakeel Anwar' and an 'Admin' status indicator. The main content area is titled 'Ongoing Rides' and shows two cards: '1 Active Buses' and '2 Students Onboard'. Below these is a bar chart showing bus activity over time, with a single orange bar appearing on July 8th at a value of approximately 10.

## 8.2.3 Sessions Management

### 8.2.3.1 Sessions Details

The screenshot shows the 'Sessions' management page of the NTU RIDE PILOT application. The left sidebar contains navigation links for Dashboard, USERS (Sessions, Students, Drivers), SYSTEM SETUP (Routes, Buses, Announcements, Complaints), LIVE (Rides), and REPORTS (General Reports). The main area is titled 'Sessions' and displays a table with one row. The table columns are SR#, NAME, STARTING DATE, ENDING DATE, SESSION STATUS, and ACTIONS. The single row shows SR# 1, NAME Fall-2025, STARTING DATE 09/07/2025, ENDING DATE 20/02/2026, SESSION STATUS Active, and ACTIONS buttons for Edit and Deactivate.

| SR# | NAME      | STARTING DATE | ENDING DATE | SESSION STATUS | ACTIONS   |
|-----|-----------|---------------|-------------|----------------|---|
| 1   | Fall-2025 | 09/07/2025    | 20/02/2026  | Active         | <button>Edit</button> <button>Deactivate</button> |

### 8.2.3.1 Add Sessions

The screenshot shows the 'Create Session' form within the NTU RIDE PILOT application. The left sidebar is identical to the previous screenshot. The main area is titled 'Sessions > Create Session'. It contains fields for 'Name \*' (with placeholder 'Enter session name'), 'Starting Date \*' (with placeholder 'dd/mm/yyyy') and 'Ending Date \*' (with placeholder 'dd/mm/yyyy'). There are 'Clear' and 'Add' buttons at the bottom right of the form.

## 8.2.4 Student Management

### 8.2.4.1 Student Details

The screenshot shows the 'Students' section of the NTU RIDE PILOT application. On the left is a dark sidebar with navigation links for Dashboard, USERS, Sessions, Students (which is highlighted in blue), Drivers, SYSTEM SETUP, Routes, Buses, Announcements, Complaints, LIVE, Rides, and REPORTS. A user profile for 'Shakeel Anwar Admin' is at the bottom. The main area has a header 'Students' and a dropdown for 'Fall-2025'. It includes a search bar and buttons for 'All' and 'Add Students'. Below is a table with columns: ID, NAME, ROLL NO, FEE, BUS CARD, and ACTIONS. The table contains 6 rows of student data.

| ID | NAME            | ROLL NO        | FEE  | BUS CARD | ACTIONS                                       |
|----|-----------------|----------------|------|----------|---|
| 1  | Dania Imran     | 21-NTU-CS-1216 | Paid | Active   | <button>Edit</button> <button>Delete</button> |
| 2  | Aaniq Farooq    | 21-NTU-CS-1287 | Paid | Active   | <button>Edit</button> <button>Delete</button> |
| 3  | Abdullah Afaf   | 21-NTU-CS-1288 | Paid | Active   | <button>Edit</button> <button>Delete</button> |
| 4  | Abu Bakar       | 21-NTU-CS-1289 | Paid | Active   | <button>Edit</button> <button>Delete</button> |
| 5  | Abu Zar         | 21-NTU-CS-1290 | Paid | Active   | <button>Edit</button> <button>Delete</button> |
| 6  | Abubakar Nadeem | 21-NTU-CS-1291 | Paid | Active   | <button>Edit</button> <button>Delete</button> |

### 8.2.4.2 Add Students

The screenshot shows the 'Add Student' page under the 'Students' section. The sidebar and user profile are identical to the previous screenshot. The main form has fields for Roll Number (with a placeholder 'YY -NTU- AB - 1234'), Name (placeholder 'Tap here...'), Email (placeholder 'Email \*'), Fee Paid (dropdown 'Yes'), Bus Card (placeholder 'Tap here...'), and Bus Card Status (dropdown 'Inactive'). There are 'Clear' and 'Add' buttons at the bottom right.

## 8.2.5 Driver Management

### 8.2.5.1 Driver Details

The screenshot shows the 'Drivers' list page within the NTU RIDE PILOT application. The left sidebar contains navigation links for Dashboard, USERS, Sessions, Students, Drivers (which is the active tab), SYSTEM SETUP, Routes, Buses, Announcements, Complaints, LIVE, Rides, REPORTS, and General Reports. A user profile for Shakeel Anwar (Admin) is at the bottom. The main content area has a header 'Drivers' with a search bar and an 'Add Driver' button. Below is a table with columns: ID, NAME, CONTACT, EMAIL, and ACTIONS (Edit and Delete). The data in the table is as follows:

| ID | NAME             | CONTACT       | EMAIL                      | ACTIONS                                       |
|----|------------------|---------------|----------------------------|---|
| 1  | Muhammad Dawood  | +923067908383 | dawood@gmail.com           | <button>Edit</button> <button>Delete</button> |
| 2  | Abdullah Anjum   | +923087857306 | abdullahanjum075@gmail.com | <button>Edit</button> <button>Delete</button> |
| 3  | Abubakar Nadeem  | +923087857306 | abubakanjum065@gmail.com   | <button>Edit</button> <button>Delete</button> |
| 4  | Shamas ur Rehman | +923360700712 | shamas@gmail.com           | <button>Edit</button> <button>Delete</button> |
| 5  | Imran Ali Niaz   | +923087857306 | imranaliniaz786@gmail.com  | <button>Edit</button> <button>Delete</button> |
| 6  | Huzaifa          | +923228862946 | fsabiha511@gmail.com       | <button>Edit</button> <button>Delete</button> |
| 7  | Muhammad Zahid   | +923059161451 | zahid@gmail.com            | <button>Edit</button> <button>Delete</button> |

### 8.2.5.2 Add Drivers

The screenshot shows the 'Driver > Add Driver' form within the NTU RIDE PILOT application. The left sidebar is identical to the previous screenshot. The main form has fields for Name\*, Email\*, Contact\*, and Profile Picture\*. The 'Name\*' field has a placeholder 'Enter driver name'. The 'Email\*' field has a placeholder 'Enter driver email'. The 'Contact\*' field has a dropdown for country code (+92) and a text input for 'Enter 12-digit contact number'. The 'Profile Picture\*' field has a 'Choose file' button and a message 'No file chosen'. At the bottom are 'Clear' and 'Add' buttons.

## 8.2.6 Routes Management

### 8.2.6.1 Route Details

The screenshot shows the 'Routes' section of the NTU RIDE PILOT application. On the left is a dark sidebar with navigation links for Dashboard, Sessions, Students, Drivers, SYSTEM SETUP (highlighted), Routes (selected), Buses, Announcements, Complaints, LIVE (highlighted), Rides, REPORTS, and General Reports. A user profile for Shakeel Anwar (Admin) is at the bottom. The main area has a header 'Routes' with a search bar and an 'Add Route' button. Below is a table with columns SR#, NAME, STOPS, and ACTIONS (View, Delete). Four routes are listed:

| SR# | NAME              | STOPS | ACTIONS                                       |
|-----|-------------------|-------|---|
| 1   | Route 125 Pick-up | 13    | <button>View</button> <button>Delete</button> |
| 2   | Route 1022 Pickup | 5     | <button>View</button> <button>Delete</button> |
| 3   | Route 221 Drop    | 10    | <button>View</button> <button>Delete</button> |
| 4   | Test Route        | 6     | <button>View</button> <button>Delete</button> |

### 8.2.6.2 Add Routes

The screenshot shows the 'Add Route' page under the 'Routes' section. The sidebar and user profile are identical to the previous screen. The main area has a title 'Routes > Add Route'. It includes a 'Route Name \*' input field and a 'Cancel' / 'Save' button. Below is a 'Add Stop' section with a search bar ('Search for a location in Punjab, Pakistan') and a total count of 0. To the right is a map showing a yellow route line plotted through various locations in Ghaziabad 1, including Tara Gargh Kalan, SOS Village, and Judicial Colony. The map also shows the West Canal Expressway and East Canal Expressway. A Mapbox attribution is at the bottom.

## 8.2.7 Bus Management

### 8.2.7.1 Bus Details

The screenshot shows the 'Buses' list page within the NTU RIDE PILOT application. The left sidebar contains a navigation menu with items like Dashboard, Users, Sessions, Students, Drivers, System Setup, Routes, Buses (which is highlighted), Announcements, Complaints, LIVE, Rides, and Reports. The main content area has a header with 'Buses', a search bar, and an 'Add Bus' button. Below is a table with columns: ID, Registration No., No of Seats, and Actions (Delete). The table contains four rows of bus data.

| ID | REGISTRATION NO | NO OF SEATS | ACTIONS                 |
|----|-----------------|-------------|-------------------------|
| 1  | 1000            | 35          | <button>Delete</button> |
| 2  | FDJ-102         | 25          | <button>Delete</button> |
| 3  | FDJ-21          | 25          | <button>Delete</button> |
| 4  | FDY-1808        | 25          | <button>Delete</button> |

### 8.2.7.2 Add Bus

The screenshot shows the 'Add Bus' form within the NTU RIDE PILOT application. The left sidebar is identical to the previous screenshot. The main content area has a header 'Buses > Add Bus'. It includes fields for 'Registration No \*' and 'Number of Seats \*', both with dropdown menus. There are 'Clear' and 'Add' buttons at the bottom right.

## 8.2.8 Announcements Management Module

### 8.2.8.1 Announcement Details

The screenshot shows the 'Announcements' section of the NTU RIDE PILOT application. On the left is a dark sidebar with navigation links for Dashboard, USERS, Sessions, Students, Drivers, SYSTEM SETUP, Routes, Buses, Announcements (which is highlighted), Complaints, LIVE, Rides, and REPORTS. Below the sidebar is a user profile for 'Shakeel Anwar Admin'. The main area has a header 'Announcements' with a search bar, a delete all button, and a create button. It features a table with columns: ID, TITLE, MESSAGE, CREATED ON, and ACTIONS (View and Delete). There are seven announcement entries listed:

| ID | TITLE  | MESSAGE   | CREATED ON         | ACTIONS                                       |
|----|--|---|--------------------|---|
| 1  | hi   | test  | 07/08/2025 3:41 AM | <button>View</button> <button>Delete</button> |
| 2  | Imp notification   | Alert about route changes                             | 07/08/2025 3:41 AM | <button>View</button> <button>Delete</button> |
| 3  | Test Announcement <small>•‡</small>                              | Just a test announcement.                             | 07/08/2025 3:01 AM | <button>View</button> <button>Delete</button> |
| 4  | ⚠️.Route Change Alert for Bus 1022! <small>🕒</small>             | Due to road maintenance on Elm Street, Bus 1022 wi... | 07/06/2025 8:43 PM | <button>View</button> <button>Delete</button> |
| 5  | ⚠️ Job Drive – Thursday, May 22, 2025   Final Year Students Only | Two companies are participating in the upcoming jo... | 07/02/2025 4:12 AM | <button>View</button> <button>Delete</button> |
| 6  | REMINDER!  | It is for the information of all the students who ... | 07/01/2025 4:09 AM | <button>View</button> <button>Delete</button> |
| 7  | Fun activity! <small>🌟</small>                                   | Lorem ipsum dolor sit amet, consectetur adipiscing... | 07/01/2025 1:16 AM | <button>View</button> <button>Delete</button> |

### 8.2.8.2 Add Announcements

The screenshot shows the 'Add Announcement' form within the NTU RIDE PILOT application. The left sidebar is identical to the previous screenshot. The main form has a header 'Announcement > Add Announcement' with a settings icon. It contains three main input fields: 'Title\*' with placeholder 'Enter Announcement Title', 'Message\*' with placeholder 'Enter your message here', and 'Attach Media Files (Optional)' with a 'Choose files' button and a note 'No files chosen'. At the bottom right are 'Clear' and 'Add' buttons.

## 8.2.9 Complaints Management

### 8.2.9.1 View all Complaints

| SR# | NAME           | EMAIL                      | MESSAGE          | STATUS   | ACTIONS                                       |
|-----|----------------|----------------------------|------------------|----------|---|
| 1   | Abdullah Anjum | abdullahanjum075@gmail.com | driver complains | Resolved | <button>View</button> <button>Delete</button> |
| 2   | Abdullah Anjum | abdullahanjum075@gmail.com | Complaint        | Resolved | <button>View</button> <button>Delete</button> |

### 8.2.9.2 View single Complaint

Name\*  
Abdullah Anjum

Email\*  
abdullahanjum075@gmail.com

Message\*  
driver complains

Attached Media Files  
arringe  
ltsgxk84m0rf5kqraxa.jpg

## 8.2.10 Rides Management

The screenshot shows the 'Rides' section of the NTU RIDE PILOT application. On the left, a dark sidebar menu lists various modules: Dashboard, USERS (Sessions, Students, Drivers), SYSTEM SETUP (Routes, Buses), Announcements, Complaints, LIVE (Rides, General Reports), and REPORTS. The 'Rides' option under LIVE is currently selected and highlighted in blue. At the bottom of the sidebar is a user profile for 'Shakeel Anwar Admin'. The main content area has a header 'Rides' and a sub-header 'Please Select a Ride!'. Below this is a map showing a route from 'Bakar Mandi P.' to 'Faisalabad Railway Station' through 'Government College Faisalabad' and 'Iqbal Hospital'. A red marker indicates the current location. To the right of the map are several data fields: 'Driver' (empty), 'Contact' (empty), 'Ride Status' (Started At: N/A), 'Next Stop' (ETA Next Stop: N/A), 'Bus Capacity' (Student Onboard: 0), and a 'Passengers Onboard' search bar. The bottom right corner of the map includes a copyright notice: '© Mapbox © OpenStreetMap Improve this map'.

## 8.2.11 General Reports Module

The screenshot shows the 'General Reports' section of the NTU RIDE PILOT application. The sidebar menu is identical to the previous screenshot, with 'General Reports' now selected under the REPORTS category. The main content area has a header 'Reports' and includes a search bar, a 'View All Reports' button, a 'One Day' dropdown, and a 'Generate Report' button. Below these are two buttons: 'Search' and 'Generate Report'. The central part of the screen displays a table of reports:

| SR# | ROLL NO        | CREATED AT   | REMARKS                 |
|-----|----------------|--|-------------------------|
| 1   | 21-NTU-CS-1900 | 08/07/2025, 04:05:19<br>08/07/2025, 04:12:03<br>08/07/2025, 04:13:24 | 1000<br>1000<br>FDJ-102 |
| 2   | 21-NTU-CS-1216 | 08/07/2025, 04:13:24   | FDJ-102                 |

## **9 References**

- (n.d.). Retrieved from <https://www.tylertech.com/products/student-transportation>
- (n.d.). Retrieved from <https://www.edulog.com/>
- (n.d.). Retrieved from <https://loqqat.com/>