

TAXI MANAGEMENT SYSTEM

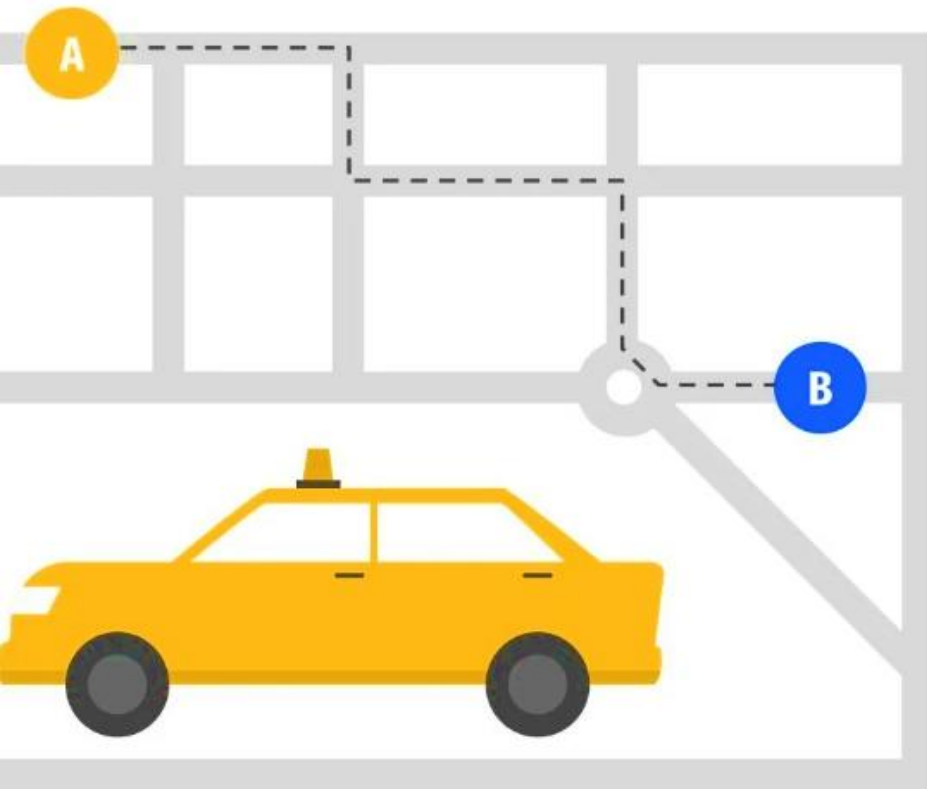
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TAXI MANAGEMENT SYSTEM

The taxi management system we're developing caters to the comprehensive needs of both the internal operations of the taxi company and the experiences of drivers and customers. At its core, the system ensures robust access control through multiple levels of user authentication.



For managers, the system provides extensive oversight capabilities, allowing them to delve into various aspects of the company's performance. This includes scrutinizing financial standing on a daily, monthly, and annual basis, examining driver statistics such as trip count and revenue, and accessing detailed information about the company's fleet, including vehicle specifications, mileage records, and current driver locations. Managers also retain exclusive rights to appoint additional managerial personnel within the system.



Other company personnel, such as those in finance and human resources departments, are equipped with more focused roles within the system. Finance personnel handle financial management, driver performance evaluation, and vehicle monitoring, while human resources personnel integrate new employees into the system by creating user accounts and assigning roles accordingly. Operational staff, like call operators, can track driver locations in real-time and efficiently allocate drivers to customer requests.



For drivers, the system offers a dedicated smartphone application providing continuous access to personal performance metrics and essential information. They receive ride requests through the app and are promptly provided with relevant details such as customer information, pick-up and drop-off locations, and recommended routes.



Customers interact with the system through a user-friendly smartphone application, which requires registration with basic details. Once registered, customers gain access to real-time driver tracking, the ability to select drivers based on proximity and ratings, and updates on ride progress, estimated fares, and arrival times.



The application also allows customers to choose their preferred payment method, either cash or card, ensuring a seamless and tailored experience to match individual preferences.



**REGULATORY
AUTHORITIES:**

- Responsible for overseeing compliance with local transportation regulations and standards.
- Concerned with ensuring that the taxi management system adheres to legal requirements regarding safety, privacy, and fair business practices.
- May provide guidelines or regulations that the system must follow, influencing its design and operation.

CUSTOMERS:

- Utilize the user-friendly interface provided by smartphone applications.
- Register within the system to access functionalities such as real-time driver tracking, driver selection, ride progress updates, estimated fares, and arrival times.
- Given the option to choose between cash or card payments within the application.

DEVELOPERS:

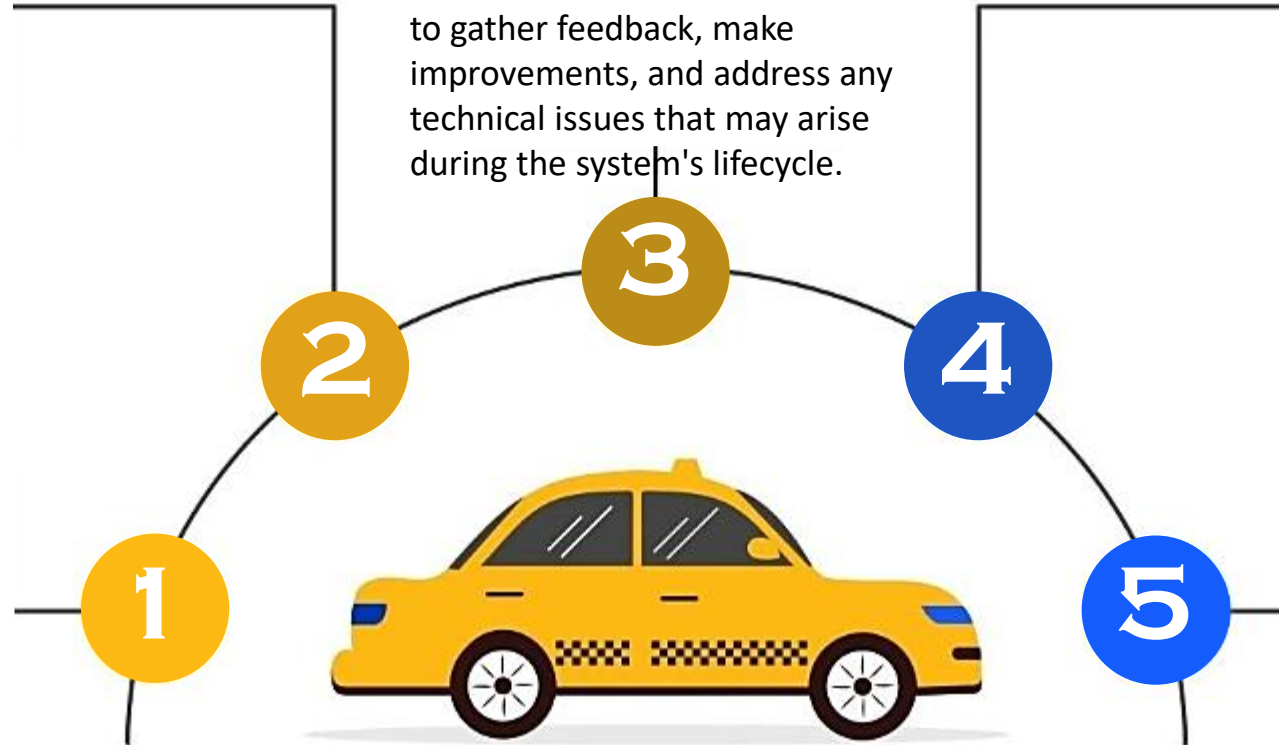
- Responsible for the design, development, implementation, and maintenance of the software solution.
- Involved in understanding the requirements of various stakeholders and translating them into functional software features.
- Ensure the system's reliability, security, and scalability to meet the needs of the company, drivers, and customers.
- Collaborate with stakeholders to gather feedback, make improvements, and address any technical issues that may arise during the system's lifecycle.

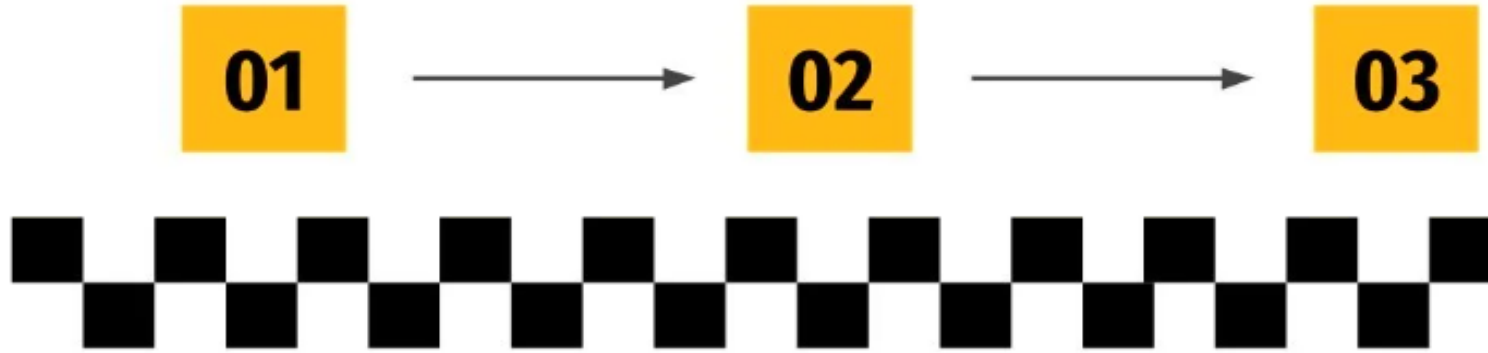
Stakeholders of the system**COMPANY MANAGEMENT:**

- Managers: Responsible for overseeing all functionalities of the system, including financial status monitoring, driver statistics, fleet management, and managerial personnel appointments.
- Finance Department: Focused on financial management, driver performance evaluation, and vehicle monitoring.
- Human Resources Department: Tasked with integrating new employees into the system and assigning corresponding roles.
- Operational Staff (Call Operators): Empowered to track driver locations and allocate drivers to customer requests.

DRIVERS:

- Equipped with a dedicated application for continuous access to personal performance metrics, ride requests, and pertinent details regarding customers and routes.



**Taxi dispatchers:**

Personnel responsible for coordinating and dispatching taxis to pick up passengers efficiently.

Insurance companies:

Providers of insurance services for taxis, drivers, and passengers, ensuring coverage for liabilities, accidents, and other risks.

Payment processors:

Companies or organizations that facilitate payment transactions between passengers and taxi drivers, including credit card processors, mobile payment providers, and financial institutions.