**Project Design Phase**

**Proposed Solution Template**

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| 📅 Date | 30JUNE 2025 |
| 👥 Team ID | LTVIP2025TMID31307 |
| 👥 Team Size | 4 |
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| 📌 Project Name | Public Transport Management System |

**Proposed Solution Details**

| S.No | Parameter | Description |
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| 1 | Problem Statement | Manual processes for public transport administration lead to significant inefficiencies, data inconsistencies, and a critical lack of real-time visibility across employee management, bus operations, trip tracking, and revenue collection. |
| 2 | Idea / Solution description | Develop a Salesforce-based centralized CRM application that automates and streamlines the management of employees, bus stations, buses, ticket fares, and daily bus trips. It will provide comprehensive dashboards for real-time tracking of passenger counts, revenue, and trip efficiency, and generate detailed reports for operational analysis and review. |
| 3 | Novelty / Uniqueness | The solution offers a unique integration of core public transport operational management (employee assignments, bus scheduling, trip tracking, fare management) within a single, robust Salesforce platform. It leverages Salesforce's native automation (Flows) and reporting capabilities to provide real-time operational insights, enhancing efficiency and data accuracy in a way traditional disparate systems cannot. |
| 4 | Social Impact / Customer Satisfaction | This solution significantly enhances operational efficiency for the Transport Department, reduces administrative burden, and ensures timely and accurate data for better decision-making. For employees (drivers, conductors), it provides clear assignments and easier data entry. Ultimately, improved internal operations lead to more reliable and efficient public transport services for passengers, contributing to higher public satisfaction. |
| 5 | Business Model (Revenue Model) | The solution is primarily designed for internal organizational use by the Public Transport Department to optimize their operations. However, it is built with the flexibility to be adapted as a customizable SaaS (Software as a Service) offering for other regional or national transport corporations facing similar management challenges. |
| 6 | Scalability of the Solution | Built on the Salesforce Cloud platform, the solution is inherently scalable. It can easily support increasing numbers of employees, buses, bus stations, daily trips, and passengers without significant performance degradation. Future modules (e.g., maintenance scheduling, customer service portal) and integrations can be seamlessly added as operational needs evolve. |

