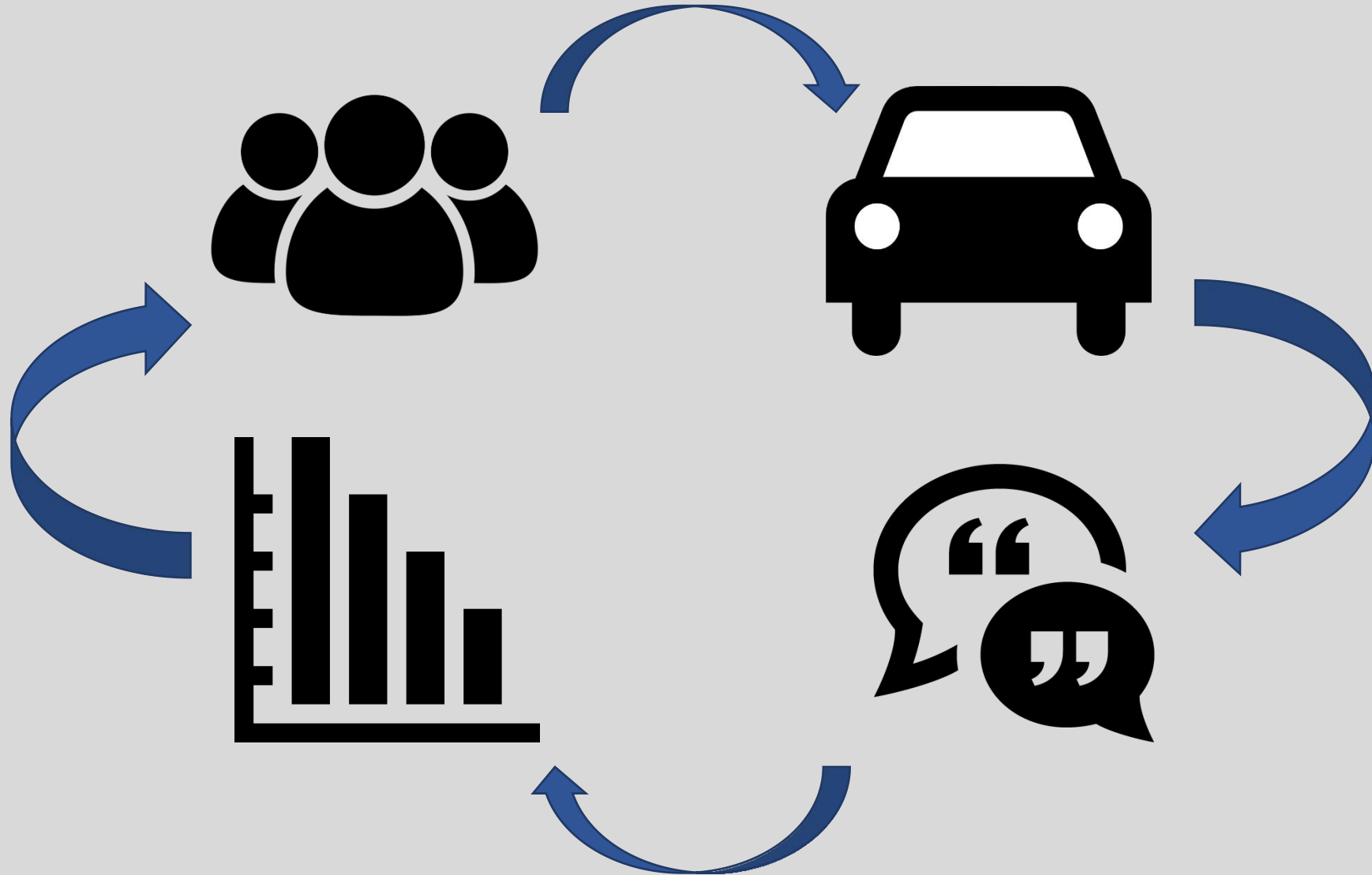


# PUBLIC VEHICLE COMPLAINT MANAGEMENT SYSTEM

By: Amit, John Mark  
Gula, Jose Maria  
Melchor, Alec  
Ybañez, Vanvan

# SYSTEM OVERVIEW

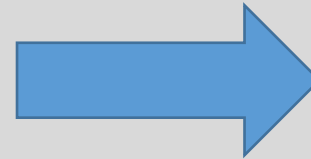


# CHAPTER 1

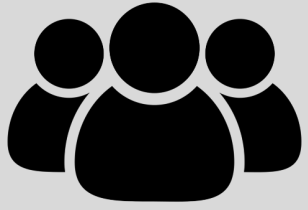




# GENERAL OBJECTIVE



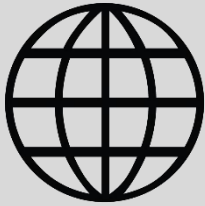
# SPECIFIC OBJECTIVES



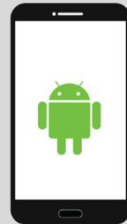
*Determine common complaint violations regarding Public vehicles.*



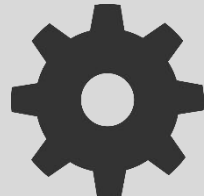
*Design mobile-based complaint submission.*



*Design a complaint handling web application.*



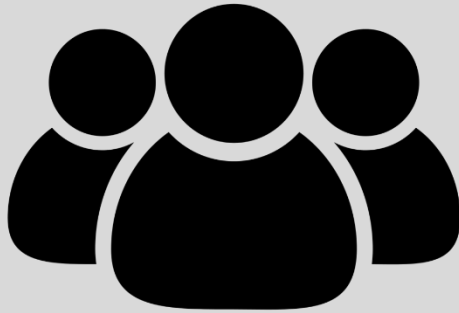
*Develop a public vehicle complaint management system.*



*Test and evaluate the system.*



# SIGNIFICANCE OF THE STUDY



COMPLAINANT



OPERATOR



LTFRB & LTO



OTHER RESEARCHERS

# SCOPE AND LIMITATIONS

- Complainants can submit public vehicle complaints.
- Admin (operators) can verify complaints, manage vehicles, manage drivers and generate reports.
- Super admin (LTFRB) can verify complaints, manage operators and view all the records

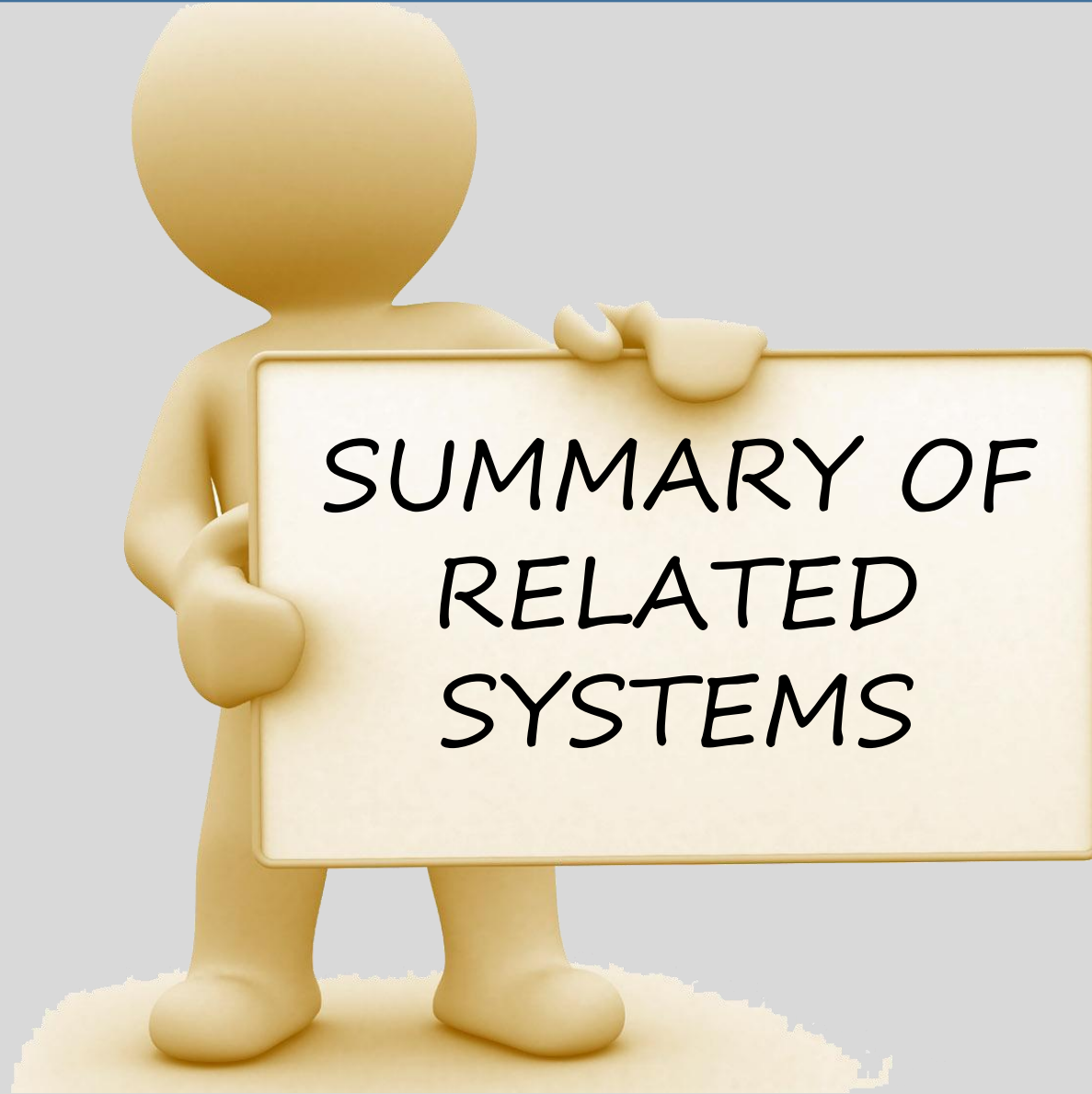
## SCOPE

- Only android smartphones can use this system.
- The system requires stable internet connection.
- Only common violations and LTO violations

## LIMITATIONS



# CHAPTER 2



# SUMMARY OF RELATED SYSTEMS

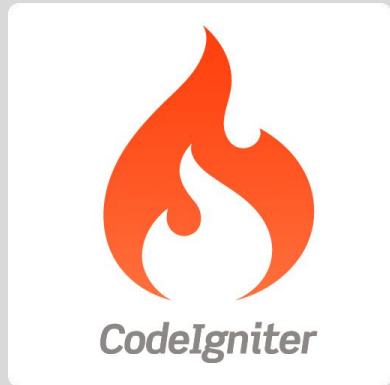
Main concepts of the related systems:

- Systematized gathering of feedback from people through online crowdsourcing.
- Assessment of public transportation quality through feedback.
- Systematized performance monitoring of public vehicle drivers.

# CHAPTER 3



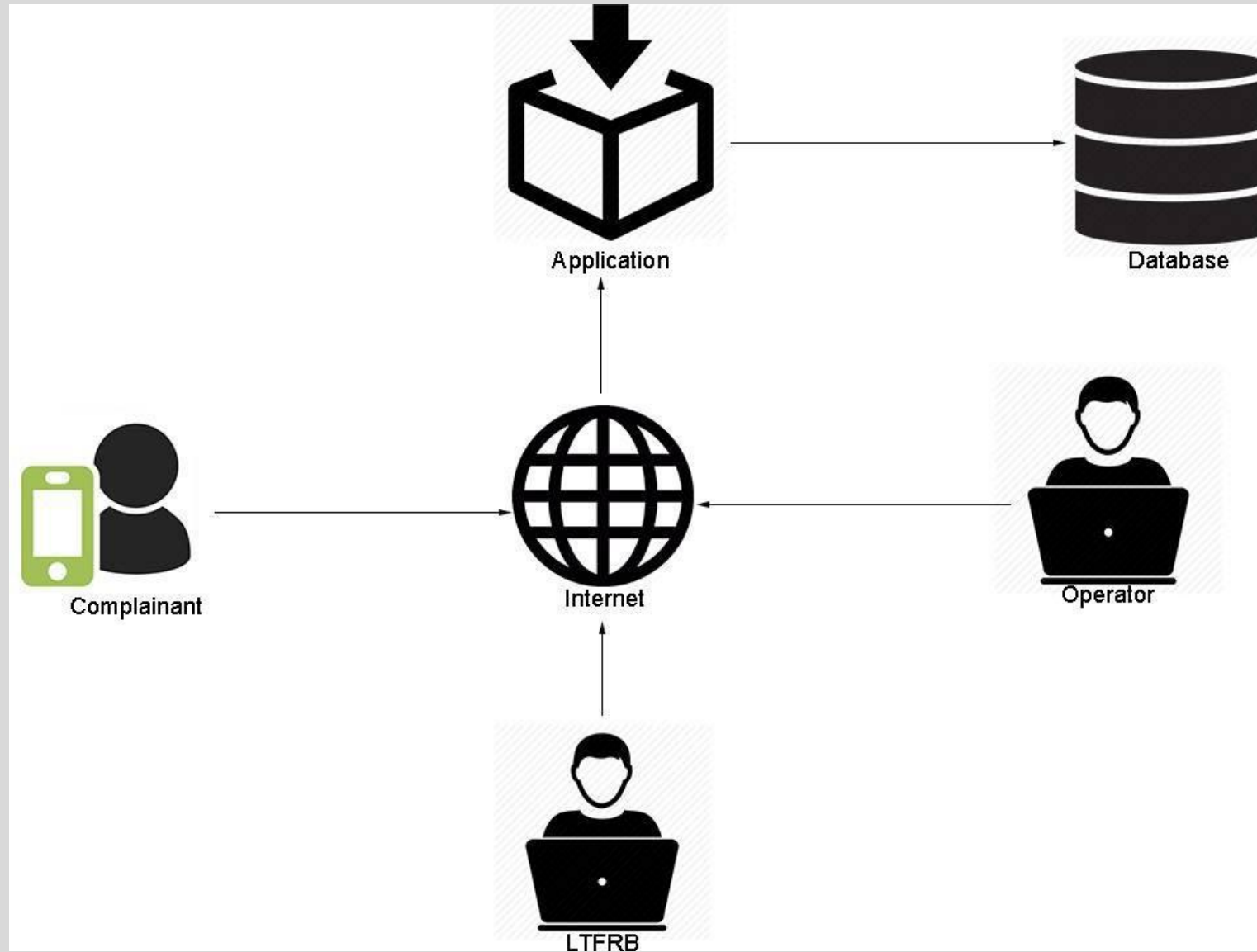
# TECHNICAL BACKGROUND



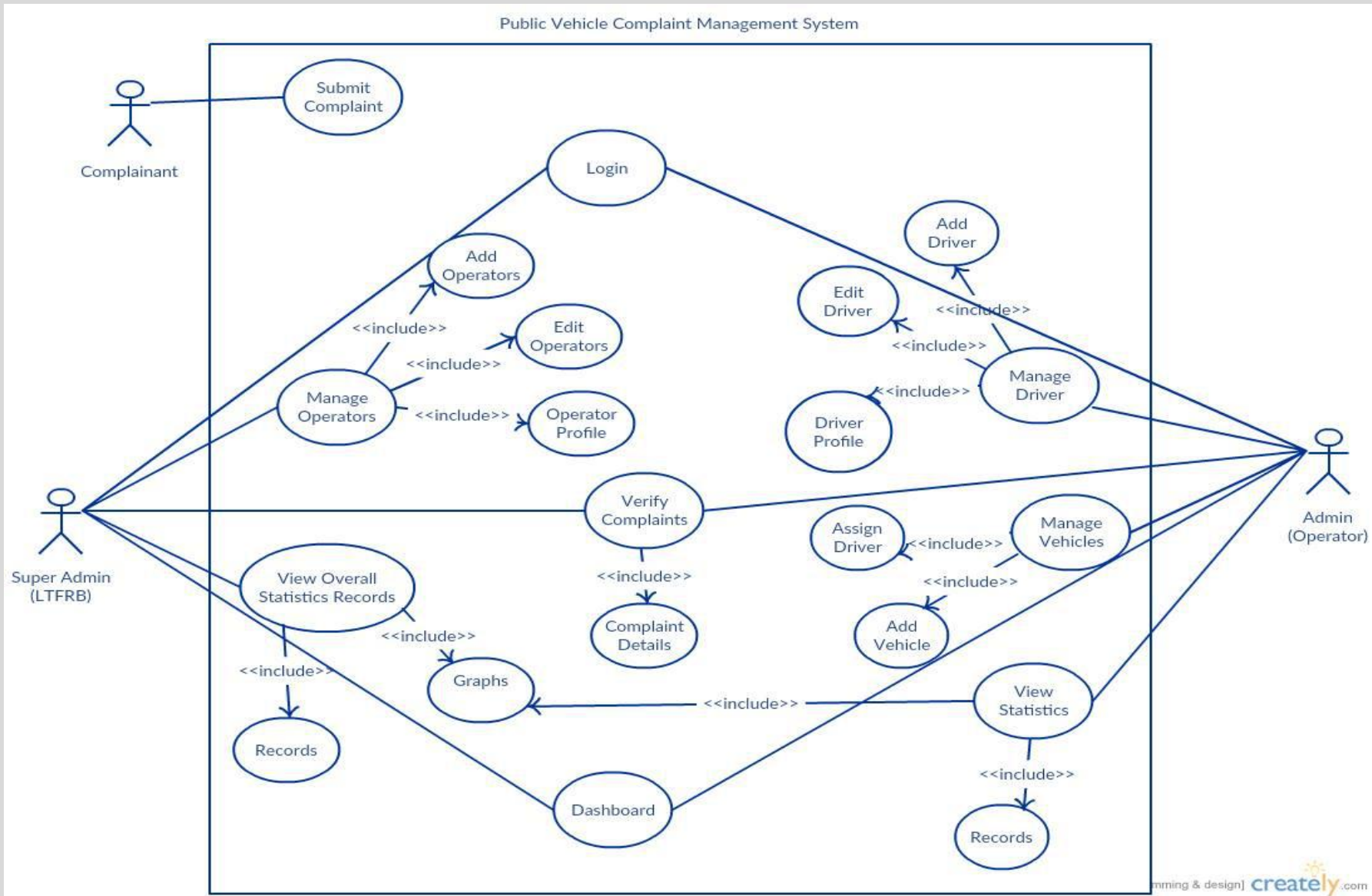
# CHAPTER 4



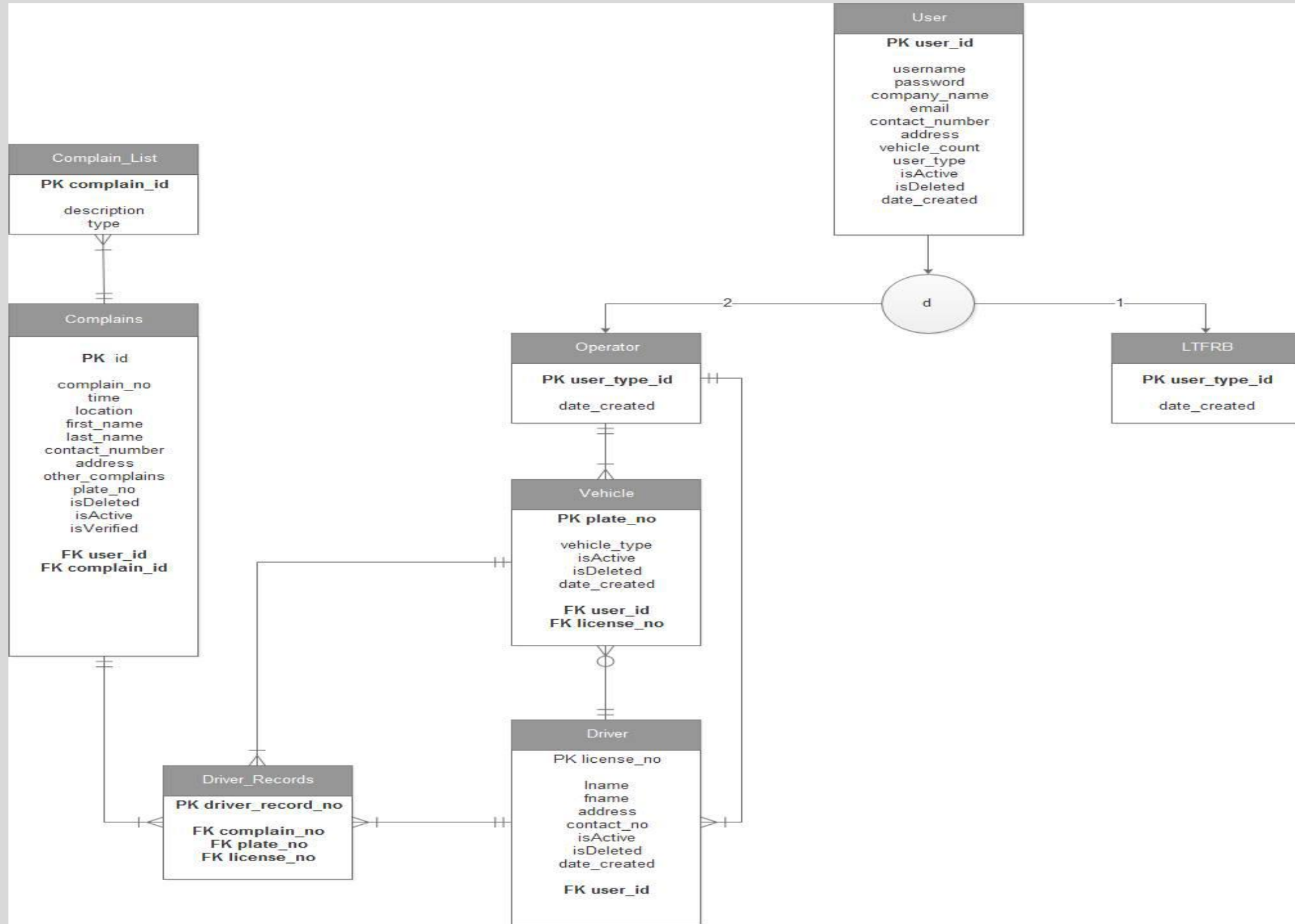
# CONCEPTUAL FRAMEWORK



# USE-CASE DIAGRAM







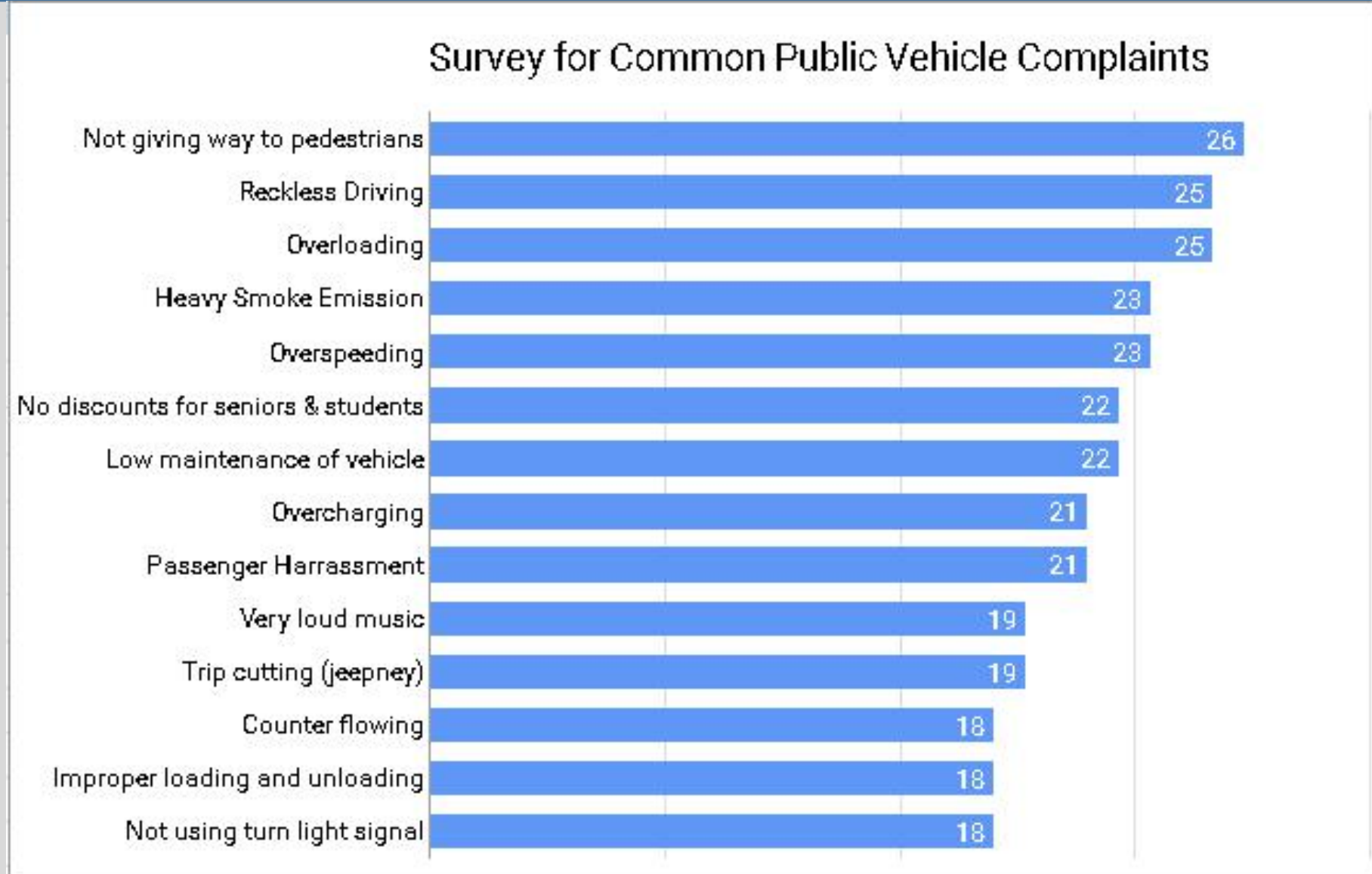
# CHAPTER 5

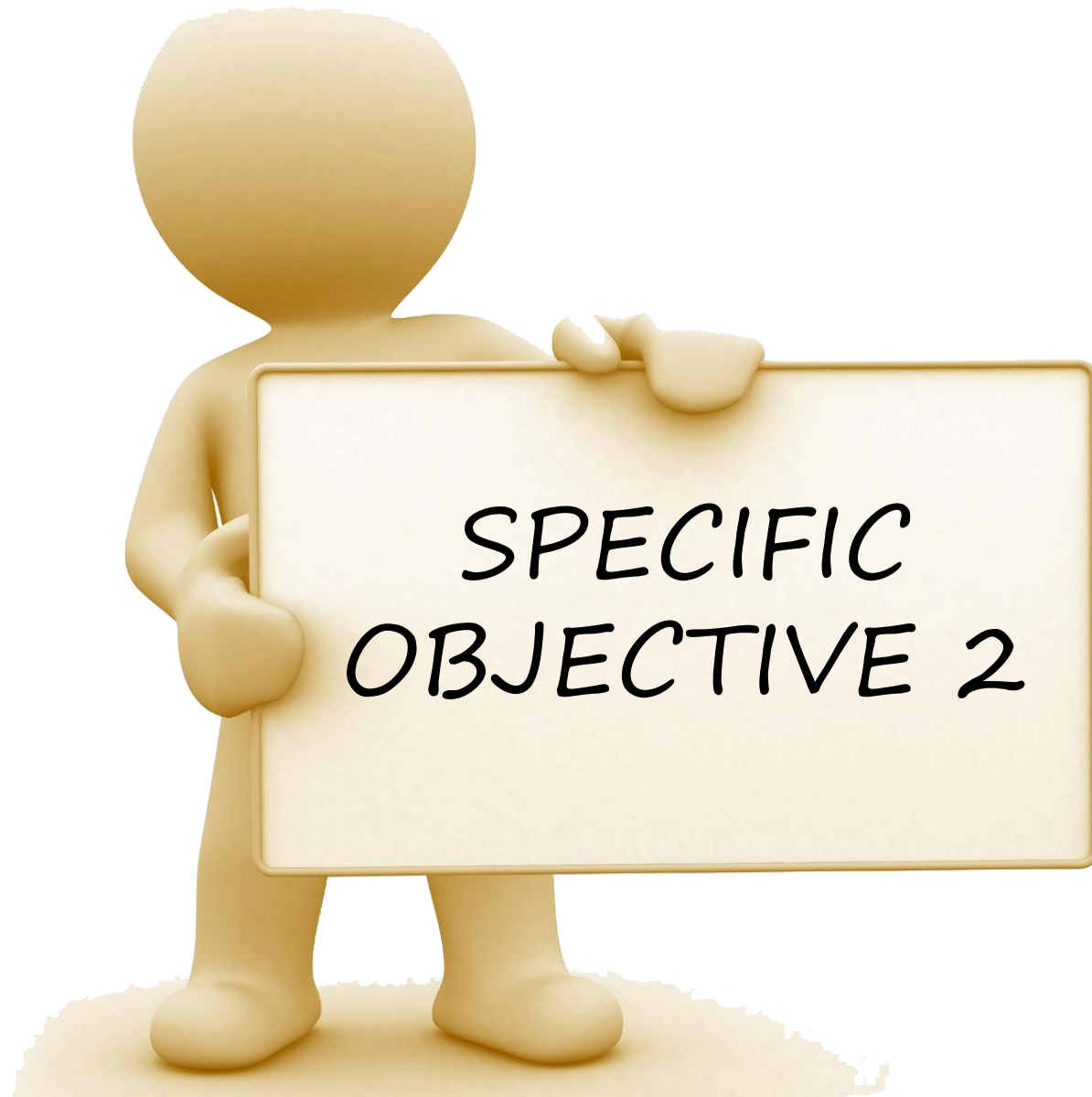




SPECIFIC  
OBJECTIVE 1

# DETERMINE COMMON COMPLAINTS AND VIOLATIONS REGARDING PUBLIC VEHICLES





# DESIGN A MOBILE-BASED COMPLAINT SUBMISSION

The researchers achieved the second objective by designing a mobile application, the applications capabilities include:

- Get city location of complainant.
- Get personal information of complainant
- Submit complaint(s) to a vehicle by vehicle plate number.

# DESIGN A MOBILE-BASED COMPLAINT SUBMISSION

(Plate Number)

Personal Info:

(First Name)

(Last Name)

(Address)

(Phone Number)

SUBMIT

Complaint List:

☐

 Crossing Solid Lane
 

☐

 Not Driving in designated lane

☐

 Defective Head light
 

☐

 Not giving way to pedestrians

☐

 Disregarding Traffic Sign - Go Signal
 

☐

 Overcharging

☐

 Disregarding Traffic Sign - Left Turn
 

☐

 Overloading

☐

 Disregarding Traffic Sign - No U-Turn
 

☐

 Overspeeding

☐

 Disregarding Traffic Sign - Stop signal
 

☐

 Passenger harassment

☐

 Driving Left
 

☐

 Reckless Driving

☐

 Heavy smoke emission
 

☐

 Smoking ban

(Plate Number)

*Personal Info:*

<input type="text"/> (First Name)	<input type="text"/> (Last Name)
<input type="text"/> (Address)	<input type="text"/> (Phone Number)

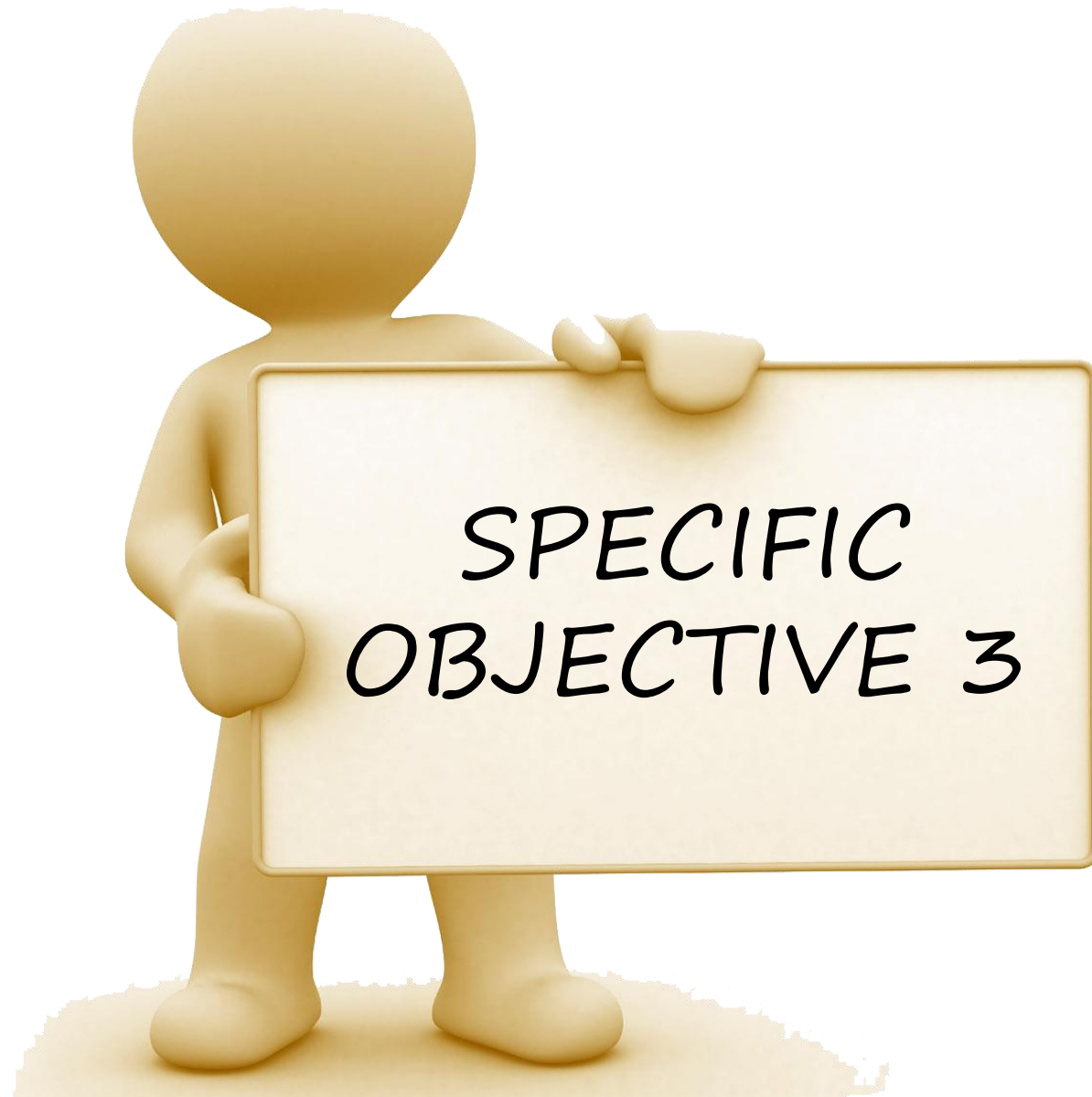
*Complaint List:*

<input type="checkbox"/> Disregarding traffic Sign - Stop signal  <input type="checkbox"/> Driving Left  <input type="checkbox"/> Heavy smoke emission  <input type="checkbox"/> Low maintenance of vehicle body parts  <input type="checkbox"/> No discount given for students / seniors	<input type="checkbox"/> Reckless Driving  <input type="checkbox"/> Smoking ban  <input type="checkbox"/> U-Turn in Business Intersection  <input type="checkbox"/> Very loud music
---	---

(Other Complaints)

---





SPECIFIC  
OBJECTIVE 3


# DESIGN A COMPLAINT HANDLING WEB APPLICATION

LOGIN

Username

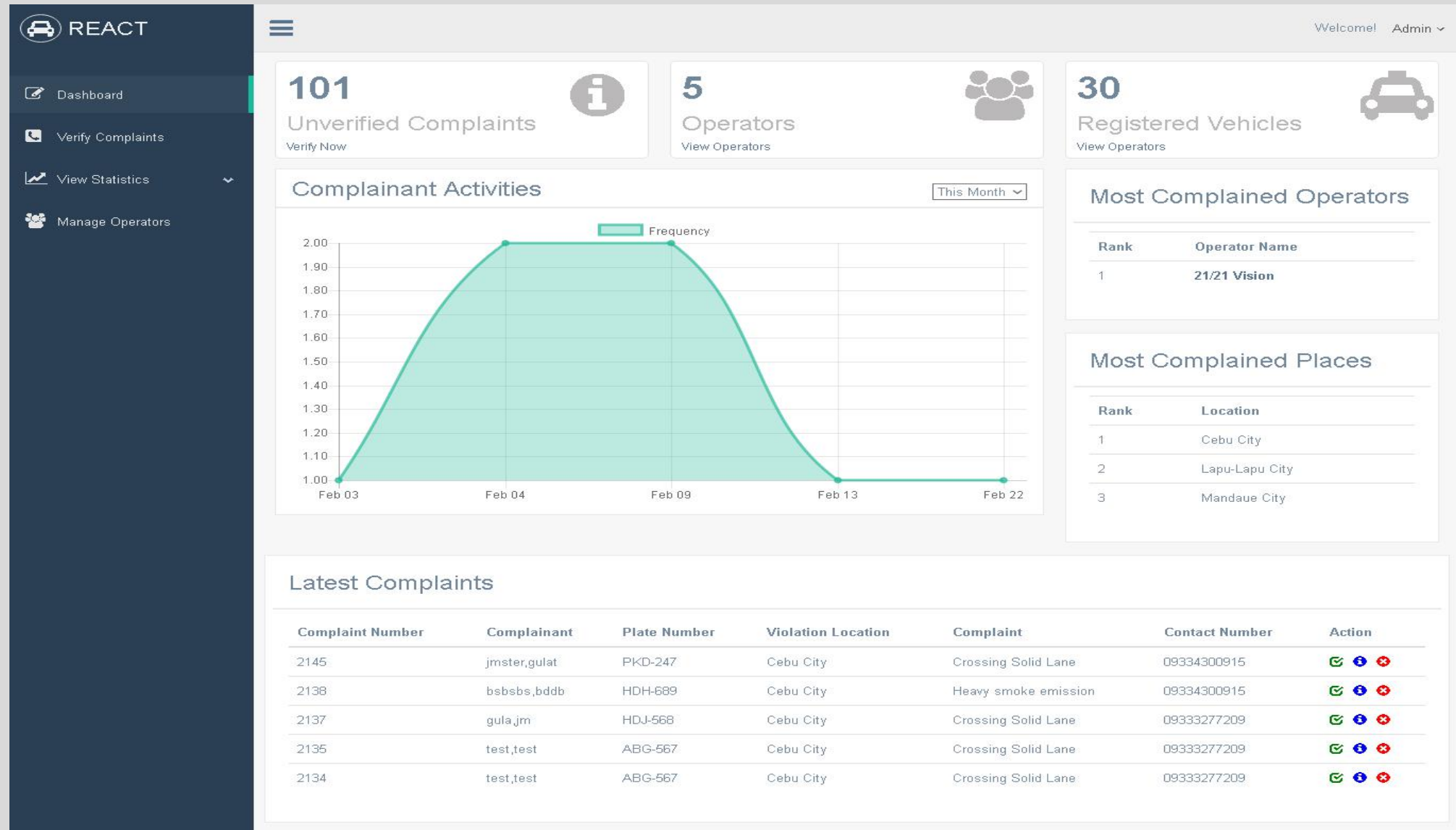
Password

Log in


 REACT


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Complaint Management System


# SUPER ADMIN DASHBOARD





# SUPER ADMIN VERIFY COMPLAINTS











Dashboard

Verify Complaints

View Statistics































Manage Operators

Welcome! Admin

## Verify Complaints

Show  entries

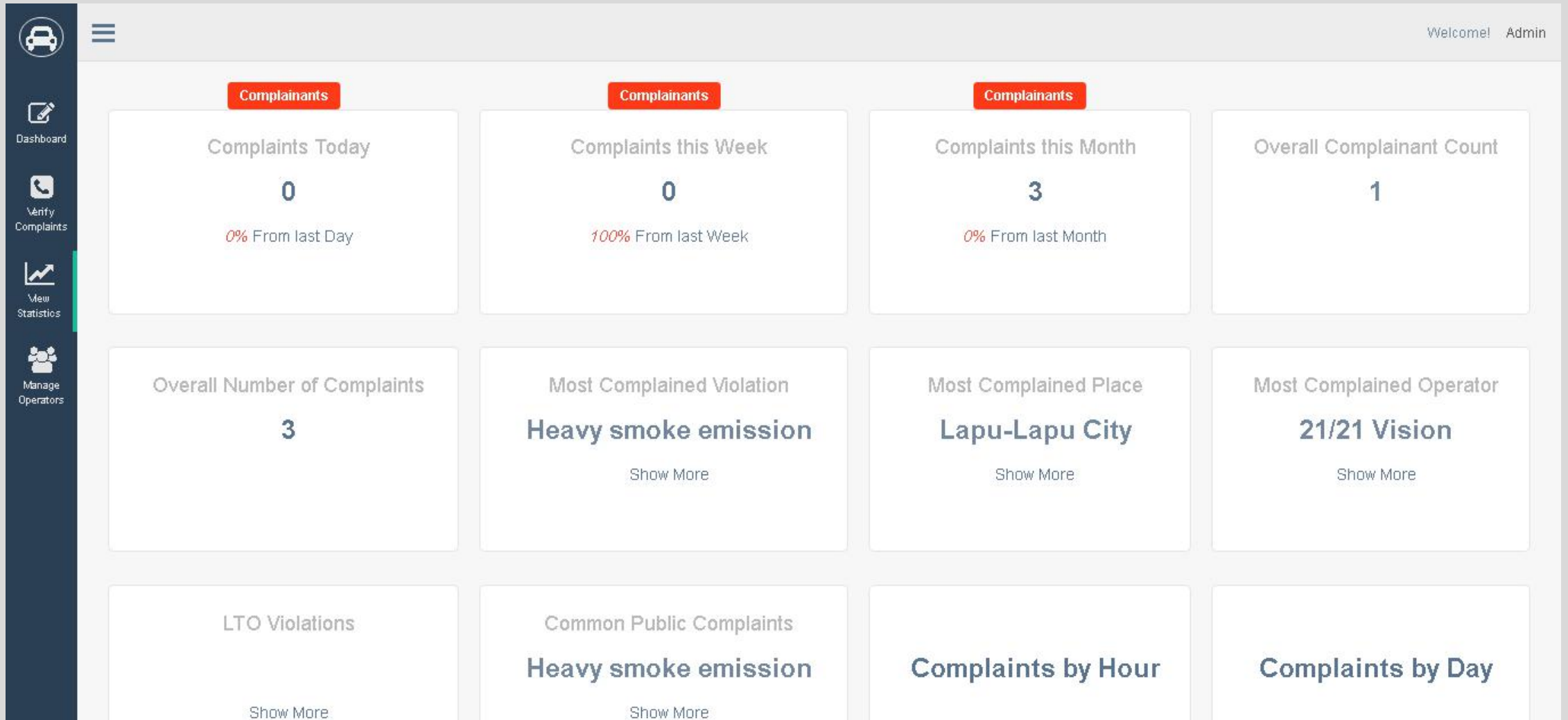
Search:

Complaint Number	Complainant	Plate Number	Violation Location	Complaint	Contact Number	Action
1002	Melchor,Alec	TST-1234	Cebu City	Overspeeding	09171651871	  
1003	Ybañez,Varvan	GBC-8901	Lapu-Lapu City	Overloading	09435678901	  
1004	Tuñacao,Kent	GHU-9061	Mandaue City	Disregarding Traffic Sign - Stop signal,Reckless Driving	09785647852	  
1005	Augusto,Adrian	GBN-1162	Cebu City	Heavy smoke emission	09175640907	  
1006	Cabahug,Kristopher	GRY-9007	Cebu City	U-Turn in Business Intersection ,Low maintenance of vehicle body parts,Smoking ban	09330816155	  
1007	Villasin,Mervin	GGN-8901	Cebu City	Overcharging	09423530577	  
1008	Bonganciso,Jerik	GBB-0091	Lapu-Lapu City	Reckless Driving,Overspeeding	09176598724	  
1009	Gula,Irwin	GRC-8901	Lapu-Lapu City	Disregarding Traffic Sign - Left Turn	09064567891	  
1010	Pesudas,Chris	GAA-9992	Mandaue City	Very loud music,Smoking ban	09427779081	  
1011	Saludaga,Albert	GBC-4532	Cebu City	Not giving way to pedestrians	09061234567	  

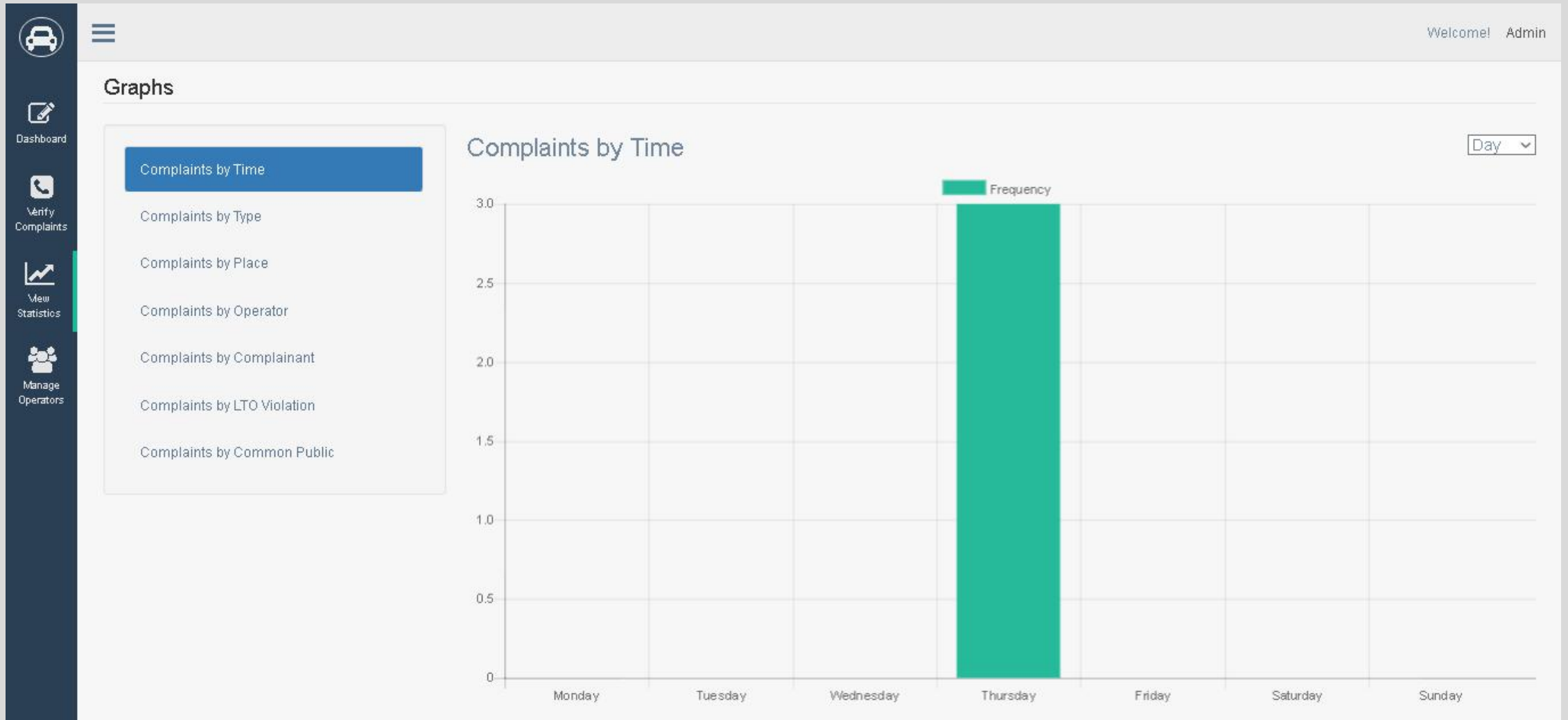
Showing 1 to 10 of 97 entries

Previous 1 2 3 4 5 ... 10 Next


# SUPER ADMIN VIEW RECORDS





# SUPER ADMIN VIEW GRAPHS





# SUPER ADMIN MANAGE OPERATORS












Dashboard

Verify Complaints

View Statistics

Manage Operators

















Manage Operators

Showing 1 to 7 of 7 entries

Showing 10 entries

Search:

Add Operator

Operator Name	Email	Contact Number	Address	Number of Vehicles	Deleted	Action
21/21 Vision	21v@gmail.com	3875555	Cebu City	10	No	 
ABC Taxi	abcTaxi@gmail.com	0324548717	Mandaue City	5	No	 
admin1231	asdasd@gmail.com	12321312	qweq	0	Yes	 
AFG Taxi	Taxi_AFG@gmail.com	0324551399	Mandaue City	5	No	 
Agerto Taxi	AgertoTaxi@gmail.com	09235367682	Mandaue City	5	No	 
Basic Taxi	BasicTaxi@gmail.com	0323527777	Mandaue City	5	No	 
JM Taxi	gulajm12@gmail.com	09334300915	Bankal, Lapu-Lapu City	0	Yes	 

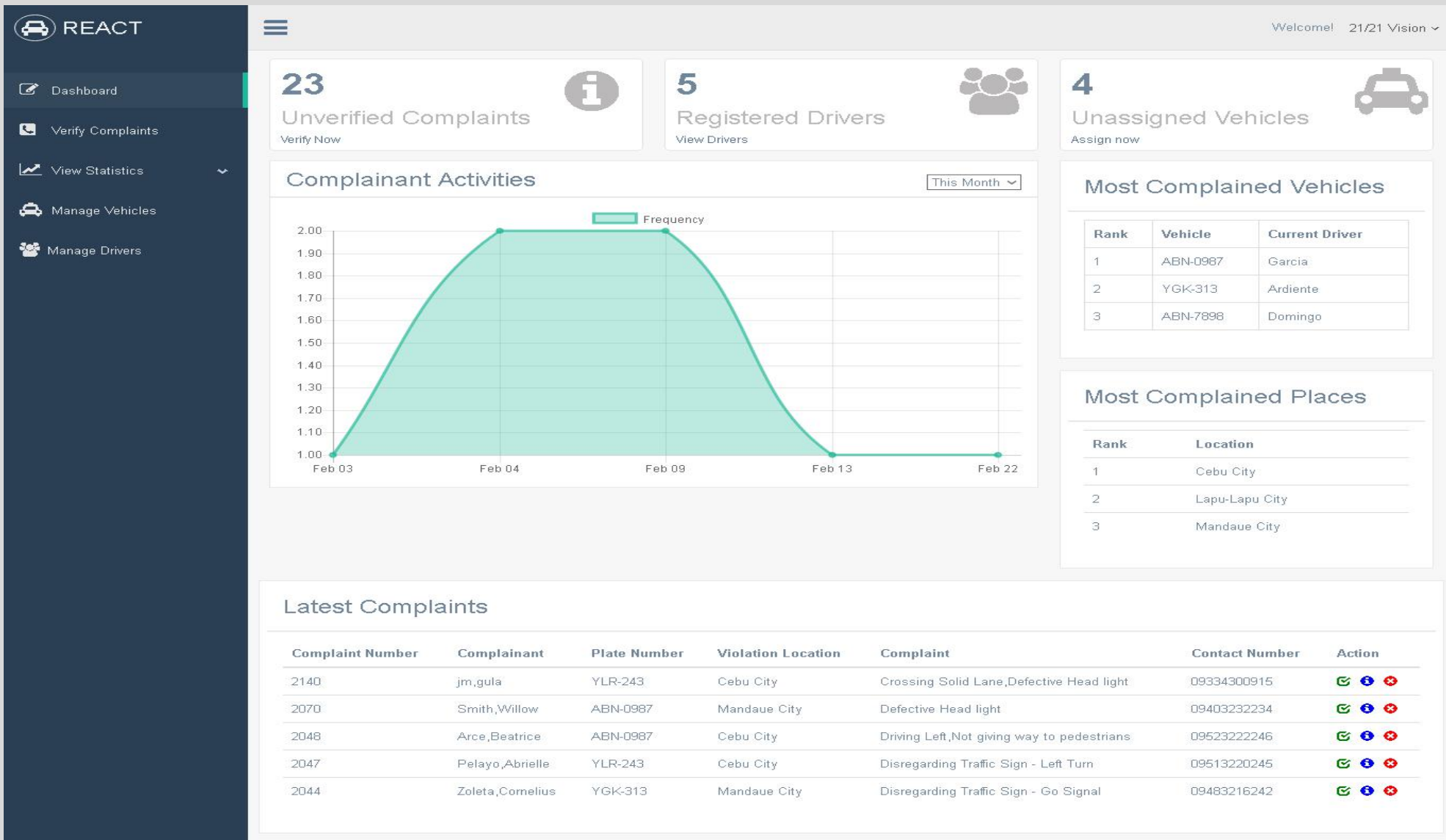
Previous

1

Next



# ADMIN DASHBOARD



# ADMIN VERIFY COMPLAINTS

Dashboard

Verify Complaints

View Statistics

Manage Vehicles

Manage Drivers

Welcome! 21/21 Vision

## Verify Complaints

Show 

10

 entries

Search:

Complaint Number	Complainant	Plate Number	Violation Location	Complaint	Contact Number	Action
1001	Gula,JM	ABN-0987	Cebu City	Smoking ban,Very loud music	09238206454	
1020	Cuenca,Willow	ABN-0987	Cebu City	Defective Head light,Driving Left	09403211234	
1021	Celiz,Janelle	ABN-7898	Cebu City	Smoking ban	09413211235	
2022	Vlela,Triston	ABN-7898	Cebu City	Not giving way to pedestrians	09423211236	
2024	Cruz,Gustavo	YGK-313	Lapu-Lapu City	Overloading	09443211238	
2025	Buenavidez,Miguel	ABN-0987	Lapu-Lapu City	Low maintenance of vehicle body parts,Smoking ban	09453211239	
2026	Fernando,Ginessa	ABN-7898	Lapu-Lapu City	Reckless Driving	09463211240	
2027	Flores,Sebastian	ABN-7898	Mandaue City	Crossing Solid Lane,Reckless Driving	09473211241	
2028	Malano,Jakob	YGK-313	Mandaue City	Disregarding Traffic Sign - Go Signal	09483211242	
2029	Villosillo,Sofia	YGK-313	Mandaue City	Disregarding Traffic Sign - No U-Turn,Defective Head light	09493211243	

Showing 1 to 10 of 28 entries

Previous

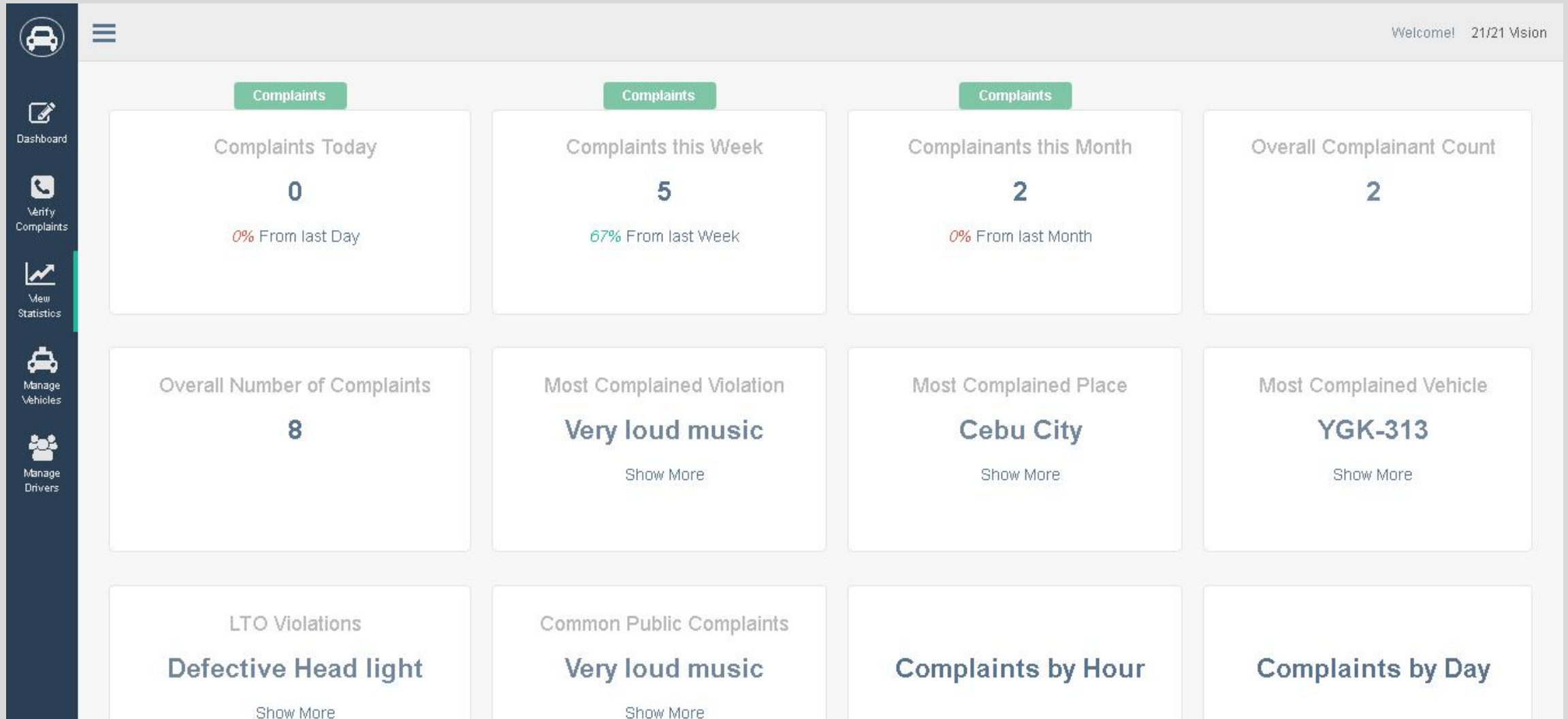
1

2

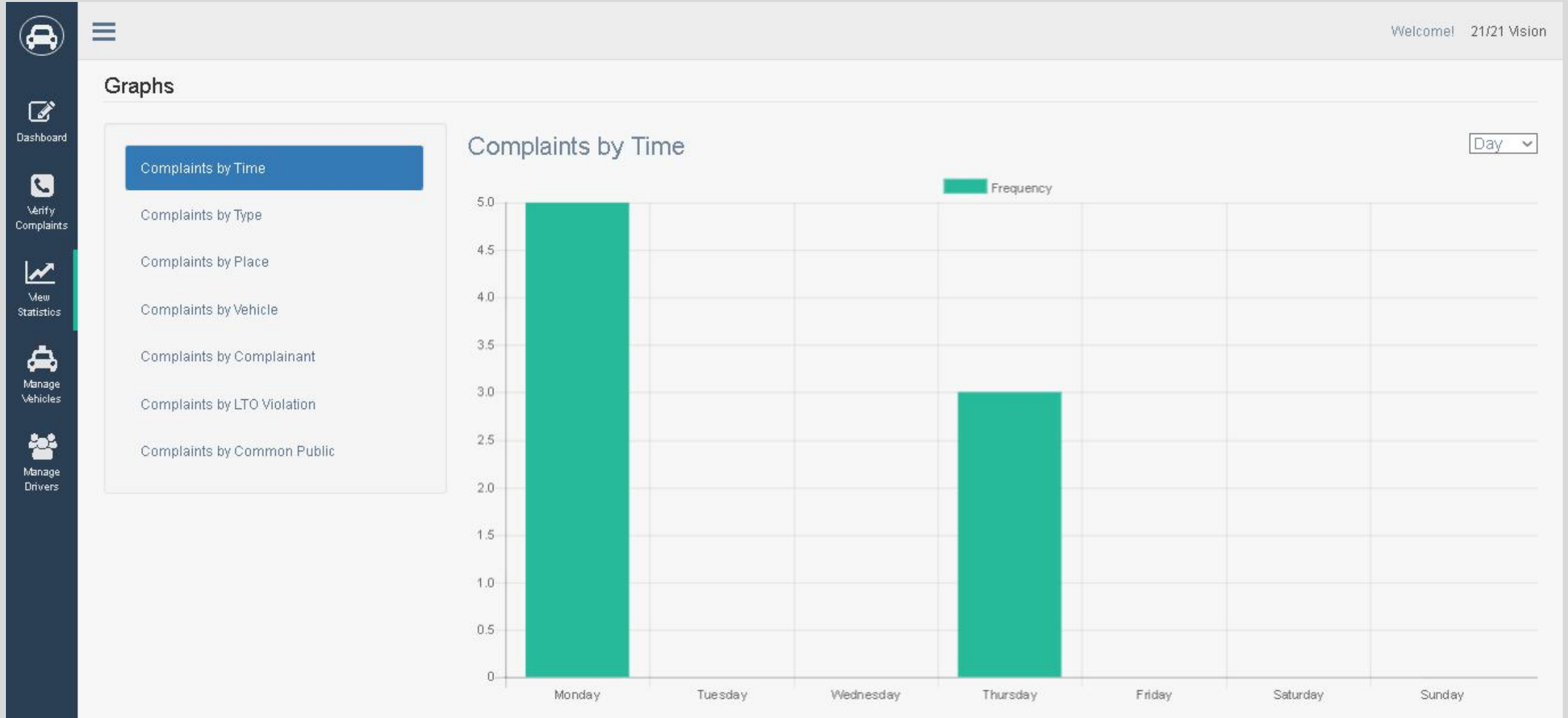
3

Next

# ADMIN VERIFY VIEW RECORDS



# ADMIN VERIFY VIEW GRAPHS



# ADMIN MANAGE VEHICLES

Dashboard

Verify Complaints

View Statistics

Manage Vehicles

Manage Drivers

Welcome! 21/21 Vision

Manage Vehicles

Add Vehicle


Show 10 entries Search:


Plate Number	Type	Driver	Action
ABN-0987	Jeepney	Garcia, Santiago	
ABN-7898	Jeepney	Domingo, Trevin	
ABN-9617	Jeepney	Acuesta, Paxton	
FDS-1211	Jeepney	Amit, Mark	
FDS-1222	Jeepney	None	
QWE-1234	Jeepney	None	
TST-1234	Jeepney	None	
VCX-1456	Jeepney	None	
YGK-313	Jeepney	Ardiente, Kent	
YLR-243	Jeepney	Jamisola, Jhungie	


Showing 1 to 10 of 10 entries


Previous 1 Next


# ADMIN MANAGE DRIVERS

  
Dashboard

  
Verify Complaints

  
View Statistics













  
Manage Vehicles

  
Manage Drivers

Manage Drivers

Show 10 entries

Search:

License Number	Last Name	First Name	Contact Number	Address	Active	Deleted	Action
A11-15-002340	Garcia	Santiago	09423530577	Bankal, Lapu-Lapu City	Yes	No	 
B12-16-002341	Domingo	Trevin	09433530579	Lahug, Cebu City	Yes	No	 
B44-13-134161	Amit	Mark	2366408	Ceb	Yes	No	 
C13-17-002342	Acuesta	Paxton	09433530578	Busay, Cebu City	Yes	No	 
D14-18-002343	Ardiente	Kent	09453530580	Bankal, Lapu-Lapu City	Yes	No	 
E15-19-002344	Jamisola	Jhungie	09463530581	Saac, Lapu-Lapu City	Yes	Yes	 

Showing 1 to 6 of 6 entries

Previous

1

Next

Add Driver





# DEVELOP A PUBLIC VEHICLE COMPLAINT MANAGEMENT SYSTEM

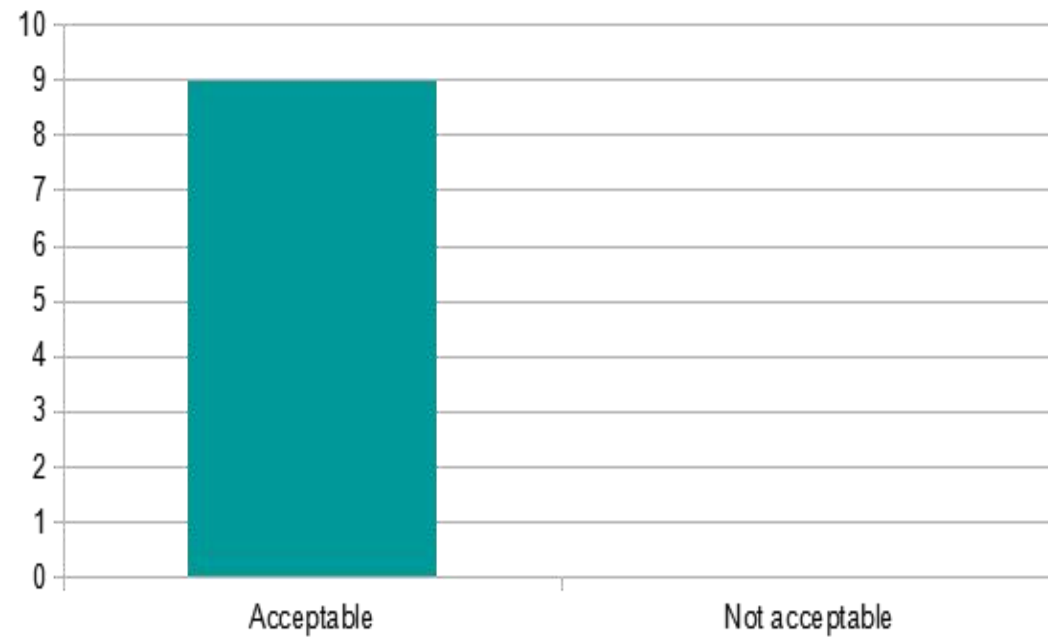




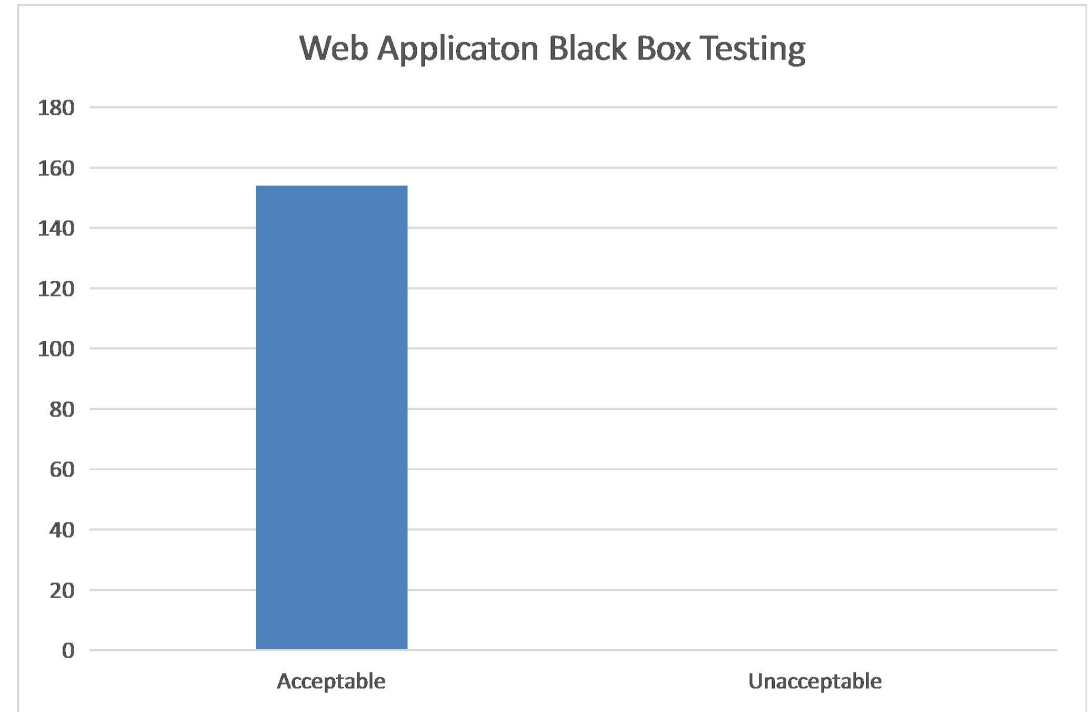
# TEST AND EVALUATE THE SYSTEM

## Black Box Testing

Mobile Application Black Box Testing

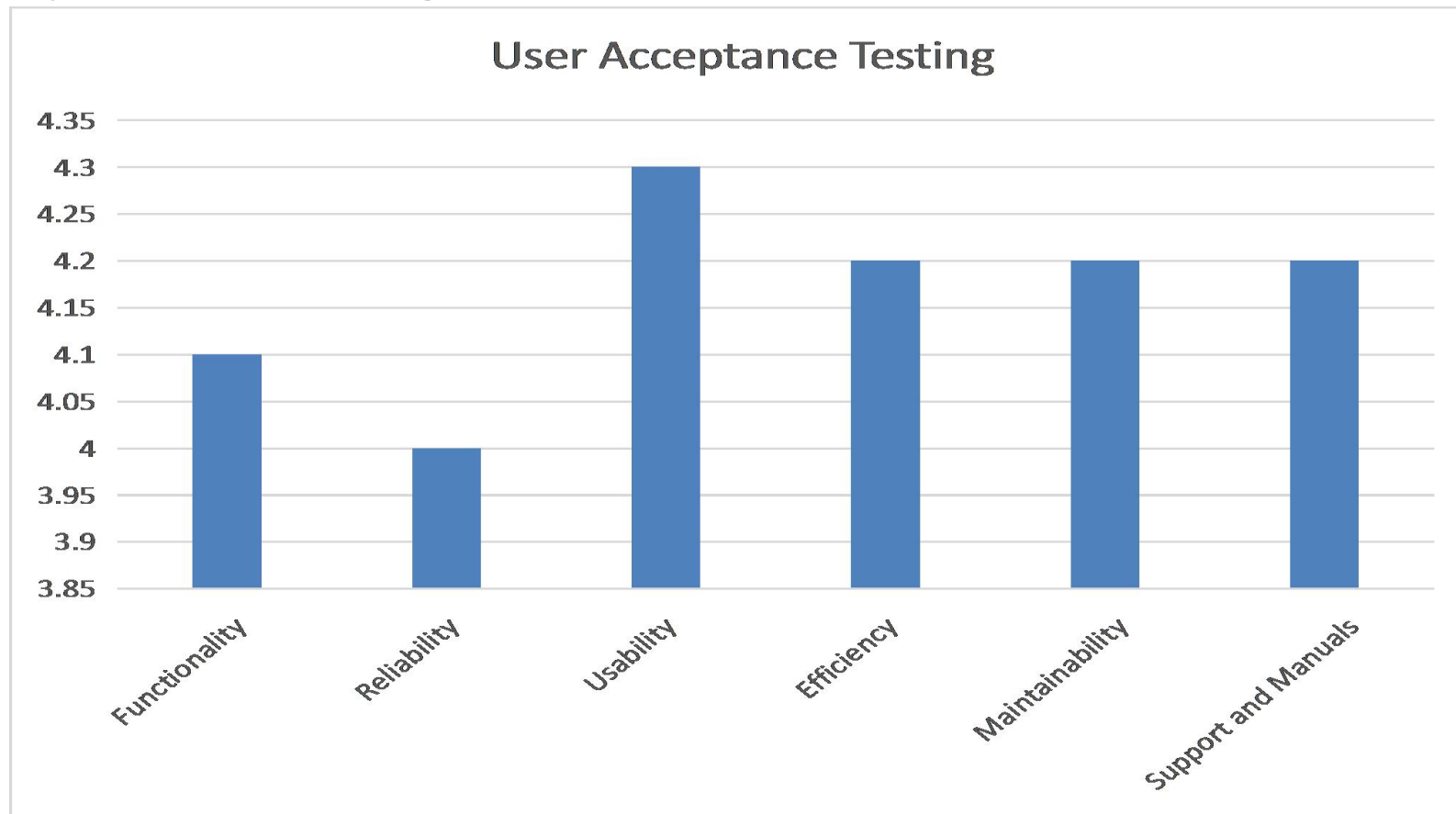


Web Application Black Box Testing



# TEST AND EVALUATE THE SYSTEM

## User Acceptance Testing



# CHAPTER 6



# CONCLUSION

From the design phase until the system had been tested, the researches have come up with the following conclusions:

The system demonstrates the possibility of sending public vehicle complaints on an android device that will be received and verified by operators and government transportation authorities. By using the system the verified complaints received by the operators and the LTFRB authorities will be beneficial to the public.

# RECOMMENDATION

For future researchers, a good recommendation is the implementing of a real-time mobile application to web application connectivity. Another good recommendation would be the implementation of a good file hosting feature for seamless submission of complaints.



*END*