

Appendix B Software Requirements Specifications

PUBLIC VEHICLE COMPLAINT MANAGEMENT SYSTEM

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Introduction/Rationale of the Study

Public Vehicle Complaint Management System is a capstone project conducted by a group of students of the University of San Carlos enrolled under the degree program of Bachelor of Science in Information and Communications Technology. It is a system that enables public vehicle operators and public transport authorities to manage public vehicle complaints received from complainants from a mobile application.

Public transport quality can potentially improve through an effective complaint management system. In order to achieve this, the researchers developed a mobile-based complaint submission application and a complaint handling web application that enables the public vehicle operators to monitor and manage their vehicles and its complaints received. The system can also enable public transport authorities to utilize the statistical data and from verified complaints to have an effective traffic and public transport administration.

The mobile application is better on android devices with good GPS location capabilities and constant internet connectivity for convenient complaint submission. Operators can obtain their accounts to the system when the administrators registers them in the system.

System Description

Public Vehicle Complaint Management System is a web-based system and an android based application. The web based application handles of public vehicle operators and public transport authorities. The operators will manage their own vehicles that registered in their system to evaluate the performance through the complaints of the complainant. They will be the one who approve and verify the complaints of the complainant through their contact numbers that given. The public transport authorities which are the LTFRB will manage the vehicles that are not belonging to any operators. They are also the one who will register the operators through the system.

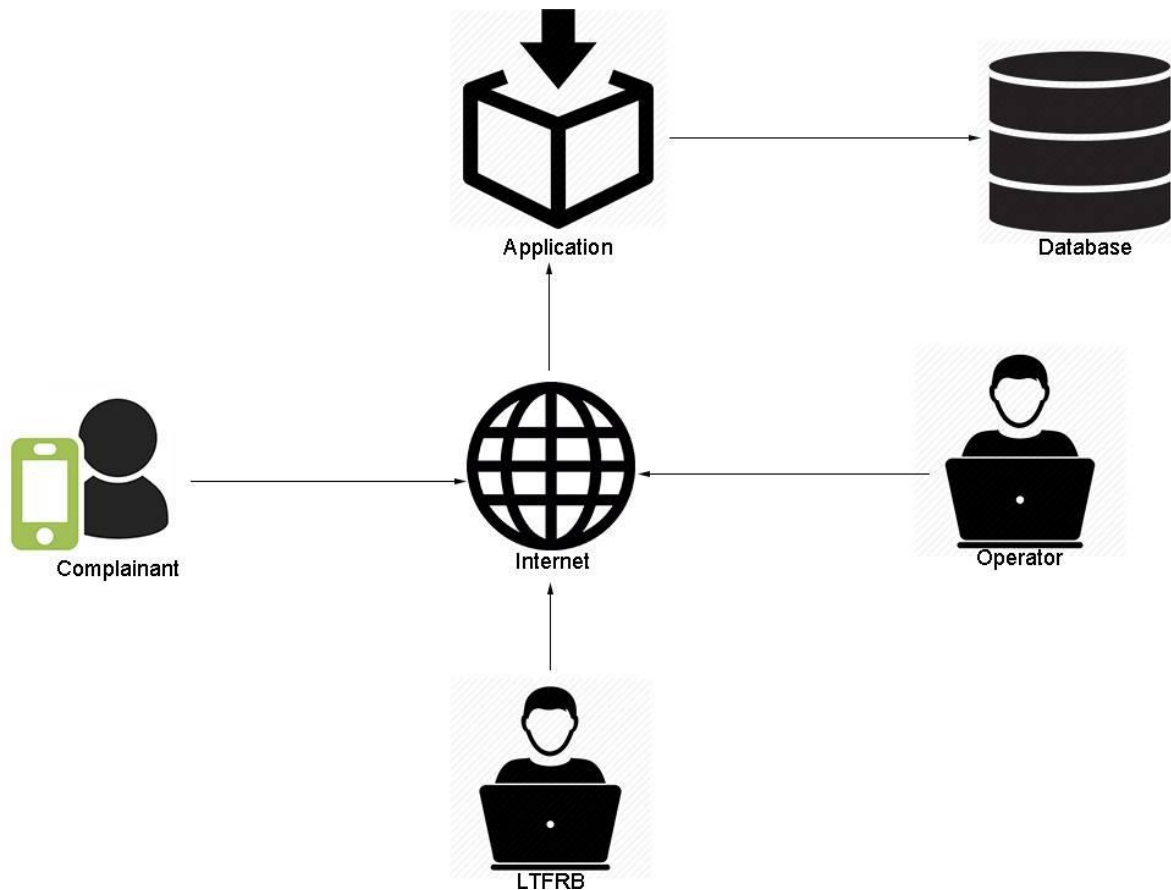
Type of Users:

Super admin (LTFRB). Can manage public vehicle operators and complaints of vehicles without operators. The super admin can monitor all complaints in the system and utilize the data statistics to take action in public vehicle transport management.

Operators. Can manage and verify complaints of its registered vehicles. The operator can also manage its vehicles by adding a vehicle, assigning or removing a driver and lastly manage all drivers under the operator's management.

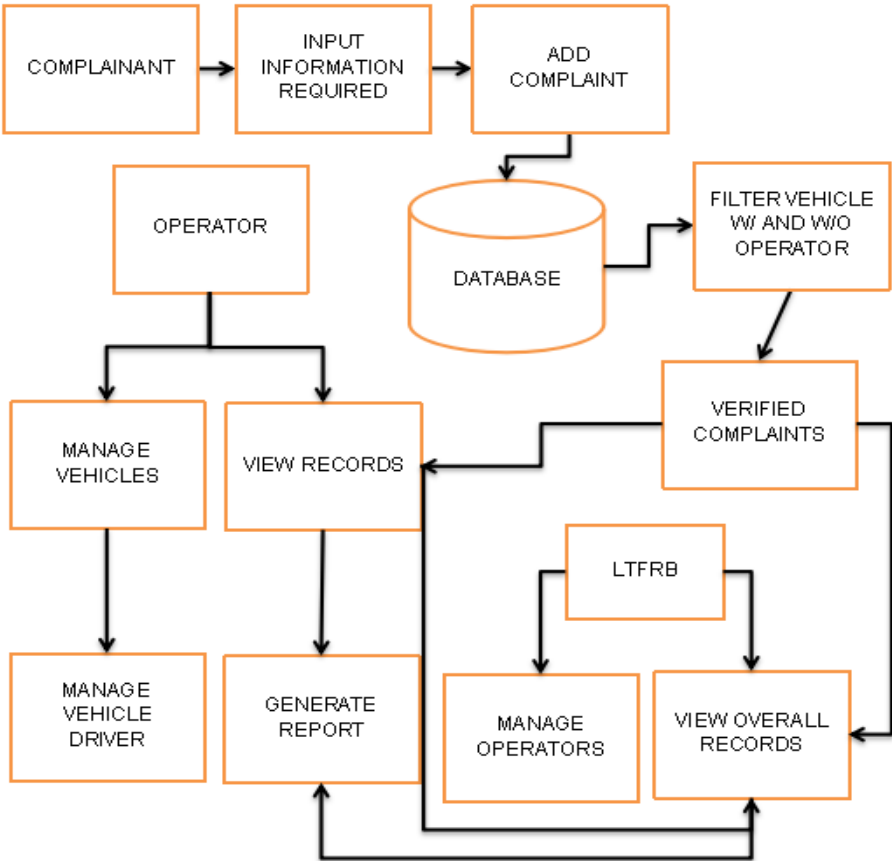
Complainants. Can submit complaints to public vehicles.

Design Model



The complainant submits a complaint to a public vehicle then the complaint is sent and stored in the database by the application. The received complaints will then be verified by operators and super admins (LTFRB). The complaint data stored in the database will be interpreted statistically in graphs, records, etc. This data will be used by operators and super admins to improve their performance.

System Flow/Development Process



Public Vehicle Complaint Management System's major components include: submission of complaint, complaint verification, driver and vehicle management, operator management and lastly the generate reports module.

Android Application Wireframe of the Public Vehicle Management System

COMPLAINT ANDROID FORM

The wireframe shows an Android application interface for filing a complaint. At the top is a status bar with icons for messaging, social media, and system status (25% battery, 10:52 p.m.). The form has a dark background with white text and input fields. A single-line text input field at the top is labeled '(Plate Number)' and is pointed to by callout 1. Below this is the 'Personal Info:' section, which contains four input fields: '(First Name)' (callout 2), '(Last Name)' (callout 3), '(Address)' (callout 4), and '(Phone Number)' (callout 5). A 'SUBMIT' button is located below these fields, pointed to by callout 7. The 'Complaint List:' section follows, featuring a two-column grid of checkboxes for various violations. Callout 6 points to the 'Overloading' checkbox, and callout 7 points to the 'SUBMIT' button. The violations listed are: Crossing Solid Lane, Defective Head light, Disregarding Traffic Sign - Go Signal, Disregarding Traffic Sign - Left Turn, Disregarding Traffic Sign - No U-Turn, Disregarding Traffic Sign - Stop signal, Driving Left, Heavy smoke emission, Not Driving in designated lane, Not giving way to pedestrians, Overcharging, Overloading, Overspeeding, Passenger harassment, Reckless Driving, and Smoking ban.

1. Input plate number of public vehicle

2. Input user first name

3. Input user last name

4. Input user address

5. Input user contact number

6. Select violation(s)

7. Tap to submit complaint

COMPLAINT FORM: OTHER COMPLAINTS

10:52 p.m. 25% H+

(Plate Number)

Personal Info:

(First Name)

(Last Name)

(Address)

(Phone Number)

Complaint List:

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

(Other Complaints)

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1. Input other complaint if complaint is unspecified in complaint list.

Web Application Wireframe of the Public Vehicle Management System


Login Page

LOGIN

Username

Password

Log in

 REACT

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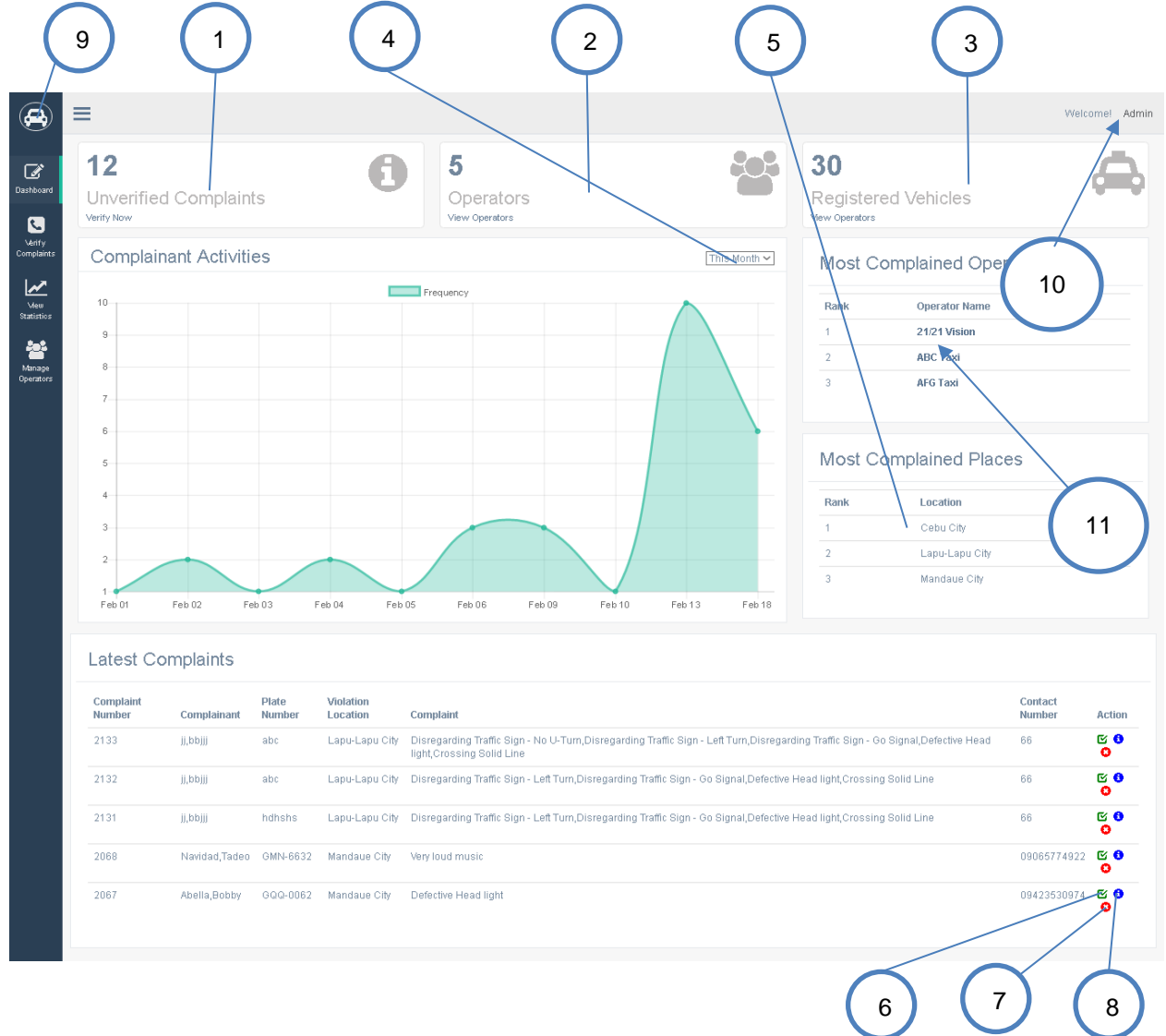
1

2

3

1. Username field - Enables the admin and operator to input his/her username. It should accept 3-12 characters.
2. Password field - Enables the admin and operator to input his/her password. It should accept 6-20 characters.
3. Log in button
 - (admin) if the username and password are correct it will go to the admin dashboard (Page 10).
 - (operator) if the username and password are correct it will go to the operator dashboard (Page 21).
 - If username and password are incorrect, it would display a message "Invalid username and/or password".
 - If the username and password text fields are empty, it would display a message "Please input a valid username and password."

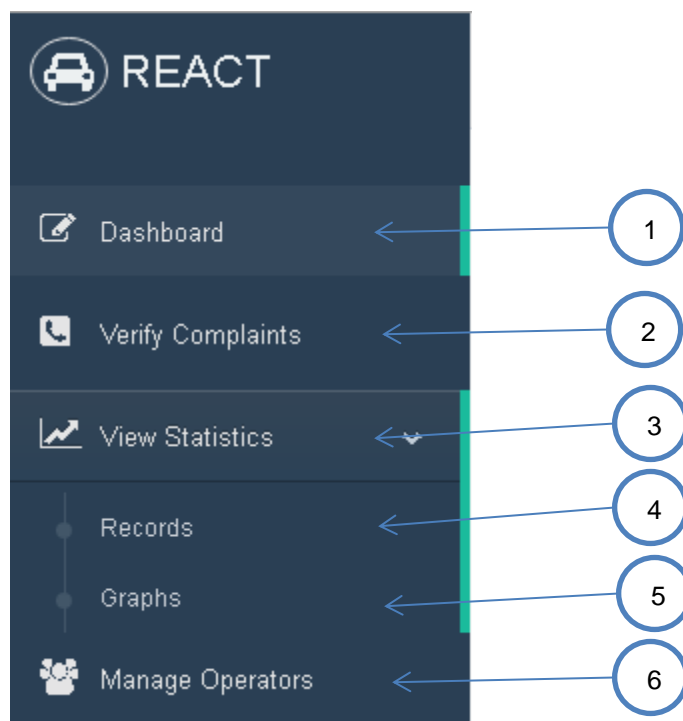
SUPER ADMIN DASHBOARD



1. Unverified Complaints - Displays number of unverified complaints. Click verify now to redirect to **Verify Complaints** page (page 12).
2. Operators - Displays number of operators. Click view operators to redirect to **Manage Operators** page (page 16).
3. Registered Vehicles - Displays number of registered vehicles. Click view operators to redirect to **Manage Operators** page (page 16).
4. Displays graphical complaint frequency by month, week and day.
5. Displays most complained places.

6. Click to verify complaint. Prompts “Are you sure you want to verify this complaint?”.
7. Click to delete complaint. Prompts “Are you sure you want to delete this complaint?”.
8. Click to view complaint information. Redirects to complaints details page (page 13).
9. Click to go to dashboard.
10. Show logout button.
11. Directs to operators profile on page 17.

SUPER ADMIN SIDE PANEL NAVIGATION



1. Click to go to dashboard page. (page 10)
2. Click to go to verify to complaints page. (page 12)
3. Click to show drop-down tabs: records and graphs.
4. Click to go to records page. (page 14)
5. Click to go to graphs page. (page 15)
6. Click to go to manage operators page (page 16)

SUPER ADMIN VERIFY COMPLAINTS

1

2

3

4

5

6

7

Verify Complaints

Show 10 entries

Search:

Complaint Number	Complainant	Plate Number	Violation Location	Complaint	Contact Number	Action
1004	Tufiacao,Kent	GHU-9061	Mandaue City	Reckless Driving,Disregarding Traffic Sign - Stop signal	09786647852	
1010	Pesudas,Chris	GAA-9992	Mandaue City	Very loud music,Smoking ban	09427779081	
2061	Duerias,Scott	GYI-6677	Cebu City	Reckless Driving	09457896675	
2063	Alejandro,Cesario	GUU-9977	Cebu City	Overcharging	09726754988	
2064	Solas,Alvar	GRE-1269	Cebu City	No discount given for students & seniors,Very loud music	09885463483	
2065	Rillo,Leandro	GBC-9082	Mandaue City	Disregarding Traffic Sign - Stop signal	09067854893	
2066	Montenegro,Dalton	GOK-1189	Cebu City	Overcharging	09423530579	
2067	Abella,Bobby	GQQ-0062	Mandaue City	Defective Head light	09423530974	
2068	Navidad,Tadeo	GMN-6632	Mandaue City	Very loud music	09065774922	

Showing 1 to 9 of 9 entries

Previous 1 Next

1. Click to choose desired number of entries to be shown.
2. Click to verify complaint. Prompts “Are you sure you want to verify this complaint?”.
3. Click to display complaint information. Redirects to complaint details (page 13).
4. Click to delete complaint. Prompts “Are you sure you want to delete this complaint?”.
5. Type in to search unverified complaint information.
6. Click to go to previous table page.
7. Click to go to next table page.

SUPER ADMIN COMPLAINT DETAILS

The screenshot shows a web interface for 'SUPER ADMIN COMPLAINT DETAILS'. At the top right, there is a 'Welcome!' message and an 'Admin' dropdown menu. The main heading is 'Complaint Details'. Below this is a table with the following information:

Complaint Number:	1004
Plate Number:	GHU-9061
Violation Location:	Mandaue City
Time:	Jan 21 2017 12:00 PM
Complaint:	Reckless Driving,Disregarding Traffic Sign - Stop signal
Other Complaint:	None
Complainant:	Tuñacao,Kent
Contact Number:	09785647852
Address of Complainant:	Tigahon, Lapu-Lapu

Below the table are three buttons: a green 'Verify' button, an orange 'Delete' button, and a red 'Back' button. Three numbered callouts are present: '1' points to the 'Verify' button, '2' points to the 'Delete' button, and '3' points to the 'Back' button.

1. Click to verify complaint. Prompts “Are you sure you want to verify this complaint?”.
2. Click to delete complaint. Prompts “Are you sure you want to delete this complaint?”.
3. Click to go back. Redirects to previous page.

SUPER ADMIN RECORDS



1. Displays complaints/complainants today.
2. Displays complaints/complainants this week.
3. Displays complaints/complainants this month.
4. Displays overall complaint count.
5. Displays overall number of complaints.
6. Displays most complained violation.
7. Displays most complained place.
8. Displays most complained vehicle.
9. Displays complaints by LTO Violations.
10. Displays complaints by Common Violations.
11. Displays number of complaints by hour.

12. Displays number of complaints by day.

13. Filter complaints & complainants.

SUPER ADMIN GRAPHS



1. Click to display complaints by time.

2. Click to display complaints by type.

3. Click to display complaints by place.

4. Click to display complaints by operator.

5. Click to display complaints by complainant.

6. Click to display complaints by LTO Violation.

7. Click to display complaints by Common Public Violations.

8. Click to choose graph frequency by day, hour or month.

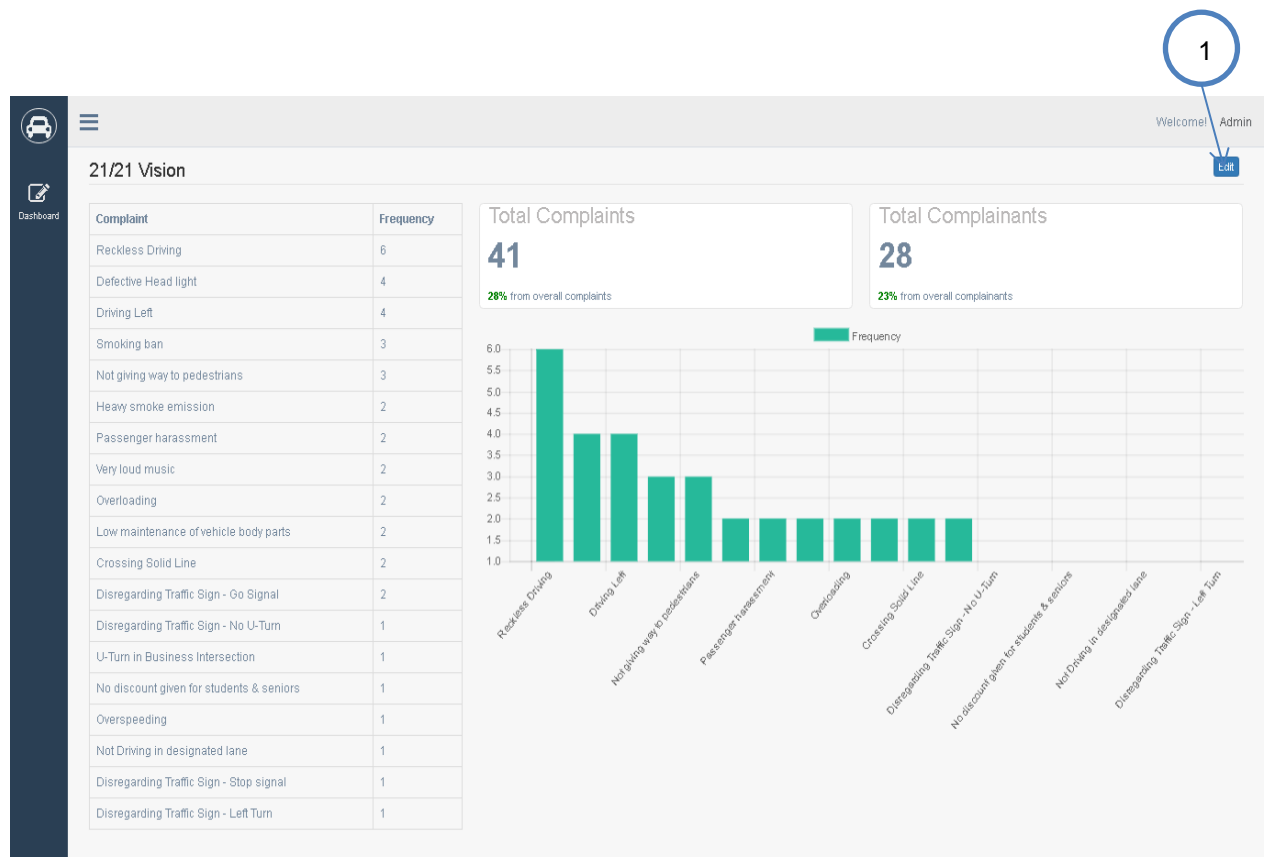
SUPER ADMIN MANAGE OPERATORS

The screenshot shows the 'Manage Operators' interface. A sidebar on the left contains navigation links: Dashboard, Varsity Complaints, View Statistics, and Manage Operators (highlighted). The main content area has a header 'Manage Operators' and a 'Show 10 entries' dropdown. A table lists operators with columns: Operator Name, Email, Contact Number, Address, Number of Vehicles, Deleted, and Action. The table contains six rows of data. In the top right, there is a 'Welcome! Admin' message and an 'Add Operator' button. A search bar is located below the header. At the bottom right, there are 'Previous', '1', and 'Next' pagination controls. Numbered callouts point to the following elements: 1. Operator Name in the first row of the table. 2. The 'Show 10 entries' dropdown. 3. The edit icon (pencil) in the Action column of the first row. 4. The delete icon (trash) in the Action column of the first row. 5. The search bar. 6. The 'Add Operator' button. 7. The 'Previous' pagination link. 8. The 'Next' pagination link.

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	09235367882	Mandaue City	5	No	
Basic Taxi	BasicTaxi@gmail.com	0323527777	Mandaue City	5	No	

1. Displays operator name, click to display operator profile page. (page 17)
2. Click to choose desired number of entries to be shown.
3. Click to edit operator, opens operator information page. (page 17)
4. Click to remove operator, prompts “Are you sure you want to delete this operator?”.
5. Type in to search operator information.
6. Click to add operator, opens add operator page. (page 17)
7. Click to go to previous table page.
8. Click to go to next table page.

SUPER ADMIN OPERATOR PROFILE



1. Click to edit operator, opens operator details page. (page 19)

SUPER ADMIN ADD OPERATOR

The screenshot shows a web application interface for adding an operator. The form is titled 'Add Operator' and is located on a page with a sidebar menu and a top navigation bar. The sidebar menu includes links for Dashboard, Verify Complaints, View Statistics, and Manage Operators. The top navigation bar shows 'Welcome! Admin'. The form fields are as follows:

- 1. Company Name *
- 2. Username *
- 3. Email *
- 4. Confirm Email *
- 5. Password
- 6. Repeat Password
- 7. Contact Number *
- 8. Address *

At the bottom of the form are two buttons: 'Submit' (green) and 'Back' (red). The numbered callouts are as follows:

- 1. Points to the Company Name field.
- 2. Points to the Username field.
- 3. Points to the Email field.
- 4. Points to the Confirm Email field.
- 5. Points to the Password field.
- 6. Points to the Repeat Password field.
- 7. Points to the Contact Number field.
- 8. Points to the Address field.
- 9. Points to the Submit button.
- 10. Points to the Back button.

1. Input company name.
2. Input username. If username is invalid prompt "The Confirm E-mail field must contain a valid email address."
3. Input email. If email is incorrect, prompt "Please include an '@' in the email address".
4. Input confirm email address. If it doesn't match, prompt "The Confirm E-mail field must contain a valid email address."
5. Input password. Checks if inputted passwords match. If it doesn't match, prompts "The Password field must be at least 6 characters in length. The Password field must be at least 6 characters in length."
6. Input contact number. If number does not meet standards prompt "The Password field must be at least 6 characters in length."

7. Input contact number. If number does not meet standards prompt “The Password field must be at least 6 characters in length.”.
8. input address.

SUPER ADMIN OPERATOR DETAILS

The screenshot shows a web application interface for 'SUPER ADMIN OPERATOR DETAILS'. The page has a dark blue sidebar on the left with icons for Dashboard, Verify Complaints, View Statistics, and Manage Operators. The main content area is titled 'Operator Details' and contains a form with the following fields: Company Name *, Email *, Password, Repeat Password, Contact Number *, and Address *. The form is pre-filled with the following values: Company Name: 21/21 Vision, Email: 21v@gmail.com, Password: *****, Repeat Password: *****, Contact Number: 3875555, and Address: Cebu City. Below the form are two buttons: 'Update' (orange) and 'Back' (red). Numbered callouts 1 through 8 are placed around the form, with arrows pointing to specific fields: 1 points to Company Name, 2 points to Email, 3 points to Password, 4 points to Repeat Password, 5 points to Contact Number, 6 points to Address, 7 points to the Update button, and 8 points to the Back button.

Operator Details

Company Name * 21/21 Vision

Email * 21v@gmail.com

Password *****

Repeat Password *****

Contact Number * 3875555

Address * Cebu City

Update Back

1. Input Company name.
2. Input Email.
3. Input password. Checks if inputted passwords match. If it doesn't match, prompts “The Password field must be at least 6 characters in length. The Password field must be at least 6 characters in length.”
4. Input repeat password. Checks if repeat password is the same with password field. If it doesn't match, prompt “The Password field must be at least 6 characters in length.”.

5. Input contact number. If number does not meet standards prompt "The Password field must be at least 6 characters in length."
6. input address.
7. Click to update operator details,
8. Click to discard changes and redirect to previous page.