

PUBLIC VEHICLE COMPLAINT MANAGEMENT SYSTEM

A Capstone Project

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ABSTRACT

As public transportation vehicles are rapidly increasing, uncorrected and careless public vehicle drivers who commit misconduct nowadays greatly affect the population of commuters and fellow drivers. This uncontrolled issue affects public transport quality and reputation. Convenient and reliable public transport for the people is an essential part of everyday living. The developers were developing a public vehicle complaint management system that gathers the complaint of the people that are involved in a public vehicle incident or witnessed a misconduct behavior of that public vehicle through a mobile application. The gathered data or the records were interpreted statistically through web application to evaluate or to take action to the public vehicle driver. The results could lead to the awareness of the public vehicle operators if their records contain numerous complaint or negative feedbacks.

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