

# Real Time Road Assistance

S.Siri Manvitha<sup>1</sup>, P.Hanish Reddy<sup>2</sup>, G.Naga Deepika<sup>3</sup>, N.Laalu Naik<sup>4</sup>, M.Pratussha<sup>5</sup>, B.Anusha<sup>6</sup>  
<sup>1,2,3,4,5,6</sup>Vardhaman College of Engineering, Narkuda, Nagarguda - shamshabad, kacharam, Telangana,  
501218

**Abstract:** *Real-Time Roadside Assistance (RTRSA) revolutionizes roadside support by using cutting-edge technology to provide immediate and efficient help to drivers experiencing breakdowns or emergencies. RTRSA is built around a user-friendly mobile app, allowing drivers to request assistance with minimal effort. When a driver encounters a problem, they simply open the app, input their location, and describe their issue. GPS technology then pinpoints the user's exact location, ensuring quick and accurate service, especially in high-traffic or remote areas where delays can be dangerous.*

*The system's automated dispatch feature streamlines the process by connecting users with the closest available service provider. RTRSA maintains a network of certified professionals, and its intelligent matching algorithm considers factors such as distance, service type, and real-time availability to ensure users get the help they need promptly. This approach minimizes wait times, improves efficiency, and enhances overall satisfaction for both drivers and service providers.*

*In addition to location tracking and rapid response, RTRSA incorporates a robust communication framework that enables real-time interaction between users and service providers. In-app messaging allows users to provide updates or changes to their situation, while service providers can offer status updates, ensuring transparency and clarity. This communication feature builds trust between both parties and helps keep users informed throughout the process, from request to resolution.*

*By combining innovative technology, efficient dispatching, and seamless communication, RTRSA enhances the roadside assistance experience, addressing the growing demand for fast, reliable help on the road. Whether in busy city centers or isolated areas, RTRSA ensures that drivers can receive the help they need without unnecessary delays.*

**Keywords:** *GPS Technology, Mobile Application, Automated Dispatch.*

## I. INTRODUCTION

Traffic congestion is a major challenge for urban commuters, wasting valuable time and adding unnecessary stress to daily routines. To address this, our innovative mobile application offers a unique solution

for drivers caught in traffic. The app allows users to request two skilled technicians who will assist them in bypassing the congestion. One technician picks up the user and safely transports them to their destination, while the second technician drives the vehicle to a pre-designated parking spot, such as the user's home, office, or another preferred location. This service is designed to save time and reduce stress by providing an efficient alternative to the frustration of sitting in traffic. By using the app, users can avoid wasting precious time and ensure their vehicle is parked securely without the need to navigate through crowded streets. The primary goal is to offer a seamless, reliable solution that simplifies commuting, allowing drivers to focus on their day while the app handles the logistics of transportation and parking.

The service aims to cater to daily commuters, business professionals, and anyone looking for a more convenient way to travel in busy urban environments. Initially targeting high-traffic areas, the app will expand to other cities as demand grows. Key features include real-time GPS tracking, secure payment options, and direct communication with technicians. Additionally, the app will offer 24/7 customer support and provide metrics to continually improve the service.

By combining technology and professional services, the app provides a hassle-free commuting experience that saves time, reduces stress, and ensures that vehicles are safely parked at the user's convenience. It's a modern, user-friendly solution to the everyday problem of urban traffic congestion.

## II. LITERATURE REVIEW

Urban traffic congestion has been a persistent issue for decades. In the early 20th century, the rise of automobiles led to the first significant traffic jams, prompting efforts to widen roads and install traffic signals. As cities expanded, public transportation systems like buses,

subways, and trams were introduced to alleviate congestion, but the increasing use of private cars, especially in areas lacking accessible transit, continued to worsen traffic.

In the late 20th and early 21st centuries, ride-sharing services such as Uber and Lyft emerged, offering flexible, on-demand transportation and helping reduce congestion by promoting shared rides. Meanwhile, parking issues in crowded urban areas led to the development of valet services, though they remained costly and limited to specific locations.

In recent years, technology has played a significant role in addressing traffic problems. Real-time data, GPS tracking, and parking apps like ParkWhiz and SpotHero have made it easier for people to find and reserve parking spots, further optimizing traffic flow and reducing congestion.

In summary, urban mobility has evolved from the early challenges of congestion to the integration of technology-driven solutions that improve efficiency and convenience.

### III. FLOWCHART

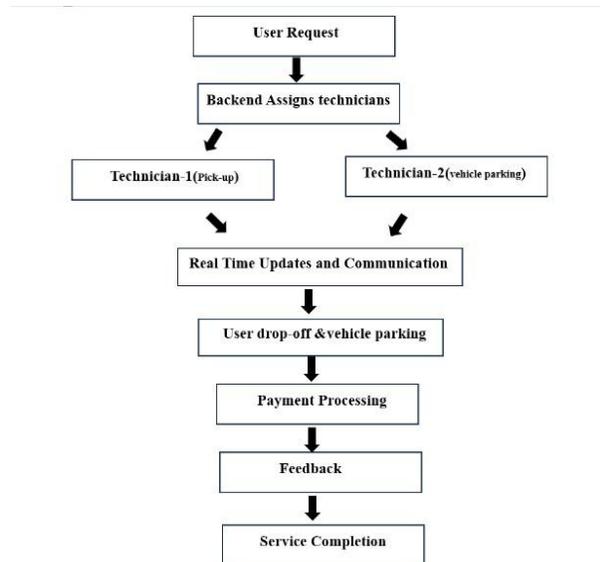


Fig 1: Concept Design

The Fig-1 shows out the steps involved in handling user requests for vehicle-related services. It begins with the user's request and concludes with service completion, encompassing technician assignments, updates, payments, and feedback.

### IV.EXISTING SOLUTION

When a customer's vehicle breaks down or they find themselves stuck in traffic, they can easily book our services through a simple phone call or via our online platform. Upon receiving the booking, we immediately dispatch two trained technicians to the customer's location to provide quick and efficient help.

One of the technicians will assist the customer by giving them a ride to their destination on a bike, ensuring that they don't have to wait around or face further inconvenience. The other technician will take care of the vehicle, assessing the situation and ensuring it is safely towed or driven to a location specified by the customer—whether it's their home, a mechanic, or another secure parking area.

Our service is designed to be fast and hassle-free, providing a solution to both the customer's immediate transportation needs and the safe handling of their vehicle. We understand the stress that comes with unexpected breakdowns or traffic issues, which is why our team is always ready to respond quickly, with the aim of minimizing disruption to the customer's day. Our commitment to customer satisfaction includes reliable, prompt service that provides both convenience and peace of mind, no matter where the breakdown occurs. Additionally, our technicians are equipped with the knowledge and tools to manage any vehicle-related situation, whether it's a simple breakdown, flat tire, or other issues, ensuring that our customers can rely on us for a comprehensive solution.

### V. PROPOSED SOLUTION

There are various steps involved in real time road assistance. They are as follows:

1. On-Demand Technician Dispatch
  - Real-Time Request: Users can request help through the website, and it will send the nearest technician to assist them.
  - GPS Tracking: The website tracks the technician's location and gives users real-time updates on when they will arrive.



Fig -3: Booking Service

Fig -3 shows the confirmation page for "Flexride" showcasing successful booking details like service type and locations, with options to return home.

## 2. Wide Range of Services

- Minor Repairs: Technicians can fix small issues like flat tires, dead batteries, and minor engine problems.
- Fuel Delivery: If a user runs out of gas, technicians can deliver fuel to them.
- Lockout Help: If a user is locked out of their car, technicians can assist in unlocking it.

## 3. Easy-to-Use Website

- Simple Interface: The website will be designed to be easy and quick to use, making it simple to request services.

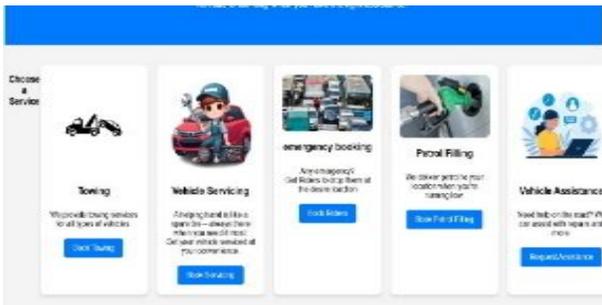


Fig-2 Webside Login Page

This Fig-2 shows vehicle assistance services including Towing, Servicing, Emergency Boosting, Petrol Filling, and Vehicle Assistance. Each option features a brief description and a booking button for user convenience.

## 4. Smart Technology

- AI & Machine Learning: The website uses AI to predict common car problems and to help plan the fastest routes for technicians to reach users.

## VI. RESULTS AND DISCUSSIONS

### RESULTS:

1. User Satisfaction: The website will save users time and reduce stress, leading to happier users and more people using the service, especially in busy cities.
2. Technician Efficiency: Technicians will have better job management and flexible working hours, helping them complete jobs.
3. Reduced Traffic: The website will help reduce traffic by cutting down parking time and making better use of parking spaces in crowded areas.
4. Growth & Revenue: The app is expected to grow into other cities, bringing in more users and more money through service fees and extra features.
5. Ongoing Improvements: Regular updates based on user feedback will improve the website, enhance technician workflows, and add new features like eco-friendly options.

### DISCUSSION:

- User Adoption: It might be tough to get people to switch from traditional transport methods, but the growing need for better parking and traffic solutions, especially in cities, is a great opportunity.
- Technician Availability: Making sure there are enough technicians during busy times is important. The flexible gig economy model makes it easier to scale up, and offering good pay can attract skilled technicians.
- Data Privacy: Protecting user data is crucial. Using strong encryption and clear privacy policies will help build trust with users.
- Environmental Impact: More vehicles for pick-up and drop-off could lead to higher emissions. Encouraging technicians to use electric vehicles (EVs) could help reduce this.

## VII. CONCLUSIONS & FUTURE SCOPE

### Conclusion

The Real Time Road Assistance has the potential to transform how we move around cities by offering a simple solution to traffic and emergency problems. It helps users save time and reduce stress by taking care of both transportation and parking. Technicians enjoy flexible work options and efficient job management, while cities could experience less traffic and better use of parking spaces.

However, for the website to succeed, it will need to tackle challenges like getting enough users, ensuring enough technicians are available, protecting user data, and addressing environmental concerns. To grow in the long term, the website will need to stand out from competitors, follow regulations, and be able to expand easily.

#### Future Scope

1. Expansion on Service Areas: As the demand for real-time road assistance grows, we could expand the service to more cities and regions, including rural areas, ensuring that a wider population can benefit from the convenience of the service.
2. Advanced Fleet Management: Incorporating smart fleet management systems with GPS tracking and AI can help optimize vehicle dispatch, ensuring faster and more efficient drop-off and pick-up services, even during peak traffic hours.
3. Integration with Traffic Management Systems: Collaborating with traffic authorities to integrate our service with real-time traffic data could help users avoid heavily congested areas and plan quicker routes, further reducing waiting times.
4. Emergency Service Integration: The service could be extended to handle emergency situations, such as accidents or breakdowns. Offering on-demand emergency assistance, along with vehicle drop-off services, could create a more comprehensive solution for users in distress.
5. Partner-ship with Ride-sharing and Rental Services: Partnering with ride-sharing platforms or car rental services could allow users to book both the road assistance and a ride to their destination, making it a one-stop solution for stranded drivers.

#### VIII. ACKNOWLEDGMENTS

We are excited to present the idea of a Real-Time Road Assistance Service, which aims to transform urban mobility by solving common problems like traffic congestion and parking. Our goal is to offer users a

seamless and stress-free experience through features like vehicle diagnostics, emergency support, and flexible technician management. We also want to make sure that both users and technicians benefit from the service. While we recognize challenges like market entry, technician availability, and environmental impact, we believe that with continuous updates and the integration of smart technology, this service has the potential to greatly improve urban transportation. We appreciate your time and consideration of this innovative solution.

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