

Development and Implementation of a Web-Based PUV Booking App

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Abstract: *The study presents the development and implementation of a Web-Based PUV Booking App for the Surigao City Integrated Land Transport Terminal. Utilizing the prototyping software development model and object-oriented analysis and design, the app was designed with a user-centric approach, ensuring adaptability and continuous improvement. Implemented using the Laravel framework, the app offers efficiency, scalability, and support for object-oriented programming. The app addresses challenges faced by commuters in terminal-based PUV services, providing a user-friendly interface for seat reservations, real-time seat availability display, and fixed departure times and destinations information, ultimately enhancing the overall commuting experience.*

Keywords: web-based system, booking app

I. INTRODUCTION

In recent years, significant advancements in transportation technology have given rise to web-based applications for booking Public Utility Vehicles (PUVs) [1]. The main purpose of this study is to address the challenges faced by commuters using PUVs in terminal-based systems. These issues include long queues, uncertainty about seat availability, and potential delays due to inefficient booking mechanisms [2]. To overcome these obstacles, the app offers passengers a user-friendly platform to reserve their seats in advance, ensuring a hassle-free and punctual journey. This app is specifically targeted towards commuters who regularly use PUVs in terminal-based scenario, where departure times and destinations are fixed. The intended audience includes daily travelers, students, and other individuals who heavily depend on these PUVs as their primary mode of transportation. By catering to this specific segment, the app aims to optimize their travel experience, save time, and reduce uncertainties associated with terminal-based PUV services.

The development scope of this web-based PUV booking app includes various essential features tailored to terminal-based setting. These features encompass a user-friendly interface for seat reservations, real-time seat availability display, and information about fixed departure times and destinations [3]. Additionally, the app will provide timely updates on any schedule changes or cancellations, ensuring passengers are well-informed.

II. REVIEW OF RELATED STUDIES

A number of research studies have delved into exploring similar apps for booking Public Utility Vehicles (PUVs) and the distinctive features they offer. For example, Lee et al. [4] conducted a study comparing various PUV booking apps in different urban areas, and their findings revealed that successful apps commonly provide user-friendly interfaces, enabling easy booking and real-time tracking of PUVs. Furthermore, integration with electronic payment systems was identified as a prevalent feature, enhancing overall efficiency and user convenience. Research conducted by Transport Insights [5] has examined market trends and user preferences in PUV booking. Commuters are increasingly favoring web-based booking platforms due to their simplicity and accessibility. The study highlighted that users highly value real-time updates on PUV locations and estimated arrival times, enabling them to better plan their journeys. Additionally, there is a growing demand for eco-friendly PUV options, indicating the increasing influence of environmental concerns on user choices. Furthermore, case studies have explored both the successes and challenges faced by other PUV booking apps. Rahman et al. [6] analyzed a well-established app that transformed the commuting experience in a major city, attributing its success to a customer-centric approach with personalized features such as

preferred driver selection and vehicle type. However, the study also identified challenges, particularly in scaling the service to accommodate peak hours and maintaining consistent service quality during periods of high demand.

Others studies have also investigated mobile applications for PUV booking, with Briones et al. [8] conducting a comparative analysis in urban areas. Successful apps were found to commonly offer user-friendly interfaces, real-time tracking of PUVs, and integration with electronic payment systems, resulting in improved efficiency and convenience. Meanwhile, Liu et al. [9] studied user preferences in a metropolitan city, revealing a strong preference for real-time updates on PUV locations and estimated arrival times, along with a rising demand for eco-friendly PUV options. Cruz et al. [10] emphasized app usability, efficiency, and overall satisfaction as key factors in evaluating user experience, recommending a user-centric design to enhance the overall app experience. Additionally, Santos et al. [11] identified common pain points and areas for improvement based on user complaints, providing valuable insights for app developers to address user feedback effectively. Lastly, Tan et al. [12] explored factors influencing user adoption and continued usage, underscoring app features, ease of use, and reliability as crucial determinants of user retention. These studies collectively offer valuable insights for app developers, PUV operators, and policymakers to improve PUV booking services and cater to commuters' preferences more effectively.

This study aimsto improve the current manual PUV booking scheme for the Surigao City Integrated Land Transport Terminal by designing a web-based app tailored specifically for terminal-based system with fixed departure times and destinations. The app will be developed using a prototyping approach, to iteratively refine its design based on user feedback and requirements. To implement the app, Laravel framework will be utilized, a popular and efficient PHP framework known for its scalability and robustness in building web applications. By developing the app with a focus on the unique needs of Surigao City Integrated Land Transport Terminal, we aim to create a user-friendly and effective PUV booking platform that enhances the commuting experience for passengers using the terminal's services.

III. METHODOLOGY

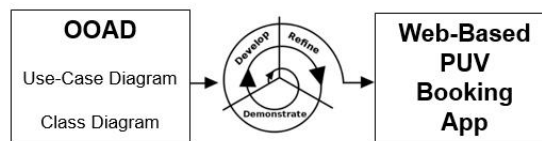


Fig. 1. Flow of the study

The development and implementation of the web-based PUV booking app for the Surigao City Integrated Land Transport Terminal will follow the prototyping software development model (Fig. 1). This iterative approach allows continuous refinement of the app's design and functionality based on user feedback and evolving requirements [13]. To initiate the development, object-oriented analysis and design (OOAD) techniques will be applied, encompassing the creation of use-case and class diagrams. Use-case diagrams will facilitate the identification and definition of interactions between the app's components and users, offering a clear understanding of the app's functionality and user requirements [14]. Additionally, class diagrams will be employed to model the app's data structures and object relationships, ensuring a well-organized and easily maintainable design [15].

The app's implementation will be executed using the Laravel framework, a highly regarded PHP framework known for its efficiency, scalability, and support for object-oriented programming [16]. Leveraging Laravel's robust features, including its built-in ORM (Object-Relational Mapping) system, will enable seamless management of the app's data model, thereby enhancing performance and maintainability. Throughout the development process, regular testing and evaluation will be conducted to identify and address issues or areas for improvement. User feedback will be actively collected through user testing sessions and surveys, and the app's design and functionality will be updated accordingly to ensure a user-centric and efficient solution.

IV. RESULTS AND DISCUSSION

The design and implementation of the web-based PUV booking app for the Surigao City Integrated Land Transport Terminal successfully employed the prototyping approach to system development, allowing iterative development based on stakeholder feedback. Object-oriented analysis and design were used to model the app's functionality and data

structures. The app was implemented using the Laravel framework, providing a robust and efficient foundation. Continuous collaboration with stakeholders ensured a user-centric and effective app that met the terminal's specific needs.

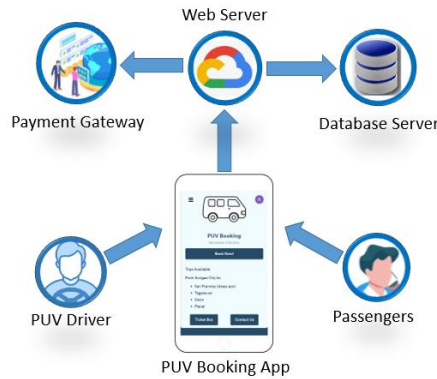


Fig. 2. System architecture

4.1 System Architecture

The system architecture of the PUV Booking App comprises interconnected components that work together to facilitate seamless PUV bookings. The main component is the PUV Booking App itself, which offers a user-friendly interface for passengers and drivers to interact with its features. The app communicates with the web server to handle user requests and manage the app's business logic, authentication, and interactions with other components. The web server acts as the central hub for processing user requests and responses from the PUV Booking App. It handles the app's business logic and interacts with the database server to retrieve and store data related to PUVs, trips, bookings, passengers, and drivers. The database server stores and manages all the app's data, ensuring data integrity and availability for the app's smooth functioning. Another crucial component is the payment gateway, which securely processes online payments for PUV bookings. It allows passengers to make payments using GCash and PayMaya, verifying transactions and notifying the app about the payment status. The app provides real-time updates on scheduled trips, enabling drivers to coordinate with passengers efficiently. Passengers are the end-users of the PUV Booking App, using it to register, log in, book PUVs for their desired trips, and view the ticket box. On the other hand, drivers log in to the app to view their assigned trips, check trip details and manage their availability. Drivers can also view the PUV box to check the passenger details for a particular trip.

4.2 System Design and Development

The application of object-oriented analysis and design (OOAD) played a crucial role in the design and modeling the system's structure and behavior. The use-case and class diagrams were developed to describe the system's functionalities and interactions.

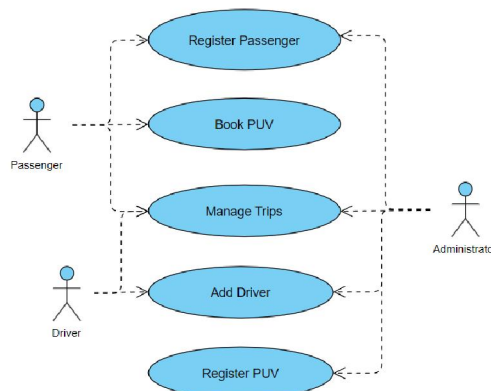


Fig. 3. Use-case diagram

The system use-case diagram (Fig. 3) gives the overview of the essential functionalities and interactions within the PUV Booking App, involving three primary actors: Passenger, Driver, and Administrator. Passengers, as end-users, have the ability to register on the app by providing their necessary details, granting them access to the app's features. Using the Book PUV use-case, passengers can conveniently book PUVs for their specific trips, selecting preferred departure times, destinations, and available vehicles. On the other hand, both Drivers and Administrators can interact with the Manage Trips use-case. Drivers can view their assigned trips, access trip details, and manage their availability, while Administrators possess the authority to schedule and modify trips, and handle overall trip information. Moreover, the Register PUV use-case empowers Administrators to add new PUVs to the system, providing crucial vehicle data such as vehicle number, type, and capacity, making them accessible for passenger bookings. Additionally, Administrators can use the Add Driver use-case to add Drivers to the app, entering their relevant information and allocating them to specific trips as required.

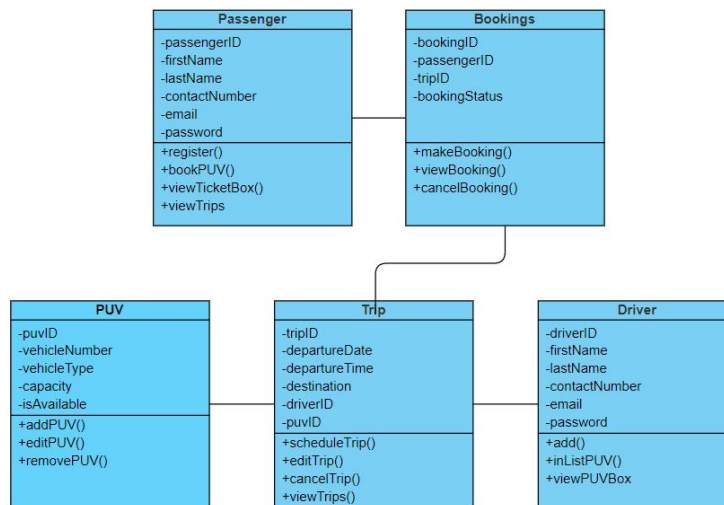


Fig. 4. Class diagram

Fig. 4 shows the class diagram of the Booking App. It shows the classes in the PUV Booking App along with their attributes and relationships. These classes include Passenger, Bookings, Trip, PUV, and Driver. The Passenger class represents the app's users, with attributes such as passengerID, firstName, lastName, contactNumber, email, and password. Passengers can have multiple bookings, as indicated by the association with the Bookings class. The Bookings class has attributes like bookingID, tripID, passengerID, and bookingStatus, and it is linked to both the Passenger and Trip classes, representing the relationship between booked trips and the corresponding passengers. The Trip class includes attributes like tripID, departureTime, and destination. Each trip is associated with one PUV and one Driver, depicted through the associations with the PUV and Driver classes. Additionally, a trip can have multiple bookings, which establishes the connection between the Trip and Bookings classes. The PUV class contains attributes such as puvID, vehicleNumber, vehicleType, capacity, and isAvailable. Each PUV can have multiple trips, demonstrated by the association with the Trip class. Lastly, the Driver class has attributes like driverID, name, contactNumber, email, and password. Drivers can be associated with multiple trips, as shown in the link between the Driver and Trip classes. The diagram served as a valuable guide for developers in design and implementation of the app's functionalities and data structures effectively.

4.3 The Web-Based PUV Booking App

The Web-Based PUV Booking App was implemented using the Laravel Framework, a powerful PHP web application framework. It offers scalability, security, efficient database management, and user authentication. The app's development was streamlined using Laravel's routing, middleware, Eloquent ORM, Blade templating engine, and error handling. The details below provide important points about the resulting Web-Based PUV Booking App.

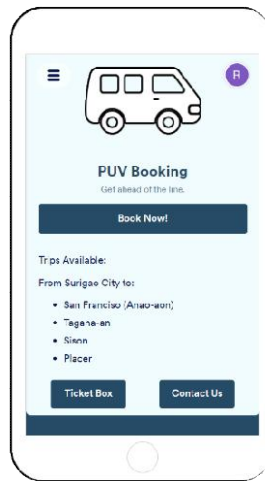


Fig. 5. Home page

Fig. 5 presents the Home Page of the PUV Booking App. It provides a user-friendly interface, providing easy access to its key functionalities. It prominently features a Book Now! link for initiating PUV bookings conveniently. Users can also find a button leading to the Ticket Box page, where they can view and manage their bookings and tickets. Additionally, there is a dedicated button to access the "Contact Us" page, facilitating straightforward communication with customer support for inquiries and assistance. The Home Page further displays a well-organized list of available trips.

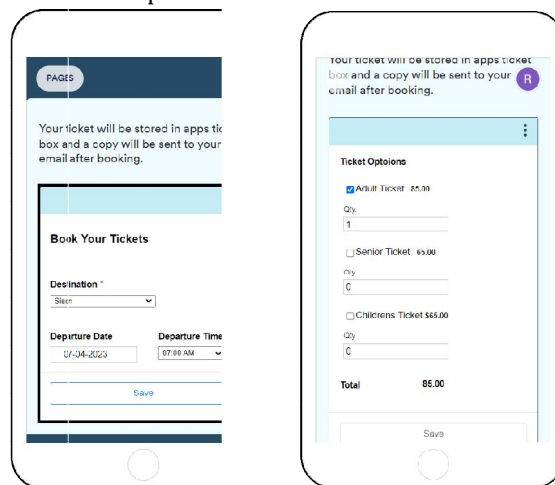


Fig. 6. Household registration page

The Book Your Ticket page in the PUV Booking App offers users a seamless and user-friendly ticket booking experience. It provides essential fields and options that users can customize according to their preferences. At the top of the page, users can select their desired Destination either from a dropdown menu or by directly typing it in. The Departure Date and Departure Time fields allow users to choose their preferred travel date and time using the calendar and available time options, offering flexibility in planning their journey. Next to these details, a list of ticket options, including Adult, Senior, and Children tickets, is displayed. Users can easily specify the quantity of tickets they want to book for each category using the provided quantity selectors. As users make their ticket selections, the page automatically calculates the Total Amount based on the chosen ticket types and quantities, providing users with real-time updates on their booking costs.

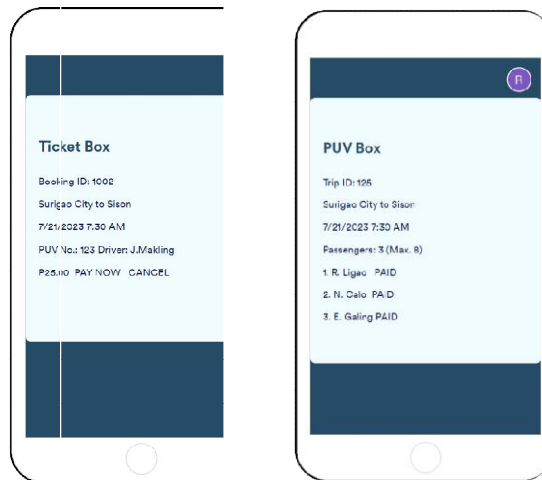


Fig. 7. Ticket and PUV boxes

Fig. 7 Ticket Box and PUV Box pages of app. The Ticket Box Page in the PUV Booking App serves as a centralized hub for users to manage their current and past PUV tickets or bookings easily. It displays essential ticket details such as booking ID, origin, destination, departure date and time, PUV number, and driver. Users can view the total amount and have the option to "Pay Now" or "Cancel" pending bookings, streamlining ticket management for seamless user experience. The PUV Box Page for drivers in the app displays assigned trip details, including Trip ID, Origin, Destination, Date and Time of Departure, along with a list of passengers indicating their payment status (Paid or Unpaid). This concise and user-friendly interface assists drivers in efficiently managing their trips and passenger information, ensuring a smooth PUV service.

V. CONCLUSION

The development and implementation of the Web-Based PUV Booking App provides an opportunity for the Surigao City Integrated Land Transport Terminal to enhance its existing PUV booking system. In adopting the prototyping software development model and leveraging object-oriented analysis and design, the app was created with a strong focus on user satisfaction, enabling it to adapt to changing requirements and continuously improve based on user feedback. The utilization of the Laravel framework further amplified the app's efficiency, scalability, and support for object-oriented programming. The study effectively showcased how technology can effectively address the challenges faced by commuters in terminal-based PUV services. With its user-friendly interface for seat reservations, real-time seat availability display, and fixed departure times and destinations information, the app streamlines the booking process and provides passengers with timely updates, ultimately enhancing the overall commuting experience.

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