



Integrated System Taxi

City

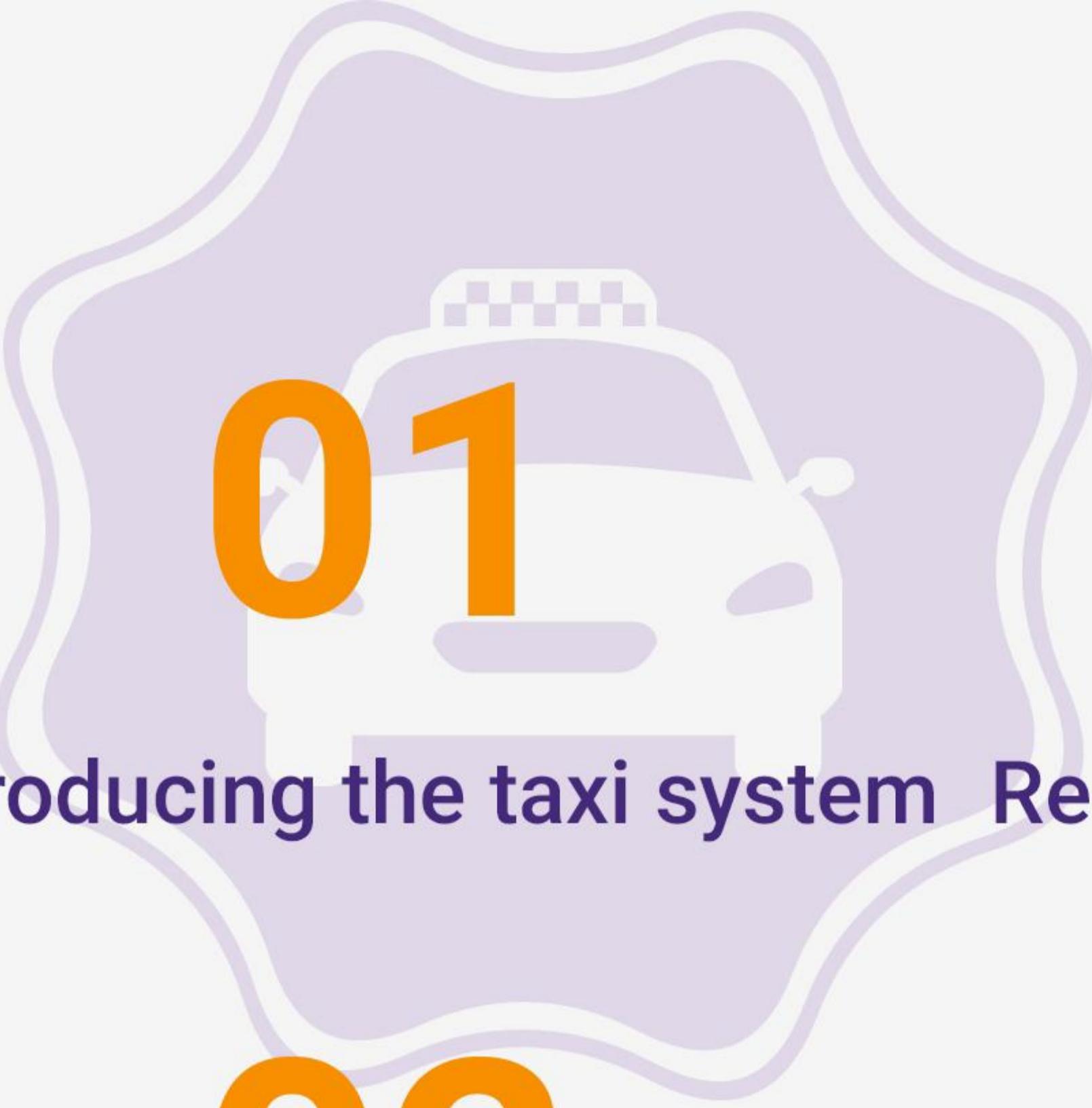
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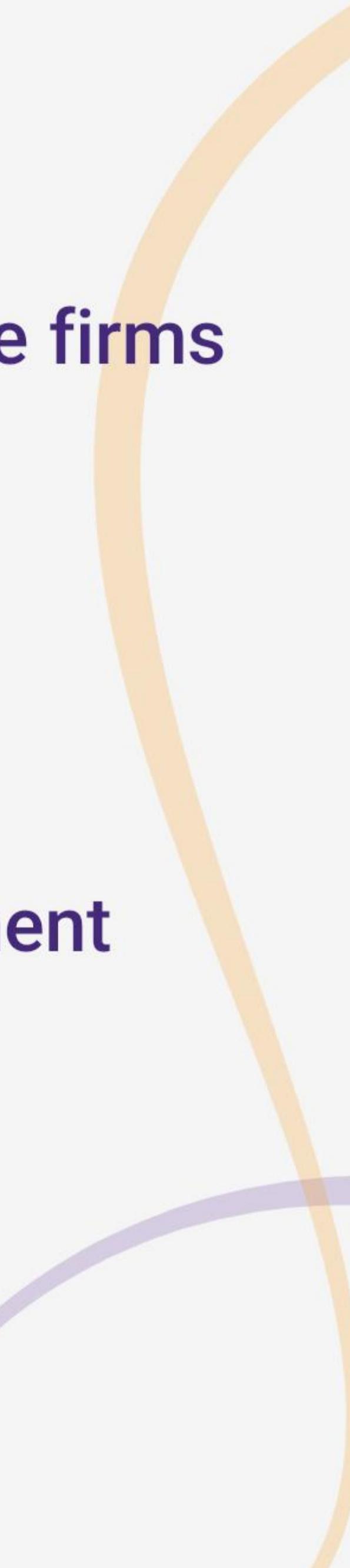


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Introducing the comprehensive taxi system

Electronic and intelligent organization of the intracity passenger transport fleet, intracity passenger transport companies, drivers and owners is one of the requirements of the principled management of transport in a municipality.

This will be achieved only by using modern tools and implementing intelligent systems. In the comprehensive taxi system, all requests related to the taxi sector such as taxi driving license, operating license, agency license, etc. in accordance with the standards notified by the Ministry of Interior to the National Taxi Drivers Union have been implemented.

- Integrated management of requests and close monitoring of implementation
- Accurate and real-time reporting for excellent decision-making by managers
- Improving user satisfaction and respecting clients by allowing them to view the status of requests
- Transparency in the performance of the organization and brokerage companies

City System Sharq Company, with the successful implementation of this system in the Mashhad Municipality Taxi Organization, has had a significant impact on the implementation of taxi processes, and by electronicizing them, it is a unique model for making taxis smarter throughout the country.

Versioning of the comprehensive taxi system

The use of the system will vary depending on the population of a city, the volume of requests and tourists in municipalities, therefore the system is divided into three general categories:



Metropolises

The volume of requests in these cities is very large, extensive, and complex, so the comprehensive system must be responsive to all these needs (license issuance, license renewal, violations, etc.). The full version is uploaded.

Medium-sized cities

In these municipalities, the volume of requests is lower than in metropolitan cities, so some multi-role workflows are omitted. In this version, the Process Builder engine is used to localize processes.



Micro-cities

The requests of these municipalities are in the form of requests from the Deputy Transportation Department, including vehicles, persons, permits, violations, and bank payments, and workflows are removed from this version.

Benefits of a comprehensive taxi system for the organization

- Moving towards a smart city, integrating information and communication technology (ICT) with physical taxi devices to optimize processes, organization, and optimal service delivery and communication with citizens
- Management of referrals with the system being accessible via computers and mobile phones and no need for in-person visits
- Organizing all drivers, vehicles, companies, etc. with all the details and documenting them in databases
- Intelligent management with integration of requests and control, monitoring and execution of processes
- Eliminate paper applications by mechanizing all permits and licenses and...
- Establishing communication and interaction with other systems for the convenience and accuracy of users and system administrators
- Instant inquiries and time savings when executing processes electronically compared to the traditional method
- Reducing the rate of process execution errors such as missing steps, missing documents and...
- Quick and easy access to electronic archives with accurate and complete reports
- Selection based on driver qualifications and prevention of potential corruption

Taxi system capabilities

- ✓ Create a personal desktop for each user
- ✓ Integrated login
- ✓ Responsive
- ✓ Strong infrastructure and high speed
- ✓ Flexible to customer needs
- ✓ High speed in reporting and Excel output
- ✓ Communication with other systems
- ✓ Electronic signatures for users and automatic electronic signatures for administrators
- ✓ Adding notes to requests by company administrators and users
- ✓ Easy to use and user-friendly
- ✓ Proxy login with full view of the cart - taxi driver, company user and brokerage company
- ✓ Ability to approve, reject, delete, cancel, and edit requests
- ✓ Electronic payment of fees (to the municipality account)
- ✓ Reporting from different parts of the system and monitoring information
- ✓ Accurate, error-free processes
- ✓ Various access levels for all roles
- ✓ SMS service for notification
- ✓ Electronic Archive
- ✓ Video guide and training for users
- ✓ Instant inquiries from reputable national systems
- ✓ Inability to register repeated and parallel requests and review other conditions
- ✓ Providing benefits to increase productivity and respect for taxi drivers
- ✓ Powerful support
- ✓ Calculation of principal and late payment fines for violations
- ✓ Calculation of principal and late payment fines for violations, forgiveness of crimes on certain days
- ✓ Subscription calculation

General sections of the taxi system

In this system, in addition to collecting all information about individuals, vehicles and... is possible to intelligently manage license issuance systems, license renewals, and other various taxi requests.

The system is divided into 4 general sections:

1

Requests from applicants (taxi drivers, car owners, operators)

2

Requests from brokerage firms

3

Workflow management with broad access for the organization

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Web services for communication with other systems

Requests from applicants (taxi drivers, car owners, operators)

Applicants' requests are categorized into 8 categories and 36 processes, each of which has its own specific workflow and complies with the country's taxi laws.

Category	Process		
Taxi	Issuing a taxi driver's license Taxi driver's license renewal Revocation of taxi driver's license Issuing a smart card		
Exploitation	Issuance of operating license Issuance of operating license (assistant driver) Renewal of operating license Revocation of operating license Transfer of taxi documents (sale, purchase, cross-transfer) Transfer of operating license without transferring the document Transfer of operating license (change of operator) Scrapping without replacing the vehicle Issuing a renovation permit Transfer to the city Transfer from the city		
Representation	Issuance of agency license School service activity license		
Agencies (Plate of Zeal)	Issuance of operating license Renewal of operating license Fleet change – Company change		
Lines	Subscription exemption Line reservation Circulation line	Add line Line displacement Delete line	
Individual corrections	Modify individual attachments Correction of personal information Modify contact and address information Modifying family member information Modify certificate information		
Automotive modifications	Modification of automotive attachments Modify vehicle and document information Correction of insurance card information Modify fuel card information Correction of technical inspection card information		
Other	Special case filing Traffic permit	Leave	

Requests from brokerage firms

Brokerage company requests are categorized into 3 categories and 12 processes, each of which has its own workflow and complies with the country's taxi laws.

Category	Process
Taxi driver's license	Issuance of agency license Renewal of agency license Transfer of agency license - Board members Transfer of agency license - Change of CEO Transfer of agency license - change of location Cancellation of agency license
Taxi driver	Request to deactivate taxi drivers on the line View taxi drivers with priority for the line
Other	Brokerage agency promotion Issuance of duplicate School service activity license Sub-office request

Workflow management with broad access for the organization

Throughout the organization's various workflows, 57 main roles have been defined, which, based on the access level, have the capabilities of approving, rejecting, editing, deleting, restoring, adding, history, displaying, displaying deletions, ignoring conditions, details, and output. This allows the organization to implement and enforce all requests in accordance with the standards announced by the Taxi Organization. Setting the access level and the need to pay attention to it is one of the most basic principles of maintaining website security, and setting them correctly leads to preventing information theft, infiltration, and uploading malicious files. For this reason, access was designed in such a way that it can be limited or managed according to the three possible actions: reading, writing, or changing, and finally executing and receiving the desired result. The comprehensive taxi system, consisting of 57 roles and 445 Access capabilities in 84 categories, manages this issue and gives the organization the power to allow each person to make changes only based on the access level granted. For example, the education expert role is only allowed to complete data in the school category and is not allowed to view financial reports, or the legal expert is not allowed to delete lines. It is necessary to explain that all these access levels are adjustable and will be uploaded in coordination with the taxi organization.

Web services for communication with other systems

Row	Web service name	Communication	Description of operation
01	exploit	Civil registration system	Checking the status of the registrant in terms of the correctness of the national code, being alive, and inquiring about the mobile number.
02	SOS	Mashhad Municipality Login System	To inquire about Mashhad Municipality forces entering the system (login with personal user)
03	Payment shahr bank	Shahr Bank System	To pay for license issuance, license renewal, violations, and subscription fees
04	SMS	Telecommunications system	Sending an SMS to inform the applicant of the continuation of the work processes (defending against violations of the car valuation)
05	Archive	Fava Organization Documentation System	To archive documents uploaded to the system
06	Vehicle tolls	Mashhad Municipality Toll System	Checking the vehicle's debt status at the time of issuing a taxi license
07	Sepand	Sepand Tehran System	Checking the qualifications of school bus drivers
08	Third party insurance	Central Insurance System of the Islamic Republic	Checking the status of third-party insurance
09	Social Security Insurance	Social Security Insurance System	Checking the status of social security insurance
10	Badge	Neshan Company System	Registering your home address - Choosing taxi lines
11	SDI	Mashhad Municipality SDI system	Registering your home address - Choosing taxi lines
12	Open Map of Fava	Open Map System of the fava	Registering your home address - Choosing taxi lines
13	OSM	Open Roads Map System	Registering your home address - Choosing taxi lines

Amenities

The main mission of the welfare department is to organize and manage welfare services for taxi drivers. Providing such services plays a very important role in the satisfaction of the forces and motivating them leads to the satisfaction of the respected citizens.

By creating a coherent and organized database and specifying a time limit, the system allows taxi drivers to print and use their needs exclusively after reviewing the available welfare services.

Due to the wide variety of amenities, they are divided into 9 general categories:



Taxi system extensions

Taxrani system plugins allow you to make the most of the information collected.



Inspection App Plugin

The amount of our use of mobile phones compared to computers indicates that having a mobile application for the taxi system is of great importance, and inspectors can easily communicate with this app on their phones to record violations or other system features without turning on their laptops and searching for the system address.

Having this app increases the usage of the system and helps in the dynamism of information.

- Notification system notifications with Notification
- Easy and accessible information recording
- Use mobile phone features in the app Such as fingerprint login
- User-friendly

Management Dashboard Plugin This plugin allows system administrators and operators to customize advanced reports of collected information in their desired size and layout and view them as a single dashboard. Providing excellent visibility for managers to improve, progress, develop, and improve the organization is the main and most important advantage of the management dashboard. Other advantages of the management dashboard are as follows:

- Measuring the organization's programs and evaluating its performance in order to increase productivity
- Monitoring the implementation of all parts of the organization and the level of performance
- Saving reporting time and minimizing data dispersion
- Improving communications within and outside the organization
- Measuring meaningful and targeted key performance indicators (KPIs)
- Highlighting key points such as maximum, minimum, out of range, and critical



Enterprise Portal Plugin

In municipalities that do not have a website designed for the transportation or taxi organization, City System Sharq Company designs the organization's portal using the latest methods and uploads sections such as connections to other online services, communication and information systems, news and events, user management, and everything an organization needs to provide its physical services online.

