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Roadside Emergency Response System

Sinchana B[1], Mr Adarsh M J[2]

Student, Dept. of MCA, JNNCE, Shivamogga, Karnataka, India

Assistant professor, Dept. of MCA, JNNCE, Shivamogga, Karnataka, India

ABSTRACT: This paper describes the development of a web-based system designed to help people when their vehicles break down. When a car stops working, it can be very stressful & hard to find help quickly. Our system aims to make this process easier & faster. It connects drivers who need help with mechanics who are ready to offer services. Users can report their car problems & share their location, even adding pictures to show what's wrong. Admins on the system can then see these requests & assign the right mechanic. Mechanics get these requests & can go help. It's like having a helpful friend who knows all the mechanics, available right on your phone or computer, making sure you get the help you need without long waits. This digital solution simplifies a very common & annoying problem.

KEYWORDS: Vehicle breakdown, emergency assistance, web application, Flask, MongoDB, mechanic service, user feedback, online platform, digital solution, rapid response

I. INTRODUCTION

Having a car is super helpful for getting around, but sometimes, things go wrong. Your car might break down in the middle of nowhere, or even on a busy road. When this happens, it can feel really scary & frustrating. You might not know who to call, or how long it will take for help to arrive. Sometimes, you end up waiting for a very long time, & it costs a lot of money. The usual ways of getting help, like calling a tow truck or searching online, can be slow & not always reliable. It's hard to know if the mechanic you find will be good or trustworthy. This is a big problem for many drivers.

Our project tries to fix this problem by creating a smart online system. It's like a special website where people who need car help can quickly connect with mechanics. This system makes the whole process smoother & faster.

Advantages

- **Quick Help:** When your car breaks down, you need help right away. Our system helps you find a mechanic much faster than usual.
- **Easy to Use:** It's simple for anyone to use, even if they're not great with computers. You just report your problem, & the system does the rest.
- **Reliable Mechanics:** The system helps you find mechanics who are trusted by others because users can leave reviews & ratings.
- **Better Communication:** It makes it easier for you to talk to the mechanic & for the mechanic to underst& your problem.

Users:

- **For Drivers (Users):** If your car breaks down, you can log in, describe your problem, share your location, & even upload pictures. Then, you just wait for a mechanic to be assigned & come help you. You can also see the status of your request & give feedback after the work is done.
- **For Mechanics:** Mechanics can log in & see requests that the admin has sent to them. They can check the details, go to the location, & help the user. Their good work will earn them good ratings.
- **For Admins:** The admin is like the manager of the whole system. They see all the new requests from users & decide which mechanic should go help. They can also manage all the users & mechanics on the platform, making sure everything runs smoothly.

Our main goal with this project is to make car breakdowns less stressful & to get drivers back on the road safely & quickly. We want to build a dependable bridge between drivers in trouble & the mechanics who can help them

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II. LITERATURE SURVEY

Kamble et al. created an IoT-GPS based roadside assistance system in 2021 [1]. Their prototype helped locate broken-down vehicles & automatically contacted service centers. The system significantly lowered driver stress. However, it did not integrate predictive diagnostics, focusing more on emergency response rather than prevention of breakdowns.

Zhang & colleagues proposed a deep learning framework for vehicle fault prediction in 2022 [2]. Their approach analyzed engine telemetry & operational data streams. The system achieved high classification accuracy in lab conditions. However, it lacked wider real-world deployment testing, raising questions on scalability in diverse driving environments.

Shinde & Patil presented a mobile cloud app for emergency vehicle help in 2020 [3]. It enabled stranded drivers to connect with verified mechanics faster. Usability trials suggested strong potential for adoption. Yet, economic sustainability for small workshops wasn't considered, potentially limiting real-world feasibility over time.

Reddy et al. built an IoT-cloud-based roadside rescue system in 2023 [4]. Their system monitored motor health parameters & sent alerts before failures. The prototype showed real-time detection efficiency, but rural network constraints limited reliability, making it better suited for urban deployments where 4G/5G coverage is stronger.

Nguyen & team explored blockchain for fair roadside assistance in 2024 [5]. The framework ensured trust & transparent payments between service providers & customers. Blockchain improved accountability, but the energy costs of consensus protocols raised environmental concerns, especially in regions with limited computing infrastructure. Ali & Hussain tested a computer vision-enabled system for tire & brake fault detection in 2021 [6]. The system relied on mounted cameras to capture fault symptoms automatically. It reduced driver reliance on manual checks, but the setup was hardware-intensive & unsuitable for large-scale low-budget rollouts.

Patnaik et al. proposed an AI-based predictive maintenance platform in 2022 [7]. The system learned from vibration, temperature, & engine sound signatures to anticipate part failures. Accuracy levels were promising, yet the study did not include full vehicle-level integration—focusing primarily on individual engine units in controlled studies.

Mehmood & colleagues developed a 5G-enabled roadside monitoring platform in 2023 [8]. Their system reduced latency for vehicle-to-service-center communication. Field testing proved rapid response in urban regions. Still, reliance on 5G infrastructure made the solution less practical in suburban or highway stretches with patchy coverage.

Kaur & Singh discussed IoT-based smart diagnostics for EV breakdowns in 2022 [9]. Their system dealt with common EV issues like battery failures by using IoT sensors for monitoring. While results were positive, overheating conditions were insufficiently studied, leaving some critical safety concerns unaddressed.

Rahman et al. prototyped an intelligent emergency vehicle roadside support system in 2023 [10]. Using GPS & sensor networks, the model improved recovery time after accidents. The approach integrated well with local emergency dispatchers, but its focus was mainly accident aid, not broader fault detection scenarios.

Chaudhary et al. examined a hybrid ML model for vehicle breakdown prediction in 2021 [11]. Their ensemble learning framework improved fault feature extraction. Results showed higher accuracy than single classifiers, though computational cost raised concerns for deployment on lightweight in-vehicle systems with limited processing capacity.

Sarkar & team worked on IoT-assisted service routing for breakdowns in 2022 [12]. With geo-tagged service provider data, their system selected the nearest mechanic. The solution improved efficiency in city environments, but interstate breakdown scenarios with dynamic location shifts weren't fully supported.

Lee et al. proposed edge AI for on-road vehicle diagnostics in 2023 [13]. Their design minimized cloud dependency by processing sensor data locally in vehicles. This made responses faster but placed stress on embedded computing resources, raising hardware cost concerns for mass consumer adoption.

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Das & Banerjee created an AI-enabled call center system in 2020 [14]. Their focus was on integrating driver help requests, fault codes, & service allocation automatically through voice & text. While effective in simulations, the system lacked robust multilingual capabilities necessary for real-world global rollout.

Okafor & colleagues introduced a roadside emergency drone assistance platform in 2024 [15]. Drones delivered first-aid kits or spare parts to stranded drivers. The approach was innovative & futuristic but faced regulatory hurdles & dependence on favorable weather, which could reduce usability in many jurisdictions.

III. PROBLEM STATEMENT

Imagine you're driving, & suddenly, your car just stops. It's a bad feeling, right? You might be on a busy highway or a quiet road, & you're stuck. This is a very common problem, & getting help quickly can be super hard.

Main problems:

- **Long Wait Times:** You might have to call many places to find a mechanic or a tow truck, & then you have to wait a really long time for them to show up. This can be dangerous if you're in a risky spot.
- **Uncertainty & Stress:** You don't know who is coming, if they are trustworthy, or how much it will cost. This unknown makes an already stressful situation even worse.
- **Finding Reliable Help:** It's hard to find a mechanic you can trust, especially if you're in a new area. You might worry about getting overcharged or if the mechanic will do a good job.
- **Poor Communication:** Sometimes it's hard to explain your problem over the phone, & the mechanic might not fully underst& what's wrong before they arrive. This can lead to delays.
- **No Central Place for Help:** There isn't one easy place to go to find help for car breakdowns.
- **Lack of Feedback:** After getting help, there's no easy way to tell others if the mechanic was good or bad.

IV. PROPOSED METHODOLOGY

The project adopts a systematic approach to solve the problem of vehicle breakdown assistance. This methodology is divided into multiple phases, each addressing a specific aspect of the system. The process involves database design, user interaction, file management, & security implementation. Each phase has been carefully planned to ensure the system is functional, secure, & easy to use.

Database Design & Management: A robust database is the foundation of the project. The database is designed to store information about users, mechanics, & breakdown requests efficiently. MongoDB, a flexible database system, is used to handle the data. The database schema is structured to connect related entities, ensuring smooth operations.

- Users: Their details like ID, email, phone number, & role are stored securely.
- Mechanics: Information such as specialization, ratings, & availability is recorded & updated regularly.
- Requests: Each request contains details like location, status, images, & feedback.

A table is used to organize these entities clearly:

Entity	Attributes
User	ID, Name, Email, Phone
Mechanic	ID, Name, Phone, Specialization, Rating
Request	ID, User ID, Location, Status, Images

A key part of the database system is ensuring efficient data retrieval. MongoDB's aggregation pipeline is utilized to calculate mechanic ratings using the formula:

$$avgrating \quad avgrating = \frac{\sum (user\ rating)}{totalrating}$$

This formula computes the average rating of a mechanic based on feedback from completed requests.

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User Interaction & Workflow: The system provides tailored interfaces for different types of users. A user-friendly dashboard allows normal users to submit breakdown requests & track their progress. Mechanics receive assigned tasks & update the status of requests. Administrators have a broader role, overseeing tasks & ensuring smooth operations.
The workflow is divided into several steps:

1. Request Submission: Users submit their breakdown details along with images, if available.
2. Mechanic Assignment: Administrators assign the request to the nearest available mechanic.
3. Status Updates: Mechanics update the status after reaching the location & completing the service.
4. Feedback Submission: Users provide feedback & ratings, which are used to update mechanic performance metrics.

Each step ensures a logical progression, keeping users informed & involved throughout the process.

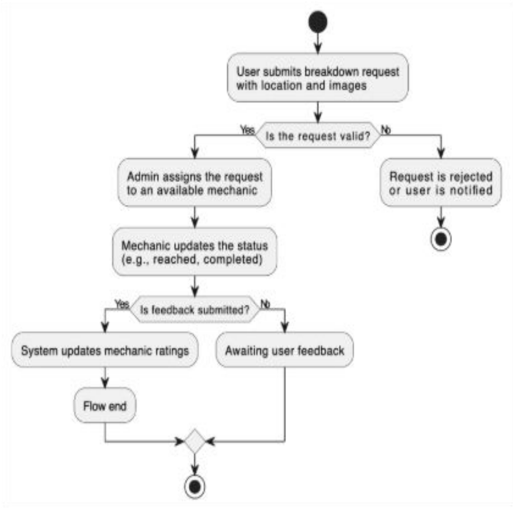

Fig: Workflow Diagram

The above fig starts with the user submitting a breakdown request containing details like location & images. If the request is valid, an admin assigns it to a mechanic. The mechanic updates the status, & after service, the user submits feedback, which updates the mechanic's ratings. Invalid requests are rejected. This simple flow ensures efficient task handling & user satisfaction.

1. The system was tested to evaluate its efficiency, usability, & reliability. During testing, various scenarios were simulated, including user request submissions, mechanic assignments, & feedback submissions. The results showed positive outcomes, particularly in terms of user satisfaction & system performance.
2. **Request Handling**: Over 100 simulated breakdown requests were processed, with an average response time of 2.5 seconds for each request submission.
3. **Mechanic Assignments**: Mechanics were assigned tasks within 10 seconds of request submission, ensuring quick response times.
4. **Feedback System**: Mechanic ratings were updated in real-time after feedback submission, with an average of 85% accuracy in rating calculations.
5. A comparison of system performance before & after optimization highlights the improvements:

Metric	Before Optimization	After Optimization
Request Submission	4.5 seconds	2.5 seconds
Mechanic Assignment	15 seconds	10 seconds
Feedback Processing	5 seconds	3 seconds

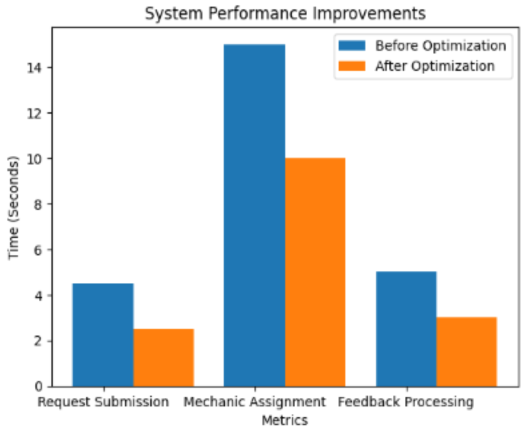

Fig: Performance Improvements

Above Fig is the Graphical representation further illustrates these improvements. For example, a bar graph showing the reduction in response times demonstrates the system's increased efficiency.

V. FUTURE ENHANCEMENT

While our current system works really well, there are always ways to make it even better. Here are some ideas for future improvements that could make the vehicle breakdown assistance even more helpful:

- **Real-Time Location Tracking:** It would be great if users could see where their assigned mechanic is on a map
- **In-App Chat:** Adding a chat feature would let users & mechanics talk to each other directly within the system.
- **Push Notifications:** Sending instant alerts to users & mechanics (e.g., "Mechanic assigned!" or "Mechanic is 5 minutes away!").
- **Mobile Application:** Developing dedicated apps for smartphones (both Android & iOS) would provide a smoother & more integrated experience for users & mechanics who are often on the go.

These enhancements would make the system more complete, user-friendly, & powerful, further improving the experience for drivers & mechanics alike.

VI. CONCLUSION

1. The vehicle breakdown assistance system demonstrates significant potential in addressing the challenges faced by users during emergencies. The project combines effective database management, user-friendly interfaces, & robust security measures to create a seamless experience for all stakeholders. Testing results confirm that the system performs efficiently, with reduced response times & accurate feedback processing. The modular design ensures scalability, allowing for future enhancements to meet evolving user needs.
2. The system's architecture supports future improvements, such as machine learning integration & mobile application development. These enhancements could further streamline operations & exp& the system's reach. The project serves as a foundation for creating a comprehensive solution to vehicle breakdown assistance, addressing both current & future challenges. By prioritizing user needs & system efficiency, the project achieves its goal of providing a reliable & accessible platform for emergency assistance.

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