

## Online Cab Booking System

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### ABSTRACT

The recent development of internet and technology has augmented the Self-drive car rental industry in a country like India. As Transportation is backbone of working man and is a medium amongst so many people. The emergence of online cab booking is a recent advancement for the taxi industry in India. Even though both ordinary cabs and online cabs provide the same utility to customers, the preference of online cabs among customers in urban is increasing. Online cabs are quite different from ordinary cabs. The firm must be registered and meet all of the transportation department's criteria and security standards. The Online Cab Booking System is a web-based application that enables your clients to book taxis and executive taxis from the convenience of their own home or workplace or even from their current location. So, there is a need to evaluate the customers' perception and preference for these services and to identify the factors influencing them.

### I. INTRODUCTION

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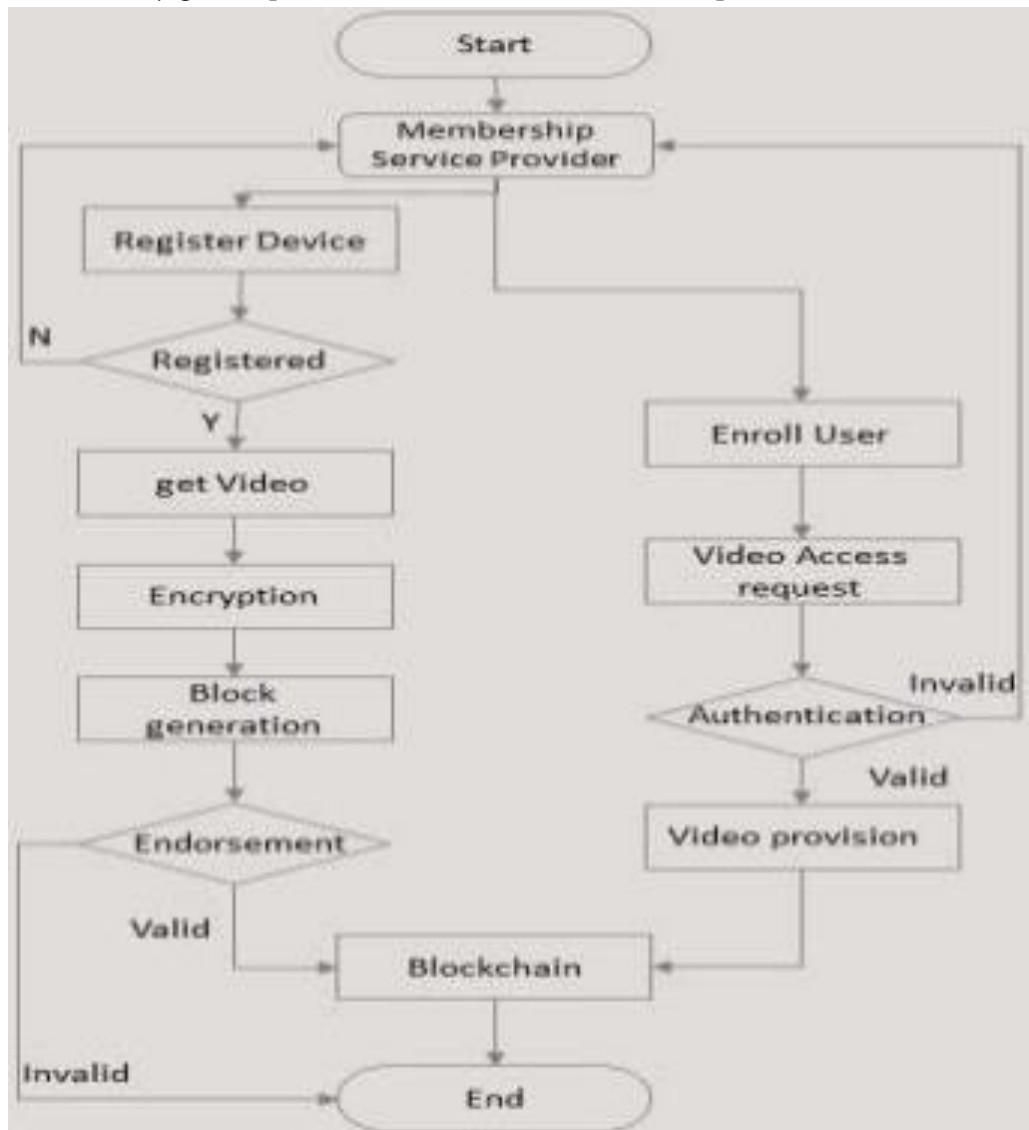
### II. LITERATURE SURVEY

The present online cab Booking projects approach needs a large lot of physical and mental labour whenever cabs are ordered manually over the phone. Many human errors, such as inputting the trip date, time, and location inaccurately, are manually registered in a register by an employee, increasing the chances of miss

registration. There is no clear communication between drivers, passengers, and the office due to traffic and misunderstanding problems, leading in a denial of service. In the current system, there is no application that alters the state of taxi availability. Local consumers are also not notified when a vehicle comes to their neighbourhood to give service.

### III. RESEARCH METHODOLOGY

Customers can order a cab based on their requirements by sampling logging in to the projected Online Cab Booking project website by give required information asked for further procedure.



Customers may book taxis online, make changes to their arrangements, and cancel them at any time. Users will be notified of the driver's location and phone number, which will allow them to contact him. On a frequent basis, the customer is updated on their bookings, driver details, and booking status. The user can also make suggestions or ask questions in the feedback box and can rate the service provided to them. For research design study must be in analytical as well as descriptive in nature. Behaviours of online cab users from different cities must be studied.

#### IV. OBJECTIVE

1. To study customers' preference towards online cab services.
2. To identify the factors influencing the customers for choosing the preferred cab service.
3. To identify the problems encountered by the customers while availing the services.

#### Theoretical Framework 5 best cab services in India

##### 1. Ola Cabs

Available – Android | iOS

Ola Cabs is one of the top-rated taxi booking apps in India which provides services in all major cities including Mumbai, Chennai, Delhi, Bangalore, Kolkata, Hyderabad, and many others. Started in 2010 by BhavishAggarwal and AnkitBhati, the cab services of Ola operating in 100+ Indian cities with more than 600,000 registered vehicles which is highest by any taxi company in India. The app helps people to book a taxi by simply register using email and mobile number. By choosing the pickup and drop location, the app sends a request to the nearby cab and helps to confirm the ride. The cost of the ride differs based on the ride options selected from the app which includes Ola Mini, Seda, Prime, Share, and Auto. Ola is the top taxi apps in Bangalore, Mumbai, Chennai, Kolkata, Hyderabad, and all other major cities. Ola Cab booking app available in both Android and iOS platforms. Ola app for android currently has more than 50,000,000+ installs, which is the highest for an Indian cab booking app. The app provides easy payment methods for users including both online and offline payments.

##### 2. Uber

Available – Android | iOS

Global leader for taxi booking app, Uber is one of the key player in Indian subcontinent and top taxi apps in India. The prominent taxi hailing company started its operation in 2013 in India and running successfully at all major cities including Delhi, Kolkata, Hyderabad, Chennai, Bangalore, Mumbai and more. Running multiple businesses across the globe, Uber cab booking is the key competitor for Ola vans in India. User can book cabs using mobile app and website, Uber app available in android and iOS stores for free. Uber is one of the top taxi apps in Delhi and other metro cities of India. The taxi fare of Uber ride is calculated based on various factors including type of vehicle choose for ride, distance, waiting charge, traffic and more. After completion of ride, user can pay the fare by multiple methods as per their convenient. The successful taxi services in India, the company also launches its food ordering app Uber Eats in all major cities.

##### 3. Meru Cabs

Available – Android | iOS

Meru Cabs which is based out of Mumbai, India providing taxi services in Indian cities including Mumbai, Delhi and more. Founded in 2007, Meru Cabs provides taxi for its customers using call services and later due to technology development, the company launched its app in android and iOS platforms. Meru Cabs offers separate user taxi booking app for android and iOS. The app includes easy map navigation, live route tracking, view ride history and more. Meru Cabs is prominent taxi booking app in Mumbai before Ola and Uber services

came to Indian cities. The cab service provided by meru includes open categories of Hatchback, Sedan and SUV. The company also tie up with French taxi service app ‘Taxis G7’ for global taxi operation in various countries.

#### 4. Carzonrent

Available – Android | iOS

Carzonrent is an prominent taxi booking services in India operating from New Delhi. The company started in 2000 and provides its services in all major cities including Mumbai, New Delhi and more. The cab services offering end to end long and short term rental. Started its services office by call and order method, later the company has launched its mobile application in android and iOS platforms. Carzonrent collaborated with Government of India’s “Indian Railway Catering and Tourism Corporation (IRCTC)” in 2015 and provides taxi services to all railway customers under the name of EasyCabs in major cities and rated as best taxi booking app in india. The mobile app of Carzonrent allows user to book cab by tapping starting and end dropping location. The company eyeing to expand its business to other cities in India to compete along with Uber and Ola cabs.

#### 5. Savaari Car Rentals

Available – Android | iOS

Savaari Car Rentals is India’s prominent outstation and local car rental services. The company founded in 2006 to fulfill the gap of customers for booking quality taxi at affordable price in all major cities in India. Savaari majorly provides taxi services for outstation from city to city which is familiar among many India users. Currently, the company’s operating from 98 major Indian cities with more than 50,000 vehicles. Savaari is prominent cab booking app for outstation rides in all major Indian cities. The company has launched its taxi booking app services in India for both android and iOS platforms. With the help of mobile app, the customers can book the cab instantly by tapping location and confirm their ride. The company is to expand its business to other Indian cities to compete with other cab booking providers.

#### The Cab Aggregators Business Model in a Nutshell:

**The Taxi Driver:** Anyone with a driving license and a car can apply for a Cab Aggregators driver in any Cab Aggregators covered cities. After screening, the driver is enlisted in the Cab Aggregators system and given a Cab Aggregators iPhone. This provides a steady income to anyone with a car without additional hazard or investment. Drivers are restricted to keep their locations on due to safety perspective.

**The Passenger:** Registered Cab Aggregators users download the Cab Aggregators app to their phones and if they need a taxi, they call a taxi via the Cab Aggregators app. They can also track the taxi on their phone as it approaches. This service is convenient for the passengers, provides them relatively low cost comfortable service.

**Fare and Payment:** Cab Aggregators set the taxi fares as premium fare during peak hours and flat rate for off peak hours. Passengers pay through their credit cards and don’t have to pay any cash to the drivers. The fare is based on car type, distance and peak hour. Payment is secure because passengers pay only via credit card using Cab Aggregators app.

**Dividing the Profits:** Cab aggregators divides the fare, usually 80% to the driver and 20% to Cab aggregators. Even after a 20% pay cut, the taxi drivers earn more than the traditional taxi services. It is estimated that Cab Aggregators have to lower its profit in all the cities it operates in coming months.

## V. RESULT

A feasibility assessment of the proposed system is to be carried out during system analysis. This is to guarantee that the planned system will not cause the organization any problems. A basic grasp of the system's primary needs is required for feasibility analysis. A visually appealing design and a user-friendly interface are required for the Online Cab Booking system. An application should be well-defined, with a significant emphasis on design and user interface, as well as being userfriendly, to appeal to the target market.

## VI. CONCLUSION

Customers can use an online booking system to rent cabs. Customers may use this online system to browse available taxis, view profiles, and book cabs. Taxi booking is a typical kind of transportation that is offered by a number of different transportation firms in a particular city. The bulk of people rely on taxi services for their daily transportation needs. The company must be registered and fulfil all of the transportation department's requirements and security requirements. This paper demonstrates an effective taxi booking system. This project included a wide variety of topics, from corporate principles to computer science, and required the completion of a number of courses in order to reach the deadline

## VII. REFERENCES

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