

## ARVENTO INDUSTRY SPECIFIC SOLUTIONS

# TAXI DISPATCH SYSTEM

**Taxi Dispatch System** is designed for the companies which operate on an hourly service provider basis, such as commercial vehicle, wrecker and rental vehicle fleet companies. Components of the Taxi Dispatch Service include Arvento's vehicle tracking and navigation software, LCD navigation screen, GSM data line, and call center. Via the LCD screen mounted in the vehicle, data connection and communications is provided between the call center and driver.



The system brings a new method and approach to operating taxis and other commercial vehicles as being one of the most important providers of local transportation. The system allows users to specify the call center for the driver or vehicle they want to operate.

### Highlights and features of the Taxi Dispatch System:

- Each vehicle in the taxi dispatch system is identified by the call center system with a unique number and file. With the help of the unique file for each vehicle, taxis can be controlled and tracked online 24/7 through the digital maps.
- The system also allows for identifying taxi availability within a particular territory in real time via the web-based interface for maximum efficiency and customer satisfaction.
- The dispatch system transmits work orders via the GPRS to the driver and then the driver either accepts or refuses the incoming order by touching the LCD screen. Once the order is accepted, vehicle's status switches to a "busy" in the dispatch system automatically.
- Any vehicle and driver data stored in the system can be accessed via the dispatch system. This set of important data, such as make, model, year, and baggage and vehicle seating capacity, air conditioner option, as well as driver information like gender, age and foreign language knowledge of the driver are recorded in the system. Both vehicle and driver intelligence allows the most convenient taxi to be sent to the customer.
- The navigation capability may be added to the system as an option. The address of the customer is sent to the LCD screen in the vehicle. The route is automatically drawn on the screen and address is displayed.
- Upon completion of the order, total time, distance traveled, tracked route, and file number are automatically reported and stored from each vehicle. The driver may send his/her order status to the call center via the LCD screen.
- Taxi Dispatch System also offers a solution for the driver security. In case of an emergency, driver may send an alarm signal to necessary units and authorities, just by pressing an emergency button.

### Who Can Benefit from the Taxi Dispatch System?

Taxi Dispatch System provides time, fuel and labor savings by offering different suggestions and options for operators of commercial vehicles, wrecker and vehicle rental companies and their customers. The system helps improve customer service, minimize waiting times as well as offer important advantages to local administrations in minimizing local traffic load and employing effective operational methods.



Industry  
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Taxi Dispatch  
System

