



# International Journal of Research Publication and Reviews

Journal homepage: [www.ijrpr.com](http://www.ijrpr.com) ISSN 2582-7421

## Emergency Roadside Assistance System

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### Abstract:

The Emergency Roadside Assistance System is a clever web-based tool made to provide drivers with prompt assistance in the event of a roadside emergency, particularly in isolated or unknown areas. The system effectively links users to local service providers, such as gas stations, mechanics, or towing companies, by utilizing real-time geolocation services and adaptive search engines. When users report problems like tire punctures, mechanical failures, or running out of fuel, the system finds the closest help within a predetermined radius. The system dynamically broadens the search radius till assistance is found if no service is identified within 10 kilometers. To increase convenience and safety, the platform offers the ability to use GPS locations to request on-site mechanic services or fuel delivery. This technology optimizes emergency response times, reduces delays, and boosts traveler trust by combining maps, location monitoring, and user engagement. Road travel is made safer and more dependable by this approach, particularly in remote areas where assistance might be hard to come by otherwise.

**Keywords :**Emergency Assistance, Roadside Support, Location-Based Services, Fuel Delivery, Puncture Repair, Vehicle Breakdown, Towing Service, GPS Tracking, Real-Time Response, Remote Assistance, Web Application, Service Provider Locator, Dynamic Search Radius, Smart Transportation.

### Introduction:

Vehicle-related crises like tire punctures, mechanical breakdowns, and running out of fuel can be very difficult in today's fast-paced world, particularly if they happen in isolated or unfamiliar places. Travelers who might not have instant access to roadside assistance or be aware of local service providers may experience delays, increased stress, and safety issues as a result of these situations.

Conventional roadside assistance models are ineffective and unreliable in emergency situations since they frequently rely on manual tracking, customer support calls, or restricted coverage zones. A smart, automated, and location-aware system that can react swiftly to emergencies in real time is desperately needed, as evidenced by the expanding number of vehicles on the road and the growing reliance on long-distance transport.

The Emergency Roadside Assistance System was created as a web-based platform to address these issues. It connects users with local assistance services via dynamic data processing and geolocation services. Users only need to access the website, activate location access, and choose their particular issue, be it a mechanical failure, a flat tire, or a shortage of gasoline. Then, within a 10-kilometer radius, the system will show pertinent service providers, including gas stations, nearby mechanics, or towing companies. To guarantee that assistance is always available, the search radius is automatically extended to 15 km, 20 km, and beyond if no services are discovered in the area.

The option to request doorstep help, which enables the delivery of mechanical support or gasoline to the user's GPS location, is a crucial component of the system. This makes the solution extremely effective in emergency situations by removing the need for customers to exit their car or conduct manual searches for assistance.

The technology improves passenger safety, cuts down on wait times, and guarantees prompt assistance by combining GPS tracking, dynamic radius modification, and service mapping. Additionally, it helps boost user confidence, particularly in remote or unknown areas. By bridging the gap between car emergencies and prompt assistance, the Emergency Roadside Assistance System is a progressive, technologically advanced solution that ultimately promotes a safer and more connected travel experience.

This system's ability to adapt to different emergency situations and environments is another important benefit. The system employs clever location tracking and a gradually growing search algorithm to make sure that assistance is found and sent efficiently, regardless of whether the user is stuck on a rural highway, in a dense forest, or in a place with inadequate connectivity. The system is quite dependable for long-distance and lone commuters because of its adaptable search feature, which guarantees that the customer is never left stranded since there aren't any services nearby. Additionally, it lessens reliance on uninvited bystander assistance, increasing the user's independence and sense of security in strange places.

The system also prioritizes accessibility and user-friendly design. Even individuals with little technical expertise can easily report a problem and receive help thanks to the user-friendly design. Compatibility across devices and geographical users is ensured via responsive site design and multilingual assistance. Through the integration of modern technology into routine travel, the system encourages digital-first solutions for practical issues. A more prepared and connected transportation future is made possible by this astute approach to emergency response, which improves both individual safety and public trust in driving.

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### Algorithm:

**Data Collection and Preprocessing:** First, the Emergency Roadside Assistance System uses GPS, location services, and map APIs (such as Google Maps or OpenStreetMap) to gather real-time data from the user's device. The user's present location, the kind of emergency (such as a puncture or no gas), and the time of the request are all included in the data. By using position normalization, removing noise from erroneous GPS signals, and verifying user inputs before continuing, the system preprocesses this data to guarantee correctness.

**Emergency Type Detection:** The system examines the user's chosen problem using a predetermined list of emergency types—"No Petrol," "Puncture," "Mechanical Issue," or "Need Tow"—after the data has been preprocessed. This choice aids in launching the relevant service search module. To prevent erroneous searches, the system asks the user to reenter the information if they fail to choose a legitimate issue.

**Nearby Service Identification:** To locate gas stations or mechanics within a 10-kilometer radius, the system uses the user's current GPS location to query a service provider database or API. Geospatial indexing and proximity filtering methods are used to accomplish this. The radius is automatically increased to 15 km and then 20 km until a match is found if no service is identified within 10 km.

**Location-Based Service Optimization:** Following the identification of possible service providers, the system assigns them a ranking according to user ratings, expected response time, availability status, and distance. To suggest the most effective provider to the user, these values are sorted and normalized. The system starts a route mapping for the service staff using real-time navigation if a delivery request is made.

**Route Suggestion for Delivery/Mechanic:** The system determines the quickest and safest route to the user when the user chooses gasoline or mechanic delivery by using a pathfinding algorithm (such as Dijkstra's or A\* algorithm) via the mapping API. In order to optimize the route and guarantee faster service, it also takes into consideration real-time traffic, road closures, and weather conditions.

**Service Provider Notification:** A backend notification system notifies the service provider after they are chosen. This contains the location of the user, the nature of the issue, and the anticipated time of service. Both the user and the supplier are informed about progress, delays, or reassignments in the event of unavailability by the system's real-time updates.

**Towing Service Coordination:** The system activates the towing vehicle module when the problem cannot be fixed on-site. It deploys the closest available towing service after conducting the same location and availability search as other services. Real-time tracking of the tow truck's approach and anticipated arrival time is provided to the user.

**Feedback and Confirmation Module:** The user is asked to rate the service and leave feedback once the problem has been fixed. The system keeps track of this input and uses it to update the service provider's performance indicators. Providers with higher ratings and quicker responses are given preference in search results for subsequent searches.

**Continuous System Improvement:** The technology uses machine learning feedback loops to integrate continuous learning. It periodically retrains itself based on user feedback, new traffic patterns, and environmental changes. This guarantees steady performance and continuous improvement of violation detection, route optimization, and signal timings. In order to improve future system updates and make the solution scalable, intelligent, and sensitive to changing urban mobility needs, user and authority feedback is actively taken into account.

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### Proposed System:

**Introduction to the Proposed System:** The Emergency Roadside Assistance System is a clever, artificial intelligence (AI)-powered tool made to offer prompt assistance to drivers who are having emergencies or car breakdowns while they are on the road. The solution guarantees that assistance reaches impacted persons promptly and effectively by combining intelligent dispatching, automatic event detection, and real-time tracking. By providing round-the-clock support via a smooth mobile and online interface, it speeds up reaction times, increases road safety, and gives drivers piece of mind.

**Real-Time Incident Detection and Reporting:** Using GPS and accelerometer sensors, the system continuously tracks the user's location and driving condition. The technology either automatically sounds a warning or lets the user explicitly request assistance through the app when it detects an abrupt halt, collision, or engine failure. Even in situations where the driver is unable to react quickly because of stress or an injury, our real-time detection makes sure that assistance requests are appropriately recorded.

**Location-Based Service Matching:** The technology use AI-based location analysis to pinpoint the user's precise location after getting a distress signal. Based on factors including availability, service type, and distance, it then pairs the user with the closest service provider, such as mechanics, towing services, fuel delivery units, or ambulance providers. This guarantees that assistance is sent out effectively and that response times are kept to a minimum.

**Smart Dispatch System:** The dispatch module finds the quickest and safest path for service providers to get to the stranded car using traffic data and advanced routing algorithms. In order to ensure prompt arrival and minimize delays during crucial roadside situations, this module guides the aid team by taking into account road conditions, traffic patterns, and potential risks.

**Integrated Communication Module:** Through live tracking updates, calls, or in-app chat, the system facilitates easy connection between the user and the designated service provider. This improves service readiness and cuts down on on-site resolution time by keeping the user updated on the anticipated arrival time and enabling service personnel to obtain further information about the problem prior to arriving on the scene.

**Categorized Emergency Support Services:**The platform provides a variety of emergency assistance services, including fuel delivery, minor mechanical repairs, car towing, battery jumpstarting, flat tire replacement, lockout services, and medical crises. An easy-to-use interface allows users to choose the kind of problem they're having, allowing the system to route the appropriate service quickly and efficiently.

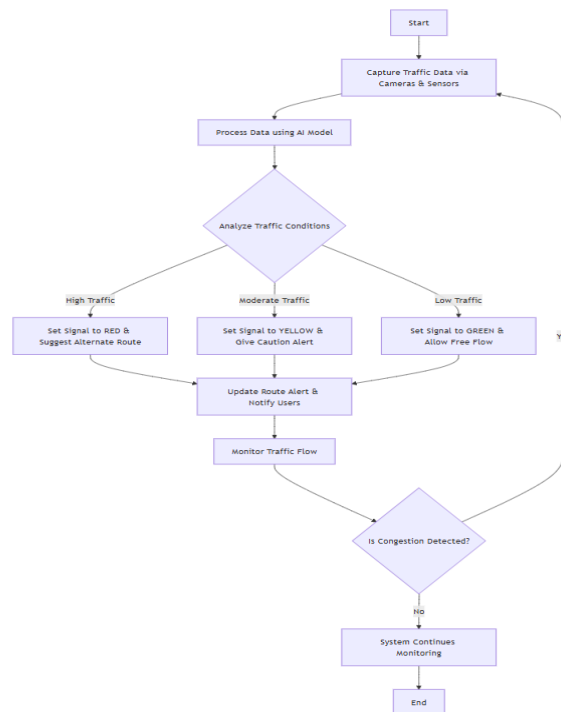
**Centralized Monitoring Dashboard:**A consolidated dashboard can be used by administrators or authorities to keep an eye on current events, service provider performance, response times, and real-time service requests. With the use of this dashboard's live map integration, service status indicators, and performance statistics, the emergency response system can be efficiently coordinated and managed across several regions.

**Automated Notification and Feedback Mechanism:**The system notifies the user automatically after a service request is completed, confirming that the service was completed. Additionally, it asks for feedback and a rating of the service experience. In order to track provider dependability, uphold responsibility, and enhance future service quality, this feedback is kept in a centralized database.

**AI-Driven Data Analytics:**The technology enhances traffic law enforcement and compliance by automating the detection of violations and the collecting of fines. Automated reminders, penalty tracking, and documented infractions all contribute to fewer recurrent infractions and better driving practices. By removing errors brought on by manual intervention, the incorporation of AI guarantees impartial and equitable law enforcement.

**Conclusion and Future Enhancements:** Data on incident trends, reaction times, service categories, and location-based situations are gathered and analyzed by the system. This data is used by AI algorithms to forecast high-risk areas, suggest the best locations for service providers, and increase system effectiveness. Preventive actions and more intelligent resource distribution across regions are supported by these predictive insights.

**Flowchart:**



## Result and discussion:

**Improved Emergency Response Efficiency:** By using AI-based dispatch algorithms and GPS tracking, the Emergency Roadside Assistance System has greatly accelerated emergency response times. This method automatically finds the closest service provider and matches them with the user's reported issue, in contrast to typical manual assistance services. The average wait time for help has decreased because to this real-time matching procedure, which has also increased roadside support's dependability. When a car breaks down on a highway or in a rural area, prompt reaction is very important. The system efficiently handles this by sending assistance with the least amount of delay.

**Reduction in Roadside Delays and Traffic Obstruction:**Potential traffic interruptions are reduced by the system's quick response to stranded vehicles. It not only notifies local service providers but also traffic control authorities when it detects a breakdown. Vehicles are kept from obstructing lanes or creating jams because to this dual communication. Quick repairs or towing are arranged effectively, especially in crowded urban areas. Faster road clearance helps to improve traffic flow and lowers the possibility of secondary collisions brought on by unexpected pauses or impediments.

**Enhanced Safety for Drivers and Technicians:**The interfaces for technicians and users both have safety elements. In addition to sharing real-time tracking of arriving aid, the system warns drivers to keep a safe distance from traffic as they wait for help. Before being dispatched, technicians receive project specifics and safety alerts, reducing danger in inclement weather or at night. In addition, an integrated SOS or panic function alerts emergency contacts in dire circumstances, guaranteeing the protection of both the user and the service provider.

**AI-Based Problem Identification and Service Matching:**Based on user input, photos, or real-time video, the system use artificial intelligence to determine the type of breakdown. Tire difficulties, mechanical defects, and battery failure can all be categorized with the use of an intelligent diagnostic questionnaire. By guaranteeing that specialists arrive with the appropriate tools and parts, this increases dispatch accuracy. Recurring service requests have declined as a result, and first-visit service response has increased. Using historical service records, AI also aids in continuously improving prediction accuracy.

**Integration of Weather-Based Response Mechanisms:**To improve response plans in the event of unfavorable circumstances like intense rain, fog, or extremely high temperatures, real-time meteorological data is incorporated. The system offers customers proactive information about anticipated delays or safety instructions and dynamically modifies technician routing. Specialized equipment is sent out when needed, and service requests are ranked according to urgency under high-risk weather conditions. This guarantees that emergency assistance will always be reliable and secure, even in situations where the environment presents new difficulties.

**Transparent Payment and Feedback System:**Users can pay using a variety of digital methods, such as UPI, credit/debit cards, and mobile wallets, after guidance is provided. The app or SMS is used to send automated billing, receipts, and feedback forms. This openness promotes trust and helps avoid overcharging. In order to allow continuous performance evaluation of service providers and uphold high service standards, user ratings and reviews are stored in a centralized database.

**Real-Time Monitoring and Centralized Control Dashboard:**Real-time visibility over all active service requests, provider locations, and resolution metrics is provided by the system's admin dashboard. Redirecting resources during periods of high demand or manually intervening in high-priority cases are options available to authorities or system supervisors. The dashboard's analytics features produce service reports, pinpoint delays, and draw attention to trends in provider performance. Proactive decision-making and calculated increases in coverage and efficiency are made possible by this centralized monitoring.

**Public Adaptation and Future Expansion:**The system has been well received by users, who value the ease of digital help and quicker response times. Although there were some early onboarding issues, such as app navigation and GPS permissions, they were lessened by user education, UI simplicity, and awareness-raising initiatives. Nowadays, the approach is widely accepted, especially in tier-2 and urban areas. Future improvements could include onboard diagnostics for predictive breakdown alarms, vehicle-to-infrastructure (V2I) connectivity, and support for mobile units or drones to expand into rural areas. Integration with smart city infrastructure and scalability continue to be top concerns.

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## Conclusion:

**Impact on Emergency Response Efficiency:** Because it allows for rapid and automatic replies, the Emergency Roadside Assistance System has revolutionized the way that breakdown situations are handled. The method drastically cuts down on the amount of time it takes for assistance to arrive at stranded vehicles by combining GPS tracking, AI-based problem identification, and real-time technician dispatching. In addition to enhancing the user experience, this guarantees that cars are promptly taken off the road, lowering the likelihood of follow-up collisions and traffic jams. The expedited procedure increases the dependability of emergency services and gives drivers peace of mind.

**Benefits to Drivers and Service Providers:**Shorter wait times, increased safety in the event of a car breakdown, and the convenience of digital payment and feedback choices are all advantages for drivers. Additionally, the approach lessens the worry that is frequently connected to being stuck, particularly in places that are unknown or dangerous. As far as service providers are concerned, intelligent work allocation guarantees improved service quality and better use of resources. While the feedback mechanism aids in upholding accountability and service standards, the addition of technician safety features, job briefings, and route optimization improves operational effectiveness.

**Empowerment of Authorities Through Centralized Monitoring:**The consolidated dashboard gives administrators and authorities a strong tool for overseeing roadside assistance operations. Effective resource deployment and data-driven decision-making are facilitated by real-time access into performance metrics, incident hotspots, and ongoing requests. In addition to improving transparency, this visibility makes it possible to coordinate more effectively during emergencies, busy periods, and disruptions caused by bad weather. Planning for future service expansions and ongoing system development are also made possible by the inclusion of analytics.

**Challenges and Future Development Areas:**Notwithstanding its many advantages, the system has a number of drawbacks, such as opposition from customers who are not experienced with digital services, data privacy issues, and the expense of putting physical infrastructure in place. Secure data processing procedures, streamlined user interfaces, and public awareness campaigns are required to address issues. Future enhancements might concentrate on extending services to rural and isolated locations, combining with linked car telematics, and utilizing cutting-edge technologies like 5G, the Internet of Things (IoT), and predictive AI for improved route planning and pre-breakdown alarms.

**Conclusion and Vision for the Future:**An important advancement in road safety, emergency response, and urban mobility is the Emergency Roadside Assistance System. Its clever, user-focused design strengthens the transportation ecosystem by empowering authorities, technicians, and drivers alike. Its influence will be further amplified when the technology develops and is incorporated into larger smart city projects. Cities can guarantee passengers safer, quicker, and more dependable support by expanding the system and adding next-generation capabilities, opening the door for a more intelligent and integrated future in mobility services.

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