

# Algorithm for Identifying and Eliminating Malfunctions of a Passenger Car

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## key words

transport, QR-code, passenger traffic, railway, algorithm

The article deals with the problems and ways to solve them, related to the time delay in the process of communication between the passenger and the carrier company, using the example of the transport company of the Russian Railways holding company. The purpose of this article is to improve the system for processing requests, accounting for identifying malfunctions of passenger cars by introducing an algorithm with the further creation of an information portal for passengers traveling by rail. The developed algorithm will make it possible to adjust the existing accounting system. We have discussed the current system for collecting and storing data in the field of passenger appeals regarding the shortcomings of parts of the cars and emerging emergencies along the route; have carried out the analysis and identified the weaknesses and strengths. We have proposed an algorithm with a detailed step-by-step description of each stage to make changes to the existing accounting system. To improve the quality of the services provided, we have proposed mechanisms for automating and digitalizing feedback for customers of a transport company. In order to automate the communication processes between passengers and representatives of the transport company, the use of QR-coding is recommended. These mechanisms will reduce the time delay between a claim received from a passenger and the settlement process on the part of company representatives. On the example of the proposed algorithm, the need to create a single information base for the rapid exchange of data was demonstrated.

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