**5.3 Non-functional requirement**

Non-functional requirements involve features that may also help in the new improvised e-Hailing system.

**5.3.1 Security**

* The E-hailing system should employ multi-factor authentication (MFA) for user accounts, especially for administrators and drivers.
* Regular security audits and vulnerability assessments must be conducted every month to ensure data integrity online.

**5.3.2 Performance**

* The E-hailing system should be able to handle thousands of ride requests per second to ensure smooth operation during peak hours.
* Average response time for user requests should be less than 2 seconds. This will minimize the delays during peak hours whenever users are in urgency.

**5.3.3 Scalability**

* The E-hailing system must be able to scale horizontally to accommodate increased load without significant degradation in performance.
* The system should support scaling up to 100 000 simultaneous users to ensure everyone can apply for public transportation online easier.

**5.3.4 Accessibility**

* The E-hailing system must comply with accessibility standards such as WCAG 2.1 to ensure it is usable by people with disabilities.
* Features such as voice commands, screen readers, and adjustable text sizes should be supported as well.

**5.3.5 Resilience**

* The E-hailing system must be able to recover from failures periodically.
* Disaster recovery plans should be in place, with data recovery tests conducted periodically.