**User Cases**

1. User cases for Passengers:

- Review the schedule and plans their travel accordingly

- Receive the notifications and adjusts their bus status accordingly

- Receive the notifications and adjusts their account accordingly

- Receive a ticket confirmation, and the booking is recorded

- Review their previous trips and bookings

- Feedback is recorded and sent to administration for review

2. User cases for Drivers:

- View assigned routes and schedules

- Report maintenance issues with the bus

- Receive real-time traffic updates

- Log into the system

- Reports any mechanical or operational issues with the bus that may affect its performance or safety

- Update the trip status into the system

3. User case for Administrators:

- Create bus schedules into system

- Update bus schedules into system

- Monitor the performance of the bus management system

- Manage user accounts for passengers and drivers

- Assign drivers to specific routes and shifts

- Generate and view reports on bus operations, such as route performance, driver performance, and ticket sales.