**User Stories**

1. User stories for Passengers:

- As a passenger, I want to view the bus schedule so that I can plan my travel according to the available bus timings.

- As a passenger, I want to receive notifications about my bus’s arrival and departure times so that I can be informed of any delays or changes in schedule.

- As a passenger, I want to view and remaining amount in account so that I can top-up my account when it is empty.

- As a passenger, I want to view my booking history, so that I can track my past trips and manage future plans.

- As a passenger, I want to provide feedback on my trip, so that I can share my experience and help improve the service.

2. User stories for Drivers:

- As a bus driver, I want to view my assigned routes and schedules so that I can plan my day and ensure I am on time for each trip.

- As a bus driver, I want to report any maintenance issues with the bus so that the maintenance team can address them promptly and ensure the bus is safe to operate.

- As a bus driver, I want to receive real-time traffic updates so that I can avoid delays and choose the most efficient routes to reach my destinations on time.

- As a driver, I want to check in at the start of my shift, so that the system knows I’m available to drive.

- As a driver, I want to mark my trip as completed, so that the system knows I’ve successfully finished my route.

3. User stories for Administrators:

- As an administrator, I want to create and update bus schedules so that I can ensure all routes are covered and buses run on time.

- As an administrator, I want to monitor the performance of the bus management system so that I can identify and resolve any issues promptly to maintain smooth operations.

- As an administrator, I want to manage user accounts for passengers and drivers so that I can ensure only authorized users have access to the system and maintain data security.

- As an administrator, I want to generate and view reports, so that I can monitor bus operations, track performance, and make informed decisions.

- As an administrator, I want to manage system alerts and notifications, so that I can address issues like driver absences or bus breakdowns promptly.