**Assumptions and dependencies**

* Reservations can be cancelled only two hours before the ride.
* Customers and taxi drivers access to the same mobile app. The available functions will depend by the login phase, which determines the type of user connected.
* A taxi driver account cannot be used as a customer account, and vice versa. This means that if a taxi driver wants to access the customer’s services, he will need to create a customer account.
* Taxi drivers will manually update their status (available or busy) with the mobile app every time they pick up or drop off customers.
* Taxi drivers have a fixed amount of time of 1 minute to answer a ride request. If the answer is not received, the system will consider the request as refused and act accordingly.
* Customers are allowed to perform unlimited taxi reservations. However, due to the fact that overlaps between two reservations are not predictable, the system will cancel any impracticable reservation identified at runtime.
* Customers are not allowed to request a taxi ride if any other request made by the same account has not been fulfilled yet.
* If and only if a taxi zone does not have any taxi available to answer a request, the system will search for an available taxi in adjoining zones. Worst case scenario: if there are no taxi available in the adjoined zones, the costumer should be notified and put in hold. During this period of time the costumer should be allowed to cancel the request.
* Taxis are assumed to be well distributed in the city’s taxi zones. This means that taxi zones never happen to be completely empty and the situation in which no taxi drivers are present, either available or busy, cannot occur.
* Payment and specific duties related to the taxi service are not considered and managed by the application. MyTaxiService is meant to be only an interface between customers and taxi drivers.
* The web and mobile registration is intended for customers only. Taxi drivers’ account are created when they are hired by the taxi company. Taxi drivers will receive their username and temporary password, which they will be able to change once logged in the application.