**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 have to create a personal account.
* [infinite queue?]
* Taxi drivers will manually update their status (available or busy) with the mobile app every time they pick up or drop off customers.
* [payment]
* Taxi drivers have a fixed amount of time [how much?] to answer a ride request. If the answer is not received, the system will consider the request as refused and act accordingly.