**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.
* Customers are allowed to perform unlimited taxi reservations if and only if the reservations do not overlap.
* 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 should 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.