**Definition**

Customer –Registered user that may require a ride

Taxi Driver – Employee of the government’s taxi service

Reservation – A ride that has been reserved by a customer through the web or mobile application.

Request – A customer’s demand to be picked up by a taxi, sent using the web or mobile application.

Taxi zones –2km2 areas in which the city’s territory is divided.

Taxi driver availability – The status of a taxi driver: if he is available then he can receive a ride request, otherwise no requests can be sent.

Customer and taxi driver pair – Sometimes taxi drivers and customers are said to be “paired”: this happens only after a requests or 10 minutes before a reservation, i.e. when the system choose a taxi driver to serve a customer. This association ends when the taxi drops the customer to the requested destination.

Standard customer – A customer who is not using myTaxiService’s applications but may still require a ride with the “traditional” method.

**Acronyms**

TS – Taxi Service

DB – Database

MTS - MyTaxiService

**Abbreviations**

[Gn]: n-goal.

[Rn]: n-functional requirement.

[Nn]: n-non functional requirement.