**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.

These are the 2 possibile status of a taxi driver:

* *Available* – When the driver has no customer to pick up and it’s ready to accept new requests.
* *Busy* – When the driver is taking care of a request or of a standard customer. Note that the taxi driver is considered “busy” even if he hasn’t pick up the customer yet, but has only accepted his request.

These are the possible status of a taxi ride (request o reservation):

* *NotAssigned* – This is the default status of a taxi ride requested by customers. It simply means that the request (or reservation) has been accepted by the system but nothing else has been done yet.
* *Assigned –* Appears when the system has assigned a taxi to the customer request.
* *Completed –* When the taxi driver has brought the customer to destination and has declared himself “Available”.
* *Annulled –* When the customer has deleted the request (or reservation).

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

**Acronyms**

MTS - MyTaxiService

**Abbreviations**

[Gn]: n-goal.

[Rn]: n-functional requirement.

[Nn]: n-non functional requirement.