**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 – Square 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.

**Acronyms**

TS – Taxi Service

DB – Database

WA – Web Application

MA – Mobile App

**Abbreviations**

[Gn]: n-goal.

[Rn]: n-functional requirement.

[Dn]: n-domain assumption.