1. Passengers can request a taxi either through a web application or a mobile app
2. Passengers receive the confirmation after their request has been sent and accepted by some taxi driver
3. Passengers are notified when the taxi arrives at their location
4. Taxi drivers inform the system about their availability
5. Taxi drivers receive requests for services
6. Taxi drivers may confirm that they are taking care of a certain received request
7. Taxi drivers receive the passenger’s information when they accept the request
8. Requests for taxi services are fairly managed
9. Passengers can enable a taxi sharing option