Customer needs are crucial for Ride Ease’s success. We've identified key requirements for riders, drivers, and administrators. This analysis helps prioritize features and ensures a user-friendly design. Meeting these needs is essential for attracting and retaining users in the ride-sharing market.

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| **Requirement** | **Rider (Passenger)** | **Driver** | **Administrator** |
| 1. Real-time ride tracking and estimated arrival time (ETA) updates | Yes | Yes | Yes |
| 2. Secure in-app payment options (e.g., credit card, mobile wallets) | Yes | Yes | Yes |
| 3. Account Management System. (Create, Update, Delete) | Yes (Only able to delete own account, Soft delete) | Yes (Only able to delete own account, Soft delete) | Yes |
| 3. In-app communication via chat between rider and driver | Yes | Yes | No |
| 4. Fare calculation transparency and history | Yes | Yes | Yes |
| 5. Emergency SOS button/feature for safety | Yes | Yes | Yes |
| 6. User profile management (including ratings and reviews) | Yes | Yes | Yes |
| 7. Ride history and reporting | Yes | Yes | Yes |
| 8. Driver verification and background checks | No | Yes | Yes |
| 9. Vehicle registration and document management for drivers | No | Yes | Yes |
| 10. User management and support by administrator | No | No | Yes |
| 11. Analytics and reporting dashboard for administrator | No | No | Yes |
| 12. Promotion and discount management by administrator | No | Yes  (for eligibility) | Yes |
| 13. Push notifications for ride requests, confirmations, and updates | Yes | Yes | Yes  (for critical alerts) |
| 14. Option to choose ride based on vehicle type  (e.g., sedan, SUV, van) | Yes | Yes  (for filtering) | No |
| 15. Integration with navigation apps (e.g., Google Maps, Waze) | Yes | Yes | No |