**Product Requirements Document (PRD)**

**Product Name**: QuickRide - An On-Demand Ride-Sharing Platform

**Overview**

QuickRide is a ride-sharing platform designed to connect passengers with drivers for safe, efficient, and affordable transportation. The platform focuses on providing high-quality rides, offering passengers a smooth and reliable experience while also enabling drivers to earn flexible income. QuickRide ensures transparency, security, and ease of use for both riders and drivers, providing features like real-time tracking, driver ratings, multiple payment options, and 24/7 customer support.

**Hero Scenario**

A passenger logs into QuickRide to request a ride from their location to a nearby destination. After entering the pickup and drop-off details, the app displays a list of available drivers, along with ratings and estimated fare. The passenger selects a driver, and the ride begins. Throughout the ride, the passenger can track the car’s location, communicate with the driver, and make secure payments at the end of the ride. After the ride, the passenger is prompted to rate the driver and provide feedback.

**Personas**

* **Passenger**: Individuals seeking quick, affordable, and safe transportation. They prioritize convenience, reliability, and affordability.
* **Driver**: Independent contractors looking for flexible work hours and a way to earn income while maintaining control over their schedule.
* **Admin**: Platform manager responsible for overseeing operations, driver verification, customer support, and system optimization.

**Key User Stories**

1. **Passenger Stories**:

* As a passenger, I want to quickly request a ride and see available drivers near my location.
* As a passenger, I want to track my ride in real time and communicate with the driver if needed.
* As a passenger, I want to use secure and convenient payment options after completing the ride.
* As a passenger, I want to rate the driver and leave feedback based on my experience.

1. **Driver Stories**:

* As a driver, I want to see ride requests with clear pickup and drop-off details.
* As a driver, I want to view my earnings and track my ride history.
* As a driver, I want to receive ride requests that match my location and schedule preferences.
* As a driver, I want to have a profile with ratings and reviews to attract more passengers.

1. **Admin Stories**:

* As an admin, I want to oversee driver registrations, ensuring they meet background check and safety standards.
* As an admin, I want tools to resolve disputes between passengers and drivers.
* As an admin, I want access to platform performance metrics to improve services and detect issues early.

**Key Functional Requirements**

1. **Ride Request and Matching**:

* Passengers can input their pickup and drop-off locations to see nearby drivers and estimated fares.
* QuickRide uses proximity and driver ratings to match passengers with suitable drivers.

1. **Real-Time Tracking**:

* In-app GPS tracking enables passengers to monitor the location of their ride.
* Notifications are sent to the passenger when the driver is en route, when the ride is starting, and when the ride is completed.

1. **Payment and Rating System**:

* Multiple payment methods, including credit/debit cards, digital wallets, and cash.
* Passengers can rate their driver and leave feedback, influencing the driver’s future ride requests.

1. **Driver Verification and Profile**:

* Drivers undergo a verification process, including background checks and vehicle inspections.
* Drivers can create a profile that includes their ratings, feedback from passengers, and past trip history.

1. **Admin Oversight and Quality Control**:

* Admins manage driver registration, review ratings, and handle disputes.
* Analytics tools to track ride volume, revenue, and other performance metrics.

**Metrics**

1. **Ride Frequency**: Number of rides requested per day/week.
2. **Average Ride Time**: Average time from pickup to drop-off for each ride.
3. **Revenue**: Total earnings from service fees, promotions, and premium features.
4. **Passenger Satisfaction**: Average ratings and feedback from passengers.
5. **Driver Retention**: Percentage of drivers who remain active on the platform after a given period.

**Admin Dashboard Features**

1. **Performance Insights**: Dashboard with key metrics like ride volume, revenue, and customer satisfaction.
2. **Dispute Management**: Admin tools for resolving ride disputes and offering refunds if necessary.
3. **Driver Monitoring**: Admin features for verifying drivers and ensuring compliance with platform safety standards.

**Security and Compliance**

1. **Payment Security**: PCI-DSS compliant system for processing payments.
2. **Data Privacy Compliance**: Adherence to GDPR and local privacy regulations.
3. **Account Security**: Two-factor authentication for both passengers and drivers.

**QuickRide**’s PRD focuses on creating a smooth and safe ride-sharing experience for passengers while offering drivers flexible earning opportunities. By ensuring real-time tracking, secure payments, and a solid rating system, QuickRide aims to deliver quality service and build a trusted, transparent platform for both riders and drivers.