# PRD – Rapido: Bike Taxi Service App Overview

Rapido is a bike taxi service app that enables users to book quick, affordable bike rides within cities. The app connects passengers with local bike drivers for efficient short- distance transportation. Rapido offers real-time tracking, flexible payment options, and personalized service, catering to both daily commuters and on-demand riders.

# Hero Scenario

Any user can book a bike ride with a few taps, monitor ride progress in real-time, and pay conveniently upon arrival. Drivers can register, set availability, and receive real- time ride requests. Admins can manage user data, oversee operations, and monitor driver activities to ensure platform safety and quality.

# Personas

* **Rider** – A person who books and rides on a bike taxi.
* **Captain (Driver)** – A licensed individual providing bike rides to users.
* **Admin** – A person managing app content, overseeing driver applications, and ensuring operational safety and compliance.

# Key User Stories

* **Riders**
  + As a rider, I should be able to log in or register with my email, phone number, or social media accounts.
  + As a rider, I should be able to search for and book a bike ride.
  + As a rider, I should be able to see my estimated fare before confirming the ride.
  + As a rider, I should be able to track my driver’s location in real time after

booking.

* + As a rider, I should be able to cancel my ride before the driver arrives, subject to cancellation fees.
  + As a rider, I should be able to view my ride history and receipts.
  + As a rider, I should be able to rate my ride and provide feedback after completion.
  + As a premium user, I should have access to priority drivers during peak hours and special offers.
  + As a rider, I should be able to choose from multiple payment options (e.g., cash, credit/debit card, wallet).

# Captains (Drivers)

* + As a driver, I should be able to register, upload required documents, and complete verification to start offering rides.
  + As a driver, I should be able to set my availability to receive ride requests.
  + As a driver, I should be able to see ride requests, accept rides, and navigate to the pickup location.
  + As a driver, I should be able to view my earnings and ride history.
  + As a driver, I should be able to contact the rider if needed for assistance with directions or pickup.

# Admin

* + As an admin, I should be able to review and approve driver registrations after document verification.
  + As an admin, I should be able to monitor real-time activities and track ride locations.
  + As an admin, I should be able to generate reports on rides, revenue, and user behavior.
  + As an admin, I should be able to manage rider and driver complaints, reviews, and ensure compliance with app policies.

# Metrics

* **Total Rides Completed** – Track the total number of completed rides.
* **Monthly Active Users (MAU)** – Track the number of riders and drivers actively using the app monthly.
* **Ride Cancellation Rate** – Measure the percentage of rides canceled by riders or drivers.
* **Average Ride Rating** – Track average ratings to assess rider satisfaction and driver performance.
* **Average Waiting Time** – Monitor the average time a rider waits for a driver to arrive.
* **Driver Retention Rate** – Measure the percentage of returning drivers to assess engagement and satisfaction.