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| **EVENT** | **TRIGGER** | **SOURCE** | **USE CASE** | **RESPONSE** | **DESTINATION** |
| Passenger logged in to Bus Tap account | Login details | Passenger | Login | Passenger information | Manager |
| Passenger wants to reserve a seat on a BGC Bus | Seat reservation request | Passenger | Reserve seat | Seat reservation details | Passenger |
| Passenger wants to know how to travel from an origin to a destination | Travel details | Passenger | Plan travel | Detailed travel itinerary, nearest bus stop, available bus routes, fare, estimated travel time | Passenger |
| Passenger wants to know the available bus schedules | Travel details | Passenger | Generate bus schedules | Bus schedules | Passenger |
| Passenger wants to know the real-time location of a BGC bus | Bus details | Passenger | Locate bus | Real-time location of a bus displayed on the map | Passenger |
| Passenger wants to check the remaining balance on a beep card | beep card details | Passenger | Check beep card balance | Remaining beep card balance | Passenger |
| Passenger wants to rate the facilities and services of the BGC Bus and provide a feedback | Travel details, rating, feedback | Passenger | Rate and provide feedback | Rating and feedback | Employee |
| Passenger wants to inquire about the congestion of passengers on a bus stop | Travel details | Passenger | View congestion status | Congestion status | Passenger |
| Manager wants to generate a report about the BGC Bus. | Report request | Manager | Generate report | Report | Manager |