Get to know *Automatic Fixes for Recurring Rides*

What's new?

We're excited to introduce a powerful behind-the-scenes update that makes managing recurring rides easier and more efficient. This feature automatically validates and fixes recurring rides whenever you make a relevant rider profile or service change, **saving your team valuable time and reducing manual effort**.

Previously, when trying to resolve "Unserviceable" rides, your team had to 1) make the necessary update to your service or a rider's profile and then 2) remember to "Retry" impacted recurring rides to restore their Booked status. Our system is now much smarter. Instead of waiting for a manual action, it will now use **event-based triggers** to check if these rides should still be "Unserviceable" and restore to "Booked" when appropriate.

How it works:

Filter by the "Unserviceable" Ride Status, and Status Reason, on the Bookings or Rider Management Page

Most of these rides will be Unserviceable due to intentional changes by your team. However, we know mistakes happen! Did someone accidentally make a change to service hours, eligibility dates, or special days? This view provides the visibility to identify any potential mistakes.

As part of this change, we've also added more detailed Unserviceable status reasons.

Make the necessary change

Did someone accidentally create a special day on the wrong day? Remove the special day in Remix Self-Service Service Design. (or submit a support ticket to have your PSM help with this if you don't yet have access to Remix Self-Service Service Design). Did a team member accidentally shorten a rider's eligibility dates? Extend them in Rider Management.

Once you make this fix, the previously Unserviceable rides will all immediately be restored and return to their Booked status, without any additional action. This means, no need to remember which rides were impacted and going back to Rider Management or the Booking Page to click "Retry" - saving you time and reducing the risk of forgetting this step!

Keep in mind:

- If you make a change that would cause current rides on the plan to become Unserviceable, these rides will not be impacted and will remain Booked, as we don't want to disrupt live service. Only new recurring rides, not yet on the plan, will become Unserviceable.
- Reminder: To stay ahead and ensure a smooth experience for both operators and riders, we recommend regularly reviewing Unserviceable rides—daily or weekly, depending on your service size. This proactive approach gives you ample time to take action well before the scheduled ride date.
- Need a quick reminder on Unserviceable Recurring Rides?
  📄 Partner Explainer: Enhanced Visibility into Unserviceable Recurring Rides

Next Steps

We'll start rolling out this feature within the next few weeks. Our goal is to build software that meets your needs, so please share your feedback on this feature as you begin to use it. We'd love to hear your thoughts!