



Get to know *Rider App Version 4.20*.

What's new?

The latest version of the Via Rider app brings a host of improvements that make it easier and more delightful to ride public transit. From faster ride booking, to a more user-friendly ticket wallet, to accessibility improvements, and beyond, we're helping everyone get on board, faster.

New to 4.20

- Bug fixes and usability improvements
- Accessibility improvements
- Faster and Easier Booking
 - [Home screen Improvements](#)
 - [Address Search Screen Improvements](#)
- [Smarter, sleeker service selector](#)

Quality and Excellence

Providing a high-quality experience for app users is always top of mind. This version of the app addresses many bugs and issues that require frequent support. Smoother app experiences mean happier riders.

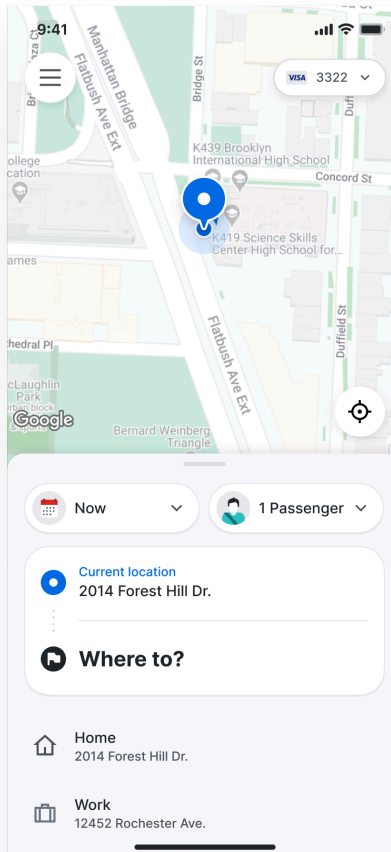
Home Screen Improvements make booking rides easier than ever.

Two UI changes make the booking flow more intuitive for riders:

1. Riders told us that it was too easy to miss the “now or later” scheduling buttons, so we’re making this button more visible, and moving it so it’s higher on the screen. You can’t miss it!



2. Additionally, the Home screen will now both highlight the pickup and dropoff address search bar, which will make booking rides for a later day and/or time easier.



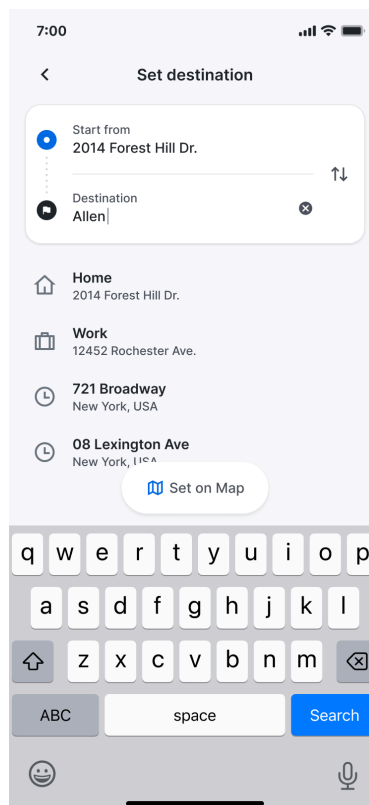
The updated Home screen. The "Now" button is located above the Address Search bars. The Address search bar includes both the pickup and dropoff search bar immediately from the Home screen



Address Search Screen Improvements help riders find the right address, fast.

We're also making it easier for riders to enter their pickup and dropoff addresses. These small changes will make a big difference:

1. The option to "Set address on Map" is now always visible, reducing the need to scroll.
2. The app will now show "smart suggestions", which change as riders begin to enter an address. The suggestions are based on Favorites (e.g., "home", "work"), Recent addresses (recently entered destinations), POIs (places your service highlights in the app), and Google suggestions.

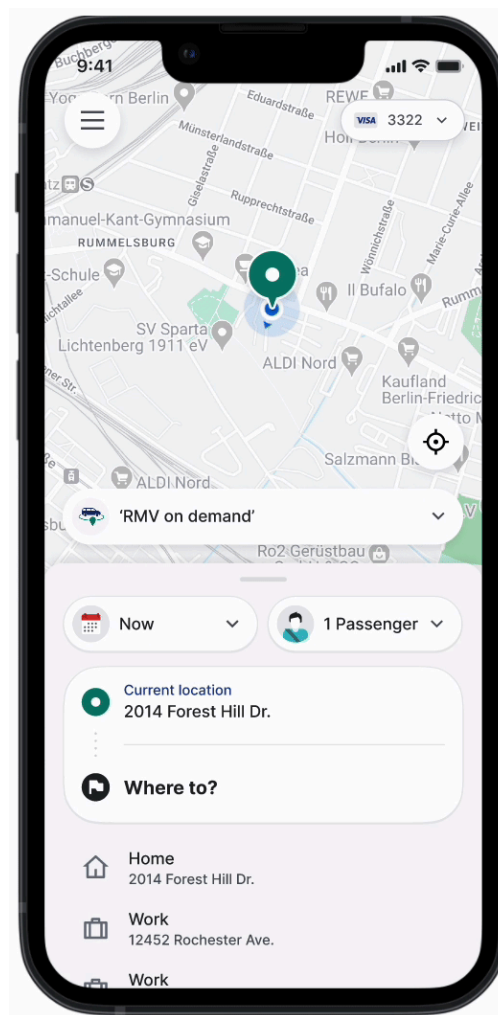


The updated Address Search bars and address suggestions. Favorites, "Home" and "Work", are shown at the top of the list, followed by recent addresses. The rider can scroll further down the list for more suggestions or click the "Set on Map".



Smarter, sleeker Service Selector lets you support more services from the Via Rider App.

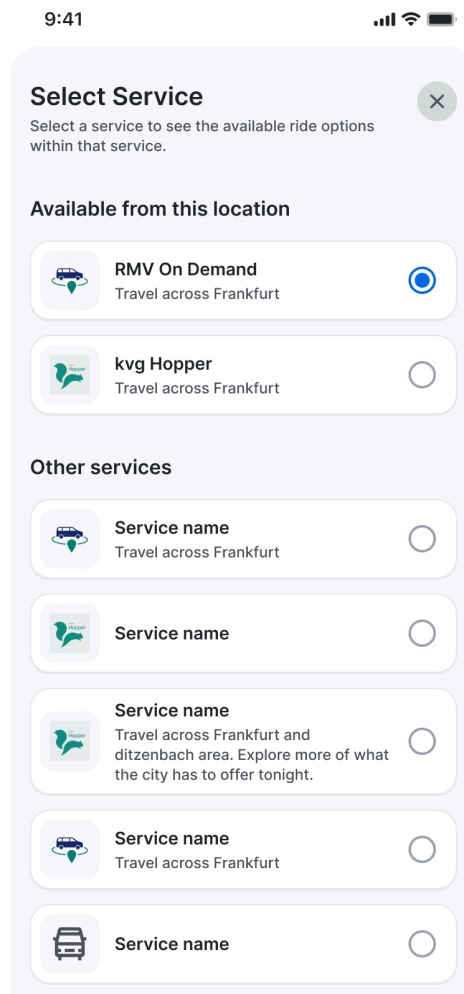
The Service Selector lets riders choose which subservice (paratransit, microtransit for example) they want to take. We've made it more helpful in the following ways:



1. **New design Improved UI** – Riders can now switch services via a sleek, easy-to-access controller under “My Location.” The selector expands for better visibility and usability.
2. **Unlimited services.** The selector can now handle more than 5 services - so the Rider App can handle the most complex service needs.



3. **Location-Based Suggestions** – On first app launch and when opening the selector, riders will see the most relevant services based on their current location at the top of the list.
4. **Service Memory** – The app remembers the last selected service, so riders don't have to reselect it on every app launch.
5. **Out of Zone (OOZ) Experience** – If the selected pin is outside a service zone, the selector will be made larger. Riders can then open it and browse available services in the select area.



Custom Service Logos & Default Icons

- **New Customization Options** – Each service can now have a unique name and logo, moving beyond predefined icons.



- **Automatic Icon Updates** – For existing multi-service setups, the old "microtransit" magnifying glass icon will automatically switch to the "van" icon.

Note: When riders upgrade the app, their previously selected service will already be pre-selected for them when they launch the new version of the app.

Next Steps

Please share your feedback on this version as you begin to use it and as you begin to hear from riders. We'd love to hear your thoughts.