



## Get to know *Enhanced Visibility into Unserviceable Recurring Rides*

### What's new?

#### Actionable Visibility into Recurring Rides Impacted by Service or Rider Changes

In live operations, changes to your service design or to an individual rider's profile happen. Sometimes a change to service hours or a rider's eligibility means a recurring ride becomes "unserviceable" between when the ride is booked and when it occurs. This new feature makes it possible to quickly identify rides affected by these changes. This visibility empowers you to know which rides were impacted, why, and then easily take the action needed on those rides — whether to adjust, reinstate, or discontinue them.

### How it works:

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

Did your service hours or supported zones recently change? Does your service have an upcoming holiday closure? Did a rider's eligibility dates expire, but they still have an on-going recurring ride?

Now you'll be able to easily see the impact of these operational changes on prebooked recurring rides.

- On the Bookings Page, filter by the new "Unserviceable" to see all rides
- Then, filter further by the specific reason a recurring ride became "Unserviceable", for example eligibility dates, out of service hours, out of zone, and more.



The screenshot shows the VIA Bookings Management interface. At the top, there's a search bar for 'Search VOC' and a date range filter for '04/18/2025 - 05/18/2025'. A filter for 'Unserviceable' is applied. A dropdown menu is open, showing various status options: Select All, Waitlisted, Pending, Booked, Cancelled, Error, No Ride, On the way, Boarded, Completed, No show, and Unserviceable (which is checked).

Request ID	Rider	Status	Service
34272086	C	Unserviceable	Paratransit
34291102	D	Unserviceable	Microtransit
34291108	D	Unserviceable	Microtransit
34291114	D	Unserviceable	Microtransit
34291120	D	Unserviceable	Microtransit
34291121	D	Unserviceable	Microtransit
34291133	D	Unserviceable	Microtransit

You can now filter by the new "Unserviceable" status on the Bookings and Rider Management page.

The screenshot shows the VIA Bookings Management interface with a more refined filter. The 'Unserviceable status reason' dropdown is open, showing options: Select All, Inactive rider, Eligibility date expiration, Service hours change, Service zones change, Service-level holiday/special day, Existing booking overlap, and Other. The 'Eligibility date expiration' option is selected.

Request ID	Rider name	Phone number	Request	Unserviceable status reason	Status
34272086	C	+1 807 978 6428	3701 Tret... → 1730 El...	Inactive rider	Unserviceable
34291102	D	+1 824 988 7127	1942 Mea... → 9W95+	Eligibility date expiration	Unserviceable
34291108	D	+1 824 930 2823	6504 Van... → 3701 Or...	Service hours change	Unserviceable
34291114	D	+1 824 977 6775	5304 Kris... → 1505 Le...	Service zones change	Unserviceable
34291120	D	+1 824 729 3222	240 Clifto... → 5000 Belle Ter, Bakersfie...	Service-level holiday/special day	Unserviceable
34291121	D	+1 824 932 7525	1942 Meadowood Ct, Bak... → 9W95+5C Bakersfield, C...	Existing booking overlap	Unserviceable
34291133	D	+1 824 330 7158	240 Clifton St, Bakersfield, ... → 5000 Belle Ter, Bakersfie...	Other	Unserviceable

You can further refine your search by filtering by the specific reason why a ride became "Unserviceable", for example, you can filter by "Eligibility date expiration" to see all rides that are Unserviceable due to the rider's eligibility dates expiring.



## Hover or click expand for more information

In addition to filtering, you can hover on the “Unserviceable” ride status or expand the ride to see **why** the ride has become “Unserviceable”. For example, you might see that this ride has become “Unserviceable” because of a recent change to service hours, and/or because a rider’s eligibility dates have expired.

The screenshot shows the 'Bookings' page with a table of ride requests. A tooltip is displayed over the 'Unserviceable' status of a ride, providing the reason: 'Unserviceable due to: change in service hours. To reinstate this ride, resolve the issue and click: "Retry" — or cancel if no longer needed.'

Reques...	Request ID	Rider name	Phone number	Requested pickup / dropoff	Serv...
Apr 26, Satu... Depart at 7:10 PM	34272086	C [Name]	+1 567-878-6425	3701 Tretorn Ave, Bakersfie... → 1730 Elizworth St, Bakers...	Paratransit Unserviceable

**Details**

Passengers:	Request ID:	Booking date:	Booked by:
1 (1 Me)	34272086	04/10/2025 8:54 AM	Admin

Unserviceable status reason:  
Service hours change

*Hover or expand to see the reason this ride is “Unserviceable”*

## Take Actions

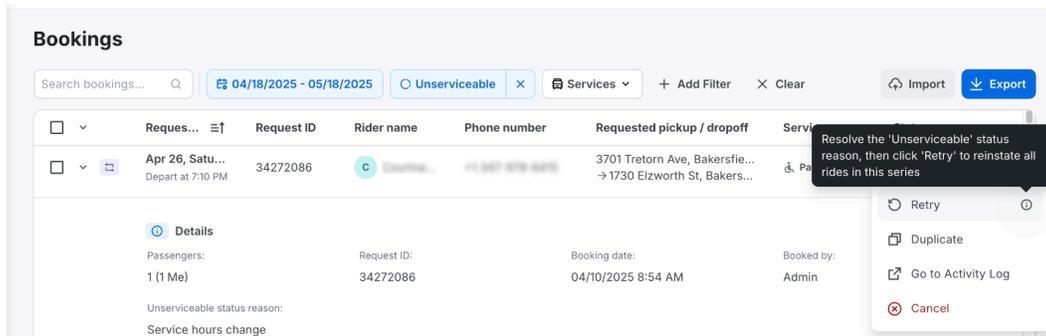
Once you know the reason(s) a ride is “Unserviceable”, you can then easily take action on those rides.

Want to give a rider more time to renew their eligibility and still serve their rides in the meantime? Extend the rider’s eligibility dates, then click “Retry” on the impacted Recurring Ride Series to reinstate these rides.

**Note:** if there are major operational changes that mean a large amount of rides are being rendered Unserviceable, you should coordinate with internal team members to understand the cause of these changes. Other tools are available to make bulk cancellations if needed. For example:

- Don’t want to serve the recurring rides on a holiday? You can easily bulk cancel rides on a holiday from the Bookings page.

No longer want to serve rides that don’t meet your new service hours? Go to the rider’s Rider Management page to cancel all of their future rides in this series.



You can resolve the issue and then “Retry”, or cancel the ride if you no longer wish to serve it

## Keep in mind:

- 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.

## 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!