



# 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.



DEVbkr00 | Bookings (Demo mode) Search VOC 8:34 AM

### Bookings

Search bookings... 04/18/2025 - 05/18/2025 Unserviceable Services + Add Filter Clear Import Export

<input type="checkbox"/>	Reques...	Request ID	Rider	Status	Address pickup / dropoff	Service	Status
<input type="checkbox"/>	<a href="#">Apr 26, Satu...</a> Depart at 7:10 PM	34272086	<span>C</span>	<div><input type="text" value="Search"/> <input type="checkbox"/> Select All <input type="checkbox"/> Waitlisted <input type="checkbox"/> Pending <input type="checkbox"/> Booked <input type="checkbox"/> Cancelled <input type="checkbox"/> Error <input type="checkbox"/> No Ride <input type="checkbox"/> On the way <input type="checkbox"/> Boarded <input type="checkbox"/> Completed <input type="checkbox"/> No show <input checked="" type="checkbox"/> Unserviceable</div>	orn Ave, Bakersfie... Izworth St, Bakers...	Paratransit	<span>Unserviceable</span>
<input type="checkbox"/>	<a href="#">Apr 28, Mon...</a> Depart at 12:00 ...	34291102	<span>D</span>		adowood Ct, Bak... -5C Bakersfield, C...	Microtransit	<span>Unserviceable</span>
<input type="checkbox"/>	<a href="#">Apr 28, Mon...</a> Depart at 12:00 ...	34291108	<span>D</span>		icouver Dr, Bakers... ra Vista Ave, Bake...	Microtransit	<span>Unserviceable</span>
<input type="checkbox"/>	<a href="#">Apr 28, Mon...</a> Depart at 12:00 ...	34291114	<span>D</span>		ata St, Bakersfield,... ongway Ln, Baker...	Microtransit	<span>Unserviceable</span>
<input type="checkbox"/>	<a href="#">Apr 28, Mon...</a> Depart at 12:00 ...	34291120	<span>D</span>		on St, Bakersfield, ... elle Ter, Bakersfie...	Microtransit	<span>Unserviceable</span>
<input type="checkbox"/>	<a href="#">Apr 28, Mon...</a> Depart at 12:00 ...	34291121	<span>D</span>		adowood Ct, Bak... -5C Bakersfield, C...	Microtransit	<span>Unserviceable</span>
<input type="checkbox"/>	<a href="#">Apr 28, Mon...</a> Depart at 12:00 ...	34291133	<span>D</span>		on St, Bakersfield, ... elle Ter, Bakersfie...	Microtransit	<span>Unserviceable</span>

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

DEVbkr00 | Bookings (Demo mode) Search VOC 8:34 AM

### Bookings

Search bookings... 04/18/2025 - 05/18/2025 Unserviceable Services Unserviceable status reason Import Export

<input type="checkbox"/>	Reques...	Request ID	Rider name	Phone number	Requeste	Unserviceable status reason	Status
<input type="checkbox"/>	<a href="#">Apr 26, Satu...</a> Depart at 7:10 PM	34272086	<span>C</span>	<span>3701 Tret...</span> → 1730 El...	<div><input type="checkbox"/> Select All <input type="checkbox"/> Inactive rider <input type="checkbox"/> Eligibility date expiration <input type="checkbox"/> Service hours change <input type="checkbox"/> Service zones change <input type="checkbox"/> Service-level holiday/special day <input type="checkbox"/> Existing booking overlap <input type="checkbox"/> Other</div>	<span>Unserviceable</span>	
<input type="checkbox"/>	<a href="#">Apr 28, Mon...</a> Depart at 12:00 ...	34291102	<span>D</span>	<span>1942 Mea...</span> → 9W95+		<span>Unserviceable</span>	
<input type="checkbox"/>	<a href="#">Apr 28, Mon...</a> Depart at 12:00 ...	34291108	<span>D</span>	<span>6504 Van...</span> → 3701 O...		<span>Unserviceable</span>	
<input type="checkbox"/>	<a href="#">Apr 28, Mon...</a> Depart at 12:00 ...	34291114	<span>D</span>	<span>5304 Kris...</span> → 1505 L...		<span>Unserviceable</span>	
<input type="checkbox"/>	<a href="#">Apr 28, Mon...</a> Depart at 12:00 ...	34291120	<span>D</span>	<span>240 Clifton...</span> → 5000 Belle Ter, Bakersfie...	Microtransit	<span>Unserviceable</span>	
<input type="checkbox"/>	<a href="#">Apr 28, Mon...</a> Depart at 12:00 ...	34291121	<span>D</span>	<span>1942 Meadowood Ct, Bak...</span> → 9W95+5C Bakersfield, C...	Microtransit	<span>Unserviceable</span>	
<input type="checkbox"/>	<a href="#">Apr 28, Mon...</a> Depart at 12:00 ...	34291133	<span>D</span>	<span>240 Clifton St, Bakersfield, ...</span> → 5000 Belle Ter, Bakersfie...	Microtransit	<span>Unserviceable</span>	

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' section of the VIA system. It includes a search bar, filters for dates (04/18/2025 - 05/18/2025) and status (Unserviceable), and a table of bookings. One booking is highlighted with a tooltip explaining the 'Unserviceable' status.

Reques...	Request ID	Rider name	Phone number	Requested pickup / dropoff	Service	Status
Apr 26, Satu... Depart at 7:10 PM	34272086	C... +1 360-878-8475	3701 Tretorn Ave, Bakersfie... → 1730 Elizworth St, Bakers...	Paratransit	Unserviceable	

**Details**

Passengers: 1 (1 Me)

Request ID: 34272086

Booking date: 04/10/2025 8:54 AM

Booked by: Admin

Unserviceable status reason: Service hours change

Unserviceable due to: change in service hours. To reinstate this ride, resolve the issue and click "Retry" — or cancel if no longer needed.

*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.



**Bookings**

Search bookings... 04/18/2025 - 05/18/2025 Unserviceable Services + Add Filter X Clear Import Export

Reques...	Request ID	Rider name	Phone number	Requested pickup / dropoff	Service
Apr 26, Satu... Depart at 7:10 PM	34272086	C [Unserviceable]	+1 347-878-8472	3701 Tretorn Ave, Bakersfie... → 1730 Elzworth St, Bakers...	Service

**Details**

Passengers: 1 (1 Me)

Request ID: 34272086

Booking date: 04/10/2025 8:54 AM

Booked by: Admin

Unserviceable status reason: Service hours change

Resolve the 'Unserviceable' status reason, then click 'Retry' to reinstate all rides in this series

Retry Duplicate Go to Activity Log Cancel

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!