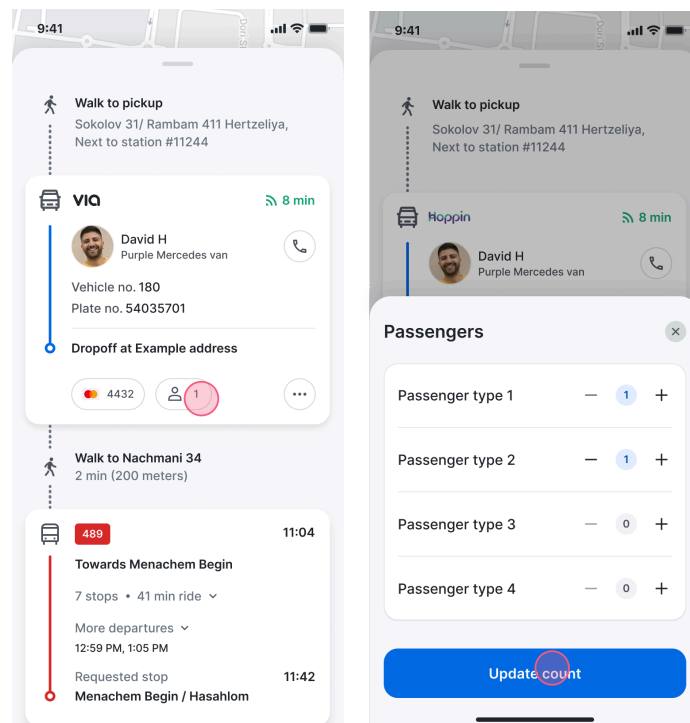# Riders can now *Edit Passenger count while waiting for their ride*

What's new?

Riders can now modify the passenger count or type after they've booked their ride (and while waiting for their vehicle to arrive). This means they can now seamlessly adjust their party size or passenger type without disrupting their ongoing journey.
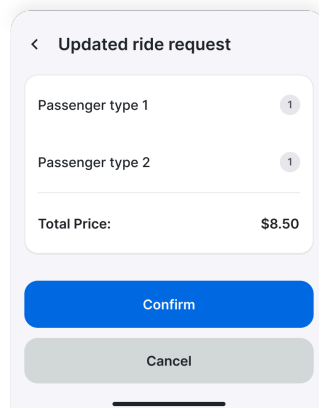
How it works:

Riders can modify passenger details directly from the "Wait For Ride" screen, the screen when riders see the live location of the vehicle on the app. This includes adjusting the passenger count or type (e.g., student, child)
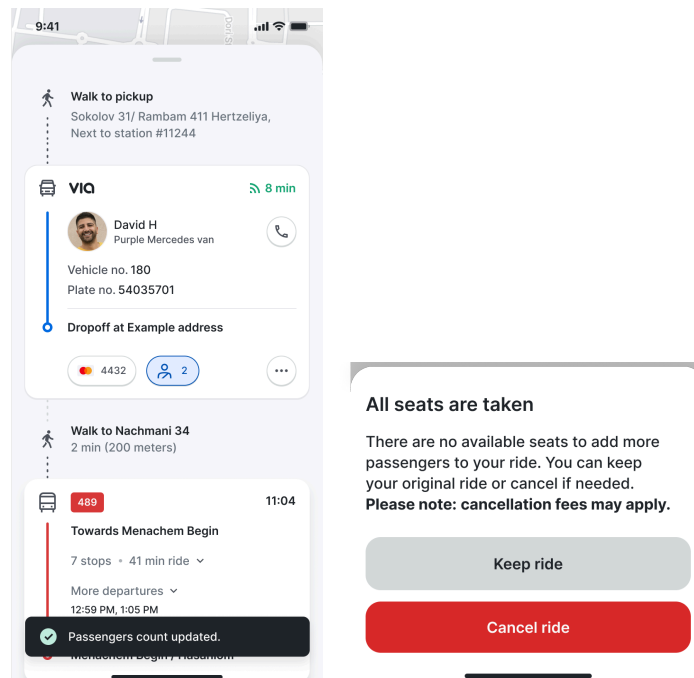

"Wait for ride" screen

The Via system automatically verifies seat availability and recalculates the fare if necessary.

Once the rider confirms the change, their ride details are updated in the app and automatically displayed in the driver app.

If the Via system *cannot* accommodate the change, the rider will be notified and given the choice to keep the ride as is or cancel it.

Keep in mind:

This feature requires riders to have the latest app version (4.22), scheduled to be released in the next 2-3 weeks.

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!