

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:

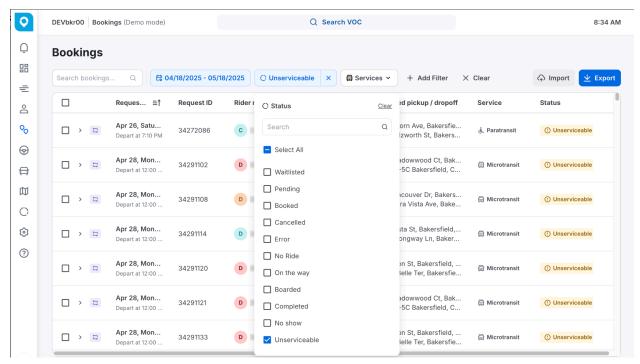
Filter by the New "Unserviceable" Ride Status, and Status Reason, on the Bookings or Rider Management Page

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?

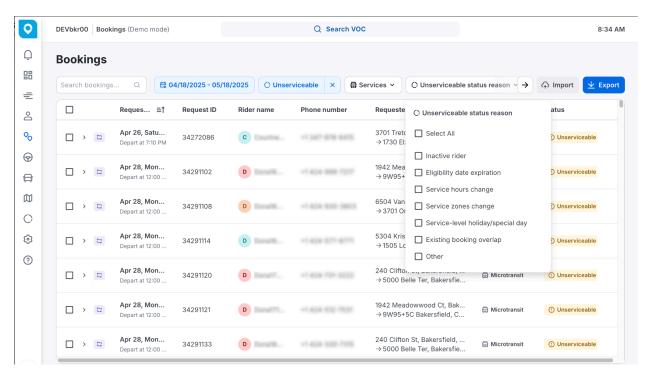
Now you'll be able to easily see the impact of these operational changes on prebooked recurring rides.

- 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.





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

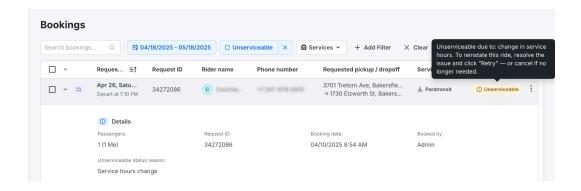


You can further refine your search by filtering by the specific reason why a ride became "Unserviceable", for example, you can filter by "Eligibility date expiration" to see all rides that are Unserviceable due to the rider's eligibility dates expiring.



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.



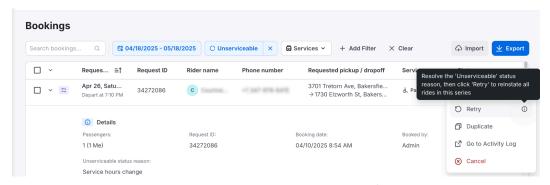
Hover or expand to see the reason this ride is "Unserviceable"

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.

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!