

Get to know the new **Conditional Eligibility** updates

What's New?

You will see if a rider is eligible for a specific service and under what conditions. You can find this information on the Rider Management Page for each rider, by going to the “Account” tab and looking at the “Eligibility” section, and this information is also visible while booking a ride in the VOC for the rider. In this way, you will not have to toggle between different pages in the VOC but have all the information you need on the Book Ride Page.

Additionally, a report in the VOC Analytics menu item will become available specifically showing information about Rider Eligibility and will include the Rider ID, eligibility start and end date + Eligibility Status. When relevant, this will also include the Eligibility Type, Conditions & Notes.

The screenshot shows the 'Rider Management' interface. At the top, there's a 'Rider Management' header and a 'Search VOC' bar. Below this, there are tabs for 'Rides' and 'Account', with 'Account' being the active tab. On the right, there's a 'Request a Ride' button. The main content area is divided into two columns. The left column shows the rider's profile for 'Lauren Test' (Rider ID: 18776), including contact details and payment information. The right column is titled 'Request ride' and contains a 'Conditional eligibility' section. This section shows 'Seasonal' eligibility with a note: 'Eligible for door to door rides from December to April'. Below this is a 'Routing' section with fields for 'Requested pickup' and 'Requested dropoff', both set to 'Select ...'. There are also fields for 'Pickup notes' and 'Dropoff notes', both set to 'Type Here...'. At the bottom of the routing section is a 'Clear Details' button. To the right of the routing section is a map showing the service area, which is outlined in blue. The map includes labels for various locations like Famoso, Shafter, Oildale, Bakersfield, East Niles, Kayandee, Wible Orchard, Lamont, Weedpatch, and Arvin. A 'Next' button is located at the bottom right of the routing section.

Showing Conditional Eligibility in the Book Ride Page

How it Works

When creating or editing a Rider Account, you will be able to toggle on or off the specific services the rider will be eligible for (for instance, “microtransit” and “paratransit”) and insert the Eligibility Dates. For each service, you will now also be able to add specific conditions to the service’ eligibility for the rider.

This means you will have 4 different input fields regarding eligibility for each rider per service

1. Eligibility dates
2. Eligibility type - Conditional, Unconditional, Not Eligible or any Custom options

- a. Interested in showing Custom options? Please create a Zendesk ticket and the Via team will set this up for you!
3. Eligibility conditions - Multi-select field
4. Eligibility condition notes - Free text field

We will describe these 4 fields in detail and give examples on how you can use this to ensure your staff always has the right information to decide if they should book a ride for a rider.

1. Eligibility dates

Below each service you can add dates for when the rider is eligible. During these dates, an Agent or Dispatcher can book rides for the rider for that service - or the rider can book rides for themselves in the Rider App. When the dates have expired, it is no longer possible to book rides for this particular service

- Note that VOC users & Riders can only book rides within the Eligibility dates, but they can also only book rides for days that are within the Eligibility dates
- An example: Rider John has Paratransit eligibility from 10/01/2024 until 11/01/2024. On 09/30/2024 the rider, nor a VOC user, can book a ride for John that is scheduled for 10/01/2024

2. Eligibility type - Conditional or Unconditional

- When selecting Unconditional, the rider will always be eligible for this specific service (unless an Agent changes this).
- When selecting Conditional, the Via system will display more information about the conditionality through the “Eligibility conditions” and “Eligibility conditions notes” fields.

The screenshot shows the 'Create Rider' form with the 'Services' tab selected. Under 'Services', 'Mauntain-Line' is disabled and 'Paratransit' is enabled. Below the services, the 'Eligibility type' dropdown is open, showing 'Unconditional' (selected) and 'Conditional'. The 'Eligibility service dates' field is empty, with a placeholder 'dd/mm/yyyy' and a calendar icon. A 'Next' button is at the bottom right.

Setting the Eligibility type & Eligibility dates for a rider, in this example for the “Paratransit” service

3. Eligibility conditions - Multi-select

Several types of Eligibility conditions can be selected to show Agents and Dispatchers in the VOC exactly when or why a rider is (in)eligible for a service. An example could be “Day Center” for the “Paratransit” service; the rider will be eligible for Paratransit rides when requesting a ride to or from the Day Center. You can choose Eligibility conditions from a drop down menu that includes default options. If you want to add additional custom options, please let the Via team know by submitting a Zendesk ticket.

4. Eligibility condition notes - Free text field

Do you need to add any other context for a rider's (conditional) eligibility that your Agents and Dispatchers should be aware of? You can add this in the free text field called Eligibility condition notes

The screenshot shows a 'Create Rider' form with a tabbed interface. The 'Services' tab is active, showing a list of services. 'Mauntain-Line' is disabled, while 'Paratransit' is enabled. Under 'Paratransit', the 'Eligibility type' is set to 'Conditional'. The 'Eligibility dates' are '01/07/2024' to '31/07/2026'. The 'Eligibility condition *' field contains three selected conditions: 'Walking distance', 'Weather - Cold', and 'Weather - Hot'. The 'Eligibility notes' field contains a text description of the rider's eligibility for AAR service based on temperature and date.

Create Rider [Close]

Services | Rider Details | Paratransit Rider Details | Contact For Emergency | More ▾

> ♿ Mauntain-Line [Toggle Off]

▾ ♿ Paratransit [Toggle On]

Eligibility type: Conditional ▾

Eligibility dates: 01/07/2024 | 31/07/2026 [Calendar Icon]

Eligibility condition *

Walking distance × Weather - Cold × Weather - Hot × ▾

Eligibility notes

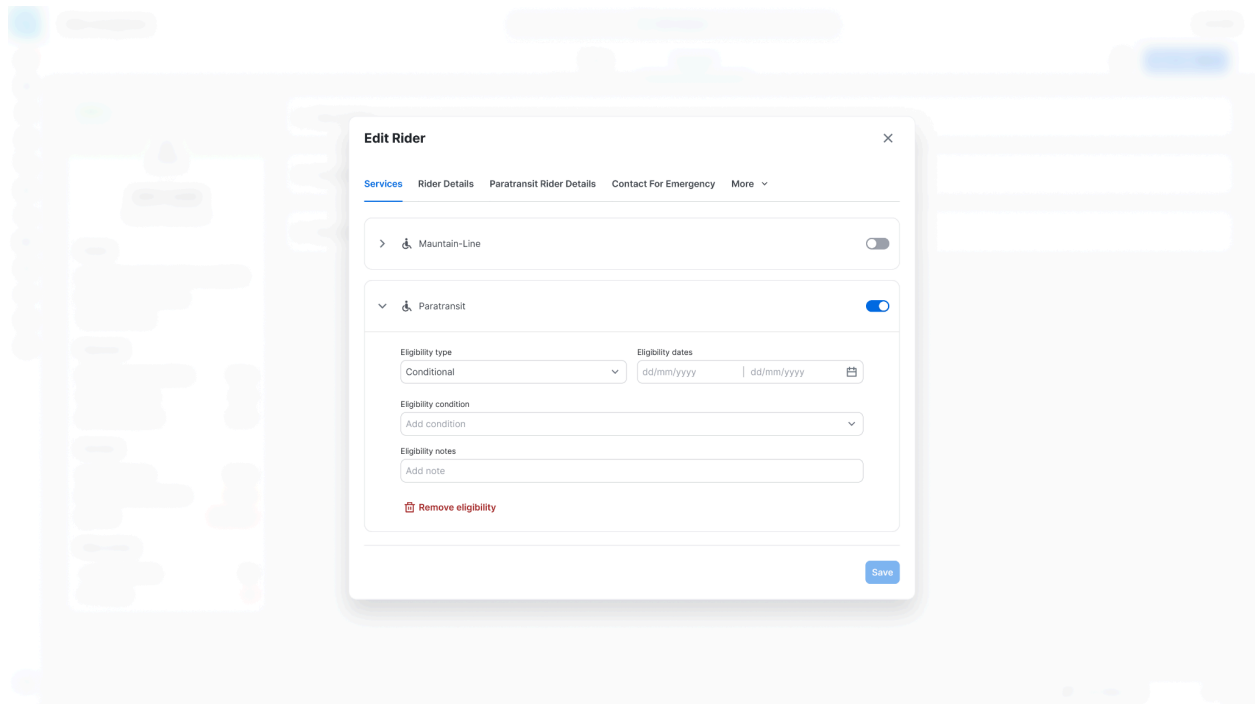
Upon verification, the rider is eligible for AAR service. They can travel within their borough during extreme temperatures (39°F or below from Dec 1-Mar 31 and 90°F or above from Jul 1-Aug 31). They may also travel between boroughs if no service is available

[Next]

Setting the Eligibility Condition and added additional Eligibility notes on the “Paratransit” service of the Rider Account. Note that the “Eligibility condition” field is only shown when the Eligibility type is set as “Conditional”

Please note that Eligibility Conditions are not enforced by the Via system automatically. If an Agent or Dispatcher decides to book a ride for the Rider that goes against the information displayed in the Conditional Eligibility, the Via system will not block users from doing this.

Do you want to edit or delete specific Eligibility information at a Riders account? This can be done by editing the Rider account on the Rider Management Page



Removing eligibility on the “Edit Rider” screen, accessible from the Rider Management Page

What’s next

Are you interested in turning on this feature for your service? Please let your Partner Success manager know!