



Get to know *Service Design*.

What's new?

We're excited to introduce **Service Design**: a new map-based design tool where you can make instant changes to your service dates, hours, and areas that automatically publish to the VOC and Rider App.

Have an event coming up? Crazy weather forecasted the weekend? You won't need Via support to make an update, you'll be able to do it yourself in clicks!

Service Design unlocks clear visualization of your service and the ability to make instant changes that go live with riders in minutes.

The highlights:

- See your service—and how riders can move through it—on a map
- Manage and update service hours
- Create special dates or service exceptions
- Edit zone boundaries
- Add, edit, or delete stops
- Set a distance cap for microtransit trips (**early access**)

How it works:

Service Design is powered by leading transit planning software, [Remix by Via](#) and integrated seamlessly into the VOC.

Remix is an intuitive, map-based platform that makes it easy to plan and optimize transit services. Now, you'll get to access Remix directly from your VOC navigation bar and open Service Design to start making updates in real-time.

To get started follow the steps below.

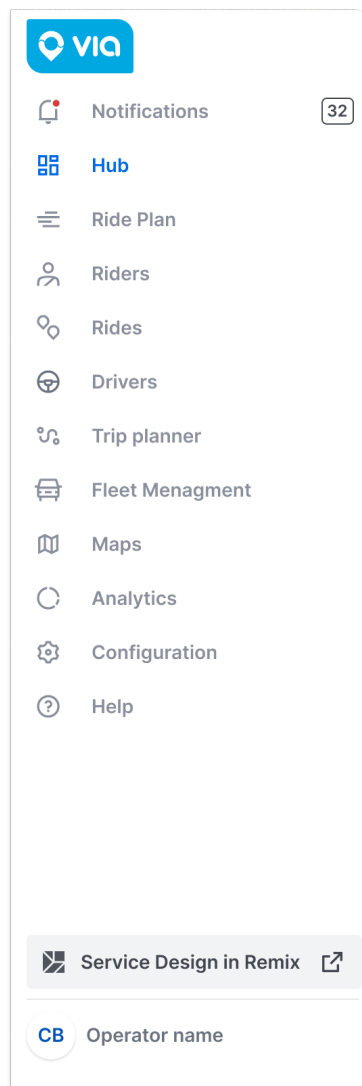
1. Open Service Design from the VOC.

To access Service Design, click on "Service Design in Remix" in your navigation menu. This will take you straight to your Service Design homepage where you can view and



update your service details. If you are unable to access your Service Design homepage, please submit a ticket to get access.

Note: If Service Design doesn't open, it may be due to a pop-up blocker. To fix this, make sure to allow pop-ups from this site.



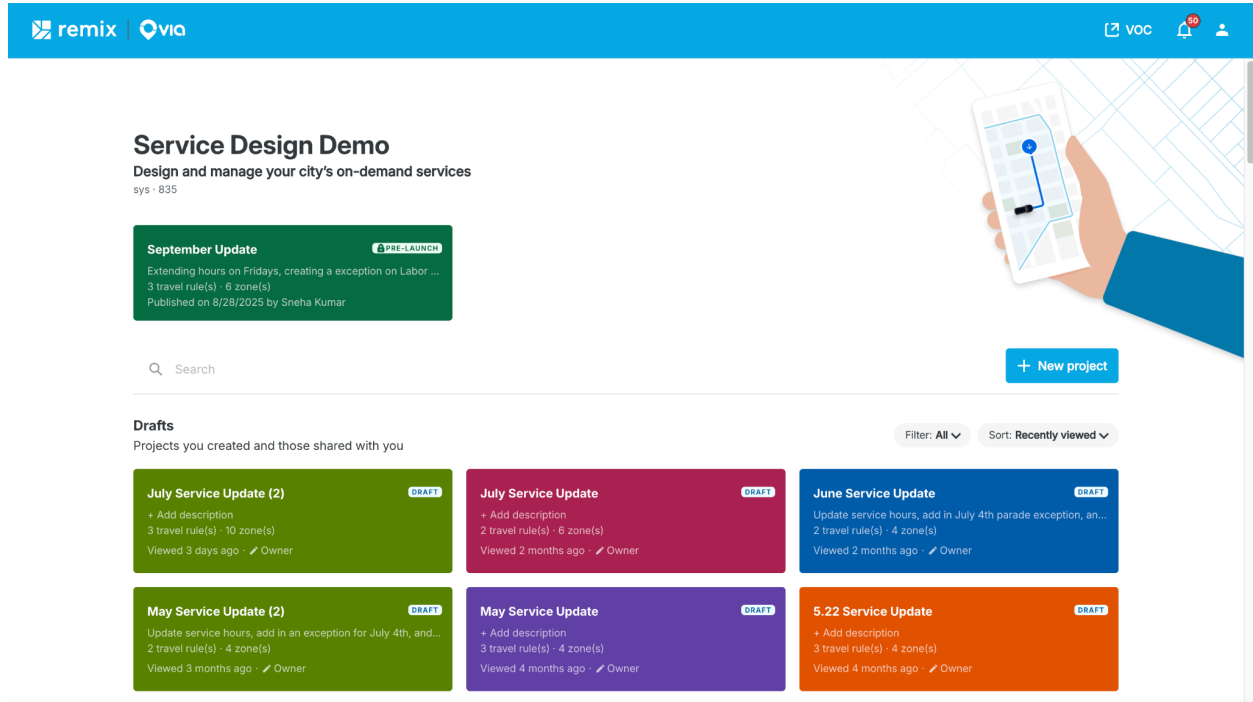
2. Get to know your Service Design homepage.

On your Service Design homepage, you'll see three types of projects:

- **Live** – A read-only, source-of-truth project that reflects your current live service.



- **Draft** – Your personal workspace where you can test and make changes without impacting the live service. When you publish a draft, it overrides the current live project and becomes the new live version.
- **Expired** – Previous live projects that have been replaced. These serve as a version history, so you can track how your service has evolved over time.



3. Review your key service details: zones, travel rules, and stops.

When you open a live (read-only) project or create a draft, you'll see all the key components that define your service—like zones, travel rules, stops, and other settings.

Here's what they mean:

- **Zones** – View all service zones where riders can be picked up and dropped off.
- **Travel Rules** – See how riders can move through different parts of your service during specific hours.

Example: A "Campus Service" travel rule might allow travel within the North Campus zone and between North Campus and Downtown from Monday to Friday, 6 AM to 9 PM.

- **Stops** – View all Via stops where drivers can pick up and drop off riders.



More on travel rules:

Travel rules are made up of two types of trips: **Within zone** and **Between zone** trips.

- **Within zone travel rule**: If the “In” checkbox is selected for a zone, riders can be picked up and dropped off within that same zone. For example, in the first image below, if a rider is picked up in Bayview, they can only be dropped off in Bayview.
- **Between zone travel rule**: Colored circles in the “Between” column mean riders can travel between two different zones. For example, trips can run between Presidio and most other zones.

Click on a zone to see a detailed view of its travel connections. The **travel connection** view will show whether travel between the selected zone and another zone is **one-way** or **two-way**.

Note: Travel rules connections are read-only and cannot be edited. To change how riders are moving within your service, you can submit a zendesk ticket.

Travel connections table (Left Screenshot):

Zone	In	Between
16th St Station	☐	☐
22nd St Station	☐	☐
24th St Station	☐	☐
4th St Station	☐	☐
Bayview	☒	—
Nopa	☒	●●●●●
Presidio	☒	●●●●●
SF General	☐	☐

Zones without connections will be removed

Presidio Detailed View (Right Screenshot):

- ☒ In-zone travel
- ☒ Nopa (Two way)
- ☒ 16th St Station (→ Presidio)
- ☒ 22nd St Station (→ Presidio)
- ☐ Remove from travel rule

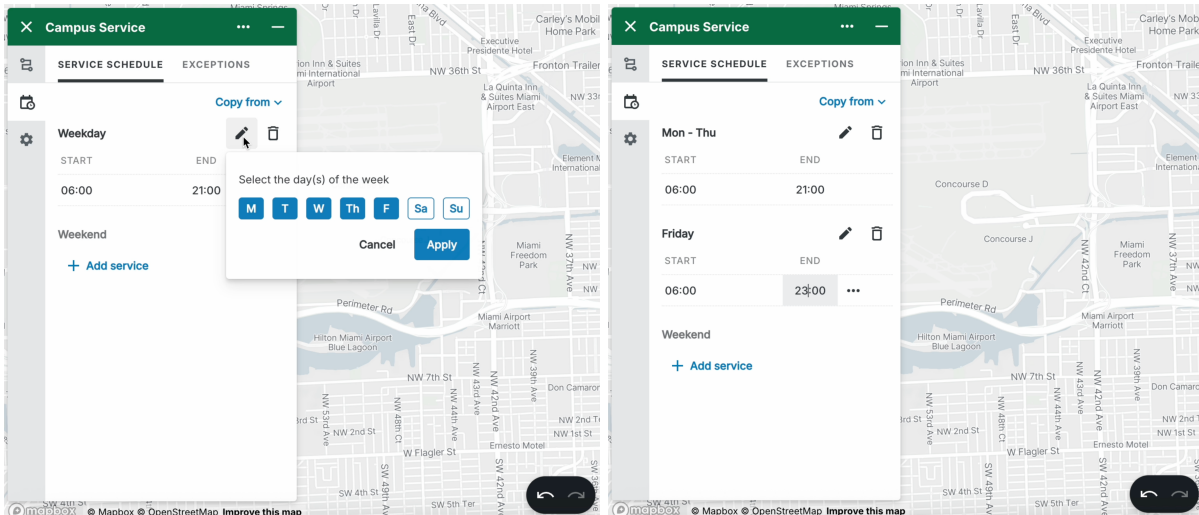
Presidio is also in Paratransit 2025, Campus 2

4. Make changes to your service.

To make changes to your service, start by clicking the “**New Project**” button on your homepage. This will create a draft project. Once you're in the draft, click into an existing travel rule to update settings—like service hours.

Update your service hours.

Let’s imagine you want to extend service on Fridays for Campus Service. Simply select Friday and adjust the hours from 6 AM to 11 PM.

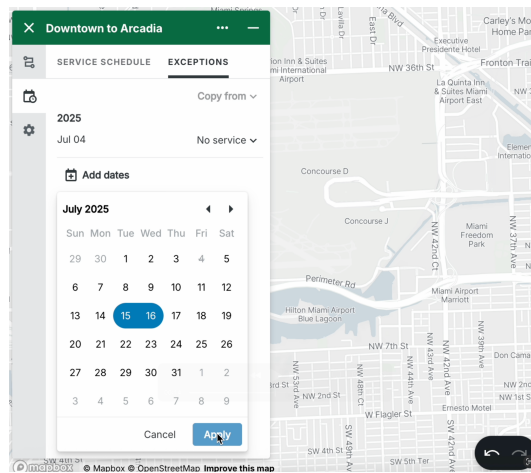


Create special dates.

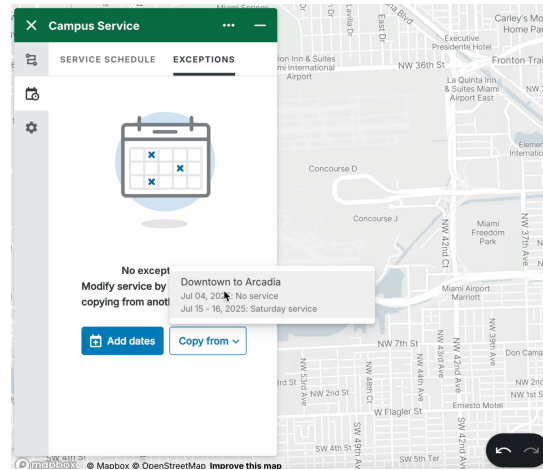
Special dates—also known as service exceptions—are used to adjust your usual service schedule for specific events, like public holidays or local events.

To create a special date:

- Click the Exceptions tab within a travel rule
- Select the day(s) you want to adjust
- Set the specific service hours for that day



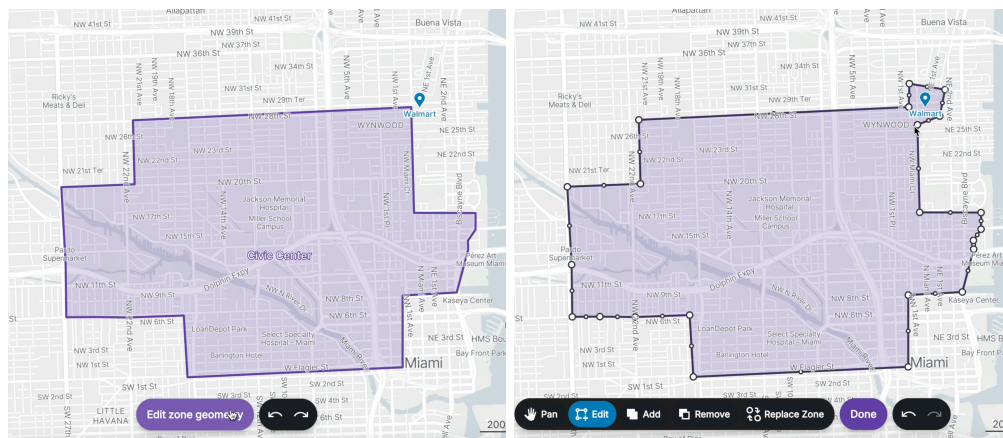
- *Note: Remember to create special dates for each travel rule you'd like to add them to! Use our "copy from" feature to easily add special dates from one travel rule to another.*



Edit existing zone boundaries.

Let's imagine you know there's an assisted living facility just outside your zone boundary where riders frequently request drop-offs. To expand the zone to include this facility, you can:

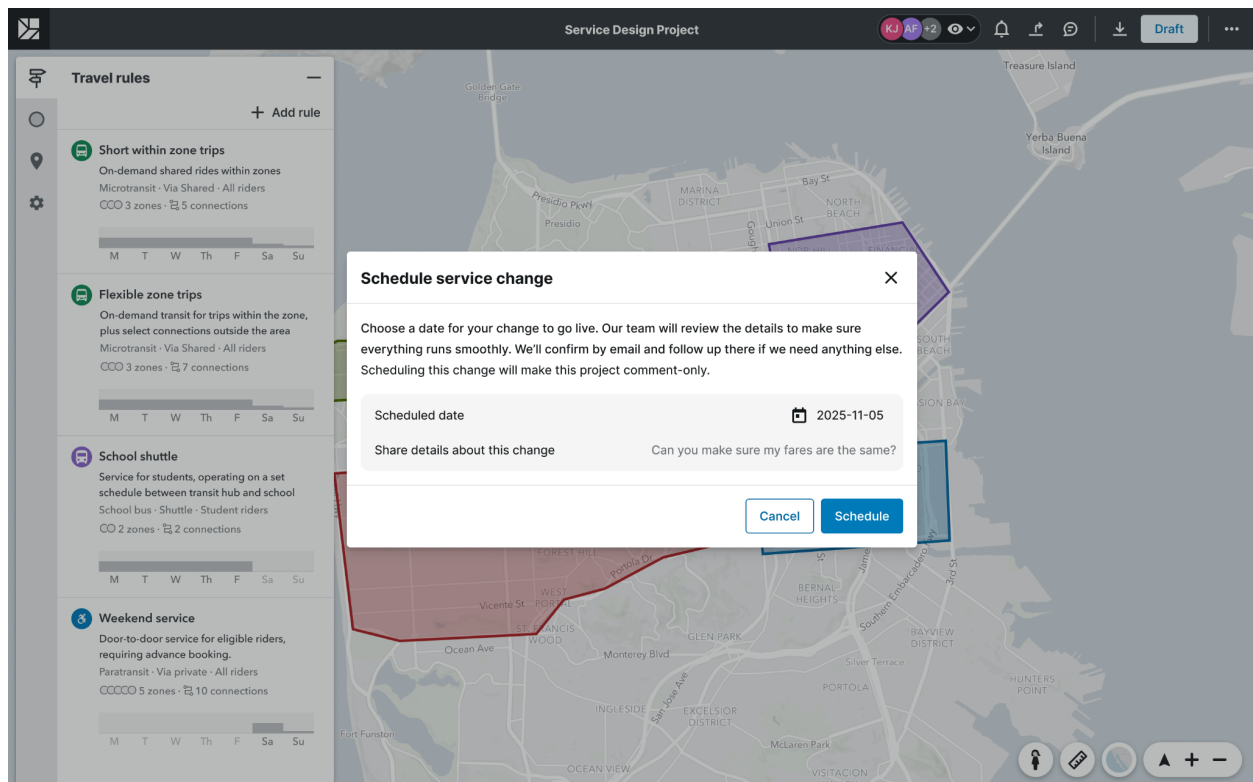
- Select the zone you want to expand
- Click edit zone geometry
- Free-hand draw the zone expansion





If you have simple pricing and data configurations, you can instantly publish your zone change without Via Team review. If your city has different pricing and data configurations **(for example: if you have specific fares in certain parts of your zones)** the Via Team will review your zone edit to ensure your service change is accurate for riders.

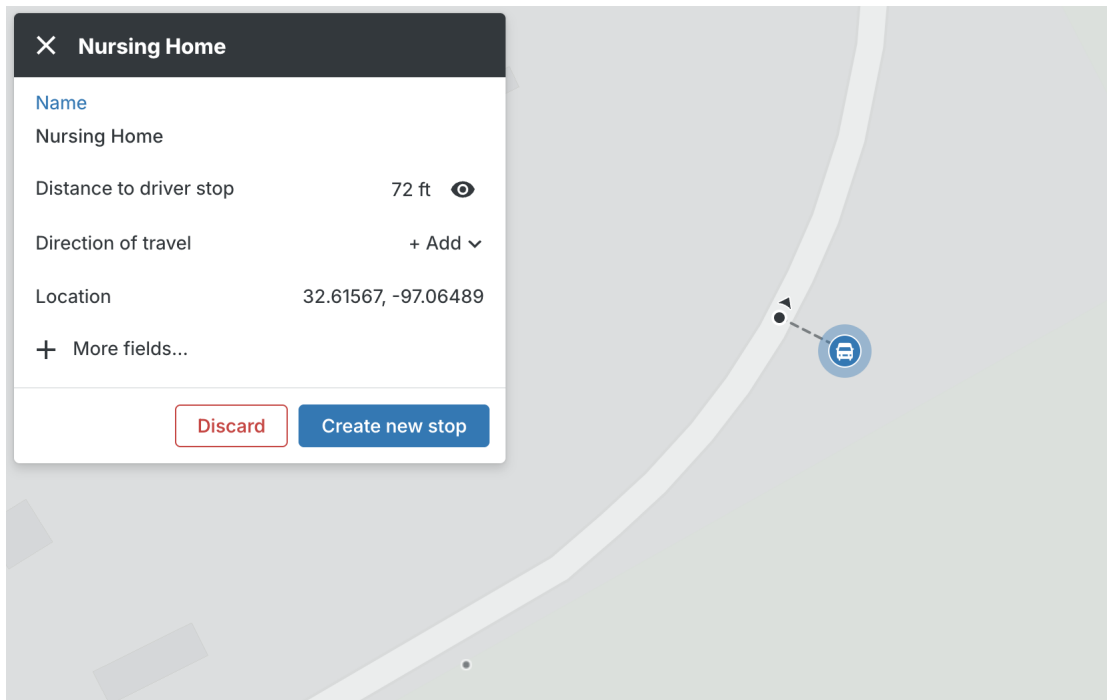
Please allow at least 2 business days for the Via Team to publish your request. We will publish it on your requested date.



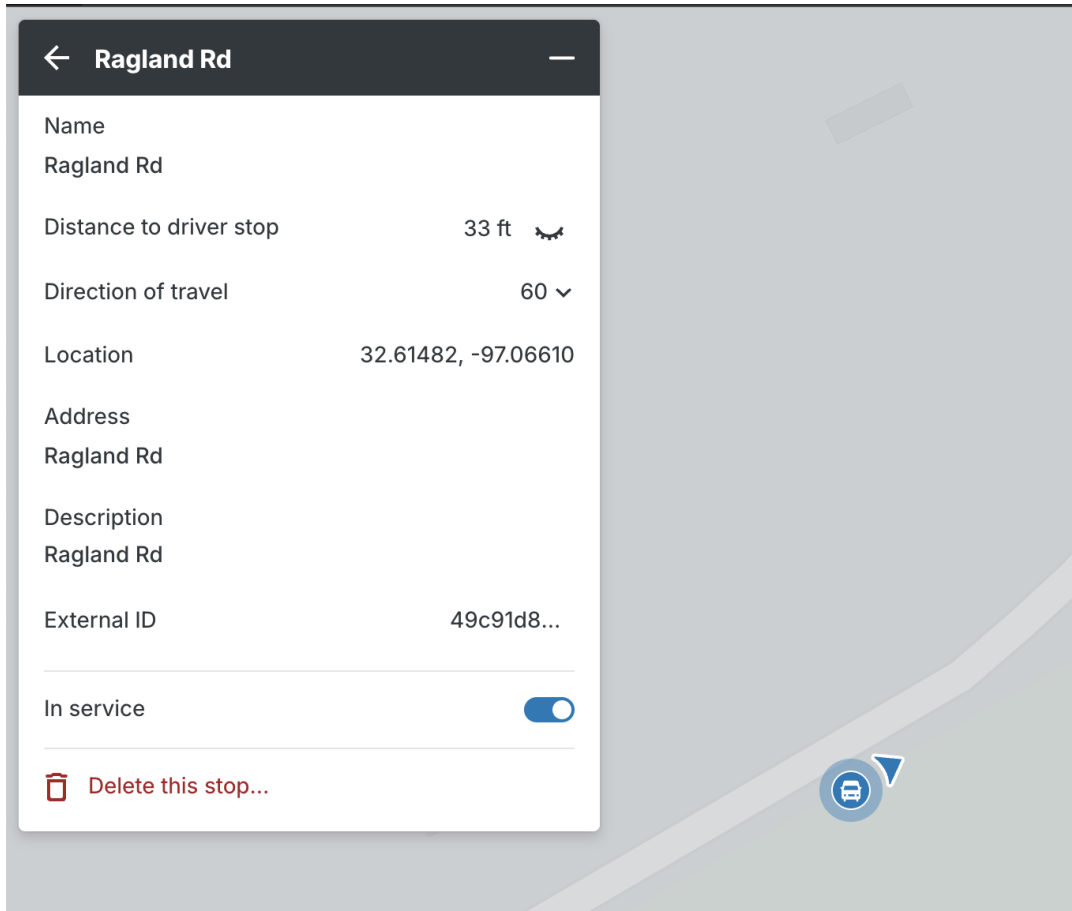
Manage your stops.

In addition to expanding zone boundaries, you can manage your Via stops by adding, editing, and deleting them.

- **Add a stop** - Click on the "Add stop" button and fill out information such as name, direction of travel, etc.



- **Edit a stop** - Click and drag a stop to change its location, or simply click into it to update information such as name or direction of travel. You can also mark it as out of service to disable the stop without deleting it.



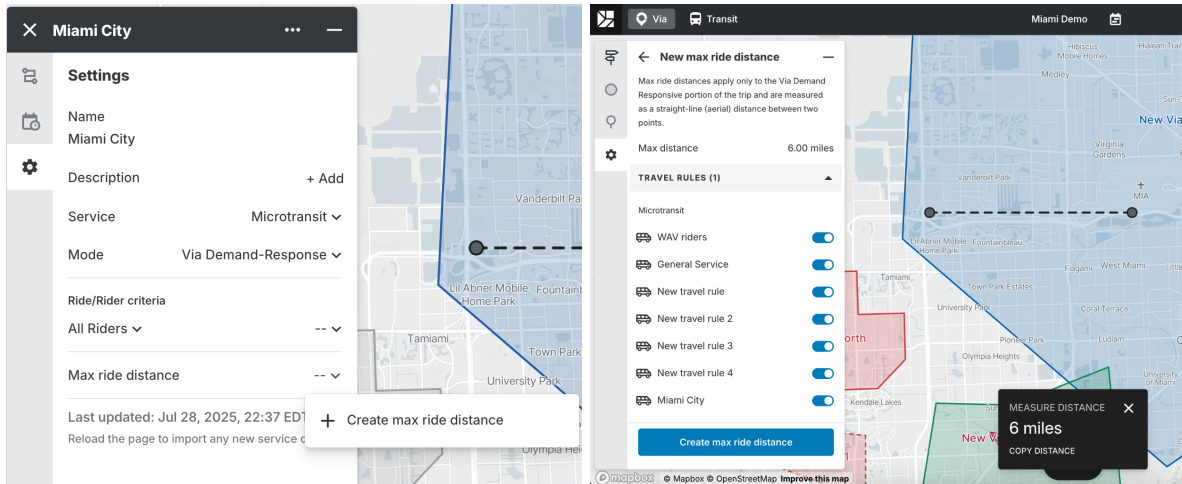
- **Delete a stop** - Click on a stop and select delete stop at the bottom of the stop details.

Note: You'll only have a read-only view of stops in the Map Editor because all your stops are managed in Remix.

Add a distance cap to your travel rule ([early access](#)).

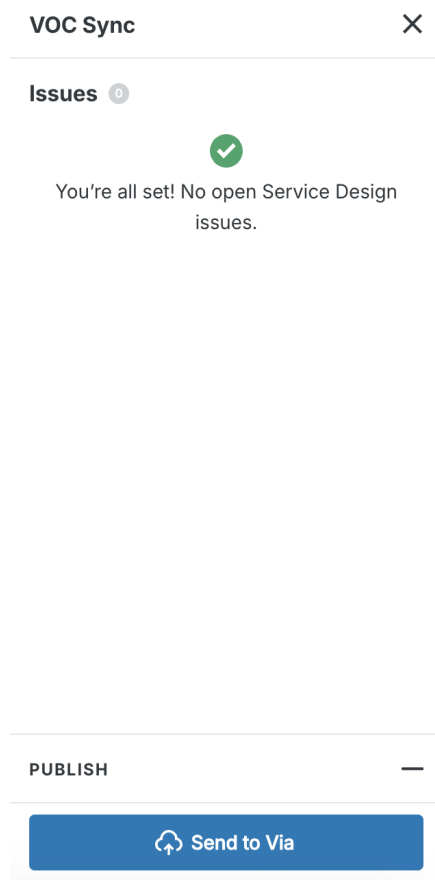
In large zones with limited fixed-route service, microtransit and paratransit trips can sometimes become long and inefficient. To help maintain trip efficiency, **you can now set a maximum ride distance for a specific travel rule.**

For example, in a city-wide zone, use the ruler tool in the bottom-right corner to measure distances and set a cap—like limiting trips within the zone to no more than 6 miles.



And finally, publish your changes!

Once you've finished making changes to your service, click the **"Draft"** button in the top-right corner. This opens the validation panel, where you'll see suggested improvements to help optimize your service design. When you're ready to publish, click **"Send to Via"** at the bottom of the panel. Your updates will go live in the VOC and rider app within 15 minutes!





Team access:

Publishing changes to live service is a big responsibility! You can decide which of your team members get access to different levels of Service Design—from read-only views, to editors, all the way to actual service change publishers. Review the different user roles below:

Role	What it can do
RemixViewer	This role sees a read-only version of Service Design
RemixCommenter	- This role sees a read-only version of Service Design - This role can place comments on the service map to collaborate with the team
RemixExternalEditor	This role can edit service hours, special dates, zone boundaries*, stops*, and distance caps* <i>*early access (may not be available to your service yet)</i>
RemixExternalAdmin	- This role can edit service hours, special dates, zone boundaries*, stops*, and distance caps* <i>*early access (may not be available to your service yet)</i> This role can publish changes to live service

Best practices:

- For the best experience, allow pop-ups from the Service Design site. This ensures Service Design opens right away when you click the button in the VOC.
- Once you create your project, share it with your team to collaborate on all changes before they go live!
- Need insights for service changes? Open the Data Layer panel to overlay Census Data (population, jobs, and more) and Via Demand Flow layers (explore historical trip patterns within your service). Submit a zendesk ticket to add more data layers to your projects!
- If you want the Via team to double check your work, create a draft project with your changes and shoot us a message by creating a zendesk ticket. Our team will happily review this with you.
- Always start by creating a **new draft project** before making changes. This ensures you're working from the most up-to-date version and avoids editing an outdated draft.



- After you've made all your changes and clicked "Publish", allow up to 15 minutes for those updates to appear in the VOC and rider app.

Next Steps

We'll begin rolling out this feature over the next few weeks. Please note that editing zones, managing stops, and distance capping are in early release and will be gradually introduced over the coming months.

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!