



Get to know *the latest Via intermodal update*

What's new?

We're excited to share some updates that make it easier for riders, schedulers, and your team to navigate and understand multi- and intermodal services.

For riders, this means clearer, more helpful info when planning trips across multiple modes. For schedulers and operations teams, it means better messaging and more insight into why certain requests may be ineligible for certain modes—so they can answer rider questions faster and more effectively. And for leadership and analysts, the improved reporting gives you deeper insights into multimodal service performance to support decision-making, budgeting, and trend analysis.

Heads up! The reporting updates include refined metric definition to support multimodal and intermodal services, as well as new fields and changes to existing ones, which may shift column order or values in your current reports. As a result, you may need to update your models or queries to keep everything accurate. Skip to the [reporting section](#).

Key Benefits:

- **Enhanced Rider Experience:** We've clarified the messages riders receive when their trips are ineligible for Via Demand-Response service. They'll now see more precise reasons why their trip is ineligible, and clearer instructions for what they should do instead (edit their

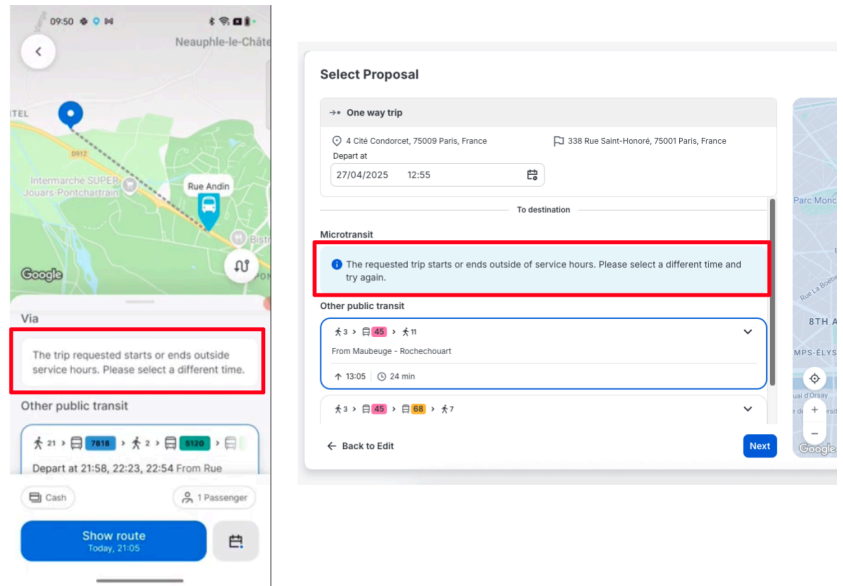


request, use fixed route, etc.)

Before



After



- Enhanced Booking and Scheduling Experience:** Booking and scheduling agents will also see improved error messaging and clearer visibility for ineligible requests when they're booking and editing rides in the VOC. Once a ride is booked, they can also see which modes it was originally eligible for in the Rider Management and Booking page. This means they can more easily investigate why certain trips were or were not eligible for Via Demand-Response service.

<input type="checkbox"/>	>	Jan 15, Thursday Depart at 11:00	11:30-12:15	12 Av. de la Habette, 94000 Créteil... → Aéroport Orly	Bus-lines	Waitlisted
<input type="checkbox"/>	>	Jan 21, Tuesday Arrive by 9:00	9:00-9:30	4517 Washington Ave. Manchester, Kentucky 3949, United St... → 5 Imp. des Orteaux, 75020 Paris	Mountain-line Paratransit	No Ride
<input type="checkbox"/>	>	Jan 24, Tuesday Arrive by 13:00		59 Rue Claude Bernard, 75005 Paris → 21 Rue Dupin, 75006 Paris, France	Mountain-line Paratransit	Mode Ineligible
<input type="checkbox"/>	>	Feb 4, Monday Depart at 14:00		4517 Washington Ave. Manchester, Kentucky 39495 → 5 Imp. des Orteaux, 75020 Paris	Mountain-line Paratransit	Booked
Feb 7 Thursday 11:30-12:15 20 Rue Claude Bernard Paris						

- Improved Reporting:**
 - The goal of these changes is to provide you better, and clearer insights around your multimodal and intermodal services. We continue to evolve Via's Reporting Suite to better reflect the performance of various modes as well as the network overall.
 - Metrics:** The following metrics now only include requests that were eligible for Via Demand-Response: Met Demand, Completed Rides Rate, Booked Rides Rate, Completed Pre-Booking Rides, Completed On-Demand Rides
 - This ensures your metrics accurately represent the requests your service was designed to fulfill—and excludes those that weren't



eligible due to zone, time, or other criteria. No historical data will be changed.

- Reporting now includes expanded visibility into mode eligibility—showing which modes a request qualified for, why it may have been ineligible for Via Demand-Response, the type of proposal the rider booked, and, for partners using third-party providers, which supplier fulfilled the trip.

- **Eligible Modes**

See which transit options were considered for each rider request based on travel rules and preferences. This might include Via Demand-Response, Fixed Route, third-party brokers, or combinations of these.

- *Where will I see this?* Ride Request & Future Ride Requests reports in the Data Generator, DDA, and Data Hub

- **Via Demand-Response Ineligible Reason**

If a request isn't eligible for Via Demand-Response, the new column will explain why—whether the trip was out of service hours or out of zone. (You'll still see "N/A" in the Ride Status column for these cases.)

- *Where will I see this?* Ride Request & Future Ride Requests reports in the Data Generator, DDA, and Data Hub

- **Booked Proposal Type**

This column displays the type of proposal the rider booked. Options include: Via Demand-Response, Intermodal, Third-party ride hailing, and Direct Route. This clarifies the rider's selection by distinguishing Intermodal options from single Via Demand-Response proposals and highlighting other modes, such as third-party providers and direct routes.

- *Where will I see this?* Ride Request & Future Ride Requests reports in the Data Generator, DDA, and Data Hub

- **Provided by**

This column shows which mode or provider served the ride. This field is most relevant for our partners who are partnering with third-party providers, like Uber, Lyft, or taxi companies, to serve their rides (if you don't yet use trip brokering, please reach out to your Partner Success Manager for more info!).

- If a trip is intermodal (involves multiple modes) you will see the name of the mode that served the demand-response leg of the request (please see the new "Booked Proposal Type" field above where you can see if the booked trip is intermodal or not).
 - *Where will I see this?* Ride Request report in the Data Generator, DDA, and Data Hub



■ **Clarified labels in the “Mode Type” field**

To keep terminology consistent across reports, we’ve updated the “Mode Type” field in the Proposals and Proposed Legs reports. You’ll now see “Via Demand-Response” instead of “Microtransit.” This small change helps avoid confusion when reviewing proposal data.

- *Where will I see this?* Proposals and Proposed Legs reports in the Data Generator, DDA, and Data Hub

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!