Get to know *the enriched Rider Activities Report.*

What's new?

We've transformed the **Rider Activities Report** into an all-in-one tool for billing and operational analysis by adding rider account information, richer ride-statuses, and highly flexible filters—everything you need to analyze rider activities is now at your fingertips!

If you were wondering any of the following…

- Which active riders have made **0 requests** in the last 90 days?
- How many completed rides were **funded by Medicaid in Zone A**?
- **Which riders used a wheelchair** or non-standard seat most often?
- Where can I find contact info for your most loyal riders in the last month?

You can now get the answers to these questions and more, right in the updated Rider Activities Report within the Data Generator.

How it works:

No extra work needed, rider info, funding data, cancel/no-show breakdowns, and ride attributes are now *all* in the Rider Activities Report.

Make sure your team has access

Because we added rider account information to the report, users must now be assigned the Analytics Admin role to access it. Don't worry, it's easy to set up:

1. **Have the report but need access for your team?**
   Navigate to the Configurations tab on the side menu → User Management Page → Select the user you want to add → Give them an "Analytics Admin" role.

2. **Don't have access to the report or the User Management Page?**
   Don't worry. Submit a support ticket with the user accounts you want to have access to the report and we will get you started.

Explore the new report fields

We've added new fields so you can review all of your rider-related information in one report. Review the new fields below:

New Report Fields

New Fields	Field Name
Rider	First/Last Name, Email, Phone Number Last Completed Booking Time
Ride	No Shows – Missed Not Transported Cancellations – Missed Not Transported
Updates	Number of No Shows

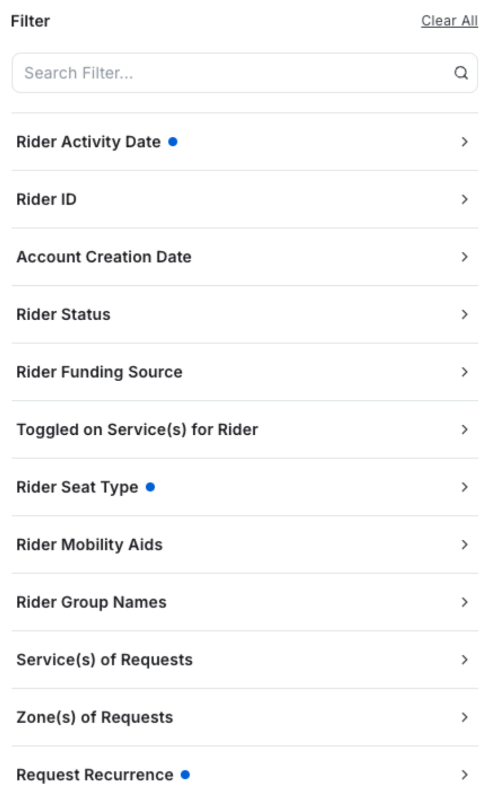
Take advantage of clearer no-show reporting: We've updated how the "Number of No Shows" is calculated: it now excludes cases where the rider wasn't transported due to a late driver arrival—what we call "Missed Not Transported No Shows." These no-shows still appear in their own field, so you can now see:

- **Total no-shows where the rider simply didn't show up:** "Number of No Shows"
- **No-shows caused by late driver arrivals:** "Missed Not Transported"

This helps you better understand what's within your control—and what's not. Want the full picture? Just add the two fields together.

Tailor your report with new filters

You can now use expanded filters to easily answer operational questions like: which riders use wheelchairs most often? Or, how many completed rides were funded by Medicaid in Zone A?



Review the full list of new filters:

New Report Filters

New Filters	Filter Name
Rider	Rider Status (Active/Inactive) Service(s) for Rider, Funding Source, Group Name, Seat Type, Mobility Aid
Ride	Service(s) of Requests, Zone(s) of Requests, Payment Sponsor, Recurrence, Reason for Travel

New calculation workflows:

Here are updated ways to calculate key metrics using the new report:

1. **Calculate total no-shows**

   To calculate total no-shows sum “No Shows” + “No Shows – Missed Not Transported”.

2. **Review the number of rides that were “Cancelled – Missed Not Transported”**

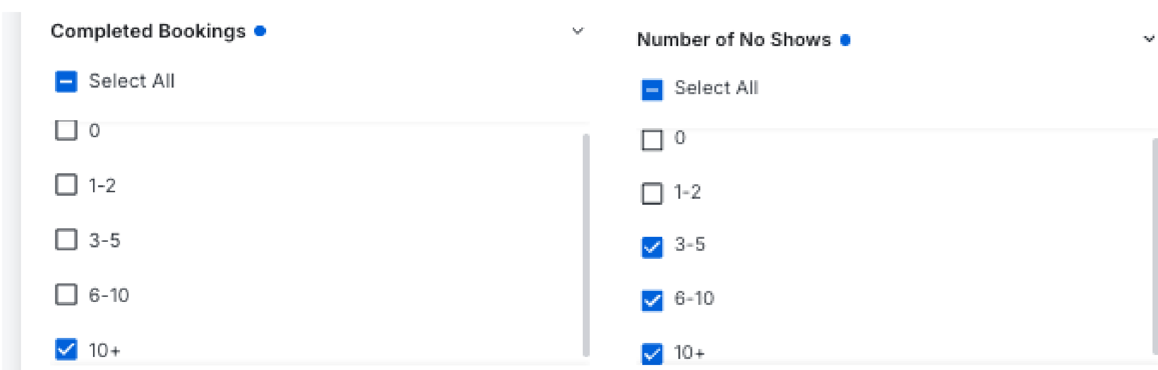
   Use the new “Cancelled – Missed Not Transported” field to review the number of rides that were cancelled due to driver lateness.

3. **Find riders with no activity**

   Filter Total Requests = 0 to identify inactive riders

4. **Filter by exact values**

   Use range 1–2, 3–5, 6–10, 10+, or zero filters



Next Steps

This update will be available in the next few weeks. Please share your feedback as you start using the report. We’d love to hear your thoughts!