



# Get to know the *new paratransit-related fields* in the Rider Account Report.

## What's new?

We're updating the **Rider Account Report** and other reports to include additional paratransit-related fields. Depending on your service characteristics, you can expect to see more information around key rider attributes like **Mobility Aids**, **Disabilities**, and **Funding Source** for a more comprehensive picture of your service.

## How it works:

Pending on the set up of your Via powered service, key rider attributes like **Mobility Aids**, **Disabilities**, **Funding Source**, will now be visible in your reporting .

With this enhanced access, you can now build more meaningful reports and analyses based on paratransit-relevant rider attributes, helping you better understand service usage, plan operations, and meet compliance needs.

**Explore the new report fields.** Please note the below fields have to be set up as potential rider attributes for them to appear in the Via reporting.

New fields	Where can I find them?
Communication Preference Space (Seat) Option Assistant Type Auto Plus One Service Dog Pickup Type Disabilities Mobility Aids Funding Source Agency	Rider Account Report
Request Waitlisted	Ride Requests Report

## Explore the new report filters.

Drill down and unlock additional insights!



New filters	Where can I find them?
Agency	Rider Account Report
Request Waitlisted	Ride Requests Demand vs. Supply Future Requests (KPI) Future Requests (DG) Ride Pricing Service Operation (Periodic) Service Operations (Avg by Time) Rider Experience

To understand which new fields and filters are now visible to your city, please reach out to your Partner Success Manager. We'll walk you through it.

## 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!