

## Introducing RideSheet Webinar Questions and Answers

January 21, 2025

National RTAP introduced its newest technology tool - [RideSheet](#). RideSheet is a simple, spreadsheet-based tool for operating and reporting on small demand-response transportation services. We held a webinar on January 21, 2025 to introduce RideSheet. Presenters were Kevin Chambers, Principal, Full Path LLC; Nome Dickerson, Technical Lead, Garnett Consulting; and Michael Wilson, Director of Mobility Management Flint Hills Coordinated Transit District (CTD #4).

Access the webinar [recording](#) and [presentation](#).

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### **Q: Can you review the immediate financial costs?**

A: There is no licensing cost to using RideSheet. Financial costs come from Google Workspace and optional support. Google Workspace costs start at [\\$7 per user per month](#), or [\\$0 per user per month for eligible nonprofit organizations](#). Optional support through Full Path is \$6,000 for the first year (which includes installation, data migration, and up to 30 hours for training, custom reports, etc.), and \$3,000 per year thereafter. Contact [ridesheet-support@fullpath.io](mailto:ridesheet-support@fullpath.io) for more details about support plans involving multiple agencies.

### **Q: I'm wondering if this program can accommodate multiple passengers at a time coming from different locations and going to different destinations. Also whether or not the system is able to suggest a driver and a route that has capacity to accept the ride.**

A: Yes, RideSheet is designed to track vehicle runs involving multiple passengers coming from different locations and going to different destinations at the same time. However, the assignment of trips to vehicles and drivers is manual. RideSheet does not currently suggest how trip requests should be assigned to vehicles or drivers, nor does it perform checks to ensure that a vehicle run is viable with the trips assigned to it.

### **Q: A lot of our reporting includes type of trip, age of the rider, including different age requirements for different funding, lift or ambulatory, etc. Is RideSheet able to break all these details down?**

A: Yes. Out of the box, RideSheet has fields for tracking each customer's default funding source, trip purpose, minimum service level (e.g., sedan, ramp-equipped vehicle, lift-equipped vehicle, etc.), and mobility factors (e.g., service animal, oxygen tank, etc.). These default values are then copied into each customer's new trip request. In addition, RideSheet may be readily configured with new customers and trip fields to meet an agency's unique tracking needs.

**Q: Do you have an example of a volunteer driver program using RideSheet?**

A: RideSheet is currently used by one volunteer driver program in Lake County, Oregon. That instance of RideSheet has a report that includes the ability to calculate reimbursement based on odometer readings submitted by the volunteer driver.

**Q: Can you clarify how the miles are entered at the end of the trip? What if connectivity is lost, does the driver jot it down and enter later?**

A: RideSheet does not currently have a driver app for entering vehicle mileage. Rather, the driver records vehicle usage (beginning and ending time and odometer reading) on paper. That information is then copied into RideSheet in the post-trip stage of the data workflow. There is the possibility of adding support for data entry in the field using Google Workspace's integration with [AppSheet](#), but we currently have no plans to explore this direction until an agency using RideSheet is ready to move forward with integrating mobile devices into its operations.

**Q: Can a shortcut be worked out to roll over repetitive ride bookings?**

A: RideSheet does not currently have a feature to generate repetitive ride bookings, though such a feature could be added if there is demand from agencies. One reason it has not yet been added is that it is easy to take an existing booking and duplicate it with a simple copy-and-paste action of a row in the "trips" sheet, changing the date of the new row.

**Q. We are struggling with the scheduling and tracking of NEMT client mileage reimbursement transportation, where we pay the client per mile to drive themselves to medical appointments, so our need is not as detailed as paratransit scheduling but I'm wondering if RideSheet might be a good tool for this purpose or if that type of use was considered in RideSheet development.**

A: RideSheet is not designed for the workflows required for NEMT client mileage reimbursement, but it could potentially be adapted to meet this scenario. The current data management workflow, combined with the built-in ability to query Google Maps to validate addresses and estimate trip distances, could make this work easier than building a solution from scratch.

If you have additional questions, please contact National RTAP at [info@nationalrtap.org](mailto:info@nationalrtap.org).