



RideSheet Scheduling Tool Implementation FAQ

RideSheet is a scheduling tool for operating and reporting on small demand-response transportation.

(Webpage URLs at the bottom of the FAQ)

Getting Started	<ul style="list-style-type: none">• Do you have the desire to learn more about technology solutions?• Do you have or can you obtain the authority from management staff, and if operating a Tribal transit agency, from Tribal Administration to use RideSheet?• Do you have the staff capacity to learn RideSheet?<ul style="list-style-type: none">◦ This involves working with schedulers, dispatchers, and drivers to train them and adapt processes
Implementation Examples	<ul style="list-style-type: none">• Kansas' three-phased RideSheet Mobility Manager-led implementation
Implementation Timeline	<p>Time will vary with the agency's needs and internal resources</p> <p>Here are estimates based on a recent RideSheet implementation:</p> <ul style="list-style-type: none">• 1 month to set up and train, including<ul style="list-style-type: none">◦ 8 hrs initial prerequisites and set up◦ 12 hrs implementation training◦ 4 hrs manifest training and adjustments• 1 month for practice dispatching and follow up training• 1 month for full trip dispatching using old process in tandem
Fleet Size	<ul style="list-style-type: none">• RideSheet is not an automated scheduling platform• Intended for agencies operating 10 vehicles or fewer
National RTAP Assistance	<ul style="list-style-type: none">• National RTAP Ridesheet resources and User guide• Video tutorials are being developed• Monthly user group meeting for agencies<ul style="list-style-type: none">◦ Share lessons learned, troubleshoot issues, discuss milestones/achievements, peer support
Contracting	<ul style="list-style-type: none">• No contracts are required to download and use RideSheet

Cost	<p>RideSheet operates on Google Workspace, a cloud-based suite of productivity tools.</p> <ul style="list-style-type: none"> • Licensing costs start at \$7 per user per month • Google offers a program for nonprofits, beginning at \$0 per user per month <p>Agencies seeking technical support setting up RideSheet beyond the available free resources would contract with Full Path for 1:1 support</p> <ul style="list-style-type: none"> • Standard contracting fees for setting up and supporting RideSheet are \$6,000 for the first year and \$3,000 thereafter. Costs may be lower for multi-agency implementations
Technology Considerations	<ul style="list-style-type: none"> • A desktop computer or laptop is required • A Google Workspace account • A reliable Internet connection • Basic spreadsheet skills
Reporting	<ul style="list-style-type: none"> • Tracks customers, trips, runs, and more, generating manifests • Customizable to handle splitting trips between multiple funding sources • Data reporting consistent with NTD requirements • Reports can be generated by trips, mileage, and funder
Data Ownership/Access	<ul style="list-style-type: none"> • The data is owned by the agency • Nobody will have access to the data unless granted by the agency staff
Privacy	<ul style="list-style-type: none"> • Google Workspace adheres to the Health Insurance Portability and Accountability Act (HIPAA) security regulations and will sign a Business Associate Agreement (BAA) upon request
Technical Details	<ul style="list-style-type: none"> • RideSheet Version 1 details available on Github

Referenced Weblinks

- National RTAP RideSheet resources: <https://www.nationalrtap.org/Technology-Tools/Ridesheet>
- Kansas implementation spotlight article: <https://www.nationalrtap.org/Resources/Best-Practices-Spotlight/supporting-scheduling-operations>
- RideSheet User Guide: <https://docs.ridesheet.org/user-guide/>
- RideSheet Version 1 release: <https://github.com/full-path/ridesheet>
- Google Workspace: <https://workspace.google.com>
- Web FAQ Version: <https://www.nationalrtap.org/Technology-Tools/Ridesheet-faq>

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