

RideSheet Pilot Program Informational Webinar

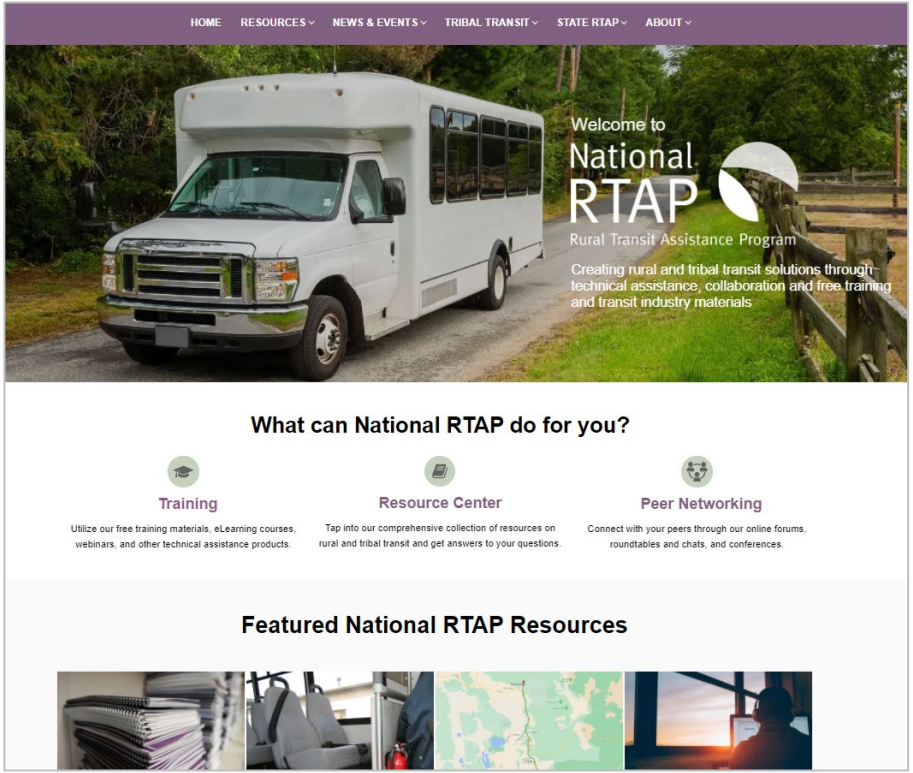
May 31, 2023

National RTAP
Rural Transit Assistance Program

Federal Transit Administration

National Rural Transit Assistance Program

- Technical assistance center funded by FTA through Section 5311
- No-cost training and technical assistance resources and services
- For rural and tribal transit providers and state programs
- Guided by a 14-member Review Board from state DOTs and transit providers
- Offices in Massachusetts and Washington, DC
- Learn more at nationalrtap.org



National RTAP Resources and Services

Training

manuals, videos, slides, and eLearning for front-line staff and management

Information

and best practices via tech briefs, toolkits, topic guides, articles, and news

Technology Tools

for procurement, cost allocation, website building, and GTFS

Peer Networking

and training via webinars, conferences, roundtables, and online forums

Assistance

through research, reference services and tech support – bring us your questions!

Upcoming Virtual Events

- **How to Find (Almost) Anything in Transit** – June 13, 2:00 PM ET
- **Successful Strategies for Hiring Transit Drivers** – June 15, 2:00 PM ET
- **USDOT Drug & Alcohol Regulation Update Webinar** – June 22, 2:00 PM ET
- **Challenges and Successes with Shared-Use Mobility in Rural, Frontier, and Tribal Areas** , NCHRP Workshop with SUMC & TTI – June 29, 2:00 PM ET
- **#RuralTransitDay Twitter Chat** – July 14, 2:00 PM ET (Rural Transit Day is July 16, which is a Sunday this year)
- **State RTAP Manager Peer Roundtable** – July 18, 2:00 PM ET

5th National RTAP Conference
Navigating the Tides of Change with Rural & Tribal Transit





December 3 -6, 2023

Marriott Myrtle Beach Resort & Spa

Nationalrtap.org/Conference2023

Call for presentations ends today!
Hotel room booking is open and conference registration coming soon.



Today’s Agenda

- Introductions
- RideSheet background, key features, and current status
- Pilot program goals, expectations, and timeline
- RideSheet demonstration
- Questions

Introductions — The RideSheet Team

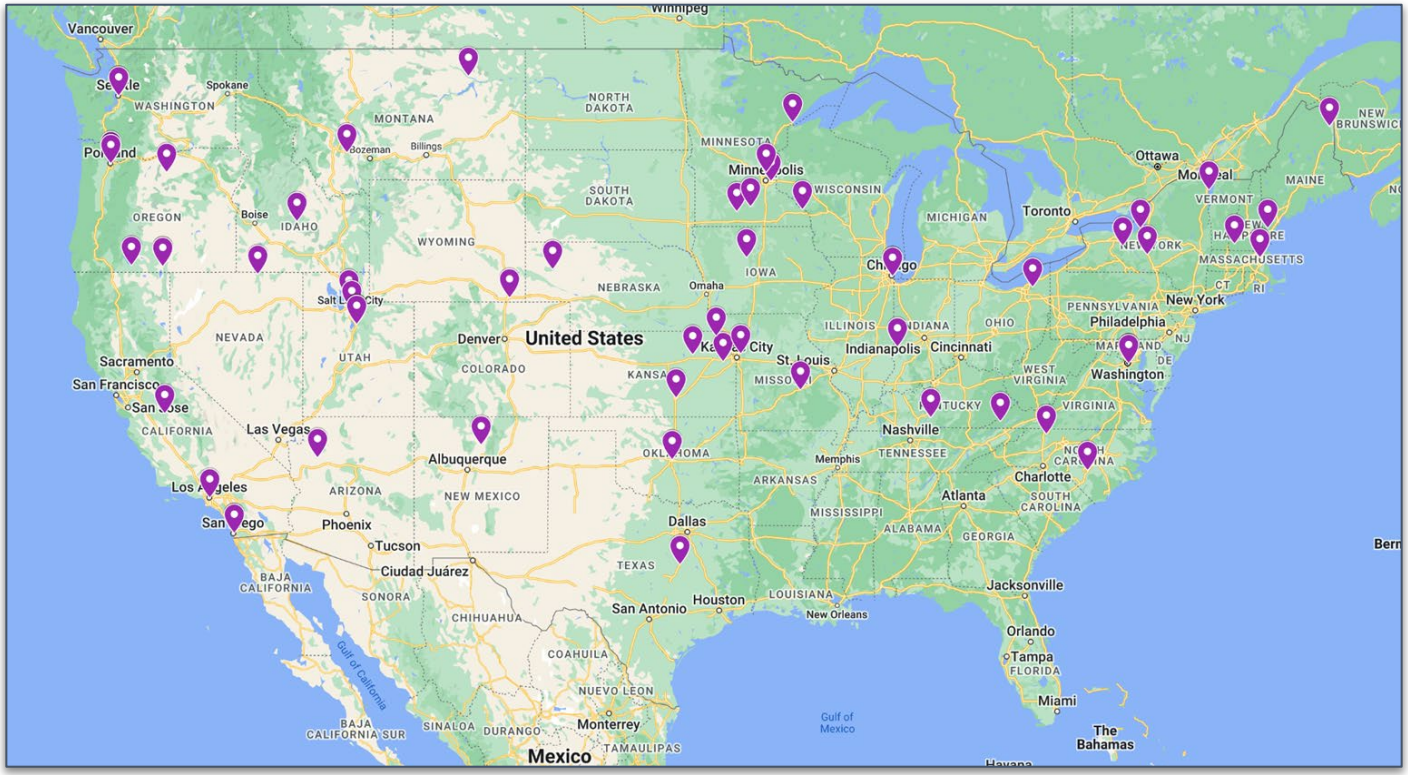
Full Path Transit Technology

Committed to helping small transit agencies use technology effectively.

Garnet Consulting

Specializes in collaborative and inclusive transit technology, operations, and software consulting for rural, small urban, and intercity agencies and the organizations that serve them.

Who's in the Room



What's the Problem Here?

- Many of the smallest transportation providers (1-10 vehicles) are tracking their services on paper or ad-hoc spreadsheets
- Increasing demands for data reporting and system management have pushed the need for data tools down to even the smallest of operations
- Most existing solutions are designed for larger organizations
- That lack of tools that fit the needs of small providers results in inefficiency, low quality data, and constraints on growth.

RideSheet: What is it?

- An **online, internally-facing spreadsheet** for tracking customers and trips, from ride request all the way through to funder reporting
- Builds on Google Workspace tools to make *internal* agency collaboration easier
- Supports securely exchanging trip data with *external* systems using a new data standard

RideSheet: An Overview

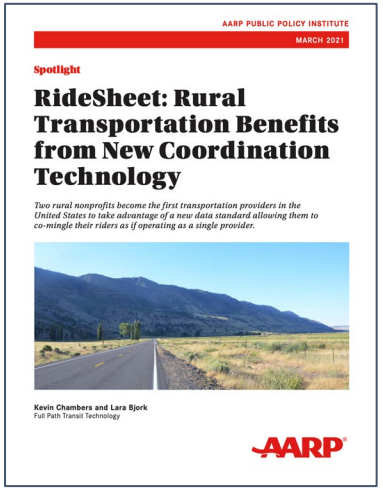
- Built entirely in Google Workspace (formerly G Suite)
- Business logic in Google Apps Script/GAS (Javascript), open-sourced
- Integrations with other Google tools:
  - Docs (driver manifests),
  - Calendar (trip visualization)
  - Maps (trip distance and time estimates)

What Made It Possible?

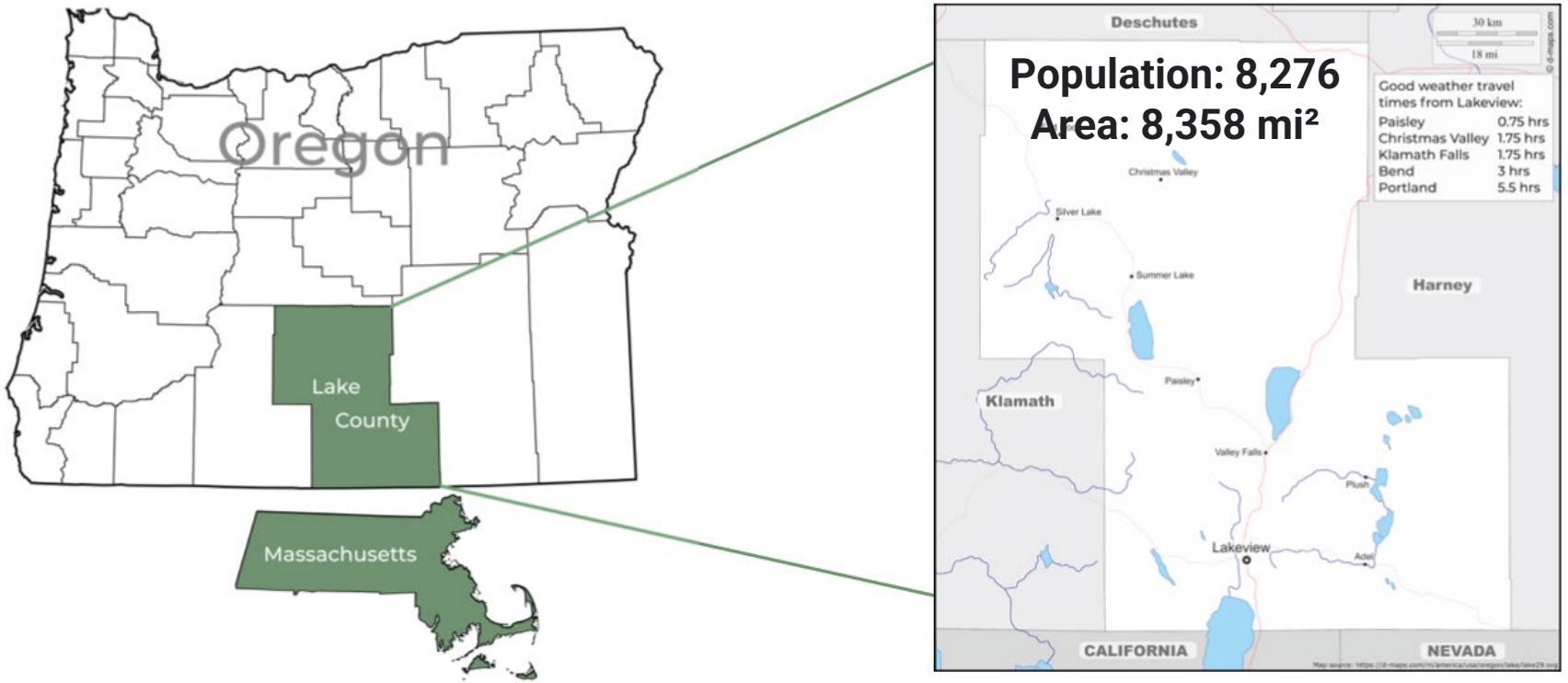
- Learnings from technology assessments of rural transit agencies in Oregon
- Insights based on visits with rural transportation providers in Arizona
- Seed funding from the AARP Public Policy Institute

Oregon Department of Transportation

Age Friendly ARIZONA



The Pilot Site: Lake County Oregon



Two Lake County Providers

Lake County Senior Center Association (LCSCA), Lakeview

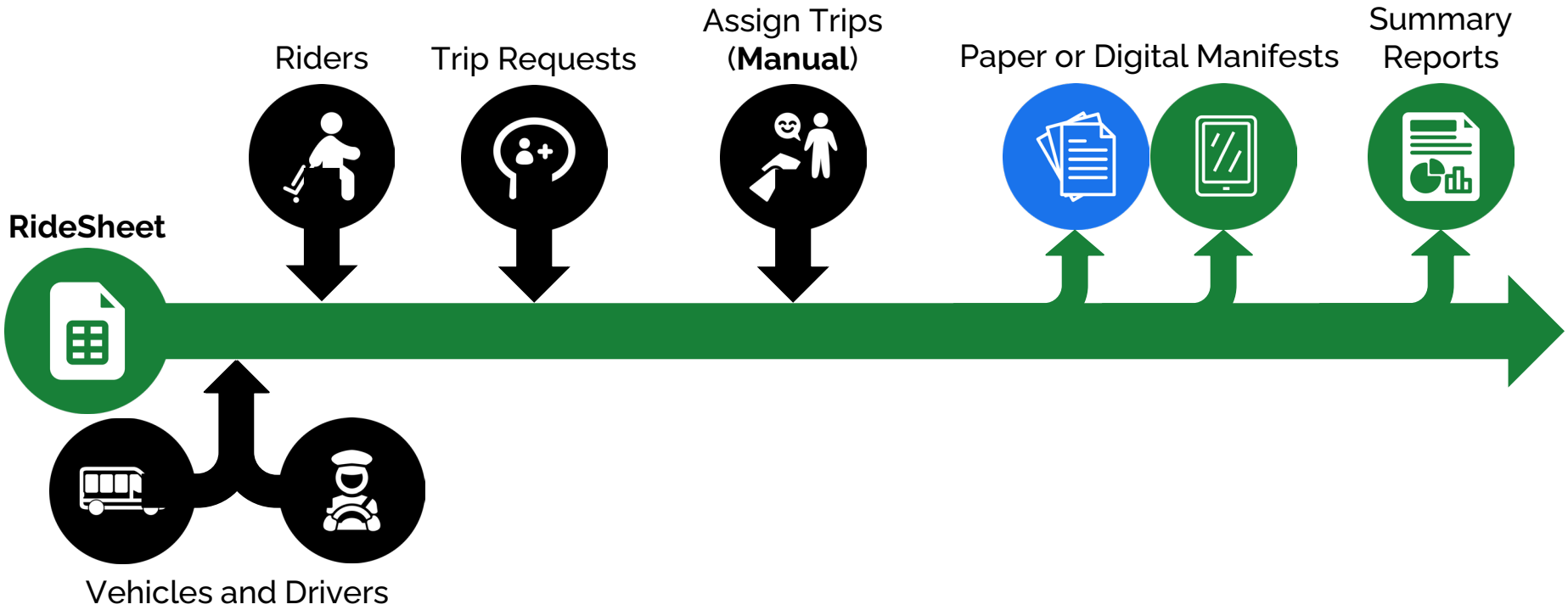
- Paid drivers
- 8 vehicles
- 5 funders, with frequent funding source mixing on vehicle runs

Inner Court Family Center (ICFC), Paisley

- Volunteer driver program, using own vehicles
- 1 funder
- Needs to report service data to county and pay mileage reimbursement to volunteers

RideSheet: The Basic Workflow

RideSheet can function as the data "spine" for operations





Designed for Approachability

- Spreadsheets are the common denominator of most data management
- A way to learn spreadsheets for those who are coming from paper
- Uses the sharing and collaboration model of Google Sheets, which many are already familiar with
- No monthly fee for non-profits, starts at $6/user/month



Designed for Collaboration

- Built-in with Google Workspace:
  - Exceptionally powerful real time sharing and collaboration
  - Read-only access can be given to specific users
  - Data can be easily exported to Excel whenever needed
- Added features:
  - Ability to exchange trip requests and scheduled runs with open capacity with other free-standing RideSheet instances
  - Export trips to Google Docs or PDF for trip manifests
  - “Live manifests” using IMPORTRANGE function
  - Trips can be sent to Google Calendar for “Outlook” grid view
  - App integration *may* be possible with Google AppSheet



Designed for Security

- Google will sign business associate agreement (BAA) for adhering to HIPAA & related laws*
- Backups are achieved by simply making copies of the live RideSheet
- Data errors can be traced to their source and corrected using very powerful built-in document versioning

* Having a BAA alone does **NOT** alone assure data security!



Designed for Openness*

- Structure and underlying programming code is freely available
- All code is in Javascript, the dominant programming language of the web
- Anyone can update code to meet their particular needs
- All software development can be done in a browser, no special applications are required

*Built on a proprietary platform operated by an accused monopolist (Google).



Capable of Complex Reporting

- Integration with Google Maps produces time and distance estimates for each single pickup and drop-off pair
- These estimates are used to apply a cost allocation formula for billing multiple funders who share the same run
- Reporting can include a range of data quality checks using built-in conditional formatting



Designed to be Scalable

Though unlikely to be ever scalable to agencies with many (e.g. more than 12) vehicles or many trips where automated scheduling is called for, RideSheet:

- Has the potential to be deployed to hundreds of small agencies
- With commitment, could be supported by a community of users and techies
- Support costs per install go down as deployments grow

RideSheet: Where Things Stand



- Seed funding from AARP resulted in a system tested and working at two agencies for two years. Results:
  - Higher data quality
  - Less time being spent on generating reports
  - Very high levels of staff satisfaction
- Data sharing between agencies is in place and being tested

Two Primary Scenarios



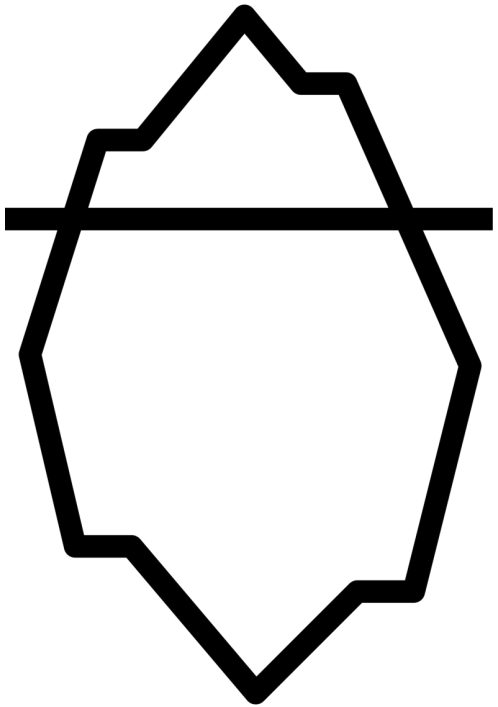
Stand-alone: Moving single small agencies off of paper, fostering growth.
This is the target scenario for this pilot.



Coordination: Allowing multiple agencies and systems to easily exchange information about supply and demand. Success in the first could lead to the second.

Also, a lesser, **third scenario**: testing out coordination schemes at larger agencies

The Tip of the Cost Iceberg



Visible (free or low cost):

- Google Workspace
- RideSheet

Submerged (with varying costs):

- Excel & data management skills
- Reliable internet connectivity
- Agency-specific documentation
- Cloud and data security training, policies, and procedures
- Will to change organizationally

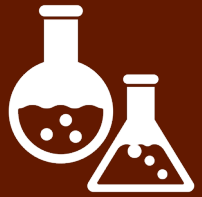
Building Systems & Data Chops



RideSheet aims to be the **leanest possible digital tool** for small agencies to track their demand-responsive operations accurately, efficiently and reliably.



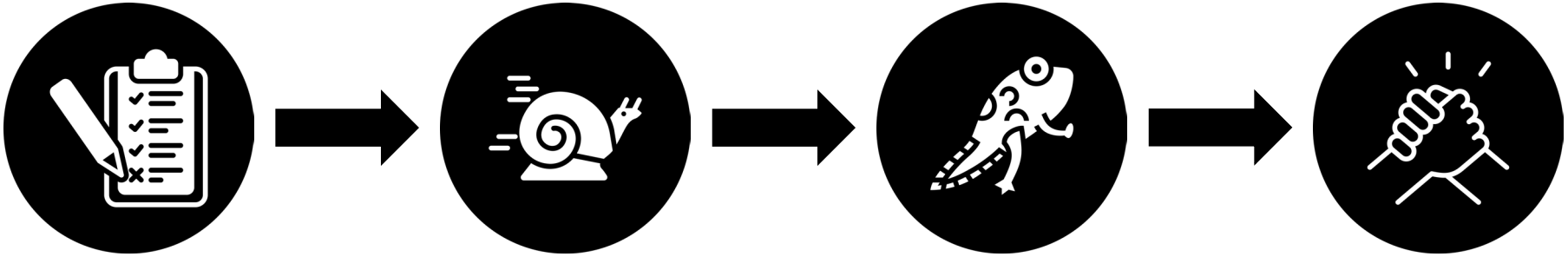
It allows us to more easily see and address the **submerged capacity gaps** that block growth, no matter the tracking system.



Goals for This Pilot

- Deploy RideSheet to three new agencies
- Create first versions of:
  - Agency readiness assessment
  - Streamlined onboarding process
  - User documentation
- Seed a supportive community of users to:
  - Provide some level of peer support
  - Develop roadmap for enhancements
- Evaluate the impacts of RideSheet on pilot agencies

Long Term Goal: Make RideSheet as “Self-Serve” as Possible



Additional Long Term Goals

- Thorough documentation for users and developers
- Build out replicable processes for operational coordination between agencies
- Add features, if the interest is there:
  - Preventive maintenance
  - Driver credentialing
  - Etc.



Commitments to Selected Agencies

- Support establishing agreement with NRTAP
- Setup RideSheet
  - Assistance in setting up Google Workspace
  - Data migration
  - Create reports
- Staff training (via Zoom)
- Support for first year
  - Change management
  - Updates
  - Bug-fixes
  - Building the user community



Expectations of Selected Agencies

- Willingness to change
  - Learn new skills & use new tools
  - Change organizational workflows
  - Iterate until processes and tools are working well
- Able to commit time
  - Provide feedback about the software
  - Assist with documentation
  - Participate in user community activities
  - Participate in webinar and/or conference sessions
- If successful, able to commit post-pilot resources
  - Can continue costs of support after year one

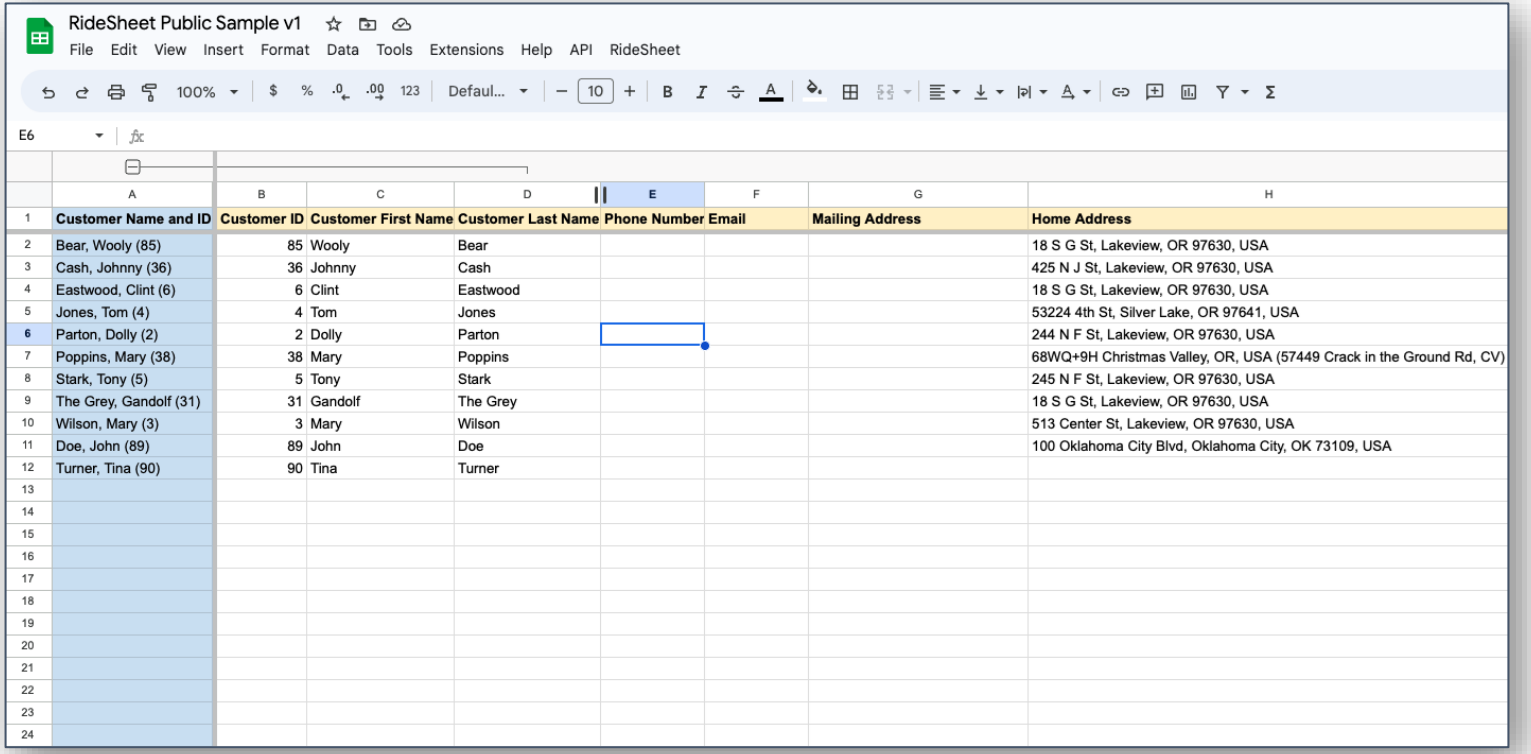
Key Criteria for Selecting Agencies

- Transportation providers funded by 5311
- Preference given to rural and tribal providers
- Able to adopt Google Workspace environment
- Availability to dedicate time to implementing, using, providing feedback, and participating in the RideSheet community
- Diversity of representation, variety of partner scenarios

Proposed Timeline

- June 16 — Deadline to apply for pilot
- Late June — Select agencies
- July — Complete agreements
- July-August — Set up RideSheet at Agencies
- Sept-Oct — Develop any needed customizations
- Sept-Sept 2024 — Support and evaluate

Demonstration



RideSheet Public Sample v1

File Edit View Insert Format Data Tools Extensions Help API RideSheet

E6

	A	B	C	D	E	F	G	H
1	Customer Name and ID	Customer ID	Customer First Name	Customer Last Name	Phone Number	Email	Mailing Address	Home Address
2	Bear, Wooly (85)	85	Wooly	Bear				18 S G St, Lakeview, OR 97630, USA
3	Cash, Johnny (36)	36	Johnny	Cash				425 N J St, Lakeview, OR 97630, USA
4	Eastwood, Clint (6)	6	Clint	Eastwood				18 S G St, Lakeview, OR 97630, USA
5	Jones, Tom (4)	4	Tom	Jones				53224 4th St, Silver Lake, OR 97641, USA
6	Parton, Dolly (2)	2	Dolly	Parton				244 N F St, Lakeview, OR 97630, USA
7	Poppins, Mary (38)	38	Mary	Poppins				68WQ+9H Christmas Valley, OR, USA (57449 Crack in the Ground Rd, CV)
8	Stark, Tony (5)	5	Tony	Stark				245 N F St, Lakeview, OR 97630, USA
9	The Grey, Gandolf (31)	31	Gandolf	The Grey				18 S G St, Lakeview, OR 97630, USA
10	Wilson, Mary (3)	3	Mary	Wilson				513 Center St, Lakeview, OR 97630, USA
11	Doe, John (89)	89	John	Doe				100 Oklahoma City Blvd, Oklahoma City, OK 73109, USA
12	Turner, Tina (90)	90	Tina	Turner				
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Next Step: Complete the Assessment

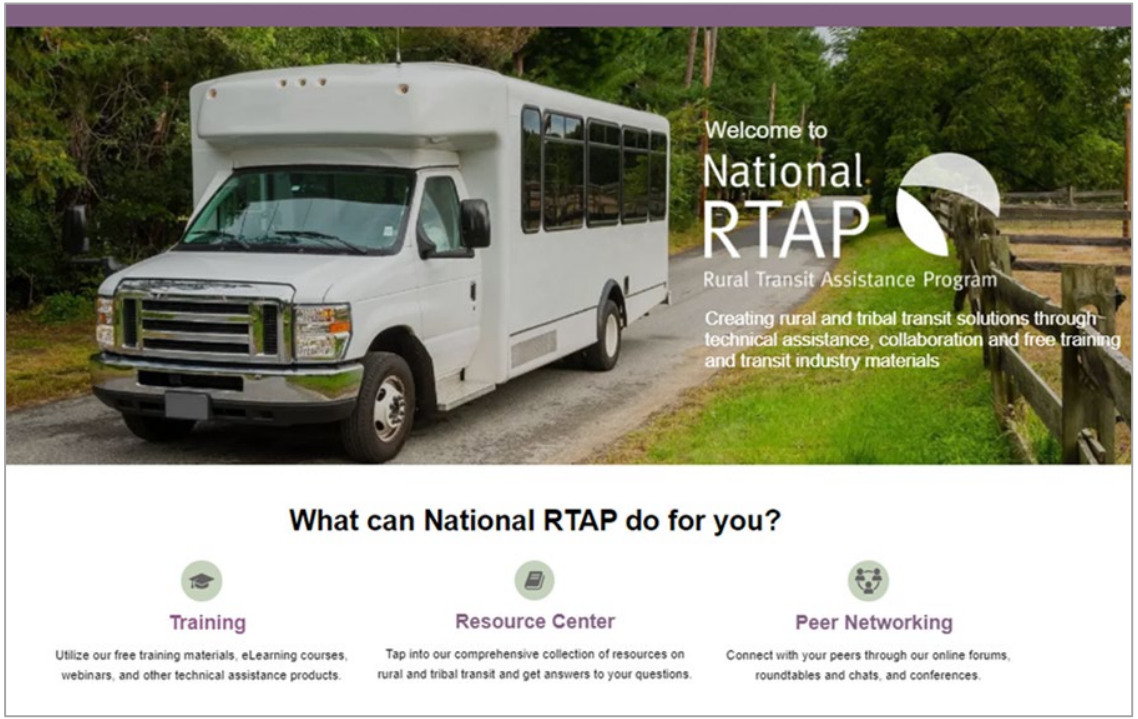
- Fill out the Google Form, located at bit.ly/rtap-ridesheet-pilot
  (~30 min to complete)
- Complete by **Friday, June 16**
- Agencies to be selected late June
- Selected agencies will sign MOU and begin work in July
- If you want to keep apprised of how the pilot is going, email ridesheet-info@fullpath.io



Q & A

Questions?

Thank You!



National RTAP
Rural Transit Assistance Program

NationalRTAP.org

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Federal Transit Administration