



Workshop 1: Introduction to RideSheet

6th National RTAP Conference
December 8, 2025



U.S. Department of Transportation
Federal Transit Administration

Introductions



Kevin Chambers
Principal
Full Path LLC



Mike Wilson
Director of Mobility
Management
Flint Hills, Kansas

Today's Agenda

- RideSheet presentation
 - What it is?
 - Gaps it fills
 - NTD reports and other operational tools
 - Use cases
 - Implementation examples and observed benefits
- Discussion/Q&A
 - We really want to hear from you and your transit needs





RideSheet: What is it?

- A thoughtfully designed **spreadsheet** in the cloud
- A secure small-scale **database** with version tracking
- A set of **programming scripts and formulas** to move data, integrate, and make tedious tasks easier
- Built entirely on the **Google Workspace** platform



Who Helped Make 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
- Ongoing support from National RTAP





What Problems Does RideSheet Target?

- **Poor tracking tools:** Many of the smallest transportation providers (1-10 vehicles) are tracking their services on paper, whiteboards, and ad-hoc spreadsheets
- **Increasing data demands:** Even the smallest of operations are facing new reporting requirements that are difficult to fulfill with paper systems
- **A gap in the marketplace:** There is a lack of data-tracking tools specifically designed for this size of provider

The lack of tools that fit the needs of small providers results in **inefficiency, low-quality data, and constraints on growth**



The Gap in Tooling

“Paper”

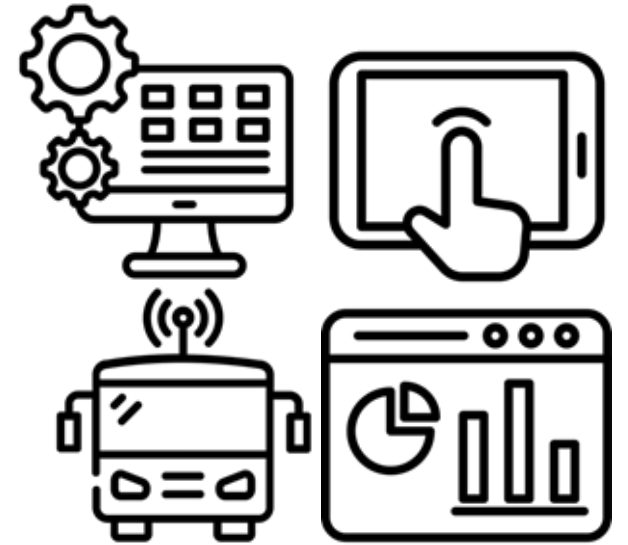


Very Very Small
(1-3 vehicles)



Very Small & Growing
(3-12 vehicles)

“Small Computer-Aided”





Small
(10-25 vehicles)

→ Growth →





Filling the Gap

	Very Very Small	Very Small and Growing	Small
Operating & Licensing Cost	Very low	Low	Medium to high
Infrastructure	Very low to low (Computers, radios, phones, etc.)	Low to medium (Computers, reliable internet)	Medium to high (In-vehicle tablets)
Training Effort	Low	Medium (Focus on general tools) 	Medium to high (Vendor tools, driver-facing tech)
Automation	None	Where beneficial & easy 	High (Scheduling, Dispatching)
Reporting Capabilities	Low	High	High



Filling the Gap

“Paper”



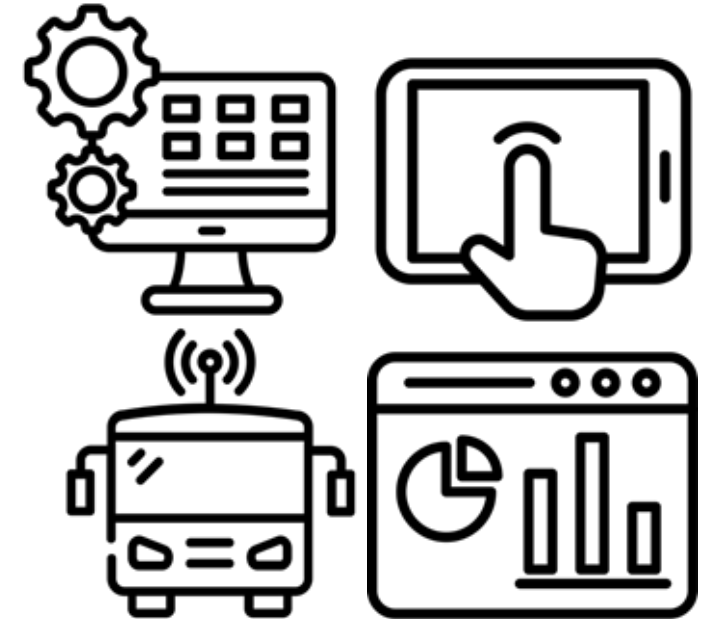
Very Very Small
(1-3 vehicles)

RideSheet



Very Small & Growing
(3-12 vehicles)

“Small Computer-Aided”



Small
(10-25 vehicles)

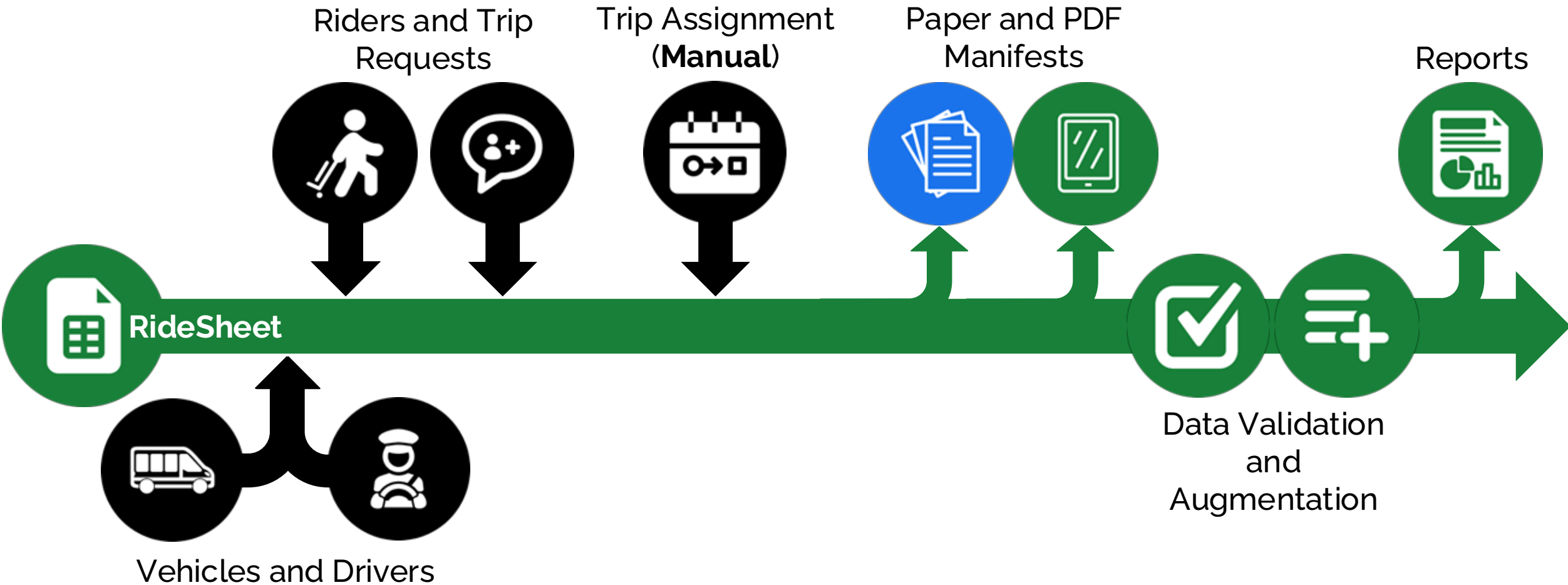


RideSheet Design Priorities

- **Simplicity** Simplicity, simplicity
- **Openness** Code is open and available on GitHub
- **Approachability** Spreadsheets are universal
- **Collaboration** Using Google Workspace's collaboration tools
- **Data Security** HIPAA-grade security, version tracking
- **Flexibility** Readily configurable to local needs
- **Interoperability** Easy exports to Excel
- **Powerful Reporting** Using Looker Studio



A Data Hub for Operations



A1 Customer Name and ID

Customer Name and ID	Customer ID	Customer First Name	Customer Last Name	Phone Number	Email	Mailing Address	Home Address	Default PU Address
Bear, Wooly (1)	1	Wooly	Bear	(541) 555-1212		530 Gale St, Heppner, OR 97836,	530 Gale St, Heppner, OR 97836, USA	530 Gale St, Heppner, OR 97836, USA
Cash, Johnny (2)	2	Johnny	Cash	(541) 555-1213		225 W Center St, Heppner, OR 97	225 W Center St, Heppner, OR 97836, USA	225 W Center St, Heppner, OR 97836, USA

Customers ▼ Trips ▼

A1 Customer Name and ID

Customer Name and ID	Customer ID	Customer First Name	Customer Last Name	Phone Number	Email	Mailing Address	Home Address	Default PU Address
Bear, Wooly (1)	1	Wooly	Bear	(541) 555-1212		530 Gale St, Heppner, OR 97836,	530 Gale St, Heppner, OR 97836, USA	530 Gale St, Heppner, OR 97836, USA
Cash, Johnny (2)	2	Johnny	Cash	(541) 555-1213		225 W Center St, Heppner, OR 97	225 W Center St, Heppner, OR 97836, USA	225 W Center St, Heppner, OR 97836, USA

Addresses ▾ Vehicles ▾ Drivers ▾ Services ▾

A1 Customer Name and ID

Customer Name and ID	Customer ID	Customer First Name	Customer Last Name
Bear, Wooly (1)	1	Wooly	Bear
Cash, Johnny (2)	2	Johnny	Cash

- RideSheet
- Add return trip
- Add stop
- Create manifests for day
- Create manifests for selected trips
- Move past data to review
- Add data to runs in review
- Move reviewed data to archive
- Generate weekly runs from template
- Settings

ss	Home Address	Default PU Address
Heppner, OR 97836,	530 Gale St, Heppner, OR 97836, USA	530 Gale St, Heppner, OR 97836, USA
St, Heppner, OR 97	225 W Center St, Heppner, OR 97836, USA	225 W Center St, Heppner, OR 97836, USA

Public Sample Manifest

4/1/2025 — Max Minimum

Vehicle: Bus 1

Start Time:	Start Odometer:
End Time:	End Odometer:

↑ 09:00 AM: Pickup Wooly Bear at [530 Gale St, Heppner, OR 97836, USA](#) Phone: (541) 555-1212 Walker

Appointment Time: 11:30 AM Service: Primary

Notes:

↑ 10:00 AM: Pickup Johnny Cash at [225 W Center St, Heppner, OR 97836, USA](#) Phone: (541) 555-1213 Cane

Appointment Time: 11:30 AM Service: Secondary

Notes:

↓ 11:08 AM: Drop off Johnny Cash at [610 NW 11th St, Hermiston, OR 97838, USA \(Good Shepard Hospital\)](#)

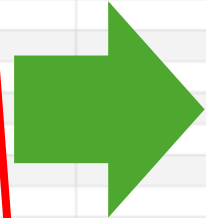
↓ 11:10 AM: Drop off Wooly Bear at [1700 E 19th St, The Dalles, OR 97058, USA \(Adventist Health Columbia Gorge\)](#)

Return to the garage after dropping off Wooly Bear.

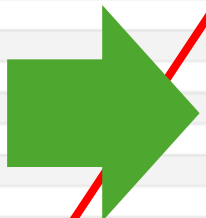
A1 Customer Name and ID

Customer Name and ID	Customer ID	Customer First Name	Customer Last Name	Phone Number	Email	Mailing Address	Home Address	Default PU Address
Bear, Wooly (1)	1	Wooly	Bear	(541) 555-1212		530 Gale St, Heppner, OR 97836,	530 Gale St, Heppner, OR 97836, USA	530 Gale St, Heppner, OR 97836, USA
Cash, Johnny (2)	2	Johnny	Cash	(541) 555-1213		225 W Center St, Heppner, OR 97	225 W Center St, Heppner, OR 97836, USA	225 W Center St, Heppner, OR 97836, USA

Runs ▼



Run Review ▼



Run Archive ▼





Indirect Targets: Institutional Barriers

- **Lack of data- and technology-related expertise:** There are too few skilled transit technologists positioned to guide and support small transit programs in managing their overall data and technology footprint, independent of tools.
- **A need for a systematic approach to capacity building:** Despite recent efforts, most governments still have no clear pathway to enable small-scale services to use data and IT more effectively.

This leaves many agencies with a difficult choice:

Avoid technology and endure the inefficiencies and constraints on growth

or

Embrace technology without the “safety net” of IT support



A Tool for Building Systems & Data Chops



RideSheet aims to be a viable stepping stone — an **agile, lean tool** for small agencies to track their demand-responsive operations accurately, efficiently and reliably.



It gives agencies a pathway to see and address **submerged capacity gaps**, supporting growth.



National RTAP & RideSheet

Transitioning from piloting implementations to piloting core support

Goals: Maintain momentum and ensure impact

- Core infrastructure & security
- User groups & community outreach
- Development & platform enhancements



What RideSheet Isn't

- RideSheet is not a "smart" app. It will not make scheduling suggestions or optimizations. (Trip Batching)
- RideSheet isn't backed by a big tech firm pushing add-ons or future upgrades—it's built to serve your needs without hidden agendas.
- Like any technology solution, RideSheet may not be the right fit for every organization. Its success depends on a readiness to embrace change and the presence of strong, committed leadership.



Three-phase Kansas Pilot

Phase 1

- Clay County
- Non-Profit 5311
- Pilot Start: Aug 2023
- Goal: Product Development
- Paper, Improvised Spreadsheets
- Limited Tech
- 6-month implementation
- Status: Successfully completed with extensive credits in Version 1.0



Phase 2

- Marshall County
- Agency on Aging
- Pilot Start: Dec 2024
- Goal: Efficiencies
- Paper, Improvised Spreadsheets
- Moderate Tech
- 3-month implementation
- Status: Multiple hurdles were overcome, and full implementation was successful.



Phase 3

- Ottawa County
- Health Dept. 5311
- Pilot Start: July 2025
- Goal: Replicability
- Google Calendar, Improvised Spreadsheets
- Moderate Tech
- Status: The agency declined further participation in the pilot and we are looking for a replacement agency.



Key Results in Clay County



Quantitative

Staff Time
State Reporting



Qualitative

Data Accuracy
Missed Rides
Reports



Implementation

- Assess existing technology and staff technical capabilities.
- Setup Google Workspace and acquire a Domain if needed.
- Update existing technology if needed and train staff on Google Workspace tools. (Gmail, Drive, Sheets, etc.)
- Collect and input customers, drivers, dispatchers, vehicles, addresses, and fare types into RideSheet.
- Get to know the RideSheet workflow with both in-person and virtual training options.
- Implement training for drivers on the new manifest, with ongoing adjustments.
- Keep using the old method alongside RideSheet for at least a month, until everyone feels confident with how it works and the reports it generates.
- Regularly evaluate processes and refine workflows to enhance efficiency.



Top-Notch Reports

- Robust visuals and filtering tools with Looker Studio
- Looker uses Google Maps for heat & connection maps
- Easy export to Excel
- Most important: ***quality data***

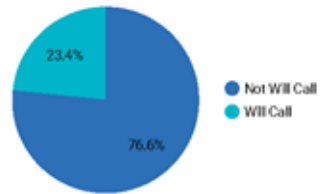
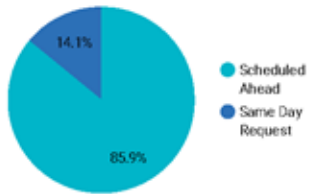
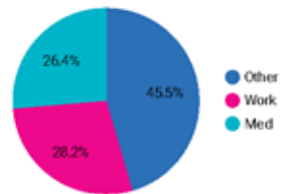
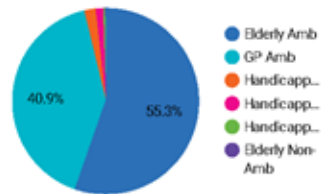
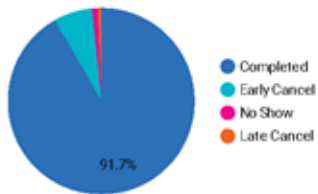
Jul 1, 2025 - Jul 31, 2025

Vehicle ID	Run Count	Odo Start	Odo End	Vehicle Miles	Non-Revenue Miles	Revenue Miles	Vehicle Hours	Non-Revenue Hours	Revenue Hours
1. A	16	116,381	117,156	775	67.0	708.0	135:00:00	51:26:00	83:34:00
2. B	25	19,356	21,195	1,839	63.8	1,775.2	216:20:00	85:00:00	131:20:00
3. C	8	126,539	127,120	578	118.1	459.9	56:30:00	24:26:00	32:04:00
4. D	17	228,479	229,962	1,483	223.5	1,259.5	139:15:00	61:59:00	77:16:00
Grand total	66	19,356	229,962	4,675	472.4	4,202.6	547:05:00	222:51:00	324:14:00

Run Date	Tickets Used	Fare Revenue	Donation Revenue	Ticket Revenue	Prepaid Revenue	Total Revenue
1. Jul 1, 2025	14	\$76.00	\$0.00	\$30.00	\$0.00	\$106.00
2. Jul 2, 2025	38	\$50.00	\$0.00	\$20.00	\$0.00	\$70.00
3. Jul 3, 2025	40	\$80.00	\$0.00	\$0.00	\$0.00	\$80.00
4. Jul 7, 2025	12	\$63.00	\$0.00	\$10.00	\$0.00	\$73.00
5. Jul 8, 2025	10	\$45.00	\$0.00	\$0.00	\$0.00	\$45.00
6. Jul 9, 2025	12	\$31.00	\$0.00	\$230.00	\$0.00	\$261.00
7. Jul 10, 2025	14	\$87.00	\$0.00	\$0.00	\$0.00	\$88.00
8. Jul 11, 2025	43	\$37.00	\$0.00	\$0.00	\$0.00	\$38.00
9. Jul 12, 2025	4	\$15.00	\$0.00	\$0.00	\$0.00	\$15.00
10. Jul 14, 2025	15	\$47.00	\$0.00	\$100.00	\$0.00	\$146.00
11. Jul 15, 2025	10	\$46.00	\$0.00	\$50.00	\$0.00	\$96.00
12. Jul 16, 2025	25	\$47.00	\$0.00	\$20.00	\$0.00	\$67.00
13. Jul 17, 2025	45	\$41.00	\$0.00	\$10.00	\$0.00	\$50.00
14. Jul 18, 2025	48	\$62.00	\$0.00	\$0.00	\$0.00	\$63.00
15. Jul 19, 2025	4	\$10.00	\$1.00	\$0.00	\$0.00	\$11.00
16. Jul 21, 2025	22	\$105.00	\$0.00	\$0.00	\$0.00	\$105.00
17. Jul 22, 2025	12	\$27.00	\$0.00	\$0.00	\$0.00	\$25.00
18. Jul 23, 2025	18	\$40.00	\$0.00	\$10.00	\$0.00	\$50.00
19. Jul 24, 2025	58	\$65.00	\$5.00	\$20.00	\$0.00	\$91.00
20. Jul 25, 2025	40	\$38.00	\$0.00	\$120.00	\$0.00	\$158.00
21. Jul 26, 2025	4	\$4.00	\$0.00	\$10.00	\$0.00	\$14.00
22. Jul 28, 2025	11	\$97.00	\$2.00	\$0.00	\$0.00	\$100.00
23. Jul 29, 2025	19	\$70.00	\$5.00	\$60.00	\$0.00	\$135.00
24. Jul 30, 2025	35	\$20.00	\$0.00	\$45.00	\$0.00	\$65.00
25. Jul 31, 2025	19	\$36.00	\$65.00	\$0.00	\$0.00	\$100.00
Grand total	572	\$1,239.00	\$78.00	\$735.00	\$0.00	\$2,052.00

Jul 1, 2025 - Jul 31, 2025

Trip Result

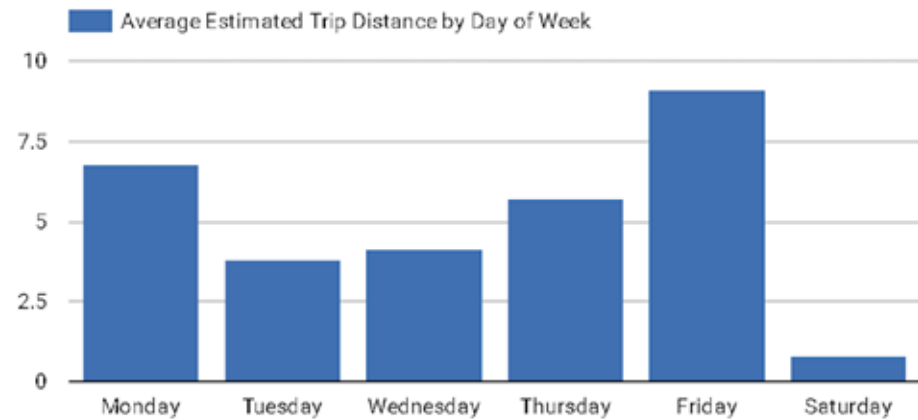
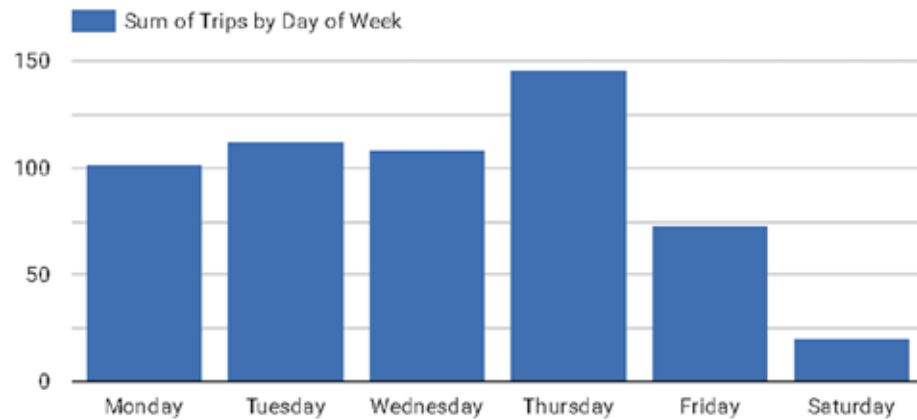
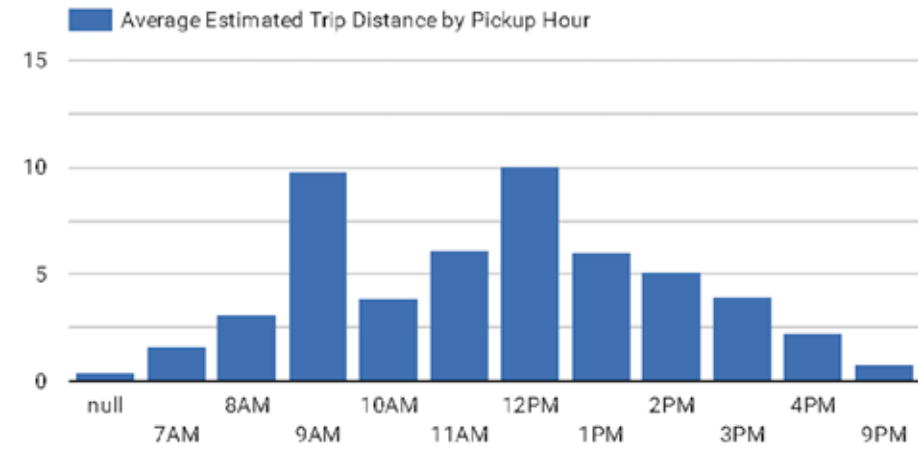
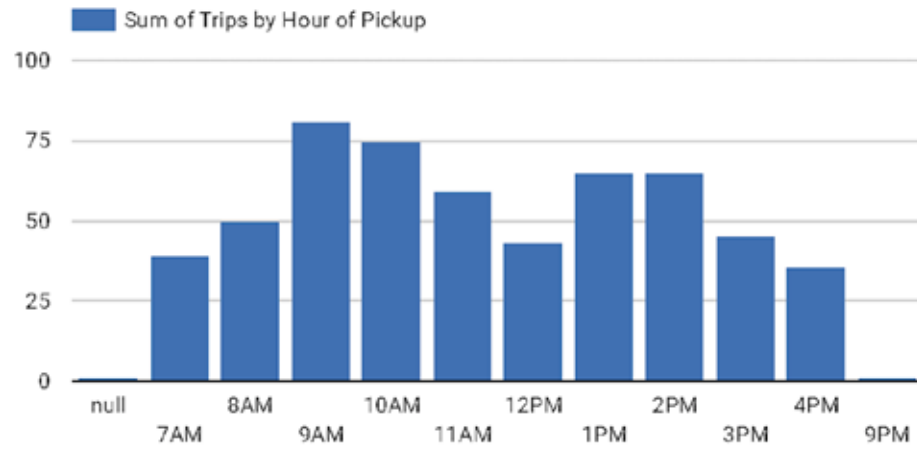


Trip Date	Customer Name and ID	Trip Result	Trips	Records
1. Jul 1, 2025		Completed	2	2
2. Jul 1, 2025		Completed	6	6
3. Jul 1, 2025		Completed	2	2
4. Jul 1, 2025		Completed	2	2
5. Jul 1, 2025		Completed	2	2
6. Jul 1, 2025		Completed	2	2
7. Jul 1, 2025		Completed	2	2
8. Jul 1, 2025		Completed	2	2
9. Jul 1, 2025		Completed	1	1
10. Jul 1, 2025		Completed	2	2
11. Jul 1, 2025		Completed	2	2
12. Jul 1, 2025		Completed	1	1
		Grand total	500	500

Jul 1, 2025 - Jul 31, 2025

Trip Result: Completed

(1)



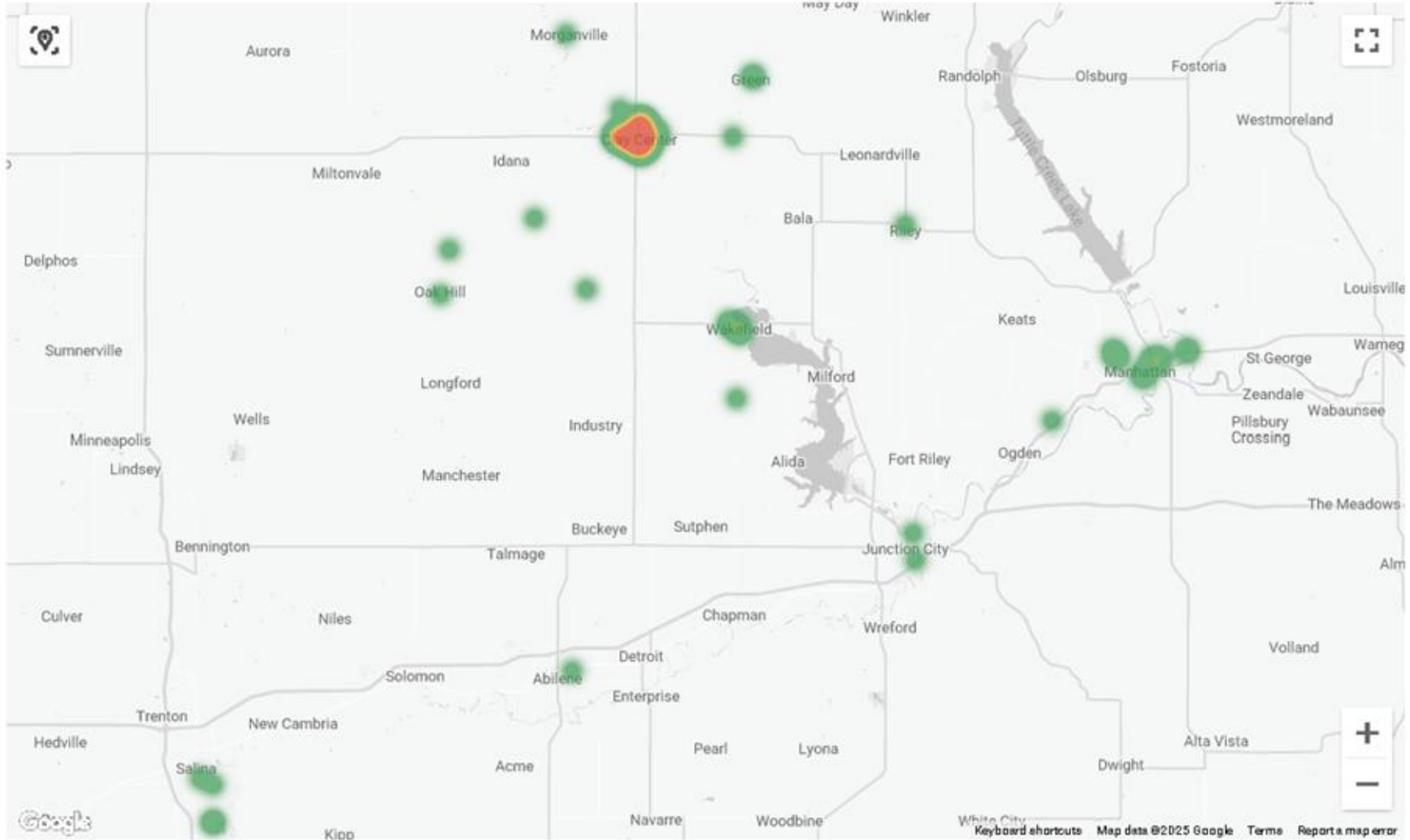
Jul 1, 2025 - Jul 31, 2025

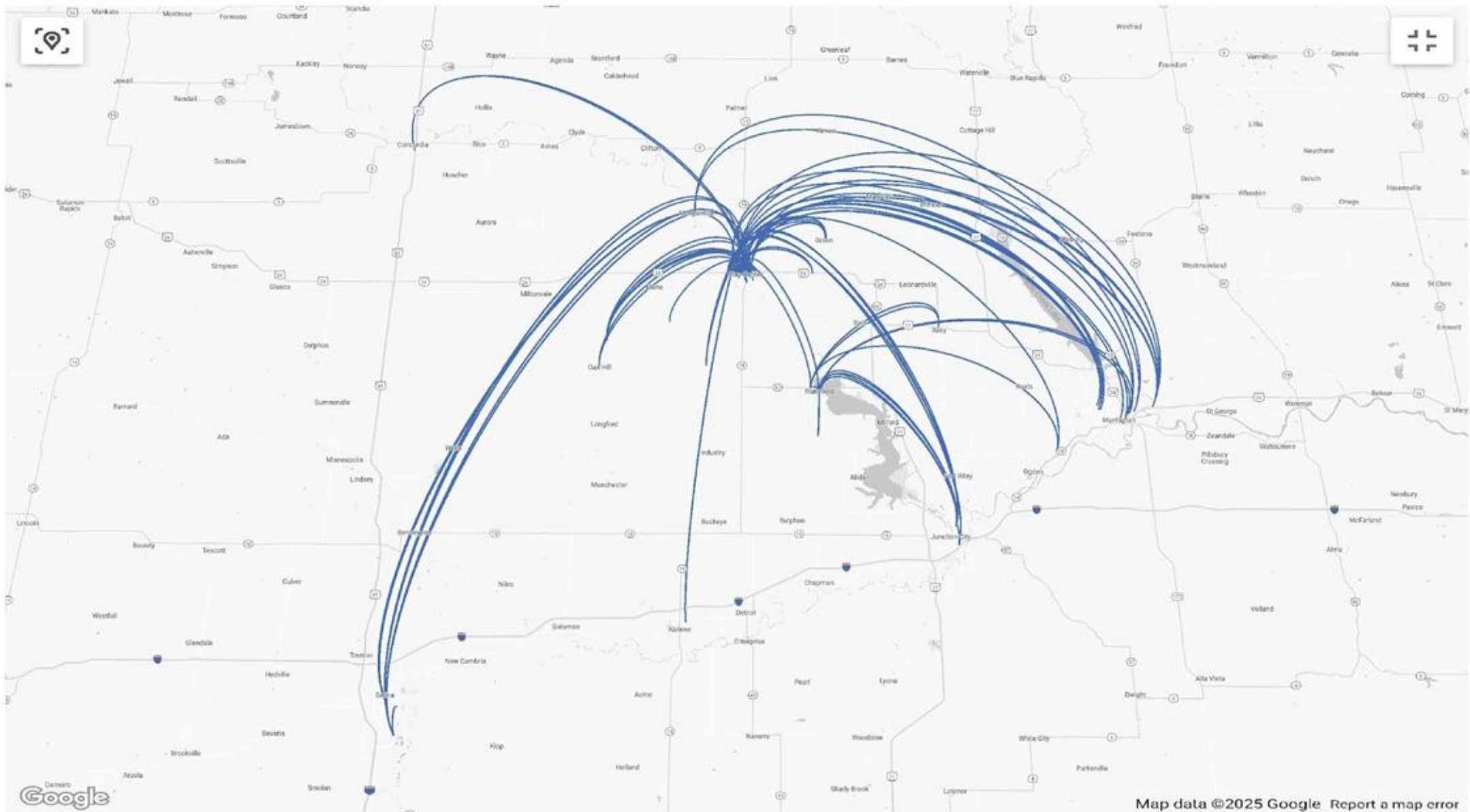
Trip Result: Completed (1)

Trip Sequence

Trip Reverse Sequence

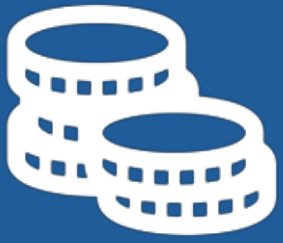
Drop-off Location Heat Map





Google

Map data ©2025 Google Report a map error



Estimated Costs

- **Visible Costs**
 - Google Workspace (\$84/user per year or free for non-profits)
 - Domain Address (\$12 per year)
 - RideSheet Vendor Support Plan (\$6,000 the first year, then \$3,000 each year after.)
 - Compatible Computer with Multiple Wide-screen Monitors (\$400 ~ \$1500)
 - National RTAP-supported documentation & community forums (free)
- **Submerged Costs**
 - Excel & data management skills
 - Reliable internet connectivity
 - Cloud and data security training, policies, and procedures
 - Effecting organizational change

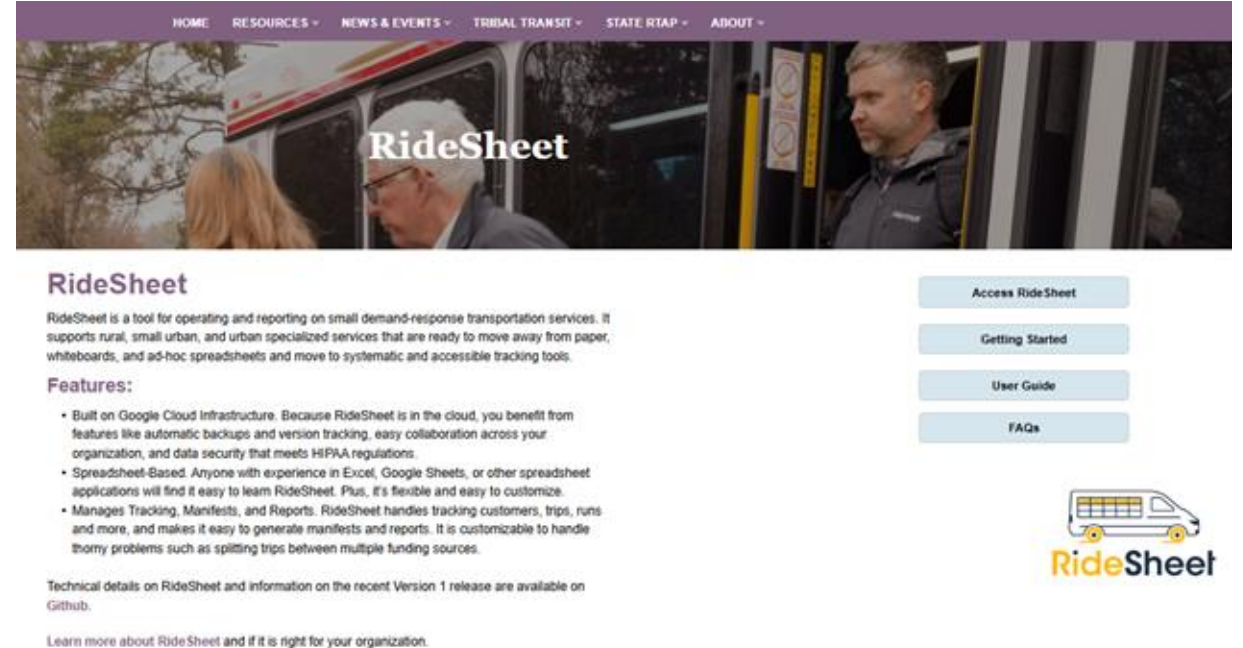
RideSheet Resources

- RideSheet FAQ handouts
- Postcards to book 1:1 with Kevin
- National RTAP team at NTICC
- Monthly user group meetings
- Webpage resources

- Documentation: docs.ridesheet.org

- Code: github.com/full-path/ridesheet

- <https://www.nationalrtap.org/Technology-Tools/Ridesheet>



HOME RESOURCES NEWS & EVENTS TRIBAL TRANSIT STATE RTAP ABOUT

RideSheet

RideSheet is a tool for operating and reporting on small demand-response transportation services. It supports rural, small urban, and urban specialized services that are ready to move away from paper, whiteboards, and ad-hoc spreadsheets and move to systematic and accessible tracking tools.

Features:

- Built on Google Cloud Infrastructure. Because RideSheet is in the cloud, you benefit from features like automatic backups and version tracking, easy collaboration across your organization, and data security that meets HIPAA regulations.
- Spreadsheet-Based. Anyone with experience in Excel, Google Sheets, or other spreadsheet applications will find it easy to learn RideSheet. Plus, it's flexible and easy to customize.
- Manages Tracking, Manifests, and Reports. RideSheet handles tracking customers, trips, runs and more, and makes it easy to generate manifests and reports. It is customizable to handle thorny problems such as splitting trips between multiple funding sources.

Technical details on RideSheet and information on the recent Version 1 release are available on [Github](#).


[Learn more about RideSheet and if it is right for your organization.](#)

[Access RideSheet](#)

[Getting Started](#)

[User Guide](#)

[FAQs](#)



Discussion and Questions



We want to hear from you and your transit needs

1. Do you think RideSheet is a good fit?
2. What would it look like to get RideSheet into the hands of the Tribal programs that would most benefit from it?

Thank You

National Rural Transit Assistance Program

nationalrtap.org

info@nationalrtap.org

888-589-6821

Al Benedict

Technology Tools Lead

National RTAP

albenedict@nationalrtap.org

Kevin Chambers

Principal

Full Path LLC

kc@fullpath.io



U.S. Department of Transportation
Federal Transit Administration