



Beyond the Whiteboard: Streamlining Scheduling and Mastering NTD Reporting with RideSheet

National Transportation in Indian Country Conference
September 24, 2025, 3:30-5:00 PM



U.S. Department of Transportation
Federal Transit Administration

Introductions



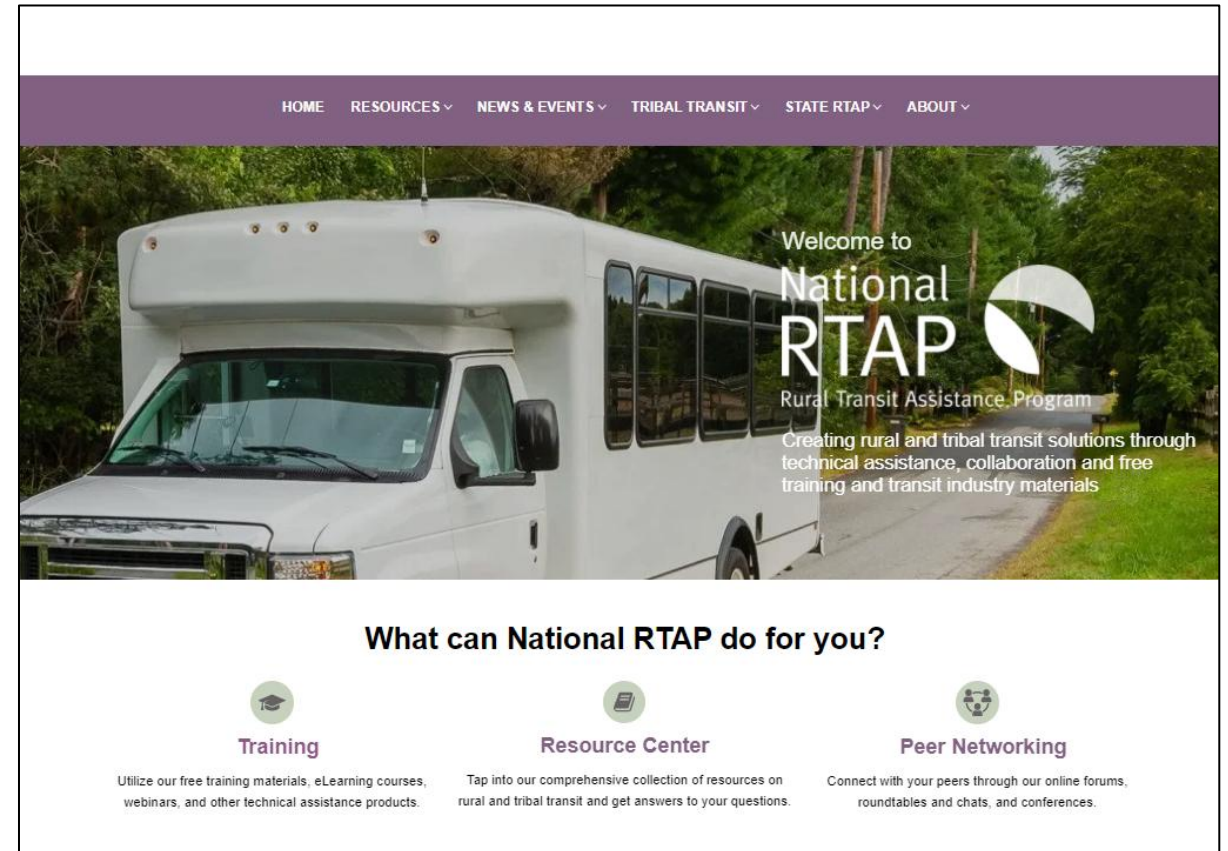
Al Benedict
Technology Tools
Lead
National RTAP



Kevin Chambers
Principal
Full Path LLC

National Rural Transit Assistance Program

- Technical assistance center funded by FTA through the Section 5311 Program
- Provides free training materials and technical assistance to rural and tribal transit providers and State RTAPs
- Review Board – 14 State DOT and rural and tribal transit agency staff from across the country
- 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 reference services
and tech support – bring us
your questions!

Why National RTAP is Supporting RideSheet

- Support Demand Responsive Transportation (<10 vehicles)
- Efficiency in scheduling & reporting
- Increase access and levels of service
- Offers a starting point for technology
- RideSheet is not an automated scheduling platform



Today's Agenda

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

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.



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”

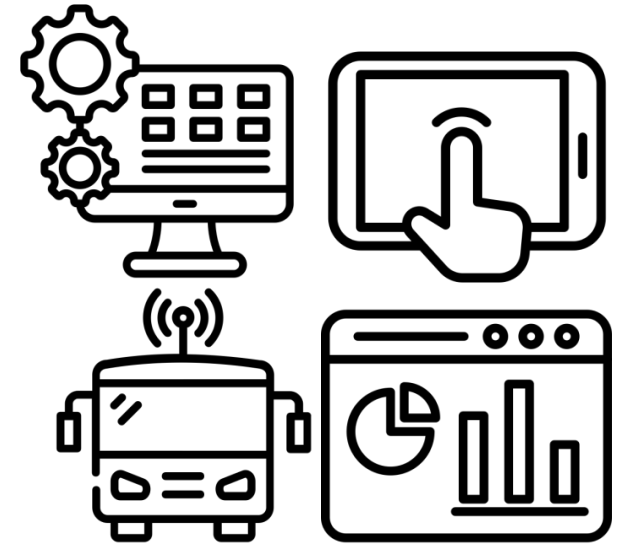


Very Very Small
(1-3 vehicles)



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”



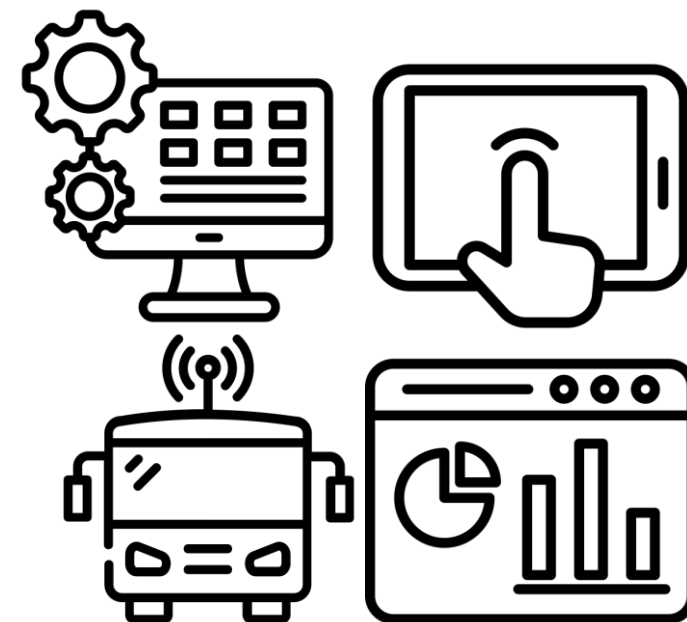
Very Very Small
(1-3 vehicles)

RideSheet

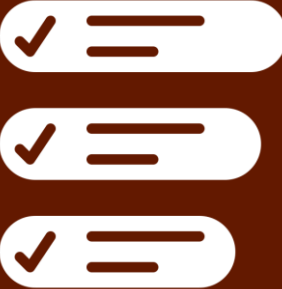


Very Small & Growing
(3-12 vehicles)

“Small Computer-Aided”



Small
(10-25 vehicles)



RideSheet Design Priorities

RideSheet is “opinionated software”

- **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



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



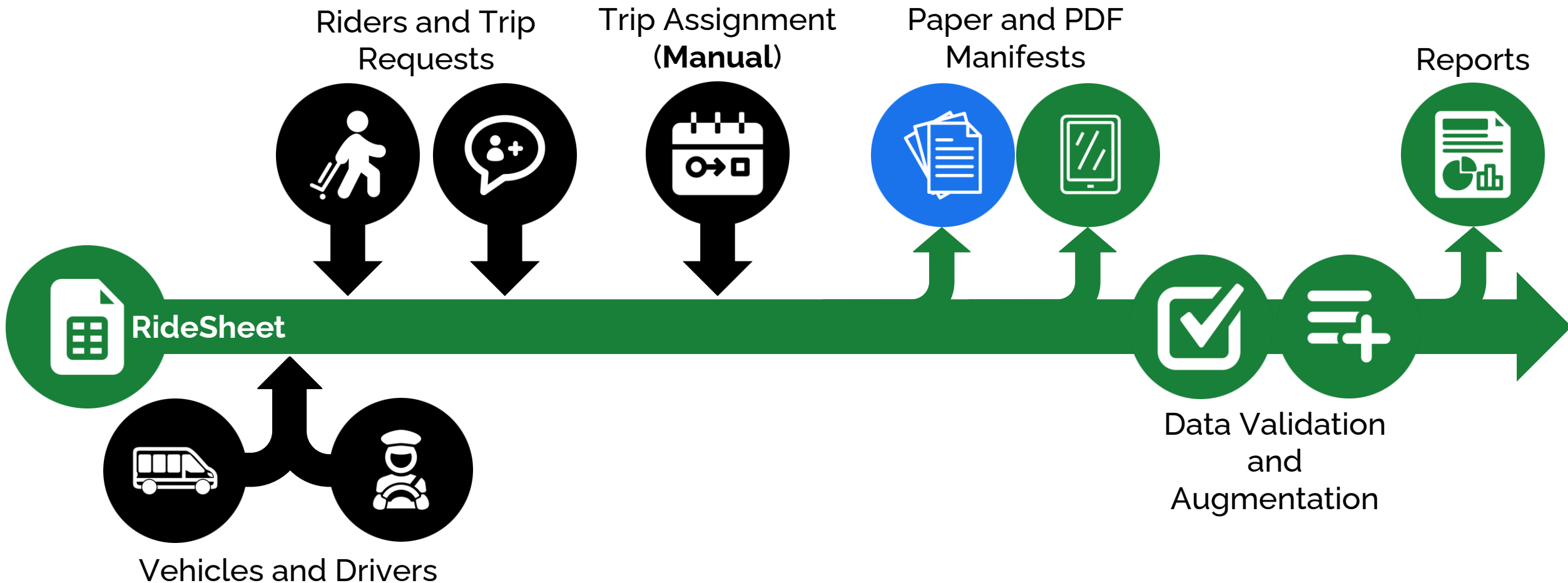
RideSheet aims to be a viable stepping stone — an **agile, lean tool** for small agencies to track their demand-responsive operations accurately, efficiently and reliably.

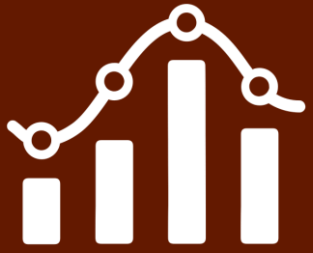


It gives agencies a pathway to see and address **submerged capacity gaps**, supporting growth.



A Data Hub for Operations





Top-Notch Reports

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

Jul 1, 2025 - Jul 31, 2025

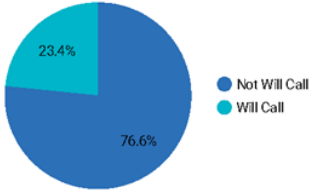
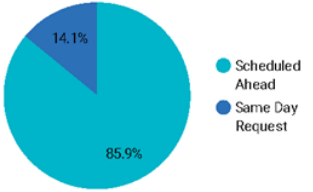
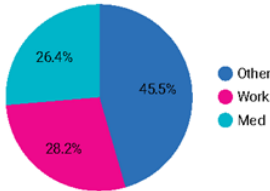
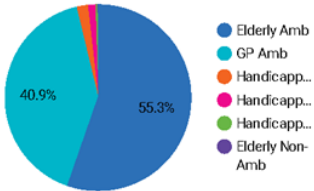
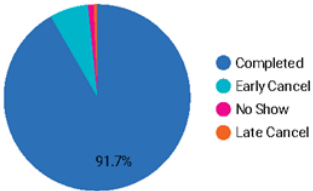
	Vehicle ID ^	Run Count	Odo Start	Odo End	Vehicle Miles	Non-Revenue Miles	Revenue Miles	Vehicle Hours	Non-Revenue Hours	Revenue Hours
1.	A	16	116,381	117,156	775	67.0	708.0	135:00:00	51:26:00	83:34:00
2.	B	25	19,356	21,195	1,839	63.8	1,775.2	216:20:00	85:00:00	131:20:00
3.	C	8	126,539	127,120	578	118.1	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
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	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

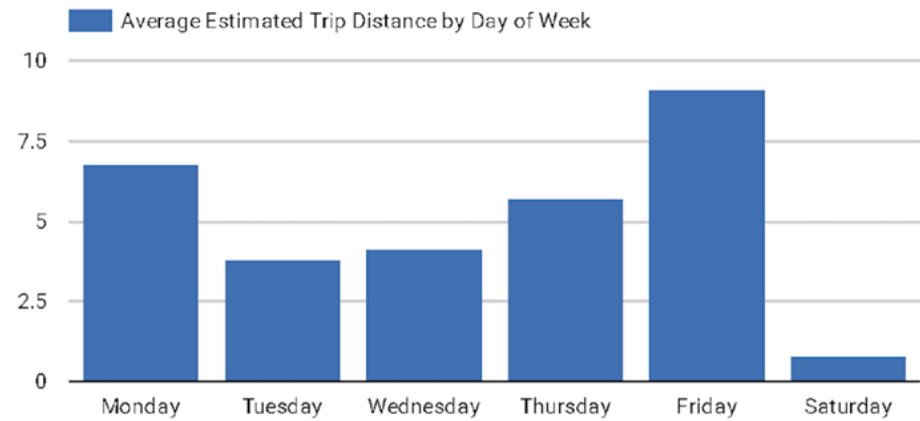
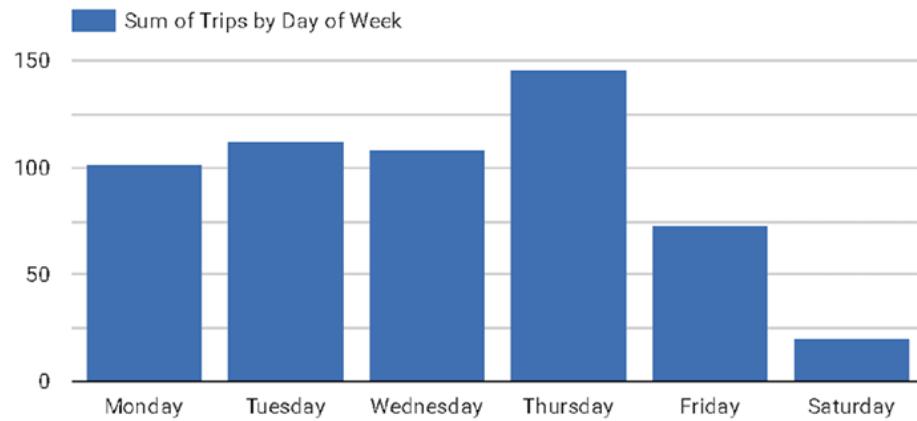
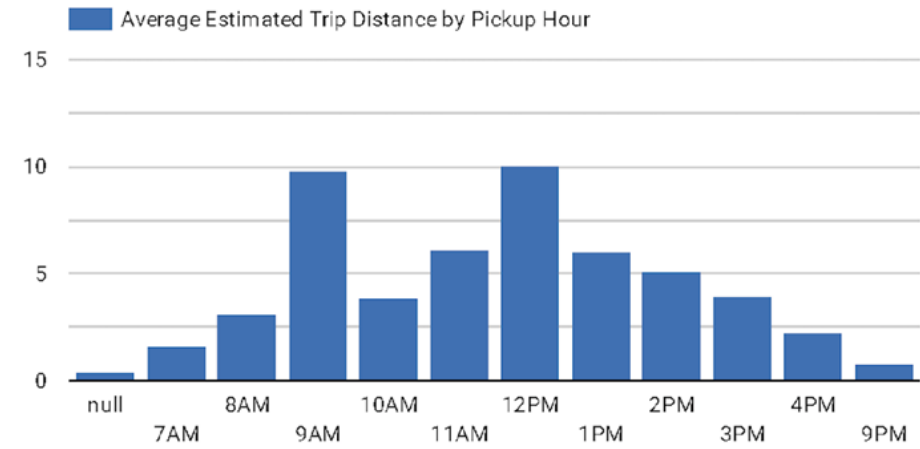
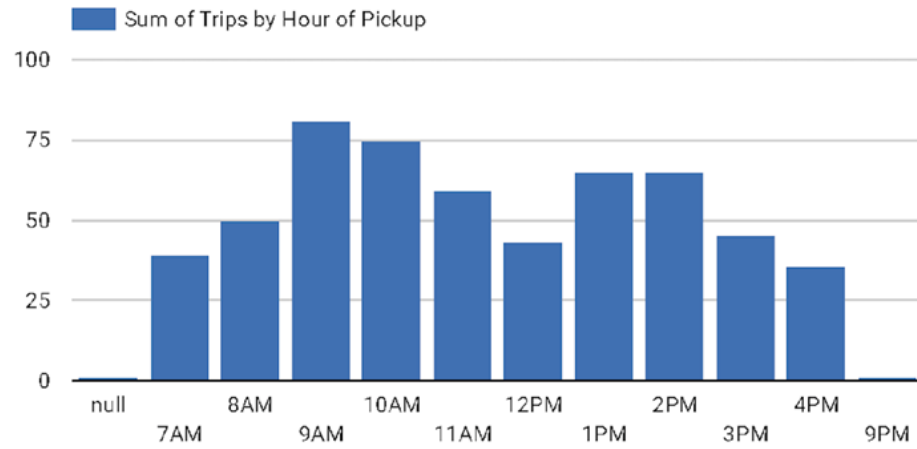


Trip Date 1 ^		Customer Name and ID	Trip Result 2 ^	Trips	Records
1.	Jul 1, 2025		Completed	2	2
2.	Jul 1, 2025		Completed	6	6
3.	Jul 1, 2025		Completed	2	2
4.	Jul 1, 2025		Completed	2	2
5.	Jul 1, 2025		Completed	2	2
6.	Jul 1, 2025		Completed	2	2
7.	Jul 1, 2025		Completed	2	2
8.	Jul 1, 2025		Completed	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)



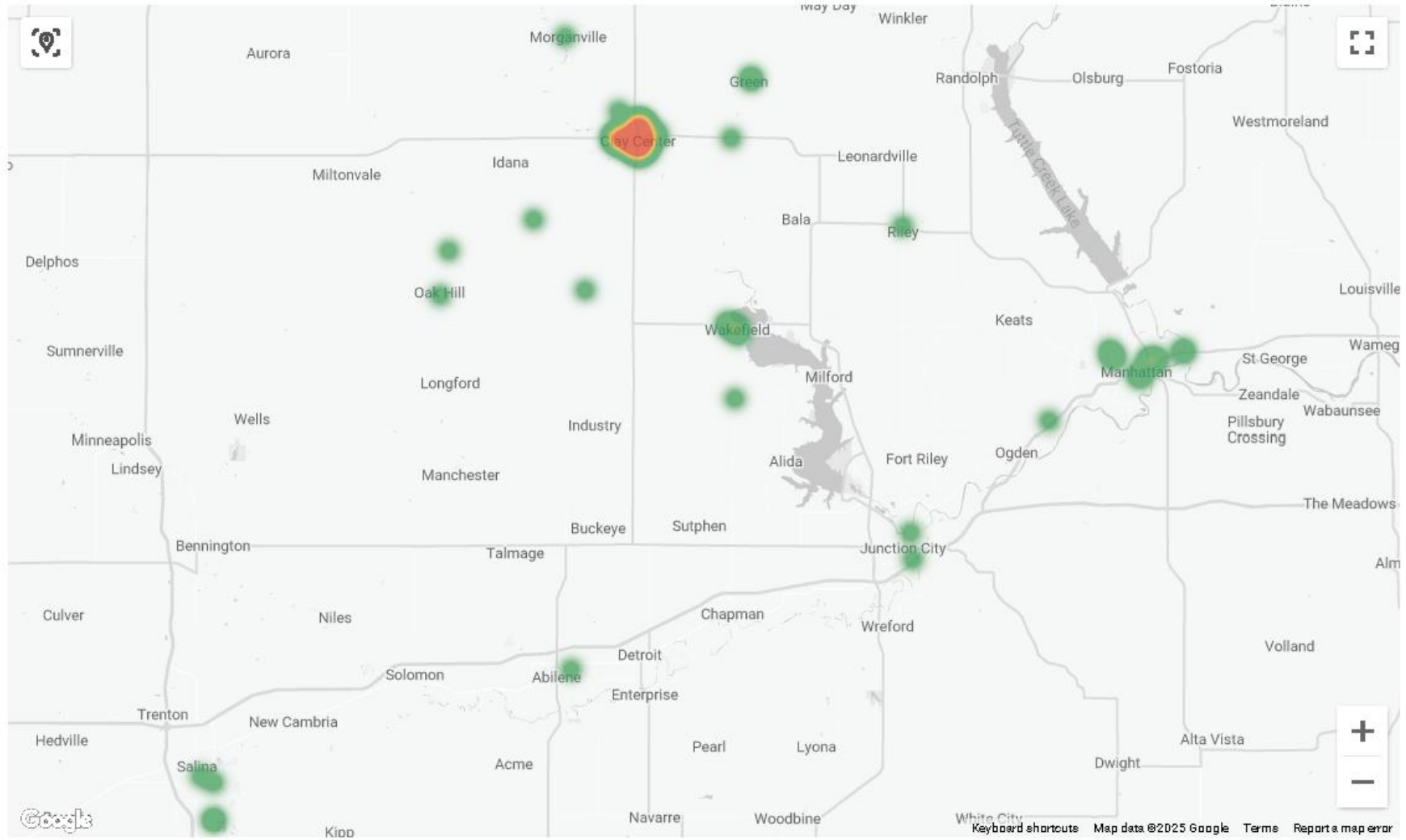
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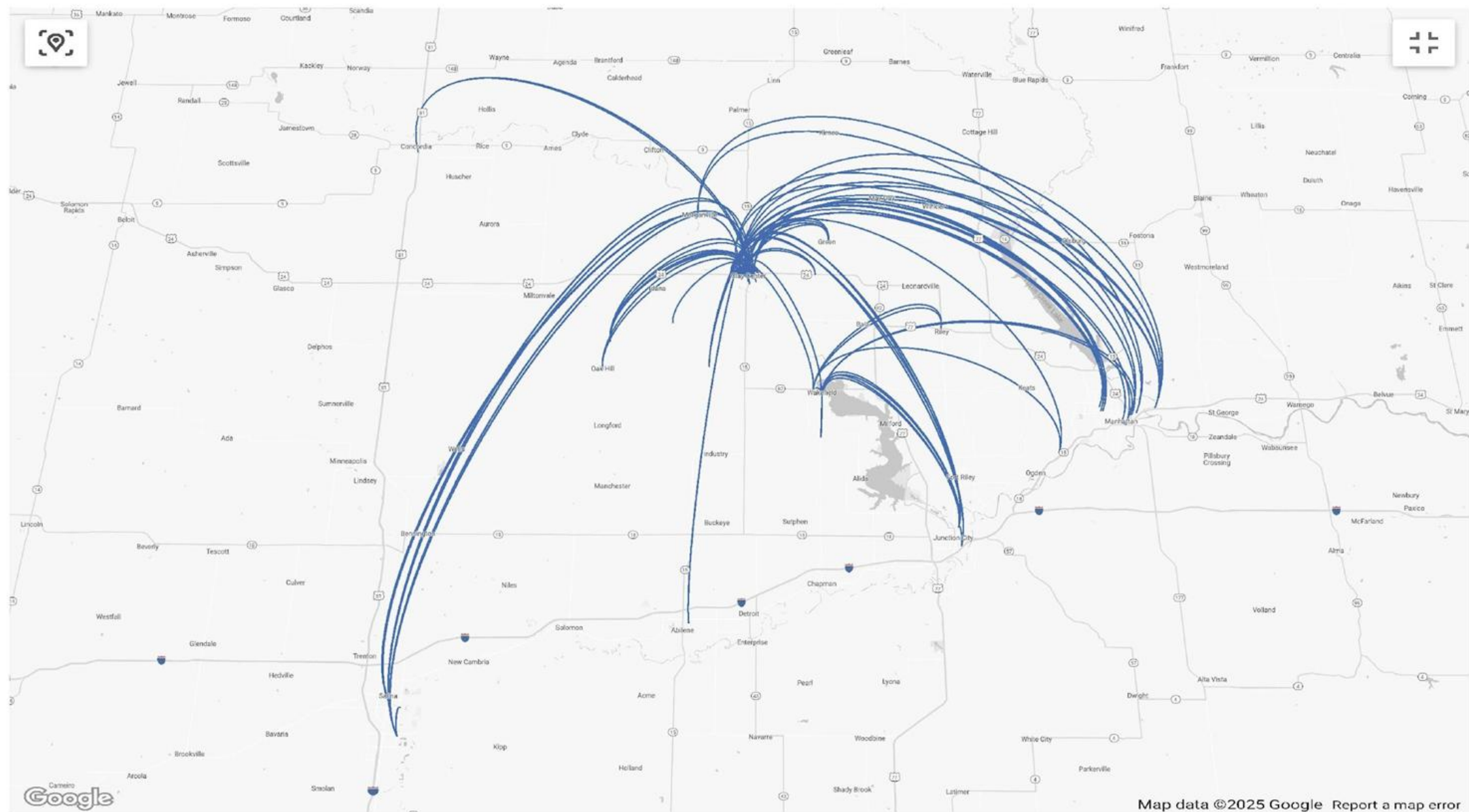
Trip Result: Completed (1)

Trip Sequence

Trip Reverse Sequence

Drop-off Location Heat Map







National RTAP & RideSheet

Transitioning from piloting implementations to piloting core support

Goals: Maintain momentum and ensure impact

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



The Kansas Vision for Incremental Capacity Building

Phase 1

- Clay County
- Goal: Product Development
- Status: Completed



Phase 2

- Marshall County
- Goal: Efficiencies
- Status: Completed



Phase 3

- Location Ottawa County
- Goal: Replicability
- Status: Live as of 8/2025

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



**Tools to
Self-Assess
Readiness &
Risk**



**Streamlined
Onboarding
Processes**



**Support
Organizational
Change**



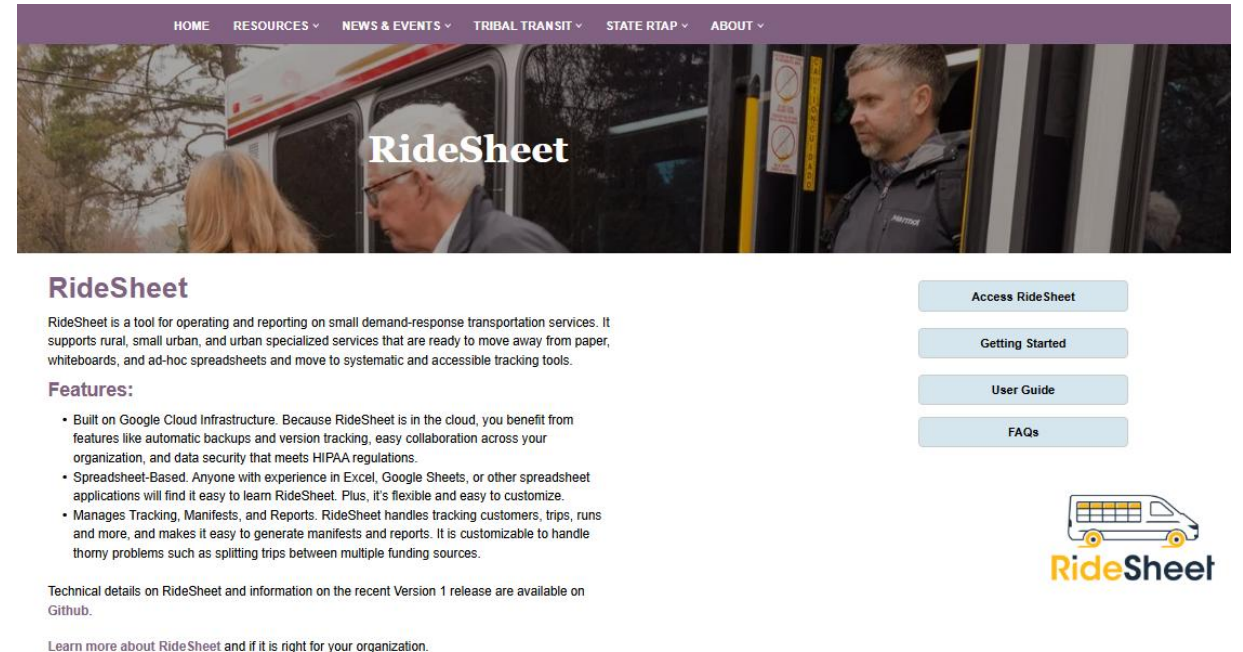
**Encourage
Peer
Support**

[illegible]

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>



Discussion and Questions



We want to hear from you
and your transit needs

Do you think RideSheet is
a good fit?

National RTAP Conference



Wrangling Access and Mobility in Rural and Tribal Transit

December 7-10, 2025 in Austin Texas

More information, visit nationalrtap.org

Thank You

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