

Ridership Reporting Guide

Updated 10/2018

Vehicle Usage Reporting Website:

Go to <https://sddot.lightning.force.com>

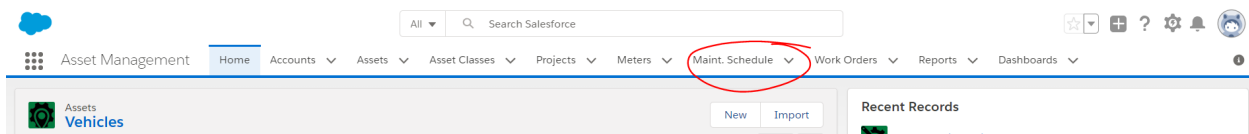
The recommended browser for ThingTech is Google Chrome. Note that the guidance may look different if not using the recommended web browser.

Username and Password:

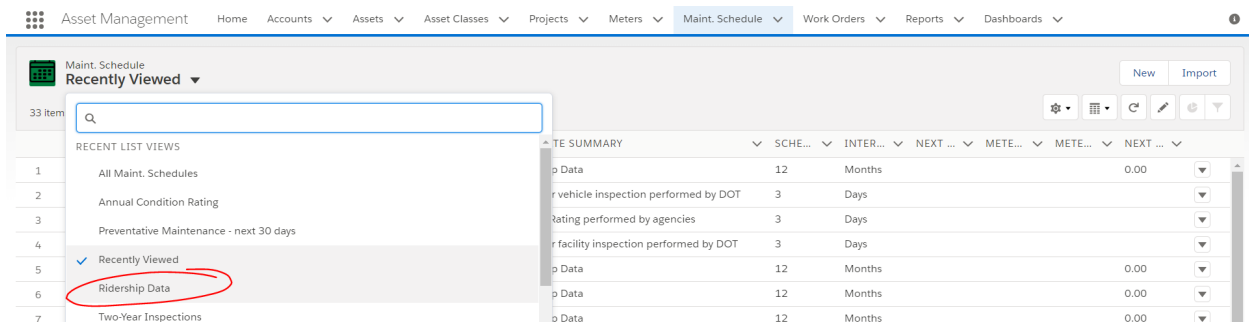
Enter your Username and Password and click on the Log In button below. If you need either, please contact the transit office staff.

New Usage Report:

After entering the Username and Password, you will see the ThingTech home page. Click on the Maint. Schedule tab from the toolbar at the top of the screen.



You should see a list of 'Recently Viewed' maintenance schedules. Click on 'Recently Viewed' and use the dropdown to select 'Ridership Data' to see a list of all vehicles.



Scroll to the line with the name of the vehicle whose ridership data you'd like to submit. The list is a continuous page, so you may need to keep scrolling to see all vehicles. To quickly identify a specific vehicle, it may be easiest to use a browser search to find the record on the page [CTRL+F will open a search dialog; enter the vehicle number, VIN, or license plate to find matching results]. Once you've identified the vehicle for which you'd like to submit data, click on the 'MS-00xxxx' link on the far left.

MAINT SCHEDULE # ↑	ASSET NAME	NEXT WO DATE
1 MS-001879	121	10/1/2018
2 MS-001880	123	10/1/2018
3 MS-001881	99	10/1/2018
4 MS-001882	119	10/1/2018
5 MS-001883	139	10/1/2018
6 MS-001884	118	10/1/2018

This will take you to the schedule for the Ridership form. By default, all Ridership forms are set on a 12-month cycle. If you would like to fill out Ridership Data every 1 month (which will trigger Work Order creation at each month), change the Schedule Interval from 12 months to 1 and click Save.

Check the Work Order Details pane at the bottom of the Maint. Schedule to see if the system already generated a work order for this reporting period. If 'Last Created WO Status' is 'Not Started', click on that Work Order, then click Edit in the upper right hand corner. If the last created work order was already completed, click 'Generate WO' in the upper right hand corner, click Save, then click on the generated work order.

Select Reporting Period:

Reports can be submitted monthly or annually. The minimum reporting requirement is annually, with all reports submitted online by October 31, unless you are required to send a 5310 report to the state in early October.

The first section asks for Reporting Period details. This is asking for the period that is reflected in the data – it is not asking for the month you are submitting the data. Name all reports by the year 20## Ridership Data. In the first section, enter the fiscal year to which your reporting period belongs. Then select the type of reporting period: monthly or yearly. If you select Monthly, you will be required to specify the reporting month (i.e. January, February, etc.).

Reporting Period

Reporting Fiscal Year ⓘ

2,018

Ridership Reporting Period

Yearly ▼

[View all dependencies](#)

Ridership Reporting Month

--None-- ▼

[View all dependencies](#)

Trips by Client Type:

Trips by Client Type

Trips: Disabled (Ambulatory)

785

Trips: Disabled (Non-Ambulatory)

0

Trips: Elderly (Ambulatory)

803

Trips: Elderly (Non-Ambulatory)

0

Trips: General Public

4,073

Trips: Youth

2,090

Elderly = A passenger over the age of 60.

Ambulatory = Able to walk on own, or with assistance of another person, cane/walker.

Non-ambulatory = Passenger is confined to a wheelchair.

Disabled = An individual with a physical or cognitive disability under the age of 60.

Ambulatory = Able to walk on own, or with assistance of another person, cane/walker.

Non-ambulatory = Passenger is confined to a wheelchair.

Youth = Passenger between ages of 0-18.

General Public = Passenger that does not fit into a category above.

If a child, age 10, is confined to a wheelchair, that passenger should be counted under 'Disabled' and 'Non-ambulatory'.

If a person, age 80, is confined to a wheelchair, that passenger should be counted as 'Elderly' and 'Non-ambulatory'.

Clients by Client Type-5310 Reports Only

Clients by Client Type (only required for 5310 for year-end reports!)

5310 Unduplicated Clients Served

5310 One-way Trips

On the last report of the year enter in the number of unduplicated riders. Remember to count an individual person only once.

Example: George who is elderly and, in a wheelchair, rides the bus three times per week all year. George would only be counted as one elderly non-ambulatory rider for the whole year.

Note – the system will give you one of two errors if this section is incorrectly completed.

1. Submitting data on client type on a mid-year report. If you submit client data for a monthly reporting period where the month is *not* September, the system will give you the following error.

Review the errors on this page.

Do not submit data on client count until the last report of the year. Please clear any fields under the Clients section.

2. Submitting data without client type for a 5310 vehicle on an end-of-year report. Client data is required for end-of-year reports on 5310 funded vehicles (i.e. a yearly report or a monthly report for the month of September). If you attempt to submit the form without this data for 5310 vehicles you will see the following error. If there were no clients for any client type, you must at least enter a 0.

Review the errors on this page.

Must enter number of clients for 5310 funded vehicles for year-end reports (enter 0 in fields if no clients for a specific client-type)

Trip Purpose:

Trip Purpose	
Education	Other
<input type="text" value="1,939"/>	<input type="text" value="0"/>
Employment	
<input type="text" value="1,262"/>	
Medical	
<input type="text" value="3,665"/>	
Nutrition	
<input type="text" value="8"/>	
Shopping/Personal	
<input type="text" value="252"/>	
Social/Recreation	
<input type="text" value="625"/>	

For every passenger, there should be a trip purpose. Care attendants are also included in the total ridership. **Ridership and Trip Purpose MUST EQUAL**

Each one-way trip (origin to destination) should be counted as one trip.

Example: Mrs. Smith is picked up at her house, taken to the dentist, then picked up at the dentist and returned to her house. This is 2 trips.

Enter Ridership and Mileage Info:

Review the errors on this page.

The total number of Trips under Client Type must equal the total number of Trips under Trip Purpose.

An error message will pop up on the screen if ridership and trip purpose do not equal. The system will not allow entering information for that vehicle. The data for that specific vehicle will have to be re-entered.

Review the errors on this page.

Report mileage if rides were reported. If there are rides reported, mileage is required to be reported and vice versa.

Report mileage if rides were reported. If there are rides reported, mileage is required to be reported and vice versa. Effective 10/1/13, if there is one without the other reported; neither will be counted or credited for the agency.

Enter Operating Characteristics:

Operating Characteristics	
Total Revenue Miles	Odometer Last Oil Change
<input type="text"/>	<input type="text"/>
Non-Revenue Miles	Odometer Last Tune-up
<input type="text"/>	<input type="text"/>
Revenue Hours	Current Odometer Reading
<input type="text"/>	<input type="text"/>
# of Days Operated	Yearly Insurance Premium
<input type="text"/>	<input type="text"/>
Coordinated Trips	Gallons Consumed
<input type="text"/>	<input type="text"/>

Enter data for each of the fields.

Total Revenue Miles: The total number of miles for the reporting period that the vehicle traveled while in revenue service. Exclude deadhead miles*, miles for driver training, and miles traveled while a vehicle is being repaired or maintained (an on-the-road test). Also exclude miles traveled for exception or exemption charter trips.

Non-Revenue Miles: This includes deadhead miles, any operator training, vehicle maintenance tests and miles for charter services.

*Deadhead Miles are the miles that a vehicle travels when out of revenue service.

For example, leaving or returning to the garage or yard facility, changing routes, or when there is no expectation of carrying revenue passengers.

Revenue Hours = This is the total amount of hours for the reporting period that the vehicle traveled WHILE IN REVENUE SERVICE. Include any layovers (waiting for a passenger during a medical appointment in another town) but exclude deadhead.

Number of Days Operated = The number of days operated within the reporting period.

Coordinated Trips = A trip that is paid in whole or in part directly to the transit provider by a third party. Common Coordinated Trips may be Medicaid, Assisted Living Center, Head Start, and Adjustment Training Centers.

Odometer Last Oil Change = The odometer reading at the time of the last oil change.

Odometer Last Tune-Up = The odometer reading when the vehicle last received preventive maintenance. Preventive maintenance such as what is defined or spelled out in the vehicle's owner's manual.

Current Odometer Reading = Odometer reading as of the ending day of the reporting period.

Yearly Insurance Premium = Enter this by vehicle. This likely will not be the same number for all vehicles unless all the agencies vehicles are the same age, make and model.

Gallons Consumed = The number of gallons of fuel that was used for the reporting period.

Submit Data

Comments

Total Trips
1

Total Clients
5.00

Status ⓘ
Completed

Completion Date ⓘ
10/1/2018

Comments ⓘ

Created By Last Modified By

After all data is entered, change the Status from 'Not Started' to 'Completed' and enter the date of completion. Saving the form as 'Completed' considers that report submitted. You also can add any additional comments at the bottom of the page. Once the status is set to 'Completed' enter any desired comments, click Save.

To view your annual report information, click on the Reports tab, then select All Folders from the menu on the left-hand side, then select the South Dakota Folder.

The screenshot shows the Salesforce Asset Management interface. The top navigation bar includes tabs for Asset Management, Home, Accounts, Assets, Asset Classes, Projects, Meters, Maint. Schedule, Work Orders, Reports (highlighted with a red circle), Dashboards, and Files. The Reports tab is active, displaying a list of reports under the 'All Folders' view. The left sidebar shows a tree structure with 'All Folders' selected (highlighted with a red circle). The main table lists reports with columns for NAME, CREATED BY, CREATED ON, LAST MODIFIED BY, and LAST MODIFIED DATE. The 'South Dakota' folder is highlighted in the list.

REPORTS	NAME	CREATED BY	CREATED ON	LAST MODIFIED BY	LAST MODIFIED DATE
Recent	Rural Office of Community Services	Thing Tech	5/22/2018, 11:55 AM	Thing Tech	5/22/2018, 11:55 AM
Created by Me	South Dakota	Thing Tech	5/22/2018, 9:29 AM	Thing Tech	5/22/2018, 9:29 AM
Private Reports	Southeast Technical Institute Foun...	Thing Tech	5/22/2018, 11:56 AM	Thing Tech	5/22/2018, 11:56 AM
Public Reports	Spink County Public Transit	Thing Tech	5/22/2018, 11:56 AM	Thing Tech	5/22/2018, 11:56 AM
All Reports	Standing Rock Transportation	Thing Tech	5/22/2018, 11:56 AM	Thing Tech	5/22/2018, 11:56 AM
	Sully County Transportation	Thing Tech	5/22/2018, 11:57 AM	Thing Tech	5/22/2018, 11:57 AM
FOLDERS	Telematics Reports	Thing Tech	3/23/2018, 11:00 AM	Thing Tech	3/23/2018, 11:00 AM
All Folders	Thingtech System Reports	Thing Tech	3/23/2018, 11:00 AM	Thing Tech	3/23/2018, 11:00 AM
Created by Me	Valiant Living	Thing Tech	5/22/2018, 11:57 AM	Thing Tech	5/22/2018, 11:57 AM
Shared with Me	Vermillion Public Transit	Thing Tech	5/22/2018, 11:57 AM	Thing Tech	5/22/2018, 11:57 AM
	Volunteers of America	Thing Tech	5/22/2018, 11:57 AM	Thing Tech	5/22/2018, 11:57 AM
FAVORITES	Watertown Area Transit	Thing Tech	5/22/2018, 11:58 AM	Thing Tech	5/22/2018, 11:58 AM
All Favorites	Wheels and Meals Corporation	Thing Tech	5/22/2018, 11:58 AM	Thing Tech	5/22/2018, 11:58 AM
	Yankton Sioux Tribe Transit	Thing Tech	5/22/2018, 11:59 AM	Thing Tech	5/22/2018, 11:59 AM
	Yankton Transit	Thing Tech	5/22/2018, 11:59 AM	Thing Tech	5/22/2018, 11:59 AM

You will see two relevant report options:

1. Ridership Data by FY – this will summarize all completed Ridership data for your fleet for a specified year
2. Ridership Data by Asset – this will summarize all completed Ridership data for a specific asset (across multiple reporting years).

Reports

[All Folders](#) > South Dakota

11 Items

REPORTS	NAME ↑	DESCRIPTION	FOLDER	CREATED BY	CREATED ON	SUBSCRIBED
Recent	Asset Class Performance		South Dakota	Thing Tech	7/16/2018, 10:16 AM	
Created by Me	Asset Work Orders by Date	Work Orders by individual asset...	South Dakota	Thing Tech	7/15/2018, 7:21 PM	
Private Reports	Capital Replacement Estimates		South Dakota	Thing Tech	7/11/2018, 8:32 PM	
Public Reports	Facility Data Report	Report of all data pertaining to ...	South Dakota	Thing Tech	5/22/2018, 9:51 AM	
	Historical Repairs	Vehicle repair data	South Dakota	Thing Tech	5/22/2018, 10:07 AM	
All Reports	Ridership Data by Asset		South Dakota	Thing Tech	7/30/2018, 9:46 AM	
	Ridership Data by FY		South Dakota	Thing Tech	7/30/2018, 9:41 AM	
FOLDERS	SOGR (by condition rating)		South Dakota	Thing Tech	7/11/2018, 9:00 PM	
All Folders	Vehicle Data Report	Report of all data pertaining to ...	South Dakota	Thing Tech	5/22/2018, 9:44 AM	
Created by Me	Vehicle Maintenance Import	Report used to import validation	South Dakota	Doug Gorham	7/19/2018, 11:57 AM	
Shared with Me	Vehicle Maintenance Import - I...	Report used to import validation...	South Dakota	Lisa Donner	7/23/2018, 4:39 PM	
FAVORITES						

Once you select the appropriate report, you may want to adjust the filters so that the report reflects the Fiscal Year or Asset you'd like to see. To do so:

1. Click the Filter icon in the upper right-hand corner.
2. Click on the field you'd like to adjust (Fiscal Year or Serial Number) and enter the relevant data.
3. Click Done in the field Filter, then Apply in the upper right-hand corner.
Note if not using Google Chrome this section may appear different.

Asset Management Home Accounts Assets Asset Classes Projects Meters Maint. Schedule Work Orders Reports Dashboards Files

REPORT Ridership Data by Asset

Total Records: 0 Total Clients: Disabled (Ambulatory): 0 Total Clients: Elderly (Ambulatory): 0 Total Clients: General Public: 0 Total Clients: Disabled (Non-Ambulatory): 0

This report has no results. Adjust settings and filters if you need to.

Asset ID: Serial Number
equals
1FDWE45F13HA37754

Done

Cancel Apply

Show Me
All work orders

Work Order: Created Date
All time

Work Order: Record Type
equals Ridership Data

Asset ID: Serial Number
equals 1FDWE45F13HA37754

To export this report, select the dropdown arrow in the upper right-hand corner, then select Export.

Asset Management

HomeAccountsAssetsAsset ClassesProjectsMetersMaint. ScheduleWork OrdersReportsDashboardsFiles

REPORT

Ridership Data by Asset

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There are two options for export:

1. **Formatted Report** – this preserves any grouping or summaries/subtotals built into the report. This option is only available for export as an Excel Workbook (.xlsx)
2. **Details Only** – this does not preserve any grouping or summaries. It will export each record as a row and each field as a column with no additional formatting. This option is available for export as an Excel Workbook (.xlsx) or a Comma Separated

If you find information about your vehicle is missing (such as the license plate number), or a vehicle itself, please let the transit staff know. Released vehicles must be reported on if they were used at any time during the fiscal year until they are sold.

Useful Information

Help Desk–support@thingtech.com

Recommended Browser: Google Chrome