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.

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.).
Trips by Client Type:

- 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.

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.
Trip Purpose:

<table>
<thead>
<tr>
<th>Trip Purpose</th>
<th>Education</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1,935</td>
<td>0</td>
</tr>
<tr>
<td>Employment</td>
<td>1,262</td>
<td></td>
</tr>
<tr>
<td>Medical</td>
<td>3,665</td>
<td></td>
</tr>
<tr>
<td>Nutrition</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Shopping/Personal</td>
<td>252</td>
<td></td>
</tr>
<tr>
<td>Social/Recreation</td>
<td>625</td>
<td></td>
</tr>
</tbody>
</table>

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. Effective 10/1/13, if there is one without the other reported; neither will be counted or credited for the agency.
Enter Operating Characteristics:

<table>
<thead>
<tr>
<th>Operating Characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>Total Revenue Miles</td>
</tr>
<tr>
<td>Non-Revenue Miles</td>
</tr>
<tr>
<td>Revenue Hours</td>
</tr>
<tr>
<td># of Days Operated</td>
</tr>
<tr>
<td>Coordinated Trips</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Trips</td>
</tr>
<tr>
<td>Total Clients</td>
</tr>
<tr>
<td>Status</td>
</tr>
<tr>
<td>Completion Date</td>
</tr>
</tbody>
</table>

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.

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).

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.*

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