



Westchester County Ride Reports

2022- Q1 2024

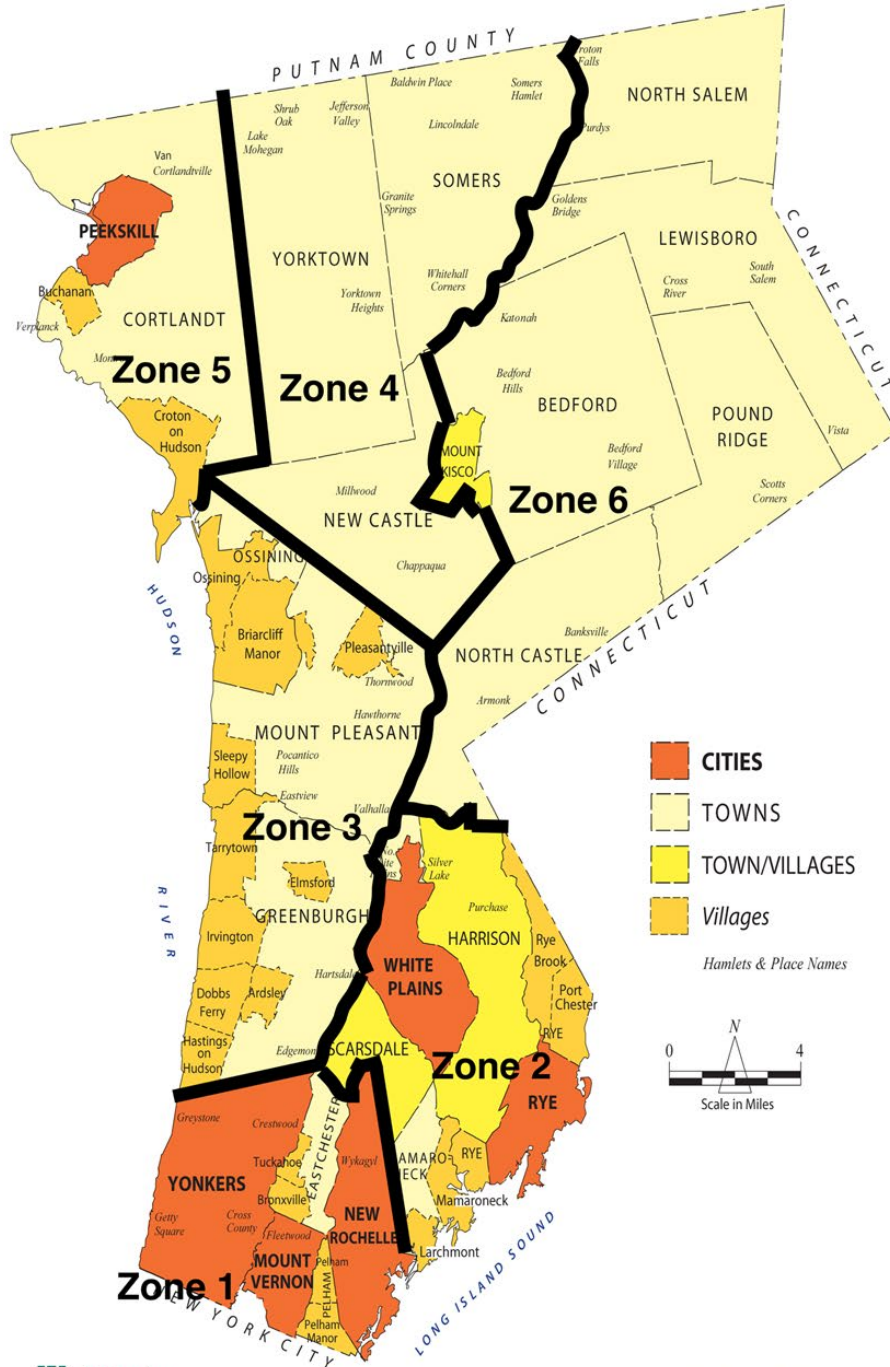
with comparisons by quarter, zone, and driver type

For further information, contact Ibrahim Abdallah, Call Center Director,

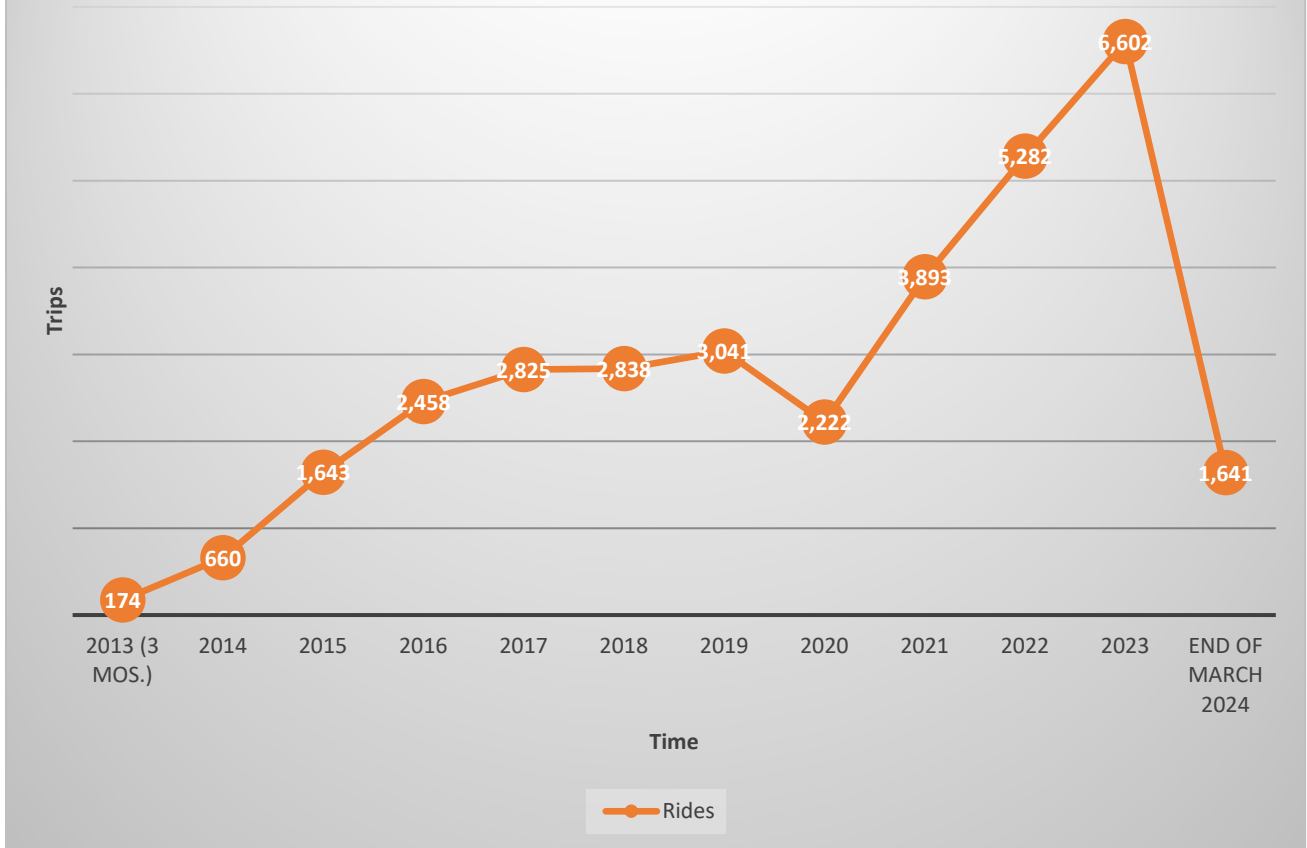
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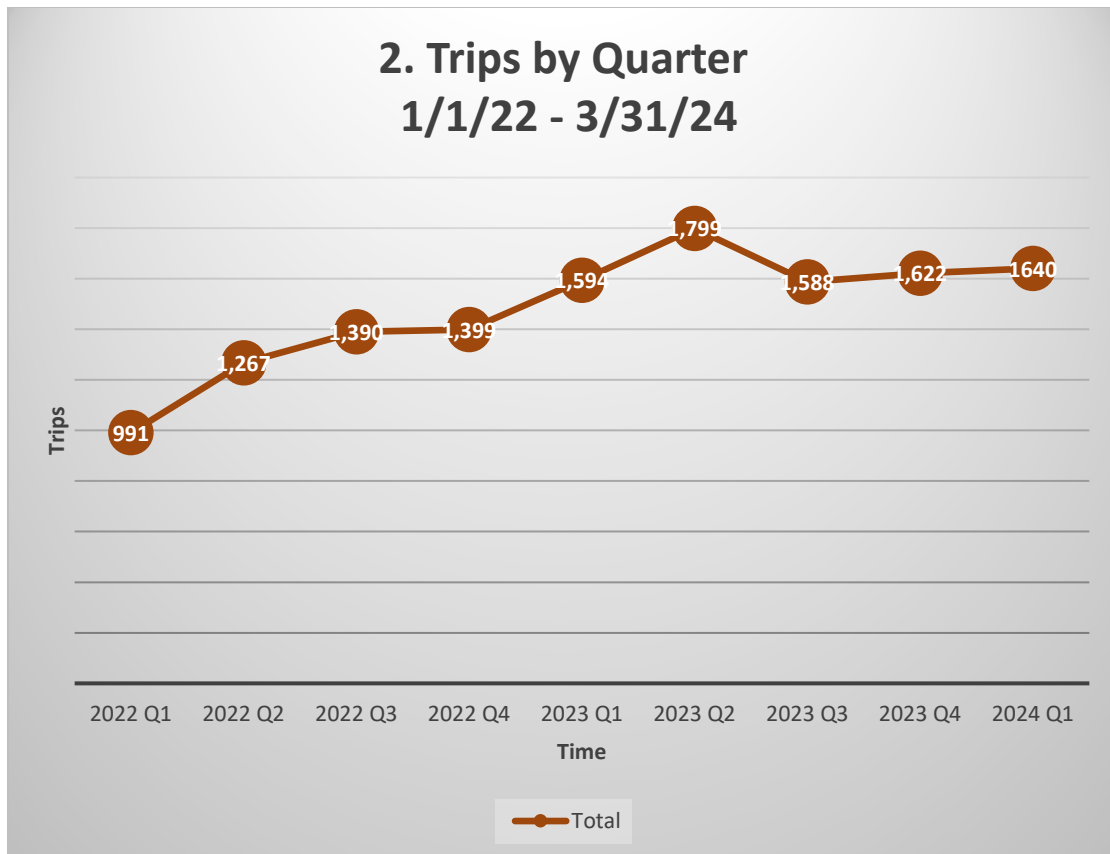
914-752-2638 or email ibrahima@my-TRA.org

WESTCHESTER COUNTY, NEW YORK



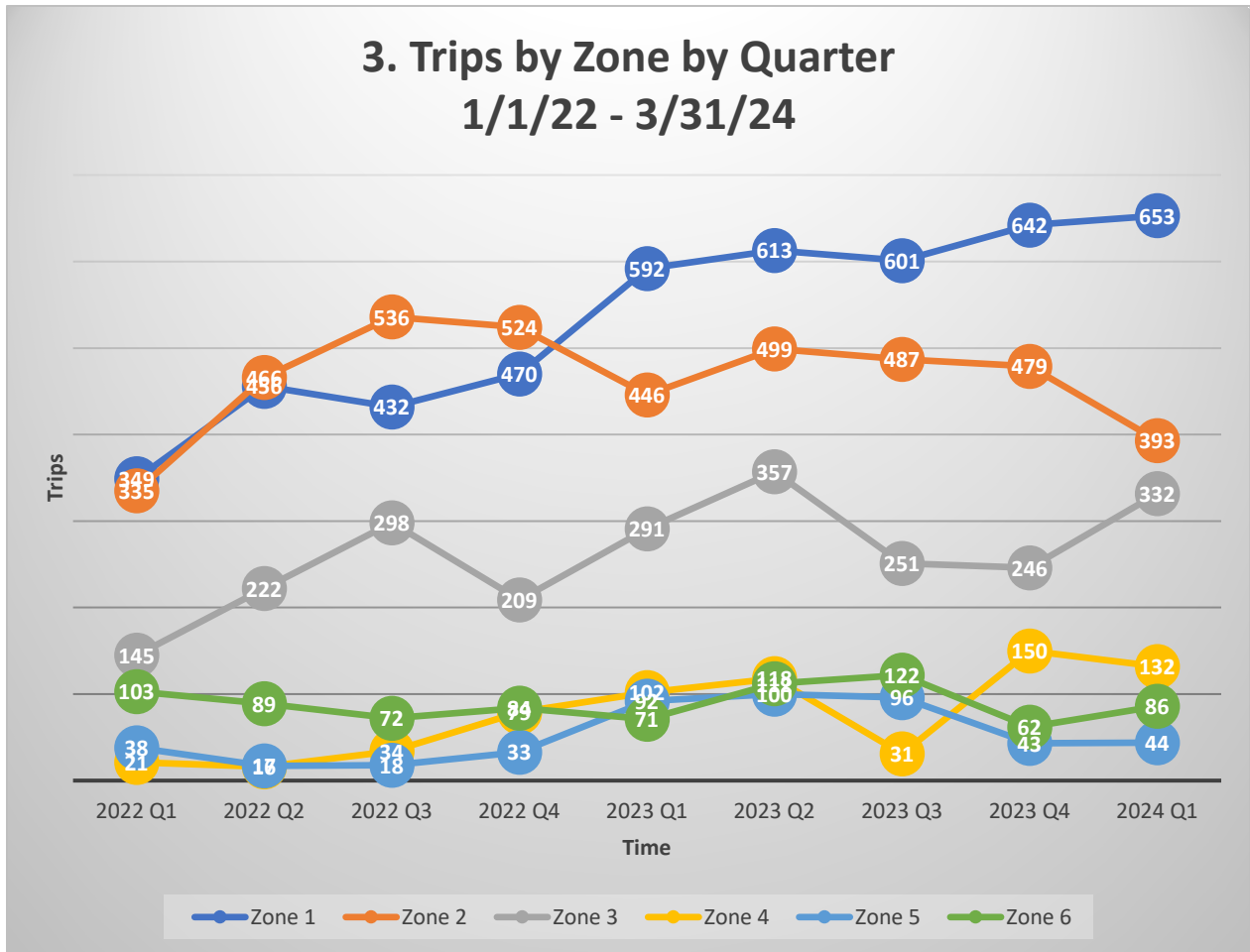
1. TRA Total Trips by Year 2013- 2024





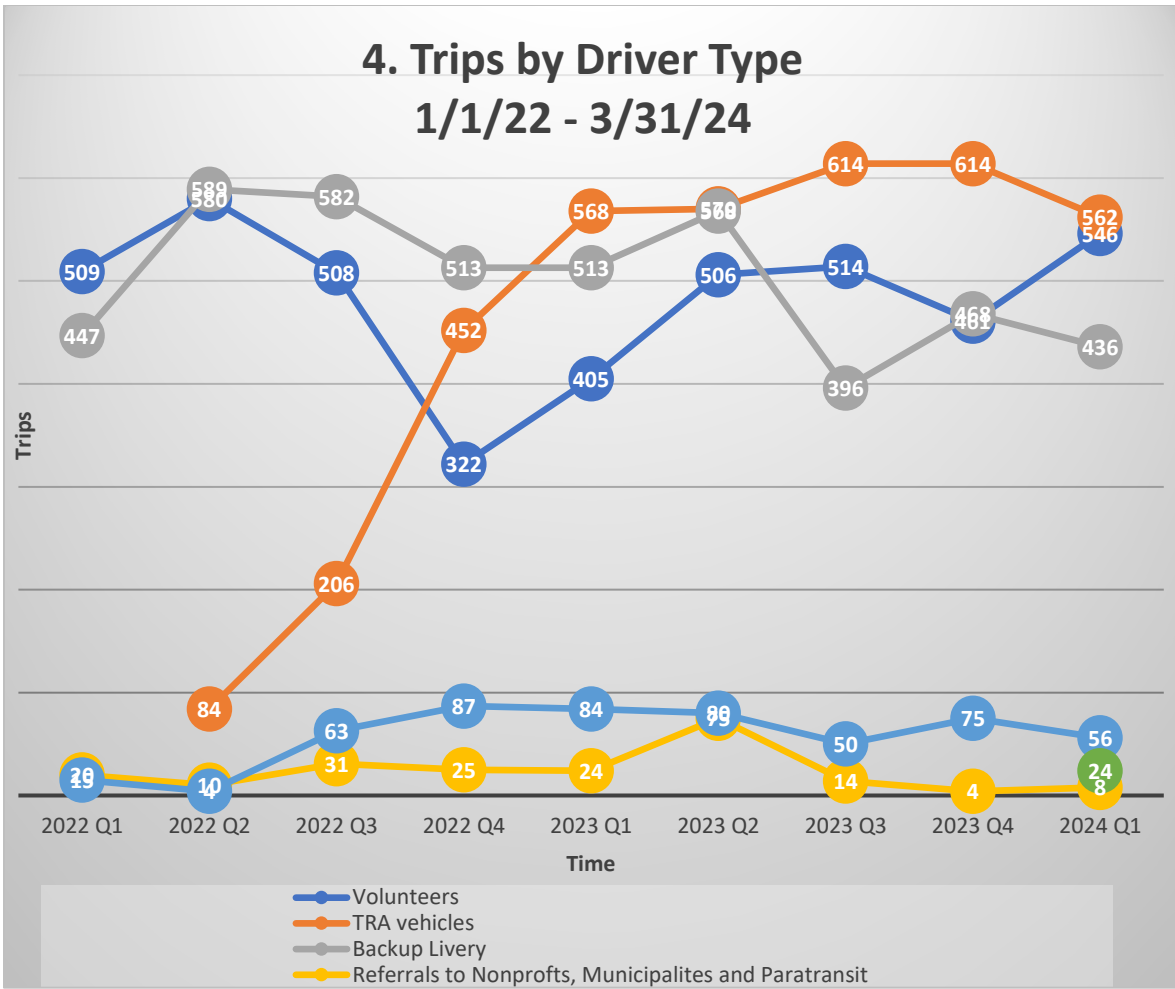
- TRA acquired two vehicles in March 2022.
- Between Q1 and Q3 2023, we scheduled backup trips directly into United Way’s Ride United program. We also referred overflow ride requests to Paratransit, RideConnect, other nonprofits, and town recreation programs.
- Our information & referral system allows our referral partners to confirm whether they filled our ride requests, thus closing the “referral loop.” Until our partners are comfortable completing the loop online, we call our clients to confirm that they successfully connected with drivers to their medical appointments that we were not able to cover.

3. Trips by Zone by Quarter 1/1/22 - 3/31/24



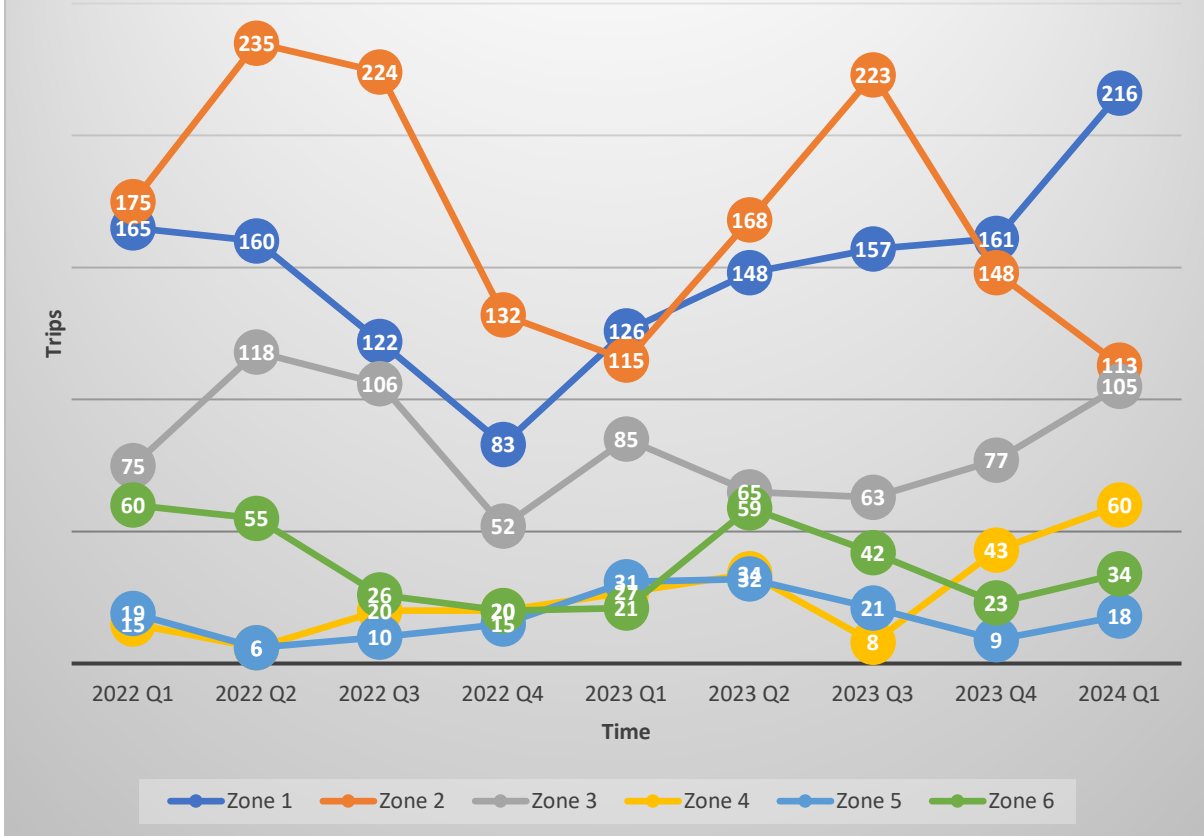
- Trip volume largely reflects population density in each zone.
- Zone 4 increase is due to new registered riders.
- Zone 3 Increase is due to new riders and volunteers.

Zone 1: Yonkers, New Rochelle, Mt Vernon
 Zone 2: Harrison, Rye, Mamaroneck, Scarsdale, White Plains
 Zone 3: Greenburgh, Mount Pleasant, Ossining
 Zone 4: Yorktown, Somers
 Zone 5: Cortlandt, Peekskill
 Zone 6: Bedford, Lewisboro, Mount Kisco, North Castle, North Salem, Pound Ridge



- TRA Vehicles were fully staffed by December 2022.
- Volunteer rides increased as new volunteers were onboarded!

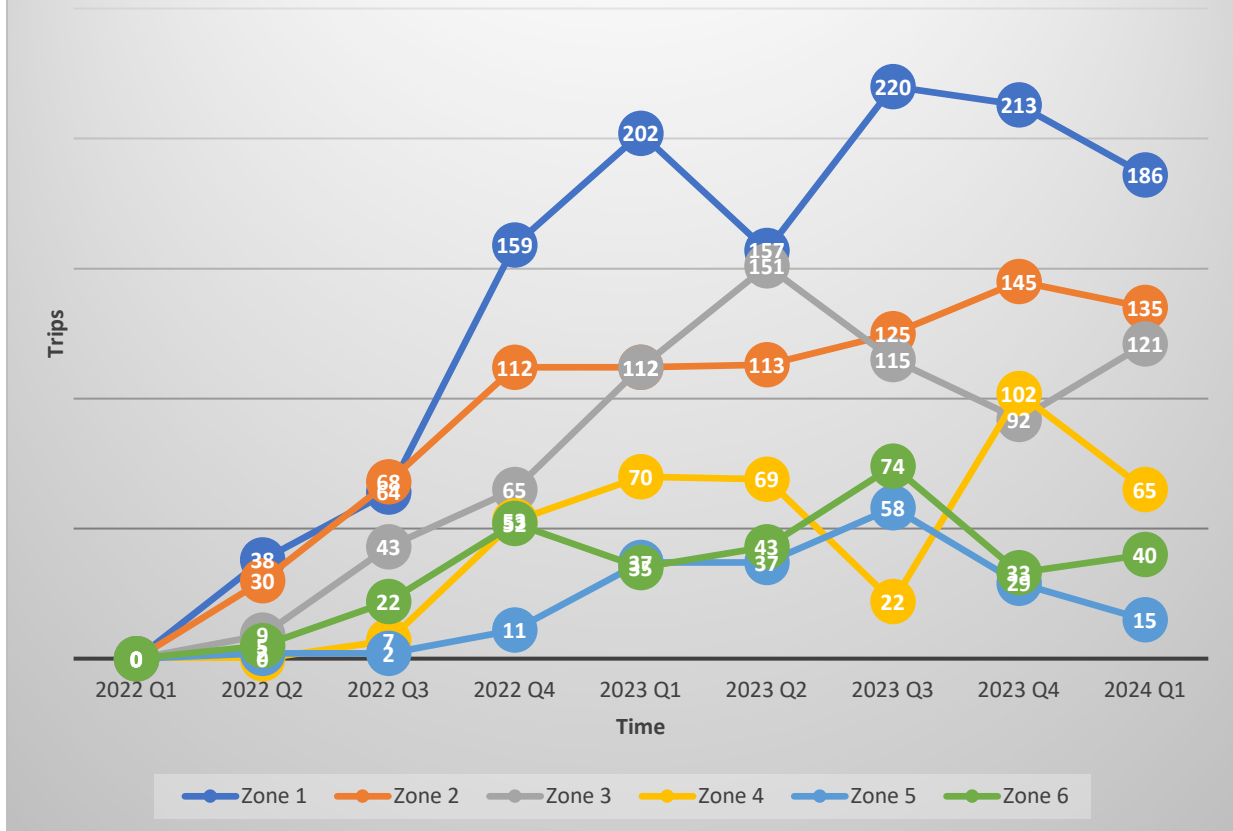
5. Trips by Volunteers by Zone 1/1/22-3/31/24



- Increases in volunteer-driven trips increased in zones 1, 3, 4, 5, and 6 due to the recruitment of new volunteer drivers.

Zone 1: Yonkers, New Rochelle, Mt Vernon
 Zone 2: Harrison, Rye, Mamaroneck, Scarsdale, White Plains
 Zone 3: Greenburgh, Mount Pleasant, Ossining
 Zone 4: Yorktown, Somers
 Zone 5: Cortlandt, Peekskill
 Zone 6: Bedford, Lewisboro, Mount Kisco, North Castle, North Salem, Pound Ridge

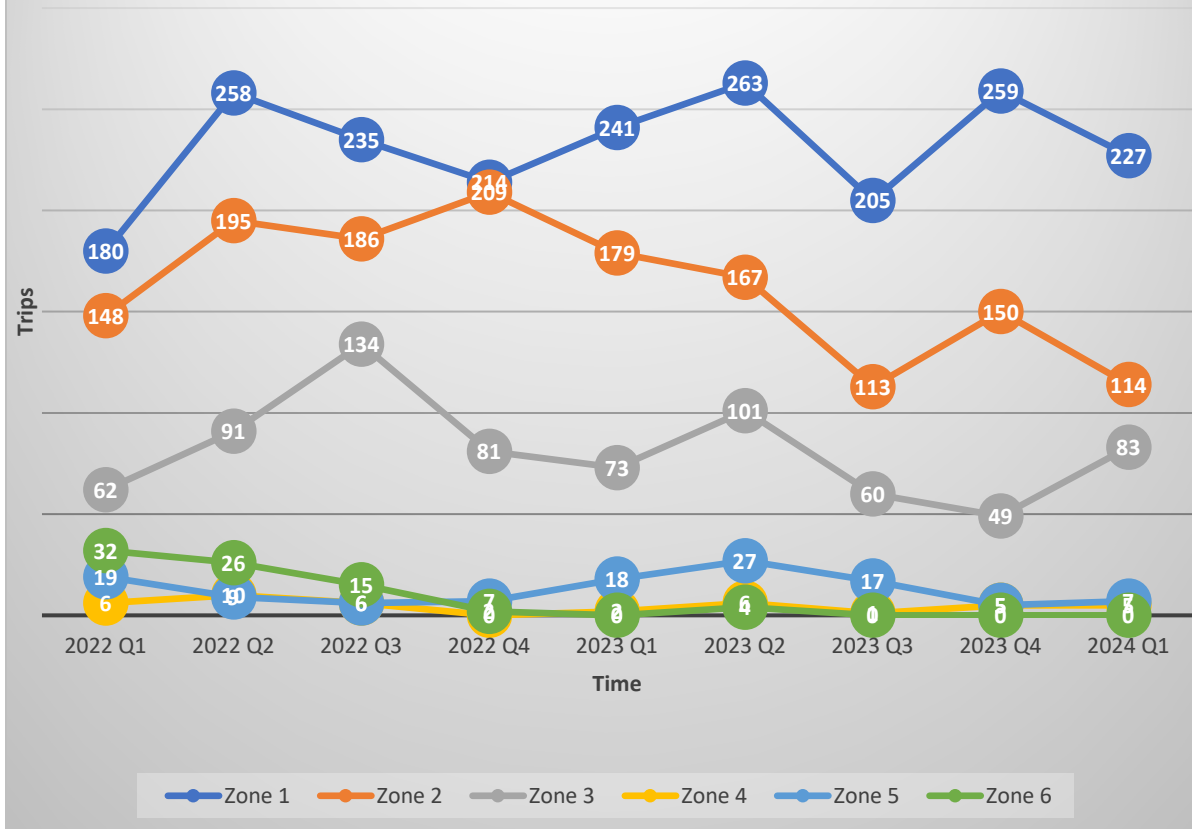
6. Trips by TRA-Owned Vehicles by Zone 1/1/2022 - 3/31/2024



- TRA Vehicles were fully staffed by December 2022.
- Back-up livery services are not readily available in Zone 6.
- TRA vehicles are scheduled in this order of priority: Longer trips, no volunteer, no backup liveries available.

Zone 1: Yonkers, New Rochelle, Mt Vernon
 Zone 2: Harrison, Rye, Mamaroneck, Scarsdale, White Plains
 Zone 3: Greenburgh, Mount Pleasant, Ossining
 Zone 4: Yorktown, Somers
 Zone 5: Cortlandt, Peekskill
 Zone 6: Bedford, Lewisboro, Mount Kisco, North Castle, North Salem, Pound Ridge

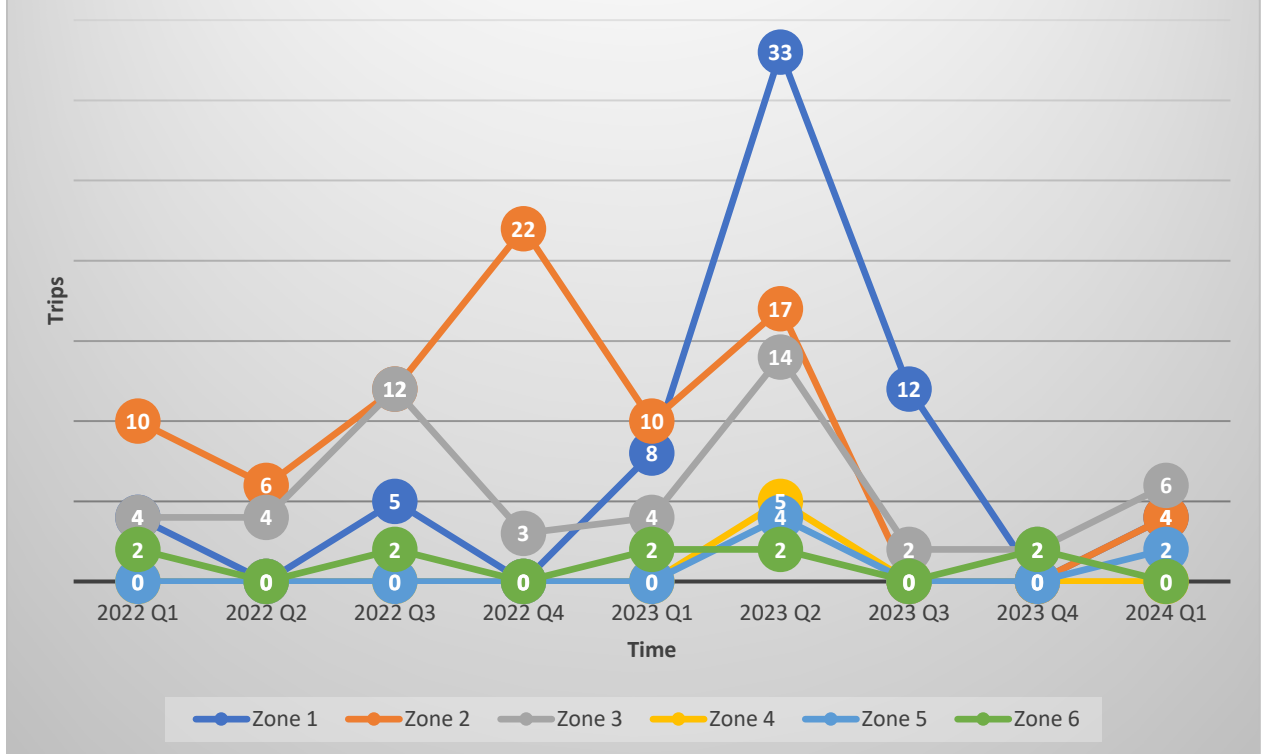
7. Trips by Livery Backups by Zone by Quarter 1/1/22- 3/31/24



- No livery backup service available in Zone 6; and limited in Zone 4.
- Backup liveries are assigned for shorter trips in southern Westchester.
- Livery backup rides decrease as volunteer-driven trips increase.

Zone 1: Yonkers, New Rochelle, Mt Vernon
 Zone 2: Harrison, Rye, Mamaroneck, Scarsdale, White Plains
 Zone 3: Greenburgh, Mount Pleasant, Ossining
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 Zone 6: Bedford, Lewisboro, Mount Kisco, North Castle, North Salem, Pound Ridge

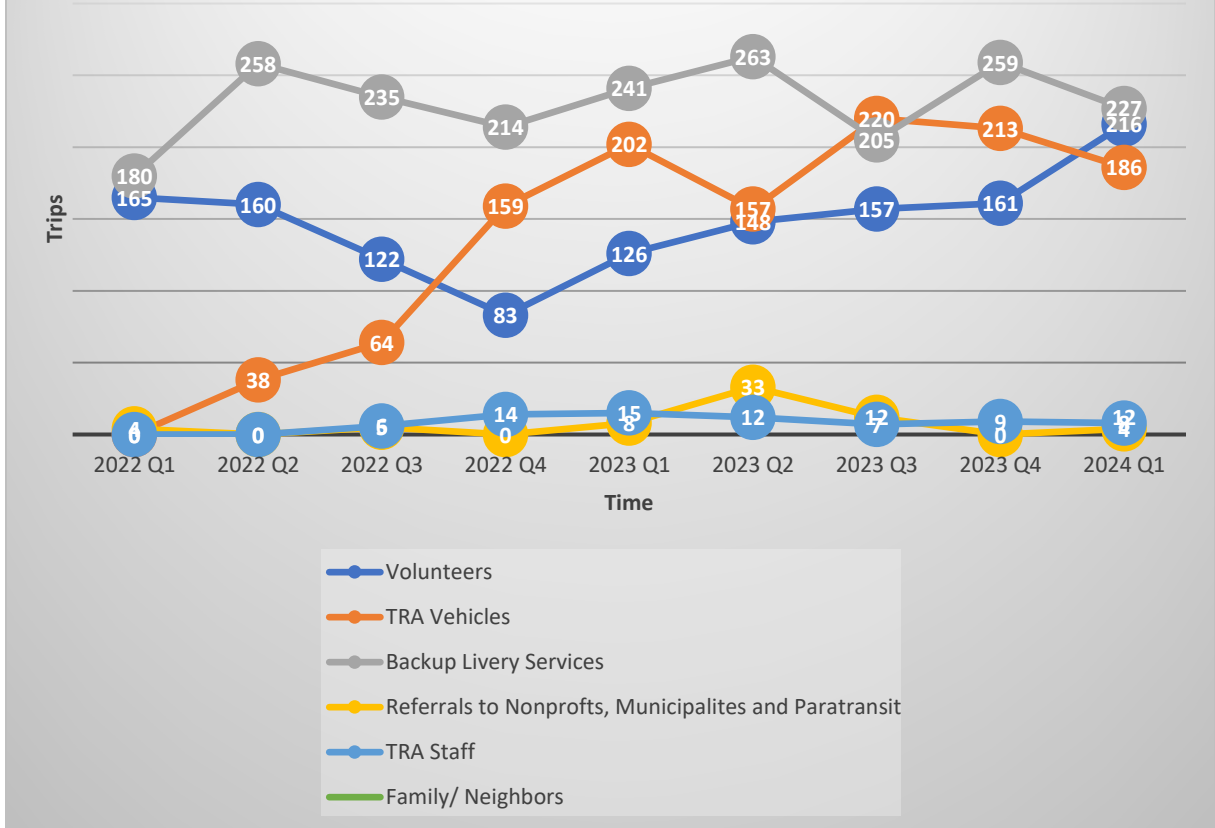
8. Trips Referred to Nonprofits, Municipalities and Paratransit by Zone 1/1/22- 3/31/24



- Ride United (LYFT rides scheduled by United Way) helped fill gaps in Q2 2023.
- Notable referral partners include RideConnect of Family Services of Westchester, American Cancer Society, Cancer Support Team, and Paratransit.
- Riders received trips from the following towns: Eastchester, New Castle, and Pound Ridge.
- To ensure “closed loop referrals,” the call center now phones riders to ensure that they received rides we referred to other agencies. More work is needed to encourage referral partners to confirm acceptance of requested trips online.

Zone 1: Yonkers, New Rochelle, Mt Vernon
 Zone 2: Harrison, Rye, Mamaroneck, Scarsdale, White Plains
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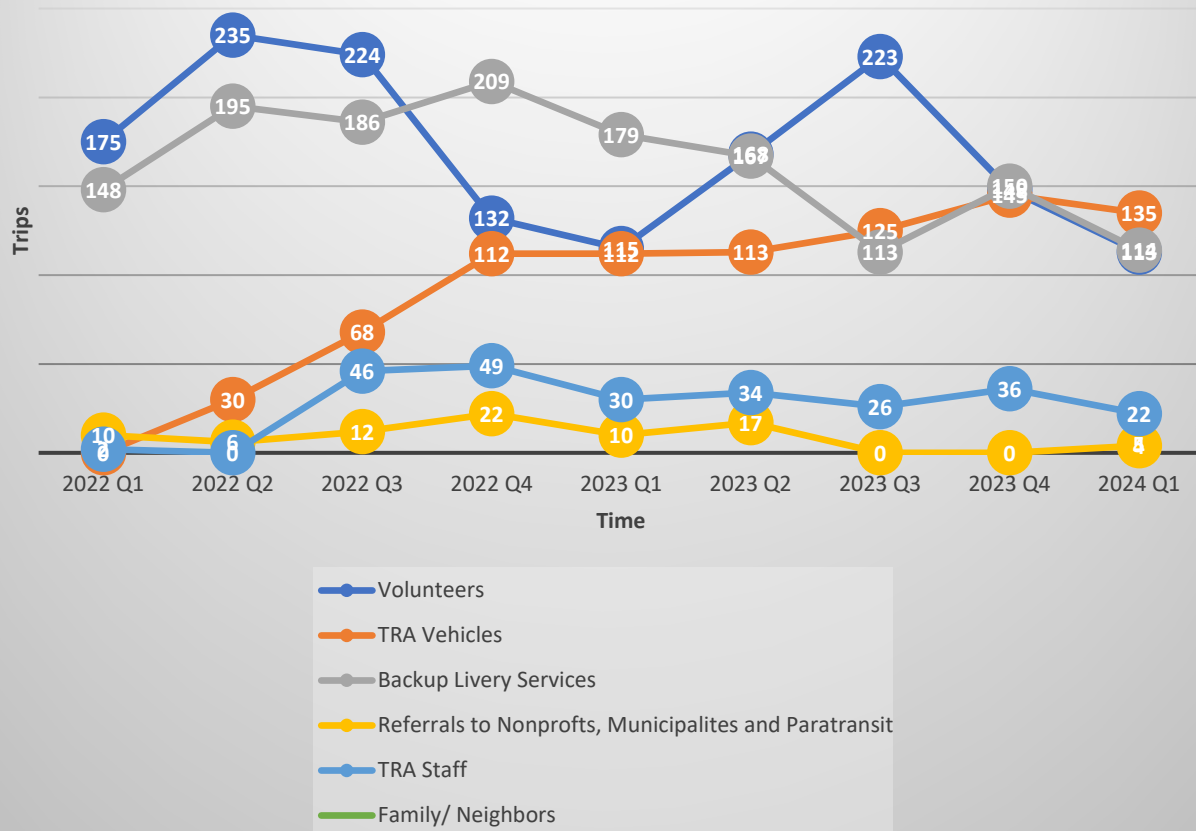
9. Zone 1 Trips by Driver Type 1/1/22- 3/31/24



- Most livery backups are in Zone 1 (Yonkers/Mt Vernon/New Rochelle) due to shorter trips within each city.
- Note the increase in trips by new volunteer drivers this quarter.

Zone 1: Yonkers, New Rochelle, Mt Vernon
 Zone 2: Harrison, Rye, Mamaroneck, Scarsdale, White Plains
 Zone 3: Greenburgh, Mount Pleasant, Ossining
 Zone 4: Yorktown, Somers
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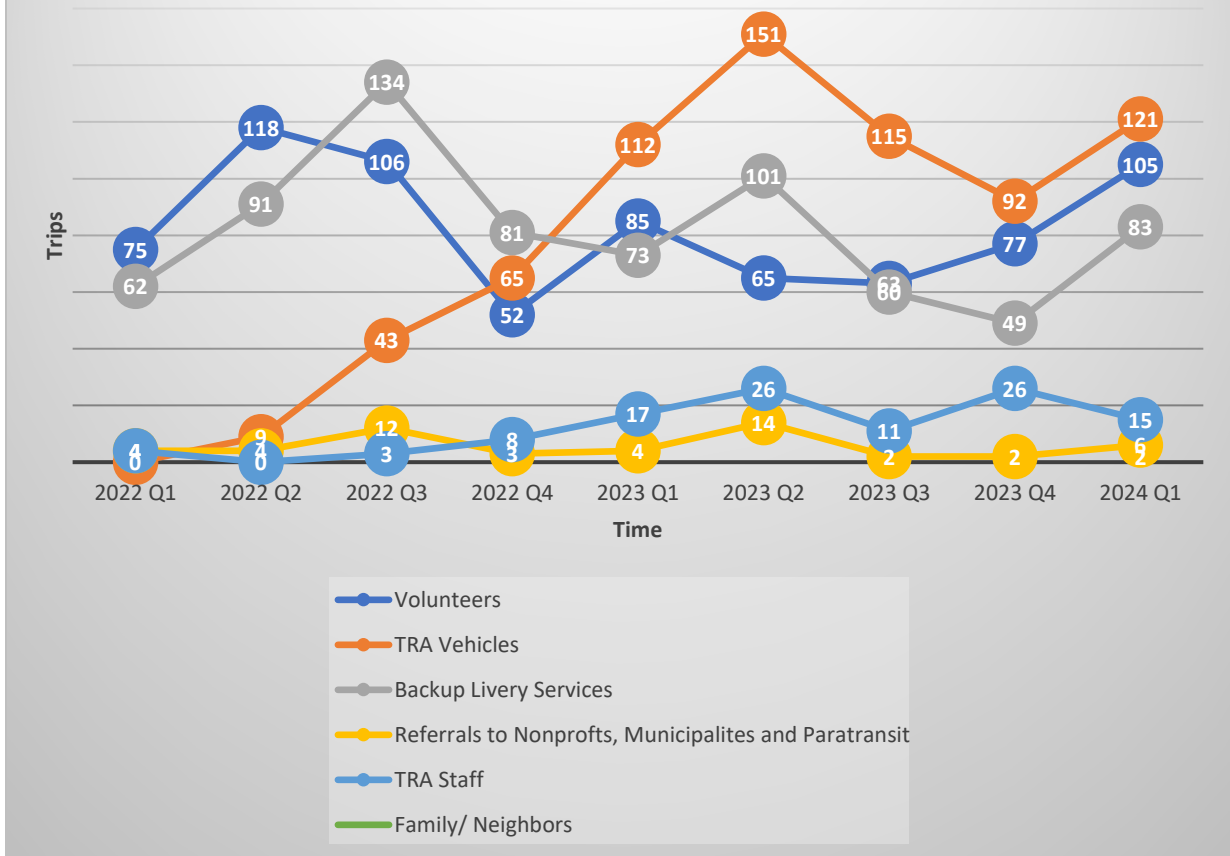
10. Zone 2 Trips by Driver Type 1/1/22- 3/31/24



- Volunteers select their own trips online.
- Volunteers generally prefer shorter trips in residential communities with less traffic. The decrease in Q1 Zone 2 rides was due to fewer requests.

Zone 1: Yonkers, New Rochelle, Mt Vernon
 Zone 2: Harrison, Rye, Mamaroneck, Scarsdale, White Plains
 Zone 3: Greenburgh, Mount Pleasant, Ossining
 Zone 4: Yorktown, Somers
 Zone 5: Cortlandt, Peekskill
 Zone 6: Bedford, Lewisboro, Mount Kisco, North Castle, North Salem, Pound Ridge

11. Zone 3 Trips by Driver Type 1/1/22- 3/31/24

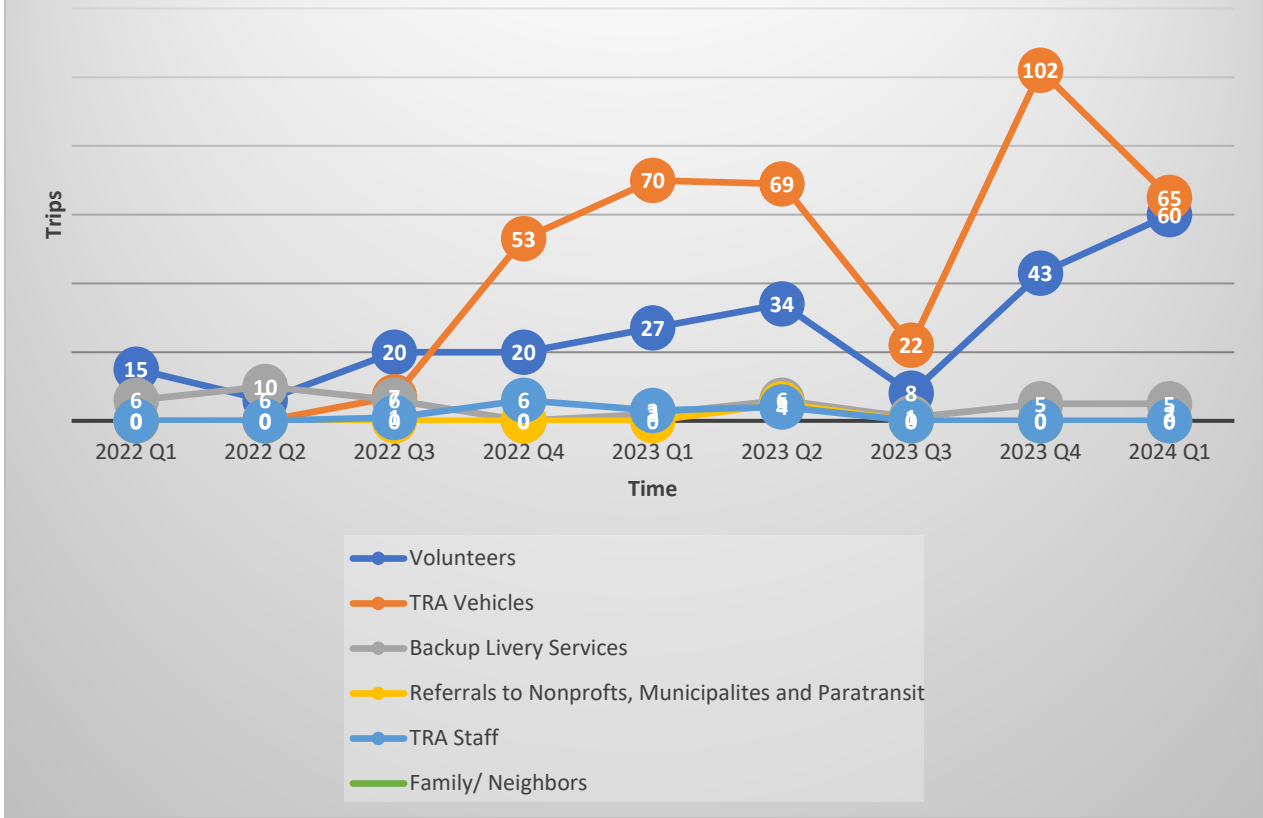


- Increase in volunteers mid-County means less need for coverage by backup livery and TRA vehicles.
- The increase in total rides is due to new volunteers and more requests.

Zone 1: Yonkers, New Rochelle, Mt Vernon
 Zone 2: Harrison, Rye, Mamaroneck, Scarsdale, White Plains
 Zone 3: Greenburgh, Mount Pleasant, Ossining
 Zone 4: Yorktown, Somers
 Zone 5: Cortlandt, Peekskill
 Zone 6: Bedford, Lewisboro, Mount Kisco, North Castle, North Salem, Pound Ridge



12. Zone 4 Trips by Driver Type 1/1/22- 3/31/24

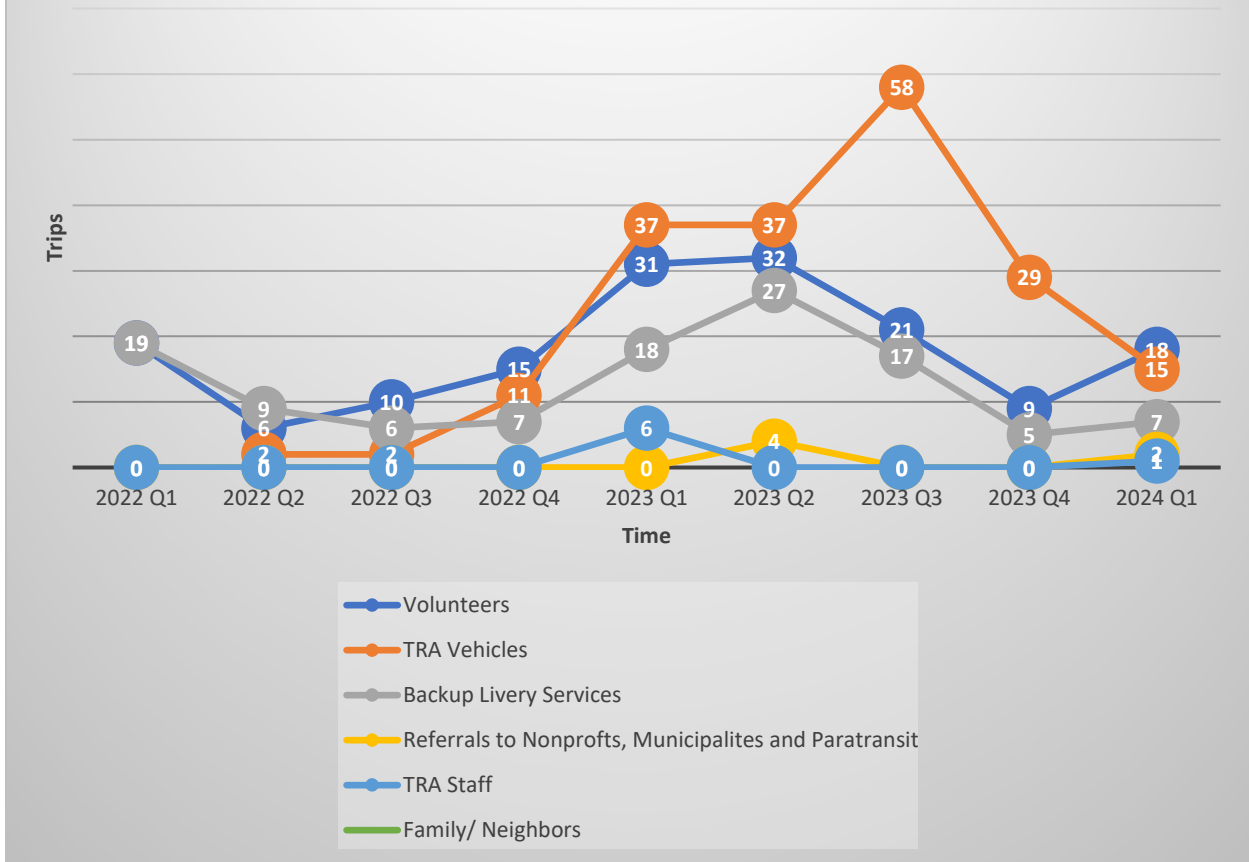


- A total Increase in trips is due to new volunteers and more trips per volunteer.

Zone 1: Yonkers, New Rochelle, Mt Vernon
 Zone 2: Harrison, Rye, Mamaroneck, Scarsdale, White Plains
 Zone 3: Greenburgh, Mount Pleasant, Ossining
 Zone 4: Yorktown, Somers
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13. Zone 5 Trips by Driver Type 1/1/22- 3/31/24

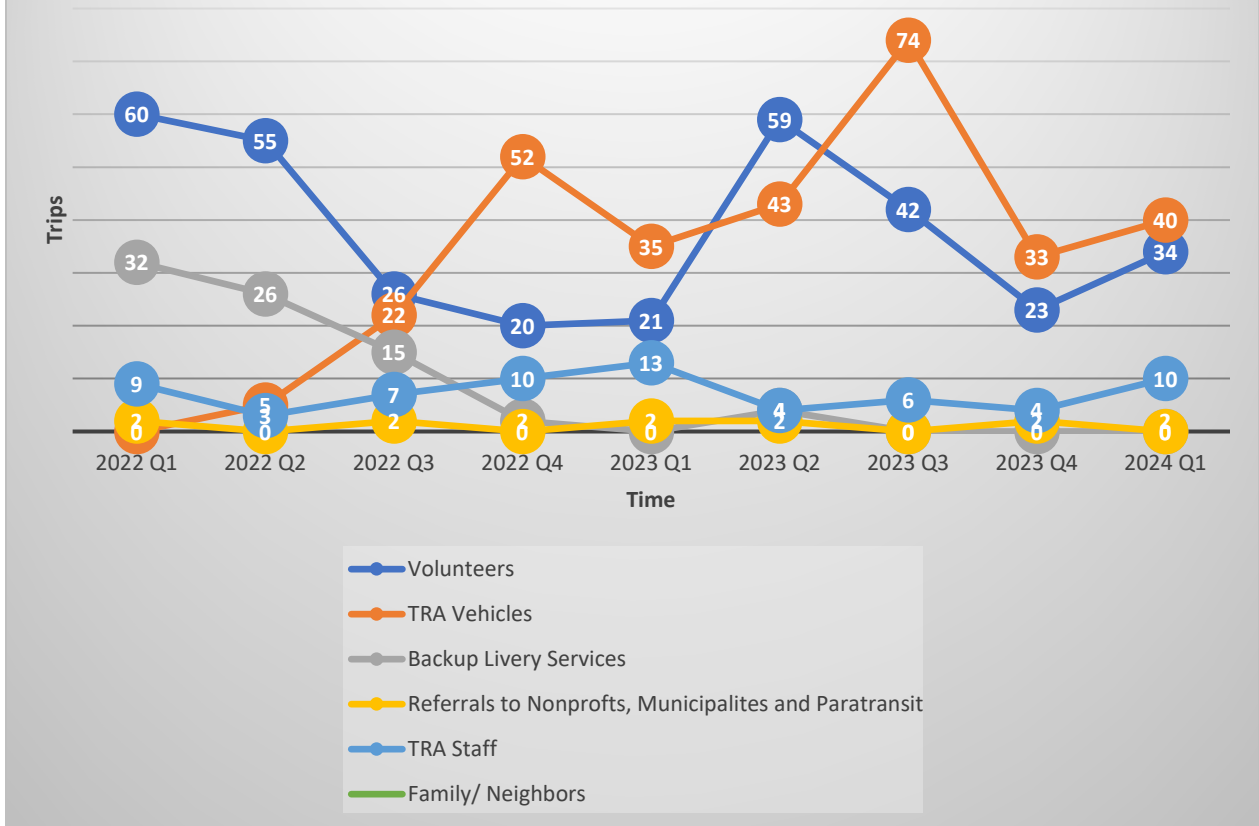


- Volunteer trips doubled due to the addition of a new volunteer.

Zone 1: Yonkers, New Rochelle, Mt Vernon
 Zone 2: Harrison, Rye, Mamaroneck, Scarsdale, White Plains
 Zone 3: Greenburgh, Mount Pleasant, Ossining
 Zone 4: Yorktown, Somers
 Zone 5: Cortlandt, Peekskill
 Zone 6: Bedford, Lewisboro, Mount Kisco, North Castle, North Salem, Pound Ridge



14. Zone 6 Trips by Driver Type 1/1/22- 3/31/24



- Service in the northern zones continues to be a challenge due to greater distances and the lack of livery backups.
- The increase in trips is due primarily to the addition of a new volunteer.

Zone 1: Yonkers, New Rochelle, Mt Vernon
 Zone 2: Harrison, Rye, Mamaroneck, Scarsdale, White Plains
 Zone 3: Greenburgh, Mount Pleasant, Ossining
 Zone 4: Yorktown, Somers
 Zone 5: Cortlandt, Peekskill
 Zone 6: Bedford, Lewisboro, Mount Kisco, North Castle, North Salem, Pound Ridge