



Westchester County Ride Reports

2022- Q2 2024

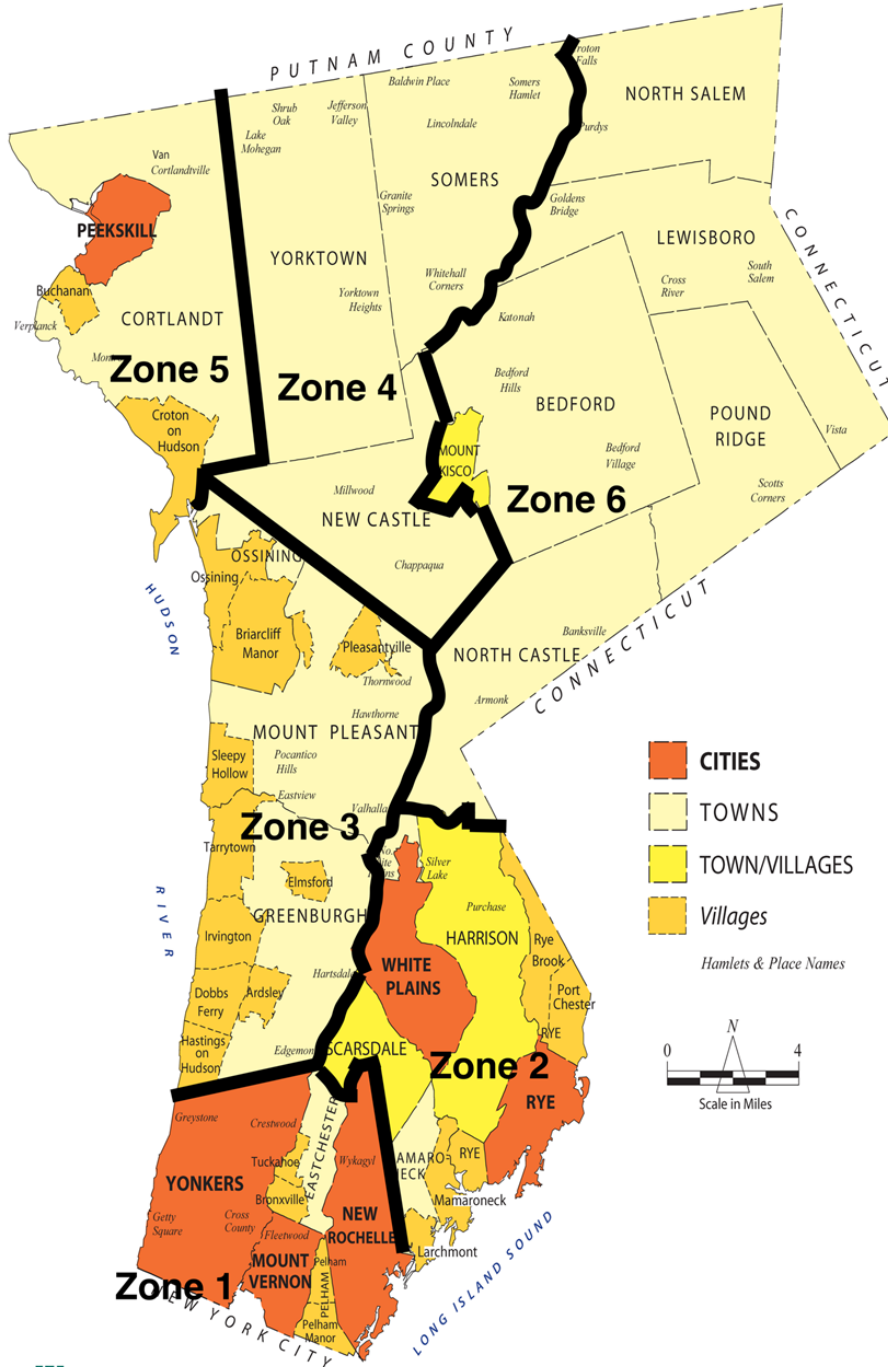
with comparisons by quarter, zone, and driver type

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at

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

WESTCHESTER COUNTY, NEW YORK

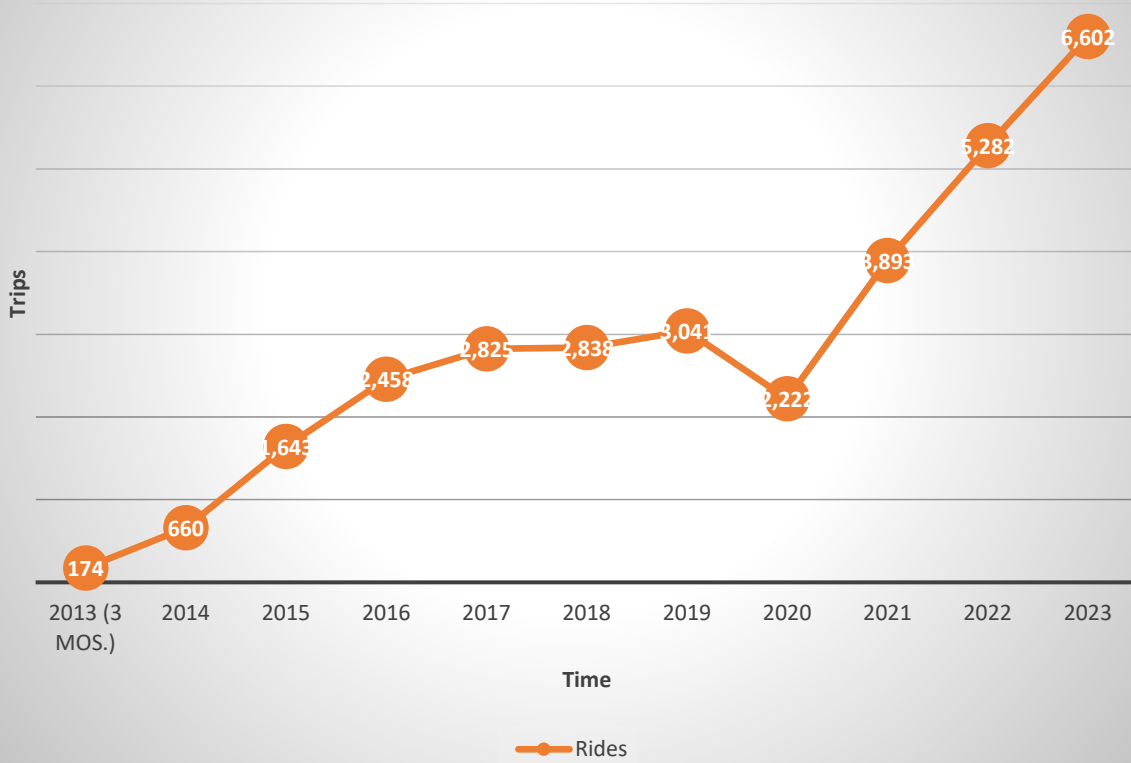


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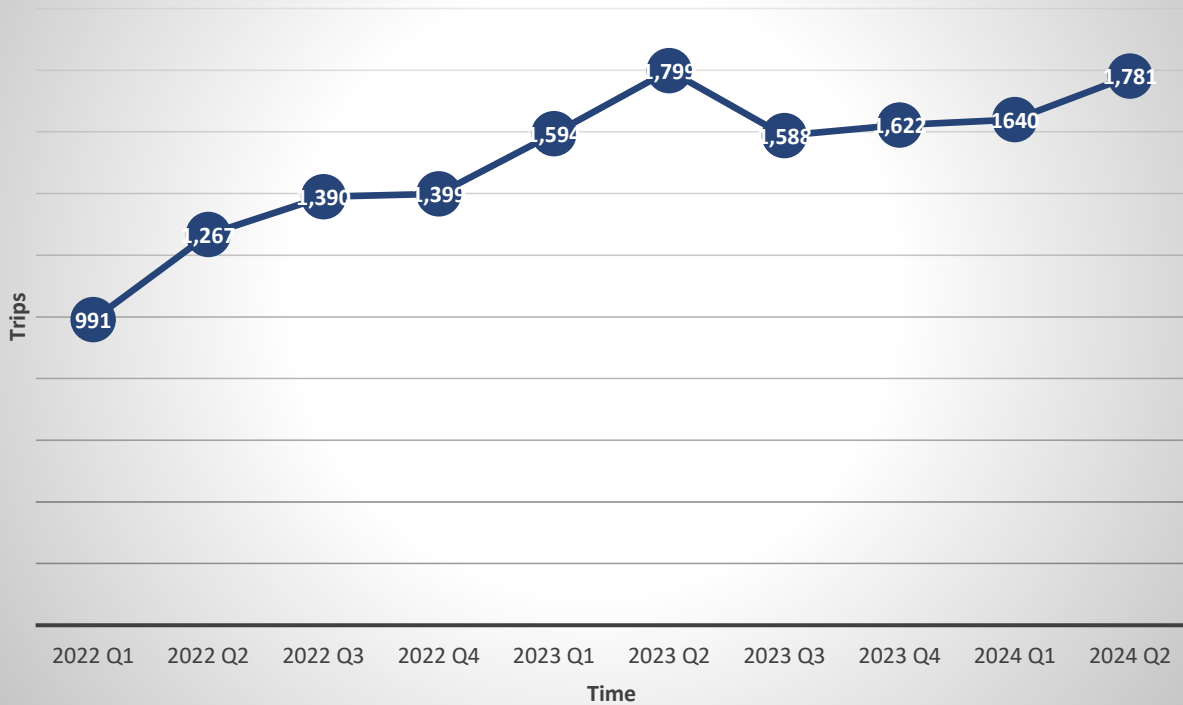
Municipalities



1. TRA Total Medical Trips by Year 2013- 2023

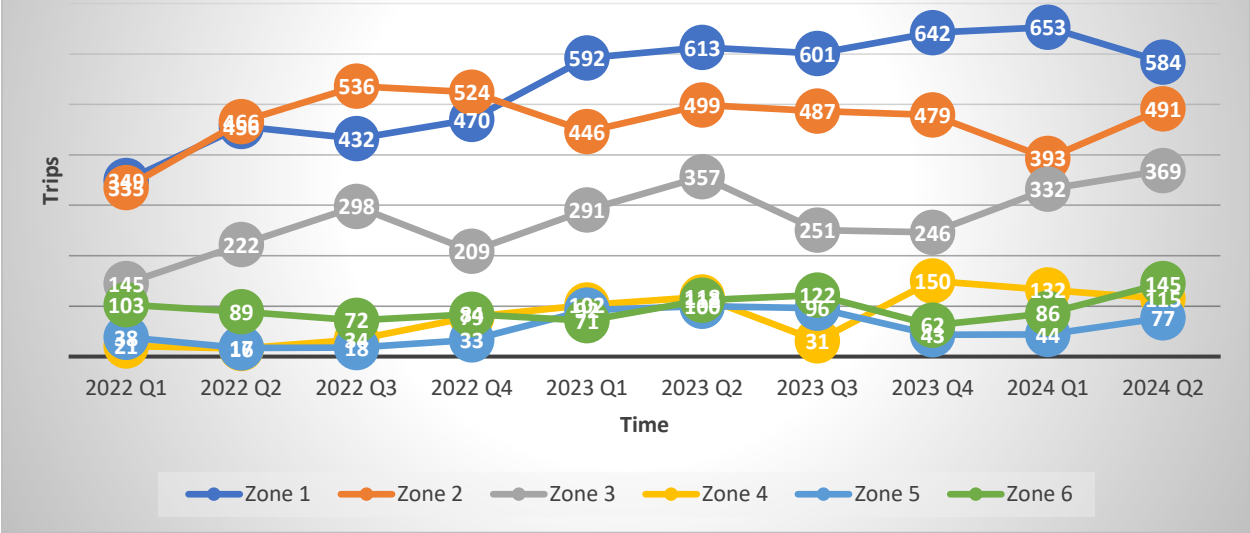


2. TRA Total Medical Trips by Quarter 1/1/22 - 6/30/24



- 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.

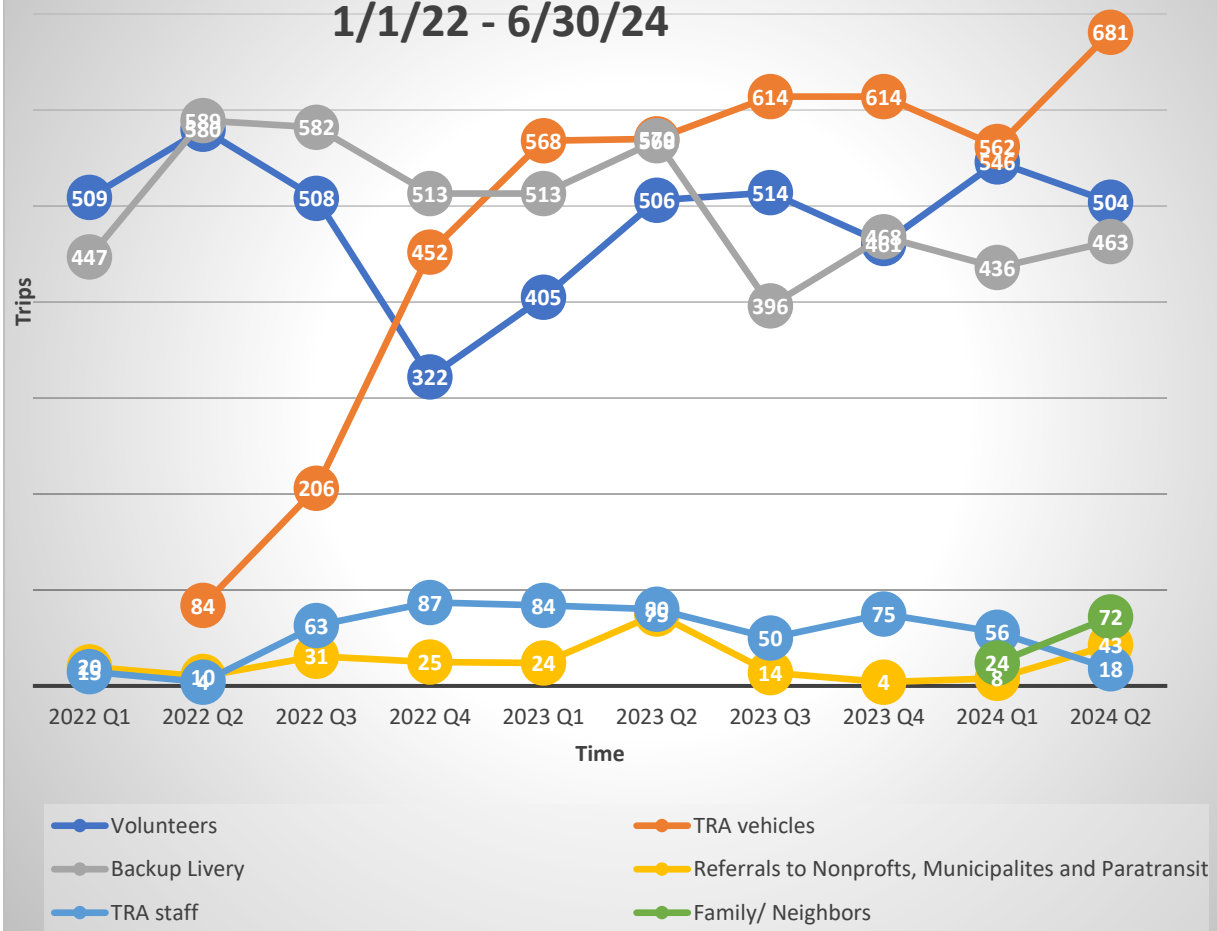
3. Trips by Zone by Quarter 1/1/22 - 6/30/24



- Trip volume largely reflects population density in each zone.
- Zone 3 Increase is due to new riders

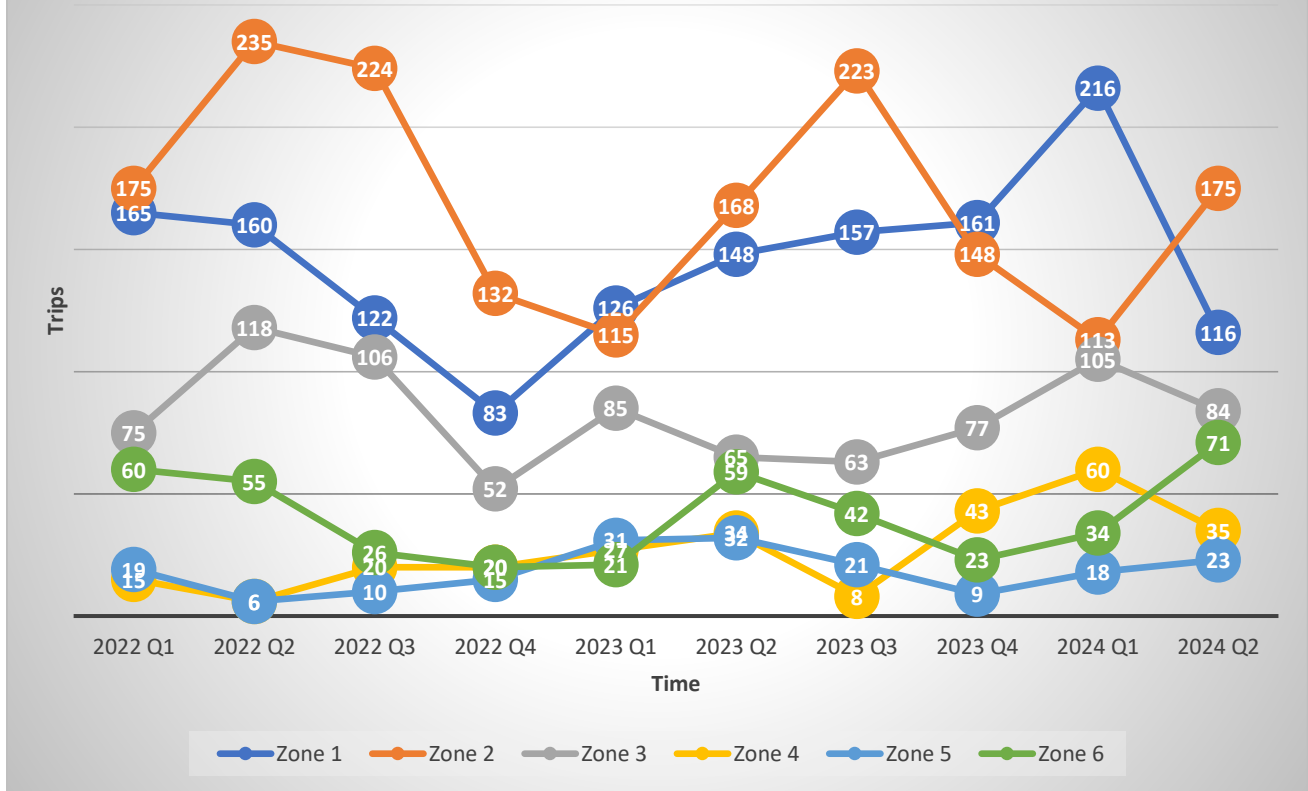
Zone 1: Yonkers, New Rochelle, Mt Vernon
 Zone 2: Harrison, Rye, Mamaroneck, Scarsdale, White Plains
 Zone 3: Greenburgh, Mount Pleasant, Ossining
 Zone 4: Yorktown, Somers
 Zone 5: Cortlandt, Peekskill
 Zone 6: Bedford, Lewisboro, Mount Kisco, North Castle, North Salem, Pound Ridge

4. Trips by Driver Type 1/1/22 - 6/30/24



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

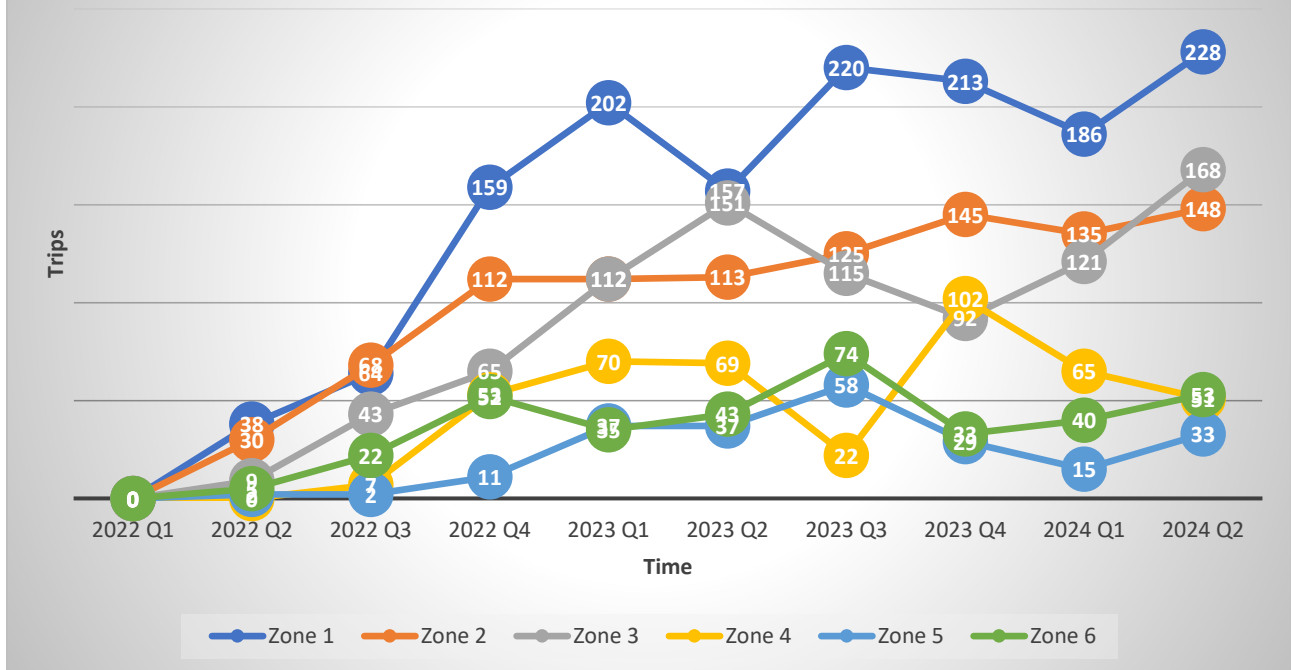
5. Trips by Volunteers by Zone 1/1/22-6/30/24



- TRA vehicles covered a drop in volunteer-completed rides in Zone 1

Zone 1: Yonkers, New Rochelle, Mt Vernon
 Zone 2: Harrison, Rye, Mamaroneck, Scarsdale, White Plains
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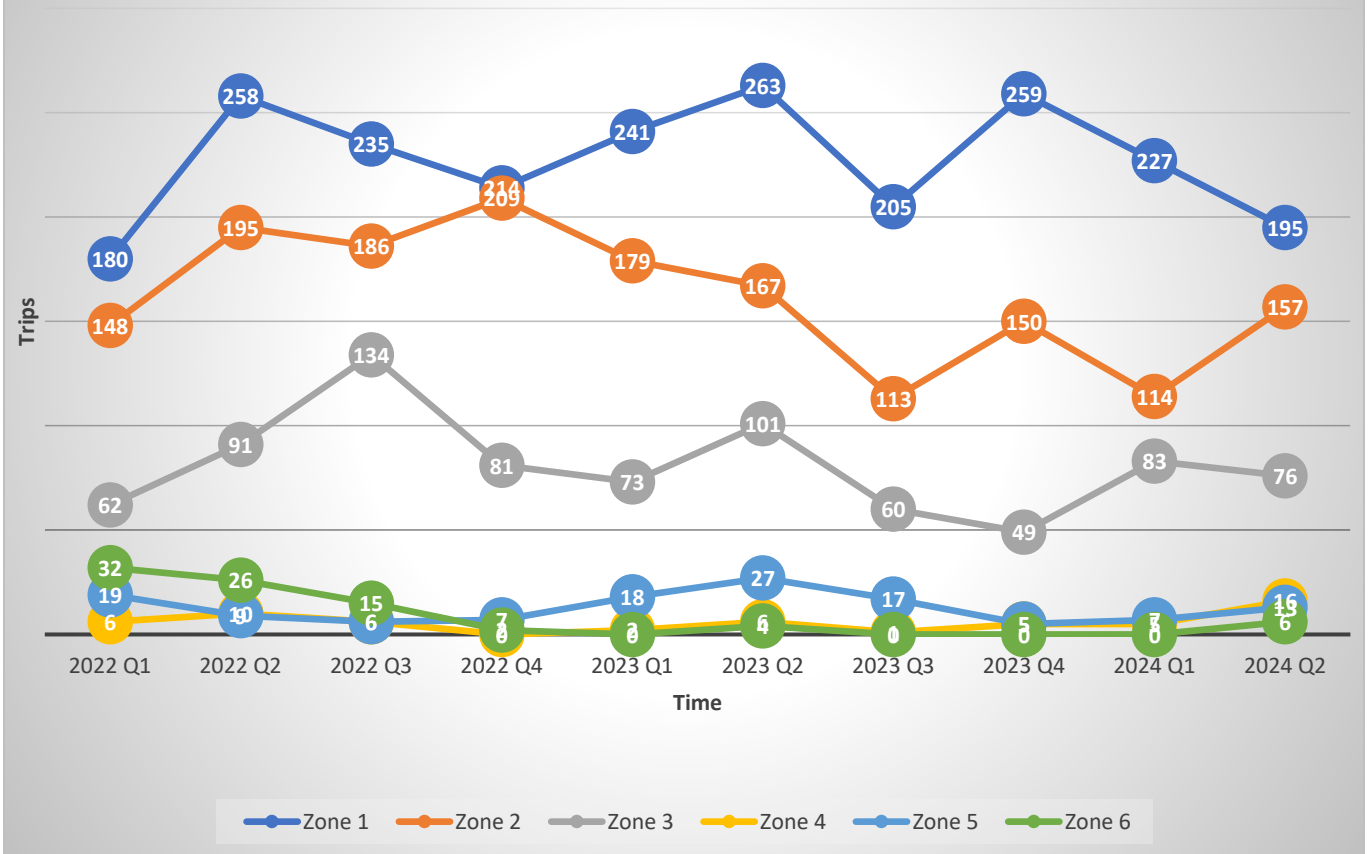
6. Trips by TRA-Owned Vehicles by Zone



- TRA vehicles covered a drop in volunteer completed rides in Zone 1
- 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
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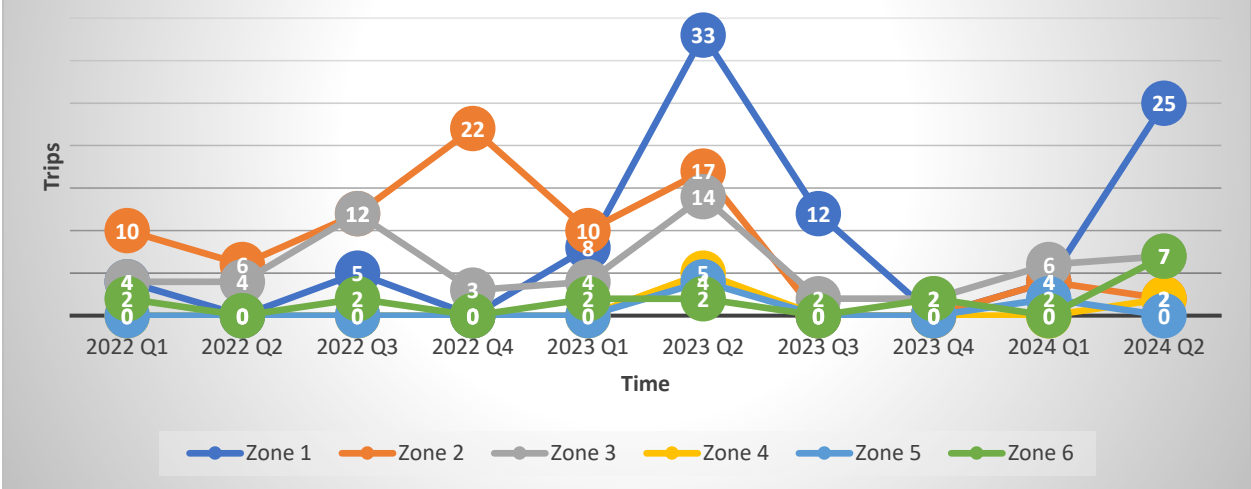
7. Trips by Livery Backups by Zone by Quarter 1/1/22- 6/30/24



- 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.

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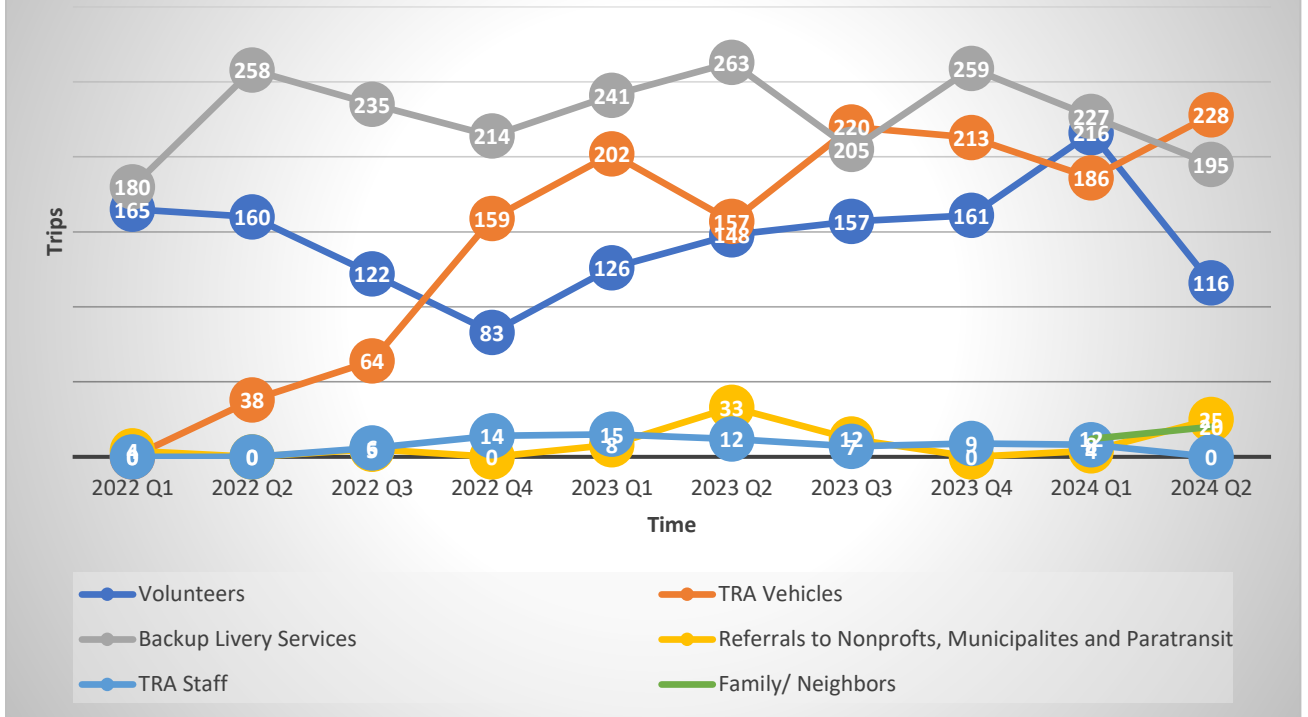
8. Trips Referred to Other Nonprofits, Municipalities and Paratransit by Zone 1/1/22- 6/30/24



- More days are full on TRA schedule which leads to more referrals.
- Increase of rides referred and completed by RideConnect in Q2 2024.
- 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
 Zone 3: Greenburgh, Mount Pleasant, Ossining
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 Zone 6: Bedford, Lewisboro, Mount Kisco, North Castle, North Salem, Pound Ridge

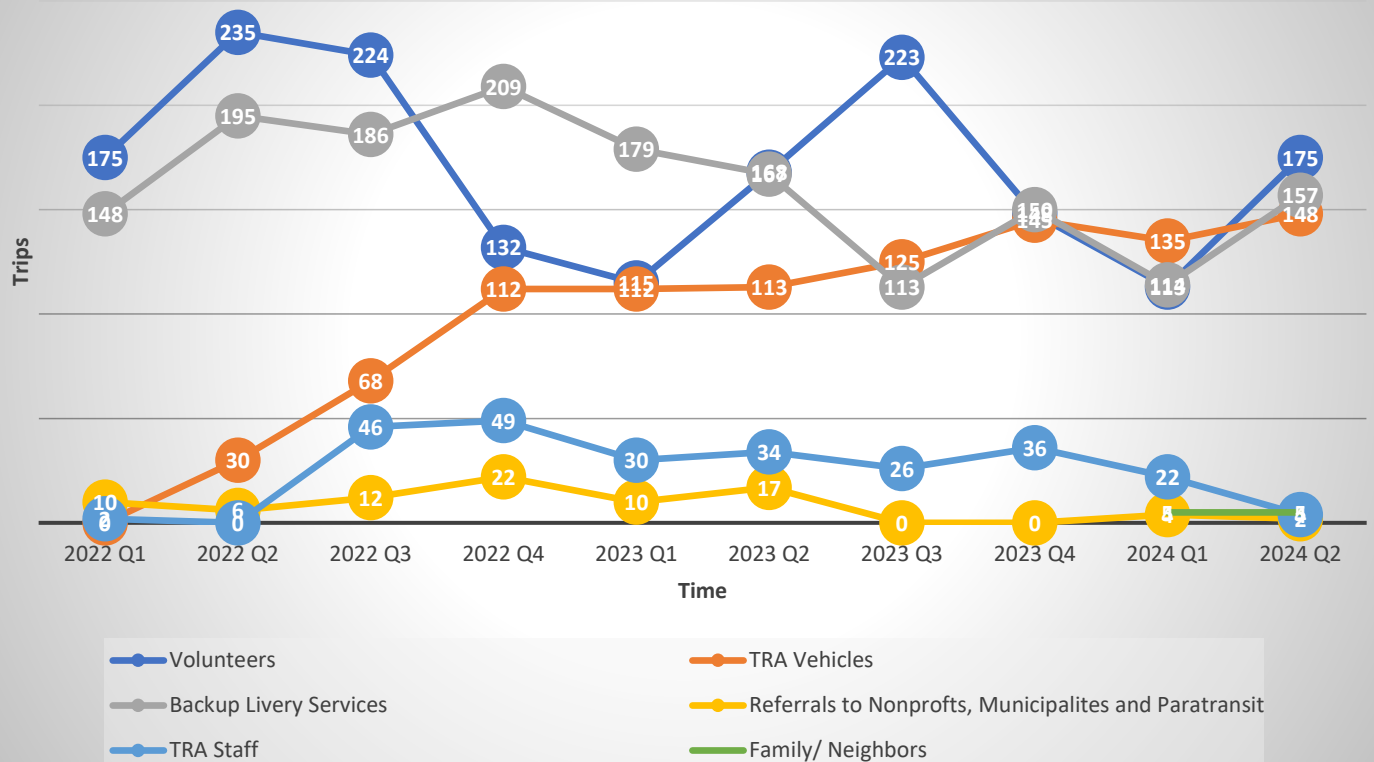
9. Zone 1 Trips by Driver Type 1/1/22- 6/30/24



- Big decrease in volunteer-completed rides. TRA vehicles were used to cover.
- 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
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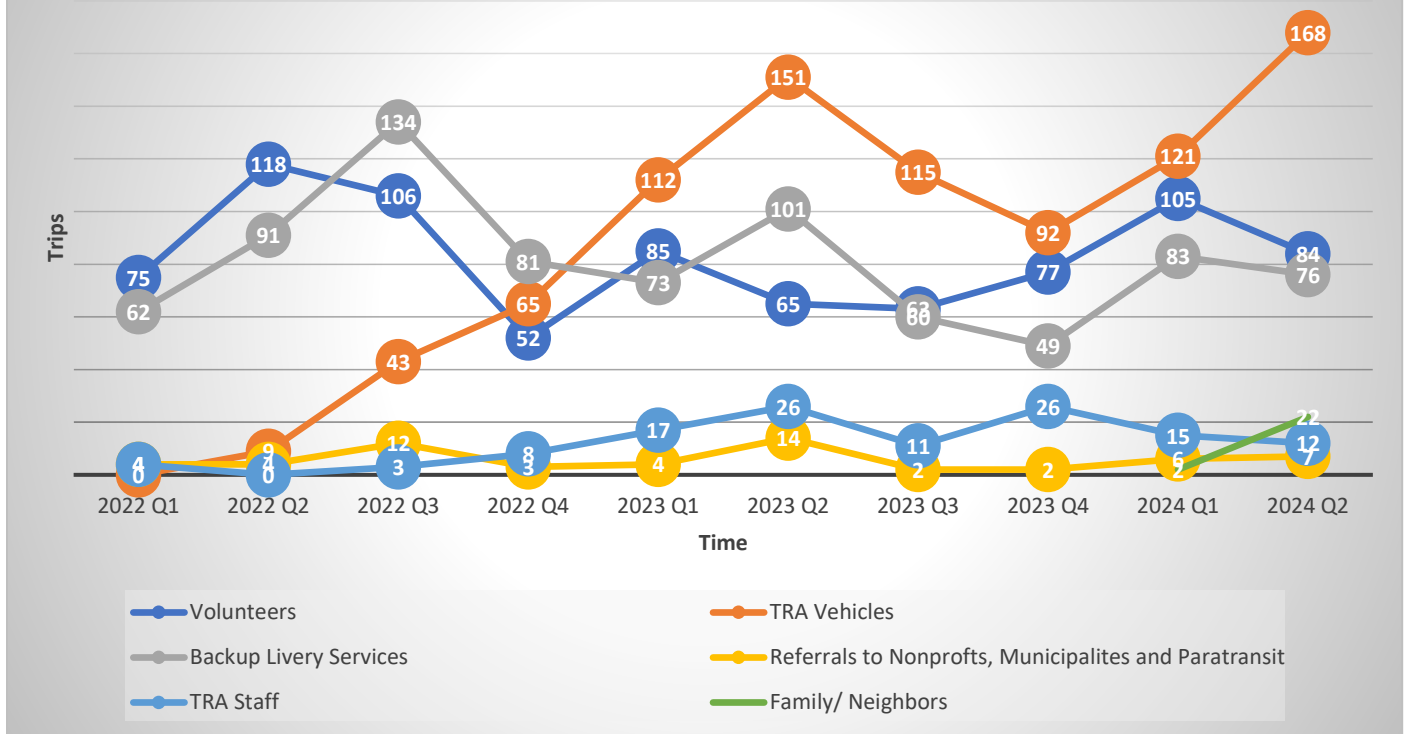
10. Zone 2 Trips by Driver Type 1/1/22- 6/30/24



- Nice increase in volunteer-completed rides
- 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
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 Zone 6: Bedford, Lewisboro, Mount Kisco, North Castle, North Salem, Pound Ridge

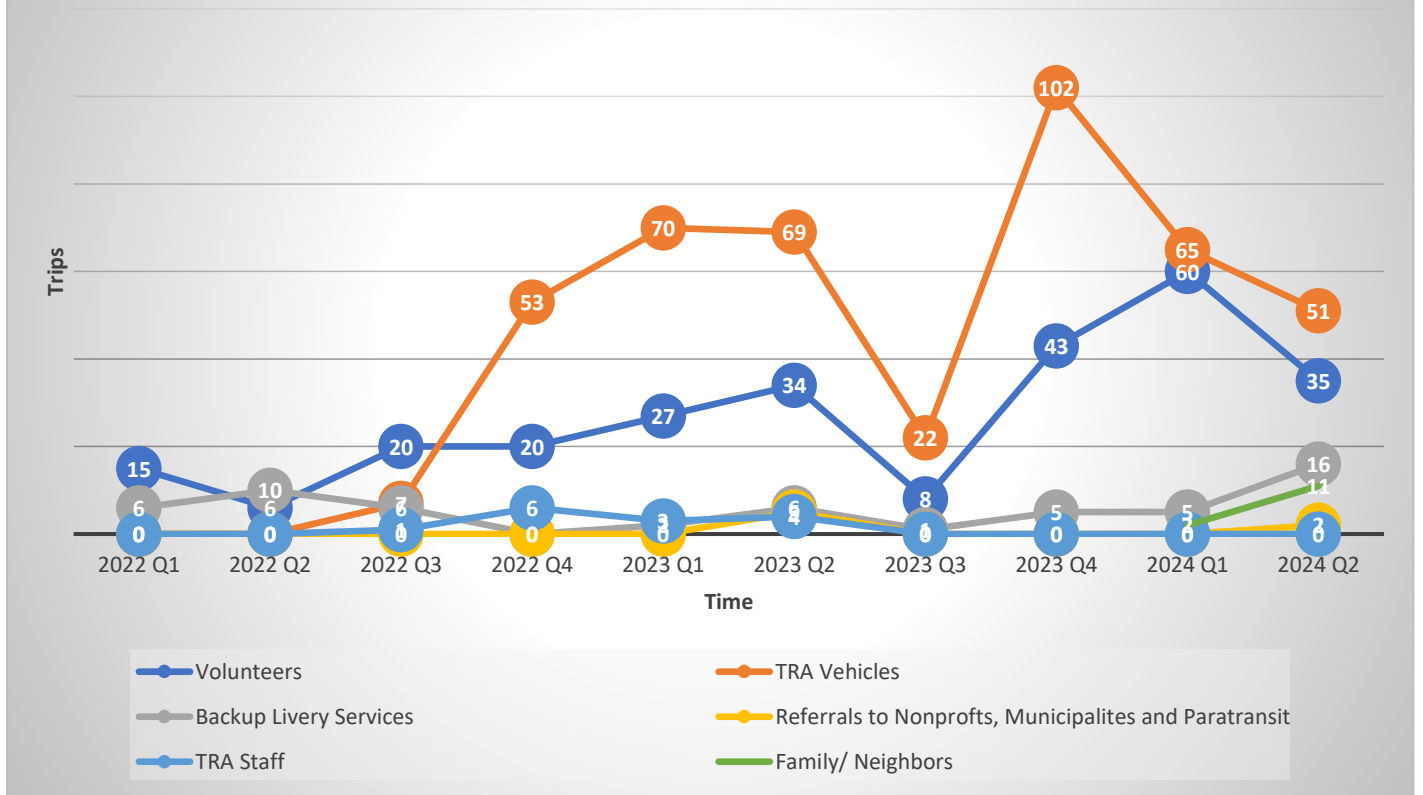
11. Zone 3 Trips by Driver Type 1/1/22- 6/30/24



- TRA vehicles were used to cover increase in rides and drop in volunteer rides.
- The increase in total rides is due to more requests.

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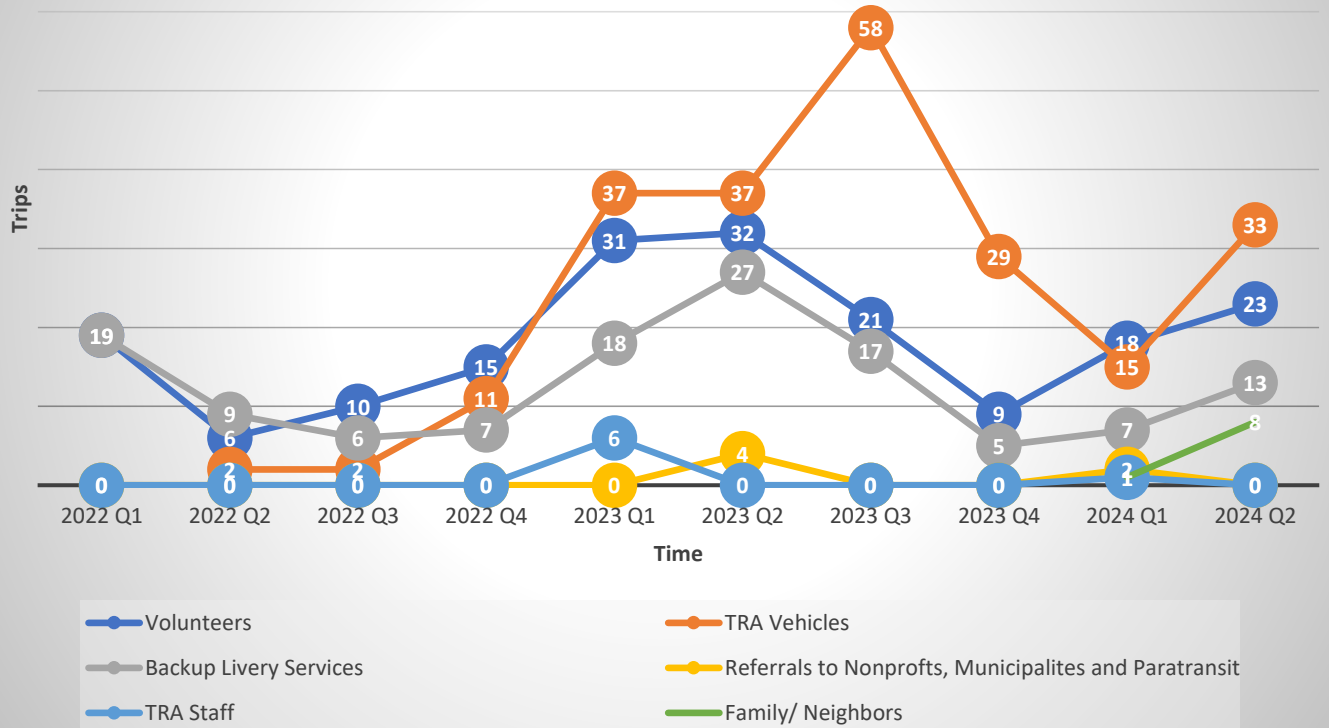
12. Zone 4 Trips by Driver Type 1/1/22- 3/31/24



- Small decrease in total requested rides.

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13. Zone 5 Trips by Driver Type 1/1/22- 6/30/24

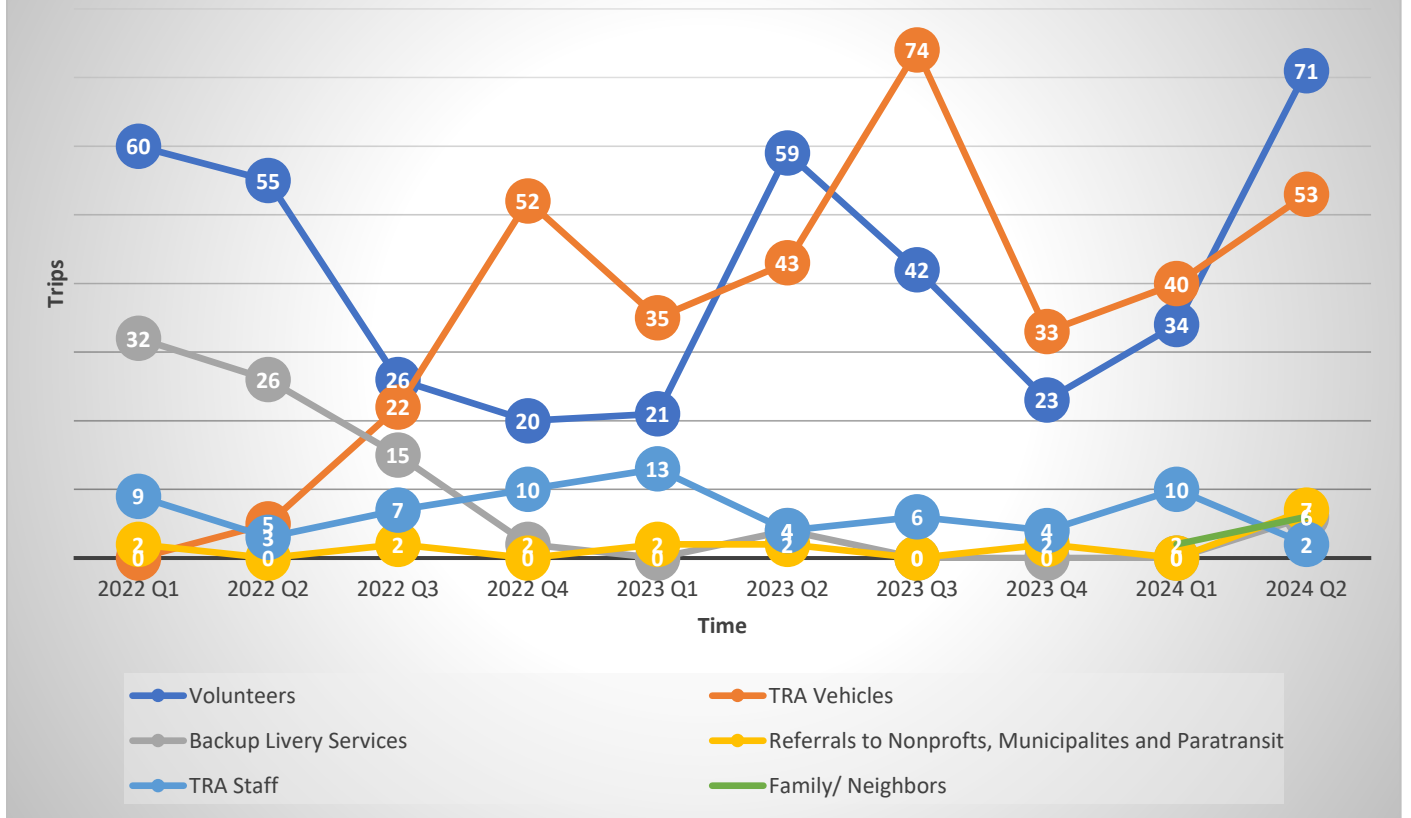


- Increase in all types of rides

Zone 1: Yonkers, New Rochelle, Mt Vernon
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 Zone 4: Yorktown, Somers
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 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



- Increase in volunteer-completed trips.
- Service in the northern zones continues to be a challenge due to greater distances and the lack of livery backups.

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