



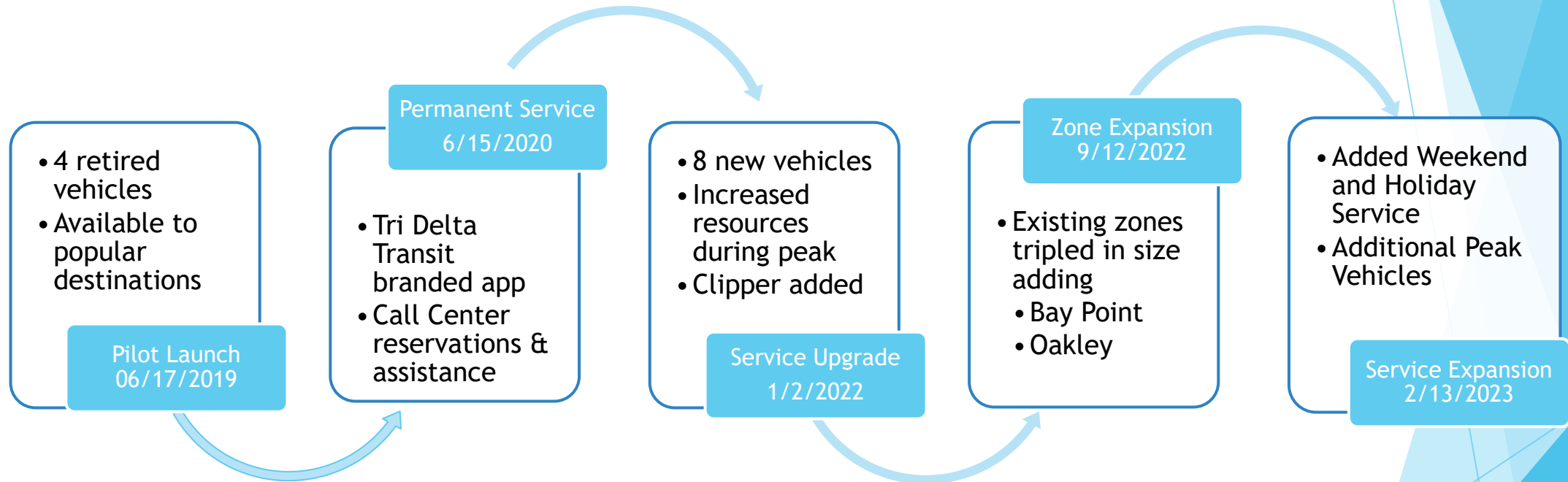
Partners in serving eastern Contra Costa County  
and the communities of Antioch, Bay Point, Brentwood, and Pittsburg

# Tri MyRide Microtransit Service Overview

# Goals and Objectives

- ▶ Provide better access to underserved communities lacking convenient access to fixed routes
- ▶ Offer a new complementary mobility option to better serve the diverse needs of the communities
- ▶ Leverage the flexibility of using smaller vehicles

# Timeline

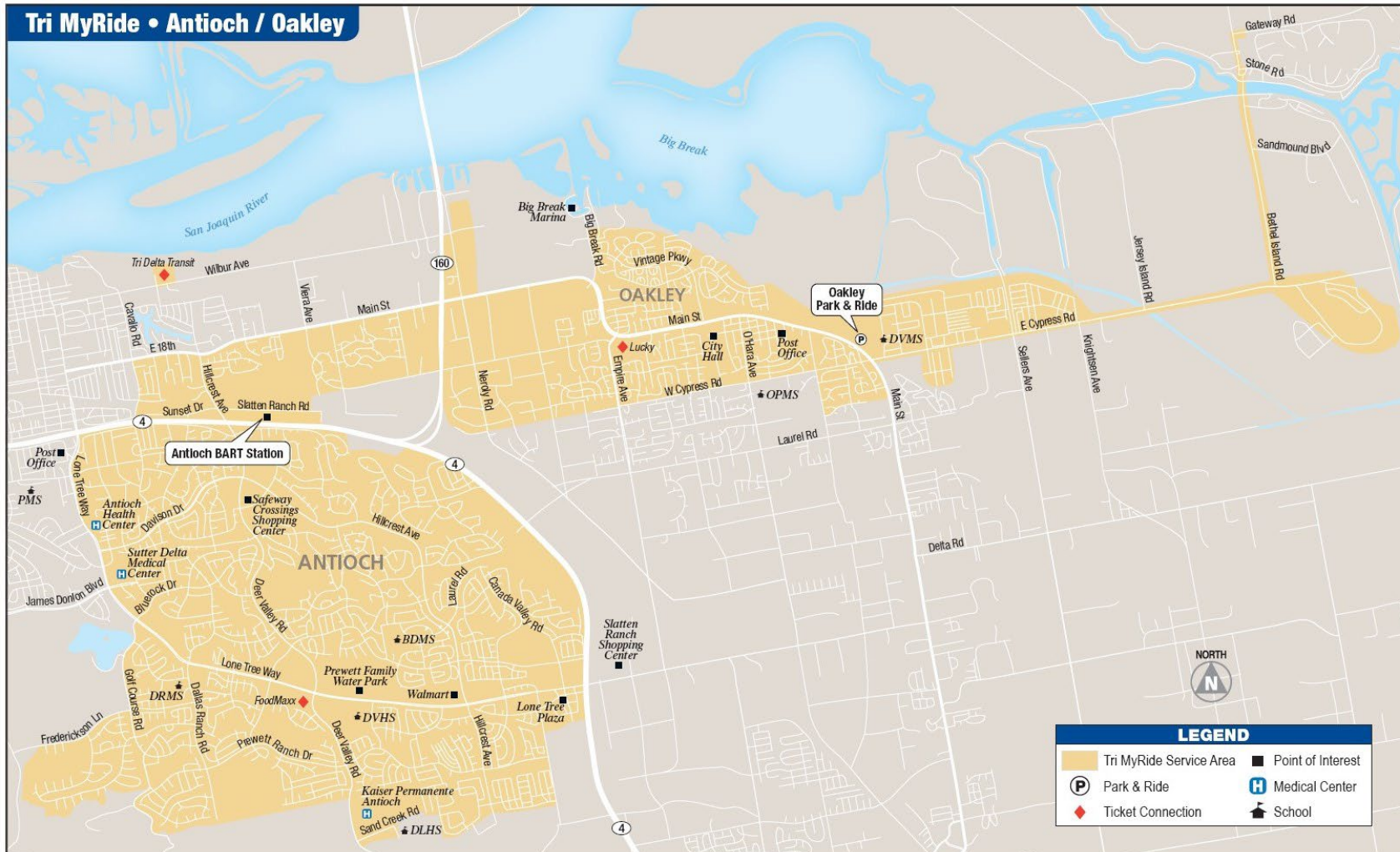


# Side-by-Side

*Fixed Route and Tri MyRide*

	Fixed Route - 389	Tri MyRide Pittsburg Zone
<b>Coverage</b>		
Service Area	7 square miles	6.4 square miles
Population	34,600	45,000
<b>Convenience</b>		
Walking distance	Up to 3/4 mile	300 feet
Flexibility	Defined corridor	Dynamic routing
Frequency	Hourly	On-demand
Span of service	4:30am to 9:30pm	5:00am to 9:00pm

# Antioch-Oakley Zone



# Pittsburg-Bay Point Zone







# Tri MyRide Performance at a Glance

*Increased ridership and efficiency year over year*

## Q1-Q3 2023

### 73,468 Completed Rides

*+199% YoY (26,568 rides Q1-Q3 2022)*

### 2,365 Unique Riders

*+ 172% (870 riders Q1-Q3 2022)*

### 4.6 Utilization

*3.9 utilization (Q1-Q3 2022)*

### 4.8 Ride Rating

*vs. 4.9 Rating (Q1-Q3 2022)*

### 16.2 min ETA

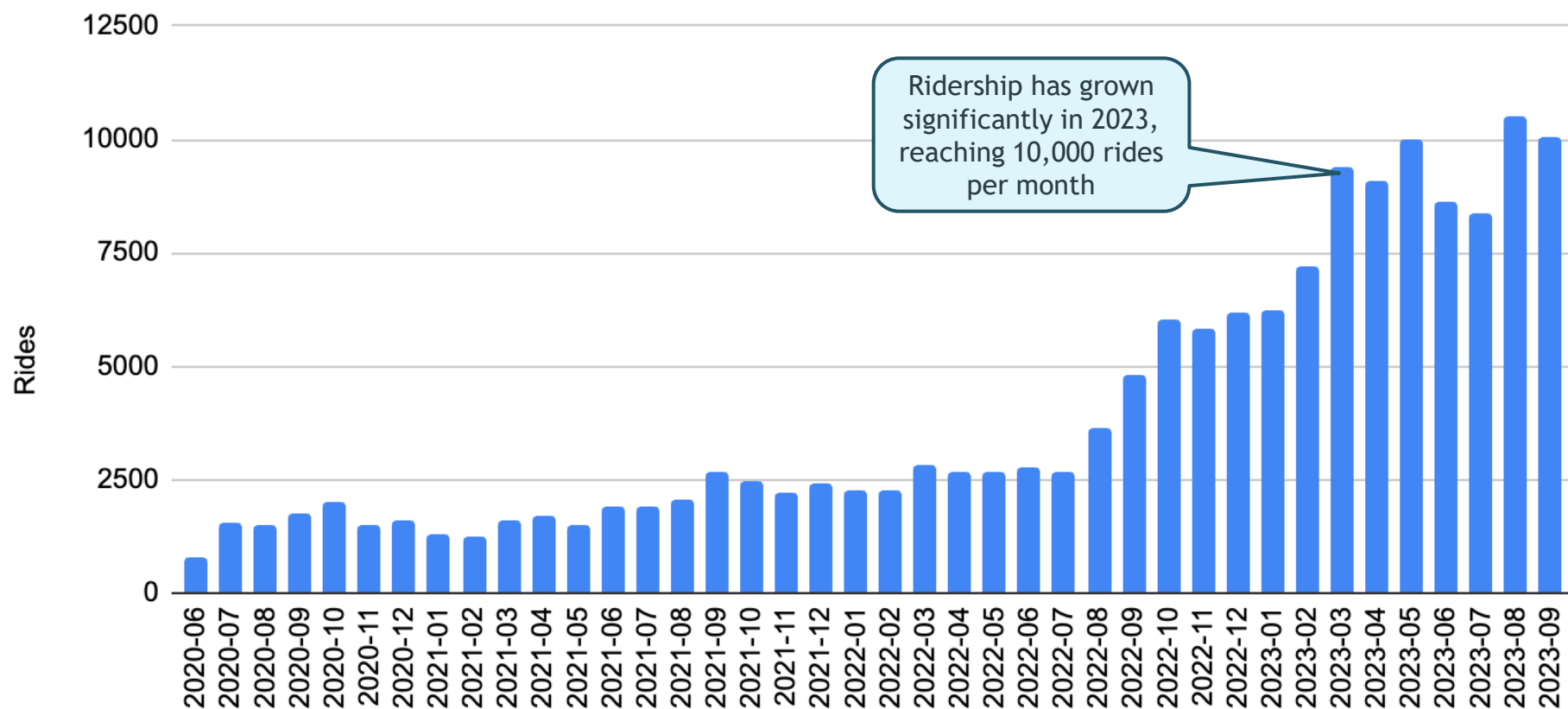
*vs. 11 min (Q1-Q3 2022)*



# Tri MyRide Ridership since Launch

*157,700 rides have been served since the service launched, with over 79,000 rides in 2023 alone*

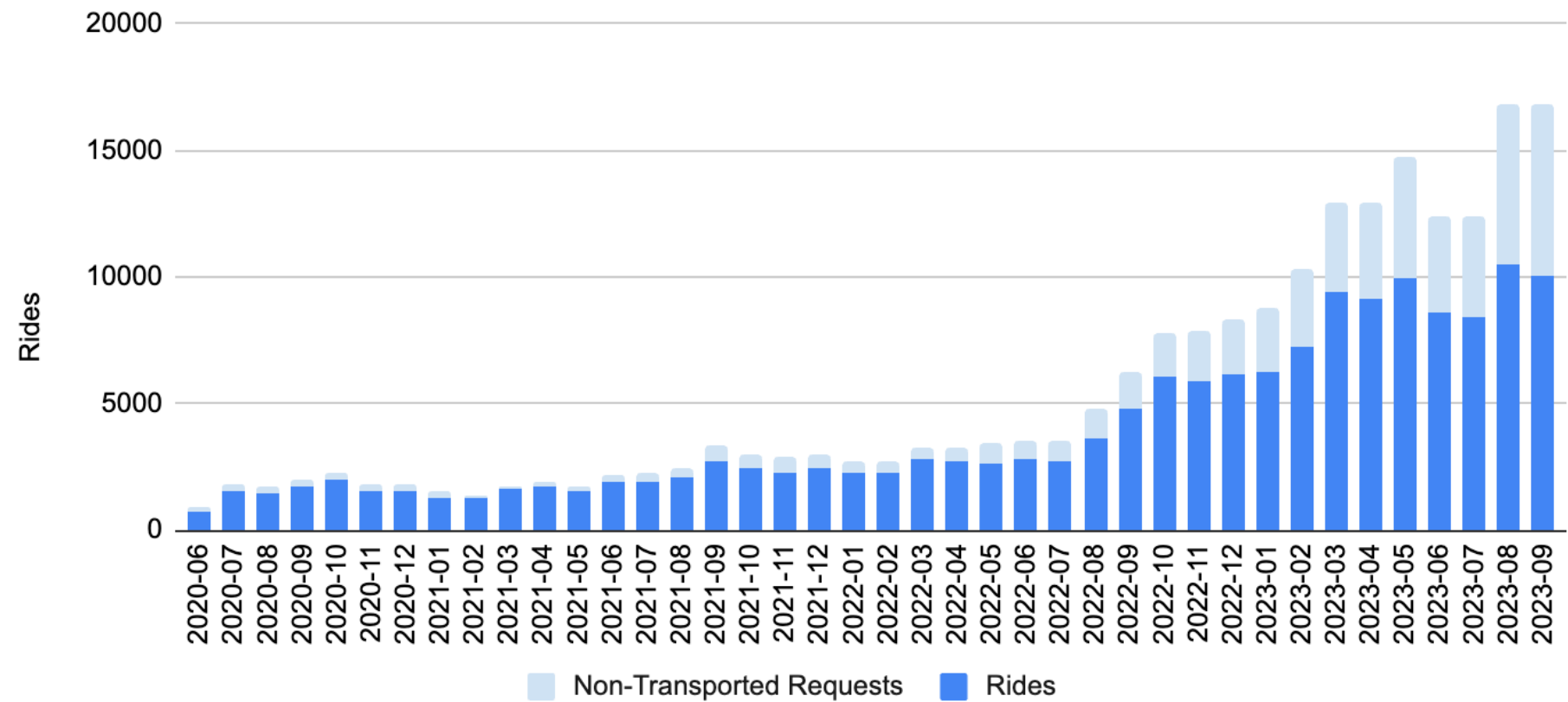
## Ridership by Month



# Completed Ride Rate

73% of ride requests have resulted in a ride

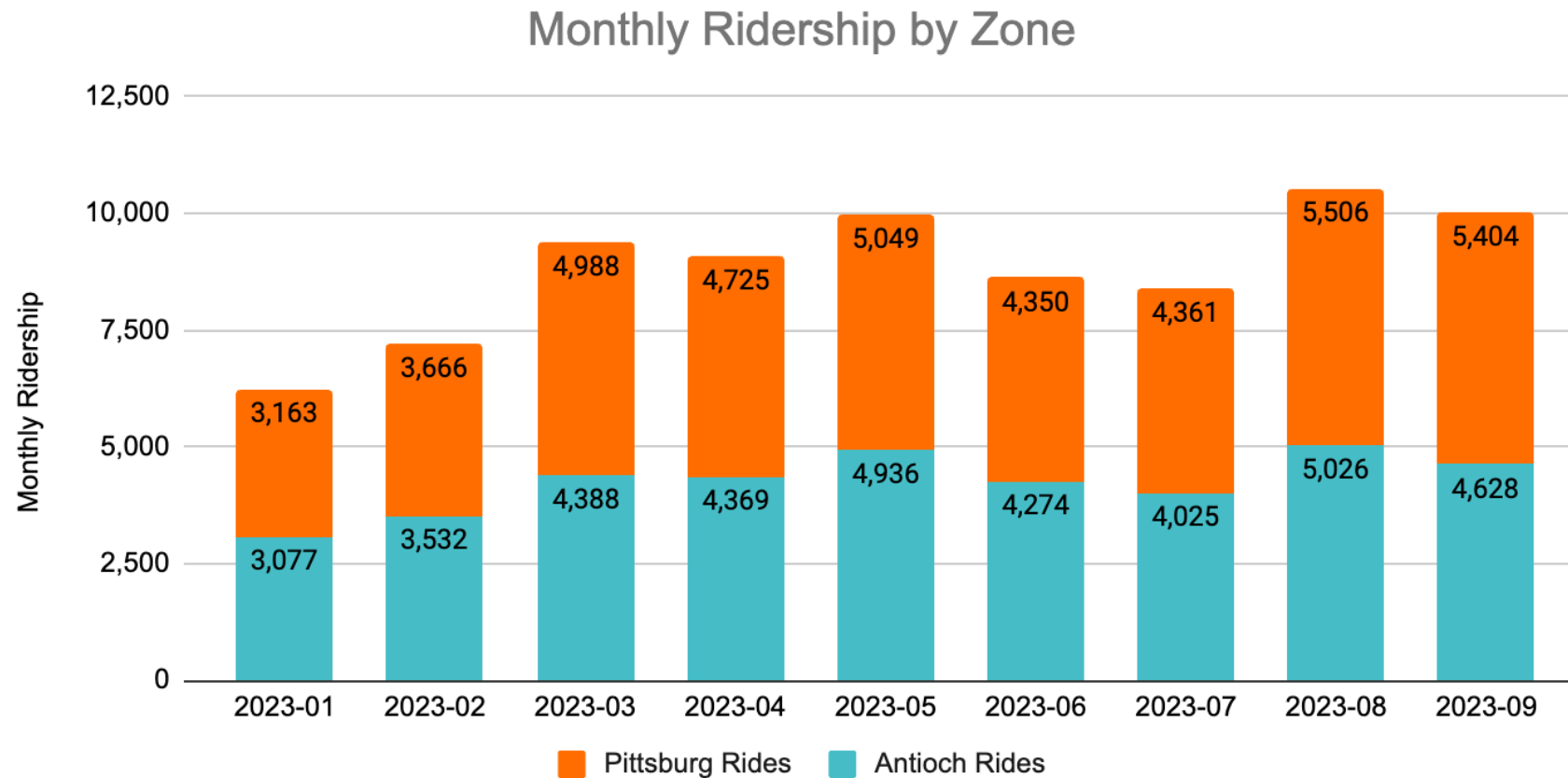
Ridership by Month



The percentage of ride requests that are completed in recent months has decreased, due to increased demand and supply limitations

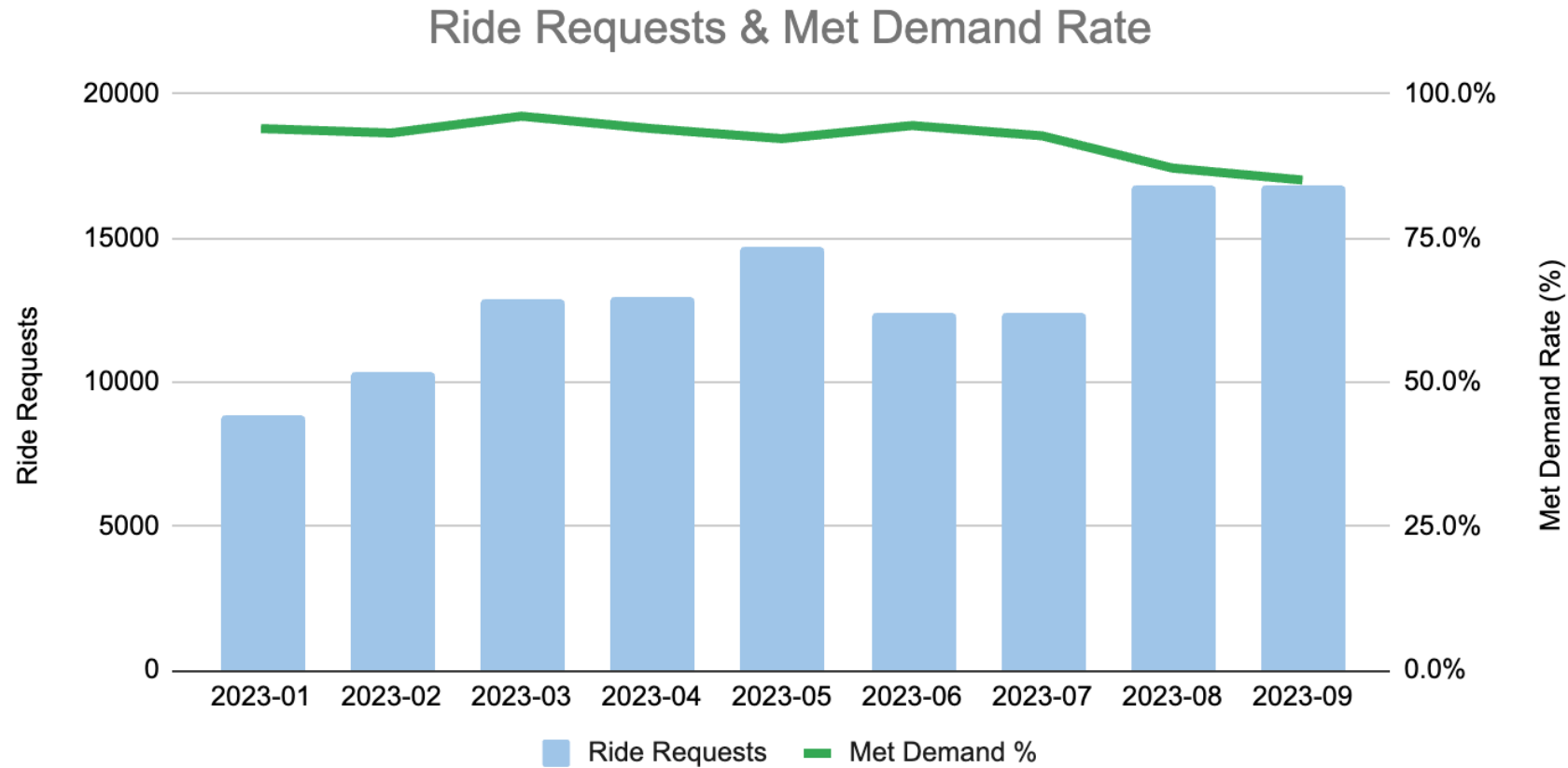
# Completed Rides by Zone

*Both zones have had similar ridership levels over the course of 2023, with slightly more demand in Pittsburg*



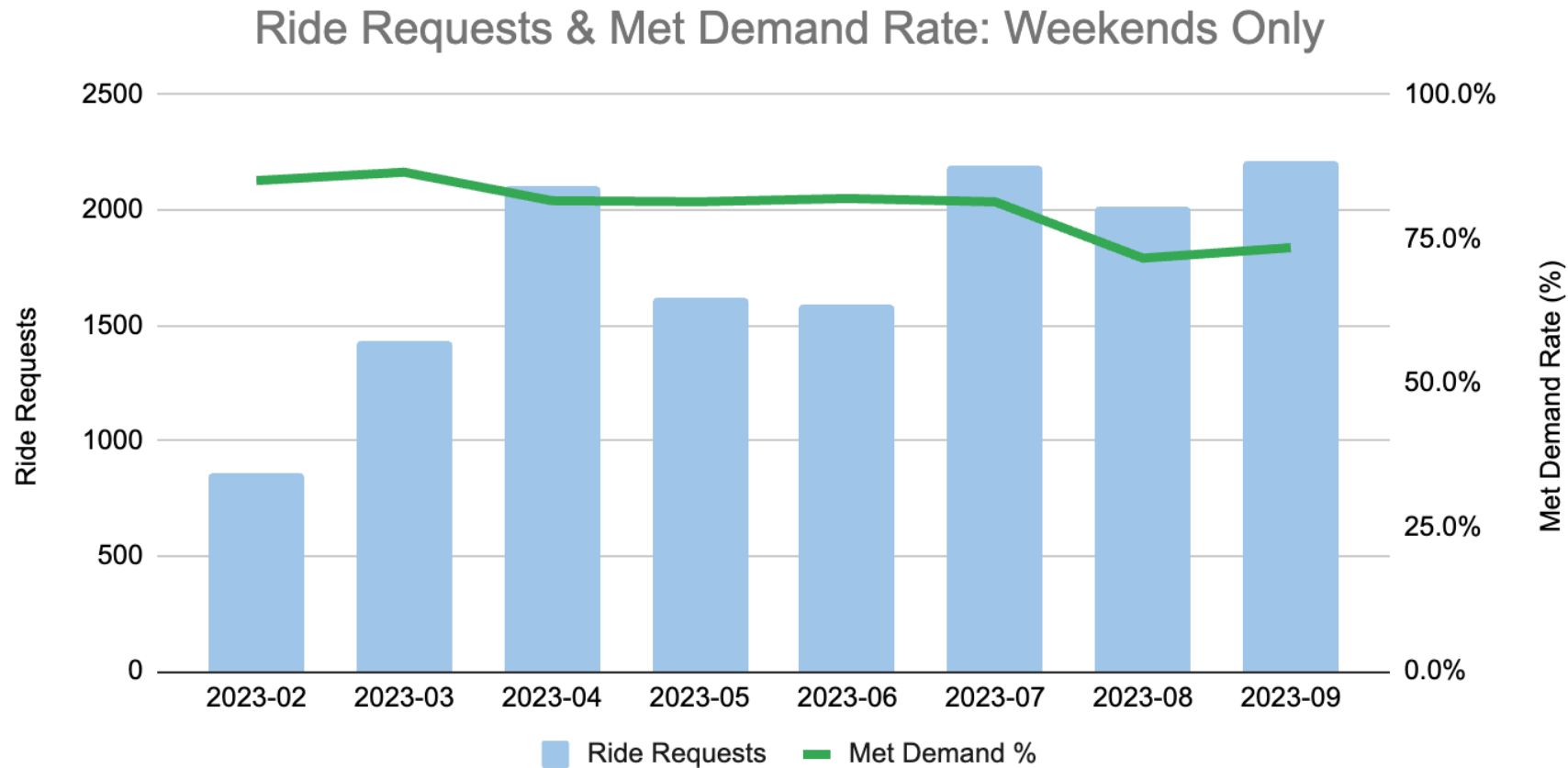
# Service Availability

*With increasing demand, it has become more challenging to offer each passenger a ride*



# Weekend Service Availability

*Availability has been more challenging on weekends, when only one vehicle is operating per zone*

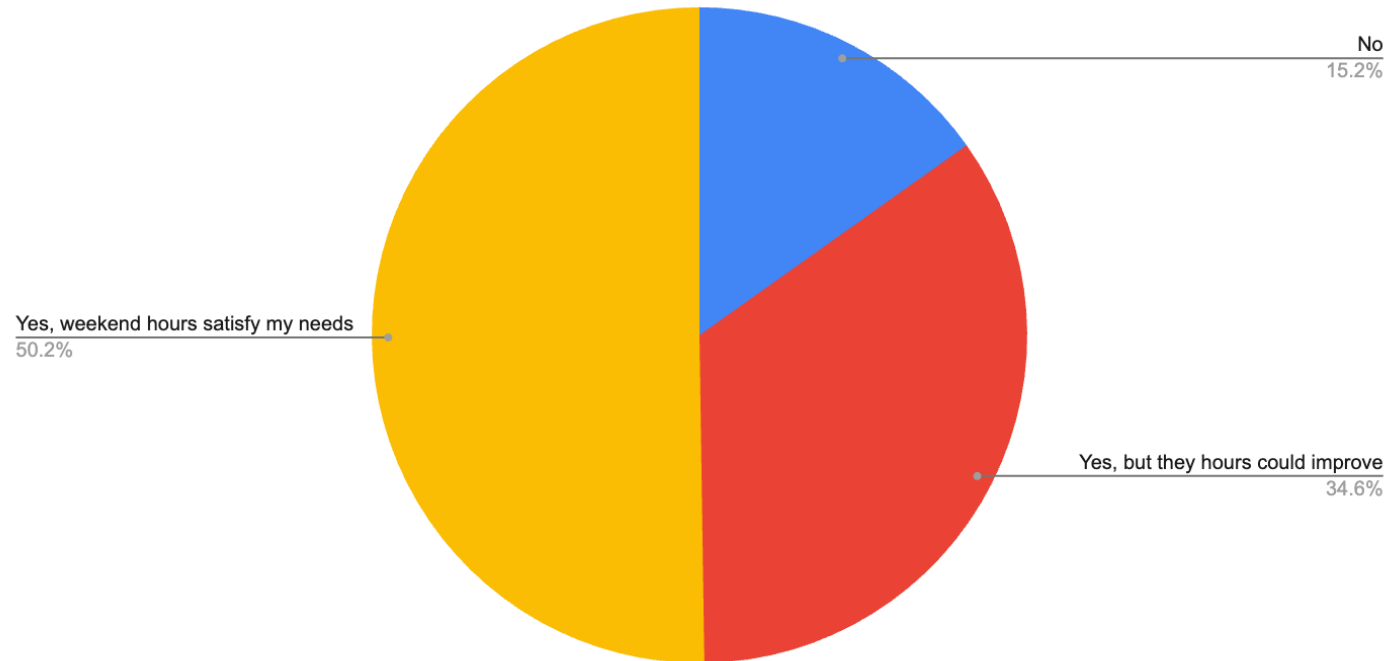


*Adding a second vehicle on the weekend would bring the met demand rate close to 100% and allow for ridership to grow*

# Weekend Service: Survey Results

*Riders appreciate the weekend service, but many feel weekend service could be improved*

Rider Survey: This service is now offered on the weekends and holidays from 8 AM to 5 PM. Do the current weekend hours operate when you need the service?

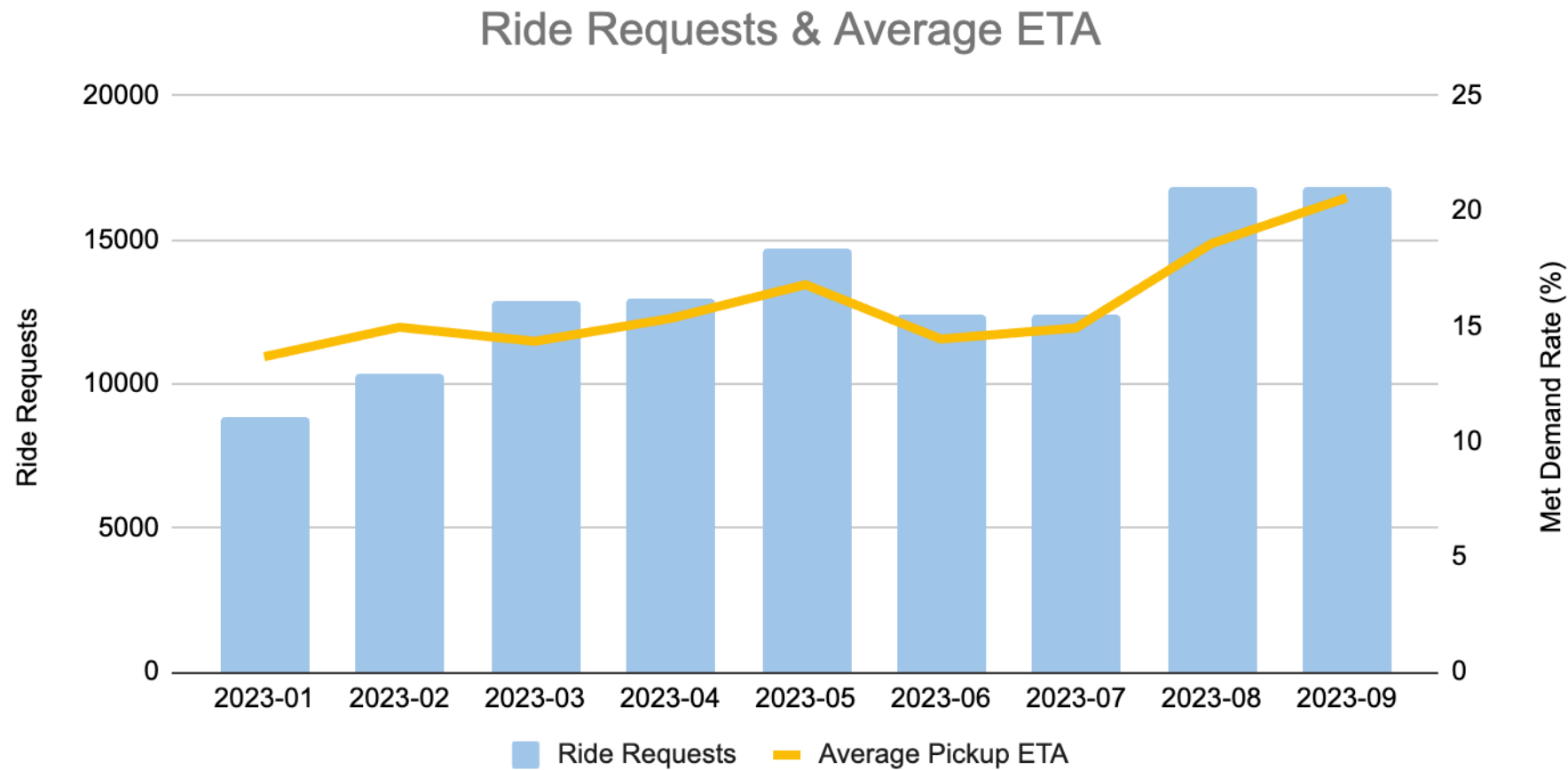


## Select Rider Comments:

- *“Firstly, add more busses! 1 bus is NOT enough to cater all of the passengers during the weekends”*
- *“It would be nice if hours went a little later. I would say 8 AM to 8 PM.”*
- *“Thank you for taking your time and considering my opinion. I believe that 8am-7pm would be a reasonable amount of time on weekends”*

# Quality of Service

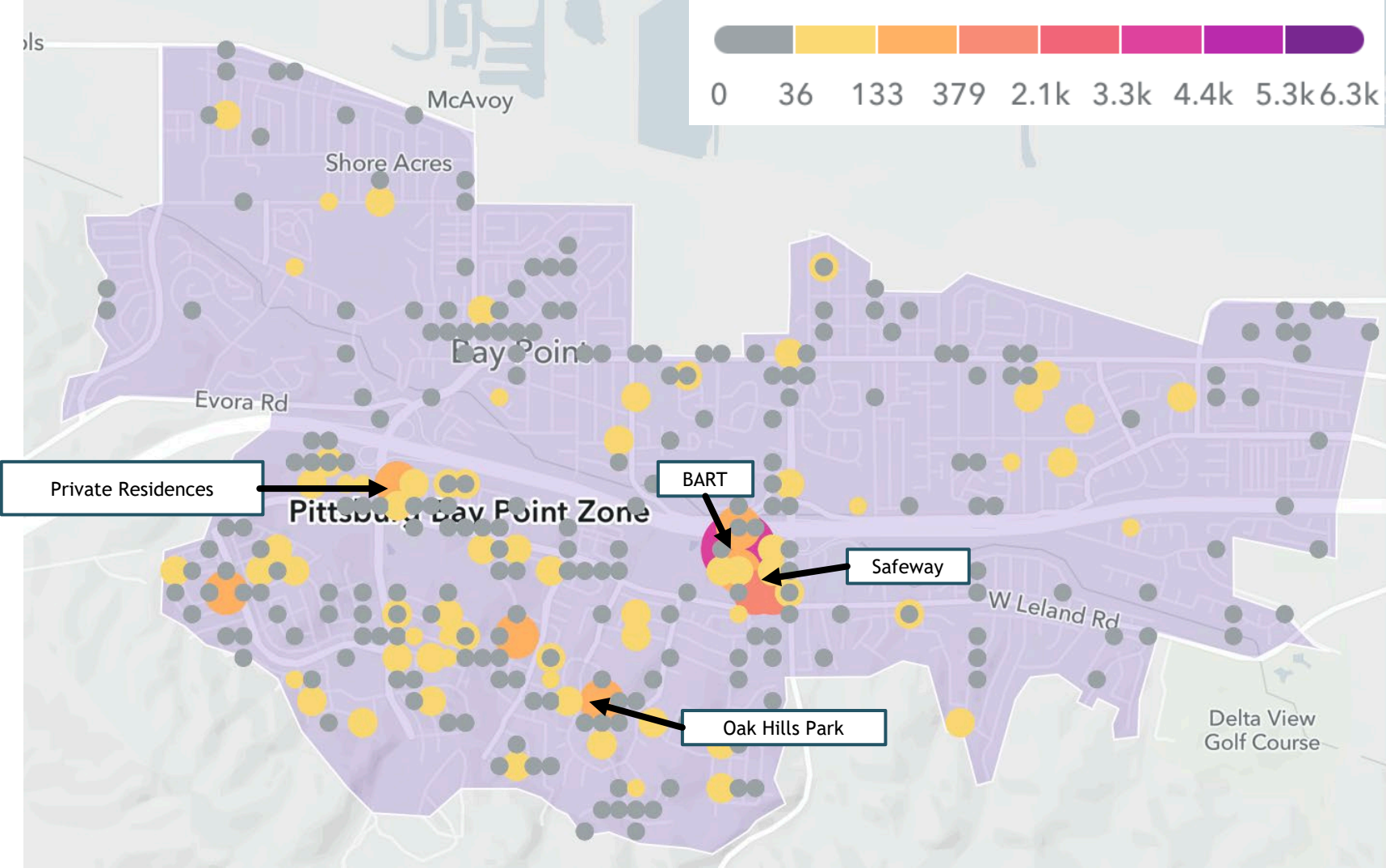
*ETAs have also increased slightly with increased demand*





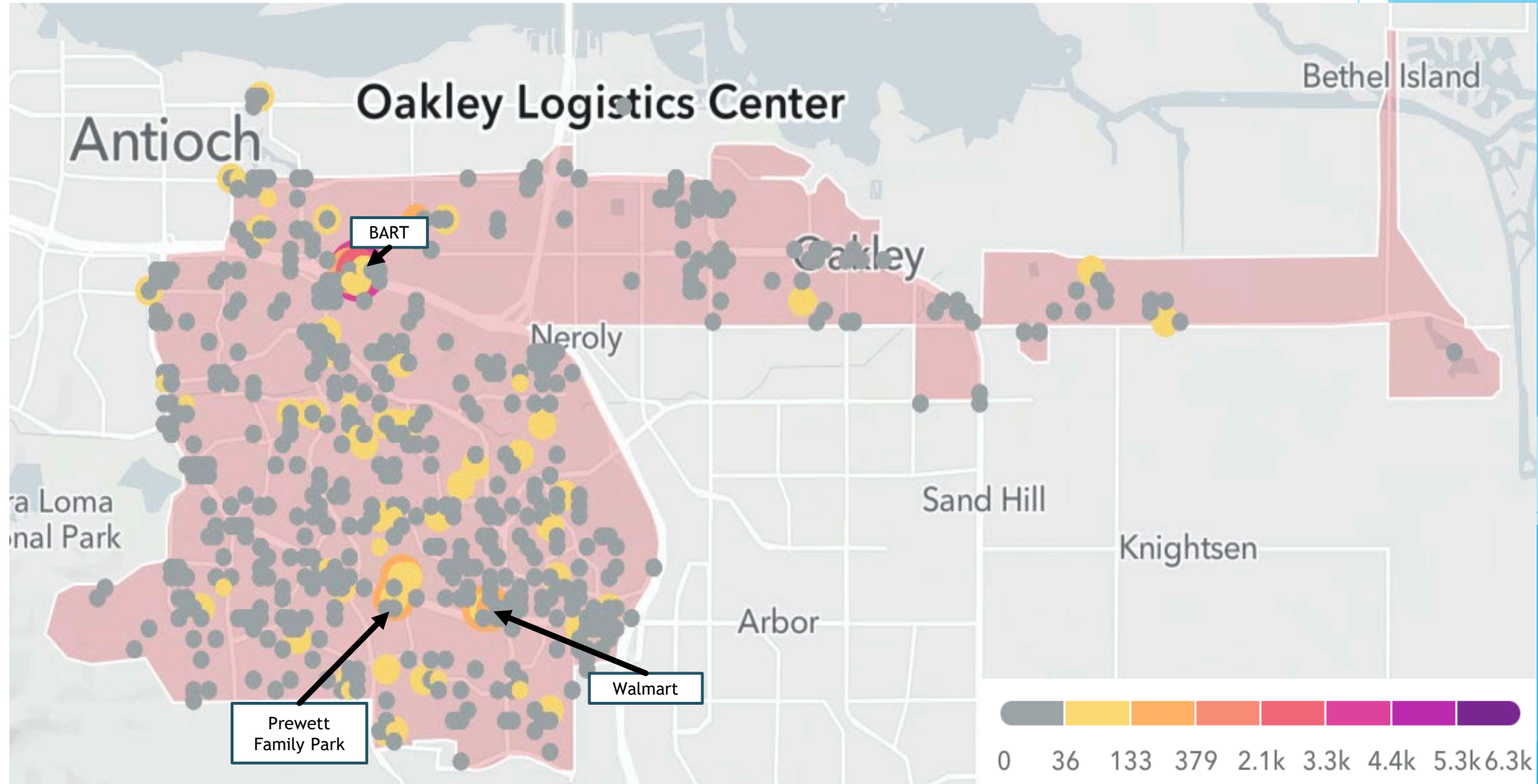
# Ridership Heat Map: Pittsburg

*BART connections drive Tri MyRide ridership*



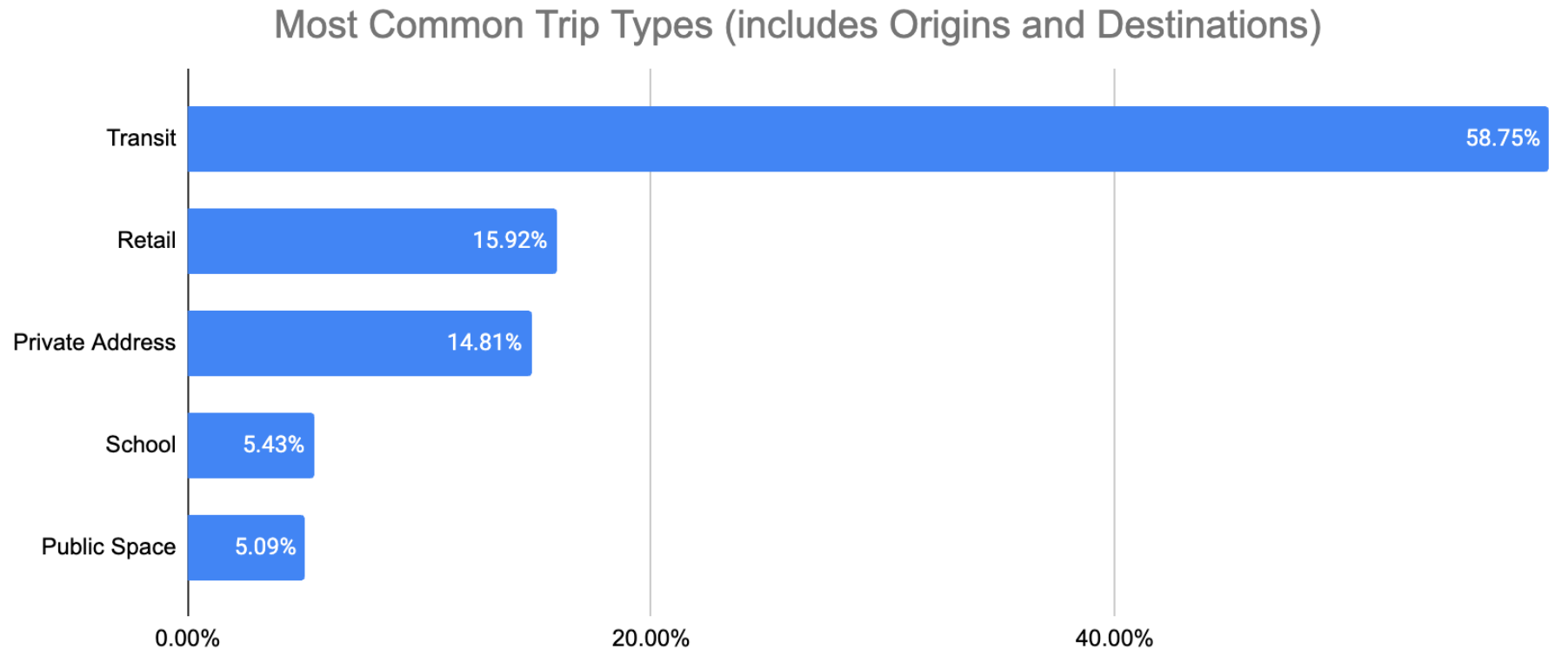
# Ridership Heat Map: Antioch

*BART connections drive Tri MyRide ridership*



# Most Common Trip Types

*Tri MyRide is most commonly used to connect to BART*

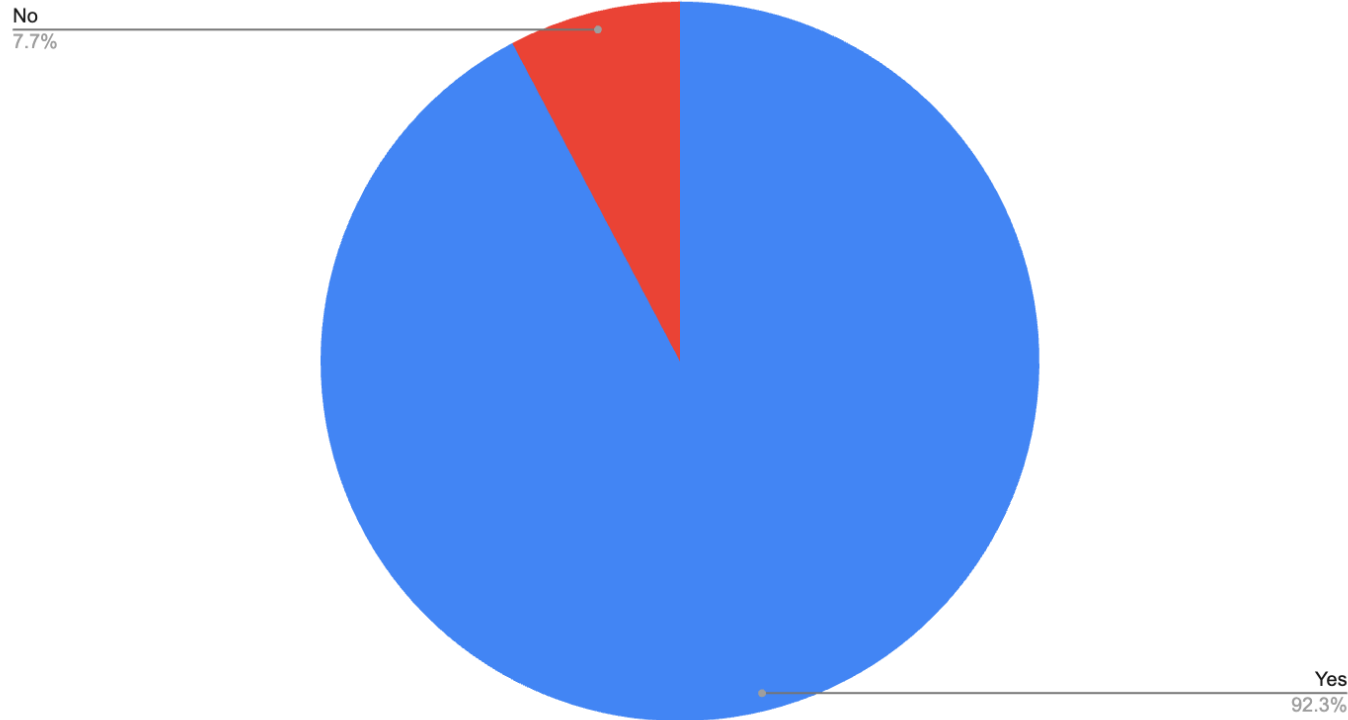


# New Service Opportunities

# Additional Rider Survey Results

*210 riders were surveyed on their experience with Tri MyRide*

Rider Survey: Are you actively using Tri MyRide?



*Of the people who said "No"*

- *1 said they don't ride due to the cost*
- *3 said they don't ride due to the wait time*
- *5 said they don't ride due to where it goes*

# Rider Survey Results

*Riders who do not ride Tri MyRide report that they don't use the service due to the service area or wait times*

- *"The bus doesn't take me to work"*
- *"I only use it when I need a ride to or from Bart, a few times a year."*
- *"I would if I was commuting more. Plan to use when my son goes to High School."*
- *"I only use tri ride to go bart"*
- *"It usually takes at least 20 minutes. It's hard to wait outside that long."*
- *"Only a specific area of usage, bus is small and I don't like sharing rides"*
- *"Too long to wait"*
- *"Have recently been working longer hours, and have needed to have a vehicle immediately after getting to my destination on BART in order to perform household errands."*
- *"The feature is only located in an area where I don't go to often."*
- *"Limited service area. Can't schedule a pickup time, only request on demand."*
- *"Does not cover my area"*
- *"I will use it again in the future"*
- *"I only use trimyride as a last resort"*
- *"I don't always commute and usually end up driving myself most of the time."*

# New Service Opportunities

## Vehicles

---

Purchase and add vehicles, specifically on weekends, to improve the service's met demand rate

## New Zones

---

Create new zones in Brentwood and/or Oakley potentially

## Funding

---

Find additional funding for Tri MyRide expansion, given the fiscal cliff in FY25



# TRI DELTA TRANSIT

EASTERN CONTRA COSTA TRANSIT AUTHORITY

Thank you for your continued support!