



SCAG Regional Council Meeting

September 5, 2024



System-Wide Service Reduction Study

- Study completed to identify service cuts due to continued low ridership
- One of the major suggestions was to implement a microtransit pilot program in the Hemet/San Jacinto Valley
 - Removed 3 routes
 - Truncated 3 routes
 - New Route 44 Circulator
- Changes were implemented on 1/8/23
- Why? More efficient than fixed routes, saved \$\$\$!




EFFECTIVE JANUARY 8, 2023
Routes 31, 74 and 79 will not serve this stop as it will be served by the new Route 44. Route 32 will be replaced by GoMicro, RTA's new on-demand microtransit service.

A partir del 8 de enero, las rutas 31, 74 y 79 no cubrirán más esta parada; serán sustituidas por la nueva ruta 44. La Ruta 32 será sustituida por GoMicro, el nuevo servicio de microtransporte bajo demanda de RTA.




MICROTRANSIT ZONE MAP
 MAPA DEL ÁREA DE MICROTRANSPORTE

Microtransit service begins on December 19 and will operate Mon-Fri, 6:30 a.m. to 6:30 p.m. Sat-Sun, 7 a.m. to 7 p.m. El servicio de microtransporte comienza el 19 de diciembre y funcionará de lunes a viernes de 6:30 a. m. a 6:30 p. m., y sábados y domingos de 7 a.m. a 7 p.m.

Route 44 service begins on January 8. Trips beginning and ending at Route 44 bus stops must use Route 44 and cannot be booked on GoMicro. El servicio de la Ruta 44 comienza el 8 de enero. Los viajes que comienzan y terminan en las paradas de la Ruta 44 deben utilizar esta ruta y no pueden reservarse en GoMicro.



Book rides on the GoMicro app, online at book.gomicro.rideco.com or call (951) 633-2629. Reserve viajes en la aplicación de GoMicro, en línea en book.gomicro.rideco.com o llamando al (951) 633-2629.

RiversideTransit.com/GoMicro (951) 633-2629

Ambassador Program

- Bus stop notifications were posted on all 295 GoMicro stops
- Ambassador program ran from 12/7/22 through 1/20/23
- Focused on high ridership stops, middle schools and high schools





FREE RIDES THROUGH JANUARY 7

Your New Way to Travel
Hemet and San Jacinto

RTA's long-awaited microtransit service, GoMicro, debuts on December 19 and we are excited to offer free rides through January 7! The new service operates daily in the Hemet-San Jacinto area, using minibuses to serve nearly 300 existing RTA bus stops. Plus it's easy to use. Grab your smartphone or tablet, open the GoMicro app and schedule a pick up at the nearest bus stop. Or schedule a trip for another day. Either way, GoMicro is your ticket to shorter travel times, more direct trips and carefree travel to your next destination!

RiversideTransit.com/GoMicro



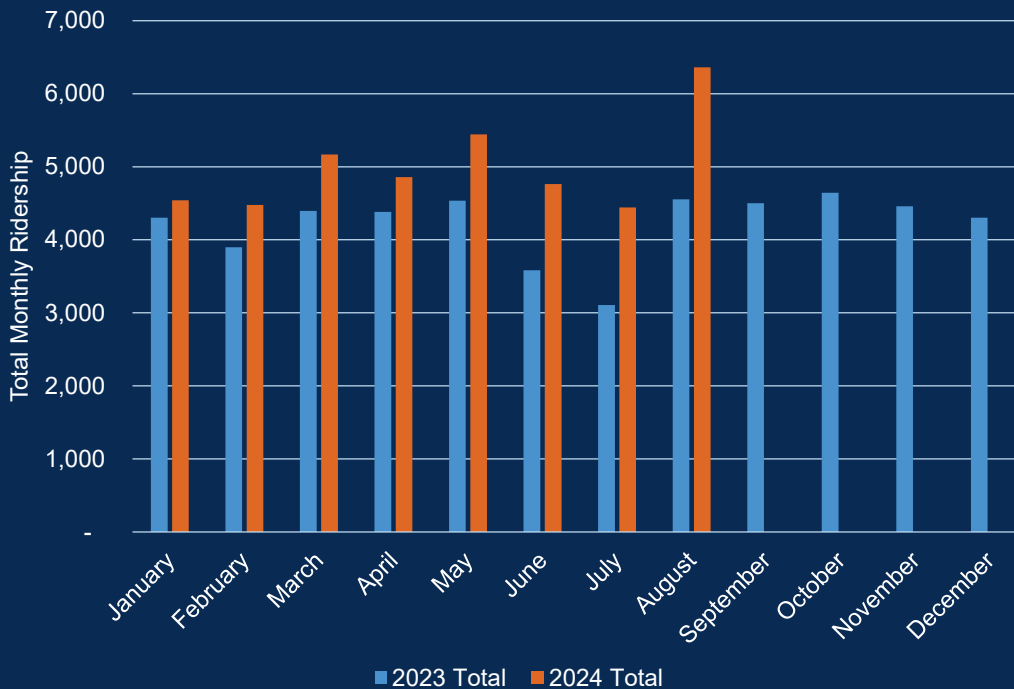

Book rides on the GoMicro app, online at www.book.gomicro.rideco.com or call (951) 633-2629.

Service Kicks Off

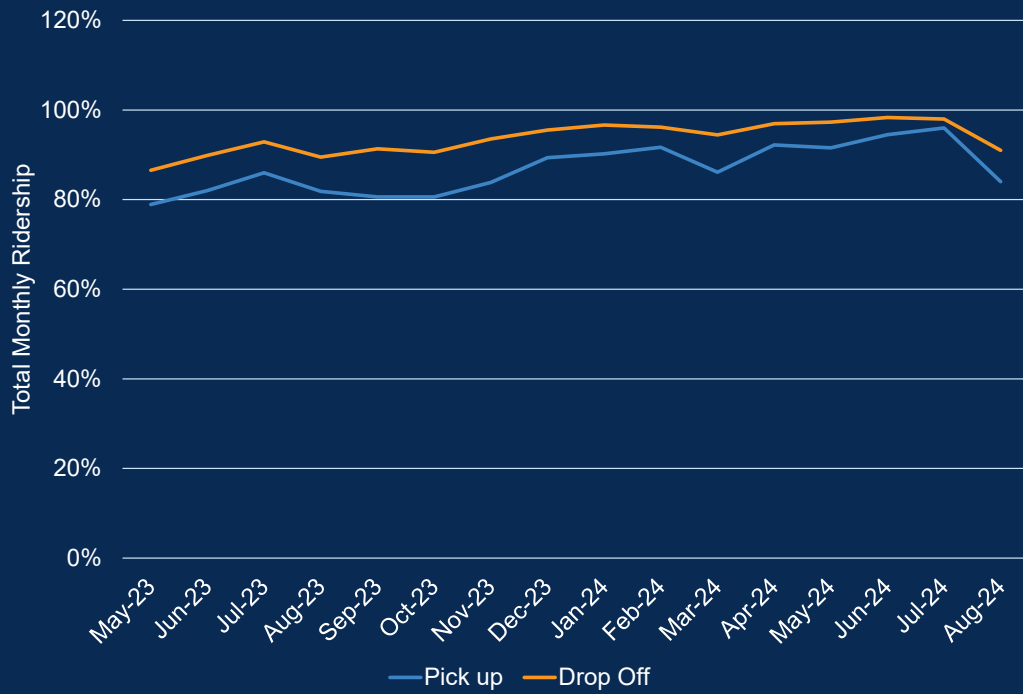
- Pilot Service began on Monday, 12/19/22
– 12/19/22 – 1/7/23: routes remain the same
- GoMicro rides were free through 1/7/23
- Service officially began on Sunday, 1/8/23



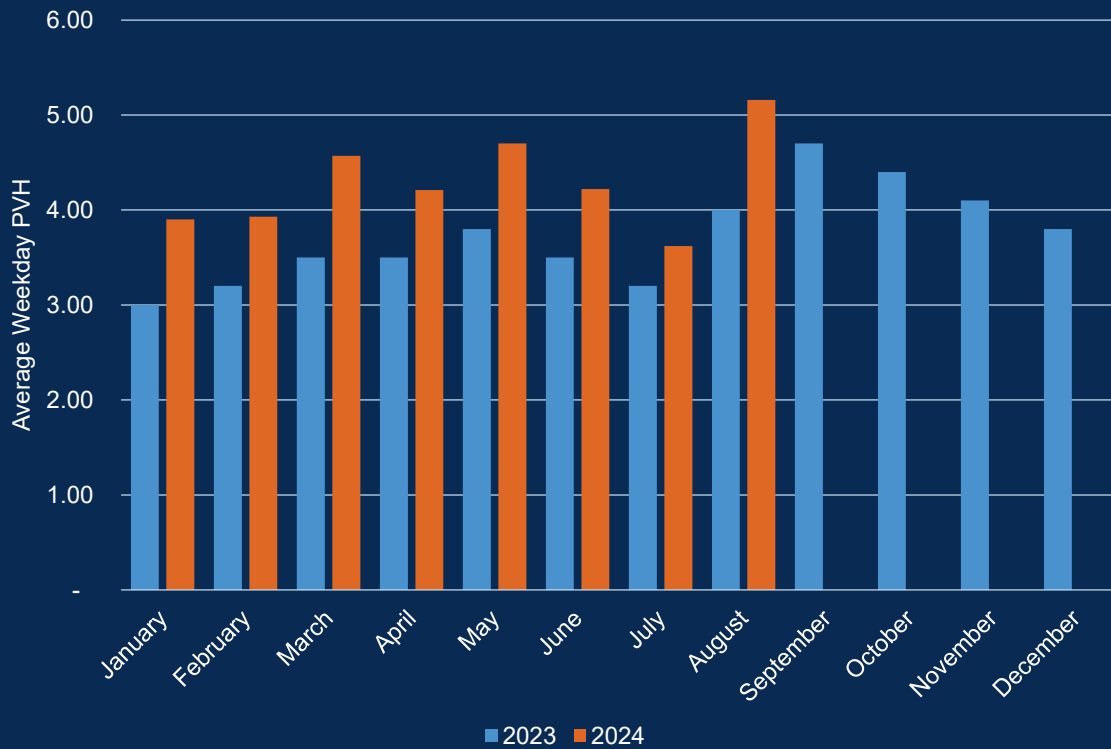
GoMicro Ridership



On Time Performance



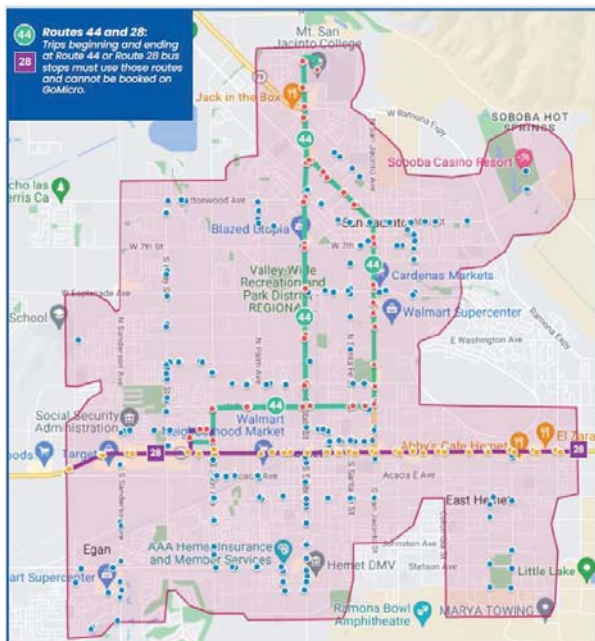
GoMicro PVH



Program Enhancements to Improve Efficiency

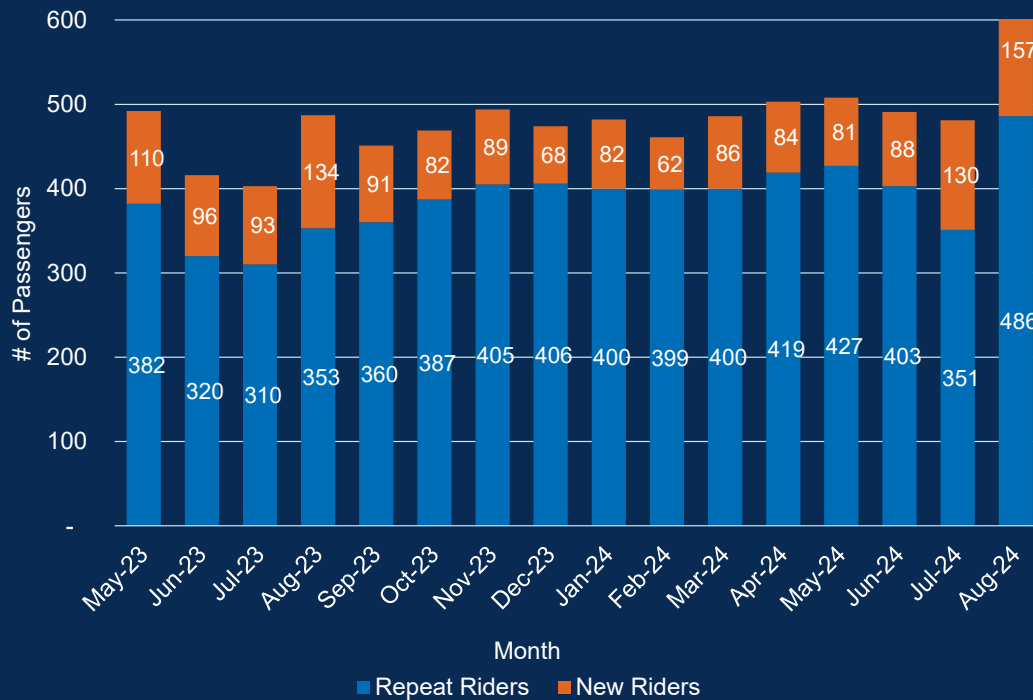
- **Optimizing School Trips:** Time snapping school trips to bell times
- **Automatic Booking Limitations:** Reduce passenger no shows
- **Wait Time Increase and Variation:** Increase shared rides
- **Improving Driver Schedules:** Matching driver supply to passenger demand
- **Fixed Route Booking Restrictions:** Eliminate duplicative service

Fixed Route Restrictions



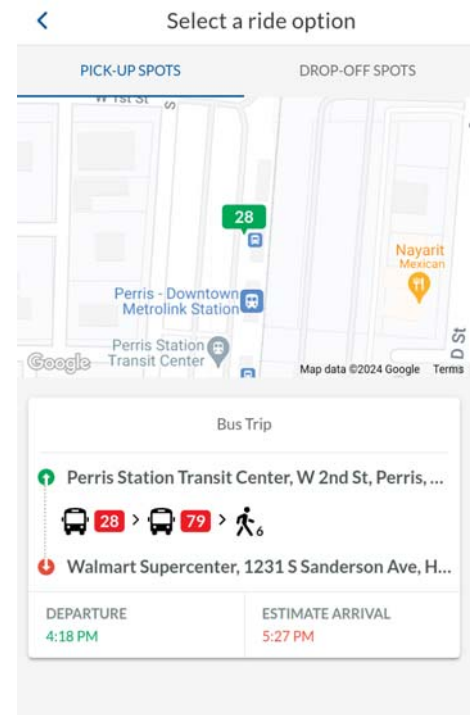
- Two fixed routes service the zone:
 - Routes 44 and 28
- At launch, we restricted trips that were duplicated by Route 44
- About 10% of trips started and ended on routes 28 and 44
- In May 2023, we restricted these trips, freeing up capacity for trips not able to be served with fixed routes

New & Existing Ridership



Next Steps

- Continue to work with RideCo to optimize service
- Monitor weekend ridership and adjust as needed
- Get GoMicro stops onto Google Map
- Evaluate travel patterns for a possible school tripper/fixed route deviation
- Multimodal trip planning within the GoMicro App
- Adjust OTP to improve efficiency
- Bus Stop Consolidation
- Comprehensive Operational Analysis



Thank you

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