

# RIVERSIDE CONNECT

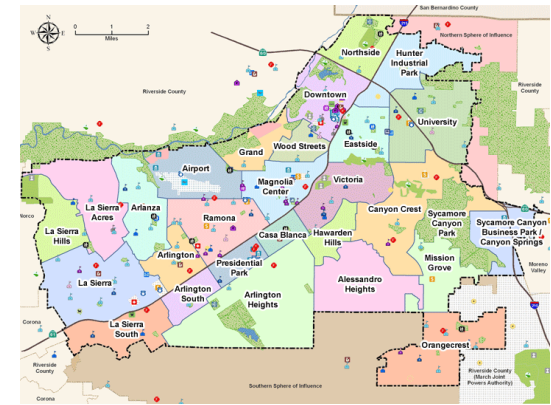
*Special Transportation Division  
Parks, Recreation, and Community Services Department*



# Providing Transportation Services to Seniors over 60 and the Disabled Community for 49 Years



The City of Riverside's Special Transportation Division was established in 1975 through an agreement with the Riverside Transit Agency (RTA) to operate a Paratransit (origin-to-destination) Service within the Riverside city limits.



- The Special Transportation Division of the Parks, Recreation and Community Services Department oversees Riverside Connect.
- The Special Transportation Division is 100% funded by the Transportation Development Act of 1971 through Local Transportation Funds (LTF) and State Transit Assistance (STA). Capital projects are funded through various State

- Riverside Connect is a shared ride service that operates within the city limits of Riverside.
- Riverside Connect is an origin to destination shared ride service for seniors over the age of 60 and the disabled community.

**The service runs 7 days a week, 363 days a year.**

Monday - Friday: 8:00 AM - 5:30 PM

Saturday - Sunday: 9:00 AM - 4:00 PM

Holidays: 9:00 AM - 4:00 PM

# Transit Makes Life Easier



## *Mission Statement*

“Our mission is to transport the seniors and disabled community within the City of Riverside with an atmosphere that fosters independence and positive morale; while building relationships by providing a safe and efficient service.”



# Who Are We?

The City of Riverside Owns and Operates Riverside Connect



6  
Dispatchers



23  
Drivers



4 Transit Admin  
Staff



# What Do We Do



**Established in 1975**  
7 Days/ 363 Days per year  
34 Mini-Buses/2 Transit Vans  
**250-300 rides per day**  
(Pre COVID = 400 – 500 rides per day)



**Disabled**  
**35,171**  
FY2022-23  
FY19-20 = 44,737

**Seniors Over 60**

**28,625**  
FY2022-23  
FY19-20 = 37,103



**Service Area**  
**81.54 Sq. Miles**



**Miles Traveled**

**409,522**  
FY2022-23  
FY19-20 = 475,855



**On Time Performance**

**98.2%**



**Medical/Dialysis Appointments**



**Shopping**



**Restaurant/Social Events**



**Workshops / Employment**