



Commission on Aging

City of Arts & Innovation

TO: HONORABLE COMMISSIONERS **DATE: MAY 17, 2023**

FROM: PARKS, RECREATION AND COMMUNITY SERVICE DEPARTMENT

**SUBJECT: PRESENTATION FROM THE CITY'S SPECIAL TRANSPORTATION DIVISION
ABOUT UPDATED TRANSPORTATION SERVICES FOR SENIORS AND
RESIDENTS WITH DISABILITIES**

ISSUE:

Provide an update on the City's Special Transportation Division and to create awareness about who qualifies for service, and how service is provided.

RECOMMENDATION:

That the Commission on Aging provide feedback and receive report for file.

BACKGROUND:

Special Transportation was established in 1975 through a mutual agreement between the City of Riverside and the Riverside Transportation Agency (RTA) to provide paratransit services within the City limits to senior and disabled residents. Special Transportation is owned and operated by the City and is an origin to destination shared ride service anywhere within the 81.5 square miles of Riverside.

To help create a better brand identity, the service name was changed from Special Transportation to Riverside Connect in 2020. This rebranding included having all 36 buses wrapped in vinyl with the new program name and new image for better awareness of the service. Riverside Connect is a program within the Special Transportation Division of Parks, Recreation and Community Services Department. It currently employs a staff of 23 drivers, 5 dispatchers, and 5 administrative staff members. The service operates 7 days a week, 362 days a year and is closed on Thanksgiving Day, Christmas Day, and New Years Day.

DISCUSSION:

Riverside Connect is available to seniors 60 years of age or older, and to residents with disabilities. The cost to use this service is \$3 per one-way trip for general purposes or \$2 per one-way trip for medical purposes. Space is reserved on a first-come, first-served basis and reservations can be made up to one week in advance by contacting Riverside Connect at (951)

687-8080. These transportation services are advertised in the Parks, Recreation and Community Services Activity Guide, on the City's website, in various senior brochures/programs, at all senior centers and at presentations given at senior living facilities located throughout the City.

The Manager of the Special Transportation Division will present information about the services currently available to the City's senior and disabled community as well as updates and future plans for the program.

STRATEGIC PLAN ALIGNMENT:

The service contributes to **Strategic Priority 6 – Infrastructure, Mobility & Connectivity**, which ensures safe, reliable infrastructure that benefits the community and facilitates connection between people, place, and information.

The service provided by Riverside Connect aligns with the Infrastructure, Mobility & Connectivity Priority, and contributes to **Strategic Goal 6.1** in addressing the transportation needs of the Senior and Disabled residents of Riverside.

This action aligns with each of the Cross-Cutting Threads as follows:

1. **Community Trust** – Riverside Connect provides seniors and disabled residents with safe and reliable transportation service that results in greater public good.
2. **Equity** – Well maintained and professionally staffed buses are accessible to all seniors and disabled residents which in turn contributes to public safety.
3. **Fiscal Responsibility** – Riverside Connect is 100% funded by State Transit Assistance (STA) and Local Transportation Funds (LTF).
4. **Innovation** – Riverside Connect utilizes an electronic payment method that allows riders or their care givers the ability to ensure that funds are always available for their transportation needs.
5. **Sustainability & Resiliency** – Riverside Connect is committed to environmental stewardship and utilizes a fleet of CNG buses to transport passengers around Riverside.

FISCAL IMPACT:

There is no fiscal impact associated with this report.

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Attachment: Presentation