



*City of Arts & Innovation*

# Commission on Disabilities

---

**TO: COMMISSION ON DISABILITIES**

**DATE: SEPTEMBER 18, 2017**

**FROM: GENERAL SERVICES DEPARTMENT**

**SUBJECT: ORAL UPDATE ON SPECIAL TRANSPORTATION FARE INCREASE**

**ISSUE:**

Receive an oral presentation on the Special Transportation fare increase.

**RECOMMENDATION:**

That the Commission on Disabilities receive this oral report about the Special Transportation fare increase.

**BACKGROUND:**

The City of Riverside's Special Transportation Program (CRSTP) offers transportation services for senior and disabled residents within City limits. The program, implemented in 1975 with just five buses, currently has a fleet of 35 paratransit compressed natural gas (CNG) buses, a sedan, and a passenger van. The program fleet expanded by five CNG buses in Fiscal Year 2012/13 to keep up with rising service demand, and a modern state-of-the-art CNG garage maintenance bay constructed in 2013 to ensure the CNG buses are well maintained and serviced. The program provides on average 600 to 700 rides per day with an expected growth rate of 2% annually. It has served the seniors and disabled residents of Riverside for 42 years.

**DISCUSSION:**

The Commission on Disabilities (COD) supported the fare increase on September 21, 2015 by majority vote, with a request that staff return to the Commission with updates on the progress of the increase and services. Special Transportation staff returned to the COD on November 7, 2015, provided information on Senate Bill (SB) 508, automated fare collection research and the proposed delay in implementation of the fare increase until July 1, 2017. Special Transportation staff agreed to modify annual customer satisfaction surveys to include more opportunities for feedback and committed to regularly attend COD meetings and provide updates on Special Transit services.

The fare increase was approved by City Council on August 8, 2017.

**FISCAL IMPACT:**

There is no fiscal impact associated with this report.

Submitted by: Monique Gordon, ADA Coordinator  
Approved by: Carl Carey, General Services Director  
Approved by: Marianna Marysheva, Assistant City Manager