



## UPDATE ON SPECIAL TRANSPORTATION DIVISION AND PROVIDE RESULTS OF ANNUAL CUSTOMER SATISFACTION SURVEY

Parks, Recreation and Community Services  
Department



Community Services and Youth Committee

March 13, 2019

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## RIDER STATISTICS AS OF FEBRUARY 2019



84,599 Total  
Passengers



64,334 - Disabled  
Riders



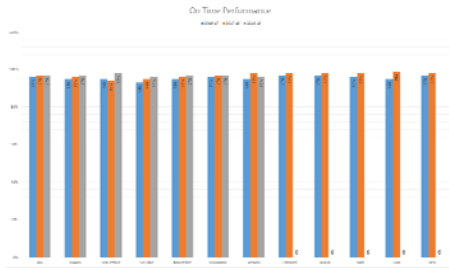
20,265 - Senior  
Riders



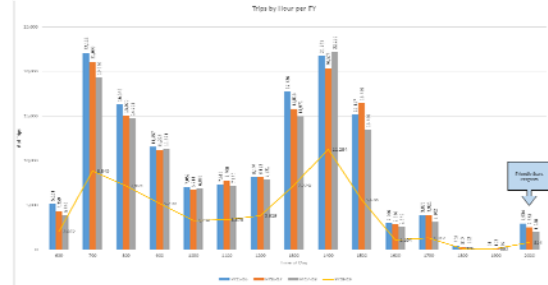
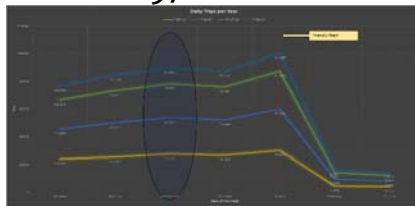
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## KEY PERFORMANCE INDICATORS



97% On-Time



Peak Demand hours – 7 a.m. & 2 p.m.

Peak Demand days – Wednesday!

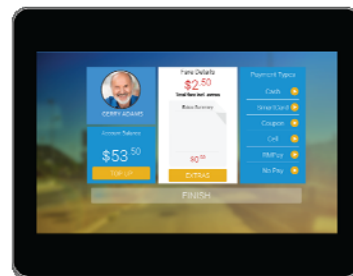


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## IMPROVEMENTS AND CHANGES TO SPECIAL TRANSPORTATION

### Electronic Fare Collection Module



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## MOBILITY APP

### Smartphone App

- Apple/Android (no cost to Riders)
- 24/7 Rider Access
- Register for Service
- Personalized Account Profiles
- Book / Cancel / Confirm Trips
- Trip Confirmations
- Real-time ETA



### Web Portal

- Additional Option for Riders without a Smartphone
- Fully Integrated with App
- Available Access for Caregivers or Family Members



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## REBRANDING CAMPAIGN

Proposed  
New Name:  
**Riverside  
Connect**

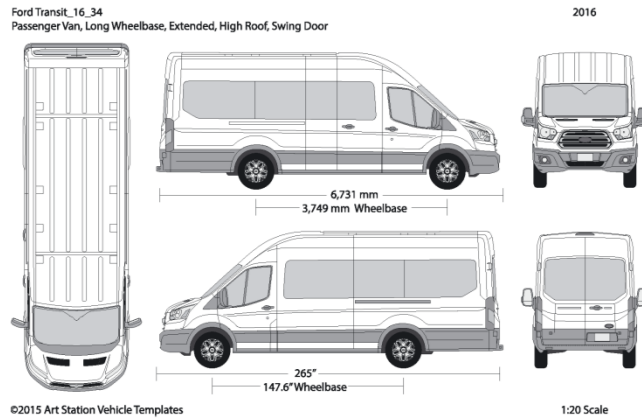
Bus Wrapping  
all 35 buses  
with new  
design



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## NEW TRANSIT VANS



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## EXTENDING SERVICE HOURS SURVEY RESULTS

3 Primary questions were asked to help determine if there was a demand for extending the current service hours.

*Survey responses as of 2/13/2019*

**Do you currently use RTA or other transportation Services after 6:00 p.m.?**

Yes 29

No 176

**Do you currently have a need for Special Transportation services after 6:00 p.m.?**

Yes 52

No 153

**Would you be willing to pay an additional fee for Special Transportation services after 6:00 p.m.?**

Yes 108

No 97



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## EXTENDED SERVICE HOURS RECOMMENDATION

- No changes recommended to the current service hours.
- RTA's Dial A Ride provides transportation services to the Senior and Disabled residents of Riverside after Special Transportation closes.
- Continue to coordinate with RTA and help to make residents aware of RTA's service.



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Thank You for your continued  
support.



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## RECOMMENDATION

That the Community Services and Youth Committee receive an update on the Parks, Recreation and Community Services Department's Special Transportation Division and the Annual Customer Satisfaction Survey.



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