



Special Transportation Update

Parks, Recreation, and Community Services Department

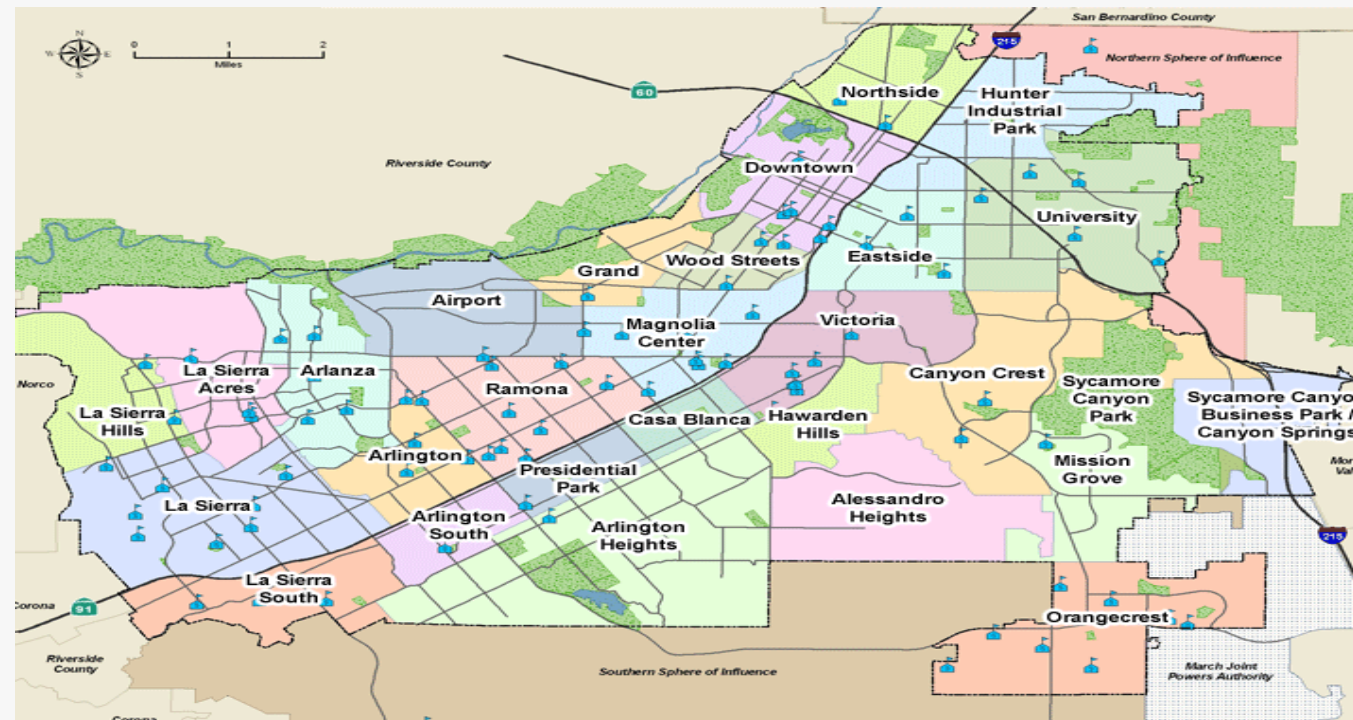
**Commission on Aging
March 16, 2020**



Who Do We Serve

The City of Riverside's Special Transportation Program was established in 1975 and works under an agreement with the Riverside Transit Agency (RTA) to operate a Paratransit Service within the Riverside City Limits.

Our customers are: Disabled & Seniors over the age of 60



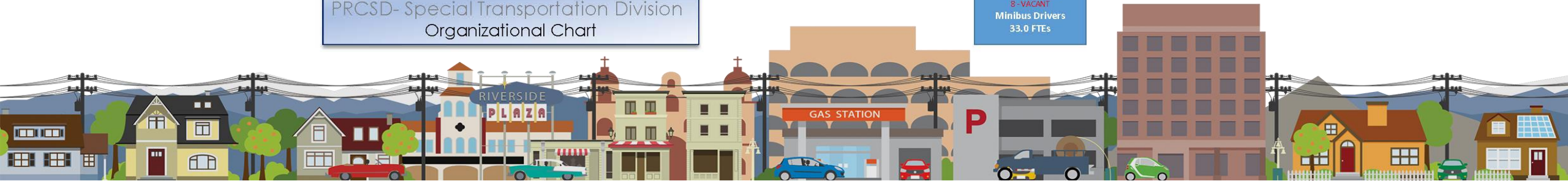
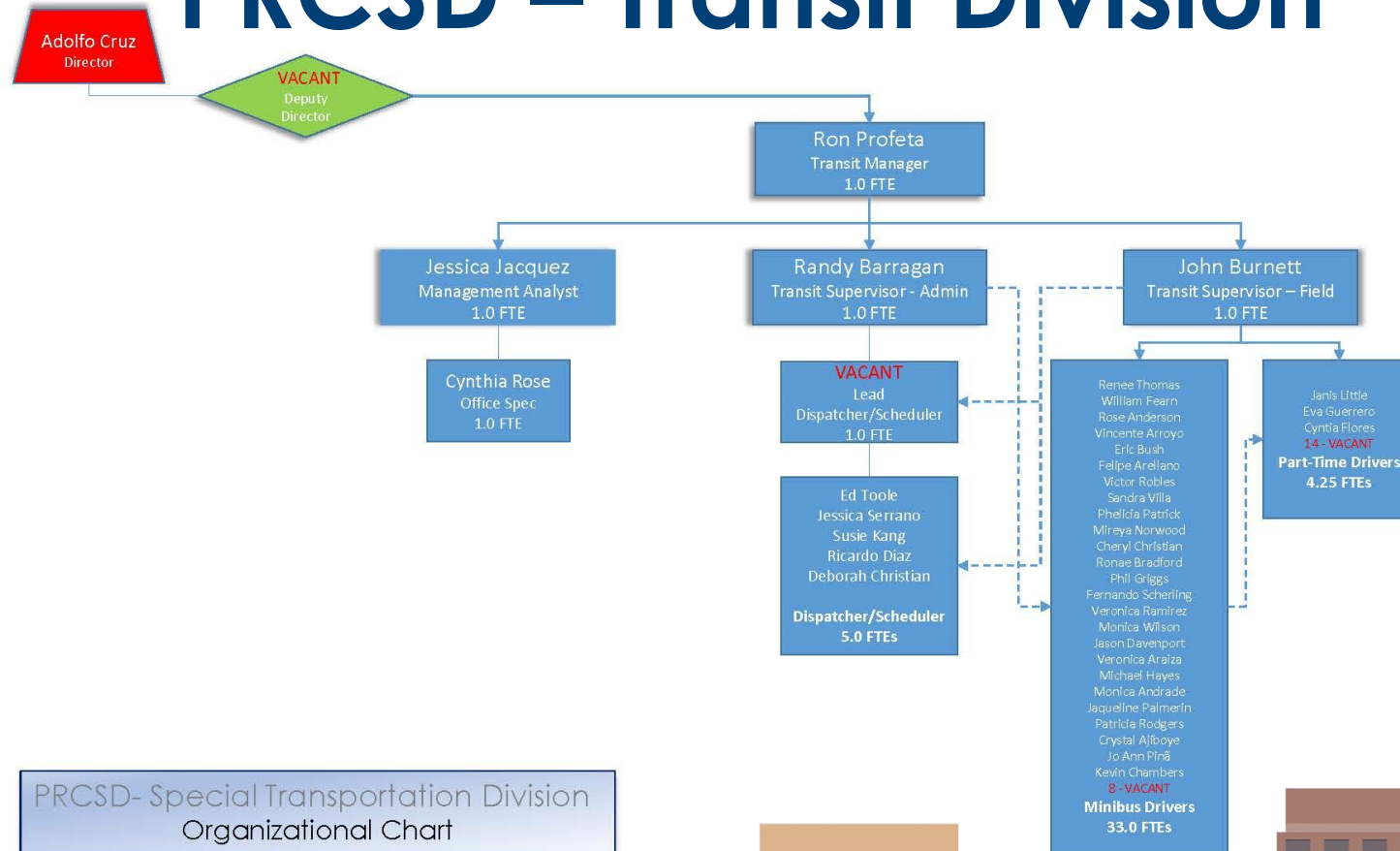
Transit Makes Life Easier

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.”



PRCSD – Transit Division



Transit Updates

Transported 140,000 passengers traveling approximately 648,000 miles around the City of Riverside.



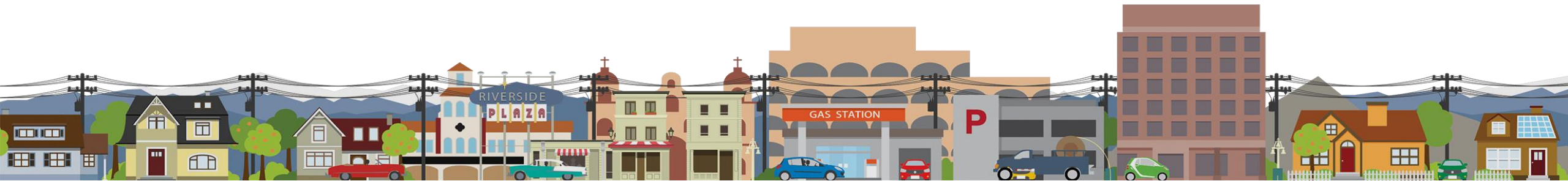
New Admin Staff

2 New Operations Supervisors

- Randy Barragan
- John Burnett

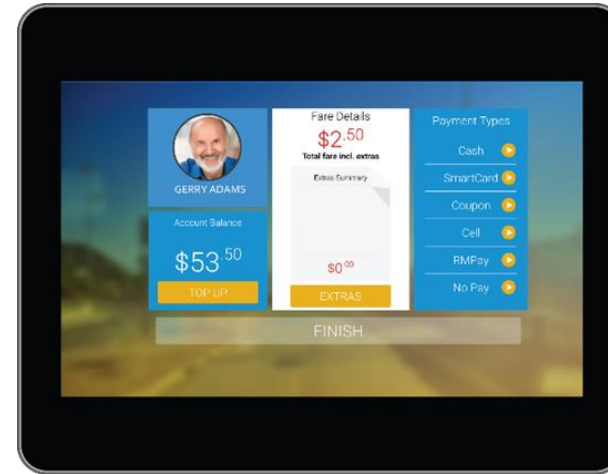
Management Analyst

- Jessica Jacquez

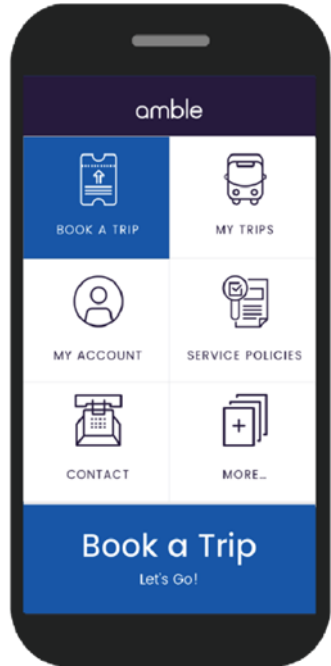


Electronic Fare Collection System

Routermatch
MOBILITY WITHOUT LIMITS



Electronic Fare Collection System (cont.)



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

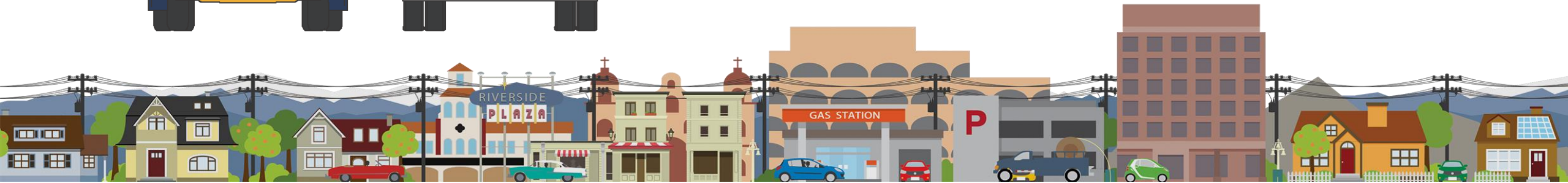


Rebranding Campaign



New Name: **Riverside Connect**

- Wrapping all 35 buses with new design.
- Revised Website
- Additional marketing of services

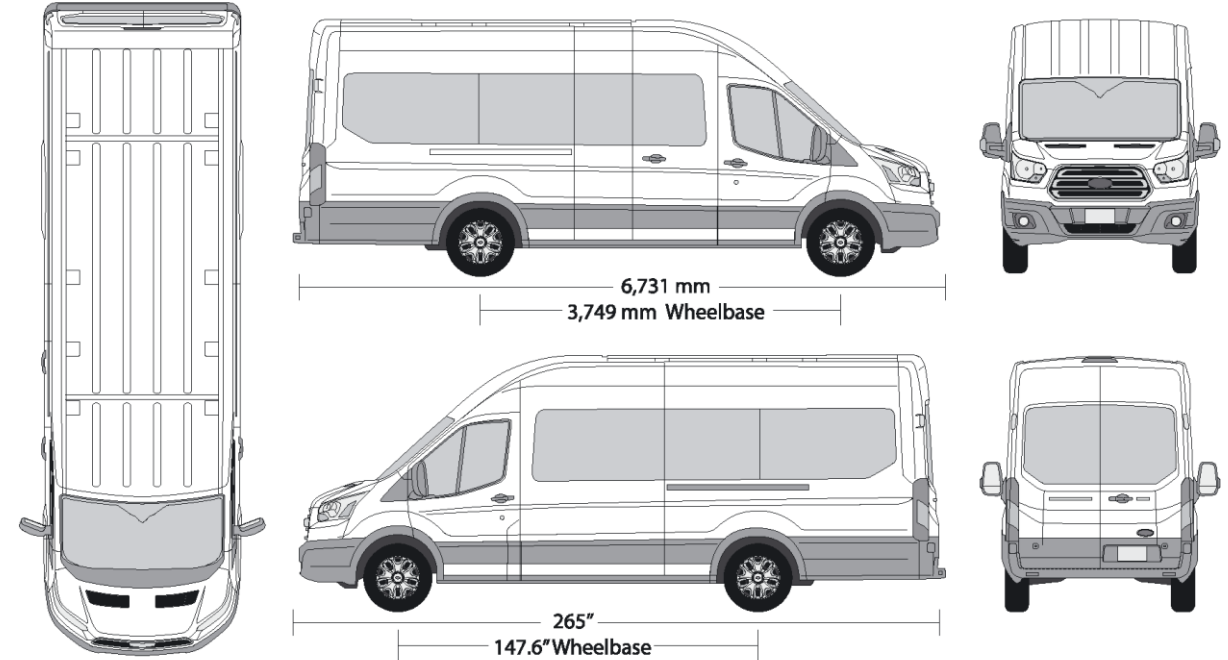


NorCal Transit Van

- 9 passenger vehicles
- Full slide and shift wheelchair lift
- Smaller overall profile for tighter spaces around the City

Ford Transit_16_34
Passenger Van, Long Wheelbase, Extended, High Roof, Swing Door

2016



©2015 Art Station Vehicle Templates

1:20 Scale



Moving Forward

- Upgrade the surveillance hardware on all of our buses to comply with State regulations (GOV –Section 34090.8).
- Mobility on Demand
- Potential fare increase in near future.



Question?

City of Riverside - Special Transportation
951-687-8080

