



*Parks, Recreation, and Community Services Department*

# Special Transportation Division Update

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Commission on Disabilities  
March 18, 2021



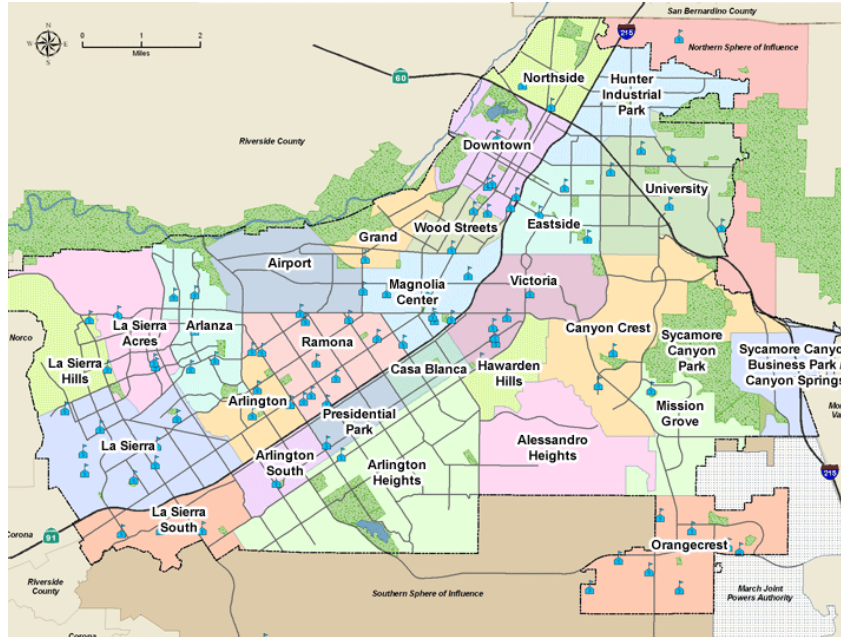
Presented by:  
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Transit Manager  
Special Transportation Division

[RiversideCa.gov](http://RiversideCa.gov)

# 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 (Origin to Destination) Service within the Riverside City Limits.**

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



# COVID-19 Response

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## 85% reduction in service demand

- Received 6.6 million in CARES Act Funding from the Federal Transportation Administration to support operations.
- No Breaks in Service. We provided transportation services even during the shutdown and stay at home orders.
- Drivers divided into 2 work groups to ensure operational functionality.
- All staff were issued Personal Protection Equipment while on duty.
- City has provided COVID-19 Testing for Employees.
- **Special Transportation is providing FREE round-trip rides to vaccination sites within the City Limits for qualified individuals.**

# COVID-19 Safety Precautions

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## **All Drivers are issued the following Personal Protection Equipment (PPE) for use while on duty:**

- I. Hand sanitizer
- II. Disinfectant spray or wipes
- III. Disposable gloves
- IV. N95 Respirator or Surgical Mask
- V. Face Shield

## **Increased disinfecting and sanitation of buses:**

- Daily disinfecting of all operational buses used throughout the service day.
- Drivers are required to disinfect high touch surfaces such as handrails and passenger seatbelts after every scheduled drop off and pick up.
- Perform a full hospital grade disinfectant spraying down of the buses in service at the end of the service day using an electrostatic disinfecting sprayer .

- For the protection of staff and the residents we serve, the use of a “Face Cover” and other PPE equipment by our driver **is required** while on duty.
- ***All passengers are required to wear a face cover while being transported.***
- Certain seats onboard the bus have been blocked off to create as much social distancing as possible.
- Driver start times and end times are staggered to allow for social distancing at the beginning and end of each shift.
- Office staff are responsible for disinfecting their workstation and the general office spaces within the building.
- Breaks and lunches are taken at each staff member's workstation, bus or any place where social distancing can be practiced. An outdoor break area has been created outside of the transit offices.



# Effects of COVID-19 on Ridership

March 20, 2020 to February 16, 2021



**19,486 passengers**  
(120,858 in 2019/20)



14,584



4,902

**Average rides per day range  
from 50-80 rides.**  
(400-500 rides pre-COVID)



## Top 3 Destinations



5,146



4,352



3,456

# Current Projects

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- Rebranding to “Riverside Connect”
- Bus wrap project underway (estimated completion May 2021)
- Fully launch electronic fare collection system





# Thank You

## Questions or Comments??

