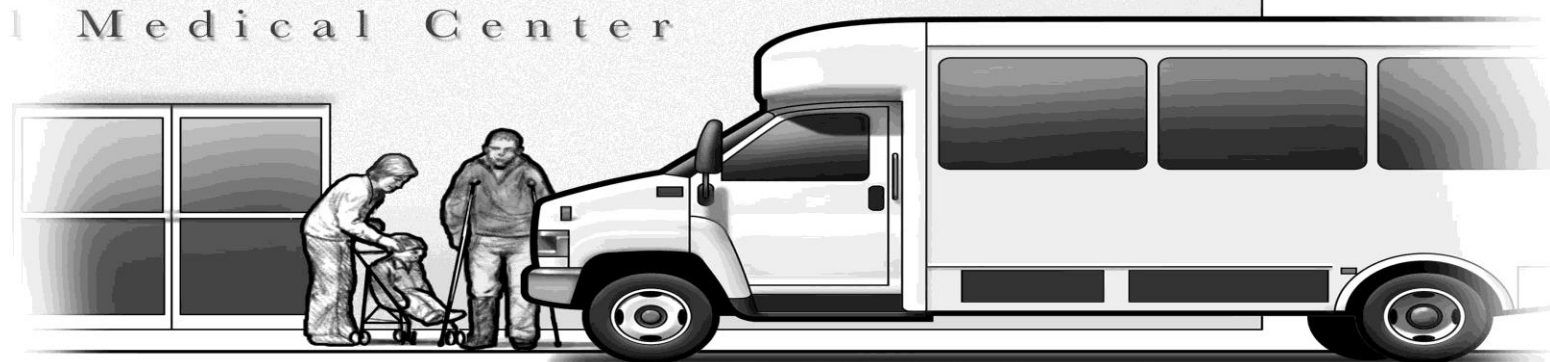




Special Transportation Update

Parks, Recreation, and Community Services Department

**Commission on Aging
September 20, 2021**



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.”



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.

WHO CAN USE RIVERSIDE CONNECT?

Services are available to residents of the City who are 60 years and older and individuals with a disability (physician's documentation required). The program operates only within the City limits of Riverside.

FARES:

General One-Way Fare \$3

Medical One-Way Fare \$2

General Fare Ticket Booklet \$30 **Medical Fare Ticket Booklet** \$20

ADA certified attendants travel free of charge with ADA passengers.
Must have correct fare amount.



COVID-19 Pandemic

- **Effects of COVID-19**

- Reduced ridership – 83%
- Health and Safety of Passengers and staff
- Staff Morale

- **Increased Cleaning**

- Daily disinfecting of all operational buses used throughout the service day.
- Drivers are required to disinfect high touch surfaces 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

- **Face Cover Requirement**

- 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.*



Top 3 Destinations

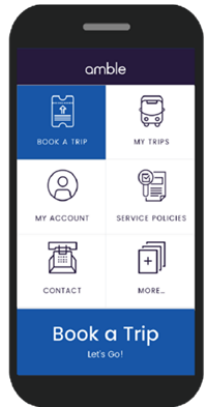


Average rides per day range from 50-80 rides.
(400-500 rides pre-COVID)



Projects Underway

- **Current projects underway:**
 - Complete Bus Wrap Project
 - Launch Rebranding Campaign
 - Implement Electronic Fare Collection System
 - Comprehensive Operational Analysis



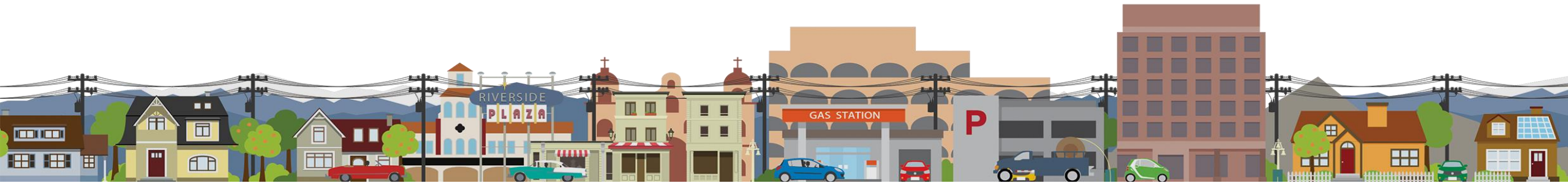
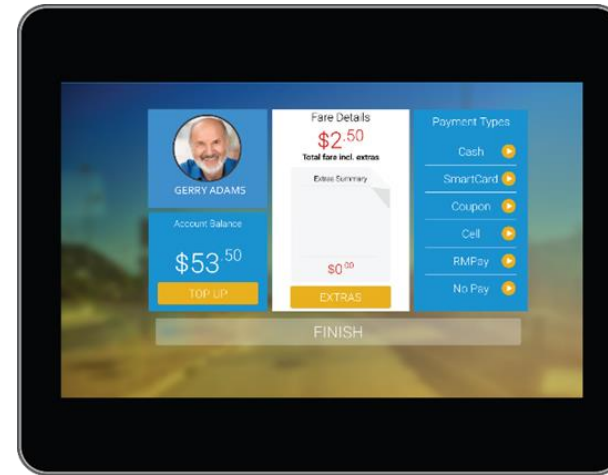


Parks, Recreation, and Community Services Department
SPECIAL TRANSPORTATION DIVISION



Electronic Fare Collection System

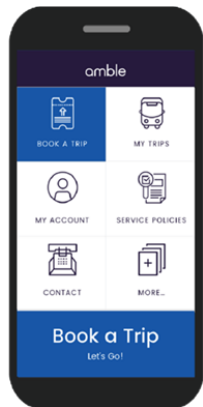
Routermatch
MOBILITY WITHOUT LIMITS



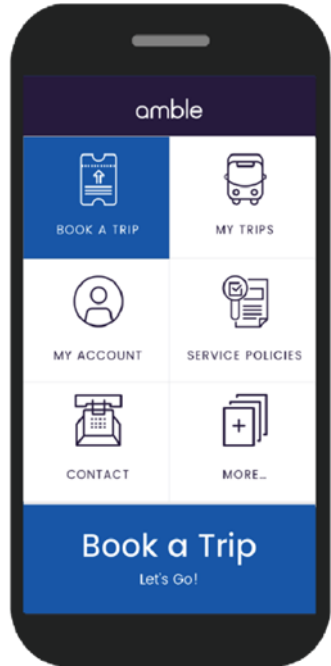
Introducing New Fare Payment Program

RM Mobility and RM Pay:

- Secure online account
- Add and manage funds online
- No need to carry cash
- Book your trip and when you board the vehicle, your driver will deduct the fare from account.



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



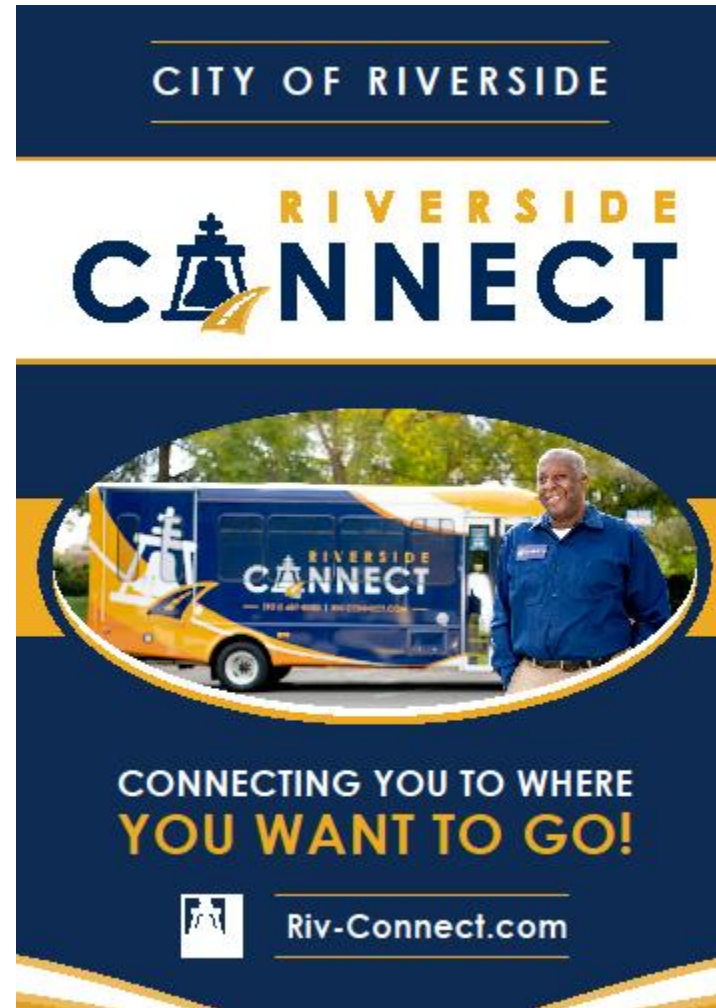
New Bus Wraps

- 34 – 16 Passenger Cutaway (Ford E-450)
- 2 – 9 Passenger Ford Norcal Transit Vans



New Information

- Whole new look
- English / Spanish Brochures
- New website coming soon



Thank You

Questions or Comments??

