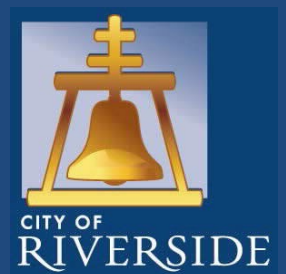


FY 2026/27-FY 2028/29 SHORT RANGE TRANSIT PLAN

City of Riverside, PRCSD – Special Transportation Division



FINAL

TABLE OF CONTENTS

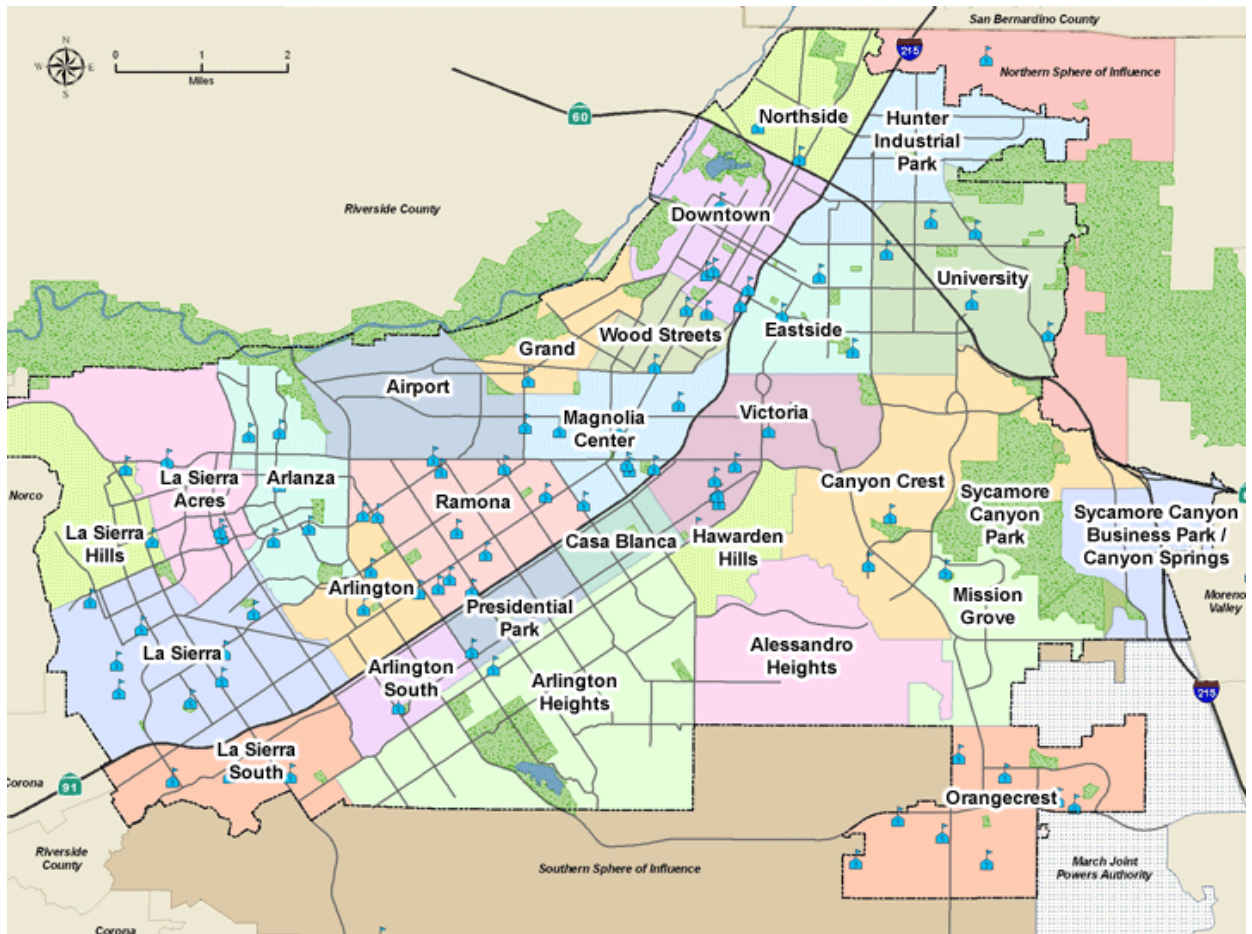
CHAPTER 1 – SYSTEM OVERVIEW AND SERVICE PROFILE.....	3
SECTION 1.1 – SERVICE AREA.....	3
SECTION 1.2 – POPULATION PROFILE.....	4
SECTION 1.3 – PARATRANSIT SERVICE.....	4
SECTION 1.4 – DESCRIPTION OF RIDERSHIP.....	6
SECTION 1.5 – FARE STRUCTURE.....	6
SECTION 1.6 – REVENUE FLEET.....	7
SECTION 1.7 – EXISTING TRANSIT FACILITY.....	9
SECTION 1.8 – EXISTING COORDINATION BETWEEN TRANSIT AGENCIES.....	9
SECTION 1.9 – REFERENCE LIST OF PRIOR EXISTING STUDIES & PLANS.....	9
CHAPTER 2 –EXISTING SERVICE AND ROUTE PERFORMANCE.....	10
SECTION 2.1 – KEY PERFORMANCE INDICATORS.....	10
SECTION 2.2 – PERFORMANCE REPORT.....	12
SECTION 2.3 – SERVICE SUMMARY.....	14
SECTION 2.4 – SERVICE PERFORMANCE.....	16
SECTION 2.5 – PRODUCTIVITY IMPROVEMENT EFFORTS.....	19
SECTION 2.6 – MAJOR TRIP GENERATORS.....	19
SECTION 2.7 – RECENT SERVICE CHANGES.....	19
CHAPTER 3 – FUTURE SERVICE PLANS.....	20
SECTION 3.1 – PLANNED SERVICE CHANGES.....	20
SECTION 3.2 – FUTURE MARKETING PLANS.....	20
SECTION 3.3 – PROJECTED RIDERSHIP GROWTH.....	21
SECTION 3.4 – PROPOSED FARE STRUCTURE CHANGES.....	21
SECTION 3.5 – CAPITAL IMPROVEMENT PLANNING.....	21
CHAPTER 4 – FINANCIAL PLANNING.....	25
SECTION 4.1 – OPERATING AND CAPITAL BUDGET NARRATIVE.....	25
SECTION 4.2 – FUNDING PLANS TO SUPPORT PLANNED OPERATING & CAPITAL PROGRAM.....	35
SECTION 4.3 – REGULATORY AND COMPLIANCE REQUIREMENTS.....	38
SECTION 4.4 – OPEN PROJECTS.....	41

I. SYSTEM OVERVIEW AND SERVICE PROFILE

1.1 Service Area

Riverside Connect is a division within the City of Riverside’s Parks, Recreation and Community Services Department that has been offering transportation services to seniors and disabled residents in the Riverside community since 1975. This paratransit transportation service is provided within the 81.54 square mile incorporated city limits of the City of Riverside, shown below in Figure 1.

Figure 1



1.2 Population Profile

The American Community Survey (ACS) is a demographics survey program conducted by the U.S. Census Bureau. The ACS is designed to provide communities with reliable and timely demographic, social, economic, and housing data every year. Conducted annually, the ACS serves as an interim source of up-to-date demographic data through the decade, until the next Census is conducted. According to the 2024 ACS, 1-year estimates published by the U.S. Census Bureau, the City of Riverside's estimated population is 323,792 residents. The senior population within the City of Riverside (those 60 years of age and over) accounts for approximately 17.7% of the total population, while individuals with a disability under the age of 65 account for approximately 9.4%.

1.3 Paratransit Services

Owned and operated by the City of Riverside, Riverside Connect provides origin-to-destination, shared-ride transportation for eligible residents. The service is available to individuals 60 years of age and older (Figure 1.3.1) and to persons with disabilities (Figure 1.3.2). Individuals requesting service based on a disability must provide documentation from a physician, and eligibility determinations for disabled passengers are administered by the Riverside Transit Agency (RTA).

In addition to senior and disabled transportation, Riverside Connect offers Human Services Transportation for limited populations, including agency or institutional clients, social service organizations, and developmentally disabled adults. These riders are not required to be ADA-certified and may use the service only during their program hours, unless they separately qualify through age or ADA certification.

Figure 1.3.1 Age of Population

Riverside, California		
Age of Population	Estimate	Percent
Total population	323,792	0%
Under 5 years	15,836	4.9%
5 to 9 years	20,230	6.2%
10 to 14 years	20,748	6.4%
15 to 19 years	29,684	9.2%
20 to 24 years	25,467	7.9%
25 to 34 years	51,109	15.8%
35 to 44 years	48,243	14.9%
45 to 54 years	40,408	12.5%
55 to 59 years	14,904	4.6%
60 to 64 years	17,672	5.5%
65 to 74 years	23,256	7.2%
75 to 84 years	12,209	3.8%
85 years and over	4,026	1.2%
60 years and over TOTAL	57,163	17.7%

Source:2024 American Community Survey 1-Year Estimates, Table DP05

Figure 1.3.2 Persons with Disabilities

Riverside, California			
Age	Total	With a disability	Percent with a disability
Total civilian non-institutionalized population	321,960	41,447	12.9%
AGE			
Under 5 years	15,836	294	1.9%
5 to 17 years	55,005	3,922	7.1%
18 to 34 years	91,726	7,444	8.1%
35 to 64 years	121,162	15,210	12.6%
65 to 74 years	22,808	6,642	29.1%
75 years and over	15,423	7,935	51.4%

Source:2024 America Community Survey 1-Year Estimates, Table S1810

Riverside Connect operates 362 days per year, only suspending service on Thanksgiving Day, Christmas Day, and New Year’s Day. Hours of operation are 8:00 a.m. – 5:30 p.m. Monday through Friday and 9:00 a.m. – 4:00 p.m. on weekends and holidays. To schedule a ride, passengers may call the Riverside Connect reservation line, during the business hours of 8:00 a.m. – 5:00 p.m., Monday through Friday, and 9:00 a.m. – 3:00 p.m. on weekends and holidays. Beginning in 2026, passengers can schedule rides through the Riverside Connect mobile app, providing an additional convenient option for booking trips. An answering machine is available before and after business hours for cancellations.

Table 1

Mode	Description	Area /Site Service
<i>Paratransit Services</i>		
City Wide	Origin to destination / reservation-based service for Riverside residents age 60 and over and the disabled community	Within the city limits of Riverside

1.4 Description of Ridership

Ridership data is listed in the tables below. Fiscal Year (FY) 2025/26 data reflects ridership through March 2026.

FY 2024/25	Total
Passengers	77,255
Revenue Hours	24,982
Revenue Miles	357,218

FY 2025/26	Total
Passengers	55,765
Revenue Hours	16,369
Revenue Miles	234,757

1.5 Fare Structure

Riverside Connect currently has two fare types – general and medical. The cost of a one-way general fare is \$3.50 while the cost of a one-way medical trip is \$2.50. Medical trips are for doctor appointments, physical therapy, pharmacy visits, etc. Medical fares are discounted to help ensure transportation costs are not a barrier to healthcare access, especially for riders on fixed incomes. On April 9, 2024, the Riverside City Council approved a two-year fare increase, raising General and Medical Fares by \$0.25 each year, with the final increase taking effect July 1, 2025.

Riverside Connect passengers may pay in cash at the time of service, prepay by adding cash or check deposits to their account, or pay by credit or with debit card through the Riverside Connect mobile app. Cash and check deposits can be made at the Riverside Connect Administrative Office or given to their driver. The table below illustrates a breakdown of the fare types and associated costs.

FY 25/26 Fare Type	Cost
One-way (General)	\$3.50
One-way (Medical)	\$2.50

1.6 Revenue Fleet

In FY 2025/26, Riverside Connect’s active revenue fleet included thirty-two 16-passenger paratransit cutaway buses which run on compressed natural gas (CNG) and two 8-passenger wheelchair-equipped NorCal Transit Vans. Riverside Connect’s two transit vans were put into service in FY 2020/21 to test the feasibility of operating a smaller profile vehicle to navigate in and around the more compact areas within the city. Riverside Connect also operates a Braun Van that is equipped to hold six passengers, which is primarily used by administrative staff to supervise routes and respond to accidents. This vehicle is not assigned to a route but is used as a backup for special services.

Subject to funding availability, vehicles are replaced after meeting the Federal Transit Administration (FTA) useful life of 5 years or 150,000 miles. Based on projected mileage as of FY2026/27, two cutaways are expected to remain in service beyond their useful life following the delivery of ten replacement buses. **See Table 1.1 – Fleet Inventory**

Demand Response / Directly Operated

Year Built	Mfg. Code	Model Code	Seating Capacity	Lift and Ramp Equipped	Vehicle Length	Fuel Type Code	# of Active Vehicles FY 2025/26	# of Contingency Vehicles FY 2025/26	Life to Date Vehicle Miles Prior Year End FY 2024/25	Life to Date Vehicle Miles through March FY 2025/26	Average Lifetime Miles Per Active Vehicle As Of Year-To-Date (e.g., March) FY 2025/26
2019	DTD	VN	6	1	17	GA	1	0	19,348	20,858	20,858
2019	FRD	VN	8	2	22	GA	2	0	39,424	53,240	26,620
2013	GLV	BU	16	0	25	CN	0	0	1,494,120	1,519,653	
2014	GLV	BU	16	5	25	CN	5	0	1,650,097	1,728,341	345,668
2017	GLV	BU	16	8	25	CN	8	0	1,248,280	1,363,397	170,424
2019	GLV	BU	16	3	25	CN	3	0	259,786	298,612	99,537
2024	GLV	BU	16	4	25	CN	4	0		41,031	10,257
2025	GLV	BU	16	12	25	CN	12	0		11,965	997
Totals:			110	35			35	0	4,711,055	5,037,097	143,917

1.7 Existing Facility

The Riverside Connect Administrative Office is located at 8095 Lincoln Avenue within the City of Riverside's Corporation Yard. The administrative building consists of administrative offices, a dispatch area, employee locker area, restrooms, and a break room. Riverside Connect's facility also includes a parking lot for the transit buses with each space equipped with a CNG slow fill station, and a CNG Maintenance Bay for maintenance and repair of the fleet. This CNG Maintenance Bay facility includes five maintenance bays, an administrative office, and multiple storage compartments for vehicle parts and equipment. The facility is equipped with advanced safety systems and equipment to maintain the CNG fueled vehicles. In 2022-2023, the City of Riverside worked with a consultant to develop its Zero Emissions Infrastructure Transition Plan, which incorporates the approved Special Transportation plan to align with the upcoming 2030 compliance requirements. In the FY 2024/25 SRTP, \$5,392,073 of SB 125 TIRCP funds were allocated to Riverside Connect for zero emissions infrastructure projects. Riverside Connect is currently coordinating next steps through the City's General Services Department, including ongoing monthly meetings and the City's procurement of engineering support to evaluate zero-emissions infrastructure needs across the Corporation Yard.

1.8 Existing Coordination Between Transit Agencies

Under a Memorandum of Understanding (MOU), the City of Riverside currently operates Riverside Connect to provide paratransit services within the city limits of Riverside on behalf of the Riverside Transit Agency (RTA). The MOU was amended in 2012 to restate the City's and RTA's obligations under the original MOU and to ensure continued compliance with the Americans with Disabilities Act ("ADA"). Under the amended terms, the City and RTA continue the commitment to cooperate and coordinate the provision of services within the shared service area.

1.9 Reference List of Prior or Existing Studies and Plans

On September 11, 2023, the California Air Resources Board (CARB) approved Special Transportation's Zero Emission Bus Rollout Plan as required by the Innovative Clean Transit regulation (California Code Regulations (CCR) Title 13 § 2023.1(d)) on June 28, 2023. The City of Riverside's ZEB Rollout Plan can be found at: <https://ww2.arb.ca.gov/ourwork/programs/innovative-clean-transit/ict-rollout-plans>

II. EXISTING SERVICE AND ROUTE PERFORMANCE

2.1 Key Performance Indicators (KPI's)

To ensure that Riverside Connect continues to provide safe, reliable, and efficient service, staff monitor several key performance indicators (KPIs) on an ongoing basis. These metrics are evaluated against targets and reported regularly. Data for FY 2025/26 KPI's through March 2026 is listed in the table below.

Internal KPI's	Target	Actual FY 2024/25	Actual FY 2025/26
On-time performance	100%	93%	91%
Call abandonment rate	0%	2.37%	1.98%
Average phone hold time	1:00	1:11	0:58

During FY 2024/25 and into FY 2025/26, several KPIs have been impacted by ongoing operational adjustments, including the transition to a new scheduling platform and changes in ridership demand associated with the loss of key trip generators. As a result, some performance measures have declined compared to prior years, particularly those related to operating cost and subsidy metrics. Operating cost per revenue hour and subsidy-based indicators remain above target levels, reflecting both the inherent cost structure of demand-response service and recent fluctuations in ridership and service levels.

While some KPIs are not currently meeting target levels, these trends are consistent with recent operational changes and external factors impacting demand. As service stabilizes and staff continue to build proficiency with the new scheduling system, Riverside Connect anticipates gradual improvements across performance measures. The agency remains committed to monitoring KPIs closely and identifying opportunities to enhance efficiency, improve service quality, and maintain strong performance moving forward.

See Table 2.0 Service Provider Performance Targets Report

Table 2.0 -- Service Provider Performance Measures Report

FY 2025/26 Short Range Transit Plan Review
City of Riverside

Data Elements	FY 2025/26 Plan	FY 2025/26 Target	FY 2025/26 Year to Date Through 3rd Quarter	Year to Date Performance Scorecard
Unlinked Passenger Trips	85,714			
Passenger Miles	583,495			
Total Actual Vehicle Revenue Hours	33,215.0			
Total Actual Vehicle Revenue Miles	434,796.0			
Total Actual Vehicle Miles	487,465.0			
Total Operating Expenses	\$6,491,022			
Total Passenger Fare Revenue	\$278,000			
Net Operating Expenses	\$6,213,022			
Performance Indicators				
Mandatory:				
1. Farebox Recovery Ratio	4.46%	>= 10.00%	4.51%	Fails to Meet Target
Additional:				
1. Operating Cost Per Revenue Hour	\$195.42	<= \$210.20	\$254.61	Fails to Meet Target
2. Subsidy Per Passenger	\$72.49	>= \$55.33 and <= \$74.85	\$71.36	Meets Target
3. Subsidy Per Passenger Mile	\$10.65	>= \$7.01 and <= \$9.49	\$10.30	Fails to Meet Target
4. Subsidy Per Hour	\$187.05	>= \$164.94 and <= \$223.16	\$243.12	Fails to Meet Target
5. Subsidy Per Mile	\$14.29	>= \$11.66 and <= \$15.78	\$16.95	Fails to Meet Target
6. Passengers Per Revenue Hour	2.58	>= 2.53 and <= 3.43	3.41	Meets Target
7. Passengers Per Revenue Mile	0.20	>= 0.18 and <= 0.24	0.24	Meets Target

Note: Targets reflect +/- 15%

Productivity Performance Summary:
--

Service Provider Comments: Some figures in the table do not reflect changes from AB 149.
--

2.2 SRTP Performance Report

Riverside Connect has experienced changes across key performance indicators in recent years, including total passengers and passenger miles. While prior years reflected steady growth, FY 2024/25 and FY 2025/26 have seen declines in ridership and service levels compared to FY 2023/24. In addition to operational impacts associated with the agency’s transition to a new scheduling platform, these trends were influenced by the loss of two established Inland Regional Center (IRC) workshops, which previously produced consistent weekday subscription trips.

Despite these impacts, recent operational data suggests that ridership levels are beginning to stabilize. Riverside Connect continues to provide essential mobility for seniors and individuals with disabilities, and demand for service remains consistent across core trip purposes. As staff continue to optimize operations and adapt service delivery to current demand patterns, the agency is well positioned to maintain stable performance levels moving forward. Looking ahead, Riverside Connect anticipates gradual stabilization and modest recovery in ridership as community outreach efforts expand and service reliability continues to improve.

Recent KPI data and FY 2026/27 plan projections indicate that several performance measures are anticipated to not meet established target levels, particularly those related to operating cost. These trends reflect the impacts of reduced ridership over the past two fiscal years, largely attributed to the loss of key trip generators and the ongoing transition to a new scheduling platform. Projections reflect modest growth and improved consistency moving forward.

Riverside Connect aims to meet the 10% Farebox Recovery Ratio required under the Transportation Development Act (TDA). In FY 2024/25, the farebox recovery ratio was 5.36%; the FY 2025/26 third quarter year-to-date ratio is 4.51%, and the FY 2026/27 planned ratio is 4.45% (due to AB149 Section 99268.17, costs required to operate demand-response and micro transit services that expand access to transit service beyond fixed route corridors are excluded from the definition of “operating cost” for the purposes of calculating any required ratios of fare revenues). It should be noted that some figures in the table below do not reflect changes from AB 149.

See Table 2.1 – SRTP Performance Report

Performance Indicators	FY 2024/25 End of Year Actual	FY 2025/26 3rd Quarter Year-to-Date	FY 2026/27 Plan	FY 2026/27 Target	Plan Performance Scorecard (a)
Passengers	77,255	55,765	80,000	None	
Passenger Miles	609,542	386,451	490,000	None	
Revenue Hours	24,981.6	16,369.0	23,000.0	None	
Total Hours	35,646.3	24,797.0	31,000.0	None	
Revenue Miles	357,218.0	234,757.0	322,000.0	None	
Total Miles	437,366.0	319,266.0	400,000.0	None	
Operating Costs	\$6,474,324	\$4,167,631	\$6,690,602	None	
Passenger Revenue	\$276,499	\$187,965	\$285,900	None	
Measure-A Revenue				None	
LCTOP Revenue			\$12,000	None	
Operating Subsidy	\$6,197,824	\$3,979,666	\$6,404,702	None	
Operating Costs Per Revenue Hour	\$259.16	\$254.61	\$290.90	<= \$260.28	Fails to Meet Target
Operating Cost Per Revenue Mile	\$18.12	\$17.75	\$20.78	None	
Operating Costs Per Passenger	\$83.80	\$74.74	\$83.63	None	
Farebox Recovery Ratio	4.27%	4.51%	4.45%	>= 0.1	Fails to Meet Target
Subsidy Per Passenger	\$80.23	\$71.36	\$80.06	>= \$60.66 and <= \$82.06	Meets Target
Subsidy Per Passenger Mile	\$10.17	\$10.30	\$13.07	>= \$8.76 and <= \$11.85	Fails to Meet Target
Subsidy Per Revenue Hour	\$248.10	\$243.12	\$278.47	>= \$206.65 and <= \$279.59	Meets Target
Subsidy Per Revenue Mile	\$17.35	\$16.95	\$19.89	>= \$14.41 and <= \$19.49	Fails to Meet Target
Passengers Per Revenue Hour	3.09	3.41	3.48	>= 2.90 and <= 3.92	Meets Target
Passengers Per Revenue Mile	0.22	0.24	0.25	>= 0.20 and <= 0.28	Meets Target

a) The Plan Performance Scorecard column is the result of comparing the FY 2026/27 Plan to the FY 2026/27 Primary Target.

2.3 SRTP Service Summary

Riverside Connect continues to monitor and evaluate key performance metrics to assess overall service effectiveness. During FY 2024/25 and into FY 2025/26, ridership and service utilization declined compared to prior years, driven in part by operational impacts associated with the agency's transition to a new scheduling platform and by the loss of two IRC workshops that previously generated consistent weekday trips. Based on available data, the IRC workshops accounted for 32,751 trips in FY 2023/24 and 26,376 trips in FY 2024/25, with an estimated 15,300 trips in FY 2025/26 year-to-date, indicating that a substantial portion of the overall ridership decline is attributable to the reduction in IRC trips, with the remaining decline reasonably associated with the scheduling platform transition and related operational adjustments.

As operations have stabilized, recent trends indicate that ridership levels are beginning to level off. While total passenger trips remain below FY 2023/24 levels, current data suggests that the most significant declines have already occurred. Riverside Connect continues to focus on aligning service levels with demand while maintaining productivity and service quality.

Looking ahead to FY 2026/27, the agency projects a modest increase in ridership, reflecting anticipated stabilization and partial recovery of trip demand. While operating expenses are expected to increase due to inflationary pressures, Riverside Connect will continue efforts to improve efficiency and maintain cost-effectiveness.

It is important to note that some indicators in the table below do not fully reflect changes from AB 149 as the current database system does not calculate all applicable exclusions.

See Table 2.2 – SRTP Service Summary

Table 2.2 -- City of Riverside -- SRTP Service Summary
FY 2026/27 Short Range Transit Plan
All Routes

	FY 2023/24 Audited	FY 2024/25 Audited	FY 2025/26 Plan	FY 2025/26 3rd Qtr Actual	FY 2026/27 Plan
Fleet Characteristics					
Peak-Hour Fleet	1	1	20	1	20
Financial Data					
Total Operating Expenses	\$5,365,606	\$6,474,324	\$6,491,022	\$4,167,631	\$6,690,602
Total Passenger Fare Revenue	\$276,570	\$276,499	\$290,000	\$187,965	\$297,900
Net Operating Expenses (Subsidies)	\$5,089,035	\$6,197,824	\$6,213,022	\$3,979,666	\$6,404,702
Operating Characteristics					
Unlinked Passenger Trips	88,259	77,255	85,714	55,765	80,000
Passenger Miles	505,812	609,542	583,495	386,451	490,000
Total Actual Vehicle Revenue Hours (a)	31,092.1	24,981.6	33,215.0	16,369.0	23,000.0
Total Actual Vehicle Revenue Miles (b)	432,901.0	357,218.0	434,796.0	234,757.0	322,000.0
Total Actual Vehicle Miles	481,298.0	437,366.0	487,465.0	319,266.0	400,000.0
Performance Characteristics					
Operating Cost per Revenue Hour	\$172.57	\$259.16	\$195.42	\$254.61	\$290.90
Farebox Recovery Ratio	5.15%	4.27%	4.46%	4.51%	4.45%
Subsidy per Passenger	\$57.66	\$80.23	\$72.49	\$71.36	\$80.06
Subsidy per Passenger Mile	\$10.06	\$10.17	\$10.65	\$10.30	\$13.07
Subsidy per Revenue Hour (a)	\$163.68	\$248.10	\$187.05	\$243.12	\$278.47
Subsidy per Revenue Mile (b)	\$11.76	\$17.35	\$14.29	\$16.95	\$19.89
Passenger per Revenue Hour (a)	2.8	3.1	2.6	3.4	3.5
Passenger per Revenue Mile (b)	0.20	0.22	0.20	0.24	0.25

(a) Train Hours for Rail Modes. (b) Car Miles for Rail Modes.

2.4 Service Performance

Riverside Connect provided 77,255 passenger trips for a total of 473,267 service miles in FY 2024/25. Comparatively, 55,765 passenger trips and a total of 319,364 service miles have been provided as of March 31, 2026. While FY 2025/26 performance is expected to finish slightly below prior-year levels, this trend aligns with operational impacts associated with the agency's scheduling software transition, as well as the loss of two IRC workshops that previously produced consistent weekday subscription trips.

Despite these impacts, recent trends indicate that ridership levels are beginning to stabilize. Riverside Connect continues to provide consistent service to core rider groups, and demand remains steady across key trip purposes.

FY 2026/27 projections reflect a modest recovery in ridership, with passenger trips anticipated to increase to approximately 80,000 annually. This growth is expected to be driven by sustained outreach initiatives, targeted service improvements, and gradual replacement of previously lost trip activity. While ridership is not expected to return to prior peak levels in the near term, Riverside Connect is well positioned to maintain stable performance and support incremental growth moving forward.

It is important to note that some indicators in the table below do not fully reflect changes from AB 149 as the current database system does not calculate all applicable exclusions.

See Table 2.3 – SRTP Route Statistics

Data Elements

Route #	Day Type	Peak Vehicles	Passengers	Passenger Miles	Revenue Hours	Total Hours	Revenue Miles	Total Miles	Operating Cost	Passenger Revenue	Measure-A Revenue	LCTOP Revenue
RSS-DAR	All Days	20	80,000	490,000	23,000	31,000	322,000	400,000	\$6,690,602	\$285,900		\$12,000
		20	80,000	490,000	23,000	31,000	322,000	400,000	\$6,690,602	\$285,900		\$12,000

Performance Indicators

Route #	Day Type	Net Subsidy	Operating Cost Per Revenue Hour	Operating Cost Per Revenue Mile	Cost Per Passenger	Farebox Recovery Ratio	Subsidy Per Passenger	Subsidy Per Passenger Mile	Subsidy Per Revenue Hour	Subsidy Per Revenue Mile	Passengers Per Hour	Passengers Per Mile
RSS-DAR	All Days	\$6,404,702	\$290.90	\$20.78	\$83.63	4.45%	\$80.06	\$13.07	\$278.47	\$19.89	3.48	0.25
		\$6,404,702	\$290.90	\$20.78	\$83.63	4.45%	\$80.06	\$13.07	\$278.47	\$19.89	3.48	0.25

2.5 Productivity Improvement Efforts

Since the fall of 2024, Riverside Connect has been transitioning to a new scheduling platform, Ecolane, replacing the RouteMatch system that had been in use for over 15 years. While Ecolane offers strong potential to enhance route optimization, efficiency, and service reliability, the transition has involved a significant learning curve for staff and operations. To support continued progress, Riverside Connect has scheduled an on-site Ecolane training session for one week in June 2026 to further develop staff proficiency and improve overall system utilization. While improvements to date have been incremental, staff continue to build familiarity with the platform, and additional gains in efficiency are expected as experience with the system increases.

Throughout this period, Riverside Connect has remained focused on operating an efficient service while exploring ways to reduce costs and maintain high productivity. Staffing scenarios are regularly evaluated to maximize route efficiency and meet customer needs. In support of these objectives, the recent replacement of half of the active fleet is expected to improve service reliability and reduce maintenance-related disruptions, supporting more consistent service delivery and operational performance moving forward.

2.6 Major Trip Generators

Riverside Connect continues to serve key destinations and programs that function as major trip generators, particularly Inland Regional Center (IRC) workshops and other subscription-based services supporting seniors and individuals with developmental disabilities. During FY 2025/26, two established IRC trip generators were impacted: the Ability Counts workshop consolidated operations outside the City in October 2025, and the ARC program on Mar Vista ceased utilizing Riverside Connect services in June 2025. Premium services like the Friendly Stars program further support social and recreational opportunities for adults in the community, fostering greater independence and quality of life. These programs contribute significantly to sustained ridership by offering consistent trip demand within the community.

2.7 Recent Service Changes

No service changes occurred during FY 2025/26.

III. FUTURE SERVICE PLANS

3.1 Planned Service Changes

While there are currently no planned service changes, Riverside Connect will be reviewing services through a Comprehensive Operational Analysis (COA) beginning in July 2026, which will take approximately 13 months. Upon completion of the COA, any needed or recommended service changes will be identified.

3.2 Future Marketing Plans

For FY 2026/27, Riverside Connect will promote its services through a combination of print, digital, and in-person outreach strategies. Staff will distribute full-color brochures and flyers at City Community and Senior Centers and place advertisements in City publications, such as the Riverside Explorer Activity Guide, and the Senior Resource Guide, which are mailed to thousands of residents and made available online. Riverside Connect will also maintain its presence at community events including Senior Day, wellness fairs, grand openings, and other gatherings aimed at seniors and the disabled community. In addition, staff regularly attend resident meetings at senior living facilities, ADA workshops, and the monthly meetings of the City's Commission on Aging, Commission on Disabilities and Commission of the Deaf. These outreach efforts are further supported by the Parks, Recreation, and Community Services Marketing Team, who assist with promotion across various City channels.

To further expand ridership and service awareness, Riverside Connect is also planning targeted outreach to local medical facilities and hospitals. These partnerships aim to improve access to transportation for patients while helping inform a broader population about the availability of our accessible, safe, reliable transit option.

Since celebrating its 50th anniversary of serving the City of Riverside, staff have continued to expand efforts to raise awareness and grow ridership. To increase community engagement, Riverside Connect offers free promotional ride days and free fares for new riders, funded by the Low Carbon Transit Operations Program (LCTOP). These initiatives provide opportunities for both new and existing riders to experience the service at no cost, helping to boost participation and highlight accessible transportation options in the community.

3.3 Projected Ridership Growth

Riverside Connect anticipates moderate ridership growth in FY 2026/27 following a period of decline associated with both operational transitions and the loss of key trip generators. Ridership is projected to increase to approximately 80,000 annual passenger trips, reflecting a partial recovery from recent declines. This projected growth is based on anticipated stabilization in demand, continued community outreach efforts, and targeted service improvements aimed at attracting new riders and supporting existing ones.

While ridership is not expected to return to prior peak levels in the near term, Riverside Connect remains focused on sustainable growth through ongoing service enhancements and community partnerships. In support of these goals, the upcoming Comprehensive Operational Analysis is expected to identify strategies to further improve service efficiency, expand access, and support long-term ridership growth.

3.4 Proposed Fare Structure Changes

Riverside Connect does not have any planned changes to its fare structure for FY 2026/27. However, as part of the agency's upcoming Comprehensive Operational Analysis, anticipated to begin in FY 2026/27, a detailed fare analysis will be conducted. This analysis will evaluate the current fare structure, assess affordability and cost recovery considerations, and may include recommendations for potential fare adjustments within the three-year planning horizon.

Any future fare modifications will be evaluated in coordination with regional partners and in compliance with applicable federal requirements. Per the Americans with Disabilities Act of 1990 (ADA), fares for complementary paratransit services cannot exceed twice the fare of comparable fixed-route service. Riverside Transit Agency's current fixed-route base fare is \$1.75, and its Dial-A-Ride base fare is \$3.50, which represents the maximum allowable fare under ADA guidelines.

3.5 Capital Improvement Planning

To meet future service needs and government mandates, Riverside Connect is advancing a comprehensive capital program aligned with the California Air Resources Board (CARB) Zero Emission Rollout Plan and broader City initiatives. Capital projects are grouped into the following categories to align with countywide planning and reporting:

Revenue Vehicles

Riverside Connect will continue its fleet renewal efforts with the replacement of up to four CNG buses that have met or exceeded their useful life threshold. In addition, this upcoming fiscal year marks a significant milestone with the introduction of the first zero-emission electric buses into the Special Transportation fleet. Funding for the zero-emission bus purchase is provided entirely through Low Carbon Fuel Standard (LCFS) credits generated and allocated by Riverside Public Utilities (RPU), a City of Riverside owned and operated utility.

Vehicle Systems and Equipment

To improve onboard safety and incident documentation, Riverside Connect will expand its existing onboard camera system. Two additional external cameras will be integrated into the current system, expanding coverage and eliminating blind spots on the side and rear of each vehicle. The enhanced system will improve road safety and strengthen the agency's ability to accurately document and respond to incidents and liability claims. Riverside Connect will also install digital display screens fleet-wide, providing a modern platform for passenger information and community messaging that enhances the rider experience across all paratransit vehicles.

Communication and Information Technology Systems

In fall 2026, Riverside Connect will add the Intelligent Voice Agent (IVA) module to the existing Ecolane scheduling platform, enabling riders to book, confirm, modify, or cancel trips through automated voice interaction 24 hours a day, 7 days a week. The system is projected to automate up to 70% of inbound call volume, improving accessibility and operational efficiency.

Buildings and Facilities

Infrastructure upgrades at the Special Transit Division's operations facility are planned in two phases.

- Phase 1 (2026) will focus on the procurement of battery electric vehicle mobile charging infrastructure.
- Phase 2 (future) will focus on the installation of permanent electric charging infrastructure.

The infrastructure upgrades support both Riverside Connect's zero-emission transition and the City of Riverside's broader Corporation Yard modernization plans. Although the City has not yet finalized its comprehensive infrastructure plan, an engineering firm has been hired to research and design plans for the Corporation Yard, including Special Transportation's Bus Yard. This plan will incorporate Riverside Connect's existing Special Transportation strategy to ensure seamless integration and operational

readiness for zero emission buses starting in 2026.

The Dispatch Office Refresh project will address aging and worn conditions in the Special Transportation Dispatch Office through improvements such as flooring and window replacements, as well as potential furniture and ergonomic upgrades, to improve functionality and support employee morale.

Debt Service

Riverside Connect will continue into year two of its ten-year repayment plan to responsibly manage the agency's pension liability, ensuring long-term fiscal sustainability while maintaining focus on operational service priorities.

See Table 3 – Highlights of FY 2026/27 Short Range Transit Plan

Table 3 - HIGHLIGHTS OF FY 2026/27 SHORT RANGE TRANSIT PLAN

- **Zero Emission Bus Replacement:** Riverside Connect will introduce its first two zero-emission electric buses into the Special Transportation fleet, marking a significant milestone in the agency's transition to sustainable transit operations. This purchase is funded entirely through Low Carbon Fuel Standard (LCFS) credits allocated by Riverside Public Utilities (RPU), a City of Riverside owned and operated utility.
- **Mobile EV Charging Trailer:** To support the immediate operational readiness of the agency's first electric buses, Riverside Connect will deploy a mobile EV charging trailer, providing temporary charging infrastructure while permanent zero-emission facilities are developed. The trailer operates off-grid using an onboard CNG generator to produce electricity for charging, and is funded through existing TIRCP funds secured in a prior fiscal year.
- **Fleet Safety Camera Enhancement:** Riverside Connect will expand its existing onboard camera system by integrating two additional external cameras, eliminating blind spots on the side and rear of each vehicle to improve road safety and incident documentation.
- **In-Vehicle Digital Display System:** Digital display screens will be installed fleet-wide across all 34 paratransit vehicles, providing a modern platform for passenger information and community messaging that enhances the rider experience for seniors and individuals with disabilities.
- **Dispatch Office Refresh:** The Special Transportation Dispatch Office will receive workspace improvements including flooring and window replacements, as well as potential furniture and ergonomic upgrades, to improve functionality and support employee morale.
- **Ecolane Scheduling Software IVA Add-On:** Riverside Connect will add the Intelligent Voice Agent (IVA) module to the existing Ecolane scheduling platform, enabling riders to book, confirm, modify, or cancel trips through automated voice interaction 24 hours a day, 7 days a week. The system is projected to automate up to 70% of inbound call volume, improving accessibility and operational efficiency.

IV. FINANCIAL PLANNING

4.1 Operating and Capital Budget Narrative

The FY 2026/27 operating budget reflects a 5.73% increase over the prior year, driven primarily by City-projected growth in personnel costs, employee benefits, and utilization charges. The City is projecting a 5.7% CPI for the upcoming fiscal year, which combined with a negotiated 4% across-the-board salary increase and rising City contributions to employee benefits accounts for the majority of the budget growth. The ongoing repayment of the City's PERS retirement bond debt, structured as a ten-year obligation beginning in FY 2025/26, also continues to contribute to operating cost growth as the City works toward a sustainable path for fulfilling its outstanding pension liabilities. While preventative maintenance costs have decreased year-over-year as a result of recent fleet replacement efforts, those savings are not sufficient to offset the personnel and benefits-driven increases, resulting in the net increase to the total operating budget. Staff will continue to monitor expenditures throughout the fiscal year to ensure the program operates as efficiently and effectively as possible while maintaining key performance indicators and delivering quality service to riders.

The FY 2026/27 Capital Budget reflects a focused set of investments aligned with the agency's zero-emission transition, safety enhancements, and operational modernization. Key priorities include the continued replacement of aging CNG buses, the introduction of the agency's first zero-emission electric buses funded through an innovative partnership with Riverside Public Utilities, and the deployment of a mobile EV charging trailer to support immediate operational readiness. Additional investments in fleet safety cameras, in-vehicle passenger displays, and the Ecolane Intelligent Voice Agent (IVA) module reflect Riverside Connect's commitment to improving both rider experience and operational efficiency. A Dispatch Office Refresh will also address aging workspace conditions to support staff well-being and functionality. For more details on the capital budget items please refer to Table 4.0A.

See Table 4.0 – Summary of Funding Requests – FY 2026/27



Table 4.0 - Summary of Funding Requests - FY 2026/27

City of Riverside

Original

Operating													
Project	Total Amount of Funds	5307 RS	FARE	LCTOP PUC99313	LTF	OTHR LCL [1]	SB 125 TIRCP GF	SB 125 TIRCP GGRF	SGR PUC99313	SGR PUC99314	STA PUC99313	STA PUC99314	
Capitalized Preventative Maintenance FY2026-27 - Operating FY2026-27 - Transit Marketing - Free Fare for First Time Riders -	\$475,000 \$6,203,602 \$12,000	\$380,000 \$350,000	\$285,900	\$12,000	\$5,567,702				\$54,023	\$5,977	\$35,000		
Sub-total Operating	\$6,690,602	\$730,000	\$285,900	\$12,000	\$5,567,702	\$0	\$0	\$0	\$54,023	\$5,977	\$35,000	\$0	

Capital													
Project	Total Amount of Funds	5307 RS	FARE	LCTOP PUC99313	LTF	OTHR LCL [1]	SB 125 TIRCP GF	SB 125 TIRCP GGRF	SGR PUC99313	SGR PUC99314	STA PUC99313	STA PUC99314	
Bus Replacement 2027 - 27-03	\$1,040,000	\$832,000									\$208,000		
Dispatch Office Refresh - 27-02	\$100,000										\$100,000		
Ecolane Scheduling Software IVA Add-On - 27-04	\$45,000										\$45,000		
Fleet Safety Camera Enhancement - 27-01	\$41,140										\$10,036	\$31,104	
In-Vehicle Digital Display System - 27-05	\$200,000										\$200,000		
Zero Emission Bus Replacement - 27-06	\$753,124					\$753,124							
Zero-Emission Bus Project - 27-07	\$6,225,488						\$3,112,744	\$3,112,744					
Sub-total Capital	\$8,404,752	\$832,000	\$0	\$0	\$0	\$753,124	\$3,112,744	\$3,112,744	\$0	\$0	\$563,036	\$31,104	
Total Operating & Capital	\$15,095,354	\$1,562,000	\$285,900	\$12,000	\$5,567,702	\$753,124	\$3,112,744	\$3,112,744	\$54,023	\$5,977	\$598,036	\$31,104	

FY 2026/27 Projected Funding Details	
5307 RS	\$730,000
FARE	\$285,900
LCTOP PUC99313	\$12,000
LTF	\$5,567,702
SGR PUC99313	\$54,023
SGR PUC99314	\$5,977
STA PUC99313	\$35,000
Total Estimated Operating Funding Request	\$6,690,602
5307 RS	\$832,000
OTHR LCL	\$753,124 [1] (LCFS Credits)
SB 125 TIRCP GF	\$3,112,744
SB 125 TIRCP GGRF	\$3,112,744
STA PUC99313	\$563,036
STA PUC99314	\$31,104
Total Estimated Capital Funding Request	\$8,404,752
Total Funding Request	\$15,095,354



FY 2026/27 SRTP

City of Riverside

Table 4.0 A - Capital Project Justification Original

Project Number: 27-01

FTIP No: Not Assigned - New Project

Project Name: Fleet Safety Camera Enhancement

Category: Vehicle Systems and Equipment

Sub-Category: Upgrade

Fuel Type: N/A

Project Description: Expansion of the existing onboard camera system to provide comprehensive external vehicle coverage

Project Justification: The current onboard camera system has demonstrated gaps in external coverage that have limited incident and accident documentation. This project will integrate two additional external cameras into the existing system, expanding coverage to seven angles and eliminating blind spots on the side and rear of the vehicle.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2026/27	\$10,036
STA PUC99314	FY 2026/27	\$31,104
Total		\$41,140

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description



FY 2026/27 S RTP

City of Riverside

Table 4.0 A - Capital Project Justification Original

Project Number: 27-02

FTIP No: Not Assigned - New Project

Project Name: Dispatch Office Refresh

Category: Buildings and Facilities

Sub-Category: Rehabilitation/Improvement

Fuel Type: N/A

Project Description: Refresh of the Special Transportation Dispatch Office workspace.

Project Justification: The Special Transportation Dispatch Office is in need of updates to its workspace environment. This project will address aging and worn conditions through improvements such as flooring and window replacements, as well as potential furniture and ergonomic upgrades, to improve functionality, support employee morale, and reflect the agency's commitment to staff well-being.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2026/27	\$100,000
Total		\$100,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/S RTP Project No.	Description



FY 2026/27 SRTP

City of Riverside

Table 4.0 A - Capital Project Justification Original

Project Number: 27-03

FTIP No: Not Assigned - New Project

Project Name: Bus Replacement 2027

Category: Bus

Sub-Category: Replacement

Fuel Type: CNG

Project Description: Replace up to 4 buses that have met or exceeded the useful life threshold.

Project Justification: Special Transportation replaces vehicles that have reached 5 years or 150,000 miles, in accordance with the Federal Transit Administration (FTA) guidelines.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
5307 RS	FY 2026/27	\$832,000
STA PUC99313	FY 2026/27	\$208,000
Total		\$1,040,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description



FY 2026/27 S RTP

City of Riverside

Table 4.0 A - Capital Project Justification Original

Project Number: 27-04

FTIP No: Not Assigned - New Project

Project Name: Ecolane Scheduling Software IVA Add-On

Category: Communication and ITS

Sub-Category: Expansion

Fuel Type: N/A

Project Description: Addition of the Intelligent Voice Agent (IVA) module to the existing Ecolane scheduling and dispatch platform.

Project Justification: The Ecolane IVA module is an automated, AI-driven communication tool that allows riders to book, confirm, modify, or cancel trips through natural voice interaction 24 hours a day, 7 days a week. For Special Transportation's paratransit riders this represents a significant improvement in service accessibility and scheduling flexibility. Operationally, the system is projected to automate up to 70% of inbound call volume, reducing wait times and allowing staff to redirect their efforts toward higher-value customer support. The solution is ADA compliant and integrates directly with the existing Ecolane platform.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2026/27	\$45,000
Total		\$45,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/S RTP Project No.	Description



FY 2026/27 SRTP

City of Riverside

Table 4.0 A - Capital Project Justification Original

Project Number: 27-05

FTIP No: Not Assigned - New Project

Project Name: In-Vehicle Digital Display System

Category: Vehicle Systems and Equipment

Sub-Category: Systems

Fuel Type: N/A

Project Description: Installation of digital display screens on the 34-vehicle paratransit fleet to provide passengers with relevant information and communications.

Project Justification: Paratransit riders, including seniors and individuals with disabilities, benefit significantly from clear and accessible in-vehicle communications. This project will install digital display screens fleet-wide, providing a modern platform for passenger information and community messaging that enhances the rider experience and reflects the agency's commitment to its specialized customer base.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2026/27	\$200,000
Total		\$200,000

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description



FY 2026/27 S RTP

City of Riverside

Table 4.0 A - Capital Project Justification Original

Project Number: 27-06

FTIP No: Not Assigned - New Project

Project Name: Zero Emission Bus Replacement

Category: Bus

Sub-Category: Replacement

Fuel Type: Electric

Project Description: Replacement of two buses that have met or exceeded useful life thresholds with zero-emission electric buses, in accordance with Federal Transit Administration (FTA) guidelines.

Project Justification: Special Transportation replaces vehicles that have reached 5 years or 150,000 miles in accordance with FTA guidelines. This project marks a significant milestone as the introduction of the first zero-emission electric buses into the Special Transportation 34-vehicle fleet. Funding for this purchase is provided entirely through Low Carbon Fuel Standard (LCFS) credits generated and allocated by Riverside Public Utilities (RPU), who has committed these credits specifically to support zero-emission transit purchases.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
OTHR LCL	FY 2026/27	\$753,124
Total		\$753,124

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/S RTP Project No.	Description



FY 2026/27 SRTP

City of Riverside

Table 4.0 A - Capital Project Justification Original

Project Number: 27-07

FTIP No: Not Assigned - New Project

Project Name: Zero-Emission Bus Project

Category: Bus

Sub-Category: Replacement

Fuel Type: Electric

Project Description: Purchase of up to 16 zero-emission cutaway buses to support the continued transition of the Special Transportation fleet to zero-emission vehicles.

Project Justification: This project programs \$3,112,744 of SB 125 GF funds and \$3,112,744 of SB 125 GGRF funds toward the purchase of up to 16 zero-emission cutaway buses. The project accommodates both electric and fuel cell vehicle technologies, with final vehicle type determined by commercial availability at the time of purchase. This flexibility ensures funding remains actionable as the zero-emission cutaway bus market continues to develop.

Project Schedule:

Start Date	Completion Date

PROJECT FUNDING SOURCES:

Fund Type	Fiscal Year	Amount
SB 125 TIRCP GF	FY 2026/27	\$3,112,744
SB 125 TIRCP GGRF	FY 2026/27	\$3,112,744
Total		\$6,225,488

PRIOR YEAR PROJECTS OF A SIMILAR NATURE WITH UNEXPENDED BALANCE INCLUDING PROJECTS APPROVED BUT NOT YET ORDERED

FTA Grant No.	FTIP ID No.	RCTC/SRTP Project No.	Description

CITY OF RIVERSIDE
SHORT RANGE TRANSIT PLAN
FY2026/2027 - FY2028/2029

Table 4B Fare Revenue Calculation

(consistent with RCTC Commission Farebox Recovery Policy 03/12/2008)

#	Revenue Sources included in Farebox Calculation	Actuals from FY2024/25 Audit	FY2025/26 Estimated	FY2026/27 Plan
1	Passenger Fares	276,501	278,000	285,900
2	Interest Revenue	13,803		
3	Federal Operating Assistance		350,000	
4	LCTOP	2,697	12,000	12,000
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
	Total Revenue (1-15)	\$293,001	\$640,000	\$297,900
	Total Operating Expense	\$5,467,146	\$6,479,022	\$6,690,602
	Farebox Recovery Ratio	5.36%	9.88%	4.45%

4.2 Funding Plans to Support Proposed Operating and Capital Program

Funding projections for FY 2026/27 through FY 2028/29 are based on updated service levels and operational needs aligned with current ridership demand. The operating budget reflects personnel cost increases driven by City-projected CPI growth, negotiated salary adjustments, and rising employee benefit contributions, as well as the continued retirement bond repayment obligation that began in FY 2025/26. Preventative maintenance costs are expected to continue their year-over-year decline as the benefits of recent fleet replacement efforts are fully realized, partially offsetting projected growth in personnel-related expenses.

A notable feature of the FY 2026/27 capital program is the use of previously secured and innovative funding sources. The introduction of the agency's first zero-emission electric buses is funded entirely through Low Carbon Fuel Standard (LCFS) credits allocated by Riverside Public Utilities. The companion Mobile EV Charging Trailer, which provides immediate charging infrastructure for the new electric buses, is funded through existing TIRCP funds allocated in a prior fiscal year. Together, these two projects represent a significant step forward in Riverside Connect's zero-emission transition without drawing on new funding allocations.

See Table 4.1 & Table 4.2 – Summary of Funding Requests – FY 2027/28 & FY 2028/29



Table 4.0 - Summary of Funding Requests - FY 2027/28

City of Riverside
Original

Operating													
Project	Total Amount of Funds	5307 RS	FARE	LCTOP PUC99313	LTF	SGR PUC99313	SGR PUC99314	STA PUC99313					
Capitalized Preventative Maintenance FY2027-28 -	\$475,000	\$380,000				\$53,905	\$6,095	\$35,000					
LCTOP Free Ride Days FY2027-28 -	\$5,754			\$5,754									
Operating FY2027-28 -	\$6,571,677	\$400,000	\$294,195		\$5,877,482								
Sub-total Operating	\$7,052,431	\$780,000	\$294,195	\$5,754	\$5,877,482	\$53,905	\$6,095	\$35,000					

Capital													
Project	Total Amount of Funds	5307 RS	FARE	LCTOP PUC99313	LTF	SGR PUC99313	SGR PUC99314	STA PUC99313					
No Capital Projects													
Total Operating & Capital	\$7,052,431	\$780,000	\$294,195	\$5,754	\$5,877,482	\$53,905	\$6,095	\$35,000					

FY 2027/28 Projected Funding Details	
5307 RS	\$780,000
FARE	\$294,195
LCTOP PUC99313	\$5,754
LTF	\$5,877,482
SGR PUC99313	\$53,905
SGR PUC99314	\$6,095
STA PUC99313	\$35,000
Total Estimated Operating Funding Request	\$7,052,431
Total Funding Request	<u>\$7,052,431</u>



Table 4.0 - Summary of Funding Requests - FY 2028/29

City of Riverside

Original

Operating													
Project	Total Amount of Funds	5307 RS	FARE	LCTOP PUC99313	LTF	SGR PUC99313	SGR PUC99314	STA PUC99313					
Capitalized Preventative Maintenance FY2028-29 -	\$475,000	\$380,000				\$53,905	\$6,095	\$35,000					
LCTOP Free Ride Days FY2028-29 -	\$5,754			\$5,754									
Operating FY2028-29 -	\$6,627,326	\$400,000	\$302,905		\$5,924,421								
Sub-total Operating	\$7,108,080	\$780,000	\$302,905	\$5,754	\$5,924,421	\$53,905	\$6,095	\$35,000					

Capital													
Project	Total Amount of Funds	5307 RS	FARE	LCTOP PUC99313	LTF	SGR PUC99313	SGR PUC99314	STA PUC99313					
No Capital Projects													
Total Operating & Capital	\$7,108,080	\$780,000	\$302,905	\$5,754	\$5,924,421	\$53,905	\$6,095	\$35,000					

FY 2028/29 Projected Funding Details	
5307 RS	\$780,000
FARE	\$302,905
LCTOP PUC99313	\$5,754
LTF	\$5,924,421
SGR PUC99313	\$53,905
SGR PUC99314	\$6,095
STA PUC99313	\$35,000
Total Estimated Operating Funding Request	\$7,108,080
Total Funding Request	<u>\$7,108,080</u>

4.3 Regulatory and Compliance Requirements

Riverside Connect strives to remain compliant with all local, state, and federal regulations. Staff stay informed of legislative updates and regulatory developments by attending workshops, trainings, and conferences, many of which are available at no cost to transit operators. Riverside Connect complies with all FTA reporting requirements, including monthly and annual submissions to the National Transit Database (NTD).

The Federal Transit Administration (FTA) completed the 2025 Triennial Review in June 2025. The review assessed the City's compliance across 23 areas. One deficiency was identified in the Public Transportation Agency Safety Plan (PTASP). There were no repeat deficiencies from the 2022 Triennial Review. The PTASP deficiency was corrected in July 2025, and the FTA subsequently closed out the review.

The TDA Triennial Performance Audit took place across summer 2025 through RCTC and their consultants and was completed in December 2025. Recommendations are addressed in Table 4.5.

See Table 4.5 – Progress to Implement TDA Triennial Performance Audit Recommendations

CITY OF RIVERSIDE
SHORT RANGE TRANSIT PLAN
FY2026/2027 - FY2030/2031



Table 4.3/4.5 TDA Triennial

Audit Recommendations	Action Taken and Results
Recent TDA Performance Audit Recommendation (Covering FY 2022 – 2024)	
1. Ensure timely completion and submittal of external TDA financial reports. (Compliance Requirement)	
Riverside was in partial compliance with the timely completion and submittal of its annual fiscal and compliance audit for FY 2022. The City has tried to ensure the timely completion of its annual TDA fiscal and compliance audits within the statutory timeframes during the audit period. The City requested and was granted a 90-day extension for the fiscal and compliance audits by RCTC as allowed by law for FY 2023 and FY 2024.	Riverside Connect has coordinated with the City's Finance Department to establish a compliance calendar that anticipates financial closeout procedures and audit submission timelines. Staff continue to work closely with the City's Finance Department, the TDA fiscal auditor, and RCTC to ensure future submissions meet statutory deadlines.
	<i>On Going</i>
It is recommended that the City of Riverside strengthen its internal compliance calendar and coordination with financial staff to ensure timely submission of the annual fiscal and compliance audit. The FY 2022 audit was submitted after the 90-day extension period granted by RCTC, exceeding the statutory 180-day deadline. Timely reporting is essential for maintaining TDA eligibility and preserving funding continuity. In the interim, it is suggested that a schedule be coordinated between the City's Finance Department personnel, TDA fiscal auditor, and RCTC to anticipate financial closeout procedures and timelines by the City and completion of the external TDA financial reports.	
2. Advance Strategic Long-Term Planning through a Comprehensive Operational Analysis (COA).	
This prior audit recommendation is being forwarded for full implementation. The City is encouraged in its efforts to implement a strategic planning framework by pursuing a COA. Although an RFP was released in 2023, the sole proposal received exceeded the City's \$60,000 budget. Riverside Connect has requested funding in the FY 2025–26 Short-Range Transit Plan and is encouraged to work closely with RCTC to refine the scope and budget of a future RFP. A successful COA will help guide service delivery, resource allocation, and long-term sustainability. This is vital since ridership recovery has been gradual, with FY 2024 totals still below pre-pandemic levels. In addition, a COA would allow Riverside STS to explore adaptive strategies to better align with evolving rider needs, including increased telehealth usage, online shopping, and reduced demand for workshop transportation.	Riverside Connect has secured \$200,000 in funding through the FY 2025/26 SRTP and worked with RCTC to develop the RFP for a COA that addresses the scope and budget challenges encountered in prior procurement efforts. The COA will guide service delivery, resource allocation, and long-term sustainability as the agency continues its post-pandemic ridership recovery. Anticipated completion date for the COA is August 2027.
	<i>In Progress</i>

Audit Recommendations	Action Taken and Results
<p>Recent TDA Performance Audit Recommendation (Covering FY 2022 – 2024)</p>	
<p>Benchmarking peer agencies and evaluating innovative service models—such as microtransit, flexible scheduling, or targeted outreach to underserved populations—may help improve ridership and service relevance.</p>	
<p>3. Expand Rider Education and Outreach through Ecolane Integration.</p>	
<p>It is recommended that Riverside STS continue to enhance rider education efforts by leveraging the capabilities of the newly implemented Ecolane software. As the system now supports mobile ticketing, automated ride notifications, and real-time scheduling, targeted outreach, and training—especially at senior centers and community facilities—can help bridge digital literacy gaps and promote service utilization. Staff-led workshops and instructional materials tailored to Ecolane’s features will empower riders to manage their trips more independently and confidently. Educating senior center personnel on how to assist clients with Ecolane tools will further expand access and improve the overall rider experience. Training programs for center staff and riders on how to use Ecolane and access Riverside Connect services will help bridge digital literacy gaps and promote service utilization.</p>	<p>Riverside Connect has launched the Ecolane mobile app, empowering riders to book and cancel trips, receive real-time vehicle location updates, and view estimated pickup times directly from their mobile devices. Staff continue to conduct outreach at senior centers and community events to promote app adoption and bridge digital literacy gaps among seniors and individuals with disabilities.</p> <p><i>On Going</i></p>

4.4 Open Projects

Riverside Connect continues to advance several capital projects aimed at supporting long-term service reliability, operational efficiency, and modernization. Projects currently in progress are categorized as follows:

Revenue Vehicles

The 10 CNG bus replacement project is in progress, with vehicles ordered and delivery anticipated in summer of 2026. This project will continue to advance Riverside Connect's fleet renewal efforts and reduce the number of buses operating beyond their useful life.

Non-Revenue Vehicles

The new administrative staff vehicle has been purchased and delivered. This vehicle will primarily be used by management staff to supervise operations and respond to accidents.

Vehicle Systems and Equipment

The Radio Communications Replacement project is in the procurement phase, with installations to begin in the summer of 2026. This project will modernize onboard communications equipment and improve dispatch coordination between operators, dispatchers, and field supervisors.

The project to install AEDs on all paratransit vehicles is near completion with all equipment procured. On-board installations will be completed once the 10 new buses are received.

Buildings and Facilities

Two facility-related projects remain open. The Zero Emissions Infrastructure Project, running through June 2030, continues to advance the agency's long-term zero-emission transition through the phased installation of electric infrastructure at the operations facility. The Facility Gate Assessment, initiated in FY 2025/26, is in the RFP phase, progressing toward completion by June 2027.

Communication and Information Technology Systems

The Scheduling Software Upgrade and Notification Add-On projects center on Riverside Connect's transition to the Ecolane software system, which was completed in December 2024. The upgraded platform introduces opportunities for enhanced efficiency, improved routing, and better service delivery. As staff continue building proficiency with the system, Riverside Connect is well positioned to realize these benefits in FY 2026/27 and beyond. The project will remain open, with remaining funds being used to support annual licensing and service costs through 2027.

Planning/Feasibility

The Comprehensive Operational Analysis, initiated in FY 2025/26, is progressing toward completion by August 2027. This study will provide a data-driven evaluation of current services and guide future planning, capital investment, and program sustainability over the next decade and beyond.

See Table 4.4 – Open Projects Prior to FY 2026/2027

