

# Special Transportation Division

## *Parks, Recreation, and Community Services Department*

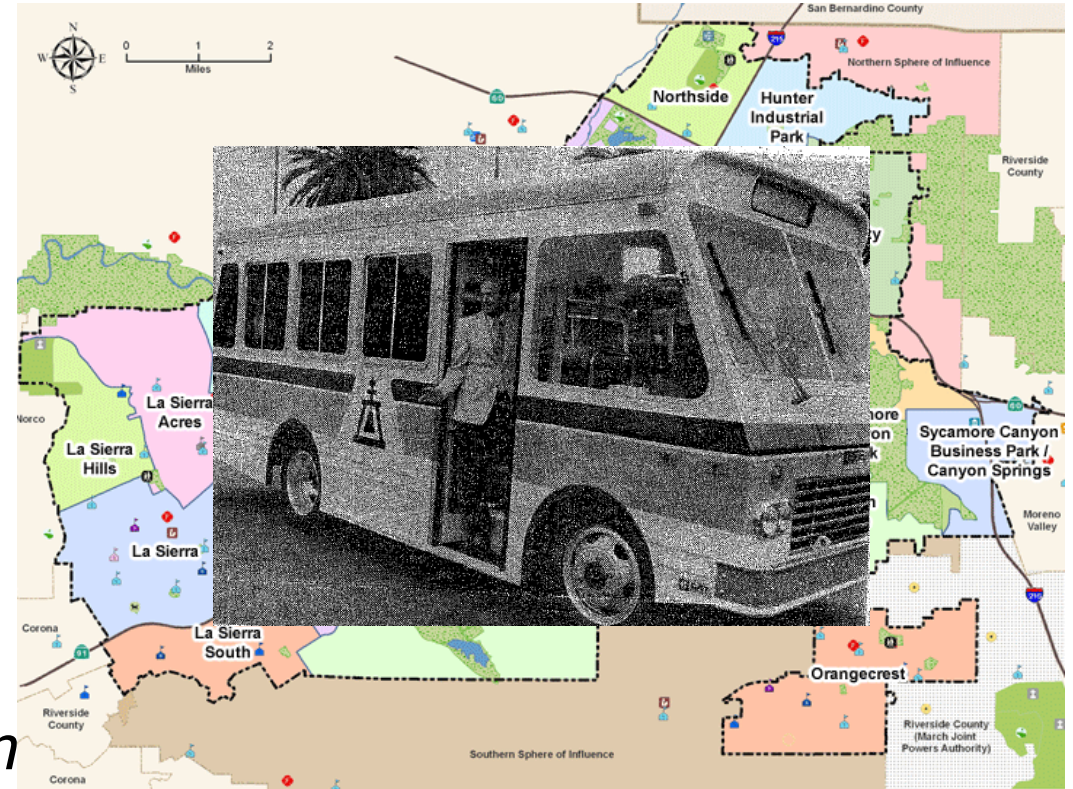


**Parks  
Make  
Life  
Better!**

# Providing Transportation Services to Seniors over 60 and the Disabled Community.



*The City of Riverside's Special Transportation was established in 1975. We continue to provide transportation services to the senior and the disabled community through an agreement with the Riverside Transit Agency (RTA) to operate a Paratransit (origin-to destination) Service within the Riverside city limits.*



*2025 marks our 50<sup>th</sup> Anniversary serving the Senior and Disabled Residents of the City of Riverside.*



# Our service has grown from 5 buses to...

## The City of Riverside Owns and Operates Riverside Connect



6  
Dispatchers



22  
Drivers



5 Transit Admin  
Staff



# SPECIAL TRANSPORTATION



**Established in 1975**  
7 Days/ 363 Days per year  
34 Mini-Buses  
**250-300 rides per day**  
(Pre COVID = 400 – 500 rides per day)



**Disabled**  
**22,944**  
FY2023-24

**Seniors Over 60**

**34,192**  
FY2023-24



**Service Area**  
**81.54 Sq. Miles**



**Miles  
Traveled**

**483,574**  
FY2023-24



**On Time  
Performance**  
**98.6%**

**Top 4  
Destinations**



**Medical/Dialysis  
Appointments**



**Shopping**



**Restaurant/  
Social Events**

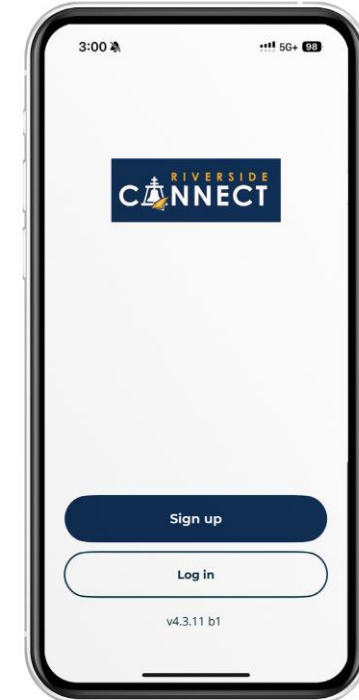


**Workshops /  
Employment**

# Significant Changes During the Review Period



- **New Scheduling Software** – Ecolane
  - Includes Electronic Fare Collection / Online Reservations / User Mobile Application
- **Bus Replacement** – 4 new CNG Mini Buses to replace 4 current buses that have met its useful life.
- **Zero Emission Bus Rollout Plan** - Riverside Connect has developed a plan to transition to a fully zero emission vehicle (ZEV) fleet composed of battery electric and fuel cell electric cutaways, in accordance with the ICT regulation. This plan was submitted in June and approved by CARB on September 11, 2023.





***50 years of providing transportation services to seniors  
and disabled residents...***

