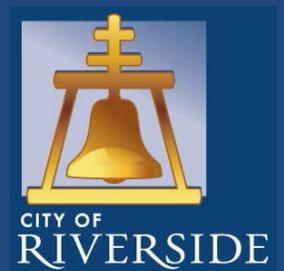


# FY 2025/26-FY 2027/28 SHORT RANGE TRANSIT PLAN

City of Riverside, PRCSD – Special Transportation Division



**FINAL**

## TABLE OF CONTENTS

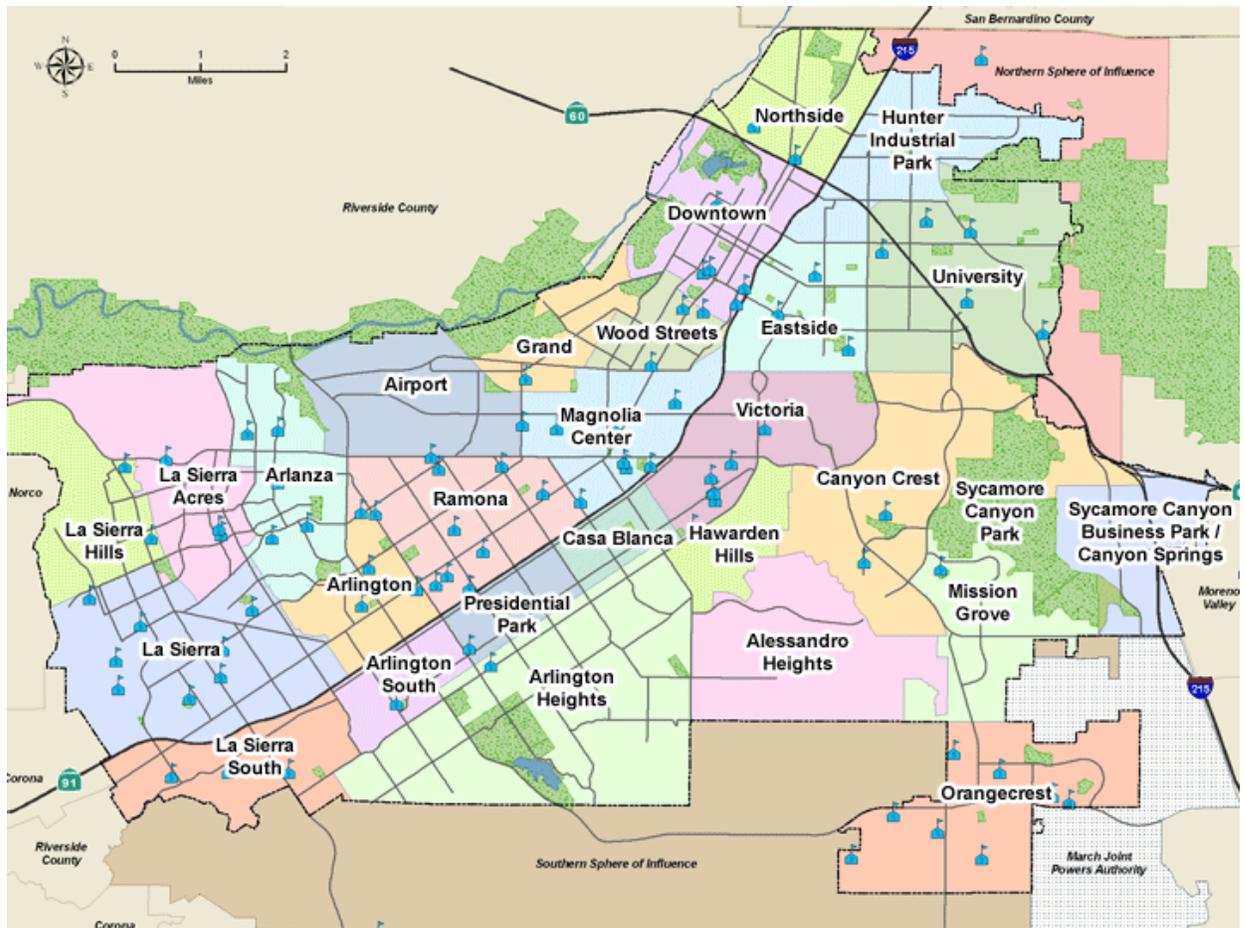
<b>CHAPTER 1 – SYSTEM OVERVIEW AND SERVICE PROFILE.....</b>	<b>3</b>
SECTION 1.1 – SERVICE AREA.....	3
SECTION 1.2 – POPULATION PROFILE.....	4
SECTION 1.3 – PARATRANSIT SERVICE.....	4
SECTION 1.4 – DESCRIPTION OF RIDERSHIP.....	5
SECTION 1.5 – FARE STRUCTURE.....	5
SECTION 1.6 – REVENUE FLEET.....	6
SECTION 1.7 – EXISTING TRANSIT FACILITY.....	8
SECTION 1.8 – EXISTING COORDINATION BETWEEN TRANSIT AGENCIES.....	8
SECTION 1.9 – REFERENCE LIST OF PRIOR EXISTING STUDIES & PLANS.....	8
<b>CHAPTER 2 –EXISTING SERVICE AND ROUTE PERFORMANCE.....</b>	<b>9</b>
SECTION 2.1 – KEY PERFORMANCE INDICATORS.....	9
SECTION 2.2 – PERFORMANCE REPORT.....	11
SECTION 2.3 – SERVICE SUMMARY.....	13
SECTION 2.4 – SERVICE PERFORMANCE.....	15
SECTION 2.5 – PRODUCTIVITY IMPROVEMENT EFFORTS.....	18
SECTION 2.6 – MAJOR TRIP GENERATORS.....	18
SECTION 2.7 – RECENT SERVICE CHANGES.....	18
<b>CHAPTER 3 – FUTURE SERVICE PLANS.....</b>	<b>19</b>
SECTION 3.1 – PLANNED SERVICE CHANGES.....	19
SECTION 3.2 – FUTURE MARKETING PLANS.....	19
SECTION 3.3 – PROJECTED RIDERSHIP GROWTH.....	20
SECTION 3.4 – PROPOSED FARE STRUCTURE CHANGES.....	20
SECTION 3.5 – CAPITAL IMPROVEMENT PLANNING.....	20
<b>CHAPTER 4 – FINANCIAL PLANNING.....</b>	<b>24</b>
SECTION 4.1 – OPERATING AND CAPITAL BUDGET NARRATIVE.....	24
SECTION 4.2 – FUNDING PLANS TO SUPPORT PLANNED OPERATING & CAPITAL PROGRAM.....	33
SECTION 4.3 – REGULATORY AND COMPLIANCE REQUIREMENTS.....	36
SECTION 4.4 – OPEN PROJECTS.....	39

**I. SYSTEM OVERVIEW**

**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 2023 ACS, 5-year estimates published by the U.S. Census Bureau, the City of Riverside’s estimated population is 316,241 residents. The senior population within the City of Riverside (those 60 years of age and over) accounts for approximately 16.5% of the total population, while individuals with a disability under the age of 65 accounts for approximately 6.3%.

1.3 Paratransit Services

Owned and operated by the City of Riverside, Riverside Connect is an origin to destination shared ride service available to residents 60 years of age and older and persons with disabilities. Documentation from a physician is required for individuals with a disability, and the approval process for disabled passengers is managed by the Riverside Transit Agency (RTA).

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. 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) 2024/25 data reflects ridership through March 2025.

<b>FY 2023/24</b>	<b>Total</b>
Passengers	88,259
Revenue Hours	31,092
Revenue Miles	432,901

<b>FY 2024/25</b>	<b>Total</b>
Passengers	58,278
Revenue Hours	19,549
Revenue Miles	276,409

*1.5 Fare Structure*

Riverside Connect currently has two fare types – general and medical. The cost of a one-way general fare is \$3.25 while the cost of a one-way medical trip is \$2.25. 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. As a result, effective July 1, 2025, the cost of a one-way general fare will be \$3.50, while the cost of a medical trip will be \$2.50.

Riverside Connect passengers may pay in cash at the time of service or prepay using cash or check deposits added to their account. 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.

<b>FY 24/25 Fare Type</b>	<b>Cost</b>
One-way (General)	\$3.25
One-way (Medical)	\$2.25

## *1.6 Revenue Fleet*

In FY 2024/25, 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. For cutaway buses, Riverside Connect's target is for less than 20% to exceed their useful life. Currently, 28 cutaways exceed their FTA useful life. In FY 2025/26, 12 new buses will be delivered to reduce that number to 16. ***See Table 1.1 – Fleet Inventory***

**Table 1.1 - Fleet Inventory**  
**FY 2025/26 Short Range Transit Plan**  
 City of Riverside

**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 2024/25	# of Contingency Vehicles FY 2024/25	Life to Date Vehicle Miles Prior Year End FY 2023/24	Life to Date Vehicle Miles through March FY 2024/25	Average Lifetime Miles Per Active Vehicle As Of			
											Year-To-Date (e.g., March) FY 2024/25	FY 2024/25		
2019	DTD	VN	6	1	17	GA	1	0	15,841	18,850	18,850			
2019	FRD	VN	8	2	22	GA	2	0	11,673	37,289	18,644			
2010	GLV	BU	16	3	25	CN	3	0	553,136	608,527	202,842			
2011	GLV	BU	16	3	25	CN	3	0	740,833	759,716	253,238			
2013	GLV	BU	16	7	25	CN	7	0	1,423,749	1,478,428	211,204			
2014	GLV	BU	16	8	25	CN	8	0	1,528,219	1,615,515	201,939			
2017	GLV	BU	16	8	25	CN	8	0	1,113,857	1,209,456	151,182			
2019	GLV	BU	16	3	25	CN	3	0	192,896	242,680	80,893			
<b>Totals:</b>									110	35	5,580,204	0	5,970,461	170,585

### *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, 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. The City of Riverside is working with a consultant to develop its Zero Emissions Infrastructure Transition Plan, which incorporates the approved Special Transportation plan to align with the upcoming 2026 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.

### *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 on the CARB website:

<https://ww2.arb.ca.gov/ourwork/programs/innovative-clean-transit/ict-rollout-plans>

**II. EXISTING SERVICES AND ROUTE PERFORMANCE**

*2.1 Key Performance Indicators (KPI's)*

To ensure that Riverside Connect is providing superior customer service, staff considers several performance indicators. Targets are evaluated and reported monthly to RTA. Data for FY 2024/25 KPI's through March 2025 is listed in the table below.

Internal KPI's	Target	Actual FY 2023/24	Actual FY 2024/25
On-time performance	100%	98%	97%
Call abandonment rate	0%	3.13%	2.51%
Average phone hold time	1:00	0:53	1:13

While some key performance indicators for Riverside Connect have declined compared to FY 2023/24, these trends were anticipated during the transition to new scheduling and dispatch software. On-time performance remains high at 97%, and call abandonment rates have improved from 3.13% to 2.51%. Although average phone hold times increased slightly above target, recent months show steady improvement as staff and riders adapt to the new system. Projections through the third quarter indicate Riverside Connect will meet or exceed targets for subsidy per passenger mile, passengers per revenue hour, and passengers per revenue mile. However, farebox recovery ratio, operating cost per revenue hour, and several subsidy measures are expected to fall short of targets. It is important to note that some reported figures do not fully reflect changes under AB 149, as the current data system does not yet calculate all applicable exclusions. Despite this limitation, staff continues to monitor KPIs closely and make operational adjustments as needed. While overall performance has been below original projections for FY 2024/25, recent operational trends suggest a positive recovery trajectory.

Riverside Connect tries to meet its performance target of a 10% Farebox Recovery Ratio as mandated in the Transportation Development Act (TDA). In FY 2023/24, Riverside Connects' farebox ratio was 19.26% (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). **See Table 2.0 Service Provider Performance Targets Report**

**Table 2.0 -- Service Provider Performance Measures Report**  
 FY 2024/25 Short Range Transit Plan Review  
 City of Riverside

Data Elements	FY 2024/25 Plan		FY 2024/25 Target	FY 2024/25 Year to Date Through 3rd Quarter	Year to Date Performance Scorecard
Unlinked Passenger Trips	83,218				
Passenger Miles	566,500				
Total Actual Vehicle Revenue Hours	32,248.0				
Total Actual Vehicle Revenue Miles	422,132.0				
Total Actual Vehicle Miles	473,267.0				
Total Operating Expenses	\$5,756,802				
Total Passenger Fare Revenue	\$254,000				
Net Operating Expenses	\$5,502,802				
<b>Performance Indicators</b>					
<b>Mandatory:</b>					
1. Farebox Recovery Ratio	4.41%		>= 10.00%	2.91%	Fails to Meet Target
<b>Additional:</b>					
1. Operating Cost Per Revenue Hour	\$178.52		<= \$168.94	\$197.17	Fails to Meet Target
2. Subsidy Per Passenger	\$66.13		>= \$45.28 and <= \$61.26	\$64.21	Fails to Meet Target
3. Subsidy Per Passenger Mile	\$9.71		>= \$7.91 and <= \$10.70	\$8.14	Meets Target
4. Subsidy Per Hour	\$170.64		>= \$127.66 and <= \$172.72	\$191.44	Fails to Meet Target
5. Subsidy Per Mile	\$13.04		>= \$9.25 and <= \$12.51	\$13.54	Fails to Meet Target
6. Passengers Per Revenue Hour	2.58		>= 2.40 and <= 3.24	2.98	Meets Target
7. Passengers Per Revenue Mile	0.20		>= 0.17 and <= 0.23	0.21	Meets Target

**Note:** Targets reflect +/- 15%

**Productivity Performance Summary:**

**Service Provider Comments:**

*2.2 SRTP Performance Report*

Riverside Connect has experienced steady growth across key performance indicators in recent years, including total passengers and passenger miles. Ridership trends among seniors and the disabled community have shown consistent progress, reflecting the positive impact of service enhancements and community outreach efforts.

While FY 2024/25 has seen some temporary declines in ridership and revenue hours compared to prior years, these trends coincide with the launch of a major scheduling system transition. Staff began preparing for the implementation of new scheduling software (Ecolane) in the fall of 2024, with the official go-live date in December. The learning curve associated with adapting to the new system temporarily impacted operations; however, recent months have shown signs of recovery, and performance is expected to stabilize and improve as the transition progresses.

In replacing the RouteMatch platform, which had been in place for over 15 years, Ecolane introduces opportunities for enhanced efficiency, improved routing, and better service delivery. As staff continue to build proficiency with the new system, Riverside Connect is well positioned to realize these benefits in FY 2025/26 and beyond.

Riverside Connect’s FY 2025/26 plan anticipates meeting or exceeding targets across nearly all key performance indicators. It should be noted that some figures in the table below do not reflect changes from AB 149. However, if the current upward trends continue, projections indicate that targets will be achieved for operating cost per revenue hour, farebox recovery ratio (with federal operating assistance), subsidy per passenger, subsidy per revenue hour, subsidy per revenue mile, passengers per revenue hour, and passengers per revenue mile. The only performance measure currently forecasted to fall short of its target is subsidy per passenger mile. With operational efficiencies from the new Ecolane platform continuing to materialize, Riverside Connect is poised to strengthen overall performance and service delivery in the coming fiscal year.

***See Table 2.1 – SRTP Performance Report***

# FY 2025/26 - Table 2.1 -- SRTP Performance Report

## Service Provider: City of Riverside

### All Routes

Performance Indicators	FY 2023/24 End of Year Actual	FY 2024/25 3rd Quarter Year-to-Date	FY 2025/26 Plan	FY 2025/26 Target	Plan Performance Scorecard (a)
Passengers	88,259	58,278	85,714	None	
Passenger Miles	505,812	459,813	583,495	None	
Revenue Hours	31,092.1	19,546.6	33,215.0	None	
Total Hours	42,418.4	27,406.3	43,600.0	None	
Revenue Miles	432,901.0	276,375.0	434,796.0	None	
Total Miles	481,298.0	328,815.0	487,465.0	None	
Operating Costs	\$5,365,606	\$3,853,934	\$6,491,022	None	
Passenger Revenue	\$276,570	\$111,977	\$278,000	None	
Measure-A Revenue				None	
LCTOP Revenue			\$12,000	None	
Operating Subsidy	\$5,089,035	\$3,741,958	\$6,213,022	None	
Operating Costs Per Revenue Hour	\$172.57	\$197.17	\$195.42	<= \$204.96	Meets Target
Operating Cost Per Revenue Mile	\$12.39	\$13.94	\$14.93	None	
Operating Costs Per Passenger	\$60.79	\$66.13	\$75.73	None	
Farebox Recovery Ratio	5.15%	2.91%	4.46%	>= 0.1	Fails to Meet Target
Subsidy Per Passenger	\$57.66	\$64.21	\$72.49	>= \$54.58 and <= \$73.84	Meets Target
Subsidy Per Passenger Mile	\$10.06	\$8.14	\$10.65	>= \$6.92 and <= \$9.36	Fails to Meet Target
Subsidy Per Revenue Hour	\$163.68	\$191.44	\$187.05	>= \$162.72 and <= \$220.16	Meets Target
Subsidy Per Revenue Mile	\$11.76	\$13.54	\$14.29	>= \$11.51 and <= \$15.57	Meets Target
Passengers Per Revenue Hour	2.84	2.98	2.58	>= 2.53 and <= 3.43	Meets Target
Passengers Per Revenue Mile	0.20	0.21	0.20	>= 0.18 and <= 0.24	Meets Target

a) The Plan Performance Scorecard column is the result of comparing the FY 2025/26 Plan to the FY 2025/26 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, ridership and service utilization have experienced some temporary declines, coinciding with the agency’s transition to a new scheduling platform. As staff and operations continue to adapt to the Ecolane system, recent trends have shown encouraging signs of recovery. Looking ahead to FY 2025/26, the agency projects continued gradual growth, with unlinked passenger trips expected to increase by approximately 3%. While operating expenses are anticipated to rise, current year financial data reflects some understatement of revenues due to delayed postings by the City’s Finance Department, which is undergoing its own software transition. Once all revenues are fully posted, the FY 2024/25 farebox recovery ratio is expected to be more in line with original plan estimates, and Riverside Connect will continue efforts to strengthen overall cost-efficiency in the coming year.

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 2025/26 Short Range Transit Plan**  
**All Routes**

	FY 2022/23 Audited	FY 2023/24 Audited	FY 2024/25 Plan	FY 2024/25 3rd Qtr Actual	FY 2025/26 Plan
<b>Fleet Characteristics</b>					
Peak-Hour Fleet	1	1	17	1	20
<b>Financial Data</b>					
Total Operating Expenses	\$3,546,192	\$5,365,606	\$5,756,802	\$3,853,934	\$6,491,022
Total Passenger Fare Revenue	\$59,576	\$276,570	\$254,000	\$111,977	\$290,000
Net Operating Expenses (Subsidies)	\$3,486,616	\$5,089,035	\$5,502,802	\$3,741,958	\$6,213,022
<b>Operating Characteristics</b>					
Unlinked Passenger Trips	74,322	88,259	83,218	58,278	85,714
Passenger Miles	398,366	505,812	566,500	459,813	583,495
Total Actual Vehicle Revenue Hours (a)	28,018.9	31,092.1	32,248.0	19,546.6	33,215.0
Total Actual Vehicle Revenue Miles (b)	371,535.0	432,901.0	422,132.0	276,375.0	434,796.0
Total Actual Vehicle Miles	418,800.0	481,298.0	473,267.0	328,815.0	487,465.0
<b>Performance Characteristics</b>					
Operating Cost per Revenue Hour	\$126.56	\$172.57	\$178.52	\$197.17	\$195.42
Farebox Recovery Ratio	1.68%	5.15%	4.41%	2.91%	4.46%
Subsidy per Passenger	\$46.91	\$57.66	\$66.13	\$64.21	\$72.49
Subsidy per Passenger Mile	\$8.75	\$10.06	\$9.71	\$8.14	\$10.65
Subsidy per Revenue Hour (a)	\$124.44	\$163.68	\$170.64	\$191.44	\$187.05
Subsidy per Revenue Mile (b)	\$9.38	\$11.76	\$13.04	\$13.54	\$14.29
Passenger per Revenue Hour (a)	2.7	2.8	2.6	3.0	2.6
Passenger per Revenue Mile (b)	0.20	0.20	0.20	0.21	0.20

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

## *2.4 Service Performance*

Riverside Connect provided 88,259 passenger trips for a total of 481,298 service miles in FY 2023/24. Comparatively, 58,278 passenger trips and a total of 328,815 service miles have been provided as of March 31, 2025. While FY 2024/25 performance is expected to finish below prior-year levels, this trend aligns with operational impacts associated with the agency’s scheduling software transition and is anticipated to be temporary. FY 2025/26 projections show a return to gradual ridership growth, with passenger trips anticipated to increase by approximately 3%. This growth is expected to be driven by sustained outreach initiatives and targeted service improvements intended to attract new riders and support existing ones.

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***

**Table 2.3 - SRTP Route Statistics**  
City of Riverside -- 4  
FY 2025/26  
All Routes

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	85,714	583,495	33,215	43,600	434,796	487,465	\$6,491,022	\$278,000		\$12,000
		20	85,714	583,495	33,215	43,600	434,796	487,465	\$6,491,022	\$278,000		\$12,000

**Table 2.3 - SRTP Route Statistics**  
City of Riverside -- 4  
FY 2025/26  
All Routes

Performance Indicators

Route #	Day Type	Net Subsidy	Operating Cost Per Revenue Mile	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	\$6,213,022	\$195.42	\$14.93	\$75.73	4.46%	\$72.49	\$10.65	\$187.05	\$14.29	2.58	0.20
		\$6,213,022	\$195.42	\$14.93	\$75.73	4.46%	\$72.49	\$10.65	\$187.05	\$14.29	2.58	0.20

### *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. Currently, staff continue to build proficiency with the system, and improvements are expected to become more visible as training progresses and system familiarity 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.

### *2.6 Major Trip Generators*

Riverside Connect continues to see steady growth in trips to key destinations and programs that serve as major trip generators. Regular demand is driven by workshops and subscription-based services (Inland Regional Center), which provide vital access for seniors and individuals with developmental disabilities. 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, reliable travel needs. As participation in these activities remains strong, Riverside Connect anticipates continued gradual increases in ridership throughout the year.

### *2.7 Recent Service Changes*

No service changes occurred during the FY2024/25 year. Riverside Connect continues to provide service 7 days a week, 362 days a year.

### **III. FUTURE SERVICE PLANS, FARE CHANGES, CAPITAL PLANNING AND MARKETING**

#### *3.1 Planned Service Changes*

While there are currently no planned service changes, Riverside Connect is planning to review services through a Comprehensive Operations Analysis (COA). Upon completion of the COA, any planned service changes will be identified if recommended or needed.

#### *3.2 Future Marketing Plans*

For FY 2025/26, 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 and Commission on Disabilities. 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.

As Riverside Connect proudly celebrates its 50th anniversary of serving the city of Riverside, staff continue to expand efforts to raise awareness and grow ridership. To increase community engagement, Riverside Connect is offering free promotional ride days and free fares for new riders throughout this year and the next two years, 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 a return to moderate ridership growth in FY 2025/26 following a transitional period in operations. While increases are expected to be gradual, projections indicate approximately a 3% rise in passenger trips as outreach and promotional efforts expand. The ongoing marketing strategy, which includes free promotional ride days and free fares for new riders funded by LCTOP, is designed to attract both new and returning riders by demonstrating the convenience and accessibility of Riverside Connect.

### 3.4 Proposed Fare Structure Changes

Riverside Connect’s proposal to increase fares to align with the Riverside Transit Agency (RTA) fare structure—resulting in a \$0.50 increase over two years—was approved by the City Council and went into effect on July 1, 2024. As part of this plan, fares will increase by an additional \$0.25 beginning July 1, 2025.

Fare Type	Cost
One-way (General) 7/1/2024	\$3.25
One-way (Medical) 7/1/2024	\$2.25
General Fare After 7/1/2025	\$3.50
Medical Fare After 7/1/2025	\$2.50

### 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 is preparing to replace up to 26 CNG buses ahead of the 2026 CARB mandate. This proactive strategy allows the City to modernize its fleet with near zero-emission vehicles that better meet operational needs, particularly given the current range limitations of battery electric buses. Beginning in 2026, 25% of all new bus purchases must be zero-emission vehicles. Riverside Connect plans to purchase 3 additional buses in 2026, one of which will be a zero-emission vehicle, to comply

with the mandate while continuing to prioritize service reliability and performance.

#### Non-Revenue Vehicles

The administrative staff vehicle has reached its useful life expectancy and will be replaced in the upcoming FY. This vehicle will primarily be used by management staff to supervise operations and respond to accidents.

#### Vehicle Systems and Equipment

To improve onboard safety for senior and ADA riders, Riverside Connect plans to install Automated External Defibrillators (AEDs) on all paratransit vehicles. This investment will enhance emergency response capabilities in the event of cardiac related incidents.

#### Buildings and Facilities

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

- Phase 1 (2026) will focus on the installation of battery electric vehicle charging infrastructure.
- Phase 2 (2029) will focus on the installation of hydrogen fueling 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, a consultant has been hired to develop it. 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.

#### Debt Service

Riverside Connect is implementing a 10-year repayment plan to responsibly manage its growing pension liability. This fiscal strategy ensures long-term sustainability while maintaining focus on operational service priorities.

#### Security

Riverside Connect is planning a Facility Gate Assessment to enhance safety and security at the bus yard, operations facility, and CNG maintenance bay. This assessment will help guide future capital projects aimed at strengthening the security of personnel, vehicles, and critical infrastructure.

#### Planning/Feasibility Studies

Riverside Connect will conduct a Comprehensive Operations Analysis (COA) to assess the current operation and guide future planning efforts. This study will allow a consultant to perform a thorough

evaluation of the agency's operations, services, capital projects, and partnership opportunities. The resulting recommendations will provide a unified, data driven guide to support operations, asset and infrastructure investment, and program sustainability over the next 10 years and beyond.

***See Table 3 – Highlights of FY 2025/26 Short Range Transit Plan***

**Table 3 - HIGHLIGHTS OF FY 2025/26 SHORT RANGE TRANSIT PLAN**

- **Comprehensive Operations Analysis (COA):** The City of Riverside does not have a current COA. This project will enable a consultant to conduct a thorough assessment of Riverside's services, ensuring a strategic, unified, and streamlined plan for the City's future.
- **Bus Replacement:** Riverside Connect will replace 10 CNG Mini-Buses. Special Transportation replaces vehicles that have reached 5 years or 150,000 miles, in accordance with Federal Transit Administration (FTA) guidelines.
- **Facility Gate Assessment:** Special Transportation is evaluating options to repair and enhance the security gates at the entrance and exit of its operations yard to improve safety and access control.
- **Automated External Defibrillators (AEDs):** To better protect senior and ADA riders, Special Transportation plans to install AED units on all paratransit vehicles. This investment will enhance emergency response capabilities in the event of a cardiac incident.
- **Operator Staffing:** To maintain reliable service and support the steady year-over-year growth in demand, the City plans to add six new drivers to ensure adequate staffing coverage. Staffing levels will continue to be evaluated throughout FY 2025/26 to support service efficiency, meet ridership needs, and uphold key performance indicators.
- **Debt Service:** To implement a 10-year repayment plan to responsibly manage the agency's growing pension liability. This fiscal strategy ensures long-term sustainability while maintaining focus on operational priorities.

## **IV. FINANCIAL PLANNING**

### *4.1 Operating and Capital Budget Narrative*

The FY2025/26 operating budget supports service growth and long-term financial planning for the City of Riverside’s Special Transportation Division. The 13% increase over the prior year is primarily due to two factors: the addition of six minibus driver positions to address rising ridership and operational gaps, and the implementation of a 10-year repayment plan to responsibly address the City’s growing pension liability. These investments are critical to maintaining reliable service while ensuring fiscal sustainability. All other operating cost categories—including fuel, maintenance, and contract services—have been adjusted by 2–3% to account for inflation and steady service growth. With a final fare increase scheduled for July 1, 2025, and continued ridership gains, Special Transportation anticipates reaching the 10% farebox recovery ratio goal in FY25/26 through a combination of increased revenue, cost controls, and targeted outreach.

The FY2025/26 Capital Budget focuses on key investments that enhance the safety, efficiency, and long-term planning of the City of Riverside’s Special Transportation services. A top priority is the replacement of aging vehicles, with funding allocated to procure ten new CNG minibuses to ensure continued service reliability and alignment with FTA guidelines. The budget also includes a Comprehensive Operations Analysis (COA), which will provide a data-driven evaluation of current services and guide future improvements. To enhance facility safety, resources are allocated for a gate assessment to explore repairs and upgrades to access control systems at the operations yard. In addition, the installation of Automated External Defibrillators (AEDs) across the paratransit fleet will improve emergency response readiness and rider safety. These capital projects reflect a balanced approach to immediate operational needs and long-term service sustainability. For more details on the capital budget items please refer to Table 4.0A.

***See Table 4.0 – Summary of Funding Requests – FY 2025/26***



## Table 4.0 - Summary of Funding Requests - FY 2025/26

### City of Riverside Original

Operating											
Project	Total Amount of Funds	5307 RS	FARE	LCTOP PUC99313	LTF	SB 125 TIRCP GF	SGR PUC99313	SGR PUC99314	STA PUC99313	STA PUC99314	
Capitalized Preventative Maintenance FY2025-26	\$600,000						\$54,023	\$5,977	\$505,515	\$34,485	
Operating FY2025-26	\$5,879,022	\$350,000	\$278,000	\$12,000	\$5,251,022						
Transit Marketing - Free Fare for First Time Riders	\$12,000										
<b>Sub-total Operating</b>	<b>\$6,491,022</b>	<b>\$350,000</b>	<b>\$278,000</b>	<b>\$12,000</b>	<b>\$5,251,022</b>	<b>\$0</b>	<b>\$54,023</b>	<b>\$5,977</b>	<b>\$505,515</b>	<b>\$34,485</b>	
Capital											
Project	Total Amount of Funds	5307 RS	FARE	LCTOP PUC99313	LTF	SB 125 TIRCP GF	SGR PUC99313	SGR PUC99314	STA PUC99313	STA PUC99314	
Admin Vehicle Replacement - 26-03	\$60,000								\$60,000		
AED Units for Paratransit Vehicles - 26-04	\$52,000								\$52,000		
Bus Replacement 2026 - 26-01	\$2,000,000				\$200,000				\$2,000,000		
Comprehensive Operations Analysis (COA) - 26-02	\$200,000										
Ecolane Scheduling Software Notification Add-On - 26-05	\$62,598								\$62,598		
Facility Gate Assessment - 26-06	\$100,000								\$100,000		
<b>Sub-total Capital</b>	<b>\$2,474,598</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$200,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$2,274,598</b>	<b>\$0</b>	
<b>Total Operating &amp; Capital</b>	<b>\$8,965,620</b>	<b>\$350,000</b>	<b>\$278,000</b>	<b>\$12,000</b>	<b>\$5,451,022</b>	<b>\$0</b>	<b>\$54,023</b>	<b>\$5,977</b>	<b>\$2,780,113</b>	<b>\$34,485</b>	
FY 2025/26 Projected Funding Details											
5307 RS	\$350,000										
FARE	\$278,000										
LCTOP PUC99313	\$12,000										
LTF	\$5,251,022										
SGR PUC99313	\$54,023										
SGR PUC99314	\$5,977										
STA PUC99313	\$505,515										
STA PUC99314	\$34,485										
Total Estimated Operating Funding Request	\$6,491,022										
LTF	\$200,000										
SB 125 TIRCP GF	\$0										
STA PUC99313	\$2,274,598										
Total Estimated Capital Funding Request	\$2,474,598										
<b>Total Funding Request</b>	<b>\$8,965,620</b>										



# FY 2025/26 SRTTP

## City of Riverside

### Table 4.0 A - Capital Project Justification Original

**Project Number:** 26-01

**FTIP No:** Not Assigned - New Project

**Project Name:** Bus Replacement 2026

**Category:** Paratransit

**Sub-Category:** Replacement

**Fuel Type:** CNG

**Project Description:** Replace up to 10 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 Federal Transit Administration (FTA) guidelines.

**Project Schedule:**

Start Date	Completion Date

**PROJECT FUNDING SOURCES:**

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2025/26	\$2,000,000
Total		\$2,000,000

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

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



# FY 2025/26 SRTP

## City of Riverside

### Table 4.0 A - Capital Project Justification

#### Original

**Project Number:** 26-02

**FTIP No:** Not Assigned - New Project

**Project Name:** Comprehensive Operations Analysis (COA)

**Category:** Planning/Feasibility

**Sub-Category:** Study

**Fuel Type:** N/A

**Project Description:** Professional services to complete a Comprehensive Operations Analysis (COA).

**Project Justification:** The City of Riverside does not have a current Comprehensive Operations Analysis . This project will enable a consultant to conduct a thorough assessment of Riverside's services, ensuring a strategic, unified, and streamlined plan for the city's future.

**Project Schedule:**

Start Date	Completion Date

**PROJECT FUNDING SOURCES:**

Fund Type	Fiscal Year	Amount
LTF	FY 2025/26	\$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 2025/26 S RTP

## City of Riverside

### Table 4.0 A - Capital Project Justification Original

**Project Number:** 26-03

**FTIP No:** Not Assigned - New Project

**Project Name:** Admin Vehicle Replacement

**Category:** Support Vehicles

**Sub-Category:** Replacement

**Fuel Type:** Gas

**Project Description:** The Admin team vehicle has reached its useful life expectancy and will need to be replaced .

**Project Justification:** Special Transportation replaces vehicles that have reached their useful life expectancy , in accordance with Federal Transit Administration (FTA) guidelines.

**Project Schedule:**

Start Date	Completion Date

**PROJECT FUNDING SOURCES:**

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2025/26	\$60,000
Total		\$60,000

**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 2025/26 SRTP

## City of Riverside

### Table 4.0 A - Capital Project Justification Original

**Project Number:** 26-04

**FTIP No:** Not Assigned - New Project

**Project Name:** AED Units for Paratransit Vehicles

**Category:** Paratransit

**Sub-Category:** Upgrade

**Fuel Type:** N/A

**Project Description:** Automated External Defibrillators (AEDs) installed in all 34 paratransit vehicles.

**Project Justification:** Special Transportation would like to purchase and install AEDs on all of the City of Riverside's paratransit vehicles. Ensuring the safety of our senior and ADA riders is a top priority, and installing AEDs on all paratransit vehicles will provide critical, life-saving intervention in the event of a cardiac emergency.

**Project Schedule:**

Start Date	Completion Date

**PROJECT FUNDING SOURCES:**

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2025/26	\$52,000
Total		\$52,000

**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 2025/26 SRTTP

## City of Riverside

### Table 4.0 A - Capital Project Justification

#### Original

**Project Number:** 26-05

**FTIP No:** Not Assigned - New Project

**Project Name:** Ecolane Scheduling Software Notification Add-On

**Category:** Communication and ITS

**Sub-Category:** Expansion

**Fuel Type:** N/A

**Project Description:** To expand the capabilities of our current scheduling software to include a client notification system .

**Project Justification:** Special Transportation would like to add a client notification system to our current scheduling software to enhance rider communication, reduce no-shows, and improve operational efficiency. This system will provide automated trip reminders and cancellation options via an interactive voice response system, as well as real-time text message notifications for bus arrivals, minimizing call center workload and improving overall service reliability.

**Project Schedule:**

Start Date	Completion Date

**PROJECT FUNDING SOURCES:**

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2025/26	\$62,598
Total		\$62,598

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

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



# FY 2025/26 SRTP

## City of Riverside

### Table 4.0 A - Capital Project Justification Original

**Project Number:** 26-06

**FTIP No:** Not Assigned - New Project

**Project Name:** Facility Gate Assessment

**Category:** Security

**Sub-Category:** Rehabilitation/Improvement

**Fuel Type:** N/A

**Project Description:** Facility Gate Assessment to enhance the security and safety of Special Transportation's bus yard, operations facility, and CNG bay.

**Project Justification:** Special Transportation is attempting to determine the most effective approach to repair the entrance / exit security gates for the bus yard.

**Project Schedule:**

Start Date	Completion Date

**PROJECT FUNDING SOURCES:**

Fund Type	Fiscal Year	Amount
STA PUC99313	FY 2025/26	\$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/SRTP Project No.	Description

CITY OF RIVERSIDE  
SHORT RANGE TRANSIT PLAN  
FY2025/2026 - FY2029/2030

**Table 4B Fare Revenue Calculation**

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

#	Revenue Sources included in Farebox Calculation	Actuals from FY2023/24 Audit	FY2024/25 Estimated	FY2025/26 Plan
1	Passenger Fares	276,570	240,000	278,000
2	Interest Revenue	156,212		
3	Federal Operating Assistance	586,107		350,000
4	LCTOP		12,000	12,000
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
	<b>Total Revenue (1-15)</b>	<b>\$1,018,889</b>	<b>\$252,000</b>	<b>\$640,000</b>
	<b>Total Operating Expense</b>	<b>\$5,290,212</b>	<b>\$5,742,802</b>	<b>\$6,479,022</b>
	<b>Farebox Recovery Ratio</b>	<b>19.26%</b>	<b>4.39%</b>	<b>9.88%</b>

#### *4.2 Funding Plans to Support Proposed Operating and Capital Program*

Funding projections for FY 2025/26 through FY 2027/28 are based on updated service levels and operational needs aligned with current ridership demand. The operating budget reflects increased staffing to support existing service levels more efficiently and to address operational gaps due to previously unfilled positions. Beginning in FY 2025/26, the budget includes Special Transportation's pension bond payment plan, which has been incorporated into projected operating expenses.

A 3% escalation factor is applied to future year projections to account for standard cost increases. Beginning in FY 2026/27, a 20% reduction in capitalized preventative maintenance costs is anticipated. This reduction is based on the planned replacement of 26 out of 32 minibuses (80% of the fleet), which is expected to significantly lower maintenance-related expenditures.

***See Table 4.1 & Table 4.2 – Summary of Funding Requests – FY 2026/27 & FY 2027/28***

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

### City of Riverside Original

Operating										
Project	Total Amount of Funds	5307 RS	5339 RS	FARE	LCTOP PUC99313	LTF	SGR PUC99313	STA PUC99313		
Capitalized Preventative Maintenance FY2026-27	\$475,000							\$425,000		
Operating FY2026-27	\$6,001,708	\$500,000		\$310,000	\$12,000	\$5,191,708	\$50,000			
Transit Marketing - Free Fare for First Time Riders	\$12,000									
<b>Sub-total Operating</b>	<b>\$6,488,708</b>	<b>\$500,000</b>	<b>\$0</b>	<b>\$310,000</b>	<b>\$12,000</b>	<b>\$5,191,708</b>	<b>\$50,000</b>	<b>\$425,000</b>		
Capital										
Project	Total Amount of Funds	5307 RS	5339 RS	FARE	LCTOP PUC99313	LTF	SGR PUC99313	STA PUC99313		
Bus Replacement 2027 - 27-01	\$650,000		\$552,500					\$97,500		
<b>Sub-total Capital</b>	<b>\$650,000</b>	<b>\$0</b>	<b>\$552,500</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$97,500</b>		
<b>Total Operating &amp; Capital</b>	<b>\$7,138,708</b>	<b>\$500,000</b>	<b>\$552,500</b>	<b>\$310,000</b>	<b>\$12,000</b>	<b>\$5,191,708</b>	<b>\$50,000</b>	<b>\$522,500</b>		
FY 2026/27 Projected Funding Details										
5307 RS	\$500,000									
FARE	\$310,000									
LCTOP PUC99313	\$12,000									
LTF	\$5,191,708									
SGR PUC99313	\$50,000									
STA PUC99313	\$425,000									
Total Estimated Operating Funding Request	\$6,488,708									
5339 RS	\$552,500									
STA PUC99313	\$97,500									
Total Estimated Capital Funding Request	\$650,000									
<b>Total Funding Request</b>	<b>\$7,138,708</b>									

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

City of Riverside  
Original

Operating										
Project	Total Amount of Funds	5307 RS	FARE	LTF	SGR PUC99313	STA PUC99313				
Capitalized Preventative Maintenance FY2027-28	\$475,000									
Operating FY2027-28	\$6,068,294	\$500,000	\$340,000	\$5,218,294	\$50,000	\$425,000				
<b>Sub-total Operating</b>	<b>\$6,533,294</b>	<b>\$500,000</b>	<b>\$340,000</b>	<b>\$5,218,294</b>	<b>\$50,000</b>	<b>\$425,000</b>				
Capital										
Project	Total Amount of Funds	5307 RS	FARE	LTF	SGR PUC99313	STA PUC99313				
<b>No Capital Projects</b>										
<b>Total Operating &amp; Capital</b>	<b>\$6,533,294</b>	<b>\$500,000</b>	<b>\$340,000</b>	<b>\$5,218,294</b>	<b>\$50,000</b>	<b>\$425,000</b>				
<b>FY 2027/28 Projected Funding Details</b>										
5307 RS	\$500,000									
FARE	\$340,000									
LTF	\$5,218,294									
SGR PUC99313	\$50,000									
STA PUC99313	\$425,000									
Total Estimated Operating Funding Request	\$6,533,294									
<b>Total Funding Request</b>	<b>\$6,533,294</b>									

### *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 FTA 2025 Triennial Review is currently underway. Staff completed the initial Request for Information (RIR) submission in February 2025, and the on-site review is scheduled for May 21–22, 2025. The TDA Triennial Performance Audit is scheduled for summer 2025 through RCTC and their consultants.

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



Audit Recommendations	Action Taken and Results
<b>Recent TDA Performance Audit Recommendation (Covering FY 2019 – 2021)</b>	
<b>3. Enhance aspects of ongoing driver training.</b>	
<p>STS is proactive in providing the required active training to its drivers. One training aspect that evolves from advancement in mobility and technology is wheelchair securement. The number of riders who use mobility devices is growing and this group is an integral part of the City's transit program. Transit management has indicated a preference for an elevated training regimen for wheelchair securement, including having drivers serve as passengers during wheelchair securement training. This role playing will help drivers further understand the challenges with wheelchair securement from both the passenger and driver perspectives, in particular increasing empathy when securing these riders and their mobility devices, which could vary substantially in model, type (e.g., wheelchair scooters), and weight.</p>	<p>Staff will continue to re-examine its current drivers trainings and add additional trainings in the areas of securement as well as overall physical wellness to prevent workplace injuries. Staff will also look at additional training opportunities in other areas that may be of benefit to transit staff and the performance of their duties.</p> <p>On Going</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

Two bus replacement projects are underway. A 12 CNG bus replacement project is in progress, with vehicles ordered and delivery anticipated in September 2025. A 4 CNG bus replacement project is nearing completion, with vehicle delivery expected in May 2025 and project closeout by the end of FY 2024/25. Together, these two projects will replace nearly half of Riverside Connect's 34 bus fleet within the next six months, marking a major step forward in fleet renewal and service reliability.

##### Vehicle Systems and Equipment

The Radio Communications Replacement project is in the pre-procurement phase, with a Request for Proposals (RFP) expected to be released shortly. Project completion is targeted for the end of FY 2025. This project will modernize onboard communications equipment and improve dispatch coordination between operators, dispatchers, and field supervisors.

##### Buildings and Facilities

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

- Phase 1 (2026) will focus on the installation of battery electric vehicle charging infrastructure.
- Phase 2 (2029) will focus on the installation of hydrogen fueling 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, a consultant has been hired to develop it. 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.

##### Communication and Information Technology Systems

The Transit Computer Replacement project is approximately 65% expended, with the remaining equipment purchases planned for early in the upcoming fiscal year.

The Scheduling Software Upgrade project centers 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 2025/26 and beyond. The project will remain open, with remaining funds being used to support annual licensing and service costs through 2029.

***See Table 4.4 – Open Projects Prior to FY 2025/2026***

