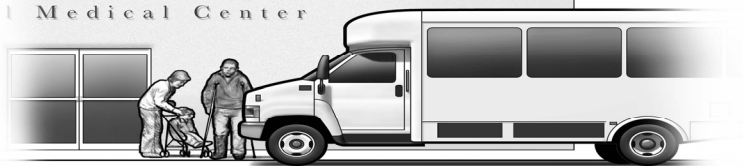




# Special Transportation Division Proposed Fare Increase for Riverside Connect

*Parks, Recreation, and Community Services Department*  
**City Council**  
**April 9, 2024**

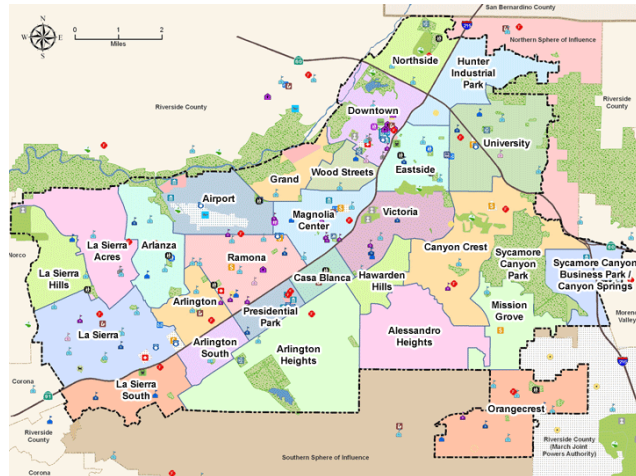


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## *Providing Transportation Services to Seniors over 60 and the Disabled Community around the City for 49 Years*

The City of Riverside's Special Transportation Program was established in 1975 and works under an agreement with the Riverside Transit Agency (RTA) to operate a Paratransit (origin-to destination) Service within the Riverside city limits.




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# Who Are We?




Riverside Connect is an origin to destination shared ride service for seniors over the age of 60 and the disabled community.


**Staffing consists of:**


- 23 - Drivers
- 5 - Dispatch/Schedulers
- 1 - Lead Dispatcher
- 1 - Senior Office Assistant
- 2 - Operations Supervisor
- 1 - Senior Management Analyst
- 1 - Transit Manager

**Transit Fleet consist of:**

- 34 – CNG 16 passenger Cutaways
- 2 – 9 passenger Transit Vans
- 1 – Norcal Support Van
- 1 - Admin Car







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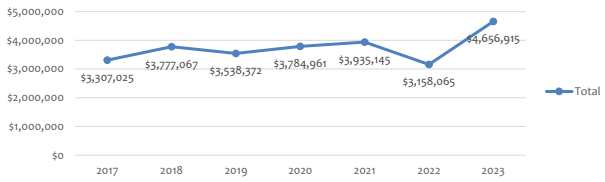
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# Current Analytics

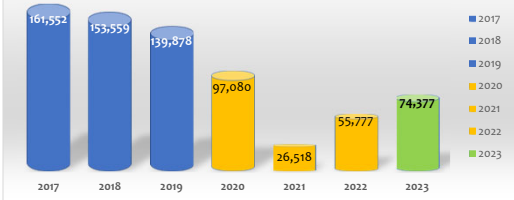


### Operating Expense



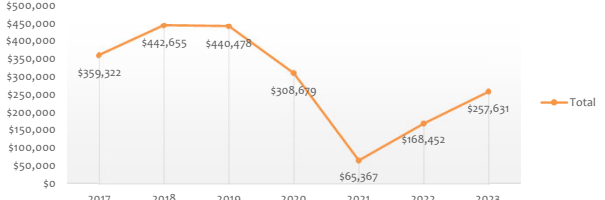
Year	Total
2017	\$3,307,025
2018	\$3,777,067
2019	\$3,538,372
2020	\$3,784,961
2021	\$3,935,145
2022	\$3,158,065
2023	\$4,656,915

### Total Passengers



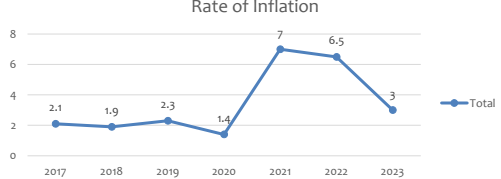
Year	Total Passengers
2017	161,552
2018	153,559
2019	139,878
2020	97,080
2021	26,518
2022	55,777
2023	74,377

### Fare Revenue




Year	Total
2017	\$359,322
2018	\$442,655
2019	\$440,478
2020	\$308,619
2021	\$65,367
2022	\$168,452
2023	\$257,631

### Rate of Inflation




Year	Total
2017	2.1
2018	1.9
2019	2.3
2020	1.4
2021	7
2022	6.5
2023	3


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## Operating Budget



Budget	FY 2022/23	FY 2023/24	Variance
	Percentage		
Salaries & Benefits	\$2,017,612	\$2,315,800	14.78%
Materials & Supplies	\$52,494	\$51,725	-1.46%
Fuel	\$225,000	\$225,000	0.00%
Maintenance	\$400,000	\$400,000	0.00%
Contract Services	\$126,263	\$125,000	-1.00%
Non-Personnel Costs	\$1,633,963	\$1,762,884	7.89%
<b>Total</b>	<b>\$4,455,332</b>	<b>\$4,880,409</b>	<b>9.54%</b>



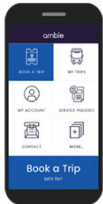

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## Challenges...

- Slow Recover from COVID-19 Pandemic
- Decreased service demands.
- Staffing
- Ability to meet the Farebox Recovery Requirement







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# Proposal



Effective July 1, 2024, a fare increase of .25 cents will be added to the current fare of \$3.00 for a General Fare and \$2.00 for a Medical Fare.


Effective July 1, 2025, an additional fare increase of .25 cents will be added to the current fare of \$3.25 for a General Fare and \$2.25 for a Medical Fare.

**Proposed Rate Increase**

Fare Types (per trip)	Current Cost	2024 Proposed Cost	2025 Proposed Cost
General Fare	\$3.00	\$3.25	\$3.50
Medical Fare	\$2.00	\$2.25	\$2.50
Attendants	Free	Free	Free
Guest Fare	\$3.00	\$3.25	\$3.50

**RTA current Fare for the Dial A Ride Service is already \$3.50**

Dial-A-Ride Fares		
Fare Categories	Base Fares	Ticket Books
Senior / Disabled	\$3.50	\$35
Medicare Card Holder	\$3.50	\$35
Child (46" tall or under)	75¢	N/A




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# Recommendation

That the Riverside City Council:

Adopt the attached resolution increasing fares from \$3.00 to \$3.50 over the next two years with medical trips increasing from \$2.00 to \$2.50 in the same two year period effective July 1, 2024, for the City of Riverside’s Riverside Connect Program.



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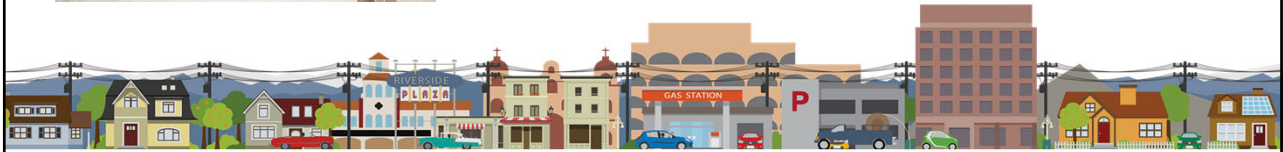
# Questions?



Questions or Comments???



## Thank You



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