



**Dear Valued Passengers,**

The City of Riverside's Special Transportation is honored to be your chosen provider for transportation services within the City of Riverside. Your patronage is valued and our goal is to continue to provide quality services to meet your needs. We strive to provide safe and efficient service to you, our passenger.

Please complete the Transportation Services Waiver and Release form and return it via mail, you will find a marked return envelope and or hand it to your driver on your next trip. **Completion and return of the waiver are needed to continue your ridership with Special Transportation.**

Thank you in advance for your cooperation.

**As a reminder:**

**General One-Way Fare \$3 - Medical One-Way Fare \$2**

Prepaid ride options available call the reservation line for more details.

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

**HOW DO I GET A RIDE?**

We take reservations up to seven-days in advance. Please call our office at (951)-687-8080 and provide: Name address, number, Pick-up address, Destination address

**Adjusting Pickup Times**

We may adjust your trip within one hour before or after the requested time. **We book our rides with 15-minute windows.** If you have an 8:30 a.m. pickup time, your driver may come as early as 8:15 or as late as 8:45

**Can I take packages on the bus?**

You may take up to **three (3) packages** that should not exceed more than twenty (20) pounds each.

**How long will the bus wait for me?**

The driver will sound the horn on arrival and wait at the curb for **three (3) minutes for non-certified ADA passengers; the driver will wait for five (5) minutes for certified ADA riders.**

**Service is from:**

**Monday - Friday: 8 AM - 5:30 PM**

**Saturday - Sunday: 9 AM - 4 PM • Holidays: 9 AM - 4 PM**

**Riverside Connect requests are taken: 951-687-8080**

**Monday - Friday: 8 AM - 5 PM**

**Saturday - Sunday: 9 AM - 3 PM • Holidays: 9 AM - 3 PM**

**There are no services on Thanksgiving, Christmas, and New Year's Day.**

**For more information, visit.**

**Riv-Connect.**