



City of Arts & Innovation

News Release

FOR IMMEDIATE RELEASE:

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Contact:

Randy Barragan

Transit Supervisor

rbarragan@riversideca.gov

951.826.2000

Riverside Connect Transportation Software Offers Enhanced Experience

RIVERSIDE, Calif. – Riverside Connect Transportation is excited to announce the implementation of our new scheduling software, **Ecolane**, designed to enhance your experience with our origin-to-destination advanced reservation transportation service.

Riverside Connect provides origin-to-destination services for seniors and persons with disabilities. This software upgrade ensures a seamless transition while maintaining the quality and reliability on which customers depend. To ensure a smooth transition, Riverside Connect has provided answers to the following frequently-asked questions (FAQ).

What will happen to my current funds?

All funds in your Riverside Connect account will be transferred to the new Ecolane system. There is no need for any action on your part.

Will anything change when making reservations?

No, the process for scheduling reservations will remain the same. Simply call 951-687-8080 during the designated hours to book your trip.

Will I receive any other notifications regarding this change?

Yes, phone notifications will be sent out soon to keep you updated. If you have additional questions or concerns, please contact us at 951-687-8080.

About Riverside Connect

Riverside Connect Transportation provides origin-to-destination services for seniors and persons with disabilities. Our service honors valid identification cards issued by other transit operators for paratransit services.

- **Hours of Operation:**

- Monday – Friday: 8:00 AM – 5:30 PM
- Saturday – Sunday: 9:00 AM – 4:00 PM
- Holidays: 9:00 AM – 4:00 PM
- **Fare:** \$2.25 - \$3.25 per passenger, per boarding. The exact fare must be paid upon boarding as drivers cannot provide change. When scheduling your trip, the operator will confirm your fare. Pre-paid payment options are also available. For more information, contact 951-687-8080.

Riverside Connect remains committed to providing reliable, efficient, and accessible transportation services. We look forward to serving you better with Ecolane's advanced features. Thank you for choosing Riverside Connect!

Contact Information:

Riverside Connect Transportation

Phone: 951-687-8080