For immediate release

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**Rockford Mass Transit District Announces Updates to Paratransit Services**

The Rockford Mass Transit District (RMTD) is excited to announce several updates to its complimentary ADA paratransit service - RMTD Paratransit.

As part of RMTD’s continuing effort to ensure the reliable delivery of paratransit service, RMTD has acquired and received 14 new paratransit vehicles. These 14 vehicles are replacing the oldest and highest mileage vehicles in the current paratransit fleet.

The replacement vehicles, which began being placed into service last week, will be more efficient to operate and reduce overall maintenance costs. The new vehicles also come equipped with a new wheel chair securement system, which RMTD expects to be more convenient for customers who utilize it.

In addition, the RMTD is excited to announce it has launched a project to replace its current paratransit scheduling and dispatching software with a new system. The new software is expected to improve trip scheduling efficiencies which will help improve the customer experience by reducing wait times. Also, the new software will provide enhanced customer facing tools, including the ability for customers to schedule their owns rides, confirm rides and check their arrival times through a new phone application, as well as receive updates via phone, email or text/SMS notifications.

The project is expected to take 6 months to fully implement. The install of the core system will occur over the next 3 months with the customer facing features to follow. RMTD will be providing paratransit customers updates on the new customer facing tools as the project progresses.

RMTD Paratransit is the District’s origin to destination service that serves the needs of customers who, because of a disability, are unable to use RMTD’s fixed route service. RMTD Paratransit is currently projected to provide over 85,000 rides in fiscal year 2024 (July 2023 – June 2024) after providing over 81,000 rides in fiscal year 2023.

For more information please contact:

RMTD Executive Director, Michael Stubbe @ 815.961.9000

RMTD Marketing and Communications Specialist, Orlando Toatley @ 815.961.2226