



REGIONAL TRANSPORTATION COMMISSION

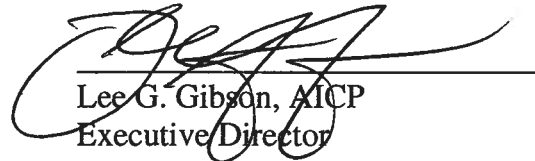
Public Transportation • Streets and Highways • Planning

February 17, 2012

AGENDA ITEM 4.3

TO: Regional Transportation Commission

FROM: David F. Jickling
Director of Public Transportation
and Operations



Lee G. Gibson, AICP
Executive Director

SUBJECT: RTC Operations Report

RECOMMENDATION

Acknowledge receipt of the monthly Operations Activity Report.

HIGHLIGHTS FOR DECEMBER 2011

December was the fourteenth consecutive month that ridership was higher than the same month the previous year. For the most recent 12-month period, RTC RIDE provided 7.88 million rides which is a 4.5% increase over the 12 months preceding it.

December ridership on the RTC INTERCITY route was 3,445 – 48% higher than December 2010. At 12.1 rides per service hour, productivity is up 30% compared with last year. One morning round-trip service was added to this route on July 25, 2011.

STATISTICS FOR DECEMBER 2011

RTC RIDE

- Weighted average daily ridership was up 8.3% compared with last year (21,666 vs 19,998).
- Passengers per revenue vehicle hour (P/RVH) were up 8.0% compared with last year (31.0 vs 28.7).

♦ **RTC ACCESS**

- Weighted average daily ridership for van service rose 6.3% compared with last year (560 vs 527).
- Van P/RVH increased 5.1% compared with last year (2.72 vs 2.78).

- ◆ TART
 - Weighted average daily ridership was down 5.7% compared with last year (101 vs 107).
 - P/RVH was down 10.2% compared with last year (8.2 vs 9.1).
- ◆ RTC INTERCITY
 - Ridership increased 48% compared to last December (3,445 vs 2,322). An additional trip was added on July 25, 2011, to address standing-room only crowding.
- ◆ RTC VANPOOL
 - Twenty-six vanpools reported 7,512 passenger trips in December. This is a 113.3% increase from December 2010.
- ◆ Sales Tax
 - Sales tax dedicated to transit rose 5.6% in November 2011 compared to the previous year, generating \$1,054,549. This is 4.7% higher than what was budgeted for the month. For FY 2011 Year-to-Date, sales tax is up 3.0% which is 2.1% greater than what was budgeted. Attached is a table showing sales tax revenues since FY 2007.

RTC RIDE

- The Reno Access Advisory Committee is working with RTC and MV to improve accessibility for those passengers with disabilities. The concerns of the Committee were brought to the attention of MV operators during the December Safety meeting and the MV Operations Safety Committee also went out and looked over the challenging areas in the system.
- MV Transit reports that the New Year's Eve extended service was well received again this year. Passenger loads were especially challenging between 9:00 pm and 1:30am. With good weather, many people took advantage of the free service and many buses had capacity passenger loads. The challenge of moving so many passengers in a SAFE and timely manner was done so with very few complaints. The MV employees maintained a very positive attitude throughout a challenging evening.

RTC ACCESS

- In light of the increase in vehicle versus pedestrian fatalities across the country, First Transit has stepped up efforts to increase driver focus on pedestrian safety using daily safety messages that remind drivers of prevention skills. January's safety meetings also covered this very important topic. Posters and memorandums reviewing accident prevention skills, the Smith System Five Keys to Space Cushion Driving, and hot spots in the area where pedestrian accidents have occurred.
- The First Transit Safety Solutions Team is working with Master John Bennett and the Team Martial Arts Academy, as well as local law enforcement in developing a Driver Self Defense Program. The "Respect Program" is a non-confrontational, non-aggressive training. The

objective of the program is to build confidence in the drivers to calm potential violent individuals down and avoid being attacked altogether through verbal reinforcement of the law and raise awareness of the onboard camera system. The target date for the training is March 28, 2012.

- First Transit is doing CNG tank inspections on the entire fleet. ACCESS Maintenance also does a “Thermal Risk Assessment” that First Transit mandates once a year. This involves a detailed checklist of items to be inspected to try and eliminate any possibility of a fire. While nothing was found, the assessment is a good tool to check off items that are not part of the regular preventive-maintenance program.
- First Transit Maintenance Manager Mark Schlador and RTC Senior Transit Planner Tina Wu traveled to Kansas during the week of February 6th for pre-build meetings for the 15 new paratransit buses. El Dorado National will build the vehicles at their Salina, Kansas facility then ship them to Chino, California for CNG conversion. The vehicles are expected to be delivered in September. Mark and Tina are working to insure that the RTC gets the best possible vehicles to serve our community.

Attachments

RTC TRANSIT PERFORMANCE STATISTICS¹

Performance Indicator	Current month to same month last year			Current 12-months to previous year		
	Dec 11	Percent Change	Dec 10	Jan 11 - Dec 11	Percent Change	Jan 10 - Dec 10
Ridership	668,545	8.0%	618,964	7,876,262	4.5%	7,538,468
Revenue Vehicle Hours (RVH)	21,546	0.0%	21,553	251,712	0.0%	251,764
Passengers Per Revenue Vehicle Hour	31.0	8.0%	28.7	31.3	4.5%	29.9
Revenue Vehicle Miles (RVM)	243,078	0.2%	242,556	2,832,850	-1.8%	2,884,996
Complaints Per 25,000 Passengers	4.30	34.8%	3.19	3.77	-7.7%	4.08
On-Time Performance ²	94.2%	4.5%	90.1%	92.0%	1.6%	90.5%

Financial Statistics					
Operating Expense			\$25,657,004	1.2%	\$25,362,834
Passenger Revenue			\$5,857,753	0.7%	\$5,817,954
Farebox Recovery Ratio			22.8%	-0.5%	22.9%
Operating Subsidy per Passenger			\$2.51	-3.0%	\$2.59

¹ RTC Transit includes RTC RIDE, RTC RAPID, RTC INTERCITY and RTC SIERRA SPIRIT

² Percent of trips zero min. early and five minutes or less late

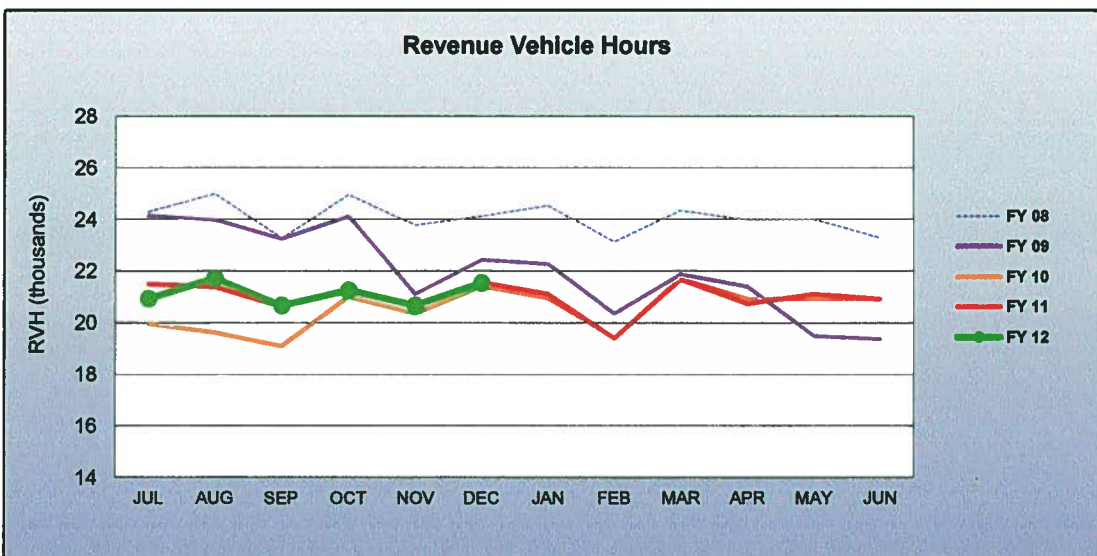
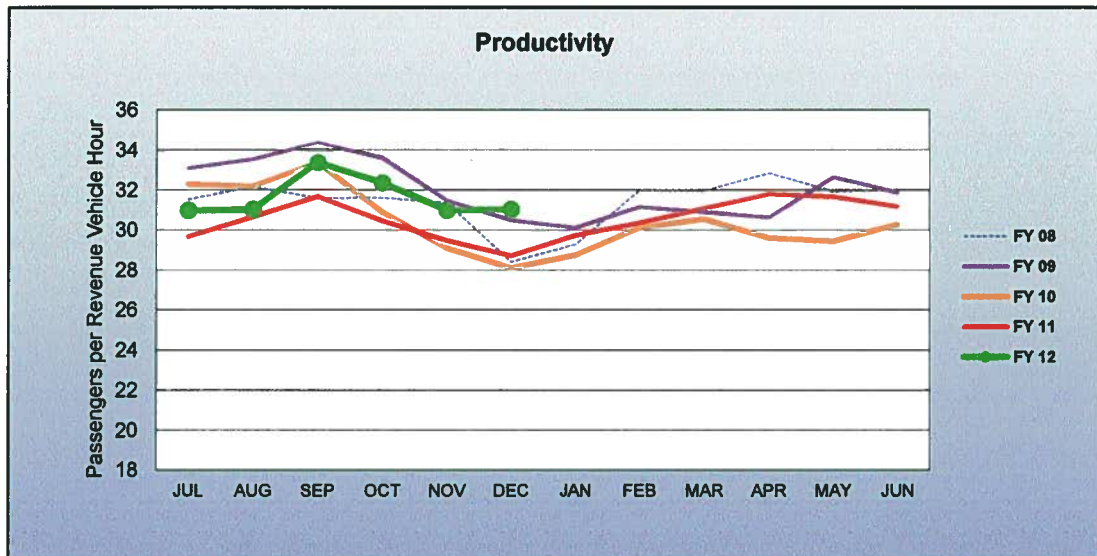
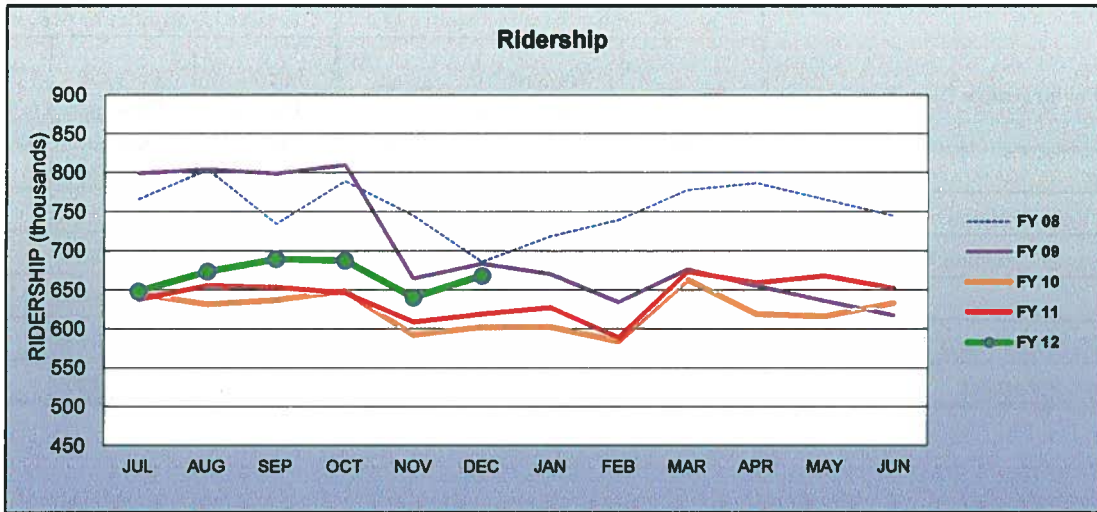
RTC ACCESS PERFORMANCE STATISTICS

Performance Indicator	Current month to same month last year			Current 12-months to previous year		
	Dec 11	Percent Change	Dec 10	Jan 11 - Dec 11	Percent Change	Jan 10 - Dec 10
Total Ridership	18,688	3.9%	17,990	220,360	1.6%	216,850
Revenue Vehicle Hours	6,398	-1.4%	6,487	76,193	-0.4%	76,484
Passenger per Revenue Vehicle Hour (does not include taxi data)	2.72	5.1%	2.59	2.71	3.2%	2.63
Complaints per 1,000 Passengers	0.21	-57.2%	0.50	0.38	-29.6%	0.53
ADA Capacity Denials	0	0.0%	0	0	0.0%	0
Other Denials	769	64.3%	468	5,190	-41.8%	8,919
Accidents per 100,000 Miles	0.00	-100.0%	0.98	0.74	-50.8%	1.50
On-Time Performance (does not include taxi data)	97.5%	2.6%	95.0%	96.7%	1.5%	95.2%
Taxi On-Time Performance	100.0%	0.0%	100.0%	100.0%	0.0%	100.0%
Financial Statistics						
Operating Expense				\$6,021,976	-7.7%	\$6,527,771
Passenger Revenue				\$706,949	6.4%	\$664,171
Farebox Recovery Ratio				11.7%	15.4%	10.2%
Operating Subsidy per Passenger				\$24.12	-10.8%	\$27.04

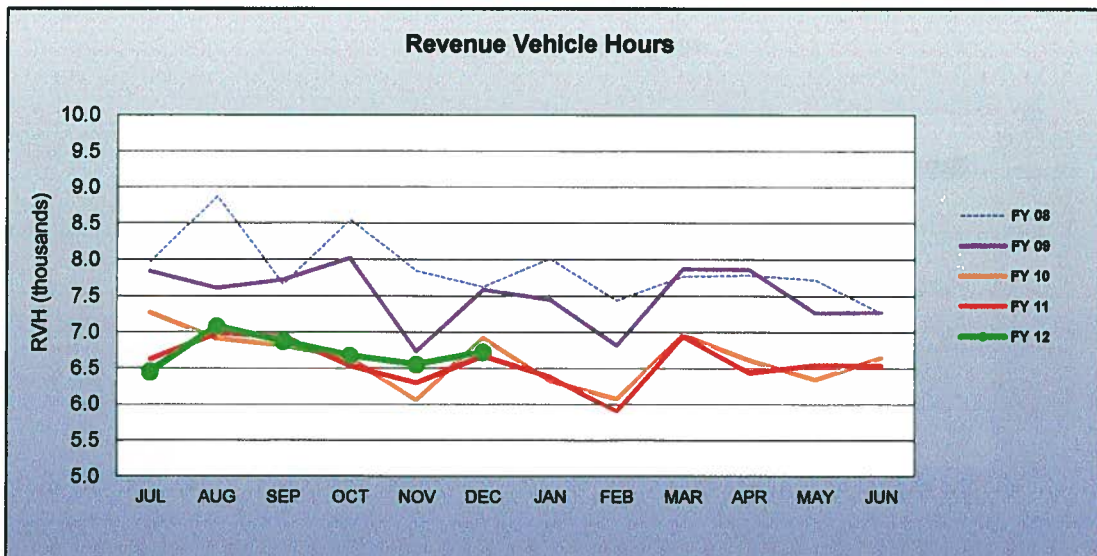
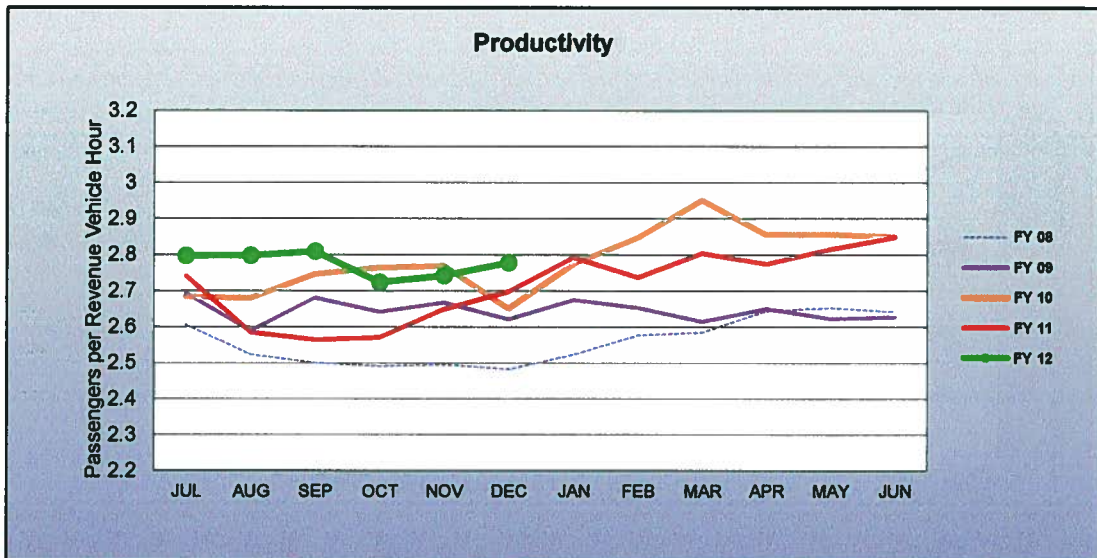
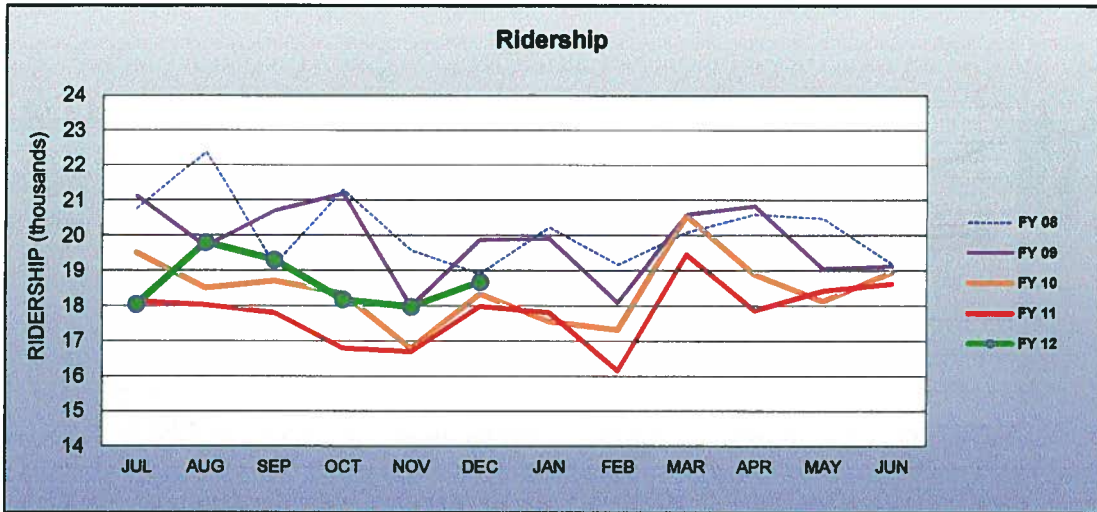
TART PERFORMANCE STATISTICS

Performance Indicator	Current month to same month last			Current 12-months to previous year		
	Dec 11	Percent Change	Dec 10	Jan 11 - Dec 11	Percent Change	Jan 10 - Dec 10
Ridership	3,049	-5.02%	3,210	42,291	-2.78%	43,501
Revenue Vehicle Hours	374	5.81%	353	4,546	-1.35%	4,608
Passengers per Revenue Vehicle Hour	8.2	-10.23%	9.1	9.3	-1.46%	9.4
Revenue	\$3,869	0.63%	\$3,845	\$52,119	-3.50%	\$54,011
Farebox Recovery Ratio	12.62%	-4.90%	13.27%	13.96%	-2.19%	14.27%
Subsidy per Passenger	\$8.79	12.23%	\$7.83	\$7.59	1.85%	\$7.46

RTC Transit FISCAL YEAR COMPARISONS



RTC ACCESS FISCAL YEAR COMPARISONS



TART - NEVADA FISCAL YEAR COMPARISONS

