



REGIONAL TRANSPORTATION COMMISSION

Metropolitan Planning • Public Transportation & Operations • Engineering & Construction
Metropolitan Planning Organization of Washoe County, Nevada

February 15, 2019

AGENDA ITEM 3.3

TO: Regional Transportation Commission

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



Lee G. Gibson, AICP
Executive Director

SUBJECT: RTC Public Transportation and Operations Report

RECOMMENDATION

Acknowledge receipt of the monthly Public Transportation and Operations Report.

HIGHLIGHTS

Service Change Open Houses – In preparation for the RTC RIDE service change scheduled for May 4, 2019, staff held two open house events in January. The first event was held at CENTENNIAL PLAZA on January 28th from 4:00 to 6:00 PM and the second was held at 4TH STREET STATION on January 29th from 7:00 to 9:00 AM. Preceding these events, Transit Planner/Scheduler, Michael Dulude, was interviewed by Channel 2, Channel 4, and Channel 8 news inviting the public to attend the open houses. The primary purpose of the open houses was to introduce the public to the proposed microtransit pilot program in Sparks. Staff presented this service concept, which will be branded FlexRIDE, to the public at both events.



Van Pool Program Update - The Vanpool program added four new vans in January. The program now has a total of 159 vans in operation. This is a new program high.

On January 23rd staff hosted a table at **The Reno/Sparks Chamber Alliance Economic Update**, which included over 50 vendors. The event which included breakfast and speakers was well attended.

Smart Trips – The program updated its new website on January 7th sending out over 2,300 emails to its users advising them that their

passwords required updating. Staff is in the process of uploading all of the vanpool contacts so people will be able to match with existing vanpools expanding their options. Prior to the update,

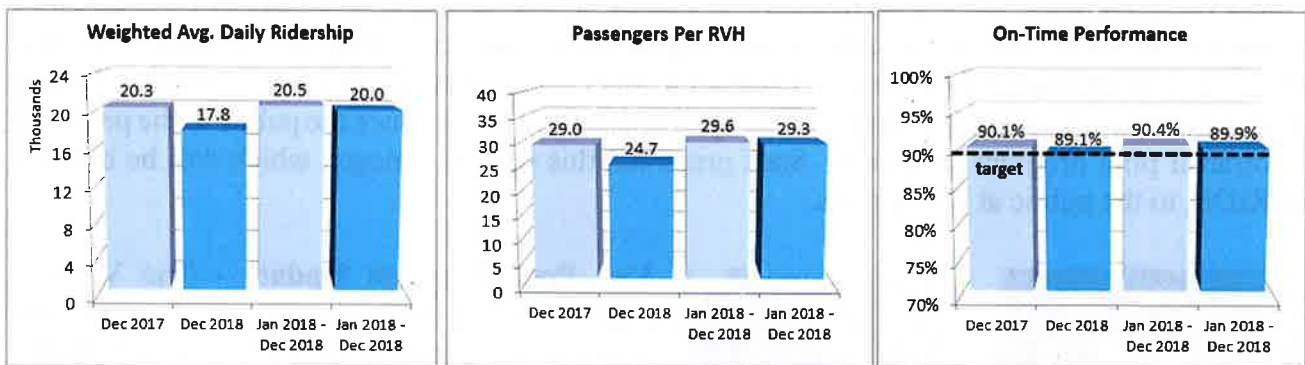
participants could only match for carpooling. Participants will also be able to set up a proposed vanpool and have people match to that until they have enough riders to start a van. The developers at TripSpark are writing code so the website will also become an App for smart phones. Staff is hopeful this feature will be available sometime next month.

TMCC Bike Repair Station - To encourage bicycle usage and support a healthier lifestyle, the RTC has purchased several bike repair stations and installed them around the region. A bike repair station was installed on the campus at Truckee Meadows Community College (TMCC) to provide bicycle commuters assistances with maintenance and repairs. A bike repair station was installed on the University of Nevada, Reno (UNR) campus in 2018 and stations are also installed at 4th Street Station and Centennial Plaza.

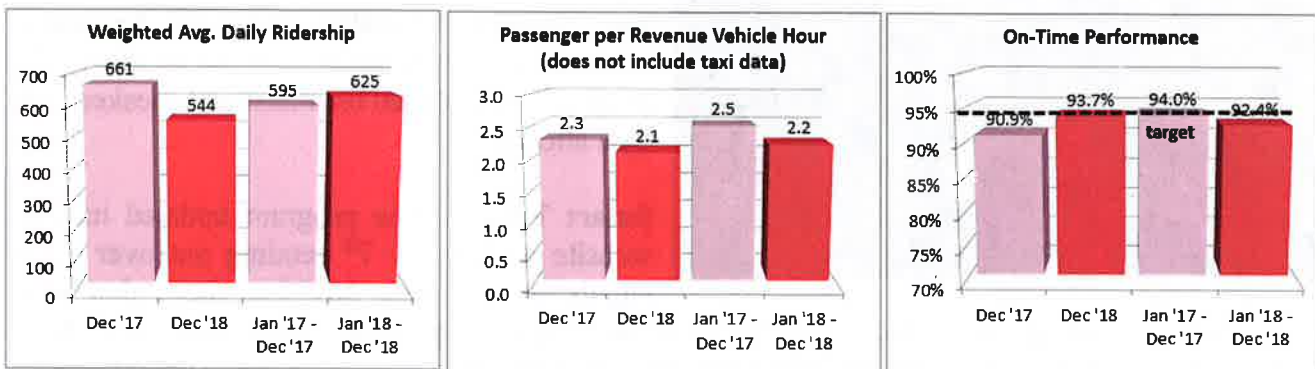


DECEMBER 2018 TRANSIT PERFORMANCE

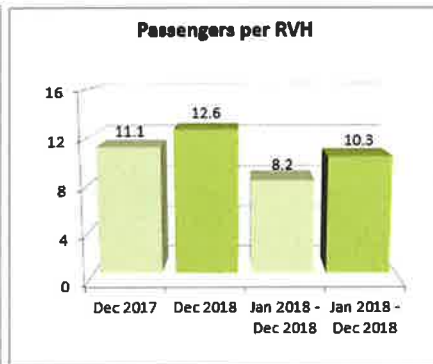
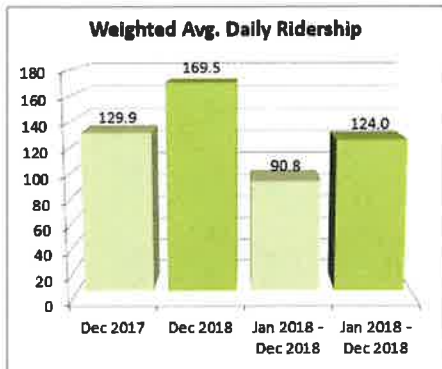
RTC RIDE



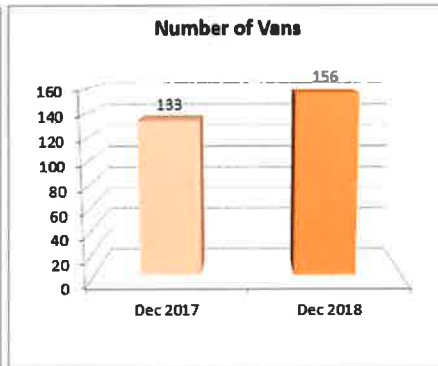
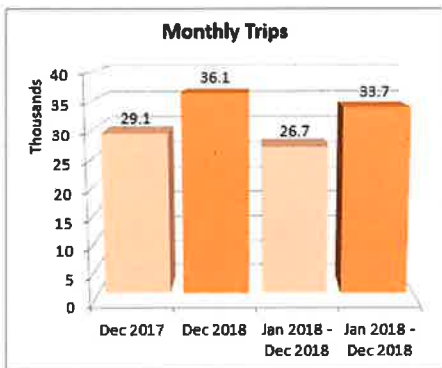
RTC ACCESS



TART



RTC VANPOOL



Attachments

RTC Transit Performance Statistics¹

Performance Indicator	Current month compared with same month last year			Current 12-months compared with previous year		
	Dec 2018	Percent Change	Dec 2017	Jan 2018 - Dec 2018	Percent Change	Jan 2018 - Dec 2018
Monthly Ridership	532,812	-11.8%	604,136	7,241,946	-2.7%	7,443,720
Weighted Avg. Daily Ridership	17,842	-12.0%	20,280	20,020	-2.4%	20,517
Revenue Vehicle Hours (RVH)	21,559	3.4%	20,848	247,483	-1.7%	251,814
Passengers Per RVH	24.7	-14.7%	29.0	29.3	-1.0%	29.6
Revenue Vehicle Miles (RVM)	234,230	-1.1%	236,846	2,800,804	-2.1%	2,861,310
Complaints Per 25,000 Trips	3.66	5.3%	3.48	4.69	31.5%	3.57
Accidents per 100,000 Miles	0.00	-100.0%	2.11	3.57	9.8%	3.25
On-Time Performance ²	88.5%	-2.1%	90.4%	89.7%	-0.4%	90.1%

Performance Indicator	Nov 2018	Percent Change	Nov 2017	Dec 2017 - Nov 2018	Percent Change	Dec 2017 - Nov 2018
Revenue*	\$398,146	-17.5%	\$482,324	\$5,420,006	-4.0%	\$5,643,185
Farebox Recovery Ratio*	17.2%	-24.1%	22.7%	20.9%	-4.1%	21.7%
Subsidy per Passenger*	\$3.38	24.4%	\$2.72	\$2.81	3.2%	\$2.73

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

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

* - latest data

RTC ACCESS Performance Statistics

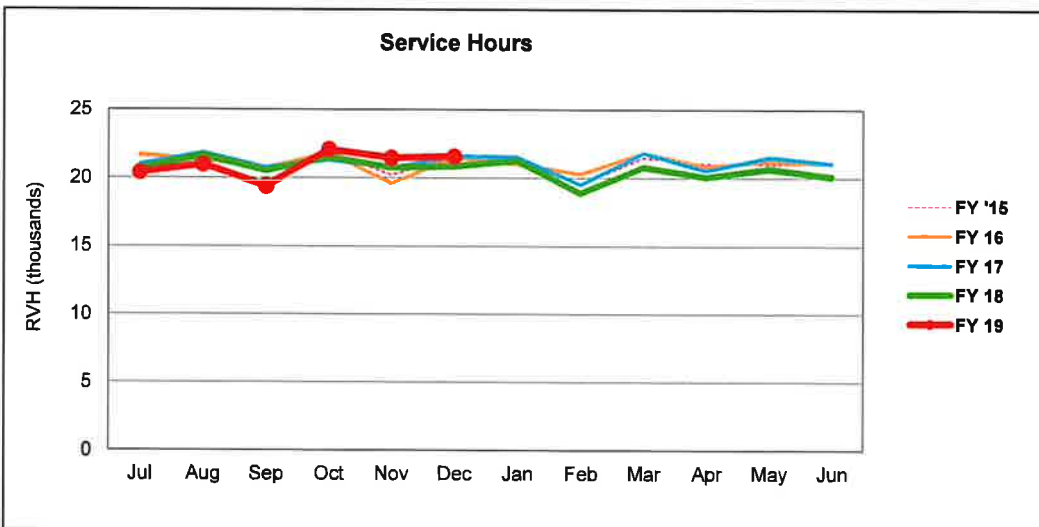
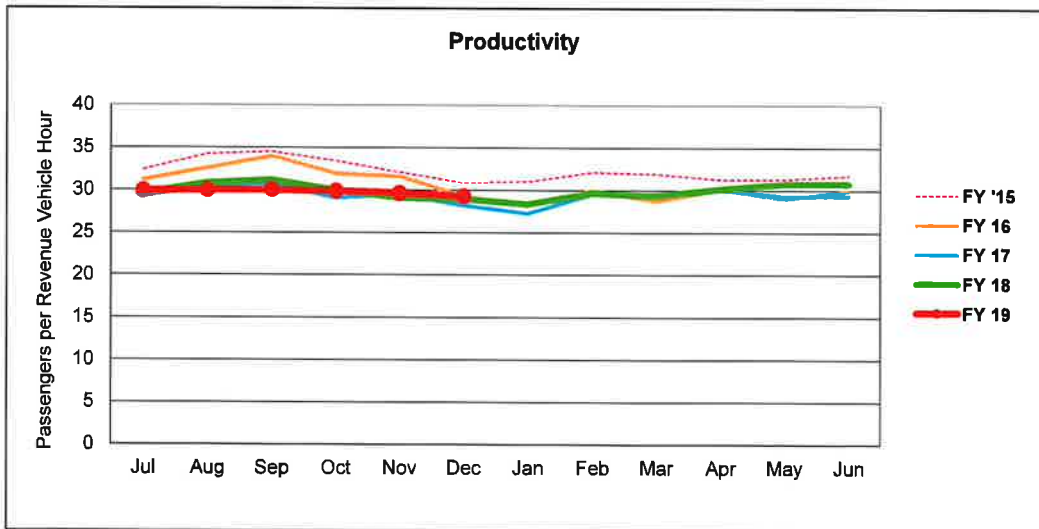
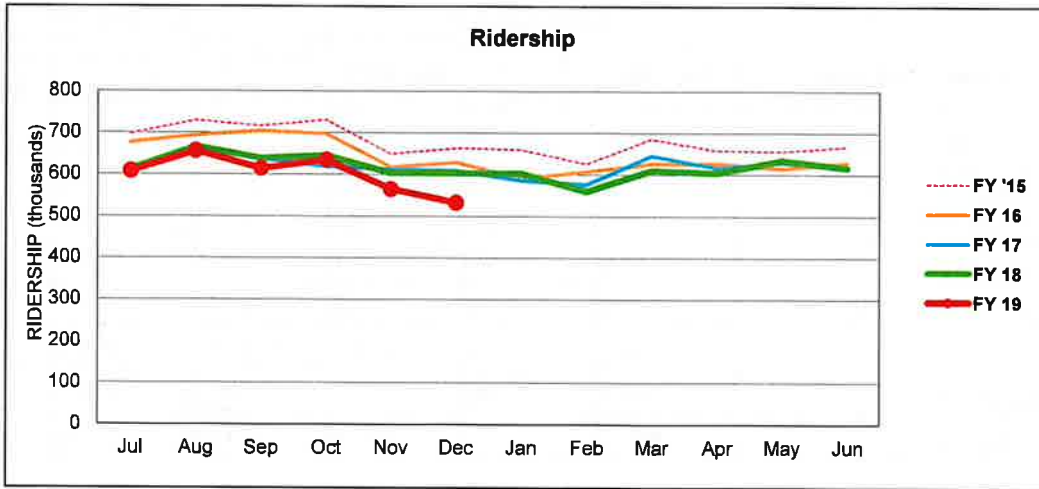
Performance Indicator	Current month compared with same month last year			Current 12-months compared with previous year		
	Dec '18	Percent Change	Dec '17	Jan '18 - Dec '18	Percent Change	Jan '17 - Dec '17
Monthly Ridership	16,980	-20.1%	21,242	241,785	0.2%	241,269
Weighted Avg. Daily Ridership	544	-17.7%	661	625	5.1%	595
Revenue Vehicle Hours	7,527	-9.4%	8,307	100,355	19.2%	84,175
Passenger per Revenue Vehicle Hour (does not include taxi data)	2.08	-8.5%	2.28	2.22	-11.8%	2.51
Revenue Vehicle Miles (RVM)	123,767	-8.0%	134,569	1,587,110	10.7%	1,433,920
Complaints per 1,000 Rides	0.88	10.4%	0.80	0.65	-14.0%	0.75
ADA Capacity Denials	0	0.0%	0	0	0.0%	0
Other Denials	0	-100.0%	1	14	-84.4%	90
Accidents per 100,000 Miles	0.81	-72.8%	2.97	0.51	-12.0%	0.58
On-Time Performance (does not include taxi data)	93.7%	3.1%	90.9%	92.4%	-1.6%	94.0%
Taxi On-Time Performance	87.5%	7.0%	81.8%	92.7%	-4.9%	97.4%
Performance Indicator	Sept '18	Percent Change	Sept '17	July '18 - Sept '18	Percent Change	July '17 - Sept '17
Revenue*	\$160,905	10.6%	\$145,483	\$495,702	9.9%	\$451,082
Farebox Recovery Ratio*	23.35%	18.95%	19.63%	22.28%	17.88%	18.90%
Subsidy per Passenger*	\$20.35	-11.1%	\$22.90	\$20.73	-18.2%	\$25.33

*September 2018 data is the latest available.

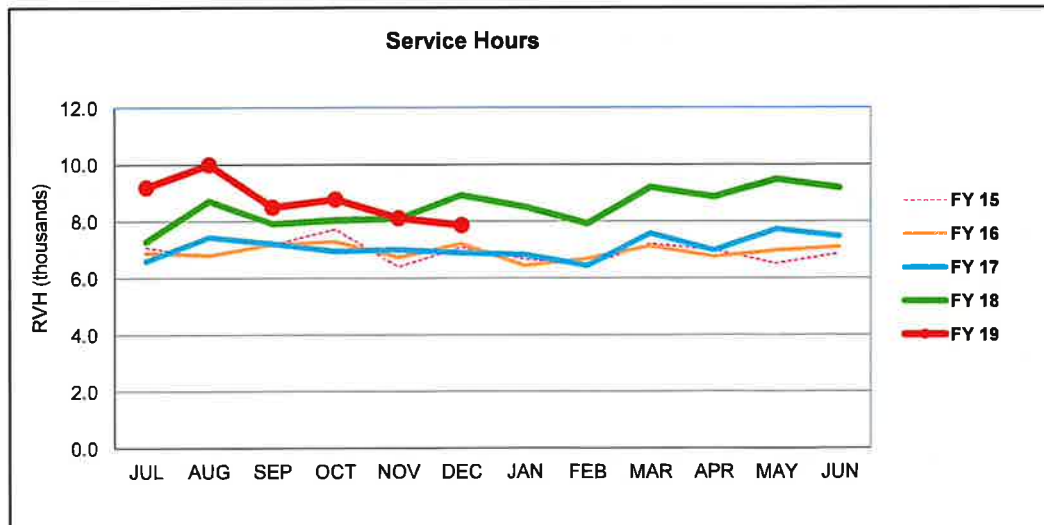
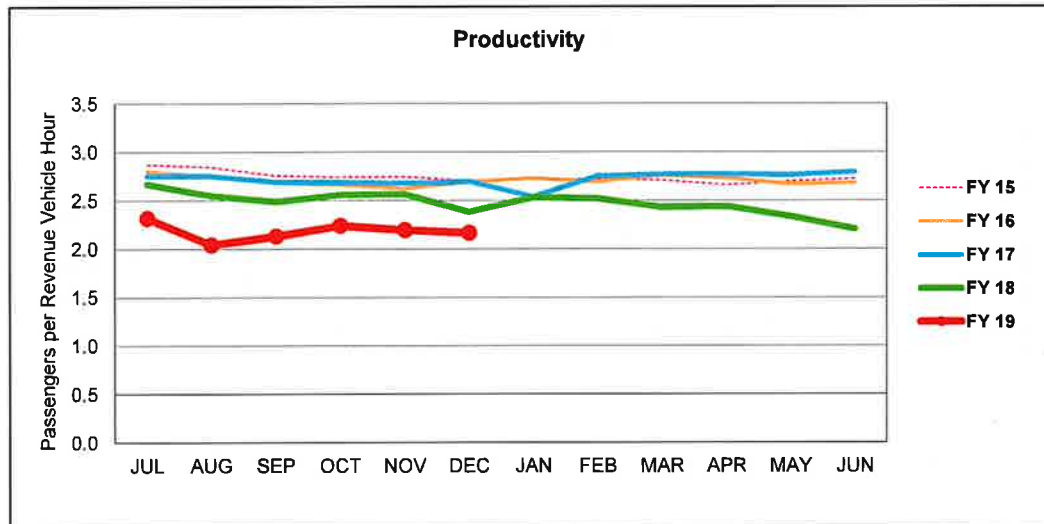
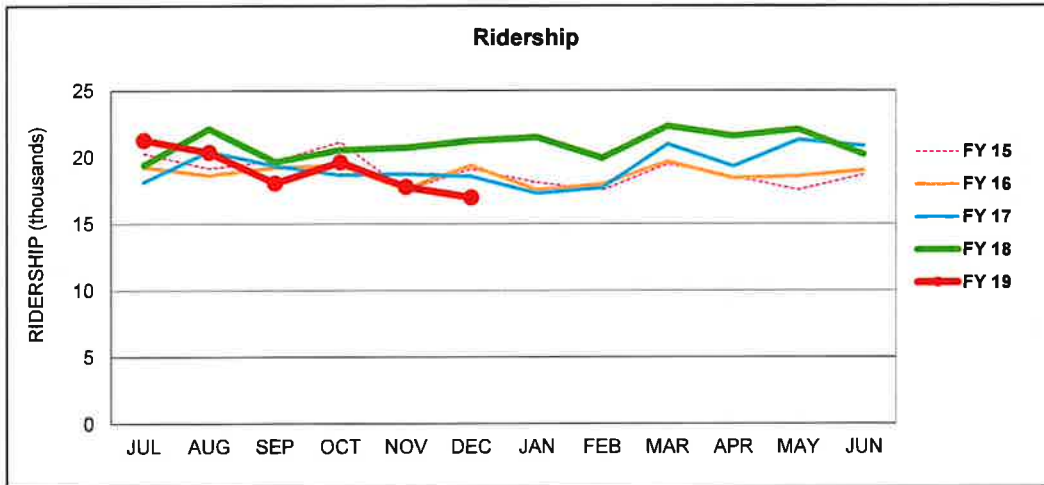
TART Performance Statistics

Performance Indicator	Current month compared with same month last year			Current 12-months compared with previous year		
	Dec 2018	Percent Change	Dec 2017	Jan 2018 - Dec 2018	Percent Change	Jan 2018 - Dec 2018
Monthly Ridership	5,052	25.5%	4,024	44,938	36.0%	33,042
Weighted Avg. Daily Ridership	169.5	30.4%	129.9	124.0	36.5%	90.8
Revenue Vehicle Hours (RVH)	401	10.5%	363	4,374	8.4%	4,033
Passengers per RVH	12.6	13.6%	11.1	10.3	25.4%	8.2
Revenue Vehicle Miles (RVM)	8,178	3.4%	7,910	94,700	7.7%	87,941
Revenue	\$4,682	-2.2%	\$4,788	\$50,448	40.8%	\$35,828
Farebox Recovery Ratio	9.8%	-15.0%	11.5%	9.8%	15.6%	8.5%
Subsidy per Passenger	\$8.57	-6.7%	\$9.18	\$10.29	-11.7%	\$11.66

RTC Transit Fiscal Year Comparisons



RTC ACCESS Fiscal Year Comparisons



TART - Nevada Fiscal Year Comparisons

