



**REGIONAL TRANSPORTATION COMMISSION**

*Metropolitan Planning • Public Transportation & Operations • Engineering & Construction*

Metropolitan Planning Organization of Washoe County, Nevada

May 20, 2019

**AGENDA ITEM 7.2**

**TO:** Regional Transportation Commission

**FROM:** Lee G. Gibson, AICP  
Executive Director

**SUBJECT: FISCAL YEAR 2019 AGENCY PERFORMANCE RATING**

**RECOMMENDATION**

Rate the Regional Transportation Commission (RTC/agency) performance for Fiscal Year (FY) 2019 (July 1, 2018 to June 30, 2019).

**SUMMARY**

The Commission adopted a pay-for-performance (PFP) policy in FY 2012-2013 that increased RTC Board involvement and agency transparency with the overall performance of agency goals. The Commission is involved by rating agency performance each year and is now being asked to rate the agency's overall performance for FY 2019. The Commissioners' rating is an opportunity to provide direct feedback regarding the direction and accomplishments of RTC.

The agency performance rating is a factor in adjusting compensation for staff. The RTC has seventy-two (72) employees. Eligible employees receive an annual performance evaluation based on individual fiscal year goals during common review and may be eligible for a PFP increase effective July 1. The Commissioners' rating of agency performance is a factor in adjusting funding for 1/3 of the employee PFP pool. The 1/3 pool represents a minimum allocation of funds to each eligible employee, while directors have the discretion to award the other two-thirds of the pool based on their assessment of individual employee performance. The agency rating is a numeric score with a value between .6 and 1.5. This score is applied to the PFP pool and directly affects a portion (1/3) of the total PFP pool. This portion of the pool is proportionally distributed to each employee based on the employee's base salary. The higher the agency rating, the higher the allocated portion of the PFP pool will be. The Commission rated the agency 1.5 in 2018 and 2016; 1.4 in 2017, 2015 and 2014; and 1.3 in 2013.

**FISCAL IMPACT**

Funding is included in the RTC FY 2020 budget.

**ADDITIONAL BACKGROUND**

The RTC, as outlined in NRS 277A, delivers its programs through a broad partnership between local entities, the State of Nevada, and the Federal Government along with private sector partners. Through the vision adopted by the RTC Commissioners, RTC works to make transportation investments that support healthy communities, economic development, sustainability, and increased travel choices. Many of these projects would not have been possible without the support of Washoe County voters, who passed RTC-5 in 2008 allowing gas tax revenues to keep pace with inflation. RTC’s private sector partners including consultants, construction contractors, and transit operators helped deliver RTC’s programs. RTC still invests 95 cents for every \$1.00 of revenue (both tax funds and enterprise funds such as fare box proceeds and advertising) into private sector firms that design, construct and manage the region’s transportation infrastructure.

A summary of RTC FY 2019 agency goals and accomplishments are attached.

YTD (March 30) FY 2019, RTC actual wages and benefits decreased 9.4 percent over the prior year actuals due to unfilled (vacant) positions remaining unfilled and from staff retirements replaced with rehires at lower salary levels. Overall, budgeted wages and benefits for FY 2019 are \$10.5 million, which remains less than the 2008 number of \$10.9 million. This means the RTC continues to remain lean with respect to salaries, wages and the size of the staff.

Staff continues to implement process improvements, including streamlining several processes in customer service, transit, administration, and finance.

The agency continued to strengthen partnerships with local, regional, state and federal agencies as well as a wide variety of community and regional organizations such as the Truckee Meadows Regional Planning Agency, Reno-Tahoe Airport Authority, EDAWN, RSCVA, and the University of Nevada, Reno, among others.

**PREVIOUS ACTIONS BY BOARD**

The Commissioners approved an Agency rating score as follows:

<b>Rating</b>	<b>Year</b>
1.5	May-18
1.4	May-17
1.5	May-16
1.4	May-15
1.4	June-14
1.3	May-13

**ADVISORY COMMITTEE(S) RECOMMENDATION**

There are no advisory committee recommendations pertaining to this agenda item.

Attachments

**COMPLETED FY2019 RTC AGENCY GOALS****COMMENTS**

- ✓ Implementation of fare and route restructuring **Completed October 2018**
- ✓ Design, construct and fund a Bus Stop Improvement and Connectivity Program
  - a) Tie in with Preventative Maintenance Road Program and ADA Program where applicable **First year underway of a 3-5 year program**
- ✓ Complete the Street & Highway Policy update **On-going**
- ✓ Complete construction of 4th Street/Prater Way project **Complete**
- ✓ Initiate ROW and utility work on Midtown section of Virginia Street RAPID Extension Project **Utility work complete & ROW acquisition underway**
- ✓ Continue implementation of the RTC Pavement Preservation Program **On-going**
- ✓ Purchase fixed-route replacement buses and paratransit vans **17 new electric buses received and in operations, October 2018. Paratransit vans moved to FY2020**
- ✓ Complete Fixed-Route Transit (RTC RIDE) Operations and Maintenance RFP –**Contract awarded in March 2019. Implementation date 7/1/19.**
- ✓ Continue traffic & pedestrian safety outreach & education **On-going**
- ✓ Update the ADA Transition Plan, include inventory of transit stops **Underway**
- ✓ Complete TOD/Affordable Housing Study **Underway**
- ✓ Initiate the South Meadows Region Multimodal Study **Underway**
- ✓ Initiate Advanced Mobility and Technology Study **Procurement initiated**
- ✓ Initiate Eagle Canyon Study **Procurement initiated**
- ✓ Update the Orange Book **On-going**
- ✓ Finalize 6th Edition RRIF Program update **On-going**
- ✓ More focus on public-private partnerships **On-going**
- ✓ Change statute language for RTC's property disposal **Under review by Nevada State Senate**
- ✓ Discuss Leveraging RTC powers for: **On-going**
  - a. Signal operations
  - b. Preventative maintenance on local roads
  - c. Regional planning
  - d. Flood control
- ✓ Enhance the Process Improvement Program **On-going**
- ✓ Continue to promote the safety of RTC employees and facilities **On-going**
- ✓ Employee recruitment, retention and succession planning **On-going**
- ✓ Continued cost controls & maintaining fiscal solvency **On-going**

A summary of RTC FY 2019 accomplishments are listed below:

**1. Engineering & Construction:**

**Construction Completed:**

- 4<sup>th</sup> Street/Prater Way Bus RAPID Transit Project completed.
- Evans Avenue Bicycle Improvements Project completed.
- SouthEast Connector – Phase II Project completed.
- Traffic Engineering (TE) Spot 7 – Package 1 (New signal at Prater/Lillard and minor improvements at 17 additional signalized intersections)
- Traffic Engineering (TE) Spot 7 – Package 2 (New signal at Pyramid/Calle de la Plata)
- More than 40 regional roads received various corrective maintenance treatments as part of the Annual Pavement Preservation program.
- Roughly 230 intersections have retiming implemented as part of the traffic signal coordination projects - construction initiated or continuing.

**Construction Initiated:**

- 2018 Preventive Maintenance Program - Project was suspended in fall 2018 until favorable weather conditions were available.
- 2019 Preventive Maintenance Program – Construction start in May.
- Green Bike Stamp Enhancement Project – Completed in May
- Virginia Street Bus RAPID Extension Phase 1 Project (Early Work Utility) – Phase 1 construction activities are complete.

**Design Initiated:**

- Arlington Bridges at Truckee River
- Bus Stop Improvement and Connectivity Program
- California Avenue and Keystone Avenue Interchange Enhancements
- Clean Water Way
- Mill Street Complete Street
- North Valleys Improvements Package 3 and 3B
- Oddie Boulevard/Wells Avenue Improvement Project
- Reno Consolidated 19-01 Project (Sutro Street, 1<sup>st</sup> Street, Lake Street, and State Street)
- Reno Consolidated 19-02 Project (North Hills Boulevard and Hunter Lake Drive)
- Reno Consolidated 19-03 Project (Sierra Highlands Drive, Colbert Drive, Hammill Lane, Ralston Street, and Ohm Place)
- Regional Road Impact Fee Program 6<sup>th</sup> Edition Update
- Sparks Consolidated 19-01 Project (15<sup>th</sup> Street, Franklin Way, Hulda Court, and El Rancho Sidewalk)
- Spaghetti Bowl Xpress (SBX) Project
- Sun Valley Boulevard Corridor Improvement Project
- Traffic Engineering (TE) Spot 8 – Package 1 (New signal at Evans/Enterprise and other minor improvements at various signalized intersections)
- Traffic Engineering (TE) Spot 8 – Package 2 (New signal at Red/Rock/Silver Lake and extension of left turn pocket at McCarran/US 395)
- Traffic Management Project Phase 2B
- Virginia Street Bus RAPID Extension Phase 2 Project (Roadway Reconstruction and BRT)

## 2. *Finance:*

Leverage & Maximize return of federal funds for multi-modal projects

- Small Starts application updated and re-submitted for Virginia Street Bus RAPID Transit Extension Project. \$40.4 million federal funding allocation announced by FTA.

Cost Controls

- Continued monitoring of agency and overhead costs
- Indexing increase of 1.97 percent July 1, 2018
- Responsive to street & highway and public transportation program needs

Internal Controls

- Strong process controls regarding vendor payment changes utilizing verification through known vendor contacts
- Continued regular fraud awareness communication and training

Completion and approval of FY 2019 Agency Budget

- Submitted to the State of Nevada within required deadlines

Completion of FY 2018 Comprehensive Annual Financial Report (CAFR) and financial audit

- Received unmodified opinion (highest possible rating)
- Awarded the 31<sup>st</sup> consecutive Certificate of Achievement for Excellence in Financial Reporting

## 3. *Planning:*

Planning Studies Completed:

- Washoe County Regional Travel Characteristics Survey
- Bicycle, Pedestrian and Wheelchair County Annual Report
- Bicycle Facility Alternatives Analysis for Center and Sierra Streets
- Transit Asset Management Plan
- 2040 Regional Transportation Plan Amendment 1
- Regional Transportation Improvement Program Amendment 1

Planning Studies Underway

- ADA Transition Plan
- South Meadows Multimodal Transportation Study
- RTC Affordable Housing Study
- Eagle Canyon Study

Community Engagement Activities

- 177 public meetings, presentations and events
- X press releases, X media interviews, and X Road Ahead segments
- Expanded social media outreach

## 4. *Public Transportation & Operations:*

### **Fixed-Route Transit**

- Completed Fixed-Route Transit RFP Procurement
  - Awarded Fixed-Route Contract to Keolis Transit Services
- Rebranded RTC INTERCITY to Regional Connector
- Implemented two service changes, October 6, 2018 and May 4, 2019
- Implemented RTC RAPID Lincoln Line
  - Corridor ridership now 22% higher than previous year

- Implemented Fare Restructuring
  - US Veterans now qualify for reduced fare rides
  - Senior reduced fare eligibility lowered from age 65 to 60
  - Replaced 24-Hour Pass with Day Pass, reduced price from \$5.00 to \$3.00
    - Day Pass use more than doubled compared to 24-Hour pass last year
  - 7-Day Pass prices reduced 26% for full fare and 38% for reduced fare
    - 7-Day Pass ridership increases 265%
  - Upgraded Pass Vending Machines (PVMs) to sell all passes
- Procurement of 17 Proterra electric buses
  - Installed new fareboxes
- Developing fleet energy consumption model with Proterra
- Implemented ViriCiti hardware and software for bus telemetry and smart charger management
- Implemented Traffic Signal Priority Project on 4<sup>th</sup>/Prater and Virginia Street BRT corridors
- Completed digital radio project for RIDE
- Bus Stop Improvements
  - Installed four bus stop ADA pads
  - Installed one passenger shelter
  - Installed 18 benches
  - Awarded three-year bus stop improvement project

#### **ADA Paratransit / Senior Disabled Services**

- Processed over 1,000 applications for RTC ACCESS at the Mobility Center
- Implemented Travel Training Program
- Transitioned Paratransit software from Trapeze to Reveal
- Completed digital radio project ACCESS
- Implemented CardONE reloadable card for Washoe Senior Ride (Taxi Bucks) clients
- Reviewed and updated RTC ACCESS No-Show Policy
- Updated RTC ACCESS Riders Guide
- Upgraded Pass Vending Machines (PVMs) to sell RTC ACCESS tickets
- Implemented Token Transit mobile pass for ACCESS customers
- Brought ACCESS service boundaries in line with ADA requirements
- Awarded five FTA Section 5310 Senior/Disabled Transportation Program Projects
- Updated RTC Management Policy P-33 (RTC ACCESS ADA Compliance)
- Eliminated P-26 (CitiLift Eligibility) and P-29 (CitiLift Rider Suspension)
- Provided transportation to Senior Day at the Nevada Legislature
- Completed procurement of 10 ACCESS vans

#### **Trip Reduction Program**

- Vanpool growth from 141 – 164 vanpools
- Attended 20 transportation fairs (NDOT, Tesla, etc.)
- Upgraded Smart Trips website to include all vanpools plus all travel options
- Negotiated extension of the agreement to provide vanpool services with Enterprise
- Negotiated extension of NDOT Smart Trips program funding contract
- Obtained CMAQ funding for pilot UPass programs at UNR and TMCC
- Working with DAQ and City of Reno on Smart Trips 2 Work program (ST2W)

## **Facilities**

- Centennial Plaza
  - Negotiated leases with Greyhound and My Ride to Work
  - Installed new flooring for Greyhound Office
  - Installed Water bottle filler
- 4<sup>th</sup> Street Station
  - Installed one additional fast fill charging station
  - Installed Water bottle filler
- Villanova Maintenance and Operations Facility
  - Installed fifteen shop chargers
  - Replacement of NDEP / UST spill buckets
  - Completed drilling of NDEP/UST hazmat monitoring wells
  - Upgraded cash room vault
  - Installed LED lighting
  - Completed contract for HVAC upgrades
  - Completed contract for Fuel Master Installation
- Terminal Way
  - Installed window “anti-bird strike film” pilot at Terminal Way
  - Partnered with NV Energy to install smart thermostats at Terminal Way
  - Composting demonstration project
  - Completed Remodel scoping project
- Sutro (RTC ACCESS/Paratransit Operations)
  - Completed procurement for CNG compressor upgrade scheduled for FY 2020
  - Replaced storm damaged PV/solar system
- Produced braille/large maps for 4SS, Centennial Plaza and Meadowood Mall transfer center
- Campaigned with the State of Nevada Public Utility Commission for Commercial Vehicle Electric Rates
- Battery Storage Study with Governor’s Office of Energy at 4SS and Villanova
- Janitorial contract
- HVAC maintenance contract
- Landscape contract
- Snow removal contract

## **Plans/Campaigns/Presentations**

- Updated Title VI Complaint Procedures
- Developed Transit Asset Management Plan
- Free Ride Days
  - Nov 6, 2018, Election Day, 24,503 free rides
  - Nov 11, 2018, Veterans Day, 12,882 free rides
  - Dec 31, 2018, New Year’s Eve, 10,175 free rides
  - Mar 17, 2019, St Patrick’s Day, 8, 442 free rides
  - Apr 22, 2019, Earth Day, 22,837 free rides
- Envirolution Sustainability Tour
- Nevada Electric Transportation Forum and Fleet Electrification Workshop
- Fleet Con Conference Committee
- APTA Sustainability and Planning Committee
- APTA Clean Propulsion Committee
- APTA International Bus Rodeo Committee

- Zero Emissions Conference
- APTA Sustainability and Multimodal Planning Workshop
- APTA Mobility Conference
- Fleet Con / Fleet Pros Fleet Managers Conference
- Osher Lifelong Learning Institute (OLLI)
- Transforming Local Government Conference
- UNR College of Engineering – Lecture on Transit
- Air and Waste Management Association Luncheon
- Zero Emissions Bus Resource Alliance (ZEBRA)
- Submitted Autonomous Driving System USDOT grant application

### **Miscellaneous**

- Purchased replacement FM bi-fuel CNG FM vehicle
- Received new commercial electric vehicle tariff (rate) from NV Energy
  - Will result in significant savings on electricity by crediting RTC 100% for demand charges over the next 12 months
- Installed Bike Repair Station at TMCC

### **5. Administration:**

- Continued safety efforts including voluntary OSHA audits
- FTA approval of Safety and Security Plan for 4<sup>th</sup>/Prater project
- Provided training to all employees on diversity and inclusion training; workplace conflict training
- Updated Code of Ethical Standards Policy
- Updated and implemented ADA compliant forms on the RTC website to include: Bus routes/Maps; ADA complaint form and RTC employment application
- Recruited 7 new hires and two interns
- Completed VISSM traffic micro simulation software installation setup and training
- Replaced and upgraded e-mail and security servers

### **6. Legal**

- Improved legal services supporting procurement, contracting and contract management activities
- Developed policies, procedures and processes for procurement, contracting and contract management activities
- Prepared analyses and recommendations regarding RTC legal function and structure
- Improved coordination with outside counsel on special projects and litigation matters
- Improved inter-departmental communication and decision-making
- Value add to various RTC executive, planning, engineering, transit, and administrative matters



## **RTC 2018 Awards and Recognitions**

American Society of Civil Engineers  
Engineer of the Year - RTC Project Manager Scott Gibson  
March 2018

Indigo International Design, Bronze Award  
Lincoln Line Bus Designs  
April 2018

International Partnering Institute  
2018 John L. Martin Partnered Project of the Year Diamond Award  
Pyramid/McCarran Intersection Improvement Project  
May 2018

Associated General Contractors Nevada Chapter  
Pinnacle Award for General Engineering Contractors and  
Contracts Innovation for Projects over \$5M to Granite Construction  
Pyramid/McCarran Intersection Improvement Project  
May 2018

MV Transportation  
North America Coach Operator of the Year Award - John Moss  
June 2018

NDOT Excellence in Partnering Gold Award  
Pyramid/McCarran Intersection Improvement Project  
July 2018

Intelligent Transportation Society of Nevada ITS  
Project of the Year Award  
RTC Washoe ITS Center to Center Project  
November 2018

American Consumer Council  
Green C Self-Certification Program Recognition  
November 2018

Government Finance Officers Association  
2018 Certificate of Achievement  
November 2018

Transportation Security Administration  
2018 Gold Standard Mass Transit Award  
December 2018