



REGIONAL TRANSPORTATION COMMISSION

Metropolitan Planning • Public Transportation & Operations • Engineering & Construction

Metropolitan Planning Organization of Washoe County, Nevada

September 18, 2020

AGENDA ITEM 3.5

TO: Regional Transportation Commission
FROM: Mark Maloney
Director of Public Transportation and
Operations

Bill Thomas, AICP
Executive Director

SUBJECT: RTC Public Transportation and Operations Report

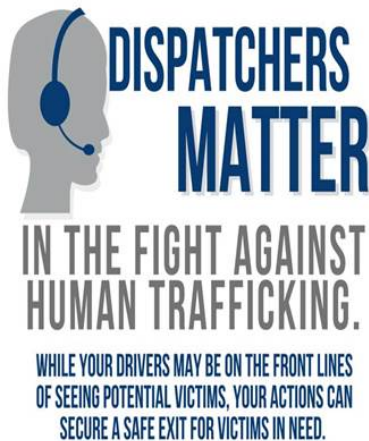
RECOMMENDATION

Acknowledge receipt of the monthly Public Transportation and Operations Report.

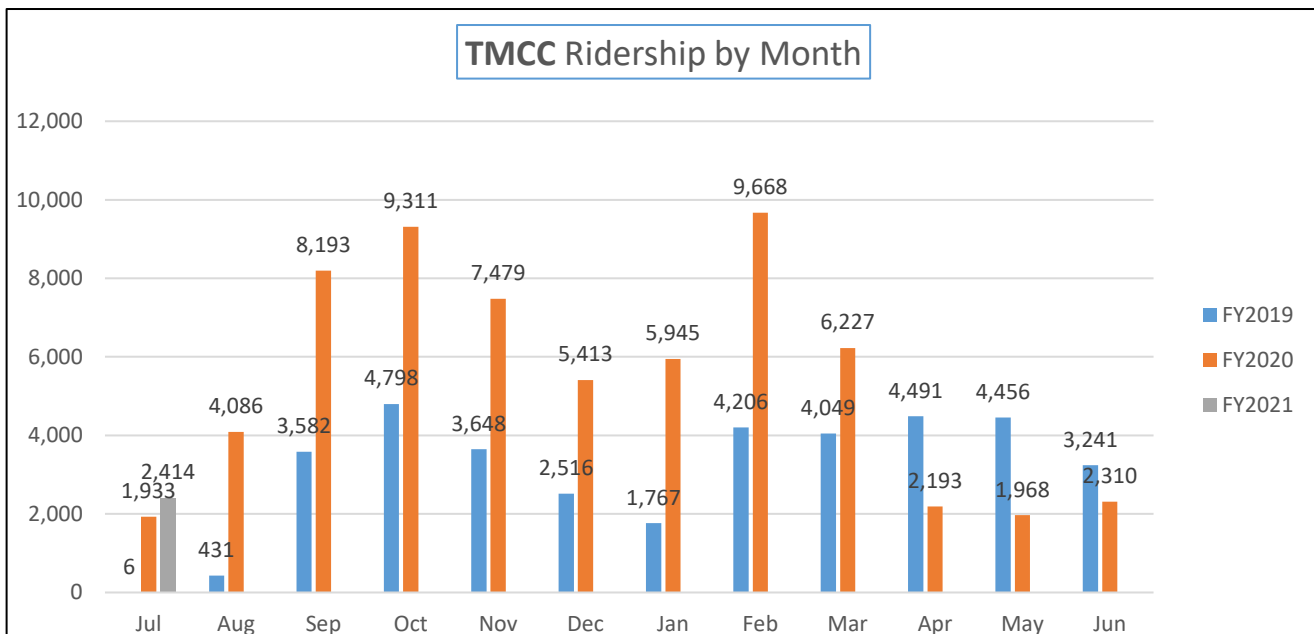
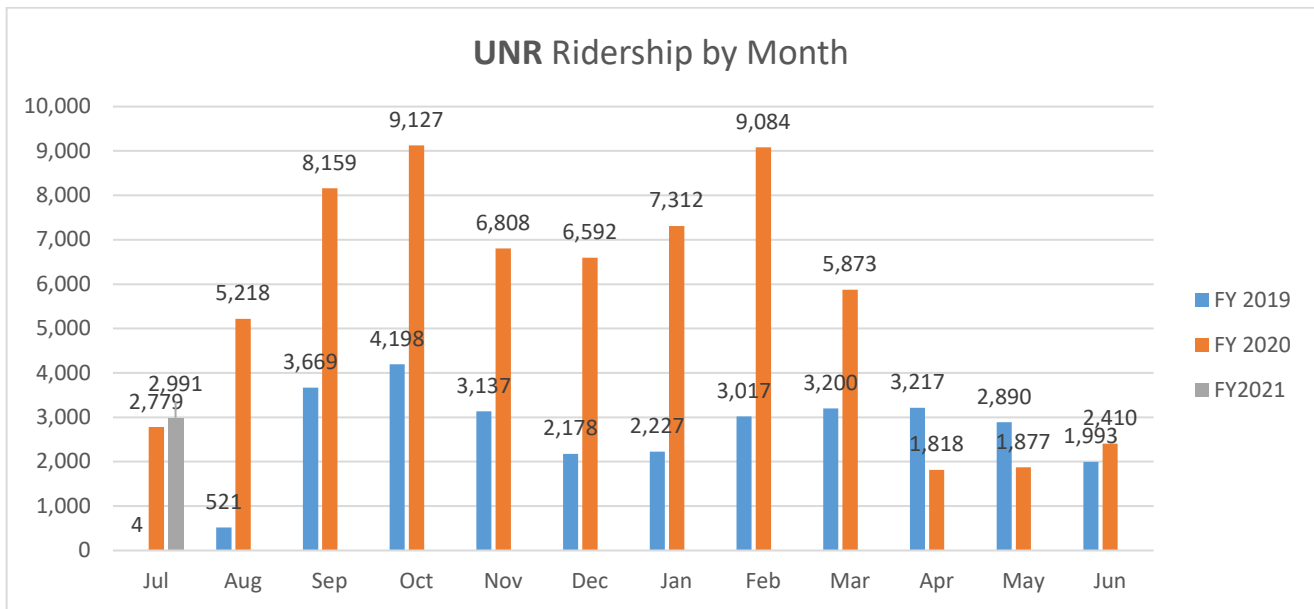
HIGHLIGHTS

KEOLIS Launches Campaign to Bring Awareness to Human Trafficking – After attending a National Transit Institute (NTI) course, Keolis Transit launches education awareness campaign for staff highlighting transit’s role and responsibility toward combating human trafficking in our community. Keolis’ Customer Service Manager, Tonya Myers created a “learning wall” that contains signs and other informational posters as their team

works together to get this very important message out to the front line staff. Operators are being encouraged to get involved and say something if they see something. Keolis plans to incorporate several video resources into future driver safety and customer service training which include “Make the Call, Save Lives” at <https://vimeo.com/249430212>, and they will begin running a video titled “Motorcoach and Public Transit Bus Red Flags” at <https://vimeo.com/283817653> on TV monitors in the driver’s breakroom.



ED PASS Program – In July of 2019, RTC with the help of a 2-year CMAQ grant started its Ed Pass Program at the University of Nevada, Reno (UNR) and Truckee Meadows Community College (TMCC). All students, staff and faculty can ride any of the RTC bus services by showing the driver their school ID. Staff visited both campuses frequently passing out information and talking with students, staff and faculty until the COVID-19 pandemic hit. The Ed Pass at both UNR and TMCC has been a huge success with an increase in ridership of 122% in FY20 at UNR and an increase of 74% at TMCC. See charts below noting that ridership for August 2020 (FY21) is greater than August of 2019 (FY20) without school being in full session.



Solar Shelter Lights Project – Installation of solar shelter lights began throughout the region in August. Forty-six (46) shelters have been completed to date.

RTC RIDE Service Change – On September 5, RTC implemented changes enhancing the fixed-route service in an effort to continue to provide passengers reliable, on-time service. The changes will improve transit access and passenger travel times allowing for more community-wide connectivity. To fill in gaps of service, three additional trips were added to the Route 18 on weekdays at 7:15 p.m., 8:15 p.m. and 9:15 p.m., and four additional trips on Sundays at 9:15 a.m., 10:15 a.m., 11:15 a.m., and 12:15 p.m. This service change also included an extension of Route 5 to serve the new Desert Skies Middle School/Washoe County Food Pantry which began on Saturday, August 15 to coincide with the beginning of the school year. Plans to launch two new FlexRIDE service areas in October are being finalized for Somersett and Spanish Springs. Spanish Springs will be merged with the current Sparks FlexRIDE service area to become the Sparks-Spanish Springs FlexRIDE zone, with access to Sparks and RTC CENTENNIAL PLAZA. FlexRIDE allows passengers to request rides at their closest curbside location to get dropped off at another curbside location within the microtransit service area. Additional information regarding these changes is available at rtcwashoe.com or by calling RTC Customer Service at (775) 348-RIDE.

RTC RIDE KEY HIGHLIGHTS

As the COVID-19 pandemic continues, Keolis remains active and responsive to the fluid issues surrounding this virus:

- Keolis effectively responded to its fourth OSHA complaint concerning operator non-compliance with the Governor’s face covering mandate. As a result, OSHA dismissed the complaint
- In an effort to address the issue of bus operator non-compliance with the face covering mandate, RTC required Keolis to temporarily relocate its Employee Breakroom to the larger Passenger Waiting Area at 4th Street Station. This allows for social distancing and increased enforcement of the face covering policy.
- The end of August has seen greater compliance by operators to the Governor’s face covering mandate.
- With the availability of mask dispensers on the buses, operator reports of passenger non-compliance with the face covering mandate have decreased as of the end of August.
- Upon receipt of shipment, Keolis expects to install hard shields manufactured by Proterra, Inc. throughout the fleet that are intended to minimize the spread of COVID by protecting the bus operator compartment.
- All previous PPE efforts and associated COVID-19 curb measures are and remain in place.

RTC ACCESS KEY HIGHLIGHTS

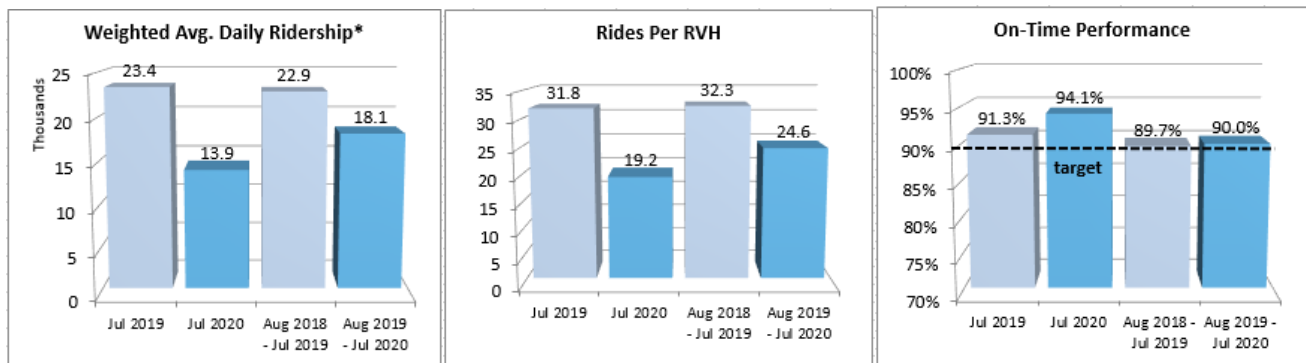
Since March, MTM Transit staff has delivered over 900 food boxes to families in need throughout the Reno/Sparks area. MTM also initiated its own employee driven food drive, and is happy to report that the bin is almost full, and expect to reach their goal of 100 lbs. In an effort not only to keeping their employees safe but also the RTC ACCESS passengers, MTM continues to respond to the fluid issues surrounding the COVID-19 pandemic. Efforts include sanitizing the interiors of vehicles each day and replenishing hand sanitizer, disinfectant, gloves and face coverings on a routine and consistent basis toward stopping the spread.

TRANSIT DEMAND MANAGEMENT (TDM) UPDATE

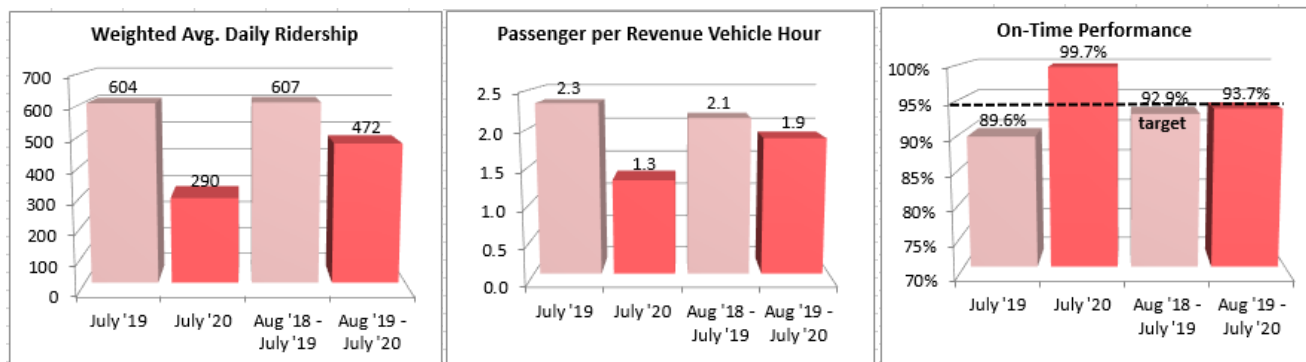
- Vanpools remained at 211 for the 3rd month in a row with over 125 of those serving the Tahoe Reno Industrial Center (TRIC). Vans are still running to the Army depot, the prisons and Air National Guard. Tesla has resumed operations. Staff will continue to monitor this situation.
- RTC staff is moving ahead with the Transportation Management Association (TMA) and plans to hold a workshop this fall, either in person or virtual. A virtual meeting was held July 30th with the TMA working group and established the agenda to present at its workshop for the TRIC employers. The next meeting is set for the end of September.
- With Reno updating its zoning ordinances, the trip reduction ordinance is still moving forward. RTC staff continues to work with City of Reno Planning staff to finalize this initiative. The group discussed chapter 4, which includes the trip reduction ordinance, and no changes were recommended to the ordinance.

JULY 2020 TRANSIT PERFORMANCE

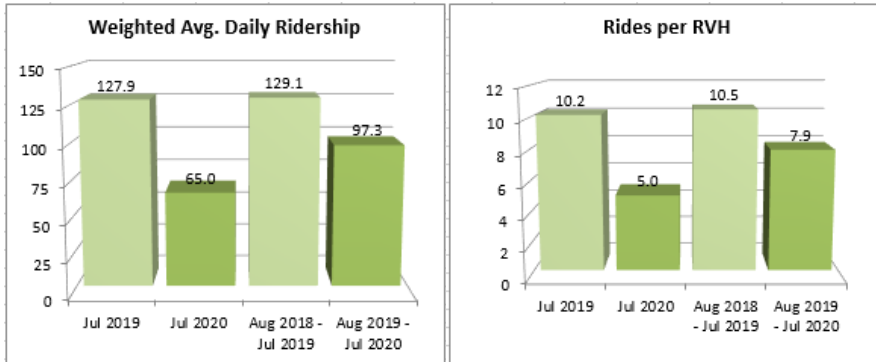
RTC RIDE



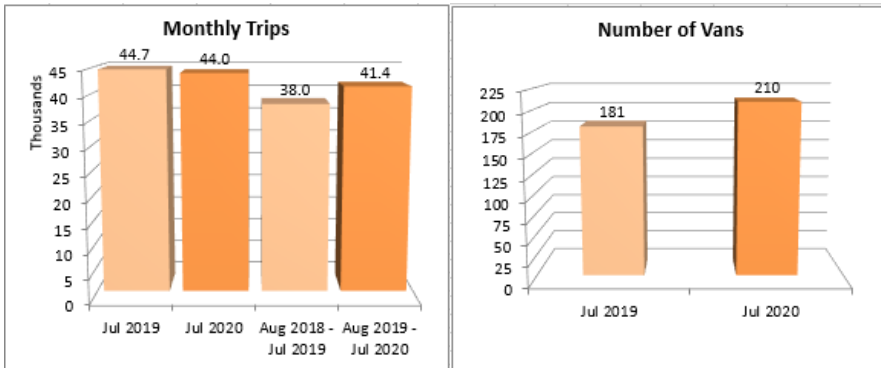
RTC ACCESS



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		
	Jul 2020	Percent Change	Jul 2019	Aug 2019 - Jul 2020	Percent Change	Aug 2018 - Jul 2019
Monthly Ridership*	434,133	-40.2%	726,376	6,543,020	-21.0%	8,279,815
Weighted Avg. Daily Ridership*	13,909	-40.5%	23,358	18,096	-20.8%	22,853
Revenue Vehicle Hours (RVH)	22,594	-1.0%	22,832	266,325	3.8%	256,532
Rides Per RVH	19.2	-39.6%	31.8	24.6	-23.9%	32.3
Revenue Vehicle Miles (RVM)	243,498	-2.7%	250,374	2,931,109	3.5%	2,830,774
Complaints Per 25,000 Rides	5.07	15.9%	4.37	3.69	2.3%	3.61
On-Time Performance ²	92.8%	0.3%	92.6%	90.0%	0.1%	89.9%

Performance Indicator	Jun 2020	Percent Change	Jun 2019	Jul 2019 - Jun 2020	Percent Change	Jul 2018 - Jun 2019
Revenue	\$312,159	-33.3%	\$467,824	\$3,972,630	-22.2%	\$5,108,072
Farebox Recovery Ratio	10.8%	-36.4%	16.9%	12.2%	-32.6%	18.1%
Subsidy per Ride	\$6.40	86.4%	\$3.43	\$4.18	49.9%	\$2.79

¹ RTC Transit includes RTC RIDE, RTC RAPID, RTC REGIONAL CONNECTOR, and UNR Midtown Direct

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

* - May 2019, the RTC started using a new passenger counting system. Data before May 2019 is adjusted for the new method.

RTC ACCESS Performance Statistics

Performance Indicator	Current month compared with same month last year			Current 12-months compared with previous year		
	July '20	Percent Change	July '19	Aug '19 - July '20	Percent Change	Aug '18 - July '19
Monthly Ridership	8,958	-53.9%	19,435	167,401	-25.6%	225,063
Weighted Avg. Daily Ridership	290	-52.0%	604	472	-22.2%	607
Revenue Vehicle Hours	6,915	-17.2%	8,355	89,910	-11.7%	101,817
Passenger per Revenue Vehicle Hour (does not include taxi data)	1.30	-44.3%	2.33	1.86	-12.6%	2.13
Revenue Vehicle Miles (RVM)	76,382	-47.7%	146,123	1,298,346	-23.1%	1,689,152
Complaints per 1,000 Rides	0.45	-21.1%	0.57	0.57	-0.2%	0.57
ADA Capacity Denials	0	0.0%	0	0	0.0%	0
Other Denials	0	0.0%	0	0	-100.0%	1
Accidents per 100,000 Miles	0.00	0.0%	0.68	0.88	27.2%	0.69
On-Time Performance (does not include taxi data)	99.7%	11.3%	89.6%	93.7%	0.8%	92.9%
Taxi On-Time Performance	0.0%	0.0%	0.0%	0.0%	-100.0%	43.7%
Performance Indicator	Mar '20	Percent Change	Mar '19	July '19 - Mar '20	Percent Change	July '18 - Mar '19
Revenue*	\$109,613	-40.9%	\$185,548	\$1,380,910	-12.5%	\$1,578,574
Farebox Recovery Ratio*	14.84%	-38.75%	24.23%	20.10%	-18.66%	24.71%
Subsidy per Passenger*	\$44.21	117.4%	\$20.34	\$26.56	38.4%	\$19.19

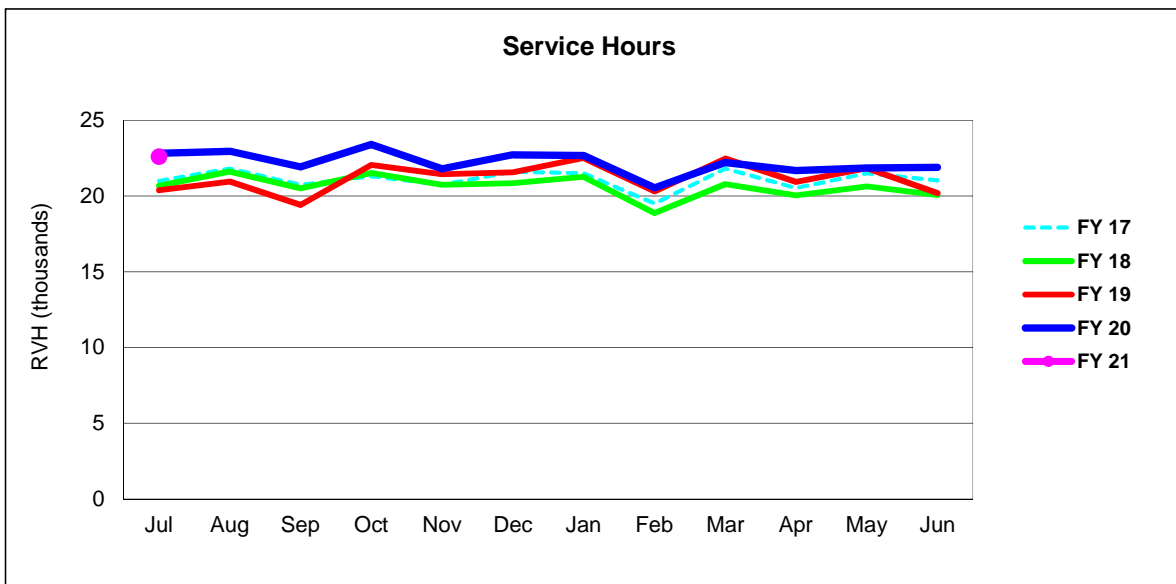
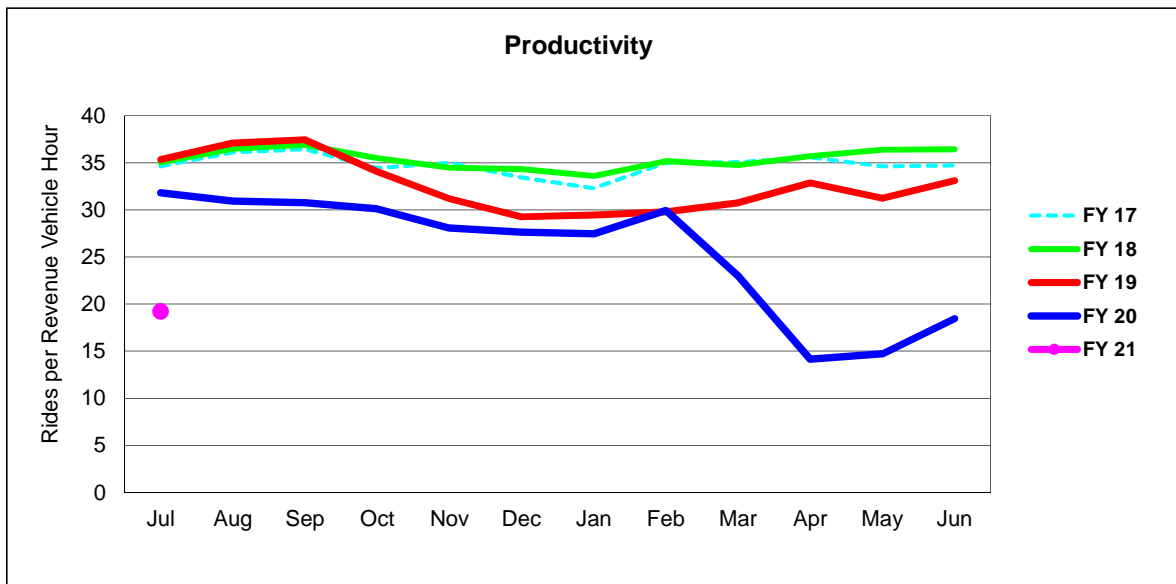
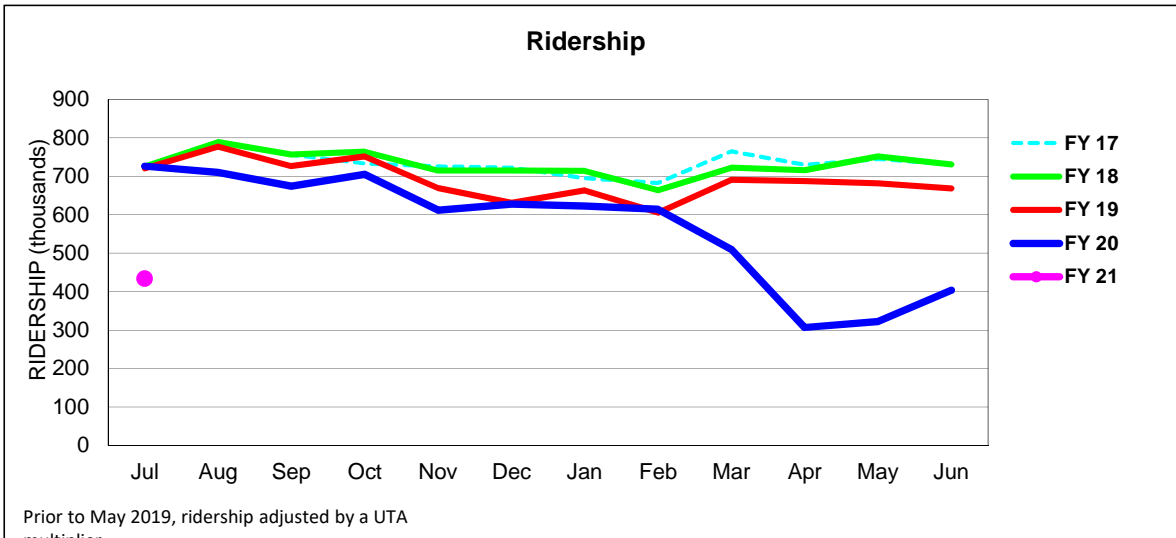
*March 2020 data is the latest available.

TART Performance Statistics

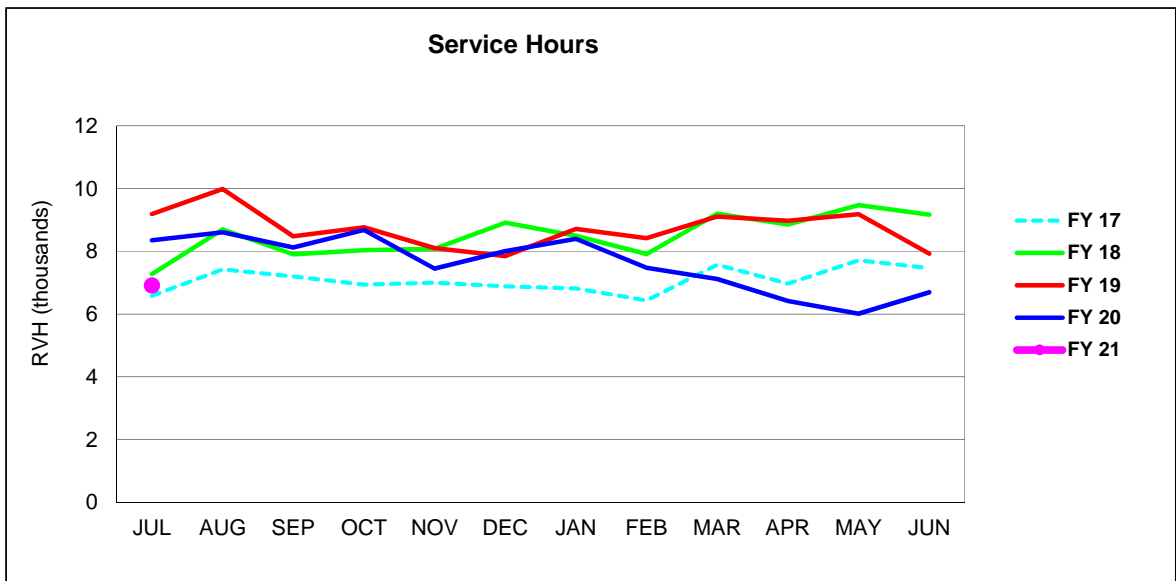
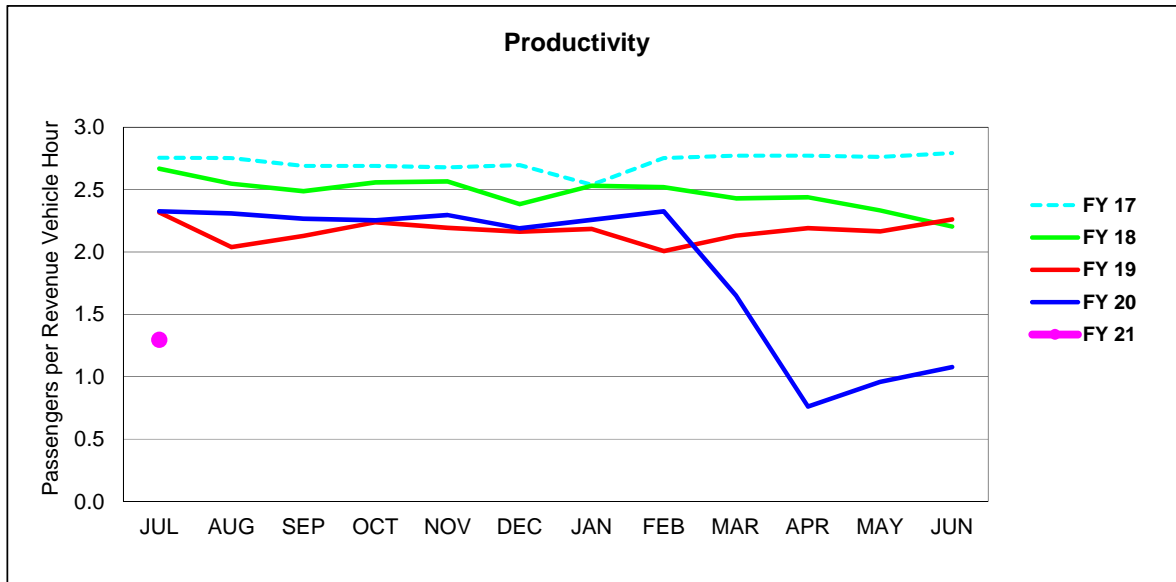
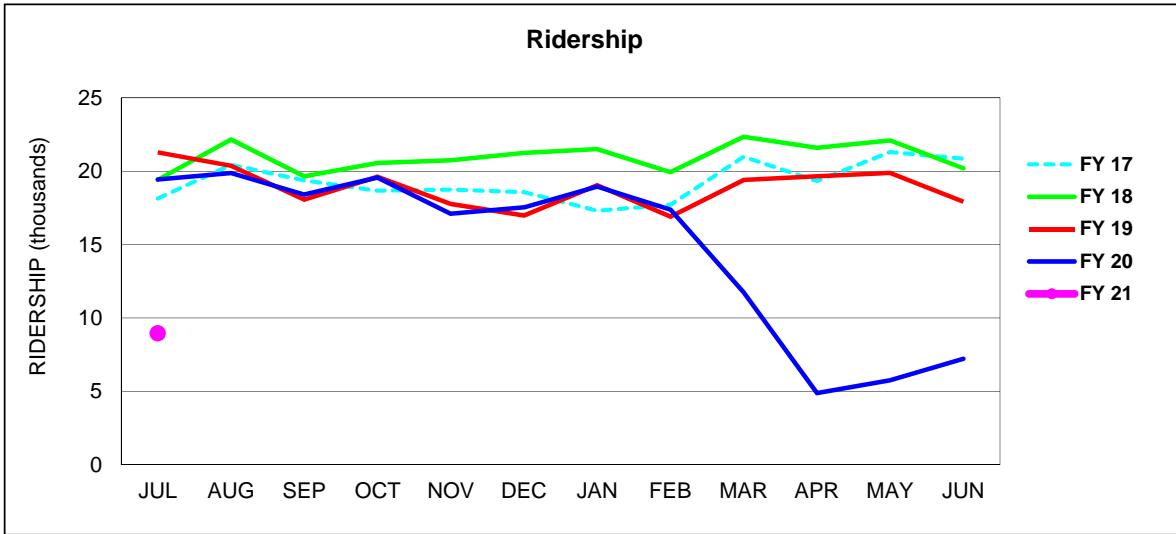
Performance Indicator	Current month compared with same month last year			Current 12-months compared with previous year		
	Jul 2020	Percent Change	Jul 2019	Aug 2019 - Jul 2020	Percent Change	Aug 2018 - Jul 2019
Monthly Ridership	1,925	-49.8%	3,834	35,199	-24.1%	46,373
Weighted Avg. Daily Ridership	65.0	-49.1%	127.9	97.3	-24.6%	129.1
Revenue Vehicle Hours (RVH)	388	2.7%	377	4,437	0.5%	4,416
Rides per RVH	5.0	-51.1%	10.2	7.9	-24.5%	10.5
Revenue Vehicle Miles (RVM)	8,448	2.7%	8,224	87,052	-8.0%	94,603
Revenue*	\$0	-100.0%	\$4,505	\$12,980	-72.8%	\$47,743
Farebox Recovery Ratio*	0.0%	-100.0%	9.7%	2.4%	-73.6%	9.0%
Subsidy per Ride	\$25.42	133.5%	\$10.89	\$15.12	45.7%	\$10.38

* - Effective December 12, 2019 TART started providing free rides for a two-year trial period.

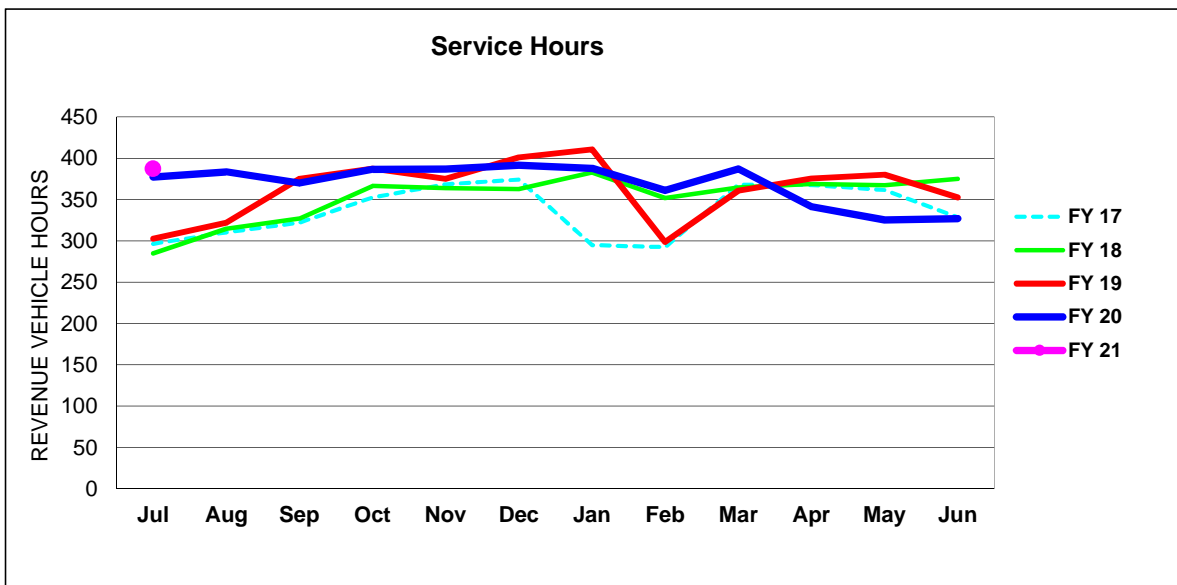
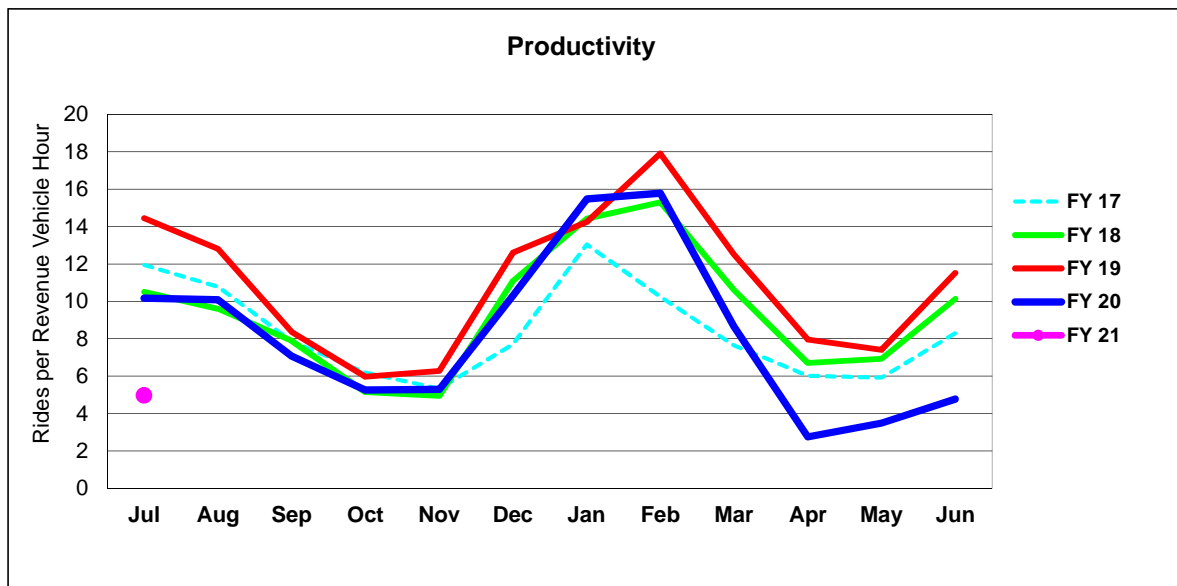
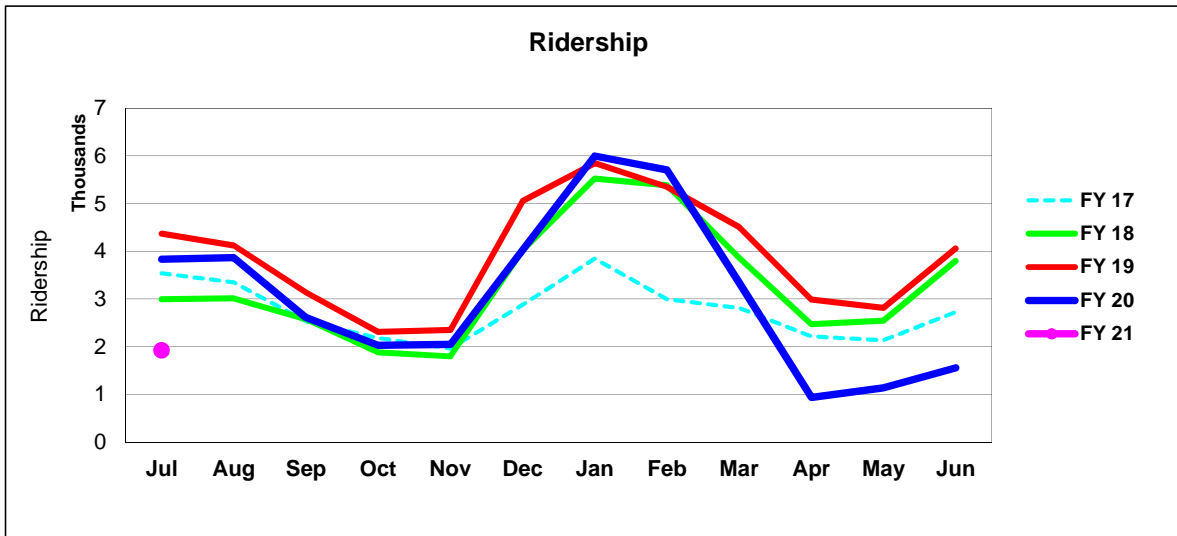
RTC Transit Fiscal Year Comparisons



RTC ACCESS Fiscal Year Comparisons



TART - Nevada Fiscal Year Comparisons



RTC Vanpool Fiscal Year Comparisons

