



REGIONAL TRANSPORTATION COMMISSION

Metropolitan Planning • Public Transportation & Operations • Engineering & Construction

Metropolitan Planning Organization of Washoe County, Nevada

November 20, 2020

AGENDA ITEM 3.6

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/Operations Report.

HIGHLIGHTS



New FlexRIDE Service - On Saturday, October 24, RTC launched its new FlexRIDE service in Somerset/Verdi and Spanish Springs. FlexRIDE is an on-demand, shared-ride public transit service that provides users with curbside-to-curbside service within each FlexRIDE zone. The current Sparks FlexRIDE service area has been expanded to include a portion of Spanish Springs. The new area includes areas of Pyramid Highway, the Galleria Shopping Center, parts of Los Altos Parkway, Vista Boulevard, Kiley Ranch, and the Spanish Springs Library. Sparks FlexRIDE connects with RTC CENTENNIAL PLAZA so that passengers can connect with RTC’s transit system. The new Somerset FlexRIDE area includes parts of Verdi, including Bridge Street, Cabela’s and

Boomtown Casino, along with a majority of the Somerset area, and including parts of Glen Eagles Drive, Avenida de Landa, Robb Drive, and Las Brisas Boulevard. Somerset FlexRIDE connects with RTC RIDE Route 4 allowing passengers to connect with RTC’s transit system. Fares are the same as the standard RTC RIDE fares, \$2 per ride or \$3 for a day pass. Reduced fares will also be the same as existing RTC RIDE reduced fares. More information can be found on RTC’s website.

The RTC also transitioned into a new FlexRIDE app for all current and future FlexRIDE services, including North Valleys FlexRIDE and Sparks FlexRIDE. New and existing FlexRIDE users using smartphones and tablets are asked to download the free RTC Washoe FlexRIDE app from the Apple App Store or Google Play to book rides.

To launch this new service, RTC staff conducted the following outreach activities:

- Social media and news releases was used to promote the RTC FlexRIDE new service and the new FlexRIDE rider's app.
- Developed the following videos:
 - How-To-Ride Video
 - How-To-Book a Ride Video
- Distributed FlexRIDE Flyers at Centennial Plaza (RTC Sparks Transit Station).
- FlexRIDE drivers distributed out Business Cards/Flyers to current riders.
- WCSC distributed new FlexRIDE Flyers to their meals on wheels delivery clients at Spanish Springs Senior Center (Lazy 5)
- Met with Natalie Hilbert (Fitness~Life Enrichment Director at Cascades of the Sierra)
- Sent information on FlexRIDE Somerset/Verdi to Carly Borchard of Verdi Community Council
- Met with Robin Bolson (Communications Coordinator) of Somerset Community
- We added an announcement thru our IVR about the new service area and FlexRIDE app.
- Dispatchers/Reservationist informed callers about the new service area and FlexRIDE app.
- Mailed FlexRIDE flyers to all eligible RTC ACCESS clients who lives out in Somerset/Verdi and Spanish Springs.
- Contacted Washoe County Library's Andrea Tavener (Public Information and Development Officer of Washoe County Library System) to help distribute FlexRIDE flyers.



New Flyer Bus Plant Inspection - RTC and Keolis maintenance staff traveled to Aniston, Alabama to inspect the first unit of our next seventeen (17) RIDE bus order. These New Flyer buses are clean air hybrid electric diesel buses to replace our older Gillig diesel buses. The in-plant inspection provided us with the opportunity to check all essential bus systems and catch any errors, omission and defects while the bus was still at the factory and where corrections can be made prior to delivery and final acceptance. The bus inspections showed some minor cosmetic and a few technical specification errors or omissions but they were able to be corrected prior to shipping the first unit.

New Flyer Buses Scheduled for Delivery - The first bus is schedule for delivery by November 9, 2020 with the seventeenth bus scheduled for delivery by mid-January in 2021. These buses are clean air hybrid electric diesel buses with the capability to operate on 100% electric mode short durations in "Green Zones" which are areas around out Transit Stations and maintenance shop. This will help to reduce concentrations of diesel emissions and eliminate significant idle time.



Two New Proterra Catalyst Buses and New 125 Kw Bus Chargers for Virginia Street BRT - The first bus is scheduled for delivery November 6, 2020, with the second expected to be delivered on November 20, 2020. These buses are slight upgrades from our existing Proterra Catalyst Buses and will have duo power drive and 800V (instead of 400V on our existing buses) systems to improve energy efficiency and power. The two new chargers are installed at 2050 Villanova and will charge at 125 kW (instead of 60kW of our existing chargers). This is expected to reduce recharge times by 50%. These buses are being assembled in the City of Industry plant in Southern California.



RTC RIDE KEY HIGHLIGHTS

- Keolis reported two positive COVID-19 cases, not specifically related to being at work, making the total thus far at five (5) employees or less than 2% of the workforce.
- Hard plexi-shields have arrived and are being installed and retrofitted in the driver compartment area on the buses.
 - This effort continues to be Keolis and RTC's commitment to the safety and security of its bus operators.
- Final training sessions for Zonar are being delivered through Keolis' safety meetings with a soft roll-out date of mid-November.
 - This system replaces the paper based pre/post trip defect notification mechanism.
- Keolis is actively working with its scheduler to see how they be able to further maximize the utilization of the electric fleet specifically the 1st generation Proterras.
 - Keolis will be submitting a plan to RTC by mid-November demonstrating how they can maximize the use of these buses.
- October marked the first month of Keolis' "Team Competition" wherein five supervisor teams competed against each other for best: Safety, Attendance and Customer Service record.
 - The winning team will earn gift cards to Starbucks or a grocery store.
- Keolis hosted a Halloween contest for best Halloween face mask
 - Top 3 winners were awarded various prizes.

RTC ACCESS KEY HIGHLIGHTS

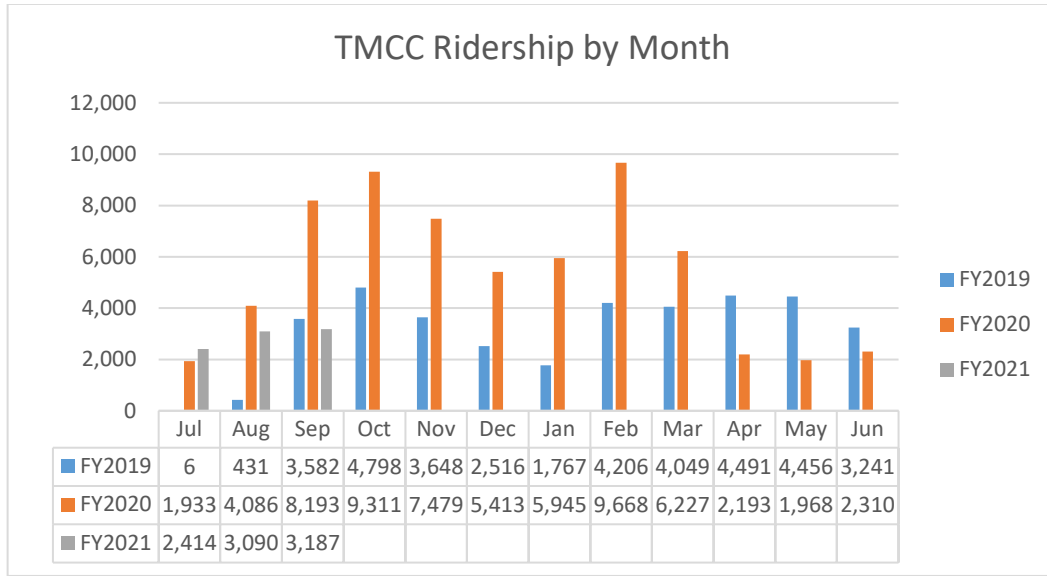
- MTM is now using fogging mist machines that do not leave behind a residue like the spray bottles they were previously using. The new machines also cover hidden areas that the spray bottles have a hard time reaching, so the buses are more sanitary than ever.
- MTM offers referral bonuses to existing drivers to help grow its pool of drivers.
- MTM's Safety Blitz focused on intersections

Safety Blitz

Intersections are **SCARY** Places

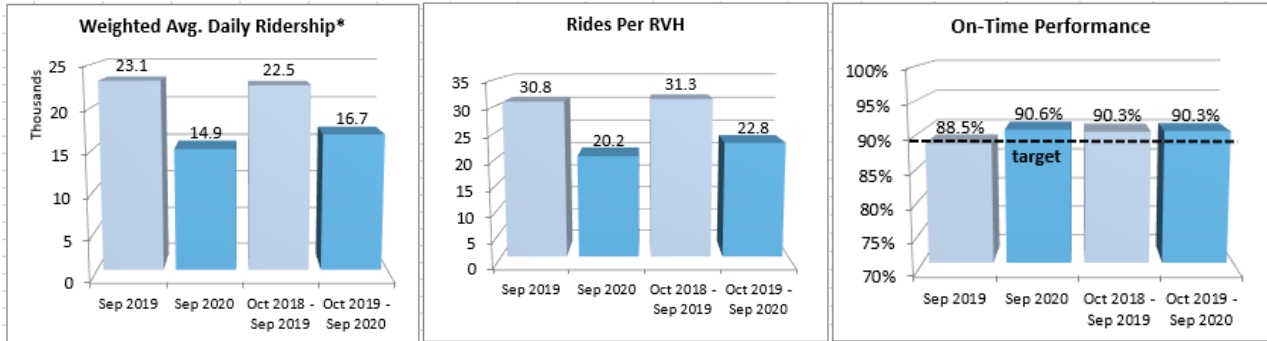


Rock and Roll to see around your blind spots.
Pause 2 to 3 seconds
Look Left Right Left before and during intersections
Expect the Unexpected
Watch for Pedestrians and Cyclists

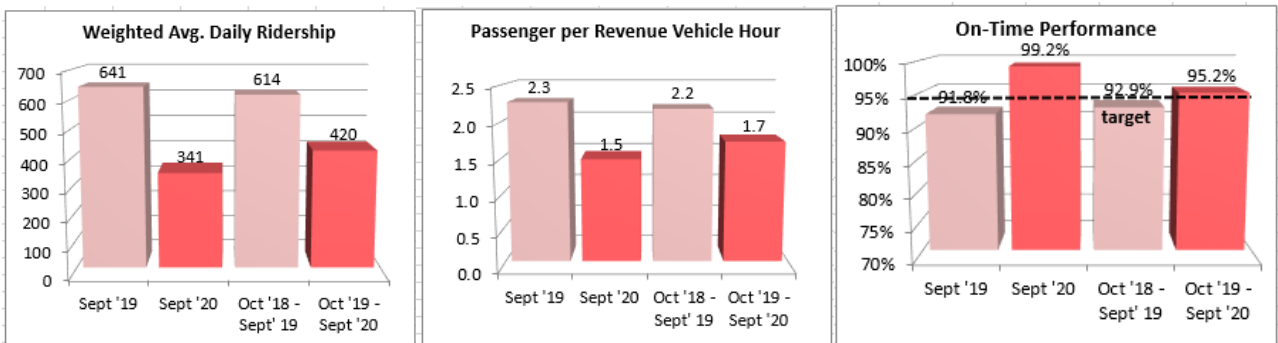


SEPTEMBER 2020 TRANSIT PERFORMANCE

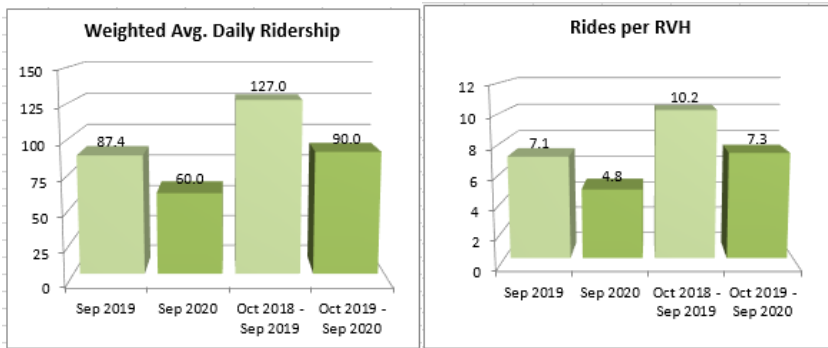
RTC RIDE



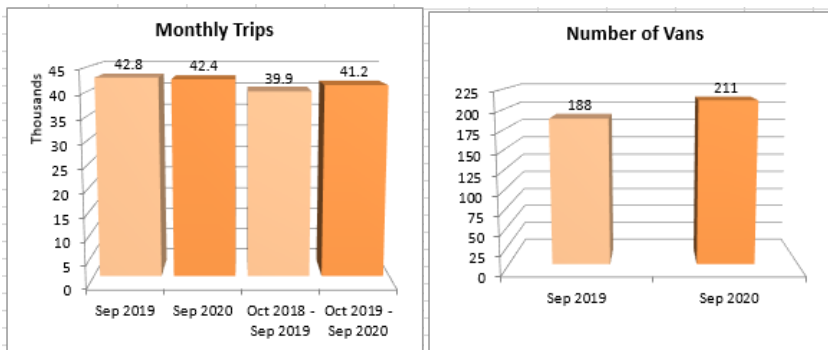
RTC ACCESS



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		
	Sep 2020	Percent Change	Sep 2019	Oct 2019 - Sep 2020	Percent Change	Oct 2018 - Sep 2019
Monthly Ridership*	444,029	-34.1%	674,204	6,042,403	-26.0%	8,159,969
Weighted Avg. Daily Ridership*	14,906	-35.4%	23,065	16,709	-25.8%	22,523
Revenue Vehicle Hours (RVH)	21,957	0.1%	21,925	265,398	1.7%	261,058
Rides Per RVH	20.2	-34.2%	30.8	22.8	-27.2%	31.3
Revenue Vehicle Miles (RVM)	234,932	-2.0%	239,752	2,913,371	1.9%	2,859,624
Complaints Per 25,000 Rides	3.94	-16.3%	4.71	3.60	-0.3%	3.61
On-Time Performance ²	90.6%	2.3%	88.5%	90.3%	0.1%	90.3%

Performance Indicator	Aug 2020	Percent Change	Aug 2019	Sep 2019 - Aug 2020	Percent Change	Sep 2018 - Aug 2019
Revenue	\$414,574	1.4%	\$408,806	\$3,788,382	-23.4%	\$4,945,406
Farebox Recovery Ratio	14.5%	-4.8%	15.2%	11.9%	-27.3%	16.4%
Subsidy per Ride	\$5.56	73.4%	\$3.21	\$4.47	45.4%	\$3.07

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		
	Sept '20	Percent Change	Sept '19	Oct '19 - Sept '20	Percent Change	Oct '18 - Sept '19
Monthly Ridership	10,177	-44.7%	18,410	149,067	-33.7%	224,917
Weighted Avg. Daily Ridership	341	-46.8%	641	420	-31.5%	614
Revenue Vehicle Hours	6,929	-14.7%	8,124	86,784	-13.9%	100,794
Passenger per Revenue Vehicle Hour (does not include taxi data)	1.47	-35.2%	2.27	1.72	-21.1%	2.18
Revenue Vehicle Miles (RVM)	85,046	-38.1%	137,391	1,176,492	-30.3%	1,687,961
Complaints per 1,000 Rides	0.59	55.1%	0.38	0.61	20.4%	0.51
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	-100.0%	0.73	1.04	49.6%	0.69
On-Time Performance (does not include taxi data)	99.2%	8.1%	91.8%	95.2%	2.4%	92.9%
Taxi On-Time Performance	0.0%	0.0%	0.0%	0.0%	-100.0%	29.2%
Performance Indicator	June '20	Percent Change	June '19	July '19 - June '20	Percent Change	July '18 - June '19
Revenue*	\$113,598	-37.8%	\$182,571	\$1,668,538	-22.3%	\$2,146,148
Farebox Recovery Ratio*	14.25%	-42.31%	24.70%	18.26%	-26.93%	24.99%
Subsidy per Passenger*	\$62.94	201.4%	\$20.88	\$38.87	104.1%	\$19.04

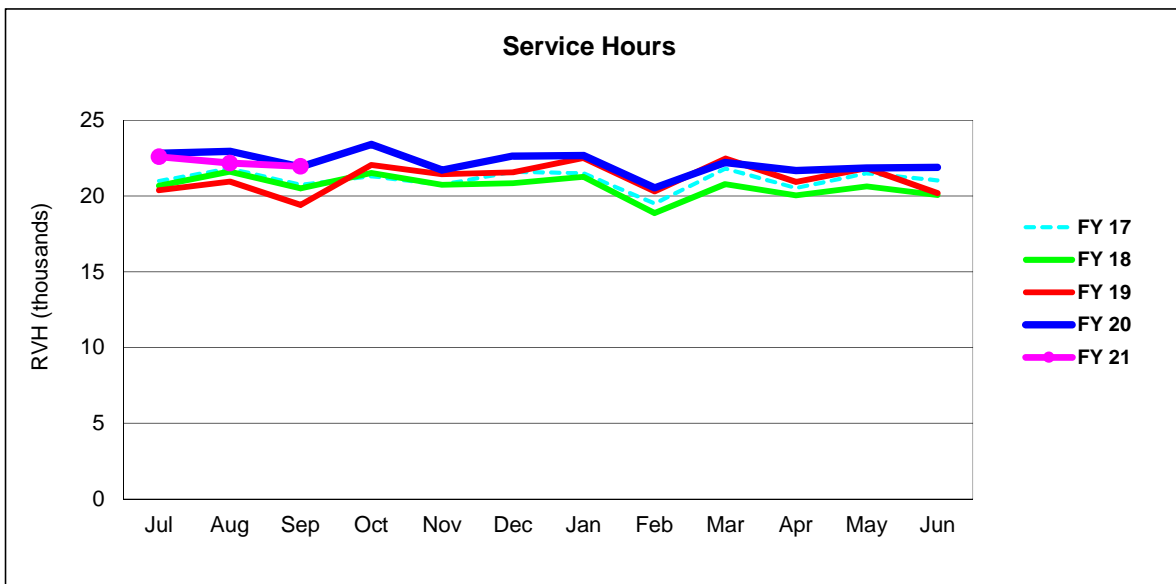
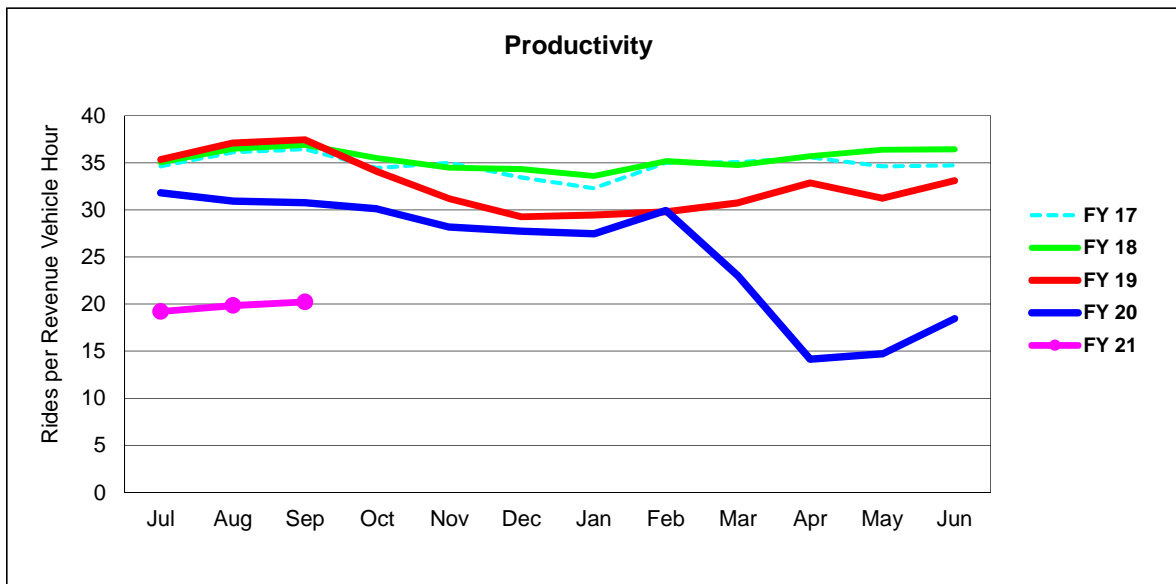
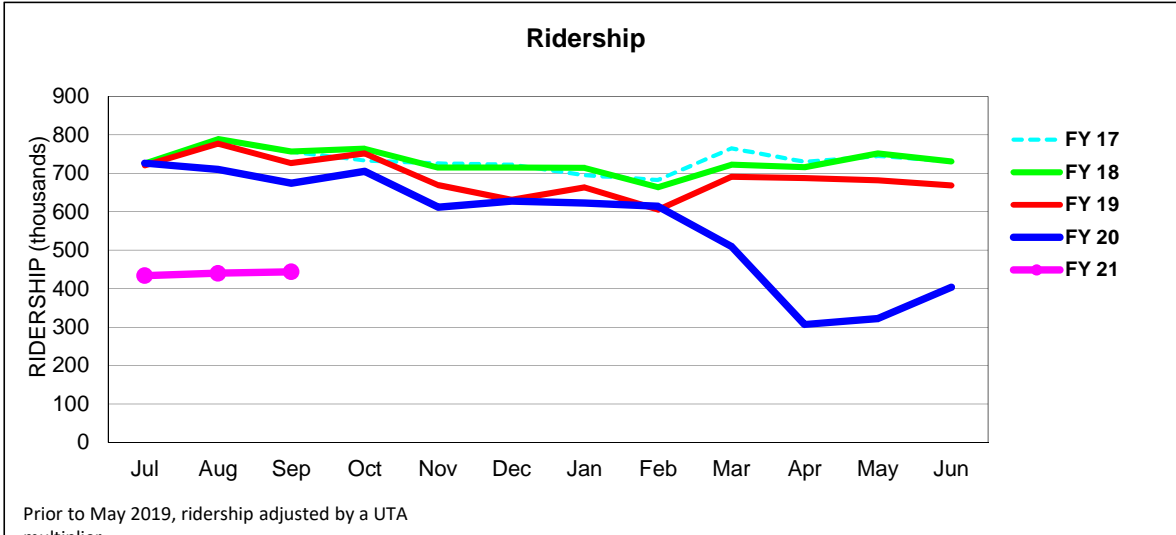
*June 2020 data is the latest available.

TART Performance Statistics

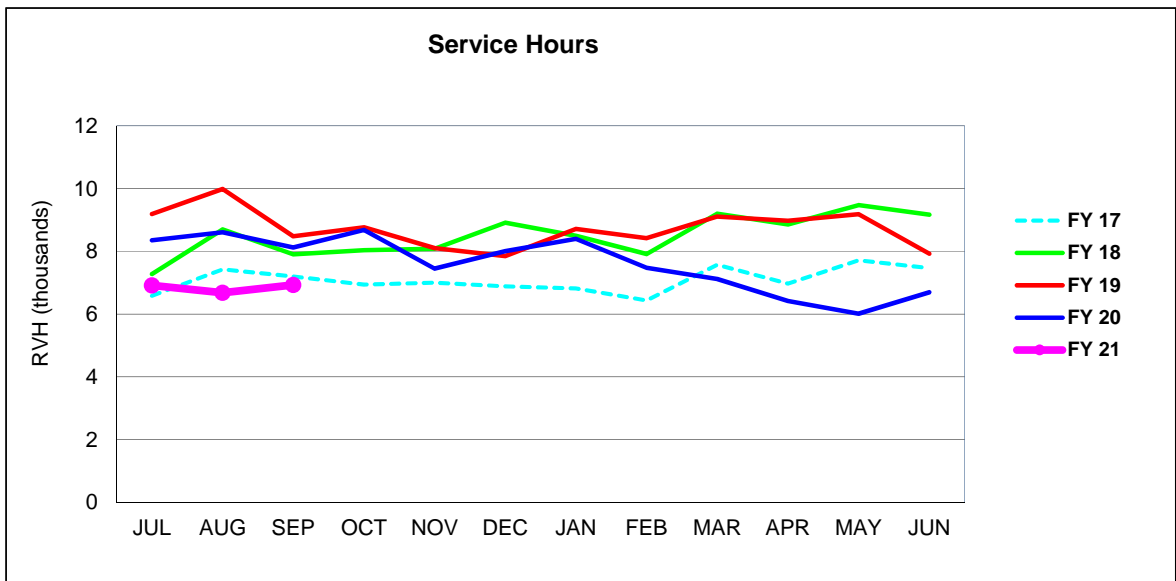
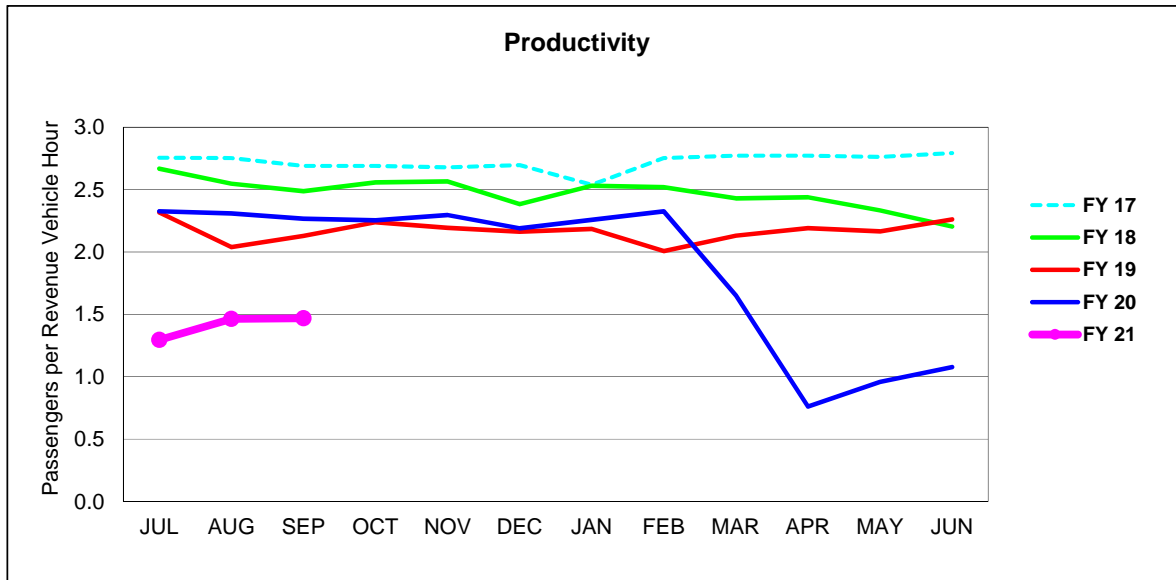
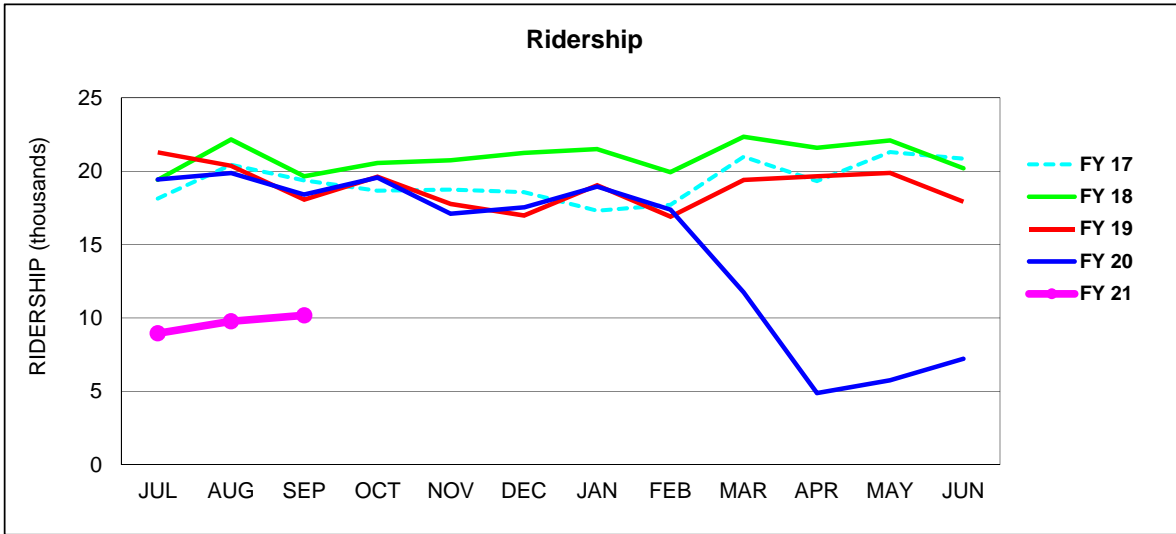
Performance Indicator	Current month compared with same month last year			Current 12-months compared with previous year		
	Sep 2020	Percent Change	Sep 2019	Oct 2019 - Sep 2020	Percent Change	Oct 2018 - Sep 2019
Monthly Ridership	1,802	-31.1%	2,614	32,508	-28.7%	45,595
Weighted Avg. Daily Ridership	60.0	-31.4%	87.4	90.0	-29.2%	127.0
Revenue Vehicle Hours (RVH)	375	1.3%	370	4,443	-0.7%	4,473
Rides per RVH	4.8	-31.9%	7.1	7.3	-28.2%	10.2
Revenue Vehicle Miles (RVM)	8,175	1.3%	8,071	87,192	-9.0%	95,846
Revenue*	\$0	-100.0%	\$3,152	\$5,608	-88.1%	\$46,947
Farebox Recovery Ratio*	0.0%	-100.0%	6.9%	1.0%	-88.3%	8.7%
Subsidy per Ride	\$26.28	62.6%	\$16.16	\$16.71	55.1%	\$10.78

* - 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

