



**REGIONAL TRANSPORTATION COMMISSION**

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

Metropolitan Planning Organization of Washoe County, Nevada

**MEETING DATE:** April 16, 2021

**AGENDA ITEM 4.5**

Through: Mark Maloney, Director of Public Transportation and Operations

---

**RECOMMENDED ACTION**

Acknowledge receipt of the monthly Public Transportation and Operations Report.

**BACKGROUND AND DISCUSSION**

**Highlights**



**COMMUNITIES OF STRENGTH: MAY 2021**

**RTC to Recognize Older Americans Month in May** – Older Americans Month will be celebrated virtually this year in May. In collaboration with Washoe County Human Services Agency, and to honor and celebrate our most vulnerable population, RTC staff is preparing a recorded video that will be available for viewing called the “ABCs of RTC’s FlexRIDE curbside-to-curbside public transit service.” The video will be presented virtually.

For more information visit

<https://www.washoecounty.us/seniorsrv/index.php>.

**RTC Offered Free RIDEs on St. Patrick's Day** - On March 17, the RTC marked 18 years of providing a safe transportation choice to help people celebrate St. Patrick’s Day responsibly with the FREE Safe RIDE program. Scheduled RTC transit services were free on Wednesday, March 17, from 4 p.m. until 2 a.m. The RTC’s FREE Safe RIDE program supports Vision Zero Truckee Meadows’ goal of zero pedestrian fatalities in our community by 2030. The RTC would not be able to provide this free service to our community without the support of our contributing sponsors, including Atkins, C A Group, HDR, NCE, KOLO 8 News Now, Sierra Nevada Construction, and the Reno-Sparks Convention & Visitors Authority.



**RTC Launches Get On. Get Happy. Campaign for RAPID Virginia Line Extension**

- With the launch of the new RAPID Virginia Line Extension to the University on March 6, the RTC also launched a new marketing campaign to inform the community of the new service. The campaign, called Get On. Get Happy. was developed to remind the community of the benefits of taking public transportation, specifically the new RAPID



Virginia Line Extension, which travels through central Reno from Meadowood Mall to Midtown Reno, to Downtown Reno and to the University of Nevada, Reno. Not only is taking the bus free for University and TMCC faculty, students and staff with an ID, but with convenient pick-up times every 10 minutes it is a great option for traveling through Reno without worrying about finding a parking spot. The campaign reminds people that when you get on the bus, you can get happy because you are making an easy choice to get where you want to go while helping the environment, avoiding parking hassles and letting someone else take care of the driving. The campaign will be visible on local billboards, social media, and on digital advertising. We encourage everyone to try the RAPID Virginia Line Extension. Now Get On. Get Happy.

**RTC RIDE Key Highlights**

- Spring Service Change went into effect March 6, 2021 (RAPID Virginia Line Extension).
- Badge On Board event with RPD held on March 10, 2021.
- Reno Vaccination on the Bus media event took place on March 26, 2021. Local news, KTVN Channel 2, filmed one of our operators picking up passengers.
- Keolis continues to collaborate with Busing On The Look-out (B.O.T.L.) on Human Trafficking Prevention & Awareness training for their operators. A portion of March's safety training was dedicated to this very important cause.
- Keolis continues to have a good turnout overall from staff and drivers for the vaccination. Keolis has between 75-80 employees whom have already taken either their first dose, or both doses at this time. Keolis continues to see employees scheduling and eagerly awaiting their appointment date and expressing an overwhelming feeling of relief from Coronavirus anxiety.
- **March Safety Training Courses:**
  - Course activities include: PPE, De-Escalation & Responsibility, B.O.T.L. Refresher and related material, and app link, "Diversity at Work, in the Community, and You!," Keolis Drug & Alcohol Policy and TAF Sign-off, "Safety Matters: PPE Equipment Overview," Lockout/Tagout, Bloodborne Pathogens, with optional refreshers for "Workplace Violence: Looking Out For Each Other," and Transit Mask Mandate Summary and related required quizzes.
- **Health checks:** Additional equipment came in for the completion of the temperature scanners at Villanova.
- Equipment delivered and ready to be configured for the Safety Training Room. Training classes for all managers to be scheduled.

- Keolis celebrated *National Transit Operator Appreciation day* on Thursday, March 18 with its entire staff. Keolis hosted a taco truck at both Villanova and the 4<sup>th</sup> Street Station and the team had fun playing “Safety-Spin the Wheel” where staff could win some great prizes including RTC and Keolis gift bags and lots of amazing gift cards. Employee appreciation candy bags were also handed out to show our gratitude.



### **RTC ACCESS Key Highlights**

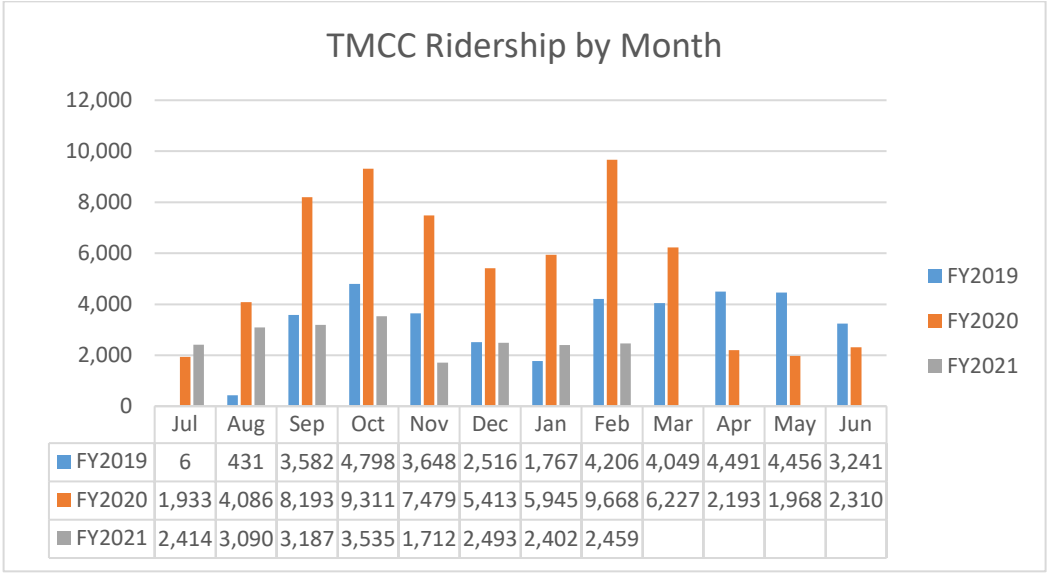
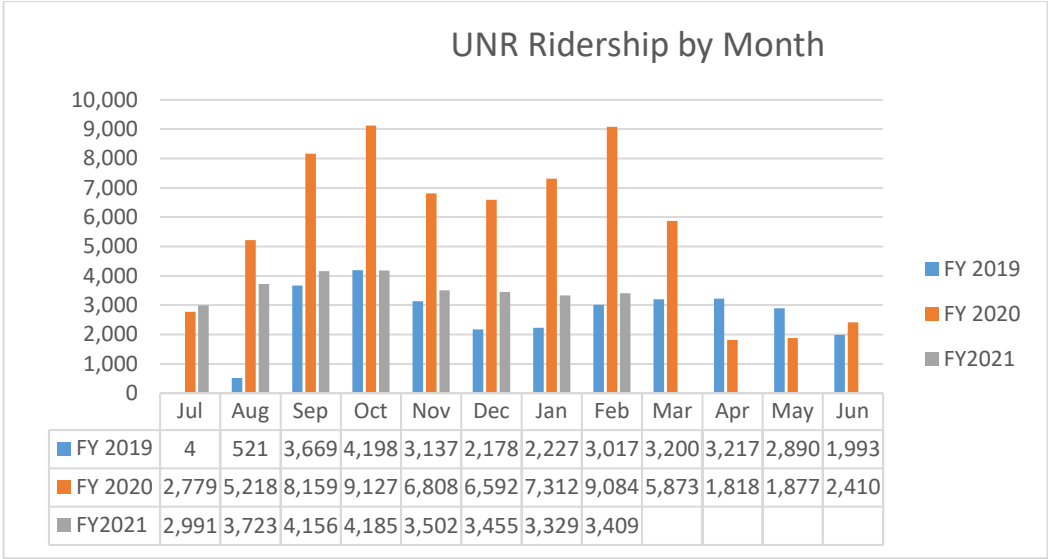
- FlexRIDE update:
  - 55% increase in first time riders
  - Average median wait time = 12.52 minutes
- MTM management held a St. Patrick’s Day Safety Blitz focusing on LLLC (look around, look ahead, leave room, and communicate). Staff fished for Lucky Charm messages ensuring a day full of luck, a bag of goodies, fruit, and a juice.
- MTM also held a staff appreciation Nacho Day in March.



### **TRANSIT DEMAND MANAGEMENT (TDM) Update**

- Vanpools increased to 240 from 235 with over 150 of those serving the Tahoe-Reno Industrial Center (TRIC). Vans are still running to the Army Depot, the prisons and Air National Guard. Tesla continues operations with COVID-19 precautions. Staff is working with Walmart and Chewy, who could join the vanpool program early this year. The Vanpool program has not only rebounded to its pre-pandemic level (218), but has added to that total. Staff will continue to monitor this situation.
- There are no updates on the trip reduction ordinance for the City of Reno.
- At UNR, the students voted on whether to impose a \$3.50 per semester fee on themselves to fund the ED pass program. The measure failed to pass, in large part because the pandemic prevented students from being on campus. As a result, this too prevented RTC staff presence on campus and the ability to educate the students regarding this program. University staff fully supports the program, including President Sandoval. While NDOT staff was working on extending our current Congestion Mitigation Air Quality grant until the end of December 2021, they realized that they had failed to obligate these funds in the first grant. Staff met with NDOT and Federal Highways to figure out how to proceed. The entities agreed to create a new contract for the \$200,000 that will begin upon approval by both the NDOT board and the RTC board and will be effective through September 30, 2022. This will allow staff to work with the students this fall semester when they are back on campus in an effort to get this measure back on the ballot next spring, 2022.
- Staff continues to work with developers to include bus pass subsidy programs in redeveloped apartment complexes in Reno.

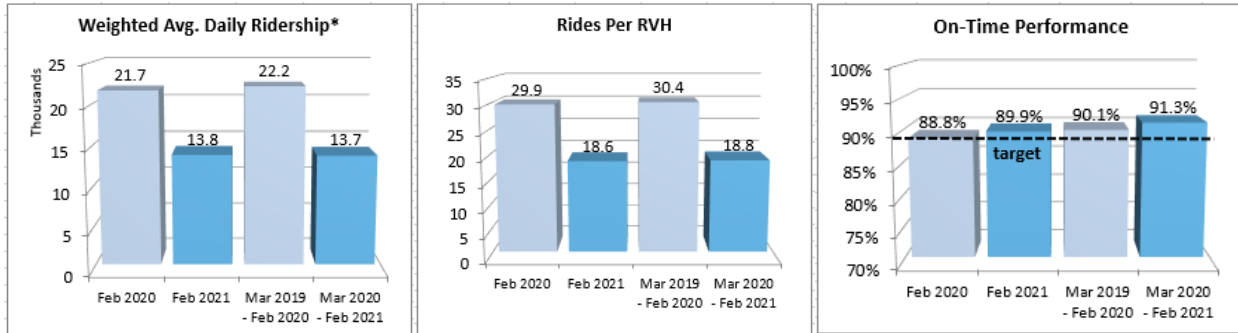
- Ridership numbers from the ED pass program thru February 2021:



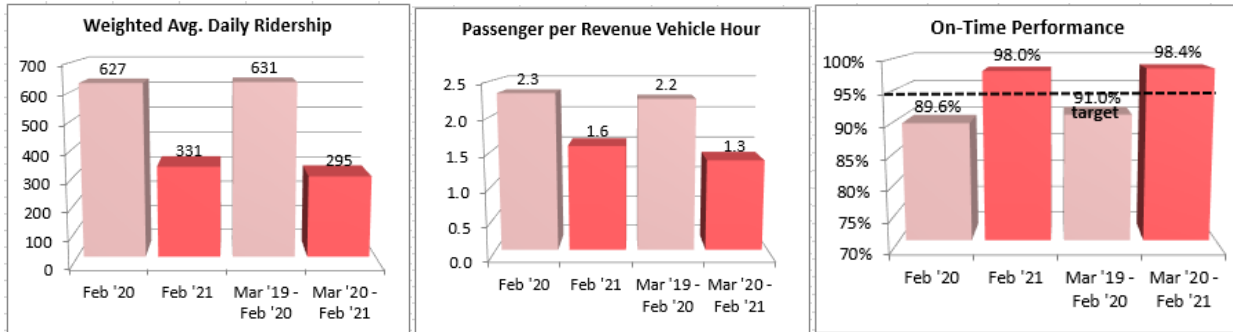
Looking at ridership, you can see that that ridership during the pandemic is still higher than the ridership before the ED Pass pilot program began.

**FEBRUARY 2021 TRANSIT PERFORMANCE**

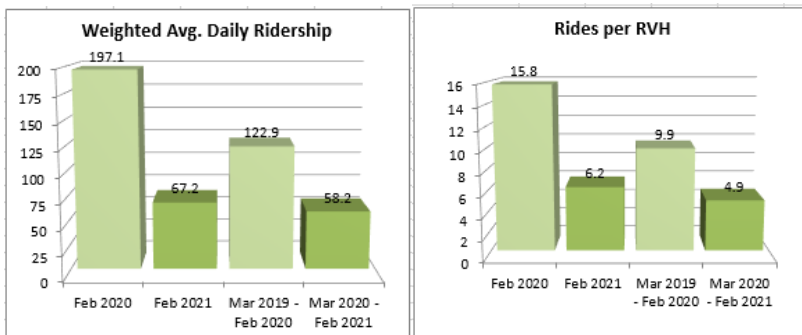
**RTC RIDE**



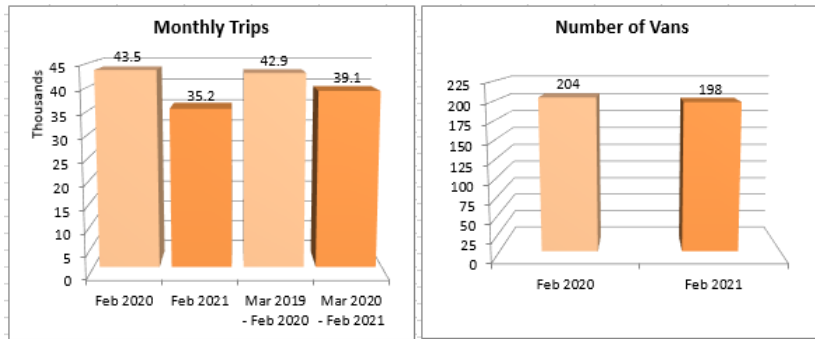
**RTC ACCESS**



**TART**



## RTC VANPOOL



## ATTACHMENTS

- A. RTC RIDE Performance Statistics Table
- B. RTC ACCESS Performance Statistics Table
- C. TART Performance Statistics Table
- D. RTC RIDE Fiscal Year Comparison Charts
- E. RTC ACCESS Fiscal Year Comparison Charts
- F. TART Fiscal Year Comparison Charts
- G. RTC Vanpool Fiscal Year Comparison Charts