



REGIONAL TRANSPORTATION COMMISSION

Metropolitan Planning • Public Transportation & Operations • Engineering & Construction

Metropolitan Planning Organization of Washoe County, Nevada

MEETING DATE: May 21, 2021

AGENDA ITEM 4.5

From: Mark Maloney, Director of Public Transportation and Operations

RECOMMENDED ACTION

Acknowledge receipt of the monthly Public Transportation and Operations Activity Report.

BACKGROUND AND DISCUSSION

Highlights



Stuff A Bus for Seniors Drive-By Donation Drive is May 21 – As part of Older Americans Month, regional government organizations and local businesses, including KOLO Cares, Sam's Club, Washoe County, the Washoe County Human Services Agency, the City of Reno, the City of Sparks, and the Regional Transportation Commission of Washoe County are teaming up to fill an entire bus with community donations for our local seniors. Those wishing to donate can drop-off new, unused items to staff at Sam’s Club at 4835 Kietzke Lane in Reno, outside the RTC bus, Friday, May 21, from 2 p.m. – 7 p.m.



RTC Launches Bus Safety Campaign - As more members of our community receive the COVID-19 vaccine, the RTC continues to encourage passengers to get back on board transit. As part of this effort, the RTC launched a campaign to remind people that it is as safe to take the bus as it is to do everyday things that people continue to do, including go to the store, a restaurant or the office. Transit passengers will see the images on our buses and the community will see a video and images on the RTC's social media channels with this important message:



The RTC has taken every precaution to make your bus trip safe. If you use basic precautions, wear a mask, keep your distance, and follow standard health guidelines, taking the bus is as safe as most everything else you do. For RTC safety information, visit rtcwashoe.com/ridesafe.

RTC Coordinates with Various Transit Agencies, Vehicle Manufacturers and Associations –
On May 7, RTC joined various transit agencies, vehicle manufacturers and associations in support of the US Department of Transportation’s adoption of hydrogen fuel cell electric buses alongside battery electric vehicles as they advance the Administration’s zero-emission agenda.



RTC Launches Ridership Campaign – A fully wrapped Proterra electric bus with the “Get On. Get Happy.” messaging can be seen along the Virginia Street corridor with the recent launching of the RAPID Virginia Line from Meadowood Mall to the University of Nevada, Reno. Similar messaging can also be seen on billboards along the route. Now “Get On. Get Happy.”

RTC RIDE Key Highlights –

- 2020 New Flyer Bus Geo-Fencing feature training and installation complete
- April 2021 operator bid concluded which took effect on May 8
- A new Assistant Operations Manager has been promoted internally
- Token Validator and new ticket training for operators and Token Transit Trip Planner integration complete
- Maintenance department Hanover Display training completed
- Prepped operations staff for Next Bus upgrade and changes
- April Safety Training for Operations included: *Defensive Driving and Speeding, Hands free is not risk free, Sexual Harassment Awareness, Hostile Environment, Earth Day and Token Transit; Safety Training for Maintenance included fall protection, and Earth Day and Sexual Harassment Awareness*
- OSHA Complaint sent April 7th, on mask compliance for a manager in the dispatch office, was answered on April 15th and closed out on April 19th
- Keolis is conducting a companywide survey in conjunction with Mercer Sirota to get the pulse of the employees and to seek key areas where improving the climate of the transit workers and leadership will be the foundation. Keolis is setting the roadmap for 2021 and beyond and would like to ensure we have an organization that is able to support the vision and people in the execution of its strategic plan. Topics range from safety, communications, personal development, the individual employee role, team roles, and the quality of leadership. The results will identify areas of improvement and managers will collaborate to put actions in place to address those areas.



- Keolis celebrated Mother Earth on April 22nd with their staff. Employees were given reusable water bottles, grocery bags and butterfly wildflower seeds that they could plant. Additional Earth Day giveaways included recycled paper bookmarks, Earth shaped stress balls, pencils, key chains and other fun stuff to share with their families. Along with the day's celebration, employees were asked to participate in an *Earth Day pledge* listing something that they can do to help the planet this year.



RTC ACCESS Key Highlights -

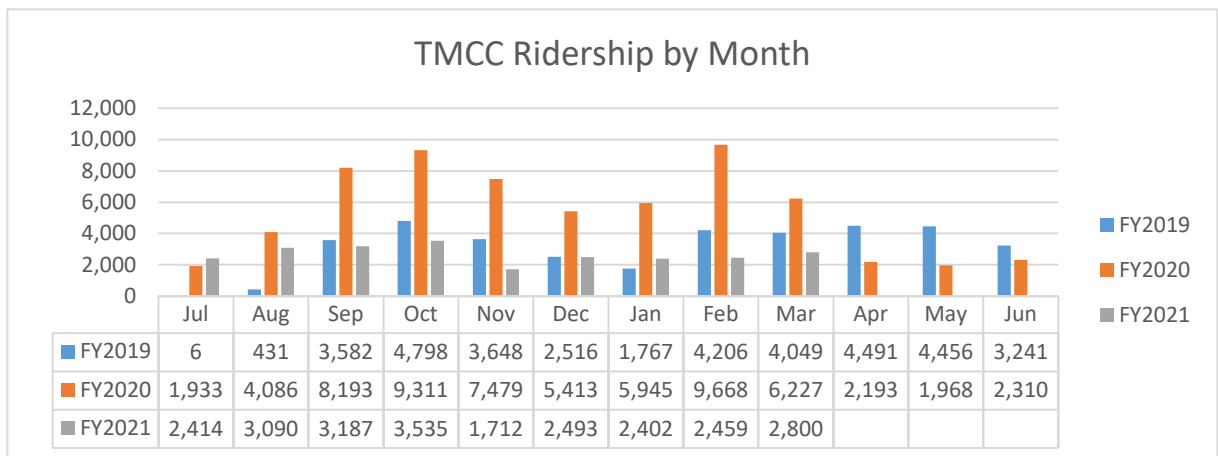
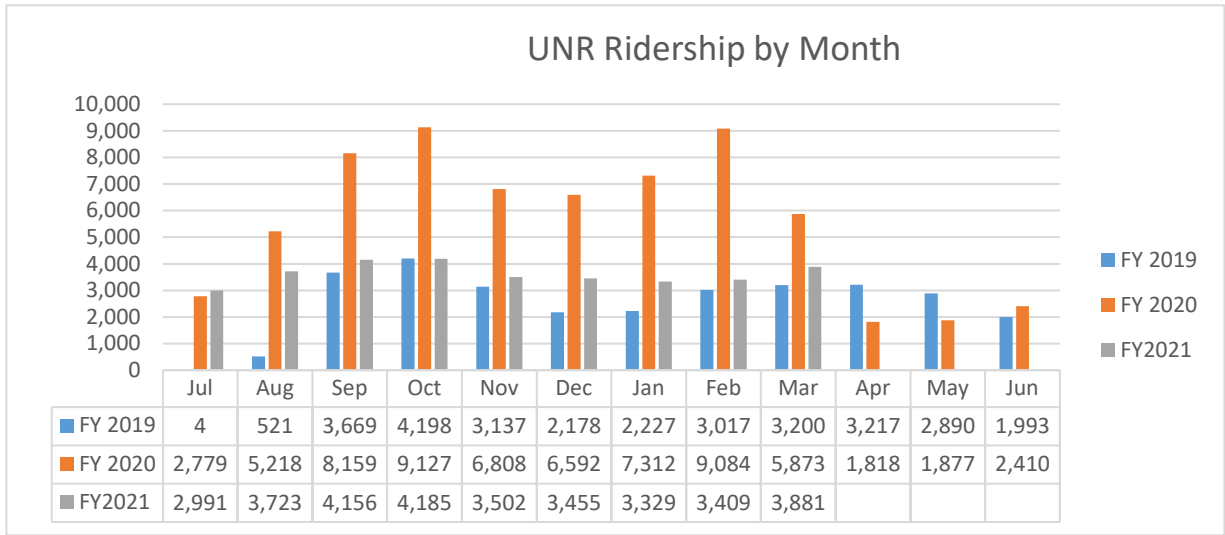
- FlexRIDE update:
 - All time high for weekly Completed Boardings of 1,589
 - North Valleys = 726
 - Sparks/Spanish Springs = 837
 - Verdi = 26
 - Total Cancelled Trips decreased by 5%
 - No Show Cancelled Trips decreased by 1%
- MTM management held an Easter Safety Blitz that included an old fashioned Easter egg hunt. Staff hunted for plastic eggs containing safety messages and treats. Eggs could be found scattered in buses where they could be found during a correct pre-trip inspection, and around the grounds of the Sutro facility bringing attention to areas including Dispatch, fire extinguishers, and the detour and Safety boards.
- Corporate wide, the Reno MTM team placed Second in the Safety Blitz contest, and will be celebrating with a staff luncheon.



TRANSIT DEMAND MANAGEMENT (TDM) Update

- Vanpools increased to 245 from 240 with over 160 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. We are working with Walmart and Chewy who could join the vanpool program in the coming months. The Vanpool program has not only rebounded to its pre-pandemic level (218) but has increasingly been adding to that total. Staff will continue to monitor this situation.
- There are no updates on the trip reduction ordinance for the City of Reno.
- There are no new updates on the ED Pass with the University. Staff hopes to be back on campus for the fall semester.
- Staff continues to work with developers to include the bus pass subsidy programs in redeveloped apartment complexes in Reno.

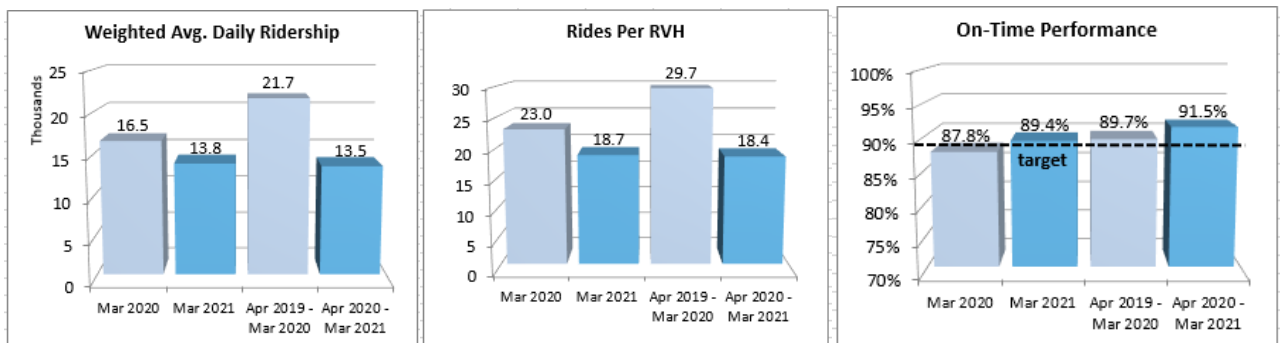
Below are the Ridership numbers from the Ed Pass program thru March 2021:



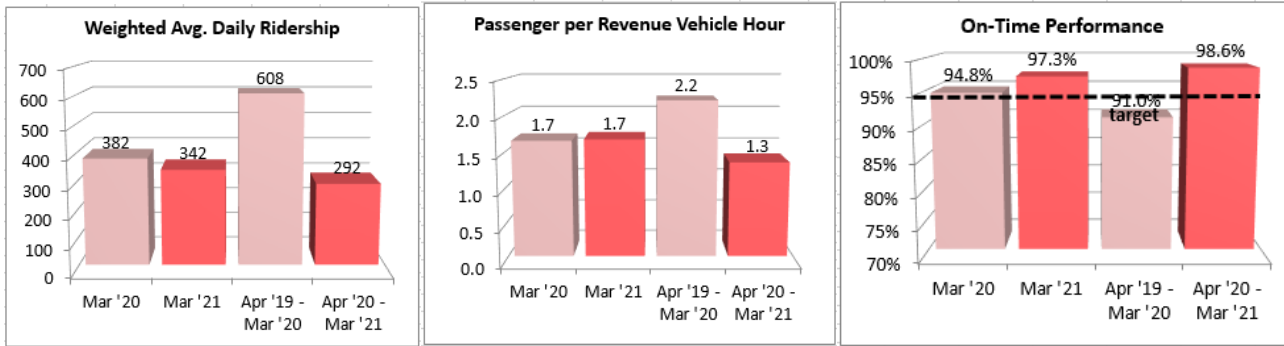
Ridership during the pandemic is still higher than ridership before the Ed Pass pilot program began.

MARCH 2021 TRANSIT PERFORMANCE

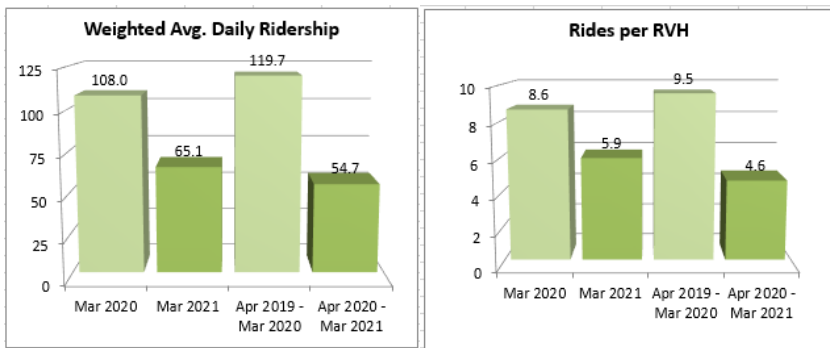
RTC RIDE



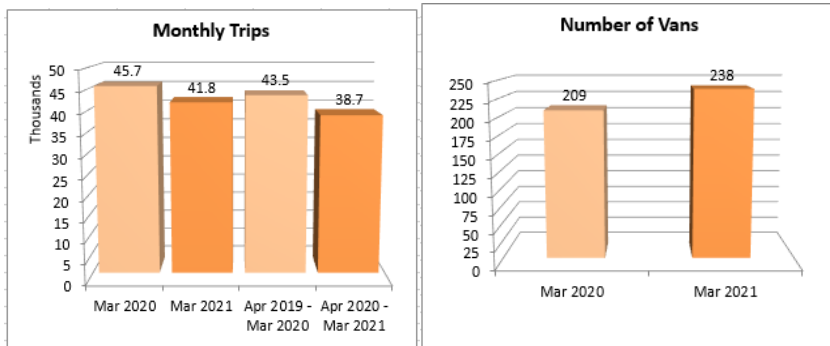
RTC ACCESS



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