

**REGIONAL TRANSPORTATION COMMISSION
WASHOE COUNTY, NEVADA**

FRIDAY

9:01 A.M.

September 17, 2021

PRESENT:

Neoma Jardon, Reno City Council Member, Chair
Ed Lawson, Mayor of Sparks, Vice Chair
Vaughn Hartung, Washoe County Commissioner – Via telephone
Oscar Delgado, Reno City Council Member
Bob Lucey, Washoe County Commissioner – Arrived @ 9:23 a.m.

Bill Thomas, RTC Executive Director
Adam Spear, Legal Counsel
Darin Tedford, Deputy Director of NDOT

The regular monthly meeting, held in the Chambers of the Washoe County Commission, 1001 E. 9th Street, Reno, Nevada, was called to order by Chair Jardon. Following the roll call and the Pledge of Allegiance to the Flag of our country, the Board conducted the following business:

Item 2 PUBLIC INPUT

Chair Jardon opened the meeting to public input and called on anyone wishing to speak on topics relevant to the Regional Transportation Commission (RTC) that are not included in the current agenda.

Ms. Amanda Nelson, Keolis coach operator, addressed the Board to say that Keolis does not treat employees well at all and is now trying to get rid of the “family friendly” scheduling privilege. She believes Keolis is bad for Washoe County and should be removed from running RTC RIDE.

Ms. Chastity Lockridge, Keolis coach operator, addressed the Board to say she believes Keolis is hurting the reputation of not only the RTC, but also the City of Reno, and is a disappointment to local residents who depend on RIDE service. She added that Keolis hires from a “green” pool of applicants with no real drive to do a good job.

Mr. Gary Watson, representing Teamsters Local 533, addressed the Board to say that the RTC is doing nothing to repair the issues with Keolis’ running of the RIDE service and it’s horrible treatment of employees and the RTC needs to start holding them accountable.

Written comments were submitted by the 4:00 p.m. Sept. 16th deadline as follow (verbatim):

Ms. Susan Terry, local resident: First why do we have a foreign company running OUR bus system? Second, it does not sound as though Bill Thomas deserves either a pay raise or any bonuses. He has hurt our bus system and the drivers more than helped them.

Starting in March 2020, Thomas waived all performance incentives and penalties for missed trips and route failures by foreign management contractor Keolis Transit. "The health and safety of bus passengers and operators have been seriously jeopardized by management's refusal to comply with legally binding mask and safety mandates," Watson said. I would not get on a bus with a bunch of mask less people.

Ms. Monica Cortinas, local resident: Hello, I am wondering if RTC will install a traffic signal at Pyramid and Sunset Springs. The housing being built north of this intersection is growing. A traffic signal was installed at Calle de la Plata and another is needed at Sunset Springs. This past summer I believe there was a five car accident. This is probably due to people speeding from Calle de la Plata to La Posada/Eagle Canyon. I look forward to hearing from you regarding this question. Thank you.

Mr. Juan Zuniga, local resident: Have wait to 30 minutes when the bus it's here at here at 10:55 and Don't take Home to everybody others persona wait like 2 hours or more the number of the route it's 524 and now take Home at 11:15 am

Mr. Brandon Callahan, local resident: Hi Board, RTC RIDE has been making us suffer due to lack of service with us missing 3-5 days a week of work because your buses are so unreliable that it is stupid. You guys are not responsible for your Public Transit system and the fact you're making your bus riders suffer from the lack of communication with RTC and Keolis. We want RTC to get rid of Keolis and hire MV Transportation back as the contractor since at least they cared besides Keolis's bus bosses not caring about your community nor your own property. Buses have been suffering from poor maintenance with buses breaking down with stalling, oil leaks and transmission issues even on your newer hybrids that you guys just got this year along with over 50% of the bus runs are missing a day which is disrespectful to us as bus riders. Kick Keolis Transit out of the contract and bring back MV Transportation

Ms. Darla Walraven, local resident: To Whom It May Concern: I just wanted to take a moment to share some thoughts: I have been riding RTCs Regional Connector bus for approximately 11 years, and 2 years ago I decided to sell my truck because I can do my normal chores and traveling via the bus. Turns out, that was the worst decision I have ever made. The buses are late frequently, and we cannot monitor where the bus is because NextBus does not work. I do not understand how RTC cannot accommodate the schedule accordingly! For example, at this time of the year, everyone who has lived here for any period of time knows that the winds through Washoe Valley are horrendous. Perhaps you could schedule an extra 10 minutes of time for the driver to make it through. God forbid, the driver should have to detour! I was told at the beginning of the year that RTC was upgrading NextBus to 5G. Has not happened. What a better time to make improvements than during a pandemic, when the ridership was low. But no! During the strike would have been the perfect opportunity to make repairs to the buses, but again no! Did not happen. I also wanted to share that we have the most amazing drivers. They are kind and courteous. And some of them are pretty amazing too! I think it is sad that they are not allowed to enforce the mask mandate, even

though it is mandated by the government. I have gotten into several arguments with my fellow riders because I have to ask them to pull up their mask. Sad! Why is a driver not allowed to protect not only himself/herself but the passengers too? I am grateful for the drivers, because I have a huge sense of safety. Most of the drivers watch to make sure the everyday riders are not harassed in any way. And as a female I value that quality more than anything. My only wish is that you could assist Keolis in signing the damned contract and help us get back to business as normal (as much as is possible at this time). Thank you for listening

Mr. John Locke, local resident: Dear Board. You know me when I can go to the board meeting, I do. Well, this is one of the times that I am unable to go so I am writing you this time. While I work for Ride I find out what buses are parked and how many trips are Missed one on Monday there where a few park buses and the ones that I know that were Parked there was a Virginia Line Rapid Bus Parked all day and there was a Lincoln Line Rapid bus parked all day. On top of that there was a Lincoln Line Rapid park for half a day all on the same day. For the Virginia Line that is a total 36 missed trips at \$1000.00 per trip and for the Lincoln Line there were a total 46 missed trips at \$1000.00 per trip that is just 2 lines that I have been able to find out about. I am sure there were more buses that day but those are the ones that where easy to find out about. So, by my total of fines that Keolis owes comes to \$82,000.00 and I have to ask what ever Happened to good CUSTOMER SERVICE or have you all forgotten about that. Thank You

There being no one else wishing to speak, the Chair closed public input.

Item 3 APPROVAL OF AGENDA

On motion of Commissioner Delgado, seconded by Vice Chair Lawson, which motion unanimously carried, Chair Jardon ordered that the agenda for this meeting be approved.

Item 4.1 thru 4.16 CONSENT ITEMS

Minutes

4.1 Approve Minutes of the August 20, 2021, meeting (For Possible Action)

Reports

4.2 Acknowledge receipt of the monthly Planning Activity Report (For Possible Action)

4.3 Acknowledge receipt of the monthly Engineering Activity Report (For Possible Action)

4.4 Acknowledge receipt of the monthly Public Transportation/Operations Activity Report (For Possible Action)

4.5 Acknowledge receipt of the monthly Procurement Activity Report (For Possible Action)

4.6 Acknowledge receipt of the monthly Summary Report for the Technical, Citizens Multimodal, and Regional Road Impact Fee Advisory Committees (For Possible Action)

Engineering Department

4.7 Approve a contract with CA Group, Inc., to provide design services and optional engineering during construction for the Reno Consolidated 23-01 project in an amount not-to-exceed \$380,870 (For Possible Action)

- 4.8 Approve a contract with Nichols Consulting Engineers, CHTD, to provide design services and optional engineering during construction for the Arrowcreek Rehabilitation project in an amount not-to-exceed \$429,716 (For Possible Action)
- 4.9 Authorize a request for proposals for the Intelligent Transportation Systems Strategic Master Plan (ITS SMP) (For Possible Action)

Public Transportation/Operations Department

- 4.10 Approve lease agreements with Greyhound Lines, Inc., and My Ride to Work for the continued lease of office and bus bay space at Centennial Plaza (For Possible Action)
- 4.11 Approve the Interlocal Cooperative Agreement with Placer County, California, for the provision of Tahoe Area Regional Transit (TART) service in the Washoe County portion of the Lake Tahoe Basin (For Possible Action)
- 4.12 Approve the agreement with SI Legacy Floor Finishing, Inc., for the resurfacing of the shop maintenance floors in Building B of the Jerry L. Hall Regional Transit Operations and Maintenance facility for a not-to-exceed amount of \$109,207 (For Possible Action)

On motion of Vice Chair Lawson, seconded by Commissioner Delgado, which motion carried unanimously, Chair Jardon ordered that Consent Items 4.1 through 4.12 be approved.

Item 5.1 DISCUSSION ITEMS AND PRESENTATIONS

- 5.1 Authorize staff to present the 7th Edition Regional Road Impact Fee (RRIF) General Administrative Manual (GAM) and the RRIF Capital Improvement Plan (CIP) to the planning commission acting as the capital improvements advisory committee and governing body of each participating local government for adoption (For Possible Action)

Mr. Dale Keller, RTC Project Manager, addressed the Board to provide a presentation on the Regional Road Impact Fee or RRIF 7th Edition update. The RRIF is a funding tool to collect the cost of new developments fair share in our regional roadways. As an example, a new development comes online, the local agencies collect the fee through the building permit process, those fees are then transferred to the RTC and then the RTC uses those funds to help provide funding for roadway capacity projects.

Mr. Keller discussed the programs advantages, limitations, and why the update is being done.

Commissioner Hartung said that the way the system is set up, it's a disproportionate way to deal with impacts. The system assumes that existing development has no impact, only new development has impact, so how could we ensure that everyone is paying their fair share for future capacity.

Mr. Keller responded that per NRS, RTC is limited to the impact fees being associated with new development. There is no mechanism to account for existing land uses. He believes the way RTC collects that funding is through the fuel tax.

On motion of Commissioner Delgado, seconded by Commissioner Lucey, which motion carried unanimously, Chair Jardon ordered that staff be authorized to present the 7th Edition Regional Road Impact Fee (RRIF) General Administrative Manual (GAM) and the RRIF Capital Improvement Plan (CIP) to the planning commission acting as the capital improvements advisory committee and governing body of each participating local government for adoption.

5.2 Set Executive Director's Goals for Fiscal Year (FY) 2022 (July 1, 2021, to June 30, 2022) (For Possible Action)

Executive Director Thomas stated he would be discussing his goals, the organizational goals and the guide posts for how the RTC is going to move forward. The following items were discussed:

1. Implement streamlined TA Set Aside program.
2. Review Wildcreek High School traffic impacts through the McCarran Boulevard Corridor Study.
3. Create a project close-out stakeholder communication effort.
4. Define RTC role with eBikes and scooters through the Bicycle and Pedestrian Master Plan update.
5. Re-categorize “bike/ped” and “multimodal” project tracking for improved clarity.
6. Strategically approach contract bid timing process to achieve pricing improvements.
7. Identify a housing partner for development of Peppermill excess property to transit-oriented housing project.
8. Participate in advisory groups created during the 81st session of the NV Legislature by AB54 (Advisory Committee on Traffic Safety) and AB413 (Advisory Working Group to Study Certain Issues Related to Transportation).
9. Identify and present alternatives for accelerated construction of improvements on Pyramid from Ingenuity to Egyptian.
10. Utilize targeted marketing strategies to increase ridership by UNR students and riders living/working along BRT routes.
11. Implement property disposal plans.
12. Create long-term property acquisition strategy.

Commissioner Lucey asked what discussions in regards to relocating the Villanova bus facility and acquiring property have taken place, adding that this is something we need to get started on now with prices the way they are and land availability.

E.D. Thomas stated he would take that inquiry as an asterisk on this particular item to include topic and accelerate the conversation and enact actions associated with purchasing those properties.

Commissioner Lucey stated that it's important to see how we can combine the Villanova and Sutro facilities and dispose of their current properties adequately.

13. Identify planning process for next steps of the eastern extension of La Posada.
14. Complete feasibility analysis, including potential funding, for a single tourist-focused double decker bus.
15. Increase strategic digital marketing outreach and effectuate two-way communication on social media.
16. Strengthen relationships with local jurisdictions and governmental entities, including providing clarity on RTC project improvements.
17. Implement a process of formalized follow-up to requests made by the Board.
18. Strategically adjust goals as needed throughout the year to respond to Board direction in a prompt manner.

Commissioner Lucey said one goal that he did not see is the continued relationship with RTC's federal delegation, DOT and APTA, adding that we work with these agencies pretty diligently and it's important.

Chair Jardon agreed with Commissioner Lucey and said they've heard numerous times that the flow of communication and relationships are really valuable to the delegation so they know what to advocate for on RTC's behalf.

Commissioner Hartung asked if goal no. 9 as (accelerated construction of improvements on Pyramid from Ingenuity to Egyptian) has to be moved into the CIP and go through that entire process before it can begin.

E.D. Thomas responded that it's important to recognize that this is an NDOT road and the RTC doesn't have the authority or ability to go in unilaterally and do anything. This will be a partnership with NDOT to strategically look at that particular segment while keeping in mind that their prioritization through the One Nevada Plan is different from the RTC's CIP.

Commissioner Hartung asked to note for the record that the need to widen Eagle Canyon, from Neighborhood Way to West Calle de la Plata, is desperate.

E.D. Thomas said that would be a good one to put under the organizational goals.

Commissioner Lucey said that due to the way the pandemic has affected work styles, he would like to see an audit of each department to look for inefficiencies and to determine what a post-pandemic structure may look like. He would also like to see an audit of RTC's contractor, saying there needs to be accountability.

Chair Jardon said she had a number of questions and comments, but they bleed between 5.2 and 5.3, so asked legal counsel if the Board should open 5.3 at this time so a more robust conversation may take place.

Mr. Adam Spear, RTC Legal Counsel, said he believed that it would be appropriate to consider both items at the same time and then take action on each of them separately.

Chair Jardon said we'll vote on them separately, but we'll open both for discussion. She then asked that Item 5.3 for the Agency Goals be opened for discussion with Item 5.2, and asked E.D. Thomas if he would like her to chime in at this point or wait until the agency goals have been gone through.

E.D. Thomas stated his preference would be to run through all of the goals and discuss afterward.

Chair Jardon stated that in the future, it will probably be best to combine the goals and asterisk them out as they are so intertwined.

Commissioner Lucey made a motion open Item 5.3 (Agency Goals) for discussion, Vice Chair Lawson seconded and it passed unanimously.

5.3 Approve the RTC Agency Goals for Fiscal Year (FY) 2022 (July 1, 2021 to June 30, 2022) (For Possible Action)

E.D. Thomas began with the Pavement Preservation Program, saying he wanted to start with a measurable goal, so not only would there be a target, but so staff can report back on how we are doing. The goal for this fiscal year is to complete 150 lane miles of pavement preservation.

Going forward, he would like to put more of these kind of measures into place so the Board knows quantitatively what staff is shooting for.

E.D. Thomas then discussed the FY 22 Agency Goals as listed below:

- Complete 150 lane miles of Pavement Preservation
- Begin Reconstruction/Rehabilitation:
 - Kings Row Phase 1
 - Golden Valley Road
 - Newport Lane
 - Sparks Consolidated 21-01
 - Reno Consolidated 20-01
 - Reno Consolidated 21-01
- Begin Project Construction:
 - Lemmon Drive Segment 1
 - Oddie/Wells Multimodal
 - Package 3 ADA Access Transit & Pedestrian Connectivity
 - Sparks Boulevard Widening (early action phase)
- Identify and present alternatives for Mill Street Multimodal (Kietzke Lane to McCarran Boulevard)
- Complete Construction Bidding Process for Sky Vista Project

- Begin Design:
 - NEPA on Arlington Bridges Replacement Project
 - Lemmon Drive Segment 2
- Update:
 - RRIF 7th Edition
 - Street and Highway Policy
 - RTC-local jurisdiction agreements regarding transit projects, facilities and operations opportunities
 - Bicycle & Pedestrian Master Plan
 - Intelligent Transportation Systems Master Plan
 - Transit Optimization Plan Strategies, including:
 - Single transit app
 - Educating UNR stakeholders on transit experience
 - Bus stop prioritization by volume
- Complete Electric and Alternative-fuel Vehicle Infrastructure and Advanced Mobility Plan
- Pursue Federal Funding/Earmarks:
 - Arlington Street Bridge
 - BRT South Extension
- Secure Federal funding for Hydrogen Fuel Cell Pilot Project through completion of formal grant set-up.
- Define timeline for Vision Zero Truckee Meadows Action Plan action items and complete identified items in support of Vision Zero and Safe Routes to School programs
- Continue NDOT Collaboration: SBX, US395 North, Mt. Rose, and Geiger Grade Roundabout Projects
- Initiate Verdi Planning Study
- Initiate McCarran Loop Planning Study
- Increase annual RTC RIDE ridership by 15% over FY21
- Downtown Reno Partnership coordination and operations to enhance safety at 4SS
- Implement FlexRIDE Tahoe Service Pilot
- Implement and complete construction on RTC facilities projects:
 - Terminal Way multiple purpose room
 - Modernization of Terminal Way elevators
 - Peppermill BRT Station
- Complete due diligence on 4th Street Station expansion

Chair Jardon said with regards to the TA Set Aside, the City of Reno has identified a hot spot at Lake and 6th Streets, and would like to see about using their funds for installation of a roadway flasher.

E.D. Thomas then continued, saying that the excess property disposal is a huge priority for RTC. We went through the legislative process to allow staff to complete the disposals. Housing needs are so severe that RTC partnering for some of those creative housing opportunities is a way to maximize some of these excess properties.

Digital Platform: The E.D. has had some meetings on this with Commissioner Lucey, but agrees that being able to have everything on a single platform and starting to building a more customized user platform is important.

Vision Zero: Staff has identified problem areas, particularly surrounding schools, and how traffic, pedestrian and bicycle safety, particularly outside or adjacent to the school zones, can be improved.

The McCarran Study: E.D. Thomas asked Dan Doenges, RTC Planning Manager, to answer the question of when it will be done.

Mr. Doenges said it was kicked it off a month ago and the consultant team hopes to finish it within approximately 12 to 15 months.

Chair Jardon asked if those studies would incorporate all of the accident data and speed data.

Mr. Doenges said it will and staff is incorporating all of the existing data, plus doing new counts and intersection analyses.

Chair Jardon said that Kings Row and North McCarran has high-speed, major accidents occurring there and people are making U-turns where they shouldn't. She would like to see improvements made.

Chair Jardon said she the double-decker bus has been discussed at the Downtown Reno Partnership from more of an entertainment experience and how it might attract the student population and visitors to introduce themselves to transit. This could be a creative way to get shorter/quicker routes to the University and back to Downtown.

Chair Jardon then asked if any of the Pavement Preservation includes some of the local roads, or if they are all regional.

E.D. Thomas said the short answer is that those are regional roads and asked Mr. Doug Maloy, Engineering Manager, to elaborate.

Mr. Maloy said Regional Roads are identified in the RTP, so it does include some collectors and some industrial roads, in addition to those that have the 5,000 trips per day. So yes, they are all agency roads for the City of Reno and City of Sparks and the County.

Lastly, Chair Jardon, asked about an evaluation of RTC's personnel benefits package and the things that are being offered not only to the RTC staff, but also what the subs are offering to attract and retain employees. We're in a very different time now, with coming out of COVID, flexibility is a big deal and attraction of quality candidates and retention is paramount. She would like to know not only what RTC is doing to meet today and the future, but what are the subs doing to meet that, and how does it compare nationally.

Commissioner Lucey, said he wants to highlight in the agency goals the work that is being doing with the State in regards to Mount Rose and Geiger Grade, and would like to consider CMAC funds as a resource.

He went on to say that he didn't see Microtransit in the agency goals and we've seen it be highly beneficial in the City of Sparks. He'd like to see how Microtransit can be integrated a little further into the City of Reno and through more urban areas.

The last thing he would like to see is a "User Study." Washoe County saw an increase of 65,000 individuals from 2010 to 2020, so he wants to see what a User Study shows to start identifying how we can utilize what the population needs, and is that tourism. The Airport Authority says residents are leaving Reno to travel somewhere else for their local companies, and leaving their cars in the long term parking which is causing an issue at the airport for parking. He would like to know how the RTC can assist with that to move people differently through the airport and utilize mass transit for everyone.

He continued, saying a more executive director based goal would be the RTC's organizational structure. He'd like to look at some of the current RTC policies to determine how we can be more efficient with, and understanding of, the new era of which we are working in.

Commissioner Hartung agreed with Commissioner Lucey with respect to Microtransit and added that he'd like to see it used in the outlying areas where, currently, there isn't any transit.

With regard to Pavement Preservation, we are seeing that many roads which were listed as collectors have turned into arterials. He'd like to know how to identify those roads and then work with the local jurisdictions to preserve them. Additionally, he'd like to know how RTC keeps the public aware of which roads will be up for slurry seals, chip seals, etc.

Lastly, Commissioner Hartung asked why Pyramid Phase 1 to widen Pyramid Way from Queen or Farr Way to Los Altos is not an agency goal in 2022.

The answer is that the project is going to begin construction late 2023, so it would be outside of this fiscal year's goals.

Commissioner Delgado said he would like an agency goal to consider the change in landscape of the Wells Corridor, south of Mill Street, and assess vehicle and pedestrian safety as a goal. There's been a lot of recent concern with regard to pedestrian safety in general, vehicle speeds, etc.

Chair Jardon asked to close out with something we all could do a more robust job of - communication. During COVID, communication has been both easier and more difficult. Easier in the sense that you could have a Zoom or utilize emails, but there is always a nuance that is lost in that. When robust communication is absent, with both your staff and the public, people begin to write their own story and accurate communication is lost. She used the Center Street Cycle Track as an example, where discussions were going on between agencies and problems were identified, but because those weren't highlighted as significant, potentially fatal flaw issues, earlier in the process, people kept believing there was intentional stalling or something else going on. People are far more receptive if you just say "there is a problem and here it is, so this may not happen" early on. People will also be more receptive to a "No" than to silence.

She added that communication with staff is critical and COVID threw a wrench into all of that. You can't feel feelings through a memo, that's why being in person is so important in getting that two-way conversation.

E.D. Thomas stated that on the Pavement Preservation, there may be local streets that have been neglected because local governments don't have the money. But if RTC takes care of them, some other major road that even more people are aware of falls apart. Unless more money comes in, somebody's road is going to waiting for someone else's road. We need to make sure communication is done well.

Mayor Lawson asked if RTC uses the pavement condition index like they do in Sparks. They know by Ward what their pavement conditions are and where the money needs to go.

E.D. Thomas responded yes, that RTC uses the PCI in looking at the streets and it is really a joint agreement when roads rise to the top for the active year. There is no more money coming, so we have to be strategic where we pick improvements, and the process with PCI and the original partners is very good. However, more communication may be needed on how that's done.

On motion of Commissioner Lucey, seconded by Commissioner Hartung, which motion carried unanimously, Chair Jardon ordered the Executive Director Goals and the Agency Goals be approved with the additions brought forward and noted by E.D. Thomas.

Item 6.1 METROPOLITAN PLANNING ORGANIZATION (MPO) ITEMS

6.1 Approve the final report of the Lemmon Valley-Spanish Springs Connector Alignment Alternatives and Planning and Environmental Linkages (PEL) Study (*For Possible Action*)

Mr. Dan Doenges, RTC Planning Manager, gave a presentation report on the Lemmon Valley - Spanish Springs Connector Study that has been underway, and explained that this is also a Planning and Environmental Linkages Study or (PEL). When the study began it was called the Eagle Canyon Extension.

He went on to present information on the connector alternatives, purpose and need, additional goals, and the overall context of the study

Commissioner Hartung said page 52 of the study shows 2050 ADTs for Eagle Canyon at 17,225, so with the project going right through Spanish Springs, he would like to know if that is accurate.

Mr. Doenges, provided background on how the ADTs are derived using traffic counts from a base year and then extrapolating out based upon the projected land use and employment. What was determined was the heaviest volume segment on Eagle Canyon, was closer to about 18,000 currently.

Commissioner Hartung said that's current and not 2050. The ADTs already exist, so whatever we do in terms of looking at Eagle Canyon as a route, it is currently listed as a collector but it's more of an arterial.

Mr. Doenges stated that with the next phase there will be a deeper environmental analysis and those traffic numbers will be updated with microsimulations to focus on those corridors to get the most accurate information possible.

Commissioner Hartung asked if staff has talked to the Tribe about getting federal assistance through the BIA for those portions. There is a huge portion of this road, regardless of which alignment is chosen, that goes across Tribal land.

Mr. Doenges said they have spoken with the Tribe and that topic has come up in their conversations.

Commissioner Lucey said we've talked about 65,000 people moving here over a ten-year span, so when we talk about these types of growth numbers, we can't rely on today's ADTs for the future planning. With this type of growth, we see that there is not much in regard of open land and space, so development is then pushed north. He wants to make sure that staff is aptly approaching these types of programs and are building roads that are going to be sustainable well into the future.

He added that the Southeast Connector was built in anticipation of this growth, and yet the speed limit already had to be changed after the fact and it had to be slurry sealed just last week. He doesn't know if RTC is doing a good enough job anticipating that growth, so he'd like to make sure we're looking further down and really bolstering those numbers.

On motion of Vice Chair Lawson, seconded by Commissioner Lucey, which motion carried unanimously, Chair Jardon ordered that the final report of the Lemmon Valley-Spanish Springs Connector Alignment Alternatives and Planning and Environmental Linkages (PEL) Study be approved.

Item 7.1 thru 7.3 REPORTS

Item 7.1 RTC Executive Director Report

E.D. Thomas spoke on the following topics:

1. He expressed congratulations to the following employees for their milestone service anniversaries coming up.
 - Jacqueline Maldonado, Administrative Associate with 15 years of service on October 5th
 - Steve Kemp, Senior IT Analyst with five years of service on October 17th.
2. Also, congratulations to RTC Engineering Manager Dale Keller on the birth of his son, Alexander Dale Keller on August 14th.
3. RTC is monitoring and will likely participate in a proceeding that was recently initiated before the Nevada Public Utilities Commission. The proceeding is related to Senate Bill 448 from the 2021 legislative session. Senate Bill 448 is a complicated bill that was aimed at accelerating the adoption and use of electric vehicles in Nevada. RTC is determining the extent to which proposed tariffs and rates may impact the operation of its electric bus fleet. RTC is also determining the extent to which it may have a need for the grant funding proposed for transit electrification of our fleet. RTC has hired Richard Campbell, of counsel with the law firm of Kaempfer Crowell to represent RTC in the proceeding.
4. The following Information pertains to RTC's Transit Operating Model in response to questions that have been asked during the current collective bargaining agreement negotiations between Keolis and the Teamsters Union.

1) Why did RTC allow a strike?

The RTC is not able to stop a strike from occurring. The RTC contracts with Keolis North America to operate RTC RIDE, hire necessary employees, and deal with labor and employment matters. Keolis has a collective bargaining agreement with Teamsters Local Union No. 533 which represents Keolis' drivers, dispatchers and road supervisors. RTC is prohibited from involvement in the collective bargaining between Teamsters and Keolis. The National Labor Relations Act leaves the bargaining process between those parties.

The RTC was aware a strike could occur, as the Teamsters threatened to strike before negotiations even began, but expected both parties would be able to reach a reasonable and mutually satisfactory agreement. Unfortunately for transit passengers and the community, after only one day of negotiations, Teamsters called a strike in the middle of the workday on August 3 that left passengers stranded in the middle of travel.

RTC staff and Commissioners value both Keolis and its employees, and will continue to work with them to provide safe and reliable transit services for our community.

2) How is Keolis being held accountable?

The RTC holds Keolis accountable under the terms of its contract. During the first two years as RTC's transit contractor, Keolis has delivered significant improvements in service reliability, maintenance, customer satisfaction, and safety. Prior to the pandemic, Keolis delivered fewer missed trips than RTC's previous contractor, along with reduced crash rates, and reduced customer complaints. Keolis has also achieved a perfect preventive maintenance inspection record.

During the pandemic, the RTC is following the national best practices for transit agencies to ensure public health and safety. To help keep drivers and passengers safe, Keolis and the RTC are encouraging anyone who feels sick to stay home. The RTC does not want to then penalize Keolis when its employees call in sick and it affects service. Keolis does not receive payment for fixed-route service that is not provided. However, in the interests of the health, safety, and welfare of Keolis' employees and the public, the RTC has agreed to waive liquidated damages under the contract, and in return Keolis has agreed to waive incentives for performance.

3) How is RTC requiring mask requirements to be enforced by Keolis?

Keolis requires masks to be worn at all times on all buses. If a passenger boards without a mask, the driver offers a free mask from a dispenser next to the fare box. If the passenger remains mask less, the driver calls it into dispatch. Dispatch then either calls security at the closest RTC station to meet the bus and remove the mask less passenger, or a Keolis Road Supervisor meets the bus in route to remove the mask less passenger.

At the same time that it is enforcing mask requirements, Keolis is also encouraging its employees to get vaccinated.

4) What is RTC doing to prevent another strike?

Teamsters has the sole power to call a strike. The RTC cannot prevent a strike from occurring. The RTC is prohibited from involvement in the collective bargaining process between Teamsters and Keolis. For the sake of transit passengers and our community, the RTC expects both parties to reach a reasonable and mutually satisfactory agreement.

5) How has Keolis utilized funding it receives from RTC?

Under its contract, Keolis receives an hourly rate for each hour fixed-route service is provided. Keolis also receives a monthly, fixed amount for facility maintenance, overhead, and utilities. Due to the pandemic, the RTC also reimburses Keolis for additional cleaning, cleaning supplies, PPE, and other pandemic-related expenses that are pre-approved by the RTC.

6) Why can't bus drivers be RTC employees?

The RTC is set up to oversee public transit operations, not to directly operate the transit system. The RTC has contracted with private companies to operate the transit system for over 30 years. The RTC contracts with private companies for almost all of the public services it provides, including public works design and construction, transit services, and planning studies. As a result, 95% of RTC funds are invested back into the community which creates and sustains jobs while using taxpayer funding responsibly.

5. Similar to other businesses locally and across the country, our fixed-route and paratransit contractors, Keolis and MTM respectively, are experiencing unprecedented staffing shortages for drivers. A memo regarding the driver recruitment efforts by our contractors has been shared with the Board and will be attached to the September Board meeting minutes.
6. Today was Amy Cummings last day with the RTC. Amy has been with the RTC for eleven years, serving as the Director of Planning, Deputy Executive Director, and as Interim Executive Director back in early 2020.

Her dedication and commitment to the work we do at RTC has been outstanding. She is a respected leader and visionary among her peers at the local, state and federal levels, and within our industry, as demonstrated by the accomplishments and achievements she has led during her tenure at RTC.

She was the architect of the many federal discretionary funds RTC received during the past ten years. Funds that helped create more jobs and improved the needed transportation infrastructure for our community during the unprecedented growth we have experienced. She was a strong advocate on the importance of transparency, best practices and open government, which raised the stature of the RTC within our community with local, state and congressional leaders, and with transportation officials across the country.

He then thanked her for her service and wished her the best in her future endeavors.

Following a brief video honoring Ms. Cummings, E.D. Thomas said at this time, he has appointed RTC Planning Manager Dan Doenges to serve as Interim RTC Director of Planning.

E.D. Thomas then concluded his report and offered to answer any questions.

Amy Cummings thanked the RTC for giving her the opportunity to serve our community and all of the accomplishment that you saw there in the video. That was not me, that was the entire team, the leadership of the Planning department and the entire RTC staff.

She will miss everyone terribly, but will be cheering on the RTC from the sidelines and continuing to look at the great things that are to come in supporting the quality of life, safety, and mobility and accessibility for our region.

She then gave a special thank you to the staff in the Planning Department who have been there for her all this time, and said the entire organization is just wonderful people.

Commissioner Lucey said this has been a wonderful ride with her. She has been such a force for the RTC and it's been a pleasure to serve with her for the last eight years. The ability to make this organization run the way she has under Director Gibson and now with Director Thomas, she has been institutional.

Mayor Lawson said when he thinks of RTC and all of those community meetings that Amy attended over the years, that was a big deal. From when he was first elected, she was always out there in front and through all the questions, she made things happen. He added that we're going to miss you. Good luck on your next chapter.

Commissioner Delgado thanked Amy for her contributions over the last several years. After coming back from grad school from Michigan it was a newer type of mindset to think of bringing in community as part of the conversations and he was glad to see that was already taking place under Amy's leadership after he moved back home. Congratulations.

Chair Jardon said Amy is certainly a lady in the lead and to go forth and conquer! She's been an asset for the Commission.

Commissioner Hartung said thank you so much to Amy, adding that she'll be sorely missed. He appreciates the collegial efforts that she's put in over the years and just how closely she has worked with the Commissioners and kept them in the loop.

Item 7.2 RTC Federal Report

E.D. Thomas said that a written report was included in the agenda packet for this meeting, adding that the bi-partisan infrastructure bill had passed the Senate and has since been forwarded to the House.

Item 7.3 NDOT Director Report

NDOT Deputy Director Darin Tedford addressed the Board to provide the monthly update presentation.

He first, on behalf of the NDOT Team and himself personally, said thank you to Amy and congratulations on her career and good luck into the future.

He then began his update with safety numbers, stating that statewide fatalities are up 26% from this time last year. In Washoe County there has been an increase of 6% in traffic fatalities, from 31 this time last year, to 33 by the end of August this year. That includes an increase in bicyclist fatalities with one to date this year. There were none last year at this time.

Motorcyclist fatalities in Washoe County have decreased 11% and pedestrian fatalities have dropped 20% year over year, so that is a good improvement.

He discussed the Sustainable Funding Study Update, Annual Work Program, Historical Expenditures, Annual Obligations, and the SBX Update. He also noted that the Cold Springs exit name is changing to Village Parkway, and mentioned NDOT's response to the Caldor Fire.

Item 8 *COMMISSIONER ANNOUNCEMENTS AND UPDATES*

Vice Chair Lawson asked E.D. Thomas for a future report from Keolis on what is going with them and about everything that's currently happening. A comprehensive report is needed.

Commissioner Lucey asked for a report on the updated study for the Mt. Rose Corridor and improvements on that road in conjunction with signalization. He would also like a report from staff about roads that are owned by RTC that were one time identified as regional or arterial roads. He also wants to see which roads RTC maintains versus NDOT, versus the municipalities, and how there can be some disposition of transferring roads to the County or acquisition of roads that may need to be in the portfolio of the RTC so that there is a better utilization of funds.

Mr. Tedford said the Mount Rose Corridor Study is currently underway and is anticipated for completion by the end of the year. They will then have the information on what's recommended for improvement along the corridor.

He agreed on the local roads and the challenges when there's a State Route that runs in a C shape and has three different city names. It is an ongoing challenge balancing funding and opportunities to make those tradeoffs.

Chair Jardon asked E.D. Thomas if RTC has a strategic planning session forecast in the near future.

E.D. Thomas said not currently because he doesn't want to overlap with jurisdictional strategic planning because it will be time consuming.

Chair Jardon suggested it go on a future agenda item.

Item 9 ***PUBLIC INPUT***

Chair Jardon opened the meeting to public input and called on anyone wishing to speak on topics relevant to the Regional Transportation Commission (RTC) that are not included in the current agenda.

Sondra Rosenberg, representing herself, said she has worked with Amy Cummings for her entire tenure at the RTC and even a little before that on some conferences and regional strategy workshops. She said Amy has been incredible in her role at the RTC, as a mentor to her and as a planning professional in the region. She is just a true public servant.

Mr. Ky Plaskon, representing Truckee Meadows Bicycle Alliance, asked to reopen Item 5.2 because he missed it. Item 5.2 pertains to the goals of the Executive Director and Mr. Plaskon believes an area for improvement for the Executive Director is transparency and consistent messaging with the public and the RTC committees.

There being no one else wishing to speak, the Chair closed public input.

Item 10 ***ADJOURNMENT***

On motion of Vice Chair Lawson, seconded by Commissioner Delgado, which motion carried unanimously, Chair Jardon ordered that the meeting be adjourned.

There being no further business to come before the Board, the meeting adjourned at 11:25 a.m.

NEOMA JARDON, Chair
Regional Transportation Commission

(Copies of all presentations may be obtained by contacting Denise Thompson at dthompson@rtcwashoe.com.)



REGIONAL TRANSPORTATION COMMISSION

Metropolitan Planning • Public Transportation & Operations • Engineering & Construction

Metropolitan Planning Organization of Washoe County, Nevada

September 15, 2021

To: Bill Thomas, Executive Director

From: Mark Maloney, Director of Public Transportation and Operations

Re: Recruitment Efforts of RTC Contractors, Keolis Transit, Inc. (fixed-route) and MTM Transit, Inc. (paratransit)

This memo is in response to a request from Chair Jardon to analyze recruitment efforts of RTC contractors in comparison to national trends. Current recruitment efforts by these contractors include:

Keolis Transit, Inc.

- Starting Driver wage – \$18.91/hr plus benefits – CDL required
- \$2,000 sign on bonus – \$500 paid once class training is completed, \$500 once behind the wheel training is completed, and \$1,000 once driver has been in revenue service for 90 days
- Paid CDL training – No prior experience required
- Hosting bi-weekly on-site job fairs
- Banner/yard postings at the Villanova facility – Corner of Matley & Plumb
- Now Hiring – Advertisements on RTC buses coming soon
- Outreach posted via social media including internal website, Facebook, Job Connect, Indeed, CareerBuilder, LinkedIn, Craigslist, and other local sources
 - Search on Indeed displays “Keolis Reno – Responsive employer Urgently hiring” first ahead of other employers based on paid subscription
- Local DMV recruitment advertising – Keolis is paying for their recruitment video to be advertised on DMV televisions
 - The ad runs for 30 seconds, 34 times a week
- In addition to its required management positions, Keolis employs a dedicated full-time Recruiter which has been in place since their contract started (July 2019)
- Corporate recruitment assistance utilizing a recruiting sourcer who is assisting locally to find candidates – Weekly meeting and brainstorming with recruitment team
- Road-Ahead Now Hiring segment scheduled in the coming weeks facilitated by RTC



- The recruitment chart below demonstrates effectiveness of recent efforts.

2021	Expected # Candidates	Candidates Showed
March	5	2
April	8	2
May	12	3
June	20	5
July	20	7
August	15	2
September	10	3

MTM Transit, Inc.:

- Starting Driver wage - \$13.00/hr plus benefits – **no** CDL required
- \$1,500 sign on bonus, increased from \$1,000
- \$1,000 referral bonus, increased from \$500 for all employees including managers who refer a candidate that is hired, and completes 90 days
- Advertising/posting on social media/recruiting sites including Indeed, LinkedIn, Craigslist, Zip Recruiter, Glassdoor, and MTM website
- Three month investment in over the air advertising with Spotify
- Job Connect resource utilization
- Banner/yard postings at the Sutro facility – Sutro, 6th and 7th street
- Increased foot traffic with online resumes
- August – Hired four new drivers, and three currently remain with the company
- New Hire class scheduled for September 13
- Road-Ahead Now Hiring segment scheduled in the coming weeks facilitated by RTC



Both contractors provide regular updates regarding these efforts through daily, weekly, and monthly calls, with this information included in the monthly Board PubTrans Ops Activity Report.

Despite their efforts neither our fixed-route or paratransit contractors are immune to this labor shortage. One stark reminder provided by recent payrolls data is that the labor force participation rate is logged at 61.7% nationally. This rate is the measure of how many able-bodied, working age

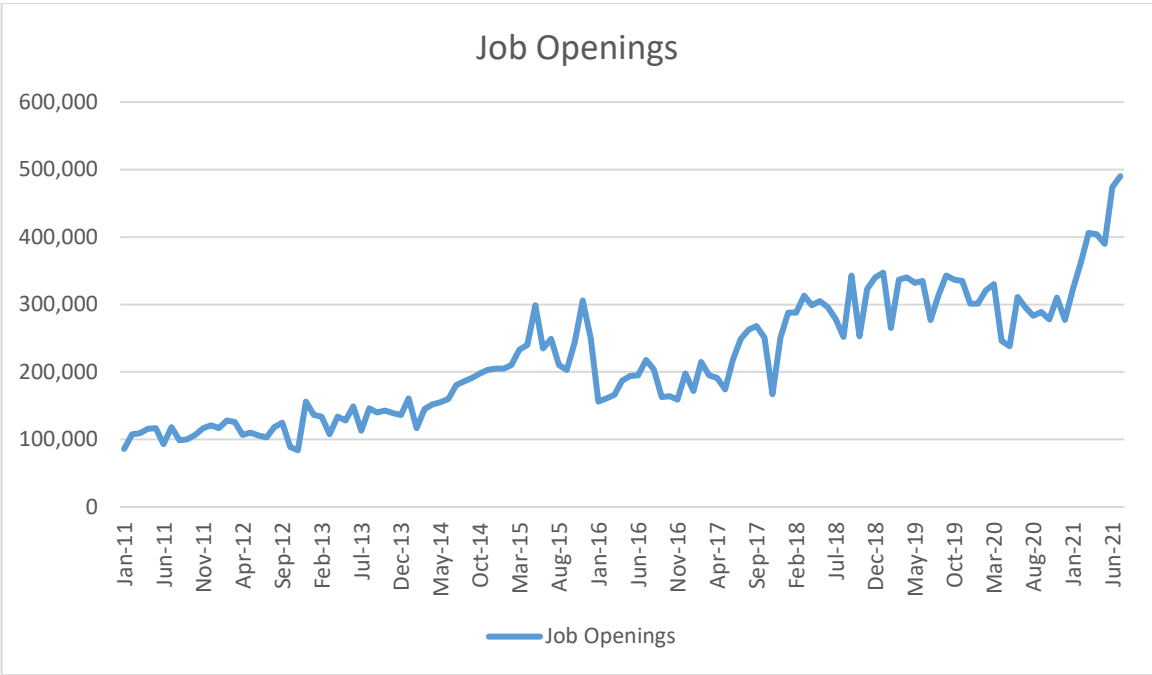
people are actively working. This is not only a local issue, but also a statewide and national crisis especially among transit providers.

Recently, the Regional Transportation Commission of Southern Nevada (RTC SNV) announced that currently, the number of transit and paratransit drivers and security officers in their workforce is approximately 1,700 positions, with more than 180 vacant positions that its contractors (Keolis, MV transportation, and Marksman Security) are actively recruiting to fill. Given these shortages, RTC SNV informed the public that transit riders might experience service delays along their commute, and should plan for extra travel time.

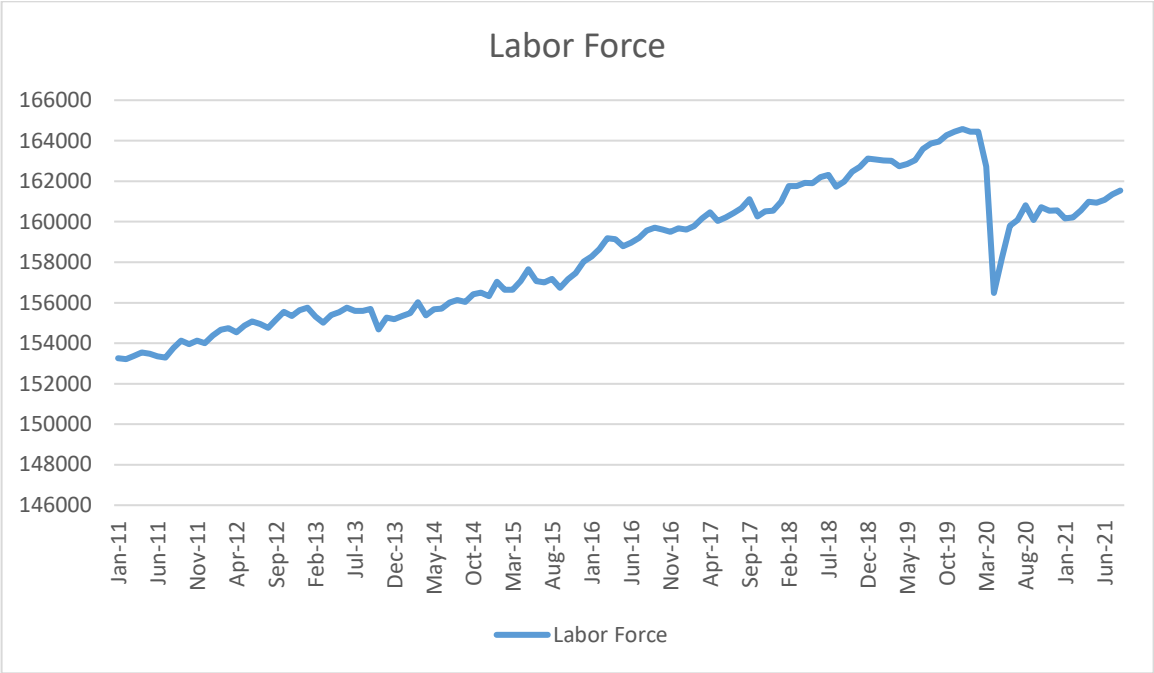
While applications are coming in, prospective employees are not showing up. Employers, particularly transit agencies, are finding themselves in a situation where they simply do not have enough employees to cover scheduled service. As a result, many are faced with the difficult task of cutting service.

While the transit industry has been experiencing a national shortage of drivers for many years, this shortage has become more extreme primarily due to the COVID-19 pandemic. Various reasons for the shortage in drivers include:

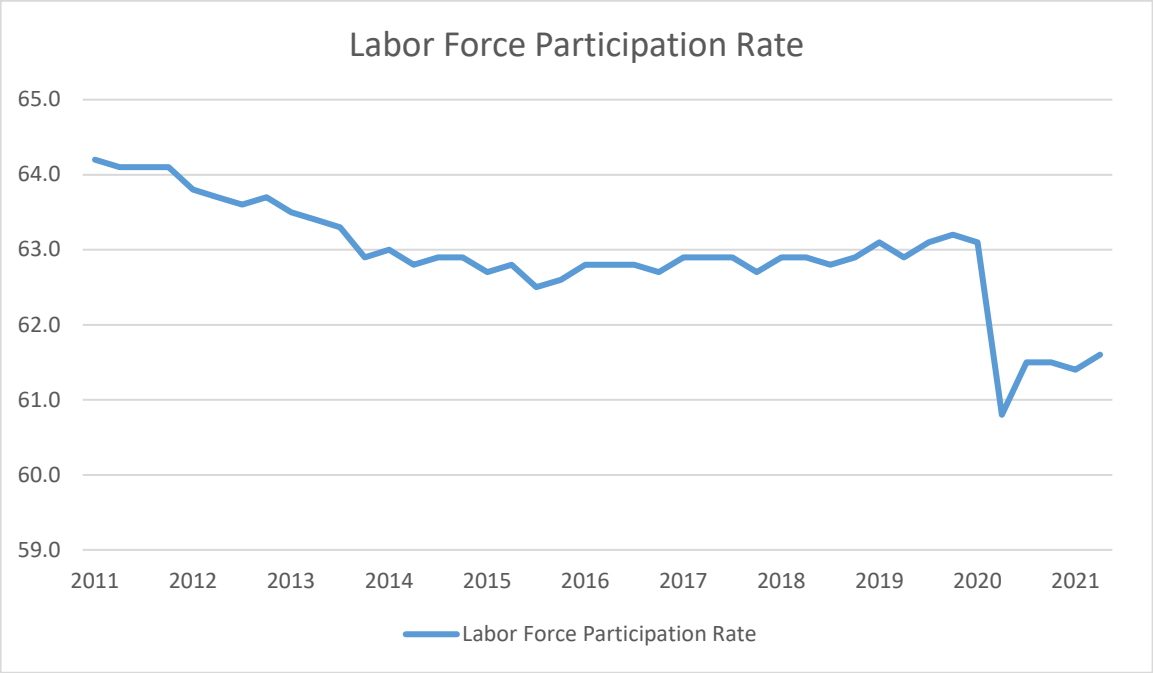
1. Job openings in the Transportation, Warehousing, and Utilities sector are at an all-time high and have increased 470% since January 2011. The number of driving jobs has increased due to the rise in delivery jobs and the gig economy (Amazon, Uber, Lyft, DoorDash, etc.).



2. The total labor force is down due to the pandemic



3. The labor force participation rate is also down due to the pandemic



Several other factors have led to the labor shortage specific to drivers. These factors include:

- A decrease in CDL training due to the pandemic has reduced the number of new CDL drivers
 - As a result, the number of new drivers has not kept pace with the number of drivers resigning/retiring and has caused increased competition for existing CDL drivers
 - CDL driver training decreased, as there is no virtual/online option for obtaining CDL status due to the nature of the job.
- Lack of child care/in-person schooling due to COVID-19, leading to more employees choosing to stay home
- Unemployment compensation changes
- Fear of re-entering the workforce due to COVID-19
- Local legalization of marijuana making it more difficult to pass CDL required new hire and random drug testing

Public Transportation and Operations staff will continue to be informed of both the recruitment efforts of RTC contractors and the current transit labor shortage. Please let me know if you wish to see additional analysis on this issue.