



REGIONAL TRANSPORTATION COMMISSION

Metropolitan Planning • Public Transportation & Operations • Engineering & Construction

Metropolitan Planning Organization of Washoe County, Nevada

MEETING DATE: October 15, 2021

AGENDA ITEM 4.4

From: Mark Maloney, Director of Public Transportation and Operations

RECOMMENDED ACTION

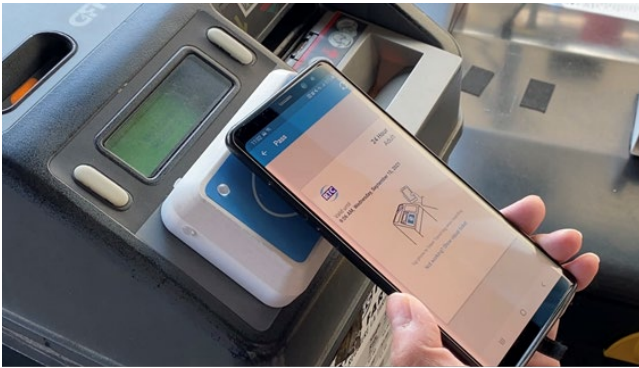
Acknowledge receipt of the monthly Public Transportation and Operations Report.

BACKGROUND AND DISCUSSION

Highlights

RTC Offers Free Options for Transit Passengers Stranded by Second Teamsters Union Drivers' Strike – In order to offset the disruption caused by the second strike, and potential future strikes, the RTC will offer select services for regular transit passenger for free whenever a strike is called by the Teamsters including the following:

- Limited fixed-route transit service on some routes, including Route 1, Route 7, Route 11, and the Regional Connector. RTC urges the public to check rtcwashoe.com for updates.
- RTC FlexRIDE: The FlexRIDE service is available in the existing FlexRIDE zones and in contingency zones noted on [maps provided at rtcwashoe.com](http://maps.provided.at.rtcwashoe.com), but this service is limited on vehicles and drivers to operate those vehicles as a result of the regional driver labor shortage due to the pandemic. Passengers should anticipate delays, leave plenty of time to get to their destination and to be patient during the disruption of service. Passenger should use the RTC Washoe FlexRIDE app to book trips within the contingency zones, or call (775) 335-0035. FlexRIDE contingency zones will operate Monday-Friday from 6 a.m. – 7 p.m.
- Taxi: Taxi service is available by calling the RTC at (775) 348-0477. The RTC will book the taxi trip for the customer. Passengers should anticipate delays due to regional driver labor shortages due to the pandemic.
- UberX: UberX vouchers are available to regular transit riders. For information and to request a voucher call the RTC at (775) 348-0477, and press option 2. Passengers should anticipate delays due to regional driver labor shortages due to the pandemic.
 - UberX program details:
 - The RTC Washoe-Uber Emergency Rides voucher is valid for 2 Uber rides with a maximum of \$20 per Uber ride. Any amount over \$20 will be automatically charged to the user's debit or credit card on file on their Uber account.
 - Uber Vouchers will expire on October 31, 2021.
 - Eligible rides can be taken 24/7.
 - Vehicle type will apply only to UberX trips.
 - Service area: Eligible trips must start and end in the Reno-Sparks area. Trips that begin or end outside of the service area are not eligible.
- Transit customers with current transit passes will be given extensions



'Tap to Board' Feature Now Available on RTC Transit - Riding RTC transit services is easier for passengers now that they can buy bus passes on their phone and tap to board on all RTC transit vehicles, including RIDE, ACCESS and FlexRIDE! Using the Token Transit App on a smartphone is the easiest way to purchase bus passes. Token Transit has taken this a step further making it even easier to use a cell phone to board the bus. Once the app is downloaded and a ticket

purchased, passengers can place their phone near the white Token Transit validator on the fare box to board. The Token Transit app is FREE for Apple and Android devices. It allows passengers to purchase passes directly from their smartphone eliminating the need to use cash to buy paper passes, and now passengers have the ability to **'Tap to Board.'**

RTC RIDE Key Highlights – September

- Keolis participated in two Teamster's Union Local 533 negotiation meetings in September.
- Teamster's Local 533 members went on strike again on September 27 at 12:15pm.
- During the strike, Keolis operated Route 1, Route 7, Route 11, and the Regional Connector.
- Keolis Manager On-Duty Bobby Stanworth completed 3rd party testing for CDL training increasing the number of certified trainers from one to two at this location.
- Implemented extended service on the Rapid Virginia Line from 4am – 10 am, 9/18-9/19.
- New service change went into effect on September 11, 2021.
- Luis Baglin, Maintenance Training and Development Manager, attended the Electric Zero Emission Bus (ZEB) Conference in Denver, CO.
- Keolis held a job fair September 6-20. Job fairs will continue once the labor strike is over.
- September Hiring update: 9 Drivers, 3 Utility workers, a new Manager On-Duty, Safety Manager, and Data Analyst joined Keolis this month.
- Keolis' Vaccine Awareness Campaign is a high priority for its transit employees in which they hope will encourage additional participation.
- Safety Department Updates and Training:
 - Attended training in Las Vegas for Safety Management Systems (SMS) rollout
 - Event Review Team training (ERT)
 - Site Safety Committee training
 - Site Management Team training
 - Assisted with Internal Safety Audit of the Las Vegas Keolis location
 - Completed Internal Audit of Keolis Reno, including file standardization requirements
 - Completed TSI U.S. DOT SMS training
- The U.S. Customer Experience team met to discuss Keolis' *Fall Employee Engagement and Community Outreach opportunities*.
- Internet and Operator "Information Monitors" are up and running at 4th Street Station.

RTC ACCESS Key Highlights – September

Safety

- 216 Days without a preventable collision.
- Safety Meeting addressed emergencies
 - Where is the nearest fire extinguishers are located
 - Where to meet after an evacuation.
- September’s Safety Blitzes included “Slips, Trips and here comes FALL! and Distractions.”
- Safety message: “Fall is officially here, colder temperatures and longer nights, watch for pedestrians bundled up and with hoodies blocking their vision, and you know the clothes are dark so you can’t see them.”



Operations

- 3 new drivers began training
- 2 additional drivers coming on-board on September 27, 2021
- Installed token transit validators on all MTM and BigStar vehicles.

Commendations:

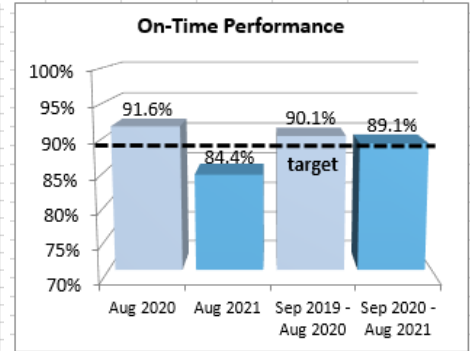
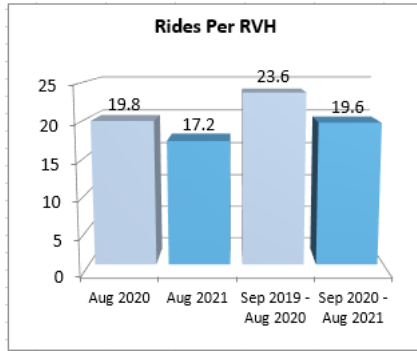
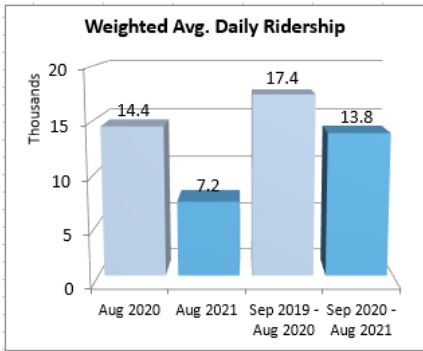
- Operator, Wayne Ming recognized as *Employee of the Month* for August. MTM celebrated Mr. Ming’s calm nature and professionalism when his quick actions saved a passenger’s life.
- Road Supervisor Steve Beslisle was recognized for picking up an electric wheelchair from Davita dialysis and delivering it to a client who was released from the hospital and couldn’t get home without his wheelchair. The family was so appreciative of Steve’s efforts.

TRANSIT DEMAND MANAGEMENT (TDM) Update

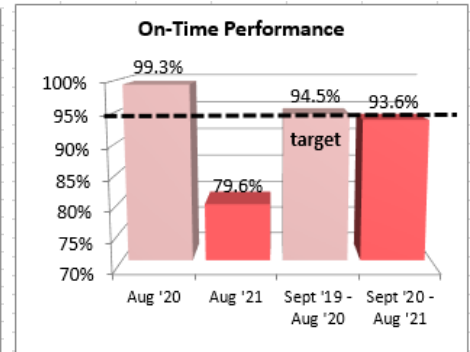
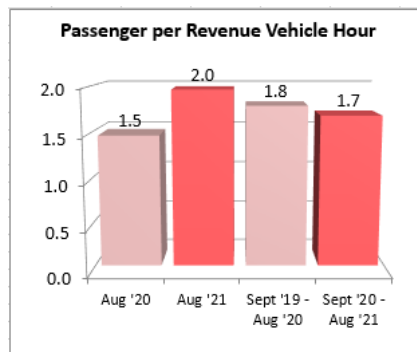
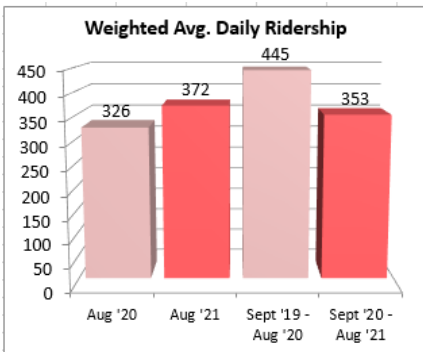
- Vanpools increased to 279 from 273. The program set new highs in trips reduced for a month at 41,794 and vehicle miles traveled (VMT) for a month at 1,543,343.
- On September 15, staff met with Meadowood Mall management to discuss a promotional campaign.
- Staff will man a table on campus at UNR every other week to promote the ED Pass Program beginning on September 28 and continuing until the end of the fall semester.
- Staff is working with UNR to provide a bus for a Lawlor to Midtown event on October 15 from 5:00 pm-7:30 pm. Staff will be onboard to promote the Ed Pass Program.
- On September 29, staff will moderate a session for the *Association of Commuter Transportation’s Valley of the Sun* chapter on “Return to Travel: Transit Trends.”
- Ridership numbers from the ED Pass Program are not available for August due to the driver strike.

AUGUST 2021 TRANSIT PERFORMANCE

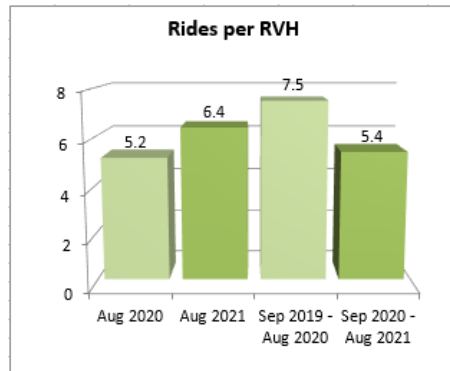
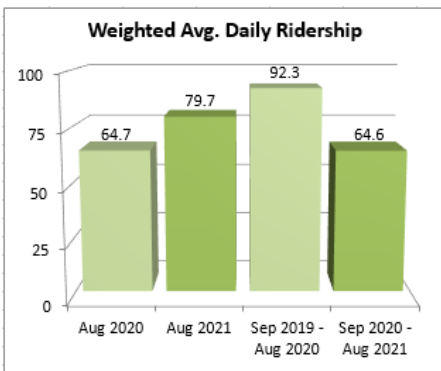
RTC RIDE



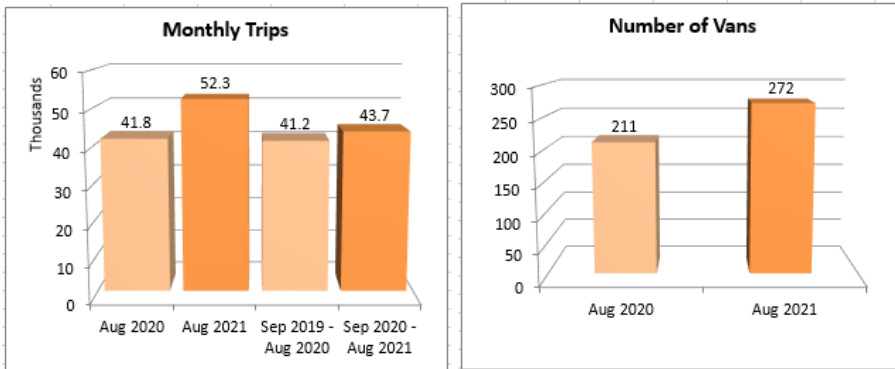
RTC ACCESS



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

RTC RIDE Performance Statistics¹

Performance Indicator	Current month compared with same month last year			Current 12-months compared with previous year		
	Aug 2021	Percent Change	Aug 2020	Sep 2020 - Aug 2021	Percent Change	Sep 2019 - Aug 2020
Monthly Ridership*	221,451	-49.7%	439,915	4,980,861	-20.6%	6,272,578
Weighted Avg. Daily Ridership	7,244	-49.7%	14,398	13,773	-20.8%	17,389
Revenue Vehicle Hours (RVH)	12,907	-41.8%	22,174	253,939	-4.3%	265,366
Rides Per RVH	17.2	-13.5%	19.8	19.6	-17.0%	23.6
Revenue Vehicle Miles (RVM)	145,778	-38.2%	235,895	2,729,502	-6.3%	2,911,480
Complaints Per 25,000 Rides	10.39	125.6%	4.60	4.80	29.9%	3.69
On-Time Performance ²	84.4%	-7.8%	91.6%	89.1%	-1.2%	90.1%

Performance Indicator	Jun 2021	Percent Change	Jun 2020	Jul 2020 - Jun 2021	Percent Change	Jul 2019 - Jun 2020
Revenue	\$301,344	71.6%	\$175,580	\$3,001,655	-21.8%	\$3,836,051
Farebox Recovery Ratio	11.9%	93.2%	6.2%	9.3%	-20.2%	11.7%
Subsidy per Ride	\$4.70	-29.0%	\$6.61	\$5.62	32.8%	\$4.23

¹ RTC Transit includes RTC RIDE, RTC RAPID, and RTC REGIONAL CONNECTOR

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

* Due to technical issues, August 2021 ridership is estimated based on available data.

RTC ACCESS Performance Statistics

Performance Indicator	Current month compared with same month last year			Current 12-months compared with previous year		
	Aug '21	Percent Change	Aug '20	Sept '20 - Aug '21	Percent Change	Sept '19 - Aug '20
Monthly Ridership	11,443	17.1%	9,775	126,247	-19.7%	157,300
Weighted Avg. Daily Ridership	372	14.1%	326	353	-20.8%	445
Revenue Vehicle Hours	5,829	-12.7%	6,679	75,109	-14.6%	87,980
Passenger per Revenue Vehicle Hour (does not include taxi data)	1.96	34.1%	1.46	1.68	-6.0%	1.79
Revenue Vehicle Miles (RVM)	94,737	16.7%	81,187	1,058,712	-13.8%	1,228,837
Complaints per 1,000 Rides	1.49	263.0%	0.41	0.78	34.1%	0.58
ADA Capacity Denials	0	0.0%	0	0	0.0%	0
Other Denials	0	0.0%	0	0	0.0%	0
Accidents per 100,000 Miles	0.00	0.0%	2.46	0.08	-92.2%	1.07
On-Time Performance (does not include taxi data)	79.6%	-19.8%	99.3%	93.6%	-1.0%	94.5%
Taxi On-Time Performance	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Performance Indicator	June '21	Percent Change	June '20	July '20 - June '21	Percent Change	July '19 - June '20
Revenue*	\$111,731	-1.6%	\$113,598	\$1,549,620	-7.1%	\$1,668,538
Farebox Recovery Ratio*	16.92%	5.95%	15.97%	17.67%	-7.58%	19.12%
Subsidy per Passenger*	\$36.60	-31.5%	\$53.44	\$47.13	33.9%	\$35.21

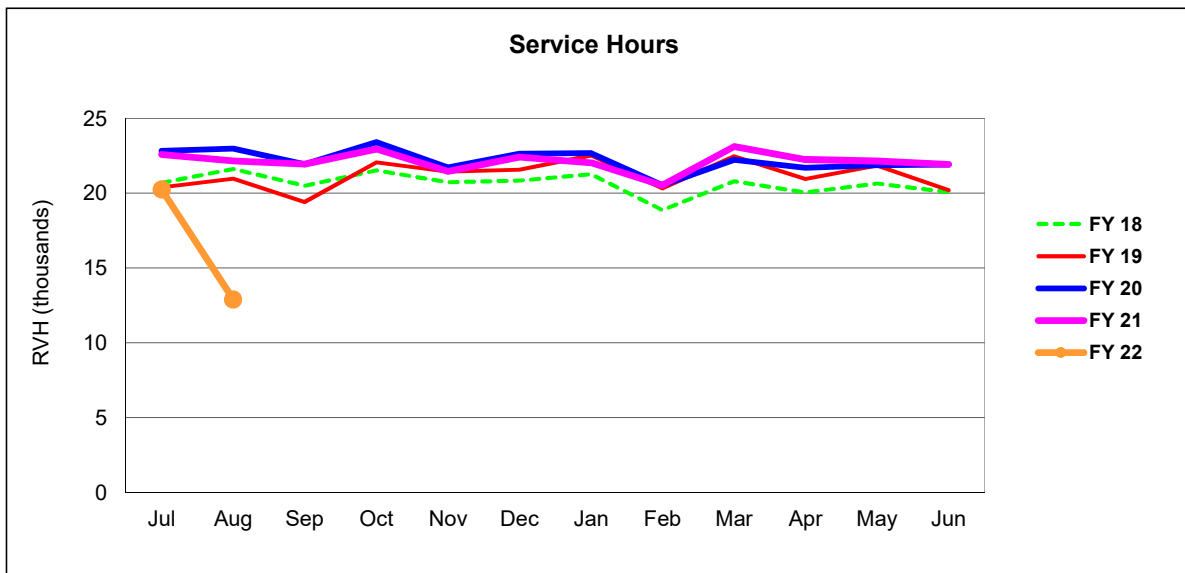
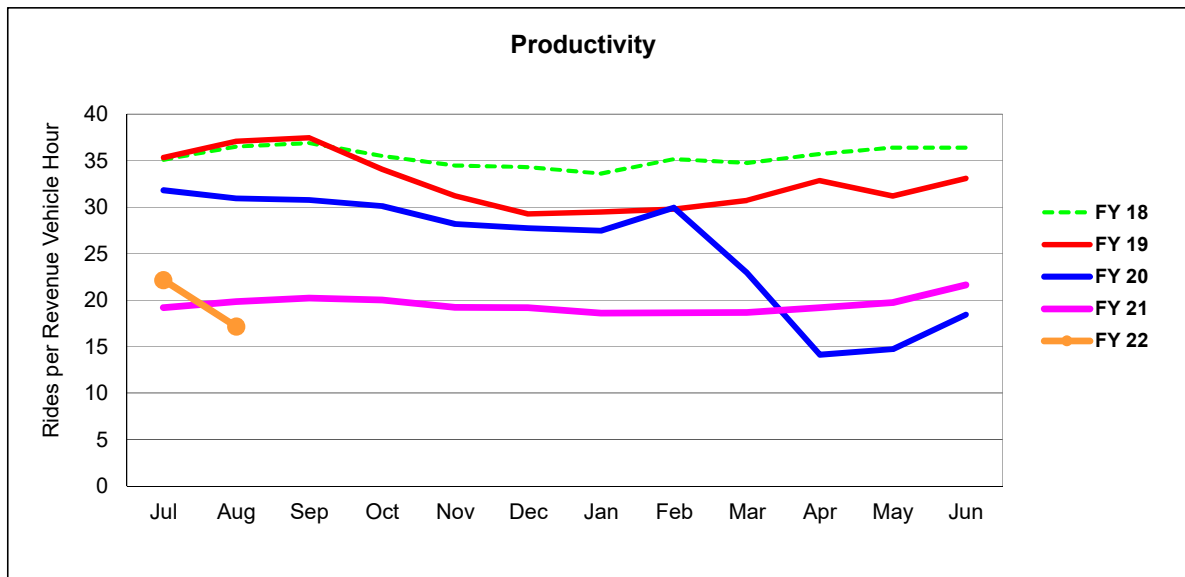
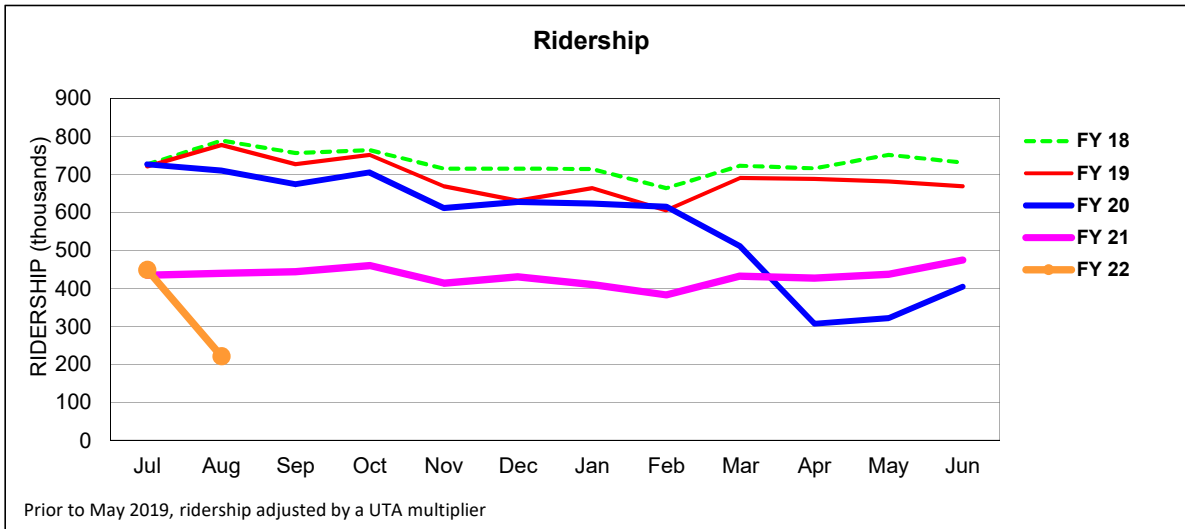
*June 2021 data is the latest available.

TART Performance Statistics

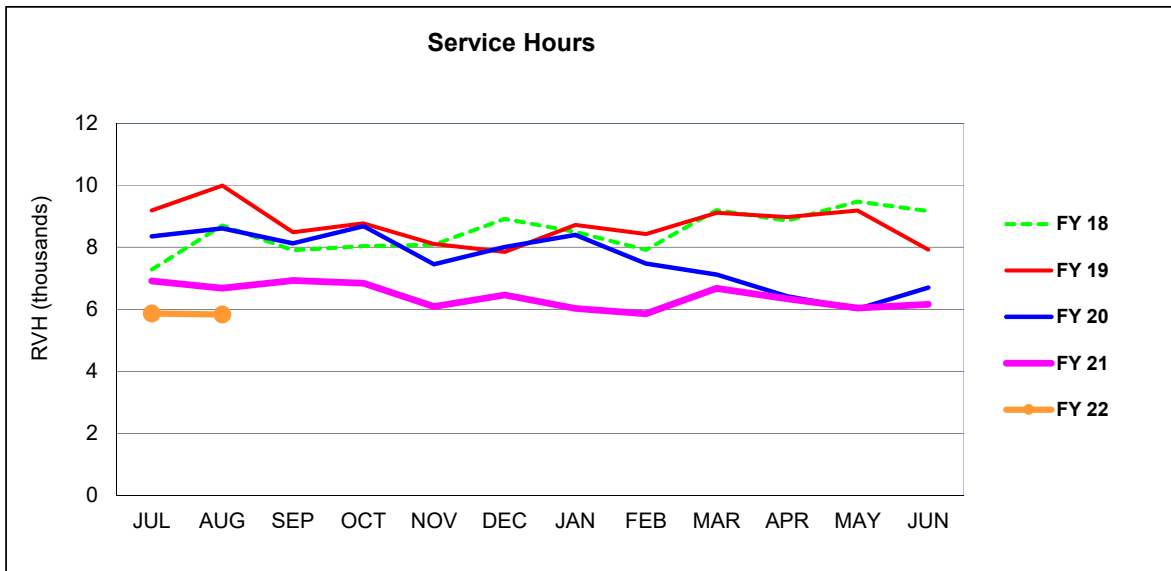
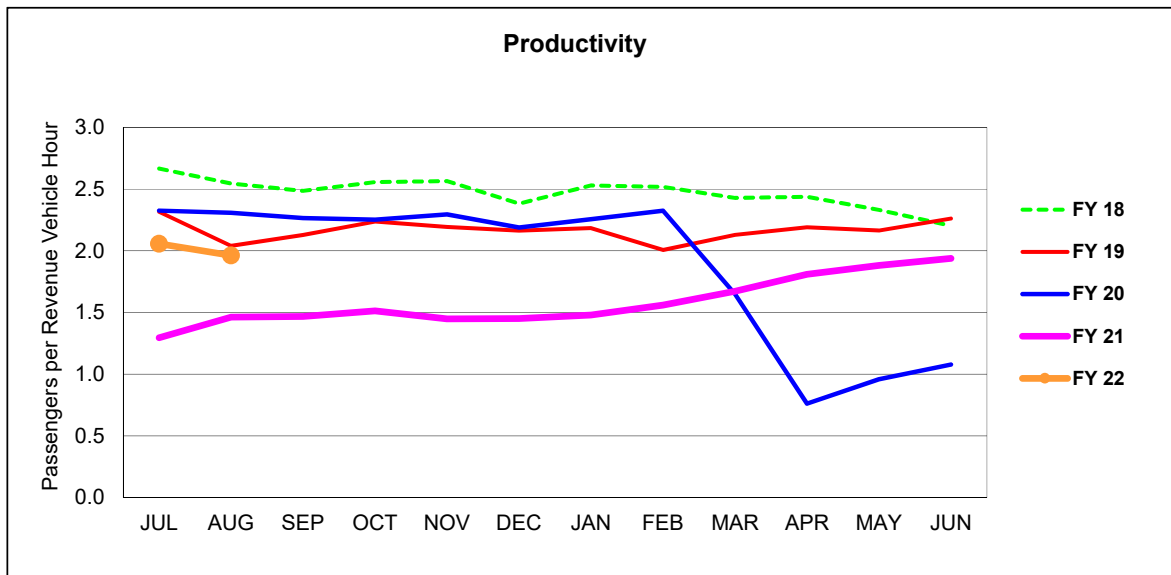
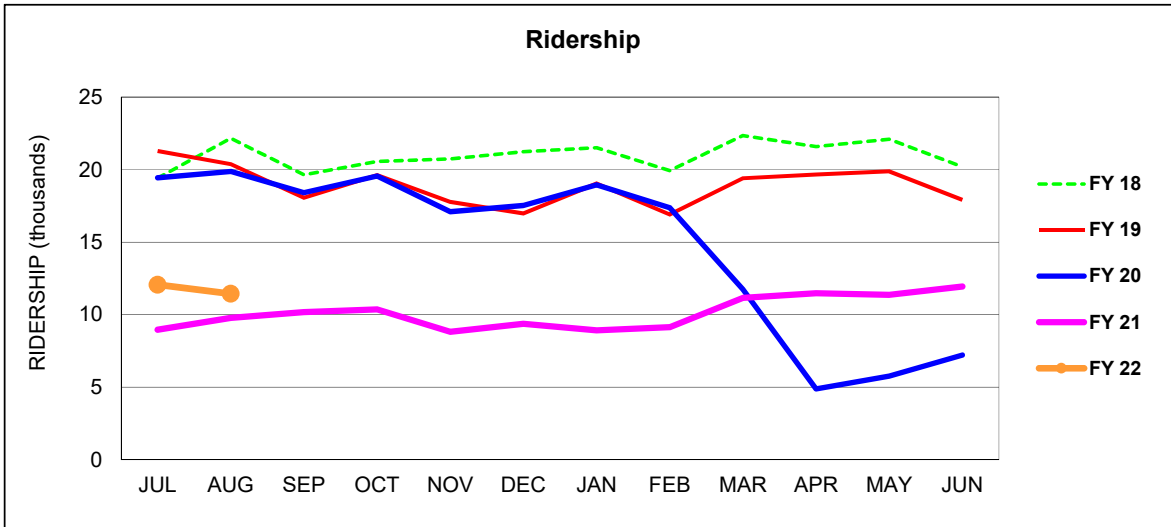
Performance Indicator	Current month compared with same month last year			Current 12-months compared with previous year		
	Aug 2021	Percent Change	Aug 2020	Sep 2020 - Aug 2021	Percent Change	Sep 2019 - Aug 2020
Monthly Ridership	2,468	24.1%	1,988	23,365	-29.9%	33,320
Weighted Avg. Daily Ridership	79.7	23.3%	64.7	64.6	-30.0%	92.3
Revenue Vehicle Hours (RVH)	385	-0.1%	385	4,319	-2.7%	4,438
Rides per RVH	6.4	24.3%	5.2	5.4	-27.9%	7.5
Revenue Vehicle Miles (RVM)	8,397	-0.1%	8,403	85,811	-1.5%	87,088
Revenue*	\$0	N/A	\$0	\$0	-100.0%	\$8,760
Farebox Recovery Ratio*	0.0%	N/A	0.0%	0.0%	-100.0%	1.6%
Subsidy per Ride	\$19.68	-19.6%	\$24.47	\$23.34	44.5%	\$16.15

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

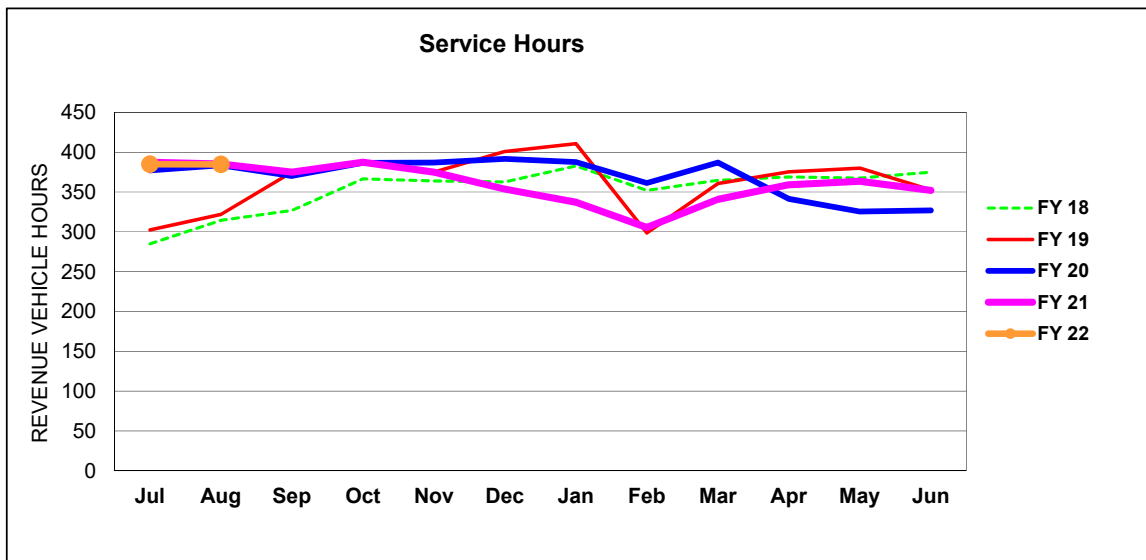
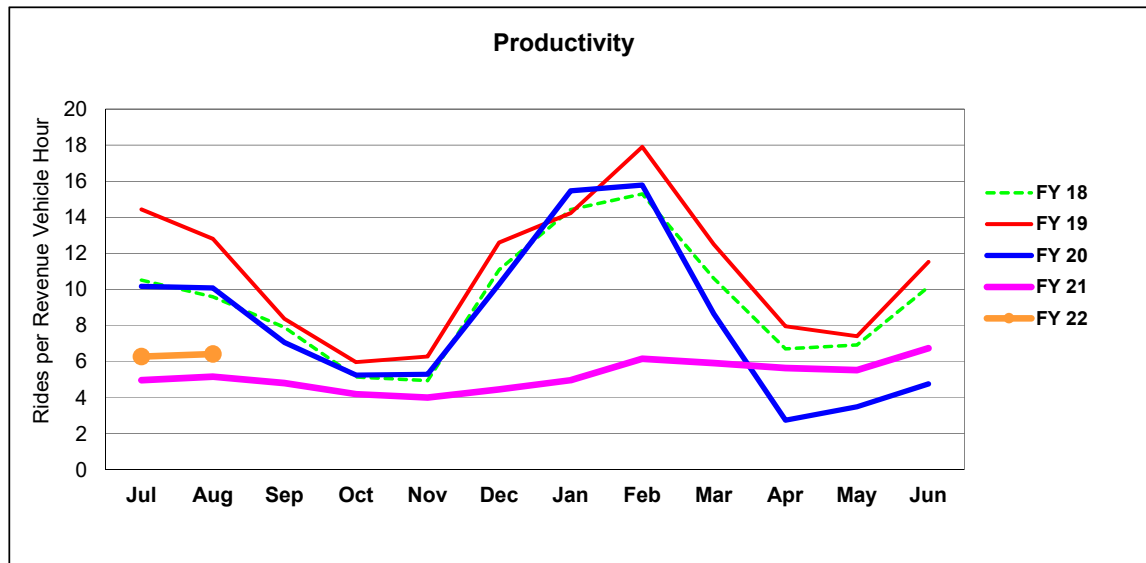
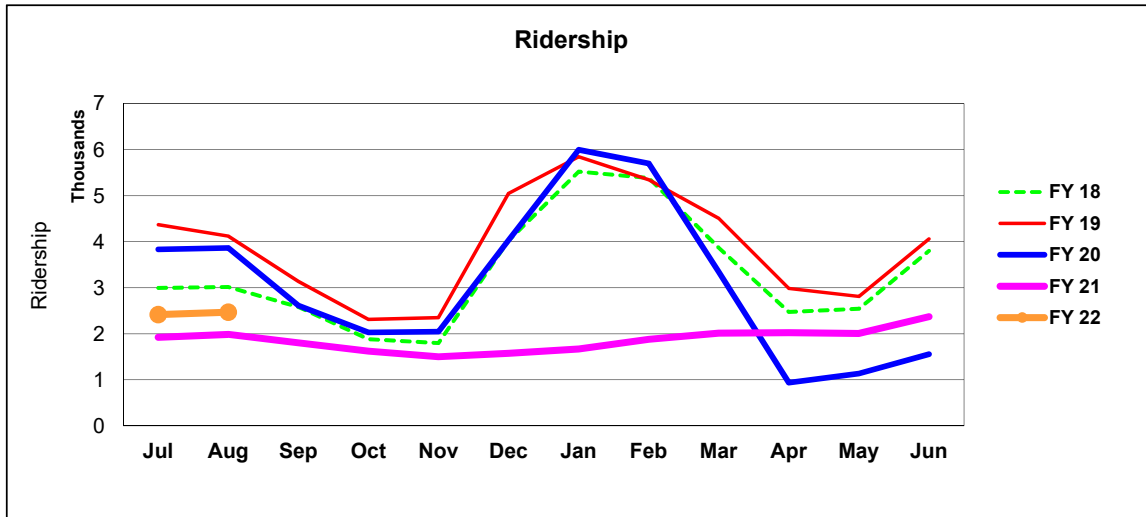
RTC RIDE Fiscal Year Comparisons



**RTC ACCESS
Fiscal Year Comparisons**



TART - Nevada Fiscal Year Comparisons



**RTC Vanpool
Fiscal Year Comparisons**

