



REGIONAL TRANSPORTATION COMMISSION

Metropolitan Planning • Public Transportation & Operations • Engineering & Construction

Metropolitan Planning Organization of Washoe County, Nevada

MEETING DATE: June 17, 2022

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

1st Floor Terminal Remodel – The Multipurpose/Great Room and the adjoining space is nearing completion with the drywall completed and painting underway. The last major HVAC unit was installed earlier this month. The first elevator is nearly complete (but the interior finishes have been delayed due to supply issues) and the second elevator overhaul began the week of June 6. The new elevator shafts have arrived and are expected to be installed by the end of June. Some of the audiovisual components remain on back order and the project is expected to be substantially completed by late July with a few component pieces remaining to be installed in August.



Transit Optimization Plan Strategies (TOPS) Update - As a result of feedback from the community and the RTC Board, the TOPS study is recommending a suite of changes and improvements to the public transit system. If approved by the RTC Board in July, changes could start as early as September 2022 and will be fully implemented over the next five years. The TOPS study is recommending changes to over eighty percent (80%) of regular local routes. The study is also proposing to add two new routes by discontinuing three routes and adding two new FlexRIDE zones in West Reno and South Meadows – Damonte Ranch. As of June 3, RTC has received over 700 survey responses with a majority of passengers agreeing or strongly agreeing with the proposed changes on every route.

RTC RIDE Key Highlights – May

- Keolis' GM, Phil Pumphrey attended the American Public Transit Association “mobility” conference in Columbus, Ohio the first week of May.
- Stephanie Hartgrove joined Keolis as their new Asst. Training and Safety Manager
- Keolis hired a new corporate level Labor Relations Director, Larry Irwin, based out of Reno, Nevada.
- Staff Training held on Incident/Accident Reporting and the basics of the RTC contract concerning operations.

- Full service was effective May 7th.
- Released 4 trainees to operations for revenue service.
- Safety Meeting topics included: Driver Complaints, Schedule Adherence, Shared Stops, Zonar 2010 Re-training, Active Assailant Training, and Accident & Incident Patterns.
- The Safety and Training Dept. trained 2 new “Behind the Wheel” (BTW) drivers that will specialize in the “skills” portion of driver training. Currently, there are 13 BTW Skills and Revenue Trainers.
- The Maintenance Department received new parts and training on bus alignment systems.
- The Maintenance and Utility departments enjoyed a hot dog lunch compliments of their managers as a show of appreciation.
- Several members of the Keolis staff enjoyed an afternoon with RTC and other key political figures, including a meet and greet with Senator Catherine Cortez-Masto.
- Keolis participated in the KOLO Cares “Stuff A Bus for Seniors” event on May 19th, donating a van full of new clothing, cleaning supplies, paper products and adult hygiene supplies to this very important event.
- HR conducted a 3.5 hour orientation with new hires covering policies, procedures, payroll, harassment, and attendance.
- HR did weekly walk-throughs in the Maintenance Department to speak with mechanics.
- Weekly, the HR Manager spent time in the operator breakroom at Villanova getting to know the drivers.



Keolis represented staffing headcount as of May 27, 2022:

Position	Total Employed	#Needed
Coach Operator Trainees	16	Ongoing
Coach Operators	152	11
Dispatchers	5	0
Road Supervisors	5	1
Mechanic A	5	1
Mechanic B	3	0
Mechanic C	4	1
EV Technician	1	0
Electronics Tech	2	0
Body Technician	1	0

RTC ACCESS Key Highlights – May

Safety

Accidents: 2
 Injuries: 0
 YTD Preventable Accident Count: 5
 YTD Injury Count: 3

May Safety Blitz - School's Out!

May 2022 Safety Meeting

- Bicycles, Motorbikes, and Pedestrians.
- TSA Video “The Mark”
- Reviewed iDrive trends and trained on each

Recruitment/Staffing Update

- 1 new hire started 5/9/2022
- 2 new hires resigned during training

MTM represented staffing headcount as of May 27, 2022:

Position	Total Employed	#Needed
Drivers	35FT – 6PT	21 FT – 0 PT
Dispatchers	3 FT	1
Reservationists	4.5 FTE's	0
Mechanic A	3 FT	1
Utility Worker	0	1



In RENO, NV

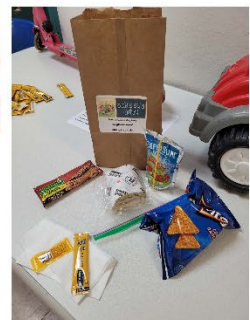
We have been filling this board, dedicating our “SAFE SUMMER” to all the school age kids we know, family, friends, and neighbors. We trust the health and lives of our kids to complete strangers whenever they are out at the park, walking, hanging out at the mall (do they still do that?). We need to drive like it is our kids on the street, and these dedications helps put some skin in the game, by reminding us that they are out there too.



We had some reminders of our youth on display, with not so subtle safety messages attached.

In Reno, food is always served with a safety blitz.

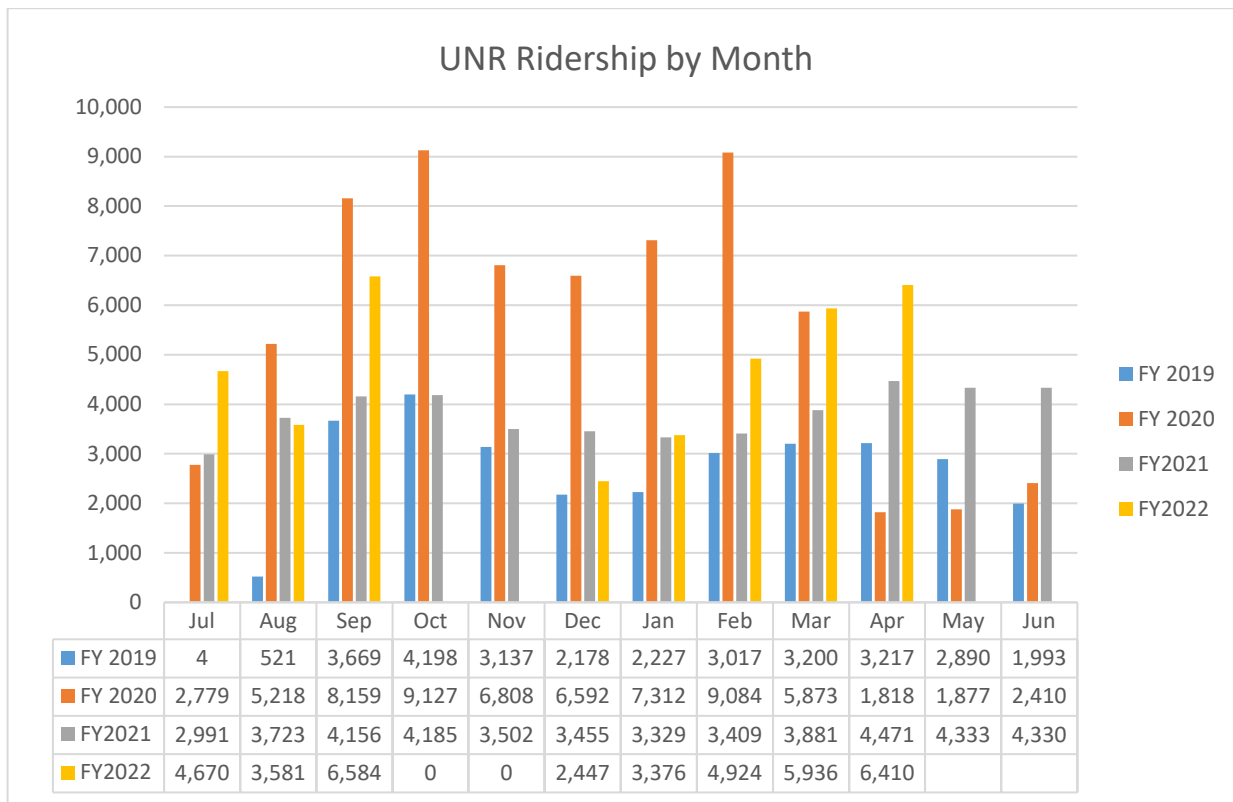
Today is a bagged lunch, with a sticky note to remind us of the message.

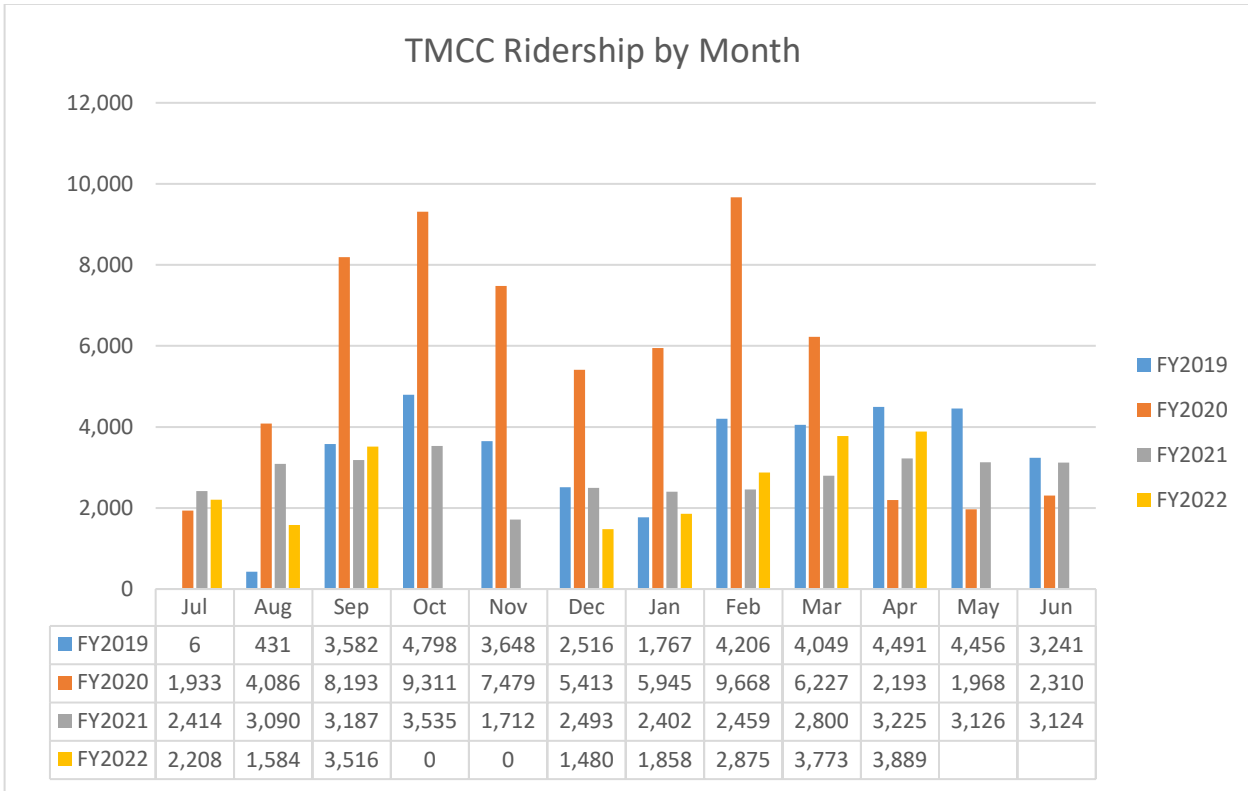


And the bagged lunch is served with a smile from the leadership team.

TRANSIT DEMAND MANAGEMENT (TDM) Update

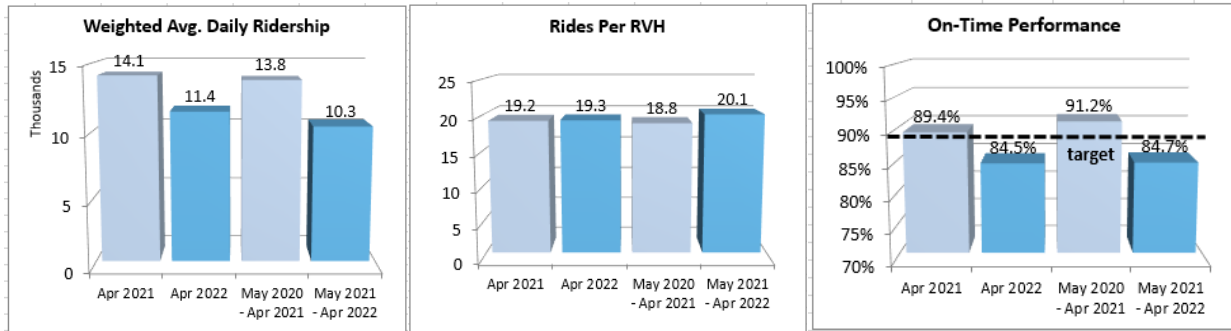
- Vanpools increased from 317 to 322.
- RTC Washoe’s vanpool program remained in 6th place based on passenger trips for NTD reporting in March.
- Staff did an interview about vanpools with KOLO 8 The Road Ahead airing this month.
- The Northern Nevada Transportation Management Association (TMA) will meet again the later part of June to finalize its board and agenda for the kick-off meeting with employers.
- Ridership numbers from the ED Pass Program through the month of April:



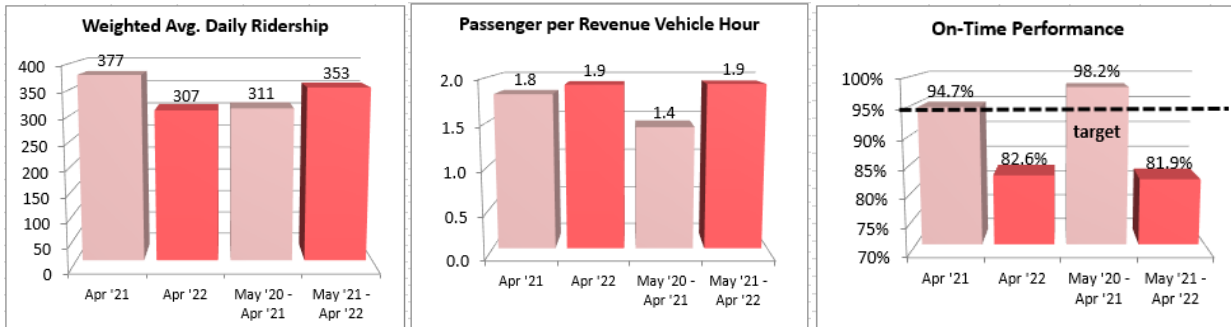


APRIL 2022 TRANSIT PERFORMANCE

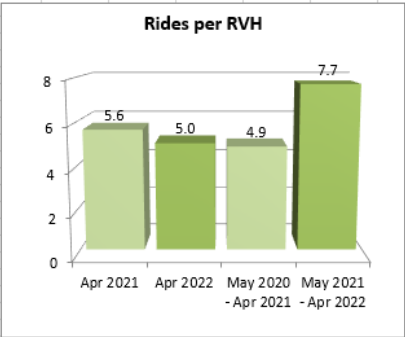
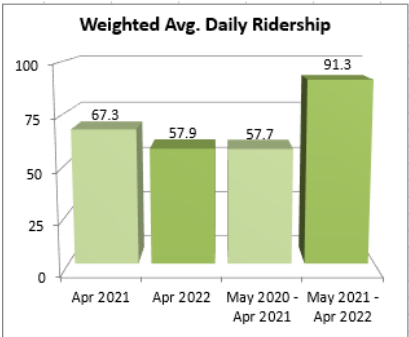
RTC RIDE



RTC ACCESS



TART



RTC VANPOOL

