



**REGIONAL TRANSPORTATION COMMISSION**

Metropolitan Planning • Public Transportation & Operations • Engineering & Construction

Metropolitan Planning Organization of Washoe County, Nevada

**MEETING DATE:** July 15, 2022

**AGENDA ITEM 4.4**

From: Mark Maloney, Director of Public Transportation and Operations

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**RECOMMENDED ACTION**

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

**BACKGROUND AND DISCUSSION**

**Highlights**



**RTC Provides Free Bus Rides to Star Spangled Sparks on Fourth of July** - free transit service was offered to the community on RTC’s RAPID Lincoln Line (4 p.m. to 8 p.m.) and Route 11 (4 p.m. to midnight) to attend Star Spangled Sparks on Monday, July 4, 2022. These RTC transit routes dropped off event goers at RTC CENTENNIAL PLAZA in Victorian Square near The Nugget Casino Resort. This free service was provided to encourage more people to take transit given limited parking availability.

**RTC RIDE Key Highlights – June**

- Keolis’ President and General Manager met with the Reno/Sparks Chamber of Commerce and attended the U.S. Conference of Mayors, June 3-6, 2022.
- Philip Pumphrey completed the Keolis GM Academy training in Washington D.C.
- 2 Coach Operator trainees released to revenue service
- Hired an additional Manager On Duty (5 total MODs, fully staffed).
- Former dispatcher reinstated after arbitration (6 total dispatchers).
- 5 Coach Operator resignations and 2 terminations.
- Hired 2 Utility Workers (fully staffed).
- Recruitment continues for a Labor Relations Specialist.
- Keolis recruiting participated in two job fairs:
  - June 8, 2022 - 4<sup>th</sup> Street Station
  - June 15, 2022 – Reno Sparks Convention Center hosted by the Chamber of Commerce
- The Maintenance Department received a Robin Aire 407 A/C Reclaim machine and put the unit into service.



- Maintenance Training received:
  - *Amerex Fire Suppression*
  - *Luminator Destination sign*
- The June Safety Meeting topics included:
  - Driver Complaints with “hot topics”
  - Accident and Incident Patterns
  - ADA compliance regarding lift/ramps deployment, boarding and de-boarding walkers
  - Safety policy; and
  - Drive Cam (LYTX) orientation.
- Organized and held first Keolis Safety Committee meeting.
- Keolis’ Corporate Director of Safety for Reno is working on a Safety and HR alignment process and development plan of new safety initiatives.
- *Driver of the Month Incentive Program* is returning and will be rolled out soon to staff.
- The renovation of the Operator’s breakroom is underway with the installation of the new cabinets in the kitchen area.
- Keolis spent 2 weeks celebrating the “*Keolis Way*” with their staff, customers and RTC. Some of the events included:
  - Hosting a *Meet the Managers* event at 4<sup>th</sup> Street Station. It was a great turn out with all management and our RTC partners in attendance.
  - 2 Safety Blitz’s were held - one for rollout at Villanova at 3:30AM with donuts and coffee, and another in the afternoon at 4<sup>th</sup> Street Station with pizza and drinks. Managers were on hand to ensure that drivers were doing their pre and post checks, had proper identification and were leaving on time.
  - Keolis started a new recycling program for paper, plastics, glass and cardboard to help support their “planet” Keolis Way value.
  - We enjoyed a big Hawaiian Luau with a Hawaiian food truck, KONA shaved ice truck and a Hawaiian shirt day for Coach Operators and staff.
  - The HR department also hosted an end of week ice cream social as a “thank you.”



**Keolis represented staffing headcount as of June 24, 2022:**

<b>Position</b>	<b>Total Employed</b>	<b>Number Needed</b>
Coach Operator Trainees	8	Ongoing
Coach Operators	148	16
Dispatchers	5	0
Road Supervisors	5	0
Mechanic A	5	1
Mechanic B	4	1
Mechanic C	4	0
EV Technician	1	0
Electronics Tech	2	0
Body Technician	1	0

**RTC ACCESS Key Highlights – June**

**Safety**

Accidents: 0  
Injuries: 1  
YTD Preventable Accident Count: 5  
YTD Injury Count: 4

**June Safety Blitz**

- National Safety Month
- Pre-Trip, Post-Trip and DVIRs

**June 2022 Safety Meeting**

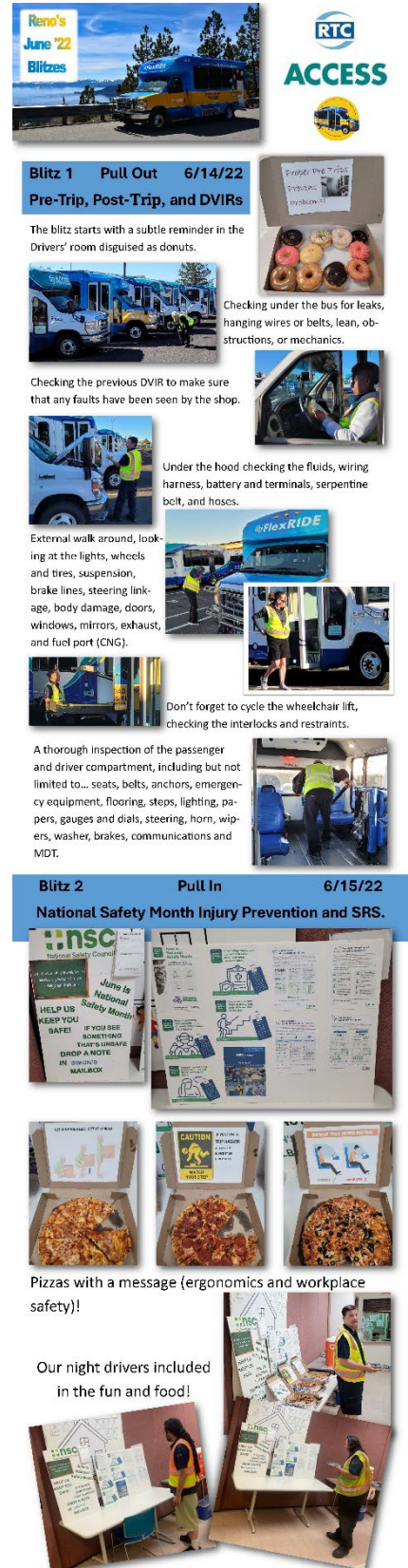
- Bloodborne Pathogens
- Accident trends
- Service Animals

**Recruitment/Staffing Update**

- 1 new hire started 5/30/2022 but resigned during training
- 6 new hires started on 6/27/2022. This is MTM’s largest new hire class in the past two years.
- MTM continues to screen and interviewing about 25 applicants per week.
- MTM contributes the large applicant pool to the higher starting wage for Drivers.

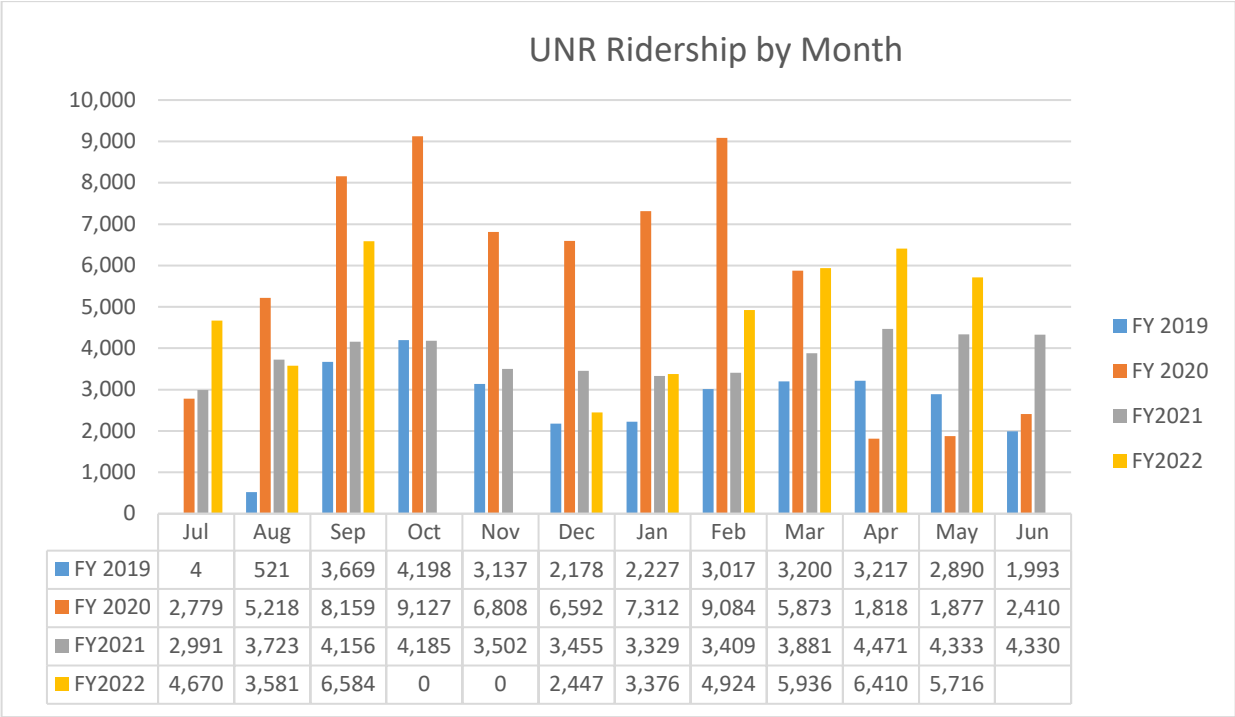
**MTM represented staffing headcount as of June 24, 2022:**

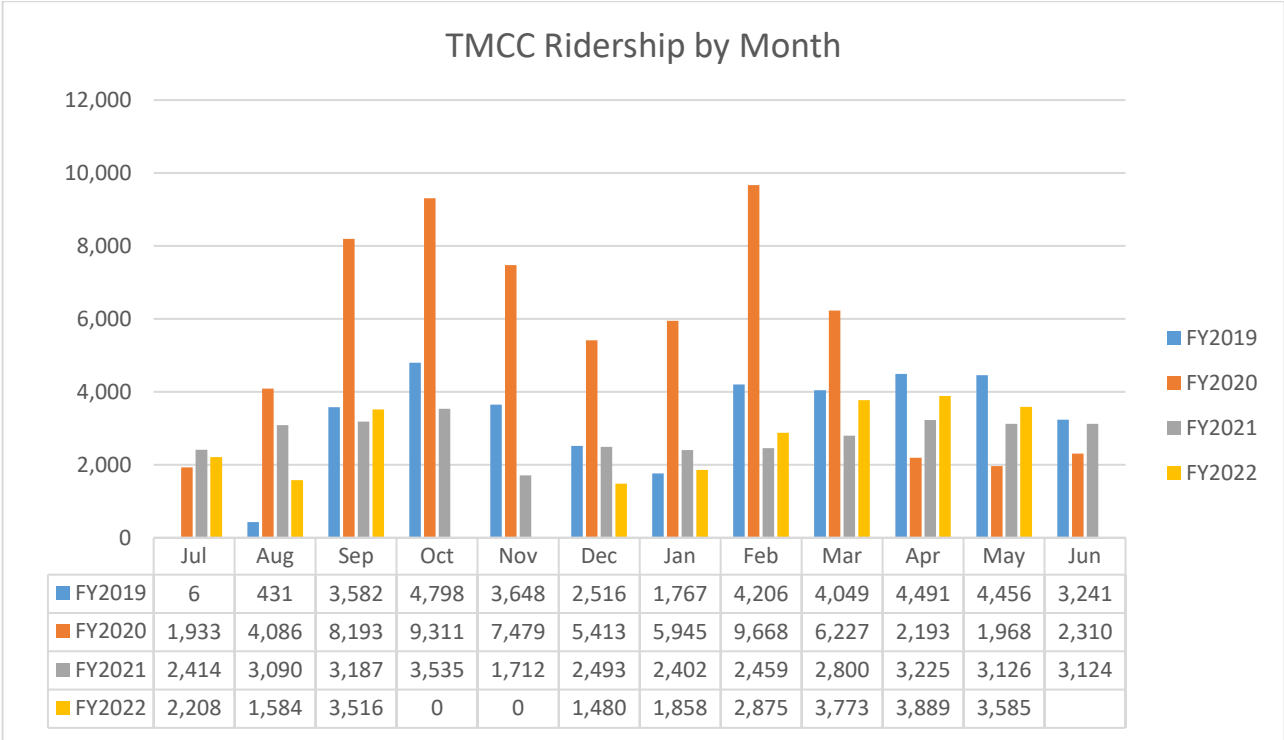
Position	Total Employed	Number Needed
Drivers	35FT – 6PT	21 FT – 0 PT
Dispatchers	5 FT	0
Reservationists	4.5 FTE’s	0
Mechanic A	3 FT	1
Utility Worker	1	0



**TRANSIT DEMAND MANAGEMENT (TDM) Update**

- Vanpools increased from 322 to 332.
- RTC Washoe’s vanpool program dropped to 8<sup>th</sup> place in the United States based on passenger trips for NTD reporting in April; however, the program set new highs in passenger trips saved of 49,988 and vehicle miles driven saved of 1,788,691.
- Staff did an interview about vanpools with KOLO 8 the Road Ahead.
- Smart Trips staff supported May’s Bike to Work month by compiling the statistics using the Commute Calendar section of the website. Staff also did the same for RTC’s Commuter Challenge for the month of May with Public Transportation winning for the second year in a row with the most trips reduced.
- The Northern Nevada Transportation Management Association (TMA) will meet again on August 23 at the RTC Administrative Offices to finalize its board and agenda for the kick-off meeting with employers to be held at the TRI Center.
- Ridership numbers from the ED Pass Program through the month of May:

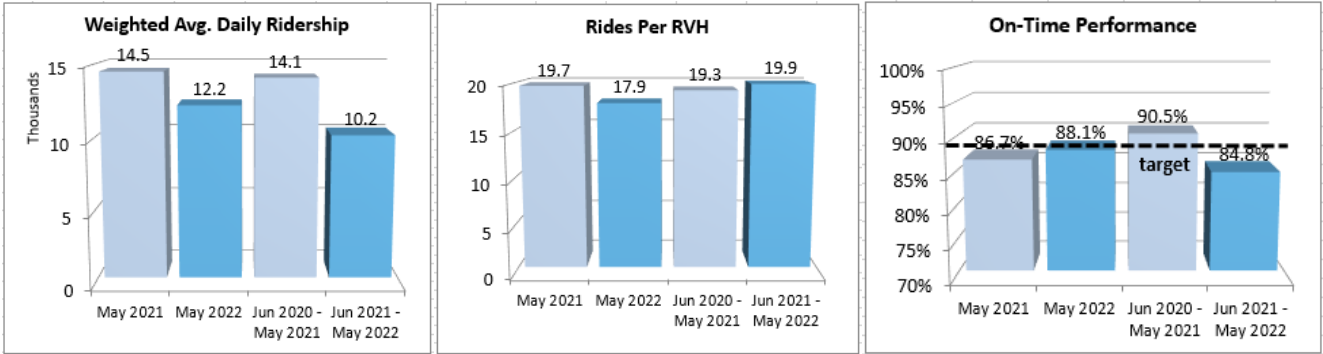




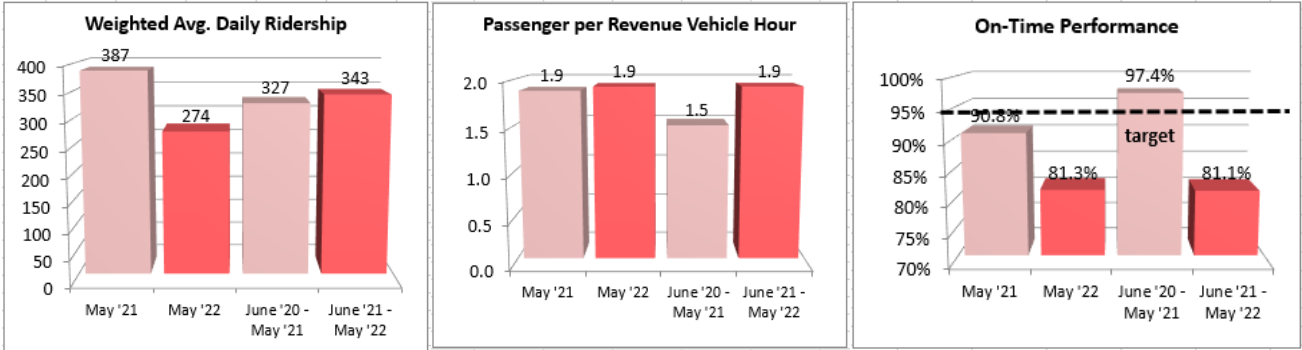
Ridership numbers in October and November of 2021 were impacted by the driver strikes.

**MAY 2022 TRANSIT PERFORMANCE**

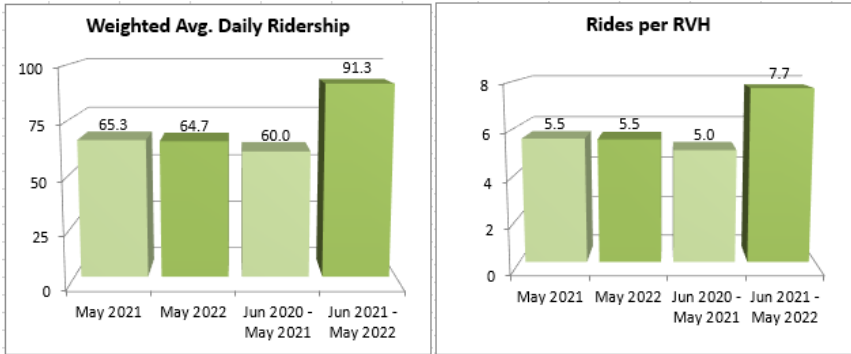
**RTC RIDE**



**RTC ACCESS**



## TART



## RTC VANPOOL

