



REGIONAL TRANSPORTATION COMMISSION

Metropolitan Planning • Public Transportation & Operations • Engineering & Construction

Metropolitan Planning Organization of Washoe County, Nevada

Meeting Date: 9/16/2022

From: Jennifer Meyers, Contracts Administrator

RECOMMENDED ACTION

Acknowledge receipt of the monthly Public Transportation and Operations Report.

BACKGROUND AND DISCUSSION

See Attachment A for background and discussion.

FISCAL IMPACT

There is no fiscal impact with this action.

PREVIOUS BOARD ACTION

There has been no previous board action or direction on this item.

Highlights



RTC Service Change Effective September 10, 2022 – On September 10, RTC implemented changes to its system to continue to provide passengers with reliable and on-time service. These changes were implemented to improve transit access and passenger travel times to allow for more community-wide connectivity and are the first of many upcoming improvements to the RTC’s transit system, as recommended by the community as part of the RTC’s Transit Optimization Plan Strategies (TOPS). The RTC combined community feedback and direction from the RTC Board on different ways to improve transit. The TOPS recommendations are outlined on the RTC’s [website](http://rtcwashoe.com) (rtcwashoe.com). The improvements

will be gradually implemented over the next five years as staffing and funding allow. RTC continually analyzes its transit operations to maximize resources and improve efficiency to enhance and provide quality customer service to riders. This analysis tracks ridership data, gathers input from the transit operators, and input received from passengers and the public. Transit passengers will see new bus stop signs and materials start to go up around the community starting about a week before the service change.

RTC Provides Free Bus Rides to the Rib Cook Off – RTC provided free transportation on the RAPID Lincoln Line and Route 11 transit services from Wednesday, August 31, through Monday, September 5, all day, each day, to the Best in the West Nugget Rib Cook Off, in partnership with The Nugget Casino Resort.



Don’t Drive, Arrive! to special events in our community this summer. There are plenty of alternatives to driving your car to events, including taking transit, walking, biking, carpooling, or using ride hailing services. Events like this help to attract new transit passengers and reduce congestion on our roadways.

RTC RIDE Key Highlights – August

- Participated in the Hot August Nights Parade, featuring RTC’s 1957 Bus
- 1st Monthly Employee newsletter “The Keolis Chronicle” was printed and distributed
- Replacement Driver Uniform fitting was held for two days- several changes made with driver input
- Released 6 trainees to operations for revenue service
- 3 driver resignations
- Restarted the *Driver of the Month* program- First winner is Mohammed Sarwar



- Driver bid for upcoming September service change conducted without any issues
- Hired an additional Manager-On-Duty, 5 total MODs
- Hired new Customer Service Manager, Karen Pinkerton, as of August 22. She has great experience in the customer service field.
- Shop technicians are fully staffed
- Currently recruiting for a Labor Relations Specialist, IT candidate, Shop Supervisor, and Utility worker
- 5 New Flyer coaches were delivered
- Last remaining New Flyer coach is in route from the factory
- GM Phil Pumphrey met with Bill Thomas and Mark Maloney of RTC, Aline Frantzen, Keolis CEO, and Mike Ake, VP Eastern Division of Keolis
- The August Safety Meeting Topics included Customer Comment review, Safe Place review, LLLC coaching, Reference points, and an update of current accident and incident patterns including YTD trends.

Keolis represented staffing headcount as of August 26, 2022:

Position	Total Employed	#Needed
Coach Operator Trainees	12	Ongoing
Coach Operators	151	10
Dispatchers	5	0
Road Supervisors	5	0
Mechanic A	5	0
Mechanic B	4	0
Mechanic C	4	0
EV Technician	1	0
Electronics Tech	0	1
Body Technician	2	0

RTC ACCESS Key Highlights – August

Safety

Accidents: 2

Injuries: 0

YTD Preventable Accident Count: 8

YTD Injury Count: 5

August Safety Blitz

Schools back in session and Cushion of Safety

August 2022 Safety Meeting

OSHA Right to know and Lock out tag out

Recruitment/Staffing Update

3 new hires started on 7/25/2022 – 2 resigned
1 new hire started on 8/1/2022
3 new hires started 8/2/2022
3 new hires started 8/9/2022 - 2 resigned
3 new hires started 8/16/2022
3 new hires started 8/23/2022 - 1 resigned

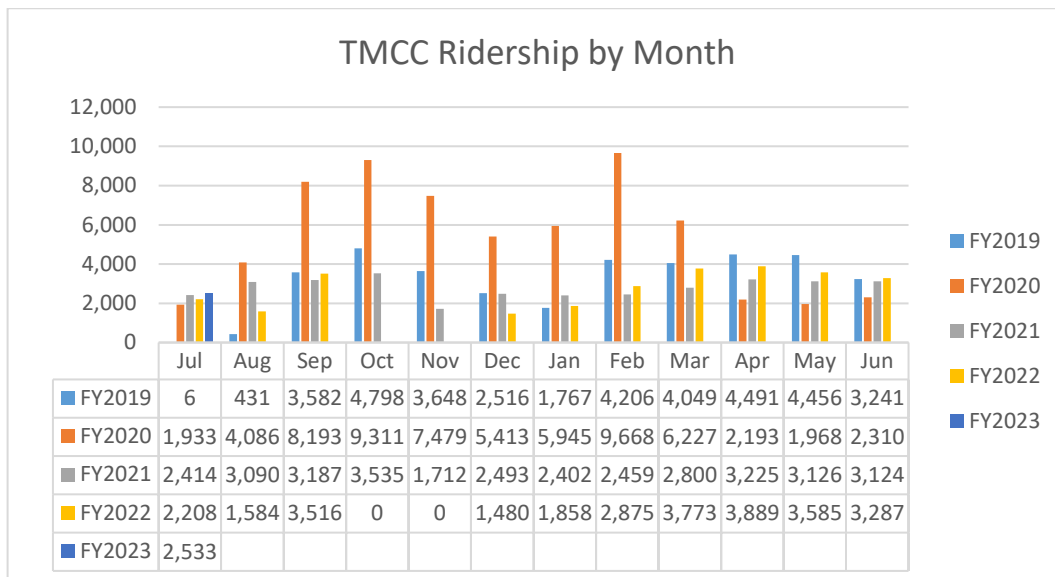
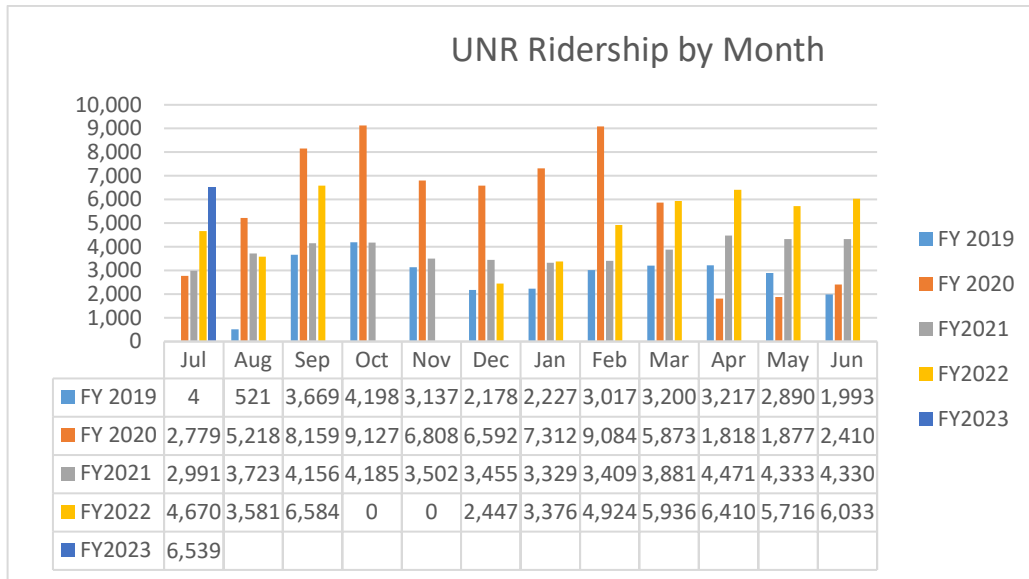
MTM represented staffing headcount as of August 23, 2022:

Position	Total Employed	#Needed
Drivers	46FT – 3PT	11 FT – 0 PT
Dispatchers	4 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 337 to 347.
- RTC Washoe's vanpool program moved into 6th place in the United States based on passenger trips for NTD reporting in June.
- Legends Bay Casino and Tesla have become our newest Bus Pass Subsidy partners, both using Token Transit.
- Staff attended the 35th annual Association of Commuter Transportations International Conference in Chicago. Staff attended many interesting sessions and had meetings with some of our vendors (Commute with Enterprise and Trip Spark).
- Smart Trips staff held an outreach event in August for the Reno/Sparks Small Business Resource Fair on August 23.
- The Washoe County Tahoe Transportation Plan Public meeting in Incline Village has been moved to October 4th.
- The Northern Nevada Transportation Management Association (TMA) met again in August and finalized our board and the agenda for the kick-off meeting with employers set in October.

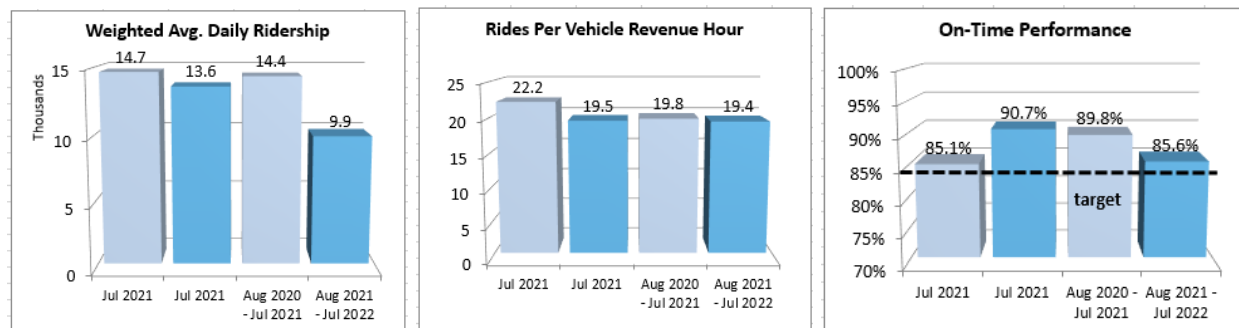
Ridership numbers from the ED Pass Program through the month of June:



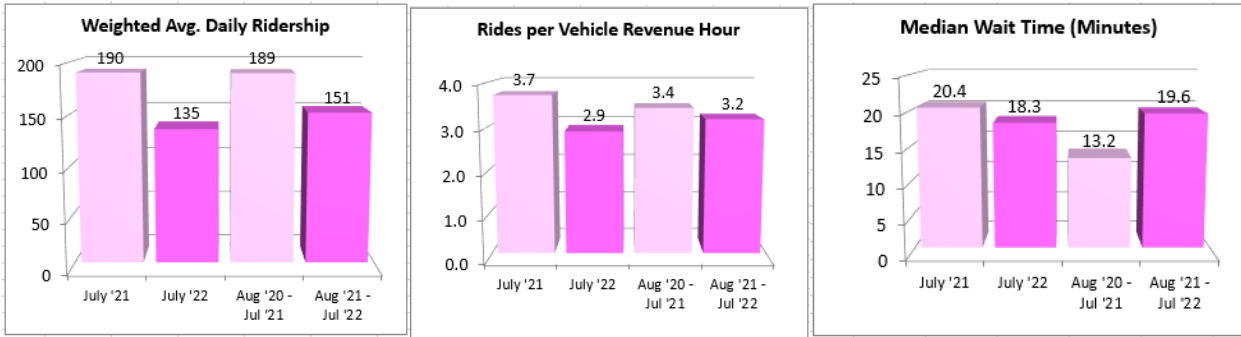
Ridership numbers in October & November of 2021 were affected by the driver strikes.

JULY 2022 TRANSIT PERFORMANCE

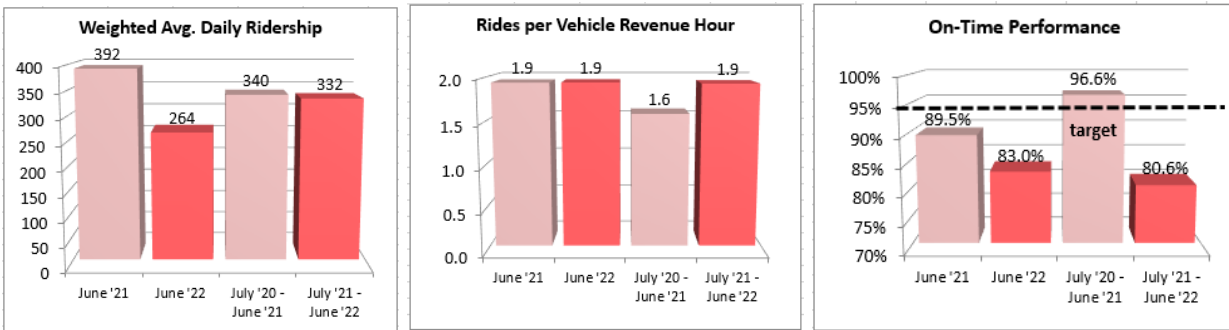
RTC RIDE



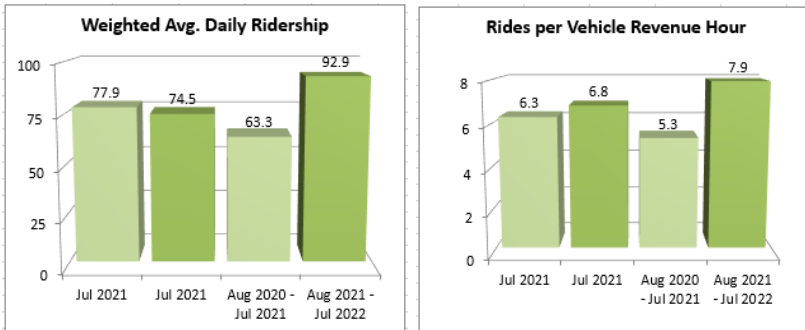
RTC FlexRIDE



RTC ACCESS



TART



RTC VANPOOL

