



**REGIONAL TRANSPORTATION COMMISSION**

*Metropolitan Planning • Public Transportation & Operations • Engineering & Construction*

Metropolitan Planning Organization of Washoe County, Nevada

# 2020 ANNUAL REPORT



**Your RTC. Our Community.**

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**MISSION**  
Building a better community  
through quality transportation.

## RTC GUIDING PRINCIPLES

- Safe and Healthy Communities
- Economic Prosperity, Equity, and Innovation
- Sustainability and Climate Action
- Travel Choices



Virginia Line station on Virginia Street

# YOUR RTC BOARD

The Regional Transportation Commission of Washoe County is a cooperative regional board governed by five representatives appointed from three local government jurisdictions:

- Two City of Reno Council Members
- One City of Sparks Council Member
- Two Washoe County Commissioners



**NEOMA JARDON**

RTC Chair

Reno Council Member

*Serving since December 2013*



**ED LAWSON**

RTC Vice Chair

Sparks Mayor

*Serving since January 2021*



**BOB LUCEY**

Washoe County Chairman

*Serving since January 2015*



**VAUGHN HARTUNG**

Washoe County Commissioner

*Serving since January 2018*

*Previous service*

*January 2015 - December 2015*



**OSCAR DELGADO**

Reno Council Member

*Serving since December 2018*



**KRISTINA SWALLOW, Ex-officio**

Director

Nevada Department of Transportation

*Serving since January 2019*

# YOUR RTC DIRECTORS

The RTC is comprised of six departments with a professional and administrative staff of 69 who serve to deliver the region's surface transportation needs.



**BILL THOMAS,**  
**AICP**

Executive Director



**AMY CUMMINGS,**  
**AICP/LEED AP**

Deputy Executive Director/  
Director of Planning



**STEPHANIE HADDOCK,**  
**CGFM**

Director of Finance/  
Chief Financial Officer



**BRIAN STEWART, P.E.**

Director of  
Engineering



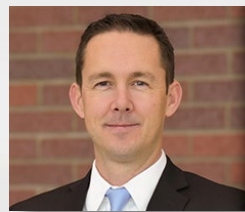
**MARK MALONEY**

Director of Public  
Transportation & Operations



**ANGELA REICH**  
**SPHR, SHRM-SCP**

Director of  
Administrative Services



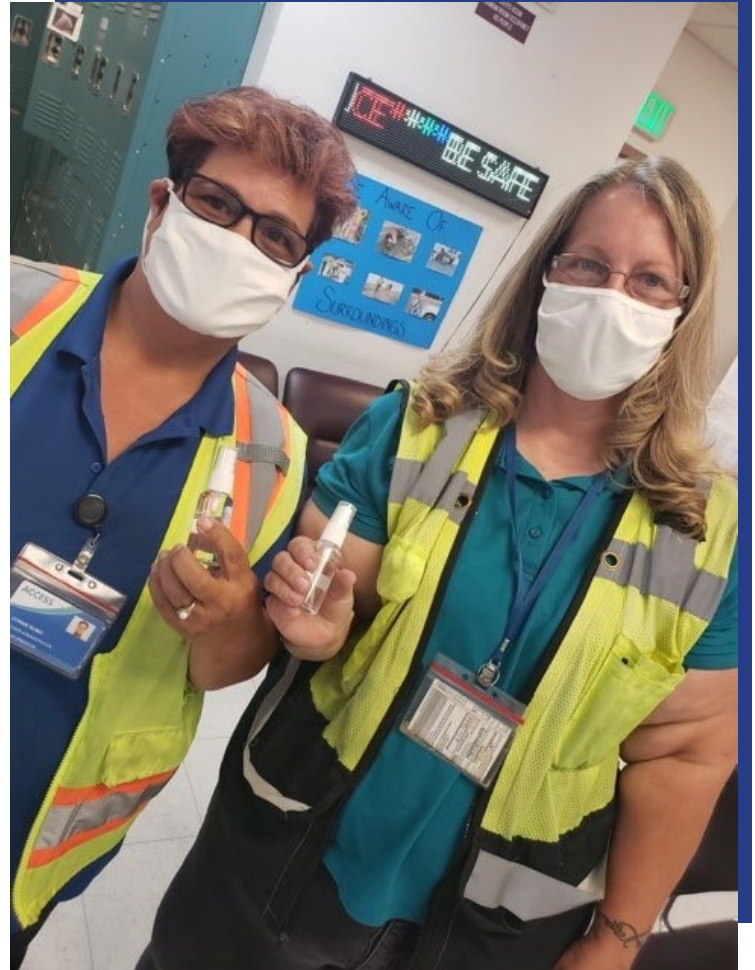
**ADAM SPEAR**

Director of  
Legal Services

# DOING OUR PART TO HELP KEEP OUR COMMUNITY SAFE

Transit services continued on a normal schedule providing our community with ongoing transit service and no transit reductions during the pandemic. The RTC completed the installation of mask and sanitizer dispensers on all buses. Transit passengers can conveniently use self-service mask dispensers to receive a free mask as they board any RTC bus or request a complimentary mask at RTC Customer Service. Complimentary masks are also distributed on RTC ACCESS and FlexRIDE vehicles.

The RTC thanks the U.S. Department of Transportation, the Federal Transit Administration (in coordination with the FTA Region IX Office), the U.S. Department of Health and Human Services, the Federal Emergency Management Agency, and the Department of Homeland Security for their delivery of 1,500 masks for contracted transit employees and 6,000 masks for transit passengers.



The RTC and the Food Bank of Northern Nevada joined together to ensure vital home delivery of food boxes during these challenging times.



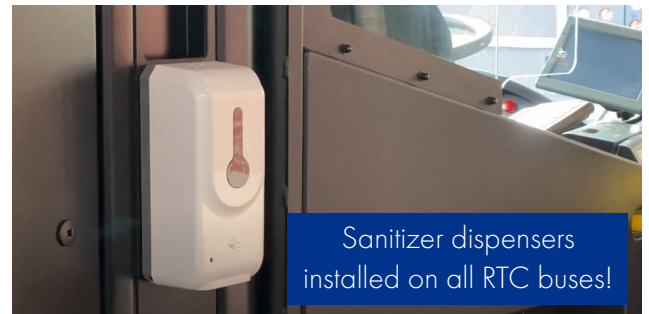
## *Working together to help maintain social distancing on our transit vehicles*

Transit contractors are working together and taking proactive steps to ensure passengers wear face coverings as well as transit drivers on RTC transit services, including:

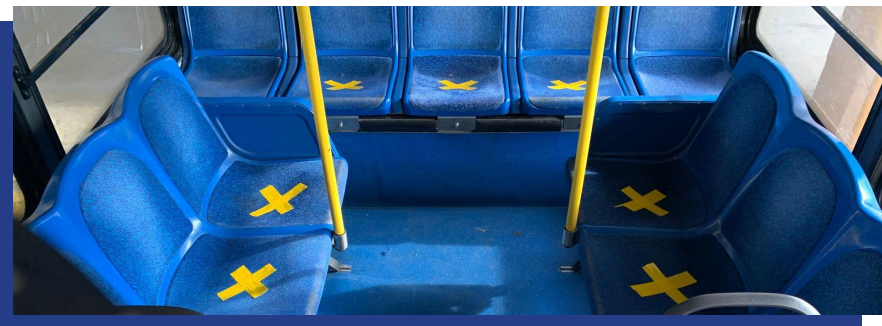
- Promoting social-distancing guidelines at transit facilities and on transit vehicles with designated seating.
- Installation of plastic or plexiglass barrier shields between bus driver and passengers boarding bus.
- Providing free face coverings on buses and at RTC Customer Service at 4TH STREET STATION in Reno and CENTENNIAL PLAZA in Sparks.
- Educating passengers who are not wearing face coverings about Governor Sisolak's Mask-wearing Directive and providing complimentary face covering upon boarding.
- Posting signage on buses and at bus stations reminding passengers to wear face coverings on transit.
- Providing complimentary face coverings on-board RTC ACCESS and FlexRIDE services.
- Daily log maintained by bus drivers documenting passengers who do not wear face coverings on RTC RIDE transit services are called in to Keolis dispatch.
- The RTC and transit contractors continue to adhere to exceptions for individuals who may not be able to wear a face covering or mask, as outlined in the Governor's Directive and in accordance with federal protections outlined under Title VI and Americans with Disabilities Act (ADA).
- Up-to-date COVID-19 precaution information available at [rtcwashoe.com](http://rtcwashoe.com).



Mask dispensers installed on all RTC buses!



Sanitizer dispensers installed on all RTC buses!



# RTC AWARDS AND RECOGNITIONS

## **American Planning Association 2020 DeBoer Award**

Outstanding Implementation — Virginia Street Bus RAPID Transportation Project

## **American Planning Association 2020 DeBoer Award**

Outstanding Public Outreach & Journalism — South Meadows Multimodal Transportation Study

## **American Planning Association 2020 DeBoer Award**

Outstanding Community Partner Award — Vision Zero Truckee Meadows

## **Sun Valley General Improvement District**

Community Service Award – Sun Valley Corridor Study and Improvements October 2020

## **High Sierra Industries X-Treme Ability Challenge**

RTC Staff Wins First Place

## **American Society of Civil Engineers**

## **Truckee Meadows Branch 2019 Engineer of the Year**

Warren Call, RTC Engineer II - March 2020

## **Governor Sisolak Names RTC Battle Born Business**

June 2020



*APA 2020 DeBoer Award - Outstanding Outreach  
South Meadows Study Project*





*APA 2020 DeBoer Award  
Outstanding Community Partner  
Vision Zero Truckee Meadows*



*ASCE Engineer of the Year  
Warren Call - RTC Engineer II*

*Sun Valley General Improvement District  
Community Service Award  
Sun Valley Corridor Study and  
Improvements Project*



**X-treme Ability  
Challenge**

**1ST PLACE WINNER**

REGIONAL TRANSPORTATION COMMISSION OF  
WASHOE COUNTY (RTC)  
TIME: 3:10



*APA 2020 DeBoer Award - Outstanding Implementation  
Virginia Street Bus RAPID Transit Extension Project*

# VIRGINIA STREET BUS RAPID TRANSIT EXTENSION PROJECT

*Completed ahead of schedule and under budget!*

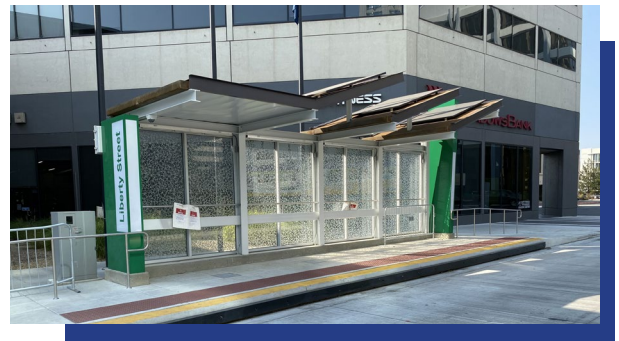
The Virginia Street Bus RAPID Transit Extension Project improves safety and provides better access, enhanced transit service, and improved mobility for everyone. This includes extending the RAPID Virginia Line from Midtown to the University of Nevada, Reno. Construction on the Virginia Street Project, both near the University of Nevada, Reno, and in Midtown, is complete. The final piece of the Virginia Street Project was the extension of the RAPID Virginia Line service to the University, which launched in March 2021.

The project represents an approximate \$90 million investment in our community. The project is funded with fuel tax revenue, sales tax revenue, and federal funds.

The bus route that extends through Midtown to the University is the RAPID Virginia Line transit route, which is an enhanced transit service. The route has features that allow buses to travel more quickly on Virginia Street and with fewer stops than on regular bus routes, including transit stops approximately every half mile, raised level-boarding platforms to allow passengers to get on and off quickly, dedicated bus lanes in some locations, and technology that allows the bus to communicate with traffic signals to help keep the route on schedule.

Extending the RAPID Virginia Line to the University will increase ridership while providing students, faculty and staff with an enhanced travel option through the Virginia Street corridor in Reno. In addition to the RAPID stations, other improvements include the addition of wider sidewalks that meet ADA standards, bicycle lanes, and a center median in some areas.

Parking is limited in and around the campus. Transit helps improve access and walkability, reduces pollution, and is a sustainable solution that contributes to a better quality of life for those who live nearby transit stops and choose to ride transit.

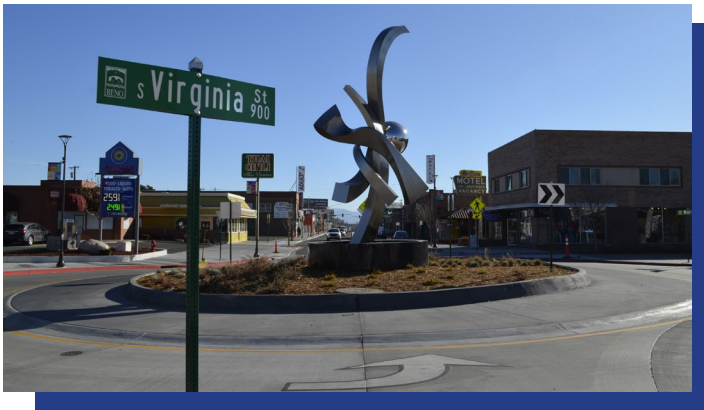


## *How to Navigate a Roundabout*

The Virginia Street Project includes two new roundabouts, one in Midtown at the intersection of Virginia Street/Center Street/Mary Street, and one at the University of Nevada, Reno, near the University's West Stadium Parking Complex. Roundabouts provide for safer and more efficient travel for commuters and pedestrians. Studies indicate that roundabouts reduce vehicle collisions by 39% and the severity of injury-producing crashes by 76%. Roundabouts also improve traffic flow when replacing stop signs or traffic signals at intersections by as much as 75%. Watch the [video](#).

## University of Nevada, Reno-area Project Highlights

- New RAPID transit stations on both sides of Virginia Street (five total)
- Sidewalk improvements
- A roundabout on Virginia Street at the entrance to the University's West Stadium Parking Complex to improve safety and traffic flow
- Restriping of the roadway from two lanes of traffic in each direction to one traffic lane and one shared bus/bicycle lane for both northbound and southbound traffic flow



## Acknowledgments

The RTC thanks our partners in the Virginia Street Project for bringing this project to fruition: Senator Catherine Cortez Masto, Senator Jacky Rosen, Congressman Mark Amodei, the U.S. Department of Transportation, the Federal Transit Administration including Region IX Administrator Ray Tellis and staff, the City of Reno, University of Nevada, Reno, Midtown businesses, the community, design consultants NCE and C A Group, Inc., environmental consultant and construction manager Atkins, contractor Sierra Nevada Construction, as well as subcontractors and suppliers, providing local jobs for Northern Nevadans and bringing this project to completion. Thank you to PK Electrical, LA Studios, Shields Engineering, CME, VWB, MAPCA, Taylor Made Solutions, A-1 Steel, Anark Corporation, Associated Concrete Pumping, Badger Daylighting, Cinderlite Trucking Corp., Desert Commercial Sweeping, Eastern Sierra Engineering, Eastern Sierra Sweeping, Reno Iron Works, High Desert Surface Prep, Kustom Koatings, Moana Nursery, Morgan Construction, Nevada Barricade & Sign Co., Noah's Park Tree Care, Northern Nevada Rebar, nvision Glass, Pavement Recycling Systems, Penhall Company, Reno Rock Transport, RFI Enterprises, Sierra Rental & Transport Co., Silver State Masonry, Titan Electrical, Underground Video Technology, Western Partitions, and YESCO.

## Midtown-area Project Highlights

- New RAPID transit stations, 5 new stations in UNR section and 3 upgraded in Midtown
- Safety improvements, including crosswalks and a center median
- A new roundabout at the intersection of Virginia Street/Center Street/Mary Street to improve safety and help vehicles turn around to access businesses on the opposite side of the street
- Accessibility and ADA improvements
- Wide sidewalks
- New landscaping
- A dedicated bus lane in some areas

# SUN VALLEY BLVD TRANSPORTATION IMPROVEMENT PROJECT

Construction continues to improve Sun Valley Boulevard from 7th Avenue to Highland Ranch Parkway. The project will increase safety, access, and mobility in the neighborhood and benefit drivers, pedestrians, bicyclists, and transit users.



Sun Valley General Improvement District Community Service Award at the SVGID - October 22, 2020



Design - Jacobs Engineering  
Construction Management - NCE  
Contractor - Q&D



## Improvements

Phase one of the project includes improvements on Sun Valley Boulevard from 7th Avenue to Highland Ranch Parkway, including:

- Two new pedestrian-activated rapid flashing beacon crossings at Quartz Lane and Middle Fork Drive
- Dedicated left-turn lane from northbound Sun Valley Boulevard to Staci Way
- ADA improvements
- New sidewalks and bike lanes
- New pavement
- An upgraded traffic signal at Sun Valley Boulevard/7th Street and a reconfiguration of the intersection to improve safety
- 4 new bus stop pads

The project is substantially complete from Staci Way to Highland Ranch Parkway. The segment of Sun Valley Boulevard from Staci Way to 7th Avenue will be completed during the 2021 construction season. Phase One of this project represents an approximately \$8 million investment in our community funded with local fuel tax revenue.



# EAST PRATER WAY PROJECT

*Completed October 2020*

*This project represents a \$5.6 million investment in our community.*

The RTC completed construction on a roadway rehabilitation project on East Prater Way in Sparks between McCarran Boulevard and Sparks Boulevard on October 22, 2020. The pavement in this section of roadway had deteriorated and needed to be replaced.

The project added sidewalks and bike lanes, and improved center medians, curb ramps, and crosswalks. In cooperation with the City of Sparks, the RTC also improved storm drainage and replaced aging sewer infrastructure. The project was a success and was completed on time. Spanish Springs Construction's partnering approach included public outreach efforts and coordination with City of Sparks, the Nevada Department of Transportation, Truckee Meadows Water Authority, NV Energy, AT&T, and Well Quest Development.

## Improvements

- Placed more than 10,000 tons of new asphalt
- Constructed 5,800 feet of curb and gutter, 4,500 feet of median curb, 30,000 square feet of sidewalk, and 25 pedestrian ramps
- Replaced 2,000 feet of sewer
- Installed new street lighting and improved the crossing at Willow Creek Park
- Placed 10 new trees within the landscape median
- Placed more than one mile of new conduit for Sparks Police Department communications and traffic signal coordination

**Design** - Stantec  
**Construction Management** - Stantec & CME  
**Contractor** - Spanish Springs Construction & Titan Electrical



# GREG STREET REHABILITATION PROJECT

**Design** - Wood Rodgers  
**Contractor** - SNC

*This project represents a \$1.75 million investment in our community.*

The RTC repaved Greg Street from McCarran Boulevard to the railroad tracks. RTC also added new sidewalks between McCarran Boulevard and Spice Island Drive and improved pedestrian ramps and crosswalks. This segment of Greg Street is smoother and safer now that the improvements are complete.

To learn more visit [rtcwashoe.com](http://rtcwashoe.com)

*Completed October 2020*

# LAKESIDE DRIVE PROJECT

*Completed October 2020*

The RTC completed a roadway rehabilitation project on Lakeside Drive between McCarran Boulevard and Evans Creek Drive on October 14, 2020.

As part of the project, the RTC reconstructed the roadway, replaced ADA-deficient sidewalks and pedestrian ramps, added bike lanes on both sides of the roadway, and made ADA improvements to driveways.

This project will help create significant bicycle connectivity in our region, as well as a safer, smoother road for drivers. Projects like this one are important to achieving the RTC's goals of keeping pavement in good condition and improving multimodal access throughout our community.

The project's ADA improvements, especially to sidewalks, will improve access and mobility for everyone. All road users, including pedestrians, will benefit from the improvements the RTC has made on Lakeside Drive.

The project began on July 20, 2020, and was completed on schedule and within budget. The project represents a \$2.2 million investment in our community, funded with local fuel tax revenue.



**Design** - Eastern Sierra Engineering  
**Contractor** - SNC

# KUENZLI STREET CONVERSION PROJECT

*Completed October 2020, this project represents a \$787,864 investment in our community.*

In October, following the completion of the Kuenzli Street Conversion Project, Kuenzli Street in Reno opened to two-way traffic from Kirman Avenue to Giroux Street. This segment of Kuenzli Street was previously one-way-westbound traffic only. As part of the roadway-maintenance and pavement-preservation project, Giroux Street from Kuenzli Street to East 2nd Street was also converted to accommodate two-way traffic. The project also included the area on Kirman Avenue from just south of the Truckee River Bridge to E. 2nd Street, and Kuenzli Street from Wells Avenue to Kirman Avenue. The conversion of Kuenzli Street to allow two-way traffic was requested by City of Reno staff to accommodate the new Reno Public Safety Center at 911 Kuenzli Street.

As part of this project, the RTC completed pavement maintenance, including slurry sealing and new roadway striping, made ADA improvements at several pedestrian crosswalks and ramps, added bike lanes and shared bike/vehicle lanes, installed new pedestrian crossing flashers in place of the traffic signal at the intersection of Locust Street and Kuenzli Street, and modified the traffic signal at the Kuenzli Street/Kirman Avenue intersection to allow a southbound-left movement to eastbound Kuenzli Street.

**Design** - Kimley Horn  
**Contractor** - SNC



**Design - Stantec Engineering, Inc.**  
**Construction Management - NCE**  
**Contractor - TDB**

The [Oddie-Wells Multimodal Improvement Project](#) will revitalize the 3.2-mile corridor beginning on Wells Avenue at the I-80 ramps in Reno and continuing on Oddie Boulevard to Pyramid Way in Sparks by creating a more-livable, safer, and vibrant community.

The RTC is finishing the design plans for lighting, landscaping, aesthetic features, ADA improvements, pedestrian ramps, bicycle facilities, and safer traffic operations to increase mobility and connectivity along this corridor. The RTC is planning to construct a raised cycle track on both sides of the roadway from Sutro Street in Reno to Pyramid Way in Sparks. On Wells Avenue from Sutro Street to I-80, plans include a multiuse pathway on one side of the

road and sidewalks on the other side. The new multiuse pathway will connect to the existing multiuse pathway along I-80 by UNR Farms.

Corridor improvements will support economic investment and redevelopment while enhancing the quality of life for area residents by improving accessibility and safety.

Construction on the project is anticipated to begin in 2021.

The total project investment, including construction, design, permitting and construction management, is approximately \$45 million. The project is funded with local fuel tax revenue.

# NEW RAPID TRANSIT STATION ON VIRGINIA STREET

*The project represents a \$721,000 investment in our community.*

The RTC completed construction on a new RAPID transit station on Virginia Street near the intersection of Plumb Lane in December 2020. The Plumb Lane RAPID transit station provides vital public transportation connectivity for retail shopping and dining at Reno Public Market and new housing and retail development as part of the Reno Experience District (RED). The new transit station is used for the RTC's RAPID Virginia Line, which connects Meadowood Mall to Midtown Reno, Downtown Reno, and the University of Nevada, Reno. This

RAPID station encourages future Reno Experience District-development residents to use transit.

The RAPID station provides amenities that include level boarding, lighting, transit messaging board, and LED lighting. The RAPID Virginia Line runs every 10 minutes, providing a quick and convenient mode of transportation to travel the Virginia Street corridor and connect with other transit routes at RTC 4TH STREET STATION.

**Contractor - Q & D**



# TRAFFIC SIGNAL OPTIMIZATION

The RTC is keeping our community moving by updating traffic signal timing throughout the region. In 2020, the RTC continued studying the timing of 406 regional traffic signals and working with our regional partners to better optimize and synchronize these signals to keep traffic flowing and reduce travel time. The project is a three-year, \$1 million commitment to improving traffic flow throughout the region. Sixty-Six signals were retimed in 2020. Due to the COVID-19 pandemic, the region experienced a significant decrease in traffic. The project was postponed between March and June of 2020. Although the RTC does not own any traffic signals, we support local jurisdictions in the maintenance and operation of the signals. The RTC is able to receive real-time data from signals and assess how well they are performing. The RTC also works on various projects to upgrade methods of detecting vehicles at intersections, which also helps to optimize timing at signalized intersections. As part of the retiming process, RTC engineers use information from the National Cooperative Highway Research Program (NCHRP) and the Manual

of Uniform Traffic Control Devices (MUTCD) to bring the traffic signals up to current standards and improve safety. The retiming process also allows engineers to remeasure crosswalks and recalculate pedestrian crossing times. To report traffic signal issues, call (775) 355-ROADS.



## *LOCATIONS OF UPDATED AND RE-TIMED SIGNALS:*

- Vista Boulevard (9 signals) – S. Los Altos Parkway to Eastbound I-80
- Sparks Boulevard (10 signals) – N. Los Altos Parkway to Greg Street/Veterans Parkway
- N. McCarran Boulevard (7 signals) – Sutro Street to Sullivan Lane
- Clear Acre Lane (4 signals) – N. McCarran Boulevard to Scottsdale Road
- Wells Avenue (8 signals) – E. 9th Street to Ryland Street
- Virginia Street (12 signals) – Vassar Street to Peckham Lane
- Plumb Lane (8 signals) – Hunter Lake Drive to Kirman Avenue
- Kietzke Lane (8 signals) – E. 2nd Street to Peckham Lane

# PRIORITIZING SAFETY FOR OUR COMMUNITY



Safety is a top priority for RTC. During 2020, the RTC completed these improvements to further the guiding principle of creating a safe and healthy community.

- 270 new pedestrian ramps
- 159 new ADA-accessible driveways
- 8.1 miles of new sidewalks
- 6 new crosswalk warning devices
- 5 new crosswalks
- 6 miles of new bike lanes

## RTC RECEIVES FHWA/FTA FEDERAL CERTIFICATION

Every four years, the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA) jointly review the metropolitan transportation planning process for those areas with areas with a population of more than 200,000 people. The certification review focuses on compliance with Federal regulations, challenges, successes, and experience of the cooperative relationship between Metropolitan Planning Organizations, the State Departments of Transportation, and public transportation operators in the conduct of the metropolitan transportation planning process. The review consists of a site visit, a review of planning products, and the preparation of a Certification Review Report.

The RTC's Metropolitan Planning Process was certified and no corrective actions need to be taken. The RTC received commendations for the quality of the 2040 Regional Transportation Plan, the quality of

its planning studies, the direct connection from studies to implementation, the use of MetroQuest for travel-demand analysis and use in the 2050 Regional Transportation Plan, the incorporation of complete streets initiatives within projects, outstanding public involvement process, and strong connections with the community.



# RTC RECEIVES \$23 MILLION BUILD GRANT FOR PYRAMID HIGHWAY

The RTC was honored to receive a \$23 million Better Utilizing Investment to Leverage Development (BUILD) grant from the U.S. Department of Transportation for the Pyramid Highway Project in September 2020.

With the rapid growth we are experiencing in the region and more than 50,000 cars per day traveling in this corridor, we are very pleased to receive the BUILD grant award for this project.

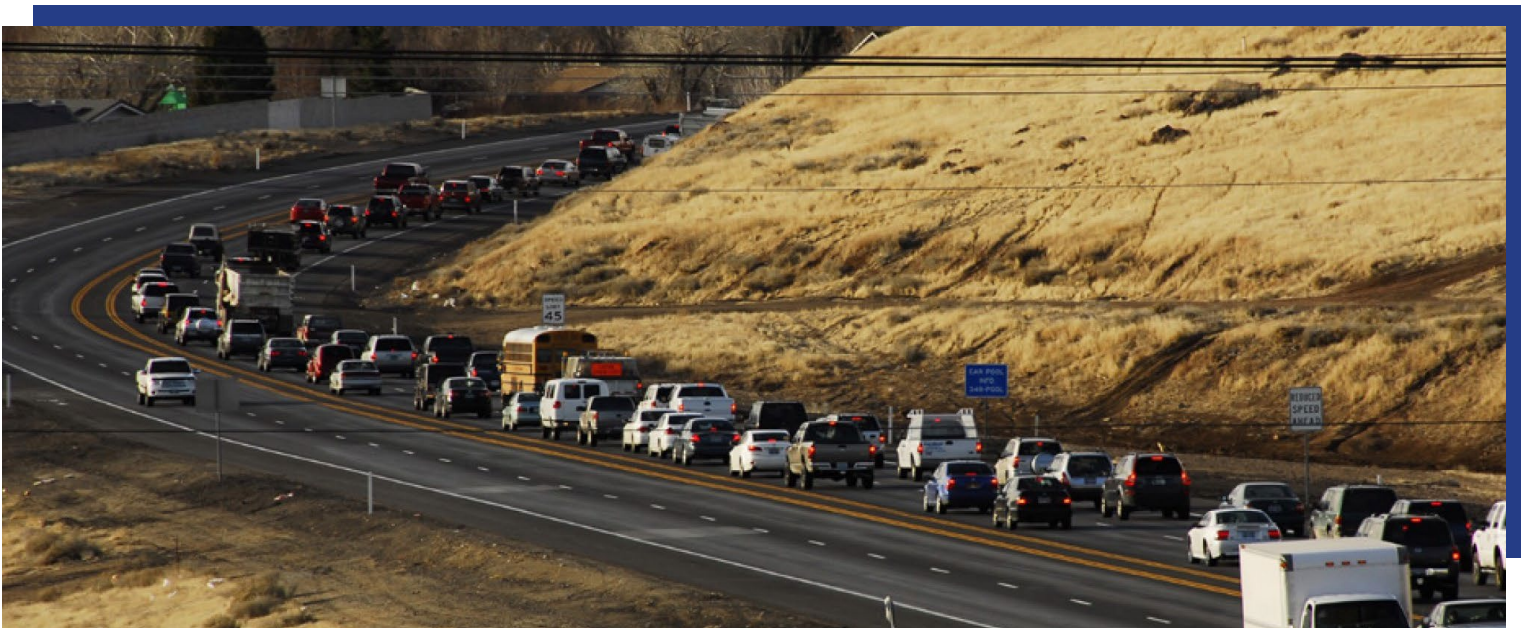
The project will improve safety and mobility in the corridor and widen approximately 2.4 miles of Pyramid Highway, approximately 1.6 miles from Queen Way to Los Altos Parkway from four-lanes to six-lanes and reconstructing approximately 0.75 miles of existing four-lane roadway from Los Altos Parkway to Golden View Drive. It also includes installation of smart traffic signals, widening the median, shoulders, bike lanes, sidewalks, and installation of enhanced drainage and storm water infrastructure.

The project will be delivered in cooperation with the Nevada Department of Transportation and the Federal Highway Administration, in collaboration with Washoe County, the City of Sparks, the Reno-Sparks Indian Colony, the Pyramid Lake Paiute Tribe, and other regional stakeholders.

This award, which was highly competitive at the national level, reflects the years of hard work that have gone into the planning, environmental analysis, community engagement, and design of this critically important project.

Our sincere thanks to the U.S. Department of Transportation, and our hard working Nevada Congressional leaders, Senator Cortez Masto, Senator Rosen, and Congressman Amodei for their support and leadership for investing in our local infrastructure to improve our region's transportation systems.

Construction on the project is anticipated to begin within the 2022-2024 time frame.



# RTC RECEIVES \$131,661 US DOT GRANT FOR TRANSIT INFRASTRUCTURE MONITORING

The RTC was honored to receive a \$131,661 research grant from the U.S. Department of Transportation's FTA as part of its Real-Time Transit Asset Management Program in December 2020.

The RTC will use the funding to collaborate with the University of Nevada, Reno, to demonstrate real-time transit infrastructure monitoring in the City of Reno. The monitoring system, which will use 3D imaging, cameras, and LiDAR, will assist the RTC in maintaining its transit system in a State of Good Repair.

This funding is critical to the RTC's innovation efforts as the transit agency in Washoe County. The RTC is grateful to the FTA for this grant award.

The RTC and the University plan to develop a digital model of RTC's transit assets in the City of Reno, such as bus stops, bus stations, and other transit infrastructure. Then, sensors will be placed on these assets and on RTC buses to track and identify potential maintenance and repair issues so they can be addressed right away. This demonstration will build on the existing strengths of the University of Nevada, Reno and the RTC, including the University's significant experience deploying advanced sensors for automated vehicles, as well

as the experience they have developed together deploying such advanced sensors on RTC buses since 2017. Leveraging this experience, the RTC and the University will create a technological template that transit agencies around the country can use to improve their infrastructure monitoring practices.

The RTC extends our sincere thanks to the U.S. Department of Transportation and our hard working Nevada Congressional leaders, Senator Cortez Masto, Senator Rosen, and Congressman Amodei, for their support and leadership for investing in our local infrastructure to improve our region's transportation systems.

Work on the project began in winter 2020.



# CARES ACT PROVIDES NEEDED TRANSIT FUNDING

RTC's public transit program is reliant on passenger fares and sales tax. Passenger ridership during the beginning of the pandemic was down by 63%, which meant the RTC was collecting significantly less in transit fares. CARES Act funding narrowed the gap.

Taken as a whole, the revenues that operate our local transit system have been, and likely will continue to be, substantially reduced. Without adequate revenues to support local transit, the only option available would have been to reduce service. A reduction in service would have impacted the

many members of our community by eliminating what is often their only means of transportation, reducing access to essential jobs and services. Additionally, it would have meant the loss of trained and qualified bus drivers, a critical part of our essential workforce.

Thanks to our federal partners, and the great leadership of Nevada's Congressional Delegation, a major financial crisis for our local public transit system may be avoided. RTC Washoe received a \$20.8 million grant from the CARES Act to offset revenue declines and allowing us to continue critical transit service at current levels.



*RTC Washoe used CARES Act funding for the following:*

- avoided service cuts while many systems across the country have slashed service
- continued full transit service and boost service where needed to promote social distancing
- moved forward with planned service upgrades
- delivered needed meals and prescriptions to ACCESS customers in partnership with Washoe County Senior Services and the Food Bank of Northern Nevada
- funded personal protective equipment (PPE) for transit personnel

It is foundational funding that is critically necessary to maintain our community's public transit system.

# RTC RECEIVES \$4M GRANT FROM US DOT FOR NEW HYBRID-POWERED BUSES

In 2020, the RTC received a \$4,080,000 grant from the United States Department of Transportation to upgrade its public bus fleet. This funding award helped the RTC purchase six new hybrid electric-diesel buses. The purchase of replacement buses will further the RTC's commitment to providing excellent and reliable transit service to our customers, promote regional mobility, and improve the region's air quality. The discretionary grant award represents the RTC's strategic investment to reduce energy consumption, emissions, and costs.

The RTC appreciates this grant from the U.S. Department of Transportation. This funding will go a long way to help the RTC achieve its goal of having an all alternative-fuel fleet by 2035. Demand for FTA's Grants for Buses and Bus Facilities Program far exceeded available funds, as FTA received 282 applications totaling approximately \$1.8 billion in funding requests, from 51 states

and territories. Project proposals were evaluated based on criteria outlined in the Notice of Funding Opportunity.

The Department of Transportation's Grants for Buses and Bus Facilities Program makes federal resources available to states and direct recipients to replace, rehabilitate, and purchase buses and related equipment, and to construct bus-related facilities.



## RTC RECEIVES US DOT GRANT FOR ROAD SAFETY INITIATIVE

The RTC received \$298,600 from the U.S. Department of Transportation's Safety Data Initiative Grant in 2020. The RTC's project will develop and deploy innovative data tools and information to improve roadway safety. The project, championed by partners University of Nevada, Reno, Texas Tech University and the U.S. Department of Transportation, will culminate in a national peer exchange to showcase the findings.

RTC and its partners will be able to automatically extract highly accurate road geometric features from mobile light-detection-and-ranging (LiDAR) data collected on area roadways, and use artificial

intelligence to create a dataset that would be incorporated into GIS software for roadway safety analysis and improve traffic safety to save lives. LiDAR technology detects the movement and velocity of distant objects using a pulsed laser to measure distances such as vehicles, pedestrians, and various other objects around it, enabling the evolution from driver assistance to fully autonomous vehicles.

The RTC is grateful to the U.S. Department of Transportation, Senator Cortez Masto, Senator Rosen, and Congressman Amodei for their support and advocacy to improve road and traffic safety for drivers and pedestrians.

# REGIONAL & COMMUNITY PARTNERSHIPS

## **Public Sector Partners**

City of Reno  
City of Reno Neighborhood Advisory Boards  
City of Reno Access Committee  
City of Reno Arts and Culture Commission  
City of Reno Senior Citizen Advisory Board  
City of Sparks  
Federal Highway Administration (FTA)  
Federal Highway Administration (FHWA)  
Nevada Department of Transportation (NDOT)  
Nevada Department of Public Safety  
Nevada Office of Traffic Safety  
Reno Tahoe Airport Authority  
Reno Sparks Indian Colony  
Reno Sparks Convention & Visitors Authority  
Safe Routes to School  
State Historic Preservation Office  
The Offices of the Nevada Congressional Delegation  
The Office of Nevada Governor Steve Sisolak  
Truckee Meadows Regional Planning Agency  
U.S. Army Corps of Engineers  
U.S. Department of Transportation (USDOT)  
University of Nevada, Reno  
Washoe County  
Washoe County Citizen Advisory Boards  
Washoe County Health District  
Washoe County School District  
Washoe County Senior Center

## **Private Sector Partners**

American Planning Association Nevada  
American Public Works Association Nevada  
American Society of Civil Engineers Nevada  
Atkins  
Atlantis Resort Hotel & Casino  
Granite Construction  
Brewery District Association  
C A Group, Inc.  
Cal Neva  
Construction Materials Engineers, Inc. (CME)  
Community Health Alliance  
Community Homeowner Associations  
Cumulus Media Group  
Dickson Realty  
Downtown Reno Partnership

EDAWN  
Food Bank of Northern Nevada  
Grand Sierra Resort  
Headway Transportation formerly Traffic Works  
Healthy Communities Washoe County  
HDR, Inc.  
Human Services Network  
Intelligent Transportation Systems  
ITE  
Jacobs Entertainment  
Kiwanis Service Organization  
Kimley Horn  
Keolis Transit  
KOLO 8 News Now  
Lamar Advertising  
Lawlor Events Center  
Lotus Radio  
Midtown Merchants Association  
Morrey Distributing  
MTM  
NAIOP  
NCE, Inc  
Nevada Electric Transportation Forum  
Nevada Governor's Council on Developmental Disabilities  
Nevada Veterans Memorial Plaza Foundation  
The Nugget  
Peppermill Hotel & Casino Resort  
Proterra, Inc.  
REMSA  
Reno Land Inc.  
Reno Media Group  
Reno Sparks Chamber of Commerce  
Renown Medical Center  
Rotary Club of Reno  
Sierra Nevada Construction  
Senior Coalition  
Spanish Springs Construction  
SPINN  
TRI Center Transportation Management Association  
Truckee Meadows Bicycle Alliance (TMBA)  
Vision Zero Truckee Meadows  
Washoe County Chronic Disease Coalition  
Wood Rodgers, Inc.  
Zero Fatalities

**Thank you to our partners for helping to make successful investments  
in transportation possible and improve our quality of life.**

# RTC 2020 PLANNING STUDIES

Click on the title to view corresponding document.

## [ADA Transition Plan](#)

**Approved March 2020**

The plan addresses physical obstacles in areas that are open to the public in the six RTC buildings and at 360 RTC transit stops. It includes the provision of a schedule for implementing the access modifications, and identification of a position and official who is responsible for implementing the ADA Transition Plan

## [Bicycle, Pedestrian and Wheelchair Count Annual Report](#)

**Approved April 2020**

RTC completed its sixth year of the report which tracks performance targets for alternative mode share and utilization of regional facilities. Going forward, this program will be revised to focus on critical locations that provide the most valuable data for informing future multimodal transportation investments. The program will also begin conducting before and after counts of projects that are implemented to better track the usage and benefits of new facilities.

## [Affordable Housing Study](#)

**Approved April 2020**

The study identifies potential opportunities for RTC to support affordable housing in the region near transit stops. Affordable housing near transit routes offers improved access to essential services and increases transit ridership. A market analysis and recommendation for three sites were determined to feasibly support affordable housing and transit improvements.

## [University Area Transportation Study](#)

**Approved June 2020**

The study evaluates current and future development plans within the gateway area of the UNR campus, and identifies potential connectivity, safety, and

access improvements for multi-modal transportation on regional roads. The study incorporates the design and implementation of the Virginia Street Bus RAPID Transit Extension Project.

## [Lemmon Valley – Spanish Springs Connector Alignment Alternatives and Planning and Environmental Linkages \(PEL\) Study](#)

**Study to be completed in 2021**

This study will evaluate potential roadway connection alternatives between the Lemmon Valley and Spanish Springs areas, as well as identify current traffic operations and potential safety improvements on the existing Eagle Canyon Drive.



## [Electric and Alternative-Fuel Vehicle Infrastructure and Advanced-Mobility Plan](#)

**Study to be completed in 2021**

This study will examine the role of technology and shared mobility as transportation options continue to evolve in Washoe County, and identify potential safety, air quality, and equity implications. It will also identify and evaluate potential advanced mobility design options for the area and provide a summary and evaluation of preferred technological platforms and national best practices.

## [2050 Regional Transportation Plan \(RTP\)](#)

**Approved March 2021**

The 2050 RTP identifies the long-range vision for transportation investments that will improve safety and mobility in the Reno-Sparks metro area. The



plan was built on extensive community engagement and included a data-driven, performance-based evaluation of transportation solutions for all modes of transportation, including walking, biking, transit, and driving.

### **Coordinated Human Services Transportation Plan - Approved December 2020**

The plan was approved in December 2020,

following an extensive virtual public outreach and community participation effort which began in May. The plan update brought together Washoe County human services agencies and transportation providers to provide input and deliver efficient, coordinated services to the region's senior citizens and persons with disabilities.

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# **SUPPORTING SAFE ROUTES TO SCHOOL**

The RTC funds the full-time coordinator of the Safe Routes to Schools Program (SRTS) with the Washoe County School District and has recently added funding for a second non-officer coordinator. The overarching goal of SRTS is to reduce the number of vehicles within the vicinity of K-8 schools and through education and encouragement of students and parents, to increase the number of students commuting to and from school by walking or bicycling. Even with the pandemic and remote learning during the school year, the SRTS program and Vision Zero partners conducted the following efforts:

- SRTS participated in the Safety Video that City of Sparks produced about pedestrian safety for Vision Zero.
- The Washoe County School District and the SRTS program installed Safety Signs at the exit doors of middle and elementary schools, in partnership with Renown and NV Energy.
- In conjunction with the Vision Zero #Dusk2DawnNV campaign, Safe Routes to School sent out a Dusk2Dawn letter to the parents and schools.
- Renown donated funding for the jurisdictions to purchase and install six Rapid Response Flashing Beacons near schools. These were placed at –

- Robb and Lancer at McQueen High School (Reno);
  - Ambassador and Avenida De Landa at Westergard Elementary School (Reno);
  - Silverada and Fantastic at Cannan Elementary School and High Desert Montessori (Reno);
  - Lincoln Way and 4th Street (Sparks);
  - Prater Way and 13th Street (Sparks); and
  - Highland Ranch Parkway and Donatello (Washoe County).
- Office of Traffic Safety funding was awarded for additional school enforcement.
  - Washoe County Safe Routes to School Program shares safety information from [visionzerotruckeemeadows.com](https://www.visionzerotruckeemeadows.com) to parents district-wide.



# VISION TRUCKEE MEADOWS ZERO

The Vision Zero Truckee Meadows task force, with the support of local leaders, has made a commitment to take action to bring the number of fatalities on our roadways to zero by 2030. One fatality is one too many and Vision Zero is not a tagline, or even a program. It's a fundamental shift in the way our community is approaching the issue of safe mobility. The task force looks at every serious-injury crash and fatality as an opportunity to learn how to prevent another crash, without placing blame.

In 2020, there was a 13% decrease in pedestrian fatalities in Washoe County, compared to 2019. Even though there was a decrease in vulnerable road user fatalities, the number of traffic fatalities in Washoe County increased by 42% with 51 deaths compared to 36 fatalities on Washoe County roadways in 2019.

## Washoe County Fatality Data

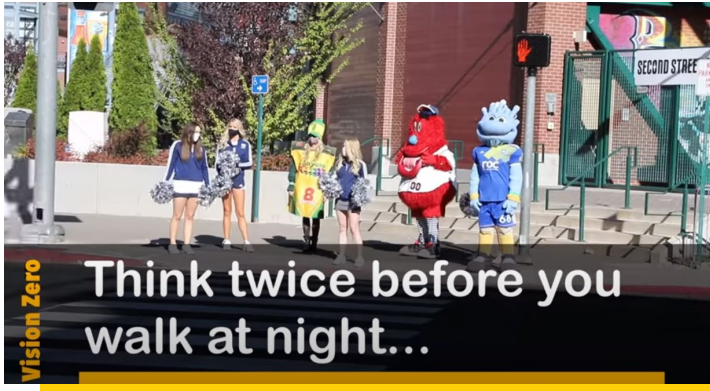
Year	Total Pedestrian Fatalities	Total Bicycle Fatalities	Total Roadway Fatalities
2020	13	0	51
2019	16	1	36
2018	13	1	44

One of the major accomplishments of Vision Zero was the #Dusk2DawnNV campaign that launched in the fall of 2020. The purpose of the campaign was to remind the community to use extra caution as the time change approached since 80% of pedestrian fatalities in Nevada occur between dusk and dawn. This was a statewide campaign and Vision Zero partnered with area businesses to post #Dusk2DawnNV safety posters and distributed backpacks with reflectors and reflective wrist slappers. In turn, the businesses helped promote safe walking, bicycling and driving tips to customers and distributed the safety materials to the public. Safe Routes to School also encouraged safety for students walking and biking to and from school. This effort included the task force teaming up with the University of Nevada, Reno, cheerleaders, local mascots, including the Aces' Archie, Reno 1868 FC's Truckee, and Safe Routes to School's Safety Crayon to release a video with important pedestrian safety tips.



The community is encouraged to visit [VisionZeroTruckeeMeadows.com](http://VisionZeroTruckeeMeadows.com) to learn more and read the Vision Zero Action Plan. The website contains important safety information and provides a place to report areas of our community that need improvements, or where there are near misses.

By partnering together to make roads and sidewalks safer for pedestrians, we make our roads safer for everyone, including bicyclists, drivers, and individuals with disabilities.



**80% of pedestrian deaths occur from...**

# DUSK 2 DAWN

**BE SEEN. BE PREDICTABLE.**

- Wear reflectors
- Cross at corners & crosswalks
- Watch out for headlights
- Don't assume drivers can see you

#Dusk2DawnNV  
VisionZeroTruckeeMeadows.com

# ZERO FATALITIES BY 2030 IS OUR GOAL

## TASK FORCE MEMBERS

The multi-jurisdictional Task Force is comprised of staff members from the:

- Regional Transportation Commission (RTC) of Washoe County
- City of Reno
- Reno Police Department
- City of Sparks
- Washoe County
- Federal Highway Administration (FHWA Nevada Division)
- Nevada Department of Transportation
- Office of Traffic Safety
- Reno Bike Project
- Truckee Meadows Bicycle Alliance (TMBA)
- Regional Emergency Medical Services Authority (REMSA)
- Reno & Sparks Chamber of Commerce
- Renown Hospital Trauma Center
- Safe Kids Coalition
- University of Nevada, Reno (UNR)
- University of Nevada, Las Vegas (UNLV)
- Washoe County School District
- Washoe County Sheriff's Office
- Members of the public

# RTC PUBLIC TRANSPORTATION & OPERATIONS

The RTC operates public transit in the metropolitan Reno-Sparks area, offering residents and visitors safe and reliable bus and paratransit service. We are proud of our commitment to serve our riders with quality public transportation services providing travel choices to meet the community's transportation needs.



**5.40<sup>\*</sup>**  
**MILLION RIDES  
ON RTC RIDE**



**1.24<sup>\*</sup>**  
**MILLION RIDES  
ON RTC RAPID**

*RAPID Virginia Line & Route 1*

**68**  
**BUSES IN  
THE RTC  
RIDE FLEET**

**227**  
**VANPOOLS**

14% increase



\*Ridership numbers declined in 2020 due to COVID-19. We are working to recover pre-COVID ridership.



**91.13%**  
**ON-TIME PERFORMANCE**  
*Above peer agencies' average*

**45**  
**VANS IN**  
**RTC ACCESS**  
**FLEET**



**123,425\***  
**RIDES ON**  
**RTC ACCESS**

**26**  
**ROUTES**



**701,682\***  
**RIDES ON RTC**  
*RAPID Lincoln & Route 11*

\*Ridership numbers declined in 2020 due to COVID-19. We are working to recover pre-COVID ridership.



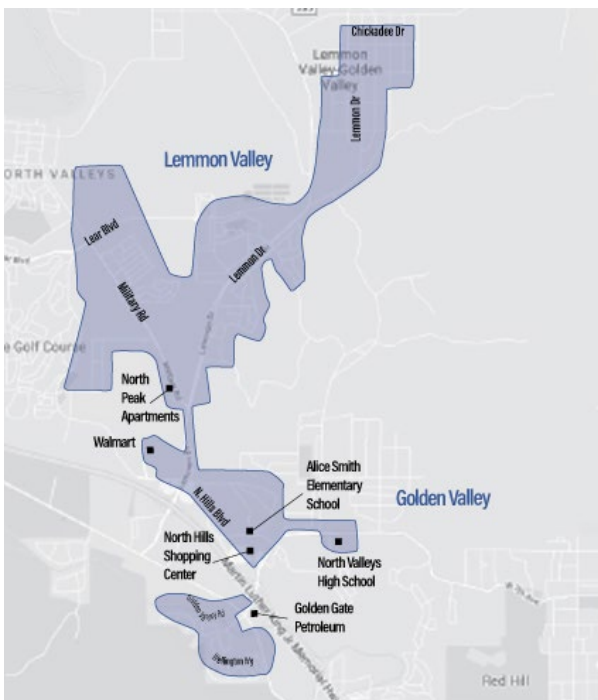
## NEW FLEXRIDE SERVICE LAUNCHED IN NORTH VALLEYS, SOMERSETT/VERDI, AND SPANISH SPRINGS

The RTC launched its new FlexRIDE transit service in the North Valleys in May 2020 and in Somerset/Verdi in October 2020. The RTC also expanded its Sparks FlexRIDE service to include Spanish Springs in October 2020. FlexRIDE is an on-demand, shared-ride public transit service that provides users with curbside-to-curbside service within each FlexRIDE zone.

These are outlying areas of our community that the RTC has not been able to serve before, due to funding constraints. But, with innovative solutions and vision from the RTC Board, we are now able to bring transit to more areas of our community, reaching more people, and expanding transportation choices in the region.

The RTC has also transitioned to a new, free FlexRIDE app, called RTC Washoe FlexRIDE, for all current service, that includes North Valleys FlexRIDE, and future FlexRIDE services.

Scheduling a FlexRIDE is done by using the RTC Washoe FlexRIDE app on your smartphone or tablet or by calling a dispatcher at (775) 335-0035. Rides can be scheduled at desired travel times, and the ride can be expected to arrive at the curbside closest to your location in 15 minutes or less. Fares are the same as the standard RTC RIDE fares, \$2 per ride or \$3 for a day pass. Reduced fares are the same as existing RTC RIDE reduced fares. Drivers do not accept cash. Only Token Transit or bus passes are accepted.

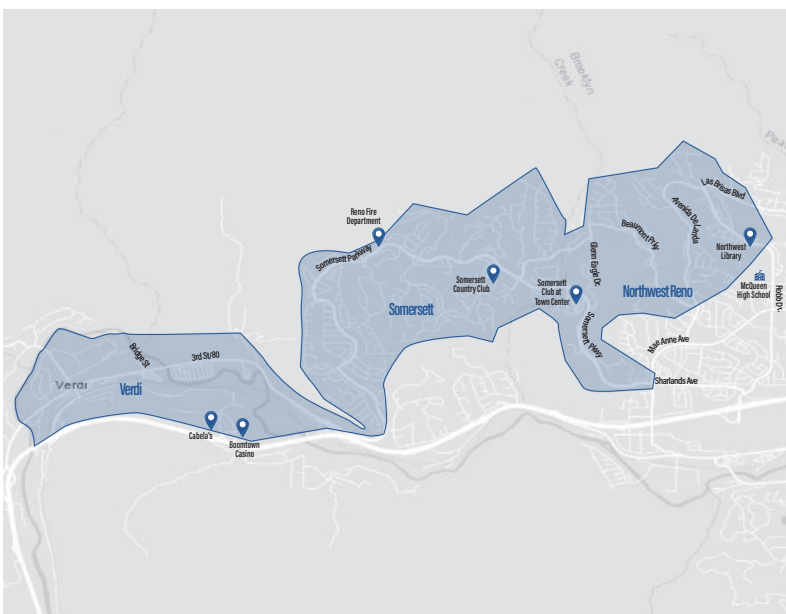
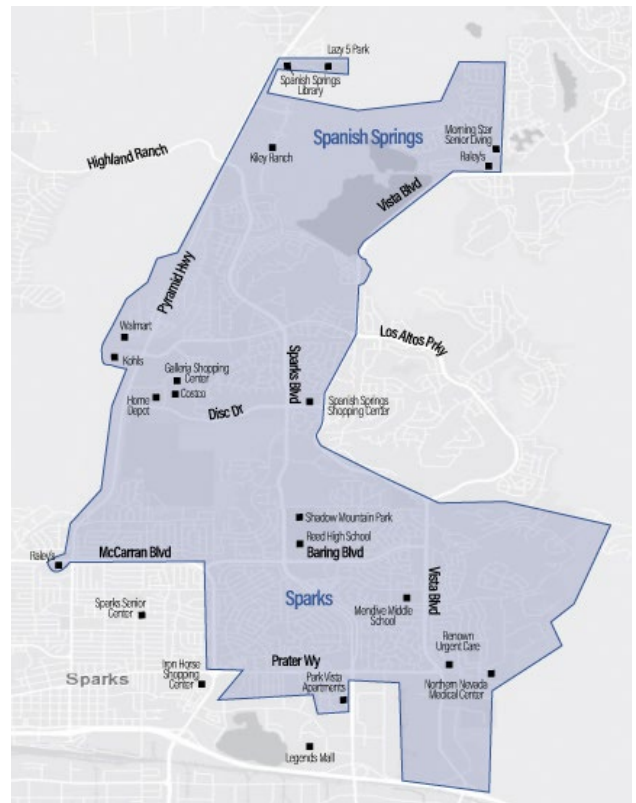


**North Valleys  
14,122 Rides**

# Sparks-Spanish Springs FlexRIDE

**34,526 Rides**

The previous Sparks FlexRIDE service area was expanded to include a portion of Spanish Springs. The new area includes areas of Pyramid Highway, the Galleria Shopping Center, parts of Los Altos Parkway, Vista Boulevard, Kiley Ranch, and the Spanish Springs Library. Sparks FlexRIDE connects with RTC CENTENNIAL PLAZA so that passengers can connect with RTC's transit system. Spanish Springs extension launched November 2020



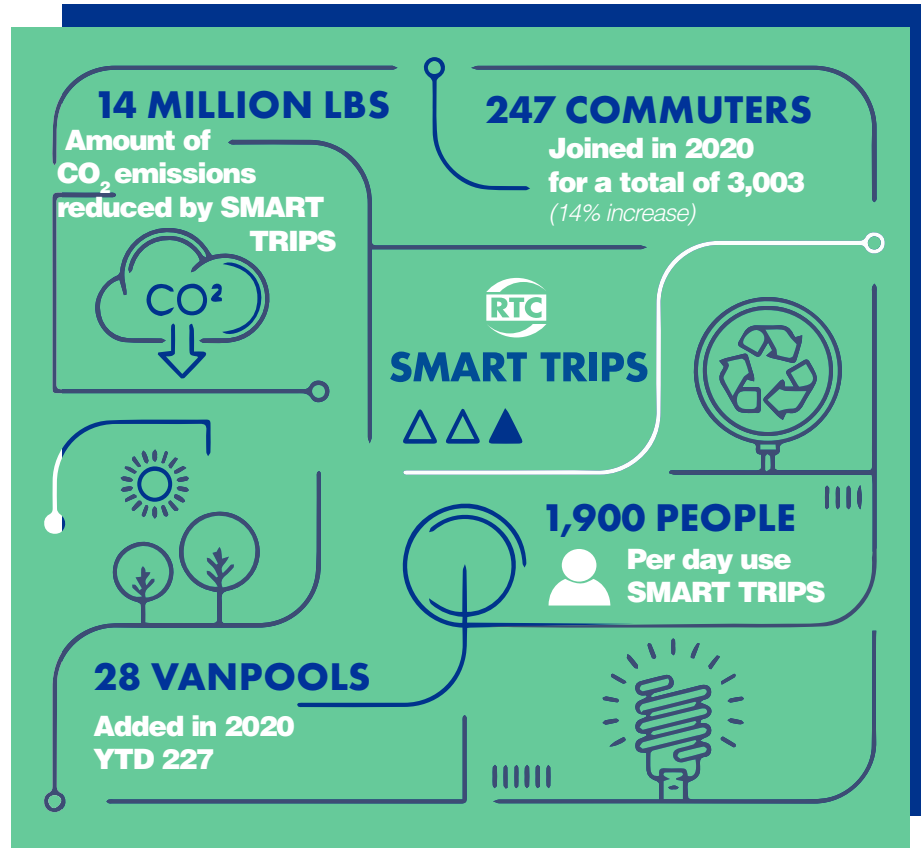
# Somerset/Verdi FlexRIDE

**89 Rides**

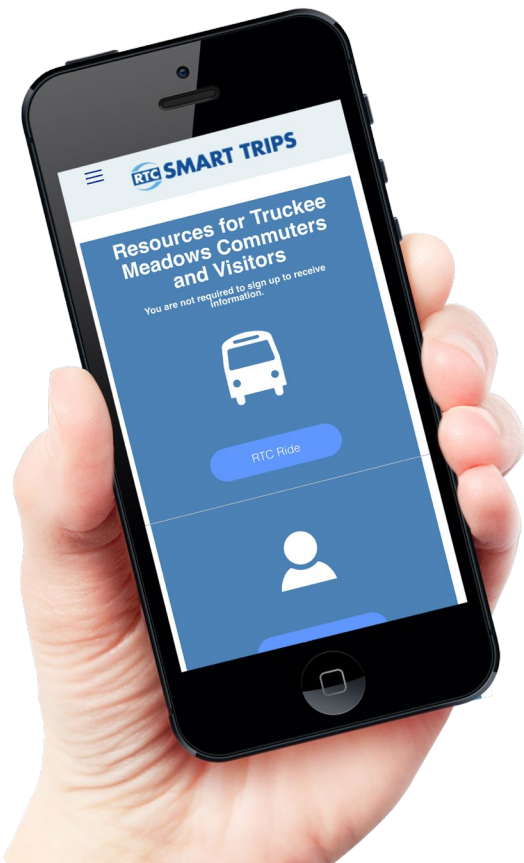
The Somerset FlexRIDE area includes parts of Verdi, including Bridge Street, Cabela's, and Boomtown Casino, along with a majority of the Somerset area, and including parts of Glen Eagle Drive, Avenida de Landa, Robb Drive, and Las Brisas Boulevard. Somerset FlexRIDE connects with RTC RIDE Route 4 so that FlexRIDE passengers can connect with RTC's transit system. Service area was launched November 2020.

# RTC SMART TRIPS

The RTC SMART TRIPS program offers a VANPOOL service, a trip-matching service for individuals who carpool, bike or walk together, and a bus pass subsidy program through community outreach and education. The RTC VANPOOL service is the fastest-growing segment of the SMART TRIPS program, helping to meet the transportation needs of the region's workforce in our expanding economy. The program grew from 199 VANPOOLS in 2019 to 227 in 2020.



*Employers in the region using the RTC VANPOOL service include Army National Guard, Battery Systems, eBay, FCI Herlong, High Desert Prison, Sierra Army Depot, Scougal Rubber Corp., Tesla, and Ritz Carlton.*



Download the RTC Smart Trips app! The app is designed to help locals and tourists navigate the different transportation options in our community using one convenient app.

The app is a product that operates at a high-level for visitors, but also offers user accounts for commuters. A visitor can get all the information from the app for getting around town, or up to and around Lake Tahoe without a car. They don't have to register or sign up to get the information they need. There is even a link to the airport so visitors can check their flights.

You can find your bus, buy the pass and see when the next bus is coming, all on the app. For locals, you can do everything on the app that you can on the website. There is a commute calendar for logging your trips and tracking your savings. Now you will be able to do everything on your smart phone.

The free app is available for iPhone and Android, search RTC Smart Trips in app stores.

Visit [rtcsmarthtrips.rideproweb.com](https://rtcsmarthtrips.rideproweb.com) for more information.



# CUSTOMER SERVICE



**546**  
Questions/Comments responded to via [rtcwashoe.com](http://rtcwashoe.com)

**21,352**  
Riders assisted by phone

**\$722,008**  
Pass Vending Machine Sales

## nextbus™

The RTC further enhanced its public transportation system by creating greater awareness of the NextBus app, which provides smart phone users with real-time bus arrival information. The same information may be received through several other methods as well:

- Text the bus stop number to 41411
- Call in the bus stop number to (775) 473-1065
- Go to [rtcwashoe.com](http://rtcwashoe.com)

Throughout 2020, the RTC added GPS coordinates to bus stop signs enhancing the public transit network and convenience to riders.



## TOKEN TRANSIT

Technology is making transit use more convenient. The Token Transit App has been very successful in reducing timely cash fares at the farebox, magnetic stripe passes and is being used by thousands of transit riders. Go to [tokentransit.com](http://tokentransit.com)



**83,143**  
Tickets Sold



**\$490,600**  
In sales



**8,534**  
Unique Customers



**550,314**  
Estimated Trips Taken

This year, RTC identified organizational key performance indicators (KPIs) to track effectiveness of operational strategies and published dashboards with customer-relevant data visualizations. These KPIs were selected to be focused on the public services that RTC provides. [The KPI dashboard is available now on the RTC website.](#)

# SOCIAL MEDIA



## FACEBOOK

Post Reach: 201,590  
Engagement: 24,294  
Number of Posts: 354  
Video Views: 26,876

## TWITTER

Impressions: 440,500  
New Followers: 281  
Mentions: 660  
Number of Tweets: 286



## INSTAGRAM

Total followers: 1,185  
Posts & Stories: 173  
Post reach: 19,270  
Post likes: 1,440  
Post comments: 66

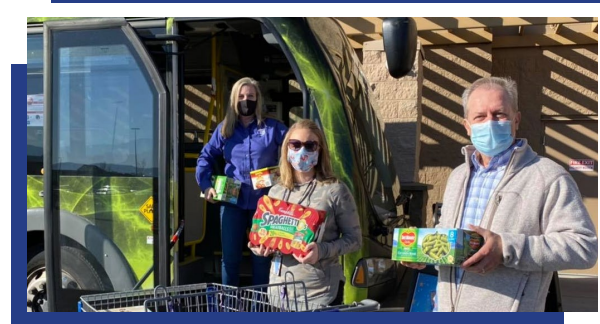
## YOUTUBE

Hours of watch time: 1,222.8  
Videos: 73  
Views: 11,503  
New subscribers: 68



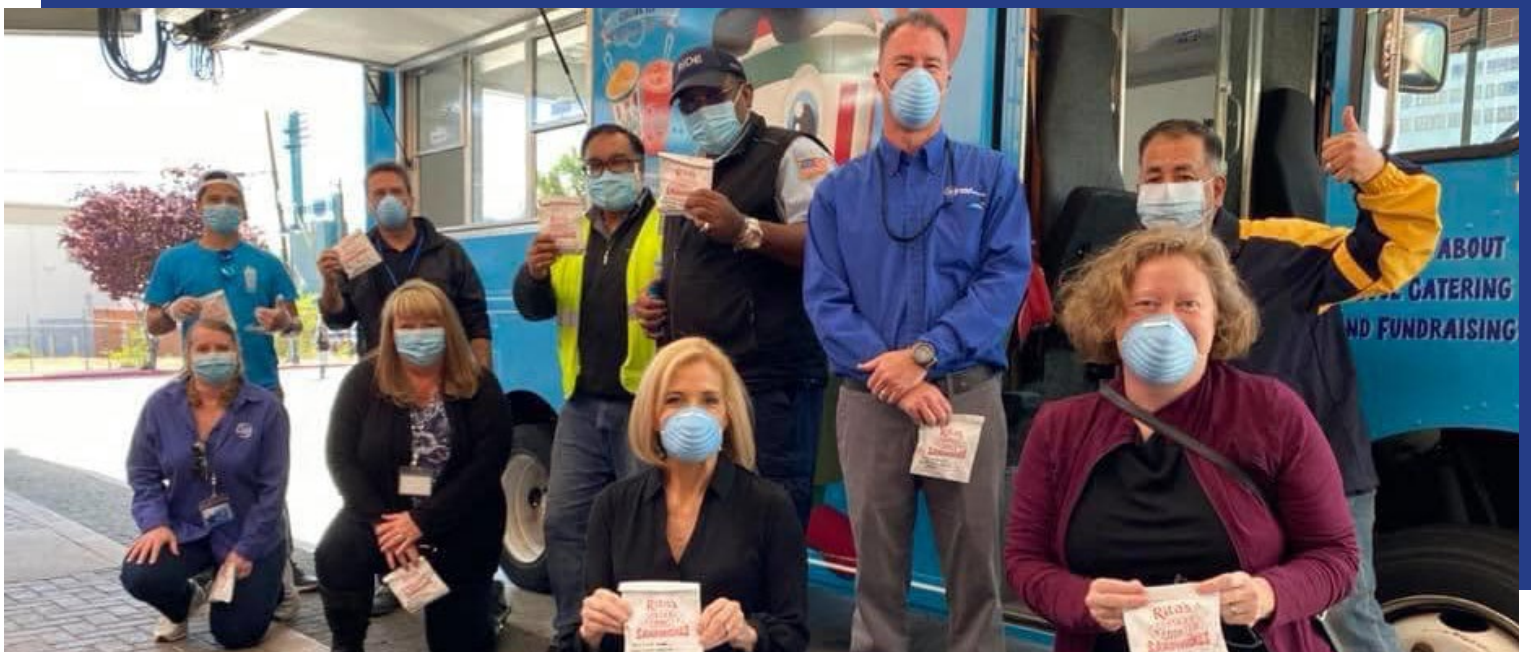
## MEDIA

271 Public meetings, presentations  
& other events  
149 Media interviews  
52 Road Ahead segments on KOLO  
78 Press releases



# RTC COMMUNITY ENGAGEMENT & OUTREACH

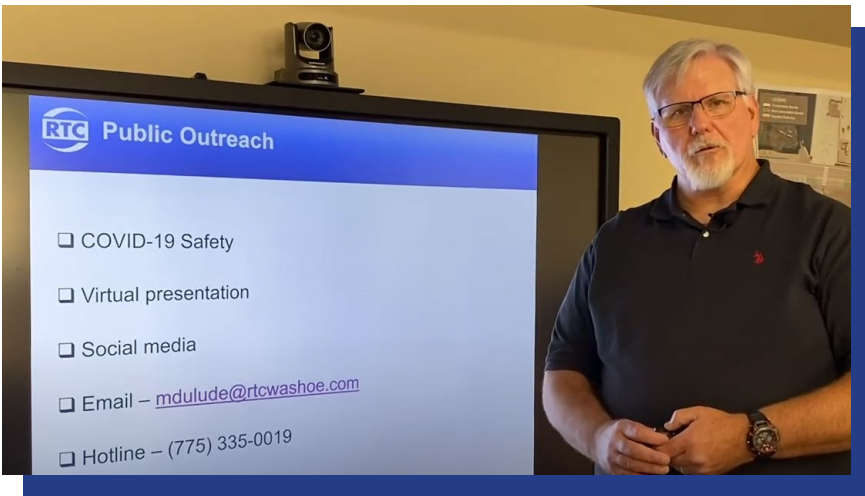
- St. Patrick's Day FREE Safe RIDE
- Election Day and Primary Election Day Free Transit
- Veterans Day Free Transit
- Stuff A Bus for Seniors
- Stuff A Bus Holiday Food Drive
- Stuff A Bus for Children in Care
- Washoe Senior Ride Outreach at Vintage Hills Senior Housing
- WCSD Vision Impairment Services Outreach Travel Training
- Travel Training Outreach at Northern Nevada Adult Mental Health Services (NNAMHS)
- Sparks Senior Center Outreach Washoe Senior Ride, Travel Training, FlexRIDE and various senior programs offered to seniors
- Parkinson's Disease Support Group
- Senior Coalition Meeting
- Women of Washoe Meeting
- NV Health Response Statewide Coordination Meetings
- Washoe County Regional Information Center Meetings
- Swan Lake Recovery Stakeholders Meeting
- Reno + Sparks Chamber of Commerce Leadership Class
- EDAWN Board of Directors Meeting
- American Society of Civil Engineers Virtual Luncheon
- Walk to School Day
- International Right-Of-Way Association Members Meeting
- RTC ACCESS delivered food to seniors in partnership with the Food Bank of Northern Nevada



# INNOVATIVE OUTREACH DURING COVID-19



Virtual Public Meeting/Presentations



Virtual CMAC/TAC Meetings



The RTC remains committed to transparency and maintaining a robust and successful public-outreach program. Even though in-person meetings were on hold due to the pandemic, the RTC is continuing our outreach efforts and finding new ways to engage people in our community.

Virtual video meetings and presentations have proven to be very successful for RTC’s outreach efforts during the pandemic. The RTC has been ahead of the curve on innovative outreach efforts and has plans to continue to use virtual outreach methods and practices post-pandemic to supplement our traditional methods.

All of our efforts are enhanced through the use of and distribution through RTC social media platforms. The RTC communications team continues to seek new and innovative techniques to deliver the outreach program, cultivating community engagement to broaden our reach to the public. In the near-term, the RTC will maintain these virtual efforts and looks forward to new opportunities and ways to implement new practices and methods.

## Here are ways to virtually engage with the RTC:

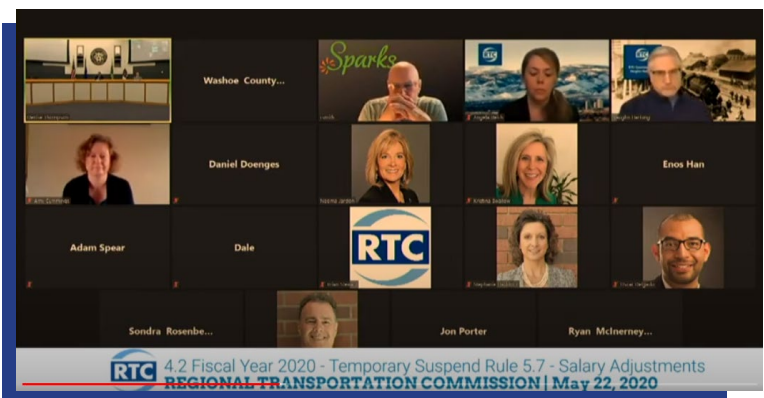
- Watch virtual meetings and presentations on our YouTube page
- Read RTC's monthly eNews
- Watch The Road Ahead with RTC on KOLO TV and YouTube
- Follow the RTC on Facebook, Twitter, and Instagram
- Read RTC-issued news releases online
- Engage with RTC through social media to receive information, ask questions, and provide comments about projects, studies, and transit services.



Virtual The Road Ahead Segments



Virtual RTC Board Meetings



# IN MEMORIAM OF FORMER RTC BOARD CHAIR MAYOR RON SMITH



Mayor Ron Smith served on the RTC Board of Commission from January 2009 through August 2020. Our community lost a great public servant on August 19, 2020, following an almost two-year battle with pancreatic cancer.

Mayor Smith was officially sworn in as the 25th Mayor of Sparks on November 13, 2018. He was elected to the Sparks City Council in November 2006 and was re-elected to four-year terms in 2008, 2012, and 2016. He served as Sparks Mayor Pro Tempore from 2012-2018.

As a longtime Sparks resident and Veteran from the United States Navy, Mayor Smith truly believed in making our community a better and safer place for future generations. A champion for transportation and infrastructure, he was a proponent of building major regional projects, including the Pyramid/McCarran Intersection Improvements, the SouthEast Connector, 4th Street/Prater Way Bus RAPID Transit, and the Virginia Street Bus RAPID Transit Extension, among others. He also advocated for transit services for our community as a whole, including unserved areas in the City of Sparks. Mayor Smith led the community effort to establish a Veterans memorial at the Sparks Marina, to honor all Nevada Veterans who made the ultimate sacrifice in service to our country.

We will remember him for his kindness and how deeply he cared for all of us. It is up to the rest of us to carry on his legacy of caring, visionary leadership, and commitment to honor his memory and his contributions. We will always be grateful for his public service and stewardship to our community.

# IN MEMORIAM OF RTC STAFF MEMBER DEBORAH HOLLIS



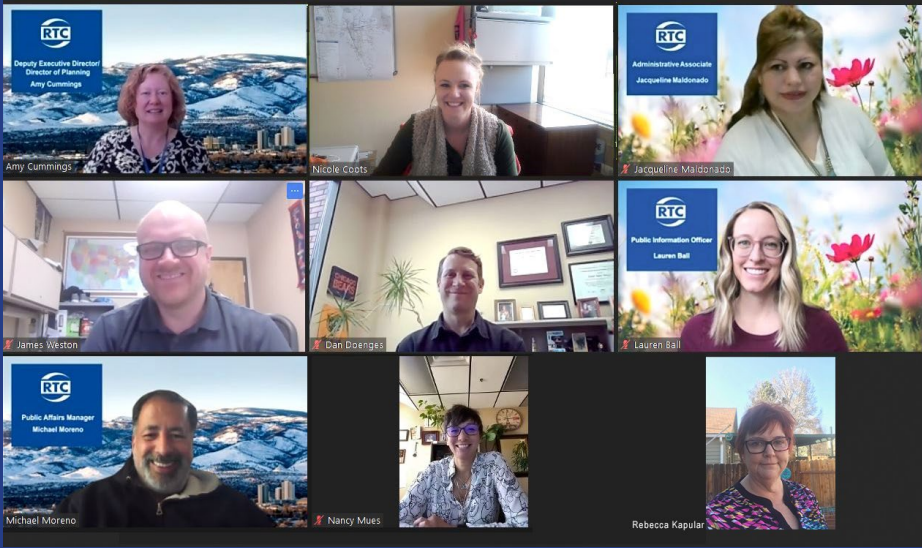
Our friend and coworker, Deborah Hollis passed away in October 2020. She joined the RTC in January 2003, as an Office Administrator in the marketing department. She transitioned from marketing to the engineering department, and then to the public transportation department. She was a thoughtful and caring individual who supported her coworkers throughout her tenure at the RTC. She was a conscientious employee, a mentor to her staff and others, and a great friend and good listener to those around her. We are grateful for her time in public service and commitment to the RTC, our community, and to all of us at the RTC who miss her smile, friendship, and strength of character.

# THANK YOU TO THE RTC STAFF

A special thanks to RTC's Facilities Department Team and IT Department Team for their hard work to keep us going through the pandemic. The RTC's fantastic IT team helped make sure it was possible for RTC employees to work remotely by upgrading and troubleshooting technology. Without their hard work and dedication, RTC employees would not have been able to work safely from home. The RTC's incredible Facilities Maintenance team helped to keep our buildings safe, clean, and stocked with masks, sanitizer, and cleaning products during this time, which helped operations continue as normally as possible, and encouraged transit passengers to continue safely riding transit. Thank you for your dedication to our staff and our community.







The pandemic did not stop loyal and dedicated RTC staff from continuing to work hard for our community.



Our tireless team made sure that business continued as usual, either by working remotely or working in the office, serving our community to improve the region's transportation systems.



Our appreciation and thanks to all RTC employees. They are a significant part of our team and Your RTC.



Staff not pictured: Adam Spear, Doug Maloy, Karin Copeland, Rob Reeder, and Blaine Petersen.

# 2020 PERFORMANCE MEASURES

## Safety

<b>RTP Goal:</b> Improve Safety	<b>Performance Measures:</b> Preventable transit crashes per 100,000 miles of service	<b>Performance Target:</b> 0	<b>2020 Performance Measure Status:</b> RTC RIDE 1.36 per 100,000 miles RTC ACCESS 0.84 per 100,000 miles	<b>2020 Performance Target Status:</b> Working towards goal
<b>RTP Goal:</b> Improve Safety	<b>Performance Measures:</b> Number of fatal crashes (5-year average)	<b>Performance Target:*</b> 8% annual reduction from previous year trend line (41 for year 2018)	<b>2020 Performance Measure Status: *</b> 42	<b>2020 Performance Target Status:</b> Working towards aspirational goal of Zero Fatalities
<b>RTP Goal:</b> Improve Safety	<b>Performance Measures:</b> Number of fatal crashes per 100 million VMT (5-year average)	<b>Performance Target:*</b> 1.11 for 2018 based on fatal crashes target	<b>2020 Performance Measure Status: *</b> 1.12	<b>2020 Performance Target Status:</b> Working towards aspirational goal of Zero Fatalities
<b>RTP Goal:</b> Improve Safety	<b>Performance Measures:</b> Number of serious injury crashes (5-year average)	<b>Performance Target:*</b> Maintain existing decreasing trend (157 for 2018)	<b>2020 Performance Measure Status: *</b> 157	<b>2020 Performance Target Status:</b> Met 2018 goal and working towards aspirational goal
<b>RTP Goal:</b> Improve Safety	<b>Performance Measures:</b> Number of serious-injury crashes per 100 million VMT (5-year average)	<b>Performance Target:</b> 4.24 based on serious injury crashes target	<b>2020 Performance Measure Status: *</b> 4.13	<b>2020 Performance Target Status:</b> Met 2018 goal and working towards aspirational goal

\* These performance measures are reported by NDOT for 2018.

The RTC’s aspirational vision is that zero fatalities on our region’s roadways is the only acceptable goal and RTC recognizes that reaching that goal will require time and significant effort by all stakeholders. The annual safety performance targets identified in this report represent an important step in working toward the ultimate goal of eliminating traffic-related deaths and serious injuries. The safety performance targets are considered interim-performance levels that make progress toward the long-term goal of zero fatalities. This approach is consistent with guidance from the U.S. Department of Transportation as well as states and metropolitan planning organizations (MPOs) across the nation, including the NDOT.

## Safety

<b>RTP Goal:</b> Improve Safety	<b>Performance Measures:</b> Number of non-motorized fatalities (5-year average)	<b>Performance Target:</b> 8% annual reduction from previous year trend line - (14 for 2018)	<b>2020 Performance Measure Status:*</b> 14	<b>2020 Performance Target Status:</b> Met 2018 goal and working towards aspirational goal of Zero Fatalities
<b>RTP Goal:</b> Improve Safety	<b>Performance Measures:</b> Number of non-motorized serious injuries (5-year average)	<b>Performance Target:</b> Maintain existing decreasing trend (30 in 2018)	<b>2020 Performance Measure Status:*</b> 31	<b>2020 Performance Target Status:</b> Met 2018 goal and working towards aspirational goal of Zero Fatalities
<b>RTP Goal:</b> Improve Safety	<b>Performance Measures:</b> Miles of bicycle lanes added & percent of Bicycle Pedestrian Master Plan completed	<b>Performance Target:</b> 5 miles of new bike facilities per year	<b>2020 Performance Measure Status:</b> ↑ 5.96 miles of bike lanes added	<b>2020 Performance Target Status:</b> Working towards goal
<b>RTP Goal:</b> Improve Safety	<b>Performance Measures:</b> Miles of sidewalks added of enhanced & percent of ADA Transition Plan completed	<b>Performance Target:</b> 3-7% of plan implemented per year	<b>2020 Performance Measure Status:</b> <ul style="list-style-type: none"> <li>• 5 New crosswalks ↓</li> <li>• 270 new pedestrian ramps ↑</li> <li>• 8.1 miles new sidewalk ↓</li> <li>• 6 new crosswalk warning devices ↓</li> <li>• 159 new accessible driveways ↑</li> </ul>	<b>2020 Performance Target Status:</b> Working towards goal

# 2020 PERFORMANCE MEASURES

## Infrastructure Condition/ Transit State of Good Repair

<b>RTP Goal:</b> Manage Existing Systems Efficiently	<b>Performance Measures:</b> Pavement condition index for Regional Roads	<b>Performance Target:</b> 80	<b>2020 Performance Measure Status:</b> ↑ 83	<b>2020 Performance Target Status:</b> Exceeded goal
<b>RTP Goal:</b> Manage Existing Systems Efficiently	<b>Performance Measures:</b> Preventive maintenance of transit rolling stock and facilities	<b>Performance Target:</b> 100% of transit preventive maintenance performed on time	<b>2020 Performance Measure Status:</b> 100% of preventive maintenance performed on time for RTC RIDE and RTC ACCESS	<b>2020 Performance Target Status:</b> Met goal
<b>RTP Goal:</b> Manage Existing Systems Efficiently	<b>Performance Measures:</b> Maintain industry standard vehicle life cycle	<b>Performance Target:</b> Varies per vehicle	<b>2020 Performance Measure Status:</b> Vehicle life cycle: Access paratransit vehicles = 7 years RIDE fixed route vehicles = 12 years.	<b>2020 Performance Target Status:</b> ACCESS paratransit met, 100% vehicles at less than 7 years useful life. RIDE fixed route not met. 83% vehicles at less than 12 years useful life.

The U.S. Department of Transportation performance-based planning requirements include monitoring the Level of Travel Time Reliability (LOTTR) and Truck Travel Time Reliability (TTTR).

TTTR ratio is determined by dividing the 95th percentile time by the normal time (50th percentile) for each segment. Then, the TTTR Index is generated by multiplying each segment's largest ratio from defined-time periods by its length, then dividing the sum of all length-weighted segments by the total length of Interstate.

LOTTR is defined as the ratio of the longer travel times (80th percentile) of a reporting segment to a "normal" travel time (50th percentile), using data from FHWA's National Performance Management Research Data Set (NPMRDS). Data are collected in 15-minute segments during all time periods between 6 a.m. and 8 p.m. The measures are the percent of person-miles traveled on the relevant National Highway System (NHS) areas that are reliable. Person-miles take into account the users of the NHS. Data to reflect the users can include bus, auto, and truck occupancy levels.

# Congestion Reduction

<b>RTP Goal:</b> Manage Existing Systems Efficiently	<b>Performance Measures:</b> Percentage of person-miles traveled that are reliable on the Interstate System	<b>Performance Target:</b> 90%	<b>2020 Performance Measure Status:</b> ↑ 99.6%	<b>2020 Performance Target Status:</b> Met goal
<b>RTP Goal:</b> Manage Existing Systems Efficiently	<b>Performance Measures:</b> Percentage of person-miles traveled that are reliable on the Non-Interstate National Highway System (NHS)	<b>Performance Target:</b> 75%	<b>2020 Performance Measure Status:</b> ↑ 84.6%	<b>2020 Performance Target Status:</b> Met goal
<b>RTP Goal:</b> Manage Existing Systems Efficiently	<b>Performance Measures:</b> TTTR Index	<b>Performance Target:</b> 1.5	<b>2020 Performance Measure Status:</b> ↑ TTTR Index = 1.24	<b>2020 Performance Target Status:</b> Met goal
<b>RTP Goal:</b> Manage Existing Systems Efficiently	<b>Performance Measures:</b> Transit passengers per service hour	<b>Performance Target:</b> 30 (ongoing)	<b>**2020 Performance Measure Status:</b> ↓ 20.4	<b>2020 Performance Target Status:</b> Working towards goal
<b>RTP Goal:</b> Manage Existing Systems Efficiently	<b>Performance Measures:</b> Vehicle Miles Traveled (VMT) per person	<b>Performance Target:</b> Max of 27 VMT per person, per day	<b>2019 Performance Measure Status:</b> ↑ 23 VMT data is from NDOT's VMT report, one year delay - 2019	<b>2020 Performance Target Status:</b> Met goal

# 2020 PERFORMANCE MEASURES

## System Reliability

<b>RTP Goal:</b> Manage Existing Systems Efficiently	<b>Performance Measures:</b> Transit on-time performance for all trips operated	<b>Performance Target:</b> 90% transit on-time performance	<b>2020 Performance Measure Status:</b> ↓ 91.13%	<b>2020 Performance Target Status:</b> Exceeded goal
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## Environmental Sustainability

<b>RTP Goal:</b> Promote Healthy Communities & Sustainability	<b>Performance Measures:</b> Alternative mode share by corridor	<b>Performance Target:</b> 40% on Virginia Street & 4th Street/Prater Way by 2040	<b>** 2019 Performance Measure Status:</b> ↓ 22.4% on Virginia St ↑ 38.5% on 4th Street/Prater Way	<b>** 2019 Performance Target Status:</b> Working towards goal
<b>RTP Goal:</b> Integrate Land Use & Economic Development	<b>Performance Measures:</b> Alternative mode share in the transit service area	<b>Performance Target:</b> 15% by 2040	<b>** 2019 Performance Measure Status:</b> ↑ 12.9%	<b>** 2019 Performance Target Status:</b> Working towards goal

\*\* These measures will remain unchanged due to lack of count data during COVID.

<p><b>RTP Goal:</b> Integrate all types of Transportation</p>	<p><b>Performance Measures:</b> Fleet mix - alternative fueling technologies</p>	<p><b>Performance Target:</b> 100% alternative-fueled fleet or CNG fleet by 2035</p>	<p><b>2020 Performance Measure Status:</b> The RTC ACCESS fleet mix is 100% alternative fuel. (CNG and E85.) The RTC fleet mix breaks down as follows: Diesel - 12 Electric Diesel Hybrid- 33 Electric - 23</p>	<p><b>2020 Performance Target Status:</b> Working towards goal  2 electric buses received in 2020.</p>
<p><b>RTP Goal:</b> Integrate all types of Transportation</p>	<p><b>Performance Measures:</b> Auto emissions</p>	<p><b>Performance Target:</b> In Hydrographic Area #87, the 2020 Motor Vehicle Emission Budget (MVEB) for carbon monoxide (CO) is 172,670 lbs. /day; the 2020 MVEB for PM 10 is 6,088 lbs. /day.</p>	<p><b>2020 Performance Measure Status:</b> CO: 64,477 lbs. / day .  PM 10: 3,514 lbs. / day .</p>	<p><b>20 Performance Target Status:</b> Met Goal</p>



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4th and Lake Streets  
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**RTC CENTENNIAL PLAZA**

Victorian Avenue and 15th Street  
Sparks, Nevada  
(775) 348-RIDE

**2020 Annual Report**  
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