



2021 ANNUAL REPORT



Building A Better Community Through Quality Transportation.

CONTENTS

| | |
|----|---|
| 2 | RTC Guiding Principles |
| 4 | RTC Board of Commissioners |
| 5 | RTC Director Team |
| 6 | Community: <ul style="list-style-type: none">• Get on Get Happy Campaign• Locked Eyes Campaign• Bus Safety Campaign |
| 8 | 2050 Regional Transportation Plan |
| 9 | RTC Awards & Recognitions |
| 10 | Lemmon Drive Project |
| 11 | Oddie Wells Corridor Improvements |
| 12 | Kings Row Project |
| 12 | Newport Lane Rehabilitation Project |
| 13 | Traffic Engineering Spot 10 North Improvement Project |
| 13 | Virginia Street RAPID Service Launch |
| 14 | Sparks Boulevard Project |
| 15 | Pyramid Highway Widening Project |
| 16 | Bus Stop Improvements & Connectivity Project |
| 18 | Traffic Signal Optimization |
| 19 | Supporting Safe Routes to School |
| 19 | Vision Zero Truckee Meadows |
| 20 | RTC 2021 Planning Studies |
| 22 | Public Transportation & Operations |
| 23 | FlexRIDE Service |
| 24 | RTC Smart Trips |
| 24 | Tap to Board Service Available |
| 25 | Customer Service |
| 25 | NextBus/Umo & Token Transit |
| 26 | Social Media |
| 27 | In Memoriam of Michael Moreno |



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

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

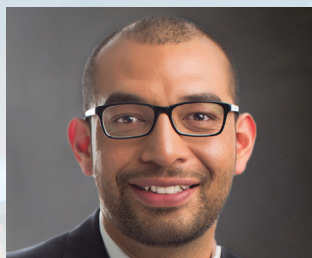
Sparks Mayor
Serving since January 2021



VAUGHN HARTUNG

**WASHOE COUNTY
CHAIRMAN**

Serving since January 2018



OSCAR DELGADO

**RENO COUNCIL
MEMBER**

Serving since December 2018



BOB LUCEY

**WASHOE COUNTY
COMMISSIONER**

Serving since January 2015



**KRISTINA SWALLOW,
Ex-officio**

**NEVADA DEPARTMENT OF
TRANSPORTATION DIRECTOR**

Serving since January 2019

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



**STEPHANIE HADDOCK,
CGFM**

**DIRECTOR OF FINANCE/
CHIEF FINANCIAL OFFICER**



**BRIAN STEWART,
P.E.**

DIRECTOR OF ENGINEERING



DAN DOENGES

**DIRECTOR OF
PLANNING**



MARK MALONEY

**DIRECTOR OF PUBLIC
TRANSPORTATION &
OPERATIONS**



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

**DIRECTOR OF
ADMINISTRATIVE SERVICES**



ADAM SPEAR

**DIRECTOR OF
LEGAL SERVICES**

COMMUNITY

“Get On. Get Happy.” Campaign for RAPID Virginia Line Extension



The RTC launched a marketing campaign to promote the new RAPID Virginia Line Extension that provides service to the University of Nevada, Reno. The campaign, called Get On. Get Happy. bolstered the benefits of taking public transportation as well as the RAPID service. The campaign was designed to reach the ridership demographic of students, Midtown visitors, and the service and hospitality industry employees who work along the RAPID Virginia Line route.

The RAPID Virginia Line provides pick-up times every 10 minutes and is free to UNR and TMCC faculty, students, and staff with an ID. The campaign messaging reminds people that when

you get on public transit, you can feel good about your choice because you help the environment and do not have to worry about driving or parking. The campaign was displayed on billboards, social media, and digital advertising.





Locked Eyes Save Lives Campaign

Historically, July 3rd and 4th are the deadliest days of the year to drive. In 2019, 15 pedestrians died in Reno, the highest number since 2016, at a rate that was higher than the national average. In addition, there were 23 students hit in non-fatal crashes during the same period. In 2020, 13 pedestrians died. In an effort to reverse this trend, RTC launched Locked Eyes Save Lives to promote a change in driver and pedestrian behavior. In 2021, preliminary data shows 10 pedestrian died, and improvement of 16.67% from 2020.

On Monday, June 28, RTC partnered with Hub Coffee Roasters to give away free coffee, Monday through Friday, to commuting Nevadans as a part of its Locked Eyes Launch Week. The event was a preemptive effort to bring about awareness before the Fourth of July weekend. The campaign was developed to urge drivers and pedestrians to

acknowledge one another on the road through eye contact. Each free coffee bore a Locked Eyes Save Lives coffee sleeve.

Local artists designed chalk art of the Locked Eyes Save Lives logo at the following high-traffic crosswalk intersections in Reno and Sparks to remind pedestrians to lock eyes with oncoming motorists before crossing the street. Chalk art was installed at the following locations on June 29:

- Record Street & East 4th Street, Reno
- Evans Avenue & East 4th Street, Reno
- North Sierra Street & Truckee River Walk, Reno (by the movie theater)
- East Lincoln Way & Howard Drive, Sparks
- Victorian Avenue & 15th Street, Sparks
- Avenue of the Oaks & Victorian Plaza Circle, Sparks

Bus Safety Campaign

With the increase in COVID-19 vaccinations, the RTC launched a campaign to remind people that it is as safe to take the bus as it is to do everyday activities, including going to the store, office, or restaurants. The campaign graphics were displayed as signage on our buses and as videos and banners on social media accompanied with the following message:

The RTC has taken every precaution to make your bus trip safe. If you use basic precautions, wear a mask, keep your distance, and follow standard

health guidelines, taking the bus is as safe as most everything else you do.

RIDING THE BUS IS AS SAFE AS GOING TO A RESTAURANT

RTC has taken every precaution to make your bus trip safe. If you use basic precautions, wear a mask, keep your distance and follow standard health guidelines, taking the bus is as safe as most everything else you do. Ride RTC. For RTC safety information visit: www.rtcwashoe.com/ridesafe

ACCOMPLISHMENTS



AMERICAN PUBLIC WORKS ASSOCIATION- NEVADA CHAPTER PROJECT OF THE YEAR AWARD
VIRGINIA STREET PROJECT



BILL THOMAS
RTC Executive Director



CRAIG PARISH
Midtown District President



MIDTOWN
DISTRICT | 4800

PRSA SILVER SPIKES AWARD OF EXCELLENCE - WELCOME BACK TO MIDTOWN VIDEO

GRANTS

- RTC Received \$19.9 Million in American Rescue Plan Act funding**
- RTC Received \$7 Million Grant for Arlington Avenue Bridges Project**
- RTC Received Low & No Emissions Grant for \$6.5 Million**



2,252

Jobs created in the community by RTC Projects

2,252 Jobs created by the RTC. The RTC contracts out our services, including transit and road construction projects. These contracts result in the employment of construction workers, transit employees, and more, in our community.



2050 REGIONAL TRANSPORTATION PLAN

The Regional Transportation Plan (RTP), the RTC's long-range transportation plan, is federally required under Title 23, Part 450 of the Code of Federal Regulations (CFR) and is expected to be updated every four years. The 2050 RTP was built upon the 2040 RTP, which was adopted in 2017. This community-based plan was developed through a robust outreach process and conducted in collaboration with partner agencies and public input. It captures the community's vision of the transportation system and identifies the projects,

programs, and services necessary to achieve that vision while addressing the safety, mobility, connectivity, and traffic-operations issues that are resulting from increased population and employment growth in the region. These elements may be implemented by the RTC, member entities, and NDOT. The RTC Board adopted the 2050 RTP at their March 19 Board Meeting. Each RTC department contributed to the successful completion of the RTP.

LEMMON DRIVE

The RTC started construction on phase one of the Lemmon Drive project July 2021. Phase one of the Lemmon Drive Project will widen Lemmon Drive from four lanes to six lanes from Sky Vista Parkway/Buck Drive to Military Road. The project will increase capacity, improve safety, and provide multimodal transportation choices.

To improve safety for everyone, a continuous raised median will prevent left turns into or out of businesses, and reduce crashes and vehicle conflicts. In addition, U-turn movements will be accommodated at approximately 1,000 feet north of Sky Vista Parkway.

IMPROVEMENTS

- Widen from 4 lanes to 6 lanes
- New Diverging Diamond Interchange
- 10-Foot-Wide Shared-Use Path
- Travel Safety Improvements
- Safe Crossing Opportunities

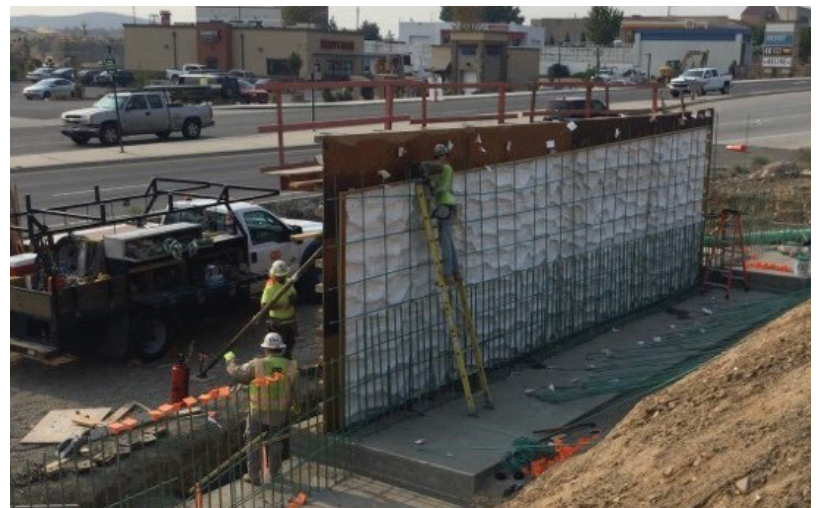


NEW DIVERGING DIAMOND INTERCHANGE

The new roadway design will improve traffic flow with longer left-turn lane queues from southbound Lemmon Drive to Buck Drive and northbound Lemmon Drive to Military Road, and a new diverging diamond interchange at US 395 and Lemmon Drive.

Construction on phase one is anticipated to take approximately one year to complete. Construction operations are weather dependent and subject to change.

This project represents a \$20 million investment in our community funded with fuel tax funds.



ODDIE / WELLS CORRIDOR MULTIMODAL IMPROVEMENTS



The Oddie-Wells Multimodal Improvement Project will revitalize the 3.2-mile corridor from Wells Avenue at the I-80 ramps in Reno and continue to Oddie Boulevard to Pyramid Way in Sparks. The improvements will support economic investment and redevelopment while enhancing the quality of life for area residents by improving accessibility and safety.

The design plans include 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.



CONSTRUCTION TIMELINE

- **November 2021 - Phase 1: Pyramid Way to Sullivan Lane**
- **Fall 2022 - Phase 2: Sullivan Lane to Silverada Boulevard**
- **Summer 2023 - Phase 3: Silverada Boulevard to Sutro Street**
- **Spring 2024 - Phase 4: Sutro Street to I-80 on- and off-ramps**



ODDIE WELLS
PROJECT

INVESTMENT IN OUR COMMUNITY:

Construction is anticipated to be complete in the fall of 2024. Fuel tax revenue will fund the approximate \$51 million investment into the community.

KINGS ROW PROJECT



Contractor: Sierra Nevada Construction
Design Firm: Lumos & Associates

The RTC completed construction on phase one of the Kings Row Project from Keystone Avenue to Wyoming Avenue in fall of 2021. The project included placing new asphalt, adding ADA-compliant sidewalks, new bike lanes, and improved storm drain infrastructure.

This project represents a \$4.4 million investment in our community funded with fuel tax funds.

NEWPORT LANE

Construction for the Newport Lane Rehabilitation Project began on August 30. The project limits started at Link Lane and continued to McDaniel Street in Reno. It consisted of roadway removal and reconstruction, new sidewalk connections, ADA pedestrian ramps, driveway upgrades, and drainage improvements.

This project represents a \$1.5 million investment in our community funded with fuel tax funds.



Contractor: Sierra Nevada Construction
Design: CA Group, Inc.

TE SPOT 10 NORTH IMPROVEMENT PROJECT

The Traffic Engineering (TE) Spot 10 North Project, which started on August 23, includes traffic operational and equipment upgrades at El Rancho Drive at Battle Born Way/Victorian Avenue in Sparks. The project improves traffic operations and safety for drivers and pedestrians. Construction on the project was completed by mid-October.

This project represents a \$950,000 investment in our community funded with Regional Road Impact Fee

VIRGINIA STREET RAPID SERVICE LAUNCH

RTC Launches Virginia Street RAPID Extension to the University of Nevada, Reno.

The final piece of the Virginia Street Project Bus RAPID Transit Extension was the official launch of the extension of the RAPID Virginia Line service to the University of Nevada, Reno, on March 8, 2021. Transit riders including University students, faculty, and staff are now connected to our region more than ever before.

The University and the community now benefit from the extended RAPID service and new stations with their convenient locations and quick access to destinations along Virginia Street from campus to downtown Reno, Midtown Reno, and Meadowood Mall. The RTC offered free rides on the RAPID Virginia Line from March 6 through March 19.

The RAPID Virginia Line is the highest-ridership route in RTC's transit system. Extending the RAPID Virginia Line to the University is anticipated to continue to increase ridership while providing students, faculty, and staff with an enhanced travel option through the Virginia Street corridor in Reno.



With parking being limited in and around the campus, the extended RAPID service will reduce congestion and ease parking hassles. 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.

SPARKS BOULEVARD PROJECT



Contractor: TBD
Design Firm: Atkins

SPARKS
BLVD. PROJECT

The design for Phase 1, south segment of the project, has been completed. In mid-August the RTC, City of Sparks, and Nevada Department of Transportation reviewed the 50% design to make any needed modifications before the team moved into the final design. Bid announcements for the construction of the south segment are anticipated to be released in the spring of 2022.

The project team worked to advance the south segment of the project to meet the planned construction start date in 2022. Additionally, the team has worked on the draft Environmental Assessment (EA) that captures and reviews the environmental effects and impacts of the north segment of the project (an EA was not necessary for the south segment portion). Once the draft EA is complete, a public information meeting will be held with a 30-day comment period for the community to review and provide comment on mitigation and environmental effects of the selected alternative. The public information meeting and comment period is scheduled to occur in 2022.

Two Phases of the Project

Phase 1 South Segment

Greg Street to I-80 Westbound (WB) Ramps

- Restriping to 3 lanes each direction
- Maintenance and rehabilitation of existing pavement
- Safety improvements

Phase 2 North Segment

I-80 WB Ramps to Baring Boulevard

- Widening the existing roadway to 3 lanes each direction
- Roadway rehabilitation and construction of new travel lanes
- Safety improvements
- Multimodal improvements (pedestrian connectivity and bike lanes)

Learn more at
SparksBlvdProject.com.

PYRAMID HIGHWAY US 395 CONNECTION PROJECT

.....



Contractor: TBD

Design Firm: NDOT

(Queen Way to Golden View Drive)

**PYRAMID
HIGHWAY**
PROJECT

The RTC is supporting the Nevada Department of Transportation's Pyramid Highway Project, which is the first phase of the Pyramid Highway/US 395 Connection project. The project is in partnership with the RTC of Washoe County, City of Sparks, Washoe County, and the Federal Highway Administration.

Pyramid Highway (State Route 445) is the most heavily traveled road in the Reno-Sparks area, carrying nearly 50,000 vehicles per day. Crash rates in the area exceed statewide averages, and local access and connectivity need improvement. In addition, the project corridor currently has minimal accommodations for pedestrians and bicyclists.

The project's goals are to widen 1.6 miles of Pyramid Highway from Queen Way to Los

Altos Parkway from four lanes to six lanes, and to reconstruct 0.75 miles of existing four-lane roadway from Los Altos Parkway to Golden View Drive. It also includes installation of smart traffic signals, bicycle lanes, sidewalk, shared-use path, screening/sound walls, and enhanced drainage improvements.

In 2020, the RTC received a \$23 million Better Utilizing Investment to Leverage Development (BUILD) grant from the U.S. Department of Transportation for the Pyramid Highway Project, which was later allocated to NDOT.

*To learn more, please visit
PyramidHighway.com.*

BUS STOP IMPROVEMENTS & CONNECTIVITY PROJECT

Completed in October 2021



Contractor: Spanish Springs Construction
Design Firm: CA Group, Inc.

The RTC began construction on phase two of the Bus Stop Improvement and Connectivity Program on June 14. The annual program improves Americans with Disabilities Act (ADA) accessibility at existing RTC bus stops.

Improvements are prioritized based on ridership and community needs and include features such as wider concrete pads to accommodate wheelchair access, providing room for future amenities, improving crosswalks and sidewalk connectivity,

upgrading pedestrian ramps and driveways, minor traffic signal modifications, and drainage improvements.

Phase two of the project included crosswalk improvements on Neil Road to improve safety near Pine Middle School and Smithridge Elementary School, as well as bus pad and pedestrian connectivity improvements at 29 bus stop locations throughout Reno, Sparks, and Washoe County.

INVESTMENT IN OUR COMMUNITY:

This project represents an investment of \$1,870,444 in our community funded with fuel tax funds.



Improved Stops

- Transit stops on both sides of the street at Neil Road and Catalina Drive
- Transit stops on both sides of the street at Silverada Boulevard and Tybo Avenue
- East Ninth Street and Sutro Street (near Senior Center)
- West Seventh Street and Keystone Avenue
- West Seventh Street and Genoa Avenue
- Lupin Drive and Seventh Avenue
- Lupin Drive and Sixth Avenue
- Lakeside Drive and Brinkby Avenue
- North Virginia Street (Near the Planetarium)
- North Virginia Street and Wellington Way
- Stead Boulevard and Mount Anderson Street
- Neil Road and East Moana Lane
- Locust Street and Capitol Hill Avenue
- Locust Street and Crampton Street (Near VA Hospital)
- Victorian Avenue and Stanford Way
- Sky Valley Drive and Mistyridge Lane
- El Rancho Drive and Clinton Court
- Double Diamond Parkway and Sandhill Road
- Meredith Way and Kleppe Lane
- Industrial Way and Greg Street
- North Virginia Street at Care Center
- East Eighth Avenue and Lupin Drive
- Victorian Avenue and Third Street
- South Virginia Street and Meadowood Mall Way
- Lear Boulevard and Moya Boulevard
- York Way and Pyramid Way
- Fourth Street and Morrill Avenue



SIGNAL OPTIMIZATION

In 2021, the RTC continued studying the timing of 415 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. Seventy-one signals were retimed in 2021.

RTC does not own any traffic signals, but supports local jurisdictions in the maintenance and operation of the signals. The RTC receives real-time data from signals and assesses 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.

RTC engineers use information from the National Cooperative Highway Research Program and the Manual of Uniform Traffic Control Devices to bring the traffic signals up to current standards and

improve safety. As part of the retiming process, crosswalks can be measured and pedestrian crossing times calculated. To report traffic signal issues, call (775) 355-ROADS.



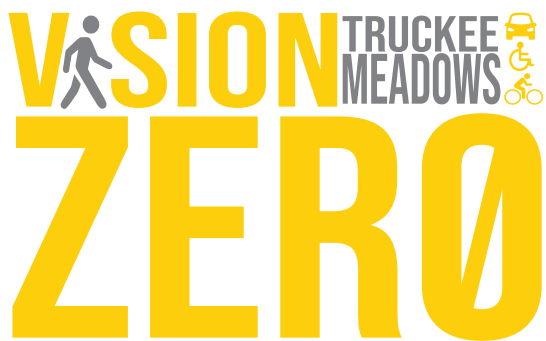
LOCATIONS OF UPDATED AND RE-TIMED SIGNALS:

- Virginia Street (Peckham Lane to Vassar Street) – 12 Signals
- Plumb Lane (Hunter Lake Drive to I-580) – 11 Signals
- Kietzke Lane (E. 2nd Street to Peckham Lane) – 8 Signals
- Moana Lane (Virginia Street to Neil Road) – 4 Signals
- S. Virginia Street (Kietzke Lane to S. McCarran Boulevard) – 3 Signals
- S. Kietzke Lane (S. Virginia Street to Sierra Rose Drive) – 5 Signals
- S. McCarran Boulevard (Neil Road to Caughlin Ranch Parkway) – 10 Signals
- W. McCarran Boulevard (Plumb Lane to Kings Row) – 9 Signals
- Mae Anne Avenue (Sierra Highlands Drive to W. McCarran Boulevard) 3 Signals
- Lemmon Drive (SB US 395 to Military Drive) – 4 Signals
- Sky Vista Drive (Vista Knoll Parkway to Lemmon Drive) – 2 Signals

SUPPORTING SAFE ROUTES TO SCHOOL

The RTC funds the two full-time coordinators of the Safe Routes to Schools Program (SRTS) with the Washoe County School District (WCSD), a civilian position and a sworn school police officer. The overarching goal of SRTS is to reduce the number of vehicles within the vicinity of K-12 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. The new Infrastructure Investment and Jobs Act (IIJA) has expanded SRTS to include high school students.

RTC supports all of SRTS events, promoting and bringing awareness to students walking and biking. RTC plays an intricate role in the sustainability of the WCSD SRTS program. In the past RTC has granted TA Set Aside funding that provided the school district with a law enforcement aid, called the Electronic Ticket Writers. TA Set-Aside funding has also been allocated through RTC for SRTS to work with the local jurisdictions and purchase and install new Rectangular Rapid Flashing Beacons and solar speed feedback signs. TA Set-Aside funding will also purchase safety items, such as vests for crossing guard support.



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 2021, there was a 16.67% decrease in pedestrian fatalities in Washoe County, compared to 2020. In 2021, Nevada had the highest roadway fatalities on record with 382 fatalities statewide. Washoe County reported 42 roadway fatalities in 2021 which is down by 17.65% from 2020 with 51 reported fatalities.

RTC 2021 PLANNING STUDIES



Bicycle, Pedestrian and Wheelchair Count Annual Report *2021 Report Pending Approval*

RTC completed its seventh 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.

University Area Transportation Study Alternative Analysis 2021

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 multimodal transportation on regional roads. The study incorporates the design and implementation of the Virginia Street

Bus RAPID Transit Extension Project. A contingency amount was utilized to develop planning level design alternatives for improvements to 6th Street as well as an alternatives analysis of a new roadway connecting 9th Street to Wells Avenue.

Lemmon Valley – Spanish Springs Connector Alignment Alternatives and Planning and Environmental Linkages (PEL) Study *Approved September 2021*

This study evaluated a 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

Pending Approval

This study examines the role of technology and shared mobility as transportation options continue to evolve in Washoe County, and identifies potential safety, air quality, and equity implications. It also evaluates potential advanced-mobility design options for the area and provides 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.

Transit Optimization Plan Strategies (TOPS)

Estimated Completion Summer 2022

The FY 2023-2027 TOPS was previously known as RTC's Short-Range Transit Plan (SRTP). This document is the operating and capital business plan to guide transit service delivery over the next five years. The RTC typically updates the TOPS every three to five years. TOPS will recommend strategies for: retaining current transit riders and attracting new ones, improving customer service, improving and combining technology, and making RTC's operations financially sustainable.

Public Participation Plan

Estimated Completion Spring 2022

The Public Participation Plan articulates the RTC's commitment to an open and transparent interface with the public and with relevant agencies to support the regional transportation planning process. Collaboration with the public allows for innovative ideas to emerge that address complex transportation issues. Strong community support for the planning process will greatly enhance implementation of the RTC's plans and programs. The existing plan was last updated in 2017.

McCarran Boulevard Corridor Study

Estimated Completion Winter 2022

This study kicked off in the summer of 2021, and will take an in-depth look at transportation issues and opportunities along the 23-mile ring road encircling the Reno-Sparks urbanized area. The study began by researching and analyzing existing conditions along the corridor, including traffic volumes, safety, transit service, pedestrian and bicycle facilities, and land use. Next, the study will identify different types of transportation needs, based on a combination of technical analysis and community/stakeholder outreach. The end result will be a set of recommendations for improving mobility and safety and enhancing economic development opportunities along the corridor.

PUBLIC TRANSIT & OPERATIONS

The RTC is the proud provider of public transportation in the greater Reno-Sparks area, providing residents and visitors with safe and reliable bus service. We are committed to making each trip a pleasant one with our clean, modern bus fleet, and professional and courteous coach operators.



4,123,036 million rides on RTC RIDE

86.3% On-time Performance for RIDE



129,391 trips on RTC ACCESS

86.28% On-time Performance for ACCESS



969,996 rides taken on RTC RAPID Virginia Line & RT 1

602,424 rides taken on RTC RAPID Lincoln Line - & RT 11

68 buses in the RTC RIDE fleet

26 Routes

44 Vans in the RTC ACCESS Fleet



FLEXRIDE SERVICE

At the February 19, 2020 Board meeting, the RTC Board approved the new pilot Sand Harbor/Tahoe FlexRIDE pilot transit route from south Reno to Lake Tahoe. The service started in May 2021 during RTC's planned service change and used RTC's FlexRIDE service vehicles.

The route began at The Summit Mall's park and ride area, then traveled up Mt. Rose Highway/State Route 431 to Incline Village. A one-way trip is about 25-35 miles and takes about 55 minutes.

Sparks/Spanish Springs
39,676 Rides



North Valleys
25,571 Rides



Somerset/Verdi
1,468 Rides



New Pilot Sand Harbor/Tahoe
346 Rides



Strike Contingency
2,192 Rides

INNOVATIVE TRANSPORTATION SOLUTIONS

The RTC Board approved \$1,215,906 in grant funding for four local agencies to improve mobility for local seniors and individuals with disabilities. The RTC administers the Federal Transit Administration's (FTA) Section 5310 Funding Program for the Reno-Sparks area. The funding is awarded and distributed over a two-year cycle.

Selected projects support the goals and strategic objectives in the RTC-developed Coordinated Human Services Public Transportation Plan (CTP) approved by the board in December 2020. These goals represent a regional strategy to increase personal mobility and travel options for people with special-transportation needs in Reno, Sparks and Washoe County, specifically seniors and individuals with disabilities.

The following grants were approved for funding in 2021:

- **Access to Healthcare Network (\$916,673)** - Continued operation of the Non-Emergency Medical Transportation Program. Funds helped purchase two 12-passenger vans and the continuation of the dispatch Transportation Hotline serving more than 9,000 low-income individuals annually; plus direct operating costs associated with the vans to provide a projected 14,391 non-emergency medical related trips.
- **Neighbor Network of Northern Nevada (\$629,040)** – (Expansion). Development of system software intended to incorporate Mobility as a Service (MaaS); User-side subsidy (Capital) to provide approximately 482 vouchers to disabled individuals applied directly to a participant's Lyft account. The project will require mobility management support, outreach and development of Nevada's first statewide transit association, providing an estimated 4,160 trips annually.
- **UNR/Senior Outreach Services (\$157,908)** – (Expansion). This project provides transportation for adults over 60 years old who are frail, homebound and low-income residents of Washoe County with limited access to other transportation options. An estimated 4,800 trips are projected to be provided annually.
- **Volunteers of America (VOA) (\$305,543)** – (New). This project provides vital transportation specifically for seniors/disabled clients at the Nevada CARES Campus. Transportation will be provided free of charge and will assist clients with drop-offs and pick-ups for medical appointments, employment interviews and housing opportunities. An estimated 14,976 trips are projected to be provided annually.

Learn more at <https://www.rtcwashoe.com/public-transportation/accessibility>

RTC ELECTRIC BUS PROGRAM EXPANSION

.....

We added new buses to the fleet in 2021. Two new Proterra electric buses were placed into service on the new Virginia Line BRT in February, 2021 making our total electric vehicle count 23. Then 17 New Flyer hybrid electric buses were placed into service in January 2021.

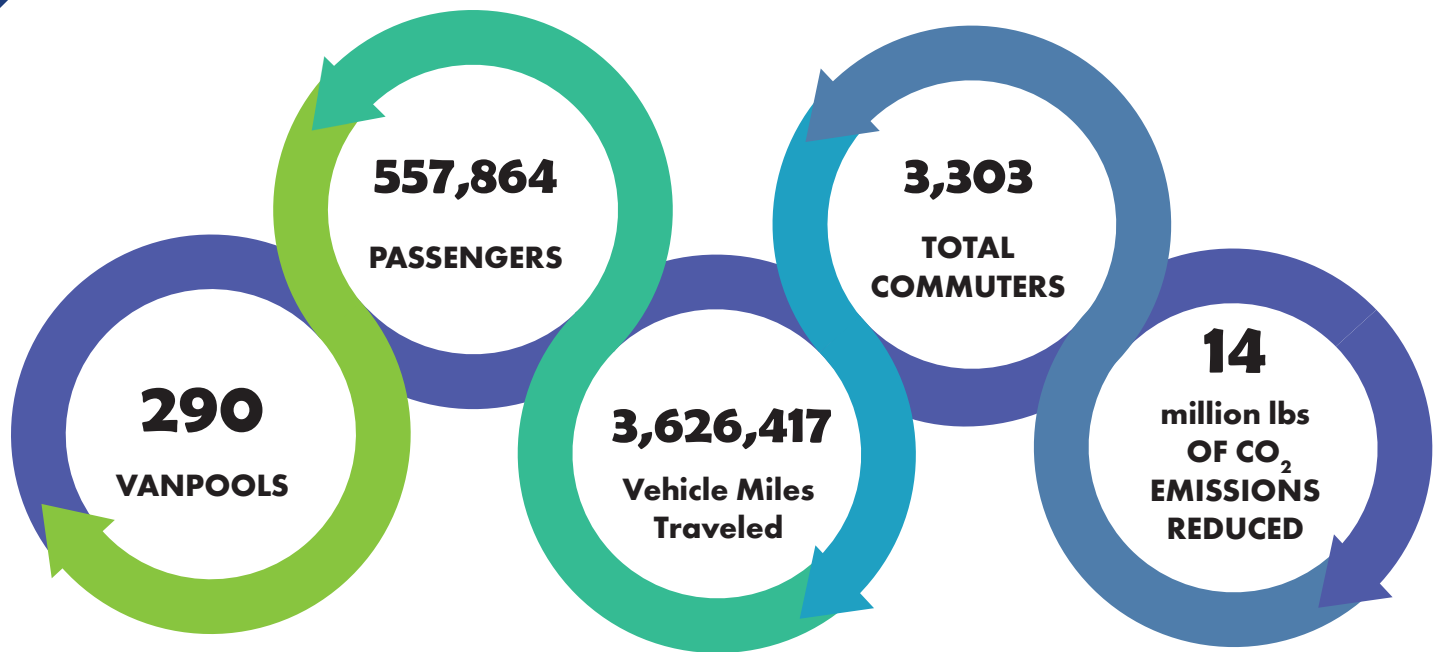
The Board approved the purchase of 20 new Hybrid Electric vehicles in April, 2021. The initial 12 have been received and placed into service in March 2022, and we expect to receive the remaining 6 the end of July beginning of August, 2022.

In December 2021, the Board approved the purchase of fifteen (15) compressed natural gas (CNG) fueled paratransit vehicles. We expect to take delivery of those vans by the end of 2022.



RTC SMART TRIPS

RTC's 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.



'TAP-TO-BOARD' FEATURE NOW AVAILABLE ON RTC TRANSIT

Riding RTC transit services just got a lot easier now that you can buy your bus pass on your phone and tap to board on all RTC transit vehicles, including RIDE, ACCESS, and FlexRIDE!

If you take the bus, you know that using the Token Transit App on your smartphone is the easiest way to purchase your bus pass. Now, Token Transit has taken it a step further and made it even easier to use your phone to board the bus. Once you have the app downloaded and have purchased your ticket,

just place your phone near the white Token Transit validator on the fare box to board. A beep and a light equal a valid ticket.

The Token Transit app is FREE for Apple and Android devices. It allows you to purchase whatever passes you need right on your smartphone. You can link the app to your debit or credit card, so it eliminates the need to use cash to buy paper passes.

CUSTOMER SERVICE

842

Questions/Comments
responded to via
rtcwashoe.com

\$546,644

Pass Vending
Machine Sales

37,986

Questions/Comments
responded to via phone

113,649

passes sold

NextBus has a new face

nextbus



umo



Real-time bus arrival information

- Text the bus stop number to 41411
- Call in the bus stop number to (775) 473-1065
- Go to rtcwashoe.com

Throughout 2021, the RTC added GPS coordinates to bus stop signs enhancing the public transit network and convenience to riders.



TOKEN TRANSIT



\$426,263

In Sales



410,268

Estimated
Trips Taken



70,188

Tickets
Sold



9,065

Unique
Customers

SOCIAL MEDIA



FACEBOOK

Post Reach: 235,421
Engagement: 43,636

Number of Posts: 245
Video Views: 22,554



TWITTER

Impressions: 368,371
New Followers: 176

Mentions: 1,447
Number of Tweets: 200



INSTAGRAM

Total Followers: 1,281
Post Reach: 8,944

Post Likes: 973
Post Comments: 30



YOUTUBE

Hours of Watch Time: 1,281
Videos: 57

Views: 66,472
New Subscribers: 67



MEDIA

87 Public Meetings,
Presentations & Other Events
116 Media Interviews

52 Road Ahead Segments
on KOLO
56 Press Releases



IN MEMORIAM OF MICHAEL MORENO



It is with deep sadness the RTC announces that longtime RTC employee and Public Affairs Manager Michael Moreno has passed away. Michael started at the RTC on May 13, 2002 as a Marketing Associate. He also worked as the Community Outreach Officer, Public Information Officer, and was promoted to Public Affairs Manager in 2014.

Michael has been an integral part of the RTC over the years. His leadership shaped the RTC's award-winning community outreach strategies, and he was instrumental in creating the RTC's long-standing public affairs television segment, *The Road Ahead*, on KOLO 8 News Now. He led communications

efforts for some of the RTC's largest projects, including the SouthEast Connector, the Virginia Street Project, the 4th Street/Prater Way Project, the Pyramid/McCarran Intersection Project, and many, many more. He also helped to create and implement the RTC's federal strategies.

Michael truly shined at work and his legacy at the RTC will live on. He enjoyed networking and advocating for the RTC's plans, projects, and programs to anyone who would listen. Our deepest condolences to his family, friends, and colleagues. He will be greatly missed.



RTC of Washoe County
1105 Terminal Way
Reno, Nevada
(775) 348-0400

RTC 4TH STREET STATION
4th and Lake Streets
Reno, Nevada
(775) 348-RIDE

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

2021 Annual Report
rtcwashoe.com