

**REGIONAL TRANSPORTATION COMMISSION**

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

Metropolitan Planning Organization of Washoe County, Nevada

# 2018 ANNUAL REPORT

Your RTC. Our Community.



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# RTC GUIDING PRINCIPLES

- Safe and Healthy Communities
- Economic Development and Diversification
- Sustainability
- Increased Travel Choices

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



## **BOB LUCEY**

RTC Chair  
Washoe County Vice Chair  
Serving since January 2015



## **NEOMA JARDON**

RTC Vice Chair  
Reno Council Member  
Serving since December 2013



## **RON SMITH**

RTC Immediate Past Chair  
City of Sparks Mayor  
Serving since January 2009



## **VAUGHN HARTUNG**

Washoe County Chairman  
Serving since January 2018  
Previous service January 2015 - December 2015



## **OSCAR DELGADO**

Reno Council Member  
Appointed December 2018



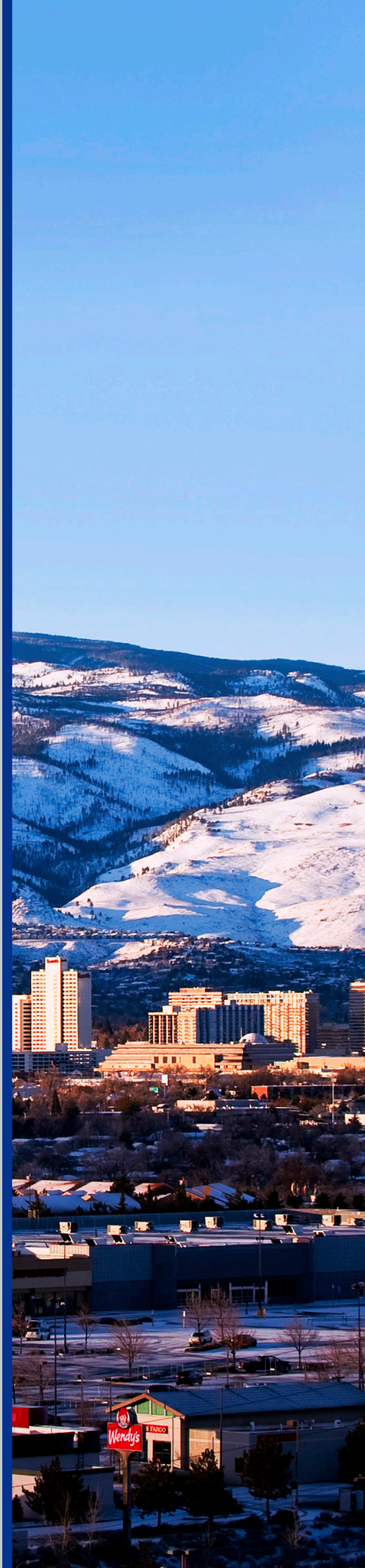
## **PAUL MCKENZIE**

Reno Council Member  
Served from August 2015 - 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.

**LEE G. GIBSON, AICP**  
Executive Director



**AMY MCABEE CUMMINGS, AICP/LEED AP**  
Deputy Executive Director/  
Director of Planning



**STEPHANIE HADDOCK, CGFM**  
Director of Finance/  
Chief Financial Officer



**DAVID JICKLING**  
Director of Public Transportation  
& Operations



**BRIAN STEWART, P.E.**  
Director of Engineering



**ANGELA REICH, SPHR, SHRM-SCP**  
Director of Administrative Services



**ADAM SPEAR**  
Director of Legal Services





**Intelligent Transportation Society of Nevada ITS - Project of the Year Award  
RTC Washoe ITS Center to Center Project**



**NDOT Excellence in Partnering Gold Award  
Pyramid McCarran Intersection Improvement Project**



**Coach Operator of the Year Award  
MV Transportation**





**RTC Project Manager - Scott Gibson  
Engineer of the Year Award 2018  
American Society of Civil Engineers**



**Transportation Security Administration  
2018 Gold Standard Mass Transit Award**

# RTC AWARDS AND RECOGNITIONS

## **American Society of Civil Engineers**

Engineer of the Year - RTC Project Manager Scott Gibson  
March 2018

## **Indigo International Design, Bronze Award**

Lincoln Line Bus Designs  
April 2018

## **International Partnering Institute**

2018 John L. Martin Partnered Project of the Year Diamond Award  
Pyramid/McCarran Intersection Improvement Project  
May 2018

## **Associated General Contractors Nevada Chapter**

Pinnacle Award for General Engineering Contractors and  
Contracts Innovation for Projects over \$5M to Granite Construction  
Pyramid/McCarran Intersection Improvement Project  
May 2018

## **North American Transportation**

Coach Operator of the Year Award - John Moss  
June 2018

## **NDOT Excellence in Partnering Gold Award**

Pyramid/McCarran Intersection Improvement Project  
July 2018

## **Intelligent Transportation Society of Nevada ITS**

Project of the Year Award  
RTC Washoe Intelligent Transportation Society of America  
Center to Center Project  
November 2018

## **American Consumer Council**

Green C Self-Certification Program Recognition  
November 2018

## **Government Finance Officers Association**

2018 Certificate of Achievement  
November 2018

## **Transportation Security Administration**

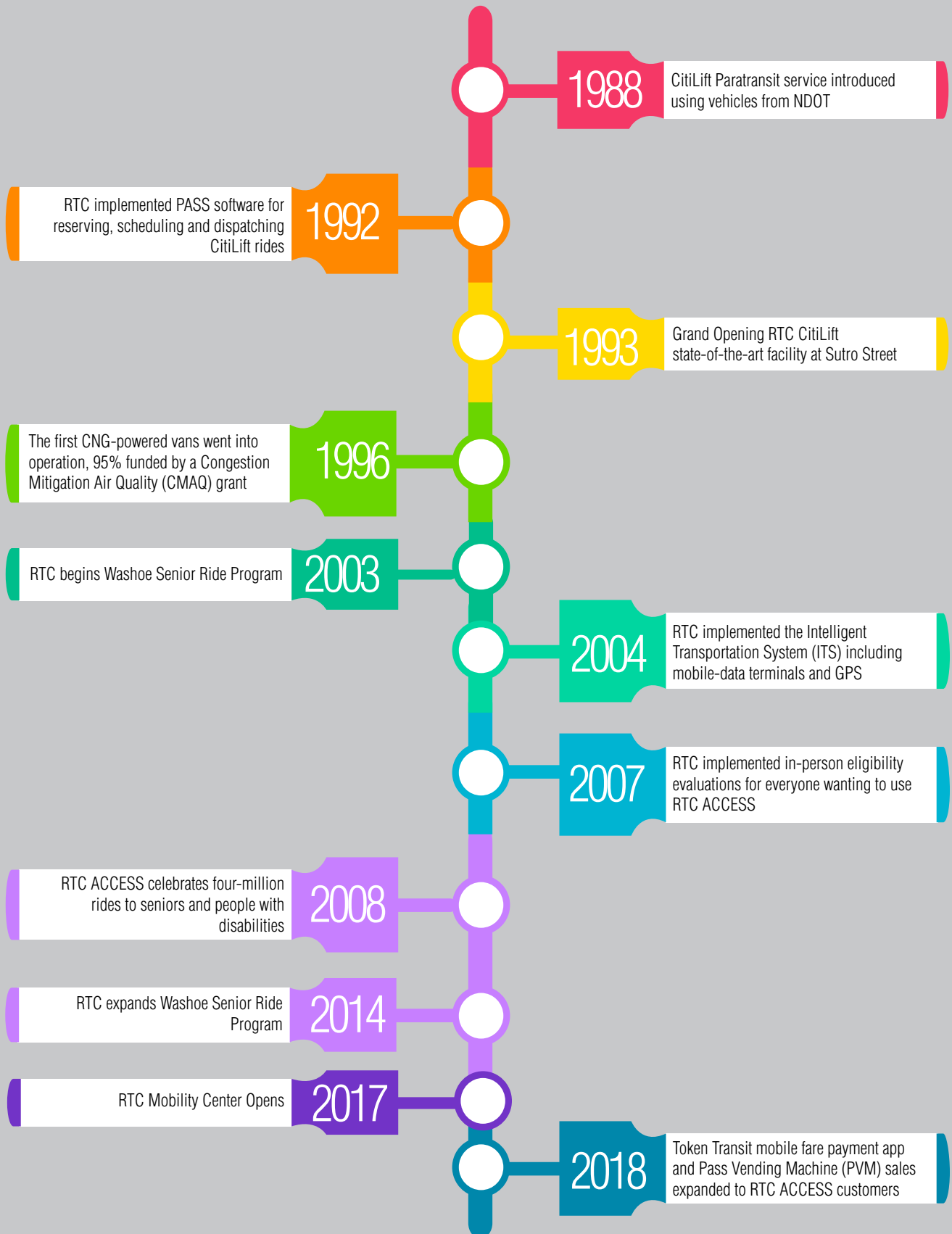
2018 Gold Standard Mass Transit Award  
December 2018

# RTC RIDE MILESTONES





# RTC ACCESS MILESTONES





**\$300M**  
RTC-5 Locally Funded

**5.5**  
Miles



# SOUTHEAST CONNECTOR PROJECT

Envisioned for more than 50 years, the SouthEast Connector is a 5.5-mile, six-lane regional roadway with a separated multi-use recreational path.

Thousands of drivers traveling back and forth from east Sparks to south Reno now save travel time by using the new SouthEast Connector, which was dedicated as Veterans Parkway when it opened to the public on July 6, 2018. To celebrate, the RTC held a Community Fun Run, Bike, Walk event on June 30, attended by more than 5,000 people. The roadway opened one week later following a ribbon-cutting celebration with RTC Commissioners, local elected officials and U.S. Senator Dean Heller.

**Connecting Communities. Restoring the Environment. Creating Prosperity.**



# GRAND OPENING JULY 6, 2018

The SouthEast Connector provides an alternate route to the heavily traveled US 395/I-580 freeway and southeast McCarran Boulevard, Longley Lane and Double R Boulevard. The roadway now brings the community these benefits:

- Improves connectivity for north/south travel in our region
- Reduces traffic congestion
- Accommodates current and future employment centers, commercial and residential developments
- Provides options for alternative modes of transportation in this corridor, including biking and walking along the multi-use path
- Enhances safety for motorized and non-motorized travel
- Provides additional emergency access during flood events
- Enhances environmental resources, with a restored and re-vegetated wetlands area
- Improves wet lands water quality within the project area
- Supports economic opportunities, job creation and increased economic output

# 4TH STREET/ PRATER WAY BUS RAPID TRANSIT PROJECT

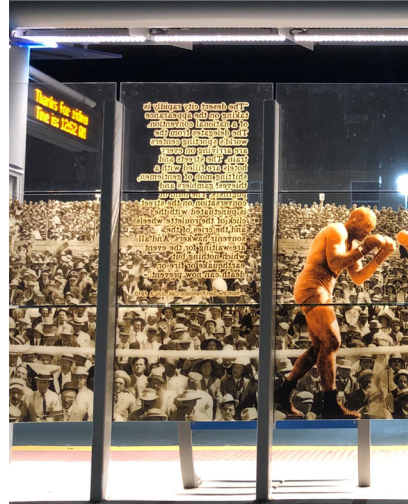
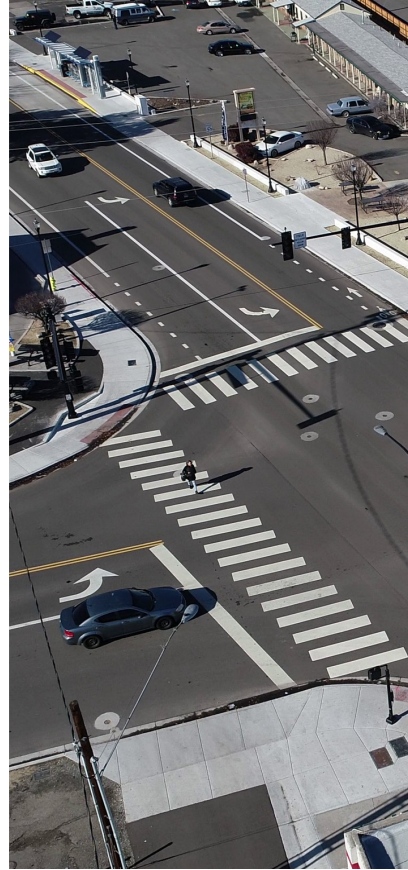
## GRAND OPENING DECEMBER 14, 2018

The RTC began construction of the 4th Street/Prater Way Bus RAPID Transit project in January 2017 and the project was completed in November 2018, on schedule and under budget. The \$58-million regional investment was funded with federal and state local funds. It better connects Downtown Reno to Downtown Sparks providing more access to jobs and education opportunities. The 3.1-mile project extends from RTC 4TH STREET STATION to Prater Way at Pyramid Way.

The project brings improved connectivity and mobility to the region's workforce and its residents. We are proud of the work we have done, collectively, U.S. Department of Transportation recognize the RTC in 2015 with the Transportation Planning Excellence Award for the 4th Street/Prater Way Bus RAPID Transit Project.

The RTC's new RAPID Lincoln Line service operates on the 4th Street/Prater Way Corridor with four new Proterra electric buses. Each bus has an increased range of 130 to 180 miles on a single electric charge and provides a smoother and quieter ride for passengers. The new service celebrates the historic Lincoln Highway and honors the corridor's rich history through historic images on the bus exteriors, and on the eight new RAPID stations along the corridor. The Lincoln Highway was established in 1913 and crossed through the cities of Reno and Sparks. Each bus bears the likeness of President Abraham Lincoln during whose administration Nevada was given statehood on October 31, 1864.

The project revitalized and transformed the corridor with wide sidewalks, bike lanes, landscaping, and energy-efficient LED lighting. Utilities were also placed underground, removing poles and barriers for people with disabilities in compliance with the Americans with Disabilities (ADA) Act and enhanced the skyline view.





Completed Ahead of Schedule & Under Budget!



# VIRGINIA STREET BUS RAPID TRANSIT EXTENSION PROJECT BEGINS CONSTRUCTION

The RTC began replacing infrastructure in the Virginia Street corridor in midtown on September 4, 2018. This project will support economic development, enhance safety and improve livability in the corridor. The project is funded with fuel tax revenue and federal funds. The project is the first of multiple projects stemming from the Virginia Street Corridor Investment Plan.

The project addresses critical transportation needs including improving transit operations by extending the RAPID Virginia Line transit service to the University of Nevada, Reno (UNR), correcting ADA sidewalk deficiencies, improving traffic operations and beautifying the corridor. Up to 240 trees will be added to the corridor as part of the project.

The RTC has done extensive community outreach and has implemented a robust business-support program to help businesses be successful during construction. The project team holds stakeholder meetings, monthly events and promotions in Midtown, among other initiatives to encourage the community to patronize and support Midtown businesses.

Construction is expected to be complete in late 2020. The new extended RAPID Virginia Line service is expected to start in Spring 2021.

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





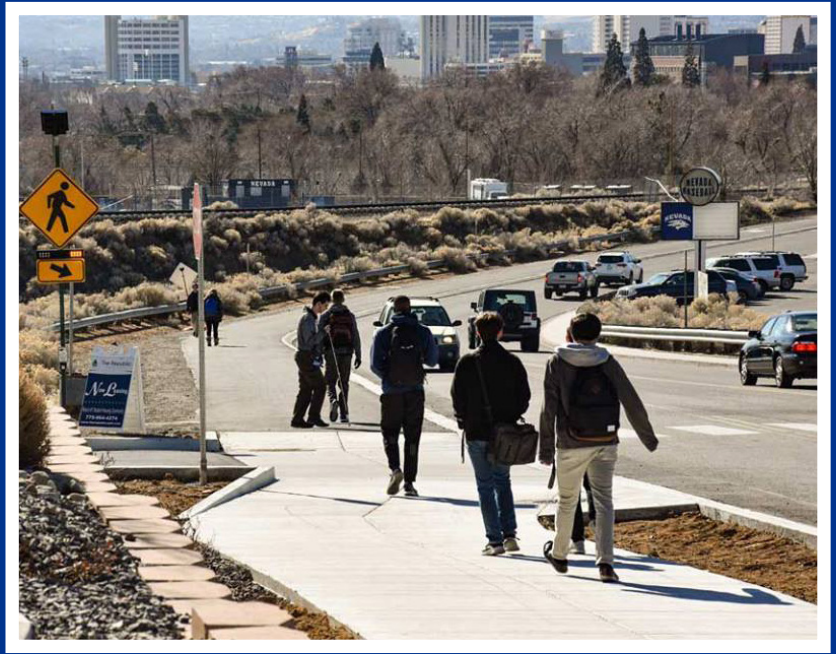
**\$80M**  
RTC Local Fuel Tax,  
Federal Transit  
Administration (FTA)  
Grant



**Sidewalk Concept Near Arroyo Street**

# EVANS AVENUE COMPLETE STREETS PROJECT

.....  
**COMPLETED  
MARCH 2018**



The Evans Avenue Bicycle Improvements project started earlier this year, and we want to let the community know that it is substantially complete! The community told us they wanted to see a better biking and walking path connecting the university and downtown area, and we're almost done with the construction of a brand-new, multi-use path. The path will soon have new bike lanes and many other pedestrian and bicyclist improvements.

# NORTH VALLEYS IMPROVEMENT PROJECT

.....  
**COMPLETED  
APRIL 2018**

The RTC completed construction on the second phase of the North Valleys Improvements Project. Traffic signals were installed at the intersection of Lemmon Drive and US 395, and at the intersection of Red Rock Road and Moya Boulevard. These intersection improvements enhance safety and improve capacity on regional roads.





# REGIONAL ROAD INVESTMENTS

## Completed Pavement Preservation Projects

Projects are identified and prioritized through consensus from staff of City of Reno, City of Sparks, Washoe County and the RTC, based on pavement condition data.

### City of Reno

Airway Drive  
Arlington Avenue  
Carat Avenue  
Cashill Boulevard  
Center Street  
Lancaster Drive  
Longley Lane  
Mae Anne Avenue  
Mill Street  
Wedge Parkway  
Red Rock Road  
Rio Wrangler Parkway  
Silver Lake Road  
Sky Vista  
Steamboat Parkway  
Vassar Street  
Virginia Street

### City of Sparks

Coney Island Drive  
Deming Way  
Disc Drive  
East Glendale Avenue  
East Victorian Avenue  
El Rancho Boulevard  
Frazer Avenue  
Galleria Parkway  
Glen Carran Circle  
Greenbrae Drive  
Hymer Avenue  
Industrial Way  
Kleppe Lane  
Larkin Circle  
Los Altos Parkway  
Meredith Way  
North Wingfield Parkway  
Pittman Avenue  
Purina Way  
Rock Boulevard  
South Stanford Way  
South Wingfield Parkway  
Shaber Avenue  
Sparks Boulevard  
Spice Islands Court  
Victorian Avenue  
Vista Boulevard  
Wingfield Hills Road

### Washoe County

Lupin Drive  
Red Rock Road  
South Verdi Road  
Thomas Creek Road

## Completed Road Projects

SouthEast Connector  
4th Street/Prater Way Bus RAPID Transit  
Evans Avenue - Bike/Pedestrian Project  
North Valleys Improvements Phase 2

**\$114.3M**  
**2018 Investment**  
**with RTC-5**  
**Fuel Tax\***

*\*Investment based on Fiscal Year 2018 expenditures. Total regional road investment significantly higher with prior fiscal year investments.*



# TRAFFIC SIGNAL OPTIMIZATION



In 2018, the RTC continues to work with our regional partners to improve the timing of various regional traffic signals. The RTC keeps our community moving by updating traffic signal timing throughout the region. The project is a three-year, \$1-million commitment to improving traffic flow throughout the region. Eighty eight traffic signals were retimed in 2018.

Although the RTC does not own any traffic signals, we support 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.

As part of the retiming process, RTC engineers use information from the National Cooperative Highway Research Program (NCHRP) 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.

## LOCATIONS OF UPDATED AND RE-TIMED SIGNALS:

- Damonte Ranch Parkway – Zolezzi Lane to Double R Boulevard, and Double R Boulevard at Double Diamond Boulevard
- Keystone Avenue – 1st Street to 7th Street, and 4th Street at Vine Street
- Pyramid Way – Nugget Avenue to Lazy 5 Parkway, and McCarran Boulevard at Rock Boulevard and 4th Street.
- Rock Boulevard – Greg Street to Prater Way
- Downtown Reno - 47 signals retimed, including 1st Street, 2nd Street, 4th Street, 5th Street, 6th Street, Sierra Street, Center Street, Lake Street and Arlington Avenue

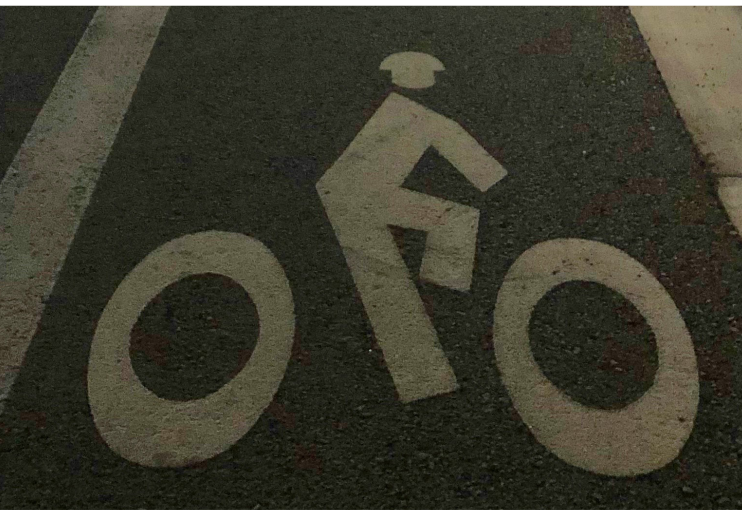
To report traffic signal issues, call (775) 355-ROADS

# WE ARE PROUD OF OUR SAFETY CULTURE!

.....

Safety is a guiding principle and top priority for RTC. During 2018, the RTC completed these improvements to further the guiding principle of creating a safe and healthy community.

- 211 new pedestrian ramps
- 17.53 miles of bike lanes added
- 5.7 miles of multi-use pathways
- 3.2 miles of new sidewalks
- New crosswalk and corridor lighting





# RTC 2018 PLANNING STUDIES

- **ADA Transition Plan** – This plan identifies accessibility improvements for RTC programs, services, and facilities, in compliance with the Americans with Disabilities Act (ADA). Completion date: Fall 2019.
- **Bicycle, Pedestrian and Wheelchair Count Annual Report** – RTC completed its fifth year of the annual count program. The annual report tracks performance targets for alternative mode share and utilization of regional facilities.
- **Bicycle Facility Alternatives Analysis** – This study evaluated alternative bicycle facility designs on Center and Sierra Streets. The preferred alternative is a two-way cycle track on Center Street and a bike lane on Sierra Street. Completed August 2018.
- **Transit Asset Management Plan (TAM)** – The plan provides a benchmark as well as maintenance and replacement schedule to ensure RTC facilities and equipment remain in a state of good repair. Completed October 2018.
- **Washoe County Regional Travel Characteristics Study** – This study provides a comprehensive analysis of regional travel demand patterns for residents and visitors. Completed April 2018.
- **South Meadows Multimodal Transportation Study** – This study was initiated to address safety and mobility needs in the South Meadows area. Completion date: December 2019.

# DOWNTOWN RENO PARTNERSHIP

The Downtown Reno Partnership is a new business improvement district (BID) working to make downtown Reno a safer, cleaner, friendlier district. It includes an ambassador program to provide information and support services to downtown residents and visitors. In coordination with the City of Reno, the Partnership also provides enhanced street maintenance and police services. The Partnership supports increased safety and ridership at RTC transit stops throughout downtown, including at 4TH STREET STATION.

# SUPPORTING SAFE ROUTES TO SCHOOL

Safe Routes to School promotes physical activity and the reduction of vehicle emissions, and promotes healthy lifestyles. Studies show that active students arrive to school ready to learn and be productive. The RTC funds the full-time coordinator of the SRTS with the Washoe County School District. 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 safely.



# VISION ZERO TRUCKEE MEADOWS

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. The Task Force is a regional partnership focusing on pedestrian safety in our community. Our vision is to work together to keep everyone safe on our roads. By partnering together to make roads and sidewalks safer for pedestrians, we make our roads safer for everyone. The task force will make equitable, data-driven, and transparent decisions to improve safety throughout our community.

The multi-jurisdictional Task Force is comprised of staff members from the Regional Transportation Commission (RTC) of Washoe County, City of Reno, City of Sparks, Washoe County, Reno Police Department, Police Department, Nevada Department of Public Safety, Nevada Office of Traffic Safety, University of Nevada, Reno, Washoe County School District, Nevada Department of Transportation, Nevada Highway Patrol, Washoe County Health District, Washoe County Sheriff's Office and REMSA.

# 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  
Safe Routes to School  
State Historic Preservation Office  
The Offices of the Nevada Congressional Delegation  
The Office of Nevada Governor Brian Sandavol  
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  
CA 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  
Intelligent Transportation Systems  
ITE  
Jacobs (Formerly Ch2M)  
Jacobs Entertainment  
Kiwanis Service Organization  
Kimley Horn  
KOLO 8 News now  
Lamar Advertising  
Lawlor Events Center  
Lotus Radio  
Midtown Merchants Association  
Morrey Distributing  
NAIOP  
NCE, Inc  
Nevada Electric Transportation Forum  
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  
Spanish Springs Construction  
SPINN  
TRI Center Transportation Management Association  
Truckee Meadows Bicycle Alliance (TMBA)  
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.***

# INNOVATIVE TRANSPORTATION SOLUTIONS

The RTC Board approved \$688,863 in grant funding for five 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.

Eligible projects that support the goals and strategic objectives in the RTC-developed Coordinated Human Services Public Transportation Plan (CTP). 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 2018:



## **Senior Outreach Services (SOS) - \$63,779**

- Direct-service volunteer outreach program assisting home-bound seniors without support systems with their transportation needs.

## **Washoe County Human Services Agency (WCHSA) - \$115,274**

- Expansion of WCHSA's free transportation services to urbanized areas of Washoe County and areas of the North Valleys that are not accessible to the senior and disabled population.

## **Sierra Nevada Transportation Coalition (SNTC) Bucks Program/N4 Accessible Rides Program - \$226,686**

- Expansion of the SNTC Bucks Program by providing \$40 in Lyft or Uber rides for \$10. Participants can purchase up to \$160 in rides for \$40 per month, as subsidized by the program.

## **Senior Companion Program (SIS) - \$101,737**

- Provides transportation social support for seniors 60 years and older who are living independently and have limited access to outside resources.

## **Access to Healthcare Network (AHN) - Non-Emergency Medical Related Transportation \$181,387**

- Provides non-emergency medical transportation for low-income seniors and individuals with disabilities.

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



# RTC BOARD LOWERS TRANSIT FARES

.....

The RTC Board lowered fares for transit users across the board in 2018. The new fare structure ensures the availability of affordable public transportation to everyone, provides fare equity among public transportation services and passenger categories, and provides a strong incentive for transit use to help reduce region-wide traffic congestion, air pollution and fuel consumption. Lower fares means more transit riders.

## **September 2018: RTC lowers bus fares for Veterans and more seniors**

- Military Veterans with a driver's license or state ID with a Veterans designation or DD form 214 qualify for the reduced-fare rate offered to seniors, youth and individuals with disabilities. Veterans may also qualify for an RTC Disabled ID card if they possess a VA card showing a service-connected disability.
- The qualifying age for senior fares dropped from age 65 to age 60, allowing more seniors to qualify for reduced fares.

## **October 2018: Bus Pass Fare Enhancements**

- The 24-Hour Pass changed to a Day Pass. Prices were reduced from \$5.00 to \$3.00 (regular fare) and \$2.50 to \$1.50 (reduced fare). Reducing the need for transfers. Day Passes expire at midnight of the same day of activation.
- The 7-Day Pass was reduced from \$19.50 to \$14.50 (regular fare) and \$9.75 to \$6.00 (reduced fare).
- The 31-Day Disabled Pass is \$32.50.
- The price of a single trip for individuals with disabilities decreased from \$1.00 to \$0.75. The price of a single trip for an ACCESS ID holder changed from \$0.50 to \$0.75.



# RTC ELECTRIC BUS PROGRAM EXPANSION

.....

RTC offers our riders the opportunity to make sustainable choices using public transit. The RTC launched its electric bus program in April 2014 with four buses. In 2018, 17 new long-range, battery-powered, 100%-electric Proterra buses were added to our fleet. They provide an environmentally friendly service, and exemplify RTC's commitment to eco-conscious infrastructure implementation. With a total of 21 electric buses, our fleet is now one-third electric and one of the largest electric fleets in the U.S. As we move forward with the 2040 Regional Transportation Plan, the RTC is reducing emissions levels and laying the foundation for sustainable infrastructure which are essential to the future of RTC RIDE.

RTC has added an additional 480 kWh overhead fast charger at RTC 4TH STREET STATION and added ten 60 kWh overnight shop chargers at the Jerry L. Hall Regional Transit Operations and Maintenance Center.

Proterra has enhanced the battery technology to enable the Catalyst 40-foot buses to drive four times the distance of the original 35-foot buses on a single charge. The mileage is expected to be approximately 21.4 MPG/GGE and nominal range on a single charge is between 130 and 180 miles.

Each Proterra bus will eliminate an estimated 300,000 pounds, or the equivalent of 21 passenger cars of GHG (greenhouse gas) emissions annually. In addition to the environmental benefits, the new electric buses will also have a positive impact on RTC's operating expenses, since they require less energy to operate and have reduced maintenance costs.



# 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.



**7.24 Million rides on RTC RIDE**



**1.68 Million rides on RTC RAPID**



**241,758 trips on RTC ACCESS**



**90% On-Time Performance**



**68 Buses in RTC RIDE Fleet**



**45 Vans in RTC ACCESS Fleet**



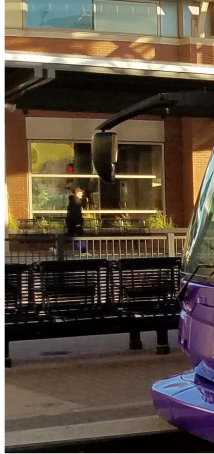
**26 Routes**



**Mobility Center at RTC CENTENNIAL PLAZA**



**156 VANPOOLS**





# RTC SMART TRIPS

RTC SMART TRIPS program creates awareness of tools available to take alternative modes of transportation such as bicycling, walking, and rideshare. Using alternative modes reduces the number of single vehicle occupant trips to reduce air pollution and traffic congestion.

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 15% in 2018 to 156 VANPOOLS.

Employers participating in the program includes: Army National Guard, Battery Systems, eBay, FCI Herlong, High Desert Prison, Sierra Army Depot, Scougal Rubber Corp., and Tesla, and several other companies.

The RTC SMART TRIPS program funds the publishing of the Bike Map in English and Spanish. Available at RTC facilities.

## 460 Commuters



Joined in 2018 for a total of 2,352

## 23 VANPOOLS



Added in 2018 YTD 156

## 1,500 People



Per day use SMART TRIPS

## 16.5 Million Pounds



Amount of CO<sub>2</sub> emissions reduced by SMART TRIPS

# 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 2018 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 eliminating paper bus passes and is being used by thousands of transit riders. Go to [tokentransit.com](http://tokentransit.com)



77,617  
Tickets Sold



\$547,185  
In sales



8,317  
Unique  
Customers



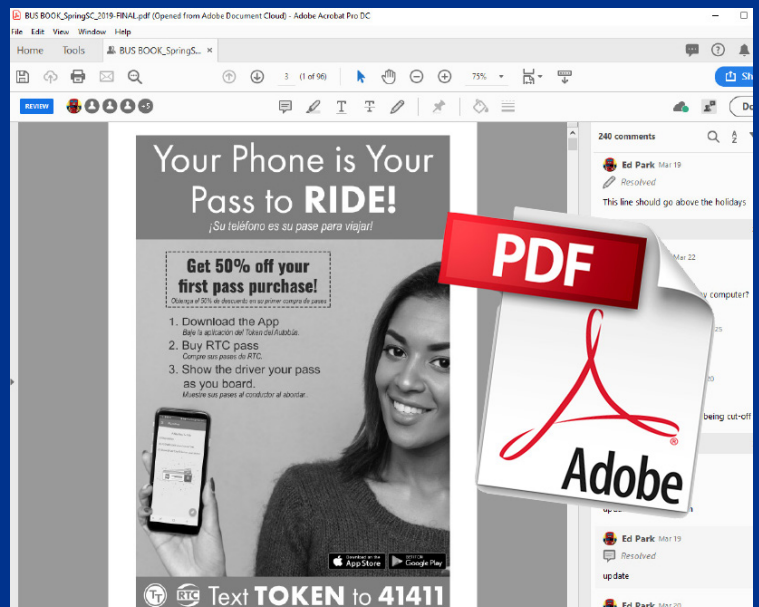
644,862  
Estimated  
trips taken

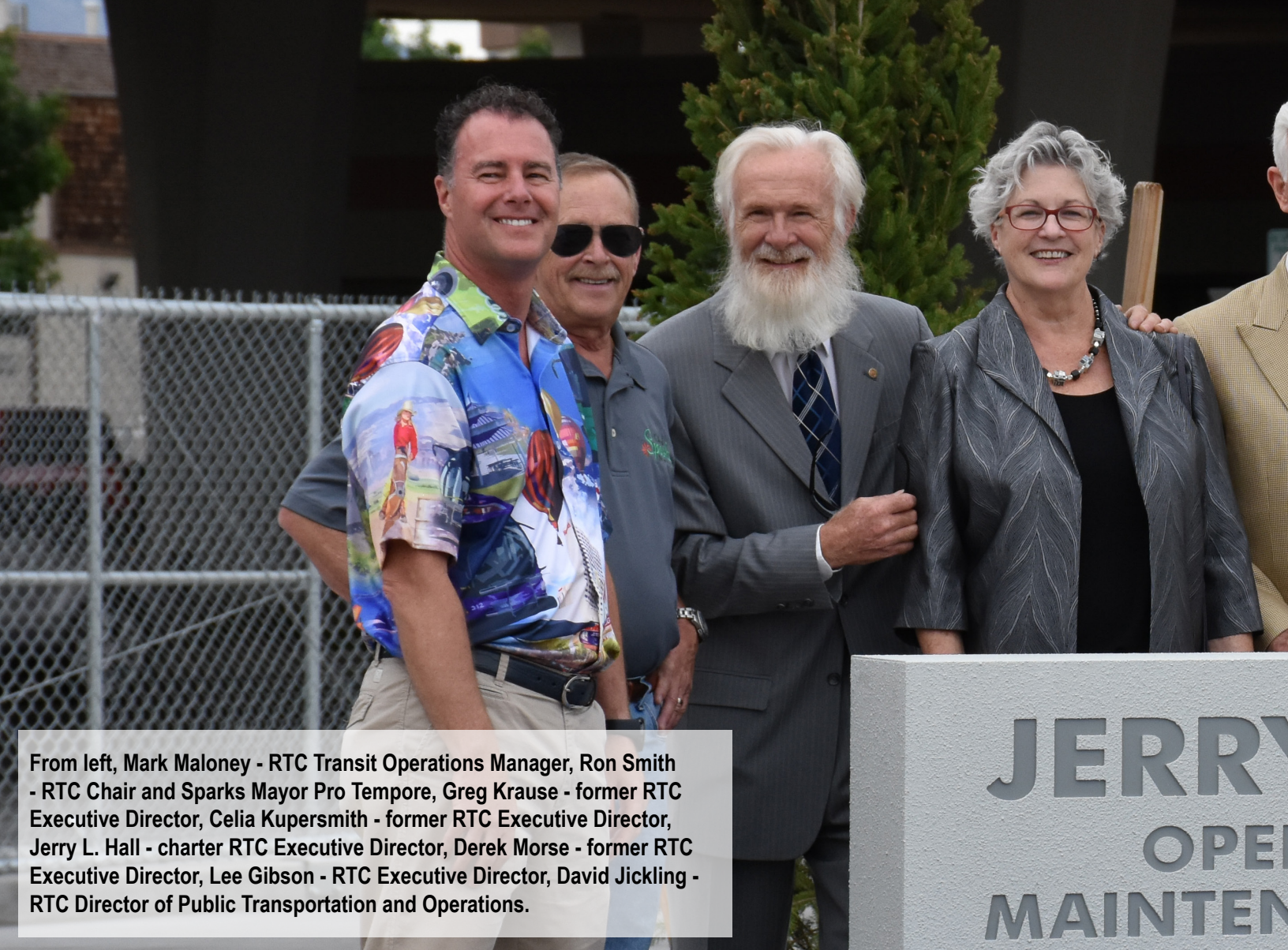
# RTC SUSTAINABILITY COMMITMENT

The RTC is improving sustainability across the agency to support our community and our planet for generations to come. Since 2010, the RTC has reduced our total facility energy use by 25%, reduced the criteria air pollutants per passenger trip by 13.1%, and increased our recycling rate to approximately 33%.

The RTC strengthened our continued commitment to sustainability in 2018 with these RTC Green Team-led initiatives:

- **RTC Employee Commuting Challenge** - This inaugural event encouraged RTC employees to test out alternative transportation modes to get to and from work, including walking, biking, telecommuting, carpooling and taking public transportation.
- **Composting** - The RTC Green Team launched an RTC-wide composting initiative, encouraging employees to put compostable materials such as food waste, coffee grounds, filters, yogurt and tea bags in composting bins in designated RTC composting bins.
- **Editable PDFs** - Employees can now review documents and place their comments directly in the document using Adobe Acrobat. This technology will allow employees to reduce the use of and save paper.
- **Bike Fix-it Station** - RTC staff worked with TMCC to install a bike fix-it station at the Dandini campus in November to encourage more people to bike to and from class.
- **Green C Recognition** - The RTC earned the Green C Self-Certification Program Recognition in November. The program encourages and recognizes sustainable practices among small businesses and organizations operating in the United States, and promotes corporate social responsibility that preserves and enhances our planet.





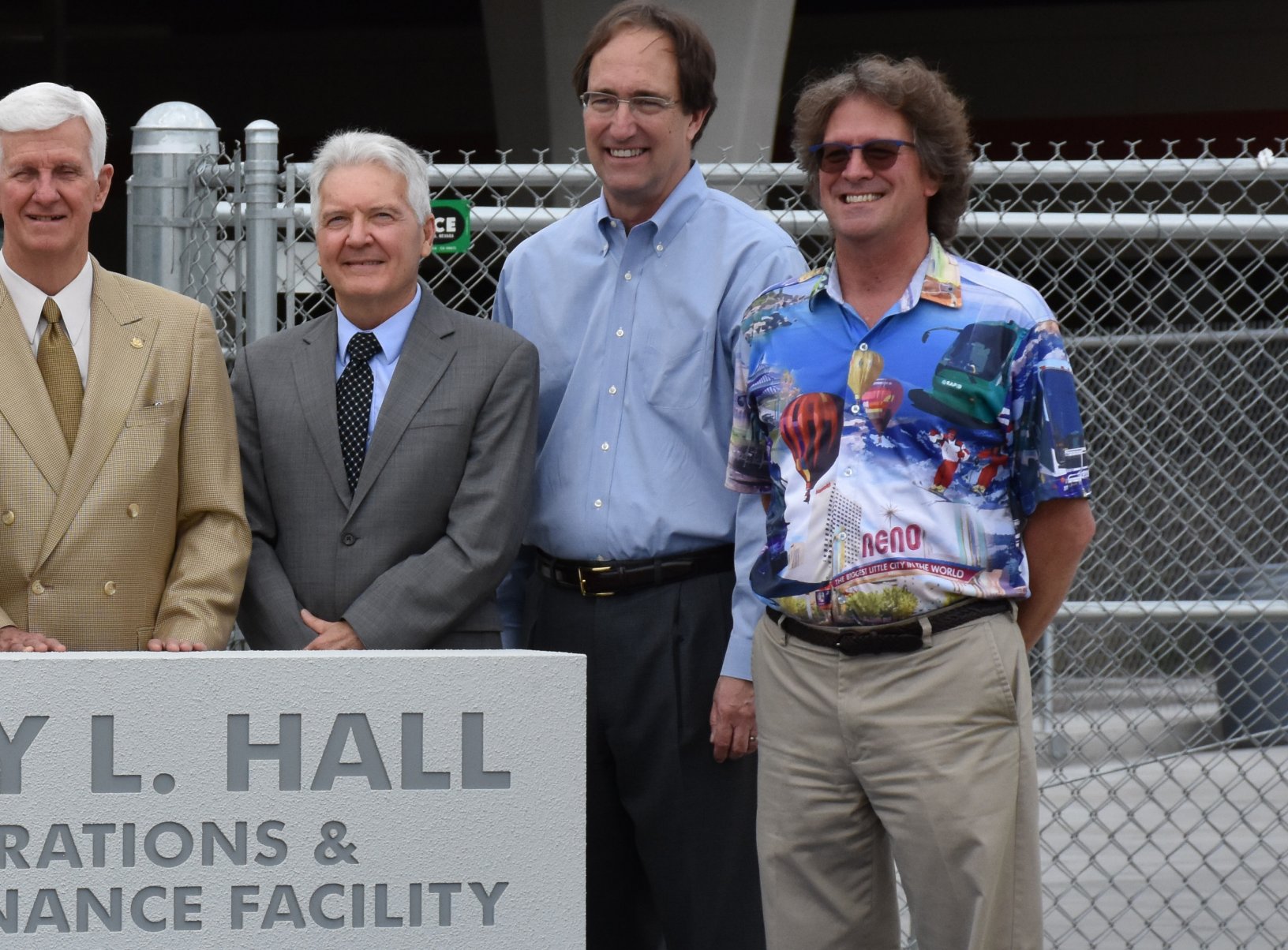
From left, Mark Maloney - RTC Transit Operations Manager, Ron Smith - RTC Chair and Sparks Mayor Pro Tempore, Greg Krause - former RTC Executive Director, Celia Kupersmith - former RTC Executive Director, Jerry L. Hall - charter RTC Executive Director, Derek Morse - former RTC Executive Director, Lee Gibson - RTC Executive Director, David Jickling - RTC Director of Public Transportation and Operations.

# RTC REDEDICATES THE JERRY L. HALL OPERATIONS AND MAINTENANCE FACILITY

The RTC rededicated the newly renovated Jerry L. Hall Regional Transit Operations and Maintenance Facility on Friday, July 13, 2018.

The renovated facility has new maintenance bays, raised bus storage doors and extended bus storage. It also has the capability of lifting 60-foot buses on either lift. The building also has improved lighting, which will make the repair and maintenance of buses more efficient and safer.

The Regional Transportation Commission of Washoe County was created by the State of Nevada in 1979



under the leadership of Jerry L. Hall, the RTC's first executive director. The new RTC was a consolidation of the Regional Street and Highway Commission, the Regional Transit Commission, and the Washoe County Area Transportation Study Policy Committee. In 1993, the Villanova Facility was designated as the Jerry L. Hall Regional Transportation Center in recognition of his 18 years of vision, leadership and exemplary achievement as Executive Director of the RTC.

The renovations the RTC made added capacity for our fleet, paving the way to make our fleet more modern and more electric. This serves our transit riders, but also benefits our community as electric buses have zero emissions, which improves to better air quality throughout the Truckee Meadows.

When the facility was first built in 1983, it was not envisioned that buses would become taller and fully electric. Electric and diesel bus maintenance is now faster, safer and easier thanks to the \$15-million renovation investment.

# Responsive Quality Customer Service



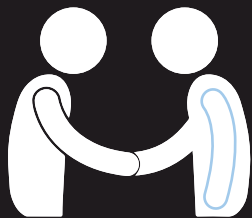
**586**

Questions/comments  
responded to via  
rtcwashoe.com



**64,817**

Riders assisted  
by phone



**56,909**

Riders assisted in person by the  
Customer Service Staff at  
RTC 4TH STREET STATION and  
RTC CENTENNIAL PLAZA

**\$1,341,725**



Pass Vending  
Machines Sales

## THE ROAD AHEAD WITH RTC

The Road Ahead with RTC is an award-winning weekly public aired news segment that airs on KOLO 8 News Now (ABC). The two-minute segment addresses RTC programs, public transportation, planning and engineering projects.

During 2018, there were 52 segments on The Road Ahead with RTC. The segments aired during regularly scheduled news programming: Tuesdays at 6:20 a.m. on Good Morning Reno, Wednesdays at 5:30 p.m. evening news cast and Thursdays at 11:30 a.m., mid-day news.

The Road Ahead has been on the air since 2007 thanks to our media partners KOLO 8 News Now.





# PROCESS IMPROVEMENT INITIATIVE

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The RTC created the Process Improvement Team (PIT) to identify opportunities to streamline processes, improve efficiency, reduce operating costs, and eliminate waste. Employee suggestions are reviewed by the staff-led PIT Crew. The crew assists staff in implementing their ideas using LEAN process-improvement techniques. The following process-improvement projects were completed in 2018.

- **New Employee On-Boarding** — A new employee orientation process and handbook was developed to assist new employees' understanding of the various functions of the RTC. In addition, each department takes the lead when it comes to staff on-boarding. As an example, the Engineering Department has developed a binder for its new employees that includes information about the RTC Board, the agency as a whole, and helpful links employees can visit as they get to know their new workplace.
- **Electronic-Filing System** — A team of employees organized and created new, shared electronic folders that are accessible by all staff to streamline and simplify the filing process. Information is now more easily accessible between staff members and departments.
- **Interdepartmental Data Viewer** — A process-improvement suggestion resulted in an aggregated engineering, planning and public transportation data into a single map that is accessible by employees from all departments. As part of the map, there is a GIS-tracking tool that allows users to identify bicycle, pedestrian, ADA, and Complete Street improvements that have already been completed.



# RTC COMMUNICATION TOOLS

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## Public Events/Meetings

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RTC staff hosted and participated in 194 community meetings and presentations in 2018.



## Press Releases

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Address important transportation project programs and events as they relate to local government. The RTC issued 90 press releases with 217 media interviews in 2018.



## Social Media

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Facebook, Twitter, YouTube are regularly used to provide new information to local residents. Added Instagram, an effective tool to share information with our community. The RTC launched Instagram to our social media channels in January 2018.



## eNews

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Monthly newsletter to community stakeholders providing updates on RTC projects and services. To subscribe go to [rtcwashoe.com/enews](http://rtcwashoe.com/enews).



## Weekly Project Stakeholder Updates

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Project updates were electronically distributed weekly for the 4th Street/Prater Way Bus RAPID Transit Project and Virginia Street Bus RAPID Transit Extension Project helping to keep interested stakeholders informed on project progress and upcoming activities.



## Hot Topics

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Subscribers can receive various information about specific topics of interest that might include, meetings service changes or interruptions, snow detours, agendas and website updates.

# SOCIAL MEDIA METRICS

Instagram

 **730**  
followers

**1,083**  
Posts Likes

**420**  
Video Views



**33**  
Posts

**38**  
Posts Comments

twitter

**377,600**  
Impressions

 **263**  
New Followers

**287**  
Tweets

**52**  
Road Ahead  
Segments

**217**  
Media  
Interviews



**90**  
Press Releases

You **Tube**

**28,588**  
Minutes of Watch Time

**7,107** **17**   
Views Videos

 **46** New Followers

facebook

Impressions

**679,021**

Engagement

**27,751**

Posts

**291**

**54**  
Videos





# RTC COMMUNITY ENGAGEMENT & OUTREACH

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The RTC continued its tradition of excellence in community engagement and public outreach in 2018, conducting 194 public meetings, presentations and events throughout the year. The RTC also participated in 217 media interviews on a range of topics related to public transportation, planning and construction.

This year's outreach included project stakeholders meetings, transit service outreach, SouthEast Connector and 4th Street/Prater Way project tours, community presentations, RIDE free transit days, among other activities.

# COMMUNITY PARTNER EVENTS

The RTC provided transportation, publicity or support for a number of community events that contribute to economic development and enhancing the quality of life in the region:

- The Chamber's Alliance 2018
- Senior Transportation Options - Reno Local AARP
- St. Patrick's Day FREE Safe RIDE
- Earth Day FREE Transit
- Earth Day at UNR
- Sustainability Tour
- Corporate Health Fairs
- Stuff A Bus for Seniors
- Bike Week
- Older Americans Month
- Senior Dimension Spring Health Fair
- Dump the Pump FREE Transit
- Midtown Artwalk
- Star Spangled Sparks
- Hot August Nights Parade
- The Best in the West Nugget Rib Cook-Off
- Great Reno Balloon Race
- Senior Fest
- International Walk to School Day
- Election Day FREE Transit
- Veterans Day FREE Transit
- Stuff A Bus Holiday Food Drive
- RTC New Year's Eve FREE Safe RIDE
- SPINN
- Reno Works Program
- Brewery District Celebration the Corridor



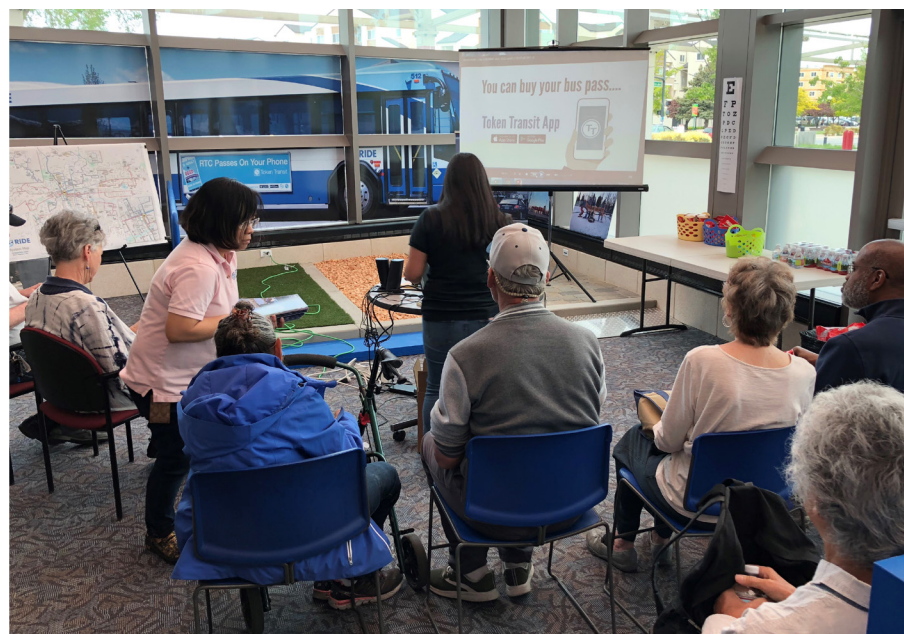
**The Chamber's Alliance Conference**



**Trunk or Treat**



**Sustainability Tour**



# 2018 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>2018 Performance Measure Status:</b> RTC RIDE 1.36 per 100,000 miles RTC ACCESS 0.50 per 100,000 miles	<b>2018 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 (37 for year 2017)	<b>2017 Performance Measure Status: *</b> 37	<b>2018 Performance Target Status: *</b> Met 2017 goal and 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> 1.01 for year 2017 based on fatal crashes target	<b>2017 Performance Measure Status: *</b> 1.00	<b>2018 Performance Target Status:/</b> Met 2017 goal and 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 (172 for year 2017)	<b>2017 Performance Measure Status: *</b> 161	<b>2018 Performance Target Status:*</b> Met 2017 goal and working towards aspirational goal of Zero Fatalities
<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> 4.80 base on serious injury crashes target based on serious injury crashes target	<b>2017 Performance Measure Status: *</b> 3.59	<b>2018 Performance Target Status:*</b> Met 2017 goal and working towards aspirational goal of Zero Fatalities

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 Nevada Department of Transportation (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 - (13 for year 2017)	<b>2017 Performance Measure Status:*</b> 13	<b>2018 Performance Target Status: *</b> Met 2017 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 (33 in 2017)	<b>2017 Performance Measure Status:*</b> 32	<b>2018 Performance Target Status:*</b> Met 2017 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> 3-7% of plan implemented per year	<b>2018 Performance Measure Status:</b> 17.53 miles of bike lanes added	<b>2018 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>2018 Performance Measure Status:</b> <ul style="list-style-type: none"> <li>• 211 new pedestrian ramps</li> <li>• 5.7 Miles of multi-use pathways</li> <li>• 3.2 miles of new sidewalks</li> <li>• New crosswalk lighting</li> </ul>	<b>2018 Performance Target Status:</b> Working towards goal

\* These performance measures are reported by NDOT one year in arrears. These performance measures are reported for 2017.

# 2018 PERFORMANCE MEASURES

## Infrastructure Condition/ Transit State of Good Repair

<b>RTP Goals:</b> Manage Existing Systems Efficiently	<b>Performance Measures:</b> Pavement condition index for Regional Roads	<b>Performance Target:</b> 80	<b>2018 Performance Measure Status:</b> 83.3	<b>2018 Performance Target Status:</b> Exceeded goal
<b>RTP Goals:</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>2018 Performance Measure Status:</b> 100% of preventive maintenance performed on time for RTC RIDE and RTC ACCESS	<b>2018 Performance Target Status:</b> Met goal
<b>RTP Goals:</b> Manage Existing Systems Efficiently	<b>Performance Measures:</b> Maintain industry standard vehicle life cycle	<b>Performance Target:</b> Varies per vehicle	<b>2018 Performance Measure Status:</b> Vehicle life cycle: Access paratransit vehicles = 7 years RIDE fixed route vehicles = 12 years.	<b>2018 Performance Target Status:</b> ACCESS paratransit met, RIDE fixed route not met. 95% 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).

The Truck Travel Time Reliability (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.

Level of Travel Time Reliability (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 Goals:</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> Targets to be determined	<b>2018 Performance Measure Status:</b> 95.3% of the system has a Level of Travel Time Reliability (LOTTR) less than 1.50	<b>2018 Performance Target Status:</b> Establishing Baseline Data
<b>RTP Goals:</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> Targets to be determined	<b>2018 Performance Measure Status:</b> 70.4% of the system has a Level of Travel Time Reliability (LOTTR) less than 1.50	<b>2018 Performance Target Status:</b> Establishing Baseline Data
<b>RTP Goals:</b> Manage Existing Systems Efficiently	<b>Performance Measures:</b> Truck Travel Time Reliability (TTTR) Index	<b>Performance Target:</b> Targets to be determined	<b>2018 Performance Measure Status:</b> TTTR Index = 1.33	<b>2018 Performance Target Status:</b> Establishing Baseline Data
<b>RTP Goals:</b> Manage Existing Systems Efficiently	<b>Performance Measures:</b> Transit passengers per service hour	<b>Performance Target:</b> 30 (ongoing)	<b>2018 Performance Measure Status:</b> 29.4	<b>2018 Performance Target Status:</b> Working towards goal
<b>RTP Goals:</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>2018 Performance Measure Status:</b> 22.58	<b>2018 Performance Target Status:</b> Met goal

# 2018 PERFORMANCE MEASURES

## Freight Movement & Economic Vitality

<b>RTP Goal:</b> Improve Freight & Goods Movement	<b>Performance Measures:</b> I-80 level of service (LOS)	<b>Performance Target:</b> LOS D	<b>2018 Performance Measure Status:</b> LOS D	<b>2018 Performance Target Status:</b> Met goal
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## 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>2018 Performance Measure Status:</b> 90%	<b>2018 Performance Target Status:</b> Met 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 E 4th Street/Prater Way, 40% on Virginia Street by 2040	<b>2018 Performance Measure Status:</b> 35% alternative mode share on 4th Street/Prater Way 26.2% mode share on Virginia St	<b>2018 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>2018 Performance Measure Status:</b> 12.21%	<b>2018 Performance Target Status:</b> Working towards goal

<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% electric or CNG fleet by 2040</p>	<p><b>2018 Performance Measure Status:</b> The RTC ACCESS fleet mix is 100% CNG The RTC fleet mix breaks down as follows: Diesel - 49 Electric Diesel Hybrid- 16 Electric - 21</p>	<p><b>2018 Performance Target Status:</b> Working towards goal</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> The current status of the various pollutants in Washoe County is listed below:</p> <ul style="list-style-type: none"> <li>• CO (8-hr): Attainment/Maintenance for Hydrographic Area #87. Attainment/Unclassifiable for the rest of Washoe County</li> <li>• M10 (24-hr): attainment/maintenance for Hydrographic Area #87.</li> <li>• Attainment/Unclassifiable for the rest of Washoe County</li> </ul>	<p><b>2018 Performance Measure Status:</b> CO: 54,331 lbs. /day in Hydrographic Area #87.  PM10: 4,395lbs. / day in Hydrographic Area #87.</p>	<p><b>2018 Performance Target Status:</b> Met Goal</p>



**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 Ave. and 15th Street  
Sparks, Nevada  
(775) 348-RIDE

**Your RTC. Our Community.**  
**[rtcwashoe.com](http://rtcwashoe.com)**

