

REGIONAL TRANSPORTATION COMMISSION

Metropolitan Planning • Engineering & Construction • Public Transportation & Operations

Metropolitan Planning Organization of Washoe County, Nevada



2019



ANNUAL REPORT

YOUR RTC. OUR COMMUNITY.



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RTC Staff Photo
December 2019

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 Chairman
Serving since January 2015



NEOMA JARDON

RTC Vice Chair
Reno Council Member
Serving since December 2013



RON SMITH

City of Sparks Mayor
Serving since January 2009



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



MARK MALONEY
Director of Public Transportation
& Operations



BRIAN STEWART, P.E.
Director of Engineering



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



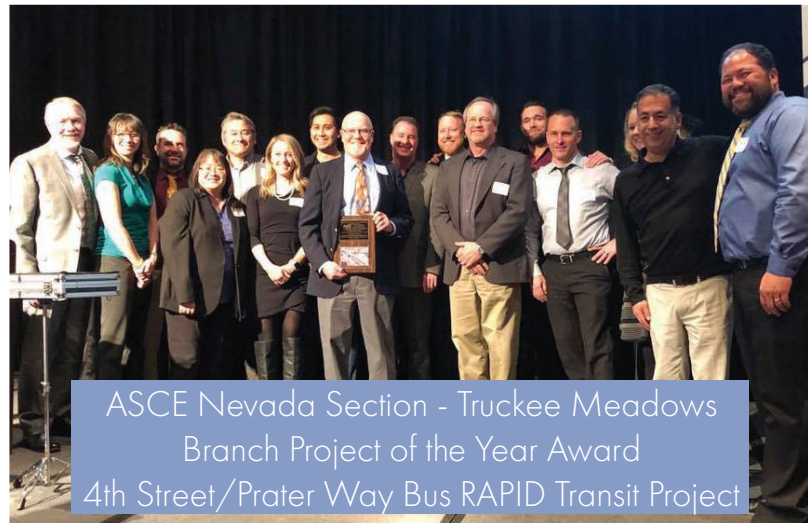
ADAM SPEAR
Director of Legal Services



American Public Works Association
Project of the Year Award
SouthEast Connector Project



Occupational Safety and Health
Administration's (OSHA)
Safe Partner Award



ASCE Nevada Section - Truckee Meadows
Branch Project of the Year Award
4th Street/Prater Way Bus RAPID Transit Project



2019 Strategic Highway Safety Plan Awards



Transportation Demand Management (TDM)
Excellence Award - Small Government Category



RTC Rebecca Kapuler
Transportation Professional of the Year
2019 Strategic Highway Safety Plan
Awards

RTC AWARDS AND RECOGNITIONS

.....

American Public Works Association (APWA)

2019 Public Works Project of the Year Award

SouthEast Connector project

September 2019

2019 Strategic Highway Safety Plan Awards

RTC Planner Rebecca Kapuler

Transportation Professional of the Year

October 2019

2019 Strategic Highway Safety Plan Awards

Program of the Year

Vision Zero Truckee Meadows

October 2019

Occupational Safety and Health Administration's (OSHA)

Safe Partner Award

November 2019

**ASCE Nevada Section - Truckee Meadows Bench
Project of the Year Award**

4th Street/Prater Way Bus RAPID Transit Project

November 2019

Transportation Demand Management (TDM)

Excellence Award

Small Government Category

November 2019

VIRGINIA STREET BUS RAPID TRANSIT EXTENSION PROJECT



The RTC is continuing the transformation and construction of the Virginia Street Bus RAPID Transit Extension Project. When completed, the project will better connect Midtown Reno from Meadowood Mall to Downtown Reno and the University of Nevada, Reno (UNR). This \$87-million investment in our community will create connectivity and support economic development, enhance safety and improve livability in the corridor.

The project addresses critical transportation needs, including improving transit operations by extending the RTC RAPID Virginia Line transit service to UNR, correcting Americans with Disabilities Act (ADA)-sidewalk deficiencies, improving traffic operations and beautifying the corridor with new trees and lighting. Two roundabouts will be added, one in Midtown and one near the University of Nevada, Reno.

Construction crews initially broke ground on September 4, 2018, to begin phase one of the project to replace aging infrastructure underground. In 2019, crews continued work on the Virginia Street Project, beginning phase two on June 28.

Over the past year, the community has started to see the transformation of Virginia Street take place, with new, wide sidewalks, landscaping, street lighting, and updated transit stations, and significant safety improvements.

The RTC continued their extensive community outreach and their robust business-support program to help businesses be successful during construction. The project team holds stakeholder meetings, 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 service in Spring 2021.

Thank you to our federal partners, the U.S. Department of Transportation, Federal Transit Administration, the Nevada Congressional Delegation, City of Reno, and University of Nevada, Reno.

The project is funded with fuel tax revenue and federal funds. To learn more, visit **VirginiaStreetProject.com**.



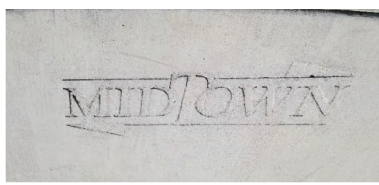
U.S. Senator Catherine Cortez Masto Tours the Virginia Street Project



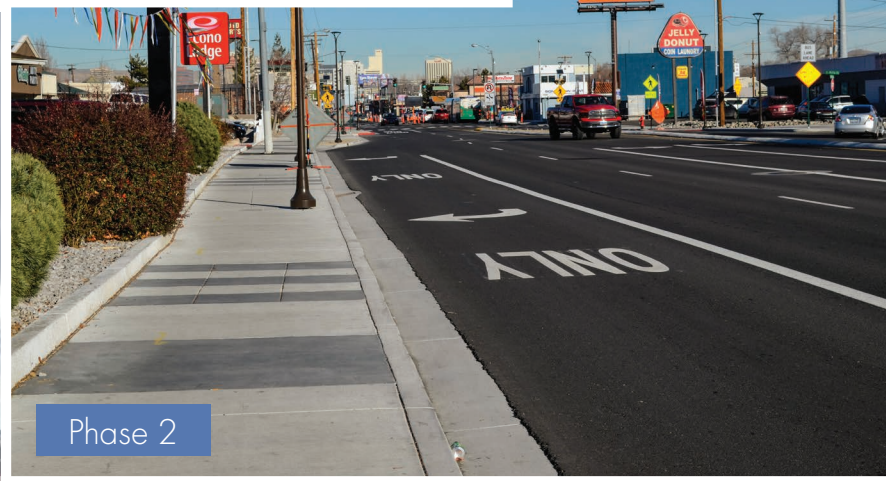
Many Outreach Events



RTC RECEIVES U.S. DOT \$40.4 Million FTA CAPITAL INVESTMENT GRANT



Shared Bus and Bike Lanes



Phase 2



New Wider Sidewalks

CALIFORNIA KEYSTONE INTERSECTION IMPROVEMENTS

.....
COMPLETED APRIL 2019

The RTC completed construction to improve the California Avenue/Keystone Avenue intersection. The project improves safety and access for drivers, bicyclists and pedestrians at this busy intersection.

- Added bike lanes
- Widened sidewalks
- New pedestrian ramps
- Stairs connecting California Avenue to Keystone Avenue were reconstructed

The project represents a \$2.5 million investment in our community.



BIKE STAMP PROJECT

40 BIKE STAMPS ADDED
\$180,000 INVESTMENT

.....

The RTC installed green bike lanes to many roadways in our community. Green bike lanes highlight bicycle safety and space in transition zones to make drivers even more aware of bicyclists. The RTC wants to make it easier and safer for people to ride their bikes to get where they are going.



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

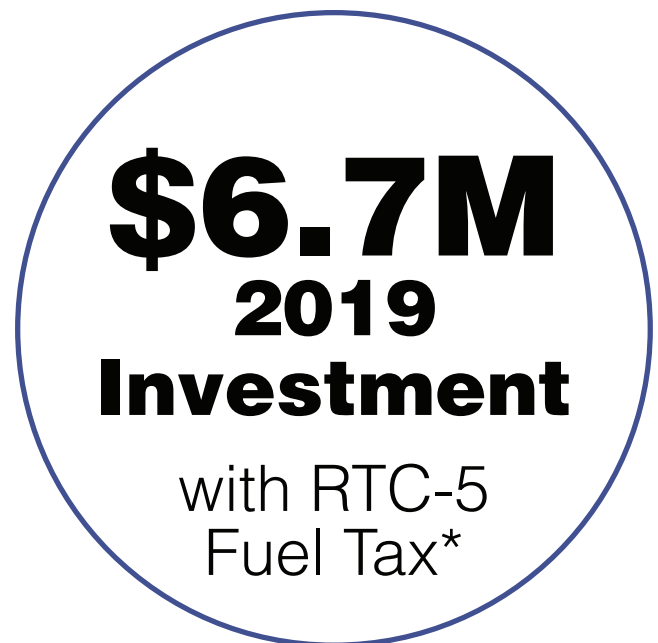
Automotive Way	Ferrari Street	Seventh Street
Beaumont Parkway	Harvard Way	Sierra Center Parkway
Bible Way	Kirman Avenue	Silver Lake Road
Boomtown-Garson Road	Lemmon Drive	South Meadows Parkway
Cabela Drive	Louise Street	Tacchino Street
Campus Way	Maestro Drive	Telegraph Street
Clearacre Lane	Market Street	Valley Road
Condor Way	Matley Lane	Veterans Parkway
Depaoli Street	Mill Street	Wedge Parkway
Double Diamond Parkway	Mira Loma Drive	Yale Way
Double R Boulevard	Redwood Place	

City of Sparks

David Allen Parkway
E Greenbrae Drive
Lazy 5 Parkway
Los Altos Parkway
Marietta Way
Pacific Ave
S 15th Street
S 16th Street
S 18th Street
S 19th Street
S 21st Street
S Rock Boulevard
Sparks Boulevard
Veterans Parkway
Vista Boulevard

Washoe County

Eagle Canyon Drive
El Rancho Drive
Mae Anne Avenue
Mesa Park Road
Red Rock Road
South Verdi Road
Toll Road
Zolezzi Lane



**Investment based on Fiscal Year 2019 expenditures. Total regional road investment significantly higher with prior fiscal year investments.*

TRAFFIC SIGNAL OPTIMIZATION

The RTC is keeping our community moving by updating traffic signal timing throughout the region. In 2019, the RTC continued studying the timing of 410 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. One hundred and nine signals were re-timed in 2019.

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 re-timing 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 re-timing process also allows engineers to remeasure crosswalks and recalculate pedestrian crossing times.

LOCATIONS OF UPDATED AND RE-TIMED SIGNALS:

- N. Downtown Reno/UNR (8 signals) – including: Maple Street, 8th Street, and 9th Street
- Sun Valley Boulevard (6 signals) – El Rancho/Dandini to 7th Avenue
- South Meadows Parkway (6 signals) – S. Virginia Street to Double R Boulevard
- Damonte Ranch/Steamboat (4 signals) – Damonte Ranch/Double R to Veterans/Steamboat
- S. Virginia Street (12 signals) – Meadowood Mall Way to SB I-580 off-ramp (by In-n-Out)
- Neil Road Interchange
- Meadowood Mall Way Interchange
- Sutro Street/Kirman Avenue (12 signals) – E. 9th Street to Ryland Avenue
- E. 2nd Street – Kirman Avenue to Manuel Street
- Mill Street – Ryland Avenue to Kirman Avenue
- Ryland Avenue – Mill Street to Locust Street
- Oddie Boulevard (11 signals) – Sutro Street to 12th Street
- Isolated Signalized intersections in Sparks (unsynchronized signals) – 35 signals
- California/Keystone (3 signals) – California/Keystone, California/Booth, and Booth/Foster
- E. 4th Street/Prater Way (12 signals) – Evans Avenue to 12th Street

WE ARE PROUD OF OUR SAFETY CULTURE!



Safety is a guiding principle and top priority for RTC. During 2019, the RTC completed these improvements to further the guiding principle of creating a safe and healthy community.

- 161 new crosswalks
- 100 new pedestrian ramps
- 10.7 miles of new sidewalks
- 10 new crosswalk warning devices
- 4.5 miles of new bike lanes

RTC 2019 PROJECTS IN DESIGN

During 2019, the following projects were in design and will be delivered in 2020.



Lemmon Drive Segment 1
NorthValleysImprovements.com



Oddie/Wells
OddieWellsProject.com

Center Street Cycle Track
rtcwashoe.com

RTC 2019 PLANNING STUDIES

ADA Transition Plan Update Approved February 2020

This plan identifies ADA deficiencies on RTC-owned facilities such as buildings and bus stops, and provides an implementation plan for programming improvements over time. This update complements an earlier plan that identified ADA deficiencies on sidewalks, curb ramps, crosswalks and other pedestrian facilities.



ADA Transition Plan Public Meeting

South Meadows Multimodal Transportation Study Approved March 2020

This study identifies multimodal transportation needs and potential improvements for regional roads in the South Meadows area. The study focuses on traffic-operations analysis, transportation safety, pedestrian and bicycle connectivity and transit service needs.

Bicycle, Pedestrian and Wheelchair Count Annual Report

RTC completed its sixth full year of the annual count program and published a report that tracks performance targets for alternative mode share and utilization of regional facilities.

Affordable Housing Study Approved April 2020

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

University Area Transportation Study Board action anticipated June 2020

This 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.

Eagle Canyon Extension Alignment Alternatives and Planning and Environmental Linkages (PEL) Study Study to be completed in 2020

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



South Meadows Study Public Meeting



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. In October 2019, the funding was increased to add a second full-time staff member to assist with the program. 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. Additionally, studies show that active students arrive to school ready to learn and SRTS promotes physical activity and the reduction of vehicle emissions, as well as healthy lifestyles. During the 2019-2020 school year, the number of students involved in crashes while walking and biking to school has increased. Funding the second position will help grow the program and reach additional schools.

DOWNTOWN RENO PARTNERSHIP

.....

The RTC continues to support the Downtown Reno Partnership business improvement district (BID) which is making downtown Reno a safer, cleaner, friendlier district. The Partnership's ambassador program provides 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 4TH STREET STATION and downtown transit stops.

VISION ZERO TRUCKEE MEADOWS

A regional task force committed to pedestrian safety, Vision Zero Truckee Meadows, announces their goal to bring the number of pedestrian fatalities in our community to zero by 2030 by adopting the Vision Zero approach.

The last 10 years of available data from 2007-2017 shows that there were 87 pedestrian fatalities in Washoe County alone. It is critical that our community takes action to prevent pedestrian fatalities by taking the Vision Zero approach. If nothing is done, numbers show our community could see another 87 or more pedestrian fatalities in the next ten years.

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 will look at every serious injury crash and fatality as an opportunity to learn how to prevent another crash, without placing blame.

The 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. The task force will make equitable, data-driven, and transparent decisions to improve safety throughout our community. By partnering together to make roads and sidewalks safer for pedestrians, we make our roads safer for everyone, including bicyclists, drivers and people with disabilities. As part of the Vision Zero Network, the task force will be working to eliminate traffic fatalities and serious injuries among all road users by 2030.

The community is encouraged to visit the [Vision Zero Truckee Meadows](#) website to learn about how the task force is working to decrease the number of crashes in our community and improve safety for pedestrians and all road users. 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. A near miss today can be a crash tomorrow. People can also read the Vision Zero Action Plan.

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

Vision Zero Recognition at
RTC Board Meeting



ZERO FATALITIES BY 2030 IS OUR GOAL



RTC Staff at outreach event



Program of the Year, 2019 Safety Summit Awards



Presenter RTC Vice Chair Neoma Jardon
at the Safety Summit Awards

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 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
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.**

RTC PUBLIC TRANSPORTATION RANKS 8TH IN THE NATION

.....

Reno's public transit ranked 8th in the nation for best public transportation network, according to a new study by WalletHub.

The study ranked 100 cities using 17 key metrics, including the share of commuters who use public transit, the average age of the fleet, safety, and peak hours spent in traffic congestion.

As part of the study, Reno also ranked number one in the nation for public transit resources, which was determined based on route miles, number of buses operating in the service area, age of the transit fleet, and the average lifetime miles per vehicle.

RTC's fleet of 109 transit vehicles provide more than 7.24 million passenger trips each year. The RTC added 17 new electric buses to its fleet in 2018 and will continue to add more. The RTC's bus fleet is set to become all-electric by 2035.

There are many benefits to taking public transportation. Taking the bus helps to reduce greenhouse gas emissions into our environment, which improves air quality in the Truckee Meadows. In addition, public transportation can ease traffic, reduce congestion and save energy and fuel costs.



RTC PUBLIC TRANSPORTATION & OPERATIONS

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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.



\$7.64 Million rides on RTC RIDE



\$1.6 Million rides on RTC RAPID



223,640 trips on RTC ACCESS



91.5% On-Time Performance



72 Buses in RTC RIDE Fleet



49 Vans in RTC ACCESS Fleet



26 Routes



Mobility Center at RTC CENTENNIAL PLAZA



199 VANPOOLS





RTC FlexRIDE

NEW FLEXRIDE SERVICE DEBUTS

.....

The RTC launched its new FlexRIDE transit service on Saturday, November 2. FlexRIDE is an on-demand, shared-ride transit service that provides users with curbside-to-curbside service. The RTC Board approved a six-month pilot project in select areas of Sparks.

Passengers can request a ride by using a smartphone or tablet with an app, a phone to call a dispatcher, or by using a computer to access a website. The call can occur within 30 minutes of their desired travel time and passengers can expect their ride to arrive within 8 to 15 minutes. Passengers traveling within the FlexRIDE service area in Sparks will have curb-to-curb service and can expect shorter ride times than when taking RTC RIDE. FlexRIDE will come to the curbside closest to your location to pick you up.

People looking to travel outside of the service area can transfer to RTC RIDE or RTC ACCESS services at Iron Horse Shopping Center or at RTC CENTENNIAL PLAZA. The fare is the same as the standard RTC RIDE fares.

Routes 25 and 26 were combined and shortened to accommodate FlexRIDE. Route 25 continues to operate from RTC CENTENNIAL PLAZA up 15th Street to Prater, east to Howard, south on Howard, west on Lincoln, north on McCarran, to Prater, then west to 15th Street back to CENTENNIAL PLAZA.

HIGHLIGHTS:

- More than doubled previous routes 25/26 cost per day
- Median wait time of approximately 10 minutes
- Cost per passenger comparable to previous route 25/26
- Savings of over \$18 per trip compared to RTC ACCESS
- Over 8,500 rides requested the first two months of service.

TOP DESTINATIONS

- RTC CENTENNIAL PLAZA
- Iron Horse Shopping Center
- Villas At D'Andrea (new service)
- Vista – Barring area (new service)
- Park Vista Apartments (new service)

RTC SMART TRIPS

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 156 VANPOOLS in 2018 to 199 in 2019.

404 COMMUTERS



Joined in 2019 for a total of 2,756

43 VANPOOLS



Added in 2019 YTD 199

1,700 PEOPLE



Per day use SMART TRIPS

18.5 MILLION POUNDS



Amount of CO₂ emissions reduced by SMART TRIPS

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

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

Throughout 2019 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



119,486
Tickets Sold



\$625,547
In sales



11,560
Unique
Customers



705,546
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 2019 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.
- Water bottle fillers will be installed at Terminal, Villanova and 4th Street Station sometime this spring. This is expected to help reduce plastic water bottles.
- Replacement of the solar panels at Sutro Street
- NV Energy offered us a new electric vehicle charging tariff (rate) and waived 100% of demand charges in 2019. We are getting a 90% waiver this year. This is saving us money and allowing us to explore different charging scenarios and fine tune our charging efficiency.
- Completed a study on electricity use by electric buses and are in the process of modifying our charging operations to save money. This study also provides us with data to negotiate better rates with NV Energy. The RTC is working with a company called Viriciti to develop software to program our bus chargers to “smart charge” our buses.
- Completed a study on battery storage for reducing cost of operating electric buses but the study concluded that at the current cost of battery storage the return on investment would not provide an adequate return on investment at this time.
- The RTC is adding solar powered lighting to our bus stops to improve safety and operations.
- Where feasible, RTC has requested that all RFPs be submitted electronically (via thumb drive).
- Ongoing updated language in contractor and janitorial contracts to use green chemicals when possible.
- Received a Transportation Alternatives (TA) Set-Aside grant to purchase solar lighting at transit stops. Will be installed CY 2021.
- LED exterior lighting has been installed at administrative facilities. Additional LED lighting planned in FY 2021
- New HVAC system installed at Villanova in 2019. Planned for Terminal Building and 4th SS in FY 2021.
- The current number of RTC vanpools is 199, about 150% increase over 2016 numbers.

Responsive Quality Customer Service



586
Questions/comments
responded to via
rtcwashoe.com



66,500

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



44,462
Riders assisted
by phone

\$1,206,393



Pass Vending
Machine 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 2019, 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 PROGRAM

.....

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 2019.

Reloadable Taxi Bucks Card

On April 2019, RTC is transitioned towards a reloadable card to replace the taxi bucks paper vouchers for the RTC Washoe Senior Ride (Taxi Bucks) program. Washoe Senior Ride (WSR) is a subsidized taxi program of the Regional Transportation Commission (RTC) and is funded by the ¼% of Washoe County sales tax that is allocated for public transportation. WSR provides alternative, reliable and affordable transportation to Washoe County residents who are 60 years and older, RTC ACCESS client (any age) and Washoe County Veterans (any age). Each month WSR participants may purchase up to \$60 worth of taxi fares for just \$15. Participants are issued a RTC WSR CardONE reloadable card, which can be used to pay any part of a taxi fare.

Electronic Budget Documents

Implementation of electronic documents and shared electronic folders during Budget planning to more efficiently track budget development and reduce paper waste.

Electronic Contract Routing

An agency-wide team was formed to develop a simplified electronic process for routing contracts for approval in lieu of routing contracts office to office for signature. This has reduced the time to process contracts and eliminated redundant approvals. The team continues to meet on a regular basis to add improvements to the overall process.

Electronic filing with the Washoe County Recorder's Office

Street & Highway projects require numerous documents to be recorded with the Washoe County Recorder's Office. RTC changed from in-person submittals to using an E-Recording company to electronically file documents. This has saved time and expense to the RTC.

Engineering Procedure Manual

The Engineering staff is updating standard procedures for contract management which reflects the newly enacted contract routing process, incorporation of E-builder software to manage Engineering projects, simplify and update instructions, and identify critical steps in project management.

Agency Outreach Team

The RTC is developing an agency-wide outreach team to encourage all staff members to get involved with the agency's extensive public outreach efforts.

RTC COMMUNITY ENGAGEMENT & OUTREACH

The RTC continued its tradition of excellence in community engagement and public outreach this year. Outreach efforts included:

- 247 public meetings, presentations and events throughout the year
- 213 media interviews on a range of topics related to public transportation, planning and construction
- 101 RTC-issued press releases
- Virginia Street Bus RAPID Transit Extension Project weekly electronic stakeholder updates distributed helping to keep stakeholders informed on project progress and construction activities
- Monthly RTC Board eNews provides updates on RTC projects and services. To subscribe go to rtcwashoe.com/enews
- Increased engagement RTC social media channels
- MyRTC delivers information to subscribers about selected topics of interest, including projects, meetings, transit service changes, snow detours, agendas and website updates. Subscribe at rtcwashoe.com
- RIDE free transit days
- Outreach to the senior community



SOCIAL MEDIA METRICS

Instagram

 **1,022**
followers

831
Posts Likes

501
Video Views



40
Posts

59
Posts Comments

twitter

559,200
Impressions

 **271**
New Followers

226
Tweets

52
Road Ahead
Segments

213
Media
Interviews



101
Press Releases

You **Tube**

72,800
Impressions

9,007 **42** 
Views Videos

 **48** New
Followers

facebook

Impressions

329,931

Engagement

36,901

Videos Views

54,614

Posts

331



COMMUNITY PARTNER EVENTS

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

- RTC New Year's Eve FREE Safe RIDE
- Alliance 2019
- WCSD Vision Impairment Services Outreach
- Vintage Hills Senior Apartments Outreach Events
- Easter Seals Introduction & Advanced Travel Training Workshops
- Parkinson's Disease Support Group-VA Outreach
- Washoe Senior Ride Outreach, Washoe County Senior Center-Reno
- St. Patrick's Day FREE Safe RIDE
- Earth Day Free Transit
- The Best in the West Nugget Rib Cook-Off
- Community Based Career Exploration Camp
- Sierra Manor Senior Apartments Outreach
- Star Spangled Sparks
- Primary Election & Election Day Free Transit
- Bike Month
- Reno Housing Authority Senior Outreach
- Stuff A Bus for Seniors, Older Americans Month
- Great Reno Balloon Race
- Veterans Day Free Transit
- Hot August Nights Parade
- Senior Fest
- Family Health Festival, North Valleys High School
- International Walk to School Day
- Governor Sisolak's Clean Energy Event
- Stuff A Bus Holiday Food Drive



WE THANK YOU FOR YOUR SERVICE AND DEDICATION TO THE RTC AND OUR COMMUNITY.

RECOGNITION OF LEE GIBSON & DAVID JICKLING

On behalf of the RTC Board, staff, and the residents of Washoe County, we are grateful to Lee and David for their vision, leadership and contributions to improve and enhance the quality of life and transportation infrastructure in the Truckee Meadows.



Lee Gibson retired in December 2019, having served as the RTC Executive Director since September 2009. During his tenure, Lee led major projects to improve the region's transportation infrastructure and systems. He received the highest awards from the American Planning Association Nevada Chapter, including the prestigious DeBoer Award for his planning leadership in Nevada.



David Jickling retired in July 2019 as the RTC Director of Public Transportation & Operations. During his 28-year public service, David brought innovative solutions to enhance our community's public transit service, including pioneering RTC's electric bus program to help improve air quality in our region and save taxpayer dollars.

2019 PERFORMANCE MEASURES

Safety

RTP Goal: Improve Safety	Performance Measures: Preventable transit crashes per 100,000 miles of service	Performance Target: 0	2019 Performance Measure Status: RTC RIDE 1.36 per 100,000 miles RTC ACCESS 0.50 per 100,000 miles	2019 Performance Target Status: Working towards goal
RTP Goal: Improve Safety	Performance Measures: Number of fatal crashes (5-year average)	Performance Target:* 8% annual reduction from previous year trend line (37 for year 2017)	2017 Performance Measure Status: * 37	2019 Performance Target Status: * Met 2017 goal and working towards aspirational goal of Zero Fatalities
RTP Goal: Improve Safety	Performance Measures: Number of fatal crashes per 100 million VMT (5-year average)	Performance Target:* 1.01 for year 2017 based on fatal crashes target	2017 Performance Measure Status: * 1.00	2019 Performance Target Status:/ Met 2017 goal and working towards aspirational goal of Zero Fatalities
RTP Goal: Improve Safety	Performance Measures: Number of serious injury crashes (5-year average)	Performance Target:* Maintain existing decreasing trend (172 for year 2017)	2017 Performance Measure Status: * 161	2019 Performance Target Status:* Met 2017 goal and working towards aspirational goal of Zero Fatalities
RTP Goal: Improve Safety	Performance Measures: Number of serious injury crashes per 100 million VMT (5-year average)	Performance Target: 4.80 base on serious injury crashes target	2017 Performance Measure Status: * 3.59	2019 Performance Target Status:* 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

RTP Goal: Improve Safety	Performance Measures: Number of non-motorized fatalities (5-year average)	Performance Target: 8% annual reduction from previous year trend line - (13 for year 2017)	2017 Performance Measure Status:* 13	2019 Performance Target Status: Met 2017 goal and working towards aspirational goal of Zero Fatalities
RTP Goal: Improve Safety	Performance Measures: Number of non-motorized serious injuries (5-year average)	Performance Target: Maintain existing decreasing trend (33 in 2017)	2017 Performance Measure Status:* 32	2019 Performance Target Status: Met 2017 goal and working towards aspirational goal of Zero Fatalities
RTP Goal: Improve Safety	Performance Measures: Miles of bicycle lanes added & percent of Bicycle Pedestrian Master Plan completed	Performance Target: 3-7% of plan implemented per year	2019 Performance Measure Status: ↓ 4.5 miles of bike lanes added	2019 Performance Target Status: Working towards goal
RTP Goal: Improve Safety	Performance Measures: Miles of sidewalks added of enhanced & percent of ADA Transition Plan completed	Performance Target: 3-7% of plan implemented per year	2019 Performance Measure Status: <ul style="list-style-type: none"> • 161 New crosswalks ↑ • 100 new pedestrian ramps ↓ • 10.7 miles new sidewalk ↑ • 10 new crosswalk warning devices ↑ • 4.5 miles of new sidewalk ↑ 	2019 Performance Target Status: Working towards goal

*The latest available crash data from NDOT is for 2017. These performance measures are reported for 2017

2019 PERFORMANCE MEASURES

Infrastructure Condition/ Transit State of Good Repair

RTP Goal: Manage Existing Systems Efficiently	Performance Measures: Pavement condition index for Regional Roads	Performance Target: 80	2019 Performance Measure Status: ↓ 83.3	2019 Performance Target Status: Exceeded goal
RTP Goal: Manage Existing Systems Efficiently	Performance Measures: Preventive maintenance of transit rolling stock and facilities	Performance Target: 100% of transit preventive maintenance performed on time	2019 Performance Measure Status: 100% of preventive maintenance performed on time for RTC RIDE and RTC ACCESS	2019 Performance Target Status: Met goal
RTP Goal: Manage Existing Systems Efficiently	Performance Measures: Maintain industry standard vehicle life cycle	Performance Target: Varies per vehicle	2019 Performance Measure Status: Vehicle life cycle: Access paratransit vehicles = 7 years RIDE fixed route vehicles = 12 years.	2019 Performance Target Status: 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

RTP Goal: Manage Existing Systems Efficiently	Performance Measures: Percentage of person-miles traveled that are reliable on the Interstate System	Performance Target: Adopt NDOT 4-year target of 87	2019 Performance Measure Status: ↓ 95.2% of the system has a Level of Travel Time Reliability (LOTTR) less than 1.50	2019 Performance Target Status: Establishing Baseline Data
RTP Goal: Manage Existing Systems Efficiently	Performance Measures: Percentage of person-miles traveled that are reliable on the Non-Interstate National Highway System (NHS)	Performance Target: Establish RTC 4-year target of 70%	2019 Performance Measure Status: ↑ 76.4% of the system has a Level of Travel Time Reliability (LOTTR) less than 1.50	2019 Performance Target Status: Establishing Baseline Data
RTP Goal: Manage Existing Systems Efficiently	Performance Measures: Truck Travel Time Reliability (TTTR) Index	Performance Target: Adopt NDOT 4-year target of 1.26	2019 Performance Measure Status: ↓ TTTR Index = 1.83	2019 Performance Target Status: Working towards goal
RTP Goal: Manage Existing Systems Efficiently	Performance Measures: Transit passengers per service hour	Performance Target: 30 (ongoing)	2019 Performance Measure Status: ↓ 28.9	2019 Performance Target Status: Working towards goal
RTP Goal: Manage Existing Systems Efficiently	Performance Measures: Vehicle Miles Traveled (VMT) per person	Performance Target: Max of 27 VMT per person, per day	2019 Performance Measure Status: ↓ 23	2019 Performance Target Status: Met goal

2019 PERFORMANCE MEASURES

System Reliability

RTP Goal:	Performance Measures:	Performance Target:	2019 Performance Measure Status:	2019 Performance Target Status:
Manage Existing Systems Efficiently	Transit on-time performance for all trips operated	90% transit on-time performance	↑ 91.5%	Met goal

Environmental Sustainability

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

<p>RTP Goal: Integrate all types of Transportation</p>	<p>Performance Measures: Fleet mix - alternative fueling technologies</p>	<p>Performance Target: 100% electric or CNG fleet by 2035</p>	<p>2019 Performance Measure Status: The RTC ACCESS fleet mix is 100% CNG The RTC fleet mix breaks down as follows: ↓ Diesel - 33 ↑ Electric Diesel Hybrid- 18 Electric - 21</p>	<p>2019 Performance Target Status: Working towards goal</p>
<p>RTP Goal: Integrate all types of Transportation</p>	<p>Performance Measures: Auto emissions</p>	<p>Performance Target: The current status of the various pollutants in Washoe County is listed below:</p> <ul style="list-style-type: none"> • CO (8-hr): Attainment/Maintenance for Hydrographic Area #87. Attainment/Unclassifiable for the rest of Washoe County • M10 (24-hr): attainment/maintenance for Hydrographic Area #87. • Attainment/Unclassifiable for the rest of Washoe County 	<p>2019 Performance Measure Status: CO: 54,331 lbs. / day in Hydrographic Area #87. PM10: 4,395lbs. / day in Hydrographic Area #87.</p>	<p>2019 Performance Target Status: 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 Avenue and 15th Street
Sparks, Nevada
(775) 348-RIDE

2019 Annual Report
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rtcwashoe.com

