



2023 ANNUAL REPORT



**Building A Better Community
Through Quality Transportation.**

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MISSION, CULTURE AND STRATEGIC GOALS

MISSION

Building A Better Community Through Quality Transportation.

STATEMENT OF CULTURE

The Regional Transportation Commission of Washoe County is committed to a culture that exhibits respect, trust, and commitment in our work and interactions between employees and with the public, businesses, regional partners, and other agencies.

STRATEGIC GOALS

#1 Valued Public Transportation

Expand access and reach for all transit riders.

Inclusive: Enhance mobility for all residents of Washoe County.

Focused: Ensure that service is safe, reliable, comfortable, and customer focused.

Efficient: Deliver service cost-effectively.

Sustainable: Promote transit service as part of a sustainable future in Washoe County.

#2 Improve Our Communities Network Experience

Successfully continue delivering high-impact projects.

NDOT Partnership: Strengthen our partnership with NDOT through funding agreements and shared strategic priorities.

Fair & Equitable Project Delivery: Establish a common agreement among the regional partners of the core elements of RTC projects.

Regional Approach to Traffic Management: Reduce traffic delays, support transportation needs, and increase efficiencies through active regional traffic management.

#3 Enhance RTC's Role in Anticipating and Meeting Future Transportation Needs

Focus on transportation decision-making, development impacts, and the future of our community.

RTP Process: Engage the community and partners to re-envision the regional network experience through a streamlined, data-based Regional Transportation Plan update.

Regional Transportation Network: Better define the regional transportation network.

Regional Unfunded Needs Analysis: Conduct an unfunded needs analysis (including maintenance) with our regional partners and NDOT.

Public Engagement: Evolve our public engagement process with outreach that is robust, early, and context sensitive.

#4 Financial & Organizational Stewardship

Proactively plan for future funding needs.

One Year Planning: Achieve annual budget adherence within 5% (Capital).

Five Year Planning: Reach an Ending Fund Balance of two years of debt and one year of operating expenses through more thoughtful budgeting of capital projects.

Long-Range Planning: Expand the use of the long-range financial plan.

Fuel Tax: Actively work with state and regional partners to replace funding source.

THE BOARD

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

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

	<p>ED LAWSON RTC CHAIR</p> <p>Sparks Mayor <i>Serving since January 2021</i></p>		<p>ALEXIS HILL RTC VICE CHAIR</p> <p>Washoe County Commissioner <i>Serving since January 2022</i></p>
<p>HILLARY SCHIEVE CITY MAYOR</p> <p>Mayor of Reno <i>Serving since January 2021</i></p>		<p>DEVON REESE COUNCIL MEMBER</p> <p>Reno City Council Member <i>Serving since January 2022</i></p>	
	<p>MARILUZ GARCIA COMMISSIONER</p> <p>Washoe County Commissioner <i>Serving since January 2023</i></p>		<p>TRACY LARKIN THOMASON EX-OFFICIO</p> <p>NDOT Director <i>Serving since January 2023</i></p>

THE DIRECTORS

The RTC is comprised of six departments with a professional and administrative staff of 64 who serve to deliver the region's surface transportation needs.



**BILL
THOMAS**

AICP

Executive Director



**DALE
KELLER**

P.E.

Director of Engineering



**JIM
GEE**

Director of Public
Transportation & Operations



**CHRISTIAN
SCHONLAU**

Director of Finance/
Chief Financial Officer



**ADAM
SPEAR**

General Counsel



**LAURA
FREED**

Director of Administrative
Services



SUPPORTING THE COMMUNITY



2,604

Jobs created in the community by RTC Projects

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



SUPPORTING THE UNIVERSITY

\$882,000

Amount contracted to UNR

The RTC contracts with the University of Nevada, Reno on both Traffic Engineering and Pavement Engineering studies and research. These contracts give the RTC the ability to implement the most up to date technologies and methods of practice through the services and projects we deliver. The contracts with UNR also help build the future generation of engineers that will work on RTC lead projects and programs.

AWARDED GRANTS

RTC Awarded \$8.7 Million FTA Grant

The Federal Transit Administration has awarded the RTC with \$8.78 million as part of its Low or No Emission (Low-No) Bus Program Grant. The grant funding will support the purchase of six additional hydrogen fuel cell buses and the expansion of hydrogen fueling infrastructure, as well as an innovative virtual reality program to train bus mechanics to use this cutting-edge technology.

RTC Awarded \$25 Million RAISE Grant

The Federal Highway Administration has awarded \$25 million to the RTC through its Rebuilding American Infrastructure with Sustainability and Equity (RAISE) Grant. The funding will be used to reconstruct approximately 3.7 miles of Lemmon Drive between Fleetwood Drive and Ramsey Way. The \$42 million project will realign and elevate the roadway above the 100-year flood plain of Swan Lake. The project will revive a multiuse path and make other multimodal improvements.

Congress Awards \$3 Million to RTC for Bus Facility

The United States Congress has appropriated \$3 million for the RTC of Washoe County in 2023 Community Project Spending (CPS) for the Villanova Maintenance Facility Replacement Design. The new facility will allow for on-site investment in hydrogen-fueling infrastructure and will provide space for the long-term expansion of the fleet, notably alternative-fuel vehicles. The RTC thanks Sen. Catherine Cortez Masto, Sen. Jacky Rosen, and Rep. Mark Amodei for securing this funding.

Sixth Street for All Grant

The RTC was awarded almost \$9 million in discretionary funding under the Safe Streets and Roads for All Program to implement multiple safety improvements along East Sixth Street, including the addition of protected bicycle lanes. The project addresses the region's corridor with the highest need for safety improvements and incorporates FHWA proven safety countermeasures targeted to address specific crash types within the corridor.

Grant Funding received in the past 3 years

Application Name	Award Total	Funding Year	Partner Agency
Digital Twin	131,661	2021	
Low-No Hydrogen Bus Program	6,488,000	2021	
RAISE, Arlington Bridge	7,000,000	2021	NDOT
395 North Phase 1B	88,917,130	2021	NDOT
Arlington Bridge - Congressionally Directed Spending (CDS)	2,000,000	2021	
South Virginia Street TOD Planning Study	300,000	2022	
Lemmon Phase II, (CDS)	4,000,000	2022	
Electrification Grant	2,030,000	2023	UNR
(CDS) Villanova Maintenance Facility Replacement Design	3,000,000	2023	
RAISE Lemmon Phase II	25,000,000	2023	
Low-No Bus Program	8,780,000	2023	
FHWA Safe Streets for All	8,963,112	2023	
TOTAL:	\$156,609,903		

PREVENTATIVE MAINTENANCE PROJECT

Preventive Maintenance is an important part of the RTC's Pavement Preservation Program. The purpose of Preventive Maintenance is to keep good roads good and minimize long-term costs. The goal is to apply the most cost effective treatment to the right pavements, at the right time to minimize pavement life cycle costs while maximizing serviceable pavement life. Treatments applied under this program include crack sealing, patching, and slurry sealing. An effective Preventive Maintenance program saves money that can be used for other important transportation initiatives by slowing the pavement aging process. Through collaboration

and coordination with the local governments, RTC funds tactical roadway preservation (including Preventative Maintenance, Corrective Maintenance, and roadway Rehabilitation) to accomplish goals for the Regional Road System (arterials, major collectors, and industrial roads). The local governments provide preservation services for non-regional roadways and day-to-day maintenance for all non-state maintained facilities. As part of the pavement preservation system, RTC maintains condition data for each regional road.

More than 14 million SF
of pavement was treated under the 2023 program



**GROWTH
YEAR OVER
YEAR**

2023  **53.68%**
14,600,000 SF *from 2022*

2022
9,500,000 SF

Improved Roads

- Ampere Drive
- Apple Street
- Automotive Way
- Barron Way
- Beaumont Parkway
- Belmar Drive
- Bible Way
- Bluestone Drive
- Boomtown-Garson Road
- Brinkby Avenue
- Brookside Court
- Cabela Drive
- Calle De La Plata
- Campus Way
- Casazza Drive
- Catron Drive
- Clayton Place
- Clearacre Lane
- Cola Court
- Colbert Drive
- Coliseum Way
- College Drive
- Condor Way
- Corporate Boulevard
- David Allen Parkway
- De Spain Lane
- Del Monte Lane
- Del Webb Parkway East/West
- Depaoli Street
- Disc Drive
- Double Diamond Parkway
- Double Eagle Court
- Double R Boulevard
- E Greenbrae Drive
- E Greg Street
- E Prater Way
- Eagle Canyon Drive
- Edison Way
- Eighth Avenue
- El Rancho Drive
- Energy Way
- Ferrari Street
- Fifth Avenue
- Fifth Street
- Financial Boulevard
- Foothill Road
- Giroux Street
- Golden Valley Road
- Golden Valley Road (East)
- Gould Street
- Golden Valley
- Greenbrae Drive
- Greg Street
- Harvard Way
- Icon Court
- Ingenuity Avenue
- Joule Street
- Keystone Avenue Bridge
- Kiley Parkway East
- Kirman Avenue
- Kuenzli Street
- Lakeshore Boulevard
- Lemmon Drive
- Lewis Street
- Linden Street
- Locust Street
- Longley Lane
- Loop Road
- Louie Lane
- Louise Street
- Lupin Drive
- Lymbery Street
- Mae Anne Avenue
- Maestro Drive
- Manuel Street
- Marietta Way
- Market Street
- Matley Lane
- Mays Boulevard
- Meadowood Mall Link
- Meadowood Mall Way
- Mesa Park Road
- Mill Street
- Mira Loma Drive
- Moya Boulevard
- Neighborhood Way
- Neil Road
- Ninth Street
- Pacific Avenue
- Packer Way
- Patriot Boulevard
- Plaza Street
- Plumas Street
- Plumb Lane
- Portman Avenue
- Prosperity Street
- Prototype Court
- Quail Manor Court
- Ralston Street
- Reactor Way
- Red Rock Road
- Redwood Place
- Reno Corporate Drive
- Ridgeview Drive
- Ryland Street
- S 15th Street
- S 16th Street
- S 18th Street
- S 19th Street
- S 21st Street
- S Rock Boulevard
- S Stanford Way
- Salomon Circle
- Sandhill Road
- Second Street Bridge
- Seventh Avenue
- Seventh Street
- Sierra Center Parkway
- Sierra Street
- Silver Lake Road
- Somerset Ridge Parkway
- South Meadows Parkway
- South Verdi Road
- Southwood Boulevard
- Sparks Boulevard
- Sun Valley Boulevard
- Tacchino Street
- Talbot Lane
- Technology Way
- Telegraph Street
- Thomas Creek Road
- Toll Road
- Trademark Drive
- University Terrace
- Valley Road
- Veterans Parkway
- Victorian Avenue
- Village Boulevard
- Villanova Drive
- Vine Street
- Vine Street Bridge
- Vista Boulevard
- Wedekind Road
- Wedge Parkway
- Wells Avenue
- Wolverine Way
- Wrondel Way
- Yale Way
- Zolezzi Lane

ODDIE / WELLS CORRIDOR MULTI-MODAL IMPROVEMENTS PROJECT

PHASE 2 & 3

The Oddie-Wells Multimodal Improvement Project will revitalize the 3.2-mile corridor, beginning on Oddie Boulevard at Pyramid Way in Sparks and continuing on Wells Avenue to the I-80 ramps in Reno.

All these corridor improvements will support economic investment and redevelopment while enhancing the quality of life for area residents by improving accessibility and safety. The RTC is finishing construction of Phase 1 (section from Pyramid Way to Sullivan Lane in Sparks). During 2023, construction continued west towards Reno with Phase 2 & 3. The project is anticipated to

complete construction by the third quarter of 2024. The total project investment, including construction, design, permitting and construction management, is approximately \$52 million. The project is funded with local fuel tax revenue.



COMMUNITY INVESTMENT

\$52 million dollars



PROJECT IN-PROGRESS

75% COMPLETE



SKY VISTA

WIDENING & REHABILITATION

- 
COMMUNITY INVESTMENT
 \$18+ million dollars
- 
DIRECT PARK IMPROVEMENTS
 \$300,000
- 
ROADWAY IMPROVEMENTS
 1.3 miles
- 
SIDEWALK IMPROVEMENTS
 2.6 miles
- 
TREES PLANTED
 120
- 
BUS STOP IMPROVEMENTS
 6
- 
SAFETY ENHANCEMENTS
 New street lighting and 8' sidewalks

Construction on the Sky Vista Parkway Project began on August 15, 2022. The project limits are on Sky Vista Parkway from Silver Lake Road to just east of Vista Knoll Parkway. As part of the project, the RTC widened the road from one lane in each direction to two lanes in each direction.

The RTC added new street lighting for safety, along with brand new eight-foot-wide sidewalks, and five-foot-wide bike lanes on both sides of Sky Vista Parkway.

Improvements made:

- Congestion mitigation and enhanced safety enhance safety for motorists and pedestrians
- Provide 5' wide bike lanes to protect cyclists
- Widen roadway – Two lanes in each direction
- New raised center median with dedicated left turn lanes
- Multi-use path on both sides of roadway
- New roundabout at Silver Lake Road
- ADA Improvements, transit upgrades, increased lighting, and drainage enhancements



COMPLETED PROJECT
DECEMBER 2023



4TH STREET & WOODLAND AVENUE ROUNDABOUT PROJECT

This project includes the construction of a retaining wall between West 4th Street and Mesa Park Road, roadway improvements and roundabout construction.

The purpose of the roundabout is to improve safety at the intersections of West 4th Street and Woodland Avenue and West 4th Street and Mesa Park Road. Both intersections have stop signs but high vehicle speeds on West 4th Street make it difficult for drivers to find gaps to enter the roadway.

A study shows that the roundabout will reduce the number of crashes at these intersections by 30 percent. It will also reduce crash severity by slowing the speed of traffic.

The project includes an eight-foot multi-use path and crosswalks to improve safety for pedestrians and cyclists.



COMMUNITY INVESTMENT
\$5.2 million dollars



COMPLETED PROJECT
OCTOBER 2023

ARROWCREEK REHABILITATION PROJECT



Roadway reconstruction work included full-depth removal and replacement of the roadway base and pavement. Work took place on Arrowcreek Parkway from South Virginia Street to approximately 250 feet south of Rubblestone Drive, with road rehabilitation work on Zolezzi Lane from Arrowcreek Parkway to Jeppson Lane.

As part of the project, the RTC also reconstructed existing pedestrian curb ramps, sidewalks, and curbs as needed to improve accessibility. The project improved traffic signals, enhanced intersection operations, and provided overall improvements to these heavily used regional roadways.



COMPLETED PROJECT

OCTOBER 2023



**COMMUNITY
INVESTMENT**

\$3.8 million dollars



**OPERATIONAL
ENHANCEMENTS**

Fiber Connectivity & Signalized
Intersection Improvements



**ROADWAY
IMPROVEMENTS**

0.5 miles



**SAFETY
ENHANCEMENTS**

Green Bike Markings

PEPPERMILL BUS RAPID TRANSIT STATION



The Hubbard Way bus station is substantially complete and in operation. The Virginia Line RAPID station is on the northbound side of South Virginia Street, across from the Peppermill Resort

Spa Casino. It is one of the busiest bus stops along the corridor. The \$1.7 million project is a substantial upgrade to the most popular bus route in the Truckee Meadows.



**COMMUNITY
INVESTMENT**

\$1.7 million dollars



**COMPLETED
PROJECT**

JUNE 2023

HOLCOMB AVENUE REHABILITATION PROJECT

Improvements Included:

- Removal and replacement of isolated areas of concrete sidewalk, curb and gutter, as well as driveways
- Realignment of the Sinclair and Holcomb Intersection
- Buffered bike lanes

- Improved safety for all modes of travel

This project is part of the RTC's Pavement Preservation Program which aims to extend the life of the roadway by proactively maintaining the pavement.



**COMMUNITY
INVESTMENT**

\$3 million dollars



**COMPLETED
PROJECT**

AUGUST 2023



**SAFETY
ENHANCEMENTS**

Green Bike Markings

SPARKS BOULEVARD

Update



Sparks Boulevard Phase 2 is part of the Regional Transportation Improvement Program (RTIP) and will include reconstruction and roadway capacity improvements. This project will increase safety, add roadway capacity and improve bicycle and pedestrian facilities by widening Sparks

Boulevard from four lanes to six lanes (3 lanes in each direction) between Interstate 80 and Baring Boulevard. Additional improvements include dedicated turn lanes, drainage improvements, multi-use path reconfiguration, sound walls and landscape improvements throughout the corridor.



COMMUNITY INVESTMENT

\$70 million dollars



ROADWAY IMPROVEMENTS

3 miles



PROJECT IN-PROGRESS

- RTC received environmental clearance in 2023
- Right-of-way activities and final design will occur in 2024
- Construction is anticipated to begin in 2025

LAS BRISAS & LOS ALTOS RESURFACING PROJECT



Improvements on Las Brisas Boulevard between Robb Drive and Britannia Drive include Mill and Overlay. The project between Britannia Drive and North McCarran Boulevard includes slurry seal.

Improvements on Los Altos Parkway include slurry seal between North Vista Boulevard and Goodwin Road, and Mill and Overlay from Goodwin Road to South Vista Boulevard.

In addition to pavement improvements, the project replaced curbs and gutters as necessary, improved pedestrian ramps as needed, and installed green pavement markings for bicycle lanes.



COMMUNITY INVESTMENT

\$4.5 million dollars



PROJECT IN-PROGRESS

90% COMPLETE



ROADWAY IMPROVEMENTS

LAS BRISAS: 1.8 miles / LOS ALTOS: 2.5 miles



SAFETY ENHANCEMENTS

Green Bike Markings

SIGNAL OPTIMIZATION

In 2023, the RTC continued studying the timing of 421 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, \$1.2 million commitment to improving traffic flow throughout the region. 56 signals were retimed in 2023.

RTC does not own any traffic signals, but supports local jurisdictions in the maintenance and operation of the signals. The RTC receives real-time data from signals and assesses how well they are performing. The RTC also works on various projects to upgrade methods of detecting vehicles at intersections, which also helps to optimize timing at signalized intersections.

RTC engineers use information from the National Cooperative Highway Research Program and the Manual of Uniform Traffic Control Devices to bring the traffic signals up to current standards and improve safety. As part of the retiming process, crosswalks can be measured and pedestrian crossing times calculated. To report traffic signal issues, call (775) 355-ROADS.



LOCATIONS OF UPDATED AND RE-TIMED SIGNALS:

- **Lemmon Drive (US-395 to Military Road) – 3 signals**
 - Sky Vista Parkway at Vista Knoll Parkway – 1 signal
- **North Virginia Street (Sierra St to North McCarran Blvd)**
 - 2 signals – Special Event Plan
- **Rock Boulevard (Prater Way to Greg St) – 9 signals**
- **Keystone Avenue (1st St to 7th St) – 6 signals**
 - Stoker Avenue at 7th Avenue – 1 signal
 - Vine Street at 4th Street – 1 signal
- **Prater Way (Rock Blvd to 12th Street) – 3 signals**
- **Kietzke Lane (Peckham Lane to 2nd Street) – 8 signals**
- **West McCarran Boulevard (Mayberry Drive to Sierra Highlands Drive) – 5 signals**
- **Sun Valley Boulevard (7th Avenue) – 1 signal**
- **Vista Boulevard (Home Run Drive to I-80) – 14 signals**
- **Sparks Boulevard (Disc Drive to Baring Boulevard) – 2 signals**

SUPPORTING SAFE ROUTES TO SCHOOL

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

RTC plays an intricate role in the sustainability of the WCSD SRTS program. For example, RTC supports the program by promoting and attending SRTS events and by bringing awareness to students walking and biking. The RTC has also awarded Transit Alternatives (TA) Set-Aside funding that have supported various capital and operating projects. WCSD has used these grants to fund a law enforcement aid, called Electronic Ticket Writers, to coordinate with local jurisdictions to purchase and install Rectangular Rapid Flashing Beacons and solar speed feedback signs, and to purchase safety items, such as vests and signs, for crossing guard support.



2023 PLANNING STUDIES

Verdi Area Multimodal Study

Completed July 2023

This study determines existing and future transportation issues and opportunities for the Verdi area, and includes data on traffic volumes, transportation safety, transit service, pedestrian/bicycle facilities, and land use. Existing conditions and other analyses, combined with community and stakeholder input, led to a set of recommendations for enhancing mobility and safety for the area.

South Virginia Street Transit Oriented Development Study

Commenced January 2023

This study is envisioned as a way of enhancing transit-supportive land uses in an area that has experienced substantial growth, but still has several large vacant parcels and the potential for shaping development. The study is being developed to provide the City with a land use planning toolbox it can reference to help promote transit oriented development. The study's recommendations will give the RTC a phased look at transit expansion in the area. The study is projected to be completed late spring of 2024.

Active Transportation Plan – Walk and Roll Truckee Meadows

Commenced February 2023

The Plan is working toward creating several analyses and tools aimed at creating an overarching vision for the region, while building a framework for project prioritization and more targeted neighborhood plans to be carried out in the future. It is expected that one of the key recommendations that will result from this Plan is the creation of an Active Transportation Program, which will aim to create a dedicated funding source for projects prioritized within individual neighborhood plans. It is projected for an early summer 2024 adoption.

Regional Freight Study

Commenced September 2023

The RTC is currently developing a first-of-its-kind regional freight study. The study will be a focused analysis of freight specifically for the Reno-Sparks region, including adjacent areas with a greater impact on the region. Some specifics of the study include analyses of commodity flows into, out of, and through (or around) the region; urban truck parking; crash data specific to trucks; and ITS projects targeted at optimizing goods movement. The study is scheduled for completion summer 2024, the results of which will be incorporated into the 2025 RTP Update.



VISION ZERO

The Vision Zero Truckee Meadows Action Plan, with the support of local leaders, was adopted in 2019 with formal resolutions made by multiple community partners committing to reaching the goal of zero roadway fatalities by 2030. One fatality is one too many and Vision Zero is not a tagline or even a program. It's a fundamental shift in the way our community is approaching the issue of safe mobility. The Vision Zero Truckee Meadows Task Force meets regularly to work towards this goal, and views traffic crashes as opportunities to fix potential safety risks, from the perspective that a mitigation exists or that a better design could have prevented or lessened the severity of the crash.

According to preliminary data, there was a 38% increase from 2022 to 2023 in pedestrian fatalities in Washoe County. This increase is concerning, but with the focus of Vision Zero being on the most vulnerable road users—pedestrians—the Task Force will work to reverse the recent uptick. In 2021, Nevada had the highest number of roadway fatalities on record,

with 385 fatalities statewide. That number has trended downward the past two years, with 348 in 2023. Washoe County reported 47 total roadway fatalities in 2023, which is down 15% from the 55 reported in 2022.

An update to the Action Plan, completed in 2022, incorporated newer safety data and was successful in positioning the region for new federal funding. In 2023, the Federal Highway Administration (FHWA) awarded the region almost \$9 million in funding under the Safe Streets and Roads for All (SS4A) Grant Program. This funding will be used to improve safety along East Sixth Street in downtown Reno, incorporating such proven safety countermeasures as a road diet and protected bicycle lanes. In addition to the Sixth Street for all project, the Task Force will look to implement other prioritized projects from the Action Plan, and will continue to make regular updates to the document as new information becomes available or as conditions change.

PUBLIC TRANSIT & OPERATIONS

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



5,050,674  **12.34%**
from 2022

RIDES ON RTC RIDE



889,582  **25.23%**
from 2022

RIDES ON RTC LINCOLN LINE
AND ROUTE 11



1,345,733  **16.46%**
from 2022

RIDES ON RTC VIRGINIA LINE
AND ROUTE 1



88.23%  **0.47%**
from 2022

ON-TIME PERFORMANCE



67  **Added 2**
from 2022

BUSES IN THE RTC FLEET



12 MONTHS 
RIDERSHIP GROWTH



FLEXRIDE SERVICE

46,027

▲ **46.86%**
from 2022

Rides in Sparks/
Spanish Springs

40,653

▲ **116.10%**
from 2022

Rides in North
Valleys

3,272

▲ **254.88%**
from 2022

Rides in
Somerset/Verdi



RTC ACCESS PREMIUM RIDES

Uber lyft

13,642

▲ **66.51%**
from 2022



7,267

▲ **67.79%**
from 2022

RTC ACCESS SERVICE



88.15%

ON-TIME PERFORMANCE FOR RTC ACCESS

▲ **1.87%**
from 2022



115,943

TRIPS ON RTC ACCESS

▲ **12.40%**
from 2022



44

VANS IN THE RTC ACCESS FLEET

▼ **Reduced 2**
from 2022



TRANSIT APP

The Regional Transportation Commission (RTC) of Washoe County launched a new official app for transit passengers called Transit in 2022. The app helps passengers with trip planning, real-time vehicle information, and service alerts. Passengers can use the trip-planning feature to plan trips using both RTC RIDE fixed-route transit service and RTC FlexRIDE service. Passengers can also pay their bus fare using the Transit app.

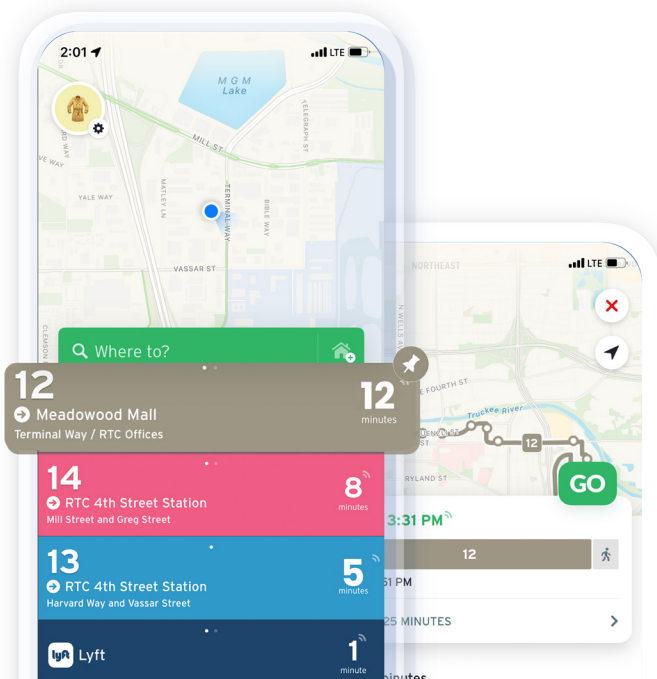
1,108,810
times riders opened the app
that's up 230% from 2022!

3,952
New app downloads
up 189% from 2022

26,551
Total GoTrips!

Riders really loved GO, our step-by-step navigator and crowdsourcing tool!

The app is part of the RTC's ongoing 5-year transit-improvement plan, called the Transit Optimization Plan Strategies (TOPS). App data will continue to improve over time as the RTC upgrades bus-tracking technology.



RTC Washoe passengers are automatically upgraded in the app with a free Royale subscription, which unlocks additional features, special RTC Washoe branding, and new customization options.

With Royale, riders have access to power features such as customizable themes, as well as personalized emoji avatars that allow riders to become celebrities on their local bus line and leaderboards for users competing to help the most riders with GO crowdsourcing.



INNOVATIVE TRANSPORTATION SOLUTIONS

The RTC administers the Federal Transit Administration's (FTA) Section 5310 Funding Program for the Reno-Sparks area to improve mobility for local seniors and individuals with disabilities. Funding is awarded and distributed to projects that support the goals and strategic objectives of the RTC's 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. Year 2 Program funding began October 1, 2022 through September 30, 2023.

14,194

OVERALL ONE-WAY TRIPS PROVIDED BY THIS PROGRAM

2,711

SENIORS & DISABLED INDIVIDUALS SERVED

14,912

CALLERS HELPED BY DISPATCH HOTLINE

648

VOUCHERS ISSUED



14,912

Transportation Dispatch Hot-line

7,882

Trips Provided:
85.9% to Seniors
14% to Disabled Individuals

1,965

Clients Served

N4 VAN THROUGH SEPTEMBER, 2023



Neighbor Network of Northern Nevada

344

Trips Provided
• 44.19% to Seniors
• 55.81% to Disabled Individuals

65

Clients Served

UBER & LYFT

641

Vouchers exceeding its goal (438) by 46.35%

1,282

(2) One-Way Trips Provided

The van was hit head-on in September 2023, and deemed a total loss and will not be replaced.



3,151

Trips Provided:
41.70% to Seniors • 53.79% to Disabled Individuals

256

Clients Served



1,117

Trips to 317 Clients Senior Outreach Services Program (SOS)

393

Volunteer Transportation Program (VTP) dedicated van driver provided to 101 clients

In June 2023, the SOS program began offering UBER vouchers to help reach additional participants with their transportation needs, serving 7 clients which provided 25 additional one-way trips.

RTC SMART TRIPS

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



332
VANPOOLS

0%
from 2022



2,632
Registered
Commuters

9.2%
from 2022



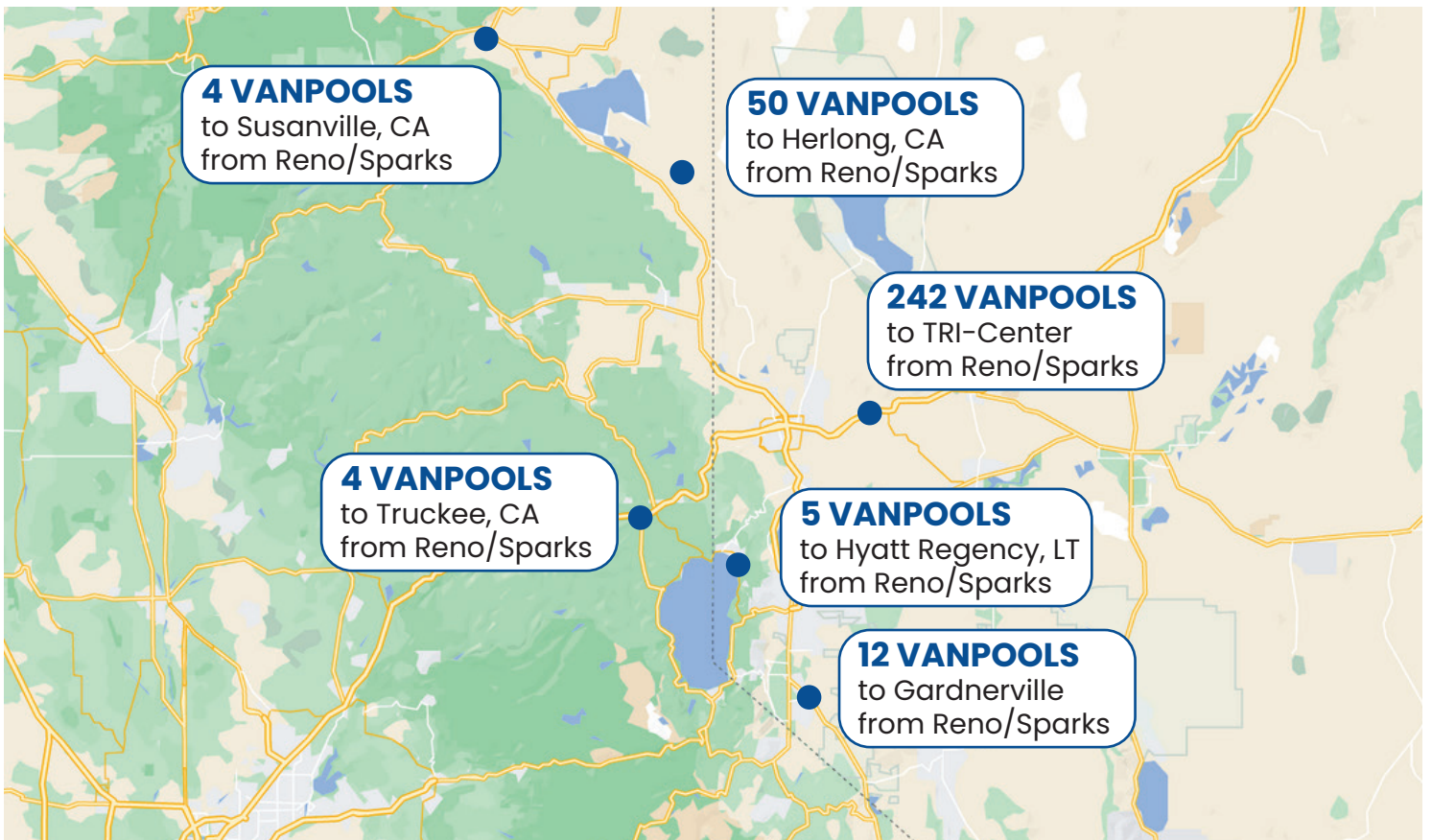
722,535
Passenger
Trips

11.6%
from 2022



20,183,620
Vehicle Miles
Saved

6.4%
from 2022



CUSTOMER SERVICE



\$3,359,909

Ticket Sales from
Public Transit Fund, Ride, Paratransit fund & ACCESS



148,861

Passes Sold



712

Questions/Comments
via rtcwashoe.com



27,196

Questions/Comments
via Phone



TOKEN TRANSIT



16,951
Unique
Customers

↑ **37.82%**
from 2022



143,265
Passes Sold



729,088
Trips Taken

↑ **51.64%**
from 2022



\$807,927
in Sales

SOCIAL MEDIA

FACEBOOK

Post Reach: 211,994
Engagement: 35,742
Number of Posts: 192
Comments: 2,721

YOUTUBE

Watch Time: 1,510.9 hrs
Videos: 59
Views: 12,419
New Subscribers: 55

TWITTER

Impressions: 144,892
New Followers: 160
Mentions: 1,477
Number of Tweets: 206

INSTAGRAM

Total Followers: 1,459
Posts/Stories: 40
Accounts Reached: 9,537



90
PRESS
RELEASES



52
ROAD AHEAD
SEGMENTS ON
KOLO



97
INQUIRIES/
INTERVIEWS

NEW WEBSITE LAUNCH



- Whole new site redesign
- Updated homepage with a focus on transit planning
- New user friendly navigation
- ADA updates

PUBLIC OUTREACH

The RTC is committed to a comprehensive public outreach approach in our community. 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, including:

- Stuff A Bus for Children In Care
- Stuff A Bus for Seniors
- Stuff A Bus Holiday Food Drive
- Free transit on St. Patrick's Day
- Free transit on Election Day
- Free transit on New Year's Eve
- Free transit to Hot August Nights
- Free transit to Star Spangled Sparks
- Free transit to the Great Reno Balloon Race
- Free transit to the Best in the West Nugget Rib Cook-Off
- Vision Zero Task Force meetings
- Citizens Advisory Board meetings
- Neighborhood Advisory Board meetings
- Family Health Festival Event
- Nevada Traffic Safety Summit
- Association of Metropolitan Planning Organizations Conference
- Western Regional Minority Supplier Development Council
- OSBA Carson City Small Business Resource Fair
- Planning Career Fair at UNR hosted by NVAPA Northern Section
- Washoe County Transportation Plan Public Meeting
- Community Food Pantry Thanksgiving Basket Distribution
- Age Friendly Action Committee
- Nevada Dementia-Capable Community Care Stakeholder Conference
- Newcomers and Neighbors Club of Northern Nevada
- Reno Access Advisory Committee Meeting
- Casa De Vida
- Reno Police Department Badge On Bus event



COMMUNITY OUTREACH



APPRECIATION EVENT



SENIOR DAY LEGISLATURE



ACES GAME - SMART TRIPS



EARTH DAY - SMART TRIPS



SENIOR FEST EVENT

FEATURED BUS WRAPS



STAFF APPRECIATION

MARCH 18 TRANSIT DRIVER APPRECIATION DAY

National Driver Appreciation Day – Keolis kicked off the celebration on St. Patrick’s Day with green donuts, cupcakes and cookies for the staff. MTM, sponsored a breakfast for its staff the same day. Keolis wrapped up the celebration by having Kenji’s Food truck on site for a staff luncheon on Monday, March 20. RTC delivered over 300 individually wrapped bundlets to Keolis and MTM staff from Nothing Bundt Cakes.



NATIONAL BEACH DAY



BUS ROADEO EVENT



RTC COMMISSIONER REESE SPONSORS TRANSIT EMPLOYEE APPRECIATION EVENT FOR KEOLIS AND MTM CONTRACTOR STAFF

On Tuesday, November 7, RTC held an employee appreciation event for its bus contracting companies, Keolis and MTM. Coffee, tea, juice doughnuts and pastries were served from the Mad Hatter Doughnut and Bone Appetit Bar-b-Que Grill food trucks located at Villanova and Sutro for staff to enjoy. RTC Commission Reese sponsored the event using his discretionary funds.



Commissioners Alexis Hill and Devon Reese recognized Keolis staff at a BBQ Party which included the distribution of RTC themed Hawaiian shirts for each staff member. MTM staff received their shirts and immediately began wearing them the following day.





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

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rtcwashoe.com