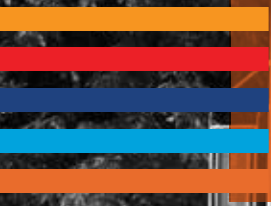
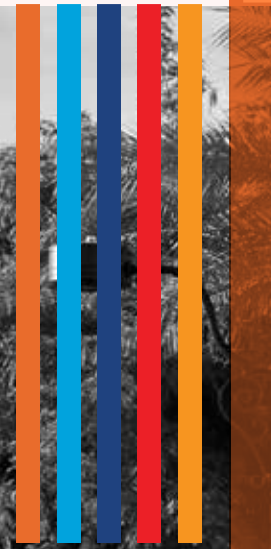




# 2025

## ACCOMPLISHMENTS REPORT

ACHIEVING TRANSFORMATIVE MOBILITY | [RTCSNV.com](https://www.rtcSNV.com)



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At the Regional Transportation Commission of Southern Nevada we are about advancing a transportation network that supports opportunity, connectivity, and quality of life for the entire region. I am proud to present the 2025 Accomplishments Report, which highlights the meaningful progress we made over the past year to improve mobility, enhance safety, and strengthen the foundation for Southern Nevada's future.

In 2025, the RTC remained steadfast in its mission to connect communities, expand mobility choices, and support economic vitality throughout Southern Nevada. Our teams continued to innovate and deliver results, from continuing construction along Maryland Parkway to modernizing our transit fleet and amenities to deploying advanced technology that enhance service reliability, customer experience, and system safety. These achievements reflect the dedication of our employees, contractors, and partners who serve our region each day.

Through strategic advocacy and planning, the Government Affairs team strengthened our voice at the state and federal levels, securing critical funding and advancing policies that support long-term mobility and infrastructure investment. Our work alongside local jurisdictions and regional partners through the Metropolitan Planning Organization advanced key studies and plans that will shape future transportation improvements.

Our Streets & Highways program delivered essential regional projects and upheld high standards for safety, coordination, and accountability across the transportation network. Transit operations and service planning teams enhanced reliability and responsiveness, ensuring that our riders have access to dependable services even amid major regional events and construction impacts.

We also made strides in access. Expanded Paratransit and Specialized Services, coupled with strengthened Customer Care initiatives, improved mobility for vulnerable populations. Meanwhile, Safety & Security and Transit Amenities teams implemented new technology and infrastructure upgrades to foster safer, more comfortable experiences for all who use our system.

Behind the scenes, our Human Resources, Finance, Information Technology, Legal, Communications, and administrative staff provided the governance, transparency, and support that allow the RTC to operate effectively and deliver results that matter.

The accomplishments detailed in this report are a testament to the professionalism, collaboration, and commitment of the entire RTC organization. As we look toward 2026 and beyond, we build on this strong foundation to advance transportation innovation, accessibility, and sustainability across Southern Nevada.

Thank you for your partnership and trust as we continue to shape a transportation system that serves our communities now and into the future.



M.J. MAYNARD-CAREY

*Chief Executive Officer*

*Regional Transportation Commission of Southern Nevada*



# RTC BY THE NUMBERS – 2025 HIGHLIGHTS

## TRANSIT SYSTEM PERFORMANCE

- 37% increase in Deuce ridership following schedule redesign
- 95% on-time performance on the Deuce
- 55.7 million fixed-route boardings
- 80 ARBOC paratransit vehicles delivered
- 20 new CNG 40-foot New Flyer buses delivered
- 9 hydrogen buses in daily fueling rotation, 15 additional hydrogen buses entering service by February 2026

## PARATRANSIT & SPECIALIZED SERVICES

- 510,849 customer calls (4% increase)
- 3:51 average wait time
- 92.4% on-time performance (up from 90.65%)
- 34.8% decrease in excessively late trips
- 3,558 eligibility applications submitted via email
- 1,202 mobility-trained customers completed 13,412 fixed-route trips
- 29 partner events
- 260 customers served through Mobility Training Center on the Go

## SAFETY & SECURITY

- Response times improved from 11 minutes to 9.92 minutes (9.92% reduction)
- 173,910 removals (55.4% increase)
- 28 operator assaults (slight increase from 26)
- 620 NANO panic buttons deployed
- 46 panic button activations
- 184 new ZeroEyes camera views added
- 250+ security videos reviewed supporting law enforcement

## MPO – REGIONAL PLANNING & INITIATIVES

- 6,000+ survey responses for the "Let's Go Safely" engagement campaign
- \$1.2 million EPA Brownfields Program grant—the first for RTC and only one in Nevada in 2025
- 134 local agency projects prioritized for federal highway funding through the "Let's Go 2050" Regional Transportation Plan
- 1,300+ survey responses for Boulder Highway TOD
- 40,000+ bike maps distributed
- 300+ safety items distributed
- 10 walk audits completed
- 145,000+ community touchpoints for SNS 2050
- 6,500+ SNS surveys collected
- 6 new Bike Share stations featuring local artwork
- 1,113 pounds of fresh produce distributed with 44% of sales coming from SNAP recipients at 14 pop-up events at the Bonneville Transit Center

## STREETS & HIGHWAYS

- \$2.6 billion invested in roadway projects through Fuel Revenue Indexing
- Managed the overall Fuel Revenue Program since 2014
- 24,000+ jobs supported
- Managed the FY26 Capital Improvement Program (CIP)
  - \$1.4 billion programmed in FY26 10-Year CIP
  - 91 active Design Projects
  - 106 active Construction Projects
  - 66 projects completed and closed
  - Over \$280 million in invoice reimbursement for CIP projects
  - 2,437 invoices from member agencies for CIP projects processed

- 1,490 Seeing Orange inquiries fielded
- 16 Uniform Standards updated to align with current industry best practices and standards
  - 7 drawings revised, 2 new drawings added, and 7 specifications updated
- Managed Complete Street Program
  - 13 Complete Streets projects funded since 2015
  - \$2.9 million in funding since 2015 donated from local residents
- Kicked off the Regional Design Criteria Manual project
  - \$1.8M in Safe Streets 4 All (SS4A) grant funding
  - Coordinated with 6 member agencies to develop regional design standards emphasizing safety
  - 3 technical meetings held
  - 3 project stakeholder meetings held

## FAST – FREEWAY AND ARTERIAL SYSTEM OF TRANSPORTATION

- 216 intersections retimed
- 576 intersections optimized in two years
- 12 miles of fiber optic cable replaced
- 100 traffic cameras upgraded
- 50 intersections received new detection systems
- 632 real-time work zone activations logged
- 900+ regional events supported

## CUSTOMER ENGAGEMENT, MEDIA, AND OUTREACH

- 350+ local media stories; 125 national stories
- 389 community events reaching 354,679 attendees
- 260,777 MPO-related touchpoints
- 3.2 million total campaign impressions
- 18,502 surveys collected
- 49,749 blog subscribers
- 59,649 total social media followers
- 271,773 email marketing subscribers
- 39 videos created

## FINANCE & GRANTS

- \$202.3 million in FRI revenue and refunding bonds issued
- \$4.9 million net present value savings
- \$2.3 million awarded in discretionary federal grants
- 174 vendors converted to ACH payments
- Decrease of 16.9% in check payments

## FACILITIES

- \$800,000 custodial contract savings
- 100% physical inspection and validation completed for HVAC systems across all RTC properties
- Completed remodel and upgrade of the Sunset Maintenance Facility call center, including:
  - 22 new ergonomic cubicle workstations with glass upper partitions
  - 9 new private office spaces
  - 3 distinct operational areas created (Customer Care, Quality Assurance, Specialized Services)
  - 100% interior repaint and new carpeting installed for improved acoustics and lighting
- \$3.4M HVAC improvement contract awarded to Monument Construction to retrofit aging evaporative cooling units at Bonneville Transit Center
- Facility cleaning contracts consolidated, resulting in \$800K in total cost savings over the contract term

## MARYLAND PARKWAY BUS RAPID TRANSIT (BRT) CORRIDOR

Advanced construction of the Maryland Parkway BRT corridor, a transformative high-capacity transit investment connecting the South Strip Transit Terminal, Harry Reid International Airport, UNLV campuses, major medical facilities, downtown Las Vegas, and surrounding activity centers. Progress continued through close coordination with the City of Las Vegas, Clark County, utility partners, businesses, residents, and roadway users. The City portion remains on track for completion by the summer of 2026, with the County portion anticipated by the end of 2026.

Upon completion, the corridor will deliver improved pavement, widened sidewalks, upgraded transit shelters with shade and seating, enhanced lighting, and faster, more frequent zero-emission hydrogen fuel cell bus service for more than 9,000 daily riders. The \$378 million project, supported by \$219 million in federal funding, advances RTC's sustainability goals, strengthens regional high-capacity transit, and improves reliability and connectivity along a critical corridor.

## HYDROGEN FUELING INFRASTRUCTURE

Completed construction and placed into service a liquid hydrogen fueling facility capable of supporting up to 25 hydrogen fuel cell buses. The facility has been fully operational since April 2025 and represents a major milestone in RTC's transition from fossil fuels to zero-emission vehicles. This investment directly supports RTC's sustainability objectives and long-term strategy to expand renewable energy based transit infrastructure.

## REIMAGINE BOULDER HIGHWAY – TRANSIT SHELTER DESIGN AND CONSTRUCTION

Advanced the transit component of the Reimagine Boulder Highway project, a 7.5-mile corridor improvement in the City of Henderson extending from Wagonwheel Drive to Tulip Falls Drive, with full corridor construction anticipated by August 2027. Finalized shelter designs for 34 center-running BRT stations and continued coordination with the City of Henderson on shelter construction and associated passenger amenities. A total of \$17.5 million has been allocated for shelter installation.

This linking of capital investments supports faster and more frequent service along a high-capacity corridor, enhances safety through improved lighting and security infrastructure, strengthens multimodal connections, and advances RTC's sustainability goal of deploying reliable, regional BRT solutions.





## STATE OF GOOD REPAIR

Completed a physical inspection and validation of all heating, ventilation, and air conditioning systems of all RTC properties. The information was uploaded into the Enterprise Asset Management (EAM) software and now provides accurate, easy to access information to aid in the equipment capital replacement plan for state of good repair.

## FACILITY IMPROVEMENTS

Accomplished complete remodel and upgrade of the Sunset Maintenance Facility call center. The improvements included restructuring the workspace to provide Customer Care, Quality Assurance, and Specialized Services with separate dedicated areas. There were 22 new ergonomic and organizational cubicle setups with glass upper partitions greatly improving the natural lighting characteristics of the workspace. Additionally, nine new office spaces were incorporated providing privacy for supervision and the specialized services personnel. The interior walls were refinished in a modern inviting paint scheme, and fresh carpeting provided acoustic noise reduction.

## HVAC IMPROVEMENTS/UPGRADES

Awarded and initiated a \$3.4M contract to Monument Construction for the retrofit of aging and inefficient water consuming evaporative HVAC cooling units at the Bonneville Transit Center. This upgrade will utilize highly efficient air conditioning systems that provide an energy consumption reduction and a more reliable climate-controlled environment for RTC customers, contractors, and employees.

## ASSET RESTRUCTURE, COMPLIANCE, AND WARRANTY TRACKING

Updated and streamlined asset preventive maintenance inspections in Enterprise Asset Management (EAM). Performed assessment of all building HVAC units, validating equipment information with documentation in EAM, updating missing or inaccurate information to better understand and inform for capital improvement plan.

## COMPRESSED NATURAL GAS (CNG) FACILITIES EQUIPMENT TRAINING

Supervisor and maintenance personnel attended a week of factory training for the ANGI/Ariel compressed natural gas equipment in Janesville, WI. The cost of travel and training is included yearly as part of the Trillium CNG a service contract. The training provides essential knowledge and understanding of equipment operation and preventative maintenance inspections for the highly complex compressed natural gas system infrastructure at IBMF and SMF fuel islands.

## CLEANING CONTRACTS

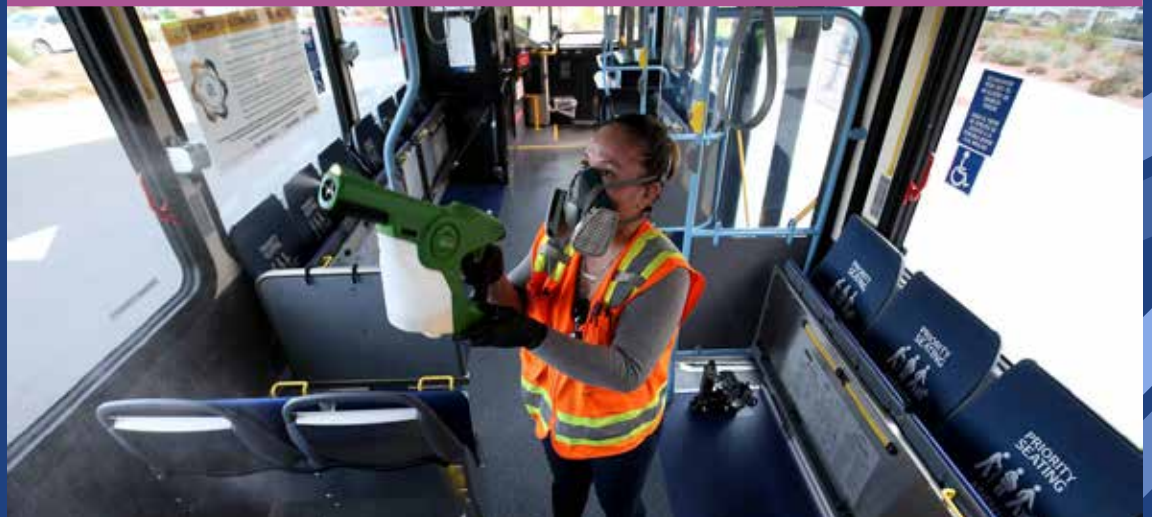
Consolidation of eight separate facility cleaning contracts into two, realizing cost savings of \$800K over the contract term.

## SMART INSPECT SOFTWARE

Completed a critical review of custodial operations identifying inefficiencies created using a task related software system. We identified and selected new janitorial specific software, Smart Inspect, which has streamlined tasks in an easy to access program. The system utilizes QR codes in zone specific areas accessed by smart devices that provide all tasks to be completed in a user-friendly manner and completion by simply checking task boxes.

## FACILITIES BY THE NUMBERS:

- 100% physical inspection and validation completed for HVAC systems across all RTC properties
- Completed remodel and upgrade of the Sunset Maintenance Facility call center, including:
- 22 new ergonomic cubicle workstations with glass upper partitions
- 9 new private office spaces
- 3 distinct operational areas created (Customer Care, Quality Assurance, Specialized Services)
- 100% interior repaint and new carpeting installed for improved acoustics and lighting
- \$3.4M HVAC improvement contract awarded to Monument Construction to retrofit aging evaporative cooling units at Bonneville Transit Center
- 100% assessment of building HVAC assets completed, resulting in:
- Facility cleaning contracts consolidated, resulting in \$800K in total cost savings over the contract term

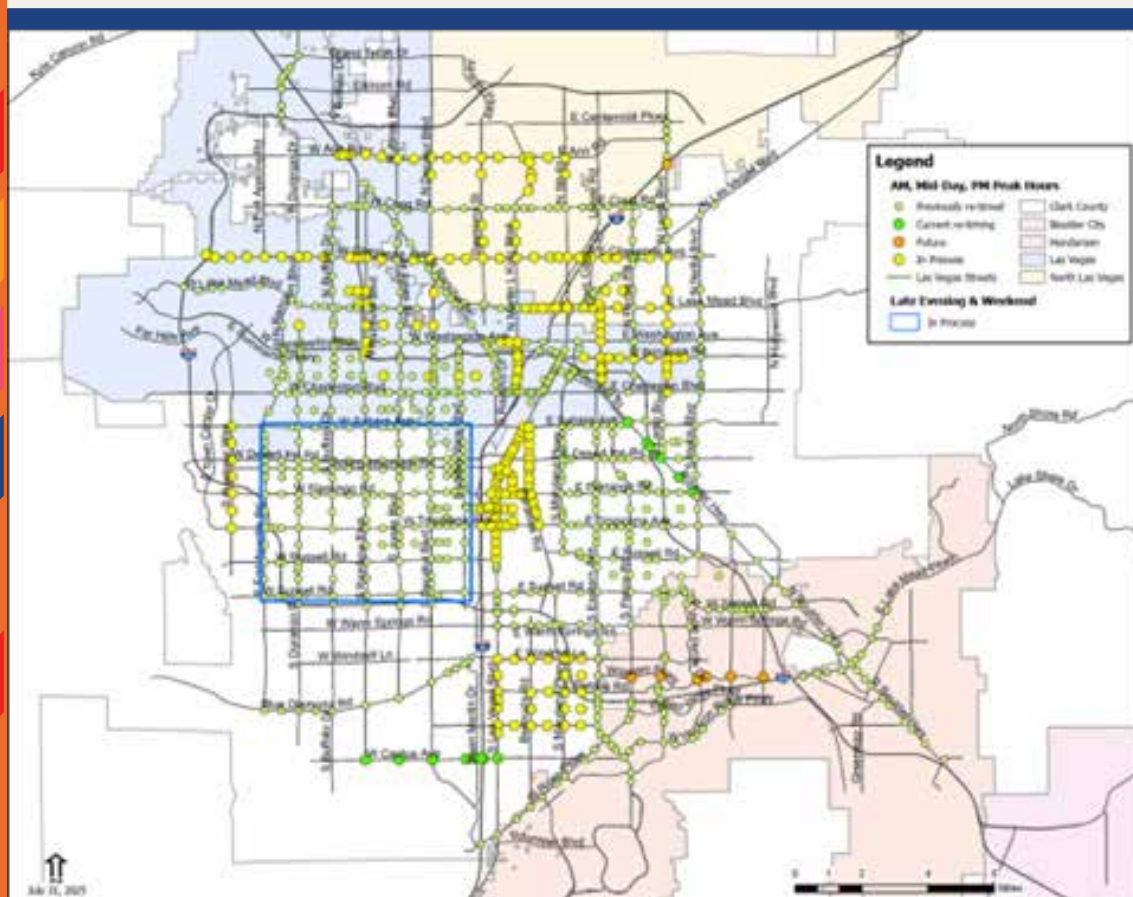


# FAST

## OPERATIONAL UPDATES TO THE REGIONAL TRAFFIC SIGNAL NETWORK

Retimed 216 intersections, including major arterials and previously constrained corridors such as Las Vegas Boulevard, Harmon Avenue, Koval Lane, and Sands Avenue. Expanded late-evening and weekend operations to better align signal timing with off-peak demand. Through the FAST Regional Signal Retiming Program, addressed broken detection, standardized signal timing, and implemented user-friendly reporting tools to modernize Southern Nevada's traffic signal network.

Using FAST's award-winning grid-timing technique—recognized with the ITE Troy A. Peoples Award—optimized more than 576 intersections over two years. This signal operations program evaluated arterial performance, developed performance reporting, and advanced efforts to reduce congestion, preserve roadway capacity, and support environmentally sustainable mobility.



## CENTRAL TRAFFIC SIGNAL SYSTEM MODERNIZATION

Advanced modernization of the Southern Nevada Central Traffic Signal System by completing the Systems Engineering process and transitioning the project into procurement and integration. Onboarded a Systems Integrator team to meet the 18-month schedule for full replacement of all traffic signal controllers in the region and transition to the new Central Traffic Signal Operating System. This effort positions the region for improved safety, reduced congestion, and a flexible, data-driven traffic management system capable of supporting future growth.

## SMART GRANT PROJECT

Successfully completed FAST's Stage 1 Strengthening Mobility and Revolutionizing Transportation (SMART) Grant project in June 2025, testing an innovative signal optimization platform for Transit Signal Priority (TSP) and Advanced Intersection Analytics (AIA) at 20 intersections near University Medical Center and along RTC Route 206 (Charleston Blvd). This next generation cloud-based system eliminates the need for new devices on transit vehicles and at signalized intersections, while it achieved 92% traffic count accuracy and 98% safety insight accuracy, with TSP implemented at 17 intersections improving on-time performance by 4%.

This project replaced outdated detection and camera equipment to improve operational reliability. Completed within its 18-month schedule and initiated planning for a potential Stage 2 SMART Grant, incorporating lessons learned to inform future scalability and regional integration.

## INTELLIGENT TRANSPORTATION SYSTEMS (ITS) MASTER PLAN

Advanced the Regional ITS Master Plan to 90% completion in 2025. This future-readiness plan inventories existing communications infrastructure and establishes a comprehensive strategy to address system gaps, enhance cybersecurity, build redundancy, and expand capacity to support Southern Nevada's continued growth and emerging transportation technologies.

This project concludes in June 2026 and includes the recommendations of new regional hub facilities to ensure long-term system reliability and adaptability. In a concurrent project, the procurement and transition to the new GIS-mapping platform is underway and will track all existing and all future ITS elements.





## REGIONAL EVENT PREPAREDNESS

Strengthened regional traffic management readiness for major events in 2025, including CES, EDC, NASCAR, and Formula 1, supporting more than 900 events statewide. Enhanced preparation, staffing, coordinated planning with law enforcement, fire, and venue partners, and post-event debriefing processes, while developing a comprehensive Action Plan for both recurring and unplanned incidents, like lithium battery fires.

Hosted bi-weekly Regional Events Traffic Management Working Group meetings with more than 130 partner agencies, upgraded infrastructure with new cameras and fiber along critical corridors, refined ingress and egress signal timing, participated in FHWA emergency management workshops with neighboring states, and transitioned the Operations Theater to 24/7 operations. These actions improved interagency coordination, traffic flow, and regional readiness for high-attendance events.

## 2025 FAST OPERATIONS THEATER: (BY THE NUMBERS)

Inquiries	16,824
Traffic alerts	17,701
Freeway messages	2,881
Traffic incidents	17,273
Crashes	15,687
Disabled vehicles	619
Vehicle fires	141
Police Activity	251

## FAST NETWORK UPDATES

Advanced arterial and freeway network upgrades in 2025, focusing on ITS infrastructure migration and AMS Hub redesign. The \$770,000 AMS Hub Design project reached 95% completion, while the \$3.25 million construction project remains on track for 2026.

Despite utility coordination challenges, maintained progress at five of seven sites, with two locations reassigned for future integration under the ITS Master Plan. These improvements will enhance system compatibility, cybersecurity, and resilience while expanding regional communications capacity.

## WORK ZONE MANAGEMENT

Completed the one.network real-time Work Zone Mapping pilot in partnership with Clark County and the City of Las Vegas, logging 632 activations between November 2024 and July 2025, including support during the Formula 1 Grand Prix. The platform delivered a single, real-time view of roadway disruptions, shared data with navigation applications, and improved coordination, safety, and traveler information.

User feedback indicated strong benefits, with 91% reporting improved efficiency and 80% noting enhanced safety for field personnel. Lessons learned will inform the Traffic Systems Management and Operations (TSMO) Work Zone Management Tactical Plan, scheduled for advertisement in 2026, and support alignment with NDOT's statewide work zone strategy.

## I-11 INTEGRATED SAFETY TECHNOLOGY CORRIDOR

Advanced planning for the I-11 Integrated Safety Technology Corridor (SafeTech Corridor), funded through the FHWA Advanced Transportation and Congestion Management Technologies Deployment (ATCMTD) grant, which will deploy Wrong Way Driver detection, Strategic Traffic Monitoring Sites for Nevada State Police, and extend Active Traffic Management between I-15 and Summerlin Parkway.

Completed 100% design on the \$26.7 million project. Federal funding pauses and bidding challenges required a strategic rescope to preserve core safety objectives. Construction is now scheduled to begin in 2026, with FAST continuing close coordination with NDOT on analytics, oversight, and system testing.

## FAST NETWORK MAINTENANCE

Continued prioritizing maintenance of aging ITS and telecommunications infrastructure across Southern Nevada. In 2025, replaced 12 miles of fiber optic cable, upgraded 100 traffic cameras, and replaced signal detection at 50 intersections; additional improvements continue in 2026.

Coordinated with contractors and participated in LVMPD's Metal Theft Working Group to support efficient project delivery and regulatory alignment. These efforts are essential to maintaining system reliability, reducing congestion, and improving safety across the regional transportation network.



## SOCIAL SERVICE EQUITY PASS PROGRAM

Expanded equitable transit access by implementing a reduced-fare program for eligible WIC clients in partnership with the MPO team and WIC program leadership. Leveraging the online reduced-fare application and ABT/tap card system, eligible customers can now verify participation electronically and receive reduced fares directly on a mobile app or reloadable tap card—eliminating the need for physical pass conversion.

Since the May 2025 launch, 25 WIC customers have enrolled, establishing a scalable foundation for broader reduced-fare participation while improving accessibility, customer experience, and administrative efficiency.

## RTC & LAS VEGAS MONORAIL INTEGRATION FOR CLUB RIDE

Delivered a major customer experience enhancement by integrating the rideRTC mobile ticketing platform with the Las Vegas Monorail fare gate system. This integration enables Club Ride participants working in the Resort Corridor to travel seamlessly between RTC transit and the Monorail during major Strip closures, including the 2025 Formula 1 construction period.

In coordination with Masabi, ITS, and Las Vegas Monorail staff, system development, field testing, and validation were completed in September 2025, with a scheduled go-live of October 19, 2025.

To support adoption, the Club Ride team executed targeted employer outreach beginning September 19, hosting 20 employer events, engaging 1,043 employees, enrolling 107 new members, and confirming Monorail eligibility for 745 participants.

## VISA CONTACTLESS PAYMENT PILOT – LOYALTY & REWARDS PROGRAM

Introduced RTC's first contactless payment Loyalty & Rewards pilot on June 9, 2025, supported by a \$150,000 Visa-funded partnership with Masabi and Velocia. The pilot encourages adoption of contactless payments, improves fare payment convenience, and reduces onboard cash handling.

As of reporting, 1,894 customers have enrolled, with 1,445 actively using contactless cards. Participants have earned \$9,511 in rewards and redeemed \$4,287, with the two-hour pass representing the most frequently redeemed benefit (1,431 redemptions).

## GOMED FARE COLLECTION

Established the full fare collection framework for the upcoming GoMed transit service. Revenue Operations coordinated with Technical Equipment and IT to prepare GFI fareboxes, Masabi validators, Genfare systems, fareblocks, and reporting integrations ahead of service launch.





### REDUCED FARE ID REPLACEMENT PROGRAM

Modernized reduced-fare administration by transitioning from legacy ID cards to reloadable tap cards, streamlining both eligibility verification and fare payment. Beginning May 27, 2025, reduced-fare applications were fully integrated into the online platform, allowing customers to activate benefits through either a reloadable tap card or their rideRTC mobile account.

Since launch, 124 tap cards have been issued and 1,072 reduced-fare eligibilities activated through the mobile app. The full transition will take effect in November 2025, when BTC sales booths will exclusively issue reduced-fare IDs through the upgraded system, reducing processing time and improving boarding efficiency.

### ONLINE VENDOR STORE

Replaced manual Bus Pass Vendor Sales processes with a fully self-service online vendor store using the existing Square payment platform. Launched on May 13, 2025, the system enables vendors to place orders, track shipments, download invoices, make payments, and manage account history without staff intervention.

All vendor accounts were fully migrated by July 1, 2025. Performance highlights include:

- \$78,725 in sales between May 13 and June 30, 2025
- \$2,328,881.93 in sales from July 1 through November 6, 2025
- Online engagement increased from 779 pre-transition views to 2,588 post-transition

The new system improves transparency, accelerates payment processing, reduces administrative workload, and generates measurable operating efficiencies.

### FARE STRUCTURE EVALUATION & RECOMMENDATION

Initiated a comprehensive review of RTC's fare structure to improve customer experience, simplify payment options, and align with industry best practices following the rollout of new fare technologies. The consultant-led effort focuses on reducing onboard cash usage, simplifying fares, and identifying fiscally responsible improvements using existing infrastructure.

Four Nines completed a peer agency fare policy review in October 2025 and presented draft recommendations to the Fare and Service Working Group in November. Final recommendations were received in December 2025, with Board consideration planned for early 2026.

## GENERATED \$212.8M IN THE HIGHWAY REVENUE IMPROVEMENT PROGRAM & REFUNDED BONDS (SERIES 2025), SAVING \$4.9M IN INTEREST

Secured \$212.8 million in FRI revenue and refunded bonds to maintain jurisdictional Streets and Highways funding and preserve the required six-month cash reserve. The refunding of bonds generated \$4.9 million in savings, strengthening long-term fiscal stability while ensuring uninterrupted project delivery.

## ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM MODERNIZATION

Advanced financial system modernization by evaluating replacement ERP solutions capable of integrating payroll and centralizing accounts payable. Staff conducted site visits, attended industry conferences, and participated in system demonstrations to assess workflow efficiencies and long-term benefits.

Work is underway with Cayenta to finalize the Statement of Work and subscription documents, with a draft scope targeted for Legal review by December 2025. The future ERP platform will reduce siloed processes, improve reporting, accelerate vendor payments, and strengthen financial controls.

## PDS VISTA NEXT-GEN PAYROLL SYSTEM IMPLEMENTATION

Maintained payroll continuity by progressing the transition from the end-of-life PDS Vista Legacy system to the PDS NextGen platform while broader ERP options are evaluated. Payroll and IT teams completed 21 parallel payroll tests, confirming system readiness across most functions.

Two outstanding issues related to 457 Roth and special three-year catch-up contributions are under active resolution with a newly assigned PDS developer. Full deployment remains on track for mid-2026.





## **ACH PAYMENT IMPLEMENTATION FOR VENDORS**

Strengthened payment security by converting the majority of vendor check payments to ACH beginning July 1, 2025. Of 250 vendors initially paid by check, 174 were successfully converted following verification through the MS Govern system.

This effort reduced check payments by 16.9% and lowered check dollar volume by 33.1% year over year. ACH transactions increased to 2,700 payments totaling \$513 million, while wire transfers increased to 421 payments totaling \$323.2 million. Early FY26 trends show continued reductions in check usage, significantly lowering fraud exposure.

## **GRANTS COMPLIANCE STANDARDIZATION**

Formalized grant management practices by developing standardized procedures and compliance checklists to monitor active federal grants. This initiative improves accountability, reporting accuracy, and cross-department coordination while strengthening RTC's competitiveness for future funding.

Planned next steps include formal stakeholder meetings for newly executed grants beginning in 2026.

## **PARTNERSHIP WITH CLARK COUNTY DEPARTMENT OF ENVIRONMENT AND SUSTAINABILITY**

Collaborated with the Clark County Department of Environment and Sustainability (CCDES) to provide Special Events Services at T-Mobile Arena. This partnership is designed to promote sustainable transportation, reduce congestion and pollution, and offer alternative transit options for event attendees and workers. CCDES is contributing funding to support the service, building on the existing five-year agreement for services at Allegiant Stadium.

## MANAGED A \$540M+ GRANT PORTFOLIO

Successfully administered a complex federal and local grant portfolio spanning formula and discretionary programs from eight funding agencies. Executed 86 drawdowns totaling more than \$198 million, including a \$54 million draw for the Maryland Parkway BRT project. Maintained full compliance by preparing and submitting over 250 required financial and performance reports across 37 active grants. Closed 18 grants totaling \$48.5 million, while effectively managing 28 open grants with a combined balance of \$342 million. Included within the \$540 million, RTC secured new funding awards totaling \$306.3 million across 13 grants, positioning RTC for continued capital and operating investments.

## REVENUES AND SAVINGS GENERATED

Finance initiatives generated more than \$34.3 million in both revenue and cost savings, reinforcing the agency's commitment to fiscal responsibility and long-term sustainability. Source include Compressed Natural Gas (CNG) Excise Tax Credit, Renewable Natural Gas Credit, State Medicaid reimbursement, fuel savings from diesel-to-CNG conversion, and Game Day Express revenue.

## AUDIT EXCELLENCE AND COMPLIANCE

Maintained exemplary financial and operational accountability by achieving zero findings across all major audits, including Financial Statements Audit, Fuel Revenue Indexing (FRI) Agreed-Upon Procedures, National Transit Database (NTD) Audit, and Single Audit.

## VAULT AND FARE REVENUE ACTIVITY

Continued shifts in fare payment behavior reflect growing adoption of mobile technology and reduced cash handling.

- Paper currency totaled \$20.6 million, a decrease of \$673,646 (3.17%)
- Coin revenue totaled \$1.9 million, a decrease of \$61,025 (3.07%)
- Mobile app revenue totaled \$19.1 million, an increase of \$1.57 million (9.01%)





## FLEET MAINTENANCE

Modernized the RTC fleet through coordinated vehicle procurement, inspection, and commissioning across multiple bus types. The team has facilitated delivery of 140 paratransit buses and completed procurement planning for 80 additional vehicles, with 20 designated for Tango service. The team also received and transferred 20 forty-foot CNG New Flyer buses to Transdev, while starting production on 46 additional forty-foot CNG buses.

## SPECIALTY FLEET INITIATIVES

Advanced zero-emission and specialty fleet initiatives by placing the first seven hydrogen fuel cell 60-foot articulated buses into service and executing an order for 15 Maryland Parkway Bus Rapid Transit hydrogen buses, with expected delivery by December 2025. Progress also continued on the double-decker fleet, with 10 vehicles under construction (nine delivered) and specifications finalized for an additional 50 coaches. Production for the next 10 buses is scheduled to begin in March 2026 to support long-term fleet reliability.

## DRIVER BARRIERS

Strengthened operator safety by advancing evaluation and pilot testing of protective driver enclosures for the fixed-route fleet. Both viable OEM barrier solutions for New Flyer buses were installed, demonstrated to operators, and tested in service. Operator feedback is currently under review to assess feasibility relative to available grant funding. A full retrofit—estimated at \$8 million for 465 buses—would significantly reduce operator exposure to unsafe interactions and enhance systemwide safety.

## NON-REVENUE VEHICLES

Improved fleet support and asset oversight by enhancing the non-revenue vehicle program. A dedicated non-revenue vehicle inspector was hired to manage the 110-vehicle fleet, increasing accountability and ensuring vehicles remain safe and service-ready. In addition, 12 new non-revenue vehicles were purchased and deployed to support agency operations. The department exercised Option 2 for Exclusive Automotive and Option 1 for Tango vehicles with Paradise Auto, maintaining continuity of service agreements critical to operational efficiency.

## NEVADA HIGHWAY PATROL AUDITS

Achieved exceptional safety and compliance performance during the RTC's third annual inspections conducted by the Nevada Highway Patrol. Both the fixed-route and paratransit fleets received perfect results, with zero violations noted in each inspection. These outcomes reflect the agency's strong maintenance practices, rigorous safety standards, and commitment to delivering safe, reliable transportation across all services.

## ZERO EMISSION INFRASTRUCTURE

Advanced sustainable transit operations through the completion and activation of the liquid hydrogen fueling station, currently serving nine hydrogen buses with plans to fuel 15 Maryland Parkway buses by the end of February 2026. Fuel is being supplied under a three-year base contract with Air Liquide at a competitive rate of \$7.94 per kilogram. In partnership with New Flyer, ChargePoint utilizes the New Flyer Connect telematics system to monitor bus performance, fuel efficiency, state of charge, and maintenance diagnostics, supporting optimized operations and reliable service for the hydrogen fleet.

## EMPLOYEE TRAINING

Built technical readiness across the zero-emission fleet through targeted training programs. Fleet inspectors and Transdev mechanics completed New Flyer-led instruction on maintaining and repairing the agency's 24 hydrogen buses. Additional high-voltage and bus familiarization training was provided for battery-electric vehicles, ensuring staff preparedness. Silver State personnel also completed hydrogen fueling and electric bus charging training, strengthening operational safety and workforce capability.





## PEDESTRIAN COLLISION AVOIDANCE

Advanced fleet technology by developing specifications to enhance driver awareness and pedestrian safety, while mitigating the potential risks associated with Fixed Route operations. The project is expected to advance to Board consideration in January, positioning the agency for timely procurement and implementation.

## VIDEO MIRROR TECHNOLOGY

Completed the Request for Information (RFI) and vendor demonstration phase for video mirror technology. Five vendors participated in detailed demonstrations, allowing stakeholders to evaluate system capabilities and operational fit. Stakeholder feedback is currently being compiled to inform development of a competitive RFP, supporting a transparent and well-informed procurement process.

## LUMINATOR SERVICE CONTRACT

Maintained strong oversight of technology performance through bi-weekly coordination between the Technical Equipment team and Luminator. These meetings focus on ensuring compliance with the service contract and addressing ongoing mSET system issues, supporting reliable operations and continuous improvement of onboard technology.

## PREVENTIVE AND CORRECTIVE WORK

Improved technology reliability and maintenance performance through extensive preventive and corrective work completed by the Technical Equipment team. Completed 8,493 preventive maintenance (PM) and corrective maintenance (CM) tasks. Luminator's PM compliance has reached a year-to-date rate of 70%, with performance trending towards 100% over the past two months—demonstrating significant progress and strengthened adherence to maintenance standards.

## STAFFING

Stabilized staffing capacity within Technical Equipment through focused recruitment and training. The department is actively hiring three technicians, with plans to restore a full three-shift operation upon training completion. One new supervisor successfully completed probation in October, and an additional technician is expected to complete training by year-end. These actions support improved coverage, workload balance, and sustained operational performance.



## 2025 NEVADA LEGISLATIVE SESSION

Directed RTC's advocacy during the 2025 Nevada Legislative Session, coordinating legislative strategy, bill tracking, testimony, and stakeholder engagement to advance funding, safety, and mobility priorities critical to regional transit operations and long-term sustainability.

Through sustained outreach and coordination, secured passage of three RTC-sponsored measures: AB 530 (Fuel Revenue Indexing Extension), AB 28 (Transit Funding Ballot Initiative Authority), and SB 290 (Transit Security Expansion). The team tracked 118 active bills, reviewed more than 1,100 bill draft requests, delivered testimony on 10 measures, produced over 120 legislative briefing packets, managed more than 160 action items, facilitated 50+ legislative briefings, and conducted over 150 stakeholder engagements. These efforts ensured strong legislative support and tangible outcomes for RTC's priorities.

## 2025 TRANSPORTATION DAY

Executed RTC's 2025 Transportation Day at the Nevada Legislature, strengthening bipartisan support for transportation funding, safety initiatives, and infrastructure investments. Serving as project manager, Government Affairs coordinated more than 100 action items, managed logistics for 11 staff, 7 Board members, and 40 partner organizations, and hosted an event with over 100 participants.

During Transportation Day and the following day, RTC conducted 19 legislative briefings and delivered two committee presentations, increasing agency visibility and reinforcing RTC's leadership role in statewide transportation policy discussions.

## FEDERAL OUTREACH

Represented RTC at the 2025 APTA Legislative Conference and Vegas Chamber DC Fly-In, maintaining visibility in federal policy discussions and advancing priorities tied to funding, safety, and infrastructure. Government Affairs coordinated all logistics, messaging, and briefing materials, enabling productive meetings between RTC leadership and USDOT, FTA, and Nevada's congressional delegation, and positioning the agency for future grant and policy opportunities.

### FEDERAL LEGISLATIVE AND GRANT EFFORTS

Advanced RTC's federal advocacy and grant efforts by developing the 2025 Federal Priorities document to guide discretionary grants, appropriations, and surface transportation reauthorization. Through coordinated engagement with congressional offices, federal agencies, and national partners, protected key transit programs, secured an \$800,000 increase for the Transit Security Grant Program, expedited a \$750,000 PROTECT Grant, and advanced \$5.75 million in Community Project Funding.

In parallel, worked with federal partners to pursue FTA spare-ratio flexibility, strengthening RTC's operational resilience and federal relationships.

### FARE AND SERVICE WORKING GROUP

Established the Fare and Service Working Group (FSWG) to support transparent, data-driven fare and service planning. Government Affairs managed the 19-member group, coordinating meetings, materials, presentations, and cross-department collaboration. Launched in fall 2025, the FSWG provides a structured framework for 2026 fare policy development and long-term service planning.

### STAKEHOLDER AND ELECTED OFFICIAL ENGAGEMENT

Strengthened relationships with federal, state, and local officials through coordinated engagement activities, including transportation roundtables, press conferences, transit tours, and community events. These efforts increased awareness of RTC initiatives, supported positive media coverage, and reinforced RTC's role in advancing regional mobility and infrastructure priorities.

### PURCHASE ORDER PROCESS REVIEW

Improved procurement efficiency by reviewing and updating purchase order forms and processes in collaboration with Purchasing. Template updates aligned documentation with current practices, and a year-long evaluation confirmed that enhanced communication resolved recurring issues. To further strengthen consistency and user understanding, PO training workshops for administrative staff are scheduled for 2026.





## **STREETS AND HIGHWAYS INTERLOCAL AGREEMENTS**

Updated Streets and Highways interlocal agreement templates to address coordination challenges and align with current laws and internal policies. These frequently used agreements support collaboration with member entities, and the revised templates are expected to improve efficiency and streamline project delivery for roadway initiatives.

## **PUBLIC RECORDS REQUESTS AND LITIGATION PROCEDURE REVISIONS**

Modernized public records request and litigation procedures by implementing a records numbering system, a bus retention policy, and enhanced coordination protocols with RTC's insurance carrier. These changes improve tracking, ensure proper document preservation, reduce legal risk, and support responsible financial and legal stewardship, while allowing the RTC to respond to over 330 public records requests in 2025.

## **LEGAL WORKING GROUP**

Launched a multi-state Legal Working Group to facilitate discussion of emerging transit-related legal issues. The inaugural meeting was held on December 4, 2025, creating an ongoing forum for collaboration, risk awareness, and shared best practices among peer agencies.

## RISE (RESOURCE INVOLVEMENT SUPPORT EDUCATION) PROGRAM

Continued to advance the RISE (Resource Involvement Support Education) program to support locally owned business participation on FRI-funded projects. As of 2025, 114 firms are certified in the RISE database, with more than 20 actively working on RTC projects. During the first three quarters of the year, 7% of awarded contracts—totaling more than \$185 million—went to RISE firms.

## CONTRACTS OF SIGNIFICANCE

Delivered multiple high-value procurements essential to RTC operations, including ADA Paratransit Services, bus shelter services, autonomous vehicles, call center operations, liquid hydrogen supply, RideCo software, traffic signal controllers, and janitorial services. All contracts were solicited and executed in compliance with NRS, FTA Circular 4220.1, federal law, and agency policy. Contractors are actively progressing toward project milestones.

## PREPARATION FOR FIXED ROUTE PROCUREMENT

Initiated preparation for the Fixed Route Services procurement—the agency’s largest contract by annual value—scheduled to begin in Q4 FY 2027. Purchasing conducted multiple requests for Information, facilitated stakeholder meetings, and coordinated internal planning to inform the scope. Step One of the procurement will be presented to the Board in January 2026, ensuring continuity of core transit services and regulatory compliance.



### **PURCHASE ORDERS AND CONTRACTS**

Supported agency-wide operations by processing more than 113 Board agenda items related to purchase orders and change orders, totaling over \$700 million. Through monthly coordination meetings and solicitation support, Purchasing ensured timely execution of contracts and payments for goods and services under \$100,000.

### **PURCHASING 101 TRAINING**

Delivered "Purchasing 101" training to employees, improving understanding of procurement requirements, roles, and timelines. Participants received reference materials and demonstrated improved application of procurement principles in project planning and coordination.

### **PROCUREMENT LIFE CYCLE SOP**

Completed a comprehensive Procurement Lifecycle Standard Operating Procedure covering pre-PI through post-award activities across procurement types. This SOP addresses prior inconsistencies and knowledge gaps and will serve as a centralized reference. Updates to Purchasing Policies and Procedures are scheduled for completion by February 2026.

### **PARATRANSIT OPERATOR PROCUREMENT**

Ensured uninterrupted paratransit service by implementing an emergency agreement following a lapse in the prior operator contract. This action allowed the planned Paratransit operator procurement to proceed without disruption. A new contract was successfully awarded, and service performance is progressing as expected.

### **FAST CENTRAL TRAFFIC SIGNAL SOFTWARE (CTSS) CONTRACTS**

Supported FAST in successfully completing solicitations and awarding contracts for the Central Traffic Signal Software initiative, including firmware, controllers, system integration, and consulting services. These contracts advance deployment of a modern traffic control system, strengthening RTC's position as a national leader in traffic management.





## RECRUITMENT STRATEGY

Expanded external recruitment efforts to strengthen talent pipelines, increase candidate engagement, and enhance visibility of RTC career opportunities. Launched a new NeoGov Attract landing page highlighting RTC culture and benefits, and implemented targeted campaigns and the Virtual Recruiter tool, generating 1,074 applications in six months—14.62% directly from these enhancements. Participated in eight community career fairs, connecting with more than 3,500 potential candidates and reaching audiences not typically captured through traditional recruitment channels.

Enhanced onboarding efficiency by transitioning processes from NeoGov to PDS, projecting annual savings of approximately \$9,500. Additionally, collaborated with BizLibrary and Mines & Associates to provide over 150 virtual courses and new leadership training sessions, with quarterly updates delivered via the RTC Training Navigator Newsletter.

## MENTORSHIP PROGRAM

Launched an internal mentorship program to support emerging leaders, and improve employee retention. The pilot program, completed in June 2025 with 12 mentor-mentee pairs, achieved strong outcomes: 71% of participants reported satisfaction, 85% met most or all action-plan goals, 86% rated the program structure as good to excellent, and 60% expressed interest in continuing.

Informed by participant feedback, the program was refined to include a job-shadowing request process, quarterly mentor feedback sessions, and more intentional pairing based on shared backgrounds or interests. Additional training and guidance were provided for mentors and mentees. The new program year launched in October 2025 with another 12 mentor-mentee pairs actively developing action plans supported by in-house training and external resources.

## SUCCESSION PLANNING

Strengthened succession planning by updating the agency's succession plan and creating individualized development plans for future leaders. This initiative identified skill gaps, clarified critical position needs, and ensured employees are prepared for advancement through targeted development opportunities.

Delivered five leadership development courses—HR Quick Tips, HR 101, Fundamentals of Leadership, Feedback Training, and Creating a Positive Customer Experience—with overwhelmingly positive feedback: 100% found the trainer engaging, 94% felt course length was appropriate, and 88% reported gaining applicable knowledge. These efforts enhanced employee readiness, strengthened the leadership pipeline, and improved overall engagement.

### CAD/AVL UPGRADE

Modernized RTC's legacy CAD/AVL system by deploying the IVU4000 platform, updated mobile data terminals, and supporting hardware. In 2025, upgraded DIS machines at Sunset Maintenance Facility and Integrated Bus Maintenance Facility and migrated to a secure, higher-capacity wireless network. New vehicles now include IVU4000 units with Google Maps integration, improving route management—especially on the Deuce—for bunching, gapping, and detours. These upgrades support more efficient, reliable transit service.

### TRANSIT CENTER KIOSKS

Upgraded heavily used trip-planning and real-time information kiosks at BTC and SSTT, preserving existing enclosures while enhancing internal computing hardware. Regression and field testing at BTC were completed, with SSTT scheduled for the same upgrade. This approach reduces capital costs by approximately \$85,000 while improving rider access to timely information and supporting RTC's commitment to modern, accessible transit services.

### SMS TEXTING

Streamlined and modernized customer alert systems by consolidating email and SMS notifications into a single platform. Secured a new SMS short code for testing and initiated a transition to a Twilio-powered solution, enabling more reliable, centralized communication of transit and FAST traffic alerts. Work will continue in 2026 to complete platform integration.

### GIS DATABASE UPGRADE

Enhanced GIS performance, security, and scalability by upgrading ArcGIS to Enterprise 11.5, including all databases (v11.5.0.57366). Improvements deliver faster data processing, system stability, strengthened security, and expanded integration with ArcGIS Online and Portal for ArcGIS. New capabilities, including administrative tools and improved web services, support sophisticated geospatial analysis and future-ready infrastructure.

### USER LICENSING MODEL UPGRADE

Completed transition from Concurrent Use to Named User licensing under an Enterprise License Agreement (ELA), improving security, user management, and cloud-based collaboration. The upgrade enables individualized access and advanced Esri capabilities, such as ArcGIS Urban and ArcGIS CityEngine, strengthening RTC's ability to conduct scenario planning, 3D visualization, and urban design initiatives.





### **FAST FIBER MANAGEMENT SOFTWARE SUPPORT**

Supported FAST's fiber management system transition by implementing ArcGIS Enterprise 11.5 and developing a tailored geodatabase for the new fiber model. Standardized spatial datasets, established validation workflows, and ensured seamless integration with the Geograph platform, laying the foundation for efficient, long-term fiber network management.

### **FRESHDESK CUSTOMER CARE SYSTEM MODERNIZATION**

Expanded the Freshdesk cloud platform to unify customer comments and inquiry management across RTC. Integrated Transit Operations Investigation Tracking, Transit Amenities, Government Affairs, Media and Marketing, CDS Call Center, and Transit On-Demand into a single, mobile-accessible system. The modernization improves internal coordination, responsiveness, and the overall customer experience.

### **WINDOWS 11 DEPLOYMENT**

Advanced agency-wide migration to Windows 11, enhancing security, performance, and long-term support. As of November 2025, 486 of 635 computers (76.5%) have been upgraded, strengthening system reliability and enabling a more efficient digital work environment.

### **CYBERSECURITY INITIATIVES**

Strengthened agency-wide cybersecurity through BitLocker encryption on all laptops and implementation of a new password policy. Full laptop encryption reduces risks associated with loss or theft and supports data integrity and protection, demonstrating RTC's commitment to robust cybersecurity practices.

### **ADDITIONAL RADIO CONSOLES FOR SMF BOC**

Installed six new Motorola radio consoles at the SMF Bus Operations Center, expanding total capacity to twelve. This upgrade enhances communication, operational readiness, and response time during peak service hours and emergency operations.

### **PARATRANSIT FLEET CONNECTIVITY UPGRADE**

Deployed 5G-enabled Pepwave routers across the Paratransit fleet, improving connectivity for passenger Wi-Fi, vehicle location tracking, and live monitoring of Luminator cameras and yard Wi-Fi. Transitioned from Verizon to FirstNet, improving reliability, reducing costs, and supporting future technology enhancements for safety and operational efficiency.

### **PARATRANSIT SCHEDULING SOFTWARE**

Procured and implemented a new scheduling software and hardware solution from RideCo to replace aging paratransit systems. Close coordination with internal departments and Transdev ensures readiness for go-live in February 2026.

### **NATIONAL TRANSIT DATABASE / TRANSIT APPLICATION**

Deployed TransTrack software from Trapeze Software Group to automate manual passenger count trip tracking, streamline report generation, and improve National Transit Database compliance. The system went live in April 2025 and is fully operational, reducing manual data entry and enhancing reporting accuracy.

### **RTC INTERNAL DATA HUB**

Initiated development of a centralized data hub to consolidate internal reporting and dashboards, providing employees a single point of access to historical and current reports. In 2025, automated migration of Crystal Reports to a network folder and planned integration into the web-based reporting site. Project continues with prioritization adjustments due to higher-priority initiatives.





## PUBLIC RELATIONS & MEDIA EVENTS

Generated more than 350 local media stories and 125 national media stories for significant projects including the Maryland Parkway Bus Rapid Transit Project, extreme heat and transit shelter progress, Safe Streets for All, Alexander Dennis manufacturing facility grand opening, and Everyday Safer press conference.

## GRAND OPENING – ALEXANDER DENNIS MANUFACTURING FACILITY

This event marked a significant milestone for U.S. public transportation, Southern Nevada's advanced-manufacturing sector, and the strong collaboration between Alexander Dennis, local government, and the community. Far more than a traditional ribbon cutting, the event attracted more than 150 attendees and generated exceptional media interest, with all local television stations and major publications in attendance and nearly 300 media hits nationwide. This coverage resulted in 245 million impressions, an estimated \$2.28 million in advertising value, and \$6.8 million in PR value, underscoring the national relevance of the achievement. The RTC further amplified the impact through coordinated media materials, national and industry outreach, social media, a blog post, and a recap video.

## EVERYDAY SAFER PRESS CONFERENCE

During the 2025 Nevada legislative session, Senate Bill 290 (SB290) was enacted, authorizing RTC security officers to remove unlawful or disruptive passengers before incidents escalate. To mark the law's implementation and inform the community, RTC hosted a press conference on Sept. 30, the day before SB290 took effect, and relaunched its Everyday Safer campaign and webpage to provide transparent safety data and reinforce the law's benefits. The outreach effort exceeded its objectives, with every major local broadcast and print outlet in attendance and additional amplification through media materials, social media, a blog post, and industry and national outreach, including a PR Newswire release. Combined local and national coverage generated nearly 453 media hits, reaching an audience of 168 million and delivering an estimated \$1.6 million in advertising value and \$3.69 million in PR value.

## AWARDS

Secured seven local and national award recognitions for a variety of projects including communications and marketing, security efforts, traffic management technology, and planning, showcasing commitment to excellence across the agency.

## PARTNERSHIPS

Partnered with twelve new businesses to feature their services during observances like Black-Owned Business Month and AAPI Heritage Month. Connected with more than a dozen existing partners to donate resources to the community during the agency's annual Summer Heat Campaign and Spooky Bus events.

## COMMUNITY ENGAGEMENT

Hosted or attended 389 community events that had an estimated 354,679 individuals in attendance. Made 260,777 touchpoints, 3.2 million impressions and collected 18,502 surveys through various Metropolitan Planning Organization studies, including Southern Nevada Strong Plan Update, Charleston Boulevard Alternatives Analysis, Safe Streets for All, and All-Access Mobility Plan.

## RTC BLOG

Increased blog subscriber base to 49,747 contacts, published 177 stories, and maintained an average of 16.19% open rate and 21.83% click through rate.

## SOCIAL MEDIA

Increased social media following to 59,649 across all channels, and expanded marketing email database to 271,773 total email addresses. Launched RTC TikTok channel and reached 150 followers in less than 60 days.

## VIDEOS

Developed 39 videos, including employee and contractor recognitions, project highlights, and a dozen videos showcasing the value of transportation across transit, roadways, cycling and more.

## WEBSITE

Managed 435 active pages and over 3.6 million website traffic across the agency. Developed the infrastructure architecture for a newly redesigned website that is more user-friendly, aligned with industry best practices, and reflects data-driven feedback from customers.





## TRANSIT RE-BRANDING

Collaborated with stakeholders to develop a comprehensive brand style guide for current and future transit services to ensure consistency across all areas. Prepared for 2026 roll out of new branding.

## COMMUNITY INITIATIVES

Developed and implemented 12 marketing and communications campaigns, including All-Access Mobility Plan, Everyday Safer campaign relaunch, Game Day Express, Formula 1 transit and traffic impacts, Ways to Pay, Bike Month and Biketoberfest, Charleston Boulevard Alternatives Analysis, Safe Streets for All, and Southern Nevada Strong Plan Update.

## CUSTOMER EXPERIENCE

Enhanced the customer experience through marketing and community initiatives that make transit trips easier, more enjoyable, and more engaging, including:

- **Updated artwork** at transit facilities twice a year, showcasing exceptional contracted employees and RTC superstars.
- **Implemented new Everyday Safer campaign** creative with a wall wrap at the Bonneville Transit Center and at shelters and on buses valley-wide.
- **Piloted the VISA loyalty program**
- **Developed system-wide customer service campaign** for reporting issues at shelters, on buses, and at facilities.

## TRANSPORTATION DEMAND MANAGEMENT PROGRAM – CLUB RIDE

Implemented the first year of its new strategic plan with staff members focused on clear vision, mission and goals. Grew members to 21,433, business partners to 242, and completed 308 partner site engagement events with more than 11,000 touchpoints. Hosted 68 bicycling/pedestrian focused events, providing 1,867 individuals with bicycle/pedestrian safety instructions.

## BOARDS AND PUBLIC MEETINGS

Facilitated 55 public meetings for the agency, representing 12 boards each with unique needs and objectives. Monitored and reported on 57 public meetings of other local government agencies to understand how their projects and initiatives may impact RTC.



## **ALL-ACCESS MOBILITY PLAN**

Advanced community-driven transportation planning by identifying priority locations for mobility hubs and launching the “Mobility For All Training Series” to support equitable transportation access. The initiative enhances transit connectivity and mobility options, improving access to jobs, healthcare, and essential services in areas with high transit dependence.

## **BICYCLING SAFETY AND ADVOCACY**

Promoted safe cycling and sustainable transportation by engaging nearly 1,000 participants through community events, distributing over 300 pieces of bike safety equipment, and providing 40,000+ RTC bike maps.

## **BOULDER HIGHWAY TRANSIT-ORIENTED DEVELOPMENT (TOD) STUDY**

Advanced transit-oriented development planning along Boulder Highway by analyzing land use and transportation, engaging the community with 1,300+ survey responses, and collaborating with City of Henderson staff on zoning and development concepts. Completed design work for three priority BRT station areas to support safe walking, biking, and vibrant, connected neighborhoods.

## **CHARLESTON BLVD. ALTERNATIVES ANALYSIS**

Advanced planning for future high-capacity transit and multimodal improvements along the 17-mile Charleston Blvd. corridor. Completed initial community outreach and technical evaluation of transit lanes, pedestrian/bicycle facilities, transit stations, streetscapes, and safety enhancements to support faster, safer, and more accessible travel along the valley’s third-busiest transit route.

## **CHARLESTON BLVD. TRANSIT-ORIENTED DEVELOPMENT STUDY**

Prepared the launch of an 18-month study to create an implementation-ready roadmap for transit-oriented development along Charleston Blvd. Secured a federal grant, coordinated scope and pre-procurement with the City of Las Vegas, and issued an RFP to select a consultant team, positioning the corridor for future high-capacity transit investments and revitalization.

## **CLIMATE REGISTRY REPORTING**

Completed the 2024 greenhouse gas (GHG) emissions inventory for all RTC facilities and fleet operations, supporting transparency and sustainability goals. Data will inform RTC’s pursuit of APTA Gold-level Sustainability Commitment recognition. Key findings include a 10% increase in transit-related emissions due to higher transit vehicle miles traveled and fuel use, which is more than offset by associated increases in transit ridership. There was also a 3.8% reduction in Bonneville Transit Center electricity usage following solar panel installation.



## **REIMAGINE BOULDER HIGHWAY – PHASE 2**

Initiated preliminary engineering and environmental review for the northern segment of Boulder Highway, developing initial design concepts for center-running BRT and complete streets improvements. Coordination with stakeholders is underway to align the project with future federal funding opportunities, advancing the corridor’s safety-focused transformation and high-capacity transit vision.

## **COORDINATED HUMAN SERVICES TRANSPORTATION PLAN IMPLEMENTATION**

Facilitated implementation of the Coordinated Human Services Transportation Plan by hosting 14 pop-up events at the Bonneville Transit Center, serving roughly 1,000 community members with access to healthy food and social services. Launched a pilot program with Nevada Division of Social Services to provide bus fares for low-income WIC-enrolled mothers, improving mobility and access to essential services.

## **HENDERSON TRANSPORTATION & MOBILITY PLAN**

Finalized and supported the adoption of the Henderson Transportation & Mobility Plan, establishing long-range strategies and performance metrics to guide multimodal transportation investments, enhance safety, and improve connectivity across the city.

## **MESQUITE MASTER TRANSPORTATION AND CAPITAL IMPROVEMENT PLAN**

Completed and secured City Council adoption of the Mesquite Master Transportation and Capital Improvement Plan, providing a 20-year roadmap to enhance mobility, safety, and multimodal connectivity while guiding strategic transportation investments to support growth and regional travel needs.

## **MPO CERTIFICATION REVIEW**

Successfully completed the MPO Certification Review, with FHWA and FTA confirming that the MPO’s transportation planning process meets and exceeds all federal requirements, ensuring compliance, eligibility for federal funding, and continued support for transparent, data-driven regional mobility planning.

## **NELLIS AIR FORCE BASE TRANSPORTATION STUDY**

Completed the Nellis AFB Transportation Study, providing data-driven recommendations to improve access, safety, and multimodal mobility around the base. Key recommendations include reopening Sloan Lane, adding a pedestrian bridge, optimizing signal timing, and enhancing base ingress to reduce congestion. Coordination with partner agencies is underway to implement projects and pursue federal funding opportunities.

## **ON BOARD MOBILITY PLAN IMPLEMENTATION**

Advanced implementation of the On Board Mobility Plan by refining strategies and identifying enhanced mobility improvements. Developed community benefit estimates and prepared an updated fiscally-constrained plan to support project evaluation, prioritization, and readiness for future discretionary grant funding.

## **PERFECT STORM SPECIAL EVENTS MANAGEMENT STUDY**

Finalized recommendations and completed a Capacity Study to assess future congestion in the Resort Corridor, incorporating planned land use developments, special events, and emerging transportation technologies. Mapped results and developed a summary to support improved traffic management, multimodal mobility, and coordinated event operations.

## **PROJECT PRIORITIZATION PILOT PROGRAM**

Finalized the FHWA grant agreement and initiated development of an RFP to procure a consultant for creating a Project Evaluation Toolkit, designed to prioritize MPO transportation projects using safety, multi-modal connectivity, maintenance, congestion, and air quality criteria.





### **REGIONAL OPEN SPACE AND TRAILS (ROST) COLLABORATIVE**

Facilitated monthly collaborative meetings, completed strategic planning resulting in the ROST Strategic Plan, identified priority projects for trail coordination, public awareness, regional wayfinding, and park access, and secured a new three-year contract to continue ROST facilitation.

### **REGIONAL TRANSPORTATION PLAN (RTP) UPDATE – “LET’S GO 2050”**

Completed and RTC board-adopted “Let’s Go 2050” RTP, integrating housing, equity, resiliency, climate adaptation, and federal requirements. Prioritized 134 local agency projects through a collaborative process and received the Nevada Chapter of APA’s “Plan of the Year” award.

### **RTC BIKE SHARE**

Expanded RTC Bike Share to the valley’s east side with six new stations featuring local artwork, bringing the system to 38 stations and 115 bikes. This expansion, supported by a federal REACH grant, enhances sustainable transportation and first- and last-mile connections.

### **SAFE STREETS FOR ALL (SS4A) ACTION PLAN**

Completed a regional high-injury network and systemic crash analysis, launched the “Let’s Go Safely” public engagement campaign with 6,000+ survey responses, and continued county-wide stakeholder coordination to guide Vision Zero-aligned safety investments across Southern Nevada.

### **SOUTHERN NEVADA STRONG (SNS) BROWNFIELDS ASSESSMENT PROGRAM**

Awarded a \$1.2 million EPA Brownfields Program grant—the first for RTC and only one in Nevada in 2025—to support environmental assessments and identify redevelopment opportunities for underutilized and potentially contaminated properties. Project planning and scope development are underway.

## **SOUTHERN NEVADA STRONG (SNS) REGIONAL PLAN UPDATE**

Completed Phase 1 of the "SNS 2050" update, including housing market analysis, documentation of regional partner initiatives, and extensive community engagement with 145,000+ touchpoints and 6,500 survey responses. Phase 2 has begun, developing future scenarios to guide regional strategies for housing affordability, economic opportunity, and transportation access.

## **SOUTHERN NEVADA TRANSPORTATION RESILIENCE IMPROVEMENT PLAN**

Executed the federal grant agreement and initiated contract procurement to develop a regional transportation resiliency plan, addressing climate-related impacts and implementing an extreme heat emergency response strategy.

## **TRANSPORTATION ACCESS TO PARKS PLAN**

Completed the plan identifying transportation gaps that limit access to parks, trails, and recreation areas in Southern Nevada. The study found 42% of residents lack adequate park access, highlighted key barriers such as limited transit and heat, and provided recommendations to guide updates to the Regional Bicycle and Pedestrian Plan and a Phase 2 implementation study.

## **TITLE VI MPO REPORT**

Submitted the 2025 Title VI MPO Report to NDOT and FTA, demonstrating compliance with federal civil rights requirements. The report details demographic data for Clark County, highlights equitable participation in transportation planning, and confirms the MPO's adherence to Title VI and ADA standards as verified during the most recent federal certification review.

## **UNDERUTILIZED LANDS INVENTORY**

Published the draft "Underutilized Lands Inventory" in February, mapping vacant and underused parcels across the region. Developed a draft interactive map that allows local planners and economic development staff to filter parcels by key factors such as land use, ownership, zoning, and infrastructure access, supporting smarter growth, aligned with transit infill development, and strategic reinvestment opportunities.





## **UNIFIED PLANNING WORK PROGRAM (UPWP) UPDATE**

Finalized the updated UPWP in June, after coordinating with jurisdictional partners. The document received approval from FHWA and outlines the MPO's regional transportation planning activities for the next two years. It includes projects focused on improving access to healthy food, enhancing traffic signal timing, and advancing walkability and bikeability, ensuring coordinated, transparent, and accountable transportation planning across Southern Nevada.

## **VOLPE CENTER ASEAN PARTNERSHIP**

Participated in the U.S.-ASEAN Smart Cities Partnership as one of eight global agencies, paired with Phuket, Thailand, to advance sustainable urban mobility solutions. Attended the final program workshop in Malaysia, completed a toolkit with Volpe, and coordinated with METTRANS and UNLV to support analysis and documentation. The collaboration facilitated peer-to-peer learning, shared best practices, and developed recommendations for ASEAN cities to address local transportation challenges while enhancing RTC's global knowledge and international partnerships.

## **WALK AUDIT PLAN IMPLEMENTATION**

Implemented Nevada Assembly Bill 343 by facilitating quarterly stakeholder meetings to coordinate regional walk audits, in partnership with SNHD and local governments. Completed over 10 walk audits in 2025, cataloged findings on the Southern Nevada Walk Audit website, and carried out aesthetic and functional improvements to the site. Continued a social media campaign to promote pedestrian safety and walkability, supporting safer and more accessible streets throughout the region.

## CALL CENTER

Enhanced customer service efficiency and responsiveness through the centralized Freshdesk platform, consolidating all customer feedback—including calls, emails, letters, social media posts, direct messages, and online forms—into a single system. This centralization streamlined investigations, reduced research time, and improved accessibility of customer information.

From January to October 2025, total customer comments decreased 9% (26,977 vs. 29,751 in 2024), while social media interactions grew: business-hour contacts increased 9% to 7,978, and after-hours contacts rose 38% to 2,545, demonstrating improved responsiveness and service quality across multiple channels.

## CALL VOLUME

Maintained timely service amid rising customer demand, handling 510,849 calls from January to October 2025, a 4% increase over 2024, with an average wait time of 3:51. Key lines included Certification calls (29,245, +1%, 3:25 avg.), Veterans Transportation calls (3,299, -21%, 0:12 avg.), Customer Comment calls (36,945, -3%, 2:53 avg.), and Paratransit calls (441,360, +5%, 2:08 avg.). These outcomes reflect consistent service quality despite higher volumes.

## CALL CENTER TRAINING

Strengthened service consistency by implementing the Call Avoidance Policy in August 2025. Comprehensive staff training defined expectations, outlined unacceptable behaviors, and clarified consequences, promoting fairness, accountability, and high-quality customer interactions.

## MEDICAID INTERLOCAL CONTRACT

Secured \$2.75 million in continued funding through the renewal of the Medicaid Interlocal contract, enabling reimbursement for eligibility assessments. In FY25, the agency received nearly \$600,000 in reimbursements (average \$101.34 per customer), supporting paratransit operations and offsetting high service costs.





## PARATRANSIT CERTIFICATION EMAIL APPLICATION

Modernized paratransit application submission by launching an email option in June 2025, accelerating application review and approval and reducing postage costs. Between June and October, 3,558 applications were submitted electronically, saving \$2,632.92 and improving accessibility for customers.

## RENEWAL ASSESSMENT ACCOUNT AUDIT

Optimized recertification efficiency for vulnerable clients by automatically renewing accounts for conditionally eligible customers, reducing unnecessary appointments, and enabling better schedule management within the Certification Department.

## COMMUNITY ENGAGEMENT

Strengthened community awareness of paratransit services through 29 partner events as of November 2025, engaging an average of 24 customers per event. Key activities included facility site visits, educational sessions at schools, dialysis clinics, and senior centers, promoting trust and equitable access.

## MOBILITY TRAINING

Expanded independent transit access by providing one-on-one mobility training to 1,202 clients from January to October 2025, with six intensive training sessions for individuals with significant travel challenges. Mobility-trained customers completed 13,412 fixed-route trips, generating an estimated \$713,518 in cost savings and reducing reliance on paratransit services.

## MOBILITY TRAINING CENTER ON THE GO

Increased programs reach through the mobile training bus, serving 260 customers across seven outreach events and conducting six training sessions for 55 participants. This initiative removes barriers, promotes independence, and ensures equitable access for those unable to attend in-person training.

## ADA PARATRANSIT AND SENIOR TRANSPORTATION CONTRACT TRANSITION

Executed an emergency contract transition in early 2025, completing full handover in 23 days instead of the typical 90. Onboarded 840 employees, inspected 440 vehicles, and installed critical technology, resulting in improved service quality: on-time performance rose to 92.4% (from 90.65%), trips per revenue hour increased 9.6%, and excessively late trips decreased 34.8%.

## PARATRANSIT TECHNOLOGY MODERNIZATION

Prepared for systemwide paratransit technology upgrade with RideCo, replacing the legacy Trapeze system. Over six months, internal infrastructure was built, workflows optimized, and contracts finalized. The launch in early 2026 will enhance reservation accuracy, streamline operations, and improve the customer experience, reducing costs and strengthening long-term service sustainability.

## ADA IN-PERSON TRAINING

Advanced staff readiness and ADA compliance through the development of the first in-person ADA training in nearly a decade. Scheduled for December 2025, the two-day course will train paratransit and fixed-route staff, appeal hearing officers, and contractors, reinforcing consistent, equitable service and reducing compliance risks.

## TRIP AUDIT DATABASE IMPLEMENTATION

Improved paratransit auditing efficiency by centralizing multiple filing systems into a Trip Audit Database, reducing processing time from 7–10 days to 2–5 days. This platform ensures data accuracy, minimizes errors, and supports faster, more reliable decision-making.





## TRANSIT QUALITY ASSURANCE COMMUNITY ENGAGEMENT

Enhanced medically vulnerable rider support through targeted dialysis outreach, promoting alternative transportation options such as UZURV and Silver Ride. This engagement reduces strain on core paratransit operations while maintaining reliable service for clients with critical medical needs.

## CUSTOMER ONBOARDING

Improved service accessibility through personalized onboarding for newly certified paratransit customers. As of October 22, 2025, 525 customers were enrolled in Non-Dedicated Service, 693 in MyRTCpara, and 1,079 in text alerts, improving communication, resource awareness, and customer satisfaction.

## SPECIALIZED MEDICAID MOBILITY SERVICES AUDIT

Established separate reimbursement rates for ambulatory (\$20) and wheelchair-accessible vehicle (\$24) rides, with a 2% annual increase, improving provider compensation, reducing ADA system demand, and supporting long-term service sustainability.

## DATA COLLECTION AND REPORTING

Centralized paratransit reporting into a single, validated dataset, improving accuracy, consistency, and operational efficiency. This repository enables reliable analysis, better decision-making, and stronger service outcomes.



## SECURITY SERVICES CONTRACT MONITORING & COMPLIANCE

Enhanced transit safety and operational compliance through robust oversight of security services.

Key achievements in FY25 include:

### RESPONSE TIME IMPROVEMENT:

- Average response time decreased from 11 minutes (FY24) to 9.92 minutes (FY25), a **9.92% reduction**, nearly double the goal.
- Outcome: Improved coordination, communication, and deployment strategies enhanced operational efficiency.

### INCREASE IN REMOVALS:

- Removals rose from 111,904 (FY24) to 173,910 (FY25), a **55.4% increase**. Trespass incidents increased 34.7% (531 715).
- Outcome: Stronger enforcement presence, better documentation, and consistent application of transit rules.

### ASSAULTS:

- Fixed-route ridership increased by 3.5 million, underscoring the continued need for proactive operator and passenger protection strategies.
- Operator assaults: 28.
- Passenger-on-passenger assaults: 190. This equates to one passenger assault for every 293,433 rides.

### CONTRACT COMPLIANCE & TRAINING:

- Transitioned to a new security contractor, **eliminating all 8-hour "dark posts"** for 17 consecutive months, compared to 700 monthly in FY23.
- Approximately 200 officers completed SB290 refresher training by the end of 2025.

### RISK MANAGEMENT & COORDINATION:

- Managed the bus shelter recovery program, collecting over \$100,000 in recoveries.
- Reviewed 250+ security videos supporting law enforcement investigations.
- Strengthened partnerships with LVMPD South Central and Downtown Area Commands, improving joint operations and incident response.

### OPPORTUNITIES & FOCUS AREAS:

- Reinforce operator education on proper use of the NANO Panic Button.
- Maintain consistent oversight of patrol officers to ensure coverage and optimize response times.
- Prioritize ongoing communication, scenario-based training, and feedback sessions to strengthen operational readiness, safety culture, and accountability.

### KEY METRICS:

METRIC	FY24	FY25	FY26
Response Time	11 min	9.92 min	-9.92%
Removals	111,904	173,910	+55.4%
Operator Assaults	26	28	+7.7%

## PUBLIC TRANSPORTATION AGENCY SAFETY PLAN (PTASP)

Advanced agencywide safety and reliability through PTASP implementation in alignment with Federal Transit Administration (FTA) requirements.

### KEY ACTIVITIES & ACHIEVEMENTS:

- Participated in **12 Safety Committee meetings** with contractors to foster communication, reinforce accountability, and ensure compliance with FTA standards.
- Reviewed, updated, and formally approved the PTASP to reflect current agency priorities, regulatory requirements, and safety best practices.
- Promoted data-driven safety initiatives, targeting reductions in accidents, injuries, and operator assaults while improving system reliability.

### PERFORMANCE METRICS – COMPARED TO NATIONAL AVERAGES:

#### ACCIDENT FREQUENCY RATE (AFR)

YEAR	RTC AFR	NATIONAL AFR	NOTES
2023	162	2,517.36	Fixed Route & Paratransit
2024	190	2,462.94	Slight increase for RTC, still far below national average

#### INJURY FREQUENCY RATE (IFR)

YEAR	RTC IFR	NATIONAL IFR	NOTES
2023	206	2,392.33	Fixed Route & Paratransit
2024	275	2,322.51	Increase for RTC, yet significantly lower than national average

**OUTCOME:** Demonstrates ongoing commitment to preventive measures, enhanced training, and proactive safety management.

## SECURITY SERVICES TECHNOLOGY

Advanced RTC's technological safety posture through innovative deployments to protect operators, staff, and the public.

### ZEROEYES AI FIREARM DETECTION

- RTC became the first transit agency to implement ZeroEyes AI threat detection across all properties.
- Added 184 new camera views, for a total of 274 views systemwide, enhancing real-time firearm detection.
- Throughout the system, ZeroEyes detected weapons 38 times (2 true positives, 27 non-lethal/toy, 9 law enforcement), with no resulting incidents.

### NANO PANIC BUTTONS DEPLOYMENT

- Deployed 550 panic buttons to all coach operators in FY25, with 46 activations recorded.
- Added 70 more buttons, bringing the total systemwide to 620, improving immediate emergency response capabilities.

**OUTCOME:** Integrated AI threat detection and personal emergency devices to create a proactive, responsive security posture across the RTC transit network.



## **ROADWAY PROJECT DELIVERY**

Strengthened project oversight and financial stewardship by implementing an updated Capital Improvement Program (CIP) authorization process linking project approvals to funding availability and project readiness. The team actively monitors CIP funding limits, coordinates with Finance, and ensures facilitates the funding for CIP roadway projects and currently monitors the progress of 197 active projects either under design or in construction ensuring consistent application across local agencies, supporting timely delivery of safety, maintenance, and mobility-enhancing projects while improving accountability and transparency.

## **SEEING ORANGE PROJECT COORDINATION**

Enhanced regional traffic management and construction awareness through continuous coordination with local agencies and utility providers. Daily plan reviews, field assessments, and responses to public inquiries provides up-to-date project and construction information. These efforts support safer, more efficient travel and reduce community impacts through improved scheduling and communication.

## **ROADWAY FUNDING FORECASTS**

Maintained and updated the Fuel Revenue Indexing program database to provide timely, accurate financial and project information to stakeholders. Supported reporting on Southern Nevada roadway investments, highlighting over \$2.6 billion in funded projects, improved infrastructure, and the creation of 24,000+ jobs, demonstrating the program's impact on mobility, safety, and regional economic benefits.

## **ROADWAY DESIGN – MAINTAIN DESIGN STANDARDS AND SPECIFICATIONS**

Continued oversight of the Uniform Standard Specifications and Drawings while drafting a new Design Criteria Manual. Engaged with local agencies and led public working groups to incorporate lessons learned and best practices, including Safe System Approach principles. These efforts ensure consistent, safe, and high-quality roadway design across the region.

## DESIGN CRITERIA MANUAL

Launched a comprehensive effort to establish a Design Criteria Manual, filling a critical gap in transportation infrastructure guidance. A consultant was selected, and the project officially began in March 2025. Key milestones included completing a literature review, holding multiple stakeholder and subject matter expert meetings, and beginning the drafting process. This resource provides guidance for context-appropriate, safe, and consistent transportation design throughout Southern Nevada.

## VULNERABLE ROADWAY USER SAFETY PROGRAM

Completed a pilot program using LiDAR data to identify gaps in sidewalks, crosswalks, bike lanes, and other pedestrian and cyclist infrastructure. An interactive map was shared with the City of Las Vegas and the Nevada Department of Transportation, supporting evaluations of specific locations, including sidewalk clearances in Historic West Las Vegas and structure heights along Paradise Road. While the dataset provided valuable insights, no additional LiDAR collection is planned as the data has aged.

## DMV COMPLETE STREETS FUND ADMINISTRATION

Continued oversight of the Complete Streets Fund, tracking revenue and prioritizing projects for pedestrian, bicycle, transit, and roadway safety improvements. Since 2015, \$2.9 million has been allocated to 13 projects, including ADA-accessible infrastructure, traffic calming measures, and multimodal enhancements. The Streets & Highways team collaborates with local agencies and submits required reporting to ensure transparency, compliance, and strategic allocation of funds.





## DEUCE ON THE STRIP SERVICE CHANGE

Enhanced reliability and customer experience along the Strip corridor through the successful implementation of new Deuce schedules in Q1. These adjustments reduced bunching, overcrowding, and long wait times. In the six months following implementation, ridership increased 37% year-over-year, while on-time performance exceeded 95%. Operators reported improved satisfaction due to more predictable schedules, consistent delivery of advertised service, and strengthened operational efficiency.

## REGIONAL EVENTS AND ACTIVITIES

Strengthened mobility, safety, and community support by coordinating transit services for major regional events. The Special Events & Detours team participated in over 350 stakeholder meetings and managed 504 events between June 2024 and July 2025—averaging 42 events per month. High-profile events included CES, Super Bowl LVIII, Rock n' Roll and Las Vegas Marathons, Formula 1, New Year's Eve, and Raider's Game Day Express. Additional monitoring for UNLV and Golden Knights Game Day Express services and Aviation Nation ensured safe and efficient travel for residents and visitors. These efforts minimized congestion, supported tourism and the regional economy, and reinforced RTC's role as a critical partner in large-scale event management.

## FORMULA 1 TRANSIT DETOURS

Improved service reliability during Formula 1-related disruptions through targeted special schedules developed by Transit Planning. These schedules addressed inaugural-year impacts, during which key routes experienced on-time performance as low as 40–60%. By aligning service with roadway conditions and providing enhanced customer-facing information via the Transit Guide, website, and mobile platforms, the RTC improved on-time performance across impacted routes, for example:

- Route 119: 64% → 71%
- Route 202: 35% → 71%

These targeted adjustments reduced service disruptions and strengthened rider reliability.

## BY THE NUMBERS

### TRANSIT RIDERSHIP:

Total Fixed Route Ridership = 55,752,372

Strip Ridership = 6,339,045

OnDemand = 148,873

### SALES BOOTH ACTIVITIES:

Total Sales = \$1,453,116

Reduced Fare IDs Processed = 7,810

### OPERATIONS:

Swiftly Rider Notifications = 22,394

OnDemand Calls Taken = 23,590

Route Monitoring Hours: 6,367

Rider Alerts (Installed/Removed): 24,030

### SPECIAL EVENTS:

369 events that impacted transit

Game Day Express Events =  
67 (51-VGK, 10-Raiders, 6-UNLV)

Special Event Vehicle Requests = 37 total requests

### DETOURS & CLOSURES: (NOV 2024 – JUNE 2025)

Planned Detours Managed: 431

Planned Bus Stop Closures: 23,578





### **PHASE III STAND-ALONE LIGHTING PROJECT**

Completed the third phase of the stand-alone lighting initiative, bringing the total to over 2,200 independent solar-powered fixtures. These enhancements improved visibility and safety at bus stops in low-light conditions, supporting rider security and community confidence in transit infrastructure.

### **GENERAL MARKET AND SLIMLINE SHELTER ROOF REDESIGN**

Redesigned the wavy-top general market shelter to a flat roof configuration in collaboration with consultant Simpson Coulter. This change enables more efficient and larger solar shade canopies for both general market and slimline shelter series, increasing shade coverage, durability, and rider comfort.

### **GENERAL MARKET AND SLIMLINE SHELTER PROCUREMENT**

Awarded contract for the construction and deployment of 150 general market shelters and 125 slimline shelters. This procurement expands transit infrastructure, improves customer experience, and strengthens the agency's ability to maintain consistent, high-quality amenities across the service area.

### **DUAL DIRECTIONAL BUS STOP SHELTER DESIGN**

Completed design of a dual-direction general market shelter featuring front and rear shading panels. The flat-top roof was expanded from 5' to 8', increasing shade coverage by 60% compared to the standard design. This design improves rider comfort, accessibility, and adaptability to high-traffic stop locations.

### **SHELTER PAINTING AND REFURBISHMENT**

Refurbished 139 legacy shelters with updated blue and gray color schemes, investing \$135,000 in painting and maintenance. This work repairs graffiti, extends shelter lifespan, and enhances the visual identity and attractiveness of transit stops throughout the region.

## ENTERPRISE ASSET MANAGEMENT (EAM) UTILIZATION

Completed a critical assessment of Transit Amenities' EAM software, identifying gaps and opportunities to strengthen accountability for internal staff and external contractors. Key improvements include:

- Enhanced tracking of repairs by technicians
- Creation of a dedicated code for travel time
- Separate tracking of plexiglass replacements for advertising contractor OUTFRONT Media

These enhancements ensure accurate recordkeeping, support performance management, and improve operational efficiency.

## FRESHDESK CUSTOMER SERVICE TRACKING

Launched the Freshdesk ticketing system to centralize customer service tracking. The platform captures comments end-to-end with timestamps and authorship, consolidates multiple information sources to reduce administrative effort, and integrates with the Customer Care department to ensure all inquiries are addressed. This initiative improves responsiveness, accountability, and customer satisfaction.

## SMART INSPECT SOFTWARE

Implemented Smart Inspect software to monitor and verify bus stop cleaning. The system uses GPS and timestamps to confirm contractor presence, captures before-and-after photos for service validation, supports end-of-month billing and liquidated damages assessments, enables compliance audits, and allows inspectors to report deficiencies directly to contractors. These tools enhance operational oversight, service quality, and contractor accountability.

## DEPARTMENTAL LEADERSHIP AND ORGANIZATIONAL DEVELOPMENT

Strengthened departmental capacity and succession planning by creating a new supervisory position and promoting internal talent. Successfully recruited and onboarded multiple staff, enhancing field operations, compliance oversight, and professional growth opportunities while boosting morale and overall team performance.





# RTC

