

ACCOMPLISHMENTS 2021

M o v i n g f o r w a r d t o g e t h e r





It's been nearly two years since the onset of the COVID-19 pandemic, and its impacts are so far-reaching, we continue to feel their influence each day. As an agency, the Regional Transportation Commission of Southern Nevada (RTC) responded nimbly to adjust our operations to changing conditions and federal and state mandates to keep our residents and visitors safe. To this day, we continue to modify our approach to all facets of the transportation services we provide in light of the pandemic.

If 2020 is characterized by the pandemic, 2021 can be described as the road to recovery. The nation responded by creating a vaccine for the virus, attempted to return to a sense of normalcy, and invested in programs and infrastructure to assist in economic revival.

In Southern Nevada specifically, we have found ways to address the pandemic in our day-to-day operations, as well as factor it in to our future plans, projects and initiatives. The RTC received approximately \$303 million in federal stimulus funding that we've used to bring back the transit service we had to scale back and expand service and accessibility in select areas. We're piloting an on-demand, microtransit service in parts of the valley that lacked transit access. We responded to the resurgence of traffic from the return of events, tourists and residents after the stay-at-home order left the roads eerily empty. We continued to fund

roadway construction projects to build and maintain safe roads while also engaging in technology pilots to find better solutions to resolving congestion.

The bipartisan Infrastructure Investment and Jobs Act that was recently signed into law is the largest federal infrastructure investment in the last half-century. It will allow us to invest in transit over the next five years and compete for grant opportunities for projects that prioritize safety, infrastructure modernization, and equitable service.

It may be awhile before our community is back to normal, or determine what "normal" is in this state of uncertainty. However, one thing remains certain: serving the Southern Nevada community remains the RTC's highest priority.

Please read ahead to see how we, along with your help, began the long road to recovery that paves the foundation for safe, innovative and sustainable transportation options for our burgeoning community.

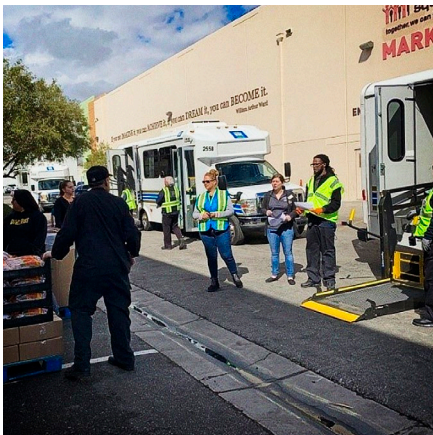
M.J. Maynard
Chief Executive Officer

Regional Transportation Commission of Southern Nevada





Facilitating COVID Response and Recovery Efforts



Federal Relief and Recovery Funding

The Coronavirus Aid, Relief, and Economic Security Act, the Coronavirus Response and Relief Supplemental Appropriation Act and the American Rescue Plan Act in total provided the RTC with \$303 million in much-needed federal stimulus funding. Staff worked collaboratively with the Federal Transit Administration (FTA), and the RTC was the first transit agency in the country to be awarded ARPA funding. Funding was dedicated to transit and paratransit operational services that covered our budget shortfall prior to COVID, restored previously cut transit service, introduced new service and innovations, enhanced safety and security, brought back furloughed employees, and kept current transit staff employed.

14-Point Safety Plan

Reinforced the agency's 14-Point Safety Plan that details the steps we have taken and will take to ensure the public's safety as we recover from the COVID-19 pandemic. Promoted the launch of real-time bus crowding information on the rideRTC app, installed ion air filters on all fixed-route and paratransit vehicles, and purchased vehicles with microbacterial seat shields. Scripted, produced and filmed a video highlighting the agency's use of stimulus funding in an effort to keep customers, staff and contractors safe during the pandemic.

COVID Dashboard

Continued to update the online data dashboard that tracks the pandemic's effect on weekly and monthly transit ridership, performance and productivity, as well as vehicle miles traveled in the region and agency revenue, in an effort for full transparency.

Try Transit Program

Launched the Try Transit program in response to the pandemic that provided more than 30,000 free 14-day transit passes to 99 local businesses and nonprofits to help residents who were recently hired or rehired and returning to work. Recipients of these passes have used them to take more than 116,000 trips.

Food Delivery

Delivered more than 7,600 boxes of groceries from Three Square Food Bank to low-income senior citizens with the help of our paratransit contractor MV Transportation.



Enhancing Transit Service



Transit Service Changes

Expanded and improved transit service throughout the valley that helped Southern Nevadans reconnect to destinations, resources and opportunities following the pandemic stay-at-home order. These transit service changes provide access to 185,000 residents who previously did not have access, of which 19,000 live at the poverty level; 18,000 are senior citizens; 13,000 have a disability; and 79,000 are non-white or Hispanic. The enhancements improve access for 380 eligible paratransit customers who reside outside of the former transit service area; connect 23,000 individuals to employment opportunities; connect 7,000 resort corridor employees; and provide direct connections to 43 additional childcare facilities and schools and six grocery stores.



Game Day Express

Partnered with Clark County to use Air Quality Transportation Tax to partially fund and launch the Game Day Express service to Allegiant Stadium and T-Mobile Arena to provide an efficient transportation option for attendees to Las Vegas Raiders, UNLV football and Vegas Golden Knights games. The popularity of the Game Day Express has equated to approximately 3,500 customers taking round-trip service per game, which takes single-occupancy vehicles off the road, helping to reduce



traffic congestion and air pollution. From August through December, we transported approximately 97,000 fans to and from Raiders, Golden Knights and UNLV games.

Ride On Program

Partnered with the Clark County School District (CCSD) to launch the Ride On program that provides select students at 15 high schools with the option of using RTC transit to and from school free of charge. Since launching, approximately 1,000 students use RTC transit, with several dozen students using the new microtransit service, RTC-OnDemand. Not only do the students use transit to go to school, they also use their passes to go to work or leisure activities.

Maryland Parkway Bus Rapid Transit Project

Preliminary engineering and design activities continued for the Maryland Parkway Bus Rapid Transit (BRT) project, and 30 percent of the design package was completed in July. The RTC also awarded a contract for a Construction Manager at Risk in June and began pre-construction services in collaboration with the design consultant in July. A Value Engineering workshop was held in November and a Risk Assessment workshop was held in December. The project team meets with local project partners (Clark County and the City of Las Vegas) and the utility companies

on a regular basis to coordinate concurrent non-project activities. The RTC continues to meet regularly with the Federal Transit Administration (FTA) to discuss project progress. In addition, the RTC requested a change of project designation from New Starts to Small Starts, which was approved by the FTA. The RTC team is preparing the Capital Investment Grant application for ratings, which would lead to grant funding.

National Transit Database

Ranked #1 for lowest operating cost per passenger, #1 for lowest subsidy used per passenger, and #2 for highest farebox recovery ratio for bus-only transit agencies in the nation in 2020, according to the National Transit Database.

Bus Deliveries & Procurements

- Received 40 double-decker vehicles to replace the Resort Corridor vehicles
- Procured four 40-foot battery electric vehicles with the option for 100 additional vehicles
- Procured 40 paratransit low-floor cutaway vehicles with the option for 300 additional vehicles
- Worked on specifications for 62 compressed natural gas articulated busses with an option for 68 more

Bus Stop Maintenance:

- 3,775 shelter maintenance and repair work orders
- 25,275 bus stop inspections
- 260,875 bus stop cleanings



Improving Roadways



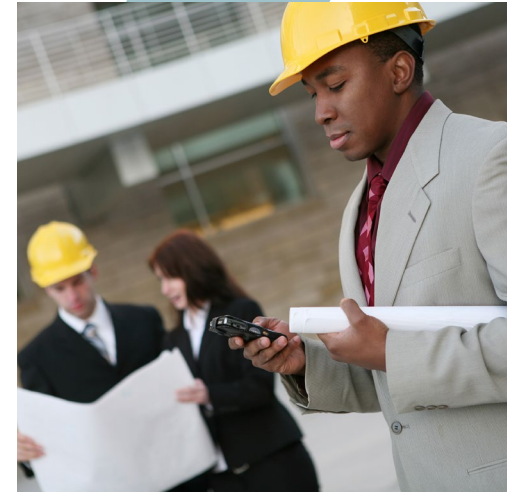
Capital Improvements Program

The current Capital Improvements Program was approved by the RTC Board in July 2021 and includes projects worth \$2.2 billion over the next 10 years. In 2021, 86 interlocal contracts for new projects worth \$229 million have been awarded to member agencies; \$245 million has been expended on design, right of way, and construction activities; and 56 projects have been completed and closed out.




Resources, Involvement, Support and Education (RiSE) Program

Certified 45 local small and disadvantaged businesses within the RiSE (Resources, Involvement, Support and Education) program that establishes them as ready, willing and able to work with prime contractors on RTC-funded projects. Instituted a project tracking software used by the RTC and local agency partners to track the RiSE-certification process and results in providing work to local small and disadvantaged businesses. Hosted and partnered 23 outreach and engagement events, including listening sessions, roundtables and partner events. Advertised projects include program goals and to date, 24 construction projects include RiSE-certified firms.







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Ensuring Public Safety



Reduced Passenger Incidents

The Safety and Security Department, in collaboration with Keolis, MV and Marksman Security, worked to reduce assaults by analyzing data and predicting where incident would occur. This data allowed us to place officers on specific routes to drive down the trend. Our contractors provided de-escalation training to better equip contracted employees to mitigate assaults. We reduced the total number of assaults by 3 percent, even though our ridership increased by more than 20 percent during the same period.

Community Relations Transit Team

The Community Relations Transit Team (CRTT) was designed to engage with the community by providing exceptional customer service, assisting customers with RTC mobile apps, fare enforcement and deter crime in areas of concern. This is a new proactive approach moving from warrior to guardian. From January through August 2021, the CRTT had 30,106 positive customer contacts. To improve negative transit system trends, the CRTT saturated more than 20 routes and completed over 9,000 removals. The RTC received the 2021 APTA Gold Security Award for a large-scale bus system, wherein the CRTT was considered an innovative transit initiative.



Bus Stop and Shelter Lighting

Enhanced lighting at 1,091 bus shelters and installed standalone solar-powered lights at 300 bus stops to increase passenger safety and comfort.

Enhanced Security and Incident Prevention, Detection, and Response Capabilities

Replaced 211 existing cameras and added 88 new cameras to the access control and surveillance systems at all of our facilities to enhance the ability of RTC Safety & Security staff to detect and respond to suspicious persons, incidents, and unusual activities. These images are now in an integrated into a single video management system for ease of use.

National Safety Award

Awarded the American Public Transportation Association Gold Security Award for a large-scale transit system, due in part to the security measures put in place over the past few years, including the Customer Relations Transit Team.

Nevada State Police Inspections

RTC entered in a partnership with Nevada State Police (NSP) to continue annual inspections of fixed-route buses and paratransit buses and to provide safety training to our contractors' operators and mechanics. NSP inspected a total of 54 buses, which all passed inspection, and is now offering safety training.





Growing Cycling and Bike Share



5 Years of RTC Bike Share

Celebrated RTC Bike Share's fifth anniversary with special promotions, marketing and events to highlight this momentous milestone. In 2021, RTC Bike Share experienced a 20-percent increase in ridership and 50-percent increase in revenue compared to pre-pandemic levels. In 2021, bike share riders purchased more than 14,000 passes and took nearly 39,000 trips in downtown Las Vegas.

RTC Bike Share Passes and Rewards Program

Improved convenience for RTC customers by integrating Bike Share passes into Transit, a mobile app widely used around the world, and allowing riders to undock bikes from their smartphones. The RTC was the first in the nation to debut this full integration, thanks to our partnership with Transit, and demonstrates the continued evolution of our mobility-on-demand offerings. This effort will enable a future bundled transit/ bike share passes. Enhanced equity by offering reduced-fare options for EBT card holders, students, seniors and veterans. Launched a rewards program to encourage customers to take more trips.

System and Fleet Expansion

Purchased 22 electric bikes with federal funding in response to popular demand. Garnered 1,540 survey responses on bike share system expansion that narrowed down options to two locations on Martin L. King Boulevard near Pinto Lane and S. 13th Street near East Clark Avenue. Thanks to our partnership with the Southern Nevada Health District, the RTC was able to purchase one new station and is pursuing federal funds to purchase another, while expanding the bike share fleet for improved access and convenience.

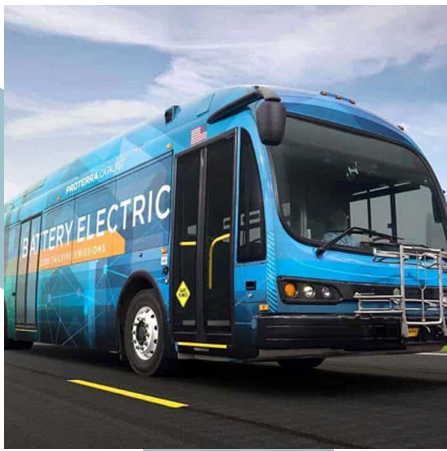
Cycling Safety and Education

Enhanced cycling awareness, education and advocacy by collaborating with local government agencies and nonprofits, like the Southern Nevada Bicycle Coalition, to host community bike rides, safety and maintenance training, and advocacy and media events. These efforts helped prepare and encouraged cyclists to ride safely and reminded motorists to share the road.





Advancing Sustainability



Zero Emissions Bus Rollout Plan

Created a Zero Emissions Bus Rollout Plan that identifies steps the RTC will take to transition its vehicle fleet from fossil fuels to 100-percent zero emissions by 2035 if funding is available. This plan supports Nevada's goal of raising the state's renewable energy portfolio to 50 percent by 2030 and allows the RTC to compete aggressively in 2022 for federal dollars for clean energy infrastructure.



Zero Emission Vehicle Facilities and Infrastructure

In preparation for the initial transition of the RTC fleet from fossil fuels to zero emissions, the RTC completed a study of electrical infrastructure and charging equipment needed at its major bus maintenance facilities and transit centers to support 10 battery electric buses. The feasibility of inductive charging infrastructure and solar power was also included. Following this first assessment, development of a long-term master plan as a roadmap for capital infrastructure investments and transformation needed to meet RTC's ambitious zero emissions vision for its transit fleet and facilities by 2035. This includes both battery electric and hydrogen fuel cell electric options.



In December, RTC contracted with engineering firm Blair, Church & Flynn to begin designing the Battery Electric Bus charging infrastructure project, which will include construction of charging facilities at the Integrated Bus Maintenance Facility, Sunset Maintenance Facility, Bonneville Transit Center, South Strip Transit Terminal, and/or Westcliff Transit Center.

Hydrogen Fueling Infrastructure for Fuel Cell Electric Buses

As part of the RTC's planned deployment of its first hydrogen fuel cell electric buses and subsequent fleet expansion, design began on hydrogen fueling infrastructure required to support its initial fleet of 15 buses and future expansion. Stantec (formerly Fuel Solutions) was contracted to design the hydrogen fueling infrastructure, including a temporary hydrogen fueling station at SMF to be installed in late 2022, while construction and installation of permanent fueling infrastructure and equipment is anticipated to begin in 2022 and be complete in 2023.

Compressed Natural Gas (CNG) Infrastructure Project (Phase B)

This project included the installation of new CNG fueling equipment, infrastructure and leak detection systems at the Sunset Maintenance Facility (SMF) and the Integrated Bus Maintenance Facility (IBMF) to support the continued transition of the RTC bus fleet from diesel to natural gas. This multi-year project builds upon previous upgrades (Phase A) and includes the final procurement and installation of CNG fueling infrastructure and equipment at the IBMF and SMF to increase capacity, reliability and speed of fueling. Specific installations include:

- three new CNG compressor skids at the SMF
- one new and one relocated CNG skid at IBMF
- five new CNG dispensers (three paratransit and two fixed-route high-flow dispensers) at IBMF
- CNG support equipment, security walls around each CNG equipment area, new surveillance cameras and monitoring equipment at each site (SMF and IBMF)

The project also included final programming of all CNG equipment and fire alarms/methane detection system upgrades at each fueling island site.



Innovating Accessibility



Work Zone and Lane Closure Detection

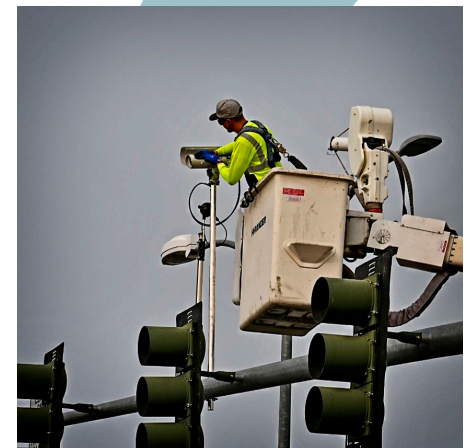
Continued the Work Zone and Lane Closure Detection program to locate roadwork that negatively affects traffic signals and transit operations. Worked to bring data from two different technologies into the Southern Nevada Traffic Management Center by way of the Waycare incident detection platform. The program goal is to provide traffic signal and transit operators the ability to see and react to lane closures before major problems occur. Installed HAAS Alert on 32 RTC vehicles for enhanced notification when vehicles have light bars activated. Nexar showed locations of roadway construction zones throughout Clark County, with more than 400 active construction zones in 24 hours on some days.

Connected and Autonomous Vehicle Infrastructure

Installed 62 dedicated short-range communication devices around Allegiant Stadium in partnership with Clark County that support connected and autonomous vehicles, so they may operate safely in live traffic. Southern Nevada now has more than 200 DSRC (Dedicated Short Range Communication) Roadside Units deployed at signalized intersections, including in the area of Allegiant Stadium. DSRCs broadcast SPaT (Signal Timing and Phasing) and map information from the central signal system to connected and autonomous vehicles..

Adaptive Traffic Signal Technology Pilot

Reduced travel time by 16 percent, delays by 34 percent, number of stops by 53 percent, and number of reported crashes by 34 percent along Eastern Avenue between Pebble Road and Sunridge Heights Parkway through the adaptive traffic signal control pilot project in partnership with the City of Henderson and Clark County. Adaptive traffic signals respond to live traffic conditions rather than being on set signal timing plans. This project has also reduced carbon dioxide emissions by 3 million pounds per year. In the area of the new Dollar Loan Center Arena in Henderson, nearly a dozen intersections along Green Valley Parkway and Paseo Verde Drive were equipped with new Adaptive Signal Control Technology (Synchro Green) to manage unique traffic patterns around special events. The RTC, in cooperation with the Resort Corridor Mobility Association and major resort properties, initiated a feasibility study to understand their mobility needs and assess if Adaptive Signal Control Technology could address those needs to improve travel on the world famous Las Vegas Strip.





“ The RTC has approximately \$303 million in federal stimulus funding that we’ve used to bring back the transit service we had to scale back and more. ”





Innovating Mobility



RTC-OnDemand

Launched RTC-OnDemand, a universal transit concept that provides on-demand microtransit service, to residents and businesses in the service area that previously did not have access to transit or were inaccessible by transit. Staff launched the service in August averaging approximately 100 riders per day and implemented an aggressive marketing campaign that saturated more than 46,500 households and 150 businesses. Integrated the service for high schools students participating in the Ride On program. To date, we've transported more than 7,200 passengers with this program.

RTC Passes Available on rideRTC, Transit, Lyft and Uber Apps

Expanded RTC transit pass options through partnerships with Lyft and Uber for the convenience to new and existing customers. All pass types, including full fare, reduced fare, college and Game Day Express, are available within the rideRTC, Transit, Lyft and Uber apps. Developed a web portal for rideRTC users to access their accounts conveniently from a desktop. Since offering RTC passes in Transit, Lyft and Uber, customers have purchased more than 166,000 passes totaling \$1.5 million across all three platforms.



myRTCpara

Developed and launched myRTCpara in December, a new web portal for paratransit customers to pay for monthly passes and coupon booklets. myRTCpara provides real-time payment posting to the paratransit customer's account and immediate ride booking. It also reduces the 3-5 day delay in funding for monthly passes and saves time on the back-end for RTC staff.

GoMed

GoMed is an advanced mobility project deploying several emergent technologies to create safer and more efficient travel between the Bonneville Transit Center and the Las Vegas Medical District. The project design phase commenced in March and was 90 percent complete in November. Design activities are continuing and scheduled to be complete in February 2022. In addition, solicitation documents were prepared for a turn-key automated vehicle lease and operations and maintenance provider. Construction is anticipated to begin mid-2022 with service launch in planned in June 2023.

Paratransit Pass Web & Mobile Application

Launched the Paratransit Pass Web and Mobile Application that allows paratransit customers to book and track their rides outside of RTC call center operating hours. To date, 14 percent of the trips are booked on the app/web platform. Of our customer inquiries, we have seen an 8 percent reduction in calls due to ride tracking and a 3 percent reduction in call waiting times.

Paratransit Paperless Manifests

Converted paratransit driver trip manifests to paperless, which provides dispatchers with the ability to manage more than 4,000 daily trips more easily, increases efficiency to real-time dispatching, and reduces paper usage for the more than 400 operators.





Ensuring Federal, State and Local Accountability

Infrastructure Investment and Jobs Act (IIJA)

Based on the Infrastructure Investment and Jobs Act signed into law this year, it is anticipated that the RTC will receive more than \$150 million in new funding over the next five years to improve roadways and transit through projects that support safety, equity, modernization, and climate action. These funds will be used to improve air quality, enhance paratransit and fixed route services, deploy innovative technologies and construct additional bike and pedestrian infrastructure improvements. RTC, along with our regional partners, will also collaborate to identify and compete for more than \$100 billion available through various federal grant programs to advance projects that align with our local, state, and federal goals.

Credit Ratings

Maintained Aa3 credit rating with Moody's Investors Service, Inc. and AA- credit rating from Standard & Poor's, which translate to a strong ability to repay short-term debt and a high degree of personal stewardship. These high ratings are attributable to fuel revenue indexing passed by voters in 2016 and the agency having strong internal liquidity balances.

Federal Transit Administration Triennial Review

The FTA conducted its triennial review of the RTC and found zero deficiencies in accordance with federal public transportation law 49 U.S.C. Chapter 53. The triennial review is a comprehensive audit of the RTC transit system performed by Federal Transit Administration (FTA) consultants and auditors. The FTA rules and regulations are voluminous and cover everything from providing transit and paratransit service to procurement and safety and security. These results also apply to the Purchasing & Contracts and Disadvantaged Business Enterprise office, which traditionally have the most findings among audited transit agencies due to the complexity of FTA procurement regulations. Complying with this volume of rules and regulations is necessary to continue receiving federal grant funds, which provide approximately 85 percent of transit capital improvements. Having zero findings for this comprehensive audit is a major accomplishment and was a first for the RTC.

Fuel Revenue Indexing (FRI) Bond Issuance & External Audit

Issued \$100 million in fuel revenue indexing bonds with an interest rate of 1.67 percent, allowing RTC's Streets and Highways team to fund \$109.4 million in roadway projects throughout the region. This bond issue made it possible to continue funding roadway projects for the member jurisdictions. In FY21 the jurisdictions spent \$218 million of fuel tax funds on roadway projects. Without this bond issue, projects would have been canceled. Annual external auditor had zero findings for the uses and administration of fuel revenue indexing funds, which supports the agency's goal of responsible stewardship. Financial Audits are very comprehensive and detail oriented. These audits encompass compliance with Governmental Accounting Standards, Expenditure of Federal Award or Grant rules and regulations, and in the case of the RTC, special agreed-upon procedures to review the Fuel Revenue Indexing funds accounting and reporting for compliance with Nevada Revised Statutes. When an audit result in zero findings, it is an indication of the dedication to accurate financial reporting by the finance staff.



Transit Baseline Funding Model

This is a comprehensive financial model that includes a 10-year history of transit financial results; a 20-year forecast; operating revenues and expenses along with a sales tax that subsidizes the transit operation; and capital expenditures and related grant revenue. The model incorporates projection techniques based on historic financial results and statistical information. This baseline funding model is the foundation for projecting the financial health of RTC Transit and the capacity of the transit system to support future major improvements like bus rapid transit routes or light rail lines.

First to Obligate American Rescue Plan Act (ARPA) Funds in US

The Federal Transit Administration recognized the RTC for being the first transit agency in the United States to be awarded the \$308,143 ARPA 5310 grant. This demonstrates the aggressiveness of the RTC in applying for and utilizing federal grant dollars. The FTA appreciates agencies that use grant funds expeditiously, which is also considered by the FTA in awarding competitive grants.

Ticket Vending Machine Maintenance

Discontinued our Ticket Vending Machine (TVM) maintenance contract with an outside vendor and are now maintaining this service in-house, saving the agency \$400,000 annually.

Federal Support and Legislation

Hosted nearly a half dozen events for elected officials, including press conferences and tours, to promote the operational benefits and system enhancements made with the federal stimulus received through Coronavirus Aid, Relief, and Economic Security Act, Coronavirus Response and Relief Supplemental Appropriation Act, and American Rescue Plan Act. Lobbied federal delegation members and developed key relationships with President Biden Administration staff to communicate transportation priorities supporting modernization, equity, safety, and sustainability that are reflected in the infrastructure and reauthorization bills passed this fall.

2021 Legislative Session

Reviewed more than 1,100 bill draft requests and tracked nearly 200 measures during Session. Supported long-term transportation priorities with the passage of Senate Bill 362 to operate microtransit, amendment of Assembly Bill 343 to independently submit a bill draft request and data-sharing agreement with Transportation Network Companies needed for traffic demand modeling and planning projects.

Strategic Plan

Completed the agency's strategic plan that serves as a roadmap for the agency over the next five years, harmonizes ongoing planning and public investment initiatives for all RTC departments and divisions, and identifies the agency's vision, mission, and core values along with the goals and priorities necessary to meet the RTC's vision.





Planning for Southern Nevada's Future

Metropolitan Planning Organization Certification Review Approval

Received approval and certification from the Federal Highway Administration and Federal Transit Administration that the RTC's metropolitan transportation planning process is fully compliant, which secures federal transportation planning funds for Southern Nevada and ensures federally-funded transportation projects can proceed.

Coronavirus Response and Relief Supplemental Appropriation Act Funds

Collaborated with local agencies to identify nine high-priority projects to expedite after receiving \$15.8 million in federal COVID-relief funds. These projects included roadway and interchange improvements, bus turnouts, a pedestrian bridge, and pavement maintenance that together will help reduce congestion, increase safety and improve multimodal access.

Extreme Heat and Vulnerability Study

Published a report and created a virtual map highlighting the environmental, economic, and social systems that intensify the threats of extreme heat events. As part of this effort, the RTC coordinated with public health experts, local planners, and researchers to develop a new tool that can inform where residents may need more help in combating increasing temperatures.

Housing Research

Produced three reports on housing affordability, the types of homes in today's housing stock, and the geographic distribution of jobs and homes. Forecasts of demand were developed for varying costs, incomes, ages, and housing types based on a modelling tool that incorporates current demographic data and develops future needs.

Performance Indicator Report

Created a Performance Indicator Report that tracks the region's progress towards increasing safety, reducing congestion, maintaining roads and bridges, and providing enhanced travel options. The report helps verify progress of these performance metrics, guide future transportation investments, and capture progress toward the improvement of the system.

Maryland Parkway Transit Oriented Development Plans

Collaborated with Clark County and city of Las Vegas to develop the Maryland Parkway Corridor Transit-Oriented Development Plans that envision compact, mixed-use, walkable, and dense development to complement the future Maryland Parkway Bus Rapid Transit project.

Stadium District Transportation Plan

Completed in conjunction with a land use study led by Clark County, the RTC led development of the Stadium District Transportation Plan, which establishes a vision to transform the area surrounding Allegiant Stadium into a thriving, pedestrian-friendly destination.

Regional Transportation Plan Prioritizing New Federal Funding for Transit Investments

Prepared and adopted a new long-range Regional Transportation Plan that identifies the mobility needs for our region's surface transportation system over the next 30 years. This key planning document establishes a regional vision designed to address the safety, congestion, multi-modal connectivity, and maintenance needs based on future population and employment growth.

Opportunity Site Updates

Developed updates for two Opportunity Site Strategies that were adopted in the Southern Nevada Strong Regional Plan. Downtown North Las Vegas' Opportunity Site focuses on redevelopment and public amenities in the downtown core. Las Vegas Medical District Opportunity Site plan focuses on the economic diversification that can be spurred by the investment in the higher education and medical facilities in the district.



Leveraging Grant Opportunities



Federal Grants

Applied for seven federal grants in 2021 and gathered letters of support from federal delegation members, local elected officials, community advocacy groups, nonprofits, and other stakeholders. Coordinated letters of support in partnership with public entities for more than 25 grant applications across the region.

IRS Alternative Fuel Excise Tax Credits

Applied for and received \$18 million in IRS Alternative Fuel Excise Tax Credit checks through the end of fiscal year 2021 and project that we will receive an additional \$2.5 million through the first half of fiscal year 2022.



Renewable Natural Gas Partnership

In partnership with Southwest Gas and US Gain, the RTC will receive \$1 per dekatherm of renewable natural gas credits for its use as a fuel for transit operations. The agreement will be in place for five years, and we anticipate receiving approximately \$1.2 million per year in additional transit funding sources.

Europay, Mastercard and Visa (EMV) Certified Electronic Validators

Secured a \$500,000 federal discretionary grant from the Federal Transit Administration that funded the purchase of new Europay, Mastercard and Visa (EMV) certified validators for fixed-route transit vehicles. The new validators support on-board, contactless credit card payment and enhances convenience and equity for customers.





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Developing Partnerships & Promotion

Community Engagement

Showcased RTC projects, services and initiatives at more than 200 community events and speaking engagements and interacted with 52,000 individuals to keep external stakeholders and community partners informed, educated and engaged.

Planned, organized and executed a 45-day public comment period with more than 100 events for transit service changes to receive feedback from the community about the proposed modifications. Gathered more than 7,000 survey responses and 2,000 comments that helped inform the Transit Planning team.

Planned, organized and executed seven consecutive days of events to introduce the 2021 transit service changes and reconnect the community to healthcare, education, sports, the outdoors and more, which were the result of federal stimulus funding. The efforts garnered more than 100,000 impressions on social media and nearly \$800,000 in public relations and advertising value.

Coordinated public engagement activities for five initiatives (transit service changes, Bike Share expansion, active traffic management, Regional Walkability Study, and Maryland Parkway transit-oriented development) that generated 10,181 responses from our community and helped inform RTC projects and decisions. Launched our biggest effort of the year in November to conclude in 2022.

Continued our annual Summer Heat campaign with nine community partners, all of which provided free or discounted deals and giveaways to help transit riders beat the heat while educating them about how to travel safely in extreme heat.

Launched Phase 4 of On Board plan that includes a 90-day comment period with a target goal of 15,000 inputs to ensure that the community's mobility needs still align with the vision outlined in the mobility plan.

Partnerships

Partnered and secured approximately 20 synergistic partnerships over the course of the year that were mutually beneficial and provided tangible gains to the public. Partnerships included the Las Vegas Raiders, Las Vegas Lights, Las Vegas Aviators, Las Vegas Aces and Vegas Golden Knights; Southern Nevada Health District; Discovery Children's Museum; Dignity Health; Three Square; Share Veterans Village; Las Vegas-Clark County Library District; Southern Nevada Bicycle Coalition; UNLV and FirstMed Health and Wellness Center.

Partnered with Las Vegas-Clark County Library District to offer digital materials to RTC customers riding the bus and at transit centers without requiring a library card. Since the partnership launch in September, nearly 5,000 new instant accounts have been created with nearly 27,000 items checked out.

Collaborated with the Las Vegas Raiders on branding and marketing for the Game Day Express. Negotiated the communication materials, including advertising in and around the stadium resulting in more than 3 million impressions,

and season tickets to promote on the RTC's social media channels to help grow our online audience.

Collaborated with the local Chambers of Commerce for a Tri-Chamber panel with an estimated audience of 100 attendees during United for Infrastructure to emphasize the necessary backbone for a community.

Collaborated with Commissioners Tick Segerblom and Justin Jones and businesses along the Sahara Express route to host a Commuting with Your Commissioners event that highlighted the ease of using public transit to access a variety of businesses that generated more than 34,500 impressions on social media.

Partnered with Keolis, MV Transportation and Marksman Security on a workforce recruitment campaign to solicit applications for bus operator and security guard job openings that resulted in a 50-percent month-over-month increase in number of applicants and more transit service available for customers. The two-month campaign resulted in more than 5,600 click-thrus and 423,000 impressions on social media.



Media Relations

Secured more than 300 local stories and 80 national media stories, totaling more than \$78 million in advertising value and 2.5 billion impressions, on a variety of projects and initiatives that demonstrate the expansive responsibilities of the agency, positioning the RTC as a transportation leader and convener.

Industry Awards

Secured nine local and national award recognitions that position the agency and its staff as the best of the best:

- APTA Gold Security Award
- APTA AdWheel and Grand Awards – Best Marketing and Communications to Support Ridership
- AMPO Award for Excellence in MPO Coordination and Partnership
- Nevada Business magazine 2021 Women to Watch
- National Association of Women Business Owners Women of Distinction Awards – Glass Ceiling category
- Western Planner Citizen Planner Award
- Mass Transit 40 Under 40
- Nevada Traffic Safety Project of the Year

Social Service Pop-up

Partnered with the Southern Nevada Health District, Three Square Food Bank, Vegas Roots Community Garden, and the Southern Nevada Food Council to host the Veggie Buck Truck at the Bonneville Transit Center for three Wednesdays in September. More than 650 pounds of fresh produce was sold over the three afternoons in a location where there is little access to fresh foods for the many residents who live in the downtown core.

Special Event Management

Created synergy by establishing a special event management team among the RTC traffic management, RTC transit, major resorts, large sports venues, event promoters, traffic control companies, law enforcement, emergency services, convention authorities, and local jurisdictions to minimize the delay and inconvenience experienced by commuters during major events. RTC's FAST team created the Regional Events Traffic Management Group to better understand the traffic impacts associated with multiple, concurrent events within the region and meets on a bi-weekly basis. FAST directly assisted in managing traffic for 65 events in 2021, including Raiders games, Golden Knights games, Electric Daisy Carnival, major concerts and other sporting events.

RTC Blog and Marketing Efforts

Shared agency and community news weekly to RTC Blog subscribers, which increased by 53.6 percent from 13,581 to 20,861, to position the RTC as a leader and convener. The blog has maintained or performed better than industry standards with an average 13.9 percent open rate and an average 6.1 percent click-thru rate. Marketed various projects and initiatives to our customer database, which increased by 17.3 percent from 163,392 email addresses to 191,602, to date. Approximately 145,951, or 76.2 percent, are active subscribers. Implemented an aggressive marketing campaign for RTC-OnDemand that saturated more than 46,500 households and 160 businesses in the service area to introduce a new way of traveling to more than 185,000 residents who previously did not have access to transit service.

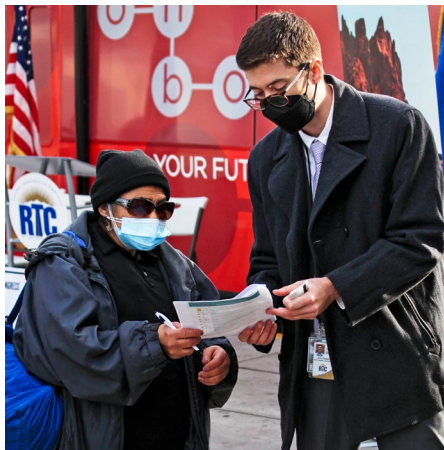


Enhancing Employee Relations



Employee Union Negotiations

Successfully negotiated with the Service Employees International Union (SEIU) to finalize a deal that resulted in a 2.5-percent cost-of-living adjustment and a 0-percent merit increase for the first year, with an economic reopener for the remaining years. Union membership ratified the contract in May and the RTC Board of Commissioners approved it. The RTC renegotiated with SEIU in June and amended the contract to solidify the 2.5-percent cost-of-living adjustment and a 2.9-percent merit increase for the remainder of the contract, which allows the RTC to minimize any cost increase over the next five years.



Diversity and Inclusion

The RTC Human Resources Department partnered with consultant Kisha Dixon to create a Diversity & Inclusion Strategic Plan that was finalized in June 2021. The plan included branding our diversity initiatives as RIDE (Road towards Inclusion, Diversity and Equity), creating a RIDE council and forming Employee Resource Groups (ERGs). In October 2021, HR partnered with FIG Consulting Firm that will assist with branding, key performance indicators, marketing initiatives and creation of the RIDE council/ERGs. HR partnered with the Training Associates to deliver phase II of Diversity Training that emphasized becoming aware of subtle words and actions that result in discriminatory and exclusionary behaviors.



RTC partnered with UNLV, Asian Chamber of Commerce, LGBTQ Center and Latin Chamber of Commerce to deliver educational and informational sessions for employees to understand historical challenges and obstacles facing various communities. Another initiative includes Faces of the RTC, highlighting employees. Since its inception, ten RTC staff members have shared their cultural backgrounds and traditions on the agency's intranet.

HR completed Phase I (Analyze Gaps) and Phase II (Identify Critical Positions) by meeting with departments to identify critical positions, talent pools and skill gaps. During this process, employees were identified to be developed for future leadership roles. HR also partnered with two consultants (The Zen Speaker and Hello Friends) to conduct Aspiring Leaders training for this group. In addition, all supervisors, managers and interested employees received mandatory training, including Supervisor Roadmap Training and Fundamentals of Leadership.



RTC By the Numbers

FUNDING

FY 2021 TOTAL REVENUE

\$673,634,333

- \$230,576,433 sales tax (34.23%)
- \$68,014,551 motor vehicle fuel tax (10.10%)
- \$114,171,041 fuel tax indexing (16.95%)
- \$45,407,687 passenger fares (6.74%)
- \$191,025,434 grant funding (28.36%)
- \$2,747,757 jet-aviation fuel tax (0.41%)
- \$21,691,430 other (3.22%)

FY 2021 TOTAL EXPENSES

\$594,632,482

- \$39,182,068 salaries & benefits (6.59%)
- \$201,024,429 contracted services (33.81%)
- \$265,036,634 capital outlay (44.57%)
- \$89,389,351 debt service (15.03%)

TRANSIT

PUBLIC TRANSIT

- 35 million fixed-route passenger rides
- 865,313 paratransit trips
- 46,370 senior rides
- 25,886 veteran rides
- 3,337 fixed-route transit stops
- 39 routes

ROADWAYS

INVOICES

- \$245,529,422.31 project expenditures (reimbursement or direct pay)

CONTRACTS

- 86 total number of new interlocal contracts for projects with jurisdictions
- \$228,800,000 value of new interlocal contracts

PROJECTS

- 56 total number of projects completed and closed
- \$35,563,820.37 value of closed projects

TRAFFIC MANAGEMENT

OPERATE

- Traffic Signals: 1,595
- Cameras: 951
- Freeway Flow Detectors: 656
- Dynamic Message Signs: 130
- Active Traffic Management displays on freeways: 42
- Ramp Meters: 74
- Travel Time Signs: 18

UPDATE DRIVERS ON TRAFFIC AND INCIDENTS

- Traffic text/email alerts: 10,602
- Unique incident dynamic message signs posting: 3,005



Regional Transportation Commission of Southern Nevada 2021

