

2019

YEAR IN REVIEW





As the new Chief Executive Officer of the Regional Transportation Commission of Southern Nevada (RTC),

I am honored to present our 2019 agency accomplishments. The past year became our Road to Reinvention for both our agency priorities and, now, our accomplishments. As Josh Linkner asked in his book of the same title: "Will we drive change, or be driven by it?" We opted to be in the driver's seat.

For most of 2019, Tina Quigley was at the helm of RTC, concluding her stellar seven-year career as our CEO. Because of her visionary leadership, she leaves with a legacy of significant accomplishments, achieved in large part by a talented team of more than 350 dedicated, passionate and knowledgeable staff who will continue to work to provide a safe, efficient and reliable transportation system in Southern Nevada for residents and visitors.

We began 2019 with the same imminent pressure faced by many public sector organizations across the country: the demand for additional services outweighs available resources. Our public transportation system was not immune from this. While we have a very healthy source of funding for Southern Nevada's streets and highways program, transit funding is limited. This was the first fiscal year that we tapped into our reserve funding, and that stark reality compelled us to become more innovative with funding and planning for our mobility services.

This past year, despite our funding challenges, we continued to reimagine the idea of transportation, to explore nontraditional concepts and to reinvent what we, as a government agency, think is possible. We pursued creative solutions, engaged in new ventures and tested new technologies to better position ourselves during the calm before the storm. As a transportation provider, we must disrupt or be disrupted.

The transportation landscape continues to evolve quickly, and consumer preferences and expectations for urban mobility are changing accordingly. We regularly engage with our customers and community to identify their needs as we plan for our region's future. What you tell us truly does matter and helps us shape the future.

Please read ahead to see how your input has shaped our achievements from the last year and will continue to pave the road as we enter a new decade of mobility options and services for our community.

A handwritten signature in white ink that reads "M.J. Maynard". The signature is fluid and cursive.

M.J. Maynard
Chief Executive Officer



DISRUPT **OR BE** **DISRUPTED**

While technology continues to disrupt mobility, our goal is to ensure that we are building an ecosystem of mobility options that address the needs of our residents and visitors; and that any future transportation investment complements or is compatible with future technologies. We are committed to exploring and working with the private sector to help reinvent and introduce new transportation options to make mobility more affordable, accessible and convenient for both residents and visitors.



Accomplishments

- Launched **Trip to Strip**, one of the largest public agency-led and most successful microtransit pilots in the country. During its six-month run along the busy Resort Corridor, Trip to Strip carried more than 60,000 passengers and saw consistent ridership growth each month.
- Partnered with Lyft to provide 1,320 rides to employees of a local warehouse from 13 different transit stops located on six routes during the first year of the **Workforce Mobility Program**.
- Partnered with Lyft and Tango Car for the second year on the **Ride On-Demand pilot program**, providing 40,000 same-day trips for more than 250 paratransit and veteran clients, resulting in a 49 percent cost savings for the RTC.
- Provided enhanced **traffic management support**, using traffic signals and Intelligent Transportation System (ITS) devices, during 44 Vegas Golden Knights home games; 70 Las Vegas Aviators games; 18 Las Vegas Lights games; and numerous conventions, major events and parades.

TRAFFIC MANAGEMENT BY THE NUMBERS IN 2019



OPERATE

- TRAFFIC SIGNALS: **1,480**
- CAMERAS: **650** (**512** ON STREETS AND **143** ON FREEWAYS)
- FREEWAY FLOW DETECTIONS: **548**
- DYNAMIC MESSAGE SIGNS: **120**
- RAMP METERS: **70**
- TRAVEL TIME SIGNS: **16**



UPDATE

DRIVERS ON TRAFFIC AND INCIDENTS THROUGH

- TRAFFIC TEXT ALERTS: **6,951**
- TRAFFIC EMAIL ALERTS: **6,951**
- UNIQUE INCIDENT DYNAMIC MESSAGE SIGN (DMS) POSTINGS: **1,846**



PROVIDE

TRAFFIC MANAGEMENT SUPPORT DURING

- LAS VEGAS AVIATORS GAMES: **70**
- VEGAS GOLDEN KNIGHTS HOME GAMES: **44**
- LAS VEGAS LIGHTS GAMES: **18**



ONGOING INNOVATION DEMANDS DEEP AND PERSISTENT EXPLORATION

The road to reinvention also requires that we let go of our preconceived notions of what we think transportation is or should be. We have to reject limits, imagine the possibilities and embrace change – or else, our services will become relics of a bygone era, and our agency will be doing a disservice to our community.



Accomplishments

- Kicked off the **GoMed** program with stakeholders, defined the autonomous shuttle route, secured a budget for the federally funded program, established relationships and regular meetings with the Federal Transit Administration's regional office, and created a Concept of Operations plan following stakeholder workshops.
- Hosted a **knowledge exchange** with the **Jacksonville Transportation Authority** to discuss the RTC's work in emerging transportation technologies; learn from local governments and private partners to help improve our economy and communities; and create synergies on federally funded projects.
- Collaborated with the **Clark County School District to pilot a transportation program** with Spring Valley High School students. CCSD pays for their bus passes, which can be used to and from school, activities or anywhere in the city. In the first five months, an average of 80 students have taken about 800 weekly trips, with about 80% of those trips to and from school.
- Employed the **Waycare incident management platform** to manage 3,996 property damage incidents, 1,683 injury incidents, and eight fatal freeway crashes. Expanded the Waycare platform to six additional sites on U.S. 95 and I-15 through the Road to Zero grant, enabling law enforcement to minimize speeding and crashes in high-risk areas.
- Launched the **Work Zone of the Future pilot project** with Nexar, iCone and HAAS Alert in April to detect construction zones and bring work zone data into the traffic management center and other RTC applications. To date, Nexar connected vehicles are logging over 600,000 miles each week; 40 state-of-the-art iCone devices are being used; and 12 HAAS Alert signals are on fleet vehicles, including our own bus stop maintenance crews.

ROADWAY FUNDING BY THE NUMBERS IN 2019



INVOICES

1,600

Total invoices processed

\$140,107,622

Project expenditures (reimbursement or direct pay)



CONTRACTS

93

Total number of new interlocal contracts for projects with the jurisdictions

\$113,557,635

Value of new interlocal contracts



PROJECTS

71

Total number of projects completed and closed

\$226,660,990

Value of closed projects

\$773,000,000

To date, FRI projects under contract or encumbered

Projects Funded by Fuel Revenue Indexing Under Construction or Completed in 2019

- **Clark County's Lone Mountain Road project** was the first major construction project to break ground with FRI extension funding. Completed in 2019, the project runs from the Clark County 215 to Tenaya Way and includes roadway, sidewalk and median upgrades as well as improved street lighting and a new traffic signal at Fort Apache.
Project Cost: Approximately \$16.9 million
- The **City of Las Vegas' Coolidge Avenue project** continues the work the city has been doing downtown with improving pavement, upgrading street lighting, widening sidewalks, and adding green bike lanes and landscaping between Main Street and 4th Street.
Project Cost: Approximately \$2.3 million
- The **City of Henderson Water Street project** includes utility and roadway upgrades with a new water line, fire hydrants, sewer lines, paving and striping, and curbs and sidewalks.
Project Cost: Approximately \$5.9 million
- The **City of North Las Vegas** conducted important roadway maintenance to repair and replace aging asphalt to preserve the quality of neighborhood roads throughout the city.
Project Cost: Approximately \$4.9 million

INNOVATE YOUR OPERATION

Sometimes the road to reinvention means overhauling existing processes, systems, procedures, rules and approaches – in other words, innovating our operation.

By focusing from within, we can make significant changes by reinventing the way we work, even if the business itself remains unchanged.



Accomplishments

- Awarded a **new seven-year \$400 million paratransit contract** to MV Transportation that will continue to serve 13,000 active riders and add new senior transportation services and non-dedicated service, allowing MV to lower costs and be more responsive to customers through private-sector partners. The contract will also offer same-day, on-demand service, expanding the RTC's current pilot program to more clients.
- Secured a **\$7.475 million federal grant** to replace camera systems in all of the RTC's 811 fixed route and paratransit fleet as well as build a new paratransit bus wash and rehabilitate the existing fixed route bus wash at the Sunset Maintenance Facility. Applied for **four federal grant opportunities** for public safety, mobility innovation, bus and bus facilities, and automated driving systems, totaling over \$17 million.
- Improved the **customer payment experience and access to transit fares** through a new credit card processor that accepts all credit card types at ticket vending machines and customer service locations. The RTC also negotiated a lower rate on all credit card transactions, equating to a 12% decrease annually in the agency's payment processing fees.
- Increased the number of **compressed natural gas (CNG) fixed route vehicles** from 231 to 286. Total fuel cost savings from using CNG instead of diesel for the entire transit fleet in 2019 is \$14,518,798.
- Engaged in the design portion of the **bus stop bollard safety project**, wherein the consultant identified 20 locations based on factors like speed and right of way.
- Received the **annual minimum guarantee of \$3.6 million** from the agency's transit advertising contractor, Vector Media. Installed 10 **digital screens** at transit shelters locations within the Resort Corridor with Samsung Smart City Solutions to enhance the advertiser platform and customer experience, providing innovative solutions for advertising to yield increased revenue.



TRANSIT BY THE NUMBERS IN 2019



PUBLIC TRANSIT

64.4 MILLION
Fixed-route passenger rides

1.35 MILLION
Paratransit passenger rides

91,160
Senior and veteran rides

3,336
Fixed-route transit stops

39
Routes



CUSTOMER CALLS

810,600
CALLS
Answered by
customer care staff

516,723
CALLS
Pertaining to paratransit

3 MINUTES,
32 SECONDS
Average paratransit call length

1 MINUTE,
8 SECONDS
Average paratransit
hold time



MOBILITY TRAINING

15,300
Mobility trained customers who
rode transit in 2019

1,100
Customers who have undergone
mobility training with RTC staff

\$506,600
Cost savings to the agency

A woman with blonde, wavy hair is looking out a window, smiling slightly. She is wearing a dark green sleeveless shirt and pearl earrings. In the background, another woman with long, light-colored hair is looking down, possibly working on something. The setting appears to be inside a vehicle or a small cabin.

REFOCUS TO REINVENT

While innovations around us are occurring at a rapid rate, we can't get carried away and forget about what we can control. We have to refocus to reinvent our existing processes, products and services. No industry is safe from disruption. We have to make the choice to challenge even our most valuable core concepts to help sure that our agency grows stronger as a result of innovation, rather than be consumed by it.



Accomplishments

- Hosted a 30-day public comment period about transit options for **Maryland Parkway** generating 1,002 total comments. The RTC board chose to advance bus rapid transit in light of the fiscal implications. Additionally, the RTC worked cooperatively with Clark County on a transit-oriented development (TOD) plan for Maryland Parkway from Sahara Avenue to Russell Road, to provide a framework to identify and plan for transit station areas with the greatest potential for economic development.
- Ridership on **RTC Bike Share** increased by 72% year-over-year with riders purchasing 8,843 passes, resulting in more than 27,000 trips covering over 77,000 miles. In response to customer feedback, the RTC also added 20 electric bikes to the system thanks to a \$48,000 sponsorship from the City of Las Vegas.
- Finalized the **Reimagine Boulder Highway Plan** with more than 3,500 community survey responses and 500 direct comments. 10% of all pedestrian fatalities in Nevada occur along Boulder Highway. Preliminary design began on the 7.5-mile stretch of the corridor in the City of Henderson.
- Launched a **new RTC website** that provides a cohesive user experience across all devices, an enhanced navigation process and greater accessibility compliance, a revamped **online newsroom** and the **RTC's first blog**, which is currently seeing a 19% e-blast click-through rate, well above the industry average of 2.25%
- Integrated **social media listening efforts and platform** to capture online conversations and sentiments on topics of importance, be more responsive to the community, and adjust our approach and operations based on feedback collected.

CATALYST FOR CHANGE

As we refocus to reinvent, we are working on a local, state and federal level to support and implement sound policies that incorporate and consider innovation, technology and the changing dynamics in urban mobility.



Accomplishments

- Successfully passed a bill during the 2019 legislative session to **extend the RTC's ballot question authority until 2024**, providing critical flexibility in order for the RTC to complete its long-term transit plan and agency strategic plan prior to moving forward with a potential ballot initiative.
- Provided support and assistance with several **transportation-related bills in the state legislature**, including a bill to track vehicles miles traveled in the state in order to provide government agencies with much needed data related to roadway use. Worked with other government entities to modernize the local government purchasing statute to make it easier to engage in innovative programs and pilot projects.
- Engaged in a variety of **clean energy and transportation initiatives**, including hosting the Clean Energy and Transportation Summit that generated participation from 21 speakers, 15 companies and numerous community organizations with more than 370 attendees and \$22,000 in sponsorships. Created a long-term vehicle electrification implementation plan for the agency, starting with piloting two different electric bus technologies during the valley's hottest summer month and ultimately, seeking to acquire and integrate two electric buses within the fleet in 2020.
- Developed the **Resources, Involvement, Support and Education (RISE) outreach program** for Local Small Businesses (LSB) and Local Diverse Businesses (LDB) that establishes participation goals to improve accountability and transparency and gather reliable data for all fuel tax-funded projects.
- Completed **Phase 4 of the Transportation Resource Advisory Committee (TRAC)**, a 38-member committee composed of business and community leaders who provide strategic counsel and support for the RTC's initiatives. During Phase 4, TRAC members advised the RTC to delay a potential ballot question and to seek funding for near-term transit needs through other available sources.

RTC FUNDING BY THE NUMBERS IN 2019



FY19 TOTAL REVENUE
\$615,295,206



FY19 TOTAL EXPENSES
\$684,745,850

	18.03%	1992 Sales Tax Initiative \$110,920,291.50
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	12.40%	Passenger Fares \$76,322,200
	12.16%	Motor Vehicle Fuel Tax \$74,801,402
	17.18%	Fuel Revenue Indexing 1 & 2 \$105,730,545
	6.35%	Federal Transit Administration (FTA) Grant \$39,054,649
	6.01%	Surface Transportation Program (STP) Grant \$37,000,000
	0.67%	Federal Highway Administration (FHWA) Grant \$4,060,499
	3.32%	Congestion Mitigation and Air Quality (CMAQ) Grant \$20,414,975
	0.65%	Jet Aviation Fuel Tax \$3,992,788
	5.20%	Other \$32,077,565



5.95%

Salaries & Benefits
\$40,747,454



32.69%

Contracted Services
\$223,859,923



33.72%

Capital Outlay
\$230,865,259



27.64%

Debt Service
\$189,273,214



**WHEREVER YOU GO AND HOWEVER YOU CHOOSE TO GET THERE,
the RTC will help you. Our knowledge, enthusiasm and determination
drive us to do our best for our constituents and for Southern Nevada,
a community we are honored to call home.**