



2024

RTC ACCOMPLISHMENTS REPORT

WE'RE GOING PLACES. LET'S GO TOGETHER.



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CONNECTIONS

LETTER FROM CEO	3
CAPITAL PROJECTS	4
FACILITIES	6
FAST	9
FINANCE	19
FLEET	22
IT	24
GOVERNMENT AFFAIRS/ LEGAL/PURCHASING	27
HUMAN RESOURCES	30
MEDIA & MARKETING	33
MPO	34
PARATRANSIT	42
SAFETY & SECURITY	49
STREETS & HIGHWAYS	54
TRANSIT	57
TRANSIT AMENITIES	59
RTC BY THE NUMBERS	62





To us at the Regional Transportation Commission of Southern Nevada, it's more than simply getting you from point A to point B – it's about creating a future where mobility, accessibility, efficiency, choices and freedom can thrive. It's about connecting our community from neighborhoods to work, healthcare, shopping and entertainment. It's about navigating our community through today and into the future through strategic planning, innovative solutions and meaningful partnerships.

Over the last year, we made significant strides within all our core responsibilities, and I'm proud to share our progress with you in this report.

Connecting Communities

Transit remained a cornerstone of the economic engine in Southern Nevada, as 80 percent of our customers rely on RTC services to get to work or seek employment opportunities. In 2024, we provided more than 54 million passenger trips across our bus system, paratransit and special services for veterans, seniors, and students. We introduced the Mobility Training Center on the Go to bring transit education directly to our community.

The security of our customers, operators and staff remains a top priority, and we deployed new and innovative technologies to enhance safety. In transitioning to Inter-Con Security, we bolstered efforts to create a safer, more welcoming transit environment for all users. We also continued much-needed initiatives like the annual Summer Heat Campaign to protect vulnerable community members by offering free resources during the hottest part of the year.

Through traffic management and transit initiatives, we continued to support the region on large-scale events, notably the second year of Formula 1 Las Vegas Grand Prix and Super Bowl LVIII. The traffic management team made significant enhancements by retiming traffic signals and creating a master plan of all transportation communication infrastructure to identify gaps and needs. Today's work will provide the foundation for the future of our growing community.

With \$150 million in federal funding, we broke ground on a transformative project – Maryland Parkway Bus Rapid Transit. Once complete in 2026, it will showcase more than 40 upgraded bus shelters and 18 dedicated hydrogen fuel cell electric buses – making it the first zero-emissions route in Southern Nevada. Through community support, we funded 59 new projects valued at \$287 million, while the local cities and county completed 53 projects valued at \$179 million.

Our planning team has also been busy setting the stage for the Southern Nevada of tomorrow. We updated the Regional Transportation Plan that identifies long-term transportation needs and goals by incorporating new federal planning requirements and expanded funding opportunities. We also kicked off the alternatives analysis for Charleston Boulevard, a corridor that is prime for a higher capacity transit line , and we are excited to update our Southern Nevada Strong regional plan. We plan decades away, today, to connect communities and empower Southern Nevada years from now.

Navigating the Future

In 2024, I'm proud to say that together we moved our community forward. Now in 2025, we remain steadfast in our commitment to providing mobility solutions that shape a brighter, more connected future. However, this is not a job we do alone. It takes collective strength and support from our board of commissioners, elected officials, local governments, staff, contractors, bus operators and mechanics, security officers, community stakeholders and most importantly, our customers.

We're going places. Let's go together.

M.J. Maynard
Chief Executive Officer
 Regional Transportation Commission of Southern Nevada





CAPITAL PROJECTS



HYDROGEN FUELING INFRASTRUCTURE (SUSTAINABILITY)

The construction of the phase 1 liquid hydrogen fueling infrastructure with fueling capacity for up to 15 hydrogen fuel cell buses is underway and will be completed by mid-2025. This effort is contracted with Monument Construction at an estimated cost of \$5.7M, funded by the Low-No Emission Grant Program. Procurement of a second skid is estimated to take two years at a 25% added cost as compared to the original skid. The design of the permanent hydrogen fueling infrastructure to support future transition of the bus fleet from fossil fuels to zero emission vehicles was completed and submitted to the Clark County Building Department for review and approval, which is anticipated to be complete by mid-2025. These infrastructure improvements support RTC's revenue fleet transition from fossil fuels to zero emissions vehicles

MARYLAND PARKWAY BUS RAPID TRANSIT (BRT) (SUSTAINABILITY, SERVICE)

The Federal Transit Administration awarded the RTC with \$150M in Small Starts funding under the Capital Investment Grants Program. The Single Year Grant was awarded in April 2024. The project was bid in two portions, one in the City of Las Vegas (CLV) and one in Clark County (CC). Las Vegas Paving was the lowest bidder for both portions and was awarded both construction contracts, for \$118,040,000 and \$107,500,000 respectively. Project construction for the CLV portion began in August 2024. Project construction for the CC portion began in September 2024. The construction schedule for both portions is two years. Construction along the corridor is progressing well with ongoing coordination with the project partners (CLV and CC), utility companies, stakeholders, businesses, residents and all road users (motorists, transit riders, cyclists, pedestrians and people in mobility devices).

Once complete, Maryland Parkway BRT will incorporate myriads of improvements for all road users. These improvements include new pavement, wider sidewalks, new shelters with extra shade, seating etc. BRT will provide a faster, more frequent transit service to over 9,000 passengers per day on zero-emission hydrogen fuel cell electric buses. Total project cost is estimated to be approximately \$378M, of which, approximately \$219 million are federal funds. Maryland Parkway is a vital corridor that connects the RTC South Strip Transit Terminal, Harry Reid International Airport, the UNLV main campus and the School of Medicine campus, the Boulevard Mall, Sunrise Hospital, downtown Las Vegas and the Las Vegas Medical District.



DECATUR-OQUENDO BUS OPERATIONS FACILITY (SUSTAINABILITY, SYNERGY)

Continued to work with Clark County Real Property Management (CCRPM) to draft an Interlocal Agreement (ILA) for conveyance of the two parcels, totaling approximately 8 acres, at Decatur Avenue and Oquendo Road. The ILA is anticipated to be finalized and completed by the end of 2024. The 8-acre parcel is being conveyed to the RTC at no cost for potential future transit related uses. A Request For Statement of Qualifications document for environmental services and 30% preliminary design was released in August 2024, and the engineering design contract will be awarded in 2025.

REIMAGINE BOULDER HIGHWAY – SHELTER DESIGN / CONSTRUCTION (SUSTAINABILITY, SERVICE, SAFETY)

City of Henderson (COH) began construction on a seven-and-a-half-mile project along Boulder Highway from Wagonwheel Drive to Tulip Falls Drive in August 2024 with an estimated construction schedule of three years. The project will narrow the right of way, add bike lanes and sidewalks in both directions and add a center running Bus Rapid Transit. Coordinating with COH in developing suitable transit shelters and associated amenities for this project. A total of \$8.5M has been allocated to the COH for this effort.





FACILITIES



ACCOMPLISHMENTS

- Performed critical assessment of facilities department EAM software usage. The assessment identified gaps and opportunities which are now being utilized to provide a more robust structure of accountability for both internal personnel and external Contractors, notable highlights include.
 - Technicians completed 2,837 work orders; this is a 20% increase in reported activities.
 - Scheduled and supported 115 special events
 - Enrolled CNG maintenance contractor (Trillium) into the EAM system beginning July 1, 2024. We provided 24 hours of classroom instruction through six (6) classes of four (4) hours each.
 - Trillium has logged 906 preventative maintenance inspections and 81 major service repairs at the IBMF and SMF facilities combined in the first four (4) months of usage.
 - Streamlined 44 individual HVAC inspection forms to one all inclusive form that saves time and eliminates incorrect form usage.
- Construction of new BOC operations room at the SMF facility. This was a coordinated effort of several departments: Transit's vision for unified operations space, IT for communications infrastructure, and Facilities demolition/construction and movement of personnel.
- Refurbishment of Annex building second and third floors to accommodate new security contractor and to consolidate security department to one cohesive workspace.
- Reorganization of Facilities department, transfer of supervisory personnel to: Admin/Annex/BTC, IBMF, and SMF/SSTT.
- Promotion of four (4) facilities personnel to higher level classifications and Initiated training program for personnel to improve/enhance skill-sets.



FACILITIES

ENTERPRISE ASSET MANAGEMENT

- CNG EAM Training: Tina Howell / Tamy Holloway
 - Under the new 2024 CNG contract use of EAM to document PMI and repair work activity is a requirement. This is an improvement over the last contract and will be greatly beneficial in reporting.
 - To introduce EAM to the Trillium technicians four classes were held in the month of July, and times varied to accommodate technicians working overnight hours.
 - In September, an additional two classes were held to answer any questions and ensure Trillium technicians and Supervision were opening and assigning work orders properly. There has been a significant increase in work orders generated and closed since the second training.
 - A total of 24 hours of training provided.
- CNG EAM Tickets (SMF & IBMF, 7/1 to 11/12)
 - SMF: 31 repairs and 210 preventive maintenance tickets completed.
 - IBMF: 50 repairs and 696 preventive maintenance tickets completed.
- HVAC Project: Tamy Holloway
 - A review of HVAC inspection forms revealed there were 44 separate forms currently in use. We determined that all the forms could be condensed into a single standardized form with drop down boxes which eliminated confusion on which form to use.
 - Project initiated in August with more than 80 hours already dedicated.
 - Participated in scheduled one-hour weekly meetings with Tina to ensure project alignment.
 - Grouping PMI into user friendly formats (Admin building has 99 individual HVAC units but by grouping by floors, it is now down to three).
- Facilities Work Orders (1/1 to 11/12): Juli Penuelas
 - Performed asset inventory audit at both IBMF and SMF facilities to ensure accuracy of existing data in EAM, removed obsolete inventory and added newly purchased items, project covered a period of three months.
 - Completed 2,837 repair orders.
 - Provided follow up with technicians and close out of work orders to capture labor hours, tracking has improved by more than 20%.
 - Scheduled and tracked 115 separate event set-ups since January 2024





FACILITIES



BUS OPERATIONS CENTER

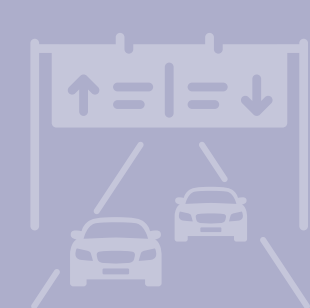
- Coordination, Demolition, and Construction: Shane Wunder
 - Coordinated with Transit and IT to understand and prioritize the needs of the new call center room.
 - Contracted to have walls moved, a platform installed, fire sprinkler system modified, concrete floor trenching to accommodate data and electrical for workstations.
 - Acquired 21 new adjustable desktops for sitting/standing positions, lockers for personnel storage and breakroom amenities.
 - Prepared wall and installed 10 video monitors
 - Updated all lighting and flooring.
- Completed project 45 days ahead of schedule

ANNEX REFURBISHMENT

- Coordination, Demolition, and Construction: Luis Chacon / Kris Wagner
 - Coordinated with Safety/Security and Para Transit staff for office movements so that the second floor could be demolished for new flooring and painting to accommodate the new security contractor.
 - Reorganized the SMF call center to relocate Para Transit supervisory, and specialized services personnel and completed their moves from Annex to SMF.
 - Contracted to install new flooring and painting on second and third floors.
 - The third floor required the installation of an additional new sub-floor structure.
 - Completed all office personnel movements with minimal disruption of services.

DEPARTMENTAL REORGANIZATION

- Assessment, and reallocation of supervisory / technical personnel: Allen Hayes
 - Performed 60-day evaluation, identified gaps in coverage of facilities, reallocated on supervisor to the IBMF to oversee operations.
 - Reallocated senior technical personnel to accommodate equal distribution between: Admin/Annex/BTC, IBMF, and SMF/SSTT.
- Tested and promoted four internal facilities personnel to high classifications
 - Initiated employee development skills training with senior technicians
 - Paired newly promoted personnel to work with senior technicians in skills development.



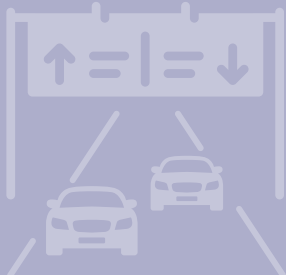
FAST



ADVANCED INTERSECTION ANALYTICS (SAFETY)

Convened regional partners to pilot technology systems to deploy Advanced Intersection Analytics technology systems at various high priority intersections to test the viability, accuracy, and scalability in coordination with the local agencies. These web-based solutions analyzed the following trends: near-miss incidents involving pedestrians and bicyclists, red light running occurrences by direction, speeds through the intersection, wrong way driving events, and traffic counts for vehicles, bicyclists and pedestrians.

Three vendors were selected for the Advanced Intersection Analytics pilot project to determine how advanced the AI technology is and if the data generated was insightful. Western Systems with Currux completed their performance period on June 15, 2024, and Derq completed their performance period on May 30, 2024. Monthly stakeholder meetings were held with Derq and Western Systems to identify benefits, ease of dashboard use to obtain and utilize data. Ouster with Velodyne LiDAR deployed at 2 intersections, due to extended procurement time and installation complications, the Ouster LiDAR product did not enter into the performance period. At the end of the pilot period, FAST worked with Derq and Western Systems to validate the traffic and safety analytics. The validation report is being prepared. Initial findings indicate the accuracy of vehicle and pedestrian counts are greater than 90% for larger volume intersections and approaching 99% accurate for safety analytics, such as red light running, speeds through the intersection, pedestrian crossing violations, etc. FAST has conducted a stakeholder survey to identify the safety insights and data metrics most useful to partner agencies. This survey will help inform the development of a regional advanced intersection analytics program. This pilot project was recently been selected as the Transportation Project of the Year by the ITE Nevada Section.



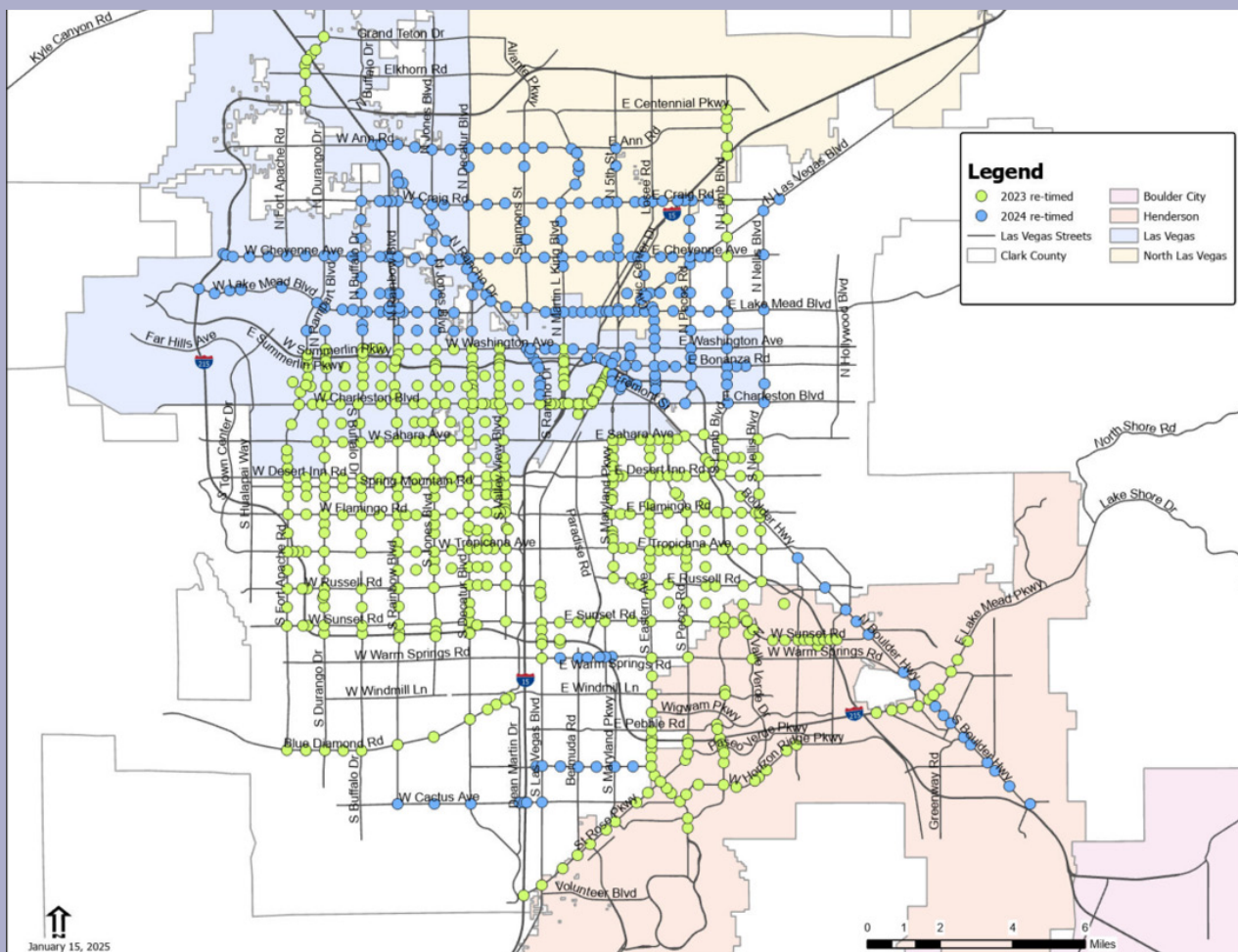
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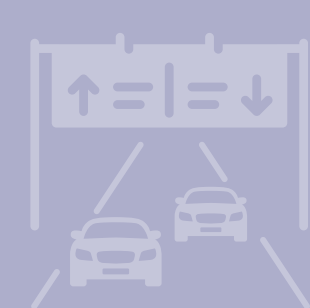
ELEVATING REGIONAL TRAFFIC SIGNAL NETWORK (SUSTAINABILITY)

Dedicated to modernizing the regional traffic signal network entails addressing issues like broken detection, developing comprehensive signal timing documentation, and creating user-friendly tools to communicate our ongoing efforts. Commit to continuing the retiming of major arterials through our grid network process to enhance performance. Evaluate performance of the arterial network and consistency in timing plans per peak period.

FAST utilized the grid-timing technique, which created more efficient use of the 1-mile spacing of major arterials in the urban core, rather than promoting travel on a handful of congested arterials. In the past year, the FAST team has presented at several transportation conferences the grid-timing method and performance outcomes. This grid-timing technique received the Institute of Transportation Engineers' Traffic Engineering Council Troy A. Peoples Award. The Southeast and Northwest grids have been retimed, and the Northeast grid is currently underway. In 2024, the FAST team retimed 284 signalized intersections in Southern Nevada, with an overall reduction in travel times. This brings the total to 647 out of 1,697 signalized intersections that FAST has retimed in the past 2 years.

Lastly, FAST continues to pilot software that would assist with traffic signal retiming activities and develop new strategies for corridor coordination. A pilot was completed with Axilion, along a portion of Blue Diamond Road. The pilot project began in fall 2023 and concluded in spring 2024. This pilot offered our traffic signal technicians the opportunity to explore new signal timing strategies and test new software and work with industry professionals on signal timing. While the software was not market ready and will not be procured, it opened the discussion of future possibilities and evaluating other software to enhance the signal timing process.





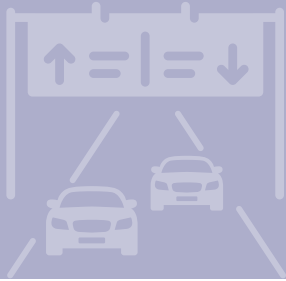
FAST



CENTRAL TRAFFIC SIGNAL SYSTEM WITH AUTOMATED SIGNAL PERFORMANCE METRICS, AND ADAPTIVE AND TRANSIT MODULES SYSTEMS ENGINEERING (SAFETY)

A new traffic signal system, both software and hardware, is necessary to meet the demands of the Southern Nevada traffic demands, regional growth, and investing in emerging technology. Procurement for traffic signal controllers, controller software (aka firmware), and central management platform (aka central system) is underway based on insights from the Systems Engineering Process, an industry request for information (RFI), and vendor demonstrations.

The Central Traffic Signal System project has followed the FHWA's System Engineering Process to develop requirements for procurement of the controllers, firmware, and central system. Local agencies have been actively involved in regularly scheduled Project Steering Committee meetings and working meetings to provide feedback and discuss high priority project elements. Documents for the Concepts of Operations and System Requirements have been developed for the controllers and firmware. Those documents for the Central System are currently in development. The project efforts have also included demos for the controllers, firmware, and signal performance measures. The information gathered has been critical to the development of the RFPs. The Controller Firmware RFP and the Traffic Signal Controllers RFP were advertised in fall 2024. The RTC submitted a project proposal for the FHWA's Advanced Transportation Technology and Innovation grant, ATTAIN, for the Central Traffic Signal System portion of this project, which this project was not awarded. Two additional RFPs for the Central Traffic Signal System and a System Manager for integration and deployment are in development and will advertise in early 2025.



FAST

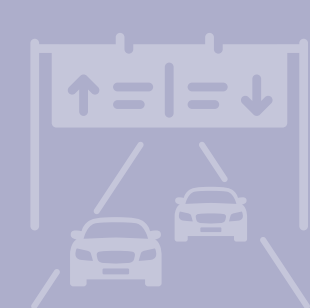
SMART GRANT, SAFER, FASTER, SMARTER, PAIRING CLOUD-BASED EMERGENCY VEHICLE PREEMPTION, TRANSIT SIGNAL PRIORITY AND AI INTERSECTION VIDEO ANALYTICS (SAFETY)

To improve intersection safety and efficiency for transit vehicles. This Stage 1 SMART Grant project will test the proof-of-concept for a cloud-based signal timing optimization system that supports emergency vehicle preemption (EVP) and transit signal priority (TSP) and enhances safety using artificial intelligence (AI) video analytics at intersections. The cloud-based TSP and intersection video analytics will be tested at select intersections surrounding University Medical Center; TSP will be focused along RTC's Charleston transit route 206.

This Stage 1 SMART grant was awarded by USDOT to the RTC in March 2023. Project kick-off occurred August 15, 2023, and it is scheduled to conclude by February 2025, but will likely be extended to late-Spring of 2025 to allow for a more robust performance period. The advanced intersection analytics component was awarded to Derq USA on May 6, 2024, the project is about to enter the performance period at 20 intersections within the project limits. The TSP component was awarded to Kimley-Horn and Associates (KHA) for their Traction Priority product to deploy TSP at 10 intersections. KHA has built the dashboard, integrated it with Swiftly for the RTC's transit GTFS feed, and has begun testing priority calls within the system while integrating with Trafficware's firmware on the traffic signal controller.

Due to delays with obtaining access to Clark County's and City of Las Vegas's emergency vehicle CAD system, the emergency vehicle preemption functionality has not been integrated and will not be tested with this project. HDR was awarded engineering support services on July 1, 2024. The Draft Implementation Report was submitted to FHWA on August 15, 2024. RTC continues to provide quarterly reports to USDOT SMART Grant team. FAST will also be working on developing supporting data and a narrative to support a regional deployment in order to prepare for the SMART grant Stage 2 Notice of Funding Opportunity in 2025.





FAST



INTELLIGENT TRANSPORTATION SYSTEMS (ITS) MASTER (SUSTAINABILITY)

(On-going through 2025) - Inventory existing ITS communication infrastructure to assess the current state of the system for all local agencies. Develop a comprehensive Master Plan to identify gaps, evaluate security, build in system redundancy, expand to support urban development, and scale system capacity to accommodate the future needs for speed, reliability, and security. This includes diligent tracking of completed ITS work, documentation for process improvement, and strategic planning for upcoming projects. We will actively seek grant and funding opportunities to support our objectives.

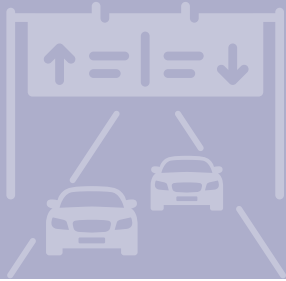
This project was awarded to GCW and Las Vegas Electric in 2022, and on schedule for completion in 2025. Field inventory has been completed for City of Las Vegas, City of Henderson, City of North Las Vegas, City of Mesquite, and a portion of Clark County. The FAST team has supervised the collection of 638 out of 1,746 miles of Southern Nevada's fiber optic cable and conduit infrastructure. In parallel with the field inventory process, the project team is entering all collected data into a master GIS database to aid in the development of a comprehensive Master Plan. The Master Plan will be used to identify gaps, evaluate security, build in system redundancy, expand to support urban development, and scale system capacity to accommodate the future needs for speed, reliability, and security.

ENHANCING EVENT PREPAREDNESS (SYNERGY)

Las Vegas, where major events are everyday occurrences, has now seen the arrival of pro sports, creating a new level of complexity requiring a massive, coordinated response from multiple private and public sectors. With some events happening simultaneously, on top of already busy tourist weekends, the need for Regional Event Traffic Management Collaboration for smart, sophisticated, and strategic traffic management rose to a whole new level. FAST is committed to being even better prepared for major events like F1 and the Super Bowl. Our focus has been on preparation, meticulous planning, efficient management, thorough debriefing, and coordinated efforts with emergency response personnel and the event venues.

Through this process, we aimed to refine our approach and develop a comprehensive Action Plan to tackle future and recurring events more effectively and prepare for the unexpected incidents that impact the roadway system. There has been significant effort to manage and staff special events as well as developing an outreach program to the police and fire departments. This effort includes evaluating staffing and programmatic needs for Special Event Management and opening the lines of communication with the police and fire departments, as well as outreach meetings to the emergency service providers.

FAST continues to host bi-weekly Regional Events Traffic Management Working Group meetings with more than 130 representatives for state and local jurisdictions, major resorts, event venues, event promoters, traffic control companies, law enforcement, emergency services, and convention authorities. The FAST team continues to develop Run-of-the-Show and staffing plans for each high-level event. A first for Las Vegas was being the host city for the NFL's Super Bowl in February 2024. In addition to Super Bowl, FAST supported many major events including CES, EDC, Nascar, and Formula 1 Las Vegas Grand Prix. FAST tracked 1,757 events, actively worked 225 events, and prepared and programmed signal timing for an additional 31 venues.



FAST

FAST's Special Event and Unplanned Incident planning are ongoing efforts. Below is a highlight of the critical meetings and milestones from this past year:

- Meetings with representatives for T-Mobile and Allegiant Stadium to better understand traffic control and staffing needs from FAST, including ingress/egress timing plans and exhibits of the information for reference during the events.
- The FAST team has conducted the first Joint Critical Incident Response review of TMC Operations on January 10, 2024, with Nevada Highway Patrol, Nevada State Police Dispatch, and NDOT in response to two critical incidents (UNLV Shooting and the full freeway closure response to two troopers being struck on I-15).
- In-person outreach training efforts have been conducted with the local law enforcement and fire departments for better management of Special Events and unplanned incidents. FAST co-presented with RTC's Transit, and Safety and Security staff.

FAST installed 13 new traffic cameras for the F1 Las Vegas Grand Prix. For Super Bowl, FAST installed 6 new traffic cameras, and replaced all existing copper communications cable with fiber optic cable along Twain for communications network enhancements. Clark County completed construction of a new DMS on Dean Martin adjacent to Allegiant Stadium, which will greatly assist with ingress to the stadium. FAST created corresponding lane assignment messaging.

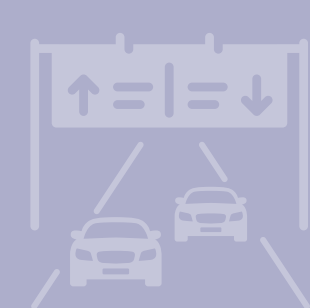
FAST NETWORK UPDATE (SUSTAINABILITY)

(On-going through 2026) – The FAST arterial network migration project was completed in 2023. The FAST freeway network has continued to grow to accommodate the ITS and communication needs of the Southern Nevada transportation system. This necessary network migration project kicked off in 2024, and will continue at a minimum through 2025. The AMS Hubs, which are the field transfer points for all communications, are currently being redesigned and field hardened, and the associated construction project procurement will begin in early 2025.

There is a vast communication network that enables all the Intelligent Transportation System (ITS) equipment FAST uses for traffic management to communicate back to the FAST Traffic Management Center (TMC). The AMS Hub project is at 100% design, involving the upgrading of 7 Hub Cabinets to more efficient mini-huts that are capable of handling the extreme temperature in the valley.

The FAST team has supported NDOT with the comprehensive redesign of the freeway communications network, which will include the replacement of all network switches to create a more secure and resilient system, with enhanced redundancy.





FAST



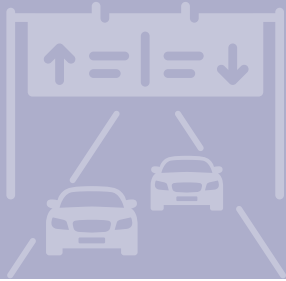
WORK ZONE MANAGEMENT (STEWARDSHIP, SUSTAINABILITY)

The goal for this year is to create two projects, as a result of the TSMO Business Case recommendations:

- Real-time Work Zone Mapping Pilot Project has been developed jointly with Clark County and the City of Las Vegas to evaluate the one.network platform to determine if it will assist to improve work zone messaging, management, and real-time construction impact notifications for transit and traffic management operations. This Pilot Project will allow the participating agencies view of a single-source platform that includes representation of all roadway interruptions with the goal to improve work zone safety and reliable driver information to help drivers make better informed traveling decisions, which is further enhanced by the one.network data getting pushed in real-time to navigation apps such as Google Maps, Apple Maps, Waze, TomTom, Drivewyze, and others.
- TSMO Work Zone Management Tactical Plan scope of work will be informed based on the outcomes and lessons learned from the Real-Time Work Zone Mapping Pilot Project in order to advertise for consulting services. It is anticipated the professional services for a Tactical Plan will advertise in 2025.

The contract for the pilot deployment of one.network was approved July 2024. The system has been deployed, and the one.network platform training and account activations has been completed for staff from Clark County, the City of Las Vegas, and personnel from various departments from RTC. Clark County successfully integrated its work zone permitting data into one network, including all active F1 work zones, creating a singular mapping source for all unincorporated Clark County projects. This integration streamlines our processes and ensures a more comprehensive and accurate project and permitting overview.

Clark County and the City of Las Vegas have selected the contractors participating in this project, and training is underway for the contractor staff. The RTC's GIS team is developing a demo Seeing Orange application that will allow us to share one.network's data onto a public-facing website, enhancing a more accurate reflection of upcoming project information and real-time work zone notifications for Capital Improvement Projects (CIP).



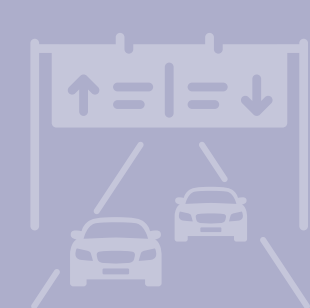
FAST

US-95 INTEGRATED SAFETY TECHNOLOGY CORRIDOR – SAFETECH CORRIDOR (ATCMTD GRANT) (SAFETY)

(On-going through 2027) - The project goal is to make technology systems and data accessible to the TMC techs to inform timely traffic management strategies on the freeway system and enable enhanced data-driven decision-making. FHWA's Advanced Transportation and Congestion Management Technologies Deployment (ATCMTD) grant project was awarded to RTC in partnership with NDOT in 2021 to implement safety technologies, extend the Active Traffic Management system, add Wrong Way Driver systems on freeway off-ramps, HOV Occupancy Detection, and Strategic Traffic Monitoring Sites for law enforcement along I-11 between I-15 and Summerlin Parkway.

RTC is the project manager and continues to oversee "before" and "after" evaluations, and system evaluations with project partners (UNLV, Rekor, and NSP) once they are under contract. NDOT oversees the systems engineering process, design, and construction, and Atkins is the SE and design consultant. This year, the construction plans, specifications and cost estimates were completed. NDOT and RTC worked together to update the STIP due to increased costs. As we enter the construction phase of this project, through an FHWA amendment request, FHWA has directed the grant management to be transferred to NDOT, as NDOT is the owner of the project's right-of-way. NDOT and RTC have collaborated on the transfer of responsibilities and are updating their Interlocal Agreement. The project will advertise for construction in the first quarter of 2025, with construction kicking off approximately 6 months later. The project construction is estimated to take 18-months, and an additional 6-month "after" evaluation period will record project findings.





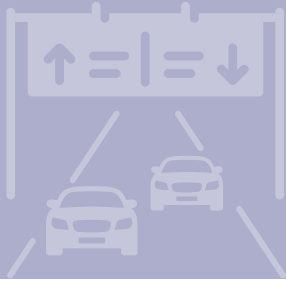
FAST



PRIORITIZING MAINTENANCE OBJECTIVES (SAFETY)

The FAST network of ITS devices and telecommunications continues to age, and over time, these devices have been damaged, broken, or surpassed their life cycle. It is necessary to repair or replace these devices to maintain functionality and integrity of the system. This includes joining LVMPD's Metal Theft Working Group, which facilitated the development of new local copper purchase ordinances.

- Lot A: replaced 12 miles of damaged fiber optic cable (through June 30, 2024)
 - DETAILS: FY24 \$2,069,856 project, 100% complete, Regional CIP project, funded with MVFT/FRI
 - DETAILS: FY25 \$2,100,000 project, 0% complete, Regional CIP project, funded with MVFT/FRI
- Lot B: upgrade of 48 traffic cameras (through June 30, 2024)
 - DETAILS: FY24 \$1,194,000 project, 100% complete, Regional CIP project, funded with MVFT/FRI
 - DETAILS: FY25/26 \$2,500,000 project, 0% complete, Regional CIP project, funded with MVFT/FRI
- Lot C: replacement of signal detection at 50 signalized intersections (through June 30, 2024)
 - DETAILS: FY24 \$3,500,00 project, 100% complete, Regional CIP project, funded with MVFT/FRI
 - DETAILS: FY25/26 \$7,300,00 project, 33% complete, Regional CIP project, funded with MVFT/FRI
- Replaced 38 freeway vehicle detectors along I-15
- Upgraded 74 ramp meter controllers from 170s to 20270s
- RTC Safety and Security request, IBMF Repair – SSST fiber repair and installed new patch panels to restore security cameras – SNACC to TMC
- RTC Safety and Security request, Centennial P&R fiber repair for security cameras
- RTC IT request, enhanced the communications network from SNACC to TMC
- Replaced or upgraded 39 field switches to connect communications to field devices
- Responded to 24 incidents due to vandalism, and construction damage



FAST

FAST CONTINUITY OF OPERATIONS PLAN (SAFETY)

Continuity of Operations Planning (COOP) is the effort within individual agencies to ensure they can continue to perform their mission essential functions during a wide range of major disasters and emergencies. FAST created a thorough COOP plan, which has been reviewed and approved by the agency.

The FAST COOP plan details two response activations, which FAST trained on this year, and in collaboration with IT, developed the FAST COOP relocation facility:

1. Continues Operations of Critical Services (COCS) – roles and responsibilities of FAST team
 2. Facility Relocation Plan (FRP) – FAST’s ability to operate at a remote location
- The COOP room at Admin has been outfitted with new wall monitors and other equipment, and network has been linked to FAST systems at the Southern Nevada TMC.
 - The COOP room at Admin has been toured by the FAST management team and has been fully operationally tested by TMC staff on 10/3/2024.
 - Management staff has received training and leadership guidance of expectations during their activations into the ICS team positions.
 - Alt-Communication Plans-
 - 10 Radios and three emergency channels have been programed and tested in the event that cellphone communications are lost and deployment of field staff is required.
 - 2 Satellite phones have been purchased and programmed with numbers for our local partner emergency sat-phone numbers to include the numbers for the Emergency Management Centers in Southern Nevada.

In 2025, FAST will be running management teams (ICS teams) through 2-3 scenario exercises to develop hands on experience with their expectations in some of the ICS positions. FAST will also be exploring training opportunities for selected ICS Team Chiefs to ensure the team is ready in the event that an incident occurs and the COOP is activated.





\$200M IN MOTOR VEHICLE FUEL TAX (MVFT) BOND ISSUANCE (STEWARDSHIP)

On June 12, 2024, the RTC issued \$206,405,000 of Fuel Revenue Indexing (FRI) revenue and refunding bonds, with a total premium received of \$17,154,173. \$150 million plus a premium of \$11,699,703 will be used to fund Streets and Highways construction and improvement projects. \$56,405,000 plus a premium of \$5,454,470 were used to refund Series 2014A Fuel Revenue Indexing (FRI) bonds. This bond refunding resulted in net present value savings of \$5,705,482.

INFRASTRUCTURE BILL DISCRETIONARY GRANTS (2021-2026 FUNDING) (STEWARDSHIP)

The grants team applied for eight competitive federal funding grants in the calendar year 2024. Applications were either written by RTC staff (Grants team or sponsoring department), outside grant writing consultants or a partner agency. Out of the eight applications, RTC was selected for four funding opportunities for a total federal award of approximately \$3.7 million. The Capital Investments Grant (CIG) – Small Starts for the Maryland Parkway bus rapid transit project was written and awarded for \$149,999,000.

Of the total federal funding written, \$16,362,785 has been drawn down year-to-date. The team recently applied for a Brownfield Coalition Assessment grant funded by the EPA. With the change in federal administration, that grants team will pivot efforts to align with the incoming administration's policies and priorities.





FINANCE



2024 FTA TRIENNIAL REVIEW (STEWARDSHIP)

The Finance Grants team hired and collaborated with an outside consultant to prepare for the FTA's triennial review. A mock triennial review exercise was conducted, with the outside consultant reviewing all the submissions of the different departments as a response to the recipient information request (RIR), conducting mock interviews and site visits, and more importantly, providing response recommendations to be in compliance. The actual triennial review was conducted in an organized fashion and addressed all the reviewers' points and questions. As a direct result of the thorough preparation of the mock exercise, the triennial review resulted in no findings except one expected deficiency related to spare ratio. The RTC is preparing to address this deficiency with the FTA.

RELOADABLE TAP CARD FOR FARE PAYMENT (STEWARDSHIP)

Launched a reloadable tap card to replace the existing magnetic stripe passes during the transit service change on September 15, 2024. Increases customer access to RTC fare systems; provides access to customers without a cell phone; provides innovative fare collection options; reduces customer interaction points; mitigates risk of COVID-19 exposure for both drivers and passengers; increases safety and efficiency. In addition, the new tap card provides operational efficiencies for RTC internal teams and contractors.

NEW ONLINE WEBSITE FOR REDUCED FARE ID CARD APPLICATIONS (STEWARDSHIP)

Launched an online website for customers to apply for reduced fare ID card in February 2024. Using the new online website, customers securely upload their documents providing proof of eligibility and meet existing compliance policy for reduced fare. Customers have the option to receive a physical card in the mail or receive their ID card number for use on rideRTC mobile applications. With the launch of the online reduced fare ID application, the front desk team has processed over 2,000 applications, reducing the volume of cards processed at the BTC by 12%.



EVALUATION OF FARE COLLECTION INITIATIVES (STEWARDSHIP)

New fare collection initiatives that have been launched are constantly being evaluated. Monthly reporting has been improved to reflect the new contactless payment acceptance and tap & go fares collected. Additional reporting will become available to reflect new reloadable tap cards as customers migrate to this new payment token.

With the launch of contactless payment acceptance last December 18, 2023, and the new reloadable tap card last September 15, 2024, new reporting has been created to closely monitor the customer adoption to contactless payment (credit/debit card, smart wallet, smart phone, tap card) acceptance, which is at a 2% adoption and generated \$924,015 in fare revenue.

This team is also working to transition vendors to the new reloadable tap card and electronic fare system instead of the distribution of paper passes. Use of the electronic fare system (rideRTC Mobile products) has grown by 29% over last year and generated \$17.6 million for the last 12 months ending September 30, 2024, accounting for 31% of RTC Fixed Route Revenue.

Revenues and Savings Generated from Finance initiatives FY2024

1. CNG Excise Tax Credit = \$5M
2. RNG Credit = \$1.3M
3. State Medicaid reimbursement = \$10M
4. Fuel savings (Diesel to CNG) = \$12.1M
5. Game Day = \$55K

Audits

1. No finding on Financial Statements audit
2. No finding on Single audit
3. No finding on FRI AUP
4. No finding on NTD audit
5. 9300 route audit savings of \$46K (fare revenues collected but not deducted by contractor)
6. FT start-up cost audit savings of about \$228K

Grants

1. Executed 16 formula and discretionary grants amounting to \$199M for FFY2024.
 - a. Formula = 3 grants amounting to \$17M
 - b. Discretionary = 13 grants amounting to \$182M
2. Closed 10 grants amounting to \$87M for FFY2024.
 - a. Formula = 6 grants amounting to \$85M
 - b. Discretionary = 4 grants amounting to \$2M
3. Managing quarterly FFR and MPR for 29 open grants with a remaining balance of \$208M for FFY2024.
 - a. Formula = 3 grants with a remaining balance of \$27M
 - b. Discretionary = 26 grants with a remaining balance of \$181M



NON-REVENUE VEHICLES IN 2024

- Purchased and received 25 non-revenue security vehicles, and prepared with all their special equipment for Inter-Con Security and implemented all vehicles in EAM for tracking maintenance.
- Deployment of the new Mobility Training Center on the GO with all the special equipment installed.
- Helped the security contractor to have our exclusive automotive shop perform the PM on their vehicles.
- Purchased and received 12 additional non-revenue vehicles for different departments.
- Exercised option 1 for exclusive automotive and option 1 for the Tango Car vehicles with Paradise Auto.

FTA/NHP AUDITS

- RTC annual inspection from the NHP was perfect in our fixed route buses with zero violations noted
- RTC annual inspection for our paratransit fleet by NHP was perfect, with zero violations noted.
- Perfect Triennial FTA audit in maintenance, no recommendations suggested.

ZERO EMISSION INFRASTRUCTURE

- Working with Jacobs Engineering to complete the liquid hydrogen fuel station by April 2025.
- Liquid hydrogen fuel station needs to be completed because seven hydrogen articulated buses will arrive by December 2024.
- Working with New Flyer, Charge Point and Fleetwatch to integrate the software that will track fuel efficiency and performance on our electric and hydrogen buses.





EAM IMPLEMENTATION

- All non-revenue vehicles were consolidated into a fleet maintenance contract to reduce cost and administration time with Finance and Fleet by developing a maintenance cost and non-targeted costs.
- All the 107 current vehicles' PM schedules were implemented and are tracked through our EAM system.
- EAM training to the contractor Exclusive Automotive was completed.
- Exercised option 1 with Paradise Auto and trained all their staff to input all maintenance repairs and PM schedules in our EAM system for all Tango Car service buses.

EMPLOYEE TRAINING

- The Fleet department has completed training for our fleet inspectors and Transdev mechanics to be able to maintain and repair our two hydrogen forty-foot buses. Training was provided by New Flyer.
- The battery electric buses are here, and the high voltage classes and bus familiarity was completed for our fleet inspectors and Transdev. Training provided by New Flyer.
- The Silver State staff has also been trained in hydrogen fueling and charging electric buses.

TECHNICAL EQUIPMENT

- TE has completed installation of the new camera system from Luminator on all fixed route buses.
- TE has completed installation of the new camera systems in all paratransit buses.
- Our download capabilities has improved from 40% failure to less than 6%.
- Nano installation was completed in over 400 buses for the safety of all drivers.



CAD / AVL UPGRADE (SERVICE)

The RTC CAD / AVL system was upgraded in 2024 to allow more functionality and prepare for upcoming hardware changes. This included all backend servers, Citrix applications, and OrbCAD workstations. The upgrade allows RTC IT to maintain Microsoft operating system security patches as they are released, and also prepares the RTC to update the onboard IVU and MDT hardware (currently planned for 2025). Upgrading this equipment will provide more efficient navigation by utilizing Google Maps mapping and guidance as well as better management of the Deuce route bunching / gapping issues. This software upgrade was included as part of our annual maintenance at no additional cost, and along with the planned 2025 hardware upgrade, will alleviate the need for a full replacement CAD / AVL system (currently budgeted at approximately \$20 million).

TRAPEZE SOFTWARE UPGRADE (SERVICE)

The Trapeze PASS V21 upgrade was completed in 2024 to increase server and application performance, add more granular security permissions for users and more batching options. The upgrade fixed a number of minor issues with the software like Tripbroker trips getting kicked backed, the Trip Administration screen freezing when canceling trips, and deadlock issues causing the Schedule Server to stop responding.

REPLACEMENT OF ALL AGENCY WORKGROUP COPIERS (MFP DEVICES) (SUSTAINABILITY)

New Sharp copiers were deployed agency wide to all worksites including a new large production press for the GAMM team. These new devices have been well received by our users and have improved overall efficiency while reducing maintenance issues with reliable new equipment. This project was completed on time and within budget, with minimal disruption to daily operations.


IMPLEMENT FRESHDESK TO REPLACE CUSTOMER CARE COMMENTS SYSTEM (SUSTAINABILITY)

Added online comments (from RTC website) to Freshdesk and RTC Comments email. Customer Care is currently training staff on this new system. GAMM and FAST are already using Freshdesk for social media tracking and an issues log. This will expand our platform to a more modern interface including a mobile app. This will also bring ease of use for internal routing of comments.

ENHANCE GIS DATA QUALITY AND ACCURACY (SERVICE)

Improve, where feasible, the quality and accuracy of GIS data within the RTC's databases. GIS will conduct data quality assessments and identify areas of improvement within the organization. Our goal will be to enhance and or develop and implement data validation and verification processes for high priority tasks. Train staff and empower the GIS Team to maintain high data quality standards. Higher quality data will only lead to better analysis.

The GIS Team has made significant strides in enhancing the quality and accuracy of GIS data within the RTC's databases, particularly for public-facing applications like Seeing Orange and the Regional Project Coordination Map. Through detailed data quality assessments, the team identified key areas for improvement and took the necessary time to thoroughly review and refine data. By focusing on accuracy and precision, the team is laying the groundwork for the development and implementation of robust data validation and verification processes for high-priority tasks. Moving forward, it is our goal to train staff and empower our GIS Team to uphold high data quality standards, ensuring that future analyses are based on reliable, and accurate information. Higher-quality data not only boosts the integrity of our applications but also leads to more informed decision-making and better outcomes for the organization.





GIS APPLICATION UPDATES AND DEVELOPMENT (SERVICE)

Leverage the latest ESRI Application Programming Interface (API), ArcGIS Maps SDK for JavaScript to update our RTC Campus Place Locator as well as modernize and update existing applications for better cross-platform usability such as our Seeing Orange Application. By transitioning our Campus Place Locator application to the latest API version, GIS will no longer be utilizing the outdated 3.x API taking advantage of all the aspects of the latest 4.x version. Along with this transition it's paramount that we begin to cater our applications to users on multiple platforms from desktops, laptops, tablets, to cell phones alike.

The GIS Team leveraged the latest ESRI ArcGIS Maps SDK for JavaScript to update the RTC Campus Place Locator, as well as modernize existing applications like the Seeing Orange and Regional Project Coordination apps, enhancing cross-platform usability. By transitioning the Campus Place Locator to 4.x API, we are moving away from the outdated 3.x API, enabling us to take full advantage of the advanced features and improved performance. This shift not only enhances the application's functionality and user experience but also aligns with our goal to cater to a diverse range of users accessing our apps from desktops, laptops, tablets, and cell phones. Ensuring that our applications are optimized for multiple platforms is essential as we continue to improve accessibility and productivity across the organization.

RTC CAMPUS PLACE LOCATOR ENHANCEMENTS (SERVICE)

Enhance the current RTC Campus Place Locator by incorporating the capability of allowing users to visually identify conference rooms showing the room amenities, such as audio-visual equipment or seating capacity, for a more efficient and tailored search experience.

The GIS Team has successfully completed the enhancements to the RTC Campus Place Locator application, improving user experience by enabling the visual identification of conference rooms. These updates allow users to view detailed information about room amenities, such as available audio-visual equipment and seating capacity, making it easier to search for rooms that meet specific needs. This tailored search experience streamlines the process of selecting the most suitable room for meetings and events, further enhancing internal collaboration and efficiency.



GIS DATABASE UPGRADE TO VERSION 11.3.0.52636

Upgrading the following ArcGIS Databases, GISMO, FASTGCW, ROADVIEW, PERFECTSTORM, and GISDEV to version 11.3 is essential for enhancing performance, as it leverages the latest optimizations and bug fixes that improve data processing speed and stability. Version 11.3 introduces advanced compatibility with other ESRI software, enabling seamless integration with the latest ArcGIS Online and Enterprise features. Security updates in 11.3 help mitigate vulnerabilities, ensuring compliance with modern security standards. Finally, this upgrade future-proofs the database environment, supporting newer data formats and workflows that may become central in future GIS initiatives.

To emphasize again, this upgrade of our ArcGIS databases to version 11.3 was successfully completed. This version brings enhanced performance, improved data management capabilities, and increased security measures, aligning with our goal of a more robust and scalable GIS infrastructure. With this upgrade, our databases now support expanded analytics and real-time data processing, improving response times and efficiency in applications that rely on these datasets.

The transition to 11.3 also supports better integration with the latest ArcGIS Pro and ArcGIS Enterprise features, ensuring compatibility with advanced geospatial tools and workflows. This upgrade is a significant step toward future-proofing our GIS system, allowing us to provide stakeholders and users with faster and more reliable GIS services. We appreciate the team's hard work and collaboration to make this upgrade seamless and efficient.

NEW SMF BOC COMBINED BUILD OUT (SERVICE)

Build out a new BOC (Bus Operations Center) at SMF. This will combine the BOCs at IBMF and SMF into a single unified location at SMF. Which will comprise of Transdev, Inter-Con Security, and supervisory staff.

The SMF Combined Bus Operations Center (BOC) officially went live on 06/24/2024. We are still waiting for additional Motorola radio equipment that has long lead times. Currently the estimate is November-December. This unified Bus Operations Center not only brings logistical and operational improvements but also strengthens the overall efficiency and responsiveness for our contractor.

FAST EOC (EMERGENCY OPERATIONS CENTER) LOCATION BUILDOUT (SAFETY)

Build out Admin room 183 as a dual purpose to serve as an Emergency Operations Center (EOC) for FAST and for a training room. Adding additional monitors, computers, and communications equipment to support FAST operations should the TMC become unavailable to staff. This setup ensures both readiness for emergencies for FAST and maximizes the utility of the space. Supporting agency training needs and in an emergency for traffic operations.

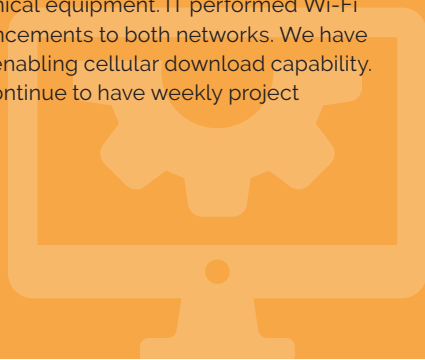
UPGRADING PARATRANSIT FLEET VEHICLES WITH 5G ROUTERS (SERVICE)

Deployed new 5G enabled mobile routers to paratransit fleet vehicles, enabling passenger WiFi, more accurate vehicle location, live look in for potential incidents, and allowing for future expandability.

LUMINATOR CAMERA SYSTEM (SAFETY)

RTC procured an on-vehicle surveillance system from Luminator. The system has been installed on vehicles for some time and is still having issues with operating properly.

RTC IT continues to support the Luminator team and RTC technical equipment. IT performed Wi-Fi coverage studies at both SMF and IBMF yards and made enhancements to both networks. We have made numerous changes to wireless infrastructure, including enabling cellular download capability. The system is still being tuned for proper operations and we continue to have weekly project meetings with vendor and RTC departments involved.





RTC FUNDING MODEL AND POTENTIAL SOLUTIONS (SERVICE AND SUSTAINABILITY)

The RTC and its contractors have developed a funding model that clearly identifies revenue needed under a variety of funding scenarios to provide for the maintenance of existing roadways and the construction of new roadways in Southern Nevada. The funding model also identifies what is needed to maintain the current transit system and what is needed to fund a transit system that grows with the population. This funding model was then shared with the RTC Board, TRAC, and stakeholders and has been used to help build out the RTC Legislative Agenda by helping analyze roadway and transit funding options and their viability in the 2025 Legislative Session.

TRANSPORTATION RESOURCE ADVISORY COMMITTEE (SYNERGY AND STEWARDSHIP)

Five meetings were held in August through December 2024 to engage with stakeholders and help them understand the RTC's roadway and transit funding issues and continue to learn about Southern Nevada's mobility challenges. In December, TRAC gave their recommendations and offered support on potential strategies to take to the RTC Board of Commissioners regarding the 2025 Legislative Session.

TRANSIT SECURITY DISCUSSION GROUP (SERVICE AND SAFETY)

An audit of the previous security contractor was completed in early 2024 and provided insight that improved processes for the new security contractor that began operation in July 2024. A survey of operators and riders provided valuable information on transit security that was presented to the Transit Security Discussion Group (TSDG). The TSDG, a ten-person security stakeholder group, convened four meetings and a recommendation was brought forward to consider revising statutory language that would allow for the removal of passengers from buses (not only shelters/transit centers). This will be brought forward during the 2025 legislative session.





2025 LEGISLATIVE AGENDA (SERVICE)

The RTC approved a legislative agenda during its September 2024 board meeting to seek after legislation to extend fuel revenue indexing, to allow security officers to remove certain passengers, and to identify any other alternative funding options for transportation. Prior to the legislative agenda approval, staff did significant work to educate and build out support for the agenda including through the following mechanisms:

1. RTC participated in three Southern Nevada Forum committees. In September, the FRI extension was passed as a legislative priority for the Transportation and Good Governance committees.
2. The RTC engaged in board retreats to conduct extended briefings with the RTC board on the current RTC funding model and to outline the critical nature of the RTC's funding outlook.
3. The RTC also held several meetings with elected officials to build support and identify those who would potentially sponsor the RTC's FRI and security legislation.

RISE PROGRAM MANAGEMENT (SYNERGY)

Maintained a database of RiSE certified firms totaling 108 local small and diverse businesses, with more than 19 working on RTC funded roadway projects. The RISE program also facilitated a successful synergy session where over 60 participants learned about contracting opportunities in Southern Nevada.

DBE PARTICIPATION (STEWARDSHIP)

Exceeded the DBE goal of 9.9% in both semi-annual reports. The DBE participation in the first half of FFY 2025 was 25.63%, and the DBE participation in the second half of FFY 2025 was 22.23%. In addition to exceeding the goal, RTC successfully completed a disparity study to inform future goal setting initiatives and co-sponsored a DBE conference in February 2025. Over 150 participants learned about DBE contracting opportunities and heard from the agency's Deputy Chief Executive Officer, Angela Castro, about the agency's commitment to provide contracting opportunities to ready, willing, and able DBE vendors.

PURCHASING SUPPORT (STEWARDSHIP)

Worked collaboratively with every department through monthly meetings, accurate solicitation development, and contract or purchase requisition assembly to meet the needs of the agency and provide documents that contractually obligate the services required by RTC. Over 122 agenda items were processed by the department, including 32 contracts of significance, and 604 POs totaling over \$525 million were distributed to vendors with signatures collected for the first time in any Fiscal Year budget opening. The signature collection process provided RTC greater protection throughout the term of the purchase orders.

AGENCYWIDE TRAINING (SYNERGY)

The purchasing technician alongside Finance provided a purchase requisition training that provided guidance on how to complete forms correctly in advance of Fiscal Year 2025's commencement. This was the first time a joint training was provided and the exit surveys collected by participants (in May 2024) provided positive feedback. Ongoing training has been provided as requested by departments and the team members continue to work to improve their ability to provide excellent customer service.

BOARDS AND PUBLIC MEETINGS (STEWARDSHIP)

Facilitated 61 public meetings for the agency, representing 12 boards each with unique needs and objectives.

PUBLIC RECORDS REQUESTS (SERVICE)

The Legal Team processed 338 public records requests (67 more than last year or a 24.7 percent increase) and 313 claims (134 more claims than last year or 74.8 percent increase).





HUMAN RESOURCES

RECRUITMENT STRATEGY (SERVICE)

Showcase internal and external DEI efforts, actively engage candidates via various platforms, automate recruitment sources, and create developmental opportunities to retain and prepare employees for the next level. This will allow us to build talent pipelines (internally/externally) to fulfill future career and internship opportunities.

Partnered with GMM to redesign the RTC career website to be more appealing to include pictures of DEI initiatives; a recruitment video; and RTC core values, mission and vision. The goal was to showcase our culture and educate candidates on why RTC is a great place to work.

Established relationships with UNLV and CSN to find opportunities to post vacant positions and internship opportunities via their Handshake Platform. Invited to speak to students regarding the process of applying for government positions.

Participated in ten (10) career fairs to educate the community and potential candidates about career opportunities to include Henderson I Can Be, CSN Career Fair, and Public Sector Career Fair.

Neogov Attract was purchased to create and manage talent pipelines to engage candidates throughout the recruitment process. This program is being developed and will be used in 2025 to source candidates for niche positions as well as internship opportunities.

Leveraged partnership with Biz Library and Mines and Associates to identify training resources to address developmental needs (in person/virtual training). A total of five (5) workshops were facilitated by various presenters that included Stress Management, Emotional Intelligence, Leadership, Communication, and Hard Conversations. A total of ninety-one (91) employees attended these training sessions.



MENTORSHIP PROGRAM (SYNERGY)

Create a mentorship program to develop the talent of emerging leaders while promoting diversity and inclusion. This program will assist employees in reaching their career goals, improve RTC culture, increase employee retention and provide exposure to potential career paths at RTC.

Developed and designed mentorship program guidelines while incorporating feedback from senior management. Conducted extensive research on private sector programs in addition to collaborating with the City of Las Vegas, which allowed us to develop RTC's vision for our program.

To educate employees and ensure equal opportunity for participating in the program, presented at fifteen (15) departmental meetings on all shifts to present the benefits, eligibility and application requirements of the mentorship program.

Conducted mentor/mentee intake meetings to evaluate skills/desires and select pairings. A total of thirteen (13) mentors and thirteen (13) mentees were paired. Each participant was provided with a Mentor/Mentee reference guide and action plan to be used for developmental purposes.

Developed a resource library to address the developmental needs of program participants. The library consists of websites, articles and video resources on various aspects of career development.

At the 90-day mark, mentee check in meetings were conducted to evaluate program successes/failures. Overall, the feedback received was positive and a mentee reported receiving advice from her mentor which she said helped attain her recent promotion.

SUCCESSION PLANNING (SYNERGY)

Update the current succession plan and enhance the program by creating individual development plans for identified leaders. This allows us to identify gaps in the succession plan to fill critical positions, while focusing on the skill gaps and developmental opportunities required for employees to ascend to the next level.

Met with each department to identify critical positions and discuss employee developmental needs. After finalizing plans with the DCEOs, seventy-two (72) employees were identified to go through the Individual Development Plan (IDP) process. Will continue to work with employees and leaders to assist with identifying developmental opportunities and monitoring individual progress toward goals.

Conducted HR 101 Training, Time & Attendance, and Performance Management for supervisors and above to familiarize them with RTC policies and procedures. These sessions were attended by a total of twenty-seven (27) employees.

Facilitated two customized training sessions for the Fixed Route Leadership Team to include Presentation Training and Managing Up to assist them with their professional development. In addition, Emotional Intelligence training was also provided by consultant Reshard Wilson.

Alex Culley, consultant for the Institute for Executive Development facilitated two (2) Feedback Training sessions for a total of fifty-one (51) supervisors and above to enhance performance management skills. Facilitating Hard Conversations was provided by consultant Ricky Navar and was attended by fourteen (14) supervisors and above.



HUMAN RESOURCES



HUMAN TRAFFICKING (SAFETY)

Educate employees on the signs/protocols for Human Trafficking and continue the awareness campaign by frequently providing information and resources for victims of Human Trafficking. Our involvement and initiatives will demonstrate our commitment to the fight against human trafficking.

Created weekly posts for Human Trafficking Awareness Month on Blink to educate employees:

- Week 1: Red Flags for identifying potential victims,
- Week 2: How to take a victim centered approach,
- Week 3: How to report Human Trafficking,
- Week 4: Statistics on Human Trafficking in Las Vegas and
- Week 5: Resources for Human Trafficking Victims.

Conducted and moderated a discussion panel on Human Trafficking awareness to include the following speakers: Asia Duncan, The Cupcake Girls, Local for All Director and Survivor, Kim Small, Signs of Hope, CEO and Linda Perez, Shadetree, CEO and Domestic Violence Survivor. The event was streamed to three (3) locations and attended by fifty-one (51) employees.

On Human Trafficking Awareness Day (#WearBlueDay), employees were encouraged to wear blue in honor of victims and to post photos of themselves on Blink and their social media. Approximately seven (7) departments participated by posting pictures with their fellow colleagues.

Hosted a webinar sponsored by Department of Homeland Security "From Awareness to Action: Recognizing and Reporting Human Trafficking". Participants were able to learn about human trafficking, myths and misconceptions, who trafficking affects and how traffickers operate, potential human trafficking situations, and resources available. The webinar was attended by twenty-nine (29) employees and the recording was sent to Transit and Paratransit for viewing.

Partnered with GMM to launch a victim-centered and public awareness campaign on social media to send messages to victims of human trafficking- #endtrafficking advertised via the RTC Blog.

Hosted a webinar on human trafficking for employees on World Day Against Trafficking in Persons and conducted an awareness campaign on Blink for Leave No Child Behind in the Fight Against Human Trafficking using marketing materials from the United Nations during the week of July 29, 2024.

Participated in the Southern Nevada Human Trafficking Taskforce quarterly meeting to stay educated about activity and events within the community and network with other agencies providing resources for employers and victims.

Partnered with Transit and Safety & Security to provide RTC human trafficking program information with two (2) other transit agencies looking for strategics and tactics for launching their own programs.

TRANSPORTATION DEMAND MANAGEMENT PROGRAM – CLUB RIDE (SUSTAINABILITY AND SYNERGY)

Completed a strategic planning exercise that produced a plan with stakeholder input that clearly outlined a vision, mission and next steps to accomplish established goals over the next five years. Ended the year with 17,524 members, 242 business partners, and 124 completed outreach events.

PUBLIC RELATIONS, MEDIA COVERAGE, CONTENT CREATION AND AWARDS (SYNERGY)

Generated more than 450 local media stories and 170 national media stories for significant projects such as the Maryland Parkway Bus Rapid Transit groundbreaking, ZeroEyes firearm detection software, and Summer Heat Campaign efforts amid record-high temperatures. Secured five local and national award recognitions.

MARYLAND PARKWAY ENGAGEMENT (SYNERGY)

Hosted a construction groundbreaking event that generated millions of impressions on traditional and social media and recognition through awards. Enhanced community engagement for the Maryland Parkway Bus Rapid Transit project through 50 in-person events, door-to-door outreach to over 400 businesses and 2,000 residences, advertising at 18 bus stops, e-blasts, boosted social media posts, text and email alerts, bi-weekly virtual stakeholder meetings, and AI-driven digital ads. These efforts added 4,500 new subscribers to the weekly project updates, including nearly 4,000 email contacts and over 3,400 text contacts.

DIGITAL COMMUNICATIONS (SYNERGY AND STEWARDSHIP)

Attracted new customers and stakeholders to RTC digital platforms while nurturing existing relationships. Increased our blog subscriber base by 56% to 49,678 contacts, increased our social media following by 12.5% to 52,450 across all major platforms, and expanded our marketing email database by 2.9% to 249,837 total email addresses. Launched a redesigned blog landing page and revamped our transit alerts & detours webpage to enhance the customer experience. Launched a comprehensive social media listening pilot that provided valuable insights into public sentiment that could become actionable items for the transit and traffic management teams.

CREATIVE, BRANDING AND MARKETING (SYNERGY)

Developed and implemented 14 marketing and communications campaigns, including transit service change, Inter-Con Security transition, Las Vegas Marathon, Formula 1 transit and traffic impacts, Tap & GO reloadable tap card, Bike Month and Biketoberfest.

TRANSIT ADVERTISING (STEWARDSHIP)

OUTFRONT Media, RTC's transit advertising contractor, continued to elevate the profile of advertising on transit assets to local and national clientele. It met its \$4 million annual guarantee and continues to generate additional revenue.





AREAS OF PERSISTENT POVERTY PROGRAM (SERVICE)

Officially kicked-off the project after being awarded a \$630,000 FTA Areas of Persistent Poverty discretionary grant. The grant will be used to develop an action plan that will identify priority locations, based on community input, for mobility hubs and related infrastructure investments to enhance safety, access, and mobility for transit riders. The study area, which is roughly 30-square-miles, includes historically underserved neighborhoods in and around the region's urban core and eastside.

The action plan will propose a set of equitable transportation investments, anchored and supported by mobility hubs, that enhance access to public transit and increase accessibility and opportunity for people living in areas underserved or overburdened by current infrastructure.

BIKE SAFETY & ADVOCACY (SUSTAINABILITY)

Developed bilingual bicycle safety videos focused on reducing vehicle-bicyclist crashes through a grant received from the Nevada Office of Traffic Safety. The videos were rolled out during Biketoberfest promotional and educational events. October bicycling events were such a success, that it marked the peak usage month of Bike Share's E-bikes at an impressive 11 rides per bike per day!

Developed and distributed an updated Bike Map with 50k printed copies that were sent to bike shops, stakeholders, community organizations and judications throughout Clark County.

These actions will increase awareness and utilization of Southern Nevada's 1,100 miles of bike lanes, and 383 miles of multi-use pathways that are separated from traffic. Increasing awareness of bicycling and teaching safe operational practices will increase ridership and safety.

BIKE SHARE (SUSTAINABILITY)

Expanded Bike Share to the eastside neighborhood of the City of Las Vegas with six (6) new stations installed. Funding was made available through Community Project funding by Rep. Dina Titus and included additional electric bikes.

In 2024, the Bike Share program recorded a total of 34,086 trips. E-bikes averaged 1.17 rides per bike per day throughout the year, highlighting the growing popularity and demand for e-bike options in the program.

Awarded \$25,000 from the Southern Nevada Health District, who allocated federal CDC REACH grant funds, that were used to purchase thirteen (13) bike share docks. The docks will be used to expand the bike share network west and north of the UNLV Medical District stations by adding an additional three stations in 2025.

Awarded a mini-grant from the Better Bike Share Partnership to purchase promotional event equipment. The grant enabled the RTC to promote and lead four (4) adult bilingual "Learn to Ride" bicycle clinics at The Center and East Las Vegas Community Center from September-November.

RTC's reduced fare bike share passes for SNAP beneficiaries have proven successful, with an average of 19% of monthly ridership coming from reduced fare users in 2024. Usage peaked in August, reaching 24%, and stayed consistently high throughout the warmer months, demonstrating that the program effectively supports low-income individuals' access to affordable transportation. This initiative is fostering greater mobility and inclusivity across the community.

Bike Share expansion will increase system ridership and decrease VMT and GHG emissions.





BOULDER HIGHWAY CONNECTING COMMUNITIES TO TRANSIT PLAN (SUSTAINABILITY)

The Connecting Communities to Transit Plan officially kicked-off in the Fall with walk audits along Boulder Highway, an open house, and walkability forum with renowned urban planner and walkability expert Jeff Speck. This plan is being conducted in partnership with the City of Henderson, to better align land use plans with the Reimagine Boulder Highway roadway construction project in an effort to plan for transit-oriented development and safe walking/biking connections to future transit stations. The project is being funded by a \$560,000 grant from the FTA.

Well-designed TOD around planned BRT station areas has the potential to reduce the need for personal automobile use, resulting in decreased transportation costs for residents that live and/or work along the corridor.

CHARLESTON BLVD ALTERNATIVES ANALYSIS (SUSTAINABILITY)

Awarded a \$5.9M USDOT RAISE discretionary grant to plan for future high-capacity transit along Charleston Blvd in 2023. The project will complete the planning, preliminary engineering, and environmental clearance phases for transit improvements along 17 miles of Charleston Blvd. The Alternatives Analysis started in 2024, and will plan for dedicated transit travel lanes, enhanced pedestrian and bike amenities and facilities, enhanced transit station areas, real-time bus arrival information, streetscape improvements, and safety/traffic management technology. Project partners include NDOT, Clark County, and City of Las Vegas.

Charleston Blvd sees 9,514 weekday boardings, ranking as the 3rd busiest route in the system and 2nd busiest non-Strip route, just behind Flamingo. Average peak travel times are lengthy, taking about two hours from end to end. Enhancing transit service and safety along Charleston Blvd, while fostering economic development opportunities, is central to corridor improvements and a key reason these upgrades were recommended in the On Board Mobility Plan.

CHARLESTON BOULEVARD TOD PLANNING (SUSTAINABILITY)

Awarded \$351,233 from the FTA in November 2024 to conduct Transit Oriented Development planning along a 3.5-mile segment of the Charleston Blvd corridor located within the City of Las Vegas, stretching from Rainbow Blvd on the west to Valley View Blvd on the east. The Project will complement the \$5.86 million RAISE grant from the U.S. Department of Transportation to plan for future high-capacity transit along Charleston Blvd.

Well-designed TOD around the planned BRT station areas has the potential to reduce the need for personal automobile use, resulting in decreased transportation costs for residents that live and/or work along the corridor, and promoting jobs and economic development within the corridor.





CLIMATE REGISTRY REPORTING (SUSTAINABILITY)

RTC transit achieved a 1.2 % reduction in greenhouse gas (GHG) emissions this year by replacing diesel buses with electric and hydrogen buses, and the Bonneville Transit Center has reduced 3.5% of electricity usage through the installation of solar panels. These actions implement the RTC's Sustainability Plan by collecting and reporting independently verified agency-wide carbon emissions to the Climate Registry. Participating in the Climate Registry is vital as it underscores the agency's commitment to environmental responsibility by accurately measuring and disclosing greenhouse gas emissions. Through this effort, the agency will gain valuable insights for targeted emission reduction strategies, and contribute to broader regional and national climate change mitigation efforts.

Reporting to the Climate Registry is crucial for the RTC as it enhances transparency, facilitates emission reduction strategies, and demonstrates a commitment to environmental responsibility, contributing to broader climate change mitigation efforts.

COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN ADOPTION AND IMPLEMENTATION (SERVICE)

Facilitated 8 SNHD-led produce pop-ups and 2 Nevada Homeless Alliance Project Homeless Connect pop-up events at the Bonneville Transit Center, resulting in increased food access and social services for approximately 1,000 community members and transit customers. For updating the plan, the RTC facilitated bimonthly Stakeholder Advisory Committee meetings with participation from 20 health and human services and transportation, and community organizations.

Based on input from stakeholders, including the RTC's first focus groups aimed at identifying transportation needs of low-income, senior, and/or differently abled women, adopted the 2024 Coordinated Transportation Plan update in November.

HENDERSON TRANSPORTATION AND MOBILITY PLAN (SUSTAINABILITY)

In partnership with the City of Henderson, developed a plan to ensure a safe, connected, reliable, equitable, and sustainable transportation network in Henderson. Grounded in input from the community, the Transportation and Mobility Plan identifies pressing mobility challenges and presents a set of actions to be taken to address them. The plan will be adopted by Henderson in early 2025 and includes and prioritized recommendations for enhancing multimodal transportation to meet the needs of Henderson's diverse and growing population.

The plan prioritizes a safe and connected multimodal transportation network across the city, will inform future decision-making, project prioritization, capital investments, and programs in Henderson. Enhancing mobility options for all modes of transportation can improve health, environmental, and quality-of-life outcomes.





LAND USE WORKING GROUP (SYNERGY)

Finalized coordination with local agencies through the Land Use Working Group to ensure their latest comprehensive plans, which contain future land uses, are incorporated into the region's Travel Demand Model. Land use projections are used to develop population and employment forecasts, which are key inputs in the update of the Regional Transportation Plan. The Land Use Working Group will participate in the upcoming Southern Nevada Strong Regional Plan growth scenarios development.

Socioeconomic data is one of the most important elements in model development. Determining input projections requires (1) understanding current and future land use development patterns, and (2) converting the land use patterns to the planning variables that are required inputs to the model.

LIVABLE CENTERS: HENDERSON COLLEGE AREA (SYNERGY)

Completed a Livable Centers Study in partnership with the City of Henderson for the area surrounding Nevada State University to better integrate transportation and land use. Conducted walk and bike audits, a needs assessment, and community visioning process. The plan was adopted by the City of Henderson City Council in September 2024. Land use and transportation recommendations will be considered by the City of Henderson and Nevada State University for implementation.

Supports walkable, mixed-use neighborhoods with transportation and housing choices, expanded economic development, improved health outcomes, and access to jobs and services.

NELLIS AIR FORCE BASE TRANSPORTATION STUDY (SYNERGY)

Developed a \$720,000 Department of Defense-funded transportation study to ensure accessibility to Nellis AFB by enhancing multimodal access, improving freight mobility, and congestion management. Project kicked off in 2023, and completed walk audits of key areas and is embarking on the final phase of public outreach. The RTC is finalizing the plan, which includes recommendations for a potential pedestrian bridge over or under Las Vegas Blvd connecting the two secure sides of the base, signal timing improvements along Craig and Las Vegas Boulevard, and ingress improvements to cut down on queuing issues along Las Vegas Boulevard. Recommendations for bicycle and pedestrian improvements based on walk audits are in development. Project partners include Nellis AFB, NDOT, Clark County, and City of North Las Vegas.

The Study will help ensure forecasted growth at Nellis AFB and industrial properties in North Las Vegas can continue through congestion management and promote multimodal accessibility.





ON BOARD MOBILITY PLAN IMPLEMENTATION (SUSTAINABILITY)

Continued making refinements to the adopted plan, and ensuing projects are ready for implementation as discretionary grant funding becomes available. Additional planning focused on identifying new mobility improvements in the Resort Corridor is almost complete, and when done it will be incorporated into a fiscally constrained version of the On Board Mobility Plan that could potentially be implemented through future revenues.

The On Board Mobility Plan is the visionary mobility plan for Southern Nevada, aimed at creating a safer, more equitable, and sustainable transportation system for people of all ages and abilities.

PERFECT STORM SPECIAL EVENTS MANAGEMENT STUDY (SYNERGY)

Finalizing findings and recommendations from the Perfect Storm Study in coordination with Clark County and stakeholders. Upcoming analysis will develop a Capacity Study to identify future traffic congestion in the Resort Corridor based on new planned developments and additional special events. Results will be mapped for visualization along with a summary of findings and recommendations, which will be coordinated with recommendations from the On Board Mobility Plan.

Mitigates traffic congestion through improved permitting of special events by Clark County, and improved operations plans through coordination with FAST. Also identifies the need for additional mobility options in the Resort Corridor to ensure continued economic growth.

PERFORMANCE-BASED BENEFITS CALCULATOR (STEWARDSHIP)

Completed development of an automated tool that assesses and quantifies the anticipated transportation-related benefits of planned transportation projects. The benefits calculator scores projects based on seven criterias: Safety, maintenance, multimodal accessibility, congestion, environment, economic impact, and equity. The Performance-Based Benefits Calculator was successfully completed and utilized in scoring 134 projects as part of the update of the Regional Transportation Plan. While the calculator was not the only factor in project selection it played a critical role. Additionally, this was the first time such a methodology was leveraged in the project prioritization process, and findings will be utilized for development of the upcoming Capital Improvement Program for local roadway funding.

Distributing transportation funds through a performance-based planning and programming process helps implement an integrated, efficient regional transportation system and meet federal requirements.



REGIONAL GRANTS COORDINATION (STEWARDSHIP)

Facilitated bimonthly meetings with participation by over 30 planning, economic development, engineering, and grants staff from regional and local agencies focused on collaboration and coordination around federal grant opportunities. Regional support and coordination is critical to taking advantage of the historic amounts of federal funding made available through the Infrastructure Investment & Jobs Act and the Inflation Reduction Act. Engaged participants through surveys and interviews, resulting in the identification of opportunities for collaboration and regional grant applications. Prepared a scope of work to develop a regional grants strategy in coordination with local agencies, which will be completed in early 2025.

Regional collaboration is essential for boosting competitiveness in securing grant funding for new transportation projects. For example, the City of Las Vegas and RTC partnered to apply for Reconnecting Communities funding in the Historic Westside to support complete streets improvements and expand the Bike Share network.

ACCESS TO PARKS PLAN AND REGIONAL OPEN SPACE AND TRAILS WORKGROUP (SYNERGY)

Facilitated monthly meetings of the Regional Open Space and Trails Working Group, resulting in improved coordination with federal, state, regional, and local planning, infrastructure projects, and educational programming. Facilitated development of the Regional Open Space and Trails Workgroup Strategic Plan, which is almost complete.

Kicked-off the Transportation to Parks Study, which is funded through a \$75,000 Nevada Department of Outdoor Recreation grant, to study transportation access to parks and open space, focusing especially on multimodal access.

Enhances equitable access to healthy recreational opportunities and develops a regional open space and trails system that links federal, state, and local lands and connects people to the outdoors for improved physical activity and health. Promotes increased use of existing trails and public lands through printed maps and online tools.





REGIONAL TRANSPORTATION PLAN UPDATE (STEWARDSHIP)

Adopted an updated Regional Transportation Plan (RTP) in January that incorporates new IJJA-related planning requirements for housing, resiliency, equity, climate change, and expanded funding opportunities. 2024 kicked-off with prioritization of 134 local agency transportation projects submitted in response to a call for projects. The RTP is the primary mechanism through which a continuous, cooperative, and comprehensive planning process is implemented. Regulations require that the long-range planning document be updated every four years to ensure eligibility to utilize federal funding. In addition to funding local agency roadway projects with federal funding, RTC projects include new transit and paratransit fleet vehicles, Bike Share, and FAST projects.

A new RTP will provide the region with a transportation planning framework to ensure considerations related to housing, equity, resiliency, and adaptation are reflected in local projects and programs.

REIMAGINE BOULDER HIGHWAY – REGIONAL INFRASTRUCTURE ACCELERATOR (SUSTAINABILITY)

Through this project, preliminary engineering and design and environmental review under the National Environmental Protection Act (NEPA) will be completed, paving the way for center-running bus rapid transit and complete streets enhancements in the northern half of the Boulder Highway corridor (from Charleston to Gibson). A funding/financing analysis will also be completed to identify the optimal funding and/or financing options for the subsequent roadway work. The project is funded by a \$2 million Regional Infrastructure Accelerators discretionary grant awarded from the Build America Bureau in September 2023, and a \$2.3 contribution from NDOT. The grant agreement with USDOT has been fully executed, an Interlocal Agreement with NDOT approved, and solicitation for consultant services underway ready to start the project in early 2025.

The transformation of and redevelopment along the Boulder Highway corridor has long been a priority, both locally and regionally. This project will deliver critical projects needed to support final design and construction of BRT and complete streets infrastructure in the northern half of the Boulder Highway corridor. Ensuring that the northern and southern halves of the corridor align from both a roadway design and transit investment standpoint will be a critical piece in realizing the regional high-capacity transit (HCT) network envisioned in On Board Mobility Plan.

SAFE STREETS FOR ALL ACTION PLAN (SAFETY)

Began work on a grant-funded \$1.6 million FHWA Safe Streets for All grant that was awarded in February 2023 to develop a regional action plan. The project will include the development of a community-driven action plan that leverages new data sources to prioritize equitable mobility projects that increase safety for vulnerable roadway users. The project consultant has been selected, and the team is emphasizing the need to utilize cost-effective, impactful strategies to significantly reduce traffic deaths by identifying and solving for the most significant safety factors, including speed, roadway design and lighting. The plan will prioritize projects, policies, and programs for immediate implementation.

The plan is being developed in close coordination with the Clark County Office of Traffic Safety to directly address a critical safety crisis, particularly impacting underserved and historically disadvantaged areas, where 43 bicycle and pedestrian fatalities occurred last year. A key aspect of the project involves gathering input from the community and stakeholders to update RTC's Policies and Procedures, which will inform the development of a new Design Criteria Manual—also funded by a Safe Streets for All grant.





SOUTHERN NEVADA STRONG REGIONAL PLAN UPDATE (SYNERGY)

Initiated an update to the Southern Nevada Strong Regional Plan, per the recommendation of the SNS Steering Committee. Completed an Underutilized Lands Inventory, formed a stakeholder committee, and prepared draft map. Increased RTC Board awareness through CEO Report presentation. Formed a core team to help inform, support, and guide the plan update process. Priorities for the plan update include re-engaging key stakeholders and the community; incorporating updated scenario planning with an emphasis on infill, aligning transportation and housing, and focusing on strategic actions that advance attainable and measurable objectives.

TRANSPORTATION RESILIENCY PLAN (SYNERGY)

Awarded a \$750,000 PROTECT grant from USDOT in early 2024 to develop a Southern Nevada Transportation Resiliency Plan, which aims to identify projects that hardens the region's transportation infrastructure to the increased prevalence of heat, drought, storm water, and fires.

TRAVEL DEMAND MODEL UPDATE (SUSTAINABILITY)

Finalize development of a new Travel Demand Model (TDM), an essential tool the RTC employs to estimate future travel conditions and regional mobility needs. The update was successfully completed and is being used for Regional Transportation Plan air quality conformity. The new model incorporates 2023 household travel, visitor travel, and on-board transit survey data.

WALK AUDIT PLAN IMPLEMENTATION (AB 343) (SUSTAINABILITY)

Completed five walk audits in cooperation with local governments and support from the Southern Nevada Health District (SNHD). The AB 343 Southern Nevada Walk Audit Planning group continues to meet quarterly. Recently launched Southern Nevada Walk Audits webpage, which provides an overview of walk audits, shares locations of previous and future walk audits, and links to past audits. 2024 walk audit locations focused on areas within the Livable Centers Study at Nevada State University and the Nellis AFB Transportation Study area.

URBAN HEAT MITIGATION AND ADAPTATION (SYNERGY)

Continue to share findings of the Southern Nevada Urban Heat Island (UHI) Mapping Project via media interviews (local and national) and community presentations. Extreme heat maps continue to be used to identify locations for shade, enhanced bus shelters, and complete streets. Planning for extreme heat emergency response and infrastructure will also occur through the Southern Nevada Transportation Resiliency Plan.

VOLPE CENTER ASEAN PARTNERSHIP (SYNERGY)

Strengthened partnership with ASEAN member-city Phuket, Thailand, as part of the USDOT Volpe Center's Smart Cities Partnership capacity-building program. Held the third U.S.-ASEAN Smart Mobility Program workshop in Phuket (March 2024) and the fourth in Boston (September 2024) to advance each city pair's Smart Mobility Workplans, address challenges, and work toward final goals. These workshops enable discussions on mobility and transportation, fostering knowledge exchange between U.S. and ASEAN cities. METTRANS Transportation Consortium, including UNLV, supports shared learning to address tourism-related mobility challenges specific to Phuket and Southern Nevada.



CALL CENTER

CUSTOMER CARE

In 2024 the call center saw an increase of 1.3% in calls handled from the previous year (455,596 vs 449,551). The service-level agreement increased to 76.1% answered within 3 min vs 73.8% in 2023 and 83.7% answered within 5 min vs 81.7% in 2023. This increase was accomplished while the department saw a large number of extended absences and vacancies in the department. The remaining staff were able to increase productivity by reducing the average time to handle calls to 3:36 from 3:45 in 2023 without negatively impacting the customer experience.

24-HOUR FIXED ROUTE CALL CENTER

On July 11, 2024, CDS successfully implemented 24-hour Fixed Route call center operations. This initiative was launched in response to a request from the C-Suite to ensure that all Fixed Route customers have access to assistance round the clock for transit-related inquiries and issues. The need for this was made evident during the inaugural Formula 1 Las Vegas race in 2023. RTC realized that customers need access to staff after hours due to detours, events like Las Vegas Marathon and Formula 1, and to assist customers who may have transit pass issues preventing them from utilizing the service. The establishment of this 24-hour service not only demonstrates our commitment to providing exceptional customer support, but also enhances the accessibility and reliability of our transit services for all customers.

RELOADABLE TAP CARD IMPLEMENTATION

On August 29, 2024, staff successfully completed training on the innovative Reloadable Tap Card system, which was officially launched on September 15, 2024.

The introduction of this new feature enables customers to conveniently add funds to their rideRTC app, streamlining the boarding process by simply scanning the barcode. This enhancement is a significant step towards enhancing the overall user experience and efficiency of our services.

CUSTOMER CARE CODE OF CONDUCT POLICY

On April 9, 2024, the Customer Care team underwent extensive training on the newly implemented Code of Conduct policy. Unfortunately, customers have become more abusive towards staff resulting in staff morale issues. This policy was designed to equip our team with clear guidelines for effectively managing interactions with abusive clients, enabling them to differentiate between an abusive and irate customer, and outlining the appropriate steps to address such situations. The training aimed to enhance our team's ability to maintain professionalism and foster a respectful environment for both staff and clients.

NO-SHOW SUSPENSION NOTICE

On May 1, 2024, the Regional Transit Commission (RTC) reinstated its no-show policy for Paratransit customers. This decision aims to improve Paratransit efficiencies and reduce costs by reducing resources used on rides that are not taken or canceled within 2 hours of the pick-up time.

From May to September 2024, the average number of Late Cancels, No Shows, and Cancel at the Door trips was 6,599 trips per month. This is a 21% decrease from the same period in 2023 which averaged 8,364 trips per month that fall into this category.

As a result of this policy change, Customer Care has been tasked with managing all correspondence, disputes, and suspensions related to the no-show policy.



CERTIFICATION

CERTIFICATION REFERRAL PROCESS

On July 15, 2024, the Certification Department initiated a process following feedback from impacted agency partners to enhance consistency and improve efficiency across agencies. This process involved creating and distributing a PDF fillable Certification referral form. By implementing this procedure, communication was enhanced, and the referral process was streamlined for agency partners, including nineteen (19) DaVita Dialysis and thirteen (13) Fresenius Kidney Care clinics, nine (9) Comprehensive Cancer Center of Nevada treatment facilities, and the Nevada Community Enrichment Program (NCEP), which is a non-profit program that provides comprehensive brain injury and cardiac rehabilitation services in Nevada.

CERTIFICATION APPLICATION AND CLIENT INTERVIEW INCREASE

The Certification Department has seen a significant surge in both application requests and in-person client interviews and assessments. Application requests increased by 21% YOY from 8,179 during the first three quarters of 2023 to 9,858 during the first three quarters of 2024. Client interviews and assessments increased by 54% from 1,429 to 2,199 during the same period.

This surge can be primarily attributed to various factors such as the aging population requiring more services, and the necessity for in-person interviews to revalidate certification for clients who were granted presumed eligibility for three (3) years during the COVID-19 pandemic.

Given this substantial increase, the department may need to consider potential adjustments to effectively manage the higher volume of applications and client interactions.



MOBILITY TRAINING

MOBILITY TRAINING FOR PEOPLE WITH DISABILITIES AND SENIOR CITIZENS

In 2024, mobility training provided free one-on-one or group training on using RTC fixed-route transit services to 14 individuals. All mobility trained customers receive a special reduced fare identification card to use when they take fixed-route trips in order for the agency to track usage. In 2024, a total of 11,611 trips were taken on fixed-route transportation by customers who have received mobility training, resulting in a projected cost savings of \$441,218 in 2024.

MOBILITY TRAINING FOR CCSD SPECIAL EDUCATION PROGRAM

The Regional Transportation Commission of Southern Nevada (RTC) offers Clark County School District (CCSD) high schools and middle schools free mobility training for students who are part of the Special Education Program. This training will provide the students and teachers with information about the RTC Fixed Route Transit Services and how to use this city bus system safely and properly. Mobility training is directed to assist people in developing the confidence necessary to travel independently. In 2024, this program provided free training for 409 CCSD high school and middle school students.

MOBILITY TRAINING CENTER ON THE GO

The Mobility Training Center on the Go is a specialized RTC bus designed to serve as a mobile training lab. It provides essential skills for seniors, students, individuals with disabilities, and other vulnerable populations to navigate the RTC transit system confidently. It utilizes a new custom built RTC Paratransit bus to bring mobility trainers and resources directly to the community. In 2024, this new program conducted 6 outreach events for 112 customers and provided 27 trainings for 261 customers.

SENIORS ON THE GO PROGRAM

The Regional Transportation Commission of Southern Nevada (RTC) offers free on-site training for senior citizens who are interested in maintaining their independence by using the fixed route city buses. We know that asking family members and friends for rides may be difficult at times; therefore, let us teach your seniors everything that they need to know about riding the city buses. RTC will demonstrate how easy, affordable and safe riding can be. The Seniors on the Go program provided on-site training to 328 senior citizens to enhance their independence using fixed-route city buses.





SAFE SECUREMENT STRAP CLINIC

The Securement Assistance For Everyone (S.A.F.E.) program is a free and voluntary program designed to provide better securement for people using mobility devices on public transportation. The program is meant to ensure that mobility devices are secured properly in the safest place to minimize injury and damage. The transit operator will attach the vehicle's securement system to the marked areas of your mobility device where the straps on the device are placed and the vehicle's securement system will be tightened. Securement is mandatory, however, straps are not mandatory and riders cannot be refused transportation if they do not have them. The S.A.F.E program holds monthly clinics offering securement strap installations at the BTC and customers' homes. To date, the S.A.F.E. program has installed mobility devices for 316 customers in 2024.

PARATRANSIT OPERATOR TRAINING

The RTC offered the Paratransit contractor additional sensitivity and securement training for new operators in response to increases in securement and sensitivity issues that were being reported. This training allows the RTC to give a different perspective on training as it utilizes its relationships with agency partners and customers for feedback on areas that could improve related to driver training. In 2024, the Mobility Training Department provided securement and ADA sensitivity training for 221 new Paratransit operators.

PARATRANSIT

PARATRANSIT AND SENIOR TRANSPORTATION SCOPE OF SERVICE AND PROCUREMENT

The paratransit team, along with inter agency stakeholders, successfully rewrote the paratransit and senior transportation scope of service, and subsequently, navigated through the procurement process for the paratransit service contract, which is set to be one of the largest in the industry and the largest in RTC history. This accomplishment highlights our dedication, collaboration, and expertise in enhancing transportation services for seniors and individuals with disabilities.

CO-BRANDING RIDE ON-DEMAND AND NON-DEDICATED SERVICE PROVIDERS

We led the initiative, in partnership with GAMM to co-brand the current Ride On-Demand (ROD) and non-dedicated service (NDS) providers under one unified brand. This effort aimed to streamline our services, reduce confusion among staff and customers, and ultimately drive increased program participation. By consolidating under a single brand, we anticipate providing more mobility options for paratransit customers.

To ensure the success of this rebranding strategy, the team conducted four interactive focus groups involving over 65 customers and stakeholders. Our final Rebranding Focus Group was conducted on 10/23/24, gathering valuable feedback and insights. Draft branding samples have been developed.

Through strategic planning, thorough research, and effective communication, we have set the stage for a successful transition to the new brand, which will enhance our overall service delivery and customer experience.



NON-DEDICATED SERVICE EXPANSION

Through the RTC Non-Dedicated Service (NDS) program, the paratransit contractor successfully partnered with rideshare companies like UZURV and SilverRide, utilizing privately owned vehicles to offer additional mobility options alongside ADA paratransit services. By providing door-to-door assistance similar to paratransit services, the program significantly increased efficiency and on-time performance while alleviating the strain on routes due to daily factors like traffic.

KEY ACHIEVEMENTS

Client Enrollment Growth: The program saw impressive growth in client enrollment, increasing from 483 clients at the beginning of 2024 to 1983 clients currently enrolled. This growth highlights the success and demand for the NDS program's services.

Trip Performance Improvement: Average weekday trips performed experienced a remarkable 155% increase from 148 trips in October 2023 to 377 trips in October 2024. This surge in trip volume demonstrates the program's ability to efficiently meet the transportation needs of its clients.

Specialized Service Benefits: The NDS program's more direct and sometimes single ride services have proven particularly beneficial for clients such as dialysis patients. Offering post-treatment transportation that caters to their specific needs has been highly appreciated by clients and has enhanced their overall experience.

Overall, these achievements underscore the success of the NDS program in providing enhanced mobility options, ensuring client satisfaction, and effectively addressing the unique transportation requirements of its diverse client base.

CITY OF HENDERSON SENIOR COMMUNITY OUTREACH

In light of the reduction and expansion of the Paratransit service area resulting from a Fixed Route service change initiated by City of Henderson, representatives from the Certification, Customer Care and Quality Assurance teams participated in several "Wellness Wednesday" senior events held at the City of Henderson Downtown Senior Center. The goal of the team was to effectively communicate and inform all affected Paratransit customers, provide information regarding Silver STAR Route 716 which serves that area, and to register eligible clients who may be interested in paratransit service.

The team engaged with 50-60 seniors who were in attendance, fielded approximately 15 inquiries regarding the service change, informed several participants about the paratransit certification process, and shared literature outlining the Mobility Training program as well as the Customer Information Card which is a great resource for paratransit customers.

NAVIGATED A POTENTIAL PARATRANSIT STRIKE

In early 2024 the paratransit team successfully navigated a potential work stoppage by strategically preparing and ultimately preventing it. Their collaborative effort involved leading a partnership with both internal and external stakeholders to draft a comprehensive work stoppage plan and a proactive communications plan to keep RTC staff and impacted partner agencies informed. This accomplishment demonstrates their dedication and effective teamwork in addressing potential challenges.





QUALITY ASSURANCE

SUCCESSFUL IMPLEMENTATION OF NEW CUSTOMER ONBOARDING PROCESS

On August 8, 2024, the Quality Assurance team, in collaboration with the Certification and Mobility Training staff, initiated an enhanced customer onboarding process aimed at delivering an elevated level of service and personalized assistance to newly certified clients. Upon approval of certification eligibility interviews, customers are seamlessly transitioned to a member of the Quality Assurance team, who assists them in signing up for MyRTCpara using smartphones and facilitates enrollment in the Non-Dedicated Service program. The primary objective of integrating MyRTCpara is to bolster customer engagement, cater to individual needs, especially for those less comfortable with technology, and address any queries concerning the service.

As of October 30th, the team has successfully enrolled new clients in the following programs:

Non-Dedicated Service: 117

MyRTCpara: 154

Text Alerts: 239

This achievement underscores the team's commitment to providing comprehensive support and ensuring a smooth onboarding experience for our valued clients.

DIALYSIS OUTREACH AND PROGRAM ENROLLMENT

On May 7, 2024, the Quality Assurance team initiated a comprehensive outreach initiative at designated dialysis clinic partner locations. The primary objective was to educate customers about RTC services, furnish essential information, facilitate points of contact, and provide resources. Concurrently, the team aimed to enhance the enrollment of eligible clients into the Non-Dedicated Service program, including SilverRide and UZURV.

As of September 25, 2024, the team successfully engaged 171 clients across 11 dialysis clinics. Furthermore, they achieved the enrollment of 21 clients in the Non-Dedicated Service program and/or MyRTCpara. This demonstrated a significant accomplishment towards broadening the reach of RTC services and ensuring accessibility and support for clientele within the dialysis community.





SPECIALIZED SERVICES

PARATRANSIT RIDE ON-DEMAND

The goal of increasing participation in the Ride on Demand program was exceeded, with a remarkable 36% increase in enrolled participants, surpassing the initial target of 10%. This significant accomplishment demonstrates the effectiveness of the initiative in providing accessible transportation options for the community.

COMMUNITY MOBILITY PROJECT

The Community Mobility Project (CMP) provides match funding to non-profit organizations providing mobility options for eligible local seniors, persons with disabilities and low-income residents to and from healthcare, employment, nutrition programs, community services and other essential services. The funding for the six (6) agencies participating provided 59,489 rides for 7,866 clients, an increase in ridership of 2.5% over the previous year. Several recipients of CMP funds provided customer impact statements at the June RTC Board of Commissioners meeting in which CMP renewal was an agenda item.

OPPORTUNITY VILLAGE (OV)

At OV in just the last year, more than 650 adults with disabilities have been provided this specialized service, accessing more than 160 different locations to achieve goals and daily living and independence and employment.

HELPING HANDS OF VEGAS VALLEY (HHOVV)

Because of the funding HHOVV receives, this fiscal year we've been able to provide 1,933 senior citizens over the age of 60 residing within the Las Vegas Valley 10,682 safe and reliable rides to medical appointments, dental appointments, grocery shopping and errands. HHOVV also provides transportation to three (3) congregate meals allowing for seniors to receive a nutritious lunch and socialization that many seniors too often go without.



ENHANCE SECURITY SERVICES TECHNOLOGY FOR CUSTOMERS, STAFF AND CONTRACTORS (SAFETY)

Implemented ZeroEyes Gun Detection technology to detect potential gun threats by lowering the risk of a potential Active Shooter at RTC facilities. Also implemented Nano Panic Button technology to enhance safety for drivers when they are not on the bus.

In April 2024, the Safety and Security Department initiated a one-year pilot program with ZeroEyes, an advanced Artificial Intelligence (AI) technology designed to detect individuals brandishing firearms in a threatening manner. Partnering with ZeroEyes, the team successfully installed this software across 90 cameras within four facilities, establishing a proactive surveillance system to enhance safety. This groundbreaking initiative earned the RTC the prestigious Innovation Award from the American Public Transportation Association (APTA), making the RTC the first transit agency to pilot this technology. The RTC subsequently received numerous inquiries from other transit agencies and casinos interested in exploring the capabilities and benefits of this advanced security solution.

In June 2024, the RTC became the first transit agency in the United States to officially implement the Nano Panic Button across its entire fleet of Fixed Route buses. The Safety and Security Department worked in close collaboration with Fixed Route, Technical Equipment, Transdev and Marksman to ensure a seamless launch of this innovative safety feature. To support the rollout, the department developed a comprehensive Standard Operating Procedure (SOP) for Transdev and Marksman, and, with assistance from the Fixed Route team, conducted thorough training sessions for all drivers before the official launch.

The Nano Panic Button, designed for use outside the bus when an operator requires immediate security assistance, is GPS-enabled to provide real-time location data. When activated, the button simultaneously alerts security dispatch, the Bus Operations Center, mobile security rovers, area security commanders, and key RTC staff, ensuring a swift response to any incident.

STATS:

To date, the ZeroEyes system has triggered two (2) non-lethal alerts—one involving a child with a toy gun and the other a member of law enforcement.

Since the Nano launch, there have been eleven (11) activations, including three (3) medical emergencies and various onboard incidents. This tool has proved highly effective in supporting drivers who needed prompt assistance while off the bus, enhancing overall safety for both operators and passengers.

OPPORTUNITIES:

Ongoing education and reinforcement to drivers regarding appropriate circumstances for Nano Panic Button activation, ensuring it is utilized effectively and only in emergencies. Additionally, consistent monitoring of security patrol officers is essential to confirm they remain within their designated sectors, optimizing their response times to incidents and enhancing overall transit safety. Regular communication with both drivers and patrol officers, along with targeted feedback and scenario-based training, will further strengthen the effectiveness of these security protocols.





SEAMLESS TRANSITION TO NEW SECURITY CONTRACTOR (SAFETY)

Complete a seamless transition to a new or existing Security Contractor based on Contract 25-001. Ensure contract compliance by having the Safety and Security Department monitor security contractors utilizing available technologies, deploy officers to areas of concern and analyze data to predict/mitigate incidents.

In March 2024, the RTC Board approved a new \$23.1 million annual contract with Inter-Con Security, enhancing RTC's security presence with an increase in officers from 247 to 300, all of whom are now armed in the field. To support this transition, the Safety and Security Department developed a comprehensive Transition Project Plan covering key enhancements such as high-visibility uniforms, Axon body cameras, real-time incident reporting, GPS tracking for security officers, smaller patrol quadrants, and RTC-owned patrol vehicles.

Weekly coordination meetings with Inter-Con Security were held to ensure adherence to all contract requirements leading up to the July 1, 2024, transition. Additionally, all incumbent and newly hired officers were required to complete 80 hours of classroom instruction and 40 hours of on-the-job training, with the Safety and Security Department attending all six (6) training sessions to verify compliance and quality.

The department also worked closely with other RTC departments to ensure they were informed of any operational impacts during the transition period. Finally, on the night of June 30, 2024, Safety and Security staff were present at each site to oversee a smooth and successful transition.

To maintain rigorous contract compliance, the Safety and Security team conducted over 800 security observations from July 2024 to September 2024. As part of enhanced enforcement efforts, security officers actively upheld RTC rules and policies to promote safer rides for all passengers.

This initiative resulted in a notable increase in enforcement activities and a decrease in passenger-on-passenger and passenger-on-operator assaults.

STATS:

From July to September 2023, removal incidents totaled 27,096, while for the same period in 2024 under Inter-Con Security, removals reached 42,806—an increase of 57.97%.

- From July to September 2023, trespassing incidents doubled, with 60 recorded, compared to 140 during the same period in 2024, reflecting a 133% increase
- From July to September 2023, passenger-on-passenger assaults totaled 27 while for the same period in 2024 under Inter-Con Security, passenger on passenger assaults totaled 23—a decrease of 14.81%
- From July to September 2023, passenger-on-operator assaults totaled 6 while for the same period in 2024 under Inter-Con Security, passenger-on-operator assaults totaled 4—a decrease of 33.33%

OPPORTUNITIES:

Increasing staff presence at facilities and bus routes to monitor and assess the performance of security officers on duty. By adding a Security Quality Assurance team that are dedicated to compliance, we can ensure a higher level of oversight and support for our security teams. Additionally, establishing a monthly review process with Inter-Con Security to evaluate officer performance will be crucial. These reviews should include discussions on specific performance metrics and completion of scenario-based training exercises that address real-world situations. This collaborative approach will not only enhance accountability but also foster continuous improvement and readiness among our security personnel.





SAFETY & SECURITY



SAFETY AND TRAINING ENHANCEMENTS (SECURITY)

Find a contractor to do de-escalation training for drivers and dispatch training for the Bus Operation Center and the security contractor. In addition, work with the Fleet Department to find a robust Driver Enclosure to offer enhanced safety for drivers.

The Safety and Security Department initially conducted an extensive search for specialized de-escalation trainers; however, it was ultimately determined that the Fixed Route Department would lead this initiative and successfully secured a qualified trainer. To further enhance safety and streamline operations, the Safety and Security Department collaborated closely with the Fixed Route Team, Transdev, and Inter-Con to consolidate both the Security Dispatch and Bus Operations Center under one unified location, enabling more efficient communication and faster response times.

Additionally, the Safety and Security Department actively partnered with the Fleet Department to upgrade driver enclosures on buses. Moving from semi-enclosed to fully enclosed safety enclosures, this enhancement aimed to provide drivers with greater protection, creating a safer environment for drivers.

This initiative resulted in a notable decrease in passenger-on-passenger and passenger-on-operator assaults.

STATS:

- From FY 23 to FY 24 passenger-on-passenger assaults decreased by 40% from 166 to 99
- From FY23 to FY24 passengers on operator assaults are decreased by 26% from 35 to 26

OPPORTUNITIES:

To ensure the consolidated Security Dispatch and Bus Operations Center functions optimally, we can establish regular cross-departmental meetings to review operations, discuss challenges, and share success stories. This would foster a collaborative culture and ensure that all departments remain aligned in their safety and security efforts.



PROFESSIONALIZING SAFETY AND SECURITY DEPARTMENT (SAFETY)

Added three (3) staff members (Analyst, Risk Management and Video Technician) to assist in Safety and Security compliance. In addition, adding vehicles to the fleet to respond to critical incidents and enhance compliance checks. Finally, work with the Finance Grant team to procure additional vehicles.

The Safety and Security Department recently conducted a comprehensive departmental analysis and identified the need for additional staffing. Following this assessment, authorization was granted to hire two (2) new team members to support operational needs, with the hiring process for the second position expected to conclude by January 2025. Additionally, the department received approval to acquire two (2) new vehicles, which proved invaluable for monitoring the security contractor, responding promptly to incidents, and attending local law enforcement meetings.

As part of these enhancements, the department also promoted Christina Meneses to the role of Risk Management Technician, recognizing her expertise and contributions. Collectively, these strategic additions empowered the department to increase compliance checks, distribute responsibilities more effectively, and enhance overall departmental efficiency.

ACCOMPLISHMENTS:

Robert Palumbo played a key role in the successful launch of the Nano Panic Buttons across the RTC's Fixed Route fleet. Collaborating closely with Brickhouse (the Nano Panic Button provider), Fixed Route, Transdev, and Marksman, Robert coordinated the entire rollout process. He delegated the programming and etching of over 400 Nano buttons to Tavin Rivera, ensuring each button was ready for deployment. Additionally, Robert conducted comprehensive training sessions for Transdev Management and Bus Operations Center Dispatchers, equipping them with the skills to operate and program the new system effectively. He further supported the Fixed Route Department by leading training sessions for drivers and security staff, guaranteeing that all team members were well-prepared for the implementation. Robert's leadership, attention to detail, and commitment were instrumental in the seamless and successful launch of this safety initiative.

Additionally, Safety and Security Manager, Judy Lopez, led a demanding security transition with impressive coordination and dedication. Each team member committed to attending security officer training sessions, ensuring a consistent presence at each class, even when three (3) sessions ran simultaneously. Despite the challenging schedule, the team maintained a positive, solution-focused approach, covering both training and daily operations without interruption. On transition night, the team skillfully managed the handover between contractors, overseeing the exit of the previous security provider and confirming the new contractor's compliance with RTC standards. This intensive effort exemplified the team's collaboration and commitment, ensuring a smooth, compliant transition and a high standard of security for RTC operations.

OPPORTUNITIES:

By adding a Security Quality Assurance team that is dedicated to compliance, we can ensure a higher level of oversight and support for our security teams.





SAFETY & SECURITY

ENHANCE COLLABORATION WITH LOCAL, STATE AND FEDERAL LAW ENFORCEMENT AGENCIES (SAFETY)

Continue building and enhancing relationships with Transit Safety Administration (TSA), Department of Homeland Security (DHS) and Federal Bureau Investigations (FBI), Las Vegas Metro, Henderson PD and North Las Vegas PD.

In early 2024, the RTC reengaged with the City of Las Vegas MORE team to renew monthly outreach efforts at the Bonneville Transit Center (BTC) to support the unhoused population, offering critical resources and assistance to individuals in need.

The Safety and Security team worked daily with state, local, and federal law enforcement agencies, fostering collaborative efforts to enhance public safety. These close partnerships enabled the RTC to contribute effectively to community safety initiatives.

Additionally, the Safety and Security team was an active participant in the Las Vegas Convention Center and Visitor's Authority (LVCVA) Chief's Association for the Strip corridor, as well as the Downtown Area Command and Boulder Highway Coalition. Through these engagements, the team met regularly with community leaders, building strong professional relationships and establishing a foundation for collaborative problem-solving. Being part of these organizations allowed the RTC to connect with the community, address transit-related challenges, and identify ways in which the agency could support broader public safety and community welfare goals across the region.

STATS:

Over the past year, the team reviewed approximately 152 surveillance videos for the Las Vegas Metropolitan Police Department, providing essential information to aid in criminal investigations.

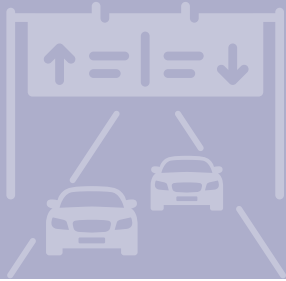
OPPORTUNITIES:

While the renewal of monthly outreach efforts at the Bonneville Transit Center (BTC) is a positive development, we can consider increasing the frequency of outreach events and expanding them to additional transit locations. This will help us reach more individuals in need and provide them with timely resources and assistance.

RISK MANAGEMENT

In 2024, the Risk Management team, working alongside contractor DB Ford, opened twenty-eight (28) new bus shelter claims. They also closed thirty-six (36) claims where no police reports were available, efficiently managing the claims process. Additionally, the team successfully recovered \$56,906.60, with projections indicating an additional recovery of \$10,000.00 to \$12,000.00 in the coming months.

In addition to claims management, the Risk Management team effectively oversaw the Workers' Compensation program for the RTC. In 2024, they handled ten (10) workers' compensation claims, ensuring that all necessary paperwork was completed accurately and within the required timeframes. The team collaborated closely with the Human Resources and Payroll Departments to guarantee that employees received accurate and timely payments, further demonstrating their commitment to supporting both the organization and its workforce.



STREETS & HIGHWAYS

DMV COMPLETE STREETS FUND ADMINISTRATION (SAFETY)

Since January 2015, drivers registering their vehicles at the DMV have had the option to make a voluntary \$2 contribution to the Complete Streets Program. By 2024, these contributions totaled \$2,619,486, enabling the RTC to award a total of \$2.2 million to local agencies for various projects located in all local jurisdictions. Henderson was awarded \$325,000 in December 2024 to install pedestrian crossing and bike lane upgrades. Boulder City will receive \$350,000 this year for complete street improvements at the intersection of Buchannon and Elm Street. North Las Vegas is next in line to receive funds for Complete Streets improvements. Each project aims to enhance residents' quality of life, reduce traffic crashes, and encourage environmentally friendly modes of transportation, making these communities more connected and accessible for everyone.

ROADWAY FUNDING FORECASTS (STEWARDSHIP)

Provided timely and accurate information on the past success of the Fuel Revenue Indexing program, highlighting its mobility and economic benefits. This transparency helped the public understand how the program positively impacted transportation infrastructure and regional accessibility. By detailing how future revenues from this program could potentially be utilized, the RTC emphasized its commitment to making the transportation system safer and ensuring it remains in good repair. This proactive communication fosters public trust and illustrates the vital role of sustained funding to enhance and maintain Southern Nevada's transportation network.

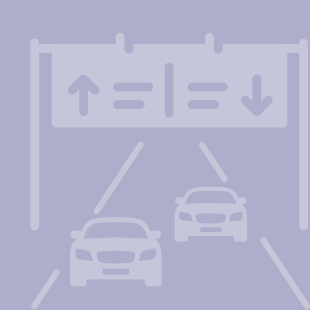
ROADWAY PROJECT DELIVERY (SYNERGY)

Collaborated with member agencies to ensure the successful completion of roadway, bikeway, sidewalk, and trail projects that form the backbone of the region's mobility infrastructure. Refine the Policies and Procedures to establish clear roles, responsibilities, and expectations between the RTC and member agencies to promote transparency and efficiency in project delivery.

ANNUAL UPDATE (STEWARDSHIP)

The Streets & Highways team is actively overseeing 224 open interlocal contracts with member agencies for vital roadway projects throughout our region. This includes 107 open design contracts and 117 projects currently under construction. Our team conducted 76 site visits to ensure optimal work zone setups, reflecting our dedication to safety and quality. We processed an impressive 1,639 invoices, resulting in \$409 million paid out locally. With the current open contract balance exceeding \$900 million, we are well-positioned to continue creating jobs, driving progress and investment in our community.





SEEING ORANGE PROJECT COORDINATION (SYNERGY)

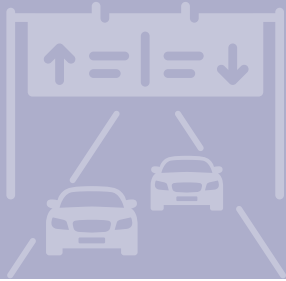
Improved the accuracy and usefulness of the Regional Project Coordination GIS application by having RTC staff attend utility coordination meetings with member agencies and utility providers. Integration of public and private projects was promoted to reduce disruptions for road users. Engagement with the Nevada Contractors Association and Southern Nevada Homebuilders Association encouraged the use of the GIS application in the private sector, fostering collaboration between public and private stakeholders. Efforts continued to enhance and promote the map to support better coordination of roadway and utility projects, aiming to minimize impacts on road users.

DESIGN CRITERIA MANUAL (SAFETY)

RTC was awarded a \$1.5 million supplemental Safe Streets for All action planning grant in 2024 to support the creation of a Design Criteria Manual. In the upcoming year, the RTC will work with member agencies, industry stakeholders, and community advocacy groups to create a manual that gathers best practices for roadway design into a user-friendly resource for engineering design professionals. This manual will help incorporate the latest best practices into roadway infrastructure design, enhancing the safety of vulnerable road users and drawing from national best practices. By separating design criteria from construction drawings, continuous improvement can be achieved without frequent revisions to construction documents.

VULNERABLE ROADWAY USER SAFETY PROGRAM (SAFETY)

Used LiDAR data to identify gaps and accessibility issues in bicycle, pedestrian, and mixed-use trail facilities. Worked with member agencies to plan infrastructure projects that addressed these deficiencies. Partnered with CCSD and member agencies to identify and resolve safety concerns along school walking and biking routes, programming projects that prioritized the safety and well-being of students and pedestrians. Continuously collaborated with member agencies to build, maintain, and organize volunteer clean-up efforts for the multiuse/off-street trail network that enhanced connectivity and encouraged active, healthy lifestyles.



MAJOR REGIONAL PROJECT IDENTIFICATION (STEWARDSHIP)

Collaborated with local entities to establish a clear definition of regionally significant transportation projects. This was essential for successful project implementation through the Capital Improvement Program. These projects, which often targeted larger roadways and addressed critical regional mobility needs, frequently exceeded the financial capabilities of individual jurisdictions. An example case is the Reimagine Boulder Highway project in the City of Henderson, which highlighted the necessity of a collective approach. The RTC took the initiative to coordinate with local agencies to develop a definition that was adopted into a revision of the RTC's Policies & Procedures, ensuring a unified understanding and streamlined funding process for projects that benefit the broader region.

ROADWAY DESIGN (STEWARDSHIP)

The RTC plays a key role in maintaining and improving construction standards across Southern Nevada. It reviews and recommends updates to the Uniform Standard Specifications and Drawings, which guide off-site public works construction projects like roads, sidewalks, and other infrastructure improvements. By keeping these standards current, the RTC helps ensure that local construction practices are safe, efficient, and consistent across different municipalities. In the past year, bike lane design standards and drawings were reviewed through a collaborative, stakeholder-driven process to propose changes to ensure safety, accessibility, and regional consistency.



IMPLEMENT SERVICE CHANGE (SERVICE, STEWARDSHIP)

A service change was implemented in September 2024 using the \$2.5 million dollars the RTC received last legislative session through Senate Bill 341. We're very thankful for these funds as it allowed us to provide frequency restorations on seven (7) routes, improve On-Time- Performance through schedule adjustments, and make modifications on three (3) routes improving service for more than 170,000 customers. These strategic improvements were designed to enhance bus routes and schedules across Southern Nevada.

CONSOLIDATE AND ENHANCE BUS OPERATIONS CENTER (BOC) (SERVICE, SECURITY)

Through the coordination of the Transit Operations team, the RTC worked closely with Transdev and other key RTC stakeholders to enhance the technological resources, facility amenities, and training for the Bus Operations Center (BOC). Substantial effort by the RTC IT and Facilities department were made to realize this project. As a result the new BOC opened in August 2024.

Although the facility was not fully staffed until FY25, there were several benefits that resulted from the consolidation including:

- Improved communications between bus operators and BOC dispatchers
- Reduced delays in communication between security contractor and BOC
- Enhanced response times to safety & security incidents on-bus and at facilities
- Improved oversight of daily service operations including expedited detours and distribution of information to internal and external stakeholders
- Since the consolidation has been completed, response times for Request to Talk (RTT) and Priority Request to Talk (PRTT) calls have decreased to an average wait time of five (5) minutes for RTT and two (2) minutes for PRTT

NANO PANIC ALARM (SAFETY)

In June, the RTC and Transdev launched the Nano Panic alarms for operators. The Nano Panic Button is a GPS based notification system designed to provide operators with a way to notify BOC and RTC Security of escalated incidents that occur off the bus in real-time. The technology allows responders to locate and track operator locations in real-time 24/7. These devices have been installed in all Fixed Route buses and Road Supervisor vehicles.



SUPPORT REGIONAL EVENTS AND ACTIVITIES (SERVICE, SYNERGY)

The RTC continued to support Game Day Express (GDE) service for Raiders, Vegas Golden Knights, and UNLV, transporting over 159,000 riders to 65 games.

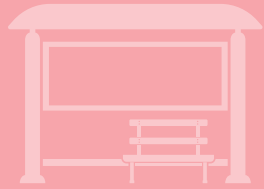
The November 2024 Formula 1 Las Vegas Grand Prix event was held Nov 21-23. In preparation for the event, the RTC attended approximately 100 meetings, both internal and external, to effectively manage the collective F1 process and mitigate the impacts to traffic and transit operations. The second annual race, which was a 3.8-mile circuit, traversed Koval Lane, Sands Avenue, Las Vegas Boulevard, and Harmon Avenue, similar to last year. More than a half-dozen routes were detoured, including the Deuce on the Strip, Route 119 – Simmons/Koval, 202 – Flamingo, 203 – Spring Mountain/Desert Inn/Lamb, Centennial Express (CX), which required detailed route planning as well as customer information shared electronically, at bus stops, on buses, and through additional platforms, such as social media.

Super Bowl LVIII was held in Las Vegas on Sunday, Feb 11, 2024. Super Bowl weekend was one of the busiest event weeks for Las Vegas with more than 230 events. The event brought more than 330,000 visitors to town and more than \$500 million in estimated revenue for Southern Nevada. In support of the event, 30 buses were used to carry more than 2,000 employees to and from Allegiant Stadium.

RTC ON-DEMAND MICROTRANSIT PILOT (SERVICE, SUSTAINABILITY)

The RTC OnDemand pilot program in West Henderson and the southwest valley saw an 112% increase in ridership over the last year, reaching a 114,850 trips. Since its inception in 2023, the program has organically continued to grow, providing much needed connections to employment, grocery stores, medical facilities, and schools in the OnDemand zone.





BUS STOP LIGHTING

750 Standalone lighting fixtures will have been installed by December 2024

Completed project to replace batteries for solar powered lighting at 1,000 shelter locations

SHELTER DEPLOYMENTS

25 general market shelters installed

25 slimline shelters installed

Sun City shelter installation for assemblywoman Shea Backus

Identified 75 locations for slimline and 75 locations for general market shelter deployments in 2025 that are in underserved areas of persistent poverty, and high in the urban heat map index

SHELTER DESIGN

Worked with an architectural firm to redesign the slimline and general market shelters to include utilizing solar shading study modeling to improve shading characteristics for customer experience. The new designs have been included in our latest procurement (25-079CON) that is for 150 slimline and 160 general market that is targeted for award and NTP in February 2025.

A new shelter design is underway to create a dual sided, dual seating model that will provide shading for customers by utilizing offset shading panels on both the front and rear of the shelter. This design will provide the most robust shading characteristics for North / South route applications which have the strongest mid to late afternoon sun exposure. The design is anticipated to be completed in Q1 2025 and will be incorporated into the next shelter procurement targeted for Q2 2025.

CUSTOMER REQUESTS AND ACTIONS

Performed 1,936 EAM service actions for concerns reported at bus stop locations

Responded to 1,468 customer cleaning complaints

BUS STOP AUDIT

Completed safety audit of 3,695 stop locations to include pictures of current condition and any hazards that were identified

Performed 946 EAM service actions from concerns identified in audit to include damage to amenities, lighting deficiencies, and tripping hazards





STOP CHECK CELLULAR CONNECTIVITY AUDIT

Performed validation testing of cellular connectivity for 2,250 bus stop locations that utilize the Stop Check software application for contractor reporting.

Validation testing was conducted over a one-month period with over 300 labor hours dedicated.

The audit yielded connectivity results of 97.5% with connections times of up to three (3) minutes.

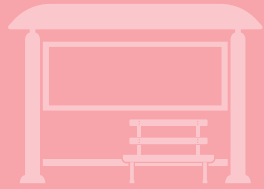
CONTRACTOR CLEANING COMPLIANCE

Initiated monthly bus stop cleaning compliance audit inspections to include visual follow behind of service work performed and documentation of deficiencies.

Hired and trained one FTE as a cleaning audit inspector to perform the follow behind inspections and provide reporting on minimally 90 documented inspections per month.

Initiated weekly compliance meetings with both cleaning contractors to go over expected versus actual cleaning services reporting. Identifying causes of deficiencies and development of corrective action plans.

Compliance meetings have resulted in significant reductions of reported missed services of 50% or greater for both contractors.



DIGITAL SCREEN INSTALLATION: SCOTT EDELBLUTE

Coordinated the installation and traffic control permitting for 30 digital display screens for OUTFRONT Media on the Strip and high-traffic locations. This project was completed more than 90 days ahead of schedule.

HIGH PROFILE NELLIS STOP #684: ERIC SCHARN

Worked through stop location issue with AFB, moved shelter to mutually acceptable location.

STUDIES, PILOTS, AND AUDITS: ROYAL ALEXANDER

Finalized UNLV bollard study.

Piloted digital information signage displays at 10 locations using Connect Point ePaper screens which display routing times and alert messaging. The project is anticipated to receive grant funding that is in the current legislation for 2025.

SERVICE CHANGE: ALL TEAM

Installed 2,060 individual media posters

173 plexiglass replacements

166 stops changed

- 71 new locations
- 63 stop closures for efficiency
- 20 new connector pads installed
- 6 shelter removal/relocations

F1 PREPARATION

Five shelters removed and replaced.

235 alerts for major service delays were installed.





RTC BY THE NUMBERS



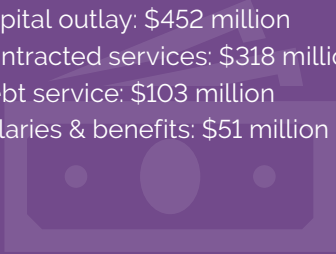
FINANCE

Total Revenue: \$996 million

- Sales tax: \$319 million
- Fuel taxes: \$225.2 million
- Grants: \$104.3 million
- Fares: \$70.9 million
- Bond proceeds: \$223.63 million
- Other: \$53 million
(\$48.5 million in interest income)

Total Expenses: \$924 million

- Capital outlay: \$452 million
- Contracted services: \$318 million
- Debt service: \$103 million
- Salaries & benefits: \$51 million



TRANSIT

Transit passenger rides: 52,203,687

- Paratransit trips: 1,665,144
- Senior rides: 51,131
- Veteran rides: 29,232
- Fixed-route transit stops: 3,695
- Routes: 39
- Customer calls: 455,596



A ROADWAYS

Invoices

- Project expenditures
(reimbursement or direct pay): \$409 million

Contracts

- New interlocal contracts for projects
with jurisdictions: 59
- Value of new interlocal contracts: \$287,069,773

Projects

- Projects completed and closed: 53



TRAFFIC MANAGEMENT

Operate

- Traffic signals: 1,697
- Cameras: 1,168
- Freeway flow detectors: 667
- Dynamic message signs/active traffic
management gantries: 169
- Ramp meters: 74
- Travel time signs: 18
- Miles of fiber optic communication: 1,923

Update drivers on traffic and incidents

- Traffic text/email alerts: 11,459
- Traffic text/email/Waze alerts: 23,056
- Unique incident dynamic message sign posts: 3,256
- Hours of messaging: 180,200