



REGIONAL TRANSPORTATION COMMISSION OF SOUTHERN NEVADA
A COMPONENT UNIT OF CLARK COUNTY, NEVADA

SB 341 FUNDING REPORT 2024

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





December 20, 2024

Interim Finance Committee
Nevada State Legislature
401 S. Carson St.
Carson City, NV 89701

Dear Members of the Interim Finance Committee,

The Regional Transportation Commission of Southern Nevada (RTC) received an appropriation of \$5,000,000 through SB 341 (2023), Section 27, for activities to stabilize transit operations. As the public transit provider for Southern Nevada, RTC delivers services that are critical to the quality of life for Southern Nevada's residents and our growing economy. We pride ourselves on providing over 50,000,000 trips a year, making us the 12th busiest transit system in the United States and doing so with the highest farebox recovery ratio, lowest subsidy, and third lowest operating cost in the nation. More than 80 percent of our riders use transit to get to work and seek employment, further underscoring its critical role in our community.

Despite this, the RTC, along with many transit agencies across the country, is facing a serious budget shortfall in the coming years. This shortfall could impact transit services as soon as 2026 without additional funding sources. It is for this reason that we are even more appreciative of the support the legislature provided in SB 341.

From July 1, 2023, to December 1, 2024, the RTC expended a total of \$3,418,403 in state funds supporting fixed route transit operations, core paratransit services, and fixed route security services. These funds were used to help cover the costs of:

- Increased fixed route service hour rates
- RTC's September 2024 service change, increasing route frequency based on developing community needs
- Improving on-time performance metrics across the system
- Extending Routes 113 and 212 to reach underserved commercial and residential areas
- Providing alternative mobility options to paratransit riders that increased efficiency and on-time performance
- Making the RTC call center available 24 hours to ensure riders can get round-the-clock information and assistance
- Providing mobility training to middle school and high school students to help them better navigate the transit system independently
- Increasing the hours of the Silver STAR program that provides specialized transportation services to seniors
- Supporting the S.A.F.E program that provides securement straps and training to allow individuals in mobility devices to safely ride transit
- Increasing the number of security officers for the transit system
- Procurement of an automated firearms detection system at RTC facilities
- Purchasing and installing panic buttons for fixed route operators

Attached you will find the expenditure report as well as brief summaries of these initiatives and how the funding provided by SB 341 helped to support an accessible, reliable, and safe transit system for RTC's passengers. If you have any questions or would like additional information, please do not hesitate to contact the RTC.

M.J. Maynard
CEO
Regional Transportation Commission of Southern Nevada

RTC FIXED ROUTE SERVICES

For FY24: SERVICE HOUR RATE INCREASE

Thanks in part to state funding assistance that allowed RTC to absorb an increase in the hourly cost to operate transit without reducing service, RTC Fixed Route Transit carried 2,612,716 more passengers in FY24 than in FY23, up 5.3%, to a total of approximately 52.2 million boardings between July 2023 through June 2024. Ridership was up 6.6% across the RTC's residential fixed routes in FY24 compared to FY23.

For FY25:

Effective September 15, 2024, RTC implemented a service change that significantly improved transit for many of RTC's over 170,000 weekday customers.

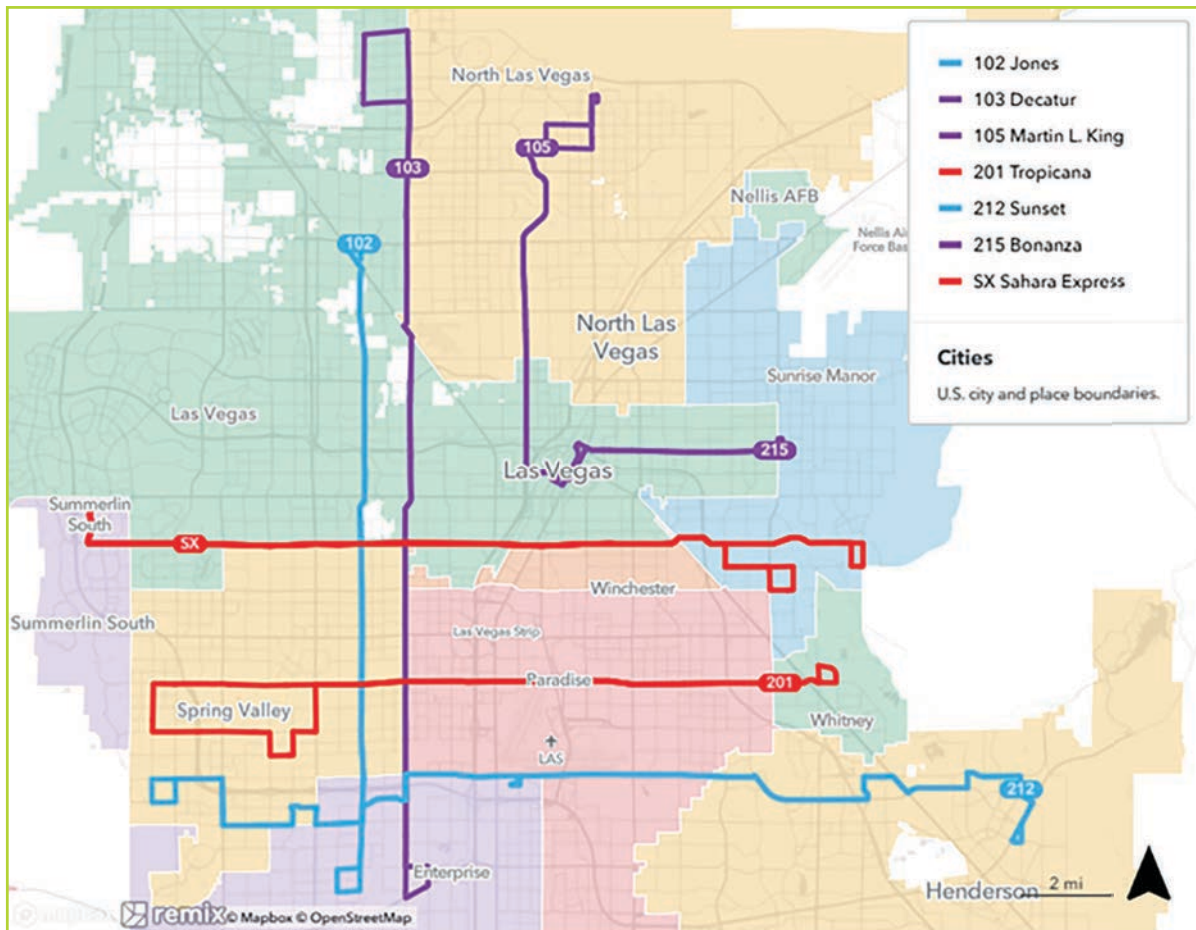
SEPTEMBER SERVICE CHANGE

RTC increased service frequency on seven routes during weekday daytime hours, reducing wait times on routes used by over 36,000 customers per weekday. As an example, this included reducing time between buses along Sahara Express (SX) from every 20 minutes to every 15 minutes, a key threshold in public transit to be considered high-quality, frequent service. This represents an impactful increase in efficiency in a corridor with 8,000 boardings each weekday and more than 52,000 jobs within a half mile of the route.

Similarly, maximum wait times along Decatur Blvd. were decreased by five minutes for the over 6,000 customers per weekday that use the route, offering more convenient transit service to 122,000 residents and over 38,000 jobs within one-half mile. The remaining five routes with enhanced frequency are #102 (Jones Blvd.), #105 (Martin L. King Blvd.), #201 (Tropicana Ave.), #212 (Sunset Rd.), and #215 (E. Bonanza Rd.), touching all quadrants and urban jurisdictions of the valley; please see Figure 1.

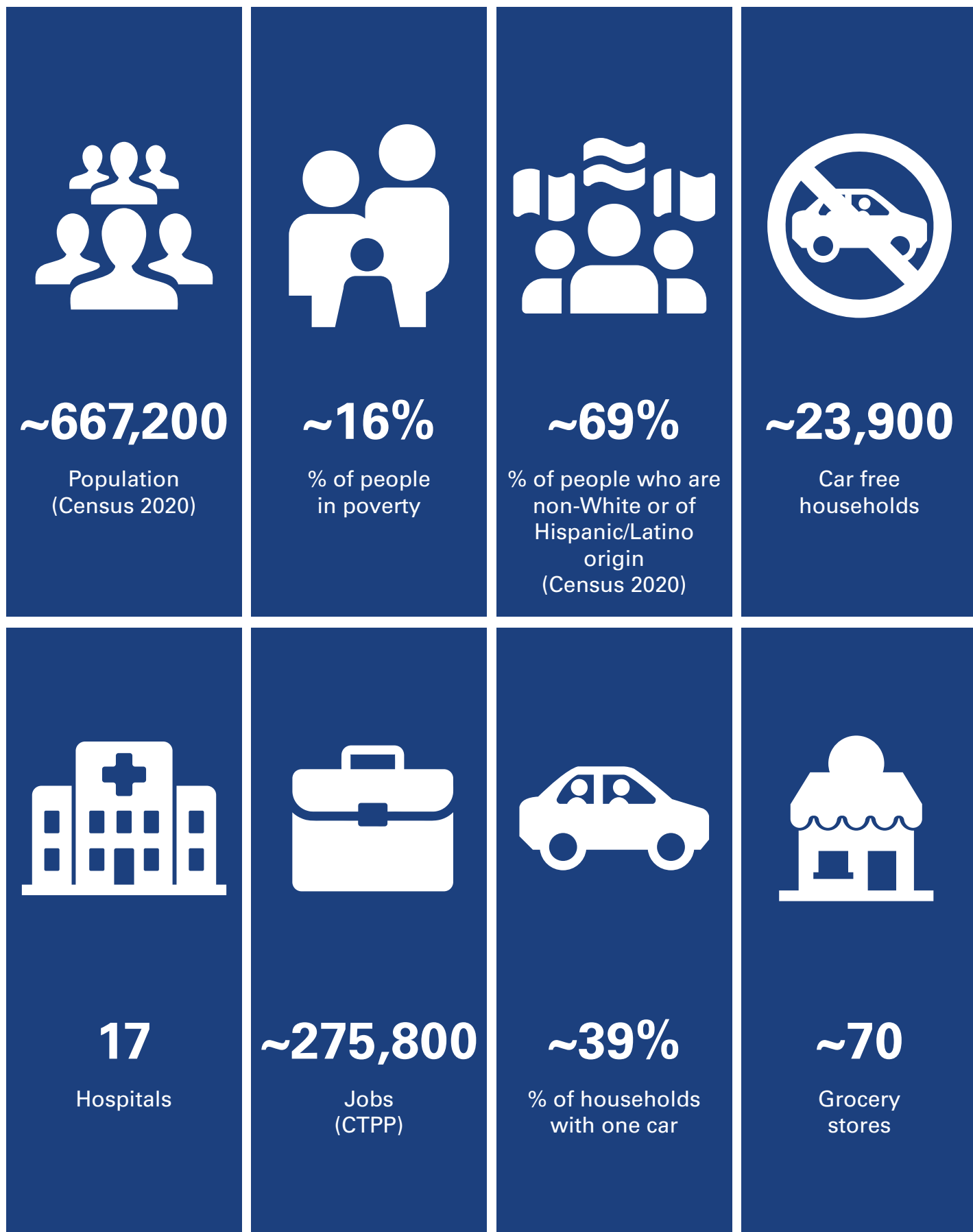
In total, these seven routes now offer improved service to just over 667,000 people within one-half mile (16% of whom are in poverty) and over 275,000 jobs. Additional statistics about the population and number of destinations served by these seven enhanced routes are shown in Figure 2.





↑ **FIGURE 1:** Map of Routes Benefitting from a Frequency Increase as of September 2024





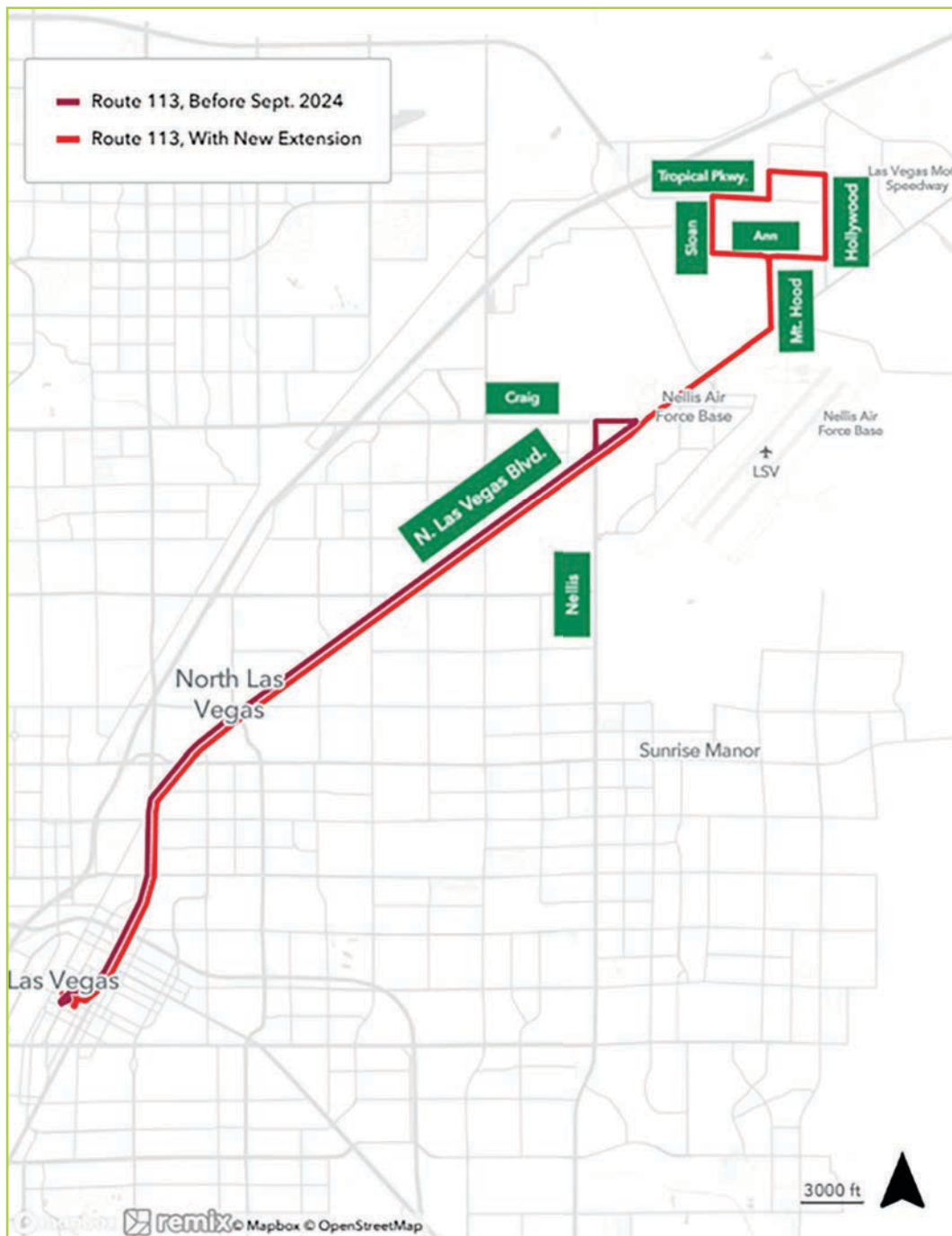
↑ **FIGURE 2:** Demographics & Statistics of Routes with Enhanced Frequency Effective September 2024

ON-TIME PERFORMANCE INCREASE

RTC also invested in improving on-time performance (OTP). As we know, this is a top priority for our customers. Schedules were modified on many routes to accommodate changes in traffic conditions, new construction impacts, and to ensure trips start on time as often as possible. Such adjustments increase RTC costs because they require more labor time. These efforts have already demonstrated tangible success for thousands of daily customers, particularly among the eight routes receiving the most significant schedule adjustments. Late departures decreased by 24%, with Route #219 (Craig Rd.) experiencing more than one-third reduction in late buses. Separately, special schedules were developed for five routes impacted by Formula 1 to help account for additional traffic delays.

EXTENDED ROUTES

Finally, RTC extended transit service into two fast-growing areas in Southern Nevada. Route #113 (N. Las Vegas Blvd.) was extended farther northeast, into a warehousing and logistics area for thousands of employees. The extended portion of the route serves five (5) separate Amazon facilities and several other warehouses. The extended routing is shown in Figure 3.



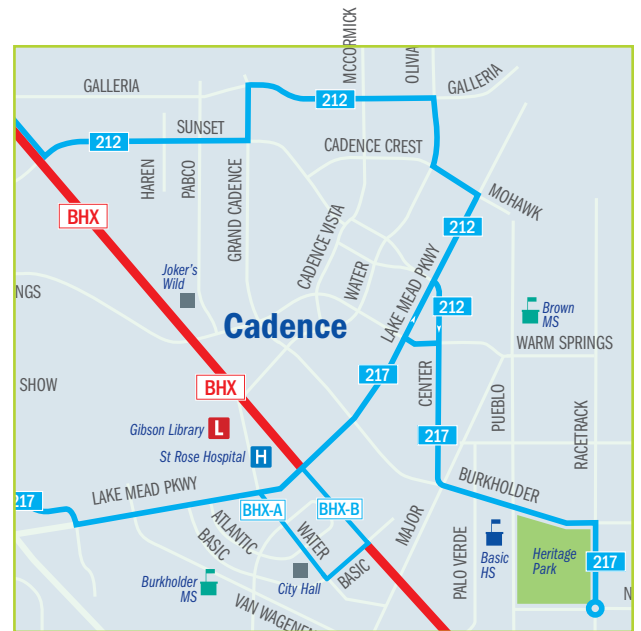
→
FIGURE 3:
Extension of
Route 113

In the East Henderson area, RTC extended Route #212 (Sunset Rd.) farther east, along Galleria Drive and through portions of Cadence to connect to a major supermarket on Lake Mead Pkwy. This extension also reintroduced service to a nursing home and other vulnerable residents who had recently lost service due to a nearby roadway closure. These routing changes are shown in Figures 4 & 5.

Together, these transit service improvements are estimated to have a total cost of approximately \$3.57 million in FY25.



↑ FIGURE 4: East Henderson Transit Service Prior to September 2024



↑ FIGURE 5: East Henderson Transit Service Effective September 2024



RTC PARATRANSIT SERVICES

For FY24:

RTC Paratransit performed 222,960 more passenger trips in FY24 than in FY23, up 15.5%, to a total of approximately 1,665,144 trips performed between July 2023 through June 2024. Ridership for Senior Transportation was up by 2.8% in FY24.

For FY25:

NON-ADA ALTERNATIVE TRANSPORTATION OPTIONS

Through the RTC non-dedicated service (NDS) program, the RTC's 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 variables like traffic.



KEY ACHIEVEMENTS FOR NON-ADA ALTERNATIVE TRANSPORTATION OPTIONS:

→ CLIENT ENROLLMENT GROWTH:

The program saw impressive growth in client enrollment, increasing from 483 clients at the beginning of 2024 to 1,983 clients currently enrolled. This growth highlights the success and demand for the NDS program's services.

→ TRIP PERFORMANCE IMPROVEMENT:

Average weekday trips 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.

24-HOUR CALL CENTER OPERATIONS

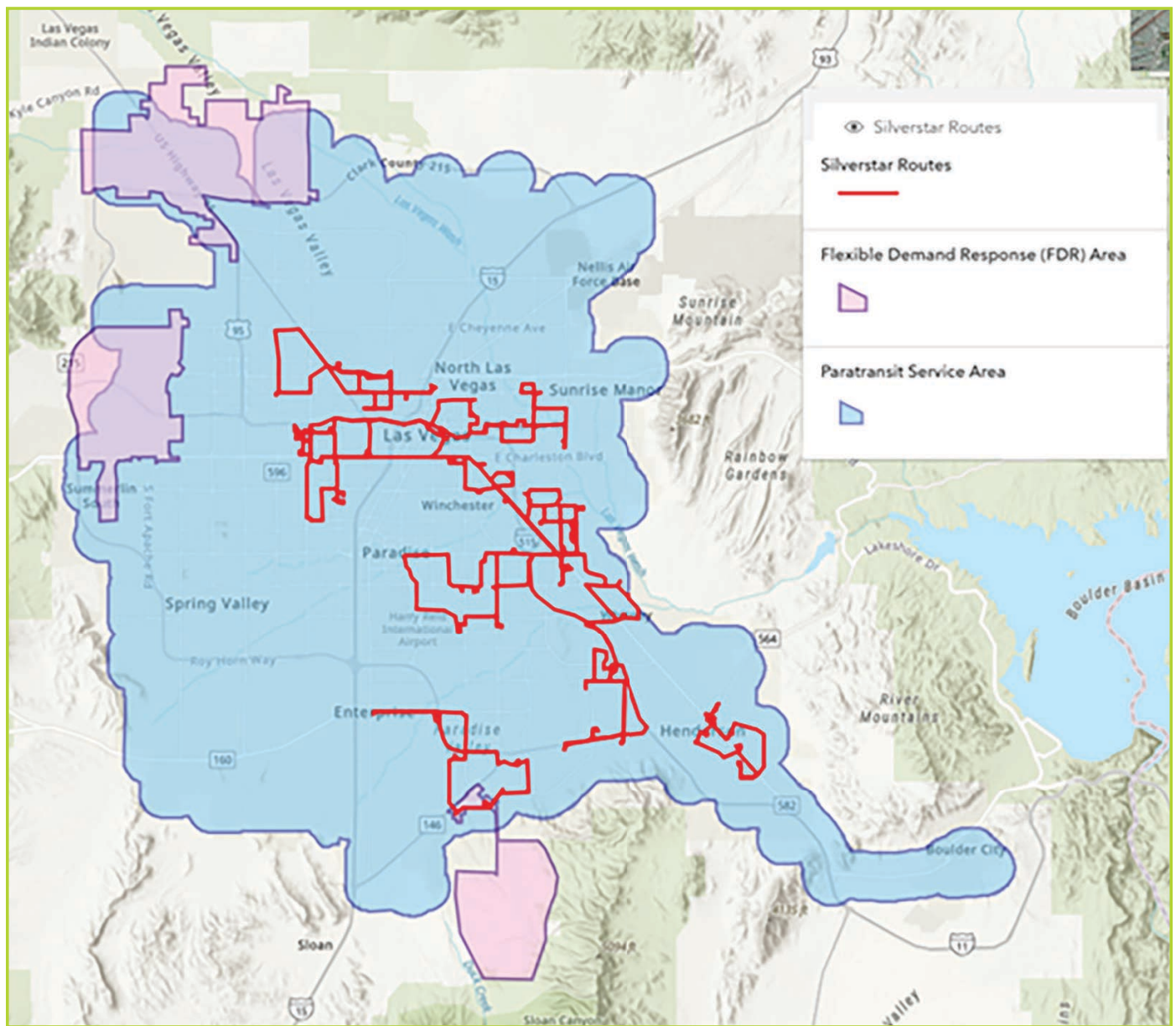
On July 11, 2024, the RTC expanded its Transit call center operation to 24 hours. This initiative was to ensure that all Transit customers have access to assistance around the clock for transit-related inquiries and issues. The need for this was made evident during the inaugural Formula 1 Las Vegas Grand Prix race in 2023. RTC realized that customers need access to staff after hours due to unplanned road closures, detours, routing questions, and events like Las Vegas Marathon and Formula 1, and to assist customers who may have transit pass issues impacting their ability to utilize 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.

CCSD STUDENT MOBILITY TRAINING

The 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 provides students and teachers with information about the RTC fixed route transit services and how to use the 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.

INCREASED SENIOR TRANSPORTATION SERVICE HOURS

Effective September 30, 2024, RTC expanded the hours of its Silver STAR senior transportation service. In response to the closure of local dollar stores which impacted 9 of the 13 senior transportation routes (Figure 1), additional time was added to these routes, and closed locations were replaced with comparable stores to accommodate our senior population who take an average of 4,260 trips per month and rely on the service. Through the senior transportation services, RTC supports seniors with independent living by providing transportation from home to medical appointments, pharmacies, shopping centers, and places where transfer is available to connect with fixed route transit service.



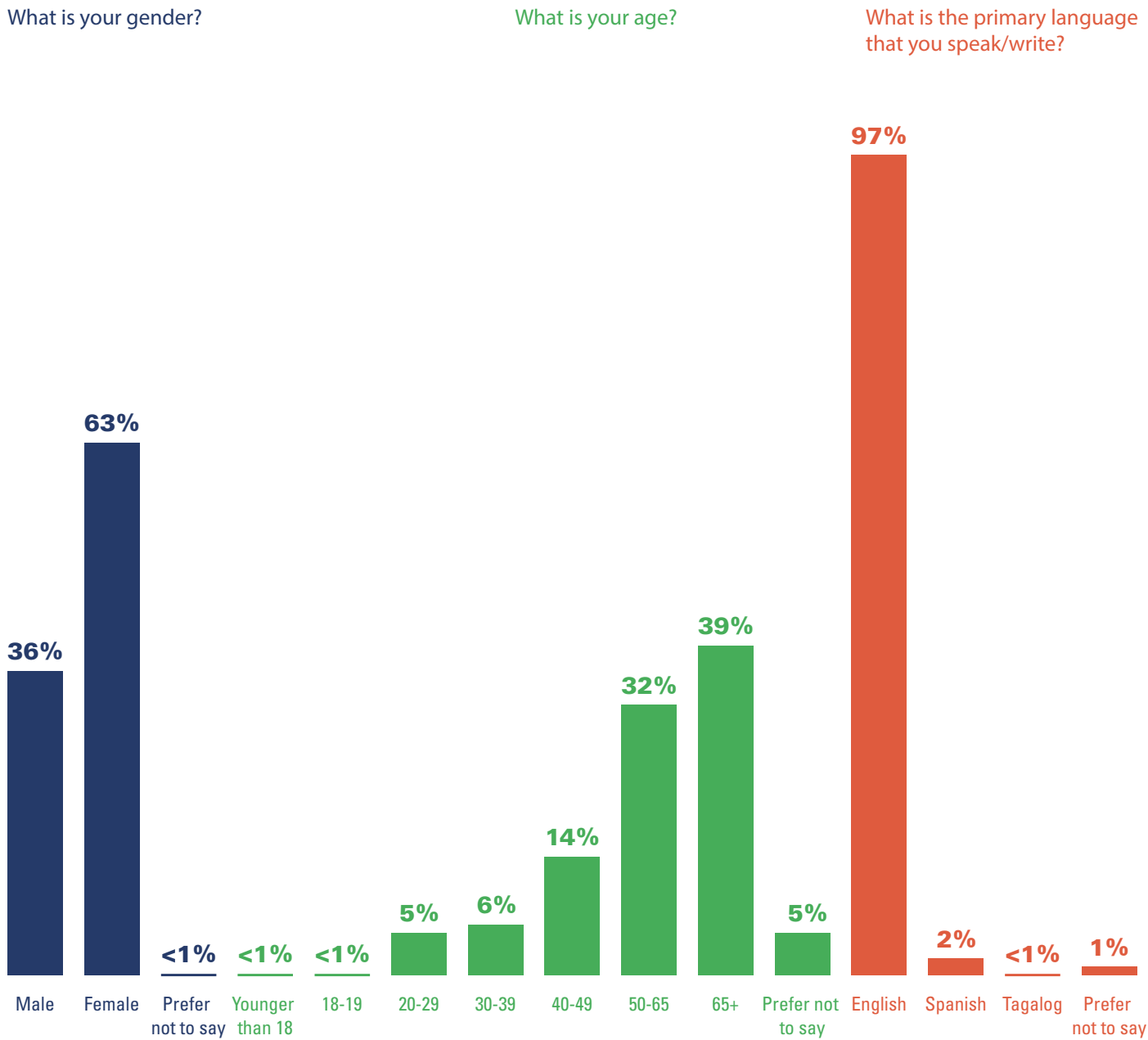
↑ **FIGURE 1:** Map of Silver STAR Senior Transportation Routes Benefitting from a Frequency Increase as of September 2024

MOBILITY DEVICE SECUREMENT TRAINING

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 the potential for injury and damage. The transit operator attaches the vehicle’s securement system to the marked areas of the mobility device where the straps are placed and the vehicle’s securement system are tightened. The S.A.F.E program holds monthly clinics offering securement strap installations at the Bonneville Transit Center and customers' homes. The S.A.F.E. program has installed straps on the mobility devices of 316 customers in 2024.

CUSTOMER SATISFACTION SURVEY

Between April 24 and May 9, 2024, a survey was conducted to gauge customer satisfaction with RTC paratransit services. A total of 370 customers were surveyed through random sampling of a diverse group of customers. The results showed an overall satisfaction rating of 95 percent, which is a 3-percent increase from when the survey was conducted in May 2022 and 2 percent above the industry standard of 93 percent.



↑ FIGURE 2: Paratransit Customer Survey Demographics for April and May 2024

RTC SAFETY & SECURITY

INCREASED SECURITY PERSONNEL

In 2024, the RTC entered into a contract with Inter-Con Security to serve as its new transit security service provider. As part of this transition, the RTC significantly strengthened its security footprint across the transit system. This included increasing the security team from 247 partially armed guards to 300 fully armed personnel, ensuring a more robust and capable presence to safeguard riders and staff. This was accompanied by a greater number of roving officers, allowing for faster response times to incidents.

AUTOMATED WEAPONS DETECTION SYSTEM

The RTC continually seeks ways to leverage technological advancements to make the transit system more efficient and safer. In early 2024, the RTC deployed the ZeroEyes Firearms Detection Technology on 90 camera platforms at public-facing RTC facilities that introduced advanced threat detection capabilities, enhancing overall system safety. This system allows for the constant automated monitoring of weapon threats at public facilities and ensures that the RTC will always be well-positioned to respond to any threats.



DRIVER PANIC BUTTONS

To further protect drivers and passengers, RTC installed 400 Nano GPS-based panic button devices from BrickHouse Security. These devices equip operators with mobile panic buttons for immediate emergency assistance during incidents outside of the bus. In combining this technology with the increased number of roving security officers, the RTC has made significant investments in keeping both operators and passengers safe on public transit through faster and more flexible incident responses.







Regional Transportation Commission of Southern Nevada
Appropriations Summary
as awarded through Statutory Authority Senate Bill 341

Appropriation	Allocated Amount
Total Available	\$5,000,000
L-T-D Expenditures	<u>3,418,403</u>
Remaining Balance	<u><u>\$ 1,581,597</u></u>



Regional Transportation Commission of Southern Nevada

Expenditures Tracking - Itemized

July 01, 2023 to October 31, 2024

Item Description	Program	Invoice Amount	Allocated Amount
Jul-2023 cost	Fixed Route transit operations	\$15,005,663	\$260,960
Jul-2023 cost	Core Paratransit services	3,866,151	15,575
Jul-2023 cost	Fixed Route security services	1,147,500	9,058
Aug-2023 cost	Fixed Route transit operations	12,696,323	119,804
Aug-2023 cost	Core Paratransit services	4,252,020	17,236
Aug-2023 cost	Fixed Route security services	1,284,908	15,858
Sep-2023 cost	Fixed Route transit operations	12,247,895	47,207
Sep-2023 cost	Core Paratransit services	4,141,035	(10,025)
Sep-2023 cost	Fixed Route security services	1,347,644	20,476
Oct-2023 cost	Fixed Route transit operations	12,631,711	117,770
Oct-2023 cost	Core Paratransit services	4,527,453	33,454
Oct-2023 cost	Fixed Route security services	1,542,107	29,428
Nov-2023 cost	Fixed Route transit operations	12,691,698	125,393
Nov-2023 cost	Core Paratransit services	4,437,205	32,625
Nov-2023 cost	Fixed Route security services	1,497,722	27,518
Dec-2023 cost	Fixed Route transit operations	12,827,430	106,933
Dec-2023 cost	Core Paratransit services	4,292,475	15,712
Dec-2023 cost	Fixed Route security services	1,541,660	27,141
Jan-24 cost	Fixed Route transit operations	12,817,647	115,365
Jan-24 cost	Core Paratransit services	4,777,943	39,978
Jan-24 cost	Fixed Route security services	1,542,037	29,178
Feb-24 cost	Fixed Route transit operations	12,084,181	106,642
Feb-24 cost	Core Paratransit services	5,775,495	98,567
Feb-24 cost	Fixed Route security services	1,444,182	28,761
Mar-24 cost	Fixed Route transit operations	12,735,915	91,787
Mar-24 cost	Core Paratransit services	5,545,826	64,972
Mar-24 cost	Fixed Route security services	1,524,031	28,617
Apr-24 cost	Fixed Route transit operations	12,732,883	111,609
Apr-24 cost	Core Paratransit services	9,580,851	284,634
Apr-24 cost	Fixed Route security services	1,484,206	28,563
May-24 cost	Fixed Route transit operations	12,677,914	100,242
May-24 cost	Core Paratransit services	6,020,445	96,502
May-24 cost	Fixed Route security services	1,490,530	28,988
Jun-24 cost	Fixed Route transit operations	13,604,761	152,816
Jun-24 cost	Core Paratransit services	5,402,699	64,196
Jun-24 cost	Fixed Route security services	1,244,852	16,461
Jul-24 cost	Core Paratransit services	5,776,703	134,017
Jul-24 cost	Fixed Route security services	1,960,981	57,632
Aug-24 cost	Core Paratransit services	6,006,692	123,083
Aug-24 cost	Fixed Route security services	1,962,211	47,984
Sept-24 cost	Core Paratransit services	5,846,220	119,612
Sept-24 cost	Fixed Route security services	1,903,891	39,408
Oct-24 cost	Fixed Route transit operations	13,217,997	396,667
TOTAL EXPENDITURES AND APPROPRIATION ALLOCATION		\$234,464,997	\$3,418,403