



# MOBILITY FACTS

**RTC's public transit program was launched in 1992. Among bus-only transit agencies in 2020, the National Transit Database ranked RTC:**

- #1** for lowest operating cost per passenger
- #1** for lowest subsidy used per passenger
- #2** for highest farebox recovery ratio (the fraction of operating expenses which are met by the fares paid by passengers)

## **MOBILITY SERVICES**

### **Public Bus – Fixed transit routes for our community**

- 35** million passenger trips per year (FY2021)
  - 64.4 million passenger trips per year, pre-pandemic (FY 2019)
- 404** vehicles
- 39** fixed routes (38 residential, 1 resort corridor and 1 microtransit zone)
- 3,337** fixed-route transit stops
- \$2** one-way fare

In August 2021, RTC expanded and enhanced its service network, providing transit access to 185,000 residents and connecting 23,000 individuals to employment opportunities. Of those residents who previously did not have transit access, 19,000 live at the poverty level, 13,000 have a disability, and 79,000 are non-white or Hispanic. The enhancements also improved access for 380 eligible paratransit customers; connected 7,000 resort corridor employees; and provided direct connections to 43 childcare facilities and schools, and six grocery stores.

### **RTC-OnDemand – Universal microtransit service**

RTC-OnDemand provides microtransit service to residents in areas not previously accessible by transit. Launched in August 2021, more than 1,100 riders (52 percent of which are repeat

customers) have taken more than 12,700 trips. The app has an average rating of 4.75 out of 5 stars. The service was integrated into the Ride On program for high school students.

### **Paratransit – Service for customers with a cognitive or physical disability**

- 865,313** passenger trips per year (FY2021)
  - 1.3 million passenger trips per year, pre-pandemic (FY 2019)
- 419** vehicles
- \$3** one-way fare

The RTC's paratransit service is a shared ride program for those with physical, cognitive or visual impairments that prevent them from being able to use the RTC's fixed-route transit services independently. The program is reservation-based and offers door-to-door service to eligible customers.

### **Specialized Services – Transit services for seniors and veterans**

- 72,256** rides per year (FY2021): 46,370 senior rides; 25,886 veteran rides
  - 88,304 rides per year (FY 2019): 60,318 senior rides; 27,986 veteran rides
- 28** vehicles
- \$50** average fare for seniors; free for veterans

The RTC established Silver STAR and Flexible Demand Response (FDR) to identify neighborhood routes that help meet senior citizen's mobility needs. The routes stop at senior living communities and shopping outlets, while also connecting with regular RTC fixed-route destinations.

The Veterans Medical Transportation Network for Senior & Disabled Veterans (VMTN) is a free service for veterans and their dependents to provide a transit option for medical-related trips.



# MOBILITY PARTNERSHIPS & PROGRAMS



## RTC PASSES AVAILABLE ON RIDERTC, TRANSIT, LYFT AND UBER APPS

RTC expanded the availability of its transit passes through partnerships with Lyft and Uber for added user convenience. All pass types, including full fare, reduced fare, college and Game Day Express, are available within the rideRTC, Transit, Lyft and Uber apps. Since launching, more than 166,000 passes totaling \$1.5 million have been sold.

## PARATRANSIT PASS WEB & MOBILE APPLICATION

The Paratransit Pass web and mobile application allows customers to track their rides outside of RTC call center operating hours. To date, 14 percent of trips are booked on the app/web platform, reducing the RTC's call volume by 8 percent.

## TRY TRANSIT

Launched in response to the pandemic, Try Transit provided more than 30,000 free 14-day passes to 99 local businesses and nonprofits to help residents who were recently returning to work. Recipients of these passes have taken more than 116,000 trips.

## GAME DAY EXPRESS

Partnered with Clark County to use Air Quality Transportation Tax to partially fund and launch Game Day Express service to Allegiant Stadium for Las Vegas Raiders games and T-Mobile Arena for Vegas Golden Knights games. Approximately 3,000 local fans use the Game Day Express roundtrip service for each Raiders games and approximately 650 fans for each Vegas Golden Knights games, removing single-occupancy vehicles from the road, reducing traffic congestion and helping to mitigate air pollution. So far this season, which began in August 2021, the RTC has transported approximately 130,000 fans to and from Raiders, VGK and UNLV football games.

## RTC CCSD RIDE ON PROGRAM

In 2021, the RTC partnered with Clark County School District (CCSD) to launch the Ride On program that provides select students at 15 high schools with the option of using RTC transit to and from school free of charge. Since launching, approximately 1,000 students use RTC transit.

