



**August 18, 2022**

Regional Transportation Commission of Washoe County

P.O. Box 30002

Reno, NV 89520

**RTC Board Members:**

Please find below some public transit performance metrics that are common industry standards and found in some of our union transit partners. We hope you find this helpful.

1. Ridership measures focus on the level of riders using a service or services within a particular transit system. Examples are the following:
  - ◆ Total ridership, or ridership by mode or service type
  - ◆ Passenger trips
  - ◆ Passenger miles
  - ◆ Ratio of ridership growth to population growth
  - ◆ Passengers per capita
  - ◆ Number of riders at park-and-ride lot
1. Availability measures focus on the availability of transit services provided by a transportation agency. Examples are the following:
  - ◆ Total service hours provided versus total hours needed to meet transit demand
  - ◆ Average days per week that transit service is available
2. Internal cost and efficiency measures focus primarily on internal utilization of resources, cost, and other measures of efficiency. Examples are the following:
  - ◆ Passengers per vehicle mile
  - ◆ Passengers per vehicle hour
  - ◆ Total operating cost per passenger
  - ◆ Operating expense per vehicle revenue mile
  - ◆ Percent above or below current rate for revenue miles
  - ◆ Monthly operating net profit
  - ◆ Fuel economy (miles per gallon)
3. Quality measures address factors that affect the quality of service experienced by transit riders, which encompasses speed, safety, reliability, and comfort. Examples are the following:
  - ◆ On-time performance by mode
  - ◆ Rate of injuries and/or fatalities involving transit vehicles
  - ◆ Ratings of public transportation system
  - ◆ Routes missed

4. Workforce measures:
  - ◆ Labor/Management meetings and topics
  - ◆ Morale of workforce
  - ◆ Advancement opportunities/promotions
  - ◆ Number of grievances resolved
  - ◆ Number of new grievances
  - ◆ Total pending grievances
  - ◆ Number of NLRB Unfair Labor Practice charges resolved
  - ◆ Number of new Unfair Labor Practice charges
  - ◆ Total pending Unfair Labor Practice charges
  - ◆ Arbitration Awards and dollar cost related
  - ◆ Pending Arbitrations
  - ◆ Joint Safety Meeting report (Labor and Management)
  - ◆ Monthly overtime hours for represented employees (coach operators, mechanics, dispatchers, and road supervisors)
5. Asset management measures address the maintenance of the physical components of the public transportation agency. Examples are the following:
  - ◆ Age of fleet by vehicle type
  - ◆ Percent of vehicle useful life remaining
  - ◆ Number of mechanical failures
  - ◆ Distance between vehicle failures
  - ◆ Number of vehicles out of service and expected repair time
6. Community measures focus on impacts, both economic and environmental, to communities served by transit. National surveys suggest that state DOTs do not use community measures as often as they use other categories of measures; however, commute measures can be relevant to a DOT's overall goals. Examples are the following:
  - ◆ Percent of non-single-occupant vehicle commuters
  - ◆ Number of auto vehicle trips reduced
  - ◆ Energy savings
  - ◆ Percentage of fleet vehicles transitioned to clean or alternative fuels

In addition to the above performance metrics, here are two recommendations to be implemented in future contract language:

In the event of a labor dispute:

1. The Base Rate shall be adjusted (reduced) to an appropriate amount, based on the duration of the labor dispute and reduction in service hours (i.e. 30 day labor dispute would result in 1/12th reduction on the Base Rate).
2. The contractor shall be obligated to pay the current year per service hour rate to the Client (RTC Washoe), for each service hour not performed (pro-rated on which increment system is utilized). This will be processed under the previous year's performance data on per service hours. If no previous year was performed, then the Client will provide the data from the former contractor's previous years per service hours, for the financial obligation on per service hours during the labor dispute.

If you have any additional questions or concerns, please do not hesitate to contact me.

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