



# CTP

**Coordinated Public  
Transit-Human Services  
Transportation Plan**

**2024 Update**



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# CHAPTER 1

## Introduction, Background, and Purpose

As part of the Regional Transportation Plan (RTP) update process, the Regional Transportation Commission of Washoe County (RTC) has coordinated efforts and development timelines to include an update to its Coordinated Public Transit-Human Services Transportation Plan (CTP). Fundamental to the Federal Transit Administration's (FTA) Section 5310 program is the requirement for projects that utilize this funding source to be "derived from a locally developed, coordinated public transit-human service transportation plan," (also known as a "coordinated plan"). Beyond the requirements of the funding program, the CTP is an opportunity to collaborate with regional partners not normally involved in the transportation planning process, understand the needs of vulnerable populations, and to identify projects that will improve the overall transportation system for the Truckee Meadows region. This document supersedes RTC's last CTP adopted in 2021 and will continue with regular updates according to the RTP's four-year timeframe.

The following sections of this chapter address how this document complies with the requirements of 49 C.F.R. 5310 and the dynamic between the FTA's Section 5310 program, RTC's Section 5310 program, and the RTC's 5310 equivalent sales tax program.

Subsequent chapters discuss the stakeholder, provider, and public outreach process, identifying existing conditions, and combining them with a demographic analysis before laying out an implementation plan based on unmet needs. It concludes with a comparison of needs to available resources and uses three scenarios to illustrate the potential to implement identified projects, as well as a summary of findings and recommendations.

## FEDERAL REQUIREMENTS OF THE SECTION 5310 PROGRAM

Title 49 U.S.C. 5310 authorizes the formula assistance program for the Enhanced Mobility of Seniors and Individuals with Disabilities Program. The FTA refers to this formula program as "the Section 5310 program." The FTA apportions the funds annually to States and/or Designated Recipients based on an administrative formula that considers the ratio of the number of seniors and individuals with disabilities in rural areas (under 50,000), small urbanized areas (50,000 – 200,000), and large urbanized areas (over 200,000.) These funds are subject to annual appropriations. The RTC is designated by the Governor as the Metropolitan Planning Organization (MPO) for the Reno metropolitan area. In that capacity, the RTC is responsible for establishing policy direction for transportation planning. This responsibility includes development and adoption of the Regional Transportation Plan (RTP), the Regional Transportation Improvement Program (RTIP), the Unified Planning Work Program (UPWP), and the Public Participation Plan (PPP), as well as the establishment and approval of federal funding priorities in certain program areas.

The RTC, under authority of the State, is the Designated Recipient of Section 5310 funding. The RTC Board has the final authority over expenditure to Section 5310 funding. The RTC's Program Management Plan (PMP) describes how the RTC administers Section 5310 funding but was recently updated to reflect a change in the way this funding is distributed.

FTA Circular 9070.1G is an issuance of guidance on the administration of the transit assistance program for seniors and individuals with disabilities under 49 U.S.C. 5310. This document details eligibility requirements, the planning process for and contents of a coordinated plan, and the contents and cycle of the plan. These aspects are further discussed in more detail in the following section.

## Eligibility:

As noted above, the RTC is the designated recipient for Section 5310 funding. This designation is necessary for administration of funds and grants RTC responsibility for the selection of projects. Not less than 55 percent of available funding must be awarded to eligible agencies for carrying out “traditional” Section 5310 projects—those public transportation capital projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable, or inappropriate. Only the following entities are eligible for allocations of traditional Section 5310 funding:

- A private nonprofit organization; or
- A state or local governmental authority that:
  - is approved by a state to coordinate services for seniors and individuals with disabilities; or
  - certifies that there are no nonprofit organizations readily available in the area to provide the service.

For non-traditional, or “other,” 5310 projects, the list of eligible entities is as follows:

- a state or local governmental authority
- a private nonprofit organization
- an operator of public transportation that receives a Section 5310 grant indirectly through a recipient (i.e., a private taxi company that provides shared-ride taxi service to the general public on a regular basis).

In the past, the RTC has made awards to eligible agencies through subrecipient agreements that allow them to carry out projects according to the respective agreement. However, this necessitated smaller agencies, sometimes lacking the necessary expertise to manage federal awards, to navigate challenging project requirements, where the benefits may not have justified the administrative burden imposed by federal regulations.

The RTC no longer suballocates Section 5310 funding, but still uses these same eligibility requirements for its 5310 equivalent sales tax funding program. More information about this program is provided on page 10.

## Planning Process:

The FTA strongly encourages coordination and consistency between the local coordinated public transit-human service transportation plan and metropolitan transportation planning process. To be eligible for Section 5310 funding, projects in urbanized areas must be included in the metropolitan transportation plan (the RTC’s Regional Transportation Plan—RTP), the transportation improvement program (the RTC’s Regional Transportation Improvement Program—RTIP), and the statewide transportation improvement program (NDOT’s One Nevada Transportation Plan).

Further, the coordinated plan must be developed and approved through a process that included participation by seniors; individuals with disabilities; representatives of public, private, and nonprofit transportation and human services providers; and other members of the public.

Chapter 2 of this document details the stakeholder and public involvement component of how this plan was developed, including the methodology, inventory, and various outreach activities.

## Plan Contents and Cycle:

A locally developed, coordinated public transit-human services transportation plan identifies the transportation needs of individuals with disabilities, seniors, and people with low incomes; provides strategies for meeting those local needs; and prioritizes transportation services and projects for funding and implementation. The level to which these and other issues are addressed should be consistent with available resources and the complexity of the local institutional environment.

At a minimum, a coordinated plan must include:

- an assessment of available services that identifies current transportation providers (public, private, and nonprofit);
- an assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;
- strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
- priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

The coordinated plan must be updated at least according to the RTP’s update cycle, which, in RTC’s case, is every four years. The RTC generally does not update its RTP or CTP more frequently than every four years, but will, on occasion, make amendments to the RTP. Amendments made to projects from the CTP are done via the RTIP and according to procedures outlined in the RTC’s Public Participation Plan.

## RELATION TO OTHER PLANS

### Previous CTP

The RTC’s previous CTP was completed in December 2020 and was intended to serve as a framework to improve coordination among transportation service providers and human service agencies to enhance transportation services for disadvantaged populations, as well as meet federal requirements for a locally developed, coordinated public transit-human services transportation plan. This CTP represents a continuation of transportation coordination and planning efforts that had begun under the first CTP completed in 2007 and were carried forward through each iteration of the plan.

However, this document also represents a deviation from standard practice in that projects are prioritized differently in response to the recent change in how funding is distributed. This change is discussed in more detail in the Additional Context section on page 10.

### RTP

The RTC coordinates development of its CTP with its RTP development process for better consistency between the two documents and to achieve efficiencies in the similarly framed processes. For example, outreach activities during events specifically for seniors and individuals with disabilities were also used as opportunities to reach those demographics as part of the RTP outreach efforts. While the projects selected for award through the 5310 equivalent sales tax funding program are not required to be incorporated into the RTP, the awards will still be made based upon the prioritizations established and set forth in the CTP. All projects identified and funded through the CTP—whether using Section 5310 or sales tax revenues—will support many of the RTP’s goals and objectives, which reflect those established at the federal, state, and local levels.

The nine overarching goals of the RTP developed in parallel with this CTP are:

- **Safety** – To achieve a significant reduction in traffic fatalities and serious injuries on roadways.
- **Maintain Infrastructure Condition** – To maintain regional roadway infrastructure in a state of good repair.
- **Congestion Reduction** – To achieve a significant reduction in congestion on the roadway network.
- **System Reliability and Resiliency** – To improve the efficiency, resiliency, and overall reliability of the multimodal transportation system.

- **Freight Movement and Economic Vitality**
  - To improve the national freight network, strengthen the ability of rural communities to access national and international trade markets, and support regional economic development.
- **Equity and Environmental Sustainability**
  - To enhance the performance of the transportation system while protecting and enhancing the natural environment.
- **Reduced Project Delivery Delays**
  - To reduce project costs, promote jobs and the economy, and expedite the movement of people and goods by accelerating project completion through eliminating delays in the project development and delivery process.
- **Accessibility and Mobility**
  - To increase the accessibility and mobility of people on the multimodal transportation system and enhance the integration and connectivity of the multimodal transportation system.
- **Integrated Land-Use and Economic Development**
  - To increase partnership among local jurisdictions and other stakeholders to identify how transportation investments can support regional development, housing, and tourism goals.

The RTP’s objectives support the achievement of the goals for the multimodal transportation system. They are intended to reflect outcomes that are experienced by system users and the public, and integrate the objectives described in state transportation plans and processes. Each goal is addressed in its own chapter of the RTP. Each of those chapters identifies the associated objective, and the ongoing and planned efforts and strategies to achieve the goal.

## Transportation Optimization Plan Strategies

The RTC’s short-range transit plan, known as Transportation Optimization Plan Strategies (TOPS), generally seeks to improve mobility and enhance quality of life in the region through enhanced transit service. While the plan aims to improve transit for all users, seniors and individuals with disabilities were among the key demographics considered in determining areas for potential demand. It also makes service recommendations specific to these groups through RTC’s Washoe Senior Ride program and ACCESS paratransit service. The goals and objectives of TOPS were derived from the prior short-range plan, and consider those outlined in the RTP:

- Enhance mobility for all residents of Washoe County
  - Provide fixed-route or microtransit service to most residents in the urbanized areas of Washoe County
  - Provide paratransit within 3/4 mile of fixed-route network by time of day and hour
  - Provide minimum frequencies and span of service based fixed-route service types
  - Integrate public transportation services for seamless travel between modes
- Ensure that service is safe, reliable, comfortable, and customer focused
  - Maintain and operate transit vehicles and stations to ensure customer safety (Safe)
  - Provide services which pick-up and drop-off customers consistently on-time (Reliable)
  - Provide service with adequate seating on-board vehicles (Comfortable)
  - Interact with customers in a courteous and helpful way (Customer Focused)
- Deliver service cost-effectively
  - Provide service which meets minimum productivity standards
  - Provide service which is a good value for taxpayers and customers
  - Test and evaluate innovative transit technologies and service delivery models
- Promote transit service as part of a sustainable future in Washoe County

- Provide frequent service on key corridors in support of transit-oriented development
- Extend the reach of the transit service by integrating with other alternative transportation modes
- Enhance the air-quality benefits of public transportation by providing service with low/no emission vehicles

## Public Participation Plan

Federal regulations establish minimum standards for public participation to which development of the CTP must adhere. The RTC’s Public Participation Plan (PPP), last updated in 2022, details the public participation process, consistent with U.S. Department of Transportation (USDOT) and Nevada Revised Statutes (NRS) requirements.

It articulates the RTC’s commitment to an open and transparent interface with the public and relevant agencies to support the regional transportation planning process. Below are the overarching implementation tactics of the PPP which are consistent with the requirements outlined in 23 CFR 450.216. These principal objectives for public involvement are critical to the successful development and implementation of RTC’s transportation plans and projects.

- Seek valuable public participation throughout the planning process
- Seek Board and elected-representative involvement to ensure coordination with high-level regional and statewide plans
- Use effective, accessible, and equitable avenues for distributing information and receiving comments while engaging traditionally underserved populations
- Inform and educate the public during the planning and decision-making processes using accessible in-person and virtual tools
- Design participation initiatives that will support and encourage effective participation
- Conduct outreach that bridges language, cultural, and economic differences

- Provide reasonable accommodation(s) and access to people with disabilities, so that everyone can easily participate in the regional planning process
- Consider, evaluate, and respond to all public input
- Evaluate the public participation process regularly

The CTP’s public participation strategies are unique in that they deal specifically with populations that are typically underrepresented.

Following the process outlined in the PPP ensures transportation improvements are customized to the needs of these groups.

## Statewide Coordinated Human Services Transportation Plan

The Nevada Department of Transportation’s Coordinated Human Services Transportation Plan, last published in 2019, was developed at a statewide level and specific to the needs of rural areas. While the plan’s focus is on meeting statutory requirements of the Section 5310 program, it is also viewed as a useful tool for generally identifying transportation resources and gaps in service, regardless of funding type. Many of these gaps in service are issues in rural communities—and the plan’s goals and strategies are tailored to address these issues. However, many of the issues faced by rural communities are centered around gaining access to urban parts of the state. Coordinating urban and rural services and opening lines of communication between the two are essential to the success of many of these goals. The plan details available resources and unmet needs by county, with Washoe County experiencing issues from a lack of services outside the urbanized area. NDOT and RTC share many of the area’s same partners in developing their respective coordinated plans, which also cover much of the same clientele. It is therefore necessary to coordinate efforts in order to minimize duplication of services and to maximize limited funding.



### Plan Purpose and Approach

As previously discussed, this plan follows closely the requirements of the Section 5310 program. Many of the plan’s elements are dictated by these requirements.

However, this plan will also address ways to maximize the use of existing resources and increase the efficiency of transportation service delivery among various agencies and organizations through private, non-profit, and public sectors. Overall, this is an opportunity to identify unmet needs for seniors and people with disabilities, reduce duplication of services, and improve the coordinated transportation system in the region.

The context surrounding this CTP is important to understand. The dynamic between the Section 5310 program and the equivalent sales tax program highlights the need for continuation of existing RTC programs and services versus the need for new or specialized services. Because projects funded by the Section 5310 program must be included in the CTP, and because the RTC has dedicated Section 5310 funding to its services, these projects and services must be identified during the planning process. However, it is the unmet needs and gaps in service that are typically the focal point of coordinated plans.

The planning process itself began with an understanding of the local community using an inventory of the existing transportation services in Washoe County and an analysis of demographic data, and expanded through the use of provider and other stakeholder interviews. These interviews were used to update information about existing transportation services and to identify unmet transportation needs and gaps in service. This was necessary to identify any potential duplications of service, how to best serve unmet needs, and to identify ways to improve the efficiency of service delivery in Washoe County. This information was disseminated internally and to stakeholders for review and approval. Key to the initial review was inclusion of community and stakeholder survey responses.

An opportunity to review the full draft report was later provided, with final comments incorporated prior to plan adoption. Weekly internal meetings were scheduled to discuss progress, key issues, direction, and next steps.

The result of these efforts is an updated CTP completed in coordination with the RTP and incorporated as an attachment. The following chapters contain the details of this process and the results of this most recent locally developed, coordinated effort.



### ADDITIONAL CONTEXT

#### Program Management Plan

As referenced earlier in this chapter, the RTC’s Program Management Plan, which describes the RTC’s process for managing the FTA Section 5310 program funds, was recently updated to reflect changes to the way the RTC allocates this funding. Historically, the RTC has made Section 5310 funding available via a competitive selection process consistent with federal regulations. In response to subrecipient requests for increased operating assistance and fewer administrative requirements, the RTC discontinued award of Section 5310 funding to external agencies. This federal funding is now reserved solely for use by the RTC but continues to fund projects identified in the CTP. The RTC, in turn, makes an equivalent amount of local sales tax dollars available to previously eligible agencies using eligibility and project requirements that are similar to those used for the Section 5310 program. This limits the oversight and reporting requirements for the RTC and its awardees.

Where a minimum of 55 percent of funds had to be spent on capital projects, now the entirety of available funding can be spent on operating; and where oversight of projects continues to be required, now federal regulations no longer apply. However, the RTC still conducts a call for projects (similar to the competitive selection process), and still funds projects in support of those that were identified and prioritized as part of the coordinated planning process. The FTA notes that, while the plan is only required in communities seeking funding under the Section 5310 program, a coordinated plan should incorporate activities offered under other programs sponsored by federal, state, and local agencies to greatly strengthen its impact. The approach described above allows for the development of more RTC viable and longer-term senior/disabled transportation projects, reduces the administrative burden and oversight of those programs, increases operating dollars, and allows for other efficiencies. The proposed change was provided to the public and stakeholders for review and comment and submitted to the FTA when finalized.



## CHAPTER 2

### Current Transportation Providers and Other Existing Conditions

The mix of transportation services in Washoe County includes public transit services, private for-profit and not-for profit providers, non-emergency medical providers, third-party network companies, and more. Some services have specific eligibility requirements and others are open to the public. Some have limited service areas or operational days and times while a few serve the entire region during most or all days and hours. This chapter reviews existing transportation services available throughout Washoe County, including when and where they operate, eligibility requirements, and operating characteristics such as service area, operating days and times, and whether there is a fee for the service.

Additionally, this chapter presents the demographics for the Reno-Sparks area and includes a discussion of how this data may impact transit ridership and decisions about where or what types of service may be needed. Certain demographic characteristics are strong indicators of demand for transportation service. For example, demographic factors showing high population densities of seniors, individuals with disabilities, and zero vehicle households indicate the potential for a higher propensity for transportation service need and use.

The following sections of this chapter provide details of the current transportation services available in the area, as well as demographics key to determining the area's level of transit propensity.

#### CURRENT TRANSPORTATION PROVIDERS

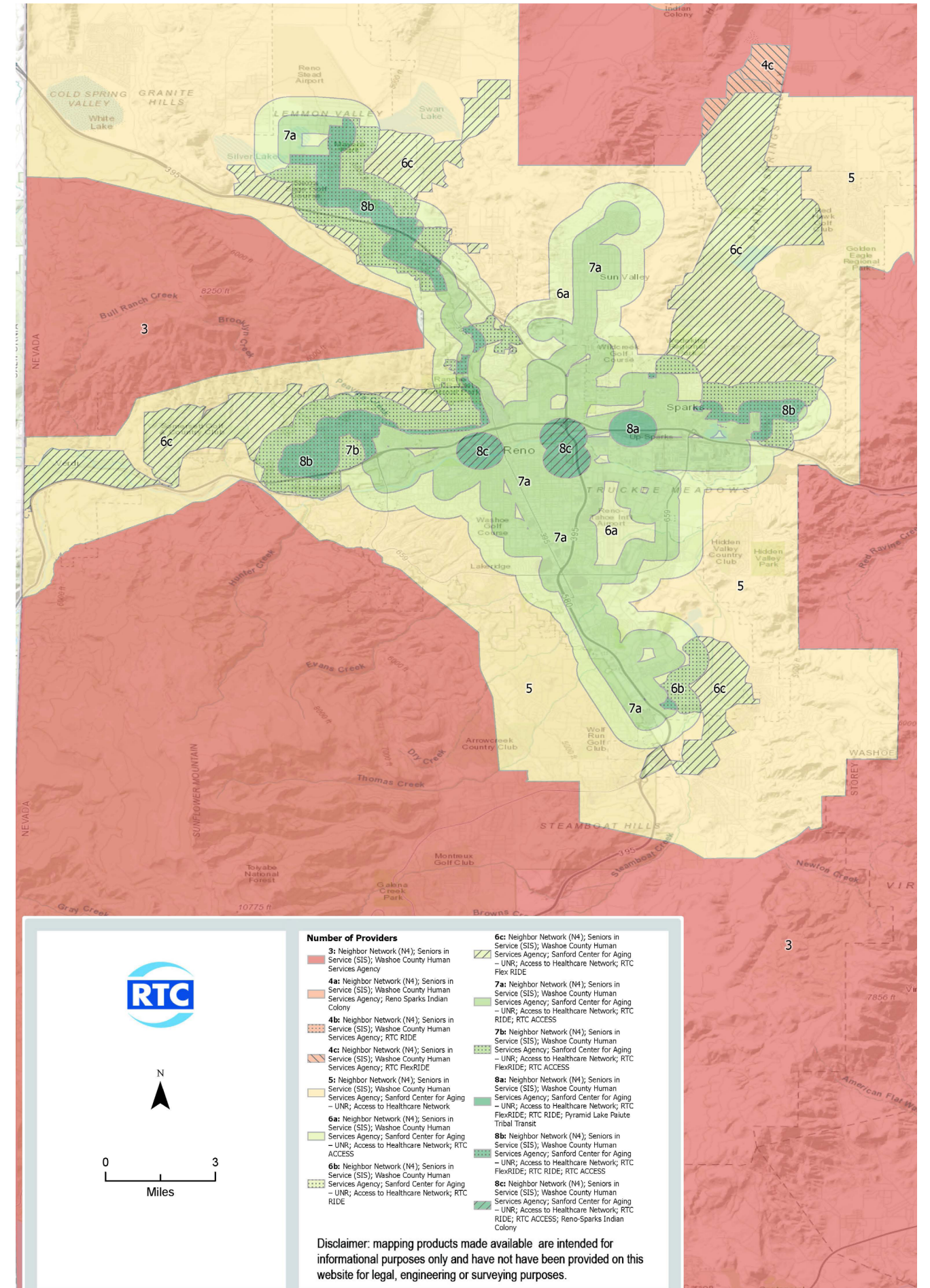
Each transportation service provider tracks the information important to their organization, and therefore not all data are available in a consistent format. Information is summarized as comprehensively as possible to provide a picture of what transportation options are available to Washoe County residents. A map of provider service areas is provided in Map 2.1 and data on each of the providers is summarized in Table 2.1.

**Table 2.1 – Service Provider Inventory**

Providers			Hours			Fares	
Services	Service Area	Eligibility to Ride	Weekdays	Saturdays	Sundays	Base 1-Way	Discounted
RTC RIDE	Reno/Sparks area	None	24 hrs/day			\$2.00	\$1.00 <sup>1</sup>
RTC ACCESS	Within 3/4-mile of RTC RIDE (fixed-route)	ADA Eligible	Same as RTC RIDE (fixed-route) service			\$3.00 <sup>2</sup>	NA
RTC FlexRIDE	Spanish Springs/Sparks	None	5:30 AM - 11:00 PM	6:00 AM - 10:30 PM	6:00 AM - 10:30 PM	\$2.00	\$1.00
	Verdi/Somerset	None	5:30 AM - 11:00 PM	6:20 AM - 9:00 PM	6:20 AM - 9:00 PM	\$2.00	\$1.00
	North Valleys	None	5:30 AM - 11:00 PM	6:20 AM - 9:00 PM	6:20 AM - 9:00 PM	\$2.00	\$1.00
	South Meadows	None	6:20 AM - 9:00 PM	6:20 AM - 9:00 PM	6:20 AM - 9:00 PM	\$2.00	\$1.00
Pyramid Lake Paiute Tribal Transit	Local (Nixon); Reno; Fernley; Sparks	None	5:00 AM - 7:00 PM	None	None	\$1.00	\$0.50
Reno-Sparks Indian Colony	Hungry Valley - Reno - Sparks	None	5:00 AM - 6:00 PM	None	None		
Neighbor Network (N4)	Primarily Washoe County, with some programs in 12 counties in Northern Nevada	Program-based	Available 24/7			Varies by client	
Access to Healthcare Network	Reno/Sparks area	Elderly, disabled, medical trips	8:00 AM - 5:00 PM	None	None	Included in \$40/mo insurance fee	
Washoe County DHHS - Seniors	Gerlach, Nevada	Seniors 60+	Varies: 1-2X/week			None	
	Lake Tahoe area	Seniors 55+	Varies: most days and hours			Varies; \$5 - \$60	
Sanford Center for Aging - UNR	Reno/Sparks area	Seniors 60+ with limited access to transportation and socially isolated	As needed, depending on Volunteer Availability			None	None
Seniors in Service (SIS)	Northern Nevada	Seniors 60+ with limited access to resources and who are low-income	8:00 AM - 5:00 PM (8:00 AM - 12:00 PM Fridays)	None	None	None	None

Note 1: RTC RIDE is free for UNR and TMCC faculty and students with a UNR or TMCC ID.  
 Note 2: RTC ACCESS offers a "will-call" fare of \$6.00 per trip for return medical trips for flexibility.

**Map 2.1 – Provider Service Areas**





## Public Transit

Public transportation is provided through the Regional Transportation Commission (RTC) which operates a variety of services including the regional fixed-route bus system, RTC RIDE; the complementary demand-responsive, paratransit service, RTC ACCESS; RTC FlexRIDE; RTC REGIONAL CONNECTOR; Washoe Senior Ride subsidized Taxi Bucks and Lyft/Uber voucher programs; and RTC SMART TRIPS. Collectively, these services provide transportation options throughout the Reno-Sparks area and are described individually below. Additionally, there are other systems, such as the Eastern Sierra Transit Authority and Churchill Area Regional Transportation, that provide service to the Reno-Sparks area but are unlikely to be used by residents of the area.

### RTC RIDE

RTC RIDE is fixed-route service which was initiated in September 1978 and operates throughout Reno and Sparks. RTC's buses have been wheelchair accessible since the 1980's, with the fleet becoming fully accessible in the 1990's. Some routes are operated 24 hours per day, seven days per week. The 4TH STREET STATION in downtown Reno is the central transit hub, and the CENTENNIAL PLAZA in Sparks is a secondary transit hub.



Base fares are \$2.00 one-way, or \$1.00 discounted (seniors, persons with disabilities, youth, and veterans). University of Nevada, Reno (UNR) and Truckee Meadows Community College (TMCC) students and faculty ride free with a school identification. Ridership on RTC RIDE totaled 5.29 million passenger trips in FY 2024 at an operating cost of \$40.3 million. The fixed-route fleet consists of 67 vehicles.

### RTC ACCESS



RTC ACCESS is the paratransit service that provides door-to-door, prescheduled transportation for people who meet the eligibility criteria of the Americans with Disabilities Act (ADA). RTC ACCESS passengers have disabilities which prevent them from riding RTC RIDE independently some or all of the time. The service is shared-ride and trips must be scheduled one to three days in advance. Fares are \$3.00 per one-way trip, although there is an option for a "will-call" return medical trip for \$6.00 (allowing passengers flexibility when unsure what time return trips will be needed). Annual ridership was 121,318 in FY 2024, with an operating cost of \$5.6 million. The fleet consists of 62 vehicles. Passengers using wheelchairs account for 25 percent of passenger trips.

### RTC FlexRIDE



The RTC's FlexRIDE is curbside-to-curbside transit service available in select areas of Sparks/Spanish Springs, North Valleys, Verdi/Somerset, and South Meadows. Scheduling a FlexRIDE is done through a smartphone app or by calling a dispatcher. The average wait time is about 20 minutes but could take up to one hour. Fares are \$2.00, or \$1.00 discounted. Because this is a new service, ridership data is limited. Annual ridership was 106,841 in FY 2024, with an operating cost of \$2.4 million. The fleet consists of 23 vehicles.

### RTC REGIONAL CONNECTOR

The RTC offers intercity, commuter service between Reno and Carson City. Base fares are \$5.00 one way, or \$2.50 discounted. A 10-ride pass is \$42.50 or \$21.25 discounted. Three morning and three afternoon round trips are operated Monday through Friday. Annual ridership was 20,169 in FY 2024, with an operating cost of \$0.52million. The fleet consists of 3 vehicles.

### RTC Washoe Senior Ride Taxi Bucks Program

The Washoe Senior Ride (WSR) Taxi Bucks program is a subsidized taxi program of the RTC and is funded by the one-quarter percent of Washoe County sales tax that is allocated for public transportation.

WSR provides alternative, reliable, and affordable transportation to Washoe County residents who are 60 years and older, RTC ACCESS clients (any age), and Washoe County Veterans (any age). Applicants must be Washoe County residents, and all trips must begin and end within the Washoe County, Reno-Sparks boundary.

Each month WSR registered participants will receive a \$60 taxi fare subsidy. Participants are issued an RTC WSR CardONE re-loadable card, which can be used to pay any part of a taxi fare. The taxi fare subsidy automatically loads each month for the duration of the program, and unused taxi fares do not roll over to the next month. This program and the subsidy are subject to available funding and may be changed or terminated by the RTC at any time. The WSR program cannot be used in conjunction with the RTC Washoe Lyft/Uber Rides voucher program. There are currently three participating Taxi Companies which are all available 24 hours a day, seven days a week: Reno/Sparks Cab Company, Yellow Cab Company, and Reno Ryde.



The RTC Washoe Lyft or Uber Rides is a voucher program that functions much in the same way as the WSR program discussed above. The primary difference is that all aspects of the trip (payment and reservation) are done through the Lyft and Uber apps. Vouchers are automatically loaded into the app each month. Additionally, trips must be made within the Reno-Sparks area, subject to service areas as defined by Lyft and Uber.

### **RTC SMART TRIPS**

RTC SMART TRIPS, a regional commuter assistance program, offers transportation alternatives essential to the region's seamless transit system. RTC SMART TRIPS provides services that make alternative transportation, such as carpooling, vanpooling, mass transit, and biking more affordable, accessible and convenient.

It is a free service provided by the RTC to encourage businesses and individuals to use alternative modes of transportation.

The program has information on bus subsidy programs (and tax benefits), carpools, and rideshares. For example, the program includes access to a trip-match feature that uses advanced technology to make finding carpool, bike, walking and bus buddies easy, fast, convenient, and accurate. There is also an array of options provided for businesses participating in the program voluntarily or as a condition of a land development project.

### **Tribal Transit**

Within Washoe County, tribal transit services are operated by the Pyramid Lake Paiute Tribe and the Reno-Sparks Indian Colony. The services provided by each are described below.

#### ***Pyramid Lake Paiute Tribal Transit***

The Pyramid Lake Paiute Tribe (PLPT) operates transportation to the local communities around Pyramid Lake, as well as the surrounding communities of Fernley and Sparks. PLPT also has service to various Native American events on occasion. Non-urbanized sales tax funds are passed through to this program (\$20,000) annually.

Route service originates in Nixon with destinations in Wadsworth, Fernley, and the Reno-Sparks area. Passengers can connect to various locations for shopping, human services, medical, employment, and other purposes. Commuters can also travel to destinations throughout the greater Reno-Sparks area by using the stop at Centennial Plaza to connect to the RTC's fixed-route system.

Shopping trips include destinations such as the Fernley Walmart, Raley's grocery store, and the Outlets at Legends mall. Social Services destinations include stops in Fernley and Reno-Sparks allowing riders to go to the Nevada State Welfare office in Sparks, Pyramid Lake Social Services, Reno-Sparks Indian Colony Human Services and Inter-tribal Council of Nevada. Health centers are accessible by transit at the Pyramid Lake Health Clinic, and Reno-Sparks Indian Colony Tribal Health Center.

Base fares are \$1.00, or \$0.50 discounted for ages 60 and over or students with ID ages six to 17. Monthly passes are available for \$45.00 for unlimited service (\$22.50 discounted).

The service is operated using two 14-passenger vehicles. In FY 2022, approximately 2,500 one-way passenger trips, almost 160,000 vehicle miles and over 7,100 hours of service were provided. The service cost about \$430,000 to operate, funded primarily with Federal Transit Administration (FTA) 5311 funds provided through the Nevada Department of Transportation (NDOT).

#### ***Reno-Sparks Indian Colony***

Located in Reno, Nevada, the Reno-Sparks Indian Colony (RSIC) consists of about 1,300 members. The reservation lands include the original 28-acre Colony located in central Reno and another 15,539 acres in Hungry Valley, which is 19 miles north of the Colony and west of Spanish Springs. RSIC operates transportation services for community members, residents, and guests to seek and maintain medical services, employment opportunities, and human services. Transportation services are also offered to the RSIC community to reduce the dependence and cost associated with operating an automobile. Fixed-route transit service is offered on weekdays between 5:00 a.m. and 9:30 p.m. and on Saturdays from 10:00 a.m. to 4:00 p.m. The route is operated between the Reno and Hungry Valley communities and connects Tribal Members with Tribal Government services, the RSIC Tribal Health Center, Walmart, residential neighborhoods, and Tribal Enterprises.

### **Human Service Agency and Nonprofit Transportation**

Many human service agencies and private, not-for-profit organizations offer transportation services either directly, through mileage reimbursement programs, or through referrals in Washoe County. These are described in the following.

#### ***Access to Healthcare Network***



Access to Healthcare Network's (AHN) overall purpose is to improve the health and well-being of individuals in the community by providing and expanding access to services that address the clinical and social determinants of health. In addition to providing direct service to over 170,000 uninsured, underinsured, and low-income Nevada residents since its inception in 2006, AHN also acts as an intermediary organization through its model of community "Shared Responsibility" to support, strengthen, and integrate the health care and social service delivery system and stakeholders.

- Non-Emergency Medical Transportation – for the past six years, AHN has operated a non-emergency medical transportation division in partnership with Nevada providers, healthcare payers, and local governments that provides over 11,000 rides annually to seniors and the disabled throughout Northern Nevada, including rural communities.

- Medical Discount Program – the AHN Medical Discount Program (MDP) is the first and only nonprofit medical discount program in the entire nation. It is designed to create a functional system of care for uninsured and underinsured Nevada residents by providing access to comprehensive and high-quality care at an affordable price. The core of the MDP is its comprehensive network of health, but the MDP has also been proven to reduce fees. Through evidence-based clinical care coordination, health literacy education, and case management of the social determinants of health, the MDP has provided access to healthcare services to over 85,000 low-income, uninsured, and underinsured Nevada residents.

AHN provides transportation service throughout the Reno-Sparks area Monday through Friday, 8:00 a.m. to 5:00 p.m. They serve seniors 60 years of age and older, individuals with disabilities, and those qualifying as low-income. Service is provided at no cost and operates with support from multiple funding sources. In 2021, AHN provided 3,027 hours and 70,458 miles of service and provided 9,810 passenger trips.

#### ***Neighbor Network of Northern Nevada***

Neighbor Network of Northern Nevada, also known as N4, is a private, non-profit human services agency, established in 2015. N4 operates four core programs and transportation is an offered service in each, as discussed below:

- Time Exchange – this program provides a way for people to give and receive services without exchanging money. When a member provides a service to another member, one hour, or one time credit, is earned for each hour spent providing the service. Members can then exchange their time credits for an equivalent amount of service from another member (including requesting rides). One hour of service provided during an exchange is valued the same, no matter the type of work.

- Volunteer Village – this program builds partnerships with local organizations. N4 members can opt into the volunteer pool without enrolling in the time exchange to help people become more comfortable with serving their community. Volunteers offer rides and other support to N4’s members.
- N4 Connect – this program helps people with disabilities and adults over 60 access affordable supplemental transportation with free and discounted Lyft rides. Each N4 Connect member may request a free \$80 ride voucher each month that is valid for 365 days. Members may request an additional \$80 voucher each month with a 50% discount if they choose. Members may receive up to two \$80 ride vouchers (total of \$160 benefit) per month. Additionally, members have the option of learning how to use Lyft with their personal smartphone, or by contacting the N4 office to schedule a concierge Lyft ride if they do not own a smartphone. The Lyft concierge service has a \$5 service fee for each \$80 ride voucher.



- Community Care – this program provides people with disabilities and older adults in-home and community-focused services that increase engagement by using a person/family-centered approach to care planning.

Types of services offered include respite services for family care partners, companion services, personal care, social, transportation, recreational and educational activities, care consultation/ options counseling, and opportunities for civic engagement and self-advocacy.

The Time Exchange, Volunteer Village, and Community Care programs cover most of Northern Nevada including Washoe, Carson City, Douglas, Lyon, Churchill, Storey, Humboldt, Elko, White Pine, Pershing, Lander, and Eureka counties. The service area for N4 Connect covers Washoe County.

To be eligible for the Time Exchange and Volunteer Village programs, individuals must be at least 18 years of age and live within the service area (Northern Nevada). Eligibility for the Community Care program requires that an individual be either: at least 18 years of age and disabled; living with dementia at any age; or at least 60 years of age and living in Northern Nevada. The N4 Connect program requires that an individual be either at least 18 years of age and disabled or at least 60 years of age.



All program services are available 24 hours per day, seven days per week and are primarily free of charge, but are subject to the terms noted above.

N4 Connect is funded through various state and federal grants and service contracts. Community Care rides are funded by N4’s state care service contracts and various respite care grants.



#### **United Cerebral Palsy of Nevada**

United Cerebral Palsy (UCP) of Nevada provides independent living education and vocational training for those living with intellectual and neuromuscular disabilities. In addition, the organization coordinates limited transportation to various social and recreational activities such as day trips to the park, library, restaurants, and stores using three minivans. Two of the minivans were purchased using FTA 5310 funds.

UCP provides transportation service throughout the Reno-Sparks area Monday through Friday from 9:00 a.m. to 3:00 p.m. Transportation is provided to clients of UCP at no cost.

#### **Sanford Center for Aging**

The Sanford Center for Aging is housed within the University of Nevada, Reno (UNR) School of Medicine. Their mission is to enhance the quality of life and well-being among elders through education, translational research and community outreach. The Sanford Center offers a variety of programs, services, and educational coursework designed to improve the quality of life for elders.

Free, person-centered, door-through-door transportation is provided to individuals enrolled in the Volunteer Transportation Program or Senior Outreach Services. Transportation is tailored to each individual’s needs, providing access to socialization activities, community wellness programs, essential errands like grocery shopping and accessing social services, as well as medical appointments.

Most rides are provided by volunteers driving their personal vehicles, who can request mileage reimbursement. Transportation is also provided by part-time staff driving an 8-passenger wheelchair-accessible van or a Toyota RAV4.

The Sanford Center for Aging provides transportation service throughout the Reno-Sparks area on an as-needed basis and depending on volunteer availability. Their transportation programs serve adults age 60+ with limited access to other transportation options, who are socially isolated, and prioritizes individuals with limited financial resources. An in-home assessment is required as part of the enrollment process. Service is provided at no cost and operates with support from multiple funding sources, including the RTC’s 5310 equivalent sales tax program, State of Nevada Aging and Disability Services (ADSD), AmeriCorps Seniors RSVP, and community donations.

#### **Seniors in Service (SIS)**

Seniors in Service (SIS) is a private, not-for-profit organization which operates several programs to support seniors, including the Senior Companion Program of Northern Nevada, Foster Grandparent Program of Northern Nevada, and Seniors in Service Respite program. Transportation is supported through a mileage reimbursement program using volunteers and administered under the umbrella of the organization. Volunteers are reimbursed with a \$4 per hour stipend and at \$0.65 per mile as of 2024.



SIS provides transportation service throughout Northern Nevada 8:00 a.m. to 5:00 p.m., Monday through Thursday, and 8:00 a.m. to 12:00 p.m. on Fridays. Their transportation programs serve adults who are 60 years of age or older, are low-income, and have limited access to resources. Service is provided at no cost, but the client must be receiving services from a Senior Companion Volunteer who is also willing to provide transportation.

### **Washoe County Human Services Agency**

The Washoe County Human Services Agency (HSA) provides transportation services using two vehicles. One of the vehicles is located in Gerlach and provides transportation into Reno once or twice per week, serving a total of 40 passengers annually. Passengers must be a resident of Gerlach or Nixon and be 60 years of age or older.

The service operates between Gerlach and the Reno-Sparks area on an as-needed basis and at no cost to the passengers.

The Washoe County HSA also passes through sales tax funds to the Incline Village General Improvement District to support their senior transportation program. This program provides transportation to select areas of Washoe County, Carson City, Douglas County, Kings Beach, Truckee, and, on occasion, Stateline. This program provides several scheduled trips weekly, plus on-demand service. The service generally operates most days and hours and requires passengers to be residents of Incline Village and be 55 years of age or older. The cost per trip varies by the type of service provided and generally decreases as the level of necessity increases. Weekly group shopping/errands/appointments to Reno or Carson (alternating locations), is \$10 per person; local shopping/errands/appointments (Incline Village & Kings Beach) occur on Wednesdays and Fridays and are five dollars per person. On-demand service is \$45 per person round-trip to any service location with reasonable wait time (there is no additional charge for caregivers or other personal care attendants). Service to or from the Reno-Tahoe International Airport is \$60 per person.

### **Private Transportation**

There are several private, for-profit transit service providers operating in Washoe County. Some of these operators are considered quasi-public because they are heavily subsidized. Others have been established specifically for their clientele and are not open to the public but serve target populations. These services are outlined below.

#### **Amtrak**

Amtrak was created by Congress in 1970 to take over the majority of intercity passenger rail services previously operated by private railroad companies in the United States. Those companies showed they had operated these services at a net loss for many years.

As defined by the U.S. Congress, Amtrak's mission is to "provide efficient and effective intercity passenger rail mobility consisting of high-quality service that is trip-time competitive with other intercity travel options." Amtrak is a federally chartered corporation, with the federal government as majority stockholder. However, Amtrak is operated as a for-profit company, rather than a public authority.

Amtrak offers passenger east-west rail service through northern Nevada on the California Zephyr line, which is operated as a long distance route between San Francisco and Chicago. Amtrak serves Reno using the station in downtown, which is owned by the City of Reno and is located one block south of the RTC 4TH STREET STATION. During FY 2023, Amtrak ridership at the Reno station was 72,408.



#### **Greyhound/FlixBus**



Greyhound, acquired in 2021 by FlixBus, provides long-distance intercity bus transit, mostly along the I-80 corridor. Greyhound interlines with Amtrak for some trips but generally provides over-the-road coaches traveling daily to and from Northern California and Chicago and other points east. Greyhound buses use the RTC CENTENNIAL PLAZA as a primary station location, but also has stops at the Reno-Tahoe International Airport and Downtown Reno, including the Amtrak station.

#### **Bus Charters and Rentals**

The following companies provide bus charters and rentals or are bus lines serving the Reno-Sparks area: Airport Mini Bus, All West Coach Lines, Amador Stage Lines, El Camino Trailways, My Ride to Work, and Divine Transportation. These companies provide a mix of scheduled and chartered services in and around the region.

#### **Taxicabs**

Three taxicab companies have offices in the Reno-Sparks area. These include Reno-Sparks Cab Company, Reno Ryde, and Yellow Cab Company. Each provides standard taxicab service and also contracts with the RTC for the taxi voucher program.



#### **Limousines**

Of the numerous limousine companies that run trips into the Reno-Sparks area, the following are locally-based: Bell Limo, Executive Limousine, and Reno Tahoe Limousine.

#### **Assisted Living and Retirement Residences**

Most assisted living facilities and nursing homes have vans for patient transportation, including Kiley Ranch Senior Living, LifeCare Center of Reno, and Rosewood Rehabilitation.

Retirement homes in the Reno-Sparks area typically offer shuttle bus or van services that provide transportation for residents on a scheduled basis or for special events. Generally, this service is limited to certain days or times of day. Unscheduled trips are limited in availability or are unavailable. Residences with shuttle bus or van service include facilities around the region, such as: Clearwater at Rancharrah, Amada Senior Care, Atria Summit Ridge, The Fountains Senior Care, Park Place Assisted Living, Promenade on the River, Summerset Senior Living, and The Seasons.

RTC ACCESS provides transportation for qualified individuals to all the above facilities. Many of the facility staff travel to/from work on RTC RIDE.

### **Transportation Information and Referral Services**

Information on transportation resources and referrals are provided through several organizations and agencies. Information sharing is important to limit duplication of services, keep service providers apprised of how best to serve their clients, and ultimately allows individuals to make the best decisions about how to access services. A summary of some of the region's information and referral services is provided in the following.

### **Nevada 2-1-1**

Nevada 2-1-1 is the State of Nevada’s most comprehensive, free connection to critical health and human services. Information about local community services is available in a single statewide location that can be accessed via voice, text and online.

Launched in February 2006, Nevada 2-1-1 is a program of the Nevada Department of Health and Human Services (DHHS) that is committed to helping Nevadans connect with the services they need. Whether by phone or internet, their goal is to present accurate, well-organized and easy-to-find information from state and local health and human services programs. Nevada 2-1-1 connects individuals and providers to essential health and human services resources, and is a free, confidential service available 24 hours a day, 7 days a week, 365 days a year.

Nevada 2-1-1 has information about:

- Basic human needs resources (housing and shelter, food, temporary financial assistance, employment, and transportation)
- Physical and mental health resources (licensed health (physical and mental) facilities, addiction resources, crisis intervention, STD testing and programs, and COVID-19 resources)
- General support and information (Nevada Care Connection Resource Centers, education, animal services, and family support)
- Support for older Americans and persons with disabilities (disability services, senior services, and dementia support)
- Support for children and youth (youth and young adult services, infant and child services, and maternity services)
- Safety and security (adult protective services, resources for victims of crime, human or sexual exploitation resources, and domestic violence services)
- Other (Veteran services, local and seasonal events, legal assistance, and Native American services)

### **Access to Healthcare Network (AHN)**

AHN operates a statewide resource line that receives 36,000 calls annually and provides healthcare and social service eligibility and referrals as well as enrollment assistance for Medicare, Medicaid/NV Check-up, and Affordable Care Act-based insurance. In addition to determining eligibility for and providing enrollment assistance into AHN-administered programs, the resource line will also screen for and make referrals to outside community resources such as SNAP/TANF, food-related community organizations, transportation-related organizations, housing-related organizations, and other services that address the social determinants of health.

### **RTC Travel Training Program**

The RTC’s Travel Training program is a comprehensive instruction delivered by Travel Trainers on a one-to-one basis that teaches seniors and individuals with disabilities how to travel independently on public transit. Participants will receive public transportation information and training, and support centered on the safe and independent use of public transportation. The program is available for riders over 60 or with a disability. Travel Training focuses on the public transit routes that an individual would take between home and school, shopping employment or medical appointments. It is a fundamental precursor to achieving self-determined transition outcomes in education, employment, independent living and community integration.

### **DEMOGRAPHIC CHARACTERISTICS**

The following demographic analysis was done by tract, which is a census-defined boundary. These boundaries do not necessarily denote neighborhoods or communities, but rather act as a standardized means for analysis. Unless noted otherwise, all data listed in this section are from the 2022 U.S. Census American Community Survey (ACS) one-year estimates. Together, the individual demographics provide context for where and what types of service may be needed.

All demographic categories discussed are considered transit-dependent, according to industry standards.

### **Population Density**

Population density is used to determine where population is concentrated. Transit is generally more successful (and more concentrated) in areas with greater concentrations of population. However, the size of the census tracts can skew the location of population concentrations. As shown in Figure 2.1, the population is most dense in central Sparks and portions of central Reno, as can be expected. However, there are also outlying areas with higher levels of population density, such as in Stead and South Reno, that are covered well by transit service (see Map 2.1). It is also noteworthy that the densest part of the region is just to the south and west of the Peppermill Resort Spa Casino.

### **Older Adults**

The older adult population, defined by the U.S. Census Bureau as people 65 years of age or older, represents a significant number of the national transit-dependent population and represents 17.8 percent of the total population in Washoe County. Access to transit can help individuals, particularly older adults with frailty or other physical limitations or who are unable to maintain a valid driver’s license, continue to live independently and free from social isolation. As shown in Figure 2.2, the density of older adults is common to central Sparks and portions of central Reno. There are some outlying areas (Mira Loma and west Reno) that are also densely populated by older adults. The densest areas are small pockets in Downtown Reno and just south of the Peppermill. The RTC service area covers most of the areas of higher density. Cold Springs, the area south of Spanish Springs, and an area to the southeast all fall outside of the RTC service area but have somewhat higher densities of older adults.



### **Persons with a Disability**

Broadly speaking, individuals may experience disability if they have difficulty with certain daily tasks due to a physical, mental, or emotional condition. The Census Bureau collects disability data by asking questions about difficulty with daily activities and other functional limitations. Approximately 13.1 percent of the population in Washoe County has some type of disability. As shown in Figure 2.3, areas with higher densities of persons with a disability are primarily within central Sparks and portions of central Reno. There are some concentrations of persons with a disability in more outlying areas such as Stead, the northern portion of Sun Valley, and the Mira Loma area. However, these areas are all within the RTC’s ACCESS service area. The area most densely populated with persons with a disability is the area just south and west of the Peppermill.



Figure 2.1 – Population Density

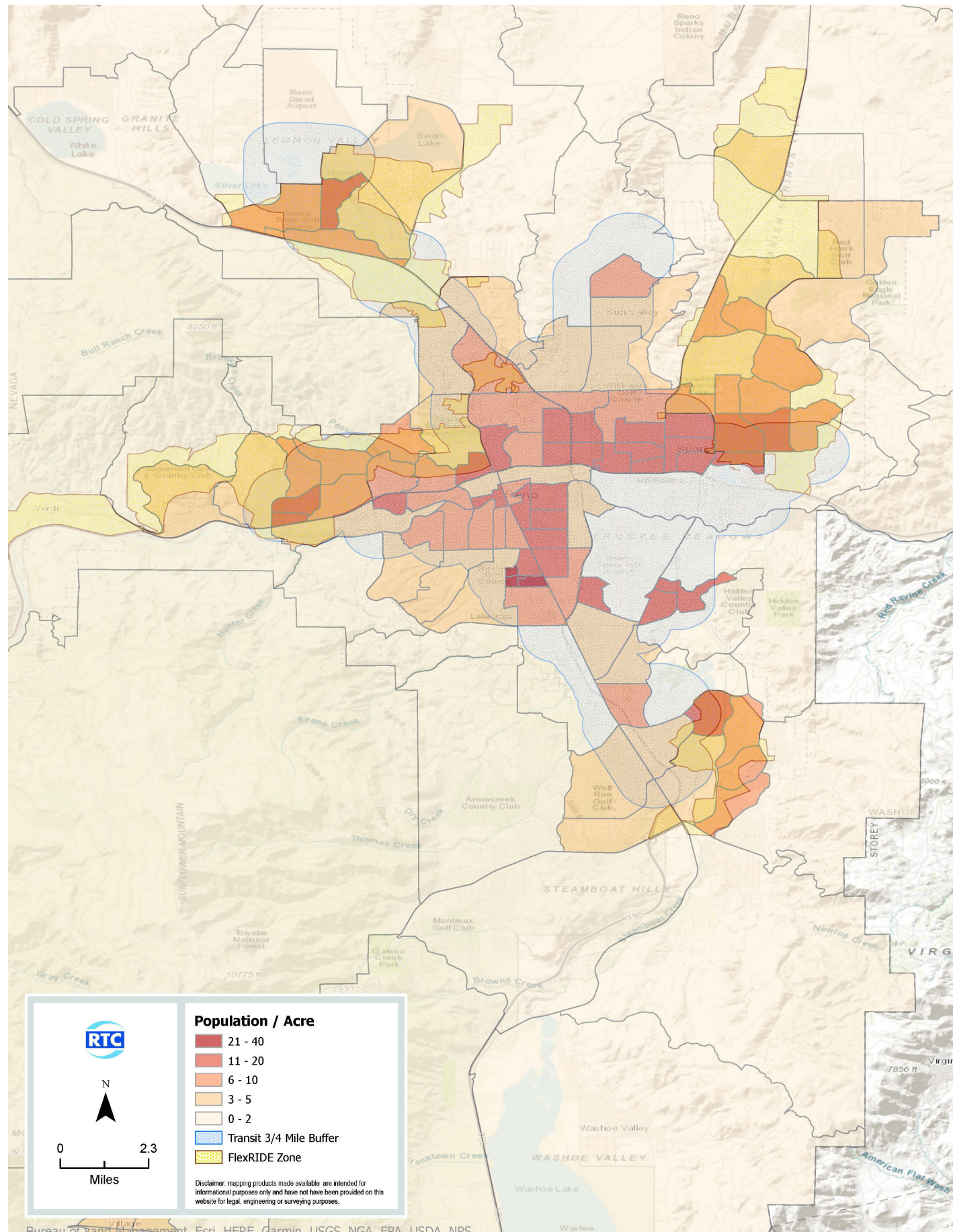
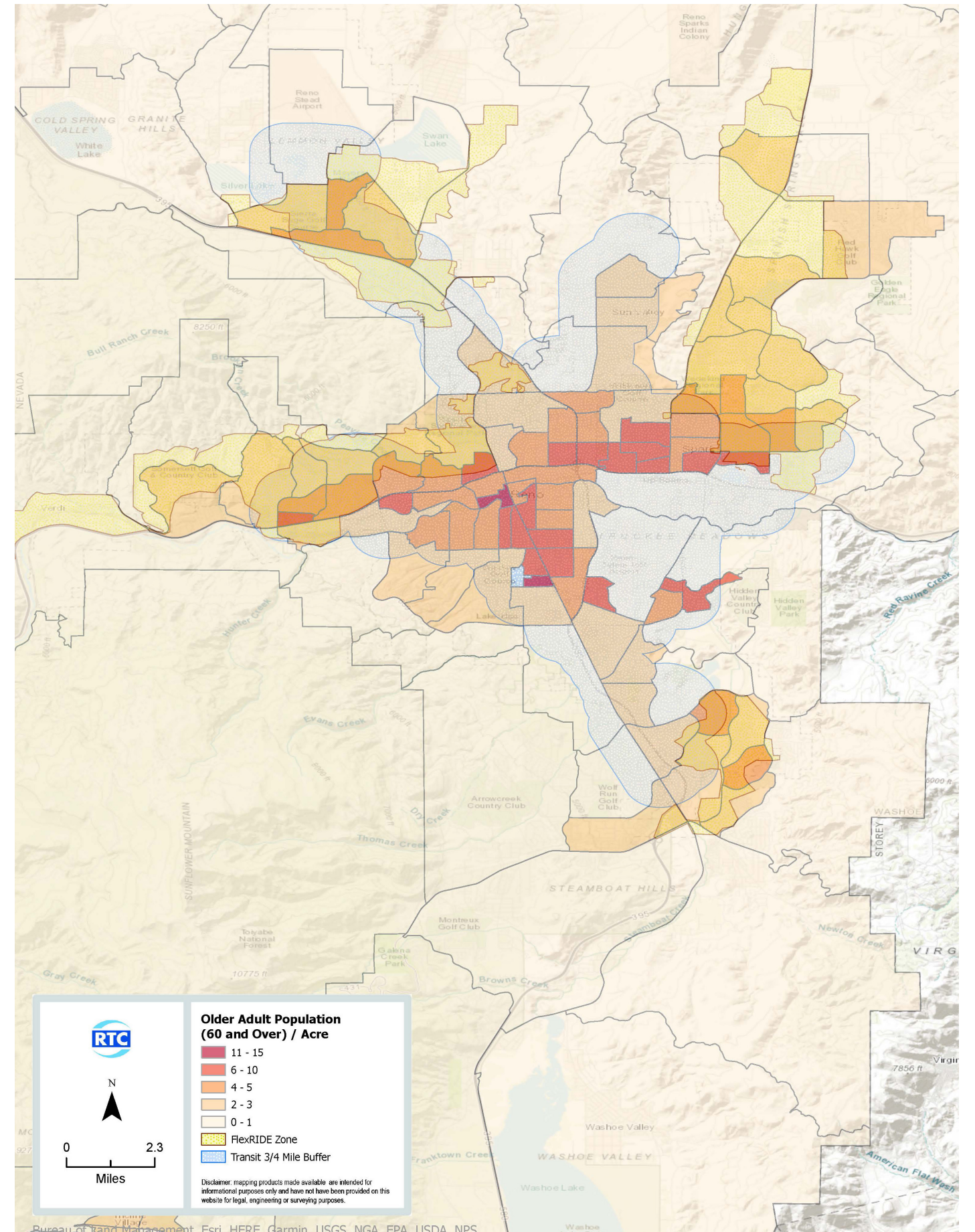
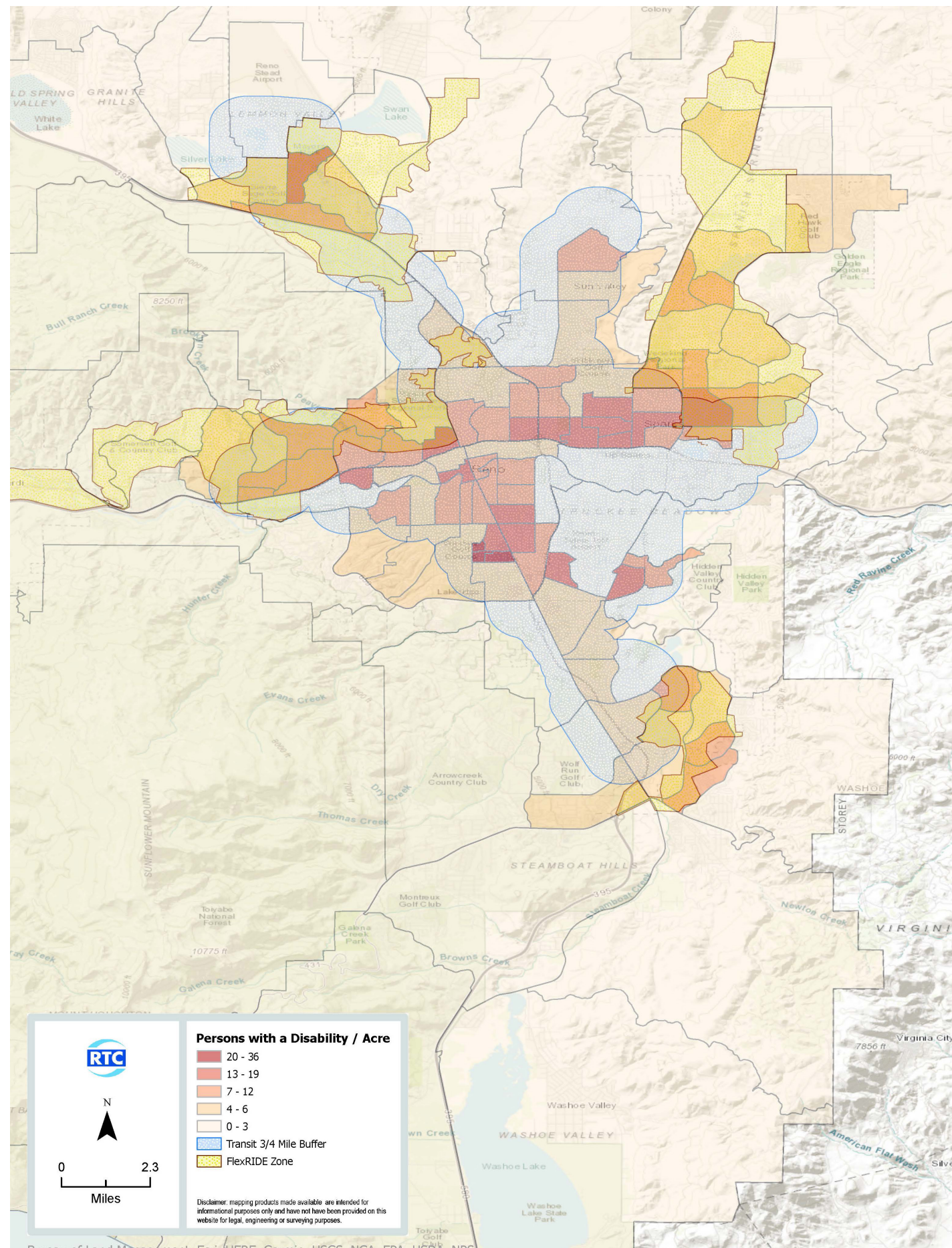


Figure 2.2 – Density of Older Adults



**Figure 2.3 – Density of Persons with a Disability**



### Low-Income Populations

Low-income populations, as defined by the FTA, includes persons whose household income is at or below the Department of Health and Human Services’ poverty guidelines. The low-income population listed in the tables and GIS maps include people who are living below the poverty line using the Census Bureau’s poverty threshold. Approximately 10.2 percent of the population of Washoe County is considered to have low income. As shown in Figure 2.4, the areas with some of the highest densities of low-income households are mainly central Sparks and portions of central Reno. Consistent with the outlying areas as more densely populated with persons with a disability, low-income households are also concentrated in Stead, the northern portion of Sun Valley, and the Mira Loma area. Similarly, the area most densely concentrated with low-income households is the area just south and west of the Peppermill.

### Zero-Vehicle Households

Individuals residing in zero-vehicle households are generally highly dependent on transit, as they do not have access to a private vehicle. Approximately 6.9 percent of households in Washoe County reported having no vehicle available for use. The density of zero-vehicle households for the greater Reno-Sparks area is shown in Figure 2.5. The highest concentrations of zero-vehicle households are on either side of U.S. 395 just north of Interstate 80, the Wells District (and vicinity), and the area around the Peppermill. As can be expected, concentrations of zero-vehicle households in outlying areas are minimal to non-existent.

Overall, there is much consistency between the areas of the region with the highest concentrations of transit-dependent populations, including general population density. Central Sparks and portions of central Reno were common to most categories, as were the outlying areas of Stead, Sun Valley, and Mira Loma. Common to all evaluated demographic categories was the area along the southern border of the Peppermill. This area is served well by transit, including the RTC’s Virginia Line (bus rapid transit service) and all human service and nonprofit agencies included in the analysis for this CTP.



Figure 2.4 – Densit of Low-Income Households

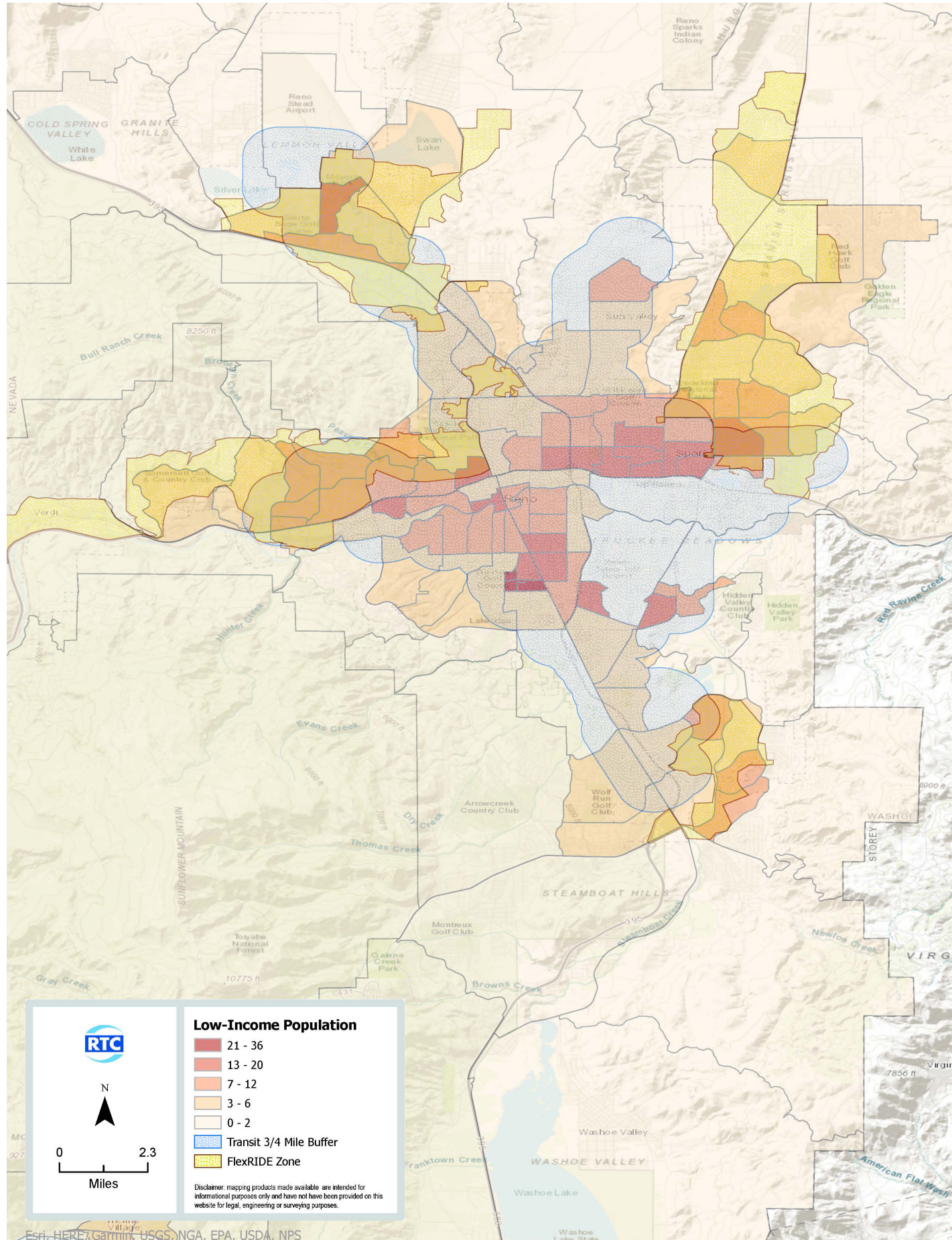
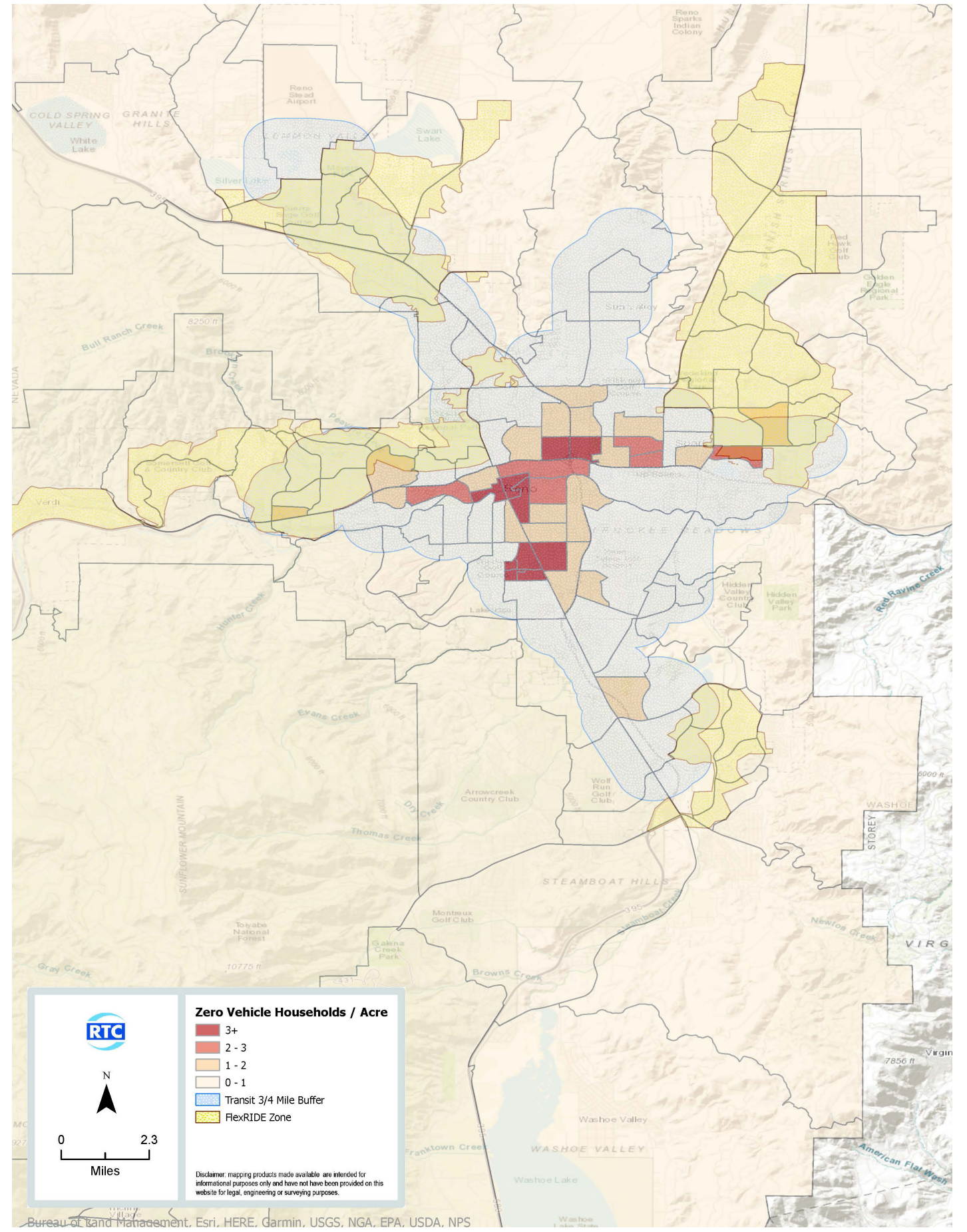


Figure 2.5 – Density of Zero-Vehicle Households







Home / Public Transportation

## Resources and Reports

### COORDINATED HUMAN SERVICES TRANSPORTATION PLAN (CTP)

The CTP is a five-year plan focusing on the transportation needs of a particular segment of the population—seniors and individuals with disabilities. The plan aims to identify the unmet needs of these demographics and to improve the coordinated transportation system in the region through reduced duplicated services and filling identified gaps in service. This process involves gathering stakeholder and public input.

Below is a link to a survey that allows the public to provide feedback that will help the RTC understand the current unmet needs and other issues in the region.

Take the Survey

# CHAPTER 3

## Stakeholder and Public Involvement

Public input, particularly from stakeholders, is an essential component of any Human Services Coordinated Transportation Plan (CTP). The RTC, as part of the CTP update process, provided multiple opportunities for the public and stakeholders to participate, inclusive of surveys, in-person events, and a workshop. The following sections contain the methodology and other details of these efforts.

### STAKEHOLDER INVENTORY SURVEY

As a first step in the stakeholder and public outreach process, the RTC identified and contacted stakeholders involved in the provision of service to seniors and individuals with disabilities. Using the list of stakeholders from the previous CTP as a starting point, agencies were confirmed to still be active and relevant, with new agencies added as necessary. Individual contacts from the array of human services agencies, non-profits, human service transportation providers, medical providers, veteran's services, and transportation network companies were also confirmed and updated.

An initial request was made to agency contacts to complete a stakeholder inventory survey. The list of stakeholders contacted is shown in Appendix A. A second request was made two weeks later to generate more responses to the initial survey. As a final follow-up, agencies providing direct transportation services were contacted to confirm details of their operating characteristics, which can be found in Chapter 2. Appendix A identifies which stakeholders participated, regardless of whether participation came after the initial or follow-up request. The survey included questions related to each contact's agency profile, services and operational details, and provided opportunities to comment on the state of transportation in the region and any perceived needs or gaps in service. The results of the survey are discussed on the following pages.



## Agency Profile, Services, and Operational Details



Stakeholders were asked about the populations they serve, the types of services they provide, and how those services function. Responses are organized into general categories, with specific or unique details highlighted to demonstrate opportunities or issues to be addressed by other phases of this CTP process.

### *What population groups does your organization serve?*

The vast majority of survey respondents indicated they serve seniors/older adults and/or individuals with disabilities. There is variation in the age required to receive services and some services are specific to certain disabilities, but most did not specify age or type of disability. Other groups served that do not exclude target populations include low income, those with mental health or addiction-related needs, vulnerable adults, and the general public.

### *What types of services does your organization provide?*

There were a wide array of services provided by survey respondents, but two categories stood out above the rest. Both the general support/life skills and transportation/transportation-related were services commonly provided.

The transportation/transportation-related category includes direct provision of transportation service as well as things like provision of bus passes or funding for transportation-related expenses. Some of the other services provided may require transportation in order to access them, such as assessments and case management, counseling, protective services, and others.

### *Does your organization provide transportation/transit services either directly or by providing funding?*

Of the respondents that provide transportation-related services, there is a nearly even split between respondents that provide transportation directly and by providing funding, with a few that provide both. There are slightly more agencies that provide funding, indicating there may be some potential to expand or add transportation services in the region.

### *What is your current annual budget for transportation/transit and what are your sources of funding?*

Most respondents indicated they have little to no dedicated budget for transportation services. Of those indicating they do have a transportation budget, there is no real consensus on the source, with sources ranging from state and federal grants to general funds and donations. This is potentially an encouraging sign, considering there may be several sources yet to be fully utilized.

### *What are the eligibility requirements for the transportation services that your agency operates and/or funds?*

Responses to the eligibility requirement question varied widely and were relatively evenly distributed. This variance was due to many instances where multiple criteria had to be met in order to qualify. In several cases, age (senior) is one of the eligibility requirements. The existence of different eligibility requirements for nearly every program/provider potentially limits access to transportation—or access to options—at the individual level.

### *Do you have a dedicated staff person(s) assigned to drive, maintain vehicles, track and/or administer the transportation program in your organization, and if so, how many?*

Survey respondents typically do not have staff dedicated to operating and/or maintaining vehicles. In many cases, transportation services are contracted out or require use of a personal vehicle by the volunteers or staff. Of those with dedicated drivers, staff is typically limited and may perform multiple functions and/or work in multiple programs, some of which may be unrelated to transportation.

Even with seemingly a multitude of transportation options and funding sources, access at the individual level may be constrained by eligibility requirements or staffing limitations.

### *If you provide transportation, how many vehicles do you own?*

Similar to the results from the question above, many providers of transportation-related services do not own vehicles due to the nature of the service being contracted out or provided by volunteers in their personal vehicles. Those with a fleet of vehicles typically own a very small fleet.

### *If you provide transportation, how much do you charge for the service?*

Outside of the for-profit respondents, all other respondents provide transportation at no cost to the individual served. The only exception is one non-profit that provides up to an established limit of free vouchers, with the option to purchase additional vouchers at a discounted rate. As discussed later in this chapter, cost is noted as a barrier to accessing transportation in the region. However, as demonstrated by responses to this survey question, cost should not be a barrier in many situations.

### *Are you aware of the Federal Transit Administration's Section 5310 Program (now known as RTC's Senior/Individuals with Disabilities Transportation Program), and have you previously applied for funding? If not, please explain why you have not applied.*

There was a nearly even split between respondents who had and had not heard of the FTA's Section 5310 Program (or RTC's equivalent program). Of those aware but have not applied, it was noted that FTA compliance is too burdensome or that their agency is not eligible for the program. More than half of respondents claimed to be unaware of the program. With the shift away from the use of FTA funding in RTC's equivalent program, there is opportunity to both inform agencies of the existence of the program and to update others with information about how the program is structured. This may lead to more transportation-related opportunities and better utilization of available funding.

## State of Transportation and Coordination in the Region

Stakeholders were provided opportunities to comment on the state of transportation in the region and on the status of any current or future collaboration efforts. As with the agency profile section above, responses are organized into general categories, with specific or unique details highlighted to demonstrate opportunities or issues to be addressed by other phases of this CTP process.

### *Please describe any existing coordinated transportation arrangements with other providers/agencies that you have in place.*

The most common agency with which respondents coordinate is the RTC followed by transportation brokers. Several other agencies were also mentioned as being involved in coordination efforts while only a small handful of respondents claimed to have no existing coordinated transportation arrangements in place. This high level of coordination is encouraging but other responses later in the survey indicate a need for more effective and efficient coordination.

**What benefits do those coordinated transportation arrangements provide?**

Overwhelmingly, the respondents indicated the benefit of such arrangements is access, whether to appointments, resources, or to transportation in general, thereby removing access as a barrier. Other noted benefits include allowing agencies to stretch their budgets further, better community engagement and involvement, and guaranteed income for transportation network company and taxicab drivers.

**What challenges do you experience with coordinating transportation?**

Some of the biggest challenges noted by respondents include variability in service (driver supply and availability, timeliness of service, etc.) and the inability of partners to accommodate additional or specialized trips. Additionally, complications in coordinating trips or with the service itself and limited service areas were somewhat common responses. Among other respondent-noted challenges, one respondent cited cost as an issue.

**Do you have any ideas on how to improve regional transportation coordination?**

The majority of respondents with ideas on how to improve regional transportation coordination seek to broaden travel options and improve service. Expanded service areas and better communication about what services are available and/or needed are also common themes. Several other recommendations were provided including making transportation more affordable.

**Unmet Transportation Needs and Gaps in Service**

Stakeholders were provided opportunities to comment on perceived unmet needs and gaps in service in the region. Consistent with the agency profile and coordination sections above, responses are organized into general categories, with specific or unique details highlighted to demonstrate opportunities or issues to be addressed by other phases of this CTP process.

**Please describe any transportation needs that you feel are currently not met or will become a need in the future that current transit service cannot accommodate within Washoe County.**

By far, the most commonly stated transportation need was an expanded service area. These comments were primarily in reference to the RTC's public transportation system and its limited service options in outlying areas of the region.

Other perceived needs include additional programs specifically for seniors, additional routes, more affordable services, and travel training opportunities, among others.



**Have you received transportation requests that your agency was unable to accommodate?**

The majority of respondents indicated their agency did receive transportation requests they were unable to accommodate. There were a wide range of reasons for the inability of agencies to accommodate requests, with only two—wheelchair requests and outlying areas—occurring more than once. Other answers respondents provided as reasons their agency was unable to accommodate a transportation request included trips requested on short notice, the service was oversubscribed, and they do not provide transportation as a standalone service, among others.

**Do you have any ideas on how these unmet transportation needs could be met?**

The most common solution provided for meeting unmet needs was, perhaps not surprisingly, more funding. However, better partnerships between transportation providers and better information sharing are also notable responses. Several other potential solutions were offered and were discussed in more detail during the stakeholder workshop (see "Stakeholder Workshop" section later in this chapter).

Finally, survey respondents were given the opportunity to provide additional comments not tied to a specific question. Of those providing a response, nearly all comments related to looking forward to future collaborations and/or improvements or simply thanked the RTC for providing services and the opportunity to comment. Overall, survey responses provide valuable insight into the state of transportation in the region. Additional context and an expansion on many comments is provided in the Stakeholder Workshop section of this chapter.

**PUBLIC OUTREACH EVENTS**



Community outreach is an important part of developing a Coordinated Human Services Public Transportation Plan that meets the needs of the community. Staff attended multiple events throughout the community geared toward seniors and individuals with disabilities, collecting feedback via surveys distributed to attendees. These events were promoted through the Age Friendly Reno advocacy group meetings. Both English and Spanish versions of the survey were available (see Appendix B for survey example), and staff provided assistance to survey-takers as needed. The vast majority (96 percent) of surveys were completed in English.



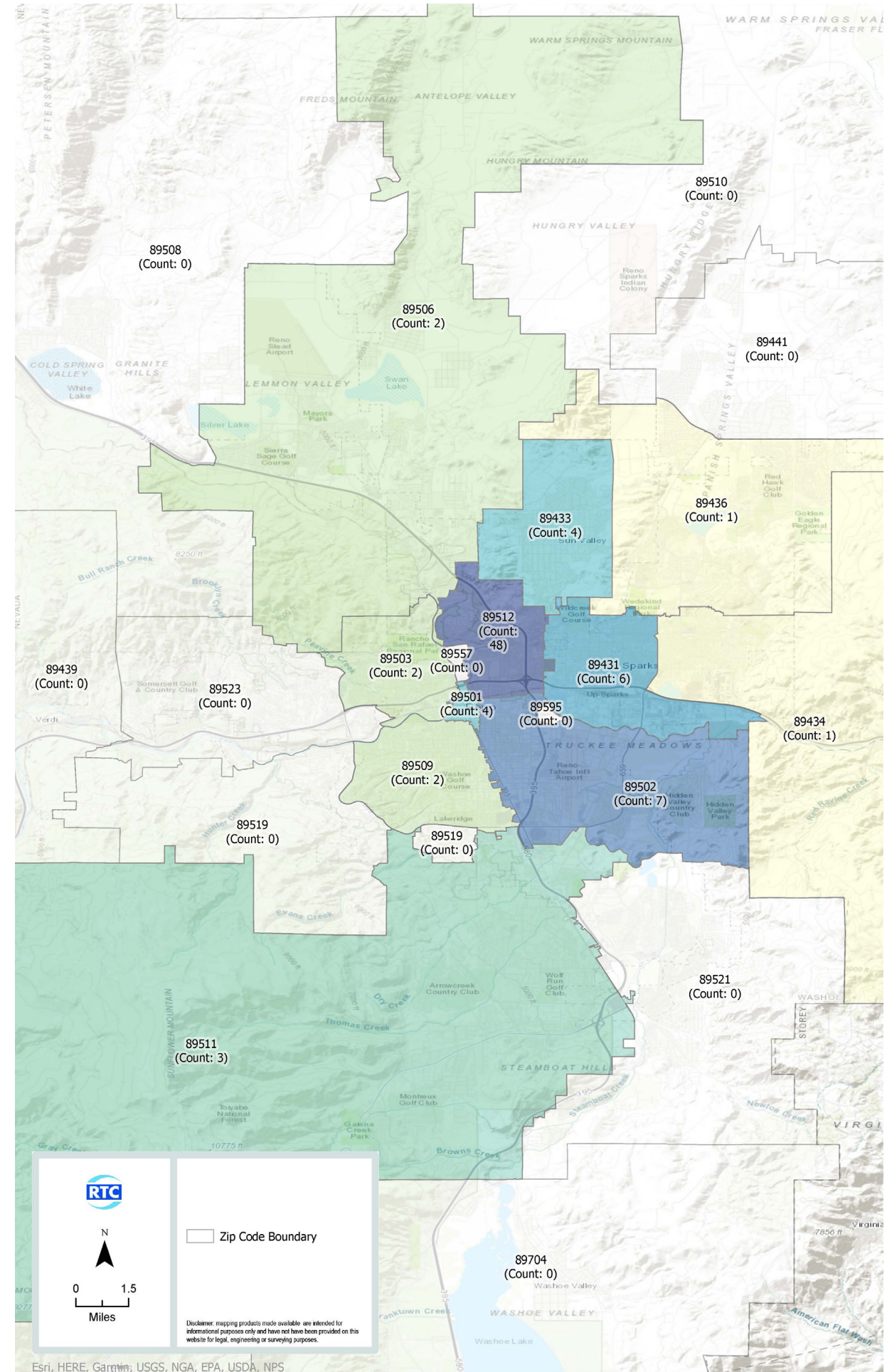
The survey asked respondents to answer a series of questions about their personal and household transportation needs and experiences. Approximately 22 percent of respondents indicated they did not have regular access to a personal vehicle that they drive, indicating a strong likelihood that most respondents utilize transit as a means of transportation. A total of 96 survey responses were received, the results of which are discussed below.



### Where Respondents Live

Survey respondents were asked to provide their residence zip code, as shown in Figure 3.1. the majority (53 percent) of respondents lived in Northeast Reno, which is the same area in which one of the public events was located. The next two most common locations—central Reno (8 percent) and central Sparks (7 percent)—were also areas where public events were held. However, there were surveys submitted by respondents from all over the region.

Figure 3.1 – Residence Location



## Demographic Questions

The survey included demographic questions related to status as a person living with disabilities, a senior citizen, or a veteran. Respondents were instructed to select all that applied. As shown in Table 3.1, approximately 52 percent of respondents indicated they were a senior citizen only, followed by respondents who selected person with a disability only and senior citizen with a disability, each at approximately 14 percent.

**Table 3.1 – Persons with Disabilities, Senior Citizens, and Veteran Status**

	Number of Respondents	Percent of Respondents
Senior Citizen (only)	50	52%
Person with Disability (only)	13	14%
Veteran (only)	2	2%
Senior Citizen with Disability	13	14%
Senior Citizen and Veteran	8	8%
Veteran with Disability	0	0%
Senior Citizen with Disability and Veteran	5	5%

## Transportation Characteristics

Respondents were asked a series of questions related to their utilization of various transportation options and their travel needs. They were also provided the opportunity to provide comments on the quality of transportation in the region, what barriers exist, and how these and other issues could be addressed.



Respondents were given a list of current transportation options and asked to select all of the services that they currently use. Table 3.2 illustrates the frequency with which specific transportation providers are used by respondents. The RTC’s fixed-route service, RTC RIDE, was by far the most commonly used service (73 percent), followed by other RTC services as four of the five next most commonly used options. Taxi, Uber, and Lyft services are used the most frequently (16 percent) out of any of the non-RTC operated services. Several other transportation providers are also utilized by respondents, although less frequently than those noted above.

**Table 3.2 – Transportation Provider Utilization**

Transportation Providers	Number of Respondents	Percent of Respondents
RTC RIDE (fixed-route service)	70	73%
RTC Washoe Senior Ride (taxi voucher program)	19	20%
RTC FlexRIDE (microtransit service)	15	16%
Taxi/Uber/Lyft	15	16%
RTC ACCESS (paratransit service)	13	14%
RTC REGIONAL CONNECTOR (intercity service)	12	13%
Other	12	13%
Seniors in Service	7	7%
Medicaid-sponsored transportation	7	7%
Employer-provided	6	6%
Access to Healthcare Network	5	5%
Senior Program Transportation Services	5	5%
Pyramid Lake Paiute Tribal Transit	4	4%
Reno-Sparks Indian Colony transit	4	4%
Sanford Center for Aging -- Senior Outreach Services	4	4%
Washoe County Human Services Agency	4	4%
Human service agency-provided	4	4%
Residence-provided	3	3%

Respondents were asked to indicate their most visited destinations or places they most often need to visit when transportation is available. The options provided included employment, shopping, medical appointments, school, recreation, human service programs, or other. As shown in Table 3.3, shopping was the most common trip purpose (69 percent), followed closely by medical appointments (61 percent). Access to human service programs and recreation were also relatively common trip purposes.

**Table 3.3 – Most visited destinations**

Destinations	Number of Respondents	Percent of Respondents
Shopping/grocery/pharmacy	66	69%
Medical or dental appointment	59	61%
Senior citizen or human service agency program	38	40%
Social/recreational	36	38%
Place of employment	13	14%
Other	8	8%
School or educational training	4	4%

The survey asked which days of the week and at what time of day the respondent needs transportation within Washoe County. Respondents were allowed to check multiple responses. As shown in Table 3.4, there was a relatively even distribution between weekdays, with a slightly lower need for transportation on weekends. Nearly half (45 percent) of respondents indicated they need transportation on all days of the week, while less than 20 percent indicated they need transportation only during the week (19 percent) or only on weekends (2 percent). As shown in Table 3.5, respondents indicated that transportation services are most needed primarily during regular business hours, with 8:00 AM to noon (61 percent) and noon to 4:00 PM (50 percent) categories receiving the most responses. Additionally, 74 percent of respondents indicated they need transportation before noon, while only eight percent of respondents indicated they need transportation during all hours of the day.

**Table 3.4 – Days of the Week When Transportation is Needed**

Days	Number of Respondents	Percent of Respondents
Monday	68	71%
Tuesday	69	72%
Wednesday	68	71%
Thursday	65	68%
Friday	68	71%
Saturday	55	57%
Sunday	55	57%
Weekdays only	18	19%
Weekends only	2	2%
All days	43	45%

**Table 3.5 – Times of the Day When Transportation is Needed**

Time of Day	Number of Respondents	Percent of Respondents
Midnight to 6:00 a.m.	12	13%
6:00 a.m. to 8:00 a.m.	28	29%
8:00 a.m. to noon	59	61%
Noon to 4:00 p.m.	48	50%
4:00 p.m. to 6:00 p.m.	36	38%
6:00 p.m. to 9:00 p.m.	20	21%
9:00 p.m. to midnight	13	14%
Before noon	71	74%
After 6:00 p.m.	23	24%
All hours	8	8%

Respondents were asked to indicate what deters them from using transportation services such as RTC, rideshares, and other services. The results are shown in Table 3.6. According to respondents, the biggest deterrent to using public transportation services is the walking distance required to access the service. It can be inferred that, in this instance, most respondents were referring to the RTC’s RIDE (fixed-route) service, as most other transportation services pick up and drop off at the desired origin and destination. Respondents also stated the ability to obtain transportation from a friend or family member as being a common deterrent to using public transportation options.

**Table 3.6 – Deterrents to using public transportation services**

Types of Issues	Number of Respondents	Percent of Respondents
Too far to walk to access service	17	18%
I am able to get rides from friends and/or family	13	14%
Other	11	11%
Too expensive	9	9%
I do not know how to use listed services	8	8%
I feel unsafe when using listed services	5	5%
I do not qualify for transportation programs	4	4%
It doesn’t go where I need it to	4	4%
Wheelchair accessible vehicles are not available when I need them	3	3%

Respondents were then provided the opportunity to select from various options that would make using public transportation services more appealing to them. As shown in Table 3.7, the most selected change that would make such services more appealing is lower cost, followed closely by expanded service area and increased frequency. Additionally, the creation of more direct connections, provision of better information about services, and expanded operating hours were popular responses.

**Table 3.7 – Changes that could be made to make public transportation service more appealing**

Types of Improvements	Number of Respondents	Percent of Respondents
Lower the cost	33	34%
Expand service area	32	33%
Increase frequency	28	29%
Create more direct connections	20	21%
Provide better information about services	20	21%
Expand operating hours	19	20%
Expand operating days	12	13%
Expand eligibility	11	11%
Other	6	6%
Provide information in additional languages	5	5%

The survey concluded with a pair of open-ended questions that allowed respondents to comment on the current mix of available transportation services and to provide other comments or concerns. Respondents were asked how, if at all, they would change service (by adding, removing, or reallocating service), and were afforded space on the survey to provide details on how they would change service. Nearly half (47 percent) of respondents indicated the current mix of available transportation services was sufficient for their needs. Approximately one-third (34 percent) of respondents indicated they would add service. Of those providing further detail about how to expand service, responses were generally related to expanding the service area or increasing service frequency. Of the few who indicated they would remove or reallocate services, no clarification was provided.



Additionally, respondents were asked to describe any other transportation barriers or concerns they would like to share. General categories were used to group the comments accordingly. If multiple subjects were addressed in one comment, the comment was counted in each of the relevant categories.



The most frequently received comments were related to expanding the service area and improving the schedule or on-time performance. Comments related to the desire for more stops or service and poor driver behavior were relatively common, as were those related to kind and helpful drivers and the overall quality of service.

### STAKEHOLDER WORKSHOP

As the final piece of the outreach process, the RTC held a stakeholder workshop, inviting stakeholders from across the region using a condensed version of the distribution list utilized for the stakeholder inventory survey. During the workshop, stakeholders were presented with contextual information on the CTP purpose and process, regional demographics, and findings from the public and stakeholder surveys. Building off this information, the workshop participants then discussed services and programs that are currently working well in the region. After determining what needs are being met by existing services, workshop participants then identified what needs are not being met, along with other gaps in service. These unmet needs and gaps in service were subsequently grouped into categories and prioritized as the most important to address in the four-year planning horizon of this CTP. Finally, participants developed strategies to address the top priorities based on available resources, time, and feasibility.

Input from the surveys and workshop was used to inform the CTP's final unmet needs and gaps in service, strategies to address these unmet needs and gaps in service, and develop priorities for implementation.





## CHAPTER 4

### Identified Gaps in Service and Unmet Needs

As discussed in Chapter 3, a series of outreach activities were used to gather feedback from the public and stakeholders. RTC staff met regularly to discuss potential transportation-related issues and also applied a demographic analysis to the outreach and identification of gaps in service and unmet needs process. The following sections contain a recap of common themes identified during the 2020 CTP process as well as those that emerged during the development of the 2024 CTP.

#### COMPARISON TO 2020 CTP

Using a similar process of outreach for the identification of gaps in service and unmet needs, the 2020 CTP compiled key findings divided into two categories: “unmet transportation needs” and “coordination issues.” Below is a summary of these findings, which were used to present a baseline of gaps in service and unmet needs during the stakeholder workshop conducted as part of the 2024 CTP development process.

##### 2020 CTP Unmet Transportation Needs:

- Lack of affordable transportation
- Need for door-to-door or door-through-door service
- Limited service area
- Lack of wheelchair accessible vehicles
- Advanced reservation requirements
- Limited service hours (need for 24/7 service)



## 2020 CTP Coordination Issues:

- Lack of information about services
- Difficulty matching resources with needs of the passenger
- Agencies are focused on their own clients and services

Several 2020 issues remain ongoing in 2024. However, some are new and even many of the recurring issues include nuances that require different solutions, as discussed in Chapters 5 and 6.

## GAPS IN SERVICE AND UNMET NEEDS

Spatial, temporal, and other gaps in transportation services were identified through the stakeholder survey. Additional gaps were extracted from public and stakeholder surveys, while additional clarification and context was provided during the stakeholder workshop.

As outlined in Table 2.1 on page 14, the more urbanized portions of Reno and Sparks have transportation service (RTC RIDE) that has no eligibility-based limitations and service is provided during all days of the week and all hours of the day. However, this service may be limited in its accessibility on account of the fare charged per trip and/or by the lack of specialization in serving members of the community with different needs and abilities. The service area is also limited to the more urbanized portions of Reno and Sparks. To fill this need for specialized and wider-reaching service, there are several providers in the region, including some that do not charge a fare. These services are typically limited by their days and hours of service (which may be limited based on the availability of volunteer drivers) and availability is based on their eligibility requirements.



According to the service data collected, the following have been determined to be spatial gaps in service within different parts of Washoe County:

- Rural Washoe County – service for individuals with disabilities is limited based on volunteer availability; volunteers typically do not have accessible vehicles. Service for seniors is limited based on volunteer availability or by eligibility requirements (limited resources and low-income) and days and hours of operation.
- Bureau of Indian Affairs Indian Reservations in rural Washoe County – service for seniors and individuals with disabilities is limited by days and hours of operation. Limiting factors may also include the presence of fares and service areas with specific pickup and drop-off locations.
- Outlying areas of Reno/Sparks – service for seniors and individuals with disabilities is limited by days and hours of operation.
- Urban areas of Reno/Sparks – service for seniors and individuals with disabilities is limited by the presence of fares and lack of specialization or by days and hours of operation, depending on the type of service used.

While there is transportation coverage throughout the region, accessibility becomes more and more limited the further from the urban cores of Reno and Sparks that the trip origin and/or destination gets. This is consistent with feedback received through stakeholder survey responses, which identified service area as the biggest transportation-related gap. Similarly, according to public survey respondents, an expanded service area is the second most desired improvement that could be made to transportation services.

Several gaps in service and unmet needs distinct from spatial and temporal gaps in transportation services were identified through the public and stakeholder surveys. Additional clarification and context were provided during the stakeholder workshop. The resulting list of unmet needs were refined and grouped into the categories below.

- Staffing shortages and service reliability
  - Survey respondents and workshop participants commented on the need for more staffing and/or volunteers to improve the availability and reliability of services. Staffing shortages can lead to decreased on-time performance or the unavailability of service, both of which can lead to missed appointments and other missed trips.
- Transportation for individuals with special needs
  - Survey respondents and workshop participants commented on the need for more specialized transportation services. There is often a lack of transportation for individuals with specialized needs such as those with mental or behavioral health issues; cognitive disabilities; individuals under anesthesia; and those with mobility support needs requiring door-through-door service. Such service also requires specialized training for drivers and other staff.
- Limited service area
  - As discussed in the spatial gaps section above, service to rural or outlying areas of the region is lacking. Survey respondents and workshop participants pointed out the presence of gaps in service areas, including a lack of interregional connectivity.
- Eligibility limitations
  - Survey respondents and workshop participants also highlighted eligibility requirements as a limiting factor in accessing transportation. These limitations may be too restrictive or require an individual seeking transportation to also be receiving other services, and include the processing time required to become eligible for a given program or service.

- On-demand service
  - Survey respondents and workshop participants noted that same-day or urgent requests for transportation are often difficult to fulfill. The nature of such trips, requiring the arrangement of driver and vehicle availability often limits the ability of transportation providers to accommodate these requests.
- Affordable transportation
  - Cost was a common concern among survey respondents. Although it was discussed by the workshop group it was not identified as a significant gap in service. In the opinion of the workshop participants, the issue was more related to the ability of individuals and service providers to identify and coordinate transportation through any of the agencies providing service at no charge to the user. However, the RTC's services, which tend to provide the most coverage, also charge a fare for each service type.
- Travel time
  - Survey respondents and workshop participants pointed out limitations caused by travel and/or wait times. The amount of time spent waiting for a bus or in transit can impact the ability of seniors or individuals with disabilities to utilize public transit or human service agency-provided transportation.
- Lack of travel options
  - A popular topic among survey respondents, workshop participants also mentioned the need for more transportation service options. This is essentially a catchall category to fill general gaps in service such as transportation for particular groups or purposes, alternative options such as bicycle infrastructure or rail service, and overall service (days, hours, frequency, routes, stops, etc.).
- Funding
  - The need for funding goes beyond simply the availability of dollars for programs and services. Most, if not all, utilize grants on an annual or recurring basis. However, the requirements associated with grants can prohibit access or limit the amount or type of transportation provided. Overall, survey respondents and workshop participants agreed additional funding is needed to improve the state of transportation in the region.
- Information and training
  - A popular and broadly defined topic among survey respondents and workshop participants, better information and training is necessary to maximize current services. This category includes the need for better communication (i.e., through campaigns, outreach, and information sharing) about what is available and needed. It also includes the need for training for staff on how to coordinate, book, and track trips, whether through direct communication or a trip scheduling platform.
- Safety
  - Survey respondents noted safety concerns not discussed by the workshop group. Although not a commonly identified unmet need, safer service and the provision of safe places for vulnerable populations is desired.
- Coordination
  - Survey respondents and workshop participants agreed that there is a need for better coordination. This improved coordination should come in many forms including between jurisdictions, between transportation providers, with tribal agencies, with developers, and with non-transportation service providers that deal with activities of daily living (ADLs) and instrumental activities of daily living (IADLs). In many cases, an overarching authority or leadership is necessary to create a record of collaboration, facilitate interagency coordination, or take on bigger picture efforts.

The gaps in service and unmet needs discussed above are based on comments from survey respondents and workshop participants and have been refined into broad categories that may include some overlap. However, there are nuances to each that make them distinct and appropriate to separate. These gaps in service and unmet needs were considered during the stakeholder workshop. Strategies to address these issues were developed, as discussed in Chapter 5. Generally, many of the issues identified during the development of the 2020 CTP remain today. However, there was enough difference between the two sets of gaps in service and unmet needs that new potential solutions were needed.



## CHAPTER 5

### Implementation Strategies

Throughout the development of the CTP, data related to gaps in service and unmet needs was gathered to inform strategies to address transportation-related issues. Building upon the valuable feedback provided by members of the public and key stakeholders, as discussed in Chapters 3 and 4, this chapter details specific strategies to improve transportation services. Below is a list of each strategy, followed by a discussion that highlights the potential of strategies to address the biggest gaps in service and unmet needs identified during the stakeholder and public outreach process. Individual strategies may be used to address multiple gaps in service or unmet needs or used in tandem to address a single issue. Prioritization of and recommendations for strategies to be implemented are presented in Chapter 6.

The strategies discussed in this chapter are:

- Volunteer driver program
- Driver training program
- Expanded service area
- Eligibility assessment program
- Same day trips on ACCESS
- Expanded mobility manager program
- Expanded Transportation Network Company subsidies
- Additional nonprofit transportation providers
- Improve funding sources
- Uniform trip booking/scheduling platform
- Travel training and support
- Coordinating council

### VOLUNTEER DRIVER PROGRAM

Use of volunteers provides a low-cost option to meet transportation needs, particularly in areas with low population densities and low levels of demand. Volunteers typically use their personal vehicles, receiving a mileage reimbursement, but can also utilize agency-provided vehicles, if available. These programs may also include an escort component where volunteers accompany riders with mobility devices on paratransit services when they are unable to travel in a private vehicle.

In contrast to other transportation options, these are typically door-through-door services, which require more time to complete each trip but offer a higher level of service for the individual.

Several nonprofit organizations such as N4, Sanford Center for Aging, and Seniors in Service, already use volunteer driver programs but have trouble meeting the demands of their clients. A dedicated volunteer driver program may be able to coordinate drivers from around the region to scale available resources to fulfill the needs of various organizations.



## DRIVER TRAINING PROGRAM

There is often a lack of transportation for individuals with specialized needs, which may be due in part to the lack of availability of specialized training for drivers and other staff. Nonprofit organizations typically provide necessary training to volunteers and staff, but this can be a significant draw on resources when faced with high turnover rates and the number of volunteers required to maintain appropriate levels of service. A regional volunteer driver program may also be able to provide the necessary training to volunteers without impacting the resources of individual organizations.

Such a program could provide training on more general skills such as reading trip manifests or loading and securing wheelchairs, as well as specialized training such as how to provide door-through-door service or service for people with various disabilities.



## EXPANDED SERVICE AREA

Most nonprofit organizations provide service throughout the region and typically are not limited by area served. However, their limitations on eligibility, capacity, and days/hours require other services to fill the void. The RTC's RIDE, FlexRIDE, and ACCESS services are primarily focused on serving more urban parts of the region but otherwise have the fewest restrictions to providing service.

An expansion to RIDE service would require an associated expansion to ACCESS service. Expansion of the service area for ACCESS would increase the cost of providing the service with a reduction in service productivity and a higher average cost per passenger trip.

Further, expansion of the service area would only meet the needs of individuals who qualify for ACCESS service under the eligibility determination process. It may therefore make the most economical and logistical sense to expand FlexRIDE. However, creating connectivity between FlexRIDE zones may be necessary to maximize usefulness of an expansion.

## ELIGIBILITY ASSESSMENT PROGRAM

During the stakeholder workshop, participants expressed that cost may not be as much of an issue if individuals were properly matched with services for which they qualify. Many nonprofit organizations and human services agencies provide case management that can assess individual needs and abilities and make transportation arrangements. However, a regional eligibility assessment program could help to streamline the process of identifying and applying to receive eligibility-restricted services.

The RTC's Mobility Center makes eligibility determinations for its ACCESS service. The center is operated with 3 staff members with space set aside at CENTENNIAL PLAZA to conduct requisite testing. A similar facility could be established or co-located and operated by a regional mobility manager or in-house staff with intimate knowledge of various programs.

## SAME DAY TRIPS ON ACCESS

Due to the nature of scheduling and booking trip requests—which require the coordination of a vehicle, driver, and/or other staff—same day trips can be difficult to accommodate. The RTC's FlexRIDE service allows anyone to book a trip with as little as 20 minutes notice. However, with significant service area limitations, this service is typically not an option for human service agency and nonprofit organization client needs. In many cases, the desired pickup and/or drop off location is a dialysis clinic, hospital, office, or other location in the urban core and outside of the FlexRIDE zone, which is primarily restricted to suburban and outlying areas of the region.



Applying the same trip booking technology used for FlexRIDE to a service that has more coverage, and which provides door-to-door service may help meet some of the demand for on-demand service. This could also be accomplished through an expanded FlexRIDE zone or a connected scheduling and booking platform that book trips through any of several area providers.

## EXPANDED MOBILITY MANAGER PROGRAM

A mobility manager can implement or assist in implementing several strategies in this list. As noted in Chapter 4 and the eligibility assessment program item above, transportation services that are free to the user are readily available. The challenge is in identifying what services are available and whether an individual meets the eligibility requirements. A mobility manager can assist individuals in identifying transportation that meets their mobility needs, at the same time helping to remove cost as a barrier.

Additionally, while eligibility assessments may not be standard practice for a mobility manager, they typically provide coordinated information and referrals, creating a “one-stop” information center on multiple travel options. It may also be outside a mobility manager's reach to provide driver training or directly book trips, but it is not uncommon for them to coordinate travel training and trip planning for individuals.

Mobility management functions are typically provided by human service and transportation providers in some form, even if not by someone with a “mobility manager” title. However, the full scope of these functions is not typically provided by such individuals, and the mobility management tasks may not be performed at the regional scale. The Reno/Sparks region shares a mobility manager with other parts of northern Nevada. The position is funded by a grant intended to serve rural areas, allowing for only tangential utilization in Washoe County. A dedicated position for the urban area would mean better coordination and progress toward meeting several local strategies.

## EXPANDED TRANSPORTATION NETWORK COMPANY SUBSIDIES

Transportation Network Companies (TNCs) and taxis can be the quickest, most convenient and most responsive transportation available. The RTC provides taxi and TNC fare subsidies through its Taxi Bucks and voucher programs, and N4 provides TNC vouchers through its N4 Connect program. Expanding subsidies would help address limitations caused by travel and/or wait times common among other transportation services.

Cost was a common concern among survey respondents. The service with the highest cost to the individual is TNC or taxi service. Despite the presence of voucher programs, they are limited to a monthly maximum, the threshold for which can be fully utilized in as few as one or two round trips. In addition to reducing travel times, more funding for these programs would help meet the need for more affordable transportation and expanded on-demand service.

### Additional Nonprofit Transportation Providers

There are several nonprofit agencies providing transportation service in the region. These agencies have the capability to provide a higher level of assistance and can meet a wider range of needs than most other services. They are also typically customized to meet the specific needs of a certain demographic or subset of the population. It would therefore make sense to expand the number of travel options through increasing the number or type of nonprofit providers. Travel options may also be added by simply expanding the hours or days of operation of existing nonprofit providers.

## IMPROVE FUNDING SOURCES

Making improvements to funding sources means more than growing program budgets to new levels. While the long list of gaps in service and unmet needs will require new funding streams and/or significant boosts to existing sources, lessening the administrative burden of existing sources will also help nonprofits and other organizations utilize grants to their full potential. The RTC has already converted its 5310 program to an equivalent sales tax program to help alleviate this burden.

Further efforts could be made to expand funding, minimize requirements, and increase sustainability of grant programs through formal advocacy. National organizations such as the American Public Transportation Association (APTA), the Community Transportation Association of America (CTAA), and the National Aging and Disability Transportation Center (NADTC) advocate for transportation-related needs and support grantees in securing sustainable funding. Further advocacy could be done at the state and local levels through formation of a state transportation association or local coalition.

## UNIFORM TRIP BOOKING/ SCHEDULING PLATFORM

The sharing of information and provision of staff training can be accomplished through several methods. Creation of a uniform trip booking/scheduling platform serves several purposes, including making trip-related information available to all participating providers. This would allow agencies to maximize current services while reducing (or eliminating) duplication of services. The platform used by RTC's ACCESS service has the capability to add additional providers while integrating and separating certain aspects of each service, as necessary. Additional fees on a per vehicle/fleet basis would be required but training could then be performed by staff at any agency or made a function of a regional mobility manager.

## TRAVEL TRAINING AND SUPPORT

Programs designed to teach people with disabilities, seniors, youth, minorities, or those who are generally concerned about riding public transportation or traveling independently in their communities can encourage wider utilization of public transportation. A travel training program should provide the basics on how to ride, safety tips, and information on how to obtain support in scenarios that feel unsafe.

The RTC currently offers a travel training program that teaches individuals or groups how to utilize public transportation. Travel training programs generally fall under mobility management and could be run by a regional mobility manager in order to provide instruction and training on other modes of transportation and to keep individuals safe and connected to their communities. Although a travel training program won't specifically add safety features to travel options, it should make people aware of what safety features are available to them when using public transport.



## COORDINATING COUNCIL

Although much coordination already takes place in the region, there is more that can be done. Having an established forum in which to discuss mobility issues, whether they are barriers, improvements, or observations, is vital to the continued development of a coordinated network of transportation services. Members can work jointly toward implementing the strategies and services recommended in the CTP or establish subcommittees to address other goals or objectives.

A local coordinating council may begin with members from agencies focused on providing transportation but is likely to expand to include members from local jurisdictions, tribal agencies, developers, human service agencies dealing with Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL), health clinics, and others. The council should meet on a regular basis to discuss new developments in state and local transportation, to identify service gaps, and to design coordination strategies.

In addition to addressing transportation-related issues, a coordinating council could be a catalyst for interagency coordination and a strong advocate for bigger picture efforts related to funding and changes to statute or regulation.



The strategies covered above are meant to act as potential solutions for gaps in service and unmet needs identified throughout the development of this CTP. This list is not comprehensive, and funding may not exist to implement them all before the next iteration of the CTP is developed. It was therefore necessary to prioritize gaps, needs, and strategies for implementation, the results of which are discussed in Chapter 6.





## CHAPTER 6

### Implementation Priorities

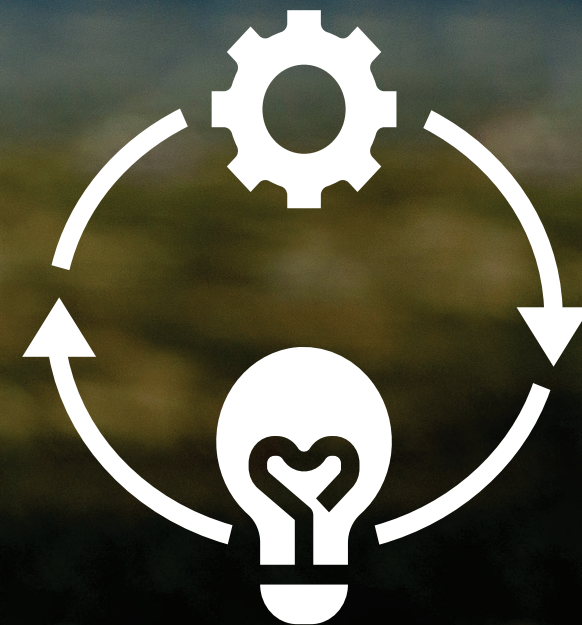
Development of the 2024 CTP has revealed that there is support for several strategies, programs, and projects to address the varying gaps in service and unmet needs in the region. These strategies, programs, and projects were evaluated in Chapter 5 and have been prioritized according to public and stakeholder input. This chapter describes the strategies that have been determined to be priorities and adds consideration of existing and potential future resources, timeline, and feasibility for implementation.

Ultimately, successful implementation of any of the priorities discussed below will be reliant upon the ability of stakeholder agencies to collaborate and coordinate both existing and newly developed strategies. Without additional funding sources much of the success will depend on the region's capacity to operate programs and services efficiently and to minimize duplication of services.

The following sections of this chapter provide details of the strategies prioritized for implementation, the proposed implementation timeline for each, and budgetary constraints and other financial considerations.

### REGIONAL PRIORITIES

The strategies discussed below were selected based on data and information collected through public and stakeholder surveys and a stakeholder workshop, the results of which were provided in previous chapters. The top two most preferred strategies across all types of outreach utilized in the development of this CTP, as well as the most preferred remaining strategy from each outreach type, make up the top five strategies recommended for implementation. An overview of the top priorities for stakeholders, members of the public, and workshop participants in addressing unmet needs and gaps in service is provided in Table 6.1. Other strategies are included as supplementary priorities and are based on the availability of additional funding.



**Table 6.1 -- Top Five Priorities for Stakeholders, Members of the Public, and Workshop Participants in Addressing Unmet Needs and Gaps in Service**

		Top 5 Priorities for Stakeholders	Top 5 Priorities for Members of the Public	Top 5 Priorities for Workshop Participants
<b>Top 5 Priorities Overall</b>	Expand Service Area	X	X	X
	Information Sharing and Provision of Training	X	X	X
	Improvement of Existing and Creation of Additional Travel Options	X	X	
	Improved Coordination	X		
	Funding Solutions			X
	Staffing Service Reliability	X		
	Transportation for Individuals with Special Needs			X
	Reduction of Eligibility Requirements			
	Addition of On-Demand Services			X
	More Affordable Transportation		X	
	Reduction of Travel Times		X	
	Improved Safety			

**Priority #1 – Expand Service Area**

As discussed in Chapter 5, most of the human service agencies provide service throughout the region or serve all of Washoe County, whereas the RTC’s services are more focused on the densest parts of the Reno-Sparks area. The service provided by the RTC that may make the most economical and logistical sense to expand is FlexRIDE. In providing curb-to-curb service, it limits the distance older adults and individuals with disabilities must travel to board at their origin and alight at their destination. Creating better connectivity between FlexRIDE zones would be necessary to maximize the utility of an expansion. If this is less feasible, expanding RIDE and ACCESS may be viable options as well. While there may not be complete agreement on which service is most preferred for expansion, the desire for an expanded service area is a top priority to the public, stakeholders, and workshop participants.

**Implementation Strategy 1.1 – Expand FlexRIDE Service Areas**

Since it was first implemented in 2021, FlexRIDE has continued to grow ridership and expand service areas. With service already covering many of the region’s outlying areas, there may be limited options in which to create new zones. Cold Springs and Hidden Valley are two areas currently unserved by the RTC, although old southwest Reno and Galena are other potential options for expansion. Expansion of existing service areas may also be necessary to create connections between areas and to facilitate better access to more urbanized areas of the region.

Expansion of FlexRIDE service could be completed in the short-term (within five years) considering the RTC is preparing to update its Transportation Optimization Plan Strategies (TOPS) plan, which will determine details of any future expansion. A proposed expansion in the short-term is also feasible based on the funding sources used for service. Operating funding is through Congestion Mitigation and Air Quality (CMAQ) and replacement vehicles are typically provided through CMAQ or FTA 5307 funds.

However, FlexRIDE expansion vehicles have historically been funded with FTA 5310 dollars and any future expansion would presumably require a one-time investment using these Enhanced Mobility of Seniors and Individuals with Disabilities (5310) funds. Finally, given the success of the FlexRIDE service, continued expansion is feasible from the standpoint of obtaining buy-in from elected officials and from the community.

**Implementation Strategy 1.2 – Fund Transportation Based in Rural Areas**

Service to and from outlying and rural areas is a challenge for a number of reasons and prompts the need for expanded service areas. While expansions to the FlexRIDE service area will help to address the issue, it will be unlikely to completely resolve the need for service in outlying and rural areas. Workshop participants noted that funding drivers or providers that are based in rural areas would better address this issue.

Efforts should begin with recruitment of volunteers and TNC drivers in the rural portions of Washoe County. Partnerships with TNCs could be formed or smaller grant opportunities could be pursued to fund marketing and outreach to recruit drivers for TNC, human service, and nonprofit transportation providers. This strategy could be completed in the short-term with relatively small financial investment. Recruitment efforts as part of larger initiatives to improve transportation services is an eligible expense under the FTA’s 5310 and the RTC’s 5310 equivalent programs.

**Priority #2 – Information Sharing and Provision of Training**

From both the public and service provider perspectives access to information can be troublesome. Better access to information is a priority for the public, stakeholders, and workshop participants. Uniform methods for sharing information and a clearinghouse for storing and accessing information are needed to improve the quality and accessibility of transportation-related information. In order to ensure successful maintenance of any system or program implemented, appropriate training must be provided. Underresourced departments and high staff turnover rates can cause even fundamental levels of training to become burdensome or unavailable. Sharing common methods and resources allows training to be available without the presence of an in-house subject matter expert.





### ***Implementation Strategy 2.1 – Develop Uniform, Integrated Trip Booking/Scheduling Platform***

The RTC currently uses Spare as its trip booking and scheduling software program. The program allows for the dynamic scheduling of trips, creating efficient manifests and utilization of vehicles and drivers. The platform has the capacity to add separate sets of drivers and fleets that could allow external agencies to access the system, view availability through other providers, and maximize existing resources. When encountering staff shortages or high rates of turnover, this would also allow them to call on other users of the system to provide assistance or training.

Allowing use of the RTC’s Spare platform by external agencies would incur additional fees on a per vehicle/fleet basis. This would provide a uniform system for booking and scheduling trips but would not be integrated across providers. However, this could be completed in the short-term given that the platform is already established and that RTC staff has a working knowledge of how to use it. Agencies that already use a separate software could divert their existing budget to adding their fleet to Spare. There is opportunity here for economies of scale and may even result in a budget reduction for each agency opting to switch providers.

In 2019, the Nevada Department of Transportation (NDOT) had discussions with its subrecipients and with the FTA about the potential for a state-sponsored integrated trip booking/scheduling platform. While funding for the platform did not materialize as anticipated, NDOT later awarded funding to N4 to pilot a regional platform.

Ultimately, the pilot did not become permanent, but the concept is still feasible, with successful examples from Pennsylvania and Nebraska that could be used as models.

Moving to a fully integrated system is likely implementable in the medium range (five to ten years) as there would be several steps involved in establishing such a system. However, the funding could come from a source other than that which is dedicated to enhancing mobility for seniors and individuals with disabilities. NDOT typically has a large carryover of FTA 5339 funds—capital funding that could get the program up and running but would not be able to fund ongoing operations and maintenance. This could be shared between users of the system as part of any existing budget for trip booking/scheduling software, as noted above.

An initial inquiry would need to be made to transportation service providers to gauge interest and then to NDOT to confirm the funding source before moving toward finding a project sponsor. The sponsor would be responsible for conducting a procurement for a software provider that would build a system that could accommodate each user agency’s needs to develop a fully integrated system.

### **Priority #3 – Improvement of Existing and Creation of Additional Travel Options**

Expressed to be the highest priority of members of the public, the improvement of existing and creation of additional travel options can mean many things. In perhaps its simplest and most basic form, this can mean extended days or hours of operation. Based on other comments received, it can mean more routes, services, and infrastructure.

#### ***Implementation Strategy 3.1 – Service Improvements for Nonprofit Transportation Providers***

As discussed in Chapter 5, the service improvements that might have the most benefit for target populations are those provided through nonprofit organizations. The higher level of service provided by nonprofits, and the ability of these organizations to cater to individual needs allows them to have the greatest impact on quality of service and in filling gaps and addressing unmet needs. Additionally, the type of service provided, if expanded, would also help address other issues such as the need for door-through-door transportation and more direct connections. It was expressed by stakeholders that backlogs and waitlists are common to nonprofit providers and enabling them to add service would allow them to take on additional clients and fulfill additional trip requests.

The addition of nonprofit transportation service could be implemented in the short-term with additional funding and staff. The RTC’s 5310 equivalent sales tax program is available to nonprofit and other organizations for new and existing services. The next call for projects is anticipated in the spring of 2025 with funding offered on a two-year cycle.

The RTC could consider increasing the level of funding available for the next two cycles and nonprofit organizations could apply for other funding sources that support transportation for older adults and individuals with disabilities. Logistically, implementation of this strategy is feasible, but the identification of new sources of funding may be less so.

#### ***Implementation Strategy 3.2 – Expand Door-Through-Door Transportation Options***

Door-through-door service is an important part of providing transportation for seniors and individuals with disabilities. Provision of this type of service can take additional resources such as staff, budget (i.e., additional liability insurance), or time. Engaging agencies that address ADLs and IADLs to assist with specialized transportation service may be a way to mitigate this resource issue.

In many instances, transportation providers have ongoing communication with non-transportation service providers and may be able to collaborate to enhance existing curb-to-curb or door-to-door service to become door-through-door.

It was pointed out during the workshop that, in some cases, agencies focusing on ADLs and IADLs do not consider themselves to be transportation providers when some of these activities involve transportation. For example, they may view the activity as “shopping,” which involves a trip to the grocery store. These agencies may be able to not only act as a personal care attendant aboard transportation provider vehicles but could potentially take trips from transportation providers on a case-by-case basis. This strategy could be implemented in the short-term with little to no financial commitment. An MOU or agreement may need to be established for more formal arrangements but could otherwise be accomplished through informal communications.

#### Priority #4 – Improved Coordination

A top priority for stakeholders was to improve coordination. Improved coordination can impact many areas that fall short of meeting transportation-related needs. There is a desire to engage, or better engage transportation providers, human service agencies considered to be non-transportation providers, health clinics, local jurisdictions, and others. This engagement would allow agencies to pool resources and/or work toward common goals.

##### *Implementation Strategy 4.1 – Formation of a Coordinating Council*

Formation of a coordinating council is a strategy that is implementable in the short-term. Many transportation and human service providers already coordinate or meet on a regular basis, so formalizing the process and adding members should not be viewed as an impossible endeavor. However, establishment of a coordinating council was a goal in the 2020 CTP and will require significant commitment from several agencies and individuals to accomplish.

A coordinating council should have representation from the RTC, each human services transportation provider, other human service agencies which serve people with transportation needs, local governments, and users of public transportation, and may include other organizations or individuals. The council should facilitate coordination of transportation services. This may include identifying barriers to coordination and developing approaches to overcome the barrier, identifying opportunities to improve coordination, identifying service enhancements, and implementing the coordination strategies contained in this plan. Functions of the council would otherwise be determined upon development of its mission and goals.

Costs associated with this strategy would be minimal and likely confined to staff time to participate, which may vary depending on the level of responsibility and/or participation from each agency. These expenses would qualify for reimbursement under many grant programs, including the FTA's 5310 and RTC's 5310 equivalent programs. However, participation in the council could result in additional funding for agencies and/or the region as participants work to improve awareness and eligibility for new funding programs and/or greater efficiencies of service through improved coordination.

#### Priority #5 – Funding Solutions

A top priority for workshop participants was to create better solutions for funding-related issues. Several of these issues noted by workshop participants are less about generating new funding streams and more about lessening the burdens associated with existing funding sources. The RTC has already created one solution to this problem through the creation of its 5310 equivalent sales tax program, which removes some of the requirements associated with the federal version of 5310. Workshop participants were also concerned with the reality of increasing costs of goods and services combined with the flat funding of most grant programs.

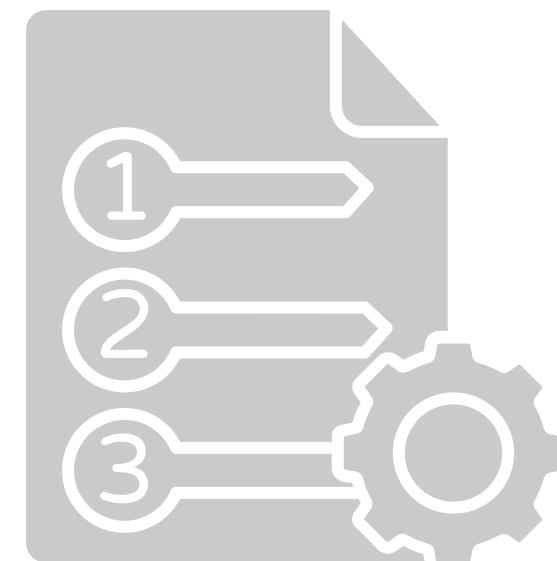
There is also minimal appetite to start new programs and services under sunset grants that only provide funding for new programs or that are only available for a short duration.

##### *Implementation Strategy 5.1 – Better Utilization of Existing Funding Sources*

There are many grant programs in existence today that either fund transportation directly or reimburse transportation-related expenses as part of another non-transportation related program. As noted in Implementation Strategy 4.1, it is possible that "new" sources of funding are identified simply through better communication and coordination between agencies.

However, there are available resources such as the National Aging and Disability Transportation Center's (NADTC) Resource Guide, which provides an inventory of federal grants that may be used to serve the transportation needs of older adults and individuals with disabilities. Additionally, the Coordinating Council on Access and Mobility's (CCAM) Federal Fund Braiding Guide helps grant recipients identify federal program funding that can be used to meet the match requirements of another. These and other resources can aid transportation providers in better access to and utilization of available funding sources.

This strategy can be met in the short-term, given that information about grants and how to access them is readily available. However, the time investment required for an individual agency to find, learn about, and determine the best way to utilize these resources may be a prohibiting factor. This strategy may therefore be combined with Implementation Strategy 4.1 as a goal or objective of a coordinating council. There may also be opportunity to collaborate with other funding providers to create programs similar to the RTC's 5310 equivalent program in order to remove red tape from other existing grant programs.



**Implementation Strategy 5.2 – Pursue Legislation of New Sources of Funding**

A formal coordinating council, as discussed in Implementation Strategy 4.1, would allow for a unified voice in the pursuit of legislation or other changes made at the state and federal levels. With or without a coordinating council, the need for funding to fulfill the needs of seniors and individuals with disabilities are often better expressed through associations that advocate directly to policymakers. The Community Transportation Association of America (CTAA), American Public Transportation Association (APTA), and state transportation associations provide a collective voice for public and private transportation providers while communicating legislative and regulatory priorities to lawmakers and federal agencies. This advocacy often includes funding and resources for service providers to safely and effectively improve transportation options.

This strategy is more appropriate for the medium range, as it will take time to gather information and prioritize needs to be filtered through a coordinating council, state transportation association, and/or national association (like CTAA or APTA) that advocate for change at the state or federal level.

**Implementation Strategy 5.3 – Approach Medical Clinics and Centers about Funding Contributions**

As discussed during the stakeholder workshop, much of the backlog of requests for transportation is a result of medical-based trips which tend to be high priority and, in the case of dialysis treatment, are reoccurring. If medical facilities were to provide small grants or stipends for transportation expenses much of the backlog could be addressed, as funding is often a limiting factor in the provision of transportation.

Because most, if not all, transportation service providers make trips to medical facilities, it may be feasible to make requests through a coordinating council. This strategy could be implemented in the short-term and would require a relatively small investment of staff time.

**Overarching Priority – Preservation of Existing Services**

Between members of the public and stakeholders, there was overwhelming support for existing programs and services, and little, if any, desire to reallocate resources to new programs and services. As noted in Chapter 1, the RTC’s apportionment of FTA 5310 funds is now reserved solely for use by the RTC but continues to fund projects identified in the CTP. Table 6.2 lists existing programs, projects, and strategies that will continue to be prioritized in addressing the region’s transportation needs. As demonstrated in this CTP, these are priorities of the public and stakeholders and will likely receive funding ahead of new projects and programs.

**Table 6.2 – Estimated Expenses and Revenues for Existing Program, Project, and Strategy Priorities**

Provider	Program/Project/Strategy	Estimated Annual Cost
Access to Healthcare Network	Non-Emergency Medical Transportation Program	\$225,000
Neighbor Network of Northern Nevada (N4)	N4 Connect	\$150,000
University of Nevada, Reno Sanford Center for Aging	Senior Outreach Service (SOS)	\$125,000
Volunteers of America	Nevada CARES Campus and Shelter Transportation	\$100,000
Washoe County Human Services Agency	Enhanced Transportation Mobility Services	\$35,000
Seniors in Service (SIS)	Senior Companion Program	\$110,000
United Cerebral Palsy of Nevada	Transportation for individuals with intellectual and other disabilities	\$55,000
RTC FlexRIDE	FlexRIDE Replacement Vehicle Program	\$500,000
Total Estimated Annual Expenses		\$1,300,000
Estimated Annual FTA 5310 Revenue		\$625,000
Estimated Annual RTC 5310 Equivalent Sales Tax Program Revenue		\$625,000
Other Potential Revenues (DHHS, Community Health Alliance, No. NV Adult Mental Health)		\$50,000
Total Estimated Annual Revenue		\$1,300,000

**Conclusion**

As a top priority and successful part of the region’s transportation network, the services listed in the table above are likely to continue to be funded for the foreseeable future. Beyond this list, additional sources of funding will likely be necessary for service expansion or the creation of new programs and services. The regional priorities discussed in this chapter will be funded to the extent possible with additional funding from federal and state discretionary grants, human service agencies, medical clinics, donations, and other sources will be applied for and utilized as necessary. In applying FTA 5310 and RTC 5310 equivalent program funds to strategies to better serve seniors and individuals with disabilities, the RTC will award those addressing the regional priorities discussed in this chapter and throughout this CTP. The RTC and its partners and stakeholders will work collaboratively to enhance the quality and accessibility of transportation services in the region. This CTP will aid in guiding these efforts for the next several years with future updates developed to address the ever-changing landscape of transportation needs, solutions, and services.

# APPENDIX A

## Stakeholder List



Stakeholder		Participation	
Organization	Contact	Stakeholder Survey	Stakeholder Workshop
Access to Healthcare Network	Jackie Gonzalez, Trevor Rice, Marcus Myers	X	X
Age-Friendly Reno	Donna Clontz	X	
Albee Aryel Foundation	Ron Aryel	X	
Alzheimer's Association of Northern California and Northern Nevada	Niki Rubarth, Charae Wasmsley Gipson	X	
Care Chest of Sierra Nevada	Anne Schiller		
Care Services of Nevada			
Center for Healthy Aging	Larry Weiss		
City of Reno	Izabella Baumann	X	
City of Reno Fire Department	Cindy Green	X	
Community Foundation of Northern Nevada			
Community Health Alliance	Oscar Delgado	X	
Disability Resource Center	George Mckinlay, Mary Zabel		
Food Bank of Northern Nevada	Jenny Yeager		
GMTCare			
High Sierra Industries	LaVonne Brooks, Melany Denny	X	
Human Services Network of Nevada	Tess Opferman		
Lend-A-Hand Senior Services			
Liberty Dental Plan			
Med-Express Transport	Jason Larrieu		
Medical Services of Nevada, Inc.	Cassiah Depew	X	
MTM	Sandra Stanko	X	
My Ride to Work			
National Federation for the Blind	Mark Tadder		
Neighbor Network of Northern Nevada	Amy Dewitt-Smith	X	X
Nevada Disability Advocacy and Law Center	Dianna DeBisschop		
Nevada Governor's Council on Developmental Disabilities	Catherine Nielsen, Ellen Marquez	X	
Nevada Statewide Independent Living Council	Ace Unruh		
Northern Nevada Adult Mental Health Services	Julie Lindesmith	X	
Northern Nevada Center for Independent Living	Lisa Bonie, Hilda Velasco		X

Stakeholder		Participation	
Organization	Contact	Stakeholder Survey	Stakeholder Workshop
Northern Nevada Public Health	Mike Escobar	X	
Osher Lifelong Learning Institute	Dolores Ward Cox	X	
Prominence Health	Mary Granger	X	
Pyramid Lake Paiute Tribe	Pamela Wright, James Phoenix		
Reno Behavioral Healthcare Hospital			
Reno Housing Authority	Catherine Steed	X	
Reno Ryde	Alyson Boyle		
Reno Sparks Cab Company	Britani Street, Robin Street	X	
Reno Sparks Indian Colony	Tom Purkey		
Ridge House	Dani Tillman		
Sanford Center for Aging	Crissa Markow, Gary Aldax, Peter Reed	X	X
Senior Advocate	Andrea Pelto		
Senior Coalition of Washoe County	Marsy Kupfersmith, Jane Gruner		
Senior Helpers	Kiefer Ipsen		
Senior Spectrum Newspaper	Connie McMullen		
Seniors in Service (SIS)	Michelle Rector, Polly Pollock	X	
State of Nevada Aging and Disability Services Division	Dena Schmidt, Alexandra Crocket	X	
State of Nevada Aging and Disability Services Division, Adult Protective Services	Lisa Whitney, Robin Tejada	X	
State of Nevada Aging and Disability Services Division, Office of Community Living	Katrina Fowler, Billie Russ	X	
State of Nevada Department of Employment, Training & Rehabilitation	Ken Pierson		
State of Nevada Department of Employment, Training & Rehabilitation, Bureau of Services for the Blind	Cathy Wendell		
State of Nevada Department of Health and Human Services, Division of Public and Behavioral Health	Antonia Capparell, Cody Phinney, Troy Lovick	X	
State of Nevada Department of Health and Human Services, Division of Welfare and Supportive Services	Maria Wortman-Meshberger	X	

Stakeholder		Participation	
Organization	Contact	Stakeholder Survey	Stakeholder Workshop
State of Nevada Department of Health Care Financing and Policy	Kelly Carranza, Kirsten Coulombe		
Tahoe Transportation District	Tara Styer		
Uber	Kevin Luzong	X	
United Cerebral Palsy of Nevada	Jill Hemenway	X	
United Way of Northern Nevada and the Sierra			
University of Nevada, Reno, American Sign Language Program	Andrea Juillerat-Olvera		
University of Nevada, Reno, Dementia Engagement, Education and Research Program	Casey Acklin		
United States Department of Veteran Affairs			
United States Senator Catherine Cortez Masto's Office	Cameron George		
United States Senator Jacky Rosen's Office	Molly Rose Lewis		
Volunteers of America			
Washoe County Adult and Senior Services	Cara Paoli	X	
Washoe County Human Services Agency	Joti Bhakta, Abby Badolato, Amy Reynolds, Todd Acker	X	X
Washoe County Public Defender's Office	Eric Merritt, Elizabeth Lopez, Jennifer Rains		

# APPENDIX B

## Washoe County Coordinated Transportation Plan Update Community Survey



## Washoe County Coordinated Transportation Plan Update Community Survey

This survey is part of the Regional Transportation Commission of Washoe County's (RTC) current efforts to revise and rewrite their Coordinated Human Services Public Transportation Plan. This short survey is designed to take less than 5 minutes of your time and the results will play an important role in making improvements in the network of transportation options available throughout Washoe County. Thank you in advance for your participation!

1. **Where do you live? Please provide your zip code** \_\_\_\_\_

2. **Do you have regular access to a personal vehicle that you drive?**

Yes  No

3. **Are you:** *(Select all that apply or skip this question if not applicable)*

A person with disabilities  A senior  A Veteran

4. **Which of the transportation providers do you use on a regular basis?**

*(Select all that apply)*

- |  |  |
|--|--|
| <input type="checkbox"/> RTC Ride (fixed-route service)                            | <input type="checkbox"/> Seniors in Service (SIS)                                |
| <input type="checkbox"/> RTC Access (paratransit service)                          | <input type="checkbox"/> Washoe County DHHS – Seniors                            |
| <input type="checkbox"/> RTC FlexRIDE  | <input type="checkbox"/> Senior Program Transportation Services                  |
| <input type="checkbox"/> RTC Regional Connector                                    | <input type="checkbox"/> Medicaid-Sponsored Transportation                       |
| <input type="checkbox"/> RTC Washoe Senior Ride (subsidized taxi program)          | <input type="checkbox"/> Transportation provided by your employer or work center |
| <input type="checkbox"/> Pyramid Lake Paiute Tribal Transit                        | <input type="checkbox"/> Taxi/Uber/Lyft  |
| <input type="checkbox"/> Reno-Sparks Indian Colony Transportation                  | <input type="checkbox"/> Transportation provided by a human service agency       |
| <input type="checkbox"/> Access to Healthcare Network                              | <input type="checkbox"/> Transportation provided by your place of residence      |
| <input type="checkbox"/> Sanford Center for Aging – Senior Outreach Services (SOS) | <input type="checkbox"/> Other: _____  |

**5. Which of the following are your most commonly visited destinations or places you most often need to visit when transportation is available to you?**

*(Select all that apply)*

- |   |   |
|---|---|
| <input type="checkbox"/> Medical or dental appointment  | <input type="checkbox"/> Social/recreational                            |
| <input type="checkbox"/> Place of employment            | <input type="checkbox"/> Senior citizen or human service agency program |
| <input type="checkbox"/> School or educational training | <input type="checkbox"/> Other:   |
| <input type="checkbox"/> Shopping/grocery/pharmacy      |   |

**6. What days of the week do you need transportation? (Select all that apply)**

- Sunday  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday

**7. What times of the day do you need transportation? (Select all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> Midnight to 6:00 a.m.  | <input type="checkbox"/> 4:00 p.m. to 6:00 p.m. |
| <input type="checkbox"/> 6:00 a.m. to 8:00 a.m. | <input type="checkbox"/> 6:00 p.m. to 9:00 p.m. |
| <input type="checkbox"/> 8:00 a.m. to noon      | <input type="checkbox"/> 9:00 p.m. to midnight  |
| <input type="checkbox"/> Noon to 4:00 p.m.      |   |

**8. If you do not use a public transportation service, why not? What issues deter you from using such services? (Select all that apply)**

- I am able to get rides from friends and/or family
- I do not know how to use listed services
- Too far to walk to access service
- Too expensive
- I do not qualify for transportation programs
- Wheelchair accessible vehicles are not available when I need them
- I feel unsafe when using listed services
- It doesn't go where I need it to
- Other: \_\_\_\_\_

**9. What changes could be made to your local transportation options to make using them more appealing to you? (Check all that apply)**

- |   |  |
|---|--|
| <input type="checkbox"/> Lower the cost                 | <input type="checkbox"/> Provide better information about services   |
| <input type="checkbox"/> Expand operating hours         | <input type="checkbox"/> Provide information in additional languages |
| <input type="checkbox"/> Expand operating days          | <input type="checkbox"/> Expand service area                         |
| <input type="checkbox"/> Expand eligibility             | <input type="checkbox"/> Increase frequency                          |
| <input type="checkbox"/> Create more direct connections | <input type="checkbox"/> Other: _____                                |

**10. What is your age?**

- 18 or younger
- 19-44
- 45-64
- 64 or older

**11. How do you feel about the current mix of available transportation services?**

- They are sufficient for me.
- I would add service:

\_\_\_\_\_

I would remove service(s):

\_\_\_\_\_

I would reallocate resources:

**12. Describe any other transportation barriers or concerns you would like to share.**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Thank you!**



# Encuesta Comunitaria Actualización del Plan de Transporte Coordinado Condado de Washoe

Esta encuesta es parte de los esfuerzos actuales de la Comisión de Transporte Regional del Condado de Washoe (RTC) para revisar y reescribir el Plan Coordinado de Transporte Público y Servicios Humanos. Esta corta encuesta le tomará menos de 5 minutos de su tiempo y los resultados serán importantes para hacer las mejoras en las opciones de la red de transporte disponible en el Condado de Washoe. ¡Gracias por anticipado por su participación!

1. ¿Dónde vive usted? Proporcione solamente su código postal \_\_\_\_\_

2. ¿Tiene usted vehículo personal que maneja regularmente?

Sí  No

3. ¿Es usted...? (Seleccione los que apliquen o si no aplican, pase a la siguiente pregunta)

Persona con discapacidad  Adulto mayor  Veterano de la guerra

4. ¿Qué tipo de transporte utiliza usted regularmente? (Seleccione todos los que apliquen)

- |   |   |
|---|---|
| <input type="checkbox"/> RTC Ride (servicio de ruta fija)                                   | <input type="checkbox"/> DHHS Condado de Washoe – Adulto mayor                      |
| <input type="checkbox"/> RTC Access (servicio para-tránsito)                                | <input type="checkbox"/> Servicio de Transporte para el Adulto mayor                |
| <input type="checkbox"/> RTC FlexRIDE   | <input type="checkbox"/> Transporte Patrocinado por Medicaid                        |
| <input type="checkbox"/> RTC Regional Connector   | <input type="checkbox"/> Transporte proporcionado por el empleador o centro laboral |
| <input type="checkbox"/> RTC Washoe Senior Ride (Programa subsidiado de taxi)               | <input type="checkbox"/> Taxi/Uber/Lyft   |
| <input type="checkbox"/> Autobús Tribal Paiute del Lago Pirámide                            | <input type="checkbox"/> Transporte proporcionado por agencia de servicios humanos  |
| <input type="checkbox"/> Transporte de Reno-Sparks Indian Colony                            | <input type="checkbox"/> Transporte proporcionado por su lugar de residencia        |
| <input type="checkbox"/> Red de Acceso al Servicio de Salud                                 | <input type="checkbox"/> Otro: _____  |
| <input type="checkbox"/> Centro Sanford para el Adulto Mayor Senior Outreach Services (SOS) |   |
| <input type="checkbox"/> Seniors in Service (SIS)   |   |

5. ¿Cuál de los siguientes son los destinos o lugares que usted más comúnmente necesita visitar cuando tiene transporte disponible?

- |   |   |
|---|---|
| <input type="checkbox"/> Cita médica o dental           | <input type="checkbox"/> Lugar social/recreativo  |
| <input type="checkbox"/> Lugar de empleo                | <input type="checkbox"/> Programa para adultos mayores o de la agencia de servicios humanos |
| <input type="checkbox"/> Escuela o centro educativo     | <input type="checkbox"/> Otro: _____  |
| <input type="checkbox"/> Ir de compras/mandado/farmacia |   |

6. ¿Qué días de la semana necesita usted transporte? (Seleccione todos los que apliquen)

Domingo  Lunes  Martes  Miércoles  Jueves  Viernes  Sábado

7. ¿A que hora del día necesita usted transporte? (Seleccione todos los que apliquen)

- |  |  |
|--|--|
| <input type="checkbox"/> de medianoche a 6:00 a.m. | <input type="checkbox"/> de 4:00 p.m. a 6:00 p.m.  |
| <input type="checkbox"/> de 6:00 a.m. a 8:00 a.m.  | <input type="checkbox"/> de 6:00 p.m. a 9:00 p.m.  |
| <input type="checkbox"/> de 8:00 a.m. a mediodía   | <input type="checkbox"/> de 9:00 p.m. a medianoche |
| <input type="checkbox"/> de mediodía a 4:00 p.m.   |  |

8. ¿Si usted no utiliza el servicio de transporte público, ¿por qué no? ¿Cuáles son las razones por las que no utiliza estos servicios? (Seleccione todos los que apliquen)

- |   |   |
|---|---|
| <input type="checkbox"/> Puedo conseguir viaje con amigos y/o con familiares      | <input type="checkbox"/> transporte   |
| <input type="checkbox"/> No sé cómo usar los servicios de autobús                 | <input type="checkbox"/> Los servicios con silla de ruedas no están disponibles cuando los necesito |
| <input type="checkbox"/> Me queda muy lejos caminar para tener acceso al servicio | <input type="checkbox"/> Me siento insegura utilizando los servicios de autobús                     |
| <input type="checkbox"/> Me sale muy caro   | <input type="checkbox"/> No hay servicio a donde yo necesito ir                                     |
| <input type="checkbox"/> No califico para los programas de                        | <input type="checkbox"/> Otro: _____  |

9. ¿Qué cambios se pueden hacer a sus opciones locales de transporte para que usted los pueda utilizar con más facilidad?

- |   |   |
|---|---|
| <input type="checkbox"/> Bajar el costo                 | <input type="checkbox"/> Proporcionar mejor información sobre servicios |
| <input type="checkbox"/> Aumentar las horas de servicio | <input type="checkbox"/> Proporcionar información en otros idiomas      |
| <input type="checkbox"/> Aumentar los días de servicio  | <input type="checkbox"/> Agrandar el área de servicio                   |
| <input type="checkbox"/> Ampliar la elegibilidad        | <input type="checkbox"/> Aumentar la frecuencia                         |
| <input type="checkbox"/> Crear más conexiones directas  | <input type="checkbox"/> Otro: _____                                    |

10. ¿Cuál es su edad?

Menor de 18 años  19 – 44  45 – 64  Mayor de 64 años

11. ¿Cómo se siente usted sobre los servicios disponibles de transporte?

- Son suficientes para mí.
- Yo agregaría servicios: \_\_\_\_\_
- Yo quitaría servicios: \_\_\_\_\_
- Yo cambiaría servicios: \_\_\_\_\_

12. ¿Describa alguna otra barrera o duda sobre el transporte que usted quisiera compartir.

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¡Gracias!



