



**Washoe County, Nevada  
Coordinated Human Services  
Public Transit Plan**

**FY 2008-2009 Update**

Updated: December 19, 2008

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# TABLE OF CONTENTS

<b>EXECUTIVE SUMMARY</b> .....	1
<b>SECTION I: BACKGROUND</b> .....	2
Federal and State Coordination Requirements .....	2
Federal Funding Programs.....	3
Plan Objectives .....	3
<b>SECTION 2: PUBLIC INVOLVEMENT</b> .....	4
United We Ride workshop on Transportation Coordination.....	4
Public Meetings.....	6
Public Review and Comment .....	6
Public Hearing.....	6
Approval.....	6
<b>SECTION 3: EXISTING SERVICES</b> .....	7
Public Transportation .....	7
Medicaid Transportation.....	8
Human Services Transportation .....	8
Private Transportation .....	12
Student Transportation.....	12
<b>SECTION 4: TRANSPORTATION GAPS AND OVERLAPS</b> .....	12
Existing Transportation Gaps.....	12
Existing Transportation Service Overlaps .....	14
Projected Needs.....	14
Implementation Goals and Objectives.....	14
<b>SECTION 5: COORDINATION</b> .....	15
Service Coordination .....	15
Funding and Capital Coordination.....	16
<b>SECTION 6: COORDINATION IMPLEMENTATION</b> .....	16
Implementation Strategies and Priorities.....	16
Conclusion .....	17
<b>APPENDICES</b>	
Appendix 1 Acknowledgements	
Appendix 2 Organizations Contacted to Participate in the Coordinated Plan	
Appendix 3 Federal Funding Levels	
Appendix 4 FY 2007-2008 Projects	
Appendix 5 FY 2008-2009 Proposed Projects	
Appendix 6 Update to Existing Services	

## EXECUTIVE SUMMARY

With the passage of SAFETEA-LU (*Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users*) in 2006, the Federal Transit Administration (FTA) moved §5316 (Job Access/Reverse Commute or JARC) and §5317 (New Freedom) from discretionary funding to formula funding. FTA introduced the requirement that each region must prepare a locally developed Coordinated Human Services Public Transit Plan (CTP) in order to access that funding. The CTP will permit the Regional Transportation Commission of Washoe County (RTC) to access approximately \$210,000 in federal transportation funding allocated annually to the Reno/Sparks metropolitan region from three programs: Elderly Individuals and Individuals with Disabilities (§5310); Job Access and Reverse Commute (§5316); and New Freedom (§5317). These funds may be used for capital or operating and require a 20% or 50% match, respectively. The match may be from any source except US Department of Transportation (USDOT) funds.

The intent of the CTP is to bring together human service agencies and transportation providers to deliver efficient, coordinated services to the region's senior citizens, persons with disabilities, and those who are financially disadvantaged. As the Metropolitan Planning Organization (MPO) and designated recipient of FTA funds, RTC is charged with developing a CTP which maximizes the program's collective coverage by minimizing duplication of service and developed through a process that includes representatives of public, private and non-profit transportation providers, human service providers, and members of the public, including individuals with disabilities, older adults, and people with low incomes. Stakeholders should have reasonable opportunities to be actively involved in the decision-making process at key decision points, including, but not limited to, development of the proposed coordinated plan document. As part of the CTP approval process, FTA requires that RTC certify that the CTO was developed according to these requirements.

The final CTP includes implementation strategies and identifies strategies that address gaps in existing service, eliminate duplicative service, and utilize available resources more efficiently. Transportation developed under a coordinated human services public transit transportation plan could eventually unify all transportation services offered by public transit, private companies, non-profit and human services agencies. This approach is different from any prior planning activities and represents a significant expansion of transportation planning activities conducted in the region.

The 2007-2008 CTP represents the first local effort at coordinated transportation planning. As such, the first CTP will serve more as a guideline for future planning in this area. The CTP will need to be built upon and updated annually to obligate future federal funds for projects. The following section provides a brief overview of the various components of the CTP:

- **Section 1** provides an overview and background of the CTP, including federal requirements, program information and plan objectives.

- **Section 2** covers the public involvement leading to the development of the CTP. The community outreach consisted of four public meetings; emailed invitations to over 50 stakeholder agencies and groups; and attendance by RTC staff to other stakeholder group meetings to publicize the CTP and call for projects.
- **Section 3** provides an inventory of existing human services and transportation services available in Washoe County.
- **Section 4** provides an assessment of existing transportation gaps, as well as improving the overall human services and public transit transportation network. This section also establishes goals and objectives to implement and measure the public and human service transportation network in Washoe County.
- **Section 5** discusses coordination of resources, including transportation services, funding and capital needs.
- **Section 6** details the implementation strategies and projects. Projects resulting from this plan must meet federal requirements, regional needs, be realistic and feasible. Creative and cost-effective strategies are emphasized to develop an effective and efficient coordinated human services and public transit transportation network. This section also details how RTC will funnel the federal funding to existing and future services recommended in the plan; and monitor the new and existing services based on goals and objectives established in the plan.

In the FY 2007-2008 application cycle, three funding applications were received in response to the call for projects. One project subsequently withdrew and the other two were approved by the RTC Board for funding. Approved projects were included in the Regional Transportation Improvement Plan (RTIP) and Statewide Transportation Improvement Plan (STIP), and subsequently approved by the FTA. Projects began October 1, 2008.

## **SECTION 1: BACKGROUND**

Publicly-funded transportation systems have typically followed two general development paths: (1) public transit bus or rail systems located in areas of higher population density and open to everyone; and (2) systems focused on service to individuals within specific populations that have fewer transportation options than the general public due to limitations in capabilities or resources. These groups include older adults, low income and people with disabilities.

Funding for public and human services transportation has typically originated with the federal Department of Transportation, Labor, Health and Human Services and/or Education. Recent federal initiatives focus on ways to combine and make better use of these resources while being cost-effective and meet demand.

### **Federal and State Coordination Requirements**

This document is prepared in compliance with Executive Order (EO) 13330 and SAFETEA-LU.

EO 13330: Human Services Transportation Coordination was signed by President George W. Bush on February 24, 2004. As a result, the Federal Interagency Transportation Coordinating Council on Access and Mobility (CAMM) created the United We Ride (UWR) initiative. Under UWR, health and human services (HHS) providers (FTA transportation providers are to coordinate to:

- Promote interagency cooperation and minimize duplication and overlap of services;
- Determine the most appropriate, cost-effective transportation services within existing resources; and
- Improve the availability of transportation services to the people who need them.

SAFETEA-LU, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (Pub. L. No. 109-59, August 10, 2005), requires that projects selected for funding under programs for Elderly Individuals and Individuals with Disabilities (§5310), Job Access and Reverse Commute (JARC §5316), New Freedom (§5317) be selected from a locally developed CTP. The CTP must identify transportation resources, deficiencies and needs in the regional system, and propose projects to meet those needs. This CTP will include projects funded under the JARC (§5316) and New Freedom (§5317) programs.

### **Federal Funding Programs**

Elderly Persons and Persons with Disabilities (49 USC §5310) provides funding through a formula grant program to increase mobility for elderly persons and persons with disabilities.

Job Access Reverse Commute (JARC) (49 USC §5316) provides funding for local programs offering job access and reverse commute transportation for low income individuals who may live within the city and work in the suburbs. Also available for some intercity job access transportation for qualifying individuals.

New Freedom (49 USC §5317) provides a new formula grant program for capital and operating costs for services and facility improvements that address the needs of individuals with disabilities for transportation that exceeds the requirements of the Americans with Disabilities Act.

### **Plan Objectives**

The CTP is a living document that initially will be updated annually. At some future time updates may be extended to every two or three years. This plan's objectives are to:

- Assess existing transportation services (public, private, and nonprofit);

- Identify areas of transportation needs for seniors, low-income individuals, and persons with disabilities; opportunities for coordination; and gaps in existing services;
- Formulate strategies and/or identify resources to address the service gaps; achieve service delivery efficiencies; reduce duplication of services and identify cost efficiencies in human services transportation; and
- Prioritize proposed projects for implementation based on resources, and feasibility based on specific strategies/resources identified.

The CTP should encourage increased collaboration between public transit and human services agencies; minimize duplication and overlap of services and improve the availability of transportation services. The intended results are to broaden the transportation options for senior citizens, persons with disabilities and low-income individuals.

## **SECTION 2: PUBLIC INVOLVEMENT**

The baseline Coordinated Transportation Plan (2008) was developed with the assistance of representatives from local, regional and national resources, including political jurisdictions, human service agencies, educational institutions, advisory committees and individuals. The CTP is available from the RTC, PO Box 30002, Reno NV 89520-3002, on [www.rtcwashoe.com](http://www.rtcwashoe.com) under Public Transportation then Special Programs or by calling the RTC at 775-348-0400.

A UWR workshop on transportation coordination was held at Lake Tahoe April 26-28, 2006 which brought together human service agencies and transportation providers statewide. Resources and needs were identified at that workshop and a report was prepared by the Nevada Department of Transportation (NDOT).

In 2007 the RTC learned that it was to prepare the CTP for the Reno-Sparks urbanized area and commenced work on the plan.

Staff contacted the Truckee Meadows Human Services Association (TMHSA), with its 80 members and developed a separate list of over 30 entities representing various aspects of the community. That list is attached as Appendix 2. Information about the CTP development, the process, project funding application and plan were posted on the RTC website, [www.rtcwashoe.com](http://www.rtcwashoe.com) under Public Transportation and Special Projects. The application was advertised locally. Presentations about the CTP were made at meetings of the TMHSA, Senior Coalition (association of agencies supporting services for senior citizens), NDOT Advisory Committee for Transit (ACT), and other groups.

Staff held three public meetings/workshops on September 18, October 15 and November 13, 2007. The first meeting focused on explanation of the CTP, identification of existing transportation resources, and descriptions of needs. These included:

Resources Available

LogistiCare	Foundation for grants; Medicaid client transportation to medical appointments
State of Nevada Dept of Corrections	Vehicle Mechanics
2-1-1 program	“one-stop” phone information referral service
ADRC program	Information referral service
RTC RIDE and RTC ACCESS	Transit and paratransit systems in which all vehicles are wheelchair accessible
Senior Spectrum <i>Golden Pages</i>	Resources Directory

Needs List

Washoe County Senior Services	Two vans, wheelchair accessible; operating and maintenance
HIS	Fixed-route transit service to new facility
City of Reno	One van; city staff driver
My Journey Home	Bus Passes
Grandparents	Two 15-passenger vans, accessible; Operating and maintenance
Washoe ARC	Three accessible vans
Community	One centralized information resource directory
CitiCare	Accounting/bookkeeping services; grant writer; administrative support staff
Community	Three vans, wheelchair accessible; bus passes
Community	Resource Directory (one stop shopping)
Community	Transportation for areas outside of RTC RIDE fixed-route and paratransit service area
Community	“Gap” (odd hour) transportation service
Community	Reno Housing or HUD to provide affordable housing projects near existing transit routes
Community	Job placement agencies to locate employment locations near existing transit routes

The second meeting consisted of an explanation of the RTC’s 2040 Regional Transportation Plan (2040 RTP) which is currently being updated, the 2040 RTP Public Transportation policies and goals for the community, a discussion of the CTP process including the roles of the MPO, the designated recipient (RTC) and agencies. It also included the identification of a funding project steering committee and discussion of

potential projects. The third meeting included finalization of the project evaluation criteria, discussion of potential projects, the project schedule and minimum funding criteria.

A pre-application meeting was held on December 11, 2007 for anyone interested in submitting an application for JARC or New Freedom project funding. This meeting reviewed the funding application issued on December 3, and offered attendees the opportunity to ask questions and obtain additional information about the CTP. Meeting notes and FTA responses to questions were emailed to interested parties and posted on the RTC website.

RTC staff also provided the RTC Board with monthly updates beginning in November 2007. A CTP update was a standing item on the Public Transportation Advisory Committee (PTAC) monthly meeting agenda throughout the CTP development process.

### **Public Review and Comment**

The draft CTP was made available for public review and comment on January 14, 2008, including on [www.rtcwashoe.com](http://www.rtcwashoe.com). The public review was advertised via email to the stakeholders and via a legal notice published in the *Reno Gazette-Journal*. The draft CTP and Executive Summary were presented to the RTC Board on January 18, 2008. There were no comments and no public comments. The final document was presented to the RTC Board on February 15, 2008 and made available for comments. The Board was to prioritize projects for funding at that meeting, however three projects were received and one subsequently withdrew. One project for JARC funds and one for New Freedom funds remained, with sufficient dollars for both.

### **Public Hearing**

A public hearing on the CTP was held on February 15, 2008 at the RTC Board meeting and the results of that public comment incorporated into the final CTP. No comments were received.

### **Approval**

Following a public hearing, staff requested that the Washoe County CTP be adopted by the RTC Board on February 15, 2008. The plan was adopted by the RTC Board at that meeting, with the projects. Specific dollar amounts were approved by the RTC Board at their March 21, 2008 meeting (Appendix 4.)

### **Project List**

A list of FY 2007-2008 approved projects is included in Appendix 4 of the updated final CTP. RTC will issue a call for projects annually. An evaluation committee will select and recommend projects for approval by the RTC Board.

## **SECTION 3: EXISTING SERVICES**

### **Public Transportation**

Public mass transportation services are provided by the RTC and consist of: RTC RIDE fixed-route transit services including the Sierra Spirit circulator and RTC INTERCITY commuter service; RTC ACCESS paratransit service and the Washoe Senior Ride subsidized Taxi Bucks program.

RTC RIDE: The largest of these is RTC RIDE, which began service as “Citifare” on September 18, 1978. RTC RIDE buses have been wheelchair accessible since the 1980’s, with the fleet becoming fully accessible in the 1990’s. This decision was instrumental in making the transit service more inclusive of older adults and individuals with disabilities. ALL RTC RIDE transit services are open to everyone.

In FY 2008, RTC RIDE operated 32 routes, including Sierra Spirit and RTC INTERCITY, and carried over 9 million passenger trips. Approximately 29% of these trips were for senior citizens or people with disabilities. More than half of the trips on RTC RIDE are people going to or from work. According to 2000 Census data and the RTC forecasting tool, RTC RIDE carried approximately 3.5% of the total work trips in the region. This percentage is even higher to downtown Reno and Sparks, where transfer centers (RTC CITICENTER and RTC CITISTATION) create an effective and convenient service for hotel/casino employees and visitors. A private contractor, First Transit, operates RTC RIDE for the RTC (RTC owns the RIDE facilities and equipment).

Sierra Spirit is the free circulator that operates in downtown Reno. RTC INTERCITY is the commuter service that operates weekdays between Reno and Carson City.

The RTC contracts with the Northern Nevada Center for Independent Living (NNCIL) to provide older adults and individuals with disabilities free travel training in how to use RTC RIDE and RTC ACCESS. This instruction has enabled hundreds of individuals to travel independently for work, appointments and other purposes. The program includes ‘wheelchair workshops’ in which persons with wheelchairs or scooters learn to position their mobility devices to easily board buses, deboard and get into/out of securement positions.

RTC ACCESS: The RTC established RTC ACCESS (formerly CitiLift) in 1988, providing pre-scheduled, demand-responsive door-to-door transportation for individuals with disabilities, certified as eligible for the service. All RTC ACCESS vehicles have been wheelchair accessible since the early 1990’s. Since July 1, 1992, RTC ACCESS has operated 24 hours a day, 365 days a year, in compliance with Americans with Disabilities Act (ADA) regulations. Trips are not prioritized by purpose and may be scheduled 1-3 days in advance. In FY 2008, ACCESS carried over 242,200 passengers. A private contractor, MV Transportation, operates RTC ACCESS for the RTC (RTC owns the ACCESS facilities and equipment). RTC also contracts with Whittlesea Checker Taxi to provide night and peak hour ACCESS transportation.

With the passage of the ADA in 1990 and the issuance of the ADA paratransit regulations in late 1991, several human service agencies used the opportunity to transfer the transportation of many of their clients to CitiLift (now RTC ACCESS). Some agencies continued to transport their more severely disabled clients.

**WASHOE SENIOR RIDE (WSR):** The RTC partners with Washoe County Senior Services (WCSS) and local taxi companies to provide subsidized taxi transportation for Washoe County senior residents and RTC ACCESS customers. RTC administers the program, while WCSS registers applicants and serves as the primary outlet for WSR Taxi Bucks sales. Over 3,500 registrants purchase \$20 books of Taxi Bucks scrip for \$10, with sales tax revenues paying the other \$10. The Taxi Bucks are accepted by all local taxi companies at full value to pay the fare and tip.

**RTC SMART TRIPS:** The RTC SMART TRIPS program provides carpool and vanpool options for employers and employees. Free ridematching services are available via the internet or phone. As of August 2008, there were nine active RTC vanpools, all traveling between the Reno/Sparks area to Herlong, California.

**TRANSIT SERVICES FUNDING:** Approximately 70% of the RTC RIDE operating cost and 90% of the RTC ACCESS operating cost is funded by Washoe County sales tax revenues. Passage of a 0.25% Washoe County sales tax referendum in September 1982 provided the financial resources necessary to expand fixed-route and paratransit service. As federal transit funding steadily declined over the past several years, the sales tax funding has been critical to continued improvement in public transportation. As part of a larger transportation-funding package, transit services funding was increased by the adoption of an additional 0.0625% sales tax effective July 1, 2003. The slowing of the economy has presented additional challenges to system operation and meeting the transportation needs of the community. The balance of funding comes from passenger fares and federal grants.

## **Medicaid Transportation**

State of Nevada Division of Health Care Financing and Policy (DHCFP) contracts with LogistiCare Solutions LLC, to provide non-emergency medical transportation for 169,000 Nevada Medicaid recipients. LogistiCare is not a transportation provider but brokers the Medicaid trips to transportation providers such as Schoe-Van. LogistiCare also purchases transit passes and RTC ACCESS tickets for Medicaid recipients and reimburses private individuals for providing Medicaid-authorized trips.

## **Human Services Transportation**

There is limited transportation provision by human service agencies, hence the need for additional resources. Many agencies offer limited transportation for their clients or program participants. Homecare agencies and others noted that they were unable to transport clients due to insurance or licensing restrictions and prohibitive cost for liability protection. Listed below are some of the agencies providing transportation; the list is not all-inclusive.

Entity/Service	Purpose	Transportation
Alzheimer's Association	Assistance information, education, training, fundraising and research toward eliminating Alzheimer's and similar diseases. Support for affected individuals and family members.	Services can include transportation.
American Cancer Society	Advocacy and services for cancer patients and their families; research and fundraising.	Volunteer transportation to medical appointments and treatments.
Boys & Girls Club	Individual and group services for boys and girls ages 6 to 18 years in character & leadership development, education, career development, health & life skills, the arts, sports, fitness & recreation. In 2006, over 7,300 registered members with almost 1,000 attending on a daily basis.	Van and shuttle bus transportation provided from over 50 area schools to programs.
Casa de Vida	Residence and support services for pregnant teens.	Transportation for clients.
Children's Cabinet	Services supporting children and families, including counseling, independent living, literacy, runaway and homeless youth mentoring, child care assistance, online classes.	Purchase taxi rides for clients to bring to programs and services on site.
CitiCare	Raises funds to purchase transportation from the RTC for individuals with disabilities.	RTC ACCESS trips for clients.
Cities of Reno and Sparks	Although not human services agencies, the two cities provide numerous assistive, social and recreational programs.	Limited van service for senior citizens and children to programs.
Churches	Religious services, programs and other faith-based activities.	Volunteer-driver van or bus to worship services and other programs.
Community Services Agency (CSA)	Programs to promote self-sufficiency for low income families including case management, residential assistance, financial education, budgeting, employment development, energy education and weatherization, Head Start and other educational programs.	Agency vehicles transport staff, food and other program necessities. No client transportation due to recent changes in federal transport guidelines for Head Start children. Transp. through WCSD.
Disabled American Veterans (DAV)	Rehabilitation of wounded and disabled veterans; appropriate medical care.	Transportation of veterans to medical services.
Family Promise of Reno/Sparks	Shelter and support services for homeless families.	Van transportation for clients.
My Journey Home	Support services for prisoners, ex-prisoners and their families.	Provides free bicycles to ex-prisoners; bus passes.
Nevada AIDS Foundation	Volunteer support for HIV/AIDS clients for emotional support and housecleaning.	Some client transportation.

Nevada Urban Indians	Community health program for insured and uninsured individuals. Elder Program includes light housekeeping, shopping, personal care, hygiene, advocacy, correspondence assistance.	Transportation to healthcare appointments. Elder Program includes transportation to nutrition sites and other appointments.
Reno-Sparks Gospel Mission (RSGM)	Services for homeless and needy including food, shelter, gospel, thrift store employment, recycling	Limited van transportation for program participants.
RSVP	Various volunteer opportunities for persons 55 years and older, including home companions, van drivers, Medicare/Medicaid Counselors government agency volunteers and Sheriff's Department volunteers .	Volunteer driver program.
Salvation Army	Social Services and Assistance for individuals and families including substance abuse rehabilitation, employment, visiting nursing homes and hospitals, worship programs, youth programs, emergency disaster services, adult senior residence.	Van transportation to court appointments and some program-related activities.
Senior Companion Program	Provides frail, low income elders with more able and fit Senior Companions to assist with errands, drive elders to medical appointments, prepare meals, etc.	Volunteer drivers for senior citizens.
Sierra Regional Center	Services for individuals with developmental disabilities and their families, including advocacy, intervention and community services.	Limited transportation for clients.
Step 2	Substance abuse counseling, parenting and job skills training for women with substance abuse problems and children.	Minivan and van transportation for clients to appointments, court dates, etc. Full-time driver. Purchase bus passes for clients.
Washoe ARC	Employment, learning, recreation and social opportunities, in addition to advocacy, for persons with disabilities.	Van to transport clients between facilities and to job sites
Washoe County District Attorney	Victim/witness assistance center.	Transportation to courtroom for victims and witnesses.
Washoe County Senior Services	Numerous social, recreational, health, educational, library, legal and nutrition services for senior citizens and support for caregivers. Includes Daybreak adult day care.	Social workers and nurse transport clients to medical appointments.

## Information and Referral

The “Nevada 2-1-1” network offers phone access to a central information referral number. Callers are provided with information and referral to basic human services, physical and mental health resources, employment support services, programs for children, youth and families, support for seniors and persons with disabilities, volunteer opportunities and donations and support for community crisis or disaster recovery . It is a collaborative effort of numerous agencies including the United Way, Crisis Call Center, AT&T, Nevada Disability Advocacy and Law Center, Sierra Pacific Power Company, and Washoe County Senior Services. Many people are still unaware of the existence of Nevada 2-1-1 and both spreading awareness of this free service and monies to expand its operations may be projects funded under future coordinated transportation plans.

## **Private Transportation**

### Rail

AMTRAK offers passenger rail service through northern Nevada, the *California Zephyr* (Chicago-Denver- Salt Lake City-Reno-San Francisco Bay Area). Amtrak also operates “Snow Trains” and “Fun Trains” that bring passengers from the Bay Area to Reno and nearby recreational areas during January, February and March.

### Intercity Transit

GREYHOUND provides long distance intercity bus transit, mostly along the I-80 corridor. Greyhound maintains a depot in Reno, with over-the-road coaches traveling daily to and from Northern California and Chicago and points east.

RTC INTERCITY provides scheduled weekday transit service between Reno and Carson City using suburban coaches. Most of the passengers are commuters.

### Bus Charters and Rentals; Bus Lines

The following companies provide bus charters and rentals or are bus lines serving the Reno-Sparks urbanized area: Airport Mini Bus, All West Coach Lines, Amador Stage Lines, Aztec Transportation Service, Reno Express and Ryan’s Express Transportation Services.

### Limousine Services

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

### Taxicab Companies

Three taxicab companies, Reno-Sparks Cab Company, Whittlesea Checker Taxi and Yellow Cab Company, have offices in the Reno-Sparks urbanized area. As is the case with the limousine services, taxicab trips are not restricted to the local area but may include travel to points out of state.

### Retirement Residences

Most retirement residences in the Reno-Sparks area have a shuttle bus or van that provides transportation for residents on a scheduled basis. Generally this service is limited to certain days or times of day. Unscheduled trips are limited in availability or are unavailable. These residences with shuttle bus or van service include: Alterra Villas, Atria Summit Ridge, Classic Residence by Hyatt, The Fountains Senior Care, The Manor at Lakeside, Odd Fellows Retirement Manor, Park Place, Promenade On The River, Sky Peaks Retirement Residence, and The Seasons.

Most assisted living facilities and nursing homes have vans for patient transportation, including Hearthstone of Northern Nevada, LifeCare Center of Reno, Renown Skilled Nursing, and Rosewood Rehabilitation. Regent Care Center of Reno contracts with a local cab company for ambulatory and wheelchair transportation.

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

### **Student Transportation**

The Washoe County School District (WCSD) provides school bus transportation for students in grades K–12 who live beyond specified distances from their schools. In FY 2007-2008 WCSD operated a fleet of 192 school buses and 100 special education wheelchair accessible buses plus 10 vans and minibuses.

Other students, including those attending charter schools, use the RTC RIDE transit system for their travel to and from classes. In FY 2008 RTC RIDE provided over 1,000,000 rides in the youth fare category.

Transportation to and from Truckee Meadows Community College (TMCC) and the University of Nevada Reno (UNR) is generally via RTC RIDE services, including Sierra Spirit and RTC INTERCITY, private automobile, carpooling, walking or bicycle. UNR operates a campus shuttle service on weekdays and encourages students to also utilize the free RTC Sierra Spirit bus and/or purchase a RTC RIDE Wolf Pass at a deeply discounted price.

## **SECTION 4: TRANSPORTATION GAPS AND OVERLAPS**

### **Existing Transportation Gaps**

#### Geographic

The majority of the human services and employment opportunities are located within the Reno-Sparks urbanized area. Public transit services within the McCarran loop are generally good for a small city although service stops in the early evening in many residential areas. That said, there are still large areas, especially in the southwest and southeast without transit and this becomes an impediment for caregivers, household help, individuals with disabilities and others who do not drive or whose driving is restricted due to the high cost of fuel.

Outside the McCarran loop, transit coverage is significantly diminished -- in part a reflection of the lower population and employment density. Despite this, some group care homes and other employers are relocating to the periphery in response to the increasing expense of property and conducting business within the core areas.

Additionally, the 6,000-acre Tahoe-Reno Industrial Center (TRIC) near Patrick in Storey County is being developed into a major employment site for manufacturing, warehousing and distribution. It is located near Interstate I-80 but is not served by public transportation. Washoe County, RTC and Storey County officials have been in discussion about bus transportation for the employees but the funding issues have yet to be resolved and no service currently exists. RTC provided bus service in the past which was discontinued due to lack of ridership and funding. The RTC vanpool to the industrial center has been discontinued but a staffing agency is currently leasing vans to transport employees to TRIC.

#### FY 2008-2009 Update Funding and Future Service Reductions

RTC transportation services are primarily funded by Washoe County sales tax and, with the economic slump of 2007-2008, sales tax revenues are significantly below financial projections and the RTC budget. In response, RTC RIDE service was reduced approximately 1.6% in May 2008 and a further 6.8% in October 2008. A fare increase was also implemented in May 2008. Unless additional funding is secured further service reductions of 20-25% will be necessary in August 2009. At that time it is expected that both RTC RIDE and RTC ACCESS will be impacted.

RTC funding for public transportation services is limited by NRS Chapter 377A to the Washoe County sales tax. Revenue increases may result from a general increase in sales taxable purchases or an increase in the Washoe County sales tax. A proposal to increase the sales tax by 1/8% was on the November 4, 2008 ballot. However, the ballot measure failed, so RTC must reduce its services by August 2009.

#### Client services transportation gaps

Discussions in the 2007 public meetings and from other sources identified a number of client services transportation gaps. These included:

- need for affordable housing projects to be located near existing transit routes.
- need for job placement agencies to place clients at job sites near existing transit routes.
- human service agencies noted the need for vans (including wheelchair-accessible) to transport their clients and funds for vehicle maintenance.
- shopper shuttle service for senior citizens.
- more volunteer drivers for agencies such as RSVP and Senior Companion.
- need for insurance coverage and transportation cost funding for caregivers to transport their clients to medical and other appointments.
- transportation for children of low-income families to various programs so the parents could work.

- subsidized bus passes and other transportation for ex-prisoners trying to re-enter society and for their families.
- subsidized bus passes for low-income families.
- fixed-route service to a new facility being built by a sheltered workshop at a location not served by transit.
- one-stop-shop information resource directory and knowledge of its existence.
- lack of transportation for locations outside the RTC RIDE and RTC ACCESS paratransit service areas.
- one-day advance reservation requirement of RTC ACCESS (to maintain ADA compliance) makes it difficult to reach a doctor for a same-day appointment.
- some people are too frail to utilize the RTC ACCESS door-to-door service and require greater assistance to and from their destinations.
- lack of service for RTC RIDE and INTERCITY for early morning, late evening, weekend and holiday hours.
- long travel times on RTC RIDE and INTERCITY services, especially if there is a need to transfer.
- expensive transit and paratransit fares.
- bus stops that are too far from destinations and/or have poor physical access.

### **Existing Transportation Service Overlaps**

Research for the development of this plan did not identify any overlapping transportation services. The opportunities afforded by the CTP will form the basis for improved accessibility to services and employment for individuals who are low-income and/or who have disabilities.

### **Projected Needs**

Significant population increases are projected for the Reno-Sparks urbanized area; what is not projected is funding commensurate with the needs of this burgeoning population. The local economy remains largely service industry based, with associated lower income levels. This combination points to an exacerbation of the needs listed in the Existing Transportation Gaps section (above), without the funding to effectively address those needs.

### **Implementation Goals and Objectives**

The goals and objectives outlined in the RTC Regional Transportation Plan (RTP) serve as guidelines for the CTP. The goals and objectives for the plan are as follows:

#### **Goals**

- Provide an accessible transit network in urban areas that offers rapid, frequent service with seamless coordinated transfers during peak time.
- Provide accessible lifeline transit network during off peak time and in suburban areas.
- Provide public transit and human service transportation services that are productive, convenient and appropriate for the target markets.

- Provide public transit and human service transportation services that are reliable and offer competitive travel times to major destinations.
- Provide public transit and human service transportation services that are feasible and cost-effective.
- Provide public transit and human service transportation services that supports the public transportation element objectives and policies as outlined in the RTP.
- Provide public transit and human service transportation services without discrimination on the basis of race, color, national origin or disability.

### **Objectives**

- Enable a comfortable walking distance to transit stops for passengers from/to their origins/destinations.
- Provide accessible bus stops when possible.
- Provide frequent transit service in urban areas.
- Operate reliable, convenient transit service that offers competitive travel times.
- Ensure the services are feasible by monitor the following operational and cost indicators:
  - Operating cost per passenger
  - Operating cost per revenue hour
  - Passenger per revenue hour and mile
  - Farebox recovery ratio

In addition, the federal government identified five performance measures for the JARC and New Freedom programs. These measures will be also used to gauge the performance of the coordinated transportation plan projects.

### **JARC**

- The number of jobs that can be accessed; and
- The number of trips provided.

### **New Freedom**

- Increases or enhancements related to geographic coverage, service quality, times and availability of services;
- Additions or changes to facilities, sidewalk, technology and vehicle impacting availability; and
- The number of rides provided.

There is no base line information for the expected level of performance for these goals and objectives since this is the initial CTP, and the Year 2 plan update overlaps with implementation of Year 1 projects in October 2008. As the performance information becomes available, new targets will be added to enhance the goals and objectives needed to accomplish more coordinated transportation in the region.

## **SECTION 5: COORDINATION**

### **Service Coordination**

The writers of this document are aware of a limited number of examples of existing service coordination. These include:

- Nevada 2-1-1 one-stop phone information service which is a partnership of numerous entities.
- Lyons Clubs partners with My Journey Home to provide free bicycles for ex-prisoners. Recipients are able to bicycle to employment locations, thus improving their chances of successfully returning to society. In some cases they utilize the bike racks on RTC RIDE buses to enable them to travel farther.
- The Northern Nevada Center for Independent Living (NNCIL) partners with RTC RIDE to conduct free wheelchair workshops. During these workshops individuals having wheelchairs and/or scooters can practice boarding, deboarding RTC RIDE buses via lifts or ramps and maneuvering into securement areas, thereby improving their proficiency and reducing the time needed to board or alight the coaches. RIDE coach operators have the opportunity to practice securing different types of mobility devices, thereby also speeding the process.

### **Funding and Capital Coordination**

Funding and capital coordination are areas where there are extensive opportunities for future growth.

## **SECTION 6: COORDINATION IMPLEMENTATION**

### **Implementation Strategies and Priorities**

There are more opportunities for coordination than existing examples of it in the Reno-Sparks urbanized area. This plan is among the foundational steps toward future coordination of services, funding and capital.

#### **Strategies**

1. Increase transportation options for seniors, low-income individuals and persons with disabilities in Reno, Sparks and Washoe County.
2. Increase RTC RIDE, INTERCITY and ACCESS service hours and areas.
3. Increase efficiency and flexibility of transit services.
4. Install and maintain amenities such as shelters, trash cans and lighting at transit stops.
5. Improve access to transit stops by constructing ADA compliant concrete pads, sidewalks; install/improve way-finding information.

6. Shorten pick-up time windows for RTC ACCESS.
7. Decrease travel times for transit services.
8. Purchase wheelchair accessible vehicles for human service transportation services.

### **Priorities**

SAFETEA-LU requires RTC to conduct a competitive solicitation for projects that meets the requirements of the JARC and New Freedom programs. The RTC process includes a Steering Committee that selects the projects and recommends them to RTC Board for adoption; the RTC Board may accept the committee's recommendations or take other action. The initial call for projects resulted in three proposals; one of which subsequently withdrew due to unforeseen circumstances. The other two are described in Appendix 4.

Once the projects are adopted by the RTC Board, the projects are to be included in the Regional Transportation Improvement Plan (RTIP) and Statewide Transportation Improvement Plan (STIP), and then approved by FTA. RTC will submit grant applications containing these projects. Implementation and award of funding for Year 1 projects may begin October 1, 2008.

### **Project Performance Monitoring**

The performance of projects will be evaluated based on goals and objectives outlined in Section 4. Future plans will adjust the performance evaluation criteria as more coordinated transportation data becomes available in order to improve the coordinated transportation efforts in this region.

### **Conclusion**

This CTP will fulfill SAFETEA-LU requirements for accessing JARC and New Freedom funding. The outreach effort is bringing focus to the transportation needs for region's senior citizens, low-income individuals and persons with disabilities. Transportation demand will grow with the predicted increases in these populations.

The CTP has identified needs and strategies to address mobility issues, and facilitated the communications process between human services agencies and public transit. Ideas are being generated as entities are discussing needs and options and future partnerships. Another opportunity to submit applications for JARC and New Freedom funding may be presented in 2009 if all the federal FY 2007 and 2008 funding is not awarded at this time. Additional projects may be eligible for these funds. Those projects could be implemented in October 2010 if approved by the FTA. Ideas being discussed in the community include:

- bus or vanpool service between the Reno-Sparks area and the Tahoe Reno Industrial Center
- a senior citizen shopping shuttle
- accessibility improvements at some bus stops

Plan strategies and project implementation are expected to increase the transportation options and improve mobility for these important populations. Future plans will be developed in conjunction with the RTP and SRTP updates.

# APPENDIX 1

## ACKNOWLEDGEMENTS

The Washoe County Coordinated Human Services Public Transit Plan (CTP) is the result of the combined efforts of the following individuals:

### **CTP Steering Committee Members:**

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Michael Hurick  
Richard Mahone  
John Mayer  
Connie McMullen  
Grady Tarbutton  
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### **RTC Staff:**

Carolyn Henrikson  
David F. Jickling  
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## APPENDIX 2

### ORGANIZATIONS CONTACTED TO PARTICIPATE IN THE COORDINATED PLAN

<b>Organization</b>	<b>Location</b>	<b>Service/Area of Interest</b>
Alpha productions Technologies	Sparks NV	Individuals with disabilities
Amador Stage Lines	Reno NV	Private transportation provider
American Red Cross	Reno NV	Emergency assistance
CareMinders Home Care	Reno NV	Senior citizens, low income
CitiCare	Reno NV	Fundraising for transportation for senior citizens and individuals with disabilities
Boys & Girls Club	Reno NV	Children, low income
City of Reno	Reno, NV	Senior citizens, low income, welfare to work, individuals with disabilities
City of Sparks	Sparks, NV	Political jurisdiction
Community Services Agency	Reno NV	Low income
High Sierra Industries	Reno-Sparks	Individuals with disabilities
Housing Authority of the City of Reno	Reno NV	Senior Citizens
LogistiCare Solutions, LLC	Nevada	Medicaid transportation broker
My Journey Home	Nevada	Prisoners, ex-prisoners and their families
Nevada Disability Advocacy and Law Center	Northern Nevada	Individuals with disabilities
Northern Nevada Center for Independent Living (NNCIL)	Northern Nevada	Individuals with disabilities
Reno-Sparks Cab Company	Reno NV	Private transportation provider
Reno-Sparks Indian Colony	Northern Nevada	Tribal transportation, elders, low income
Renown Health	Reno NV	Medical center

RSVP - UNR Sanford Center for Aging	Reno NV	Senior citizens
Senior Companion Program	Sparks NV	Senior citizen assistance
Senior Spectrum Newspapers	Nevada	Senior citizen newspapers and resource guides
Storey County	Storey County, NV	Jobs transportation, senior citizen transportation
State of Nevada DETR Rehabilitation Division	Northern Nevada	Individuals with disabilities
State of Nevada DHCFP Managed Care	Northern Nevada	Medicaid
The Children's Cabinet	Reno NV	Children and families
Truckee Meadows Human Services Association (TMHSA)	Reno NV	Association of human services agencies and others

### APPENDIX 3 FEDERAL FUNDING LEVELS

SAFETEA-LU authorizes funding for Job Access Reverse Commute (JARC) and New Freedom annually through 2009. Project solicitations may combine two years of funding. The funding available is for the Reno-Sparks, Nevada Urbanized Area. The RTC will utilize 10% of the funding from each program to offset the plan development and administration costs.

There is no cap on the amount of funding for which applicants may apply, as long as the appropriate match can be provided. The required matches of non-FTA funds are 50% for operating projects and 20% for capital projects.

**Federal FY 2006-2007 JARC and New Freedom Amounts:**

<b>Program</b>	<b>FY 2006</b>	<b>FY 2007</b>	<b>Total FY 2006-2007</b>
JARC	\$135,296	\$142,722	\$278,018
New Freedom	\$ 76,939	\$ 91,383	\$168,322
Less10% RTC administration	21,224	23,411	\$44,634
<b>Total Available Funding</b>	<b>\$191,012</b>	<b>\$210,695</b>	<b>\$401,706</b>

**Federal FY 2007-2008 JARC and New Freedom Amounts:**

<b>Program</b>	<b>FY 2007</b>	<b>FY 2008</b>	<b>Total FY 2007-2008</b>
JARC	\$142,722	\$154,616	\$297,338
New Freedom	\$ 91,383	\$ 98,716	\$190,099
Less10% RTC administration	\$23,411	\$25,333	\$48,744
<b>Total Available Funding</b>	<b>\$210,695</b>	<b>\$227,999</b>	<b>\$438,693</b>

## APPENDIX 4

### FY 2007-2008 PROJECTS

- **CitiCare** applied for New Freedom operating monies to fund ACCESS paratransit trips beyond the ADA service area boundaries for individuals with disabilities. This was a continuing New Freedom project. Total project cost of \$138,490; total federal funds requested \$69,245.
  
- **The Ridge House** applied for JARC capital and operating monies to purchase and operate three vans for re-entry and employment-related transportation for ex-offenders. This was a new project. Total project cost of \$174,284; total federal funds requested \$102,247.

## APPENDIX 5

### FY 2008-2009 PROPOSED PROJECTS

The RTC issued a request for FY 2010 project applications on August 25, 2008, held a pre-application meeting on September 11, 2008 and received proposals from three entities by the due date of October 24, 2008. The CTP steering committee reviewed the project proposals and received presentations from the three applicant agencies before arriving at their recommendations.

Proposals were received from CitiCare (1 project), RSIC (1 project) and NNCIL (2 projects.) NNCIL submitted the peer host project under a New Freedom grant and a mobility management center project under JARC funding. The committee recommended approval of NNCIL's peer host project, but as JARC funding since all trips are employment-related. After extensive review, the steering committee did not recommend approval of the mobility management center project. They encouraged NNCIL to refine the mobility management project scope, tasks and budget and re-submit it when RTC issues next year's request for proposals. RTC staff has discussed these recommendations with NNCIL and NNCIL is in agreement.

Listed below are the three applicants and recommended projects, all eligible for funding

- **CitiCare.** New Freedom operating monies to fund ACCESS paratransit trips beyond the ADA service area boundaries for individuals with disabilities. This is a continuing project and an operating grant funded at 50% federal/50% local monies. Total project cost is \$322,924; total federal funds requested are \$161,462. The initial request was for \$162,000 federal funds and the steering committee recommended the slightly smaller amount of \$161,462.
- **Northern Nevada Center for Independent Living (NNCIL).** JARC operating monies to fund implementation of a Peer Host Travel program to enable individuals with significant disabilities to transition from RTC ACCESS to RTC RIDE. This is a new project. Operating cost grant funded at 50/50. Total project cost \$49,392; federal funds requested \$24,696. The steering committee recommended funding this project in full.
- **Reno-Sparks Indian Colony (RSIC).** JARC and New Freedom capital monies to fund a mobility management project to prepare a transportation needs assessment for RSIC residents who are low income or have disabilities. Among the anticipated outcomes is the coordination of the RSIC van service with RTC transit and paratransit services. This is a new project and mobility management is an eligible capital expense funded at 80% federal/20% local monies. Total project cost is \$60,182; total federal funds requested are \$48,146. The steering committee recommended funding this project in full.

## **APPENDIX 6**

### **UPDATE TO EXISTING SERVICES**

During the FY 2008-2009 project application process, staff received information about the Reno-Sparks Indian Colony (RSIC) transportation resources and system. RSIC operates 35 vehicles for transporting passengers, including 9 used for transporting elders, individuals with disabilities and residents with employment-related needs. Three of those vehicles are wheelchair-accessible. RSIC utilizes vans to operate its transit system, providing several trips daily between Hungry Valley and locations in Sparks and Reno. RTC and RSIC staffs are coordinating efforts to improve connections between the RSIC transit system and RTC RIDE.