

# Washoe County Coordinated Human Services Public Transportation Plan Update



Prepared for:



# Washoe County Coordinated Human Services Public Transportation Plan

*Project No. RTC20-14*

## Final Report

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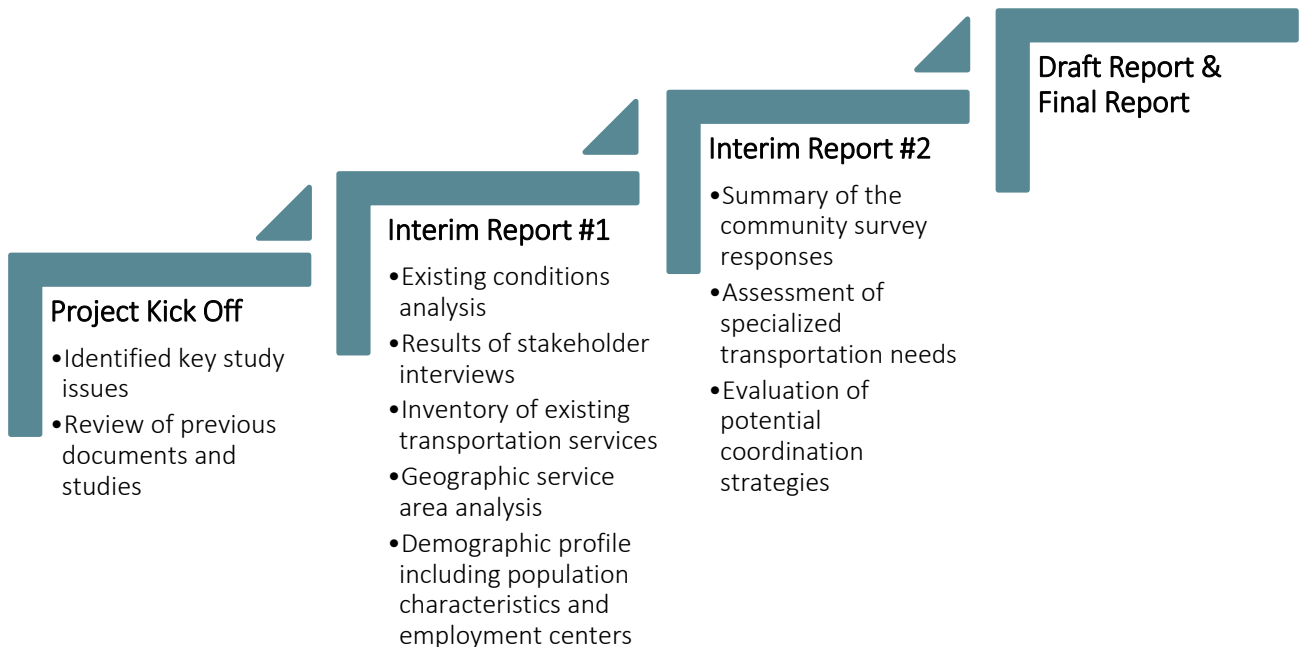
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## INTRODUCTION

The Regional Transportation Commission of Washoe County (RTC) has contracted with LSC Transportation Consultants, Inc. (LSC) to revise and update its Coordinated Human Services Public Transportation Plan (CTP). This is an opportunity to identify unmet senior and disabled transportation needs, reduce duplication of services, and improve the coordinated transportation system for Washoe County, Nevada which includes the cities of Reno and Sparks. RTC’s last Coordinated Human Services Public Transportation Plan was developed in 2015 and while the plan is due for an update every four years, this update is being completed in alignment with RTC’s 2050 Regional Transportation Plan.



The study began by developing an understanding of the local community and the existing transportation services in Washoe County. Two Interim Reports were prepared as part of the planning process. The information from the two Interim Reports was then integrated into a Draft Report for review and approval.



## STAKEHOLDER INPUT AND PUBLIC OUTREACH

Public input is an important part of developing a Coordinated Human Services Public Transportation Plan that meets the needs of the community. While in-person meetings and open houses would have been the preferred method to obtain public feedback, due to Covid-19 restrictions telephone and virtual engagement platforms were used.

### Stakeholder Questionnaire and Interviews

One of the first tasks of this study was to identify and contact stakeholders. Using the list of stakeholders from the previous CTP as a starting point, stakeholders who represent the broad composition of human services agencies, non-profits, human service transportation providers, medical providers, veteran’s services, and



transportation network companies were contacted and asked to participate in the study. The stakeholder questionnaire asked participants to identify current and future unmet transportation needs, as well as existing coordination efforts and ideas for improving coordination.

Identified unmet transportation needs included:

- 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)

Identified coordination issues included:

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

The 2015 Coordinated Transportation Plan identified a number of client services transportation gaps through discussions in public meetings and from other sources. Upon comparison, many of the issues raised by the public as part of the 2015 CTP still remain, including:

- Affordability of transportation
- Expanded service area boundaries and service hours
- Need for additional help to/from the vehicle
- Reservation requirements
- Need for a centralized information directory

## Community Transportation Survey

As part of an effort to obtain input from Washoe County residents and stakeholders, an online community survey was created. The survey was publicized and distributed through a variety of means, and a total of 155 survey responses were received. Key findings from the survey included:

- Nearly 62 percent of respondents are not able to drive and do not possess a driver's license.
- Approximately 65 percent of those surveyed do not have a personal vehicle available for their use.
- Approximately 48 percent of respondents find themselves not having a reliable form of transportation when needed.
- About 36 percent of respondents indicated that they have a mobility limitation that limits their ability to walk to or board a vehicle without assistance.
- Respondents were given a list of current transportation options and asked to select all of the services that they currently use. Taxis, Uber, and Lyft services are used the most frequently (48 percent), followed by RTC ACCESS paratransit services (42 percent), and RTC RIDE fixed-route services (30 percent).

- ➔ Respondents were asked to indicate the primary purpose for travel when they are unable to find a ride. Approximately 59 percent of respondents stated that they most consistently find themselves without a ride to go shopping, followed by 58 percent who need a ride to and from medical appointments.
- ➔ Respondents were asked to indicate what deters them from using transportation services such as RTC, rideshareing, and other services. Approximately 42 percent of respondents answered that services are too expensive followed by 40 percent who mentioned that they cannot walk far enough to access services, 33 percent who said they are apprehensive or fearful of using the services, and 28 percent who answered that they have personal access to transportation through family.

## POTENTIAL COORDINATION STRATEGIES

Building upon the positive coordination efforts recognized by stakeholders, specific strategies to enhance coordination and improve transportation services based identified unmet needs were developed. The following lists the advantages and challenges associated with each potential coordination strategy.

Local Coordinating Council	Microtransit	Subsidized Transportation Network Companies	Expand RTC's Washoe Senior Ride Program
<ul style="list-style-type: none"> <li>• <b>Advantages:</b> <ul style="list-style-type: none"> <li>• Forum for setting service and coordination priorities</li> <li>• Key stakeholders develop recommendations to RTC for 5310 program funding</li> <li>• Resolve coordination issues</li> <li>• Identify and overcome barriers to coordination</li> </ul> </li> <li>• <b>Challenges:</b> <ul style="list-style-type: none"> <li>• Requires an organization to be responsible for forming and administering the LCC</li> <li>• Requires participation by all funding agencies and transportation providers</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Advantages:</b> <ul style="list-style-type: none"> <li>• Smaller vehicles to serve lower passengers per hour</li> <li>• Lower operating cost than traditional transit</li> <li>• Effective when connecting to regional services</li> <li>• Serves everyone, not limited to elderly or individuals with disabilities</li> </ul> </li> <li>• <b>Challenges:</b> <ul style="list-style-type: none"> <li>• Not effective in very low-density areas or longer trips</li> <li>• Many examples have low productivity and high cost per passenger-trip</li> <li>• May require alternate means of scheduling trips</li> <li>• Fare payment must allow for seamless transfers</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Advantages:</b> <ul style="list-style-type: none"> <li>• May be cost-effective depending on density and trip lengths</li> </ul> </li> <li>• <b>Challenges:</b> <ul style="list-style-type: none"> <li>• Cost-effective in areas with sufficient demand</li> <li>• May require additional paratransit service</li> <li>• May require alternate means of scheduling trips</li> <li>• Potential regulatory issues in contracts with private companies including drug and alcohol testing</li> <li>• Lack of accessible vehicles</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Advantages:</b> <ul style="list-style-type: none"> <li>• Expands service beyond the area served by RTC ACCESS</li> <li>• Opportunity to use lowest cost option</li> <li>• Provides flexibility for users</li> <li>• Taxis have a fleet of accessible vehicles</li> </ul> </li> <li>• <b>Challenges:</b> <ul style="list-style-type: none"> <li>• Requires contracts with taxi companies and TNCs</li> </ul> </li> </ul>

### Expand RTC SMART TRIPS Program

- **Advantages:**
  - Provides additional opportunities for people with disabilities
  - Provides access to employment
  - May be a lower cost option for commuters with a disability
- **Challenges:**
  - Limited to commute trips
  - May require new accessible vehicles
  - Depends on multiple people with similar commutes

### Volunteer Drivers

- **Advantages:**
  - Low cost option for difficult to serve trips
  - Flexibility in scheduling rides
- **Challenges:**
  - Relies on having sufficient number of volunteers
  - Potential insurance issues
  - May need coordinator for scheduling rides

### Nonprofit Transportation Providers

- **Advantages:**
  - Provides options to meet range of needs
  - Opportunity to schedule rides on most cost-effective provider
- **Challenges:**
  - Possible insurance issues for shared trips
  - Functions best with a one-call center
  - Nonprofit agencies must serve passengers for multiple programs

### Vehicle Sharing

- **Advantages:**
  - Reduces total number of vehicles required
  - More efficient use of vehicles
  - May reduce costs
- **Challenges:**
  - Reduces total number of vehicles required
  - More efficient use of vehicles
  - May reduce costs

### One-Call/One-Click Center

- **Advantages:**
  - Single point of contact for users
  - Could enhance opportunities for regional connections
  - Basic capability for operating a call center exists in the region
  - RTC is currently the primary operator of paratransit services and could continue to provide the 'core' of services
  - Other providers could serve individuals with higher level of needs
  - Improved operational efficiency
  - Cost savings could be used for enhanced services
- **Challenges:**
  - Technology must be implemented for all providers
  - Requires detailed cost analysis for each provider
  - Requires mixing of passengers on vehicles

### Expand RTC ACCESS Service Area

- **Advantages:**
  - Uses existing service operated by RTC
  - RTC has existing call center capability for reservations and scheduling
- **Challenges:**
  - Would increase demand and costs for RTC ACCESS paratransit
  - Would reduce RTC ACCESS productivity and increase average cost per passenger-trip
  - Could require increased capacity with additional vehicles
  - Requires an in-person evaluation to confirm qualifications
  - Would not serve seniors without disabilities. Would only serve people eligible for RTC ACCESS service who have completed the certification process.

## IMPLEMENTATION PLAN

Chapter X of the report presents the implementation plan, which consists of three primary goals supported by the input provided by participants, including the general public, private and public entities, participating organizations, and local stakeholders.

### Goal #1: Create a Local Coordinating Council

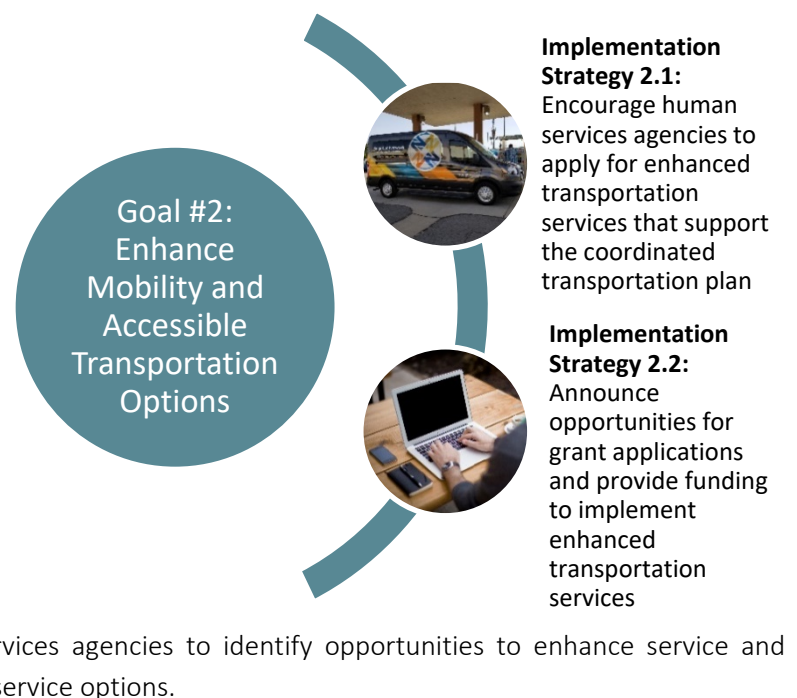
The first priority goal is to create a Local Coordinating Council (LCC). The LCC should have representation from RTC, each human services transportation provider, other human services agencies which serve people with transportation needs, local governments, and consumers. The LCC would have two primary functions. The first would be to facilitate coordination of transportation services, which 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. The second role will be for the LCC to recommend program and funding activities to the RTC as part of the grant review processes.

### Goal #2: Enhance Mobility and Accessible Transportation Options

Community input and the assessment of transportation needs identified ongoing issues and gaps in transportation service. These include the affordability of transportation for users, areas of Washoe County with limited transportation options, and the need for assistance for many users. Enhanced mobility options may include expansion of microtransit, extension of RTC RIDE service to new areas, and specialized transportation services. One of the roles for the LCC is to identify specific activities to enhance mobility and determine the priorities for funding enhanced services. RTC will continue to work with local



transportation providers and human services agencies to identify opportunities to enhance service and provide funding to implement enhanced service options.

### Goal #3: Establish a One-Call/One-Click Center

The primary recommendation in this plan is to form a one-call/one-click center. The center would provide a consolidated call reservation, scheduling, and dispatch function. It would also provide a central resource for customers' information about matching trip needs with available services so the customer can identify the best option for their trip. Implementation will require development of a user portal for online access to transportation services. All transportation services should be integrated into the one-call center. be made through the web portal or by telephone call to the one-call center. Depending on needs and eligibility, the individual would be scheduled on the most appropriate service. The scheduling/dispatch software should allow all vehicles operated by all transportation providers to be available for scheduling trips. By having access to all vehicles, there is a potential for gains in productivity and opportunities to enhance services.



### Implementation Timeline and Potential Costs Summary

Table ES-1 outlines a potential implementation timeline for the goals and strategies. Of course, each step is dependent upon a number of factors including funding cycles and available local match to draw down Federal funds. Table ES-2 presents potential annual costs by year.

Table ES-1: Implementation Timeline					
Goals and Objectives	Year 1	Year 2	Year 3	Year 4	Year 5
<b>Goal #1: Establish a Local Coordinating Council</b>					
1.1: Develop LCC Membership					
1.2: Establish the LCC Structure, Mission, and Mobility Goals					
1.3: Lead Coordinated Efforts to Address Mobility Goals					
<b>Goal #2: Enhance Mobility and Accessible Transportation Options</b>					
2.1: Encourage Enhanced Transportation Services					
2.2: Provide Funding for Enhanced Transportation Services					
<b>Goal #3: Establish a One-Call/One-Click Center</b>					
3.1: Identify the Functions to be Included in the Center					
3.2: Identify a Lead Agency					
3.3: Develop a User Portal for Online Access					
3.4: Integrate Transportation Services into the Center					

Table ES-2: Potential Costs by Year					
Goals and Objectives	Year 1	Year 2	Year 3	Year 4	Year 5
Goal #1: Establish a Local Coordinating Council					
	\$8,000 to \$20,000	\$5,000	\$5,000	\$5,000	\$5,000
Goal #2: Encourage Mobility and Accessible Transportation Options					
Enhanced Services	\$500,000	\$500,000	\$500,000	\$500,000	\$500,000
Goal #3: Establish a One-Call/One-Click Center					
Initial Start-UP		\$70,000 to \$100,000			
Staffing (Annual Costs for 2 FTEs)			\$60,000 to \$100,000	\$60,000 to \$100,000	\$60,000 to \$100,000
Expanding to Include Online Access				\$50,000 to \$200,000	\$10,000
Project Management					\$50,000 to \$100,000
<b>Total Annual Cost:</b>	<b>\$508,000 to \$520,000</b>	<b>\$575,000 to \$605,000</b>	<b>\$565,000 to \$605,000</b>	<b>\$615,000 to \$805,000</b>	<b>\$625,000 to \$715,000</b>



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# Chapter I: Introduction and Review of Documents

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## INTRODUCTION

The Regional Transportation Commission of Washoe County (RTC) has contracted with LSC Transportation Consultants, Inc. (LSC) to revise and update its Coordinated Human Services Public Transportation Plan (CTP). This is an opportunity to identify unmet senior and disabled transportation needs, reduce duplication of services, and improve the coordinated transportation system for the metropolitan area of Washoe County, Nevada which includes the cities of Reno and Sparks. RTC's last Coordinated Human Services Public Transportation Plan was developed in 2015 and while the plan is due for an update every four years, this update is being completed in alignment with RTC's 2050 Regional Transportation Plan.



## STUDY PURPOSE

The primary goal of this project is to prepare an update to the coordinated human services transportation plan which meets the requirements of the Federal Transit Administration (FTA) for a Coordinated Public Transit-Human Services Transportation Plan. A locally developed plan is required by the FTA for funding of activities to be funded by the Section 5310 program. There are specific requirements for this type of plan including an inventory of existing transportation services, identification of unmet transportation needs, identification of duplication of services and gaps in service, and development of strategies to reduce duplication and serve the unmet needs. 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.

## STUDY APPROACH

The study began by developing an understanding of the local community and the existing transportation services in Washoe County through collection of demographic data, stakeholder interviews, and updating information about existing transportation services. LSC worked closely with the Project Management Team (PMT) to identify unmet transportation needs and gaps in service. Opportunities to leverage existing resources were identified and developed into an implementation plan to reduce any duplications of service, serve unmet needs, and improve efficiency of service delivery in Washoe County.

Two Interim Reports were prepared as part of the planning process. The information from the two Interim Reports were then integrated into a Draft Report for review and approval. The first Interim Report presented information about existing conditions in Washoe County, including the results of stakeholder interviews, an inventory of existing transportation services, a geographic service area analysis, and a demographic profile including population characteristics and employment centers. The second Interim Report contained a summary of the community survey responses, an assessment of specialized transportation needs, and an evaluation of potential coordination strategies.

## KEY ISSUES

The initial meeting of the PMT was held on May 8, 2020 to discuss the project schedule, study issues and goals, public engagement, and data collection. Key issues discussed during the meeting included:



- It's a small area with five current sub-recipients and not a lot of applications.
- There are a lot of existing transportation providers but they are not necessarily applying for funding.
- Need for coordination of all transportation options for persons with disabilities and seniors, (one stop shops for transportation options), but has not happened yet.
- In terms of duplications, each program has their own list of clients and there is some overlap on who they serve.
- No existing coordination among sub-recipients when putting in applications about prioritization.
- Transportation is one of the important priorities for all groups, but urban sprawl is a challenge and RTC's existing services do not necessarily reach all of those areas.
- Affordable housing and moving to outside areas pose transportation challenges.
- Important that this plan aligns with RTC's 2040 Regional Transportation Plan and the 2050 Regional Transportation Plan currently under development.

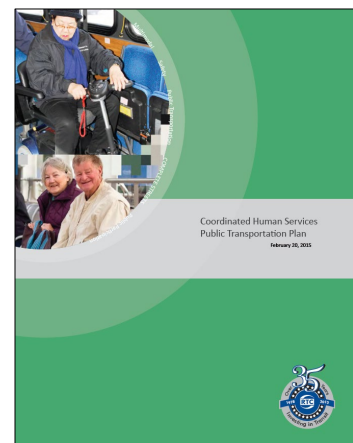
## REPORT CONTENTS

The remainder of Chapter I presents a review of existing planning documents. Chapter II provides a summary of stakeholder interviews. A community survey was conducted and the results are presented in Chapter III. An inventory of existing transportation services in Washoe County are presented in Chapter IV. Chapter V presents an analysis of the geographic service area. Chapter VI presents a summary of community demographics and employment centers. This chapter specifically looks at various market segments that use transit, such as older adults, people with disabilities, zero-vehicle households, and low-income population. The potential needs for specialized transportation services are presented in Chapter VII and key findings of the planning effort are summarized in Chapter VIII. Potential coordination strategies are discussed in Chapter IX and the recommended implementation plan is described in Chapter X.

## REVIEW OF DOCUMENTS

### RTC Coordinated Human Services Public Transportation Plan

RTC's previous Coordinated Human Services Public Transportation Plan was completed in February 2015, and represents a continuation of transportation coordination and planning efforts that had begun under the first CTP completed in 2007. The Plan was intended 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. This document serves 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 human services transportation plan.



The plan outlined the following existing transportation service implementation 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 mobility needs of seniors, persons with disabilities and low-income individuals.
- Provide public transit and human service transportation services without discrimination on the basis of race, color, national origin, or disability.

In addition, the plan outlined the following existing transportation service implementation objectives:

- Enable a comfortable walking distance to transit stops for passengers from/to their origins/destinations.
- Provide accessible bus stops when possible.
- Ensure the services meet federal requirements.
- Provide frequent transit service in urban areas.
- Operate reliable, convenient transit service that offers competitive travel times.
- Ensure the services are feasible by monitoring the following operational and cost indicators (i.e., operating cost per passenger, operating cost per revenue hour, passenger per revenue hour, passenger per revenue mile, and farebox recovery ratio).

The plan also outlined the following implementation strategies:

- Expansion of Volunteer Driver Program
- Increase Funding for Washoe Senior Ride Program
- Purchase Wheelchair Accessible Vehicles for Human Service Agencies
- Provide Flexible Transit Service in Outlying Areas of Our Community
- Coordinate Transportation Resources with Social Service Agencies
- Increase Funding for RTC's Non-Urbanized Transportation Program (Sales Tax Fund)
- Creation of a Private Non-Profit Transportation Provider
- Provide More Travel Training

To view the complete RTC Coordinated Human Services Public Transportation Plan, please click this link: <https://www.rtcwashoe.com/wp-content/uploads/2017/04/Coordinated-Transportation-Plan.pdf>

## RTC 2040 Regional Transportation Plan

The 2040 Regional Transportation Plan (RTP) for the Washoe County metropolitan area was completed in August 2018 and articulates the vision and priorities that will enhance the region's quality of life and ensure it is the best place to live, work, recreate, visit, and invest. The Washoe County metropolitan area includes the urbanized area of Reno, Sparks, and Washoe County, Nevada, and is also known as the Truckee Meadows. The RTP was developed with feedback from local residents, businesses, and federal, state and local partner agencies. The planning process was by four guiding principles derived from community input: 1) safe and healthy communities; 2) economic development and diversification; 3) sustainability; and, 4) increased travel choices. The plan supports the economic vitality of the region by promoting safety, providing accessible places to walk and bike, improving connectivity between where people live and work, and conserving resources through environmentally and fiscally sustainable practices.



Specifically, the goals of the RTP include:

- Improve safety
- Integrate land-use and economic development
- Promote healthy communities and sustainability
- Manage existing systems efficiently
- Integrate all types of transportation
- Focus on regional connectivity
- Promote equity and environmental justice
- Improve freight and goods movement
- Invest strategically

In addition, the RTP includes four programmatic investments that will be ongoing throughout the life of the plan, including: 1) accessibility improvements under the Americans with Disabilities Act (ADA); 2) pedestrian and bicycle facility improvements; 3) traffic signals and intelligent transportation systems (ITS) operations; and 4) pavement preservation.

In terms of transit improvements, the RTP follows the recommendations and strategies for transit service over the next five years from RTC's Short-Range Transit Plan. In addition, the RTP outlines the unfunded vision for transit, including:

- Expanded downtown circulator bus service
- Express bus on Pyramid Highway to serve north Sparks and Spanish Springs
- Express bus service from Reno and Sparks to the Tahoe Reno Industrial Center
- Express bus service on South Virginia to serve the Summit and UNR/TMCC Redfield Campus
- Express bus service on US 395 to serve the North Valleys
- Larger maintenance facility for long-term expansion
- Service between Reno and Lake Tahoe, including Incline Village, and the South Shore transit service provided by the Tahoe Transportation District
- Service between Reno and Truckee, California, connecting the RTC RIDE and TART system

- Commuter rail service from Reno and Sparks to the Tahoe Reno Industrial Center
- Streetcar transit to connect the Reno-Tahoe International Airport to Virginia Street
- Streetcar service on Virginia Street from the Reno Tahoe Convention Center to the University of Nevada, Reno

To view the complete RTC 2040 Regional Transportation Plan, please click this link:

[https://rtcwashoe.wpengine.com/wp-content/uploads/2017/02/FinalRTPBook\\_Dec20\\_2018-small-trim.pdf](https://rtcwashoe.wpengine.com/wp-content/uploads/2017/02/FinalRTPBook_Dec20_2018-small-trim.pdf).

The Regional Transportation Plan is currently being updated and the update will replace the 2040 Plan.

## RTC Public Participation Plan

RTC's Public Participation Plan was completed in November 2017 and articulates RTC's commitment to open and transparent interaction with the public and with relevant public agencies to support the regional transportation planning process. The Plan outlines that public involvement opportunities must be established early in the process and be a continuous effort throughout the development of any document or project. Specifically, the Plan establishes the process for RTC to provide for timely public notice of information that is critical to plans and projects of regional significance, allowing the public full access to key decisions.



To achieve RTC's public participation goal, the major planning and program development objectives include:

1. Seek maximum public participation in the planning process
2. Seek broad identification and representative involvement for all transportation modes
3. Utilize effective and equitable means for distributing information and receiving comments
4. Inform and educate the public and design participation initiatives that will support and encourage effective participation
5. Conduct outreach that bridges language, cultural and economic differences
6. Provide reasonable accommodation and access to disabled individuals so that they can easily participate in the regional planning process

Effective public involvement must go beyond just informing the public, and it must solicit the public's ideas, issues, and concerns, while working collaboratively to develop solutions for the region's transportation infrastructure. Consistent with U.S. Department of Transportation and Nevada Revised Statutes requirements, RTC has established the following requirements regarding the public participation process:

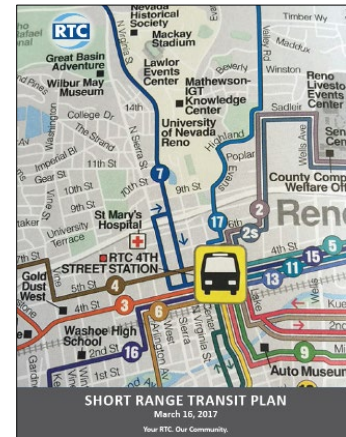
1. Public Process Review
2. Committee Review
3. Public Comment
4. Public Hearing
5. Comment Summary
6. Revisions
7. Administrative Modifications
8. Amendments

To view the complete RTC Public Participation Plan, please click this link:

[http://rtcwashoe.wpengine.com/wp-content/uploads/2017/11/PublicParticipationPlan\\_2017-1.pdf](http://rtcwashoe.wpengine.com/wp-content/uploads/2017/11/PublicParticipationPlan_2017-1.pdf)

## RTC Short Range Transit Plan

RTC's Short Range Transit Plan was completed in March 2017 and it serves as RTC's direction for how public transportation services will be delivered over the subsequent five years and it also serves as the five-year element of RTC's 2040 Regional Transportation Plan. The SRTP recommendations incorporate operational oversight elements complementing route-specific proposals, with the intent to structure service over the next five years so it can adapt to rapidly changing population demographics, population densities, and a dynamic economy. The SRTP builds on the primary objective of enhancing productivity in the overall system to stretch limited current and future resources, which is consistent with RTC's practice to carefully weigh the cost of service against anticipated ridership as a key to managing the system and its resources. RTC utilizes the "80-20 Rule," which states that 80 percent of service should be deployed to provide the best productivity while 20 percent should ensure the greatest coverage.



The analysis of RTC's existing services found that: 1) RTC services match well with a GIS based analytical tool known as the Residential Transit Oriented Index – RTC provides service where it is required for the majority; 2) RTC services have an overall on-time performance of 90.6 percent; and 3) average weekday productivity and average weekday ridership of each route are indicative of the areas they serve and the level of service provided. Generally, RTC services are doing very well and a few minor, service-hour-neutral adjustments are made regularly to improve service and productivity.

While paratransit service does not significantly change under the SRTP, recommendations to improve RTC ACCESS include:

1. Implement a more rigorous service eligibility screening process;
2. Implement trip eligibility screening;
3. Adjust the fleet mix to include smaller vehicles;
4. Broker transportation with social service agencies;
5. Replace tickets with pre-paid fare accounts;
6. Eliminate all RTC ACCESS service in the non-ADA service area;
7. Serve only the ADA Required area at each time of day;
8. Work with social service agencies to share the cost of RTC ACCESS trips;
9. Provide replacement service in non-ADA areas;
10. Enhance the Washoe Senior Ride Program.

The SRTP also included a fare analysis that reviewed three fare options: 1) cutting fares by 25 percent, 2) increasing fares by 12.5 percent, and 3) maintaining the current fare structure. Consensus from the public and RTC's Board of Commissioners was to maintain the current fare structure.

The SRTP offers three service improvement plan scenarios: 1) Recommended, 2) Expansion, and 3) Reduction, with the Recommended scenario being the most favorable by the public and RTC's Board of Commissioners. The proposed changes in the Recommended scenario were built around a series of productivity enhancing concepts designed to focus service where the best opportunity for increased ridership exists. Specifically, a service hour shift was proposed to better align service to further maximize productivity in the system as a whole. The service hour shift focuses on the Primary Transit Network where a combination of employment and residential densities is most likely to generate the most ridership for the changes being made. Service change concepts also include realigning interlined routes and improving on-time performance.

TABLE ES-1- Itemized List of Proposed Route Changes by Logical Group

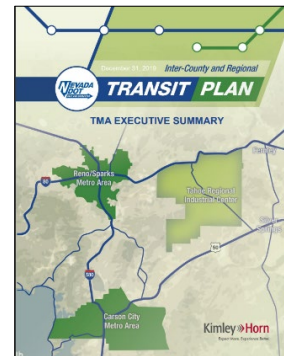
TYPE	ROUTE	OPTION
No Change	All Routes - Except Routes 2s, 5, 14 Tripper, and 18x	The exceptions are noted below.
Proposed Regardless of Option	RAPID UNR Extension, Lincoln Line BRT	RAPID Extends to UNR from special grant funding New RAPID type service on 4th Street and Prater Way from special grant funding service.
Proposed Immediate Changes	A Route 14 Tripper Route 18x	These two services consume many service hours without carrying enough passengers to justify continued operation - Discontinue.
	B Route 13	Shift service hours from Route 14 Tripper and Route 18x to increase the 60 min service to 30 min service from 8am to 4:30 pm on weekdays to better serve the Veterans Medical Center.
	C Route 2s	Route 2s provides service during the morning and afternoon peak hours; however, the need is more during the mid-day. Shift hours to the mid-day, number of hours remains the same.
	D Routes 7, 9, and 12	Remove Route 7, keep Routes 9 and 12 interlined.
	E Routes 1 and 7	Interline Route 7 with Route 1 to improve on-time performance.
	F Route 5	Adjust Line of Route from McCarran to Selm.
Consideration for Further Study	Routes 15 and 17	Explore interline of these two routes with transfer at Bonanza.
	Routes 3 and 4	Explore improving these services.
	Downtown Circulator	With completion of the Virgil Street UNR Extension project, the SIERRA SPIRIT will be re-purposed.
Elimination	Route 14	Noted above.
	Route 18x	Noted above.
	Sierra Spirit	Service covered partially by restructured RAPID by 2018/2019.

To view the complete RTC Short Range Transit Plan, please click this link:

<https://rtcwashoe.wpengine.com/wp-content/uploads/2017/06/SRTP17-FINAL1-EMD.pdf>

## Nevada DOT Inter-County and Regional Transit Plan

The Nevada Department of Transportation (NDOT) Multimodal Planning Division completed an Inter-County and Regional Transit Plan in December 2019 which studied the public transportation demand and needs in the northern Nevada region centered around the Tahoe-Reno Industrial Center (TRIC). Increased development activity and high employment growth in Northern Nevada in recent years have led to increased traffic, and changing travel needs that have outpaced the existing resources. The Plan impacts Reno and Sparks, as well as Washoe, Storey, Carson City, Lyon, and Churchill Counties.



Traffic volumes along I-80 near USA Parkway have been increasing since 2016. Over 80 percent of TRIC employees come from the Reno and Sparks area, and with no alternative route available, I-80 has become increasingly congested in recent years, lengthening commutes. With the Reno/Sparks area likely to continue as the major employment base feeding the TRIC, alternatives to the drive alone option are being explored.

In a 2018 survey, many employers already reported losing employees due to unreliable transportation or concerns about the commute. The 2018 survey also discovered that many employees are already finding alternative ways to get to work. Over 34 percent of TRIC employees are already reporting commuting via carpool or transit, and even more are interested, indicated by 59 percent of survey respondents, in options other than driving alone.

TRIC is a major employment driver for the state of Nevada, but its success depends on the availability of reliable, safe, and convenient transportation options to and from the site. The Inter-County and Regional Transit Plan identified seven preferred alternatives:

1. Organize a five-county transit task force
2. Develop a five-county park and ride expansion implementation plan
3. Develop a Transportation Management Association (TMA) implementation plan
4. Identify potential TRIC mobility options
5. Perform an express bus study
6. Perform a travel time reliability study
7. Explore land use options that reduce highway travel demand in the five-county area

NDOT is currently focusing on two of the recommendations, #3 and #4 listed above, as short-term next steps. For #3, developing a TMA is a low-cost solution that can be implemented in the short-term that will help facilitate the region’s transportation needs. For #4, five TRIC mobility options were established based on NDOT and stakeholder feedback, including: 1) vehicle share network; 2) shuttle services; 3) emerging technology solution; 4) fixed guideway transit; and, 5) app-based rideshare services.

In addition, the Plan also outlines the following next steps for NDOT and other regional transportation partners to advance mobility in the five-county region, including:

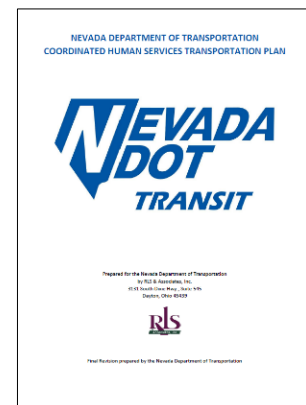
- Continue conversations with TRIC employers and regional stakeholders to advance the TMA process.
- Identify key leaders whose involvement will be needed for success.
- Identify mobility services to be provided.
- Educate employers and other stakeholders on the benefits of a TMA and their involvement.
- Identify a possible third-party to lead and manage the TMA through its first year of operation.

To view the complete Nevada DOT Inter-County and Regional Transit Plan, please click this link:

<https://www.nevadadot.com/home/showdocument?id=17232>

## Nevada DOT Coordinated Human Services Transportation Plan

In 2018, NDOT completed an update to their 2011 Coordinated Human Services Transportation Plan to fulfill the planning requirements of the United We Ride initiative and the Federal Transit Administration’s *Safe, Accountable, Flexible and Efficient Transportation Equity Act – A Legacy for Users*. This CHSTP update focused only on the transportation needs in rural areas of the state. The fundamental element of this planning process was the identification and assessment of existing transportation resources and local/regional unmet transportation needs or gaps in service. This was accomplished by receiving input from key stakeholders (seniors and individuals with disabilities), through community workshops open to the public, in-person interviews, telephone calls, email conversations and a public survey.



Unmet needs or gaps in transportation service identified through the public outreach process included:

- Statewide/intercity bus service
- Infrastructure improvements for the safety of those riding public transportation
- Additional staffing capacity to perform transportation grants administration

In addition, the Plan also identified transportation resources and unmet needs or gaps in transportation service in each individual County. The needs identified in each county were then grouped into select categories to reduce the spectrum of needs into a summarized list. The top five most common county-identified needs included:

- Some areas are not served by public transportation or require improved access (16 counties).
- Long-distance intercity, intercounty, and interregional public transportation options are needed (15 counties).
- On-demand, urgent transportation options are need (10 counties).
- More medical transportation options are needed for those ineligible for Medicare (10 counties).
- Public transportation needs to expand the days and hours of operation to include nights and weekends (nine counties).

The goals outlined in the Plan include:

- Goal #1: Sustain existing services and enhance statewide transportation framework
  - Strategy 1.1: Sustain existing rural public transportation programs
  - Strategy 1.2: Establish statewide coordinating council for rural transportation
  - Strategy 1.3: Establish coordinated community transportation regions
  - Strategy 1.4: Collaborate on grant applications
- Goal #2: Enhance medical service options in unserved communities
  - Strategy 2.1: Coordinate medical appointments with transportation availability
  - Strategy 2.2: Schedule mobile medical unit visits for communities lacking medical facilities
  - Strategy 2.3: Establish tele-health centers
- Goal #3: Increase match for rural transportation with purchase of service agreements
  - Strategy 3.1: Increase purchase of service agreements with public transportation
  - Strategy 3.2: Increase countywide public transportation service
- Goal #4: Create coordinated volunteer driver program
  - Strategy 4.1: Create volunteer transportation working groups
  - Strategy 4.2: Identify joint volunteer driver insurance providers
  - Strategy 4.3: Develop volunteer driver training program
  - Strategy 4.4: Develop volunteer driver program with flexibility to attract drivers
  - Strategy 4.5: Recruit organizations that benefit from volunteer driver services
- Goal #5: Expand regional intercity connectivity and local transportation services
  - Strategy 5.1: Provide intercity bus routes
  - Strategy 5.2: Conduct needs assessment for routes between Boulder City and Las Vegas
  - Strategy 5.2: Increase service frequency between Boulder City and Las Vegas
- Goal #6: Expand transportation services to unserved communities
  - Strategy 6.1: Establish public demand response service in West Wendover
  - Strategy 6.2: Enhance transportation for the Shoshone Paiute Tribe Senior Center



- Strategy 6.3: Expand Get My Ride blue line
- Strategy 6.4: Expand Get My Ride service area and hours
- Strategy 6.5: Expand Ely Bus to White Pine County rural communities
- Strategy 6.6: Expand Pleasant Senior Center transportation service area and hours
- Strategy 6.7: Conduct pilot demonstration of a Winnemucca flexible fixed route
- Strategy 6.8: Establish public demand response service in Battle Mountain
- Strategy 6.9: Vanpool or shuttle service in Douglas County
- Goal #7: Increase safety for public transportation service in the City of Laughlin
  - Strategy 7.1: Investigate the potential for developing bus safety lane
- Goal #8: Improve public and human service agency transportation information
  - Strategy 8.1: Improve transportation information available through Nevada 211
  - Strategy 8.2: Establish rural travel training program
  - Strategy 8.3: Develop media offering passengers easy transportation guidance

To view the complete Nevada DOT Coordinated Human Services Transportation Plan, please click this link: <https://www.nevadadot.com/home/showdocument?id=16995>



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### INTRODUCTION

Public input, particularly from stakeholders, is an essential component of any Human Services Coordinated Transportation Plan (CTP). One of the first tasks of this study was to identify and contact stakeholders. Using the list of stakeholders from the previous CTP as a starting point, stakeholders who represent the broad composition of human services agencies, non-profits, human service transportation providers, medical providers, veteran’s services, and transportation network companies were contacted and asked to participate in the study. The list was expanded through reference of existing stakeholders and in consultation with RTC staff. The list of stakeholders contacted is shown in Table II-1. The table also identifies which stakeholders participated.

Participation occurred in two general categories. First, stakeholders who provide any type of transportation were asked to provide data to develop an inventory of human service transportation services offered throughout Washoe County (and beyond). The data requested included type of service, eligibility for service, funding sources and operating parameters. The transportation provider inventory is described in Chapter III. Second, stakeholders were asked to provide valuable insight on the state of transportation, transit issues and needs, and gaps in service throughout Washoe County. The interviewers operated from a list of general questions to solicit responses in consistent categories. This chapter describes the valuable input offered by stakeholders, organized by issues.

### STAKEHOLDER QUESTIONS

The stakeholder questionnaire included the following topics:

- Unmet Transportation Needs
  - Transportation needs that are currently not met or will become a need in the future.
  - Any transportation requests (either directly or on behalf of their constituents) that stakeholders could not accommodate.
  - Suggestions for how such unmet needs could be met.
- Coordination
  - Description of existing coordinated transportation arrangements with other providers/agencies.
  - Benefits of coordinating transportation.
  - Challenges to coordinating transportation.
  - Ideas on how to improve regional transportation coordination.
- Miscellaneous – Stakeholders were encouraged to add comments.

It should be noted that the interviews took place during the Covid-19 pandemic, which affected stakeholders’ availability and may have affected their opinions on some topics, though interviewers asked stakeholders to consider transportation issues as a “big picture” concern.

## SUMMARY OF RESPONSES

### Unmet Transportation Needs

Stakeholders were asked about unmet transportation needs, both current and anticipated. Some consistent issues were identified in this regard.

Stakeholder		Participation			Shared Provider Data?
		Contacted by		Inter-viewed?	
Organization	Contact	Email	Phone		
Access to Healthcare Network	Sherrri Rice	X		Yes	Yes
Bell-Limo	Jeanne O'Doan	X		No	No
Care Chest of Sierra Nevada	Anne Schiller	X	X	Yes	
Care Services of Nevada	Sylvie Smith	X	X	Yes	
Caring Transitions of Reno/Sparks	Brad Kaune	X		No	
Community Foundation of Western Nevada	Chris Askin	X	X	Yes	
Community Health Alliance	Oscar Delgado	X		No	
Continuum Reno	Diane Ross	X		No	
Disability Resource Center	Mary Zabel, George McKinlay	X		No	
Family Ties of Nevada	Mary Meeker	X	X	Yes	
High Sierra Industries	Lavonne Hayes	X		No	
Lend-A-Hand Senior Services		X		No	
Med Express	Jason Larrieu	X		No	
MTM	Ken Riddle & Sandra Stanko	X		No	
My Ride to Work	Angela Vereen	X		No	
National Federation for the Blind		X	X	Yes	
Neighbor Network of Northern Nevada (N4)	Amy Dewitt-Smith	X	X	Yes	Yes
Northern Nevada Center for Independent Living	Mark Tadder	X	X	Yes	
Northern Nevada Center for Independent Living	Lisa Bonie	X	X	Yes	
Path to Independence	Mary Bryant	X	X	Yes	
Pyramid Lake Indian Reservation	Eben Harrison, Pamela Wright	X		No	
Pyramid Lake Tribal Transit	Johnnie M. Garcia	X	X	No	
Pyramid Lake Tribal Transit	Michelle Smith	X	X	No	Yes
Reno Behavioral	Steve Shell	X		X	
Reno Center for Child & Adolescent Health	Dr. Ron Aryel	X	X	Yes	
Reno Sparks Indian Colony		X		Yes	
Ridgehouse	Dani Tillman	X		No	
Ridgehouse	Denise Everett	X		No	
RSVP OF NEVADA	Sandy Severance	X		Yes	
Sanford Center for Aging/SOS	Crissa Markow	X	X	Yes	
Sanford Center for Aging/SOS	Kelley MacMillan	X	X	Yes	
Sanford Center for Aging/SOS	Peter Reed, Gary Aldax	X		No	
Sanford Center for Aging/SOS	Sina Ward	X	X	Yes	Yes
Senor Spectrum Magazine		X		No	
Seniors in Service (SIS)	Mary Brock	X	X	Yes	Yes
Sierra Home Health Care			X	No	
State of NV Dept. of Employment, Training & Rehab	Ken Pierson	X		Yes	
State of NV Dept of Health & Human Services	Kari Horn	X		No	
State of NV Dept of Health & Human Services	Dena Schmidt	X		No	
State of NV Dept of Health & Human Services	Ellen Marquez	X		No	
Tahoe Transportation District		X		No	
United Cerebral Palsy of Nevada	Monica Melsbrock, Michelle Puffer	X		Yes	
United Way of Northern Nevada	Michael Brazier	X		No	
Washoe County Human Services Agency	Abby Badolato	X		Yes	Yes
Washoe County Senior Services	Jodi Bhakta	X		Yes	

Source: LSC Transportation Consultants, Inc.

### Limited Service Area

Stakeholders consistently stated that the RTC service area does not adequately meet people's needs. Many in particular noted that the Reno/Sparks area has been growing exponentially, but RTC services have not kept pace with the increased need for transit that has developed as a result of this growth. It was pointed out that the McCarran loop has become a somewhat arbitrary service boundary, despite needs being outside of this loop. One stakeholder noted that a client lived on the south side of the McCarran Loop, which did not have bus service despite being close to McCarran. This stakeholder also noted that funding has focused on streets and road infrastructure, while transit funding has stagnated. Another stakeholder mentioned that a recent re-route of Route 17 affected their program participants from getting to and from their services.

### More Service

Most of the stakeholders said there is a need for more service in general. Clients/passengers of human service transportation services have a difficult time scheduling trips due to high demand.

### Door-through-Door Service

Social service providers emphasized that most of their clients (frail elderly, developmentally disabled, mobility limited) need door-through-door service rather than curb-to-curb or door-to-door service. RTC currently provides door-to-door service.

### Underserved Populations

One stakeholder noted there is a high need among undocumented families, particularly single mothers with children, and primarily to get to medical appointments.

For elderly and disabled adults, the need for transportation is for trips to medical appointments and social services.

### Affordable Service

Several stakeholders noted that their clients are low income and there is a lack of affordable transportation. Longer trips or trips in multiple zones are unaffordable for many clients.

### "Big Picture" Needs – Policies and Infrastructure

Several stakeholders discussed transportation needs in terms of establishing policies and infrastructure which support transit, including:

- A better, more integrated transportation system: better (and more) buses, Bus Rapid Transit (BRT). Service beyond paratransit.
- Housing and development policies which support transit, such as increasing housing density, building smart streets, ensuring new developments consider transportation as part of their development strategy and requirements (i.e. installation of bus pull outs, accessible sidewalks, bus stops).
- More tax dollars for supporting transit: institute a gas tax or income tax. Low tax states have low services.
- Businesses should be part of the solution. Places like Grand Sierra, which is directly served by an RTC stop, should pay for increased frequency (30 minutes instead of the current 60 minutes). Employers should offer employees free bus passes.

- The County Commission should work on solutions. Growth has an impact. It is hard for RTC to keep up with increased demands.

### Timely Transportation

Stakeholders noted that their services and the services they refer clients to have very long wait times to schedule trips. One provider originally had a five-day advance reservation request, then changed it to seven, and now ten. Access to Healthcare Network has a wait list of up to seven weeks according to a stakeholder. This type of advanced scheduling rarely meets the last-minute needs in reaction to medical appointments, events, and opportunities.

### Transportation Beyond Non-Emergency Medical Trips

Seniors in Service (SOS) obtained a grant from the National Aging and Disability Transportation Center (NADTC) to ascertain transportation needs in the community. SOS specifically wanted to know what seniors and persons with disabilities enjoyed doing, and what barriers exist that prevent them from doing these activities. Most wanted opportunities for outdoor recreation and to be with family and friends but were lacking transportation options to do so. As part of the grant, SOS held a transportation forum where they listened to people’s concerns, and the grant culminated in a report summarizing the outreach efforts and findings. Highlights include:

- The cost of transportation was not the foremost concern
- Many participants indicated a fearfulness at being with strangers and at being in large crowds at their destinations
- Train drivers better on how to treat people with disabilities (patience)

The goal of the grant was to explore how to get beyond the non-emergency medical needs transportation to also serve basic activities that increase individuals’ well-being. For example, one client found satisfaction in volunteering at an animal shelter, which also benefitted the shelter. Clients are also interested in civic engagement. SOS arranged to borrow a University of Nevada – Reno (UNR) vehicle from another program and shuttled clients to Tahoe for a full-day outing, which was very enriching. SOS would like to facilitate more of these types of activities, but transportation is an important component.

### Accommodating Wheelchairs

Mileage reimbursement programs rarely have wheelchair vehicles available. Some individuals are capable of handling lightweight transport wheelchairs, but usually it is up to the volunteer, and therefore this can be a limiting factor in providing transportation. One stakeholder noted that RTC ACCESS is better equipped (both with vehicles and training) to handle wheelchair passengers than most non-profits or other providers.

### Suggestions for Meeting Transportation Needs

As stakeholders were asked about unmet needs, they were also asked if they had ideas for solutions to meet those needs. Suggestions for improvements are summarized below.

### Transportation Network Companies

Several stakeholders discussed the possibility of using Transportation Network Companies (TNCs) such as Lyft and Uber, with specific suggestions and comments:

- While TNCs are great resources for the general public, they are not for the frail elderly. The elderly may need door-to-door assistance and are not tech savvy. If RTC could find a way to arrange Uber/Lyft trips for the elderly without them having to use the app, that might work.
- Local transportation offered through a TNC at a discount is needed.

### Expanded Service Area - More Service Outside of the McCarran Loop

Several stakeholders noted the best way to meet needs would be for RTC to expand what they are already doing, especially outside of Reno/Sparks. The launching of FlexRIDE was mentioned as an example.

### Increased Funding/Make Affordable

Stakeholders recommended:

- Increase funding. With more money, providers could offer more service.
- Make transit affordable, particularly for low income, through free fares or voucher programs.

### Coordination

Stakeholders were asked about existing coordination, the benefits of coordination, and the barriers to coordination. Most stakeholders noted that coordination was limited but occurred organically when getting together for purposes beyond transportation.

### Lack of Information / Lack of Available Service

Stakeholders said it can be difficult to find transportation for their clients due to a lack of information about services. Often when one provider calls another to arrange a trip, the wait time for service will be unreasonable, and numerous providers will need to be called.

Another barrier to coordination is the difficulty matching the needs of the passenger (physical and/or cognitive ability, funding restrictions, time, and location) with the resources of the provider (appropriate vehicle, trained staff, cost, availability).

### Mobility Forum / Transportation Summit

Stakeholders mentioned a Mobility Forum was hosted by N4 just before the pandemic. A program was discussed called “MUVE” which is an Uber/Lyft type service but using volunteer drivers. One stakeholder noted this sounds like a great program.

Seniors in Service (SOS) obtained a grant to ascertain transportation needs in the community, and also held a transportation summit of sorts, with approximately 50 participants. The project sought to find out what transportation needs exist beyond the non-emergency medical trips, particularly services which could lead to clients’ improved happiness.

### Positive Coordination

In the perspective of one stakeholder, coordination is fairly strong and the Social Services Administration is fantastic. No one is territorial and everyone tries to work together. People are really good about referring to other agencies. RTC is excellent at outreach.

## Barriers to Coordination

A particular barrier to coordination is that agencies work in silos and are not always aware of others' needs or what they're providing. Agencies try to address this with meetings, but transportation is not always the top priority. Additionally, there is an inordinate amount of paperwork. It is cumbersome, but probably necessary. There always seems to be some sort of error in the duplicating of papers, and a need for constant corrections. This probably comes down from the federal level.

## Suggestions for Improving Coordination

Stakeholders offered a few suggestions for improving coordination, as follows:

- Establish a call center similar to 211, where organizations or individuals can call to find a ride that matches their needs. The caller would identify the requirements (age, mobility challenges, ability to pay, window of trip need, etc.) and the call center would find all possible matches for the ride.
- Similarly, a third-party network provider similar to Lyft and Uber could offer service to program participants or individuals, with an Uber-like app developed to arrange the rides. Many elderly and disabled are not tech savvy, so there would need to be a phone option or another party who could assist in arranging the trip.
- Arrange for long-distance, out-of-area providers to connect with local providers for Reno-based trips.

## Additional Topics

A few topics of discussion outside of the original interview questions are summarized below.

### Volunteerism

Many of the stakeholders contacted rely on the support of volunteers as the foundation of their transportation services, or at least, to enhance services. Volunteers in some programs are offered mileage reimbursement, though many do not request reimbursement. The main benefit of volunteerism is cost effectiveness, but other benefits are derived as well. For many, volunteering is an opportunity to engage socially and to feel appreciated. Some non-profits expressed that without volunteers, there is no way they would be able to offer the services they do.

Volunteerism comes with challenges as well. Many volunteers are seniors who may "age out" of the ability to volunteer. At least one agency noted that as the cost of living in Reno has increased with recent growth, some volunteers have had to cut volunteer hours to find part-time, paying jobs. Some students volunteer to meet community service requirements, which is a benefit to the students and the volunteer program. However, students' schedules are often inflexible with limited hours available, and busy students may be forgetful. All these factors contribute to what was most often mentioned by stakeholders who rely on volunteers, which is that recruiting is a difficult and constant requirement, and there are never enough volunteers to meet the needs of programs.

Additionally, the logistics of volunteering can be complicated. Volunteers have been sent across town to South Reno to retrieve a client, bring them to an appointment, wait for an hour and a half, and return them. This is a large time commitment. But if the trip is divided into a separate pick up and return trip and the volunteer is not committed to the full trip, the fear is the passenger may become stranded.



Finally, one stakeholder noted that volunteer programs are great, but they do not put a dent in the need. A structured program with dispatchers, drivers and vehicles is necessary to serve well. This requires funding to meet all of the needs.

### Comments on RTC

Several stakeholders praised RTC and said they are a great organization to work with and very helpful. Several noted RTC provides good service with the resources they have, but at least one stakeholder said RTC needs to do more. Another noted RTC tries to do the right thing, but they are constrained by funding.

It was noted that transportation providers take the burden off RTC by providing services, including beyond the McCarran Loop. This saves RTC money and resources. When Washoe County cut funding, non-profits picked up the slack.

### Safety

A few stakeholder groups representing the developmentally and physically disabled community said most of their clients rely on family, friends, Lyft, or Uber for transportation. While some of these individuals are capable of learning how to use fixed-route transit services, they do not feel safe doing so. The primary concern is the Fourth Street Station, which respondents perceive to have vagrants, open drug use, and aggressive individuals. If lighting, cleanliness, and security could be improved at the transit center, more people might be willing to use transit.



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## Chapter III: Community Transportation Survey

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Community outreach is an important part of developing a Coordinated Human Services Public Transportation Plan that meets the needs of the community. While in-person meetings and open houses would have been the preferred method to obtain public feedback, due to Covid-19 restrictions a community transportation survey was used instead to gather public input.

### **SURVEY METHODOLOGY**

As part of an effort to obtain input from Washoe County residents and stakeholders, an online community survey was created. The survey was developed with input from Regional Transportation Commission (RTC) staff and then distributed as widely as possible. The survey asked respondents to answer a series of questions about their personal and household transportation needs and experiences. The survey was available online for approximately four weeks (from August 6<sup>th</sup>, 2020 through September 1<sup>st</sup>, 2020) and is included in Appendix A.

The survey was publicized and distributed through the following means:

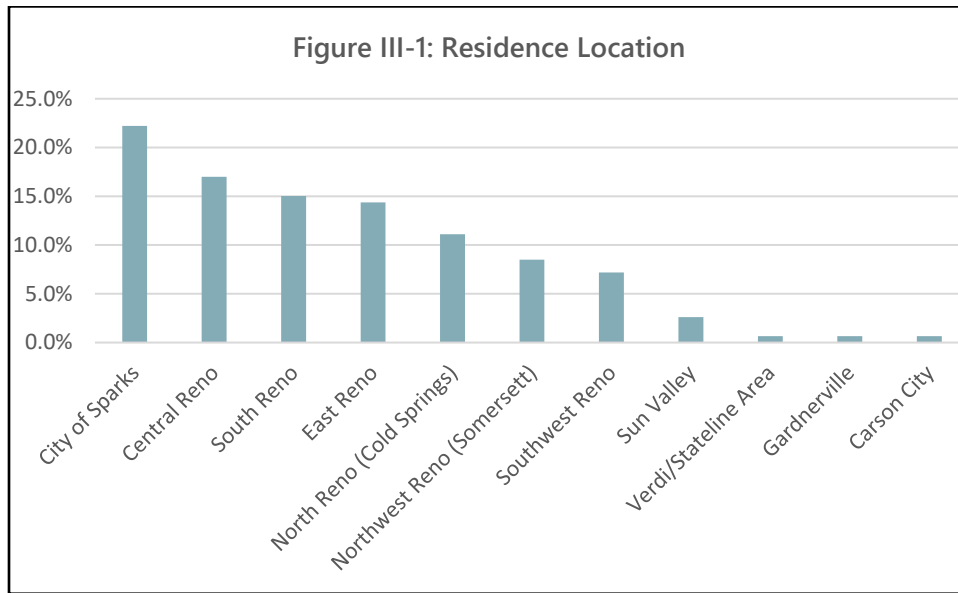
- RTC's Customer Service staff and paratransit service provider, MTM Transit, assisted callers interested in completing the survey.
- Information was disseminated through many meetings with the following groups:
  - Local stakeholders
  - The Nevada Governor's Council on Developmental Disabilities
  - Human Services Network of Nevada
  - Senior Outreach Services
  - Nevada 2·1·1
  - Senior Coalition
  - RTC's Citizen's Multimodal and Technical Advisory Committees
  - BUILD Health Challenge - Steering Committee
- Information was available and shared via RTC's website and social media outlets.

### **SURVEY ANALYSIS**

A total of 155 survey responses were received and the results are discussed in the following section.

#### **Where Respondents Live**

Respondents were asked to provide their residence location, as shown in Figure III-1. Approximately 22 percent of respondents lived in the City of Sparks, followed by 17 percent living in central Reno, 15 percent living in southern Reno, and 14.4 percent living in eastern Reno. Other areas of residence included northern Reno (Cold Springs) at 11.1 percent, northwest Reno (Somerset) at 8.5 percent, and southwest Reno at 7.2 percent.



### Licensed Drivers, Personal Vehicle Use, Ride Availability, and Bus Stop Access

Lack of a private vehicle influences people to use public transportation. Table III-1 shows the number of respondents who do and do not possess a driver’s license or personal vehicle. It also summarizes whether or not those taking the survey often find themselves without the ability to reach their destination.

	Yes		No		Total
	#	%	#	%	
Are you able to drive and have a current license?	59	38.1%	96	61.9%	155
Do you have regular access to a personal vehicle that you drive?	54	34.8%	101	65.2%	155
Do you ever need a ride and not have one?	74	48.1%	80	51.9%	154
Do you live near a bus stop, but have a mobility limitation that limits your ability to walk to a bus stop and/or board a vehicle without assistance?	50	36.2%	88	63.8%	138

Source: LSC, 2020.

As illustrated, nearly 62 percent of respondents are not able to drive and do not possess a driver’s license. In addition, approximately 65 percent of those surveyed do not have a personal vehicle available for their use, while approximately 48 percent find themselves not having a reliable form of transportation when needed.

Respondents were also asked whether or not they have mobility limitations hindering their ability to walk to local bus stops and/or board a vehicle without assistance. Of the 138 people who responded to this question, approximately 36 percent indicated yes, their ability to walk to or board a vehicle limits their ability to use transit without assistance.

### Demographic Questions

All respondents were asked to answer a series of demographic questions.

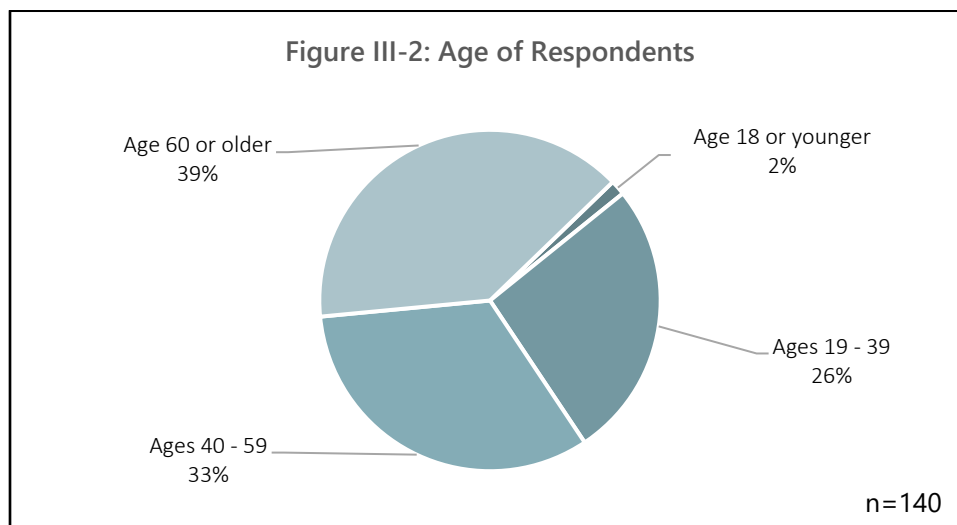
### Persons with Disabilities, Senior Citizens, and Veterans

Respondents were asked to indicate if they were a person living with disabilities, a senior citizen, or a veteran. Respondents were not limited to the number of responses they could select. As shown in Table III-2, approximately a quarter of respondents (24 percent) indicated they were a senior citizen with a disability, followed by respondents who selected senior citizen only (20 percent).

Table III-2: Person with Disabilities, Senior Citizen, and Veteran Status		
	Number of Respondents	Percent of Respondents
Senior Citizen (only)	26	20%
Person with Disability (only)	0	0%
Veteran (only)	1	1%
Senior Citizen with Disability	31	24%
Senior Citizen and Veteran	1	1%
Veteran with Disability	0	0%
Senior Citizen with Disability and Veteran	6	5%
<i>Source: LSC, 2020</i>		

### Age

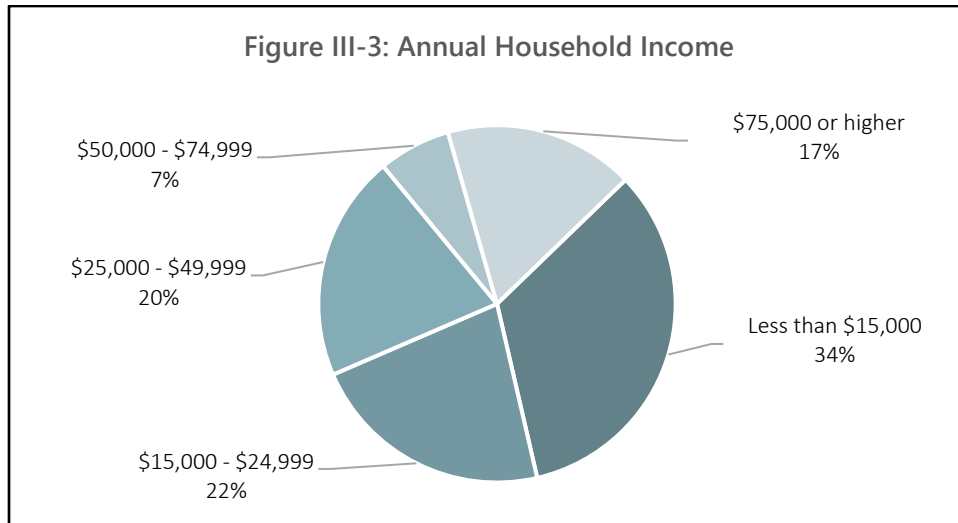
As shown in Figure III-2, respondents were asked to indicate their age. Of those surveyed, approximately 39 percent were ages 60 and older, followed by about 33 percent between the ages of 40 and 59. Those between the ages of 19 and 39 made up approximately 26 percent of those surveyed, and only 1.4 percent were age 18 or younger.



### Annual Household Income

The annual household incomes of survey respondents are shown in Figure III-3. Approximately 34 percent of respondents indicated their annual household income was less than \$15,000 a year. This was followed by approximately 22 percent of respondents who said their annual household income was between \$15,000 and \$24,999 a year, 20 percent of respondents who said their annual household income was between \$25,000, and \$49,999 per year, and 17 percent of respondents who said their annual household income was greater than \$75,000 a year. More than half of the respondents live in

households with incomes below \$25,000 per year. Only seven percent of respondents indicated that their annual household income was between \$50,000 and \$74,999 a year.



### Transportation Characteristics

Respondents were asked to consider their current use of local transportation.

#### Existing Transportation Use

Respondents were given a list of current transportation options and asked to select all of the services that they currently use. Table III-3 illustrates the frequency in which specific transportation providers are used by respondents. Taxis, Ubers, and Lyft services are used the most frequently (48 percent), followed by RTC ACCESS paratransit services (42 percent), and RTC Ride fixed-route services (30 percent).

Transportation Providers	Number of Respondents	Percent of Respondents
Taxi/Uber/Lyft	65	48%
RTC ACCESS (paratransit service)	57	42%
RTC RIDE (fixed-route service)	40	30%
Neighbor Network of Northern Nevada (N4)	28	21%
RTC FlexRIDE	11	8%
Medicaid-sponsored transportation	11	8%
RTC Washoe Senior Ride (subsidized taxi program)	8	6%
Other	8	6%
Other - Ride from family/friends	8	6%
Access to Healthcare Network	7	5%
Other - Personal Vehicle	4	3%
RTC REGIONAL CONNECTOR	3	2%
Senior program transportation services	3	2%
Sanford Center for Aging – Senior Outreach Services (SOS)	2	1%
Seniors in Service (SIS)	1	1%
Washoe County DHHS – Seniors	1	1%

*Source: LSC, 2020.*

## Ride Purpose

Respondents were asked to indicate the primary purpose for travel when they are unable to find a ride. These purposes included — work/commuting, shopping, medical appointments, school, or other. The results are shown in Table III-4. Approximately 59 percent of respondents stated that they most consistently find themselves without a ride to go shopping, followed by 58 percent who need a ride to and from medical appointments, and 30 percent who indicated “other.” Other purposes included recreational and social destinations such as community programs and volunteering. The lack of access to shopping and medical appointments translates directly to quality of life.

Table III-4: Where are you unable to get a ride to?		
Types of Trips	Number of Respondents	Percent of Respondents
Going shopping	42	59%
Going to or from a medical appointment	41	58%
Other	21	30%
Going to or from work	17	24%
Going to or from school or educational training	6	8%

*Source: LSC, 2020.*

## When is Transit Needed?

The survey asked which days of the week and at what time of day the respondent, or a household member, needs to use public transportation within Washoe County. Respondents were allowed to check multiple responses. As shown in Table III-5, days of the week were quite evenly distributed with weekdays being slightly more needed than weekends. The most needed day was Thursday (83 percent) and the least needed day was Sunday (56 percent).

Table III-5: What days of the week do you need transportation?		
Days	Number of Respondents	Percent of Respondents
Monday	57	80%
Tuesday	59	83%
Wednesday	55	77%
Thursday	59	83%
Friday	58	82%
Saturday	47	66%
Sunday	40	56%

*Source: LSC, 2020.*

As shown in Table III-5, respondents indicated that transportation services are most needed between 8:00 AM and noon (74 percent), and between noon and 4:00 PM (67 percent).

Time of Day	Number of Respondents	Percent of Respondents
Midnight to 6:00 a.m.	9	13%
6:00 a.m. to 8:00 a.m.	23	33%
8:00 a.m. to noon	52	74%
Noon to 4:00 p.m.	47	67%
4:00 p.m. to 6:00 p.m.	36	51%
6:00 p.m. to 9:00 p.m.	21	30%
9:00 p.m. to midnight	10	14%

*Source: LSC, 2020.*

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 III-7. Approximately 42 percent of respondents answered that services are too expensive followed by 40 percent who mentioned that they cannot walk far enough to access services. Other deterrents included being apprehensive or fearful of using the services (33 percent), personal access to transportation through family (28 percent), and “other” (23 percent). Issues such as lack of safe access due to location of bus stops, large intersections, disability, and expense were all mentioned by those indicating “other”.

Types of Issues	Number of Respondents	Percent of Respondents
Too expensive	50	42%
Too far to walk to access service	47	40%
I'm apprehensive/fearful	39	33%
Family helps me	33	28%
Other	27	23%
I do not qualify for transportation programs	15	13%
Wheelchair accessible vehicles are not available when I need them	12	10%
I do not know how to use listed services	12	10%

*Source: LSC, 2020.*

### Additional Comments

At the end of the questionnaire, respondents were asked to provide additional comments about the transportation service they would like to see, or any other unmet transportation needs they or members of their household might have. The individual comments can be read in full in Appendix B. Out of 155 total survey responses received, 66 respondents chose to provide additional comments. 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. Table III-8 categorizes the various comments received by topic. The most frequently received comments were related to general compliments about the service and drivers (15 percent), followed by access to transit due to disability (14 percent) and issues with proximity from fixed-route service bus stops (12 percent).



Table III-8: Additional Comments		
Comment Categories	Number of Respondents	Percent of Respondents
Great service	9	15%
Issue with access due to disability	8	14%
Lives too far from bus stop	7	12%
Outside ADA zone	6	10%
Expand Service Areas	5	8%
Friendly bus drivers	4	7%
Improve marketing and awareness	3	5%
Unreliable services	3	5%
No issue	3	5%
Covid-19 Concerns	2	3%
Increase service frequency	2	3%
Would like the subscription program reinstated	2	3%
Bus Stop maintenance	1	2%
Double Decker Bus Question	1	2%
General discontent	1	2%
Lack of driver sensitivity to disabilities	1	2%
<i>Source: LSC, 2020.</i>		



TRANSPORTATION  
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## Chapter IV: Existing Transportation Services

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### INTRODUCTION

Transportation services in Washoe County are a complex mix of public transit services, private for-profit and not-for profit providers, non-emergency medical providers, third-party network companies and more. This chapter reviews existing transportation services available throughout Washoe County, including when and where they serve, eligibility requirements, and operating characteristics such as operating cost, ridership statistics, and number of vehicles.

Each provider tracks the information important to their organization, and therefore not all data are available in a consistent format. Information is summarized as completely as possible to provide a comprehensive picture of what transportation options are available to Washoe County residents. Data on each of the providers is presented in Tables IV-1 and IV-2.

### PUBLIC TRANSIT IN WASHOE COUNTY

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 program; and RTC SMART TRIPS. The different services operated by RTC are described below.

#### 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. 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 and veterans). University of Nevada, Reno (UNR) and Truckee Meadows Community College (TMCC) students and faculty ride free with a U-Pass or Ed-Pass.

Ridership on RTC RIDE totaled 7.3 million passenger trips in FY 2018-19 at an operating cost of \$24.5 million. The fixed-route fleet consists of 65 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 271,266 in FY 2018-19, with an operating cost of \$8.0 million. The fleet consists of 61 vehicles. Passengers using wheelchairs account for 10.3 percent of passenger trips.

Table IV-1: Reno CTP Transportation Inventory							
Providers		Eligibility to Ride	Hours			Fares	
Services	Service Area		Weekdays	Saturdays	Sundays	Base 1-Way	Discounted
RTC RIDE	Reno	None	24 hrs/day			\$2.00	\$1.00 <sup>1</sup>
RTC ACCESS	Within 3/4 mile of a regular fixed route	ADA Eligible	Same as Regular Fixed Route Service			\$3.00 <sup>2</sup>	NA
RTC FlexRIDE	Sparks/Spanish Springs	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
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)	Reno Metro; expanding to 11 counties in N. Nevada	Program-based	Available 24/7			Varies by client	
Access to Healthcare Network	Reno Metropolitan 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+	1-2X/week	None	None	Donation	
	Reno Area	Seniors 60+	As needed	None	None	None	
	Incline Village GID	Seniors 55+	8:00 AM - 5:00 PM	None	None	\$5.00 donation	
Sanford Center for Aging - UNR	Reno Metropolitan Area	Elderly	As needed, depending on Volunteer Availability			None	None
Seniors in Service (SIS)	Northern Nevada	Seniors over 60	As needed, depending on Volunteer Availability			NA	NA

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.  
Source: LSC Transportation Consultants, Inc.

Providers/Services	Annual Operating Statistics							Revenue Sources
	Operating Cost	# of Vehicles	Revenue Hours	Revenue Miles	One-way Trips	Individuals Served	% WC Users	
RTC RIDE	\$24,487,892	65	244,291	2,720,365	7,372,181	NA	NA	22% fares; 57% local funds; 4.1% State; 16.2% Federal
RTC ACCESS	\$8,082,645	61	102,290	1,638,952	271,266	3,600	10.3%	
RTC FlexRIDE	NA	NA	NA	NA	20,973	NA	NA	
Pyramid Lake Paiute Tribal Transit	\$266,300	2	7,000	350,000	4,500			FTA 5311 Tribal Transit, local sales tax funding from RTC
Reno Sparks Indian Colony	(Could not be reached, data was not provided)							
Neighbor Network (N4)	\$550,000	1	NA	18,865	5,268	NA	NA	Grants (5310, others), contracts, donations
Access to Healthcare Network	NA	6	1,760	81,934	11,450	5,000	NA	State & Federal grants, contracts, donations
Washoe County DHHS - Gerlach <sup>1</sup>	\$12,000	1	NA	NA	40	NA	NA	Sales tax funding
Washoe County DHHS - Reno <sup>1</sup>	\$115,274 for two years	1	NA	NA	40/mo <sup>1</sup>	NA	NA	New project under 5310 and was awarded \$115,274 for two years (Capital \$81,627, Operating \$19,870, Admin=\$13,777)
Washoe County DHHS - Incline GID <sup>1</sup>	\$17,000	1	NA	NA	NA	NA	NA	Local sales tax funding from RTC for Incline program, fares
Sanford Center for Aging - UNR	\$31,500	0	NA	NA	1,500	270	NA	FTA 5310
Seniors in Service (SIS)	\$120,000	0	NA	272,727	NA	330	Almost none	Misc. grants, including FTA 5310; Private grants

Note 1: The Washoe County DHHS initiated service in January just prior to Covid, and had approximately 40 passengers/month. Incline GID is supplemented by funds passed through Washoe County but also has local financial support, not included in operating cost.  
Source: LSC Transportation Consultants, Inc.

## RTC FlexRIDE

RTC's FlexRIDE is curbside-to-curbside transit service available in select areas of Sparks/Spanish Springs, North Valleys, and Verdi/Somerset. Scheduling a FlexRIDE is done through a smartphone app or by calling a dispatcher. Pick-up window is eight to 15 minutes. Fares are \$2.00, or \$1.00 discounted. Because this is a new service, ridership data is limited.



## RTC REGIONAL CONNECTOR

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 \$44.00 or \$22.50 discounted. Three morning and three afternoon round trips are operated Monday through Friday.

## RTC's Washoe Senior Ride

The Washoe Senior Ride (WSR) 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 client (any age), and Washoe County Veterans (any age).

Each month WSR participants may purchase up to \$60 worth of taxi fares for just \$15. Participants are issued an RTC WSR CardONE reloadable card, which can be used to pay any part of a taxi fare. The maximum value a participant can accrue on a card is \$180. There are currently three participating Taxi Companies which are all available 24 hours a day, seven days a week: Reno/Sparks Cab Company, Whittlesea Taxi Company, and Yellow Cab Company. Recently, RTC began a demonstration with Uber.

## RTC SMART TRIPS

RTC SMART TRIPS is a free service provided by the RTC to assist local businesses to encourage employees to use alternative modes of transportation. The program has information on bus subsidy programs (and tax benefits), carpools, and rideshares. For example, RTC TRIP MATCH is a web-based service that uses advanced technology to make finding carpool, bike, walking and bus buddies easy, fast, convenient, and accurate. Participants of RTC SMART TRIPS can enroll as a business or as an individual. Service is within Washoe County and extends to Truckee Meadows.

## OTHER PUBLIC TRANSPORTATION SERVICES

### Eastern Sierra Transit Authority

The Eastern Sierra Transit Authority (ESTA) was established in November of 2006 as a Joint Powers Authority between the Counties of Inyo and Mono, the City of Bishop and the Town of Mammoth Lakes (CA). ESTA provides interregional service extending from Reno, Nevada to Lone Pine, California along the 395 corridor for commuters on weekdays. Regular one-way fares from Reno are between \$17 and \$59 depending on destination, and discount fares (senior, disabled, child) range from \$14 to \$53 depending on destination. In the Reno area, ESTA stops at the Centennial Plaza Transit Center (north side of Victorian Avenue).

## **TRIBAL TRANSPORTATION IN WASHOE COUNTY**

Tribal transit services are operated by the Pyramid Lake Paiute Tribe in Nixon and the Reno-Sparks Indian Colony in Reno. Transit 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).

Route service originates in Nixon, Nevada with destinations locally, and to Wadsworth, Fernley (Job Connect), and Reno/Sparks areas. Passengers can commute to work at the Tribal Administration Building and Pyramid Lake Health Clinic in Nixon, and the Reno-Sparks Indian Colony and Health Clinic in Reno. Commuters can connect to RTC in the greater Reno/Sparks area for extended destinations. Shopping trips include destinations such as the Fernley Walmart, Raley's grocery store, and Legend's outlet 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 and Inter-tribal Council of Nevada. Health centers are accessible by transit at the Pyramid Lake Health Clinic, and Reno-Sparks Indian Colony Health Clinic. PLPT serves the RTC Sparks Centennial Plaza where connections can be made to routes servicing Reno/Sparks locations. 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 \$44.00 for unlimited service (\$22.50 discounted)

The service is operated using two 14-passenger vehicles. In FY 2018-19, approximately 4,500 one-way passenger trips over 350,000 vehicle miles and 7,000 hours of service were provided. The operating cost was \$266,318, with \$403,416 budgeted for FY 2019-20. Funding is primarily through Federal Transit Administration (FTA) 5311 grants for rural tribal transit, plus local sales tax funding.

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

Located in Reno, Nevada, the Reno Sparks Indian Colony (RSIC) consists of about 1,100 members. The reservation lands include the original 28-acre Colony located in central west Reno and another 1,920 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 7:00 p.m. and on Saturdays from 10:00 a.m. to 4:00 p.m. The route is operated between the Hungry Valley Community Center (HVCC), the RSIC administrative offices, the RSIC health clinic, Walmart, and Hungry Valley Housing.

## **QUASI-PUBLIC AND PRIVATE, FOR-PROFIT TRANSPORTATION SERVICES IN WASHOE COUNTY**

There are several quasi-public (heavily subsidized) and /or private, for-profit transit providers operating in Washoe County, as outlined below.

## Amtrak

AMTRAK offers passenger rail service through northern Nevada on the California Zephyr Line (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 winter months. The train depot is located at 280 North Center Street and East Commercial Row in Reno, one block south of the RTC 4TH STREET STATION.

## Greyhound

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. The Greyhound station in the Reno Metropolitan Area is located within RTC’s Sparks Centennial Plaza.

## Bus Charters and Rentals

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. Additionally, Flixbus is a company that arranges intercity bus service in Europe and the United States. It is owned by FlixBus GmbH, which also operates FlixBus and FlixBus. FlixBus does not own any buses and does not employ drivers; its services run in cooperation with regional bus companies.

## Taxi Services

Three taxicab companies have offices in the Reno-Sparks urbanized area. These include Reno-Sparks Cab Company, Whittlesea Checker Taxi, and Yellow Cab Company. Each has a contract with RTC for the taxi-voucher program.

## Limousine Services

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

## Assisted Living and Retirement Residences

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: Clearwater at Rancharra, Amada Senior Care, Atria Summit Ridge, Classic Residence by Hyatt, The Fountains Senior Care, The Manor at Lakeside, Odd Fellows Retirement Manor, Park Place Assisted Living, 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.

## HUMAN SERVICE AGENCY AND PRIVATE, NOT-FOR-PROFIT TRANSPORTATION SERVICES

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

### Access to Healthcare Network

Access to Healthcare Network is a private, non-profit human services organization which provides medical coverage, care management, and transportation services to clients. It is the only non-profit medical network in the United States. They offer access to over 2,000 medical providers with deep discounts on medical coverage. Low-income participants pay \$40 month. Several sub-programs are also offered, such as care management including classes for diabetes and prediabetes, and Medicare counseling.

Transportation is provided for non-emergency medical needs throughout Reno using seven vehicles and paid drivers. Service is door-to-door (rather than curb-to-curb). Prior to the Affordable Care Act (ACA), Access to Healthcare Network served 15,000 clients per month. After ACA was enacted, the need declined, and they currently serve approximately 6,000 clients per month. Most of their clients are uninsured or underinsured, and many are undocumented.

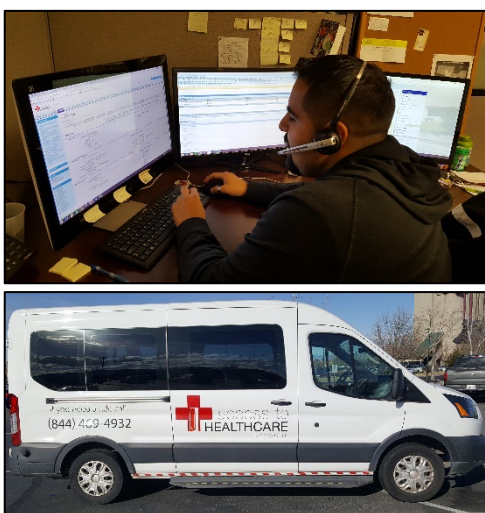
The Access to Healthcare Network call center fields approximately 4,000 calls per month. Nine government programs statewide participate in the program. Patients are taken to appointments, to pick up prescriptions, and grocery shopping. During the Covid-19 pandemic, the need for transportation greatly declined, so vehicles were used for meal delivery. Partnering with Raley's, Access to Healthcare Network obtained and delivered \$60,000 worth of food donations.

Access to Healthcare Network also provides mobility management for Northern Nevada under NDOT. They reach out to the transportation providers in each area to find out what services they provide and

match people to resources through referrals. Through the call center, they help find people either providers or sources of funding if there are no providers.

As shown in Table IV-1, the service area includes the greater Reno Metropolitan area. Service is offered from 8:00 a.m. to 5:00 p.m. Access to Healthcare Network provided 1,750 hours and 81,934 miles of service to provide 11,450 passenger trips in the past year, as shown in Table IV-2.

Funding is from multiple sources, including FTA 5310, which was used to purchase two vehicles through RTC. Foundations have donated money to purchase vans.



### Neighbor Network of Northern Nevada (N4)

Neighbor Network of Northern Nevada, known as N4, is a private, non-profit human services agency, established in 2015. N4 operates four main programs:

- Time Exchange



- Volunteer Village
- N4 Connect and Community – which is a transportation program coordinated with Lyft
- Community Care – home and community-based services for those with disabilities.

N4 has been piloting N4 Connect in partnership with Lyft over the past three years, which has had multiple changes in costs, implementation strategies, etc. N4 Connect provides Lyft services 24 hours per day, seven days per week. Non-emergency Medical Trips (NMTs) are provided any day or time through the Community Care program based on each person's individual needs.

NMT rides are funded by Medicaid through N4's state contracts. Lyft rides require a 50 percent rider copay. Lyft concierge service has a \$5 service fee for \$80 ride vouchers and \$10 service fee for \$160 ride vouchers. Some Lyft rides are free for people participating in various special projects.

The program has been funded through various grants over the years, as well as revenue from contracts and donations. N4's fiscal year is the calendar year and the annual operating cost is approximately \$550,000.



N4 has purchased WAV, a new coordinated transit system software, and received a lift-equipped AWD Ford Transit to help address WC requests, which are not easily accommodated through Lyft. The new purchase is funded by FTA 5310. N4 is seeking to create a call center for rural transportation services to supplement local transportation resources.

### United Cerebral Palsy of Nevada

United Cerebral Palsy of Nevada (UCPNV) 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 four minivans. Two of the minivans were funded through FTA 5310.



### Sanford Center for Aging – Senior Outreach Services (SOS)



The Sanford Center for Aging operates from the University of Nevada, Reno Campus. The Senior Outreach Services (SOS) include a myriad of support services for seniors and disabled persons in the Reno/Sparks area. Transportation is one such service, provided through a robust volunteer driver and mileage reimbursement program. With a roster of 134 volunteers, clients are matched with volunteer drivers who receive a reimbursement of \$0.45 per mile with a monthly cap of \$100 to ensure service is dispersed among those who need it. Many volunteers do not accept the reimbursement and provide the service free of charge. The Sanford Center for Aging received operational funding through FTA 5310.

## Seniors in Service (SIS)

Seniors in Service 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 at \$0.44 per mile. A total of 272,727 miles were provided in 2019. Typically, there are 328 clients receiving transportation each month with a waiting list of 120 people. Seniors in Service received operational funding through FTA 5310.



## 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.

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 several scheduled trips weekly, plus on-demand service. Additionally, fares support this program.

Within Reno, the HSA started a new program as of January 2020, but it was stopped due to Covid-19. The program is intended to provide trips outside of the usual transportation available for medical needs or case work. In the short time the program was operating, it served 40 passengers per month, and is currently funded under the FTA 5310 program.

## TRANSPORTATION INFORMATION AND REFERRAL SERVICES

Information on transportation resources is provided through several organizations and agencies, as described below.

### 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 service 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 statewide partnership that is led by the State of Nevada, United Way of Southern Nevada, United Way of Northern Nevada and the Sierra, Crisis Call Center, and HELP of Southern Nevada. The goal of this partnership is to connect any and all Nevadans to vital health and human resources and to eliminate the confusion and frustration of knowing where to turn in a time of need.

Nevada 2-1-1 has information about:

- Basic human needs resources (food, clothing, shelter, temporary financial assistance, transportation).
- Physical and mental health resources (crisis intervention, prenatal care, support groups, counseling, drug and alcohol intervention, rehabilitation, children's health insurance programs).

- Financial stability (EITC, WIC, credit counseling, food stamps, rent and utility assistance, unemployment benefits, job training, education programs).
- Support for older Americans and persons with disabilities (home health care, adult day care, congregate meals, Meals on Wheels, respite care, transportation, homemaker services).
- Support for children, youth and families (childcare, after-school programs, family resource centers, recreation, mentoring, tutoring, literacy programs, and protective services).
- Volunteer opportunities and donations (support Nevada’s local organizations).
- Support during a community crisis and disaster recovery.



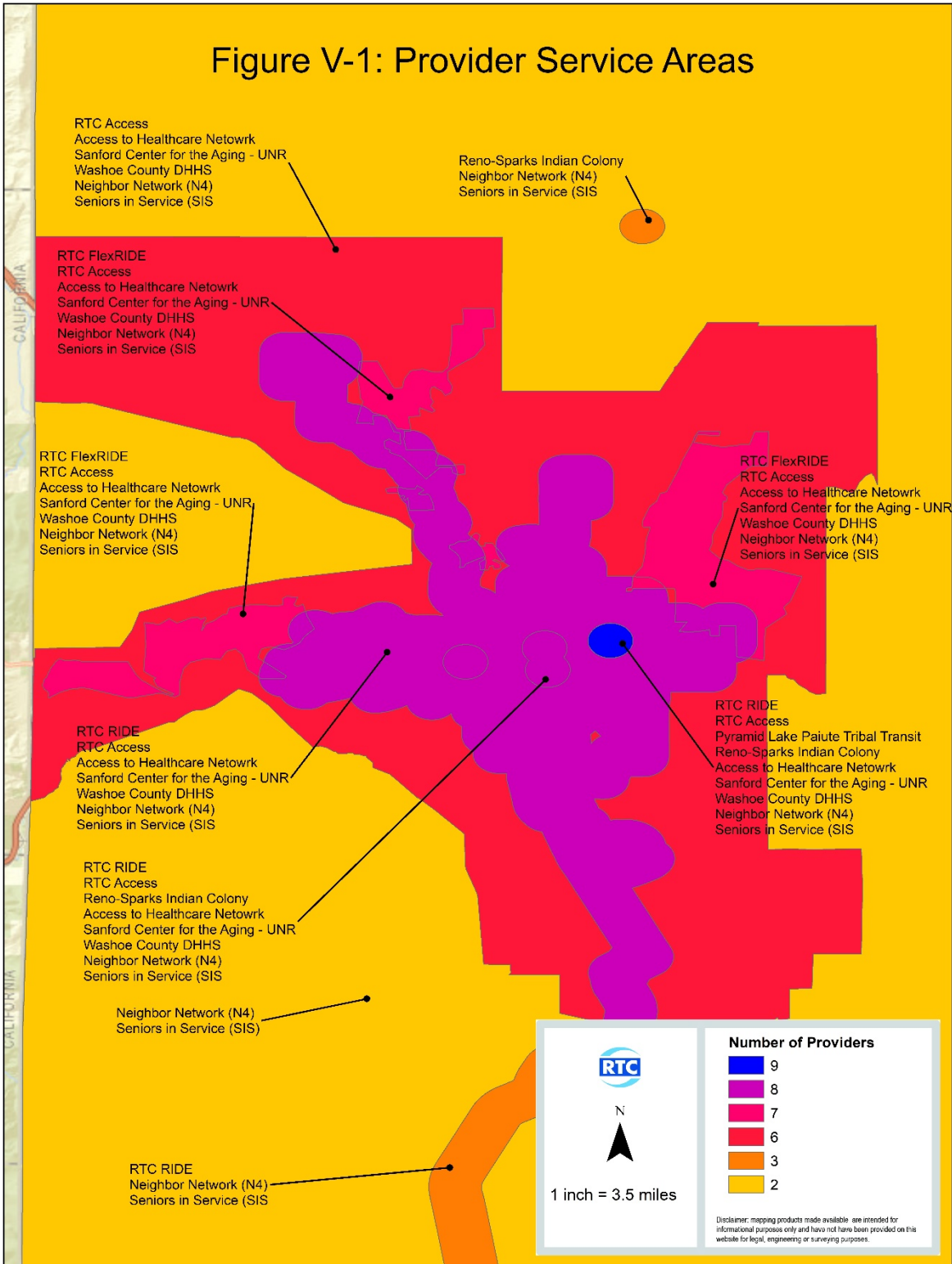
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### IDENTIFIED SERVICE DUPLICATIONS

As described in Chapter IV, the Regional Transportation Commission (RTC) operates a variety of services in Reno, Sparks, and Washoe County. Tribal transportation services, including Pyramid Lake Paiute Tribal Transit (PLPT) as well as transportation services provided by the Reno-Sparks Indian Colony (RSIC) also serve Reno and Sparks. Additionally, PLPT serves Nixon and Fernley. Access to Healthcare Network, Neighbor Network of Northern Nevada, and the Sanford Center for Aging provide service in the Reno metropolitan area. Washoe County DHHS provides service in the Reno area, as well as Gerlach and Incline Village. Seniors in Service provides service throughout Washoe County using FTA 5310 funds, as well as outside Washoe County using other funding sources.

There are some service duplications in Washoe County, specifically in and around Reno, due to the geographical areas served and the number of agencies providing service. Figure V-1 illustrates the service areas and various service duplications in Washoe County. Duplication of service is not always recognized as many programs are established to meet specific unmet needs. The programs often end up serving the same areas, but different clients. This leads to duplication of service with opportunities to improve efficiency. Coordination strategies will be explored to determine opportunities to improve efficiency of service delivery and potentially meet some of the gaps in service.

# Figure V-1: Provider Service Areas





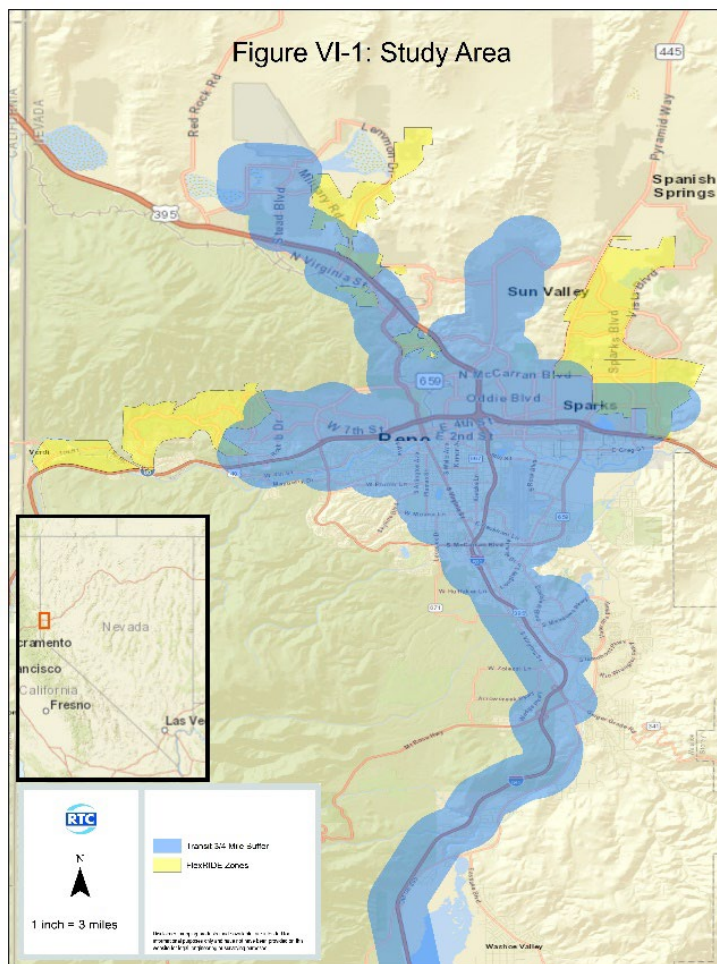
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### INTRODUCTION

Chapter VI presents the community conditions, demographics, and major employers for the area around Reno, and Washoe County, Nevada. Where appropriate, figures and tables are used for illustration.

Washoe County is located in western Nevada on the Nevada-California border. Lake Tahoe is in the southwestern corner of the county and there are several ski resorts and Washoe Lake State Park in the area. Pyramid Lake is to the northeast of Reno and is surrounded by the Pyramid Lake Paiute Reservation. In the northern portion of the county there are several wilderness areas and here the county shares a border with Oregon. Major corridors include Interstate 80 and Interstate 580 which intersect in Reno.

The 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. The study area with the Regional Transportation Commission (RTC) of Washoe County's service area is shown in Figure VI-1.



### DEMOGRAPHIC CHARACTERISTICS

#### Demographics

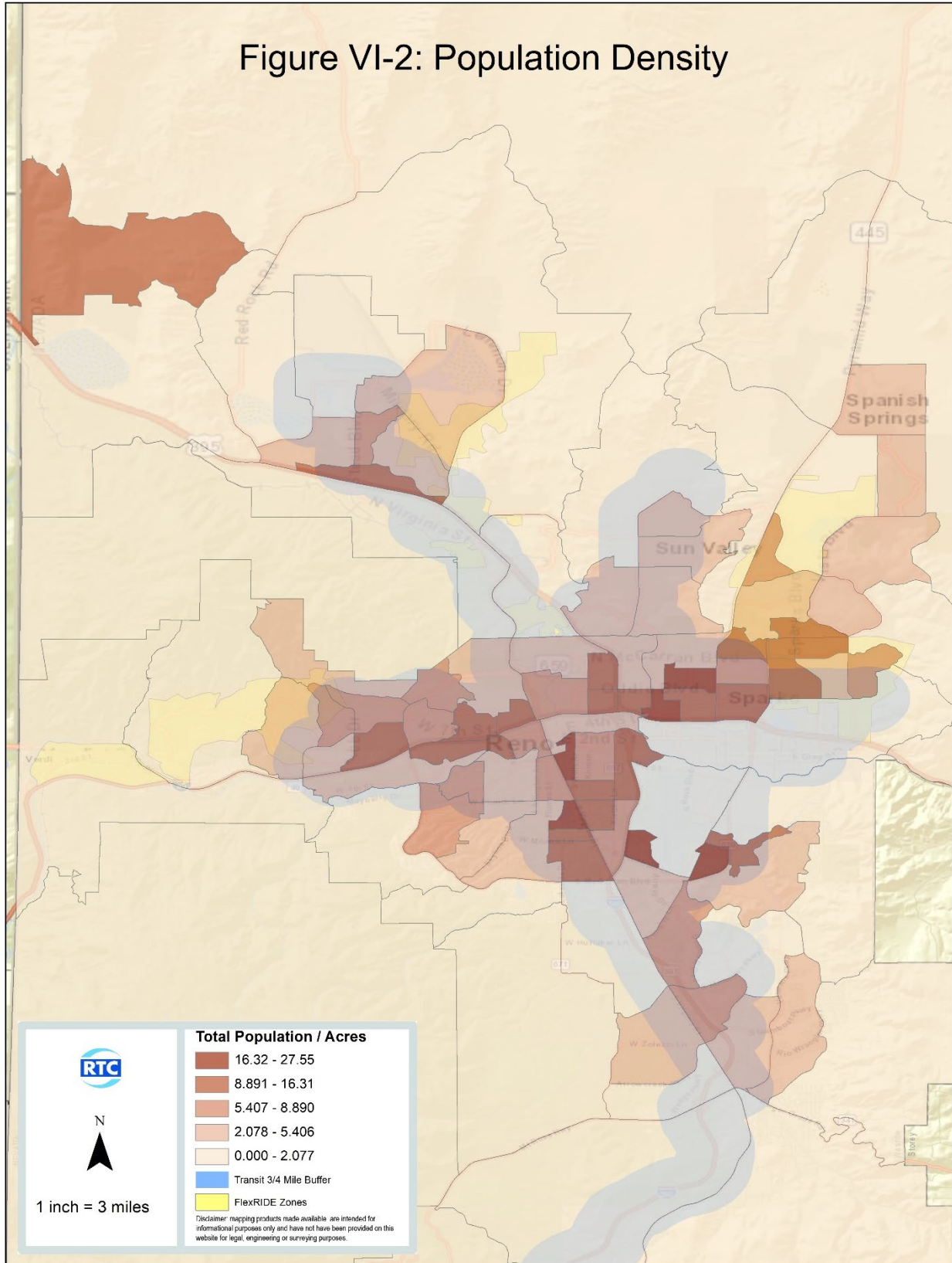
Unless noted otherwise, all data listed in this chapter are from the 2014-2018 U.S. Census American Community Survey (2018 ACS) five-year estimates. According to the 2018 ACS, the total population of Washoe county is 450,486.

#### Population Density

Population density is used to determine where population is concentrated. The size of the census tracts can skew the location of population concentrations. Transit is generally more successful in areas with greater concentrations of population. As shown in Figure VI-2, the population is mainly along the RTC Transit service area with higher pockets in Cold Springs to the northwest and Spanish Springs to the northeast.



# Figure VI-2: Population Density



## Transit-Dependent Population Characteristics

This section provides information on the individuals considered by the transportation profession to be dependent upon public transit. The four types of limitations that preclude people from driving are physical limitations, financial limitations, legal limitations, and self-imposed limitations. Physical limitations may include permanent disabilities (i.e., frailty, blindness, paralysis, or developmental disabilities) to temporary disabilities (i.e., acute illnesses and head injuries). Financial limitations include people who are unable to purchase or rent a vehicle. Legal limitations include being too young to drive or having no driver's license. Self-imposed limitations refer to people who choose not to own or drive a vehicle (some or all of the time) for reasons other than those listed in the first three categories.

The Census is generally capable of providing information about the first three categories of limitation. The fourth category of limitation represents a relatively small portion of transit ridership in areas with low density. Table VI-1 presents Washoe County's statistics regarding transportation dependent populations.

Table VI-1: Estimated Population Characteristics Washoe County

Census Tract	Total Population	Acres	Total Households	Zero-Vehicle Households		Population (65 and Over)		Ambulatory Disabled Population		Low-Income Population	
				#	%	#	%	#	%	#	%
1.01	3,121	353	2,149	635	30%	702	22%	366	12%	784	25%
1.02	2,965	617	1,670	819	49%	558	19%	434	15%	1,172	40%
2.01	2,936	266	1,474	119	8%	825	28%	406	14%	301	10%
2.02	4,628	204	2,025	462	23%	401	9%	705	15%	1,058	23%
3	3,100	376	1,569	215	14%	435	14%	388	13%	490	16%
4	3,139	751	1,416	38	3%	656	21%	243	8%	96	3%
7	3,688	562	1,414	7	0%	885	24%	463	13%	179	5%
9	3,111	296	1,280	8	1%	837	27%	303	10%	236	8%
10.05	6,019	611	2,564	54	2%	1,770	29%	894	15%	480	8%
10.08	2,458	151	1,186	8	1%	739	30%	203	8%	72	3%
10.09	4,658	169	2,141	285	13%	1,546	33%	820	18%	145	3%
10.10	2,875	1,384	1,352	39	3%	672	23%	237	8%	184	6%
10.11	5,346	1,852	2,187	56	3%	1,634	31%	803	15%	329	6%
10.12	4,669	2,679	1,916	30	2%	1,195	26%	561	12%	114	2%
10.13	3,874	9,781	1,667	37	2%	1,101	28%	567	15%	125	3%
10.14	2,677	1,829	1,405	56	4%	376	14%	294	11%	311	12%
10.15	5,264	1,282	2,523	400	16%	462	9%	848	16%	1,250	24%
11.01	3,541	398	1,413	110	8%	598	17%	455	13%	521	15%
11.03	3,195	2,940	1,275	110	9%	255	8%	199	6%	914	29%
11.04	5,021	987	1,845	67	4%	629	13%	485	10%	1,078	21%
11.05	6,455	1,028	2,067	503	24%	486	8%	569	9%	1,467	23%
12.01	3,931	1,137	1,323	97	7%	249	6%	436	11%	1,354	34%
12.02	5,688	512	2,220	206	9%	802	14%	928	16%	1,057	19%
13	3,826	393	1,132	291	26%	431	11%	795	21%	1,260	33%
14	3,194	247	1,214	260	21%	530	17%	594	19%	675	21%
15.01	4,526	909	2,025	319	16%	503	11%	764	17%	1,051	23%
15.02	5,179	757	2,360	565	24%	782	15%	797	15%	1,274	25%
17.01	3,395	322	1,252	254	20%	318	9%	629	19%	862	25%
17.02	2,877	634	1,574	525	33%	367	13%	464	16%	701	24%
18.01	2,698	220	1,144	11	1%	651	24%	349	13%	126	5%
18.02	2,846	206	1,374	55	4%	786	28%	306	11%	125	4%
19.01	5,024	260	2,178	137	6%	597	12%	820	16%	355	7%
19.02	3,624	388	1,220	34	3%	741	20%	561	15%	509	14%
21.03	1,906	5,838	679	178	26%	285	15%	361	19%	483	25%
21.04	4,914	1,928	1,971	193	10%	373	8%	813	17%	732	15%
21.05	5,035	399	2,320	189	8%	419	8%	473	9%	757	15%
21.06	7,840	294	3,217	27	1%	1,276	16%	1,117	14%	683	9%
21.07	5,639	555	1,928	50	3%	716	13%	764	14%	209	4%
22.04	2,669	998	1,376	102	7%	659	25%	235	9%	94	4%
22.05	7,249	1,165	2,458	18	1%	611	8%	1,198	17%	163	2%
22.06	3,080	2,031	1,112	12	1%	660	21%	468	15%	85	3%
22.07	3,785	1,342	1,290	236	18%	275	7%	651	17%	636	17%
22.08	4,980	802	1,654	244	15%	365	7%	658	13%	1,703	34%
22.09	6,167	1,734	2,670	0	0%	2,068	34%	893	14%	115	2%
22.10	2,189	8,158	996	0	0%	448	20%	319	15%	117	5%
22.11	3,890	473	1,484	48	3%	631	16%	427	11%	513	13%
22.12	5,230	253	1,964	95	5%	758	14%	770	15%	859	16%
23.01	4,069	6,560	1,633	47	3%	417	10%	424	10%	544	13%
23.02	3,246	10,448	1,187	10	1%	404	12%	463	14%	86	3%
24.01	4,759	569	1,702	18	1%	596	13%	558	12%	129	3%
24.06	4,029	545	1,939	55	3%	426	11%	538	13%	455	11%
24.07	4,410	558	1,723	13	1%	481	11%	575	13%	570	13%
24.08	2,748	485	868	25	3%	351	13%	316	11%	210	8%
24.09	4,860	1,567	2,083	37	2%	546	11%	604	12%	774	16%

Table VI-1: Estimated Population Characteristics Washoe County (cont.)

Census Tract	Total Population	Acres	Total Households	Zero-Vehicle Households		Population (65 and Over)		Ambulatory Disabled Population		Low-Income Population	
				#	%	#	%	#	%	#	%
24.10	1,649	425	555	0	0%	322	20%	186	11%	58	4%
24.11	5,611	600	1,899	49	3%	421	8%	817	15%	433	8%
24.12	6,372	1,530	1,680	53	3%	367	6%	819	13%	1,711	27%
25	4,209	1,224	1,473	49	3%	578	14%	563	13%	345	8%
26.03	5,693	3,293	1,925	8	0%	447	8%	768	13%	329	6%
26.10	3,755	1,020	1,449	159	11%	267	7%	646	17%	298	8%
26.11	3,841	1,514	1,290	28	2%	400	10%	384	10%	304	8%
26.12	5,566	7,776	1,820	16	1%	332	6%	920	17%	554	10%
26.13	7,129	605	1,887	36	2%	608	9%	1,066	15%	745	10%
26.14	5,773	593	2,134	16	1%	1,148	20%	615	11%	183	3%
26.15	5,579	1,081	2,122	76	4%	610	11%	837	15%	908	16%
26.16	2,812	435	1,002	11	1%	309	11%	337	12%	787	28%
26.17	4,833	2,582	1,705	94	6%	491	10%	719	15%	854	18%
26.18	5,094	18,391	1,534	25	2%	586	12%	795	16%	971	19%
26.19	4,974	5,144	1,582	90	6%	477	10%	989	20%	656	13%
27.03	4,774	1,258	1,549	85	5%	591	12%	690	14%	648	14%
27.04	4,689	1,337	1,652	114	7%	532	11%	744	16%	787	17%
27.05	5,882	5,928	1,918	64	3%	636	11%	1,109	19%	772	13%
27.06	3,653	676	1,228	51	4%	582	16%	677	19%	172	5%
27.07	4,145	1,189	1,411	58	4%	596	14%	736	18%	235	6%
28.01	3,538	806	2,178	154	7%	498	14%	220	6%	458	13%
28.02	6,911	355	2,801	232	8%	1,130	16%	1,164	17%	1,781	26%
29.01	4,045	348	2,157	273	13%	682	17%	565	14%	661	16%
29.02	2,384	394	945	12	1%	427	18%	311	13%	182	8%
30	7,324	560	2,686	102	4%	1,085	15%	854	12%	341	5%
31.01	3,364	5,305	1,131	9	1%	501	15%	414	12%	117	3%
31.05	3,501	286	1,495	19	1%	1,059	30%	459	13%	122	3%
31.06	5,355	543	2,192	128	6%	956	18%	859	16%	80	1%
31.08	5,633	504	2,425	36	1%	1,239	22%	576	10%	441	8%
31.09	4,726	538	1,870	30	2%	1,035	22%	577	12%	274	6%
31.10	2,277	448	1,044	11	1%	791	35%	210	9%	181	8%
32.02	1,120	30,531	483	0	0%	183	16%	119	11%	199	18%
32.03	1,800	10,361	683	26	4%	276	15%	188	10%	316	18%
32.04	1,246	32,808	518	12	2%	235	19%	55	4%	150	12%
33.05	2,149	363	1,009	22	2%	820	38%	156	7%	75	3%
33.06	2,305	303	1,112	10	1%	688	30%	204	9%	120	5%
33.07	3,905	492	1,614	50	3%	651	17%	465	12%	469	12%
33.08	4,452	4,501	1,700	9	1%	576	13%	569	13%	296	7%
33.09	7,242	9,960	2,662	76	3%	1,006	14%	1,056	15%	411	6%
35.01	4,499	3,257,973	1,588	27	2%	856	19%	502	11%	96	2%
35.03	3,397	5,125	1,301	0	0%	488	14%	374	11%	176	5%
35.04	6,209	6,861	2,335	0	0%	491	8%	831	13%	392	6%
35.07	3,564	878	1,338	35	3%	321	9%	465	13%	567	16%
35.08	5,634	1,145	2,101	37	2%	1,063	19%	788	14%	169	3%
35.09	5,241	2,763	2,014	132	7%	1,057	20%	679	13%	332	6%
35.10	2,768	472	1,269	20	2%	305	11%	413	15%	99	4%
35.11	2,942	1,139	1,100	18	2%	567	19%	350	12%	213	7%
35.12	7,891	1,930	2,608	14	1%	1,413	18%	1,254	16%	241	3%
35.13	5,025	3,093	2,596	165	6%	1,099	22%	560	11%	531	11%
35.14	5,224	1,755	2,577	432	17%	754	14%	875	17%	761	15%
35.15	4,936	25,743	1,902	464	24%	733	15%	893	18%	1,315	27%
9402	1,499	347,745	575	40	7%	241	16%	279	19%	283	19%
9800	105	2,545	0	0	0%	9	9%	0	0%	0	0%
Totals	450,486	3,896,375	177,632	12,086	7%	69,819	15%	62,012	14%	54,171	12%

Source: US Census Bureau, American Community Survey - 2018, LSC 2020. Note: Tracts with zero population were omitted from this table.



### Older-Adult Population

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 15.5 percent of the total population in Washoe County. According to a recent AARP study ([AARP Loneliness Survey](#)) one in three adults over the age of 45 are lonely. Access to transit can help people attend social activities. Locally, Smile Project is a new organization aiming to help seniors connect with each other and live happy, healthy lives. They received grant funding from the Robert Wood Johnson Foundation and their BUILD Health Challenge funding opportunity to address elder suicide and loneliness in the community. As shown in Figure VI-3, the density of older adults is mainly centered in Reno and the RTC Transit 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 service area but have somewhat higher densities of older adults.

### Population of Persons with an Ambulatory Disability

An individual is classified as having an “ambulatory disability” if they have serious difficulty walking or climbing stairs. Approximately 13.8 percent of the population in Washoe County has some type of ambulatory disability. As shown in Figure VI-4, the areas with the highest density of persons with an ambulatory disability are mostly within the RTC Transit service area. Cold Springs shows a high density but is outside of the service area, as is Spanish Springs, the area to the south of Spanish Springs and east of Sun Valley, and the area to the southeast of the service area, with a medium density of persons with an ambulatory disability.

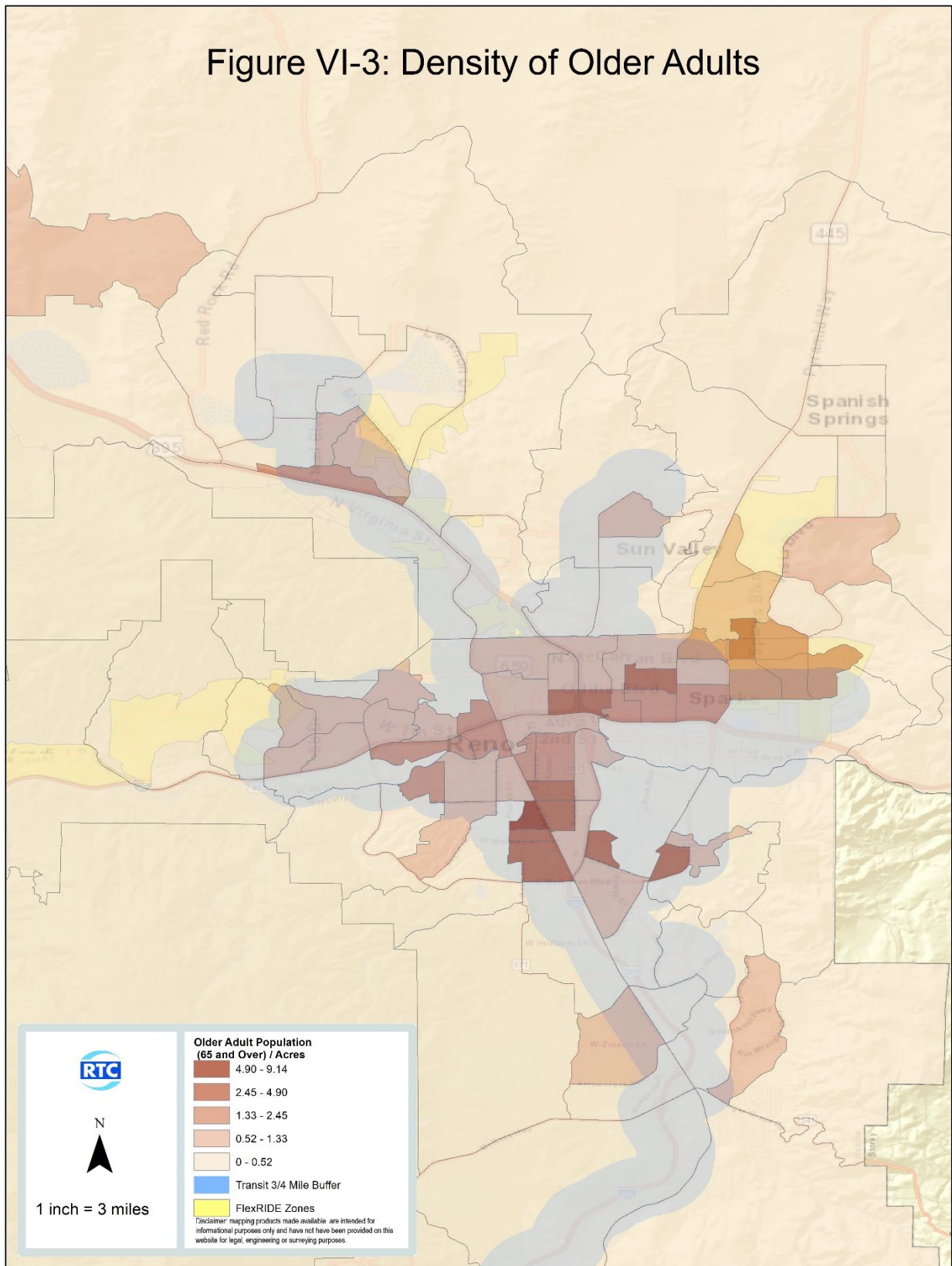
### Low-Income Population

Low-income population, 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 includes people who are living below the poverty line using the Census Bureau’s poverty threshold. Approximately 12 percent of the population of Washoe County are considered low income. As shown in Figure VI-5, the areas with the highest density are mainly inside the RTC Transit service area with Cold Springs, Spanish Springs, and an area to the southwest of Reno falling outside the service area.

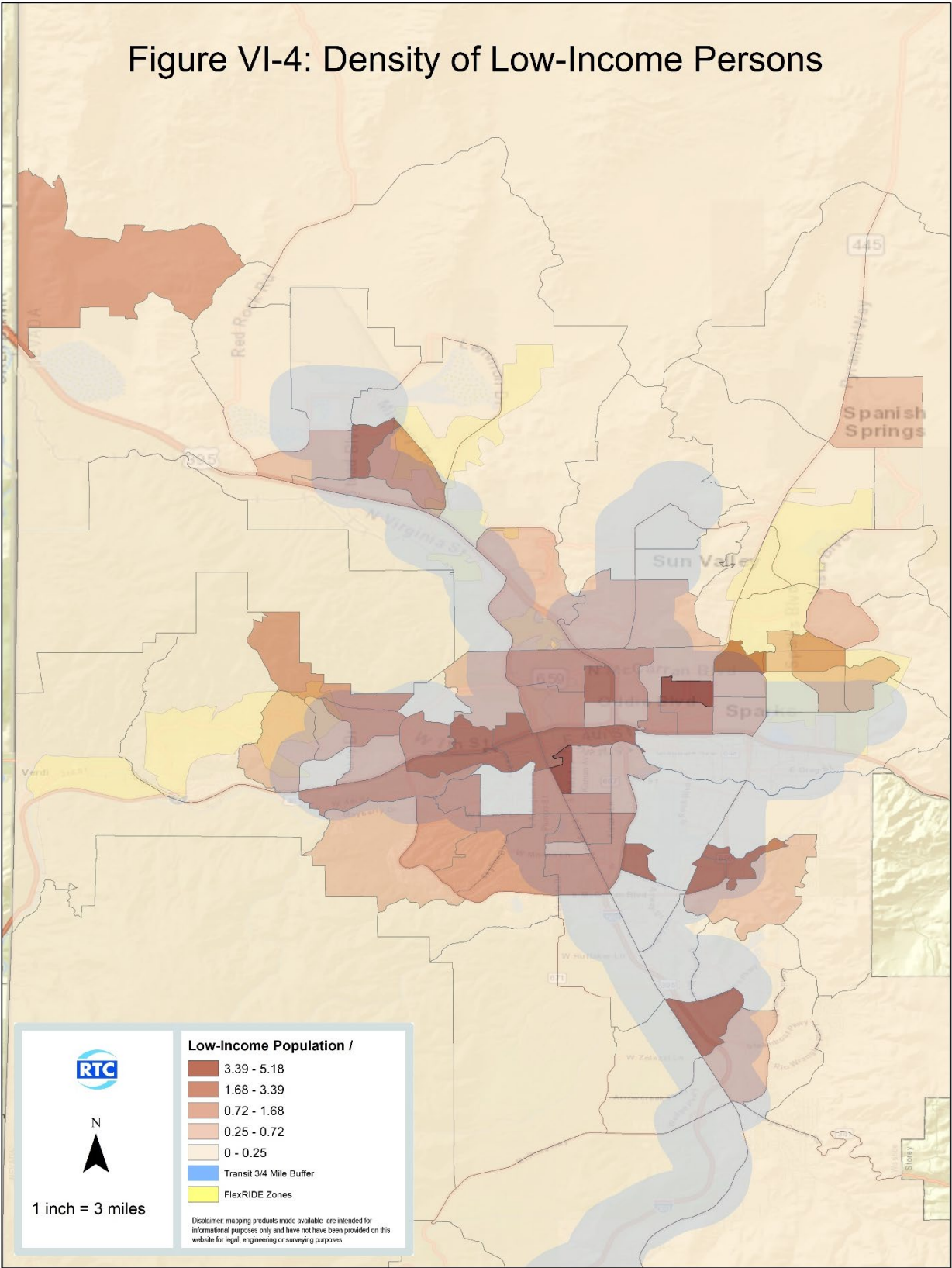
### Zero-Vehicle Households

Individuals residing in zero-vehicle households are generally transit-dependent, as they do not have access to a private vehicle. Approximately 6.8 percent of households in Washoe County reported having no vehicle available for use. The density of zero-vehicle households for the study area is shown in Figure VI-6. The ranges for the density of zero-vehicle households are quite low due to the size of the tracts, combined with the small number of zero-vehicle households in the study area. The areas with the highest density all fall within the RTC Transit service area except for Spanish Springs.

# Figure VI-3: Density of Older Adults



# Figure VI-4: Density of Low-Income Persons



# Figure VI-5: Density of Persons with an Ambulatory Disability

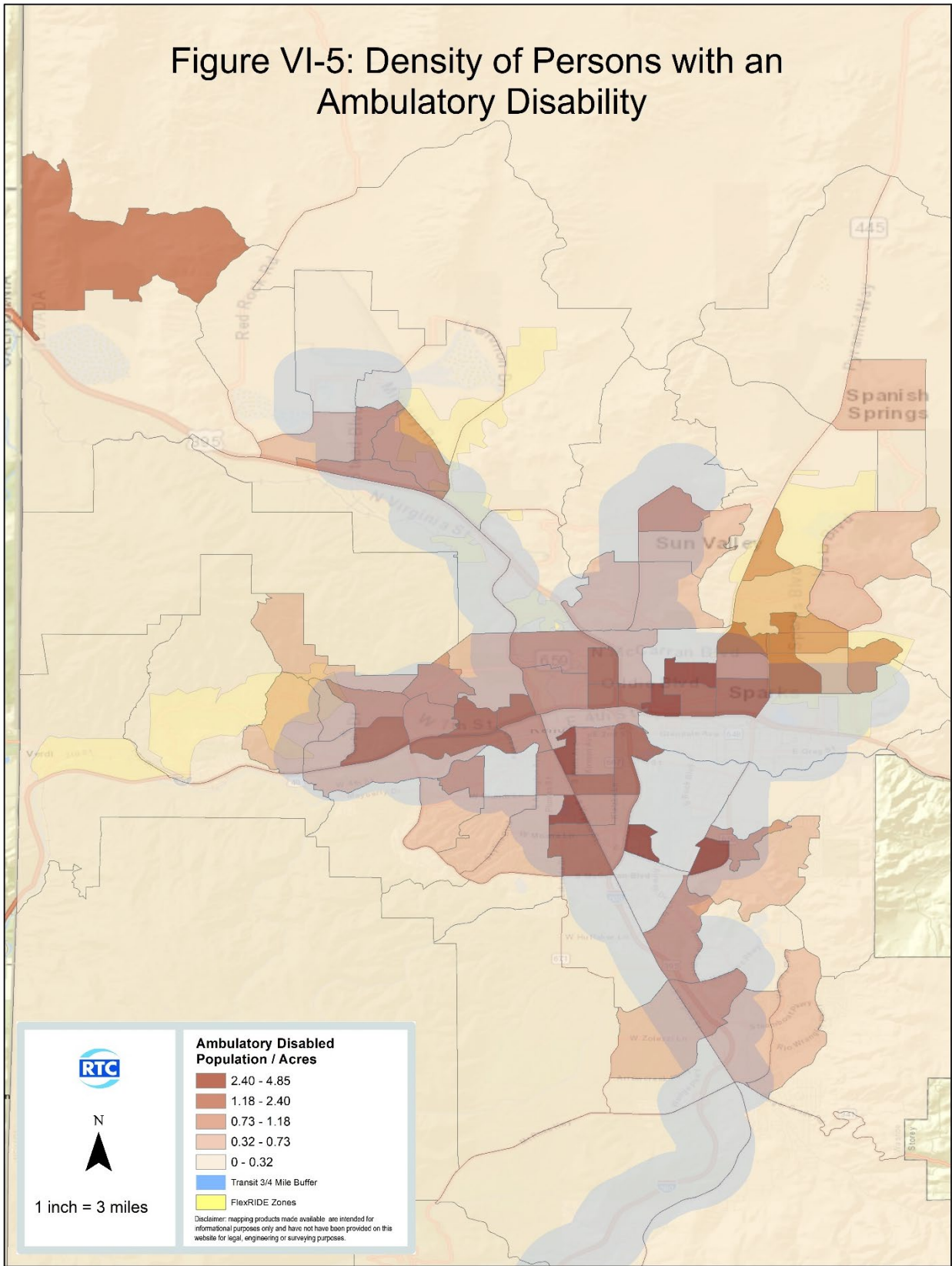
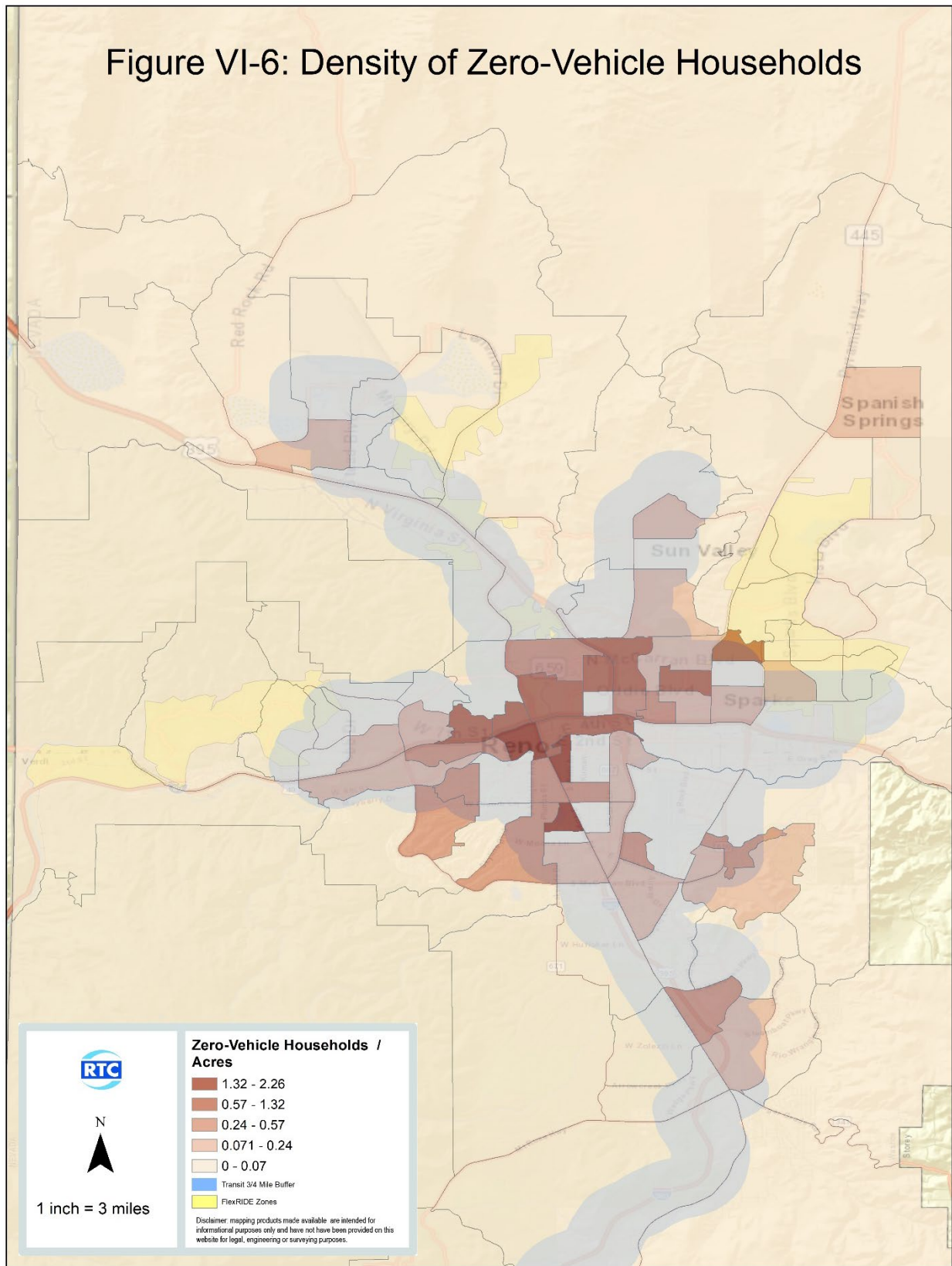




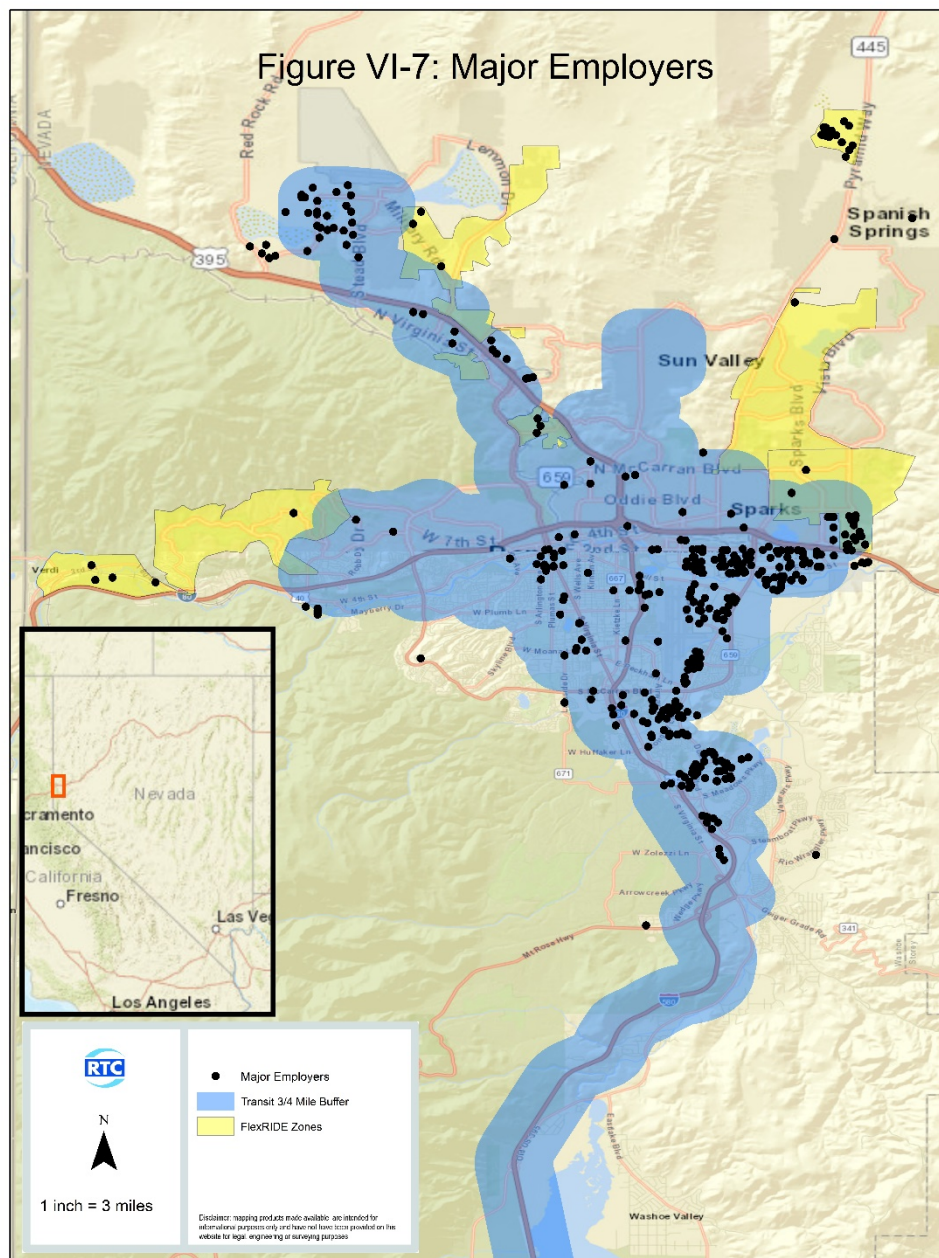
Figure VI-6: Density of Zero-Vehicle Households



## COMMUNITY ECONOMIC CHARACTERISTICS

### Major Employers and Activity Centers

Major transit activity centers are important in terms of land use, trip generation, and the ability to be served by public transit. Activity centers are locations that are typically shown to generate transit trips because they are prime origins or prime destinations, and they generally include a wide variety of land uses including shopping/retail areas, and commercial, hospital, or education centers. There is no set formula that is used to derive a list of activity centers, as the process is subjective. As shown in Figure VI-7 there are a few major employers that are not within the RTC Transit service area. Major employers outside the service area include clusters of logistics and distribution centers as well as manufacturing facilities north of Spanish Springs, off of US Highway 40 to the west of Reno, and both west and east of the North Valleys area. For a complete list of employers shown in Figure VI-7, see Appendix C.





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As part of the initial community engagement, a series of stakeholder interviews and presentations were conducted to introduce the plan to the community, as well as to solicit feedback on community transportation needs and priorities. Through the stakeholder interviews, as well as meetings with RTC staff and the community transportation survey, several common themes emerged.

### UNMET TRANSPORTATION NEEDS

Identified unmet transportation needs included:

- Lack of Affordable Transportation
  - Respondents from the community transportation survey listed “too expensive” as the most frequent response for what issues deter them from using RTC services, taxis/Uber/Lyft, and other services (42 percent of respondents).
- Need for Door-to-Door or Door-through-Door Service
  - With specialized transportation, passengers often need additional assistance getting to and from the vehicle and often require door-to-door or door-through-door service, rather than curb-to-curb service. Approximately 36 percent of survey respondents said that they live near a bus stop, but have a mobility limitation that limits their ability to walk to a bus stop and/or board a vehicle without assistance.
- Limited Service Area
  - Approximately 40 percent of respondents from the community transportation survey indicated that it is too far to walk to access service as an issue deterring them from using RTC services, taxis/Uber/Lyft, and other services.
- Lack of Wheelchair Accessible Vehicles
  - Ten percent of respondents from the community transportation survey indicated that wheelchair accessible vehicles are not available when they need them as an issue deterring them from using taxis/Uber/Lyft and other transportation services. All RTC vehicles are wheelchair accessible.
- Advanced Reservation Requirements
  - RTC ACCESS requires trip reservations one to three days in advance which requires riders to plan all necessary trips in advance and makes it challenging when last minute transportation needs arise.
- Limited service hours (need for 24/7 service)

### COORDINATION ISSUES

In addition, several coordination issues were identified, including:

- Lack of information about services
  - Residents of Washoe County may not be aware of all of the different transportation resources available to them. A centralized hub, providing full details about these resources, would be beneficial to those needing transportation.

- Difficulty matching resources with needs of the passenger
- Agencies are focused on their own clients and services
  - Duplication of transportation service is not always recognized as many programs are established to meet specific unmet needs. The programs often end up serving the same areas, but different clients. This leads to duplication of service with opportunities to improve efficiency. Coordination strategies will be explored in Chapter V in order to determine opportunities to improve efficiency of service delivery and potentially meet some of the gaps in service.

## COMPARISON TO 2015 CTP

The 2015 Coordinated Transportation Plan identified a number of client services transportation gaps through discussions in public meetings and from other sources. These gaps 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.
- More 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, particularly Sun Valley, Cold Springs, Spanish Springs, Virginia Foothills and Washoe Valley.
- 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 use 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.

- Lack of awareness of RTC ACCESS, WSR and shopping routes.
- Need for greater driver sensitivity training on RTC RIDE.

Upon comparison, many of the issues raised by the public as part of the 2015 CTP still remain, including:

- Affordability of transportation
- Expanded service area boundaries and service hours
- Need for additional help to/from the vehicle
- Reservation requirements
- Need for a centralized information directory



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**INTRODUCTION**

Building upon the positive coordination efforts recognized by stakeholders in Chapter II, this chapter identifies specific strategies to enhance coordination and improve transportation services based on the unmet needs and key findings described in the previous chapters. This chapter provides a description and evaluation of each potential strategy. Recommendations for strategies to be implemented are presented in Chapter VI.

**LOCAL COORDINATING COUNCIL**

Having a 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. A Local Coordinating Council (LCC) provides a forum for discussion of issues related to coordination of services, sharing of information about available services, and an opportunity for key stakeholders to provide input to prioritize for coordinated transportation services. Once in place, the group can assign tasks to members, and work toward implementing the strategies and services recommended in this plan.

The LCC should establish annual goals and objectives that are monitored during the calendar year. If any goal appears to be faltering, the LCC can review the situation and work to get it back on track. There are times when goals must be adjusted to meet circumstances that arise. This should be done when necessary.

The LCC creates the organizational structure for implementation of most coordination strategies as a cooperative effort is required for the majority of implementation actions. This should be seen as the mechanism to achieve the goals of the coordinated transportation plan.

Implementing an LCC is a relatively low-cost option. Some staff time is required to schedule meetings, create meeting agenda, and distribute meeting minutes. Expenses and participation for the LCC are an eligible expense for Mobility Management and require a 20 percent local match.

Advantages	Challenges
<ul style="list-style-type: none"> <li>• Forum for setting service and coordination priorities</li> <li>• Key stakeholders develop recommendations to RTC for 5310 program funding</li> <li>• Resolve coordination issues</li> <li>• Identify and overcome barriers to coordination</li> </ul>	<ul style="list-style-type: none"> <li>• Requires an organization to be responsible for forming and administering the LCC</li> <li>• Requires participation by all funding agencies and transportation providers</li> </ul>

**MICROTRANSIT**

Microtransit is a relatively new term and can be difficult to define. For the purposes of this study, microtransit is defined as a privately operated, ride-hailing form of transportation which employs on demand dynamic route transportation technology to serve multiple passengers in the same vehicle along a route that can either be fixed or flexible. Microtransit companies, such as Transloc and Via,



serve passengers using dynamically-generated routes and may expect passengers to make their way to and from common pick-up or drop-off points. Vehicles can range from large SUVs to vans to shuttle buses. Microtransit can also be called dynamic shuttles or private flexible transit. It should also be noted that some existing microtransit programs have used public agency vehicles and drivers. The primary difference between microtransit and a route deviation service is that microtransit employs technology that has only recently been available. Microtransit includes the use of software and smartphone technology which: (1) allows the passenger to reserve a ride directly (without the use of a dispatcher), (2) provides the driver with pick-ups and drop-off assignments in real time and (3) calculates the most efficient route between passenger pick-ups/drop offs. General routes and schedules are followed, but these can be modified as passenger demands evolve. Microtransit services will typically use vans instead of larger buses, but will cost more per passenger-trip than a fixed-route service.

LSC has reviewed case studies of six microtransit services:

- KCATA RideKC Bridj Pilot (KS/MO)
- Via – Arlington Rideshare Pilot Program (TX)
- Santa Clara VTA and RideCell FLEX Pilot Program (CA)
- Citrus Heights SmarT Ride (CA)
- rabbittransit The Hopper (PA)
- UTA on Demand by Via (UT)
- VIA Link (San Antonio, TX)

Key findings from review of literature related to microtransit and these case studies include:

- Marketing is a key component for obtaining the necessary ridership for microtransit programs to be successful.
- Population density needs to be high enough to obtain the necessary ridership for microtransit programs to be successful. However, the Kansas City pilot program illustrates that density is not the only important factor to consider. In Kansas City, the pilot program did not match customers' needs in terms of geographic service area and available operating hours (only operated during peak commuting hours). The service was focused on work trips and should have been expanded to other trip purposes. Better marketing would have also helped with the success of the program.
- Connecting fare payments to transit passes, mobile apps, and transit cards is important for a seamless transition between the different services operated by a transit agency.
- Providing solutions to data connectivity, smartphone, or debit/credit card access is required prior to the launch of a microtransit program if federal transportation funds are used.
- Microtransit productivity is expected to be less than 10 passengers per hour with systems often having productivity of less than five passengers per hour.

RTC operates RTC FlexRIDE as a curbside-to-curbside microtransit service available in select areas of Sparks and North Valleys. Scheduling a RTC FlexRIDE is done through a smartphone app, by webpage, or by calling a dispatcher, and the pick-up window is eight to 15 minutes. Fares are \$2.00, or \$1.00 discounted. Because this is a new service, ridership data is limited, but recent



statistics show that RTC FlexRIDE has a productivity of about four passengers per revenue-hour and a cost per passenger-trip of \$15.00 to \$20.00. In October 2020, the RTC FlexRIDE service will be expanding the Sparks service area into select areas of Spanish Springs, and adding a new service area into select areas of Verdi/Somerset.

Advantages	Challenges
<ul style="list-style-type: none"> <li>• Smaller vehicles to serve lower passengers per hour</li> <li>• Lower operating cost than traditional transit</li> <li>• Effective when connecting to regional services</li> <li>• Serves everyone, not limited to elderly or individuals with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Not effective in very low-density areas or longer trips</li> <li>• Many examples have low productivity and high cost per passenger-trip</li> <li>• May require alternate means of scheduling trips</li> <li>• Fare payment must allow for seamless transfers</li> </ul>


## SUBSIDIZED TRANSPORTATION NETWORK COMPANIES

Transportation Network Companies (TNCs) are a privately-operated form of demand response transportation that use mobile phone apps and an online platform to pair passengers needing a ride with drivers operating their own personal car to perform the ride. TNCs rely on smartphones with GPS capability to identify the rider pick-up location and inform the rider how long it will take for the driver to arrive. Passengers must have a smartphone in order to book a ride. TNCs are private companies, the largest of which are Uber and Lyft, that treat the drivers as independent contractors who are required to meet certain minimum standards in order to use the online platform and provide rides. Drivers generally choose the hours and areas they serve, rather than being dispatched like a taxi. Drivers are responsible for all the costs associated with operating their own vehicle, including having insurance coverage for the vehicle, but TNCs provide additional insurance coverage while a driver is performing a trip. TNCs are part of what is often called the “sharing economy” where people with assets like cars or spare bedrooms can use them to make extra money. TNCs can also be known as ride-hailing, technology-enabled ride sharing, or shared mobility.

TNC vehicles are generally not wheelchair accessible, and drivers do not meet Federal Transit Administration (FTA) drug and alcohol requirements and are not trained in accommodating persons with disabilities. The challenge with using a TNC for public transit connections is that TNC vehicles do not meet the accessibility requirements of the Americans with Disabilities Act of 1990 (ADA). An alternate must be provided to meet the needs of those who require an accessible vehicle.

The cost per passenger-trip can be relatively high compared to both fixed-route and demand-response transit depending on the location and length of the trip. TNC trips tend to be more cost-effective for shorter trips in areas with relatively high density. In lower density areas and for longer trips, TNC service is not cost-effective. Partnerships with TNCs has become popular as a service option, but in many cases, particularly for specialized transportation, it is not a viable option.

Neighbor Network of Northern Nevada (N4) has partnered with Lyft to provide transportation service. N4 Connect offers discounted Lyft ride



N4 Connect

N4 Connect is designed to provide the means for people to access more affordable transportation options by providing discounted Lyft rides!

credits, supplementing the cost using 5310 funding, for older adults and people with disabilities. The cost of this service is in the range of \$40.00 to \$45.00 per passenger-trip compared with about \$31.00 for RTC ACCESS trips. Part of the reason for the higher cost may be longer trips, and trips in areas with lower density and lower demand resulting in lower service productivity.

Recently, RTC’s Washoe Senior Ride began a demonstration with Uber.

Advantages	Challenges
<ul style="list-style-type: none"> <li>• May be cost-effective depending on density and trip lengths</li> </ul>	<ul style="list-style-type: none"> <li>• Cost-effective in areas with sufficient demand</li> <li>• May require additional paratransit service</li> <li>• May require alternate means of scheduling trips</li> <li>• Potential regulatory issues in contracts with private companies including drug and alcohol testing</li> <li>• Lack of accessible vehicles</li> </ul>

### EXPAND RTC’S WASHOE SENIOR RIDE PROGRAM

RTC’s Washoe Senior Ride program provides subsidized taxi rides for seniors, RTC ACCESS users, and veterans. RTC recently started working with Uber to provide rides. The program could continue to expand using TNCs and potentially could be integrated with the N4 Connect program. The two programs currently serve similar segments of the population and provide a similar type of service. This is a cost-effective way to provide for service for individual trips which do not fit within the primary service area for RTC or may be outside the hour of operation for RTC. The service is cost-effective in the Reno-Sparks area.

Advantages	Challenges
<ul style="list-style-type: none"> <li>• Expands service beyond the area served by RTC ACCESS</li> <li>• Opportunity to use lowest cost option</li> <li>• Provides flexibility for users</li> <li>• Taxis have a fleet of accessible vehicles</li> </ul>	<ul style="list-style-type: none"> <li>• Requires contracts with taxi companies and TNCs</li> </ul>

### EXPAND RTC SMART TRIPS PROGRAM

The RTC SMART TRIPS program is primarily a ride-share matching service which works with employers and individual employees. This program could be integrated with RTC ACCESS and other specialized transportation programs to provide accessible vehicles and higher subsidies for individuals with disabilities. The focus is on commute trips and continuing to develop and expand this service for commuters who are either seniors or have disabilities, and should be seen as part of an integrated, coordinated approach to meet transportation needs.

Advantages	Challenges
<ul style="list-style-type: none"> <li>• Provides additional opportunities for people with disabilities</li> <li>• Provides access to employment</li> <li>• May be a lower cost option for commuters with a disability</li> </ul>	<ul style="list-style-type: none"> <li>• Limited to commute trips</li> <li>• May require new accessible vehicles</li> <li>• Depends on multiple people with similar commutes</li> </ul>

The RTC SMART TRIPS program is a viable option for commuter service to the Tahoe-Reno Industrial Center where many employment opportunities are located. Providing accessible vehicles is an option to support access to employment for people with disabilities.

## VOLUNTEER DRIVERS

Seniors in Service (SIS) provide transportation services for seniors using volunteers who are reimbursed for mileage using their personal vehicles. Use of volunteers provide a low-cost option to meet transportation needs, particularly in areas with low population densities and low levels of demand. SIS provides reimbursement for use of personal vehicles. Another approach is for the agency to provide the vehicles which are operated by volunteers. This is the approach used by Silver Key Senior Services in the Colorado Springs area and Utah Valley Rides in Orem and Provo, Utah.



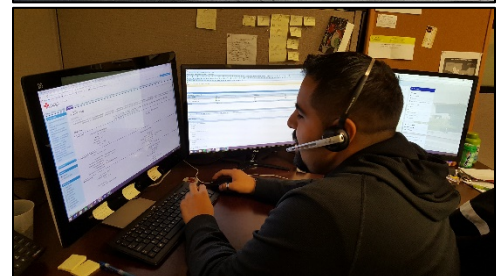
In addition, the Senior Outreach Services Program of the University of Nevada, Reno’s Sanford Center for Aging, and the Washoe County Human Services Agency both use volunteers to provide transportation services.



Advantages	Challenges
<ul style="list-style-type: none"> <li>• Low cost option for difficult to serve trips</li> <li>• Flexibility in scheduling rides</li> </ul>	<ul style="list-style-type: none"> <li>• Relies on having sufficient number of volunteers</li> <li>• Potential insurance issues</li> <li>• May need coordinator for scheduling rides</li> </ul>

## NONPROFIT TRANSPORTATION PROVIDERS

There are several nonprofit agencies providing transportation service. These agencies have the capability of providing a higher level of assistance than the RTC ACCESS service. RTC ACCESS is provided under the requirements of the Americans with Disabilities Act (ADA) which is very specific about the minimum service requirement. To control costs and maintain efficiency, RTC ACCESS is operated to meet the requirements without adding additional higher cost levels of service.



Access to Healthcare Network (AHN) currently receives 5310 funding to operate a transportation telephone hotline and they used 5310 funding to purchase ADA accessible vehicles.

Advantages	Challenges
<ul style="list-style-type: none"> <li>• Provides options to meet range of needs</li> <li>• Opportunity to schedule rides on most cost-effective provider</li> </ul>	<ul style="list-style-type: none"> <li>• Possible insurance issues for shared trips</li> <li>• Functions best with a one-call center</li> <li>• Nonprofit agencies must serve passengers for multiple programs</li> </ul>

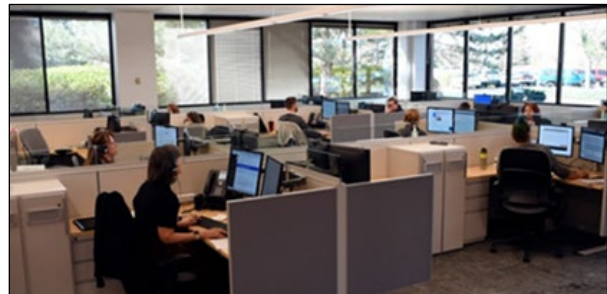
## VEHICLE SHARING

One of the more obvious approaches to improving coordination and efficiency of service is for agencies to share vehicles. Typically, most agencies have peak times of demand and other times which much of their fleet may be idle. The peak times vary from one agency to another and if vehicles that would be idle can be used by another agency to meet peak demands, the total number of vehicles needed in a community could be reduced. Unfortunately, this may also be one of the greatest challenges. Insurance companies often are unwilling to insure vehicles driven by someone outside the insured's organization. If insurance can be obtained, it may be cost-prohibitive. More likely, insurance coverage will not be available.

Advantages	Challenges
<ul style="list-style-type: none"> <li>• Reduces total number of vehicles required</li> <li>• More efficient use of vehicles</li> <li>• May reduce costs</li> </ul>	<ul style="list-style-type: none"> <li>• Scheduling vehicles to meet levels of demand</li> <li>• Liability and difficulty in obtaining insurance coverage</li> <li>• Some programs have specific conditions to their funding, which would limit the ability for shared use</li> </ul>

## ONE-CALL/ONE-CLICK CENTER

One-call/one-click centers are shared informational telephone lines/websites that provide potential users with the most convenient access to information on all transportation services in the region with direct access to the trip request process.



Benefits include:

- The administrative costs for the participating agencies are reduced
- A one-call center is the first step to centralized dispatching
- Users will only need to call one telephone number to obtain all the transit information they need, thereby improving customer service

One-call/one-click centers for providing transportation information are often an integral part of a local or regional Mobility Management Program. Having a one-stop-shop for all transportation resources in a region/state has benefits on many levels:

- One-stop source of transportation information for customers – including finding the right fit to meet each customer’s needs based on eligibility and program availability
- Community partnership – multiple community partners working towards a common goal – builds trust and can lead to additional levels of coordination
- Gap identification – helps communities to better articulate gaps in transportation services that need to be filled

One-call/one-click centers can be organized and operated using a variety of models; some centers are housed within a non-profit agency, part of a local or county government, regional planning agency, college or university, or setup as a Public Private Partnership.

A number of areas are in various stages of implementing one-call/one-click centers, but there are few that have fully implemented the concept with either a single provider or multiple providers. TransPortal in Jacksonville, Florida, was organized in 2006 and the website portal was implemented in 2014. TransPortal integrates transportation services in 12 counties with 25 transportation providers. All counties and providers operate on a single trip scheduling platform and are able to schedule rides on the most cost-effective vehicle without regard to the specific operator. Public transportation, specialized transportation providers, and human services agencies are integrated through the technology to set up the web portal.

A different approach was that taken in the Rochester, New York area where the Rochester Genesee Regional Transportation Authority (RTS) integrated six rural county transit systems into a single entity combined with the urban county. Ultimately, the services will be integrated with a common fare system and a single scheduling system. This approach created a single consolidated operator for the seven-county area.

Advantages	Challenges
<ul style="list-style-type: none"> <li>• Single point of contact for users</li> <li>• Could enhance opportunities for regional connections</li> <li>• Basic capability for operating a call center exists in the region</li> <li>• RTC is currently the primary operator of paratransit services and could continue to provide the ‘core’ of services</li> <li>• Other providers could serve individuals with higher level of needs</li> <li>• Improved operational efficiency</li> <li>• Cost savings could be used for enhanced services</li> </ul>	<ul style="list-style-type: none"> <li>• Technology must be implemented for all providers</li> <li>• Requires detailed cost analysis for each provider</li> <li>• Requires mixing of passengers on vehicles</li> </ul>

## EXPAND RTC ACCESS SERVICE AREA

Input from the community suggested that an option would be for RTC to expand the RTC ACCESS service boundaries beyond the minimum distance of three-quarters of a mile required by the ADA. RTC had provided RTC ACCESS in a larger service area until 2018 when it was reduced to the required limits. It was not cost-effective to operate RTC ACCESS over the larger service area because of the low number of users and the extended distances. Expansion of the service area for RTC ACCESS would increase the cost of providing the service with a reduction in service productivity and a higher average cost per passenger-trip. Expansion of the service area would only meet the needs of individuals who qualify for RTC ACCESS service under the eligibility determination process. Those individuals who are low income and/or elderly would not be served unless they specifically qualify for RTC ACCESS.

Advantages	Challenges
<ul style="list-style-type: none"> <li>• Uses existing service operated by RTC</li> <li>• RTC has existing call center capability for reservations and scheduling</li> </ul>	<ul style="list-style-type: none"> <li>• Would increase demand and costs for RTC ACCESS paratransit</li> <li>• Would reduce RTC ACCESS productivity and increase average cost per passenger-trip</li> <li>• Could require increased capacity with additional vehicles</li> <li>• Requires an in-person evaluation to confirm qualifications</li> <li>• Would not serve seniors without disabilities. Would only serve people eligible for RTC ACCESS service who have completed the certification process.</li> </ul>



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### INTRODUCTION

The general concept of coordinated transportation and strategies for improving access to information and resources about the existing transportation services has widespread support from throughout the region. Bringing new levels of coordinated transportation and communication between the transportation providers into reality will require supporters to take action.

The approach to addressing the gaps in access to transportation services must nurture trusting relationships between participating organizations by clarifying objectives, costs, and potential funding sources. The implementation plan included in this chapter is intended to guide the participants toward a more coordinated approach to transportation and mobility throughout the region – an approach that efficiently addresses gaps in services within the capacity of the existing transportation providers and systematically plans for expansion.

### GOALS

Three primary goals are described in this chapter. Each goal is supported by the input provided by participants, including the general public, private and public entities, participating organizations, and local stakeholders.

The following outline provides a summary of the goals and implementation strategies or actions steps that are necessary to achieve each goal. Detailed descriptions are provided after the outline.

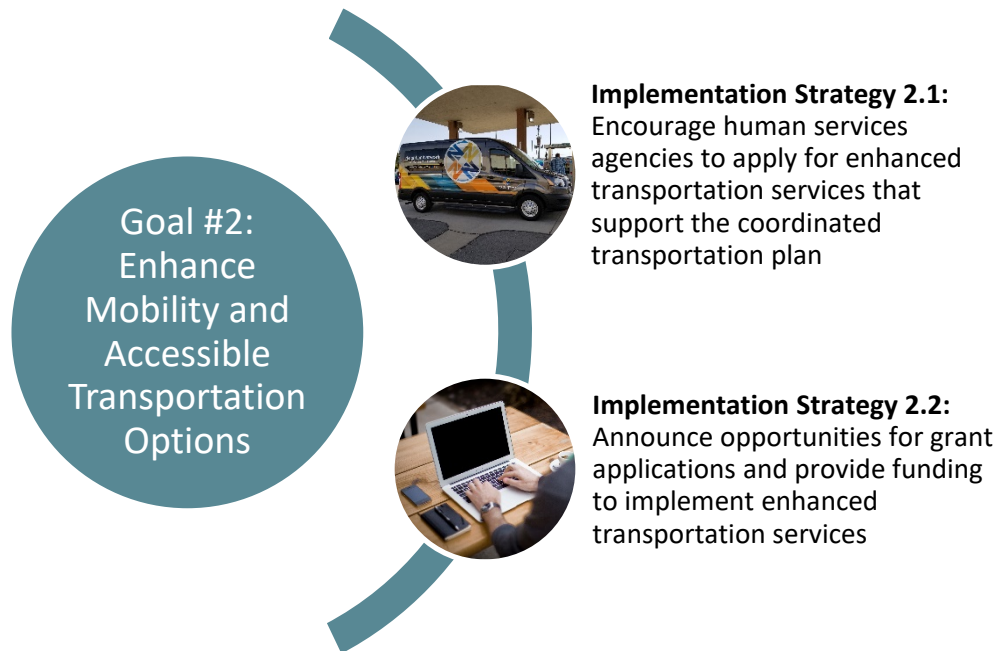
#### Goal #1: Create a Local Coordinating Council

The LCC would facilitate coordination of transportation services and recommend program and funding activities to the RTC as part of the grant review processes.



## Goal #2: Enhance Mobility and Accessible Transportation Options

RTC will continue to work with local transportation providers and human services agencies to identify opportunities to enhance service and provide funding to implement enhanced service options.



## Goal #3: Establish a One-Call/One-Click Center

The center would provide a consolidated call reservation, scheduling, and dispatch function. It would also provide a central resource for customers' information about matching trip needs with available services so the customer can identify the best option for their trip.



## GOAL #1: ESTABLISH A LOCAL COORDINATING COUNCIL

The first priority goal is to create a Local Coordinating Council (LCC). The LCC should have representation from RTC, each human services transportation provider, other human services agencies which serve people with transportation needs, local governments, and consumers. The LCC would have two primary functions. The first would be to 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. The second role will be for the LCC to recommend program and funding activities to the RTC as part of the grant review processes.

### Implementation Strategy 1.1: Develop LCC Membership

Stakeholder agencies that participated in this planning effort will each designate a representative from their organization to join the LCC. Public, non-profit, and private transportation providers, 211, as well as human service agencies and other organizations that represent consumers are suggested members of this committee. A member of the public and an advocate with a disability should participate in the LCC meetings, as well as a youth (high school or college age) representative. During the development phase, RTC will take the lead in establishing the LCC and defining its mission and objectives. RTC may choose to establish a term limit to its leadership of the committee with the intent to pass the LCC Chairperson responsibility to another party, if desired, after the initial set-up phase is complete.

### Implementation Strategy 1.2: Establish the LCC Structure, Mission, and Mobility Goals

The LCC members will develop a mission statement, goals, objectives, and procedures for leading and/or supporting the development and maintenance of coordinated transportation services. Goals should include those identified in this plan. Procedures will include a schedule of quarterly or, at minimum, bi-annual meetings. The structure will be formally adopted by the council members. In doing so, each LCC member will commit to active participation in the council.

### Implementation Strategy 1.3: Lead Coordinated Efforts to Address Mobility Goals

The LCC will focus on preserving, sustaining, and expanding the current transportation programs and resources that are addressing mobility needs for older adults, individuals with disabilities, people with low incomes, and the general public. Once goals are established, the LCC will agree upon responsible parties for leading and supporting steps to achieve the goals and monitor progress.

#### Implementation Timeframe

- Strategy 1.1 will be implemented within 12 months. Strategy 1.2 will be achieved within 18 months and revisited throughout the life of the LCC annually, at minimum. Strategy 1.3 will be ongoing.

## Potential Costs

- Expenses associated with the time/labor to participate in the LCC will vary by organization. By taking initial leadership of the LCC, the RTC will experience the most significant initial financial burden. Minimal costs for traveling to meetings, and printing are also possible. Ultimately, participation in the LCC 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 coordination and information sharing.

## Potential Funding Sources

- Applicable expenses are a function of administering the Section 5310 programs and public transportation services at each participating agency. Funding for labor costs associated with active participation in the LCC would be derived from existing transportation program administration funds. Active participation in the LCC is an eligible mobility management expense under the Federal Transit Administration (FTA) Section 5310 Program. Mobility Management is eligible for an 80 percent Federal share (and 20 percent local match). Local matching funds can be derived from local, state, and many non-U.S. DOT federal programs that include transportation as an eligible expense. As a group, the LCC members could apply for Mobility Management funding to support planning efforts for coordinated transportation.

## **GOAL #2: ENHANCE MOBILITY AND ACCESSIBLE TRANSPORTATION OPTIONS**

Community input and the assessment of transportation needs identified ongoing issues and gaps in transportation service. These include the affordability of transportation for users, areas of Washoe County with limited transportation options, and the need for assistance for many users. Enhanced mobility options may include expansion of microtransit, extension of RTC RIDE service to new areas, and specialized transportation services. One of the roles for the LCC is to identify specific activities to enhance mobility and determine the priorities for funding enhanced services.

### **Implementation Strategy 2.1: Encourage Human Services Agencies to Enhance Transportation Options**

RTC and the LCC should publicize the identified transportation needs and gaps in service which could be met by various agencies and transportation providers. One of the functions of the LCC should be to prioritize unmet needs annually for service enhancement. These needs should be publicized among the LCC members and to other community stakeholders.

### **Implementation Strategy 2.2: Provide Funding for Enhanced Transportation Services**

RTC will continue to administer grant programs for coordinated transportation services. This is primarily the FTA 5310 funding program, but may include other funding programs to support enhanced transportation. Grant opportunities will be announced periodically and other entities encouraged to apply for the grants. RTC will award grant funds based on this plan, input from the LCC, and specific grant award criteria to be developed by RTC.

### **GOAL #3: ESTABLISH A ONE-CALL/ONE-CLICK CENTER**

The primary recommendation in this plan is to form a one-call/one-click center. The center would provide a consolidated call reservation, scheduling, and dispatch function. It would also provide a central resource for customers' information about matching trip needs with available services so the customer can identify the best option for their trip. Implementation will require development of a user portal for online access to transportation services. All transportation services should be integrated into the one-call center. Requests for transportation could then be made through the web portal or by telephone call to the one-call center. Depending on needs and eligibility, the individual would be scheduled on the most appropriate service. The scheduling/dispatch software should allow all vehicles operated by all transportation providers to be available for scheduling trips. By having access to all vehicles and by mixing passengers on vehicles, there is a potential for gains in productivity and opportunities to enhance services.

#### **Implementation Strategy 3.1: Identify the Functions to be Included in the One-Call/One-Click Center**

The LCC will identify the range of functions and services to be included in the one-call/one-click center. Services could range from providing basic information (similar to 211) to guiding individuals through the steps to find the right service provider, to enabling the customer to book the trip.

#### **Implementation Strategy 3.2: Identify a Lead Agency**

The LCC will initiate progress toward this goal by evaluating possible options for a lead agency and identifying the most appropriate entity to house and manage the one-call/one-click center. In many regions with one-call/one-click centers, the public transit provider manages the system, but this is not the only potential structure. In Washoe County, a transportation provider, public or non-profit entity could become the lead agency or a transportation provider could work with another partner in the region that would take leadership, such as 211. Some developers of one-call/one-click centers have found that 211 providers are strong partners or even lead agencies for connecting specialized transportation customers with the appropriate operators.

#### **Implementation Strategy 3.3: Develop a User Portal for Online Access to Transportation Services and Information**

One-call/one-click centers allow customers to make one call or click on one website to identify relevant information about the transportation that they need. One-call/one-click centers also allow the customer to independently learn about local transportation programs and match the specific needs of their trip with the best provider. In more advanced one-call/one-click centers where multiple transportation services are incorporated into a shared technology platform the customer has the option to book their trip reservation with a local provider.

There are a variety of possible platforms and levels of assistance that can be made available to the customer. The user portal should include both telephone and online accessibility. The portal can be developed with linkages to 211, or on a proprietary scheduling software system. The portal also could link with paratransit scheduling software. The lead agency's IT staff will evaluate technology options that are most compatible with the goals of the center and the potential partners. Scalability and interoperability with different technologies (such as technology currently used by transportation providers)

must be considered to ensure that existing technology can be integrated into the one-call/one-click center as more and more providers participate.

### Implementation Strategy 3.4: Integrate Transportation Services into the One-Call/One-Click Center

The one-call/one-click center will have a greater impact on meeting needs of older adults and individuals with disabilities and filling identified gaps when multiple programs and providers participate. The lead agency will work toward integrating transportation services into the one-call/one-click center. Access to a variety of service modes through a single portal/call center will enhance the impact of the call center on the region's ability to fill gaps and improve efficiency of existing resources. The One-call/one-click center can start with just two services and incrementally expand as other transportation programs identify the benefits of participating. Goals 4, 5, and 6 of this plan include examples of services that should be integrated into the one-call/one-click center.

Additional local and regional transportation services, including Transportation Network Companies, non-emergency medical transportation, and private operators should be considered as well. The lead agency will meet with transportation provider staff to discuss opportunities to participate in the one-call/one-click center and the benefits.

If the lead agency is assigning trips to multiple providers, the lead agency would establish contract agreements with each participating service provider. The agreements must include a rate structure for reimbursing providers for trips they provide, billing procedures, driver qualification requirements, safety standards, and other aspects of service. Sample contractual agreements are available from peer agencies that have initiated similar programs.

The following services could be operated under the one-call center:

- The **RTC ACCESS** service would continue to operate to provide complementary paratransit service corresponding to the RTC RIDE fixed-route service. RTC ACCESS will provide transportation for those who are certified as eligible under the requirements of the ADA. This service should be provided within three-quarters of a mile of the fixed-route service.
- **RTC FlexRIDE** microtransit should be expanded to serve other areas of the region as supported by available funding and demand. This is a lower cost option for expanding the service area for all passengers including seniors and those with disabilities. Scheduling of trips for RTC FlexRIDE should be integrated with the one-call center so that information about vehicle capacity is available for coordinated transportation services.
- **Washoe Senior Ride** - Requests for taxi rides could be integrated into the one-call center and the one-call center would be responsible for administering the WSR CardONE card or UBER direct to an app.
- **Contracts for service** with non-profit organizations could be created to provide a higher level of assistance for passengers with greater needs. This may include assistance for door-through-door service or assistance with items to be carried. There is a spectrum of needs for assistance and many of those needs are beyond what is appropriate for RTC ACCESS to provide. The non-profit organizations would operate with the vehicles owned by RTC and the service would be scheduled through the one-call center. Productivity gains could be achieved by mixing passengers supported by various programs on single vehicles rather than having vehicles

dedicated to the specific program. This also avoids the issues related to sharing of vehicles as RTC would own the vehicles and contract for the operation.

- **RTC SMART TRIPS** should receive funding specifically to support persons with disabilities who need transportation for access to employment. Funding could be provided through the FTA Section 5310 program or other state, local, or federal programs that support access to employment and/or community integration efforts for individuals with disabilities.
- **Volunteer drivers** should be used to serve those trips which are difficult to accommodate with other services. This may include trips in the more rural areas of Washoe County and trips that are outside the normal hours of service. The volunteer driver program should be administered by the one-call center and may require a volunteer coordinator staff position depending on the size of the program. The one-call center would have access to the volunteer driver pool for scheduling trips that cannot be accommodated cost-effectively on other services.
- **N4 Connect** is a service that provides discounted rides to use Lyft and also teaches people how to use Lyft, which promotes independence. As N4 Connect evolves, it may also become a resource for trip requests that cannot be accommodated through the one-call center. The one-call center will connect eligible callers with (or provide information for) N4 Connect so that N4 Connect's programs can potentially be used to address the customer's trip needs through subsidized TNCs or potentially with volunteer driver or other services.

### Implementation Timeframe

- This will be a multi-year project requiring an investment in technology and changes with how services are provided. The projected implementation timeframe for the call center would be two years. Services within the one-call center would be incrementally expanded over the following three years or more.

### Potential Costs

- Potential costs for the One-Call/One-Click Center will depend, to a significant degree, upon the scope of services included, technology used, and staffing needs.
- Industry experience indicates that potential costs for initial start-up of a one-call center could range from \$70,000 to \$200,000, including project management and development of General Transit Feed Specifications (GTFS).
- Staffing the call center with two full time equivalent employees could range from \$60,000 to \$100,000 per year, or more. A manpower analysis would be required to determine actual staffing levels that would be necessary to handle the expected call volume. If existing staff at the lead agency can absorb some or all of the additional call volume, the staffing costs can be minimized.
- Expanding the call center to include "one-click" functions could range from \$50,000 to \$200,000 depending upon the software requirements.
- Project management and contract management as new service providers are incorporated could range from \$50,000 to \$100,000, or more, depending upon the technical capabilities of the software program used to manage the center and size of the organization.

## Potential Funding Sources

- Efforts to centralize transportation resources and link users will improve mobility and accessible transportation for older adults and individuals with disabilities. While there are significant potential costs, there are also proven cost savings for all participating providers and programs. Shared administrative costs should result in some reduction in current administrative costs for each individual program. The potential for improved efficiency of services also could translate into cost savings. However, it is more likely that operating costs will remain the same but ridership will remain constant or increase after the one-call/one-click center is functioning.
- Operating one-call/one-click call centers meets the definition of Mobility Management and is an eligible expense under the FTA Sections 5310 (enhanced mobility for elderly individuals and persons with disabilities), 5307 (urban public transit), and 5311 (rural public transit) programs. Under the 5310 program, the One-call/one-click program would require a 20 percent local match. Local matching funds can be derived from local, state, and many non-U.S. DOT federal programs that include transportation as an eligible expense. The one-call/one-click center is also eligible for funding under FTA Sections 5307 and 5311 programs but would require additional local match. While it is available, recipients of Section 5307 and 5311 program funds can use CARES Act funding to support mobility management activities.

## IMPLEMENTATION TIMELINE AND COSTS SUMMARY

Table X-1 outlines a potential implementation timeline for the goals and strategies. Of course, each step is dependent upon a number of factors including funding cycles and available local match to draw down Federal funds. Table X-2 presents potential annual costs by year.

Table X-1: Implementation Timeline					
Goals and Objectives	Year 1	Year 2	Year 3	Year 4	Year 5
<b>Goal #1: Establish a Local Coordinating Council</b>					
1.1: Develop LCC Membership					
1.2: Establish the LCC Structure, Mission, and Mobility Goals					
1.3: Lead Coordinated Efforts to Address Mobility Goals					
<b>Goal #2: Enhance Mobility and Accessible Transportation Options</b>					
2.1: Encourage Enhanced Transportation Services					
2.2: Provide Funding for Enhanced Transportation Services					
<b>Goal #3: Establish a One-Call/One-Click Center</b>					
3.1: Identify the Functions to be Included in the Center					
3.2: Identify a Lead Agency					
3.3: Develop a User Portal for Online Access					
3.4: Integrate Transportation Services into the Center					



Table X-2: Potential Costs by Year					
Goals and Objectives	Year 1	Year 2	Year 3	Year 4	Year 5
<b>Goal #1: Establish a Local Coordinating Council</b>					
	\$8,000 to \$20,000	\$5,000	\$5,000	\$5,000	\$5,000
<b>Goal #2: Encourage Mobility and Accessible Transportation Options</b>					
Enhanced Services	\$500,000	\$500,000	\$500,000	\$500,000	\$500,000
<b>Goal #3: Establish a One-Call/One-Click Center</b>					
Initial Start-UP		\$70,000 to \$100,000			
Staffing (Annual Costs for 2 FTEs)			\$60,000 to \$100,000	\$60,000 to \$100,000	\$60,000 to \$100,000
Expanding to Include Online Access				\$50,000 to \$200,000	\$10,000
Project Management					\$50,000 to \$100,000
<b>Total Annual Cost:</b>	<b>\$508,000 to \$520,000</b>	<b>\$575,000 to \$605,000</b>	<b>\$565,000 to \$605,000</b>	<b>\$615,000 to \$805,000</b>	<b>\$625,000 to \$715,000</b>

# Appendix A: Community Transportation Survey Questionnaire

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## 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) Are you able to drive and have a current license?  
 Yes       No
- 3) Do you have regular access to a personal vehicle that you drive?  
 Yes       No
- 4) Are you: *(Select all that apply or skip this question if not applicable)*  
 A person with disabilities     A senior     A Veteran
- 5) 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"/> Sanford Center for Aging – Senior Outreach Services (SOS)
<input type="checkbox"/> RTC Access (paratransit service)	<input type="checkbox"/> Seniors in Service (SIS)
<input type="checkbox"/> RTC FlexRIDE	<input type="checkbox"/> Washoe County DHHS – Seniors
<input type="checkbox"/> RTC Regional Connector	<input type="checkbox"/> Senior program transportation services
<input type="checkbox"/> RTC Washoe Senior Ride (subsidized taxi program)	<input type="checkbox"/> Medicaid-sponsored transportation
<input type="checkbox"/> Pyramid Lake Paiute Tribal Transit	<input type="checkbox"/> Transportation provided by your employer or work center
<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"/> Taxi/Uber/Lyft
<input type="checkbox"/> Neighborhood Network of Northern Nevada (N4)	<input type="checkbox"/> Other: _____
- 6) Do you ever need a ride and not have one?  
 Yes       No
- 7) If so, for what purposes have you been unable to get a ride? *(Select all that apply)*

<input type="checkbox"/> Going to or from a medical appointment	<input type="checkbox"/> Going shopping
<input type="checkbox"/> Going to or from work	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Going to or from school or educational training	

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

- |                                    |                                   |
|------------------------------------|-----------------------------------|
| <input type="checkbox"/> Sunday    | <input type="checkbox"/> Thursday |
| <input type="checkbox"/> Monday    | <input type="checkbox"/> Friday   |
| <input type="checkbox"/> Tuesday   | <input type="checkbox"/> Saturday |
| <input type="checkbox"/> Wednesday |                                   |

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

10) What issues deter you from using RTC, taxis/Uber/Lyft, and other services? *(Select all that apply)*

- Family helps me
- 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'm apprehensive/fearful
- Other: \_\_\_\_\_

11) Do you live near a bus stop, but have a mobility limitation that limits your ability to walk to a bus stop and/or board a vehicle without assistance?

- Yes       No

12) What is your age?

- Age 18 or Under
- 19-39
- 40-59
- 60 or Older

13) What is the combined yearly income of everyone in your household?

- |   |   |
|---|---|
| <input type="checkbox"/> Less than \$15,000 | <input type="checkbox"/> \$50,000-\$74,999  |
| <input type="checkbox"/> \$15,000-\$24,999  | <input type="checkbox"/> \$75,000 or higher |
| <input type="checkbox"/> \$25,000-\$49,999  |   |

14) Please describe any other transportation barriers or concerns you would like to share.

***Thank you!***



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

Esta encuesta es parte de los esfuerzos actuales de la Comisión de Transporte Regional del Condado de Washoe (RTC) para revisar y reescribir su Plan Coordinado de Transporte Público de Servicios Humanos. Esta breve encuesta está diseñada para tomar menos de 5 minutos de su tiempo y los resultados jugarán un papel importante en hacer mejoras en la red de opciones de transporte disponibles en todo el Condado de Washoe. ¡Gracias por tu participación!

- 1) ¿Dónde vives? Por favor proporcione su código postal \_\_\_\_\_
- 2) ¿Puede conducir y tener una licencia actual?  
 Sí                       No
- 3) ¿Tiene acceso regular a un vehículo personal que conduce?  
 Sí                       No
- 4) ¿Está usted: *(Seleccione todos los que correspondan u omita esta pregunta si no corresponde)*  
 Una persona con discapacidad       Una edad mayor       Un veterano
- 5) ¿Cuál de los proveedores de transporte utiliza regularmente? *(Seleccione todos los que correspondan)*

<input type="checkbox"/> RTC Ride (fixed-route service)	<input type="checkbox"/> Sanford Center for Aging – Senior Outreach Services (SOS)
<input type="checkbox"/> RTC Access (paratransit service)	<input type="checkbox"/> Seniors in Service (SIS)
<input type="checkbox"/> RTC FlexRIDE	<input type="checkbox"/> Condado de Washoe DHHS – para personas mayores
<input type="checkbox"/> RTC Regional Connector	<input type="checkbox"/> Servicios de transporte del programa para personas mayores
<input type="checkbox"/> RTC Washoe Senior Ride (subsidized taxi program)	<input type="checkbox"/> Transporte patrocinado por Medicaid
<input type="checkbox"/> Pyramid Lake Paiute Tribal Transit	<input type="checkbox"/> Transporte proporcionado por su empleador o centro de trabajo
<input type="checkbox"/> Reno-Sparks Indian Colony transportation	<input type="checkbox"/> Transporte proporcionado por una agencia de servicio humano
<input type="checkbox"/> Access to Healthcare Network	<input type="checkbox"/> Taxi/Uber/Lyft
<input type="checkbox"/> Neighborhood Network of Northern Nevada (N4)	<input type="checkbox"/> Otro: _____
- 6) ¿Alguna vez necesitas un paseo y no tiene uno?  
 Sí                       No
- 7) Si es así, ¿para qué propósitos no ha podido conseguir un paseo? *(Seleccione todos los que correspondan)?*

<input type="checkbox"/> Ir a o desde una cita medica	<input type="checkbox"/> Ir de compras
<input type="checkbox"/> Ir a o desde el trabajo	<input type="checkbox"/> Otro: _____
<input type="checkbox"/> Ir a o desde la escuela o la formación educative	

8) ¿Qué días de la semana necesitas transporte? (*Selecciona todos los que correspondan*)

- |                                    |                                  |
|------------------------------------|----------------------------------|
| <input type="checkbox"/> Domingo   | <input type="checkbox"/> Jueves  |
| <input type="checkbox"/> Lunes     | <input type="checkbox"/> Viernes |
| <input type="checkbox"/> Martes    | <input type="checkbox"/> Sabado  |
| <input type="checkbox"/> Miercoles |                                  |

9) ¿A qué horas del día necesitas transporte? (*Seleccione todos los que correspondan*)

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Medianoche a las 6:00 a.m. | <input type="checkbox"/> Mediodía a las 4:00 p.m.  | <input type="checkbox"/> 9:00 p.m. a la medianoche |
| <input type="checkbox"/> 6:00 a.m. a las 8:00 a.m.  | <input type="checkbox"/> 4:00 p.m. a las 6:00 p.m. |  |
| <input type="checkbox"/> 8:00 a.m. a el mediodía    | <input type="checkbox"/> 6:00 p.m. a las 9:00 p.m. |  |

10) ¿Qué problemas te impiden usar RTC, taxis/Uber/Lyft y otros servicios? (*Seleccione todos los que correspondan*)

- La familia me ayuda
- No se como utilizar los servicios listados
- Muy lejos para caminar para acceder al servicio
- Muy caro
- No califico para programas de transporte
- Los vehículos accesibles para sillas de ruedas no están disponibles cuando los necesito
- Estoy aprensivo/temeroso
- Otro: \_\_\_\_\_

11) Vive cerca de una parada de autobús, pero tiene una limitación de movilidad que limita su capacidad para caminar a una parada de autobús y / o abordar un vehículo sin ayuda?

- Si                       No

12) Cuantos anos tienes?

- Edad 18 o menos
- 19-39
- 40-59
- 60 o mayor

13) Cual es el ingreso anual combinado de todas las personas en su hogar?

- |  |  |
|--|--|
| <input type="checkbox"/> Menos de \$15,000 | <input type="checkbox"/> \$50,000-\$74,999 |
| <input type="checkbox"/> \$15,000-\$24,999 | <input type="checkbox"/> \$75,000 o mas    |
| <input type="checkbox"/> \$25,000-\$49,999 |  |

14) Por favor describa cualquier otra barrera o inquietud de transporte que le gustaría compartir.

***¡Gracias!***

# Appendix B: Community Transportation Survey Comments



## Appendix B: Community Transportation Survey Comments

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- 95% of drivers are great! 5% are rude. They complain about having to put ramp down. Not able to go outside of the service area for an appt.
- Accessibility to and from bus stops and the bus stops themselves.
- Are double deck buses coming to Reno?
- As of now, we never leave home due to the fear of Covid19.
- Attitudinal barriers. Drivers need training on safe topics for interacting with riders. It may seem funny to say “crazy driver” to a person in a wheelchair, but it becomes a micro-aggression when you’ve heard it 2,000 times in your life. Asking about a person’s disability is also not ok. Disability awareness is critical. Avoiding inspiration porn. Telling someone with low muscle tone to smile is also a micro aggression. Disability is a culture. Hire disabled folks to train you about it.
- Bus arrival is too often unpredictable for me to use to get to work.
- Bus frequency is not often.
- Bus schedule and routes made easy to read and understand. Buses inside the Reno loop should come every 10-15 minutes, not once every 30 minutes!
- City is too eager to tow temporarily disabled vehicles from poor folks. My car was three weeks from being fixed and I would still have it. But they towed it after a week of being parked on a curb and made my difficult life significantly worse.
- Customer service won’t accommodate a subscription or a master number for rides.
- Disabled.
- Distance from bus stop and stores is too long, time consuming. Shopper bus would like to be back in service, lift needs to be used more for shopping carts.
- Doing a great job! Very thankful for this service.
- Drivers are great, helpful
- Drivers are helpful
- Drivers have been great. no complaints
- Expanding ride services beyond the McCarran ring for those who need to use public transportation.
- Gets lost easy.
- Gets sick on the access buses.
- Happy with access and RTC.
- Hello pedestrians???
- I am a provider for 2 special needs clients. Often rides do not show up or 2 different companies will come to my house.
- I am not within the ADA zone and I would like to use RTC access. Lyft could be expensive sometimes. I think people that need transportation but outside of the ADA zone is ridiculous because they need it.
- I could take the bus if someone could take me to the bus stop.
- I have tried buses but found they don't arrive when scheduled.
- I have used RTC Access for my daughter from 2001 - 2019. The last 3 years I had to transport them to A&W parking lot 5x a week to meet the RTC Access bus as they no longer picked up clients outside the route loop. MTM and cabs were used to pick up clients in the beginning. One of my clients, my



daughter, had an incident with a cab driver. She fell and ended up in the hospital. The cab drivers did not seem to have the same training, (understanding that handicapped people needed to be escorted in or out on a one to one basis) as the RTC Access drivers. Because of safety issues and stories I heard about the small start transportation companies that MTM okayed in the beginning, I decided to transport my 2 clients from home to meet the RTC Access bus in a parking lot 2 miles away. I did this for 3 years. Then my client had foot surgery and getting in and out of a car became an issue. MTM services were started with a small company called DCMT about a year ago and I couldn't be happier. DCMT is the only company that transports my clients where years ago you never knew who was going to pick up your clients. The vans they use only can hold 2 wheelchairs so my clients are taken directly to and from sheltered workshop. As I stated earlier, I've used RTC Access since 2001 and have been very pleased with their services. The city has been growing and routes need to be added to include Spanish Springs, south of town and north valleys. It's my understanding for people on Medicaid there is now transportation from anywhere. The question is: Is there transportation outside the RTC Access loop for senior citizens and veterans as needed?

- I live a mile away from a bus stop and am Autistic with SPD. I also have mobility issues and can't walk far. I am deaf/blind.
- I live in rural Nevada and cannot get to Carson or Reno. There is no public transportation in Gardnerville that can get me to where I need/want to go.
- I would take public transportation, like a bus or streetcar, if it offered widespread service across the city with reliable travel times.
- It is over a mile to the nearest bus stop so once I do need to rely on public transportation, it will be difficult to get to the bus stop.
- Just comfortable with access. Its more personable.
- Lyft can't take my power w/c. Covid no public rides right now.
- Lyft not powerchair accessible cars.
- Mom says she would like to see subscriptions come back, client is unable to make his own rides and mom/caregiver has forgotten. It would alleviate a lot of stress in her case.
- My barrier is getting to and from school. I am a current graduate student and my courses are located at the Redfield Campus. My RTC ACCESS bus does not go there and there aren't any bus routes that get me close enough. Being legally blind, I am struggling to find a route that gets me to and from that location safely.
- Need to be able to have someone come out to help me sign up for services.
- No assistance with the seat belt.
- No bus route around SW McCarran. Need protected bike lanes on streets with wide lanes and fast car traffic.
- No issues.
- No more seating at the bus stop at lupin and 5th Ave.
- None.
- None. Just hope my driver's license renews and my car holds up.
- Once you start cleaning the buses like you first shown on your broadcast that the buses would be cleaned each time they pull in. Mask in a tissue box dispenser and not be open to germs, some routes will be impacted like the 5 with the VA Med center moving their clinics to the new campus on Selmi and McCarren area.

- People who have disabilities not having access and or not having the knowledge to use public transportation. Needs to be accessible to all areas and not just in the inner-city areas.
- Restricted from riding without an aide.
- Ride to Dr. Patterson's office.
- Route times are not scheduled in a way that getting to downtown (especially early in the morning) is efficient. Transferring to another route is very difficult and seems to have a long wait time to get from one bus to another, even at stations. It would be extremely helpful if maybe the drivers could hold a card to distribute for people who are late to work or there was a hotline number to have an employer call due to the bus being delayed that would help avoid having issues with attendance and tardiness. Seating area is horribly uncomfortable for anyone to sit who is 5'8" with long legs. There is not enough room for any bags in order to transport groceries or have a folded-up child stroller without blocking seats or being right in front of the bus where handicap and elderly riders need to sit.
- RTC has no stops in the Geiger Grade area & Washoe Cty senior citizens' services does not include any of the Virginia Foothills area for services.
- Service is great.
- Service is great.
- Service is great.
- So pleased with RTC Access. No complaints.
- Sometimes can't get a hold of MTM and will have to use tickets for a ride.
- The bus system keeps getting worse and worse each year.
- The frequency of the bus needs to be changed and the accessibility going to and from bus stop needs to be better throughout Washoe County. All bus stops should have shelters.
- The greatest service ever!
- The nearest bus stop is two hours away walking. I may have a car but my adult children do not so if I'm at work my pregnant daughter and granddaughter have to hike that awful walk.
- There is not a bus stop close enough to the new apartments located at 600 Geiger Grade Road which is low income apartments.
- To go anywhere I have to take two rides 1 with Lift & 1 with RTC access. RTC will not come to my home. Used to.
- Traffic!!!!
- Uber and Lyft require mobile app, but I only use telephone, not internet.
- Uses walker, needs assistance from his door. Not all drivers assist that.
- Very grateful.
- Walking to a stop and various changeovers would be difficult, focusing and mental awareness can and does change frequently, some moments I am with it, other moments I am confused, so I mostly only get out with someone I can trust, but that leaves me really isolated.
- We need more transportation services in the outlying areas and more services during off-hours.
- With regards to question 7, my older brother and sister-in-law helps me from time to time as a tradeoff for babysitting my niece who also goes to the local elementary school for my area. Also, my closest bus stop is at Kietzke Lane and South McCarran Boulevard. In addition, I am currently living off of my Social Security Disability, and I try not to become dependent on my folks' monthly retirement benefit.

Appendix C: List of Employers in the Reno Area



List of Employers in the Reno Area			
Company Name	Address	City	Sector
4506 TRANSCRIPTS	5365 MAE ANN AVE.	RENO	Other
A D HAWK INC.	3515 AIRWAY DR. SUITE #206	RENO	Manufacturing
AAMP OF AMERICA INC.	605 GLENDALE AVE.	SPARKS	Logistics and Distribution
ABARIS TRAINING INC.	5401 LONGLEY LN. SUITE #49	RENO	Aerospace, Aviation and Defense
ACCESS EVENT SOLUTIONS	1410 GREG ST. SUITE #412	SPARKS	Manufacturing
ADVANCED COMPOSITE TECHNOLOGIES INC.	345 CONEY ISLAND DR	SPARKS	Manufacturing
ADVANCED MATERIALS AND DEVICES	4750 LONGLEY LN #104	RENO	Other
ADVANCED MICROWAVE PRODUCTS	2465 OLD HWY 40 W STE#200	VERDI	Manufacturing
ADVANCED PRECISION INC.	4865 JOULE ST STE C-2	RENO	Manufacturing
ADVANCED REFINING CONCEPTS	ONE EAST FIRST ST., STE. 1600	RENO	Clean Energy
ADVANCED SUPPLY CHAIN LOGISTICS	1750 PURINA WY	SPARKS	Logistics and Distribution
AERION SUPERSONIC LLC	5190 NEIL RD STE #500	RENO	Aerospace, Aviation and Defense
AGRU AMERICA	2000 E. NEWLANDS DR	FERNLEY	Manufacturing
AGTRON INCORPORATED	9395 DOUBLE R BLVD.	RENO	Manufacturing
AIMS POWER	9736 S. VIRGINIA ST. SUITE A	RENO	Logistics and Distribution
ALASKA UAV	385 FREEPORT BLVD.#17	SPARKS	Aerospace, Aviation and Defense
ALCHEMY	575 DOUBLE EAGLE CT.	RENO	Technology Ecosystem
ALEXIS POWER SYSTEMS	5470 LOUIE LANE #104	RENO	Manufacturing
ALICE HEIMAN, LLC	1385 HASKELL ST	RENO	Other
ALL TRADE TOOLS	9250 RED ROCK RD STE #B	RENO	Logistics and Distribution
ALORICA	1315 FINANCIAL BLVD	RENO	Back Office, Business Support
AM2T	550 BELLA OAKS CT	SPARKS	Manufacturing
AMAZON	8000 N. VIRGINIA ST	RENO	E-Commerce Fulfillment
AMERICAN ASSAY LABORATORIES	1500 GLENDALE AVENUE	SPARKS	Mining
AMERICAN DUCHESS	2510 BEAUMONT PKWY	RENO	E-Commerce Fulfillment
AMERICAN DUNNAGE	445 CONEY ISLAND DR	SPARKS	Manufacturing
AMERISOURCE BERGEN/ ICS	5360 CAPITAL COURT	RENO	Logistics and Distribution
AMES TRUE TEMPER	3450 AIRWAY DRIVE SUITE #400	RENO	Logistics and Distribution
AMPLIFY RELATIONS	675 W. MOANA LN STE 201	RENO	Other
ANIXTER	990 NORTH HILLS BLVD.	RENO	Logistics and Distribution
ANSELL HEALTHCARE PRODUCTS	2301 ROBB DR.	RENO	Logistics and Distribution
ANTHEM BLUE CROSS BLUE SHIELD	5250 S. VIRGINIA AVE.	RENO	Back Office, Business Support
APPLIED SOIL COMPANY	56 CONEY ISLAND DR.	SPARKS	Other
APROPOS INTERNATIONAL	321 E. 5TH ST.	RENO	Logistics and Distribution
ARCONIC FASTENING SYSTEMS AND RINGS	1 ERIC CIRCLE	VERDI	Aerospace, Aviation and Defense
ARISTOCRAT	5390 KIETZKE LN STE. 104	RENO	Gaming
ARROW ELECTRONICS INC.	665 MAESTRO DR.	RENO	Logistics and Distribution
ATHLETIC TRAINING EQUIPMENT CO. (ATEC)	655 Spice Island Dr.	SPARKS	Manufacturing
ATLANTIC AVIATION	655 S. ROCK BLVD	RENO	Aerospace, Aviation and Defense
ATLAS MOLDED PRODUCTS	13695 MT. ANDERSON ST	RENO	Manufacturing
AVA LOGISTICS	5442 LONGLEY LN	RENO	Logistics and Distribution
AYURVEDIC HERBAL	P O BOX 1108	SPARKS	E-Commerce Fulfillment
B YOUR BEST	742 SPICE ISLANDS DR	SPARKS	Logistics and Distribution
BARNES & NOBLE PURCHASING INC.	12660 OLD VIRGINIA ROAD	RENO	Logistics and Distribution
BEAVERFIT USA	120 Woodland Ave, Suite D	RENO	Manufacturing
BELIMO AMERICA	1048 Fortunato Loop	SPARKS	Logistics and Distribution
BENDER GROUP	945 PARR CIRCLE	RENO	Logistics and Distribution
BENNETT MEDICAL SERVICES	2600 MILL ST #600	RENO	Health, Medical
BENSON POLYMERIC	9475 DOUBLE R BLVD	RENO	Manufacturing
BERGDAHL ASSOCIATES, INC.	2990 SUTRO ST.	RENO	Logistics and Distribution
BETTER WORLD BOOKS	14525 INDUSTRY CIRCLE STE 100	RENO	Logistics and Distribution
BIG ROCK SPORTS	9085 MOYA BLVD	RENO	Logistics and Distribution
BIGCERAMICSTORE.COM	543 VISTA BLVD.	SPARKS	E-Commerce Fulfillment
BIZ CHAIR (BELNICK INCORPORATED)	6650 ECHO AVE. SUITE A	RENO	E-Commerce Fulfillment
BLACKHAWK MOLDING CO., INC.	990 DEMING WAY	SPARKS	Manufacturing
BLACKHAWK NETWORK	10615 PROFESSIONAL CIRCLE	RENO	Back Office, Business Support
BLACKRIDGE TECHNOLOGY	5390 Kietzke Lane Ste 104	RENO	Technology Ecosystem
BLAST DEFLECTORS INC.	8620 TECHNOLOGY WAY	RENO	Aerospace, Aviation and Defense
BLOCH	1170 TRADEMARK DR. SUITE #112	RENO	Logistics and Distribution
BOMBORA	100 N ARLINGTON STE. 100	RENO	Technology Ecosystem
BOWEN TRANSPORTATION	585 DAPAO LI ST.	RENO	Logistics and Distribution
BREADWARE, INC.	450 SINCLAIR, 3RD FLOOR	RENO	Technology Ecosystem
BROOMSTICK	10399 DOUBLE R BLVD #106	RENO	Technology Ecosystem
BUFFALO WIRE	1430 KLEPPE LANE	SPARKS	Manufacturing
BURKHART DENTAL	1316 CAPITAL BL STE 104 BLDG A	RENO	Logistics and Distribution
BURROWS PACKAGING	6650 ECHO AVE. SUITE D	RENO	Manufacturing
BVA SYSTEMS	2225 E GREG ST. STE 101	SPARKS	Manufacturing
C VIRTUAL	155 CADILLAC PL	RENO	Other
CAEK	100 N. ARLINGTON STE #200	RENO	Technology Ecosystem
CAIE FOODS	1802-A BRIERLY WAY #108	SPARKS	Manufacturing
CALRAMIC	5462 LOUIE LANE	RENO	Manufacturing
CAM CONCEPT	2255 GLENDALE AVE STE 3	SPARKS	Other
CAROLINA ABSORBENT COTTON	4969 ENERGY WAY	RENO	Manufacturing
CASCADE DESIGNS	10990 LEAR BLVD	RENO	Manufacturing
CASHMAN EQUIPMENT	600 GLENDALE AVE.	SPARKS	Manufacturing
CATALYTIC PURE AIR, LLC	1912 WATT ST.	RENO	Logistics and Distribution
CAVIST MANUFACTURING	9290 PROTOTYPE DRIVE	RENO	Manufacturing

List of Employers in the Reno Area (cont.)			
Company Name	Address	City	Sector
CES MACHINE	8880 DOUBLE DIAMOND PKWY	RENO	Manufacturing
CEVA FREIGHT, LLC	10855 LEAR BLVD.	RENO	Logistics and Distribution
CHARLES RIVER LABS	6995 LONGLEY LANE MS-A1	RENO	Other
CHARTER BUSINESS	9335 PROTOTYPE DR.	RENO	Technology Ecosystem
CHESAPEAKE SPICE	8760 TECHNOLOGY WY	RENO	Manufacturing
CINTAS	250 VISTA BLVD #107	SPARKS	Logistics and Distribution
CIOX HEALTH	1450 VASSER ST	RENO	Back Office, Business Support
CLAREBLEND INC.	3555 AIRWAY DR. SUITE 307	RENO	Manufacturing
CLEAR CAPITAL	300 E 2ND ST #1405	RENO	Back Office, Business Support
CLICK-BIO	450 SINCLAIR	RENO	Other
COLINX	695 VISTA BLVD. #103	SPARKS	Logistics and Distribution
COLORITE	901 E. GLENDALE AVE	SPARKS	Manufacturing
COMPUTERIZED SCREENING INC.	9550 GATEWAY DR.	RENO	Manufacturing
COMSTOCK TELCOM	5445 EQUITY AVE	RENO	Logistics and Distribution
CONAGRA/ ANGIE'S BOOM CHICKA POP	1025 SANDHILL RD.	RENO	Manufacturing
CONCEPTION PROTO	1095 SPICE ISLAND DR STE# 107	SPARKS	Manufacturing
CONSET	755 LILLARD DR. SUITE #101	SPARKS	Logistics and Distribution
CONSOLIDATED AGENCY PARTNERS	9425 DOUBLE DIAMOND BLVD.	RENO	Other
COOPER B- LINE INC.	13755 STEAD BL.	RENO	Manufacturing
COULSON GROUP	655 ROCK BLVD	RENO	Aerospace, Aviation and Defense
COUPA	1575 DELUCCHI LANE	RENO	Technology Ecosystem
CREATIVE COVERINGS	87 CONEY ISLAND DR.	SPARKS	Other
CREATIVE SPECIALTY APPAREL	5350 CAPITAL CT # 107	RENO	Manufacturing
CRYSTALASER	4750 LONGLEY LN # 205	RENO	Manufacturing
CUSTOMINK	9390 GATEWAY STE. 150	RENO	E-Commerce Fulfillment
CYRCADIA HEALTH	1325 AIRMOTIVE WAY STE. #175	RENO	Technology Ecosystem
DAMON INDUSTRIES	822 PACKER WAY	SPARKS	Manufacturing
DASSAULT FALCON	365 S. ROCK BLVD.	RENO	Aerospace, Aviation and Defense
DATA FORMS INC.	1070 MATLEY LN	RENO	Manufacturing
DAVIDSON'S ORGANICS	665 Spice Island Dr. Suite 101	SPARKS	Manufacturing
DAYCO PRODUCTS	1450 E. GREG ST.	SPARKS	Logistics and Distribution
DEKKADE ADVANCE FLOORING SYSTEMS	2085 E. GREG ST.	SPARKS	Manufacturing
DERMODY PROPERTIES	5500 EQUITY AVE.	RENO	Other
DIGGIN YOUR DOG	5635 #15 RIGGINS CT	RENO	Manufacturing
DIGITAL SOLID STATE PROPULSION	5475 LOUIE LANE SUITE D	RENO	Manufacturing
DIPACO/DTECH	12693 OLD VIRGINIA RD.	RENO	Manufacturing
DISCOVERY PRODUCTS INC.	5655 RIGGINS CT #22	RENO	Manufacturing
DISTRIBUTION RESOURCE	38 ISIDOR CT STE 150	SPARKS/WC	Logistics and Distribution
DLL TECHNOLOGIES, INC.	1575 DELUCCHI STE 223	RENO	Technology Ecosystem
DRAGONFLY ENERGY	1355 Greg St. Suite 101-102	SPARKS	Manufacturing
DRONE AMERICA	3555 AIRWAY DRIVE SUITE #310	RENO	Aerospace, Aviation and Defense
DSG INC.	945 B SPICE ISLANDS DR	SPARKS	Manufacturing
DURA LINE (A & D TECHNOLOGY)	1284 E. GLENDALE AVE.	SPARKS	Manufacturing
E COMPLETE LLC	4900 MILL STREET STE. #7	RENO	Logistics and Distribution
E E TECHNOLOGIES INC.	9455 DOUBLE R BLVD.	RENO	Manufacturing
EBARA INTERNATIONAL CORP.	350 SALOMON CIR.	SPARKS	Manufacturing
ECO PAK	640 ORRCREST DR.	RENO	Manufacturing
ECO WINDOWS	9732 STATE ROUTE 445, 100	SPARKS/WC	Manufacturing
EDGE PROFESSIONAL SOLUTIONS GROUP	255 W MOANA LN STE 209	RENO	Other
EEI	216 MT. ROSE ST	RENO	Other
ELECTRATHERM	4750 TURBO CIRCLE	RENO	Manufacturing
ELEMENTAL LED	885 TRADEMARK DR	RENO	Manufacturing
ELITE SPICE INC.	1225 GREG ST.	SPARKS	Manufacturing
EMPLOYERS	10375 PROFESSIONAL CIRCLE	RENO	Other
END 2 END SWIM SPA COVERS	405 WESTERN RD. #17	RENO	Manufacturing
ENEL GREEN POWER	1755 E PLUMB LANE	RENO	Clean Energy
ENGINE BUILDERS SUPPLY	4068 S MCCARRAN BLVD # B	RENO	Logistics and Distribution
ENTRANSMEDIA	10539 PROFESSIONAL CIRCLE SUITE #201	RENO	Technology Ecosystem
ENVIROHAVEN	2500 VALLEY RD., SUITE F	RENO	Manufacturing
EP MINERALS	9785 GATEWAY DR.	RENO	Mining
ERG AEROSPACE	55 GREG ST.	SPARKS	Aerospace, Aviation and Defense
ERICO INTERNATIONAL CORPORATION	46 ISIDOR CT. SUITE #103	SPARKS/WC	Logistics and Distribution
ESSCO	630 SPICE ISLAND DR	SPARKS	Logistics and Distribution
ETAILER	2531 SUTRO	RENO	E-Commerce Fulfillment
EVERI GAMES	887 TRADEMARK DR #201	RENO	Gaming
EXPEDITORS	5470 KIETZKE LN STE 300	RENO	Logistics and Distribution
FALL LINE CORP	4625 AIRCENTER CIRCLE	RENO	Manufacturing
FAT FOOT SCOOTERS	131 CONEY ISLAND DR	SPARKS	Logistics and Distribution
FEDEX GROUND	1185 S. ROCK BLVD.	RENO	Logistics and Distribution
FEDEX SUPPLY CHAIN	1170 TRADEMARK DR STE 106	RENO	Logistics and Distribution
FIDELITONE	1105 SOUTHERN WY	SPARKS	Logistics and Distribution
FIGURE TECHNOLOGIES	50 S VIRGINIA ST	RENO	Technology Ecosystem
FILAMENT	100 N ARLINGTON STE. 105	RENO	Technology Ecosystem
FIRST NATIONAL COLLECTION BUREAU	50 W LIBERTY	RENO	Financial
FOOD HANDLER	2301 ROBB DR.	RENO	Logistics and Distribution
FORT DEARBORN CO.	295 LILLARD DR	SPARKS	Manufacturing
FOSDICK FULFILLMENT	12035 MOYA #101	RENO	Logistics and Distribution

List of Employers in the Reno Area (cont.)			
Company Name	Address	City	Sector
FOUNDRY	255 N SIERRA ST, STE 140	RENO	Other
FOX RACING	38 Isidor Court Ste 110 & 120	RENO	Manufacturing
FRANZEN-HILL	5470 KIETZKE LN STE 300	RENO	Other
FRENCH GOURMET	245 CONEY ISLAND DRIVE	SPARKS	Manufacturing
FREUND CONTAINER & SUPPLY	1385 GREG ST.	SPARKS	Logistics and Distribution
FULL TILT LOGISTICS	150 ISIDOR STE.#101	SPARKS	Logistics and Distribution
FUMARE	7530 Longley Lane #101	RENO	Logistics and Distribution
FUSION CONTACT CENTER	300 E. 2nd ST. STE. #1210	RENO	Back Office, Business Support
GARLOCK PRINTING AND CONVERTING	127 WOODLAND AVE.	RENO	Manufacturing
GARRY N SUN	1030 MATLEY LN	RENO	Logistics and Distribution
GARY PLATT MANUFACTURING	4643 AIRCENTER CIRCLE	RENO	Manufacturing
GBS ENTERPRISES	9240 PROTOTYPE DR	RENO	Logistics and Distribution
GENERAL MOTORS	6565 ECHO AVE	RENO	Logistics and Distribution
GENSANO	8630 TECHNOLOGY WAY STE A	RENO	Other
GEODIS	450 LILLARD DR.	SPARKS	Logistics and Distribution
GEOFORTIS POZZOLANS	320 WESTERN ROAD #1	RENO	Manufacturing
GIVI USA INC.	506 GLENDALE AVE	SPARKS	E-Commerce Fulfillment
GLACIER GLOVE	7525 COLBERT DR. STE 107	RENO	Logistics and Distribution
GLASFLOSS INDUSTRIES	300 PARR BLVD.	RENO	Manufacturing
GLOBAL DATA COLLECTION COMPANY	1170 FINANCIAL BL STE 500	RENO	Back Office, Business Support
GLOBAL OVERNIGHT FREIGHT	605 GLENDALE AVE. STE. 104	SPARKS	Logistics and Distribution
GRAND ROUNDS	10345 PROFESSIONAL CIRCLE STE 201	RENO	Technology Ecosystem
GRAYEAGLE TECHNOLOGIES LLC	4635 LONGLEY LN # 109	RENO	Manufacturing
GREATCALL	9390 GATEWAY DR.	RENO	Technology Ecosystem
GROVE COLLABORATIVE	880 North Hills Blvd. ste 504	RENO	E-Commerce Fulfillment
GST INTERNATIONAL	855 E. GREG ST. #103	SPARKS	Manufacturing
GYFORD DÉCOR LLC	891 TRADEMARK DR.	RENO	Manufacturing
HAGAN ELECTRONICS INC.	972 UNITED CIR	SPARKS	Manufacturing
HAMILTON COMPANY	4970 ENERGY WAY	RENO	Manufacturing
HAUS OF REED	10 GREG ST. UNIT 114	SPARKS	Manufacturing
HAVELOCK WOOL	240 STANFORD WY.	SPARKS	Manufacturing
HAWS CORPORATION	1455 KLEPPE LANE	SPARKS	Manufacturing
HC COMPANIES	550 SPICE ISLAND DR.	SPARKS	Manufacturing
HEALING HEALTHCARE SYSTEMS	6121 LAKESIDE DR STE. 200	RENO	Health, Medical
HENRY SCHEIN INC.	520 SOUTH ROCK BLVD.	RENO	Logistics and Distribution
HERCULES TRUCKING	1277 SPICE ISLAND DR	SPARKS	Logistics and Distribution
HIDDEN VALLEY FOOD PRODUCTS COMPANY	12150 MOYA BLVD.	RENO	Manufacturing
HIDEIT MOUNTS	4690 LONGLEY LN #20	RENO	Manufacturing
HIGH QUALITY ORGANICS INC.	12101 MOYA BLVD.	RENO	Logistics and Distribution
HIGHLY RELIABLE SYSTEMS	1900 VASSAR ST.	RENO	Technology Ecosystem
HIL APPLIED MEDICAL	1480 LINDA WY	SPARKS	Health, Medical
HODELL-NATCO INDUSTRIES	890 E GLENDALE AVE	SPARKS	Logistics and Distribution
HOOD-EIC	45 VISTA BLVD. SUITE #102	SPARKS	Manufacturing
HOPKINS DISTRIBUTION	1195 TRADEMARK	RENO	Logistics and Distribution
HORIBA STEC INC.	605 SPICE ISLANDS DR # 5	SPARKS	Manufacturing
HOSE MASTER	750 VISTA BLVD	SPARKS	Manufacturing
HUBERT	14525 INDUSTRY CIRCLE STE.500	RENO	Logistics and Distribution
HVA LLC	12880 MOYA BLVD.	RENO	Manufacturing
ID TECH	945 NORTH HILLS BLVD.	RENO	Logistics and Distribution
ILSI	5458 LOUIE LANE	RENO	Manufacturing
IMPRESSION INKS WEST LLC	1450 KLEPPE LN	SPARKS	Manufacturing
INDY HANGAR	750 SPICE ISLAND DR.	SPARKS	Manufacturing
INSTITUTE FOR MANAGEMENT STUDIES	201 W. LIBERTY STE. 100	RENO	Other
INTELLISOURCE	5190 NEIL RD STE #105	RENO	Other
INTERLOCK USA INC.	1105 S ROCK BLVD # 122	RENO	Logistics and Distribution
INTERNATIONAL CITY MORTGAGE	9480 GATEWAY DR. #201	RENO	Financial
INTERNATIONAL GAME TECHNOLOGY	9295 PROTOTYPE DR.	RENO	Gaming
INTERNATIONAL LINING TECHNOLOGY	850 MAESTRO DR, STE 101	RENO	Other
INTERNATIONAL TEST SOLUTIONS	1595 MEADOW WOOD LANE	RENO	Manufacturing
INTUIT	6884 SIERRA CENTER PARKWAY	RENO	Technology Ecosystem
ISLAND PLANET SAILS	316 CALIFORNIA AVE	RENO	Manufacturing
IT CONVERGENCE	926 INCLINE WAY STE. #100	INCLINE VILLAGE	Technology Ecosystem
ITR AMERICA LLC	445 CONEY ISLAND DR, SUITE A	SPARKS	Logistics and Distribution
ITRONICS	6490 S. MCCARRAN STE. C23	RENO	Manufacturing
ITS LOGISTICS	620 SPICE ISLAND DRIVE	SPARKS	Logistics and Distribution
J D PUBLISHING	924 INCLINE WAY STE B	INCLINE VILLAGE	Other
JC PENNEY	11111 STEAD BLVD	RENO	Logistics and Distribution
JENSEN METALTECH	450 E GLENDALE AVE	SPARKS	Manufacturing
JENSEN PRECAST	825 STENERI WAY	SPARKS	Manufacturing
JFC CROSSDOCK	1291 EAST GLENDALE AVE	SPARKS	Logistics and Distribution
JIMMY BEANS WOOL	1312 CAPITAL BLVD. #103	RENO	E-Commerce Fulfillment
JLH	200 VISTA BLVD. #105	SPARKS	Logistics and Distribution
JMC NORTH AMERICA	450 SINCLAIR	RENO	Technology Ecosystem
JUST REFINERS USA INC.	620 GREG ST	SPARKS	Other
KARBON	100 N Arlington Ave. Suite 200	RENO	Technology Ecosystem
KASSBOHRER ALL TERRAIN VEHICLES INC.	8850 DOUBLE DIAMOND PKWY	RENO	Manufacturing
KEEFE GROUP	55 VISTA BLVD. STE. #101	SPARKS	Logistics and Distribution

List of Employers in the Reno Area (cont.)			
Company Name	Address	City	Sector
KIMMIE CANDIES	405 EDISON WY	RENO	Manufacturing
KINEDYNE	640 MAESTRO DR # 102	RENO	Logistics and Distribution
KOCH BUSINESS SOLUTIONS	5905 S. VIRGINIA STE. 200	RENO	Technology Ecosystem
KOYO BEARINGS NORTH AMERICA	640 MAESTRO DR # 103	RENO	Logistics and Distribution
LADDAWN	650 LILLARD DR	SPARKS	Manufacturing
LAKESHORE PADDLEBOARD	892 MAESTRO DR #100	RENO	Logistics and Distribution
LAMTEX COMPOSITES	1236 GLENDALE	SPARKS	Manufacturing
LASCO FITTINGS	8020 VIRGINIA ST	RENO	Logistics and Distribution
LEADING EDGE PRODUCTS INC.	5355 CAPITAL CT. STE.111	RENO	E-Commerce Fulfillment
LEAK ALERT	5475 RENO CORPORATE DR. STE #100	RENO	Manufacturing
LEAP FORWARD	10589 DOUBLE R. BLVD.	RENO	Manufacturing
LEFIELL CO.	5601 ECHO AVE.	RENO	Manufacturing
LEGACY SPORTS INTERNATIONAL	4750 LONGLEY LANE STE.#208	RENO	Logistics and Distribution
LEGACY SUPPLY CHAIN SERVICES	5360 CAPITAL COURT STE.# 100	RENO	Logistics and Distribution
LEGACY TRANSPORTATION SERVICES	880 N. HILLS BLVD	RENO	Logistics and Distribution
LEVITON	96 ISIDOR COURT	SPARKS/WC	Logistics and Distribution
LIFECYCLE SOLUTIONS	725 GREG ST.	SPARKS	Clean Energy
LINCOLN ELECTRIC CUTTING SYSTEMS	1170 TRADEMARK #101	RENO	Manufacturing
LITHIUM NEVADA CORP.	3685 LAKESIDE DR.	RENO	Other
LOGISTICS & DISTRIBUTION	14331 LEAR BLVD.	RENO	Logistics and Distribution
LRES CORP	241 RIDGE ST.	RENO	Financial
LSC COMMUNICATIONS	14100 LEAR BLVD.	RENO	Manufacturing
LUX DYNAMICS	1350 CAPITAL BLVD	RENO	Manufacturing
MA CLINE'S COFFEE WITH SUPER MUSHROOMS	RENO TOWN MALL	RENO	E-Commerce Fulfillment
MACPHERSON'S	8770 TECHNOLOGY WAY	RENO	Logistics and Distribution
MAINFREIGHT	12040 MOYA BLVD	RENO	Logistics and Distribution
MARATHON INDUSTRIES	45 VISTA BLVD, Ste 102	SPARKS	Manufacturing
MARMOT	8730 MILITARY RD STE 100	RENO	Logistics and Distribution
MARY'S GONE CRACKERS	9480 N. VIRGINIA	RENO	Manufacturing
MAX PACKAGING	6990 RESOURCE DR.	RENO	Logistics and Distribution
MB AMERICA	8730 TECHNOLOGY WY.	RENO	Other
McGINNIS & ASSOCIATES LLC	2655 ROSE MIST	RENO	Other
McKERNAN PACKAGING CLEARING HOUSE	800 S. ROCK BLVD.	RENO	Logistics and Distribution
MD LOGISTICS	12125 MOYA BLVD.	RENO	Logistics and Distribution
MECHMAN ALTERNATORS	1080 LINDA WAY	SPARKS	Manufacturing
MEGAWATT CONSULTING	2460 TELLURIDE DR.	RENO	Other
MERI MERI	4945 AIRCENTER CIR. STE 101	RENO	E-Commerce Fulfillment
MERIT BRASS	200 VISTA BLVD #106	SPARKS	Logistics and Distribution
MICROMETL	905 SOUTHERN WAY	SPARKS	Manufacturing
MICROSOFT	6840 SIERRA CENTER PKWY BLDG B	RENO	Technology Ecosystem
MINE DEVELOPMENT ASSOCIATES	210 SOUTH ROCK BLVD.	RENO	Back Office, Business Support
MISHIMOTO AUTOMOTIVE	38 ISIDOR CT STE 160	SPARKS/WC	Logistics and Distribution
MITEL	885 TRADEMARK DR	RENO	Technology Ecosystem
MOBE	750 EAST FIFTH ST.	RENO	Health, Medical
MOMAR INDUSTRIES	645 EDISON WAY	RENO	Manufacturing
MOMENT SKIS	1060 MARIETTA	SPARKS	Manufacturing
MONSOON FURNITURE	945 SPICE ISLAND DR #A	SPARKS	Logistics and Distribution
MORNINGSTAR RECRUITMENT, INC	9190 DOUBLE DIAMOND PKWY STE 148	RENO	Other
MOTORSPORT TECH	280 SOUTH ROCK BLVD STE 100	RENO	Manufacturing
MULTI-PHASE TECHNOLOGIES	1430 GREG ST. STE 503	SPARKS	Manufacturing
N & N PRODUCTIONS	5540 HIGH ROCK WAY	SPARKS	Manufacturing
NATIONAL CART	305 WESTERN RD.	RENO	Manufacturing
NATURE'S BAKERY	1150 TRADEMARK SUITE #101	RENO	Manufacturing
NEO MEDICAL	1375 GREG ST. #108	SPARKS	Manufacturing
NEVADA NANO	1315 GREG ST. SUITE 103	SPARKS	Technology Ecosystem
NEVADA PRECISION METROLOGY	8555 DOUBLE R BLVD #105	RENO	Manufacturing
NEWEST COMPUTERS INC.	1880 DONALD ST	RENO	Manufacturing
NEWGISTICS	ISIDOR CT.	SPARKS	Logistics and Distribution
NO IP	5905 S. VIRGINIA STE. 200	RENO	Technology Ecosystem
NOBLE STUDIOS	50 W. LIBERTY STREET SUITE #800	RENO	Technology Ecosystem
NOW FOODS	575 VISTA BLVD.	SPARKS	Manufacturing
N-STYLE ID	P O BOX 5965	INCLINE VILLAGE	E-Commerce Fulfillment
NU-CLEAN	5601 ECHO AVE.	RENO	Manufacturing
NUTRIENT FOODS	110 WOODLAND	RENO	Manufacturing
ON AIR DIRECT	945 SPICE ISLAND DR	SPARKS	Logistics and Distribution
ONE CONTACT	1175 FINANCIAL BLVD.	RENO	Back Office, Business Support
ONLINE LABELS	46 ISIDOR CT. STE. 102	SPARKS/WC	Manufacturing
ONLINETECHSTORES.COM	500 DAMONTE RANCH PKWY STE 944	RENO	E-Commerce Fulfillment
ONSTRATEGY	465 COURT ST.	RENO	Technology Ecosystem
ONTRAC	45 VISTA BLVD. SUITE #101	SPARKS	Logistics and Distribution
OPEN AIR DYNAMICS	1484 KLEPPE LN	SPARKS	Logistics and Distribution
OREST EXPRESS	1871 DEMING WY.	SPARKS	Logistics and Distribution
ORMAT TECHNOLOGIES INC.	6225 NEIL RD.	RENO	Clean Energy
PACIFIC CHEESE	850 DOUBLE DIAMOND PKWY.	RENO	Manufacturing
PANAVISE PRODUCTS INC.	7540 COLBERT DR	RENO	Manufacturing
PARIS BUSINESS PRODUCTS	667 SPICE ISLAND DR. STE. 103	SPARKS	Logistics and Distribution
PASO ROBLES TANK INC.	775 E. GLENDALE AVE.	SPARKS	Manufacturing

List of Employers in the Reno Area (cont.)			
Company Name	Address	City	Sector
PATAGONIA	8550 WHITE FIR ST.	RENO	Logistics and Distribution
PATERSON PACIFIC PARCHMENT CO	625 GREG ST.	SPARKS	Manufacturing
PBS WEST	825 MAESTRO DR.	RENO	Back Office, Business Support
PENTAIR	9025 MOYA BLVD.	RENO	Manufacturing
PERFORMANCE COMPOSITES	4902 AMPERE DR	RENO	Manufacturing
PERFORMANCE PIPE	14381 LEAR BLVD.	RENO	Manufacturing
PERTICI	5350 CAPITAL CT #107	RENO	Manufacturing
PESTMASTER	9716 S. VIRGINIA ST. STE E	RENO	Other
PETCO	9050 RED ROCK RD	RENO	Logistics and Distribution
PHILLIPS MOTOR SPORTS	8995 TERABYTE COURT BLDG. H	RENO	Logistics and Distribution
PHOENIX TEXTILE CORPORATION	966 SPICE ISLAND DR.	SPARKS	Logistics and Distribution
PINPOINT DIRECTABLE	3195 GREENSBURG CIRCLE	RENO	Technology Ecosystem
PLANETARY PINBALL	75 ISIDOR CT STE 103	SPARKS	Logistics and Distribution
PNX Botanicals	2385 Glendale	Sparks	Manufacturing
PODS	885 TRADEMARK DR	RENO	Call Center
POWER SONIC	365 CABELA DR	RENO	Logistics and Distribution
POWER UP PRODUCTS	82 HARDS	SPARKS	Manufacturing
PRAXAIR, INC.	1300 GLENDALE AVE	SPARKS	Logistics and Distribution
PRECISION VALVE	4850 JOULE ST. A4	RENO	Manufacturing
PROTOTYPE CONCEPTS	4902 AMPERE DR	RENO	Manufacturing
PYRAMID MANUFACTURING CORPORATION	1155 WATSON WAY #3	SPARKS	Manufacturing
QUALITY BICYCLE PRODUCTS	10990 Lear Blvd. Ste #101	RENO	Logistics and Distribution
QUALITY PLASTICS	1685 INDUSTRIAL WY	SPARKS	Manufacturing
QUANTUMMARK	639 ISBELL RD STE 350	RENO	Other
R.A.N. PERFORMANCE INC.	1455 DEMING WAY #33	SPARKS	Manufacturing
RAILROAD INDUSTRIES INC.	1575 DELUCCHI LN # 106	RENO	Back Office, Business Support
RANPAK	9150 MOYA BLVD. SUITE C	RENO	Manufacturing
REAL SPIRIT USA	320 S.ROCK BLVD STE.210	RENO	Logistics and Distribution
REDDAWAY TRUCKING	1875 INDUSTRIAL WAY	SPARKS	Logistics and Distribution
RELIABLE MANAGEMENT SOLUTIONS	9604 PROTOTYPE CT	RENO	Back Office, Business Support
RENO CERAKOTE	4674 AIRCENTER CIRCLE	RENO	Manufacturing
RENOWN BEARING LLC	726 SPICE ISLAND DR	SPARKS	Logistics and Distribution
RENOWN LOGISTICS	1105 W. 2ND ST STE. 313	RENO	Logistics and Distribution
REPLICO	9175 MOYA BLVD. SUITE A	RENO	Logistics and Distribution
REVISION BREWING	380 S. ROCK BLVD.	SPARKS	Manufacturing
RFXCEL	5385 RENO CORPORATE DR STE 200	RENO	Technology Ecosystem
RINNAI	650 VISTA BLVD	SPARKS	Logistics and Distribution
RIX INDUSTRIES	960 DEMING WY.	SPARKS	Manufacturing
ROGUE GAMING STUDIO	50 W. LIBERTY STREET	RENO	Gaming
ROLLERNET	3545 AIRWAY DR STE 114	RENO	Technology Ecosystem
RUBIK	320 FLINT ST	RENO	Other
RUGBY IPD DISTRIBUTION	990 EAST GREG STREET	SPARKS	Logistics and Distribution
RUST BULLET	300 BRINKBY	RENO	Logistics and Distribution
S&A AUTOMOTIVE	6645 ECHO AVE STE B	RENO	Logistics and Distribution
SAIA FREIGHT	1300 FRANKLIN WAY	SPARKS	Logistics and Distribution
SALLY BEAUTY SUPPLY	9975 MOYA BLVD.	STEAD	Logistics and Distribution
SANMAR CORPORATION	450 INGENUITY AVE	SPARKS/WC	Logistics and Distribution
SANOFI PASTEUR	1025 SANDHILL RD.	RENO	Logistics and Distribution
SCIENTIFIC GAMES CORPORATION	900 SANDHILL RD.	SPARKS	Technology Ecosystem
SEECO SWITCH	5355 CAPITAL CT STE 104	RENO	Manufacturing
SERVER TECHNOLOGY	1040 SANDHILL RD.	RENO	Manufacturing
SFI USA	10439 DOUBLE R BLVD.	RENO	Manufacturing
SHORTSTACK	8565 Double R	RENO	Technology Ecosystem
SIERRA CHEMICAL CO.	2302 LARKIN CIRCLE	SPARKS	Manufacturing
SIERRA NEVADA CORPORATION	444 SALOMON CIRCLE	SPARKS	Aerospace, Aviation and Defense
SIERRA PACKAGING & CONVERTING	11005 STEAD BLVD.	RENO	Manufacturing
SIERRA SCIENCES	250 S. ROCK BLVD. #130	RENO	Health, Medical
SILVER STATE WIRE & CABLE	50 E. GREG ST. SUITE 113	SPARKS	Manufacturing
SIMCO IMPORTED SHOES	1480 KLEPPE LANE	SPARKS	Logistics and Distribution
SK FOOD GROUP	5555 QUAIL MANOR CT. STE. #100	RENO	Manufacturing
SKS BOTTLE & PACKAGING INC.	46 ISIDOR CT. SUITE # 106	SPARKS/WC	Logistics and Distribution
SMITH POWER PRODUCTS INC.	8 GLENDALE AVE	SPARKS	Manufacturing
SONWIL	9085 Moya Blvd Suite 300	RENO	Logistics and Distribution
SOUNDMATTERS	8060 DOUBLE R BLVD.	RENO	Logistics and Distribution
SOUTH WIN LTD.	1280 SOUTHERN WAY	SPARKS	Manufacturing
SOUTHERN PROSTHETIC SUPPLY	4999 AIRCENTER CIRCLE STE#103	RENO	Logistics and Distribution
SPALDING LABS	P.O. BOX 10000	RENO	E-Commerce Fulfillment
SPECTIR	9390 GATEWAY DR. STE. #100	RENO	Logistics and Distribution
SPEED OF AIR	3570 BARRON WY. STE. A	RENO	Technology Ecosystem
SPIN GAMES	100 N. ARLINGTON AVE. STE. #370	RENO	Gaming
SPORTIF WHOLESALE INC.	1415 GREG ST. #101	SPARKS	Logistics and Distribution
SPORTS ATTACK	P O BOX 1529	VERDI	Manufacturing
SSC LABS	UNR-DEPT OF ENGINEERING BLDG	RENO	Technology ecosystem
STANDARD PROCESS	6550 Longley Ln Suite 140	RENO	Logistics and Distribution
STEDHAM ELECTRONICS CORPORATION	8545 DOUBLE R STE. 101	RENO	Manufacturing
STITCH N PRINT	2890 VASSAR ST. #B	RENO	Other
STODDARD NLA LLC	1281 TERMINAL WAY #123	RENO	Back Office, Business Support



List of Employers in the Reno Area (cont.)			
Company Name	Address	City	Sector
STRIDE INC.	820 GENTRY WAY	RENO	Manufacturing
STRYKAGEN	UNR	RENO	Health, Medical
SUMMIT RACING	960 E. GLENDALE AVE.	SPARKS	Logistics and Distribution
SUNIE SEIKI TECHNOLOGY	21 FREEPORT BLVD.	SPARKS	Other
SUNRISE ENVIRONMENTAL SCIENTIFIC	850 INDUSTRIAL WY.	SPARKS	Manufacturing
SUNSCIENCE CORP.	1325 AIRMOTIVE WAY #264	RENO	Clean Energy
SUNWORLD USA	3445 AIRWAY DR. STE. A	RENO	Clean Energy
SUREFIRE LLC	4750 LONGLEY LANE STE. #201	RENO	Manufacturing
SUSTAINABLE FURNITURE	13805 MT ANDERSON	RENO	Manufacturing
SWAN HOSE	909 E. GLENDALE RD.	SPARKS	Manufacturing
SYNVAIVE TECHNOLOGY INC.	8690 TECHNOLOGY WAY	RENO	Logistics and Distribution
TACTICAL AIR SUPPORT	14505 MOUNT ANDERSON	RENO	Aerospace, Aviation and Defense
TAGG LOGISTICS	1385 GREG ST.	SPARKS	Logistics and Distribution
TAHOE RESOURCES INC.	5190 NEIL RD. STE.#460	RENO	Mining
TAHOE TRAIL BAR	P O BOX 70322	RENO	Logistics and Distribution
TANTUS INC.	1096 Spice Island Drive, Suite 100	SPARKS	Manufacturing
TECNO DISPLAY INC.	670 DUNN CIRCLE	SPARKS	Manufacturing
TECO-WESTINGHOUSE MOTOR CO.	966 UNITED CIR	SPARKS	Logistics and Distribution
TELEADAPT	1315 GREG ST STE 110	SPARKS	Technology Ecosystem
TELEPERFORMANCE	2863 NORTHTOWN LN	RENO	Back Office, Business Support
TEMPERATURE	4995 AIRCENTER CIRCLE	RENO	Manufacturing
TERRACORE	5301-D Longley Ln suite 157	RENO	Other
TERRAIN PHARMACEUTICALS	50 WEST LIBERTY STE 1080	RENO	Health, Medical
TERRASOURCE SOFTWARE	210 S. ROCK BLVD.	RENO	Back Office, Business Support
TESSCO TECHNOLOGIES	4775 AIRCENTER CIRCLE	RENO	Logistics and Distribution
TESTWAVE	1515 GREG STREET	SPARKS	Technology Ecosystem
THE IMPETUS AGENCY	661 SIERRA ROSE DRIVE	RENO	Back Office, Business Support
THE NATURE'S BOUNTY CO.	1430 E. GREG ST. 103	SPARKS	Logistics and Distribution
THE WOOSTER BRUSH COMPANY	4960 JOULE ST.	RENO	Logistics and Distribution
THERMO FISHER SCIENTIFIC	2070 BRIERLY WAY	SPARKS	Logistics and Distribution
THOMAS PETROLEUM	995 S. McCARRAN STE.#103	SPARKS	Logistics and Distribution
TnB ENTERPRISES INC.	845 DEMING WAY	SPARKS	Manufacturing
TRADEMARK GLOBAL	9470 N. VIRGINIA ST	RENO	E-Commerce Fulfillment
TRAINERROAD	100 ARLINGTON AVE. STE. #100	RENO	Technology Ecosystem
TRANS WORLD HEALTH	10509 PROFESSIONAL CIRCLE SUITE #201	RENO	Technology Ecosystem
TREEHOUSE FOODS	1055 E GREG ST	SPARKS	Manufacturing
TRIAD TECHNOLOGIES	8900 DOUBLE DIAMOND PKWY	RENO	Manufacturing
TRINITY APPLIED INTERNET	1285 BARING BLVD. #508	SPARKS	Technology Ecosystem
TRIPP PLASTICS	250 GREG ST.	SPARKS	Manufacturing
TRULY GOOD FOODS	1580 HYMER WAY	SPARKS	Logistics and Distribution
TURN 14	12035 MOYA BLVD STE 107	RENO	Logistics and Distribution
TWISTED METAL WORKS	130 WOODLAND AVE.	RENO	Manufacturing
U.S. POLYCO INC.	175 SALOMON CIRCLE	SPARKS	Manufacturing
UNDERSTAND.COM	5475 RENO CORPORATE DR. STE #500	RENO	Back Office, Business Support
UNITERS NORTH AMERICA LLC	990 NORTH HILLS	RENO	Other
UPS SUPPLY CHAIN SOLUTIONS INC.	301 VISTA BLVD.	SPARKS	Logistics and Distribution
URBAN OUTFITTERS	12055 MOYA	RENO	Logistics and Distribution
US FOODS	850 NORTH HILLS BOULEVARD	RENO	Logistics and Distribution
USA FLEET SOLUTIONS	169 CADILLAC PLACE	RENO	Technology Ecosystem
VALLEY TECH SYSTEMS	5595 EQUITY AVE STE. 500	RENO	Aerospace, Aviation and Defense
VANDER	742 SPICE ISLANDS DR	SPARKS	Logistics and Distribution
VEKA WEST	14250 LEAR BLVD	RENO	Manufacturing
VELUX	38 ISIDOR CT STE 100	SPARKS/WC	Logistics and Distribution
VIA SEATING	205 VISTA BLVD.	SPARKS	Manufacturing
VIEGA LLC	12040 MOYA SUITE #107	RENO	Logistics and Distribution
VIGILANT CANINE SERVICES	5601 ECHO AVE.	STEAD	Other
VISTAPRINT	9250 RED ROCK RD	RENO	Manufacturing
VITAL SYSTEMS	4999 AIRCENTER CIRCLE, STE. #11	RENO	Manufacturing
VITAMIX	38 ISIDOR CT STE 170	SPARKS/WC	Logistics and Distribution
WALKENHORST'S	445 Ingenuity Ave	SPARKS (WCO)	Logistics and Distribution
WASCO	6645 ECHO AVE.	STEAD	Logistics and Distribution
WATER SAFETY CORP. DBA WATER CHEF	3760 BARRON WAY	RENO	E-Commerce Fulfillment
WATTS REGIONAL DISTRIBUTION CENTER	780 SPICE ISLANDS DR	SPARKS	Logistics and Distribution
WEGMANN AUTOMOTIVE USA INC.	1498 KLEPPE LANE	SPARKS	Logistics and Distribution
WEST-PACK INC	2225 E. GREG ST. #3107	SPARKS	Other
WHISPER JET INC.	1880 GENTRY WY.	RENO	Aerospace, Aviation and Defense
WIND-LOCK	3895 CORSAIR ST.	RENO	Logistics and Distribution
WINZER	4795 LONGLEY LANE	RENO	Logistics and Distribution
WORLD WIDE FITTINGS	708 SPICE ISLAND DR	RENO	Logistics and Distribution
WORLDPAK, LLC.	300 E. PARR BLVD	RENO	Manufacturing
WORLDWIDE CYCLERY	165 Design Place	RENO	Logistics and Distribution
XPRTX	5301 LONGLEY LANE #H-118	RENO	Gaming
XPLORIT	924 INCLINE WAY STE. B	INCLINE VILLAGE	Technology Ecosystem
XPO LOGISTICS	5340 KIETZKE LN STE.103	RENO	Logistics and Distribution
YRC FREIGHT	1650 KLEPPE LN	SPARKS	Logistics and Distribution
Z LINE KITCHEN & BATH	984 E. GREG ST.	RENO	Logistics and Distribution
ZAZZLE	811 SANDHILL RD	RENO	E-Commerce Fulfillment
ZIEGLER & AMES	755 LILLARD DR. SUITE #108	SPARKS	Logistics and Distribution

Source: EDAWN ER List 4/2020; LSC 2020.



## Appendix D: Resource Inventory

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The following list of services is based off of the Resource Inventory included in the previous 2015 Social Services Plan. This inventory has been updated to reflect more current information as well as additional available resources.

### RESOURCE INVENTORY

#### Senior Services

##### Daybreak Adult Day Care Services (Washoe County Senior Services)

Disabled and elderly in need of care and recreation; meal and snacks; respite for caregivers; RN, LPN and social worker on staff; county health aid; Medicare; fee based.  
155 E. 9th St., Reno, NV 89512  
775-328-2575

[https://www.washoecounty.us/seniorsrv/adult\\_day\\_health/index.php](https://www.washoecounty.us/seniorsrv/adult_day_health/index.php)

8:00 a.m. - 5:00 p.m. Monday through Friday

Note: Program is currently closed due to Covid-19.

##### Foster Grandparent Program

Volunteers for schools reading and math programs; drug courts; mentors; child care facilities, 55+. Provides training, counseling, part-time employment for low-income seniors; no fee to eligible seniors, 55+.

775-358-2768

<https://www.nationalservice.gov/programs/senior-corps/senior-corps-programs/fostergrandparents>

##### Hosanna Home Women's Transitional Shelter

Shelter and vital services for women who are homeless.

775-232-5416

<https://hosannahome.org/>

##### Senior Bridges

Provides outpatient treatment for anxiety, depression. Inpatient-acute mental health treatment. Medicare/Medicaid, insurance. Emergency after 4:00 p.m.

2385 E. Prater Way, Suite 302, Sparks, NV 89434

<https://www.nnmc.com/services/senior-bridges-behavioral-health>

##### Senior Community Service Employment Program (AARP)

Employment assistance for low-income seniors 55+. No charge.

244 Claremont St., Reno, NV 89502

775-323-2243

<https://www.aarp.org/aarp-foundation/our-work/income/scsep/>

##### Senior Companion Program

Provides companionship, transportation, shopping, assistance with application at no charge.

406 Pyramid Way, Sparks, NV 89431

775-358-2322

<https://www.nationalservice.gov/programs/senior-corps/senior-corps-programs/senior-companions>

##### Washoe County Senior Services Center

Senior Center, adult daycare; home delivered meal program; senior law project; social services; county library, ages 60+.

1155 E. 9th St., Reno, NV 89512

775-328-2575

<https://www.washoecounty.us/seniorsrv/>

##### Shelters and Homelessness Aid

###### Casa de Vida

Residential and transitional housing for pregnant teens.

775-329-1070

<http://www.casadevidareno.org/>

### City of Reno Housing Authority

Supplies public housing and a moderate rehabilitation program. Gives section 8 vouchers, applications, information and referrals.

1525 E. 9th St., Reno, NV 89512

775-329-3630

<http://www.renoha.org/>

### Domestic Violence Resource Center (Formerly to Committee to Aid Abused Women)

Shelter, food, clothing, and community referrals for women and children.

1735 Vassar St., Reno, NV 89502

775-329-4150

<https://domesticviolenceresourcecenter.org>

### The Empowerment Center

Recovery-oriented system of care, including housing to homeless women and veterans who have completed or are currently enrolled in an American Society of Addiction Medicine (ASAM) level of addiction treatment.

7400 S. Virginia St., Reno, NV 89511

775-853-5441

<https://empowermentcenternv.org/>

### Family Shelter

The Family Shelter is comprised of 21 units for adult(s) and children, with one room accommodating families of as many as 10 people; one room designed for as many as eight people; one room for as many as six people; and 18 rooms designed to accommodate as many as four people. In addition, there are six rooms for pregnant women in their third trimester, or for single moms with babies (age 2 and younger).

325 Record St., Reno, NV 89512

775-329-4141

<https://www.voa-ncnn.org/northern-nevada>

### HUD-VASH Housing

Housing choice vouchers, rental assistance, case management and clinical services for homeless veterans.

775-786-7200

[http://portal.hud.gov/hudportal/HUD?src=/program\\_of-fices/public\\_indian\\_housing/programs/hcv/vash](http://portal.hud.gov/hudportal/HUD?src=/program_of-fices/public_indian_housing/programs/hcv/vash)

### Northern Nevada H.O.P.E.S.

Case management, intake, eligibility, food bank, housing, transportation and free HIV testing. Must be HIV positive.

580 W. 5th St., Reno, NV 89503

775-786-4673

<http://www.nnhopes.org/>

### Reno-Sparks Gospel Mission

Cold weather emergency shelter for men and women. Free residential drug treatment program, food, clothing vouchers, and evening meals.

355 Record St., Reno, NV 89512

775-825-4424

<http://www.rsgm.org/>

### Reno-Sparks Indian Housing

Low-income housing for those enrolled in the Reno-Sparks Indian Colony.

9055 Eagle Canyon Dr., Sparks, NV 89436

775-786-3363

<http://www.rsic.org/community.asp?action=housing>

### Salvation Army

For men, offers shelter and transitional living, adult rehabilitation center, adult program services, drug and alcohol treatment, family counseling services, case work services, youth services, and a character-building program.

2300 Valley Rd., Reno, NV

775-688-4570

<http://www.salvationarmyusa.org>

### St. Vincent's Residence

Studio apartments for low monthly rent. It is section 8 housing.

395 Gould St., Reno, NV 89502

775-322-2143

<http://www.svresidency.com/>

## **Food Aid Services**

### Soup Kitchens

St. Vincent's Dining Room  
Lunch free of charge.  
11:30 a.m. – 12:30 p.m. Monday – Saturday.  
No requirements to be served.  
325 Valley Rd., Reno, NV 89512  
775-329-5363  
<http://www.ccsnn.org/>

### Faith Lutheran Church

Every Monday from 1:00 p.m. to 3:00 p.m.  
Fresh produce only on the first three Mondays of the month.  
2075 W. 7th St., Reno, NV 89503  
775-747-3246  
<http://www.faithlutheranreno.org>

### First United Methodist Church

Every other Saturday at 9:30 a.m. Need photo ID.  
209 W. 1st St., Reno, NV 89501  
775-322-4564  
<http://www.renofirstmethodist.org>

## **Food Pantries**

### Desert Springs Baptist Church

Must have photo ID to receive food.  
2301 Kings Row, Reno, NV 89503  
775-746-0692  
Saturday, 9:00 a.m. - 1:00 p.m.

### Food Bank of Northern Nevada Mobile Pantry

Please see link to access current calendar.  
550 Italy Dr., Sparks, NV 89437  
775-331-3663  
<http://fbnn.org/Howwework/fooddistribution/Mobilepantry>

### Nevada Urban Indians

Need a referral for services.  
Monday – Wednesday, 9:00 a.m. - 3:00 p.m.  
6512 S. McCarran Blvd., Suite A | B | C, Reno, NV 89509  
775-788-7600  
<http://www.nevadaurbanindians.org/>

### The Salvation Army Food Bank

Need picture ID, proof of current address, proof of income, and proof of age for children. Food is given every 2 months.  
1931 Sutro St., Reno, NV 89512  
775-688-4555  
9:00 a.m. – 11:00 a.m., 12:30 p.m. – 1:15 p.m.  
Bread and pastries only.  
1:30 p.m. – 3:30 p.m.

### St. Vincent's Food Pantry

May utilize services once a month and need a photo ID.  
500 E. 4<sup>th</sup> St., Reno, NV 89512  
775-786-5266  
<http://www.stvincentsfoodpantry@ccsnn.org/>  
Monday – Friday, 9:00 a.m. – 5:00 p.m.  
Saturday, 9:00 a.m. – 3:00 p.m.

## **Clothing & Thrift Store**

### The ACT Program

Provides assistance with Hepatitis C and cancer medications. May have income or insurance.  
800-521-7157

### Good Shepherd Clothes Closet

Free clothing provided with voucher from the community.  
335 Record St., Reno, NV 89523  
775-348-0605  
<http://www.gsccreno.org/>

### Good Will Industries

Sells donated clothes and housewares at a reduced price.  
2424 Oddie Blvd., Reno, NV 89509  
775-358-6444  
5030 Las Brisas Blvd., Unit A-1, Reno, NV 89523  
775-787-7373  
<http://m.goodwill.org/>

### Reno-Sparks Gospel Mission

Free clothing for women and children only.  
Apply for voucher at 145 W. 3rd St.  
75 E. 4th St., Reno NV 89512  
775-786-4499  
<http://www.rsgm.org/>

### Salvation Army Thrift Store

Low cost clothing and housewares. A voucher is available at Salvation Army Social Services.  
1925 Sutro St., Reno, NV 89512  
775-688-4588  
341 Wells Ave., Reno, NV 89502  
775-688-2240  
<http://www.salvationarmyusa.org/usn/www.usn.2.nsf>

### St. Vincent's Thrift Shop

Every dollar spent at the St. Vincent's Thrift Shop is used to provide food for the Food Pantry and the Dining Room. The thrift store has the best selection of furniture, clothing, and household items in the area.  
500 E. 4th St., Reno, NV 89512  
775-322-9824  
3050 Kietzke Ln., Reno, NV 89502  
775-284-2692  
<http://www.catholiccharitiesnorthernnevada.org/thrift.html>

### WARC Thrift Stores

Low cost household items, clothing, and other items.  
790 Sutro St., Reno, NV 89512  
775-333-1151  
560 Gentry Way, Reno, NV 89502  
775-825-1972

## **Medical Services**

### Access to Healthcare Network (AHN)

A non-profit medical discount plan for uninsured and underinsured Nevadans. AHN offers affordable healthcare services to members and their families. As a member you can receive care at greatly discounted rates from a network of local doctors, hospitals and other healthcare providers.

4001 S. Virginia St., Suite F, Reno, NV 89502  
775-284-8989  
[www.accesstohealthcare.org](http://www.accesstohealthcare.org)

### American Cancer Society

A non-profit organization that provides programs and services to help manage cancer treatment and recovery and find emotional support. In addition, ACS offer help with smoking cessation. All services are free.  
691 Sierra Rose Dr. Ste A, Reno, NV 89511  
775-329-0609  
[www.cancer.org](http://www.cancer.org)

### C\*A\*R\*E Chest of Sierra Nevada

A non-profit organization that provides free medical equipment and supplies to Northern Nevadans in need, including durable medical equipment, diabetic supplies and medications, emergency prescriptions, liquid nutrition (enteral), nebulizers, and consumable medical supplies.  
7910 N. Virginia St., Reno, NV 89506  
775-829-CARE (2273)  
[www.carechest.org](http://www.carechest.org)

### Care Chest

CARE Chest is a Northern Nevada nonprofit agency serving individuals in need by providing medical resources, free of charge.  
7910 N. Virginia St., Reno, NV 89506  
(775) 829-227  
<https://carechest.org/site/>

### Concentra

Provides a range of services including treatment for cough, cold and flu, sore throats and sinus infections, cuts and scratches, broken bones, allergies and asthma, sprains and strains, headaches, ear and eye infections, physical examinations, vaccinations, preventive screenings, lab tests and X-rays, travel health, pharmacy services, specialist services.  
6410 S. Virginia St., Reno, NV 89511  
775-322-5757, 7:00 a.m. – 7:00 p.m. Monday – Friday, 9:00 a.m. – 4:00 p.m. Saturday  
1530 E. 6th St., Reno, NV 89512

775-322-5757,  
Monday – Friday, 8:00 a.m. – 5:00 p.m.  
255 Glendale Ave., Ste. 12, Sparks, NV 89431  
775-356-8181,  
Monday – Friday, 7:00 a.m. – 6:00 p.m.  
[www.concentra.com](http://www.concentra.com)

### The Children's Clinic

The Children's Clinic provides medical care for pediatric patients from newborns to teenagers, including free immunizations to patients 18 years old and younger, Head Start physicals, sick and well visits, and nutrition counseling. The Well Women's Clinic provides medical care aimed especially at female concerns, including services such as Pap smears, STD counseling, pregnancy tests, and physical exams for both gynecological and non-gynecological concerns. Unfortunately, we cannot offer pregnancy care. All clinics are held at the Family Medicine Center on the University of Nevada campus. It is located at the corner of 17th St and East Stadium Way, directly northeast of the football stadium on the north side of the university campus. Bus Route 7 to N Virginia St or the free Sierra Spirit bus will both take you there.

775-784-6180

<http://studentoutreachclinic.org/>

### Client Assistance Program (CAP)

Provides assistance/advocacy for vocational rehabilitation; blind services; independent living; free service of State of Nevada.

1325 Corporate Blvd., Ste. #177, Reno, NV 89502

775-684-4040

### HAWC Clinic (Health Access Washoe County)

A non-profit organization that serves medically underserved populations by providing a comprehensive range of primary health care services based on patient income. In addition, HAWC programs provide services for dental, childhood immunizations, reproductive health, prescription assistance, and screening for mental health and substance abuse issues.

HAWC Medical/Dental Center

1055 S. Wells Ave., #110, Reno, NV 89502  
775-329-6300  
HAWC Homeless Outreach  
335 Record St., Ste 254, Reno, NV 89512  
775-324-2599  
<http://www.hawcinc.org/>

### Northern Nevada Medical Center

2375 E. Prater Way, Sparks, NV 89434  
775-331-7000 Hospital  
775-354-4539 ER

### Northern Nevada H.O.P.E.S.

A non-profit community health center based in downtown that offers medical care and support services including primary medical care, chronic disease management, behavioral health and counseling, social services, an on-site pharmacy, and more. HOPES accepts most insurance plans, Medicaid, Medicare, and the uninsured and offers discounted services on a sliding fee scale.

*Hopes Clinic:*

775-786-4673

580 W. 5th St., Reno, Nevada 89503

Monday – Thursday, 8:00 a.m. – 7:00 p.m.

Friday, 8:00 a.m. – 5:00 p.m.

Closed 12:00 – 1:00 p.m. for lunch

*Hopes Pharmacy:*

775-348-1306

580 W. 5th St., Reno, NV 89503

Closed 12:30-1:00 p.m. for lunch

*Hopes Social Services and Behavioral Health:*

775-348-2893

580 W. 5th St., Reno, NV 89503

Open during the lunch hour.

<http://www.nnhopes.org/>

### Reno Host Lions Club

Provides assistance with vision exams and prescription glasses.

P.O. Box 2287, Reno, NV 89505

775-825-8811

[www.renohostlions.org](http://www.renohostlions.org)

### Salvation Army Social Services

Provides kitchen starters (non-electrical); limited dental, vision, and prescription assistance; six months in patient male drug rehab; clothing vouchers.

1931 Sutro St., Reno, NV 89512  
775-688-4555

### Reno Cancer Foundation

Provider of multiple assistance programs which may provide financial assistance with prescriptions, insurance premiums, transportation and lodging.

1155 Mill St., Reno, NV 89502  
775-329-1970

### Renown Health Care Center Clinic

Family Medicine

Monday – Friday, 7:15 a.m. – 5:00 p.m.  
21 Locust St., Reno, NV 89502  
775-982-5270

### Renown Regional Medical Center

Hospital/ ER

75 Pringle Way, Reno, NV 89502

### Senior Care Plus (Hometown Health)

Senior Care Plus is a Medicare advantage organization with a Medicare contract.

775-982-3112 or 1-888-775-7003

[www.hometownhealth.com](http://www.hometownhealth.com)

### Senior Dimensions

A product of Health Plan of Nevada, an affiliate company of UnitedHealthcare, and Nevada's first federally qualified health maintenance organization, Senior Dimensions offers members access to a range of plan options and services above and beyond Original Medicare.

800-704-2797

[www.seniordimensions.com](http://www.seniordimensions.com)

### St. Mary's Regional Medical Center

Hospital/ ER

235 W. 6th St., Reno, NV 89503  
775-770-3000

### Saint Mary's Neil Health Center

3915 Neil Rd., NV 89502

775-770-3780

### Saint Mary's Sun Valley Clinic

5295 Sun Valley Blvd., Reno, NV 89433

775-674-5437

### Saint Mary's — The Clinic at Walmart

Operated by St Mary's Medical Group, treats common ailments and offers routine services, including routine physical exams, acute bronchitis/cough, allergic conditions, minor conditions and injuries, diagnostic lab testing, counseling and diagnostic testing for common conditions. Preset pricing provides an affordable option for those without insurance.

*Spanish Springs:* 5065 Pyramid Highway, Sparks, NV 89436

*Reno:* 4855 Kietzke Ln., Reno, NV 89509

<http://www.saintmarysreno.com>

### Saint Mary's- South Virginia Medical Clinic/ Walk-in Clinic

Provides medical care and TB testing

6580 S. Virginia St., Reno, NV

775-853-9959

### TB Prevention and Control Clinic

Provides TB testing for homeless, epidemiology, active and latent TB management.

10 Kirman Ave., Reno, NV 89502

[www.washoecounty.us/health/cchs/tb.html](http://www.washoecounty.us/health/cchs/tb.html)

### UNR School of Medicine — Student Outreach Clinic

Operated by medical students at the University of Nevada School of Medicine under the guidance of licensed physicians. The purpose of the clinic is to provide free healthcare to those without insurance. Services include general and acute medical care, gynecological exams, immunizations, and discounted laboratory services. Services are provided on a first come, first serve basis. Services are only extended to those without medical insurance or those covered by Medicare and Medicaid. They are asking a \$5



flat rate fee for labs needed during a visit (cash only). Please note they cannot draw labs ordered by outside doctors. The General Clinic provides general medical care, including complete physical exams and nutrition counseling. Physical exams are done to help determine illness, but can also be done for school, work, or sports participation.

### UNR School of Medicine — Family Medicine Center

Provides personal, primary care to all ages. Accepts Medicaid and insurance. Appointment only.

University of Nevada School of Medicine-Brigham Building, Reno, NV 89502

775-784-1533

Monday – Friday, 8:00 a.m. – 5:00 p.m.

<http://www.medicinenevada.com/>

### Veteran's Administration Medical Center

Hospital/ER

1000 Locust St., Reno, NV 89502

775-786-7200

### Washoe County Chest Clinic

Provides skin testing, TB treatment; no charge if eligible; no testing for employment. Accepts Medicaid; no Medicare or insurance.

10 Kirman Ave., Reno, NV 89502

775-785-4785

### Washoe County Health District

Community and Clinical Health Services (CCHS) provides communicable disease investigation and prevention; HIV counseling and testing; family planning, immunizations for children; hepatitis B prevention; sexually transmitted disease diagnosis, education and treatment; podiatry clinic, tuberculosis control program, child abuse and prevention. Accepts Medicaid and some insurance; sliding fee scale. No Medicare.

Physical address: 1001 E. 9<sup>th</sup>. St., Bldg. B, Reno, NV 89512

Mailing address: P.O. Box 11130, Reno, NV 89520

775-328-2441

[healthweb@washoecounty.us](mailto:healthweb@washoecounty.us)

HIV program: 775-328-3647

Child and Adult Immunizations: 775-328-3647

Clinic appointments for family planning, HIV, STD and Teen Health Mall: 775-328-2470

Flu Hotline: 775-328-3724

Public Health Nursing: 775-328-2628

Tobacco Prevention and Control: 775-328-2442

Tuberculosis Control Program: 775-785-4785

<http://www.washoecounty.us/health/>

### Washoe County Health District-Teen Health Mall/Clinic

Provides low cost STD and HIV/AIDS testing and family planning for teenagers age 12-19. physical address: 1001 E. 9th St. Bldg. B, Reno, NV 89512

7:30 a.m. – 5:00 p.m. (Monday, Tuesday, Thursday, Friday)

Phone hours: 9:00 a.m.–12:00 p.m. and 1:00 p.m.–4:00 p.m. (Monday, Tuesday, Thursday, Friday). Hours vary by date on Wednesday.

775-328-2470

### Wisdom Thrift/Cancer Support Center

Provides services for persons diagnosed with cancer, including assistance with rent, utilities, food, prescriptions, medical supplies.

630 Gentry, Reno, NV 89502

775-829-4482

### Women's Healthcare

#### Renown Pregnancy Center

Provides prenatal health care and delivery of baby for women who have no income, low-income or are Medicaid patients only. Also provides pregnancy testing for a flat rate of \$5, with or without insurance and confirmation of pregnancy documentation. Accepts patients at 11 weeks pregnant. If Medicaid is pending they are placed on payment plan until Medicaid comes through. Patients are reimbursed for payments made to the clinic when Medicaid coverage is confirmed.

975 Ryland St., Suite 105, Reno, NV 89502  
775-982-5640  
Monday – Friday, 8:00 a.m. – 5:00 p.m.  
Office on E. 2<sup>nd</sup> St. for patients with private insurance coverage.

### Planned Parenthood

A nonprofit that provides a range of reproductive and general health services including birth control, pregnancy testing and options counseling, STD testing and treatment, HIV testing, breast and cervical cancer screening.

455 W. 5th St., Reno, NV 89503

775-688-5555

[www.plannedparenthood.org](http://www.plannedparenthood.org)

### Women’s Health Connection

Provides free breast and cervical cancer screening for low-income women 40-64 who are uninsured with no Medicaid/Medicare.

### Pediatric Healthcare

#### Cleft Palate Clinic

The Northern Nevada Cleft Palate Clinic is a multi-disciplinary health care team housed within the Department of Speech Pathology and Audiology at the University of Nevada Reno. The team meets one time per month (usually on the first Friday) including plastic surgery, speech pathology, orthodontia, pediatric dentistry, oral-maxillary surgery, otolaryngology, audiology, genetics, and pediatrics. The Team evaluates about 150 children per year at no cost to the patient.

University of Nevada School of Medicine

775-682-7022

[kbraun@medicine.nevada.edu](mailto:kbraun@medicine.nevada.edu)

### Cranial Facial Clinic — UNR

Provides services for patients 0 months to 21 years of age, facial syndromes, cleft palate, asymmetrical faces.

Nell J. Redfield Building, MSO 152 Reno, NV 89512

775-784-4887

### Nevada Early Intervention Services

Evaluation and therapy for children from birth to three years of age with known or suspected developmental or physical disabilities and/or premature infants. You can refer your child directly to an Early Intervention program or you can have your child’s physician or another professional make the referral for you. You will be assigned a service coordinator who will help you through the process.

2667 Enterprise Rd., Reno, NV, 89512

775-688-1341

[http://health.nv.gov/BEIS\\_EarlyInterventionPgms.htm](http://health.nv.gov/BEIS_EarlyInterventionPgms.htm)

### Dental Services

#### HAWC Clinic

In addition to primary medical care, HAWC provides dental care on sliding fee scale. Sliding scale fee, also accepts Medicaid, NV Check-up and NV Care kids.

6490 S. McCarran Blvd. A49, Reno, NV 89509

775-825-6702

<http://www.hawcinc.org/index.php/programs-services>

### Northern Nevada Dental Health Program (NNHP)

A program of Northern Nevada Dental Society that offers low-cost dental care to qualified children. The program provides preventive oral health care including: education, fluoride varnish, dental sealants and teeth cleaning. Comprehensive restorative health care including general dentistry and specialty care. Serves children to age 18 who live in Northern Nevada, children with Medicaid or Nevada Check-Up benefits, and children with no dental insurance and whole family meets program income guidelines

6770 S. McCarran Blvd., Ste. 102, Reno, NV 89512

775-870-4609

<https://www.nndental.org>

### Salvation Army Social Services

Provides 1 dental extraction per lifetime.  
Vision, eye exam and glasses available.  
1931 Sutro St., Ste. 101, Reno, NV 89512  
775-688-4555 (ask for social services)  
3362 S. McCarran Blvd. #3362, Reno, NV

### Small Smiles Dental Clinic

Dental clinic for children from low-income families.  
3362 S. McCarran Blvd. #3362, Reno, NV 89502  
775-329-5437  
<http://www.smallsmiles.com/>

### St. Mary's Mobile Dental Clinic

Provides general dental care including preventive and restorative services to qualified Medicaid and Nevada Check-up recipients. In addition to visiting "at-risk" schools within Washoe and Lyon Counties, the mobile van also operates on-site at Nell J. Redfield Clinic (5250 Neil Rd. in Reno) and various Scolari's Food and Drug locations.  
775-250-6410

### TMCC Dental Hygiene Clinic

A teaching clinic that accepts patients only if they are considered suitable as teaching cases. Treatment is performed by a student and will be supervised by a dentist and dental hygiene faculty. Services provided include: blood pressure screenings, radiographs, oral cancer screenings, pit and fissure sealants, adult/child cleanings, preventive dental education, topical fluoride treatments, periodontal scalings and root planing (with limitations), dental nutritional counseling and other related therapeutic services.  
7000 Dandini Blvd., Reno, NV 89512  
775-673-8247  
<https://www.tmcc.edu/dental-hygiene>

### Disability Services

#### Vision and Hearing

Networking Interpreting Service (Formerly Vital Signs). Provides interpreter referral services for the deaf in Northern Nevada. Fee based.

775-887-1998 or 800-284-1043

<http://networkinterpretingservice.com>

#### Services to the Blind and Visually Impaired (Nevada State Vocational Rehab)

Provides a variety of services to eligible individuals, whose vision is not correctable by general eye care. The Bureau helps individuals with vision disabilities make decisions about their future employment through evaluation and testing. The program also offers counseling and training to help individuals learn to maneuver safely. For those unable to work, the Bureau helps them with home management and daily living skills, mobility training, communications skills, low vision exams and aids and other services.

1325 Corporate Blvd., Reno, NV 89502

775-823-8100

[https://detr.nv.gov/Page/Rehabilitation\\_Division](https://detr.nv.gov/Page/Rehabilitation_Division)

#### Northern Nevada Disability Resource Network

Provides access to a resource network connecting disabled, seniors and veterans to service providers in Northern Nevada.

775-440-9417

<https://nnvdaccess.com/>

#### United Cerebral Palsy of Nevada

740 Freeport Blvd. Ste. 101, Sparks, NV 89431

775-322-6555

<https://ucpnv.org/>

## **Mental Health Services**

### Crisis Call Center

Statewide resource directory; sexual assault and suicide prevention, rape crisis center, after-hours child and elder abuse reporting, survivor support groups; grief counseling referrals.

775-784-8090 24-hour crisis line and

800-885-4673 statewide resource directory

### Mojave Adult, Child and Family Services

Ages 6-18 years. Medicaid fee for service only; comprehensive community services for psychiatric or emotional illnesses.

745 W. Moana Ln., Reno, NV 89509

775-334-3033

### NAMI National Alliance on Mental Illness

NAMI is the National Alliance on Mental Illness, the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. NAMI advocates for access to services, treatment, supports and research and is steadfast in its commitment to raise awareness and build a community for hope for all of those in need.

3100 Mill St., Reno, NV 98502

775-322-1346

<https://www.nami.org/Find-Your-Local-NAMI/Affiliate/Details?state=NV&local=0011Q000022GAQ1QAO>

### Nevada Center for Excellence and Disabilities

University center for excellence on disabilities; positive behavior support, development and behavioral disabilities; all ages.

UNR College of ED, 4th floor - 1644 N. Virginia St., Rm 4090, Reno, NV 89503

775- 784-4921

<https://www.unr.edu/nced>

### Northern Nevada Adult Mental Health Services (NNAMHS)

Community mental health center with a diagnostic and therapeutic center; 18 years of age or older and mentally ill; outpatient meds, clinics and housing placement. Sliding scale payments and Medicaid accepted.

480 Galletti Way, Sparks, NV 89502

775,688-2001

<http://mhds.nv.gov>

### Northern Nevada Center for Independent Living

Advocates and referral services for people with physical and mental disabilities. Referrals for housing, jobs, benefits, application assistance, provides a deaf resource center that is state-funded. Must be referred.

999 Pyramid Way, Sparks, NV. 89431

775-353-3599

<http://nncil.org/>

### Restart, Inc.

Mental health services; no charge for most persons; Social Security payee services available, fee charged

335 Record St. #155, Reno, NV 89512

775- 324-2622

<http://www.restartreno.org/>

### Sierra Regional Center

Washoe County residents. Residential and financial support, work training for mental disability and related conditions. Adolescent services. Medicaid.

605 S. 21st St., Sparks, NV 89431

775-688-1930

<http://adsd.nv.gov/Programs/Intellectual/Intellectual/>

### West Hills Assessment and Referral

Treat children, adolescents, adults for mental health issues; in/out patient; accepts Medicare/Medicaid.

1240 E. 9th St., Reno, NV 89512

800-242-0478

<http://www.westhillshospital.net/>

### Vet Center Readjustment Counseling

Counseling, Homeless Assistance; must meet eligibility requirements.

5580 Mill St., Reno, NV 89502

775-323-1294

<https://www.vetcenter.va.gov/>

### **Substance Abuse**

#### Alanon/ Alateen of Northern Nevada

An organization offering a 12-Step program for those who have been affected by someone else's drinking. They also offer zoom (web-based) meetings.

775-348-7103

<http://www.nevadaal-anon.org/>

#### Alcoholics Anonymous of Northern Nevada

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength, and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no dues or fees for A.A. membership; we are self-supporting through our own contributions. A.A. is not allied with any sect, denomination, politics, organization or institution; does not wish to engage in any controversy, neither endorses nor opposes any causes. Our primary purpose is to stay sober and help other alcoholics to achieve sobriety.

436 S. Rock Blvd., Sparks NV, 89431

775-355-1151

<http://www.nnig.org/>

#### Bristlecone Family Resource Center

Bristlecone Family Resources offers the most comprehensive addiction and mental wellness treatment and prevention services in northern Nevada. Bristlecone customizes treatment plans that then serve as a road map for clients in pursuit of a clean and healthy lifestyle for themselves and their families.

704 Mill St., Reno, NV 89502

775-954-1400

<http://bristleconereno.com>

### Narcotics Anonymous of Northern Nevada

N.A.'s primary purpose is to carry the message of recovery. The purpose of the Public Information sub-committee is to ensure that clear and accurate information about N.A. is available to the public. This helps ensure an accurate perspective of recovery in N.A. and avoids self-promotion and personal grandiosity. Involvement in P.I. provides an excellent opportunity to learn our principles and help extend awareness of our fellowship. Carrying the message insures the growth of our members and the health of our fellowship.

<https://www.na.org/meetingsearch/text-results.php?country=USA&state=Nevada&city=Reno&zip=&street=&within=20&day=0&lang=&orderby=datetime>

### Ridge House

Residential addiction treatment; community integration.

900 W. 1st St., Reno, NV

775-322-8941

<http://www.ridgehouse.org>

### Salvation Army

Adult Rehabilitation Center, adult program services, drug and alcohol treatment, family counseling services, case work services, youth services, character building program.

2300 Valley Rd., Reno, NV

775- 688-4570

<http://www.salvationarmyusa.org/>

### Sierra Sage Region Narcotics Anonymous (SSRNA)

Provides resources for finding recovery services.

775-322-4811

<http://sierrasagena.org/>

### Step 1

Reno Residential recovery 12 Step Program, men only, weekly charges.

1015 N. Sierra St., Reno, NV 89503

775-329-9830

<http://step1inc.org/>

## Step 2

STEP2 is a comprehensive substance abuse treatment program that provides women and their children suffering from chemical addiction, poverty, and domestic violence the opportunity to rebuild their lives. The result is self-sufficient healthy families.

3700 Safe Harbor Way Reno, NV 89512

775-787-9411

<http://www.step2reno.org/>

## West Care Community Triage Center

Adult Males and Females 18 and older. Provides safe, medically supervised detoxification services. Triage services for persons with mental illness.

315 Record St., Reno, NV 89502

775-348-8811

<http://www.westcare.com/>

## **Womens Health**

### Women's Health Connection

Free breast and pelvic exam for women 40-64; for low income. Must be uninsured and no Medicaid/Medicare.

877-385-2345

[http://health.nv.gov/cd\\_whc\\_breastcervical\\_cancer.htm](http://health.nv.gov/cd_whc_breastcervical_cancer.htm)

### Planned Parenthood

Family planning services, birth control, pregnancy testing, sexually transmitted infection diagnosis, HIV testing, pap smears; sliding fee scale; accepts Medicaid.

455 W. 5th St., Reno, NV 89503

775-688-5555

4385 Neil Rd., #105, Reno, NV 89502

775-829-2211

[www.plannedparenthood.org](http://www.plannedparenthood.org)

### Pregnancy Center

Prenatal care services on sliding fee scale, pregnancy testing; accepts Medicaid.

975 Ryland Ave. #105, Reno, NV 89502

8:00 a.m. – 5:00 p.m. (Monday – Friday)

775-982-5640

## **Children's Services**

### Children's Behavioral Services

Counseling for children with emotional or behavioral problems, preschool, outpatient, daycare, and residential services. Behavioral problems ages 2-18, insurance, Medicaid, sliding fee scale.

2655 Enterprise Rd., Reno, NV 89512

775-688-1600

### Children's Cabinet

Parent education, counseling, tutoring, child care, referrals, case management and truancy.

1090 S. Rock Blvd., Reno, NV 89502

775-856-6200

[www.childrencabinet.org](http://www.childrencabinet.org)

### Community Child Care Services

Child care for infants through 3 years; sliding fee scale.

870 Sage St., Reno, NV 89512

775-333-5127

### Headstart Community Services Agency

Preschool (3-5 years old) education program for children meeting low-income guidelines; childcare; no charge.

1090 E. 8th St., Reno, NV 89512

775-786-6023

### Holy Child Early Learning Center (Catholic Community Services)

Daycare for children; caring environment that allows children to explore their creativity; sliding fee scale.

440 Reno Ave., Reno, NV 89509

775-329-2979

<https://ccsnn.org/>

### Child Find

Washoe County School District; evaluation for children 3-5 years old with known/suspected developmental or physical abilities

775-333-5035

<http://www.washoe.k12.nv.us/>

### For Kids Foundation

Financial assistance for children with specific medical, dental, mental health, educational needs not covered by other assistance.

834 Willow St. Reno, NV

775-741-5231

<http://www.forkidsfoundation.org/>

### Nevada Early Intervention Services

For children up to 3 years old; addresses medical/ physical needs of developmentally delayed children; accepts Medicaid.

2667 Enterprise Rd., Reno, NV 89512

775-688-1341

[http://dhhs.nv.gov/Programs/IDEA/Early Intervention Programs/](http://dhhs.nv.gov/Programs/IDEA/Early_Intervention_Programs/)

### University of Nevada, Reno

Early education and childcare for children 0-kindergarten at no cost.

401 W. 2nd St. (Nelson Bldg.), Reno, NV 89503

### Willow Springs

Treatment center to help children, adolescents and families overcome psychiatric difficulties.

690 Edison Way, Reno, NV 89502

775-858-3303

<http://www.willowspringscenter.com/>

### **Adolescent (Teen) Services**

#### Boys & Girls Club of Truckee Meadows

After school care; education and career development; health and life skills; sports and fitness recreation for children ages 6-18 years old

2680 E. 9th St., Reno, NV

775-331-3605

<http://www.bgctm.org/>

#### Center for Hope of the Sierras

Treatment for eating disorders, ages 14+.

3740 Lakeside Dr., Suite 201, Reno, NV 89509

866-690-7242

<http://centerforhopeofthesierras.crhealth.com>

### Cyesis Program

For pregnant and teen parents; offers support and guidance for continuing studies.

777 W. 2nd St., Reno, NV

775-333-5150

<http://www.washoe.k12.nv.us/schools/educational-options/washoe-highschool>

### **Family Services**

#### Catholic Community Services Adoption Program

Professional and caring adoption program.

500 E. 4th St., Reno, NV 89512

775-322-7073 ext. 231

<http://www.catholiccharitiesnorthernnevada.org/adopt.html>

<http://www.childrencabinet.org>

#### Family Resource Center

Information and referrals; food; housing resources; clothing; ESL; parenting classes. Multiple locations inside of various schools. Refer to website for locations and numbers to contact.

<http://www.washoe.k12.nv.us/community/p ress-releases/2011-02-28/familyresource-centers-provide-essential-services-for-the-community>

#### HAWC Clinic

Pediatric Mental Health Services, ages 5-18; accepts Medicaid, sliding fee.

775-329-3600 ext. 128

#### Lions Club

Eye exams and glasses for children when funds are available.

<http://www.e-clubhouse.org/sites/renohostnv/index.php>

#### Washoe County Child Care Services

Regulates and monitors temporary care provided to children outside of their home by caregivers other than natural parents.

350 S. Center St. #200, Reno, NV,

775-337-4470

[www.washoecounty.us/socsv/socsv\\_childchildcare.html](http://www.washoecounty.us/socsv/socsv_childchildcare.html)

### Washoe County Child Protective Services

Investigation of suspected child abuse and neglect incidents; reporting child abuse; parenting classes, emergency placement for foster care, referrals.

350 S. Center St., Reno, NV 89501

775-785-8600

[http://www.washoecounty.us/socsv/socsv\\_child\\_cps](http://www.washoecounty.us/socsv/socsv_child_cps)

### Washoe High School

Community school focusing on fostering relationship between student and teacher with multi-center sites; can attend the learning center in the morning or afternoon.

### Washoe County School District

Registration for school; each school has a different number for registration.

425 E. 9th St., Reno, NV 89512

775-348-0200

<http://www.washoe.k12.nv.us/>

### Women & Children's Center of the Sierra (Northern Nevada Diaper Bank)

Provides education, job training, resources and referrals for women to escape poverty and work to create a better life. Referral needed to obtain diapers; hours are Friday 10 a.m. - 2 p.m.

3905 Neil Rd., Suite 2, Reno, NV 89502

775-825-7395

<http://waccs.org>

### **Counseling**

#### Domestic Violence Resource Center (Formerly the Committee to Aid Abused Women/CAAW)

Counseling, resources and shelter for abused women.

1735 Vassar St., Reno, NV 89502

775-329-4150

<https://domesticviolenceresourcecenter.org>

### Crisis Pregnancy Center

Pregnancy tests and counseling; support and friendship.

853 Haskell St., Reno, NV 89509

775-826-5144

<http://www.crisispregnancyreno.com/>

### Kids First Family Services

Promotes development of strong and healthy families by addressing the needs of children and families victimized by trauma.

775-348-9047

<http://www.kidsfirstreno.org>

### **Government Services**

#### Energy Assistance Referrals (LIHEA)

Assistance with energy costs for low-income population

1090 E. 8th St., Reno, NV 89501

775-786-6023

<http://www.needhelpayingbills.com/>

#### Nevada Social Security

The Social Security Administration handles several federal programs such as retirement, Medicare and disability benefits applications.

1170 Harvard Way, Reno, Nevada 89502

888-808-5481 or 800-772-1213

<http://www.ssa.gov/>

<http://www.socialsecurityofficelocation.net/reno-nevada-social-security-office-so840>

#### Nevada State Medicaid

Provides financial assistance to children deprived of support (TANF); medical assistance to aged, blind and disabled; food stamps

775-684-7200

<http://www.medicaid.nv.gov/contactinfo.aspx>

#### Nevada State Welfare

775-448-5000

3697 Kings Row, Suite D, Reno, NV 89503

<https://dwss.nv.gov/>



### Northern Nevada Community Housing Resource Board

NNCHRB is a nonprofit Community Housing Development Organization (CHDO), which allowed it to develop, own, and manage affordable housing units.

P.O. Box 20604, Reno, NV  
775-337-9155

### Reno Housing Authority

Assistance to low- and moderate-income families.

1400 Silverada Blvd. Reno, NV 89512  
775-331-5138  
<http://www.renoha.org/>

### Restart Homeless Service Center

Provides services to homeless individuals/families; crisis intervention, housing, mental health support; JOIN (jobs)  
335 Record St., Reno, NV 89501  
775-324-5166

### Supplemental Nutrition Assistance Program (SNAP)

SNAP Benefits can help a family make ends meet by providing help purchasing food.  
3697 Kings Row, Reno, NV, 8950;  
775-684-7200  
680 S. Rock Blvd., Reno, NV 89502, 8:00 a.m. to 5:00 p.m.  
<http://dwss.nv.gov/>  
<http://fbnn.org/howwework/snapoutreach.aspx>

### Temporary Assistance for Needy Families (TANF)

TANF was created to help families in need. The TANF bureau works with families to help them become self-sufficient. Applications can be filled out at the Welfare office.  
<https://dwss.nv.gov/TANFFacts.html>

### Washoe County Department of Social Services

Adult Services  
1001 E. 9th St., Building C, Room 135-C,  
Reno, NV 89520  
775-328-2700

Children's Services  
350 S. Center St., Reno, NV 89502  
775-785-8600  
<http://www.washoecounty.us/socsvr>

### Washoe Legal Service

Landlord, tenant, consumer issues, bankruptcy, divorce with domestic violence, child custody with child abuse. Washoe County resident and low-income. No charge if eligible.  
650 Tahoe St., Reno, NV 89509  
775-329-2727

### Division of Aging Services (NV State Department Human Resources)

Elder protective services, 60+, TAD program referral (Temporary Assistance for Displaced Seniors); after hours, Crisis Call Center. Personal care and homemaking services, 65+. Low income Elder Protective Services: Investigation and reporting of elder abuse, 60+; senior resource referral and information; community ombudsman. Low income.  
445 Apple St., Ste. 104, Reno, NV 89502  
775-688-2964  
<http://www.nvaging.net/>

### Family Counseling Service of No. Nevada Abuse

Sexual and stop violence programs. Accept Medicare, Medicaid, insurance, and has sliding fee scale.  
575 E. Plumb Ln., #100 Reno, NV 89502  
775-329-0623  
<http://www.fcsnv.org/>

### Nevada Network Against Domestic Violence (NNADV)

Coalition of Nevada Domestic Programs provides referrals.  
100 W. Grove St., Ste. 315, Reno, NV 89509  
775-828-1115  
<http://www.nnadv.org/>

## Washoe County Social Services

### *Child Protective Services*

Contact to report abuse or neglect of children. Emergency placement for foster care.

775-785-8600

[http://www.washoecounty.us/socsv/socsv\\_child\\_cps](http://www.washoecounty.us/socsv/socsv_child_cps)

### *Adult Protective Services*

Contact to report abuse or neglect of adults 18 to 59 years old and Washoe County Senior Services) (60+ or after hours, call Division of Aging Services 775-688-2964 and Washoe County Senior Services 775-328-2590)

[http://www.washoecounty.us/socsv/socsv\\_adult\\_hcap\\_aps.html](http://www.washoecounty.us/socsv/socsv_adult_hcap_aps.html)

## Washoe County Senior Services

Contact for information and referral for elder protective services 60+.

775-328-2590

After Hours, call Crisis Call Center 775-784-8090 or 800-992-5757

<http://www.washoecounty.us/seniorsrv/socialsrv.htm>

## Catholic Charities of Northern Nevada

500 E. 4th St., Reno, NV 89512

775-322-7073

[www.ccsnn.org](http://www.ccsnn.org)

## Food Bank of Northern Nevada

500 Italy Dr., McCarran, NV 89434

775-331-3663

<http://fbnn.org/getinvolved/volunteer.aspx>

## Good Shepard's Clothing Closet

Clothing is distributed free of charge to those in need on a voucher system. They accept all donations, especially men's clothing and large shoes.

335 Record St., Reno, NV 89501

775-348-0605

## Reno-Sparks Gospel Mission

1075 N. Hills Blvd., Reno, NV 89506

775-677-2266

<http://www.rsgm.org/>

## Volunteers of America

This organization currently operates the men's, women's, and family shelters at the Community Assistance Center on Record St.

315 Record St., #200, Reno, NV 89501

775-322-7143

<http://www.voa.org/Landing.aspx>

For additional volunteer opportunities visit:

Volunteers interested in feeding non-sheltered individuals can contact Jodi Royal-Goodwin at (775) 334-2305 or by email at [royal-goodwinj@reno.gov](mailto:royal-goodwinj@reno.gov) or Krista Lee at 775-785-5853 or [leek@cityofreno.com](mailto:leek@cityofreno.com).

[www.nevadavolunteers.org](http://www.nevadavolunteers.org)

## Retired and Senior Volunteer Program (RSVP)

The Retired and Senior Volunteer Program (RSVP) fosters greater civic engagement for citizens aged 55 and older by providing meaningful opportunities for volunteering in their communities, and by providing high impact independent living programs for low-income and home-bound seniors to assist them in staying independent and in their own homes as long as possible.

Center for Molecular Medicine (Whittemore Peterson Institute Section)

University of Nevada-Reno Reno NV 89509

775-784-1807

## Senior Outreach Services (SOS)

The Senior Outreach Services (SOS) program, founded in 2002, provides support to Washoe County's most vulnerable elders through trained volunteers that help them to "Age in Place" and allow them to stay in their homes as long as possible. These seniors are 60 years and older, frail, homebound, low income, and in need of a friend.

Sina Ward, Senior Outreach Services Director at 775-784-7506.

## The Senior Companion Program

Consists of volunteers 55 years and older and provides basic social support to seniors over the age of 60 who live alone (or are in need of respite care), have limited access to outside resources, and who will benefit most from social support such as visiting, playing

games, assisting with accessing supportive resources, etc. Services may include taking clients to medical appointments, grocery shopping and other relevant errands where transportation reimbursement funding permits. This program is also a Senior Corps Program and is sponsored by the Corporation for National and Community Service and the State of Nevada's Aging and Disability Services Division.

### The Elvira Lewis Respite Voucher Program

Grant-funded respite voucher service to live-in caregivers who are in need of a break. For those who qualify, a voucher of \$1000 may be available. Those served are 1) caregivers over the age of 60 who care for live-in adult children, 18 - 59 years of age, who need assistance in most activities of daily living and are a safety risk if left alone, and live-in caregivers of those over the age of 60 who need assistance in most activities of daily living and are a safety risk if left alone. This program is sponsored by the State of Nevada Aging and Disability Services Division. Qualifications and restrictions apply.

### Med Express

Med Express is a non-emergency transportation service for the elderly and disabled needing wheelchair and/or ambulatory transportation. Med Express will also provide assistance for discharges from local hospitals and provide bed to bed services. Our vehicles are equipped with oxygen for customers to use (fee applicable) and a wheel chair lift, experienced and dedicated drivers. Med Express is covered by Medicaid, HPN insurances and Private pay for all others.

## **Assisted Living Communities**

### ATRIA Summit Ridge Assisted Living

Scheduled local transportation – Local scheduled transportation is available to residents for medical appointments, shopping, religious services and other desired local destinations.

4880 Summit Ridge Dr., Reno NV 89523

### Cascades of Sierras

Senior living and scheduled transportation services.

275 Neighborhood Way, Spanish Springs, NV 89441

775-424-5400

<https://www.cascadesofthesierra.com/>

### Emeritus at The Seasons

Can help with transportation to doctor appointments

5165 Summit Ridge Ct., Reno, NV 89523

775-996-4985

### Emeritus at Reno

3105 Plumas St., Reno, NV 89509

775-996-4986

### Home Instead Senior Care

205 Redfield Pkwy., Ste. 204, Reno, NV 89509

775-336-5333

### Home Away From Home

1235 Glenda Way, Reno, NV 89509

775-827-6880

### Holiday Retirement

1520 Sky Valley Dr., Reno, NV 89523

800-348-3919

### Limestoneshire Group Home

7474 Limestone Dr., Reno, NV 89511

775-852-5870

### Mar-Von Senior Care

300 La Rue Ave., Reno, NV 89509

775-323-4696

### Monaco Ridge

Monaco Ridge is located in south Reno at Renown South Meadows Medical Center Transportation to all scheduled activities

### Park Place Assisted Living

2305 Ives Ct, Reno, NV 89503

775-746-1188

### Promenade On the River

525 Court St, Reno, NV 89501

775-786-8853

## [View Crest Adult Living](#)

3921 Kings Row, Reno, NV 89503  
775-747-3416

## [Wynwood of Sparks](#)

Our trained transportation staff offers scheduled, door-to-door services for personal appointments, shopping and off-site dining.

2000 East Prater Way, Sparks, NV 89434-8943

## **Employment Services**

### [Nevada Job Connect](#)

Resource center for job placement.

4001 S. Virginia St., Ste H1, Reno, NV 89502  
775-834-1970

1675 E. Prater Way, #104, Sparks, NV  
775-336-5400

<http://www.nevadajobconnect.com/>

### [Sierra Nevada Job Corps](#)

Job Corps is a no-cost education and career technical training program administered by U.S. Department of Labor that helps young people ages 16 through 24 improve the quality of their lives through career technical and academic training. The Job Corps program is authorized by Title I-C of the Workforce Investment Act of 1998. Nevada Job Corps Center, we support the Job Corps program's mission of teaching eligible young people the skills they need to become employable and independent and placing them in meaningful jobs or further education. Sierra Nevada Job Corps Center is overseen by the San Francisco Regional Office of Job Corps and is operated by Management and Training Corporation. Our Center Director is Kenneth Dugan.

## **Regional Transportation Commission Services**

### [RTC ACCESS](#)

RTC ACCESS provides transportation for people whose disabilities prevent them from using the RTC RIDE transit system

independently some or all of the time. RTC ACCESS is door-to-door, prescheduled transportation which operates in the Reno/Sparks area 24 hours a day, every day.

### [Washoe Senior Ride \(WSR\)](#)

Washoe Senior Ride (WSR) is a program of discount vouchers ("Taxi Bucks") that can be used to pay part of taxi fares and tips. WSR is a service of the Regional Transportation Commission (RTC) and is funded by the Washoe County sales tax for public transportation.

### [Non-Urbanized Transportation](#)

Non-Urbanized Transportation Program provides transportation for senior citizens and/or persons with disabilities who are in those areas of Washoe County outside the RTC ACCESS/RTC RIDE service boundaries. Transportation services are available to all eligible senior citizens and/or individuals with disabilities within the applicant's service area. This program complies with all applicable transportation provisions of the Americans with Disabilities Act (ADA).