ACKNOWLEDGEMENTS

The Regional Transportation Commission of Southern Nevada was instrumental in the development, review and refinement of this update. The Regional Transportation Commission of Southern Nevada and Kimley-Horn would like to express their appreciation to the supporting staff and partners for their participation and contributions.

**Regional Transportation Commission of Southern Nevada**
Raymond Hess, Project Manager
Lisa Bean
Monika Bertaki
Antonette Braddock
Nathan Goldberg
Sherwin Gutierrez
Dan Howland
Sue Joseph
Andrew Kjellman
Robert Leavitt
Lisa McKinnis
Kelley Mulroy

**Consultant Team**
Lindsay Sundberg, P.E., Project Manager
Mike Colety, P.E., PTOE
David Giacomin, EIT (MN)
Heather Stifanos

**Stakeholders**
Albert Bass, RSVP Clark County
Marcia Blake, Helping Hands of North Las Vegas
Butch Borasky, Nye County Commissioner
Angela Budavari, Jewish Federation
Kristin Cooper, Clark Co. Community Resources Management
Deb Dauenhauer, Southern NV Transit Coalition
Bobby Gordon, Clark County Social Service
Phyllis Hargrove, US Department of Housing and Urban Development
Susan Holecheck, Town of Pahrump
Lynn Hunsinger, Nevada Senior Services
Joyce Johnson, Three Steps Forward
Christina Lodge, Lend A Hand of Boulder City
Barbara Mason, WestCare Foundation
Denise Menocal, NV Adult Day Healthcare Center
Jimmy Rolson, Catholic Charities
Dana Serrata, Helping Hands of Vegas Valley
Amanda Shipp, Transportation Access Advisory Committee
Fran Smith, ITN
Ron Solis, AACR
Shelle Sponseller, Accessible Space, Inc.
Anna Talamo, Southern NV Transit Coalition
Cristina Vito, Nevada Adult Day Healthcare Center
Coren Warren, St. Rose Dominican
1. INTRODUCTION ................................................................................................................. 1
   1.1. Introduction .................................................................................................................. 1
   1.2. Regulatory Background .............................................................................................. 2
   1.3. Regional Demographics ........................................................................................... 3
      1.3.1. Population Growth and Employment ................................................................. 4
      1.3.2. Age ....................................................................................................................... 8
      1.3.3. Individuals with Disabilities ............................................................................... 8
      1.3.4. Income ................................................................................................................. 8
2. TRANSPORTATION RESOURCE ASSESSMENT .......................................................... 9
   2.1. Public Systems .......................................................................................................... 9
      2.1.1. RTC Transit Services .......................................................................................... 9
      2.1.2. RTC Specialized Services .................................................................................. 11
         2.1.2.1. RTC Paratransit Service ........................................................................... 11
         2.1.2.2. Senior Transportation ............................................................................... 12
         2.1.2.3. Veterans Medical Transportation Network for Senior and Disabled Veterans (VMTN) .................................................................................................................. 13
      2.1.3. Silver Rider Transit System ................................................................................ 13
   2.2. Private Services ....................................................................................................... 14
      2.2.1. Las Vegas Monorail ......................................................................................... 14
      2.2.2. Taxi ..................................................................................................................... 14
      2.2.3. Bullhead Area Transit System ............................................................................ 15
      2.2.4. Non-Profit and For-Profit Paratransit Service Providers .................................. 16
3. TRANSPORTATION NEEDS ....................................................................................... 22
   3.1. Transportation Service Barriers .............................................................................. 23
4. POTENTIAL STRATEGIES TO ADDRESS GAPS AND NEEDS ...................................... 24
   4.1. Vision Statement and Goals ..................................................................................... 24
   4.2. Potential Strategies to Address Gaps and Needs ....................................................... 25
5. RELEVANT FTA GRANT PROGRAMS ........................................................................ 27
   5.1. Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) ....... 27
   5.2. Urbanized Area & Rural Area Formula Grants (Section 5307 and 5311) ................. 28
6. FTA PROGRAM APPLICATION PROCESS AND TIMELINES .................................... 29
7. PARTICIPATING AGENCIES ....................................................................................... 31
LIST OF APPENDICES

Appendix A  Stakeholder Workshop Survey Results
Appendix B  Program Management Plan

LIST OF FIGURES

Figure 1-1: Clark County, NV ................................................................. 3
Figure 1-2: Population and Employment Growth 2000-2013 .............................. 5
Figure 1-3: Jobs Housing Balance .................................................................. 6
Figure 1-4: Age Restricted Communities .......................................................... 7
Figure 2-1: RTC Transit Ridership, Service Hours and Mileage .......................... 11
Figure 2-2: Fixed Route and Paratransit Service Area ....................................... 12
Figure 2-3: Number of Taxi Trips and Visitors .................................................. 15
Figure 2-4: Coordinated Transportation Network ............................................. 21
Figure 6-1: Planning Study Boundaries ......................................................... 30

LIST OF TABLES

Table 1-1: Clark County Population & Employment History - 1990 to 2013 ............. 4
Table 2-1: RTC Transit Service and Ridership Data 2004-2013 ............................. 10
Table 2-2: Specialized Transportation Services ............................................... 17
Table 3-1: Trip Purposes .................................................................................. 22
Table 4-1: Potential Programs ......................................................................... 25
## List of Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACS</td>
<td>American Community Survey</td>
</tr>
<tr>
<td>ADA</td>
<td>Americans with Disabilities Act</td>
</tr>
<tr>
<td>BATS</td>
<td>Bullhead Area Transit System</td>
</tr>
<tr>
<td>BHX</td>
<td>Boulder Highway Express</td>
</tr>
<tr>
<td>BTC</td>
<td>Bonneville Transit Center</td>
</tr>
<tr>
<td>BRT</td>
<td>Bus Rapid Transit</td>
</tr>
<tr>
<td>CX</td>
<td>Centennial Express</td>
</tr>
<tr>
<td>DVX</td>
<td>Downtown and Veterans Medical Center Express</td>
</tr>
<tr>
<td>FDR</td>
<td>Flexible Demand Response</td>
</tr>
<tr>
<td>FHWA</td>
<td>Federal Highway Administration</td>
</tr>
<tr>
<td>FTA</td>
<td>Federal Transit Administration</td>
</tr>
<tr>
<td>HDX</td>
<td>Henderson-Downtown Express</td>
</tr>
<tr>
<td>JARC</td>
<td>Job Access and Reverse Commute</td>
</tr>
<tr>
<td>MAP-21</td>
<td>Moving Ahead for Progress in the 21st Century</td>
</tr>
<tr>
<td>MAX</td>
<td>Metropolitan Area Express</td>
</tr>
<tr>
<td>NDOT</td>
<td>Nevada Department of Transportation</td>
</tr>
<tr>
<td>POP</td>
<td>Program of Projects</td>
</tr>
<tr>
<td>PMP</td>
<td>Program Management Plan</td>
</tr>
<tr>
<td>RTC</td>
<td>Regional Transportation Commission</td>
</tr>
<tr>
<td>RTP</td>
<td>Regional Transportation Plan</td>
</tr>
<tr>
<td>SAFETEA-LU</td>
<td>Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users</td>
</tr>
<tr>
<td>SDX</td>
<td>Strip and Downtown Express</td>
</tr>
<tr>
<td>SNTC</td>
<td>Southern Nevada Transit Coalition</td>
</tr>
<tr>
<td>SX</td>
<td>Sahara Avenue Express</td>
</tr>
<tr>
<td>TAZ</td>
<td>Traffic Analysis Zones</td>
</tr>
<tr>
<td>TIP</td>
<td>Transportation Improvement Program</td>
</tr>
<tr>
<td>USDOT</td>
<td>US Department of Transportation</td>
</tr>
<tr>
<td>USDOL</td>
<td>US Department of Labor</td>
</tr>
<tr>
<td>USHHS</td>
<td>US Department of Health and Human Services</td>
</tr>
<tr>
<td>USDOEd</td>
<td>US Department of Education</td>
</tr>
<tr>
<td>VMTN</td>
<td>Veterans Medical Transportation Network for Senior and Disabled Veterans</td>
</tr>
<tr>
<td>WAX</td>
<td>Westcliff Airport Express</td>
</tr>
</tbody>
</table>
1. INTRODUCTION

1.1. Introduction

The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) legislation passed on August 10, 2005 required projects selected for funding under the Section 5310 Elderly Individuals with Disabilities Program, the Job Access and Reverse Commute (JARC) Program (Section 5316), and the New Freedom Program (Section 5317) be “derived from a locally developed, coordinated public transit-human services transportation plan”, and that the plan be “developed through a process that includes representatives of public, private and nonprofit transportation and human services providers and participation by the public. The first Coordinated Public Transit-Human Services Transportation Plan for Southern Nevada was developed by the Regional Transportation Commission (RTC) in 2008.

The latest transportation legislation, known as Moving Ahead for Progress in the 21st Century (MAP-21) changed some of the funding sources, specifically consolidating the New Freedom Program and the Elderly and Disabled Program, but maintains the requirement for a Coordinated Plan. Designated recipients must certify that selected projects are derived from a locally developed Coordinated Plan before Federal Transit Administration (FTA) funding can be awarded.

Transportation services supported by public resources have generally followed two paths of development:

- Public transit systems open to everyone, and
- Transportation services serving individuals with limitations in capability or resources who have fewer transportation options than the general public.

People with disabilities, older adults, and people with limited incomes are most often included in this “transportation disadvantaged” model. Since the passage of the Americans with Disabilities Act of 1990 (ADA), general public transit operators offering fixed-transit route service on a regular basis, such as the RTC’s fixed-route service, have been required to enhance service to people with disabilities both by improving accessibility to the fixed-route system and by providing service using a door-to-door mode for disabled people. RTC’s fixed-route system provides this by using a fixed route fleet that is fully accessible to the disabled and by operating paratransit service.

Funding for public and human services transportation is offered to public and non-profit entities by the U.S. Departments of Transportation (DOT), Labor (DOL), Health and Human Services (HHS), and Education (DOEd). Recent federal initiatives focus on ways to make better use of these public resources by eliminating duplication of services and providing resources to fill the gaps. The major challenge of the planning process is determining how to handle a variety of funding sources, combine the services of multiple providers, and meet different program goals in a service matrix that is cost effective and is easy to understand and use.

During the development process of the 2008 Coordinated Plan, RTC Transit and Paratransit staff provided oversight and support, along with representatives of other public and private sector transportation providers and users. Human services agencies were actively involved in
identifying regional needs and developing strategies to meet these needs through participation in a steering committee of stakeholders, as well as a 2008 workshop and survey.

Ongoing efforts since the 2008 plan include participation in the Interagency Task Force on Aging and continuing correspondence with Task Force members and workshop attendees. This participation has provided extensive information about regional transportation needs and resources. In order to define the current regional needs in 2014, human services agencies and other transportation providers were invited to participate in a stakeholder workshop held on October 29, 2014.

1.2. Regulatory Background

On Feb. 24, 2004, President Bush issued Executive Order #13330 establishing the “United We Ride” initiatives which were developed to improve coordination in human services transportation. A United We Ride Framework for Action plan was developed by the Interagency Transportation Coordinating Council on Access and Mobility, a coalition of DOT, HHS, DOEd, DOL and others. These guiding principles provided the foundation for state and local government to develop their own action plans for coordination among departments and regional and local agencies. The goal was that federally funded human services transportation systems would reduce redundancies and other inefficiencies providing improvements in time, cost and convenience for riders.

The adoption of SAFETEA-LU followed this initiative on Aug. 10, 2005. This legislation, for the first time, required recipients of three Federal Transit Administration (FTA) programs to prepare a coordination plan as a prerequisite to the receipt of: 1) Elderly Individuals and Persons with Disabilities (Section 5310), 2) Job Access and Reverse Commute (JARC or Section 5316) and 3) New Freedom (Section 5317) grants. Funded projects under all three programs must be derived from a “locally developed, coordinated public transit-human services transportation plan” and the plan must be “developed through a process that includes representatives of public, private and nonprofit transportation and human services providers and participation by the public.”

In SAFETEA-LU guidance published in the Federal Register on March 15, 2006, and updated on September 6, 2006, the FTA outlined the following key plan elements:

- An inventory of available services that identifies current providers (public, private, and nonprofit);
- An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment may be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;
- Strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery;
- Relative priorities based on resources, time, and feasibility for implementing specific strategies/activities identified; and
- Identification of coordinated actions to eliminate or reduce duplication in services with the development of strategies for more efficient utilization of resources.
MAP-21 was signed into law by President Obama on July 6, 2012. JARC (Section 5316) and New Freedom (Section 5317) are repealed under MAP-21. Activities eligible under JARC (Section 5316) have been moved to the Urbanized Area Formula program (Section 5307) or the Rural Area Formula program (Section 5311), and activities funded by Section 5317 have been folded into the Section 5310.

1.3. Regional Demographics

Fundamental to this analysis is an understanding of the demographics within the plan area. This will allow more rational planning of ways to provide these specialized transportation services.

Displayed on Figure 1-1, Clark County is at the southern tip of Nevada and is bounded by California and Nye County on the west, Lincoln County on the north, and Arizona on the south and east. It has been and continues to be one of the fastest growing urbanized areas in the country. It covers an area of approximately 7,910 square miles, approximately 90 percent of which is under federal ownership.

Figure 1-1: Clark County, NV
1.3.1. Population Growth and Employment

Table 1-1 displays population and employment history from 1990 through 2013 and Figure 1-2 displays this history from 2000 through 2013.

**Table 1-1: Clark County Population & Employment History - 1990 to 2013**

<table>
<thead>
<tr>
<th>Year</th>
<th>Population</th>
<th>Employment (1000s)</th>
<th>Population Change</th>
<th>Employment Change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Number</td>
<td>%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Number</td>
<td>%</td>
</tr>
<tr>
<td>1990</td>
<td>768,203</td>
<td>387.9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1995</td>
<td>1,040,688</td>
<td>527.1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2000</td>
<td>1,428,690</td>
<td>693.9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2001</td>
<td>1,498,279</td>
<td>717.6</td>
<td>69,589</td>
<td>4.9</td>
</tr>
<tr>
<td>2002</td>
<td>1,578,332</td>
<td>737.3</td>
<td>80,053</td>
<td>5.3</td>
</tr>
<tr>
<td>2003</td>
<td>1,641,529</td>
<td>762.8</td>
<td>63,197</td>
<td>4.0</td>
</tr>
<tr>
<td>2004</td>
<td>1,747,025</td>
<td>793.9</td>
<td>105,496</td>
<td>6.4</td>
</tr>
<tr>
<td>2005</td>
<td>1,815,700</td>
<td>833.7</td>
<td>68,675</td>
<td>3.9</td>
</tr>
<tr>
<td>2006</td>
<td>1,912,654</td>
<td>873.2</td>
<td>96,954</td>
<td>5.3</td>
</tr>
<tr>
<td>2007</td>
<td>1,996,542</td>
<td>890.1</td>
<td>83,888</td>
<td>4.4</td>
</tr>
<tr>
<td>2008</td>
<td>1,986,145</td>
<td>902.4</td>
<td>-10,397</td>
<td>-0.5</td>
</tr>
<tr>
<td>2009</td>
<td>2,006,347</td>
<td>866.0</td>
<td>20,202</td>
<td>1.0</td>
</tr>
<tr>
<td>2010</td>
<td>2,036,358</td>
<td>857.5</td>
<td>30,011</td>
<td>1.5</td>
</tr>
<tr>
<td>2011</td>
<td>1,966,630</td>
<td>863.8</td>
<td>-69,728</td>
<td>-3.4</td>
</tr>
<tr>
<td>2012</td>
<td>2,008,654</td>
<td>879.6</td>
<td>42,024</td>
<td>2.1</td>
</tr>
<tr>
<td>2013</td>
<td>2,062,253</td>
<td>891.5</td>
<td>53,599</td>
<td>2.7</td>
</tr>
</tbody>
</table>

Source: Clark County Demographer, NV Department of Employment, Training, and Rehabilitation, 2014
One measure of the demand for public transportation services is the relationship between the locations of jobs and housing. Where there are an adequate number of homes near each employment center, some people can choose to live near where they work or work near where they live; this is referred to as an area that is balanced. Figure 1-3 maps the Traffic Analysis Zones (TAZs) within the Las Vegas Valley that display a balance between jobs and housing. A TAZ is a special geographic area delineated by the RTC for tabulating traffic-related data, especially trips to work and place of work statistics.
As can be seen in Figure 1-3, there are some areas displaying such a balance. They are displayed in green and include newer areas such as Summerlin, Aliante, an area west of the Henderson Airport, and a sprinkling of older areas west of downtown Las Vegas. The Boulder Highway corridor also displays several areas of jobs-housing balance. Not surprisingly, the Strip and McCarran Airport contain heavy concentrations of employment as do the areas west of I-15 and the Strip and the areas surrounding Nellis Air Force Base (AFB). About one quarter of all jobs in Clark County are located on the Strip.
Of note is the predominate pattern that exists in the Las Vegas Valley, where housing or employment comprises the majority of the land use within the TAZs; this does and will continue to present a mobility challenge for most residents, particularly for journeys to and from work. These include the Valley’s older areas east and west of the Strip, residential areas abutting the St. Rose Parkway corridor, I-15 west of Nellis AFB and US 95 in the northwest. The area designations at the fringes of the community are not as significant as those in older areas, because development is just beginning and land uses are likely to change over time except for age restricted communities.

**Figure 1-4** displays age restricted communities in relation to public transportation services in the Valley. Many of these communities are located beyond the reach of public transit and paratransit services and residents find themselves without transportation as they become unable to drive. As residents age, these needs will increase.

**Figure 1-4: Age Restricted Communities**

![Age Restricted Communities Map](image-url)
Also of note are paired communities located southeast, northeast, and west of Las Vegas (Laughlin, Mesquite, and Pahrump). Laughlin, Nevada, and Bullhead City, Arizona, are a complementary pair of communities with Bullhead City providing about 72 percent of Laughlin’s employees. In 2010, there were 10,844 workers in Laughlin. Bullhead City has little in the way of employment and Laughlin does not yet provide enough housing to accommodate its workers. Other such paired communities include communities in Northern Arizona and Southern Utah that provide employees for Mesquite and Pahrump in Nye County that provides employees for enterprises in the Las Vegas Valley. Though each of these communities offers both employment and housing, Mesquite provides more employment than its residents can fill, and Las Vegas Valley employees reside in Pahrump because of its more rural and affordable lifestyle.

1.3.2. Age

The median age of Clark County’s population in 2010 was 35.5, over a year older than the median age in 2000 (34.4). Persons over 65 years made up 11.3 percent of the County’s population. As of 2010, of those persons over 50, 25.2 percent are over 70 years old.

According to a survey completed by the Nevada State Demographer in 2007, 89 percent of those over 50 reported that they have a current Nevada Driver’s license and 85 percent get to the places that they need to go by “driving myself in my own vehicle”. Another 11 percent ride with family or friends to get to the places that they need to go. This leaves about 4 percent of respondents who have to deal with transportation in some other way. When looking at this figure in terms of individuals over the age of 50 who rely on some form of transportation other than their own car or friend/family car, the number is nearly 30,000 Nevadans of whom an estimated two thirds, or about 20,000, live in Clark County.

1.3.3. Individuals with Disabilities

According to the 2013 American Community Survey from the U.S. Census Bureau, there are nearly 230,000 residents of Clark County ages 18 and older who have a disability, or approximately 11.5% of Southern Nevada’s population. Additionally, of the employed population ages 16 and older, nearly 7% have a disability. Of that population, 73% commute to work by driving alone, 10% carpool, 8% use transit, and 4% walk.

1.3.4. Income

According to the Census, the median household income in 2012 in Clark County was $49,583, almost the same as that for the State. Additionally, 16.4 percent of Clark County residents have incomes below the poverty level, which is a bit higher than the 16.2 percent rate for the State and 15.9 percent rate for the country. These close relationships are not unexpected, because fully two-thirds of Nevada’s population lives in Clark County.
2. **TRANSPORTATION RESOURCE ASSESSMENT**

2.1. Public Systems

The RTC is responsible for providing public transportation in Clark County, Nevada. The RTC was established in 1965. In 1983 State legislation was enacted that enabled the RTC to own and operate a public mass transit system. At that time, limited transit services were provided by a private operator using publicly-owned buses funded by the RTC through Clark County and the City of Las Vegas. In 1992 the Question 10 transportation funding initiative was adopted by the voters of Clark County, which was followed by another funding question in 2002, enabling the Commission to expand transit service beyond the Las Vegas Valley to Boulder City. The outlying communities of Mesquite and Laughlin are served by the Southern Nevada Transit Coalition (SNTC).

All RTC transit services are operated under competitive contracts with private operating companies. Fixed route bus service in the Las Vegas Valley is provided by RTC Transit. The RTC Bus Rapid Transit (BRT) system continues to expand in the Las Vegas region. In addition to the extremely successful ‘Deuce’ and ‘Strip and Downtown Express’ (SDX) lines that operate along the Las Vegas Strip, and the ‘Metropolitan Area Express’ (MAX) line that operates on North Las Vegas Boulevard, several new BRT and Express Transit routes have opened in the past few years, including the ‘Westcliff Airport Express’ (WAX) line which provides limited stop service between the Summerlin area and McCarran International Airport. The ‘Centennial Express’ (CX) line offers commuters quick access to the newly opened Downtown Las Vegas Bonneville Transit Center (BTC) from the northwestern areas of the Valley, and the ‘Sahara Avenue Express’ (SX) BRT line offers limited stop service along the 12-mile Sahara Avenue corridor, through some of the busiest commercial and most densely populated areas in the region. The ‘Boulder Highway Express’ (BHX) and the ‘Henderson- Downtown Express’ (HDX), both of which run along Boulder Highway, connect Downtown Las Vegas with suburban Henderson. The ‘Downtown and Veterans Medical Center Express’ (DVX) line links the BTC with the new VA Medical Center in North Las Vegas. RTC also contracts to provide paratransit and senior transit services. As mentioned above, fixed route and paratransit services in Mesquite and Laughlin are operated by the SNTC, a non-profit organization. All services are discussed below.

2.1.1. RTC Transit Services

The RTC Transit System provides a network of 31 regular service bus routes and eight BRT/Express lines. Twelve routes provide 24-hour service, while most of the other regular service routes operate over a 17 to 20 hour day, seven days a week. The system carried almost 60 million passengers in 2013. The system operates with a fleet of 404 vehicles, including a total of 120 hybrid electric vehicles, 111 Compressed Natural Gas (CNG) vehicles and 130 double deck vehicles, 30 of which are assigned to the Resort Corridor. 304 ADA-compliant paratransit vehicles, and 15 senior transportation vehicles. All fixed route, Express/BRT, and paratransit vehicles meet the Americans with Disabilities Act (ADA) accessibility standards.

The present system of routes follows the basic grid pattern of the major streets in the Valley, overlaid with service on radial routes such as Las Vegas Boulevard, Boulder Highway and Rancho Drive. Routes into and across downtown Las Vegas focus on the Downtown Las Vegas
Bonneville Transit Center (BTC). A secondary hub serving the southern part of the Valley is located at the South Strip Transfer Terminal (SSTT).

Table 2-1 and Figure 2-1 display transit data for the 10 year period ending in 2013. Peak ridership occurred in 2008 as gas prices skyrocketed and more people turned to mass transit. However, between the end of 2008 and late 2012, the economic downturn hit the Las Vegas area very hard with very high unemployment and foreclosures which resulted in a decrease in population and a significant decrease in ridership. Service was reduced by almost 20%, but since then service hours have increased to restore service that was lost, add frequencies and spans of service, add a new route along Fort Apache Road and operate a sustainable and efficient transit system.

Table 2-1: RTC Transit Service and Ridership Data 2004-2013

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Annual</th>
<th>Average Riders/Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Service Hours</td>
<td>Fleet Mileage</td>
</tr>
<tr>
<td>2004</td>
<td>1,273,563</td>
<td>14,757,179</td>
</tr>
<tr>
<td>2005</td>
<td>1,369,485</td>
<td>16,309,626</td>
</tr>
<tr>
<td>2006</td>
<td>1,525,320</td>
<td>17,344,436</td>
</tr>
<tr>
<td>2007</td>
<td>1,454,950</td>
<td>16,146,398</td>
</tr>
<tr>
<td>2008</td>
<td>1,522,267</td>
<td>16,688,301</td>
</tr>
<tr>
<td>2009</td>
<td>1,484,210</td>
<td>16,271,093</td>
</tr>
<tr>
<td>2010</td>
<td>1,440,678</td>
<td>16,420,678</td>
</tr>
<tr>
<td>2011</td>
<td>1,336,367</td>
<td>15,700,792</td>
</tr>
<tr>
<td>2012</td>
<td>1,282,213</td>
<td>16,928,277</td>
</tr>
<tr>
<td>2013</td>
<td>1,275,708</td>
<td>15,186,421</td>
</tr>
</tbody>
</table>

Source: Regional Transportation Commission, January 2015
2.1.2. RTC Specialized Services

In addition to overseeing the management of the fixed route system, the RTC also provides other specialized transportation services. Listed below are these services in detail.

2.1.2.1. RTC Paratransit Service

The enactment of ADA established the principle that persons with disabilities have the same rights as other citizens regarding access to services and facilities that are available to the public. The RTC began ADA paratransit service in 1994. This service complements the fixed route system by improving mobility and accessibility of our disabled community. As the Valley continues to grow and expand, RTC Transit Fixed Route, Paratransit and other specialized services will also have to grow to accommodate the demand for transportation services.

Paratransit services are provided within the urbanized area of the Las Vegas Valley, including Boulder City. The service area extends 3/4-mile from the fixed route transit services, as shown in Figure 2-2. Paratransit service is a shared-ride, door-to-door program that is available for those who have been certified as eligible through a personal functional assessment. RTC paratransit provides more than 100,000 rides each month for more than 14,000 certified clients. All RTC fixed route, Express/BRT, and paratransit vehicles meet Americans with Disabilities Act (ADA) accessibility standards. RTC paratransit service operates 7 days a week, 365 days a year, and 24 hours each day. ADA demand response service operates with modified schedules on Federal and Nevada holidays. The fare is $3.00 per one way trip.
For the disabled community, paratransit has proven to be a reliable and useful service. However, the cost of providing this service to a growing population of senior citizens has increased substantially since startup. To control the cost associated with the paratransit service, the RTC has implemented various specialized services to address this issue.

One of these cost control measures allows paratransit ID holders (certified paratransit client) to ride free of charge on the RTC Transit fixed route service. It may be assumed that 2,000 to 3,000 of certified clients are choosing to use the RTC Transit fixed route service each month. This results in an increase in capacity to the paratransit system, which is a benefit the remaining pool of clients.

2.7.2.2. Senior Transportation
There are two types of Senior Transportation services offered by the RTC. The first, Silver STAR, is a fixed route style loop service, and the second is a demand response advance reservation service known as ‘Flexible Demand Response’ (FDR). RTC Senior Transportation
services are illustrated in Figure 1-4. There are currently 12 Silver STAR and 3 FDR routes serving an average of more than 5,600 Southern Nevada seniors each month.

The common characteristics of RTC Senior Transportation services are as follows:

- Routes operate between two and three days per week Monday through Friday, except holidays
- Start times range between 8 AM and 9 AM, with one route starting at 10 AM on Friday
- Daily service duration ranges between a minimum of 5.5 hours to a maximum of 8.0 hours per day
- Reservations are required for FDR
- The fare is 50 cents per one way trip

2.1.2.3. Veterans Medical Transportation Network for Senior and Disabled Veterans (VMTN)

The Regional Transportation Commission of Southern Nevada established the Veterans Medical Transportation Network for Senior and Disabled Veterans (VMTN), working closely with the VA Southern Nevada Healthcare System (VASNHS), to assure that its resources are used for the benefit of veterans and their families.

The VMTN is designed to provide effective and efficient transportation to veterans throughout Southern Nevada. This service provides a viable option to veterans who are in need of medical related transportation and includes transport to, but not limited to, VA clinics, primary care physicians, and the Veterans Medical Center. This program provides a one-call option for veterans needing transportation to and from medical appointments. The goal of the VMTN is to provide transportation to all in need of the service and the VMTN is constantly looking for ways to maximize the limited funding for the program. This first-come, first-serve program will continue to offer a much needed, efficient and reliable transportation option.

Currently, VMTN transports up to 1,800 veterans per month and is fully accessible, accommodating wheelchairs and motorized scooters.

In a continued effort to maximize available resources the VMTN also works in coordination with the RTC fixed route bus service. The Downtown & Veterans Medical Center Express (DVX) route provides an alternative to the regular door-to-door service when going to the Veterans Medical Center. This service connects with other VMTN shuttles at the Bonneville Transit Center (BTC) in downtown Las Vegas.

2.1.3. Silver Rider Transit System

The Southern Nevada Transit Coalition (SNTC) operates daily service via the Silver Rider Transit System in Laughlin, Mesquite, and Boulder City (refer to Figure 1-4 on page 7 for Silver Rider coverage in the urban area). One of the two routes that service the Laughlin area offers 24 hour local service 365 days each year. The Mesquite/Bunkerville route offers service from 5:30am to midnight 7 days a week 365 days each year. SNTC’s Laughlin operation also offers weekday service to Las Vegas Valley destinations for seniors in the rural communities of Searchlight, Cal-Nev-Ari, and Palm Gardens. SNTC provides twice weekly transportation to Las Vegas for seniors in Sandy Valley, and Goodsprings. SNTC’s Mesquite operation offers twice
weekly service to the Las Vegas Valley for seniors in the rural communities of Mesquite, Bunkerville and Moapa Valley. SNTC operates senior transportation twice weekly for the community of Indian Springs. In Laughlin, SNTC serves over 30,000 passengers per month, while Mesquite serves a monthly average of 5,000 passengers. The Boulder City Silver Rider program provided transportation to an average of 1,350 passengers monthly. Collectively, in all 13 communities served by SNTC, over 436,000 annual rides are provided – making SNTC the largest provider of rural transit in the state. In the communities of Laughlin and Searchlight, the SNTC is also the provider of the Meals On Wheels Programs.

2.2. Private Services

Private transportation services, including taxis, shuttles, tour buses, intercity buses, and limousines represent an important mode of travel for Southern Nevada visitors. Demand for taxi service, like that of other private transportation options, correlates strongly with fluctuations in tourism.

2.2.1. Las Vegas Monorail

The privately operated Las Vegas Monorail Company owns the monorail system that operates between Sahara Avenue and Tropicana Avenue via the Convention Center over a 3.9 mile corridor just east of the Las Vegas Strip. Currently, the monorail provides service to seven stations along the Strip, offering riders quick and comfortable transportation between key Las Vegas attractions. The monorail is fully powered by electricity and produces no emissions. The fare for a single ride ticket is $5.00 per passenger. Although the monorail has suffered through some well publicized financial challenges since the start of the recession, the Company still maintains plans to extend the system to McCarran Airport and Mandalay Bay, projects that would more than double the length of the route. The monorail operates daily from 7:00 a.m. to midnight on Mondays, 7:00 a.m. to 2:00 a.m. Tuesday through Thursday, and 7:00 a.m. to 3:00 a.m. Friday through Sunday.

2.2.2. Taxi

Taxis are a key mode of travel for visitors. There are 16 cab companies in Southern Nevada. Taxi trips have grown at varying rates and, as displayed in Figure 2-3, vary consistently with the growth in visitors. Travel by taxi has become more popular since 1990, growing from 0.46 trips per visitor to 0.68 trips per visitor in 2012.
In response to individual calls, taxis have not proven to be a reliable form of transportation beyond the Strip and McCarran Airport. This has made use of these vehicles unsuccessful thus far even for residents financially able to avail themselves of the service. Certain companies have been responsive to regular service arrangements for non-profit organizations, although with varying degrees of success, so these arrangements may be explored in future years.

2.2.3. Bullhead Area Transit System

The Bullhead Area Transit System (BATS) provides fixed route bus service within the municipal boundaries of Bullhead City, Arizona and offers a connection to the Silver Rider in Laughlin, Nevada. Bullhead City is directly across the Colorado River from Laughlin. This area is unique in that vast majority of residents in the area live in Bullhead City on the Arizona side, while much of the economic opportunity is on the Nevada side due to the Laughlin resort corridor. The BATS operates three fixed routes with approximate 60 minute headways Monday through Friday (except some holidays) and also has limited bus service on Saturdays. Bullhead Transit maintains 56 bus stops in the community and provides service to help residents and guests travel safely to work, shopping, recreation and medical appointments. The Silver Rider route in Laughlin is a loop route with 60 minute headways.
2.2.4. Non-Profit and For-Profit Paratransit Service Providers

In addition to the public transportation and paratransit service providers, seniors, individuals with disabilities, and the poor may also use transportation services offered by more than 50 non-profit and for-profit paratransit and ride services. In outlying communities not served by RTC Paratransit, local communities have organized some form of service for the elderly. Ages qualifying as “elderly” range from 50 to 65 and services are normally free to these qualified riders.

Specialized Transportation Service providers include government agencies, non-profit organizations, and businesses providing and arranging for transportation services in support of their other services. Table 2-2 provides a list of providers, and a map of the Coordinated Transportation Network is presented in Figure 2-4. Donations are accepted by some to compensate for transportation. For-profit organizations charge for their services, often by the hour.

There are several businesses and more than 100 group and nursing homes providing services to the elderly, individuals with disabilities of all kinds, persons with AIDS/HIV, and others. Transportation is one of a range of services, including those of full care facilities and services designed to allow people to stay in their homes rather than to become institutionalized. Most of these enterprises are not included on Table 2-2 and may represent a significant pool of vehicles and service providers (note: taxi companies are not included on either table).
<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Description</th>
<th>Program Type</th>
<th>Funding</th>
<th>Cost</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>AACRES Transportation Services</td>
<td>Amenities and services for residents include transportation.</td>
<td>Residential-Group</td>
<td>Private, non-profit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accessible Space, Inc.</td>
<td></td>
<td>Rehabilitation</td>
<td>Private, non-profit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aegis Living</td>
<td>Eligibility is based on income to receive reduced fare bus passes and, as approved, CAT Paratransit. Clients are also referred to other community transportation services.</td>
<td>Assisted Living &amp; Memory Care for Seniors</td>
<td>For Profit</td>
<td></td>
<td>7:00 AM - 5:00 PM, Monday - Friday</td>
</tr>
<tr>
<td>AFAN (Aid for AIDS of Nevada) AIDS/ HIV HOPWA (City of Las Vegas)</td>
<td></td>
<td>Housing Opportunities for Persons with AIDS</td>
<td>Call</td>
<td></td>
<td></td>
</tr>
<tr>
<td>American Cancer Society (ACS)</td>
<td>Conduits transportation programs.</td>
<td>Cancer Patient &amp; Rehab Svcs</td>
<td>N/A</td>
<td>None</td>
<td>Mon – Fri 8:30 AM – 5:00 PM</td>
</tr>
<tr>
<td>Blind Center of Nevada</td>
<td>Provides transportation among other services to the blind.</td>
<td>Training &amp; Employment</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Boulder City Senior Center</td>
<td>Provides transportation for medical, social service, and shopping with 1 minivan and 5 lift-equipped light buses.</td>
<td>Senior Center</td>
<td>State, local &amp; private funding</td>
<td>$2.00 donation</td>
<td>8 AM – 8 PM every day</td>
</tr>
<tr>
<td>CONRDA ADA Paratransit</td>
<td>Must be pre-certified.</td>
<td>Paratransit Services</td>
<td>RTC</td>
<td>Call</td>
<td>Mon – Fri 8:00 AM – 5:00 PM</td>
</tr>
<tr>
<td>Catholic Charities</td>
<td>Regular medical and employment. 1 15-person van and personal vehicles.</td>
<td>Sr. &amp; refugee services</td>
<td>Federal &amp; some local funding</td>
<td>$1.50</td>
<td>Daytime, no holidays</td>
</tr>
<tr>
<td>Center for Independent Living</td>
<td>Client transportation to needed services, agency staff and purchase rides,</td>
<td>Group Home</td>
<td>State &amp; local funding</td>
<td>None</td>
<td>Part time</td>
</tr>
<tr>
<td>Chancellor Gardens of the Lakes</td>
<td>Scheduled local transportation for residents.</td>
<td>Assisted Living &amp; Memory Care for Seniors</td>
<td>For Profit</td>
<td>Call</td>
<td>24/7</td>
</tr>
<tr>
<td>City of Henderson Senior Center</td>
<td>Client transportation to needed services, agency staff, 2 lift-equipped small buses,</td>
<td>Senior Center</td>
<td>Local funding</td>
<td>$1.00</td>
<td>Mon – Fri 9:00 AM – 3 PM, 1 SunMo</td>
</tr>
<tr>
<td>Clark County Social Service</td>
<td>Social Service Agency</td>
<td>Public</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Lutheran Church Bicycle Ministry</td>
<td>Bicycle Ministry program helps people to obtain a bicycle for transportation.</td>
<td>Free Bicycle Transportation</td>
<td>Private</td>
<td>None</td>
<td>Monday – Friday 8:00 AM – 5:00 PM</td>
</tr>
<tr>
<td>Concorde Assisted Living</td>
<td>Assisted living program may include transportation.</td>
<td>Assisted &amp; Independent Living Community</td>
<td>For Profit</td>
<td>Call for information</td>
<td>24/7</td>
</tr>
<tr>
<td>Department of Housing and Urban Development</td>
<td></td>
<td>Government</td>
<td>Public</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dixon Home Helpers</td>
<td>Provides transportation for a contracted price.</td>
<td>Home Assisted Living</td>
<td>For Profit</td>
<td>Call</td>
<td>Mon-Fri Mornings &amp; Afternoons</td>
</tr>
<tr>
<td>Family Promise</td>
<td>Homeless services including bus passes, 1 15-person and 1 mini-van. Transportation to needed services and employment.</td>
<td>Group home</td>
<td>Local funding</td>
<td>None</td>
<td>24/7</td>
</tr>
<tr>
<td>HELP of Southern Nevada</td>
<td>When available, tokens are supplied for medical appointments (must be within 24 hours), job interview or the actual start of a job. Available (1) time every (6) months.</td>
<td>Emergency Resource Services (ERS), bus tokens</td>
<td>N/A</td>
<td>None</td>
<td>Mon – Fri 8:00 AM – 4:00 PM</td>
</tr>
<tr>
<td>Agency Name</td>
<td>Description</td>
<td>Program Type</td>
<td>Funding</td>
<td>Cost</td>
<td>Hours of Operation</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-----------------------</td>
<td>--------------------------------</td>
<td>------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>Helping Hands of Henderson</td>
<td>Transportation, volunteer and agency vehicles, 2 mini-vans</td>
<td>Elderly &amp; disabled</td>
<td>State funding</td>
<td>None</td>
<td>Mon – Fri 8:00 AM – 4 PM</td>
</tr>
<tr>
<td>Helping Hands of North Las Vegas</td>
<td>Transportation to medical appointments, grocery shopping and errands using</td>
<td>Elderly &amp; disabled</td>
<td>State funding</td>
<td>None</td>
<td>Mon – Fri 8:00 AM – 4 PM</td>
</tr>
<tr>
<td>Helping Hands of Vegas Valley</td>
<td>Transportation to medical appointments, grocery shopping and errands using</td>
<td>Elderly &amp; disabled</td>
<td>State funding</td>
<td>None</td>
<td>Mon – Fri 8:00 AM – 4 PM</td>
</tr>
<tr>
<td>Home Helpers</td>
<td>Personal care for elderly, transportation to needed services, recreation, shopping.</td>
<td>Elderly</td>
<td>Private</td>
<td>$24/hour</td>
<td>Daily</td>
</tr>
<tr>
<td>JoyRoo Educational Academy – Three Steps Forward</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Las Vegas NW Senior Center</td>
<td>Client transportation to needed services, 6 15-person vans</td>
<td>Senior Center</td>
<td>Local funding</td>
<td>$2.00</td>
<td>Weekdays</td>
</tr>
<tr>
<td>Las Vegas Paiute Tribe</td>
<td>Provides to all Native Americans transportation assistance for clients without a vehicle to go to the contract health services.</td>
<td>Health &amp; Human Services Program</td>
<td>N/A</td>
<td>None</td>
<td>Call</td>
</tr>
<tr>
<td>Las Vegas Rescue Mission</td>
<td>Provide bus passes, volunteer drivers, 1 sedan, 1 15-person van</td>
<td>Needy</td>
<td>House of Worship</td>
<td>None</td>
<td>Daily</td>
</tr>
<tr>
<td>Laughlin Mental Health Center</td>
<td>Provides transportation to mentally ill in Laughlin as needed for mental health and medical services and shopping. 1 15-person van</td>
<td>Mental health</td>
<td>State funding</td>
<td>None</td>
<td>Mon – Fri 8:00 AM – 5 PM</td>
</tr>
<tr>
<td>Lend a Hand of Boulder City</td>
<td>Provides escorted transportation to and from medical appointments, grocery shopping, banking, post office and other activities</td>
<td>Respite care</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lutheran Social Services</td>
<td>Transportation is among the social services provided to the needy</td>
<td>Social Services</td>
<td>Local &amp; Private funding</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Nevada Children’s Center</td>
<td>Transportation to and from after school Treatment Center. For Children ages 4-13 and 12-16.</td>
<td>After school day treatment programs for behaviorally challenged children</td>
<td>N/A</td>
<td>Call</td>
<td>Call for information</td>
</tr>
<tr>
<td>NV – Dept. of Health &amp; Human Services – Div. of Welfare &amp; Supportive Services Medicaid</td>
<td>Company arranges non-emergency (NET) transportation for Medicaid and Nevada Check Up services.</td>
<td>Medicaid Transportation &amp; Logistic Care – Clark County</td>
<td>Federal &amp; state funding</td>
<td>None</td>
<td>24/7</td>
</tr>
<tr>
<td>NV – Div. for Aging Services – Southern Nevada</td>
<td>Provides discounted taxicab fares to seniors and persons with disabilities residing in Clark County through coupon booklets.</td>
<td>Senior Ride Program – Taxi Cab Coupons</td>
<td>Federal &amp; state funding</td>
<td>50% normal cab fare</td>
<td>Monday –Friday 8:00 AM -4:30 PM</td>
</tr>
<tr>
<td>Nye County Senior Nutrition</td>
<td>Transportation is among the services provided by a schedule to the elderly and, on a space available basis, others, 1 sedan, 2 station wagons, 4 minivans w/ lifts, 2 15-persons vans, 7 light buses w/ lifts</td>
<td>Senior Center</td>
<td>Federal, State &amp; Local funding, Logisticare</td>
<td>Fare by location</td>
<td>Mon – Fri 8:00 AM – 5 PM</td>
</tr>
<tr>
<td>Opportunity Village</td>
<td>Developmentally disabled provided transportation to and among sheltered workshops. CATSTAR provides transportation to the workshops.</td>
<td>Sheltered Workshop</td>
<td>Private funding</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Agency Name</td>
<td>Description</td>
<td>Program Type</td>
<td>Funding</td>
<td>Cost</td>
<td>Hours of Operation</td>
</tr>
<tr>
<td>-------------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>---------------------------------------------</td>
<td>---------------------------------------</td>
<td>---------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Prestige Assisted Living at Henderson</td>
<td>Provides scheduled transportation for residents</td>
<td>Assisted Living &amp; Memory Care Facility for Seniors</td>
<td>For Profit</td>
<td>Call</td>
<td>24/7</td>
</tr>
<tr>
<td>Rose Cottage</td>
<td>The Assisted Living facility provides transportation for residents.</td>
<td>Assisted Living Facility for Seniors</td>
<td>For Profit</td>
<td>Call</td>
<td>24/7</td>
</tr>
<tr>
<td>Retired and Senior Volunteer Program (RSVP)</td>
<td>Public Transportation – Start-up</td>
<td>Private, Non-profit</td>
<td>Call</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salvation Army - Henderson</td>
<td>Services include transportation</td>
<td>Family Svs Dept - Henderson</td>
<td>Federal &amp; private funding</td>
<td>Call</td>
<td></td>
</tr>
<tr>
<td>Salvation Army – Las Vegas</td>
<td>Based on availability and verification for medical and employment appointments, Token limit is $8.00. 10 minivans, 20 15-person vans, 2 small and 2 medium sized buses used for outbound leg, Clients return on CAT.</td>
<td>Family Services Department</td>
<td>Federal and private funding</td>
<td>Call</td>
<td>Mon - Fri 9:00 AM - 12:00 PM</td>
</tr>
<tr>
<td>Senior Lifeline</td>
<td>Provide cost of paratransit transportation to income and paratransit eligible seniors.</td>
<td>Senior Center</td>
<td>Private</td>
<td>None</td>
<td>N/A</td>
</tr>
<tr>
<td>Shriners of Las Vegas – Zetzah Shrine Center</td>
<td>Provides free transportation to families with children who have spinal cord injuries and who cannot afford the care and treatment.</td>
<td>Children's Spinal Cord Injury</td>
<td>N/A</td>
<td>None</td>
<td>Mon – Fri 9:00 AM – 4:00 PM</td>
</tr>
<tr>
<td>Silver Sky Assisted Living</td>
<td>Services for residents offered include scheduled transportation.</td>
<td>Assisted Living Facility for Seniors</td>
<td>For Profit</td>
<td>Call</td>
<td>24/7</td>
</tr>
<tr>
<td>Southern Nevada Adult Mental Health Services</td>
<td>Provides CAT passes and transportation to clients for full range of needs with 4 sedans.</td>
<td>Mental Health Agency</td>
<td>Federal, state &amp; private funding</td>
<td>N/A</td>
<td>Monday – Friday 7:30 AM – 5:00 PM</td>
</tr>
<tr>
<td>Southern Nevada Center for Independent Living</td>
<td>Transportation for disabled. 1 15-person van</td>
<td>Disability Services</td>
<td>N/A</td>
<td>None</td>
<td>Mon – Fri 8:00 AM – 5:00 PM</td>
</tr>
<tr>
<td>Southern Nevada Transit Coalition</td>
<td>Provides transit in Mesquite &amp; Laughlin and to adjacent urban areas using 3 minivans (1 w/ lift), 3 15-person vans, 13 light buses w/ lifts, 1 medium bus w/ lift &amp; 12 other vehicles w/ lifts</td>
<td>Transit provider</td>
<td>Federal, state &amp; private funding</td>
<td>Fare varies</td>
<td>Varies by location</td>
</tr>
<tr>
<td>St. Jude’s Ranch for Children</td>
<td>Minivans purchased with labels transport children to-from school, appointments and extracurricular activities.</td>
<td>Campbell’s Soup Label Program</td>
<td>N/A</td>
<td>None</td>
<td>24/7</td>
</tr>
<tr>
<td>St. Rose Dominican Hospitals</td>
<td>Hospital/Medical Center</td>
<td>Private, Non-profit</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>State of Nevada Office Of Veterans Services (NOVS) – Las Vegas Regional Office</td>
<td>Provides emergency assistance for homeless veterans, inc. transportation. 1 sedan &amp; 1 minivan</td>
<td>Outreach Center For Homeless Veterans (MASH)</td>
<td>Federal &amp; private funding</td>
<td>None</td>
<td>Mon – Fri 7:30AM – 4:00 PM</td>
</tr>
<tr>
<td>The Bridge Assisted Living at Paradise Valley</td>
<td>The Assisted Living facility provides transportation for residents.</td>
<td>Assisted Living Facility for Seniors</td>
<td>For Profit</td>
<td>Call</td>
<td>24/7</td>
</tr>
<tr>
<td>The Elderly Aristocrat</td>
<td>Provides transportation to &amp; from medical appointments for residents.</td>
<td>Assisted Living Facility for Seniors</td>
<td>For Profit</td>
<td>Included in $3K Mo Fee</td>
<td>24/7</td>
</tr>
<tr>
<td>The Grand Court Las Vegas</td>
<td>Our assisted living programs for residents include transportation.</td>
<td>Assisted Living Facility for Seniors</td>
<td>For Profit</td>
<td>Call</td>
<td>24/7</td>
</tr>
<tr>
<td>The Palms at the Siena</td>
<td>Personal services available to all Residents include transportation.</td>
<td>Assisted Living &amp; Memory Care Community for Seniors</td>
<td>For Profit</td>
<td>Call</td>
<td>24/7</td>
</tr>
<tr>
<td>The Plaza at Sun Mountain</td>
<td>Offers scheduled transportation for residents.</td>
<td>Assisted Living Facility for Seniors</td>
<td>For Profit</td>
<td>Call</td>
<td>24/7</td>
</tr>
<tr>
<td>Agency Name</td>
<td>Description</td>
<td>Program Type</td>
<td>Funding</td>
<td>Cost</td>
<td>Hours of Operation</td>
</tr>
<tr>
<td>------------------------------------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>--------------------------------</td>
<td>--------------------</td>
<td>-------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>Urban League Martin Luther King Senior Center</td>
<td>Provide transportation to clients as needed for social services, recreation, shopping, 1 15-person van</td>
<td>Senior Center</td>
<td>Federal &amp; State funding</td>
<td>$0.50/ day</td>
<td>Mon – Fri 8:00 AM – 4 PM</td>
</tr>
<tr>
<td>US Veterans Services</td>
<td>Provides transportation and bus passes to veterans for medical, social services &amp; employment needs with 2 15-person vans</td>
<td>Social Service Agency</td>
<td>Federal, State &amp; private funding</td>
<td>None</td>
<td>N/A</td>
</tr>
<tr>
<td>Veterans Care Services of America (VCBA)</td>
<td>In-Home Care assistance services typically includes help with incidental transportation for veterans and surviving spouses.</td>
<td>In-Home Care Assistance</td>
<td>N/A</td>
<td>Call</td>
<td>Call</td>
</tr>
<tr>
<td>Veterans Medical Transportation Network (VMTN)</td>
<td>Network for Senior and Disabled Veterans</td>
<td>Veterans Medical Transportation</td>
<td>Federal, Other</td>
<td>Free</td>
<td>Mon – Fri 7A-5P</td>
</tr>
<tr>
<td>Waterfield Memory Care Community</td>
<td>Services include scheduled transportation for seniors with dementia or Alzheimer’s disease.</td>
<td>Assisted Living Facility</td>
<td>For Profit</td>
<td>Call for information</td>
<td>24/7</td>
</tr>
<tr>
<td>Westcare Nevada</td>
<td></td>
<td>Mental Health</td>
<td>Private, non-profit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Willow Creek Assisted Living and Memory Care Community</td>
<td>Assisted living services offered include transportation.</td>
<td>Memory Care &amp; Adult Day Care</td>
<td>For Profit</td>
<td>Call for information</td>
<td>24/7</td>
</tr>
</tbody>
</table>

Notes: Agency names in italics indicate information obtained from survey conducted July, 2007 and from the 2014 Stakeholder Workshop. Other information obtained from publicly available sources including United Way and the Clark County Senior Advocate Program.
3. **TRANSPORTATION NEEDS**

In 2008, the RTC held a ½-day workshop and conducted a survey of transportation service providers and users in Southern Nevada. Results from the first workshop and survey were utilized to develop the 2008 Coordinated Plan. The RTC hosted a Stakeholder Workshop on October 29, 2014 to assess the current needs and barriers of the service providers and users. Twenty-one representatives from services providers throughout Southern Nevada attended.

Results from the survey conducted in 2008 showed that almost all service providers reported needs they were unable to meet. Almost three-quarters of them reported cost as a barrier to providing service, even though only 35 percent provided their services at no cost. Eighty-three percent received government funding of some sort with 42 percent reporting federal funding.

During the 2014 Stakeholder Workshop, the group was surveyed to determine the top trip purpose (refer to Appendix A for additional details of the results of the Stakeholder Workshop survey results). All (100%) of the transportation providers in attendance reported medical appointments, both regular and one-time, as well as mental health appointments, as being a trip purpose of importance. Nutrition was the next most frequently mentioned trip purpose. **Table 3-1** displays the purposes of the trips provided, compared to the results of the 2008 survey. One may conclude that the bulk of unmet transportation needs are among the elderly, adults with disabilities, and the poor and homeless needing to access health care providers.

**Table 3-1: Trip Purposes**

<table>
<thead>
<tr>
<th>Trip Purpose</th>
<th>2008</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health/Medical (periodic or single trips)</td>
<td>94%</td>
<td>100%</td>
</tr>
<tr>
<td>Mental Health</td>
<td>61%</td>
<td>100%</td>
</tr>
<tr>
<td>Health/Maintenance (recurring trips)</td>
<td>50%</td>
<td>100%</td>
</tr>
<tr>
<td>Employment</td>
<td>39%</td>
<td>95%</td>
</tr>
<tr>
<td>Nutrition</td>
<td>33%</td>
<td>90%</td>
</tr>
<tr>
<td>Social Services</td>
<td>78%</td>
<td>86%</td>
</tr>
<tr>
<td>Shopping</td>
<td>72%</td>
<td>86%</td>
</tr>
<tr>
<td>Adult Day Care</td>
<td>22%</td>
<td>81%</td>
</tr>
<tr>
<td>Bank</td>
<td>44%</td>
<td>75%</td>
</tr>
<tr>
<td>Legal Services</td>
<td>N/A</td>
<td>75%</td>
</tr>
<tr>
<td>Worship</td>
<td>N/A</td>
<td>65%</td>
</tr>
<tr>
<td>Income Maintenance (food stamp or SS office)</td>
<td>39%</td>
<td>62%</td>
</tr>
<tr>
<td>Social</td>
<td>56%</td>
<td>52%</td>
</tr>
<tr>
<td>Education</td>
<td>50%</td>
<td>52%</td>
</tr>
<tr>
<td>Residential</td>
<td>33%</td>
<td>52%</td>
</tr>
<tr>
<td>Recreation</td>
<td>72%</td>
<td>43%</td>
</tr>
<tr>
<td>Child Day Care</td>
<td>11%</td>
<td>30%</td>
</tr>
<tr>
<td>Other</td>
<td>22%</td>
<td>N/A</td>
</tr>
</tbody>
</table>
3.1. Transportation Service Barriers

Given the special populations that human service agencies serve, not many agencies could rely exclusively on public transit and paratransit. Clearly, where these services do provide adequate service, agencies will tend to rely on transit passes and funding for paratransit rather than their own vehicles. This is evidenced by the fact that when RTC initiated its paratransit services, many local agencies discontinued their transportation services for those who qualified for the RTC service.

Results from the Stakeholder Workshop indicate that funding/eligibility restrictions, lack of education/knowledge, and equipment are the top barriers to achieving the Federal Transit Agency (FTA) objective of broadening the populations served by non-public transportation providers.

Funding sources of all varieties carry specific requirements related to the populations served which result in eligibility restrictions and service fragmentation making coordination and sharing of resources more difficult. In general, agencies that provide or arrange for transportation are restricted to providing services to their clients only.

Lack of education or knowledge of available services is another barrier to improving human service transportation needs. In assembling information for the original plan in 2008, the initial attempt at developing a comprehensive list of service providers and users yielded over 1,000 organizations. This proved to be an unwieldy number, so the list was confined to those agencies and organizations listed by publicly available sources as providing or arranging for transportation services. The list of providers was updated along with the update of this plan. A list of transportation providers is presented in Table 2-2 in Section 2.2.4.

The third most common barrier among Stakeholders is the current state of equipment. Workshop attendees indicated that there is a shortage of vehicles among their agencies. Correct size, reliability, age of the vehicles and efficiency were also of concern.
4. **POTENTIAL STRATEGIES TO ADDRESS GAPS AND NEEDS**

A Vision, Goals, and potential strategies that form the basis of the plan were developed during the Stakeholder Workshop.

4.1. **Accomplished Goals Since 2008**

In order to re-evaluate the goals of Plan, it is important to identify progress made since the goals were created in 2008. The following list identifies accomplishments related to the goals identified in the previous version of this plan:

- Transportation is timely and reliable: the RTC continues to increase on time performance.
- All vehicles are accessible by individuals with physical disabilities: RTC vehicles are equipped with a lift or a ramp and are ADA compliant.
- Transportation is flexible to meet the needs of patrons: Paratransit has expanded hours, providing transportation nearly 24/7. The frequency of Fixed route has increased to include the addition of rapid transit routes and express routes. The RTC has also invested in Club Ride – a program that incentivizes the use of transit, carpooling, walking and biking as a means to get to and from work.
- Service is available in rural and suburban areas beyond existing transit and paratransit service areas: The RTC has partnered with organizations to provide transportation option outside the RTC service area, some of the providers include SNTC, Lend a Hand and ITN.
- Transportation is affordable: Paratransit customers have the opportunity to purchase a monthly pass for 22 or 46 rides, which would discount a ride from $3 to $1.82 or $1.74. Additionally paratransit riders can utilize fixed route free of charge
- Waiting areas are sheltered: RTC plans to increase the installation of bus shelters to 300 per year. Additionally, the RTC is improving the safety of shelters by setting them back further away from the road where possible.

4.2. **Vision Statement and Goals**

The 2015 vision for the Coordinated Transportation Plan is:

“All Southern Nevadans with disabilities, as well as those who are elderly, low income or displaced are able to go where and when they need to go.”

Stakeholders revisited the nine goals set in the 2008 Plan during the 2014 Stakeholder Workshop. The Stakeholder group set a new goal for the Coordinated Transportation Plan. The goal is that coordinated transportation is:

- Flexible
- Accessible and convenient
- Timely
- Reliable
- Meets the needs of individuals with disabilities
- Available in rural and suburban areas beyond existing transit and paratransit service areas
• Affordable
• Safe and security oriented
• Meets customer expectations (customer satisfaction)

4.3. Potential Strategies to Address Gaps and Needs

Potential strategies were identified and prioritized during the Stakeholder Workshop. Using handheld electronic polling devices, potential strategies were given a ranking 1 through 10 (10 being the highest) by each attendee at the workshop to determine priority. Table 4-1 presents the potential strategies to consider, ranked in order of priority. Strategies with identical scores received an equal ranking.

Table 4-1: Potential Programs

<table>
<thead>
<tr>
<th>Rank</th>
<th>Potential Strategies to Address Gaps and Needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Creative funding options</td>
</tr>
<tr>
<td>2</td>
<td>Innovative transportation solutions</td>
</tr>
<tr>
<td>3</td>
<td>Support for rural areas</td>
</tr>
<tr>
<td>4</td>
<td>Collaboration</td>
</tr>
<tr>
<td>5</td>
<td>Located nearer to need</td>
</tr>
<tr>
<td>6</td>
<td>Driver training includes greater sensitivity to the needs of riders</td>
</tr>
<tr>
<td>7</td>
<td>More wheelchair capacity</td>
</tr>
<tr>
<td>8</td>
<td>Waiting areas are sheltered and protected, accessible, good lighting</td>
</tr>
<tr>
<td>9</td>
<td>Travel is on-demand and easy to schedule</td>
</tr>
<tr>
<td>10</td>
<td>Expanded hours of service though sharing capacity</td>
</tr>
<tr>
<td>11</td>
<td>Inform people about travel options: current database, shared sources, “211”</td>
</tr>
<tr>
<td>11</td>
<td>Time/Length of travel is within set limits, e.g., 1 hour for typical trips</td>
</tr>
<tr>
<td>13</td>
<td>Eligibility determination is based on standard eligibility criteria that can be used by all participating agencies</td>
</tr>
<tr>
<td>14</td>
<td>More vehicles are adapted for target group riders</td>
</tr>
<tr>
<td>15</td>
<td>Same day service includes personalized service and assistance is provided.</td>
</tr>
</tbody>
</table>

Creative funding options ranked at the top of the list for potential strategies. These may include using private funds to provide better transportation options for people needing transportation from outlying Valley neighborhoods or same day service. Some of the outlying areas with large populations of elderly are age-restricted communities. Residents are suffering from a lack of services, even though there are funds available through community foundations and the resources of individual residents to provide for such services. The Paratransit service area could be expanded and same day service provided, if the cost were to reflect the actual cost of providing the service.

Equally important as the new things that are accomplished under this Plan are those existing activities of other agencies that are supported. Most notable in this regard is the Southern Nevada Transit Coalition (SNTC), listed on Table 2-2 above, which provides services in
Mesquite and Laughlin to the Valley and to communities in abutting states. SNTC also cooperates with the Bullhead Area Transit Service to link commuters in Bullhead City, Arizona, with their jobs in Laughlin. RTC is enabled by State law to directly provide transit service only within Clark County, so the services provided by SNTC to these outlying communities beyond Clark County are very important to them.

The first step in any collaborative process is for potential participants to be aware of one another. Building upon the resources and relationships identified in this workshop and in the 2008 workshop and survey will be the first priority. This will be accomplished by working further with current stakeholders and seeking out other community partners with a similar interest in transportation. The intended goal is to develop a program to refer clients to a transportation provider that would meet their needs.

Alternately, taxi companies can and, for some agencies do, provide services. Occasional and suburban users find taxis unreliable and, at times, unwilling to provide services, so improving reliability by creating a scheduled relationship between outlying communities and willing taxi companies may provide a solution. Expansion of these opportunities will be explored, particularly as they might apply to regularly scheduled medical appointments and other regularly scheduled trips. This would allow other resources to be used for less predictable trips.

Funding for vehicle equipment and driver training make up several of the priorities. Information about funding sources available to non-profit organizations could be made available to interested agencies and organizations, particularly those providing services beyond RTC’s service area. The Nevada Department of Transportation provides Commercial Drivers License training, so more information will be elicited and provided to qualifying agencies with willing participants.

The Paratransit eligibility determination is based on RTC’s requirement that persons wishing to use paratransit services must qualify. Assessment appointments are scheduled daily, and Paratransit is available to take clients to appointments when scheduled. Conditional or unconditional eligibility is determined by the client’s functional ability to use fixed route transportation. Once qualified, they may access paratransit temporarily or permanently as appropriate. Local agencies and community centers would prefer if their clients/residents could be evaluated in their own neighborhoods by their referring agencies. The Paratransit qualification process requires extensive training of its evaluation personnel to ensure standards are fairly and consistently applied, so expansion of locations is not considered a good use of RTC’s limited paratransit resources. RTC will explore the possibility of providing agencies and community centers with more information about these standards and the evaluation process to help assure organizations can make more appropriate referrals, so people do not put themselves through the process unnecessarily.

Finally, improved transit waiting areas would make access of public transit areas safer and more convenient for disabled and elderly riders. Such facilities could range from simple seats on the transit sign pole to indoor transit waiting centers. Legislation approved in 2006 made RTC responsible for bus stops and shelters. Improvement plans are underway and include upgrading shelters, increasing regularity of maintenance, and addressing safety concerns.
5. **RELEVANT FTA GRANT PROGRAMS**

Three specific FTA grant programs provide annual funding for implementing the strategies and projects identified by this plan. This Plan and its inclusion in the Regional Transportation Plan (RTP) are required by MAP-21 prior to application for funding under these programs. The RTP must have at least a 20-year horizon and be updated at least once every four years. Project strategies eligible for the FTA grant programs identified in this plan will be included in RTC’s RTP 2017-2040 planned for adoption in late 2016. Individual projects and funding for each will be included in the ongoing development of the Transportation Improvement Program (TIP).

### 5.1. Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310)

The Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) is a state administered program that is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services. The former New Freedom Program and the Elderly and Disable Program have been consolidated under MAP-21.

Under this program, eligible funding activities include:

- At least 55% of program funds must be used on capital projects that are:
  - Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
- The remaining 45% may be used for:
  - Public transportation projects that exceed the requirements of the ADA.
  - Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit.

Alternatives to public transportation that assist seniors and individuals with disabilities.

Funds are apportioned for urbanized and rural areas based on the number of seniors and individuals with disabilities. Federal share for capital projects (including acquisition of public transportation services) is 80 percent, operating assistance is 50 percent. The program also adopts the following New Freedom funding allocations:

- 60% to designated recipients in urbanized areas with a population over 200,000.
- 20% to states for small urbanized areas.
- 20% to states for rural areas.

Program requirements include the following as appropriate:

- Local share may be derived from other federal (non-DOT) transportation sources or the Federal Lands Highways Program under 23 U.S.C. 204 (as in former Section 5310 program).
- Permits designated recipients and states to carry out competitive process to select subrecipients.
- Recipients must certify that projects selected are included in a locally developed, coordinated public transit-human services transportation plan. The plan must undergo a development and approval process that includes seniors and people with disabilities, transportation providers, among others, and is coordinated to the maximum extent possible with transportation services assisted by other federal departments and agencies.

- Permits acquisition of public transportation services as a capital expense.

- Up to 10% of program funds can be used to administer the program, to plan, and to provide technical assistance.

The RTC was apportioned $1,428,716 in FY2014 under this program.

5.2. Urbanized Area & Rural Area Formula Grants (Section 5307 and 5311)

Urbanized Area Formula Grants (Section 5307) and Formal Grants for Rural Areas (Section 5311), both formerly awarded under JARC, provide funding to Urbanized Areas (population 50,000 or more) and Rural Areas (population less than 50,000) for public transportation capital, planning, job access and reverse commute projects, as well as operating expenses in certain circumstances. Funds may be used for capital expenses with federal funds providing up to 80 percent, up to 50 percent for operating assistance. Additional funding is available for 80 percent of ADA non-fixed-route paratransit service, using up to 10% of a recipient’s apportionment.

During FY2014, approximately $32.6 million was apportioned to the Las Vegas urbanized area in 5307 formula grants. Approximately $6.5 million was apportioned to NDOT for rural areas through the 5311 program.
6. **FTA PROGRAM APPLICATION PROCESS AND TIMELINES**

The Federal Transit Administration (FTA) Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) and Formula Grants for Urbanized Areas (Section 5307) programs are coordinated by Nevada Department Transportation (NDOT). The RTC has been identified as the designated recipient for 5310 and 5307 funding and therefore selects projects within the urbanized area. The process for awarding funds through this program are identified in the Program Management Plan (included in Appendix B).

Formula Grants Rural Areas (Section 5311) are coordinated by the Nevada Department Transportation with assistance from RTC. These applications are available in mid to late spring, with deadlines for submittal typically in April or May. As an annual program, grant awards may be renewed for additional years or new projects identified in future year cycles. The non-urbanized areas of RTC are determined by the boundaries of the Las Vegas Urbanized Area as defined by the 2000 Census and displayed on Figure 6-1, Planning Study Area Boundaries.
Figure 6-1: Planning Study Boundaries
7. Participating Agencies

Providers of human services and transportation services were invited to participate in development of this plan. The following agencies and state and member jurisdiction departments were invited to participate in the Coordinated Plan Stakeholder Workshop:

Aacres
AARP
Afan
Almost Home & New Life Adult Day Healthcare Centers
Alzheimer's Association of DSW
ASI
Associated General Contractors, Las Vegas
Baby Boomer
Bicycle Federation of America
BikingLasVegas.com
Blind Center of Nevada
Bureau of Land Management
Caltrans, District 8
Catholic Charities of Southern Nevada
Center for Independent Living
City of Boulder City
City of Henderson
City of Henderson Transportation Program
City of Las Vegas Office of Community Services
City of Las Vegas Planning
City of Mesquite
City of North Las Vegas
City of Pahrump Town Manager
Clark County Resources Management Division
Clark County Comprehensive Planning
Clark County Courts
Clark County Environmental Division
Clark County Parks and Recreation
Clark County School District Transportation Department
Clark County Social Services
Cleveland Clinic
Community Services Club – Anthem
DART
Department of Administrative Budget & Planning
Desert Regional Center
Desert Rose High School
Disability Services for Veterans
Division of Welfare and Supportive Services
East Valley Family Services
Easter Seals Nevada
Easter Seals Southern Nevada
Elder Law Attorney
Family Promise of Las Vegas
HELP Las Vegas (HELP USA)
Helping Hands of Henderson
Helping Hands of North Las Vegas
Helping Hands of Vegas Valley, Inc.
ITN
James Seastrand Helping Hands of NLV
Jewish Federation
Joyroo Education Academy
Jude 22 Senior Nutrition
Las Vegas Convention and Visitors Authority
Las Vegas Indian Center
Las Vegas Paiute Tribe
Las Vegas Senior Lifeline
Las Vegas Urban League/Martin Luther King Senior Center
Lend a Hand of Boulder City
Lincoln County Human Services
LogistiCare
Lutheran Social Services of Nevada
Mesquite Family Resource Center
Moapa Paiute Band of the Moapa Indian Reservation
Mohave County Development Services
Nellis Air Force Base
Nevada Adult Day Healthcare Centers
Nevada Department of Transportation
Nevada HAND
Nevada Paralyzed Veterans of America
Nevada PEP
Nevada Rural RSVP
Nevada Senior Services
Nevadans for the Common Good
Nye County
Operation Rainbow
Opportunity Village
Rebuilding All Goals Efficiently (RAGE)
Senior Center of Boulder City
Seniors Helping Seniors (SW Gas)
SNTC
Southern Nevada Center for Independent Living
Southern Nevada Senior Law Program
Southern Nevada Transit Coalition
Southern Nevada Home Builders Association
St. Rose Helping Hands of Henderson
Taxicab Authority
Three Square Food Bank
Triumphant Family Services

United Way of Southern Nevada
US Department of Housing and Urban Development
US Department of Veterans Affairs
US VETS – Las Vegas
Veterans Helping Veterans
Veterans Medical Transportation Network for Senior and Disabled Veterans
Veterans Services – North Las Vegas
Washoe County Community Development Department
WestCare Foundation
APPENDIX A

COORDINATED TRANSPORTATION PLAN

STAKEHOLDER WORKSHOP SURVEY RESULTS
MEMORANDUM

To: Raymond Hess, RTC  
From: Lindsay, Sundberg, Kimley-Horn and Associates, Inc.  
Date: November 14, 2014  
Subject: Coordinated Public Transit and Human Services Survey Results

In preparation for development of the Coordinated Public Transit and Human Services Plan Update, organizations were invited to a Stakeholder Workshop held October 29, 2014. Upon arrival, stakeholders completed a brief survey. This memo summarizes the results from the 21 completed surveys returned.

Organization Characteristics and Services Provided

These questions are related to the nature of your organization and the services provided.

1. *Which of the following best describes your organization?*

   - Private, non-profit: 68%
   - Private, for-profit: 5%
   - Public: 23%

2. *Which of the following best describes your organization?*

<table>
<thead>
<tr>
<th>ORGANIZATION PURPOSE</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Day Care</td>
<td>9%</td>
</tr>
<tr>
<td>Child Day Care</td>
<td></td>
</tr>
<tr>
<td>Hospital / Medical Center</td>
<td>5%</td>
</tr>
<tr>
<td>Nursing Home</td>
<td></td>
</tr>
<tr>
<td>Rehabilitation</td>
<td>5%</td>
</tr>
<tr>
<td>Other Medical</td>
<td></td>
</tr>
<tr>
<td>Mental Health</td>
<td>5%</td>
</tr>
<tr>
<td>Head Start</td>
<td></td>
</tr>
<tr>
<td>Nutrition Site</td>
<td></td>
</tr>
<tr>
<td>Meal Delivery</td>
<td>5%</td>
</tr>
<tr>
<td>Education/Training</td>
<td>5%</td>
</tr>
<tr>
<td>Job Placement</td>
<td>9%</td>
</tr>
<tr>
<td>Sheltered Employment</td>
<td></td>
</tr>
<tr>
<td>Taxi/Limousine</td>
<td></td>
</tr>
<tr>
<td>Social Service Agency</td>
<td>18%</td>
</tr>
<tr>
<td>Residential – Group Home</td>
<td>9%</td>
</tr>
</tbody>
</table>
### ORGANIZATION PURPOSE

<table>
<thead>
<tr>
<th>Purpose</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place of Worship/Faith-Based Organization</td>
<td>9%</td>
</tr>
<tr>
<td>Senior Center/Senior Program</td>
<td></td>
</tr>
<tr>
<td>School</td>
<td></td>
</tr>
<tr>
<td>Public Agency or Committee</td>
<td>9%</td>
</tr>
<tr>
<td>Private Transportation Company</td>
<td>14%</td>
</tr>
<tr>
<td>Neighborhood Center</td>
<td></td>
</tr>
<tr>
<td>Recreation</td>
<td></td>
</tr>
<tr>
<td>YMCA/YWCA</td>
<td></td>
</tr>
<tr>
<td>Services for Veterans</td>
<td>9%</td>
</tr>
<tr>
<td>Other (Low Income Housing, Transportation Start Up, Government)</td>
<td>18%</td>
</tr>
</tbody>
</table>

3. **What service(s) does your organization provide (Check all that apply)?**

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation</td>
<td>73%</td>
</tr>
<tr>
<td>Income Assistance</td>
<td>5%</td>
</tr>
<tr>
<td>Health Care</td>
<td>9%</td>
</tr>
<tr>
<td>Recreational/Social</td>
<td>27%</td>
</tr>
<tr>
<td>Social Services</td>
<td>50%</td>
</tr>
<tr>
<td>Housekeeping/Chore</td>
<td>14%</td>
</tr>
<tr>
<td>Nutrition</td>
<td>41%</td>
</tr>
<tr>
<td>Job Placement</td>
<td>9%</td>
</tr>
<tr>
<td>Counseling</td>
<td>9%</td>
</tr>
<tr>
<td>Residential Facilities</td>
<td>32%</td>
</tr>
<tr>
<td>Job Training</td>
<td>14%</td>
</tr>
<tr>
<td>Rehabilitation Services</td>
<td>14%</td>
</tr>
<tr>
<td>Employment</td>
<td>14%</td>
</tr>
<tr>
<td>Other (Funds to NP, Habilitation, Home Repair, Respite Care, Shelter)</td>
<td>27%</td>
</tr>
</tbody>
</table>

4. **Does your organization purchase transportation from other service providers?**

   Yes  18%
   No   82%
5. **What is the service area that your organization covers?**

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Las Vegas Valley</td>
<td>45%</td>
</tr>
<tr>
<td>Henderson</td>
<td>27%</td>
</tr>
<tr>
<td>Clark County</td>
<td>23%</td>
</tr>
<tr>
<td>North Las Vegas</td>
<td>9%</td>
</tr>
<tr>
<td>Boulder City</td>
<td>9%</td>
</tr>
<tr>
<td>Nye/Pahrump</td>
<td>14%</td>
</tr>
</tbody>
</table>

6. **Based on your experience, what are the barriers to serving the transportation needs of your clients?**

<table>
<thead>
<tr>
<th>Barrier</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfied with present transportation program</td>
<td>14%</td>
</tr>
<tr>
<td>Reluctance of area transportation providers to coordinate services</td>
<td>5%</td>
</tr>
<tr>
<td>Federal regulations</td>
<td>14%</td>
</tr>
<tr>
<td>State regulations</td>
<td>5%</td>
</tr>
<tr>
<td>Liability issues</td>
<td>9%</td>
</tr>
<tr>
<td>Turf battles</td>
<td></td>
</tr>
<tr>
<td>Funding</td>
<td>73%</td>
</tr>
<tr>
<td>Not enough equipment</td>
<td>36%</td>
</tr>
<tr>
<td>Other (Volunteers, Area Transportation Available, Cost, Limited Routes, Software)</td>
<td>23%</td>
</tr>
</tbody>
</table>

7. **What are strategies to address these needs?**

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creative Funding options</td>
<td>59%</td>
</tr>
<tr>
<td>Inform people about travel options</td>
<td>18%</td>
</tr>
<tr>
<td>Standardize eligibility criteria</td>
<td></td>
</tr>
<tr>
<td>Same day service</td>
<td>14%</td>
</tr>
<tr>
<td>Travel is on demand/easy to schedule</td>
<td>27%</td>
</tr>
<tr>
<td>Time/length of travel is within set limits</td>
<td>18%</td>
</tr>
<tr>
<td>Expanded hours of service (sharing capacity)</td>
<td>9%</td>
</tr>
<tr>
<td>More wheelchair capacity</td>
<td>14%</td>
</tr>
<tr>
<td>More vehicles are adapted for target riders</td>
<td>14%</td>
</tr>
<tr>
<td>Waiting areas are sheltered, protected, lighted, accessible</td>
<td>5%</td>
</tr>
<tr>
<td>Drivers are sensitive to needs of clients</td>
<td>14%</td>
</tr>
<tr>
<td>Better collaboration</td>
<td>41%</td>
</tr>
<tr>
<td>Located nearer to need</td>
<td>14%</td>
</tr>
<tr>
<td>Other (Rate Reimbursement, Match Funds, Volunteer Recruitment, One Call, Software, Eligibility Criteria)</td>
<td>27%</td>
</tr>
</tbody>
</table>
8. **Address any other issues, concerns, or information relevant to coordinating transportation in Southern Nevada?**

- Many of the clients that we serve lack the financial ability to pay for transportation.

- I would like to see RTC collaborate more with non-profits to share information and assistance to help them obtain additional funds and resources. Also it would be great to have additional training for service providers including government entities.

- Seniors and disabled should be able to call one number to schedule rides with a multitude/variety of agencies.

- One phone number to call to reach any transportation program instead of calling multiple numbers.

- Public transportation is stressful for seniors and disabled - Better (easier) availability of paratransit.

- Most difficult issue is providing matching funds for meeting the grant requirements.

- None - Others reaching out to us to provide coordinated transportation. We have the ability to provide additional capacity but no other organization except the Jewish Federation of Las Vegas and our own VMTNSDVP take advantage of that opportunity so duplication of services is reduced.
APPENDIX B

PROGRAM MANAGEMENT PLAN
Program Goals and Objectives
Section 5310 funds will be used for transportation investments that provide services above what is required for the ADA. Section 5310 funds will be invested in transportation options for elderly persons and persons with disabilities that will foster independent and productive lives, strengthen community connections, and strive for continual improvement of services through coordination, innovation, and community involvement.

Jobs Access and Reverse Commute Program funds support and promote programs in the urbanized Southern Nevada region that connect low-income populations with employment and related support services.

Roles and Responsibilities
The Regional Transportation Commission of Southern Nevada (RTC) is the designated recipient of JARC and Section 5310 funds. This designation was made by the Governor of Nevada on May 8, 2013.

Coordination
The RTC is both the designated Metropolitan Planning Organization (MPO) and the public transit provider in Southern Nevada. In these capacities, the RTC serves as a point of coordination for inter-agency, inter-provider activities related to elderly and disabled transportation services. The Committees of the RTC, in particular the Transportation Access Advisory Committee and the Metropolitan Planning Subcommittee, have significant representation of elderly persons, persons with disabilities, public and private non-profit transportation providers, local jurisdiction planning and public works departments, and the Nevada Department of Transportation. A complete list of membership representation for the RTC’s committees can be found in the agency’s “Policies and Procedures” (available online).
Federal legislation, known as Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) and the subsequent Moving Ahead for Progress in the 21st Century (MAP-21), requires that transportation providers and human service agencies plan jointly in order to be eligible for the Section 5310 Program and Jobs Access Reverse Commute Program federal funds. The efforts of this coordination as well as the identified transportation needs in the community and the potential strategies to address these gaps and needs are documented in the RTC’s “Coordinated Public Transit – Human Services Transportation Plan” (Coordinated Plan).

**Eligible Subrecipients**
Eligible subrecipients for Section 5310 and JARC funding are states or local government authorities, private non-profit organizations or operators of public transportation that receive a grant indirectly through a recipient that are willing to carry out services which address the needs documented in the Coordinated Plan.

If it is determined that a project recipient will contract for goods and services, the entity receiving the funds must follow Federal Transit Administration (FTA) procurement procedures.

**Local Share and Local Funding Requirements.**
Matching funds for the Section 5310 and JARC programs may be provided in cash or in-kind. At its discretion, the RTC may provide non-federal funds to non-profit transportation service providers for the elderly and people with disabilities which can be used as match.

**Project Selection Criteria and Method of Distributing Funds.**
Project selection for the Section 5310 and JARC program is done through an extensive public process, which includes cooperation with stakeholders, including the elderly and people with disabilities. A call for projects is issued and interested parties and eligible applicants are notified of funding availability. Applications are then evaluated against the Coordinated Plan and the Vision set forth therein.

The Coordinated Plan Vision and accompanying Goals are as follows:

**Vision:** All individuals with disabilities and people who are elderly, low income or displaced are able to go where and when they need to go.

**Goals:**
- Transportation is timely and reliable;
- All vehicles are accessible by individuals with physical disabilities;
- Transportation is flexible to meet the needs of patrons;
- Service is available in rural and suburban areas beyond existing transit and paratransit service areas;
- Transit stops are at convenient locations;
- Transportation is affordable;
- Transportation is safe and security oriented;
- Waiting areas are sheltered.

The evaluation of applications is conducted by RTC staff members. Once projects are scored and ranked, adjustments are made to ensure the optimal amount of needs are addressed with the available funding. The funding recommendation is then vetted by the Transportation Access Advisory Committee (TAAC). Recommendations made by the TAAC are then incorporated into the final Program of Projects which is then released for public review and comment for 30 days. The
RTC Board of Commissioners takes final action to award the funds and amend the projects into the Transportation Improvement Program.

**Annual Program of Projects Development and Approval Process.**
January – funding amounts are confirmed with FTA and/or Nevada Department of Transportation;
February – call for projects issued;
March – application deadline;
April – application scoring by staff and vetting to TAAC;
May – Program of Projects released for 30 day public review and comment; and recommendation from the TAAC;
June – RTC Board of Commissioners approves Program of Projects and corresponding Transportation Improvement Program amendment.

**Administration, Planning and Technical Assistance.**
The RTC does not use Section 5310 funds for administration, planning or technical assistance.

**Transfer of Funds.**
N/A

**Private Sector Participation.**
The RTC publishes a notice of grant opportunity on its external website, www.rtcsnv.com, as well as sends notification to private transportation providers in the urbanized area.

**Civil Rights.**
The RTC complies fully with Title VI of the Civil Rights Act. The RTC certifies compliance with Title VI of the Civil Rights Act through its Title VI Reports (available online). All sub-recipient contracts include federally required Title VI clauses.

**Section 504 and ADA Reporting.**
The RTC certifies compliance with Section 504 and ADA regulations by sending an annual certification letter to sub-recipients. All sub-recipient contracts include federally required 504 clauses.

**Program Measures**
For purposes of tracking measurements the RTC requires that Subrecipient shall submit the following reports to the RTC their projects duration:
- Monthly status reports on Project progress;
- Monthly and quarterly financial status reports;
- Annual FTA compliance self-certification;
- The Subrecipient’s annual financial report; and
- Any other reports or documents that may be requested by the RTC or FTA.

**Program Management** - Describe how the recipient administers its program management responsibilities in such areas as procurement, financial management, property management, vehicle use, maintenance and disposition, accounting systems, audit and closeout. In addition, include any procedures for management or financial reviews and project monitoring or on-site...
reviews. Describe any standards set by the recipient for matters such as productivity, cost-effectiveness, or service standards. Detail any reporting requirements.

In accordance with applicable Federal laws, regulations, and directives, the RTC requires its Subrecipient to:

• Establish an accounting system that can be identified with the funded project. The Subrecipient also agrees to maintain all checks, payrolls, invoices, contracts, vouchers, orders, or other accounting documents related in whole or in part to the project so that they may be clearly identified, readily accessible, and available to the RTC and FTA upon request.
• Maintain all documentation of Project Costs charged to the Project, including any approved services or property contributed by the Subrecipient or others, with properly executed payrolls, time records, invoices, contracts, or vouchers describing in detail the nature and propriety of the charges.
• The Subrecipient shall establish and maintain proper accounting procedures and cash management records and documents in accordance with general accepted accounting principles.
• Within ninety (90) calendar days after all funds have been extended and all work activities for the Project are completed or terminated, the Subrecipient agrees to provide the RTC a final Financial Status Report, a certificate of Project expenses, and third party audit reports, as applicable.
• The Subrecipient agrees to have performed financial and compliance audits required by the Single Audit Act Amendments of 1996, 31 U.S.C. §§ 19.26. These financial and compliance audits must comply with the provisions of OMB Circular A-133, Revised, “Audits of States, Local Governments, and Non-Profit Organizations,” the latest OMB A-133 Compliance Supplement for U.S. DOT, and any further revision or supplement thereto. The Subrecipient shall provide a copy of the audit to the RTC within thirty (30) days of its completion.

The RTC will verify that the above mentioned standards are in place and being followed through periodic site visits and monitoring.

**Other Provisions** - Describe the process by which the recipient complies with other Federal requirements such as environmental protection, Buy America provisions, pre-award and post-delivery reviews, restrictions on lobbying, prohibition of exclusive school transportation, and drug and alcohol testing, including the State’s procedures for monitoring compliance by subrecipients.