

# REGIONAL TRANSPORTATION COMMISSION OF SOUTHERN NEVADA



## Coordinated Public Transit – Human Services Transportation Plan

*June 2008*

# TABLE OF CONTENTS

|   |           |
|---|-----------|
| <b>TABLE OF CONTENTS</b> .....  | <b>i</b>  |
| <b>1 Introduction</b> .....   | <b>1</b>  |
| 1.1 Introduction.....   | 1         |
| 1.2 Regulatory Background.....  | 2         |
| 1.3 Regional Demographics.....  | 3         |
| 1.3.1 Population Growth and Employment.....   | 3         |
| 1.3.2 Age.....  | 6         |
| 1.3.3 Individuals with Disabilities.....  | 6         |
| 1.3.4 Income.....   | 6         |
| <b>2 Transportation Resource Assessment</b> .....                                     | <b>7</b>  |
| 2.1 Public Systems.....   | 7         |
| 2.1.1 The CAT Bus System.....   | 7         |
| 2.1.2 RTC Specialized Services.....   | 9         |
| 2.1.3 City Ride Bus Service.....  | 10        |
| 2.1.4 Silver Rider Transit System.....  | 10        |
| 2.2 Private Services.....   | 11        |
| 2.2.1 Las Vegas Monorail.....   | 11        |
| 2.2.2 Taxi.....   | 12        |
| 2.2.3 Bell Trans.....   | 12        |
| 2.2.4 Bullhead Area Transit System.....   | 12        |
| 2.2.5 Non-Profit and For-Profit Paratransit Service Providers.....                    | 12        |
| <b>3 Transportation Needs</b> .....   | <b>19</b> |
| 3.1 Transportation Service Barriers.....  | 20        |
| <b>4 Potential Strategies to Address Gaps and Needs</b> .....                         | <b>21</b> |
| 4.1 Vision Statement and Goals.....   | 21        |
| 4.2 Potential Programs to Address Gaps and Needs.....                                 | 21        |
| <b>5 Relevant FTA Grant Programs</b> .....  | <b>24</b> |
| 5.1 Elderly and Persons with Disabilities Transportation Program (5310).....          | 24        |
| 5.2 Job Access and Reverse Commute Formula Grants (5316):.....                        | 25        |
| 5.3 New Freedom Program (5317):.....  | 26        |
| <b>6 FTA PROGRAM APPLICATION PROCESS AND TIMELINES</b> .....                          | <b>27</b> |
| <b>7 PARTICIPATING AGENCIES</b> .....   | <b>29</b> |
| <b>Appendix A: Coordinated Public Transit and Human Services Survey Results</b> ..... | <b>31</b> |

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# 1 Introduction

## 1.1 Introduction

The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) legislation was passed on August 10, 2005. SAFETEA-LU requires that projects selected for funding under the Section 5310 Elderly Individuals with Disabilities Program, the Job Access and Reverse Commute (JARC) Program, and the New Freedom Program 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. This plan has been developed to meet these requirements.

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

- (1) Public transit systems open to everyone, and
- (2) 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 CAT 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 CAT system provides this by using a fixed route fleet fully accessible to the disabled and the operating of CAT paratransit service.

Funding for public and human services transportation is offered to public and non-profit entities by the US 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.

RTC Transit and Paratransit staff provided oversight and support to this process, 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 and a ½-day workshop attended by 40 agency representatives and through responding to a survey sent to more than 100 organizations. Prior to this latest effort, conducted in 2007, a workshop was held in 2004. Ongoing efforts include participation in Senior community events and 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.

## 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 desired outcome was that federally funded human services transportation systems would reduce redundancies and other inefficiencies providing improvements in time, cost and convenience for riders.

Following this initiative was the adoption of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) 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.”

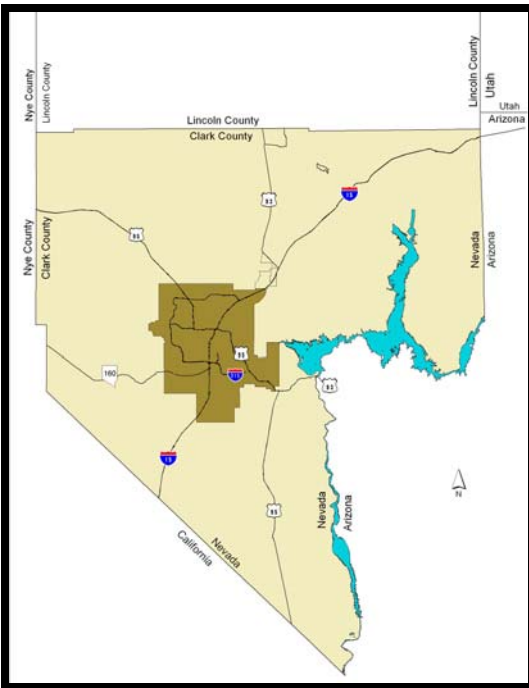
In SAFETEA-LU guidance published in the Federal Register on March 15, 2006, and updated on September 6, 2006, the FTA outlined the following key plan elements:

- 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.

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.

## 1.3 Regional Demographics

**Figure 1-1: Clark County, NV**



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.

### 1.3.1 Population Growth and Employment

Table 1-1 displays population and employment history from 1990 through 2007 and Figure 1-2 displays this history from 2000 through 2007.

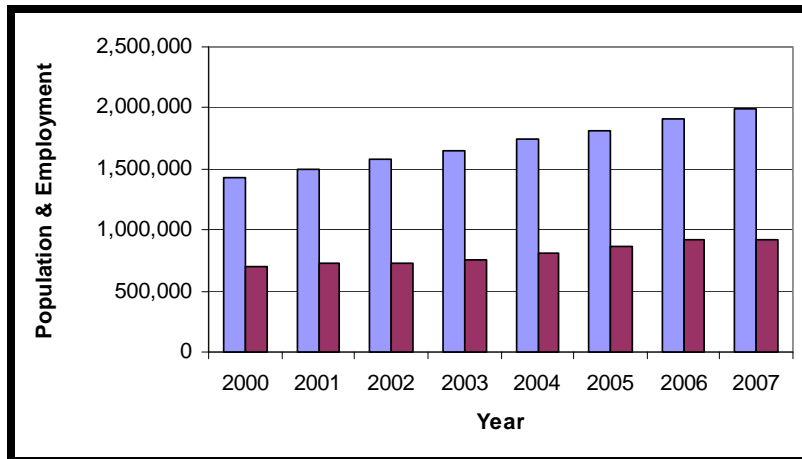
**Table 1-1: Clark County Population & Employment History – 1990 to 2007**

| Year | Population | Employment<br>(1000s) | Population Change |     | Employment Change |      |
|------|------------|-----------------------|-------------------|-----|-------------------|------|
|      |            |                       | Number            | %   | Number            | %    |
| 1990 | 768,203    | 373.6                 |                   |     |                   |      |
| 1995 | 1,040,688  | 500.9                 |                   |     |                   |      |
| 2000 | 1,428,690  | 697.6                 |                   |     |                   |      |
| 2001 | 1,498,279  | 726.7                 | 69,589            | 4.9 | 29.1              | 4.2  |
| 2002 | 1,578,332  | 730.9                 | 80,053            | 5.3 | 4.2               | 0.6  |
| 2003 | 1,641,529  | 760.2                 | 63,197            | 4.0 | 29.3              | 4.0  |
| 2004 | 1,747,025  | 812.7                 | 105,496           | 6.4 | 52.5              | 6.9  |
| 2005 | 1,815,700  | 871.4                 | 68,675            | 3.9 | 58.7              | 7.2  |
| 2006 | 1,912,654  | 921.3                 | 96,954            | 5.3 | 49.9              | 5.7  |
| 2007 | 1,996,542  | 918.0                 | 83,888            | 4.4 | -3.3              | -0.3 |

Source: Clark County Demographer, NV Department of Employment Security, April, 2008

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 special geographic area

**Figure 1-2: Population and Employment Growth**

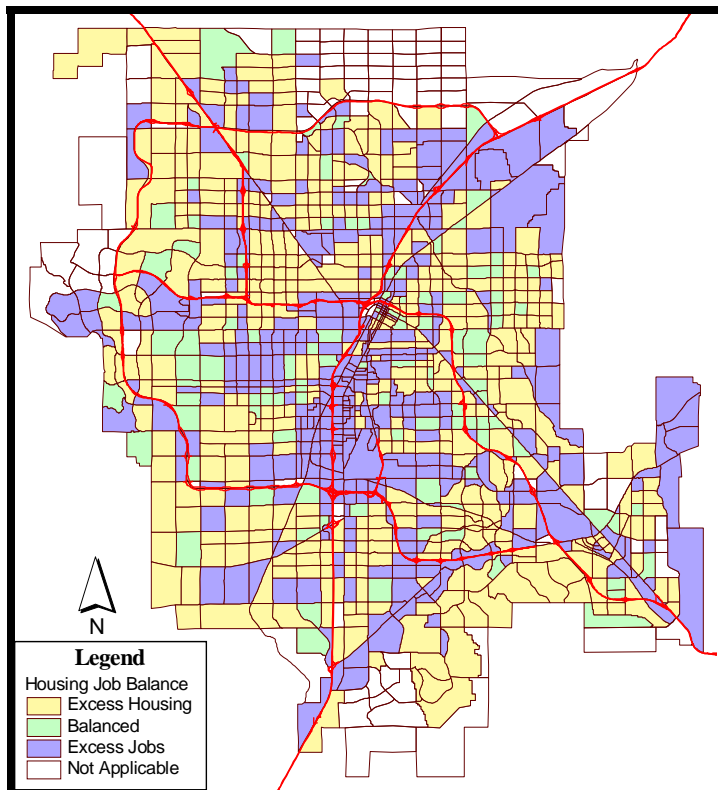


delineated by the RTC for tabulating traffic-related data, especially trips to work and place of work statistics.

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 are heavy concentrations of employment as are the area west of I-15 and the Strip and the area surrounding Nellis AFB. Concentrated on the Strip is about one quarter of all jobs in Clark County.

**Figure 1-3: Jobs Housing Balance**



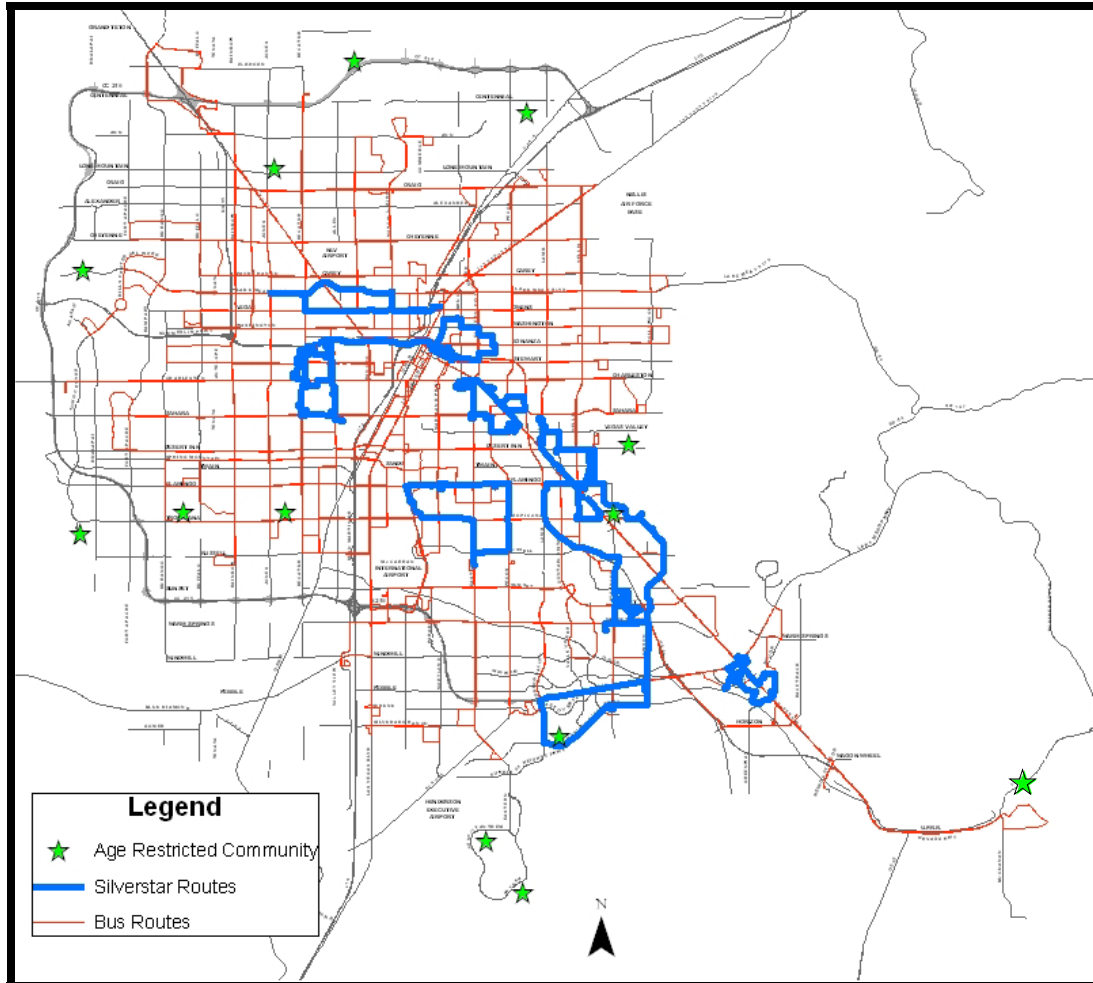
Source: Regional Transportation Commission, April 2005

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 journey to work. These include the Valley's older areas east and west of the Strip, residential areas abutting the St. Rose Parkway/Lake Mead 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**



Also of note are paired communities on either side of the Clark County boundary. Laughlin, Nevada, and Bullhead City, Arizona, is a complementary pair of communities with Bullhead City providing about 72 percent of Laughlin's employees. In 2000, there were 12,000 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 have located in Pahrump because of its more rural and affordable lifestyle.

### **1.3.2 Age**

The median age of Clark County's population in 2000 was 34.4, almost a year under the national median age of 35.3. Persons over 65 years made up 10.7 percent of the County's population, less than the national average of 12.4 percent. As of 2007, of those persons over 50, almost 40 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 Drivers 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**

The Census asks a variety of questions on disabilities which are defined as limiting one or more major life activities, including the ability to work. In the 2000 Census, 22.4 percent of the population between the ages of 21 and 62 was disabled. Of these, 61 percent were employed, as compared to 74 percent of the non-disabled population.

The Nevada State Demographer's 2007 survey reports that, of the 6 percent of those over 50 reporting some difficulty with one or more daily activities, 82 percent reported difficulty with walking. This works out to about 37,000 of 45,000 Nevadans reporting such difficulties. Assuming a roughly proportionate distribution, perhaps 25,000 Clark County residents over 50 have some difficulty walking.

### **1.3.4 Income**

The median household income in 2000 in Clark County was \$50,485, almost the same as that for the State. 10.8 percent of Clark County residents have incomes below the poverty level, which is a bit higher than the 10.5 percent rate for the State. 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 Regional Transportation Commission of Southern Nevada (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 the RTC under the name of Citizens Area Transit (CAT). Bus rapid transit in a fixed guideway system began as the Metropolitan Area Express (MAX) and on planned routes will become the ACE to complement the double decker bus service on the Strip called the Deuce. 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 Southern Nevada Transit Coalition (SNTC), a non-profit organization. All services are discussed below.

#### **2.1.1 The CAT Bus System**

The CAT bus system provides a network of 37 regular service bus routes and one ACE route, supplemented by 13 neighborhood routes catering to the needs of senior citizens. Fifteen routes provide 24-hour service, while most of the other regular service routes operate over a seventeen to twenty hour day, seven days a week. The system carried almost 64 million passengers in 2007, a 5 percent increase over 2006. The system operates with a fleet of 339 buses, 10 ACE rubber tired fixed guideway transit vehicles, 90 double deck buses called Deuces, 189 ADA-compliant paratransit vans, 15 senior transportation vans, and 60 CAT STAR Agency Disabled Work Program vehicles. All fixed route, ACE, Deuce, and paratransit vehicles meet the Americans with Disabilities Act (ADA) accessibility standards. Purchases planned through April 2009 include 95 CAT vehicles, 50 ACE vehicles, 40 deuce vehicles, and 14 paratransit vehicles. The new vehicles include long-used technologies that assure reliability and new technologies designed to improve emissions.

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 Transportation Center (DTC). A secondary hub serving the southern part of the Valley is located at the South Strip Transfer Terminal (SSTT).

**Figure 2-1: CAT Ridership, Service Hours & Mileage**

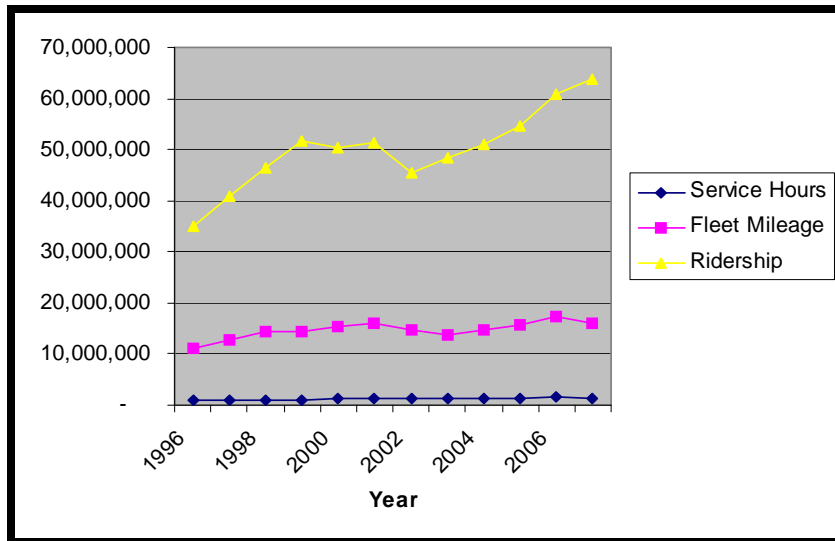


Table 2-1 and Figure 2-1 display transit data for the 12 year period ending in 2007. The number of riders increased annually until 1999 when it leveled out prior to the events of September 11, 2001, and a bus driver strike in the summer of 2002. The loss of riders forced some service cuts on less popular routes. Riders and service have climbed steadily since

then and surpassed the peak of 1999 in 2005. Efficiency changes in system operation in 2007 have allowed the number of riders to continue to increase while mileage and hours have decreased.

**Table 2-1: CAT Service and Ridership Data 1993 to 2007**

| Year | Total Annual  |               |            | Average Riders/ Hour |
|------|---------------|---------------|------------|----------------------|
|      | Service Hours | Fleet Mileage | Riders     |                      |
| 1996 | 858,746       | 11,283,446    | 35,044,533 | 40.8                 |
| 1997 | 915,451       | 12,771,276    | 40,889,954 | 44.7                 |
| 1998 | 1,084,798     | 14,253,589    | 46,562,413 | 42.9                 |
| 1999 | 1,142,433     | 14,533,340    | 51,623,106 | 45.2                 |
| 2000 | 1,217,853     | 15,249,330    | 50,533,533 | 41.5                 |
| 2001 | 1,244,338     | 15,892,747    | 51,206,605 | 41.2                 |
| 2002 | 1,193,534     | 14,759,336    | 45,390,299 | 38.0                 |
| 2003 | 1,179,186     | 13,869,718    | 48,430,345 | 41.1                 |
| 2004 | 1,273,563     | 14,757,179    | 51,017,233 | 40.1                 |
| 2005 | 1,369,485     | 16,309,626    | 55,816,051 | 40.8                 |
| 2006 | 1,525,320     | 17,344,436    | 61,002,741 | 40.0                 |
| 2007 | 1,454,950     | 16,146,398    | 63,816,261 | 43.9                 |

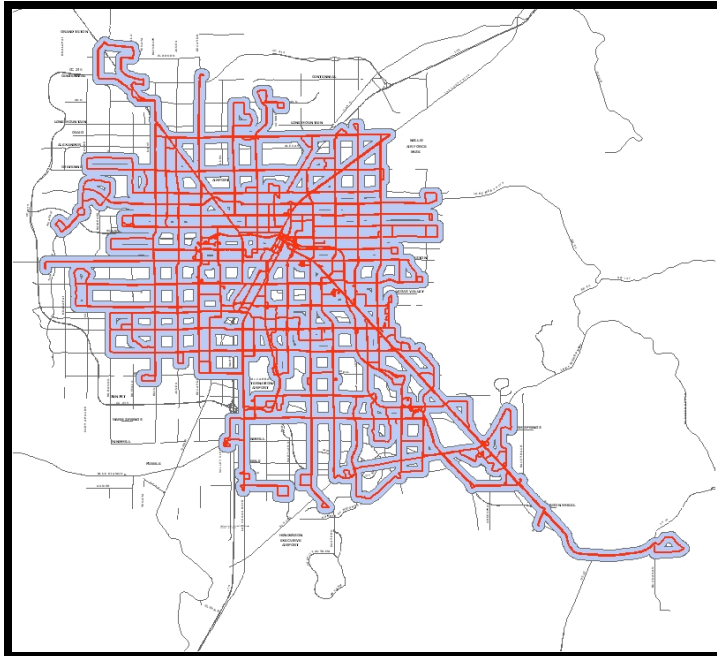
Source: Regional Transportation Commission, January, 2008

Transit planners generally agree, and it is also the RTC's fixed route service standard, that people are willing to walk one quarter mile, the equivalent of two blocks, to access transit service. Figure 2-2 displays areas in the Las Vegas Valley that are within one-quarter mile of fixed route transit service. About 63 percent of Clark County residents live within about two blocks of transit service.

## 2.1.2 RTC Specialized Services

In addition to overseeing the management of the Citizens Area Transit (CAT) Fixed Route System, the RTC also provides other specialized transportation services. Listed below are these services in detail.

**Figure 2-2: Areas within ¼ Mile of a CAT Bus Route**



Source: Regional Transportation Commission, October 2007

### 2.1.2.1 RTC CAT Paratransit Service

The enactment of the Americans with Disabilities Act (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, CAT 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 transit services. Paratransit service is a shared-ride, door-to-door program that is available for those who meet disability eligibility through a personal functional assessment. Paratransit provides 70,000 to 80,000 rides each month. There are about 10,000 certified clients, of whom approximately 4,000 use the service each month.

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 CAT fixed route transit. It may be assumed that 2,000 to 3,000 of certified clients are choosing to use the CAT 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.

### **2.1.2.2 CAT STAR Non-ADA Service**

The CAT STAR Non-ADA Service specializes in subscription trips for disabled and non-disabled individuals traveling to social service agencies that provide sheltered work shop employment opportunities. One of the benefits of this program includes lower costs per passenger compared to regular paratransit.

### **2.1.2.3 Senior Transportation**

The Senior Transportation service is community fixed route service that was developed with the senior citizens transportation needs in mind. These services are called Flexible Demand Response (FDR) and Silver STAR, they served almost 41,500 passengers in 2007, and are displayed on Figure 2-2. These routes are funded by the Division for Aging Services. Seniors with incomes below 185 percent of the federal poverty level are not required to pay a fare.

Flexible Demand Response (FDR) is an advance reservation service to age restricted communities. Anyone living in these communities may use the service. Service is available three days a week at specified hours of the day and is not operated on holidays. The first three FDR routes serve Sun City Anthem, Sun City Summerlin and Boulder City. Rides are scheduled by calling the service up to three days in advance. Like the Silver STAR routes, FDR connects with regular CAT fixed route service.

The Silver STAR service was designed with the input from senior citizens living in the community to provide access to senior housing, local shopping, medical offices, and recreational services. Service is available two days a week at specified hours of the day and is not operated on holidays. This is a community service one-way loop route. Every Silver Star route connects with regular CAT fixed route service to provide a broad range of destinations for passengers. The routes are displayed on Figure 2-3.

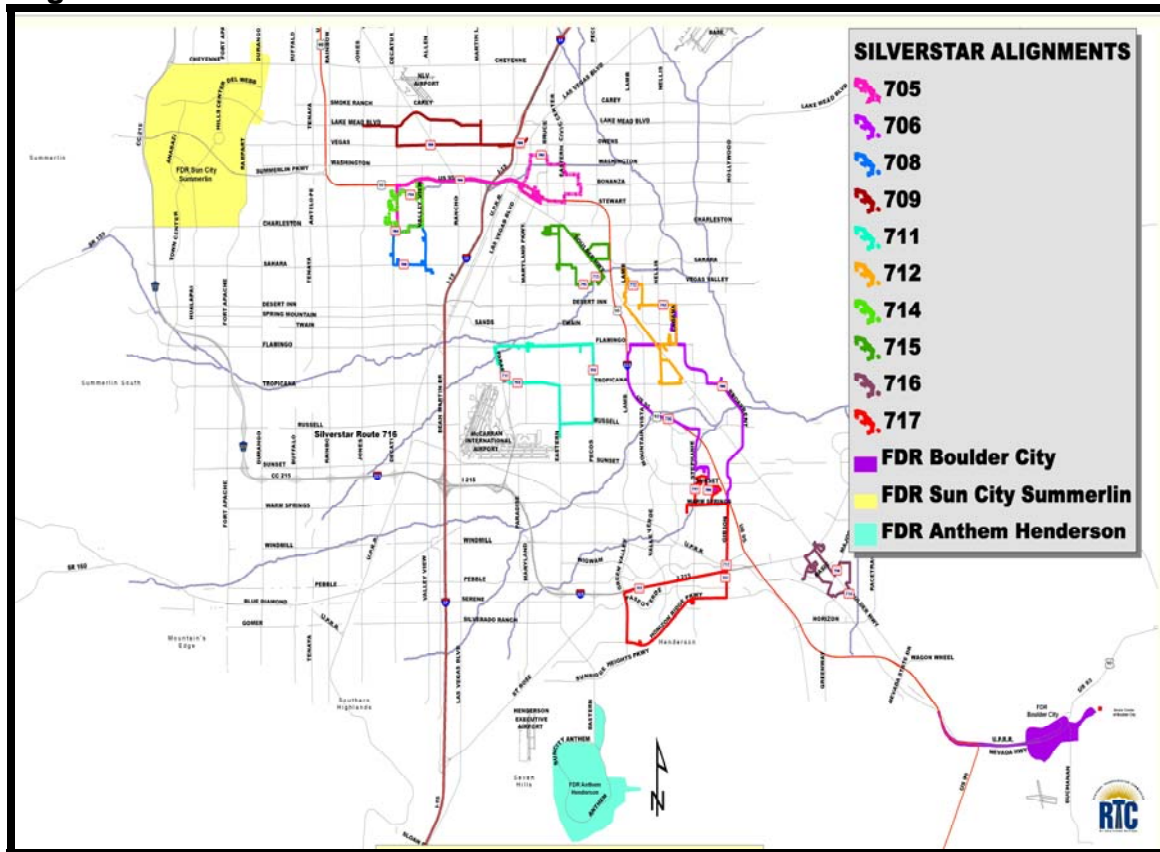
### **2.1.3 City Ride Bus Service**

The City of Las Vegas Transportation Services Division operates two bus routes that are opened to the public. The Fremont Route provides service in the downtown area. The Senior Neighborhood Route provides flexible routes to different locations each day of the week. This route includes stops at grocery stores, senior apartments, recreation centers, pharmacies, and other locations that meet the needs of its passengers.

### **2.1.4 Silver Rider Transit System**

The Southern Nevada Transit Coalition (SNTC), a non-profit, operates the Silver Rider Transit System bus services in the Laughlin and Mesquite/Bunkerville areas and between Laughlin and Mesquite and the Las Vegas Valley. The Mesquite and Laughlin services operate daily. Service into the Las Vegas Valley runs several times per month, depending on the route, and includes stops at the DTC and the SSTT, so passengers can use the CAT system. In 2007, the Laughlin service saw ridership of more than 400,000, and Mesquite almost 75,000. SNTC senior services riders totaled 6,500 for the first year of Laughlin service and 10,700 in 2007 for Mesquite. SNTC is working to secure the local match required to start bus service from Pahrump in Nye County to Las Vegas and senior transportation in Sandy Valley and Goodsprings.

**Figure 2-3: Silver STAR and FDR Routes**



Source: Regional Transportation Commission, 2007

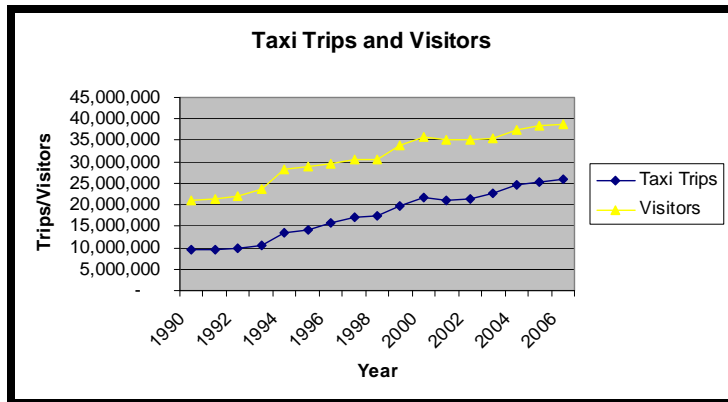
## 2.2 Private Services

### 2.2.1 Las Vegas Monorail

The Las Vegas Monorail Company owns the monorail that runs from Sahara Avenue through the Convention Center to Tropicana Avenue in a corridor east of the Las Vegas Strip. The company was created in 2000 as a non-profit corporation. It was responsible for the system design and construction management and is responsible for overseeing and managing the day-to-day operations of the monorail.

The monorail operates daily from 7:00 a.m. to 2:00 a.m. Monday through Thursday and 3:00 a.m. Friday through Sunday. Trains arrive every four to 12 minutes depending on the number of trains in operation. At less than 24,000 riders per day, the system has yet to achieve a level of ridership necessary to repay the bond holders.

**Figure 2-4: Number of Taxi Trips and Visitors**



Source: Source: State of Nevada Taxicab Authority, *Historical Statistics*, March, 2004; *2004 Industry Statistics*

## 2.2.2 Taxi

Taxis are a key mode of travel for visitors. There are 16 cab companies in Southern Nevada. As visitors decreased, taxi trips dropped in 2001. Otherwise, they have grown at varying rates and, as displayed in Figure 2-4, very 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 2007.

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 Bell Trans

Bell Trans runs two “trolley” routes on the Strip and to the McCarran Airport. The “trolley,” a bus with a trolley-like shell, runs at 15-minute intervals on the Strip and 30-minutes elsewhere. Fare is \$2.50 one way or \$4.50 for a day pass on the Strip.

## 2.2.4 Bullhead Area Transit System

The Bullhead Area Transit System (BATS) links to the Laughlin Silver Rider Transportation system just west of the Colorado River bridge linking the two communities. BATS began service on December 1, 2000, and serves more than 8,000 riders per month through its two services. Dial-A-BATS is a demand responsive service. Riders call Dial-A-BATS and arrange a pick up. BATS' second service is the more familiar scheduled flex route system known as the BATSmobile. Riders board from designated bus stops. Service is available throughout the Bullhead City limits where much of Laughlin’s workforce lives.

## 2.2.5 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 avail themselves of a variety of non-profit and for-profit paratransit and ride services. In outlying communities not served by CAT 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.

**Table 2-2: Vehicle Types**

| Vehicle Type                         | Total      |    | With Lifts |
|--------------------------------------|------------|----|------------|
|                                      | #          | %  |            |
| Sedans                               | 7          | 6% | 0          |
| Station Wagons                       | 2          | 2  | 0          |
| Minivans                             | 22         | 19 | 3          |
| 15-passenger vans                    | 39         | 34 | 0          |
| Light-duty bus (16-24 passengers)    | 29         | 25 | 24         |
| Medium-duty bus (over 22 passengers) | 3          | 3  | 1          |
| Other                                | 12         | 11 | 12         |
| <b>Total</b>                         | <b>114</b> |    | <b>40</b>  |

Appendix A details the results of a survey of transportation service providers and users completed in July 2007. More than three quarters restrict their transportation services to clients and use agency vehicles to provide some of all services. As shown on Table 2-2, of the 18 service providers responding with information about their vehicles, a total of 114 vehicles are used to provide transportation services of which 40 are equipped with lifts. Typically, vehicles are owned by the agency. The total does not include school buses operated by the Clark County School District (CCSD). Such vehicles may only be used by CCSD to transport its students to and from school and school activities.

In addition, Table 2-3 lists those government agencies, non-profit organizations, and businesses providing and arranging for transportation services in support of their other services. 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 or 2-3 and may represent a significant pool of vehicles and service providers. Taxi companies are not included on either table and, with adequate funding, may also be a source of available resources.

**Table 2-3: Specialized Transportation Services**

| <b>Agency Name</b>  | <b>Description</b>   | <b>Program Type</b>                         | <b>Funding</b>                 | <b>Cost</b>       | <b>Hours of Operation</b>          |
|---|--|---|--------------------------------|-------------------|------------------------------------|
| Aegis Living  | Amenities and services for residents include transportation.   | Assisted Living & Memory Care for Seniors   | For Profit                     | Call              | 24/7                               |
| AFAN (Aid for AIDS of Nevada) AIDS/ HIV HOPWA - (City of Las Vegas) | 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. | Housing Opportunities for Persons with AIDS | N/A                            | Call              | 7:00 AM - 5:00 PM, Monday - Friday |
| Amazing Grace Ministries  | Pick up from homeless sites to feeding center & return on Wednesday nights and Sunday mornings. 1 18-passenger shuttle bus and 2 15-passenger vans                         | Homeless nutrition                          | Private donations              | None              | Wed PM & Sun AM                    |
| American Cancer Society (ACS)                                       | Conducts transportation programs.  | Cancer Patient & Rehab Svcs                 | N/A                            | None              | Mon – Fri 8:30 AM – 5:00 PM        |
| Anthem Community Center   | Residents volunteer to provide transportation for regular medical and shopping trips.  | Sr. Community Center                        | Foundation funding             | Optional Donation | Mon – Fri 9:00 AM – 4 PM           |
| Blind Center of Nevada  | Provides transportation among other services to the blind  | Training & Employment                       | N/A                            | N/A               |                                    |
| Boulder City Senior Center  | Provides transportation for medical, social service, and shopping with 1 minivan and 5 lift-equipped light buses.  | Senior Center                               | State, local & private funding | \$2.00 donation   | 8 AM – 8 PM every day              |
| CAT ADA Paratransit   | Must be pre-certified.   | Paratransit Services                        | RTC                            | Call              | Mon – Fri 8:00 AM – 5:00 PM        |
| Catholic Charities  | Regular medical and employment. 1 15-person van and personal vehicles  | Sr. & refugee services                      | Federal & some local funding   | \$1.50            | Daytime, no holidays               |
| Center for Independent Living                                       | Client transportation to needed services, agency staff and purchase rides,   | Group Home                                  | State & local funding          | None              | Part time                          |
| Chancellor Gardens of the Lakes                                     | Scheduled local transportation for residents.  | Assisted Living & Memory Care for Seniors   | For Profit                     | Call              | 24/7                               |
| City of Henderson Senior Center                                     | Client transportation to needed services, agency staff, 2 lift-equipped small buses,   | Senior Center                               | Local funding                  | \$1.00            | Mon – Fri 9:00 AM – 3 PM, 1 Sun/Mo |
| Community Lutheran Church Bicycle Ministry                          | Bicycle Ministry program helps people to obtain a bicycle for transportation.  | Free Bicycle Transportation                 | Private                        | None              | Monday – Friday 8:00 AM – 5:00 PM  |

| <b>Agency Name</b>                   | <b>Description</b>   | <b>Program Type</b>                           | <b>Funding</b>   | <b>Cost</b>          | <b>Hours of Operation</b>     |
|--------------------------------------|--|---|------------------|----------------------|-------------------------------|
| Concorde Assisted Living             | Assisted living program may include transportation.  | Assisted & Independent Living Community       | For Profit       | Call for information | 24/7                          |
| Dixon Home Helpers                   | Provides transportation for a contracted price.  | Home Assisted Living                          | For Profit       | Call                 | Mon-Fri Mornings & Afternoons |
| <i>Family Promise</i>                | Homeless services including bus passes, 1 15-person and 1 mini-van. Transportation to needed services and employment   | Group home                                    | Local funding    | None                 | 24/7                          |
| HELP of Southern Nevada              | 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. | Emergency Resource Services (ERS), bus tokens | N/A              | None                 | Mon – Fri 8:00 AM – 4:00 PM   |
| Helping Hands of Vegas Valley        | Transportation to medical appointments, grocery shopping and errands using volunteer and agency vehicles   | Elderly & disabled                            | State funding    | None                 | Mon – Fri 8:00 AM – 4 PM      |
| <i>Helping Hands of Henderson</i>    | Transportation, volunteer and agency vehicles, 2 mini-vans,  | Elderly & disabled                            | State funding    | None                 | Mon – Fri 8:00 AM – 4 PM      |
| Helping Hands of North Las Vegas     | Transportation to medical appointments, grocery shopping and errands using volunteer and agency vehicles   | Elderly & disabled                            | State funding    | None                 | Mon – Fri 8:00 AM – 4 PM      |
| <i>Home Helpers</i>                  | Personal care for elderly, transportation to needed services, recreation, shopping.  | Elderly                                       | Private          | \$24/hour            | Daily                         |
| <i>Las Vegas NW Senior Center</i>    | Client transportation to needed services, 6 15-person vans   | Senior Center                                 | Local funding    | \$2.00               | Weekdays                      |
| Las Vegas Paiute Tribe               | Provides to all Native Americans transportation assistance for clients without a vehicle to go to the contract health services.  | Health & Human Services Program               | N/A              | None                 | Call                          |
| <i>Las Vegas Rescue Mission</i>      | Provide bus passes, volunteer drivers, 1 sedan, 1 15-person van  | Needy   | House of Worship | None                 | Daily                         |
| <i>Laughlin Mental Health Center</i> | Provides transportation to mentally ill in Laughlin as needed for mental health and medical services and shopping. 1 15-person van                                       | Mental health                                 | State funding    | None                 | Mon – Fri 8:00 AM – 5 PM      |

| <b>Agency Name</b>   | <b>Description</b>  | <b>Program Type</b>  | <b>Funding</b>                              | <b>Cost</b>         | <b>Hours of Operation</b>        |
|--|---|--|---|---------------------|----------------------------------|
| Lend a Hand of Boulder City  | Provides escorted transportation to and from medical appointments, grocery shopping, banking, post office and other activities  | Respite care   | N/A   |                     |                                  |
| <i>Lutheran Social Services</i>  | Transportation is among the social services provided to the needy   | Social Services  | Local & Private funding                     | N/A                 | N/A                              |
| Nevada Children's Center   | Transportation to and from after school Treatment Center. For Children ages 4-13 and 12-16.   | After school day treatment programs for behaviorally challenged children | N/A   | Call                | Call for information             |
| NV – Dept. of Health & Human Services – Div. of Welfare & Supportive Services Medicaid | Company arranges non-emergency (NET) transportation for Medicaid and Nevada Check Up services.  | Medicaid Transportation & Logistic Care – Clark County                   | Federal & state funding                     | None                | 24/7                             |
| NV – Div. for Aging Services – Southern Nevada   | Provides discounted taxicab fares to seniors and persons with disabilities residing in Clark County through coupon booklets.  | Senior Ride Program – Taxi Cab Coupons                                   | Federal & state funding                     | 50% normal cab fare | Monday – Friday 8:00 AM -4:30 PM |
| <i>Nye County Senior Nutrition</i>   | 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 | Senior Center  | Federal, State & Local funding, Logisticare | Fare by location    | Mon – Fri 8:00 AM – 5 PM         |
| <i>Opportunity Village</i>   | Developmentally disabled provided transportation to and among sheltered workshops. CATSTAR provides transportation to the workshops.  | Sheltered Workshop   | Private funding                             | N/A                 | N/A                              |
| Prestige Assisted Living at Henderson  | Provides scheduled transportation for residents.  | Assisted Living & Memory Care Facility for Seniors                       | For Profit                                  | Call                | 24/7                             |
| Rose Cottage   | The Assisted Living facility provides transportation for residents.   | Assisted Living Facility for Seniors                                     | For Profit                                  | Call                | 24/7                             |

| <b>Agency Name</b>   | <b>Description</b>  | <b>Program Type</b>                          | <b>Funding</b>                   | <b>Cost</b> | <b>Hours of Operation</b>                                  |
|--|---|--|----------------------------------|-------------|--|
| Salvation Army - Henderson   | Services include transportation   | Family Svcs Dept - Henderson                 | Federal & private funding        | Call        | Mon - Fri 9:00 AM - 12:00 PM                               |
| <i>Salvation Army – Las Vegas</i>  | 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. | Family Services Dept                         | Federal and private funding      | Call        | Mon – Fri 9:00 AM – 4:00 PM<br>Weekend & Holiday as needed |
| <i>Senior Lifeline</i>   | Provide cost of paratransit transportation to income and paratransit eligible seniors   | Senior Center                                | Private                          | None        | N/A  |
| Shriners of Las Vegas – Zelzah Shrine Center                                   | Provides free transportation to families with children who have spinal cord injuries and who cannot afford the care and treatment.  | Childrens Spinal Cord Injury                 | N/A                              | None        | Mon – Fri 9:00 AM – 4:00 PM                                |
| Silver Sky Assisted Living   | Services for residents offered include scheduled transportation.  | Assisted Living Facility for Seniors         | For Profit                       | Call        | 24/7   |
| <i>Southern Nevada Adult Mental Health Services</i>                            | Provides CAT passes and transportation to clients for full range of needs with 4 sedans.  | Mental Health Agency                         | Federal, state & private funding | N/A         | Monday – Friday 7:30 AM – 5:00 PM                          |
| <i>Southern Nevada Center for Independent Living</i>                           | Transportation for disabled. 1 15-person van  | Disability Services                          | N/A                              | None        | Mon – Fri 8:00 AM – 5:00 PM                                |
| <i>Southern Nevada Transit Coalition</i>                                       | Provides transit in Mesquite & 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 & 12 other vehicles w/ lifts                        | Transit provider                             | Federal, state & private funding | Fare varies | Varies by location   |
| St. Jude's Ranch for Children  | Minivans purchased with labels transport children to-from school, appointments and extracurricular activities.  | Campbell's Soup Label Program                | N/A                              | None        | 24/7   |
| State of Nevada Office Of Veterans Services (NOVS) – Las Vegas Regional Office | Provides emergency assistance for homeless veterans, inc. transportation. 1 sedan & 1 minivan   | Outreach Center For Homeless Veterans (MASH) | Federal & private funding        | None        | Mon – Fri 7:30AM – 4:00 PM                                 |
| The Bridge Assisted Living at Paradise Valley                                  | The Assisted Living facility provides transportation for residents.   | Assisted Living Facility for Seniors         | For Profit                       | Call        | 24/7   |

| <b>Agency Name</b>                                     | <b>Description</b>  | <b>Program Type</b>                                 | <b>Funding</b>                   | <b>Cost</b>              | <b>Hours of Operation</b> |
|--|---|---|----------------------------------|--------------------------|---------------------------|
| The Elderly Aristocrat                                 | Provides transportation to & from medical appointments for residents.   | Assisted Living Facility for Seniors                | For Profit                       | Included in \$3K/ Mo Fee | 24/7                      |
| The Grand Court Las Vegas                              | Our assisted living programs for residents include transportation   | Assisted Living Facility for Seniors                | For Profit                       | Call                     | 24/7                      |
| The Palms at the Siena                                 | Personal services available to all Residents include: transportation.   | Assisted Living & Memory Care Community for Seniors | For Profit                       | Call                     | 24/7                      |
| The Plaza at Sun Mountain                              | Offers scheduled transportation for residents.  | Assisted Living Facility for Seniors                | For Profit                       | Call                     | 24/7                      |
| <i>Urban League Martin Luther King Senior Center</i>   | Provide transportation to clients as needed for social services, recreation, shopping, 1 15-person van                      | Senior Center                                       | Federal & State funding          | \$0.50/ day              | Mon – Fri 8:00 AM – 4 PM  |
| US Veterans Services                                   | Provides transportation and bus passes to veterans for medical, social services & employment needs with 2 15-person vans    | Social Service Agency                               | Federal, State & private funding | None                     | N/A                       |
| Veterans Care Services of America (VCSA)               | In-Home Care assistance services typically includes help with incidental transportation for veterans and surviving spouses. | In-Home Care Assistance                             | N/A                              | Call                     | Call                      |
| Waterfield Memory Care Community                       | Services include scheduled transportation for seniors with dementia or Alzheimer's disease.                                 | Assisted Living Facility                            | For Profit                       | Call for information     | 24/7                      |
| Willow Creek Assisted Living and Memory Care Community | Assisted living services offered include transportation.  | Memory Care & Adult Day Care                        | For Profit                       | Call for information     | 24/7                      |

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

### 3 Transportation Needs

To assess transportation needs related to human service agencies and clients, RTC held a ½-day workshop and conducted a survey of transportation service providers and users in Southern Nevada. 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. It is estimated that \$85 million of federal funding is provided to local government and non-profit agencies that provide services to the elderly and poor.

Few providing services within the RTC service areas provide their own transportation, so it may be concluded that a very small percentage of these federal funds are duplicating services provided by others. Of those who do provide apparently duplicative services, they are usually meeting needs for timeliness that public transit and paratransit cannot meet, e.g., dropping an applicant at the time and place of a job interview to assure that a late arrival will not deny the applicant an opportunity for employment or same day paratransit service to a medical appointment.

Almost all (94%) transportation providers reported medical appointments, both regular and one-time, as being a trip purpose. At 78 percent social services was the next most frequently mentioned trip purpose. Table 3-1 displays the purposes of the trips provided in order of frequency. 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 and social service providers. These priorities were also identified by workshop participants.

**Table 3-1: Trip Purposes**

| <b>Trip Purpose</b>                          | <b>Percent</b> |
|--|----------------|
| Health/Medical (periodic or single trips)    | 94%            |
| Social Services                              | 78%            |
| Recreation                                   | 72%            |
| Shopping                                     | 72%            |
| Mental Health                                | 61%            |
| Social                                       | 56%            |
| Health/Maintenance (recurring trips)         | 50%            |
| Education                                    | 50%            |
| Bank   | 44%            |
| Income Maintenance (food stamp or SS office) | 39%            |
| Employment                                   | 39%            |
| Residential                                  | 33%            |
| Nutrition                                    | 33%            |
| Adult Day Care                               | 22%            |
| Other  | 22%            |
| Child Day Care                               | 11%            |

### **3.1 Transportation Service Barriers**

Not surprisingly, 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.

Eligibility restrictions may be one of the 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. Survey results indicated that over three-quarters of agencies that provide or arrange for transportation are restricted to providing services to their clients only. Other than sufficient resources, agency representatives attending the workshop did not report any other concerns related to expanding services.

Knowledge of available services is another barrier to improving human service transportation needs. In assembling information for this plan, an 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.

## 4 Potential Strategies to Address Gaps and Needs

A Vision, Goals, and program priorities were developed during the workshop. These form the basis of this Plan.

### 4.1 Vision Statement and Goals

The Coordinated Public Transportation and Human Services vision is that “All individuals with disabilities and people who are elderly, low income or displaced are able to go where and when they need to go.” This Vision, its Goals, and potential programs were first developed during the ½-day workshop.

Nine goals were derived from the input to this vision. They are presented here in no particular order.

- 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



### 4.2 Potential Programs to Address Gaps and Needs

Potential program characteristics were identified and prioritized during the workshop. Characteristics were proposed by participants and summarized on newsprint sheets. Prioritization was accomplished by providing each participant with five adhesive paper dots. Participants could allocate as many or as few as desired to each program considered important.

The following are potential programs ranked in order of priority. Programs with identical rankings received an equal number of dots.

1. Creative funding options
1. Let people know about travel options: current database, shared sources, “211”
2. Eligibility determination is based on standard eligibility criteria that can be used by all participating agencies
3. Same day service includes personalized service and assistance is provided.
4. Travel is on-demand and easy to schedule
5. Time/Length of travel is within set limits, e.g., 1 hour for typical trips
6. Expanded hours of service though sharing capacity
7. More wheelchair capacity
7. More vehicles are adapted for target group riders

7. Place to wait for rides is sheltered and protected, more accessible pathways, lighting is good
8. Driver training includes greater sensitivity to the needs of riders.
8. Collaboration
9. Located nearer to need

Assuming that priority #6 and the second priority #8, Collaboration, could be information sharing strategies, it is possible to elevate "Let people know about travel options: current database, shared sources, '211'"; to the first priority. 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 2004 transportation workshop for seniors will be the first priority. This will be accomplished by publishing a request for qualifications to provide a transportation information and referral service encompassing all providers willing to serve new clients. This would allow riders to call one well publicized number and be referred to a transportation provider that would meet their needs. Thus, if a group home has a van and owners are willing to pick up others in the neighborhood for a fee, a nearby resident could be served. Funding would come primarily from those sources detailed in Section 5 below.

Creative funding options might 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.

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.

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.



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.

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.

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 2-3 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.

RTC is supportive of SNTC exploring the feasibility of offering services in the Pahrump Valley and linking the Virgin and Pahrump valleys with the Las Vegas Valley. This new service would reduce the number of commuters using Blue Diamond Road to access the Valley and would also serve Valley residents in the new communities in the southwest Valley beyond the CAT service area. RTC is planning park and ride facilities on Blue Diamond Road that could be used by commuters accessing the SNTC service.

RTC is also supportive of SNTC's expansion of its Mesquite services. RTC is planning park and ride facilities in the I-15 corridor that could be accessed by this service.

## 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 SAFETEA-LU 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 all three FTA grant programs identified in this plan will be included in RTC's RTP 2009-2030 planned for adoption in late summer of 2008. Individual projects and funding for each will be included in the ongoing development of the Transportation Improvement Program (TIP).

### 5.1 Elderly and Persons with Disabilities Transportation Program (5310)

The Elderly and Persons with Disabilities Transportation Program (5310 Program) is a state administered program that assists non-profit agencies in acquiring vehicles to transport elderly and disabled clients. It is expected that each vehicle will be used for at least 25 hours of client transportation per week. Under this program, agencies can receive up to 80 percent of the cost of a vehicle that will be used for client transportation. Types of vehicles available under this program typically include:

- Mini- and Maxi-Van with and without lift and raised roof and
- Dual rear wheel cutaway (larger van with lift and raised roof).

Funds from the 5310 program may also be used for more the purchase of transportation services and for supporting "new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation..." Funds may "...support the development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs..." (FTA Circular 9070.1F, May 1, 2007)

Program requirements include the following as appropriate.

- Eligible applicants are nonprofit corporations with IRS 501(c)(3) status. Indian Nations and Districts within Indian Nations also are eligible applicants.
- Nevada applicants must have available the 5 percent cash match required for the federal funds and an additional 2½ percent match to help fund NDOT administrative costs. The remainder of the match may be in kind.
- Applicants must offer accessible transportation to their clients. In practice this means that applicant agencies must have at least one vehicle that is accessible, i.e., equipped with a raised roof and wheelchair lift.
- Applicants must have funds for vehicle operating and maintenance costs.
- The primary use of the vehicle will be for transportation of the elderly and persons with disabilities.
- The vehicle is titled to the recipient agency, but the Nevada Department of Transportation holds a lien on it. This lien may be lifted, upon request of the recipient agency, after either four years of use or 100,000 miles.

Nevada was apportioned \$907,190 in FY2007 under this program.

## **5.2 Job Access and Reverse Commute Formula Grants (5316):**

The Job Access and Reverse Commute Program (JARC), provides funding for transportation services for welfare recipients and eligible low-income individuals related to employment related activities. Funds may be used for capital expenses with federal funds providing up to 80 percent of the total or operating expenses with federal funds providing up to 50 percent of the total. A designated recipient or the state may use up to 10 percent of the funds for planning, administration and technical assistance. Match for FTA funds may come from other non-DOT federal sources that allow these funds to be used for transportation purposes, such as health and human services.

Eligible recipients include non-profit organizations, state or local governmental authority, and operators of public transportation services including private operators of public transportation services. Successful applicants will be required to assist with necessary data collection and reporting requirements for mandatory status reports to FTA regarding the use of the JARC funds. These responsibilities will be outlined and included in the final contract agreements prior to distribution of awarded grants.

In general, projects and expenses eligible for JARC funding must relate to “the development and maintenance of transportation services designed to transport welfare recipients and eligible low income individuals to and from jobs and activities related to their employment”. (FTA Circular 9050.1F, May 1, 2007) Eligible activities for JARC grants include capital, operating and planning expenses of services, equipment, facilities and associated capital maintenance items related to providing access to jobs. Projects of value to the region would include, but not be limited to:

- Developing new or expanded transportation projects or services that provide access to employment opportunities;
- Promoting public transportation by low-income workers, including the use of public transportation by workers with nontraditional work schedules;
- Promoting the use of and supporting the cost of transit vouchers for welfare recipients and eligible low-income individuals;
- Subsidizing the costs associated with adding reverse commute bus, train, carpool, van routes, or service from urbanized areas and other than urbanized areas to suburban workplaces;
- Subsidizing the purchase or lease by a nonprofit organization or public agency of a van or bus dedicated to shuttling employees from their residences to a suburban workplace;
- Facilitating public transportation services to suburban employment opportunities; and
- Mobility management as described above.

During FY2007 \$644,125 was apportioned to Las Vegas, \$39,745 to NDOT for urbanized areas with populations between 50,000 and 200,000, and to NDOT \$77,213 for non-urbanized areas with populations less than 50,000. Funds must be awarded on the basis of a competitive selection process consistent with this plan.

### **5.3 New Freedom Program (5317):**

The New Freedom Program provides funding for public transportation services and alternatives, beyond those required by the ADA, that assist individuals with disabilities. Sixty percent of funds are allocated to urbanized areas and amounts are based on the percent of disabled vs. population of the U.S. as a whole. This program requires a regional competitive process and should coordinate and enhance the 5310 program. This program contains a unique matching provision in that federal funds derived from a social service program can be used to meet the local matching share of project costs.

Eligible recipients include non-profit organizations, state or local governmental authority, and operators of public transportation services including private operators of public transportation services. Successful applicants will be required to assist with necessary data collection and reporting requirements for mandatory status reports to FTA regarding the use of the New Freedom funds. These responsibilities will be outlined and included in the final contract agreements prior to distribution of awarded grants.

Projects and expenses eligible for New Freedom funds must relate in some way to enhancing accessibility and mobility options for persons with disabilities that exceeds or enhances those types of activities mandated by ADA. All projects must be new. A "new" service is any service or activity that was not operational on August 10, 2005, and did not have an identified funding source as of August 10, 2005, as evidenced by inclusion in the Transportation Improvement Plan (TIP) or the STIP. (FTA Circular 9045.1F, May 1, 2007) Eligible activities for New Freedom grants include capital and operating costs of new public transportation services targeted to person with disabilities and public transportation alternatives that go beyond that required by ADA. Projects of value to the region would include, but not be limited to:

- Purchase of vehicles for transporting persons with disabilities to employment;
- Support accessible taxi, ride-sharing and vanpooling programs;
- Provision of paratransit services beyond the minimum requirements (3/4 mile to either side of a fixed route) including for seasonal routes;
- Make accessibility improvements to transit and intermodal stations not designated as key stations;
- Provide assistance for maintenance and operating costs for lift-equipped vehicles;
- Support volunteer driver and aide programs; or
- Support mobility management, increase accessibility and improve coordination among public transportation providers and other human service agencies that provide assistance to persons with disabilities.

During FY2007 \$427,045 was apportioned to Las Vegas, \$32,221 to NDOT for urbanized areas with populations between 50,000 and 200,000, and \$56,657 for non-urbanized areas with populations less than 50,000. Funds must be awarded on the basis of a competitive selection process consistent with this plan.

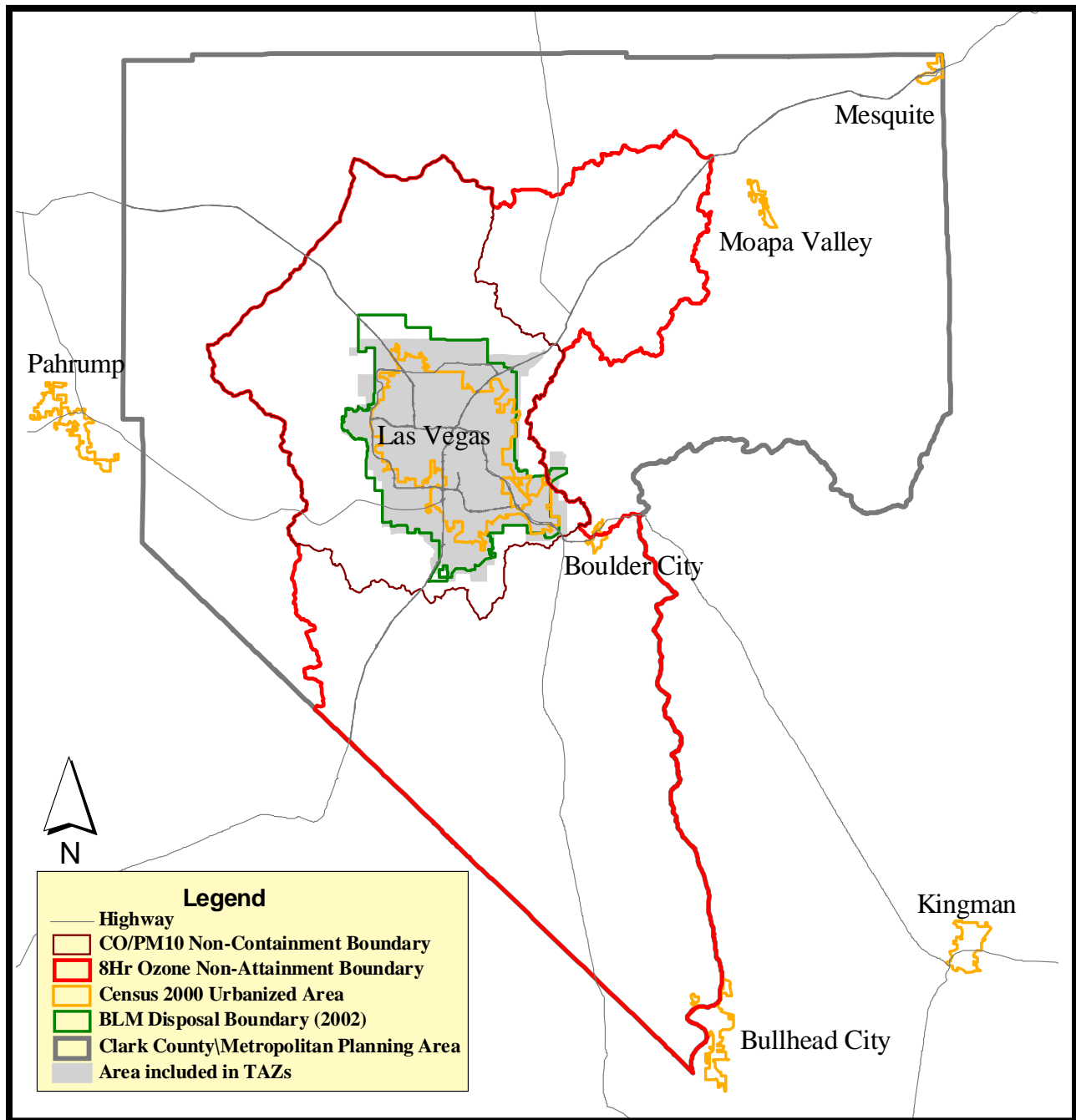
## **6 FTA PROGRAM APPLICATION PROCESS AND TIMELINES**

The Federal Transit Administration (FTA) grant programs in this plan each have similar application processes and time-frames. They are not, however, operated concurrently. The 5310 program is coordinated by Nevada Department Transportation with assistance from RTC. Applications are typically available in the early spring with deadlines for submittal typically in March or April. Recommendations are then forwarded to the state for state-level rankings and, based on annual congressional budgets for each fiscal year, awards are identified in the latter part of each year. Match amounts are requested at the beginning of each year and then awards are delivered in the summer of each year.

The JARC and New Freedom programs for rural and non-urbanized areas are also 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.

The JARC and New Freedom programs in the urban area are coordinated by the RTC, as the FTA designated recipient for the Clark County region. The initial applications are anticipated to be available in June of 2008 with awards for eligible projects in the fall. Multi-year awards are anticipated with new projects identified in future year cycles as funding permits.

**Figure 6-1: Planning Study Boundaries**



Sources: Clark County, Regional Transportation Commission, Census 2000

## 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 development and review.

|  |  |
|--|--|
| A Loving Hand  | Community Services Club - Sun City                                 |
| A Simple Solution  | Anthem   |
| AARP   | Desert Rose Adult High School                                      |
| Aid for AIDS of Nevada                                       | Disabled American Veterans   |
| All Valley Home Health Care                                  | Dixon Home Helpers   |
| Amalgamated Transit Union                                    | Doolittle Senior Center  |
| Amazing Grace Ministries                                     | Easter Seals Southern Nevada                                       |
| American Cancer Society                                      | eElders.org  |
| American Red Cross, Southern Nevada Chapter                  | FAME Transportation Inc.   |
| And Your Home Too  | Family Promise   |
| Anthem Community Service Club                                | Family Resource Center   |
| Association of Paralyzed Persons                             | Freedom Mobility   |
| At Home Senior Solutions                                     | Girls & Boys Town of NV  |
| Blind Center of Nevada                                       | Goodwill of Southern Nevada  |
| Blind Connect  | H2U at Sunrise Hospital & Medical Center                           |
| Boulder City Senior Center                                   | HELP of Southern Nevada  |
| Cappalappa Family Resource Center                            | Helping Hands of Henderson   |
| Care 4 Life  | Helping Hands of North Las Vegas                                   |
| Catholic Charities   | Helping Hands of Pahrump   |
| Center for Independent Living                                | Helping Hands of Vegas Valley, Inc.                                |
| City of Henderson  | Henderson JobConnect   |
| City of Henderson Senior Center                              | Henderson Senior Center - Social Services                          |
| City of Henderson, Neighborhood Services                     | Home Care-Giver Services   |
| City of Las Vegas City Ride Bus Service                      | Home Helpers   |
| City of Las Vegas, Neighborhood Services Department          | Home Helpers / Summerlin & Alliant                                 |
| City of Mesquite Senior Services                             | Housing Opportunities for Persons with AIDS (City of Las Vegas)    |
| City of North Las Vegas, Housing & Neighborhood Services     | Indian Springs Senior Citizens Inc.                                |
| Clark County - Whitney Senior Center                         | Jewish Family Service Agency                                       |
| Clark County Legal Services                                  | JNAMHS   |
| Clark County Parks and Recreation                            | Las Vegas Clark County Urban League, ML King Senior Center         |
| Clark County School District                                 | Las Vegas Housing Authority  |
| Clark County Senior Advocate Office                          | Las Vegas JobConnect   |
| Coach USA  | Las Vegas Paiute Health and Human Services, Tribal Social Services |
| Community Based Outreach Center for Homeless Veterans (MASH) | Las Vegas Senior Center  |
| Community Choices  | Las Vegas Senior Lifeline  |

Laughlin Family Resource Center  
Lend a Hand of Boulder City  
Lincoln County  
Logisticare  
Lutheran Social Services of Southern  
Nevada  
Mesquite Family Resource Center  
Nevada Children's Center  
Nevada Community Enrichment  
Program  
Nevada Division for Aging Services  
Nevada Hand Housing and  
Neighborhood Development  
Nevada Medi-Car  
Nevada Partners  
Nevada Taxicab Authority  
North Las Vegas JobConnect  
Northwest Senior Center  
NV Dept. of Business and Industry,  
Transportation Services Authority  
NV Dept. of Employment, Training &  
Rehabilitation  
NV Dept. of Corrections, Southern  
Desert Correctional Center  
NV Division for Aging Service  
NV Division of Welfare and Supportive  
Services  
NV Mental Health & Developmental  
Services  
NV Office of Minority Health  
Nye County Health & Human Services  
Opportunity Village

Optimum Medi-Trans  
Overton-Moapa Senior Center, United  
Seniors, Inc.  
Safe Nest  
Salvation Army  
Senior Center of Searchlight  
Senior Ride Program, Division for Aging  
Services, State of Nevada  
Shriners of Las Vegas - Zelzah Shrine  
Center  
Southern NV Regional Planning  
Coalition – City of Henderson -  
Continuum of Care  
Social Seniors of North Las Vegas  
Southern Nevada Centers for  
Independent Living  
Southern Nevada Home Care  
Southern Nevada Transit Coalition  
Sun City Summerlin Charities, Inc.  
Transition Services  
United Way of Southern Nevada  
United Way of the Colorado River  
University Center for Excellence in  
Developmental Disabilities  
UNLV Safe Communities  
Veterans Administration  
VFW of Virgin Valley  
Virgin Valley Home Care & Hospice  
Whitney Senior Center - Clark County  
Parks and Community Services  
YMCA of Southern Nevada

**APPENDIX A**

**COORDINATED PUBLIC TRANSIT AND HUMAN SERVICES  
SURVEY RESULTS**

**MEMORANDUM**

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**REGIONAL TRANSPORTATION COMMISSION**  
*OF SOUTHERN NEVADA*

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July 24, 2007

TO: Sandy Stanko, Sue Joseph, Bryan Cox, Martyn James

FROM: Polly Carolin

SUBJECT: Coordinated Public Transit and Human Services Survey Results

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In preparation for development of the Coordinated Public Transit and Human Services Plan, a survey instrument was sent to the 108 organizations invited to the workshop held July 13<sup>th</sup>. This memo summarizes the results from the 41 completed instruments returned.

**I. Organization Characteristics and Services Provided** – These questions are related to the nature of your organization and the services provided.

1. *Do you provide or arrange for transportation?* 68% Yes 32% No
2. *Which one of these best describes your organization?*

| Organization Purpose   | Provide or Arrange for Transportation |     | All |
|------------------------|---------------------------------------|-----|-----|
|                        | No                                    | Yes |     |
| Social Services        | 31%                                   | 32% | 32% |
| Senior Center          | 15%                                   | 21% | 20% |
| Other                  | 46%                                   | 7%  | 20% |
| Private Transportation | 0%                                    | 14% | 10% |
| Mental Health          | 0%                                    | 7%  | 5%  |
| Group Home             | 0%                                    | 7%  | 5%  |
| Education/Training     | 8%                                    | 0%  | 2%  |
| Sheltered Employment   | 0%                                    | 4%  | 2%  |
| House of Worship       | 0%                                    | 4%  | 2%  |
| School                 | 0%                                    | 4%  | 2%  |
| Day Care               | 0%                                    | 0%  | 0%  |
| Medical                | 0%                                    | 0%  | 0%  |
| Nursing Home           | 0%                                    | 0%  | 0%  |
| Rehabilitation         | 0%                                    | 0%  | 0%  |
| Job Placement          | 0%                                    | 0%  | 0%  |
| Taxi/Limousine         | 0%                                    | 0%  | 0%  |

3. Which of the following best describes your organization?

| Organization Type | Provide or Arrange for Transportation |     | All |
|-------------------|---------------------------------------|-----|-----|
|                   | No                                    | Yes |     |
| Non-Profit        | 38%                                   | 71% | 61% |
| Public            | 54%                                   | 25% | 34% |
| For Profit        | 8%                                    | 4%  | 5%  |

4. What is the service area that your organization covers? All responded they serve Clark County and/or Southern Nevada

5. What are the major services of your organization? (Check all that apply.)

| Major Services         | Provide or Arrange for Transportation |     | All |
|------------------------|---------------------------------------|-----|-----|
|                        | No                                    | Yes |     |
| Transportation         | 8%                                    | 68% | 49% |
| Social Services        | 23%                                   | 50% | 41% |
| Other                  | 46%                                   | 39% | 41% |
| Recreation             | 15%                                   | 32% | 27% |
| Counseling             | 8%                                    | 36% | 27% |
| Nutrition              | 8%                                    | 29% | 22% |
| Job Placement          | 15%                                   | 25% | 22% |
| Residential Facilities | 23%                                   | 21% | 22% |
| Job Training           | 23%                                   | 18% | 20% |
| Rehabilitation         | 8%                                    | 25% | 20% |
| Income Assistance      | 0%                                    | 21% | 15% |
| Health Care            | 8%                                    | 18% | 15% |
| Employment             | 8%                                    | 14% | 12% |
| Housekeeping/Chores    | 8%                                    | 7%  | 7%  |

***If you do not offer any form of passenger transportation or provide assistance in arranging for passenger transportation, you may stop here.***

6. Please identify all of the funding sources that provide money for your transportation program:

| <b>Funding Source</b>   | <b>Percent</b> |
|---|----------------|
| Private Individual Donations and/or Services                        | 50%            |
| State Government (for example: Nevada Division for Aging Services)  | 46%            |
| Local Government (for example: Clark County)                        | 46%            |
| Federal Government (for example: FTA Section 5310/ formerly Sec 16) | 42%            |
| Private Foundation Grants   | 38%            |
| Other   | 21%            |

7. Does your transportation program have any service restrictions? (Check all that apply.)

| <b>Service Restriction</b> | <b>Percent</b> |
|----------------------------|----------------|
| None                       | 9%             |
| Clients Only               | 77%            |
| Trip Purpose               | 27%            |
| Number of Riders per Month | 14%            |
| Advanced Reservations      | 27%            |
| Other                      | 18%            |

## II. Purchased Transportation Services

8. Does your organization purchase transportation from other service providers?

35% Yes                      65% No

If yes, from whom do you purchase service? Most from RTC, one from a taxicab company

9. If your agency purchases transportation services from third parties, please complete the following table. If you are paying private individuals for services, including paying volunteers for expenses, sum all entries in one line and label as "private individuals."

Most agencies which reported buying services reported buying passes for CAT bus on a per pass basis. One agency pays Laidlaw hourly for paratransit services and one works with a taxi company.

***If you do not provide passenger transportation, you may stop here.***

**III. Modes of Transportation Services Provided** - These questions are related to the types of transportation services provided directly on behalf of clients or the general public. Any non-passenger transportation service is excluded from this section.

10. *How does your organization provide transportation?*

| <b>Mode</b>  | <b>Percent</b> |
|--|----------------|
| Staff or volunteer using agency owned or leased vehicles                                   | 76%            |
| Pre-purchased tickets, tokens, passes, or arrangements with other transportation providers | 48%            |
| Personal vehicles of agency staff or volunteer   | 24%            |
| Reimbursement of mileage and/or auto expenses paid to clients, family, and friends         | 14%            |
| Other  | 5%             |

11. *What trip purpose does your organization provide to clients or the general public? (Check all that apply.)*

| <b>Trip Purpose</b>                          | <b>Percent</b> |
|--|----------------|
| Health/Medical (periodic or single trips)    | 94%            |
| Social Services                              | 78%            |
| Recreation                                   | 72%            |
| Shopping                                     | 72%            |
| Mental Health                                | 61%            |
| Social                                       | 56%            |
| Health/Maintenance (recurring trips)         | 50%            |
| Education                                    | 50%            |
| Bank   | 44%            |
| Income Maintenance (food stamp or SS office) | 39%            |
| Employment                                   | 39%            |
| Residential                                  | 33%            |
| Nutrition                                    | 33%            |
| Adult Day Care                               | 22%            |
| Other  | 22%            |
| Child Day Care                               | 11%            |

12. *If your organization owns or leases vehicles, how many of what vehicle types does your agency own or lease to provide transportation services?*

| <b>Vehicle Type</b>                  | <b>Total</b> | <b>Owned</b> | <b>Leased</b> | <b>Lift?*</b> |
|--------------------------------------|--------------|--------------|---------------|---------------|
| Sedans                               | 6%           |              |               | 0%            |
| Station Wagons                       | 2%           |              |               | 0%            |
| Minivans                             | 19%          |              |               | 3%            |
| 15-passenger vans                    | 34%          |              |               | 0%            |
| Light-duty bus (16-24 passengers)    | 25%          |              |               | 21%           |
| Medium-duty bus (over 22 passengers) | 3%           |              |               | 1%            |
| Small school bus (9-24 passengers)   | 0%           |              |               | 0%            |
| Large school bus (25-50 passengers)  | 0%           |              |               | 0%            |
| Other                                | 11%          |              |               | 11%           |
| <b>Total</b>                         |              | <b>78%</b>   | <b>22%</b>    |               |

\* Of the total vehicle type, how many are equipped with wheelchair lifts or other accessibility features for mobility devices?

13. *If your organization operates vehicles, are your vehicles equipped with any type of communication device? (Check all that apply.)*

| <b>Device Type</b>    | <b>Percent</b> |
|-----------------------|----------------|
| Cellular phones       | 93%            |
| Two-way mobile radios | 14%            |
| Pagers                | 0%             |
| Mobile data terminals | 0%             |
| Other                 | 7%             |

14. *If your organization provides transportation service of any kind, what are the daily hours and days of operation for your transportation service?*

| <b>Schedule</b> | <b>Percent</b> |
|-----------------|----------------|
| Weekdays        | 100%           |
| Saturdays       | 61%            |
| Sundays         | 56%            |
| Holidays        | 39%            |

15. *What level of assistance is provided for users of your transportation service? (Check all that apply.)*

| <b>Level of Assistance</b>   | <b>Percent</b> |
|--|----------------|
| Curb-to-Curb (drivers assist passengers in and out of vehicle only)                      | 79%            |
| Door-to-Door (drivers assist passengers to the entrance of their origin and destination) | 74%            |
| Drivers are permitted to assist passengers with packages                                 | 53%            |
| Provide personal care escorts to passengers who require such service                     | 26%            |
| Passengers are permitted to travel with personal care escorts                            | 42%            |
| Other  | 0%             |

#### **IV. Ridership**

The number of organizations that provided information about the number of rides provided each year was so small that the data was not useful.

19. *Are there transportation needs you are unable to meet?* 94% Yes

20. *If yes to Question 26, what are the barriers to meeting those needs?*

71% Cost                      41% Staff                      35% Other

#### **V. Expenditures and Revenues**

21. *What does your organization charge for providing transportation service?*

| <b>Cost</b>            | <b>Percent</b> |
|------------------------|----------------|
| Fare/Fee               | 30%            |
| Suggested Donation     | 20%            |
| Free                   | 35%            |
| Fare Schedule Attached | 15%            |

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