Board of County Commissioners

1001 E 9th St.

Reno, NV 89512

September 2, 2025

Dear Board of County Commissioner,

On behalf of the Sun Valley residents, including the Sun Valley Citizen Advisory Board (CAB) members, we are writing to formally convey concerns raised at our meeting on Monday, August 4.

Due to the closure of the Wells Fargo bank in the last year, as well as the recent removal of the only remaining ATM, Sun Valley now faces a severe shortage of banking services. At the meeting, CAB members and residents voiced strong concerns over these closures, compounded by the confirmation that Scolari’s (our only grocery store) will also be closing by the end of August. These closures have left residents without convenient, in-community access to basic services.

We’ve outlined some key concerns that were heard at the meeting:

* **Daily Hardship** – Residents must now travel outside the valley for simple banking transactions and groceries.
* **Mobility Impact** – Families, seniors, and residents with limited transportation already struggle to access essential services**.**
* **Potential Contributing Factors** – It was suggested that lack of staffing, security concerns, and limited outreach from other banks may have contributed to this shortfall.

In light of these concerns, we respectfully ask that the Commission support our efforts and consider some of the following ideas that were also discussed:

* **Engaging Banks and Credit Unions** – Proactively notify institutions of this opportunity and provide information on the customer base to encourage reestablishing services.
* **Community Coordination –** If banks are unable or unwilling to share data, consider surveying Sun Valley residents to determine which banking and grocery services are most needed. Engage the GID, CAB, and local property owners to identify viable solutions.
* **Elevating Awareness** – Pitch this issue to local media outlets or consider a joint press release with the GID to highlight the service gap (examples: “Ask Joe” on KTVN – News 4, commissioner interviews, or an Op-Ed).
* **Funding** – Explore community development block grant (CDBG) funds or other incentives to attract community banking partners, while raising awareness that this represents a clear business opportunity.

At our meeting, it was made clear that the loss of banking and grocery establishments is not just an inconvenience but also a significant blow to the community’s accessibility and economic vitality. We feel that the County’s involvement can play a critical role in restoring these services and improving the quality of life for Sun Valley residents.

We appreciate your consideration and involvement, and ask that either the Commission, Commissioner representative, or staff liaison loop back in with the CAB on the steps that are being taken to address these concerns.

Sincerely,

Heidi Soper, Chair

On behalf of the Sun Valley Citizens Advisory Board (CAB)