

AGENDA
Transit Committee Meeting

September 11, 2025

9:00 AM

Location

San Bernardino County Transportation Authority
First Floor Lobby Board Room
1170 W. 3rd Street, San Bernardino, CA 92410

Transit Committee Membership

Chair

John Dutrey, Mayor
City of Montclair

Acquanetta Warren, Mayor
City of Fontana

Vice Chair

Joe Baca, Jr., Supervisor
County of San Bernardino

Bill Hussey, Mayor
City of Grand Terrace

Art Bishop, Council Member
Town of Apple Valley

Larry McCallon, Mayor Pro Tem
City of Highland

Eunice Ulloa, Mayor
City of Chino

Alan Wapner, Mayor Pro Tem
City of Ontario

Ray Marquez, Council Member
City of Chino Hills

L. Dennis Michael, Mayor
City of Rancho Cucamonga

Frank Navarro, Mayor
City of Colton

Rick Denison, Council Member
Town of Yucca Valley

**San Bernardino County Transportation Authority
San Bernardino Council of Governments**

AGENDA

Transit Committee Meeting

September 11, 2025

9:00 AM

Location

SBCTA Office

First Floor Lobby Board Room

1170 W. 3rd Street, San Bernardino, CA 92410

Items listed on the agenda are intended to give notice to members of the public of a general description of matters to be discussed or acted upon. The posting of the recommended actions does not indicate what action will be taken. The Board may take any action that it deems to be appropriate on the agenda item and is not limited in any way by the notice of the recommended action.

To obtain additional information on any items, please contact the staff person listed under each item. You are encouraged to obtain any clarifying information prior to the meeting to allow the Board to move expeditiously in its deliberations. Additional <i>“Meeting Procedures”</i> and agenda explanations are attached to the end of this agenda.
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CALL TO ORDER

(Meeting Chaired by John Dutrey)

- i. Pledge of Allegiance
- ii. Attendance
- iii. Announcements
- iv. Agenda Notices/Modifications – Victoria Hernandez

Public Comment

Brief Comments from the General Public

Note: Public Comment on items listed on this agenda will be allowed only during this committee meeting. No public comment will be allowed on committee items placed on the Consent Agenda at the Board of Directors meeting. If an item has substantially changed after consideration during the committee meeting, the item will be placed on Discussion for Board and public comment will be allowed.

Possible Conflict of Interest Issues

Note agenda item contractors, subcontractors and agents which may require member abstentions due to conflict of interest and financial interests. Board Member abstentions shall be stated under this item for recordation on the appropriate item.

1. Information Relative to Possible Conflict of Interest

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Note agenda items and contractors/subcontractors, which may require member abstentions due to possible conflicts of interest.

This item is prepared monthly for review by Board and Committee members.

INFORMATIONAL ITEMS

Items listed are receive and file items and are expected to be routine and non-controversial. Unlike the Consent Calendar, items listed as Informational Items do not require a vote.

2. Transit and Rail Programs Contract Change Orders to On-Going Contracts

Pg. 10

Receive and file Change Order Report.

Presenter: Victor Lopez

This item is not scheduled for review by any other policy committee or technical advisory committee.

DISCUSSION ITEMS

Discussion - Transit

3. Continuation of Omnitrans as the Consolidated Transportation Services Agency for the San Bernardino Valley

Pg. 12

That the Transit Committee recommend the Board, acting as the San Bernardino County Transportation Authority:

A. Adopt Resolution No. 26-005 to continue Omnitrans' designation as the Consolidated Transportation Services Agency (CTSA) for the San Bernardino Valley Measure I Subarea through March 31, 2040, the term of Measure I 2010-2040.

B. Approve Amendment No. 2 to Contract No. 16-1001458, which allocates Valley Measure I Subarea CTSA Funds to Omnitrans for operation of a CTSA, to provide for the coordination of transit services for seniors and persons with disabilities through March 31, 2040.

Presenter: Nancy Strickert

This item is not scheduled for review by any other policy committee or technical advisory committee. SBCTA General Counsel has reviewed this item, the draft resolution, and draft amendment.

4. Needles Short Range Transit Plan

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That the Transit Committee recommend the Board, acting as the San Bernardino County Transportation Authority:

Approve the Needles Short Range Transit Plan 2025-2030.

Presenter: Nancy Strickert

This item is not scheduled for review by any other policy committee or technical advisory committee.

5. Amendment No. 4 to Contract No. 21-1002452 with HNTB Corporation for Program Management/Construction Management Services for the Ontario International Airport Connector Project

Pg. 87

That the Transit Committee recommend the Board, acting as the San Bernardino County Transportation Authority:

A. Approve Amendment No. 4 to Contract No. 21-1002452 with HNTB Corporation, for Program Management/Construction Management Services for the Ontario International Airport Connector Project (Project), increasing the authorized budget under Notice to Proceed (NTP) 1 by \$5,890,456, for a revised not-to-exceed amount authorized under NTP 1 of \$25,165,850, to be funded with State Transit Assistance funds previously programmed for the Project, and extending the termination date to December 31, 2027.

B. Approve a contingency increase to Contract No. 21-1002452 of \$600,000, to be funded with State Transit Assistance funds previously programmed for the Project, for a remaining not-to-exceed contingency amount of \$600,691, and authorize the Executive Director, or her designee, to release contingency as necessary for the completion of the Project.

Presenter: Victor Lopez

This item is not scheduled for review by any other policy committee or technical advisory committee. SBCTA General Counsel and Procurement Manager have reviewed this item and the draft amendment.

Comments from Board Members

Brief Comments from Board Members

ADJOURNMENT

Additional Information

Attendance

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Acronym List

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Mission Statement

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Due to a conflict with the League of California Cities Annual Conference on October 9th, the next Transit Committee meeting is scheduled for October 16, 2025.

Meeting Procedures and Rules of Conduct

Meeting Procedures - The Ralph M. Brown Act is the state law which guarantees the public's right to attend and participate in meetings of local legislative bodies. These rules have been adopted by the Board of Directors in accordance with the Brown Act, Government Code 54950 et seq., and shall apply at all meetings of the Board of Directors and Policy Committees.

Accessibility & Language Assistance - The meeting facility is accessible to persons with disabilities. A designated area is reserved with a microphone that is ADA accessible for public speaking. A designated section is available for wheelchairs in the west side of the boardroom gallery. If assistive listening devices, other auxiliary aids or language assistance services are needed in order to participate in the public meeting, requests should be made through the Clerk of the Board at least three (3) business days prior to the Board meeting. The Clerk can be reached by phone at (909) 884-8276 or via email at clerkoftheboard@gosbcta.com and the office is located at 1170 W. 3rd Street, 2nd Floor, San Bernardino, CA.

Service animals are permitted on SBCTA's premises. The ADA defines service animals as dogs or miniature horses that are individually trained to do work or perform tasks for people with disabilities. Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work, or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

Accesibilidad y asistencia en otros idiomas - Las personas con discapacidad pueden acceder a la sala de reuniones. Se reserva una zona designada con un micrófono accesible que cumple con los requisitos de la ADA para hablar en público. Una sección designada está disponible para sillas de ruedas en el lado oeste de la galería de la sala de reuniones. Si se necesitan dispositivos de ayuda auditiva, otras ayudas auxiliares o servicios de asistencia en otros idiomas para participar en la reunión pública, las solicitudes deben presentarse al Secretario de la Junta al menos tres (3) días hábiles antes de la fecha de la reunión de la Junta. Puede comunicarse con el Secretario llamando al (909) 884-8276 o enviando un correo electrónico a clerkoftheboard@gosbcta.com. La oficina se encuentra en 1170 W. 3rd Street, 2nd Floor, San Bernardino, CA.

Los animales de servicio están permitidos en las instalaciones de SBCTA. La ADA define a los animales de servicio como perros o caballos miniatura que son entrenados individualmente para hacer trabajo o realizar tareas para personas con discapacidades. Según la ADA, los animales de servicio deben tener un arnés o ser atados, a menos que estos dispositivos interfieran con el trabajo del animal de servicio, o que la discapacidad de la persona impida el uso de estos dispositivos. En ese caso, la persona debe mantener el control del animal a través de su voz, señales u otros controles efectivos.

Agendas – All agendas are posted at www.gosbcta.com/board/meetings-agendas/ at least 72 hours in advance of the meeting. Staff reports related to agenda items may be reviewed online at that web address. Agendas are also posted at 1170 W. 3rd Street, 1st Floor, San Bernardino at least 72 hours in advance of the meeting.

Agenda Actions – Items listed on both the "Consent Calendar" and "Discussion" contain recommended actions. The Board of Directors will generally consider items in the order listed on the agenda. However, items may be considered in any order. New agenda items can be added and action taken as provided in the Ralph M. Brown Act Government Code Sec. 54954.2(b).

Closed Session Agenda Items – Consideration of closed session items excludes members of the public. These items include issues related to personnel, pending litigation, labor negotiations and real estate negotiations. Prior to each closed session, the President of the Board or Committee Chair (“President”) will announce the subject matter of the closed session. If reportable action is taken in closed session, the President shall report the action to the public at the conclusion of the closed session.

Public Testimony on an Item – Members of the public are afforded an opportunity to speak on any listed item, except Board agenda items that were previously considered at a Policy Committee meeting where there was an opportunity for public comment. Individuals in attendance at SBCTA who desire to speak on an item may complete and turn in a "Request to Speak" form, specifying each item an individual wishes to speak on. Individuals may also indicate their desire to speak on an agenda item when the President asks for public comment. When recognized by the President, speakers should be prepared to step forward and announce their name for the record. In the interest of facilitating the business of the Board, speakers are limited to three (3) minutes on each item. Additionally, a twelve (12) minute limitation is established for the total amount of time any one individual may address the Board at any one meeting. The President or a majority of the Board may establish a different time limit as appropriate, and parties to agenda items shall not be subject to the time limitations. Any individual who wishes to share written information with the Board may provide 35 copies to the Clerk of the Board for distribution. If providing written information for distribution to the Board, such information must be emailed to the Clerk of the Board, at clerkoftheboard@gosbcta.com, no later than 2:00 pm the day before the meeting in order to allow sufficient time to distribute the information. Written information received after the 2:00 pm deadline will not be distributed. Information provided as public testimony is not read into the record by the Clerk. Consent Calendar items can be pulled at Board member request and will be brought up individually at the specified time in the agenda. Any consent item that is pulled for discussion shall be treated as a discussion item, allowing further public comment on those items.

Public Comment –An opportunity is also provided for members of the public to speak on any subject within the Board’s jurisdiction. Matters raised under “Public Comment” will not be acted upon at that meeting. See, “Public Testimony on an Item,” above.

Disruptive or Prohibited Conduct – If any meeting of the Board is willfully disrupted by a person or by a group of persons so as to render the orderly conduct of the meeting impossible, the President may recess the meeting or order the person, group or groups of person willfully disrupting the meeting to leave the meeting or to be removed from the meeting. Disruptive or prohibited conduct includes without limitation addressing the Board without first being recognized, not addressing the subject before the Board, repetitiously addressing the same subject, failing to relinquish the podium when requested to do so, bringing into the meeting any type of object that could be used as a weapon, including without limitation sticks affixed to signs, or otherwise preventing the Board from conducting its meeting in an orderly manner.

Your cooperation is appreciated!

**General Practices for Conducting Meetings
of
Board of Directors and Policy Committees**

Attendance.

- The President of the Board or Chair of a Policy Committee (Chair) has the option of taking attendance by Roll Call. If attendance is taken by Roll Call, the Clerk of the Board will call out by jurisdiction or supervisorial district. The Member or Alternate will respond by stating his/her name.
- A Member/Alternate who arrives after attendance is taken shall announce his/her name prior to voting on any item.
- A Member/Alternate who wishes to leave the meeting after attendance is taken but before remaining items are voted on shall announce his/her name and that he/she is leaving the meeting.

Basic Agenda Item Discussion.

- The Chair announces the agenda item number and states the subject.
- The Chair calls upon the appropriate staff member or Board Member to report on the item.
- The Chair asks members of the Board/Committee if they have any questions or comments on the item. General discussion ensues.
- The Chair calls for public comment based on “Request to Speak” forms which may be submitted.
- Following public comment, the Chair announces that public comment is closed and asks if there is any further discussion by members of the Board/Committee.
- The Chair calls for a motion from members of the Board/Committee. Upon a motion, the Chair announces the name of the member who makes the motion. Motions require a second by a member of the Board/Committee. Upon a second, the Chair announces the name of the Member who made the second, and the vote is taken.
- The “aye” votes in favor of the motion shall be made collectively. Any Member who wishes to oppose or abstain from voting on the motion shall individually and orally state the Member’s “nay” vote or abstention. Members present who do not individually and orally state their “nay” vote or abstention shall be deemed, and reported to the public, to have voted “aye” on the motion.
- Votes at teleconferenced meetings shall be by roll call, pursuant to the Brown Act, or, at any meeting, upon the demand of five official representatives present or at the discretion of the presiding officer.

The Vote as specified in the SBCTA Administrative Code and SANBAG Bylaws.

- Each Member of the Board of Directors shall have one vote. In the absence of the official representative, the Alternate shall be entitled to vote. (Note that Alternates may vote only at meetings of the Board of Directors, Metro Valley Study Session and Mountain/Desert Policy Committee.)

Amendment or Substitute Motion.

- Occasionally a Board Member offers a substitute motion before the vote on a previous motion. In instances where there is a motion and a second, the Chair shall ask the maker of the original motion if he or she would like to amend the motion to include the substitution or withdraw the motion on the floor. If the maker of the original motion does not want to amend or withdraw, the substitute motion is voted upon first, and if it fails, then the original motion is considered.
- Occasionally, a motion dies for lack of a second.

Call for the Question.

- At times, a Member of the Board/Committee may “Call for the Question.”
- Upon a “Call for the Question,” the Chair may order that the debate stop or may allow for limited further comment to provide clarity on the proceedings.
- Alternatively, and at the Chair’s discretion, the Chair may call for a vote of the Board/Committee to determine whether or not debate is stopped.
- The Chair re-states the motion before the Board/Committee and calls for the vote on the item.

The Chair.

- At all times, meetings are conducted in accordance with the Chair’s direction.
- These general practices provide guidelines for orderly conduct.
- From time to time, circumstances may require deviation from general practice (but not from the Brown Act or agency policy).
- Deviation from general practice is at the discretion of the Chair.

Courtesy and Decorum.

- These general practices provide for business of the Board/Committee to be conducted efficiently, fairly and with full participation.
- It is the responsibility of the Chair and Members to maintain common courtesy and decorum.

Adopted By SANBAG Board of Directors January 2008

Revised March 2014

Revised May 4, 2016

Revised June 7, 2023

Minute Action

AGENDA ITEM: 1

Date: September 11, 2025

Subject:

Information Relative to Possible Conflict of Interest

Recommendation:

Note agenda items and contractors/subcontractors, which may require member abstentions due to possible conflicts of interest.

Background:

In accordance with California Government Code 84308, members of the Board may not participate in any action concerning a contract where they have received a campaign contribution of more than \$500 in the prior twelve months from an entity or individual, except for the initial award of a competitively bid public works contract. This agenda contains recommendations for action relative to the following contractors:

Item No.	Contract No.	Principals & Agents	Subcontractors
5	21-1002452-04	HNTB Corporation Kevin A. Haboian	None

Financial Impact:

This item has no direct impact on the budget.

Reviewed By:

This item is prepared monthly for review by Board and Committee members.

Responsible Staff:

Victor Lopez, Director of Transit & Rail Programs

Approved
Transit Committee
Date: September 11, 2025
Witnessed By:

Entity: San Bernardino County Transportation Authority

Minute Action

AGENDA ITEM: 2

Date: September 11, 2025

Subject:

Transit and Rail Programs Contract Change Orders to On-Going Contracts

Recommendation:

Receive and file Change Order Report.

Background:

The San Bernardino County Transportation Authority Department of Transit and Rail Programs has two ongoing construction contracts, one procurement of major equipment contract, and one vehicle procurement contract related to Transit and Rail Programs. There are no newly executed Contract Change Orders (CCO) since the last reporting to the Transit Committee on August 14, 2025.

A. Contract No. 23-1002891 with Griffith Company for the West Valley Connector Project Mainline Construction: There are no newly executed CCOs since the last report.

B. Contract No. 23-1002922 with Metro Builders & Engineers Group, Ltd. for the Arrow Maintenance Facility (AMF) Hydrogen Fuel Upgrade Project: AMF Retrofit Construction: There are no newly executed CCOs since the last report.

C. Contract No. 23-1002961 with Proterra Builders, Inc. for the AMF Hydrogen Fuel Upgrade Project: Procurement of Major Equipment: There are no newly executed CCOs since the last report.

D. Contract No. 20-1002310 with Stadler US, Inc. for Zero Emission Multiple Unit Rail Vehicle Procurement: There are no newly executed CCOs since the last report.

Financial Impact:

This item has no financial impact on the adopted Budget for Fiscal Year 2025/2026.

Reviewed By:

This item is not scheduled for review by any other policy committee or technical advisory committee.

Responsible Staff:

Victor Lopez, Director of Transit & Rail Programs

Approved
Transit Committee
Date: September 11, 2025
Witnessed By:

Entity: San Bernardino County Transportation Authority

**Transit and Rail Programs Contracts
Executed Change Orders**

Number	Description	Amount
West Valley Connector Mainline Construction, Griffith Company (23-1002891)		
	Description	Amount
	CCO Total	(\$2,050.42)
	Approved Contingency	\$11,995,991.00
	Remaining Contingency	\$11,998,041.42
ZEMU - Arrow Maintenance Facility (AMF) Construction Upgrade Project, Metro Builders & Engineers Group, Ltd. (23-1002922)		
	Description	Amount
	CCO Total	\$109,551.25
	Amended Approved Contingency	\$475,099.00
	Remaining Contingency	\$365,547.75
ZEMU - Arrow Maintenance Facility (AMF) Procurement Upgrade Project, Proterra Builders, Inc. (23-1002961)		
	Description	Amount
	CCO Total	\$22,964.98
	Approved Contingency	\$56,280.21
	Remaining Contingency	\$33,315.23
ZEMU- Vehicle Procurement Stadler (20-1002310)		
	Description	Amount
	CCO Total	\$2,592,169.12
	Approved Contingency	\$3,487,482.12
	Remaining Contingency	\$895,313.00

Minute Action

AGENDA ITEM: 3

Date: September 11, 2025

Subject:

Continuation of Omnitrans as the Consolidated Transportation Services Agency for the San Bernardino Valley

Recommendation:

That the Transit Committee recommend the Board, acting as the San Bernardino County Transportation Authority:

A. Adopt Resolution No. 26-005 to continue Omnitrans' designation as the Consolidated Transportation Services Agency (CTSA) for the San Bernardino Valley Measure I Subarea through March 31, 2040, the term of Measure I 2010-2040.

B. Approve Amendment No. 2 to Contract No. 16-1001458, which allocates Valley Measure I Subarea CTSA Funds to Omnitrans for operation of a CTSA, to provide for the coordination of transit services for seniors and persons with disabilities through March 31, 2040.

Background:

The State of California passed Assembly Bill 120, named the Social Services Transportation Improvement Act, in 1979, promoting the creation of a Consolidated Transportation Services Agency (CTSA) to consolidate and coordinate human social services transportation. The purpose of a CTSA is to pursue a wide range of coordination strategies in order to improve the efficiency and cost-effectiveness of transportation services to low mobility groups.

In November 2015, the San Bernardino County Transportation Authority (SBCTA) Board of Directors (Board) designated Omnitrans as the CTSA for the Valley Measure I Subarea (Res. No. 16-005). Additionally, in June 2016, Contract No. 16-1001458 was approved by the SBCTA Board, which allocated Measure I CTSA funds to Omnitrans for the operation of these services. Both the resolution and the contract, per their terms, were set to expire in November 2020.

In November 2020, the SBCTA Board adopted Resolution No. 21-021, which continued the designation of Omnitrans as the CTSA, and approved Amendment No. 1 to Contract No. 16-1001458, which allocated Measure I CTSA funds to Omnitrans for the continued operation of these services. Both the resolution and the contract are set to expire in November 2025.

At this time, staff recommends approval of Resolution No. 26-005, which continues the designation of Omnitrans as the CTSA for the Valley Measure I Subarea until March 31, 2040 and requests authorization for the Executive Director, or her designee, to approve Amendment No. 2 to Contract No. 16-1001458, which continues funding for CTSA activities, as Omnitrans has shown the ability to continue providing service to the Valley.

During the past five years, Omnitrans has successfully provided CTSA services throughout San Bernardino County. The programs and their descriptions are as follows:

Travel Training

The Omnitrans Travel Training Program is a mobility facilitation program that has been developed to enhance mobility for seniors and disabled individuals. The program is a client-specific, needs-based program that is structured to aid these individuals in a group or

Entity: San Bernardino County Transportation Authority

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one-on-one basis and ensures the transportation needs of these community members are addressed. To date, 720 individuals have been trained. These are trips that would have otherwise used complementary paratransit (Omnitrans Access service). Not only does using fixed routes offer these individuals more flexibility and freedom, it has also saved Omnitrans funding in Americans with Disabilities Act associated expenses.

Transportation Reimbursement Escort Program

The Volunteer Driver program, also known as the Transportation Reimbursement Escort Program, provides mileage reimbursement for individuals with disabilities or seniors that are unable to use public transportation and must rely on others to drive them for transportation. Participants choose their own driver, usually a family member, friend, neighbor, or caretaker. The reimbursement offsets the cost associated with providing transportation and can be used for trips to medical appointments, personal errands, visiting family and friends, or getting to work. To date, there are more than 540 participants and a cumulative 116,085 trips have been taken.

Uber and Taxi RIDE Program

Omnitrans' RIDE program offers a monthly match to eligible seniors (age 62+) and individuals with disabilities for traditional taxi or Uber services to medical appointments, work, grocery shopping, and other trips that may be difficult to make on public transportation. Omnitrans matches the amount contributed by the rider to purchase service credits to use for local taxi and Uber services, up to a maximum monthly limit. To date, there are more than 1582 participants and a cumulative 55,556 trips have been taken.

Measure I CTSA competitive grant process

On a biennial basis, Omnitrans awards a portion of the Measure I funds they receive to non-profits, social services, and agencies to help support the senior and disabled communities throughout the Valley. Selected applicants are awarded and become part of the Regional Mobility Partnership Program. Omnitrans has awarded funding to Central City Lutheran Mission (Lutheran Social Services of Southern California), City of Chino, City of Grand Terrace, City of Ontario, City of Redlands, City of Rialto, City of Yucaipa, AgingNext, San Bernardino County Department of Aging and Adult Services, Highland Senior Center, Loma Linda University Medical Center - Adult Day Health Services, OPARC, Anthesis, VIP, Inc. and West End Young Men's Christian Association. Approximately \$14,420,750 of Measure I funding has been awarded over the past five years by Omnitrans.

Financial Impact:

This item is consistent with the adopted Budget for Fiscal Year 2025/2026.

Reviewed By:

This item is not scheduled for review by any other policy committee or technical advisory committee. SBCTA General Counsel has reviewed this item, the draft resolution, and draft amendment.

Responsible Staff:

Nancy Strickert, Transit Manager

Approved
Transit Committee
Date: September 11, 2025

Witnessed By:

RESOLUTION NO. 26-005

RESOLUTION OF THE SAN BERNARDINO COUNTY TRANSPORTATION AUTHORITY TO CONTINUE DESIGNATION OF OMNITRANS AS THE CONSOLIDATED TRANSPORTATION SERVICES AGENCY FOR THE VALLEY MEASURE I SUBAREA.

WHEREAS, Section 6680 of Title 21 of the California Code of Regulations provides that Consolidated Transportation Services Agencies (“CTSA”) are to be designated by the county transportation commissions within the area of the Southern California Association of Governments; and

WHEREAS, San Bernardino County Transportation Authority (“SBCTA”) has all the rights and powers of a county transportation commission pursuant to Public Utilities Code Section 130809; and

WHEREAS, pursuant to Government Code Section 15975, SBCTA may designate more than a single agency as a CTSA if improved coordination of all transportation services required by social service recipients is demonstrated within the geographic area; and

WHEREAS, Government Code Section 15952 (a) states that “Centralized administration of consolidated social service transportation services shall utilize, to the maximum extent possible, existing public and private administrative capabilities and expertise”; and

WHEREAS, there is a specific set-aside of Measure I funding for CTSA purposes in the Valley Measure I Subarea; and

WHEREAS, on November 4, 2015, the SBCTA Board adopted Resolution 16-005, designating Omnitrans as the CTSA for the Valley Measure I Subarea for the term of five years; and

WHEREAS, on November 4, 2020, the SBCTA Board adopted Resolution 21-012, extending Omnitrans’ designation as the CTSA for the Valley Measure I Subarea for the term of five years; and

WHEREAS, Omnitrans has continued to work in the capacity as the CTSA since November 4, 2015, and has successfully performed as a CTSA in the Valley Measure I Subarea; and

WHEREAS, SBCTA desires to continue to designate Omnitrans as a CTSA.

NOW, THEREFORE BE IT RESOLVED by the San Bernardino County Transportation Authority that:

Section 1. Omnitrans is designated as a CTSA until March 31, 2040 for the Valley Measure I Subarea.

Section 2. SBCTA reserves the right to revoke CTSA status should it determine Omnitrans has failed to maintain an acceptable level of service.

Section 3. SBCTA will conduct a review of Omnitrans' CTSA activities and performance on a quarterly basis.

Section 4. This resolution is effective upon its adoption.

PASSED AND ADOPTED at a meeting of the San Bernardino County Transportation Authority held on October 1, 2025.

Rick Denison, President
San Bernardino County Transportation Authority

ATTEST:

Marleana Roman, Clerk of the Board
San Bernardino County Transportation Authority

General Contract Information

Contract No: 16-1001458 Amendment No.: 2 Sole Source? N/A
 Vendor No.: 01568 Vendor/Customer Name: Omnitrans
 Description: Operations of a Consolidated Transportation Services Agency
 Estimated Start Date: 11/4/2015 Expiration Date: 11/4/2025 Revised Expiration Date: 3/31/2040
 List Any SBCTA Related Contracts Nos.: _____

Dollar Amount

Original Contract	see notes below	Original Contingency	\$	-
Prior Amendments	\$ -	Prior Amendments	\$	-
Current Amendment	\$ -	Current Amendment	\$	-
Total/Revised Contract Value		Total Contingency Value	\$	-
Total Dollar Authority (Contract Value and Contingency)			\$	-

Contract Authorization

Board of Directors _____ Date: 10/1/2025 Committee _____ Item # _____

Contract Management (Internal Purposes Only)

Payable _____ Other Contracts _____ No Budget Adjustment _____

Accounts Payable

Total Contract Funding: \$ -						Total Contingency: \$ -					
GL	4170	30	0310	0000	54620	41100000	see notes below	GL			-
GL								GL			-
GL								GL			-
GL								GL			-
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GL								GL			-

Accounts Receivable

Total Contract Funding: \$ -						Reversion Date: _____					
Funding Agreement No: _____											
GL								GL			-
GL								GL			-
GL								GL			-
GL								GL			-
GL								GL			-

Nancy Strickert

Victor Lopez

Project Manager (Print Name)

Task Manager (Print Name)

Additional Notes: 2% of Measure I Valley Revenue (25% of Senior and Disabled Program funding) is passed through to Omnitrans monthly.

**AMENDMENT NO. 2 TO CONTRACT NO. 16-1001458
BETWEEN
SAN BERNARDINO COUNTY TRANSPORTATION AUTHORITY
AND
OMNITRANS**

**Funding operation of a consolidated transportation services agency to provide for the
coordination of transit services for seniors and persons with disabilities**

This AMENDMENT NO. 2 to Contract No. 16-1001458 is made by and between Omnitrans, a joint powers authority ("Omnitrans") and the San Bernardino County Transportation Authority ("SBCTA"). Omnitrans and SBCTA are each referred to herein as a "Party" and collectively as the "Parties".

RECITALS

WHEREAS, in 2004, the San Bernardino Associated Governments (SANBAG) adopted and the voters of San Bernardino County approved Ordinance No. 04-01 (Measure I) that provided for the continued imposition of a one-half of one percent (0.5%) retail transactions and use tax in San Bernardino County from April 1, 2010 to March 31, 2040, for transportation purposes; and

WHEREAS, Measure I, which may be amended in accordance with its terms, currently provides that 8% of Measure I revenue generated in the San Bernardino Valley subarea ("Valley Measure I revenue") shall fund Senior and Disabled Transit Service, and that included in this amount at least 2% of Valley Measure I revenue shall provide funding for a Valley Consolidated Transportation Services Agency (CTSA); and

WHEREAS, on November 4, 2015, SANBAG, acting as the San Bernardino County Transportation Commission, adopted Resolution 16-005 ("Resolution") designating Omnitrans as a CTSA for the San Bernardino Valley subarea for a five-year term; and

WHEREAS, effective as of July 6, 2016, Omnitrans, on behalf of itself and as Administrative Agent on behalf of Valley Transportation Services (VTrans), and SANBAG entered into Contract No 16-1001458 for allocation by SANBAG of Valley Measure I revenue for Ongoing Annual CTSA Programs (the "Contract"); and

WHEREAS, since the Contract was entered into, VTrans has been dissolved; and

WHEREAS, the Contract and Resolution were set to expire November 4, 2020; and

WHEREAS, effective January 1, 2017, pursuant to the San Bernardino County Transportation Authority Consolidation Act of 2017 (SB 1305) SBCTA assumed the Contract as the successor to SANBAG; and

WHEREAS, on November 4, 2020, SBCTA adopted Resolution 21-012 continuing the designation of Omnitrans as a CTSA for the San Bernardino Valley subarea for a term of five years; and

WHEREAS, on October 1, 2025, SBCTA adopted Resolution 26-005 continuing the designation of Omnitrans as a CTSA for the San Bernardino Valley subarea through March 31, 2040.

NOW, THEREFORE, in consideration of the mutual promises below, the Parties agree as follows:

1. The first sentence of Section 4 **Reporting and Performance Review** is deleted and replaced in its entirety with the following:

“Omnitrans for itself and as Administrative Agent shall submit to SBCTA every quarter the form attached to this Contract as Exhibit 'A', reporting on the prior quarter's activities and expenditures. The forms attached will be due July 15, October 15, January 15, and April 15.”

2. Section 7.a **Signs**, is deleted and replaced in its entirety with the following:

“7.a Vehicles purchased or operated with Measure I funds shall display signs (attached to this Contract as Exhibit “B”) indicating the vehicle is funded through Measure I Funding, which shall be clearly visible to riders.”

3. Section 8, **Term**, is deleted and replaced in its entirety with the following:

“8. **Term**. The term of this Contract shall end on March 31, 2040, unless extended by mutual written agreement or terminated in accordance with Section 9 below.”

4. The title of **Exhibit “A”** is amended to read **Quantitative Quarterly Reporting**.
5. The Recitals set forth above are true and correct and are incorporated herein by this reference.
6. Except as expressly amended by this Amendment No. 2, all other provisions of the Contract shall remain in full force and effect and are incorporated herein by this reference.
7. Each signatory and Party to this Amendment No. 2 warrants and represents to the other Party that it has the legal authority, capacity and direction from its principal(s) to enter into this Amendment No. 2 and that all necessary resolutions, ordinances or other actions have been taken so as to enter into this Amendment No. 2.
8. This Amendment No. 2 is effective upon execution by both SBCTA and Omnitrans.

-----SIGNATURES ON FOLLOWING PAGE-----

IN WITNESS WHEREOF, the Parties hereto have executed this Amendment No. 2 below.

OMNITRANS

**SAN BERNARDINO COUNTY
TRANSPORTATION AUTHORITY**

By: _____
Erin Rogers
CEO/General Manager

By: _____
Rick Denison
President, Board of Directors

Date: _____

Date: _____

APPROVED AS TO FORM:

APPROVED AS TO FORM:

By: _____
Steven DeBaun
General Counsel

By: _____
Julianna K. Tillquist
General Counsel

Exhibit "B" – Measure I Sign

Minute Action

AGENDA ITEM: 4

Date: September 11, 2025

Subject:

Needles Short Range Transit Plan

Recommendation:

That the Transit Committee recommend the Board, acting as the San Bernardino County Transportation Authority:

Approve the Needles Short Range Transit Plan 2025-2030.

Background:

San Bernardino County Transportation Authority (SBCTA) requires each transit agency to prepare a Short Range Transit Plan (SRTP), which is a multi-year operating and capital plan. The SRTP provides information on the transit services provided, their performance, any needs, deficiencies, and a proposed plan for the operations and capital investments covering the next five years. The City of Needles (City) SRTP, Attachment 1, is for Fiscal Year (FY) 2024/2025 to FY 2029/2030.

Summary of Existing Transit Services and Performance

The City operates the following public transportation services:

1. **Needles Area Transit (NAT)** is the primary local public transportation provider in the City. NAT operates one deviated fixed-route service with one-hour headways. The route includes two loops, both beginning and ending on G Street and Broadway. The first loop is the West Loop with stops at the Elks Lodge, Needles Regional Senior Center, Colorado River Medical Center, Needles Branch Library, and the Sheriff's Department. The second loop is the North-South Loop with stops at Carl's Jr. and Best Western Hotel. NAT runs Monday through Friday from 7:00 a.m. to 6:55 p.m. and on Saturday from 10:00 a.m. to 4:55 p.m.
2. **Needles Dial-a-Ride**, also known as the Senior Shuttle, provides curb-to-curb service for persons age 60 and over and for persons with a disability. Service is provided Monday through Friday, beginning at 9:00 a.m. with final drop-off at 1:00 p.m. Trips are scheduled on a reservation basis, with same-day trips scheduled after 8:30 a.m. Needles Dial-a-Ride provides trips within City limits but can transport passengers outside City limits through special requests.
3. **Needles Dial-a-Ride (DAR) Medical** is a service provided twice a week on Tuesday and Thursday, available to the general public on a first-come, first-served basis strictly for medical appointments in the Bullhead City, Arizona area. Service is by reservation and requires advance payment of fares. Prospective riders are asked to schedule medical appointments accordingly.
4. **Shopper Shuttle Pilot Program**, which began on July 10, 2019, is provided once a week on Wednesdays, departing the El Garces Intermodal Transportation Facility's west parking lot at 8:15 a.m. The Shopper Shuttle stops at the Walmart Supercenter, Safeway, Smith's and CVS in Fort Mohave. The Shopper Shuttle returns to the City at approximately 12:30 p.m., dropping passengers at their residences. Passengers schedule a reservation up to 11:00 a.m. on the Tuesday prior. Round-trip fare costs \$9.00.

Entity: San Bernardino County Transportation Authority

Transit Committee Agenda Item

September 11, 2025

Page 2

Although there was a major decrease in ridership in FY 2019/2020 due to COVID-19, annually, City of Needles Transit Services has continued to see an increase in ridership year after year.

FY	FY 2020/2021	FY 2021/2022	FY 2022/2023	FY 2023/2024	FY 2024/2025
RIDESHIP	20,044	21,173	25,508	29,257	29,546

Just as in the previous SRTP, the City continues to not have any grocery stores within the city limits, and in February 2024, Rite Aid Pharmacy closed, leaving the City without a local pharmacy. Seeing a need, the City Council approved the implementation of the new Ft. Mohave/Bullhead Limited Stop Shuttle, which travels into Arizona, providing stops for medical appointments and shopping. This was implemented on July 1, 2025, before the approval of their SRTP due to the outstanding needs of the residents.

Summary of Proposed Transit Services

The City does not generate enough Local Transportation Funds to cover its operating expenses. Through the SRTP and allocation process, the SBCTA Board of Directors (Board) approves supplementing the City's operations with State Transit Assistance funds, Measure I Senior and Disabled, Federal Transit Administration Section 5311, State of Good Repair, and other funding as it becomes available. This funding comes from the mountain/desert population share, which does not affect other operator allocations as it is a small amount dispersed over a five-year period.

There are five financially constrained recommendations for City of Needles Transit Services:

1. **Ft. Mohave/Bullhead Limited Stop Shuttle** - Beginning on July 1, 2025, the Ft. Mohave/Bullhead Limited Stop Shuttle provides two round trips on Tuesday and Thursday, traveling within a one-mile radius of Highway 95 up to Silver Creek Road, in Bullhead City. The service departs from the El Garces Intermodal Transportation Facility at 8:15 a.m. and again at 11:30 a.m., returning at approximately 11:15 a.m. and 2:20 p.m., respectively, dropping passengers at their residences. Prepaid reservation is required no later than 11:00 a.m. the day before taking a trip with round-trip fare for destinations in Fort Mohave of \$9.00 and Bullhead City of \$12.00.
2. **Bus Stop Improvements** – NAT has 33 bus stops for its fixed-route services. Due to extreme weather, this SRTP recommends improving bus stops to include a shelter, bench and trash receptacle. The goal is to improve all 33 bus stops within the NAT service routes.
3. **New Garage and EV Infrastructure** – Construct a new garage shell for DAR vehicles in FY 2025/2026. The installation of EV infrastructures in all garages to accommodate future zero-emission vehicles will begin in FY 2026/2027.
4. **Replacement Vehicles** - Replace aging vehicles and begin introduction of the first zero-emission vehicle to the City of Needles Transit Services. Zero-emission vehicles will be ordered in FY 2028/2029 and put into service in FY 2029/2030.
5. **Fare Pass Technology** - Implement technology to allow app-based fare payment. This will allow riders more flexibility to purchase tickets immediately or for future use.

San Bernardino County Transportation Authority

Transit Committee Agenda Item

September 11, 2025

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Summary of Financial Plan

The total operating and capital expenses for the current five-year period are projected to be \$3,708,382 and \$1,012,980, respectively, to be funded as shown in Table 1 below. Please note that the totals do not match Table 27 of the SRTP. The difference is that some of the funding shown in FY 2025/2026 is from prior years and has been excluded to reflect future needs only.

Table 1 – Revenue Summary by Funding Source (FY 2024/2025-FY 2029/2030)

Fund Source	Total Operating Revenue	Total Capital Revenue
Local Transportation Funds	\$1,699,591	
State Transit Assistance – Op	\$23,901	
State Transit Assistance – Pop	\$1,051,748	\$963,000
Passenger Fares	\$234,968	
Federal Transit Administration (FTA) Section 5311	\$284,179	
Measure I Senior and Disabled	\$119,500	
Low Carbon Transit Operations Program (LCTOP)	\$53,436	
State of Good Repair		\$49,980
Transit and Intercity Rail Capital Program (TIRCP) Senate Bill 125	\$241,059	
Total Revenue	\$3,708,382	\$1,012,980

The approval of the SRTP will result in the authorization to program the proposed five-year operating and capital projects in the Federal Transportation Improvement Program and keep them in compliance with Federal, State and local compliance. Annually, an allocation will be brought to the Transit Committee and Board of Directors prior to any disbursement of these funds.

At this time, staff is recommending that the Transit Committee recommend the Board approve the City of Needles SRTP.

Financial Impact:

This item is consistent with the adopted Budget for Fiscal Year 2025/2026.

Reviewed By:

This item is not scheduled for review by any other policy committee or technical advisory committee.

Responsible Staff:

Nancy Strickert, Transit Manager

Approved
Transit Committee
Date: September 11, 2025

Witnessed By:

Needles Transit Services Short Range Transit Plan Fiscal Year 2025-2030



Final Report



August 2025



San Bernardino County
Transportation Authority

AMMA
TRANSIT PLANNING INC.

Needles Transit Services Short Range Transit Plan

Fiscal Year 2025-2030

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Needles Transit Services Short Range Transit Plan

Fiscal Year 2025-2030

Introduction

This introductory chapter provides the purpose of the Short Range Transit Plan (SRTP) prepared for the City of Needles; the methodologies utilized in the planning process; an overview of existing services, recent developments and recent performance trends; and an overview of the remaining SRTP chapters.

PURPOSE OF THE SHORT RANGE TRANSIT PLAN

The purpose of this SRTP is to guide the City of Needles in its provision of public transportation services over the next five years. The SRTP engages the public and community stakeholders to gather input on transit needs, gaps and satisfaction with existing service, and the plan analyzes current and past performance data. From this input, the SRTP then develops service strategies to improve the City of Needles' public transit and presents funding scenarios to support the plan of action.

The SRTP is a requirement for the City of Needles to remain in compliance with California's Transportation Development Act (TDA) and continue receiving state funds for transit in Needles. This SRTP was developed under sponsorship of the San Bernardino County Transportation Authority (SBCTA) as the Regional Transportation Planning Agency (RTPA) and administrator of transit funding for operators in San Bernardino County.

The City of Needles last developed an SRTP in January 2020, just prior to the onset of the COVID-19 pandemic and the social disruption of California's mandated stay-at-home and social distancing orders. This SRTP considers the transit effects of the pandemic and the following recovery efforts. The SRTP also presents plans for a strong future that enhances mobility for the residents of Needles.

Existing Conditions

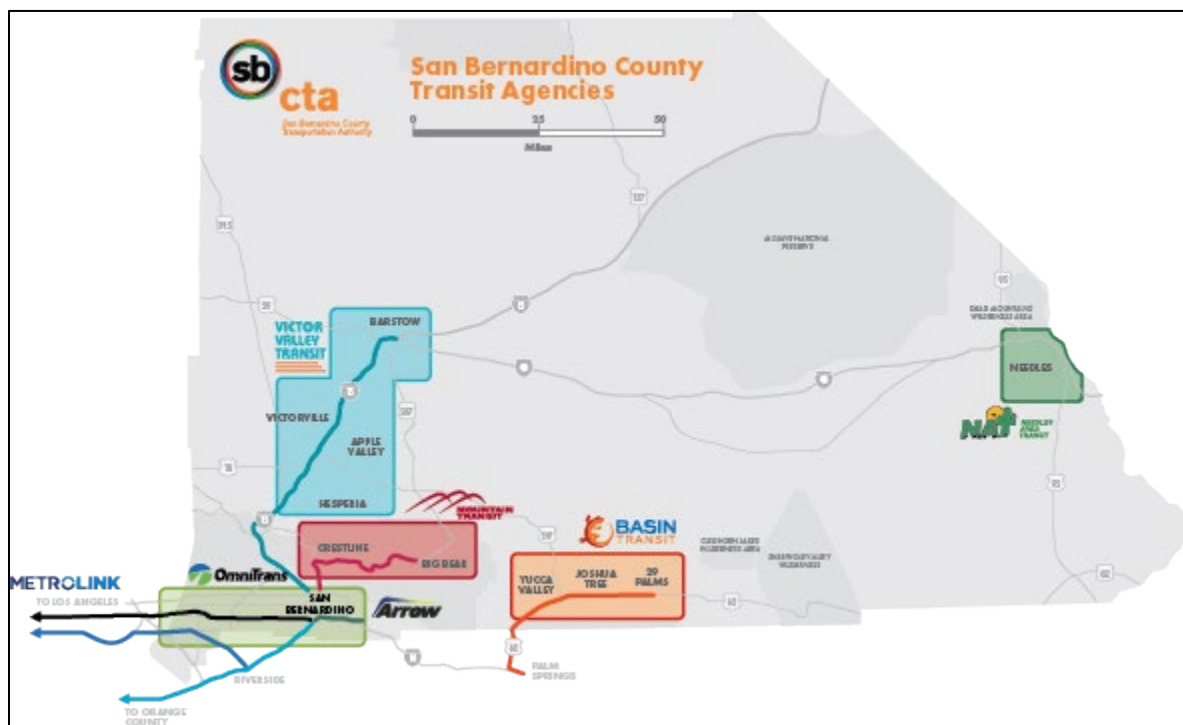
This chapter includes a full review of existing Needles Transit Services (NTS), incorporating a demographic review of the population served, presenting input gathered through a four-part outreach process, an assessment of previously completed studies and an assessment of current and past operating performance.

DESCRIPTION OF THE STUDY AREA

The City of Needles is a rural community on the eastern border of San Bernardino County, along the Colorado River, with a total population of almost 5,000 people. The 30-square-mile community is 175 miles away from the Victor Valley, the nearest urbanized region in the County, and more than 200 miles removed from the county seat in the City of San Bernardino. With scarce resources located within the City of Needles, residents are compelled to travel into Fort Mohave and Bullhead City, Arizona, for shopping, medical purposes and employment (Figure 1).

Interstate 40 traverses Needles east to west with Highway 95 (the Trans-National Highway from Mexico to Canada) providing north-south access. The Burlington Northern Santa Fe Railroad ("BNSF") has a hub at Needles, and Amtrak provides two trains a day, one westbound to Los Angeles and one eastbound to Chicago. Needles Airport is a county-owned, public-use airport in San Bernardino County, which is located five nautical miles south of the central business district of Needles.

Figure 1: Needles Transit and the San Bernardino County Network



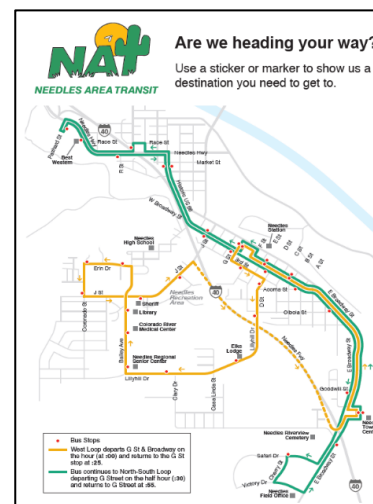
AVAILABLE PUBLIC TRANSPORTATION SERVICES

NTS consists of four programs to meet the mobility needs of the residents. Each program has its own operating days, hours of service, eligibility and required fare.

Needles Area Transit

The Needles Area Transit (NAT) deviated fixed-route bus service operates on a 60-minute headway throughout the City. Route deviations are provided upon request and where there is time availability to pick up or drop off riders within $\frac{3}{4}$ -mile of the fixed route. The service operates between the hours of 7:00 a.m. and 6:55 p.m. Monday through Friday and from 10:00 a.m. to 4:55 p.m. on Saturday. The NAT service is available to the general public.

The route consists of two loops: The West Loop that departs G Street and Broadway on the hour, covering the southwest portion of the City that includes stops for the city offices, senior center, Colorado River Medical Center and the library, arriving back at G Street 30 minutes after the hour. The North-South Loop departs from G Street on the half hour and traverses Broadway Street at both ends of the City and Needles Highway, returning to G Street at 55 minutes past the hour.



Needles Senior Dial-A-Ride Specialized Transportation

The Needles Senior Dial-A-Ride is an origin-to-destination service dispatched out of the Needles Regional Senior Center for persons aged 60 and over and persons with a verified disability. The service covers the entire city limits and operates weekdays between the hours of 9:00 a.m. and 1:15 p.m. Trips are scheduled through the senior center with same-day service.

Needles Dial-A-Ride Medical Service

The Needles Dial-A-Ride Medical Service provides transportation to the general public to Arizona medical facilities, including Valley View Medical Center in Fort Mohave up to Bullhead City medical facilities. The service is available twice weekly, on Tuesdays and Thursdays, departing from the senior center. Reservations are made on a first-come, first-served basis and must be prepaid at the senior center no later than 11:00 a.m. the day prior to the trip. Riders can be picked up at their location for an extra fee.

Needles Shopper Shuttle

The Needles Shopper Shuttle was introduced in July 2019 to offer residents access to major grocery chains in Arizona due to the closure of the City of Needles' single grocery store. The shuttle operates once a week, on Wednesday, traveling from the El Garces to Walmart, Safeway, Smith's and CVS in Fort Mohave. The shuttle leaves El Garces at 8:15 a.m. and returns by 12:30 p.m., dropping off riders at their homes. Reservations must be prepaid at the senior center no later than 11:00 a.m. of the day prior to the trip.

Needles Transit Services Fare Structure

The fare structure for the NTS is presented in Table 1 for all modes. For the deviated fixed-route service, slight discounts are provided to older adults. Currently, all K-12 and college students ride free with valid student identification or class schedule. Fares for specialized transportation services vary, depending on the distance of the trip and the program utilized.

Table 1: Fare Structure of Needles Transit Services

NAT Deviated Fixed-Route Service			
	K-12 & College with a Valid Student ID or Current School Schedule	Adults under the age of 60 and Youth (other than Students)	Seniors aged 60 and over and Persons with Disabilities (with city issued ID)
Regular Route (single fare each boarding)	Free	\$1.35	\$1.25
Deviation Service (single fare each boarding)	Free	\$2.00	\$1.90
Single Boarding Pass		\$1.35	\$1.35
30-ride Punch Pass		\$39.00	
Children aged 5 and under, up to two free per fare-paying adult		Free	
Dial-A-Ride (Senior Shuttle)			
Curb-to-curb transportation for seniors aged 60 and older and persons with a verified disability (per boarding)			\$1.25
Dial-A-Ride Medical Transportation			
Round Trip to Valley View Medical Center, paid in advance			\$6.00
Round Trip north of Valley View to Bullhead City medical facilities, paid in advance			\$12.00
Shopper Shuttle			
Round Trip, paid in advance			\$9.00

The City of Needles currently owns six vehicles: three larger vehicles support the deviated fixed-route service, and three smaller vehicles are used for the three specialized demand response services (Table 2). Several of the current vehicles are at or have already met the useful life benchmark for vehicle age. A replacement schedule for transit vehicles is included in the capital plan of this SRTP.

Table 2: Vehicle Inventory

ID#	VIN	License #	ADA Accessible?	Year and Make	In-Service Date	Useful Life Years	Seating Capacity	Mileage
N-9	03451	1550968	Yes	NAT 2018 Glaval	8/30/2018	5	18	156,146
N-11	27997	1681543	Yes	NAT 2024 Starcraft	12/1/2023	5	18	11,518
N-12	45645	1696042	Yes	NAT 2024 Starcraft	6/28/2024	5	18	2,433
S-3	10858	1146441	Yes	2002 Ford	7/1/2002	7	7	75,697
S-5	18893	1335656	Yes	2009 Starcraft Starlite	7/1/2009	7	7	100,524
S-6	35613	1626392	Yes	2019 Arboc	4/15/2022	7	8	21,334

TRANSPORTATION OPTIONS FROM OTHER PROVIDERS

VVTA TRIP

The Victor Valley Transit Authority (VVTA) is the Consolidated Transportation Services Agency (CTSA) for the rural, mountain and desert communities of San Bernardino County. In this role, VVTA administers the Transportation Reimbursement and Information Program (TRIP), a self-directed, mileage-reimbursement transportation service that complements public transportation. Volunteers, such as friends and neighbors, transport riders to their desired location when no transit options are available.



TRIP is eligible for those who are disabled, frail or unable to drive and are unable to use other forms of available public transportation for their trip purpose. Riders are reimbursed per mile for the trips their volunteers provide and then pay that reimbursement to their volunteer driver. There are no restrictions on the days and times of travel, and trips can include multiple destinations. For riders who do not have a bank account, debit card or credit card, the Fintwist PayCard can be used to deposit reimbursements on the card on the day of payment, eliminating the need to carry cash or deposit checks.

Bullhead Area Transit System

The Bullhead Area Transit System (BATS) provides fixed-route and demand response transportation within the city limits of Bullhead City, Arizona. While BATS does not provide service in the City of Needles, Needles residents can use the BATS system for travel around Bullhead once they have entered their jurisdiction. Service is provided as far south as the Mohave Crossing Shopping Center and as far north as the Laughlin/Bullhead International Airport. The system operates on weekdays from 6:00 a.m. to 7:00 p.m. and Saturdays from 8:00 a.m. to 3:00 p.m.

Amtrak

Amtrak is the intercity rail line that travels throughout the United States with over 500 stations and 21,400 miles of railroad track. Rail passengers can board Amtrak trains in Needles at the El Garces on the Southwest Chief line that has termination points at Union Station in Los Angeles and in Chicago. The Southwest Chief also has stops in Arizona, New Mexico, Colorado, Kansas and Missouri. Rail fares are based on the distance of travel; however, Amtrak offers multi-ride passes on a 6-ride, 10-ride and monthly pass basis. Trains typically depart from Needles at night.

KEY DEMOGRAPHIC CHARACTERISTICS

To better understand the current and potential users of NTS, a review of demographics informs this SRTP to suggest the community's need for public transportation and population-based impacts for future transit demand. The data presented in this section indicates population trends and changes in population characteristics for the City of Needles, San Bernardino County and California at intervals between 2000 and 2022.

The population of Needles has fluctuated over the years, with a slight increase from 2000 to 2016, followed by a slight decrease in 2020 and 2022 (Table 3). The population density (population per square mile) has also varied, decreasing from 2000 to 2010, followed by small fluctuations in later years. This contrasts with San Bernardino County, where the population has shown consistent growth from 2000 to 2022, with the highest percentage increase between 2000-2010 and a steady increase of population density over the years. The state's population has been steadily increasing, with the highest percentage increase in 2000-2010. Population density has shown a general upward trend, with a decrease between 2020 and 2022.

Table 3: Population Change from 2000 to 2022

City of Needles					
	2000	2010	2016	2020	2022
Population	4,830	4,844	4,945	4,931	4,895
Percent Change from Previous Year		0.3%	2.1%	-0.3%	-0.7%
Square Miles	29.8	30.8	30.8	30.8	31.08
Population/Square Mile	162.1	157.3	157.3	160.1	157.5
San Bernardino County					
	2000	2010	2016	2020	2022
Population	1,709,434	2,035,210	2,106,754	2,181,654	2,193,656
Percent Change from Previous Year		19.1%	3.5%	3.6%	0.6%
Square Miles	20,052	20,056	20,057	20,057	20,105
Population/Square Mile	85.3	101.5	105.0	108.8	109.1
California					
	2000	2010	2016	2020	2022
Population	33,871,648	37,253,956	39,029,342	39,538,223	39,029,342
Percent Change from Previous Year		10.0%	4.8%	1.3%	-1.3%
Square Miles	155,959	155,779	155,779	155,792	163,696
Population/Square Mile	217.2	239.1	250.5	253.8	238.4

Note: 2000 data from 2000 Census Summary File (SF) 1, DP-1.

Note: 2010 data from 2010 Census Summary File (SF) 1, DP-1.

Note: 2016 data from 2012-2016 American Community Survey, 5-Year estimates, DP05.

Note: 2020 data from 2016-2020 American Community Survey, 5-Year estimates, DP05

Note: 2022 data from 2018-2022 American Community Survey, 5-Year estimates, DP05.

The median age in the City of Needles has shown a consistent upward trend from 2000 to 2022, increasing from 39.0 to 48.8 years, with the 25% increase suggesting a city population that is

aging in place (Table 4). The County's median age also has been increasing over the years, but at a slower rate, increasing from 30.3 in 2000 to 34.4 in 2022. The State's median age has been on the rise as well, showing a steady increase from 33.3 in 2000 to 37.9 in 2022. Overall, the data indicates an aging trend for the City of Needles that is considerably older than both the County and the State.

Table 4: Median Age from 2000 to 2022

Location	2000	2010	2016	2020	2022
City of Needles	39.0	39.3	41.7	44.4	48.8
San Bernardino County	30.3	31.7	32.7	34.9	34.4
California	33.3	35.2	36.0	37.5	37.9

Note: 2000 data from 2000 Census Summary File (SF) 1, DP-1.

Note: 2010 data from 2010 Census Summary File (SF) 1, DP-1.

Note: 2016 data from 2012-2016 American Community Survey, 5-Year estimates, DP05.

Note: 2020 data from 2016-2020 American Community Survey, 5-Year estimates, DP05

Note: 2022 data from 2018-2022 American Community Survey, 5-Year estimates, DP05.

Table 5 analyzes the percentage of seniors (age 65 and over) in the total population of the City of Needles, San Bernardino County and the State of California between 2000 and 2022. The percentage of seniors in Needles has shown an overall increasing trend, rising from 16.3% in 2000 to 21.6% of the total city population in 2022. This is a greater increase than that of the County's gradual increase and the steady State increase over the same period.

Table 5: Older Adults as Percent of Total Population from 2000 to 2022

Location	2000	2010	2016	2020	2022	2022 Population
City of Needles	16.3%	16.4%	21.2%	17.5%	21.6%	4,895
San Bernardino County	8.5%	8.4%	10.4%	11.5%	11.8%	2,193,656
California	10.6%	10.9%	12.8%	14.3%	15.0%	39,029,342

Note: 2000 data from 2000 Census Summary File (SF) 1, DP-1.

Note: 2010 data from 2006-2010 American Community Survey, 5-Year estimates, DP05.

Note: 2016 data from 2012-2016 American Community Survey, 5-Year estimates, DP05.

Note: 2020 data from 2016-2020 American Community Survey, 5-Year estimates, DP05.

Note: 2022 data from 2018-2022 American Community Survey, 5-Year estimates, DP05.

The City of Needles has experienced persistent high poverty rates, significantly exceeding both County and State averages (Table 6). This suggests underlying socioeconomic challenges specific to the area that may differ in other settings. Poverty rates fluctuated but remained relatively high throughout the period analyzed. The rate was 26.1% in 2000, decreased to 24.9% in 2016 and then increased to 29.3% in 2022. While the rate of increase over the past two decades is low, the percentage of total population living in poverty is significantly higher than the County's 13.4% and the State's 12.2% in 2022, respectively.

Table 6: Low-Income Populations as Percent of Total Population from 2000 to 2022

Location	2000	2010	2016	2020	2022	2022 Population
City of Needles	26.1%	26.1%	24.9%	29.3%	29.3%	4,895
San Bernardino County	15.8%	14.8%	19.1%	15.0%	13.4%	2,193,656
California	14.2%	13.7%	15.8%	12.6%	12.2%	39,029,342

Note: 2000 data from 2000 Census Summary File (SF) 3, DP-3.

Note: 2010 data from 2006-2010 American Community Survey, 5-Year estimates, DP03.

Note: 2016 data from 2012-2016 American Community Survey, 5-Year estimates, DP03.

Note: 2020 data from 2016-2020 American Community Survey, 5-Year estimates, DP03.

Note: 2022 data from 2018-2022 American Community Survey, 5-Year estimates, DP03.

Housing trends in the City of Needles presented in Table 7 examine key indicators, such as total housing units, vacancy rates, occupancy rates and household sizes. The total number of housing units increased between 2000 to 2010, followed by a decline from 2016 to 2022. The recent decline is expected to be offset by new city developments at the planned River Lux Resort, Rustic Acres Housing Community and the Fenders River Road Resort over the next two years.

Needles' vacancy rate has experienced significant fluctuations, peaking in 2010 at 33.70% and then declining to 26.98% in 2022. The occupancy rate followed an inverse trend to the vacancy rate, with a low point in 2010 and a gradual increase thereafter. The proportion of owner-occupied units has remained relatively stable, while renter-occupied units have fluctuated. Average household size has generally decreased over the analyzed period for both owner-occupied and renter-occupied units.

Table 7: Housing Trends from 2000 to 2022

	City of Needles				
	2000	2010	2016	2020	2022
Total Housing Units	2,551	2,895	2,992	2,856	2,761
Percentage Change in Housing Units		13.5%	3.4%	-4.5%	-3.3%
Vacant Housing Units	611	977	931	897	745
Vacancy Rate	24.00%	33.70%	31.10%	31.41%	26.98%
Occupied Housing Units	1,940	1,918	2,061	1,959	2,016
Occupancy Rate	76.00%	66.30%	68.90%	68.59%	73.02%
Owner-occupied Housing Units	1,104	1,015	1,123	1,105	1,162
Renter-occupied Housing Units	836	903	938	854	854
Average Household Size of Owner-occupied	2.48	2.54	2.61	2.63	2.51
Average Household Size of Renter-occupied	2.49	2.5	2.15	2.41	2.32

Note: 2000 data from 2000 Census Summary File (SF) 1, DP-1.

Note: 2010 data from 2010 Census Summary File (SF) 1, DP-1.

Note: 2016 data from 2012-2016 American Community Survey, 5-Year estimates, DP04.

Note: 2020 data from 2016-2020 American Community Survey, 5-Year estimates, DP04.

Note: 2022 data from 2018-2022 American Community Survey, 5-Year estimates, DP04.

The median household income in the City of Needles, San Bernardino County and California all increased between 2000 and 2022, as shown in Table 8. However, the rate of increase for the City of Needles was lower than both the County and the State. Median household income for the City increased from \$26,108 in 2000 to \$38,368 in 2022, an increase of 47% over that period. In contrast, the household income for San Bernardino County has increased by 88% over the same period and is more than twice the household income of Needles in 2022.

Table 8: Median Household Income from 2000 to 2022

Location	2000	2010	2016	2020	2022
City of Needles	\$26,108	\$31,226	\$34,214	\$33,265	\$38,368
Percent Change from Previous Year		19.60%	9.57%	-2.8%	15.3%
San Bernardino County	\$42,066	\$55,845	\$54,469	\$65,761	\$79,091
Percent Change from Previous Year		32.8%	-2.5%	20.7%	20.3%
California	\$47,493	\$60,883	\$63,783	\$78,672	\$91,551
Percent Change from Previous Year		28.2%	4.8%	23.3%	16.4%

Note: 2000 data from 2000 Census Summary File (SF) 3, DP-3.

Note: 2010 data from 2006-2010 American Community Survey, 5-Year estimates, S1901.

Note: 2016 data from 2012-2016 American Community Survey, 5-Year estimates, S1901.

Note: 2020 data from 2016-2020 American Community Survey, 5-Year estimates, S1901.

Note: 2022 data from 2018-2022 American Community Survey, 5-Year estimates, S1901.

The percentage of households with at least one vehicle is higher in the City of Needles and San Bernardino County compared to the State average while the County has the highest percentage of households with three or more vehicles (Table 9). The City of Needles' percentage of households without a vehicle is reported as much lower than County and State proportions, although areas with higher rates of poverty typically have less access to vehicles. This suggests some uncertainty in the census sampling size and its margin of error. The American Community Survey (ACS) estimates are based on data from a sample of housing units and people in that population, not the full population.

Table 9: Access to a Vehicle in 2022

	City of Needles	San Bernardino County	California
Estimates (16 and over by household)	1,480	975,814	18,612,464
No Vehicle Available	0.5%	2.3%	3.4%
1 Vehicle Available	23.1%	12.8%	19.0%
2 Vehicles Available	37.6%	34.0%	37.5%
3 or more Vehicles Available	38.9%	50.9%	40.1%

Note: 2022 data from 2018-2022 American Community Survey, 5-Year estimates, S0801.

Table 10 analyzes the primary modes of transportation used by working-age individuals aged 16 and older in 2022. The data indicates a strong reliance on personal vehicle use for commuting in all three regions, with a particular emphasis on single-vehicle commutes in Needles where 86% of the population drives alone. The limited reported use of public transportation in Needles highlights an opportunity for public transportation to increase its mode share, especially for those without access to a personal vehicle. The more recent trend of teleworking from home post-pandemic is less prevalent in Needles compared to the County and the State, highlighting the differences in the job market for this community.

Table 10: Travel to Work Characteristics, 2022

	Needles	San Bernardino County	California
Working Population (Age 16 +)	1,480	875,814	18,612,464
Drove Alone	85.5%	74.4%	75.3%
Carpool/Vanpool	8.0%	10.9%	9.8%
Public Transportation	0.0%	0.8%	2.7%
Walk	2.1%	1.5%	2.4%
Bicycle	0.0%	0.2%	0.7%
Taxicab, motorcycle or other means	0.3%	1.3%	1.7%
Worked at home	4.1%	11.0%	17.2%

Note: 2022 data from 2018-2022 American Community Survey, 5-Year estimates, S0801.

Labor force trends in the City of Needles from 2000 to 2022 are reported in Table 11 and focus on key indicators, such as the population aged 16 and over, labor force participation rate,

employment, unemployment and armed forces participation. The City of Needles has experienced a decline in labor force participation over the analyzed period, which could be attributed to various factors, including demographic changes for older adults and persons with disabilities that have exited the labor force or discouraged workers that are no longer seeking employment.

The percentage of the population aged 16 and over in the labor force has shown a significant decline from 50.1% in 2000 to 42.8% in 2022 while the number of employed individuals fluctuated over the analyzed period, with a noticeable decline between 2016 and 2020. The unemployment rate peaked at 7.1% in 2010, returned to 3% in 2016 and was estimated at 6% in 2022.

Table 11: Employment Status of Adult Population

City of Needles					
	2000	2010	2016	2020	2022
Population 16 Years and Over	3,687	3,861	3,824	3,853	4,091
Number in Labor Force	1,848	1,994	1,757	1,620	1,750
Percent in Labor Force	50.1%	51.6%	45.9%	42.0%	42.8%
Civilian Labor Force	1,837	1,994	1,757	1,617	1,747
Employed	1,728	1,721	1,641	1,465	1,501
Unemployed	109	273	116	152	246
Percent Unemployed	3.0%	7.1%	3.0%	3.9%	6.0%
Armed Forces	11	0	0	3	3
Not in Labor Force	1,839	1,867	2,067	2,233	2,341

Note: 2000 data from 2000 Census Summary File (SF) 3, DP-3.

Note: 2010 data from 2006-2010 American Community Survey, 5-Year estimates, DP03.

Note: 2016 data from 2012-2016 American Community Survey, 5-Year estimates, DP03.

Note: 2020 data from 2016-2020 American Community Survey, 5-Year estimates, DP03.

Note: 2022 data from 2018-2022 American Community Survey, 5-Year estimates, DP03.

PREVIOUS PLANNING STUDIES

Two past studies of the Needles' environment are of relevance to this SRTP.

Needles Transit Services Short Range Transit Plan, January 2020

The City of Needles' most recent SRTP presented 15 recommendations in the context of a Financially Constrained scenario and an Unconstrained scenario. Summarized in Table 12, brief comments as to the work undertaken in the intervening four years are included.

Table 12: Status of Recommendations from Previous 2020-2025 SRTP

Constrained Scenario Recommendations	Status
Service to Fort Mohave and Arizona – Ft. Mohave/Bullhead Limited Stop Pilot	Scheduled for Implementation in Summer 2025
Bus Stop Implementation Program	Completed as recommended and ongoing
Zero-Emission Bus Rollout Plan	Deferred
Replacement Vehicle	Acquired 2 Fixed-Route Vehicles (November 2023 & June 2024) and Acquired 1 Dial-A-Ride Vehicle (2022)
Unconstrained Scenario Recommendations	Status
Sunday Service	Deferred
Operate NAT Weekday Service Later than 7:00 p.m.	Deferred
Operate NAT Saturday Service Later than 5:00 p.m.	Deferred
Access to Jobs in Arizona	Deferred
Expand Dial-A-Ride Service Hours	Completed in October 2022; rescinded in 2025
Improve Service to Barstow and Victorville	Promotion through the Department of Aging and Adult Services (DAAS) for the Victor Valley Transportation Authority's Transportation Reimbursement and Information Program (TRIP) mileage reimbursement
Improve Health Care Access to San Bernardino Valley	Promotion through DAAS of TRIP mileage reimbursement
Procure Small System Dispatching Software	Deferred

Attachment: Needles SRTP DRAFT-FINAL 080425 (10766 : Needles SRTP)

Coordinated Public Transit-Human Services Transportation Plan for San Bernardino County, 2021 Update

This Plan focuses on the mobility needs and gaps of older adults, persons with disabilities, persons of low-income, including children, and military veterans. Prepared during the early period of the COVID-19 pandemic, it was impacted by the stay-at-home orders with the result that all outreach was conducted virtually.

Stakeholder agencies participating from Needles included: Palo Verde College and County agencies with responsibility for Needles' residents that included California Children's Services Department of Public Health; In-Home Supportive Services; Department of Aging and Adult Services; San Bernardino County Veterans Services; and Senior Information and Assistance, Department of Aging and Adult Services.

Findings Related to Needles' Area Mobility Needs

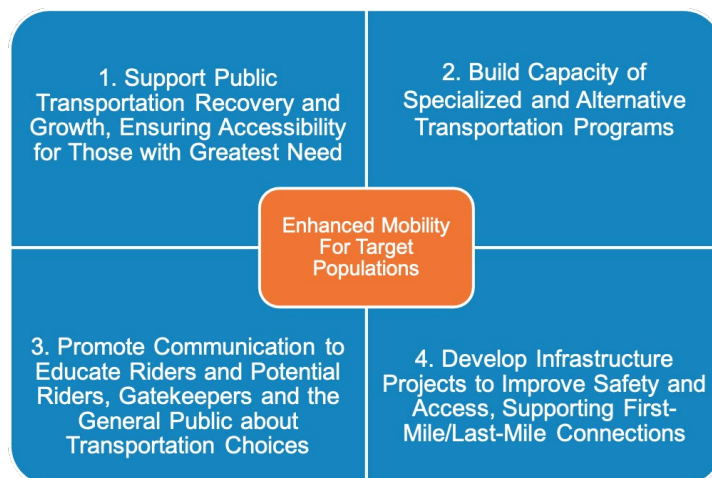
- Extend days and hours of NAT operation.
- Palo Verde College students attend classes through weekday evenings, as late as 9:00 p.m. While some classes are on interactive video conferencing, some still invite on-site student participation and unavailable transportation can be a barrier.
- Individuals need to make long trips across regions and counties.
- Individuals supported by the Inland Regional Center (IRC) have challenges getting from the High Desert and Colorado River area to the San Bernardino Valley.
- Veterans living in the High Desert and Colorado River area need to get to the Loma Linda Veterans Administration.
- Needles area residents need to travel to Loma Linda Medical Center.
- Crossing county and state lines can be a big challenge (e.g., San Bernardino into Riverside; San Bernardino into Arizona).
- There are hard-to-serve areas within the County and pockets of need.
- There are remote, rural areas that transit cannot serve where mobility needs exist.
- There is the need for specialized transportation for medically compromised, older adults and persons with disabilities.
- Public transit (fixed route) is not an appropriate or realistic means of transportation for some persons with disabilities or some with medical or mental health conditions.
- Agencies reported that many individuals cannot wait in the sun or cannot wait alone for the bus due to their age, medical condition or disability.
- Long trips on transit vehicles can be challenging or impossible for some people.
- Low-income individuals have continual need for fare assistance, subsidies and mileage-reimbursement programs.
- Many riders rely upon bus pass programs, vouchers or mileage-reimbursement programs to make trips, including Department of Aging and Adult Services-distributed or via the

successful Transportation Reimbursement and Information Program (TRIP) volunteer program.

Coordinated Plan Goals, Strategies and Projects of Relevance to Needles

The 2021 Coordinated Plan articulated four goals to enhance the mobility of its target groups (Figure 2).

Figure 2: Vision and Goals of 2021 Public Transit-Human Service Transportation Plan for San Bernardino County



Twenty-three strategies support the four 2021 Coordinated Plan goals, some of which have relevance to Needles and the relatively small scale of its transportation programs. Fifteen of these strategies that could positively impact Needles' public transportation or enhance the mobility of Needles' residents are presented in the following tables.

For Needles public transportation, the Goal 1 selected strategies presented in Table 13 underscore improving the rider experience by supporting riders' trip-making through connections into Arizona, by maintaining or expanding the existing span-of-service and by continuing attention to the reliability of services. They also speak to protecting fare subsidies to keep fares low for low-income riders and for developing partnerships that can help to do so.

Table 13: Selected Goal 1 Strategies — 2021 Coordinated Plan Relevant to Needles Public Transportation

Strategy (selected)	Goal 1: Support Public Transportation Recovery and Growth
1.3	Improve riders' connectivity within and between fixed-route bus services, between modes and between counties' public transit systems.
1.4	Maintain and expand public transit's span-of-service to increase weekend hours and early morning/late evening service, to the greatest extent possible.
1.6	Improve transit reliability — for all modes — and support rider-facing technology, promoting interoperable technology solutions to aid travelers across modes.
1.7	Secure and protect fare subsidies for transit.
1.8	Promote partnerships to support and encourage mobility solutions.

The relevant Goal 2 strategies of Table 14 address the concept of strong specialized transportation that can fill mobility gaps that public transportation cannot. Addressing the long-distance trips involved in traveling from Needles to the San Bernardino Valley or the somewhat shorter distance of trips into Arizona may be areas where a specialized transportation program could be useful. At present, there are no specialized transportation providers in the Greater Needles area other than NTS, although the Fort Mojave Indian Tribe may well have transportation capabilities that could be considered specialized transportation and could be eligible for some of the fund sources directed to such programs.

Table 14: Selected Goal 2 Strategies — 2021 Coordinated Plan Relevant to Needles Public Transportation

Strategy (selected)	Goal 2: Build Capacity of Specialized and Alternative Transportation Programs
2.1	Specialized transportation capacity should be increased.
2.2	Funding for operations, technology, vehicles and other equipment for specialized transportation programs should be identified and promoted.
2.3	Long-distance trip solutions should be developed and promoted to assist persons traveling long distances.
2.5	Travel training for prospective riders should be available and promoted.

Goal 3's priority is to educate riders and potential riders about the transportation choices that exist, and a broad array of activities support this in the full 2021 Coordinated Plan document. Selected Goal 3 strategies of Table 15 promote education-oriented activities, including attention to technology tools of relevance to Needles' area transportation, despite its small

size. Promotion and education about safety on transit, as well as promoting transit technology tools on websites and elsewhere are important to growing transit use.

Table 15: Selected Goal 3 Strategies — 2021 Coordinated Plan Relevant to Needles Public Transportation

Strategy (selected)	Goal 3: Promote Communication to Educate Riders and Potential Riders, Gatekeepers and the General Public About Transportation Choices
3.1	Educate the public on safety and security measures taken on public and alternative transportation.
3.2	Use technology information tools to promote and educate the public on transit, ensuring that websites and social media are kept current.

All Goal 4 strategies are represented in Table 16, as they each remain important to supporting the infrastructure necessary to safely operate public transportation. These will include continuing to enhance bus rider facilities, such as bus stops; promoting first-mile/last-mile connections, which are mostly sidewalks in Needles; procuring on-board safety equipment, as needed; and collaborating with key partners around zero-emission bus rules.

Table 16: Selected Goal 4 Strategies — 2021 Coordinated Plan Relevant to Needles Public Transportation

Strategy	Goal 4: Develop Infrastructure Projects to Improve Safety and Access, Supporting First-Mile/Last-Mile Connections
4.1	Target and enhance bus passenger facilities at locations of greatest need to improve safety, comfort and accessibility.
4.2	Improve travel safety and promote first-mile/last-mile connections to public transportation by building more sidewalks and bike paths, particularly in areas of high use or where high accident rates occur.
4.3	Procure supplies and install equipment to support personal safety or provide in-vehicle protections that ensure safe environments and instill rider confidence.
4.4	Collaborate with operators to fulfill requirements related to emissions.

Community Engagement

APPROACH

During November 2023 and January 2024, the consultant team conducted a robust outreach process to invite input from riders, stakeholders and the broader community about their perceptions of NTS and their preferences for potential improvements.

Community Engagement opportunities included:

Stakeholder Interviews — November 2023

The consultant team met with key employers, human and social services, trip generators and agencies that represent riders. These interviews focused on how clients are currently served by NTS, what service changes would improve service, what coordination opportunities exist and upcoming changes that might impact travel patterns.

Community Open House — November 2023

The entire community of Needles was invited to attend a widely promoted, interactive workshop at the Senior Citizens Center. Participants were invited to talk to the consultant team and City staff, vote on improvement preferences and share comments about transit services.

On-Board Rider Survey — November 2023

Surveyors rode the bus on a Wednesday in November to survey all riders about the current trips, rating various aspects of NAT service and potential improvements.

Household Survey — January 2024

All residents within the City of Needles were mailed a survey questionnaire with their utility bill. The survey could be returned by mail or completed online.

Participating Stakeholder Agencies
City of Needles
Needles Chamber of Commerce
Needles Unified School District
Palo Verde College
San Bernardino County Department of Behavioral Health
Transportation Concepts (NTS contractor)
TURN – Needles Center for Change



KEY THEMES FROM STAKEHOLDERS

Stakeholders were also asked to promote the survey to their clients and networks. The survey focused on perceptions of transit services and preferences for future investment.

Agency stakeholders provided their perspective on the following topics:

Bus stop amenities are needed.

- Signage is faded and hard to read.
- Lighting is needed at bus stops and on dark streets.
- Multiple reports of people feeling unsafe.
- Lights needed at all bus stops. (Explore solar lighting.)
- Lights needed on Needles Highway underpass.
- Trash cans are needed at bus stops.
- Multiple reports that stops are full of trash.
- Q Street stop reported as always littered.
- Benches and shelters at all stops requested.

Improved information and marketing are needed.

- Short-term, easy-to-achieve improvement.
- Multiple reports that information must be accessible, easy-to-understand and capture interest.
- Multiple agencies are enthusiastically willing to help promote transit information.
- Mixed awareness of Dial-A-Ride (DAR) Medical service.
- Low awareness of Shopper Shuttle and who can ride.
- Interest in travel training events to teach people how to ride; remove fear.
- Palo Verde College Needles Center
- Needles Unified School District

Transportation beyond Needles for medical, shopping and employment is needed.

- Continuing and developing transportation needs and gaps.
- Medical and dental in Arizona, Barstow, Victorville and San Bernardino. Potential increased need for pharmacy trips to Arizona or farther.
- Grocery shopping in Arizona.
- Jobs in Arizona.

New housing developments may increase demand for transportation.

- The City of Needles has plans to revitalize the downtown area as part of the City Council General Plan.

- Development of new River Lux Resort; mixed-use development, groundbreaking and completion timeframe to be determined.
- Planned development of the Rustic Acres Housing Community.

KEY THEMES FROM THE COMMUNITY OPEN HOUSE

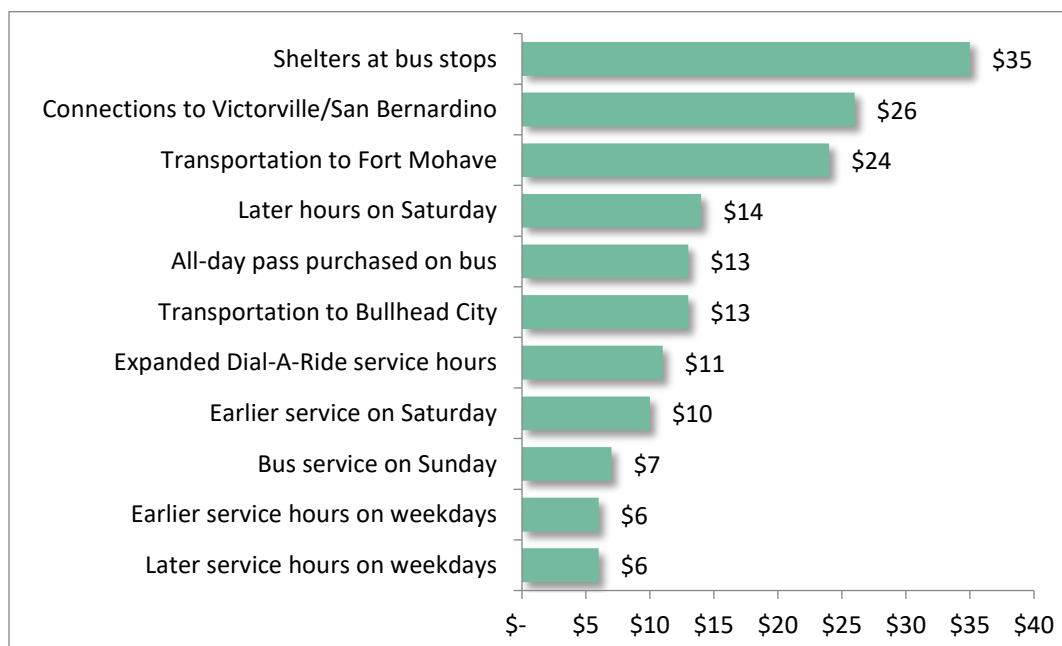
Top Improvements

Participants used play money to “vote” on their preferred improvements for transit services. Figure 3: Votes for Improvements at SRTP Community Open House presents results for all improvements. The top three preferred improvements were:

- Shelters at bus stops with 35 votes (\$1 = 1 vote)
- Connections to Victorville/San Bernardino with 26 votes
- Transportation to Fort Mohave with 24 votes



Figure 3: Votes for Improvements at SRTP Community Open House



ADDITIONAL COMMENTS FROM THE COMMUNITY OPEN HOUSE

Attendees also provided comments about where stops are needed, where routes should be served and what other improvements are needed. Summary comments follow.

Service Area/Route

- NAT should turn on Desnok from Broadway at 0:23 and 0:53.
- Add a route to serve Cibola.
- NAT needs to come up the hill more often.

Frequency

- Use two different buses, one for each loop.
- Shorten loop routes for time, if possible.

Service Hours

- 8 a.m. start time for NAT on Saturday for shopping.
- Need Dial-A-Ride to start earlier and stay later.

Amenities, Stops and Safety

- Need trash cans at bus stops. They can get very dirty.
- Need lights at stops. There are safety issues at the stop at Q Street. It can get dark, and people hang out there.
- Need a phone application with a bus tracker.

Additional Bus Stops Needed

- Needles High School
- At Best Western
- New park at 1st Beach
- JSP Walking Trail

FINDINGS FROM THE ON-BOARD RIDER SURVEY

Rider surveys were completed by 41 riders on Needles Area Transit deviated fixed-route service during one day in November 2023.

About the Respondents

All age ranges were represented:

- 17 and under 5%
- 18 to 24 26%



How can NAT and Dial-a-Ride move you better?

Tell us what you think!

Spend your \$\$ (prop money) on the improvements that matter to you.

You can put \$\$ towards one improvement or divide it between several improvements that you care about.



NEEDLES
DIAL-A-RIDE
SERVICES



cta



NEEDLES AREA TRANSIT



Needles Transit Services Short Range Transit Plan, 2025-2030

- 25 to 34 18%
- 35 to 54 23%
- 55 to 64 13%
- 65 to 74 13%
- 75 and over 3%

One-third of respondents (33%) use NAT six days a week. For three respondents, it was their first time riding. Additional transit usage and mobility characteristics of respondents include:

- 44% of respondents have a driver's license.
- 81% of respondents did not have a vehicle available to make their trips.
- 34% of riders were long-term and had been riding NAT since 2015 or earlier. Almost a quarter (24%) started riding in 2023.
- The most common trip purpose was shopping, reported by 43% of respondents. Other trip purposes included: work for 24% of respondents and medical and recreational trips for 19% of respondents.
- Most respondents have used other NTS or transit services, including:
 - Dial-A-Ride: 47%
 - Shopper Shuttle: 40%
 - Taxi (VVTAT/Tripps): 20%
 - Amtrak: 20%
 - Dial-A-Ride Medical: 7%

NEEDLES AREA TRANSIT PASSENGER SURVEY
Please help us improve Needles Area Transit by completing this survey. Circle, check or PRINT your answers.

1. In what year did you first start riding Needles Area Transit? (circle one)
2023 2022 2021 2020 2019 2018 2017 2016 2015 or before

2. In the past seven days, how many days have you ridden the bus?
1 2 3 4 5 6 First time ever riding

3. What is the main purpose of your trip today?
☐ Work ☐ Social Service Appt
☐ School/College ☐ Recreation
☐ Shopping ☐ Long Distance Travel
☐ Medical Appt. ☐ Other

4. In the past 90 days, what other transportation services have you used in the Needles area?
☐ Dial A Ride (DART) ☐ Shopper Shuttle ☐ Amtrak
☐ DART Medical ☐ Taxi (VVTAT/Tripps) ☐ Greyhound

5. How do you get information about bus routes and schedules?
☐ Transit Agency Website ☐ Called on the phone
☐ Printed Schedules ☐ Ask the Bus Driver
☐ Display at Bus Stop ☐ Friends or Family
☐ Smartphone app/Google Maps ☐ Social Media

6. In the past six months have you seen any advertising for this bus service?
☐ Yes ☐ No

7. Do you remember where you saw the advertising? (print)

8. How important is bus service into Fort Mohave to you? (circle one)
Not Important 1 2 3 4 5 6 7 Very Important

9. How important is bus service into Bullhead City to you? (circle one)
Not Important 1 2 3 4 5 6 7 Very Important

10. What types of trips would you travel to Fort Mohave/Bullhead City for?
☐ Shopping ☐ Medical appointments ☐ Connect to Greyhound
☐ Recreation ☐ School/College ☐ Other

11. How old are you?
12. Do you have a valid driver's license? ☐ Yes ☐ No

13. Was a vehicle available for your use to make this trip? ☐ Yes ☐ No

14. Please rate your experience with Needles Area Transit
RATE Needles Area Transit ☐ 1=poor ☐ 5=excellent

A. Courtesy & helpfulness of the bus drivers	1	2	3	4	5
B. Feeling of safety on the bus and at bus stop	1	2	3	4	5
C. How often your bus is on time	1	2	3	4	5
D. How frequently your bus runs	1	2	3	4	5
E. Comfort of the vehicle	1	2	3	4	5
F. Operating hours of the service	1	2	3	4	5
G. Ease of making deviated service requests	1	2	3	4	5
H. Cost of bus fares	1	2	3	4	5
I. The places you can go on the bus	1	2	3	4	5
J. Overall, how do you rate Needles Area Transit	1	2	3	4	5

15. Please rate how important these improvements would be to you.
RATE the importance to you ☐ 1=not important ☐ 5=very important

A. Operate bus service on Sundays	1	2	3	4	5
B. Operate service earlier than 7am on weekdays	1	2	3	4	5
C. Operate service later than 7pm on weekdays	1	2	3	4	5
D. Operate service earlier than 10am on Saturday	1	2	3	4	5
E. Operate later than 5pm on Saturday	1	2	3	4	5
F. Unlimited all-day pass you can buy on the bus	1	2	3	4	5
G. Provide more shelters at bus stops	1	2	3	4	5
H. Buses come every 30 minutes during peak hours	1	2	3	4	5
I. Connections to Victorville/San Bernardino	1	2	3	4	5

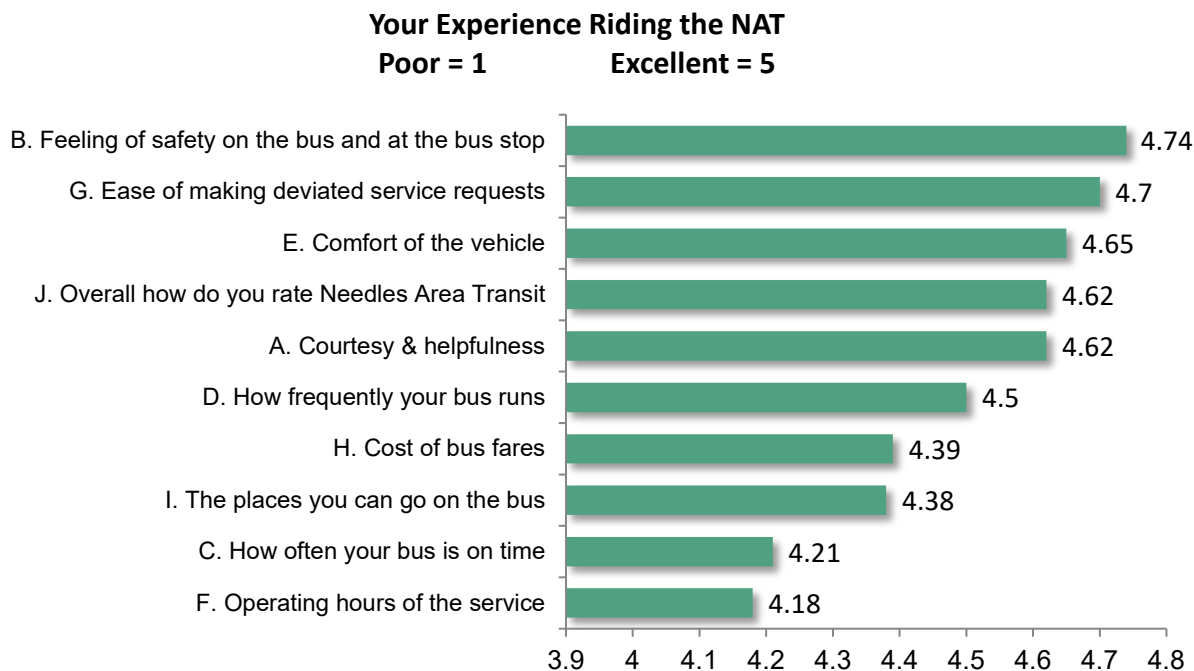
16. If only one improvement could be made from Question 15 above, which is the most important?
(circle one) A B C D E F G H I

17. How can Needles Area Transit serve you better?

Ratings of Needles Area Transit Service Characteristics

Respondents were asked to rate 10 aspects of NAT customer experience and service on a five-point scale, from “poor” to “excellent.” Figure 4 presents these ratings. Rider responses were predominantly positive, with every category leading with “excellent” ratings. Very few categories had ratings of “poor.” However, **How often the bus is on time**, the **places you can go**, and **cost of bus fare** show slightly lower ratings. For example, 8% of respondents rated **operating hours of service** as “poor.” The feeling of **safety, courtesy and helpfulness**, and **ease of making deviated service requests** received the highest overall ratings.

Figure 4: Please Rate Your Experience with Needles Area Transit



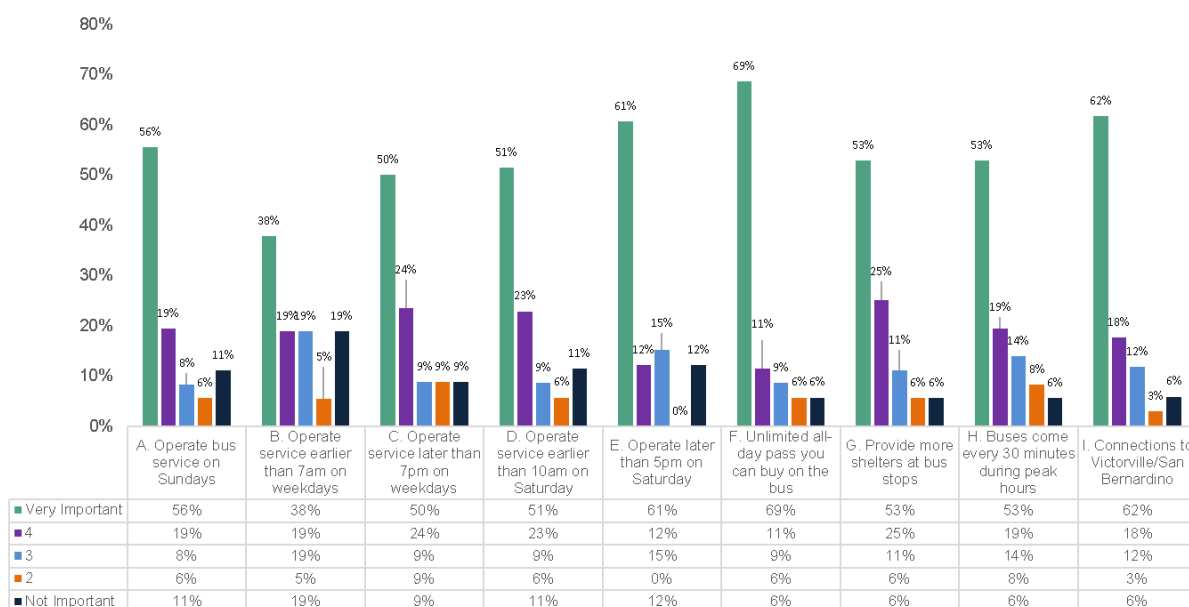
Ratings of Potential Improvements

Riders were presented nine service improvements and were asked to rate the improvements on a five-point scale, ranging from “not important” to “very important.” Outcomes are presented in Figure 5. “Very important” ratings are presented in green.

The highest ratings were awarded to ***unlimited all-day pass you can buy on the bus*** (rated very important by 69%), ***connections to Victorville and San Bernardino*** (rated very important by 62%) and ***operate later on Saturday*** (rated very important by 61%).

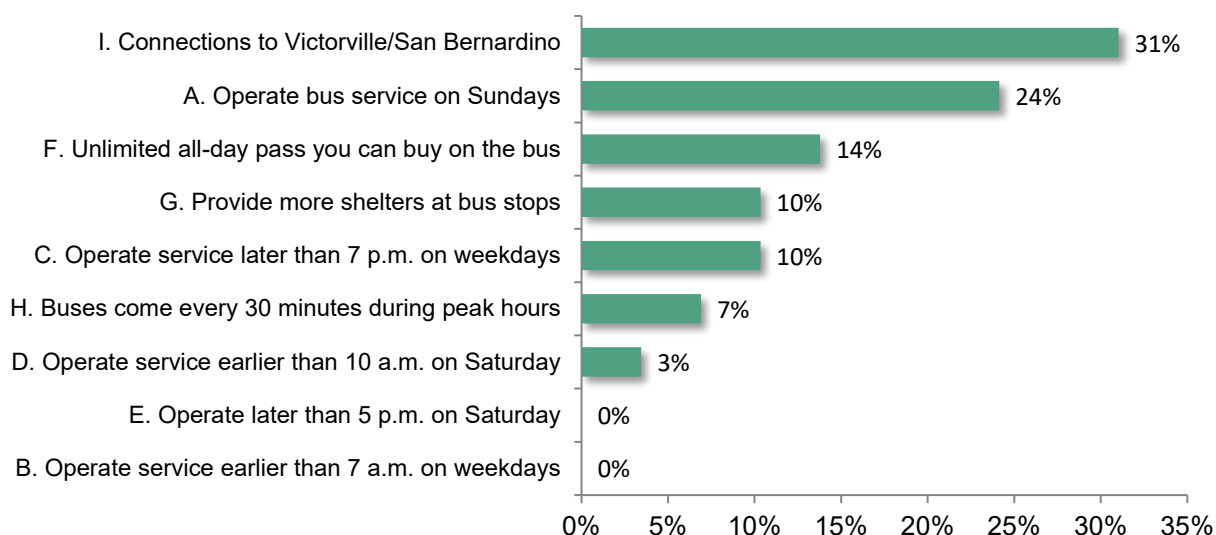
The lowest rated improvement was ***operating service earlier on weekdays***, rated “not important” by 19% and “very important” by 38% of respondents.

Figure 5: Rate How Important These Improvements Would Be to You



When asked to narrow their improvement choice down to a single most important option, 31% of riders selected **connections to Victorville and San Bernardino** followed by **operate bus service on Sundays** at 24% (Figure 6). An **all-day bus pass that could be purchased on a bus** was supported by 14% percent of respondents. When selecting the most important improvement, no riders selected **operating services earlier on weekdays** or **operate later on Saturday**.

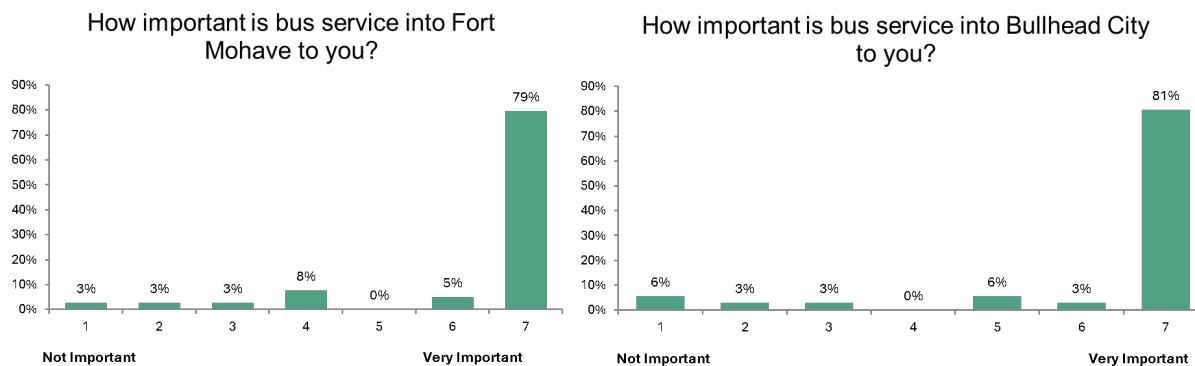
Figure 6: If Only One Improvement Could Be Made, Which Is the Most Important?



Riders onboard the vehicles were also asked to rate how important service into Fort Mohave and Bullhead City, Arizona, was to them, scaling from Very Important to Not Important.

Approximately 80% of riders indicated that service into Arizona was **very important** to them, for both Fort Mohave and Bullhead City (Figure 7).

Figure 7: Rate How Important Service to Arizona Is to You



Finally, 15 riders provided additional comments about how NAT could better serve them. These included:

- Several comments about increasing service hours, coverage, destinations served or increased frequency:
 - Operate on Sundays
 - Take farther trips
 - Longer transportation
 - Serve Walmart
 - Serve Dollar General twice (during route)
 - More buses
 - Shopper shuttles at least two times per week
- Three compliments included:
 - If everyone was as helpful as Sandy
 - They are the best
 - Good service
- Several comments were about amenities:
 - Cleaner/sanitizer — wipes available
 - More bus shelters
 - Putting trash covers at stops with trash cans
- One comment requested unlimited all-day passes.

FINDINGS FROM THE HOUSEHOLD SURVEY

Mailed to every household through the City's utility bill, responses to the Household Survey were received from 95 Needles residents, representing a diverse array of individuals.

About the Respondents

Public transit riders and non-riders responded:

- Over half (51%) reported that they are current riders, with 9% reporting daily use and 19% reporting weekly public transit ridership.
- Nearly three-quarters of respondents reported that they or a family member have used NAT and a quarter reported that they've used Needles Dial-A-Ride. More than one in 10 (11%) have used the Dial-A-Ride Medical and 19% have used the Shopper Shuttle.

All age groups were represented:

- 17 to 24: 1%
- 25 to 44: 9%
- 45 to 54: 11%
- 55 to 64: 25%
- 65 to 74: 37%
- 75 and over: 21%

More than half of respondents (63%) reported that they are retired, and more than a quarter are employed:

- Employed full-time: 16%
- Employed part-time: 8%
- College student: 1%
- Not employed: 18%

Respondents were spread across all income categories:

- 55% had incomes under \$25,000.
- 15% had incomes between \$45,000 and \$74,999.
- 16% had incomes over \$75,000.

Respondents live across the City:

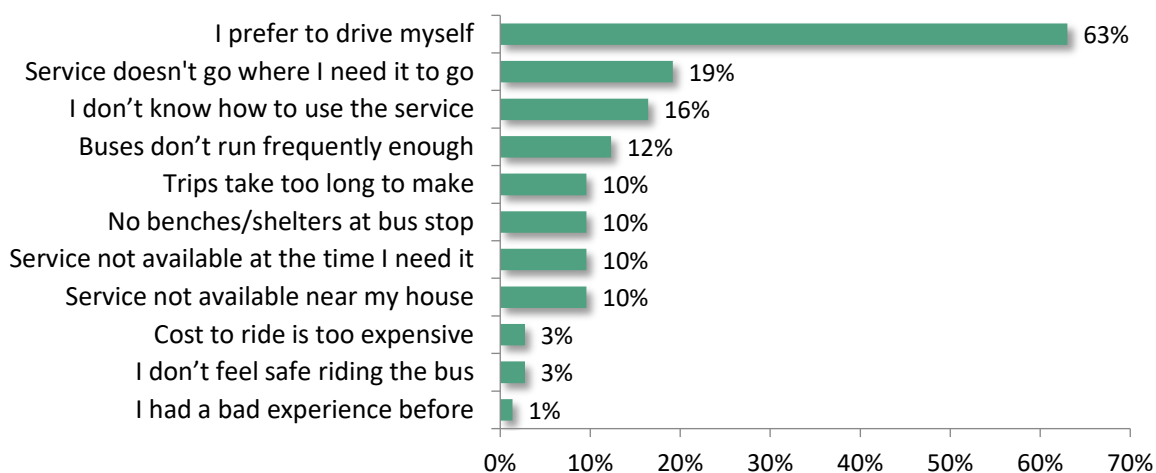
- On the Hill: 48%
- Other: 25%
- East End: 15%
- Downtown: 14%

- West End: 14%
- Northside: 8%
- Needles Village: 1%

When asked why they do not use public transit, most respondents (63%) reported that they **prefer to drive** themselves (Figure 8). The next top three responses were that transit **doesn't go where I need to go**, selected by 19%; they **don't know how to use transit**, at 16%; and **buses don't run frequently enough**, at 12%. One in ten respondents reported that transit **isn't available near my house, trips take too long to make, transit isn't available at the time I need it**, and there are **no benches/shelters at bus stops**.

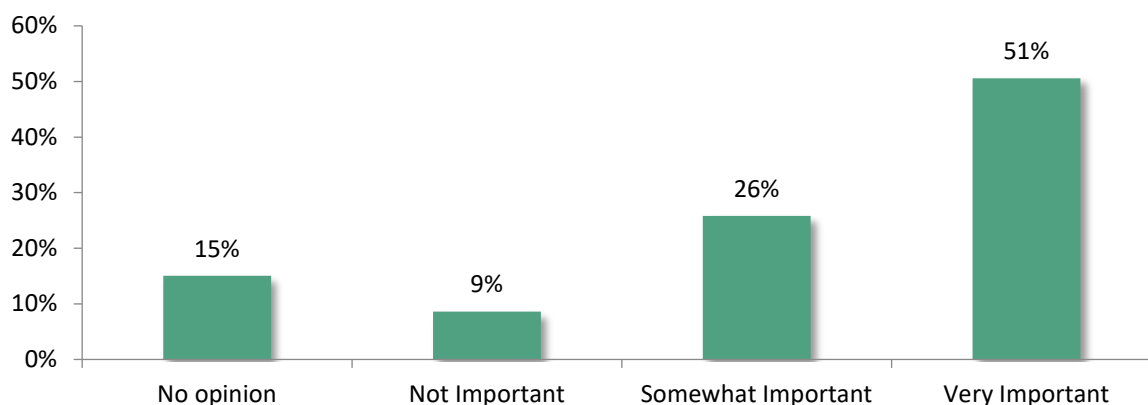
Among the 38 individuals who stated that they do not use transit, the majority (73%) prefer to drive, 21% **don't know how to use** transit, 18% report the service **doesn't go where I need to go**, and 8% stated transit **isn't available near my house**.

Figure 8: If You Do Not Use Public Transit, Why Not? (All Respondents)

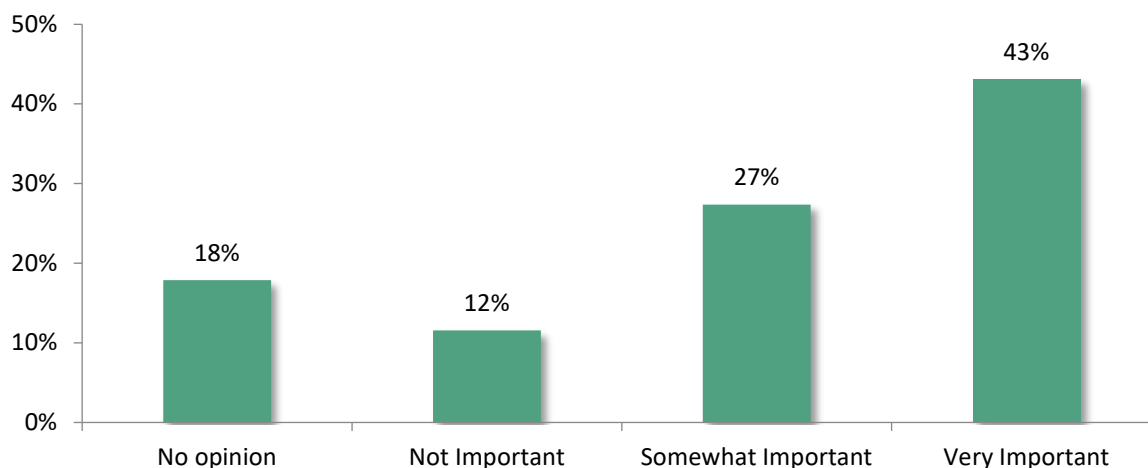


About Potential Transit Improvements

Respondents were asked about **bus service into Fort Mohave** and 77% reported that it was important to them (with 26% stating it was “somewhat important” and 51% stating it was “very important”). Service to Fort Mohave was rated as “not important” by 9% of respondents. Among respondents who are not transit users, 77% stated the bus service to Fort Mohave was important to them (Figure 9).

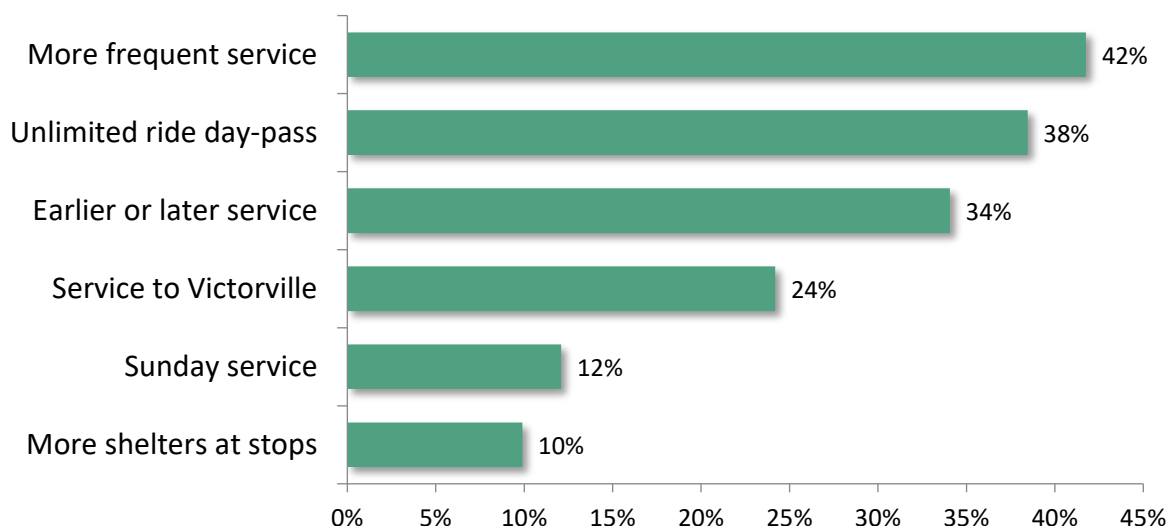
Figure 9: How Important Is Bus Service into Fort Mohave to You? (Respondents Who Do Not Use Transit)

When asked about **bus service to Bullhead City**, 43% of respondents stated it was “very important” and 27% reported that service was “somewhat important.” Among respondents who do not use transit, 26% of respondents reported this service was “somewhat important” (Figure 10).

Figure 10: How Important Is Bus Service into Bullhead City to You? (Respondents Who Do Use Transit)

Respondents reported that they were most likely to travel to Fort Mohave or Bullhead City for **shopping trips** (91%), **medical and dental appointments** (63%), and **recreational trips** (23%).

Finally, respondents were asked to choose up to two improvements that were most important to them. The top three improvements were: more frequent service, selected by 42% of all respondents; unlimited ride day-pass, at 38%; and earlier or later service, selected by 34% of respondents (Figure 11).

Figure 11: Among These Possible Improvements, Which Two Would Be Most Important to You?

Additional Comments

Respondents submitted more than 40 comments about public transit in Needles. These included:

- Ten comments expressed appreciation for NTS, including one comment stating that the drivers are “amazing” and one expressing gratitude for free fares for students.
- A couple of comments about the high cost of the service were received, including a request for free transit while there is no grocery store in Needles.
- A few comments about accessibility issues; requested more Americans with Disabilities Act (ADA)-compliant walkways, door-through-door assistance.
- Four comments reported the need to get to grocery stores.
- A couple of commenters requested increased frequency.
- A few comments requested transportation to Fort Mohave and Bullhead City.
- Four comments expressed issues about connectivity or coverage, including the need to get to the Laughlin or Las Vegas airports.
- Several comments about amenities include needing shelter at stops because of the sun, adding trash cans at bus stops, including solar lights on buses and reducing air conditioner use on buses when the weather is cold.
- One commenter requested increased service hours: from 8 a.m. to 4 p.m. Monday-Friday and the same hours on Saturdays and Sundays.
- A couple of comments expressed a need for more information about how to ride.

DISCUSSION OF OUTREACH FINDINGS

This input from multipronged engagement activities is useful in prioritizing potential enhancements to NAT services. The Needles community ***agrees on the need for increased bus stop amenities***, such as bus shelters and trash cans at stops. They also ***agree on a desire for increased frequency with some additional destinations served or stops added***. The ***most cited need was for transportation to shopping***, including into Arizona. (Note, much of the outreach activity took place while the Rite Aid pharmacy was still open but was rumored to be closing; Rite Aid closed in February 2024.)

There were some differences among groups in what they prioritized, reflecting their viewpoints. ***Stakeholders*** expressed interest in improved marketing and education to ensure all residents know about transportation options and how to access them. ***Current bus riders*** requested an all-day pass that can be purchased onboard, operating the bus on Sundays and connections to Victorville/San Bernardino as their most important service improvements. ***Community members*** wanted service to Fort Mohave, more frequent NAT service and an all-day pass.

System Performance Assessment

This performance assessment of NTS over six years between Fiscal Year (FY) 2017/18 and FY 2022/23 focuses on key metrics of ridership, revenue hours, revenue miles, operating costs, fare revenue and various efficiency and cost-effectiveness indicators.

SYSTEMWIDE PERFORMANCE

NTS has faced some challenges related to ridership fluctuations and increasing operating costs. The decline in ridership in FY 19/20, with the beginning of the COVID-19 mandates for social distancing, had a significant impact on overall performance, with subsequent years showing a gradual recovery.

Revenue hours and revenue miles followed trends similar to ridership, indicating a correlation between the level of service provided and rider utilization. Fare revenue has fluctuated, with a noticeable decline in FY 20/21, again most likely COVID-19 related.

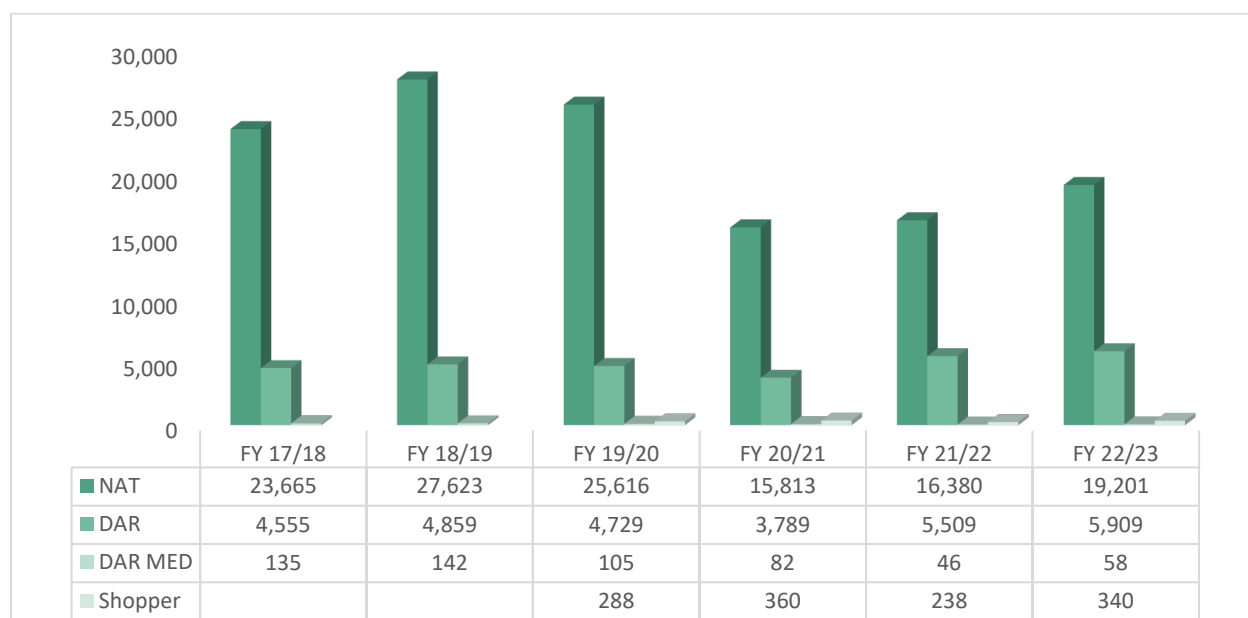
Operating costs increased steadily over these six years, impacting overall financial performance. Increases were, in part, the result of the award of a new operations contract in September 2019, with its associated cost increases. Cost per passenger, cost per revenue hour and cost per revenue mile generally increased, following the rise in operational expenses. Farebox recovery has declined from the 10% levels of FY 17/18 and FY 18/19, where fare revenue has not kept pace with rising operational costs (Table 17).

Table 17: Systemwide Transit Performance Assessment

	FY 17/18	FY 18/19	FY 19/20	FY 20/21	FY 21/22	FY 22/23	Trend					
Needles Transit Services Systemwide												
Ridership	28,355	32,624	30,738	20,044	22,173	25,508	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Revenue Hours	5,021	5,128	5,296	4,960	4,788	5,011	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Revenue Miles	64,515	64,010	66,965	61,955	62,559	63,786	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Operating Cost	\$434,858	\$446,680	\$503,749	\$501,931	\$536,723	\$553,900	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Fare Revenue	\$41,724	\$47,764	\$48,396	\$28,989	\$40,997	\$33,179	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Key Performance Metrics												
Passengers per Hour	5.6	6.4	5.8	4.0	4.6	5.1	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Passengers per Mile	0.4	0.5	0.5	0.3	0.4	0.4	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Cost per Passenger	\$15.34	\$13.69	\$16.39	\$25.04	\$24.21	\$21.71	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Cost per Revenue Hour	\$86.61	\$87.11	\$95.12	\$101.20	\$112.10	\$110.54	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Cost per Revenue Mile	\$6.74	\$6.98	\$7.52	\$8.10	\$8.58	\$8.68	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Farebox Recovery	9.6%	10.7%	9.6%	5.8%	7.6%	6.0%	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>

Annual ridership for the four NTS services is presented in Figure 12. Overall, ridership for the four transit services was steady prior to the COVID-19 pandemic in FY 19/20 when ridership declined for all services and the Shopper Shuttle began operation. However, ridership has since been recovering on each service, except for the Dial-A-Ride Medical service.

Figure 12: Needles Transit Services Ridership by Mode



DEVIATED FIXED-ROUTE PERFORMANCE

The City's deviated fixed-route transit services experienced fluctuations in ridership over a six-year period, with a peak in FY 18/19, followed by a significant decline in FY 20/21, the initial period of pandemic social distancing (Table 18). A gradual recovery has occurred in subsequent years, with FY 22/23 ridership achieving 75% of pre-pandemic experience. Revenue hours and

revenue miles generally remained stable as the fixed-route service deployed, and hours of service have not changed.

Fare revenue has exhibited a similar pattern to ridership, with a notable decrease in FY 20/21 during the pandemic and a subsequent gradual recovery, and then another noticeable decrease in FY 22/23. Operating costs saw an overall increase, with incremental escalation each year and a significant spike in FY 19/20 with the new transit contract operator, Transportation Concepts, coming onboard in October 2019. Cost per passenger, cost per revenue hour and cost per revenue mile increased considerably in FY 20/21, affected by the significant drop in ridership for that year. Farebox recovery has fluctuated as the service recovers from the reduction in ridership and has been below the 10% threshold since FY 20/21.

The performance indicators for passengers per hour and passengers per mile declined notably in FY 20/21, reflecting the overall ridership decrease, but are slowly rebounding as ridership gradually recovers. Cost per passenger, cost per revenue hour and cost per revenue mile have increased as rising operating costs have continued to increase.

Table 18: Needles Area Transit Performance Assessment

	FY 17/18	FY 18/19	FY 19/20	FY 20/21	FY 21/22	FY 22/23	Trend					
Needles Area Transit												
Ridership	23,665	27,623	25,616	15,813	16,380	19,201	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Revenue Hours	3,419	3,412	3,436	3,428	3,446	3,444	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Revenue Miles	49,861	50,028	51,711	50,069	50,276	50,757	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Operating Cost	\$339,780	\$344,721	\$392,093	\$402,414	\$435,885	\$442,575	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Fare Revenue	\$36,343	\$41,618	\$39,880	\$22,949	\$34,321	\$25,382	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Key Performance Metrics												
Passengers per Hour	6.9	8.1	7.5	4.6	4.8	5.6	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Passengers per Mile	0.5	0.6	0.5	0.3	0.3	0.4	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Cost per Passenger	\$14.36	\$12.48	\$15.31	\$25.45	\$26.61	\$23.05	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Cost per Revenue Hour	\$99.38	\$101.03	\$114.11	\$117.39	\$126.49	\$128.51	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Cost per Revenue Mile	\$6.81	\$6.89	\$7.58	\$8.04	\$8.67	\$8.72	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
Farebox Recovery	10.7%	12.1%	10.2%	5.7%	7.9%	5.7%	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>

DIAL-A-RIDE SERVICE PERFORMANCE

Overall, the Needles Senior Dial-A-Ride transportation program has experienced steady growth in ridership, revenue miles and fare revenue over the past five fiscal years. However, this program has also faced increasing operating costs, which have held farebox recovery flat even with the increases in fare revenue.

The number of passengers carried on the program has fluctuated over the past six fiscal years, with a slight drop during FY 20/21 and a peak in FY 22/23 Table 19.

Revenue hours remained relatively stable, following trends in ridership, while revenue miles saw a drop in FY 20/21 then increased in FY 21/22. Operating costs were stable over the first five years of this review but increased noticeably in FY 22/23, with an additional one hour per day increase in service hours as of October 2022. Fare revenue has increased steadily, generated by the collection of passenger fares from increased ridership.

The productivity indicator for passengers carried per revenue hour has been positive, averaging more than four passengers per hour over the past six years, while passengers per mile have shown steady improvement.

Despite the rise in operating costs, the cost per passenger indicator has been controlled, reflecting the increase in the number of passengers carried, while the cost per hour and cost per mile indicators have experienced incremental increases. Farebox recovery has recovered from the low point of FY 20/21 but is still below the desired 10%.

Table 19: Senior Dial-A-Ride Performance Assessment

	FY 17/18	FY 18/19	FY 19/20	FY 20/21	FY 21/22	FY 22/23	Trend					
Needles Senior Dial-A-Ride												
Ridership	4,555	4,859	4,729	3,789	5,509	5,909	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Revenue Hours	1,146	1,182	1,193	1,188	1,170	1,364	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	
Revenue Miles	10,994	9,547	9,191	8,500	10,130	10,554	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	
Operating Cost	\$67,727	\$69,914	\$71,349	\$69,852	\$75,111	\$92,739	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	
Fare Revenue	\$4,349	\$4,478	\$4,628	\$3,839	\$5,315	\$5,958	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	
Key Performance Metrics												
Passengers per Hour	4.0	4.1	4.0	3.2	4.7	4.3	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	
Passengers per Mile	0.4	0.5	0.5	0.4	0.5	0.6	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	
Cost per Passenger	\$14.87	\$14.39	\$15.09	\$18.44	\$13.63	\$15.69	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	
Cost per Revenue Hour	\$59.10	\$59.15	\$59.81	\$58.80	\$64.20	\$67.99	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	
Cost per Revenue Mile	\$6.16	\$7.32	\$7.76	\$8.22	\$7.41	\$8.79	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	
Farebox Recovery	6.4%	6.4%	6.5%	5.5%	7.1%	6.4%	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	

DIAL-A-RIDE MEDICAL PERFORMANCE

The Needles Dial-A-Ride Medical two-day-a-week service is an essential lifeline for residents in Needles who must seek medical treatment in Arizona. It does, however, face significant challenges in terms of ridership and utilization. The service only operates if a trip has been reserved, so there are often days when the service does not run.

Ridership peaked in FY 18/19 at 142 passengers and has since declined, reaching a low of 46 passengers in FY 21/22 (Table 20).

Revenue from passenger fares has remained relatively low throughout the period, ranging from \$240 to \$1,668 per fiscal year. Operating costs have also fluctuated, with a high of \$32,045 in FY 18/19 and a low of \$8,828 in FY 22/23.

Productivity has increased from 0.2 to 0.9 passengers per hour while the cost per passenger has varied each year but is generally much higher than the Senior Dial-A-Ride. Farebox recovery on the medical service has declined from a high in FY 19/20 of 6.4% down to 2.8% in FY 22/23.

Table 20: Dial-A-Ride Medical Performance Assessment

	FY 17/18	FY 18/19	FY 19/20	FY 20/21	FY 21/22	FY 22/23	FY 23/24	Trend
Needles Dial-A-Ride Medical								
Ridership	135	142	105	82	46	58	50	
Service Hours	456	534	505	191	44	65	47	
Revenue Miles	3,660	4,435	4,431	1,682	666	880	881	
Operating Cost	\$27,351	\$32,045	\$19,146	\$14,091	\$12,220	\$8,828	\$9,075	
Fare Revenue	\$1,032	\$1,668	\$1,224	\$511	\$240	\$246	\$246	
Key Performance Metrics								
Passengers per Hour	0.3	0.3	0.2	0.4	1.0	0.9	1.1	
Passengers per Mile	0.04	0.03	0.02	0.05	0.07	0.07	0.06	
Cost per Passenger	\$202.60	\$225.67	\$182.34	\$171.84	\$265.66	\$152.21	\$181.50	
Cost per Service Hour	\$59.98	\$60.01	\$37.91	\$73.77	\$277.73	\$135.82	\$193.08	
Cost per Revenue Mile	\$7.47	\$7.23	\$4.32	\$8.38	\$18.35	\$10.03	\$10.30	
Farebox Recovery	3.8%	5.2%	6.4%	3.6%	2.0%	2.8%	2.7%	

SHOPPER SHUTTLE PERFORMANCE

The Needles Shopper Shuttle program has demonstrated improvements in efficiency and cost-effectiveness over the analyzed period. Ridership and revenue have fluctuated, but the program has managed to reduce operating costs while maintaining a reasonable level of service.

Ridership reached a peak of 360 passengers in FY 20/21 and then declined to 238 passengers in FY 21/22 before rebounding to 340 passengers in FY 22/23, or about six boardings per week (Table 21). Revenue hours and miles fluctuated along with the trend in ridership, landing at 138 hours and 1,595 miles in FY 22/23. With an operating cost of \$21,161 in FY 19/20, the average cost per passenger boarding was \$73.48, with a productivity indicator of 1.8 passengers per hour in its first year of service. This has improved to a more efficient service with an operating cost of only \$9,758 in FY 22/23, with an average cost per passenger of \$28.70 and a productivity indicator of 2.5 passengers per hour.

Table 21: Shopper Shuttle Performance Assessment

	FY 19/20	FY 20/21	FY 21/22	FY 22/23	Trend			
Needles Shopper Shuttle								
Ridership	288	360	238	340	<div></div>	<div></div>	<div></div>	<div></div>
Revenue Hours	162	153	128	138	<div></div>	<div></div>	<div></div>	<div></div>
Revenue Miles	1,632	1,704	1,487	1,595	<div></div>	<div></div>	<div></div>	<div></div>
Operating Cost	\$21,161	\$15,574	\$13,507	\$9,758	<div></div>	<div></div>	<div></div>	<div></div>
Fare Revenue	\$2,664	\$1,690	\$1,121	\$1,593	<div></div>	<div></div>	<div></div>	<div></div>
Key Performance Metrics								
Passengers per Hour	1.8	2.4	1.9	2.5	<div></div>	<div></div>	<div></div>	<div></div>
Passengers per Mile	0.18	0.21	0.16	0.21	<div></div>	<div></div>	<div></div>	<div></div>
Cost per Passenger	\$73.48	\$43.26	\$56.75	\$28.70	<div></div>	<div></div>	<div></div>	<div></div>
Cost per Revenue Hour	\$130.62	\$101.79	\$105.52	\$70.71	<div></div>	<div></div>	<div></div>	<div></div>
Cost per Revenue Mile	\$12.97	\$9.14	\$9.08	\$6.12	<div></div>	<div></div>	<div></div>	<div></div>
Farebox Recovery	12.6%	10.9%	8.3%	16.3%	<div></div>	<div></div>	<div></div>	<div></div>

Fare Analysis

This fare and revenue review will evaluate NAT's current fare structure with a focus on analyzing existing fare types, pricing, and discount programs. The review will also examine the relationship between fares and ridership, as well as how fare policies impact equity and targeted populations. Finally, it will provide actionable recommendations and implement strategies for both the short- and long-term.

Figure 13: Needles Transit Services Fare Structure

Needles Transit Services (Figure 13) generates passenger revenue through the following services:

- Deviated fixed-route service
- Dial-A-Ride service
- Medical transportation service
- Shopper shuttle service

Service	Description	General Public	Seniors/ Disabled
Deviated Fixed-Route	Single Boarding	\$1.35	\$1.25
	Deviation	\$2.00	\$1.90
	30 - Ride Pass	\$39.00	
Dial-a-Ride			\$1.25
Medical	Needles to Valley View	\$6.00	
	Needles to Bullhead	\$12.00	
Shopper Shuttle	Needles to Ft. Mohave	\$9.00	

In addition to passenger fares, NTS receives operational funding from several sources:

- Federal Transit Administration (FTA) Section 5311
- San Bernardino County Measure I
- Transportation Development Act (TDA) Funds – Article 8c
- Mojave Desert Air Quality Management District (MDAQMD) AB 2766 Funds
- State of Good Repair Funds (via the Road Repair and Accountability Act – SB 1)
- State Transit Assistance (STA) Capital and Operations Funds

CURRENT CONDITIONS

Figure 14 describes the type of fares received by fiscal year. The chart shows a continued growth in the 30-ride pass program (22% in FY 20 to 40% in FY 24) where riders can purchase a ticket of 30 fare punches for NAT service. The increase in 30-ride passes has caused a corresponding decrease in NAT deviated fixed route cash fares (60% in FY 20 to 39% in FY 24). The volume of Dial-A-Ride fares has been consistent throughout the last five years (18% in FY 20 to 21% in FY 24).

Figure 14: Fare Distribution by Program

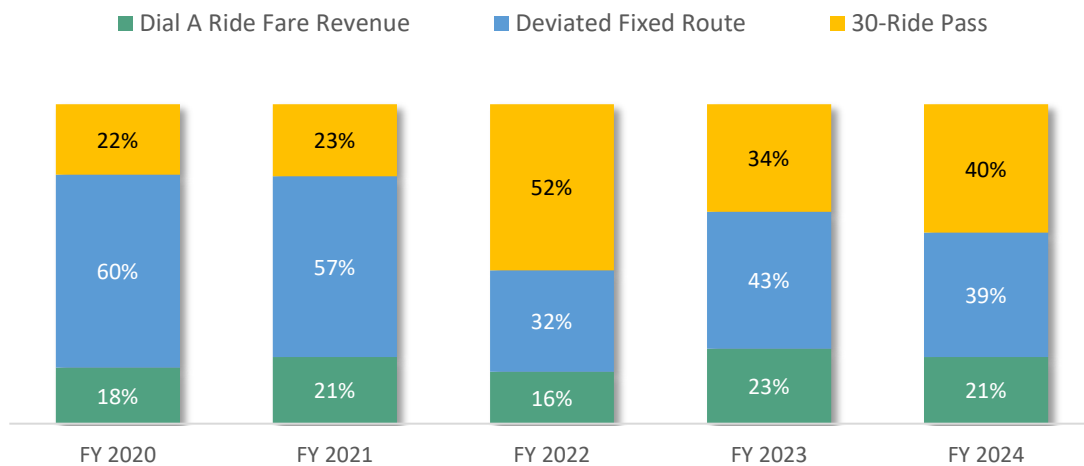
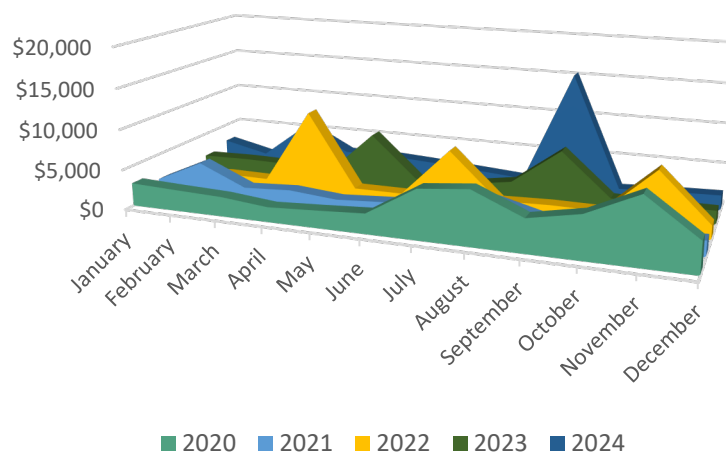


Figure 15 shows the amount of passenger revenue received by month over the last five years. This is helpful when understanding seasonal trends, peak and off-peak periods, and potentially determining if fares are impacted by major service changes. Also, this information may be helpful when trying to market and communicate fare information to the community.

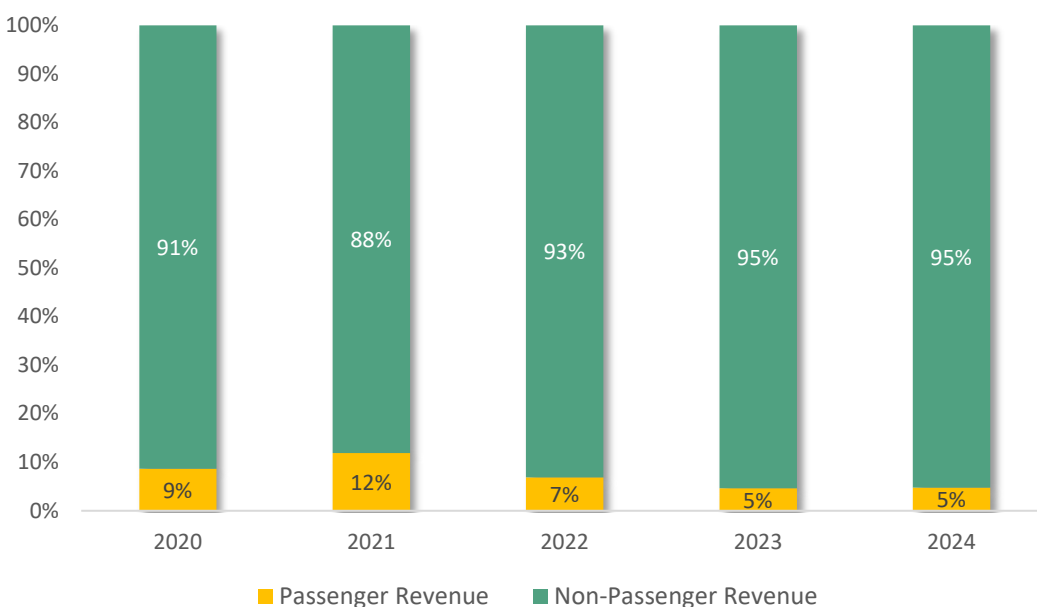
Figure 15: All Passenger Revenue by Month



As for the NAT, passenger fare revenue tends to increase in the later months of the year, with September 2024 receiving a large amount of revenue in relation to all other months and years. There are dips in revenue for the months of June and December. This may relate to the end of the school year and the Christmas and New Year holidays.

Comparing farebox revenue with other revenue sources is important for understanding the financial health, sustainability and funding strategy of a transit agency. Assuming all non-farebox revenue goes toward the operations of the agencies, Figure 16 states that 5% - 10% of farebox revenue covers the cost of operations, which is slightly less than the average farebox recovery for small transit agencies throughout the United States. According to the *Rural Transit Fact Book 2024*, rural transit systems had an average farebox recovery ratio of 9% in 2022.¹ More detail on farebox recovery based on programs is provided later in the document.

Figure 16: Farebox Revenue vs. Non-Passenger Revenue FY 20–FY 24



Figures 14 through 16 provided a high-level overview of fares for Needles Transit Services. However, the following charts will examine fares at a more granular level and provide analysis for future considerations regarding fare structure.

Figure 17 displays the two larger NAT fare types by percentage of overall fares and their trends over the last five years. The 30-ride punch pass is currently making up 42% of all farebox revenue, while regular cash fares are making up 25%, a near reverse of the trend in 2021.

¹ <https://www.ugpti.org/resources/reports/>

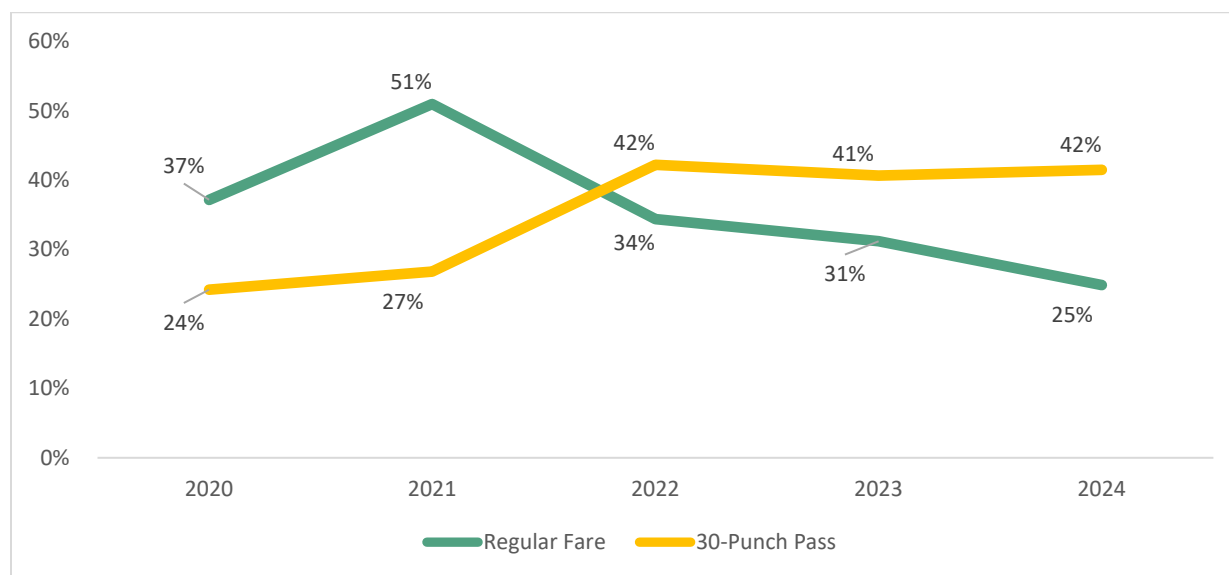
Figure 17: NAT Regular Fare vs. 30-Ride Punch Pass FY 20–FY 24

Figure 18 examines the categories of smaller NAT fare types, which include: (a) the percentage of children who board and do not pay a fare, (b) the number of wheelchair boardings, (c) seniors and persons with disabilities, and (d) seniors and disabled who take a deviation.

The NAT's "Children Under 5 Ride Free" program has a minimal impact on overall operations, accounting for 1.5% to 5% of ridership. Wheelchair boardings, seniors and disabled riders, as well as those using the deviation feature, represent a small share of total ridership, but may require more time and effort in operations.

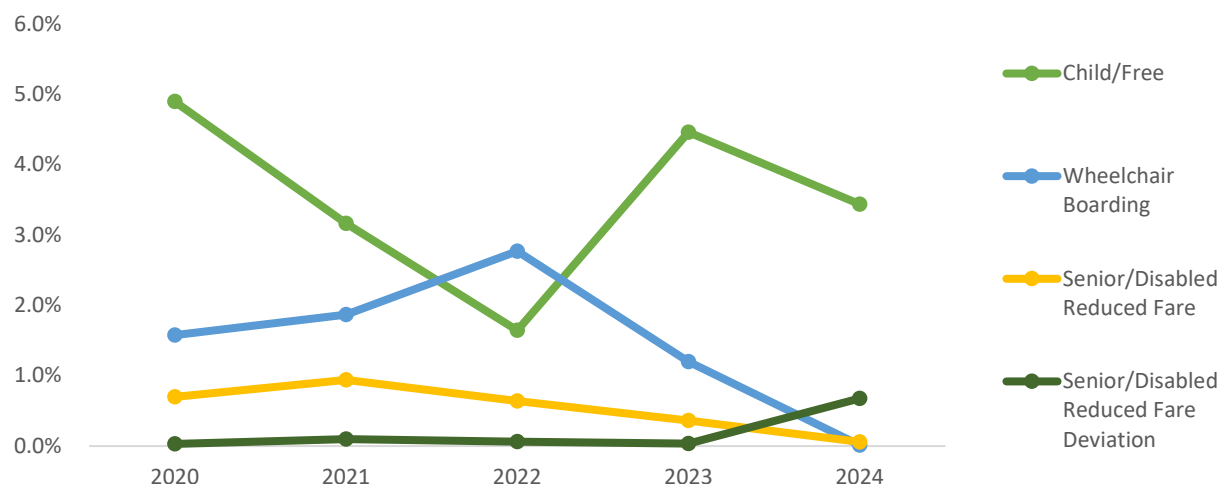
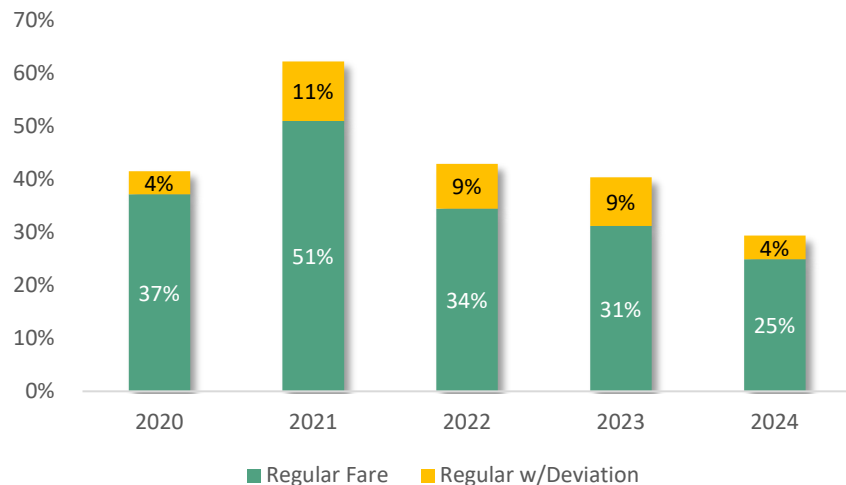
Figure 18: NAT Specific Fare Program by Percentage of Overall Fares

Figure 19: NAT Regular Fare vs. Regular Ride with Deviation

In addition to senior and disabled deviations, NAT offers deviation service for the general public, which costs \$.65 more than a regular bus ride, which is at \$1.35. Deviations are at their lowest in FY 24, at roughly 4.5% (Figure 19).

In FY 24, NAT started offering free fares to students (Figure 20) for all the programs NAT offers and student boardings now account for 11.60% of the overall ridership (highlighted in yellow).

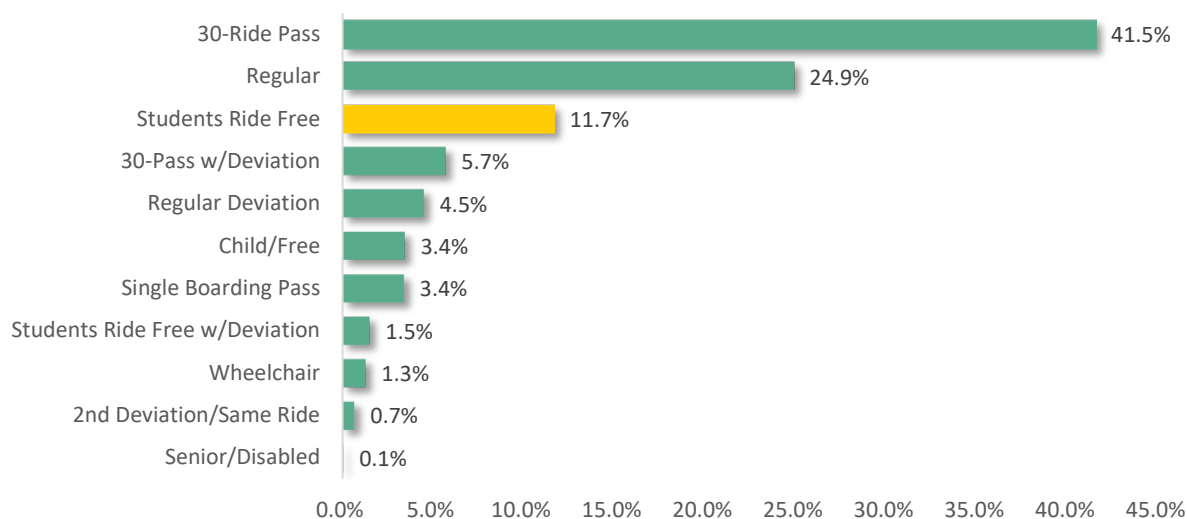
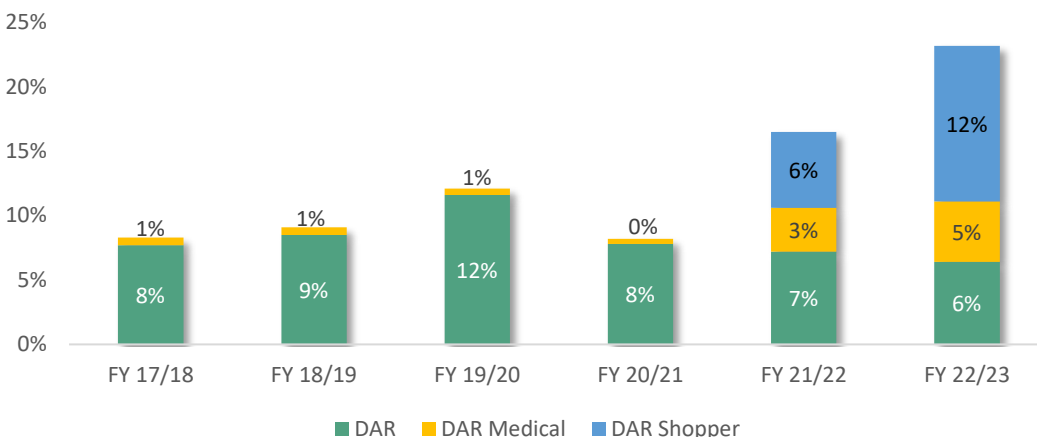
Figure 20: NAT Fare Category Distribution FY 2024

Figure 21 details the farebox recovery ratios for the three Dial-A-Ride programs offered by NTS, which are Dial-A-Ride, Dial-A-Ride Medical and a Dial-A-Ride Shopper Shuttle. The Shopper service began July 10, 2019 and has brought in significant revenue; this service is priced higher than other NTS services given the distance that the vehicle travels.

Figure 21: Demand Response Farebox Recovery by Dial-A-Ride Program

ANALYSIS AND RECOMMENDATIONS

Overview

NTS offers a range of discounts aimed at serving some of the most vulnerable populations. However, the current fare structure may be perceived as confusing or difficult to process, with limited availability of clear, easily retrievable information. Additionally, the requirement for exact change on board, along with the need to purchase passes at off-site locations, can create barriers for riders. These challenges present an opportunity to explore partnerships — such as integrating with Token Transit or seeking support from the San Bernardino County Transportation Authority (SBCTA) — to modernize fare collection and improve overall accessibility and convenience for passengers.

Specifically, Token Transit is a mobile ticketing platform that allows riders to purchase, store and use public transit passes directly from their smartphones. The app simplifies fare payment by eliminating the need for cash or physical tickets. Omnitrans, Mountain Transit and Basin Transit are currently using Token Transit for their payment system.

NAT Deviated Fixed Route Service

There has been a notable increase in the purchase of NAT's 30-ride punch pass where the County of San Bernardino has purchased large quantities of the NAT 30 Punch Pass and the NAT and Dial-A-Ride single boarding passes. It would be beneficial for NTS to continue promoting these passes and to regularly evaluate pricing to ensure they remain attractive and financially sustainable each fiscal year.

Dial-A-Ride

Dial-A-Ride services are inherently more expensive to operate than fixed-route services due to lower passenger efficiency, longer and less direct travel routes, higher labor costs per trip and the need to serve larger, more dispersed service areas. As a result, it is reasonable for Dial-A-Ride fares to be slightly higher than fixed-route fares. According to the Americans with Disabilities Act (ADA) of 1990, paratransit fares may be up to twice the cost of a comparable fixed-route fare. Currently, NAT's fixed-route fare is \$1.35 and senior/disabled fare of \$1.25, while the Dial-A-Ride fare is \$1.25. While the Needles Dial-A-Ride programs are not ADA services, a requirement met by the ¾-mile deviation of the NAT bus, a modest fare increase for Dial-A-Ride could (a) help better align revenue with the higher cost of service, and (b) potentially encourage capable riders to shift to fixed-route services, which are more cost-efficient to operate.

Deviations

Transit agencies like NAT that offer route deviation services typically apply an additional charge to the base fare to offset the higher operational costs associated with deviating from the fixed route. This surcharge also serves to help distinguish between riders willing to pay a premium for more convenient, closer service and those who are able and willing to walk to a designated bus stop. While the ADA limits fares for complementary paratransit services to no more than twice the fixed-route fare, this requirement does not apply to deviated fixed route services offered to the general public.

NAT currently charges an additional \$0.65 for deviations. In FY 24, deviations accounted for 4.5% of regular rides and 0.7% of senior and disabled rides. Since these figures indicate that deviations are not placing a significant burden on the system, increasing the deviation fee at this time could potentially reduce usage further and negatively impact rider satisfaction. However, it is important to consider gradually adjusting the deviation surcharge in tandem with any base fare increases to maintain fare consistency over time and to prevent a sudden rise in deviation requests that could compromise system efficiency in the future.

Age Benchmark

As noted throughout this document, NTS offers a variety of programs for seniors; however, until May 2025, the age of eligibility differed across these programs. This inconsistency can create confusion — particularly in a community with a rapidly aging population. To address this, NTS now markets all senior services to individuals aged 60 and older. While this approach simplifies messaging, it could've had implications for those currently eligible between the ages of 55 and 59. In response to this, registered riders between the ages of 55-59 have been grandfathered into the service.

Recommendations

This section presents the recommended service improvements and enhancements for Needles Transit Services (NTS). These recommendations are an outgrowth from the input provided through the outreach process and the assessment of system performance presented in the earlier chapters of this document.

RECOMMENDED SERVICE ALTERNATIVES FROM THE PREVIOUS SRTP

The FY 2020 SRTP for NTS presented 15 recommended service alternatives between financially constrained and financially unconstrained scenarios. An assessment of the implementation of the recommended alternatives is presented in Table 22.

Table 22: Assessment of FY 2020 SRTP Recommendations

Scenario	Service Alternative	Description of Alternative	Implemented Y/N	Current Assessment of Recommendations
Constrained Scenario	Service to Fort Mohave	Develop Service Plan for travel to Fort Mohave/Bullhead City.	Y	An operating plan for the Fort Mohave-Bullhead Shuttle (FBMS) was developed in 2021. The operating plan was later revised as part of this SRTP process in 2024. Service planned for implementation in July 2025.
	Unlimited ride all-day pass	Conduct a fare study.	Y	The fare study was conducted as part of this SRTP process.
	Provide shelters at bus stops	Bus shelter implementation program.	Y	All bus stops capable of having shelters were addressed.
	Access to Retail	Part of the plan for the Fort Mohave Bullhead Shuttle.	Y	Operating plan for FBMS was developed and refined.
Unconstrained Scenario	Dispatching Software/Hardware for Demand Responsive Service	Research potential dispatching software.	N	Improvements to scheduling and dispatching software are considered in the recommendations of this SRTP
	Operate bus on Sundays	Include in Unconstrained Scenario as potential service expansion.	N	The cost to implement Sunday service is greater than available resources
	Operate service later than 7:00 p.m. on Weekday	Include in Unconstrained Scenario as potential service expansion.	N	Feedback from the community has not been great enough to substantiate the investment
	Operate service earlier than 10:00 a.m. on Saturdays	Include in Unconstrained Scenario as potential service expansion.	N	Feedback from the community has not been great enough to substantiate the investment
	Operate service later than 5:00 p.m. on Saturdays	Include in Unconstrained Scenario as potential service expansion.	N	Feedback from the community has not been great enough to substantiate the investment
	Access to jobs in Arizona	Increase Fort Mojave service to 5 days a week.	N	Service to Fort Mohave has not been implemented to assess its utilization for increased service
	Expand DAR service	Expand Dial-a-Ride (DAR) service beyond 1:00 p.m.	Y	The Senior Dial-A-Ride service was expanded to 2:00 pm on weekdays. Service end time was later reduced back to 1:15pm due to limited use.
	Improve service to Barstow/Victorville.	Look at providing an additional trip on Route 200 to Barstow/Victorville.	N	VVTA Route 200 was discontinued during the COVID-19 pandemic due to low ridership
	Improve service to healthcare such as trips to ARMC and other hospitals that accept Medicaid.	Develop partnership with healthcare community, social service, non-profit. Develop mobility option to access regional healthcare.	N	Service beyond the Victor Valley and into San Bernardino has not been implemented due to cost constraints.
	Restructure DAR Medical Service	Include in Unconstrained Scenario as potential service expansion.	N	Restructuring of Dial-A-Ride Medical Service is included in the refined FBMS operating plan.
	Operate service earlier than 7:00 a.m. on Weekdays	Was not considered for implementation at that time.	N	Feedback from the community has not been great enough to substantiate the investment

As of FY 25, all four of the constrained service alternatives and one of the unconstrained alternatives have been implemented. Most of the recommendations in the unconstrained scenarios require significant financial investment where the benefit of the recommendation did not outweigh the cost of implementation.

SERVICE RECOMMENDATIONS FOR THIS SRTP

Fort Mohave/Bullhead Limited Shuttle (FMBS)

Planning for the Fort Mohave Bullhead Limited Shuttle began in FY 20 during the previous SRTP process to address the City of Needles' need for travel into Fort Mohave and Bullhead, Arizona, for grocery and medical destinations. The City's loss of a major grocery store has required residents to travel into Fort Mohave to meet their shopping needs. During FY 19/20, the City developed and implemented the Shopper Shuttle service to quickly address the need for access to grocery stores in Fort Mohave, traveling across state lines one day per week on Wednesdays to meet residents' needs.

The Dial-A-Ride Medical service continues to operate two days per week, providing access to much-needed medical care in Fort Mohave and Bullhead City, Arizona. However, over the past several years, ridership has decreased on the service operating on Tuesdays and Thursdays.

The refined Fort Mohave Bullhead Limited Shuttle Operating Plan developed through this SRTP combines the Shopper Shuttle and Dial-A-Ride Medical service to a two-day per week, two-run per day service available for any trip purpose. The operating plan includes an assessment of performance on the NTS demand response programs; an FMBS zone-based fare structure; a detailed operating plan with service hours and destination time points; and a financial plan that outlines proposed service costs and funding needs for implementation.

The FMBS Operating Plan was presented to the Needles City Council in February 2025 and approved to move forward, along with a new logo as part of a rebranding effort for demand response programs. The shuttle is expected to launch in July 2025 (Figure 22).

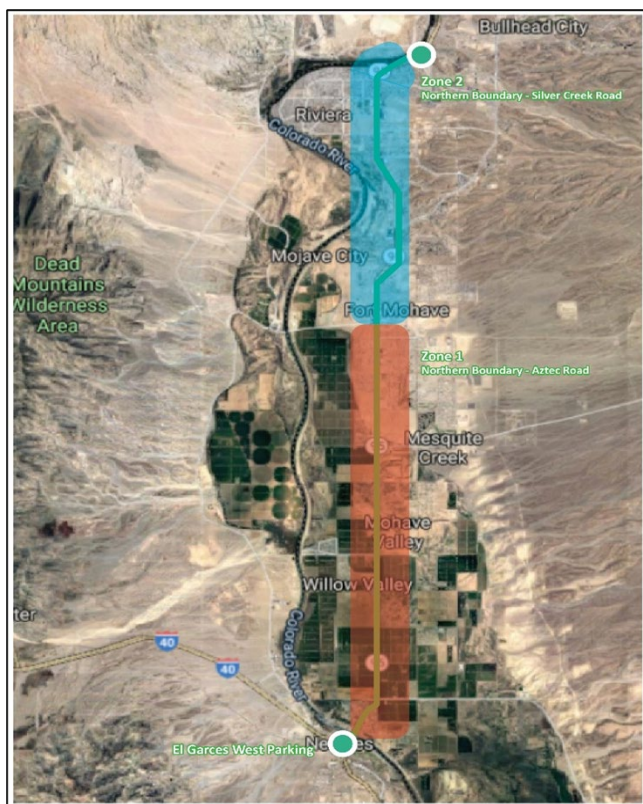


High-level service design components include:

- Combines the DAR Medical and Shopper Shuttle Services
- Runs two days per week – Tuesday/Thursday – two runs per day
- Uses existing Dial-A-Ride vehicles
- Requires advanced reservations – prepaid zone-based round-trip fare
 - Zone 1 - Fort Mohave: \$9.00
 - Zone 2 – Bullhead City: \$12.00

- Proposed annual operating expense of approximately \$50K – \$60K

Figure 22: FMBS Fare Zones and Destinations Timetable



Location	Estimated Time Point
Northbound - Morning	
El Garces (Needles)	8:15 AM
Valley View Medical Center	8:35 AM
Walmart Fort Mohave	8:40 AM
Safeway Fort Mohave	8:45 AM
CVS Fort Mohave	8:50 AM
Smith's Fort Mohave	8:55 AM
Target Bullhead	9:05 AM
Silver Creek Rd. Bullhead	9:20 AM
Totals	
Southbound - Morning	
Silver Creek Rd. Bullhead	10:15 AM
Target Bullhead	10:30 AM
Smith's Fort Mohave	10:35 AM
CVS Fort Mohave	10:40 AM
Safeway Fort Mohave	10:45 AM
Walmart Fort Mohave	10:50 AM
Valley View Medical Center	10:55 AM
El Garces (Needles)	11:15 AM
Totals	
Northbound - Afternoon	
El Garces (Needles)	11:30 AM
Valley View Medical Center	11:50 AM
Walmart Fort Mohave	11:55 AM
Safeway Fort Mohave	12:00 PM
CVS Fort Mohave	12:05 PM
Smith's Fort Mohave	12:10 PM
Target Bullhead	12:20 PM
Silver Creek Rd. Bullhead	12:35 PM
Totals	
Southbound - Afternoon	
Silver Creek Rd. Bullhead	1:15 PM
Target Bullhead	1:30 PM
Smith's Fort Mohave	1:40 PM
CVS Fort Mohave	1:45 PM
Safeway Fort Mohave	1:50 PM
Walmart Fort Mohave	1:55 PM
Valley View Medical Center	2:00 PM
El Garces (Needles)	2:20 PM
Totals	

Current recommendations for the FMBS include the development of a marketing program to promote community awareness of the available service and create the collateral that will be used to promote the service. As a component of preparation for the new service and promotion of existing services, the City — in partnership with SBCTA — developed a new transit website independent of the City's main website specifically for NTS. The website presents the available transit services in a way that clearly communicates what is available and how to ride. Next steps include the development of the FMBS rider guide as a component to the marketing program. The FMBS rider guide will be distributed to the stakeholders of this SRTP, available on the NTS website, and available at numerous community outlets, such as City Hall, Pal Verde College, Needles Regional Senior Center, Needles Chamber of Commerce, and the Needles Branch Library.

Bus Stop Improvement Program

During this SRTP process, an assessment of bus stops amenities and needs was conducted to evaluate the needed improvements at each bus stop. The assessment included an inventory of each bus stop and its current amenities, such as benches, shelters, lighting, signposts and trash cans, and accessibility issues for pedestrians and wheelchairs. This inventory is a tool that the City can use for ongoing improvements at each bus stop.



The ongoing bus stop improvement plan for the near-term horizon includes two primary activities:

1. Repainting bus stop shelters to correct fading from the intense summer sun.
2. Installation of solar lights at bus stops to accommodate nighttime riders in the winter months when it is dark prior to the NAT's service end at 7:00 p.m.
3. Revisit the FY 20 Bus Stop Improvement List to determine if any outstanding improvements were not completed.

During FY 24, the City ordered and installed new bus stop signs with route information and time points at all bus stops. The ongoing improvement program will include regular maintenance of those signs to prolong readability and useful life.

Fare Pass Technology

A perennially requested service improvement from NAT riders has been the need for all-day and monthly fare passes. The current 30-Ride Punch Pass sold at a discount of \$1.50 from the regular fare when purchased requires a card punch to be used for every ride, even on multiple rides on the same day of travel. The introduction of a day pass and/or monthly pass would provide riders with unlimited trips during the time period of the pass.

In addition to unlimited rides, current technology can facilitate an easier and more convenient way for riders to pay the fare. Fare payment can be made through a mobile app with a debit or credit card or store value account, eliminating the need to visit City Hall to purchase punch passes. The fare can be stored on a mobile device instead of physically carrying punch passes and reporting of purchased fare by fare type would be more readily accessible than the manual process of driver counts used today.

In San Bernardino County, Omnitrans, Mountain Transit and Basin Transit have partnered with Token Transit to streamline mobile ticket purchasing. Once the rider downloads and installs the

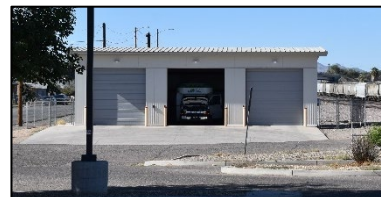
mobile app, they can purchase available passes for immediate use or store them for future travel. Once the vehicle approaches their bus stop, they can open the mobile app and activate their pass and validate their ticket onboard the vehicle to take a trip. Migrating to a technology like Token Transit also supports the idea of fare capping, where once an individual has purchased enough single rides that add up to the amount of the pass, they automatically qualify for the pass without having to pay the full pass price upfront and ride for free during the remaining time period of the pass.



The following financial plan section includes the start-up costs of implementing Token Transit technology and the required annual licensing fee through the SRTP's five-year period.

New Garage with EV Infrastructure

The City of Needles currently stores its transit vehicle fleet at two locations: The three-bay transit garage located at 1101 Front Street, adjacent to the El Garces Train Station; and the open-air City Garage at 112 Robuffa Street.



The City has plans to duplicate the three-bay transit garage on Front St. adjacent to the existing garage that will allow all transit vehicles to be housed at the same location. The current transit garage provides overnight storage of transit vehicles and bus maintenance and repair. The City has already budgeted \$350,000 for the construction of the new garage shell, but that does not include any of the upgrades that will be needed to comply with the California Air Resources Board (CARB) requirements regarding the Innovative Clean Transit (ICT) regulation.

The City approved its Zero-Emission Bus (ZEB) Rollout Plan in June 2023 that outlined the steps needed to convert its fleet to zero emissions, including the required infrastructure to operate battery electric buses. To facilitate this transition, once the new garage is constructed, the City will need to prepare for the infrastructure improvements that will be needed in the future. This will likely include:

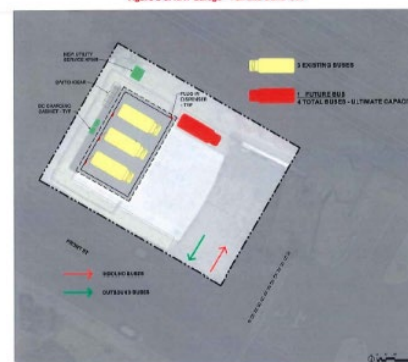
- Working with the City's Department of Public Works to ensure an adequate electricity supply is available to each garage to support vehicle-charging equipment and HVAC installation to regulate indoor temperature to keep charging equipment and vehicle batteries at acceptable operating temperatures.

The plug-in charging dispensers and charging cabinets will be served by the following electrical infrastructure:

- One medium voltage utility service transformer along the northwestern facility exterior and site boundary.
- One switchgear service along the western facility exterior and site boundary.

Figure 1-5 illustrates the NAT Garage at full build-out.

Figure 1-5. NAT Garage – Full ZEB Build-Out



- Hiring an engineering and design firm to advance the recommendations of the ZEB Rollout Plan in the two garages to ensure that current and future CARB requirements can be met and create a plan for infrastructure needs at the site.
- Developing a list of equipment and construction that will need to be procured for the completion of ZEB upgrades. Purchases for ZEB equipment should be staggered to allow for technological upgrades to be introduced to the market in the future.

Recommendations from this SRTP include financial planning for an in-depth ZEB analysis, charging stations and installation.

Vehicle Replacement Plan

Over the next five years, the City of Needles will need to replace three of its transit vehicles that will have reached the useful life threshold. The transit vehicles are replaced for several reasons, including the mitigation of high mileage to reduce maintenance costs, increased safety and efficiency, and the need to accommodate requirements of the ICT. Replacing older vehicles with new ones allows transit agencies to maintain a reliable fleet, improve passenger experience and potentially reduce operational expenses.



The following vehicles are scheduled for replacement:

- FT 25/26: Vehicle S-5, 2009 Starcraft Starlite Dial-A-Ride vehicle – to be replaced with low-floor Cutaway
- FY 27/28: Vehicle N-9, 2018 Glaval NAT vehicle – to be replaced with a ZEB
- FY 29/30: Vehicle S-3, 2002 Ford Dial-A-Ride vehicle – to be replaced with a ZEB

Lifeline Service to the Victor Valley

Lifeline transportation to the Victor Valley remains a high priority for a number of Needles' residents as communicated through the outreach interviews, community open house, and the NAT onboard and community household surveys. Needles is positioned 175 miles away from the Victor Valley, the closest urbanized area to Needles within San Bernardino County. While this trip is not typically one that needs to be made on a regular basis, it is still required on an episodic basis for some medical procedures not available in Needles and for those that must remain in California due to insurance requirements. The court system is another trip need that cannot be met by travelling into neighboring Arizona.

The Victor Valley Transit Authority (VVTA) is the Consolidated Transportation Services Agency (CTSA) for the High Desert communities in San Bernardino County, of which the City of Needles

and the Colorado River subregion are included. Under the CTSA umbrella, VVTA operates the Transportation Reimbursement and Information Program (TRIP) that reimburses volunteer drivers



per mile for the trips they provide to eligible and registered riders. In the past, VVTA operated several programs to help bridge the gap between Needles and the Victor Valley that included the Route 200 bus route that provided a round trip on Fridays; the car share rental program operated by Enterprise Rent-a-Car; and a subsidized taxi program. All three of these programs have been discontinued, leaving an unmet need for public transit to fill the gap.

During this SRTP planning process, VVTA has agreed in concept to expanding its TRIP program to also include low-income members of the general public, in addition to the standard eligibility of older adults and persons with disabilities. This will allow those without transportation options to find a willing volunteer to make the trip and be reimbursed for their vehicle, fuel and maintenance. Through coordination with SBCTA, this new service alternative will not present a cost to the City of Needles, instead SBCTA will budget a separate allocation of funds to cover the increase in TRIP utilization for the expanded eligibility. The role of NTS will be to help promote the availability of the modified service and the change in eligibility to the community of Needles to ensure adequate promotion of the service to those in need. Coordination between VVTA, SBCTA and Needles will continue during the development phase and planning of the new service modification.

Additional Service Enhancements of Consideration

Several other service alternatives were considered as part of this SRTP but were not recommended for implementation due to fiscal constraints considering other recommendations, impacts to farebox recovery or the expectation of low utilization of the proposed alternative. The following is a list of those considered alternatives and justifications for non-recommendation (Table 23).

Table 23: Additional Service Enhancements of Consideration

Service Alternative	Description of Alternative	Reason for Non-Recommendation
Scheduling Software for Demand Response Services	Transition from a manual vehicle scheduling process to an automated technology that optimizes vehicle routing.	Demand response programs only deploy one vehicle in peak service. Improved vehicle utilization will not result in cost savings in a single vehicle operation.
NAT Service on Sunday	Implement Sunday service on the NAT deviated fixed-route.	Demand for Sunday ranked lower compared to other service enhancements addressed in this SRTP. Service would increase NAT operating costs by at least 17% for a service perceived to generate low ridership and low farebox recovery.
Earlier and Later NAT Weekday Service	Start NAT weekday service at 6:00 a.m. and end NAT weekday service at 8:00 p.m.	The first and last runs on the existing NAT service generate the lowest ridership. These service adjustments would only benefit a small number of riders and have an impact on farebox recovery that will increase service costs.
Earlier and Later NAT Saturday Service	Start NAT Saturday service at 9:00 a.m. and end NAT Saturday service at 6:00 p.m.	The existing NAT ridership on Saturday is lower than weekday ridership. Further analysis is required to determine whether additional trip generators exist earlier and later in the day that would warrant additional service. Recommend analyzing ridership of the first and last runs of the day to determine productivity and farebox recovery.
Increased Frequency on the NAT	Increase NAT headways from 1-hour to 30 minutes on weekdays.	This improvement would double NAT's operating cost on weekdays, requiring the introduction of an additional vehicle and driver. Capacity on existing vehicles is not at maximum load and does not warrant the increase in cost to satisfy convenience.

Financial Plan

Needles Transit Services (NTS) is funded through a variety of federal, state and local revenue sources. This chapter describes existing funding sources and presents future funding needs through FY 29/30. A detailed operating and capital, expenditure and revenue plan is included in Table 26 and Table 27 at the end of this chapter.

FUNDING SOURCES

The following section provides a brief description of each funding source utilized by NTS for operating and capital expenditures.

Federal Revenues

The Federal Transit Administration (FTA) provides financial assistance to transit systems that provide public transportation as authorized by the Bipartisan Infrastructure Law of 2021, as enacted in the Infrastructure Investment and Jobs Act. The legislation reauthorizes surface transportation programs for FY 2022 through FY 2026. FTA provides annual formula grants to transit agencies nationwide, as well as discretionary funding in competitive processes with varying purposes and eligibility.

FTA 5311 – FORMULA GRANTS FOR RURAL AREAS

FTA 5311 – Formula Grants for Rural Areas: The 5311 program provides capital, planning and operating assistance to states to support public transportation in rural areas with populations of less than 50,000. Most rural formula funds (83.15%) are apportioned based on land area and population factors. The remaining rural formula funds (16.85%) are apportioned based on land area, vehicle revenue miles and low-income individual factors. Rural 5311 funding supports Needles Transit's NAT operating budget, estimated at just over a half million dollars annually based on SBCTA's projections, representing almost 7% of NTS operating revenue.

State Funding

TRANSPORTATION DEVELOPMENT ACT (TDA)

The Mills-Alquist-Deddeh Act (SB 325) was enacted by the California Legislature to improve existing public transportation services and encourage regional transportation coordination. Commonly known as the Transportation Development Act (TDA) of 1971, this law presents statutes for regulation of state funding for public transit and non-transit-related purposes. The TDA established the Local Transportation Fund (LTF) and the State Transit Assistance (STA) programs to fund transit services in California. In some cases, areas with a population of less than 500,000 may use LTF funding for repairs to local streets and roads through an unmet

needs process. Needles allocates all of its available LTF funds to transit, reserving all funds for the provision of transit services.

Local Transportation Fund – LTF

LTF funds are derived from ¼-cent of every dollar collected by the general sales tax statewide and are returned by the California Department of Tax and Fee Administration (CDTFA). All revenues are considered local funds and returned to the originating county for the designated Regional Transportation Planning Agency (SBCTA in San Bernardino County) to administer, within the general guidelines and priorities of the program. Because funds are based on sales tax, revenues vary from year-to-year depending on the economy. LTF funds can be utilized for operations and capital under TDA Article 4. Article 4 funds are the primary source of operating support for the NAT, representing approximately 41% of operating revenue over the next five years.

LTF Article 3 – The TDA provides that 2% of the LTF be made available to counties and cities for facilities for the exclusive use of pedestrians and bicyclists, known as the TDA Article 3 Program. In San Bernardino County, Article 3 funds are awarded through a competitive process administered by SBCTA on a biennial cycle. Needles is encouraged to pursue Article 3 funds to support its ongoing bus stop improvement program, including new shelters, benches, lighting and ADA-accessibility enhancements.

State Transit Assistance – STA

STA funds are collected from diesel fuel excise taxes, with 50% of funds distributed based on county population size and 50% of funds distributed based on transit operator revenues from the prior fiscal year. In 2017, Senate Bill 1 (SB 1) augmented the STA program by nearly doubling the amount of STA funds provided to each county. STA funds can be utilized for capital and operations; however, Needles will use a significant amount to cover operating expenses in this financial plan in addition to funding for vehicle replacements. STA funds overall support a significant portion of the capital and operating budget for NTS, representing almost 50% of total revenue at approximately \$2.6 million through FY 2030.

LOW CARBON TRANSIT OPERATIONS PROGRAM – LCTOP

LCTOP receives funding from the cap-and-trade Greenhouse Gas Reduction Fund appropriated by the State Legislature. The LCTOP fund estimates are provided from the State Controller's Office (SCO) and are apportioned based on the county's population and transit operator revenues.

Senate Bill 942 allows transit operators to continue free and reduced fare transit programs, while other uses for LCTOP funds must be in accordance with the approved Caltrans' guidance. This includes expenditures that directly enhance or expand transit service by supporting new or

expanded transit services for operating or capital programs. Needles will continue to use some LCTOP and other local funds to support free fares for students on NAT service.

STATE OF GOOD REPAIR (SENATE BILL 1) – SGR/SB 1

In 2017, Senate Bill 1, known as the Road Repair and Accountability Act (RRAA), created a new funding program for transit operators to upgrade, improve and maintain equipment in a State of Good Repair. This includes the maintenance and rehabilitation of existing vehicles, transit facilities and the purchase of new, energy-efficient transit vehicles. The program's funding is derived from a Transportation Improvement Fee on vehicle registrations. These funds are allocated in the same manner as STA funds and have an annual program of project requirements, resolutions for funding and require annual reporting to Caltrans. Needles receives a small allocation of SGR funds that will be used to support preventative maintenance.

SENATE BILL (SB) 125 – TRANSIT AND INTERCITY RAIL (TIRCP) AND ZERO EMISSIONS CAPITAL (ZETCP) PROGRAMS

The Transit and Intercity Rail (TIRCP) and Zero Emissions Capital (ZETCP) programs are derived through a population-based formula, distributed to SBCTA by the California State Transportation Agency (CalSTA). All TIRCP projects must both increase ridership and reduce greenhouse gas emissions while ZETCP funds must be used to support the purchase of zero-emission vehicles or refueling infrastructure.

SBCTA has secured SB 125 funding on Needles' behalf to cover the initial cost of implementing the FMBS service in FY 26 and covering operating costs through FY 29 when those funds will have been fully expended. Future apportionments are dependent on continued appropriations by the State Legislature and can be used for operations if shown to prevent service reduction or elimination.

Local Funding

MEASURE I – LOCAL SALES TAX MEASURE

San Bernardino County's Measure I is a one-half-cent sales tax to fund for transportation improvements, first passed in 1989 and extended in 2004 to run through 2040. Funds are allocated based on the Measure I Ordinance and Expenditure Plan and Strategic Plan with a 10-year Delivery Plan that outlines near-term strategies to fund programs and projects. Current NTS Measure I allocations are based on SBCTA Board-approved amounts and are used to cover a portion of operating expenses for the Senior Dial-A-Ride program.

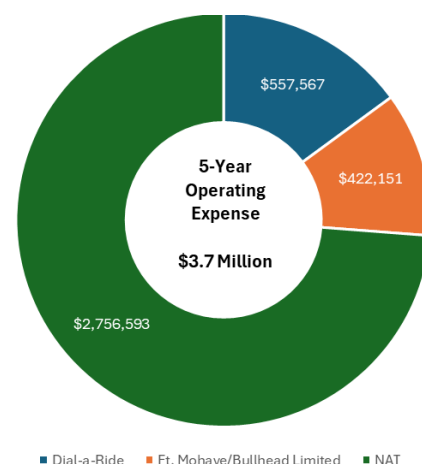
OPERATING PLAN

This operating plan outlines the forecasted expenditure considering the expected revenues from federal, state and local funding available to Needles. The plan seeks to fund the core Needles Services as well as the recommended service alternatives and enhancements presented in the previous chapter based on funding assumptions for planned service. However, it will be important to closely monitor key assumptions, actual expenses and future revenue trends to ensure the plan's success.

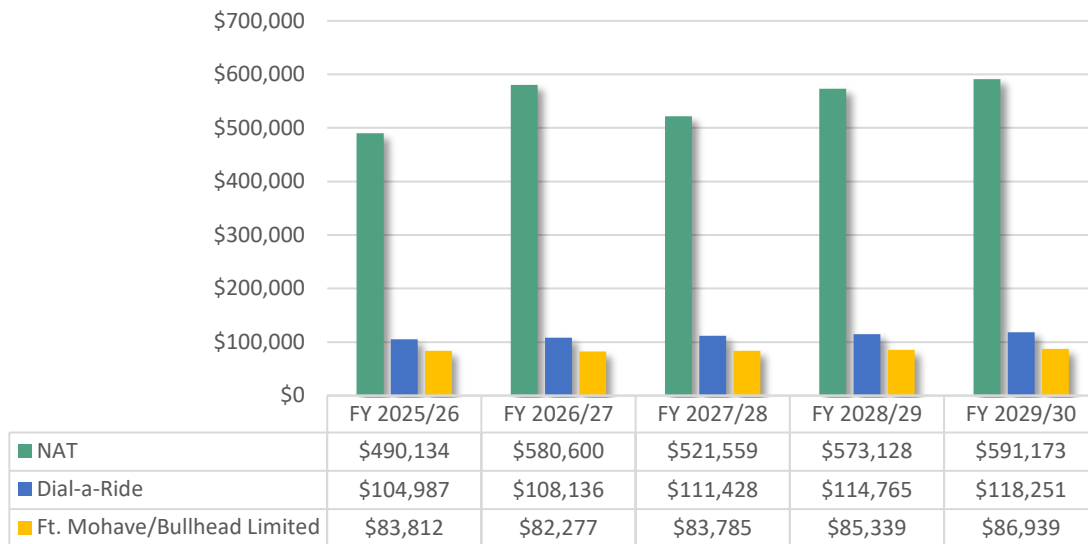
Operating Expenditure

The NTS operating budget in this plan is driven by its three transit services which include the new FMBS service that combines the existing Shopper Shuttle and Dial-A-Ride Medical demand response programs. The greatest expense over the next five years will be allocated to the core NAT deviated fixed-route at almost \$2.7 million, or 74% of the total operating budget. The long-standing Senior Dial-A-Ride represents 15% of all expenditures while the new FMBS service is expected to account for 11% of operating costs (Figure 23).

Figure 23: 5-Year Operating Expense



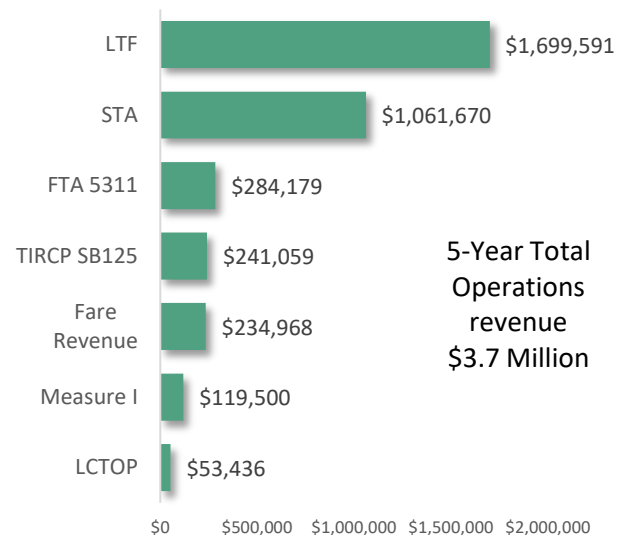
The forecasted FMBS operating budget is slightly higher than the combination of Dial-A-Ride Medical and Shopper Shuttle Services that it replaces due to recent underutilization of the Dial-A-Ride Medical service. The FMBS budget is presented with full-service utilization; however, expenses could be lower if both runs of each service day are not utilized. Expense projections for FY 26/27 include the cost of consultant ZEB design services for the new vehicle garage and continuation of the FMBS. Contractor expenses assume a 3% annual increase across all transit services while other increases are related to the rising cost of fuel, administration, the bus stop improvement program, and computer and software costs. It is unknown at this point what impact a transition to zero-emission electric buses will have on operating expenses, considering increases in energy costs for recharging and maintenance of charging infrastructure compared to the cost-savings from reductions in fossil fuel usage. The annual operating expense by transit program is presented in Figure 24.

Figure 24: Annual Operating Expense by Transit Program

Operating Revenue

The NTS operating revenue plan builds upon revenue projections provided by SBCTA for the five-year SRTP period (Figure 25). These projections are based on current economic conditions and may change based on actual revenue received, changes in the Consumer Price Index (CPI), changes in population, demonstration of need and continuance of appropriations by federal and state legislatures, and success of application submittals for discretionary grants.

The primary funding for transit operations will consist of TDA-generated revenue from LTF and STA, totaling almost \$2.8 million over five years, representing 75% of all revenue. Operations funding from FTA 5311, SB 125, Measure I and LCTOP account for 19% of operating funds while passenger fares account for 6% of all revenue.

Figure 25: 5-Year Operating Revenue

CAPITAL PLAN

The following capital plan provides the cost estimates and funding plan for asset management and investment based on expected revenue. Capital expenditures include vehicle replacement zero-emissions planning, a new garage, bus stop improvements and fare technology implementation.

Capital Expenditure

The largest single expenditure over the five-year planning period will be the replacement of three transit vehicles that will have reached the useful life benchmark. An investment of \$793,000 considers the transition from two combustion-powered vehicles to battery electric vehicles on a one-to-one replacement basis. The transition to battery electric buses could require additional vehicles to maintain current levels of service if the recharge range of electric vehicles is insufficient to cover the span of a service day. Careful planning of ZEB purchases will ensure that the asset can meet the needs of the transit system.

NTS will secure the assistance of a consultant to conduct an analysis of ZEB transition needs, including the charging infrastructure of the vehicle garages, and procurement of ZEB vehicles, as shown in Table 24. The capital expenditure plan sets aside \$250,000 for charging equipment and installation and an operating expense of \$75,000 for consultant assistance. An allocation of \$350,000 in STA funds has been set aside for the construction of the new garage in FY 25/26.

Table 24: List of Improvement Projects by Year

Project	FY 26	FY 27	FY 28	FY 29	FY 30	Totals
Vehicle Replacements	\$180,857		\$298,000		\$315,000	\$793,857
Garage Building Construction	\$350,000				\$315,000	\$665,000
Zero Emission Infrastructure						
Charging stations		\$150,000				\$150,000
Constructon		\$100,000				\$100,000
ZEB Analysis (Operations)		\$75,000				\$75,000
Token Transit (Capital & Operations)		\$100,000		\$35,000	\$35,000	\$170,000
Bus Stop Improvement	\$20,000	\$3,500	\$3,500	\$3,000		\$30,000
Totals	\$550,857	\$428,500	\$301,500	\$38,000	\$665,000	\$1,983,857

The introduction of Token Transit to facilitate fare payment is budgeted at \$100,000, based on similar start-up costs experienced by Basin Transit. A \$35,000 per year licensing and maintenance fee for Token Transit is represented in the FY 28/29 and FY 29/30 operating budget. Bus stop improvements are expected to be funded through discretionary Article III funding, applied for in the next call-for-projects and set aside to be used over time.

Capital Revenue

Funding for capital expenditure will be primarily funded through STA funds accounting for 97% of all expenses (Figure 26). The remaining capital funds will be derived from SGR as needed and applied for over the five-year period.

A summary of total expenses and revenue is presented in Table 25. Almost \$5.3 million is expected to be needed over the five-year period.

Figure 26: 5-Year Capital Revenue

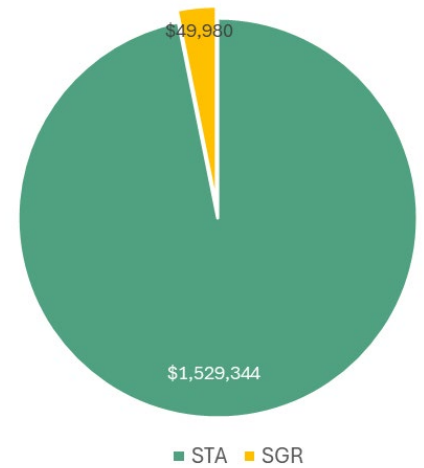


Table 25: Summary of Expense and Revenue by Year

	FY 2025/26		FY 2026/27		FY 2027/28		FY 2028/29		FY 2029/30		5-Year Total
	Operating	Capital	Operating	Capital	Operating	Capital	Operating	Capital	Operating	Capital	Totals
Total Expense	\$678,934	\$545,857	\$771,013	\$355,000	\$716,772	\$301,500	\$773,231	\$3,500	\$796,362	\$318,000	\$5,260,168
Total Revenue	\$732,307	\$576,340	\$696,043	\$359,996	\$716,772	\$307,996	\$775,738	\$9,996	\$788,522	\$324,996	\$5,288,706

Table 26 and Table 27 following provide the detailed funding plan for NTS over the next five years.

Needles Transit Services Short Range Transit Plan, 2025-2030

Table 26: Detailed Operating and Capital Expense Plan

	FY 2025/26		FY 2026/27		FY 2027/28		FY 2028/29		FY 2029/30		
	Operating	Capital	Operating	Capital	Operating	Capital	Operating	Capital	Operating	Capital	Totals
Dial-a-Ride											
Contractor	\$73,638		\$75,847		\$78,122		\$80,466		\$82,880		\$390,953
Insurance	\$14,385		\$14,817		\$15,261		\$15,719		\$16,190		\$76,372
Internet	\$700		\$700		\$750		\$750		\$800		\$3,700
Advertising	\$200		\$200		\$200		\$200		\$200		\$1,000
Fuel	\$6,118		\$6,302		\$6,491		\$6,686		\$6,886		\$32,482
Admin	\$9,146		\$9,421		\$9,703		\$9,995		\$10,294		\$48,559
Buildings		\$350,000									\$350,000
ZEB Construction & Equipment				\$125,000							
Vehicles		\$180,857							\$315,000		\$495,857
Office Supplies	\$800		\$850		\$900		\$950		\$1,000		\$4,500
Mode Revenue Sub-Total	\$104,987	\$530,857	\$108,136	\$125,000	\$111,428	\$0	\$114,765	\$0	\$118,251	\$315,000	
Ft. Mohave/Bullhead Limited											
Contractor	\$37,128		\$38,242		\$39,389		\$40,571		\$41,788		\$197,118
Insurance	\$7,410		\$7,632		\$7,861		\$8,097		\$8,340		\$39,340
Advertising	\$5,000		\$2,000		\$2,000		\$2,000		\$2,000		\$13,000
Admin	\$4,275		\$4,403		\$4,535		\$4,671		\$4,811		\$22,694
TRIP - Victor Valley	\$30,000		\$30,000		\$30,000		\$30,000		\$30,000		\$150,000
Mode Revenue Sub-Total	\$83,812	\$0	\$82,277	\$0	\$83,785	\$0	\$85,339	\$0	\$86,939	\$0	\$422,151
NAT											
Contractor	\$425,277		\$438,035		\$451,176		\$464,711		\$478,653		\$2,257,852
Insurance	\$1,318		\$1,358		\$1,399		\$1,441		\$1,484		\$7,000
Advertising	\$500		\$500		\$500		\$600		\$600		\$2,700
Fuel	\$33,600		\$35,280		\$37,044		\$38,896		\$40,841		\$185,661
Admin	\$11,422		\$11,764		\$12,117		\$12,481		\$12,855		\$60,639
Vehicles						\$298,000					\$298,000
ZEB Construction & Equipment				\$125,000							
Computer/software	\$16,517		\$17,013	\$100,000	\$17,523		\$53,049		\$54,640		\$258,741
Shelters/signs		\$15,000		\$5,000		\$3,500		\$3,500		\$3,000	\$30,000
Dues & Membership	\$1,100		\$1,200		\$1,300		\$1,400		\$1,500		\$6,500
Training	\$400		\$450		\$500		\$550		\$600		\$2,500
Consultant			\$75,000								\$75,000
Mode Revenue Sub-Total	\$490,134	\$15,000	\$580,600	\$230,000	\$521,559	\$301,500	\$573,128	\$3,500	\$591,173	\$3,000	\$3,309,593
Total	\$678,934	\$545,857	\$771,013	\$355,000	\$716,772	\$301,500	\$773,231	\$3,500	\$796,362	\$318,000	\$5,260,168

Attachment: Needles SRTP DRAFT-FINAL 080425 (10766 : Needles SRTP)

Needles Transit Services Short Range Transit Plan, 2025-2030

Table 27: Detailed Operating and Capital Revenue Plan

	FY 2025/26		FY 2026/27		FY 2027/28		FY 2028/29		FY 2029/30		
	Operating	Capital	Operating	Capital	Operating	Capital	Operating	Capital	Operating	Capital	Totals
Dial-a-Ride											
Fare Revenue	\$7,500		\$6,000		\$6,000		\$6,000		\$6,000		\$31,500
Measure I	\$18,900		\$23,991		\$24,663		\$25,526		\$26,420		\$119,500
Prior STA Pop		\$530,857									\$530,857
STA - Pop	\$72,735	\$0	\$78,145	\$125,000	\$80,765		\$83,239		\$85,831	\$315,000	\$840,715
Mode Revenue Sub-Total	\$99,135	\$530,857	\$108,136	\$125,000	\$111,428	\$0	\$114,765	\$0	\$118,251	\$315,000	\$1,522,572
Ft. Mohave/Bullhead Limited											
Fare Revenue	\$4,000		\$4,000		\$4,000		\$4,000		\$4,000		\$20,000
STA - Pop	\$36,232		\$26,698		\$26,112		\$25,918		\$55,731		\$170,691
Prior STA Pop	\$14,979										\$14,979
TIRCP SB125	\$53,178		\$51,579		\$53,673		\$55,421		\$27,208		\$241,059
Mode Revenue Sub-Total	\$108,389	\$0	\$82,277	\$0	\$83,785	\$0	\$85,339	\$0	\$86,939	\$0	\$446,729
NAT											
Fare Revenue	\$37,000		\$35,010		\$36,060		\$37,142		\$38,256		\$183,468
FTA 5311	\$53,315		\$57,716		\$57,716		\$57,716		\$57,716		\$284,179
LTF	\$327,847		\$326,241		\$336,690		\$348,311		\$360,502		\$1,699,591
STA - Ops	\$4,063		\$4,757		\$4,757		\$4,757		\$4,757		\$23,091
STA - Pop	\$102,558	\$0	\$68,547	\$225,000	\$72,977	\$298,000	\$114,349		\$108,742		\$990,173
SGR - Op		\$705		\$705		\$705		\$705		\$705	\$3,525
SGR - Pop		\$9,291		\$9,291		\$9,291		\$9,291		\$9,291	\$46,455
LCTOP - Ops	\$0		\$1,033		\$1,033		\$1,033		\$1,033		\$4,132
LCTOP - Pop	\$0		\$12,326		\$12,326		\$12,326		\$12,326		\$49,304
Prior STA Pop		\$35,487									\$35,487
Mode Revenue Sub-Total	\$524,783	\$45,483	\$505,630	\$234,996	\$521,559	\$307,996	\$575,634	\$9,996	\$583,332	\$9,996	\$3,319,405
Total	\$732,307	\$576,340	\$696,043	\$359,996	\$716,772	\$307,996	\$775,738	\$9,996	\$788,522	\$324,996	\$5,288,706

Attachment: Needles SRTP DRAFT-FINAL 080425 (10766 : Needles SRTP)

Minute Action

AGENDA ITEM: 5

Date: September 11, 2025

Subject:

Amendment No. 4 to Contract No. 21-1002452 with HNTB Corporation for Program Management/Construction Management Services for the Ontario International Airport Connector Project

Recommendation:

That the Transit Committee recommend the Board, acting as the San Bernardino County Transportation Authority:

A. Approve Amendment No. 4 to Contract No. 21-1002452 with HNTB Corporation, for Program Management/Construction Management Services for the Ontario International Airport Connector Project (Project), increasing the authorized budget under Notice to Proceed (NTP) 1 by \$5,890,456, for a revised not-to-exceed amount authorized under NTP 1 of \$25,165,850, to be funded with State Transit Assistance funds previously programmed for the Project, and extending the termination date to December 31, 2027.

B. Approve a contingency increase to Contract No. 21-1002452 of \$600,000, to be funded with State Transit Assistance funds previously programmed for the Project, for a remaining not-to-exceed contingency amount of \$600,691, and authorize the Executive Director, or her designee, to release contingency as necessary for the completion of the Project.

Background:

In January 2021, the San Bernardino County Transportation Authority (SBCTA) Board of Directors (Board) awarded Contract No. 21-1002452 to HNTB Corporation (HNTB) for Project Management/Construction Management (PCM) Services for the Ontario International Airport (ONT) Connector Project (Project), for a not-to-exceed amount of \$26,940,428. In July 2022, the SBCTA Board approved Amendment No. 1 to Contract No. 21-1002452, increasing the contract by \$1,100,000 for additional geotechnical borings. The Contract was structured with two Notices to Proceed (NTPs) in order to limit the amount of work that could be authorized before the environmental process was completed. NTP 1 authorized work to support the initial infrastructure developer procurement process, planning and environmental approval activities, grant requests, permitting, and establishment of the operating structure. The subsequent NTP (NTP2) is anticipated to be issued at the start of the construction phase and will authorize work to support the various activities during construction and project close-out.

The environmental clearance was completed in April 2025, and the Project is currently in the Design-Build (DB) contract procurement phase. On July 3, 2024, the SBCTA Board approved moving forward with the procurement process by shortlisting two DB firms, ONTheMove Joint Venture and Ontario Tunnel Constructors, and three Operating System Providers, Glydways, Inc., Oceaneering International, Inc., and Ohmio, Inc. The pre-proposal phase was expected to last approximately 10 months, with an initial six-month design sprint followed by a four-month detailed cost estimation to establish a Guaranteed Maximum Price. On May 7, 2025, the Board approved increasing the contracts with the DB firms to allow additional time to further mitigate risk associated with incorporating a single-station concept at ONT, refine their Alternative Technical Concepts, and update the Cucamonga Station location to reflect a combined station with the Brightline West proposed parking structure. The proposals are scheduled to be submitted in late September, followed by the proposal evaluation process that is scheduled to take two to three months, with anticipated contract award in early 2026. As a result of the project and

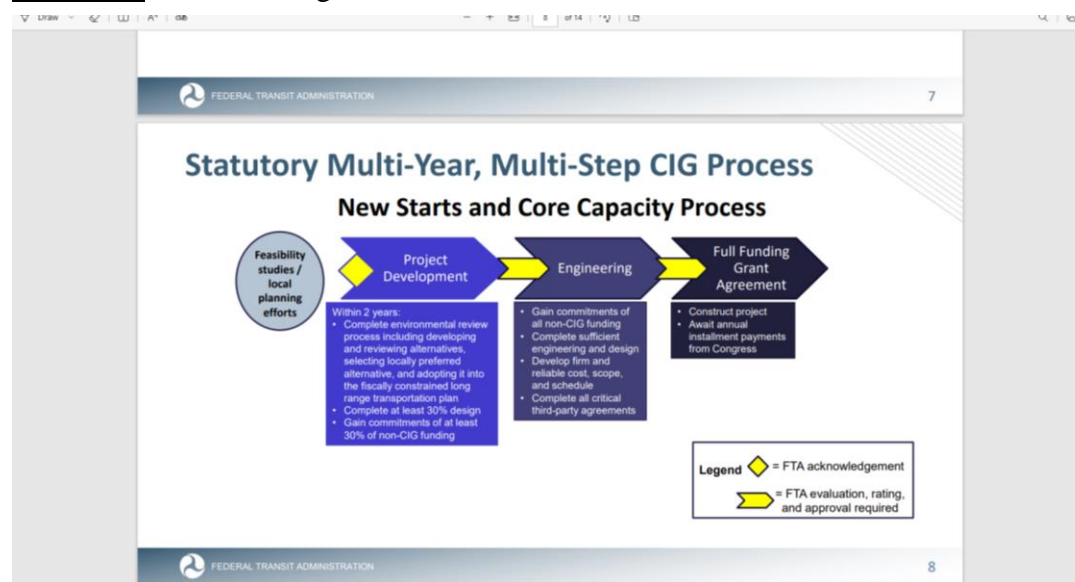
Entity: San Bernardino County Transportation Authority

procurement schedule change, additional support is needed from the PCM team to continue the completion of the procurement phase, as further detailed in the attached scope of work.

The latest Project update was provided to the Board on July 2, 2025, which included the status of the various grant pursuits and identified the strategy to close the funding gap. The strategy identified includes submitting applications for the State Transit and Intercity Rail Capital Program and Solutions for Congested Corridors Program (SCCP), but the majority of the funding for the gap would need to come from the Federal Transit Administration (FTA) Capital Investment Grants (CIG) program. All of these programs are highly competitive, and the amounts requested will be determined based on the outcome of other grant pursuits since grant funding was not awarded to this project under the latest cycle of the federal Better Utilizing Investments to Leverage Development grant program or the state SCCP grant award program.

The FTA CIG program is a multi-year, multi-step process that proposed projects must go through to be eligible for and receive discretionary CIG program funding from FTA, as summarized in the graphic below. The CIG grant program has three types of eligible projects: Core Capacity, New Starts, and Small Starts. It is anticipated that the ONT Connector would be eligible under the New Starts program since that program is for projects that request funding over \$150 million and have a total project cost of over \$400 million. The first phase of the process is Project Development and must be completed within two years. The major activity is to complete the environmental review process required under the National Environmental Policy Act, which has already been completed. The remaining project activity under the Project Development phase is the initial FTA project rating. FTA rates CIG projects according to two types of criteria: project justification criteria and local financial commitment. Each criterion is rated on a five-point scale, from low to high. Summary project justification and local financial commitment ratings are prepared and combined to arrive at an overall project rating. Project sponsors need to achieve at least a medium project rating to obtain approval to enter the Engineering phase. The Engineering phase is intended to complete the final design, secure funding commitments from all non-CIG sources, and then complete a final project rating. The final phase in the grant process is the Full Funding Grant Agreement phase, which requires FTA to include the Project as a funding recommendation in the annual federal budget process.

Figure 1: FTA CIG Program Flow Chart



Transit Committee Agenda Item

September 11, 2025

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Since the FTA CIG initial project rating is a critical activity to continue to seek grant funding, staff is recommending that the support needed from the PCM team be included to advance the FTA CIG grant process up to the conclusion of the initial rating process under this amendment. Furthermore, since the overall level of effort during the construction phase is not fully developed, rather than increasing the overall contract authority by the additional budget for NTP 1 that is needed to complete the additional work, staff is recommending approval to increase NTP 1 by \$5,890,456 to be re-allocated from the previously approved NTP 2 contract authority. As a result, PCM Contract No. 21-1002452 NTP 1 contract value will be revised to a not-to-exceed amount of \$25,165,850, which includes previously authorized contingency releases, and the total authorized contract value will remain at \$29,902,248. A contract amendment that increases the overall contract authority and budget under NTP 2 will be needed at a future date and is anticipated to be brought back to the Board for approval once the DB contract is awarded.

Additionally, staff is recommending approval of a contingency increase of \$600,000 for Contract No. 21-1002452 to address changes in level of effort to complete the current procurement phase and the initial FTA CIG project rating process, and authorize the Executive Director, or her designee, to release the contingency as necessary for the Project.

Financial Impact:

The Ontario Connector Project is included in the adopted Budget for Fiscal Year 2025/2026 and funded with State Transit Assistance, in Program 30, Transit.

Reviewed By:

This item is not scheduled for review by any other policy committee or technical advisory committee. SBCTA General Counsel and Procurement Manager have reviewed this item and the draft amendment.

Responsible Staff:

Victor Lopez, Director of Transit & Rail Programs

Approved
Transit Committee
Date: September 11, 2025

Witnessed By:

Contract No.: 21-1002452 Amendment No.: 4

Contract Class: Payable Department: Transit

Vendor No.: 01022 Vendor Name: HNTB Corporation

Description: Project/Construction Management Services for the Ontario International Airport Connector Project.

List Any Related Contract Nos.:

Dollar Amount							
Original Contract		\$	26,940,428.00	Original Contingency		\$	907,511.00
Prior Amendments		\$	1,100,000.00	Prior Amendments		\$	955,000.00
Prior Contingency Released		\$	1,861,820.00	Prior Contingency Released (-)		\$	(1,861,820.00)
Current Amendment		\$	-	Current Amendment		\$	600,000.00
Total/Revised Contract Value		\$	29,902,248.00	Total Contingency Value		\$	600,691.00
	Total Dollar Authority (Contract Value and Contingency)					\$	30,502,939.00

Board of Directors	Date:	10/1/2025	Committee	Item #
Contract Management (Internal Purposes Only)				

Board of Directors	Date:	10/1/2025	Committee	Item #
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Other Contracts	Sole Source?	No	No Budget Adjustment
State	Construction Management		N/A

State	Construction Management	N/A
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[illegible]

Estimated Start Date:	1/7/2021	Expiration Date:	12/31/2025	Revised Expiration Date:	12/31/2027
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NHS: N/A QMP/QAP: N/A Prevailing Wage: Yes

Total Contract Funding: Total Contingency:

[illegible]

Victor Lopez

Project Manager (Print Name)

Victor Lopez

Task Manager (Print Name)

Additional Notes: A4 - Total NTP 1 Authorized amount increases by \$5,890,456 for a total NTP1 Authorized Amount of \$25,165,850.

Exhibit A.4: Additional Scope of Work

A. PROJECT MANAGEMENT

A11.1-Conceptual Design Analysis of Realignment Configuration and Contract Technical Specifications Update

Consultant to undertake efforts to realign the conceptual design from the previously developed layout shown in EIR Appendix S (Project Footprint Map), dated October 2024, to incorporate the re-baselined Ontario Connector Cucamonga and ONT Terminal 3 stations. As part of this effort, the team will undertake the follow:

- i. Cucamonga Station
 - a. Organize and participate in weekly design coordination meetings with Brightline West in which key decision makers explore opportunities and limitations for station elements and interrelationships for incorporating Cucamonga Station within the proposed Brightline West parking structure.
 - b. Develop requirements and specifications for tenant improvements needed by Brightline to prepare the first floor of the Brightline parking structure in advance of future work. This includes utility provisions, knockouts, stub-outs, and any other elements best performed by the Brightline team during initial construction.
- ii. ONT Airport Station
 - a. Organize and participate in weekly design coordination meetings with OIAA in which key decision makers explore opportunities and limitations for station elements and interrelationships for incorporating a single station in Parking Lot 3.
 - b. Organize and participate in weekly design coordination meetings with OIAA for 4-6 weeks in which key decision makers, explore opportunities and limitations for station elements and interrelationship for incorporating one single station in Parking Lot3.
- iii. Ridership Enhancement
 - a. Explore alternative alignment adjustments to expand, stations, ridership, capacity and system performance.

B. DESIGN MANAGEMENT

In coordination with the Stakeholders, Consultant shall continue day-to-day management of planning, environmental, design review, and oversight activities of the Proposed Project, including coordinating with affected agencies on technical issues related to utilities, ROW acquisition, conceptual approvals, and environmental mitigation.

- i. Refine Contractor based design to support Environmental Revalidation.
- ii. Refine Contractor based design to support ROW Estimates and initial ROW Evaluation
- iii. Refine Contractor based Design to support Utility and Enabling works.

Environmental:

- Provide management oversight of the preparation of the CEQA and NEPA Re-evaluation/Re-validation environmental document. Review CEQA/NEPA environmental documents submitted by the environmental consultant.
- Provide guidance to the environmental contractor.
- Review supplemental environmental technical studies appendices to the EIR and EA, needing updating, and verify subsequent environmental consultant submittals.

C. CONTRACT MANAGEMENT AND PROCUREMENT SERVICES

In coordination with the Nossaman, Stakeholders and SBCTA, Consultant shall continue to develop project commercial agreements, including Co-Op agreements, MOUs, and term sheets with primarily the following stakeholders: City of Rancho Cucamonga, City of Ontario, Brightline, OIAA, MWD, and Caltrans.

Continue support of SBCTA's legal counsel by providing technical input as required and providing technical review of the Design-Build and Operating System Provider Agreements.

D. PROJECT CONTROLS

○ D.3 Scheduling:

- i. Provide construction schedule support to the project including:
- ii. Integrate and align Program Management Schedule with Capital Investment Grant (CIG), sequence and cross reference NTP dates with Project Development (PD), Early Systems Work agreement (ESWA) and Entry into Engineering.
- iii. Maintain and update program schedule.
- iv. Incorporating PPWA extension to overall program schedule.
- v. Integrate Brightline West construction timeline into overall program schedule.

○ D.4 Cost Estimating:

- i. Provide cost estimating support to the project including:
- ii. Adjust and prepare Estimate to meet CIG requirements;
- iii. Adjustments reflecting 2025 current construction estimating indices;
- iv. Adjustments reflecting the updated Project Footprint Map (A11.1.iii);
- v. Prepare cost estimate for Brightline West tunnel protection mitigation.
- vi. Support SBCTA with price negotiations with Brightline West and OIAA, necessary to secure MOU/agreements;
- vii. Prepare cost estimate for detailed ATCs and support SBCTA with ATC price negotiations developed by 2 proposers.

K. PRECONSTRUCTION SERVICES

In coordination with the Stakeholders, Consultant shall continue preconstruction services to manage the design-build procurement activities of the Proposed Project, continuing Amendment 2 duration from May 2025 and conclude with the evaluation of the preconstruction contractor lump sum contract proposal.

○ K.5 Procurement Support:

- i. Continue refining the project Technical Provisions to support SBCTA's decision to split the delivery phase into two agreements: a Design-Build Agreement and an Operating System Provider Agreement. This includes updating the 41 Design-Build Technical Provisions and the 23 Operating System Provider Provisions.
- ii. Continue to coordinate with and support of SBCTA legal counsel and SBCTA procurement on Alternative Technical Concept (ATC) risk sharing negotiations and communication with 2 proposers.
- iii. Review and assess ATCs technical merit from 2 proposers for compliance with environmental laws and overall cost benefit.
- iv. Continue to Coordinate with and support of SBCTA legal counsel and SBCTA procurement on Alternative Technical Concept (ATC) risk sharing negotiations and communication with 2 proposers.
- v. Review ATCs from 2 proposers for compliance with environmental laws and cost benefit.
- vi. Coordinate with and support of SBCTA legal counsel and SBCTA procurement on proposal evaluations and technical scoring.

○ K.10 Facilities:

- i. Extend leases for the two contractor project offices three months.

L. Strategic Funding Support

Consultant will develop a comprehensive grant and funding strategy to support the successful delivery of the Project.

- Conduct an extended funding kickoff meeting with HNTB's subject matter experts.
- Develop a cash flow model to identify project needs at major milestones.
- Inventory potential public and private funding sources and strategies at the local, regional, state, and federal levels.
- Evaluate the updated STOPS model ridership projections to determine if they meet CIG program competitive thresholds.
- Conduct a preliminary evaluation of the project's competitiveness for CIG funding based on FTA criteria.
- Engage in FTA coordination to discuss ridership findings and initial project positioning within the CIG framework.
- Develop project appropriate funding strategy.

M. Passenger Modeling Data Support Effort

In coordination with the Stakeholders, Consultant shall oversee the planning and development of updated ridership estimates to reflect changes in the project description, components, and supporting transit elements.

Assumptions

- Perform Mock analysis workshop to assess STOPS ridership optimization options.
- Modeling effort to support FTA / CIG and other Grant Efforts
- Assume 6 to 9 months. Starting in October 2025
- Modeling to assume on demand operation and follow FTA nontraditional guidance
- Identify all ridership opportunities and map structure of Transit System Operation
 - Map with GIS support data.
 - MAP and illustrate all transit systems based on local, regional and state systems.
 - Map with traffic flow and population density.
- Include Micro Transit districts ridership market potential, including:
 - HART District
 - Ontario Mills / Toyota Center District
 - ONTAirport / Ontario Convention Center District
- Include passenger growth and ridership from adding an In Line Station at Ontario Mill
- Include regional passenger growth from West Valley Connector, ARROW, and BLW (High Desert Stations)
- Include passenger growth and ridership from add a rental car station at Ontario International airport
- Include passenger growth from Hotel at Rancho Station and Lewis Development
- Utilize the SBCTA's Smart County Master Plan assess the impact of adding specific corridors and stations in the vicinity of ONT and Rancho Cucamonga Metrolink Station and OIAA to the ONT Connector alignment, leveraging Smart Corridors and Smart Intersections strategies to support localized and global ridership forecasting.

Peer Airport Analysis

- Develop a list of peer airports (potentially OAK, IAD, EWR, MIA, others).
- Conduct regression analysis on potential measures for air passenger volume:
 - i. Frequency of transit service
 - ii. Potential other factors (e.g. grade changes, walk distance to terminal door).

- Assess typical transit mode share.

Grant Deliverables

- Update BCA
- Update Economic Benefit Study
- Support Update of Land Use Benefit Study
- Run Mock Modeling Analysis with (STOPS) based on “Non traditional” Autonomous Transit system with On Demand operation
- Utilize the SBCTA’s Smart County Master Plan assess the impact of adding specific corridors and stations in the vicinity of ONT and Rancho Cucamonga Metrolink Station and OIAA to the ONT Connector alignment, leveraging Smart Corridors and Smart Intersections strategies to support localized and global ridership forecasting.
- Peer Airport Analysis (Report)
 - i. Develop a list of peer airports (potentially OAK, IAD, EWR, MIA, others).
 - ii. Conduct regression analysis on potential measures for air passenger volume:
 - Frequency of transit service
 - Potential other factors (e.g. grade changes, walk distance to terminal door).
 - iii. Assess typical transit mode share and verify Rental Car propensity for travelers.
- Ontario Airport Travel Market Assessment
 - i. Data Collection/Request
 - Demographic Data: population and employment density, household income, zero-vehicle households, age distribution, disability status, and limited English proficiency.
 - Land Use and Activity Centers: current land-use patterns, locations of major trip generators such as schools, health facilities, retail, and recreation. Attendance data for special events (e.g., concerts) within the study area will be collected, where available.
 - Transportation Network and Services: existing and planned fixed-route transit services, schedules, and ridership; bicycle facilities; roadway classifications, speed limits, and connectivity; and park-and-ride facilities and mobility hubs.
 - Travel Demand and Patterns: Utilize Google based "Replica" travel demand data, origin–destination data from existing services (transit, paratransit, TNCs, etc.), traffic volumes and congestion patterns, and curbside activity data, if available
 - Operational and Environmental Characteristics: available curb space for pickup/drop-off, existing and planned charging infrastructure for electric vehicles.
 - Existing route network coverage, including assessment of current ridership and service operations by provider.
 - Obtain SCAG Air Passenger Model
 - Request ONT Employee Surveys if available
 - Request ONT Air Passenger Surveys if available
 - Obtain OIAA planning documents (airport capacity, expansion, growth projections)
 - Conduct bracketed growth scenarios of potential future markets for ONT Connector air passengers and employees.
 - Perform analysis of ODS (Origin-Destination Surveys) to understand potential markets for ONT Connector air passengers and employees, today and under future growth scenarios.
 - Determine potential mode share based on analysis of peers, today and under future growth scenarios.
 - Microtransit Service Market
 - i. Study Area Definition:

- Examining existing route network coverage, including assessment of current ridership and service operations by provider
 - Analysis of current (and forecasted) regional and local travel patterns (O-D pairing) as well as population and employment density by jurisdiction and relative to existing/planned transit service.
 - Identifying primary trip anchors (e.g., transit hubs, major employers, educational institutions, medical facilities, commercial districts).
 - Establishing catchment limits based on target service performance and vehicle operating parameters.
 - Reviewing transportation network connectivity, physical barriers, and ADA-compliant access feasibility.
 - Prioritizing areas with high demand potential and/or transportation equity needs.
 - Mapping of service area identifying core service zones and potential expansion areas
- ii. Ridership Assessment:
- Estimate potential microtransit ridership for up to four (4) scenarios. Scenarios can differ based on varying microtransit service characteristics, the presence or absence of complimentary transit services, and the presence or absence of non-motorized connectivity. At minimum, HNTB will assess ridership/service potential if the microtransit service were to operate today under existing conditions and will also assess ridership/service potential under three (3) future buildout years.
 - Development of ridership assessment methodology
 - Scenario Planning
 - Use of Replica to estimate total travel demand (i.e., all trips) that either begin or end within microtransit service area. Trips will be summarized by trip type (e.g., work based) and summarized by which trip origins and destinations are internal-internal (begin and end within service area), internal-external (begin within the service area and end outside of it), and external-internal (begin outside of the service area and end inside of it)
 - Estimate service area travel demand generated by special events (e.g., concerts, sporting events, etc.) within the study area and identify additional market segments (if any). Application of mode split assumptions to estimate potential demand for microtransit as a share of non-driving attendees for special events.
 - Assign propensity factors to both Replica and special events data to estimate a range of potential daily microtransit ridership. Potential ridership will then be annualized by applying a regional annualization factor data, if available.
 - Future Year Ridership
 - Estimate potential microtransit ridership for up to three (3) future year scenarios. This will be done by factoring existing ridership based on specific scenario characteristics.
 - Implementation Plan
 - Identify recommended phased implementation plan.
 - Identify highest market share potential, years for each phase of implementation, including an Opening Year and years where future service expansion would be recommended.
 - Operating plan that details the service area boundaries, hours of operation, the number of vehicles required to operate the service, and other detailed service characteristics as needed.
 - Microtransit service plan

Q. Capital Investment Grant (CIG)

- Schedule CIG and Program
- Revisioning of Ridership
- Enter PD Plans and Subplans

Grant Deliverables

- Update Benefits Cost Analysis (BCA)
- Update Economic Benefit Study
 - i. Support Update of Land Use Benefit Study
 - ii. Run Mock Modeling Analysis with (STOPS) based on “Non traditional” Autonomous Transit system with On Demand operation
- Utilize the SBCTA’s Smart County Master Plan assess the impact of adding specific corridors and stations in the vicinity of ONT and Rancho Cucamonga Metrolink Station and OIAA to the ONT Connector alignment, leveraging Smart Corridors and Smart Intersections strategies to support localized and global ridership forecasting.
- Rating Deliverables
 - i. Adopted into long range transportation plan (RTIP)
 - ii. Complete at least 30% design
 - iii. Get at least 30% non-CIG funding committed.
 - iv. Initial Financial Plan
 - v. Prep for FTA evaluation/rating - Sketch STOPS model run.
 - vi. Prep Letter of No Prejudice
 - vii. Notify FTA (at least 6 mo. prior to Entry to Engineering or 2-yr deadline)
 - viii. Prepare material required for Entry to Engineering
 - ix. PMP
 - x. Program schedule and scope definition.
 - xi. Contracting Methodology
 - xii. 3rd Party Agreements Identified with timeline.
 - xiii. VE / Constructability
 - xiv. Hazard / Threat Analysis & Safety / Security Design
 - xv. FTA SCC estimate
 - xvi. Risk Assessment
 - xvii. Financial Plan (See TIRCP)
 - xviii. Request Entry to Enter Engineering
 - xix. Send Letter Request to FTA
 - xx. PMOC Rating #1 - FTA evaluate, rate, approve.
 - xxi. Lock in CIG amount - set FFGA cap.
- Rating Exercise (PMOC rating effort)
- Start Environmental Re-validation
 - i. Deliverable – First Rating Summer 2026
 - ii. Target ESWA (Scope)
 - iii. Enter Engineering

Schedule / Duration:

This Amendment No. 4 to Contract 21-1002452 total duration is approximately 12 months

SUMMARY - EXHIBIT B.4

Contract Extension: Transfer of funds from NTP2 to NTP1

29-Aug-25

ATTACHMENT B-4 SUMMARY OF PCM LABOR HOURS & FEE (NTP2 to NTP1 Transfer)						
		NTP1 Breakout				
Item#	Activities	Original Contract Value	Amendment 1-3 and Contingency Releases	Current Approved Contract Value	This Contract Extension, Amendment #4, Transfer. Funds from NTP2 to NTP1	TOTAL Revised (Proposed) Contract Value
NTP-1						
A	Project Management	\$3,210,784	\$ 957,129.17	\$4,167,913	\$ 1,031,600.02	\$5,199,513
B	Design Management	\$2,765,164	\$ 1,809,617.21	\$4,574,781	\$ 760,146.65	\$5,334,928
C	Contract Management & Procurement	\$1,026,818	\$ (62,446.00)	\$964,372	\$ 300,096.77	\$1,264,469
D	Project Controls	\$447,111	\$ 757,141.63	\$1,204,252	\$ 379,961.24	\$1,584,213
E	Construction Management	\$45,257	\$ (233.00)	\$45,024	\$ -	\$45,024
F	Establishment of Maintenance & Interim Operations	\$35,562	\$ (35,562.00)	(\$1)	\$ -	(\$1)
G	DBOM Negotiations		\$ -	\$0	\$ -	\$0
H	RAISE GRANT			\$0		\$0
I	Project Background & History	\$0	\$ 166,130.41	\$166,130	\$ -	\$166,130
J	Footprint Analysis	\$0	\$ 442,192.00	\$442,192	\$ -	\$442,192
K	Pre-Construction	\$0	\$ 3,868,588.00	\$3,868,588	\$ 870,710.83	\$4,739,299
L	Strategic Funding Support		\$ 115,792.00	\$115,792	\$ 252,607.58	\$368,400
M	Passengers Modeling	\$0	\$ 72,181.00	\$72,181	\$ 254,833.19	\$327,014
N	TIRCP Grant		\$ 55,142.00	\$55,142	\$ -	\$55,142
O	SB-1 Grant		\$ 200,749.00	\$200,749	\$ -	\$200,749
P	RAISE Grant		\$ 70,225.00	\$70,225	\$ -	\$70,225
Q	CIG and Grants	\$0	\$ -	\$0	\$ 1,424,432.64	\$1,424,433
R	Conceptual Design Analysis of Realignment Configuration		\$ -	\$0	\$ -	\$0
AA	UPRR		\$ 635,947.00	\$635,947	\$ -	\$635,947
				\$0	\$ -	\$0
SUBTOTAL NTP1 >> Labor Fee		\$7,530,695	\$9,052,593	\$16,583,289	\$ 5,274,388.92	\$21,857,677
Fixed Fee @ 9.5%		\$715,416	\$ 888,287.58	\$1,603,704	501,066.95	\$2,104,771
Total Fee NTP1 >>		\$8,246,111	\$9,940,881	\$18,186,992	\$5,775,456	\$23,962,448
NTP1: Travel, Boarding, Lodging, Airfare, Local Mileage, Other Costs (Office Supplies, Vehicles, SBE, DBE Admin Fee)		\$828,999	(\$40,598)	\$788,401	\$65,000	\$853,401
NPT1 Field Office			\$ 300,000.00	\$300,000	\$50,000	\$350,000
NTP1 Value		\$9,075,110	\$10,200,283	\$19,275,393	\$5,890,456	\$25,165,850
NTP2 Value		\$17,865,318	-\$7,238,463	\$10,626,855	(\$5,890,456)	\$4,736,399
Contract Value		\$26,940,428	\$2,795,750	\$29,736,178	\$0	\$29,736,178

Attachment: 11888 Summary Page [Revision 2] (11888 : Amendment No. 4 to Contract No. 21-1002452)

Additional Information

TRANSIT COMMITTEE ATTENDANCE RECORD – 2025

Name	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Art Bishop Town of Apple Valley		X	X	X	X	X		X				
Eunice Ulloa City of Chino				X		X		X				
Ray Marquez City of Chino Hills		X	X	X		X		X				
Frank Navarro City of Colton		X		X	X	X		X				
Aquanetta Warren City of Fontana		X		X	X	X		X				
Bill Hussey City of Grand Terrace		X		X	X	X		X				
Larry McCallon City of Highland		X	X	X	X	X		X				
John Dutrey City of Montclair		X	X	X	X	X		X				
Alan Wapner City of Ontario			X		X			X				
L. Dennis Michael City of Rancho Cucamonga		X		X				X				
Rick Denison Town of Yucca Valley		X	X	X		X		X				
Joe Baca, Jr. Board of Supervisors		X	X	X	X			X				

Communication: Attendance (Additional Information)

X = Member attended meeting Empty box = Member did not attend meeting
 Crossed out box = Not a member at the time Shaded box=The Transit Committee did not meet

TC-ATT25

This list provides information on acronyms commonly used by transportation planning professionals. This information is provided in an effort to assist Board Members and partners as they participate in deliberations at Board meetings. While a complete list of all acronyms which may arise at any given time is not possible, this list attempts to provide the most commonly-used terms. Staff makes every effort to minimize use of acronyms to ensure good communication and understanding of complex transportation processes.

AB	Assembly Bill
ACE	Alameda Corridor East
ACT	Association for Commuter Transportation
ADA	Americans with Disabilities Act
ADT	Average Daily Traffic
APTA	American Public Transportation Association
AQMP	Air Quality Management Plan
ARRA	American Recovery and Reinvestment Act
ATMIS	Advanced Transportation Management Information Systems
BAT	Barstow Area Transit
CALACT	California Association for Coordination Transportation
CALCOG	California Association of Councils of Governments
CALSAFE	California Committee for Service Authorities for Freeway Emergencies
CARB	California Air Resources Board
CEQA	California Environmental Quality Act
CMAQ	Congestion Mitigation and Air Quality
CMIA	Corridor Mobility Improvement Account
CMP	Congestion Management Program
CNG	Compressed Natural Gas
COG	Council of Governments
CPUC	California Public Utilities Commission
CSAC	California State Association of Counties
CTA	California Transit Association
CTC	California Transportation Commission
CTC	County Transportation Commission
CTP	Comprehensive Transportation Plan
DBE	Disadvantaged Business Enterprise
DEMO	Federal Demonstration Funds
DOT	Department of Transportation
EA	Environmental Assessment
E&D	Elderly and Disabled
E&H	Elderly and Handicapped
EIR	Environmental Impact Report (California)
EIS	Environmental Impact Statement (Federal)
EPA	Environmental Protection Agency
FHWA	Federal Highway Administration
FSP	Freeway Service Patrol
FRA	Federal Railroad Administration
FTA	Federal Transit Administration
FTIP	Federal Transportation Improvement Program
GFOA	Government Finance Officers Association
GIS	Geographic Information Systems
HOV	High-Occupancy Vehicle
ICTC	Interstate Clean Transportation Corridor
IEEP	Inland Empire Economic Partnership
ISTEA	Intermodal Surface Transportation Efficiency Act of 1991
IIP/ITIP	Interregional Transportation Improvement Program
ITS	Intelligent Transportation Systems
IVDA	Inland Valley Development Agency
JARC	Job Access Reverse Commute
LACMTA	Los Angeles County Metropolitan Transportation Authority
LNG	Liquefied Natural Gas
LTF	Local Transportation Funds

Acronym List

MAGLEV	Magnetic Levitation
MARTA	Mountain Area Regional Transportation Authority
MBTA	Morongo Basin Transit Authority
MDAB	Mojave Desert Air Basin
MDAQMD	Mojave Desert Air Quality Management District
MOU	Memorandum of Understanding
MPO	Metropolitan Planning Organization
MSRC	Mobile Source Air Pollution Reduction Review Committee
NAT	Needles Area Transit
NEPA	National Environmental Policy Act
OA	Obligation Authority
OCTA	Orange County Transportation Authority
PA&ED	Project Approval and Environmental Document
PASTACC	Public and Specialized Transportation Advisory and Coordinating Council
PDT	Project Development Team
PNRS	Projects of National and Regional Significance
PPM	Planning, Programming and Monitoring Funds
PSE	Plans, Specifications and Estimates
PSR	Project Study Report
PTA	Public Transportation Account
PTC	Positive Train Control
PTMISEA	Public Transportation Modernization, Improvement and Service Enhancement Account
RCTC	Riverside County Transportation Commission
RDA	Redevelopment Agency
RFP	Request for Proposal
RIP	Regional Improvement Program
RSTIS	Regionally Significant Transportation Investment Study
RTIP	Regional Transportation Improvement Program
RTP	Regional Transportation Plan
RTPA	Regional Transportation Planning Agencies
SB	Senate Bill
SAFE	Service Authority for Freeway Emergencies
SAFETEA-LU	Safe Accountable Flexible Efficient Transportation Equity Act – A Legacy for Users
SCAB	South Coast Air Basin
SCAG	Southern California Association of Governments
SCAQMD	South Coast Air Quality Management District
SCRRA	Southern California Regional Rail Authority
SHA	State Highway Account
SHOPP	State Highway Operations and Protection Program
SOV	Single-Occupant Vehicle
SRTP	Short Range Transit Plan
STAF	State Transit Assistance Funds
STIP	State Transportation Improvement Program
STP	Surface Transportation Program
TAC	Technical Advisory Committee
TCIF	Trade Corridor Improvement Fund
TCM	Transportation Control Measure
TCRP	Traffic Congestion Relief Program
TDA	Transportation Development Act
TEA	Transportation Enhancement Activities
TEA-21	Transportation Equity Act for the 21 st Century
TMC	Transportation Management Center
TMEE	Traffic Management and Environmental Enhancement
TSM	Transportation Systems Management
TSSDRA	Transit System Safety, Security and Disaster Response Account
USFWS	United States Fish and Wildlife Service
VCTC	Ventura County Transportation Commission
VVTA	Victor Valley Transit Authority
WRCOG	Western Riverside Council of Governments



MISSION STATEMENT

Our mission is to improve the quality of life and mobility in San Bernardino County. Safety is the cornerstone of all we do.

We achieve this by:

- Making all transportation modes as efficient, economical, and environmentally responsible as possible.
- Envisioning the future, embracing emerging technology, and innovating to ensure our transportation options are successful and sustainable.
- Promoting collaboration among all levels of government.
- Optimizing our impact in regional, state, and federal policy and funding decisions.
- Using all revenue sources in the most responsible and transparent way.

Approved December 4, 2019