

## **Additional Support Material Agenda Item No. 12**

### **Commuter Rail and Transit Committee Meeting**

**August 13, 2015**

**9:00 a.m.**

Location:  
SANBAG

First Floor Lobby

1170 W. 3<sup>rd</sup> Street, San Bernardino, California 92410

### **Discussion Calendar**

#### **Transportation Programming and Fund Administration**

That the Commuter Rail and Transit Committee recommend the Board, acting in its capacity as the San Bernardino County Transportation Commission:

- A. Receive and file a presentation on the Needles Short Range Transit Plan.
- B. Approve the Needles Short Range Transit Plan 2016-2020.
- C. Allocate \$45,413 State Transit Assistance funds to the City of Needles for Fiscal Year 2015/2016 Operating Costs consistent with the Short Range Transit Plan.

*The Needles Transit Services Short Range Transit Plan 2016-2020 is attached.*

# Needles Transit Services Short Range Transit Plan 2016 – 2020



*Prepared for:*



The City of Needles  
817 Third Street  
Needles, CA 92363

July 2015

*Prepared by:*



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# Needles Transit Services 2016-2020 Short Range Transit Plan

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# 2016-2020 Needles Transit Services Short Range Transit Plan

## 1. Introduction

### Short Range Transit Plan Objectives

This document presents the Needles Transit Services Short Range Transit Plan. The last full Short Range Transit Plan was prepared in July 2007 for the 2008-2012 period. In 2010, an update of just the financial tables and operating assumptions was developed for the period 2011-2015 to reflect the changing financial picture that the city, and the transit industry as a whole, was facing. This Short Range Transit Plan is for the period 2016 to 2020, expanding and building upon the 2011-2015 SRTP update, which was limited to a financial plan of Needles' expected revenues and expenses for that period.

The approach to this SRTP involved considerable public outreach and fieldwork to understand mobility needs, proposing targeted service enhancements and service expansion options in light of changes in the local environment. SRTP activities included

- 1) Stakeholder input and rider input;
- 2) Field assessment of all NAT bus stops;
- 3) Documenting transit needs;
- 4) Establishing goals, objectives and service standards;
- 5) Providing a service plan; and
- 6) Establishing a detailed operating and capital financial plan.

This document provides a roadmap for the continued management and development of Needles' public transportation program over the next five years, through 2020.

### Constrained Needles Transportation Resources

The City of Needles has consistently provided Dial-a-Ride (DAR) transportation since 1995 on an extremely limited budget: the small state-level funding for which the program was eligible, the limited level of local sales tax revenue that city residents' purchases can generate, and the modest farebox recovery provided by riders for Needles Transit services.

Given budgets that grew only modestly and declined in some years, including the most recent year, an early administrative decision during the 1990s was made to charge a flat fee for administrative staffing expense to the Needles' public transportation programs, known as Needles Transit Services. This supported placing all other available funding directly into transit operations, a practice that should be reviewed in light of increased administrative expense and burden over more than twenty years.



## Balancing Continuity and Changing Local Conditions

The Needles Area Transit has had minimal changes during approximately 20 years of operation, largely because its circular, looped route has worked well for riders. Given limited city growth or development of major new trip generators there has been little need, historically, to propose changes to the route structure.

During the fieldwork period of this study in mid-2014, the City of Needles saw the closure of its only grocery store, Bashas', as well as the renovation and opening of a new 99 Cent Only store at the Needles Towne Center. The Towne Center is the southeast anchor for Needles Area Transit and is the city's primary trip generator. As described within this document, riders who were surveyed prior to the closing of Bashas' reported shopping trips as their number one purpose for riding the NAT.

This significant change to the community landscape, although it comes with anticipation of the location of a new Towne Center anchor store, suggests that the City of Needles' public transportation can consider other changes, notably the potential for partnership around transportation into Arizona. This document considers near-term and longer-term improvements to the City of Needles public transportation services that will help craft its future.

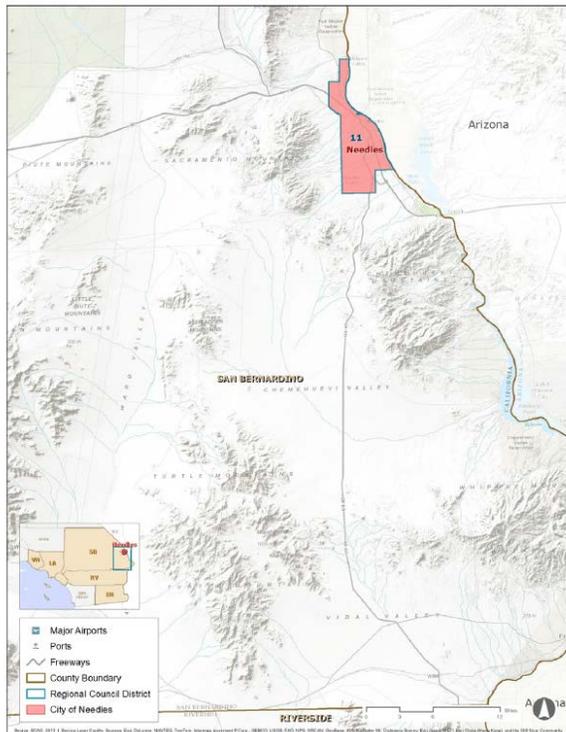


## 2. Existing Conditions

Chapter 2 describes City of Needles characteristics and its surrounding environment as these impact transit users and the mobility of Needles area residents. Local demographics, available employment data, and some population projections are presented. Available transportation services are described.

### Study Area Characteristics

Figure 2-1, City of Needles' Location



### Local Environment and its Population

The City of Needles sits on the extreme eastern edge of the Mojave Desert, along the Colorado River and across from Arizona. With a current 31 square miles, the city was founded in 1883 as a result of the construction of the Atchison, Topeka and Santa Fe Railway. The railroad centered significant services in Needles and its historic El Garces Transportation Depot was one of the early Harvey Houses providing an elegant setting in which to serve long-distance travelers. The El Garces Hotel and Santa Fe Station was built in 1908 and considered the “Crown Jewel” of the entire Fred Harvey chain.

Needles, which is the eastern gateway to the Mojave National Preserve, also sits on the historic Route 66. This was a major stop from the 1920s through the 1960s, a lengthy period of serving long-distance

automotive and truck travelers. Both railroad and automotive traffic have changed significantly in recent decades. California gasoline and diesel taxes have resulted in higher trucking re-fueling happening in Arizona rather than in California. Also, the development of the I-95 several miles west of the City of Needles diverted some automobile traffic, which might otherwise have stopped there, away from Needles.





## SCAG's Regional Overview of Needles

This subsection contrasts City of Needles key demographic characteristics with San Bernardino County and the SCAG region, as summarized in Table 2-1, SCAG's statistical picture of the City of Needles.

Table 2-1, SCAG Statistical Summary of the City of Needles Profile, 2012

<i>Category</i>	<i>Needles</i>	<i>San Bernardino County</i>	<i>Needles relative to San Bernardino County*</i>	<i>SCAG Region</i>
<i>2012 Population</i>	4,894	2,063,919	[0.24%]	18,242,331
<i>2012 Median Age (Years)</i>	38.6	32.3	6.3	35.2
<i>2012 Hispanic</i>	22.7%	51.7%	-29.0%	46.4%
<i>2012 Non-Hispanic White</i>	64.2%	30.7%	33.5%	32.1%
<i>2012 Non-Hispanic Asian</i>	.6%	6.5%	-5.9%	12.4%
<i>2012 Non-Hispanic Black</i>	1.9%	8.3%	-6.4%	6.3%
<i>2012 Non-Hispanic American Indian</i>	7.1%	.4%	6.7%	.2%
<i>2012 Non-Hispanic All Other</i>	3.5%	2.5%	1.0%	2.5%
<i>2012 Number of Households</i>	1,920	614,640	[0.31%]	5,870,003
<i>2012 Average Household Size</i>	2.5	3.3	-0.7	3.1
<i>2012 Median Household Income (\$)</i>	29,852	53,087	-23,235	57,465
<i>2012 Number of Housing Units</i>	2,898	702,911	[0.41%]	6,356,479
<i>2012 Homeownership Rate</i>	53.3%	54.3%	-1%	54.3%
<i>2012 Median Existing Home Sales Price (\$)</i>	36,000	163,000	-127,000	323,000
<i>2011 - 2012 Median Home Sales Price Change</i>	-13.3%	8.7%	-21.9%	6.4%
<i>2012 Drove Alone to Work</i>	85.1%	77.4%	7.8%	77.8%
<i>2012 Mean Travel Time to Work (minutes)</i>	23	32	-9	31.4
<i>2012 Number of Jobs</i>	3,658	727,093	[0.5%]	7,462,957
<i>2011 - 2012 Total Jobs Change</i>	70	13,893	[0.5%]	109,491
<i>2011 Average Salary per Job (\$)</i>	28,299	41,278	-12,979	49,468
<i>2012 K-12 Public School Student Enrollment</i>	929	412,448	.2%	3,096,034

Sources: U.S. Census Bureau; Nielsen Co.; California Department of Finance; MDA Data Quick; and SCAG

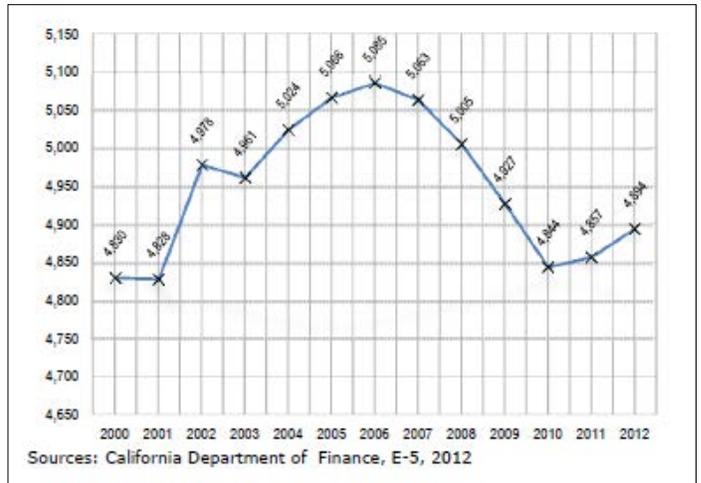
\* Numbers with [ ] represent Needles's share of San Bernardino County. The other numbers represent the difference between Needles and San Bernardino County.

Mapped jurisdictional boundaries are as of July 1, 2012 and are for visual purposes only. Report data, however, are updated according to their respective sources



The preceding Table 2-1 depicts key characteristics of Needles’ 4,894 residents and 1,920 households, contrasting these with San Bernardino County and the overall SCAG region. Needles’ population is somewhat older, less likely to be minority, living in smaller household sizes, and with a median household income that is 44 percent below that of San Bernardino County, just under half of SCAG region’s median household income.

Figure 2-2, Needles City Population Change – 2000-2012, SCAG Profile



SCAG’s City Profile (May 2013) reports that some annexation of adjacent developed areas contributed to population growth between 2000 and 2010. As shown in Figure 2-2, during this twelve-year period, the city’s 2012 population of 4,854 persons reflected a growth rate of 1.3 percent and was considerably lower than San Bernardino County’s overall rate of 20.7 percent.

Figure 2-3, Needles City Population by Age

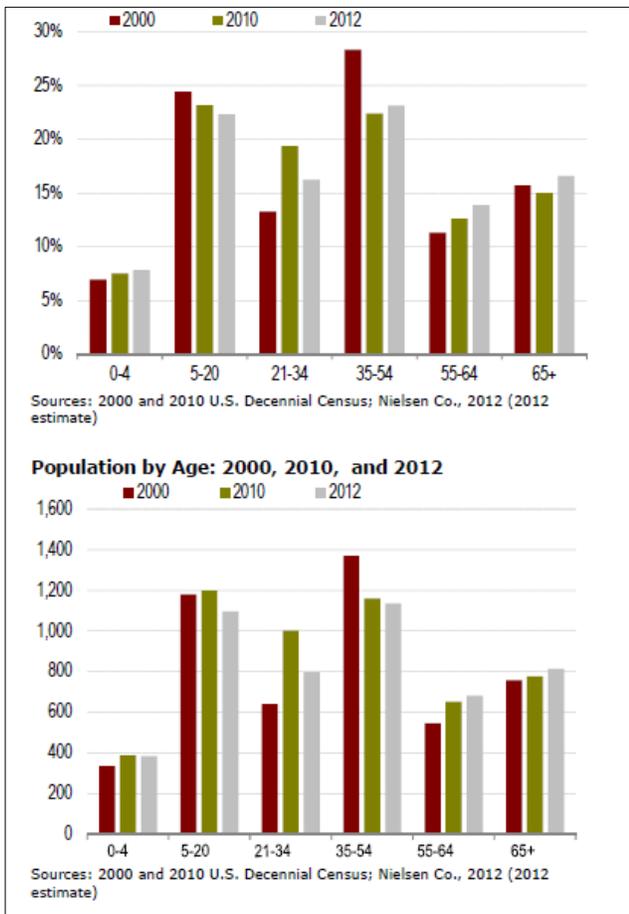


Figure 2-3, also excerpted from the SCAG profile, shows the percent and numbers of Needles residents by age group and changes over twelve years, from 2000 to 2012. Consistent with the higher average age per resident of 38.6 versus 32.3 for the county as a whole, the pattern of age distribution within the city shows a gradual aging of the population.

The proportions of the population between ages 21 to 34 and 35 to 54 declined, to 15 percent and 23 percent respectively. The proportions of older adults in both ages 55 to 64 and 65+ grew, to 14 percent and 16 percent respectively. This is likely a consequence of both the silver Tsunami of the now aging baby boomers and the historically significant retirement-age community in Needles. It may also reflect the fact that younger families leave Needles for employment reasons.



## SCAG Population and Employment Projections

Table 2-2, SCAG Local Input Growth Forecast –City of Needles

	Households				Population				Employment			
	2012	2020	2035	2040	2012	2020	2035	2040	2012	2020	2035	2040
	1,919	2,300	2,720	2,820	4,898	5,550	6,790	7,030	2,235	2,750	3,640	3,790
% Change over 2012		19.9%	41.7%	47.0%	n/a	13.3%	38.6%	43.5%	n/a	23.0%	62.9%	69.6%

An encouraging picture is presented in SCAG’s projections of households, population and employment. Shown in Table 2-2 above, growth is anticipated in relation to each of these variables over the next two decades. Increases in population of about 13 percent by 2020 and over 38 percent by 2035 are also reflected by increases in employment of 23 percent by 2020 and up to 63 percent by 2035.

These increases are supported by factors that SCAG staff identified as potentially including:

- Development of a solar project north of town (similar to new solar plants near Ivanpah/State Line);
- BNSF railroad yard improvements;
- Expansion of hospital; and
- Improvements to Pirate’s Cove at the river.

## Vehicle Access by Needles Residents

The availability of vehicles within City of Needles households is presented in Table 2-3. While ACS data shows that the majority of households have access to at least one vehicle, 14 percent or almost 300 households do not. The majority of households with no available vehicle are one-person households. The absence of a vehicle in a household may limit an individual’s ability to access employment, medical care, or to complete activities of daily living.

Table 2-3, City of Needles Household Vehicle Availability

NEEDLES CITY HOUSEHOLD VEHICLE AVAILABILITY						
	Households	% of total HH's	1 person HH	2 person HH	3 person HH	4 + person HH
<b>Total Households in Lake County</b>	<b>2,049</b>	<b>100%</b>	<b>701</b>	<b>569</b>	<b>460</b>	<b>319</b>
<b>Households with:</b>						
<b>No vehicle available</b>	<b>291</b>	<b>14%</b>	<b>181</b>	<b>53</b>	<b>19</b>	<b>38</b>
1 vehicle available	903	44%	432	208	226	37
2 vehicles available	554	27%	73	186	151	144
3 vehicles available	207	10%	15	102	43	47
4 or more vehicles available	94	5%	0	20	21	53

2008-2012 American Community Survey 5-Year Estimates, B08201, HOUSEHOLD SIZE BY VEHICLES AVAILABLE



Table 2-4 below summarizes the mode of transportation utilized by the working population. The majority (74 percent) of all workers are driving alone while 22 percent are traveling to work through carpool, public transportation, bicycle/motorcycle/taxi, or walking. Workers of households with no vehicles are likely to use alternate modes of travel. For some individuals, not owning a vehicle represents a lifestyle choice, but for others, the cost of purchasing and maintaining a vehicle is not affordable. Among adults over the age of 65, 81 percent drive alone to work, while the remaining 17 percent work at home.

Table 2-4, City of Needles Means of Transportation to Work

MEANS OF TRANSPORTATION TO WORK BY AGE						
	All ages 16+	% of Working Pop. 16+	Ages 16-64	% of Working Pop. 16-64	Ages 65+	% of Working Pop. 65+
<b>Working Population</b>	<b>1,785</b>		<b>1,696</b>		<b>89</b>	
<b>Travel to work by:</b>						
Drove alone	1,319	74%	1,247	74%	72	81%
Carpool	149	8%	149	9%	0	0%
Public transportation	0	0%	0	0%	0	0%
Walk	248	14%	248	15%	0	0%
Bike, motorcycle, taxi	0	0%	0	0%	0	0%
Work at home	69	4%	52	3%	17	19%

2008-2012 American Community Survey 5-Year Estimates, B08101, MEANS OF TRANSPORTATION TO WORK BY AGE

## Fort Mojave Indian Reservation

### Population and Tribal Lands

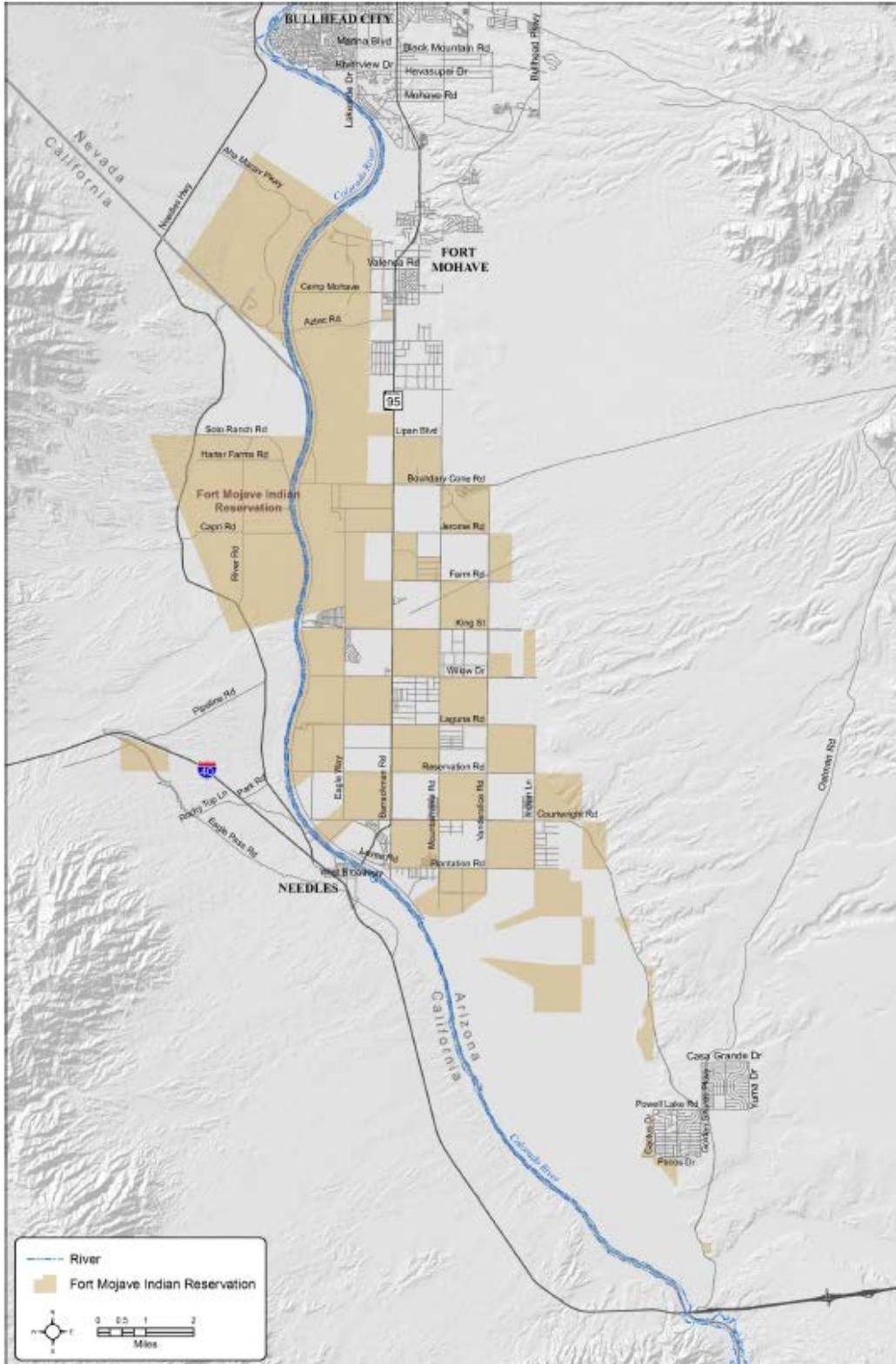


The Fort Mojave Indian Tribe is a federally recognized Tribe living within the City of Needles. The Fort Mojave Indian Reservation sits on 32,252 acres in the tri-state area of Arizona, California and Nevada. Within California, there are 6,428 acres, located along the Colorado River and adjacent Needles, California.

Figure 2-4 following presents the distribution of Tribal lands in California, north of the City of Needles and across the Colorado River into the Arizona areas of the Reservation. This map was developed as part of the Fort Mojave Indian Reservation Transit Study (February 2014), requested by the Tribe, funded by the Arizona Department of Transportation, and prepared by Kimley-Horn and Associates.



Figure 2-4, Tribal Land in Needles, CA and Fort Mohave, AZ Areas





## Fort Mojave Indian Reservation Transit Study

As noted, the Fort Mojave Indian Reservation undertook a transit study during 2013 and 2014 to evaluate the feasibility of, and provide recommendations for, public transportation services for Tribal members and the surrounding area. There were three primary objectives to this study:

1. Enhance the awareness and understanding of community transit needs through data analysis, stakeholder interviews, and public engagement and participation.
2. Develop feasible, multimodal strategies to increase mobility within the Fort Mojave Indian Reservation and regional interconnectivity to neighboring communities.
3. Provide a road map for developing and implementing feasible transit service improvement recommendations.

The study developed an estimate of potential ridership – based upon the population’s transit-dependent characteristics, and using the rural transit demand-forecasting model presented in TRCP Report 161— *Method for Forecasting Demand and Quantifying Need for Rural Passenger Transportation: Final Workbook* (2013). The analysis included both Tribal members and non-Tribal persons living within the study area, which included both Needles and Fort Mohave, Arizona. Survey responses from somewhat over 400 persons, plus interviews with key stakeholders, informed the analysis.

The analysis identifies a potential level of demand for public transportation of 300 passenger trips per day or approximately 90,000 annual one-way passenger trips. This is a level of ridership that approaches three times the current ridership of Needles Transit Services, which is about 35,000 one-way trips for the NAT and its two Dial-a-Ride services.

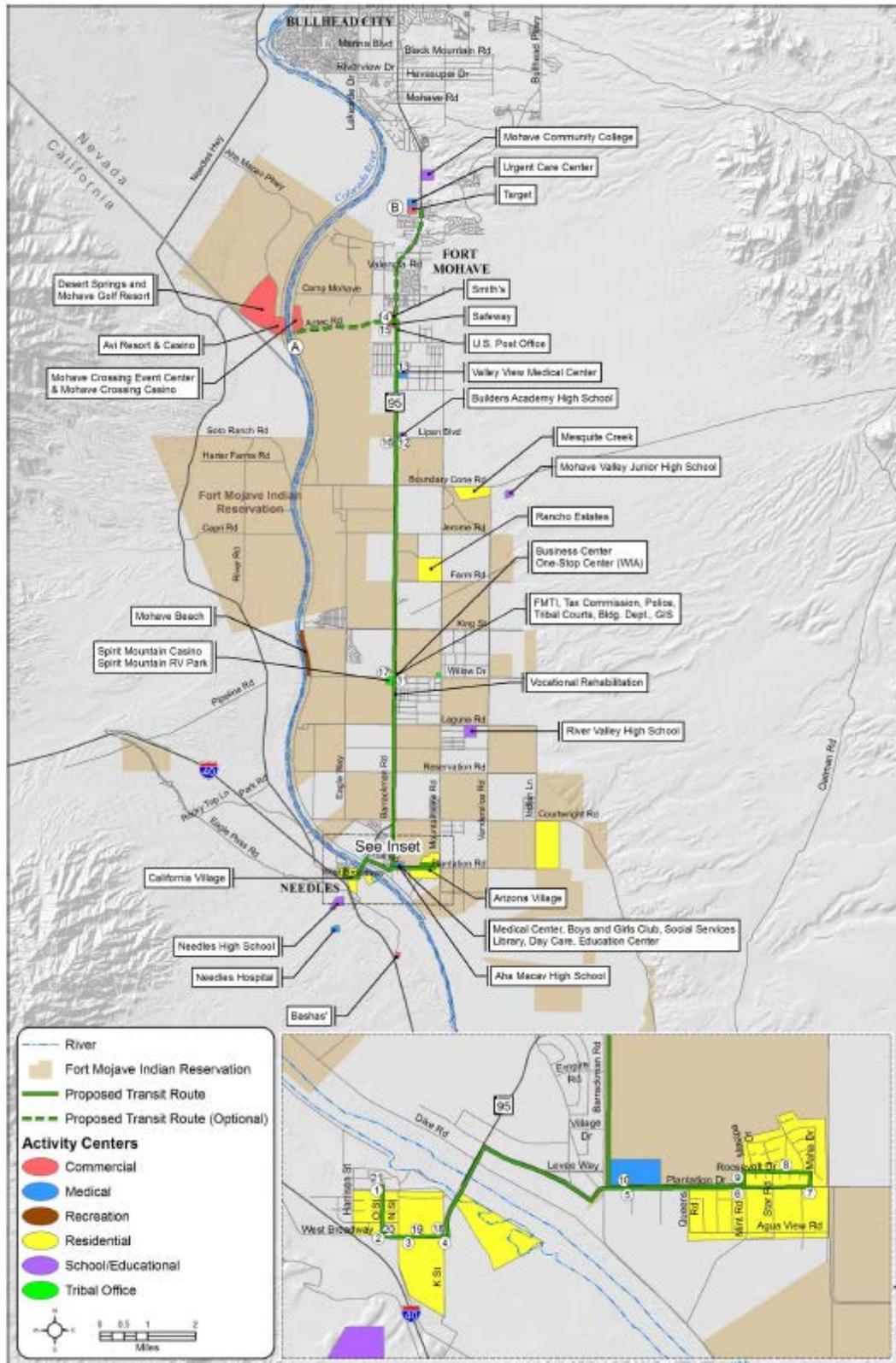
In considering how to address this potential demand, the study considered four modes: demand responsive, fixed route, deviated fixed route and vanpool. Based upon a review of various criteria, the study recommends deviated fixed route as the most cost-effective and responsive mode to meet the needs identified by stakeholders. Two alternative options, mapped in Figure 2-6 following, are:

- Option A – Deviated fixed route extending north from NAT transfer point to Target and Valley View Medical Center, to connect from there to the Bullhead Area Transit System; and
- Option B – Deviated fixed route extending west to the Avi Resort and Casino.

It is Option A that is of interest to the Needles’ SRTP, namely the development of an intercity bus service to link Needles, Fort Mohave, and Bullhead City. For Option A, the one-way trip distance is 30.39 miles and estimated at 30 miles per hour; a 60-minute travel time is projected. Assuming 28 stops at 45 seconds per stop (or 21 minutes), plus an eight-minute recovery time, the overall headway is 90 minutes. With a 12-hour operating day and one vehicle in service, total vehicle service hours are calculated at 3,120. Using an average cost-per-vehicle service hour of \$54.92, derived from an average of five Arizona transit systems revenue hour cost, an estimated annual operating cost of \$171,000 is presented. Other costs related to bus stops, shelters, and signage, as well as vehicle capital expense, are enumerated. Figure 2-5 following shows this proposed routing.



Figure 2-5, Proposed Routing for Option A and Option B Deviated Fixed Route Intercity Transit  
(Fort Mojave Transit Study, February 2014)





In terms of coordination with the NAT, the study identifies a bus stop and transfer point at O Street and Needles Highway. Coordination with the City of Needles is discussed in relation to one option of transit management and operations. Specifically, the study proposes formal relationships with the city as among the options for both vehicle operations and vehicle maintenance. Each option is one of three alternatives:

Option 3 – Operations: Operate in coordination with either the Needles Area Transit System (NAT) or the Bullhead Area Transit System, indicating that the NAT is operated by McDonald Transit Systems under contract to the City of Needles and that the contractor provides management, planning, and operation of services.

Option 3 - Vehicle Maintenance: Contract with the Needles Area Transit System or the Bullhead Transit System to provide vehicle maintenance.

The study identifies a number of potential funding sources, primarily leaning upon FTA Section 5311(c) Public Transportation on Indian Reservation Program, but also identifying various other funding opportunities. Appendix A presents the three-page Federal Grant Programs funding matrix. The Fort Mojave transit study status, as of this writing, is anticipating the development of an operational plan that would further detail how the service would work. The Tribe's Planner expects that at some stage it will be useful to continue the dialogue about who should operate the service with partners that are likely to include the City of Needles as well as Bullhead City, ADOT, and the Western Arizona Council of Governments, as well as the San Bernardino Associated Governments and CalTrans.

## Other Key Populations

### Low-Income Population

Consistent with the low median household income, there was an increase in the number of adults of low income as well as a slight increase in percent of the city's residents from 13.5 percent to 16.4 percent, now almost 150 persons. Low-income persons are reporting incomes at or below the federal poverty level, which varies by household size.

### Persons with Disabilities

The U.S. Census has changed the way in which it captures citizens' disability characteristics, so 2000 data cannot be compared to 2012. Currently there are almost 700 persons reporting some type of disability (14.3 percent of the city's population). Those adults reporting difficulties with walking are 10.7 percent of city's population, over 520 individuals.

### Veterans

This country's 22.6 million veterans are of continuing concern to transportation planners as their mobility needs become clearer. This includes the 1.4 million active duty personnel whose ranks are



being reduced. In Needles, there are 480 veterans (ACS 2012), representing 9.9 percent of the total population and 14.8 percent of the population over age 18. Among these, those of the Vietnam era are the largest group, making up 28.1 percent of all city's veterans. World War II-era veterans are the smallest group at almost 6percent of all veterans, about 27 individuals.

## Transportation Services Provided

The City of Needles operates three transportation programs, described here.

### Needles Area Transit

The Needles Area Transit (NAT) is a deviated fixed route public transportation system. It operates on weekdays from 7:00 am to 7:00 pm and on Saturdays from 10:00 am to 2:00 pm. It circulates hourly around the city in a route pattern of 15 miles. The routing pattern consists of two routes within the City, with both routes originating in the downtown area (Broadway and 'G' Street) creating a twice-hourly loop through the Towne Center shopping center at the west end of town where the former Bashes' was located, where Rite-Aid and the county offices remain, and where the new 99 Cent Only store is located.

An interlocking loop route is covered within a one-hour frequency, with deviations from the route so that customized pick-ups and drop-offs can be provided on a space- and time-available basis. The deviation pick-up requests must be scheduled on the day of requested service by requesting the deviation service from the dispatcher. One 18-passenger bus is equipped with an automatic wheelchair lift capable of carrying two wheelchairs and 16 ambulatory passengers, which can be utilized for this fixed route service. A minimum of one similar vehicle is available as back up. The City of Needles owns the vehicles used in the service.

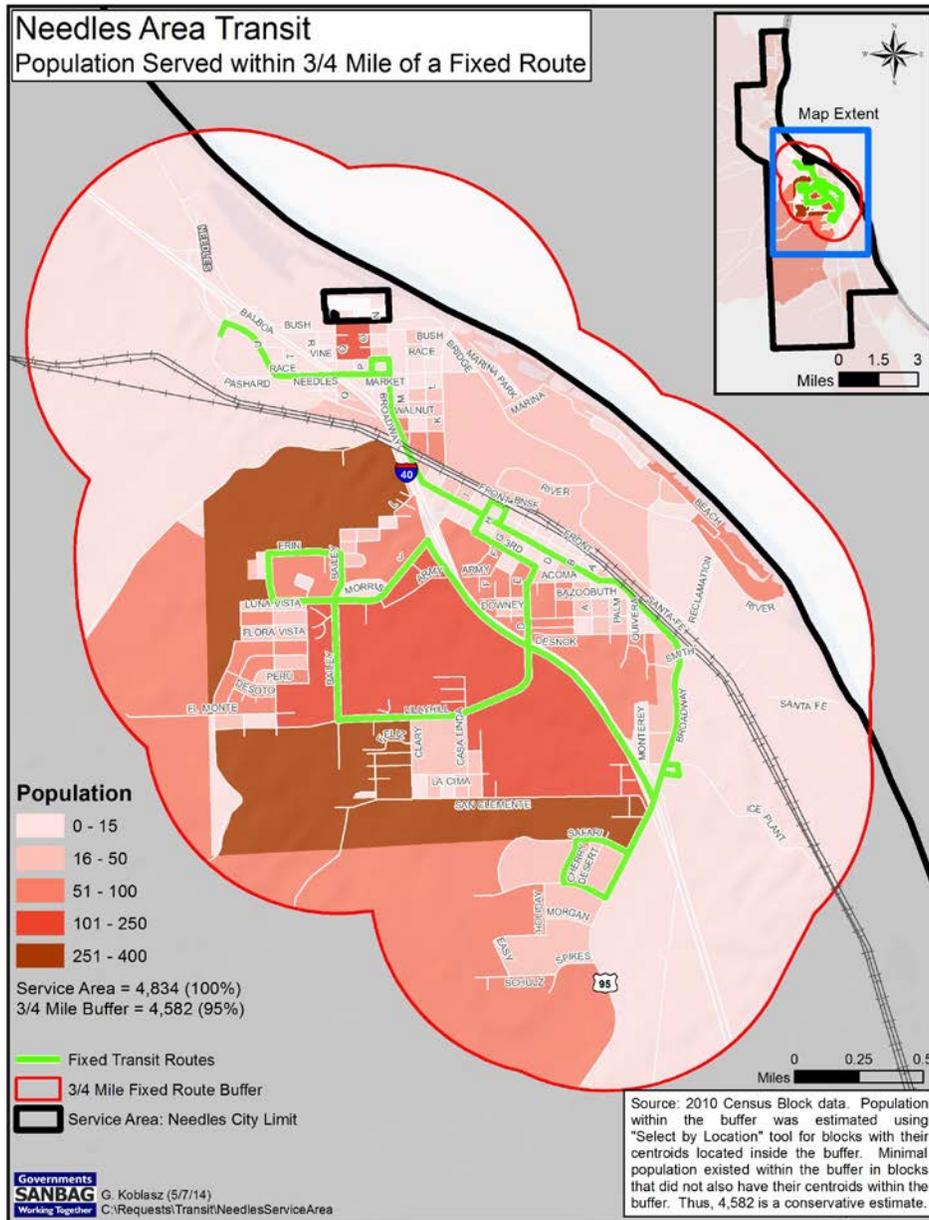
Fares are \$1.10 for each one-way trip and \$1.00 for seniors and persons with disabilities. Thirty (30) punch passes are sold for \$31.50. Route deviations may be allowed provided the schedule allows. The fare for a deviation is \$1.60, but \$1.50 for seniors and persons with disabilities. Up to two children age five or younger may ride free with a fare-paying adult. Seniors and persons with disabilities using the discounted fare must show a city-issued photo ID.

In addition to the local deviated fixed route, a new limited service, the Jack Smith Park Seasonal Express Route, was instituted on a trial basis. This service provided transportation to Jack Smith Park (a route along the Colorado River currently not served by the transit system. This seasonal route, running from May 1 to August 30, ran twice on Saturday (only during May), and three times daily on weekdays between June and August (no Sunday service). It originates/ends at Broadway and 'G' Street, coordinating with the deviated fixed route service. The seasonal route was approximately five (5) miles round-trip. The fare structure was the same as normal NAT fares. Depending on demand, ridership, and available funding, this seasonal route was discontinued shortly after its implementation, due to lack of ridership.



Figure 2-7 presents the route structure and the city’s population density in relation to a ¾-mile banding of the route. Ninety-five percent of the city’s population lives within this ¾-mile envelope of the NAT’s route structure.

Figure 2-7, Needles Area Transit Route Structure and Population within ¾ mile of that Route.



### Needles Dial-a-Ride

The Needles Senior Citizens Club operates a curb-to-curb, shared-ride transportation service using one vehicle. Eligible riders are older adults age 55 and older and persons of any age with a disability that limits mobility. Persons with disabilities must provide a doctor’s note, which is held on file at the Senior



Citizens Club transportation office. Riders must also have a registration card on file with the Senior Citizens Club. Riders are promised a ride within 15 minutes before and 15 minutes after their requested pick-up time.

Service is available Monday through Friday from 9:00 am until the final drop off at 1:00 pm. Trips to the Senior Citizens Club for lunch are provided at 11:00 and return at 1:00 pm. Dial-a-Ride generally provides trips within city limits. The Senior Citizens Club can choose to provide special out-of-town trips, depending on driver and vehicle availability.

This advance reservation service requires that trip requests be made the day before, between 9:00 am and 2:30 pm. Same-day reservations are accepted, starting at 8:30 am. Riders are usually not turned down, and trips are scheduled on a first-come, first-serve basis.

Fare policy:

- Passenger fares are \$1.00 per one-way trip in and around Needles.
- Passenger fares are \$1.00 per round-trip to the Senior Citizens Club lunch.
- Fares and schedules for special out-of-town trips are arranged by the Senior Citizens Club.
- Escorts ride free if they are traveling with a paying passenger.

### **Needles Dial-a-Ride Medical Transport**

The Needles Senior Citizens Club also provides prescheduled medical transportation twice weekly, on Tuesdays and Thursdays, up to Fort Mohave and on to Bullhead City for medical trip purposes. The service is open to the general public for medical appointments on a space-available basis. All trips leave from and return to the Needles Senior Center, unless the schedule permits riders to be dropped or picked up at their homes.

The Dial-a-Ride Medical Transport operates between 9:00 am and 2:00 pm. Generally, the bus leaves Needles at 9:00 am, so appointments must be scheduled accordingly. Appointments beginning at 2:00 pm and later cannot be served.

This service is available for medical appointments only. The service cannot make deviations or allow riders to do shopping. Passengers may bring infants if they provide the infant seat, but the passenger fare applies.

Passenger fares are \$5 round-trip to destinations across the river to Fort Mohave and as far as Valley View Medical Center, and \$10 round-trip for Bullhead City medical destinations beyond Valley View. The service will travel as far north as Laughlin Bridge. Picking up or dropping off individuals at their residence incurs the additional fee of \$1.00.



## **Other Area Transportation Resources**

### ***Colorado River TREP***

TREP, the Transportation Reimbursement Escort Program, provides a transit option for seniors and persons with disabilities. TREP provides mileage reimbursement for participants to reimburse volunteer drivers for escorted transportation. Qualified participants include persons with disabilities, older adults, and individuals who are unable to drive or use available public transportation. Once individuals are determined as qualified by the eligibility committee they are approved for a monthly mileage limit and eligible trip types. Trip purposes can include medical, shopping, and banking trips. Participants submit their records at the end of each month and their volunteer drivers are reimbursed through direct deposit to help offset the cost associated with providing transportation. Participants may travel to any destination (for an approved trip type) given they stay within their pre-determined monthly mileage allotment.

Between April 2013 (when Colorado River TREP launched) and the end of May 2014, TREP has provided 1,431 trips to residents in the Colorado River area, totaling 21,914 miles. 18 unduplicated clients have been served.

Common destinations include Bullhead City, Fort Mohave, or Mohave Valley in Arizona. One client has traveled to Valley View Medical Center using TREP.

TREP is a program of VTrans, San Bernardino County's Consolidated Transportation Services Agency (CTSA). As a program partner, San Bernardino County Department of Aging and Adult Services (DAAS) is responsible for outreach and spreading awareness of this service.

### ***Needles Inter-City Rail***

Needles passenger rail transit service is through the Southwest Chief line offered by Amtrak. The train stop is a platform-only stop that is located at the El Garces Hotel/ Santa Fe Depot at 900 Front St. Needles, CA 92363. Passenger service is offered daily by westbound train Number 3, arriving at 12:49 a.m. and eastbound train Number 4, arriving at 12:23 a.m. Amtrak will serve the El Garces Intermodal Transit Center once it is completed.

### ***Needles Inter-City Bus***

Currently, the City of Needles is not served by a regional bus service. Greyhound only offers pick-up locations at Bullhead City and Kingman, in Arizona. The El Garces Intermodal Transit Center will be built to accommodate Greyhound, in anticipation of service to Needles.

All Greyhound buses travel from Bullhead City to Las Vegas where connections east and west bound can be made. To travel into Barstow, to San Bernardino, or to Los Angeles on Greyhound, it is necessary to travel to Las Vegas and connect there for buses to other destinations. The morning Greyhound bus



leaves at 4:40 a.m. and the evening bus leaves at 6:15 p.m. It is a two-hour ride to Las Vegas; a full trip into San Bernardino on Greyhound is a seven- to 12-hour trip, for a one-way fare of \$67 to \$80.

## Summary of Existing Conditions Findings

City of Needles' population has stabilized in recent years. After some period of decline, it is holding around 4,900 persons. The city includes a large older adult population at 16 percent, well above the state average of 12.5 percent and reflective of the city's railroad past with many retirees on railroad pensions. The household median income of \$29,852 is almost half that of the SCAG region and 45 percent below the San Bernardino County median, with almost a quarter of total households below the poverty level. The job picture in Needles has declined slightly (0.5 percent) with the City of Needles losing 70 jobs in the 2011-2012 reporting period, a reported 3,658 total jobs. Fourteen percent of households report no available vehicle.

Important positive indicators include the SCAG projections for growth in population and increased employment over the next twenty-year horizon. These are likely the result of new and expanded employment in both the public and private sector, in and around Needles.

Among the city's residents are Fort Mojave tribal members, although there are larger numbers of Tribal members living in and near Fort Mohave. Key findings from the Fort Mojave Indian Reservation Transit Study (February 2014) are presented, including a demand estimate for inter-city travel that suggests upwards of 300 passenger trips per day for a service that would connect the city of Needles, Fort Mohave, and Bullhead City, traveling along SR-95 as far north as the Bullhead City's Target. Various cost and operating assumptions are detailed.

Other census-identified groups who comprise transit-dependent populations within the city are about 700 persons (14 percent of the population) reporting some type of disability, including 10 percent of the city's population who report difficulties walking. Veterans number about 480 persons, or almost 15 percent of the population. The Vietnam-era veterans are the largest group, almost three in ten.

The City of Needles provides three public transportation programs to its residents:

- **Needles Area Transit** – a deviated fixed route service that serves the general public and makes a figure-eight loop around the city, stopping twice hourly at the Towne Center and several locations along Broadway and once hourly at most of the 30 other bus stops for a passenger fare of \$1.10. Service is available from 7:00 a.m. to 7:00 p.m. on weekdays and from 10:00 a.m. to 2:00 p.m. on Saturdays. A 30-punch pass is available for \$31.50.
- **Needles Dial-a-Ride** – for older adults and persons with disabilities registered with the Senior Center, this provides curb-to-curb trips between 9:00 a.m. and 1:30 p.m. within the city. Trip requests may be made a day in advance and are served on a first-come first serve basis for \$1.00 one-way for trips in and around the city. Trips to the Senior Center noon meal are \$1.00 round-trip.



- **Needles Dial-a-Ride Medical** – open to the general public, medical only trips are provided into Arizona on Tuesdays and Thursdays for appointments scheduled between 9:00 a.m. and 2:00 p.m. Trips up to Valley View Medical Center in Fort Mohave are \$5 round-trip and are \$10 round-trip for trips going further to Bullhead City destinations. Riders are picked up and dropped off at the Needles Senior Center, although, when time allows, they may be dropped off at home on the return trip.

Additional transportation services include the daily eastbound and westbound Amtrak trains, departing Needles shortly after midnight. Inter-city bus services are no longer available in Needles but can be caught in Bullhead City around 4:00 a.m. and 6:00 p.m. Greyhound riders must travel to Las Vegas to get connecting buses headed in all directions, including to San Bernardino for a seven- to 12-hour, one-way trip. The Colorado River TREP is a new volunteer driver mileage reimbursement program providing over 1,400 trips through May 2014.



### 3. Public Involvement and Market Research

*Opportunities for public involvement were developed from three activities. Chapter 3 reports on a series of interviews with key stakeholders, an on-board survey of weekday and Saturday riders, and an intercept survey of Needles residents who might be of limited English proficiency.*

#### Outreach Interviews

##### Key Stakeholders

Over several days during the late spring of 2014, the consultant team met with key stakeholder agencies drawn from a larger list of organizations identified by city staff, through the Coordinated Plan process and SANBAG’s Transportation Network database. Interviews were scheduled with the 14 organizations shown in Figure 3-1 and involved more than 25 persons.

The team sought input on a variety of mobility needs and concerns as well as comments as to how well the City of Needles public transportation programs were meeting these needs. This subsection summarizes these topics in terms of particular market groups and their needs. Appendix B presents notes from individual interviews while this subsection summarizes the key themes and findings from stakeholder input.

Figure 3-1, Agency Stakeholders Interviewed

- City of Needles City Management**
- Needles Unified School District**
- Colorado River Medical Center**
- Fort Mojave Indian Tribe**
- Needles Area Transit Drivers**
- Needles Center for Change**
- Needles Senior Center**
- San Bernardino County –**
  - Dept. of Aging and Adult Services**
  - Adult Protective Services Dept.**
  - CalWORKs**
  - Children and Family Services Dept.**
  - In-Home Supportive Services Dept.**
  - Public Health Dept.**
  - Transitional Assistance Dept.**
- Palo Verde Community College**

##### Transportation Disadvantaged Populations

As noted, in relation to the City of Needles, median household incomes that are 45 percent below the countywide level, and poverty rates of 28 percent versus 17 percent for the county as a whole, point to the significant portions of the Needles population who are transportation disadvantaged. The School District reports that 81 percent of its student population receives reduced or free lunches. The Community College facility reports that 75 percent to 80 percent of its students apply for and receive the Board of Governor’s fee waiver for college units. The Public Health office, on the hill on Bailey Avenue, reports high use of the NAT among its 50 patients who come to the office monthly and about 90 percent of their caseload of around 50 persons per month are in need of transportation. Many of these individuals are young people who have no access to a car.

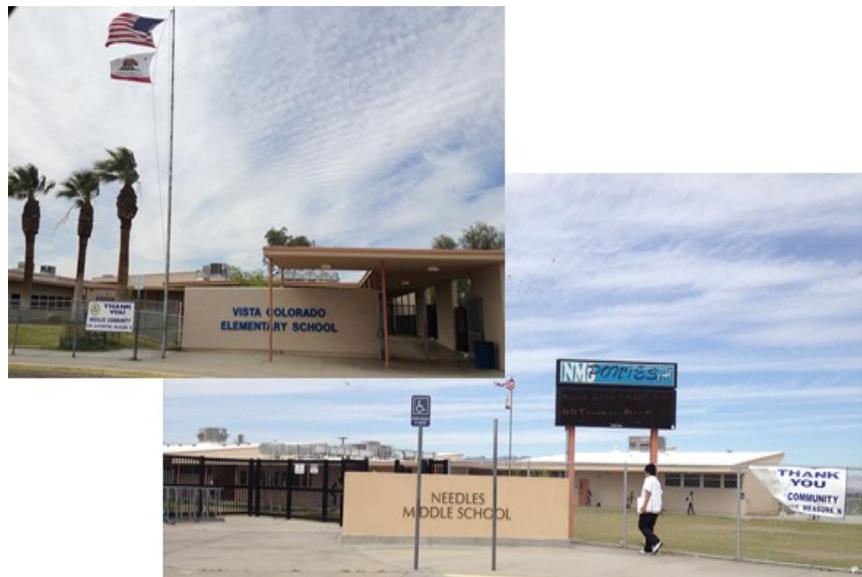


San Bernardino County Offices, now located on east Broadway in the Needles Towne Center, do not report total caseload counts. However, estimates of annual caseloads by County program suggest 100 persons on In-Home Supportive Services, 150 Welfare-to-Work participants, over 200 families associated with the Children and Families Department, 600 in the Transitional Assistance Department and over 700 who are cash aid and MediCal recipients. Caseworkers commented that many of the older adults in Needles have household incomes based solely on railroad pensions. While these pensions can be around \$1,200 per month, these become limited funds for a frail elderly individual or someone needing significant assistance in basic activities of daily living.

## School-Aged Children and Youth

### *Student Transportation Needs and Bell Times*

The Kindergarten through 12<sup>th</sup> grade enrollments in the Needles Unified School District total about 860 children and youth. As noted, eight in ten received free or reduced luncheons, a measure of household income. The District's younger-aged student population is growing (fourth graders and lower), suggesting a consequence of Needles' lower housing costs.



The Needles Area Transit serves the cluster of Needles High School, Needles Middle School, and the Vista Coronado Elementary School campuses well. There is a bus shelter on Erin Drive, just west of Baily that is adjacent to the Vista Colorado Elementary School where the NAT stops at 10 minutes past the hour between 7:00 a.m. and 7:00 p.m. The high school bell time is 7:30 a.m., while the kindergartners through eight graders' morning bell time is 8:10 a.m. There is a second bus stop, at Erin Drive and Coronado, which also serves residents of the Terrace apartments. Afternoon bell times are 2:10 p.m. for Kindergarten through 3<sup>rd</sup> graders and 2:40 p.m. for older students. Administrators indicate that the NAT routing and timing are working well for its students and consider it "a big help, a really big help" as significant numbers of its students use the NAT daily and weekly.

The School District had operated local transportation services for students for some time, but stopped this during the 2012/13 academic year. It is still providing transportation for its youngest children, those living along River Road who are kindergartners through third graders, about 110 students. There is concern by parents and administrators for children and youth who are walking on the hottest days, when temperatures can climb to 115 degrees with wind.



### ***After School and Evening Trip Demand***

In the afternoons, many students go over to the city's Parks and Recreation Services facilities, including the Aquatic Center and the city's ball fields. Afternoon and evening programs are operated on most weekdays. Evening sports practices run throughout the year. While the school district transports the youngest children to the recreation facilities, it does not bring older children and cannot take any children home. School district administrators report need for evening transportation past 7:00 p.m. for both youth and their parents for evening sports and recreation events, most of which end around 9:30 p.m. District personnel believe that more students could participate in these activities if the buses ran later in the evening.

### ***Fares and Affordability***

Teachers have indicated that the 30-punch bus pass for \$31.50 is difficult for students and their families to purchase. In some cases, teachers themselves are purchasing the bus pass for their students. A smaller denomination would be helpful to these families. Student fares are desirable. The school district expressed some interest in purchasing bus passes for students, selling them to students at a discount as a way in which to help subsidize student bus fares.

### **Older Adults**

Needles' older adults, almost 800 persons and 16 percent of the city's population, are users of the City Senior Center on Bailey Avenue. There is also a Fort Mohave Senior Center on Merriman and Goodman Road.

The city's Senior Center activities operate between 9:00 a.m. and 3:00 p.m. and serve the city's Dial-a-Ride on a first-come, first-serve basis with riders placing trip requests on the day of service. There are about 200 registered Dial-a-Ride users with the Senior Center. Riders most commonly use the Dial-a-Ride to travel to the Senior Center for the noon luncheon. Others use the Dial-a-Ride for trip purposes that include grocery shopping and medical. The NAT's administrators report that many older adults are using the NAT, in addition to the Dial-a-Ride, during the first two weeks of the month, after their monthly Social Security or retirement pension checks come.



### ***Unmet and Undermet Needs***

Representatives of older adults commented upon several areas of need:

- The two-grocery-bag limit, particularly during the early part of each month, is onerous.



- There is desire for Sunday service, in order to get to and from church services within the city.
- Expanding service to later in the evening would be helpful to those older adults who participate in city recreational events, but who do not drive themselves.
- Grocery shopping in Bullhead City, as well as stops at pharmacies in Fort Mohave and Bullhead, is needed.
- Concern that there needs to be a “guaranteed ride home” from the Dial-a-Ride Medical as some seniors worry that they will be stranded in Arizona.
- More transportation information is needed to inform the “snowbirds” of NAT and Dial-a-Ride services.

## **Younger and Working-Aged Adults**

### ***Employment Outside of Needles***

The county public social services personnel, in commenting on the limited number of jobs available in Needles, indicate that most work is across the river in Arizona. Employment opportunities in Arizona are substantial compared to Needles, including in Bullhead City or at the Tribal casino. Jobs are also available in Laughlin, but require a car to be able to regularly traverse Needles Highway, an almost 30-mile trip one way on a winding highway for which reportedly significant highway improvements are planned for 2015.

Various programs under the county department’s jurisdiction enable them to purchase bus passes for individuals who are seeking work or are newly employed and not yet on their feet. However, there is such limited employment within Needles that this is perceived to be a very limited benefit.

### ***Education Trips***

The Palo Verde Community College, located on West Broadway, opened a beautifully renovated facility in 2012 and has about 200 students enrolled with the goal of 100 full-time students. This facility is a satellite campus of the main community college campus in Blythe.

Afternoon classes and evening classes are most heavily attended with evening classes running between 6:00 p.m. and 9:00 p.m. two to three days a week, depending upon the schedule. Tuesday and Thursday evenings tend to have the busiest traffic, while daytime Wednesdays are generally the busiest for classes.

City of Needles students generally come from the neighborhoods off Bailey and Lilly Hill Drive, up on the hill. Other students are Fort Mojave Tribal members, either living on reservation land in Needles or across the river in Fort Mohave. Many of these students are transit dependent. Those that can, do use the NAT but it won’t help with evening classes or for students living across the river in Fort Mohave.



There are some older adult students traveling to the West Broadway facility, particularly those who enroll in Community College LINKS, a program oriented to older adult education opportunities. Awareness of this program is high among seniors who attend events at the Senior Center.

## Medical Trip Purposes

Medically related trips within Needles are generally to the Public Health Office (near the Library) or to the Colorado River Medical Center. Some are made by persons traveling on the NAT and sometimes on the Dial-a-Ride, as reported by program administrators. The 25-bed hospital discharges about two patients a day, although few of these persons are riding the NAT.

**Out-of-Town Medical Trip Needs** – Most frequently noted were the trip needs to out-of-town medical facilities. These were characterized in various ways:

- The Colorado River Medical Center is classified as a “low-acuity, stabilize and transfer” hospital. As such, high proportions of its transfers are to medical facilities. The top three referral facilities are to Valley View in Bullhead City, AZ, about 10 miles away, and to Arrowhead Medical Center and Loma Linda Medical Center in the San Bernardino Valley, about four hours away.
- There is no OB/GYN doctor in Needles. MediCal pregnancies can be followed at Valley View Medical Center in Arizona, when doctors who are willing to bill MediCal can be found.
- There is a pediatrician in Bullhead City who takes MediCal; pediatric dentist Kids Little Smiles.
- There is no MediCal dentist in Needles. There are MediCal dentists in Blythe and Barstow.
- No casting facilities for broken limbs are available at the Colorado River Medical Center. The closest orthopedic services are at Valley View Medical Center in Arizona. Similarly for radiology, dialysis, and internal medicine.
- MRIs are generally referred to Arrowhead Medical Center in Colton.
- There is a methadone clinic in Bullhead City, but no transportation to get there.
- Veteran’s services are at the VA in Loma Linda or VA Community Outpatient Clinic in Lake Havasu City, Arizona, 42 miles to the south.

The Public Health Dept., consistent with comments by the Unified School District, are seeing increases in the numbers of young children and their families who need services, including medical services.

The Department of Aging and Adult Services personnel are quite aware of the Dial-a-Ride Medical, as well as the TREP volunteer driver mileage reimbursement program which their Department co-sponsors with V-Trans, San Bernardino Valley’s consolidated transportation services agency. However, they also expressed concern about some of the Dial-a-Ride Medical’s operating policies:

- Riders need to be able to travel to pharmacies after their doctor appointments.
  - If it isn’t possible to stop and wait for a prescription, having the bus return to pick them up, it may be possible for the doctor’s office to call ahead to have the prescription waiting for pick-up when the bus arrives.
  - Certain controlled substances that are in triplicate cannot be “called in” and the patient will have to bring the original prescription and wait.



- Riders need more service than just twice weekly (Tuesdays and Thursdays).
- Riders need to know that they have a guaranteed ride home.
- Riders who are frail elderly need to be able to travel with an escort or companion, who can ride for free and assist them with their medical trip.

## Other Health Related Needs with Transportation Implications

The Colorado River Medical Center recently completed its Community Needs Assessment that identifies various mobility-related topics. This is a well-established community needs process, required by California law, to bring back health-related information about the community immediately surrounding licensed, acute-care medical facilities.

Several priority areas identified by this Community Needs Assessment have direct bearing upon transportation. Excerpted below are five of eight priority areas of relevance to transportation.

- 1. Priority 1 -- Need for more primary care in Needles**
- 2. Priority 2 -- Access by Needles residents to physician specialists and specialty care including orthopedics, OB/GYN, neurology, oncology, etc.**

There are no orthopedic services in Needles for patients who need casting of broken bones; they have to travel to Arrowhead Medical Center (4 hours away), as do patients requiring pediatrics, internal medicine, podiatry, and cardiology. There are no OB/GYN services in Needles. Patients requiring dialysis must travel to Bullhead City.

- 3. Priority 3 – Access to affordable healthy food**

“Basic food items like fruits, vegetables and milk are much more expensive in Needles than in stores across the River in Arizona.” The selection at the only grocery store in Needles (then Bashas’) is perceived to be more expensive and of lower quality.

- 4. Priority 5 – Elderly residents who need support and assistance**

With 16.2 percent of the Needles residents age 65 and older, although there is an excellent and well-used senior center, the community doesn’t have a skilled nursing facility that requires families to travel out of town to visit relatives.

- 5. Priority 7 – The need for increased neighborhood walkability, bicycle trails, and paths.**

There are substantial areas of the community with limited to no sidewalk and pedestrian improvements. Transportation improvements that will improve access to out-of-town medical services, including some basic medical specialties of pediatrics, OB/GYN, and dentistry, will help address these priority areas. Improved access to healthy foods, continued support of older adults’ mobility needs, and neighborhood pedestrian improvements will also serve to improve the public health quality of the overall community.





## Transportation Awareness and Transportation Service Quality

There were reasonably high levels of awareness of **Needles Area Transit**, with many key stakeholders commenting that they see the bus all the time and note its bus stops, including its almost one dozen bus shelters. A more limited number of stakeholders were explicitly aware of when the bus stopped near their facility or of the NAT's overall bus schedule.

Advocates of older adults and persons working with seniors were aware of the **Needles Dial-a-Ride**, although generally less clear as to how or when it operated.

The Dial-a-Ride Medical service had generally low levels of awareness. Medical personnel at the Public Health office and the hospital were not aware of it. The Department of Aging and Adult Services personnel were quite aware of it, with concerns expressed about its operating policies, including expansion of operating days, need to stop at the pharmacy, and transporting escorts, among other items.

It was noted by Community College staff that there is limited computer literacy among their student population, commenting that a big website presence for the NAT was of less value than plenty of printed materials, radio announcements on KTOX, and newspaper notices in the Needles Desert Star. That said, agency staff at the public offices visited the city website often, commenting that they search resources on the Internet.

## Intercept Survey for Limited English Proficiency Populations

In conjunction with the development of the City of Needles Title VI program, an intercept survey was conducted. Its purpose was to identify and interview persons who might have limited English proficiency (LEP), to help inform the Title VI program regarding the needs of NAT riders who don't speak English well. Conducted during the period of this SRTP development, its findings are included here.

This intercept survey was carried out with the help of bilingual college students from the Needles community who identified key locations in Needles where they could talk with residents who might be of limited English proficiency. Conducted on April 25, 2014, interviews were at three separate locations:

- Bashas' grocery store on Broadway,
- The NAT bus stop on 700 W. Broadway, and
- The Housing Authority on 908 Sycamore Drive.





## About Needles Limited English Proficient Populations

NAT developed its Title VI Program in conjunction with this SRTP and so used this survey as an opportunity to learn more about Needles residents’ English language proficiency. Available census data, reported later in this subsection, reveals that there are several small Limited English Proficient (LEP) populations in Needles, including small Spanish-speaking, Chinese-speaking, and French-speaking populations that speak English “less than very well”. These LEP populations are presented in Table 3-1 below. This census information is consistent with the small number of responses gathered from LEP individuals during the intercept survey activity. Of 47 responses, four individuals reported Spanish as their primary spoken language. Two of 44 individuals reported Spanish as their primary written language.

Although the City of Needles’ has small LEP populations, NAT has prepared a language assistance plan to assist these individuals. Table 3-1 presents current U.S. Census information on the numbers of city residents who speak English “less than very well.”

Table 3-1, City of Needles Limited English Proficient Populations

<b>City of Needles, California</b>	<b>Population Estimate</b>	<b>Percentage of Total Population</b>
<b>Total population</b>	<b>4,393</b>	<b>100percent</b>
Spanish Speakers that speak English less than “very well”	140	0.03percent
Chinese Speakers that speak English less than “very well”	28	0.006percent
French Speakers (including Patois, Cajun) that speak English less than “very well”	13	0.003percent
Native North American Languages Speakers that speak English less than “very well”	7	0.002percent
Japanese Speakers that speak English less than “very well”	2	0.0005percent

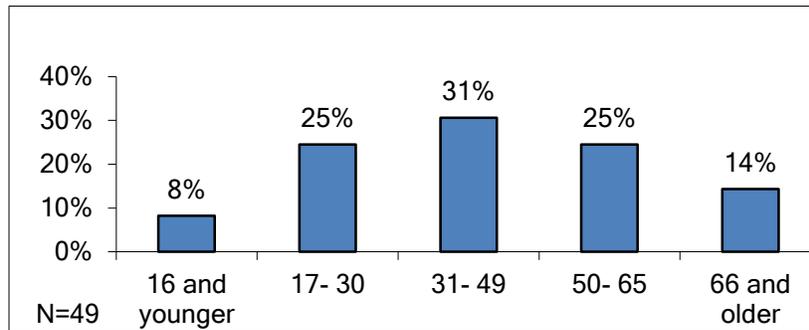
Source: 2007-2011 American Community Survey 5-Year Estimates; Table B16001

## Key Intercept Survey Findings

Of the 49 Needles residents surveyed and represented in Figure 3-2, the majority fell between the ages of 17 and 65, with 31 percent between the ages of 31 and 49, 24 percent each in both younger and older age groups and just under 15 percent who were over age 65. Eight percent of those surveyed were under age 16.



Figure 3-2, LEP Intercept Survey – Age of Respondents



When asked about access to a vehicle, nearly 40 percent of respondents stated they always had access to a vehicle, as indicated in Figure 3-3 following. Just over 30 percent reported some access to a vehicle, while another third indicated they either never drove or could not drive. In total, six out of ten of those surveyed had some degree of transportation dependence.

Figure 3-3, LEP Intercept Survey: Do you have access to a vehicle for transportation?

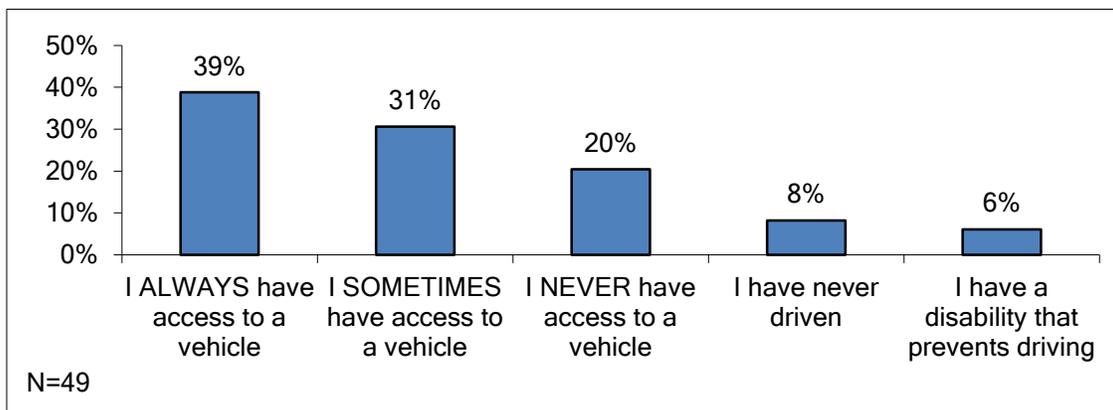


Figure 3-4, LEP Intercept Survey: Do you ride the NAT?

Of the forty-eight individuals who reported on their use of Needles Area Transit, seven in ten of those surveyed reported they had ridden the bus in the last year (71 percent), as reported in Figure 3-4.

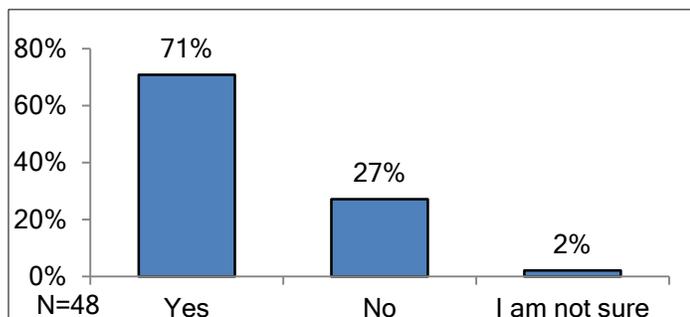


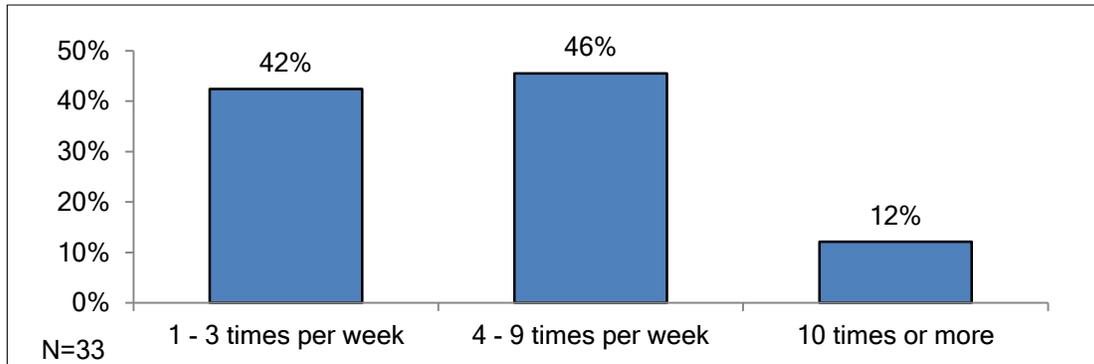
Figure 3-5 demonstrates the frequency with which these individuals ride the NAT.

Of the 33 respondents, 46 percent reported riding NAT buses four to nine times per week with only slightly fewer reported using the NAT one to three times weekly (42 percent). Just over one in ten



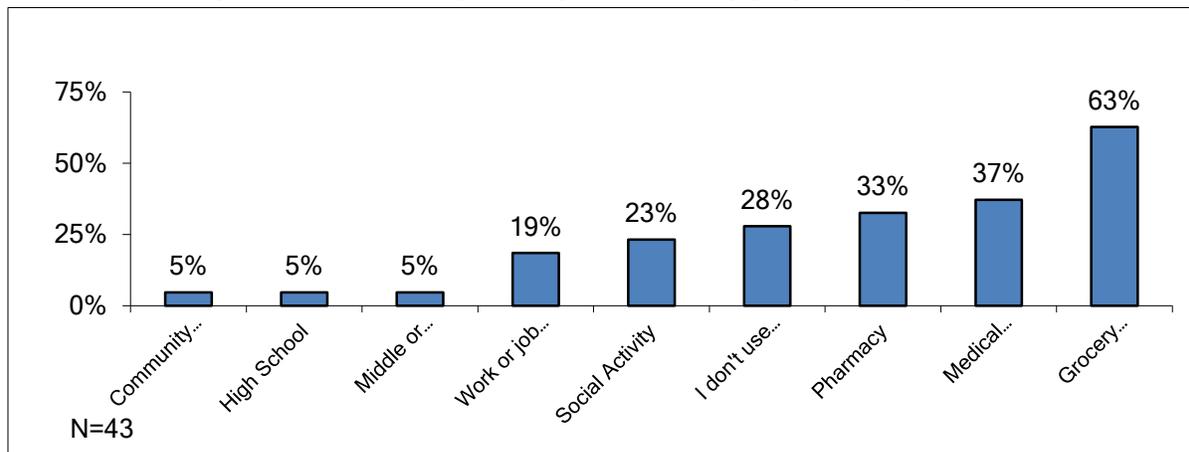
(12 percent) respondents indicated they ride the NAT more than ten times weekly, or more than five round trips.

Figure 3-5, LEP Intercept Survey: If you ride the NAT, how many times per week?



Trip destinations were varied, as reported in Figure 3-6, by those who used the NAT. The destination most often cited was trips to the grocery store (63 percent). Other common trip purposes were medical (37 percent), pharmacy (33 percent), for social activities (23 percent) and for work trips (19 percent). Fifteen percent indicated school purposes. Riders could select multiple destinations so percentages exceed 100 percent.

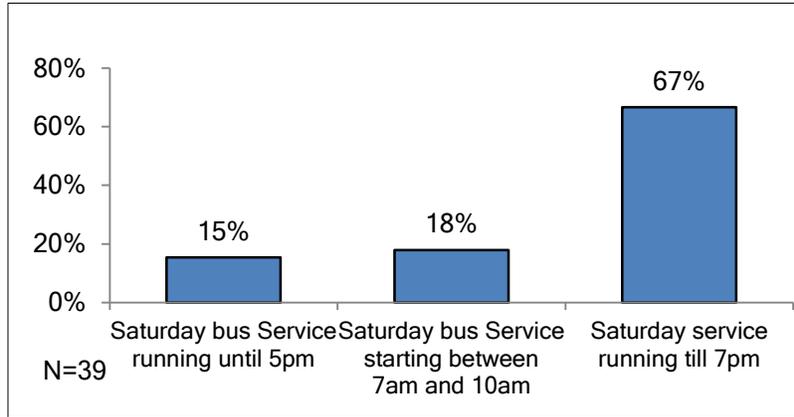
Figure 3-6, LEP Intercept Survey: For what trip purposes do you use the NAT?



This intercept survey was useful to gauge interest in potential service improvement to NAT services. Two areas were explored.



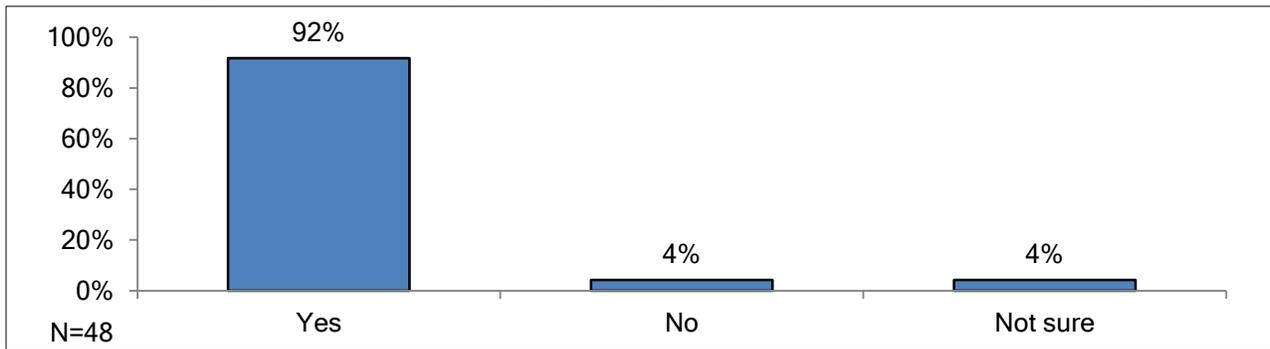
Figure 3-7, LEP Intercept Survey – What Saturday Improvements to the NAT?



Respondents were also asked to rate their interest in potential improvements to Saturday service. Figure 3-7 reports that the majority of respondents (almost 70 percent) expressed interest in expanding afternoon and evening Saturday service. Fewer percentages of respondents would be interested in earlier morning Saturday service (nearly 20 percent) and Saturday service running until 5:00 pm (15 percent).

Respondents were asked about their interest in NAT service to Walmart south of Bullhead City. As indicated in Figure 3-8 following, over 90 percent of the 48 respondents reported that they would consider using a service to Bullhead City.

Figure 3-8, LEP Intercept Survey: Would you use the NAT to travel to Bullhead City?



## NAT On-Board Survey

### Survey Methodology

An on-board survey of Needles Area Transit riders was conducted in March of 2014. Surveys were distributed and collected by AMMA staff to all boarding passengers on a March Monday and two Saturdays (March 10<sup>th</sup>, 22<sup>nd</sup>, and 29<sup>th</sup>, 2014). Passengers were provided with pencils and clipboards



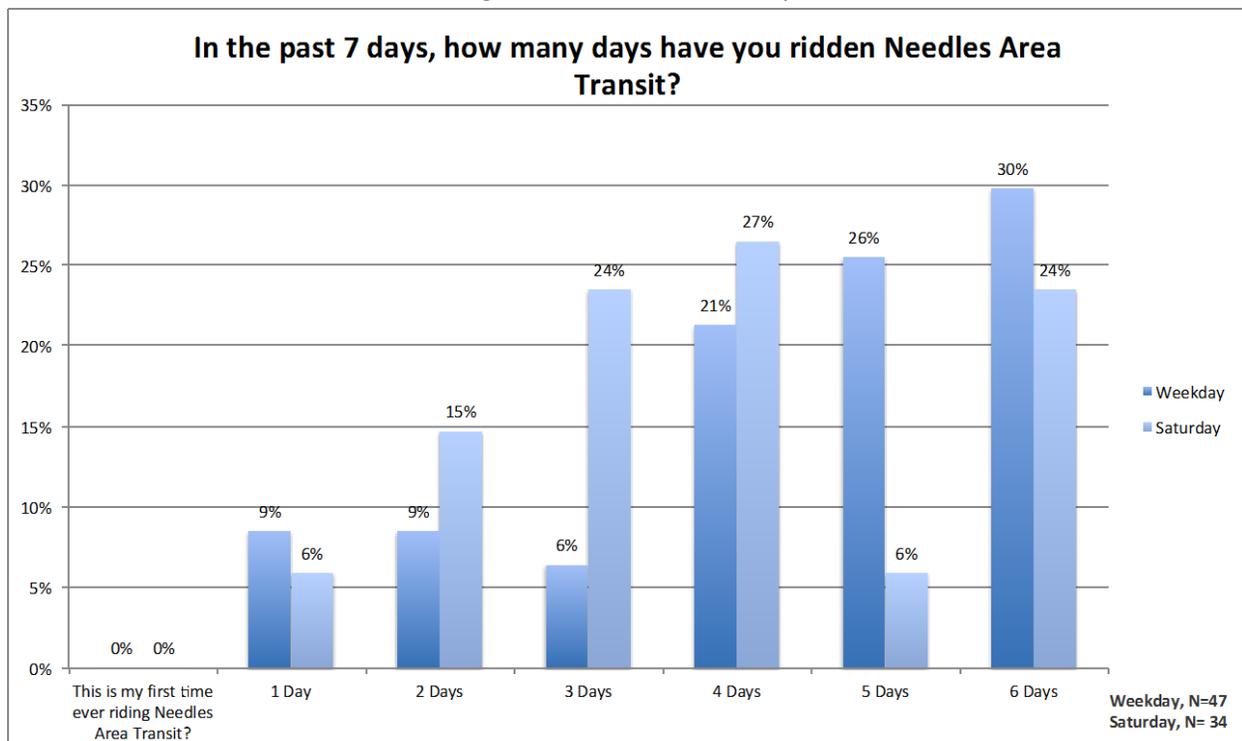
when surveyed. The survey consisted of questions that will help to describe current riders and how they use NAT services as well as what improvements could assist these riders.

In the charts following, weekday and Saturday responses are reported separately given slightly different methodologies used – on the weekday, a surveyor rode on board and assisted passengers, while on Saturdays, NAT drivers distributed and collected the questionnaires.

Of the 81 rider surveys reported here, a total of 47 useable surveys were collected on two weekdays and 34 on Saturdays. While riders were asked not to complete the survey twice, there may have been some overlap between weekday and Saturday riders as these were done during different timeframes. For that reason, Weekday and Saturday responses are reported separately in a number of the charts following. The percentages in these charts report the total number answered for that question, as not all riders answered all questions.

### Frequency of Use

Figure 3-9, On-Board Survey



Riders were asked how many days of the week do they use Needles Area Transit system. Figure 3-9, previously, shows the experiences of surveyed weekday and Saturday riders. Weekday riders report almost eight out of ten riders are using the NAT four and more days per week: 30 percent six days a week, 26 percent five days a week, and 21 percent four days a week. Riders surveyed on Saturday reported somewhat less although over half (57 percent) reported using the NAT four or more days per

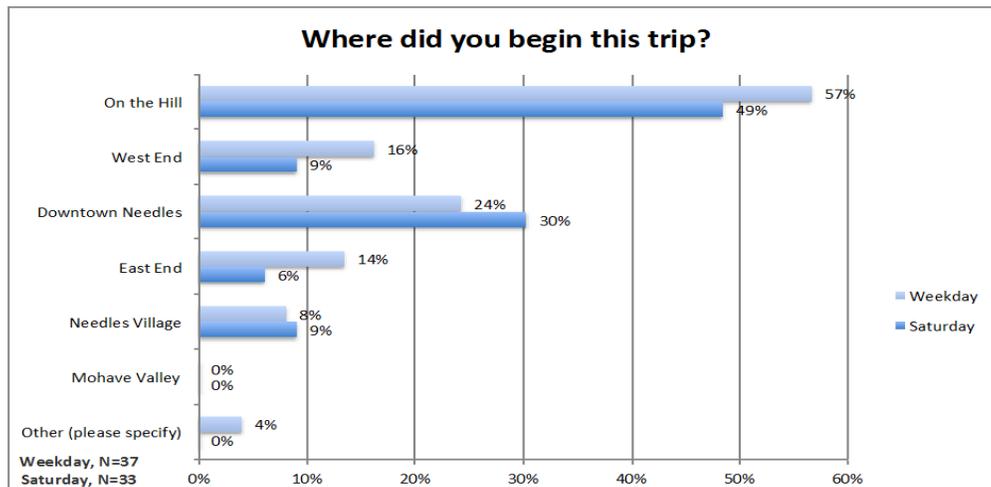


week: 24 percent six days a week, six percent five days a week and 27 percent four days a week. No riders indicated this was their first time using the NAT.

### Riders' Trip Origin and Destination

Riders were asked in what area of the community they began their trip and their final destination. Figure 3-10 shows that the highest percent of riders surveyed during the weekday and Saturday live “on the hill”, which averaged out to about 50 percent of all riders during each day.

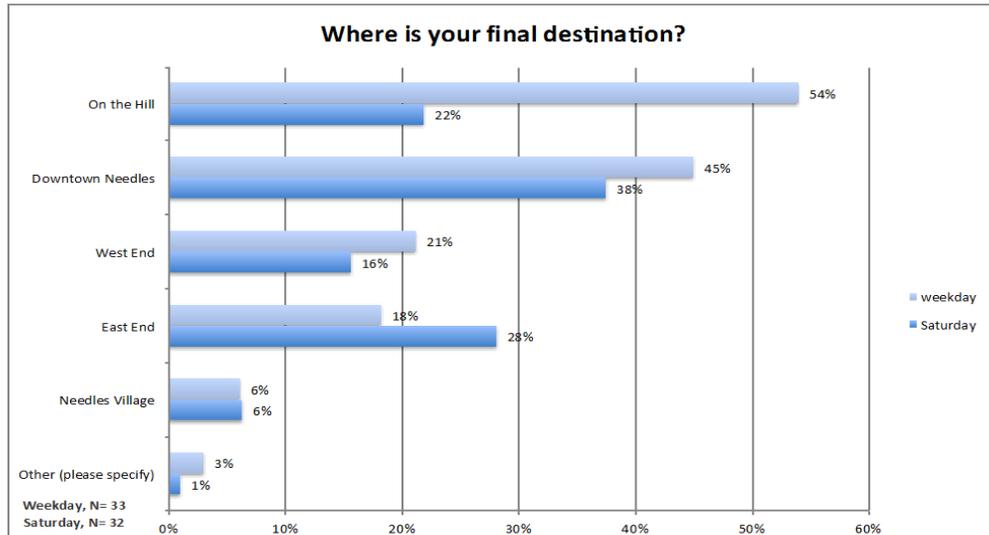
Figure 3-10, On-Board Survey



Riders were also asked where their final destination would end. Figure 3-11 indicates that On the Hill (34 percent) had the highest percentage of final destinations. Downtown Needles also showed a high percentage as a final destination as it resulted in 30 percent for weekday riders and 34 percent for Saturday riders. For weekday riders, on the hill destinations included the elementary and high schools, library, hospital, old City Hall, and various residential areas. Trips that were made to the Needles Towne Center consisted of grocery shopping at Bashas’ and/or social services. Bashas’ was the number one destination for every rider surveyed.



Figure 3-11, On-Board Survey



### Method of Payment

Riders' responses on their method of fare payment are reported in Figure 3-12. Cash was the most common method: 75 percent for weekday riders and 71 percent on Saturday. Riders commented to the surveyor that due to high unemployment rates, many couldn't afford to pay for a 30-punch pass, over \$30 at one time. For deviation pick-ups, the cost for fare is \$.50 additional

Figure 3-12, On-Board Survey



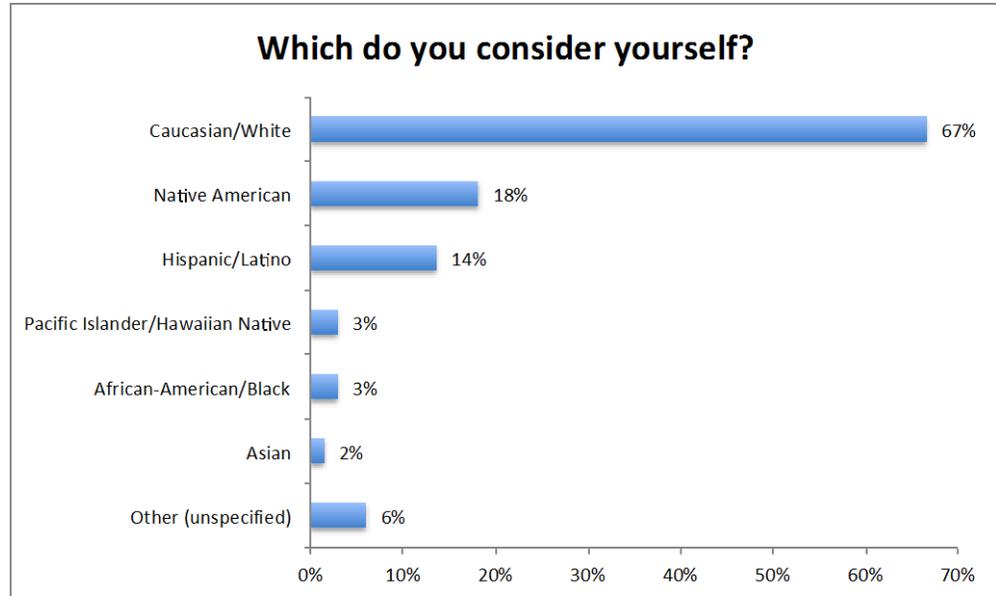


### Racial and Ethnic Affiliation

Riders were asked to identify their racial or ethnic background. In Figure 3-13, of 66 riders who responded to this question, two-thirds indicated they are Caucasian (66 percent-44 riders).

Almost one in twenty surveyed riders are Native American (18 percent - 12 riders).

Figure 3-13, On-Board Survey

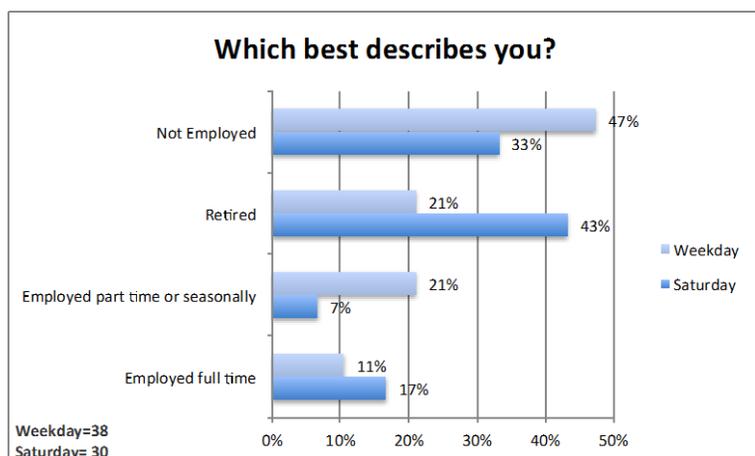


Hispanic riders accounted for 14 percent (nine persons) and two persons each identified themselves as Black/ African American or Asian/ Pacific Islander. Four riders (six percent) indicated they were of mixed racial or ethnic backgrounds. This information supports Needles Title VI Program that documents that while no language groups exceed Title VI safe harbor provisions, there is importance in outreach to the Hispanic community and in continuing collaboration with the Fort Mojave Indian Tribe in relation to public outreach and public participation.

### Employment Status

Riders were asked what best describes them in terms of their employment status. Figure 3-14 shows that 47 percent of weekday riders surveyed reported their status as not employed, while 21 percent as retired and 21 percent part time or seasonal riders. Full-time employed riders were 11 percent of weekday respondents and 17 percent of Saturday riders.

Figure 3-14, On-Board Survey





Drivers reported, to the surveyor, that there are significantly higher numbers of older adults at the beginning of every month due to the receipt of their retirement check. Drivers indicated that many are quite elderly persons, ages 85 and older that are using NAT in the early part of each month.

## Student Status

Figures 3-15 A and B present student survey status. One in four weekday riders are students while about one in ten responding Saturday riders report that they are students. During the weekday, there was a mixture of Elementary (50 percent), High School (25 percent), and Palo Verde College (25 percent) students. Every student that was surveyed on Saturday completed a survey. All three students on Saturday that rode the NAT were community college students

Riders attending Elementary and High School tend to use the NAT on morning runs. After school students may be walking across to the Recreation Center, while younger students are transported there by the School District and after school pick-ups by the Fort Mojave Indian Reservation for Tribal students.

## Income

Most of surveyed riders who responded to the income question presented in Figure 3-16 reported low-income standing at less than \$15,000 annual household income. This represents almost eight in ten riders for both the weekday and Saturday timeframes surveyed.

Figures 3-15A and 3-15B, On-Board Survey

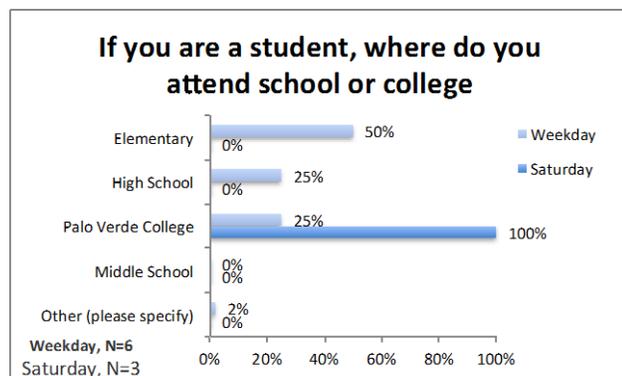
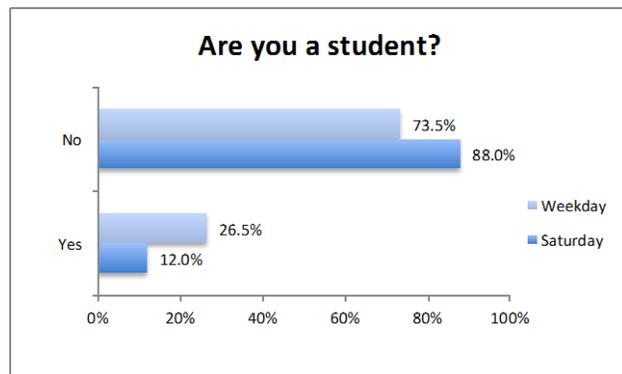
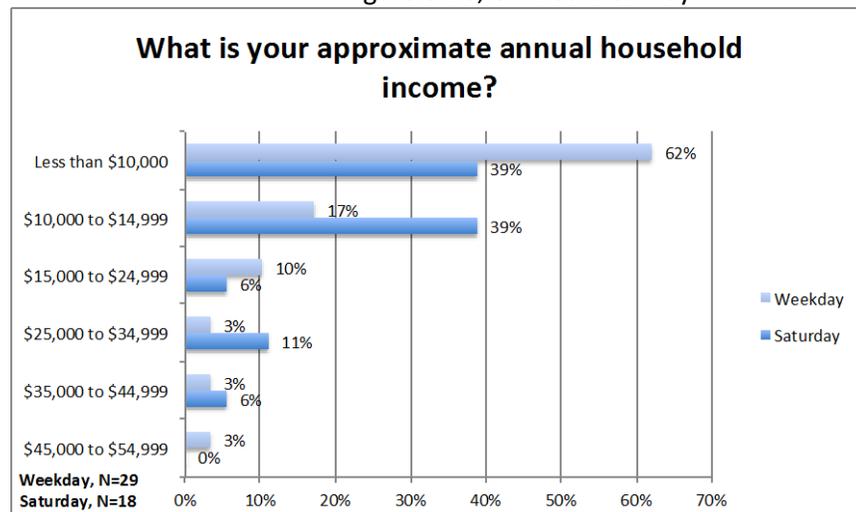


Figure 3-16, On-Board Survey





## Trip Purpose

Figure 3-17, On-Board Survey

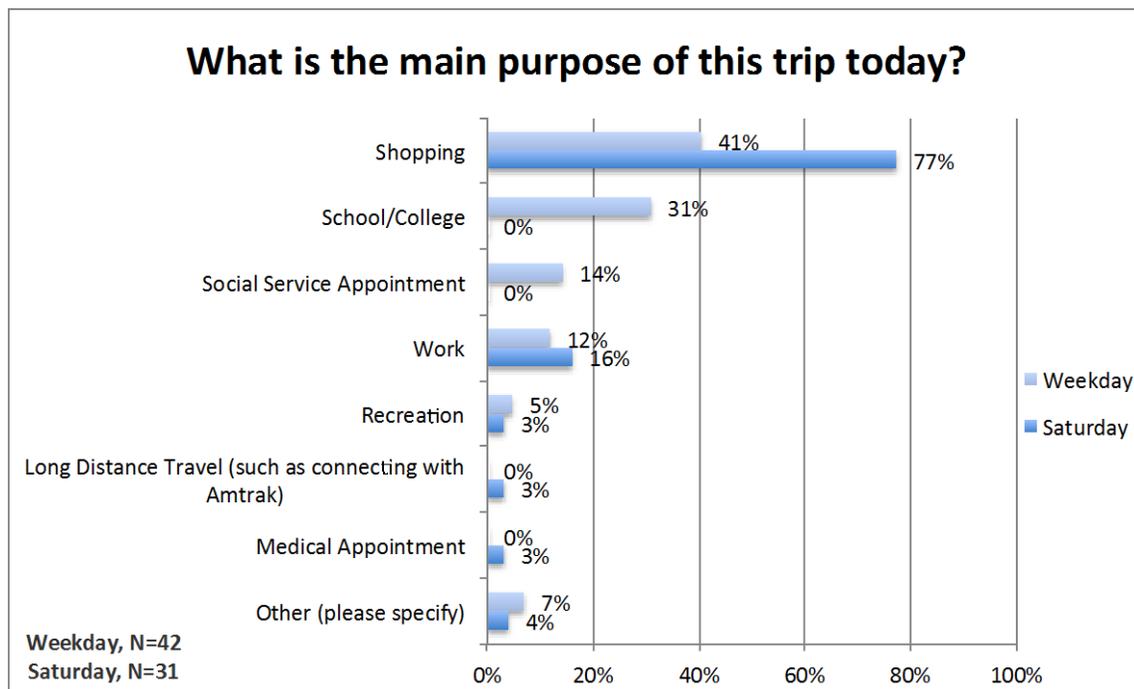


Figure 3-17 presents trip purpose information. The most frequent trip purpose reported was for shopping trips: 41 percent for weekday riders surveyed and 77 percent during Saturday. School trips were the next frequent, reported by 31 percent of riders. Students surveyed attend Vista Colorado Elementary and Needles High School and Palo Verde College.

Trip destinations that were made for Social Service appointments showed small percentages among weekday riders (14 percent) and none on weekends. Work trips were reported at 12 percent by weekday riders and 16 percent by Saturday riders.

Medical appointments were not reported by any surveyed riders during the on-board survey effort.

## One-way and Round Trips

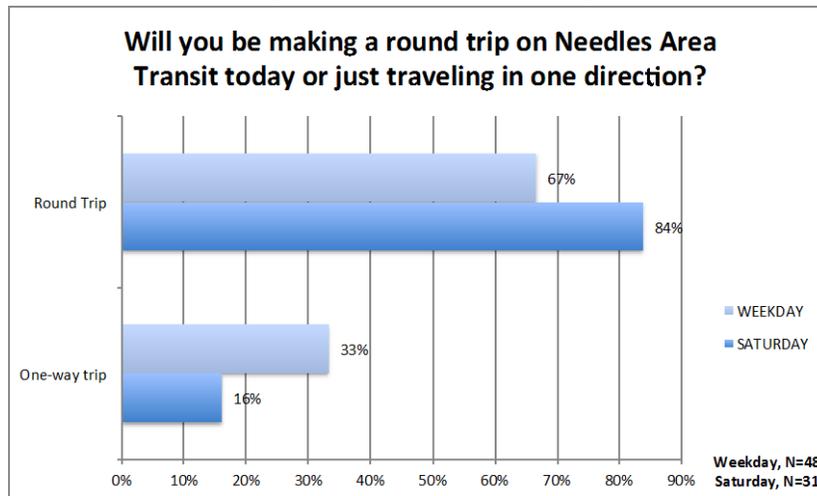
Riders were asked if their trip consisted of a one-way or round trip. Presented in Figure 3-18, both weekday and Saturday riders surveyed showed high percentages in round trips: 68 percent of weekday riders made round trips, while Saturday riders show a much higher percentage at 84 percent.

Among one-way riders surveyed, from observation, many included school children between the ages of eight and 17. The second most common one-way riders were persons going to work, of who some were unable to make the round trip due to unavailable late service hours with NAT services ending by 7:00 p.m.



Saturday riders that made round trips were doing so between early morning and midday trips, given that Saturday operating hours are from 10:00 a.m. until 2:00 p.m.

Figure 3-18, On-Board Survey



### Other Transportation Used

Figure 3-19 shows that 82 percent of weekday riders and 67 percent of Saturday riders will only use Needles Area Transit services to complete their trip within the Needles, while weekday (18 percent) and Saturday (33 percent) riders are more likely to use other transportation services to complete their trip

Figure 3-19, On-Board Survey

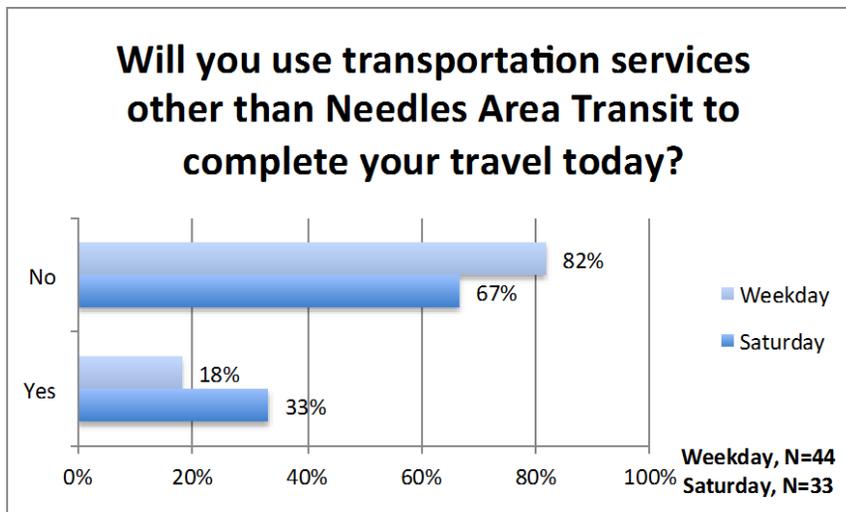
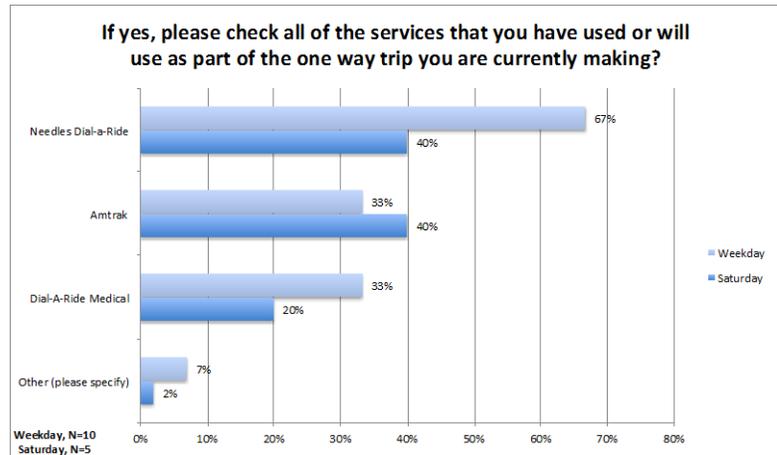




Figure 3-20, On-Board Survey

As shown in Figure 3-20, for those riders responding yes, they used other transit services, the Needles Dial-a-Ride (67 percent) had the highest percentage for a secondary transportation service option among weekday riders surveyed. Among Saturday riders, 40 percent each indicated they used Needles Dial-a-Ride or Amtrak train service.

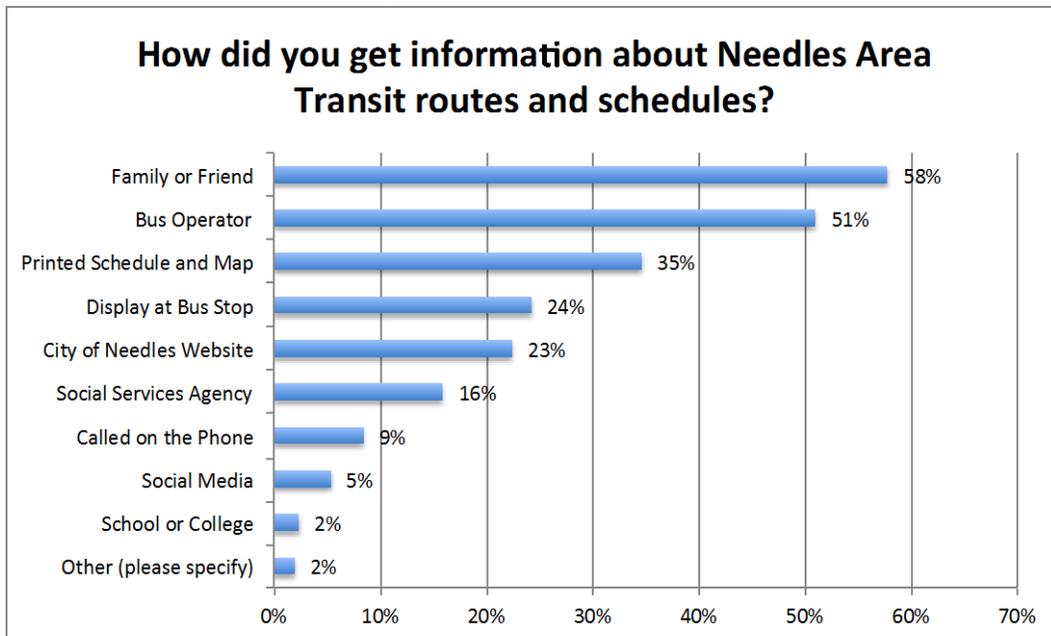


Other transportation types reported consisted of personal rides (family or friends) or educational vans provided by the Fort Mojave Indian Reservation.

Note that Needles Dial-a-Ride and Dial-a-Ride Medical are both part of the Senior Citizens Center. Operating services are available Monday-Friday from 9:00 a.m. to 1:30 p.m. for Needles Dial-a-Ride. Medical Dial-a-Ride is only available Tuesday and Thursday for out-of-town medical appointments. There could have been some confusion between the riders surveyed as to what days Dial-a-Ride Medical trips are made.

### Information Sources Used by Riders

Figure 3-21, On-Board Survey





The preceding Figure 3-21 reports on how riders get information for the Needles Area Transit bus system. Family and Friends (49 percent) receive the highest percentage for networking information about routes and schedules on the weekday, along with Bus Operator (36 percent) on Saturday.

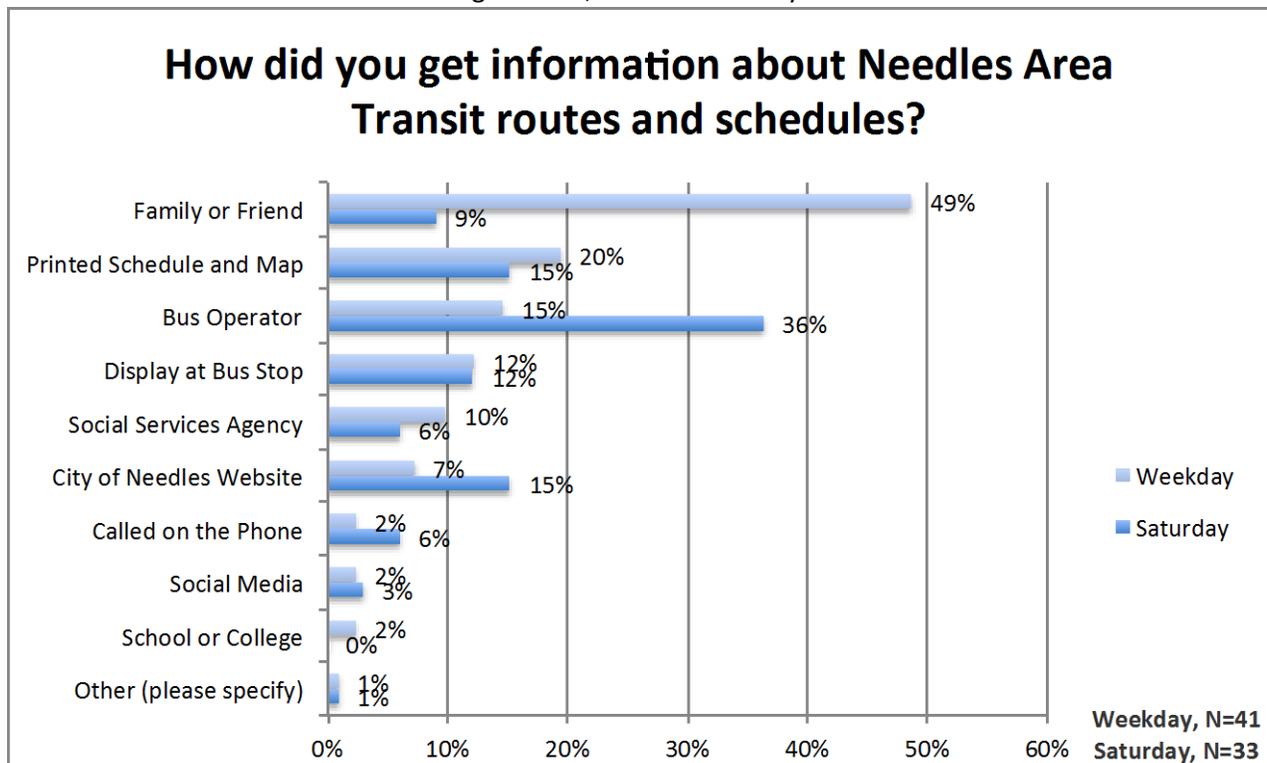
Note that although bus operators are verbally providing schedule information, they are also handing out a printed schedule and map brochures. Riders could also give more than one source when surveyed.

Figure 3-22 following shows the combined results for which riders obtain information about the NAT, indicating that, for over half, the two choices are verbally, via the driver or friends and family.

Printed schedules were reported by 35 percent of respondents, with another quarter looking for information at the bus stops.

Less than one in four are seeking information on the City of Needles website, while one in eight are seeking information from social service agency personnel.

Figure 3-22, On-Board Survey

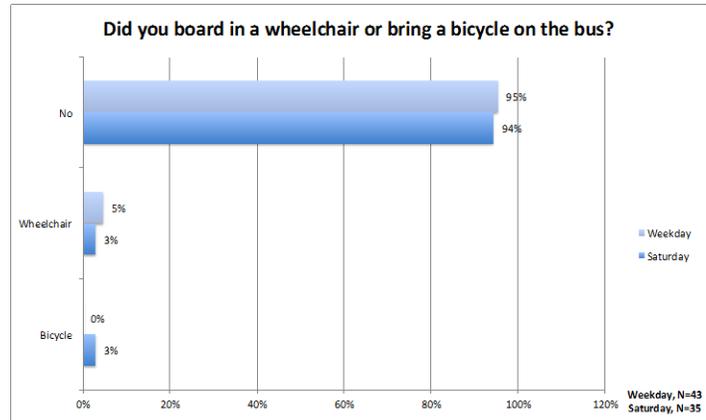




## Mobility and Active Transportation Devices

Riders were asked if they boarded a mobility devices such as wheelchair or bicycles on-board the transit bus. Figure 3-23 documents that over 95 percent of all riders surveyed were not disabled or boarded with a bicycle. However, some teens and young adults did board with other active transportation devices that included skateboards and scooters.

Figure 3-23, On-Board Survey



During the survey period there was one bicycle boarding although drivers report that the NAT bicycle racks are used more regularly.

Wheelchairs are used by a small percentage of riders, a single rider during each survey period.

## Desired Service Enhancements

The on-board survey provides an important opportunity to develop an understanding of riders’ needs and interests, in terms of changes to the NAT service. Riders were asked to select improvements from among a group of identified service enhancements. They were also asked to identify other types of transportation improvements that would be of value to them.

Riders were queried about expanded evening hours, expanded Saturday service, adding service on Sundays, making bus stop improvements, and offering a day pass for unlimited riding. Figure 3-24 following presents the weighted responses of 69 riders who rated these items.

The top-ranked improvement is **expanding Saturday operating hours to run later than 2:00 p.m.** with 4.5 by weekday riders and 4.4 by Saturday riders. Slightly lower ratings are reported for **expanding Saturday morning** to start earlier than 10:00 a.m., with 4.4 by weekday riders and 4.0 by Saturday riders. **Operating NAT services on Sunday** was in the second-ranked position by 4.3 weekday riders and 4.5 by Saturday riders.

**Providing shelters at more bus stops** was ranked third, 4.3 by weekday riders and 4.2 by Saturday riders. Offering an **unlimited day pass** was in the fourth ranked position, followed by **bus stop information** at all stops. **Weekday service expansion of hours** ranked at lowest levels.



Figure 3-24, On-Board Survey

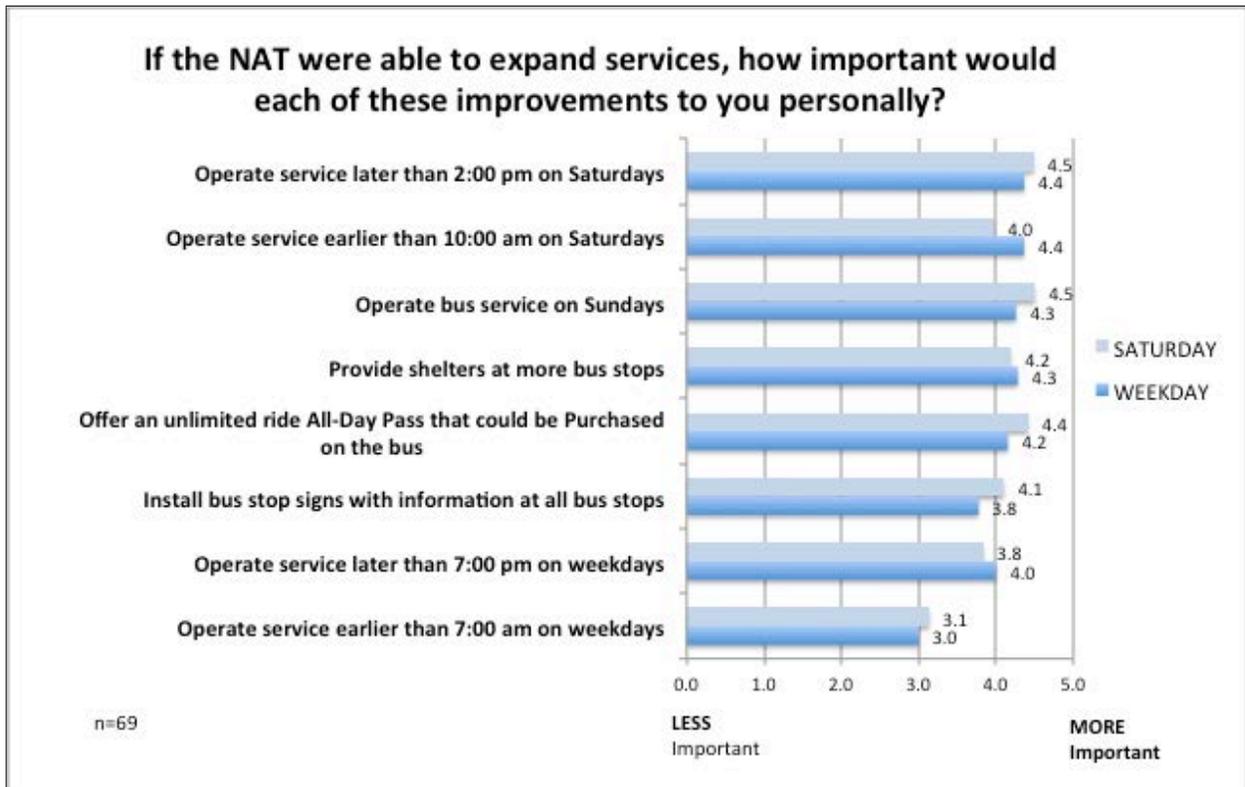


Figure 3-25, On-Board Survey

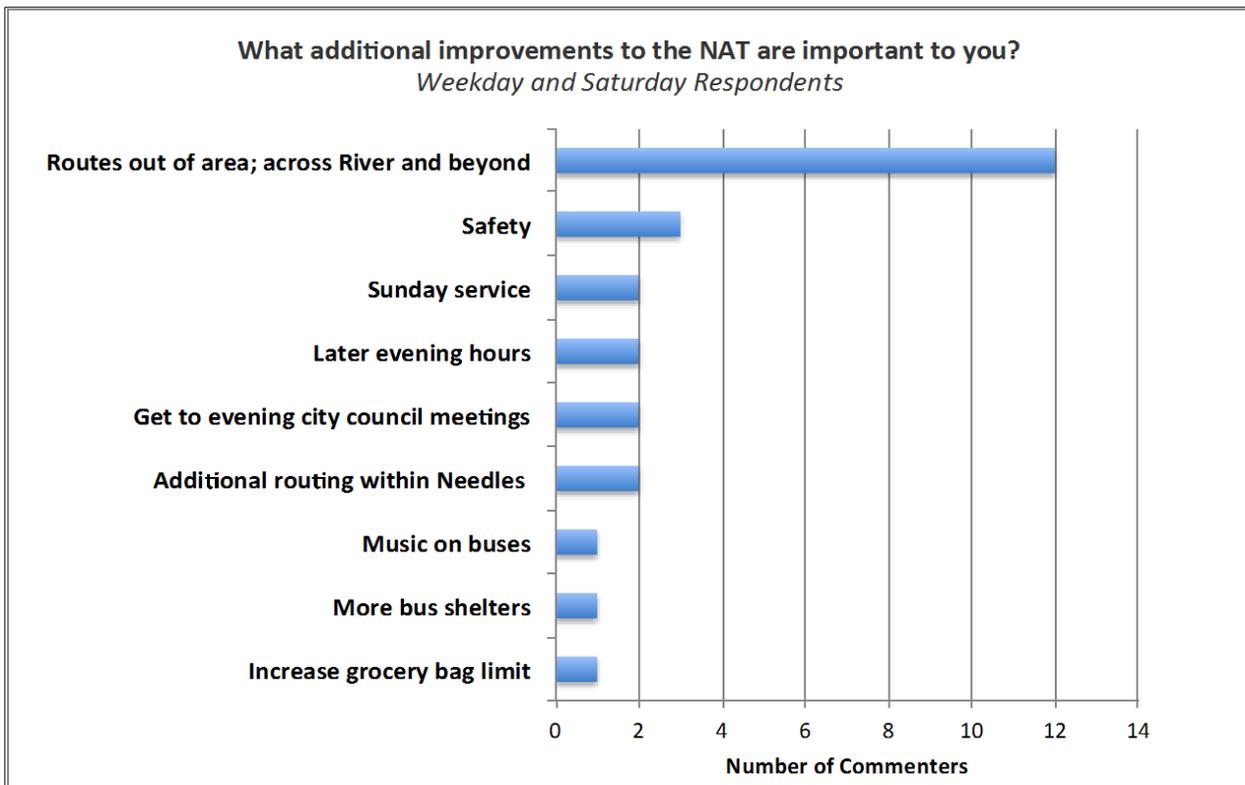




Figure 3-25 previously presents the responses to the open-ended questions about improvements. Of greatest interest was expansion of NAT services to destinations across the River. These included traveling into Fort Mohave, to the Smith Store, Walmart, and other destinations in Bullhead City. Twelve persons (15 percent) indicated they wanted to see Needles Area Transit services travel to Arizona destinations across the river.

There were several unspecified comments that indicated safety was very important to them. Adding Sunday service and evening service was commented upon, including operating NAT service for persons wishing to attend City Council meetings. Some unspecified additional routing within Needles was desired by two respondents. Also noted was the desire for music on the buses, adding more bus shelters, and increasing the grocery bag limit from its current two bag limit.

## Summary of Public Involvement and Market Research Findings

Chapter 3 has presented market research findings that provide useful public input as to the needs and concerns of riders and agency personnel who interact with them. About 25 key stakeholders were interviewed, reaching 14 agencies, largely, but not exclusively, public agencies. An on-board survey reached over 80 riders during weekday and Saturday on-board surveying. Additionally, input from 81 City of Needles residents was sought through an Intercept survey with riders and non-riders at key locations around town. This brought back input from an additional 49 persons. In combination, over 150 persons provided input to this Short Range Transit Plan.

### About Needles' Transit Markets

There are significant transit-dependent populations within the City of Needles, as evidenced by over 80 percent of children on free school lunch or discounted lunch programs, almost 80 percent of community college students qualifying for the Board of Governor's fee waiver and household median incomes that are only 60 percent of the countywide median. Among these, various markets with common trip needs and mobility characteristics were identified. This include:

- **School-aged children and youth** are steady users of Needles Area Transit, totaling about a quarter of surveyed weekday trips, with most likely to be riding the NAT to school than home from school. With the 2012 termination of much of the Unified School District public transportation, there is greater need for transportation for children and youth, particularly on very hot and windy days. Students often walk over to the city's recreation center after school. Transportation home after sports and other evening events that end later than 7:00 p.m. would be useful to students whose parents cannot pick them up. With students and younger children walking more, given the loss of local school transportation services, there was concern about youth safety in the streets, given need for sidewalk improvements in various areas of the city.



- **Children and youth medical trip needs** – Children requiring medical services must travel either to the few Arizona doctors that take MediCal or get to Arrowhead Medical Center or Loma Linda University Medical Center, both in greater San Bernardino. There is no pediatrician in Needles or a dentist, although it was reported there are both at Valley View who will take MediCal health insurance. There is currently no ability to cast broken limbs at Needles medical center nor is there an OB/GYN doctor available.
- **Community College youth** who live in Needles and attend the new Palo Verde facility on Broadway can use the NAT for some classes. The Needles Area Transit brochure is prominently displayed. While there are daytime classes, largely during the afternoons and during NAT operating hours, the popular evening classes run until 9:00 p.m. so students could only use the NAT to travel to class. There is a base of students across the river in Fort Mohave who are transit dependent but have no way to get to the Palo Verde Community College facility.
- **Working-aged adults**, including those seeking work are significant proportions of Needles non-elderly adults. Most of these persons must travel into Arizona for jobs or job seeking. Given that 14 percent of Needles 2,049 households have no cars and 44 percent have only one car but may have two family members working or seeking work, there is high need reported for transportation into Arizona. This was underscored by numerous agency stakeholders, for work purposes, and identified by riders in the on-board survey as the number one “other” need, beyond enhancements to the existing Needles service network. Medical trip needs were identified as significant, largely into Bullhead City but also into Colton’s Arrowhead Regional Medical Center and Loma Linda University Medical Center. Stakeholders reported limited awareness of the Dial-a-Ride Medical service for non-senior adults. Among those who were aware of the service, there was confusion about policies regarding children, fares, and car seats.
- **Older adults in Needles** are a significant transit market, at 16 percent of the city’s population and growing. Older adults are heavy users of the NAT, particularly in the early part of each month when their pension or social security checks arrive. Certainly they are the dominant group using the Senior Center’s Dial-a-Ride and the Dial-a-Ride Medical services. This population is well served in many ways and there was an absence of complaint about service quality issues. Some concern was expressed about the grocery bag limits, about the fare policy and its service area. Medical trip needs are a constant theme, with most destinations across the river in Arizona. The Dial-a-Ride Medical is apparently helping but some operating practice and policy issues surfaced among stakeholders. These included concerns about guaranteed ride home, difficulty in scheduling appointments during the window when the Dial-a-Ride Medical operates, and some lack of awareness of the program. Some older adults would like to be allowed to do some level of shopping on Dial-a-Ride Medical trips into Arizona, given the price differential at Walmart and other locations.



- **Fort Mojave Tribal Members** are served by various programs operated by the Tribe that provide some transportation including the Education Department. However, need for coordinated transportation service between Needles, Fort Mohave and Bullhead City has prompted a Tribal Transit study that documents a range of work, medical, education and shopping trips needed by Tribal members, among others.
- **Veterans seeking local medical care** must travel to Lake Havasu City, Arizona, 42 miles south to the Community Based Outpatient Clinic there. This can be difficult to access for those without vehicles. Aging Vietnam-era veterans are the largest group of veterans within Needles and are moving towards driving less.
- **Persons with disabilities** – There are some, but limited numbers, of persons using the NAT in wheelchairs or boarding with the lift. Data suggest this is around once daily. Concerns about boarding locations for riders in wheelchairs were identified with regard to some bus stops, as well as challenging path-of-access issues. Other disability groups, including persons in the behavioral health system, are using the NAT and the Dial-a-Ride and rely heavily upon the availability of these services as they often do not own or cannot drive their own car. Shopping is a critical need and the two-grocery bag limit can be problematic. Policies that limit the Dial-a-Ride Medical to doctor’s offices and hospitals only are problematic for older adult riders who need to stop at the pharmacy after seeing their doctor. For “triplicate” prescriptions, these can only be processed in person and there are problems in getting the vehicle to wait while prescriptions are filled.
- **Limited-English-Proficient persons** are not many in the City of Needles, although 14 percent of surveyed riders are Hispanic and among the intercept survey respondents, just under 10 percent were Spanish-speaking and indicated that that was their primary spoken and written language. This points to the importance of Needles’ Title VI Language Assistance Program and, at a minimum, periodic training of drivers in how to communicate with limited English proficient riders.

## About Existing Public Transit Services

There was a notable lack of complaint among stakeholders and surveyed residents about Needles public transportation programs. In fact, there were expressions of appreciation and support, compliments on the service reliability, and comments that the NAT and Dial-a-Ride services were absolutely critical to Needles’ transit-dependent riders and to persons who may become so, such as Needles’ large older-adult population. Concerns about the service fell into the following four comment categories:

### ***Interest in modest increases to the NAT span of services and operating days***

- **Saturday service increases** – There was greatest interest in expanding Saturday’s 10:00 a.m. to 2:00 p.m. schedule, more so to later in the day than for earlier in the day.



- **Sunday service capability** – There is interest in some limited level Sunday service to help people get to church and Sunday social activities.
- **Evening service expansion** was identified by some, for evening youth activities that include both school and sports events, evening community college classes and some shopping, but as a lower-level need than expanded weekend service.

### ***Need for infrastructure improvements***

- **Bus stop improvement** topics were constantly raised around shelter from the weather, heat and wind, and in relation to boarding and path-of-access concerns.
- **Information topics surfaced** related to consumers' desire for more bus information at bus stops, stakeholder need for improved website information to offer guidance to prospective riders (about a quarter of current riders use the city's website) and the importance of continued distribution of Needles schedules and ride guides around the city. Related to this, there was some confusion about operating policies for the Dial-a-Ride Medical and even the Dial-a-Ride that could be addressed through enhanced rider information and its broader distribution.

### ***Expansion of service area***

- **Expansion of transit service to Arizona** is a key area of need identified by numerous stakeholders as well as surveyed riders and residents. The Dial-a-Ride Medical service is meeting a small portion of that need. However, its short, morning-only service day just twice a week and spotty knowledge of its availability among agency personnel whose consumers could utilize the service limit its effectiveness. Medical trip purposes were identified as among the highest-need trip purpose although ridership on this service remains low. Additionally, there is interest across target markets in work and shopping trip capabilities into Arizona from Needles. There is some other-direction travel, from Fort Mojave into Needles for reported education purposes – classes at the community college – and for medical purposes – Public Health Clinic and some Needles Hospital visits.

### ***Affordability***

- **Passenger fare levels and fare options** were topics raised in various settings. The current 30-trip pass, at a cost of \$31.50, is difficult for many low-income households to purchase at one time. The individual fares are not commented upon as onerous, but there was interest in a day pass that would afford persons the ability to make multiple trips per day for a single fare. Two-thirds of weekday riders surveyed are making round trips and more, eight in ten Saturday riders surveyed, are making round trips. Drivers report that three NAT trips daily are not uncommon for some users. There was some interest with the School District in talking about Youth/ Student Passes and potentially subsidizing these.
- **Dial-a-Ride Medical fares** represent a reasonable fare for trip lengths of between 10 and 20 miles, and more. There is some confusion expressed about escort and companion fares, as well as for children who are accompanying fare-paying adults.



## 4. Needles Public Transportation Service Performance Assessment

This chapter reports on the historical and current operating performance of Needles public transportation services in relation to key operating characteristics. It provides a limited assessment of vehicles, facilities, staffing, and Needles transit information tools.

### Needles Area Transit (NAT) Historical Performance

Table 4-1 shows that **ridership decreased nine percent** in FY 2014 for a total of 31,161 riders, although NAT ridership had increased 17 percent from 29,094 passengers in FY 2012 to 34,153 passengers in FY 2013. **Total revenue hours remained constant** over the same three-year period causing the passengers per revenue hour trend to follow the fluctuation of ridership.

Reflecting this year's dip in ridership, **fare revenue dropped by three percent**, receipts just over \$1,000. Related to this, the farebox recovery ratio dropped to 11.8 percent, down from the prior year's high of 12.4 percent but still above the FY 2012 level of 10.7 percent. **Revenue per passenger increased slightly**, from \$1.03 to \$1.09. **Productivity dropped by nine percent**, to 10.2, reflecting the lower ridership level, but is still above the 9.4 passengers per hour level of two years ago.

Table 4-1, NAT Historical Operating Performance

SYSTEM: NEEDLES AREA TRANSIT			
	FY 2012 Actual	FY 2013 Actual	FY 2014 Actual
<b>FLEET CHARACTERISTICS</b>			
<b>Fixed Route:</b>			
Peak-Hour Fleet	1	1	1
Spare Vehicles for Maintenance and other Purposes	1	1	1
Spare Ratio	200.0%	200.0%	200.0%
Subtotal Fixed Route Vehicles	3	3	3
<b>FINANCIAL DATA:</b>			
Fare Revenue (\$000's)	\$30,015	\$35,149	\$34,067
Operating Cost (\$000's)	\$281,140	\$282,486	\$289,685
<b>OPERATING CHARACTERISTICS</b>			
Revenue Vehicle Miles (000's)	42,816	43,134	43,484
Total Vehicle Miles (000's)	43,866	43,940	44,184
Revenue Vehicle Hours (000's)	3,084	3,048	3,060
Total Vehicle Hours (000's)	3,286	3,258	3,278
Unlinked Passengers (000's)	29,094	34,153	31,161
<b>PERFORMANCE CHARACTERISTICS:</b>			
Revenue/Unlinked Passenger	\$1.03	\$1.03	\$1.09
Cost/Unlinked Passenger	\$9.66	\$8.27	\$9.30
Subsidy/Unlinked Passenger	\$8.63	\$7.24	\$8.20
Cost/Revenue Vehicle Hour	\$91.16	\$92.68	\$94.67
Passenger/Revenue Vehicle Hour	9.4	11.2	10.2
Operating Ratio (Fares/Cost)	10.7%	12.4%	11.8%



## Needles Senior and Disabled Dial-a-Ride Historical Performance

Ridership on the Senior and Disabled Dial-a-Ride program, presented in Table 4-2 grew by 262 trips from FY 2012 to FY 2013 but held constant for FY 2014. With **ridership steady FY 2013**, a policy decision with the city and the Senior Citizens Club resulted in a **fare revenue decrease of 28 percent**. This 2013 decrease in fare revenue reflects the fact that the Senior Citizens Club must only maintain a minimum contribution each month, relative to overall receipts. **Reduced fare box recovery to a healthy 14.6 percent**, well above the 10 percent minimum required by State law. Operating costs for 2014, although slightly above FY 2013 levels are still below that of FY 2012.

The **average cost per passenger increased to \$5.74** from FY 2013 to FY 2014, but is 7.5 percent below in FY 2012 levels and very low when contrasted with common average demand responsive per trip costs of \$10 to \$20 per trip. The Dial-a-Ride MOU requires that the Senior Citizens Club provide local financial support so that when combined with passenger fares the total is equal to approximately 14.4 percent of the operating budget. **Productivity has been steadily increasing** over these three years, now at 5.1 trips per hour.

Table 4-2, Dial-a-Ride Historical Operating Performance

<b>SYSTEM: SENIOR DIAL-A-RIDE</b>			
	<b>FY 2012</b>	<b>FY 2013</b>	<b>FY 2014</b>
<b>FLEET CHARACTERISTICS</b>	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>
<b>Demand Response</b>			
Peak-Hour Fleet	1	1	1
Spare Vehicles for Maintenance	1	1	1
Total Vehicles	2	2	2
<b>FINANCIAL DATA:</b>			
Fare Revenue (\$000's)	\$4,550	\$3,543	\$3,637
Operating Cost (\$000's)	\$25,672	\$24,453	\$25,182
<b>OPERATING CHARACTERISTICS</b>			
Revenue Vehicle Miles (000's)	8,413	9,102	8,421
Total Vehicle Miles (000's)	10,107	10,821	10,355
Revenue Vehicle Hours (000's)	889	887	864
Total Vehicle Hours (000's)	1,185	1,166	1,180
Unlinked Passengers (000's)	4,118	4,380	4,389
<b>PERFORMANCE CHARACTERISTICS:</b>			
Revenue/Unlinked Passenger	\$1.10	\$0.81	\$0.83
Cost/Unlinked Passenger	\$6.23	\$5.58	\$5.74
Subsidy/Unlinked Passenger	\$5.13	\$4.77	\$4.91
Cost/Revenue Vehicle Hour	\$28.88	\$27.57	\$29.15
Passenger/Revenue Vehicle Hour	4.6	4.9	5.1
Operating Ratio (Fares/Cost)	17.7%	14.5%	14.4%



## Needles Dial-a-Ride Medical

The Dial-a-Ride Medical service delivered 168 round trips in FY 2012, which generated \$1,110 in fare revenue. **Ridership increased by 18 percent in FY 2013** to 199 round trips raising fare revenue to \$1,190 and also reflected in an increasing rate of productivity. In the most recent reporting year, **FY 2014 ridership dropped by almost 22 percent** to 156 passenger trips, from the prior year's high of 199 trips.

Operating cost in FY 2012 was \$8,099, growing by 34 percent in FY 2013 to \$10,692. This resulted in a reduction in fare box recovery ratio from 13.7 percent in FY 2012 to 11 percent in FY 2013. For the current year, **operating costs and fare revenue both decreased by 20 percent.**

**Revenue per passenger of \$6.09** and the **cost per passenger of \$54.71** both reflect the long-distance trips from Needles to Bullhead and return, as well as modest ridership levels. Productivity levels are struggling below one passenger per hour but have increased by a tenth of a percent for each of three years. The **Dial-a-Ride Medical's farebox recovery of 11.1 percent** makes it still a viable service in that it measures above the TDA-required minimum.

Table 4-3, Dial-a-Ride Medical Historical Operating Performance

<b>SYSTEM: DAR MEDICAL</b>			
<b>FLEET CHARACTERISTICS</b>	<b>FY 2012 Actual</b>	<b>FY 2013 Actual</b>	<b>FY 2014 Actual</b>
<b>Demand Response</b>			
Peak-Hour Fleet	1	1	1
Spare Vehicles for Maintenance			
Total Vehicles	1	1	1
<b>FINANCIAL DATA:</b>			
Fare Revenue (\$000's)	\$1,110	\$1,190	\$950
Operating Cost (\$000's)	\$8,099	\$10,692	\$8,535
<b>OPERATING CHARACTERISTICS</b>			
Revenue Vehicle Miles (000's)	2,783	2,965	2,686
Total Vehicle Miles (000's)	3,106	3,387	2,907
Revenue Vehicle Hours (000's)	259	295	208
Total Vehicle Hours (000's)	294	331	237
Unlinked Passengers (000's)	168	199	156
<b>PERFORMANCE CHARACTERISTICS:</b>			
Revenue/Unlinked Passenger	\$6.61	\$5.98	\$6.09
Cost/Unlinked Passenger	\$48.21	\$53.73	\$54.71
Subsidy/Unlinked Passenger	\$41.60	\$47.75	\$48.62
Cost/Revenue Vehicle Hour	\$31.27	\$36.24	\$41.03
Passenger/Revenue Vehicle Hour	0.6	0.7	0.8
Operating Ratio (Fares/Cost)	13.7%	11.1%	11.1%



## Needles Transit System-wide Characteristics

A system-wide look at the Needles operation, presented in Table 4-4, shows an increase in operating cost of less than two percent and a decline of three percent in fare revenue. Total and revenue vehicle hours have decreased slightly, largely in relation to demand responsive services.

Ridership, productivity and farebox recovery ratios are all down somewhat. The overall farebox recovery ratio is 12 percent, above the minimum required 10 percent for rural systems but reflecting a downward trend since FY 2012. System-wide ridership, while it has decreased from last year's high of 38,732, is still seven percent above its level of two years previous.

Table 4-4, System-wide Historical Operating Performance

<b>SYSTEM: SYSTEMWIDE</b>			
<b>FLEET CHARACTERISTICS</b>	<b>FY 2012 Actual</b>	<b>FY 2013 Actual</b>	<b>FY 2014 Actual</b>
<b>Fixed Route:</b>			
Peak-Hour Fleet	1	1	1
Spare Vehicles for Maintenance and other Purposes	1	1	1
Spare Ratio	200%	200%	200%
Subtotal Fixed Route Vehicles	3	3	3
<b>Demand Response</b>			
Peak-Hour Fleet	2	2	2
Spare Vehicles for Maintenance	1	1	1
Total Vehicles	3	3	3
<b>FINANCIAL DATA:</b>			
Fare Revenue (\$000's)	\$35,675	\$39,882	\$38,654
Operating Cost (\$000's)	\$314,911	\$317,631	\$323,402
<b>OPERATING CHARACTERISTICS</b>			
Revenue Vehicle Miles (000's)	54,012	55,201	54,591
Total Vehicle Miles (000's)	57,079	58,148	57,446
Revenue Vehicle Hours (000's)	4,232	4,230	4,132
Total Vehicle Hours (000's)	4,765	4,755	4,695
Unlinked Passengers (000's)	33,380	38,732	35,706
<b>PERFORMANCE CHARACTERISTICS:</b>			
Revenue/Unlinked Passenger	\$1.07	\$1.03	\$1.08
Cost/Unlinked Passenger	\$9.43	\$8.20	\$9.06
Subsidy/Unlinked Passenger	\$8.37	\$7.17	\$7.97
Cost/Revenue Vehicle Hour	\$74.41	\$75.09	\$78.27
Passenger/Revenue Vehicle Hour	7.9	9.2	8.6
Operating Ratio (Fares/Cost)	11.3%	12.6%	12.0%



## Transit Service Utilization and Reliability

### NAT Stop Utilization

As part of the SRTP development process, a count of passenger boarding's through the 12 runs of one weekday and two Saturdays was conducted. Table 4-5 presents the weekday boarding and alighting information. Table 4-6 shows the two surveyed Saturdays' boarding and alighting information.

The stops at the Towne Center, including Bashas', Rite Aid, and the county offices clearly see the heaviest use, with the NAT's two stops there on each run. Thirty-four percent of all boarding's and 27 percent of all alightings happened at the Towne Center. The stop for the elementary, middle and high schools – Erin Drive at Bailey Avenue – is the other highest use stop, although for alightings only, eleven riders or almost 10 percent of all alightings. Saturday patterns are similar but with lower levels of ridership.

Table 4-5, NAT On-Board Survey: Weekday Bus Stop Boardings and Alightings

MONDAY 3/10/14

Stop #	Stop Location	Nearest Landmark	Total On's	Total Off's
1	G St. at Broadway	SB G / NS Broadway	2	0
2	3rd St. at F St.	EB 3rd / NS F	0	0
3	D St. at 3rd St.	SB D / FS 3rd	1	0
4	D St. at Cibola	SB D / OPP Cibola	0	0
5	Lily Hill Dr. at Elks Lodge	Lily Hill Dr. at Elks Lodge	7	0
6	Lily Hill Dr. at Clary Dr.	Lily Hill Dr. / OPP Clary	5	8
7	Bailey Ave. at Lily Hill Dr.	NB Bailey / FS Lily Hill Dr.	2	2
8	1401 Bailey Ave.	NB Bailey at Needles Hospital	1	8
9	1111 Bailey Ave.	NB Bailey at Library	0	5
10	Erin Dr. at Bailey Ave.	WB Erin / FS Bailey	0	11
11	Erin Dr. at Coronado	WB Erin / NS Coronado	7	3
12	Coronado at J St.	SB Coronado / NS J	4	3
13	J St. at Civic Center	EB J / FS Bailey	3	0
14	J St. at I-40 EB on-ramp	EB J / NS I-40 EB on-ramp	0	0
15	Needles Towne Center	Needles Towne Center at Basha's	17	14
16	Broadway at B St.	WB Broadway / FS B	0	1
17	Broadway at E St.	WB Broadway / NB E	1	3
18	G St. at Broadway	SB G / NS Broadway	5	3
19	Broadway at J St.	WB Broadway / FS J	3	2
20	Broadway at Market	NB Broadway / NS Market	7	3
21	O St. at Needles Hwy	SB O / NS Needles Hwy.	3	3
22	Needles Hwy. at U St.	WB Needles Hwy. / NS U	1	1
23	Pashard St. at Needles Hwy.	NB Pashard / NS Needles Hwy.	3	4
24	Needles Hwy. at R St.	EB Needles Hwy / NS R	2	1
25	Broadway at Market	SB Broadway / FS Market	1	2
26	Broadway at J St.	EB Broadway / NS J	1	1
27	Broadway at G St.	EB Broadway / NS G	2	3
28	Broadway at D St.	EB Broadway / NS D	5	5
29	Broadway at A St.	EB Broadway / NS A	2	1
30	Broadway at Cibola	EB Broadway / NS Cibola	0	0
31	Broadway at Goodwill	SB Broadway / FS Goodwill	0	0
32	Safari Dr. at Cherry St.	WB Safari / NS Cherry	2	2
33	Dollar Tree Store	NB US Hwy 95 at Dollar Tree	0	1
34	Needles Towne Center	Needles Towne Center at Basha's	22	16
35	Broadway at B St.	WB Broadway / FS B	0	2
36	Broadway at E St.	WB Broadway / NB E	0	0
37	G St. at Broadway	SB G / NS Broadway	6	4
Total Ons and Offs			115	112



Table 4-6, NAT On-Board Survey, Two Saturdays' Bus Stop Boardings and Alightings

**NAT On-Time Performance**

Saturday 3/15/2014

Stop #	Stop Location	Nearest Landmark	Total On's	Total Off's
1	G St. at Broadway	SB G / NS Broadway	2	0
2	3rd St. at F St.	EB 3rd / NS F	0	0
3	D St. at 3rd St.	SB D / FS 3rd	0	0
4	D St. at Cibola	SB D / OPP Cibola	0	0
5	Lily Hill Dr. at Elks Lodge	Lily Hill Dr. at Elks Lodge	0	0
6	Lily Hill Dr. at Clary Dr.	Lily Hill Dr. / OPP Clary	0	4
7	Bailey Ave. at Lily Hill Dr.	NB Bailey / FS Lily Hill Dr.	6	0
8	1401 Bailey Ave.	NB Bailey at Needles Hospital	1	0
9	1111 Bailey Ave.	NB Bailey at Library	0	6
10	Erin Dr. at Bailey Ave.	WB Erin / FS Bailey	0	0
11	Erin Dr. at Coronado	WB Erin / NS Coronado	2	1
12	Coronado at J St.	SB Coronado / NS J	0	0
13	J St. at Civic Center	EB J / FS Bailey	3	0
14	J St. at I-40 EB on-ramp	EB J / NS I-40 EB on-ramp	0	0
15	Needles Towne Center	Needles Towne Center at Basha's	4	2
16	Broadway at B St.	WB Broadway / FS B	2	2
17	Broadway at E St.	WB Broadway / NB E	0	0
18	G St. at Broadway	SB G / NS Broadway	2	6
19	Broadway at J St.	WB Broadway / FS J	0	0
20	Broadway at Market	NB Broadway / NS Market	0	1
21	O St. at Needles Hwy	SB O / NS Needles Hwy.	2	2
22	Needles Hwy. at U St.	WB Needles Hwy. / NS U	1	1
23	Pashard St. at Needles Hwy.	NB Pashard / NS Needles Hwy.	0	0
24	Needles Hwy. at R St.	EB Needles Hwy / NS R	0	0
25	Broadway at Market	SB Broadway / FS Market	0	0
26	Broadway at J St.	EB Broadway / NS J	0	0
27	Broadway at G St.	EB Broadway / NS G	0	0
28	Broadway at D St.	EB Broadway / NS D	1	0
29	Broadway at A St.	EB Broadway / NS A	0	0
30	Broadway at Cibola	EB Broadway / NS Cibola	0	0
31	Broadway at Goodwill	SB Broadway / FS Goodwill	0	0
32	Safari Dr. at Cherry St.	WB Safari / NS Cherry	0	0
33	Dollar Tree Store	NB US Hwy 95 at Dollar Tree	1	3
34	Needles Towne Center	Needles Towne Center at Basha's	7	2
35	Broadway at B St.	WB Broadway / FS B	0	0
36	Broadway at E St.	WB Broadway / NB E	0	1
37	G St. at Broadway	SB G / NS Broadway	0	0
Total Ons and Offs			34	31

Saturday 3/22/2014

Stop #	Stop Location	Nearest Landmark	Total On's	Total Off's
1	G St. at Broadway	SB G / NS Broadway	4	3
2	3rd St. at F St.	EB 3rd / NS F	1	1
3	D St. at 3rd St.	SB D / FS 3rd	1	1
4	D St. at Cibola	SB D / OPP Cibola	0	0
5	Lily Hill Dr. at Elks Lodge	Lily Hill Dr. at Elks Lodge	1	0
6	Lily Hill Dr. at Clary Dr.	Lily Hill Dr. / OPP Clary	3	4
7	Bailey Ave. at Lily Hill Dr.	NB Bailey / FS Lily Hill Dr.	1	0
8	1401 Bailey Ave.	NB Bailey at Needles Hospital	1	1
9	1111 Bailey Ave.	NB Bailey at Library	2	2
10	Erin Dr. at Bailey Ave.	WB Erin / FS Bailey	2	1
11	Erin Dr. at Coronado	WB Erin / NS Coronado	2	0
12	Coronado at J St.	SB Coronado / NS J	1	0
13	J St. at Civic Center	EB J / FS Bailey	3	2
14	J St. at I-40 EB on-ramp	EB J / NS I-40 EB on-ramp	3	2
15	Needles Towne Center	Needles Towne Center at Basha's	2	2
16	Broadway at B St.	WB Broadway / FS B	0	0
17	Broadway at E St.	WB Broadway / NB E	1	1
18	G St. at Broadway	SB G / NS Broadway	1	1
19	Broadway at J St.	WB Broadway / FS J	1	1
20	Broadway at Market	NB Broadway / NS Market	2	5
21	O St. at Needles Hwy	SB O / NS Needles Hwy.	0	2
22	Needles Hwy. at U St.	WB Needles Hwy. / NS U	0	0
23	Pashard St. at Needles Hwy.	NB Pashard / NS Needles Hwy.	0	0
24	Needles Hwy. at R St.	EB Needles Hwy / NS R	0	0
25	Broadway at Market	SB Broadway / FS Market	1	0
26	Broadway at J St.	EB Broadway / NS J	0	0
27	Broadway at G St.	EB Broadway / NS G	5	4
28	Broadway at D St.	EB Broadway / NS D	0	1
29	Broadway at A St.	EB Broadway / NS A	0	0
30	Broadway at Cibola	EB Broadway / NS Cibola	0	0
31	Broadway at Goodwill	SB Broadway / FS Goodwill	0	0
32	Safari Dr. at Cherry St.	WB Safari / NS Cherry	0	0
33	Dollar Tree Store	NB US Hwy 95 at Dollar Tree	1	1
34	Needles Towne Center	Needles Towne Center at Basha's	15	14
35	Broadway at B St.	WB Broadway / FS B	0	0
36	Broadway at E St.	WB Broadway / NB E	0	2
37	G St. at Broadway	SB G / NS Broadway	0	0
Total Boardings and Alightings			54	51



NAT on-time performance was also assessed during the on-board survey process. On-time is defined as not more than one minute earlier than the scheduled time and not more than five minutes later than the scheduled time. As show in Table 4-7, the compiled experience of 12 runs on the weekday surveyed shows highly reliable service, runs that included about a half-dozen deviation pick-ups for riders who could not come to the bus stops.

Table 4-7, NAT On-Board Survey, Weekday On-Time Performance

Monday, March 10 - Early or Late			Early >1 min	Late >5 Min
Stop #	Stop Location	Nearest Landmark		
1	G St. at Broadway	SB G / NS Broadway	0	0
2	3rd St. at F St.	EB 3rd / NS F	1	0
3	D St. at 3rd St.	SB D / FS 3rd	0	0
4	D St. at Cibola	SB D / OPP Cibola	1	0
5	Lily Hill Dr. at Elks Lodge	Lily Hill Dr. at Elks Lodge	0	0
6	Lily Hill Dr. at Clary Dr.	Lily Hill Dr. / OPP Clary	0	0
7	Bailey Ave. at Lily Hill Dr.	NB Bailey / FS Lily Hill Dr.	1	0
8	1401 Bailey Ave.	NB Bailey at Needles Hospital	1	0
9	1111 Bailey Ave.	NB Bailey at Library	0	0
10	Erin Dr. at Bailey Ave.	WB Erin / FS Bailey	0	0
11	Erin Dr. at Coronado	WB Erin / NS Coronado	0	0
12	Coronado at J St.	SB Coronado / NS J	0	0
13	J St. at Civic Center	EB J / FS Bailey	0	0
14	J St. at I-40 EB on-ramp	EB J / NS I-40 EB on-ramp	0	0
15	<b>Needles Towne Center</b>	<b>Needles Towne Center at Basha's</b>	<b>6</b>	0
16	Broadway at B St.	WB Broadway / FS B	0	0
17	Broadway at E St.	WB Broadway / NB E	0	0
18	G St. at Broadway	SB G / NS Broadway	0	1
19	Broadway at J St.	WB Broadway / FS J	1	0
20	Broadway at Market	NB Broadway / NS Market	0	1
21	O St. at Needles Hwy	SB O / NS Needles Hwy.	1	1
22	Needles Hwy. at U St.	WB Needles Hwy. / NS U	1	0
23	Pashard St. at Needles Hwy.	NB Pashard / NS Needles Hwy.	0	1
24	Needles Hwy. at R St.	EB Needles Hwy / NS R	0	1
25	Broadway at Market	SB Broadway / FS Market	0	2
26	Broadway at J St.	EB Broadway / NS J	0	1
27	Broadway at G St.	EB Broadway / NS G	0	1
28	Broadway at D St.	EB Broadway / NS D	0	1
29	Broadway at A St.	EB Broadway / NS A	0	1
30	Broadway at Cibola	EB Broadway / NS Cibola	0	1
31	Broadway at Goodwill	SB Broadway / FS Goodwill	0	0
32	Safari Dr. at Cherry St.	WB Safari / NS Cherry	0	0
33	Dollar Tree Store	NB US Hwy 95 at Dollar Tree	0	1
34	<b>Needles Towne Center</b>	<b>Needles Towne Center at Basha's</b>	1	1
35	Broadway at B St.	WB Broadway / FS B	0	1
36	Broadway at E St.	WB Broadway / NB E	0	1
37	G St. at Broadway	SB G / NS Broadway	0	1



Table 4-7 shows the bus running consistently early at Stop #15, the Needles Towne Center (former home of Bashas' grocery store). Half of the sampled runs showed the bus *arriving early more than five minutes* but then catching up every time to be on time by the next stop. Presumably the time to board passengers at the Towne Center, and possibly for a driver break, accounts for the extra minutes. Some schedule adjustment to reflect these activities may be indicated.

There were eight other separate instances of the buses running *early more than five minutes*. This practice should be immediately stopped, as riders who arrive on time, but not more than five minutes early, will have missed this bus. Buses running "hot" should not be a feature of the service, particularly with hourly headways at some stops.

In terms of running *late more than five minutes*, there was just a single stop where this happened on two occasions: at Broadway and Market, near the city yards and adjacent to Lube and Latte. This stop comes after running south along Needles Highway where there were a couple of other instances of the vehicle running more than five minutes late. This could be monitored to see whether there needs to be a schedule adjustment along this area or whether these late stops are a consequence of deviation pickups during this period.

The Saturday pattern of on-time performance showed few instances of running early or late. As ridership is lighter, drivers reported on-time arrivals at every stop. Notably, these two Saturdays' time points were collected by drivers and, for that reason, could represent best-case scenarios. Nonetheless, it is consistent with the fact that all of the outreach efforts brought back no complaints about service reliability and, in fact, compliments that the NAT was there when riders were looking for it.

## Dial-a-Ride

A month of trip sheets for the Senior Citizens Club Dial-a-Ride service was developed. Table 4-8 following shows that in February 2014, 327 one-way trips were reported, of which 43 percent were provided to seniors for basic one-way trips to somewhere in Needles for a fare of \$1 while almost 3 percent were for non-senior, persons with disabilities. Almost four percent of trips were provided for escorts, at no fare to the escort. Another four percent of trips were provided under the Dial-a-Ride pass to volunteers who assist at the Senior Center. Nutrition trips, charged at a fare of \$1 for a round trip, represented 35 percent of all trips provided that month.

Average daily ridership, based upon this sample, was 14 passengers per day, and the average cash fare collected is 22 cents per passenger, reflecting the subsidy provided by the center for the nutrition trips. There were only three wheelchair boardings during this period, which seems low for a community with this proportion of older adults. Average daily revenue hours are just under five, reflecting a service day of about 8:00 a.m. to 1:00 p.m. for most days. A high productivity level of 4.7 passengers per hour, supported by a low 2.1 average miles per trip reflects both the efficiency of the Dial-a-Ride dispatcher and the small service area size. These numbers are consistent with the data reported in TransTrack. The significant difference is that the inclusion, within TransTrack reporting, of the monthly funds of \$305 from the Senior Center increases the cash per passenger amount and the farebox recovery level. This is reported at a very healthy 14.4 percent as a consequence of that monthly infusion of funds from the Senior Citizens Club's transportation fund.



Table 4-8, Sample Month (February 2014) Dial-a-Ride Trips

February 2014		FARE TYPES					Trip Total with 2 Nutrition Trips	W/C	Volunteer	Fair collected	Pass Ticket L/P	TIME (military time)		Log Revenue Hours	MILES		Revenue Miles
Date	One-Way Trips	SR \$1	D \$1	Escort Free	Nutrition \$1 Round-Trip	DAR Pass						First PU	Log Last DO		First PU	Log Last DO	
0																	0
3-Feb	22	10	0	0	7	5	29		2	\$11.00	9	908	1305	4.25	32814	32864	50
4-Feb	16	5			4	7				\$5.00	11	850	1210	3.25	32868	32893	25
5-Feb	18	7	2	2	5	2	23		2	\$10.00	8	858	1240	3.75	47800	47838	38
6-Feb	16	5			9	2			2	\$7.00	7	850	1225	2.75	32909	32944	35
7-Feb	13	8			3	2			2	\$10.00	5	855	1225	3.5	47882	47922	40
10-Feb	20	5			9	6			3	\$5.00	11	850	1225	3.5	32949	32977	28
11-Feb	1		1							\$1.00		930	930	0	47928	47928	0
11-Feb	18	6			12				1	\$8.00	9	900	1245	3.75	32985	33019	34
12-Feb	26	11	2	2	9	2			2	\$12.00	10	905	1255	4	47959	48003	44
13-Feb	5	5								\$5.00		715	733	0.25	48008	48010	2
13-Feb	14	3			10	1		2	1	\$7.00	8	850	1250	4	33023	33050	27
14-Feb	17	9			6	2			2	\$6.00	9	905	1230	3.5	48043	48078	35
18-Feb	3	3								\$3.00		800	810	0.25	48085	48087	2
18-Feb	19	6	2	5	3	3		1	2	\$9.00	6	940	1255	3.25	33056	33092	36
19-Feb	15	8			5	2			2	\$9.00	4	902	1220	3.5	48126	48153	27
20-Feb	1	1								\$1.00		815	815	0	63774	63774	0
20-Feb	13	11				2				\$11.00	1	855	1230	3.5	33106	33147	41
21-Feb	13	8			3	2			2	\$7.00	4	905	1235	3.5	33150	33181	31
24-Feb	21	6		3	8	4		2	2	\$8.00	10	855	1245	3.75	33187	33229	42
25-Feb	5	5								\$5.00		715	749	0.25	48250	48266	16
25-Feb	16	6			6	4			1	\$7.00	9	850	1240	3.75	33232	33267	35
26-Feb	13	6			5	2			2	\$5.00	6	935	1225	3	48325	48353	28
27-Feb	1	1								\$2.00		815	830	0.25	48355	48358	3
27-Feb	22	7	2		11	2			2	\$10.00	8	845	1230	3.75	33273	33306	33
28-Feb	21	14			6	1			1	\$11.00	9	910	1305	3.75	48388	48423	35
<b>Total Trips</b>	<b>327</b>	<b>142</b>	<b>9</b>	<b>12</b>	<b>115</b>	<b>12</b>		<b>3</b>	<b>10</b>	<b>\$72.00</b>	<b>47</b>			<b>69.00</b>			<b>687</b>
<b>Percentage of Fare Type</b>		<b>43.4%</b>	<b>2.8%</b>	<b>3.7%</b>	<b>35.2%</b>	<b>3.7%</b>		<b>0.9%</b>	<b>3.1%</b>								
<b>Average Daily Trips</b>	<b>13.625</b>							<b>Average Cash Per Passenger Trip</b>		<b>\$0.22</b>	<b>Average Passengers per Revenue Hour</b>	<b>4.7</b>	<b>Ave. miles per pax. trip</b>	<b>2.1</b>			



## Dial-a-Ride Medical

Analysis of a month’s sample of trip sheets confirms that modest, but steady, numbers of persons are using the twice-weekly Dial-a-Ride Medical service into Arizona. As presented in Table 4-9, three-quarters (73 percent) are seniors and about one-quarter (23 percent) are adults, while persons with disabilities make up five percent of passengers. All riders during this period took round trips and two-thirds (64 percent) went as far as Valley View, the \$5 fare, while 27 percent went beyond that to medical facilities farther north. Average trip lengths reported in Table 4-9 are impacted by the number of riders onboard and also reflect that destinations are between 8 to 15 miles away from Needles.

Table 4-9, Sample Month (February 2014) Dial-a-Ride Medical Trips

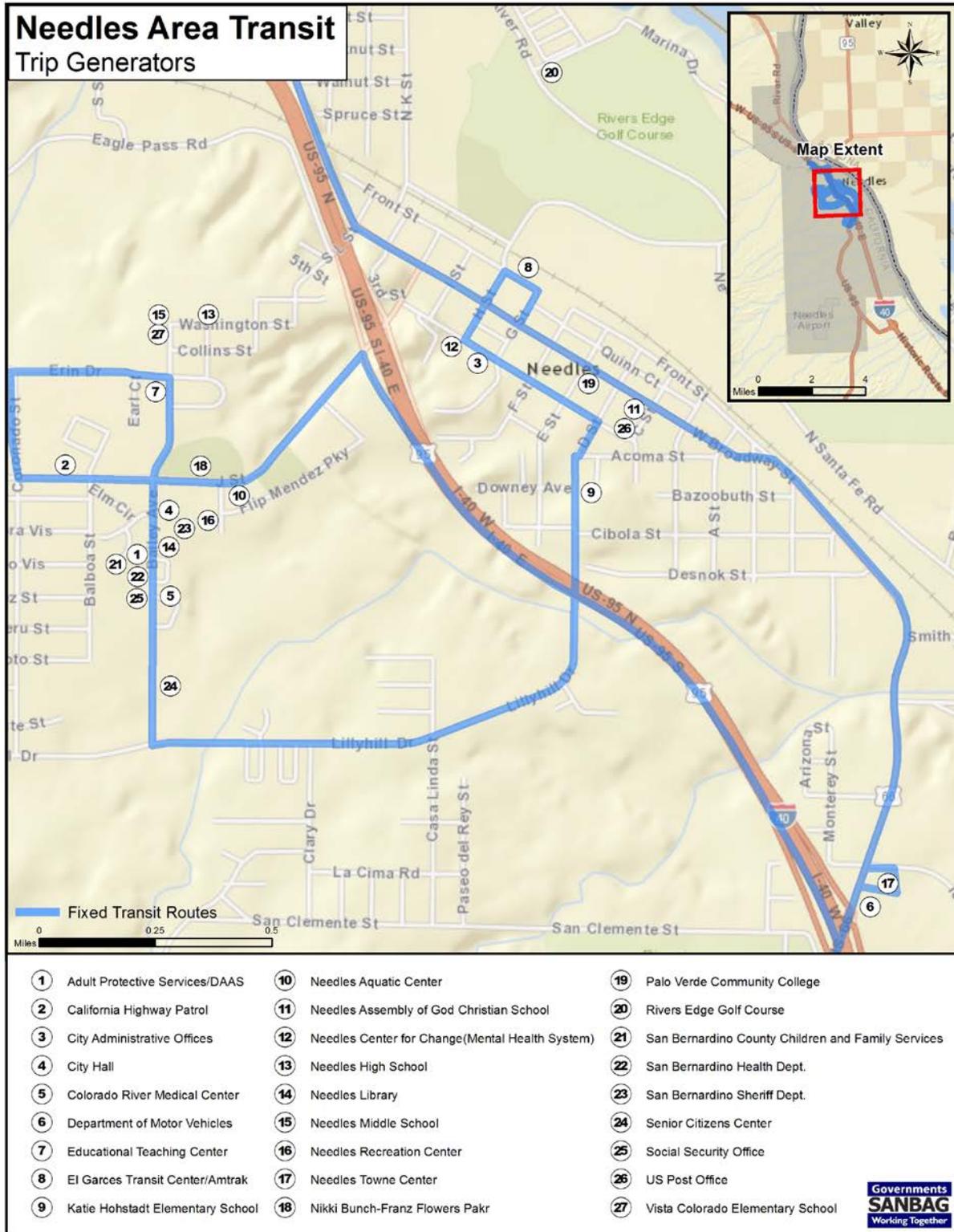
Passengers & Trips			Rider Types			Round-Trip Fare Types		Passenger Miles	
Date	Passenger Pick-Ups	One-Way Passenger Trips	Senior	Adult	Disabled	\$5 trip	\$10 trip	Miles Traveled	Average Miles / OneWay Passenger Trip
4-Feb	2	4	1	1		1		32	8.0
6-Feb	3	6	2	1		2		29	4.8
11-Feb	1	2			1	1		27	13.5
13-Feb	5	10	4	1		5		28	2.8
18-Feb	3	6	3			1	2	37	6.2
20-Feb	1	2	1				1	45	22.5
25-Feb	5	10	3	2		2	3	53	5.3
27-Feb	2	4	2			2		28	7.0
	22	44	16	5	1	14	6	279	6.3
			73%	23%	5%	64%	27%		

## NAT Service Routing and Common Destinations

Figure 4-1 following depicts all commonly identified destinations within Needles, showing these as on the current route structure. Notably, public outreach comments brought back almost no comment about additional locations within the city to which transit service was requested, supporting the fact that the NAT route structure fits common trip purposes within Needles.



Figure 4-1, NAT Common Destinations and Trip Generators





## Fare Policy

### Fare Policy and History

Summarized in Table 4-10 below are current passenger fares by type for City of Needles' transit program, reflecting a passenger fare increase in August 2013.

Table 4-10, Passenger Fare Types by Service, Effective August 2013

Service	Fare Type	Fare
<b>Needles Area Transit Deviated Fixed Route</b>	Regular Adult	\$ 1.10
	Disabled w/ID Card	\$1.00
	Senior w/ID Card	\$1.00
	Student	\$1.10
	Deviation Pick-up, non-senior	\$1.60
	Deviation Pick-up, Senior (60+) and Disabled w/ID Card	\$1.50
	30 Punch Pass	\$31.50
<b>Needles Dial-a-Ride</b>	Senior Fare	\$1.00
	Disability Fare	\$1.00
	Escort	Free
	Nutrition Program - one-way; charged \$1 and pay only on trip into the Senior Citizens Club.	\$0.50
<b>Needles Dial-a-Ride Medical</b>	Round-Trip to Valley View Medical Center and Arizona medical destinations south of that.	\$5.00
	Round-Trip to Arizona medical destinations north of Valley View Medical Center, as far north as the Laughlin Bridge.	\$10.00

- **Needles Area Transit base fare** is \$1.10. NAT deviation pick-ups, where the driver diverts to pick up riders who live off the route, cost \$1.60 per one-way trip.

For senior's age 60 and older and persons with disabilities, the deviation pick-up fare is \$1.50. Seniors age 60 and older or persons with disabilities pay \$1.00 per trip upon application to the city, which issues an NAT identification card that can be showed to the driver. The city offsets this ten-cent discount with its Measure I Seniors & Disabled tax receipts.

The NAT also offers a 30-ride punch pass, which costs \$31.50. Customers using the punch pass but requesting a deviation pick-up, pay in cash the additional .50 cents.

- **The Needles Senior and Disabled Dial-a-Ride fare** is \$1.00 per boarding. Senior nutrition trip riders are charged \$1.00 for the trip to the senior center but are not charged for the return trip home, effectively making this a \$0.50 one-way trip fare.



- ***Dial-a-Ride Medical passenger fares*** pay \$5.00 per round trip for all trips that stop between the Needles Bridge and the Valley View Medical Center. All trips that stop between the Valley View Medical Center and the Bullhead/Laughlin Bridge pay \$10.00 per round trip.

The ten-cent reduction in NAT fare for older adults and for persons with disabilities is offset by contributing a fare subsidy from the voter-approved Measure I sales tax revenue.

The City of Needles has increased fares on the NAT only four times since the service began operations in May 1995. Fares were increased in

- July 1998;
- July 2003;
- August 2008; and
- August 2013.

Changes in operating expense, including fuel increases, have generally prompted the increases in fares.

### **Passengers by Fare Category**

Use of available fares is presented in Table 4-11 following, showing the NAT's summarized FY 2013/14 fare type utilization. There are differences in utilization between weekday and Saturday riders, in terms of use of NAT fare types. On weekdays, 55 percent pay cash and 24 percent are using the 30-day punch pass. On Saturdays, there are slightly more cash-paying users at 57 percent and considerably fewer punch pass users at 20 percent.

Considering overall system experience, 55 percent of riders pay cash fares and almost 24 percent use the 30-day punch pass. Deviation pick-up fares make up almost 11 percent of the overall mix, including those who use the punch pass and pay an additional 50 cents, those that pay the regular deviation fare of \$1.60 and those seniors and persons with disabilities who pay the discounted \$1.50 deviation fare.



Table 4-11, Needles Area Transit FY 2013/14 Fare Type Counts

		<b>Weekday</b>	Fare Type as % of Total Weekday Trips	<b>Saturday</b>	Fare Type as % of Total Saturday Trips	<b>Total</b>	Fare Type as % of All Trips
NAT	NAT 30-Punch Pass @ \$31.50	6,905	24%	439	20%	7,344	23.6%
NAT	NAT 30-Punch Pass w/ Deviation \$0.50	448	2%	51	2%	499	1.6%
NAT	NAT Regular Cash Fare @ \$1.10	15,958	55%	1,290	57%	17,248	55.3%
NAT	NAT Regular Deviation @ \$1.60	2,538	9%	230	10%	2,768	8.9%
NAT	NAT Sr. & Disabled Deviation @ \$1.50	68	0%	2	0%	70	0.2%
NAT	NAT Sr. & Disabled Reduced Fare @ \$1.00	948	3%	79	4%	1,027	3.3%
NAT	NAT Child -- Free	2,059	7%	154	7%	2,213	7.1%
NAT-JSP	NAT-Jack Smith Park Regular Deviation	0	0%	0	0%	0	0.0%
		<b>TOTALS</b>		<b>28,924</b>	<b>100%</b>		
				<b>2,245</b>	<b>100%</b>		
			93%		7%	<b>31,169</b>	<b>100%</b>

Child boardings that are free were seven percent of the total, 2,213 trips. Additionally, not a fare type but collected in the TransTrack fare information were 446 wheelchair lift boardings or 1.4 percent of total boardings.

## Vehicle and Vehicle Facilities

### Vehicle Inventory

The vehicle fleet for the NAT service consists of three 18-passenger vehicles. Two vehicles were acquired in 2012 and placed in active service, moving the 2007 vehicle to emergency back-up. The active NAT vehicles are scheduled for replacement every five years so these vehicles will need replacement during the final year of this SRTP’s planning horizon.

The fleet for the Dial-a-Ride program actively uses two nine-passenger vehicles, used between the Senior and Disabled Dial-a-Ride and Dial-a-Ride Medical services, with a third nine-passenger vehicle used as an emergency spare for both Dial-a-Ride programs. One to two vehicles may need to be replaced within the next five years.

All NAT and Dial-a-Ride vehicles are lift-equipped. Table 4-12 presents the fleet inventory for all three programs.



Table 4-12, Needles Public Transportation Vehicle Inventory

TRANSIT SYSTEM: NEEDLES AREA TRANSIT													
Vehicle ID#	Last 4 VIN#s	Year Built	Make/ Model	Seats	Fuel Type	Ramp or Lift-Equipped	Vehicles Used For Deviated Fixed Route	Dial-A-Ride incl Medical	Vehicle in Active Service	FY 2012 Mileage	FY 2013 Mileage	FY 2014 Mileage	Planned Replacement Year
N-6	8826	2007	Starcraft	18	gas	lift-equipped	✓			123,788	123,788	123,788	2017
N-7	2470	2012	Elkhart	18	gas	lift-equipped	✓		✓	6,646	33,516	53,370	2017
N-8	2471	2012	Elkhart	18	gas	lift-equipped	✓		✓	953	21,162	48,645	2017
S-3	0858	2002	Ford	9	gas	lift-equipped		✓	✓	63,398	63,498	64,037	2016
S-4	8560	2008	ElDorado	9	gas	lift-equipped		✓	✓	34,169	42,897	51,649	2016
S-5	8893	2009	Starcraft	9	gas	lift-equipped		✓	✓	24,312	30,258	35,582	2016

## El Garces Yard Facilities

The Needles Area Transit Yard is currently located at 1714 W. Broadway in Needles, but will be moving to the El Garces Intermodal Transit Center once completed. The El Garces Hotel/Santa Fe Depot is the historic train depot, selected by the City Council to be rehabilitated for the new Intermodal Transit Center. El Garces is located at 950 Front Street in Needles. This center will accommodate NAT's operation center and transit yard, Amtrak, and allow for future transit developments. Funding for the new NAT facilities includes an \$80,000 grant from CalEMA Prop 1B and \$300,000 in STAF, allotted by SANBAG.

## Facilities and Administrative Assessment

### Bus Stop Assessment

A survey of Needles Area Transit bus stops was undertaken as part of the preparation of this SRTP. This involved walking the route to physically inspect each stop, and in some cases, examining alternative stop locations. There are 36 published stops and a 37<sup>th</sup> has been added at the Library on Bailey Avenue.

These stops constitute 32 locations. Four stops are used twice on each loop as the NAT loops up and back on Broadway, passing these locations twice. These include the Towne Center, Broadway at B Street, Broadway at E Street, and Broadway at G Street. Additionally, boarding and alighting information was reviewed from the on-board survey process and discussed with NAT drivers and administrators in order to develop stop improvement recommendations.

Table 4-13 following presents the results of this assessment, in terms of six areas of bus stop related improvements or enhancements that are indicated.



Table 4-13, Bus Stop Assessment Summary

Improvement or Enhancement Type	Percent of 32 total locations needing attention	Number of locations	Comments
New NAT Signs with Information Fixture and Laminate	100%	32	Assessment involves evaluation and recommendation for installation of new bus stop signs and information fixtures with laminates of schedule information.
Transit Information improvements	13%	4	Assessment involves evaluation and recommendation for assembly and installation of post, sign and transit information fixtures and laminate.
Complete Shelter and Bench	9%	3	Assessment involves evaluation and recommendation for construction, installation and assembly of complete shelter
Repairs to Enhance Path-of-Access	13%	4	Assessment involves evaluation and recommendation to repair existing stops where access paths have incurred damage or dilapidation.
ADA Accessibility/Bus Stop Improvements	34%	11	Assessment involves evaluation and recommendation for improvements of existing stops ranging from constructing access paths, constructing ADA accessible wheelchair ramps to widening existing boarding areas.
Bus Stop Relocation for ADA Accessibility or for Path-of-Access	16%	5	Assessment involves evaluation and recommendation of relocating existing stops to a more suitable location to improve ADA accessibility or allow improved path of access.

These bus stop field assessment points to the following findings and recommendations; include:

- **New NAT signs are needed for the entire system**, given that the current signs have been in place since 1995 and are quite faded now, more than 20 years old. During the period of preparation of this SRTP, the city has ordered replacement signs. These will not need to be a future budgeted item.
- **Adding transit information laminated fixtures** are also recommended from this assessment, given that no stops currently have transit schedule information on them. Additionally, there are four locations, including the new library stop that have neither a sign nor a post.
- **Five new bus stop shelters** are recommended, based upon ridership boardings and alightings and given the physical environment of the stop location. These include three shelters up on the hill: for the new Library stop, the Senior Center, and a possible new stop or re-located stop at the High School on Erin Drive at Bailey. Two locations along Broadway are recommended for shelters, Broadway at Market and Broadway at D Street.
- **Eleven (11) locations with ADA accessibility issues** can be addressed through the placement of an ADA bus stop pad and widening of the boarding area. In at least one instance, the driver has to drive into a parking area across the street to load a passenger in a wheelchair. There are an additional five stops where some repairs are indicated to protect the safe boarding of pedestrians, or persons using mobility devices or to improve the path of access.



- **Four bus stop relocations** are proposed, either for improved path-of-access or to ensure ADA accessibility.

Only two bus stop locations have trash receptacles, at city facilities where these can be readily maintained. For this reason, it does not make sense to add trash receptacles at other bus stop locations, as these would represent continuing, increased operating expense to the city.

Stop-level detail developed through the bus stop assessment follows in Figure 4-14. Appendix C provides additional project-level information.

Table 4-14, Stop-Specific Bus Stop Improvements Needed

Type	Site #	Comments	Location
<b>Shelter and Bench</b>			
Shelter and Bench	X	Library	NB Bailey/NS J
Shelter and Bench	7	Recommended for Senior Center stop.	NB Baily Ave. at Lily Hill Dr
Shelter and Bench	27	Stop needs boarding area	Broadway at D St.
<b>Signage</b>			
Sign post	X	Library needs sign	NB Bailey/NS J
Sign post	16	Stop needs sign	WB Broadway at E St.
Sign post	18	Stop needs sign	WB Broadway at J St.
Sign post	30	Stop needs sign	SB Broadway at Goodwill
New sign	all 32 stops		
Information laminate fixture	all 32 stops		
Information laminate	all 32 stops		
<b>Bus Stop Improvements/ ADA Accessibility</b>			
Improvements	4	Boarding should be widened. Sign is partially obscured by fence, needs taller post	SB D St. at Cibola
Improvements	9	Stop needs boarding area/possible relocation for students	WB Erin Dr. at Bailey Ave.
Improvements	10	Access path needed to mobile home park west of stop	WB Erin Dr. at Coronado
Improvements	11	Access path needed to stop for wheelchairs, driver picks up wheelchairs across the street	SB Coronado at J st.
Improvements	12	Wheelchair curb ramp needed	EB J St. at Civic Center
Improvements	13	Need retaining wall for sliding dirt	EB J St. at I-40 EB on-ramp
Improvements	19	Need sidewalk and curb ramp at corner	NB Broadway at Market St.
Improvements	20	Need sidewalk from south of corner and raised boarding area	SB O St. at Needles Hwy.
Improvements	24	Stop needs boarding area path	SB Broadway at Market
Improvements	28	Widen boarding area	EB Broadway at A St.
Improvements	32	Wheelchair curb ramp needed and pave boarding area	Dollar Tree Store
<b>Repairs to Enhance Path-of-Access</b>			
Repairs	7	Tree root damage to access path	NB Baily Ave. at Lily Hill Dr
Repairs	16/35	Sidewalk needs repair from stop west to corner	WB Broadway at E St.
Repairs	18	Repair wheelchair curb ramp	WB Broadway at J St.
Repairs	25	Repair boarding area and sidewalk	EB Broadway at J St.
<b>Bus Stop Relocation for ADA Accessibility or for Path-of-Access</b>			
Relocation	2	Relocate bus stop to far side of F St. close to city office	EB 3rd St. at F St.
Relocation	21	Move sign so bus does not block driveway	
Relocation	23	Relocate stop to suitable position east to farside R St. between 2nd and 3rd driveways or westbound Needles Hwy. farside of R St. in front of store	EB Needles Hwy. at R St.
Relocation	26	Move stop post out from behind shelter	EB Broadway at G St.
Relocation	31	Relocate to southbound Cherry farside Safari	WB Safari Dr. at Cherry St.

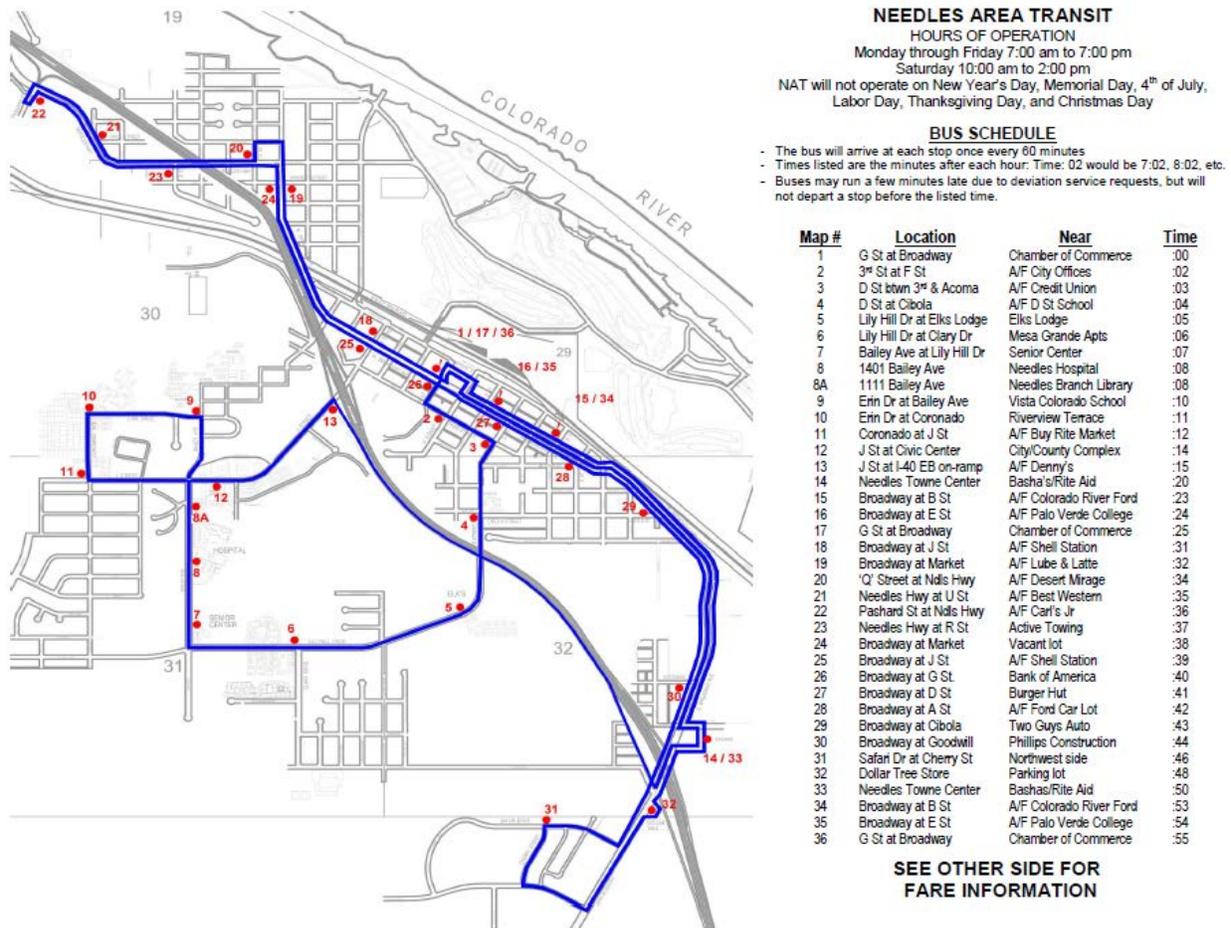


## Transit Information

Service brochures exist for the Needles Area Transit and for the Needles Dial-a-Ride. Because systems have changed little since NAT's creation in 1995, there has been little reason to change their service information. The current format is simple to maintain and present, as well as inexpensive to duplicate. Additionally, the city developed a one-page summary of its three transit programs and has been distributing this widely around town. This is included as Appendix D.

The NAT flyer, one side of which is presented here as Figure 4-1, is also available on the city's website. One locates it by going to "I want to Find...." and Bus Passes and Transportation Information comes up there. The site does not present any information about the Dial-a-Ride or Dial-a-Ride Medical, presumably because these are operated from the Senior Center. Bus stops are limited to signage that presents the NAT logo.

Figure 4-1, NAT System Map and Stop Schedule



While information on bus services does exist and is current, public outreach comments point to the continuing need for improvements to NAT and Dial-a-Ride information resources.



Riders indicate that they would value bus information at the bus stops. That is a demonstrated way in which to encourage new riders, giving them confidence that the bus is coming.

Riders and community members report that printed information is most desirable but almost a quarter of existing riders do use the Internet to inform them about NAT services. There is no Dial-a-Ride information on the city's website. Agency personnel also indicate that they would be aided by Internet transit information, to better aid consumers and prospective riders. Improvements to the website, to enhance transit awareness and inform riders, consistent with bus stop and bus shelter information as well as printed materials, all point to the value of a comprehensive marketing and transit awareness program.

## **City of Needles Public Transportation Administration**

### ***Recent Procurement and New Operations Contract for the NAT***

During the spring of 2014 the City of Needles undertook a rebid of its fixed route transit operation. McDonald Transit, the incumbent provider, was the successful bidder in a process carefully monitored by Caltrans.

Key features of the City of Needles contract with the McDonald Transit include:

- Term: Three one three-year period with two two-year extension options;
- Fixed and variable rate structure, based upon 3,268 revenue hours—
  - Fixed annual cost, year one of \$126,829
  - Variable Revenue Hour cost, year one of \$40.71;
- Fixed and variable rate structure for Jack Smith Park Seasonal Route, based upon 231 hours—
  - Fixed 65-day season, year one cost of \$519
  - Variable Revenue Hour cost, year one of \$19.54;
- Driver safety and training program for new drivers – 10-day classroom and behind-the-wheel; and
- Provision of Title VI driver training related to persons of limited English proficiency.

One feature of this re-bid service was the initiation of a new NAT loop to Jack Smith Park along the River. That service began during the last months of the old contract and provision for its continuation, with additional revenue hours, was made in this new contract. However, after three months of operation and no riders on the new loop service, it was discontinued.

### ***Memorandum of Understanding with the Needles Senior Center***

The City of Needles and the Needles Senior Citizens Club initiated a Memorandum of Understanding (MOU) in 1984 related to meeting transportation needs of the city's older adults and persons with disabilities. It was most recently updated by *Agreement Extension #30* in July 2014 to address revised compensation agreements.



Key features of the City of Needles and Needles Senior Citizens Club Memorandum of Understanding are:

- The City of Needles pays the Senior Citizens Club for vehicle maintenance, insurance, fuel, and internet access costs, not to exceed \$6,975 for the twelve months July 2014 to June 2015, as detailed in Table 4-15 below.
- The Senior Citizens Club agrees to guarantee passenger fare revenue received up to an amount of \$3,660 annually as its contribution to gross operating costs. The Senior Citizens Club guarantees that a minimum of \$305 is collected monthly and paid to the City as fare revenue, with the Club making up the difference if actual fares collected fall short of the \$305 level in any given month.
- Provisions for separate accounting of the Medical Transportation Service are made. Hours of service are specified as generally from 9:00 a.m. to 1:30 p.m. for the Dial-a-Ride demand responsive service and from 8:00 a.m. to 3:00 p.m. for the Dial-a-Ride Medical.

Table 4-15, Dial-a-Ride Compensation by the City to the Senior Citizens Club,  
 Line Item Detail

Line Item	12 Month Total
Administration	\$0.00
Vehicle Maintenance	\$1,000.00
Vehicle & Other Insurance	\$375.00
Fuel	\$5,000.00
Internet Access	\$600.00
Total:	\$6,975.00

The MOU does not speak to matters of vehicle ownership, driver hiring and firing, or driver training and safety programs. Some revision to the MOU in its next iteration to address these matters is desirable.

### City Staffing for Public Transit Administration

Historically, the City of Needles charged almost nothing back for staff time associated with the program. This was largely due to the fact that the program was using all available funds to operate the service and City staff responsibilities were absorbed along with other duties.

In recent years, the city administrative position responsible for Needles Transit Services has been charged to the program, a flat rate of \$7,000 per year. The rationale for this amount or its basis is not available to city staff.

City staffing responsibilities vary but can be significant at times. During this past year, activities have included



- Managing a new fixed-route service procurement, which involved refining the RFP and addressing Caltrans' review comments, evaluating the returned proposal and responding to CalTrans requirements for a one-proposal response, negotiating the new contract term;
- Assisting in development of the City's first Title VI Transit Services Program; and
- Supporting special studies including SANBAG's efficiency study and this Short Range Transit Plan.

Ongoing activities include the annual development of the program budget and the data management of TransTrack, the countywide transit performance reporting system that SANBAG maintains. Additionally, there is the routine monitoring of the McDonald contract operations and of the two Senior Center-operated services.

Periodic activities include vehicle procurement and marketing, among other efforts.

Personnel under the general oversight of the city administrative staff include the contractor McDonald Transit drivers, supervisors, and city employees. Additionally, there is the Senior Center Club program manager, call taking staff and drivers.

## Summary of Service Evaluation Findings

### Public Transit Performance

#### *Performance Indicators*

Needles public transportation programs are clearly providing critical services at reasonably cost-effective levels.

- The NAT served over 31,000 passenger trips at a subsidized cost of \$8.20 per trip and a farebox recovery ratio of 11.1 percent over state-mandated minimums of 10 percent. Of some concern, ridership, farebox, and productivity all have declined from record high levels in the prior year.
- The Dial-a-Ride with 4,400 passenger trips, has also seen steady ridership levels, but with a two percent increase in fare revenue, increasing productivity now at a very high 5.1 passengers per hour, a healthy farebox recovery of 14.4 percent. The Dial-a-Ride per trip subsidy of \$4.91 is at a very desirable level, compared to many demand responsive services whose costs would be double, triple, and more.
- The Dial-a-Ride Medical at 156 passenger trips this past year has experienced a 22 percent ridership decline from last year, but also a 20 percent decrease in both operating costs and fare revenue. Farebox recovery ratio at 11.1 percent is above state-mandated minimums of 10 percent. Productivity, while increasing each year, is still below one passenger per revenue hour. The Dial-a-Ride Medical per trip subsidy of \$48.62 reflects the long-distance nature of these Needles to Bullhead City trips.



## ***Reliability***

The NAT service is running quite reliably and the schedule generally appears to have sufficient time to support deviation pick-ups, which are just over 10 percent of all trips or an average of five on each Saturday and 12 on each weekday. During the sampled runs, about four percent of vehicle trips ran more than five minutes late. These may reflect the impact of the deviation pick-ups.

About three percent of vehicle runs were running early by more than five minutes. This practice should be stopped, as passengers should be assured that their vehicle will not arrive much more than a minute early. Five minutes early is too early. When service is running early, drivers need to stop and wait, to conform with the printed schedule.

Schedule changes may be indicated in relation to time points for Stop #15 at the Towne Center, the vehicle running early half the time. And the monitoring Stop #26 at Broadway and Market, adjacent to the City Yard and Lube and Latte is indicated. There were a couple of instances in which the vehicle was more than five minutes late at stops immediately preceding and post this stop along Broadway. But again, this may reflect the impact of deviation pick-ups.

## ***Utilization***

Ridership has declined for the NAT and for the Dial-a-Ride Medical, while it has remained constant for the regular Dial-a-Ride service. For existing NAT fixed-route service, and for the still-new Dial-a-Ride Medical, this points to the value of a transit awareness campaign. Developing a variety of strategies to build awareness of Needles public transportation services can help to increase ridership, which, in turn, will increase farebox and productivity.

While increased awareness is important for both services, this may be more so for the Dial-a-Ride Medical. Dropping ridership for this still-new service suggests that there may be some structural challenges as well. The current service, while potentially available for more time during each of its two service days, is functionally operating just two hours a day. In practice, riders are seeking to schedule and complete medical appointments within a fairly tight window. Some modifications to the operational timeframe within which appointments can be served, as well as promoting the “guaranteed ride home” aspect of the service, may be important. Additionally, it may be feasible to consider a stop at the pharmacy, as requested by stakeholders, where the vehicle waits a reasonable period of time – perhaps 15 minutes, to facilitate the pick-up of prescriptions.

## **Capital Equipment and Facilities**

### ***Vehicles***

There is need for at least one vehicle replacement in the Dial-a-Ride program. Under MAP-21 local administration of the 5310 funds, this vehicle will be eligible for 5310 funding through SANBAG. The



Senior Center has had limited success procuring vehicles through Caltrans rural statewide competitive processes and local decision-making regarding 5310 will be advantageous.

The NAT vehicles will require replacement during the five-year timeframe of this SRTP, retiring one of them to a back-up position and releasing the second 2012 vehicle as well as the 2007.

### ***New El Garces Transit Center and Yard***

The new transit facility planned for the historical El Garces building will provide a visible, attractive, safe, and secure home for Needles Area Transit. While funds for improvements have been initially secured, additional funding may be required to add further functionality. Any future expansion of transit services, such as service into Arizona, may require further modifications to this facility.

### ***Bus Stop and Pedestrian Related Improvements***

An extensive program of bus stop improvements, improved and replaced bus stop signage, and ADA bus stop accessibilities was presented. This was built up from a stop-by-stop field assessment and represents a program by which to bring Needles Area Transit stops into full compliance with the ADA, to ensure that pedestrians have safe and easy access to the public transit stops and that stops are clearly marked and present adequate information. This program can be phased in over multiple years and as funding sources to support individual projects can be secured.

### **Transit Information**

Given declining ridership in two of the City of Needles' public transportation programs over this past year and more, it seems timely to look carefully at the information tools available to consumers and to consider a range of strategies by which to enhance these and increase awareness and use of Needles public transportation. The NAT is already on Google Transit, supported in that by SANBAG. But enhancement to its web presence, additional information at the stops and shelters, and updating of its printed materials about all programs – including the Dial-a-Ride and the Dial-a-Ride Medical – all point to need for a marketing and transit awareness project.

### **City Administration**

City staffing for the administrative responsibilities of this public transit program have been supported through the transit program at the level of \$7,000 annually, as a fixed amount for a number of years. The expectations of the Federal Transit Administration, in recent years, of small and rural providers have only grown and not diminished. Specifically, new procurement rules and revised Title VI program reporting and implementation are among the recent Federal rule making that has required significant staff time. Consideration of a formal position or portion of a position for the City of Needle's transit program – and securing the funding associated with that – seem appropriate to consider for this SRTP's five year time horizon.



## 5. Service Standards and Alternatives

This analysis has presented a comprehensive picture of the City of Needles Transit Services, current performance, and the areas where residents and riders see opportunity for improvement. Within the Short Range Transit Plan environment, service goals and standards become tools both for charting the future and for assessing system performance in relation to those goals.

Historically, Needles Transit Services has not had formalized goals, objectives, or performance standards. This 2014-2019 SRTP process provides an opportunity to establish these, recognizing that the definitions of goals, objectives, and performance standards are as such:

Five organizing goals are proposed to structure and assess service changes, improvements or enhancements:

1. Sustain and promote the Needles Transit Services as safe, convenient and reliable, growing ridership while ensuring that service is provided in a cost-effective manner;
2. Provide an effective public transportation program that is responsive to community market needs at or above minimum productivity standards;
3. Provide public transportation services that are financially sustainable within existing local, state and federal funding program availability;
4. Develop the infrastructure to support transportation services and enhance awareness and grow ridership of Needles Transit Services; and
5. Develop sustainable out-of-area transportation projects, through coordinated partnerships, to extend the mobility choices of residents.

Table 5-1 following details the minimum standards and target objectives associated with each goal.



Table 5-1, Proposed Goals, Minimum Service Standards, and Target Objectives

Goal	Minimum Standards	Target Objectives
<p><b>1. Sustain and promote Needles Transit Services as safe, convenient, and reliable, to grow ridership while ensuring that service is provided in a cost-effective manner.</b></p>	<ul style="list-style-type: none"> <li>• <b><u>Service Level:</u></b> Provide access to public transportation to City of Needles residents on weekdays between 7:00 a.m. and 7:00 p.m. on weekdays and on Saturdays from 10:00 a.m. to 2:00 p.m.</li> <li>• <b><u>Total Accidents:</u></b></li> <li>• <b><u>Training and safety plan:</u></b> 100 percent compliance with employee selection, drug testing, Title VI training, and training requirements included in the operator contract.</li> <li>• <b><u>Reliability:</u></b> NAT running not more than one minute earlier or five minutes later than the scheduled time. Dial-a-Ride services pick up within 15 minutes on either side of the promised pick-up time.</li> </ul>	<p><b>Maintained weekday service, expanded Saturday operating hours; piloting Sunday operating hours</b></p> <p><b>1 per 100,000 miles</b> <b>100percent compliance</b></p> <p><b>NAT - 0 minutes early and not more than 5 minutes late</b> <b>DAR – 15 minutes before and 15 minutes after promised time</b></p>
<p><b>2. Provide an effective level of service in response to demonstrated community market needs at or above minimum productivity standards.</b></p>	<p><b><u>Passengers per Vehicle Service Hour:</u></b></p> <ul style="list-style-type: none"> <li>• Needles Area Transit – 10.0</li> <li>• Dial-a-Ride – 4.0</li> <li>• Dial-a-Ride Medical – 1.0</li> </ul>	<p><b>NAT – 12.0</b> <b>DAR – 5.0</b> <b>DAR Medical – 1.5</b></p>
<p><b>3. Provide public transportation services that are financially sustainable within existing local, state, and federal funding program availability.</b></p>	<ul style="list-style-type: none"> <li>• <b><u>Farebox recovery:</u></b> The minimum standard system-wide is: 10 percent</li> <li>• <b><u>Cost per Vehicle Revenue Hour:</u></b> The minimum standard should be no more than 110 percent of rural peer systems.</li> </ul>	<p><b>12 percent</b></p> <p><b>Below \$80</b></p>



*Table 5-1, Proposed Goals, Minimum Service Standards and Target Objectives, continued*

<p><b>4. Develop the infrastructure to support transportation services and enhance awareness and grow ridership of Needles Transit Services.</b></p>	<ul style="list-style-type: none"> <li>• <b><u>Benches</u></b>: placed at all bus stops that experience a minimum of five boardings per weekday.</li> <li>• <b><u>Shelters</u></b>: placed at all bus stops that experience a minimum of 10 boardings per weekday.</li> <li>• <b><u>Transit Information Displays</u></b>: placed at all bus stops when financially feasible or, at a minimum, those that experience a minimum of 20 boardings per week.</li> </ul>	<p><b>Benches and shelters at all high use stops; benches at a majority of stops</b></p> <p><b>Transit information displays at all stops, with new signage</b></p>
<p><b>5. Develop sustainable out-of-area transportation projects, through coordinated partnerships, to extend the mobility choices of residents.</b></p>	<p><b>To be considered</b></p>	<p><b>To be considered</b></p>



## Service Alternatives and Potential Recommendations

This Short Range Transit Plan development process suggests eight areas for investment in the improvement to the existing Needles Transit Services and with additional discussion of expansion of the city's program to fixed-schedule, inter-city service into Arizona. Fare recommendations will be separately addressed. The service alternatives and enhancements presented here are based upon and derived from the overall SRTP analysis, including the public input and the assessment of existing services.

### Existing Service Alternatives

Service enhancements to span of service or operating days for are proposed as follows, summarized in Table 5-2 following and presenting the means by which these estimates were developed.

No service changes to the Dial-a-Ride program that would require funding are proposed. Some procedure changes, related to fares and escort policy are recommended and discussed in the subsection immediately following. Capital, non-operating projects related to marketing and transit awareness, as well as to ADA accessibility and bus stop improvement, are proposed.

#### Alternative #1 – NAT Saturday Increase in Operating Hours to 5:00 p.m.

Of highest priority to existing riders and to residents participating in the Intercept survey was expansion of Saturday hours. This proposes adding three additional hours to each Saturday, running service until 5:00 p.m. and making no change to the 10:00 a.m. start time. This adds 156 revenue hours and represents a cost of almost \$14,000, based upon the contractor's new hourly rates and added fuel expense.

*Ridership estimate:* low of 1,174 to high of 1,426 additional annual riders or 23 to 27 added passenger trips per Saturday.

#### Alternative #2 – NAT Sunday Service Added

A second-ranked priority was the addition of some NAT service on Sundays, to help people get to church and to the Towne Center businesses. A four-hour operating day of 9:00 a.m. to 1:00 p.m. is proposed, and adding 208 revenue hours annually. This represents a cost of almost \$18,500 based upon the contractor's new hourly rates and added fuel expense.

*Ridership estimate:* low of 1,566 to high of 2,237 additional annual riders or 30 to 37 added passenger trips per Sunday.

#### Alternative #3 – NAT Weekday Evening Service Expanded to 10:00 p.m.

Of interest to riders, but ranked lower in priority, was an expansion of NAT service until 10:00 p.m. to help serve youth, student, and evening-worker markets. Three additional hours



per Saturday are proposed, adding an additional 765 operating hours. This represents a cost of almost \$68,000 based upon the contractor's new hourly rates and added fuel expense.

*Ridership estimate:* low of 5,062 to high of 6,146 additional annual riders or 20 to 24 added passenger trips per weekday evening.

Alternative #4 – Dial-a-Ride Medical Added One Day of Service to 3 Days of Service – Operating one run per day, this would increase the number of days in the week when the Dial-a-Ride Medical travels to Arizona, but would need to be coupled with significant promotion and transit awareness activities, to grow the ridership. Given the high level of medical trip needs expressed by riders, residents, and key stakeholders, some expansion of the Dial-a-Ride Medical can be proposed, necessarily coupled with a marketing and transit awareness effort to better promote the service and an operating plan to support a second run over to Arizona and back with the additional operating hours. At a cost of almost \$13,000, this would add 260 additional revenue hours to the program and enable consumers to book medical trips on one of three weekday mornings.

*Ridership estimate:* Will require that this be coupled with a marketing initiative focused on this program to help build awareness its service and knowledge of its “guaranteed ride home” promise.

Alternative #5 – Dial-a-Ride Medical Added Afternoon Vehicle Run 2 Days of Service, equaling two runs per day on each operating day. Again, given the high level of medical trip needs expressed by riders, residents, and key stakeholders, some expansion of the Dial-a-Ride Medical can be proposed, necessarily coupled with a marketing and transit awareness effort to better promote the service, and an operating plan to support another run over to Arizona and back with the additional operating hours. Notably, the utilization schedule shows that passengers during the sample month only booked trips for appointments between 8:30 a.m. and 11:00 a.m., no afternoon appointments. This would expand the program to provide an additional run in the afternoon, enabling some riders to book later morning trips and ensure that they have a ride home or to book afternoon medical appointments. At a cost of \$13,568 this would add 312 additional revenue hours of service, enabling consumers to book medical trips on two weekday mornings and afternoons.

*Ridership estimate:* Will require that this be coupled with a marketing initiative focused on this program to help build awareness its service and knowledge of its “guaranteed ride home” promise.

Alternative # 6 – Marketing and Transit Awareness Project – This will support development of printed material that presents all of the city's transit programs, reflects updated schedule and stop information and rider policies. The city's existing public information has served them well over almost twenty years and this S RTP process offers opportunity to create an effective visual



and functional information package of at-stop signage, printed transit information and a website. This can inform existing riders and agency stakeholders who may not themselves use the bus. It can help to attract new riders and grow the service. A cost of \$25,000 is proposed for the concept development and design of printed and at-stop materials and for the development of a transit website that could include a Google Transit trip planner capability.

Alternative #7 – Bus Stop Improvements and Enhancements – This is a detailed program of improvement and enhancement for purposes of promoting the NAT and ensuring safe and accessible access to NAT bus stops. At an overall price tag of \$165,000, this presents projects in four areas, including: bus shelters and benches at 3 locations; bus stop improvements for ADA accessibility; repairs to enhance ADA accessibility; and bus stop re-location for ADA accessibility or improved path of access.



Table 5-2, Cost Estimates of Potential City of Needles Transit Program Alternatives

Proposed Service Enhancement Alternatives	Existing Hours & Days	Changed Start Time/Day	Changed End Time/Day	Added Revenue Hours/Day	Annual Operating Days	Increased Annual Revenue Hours	Increased Revenue Miles	Contractor Costs Per Hour/ Fixed & Variable (FY 2014/15)	Contractor Increased Costs	City Costs Variable	Increased Fuel Cost at \$0.58/mile * miles * days	Increased Cost / Added Annual Cost
<b>Needles Area Transit, Deviated Fixed Route</b>												
<b>1 Service Span</b> Saturday Increase of Operating Hours	10 a.m. - 2 p.m.	10 a.m. start	5 p.m. end	3 added hours	52	156	2,496	\$79.52	\$ 12,405.12		\$1,447.68	<b>\$13,853</b>
<b>2 Added Day</b> Sunday Service	none	9 a.m. start	1 p.m. end	4 added hours	52	208	3,328	\$79.52	\$ 16,540.16		\$1,930.24	<b>\$18,470</b>
<b>3 Service Span</b> Weekday Increase of Operating Hours	7 a.m. - 7 p.m.	Retain 7 a.m. start	10 p.m. end	3 added hours	255	765	12,240	\$79.52	\$ 60,832.80		\$7,099.20	<b>\$67,932</b>
<b>Needles Dial-a-Ride</b>												
<b>4</b> No operating hours or days service changes recommended												
<b>Needles Dial-a-Ride Medical</b>												
	Existing Hours & Days	Changed Start Time/Day	Changed End Time		Proposed Total Annual Operating Days	Increased Annual Revenue Hours	Increased Revenue Miles * 35 mi./day		<b>Senior Center</b>			
<b>5 Added Day</b> One Additional Day of Service, for total of 3X Weekly	Tuesdays & Thursdays plus one day	Retain 9 a.m. start [One Added Day]	2 p.m. end	1 added day @ 5 hours/day	156	260	1,820	\$36.72	\$9,547	\$30	\$3,167	<b>\$12,714</b>
<b>6 Span of Service Enhancements</b> Added afternoon vehicle run, 2X Weekly	9 a.m. - 2 p.m.	Retain 9 a.m. start	4 p.m. end	2 added hours 2 days/ week = 8 hours/ day	104	312	3,640	\$36.72	\$11,457	\$30	\$2,111	<b>\$13,568</b>
<b>Customer Information</b>												
<b>7 Transit Awareness and User Information</b>	Deviated Fixed Route Passenger Guide and At-Stop Information Dial-a-Ride Information Design & Flyers Website Information Design & Development										This cost estimate assumes the development of the design concepts for deviated fixed-route and dial-a-ride passenger information, including the at-stop information; preparation of the artwork and production of a limited number of service flyers. It also includes design and development of a website to assist riders in using all Needles transit programs.	<b>\$25,000</b>
<b>Bus Stop Improvements &amp; Enhancements</b>												
<b>8 Bus Stop Improvements &amp; Enhancements Program</b>												<b>\$160,369</b>
	Shelters and Benches at Three Locations											\$42,660
	Bus Stop Signage Replacement											\$0
	Bus Stop Improvements for ADA Accessibility											\$96,839
	Repairs to Enhance Path-of-Access											\$6,700
	Bus Stop Relocation for ADA Accessibility / Path of Access											\$14,170



Table 5-3, Cost Estimate for Bus Stop Enhancement and Improvement Program

Cost Summary By Category	Cost by Sub-Category	Total
<b>Shelter and Bench</b>		<b>\$42,660.00</b>
3 locations	\$42,660.00	
<b>Signage**</b>		<b>\$0.00</b>
Sign post: 4 locations	\$800.00	
New sign: 32 locations	\$1,120.00	
Information laminate fixture: 32 locations	\$2,560.00	
Information laminate: 32 locations	\$160.00	
<b>Bus Stop Improvements/ ADA Accessibility</b>		<b>\$96,839.00</b>
Improvements: 11 locations	\$96,839.00	
<b>Repairs to Enhance Path-of-Access</b>		<b>\$6,700.00</b>
Repairs: 4 locations*	\$6,700.00	
<b>Bus Stop Relocation for ADA Accessibility or for Path-of-Access</b>		<b>\$14,170.00</b>
Relocation: 5 locations	\$14,170.00	
	<b>GRAND TOTAL</b>	<b>\$160,369.00</b>

\*2 site locations could not be estimated for repairs

\*\*All signage has been addressed

## Public Transit Operating Policy Recommendations

A limited number of operating recommendations are offered, recognizing that, by and large, the Needles Transit Services are running smoothly and reasonably efficiently. Recommendations relate to phased expansion of service to increase the level of public transit service provided to Needles' residents. They include revising operating policy to address concerns raised by riders and the development of a public awareness campaign that can help to grow ridership of Needles Transit Services. The declining ridership is an area of concern but it appears to relate, in part, to factors beyond the control of transit operators, specifically demographic and activity center changes.

No specific fare recommendations are made due to the already declining ridership and the fact that farebox recovery has held constant in recent years and a fare increase was instituted in the summer of 2013. However, fares should be evaluated and increased, as necessary, to match the rising cost of providing services and to maintain the mandated farebox recovery. That said, the multi-year phased implementation of service expansion will help to ensure that ridership growth is encouraged to offset the increased operating expense. Farebox recovery during this process will need to be monitored.



## NAT Operations

Levels of service expansion are proposed in several areas, as a phased effort:

1. First year – increasing operating hours on Saturday, adding three additional hours to the operating day and 156 added revenue hours of service annually;
2. Second year – adding Sunday service, a limited four-hour day, adding 208 additional revenue hours of service annually; and
3. Third year – increasing evening hours – to be considered based upon then-current ridership and what demand appears to be at that point.

NAT operations were observed to be generally running smoothly, with limited operational issues. The problem of vehicles running early does need to be addressed, defining appropriate places for drivers to wait, to catch up with the schedule.

The city is encouraged to consider alternative fare medium, specifically a smaller denomination than its current 30-punch pass. Ten- or 15-punch passes are an option that could cost-effectively address rider requests for smaller denominations.

Policies around grocery bags and carts should be reviewed. Given that a majority of riders are using the bus for shopping, some relaxing of the two-bag policy may be advisable, requiring that riders be able to control the number of bags they are carrying around their seat. Review of the bag-carrying policy would benefit riders, but passenger and driver safety must remain priority.

Instituting a public awareness campaign – particularly in conjunction with expansion of operating hours – is advisable to help increase transit use.

## Dial-a-Ride and Dial-a-Ride Medical

It is recommended that a policies and procedures manual be developed for the Needles Dial-a-Ride and for the Dial-a-Ride Medical Service. The development of this manual will serve two purposes:

- It will provide opportunity to review specific operational practice to make sure that it is in conformance with city expectations and industry best practice; and
- It will provide a common basis for defining policy, thereby reducing some of the mixed understanding that exists around current practices, particularly with regard to fare policy around attendants, personal care companions, escorts, and accompanying children.

Expansion of the Dial-a-Ride Medical is proposed in two phases:

1. First year – Add one additional day of service and increase program promotion, increasing revenue hours 260 annually; and
2. Second year, or as demand warrants – Add an additional afternoon vehicle run, increasing revenue hours 312 annually.



## 6. Strategic Opportunities and Financial Plan

### Fort Mojave Tribal Transit Strategic Opportunities

A study conducted in February 2014 by the Arizona Department of Transportation (ADOT) for the Fort Mojave Indian Tribe identified the potential for a deviated fixed route between Arizona and California. *The Fort Mojave Indian Reservation Transit Study* proposes a route beginning in Bullhead City to the north traveling southbound along US 95 to Fort Mohave and terminating within the City of Needles at the tribal offices of the Fort Mojave Indian Tribe on Merriman Avenue at Goodman Road/O Street. This proposed route would allow those that live in Needles to travel to jobs, retail, recreational, and educational opportunities across the Colorado River.

The current proposal identifies several key destinations along the proposed transit route including the Valley View Medical Center, grocery stores such as Smith's and Safeway, Aha Macav and Builders Academy high schools, and the Spirit Mountain Casino. More importantly, the proposed route provides a direct connection between the Bullhead Area Transit System and the NAT resulting in interstate travel for those living in the area.

The study proposes a bus transfer location between the new route and NAT at the intersection of O Street at Needles Highway (NAT bus stop 20). Existing uses at this intersection include commercial uses such as a River City Pizza, River Valley Inn, and California Village. Pedestrian improvements are required at this location since there are no sidewalks and the area is non-compliant with ADA design guidelines.

Depending on the preferred service recommendations, the service provider of the proposed service will have the option of the following:

- All day service – operating weekday only service, 12 hours a day;
- Peak hour service – assumes the service operates six hours per day, five days a week; or
- Express service – operates with limited stops, on one hour headway, Monday through Friday to cover three shifts at the Avi Resort and Casino.

The proposed headway is 90 minutes in one direction. Because this will be a deviated route, it is unknown which areas will see boarding/alighting activity along the route as well as the impacts to the schedule.

Options for transit management and operations are numerous for the proposed service. The options are as follows:



1. Operate directly within the Tribe through a new tribal department or operate within an existing department;
2. Hire an independent contractor to operate the transit system; or
3. Operate in coordination with either NAT or the Bullhead Area Transit System.

Because a service recommendation has not been identified, several challenges result from the lack of a preferred alternative. These include the lack of a fare policy and fare agreement between agencies if the proposed deviated route is implemented. Differing fare structures can make it burdensome to track and report on utilization between the multiple systems. In addition, branding of the new service increases capital costs for the new route, which may have an impact on funds available to the region. Different operating plans can also have a direct impact on scheduling and may result in missed transfers resulting in extended wait times.

When presented with such challenges, it is worth mentioning that the NAT should consider working with the Tribal Government and assist in the development of the proposed service. By leading the charge on the proposed route development, NAT can help develop schedules, provide the necessary capital improvements at the proposed transfer location, and develop a simple fare structure that can promote seamless travel within the region.

This new service would be in the best interest of NAT as the new route will provide opportunities for residents of Needles to travel to Valley View Medical Center, the Smith's and Safeway grocery stores, and the Spirit Mountain Casino; all of which are destinations of employment, medical, and shopping that the residents of Needles desperately need and are identified in this SRTP. Of course, questions will have to be answered such as the provision of Dial-a-Ride service and Dial-a-Ride medical transport. But by working in a collaborative effort, NAT will recognize the challenges and develop alternatives to minimize risk and ultimately develop a system that best fits the needs of Needles' residents.

## Funding City of Needles Transportation Services, Five Year Plan

Tables 8-1 and 8-2, shown over two pages following, is the project service plan for Needles Transit Services over the next five-year period. This is presented in terms of both expenditure and revenue, related to three services: Needles Senior Dial-a-Ride, Needles Dial-a-Ride Medical, and Needles Area Transit Services. These projections take in to consideration the baseline of existing costs for current service levels and cost of living increases, but also estimates the cost of the recommended service alternatives with phased implementation over the plan period.

### Expenditures

System costs for the three transportation services are presented by fiscal year, split between operating and capital expenses in Table 8-1.



### ***Dial-a-Ride***

The Dial-a-Ride program operating costs only increase slightly over the five-year plan, as there are no recommended service enhancements to implement. The slight annual increase in costs relates only to inflationary line items such as salaries for anticipated employee raises for cost of living adjustments, fuel, administration, and vehicle maintenance and insurance.

Capital purchases for two new nine-passenger accessible Dial-a-Ride vehicles are planned in FY 2016/17, but funding with a third vehicle to be purchased in FY 2017/18. Each vehicle is budgeted at an estimated cost of \$65,000. However, the city may consider the Section 5310 grant funding program if STA Funding or other sources aren't available. During the last two Section 5310 grant cycles, 100 percent funding for vehicles to transportation programs that provide service to older adults and persons with disabilities was allowed.

### ***Dial-a-Ride Medical***

A significant increase in operating costs is first realized in FY 2016/17 when an additional day of service is introduced. This almost doubles the annual operating cost in the first year of implementation. Transit awareness and customer information materials for city services are developed in FY 2016/17. This is budgeted only in FY 2016/17 for a one-time cost of \$6,250, which is 25 percent of the total cost for the project. Afternoon hours will be considered (if demand warrants) in FY 2017/18, bringing the annual operating cost to \$26,398 and remains at that level through FY 2019/20.

Vehicles are shared between the Dial-a-Ride and Dial-a-Ride Medical services, so the Medical service will follow the same capital plan as the Dial-a-Ride above.

### ***Needles Area Transit – Deviated Fixed Route***

The NAT is budgeted to begin expanded Saturday service hours in FY 2016/17 representing an increased cost to the existing system of almost \$14,000 in the first year. The introduction of Sunday service is planned to begin in FY 2017/18 at a cost of almost \$20,000 per year. The extension of weekday service hours from 7:00 p.m. to 10:00 p.m. may be considered in FY 2018/19 at an annual cost of \$68,000 per year. Seventy-five percent of the Transit awareness and customer information project are budgeted in FY 2016/17 at \$18,750. After increases for cost of living adjustments are included, along with the new service enhancements, the NAT annual costs are budgeted at \$323,000 in FY 15-16 to \$428,000 in FY 2019/20, an increase of 32 percent.

The purchase of two new 18-passenger accessible small buses at an estimated cost of \$85,000 each are budgeted in FY 2016/17 with an additional vehicle budgeted for FY 2017/18.



The bus stop improvement plan is scheduled to be phased in over a three-year period at a level of \$55,214 in FY 2016/17 and a total three-year cost of \$160,369. This includes expenses for shelters and benches, improvements for ADA accessibility, repairs to enhance path of access and bus stop relocation.

## Revenue

Estimated revenue from funding programs, local funds, and fares is detailed by service mode in Table 8-2 following. A summary of revenue projections for the five-year period are summarized and total by fund source in Table 8-3.

The Transportation Development Act (TDA) provides the Local Transportation Fund (LTF) and the State Transit Assistance fund (STA) to fund public transportation. These funds are allocated to areas of each county based on population, taxable sales, and transit performance. Funding from LTF represents the largest funding share at \$1,007,040 or 46 percent of total operating expenditures. STA funding for operations is estimated at \$704,707 or 32 percent of operating costs. STA funding is also budgeted to cover capital expenditures in the five-year plan, estimated at \$440,369, supporting vehicle purchases and the bus stop improvement program. Prop 1B PTMISEA funds will be applied for in FY 2015/16 at \$169,014 for capital expenditures.

The remaining 22 percent of operating costs are estimated to be supported by passenger fare revenue generated from delivered service, Measure I local sales tax funding, FTA Section 5311 rural funding, and Community Development Block Group funding that supports the Dial-a-Ride program.



Table 8-1, Expenditure Projections

EXPENDITURES	FY 13-14 Revised Budget		FY 13-14 Actual		FY 14-15 Budget		FY 15-16 Projection		FY 16-17 Projection		FY 17-18 Projection		FY 18-19 Projection		FY 19-20 Projection		
	Operating	Capital	Operating	Capital	Operating	Capital	Operating	Capital	Operating	Capital	Operating	Capital	Operating	Capital	Operating	Capital	
<b>Dial-A-Ride</b>																	
520-4740-462.10-10	Salaries	\$8,500	\$9,302	\$9,302	\$9,500	\$9,500	\$10,000	\$10,000	\$10,500	\$10,500	\$11,000	\$11,000	\$11,500	\$11,500	\$12,000	\$12,000	
520-4740-462.23-10	FICA Soc Sec/M-Care Insurance	\$650	\$711	\$711	\$725	\$725	\$750	\$775	\$775	\$800	\$800	\$825	\$825	\$850	\$850	\$850	
520-4740-462.23-30	State Disability Insurance	\$100	\$74	\$74	\$0	\$0	\$100	\$125	\$125	\$150	\$150	\$175	\$175	\$200	\$200	\$200	
520-4740-462.24-30	Worker's Compensation	\$475	\$336	\$336	\$709	\$709	\$800	\$850	\$850	\$900	\$900	\$950	\$950	\$1,000	\$1,000	\$1,000	
520-4740-462.31-20	Medical Exams	\$100	\$0	\$0	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100	
520-4740-462.43-03	Vehicle Maintenance	\$1,000	\$1,364	\$1,364	\$1,000	\$1,000	\$1,250	\$1,500	\$1,500	\$1,750	\$1,750	\$2,000	\$2,000	\$2,250	\$2,250	\$2,250	
520-4740-462.51-20	Vehicle Insurance	\$325	\$325	\$325	\$375	\$375	\$400	\$450	\$450	\$500	\$500	\$525	\$525	\$550	\$550	\$550	
520-4740-462.52-12	Internet Access	\$600	\$566	\$566	\$600	\$600	\$700	\$700	\$700	\$750	\$750	\$750	\$750	\$800	\$800	\$800	
520-4740-462.53-00	Advertising	\$150	\$0	\$0	\$100	\$100	\$125	\$150	\$150	\$175	\$175	\$200	\$200	\$225	\$225	\$225	
520-4740-462.62-00	Vehicle Fuel	\$4,850	\$5,352	\$5,352	\$5,000	\$5,000	\$5,250	\$5,500	\$5,500	\$5,750	\$5,750	\$6,000	\$6,000	\$6,250	\$6,250	\$6,250	
520-4740-462.69-02	Administration/Gen Govt	\$6,300	\$6,300	\$6,300	\$6,300	\$6,300	\$6,300	\$6,300	\$6,400	\$6,400	\$6,500	\$6,500	\$6,600	\$6,600	\$6,700	\$6,700	
520-4740-462.80-12	Capital Expenditures (Vehicles)									\$130,000	\$130,000	\$65,000	\$65,000				
	<b>Mode Total</b>	<b>\$23,050</b>	<b>\$0</b>	<b>\$24,330</b>	<b>\$0</b>	<b>\$24,409</b>	<b>\$0</b>	<b>\$25,775</b>	<b>\$0</b>	<b>\$27,050</b>	<b>\$130,000</b>	<b>\$28,375</b>	<b>\$65,000</b>	<b>\$29,625</b>	<b>\$0</b>	<b>\$30,925</b>	<b>\$0</b>
<b>Dial-A-Ride Medical</b>																	
521-4740-462.10-10	Salaries	\$2,900	\$3,921	\$3,921	\$3,200	\$3,200	\$4,000	\$4,000	\$10,211	\$10,211	\$12,607	\$12,607	\$12,607	\$12,607	\$12,607	\$12,607	
521-4740-462.23-10	FICA Soc Sec/M-Care INS	\$225	\$300	\$300	\$250	\$250	\$350	\$350	\$835	\$835	\$1,022	\$1,022	\$1,022	\$1,022	\$1,022	\$1,022	
521-4740-462.23-30	State Disability Insurance	\$35	\$24	\$24	\$0	\$0	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50	
521-4740-462.24-30	Worker's Compensation	\$175	\$300	\$300	\$0	\$0	\$300	\$300	\$300	\$300	\$300	\$300	\$300	\$300	\$300	\$300	
521-4740-462.31-20	Medical Exams	\$100	\$0	\$0	\$100	\$100	\$125	\$125	\$319	\$319	\$394	\$394	\$394	\$394	\$394	\$394	
521-4740-462.43-03	Vehicle Maintenance	\$500	\$750	\$750	\$500	\$500	\$750	\$750	\$1,720	\$1,720	\$2,095	\$2,095	\$2,095	\$2,095	\$2,095	\$2,095	
521-4740-462.51-20	Vehicle Insurance	\$225	\$155	\$155	\$200	\$200	\$250	\$250	\$638	\$638	\$788	\$788	\$788	\$788	\$788	\$788	
521-4740-462.52-12	Internet Access	\$300	\$160	\$160	\$200	\$200	\$300	\$300	\$688	\$688	\$838	\$838	\$838	\$838	\$838	\$838	
521-4740-462.53-00	Advertising	\$150	\$0	\$0	\$100	\$100	\$100	\$100	\$344	\$344	\$419	\$419	\$419	\$419	\$419	\$419	
521-4740-462.62-00	Vehicle Fuel	\$2,425	\$2,425	\$2,425	\$2,425	\$2,425	\$2,500	\$2,500	\$7,207	\$7,207	\$9,023	\$9,023	\$9,023	\$9,023	\$9,023	\$9,023	
521-4740-462.69-02	Administration/Gen Govt	\$2,796	\$2,796	\$2,796	\$2,796	\$2,796	\$3,000	\$3,000	\$8,427	\$8,427	\$10,521	\$10,521	\$10,521	\$10,521	\$10,521	\$10,521	
	<b>Mode Total</b>	<b>\$9,831</b>	<b>\$0</b>	<b>\$10,831</b>	<b>\$0</b>	<b>\$9,771</b>	<b>\$0</b>	<b>\$11,775</b>	<b>\$0</b>	<b>\$30,739</b>	<b>\$0</b>	<b>\$38,057</b>	<b>\$0</b>	<b>\$38,057</b>	<b>\$0</b>	<b>\$38,057</b>	<b>\$0</b>
<b>NAT</b>																	
525-4770-461.32-90	Contractor	\$241,725	\$236,911	\$236,911	\$264,902	\$264,902	\$275,000	\$275,000	\$302,682	\$302,682	\$302,570	\$302,570	\$361,973	\$361,973	\$364,153	\$364,153	
525-4770-461.53-00	Advertising	\$500	\$100	\$100	\$500	\$500	\$500	\$500	\$552	\$552	\$552	\$552	\$664	\$664	\$668	\$668	
525-4770-461.55-00	Travel Per Diem	\$0	\$0	\$0	\$500	\$500	\$500	\$500	\$552	\$552	\$552	\$552	\$664	\$664	\$668	\$668	
525-4770-461.56-00	Dues and Membership	\$400	\$375	\$375	\$425	\$425	\$500	\$500	\$544	\$544	\$544	\$544	\$640	\$640	\$643	\$643	
525-4770-461.61-05	NAT Stop Signs	\$19,460	\$0	\$0	\$0	\$0											
	Shelters and Benches									\$14,212	\$14,212	\$14,224	\$14,224	\$14,224	\$14,224	\$14,224	
	Improvements for ADA Accessibility									\$35,822	\$35,822	\$42,830	\$42,830	\$42,830	\$42,830	\$42,830	
	Repairs to Enhance Path of Access									\$5,180	\$5,180	\$5,180	\$5,180	\$5,180	\$5,180	\$5,180	
	Bus Stop Relocation										\$500	\$500	\$500	\$500	\$500	\$500	
525-4770-461.62-00	Vehicle Fuel	\$25,700	\$25,504	\$25,504	\$25,700	\$25,700	\$26,000	\$26,000	\$28,686	\$28,686	\$28,675	\$28,675	\$34,438	\$34,438	\$34,649	\$34,649	
525-4770-461.69-02	Administration/Gen Govt	\$7,600	\$7,596	\$7,596	\$7,600	\$7,600	\$8,000	\$8,000	\$8,794	\$8,794	\$8,791	\$8,791	\$10,495	\$10,495	\$10,558	\$10,558	
525-4770-461.70-21	Comp&Software/Transit Sys	\$12,000	\$12,000	\$12,000	\$12,360	\$12,360	\$12,500	\$12,500	\$13,792	\$13,792	\$13,786	\$13,786	\$16,558	\$16,558	\$16,660	\$16,660	
525-4770-461.72-12	Buildings	\$0	\$275,000	\$275,000	\$0	\$0											
525-4770-461.72-15	Vehicles				-\$150,536	-\$150,536			\$169,014	\$169,014			\$85,000	\$85,000			
525-4770-461.73-30	Vehicles				\$30,108	\$30,108											
	<b>Mode Total</b>	<b>\$307,385</b>	<b>\$275,000</b>	<b>\$282,486</b>	<b>-\$120,428</b>	<b>\$311,987</b>	<b>\$0</b>	<b>\$323,000</b>	<b>\$169,014</b>	<b>\$355,603</b>	<b>\$55,214</b>	<b>\$355,470</b>	<b>\$142,554</b>	<b>\$425,432</b>	<b>\$47,601</b>	<b>\$428,000</b>	<b>\$0</b>
<b>System-wide Total</b>		<b>\$340,266</b>	<b>\$275,000</b>	<b>\$317,647</b>	<b>-\$120,428</b>	<b>\$346,167</b>	<b>\$0</b>	<b>\$360,550</b>	<b>\$169,014</b>	<b>\$413,392</b>	<b>\$185,214</b>	<b>\$421,902</b>	<b>\$207,554</b>	<b>\$493,114</b>	<b>\$47,601</b>	<b>\$496,982</b>	<b>\$0</b>



Table 8-2, Revenue Projections

REVENUE		FY 13-14 Revised Budget		FY 13-14 Actual		FY 14-15 Budget		FY 15-16 Projection		FY 16-17 Projection		FY 17-18 Projection		FY 18-19 Projection		FY 19-20 Projection	
		Operating	Capital	Operating	Capital	Operating	Capital	Operating	Capital	Operating	Capital	Operating	Capital	Operating	Capital	Operating	Capital
<b>Dial-A-Ride</b>																	
520-0000-332.05-00	Local Transit 8C- SANBAG	\$9,263		\$20,625		\$11,194		\$3,963		\$15,550		\$16,875		\$18,125		\$19,425	
520-0000-332.06-00	State Transit Assistance*									\$130,000		\$65,000					
520-0000-333.02-00	CDBG	\$7,900		\$15,796		\$7,900		\$8,000		\$8,000		\$8,000		\$8,000		\$8,000	
520-0000-344.15-00	DAR - Fare Revenue	\$2,600		\$2,852		\$2,500		\$2,500		\$2,500		\$2,500		\$2,500		\$2,500	
520-0000-344.15-01	Local Funds	\$868		\$691		\$1,136		\$1,000		\$1,000		\$1,000		\$1,000		\$1,000	
520-0000-361.02-00	Interest Earnings Other	\$50		\$0		\$0											
520-0000-381.11-00	From Measure I	\$2,369		\$2,051		\$1,679		\$10,312									
	<b>Mode Total</b>	<b>\$23,050</b>	<b>\$0</b>	<b>\$42,015</b>	<b>\$0</b>	<b>\$24,409</b>	<b>\$0</b>	<b>\$25,775</b>	<b>\$0</b>	<b>\$27,050</b>	<b>\$130,000</b>	<b>\$28,375</b>	<b>\$65,000</b>	<b>\$29,625</b>	<b>\$0</b>	<b>\$30,925</b>	<b>\$0</b>
<b>Dial-A-Ride Medical</b>																	
521-0000-332.05-00	Local Transit 8C- SANBAG									\$17,635		\$24,557		\$24,557		\$24,557	
521-0000-344.15-00	Dial A Ride Fare Revenue	\$1,200		\$1,190		\$1,200		\$1,200		\$1,604		\$2,000		\$2,000		\$2,000	
521-0000-361.02-00	Interest Earnings Other	\$0		\$97		\$0											
521-0000-381.11-00	From Measure I	\$8,631		\$8,949		\$8,571		\$10,575		\$11,500		\$11,500		\$11,500		\$11,500	
	<b>Mode Total</b>	<b>\$9,831</b>	<b>\$0</b>	<b>\$10,236</b>	<b>\$0</b>	<b>\$9,771</b>	<b>\$0</b>	<b>\$11,775</b>	<b>\$0</b>	<b>\$30,739</b>	<b>\$0</b>	<b>\$38,057</b>	<b>\$0</b>	<b>\$38,057</b>	<b>\$0</b>	<b>\$38,057</b>	<b>\$0</b>
<b>NAT</b>																	
525-0000-332.05-00	Local Transit 8C - SANBAG	\$170,458		\$153,853		\$166,616		\$213,685		\$155,501		\$152,915		\$157,495		\$162,200	
525-0000-332.06-00	State Transit Assistance		\$200,000	\$0						\$55,214		\$142,554		\$47,601			
525-0000-332.06-02	State Transit Assistance - Op's	\$56,460		\$65,935		\$82,664		\$45,413		\$134,908		\$135,653		\$195,435		\$193,298	
525-0000-333.03-00	FTA 5311	\$50,617		\$49,498		\$31,157		\$30,902		\$30,902		\$30,902		\$30,902		\$30,902	
525-0000-344.02-00	NAT Pass Sales	\$7,100		\$8,465		\$7,400		\$8,000		\$8,000		\$8,000		\$8,000		\$8,000	
525-0000-344.20-00	Fare Box Revenues	\$22,500		\$26,684		\$24,000		\$25,000		\$26,292		\$28,000		\$33,600		\$33,600	
525-0000-361.02-00	Interest Earnings Other	\$100		\$396													
525-0000-381.11-00	Measure I	\$0															
525-0000-381.11-01	TRF E&H Subsidy	\$150		\$48		\$150											
525-0000-381.17-00	Transfer A/C	\$0															
525-0000-395.06-00	Prop 1B (Security/PTMISEA)		\$82,900	\$75,000				\$169,014									
525-0000-398.00-00	Reserves/Prior Yrs Rev (8c)	\$0				\$75,000											
	<b>Mode Total</b>	<b>\$307,385</b>	<b>\$282,900</b>	<b>\$304,879</b>	<b>\$75,000</b>	<b>\$386,987</b>	<b>\$0</b>	<b>\$323,000</b>	<b>\$169,014</b>	<b>\$355,603</b>	<b>\$55,214</b>	<b>\$355,470</b>	<b>\$142,554</b>	<b>\$425,432</b>	<b>\$47,601</b>	<b>\$428,000</b>	<b>\$0</b>
<b>Total Revenue</b>		<b>\$340,266</b>	<b>\$282,900</b>	<b>\$357,130</b>	<b>\$75,000</b>	<b>\$421,167</b>	<b>\$0</b>	<b>\$360,550</b>	<b>\$169,014</b>	<b>\$413,392</b>	<b>\$185,214</b>	<b>\$421,902</b>	<b>\$207,554</b>	<b>\$493,114</b>	<b>\$47,601</b>	<b>\$496,982</b>	<b>\$0</b>



Table 8-3, Revenue Summary by Funding Source

Fiscal Year / Mode	Operating Expense	Operating Revenue							Capital Revenue		
		Passenger Revenue	LTF	FTA 5311	Measure I	STA - Op	Other Revenue	Total	STA - Cap	PTMISEA	Total
NAT - Deviated F/R	\$323,000	\$33,000	\$213,685	\$30,902	\$0	\$45,413		\$323,000		\$169,014	\$169,014
Dial-A-Ride	\$25,775	\$2,500	\$3,963		\$10,312		\$9,000	\$25,775			
Dial-A-Ride Medical	\$11,775	\$1,200			\$10,575			\$11,775			
<b>2015-2016</b>	<b>\$360,550</b>	<b>\$36,700</b>	<b>\$217,648</b>	<b>\$30,902</b>	<b>\$20,887</b>	<b>\$45,413</b>	<b>\$9,000</b>	<b>\$360,550</b>	<b>\$0</b>	<b>\$169,014</b>	<b>\$169,014</b>
NAT - Deviated F/R	\$355,603	\$34,292	\$155,501	\$30,902		\$134,908		\$355,603	\$55,214		\$55,214
Dial-A-Ride	\$27,050	\$2,500	\$15,550				\$9,000	\$27,050	\$130,000		\$130,000
Dial-A-Ride Medical	\$30,739	\$1,604	\$17,635		\$11,500			\$30,739			\$0
<b>2016-2017</b>	<b>\$413,392</b>	<b>\$38,396</b>	<b>\$188,686</b>	<b>\$30,902</b>	<b>\$11,500</b>	<b>\$134,908</b>	<b>\$9,000</b>	<b>\$413,392</b>	<b>\$185,214</b>	<b>\$0</b>	<b>\$185,214</b>
NAT - Deviated F/R	\$355,470	\$36,000	\$152,915	\$30,902		\$135,653		\$355,470	\$142,554		\$142,554
Dial-A-Ride	\$28,375	\$2,500	\$16,875				\$9,000	\$28,375	\$65,000		\$65,000
Dial-A-Ride Medical	\$38,057	\$2,000	\$24,557		\$11,500			\$38,057			\$0
<b>2017-2018</b>	<b>\$421,902</b>	<b>\$40,500</b>	<b>\$194,347</b>	<b>\$30,902</b>	<b>\$11,500</b>	<b>\$135,653</b>	<b>\$9,000</b>	<b>\$421,902</b>	<b>\$207,554</b>	<b>\$0</b>	<b>\$207,554</b>
NAT - Deviated F/R	\$425,432	\$41,600	\$157,495	\$30,902		\$195,435		\$425,432	\$47,601		\$47,601
Dial-A-Ride	\$29,625	\$2,500	\$18,125				\$9,000	\$29,625			\$0
Dial-A-Ride Medical	\$38,057	\$2,000	\$24,557		\$11,500			\$38,057			\$0
<b>2018-2019</b>	<b>\$493,114</b>	<b>\$46,100</b>	<b>\$200,177</b>	<b>\$30,902</b>	<b>\$11,500</b>	<b>\$195,435</b>	<b>\$9,000</b>	<b>\$493,114</b>	<b>\$47,601</b>	<b>\$0</b>	<b>\$47,601</b>
NAT - Deviated F/R	\$428,000	\$41,600	\$162,200	\$30,902		\$193,298		\$428,000			
Dial-A-Ride	\$30,925	\$2,500	\$19,425				\$9,000	\$30,925			
Dial-A-Ride Medical	\$38,057	\$2,000	\$24,557		\$11,500			\$38,057			
<b>2019-2020</b>	<b>\$496,982</b>	<b>\$46,100</b>	<b>\$206,182</b>	<b>\$30,902</b>	<b>\$11,500</b>	<b>\$193,298</b>	<b>\$9,000</b>	<b>\$496,982</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>FY 2106-2020 Total</b>	<b>\$2,185,940</b>	<b>\$207,796</b>	<b>\$1,007,040</b>	<b>\$154,510</b>	<b>\$66,887</b>	<b>\$704,707</b>	<b>\$45,000</b>	<b>\$2,185,940</b>	<b>\$440,369</b>	<b>\$169,014</b>	<b>\$609,383</b>



# Appendices



## Appendix A – Federal Grant Programs for Transit-Related Activities

Excerpted from Fort Mojave Indian Reservation Transit Study: Recommendations, Draft 2/18/14  
*Prepared for the Fort Mojave Indian Reservation, funded by Arizona Dept. of Transportation.*

Fort Mojave Indian Reservation Transit Study

Table 9 – Federal Grant Programs for Transit-Related Activities

PROGRAM	AGENCY	FUNDING AVAILABLE	WHO CAN APPLY?	DESCRIPTION	USES	LINKS	DEADLINES	OPPORTUNITY CATEGORY
<b>US DEPARTMENT OF AGRICULTURE (USDA)</b>								
<b>Community Facilities Grants</b>	USDA	\$2 billion requested for FY13	Grants are available to public entities such as municipalities, counties, and special-purpose districts, as well as non-profit corporations and tribal governments.	Community Programs provides grants to assist in the development of essential community facilities in rural areas and towns of up to 20,000 in population. Grant funds may be used to assist in the development of essential community facilities. Grant funds can be used to construct, enlarge, or improve community facilities for health care, public safety, and <b>community and public services</b> .	Development Financing, Construction	<a href="http://www.rurdev.usda.gov/HAD-CF_Grants.html">http://www.rurdev.usda.gov/HAD-CF_Grants.html</a>	Check website for application procedure	Discretionary
<b>Rural Business Enterprise Grant Program</b>	USDA	Generally grants range \$10,000 up to \$500,000. (\$30 million requested for FY13)	Rural public entities (towns, communities, State agencies, and authorities), Indian tribes and rural private non-profit corporations are eligible to apply for funding.	The RBEG program provides grants for rural projects that finance and facilitate development of small and emerging rural businesses help fund distance learning networks, and help fund employment related adult education programs. Examples of eligible fund use include: Acquisition or development of land, easements, or rights of way; construction, renovation, of buildings, access streets and roads, parking areas, utilities; pollution control and abatement; capitalization of revolving loan funds including funds that will make loans for startups and working capital; training and technical assistance; distance adult learning for job training and advancement; <b>rural transportation improvement</b> ; and project planning.	Acquisition, Construction, Technical Assistance	<a href="http://www.rurdev.usda.gov/BCP_rbeg.html">http://www.rurdev.usda.gov/BCP_rbeg.html</a>	Check website for next Notice of Funding Availability (NOFA) Announcement.	Discretionary
<b>US DEPARTMENT OF TRANSPORTATION (DOT)</b>								
<b>Bus Livability Initiative</b>	DOT (FTA)	\$125 million	Transit agencies or other public transportation providers, States and Indian Tribes.	Provide funding to <b>transit agencies to replace, rehabilitate, and purchase buses and related equipment</b> , as well as construct or rehabilitate bus facilities.	Capital Infrastructure Investments	<a href="http://fta.dot.gov/funding/grants/grants_financing_3557.html">http://fta.dot.gov/funding/grants/grants_financing_3557.html</a>	Check website for next Notice of Funding Availability (NOFA) Announcement.	Discretionary
<b>Discretionary Bus and Bus Facilities (Section 5309): State of Good Repair Initiative</b>	DOT (FTA) (MAP-21: Bus and Bus Facilities)	\$650 million	Transit agencies or other public transportation providers, States or Indian Tribes.	Provide <b>funding to rehabilitate bus and bus facilities</b> . FTA will prioritize the replacement and rehabilitation of intermodal facilities that support the connection of bus service with multiple modes of transportation, including but not limited to: rail, ferry, intercity bus and private transportation providers. To be eligible, intermodal facilities must have adjacent connectivity with bus service.	Capital Infrastructure Investments	<a href="http://fta.dot.gov/funding/grants/grants_financing_3557.html">http://fta.dot.gov/funding/grants/grants_financing_3557.html</a>	Check website for next Notice of Funding Availability (NOFA) Announcement.	Discretionary

Source: <http://reconnectingamerica.org/resource-center/federal-grant-opportunities/>

Updated by Reconnecting America, October 2013



Fort Mojave Indian Reservation Transit Study

Table 9 – Federal Grant Programs for Transit-Related Activities, Continued

PROGRAM	AGENCY	FUNDING AVAILABLE	WHO CAN APPLY?	DESCRIPTION	USES	LINKS	DEADLINES	OPPORTUNITY CATEGORY
Innovative Transit Workforce Development Program	DOT (FTA)	\$5 million	Eligible applicants are public transit agencies; state departments of transportation (DOTs) providing public transportation services; and Indian tribes, non-profit institutions and institutions of higher education.	FTA seeks proposals that promote diverse and innovative successful workforce development models and programs. Focus will be placed on <b>programs that leverage investments in public transit that impacts local employment, support blue-collar operations and maintenance particularly in the area of new and emerging technologies, and support innovative methods of encouraging youth to pursue career in public transportation.</b>	Faculty/instructors, including salaries and fringe benefits, support staff, classroom space, books, materials and supplies, transportation stipends for students. Capital expenses such as equipment purchases are not considered to be eligible costs unless they directly relate to the workforce development program being supported by FTA funds.	<a href="https://www.federalregister.gov/articles/2012/05/31/2012-13220/innovative-transit-workforce-development-program?utm_campaign=subscription+mailing+list&amp;utm_medium=email&amp;utm_source=federalregister.gov#p-3">https://www.federalregister.gov/articles/2012/05/31/2012-13220/innovative-transit-workforce-development-program?utm_campaign=subscription+mailing+list&amp;utm_medium=email&amp;utm_source=federalregister.gov#p-3</a>	Check website for next Notice of Funding Availability (NOFA) Announcement.	Discretionary
Public Lands Highways	DOT (FHWA)	\$98.5 million	State DOTs, Federal Land Management Agencies, State government agencies, metropolitan planning organizations, local governments, and tribal governments – must apply through DOTs	Livability is a criteria that will be considered in the selection of projects. Transportation planning, research, and engineering and construction of, highways, roads, parkways, and <b>transit facilities that are within, adjacent to, or provide access to Indian reservations</b> and Federal public lands, including national parks, refuges, forests, recreation areas, and grasslands.	Capital Infrastructure Investments	<a href="http://www.fhwa.dot.gov/discretionary/plhd2011info.htm">http://www.fhwa.dot.gov/discretionary/plhd2011info.htm</a>	Check website for next Notice of Funding Availability (NOFA) Announcement.	Discretionary
Transportation, Community & System Preservation	DOT (FHWA)	\$61 million	States, metropolitan planning organizations, local governments, and tribal governments	Livability is a criterion that will be used to evaluate candidate projects. Planning grants, implementation grants, and research, could include transit projects, complete streets, streetscaping, ped/bike improvements or plans, implementation of transit-oriented development plans, traffic calming measures, and much more. <b>Very flexible program – projects must improve relationships among transportation, community, and system preservation plans and practices.</b>	Planning/Research/Capital Infrastructure Investments	<a href="http://www.fhwa.dot.gov/discretionary/tcsp2011info.htm">http://www.fhwa.dot.gov/discretionary/tcsp2011info.htm</a>	Check website for next Notice of Funding Availability (NOFA) Announcement.	Discretionary

Source: <http://reconnectingamerica.org/resource-center/federal-grant-opportunities/>

Updated by Reconnecting America, October 2013



Fort Mojave Indian Reservation Transit Study

Table 9 – Federal Grant Programs for Transit-Related Activities, Continued

PROGRAM	AGENCY	FUNDING AVAILABLE	WHO CAN APPLY?	DESCRIPTION	USES	LINKS	DEADLINES	OPPORTUNITY CATEGORY
<b>Transit Investment in Greenhouse Gas and Energy Reduction (TIGGER)</b>	DOT (FTA)	\$49.9 million	Transit agencies or state DOTs	Provides funding for (1) capital investments that assist in reducing the energy consumption of a transit system and (2) capital investments that will reduce greenhouse gas emissions of a public transportation system.	Capital Infrastructure Investments	<a href="http://fta.dot.gov/tigger">http://fta.dot.gov/tigger</a>	Check website for next Notice of Funding Availability (NOFA) Announcement.	Discretionary
<b>Transportation Planning Capacity Building Program (TPCB)</b>	DOT (FHWA/FTA)		State, metropolitan, rural and small communities, tribal and public lands planning opportunities are available.	Provides training, technical assistance, and support to help decision makers, transportation officials, and staff resolve complex transportation needs in their communities. Resources available on topics including land use, scenario planning, TOD, non-motorized transportation, safety, community impact assessments, operations and management strategies, and analysis methods.	Planning/research	<a href="http://www.planning.dot.gov/">http://www.planning.dot.gov/</a>	Check website for next Notice of Funding Availability (NOFA) Announcement.	Discretionary and Formula
<b>Veterans Transportation and Community Living Initiative Grant Program</b>	DOT (FTA) (in partnership with HHS and Department of Veterans Affairs, Labor and Defense)	\$25 million in capital funding; \$5 million in research funding	Eligible applicants are existing Direct Recipients under FTA's Section 5307 Urbanized Area Formula program, as well as local governments, States, and Indian Tribes.	The Veterans Transportation and Community Living Initiative (VTCLI) is an innovative, federally coordinated partnership that will <b>make it easier for U.S. veterans, active service members, military families, and others to learn about and arrange for locally available transportation services that connect them with work, education, health care, and other vital services in their communities.</b> Projects are being funded in urban, suburban, and rural communities around the nation to strengthen and promote "one-call" information centers and other tools.	Capital and research grants	<a href="http://www.fta.dot.gov/grants/13094_13528.html">http://www.fta.dot.gov/grants/13094_13528.html</a>	Check website for next Notice of Funding Availability (NOFA) Announcement.	Discretionary
<b>ENVIRONMENTAL PROTECTION AGENCY (EPA)</b>								
<b>Smart Growth Technical Assistance grants</b>	EPA	Various	Local governments	Annual, competitive solicitation open to state, local, regional, and tribal governments (and non-profits that have partnered with a governmental entity) that want to incorporate <b>smart growth techniques</b> into their future development.	Technical Assistance	<a href="http://www.epa.gov/dced/sgia.htm">http://www.epa.gov/dced/sgia.htm</a>	Check website for next Notice of Funding Availability (NOFA) Announcement.	Discretionary

Source: <http://reconnectingamerica.org/resource-center/federal-grant-opportunities/>

Updated by Reconnecting America, October 2013



## Appendix B – City of Needles’ SRTP Stakeholder Interviews

### San Bernardino County Dept. of Public Health

Andrea Wade, RN  
1406 Bailey Ave., Suite D.  
(760) 326-9230

Provides various clinic services: TB tests, immunizations, STD and birth control, birth-to-death health care services

- Caseload about 30 to 50 patients per month; different people each month to a large extent
- About 90percent have transportation need
- Hours: 7 a.m. to \_\_\_ Monday through Friday  
Saturday clinic (3x monthly) but that might changes when Andrea completes schooling
- This area on “straight” MediCal, individual medical providers who are willing to bill MediCal at there prescribed rates for patient visits/ treatment.

Limited primary care in Needles:

- Primary doc comes monthly for 2 ½ days
- 1 doc comes up from Blythe 1 x week (no MediCal in Blythe)
- 1 cardiologist 1 x week
- Patients come from Big River – Bonnie Baker Senior Center van has transported people
- Needles considered a “high need” community; Ms. Wade can work off her masters degree student loans with 2 years service in Needles.
- Dentists – no dentists in the area who take MediCal
- Local hospital – no MRI; does have a CAT scan; won’t set broken bones
- Tri State Health Care – Dr. Anderson an important player

Transportation

- Used to have a van/ van service into Arrowhead but lost driver
- NAT – no complaints; know the schedule and the stop; Senior Center DAR – some use of service but limited

More health care services and specialty services elsewhere:

- Pediatrician in Bullhead City who takes MediCal
- Barstow – dentists
- Blythe – dentists
- Complicated to find docs in Arizona willing to bill MediCal (a few will); Valley View in AZ – specialty clinics (internal medicine; radiology)
- Arrowhead – for MRIs

Areas of town with need

- Housing authority near Bailey- apartments and homes
- TAD and DAAS moved down to Needles Towne Center; unfortunate as they all used to be clustered in the vicinity of the Civic Center

Language issues - Very few Spanish speaking but several – 1 to 2 times a year

Seeing more families; young children and needing connections to medical facilities beyond Needles; housing in Needles is inexpensive.



## **Palo Verde Community College**

**Eva Mungia, Interim Director**

**Jeanie Johnson, Executive Assistant**

**725 West Broadway, Needles**

**(760) 326-5021**

State Community College campus, satellite of Blythe's main community college campus. Beautiful newly renovated facility on Broadway.

This Community College facility is

- open from 8 a.m. to 5 p.m. Monday through Thursday;
- most classes in the afternoon
- Evening classes run 6 to 9 p.m. two to three days a week, depending upon the schedule;
- Tuesday and Thursday evenings heaviest traffic
- Wednesday is generally busiest class day
- Seasonal schedule changes – 2<sup>nd</sup> week in June to 1<sup>st</sup> week in August is summer school; different hours from the fall/ winter/ spring class schedule

Student population is largely over ages of 18, some 16 year-olds, and predominately 20 something's. About 100 students can be on-site at peak times. Students tend to gravitate to the evening classes; fewer during afternoon timeframes.

Generally about 200 students are enrolled with varying levels of participation. Goal is 100 full-time equivalent student enrollments.

All classes are fee-based; \$46 per unit costs. There is a Fee Waiver applied for through the Board of Governors for low-income students. About 75percent to 80percent of students use this fee waiver. Free non-credit community classes are no longer offered.

A grant accepting older adults in the community (Community College LINKS) has made it possible to provide some older adult education opportunities. Awareness of this is high, but only for those attending events at the Senior Center.

City of Needles students tend to come from

- low-income neighborhoods off Baily, up on the hill, Lilly Hill Drive
- Tribal students in Mohave Valley; difficult though' as they have to be charged "out-of-state" tuition
  - Difficult transportation issues for these students to get to the Community College

Fort Mojave Tribe

- Dept. of Education is Christina Garcia (928) 346-1121

Awareness of NAT services could be higher.

- Could have a poster and schedule and route information available and prominently displayed.
- High computer illiteracy among these students. Learning the basics. Still heavily reliant upon paper, signage, posters for information
- Radio and KTOX PSA announcements are potentially valuable

The BNSF Railroad uses these facilities for regional training; rents the classrooms. Brings in people by train and the "Renzenberger" vehicle.

Possible interest in later evening NAT services; some City evening activities at the parks, evening games.



## City of Needles Administration

**Rick Daniels, City Manager**

**Cheryl Sallis, Transit Administrator**

**817 Third Street, Needles**

**(760) 326-2113**

Major issue is the location of the Intermodal Transportation Center; up for city council decision –

1. El Garces rail road building versus the City's existing garage facility
2. \$80 K in CalEMA/ Prop 1B funding\ concern regarding safety and security issues; differing opinions
3. Matter of tenant improvements

Concern that 5311 funding is \$20,000 down, given SANBAG's recalculation based upon population

Interest in whether the Jack Smith recreational park facilities, seasonal route, will be successful. Council decision; will start May 1<sup>st</sup>.

Public Works parking of buses

2 NAT buses

3-4 Senior and Disabled buses (2 active and 2 inactive)

Old van from dial-a-ride (but now out-of-service)

Grocery store closing of significant concern; Arizona based store and this is its only California property; just coming out of bankruptcy; City has been subsidizing for about \$200k to help with utilities; runs out this spring. Still Rite Aid is at the shopping complex there and the County Building, which is a significant trip-generator. City working with an Economic Development consultant to explore alternatives/ options if Bashas' does close.

Tribal transit initiative – Fort Mojave transit study

Partnering

Dollars to come from 5311, which will require 20percent, match

Tribal council

Concerns about competing with NAT if going to Shopping at Wal-Mart

Perhaps a long-term option; 2 to 3 years down the road

Bus stops:

- Issues of transit stops regarding Tribal transit project– close to tribal neighborhood and not to downtown; office space; operations?
- 37 stops – new one at the library
- 10 to 12 shelters

Fares

- \$31.50 punch pass – difficult to come up with +\$30 at one time
- \$1.05 per trip



**Needles Unified School District**  
**Dr. Mary McNeil, Superintendent of Schools**  
**Jennifer, Lead Transportation**  
**1900 Erin Drive**  
**(760) 326-3865**

K-12; about 860 student population; increasing student enrollments, particularly 4<sup>th</sup> grade and younger  
January 2014 – 853 students plus Big River

Attendance rate of 90 or 91percent -- goal of 95percent; 81percent are getting Free and Reduced lunches  
Bell times:

- 7:30 a.m. – High school
- 8:10 a.m. K-8
- 2:10 – K-3
- 2:40 – Others
- After School activities at the Rec Center run until 6 p.m.

Busing in from outlying area; directly operated bus service for k – 8<sup>th</sup> grade only; no high school students transported; about 6,000 miles/ year

- 8 vehicles - all 53 passengers
- 5 vehicles – 9 passenger vans; for athletics purpose
- bus goes to Big River

Stopped local school bus trips from within the City (last year)

- Difficult when temperatures are 115percent with a hot wind
- Parents very upset; concerned particularly about hot weather

District still doing K-3 transportation (about 100 to 110 students)  
K-3 after school program only to Rec Center (one-way); 4<sup>th</sup> – 8<sup>th</sup> graders walk over

Fort Mojave Education Center school program (tribal members only) – Tribal Vans; serving kids

Needles Area Transit

- Signed stops are perfect for students
- Some drivers let the older kids off at the Stop Sign; not the right place
- Big help; really big help
- Parents of special needs kids are using as well; to get kids back and forth

Evenings demand–

- More kids could attend evening sports if buses ran later
- Practices in the evenings; after dark; City fields; joint use
- Basketball games very popular; end about 9:30
- Open House in the evenings for parents (once per year)
- More than a few students have had to stop coming because parents cannot pick them up



#### Fares / Affordability

- Need denominations smaller than the 30 -punch pass; difficult for some families to afford
- Some teachers buying bus passes for children out of their own pockets
- Possible interest on part of School District to help subsidize bus passes



**San Bernardino County**  
**Dept. of Aging and Adult Services (DAAS)**  
**Dept. of In-Home Supportive Services (IHHS)**  
**Children and Family Services**  
**Transitional Assistance**  
**CalWORKS**

**Toni MacDonald, In-Home Supportive Services**  
**Janice Baker, Social Service Aide**  
**Laura Schott (CalWORKS)**  
**Julie Bingham (CalWORKS)**  
**Cassandra Nercessian, Eligibility Worker Supervisor I**  
**Terri Trueheart, Employment Services Specialist**  
**1090 East Broadway**  
**(760) 326-9275**  
**(760) 326-9289**

Caseload counts (overlap among Depts.; common caseload)

- 10 to 15 Court
- 30 Adult protective services
- 100 In Home Supportive Services
- 150 Welfare to Work consumers
- 200 Senior Information and Referral
- 200 Children and Families
- 600 Transitional Assistance Dept./ cases
- 700 Cash/ cash aide/ MediCal

Service area includes City of Needles, Big River and Havasu Lake  
Income levels very low; railroad retirees' income about \$1200 per month; won't see the very frail through their monthly available income.

Transportation services –

DAAS TREP program supported about 23 clients with volunteer driver mileage reimbursement.

Difficulties finding volunteer driver (for TREP program) need help in asking a friend

IHHS providing some transportation via caseworker – 25percent general public; 75percent door-to-door for frail elderly consumers

Concerns about/ need regarding the Medical Transportation --

- Very limited at just Tuesdays and Thursday – greater demand
- Very long day for frail elderly - 80 year olds; very long distance trip given loop nature, up and back to Bullhead City
- Need to know that they have a guaranteed ride home
- Need to stop at Pharmacy after doctors' apt. – CVS, Walgreens, Safeway, Smiths
- Some meds are in triplicate; doctor's office can fax over prescription so that rider can pick up
- MediCal dentist – Kids Little Smiles at Valley View Hospital – only DDS
- OBGYN at Valley View Hospital



- Issue of Escort – policy of fare-paying for all, \$5 each, is difficult when some riders need an escort to make the trip
- Methadone clinic at Bullhead City; need to cross the River to get there.

Other topics –

- Grocery shopping bags limited to 2 bags is difficult; anxiety about 3 bags; given distance for some and limited shopping trips should be able to bring 3 bags.
- Fares regarding the Senior Center van – van waited at the Post Office and driver wanted an additional \$1 (discussed trip chaining and fare policy is that it's a new fare each time rider crosses the threshold)
- Senior Vans – carrying bags to the household; needed by some
- Uncertain about dial-a-ride rules and guidelines.
- Would like to have a Senior Pass for local trips; 2-week fare

Welfare to work consumers use the bus;

- Could use it all day/ longer hours on Saturdays
- Need to be able to get home; bus stopping at 2 p.m. makes that difficult
- Use for job search but jobs are in Bullhead and Mohave River; not in Needles
- Local jobs are at restaurants; retail; longer hours
- Need to cross the River with public transit to get jobs; to hold jobs

Children and Family Services

- Big River / Havasu Lake (Chemuavi Indians) – don't have services; don't have services in Needles either
- Children travel to Bullhead for medical services
- Some to Loma Linda and Arrowhead for medical services; use a van
- To Kingman – allowed to go into AZ

Transitional Assistance Dept./ MediCal

- No ability to deliver babies in Needles
- Must go to Arizona
- No MediCal dental in Needles

NAT – Dept. gives out bus passes/ ability to purchase passes for NAT; but doesn't go across the river

Superior Court 29 Palms

VA Community based Outpatient Clinic – Laughlin (30 minutes on Needles Highway)

Employment is outside of Needles. Need to help get people to jobs.

Elizabeth Scott Jones – Children & Family Services finance unit; Randy Shultz  
Cheri Laura; Peggy S – courts and MediCal information (?)



## Senior Citizens Club

**Cliff Greable, President of Needles Senior Citizens Club**  
**Sue East, Senior Center Aide / Dispatcher**  
**1699 Bailey Avenue**  
**(760) 326-4789**

Senior Center managers two City public transportation programs:

- Dial-a-Ride - one vehicle running between 9 a.m. (First pickup). and 1 p.m. (Last drop-off)
- Dial-a-Ride Medical – buses running 2 days per week

Senior Center adds monthly to the fare revenue to keep fare revenues to maintain monthly fare revenue required per agreement

- Decreased from recent years when it totaled \$4000 annually.
- Now about \$3500 annually

Generally about 200 enrolled riders. Must register with the Senior Center

Same Day reservations -- calls begin at 8:30 a.m. for same day trip requests. All trips are booked on a first-come, first serve basis; they do not turn down trips

Vehicles are stored at City Yard

- Maintenance provided by City
- There are two drivers. One does medical
- Senior Club President manages administrative reporting; writes check to City
- Dispatcher takes the reservations and makes out the trip sheets

DAR

- Fare is \$1 every time you board
- Service area is 5 miles square around the City – and about two miles out to Budweiser Road and Laughlin Road.

Medical DAR

- Passengers pay in advance -
  - \$5 round-trip fare for medically related trips across the river to Fort Mohave and as far as Valley View;
  - \$10 fare for trips beyond Valley View
- Passengers board at the Senior Center; driver may return them to their homes on the way back; depends upon timing.
- Can take infants if the adult rider provides an infant seat
- Doctors appointments after 2 p.m. is too late – cannot serve those trips
- No deviations; no shopping. Stops will be made at pharmacies to pick up prescriptions
- Driver sequences the drop-offs and pick-ups so they make the most sense: traveling up north of Valley View and picking up earlier appointments on the return trip south.

Unmet Needs

- Request for later evening services; into the afternoon/ early evenings for events.
- Need more advertisement of both Dial-a-Ride and Dial-a-Ride Medical
  - Should have a copy of the DAR Medical flyer on all the vans
  - Should place in various public buildings and offices
  - Need to let “snowbirds” know about the service



**Colorado River Medical Center**  
**Bing Lum, Pharm D., Executive Vice President**  
**1401 Bailey Avenue**  
**(760) 326-7162**

Colorado River Medical Center Community Needs Assessment was recently completed; well-established process. Draft March 2014.

Identified a decline in the service area population that contrasts with an almost 3percent growth rate elsewhere in the County and a poverty rate of 28.4percent versus 17.6percent for San Bernardino County as a whole.

Reports that 9percent of Hospital acute care discharges are to Loma Linda University Medical Center and 7percent of discharges are to Arrowhead Regional Medical Center. Reports that there are no long-term care/skilled nursing facilities within Needles to which to discharge patients. Facilities are in Bullhead City, AZ, Lake Havasu, AZ., Kingman AZ., and Blythe, CA.

Among the Community Health Needs Priorities with transportation implications are the following:

- Priority 1 - Need for more primary care in Needles
- Priority 2 - Access by Needles residents to physician specialists and specialty care including orthopedics, OB/GYN, neurology, oncology, etc.
- There are no orthopedic services in Needles for patients who need casting of broken bones; have to travel to Arrowhead Medical Center (4 hours away), as do patients requiring pediatrics, internal medicine, podiatry and cardiology. There are no OB/GYN services in Needles. Patients requiring dialysis must travel to Bullhead City.
- Priority 3 - Access to affordable healthy food
- “Basic food items like fruits, vegetables and milk are much more expensive in Needles than in stores across the River in Arizona.” The selection at the only grocery store in Needles (then Bashas’) is perceived to be more expensive and of lower quality.
- Priority 5 – Elderly residents who need support and assistance
- 16.2percent of the Needles residents are age 65 and older, although there is an excellent and well-used Senior Center, the community doesn’t have a skilled nursing facility, which requires families to travel out-of-town to visit relatives.
- Priority 7 – The need for increased neighborhood walkability, bicycle trails, running and walking paths.

This facility is a low acuity, stabilize and transfer hospital. Number 1 transfers are to Valley View in Arizona; #2 to Lake Havasu Medical Center and #3 to Arrowhead Regional Medical Center. Try to transfer to California facilities so that MediCal can be billed and reimburse.

Discharges from this 25-bed hospital; about 2 a day; generally before 5 p.m.

Mr. Lum was not aware of the Dial-a-Ride Medical services. Knows that the NAT is delivering and picking up some patients and family members. Social workers do use Google Transit to “read” the NAT schedule and communicate that to patients and their family members.

The hospital’s market base is largely in Arizona, across the river, with just a small percentage from the City of Needles. Much larger service area on the other side of the bridge.



Economic development activities (of the City) to see some improvement to the Needles Highway to Laughlin and make that a real highway during 2015.

## **Needles Area Transit Administration**

**Raelynn Metz**  
**General Manager**  
**1714 Broadway**  
**(866) 669-6309**

- New stop at the library has been good; gets steady use
- Deviations – about 2 deviations a day; not extensive demand
- Lots of regular riders – some using twice and three times a day
- Routing – no complaints; works smoothly; not difficult to stay on time most of the time
- Fare change to \$1.10 in 2013 was not a problem; riders seemed to recognize it was necessary
- Punch pass is ok; drivers work with it. Riders talk about the difficulty of putting down \$30+ for the 30-punch pass.
- Saturday services existing 10 to 2; later afternoon service seen as desirable
- Sunday service; desirable to run from 9 to 2 to assist with church services
- Air conditioning critical; can run up to 130 degrees in July and August; work to keep that operating smoothly
- Service has run for over 15 years largely by word of mouth and seeing the bus; great advertising to simply see the bus operating around the city hourly; some ridership growth.

## **Fort Mojave Tribe**

**Wayne Nelson, Planner**  
**City of Needles**  
**(760) 629-2969**

Fort Mojave Transit Study was completed last year, with funding from ADOT. The Tribe initiated the study and found support from ADOT in getting it funded under a Planning Assistance for Rural Areas (PARA) grant. Goal is to improve mobility for tribal members and to connect to Bullhead City.

City of Needles participated in some early Tribal Transit discussions and their input was sought to identify existing NAT routing. Small numbers of persons in Needles; larger populations in Arizona  
Small numbers of tribal members in both AZ. and California  
Included county area persons (AZ.) to help get demand numbers to reasonable levels.

Tribe interested in going forward; had initiated this study. Next step is implementation phase. Haven't gotten to that process yet given other projects on deck.

Primary route possibly up to Smith's or as far as Valley View Medical Center where Wal-Mart is proposing to open a store. Bullhead City transit considering a route extension down Valley View, given the new Wal-Mart facility.

Operational issues – given that Bullhead is 30 miles away:

- Smaller vehicle, small bus or even a van
- Route round-trip needs to be under an hour –
  - potentially more than that to go all the way to Smith's;
  - can possibly get to Valley View/ new Wal-Mart in an hour or less
- Concern about ride times and length of trip; need to get home with refrigerated groceries and a trip time that isn't too long.



Local transportation comes through various programs on the reservation; transportation is not coordinated:

- Boys & Girls Club
- Tribal Education Dept. (several vehicles; number uncertain)
- WEA One Stop/ Workforce Investment Board

Tribal interests are in going ahead with some type of transportation across the river. Interested in talking with the City of Needles regarding administration of a contract, vehicle maintenance and storage. Interested in exploring what kind of collaboration could make sense. May make sense after that to convene a larger group of ADOT, CALTRANS, SANBAG, and WCOG.



## Appendix C – Needles Area Transit Bus Stop Inventory and Assessment Detail

Stop # on Map	"Location" Name	Actual Stop Location	Sign	Post	Shelter	Bench	Trash Can	Other Notes
1	G St. at Broadway	SB G / NS Broadway	Sign on agency post	Agency post	Shelter	Agency Bench	City trash can	
2	3rd St. at F St.	EB 3rd / NS F	Sign on agency post	Agency post				Stopped bus would block driveway north of stop ... recommend moving stop east to farside F St (would also be nearer to city office)
3	D St. at 3rd St.	SB D / FS 3rd	Sign on agency post	Agency post				
4	D St. at Cibola	SB D / OPP Cibola	Sign on agency post	Agency post				Boarding area should be widened; Sign partially obscured by fence ... use taller post
5	Lily Hill Dr. at Elks Lodge	Lily Hill Dr. at Elks Lodge	Sign on agency post	Agency post	Shelter	Agency Bench		
6	Lily Hill Dr. at Clary Dr.	Lily Hill Dr. / OPP Clary	Sign on agency post	Agency post	Shelter	Agency Bench		
7	Bailey Ave. at Lily Hill Dr.	NB Bailey / FS Lily Hill Dr.	Sign on agency post	Agency post				Senior Center served by stop ... recommend shelter/bench; repair tree-root damage to senior center access path
8	1401 Bailey Ave.	NB Bailey at Needles Hospital	Sign on agency post	Agency post	Shelter	Agency Bench		
X	Library	NB Bailey / NS J	Needs sign	Needs Post				Drivers said this was new stop ... using concrete area just south of library drop box as boarding area
9	Erin Dr. at Bailey Ave.	WB Erin / FS Bailey	Sign on agency post	Agency post				Stop needs boarding area ... recommend relocation either east to sidewalk farside Bailey (noted school students were let off bus there), or west to farside of 1st school bus driveway
10	Erin Dr. at Coronado	WB Erin / NS Coronado	Sign on agency post	Agency post	Shelter	Agency Bench		Access path needed to mobile home park west of stop
11	Coronado at J St.	SB Coronado / NS J	Sign on agency post	Agency post	Shelter	Agency Bench		Access paths needed to stop ... stop was frequently used by wheelchairs, but drivers had to pick them up in parking lot across the street
12	J St. at Civic Center	EB J / FS Bailey	Sign on agency post	Agency post	Shelter	Agency Bench		Stop location 1/2-block east of what was on map; wheelchair curb ramp needed at crosswalk
13	J St. at I-40 EB on-ramp	EB J / NS I-40 EB on-ramp	Sign on agency post	Agency post				Need retaining wall for dirt sliding off hill behind stop
14	Needles Towne Center	Needles Towne Center at Basha's	Sign on agency post	Agency post				Two bus stop signs on a post at west edge of County of San Bernardino facility; buses actually stop between Rite Aid and Basha's (a far more accessible location anyway)
15	Broadway at B St.	WB Broadway / FS B	Sign on agency post	Agency post	Shelter	Agency Bench		
16	Broadway at E St.	WB Broadway / NB E	Needs sign	Needs Post		City Bench		Repair sidewalk from stop west to corner
17	G St. at Broadway	SB G / NS Broadway	Sign on agency post	Agency post	Shelter	Agency Bench	City trash can	
18	Broadway at J St.	WB Broadway / FS J	Needs sign	Needs Post				Rebuild wheelchair curb ramp
19	Broadway at Market	NB Broadway / NS Market	Sign on agency post	Agency post	Shelter	Agency Bench		Need sidewalk from stop north to corner, and curb ramp at corner
20	O St. at Needles Hwy	SB Q / NS Needles Hwy.	Sign on agency post	Agency post				Stop location and route differs from map ... drivers go N Broadway, L Needles Hwy, R P St., L Race St., L Q St., R Needles Hwy; needs raised boarding area, and sidewalk from boarding area south of corner
22	Pashard St. at Needles Hwy.	NB Pashard / NS Needles Hwy.	Sign on agency post	Agency post	Shelter	Agency Bench		
21	Needles Hwy. at U St.	EB Needles Hwy / FS U	Sign on agency post	Agency post				Stop is on opposite side of Needles Hwy from what is on map (leave stop here ... safer location); move sign south so bus does not block driveway
23	Needles Hwy. at R St.	EB Needles Hwy / NS R	Sign on agency post	Agency post				Stop is right at corner, with no boarding area and with several driveways in stop area ... relocate either east to farside R St. between 2nd and 3rd driveways, or move to westbound Needles Hwy farside of R St. in front of store
24	Broadway at Market	SB Broadway / FS Market	Sign on agency post	Agency post				Stop needs boarding area, and accessible path from stop north to corner
25	Broadway at J St.	EB Broadway / NS J	Sign on agency post	Agency post				Repair boarding area and sidewalk in stop area
26	Broadway at G St.	EB Broadway / NS G	Sign on agency post	Agency post	Shelter	Agency Bench		Move bus stop post out from behind shelter
27	Broadway at D St.	EB Broadway / NS D	Sign on agency post	Agency post				
28	Broadway at A St.	EB Broadway / NS A	Sign on agency post	Agency post				Boarding area can be widened back to fence line
29	Broadway at Cibola	EB Broadway / NS Cibola	Sign on agency post	Agency post				
30	Broadway at Goodwill	SB Broadway / FS Goodwill	Needs sign	Needs Post				
31	Safari Dr. at Cherry St.	WB Safari / NS Cherry	Sign on agency post	Agency post				Stop is in driveway of a house ... could be relocated to southbound Cherry/farside Safari, with raised boarding area
32	Dollar Tree Store	Dollar Tree parking lot	Sign on agency post	Agency post				Stop post is on edge of Dollar Tree parking lot ... place wheelchair curb ramp, and if possible pave the boarding area
33	Needles Towne Center	Needles Towne Center at Basha's	Sign on agency post	Agency post				Two bus stop signs on a post at west edge of County of San Bernardino facility; buses actually stop between Rite Aid and Basha's (a far more accessible location anyway)
34	Broadway at B St.	WB Broadway / FS B	Sign on agency post	Agency post				
35	Broadway at E St.	WB Broadway / NB E	Needs sign	Needs Post		City Bench		Repair sidewalk from stop west to corner
36	G St. at Broadway	SB G / NS Broadway	Sign on agency post	Agency post	Shelter	Agency Bench	City trash can	



## Appendix D – City of Needles Transit Programs’ Flyer

### **AVAILABILITY OF TRANSPORTATION SERVICES IN AND AROUND NEEDLES**

With the start of a new year, we wanted to take the opportunity to remind you of the availability of public transportation services in our community. In order to accommodate all passengers, we offer three different services -- Dial-a-Ride (DAR); Dial-a-Ride (DAR) Medical Transport; and Needles Area Transit.

**DAR** -- The Needles Senior Citizens Club provides door-to-door shared-ride transportation, on a space available basis, to seniors and persons with disabilities traveling within Needles. Persons eligible are: senior citizens, age 55 up; and persons of any age with a disability that limits mobility, with a doctor's note on file at the Senior Citizens Club transportation office. Fare for this service is \$1.00 each boarding and does require registration with the Club. Contact the Senior Citizens Club at 760-326-4789 for further information or to register.

**DAR Medical Transport** -- The Senior Citizens Club also provides prescheduled medical transportation two days per week, Tuesday & Thursday, up to Fort Mohave/Bullhead City, Arizona. This service is open to the general public needing to get to a medical appointment/facility and is on a first come first serve basis. Trips leave from and return to the Needles Senior Center. Fare is \$5.00 or \$10.00 per person round trip depending on destination. Contact the Senior Citizens Club at 760-326-4789 for more information on the medical transport or to preschedule your trip.

**Needles Area Transit (NAT)** -- The NAT is a deviated fixed route public transportation system. The easiest, most dependable, and least expensive way to board is at a designated bus stop located throughout the community. Another option is to contact NAT for a special pick-up at your location (deviation). Deviation service is provided if time allows (because of time and schedule constraints, not all deviation requests can be honored). Fare for each boarding at a designated stop is \$1.10 and \$1.60 per boarding for deviation service. NAT does offer a reduced fare of \$1.00 per boarding at a designated stop and \$1.50 per boarding for deviation for seniors (60+) and persons with disabilities (requires city issued photo ID). Contact the Needles Area Transit at 1-866-669-6309 for further information.

