



## City of Needles, California Request for City Council Action

---

☒ CITY COUNCIL ☐ NPUA

☒ Regular ☐ Special

**Meeting Date:** February 27, 2024

**Title:** Receive and file the Transportation Development Act Triennial Performance Audit for Fiscal Years 2021 - 2023 for the Needles Transit Services

**Background:** Every three years, the San Bernardino County Transportation Authority (SBCTA) has a triennial audit performed on the Needles Transit Services (Needles Area Transit, Dial-a-Ride, and Medical Transport/Shopper Shuttle). Attached is the audit for the 2021-2023 fiscal years. Two of the three prior recommendations have been implemented with one implementation in progress

1. Ensure timely completion and submittal of the Transit Operators Financial Transactions Reports to the State Controller -- Implemented
2. Ensure key performance indicators such as accidents, incidents, road calls, and deadhead service data are reported and monitored in TransTrack Manager -- Implemented
3. Reinstate the Google Transit trip planning tool on the Needles Transit Services web page -- Implementation in Progress

**Discussion:** This recommendation was carried forward in this prior audit for full implementation. The City implemented the Google Transit trip planner on the transit page of the City's website in mid-2018 as part of a transit marketing campaign funded through a LCTOP grant. However, in mid- to late 2019, a new City website was created and went live without the Google Transit trip planner feature being transferred. At the time of the prior audit report, the Google Transit trip planner had yet to be restored on the transit page of the City of Needles website. The prior auditor recommended staff work to reinstate the Google Transit trip planner as well as a Google Translate widget feature for non-English-speaking users.

**Progress:** In March 2022, the trip planning tool (Google Transit) including the Google Translate widget feature was restored and incorporated into the transit page of the City's website. Additionally, in August 2022, the website was updated with current ADA requirements.

The auditors viewed City's transit website on September 13, 2023 and noted accessibility features are clearly identified on the right side of the screen. The Google Trip Planner is accessible via a link that reads "Click here to plan your transit" (though there is no other indicator that it goes to Google). The webpage does not have a translation widget feature, though Google does allow the language to be changed for its trip planning feature.

**Status:** Partially implemented.

**City Response:** Per IT, the city's website does have Google translate, however, for some reason it's not showing up on the "accessibility tool". With regard to the trip planner, the language

translator is available and working. With this noted, as discussed with SBCTA, the city is currently in the process of moving the entire transit webpage to an independent website - needlestransit.com - that will be funded by SBCTA and hosted and maintained by an SBCTA contractor. The city's website will have a link to connect to the transit website once it's up and running which should be within the next few months.

One new recommendation was made as part of this audit:

**Recommendation:** Ensure the TDA definition of full-time equivalent (FTE) employee is used for reporting to the State Controller.

**Recommended Action:** Ensure both the City and Transportation Concepts document all hours worked related to transit beginning with FY 2022/23. City administrative hours may need to be allocated between fixed-route (general operations) and demand-response (specialized services) based on either actual work performed or a formula based on vehicle service hours by mode. The City's Dial-A-Ride dispatcher hours should be included in the calculation for specialized services. The contractor's hours should include administrative, managerial, driver, and maintenance staff. Ensure the individual(s) completing the reports are aware of how to calculate this data using the TDA definition.

**Timeline:** FY 2023/24 (for FY 2022/23 reporting)

**Anticipated Cost:** Negligible

**City Management Response:** The TDA-defined full-time equivalent (FTE) employee definition was implemented with the State Controller's Reports for FY 2022/23.

**Fiscal Impact:** N/A

**Environmental Impact:** N/A

**Recommended Action:** MOVE to receive and file the Transportation Development Act Triennial Performance Audit for Fiscal Years 2021 - 2023 for the Needles Transit Services.

**Submitted By:** Cheryl Sallis, Community Services Manager

**City Management Review:** Patrick J. Martinez **Date:** 2/22/2024

Approved: ☐

Not Approved: ☐

Tabled: ☐

Other: ☐

Agenda Item: \_\_\_\_\_