



City of Needles, California Request for City Council Action

CITY COUNCIL NPUA HACN

Regular Special

Meeting Date: February 24, 2026

Title: Visitor Center Operating Hours – Amendment #2 to Agreement

Background: At its January 13, 2026 meeting, the City Council directed staff to prepare Amendment #2 to formalize revised Visitor Center operating hours based on visitation data and operational review.

The Visitor Center is operated by the Needles Area Chamber of Commerce pursuant to a Services Agreement approved on April 27, 2021, and subsequently amended on October 10, 2023. In 2021, the City Council established the Visitor Center Subcommittee, consisting of Mayor Jernigan, Vice Mayor Campbell, and Councilmember Belt, to provide oversight and coordination with the Chamber.

The October 2023 amendment established operating hours of 10:00 a.m. to 3:00 p.m., Tuesday through Saturday. In May 2024, staffing adjustments led to an informal modification to 9:00 a.m. to 2:00 p.m. Continued observation of visitation trends indicated a higher concentration of visitors during early morning hours, prompting a further operational adjustment to 8:00 a.m. to 1:00 p.m.

The Subcommittee reviewed fourth quarter 2025 visitation data, which demonstrated that the majority of visitor activity occurs before noon, with peak traffic between 8:00 a.m. and 12:00 p.m., and comparatively lower visitation on Tuesdays and Wednesdays. The revised schedule aligns staffing with demonstrated demand, reduces lower-traffic midweek hours, and maintains strong weekend and peak morning accessibility.

Amendment #2 formalizes operating hours of 8:00 a.m. to 1:00 p.m., Thursday through Monday, with Tuesday and Wednesday closed.

The current Services Agreement is set to expire on April 27, 2026. This amendment does not modify the term of the Agreement. Staff will return to the City Council with a recommendation regarding renewal or solicitation of proposals prior to expiration.

Amendment #2 is presented for formal Council approval to incorporate these operational changes.

Fiscal Impact: No additional fiscal impact. The revised operating schedule can be accommodated within existing contractual and staffing resources.

Recommended Action: Approve Amendment #2 to the Visitor Center Agreement with the Needles Area Chamber of Commerce establishing operating hours of 8:00 a.m. to 1:00 p.m., Thursday through Monday.

Submitted By: Patrick Martinez, City Manager

City Manager Approval: Patrick J. Martinez

Date: 2/19/2026

Other Department Approval (when required): _____

Date: _____