

Please find below the Monterey County Board of Supervisors' ("Respondent") response to the 2024-25 Civil Grand Jury report entitled, **Road Safety in Monterey County: Where to Report a Problem.**

Finding

F5. MCPWD does not have an online "Request for Service" form on its website for road safety and repair issues, making it more difficult for the County residents to report a problem.

Response to F5: The Respondent agrees with the finding. While the Public Works Facilities and Parks (PWFP) website has a link to email a Public Works (PW) Service Request, the websites navigation can be improved to provide a clearer path to submit Request for Services. Upon receipt of the Civil Grand Jury report, staff has started to explore ways to improve this forward-facing feature on our website.

F6. The availability of the Salinas, Soledad, and *Monterey County uConnect* mobile apps are largely unknown to the public, rendering them of little use.

Response to F6: The Respondent agrees with the finding. The County of Monterey does provide a link to the Mobile App on their main landing page but the link was not specifically highlighted on the PWFP Department webpage. PWFP Staff recognize that this is an area that can be improved.

F9. Caltrans, TAMC, and the Monterey County Department of Public Works collaborate effectively with local municipalities to complete road and traffic projects.

Response to F9: The Respondent agrees with the finding. PWFP is dedicated to sharing information about projects that impact the motoring public across jurisdictional boundaries. As part of our effort to relay information to the public, we reach out to Caltrans, the Transportation Agency for Monterey County (TAMC), and affected municipalities. Our website displays road closure information and provides phone numbers and contact information for obtaining State Highway information. We also regularly share our press releases regarding projects with the Public Information Officer (PIO) at Caltrans and impacted municipalities and offices of elected officials representing the specific project locations.

When opportunities arise for joint construction projects between the County and municipalities do arise (whereby one jurisdiction's road project overlaps with a County road project), PWFP aims to engage in a combined joint construction project. In doing so, the public agencies could realize more streamlined and efficient coordination of traffic control and work activity, and potential cost savings in the form of reduced administrative overhead costs, more economic unit prices from economies of scale, etc.; in turn, all benefiting the public. PWFP has had history of joint construction project accomplishments over the last several years, such as the "Gloria/Iverson/Johnson Canyon Road Reconstruction Project" with City of Gonzales (whereby approximately 5 miles of roads were reconstructed, with the City overseeing the design phase and the County overseeing the bidding and construction) and the "Roundabout at the Intersection of Alisal Road and Sconberg Parkway and Pavement Rehabilitation of Portion of Alisal Road" with the City of

Salinas (whereby the City's roundabout and road rehabilitation of the nearby City street included work on a portion of the County road of Alisal).

Recommendation

- R5. Monterey County create a direct link to an electronic "Request for Service" form on its website for road repair or safety issues by 10/31/25.

Response to R5: The recommendation has been implemented. Following the Civil Grand Jury report, PWFP staff modified the webpage to include a distinct tab labeled PW Request for Service (RFS). The subpage outlines the types of repair and safety concerns that can be reported by submitting a RFS and then identifies three methods to achieve the request: Online Request, Call or Email, and Mobile App. Additionally, the text under "How Do I....Report" on the County of Monterey landing page was updated from "Pothole" to "Road Repair & Safety Issues – Submit a Request for Service (RFS) to create consistent and redundant use of terminology to improve website navigation. For convenience, please see the link below:

<https://www.countyofmonterey.gov/government/departments-i-z/public-works-facilities-parks/pwrequest-for-service-rfs>

- R6. Monterey County and the cities of Salinas and Soledad promote their service request apps by prominently displaying information regarding their availability on the Public Works webpages, on other relevant pages of their websites, and through social media by 12/31/25.

Response to R6: The recommendation has been implemented. We added a link for instruction to download the mobile app as a method to submit a Public Works (PW) RFS was added to under the PW Request for Service (RFS) tab. PWFP will continue to collaborate with the County Communications to promote the *Monterey County uConnect* App to PW Request for Service. For convenience, please see the link below:

<https://www.countyofmonterey.gov/government/departments-i-z/public-works-facilities-parks/pwrequest-for-service-rfs>