



County of Monterey

PUBLIC WORKS, FACILITIES AND PARKS

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MEMORANDUM

Date: May 30, 2025

To: Sonia M. De La Rosa, County Administrative Officer

From: Randell Ishii, MS, PE, TE, PTOE
Director of Public Works, Facilities and Parks

Subject: 2024-2025 Monterey County Civil Grand Jury Final Report – “Road Safety in Monterey County: Where to Report A Problem”

cc: Lindsay Lerable, Assistant Director of Public Works, Facilities and Parks
Enrique M. Saavedra, P.E., Chief of Public Works

Pursuant to Penal Code Sections 933 and 933.05, please accept this memorandum as the formal response to the 2024-2025 Monterey County Civil Grand Jury Final Report – “Road Safety in Monterey County: Where to Report A Problem”.

The Department of Public Works, Facilities and Parks (PWFP) would like to thank the Civil Grand Jury for their efforts and fair review of our operations. There were many unique and idiosyncratic details/procedures from the different agencies, that the jurors had to cull through and analyze.

It is the philosophy of PWFP to receive feedback so we can best meet our mission of providing safe and efficient infrastructure for the constituents of Monterey County.

Findings:

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 F5: Agree

While the PWFP website has a link to email a Public Works (PW) Service Request, the wayfinding within the website can be improved to create a more clear path to submit Request for Services. Upon receiving the Civil Grand Jury report, staff has begun to work on 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 F6: Agree

The County of Monterey does provide a link to the Mobile App on their landing page but was not specifically noted on the PWFP Department webpage. PWFP Staff noted that this is an area that can be improved.

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

Response F9: Agree

PWFP strives to share information on projects affecting 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 that displays road closure information, provides phone numbers and related contact information to get 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 for joint construction work between the County and municipalities do arise (whereby one jurisdiction's road project overlaps with a County road project), PWFP strives 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).

Recommendations:

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 R5: Agree

After receiving the Civil Grand Jury report PWFP staff, made modifications to the webpage so there is a distinct tab labeled PW Request for Service (RFS). The subpage outlines which type of repair and safety concerns could 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/pw-request-for-service-rfs>

The screenshot shows the County of Monterey Request for Service (RFS) form. At the top is the County of Monterey seal. Below it, the title reads "County of Monterey Request for Service: Road Repair or Safety Issues". A red line of text states: "For emergencies, dial 911 and request assistance." Below this, a paragraph explains: "For road repair or general safety concerns, complete the form below. Public Works, Facilities and Parks staff will forward your request to the appropriate road crews. You will receive a copy of the request at the email provided in the form." The form itself is a white box with the following fields: "Email *" (text input), "Phone # *" (text input with a dropdown for country code, currently showing "+1"), "First Name *" (text input), "Last Name *" (text input), and "Type of Request *" (radio button selection). The radio button options are: "Dead Animal", "Debris Removal", "Drainage", "Flooding", and "Graffiti".

Figure 1. Screenshot of Online Electronic RFS Form.

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 R6: Agree

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 work 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/pw-request-for-service-rfs>