

**El Dorado County Board of Supervisors
Response to the
2024-25 El Dorado County Grand Jury Report
(Case 25-04: DOT Maintenance – Where the Rubber Meets the Road)**

Case 25-04: DOT Maintenance – Where the Rubber Meets the Road

The Grand Jury has requested responses from the Board of Supervisors to All Findings and Recommendations.

Consistent with previous practice and pursuant to Board Policy A-11, the Chief Administrative Office is responsible for coordinating the County's response to the Grand Jury. Responses to the Grand Jury Report are directed by Board Policy A-11 and Penal Code 933.05. Accordingly, the Chief Administrative Office has reviewed and compiled the responses from all non-elected department heads into this Initial Draft Response for the Board's consideration.

FINDINGS

- F1. After a public complaint is received and logged by Department of Transportation staff, the software used to forward a work order to maintenance staff or to update the complainant has not worked consistently since mid-2024.

The Board of Supervisors disagrees partially with the finding.

The software system currently utilized no longer automatically updates maintenance staff or the complainant; however, an alternate method has been adopted to ensure maintenance staff is made aware of complaints and responses are provided to complainants. Department of Transportation staff has actively been researching alternate complaint software systems.

- F2. There are no documented Department of Transportation procedures for processing public-generated roadway complaints.

The Board of Supervisors disagrees partially with the finding.

When the current complaint software system was implemented, how-to guides were generated outlining procedures for its use; however, the how-to guides have not been updated recently to reflect the current non-automated distribution and documentation process.

- F3. The Board of Supervisors does not request, and Department of Transportation does not provide to the Board of Supervisors, data on public-generated complaints, actions taken to address them, progress metrics, or the status of complaint-driven road maintenance repairs.

The Board of Supervisors disagrees partially with the finding.

The Department of Transportation does not report to the Board of Supervisors on public complaints on a regular basis; however, when the Board of Supervisors requests information regarding complaints, the Department of Transportation provides the requested information to the Board of Supervisors.

- F4. The Department of Transportation relies heavily on public input to identify specific road hazards on the County's extensive road network. However, only a small portion of the public is aware that its input is important or even welcomed, and where to provide it.

The Board of Supervisors disagrees wholly with the finding.

The Department of Transportation believes public input is important but does not rely heavily on public input as it only accounts for roughly 30% of all road maintenance concerns that result in road maintenance work.

While the Department of Transportation cannot know the level of public awareness or whether the public feels welcome to comment on road hazards, adequate opportunities exist for the public to report road concerns. The Department of Transportation website and Facebook page both provide the Department's email address and phone number that the public can use to report an issue. In addition, this information is frequently mentioned at the Board of Supervisors meetings, public gatherings and town hall meetings. In addition, there is a Request for Road Maintenance form on the County webpage that automatically submits the request to Department of Transportation.

RECOMMENDATIONS

- R1. Adopt and deploy a software package that will assist staff in fully electronic processing of roadway complaints by January 1, 2026.

The recommendation has not yet been implemented but will be implemented in the future.

As noted in the response to Finding 1, Department of Transportation staff has been actively researching alternate complaint systems and participating in demonstrations that will result in the implementation of a more reliable, efficient system. Timeframe for implementation is dependent on the system selected, but the Department of Transportation hopes to implement the new software system prior to January 1, 2026.

- R2. Adopt a formal, written procedure to receive, track and respond to residents' requests for road repairs by July 31, 2025.

The recommendation has been implemented.

The Department of Transportation updated the written procedure documenting how to manually receive, track and respond to residents' complaints. Once a new complaint software system is implemented, a new procedure for using that system will also be implemented.

- R3. Establish goals and performance metrics which measure the efforts of the Department of Transportation and report them to the Board of Supervisors quarterly to track the effectiveness of complaint-driven road repairs by July 31, 2025.

The recommendation will not be implemented because it is not warranted.

As note in the responses to Finding 1 and Recommendation 2, the Department of Transportation staff has been actively researching alternate complaint systems and participating in demonstrations that will result in the implementation of a more reliable, efficient system for tracking complaints.

- R4. Submit a quarterly report on key metrics of County-wide road maintenance and repair requirements/efforts to the Board of Supervisors and to the public beginning by July 31, 2025.

The recommendation will not be implemented because it is not warranted.

The Department of Transportation reviews road maintenance projects during Board of Supervisors meetings multiple times throughout the year, specifically during the annual Road Maintenance and Rehabilitation Act of 2017 reporting agenda items, budget hearings, and agenda items regarding competitively bid public works agreements. The Board recognizes that resources within the department are already strained, and would prefer those resources to be focused on implementing road repairs rather than preparing reports. The Board may ask the department for information from the tracking system at any time.

- R5. Increase efforts to encourage and facilitate public input by various means (such as truck signage, flyers and social media) by July 31, 2025.

The recommendation will not be implemented because it is not warranted.

As stated in the response to Finding F4 above, the Department of Transportation utilizes public-facing opportunities for public input that are aligned with current industry standards.