

Grand Jury Report RESPONSE FORM

Grand Jury Report Title : Your Ticket to Ride: Mendocino Transit Authority

Report Dated : May 12, 2009

Response Form Submitted By:

Bruce Richard
General Manager
Mendocino Transit Authority
241 Plant Road
Ukiah, CA 95482

Response MUST be submitted, per Penal Code §933.05, no later than: August 12, 2009

I have reviewed the report and submit my responses to the FINDINGS portion of the report as follows:

- ☐ I (we) agree with the Findings numbered:
1-5, 7-9, 11-21, 25-33, 36-47, 49-63
- ☐ I (we) disagree wholly or partially with the Findings numbered below,
and have **attached, as required**, a statement specifying any portion of
the Finding that are disputed with an explanation of the reasons therefore.
6, 10, 22, 23, 24, 34, 35, 48

I have reviewed the report and submit my responses to the RECOMMENDATIONS portion of the report as follows:

- ☐ The following Recommendation(s) have have been implemented and **attached, as required**, is a summary describing the implemented actions:
#3
- ☐ The following Recommendation(s) have not yet been implemented, but will be implemented in the future, **attached, as required** is a time frame for implementation:
#1

- ☐ The following Recommendation(s) require further analysis, and attached as required, is an explanation and the scope and parameters of the planned analysis, and a time frame for the matter to be prepared, discussed and approved by the officer and/or director of the agency or department being investigated or reviewed: (This time frame shall not exceed six (6) months from the date of publication of the Grand Jury Report)

#4

- ☐ The following Recommendations will NOT be implemented because they are not warranted and/or are not deemed reasonable, attached, as required is an explanation therefore:

#2

I have completed the above responses, and have attached, as required the following number of pages to this response form:

Number of Pages attached: **2**

I understand that responses to Grand Jury Reports are public records. They will be posted on the Grand Jury website: www.co.mendocino.ca.us/grandjury. The clerk of the responding agency is required to maintain a copy of the response.

I understand that I must submit this signed response form and any attachments as follows:

First Step: E-mail (word documents or scanned pdf file format) to:

- The Grand Jury Foreperson at: grandjury@co.mendocino.ca.us
- The Presiding Judge: grandjury@mendocino.courts.ca.gov
- The County's Executive Office: ceo@co.mendocino.ca.us

Second Step: Mail all originals to:

- Mendocino County Grand Jury
P.O. Box 629
Ukiah, CA 95482

Printed Name: Bruce Richard

Title: General Manager

Signed: 

Date: 8-10-09

Disagreements on FINDINGS

6. In addition to the listed responsibilities, the Maintenance Department also maintains vehicles of outside agencies (cost +), repairs and maintains all MTA buildings and facilities including shelters.
10. Most MTA employees have been represented by Teamsters, Local 624, since March 26, 2006 (not January 1, 2006) as stated in finding #11.
22. MTA will be hiring a bilingual Mobility Management Coordinator in August 2009. The Coordinator is not a Management position. (S)he will report to the Manager of Marketing & Planning.
23. The Dodge Sprinter has a diesel engine. The Trolley is also used in regular public service. Footnote 2 is misleading. All of MTA's vehicles used in public service are accessible to persons confined to wheelchairs or with other disabilities.
24. The California Air Resources Board (CARB) forbids the acquisition and operation of heavy-duty buses with emissions in excess of specified standards for NOx and PM-10 (smoke). These standards are becoming more and more stringent, but engine manufacturers continue to make improvements to satisfy them. Therefore, buses with CARB certified diesel engines can be used; alternatively fueled engines are not required. Never the less, MTA will be buying hybrid and eventually electric powered vehicles for emissions and economic reasons.
34. The 2007 grant helped to fund 14 new or replacement passenger waiting shelters, 17 new or replacement benches and solar lighting on 13 shelters. The beautiful new shelter for the town of Mendocino will be installed in August or September 2009.
35. MTA operates two routes from Mendocino County to Santa Rosa. One runs from Point Arena to Bodega and into Santa Rosa. The other serves Mendocino, Fort Bragg, Willits Ukiah and Hopland on its way to Santa Rosa. Therefore, most of the county has direct bus access to Santa Rosa and connecting transit services.
48. MTA posts route and schedule information signs at all 46 passenger waiting shelters, plus 140 other of the most heavily used bus stops. That represents almost all of the bus stops where passengers board buses.

Response to RECOMMENDATIONS

Implemented: #3. MTA's website now includes the zonal fares for dial-a-ride services in Ukiah and Fort Bragg. In addition, a page has been added that describes the process for disabled passengers to obtain an authorized ID card. We thank the Grand Jury for pointing out that deficiency.

Will be Implemented: #1. The time has come to update our Short-Range Transit Development Plan. MTA will seek funding for the work this year, and if successful, will hire a consulting firm to perform the work in FY 2010/11.

Requires further analyses: #4. MTA will consider and analyze a “Return Ride Guarantee” in Ukiah, Willits and Fort Bragg. The recommendation was aimed at cyclists who were able to ride the bus one direction, carrying their bike on the bike rack, but unable to load their bike for the return trip for lack of capacity in the rack. This is certainly a limitation of the bikes on buses program. Many other transit systems have the same bike racks, so plenty of experience is available from which to draw. In the process, MTA might consider other “Guaranteed Ride Home” uses that are more common in the industry, such as for riders who miss the last bus.

During this fiscal year, MTA staff will contact other transit systems with bike racks to ascertain what they do for cyclists who can not load their bikes for the return trip. If a simple, inexpensive solution comes to light, we could possibly implement it soon. MTA will also add the task to the 2010/11 Short-Range Transit Development Plan scope of work.

Will not be Implemented: #2. The Grand Jury recommends that Drivers check for missing or incorrect information on bus stop signs. MTA does a lot of work to provide route and schedule information for our customers. We have it on-line, via pre-recorded telephone 24-7, printed timetables available in many locations, via phone by real people during the day weekdays. Another method is attaching information signs at the most popular bus stops. Staff works the weekend before schedule revisions, which occur four times a year, to post these signs. Periodically, a sign is vandalized or removed by someone other than MTA staff.

Although bus drivers go by or stop at every bus stop, they have too many essential duties to perform safely on a tight schedule to take on this additional task. Rather, the staff who installs the signs and also maintains and repairs the passenger waiting shelters is in a much better position to perform this important work. Those staffers are at the shelters on a regular basis. It would be relatively easy for them to check the post signs once or twice a quarter to ensure they are still there. Accuracy is not a problem. They are checked in the office before they go out.