



August 4, 2016

The Honorable Suzanne N. Kingsbury
El Dorado County Superior Court
1354 Johnson Blvd.
South Lake Tahoe, CA 96150

Sent via US Mail and Email
courtadmin@eldoradocourt.org

Subject: Response to El Dorado County 2015-16 Grand Jury Report
Dial-A-Ride Case 15-02, May 12, 2016

Honorable Judge Kingsbury:

The following is the El Dorado County Transit Authority (El Dorado Transit) response to the findings and recommendations of the El Dorado County 2015-16 Grand Jury Report entitled Dial-A-Ride Case 15-02, May 12, 2016.

GRAND JURY REPORT FINDINGS

F1. Dial-A-Ride resources are not adequate to fulfill reservation requests.

Agency response: El Dorado Transit agrees with finding F1. Dial-A-Ride is in high demand due to the convenience of curb-to-curb service and there are times when this very popular service demand exceeds available resources (funding; drivers and vehicles). Currently, El Dorado Transit schedules one (1) additional vehicle daily and places this in service if necessary to meet service requests.

GRAND JURY RECOMMENDATIONS

R1. Explore alternate funding sources, to include grants, augment operations and address future demands.

Agency response: This recommendation has and will continue to be implemented annually.

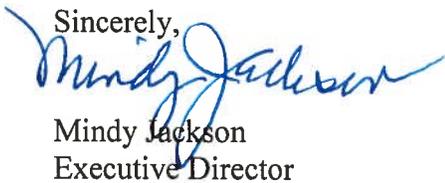
El Dorado Transit routinely considers and evaluates available/supplemental funding for all services, including Dial-A-Ride. Periodically, a five (5) year Short-Range Transit Plan (SRTP) is prepared by an independent consultant that includes a Demand Analysis and Financial Alternatives for existing and recommended service changes. The SRTP is a business plan that allows El Dorado Transit to plan and project service changes based on demand and available/known revenue. The current SRTP (Fiscal Years 2014/15 through 2018/19) recommends twelve (12) service improvements, including expansion of Dial A-Ride. The

evaluation of service recommendations is reviewed and considered in each annual budget process.

During Fiscal Year 2016/17 El Dorado Transit will engage in a public participation process including focus/stakeholder meetings, to review the findings of a Dial-A-Ride Zone Assessment Study and Implementation Plan for the Western Slope of El Dorado County, February 2016. The public participation process will provide guidance on program criteria, processes and procedures to improve service delivery and program efficiencies. Recommended changes to the Dial-A-Ride program that are developed out of the public participation process, will be considered by the El Dorado Transit Board of Directors.

There is a planned detailed presentation of the Dial-A-Ride budget and operation for the regularly scheduled August 4, 2016 El Dorado County Transit Board meeting.

Sincerely,

A handwritten signature in blue ink that reads "Mindy Jackson". The signature is fluid and cursive, with the first name "Mindy" being more prominent than the last name "Jackson".

Mindy Jackson
Executive Director