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Chairman

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**Response of the Tuolumne County Transit Agency (TCTA) Board of Directors to the 2023–2024
Tuolumne County Civil Grand Jury Compliance Report (Dated April 21, 2025)**

Pursuant to California Penal Code Section 933.05, the Tuolumne County Transit Agency (TCTA) Board of Directors respectfully submits the following responses to Findings F5 and F6 and Recommendation R2.

Finding F5

The TCTA did not provide a timeline for implementation of Recommendation R2.

Response:

The TCTA Board of Directors agrees with this finding.

Finding F6

The TCTA did not provide a timeline for implementation of Recommendation R6.

Response:

The TCTA Board of Directors agrees with this finding.

Recommendation R2

The TCTA Executive Director and Board of Directors should meet with County Counsel and Human Resources/Risk Management to ensure that all agencies are working in concert.

Response:

The recommendation will be implemented.

The TCTA Board of Directors will direct staff to coordinate a meeting between the TCTA Executive Director and representatives from County Counsel and County Human Resources/Risk Management. The purpose of this meeting is to ensure alignment and coordinated efforts between agencies.

Recognizing the requirements of the Brown Act, the TCTA Board of Directors clarifies that Board members will not meet outside of a properly noticed public meeting, unless a specific matter arises that qualifies for a closed session discussion under applicable law. If necessary, the Board may request that representatives from Human Resources and/or County Counsel attend a future public meeting of the TCTA Board to discuss relevant issues and provide information.

Staff is directed to schedule and conduct these coordination meetings before July 1, 2025, and to report back to the Board regarding any issues that may require Board consideration or action.

Recommendation R6

TCTA should either sanction the transit operator, Storer, for failure to meet the 95% on-time performance standard or negotiate a more realistic standard.

Response:

The recommendation will be implemented.

The TCTA is actively addressing this recommendation through three coordinated actions:

1. Contract Review and Performance Reporting Improvements:

TCTA staff is reviewing the transit services agreement with Storer Transit Systems to identify and clarify contractual remedies related to on-time performance standards. As part of this effort, TCTA is also improving its method for evaluating and reporting on-time performance. Currently, TCTA reports performance for every service day of the month, noting extraordinary events (such as severe weather, major traffic incidents, or emergency detours) separately in the narrative. Moving forward, TCTA will calculate on-time performance based only on service days that were not affected by extraordinary events beyond the operator's control. If any service days are excluded from the calculation due to extraordinary circumstances, the number of excluded days and the specific reasons for their exclusion will be clearly documented in the narrative report. This updated methodology will ensure a more accurate and fair reflection of the transit operator's performance, particularly in a rural area like Tuolumne County where small delays can compound over long distances.

2. Performance Standard Evaluation:

TCTA and Storer have initiated discussions to evaluate whether the current 95% on-time performance standard remains realistic under operational conditions. Adjustments to the performance metrics are under consideration to ensure that performance expectations remain ambitious yet achievable, reflecting the realities of rural transit operations. Recommendations regarding any proposed adjustments to the current standard are expected to be brought forward for TCTA Board consideration in August 2025.

3. Service Performance Improvement Plan and Contract Enforcement:

TCTA is collaborating with Storer to develop and implement a performance improvement plan aimed at enhancing service reliability and minimizing delays. TCTA will continue to work closely with the transit operator to provide high-quality, reliable service to riders. Additionally, TCTA will make use of the contract provisions that allow for the assessment of liquidated damages when the operator fails to meet established performance standards, as appropriate. This

approach reinforces accountability while supporting continuous improvement in service delivery. These actions are underway and will be completed, with implementation of any negotiated changes or corrective measures, by October 1, 2025.

Approved by the Tuolumne County Transit Agency Board of Directors on June 11, 2025.