



San José
Unified
School District

(ENDORSED)
FILED
SEP 20 2018
Clerk of the Court
Superior Court of CA County of Santa Clara
BY Janice Jones DEPUTY

September 17, 2018

RESPONSE TO 2016-2017 CIVIL GRAND JURY REPORT FOLLOW-UPS

Preparing
today's students
to be the
thinkers,
leaders,
and creators
of tomorrow.

Dear Judge Lucas:

Please find below the San José Unified School District's response to the Santa Clara County *2016-17 Civil Grand Jury Report Follow-Ups: School Districts Still Failing Seniors (Parcel Tax Exemption Law)*.

In addition to the required responses, the San José Unified School District notes that the table on Page 14 of 28 of the report may be misleading to some readers as it pertains to the San José Unified School District. First, the San José Unified School District has accepted and continues to accept in-person applications for parcel tax exemptions. Second, the San José Unified School District has issued and will continue to issue a refund of a parcel tax payment when the collection of the payment was an error. This determination is made on a case-by-case basis.

Please do not hesitate to contact me if you need any additional information.

Sincerely,

Stephen McMahon
Deputy Superintendent

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San José, CA 95126

Finding 1: The 2018 Grand Jury found that the San José Unified School District has failed to make it convenient for resident homeowners who are 65 or older or disabled to apply by not having a clearly marked parcel tax link on the home page of their website.

*** The San José Unified School District disagrees wholly with this finding. The splash page of San José Unified's website was designed for use across devices (desktop, laptop, pad, mobile, et cetera) as well as across browsers (Chrome, Firefox, Safari, Explorer, et cetera). The top of the splash page contains the "Menu" for the website. The website menu clearly and distinctly shows "Parcel tax". Selecting parcel tax displays all of the information necessary to apply for a parcel tax exemption. The parcel tax link was viewed 1,607 times in the one-year period from August 16, 2017 through August 15, 2018. Further, San José Unified has processed 1,454 exemptions since the parcel tax took effect on July 1, 2017.**

Recommendation 1: The San José Unified School District should place a parcel tax link clearly marked on the home page of its website that leads directly to parcel tax information and exemption forms, by Aug. 31, 2018.

*** The San José Unified School District will not implement this recommendation because it is not warranted. As stated in response to Finding 1, above, the San José Unified School District has designed its website to be accessible to all users. This includes clear access to parcel tax information, which the website currently has.**