



CITY OF CAMPBELL
City Council

September 2, 2026

Honorable Julie A. Emede
2025-2026 Presiding Judge
Superior Court of California
County of Santa Clara
191 North First Street
San Jose, CA 95113

**RE: Response to the 2025-2026 Santa Clara County Civil Grand Jury Report,
"Pothole Damage: Improving claims processes within Santa Clara County"
Dated June 12, 2026**

Dear Honorable Judge Emede,

The City of Campbell thanks you and the members of the Civil Grand Jury for your work on this important topic. Attached, please find the City's response to the 2025-2026 Santa Clara Civil Grand Jury Report, "Pothole Damage: Improving claims processes within Santa Clara County."

The response was reviewed and approved by the Campbell City Council on September 1, 2026. The attached document contains the City's responses to Findings 1, 2, and 3 and Recommendations 2a, 2b, 3a, and 3b.

If you have any questions, please contact Brian Loventhal, City Manager at CMOffice@CampbellCA.gov or (408) 866-2125.

Sincerely,


Daniel E. Furtado

City of Campbell Response to the Santa Clara County Civil Grand Jury Report

Mayor

Attachment: City of Campbell Response to the 2025-2026 Santa Clara County Civil Grand Jury Report

cc: City of Campbell City Council
Foreperson, 2025-2026 Santa Clara County Civil Grand Jury
Clerk of the Santa Clara County Superior Court

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Attachment

Finding 1

Jurisdictions within Santa Clara County rejected 92% of pothole claims from 2020 to 2025 due to reasons including missed deadlines, incorrect jurisdiction, and lack of prior notice.

Response: N/A

The City Grand Jury is simply stating a fact here and did not include a recommendation with its finding. Nevertheless, the City will note that it has a fiduciary responsibility to protect public funds entrusted to its care. And as allowed by legal statute, authorized City staff will reject claims if they miss deadlines, show incorrect jurisdiction, or lack prior notice. Failure to do so may open the City up to claims and costs for which it has no legal liability. And legal immunities such as these were put in place to account for the fact that no public agency can reasonably know of all deficiencies that exist within its jurisdiction such as potholes due to staffing and fiscal constraints; nor can it pay out any and all claims that it receives and risk fiscal insolvency.

Finding 2

Claims are often rejected because the claimant filed with the incorrect jurisdiction, which can happen because jurisdictional lines are often unclear or poorly communicated. The claims websites of all jurisdictions within Santa Clara County lack information about how to determine if a road is in its jurisdiction.

Recommendation 2a

All jurisdictions within Santa Clara County should include a link to a map or list of roads they maintain on their claims website. The jurisdictions should implement this by December 15, 2026.

*Response: **The City already complies***

The City of Campbell maintains a robust publicly accessible [GIS system](#) which visually details which streets and roads are within the City of Campbell and when clicked on provide detail as to which agency maintains and owns each street and road. Two examples of this are shown below. In addition, as shown in Example 3, the GIS map shows jurisdictional boundary lines between cities or towns such as Campbell, San Jose, and Los Gatos. Thus, while improvements can always be made such as linking this data to a central claims webpage, the City does feel that it already complies with this recommendation, and no further action is necessary at this time.

Example 1 – Response to Recommendation 2a – SB Highway 17

Attachment

Example 2 – Response to Recommendation 2a – W Latimer Ave

Example 3 – Response to Recommendation 2a – Boundry Lines

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Attachment



Recommendation 2b

All jurisdictions within Santa Clara County should update their claims websites to identify roads that are commonly mistaken as being in their jurisdictions. The jurisdictions should implement this by December 15, 2026.

Response: The City may choose to implement this recommendation if it deems it in its best interest and that of the public

Based on legal advice as well as that from its risk sharing pool, PLAN JPA, the City of Campbell has historically not maintained a claims website as a precaution to prevent frivolous claims from easily being submitted and unnecessarily tie up limited City staff time and financial resources. Nevertheless, claims forms may be obtained from the City Clerk's office and submitted in person, through the mail, or via e-mail once completed with all applicable supporting documentation. The City of Campbell also again maintains a robust publicly accessible [GIS system](#) which visually details which streets and roads are within the City of Campbell and when

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clicked on provide detail as to which agency maintains and owns each street and road. Thus, while improvements can always be made such as creating a City claims website and identifying on that website which roads that are commonly mistaken as being in Campbell, the City is under no legal obligation to do so and is legally compliant in its claims processes as they exist today. Nevertheless, implementing recommendation 2b is a business decision that the City could choose to make if it deems it fiscally and operationally feasible and within the City's and the public's best interests.

Finding 3

Fifteen jurisdictions – the County, Campbell, Cupertino, Gilroy, Los Altos, Los Altos Hills, Los Gatos, Milpitas, Monte Sereno, Morgan Hill, Mountain View, Palo Alto, San José, Santa Clara, and Saratoga – have websites with deficiencies that make it difficult to file a claim.

Recommendation 3a

Eleven jurisdictions – the County, Campbell, Cupertino, Los Altos, Los Altos Hills, Milpitas, Monte Sereno, Morgan Hill, Mountain View, San José, and Saratoga – should update their websites to provide clear instructions and information about how to file a claim in addition to a link to the claim form. The jurisdictions should implement this by December 15, 2026.

Response: The City may choose to implement this recommendation if it deems it in its best interest and that of the public

Based on legal advice as well as that from its risk sharing pool, PLAN JPA, the City of Campbell has again historically not maintained a claims website as a precaution to prevent frivolous claims from easily being submitted and unnecessarily tie up limited City staff time and financial resources. However, should the City make a business decision to develop a claims website, it will make sure to include clear instructions on the claims process and well as a link to the claim form.

Recommendation 3b

Fourteen jurisdictions – the County, Campbell, Cupertino, Gilroy, Los Altos, Los Altos Hills, Los Gatos, Milpitas, Monte Sereno, Morgan Hill, Mountain View, Palo Alto, San José, and Santa Clara – should incorporate useable software on their websites that can translate claim forms into multiple languages or provide claim forms in multiple languages based on the demographics they serve. The jurisdictions should implement this by December 15, 2026.

Response: The City may choose to implement this recommendation if it deems it in its best interest and that of the public

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Based on legal advice as well as that from its risk sharing pool, PLAN JPA, the City of Campbell has again historically not maintained a claims website as a precaution to prevent frivolous claims from easily being submitted and unnecessarily tie up limited City staff time and financial resources. However, should the City make a business decision to develop a claims website, it will make sure that it is translated into multiple languages based on the demographics Campbell serves where possible.