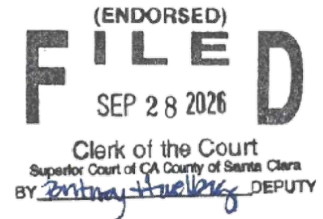




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September 28, 2026

Honorable Julie A. Emede
Presiding Judge (2026)
Superior Court of California
County of Santa Clara
191 North First Street
San José, CA 95113

RE: Civil Grand Jury Report

Dear Judge Emede:

Pursuant to California Penal Code section 933 et seq., please find enclosed the City of Cupertino's response to the 2026 Santa Clara County Civil Grand Jury Report entitled "Pothole Damage: Improving claims processes within Santa Clara County." The enclosed response was approved by the City Council for your review. Thank you for your consideration.

Sincerely,

Tina Kapoor
City Manager

Enclosure

CITY OF CUPERTINO RESPONSE TO THE FINDINGS AND
RECOMMENDATIONS OF THE 2026 SANTA CLARA COUNTY CIVIL GRAND
JURY REPORT, “POTHOLE DAMAGE: IMPROVING CLAIMS PROCESSES
WITHIN SANTA CLARA COUNTY”

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: **Agree.**

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.

Response: **Partially agree.** The City cannot comment on other cities’ actions but over the last 5 years, the City has infrequently rejected claims due to jurisdictional lines.

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: **Agree.** The City will implement this recommendation on its claims website by December 15, 2026.

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: **Agree.** The City will implement this recommendation on its claims website by reviewing historical claims data and identifying any locations which claimants mistakenly believed were within the City’s jurisdiction by December 15, 2026.

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.

Response: **Partially agree.** The City cannot comment on alleged deficiencies in other cities but will implement the Civil Grand Jury's recommendations on its website.

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: **Partially agree.** The City cannot comment for other cities but it will implement this recommendation on its website by December 15, 2026.

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: **Partially agree.** The City cannot comment for other cities, but will implement this recommendation on its website by December 15, 2026.