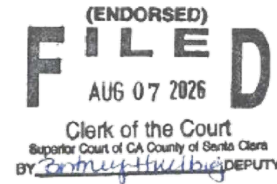


City of Gilroy

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**Administration
Department**

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<http://www.cityofgilroy.org>



August 04, 2026

Via Email (CGJ@scscourt.org) and U.S. Mail

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

Re: City of Gilroy Response to the 2025–2026 Civil Grand Jury Final Report — "Pothole Damage: Improving Claims Processes within Santa Clara County"

Dear Judge Emede:

Pursuant to California Penal Code sections 933(c) and 933.05, the City of Gilroy respectfully submits its response to the findings and recommendations directed to the City in the 2025–2026 Santa Clara County Civil Grand Jury's final report, "Pothole Damage: Improving Claims Processes within Santa Clara County," released June 12, 2026. The City is required to respond to Findings 1, 2, and 3 and Recommendations 2a, 2b, and 3b, and does so below in accordance with the response requirements of Penal Code section 933.05.

Response to Findings

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: The City of Gilroy agrees with the finding. According to the report, the finding reflects aggregate claims data reported by the sixteen jurisdictions across Santa Clara County.

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: The City of Gilroy agrees with the finding. The City's own claims experience confirms that jurisdictional boundaries are a common source of confusion.

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: The City of Gilroy partially disagrees with the finding. The City disagrees with the characterization of its website as having deficiencies that make it difficult to file a claim. The Civil Grand Jury's own investigation found that Gilroy is one of only five jurisdictions in Santa Clara County that provide adequate claims process information on their website.

The City is concerned that the finding measures fifteen jurisdictions against the electronic filing solutions adopted by a small number of agencies, and treats the absence of comparable features as a "deficiency." The Government Claims Act does not require electronic filing, and the appropriate filing method for each jurisdiction reflects local resources, claim volume, and records management practices. In Gilroy's case, an average of one to two pothole claims per year does not indicate a process that deters or burdens claimants.

The City does agree that its website does not currently include a direct link to a downloadable claim form, and it will add such a link to its claims webpages as a customer service improvement.

Responses to Recommendations

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 recommendation has not yet been implemented but will be implemented by December 15, 2026, consistent with the Civil Grand Jury's recommended timeframe.

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."*

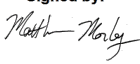
Response: The recommendation has not yet been implemented but will be implemented by December 15, 2026, consistent with the Civil Grand Jury's recommended timeframe.

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 recommendation has been implemented. The City has implemented the DocAccess software on its website, which translates all PDF documents, including forms, into multiple languages. The City has also added a direct link to a downloadable claim form.

The City of Gilroy thanks the Civil Grand Jury for its review and its recommendations to improve the accessibility and transparency of the claims process. Please contact the City Clerk's Office at (408) 846-0204 with any questions regarding this response.

Respectfully submitted,

Signed by:

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Matt Morley, City Administrator
On Behalf of Gilroy City Council
City of Gilroy