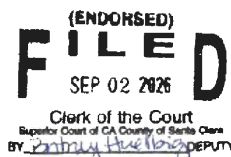




## City of Monte Sereno



18041 Saratoga-Los Gatos Road  
Monte Sereno, California 95030-4299  
Telephone: 408.354.7635  
www.montesereno.org

September 2, 2026

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

Subject: City of Monte Sereno Response to 2026 Santa Clara County Civil Grand Jury Report, " Pothole Damage: Improving claims processes within Santa Clara County "

Dear Judge Emede,

The City Council of the City of Monte Sereno reviewed the Santa Clara County Civil Grand Jury report titled "Pothole Damage: Improving claims processes within Santa Clara County" and is providing this response, as attached, pursuant to California Penal Code Sections 933 and 933.05.

It is the City Council's and staff's desire to appropriately address the Civil Grand Jury's findings and recommendations as related to the report. The City of Monte Sereno is committed to effective, accountable, and responsive local government. If additional information or clarification is necessary, the city will respond further as appropriate.

The City Council thanks the Santa Clara County Civil Grand Jury for its commitment to oversight of local government operations and for evaluating and providing input regarding services provided to the community. The City will continue to review the report, consider the comments received, and pursue improvements that support efficient and effective governance.

Respectfully submitted,

Signed by:

*Lionel M. Allan*

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**Lionel M. Allan, Mayor**  
City of Monte Sereno

cc: Diana Perkins, City Manager  
Kirsten Powell, City Attorney

## **EXHIBIT A**

### **City of Monte Sereno Response to 2025-2026 Santa Clara County Civil Grand Jury Report "Pothole Damage: Improving claims processes within Santa Clara County"**

#### **DISCUSSION**

The following responses are provided pursuant to California Penal Code Sections 933 and 933.05. The City responses are organized by the finding and recommendation numbering used in the Santa Clara County Civil Grand Jury report.

#### **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: Agreed.** Typically, when a claim has been reviewed and there is a legal basis for rejection, the claim is formally rejected, triggering the six-month statute of limitations for filing a lawsuit, rather than the two-year statute of limitations that may otherwise apply.

**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: Agreed.** The jurisdictional lines can be unclear and not directly communicated to someone wishing to file a claim.

**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: Agreed.** The City of Monte Sereno's website did not include information about filing a claim against the city.

#### **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.**

**Response: Implemented.** The City has added a citywide street map which notes the jurisdiction/authority for each street in the City. Additionally, the Clerk Clerk is available to assist claimants with inquiries pertaining to whether something is in the City's jurisdiction.

**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.**

**Response: Implemented.** The City of Monte Sereno has not received a claim regarding potholes since before 2020. However, since Caltrans Highway 9 is commonly mistaken as being

in the City's jurisdiction, the language added note this specific roadway as an example of a road commonly mistaken as being in the City's responsibility.

**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: Implemented.** The City's claim form, including information on how to file a claim, and a citywide street map have all been added to the City's website.

**Recommendation 3b. 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 – 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.**

**Response: Will not be implemented because it is not warranted or reasonable.** The City's website provides translation functionality that allows users to view webpages in dozens of languages. The claim form is also available as a downloadable PDF, which can be translated using widely available translation tools. Additionally, the City has provided supplemental information on the webpage to assist users with completing the form, and this information can be translated using the website's available translation tool.