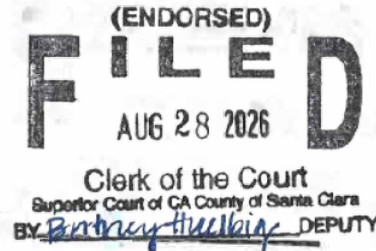




17575 Peak Avenue
Morgan Hill, CA 95037-4128
TEL: (408) 779-7271
www.morganhill.ca.gov

August 19, 2026

Honorable Julie A. Emede
Presiding Judge
Office of the Civil Grand Jury
Superior Court of California
County of Santa Clara
191 N. First Street
San Jose, CA 95113



Dear Judge Emede,

Thank you for the opportunity to review and respond to the June 12, 2026, Grand Jury Report, "Pothole Damage: Improving claims processes within Santa Clara County." The City of Morgan Hill's responses to the findings, which were approved by the City Council on August 19, 2026, meeting, are below:

Grand Jury 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.

City of Morgan Hill Response to Finding 1:

Noted.

Grand Jury Recommendation 1:

No recommendation.

Grand Jury 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.

City of Morgan Hill Response to Finding 2:

The City of Morgan Hill partially agrees with this finding. While Morgan Hill has, on occasion, rejected claims because the claimant filed with the incorrect jurisdiction, it is a relatively rare

occurrence. It agrees that its claims website currently lacks information about how to determine if a particular road is in Morgan Hill's jurisdiction.

Grand Jury 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.

City of Morgan Hill Response to Recommendation 2a:

The City of Morgan Hill concurs with this recommendation.

The City of Morgan Hill currently has a map within its pavement management report, which additionally includes a list of all City streets. This is located on the City's website at:

<https://www.morganhill.ca.gov/2539/Pavement-Rehab-Street-Cut-Moratorium>

The City intends to create an updated more usable PDF map to upload to the City's website.

Grand Jury 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.

City of Morgan Hill Response to Recommendation 2b:

City does not concur with this recommendation as the City does not see this as an appropriate remedy for the issue. The City receives very few claims wrongly sent to the City and there are many roads sharing the same or similar names within the City and County, which may ultimately result in further confusion by implementing this recommendation. Alternatively, the City plans to add text and a link to the map noted in Recommendation 2a, that recommends those filing a claim, review the location of their claim against the map before filing the claim.

Grand Jury 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.

City of Morgan Hill Response to Finding 3:

The City of Morgan Hill disagrees with this finding. Links to claims forms (in English or Spanish) are provided on the City's website and are easily located with an internet search. The form prompts the

claimant to provide all information required by the Government Claims Act, and it provides instructions on how to submit the claim.

Grand Jury 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.

City of Morgan Hill Response to Recommendation 3a:

The City concurs with this recommendation and will implement it within the recommended timeframe.

Grand Jury 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.

City of Morgan Hill Response to Recommendation 3b:

City concurs with this recommendation and has already achieved this step.

Sincerely,

Signed by:

Mark Turner

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Mark Turner

Mayor