



**City of
Santa Clara**
The Center of What's Possible

(ENDORSED)
FILED
SEP 08 2026
Clerk of the Court
Superior Court of CA County of Santa Clara
BY Anthony Hincley DEPUTY

City Manager's Office

Transmitted via Email

September 8, 2026

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

**Subject: Santa Clara County (SCC) Civil Grand Jury (CGJ) Report, Pothole Damage:
Improving claims processes within Santa Clara County**

Dear Judge Emede:

The City of Santa Clara received the 2025-2026 Santa Clara Civil Grand Jury Final Report, Pothole Damage: Improving claims processes within Santa Clara County dated June 12, 2026. Please find below the City's response to the Civil Grand Jury's Findings and Recommendations applicable to the City of Santa Clara, as required by Section 933.05(a) of the California Penal Code.

Response to Findings and Recommendations

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 Response to Finding 1

Relying on the research conducted by the Grand Jury, which the City has not independently verified, the City of Santa Clara agrees with the finding. In the City of Santa Clara, our records indicate that the City of Santa Clara rejected 85% of pothole claims from 2020 to 2025.

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 Response to Finding 2

The City of Santa Clara agrees with the finding in part. Eleven (11) of the forty-two (40) pothole claims submitted to the City of Santa Clara during the period January 1, 2020, through October 31, 2025, were directed to the wrong entity.

Julie A. Emede

Re: Santa Clara County Civil Grand Jury Report, Pothole Damage: Improving claims processes within Santa Clara County

September 8, 2026

Page 2 of 3

The City of Santa Clara is unique among the cities in the County in that we share our name with the County and various entities within the County. Misdirected claims received by the City are often the result of a claimant mistaking the City for the County or mistakenly thinking that the City is affiliated with an agency/entity that has "Santa Clara" in the title (such as Santa Clara Valley Transportation Agency or Santa Clara Valley Medical Center). That said, the City does agree that there is a benefit to be derived from providing additional information regarding roadways in our jurisdiction, as further discussed under Recommendations below.

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 Response to Finding 3

The City of Santa Clara disagrees with the finding as it relates to the City of Santa Clara. As noted in the report, both the City's claim form and claim instructions are clearly posted on the City's website. The City of Santa Clara has installed DocAccess, described further in response to Recommendation 3b, that enhances accessibility to the form and instructions for persons with disabilities. Furthermore, the DocAccess program also provides language translation functionality for these documents. For these reasons, we respectfully disagree that the City's website contains deficiencies that make it difficult to file a claim.

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 Response to Recommendation 2a

The City of Santa Clara agrees with the recommendation, in part, and it will be implemented. As described below, to the extent the City includes a list of roadways on its claims website, that list would more clearly communicate the information if it was a list of roadways maintained by other agencies.

The City's Information Technology Department is working to update its Geographic Information Services portal and estimates that this project will be completed by January 1, 2027. The update should provide information about the entity responsible for any particular roadway. A link to the portal will then be added to the City's claims instructions. In the alternative, the City may include a list of roads owned and/or maintained by other entities on its claims website (such as County owned/maintained expressways and State owned/maintained highways).

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.

Julie A. Emede

Re: Santa Clara County Civil Grand Jury Report, Pothole Damage: Improving claims processes within Santa Clara County

September 8, 2026

Page 3 of 3

The jurisdictions should implement this by December 15, 2026.

City Response to Recommendation 2b

The City of Santa Clara agrees with the recommendation, and it will be implemented.

The update to the City's claims instructions will be completed in conjunction with the implementation of Recommendation 2a. This list will be based upon data collected as of July 1, 2026.

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.

The jurisdictions should implement this by December 15, 2026.

City Response to Recommendation 3b

The City of Santa Clara agrees with the recommendation, and it has already been implemented.

In April, the City implemented DocAccess software to improve accessibility to its PDF documents. The software includes translation functionality that allows the claim form and instructions to be translated into languages consistent with the City's demographics.

Sincerely,



Jōvan D. Grogan
City Manager

cc: Sujata Reuter, Chief Assistant City Attorney
Aracely Azevedo, Assistant City Manager