



August 12, 2026

Mr. Dinesh Ramde
Santa Clara County Civil Grand Jury
Santa Clara County Superior Court Building
191 North First Street
San Jose, CA 95113

RE: Town of Los Altos Hills' Response to the 2025-26 Santa Clara County Civil Grand Jury Report
Pothole Damage: Improving Claims Processes within Santa Clara County

Dear Mr. Ramde:

Please accept this correspondence as the Town of Los Altos Hills' ("Town") responses to the Santa Clara County's Civil Grand Jury Report regarding Pothole Damage: Improving Claims Processes Within Santa Clara County ("Report"), specifically as to Findings #1 #2 and #3 and related Recommendations 2a, 2b, 3a and 3b as set forth in the Report.

Relative to Finding #1, the Town of Los Altos Hills maintains public streets that are generally free of potholes, and staff are not aware of any claims related to pothole damage. Therefore, the Town disagrees with the Finding.

Relative to Finding #2, the Town of Los Altos Hills is not aware of any pothole damage claims. Therefore, the Town has not denied any claims related to pothole damage and disagrees with the Finding.

Relative to Recommendation 2a, the Town will improve its website to provide clearer direction regarding how to file a claim for pothole damage on roads maintained by the Town and agrees to do so by December 15, 2026.

Relative to Recommendation 2b, the Town will update its claims website to identify roads that are commonly mistaken as being under the Town's jurisdiction and agrees to do so by December 15, 2026.

Relative to Finding #3, the Town provides information on its website regarding how to file a claim. Because the Town partially agrees with the Report's Finding, the Town will improve the website to make it more user-friendly by December 15, 2026.

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Relative to Recommendation 3a, by December 15, 2026, the Town agrees to undertake steps to update its website to provide clear instructions and information on how to file a claim and will include a direct link to the claim form itself.

Relative to Recommendation 3b, the Town will incorporate language translation services based on the Town demographics and will do so by December 15, 2026.

Sincerely,



Rajiv Bhateja
Mayor

cc: Town Manager