



City of Sand City  
1 Pendergrass Way  
Sand City, CA 93955

June 4, 2025

Honorable Stephanie E. Hulsey  
Judge of the Superior Court  
c/o Office of the County Counsel  
168 W. Alisal Street, 3<sup>rd</sup> Floor  
Salinas, CA 93901

**Re: 2024-2025 Monterey County Civil Grand Jury Report – “Road Safety in Monterey County: Where to Report a Problem”**

Dear Judge Hulsey,

This letter is in response to the 2024-2025 Monterey County Civil Grand Jury Report – “Road Safety in Monterey County: Where to Report a Problem”. This letter shall serve as the Mayor and City Council (collectively, the “City Council”) of Sand City’s (“City”) response to that report, pursuant to California Penal Code section 933.

As requested by the Grand Jury, the City reviewed the report and provides the responses below to the findings and recommendations set forth therein. We note that County Counsel’s transmittal letter mistakenly says the City is responsible for responding to Finding F6 and Recommendation R6 – rather, the report identifies the City’s responsibilities under Findings F1, F2 and Recommendations R1, R2. Please inform the City Manager’s office if additional responses are required. The City Council of Sand City authorized the following responses to the Grand Jury’s Report at its June 3, 2025 City Council meeting:

**Findings of the Grand Jury Investigation:**

**Finding F1.** The cities of Del Rey Oaks and Sand City do not have links to an online service request on the home pages of their websites, making it difficult for citizens to report an issue.

**Response:** The City Council agrees with the finding as it relates to Sand City. While the City does have a link to an online complaint form on its website, it agrees that there is not a separate link to an online service request for reporting road safety or maintenance issues.

**F2. Sand City's online public complaint form is tailored to complaints against a business or person. There is no separate service request form for reporting road safety or maintenance issues.**

**Response:** The City Council agrees with the finding. While the City does have a link to an online complaint form on its website, it agrees that the existing complaint form is focused on complaints against a business or person.

**RECOMMENDATIONS:**

**R1. The cities of Del Rey Oaks and Sand City add a link to the online service request form to the home pages of their websites by 7/31/2025.**

**Response:** The City will implement this recommendation. The City is in the process of redesigning its entire website which is expected to be completed in the summer of 2025. The City will include a link to an online service request form to report road safety or maintenance issues on its new site.

**R2. Sand City amend its public complaint form to include requests for service regarding road safety and maintenance issues by 9/30/2025.**

**Response:** The City has implemented this recommendation. Upon receiving the report, the City has already adjusted its website to make it clear that requests for service regarding road safety and maintenance issues may be reported on the form.

Please contact me if you have any questions or require additional information.

Sincerely,



Vibeke Norgaard  
City Manager, Sand City