



Santa Cruz County  
Civil Grand Jury

Grand Jury <grandjury@scgrandjury.org>

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## City of Scotts Valley 2019-2020 Grand Jury Responses

1 message

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**Tina Friend** <tfriend@scottsvalley.org>

Thu, Sep 17, 2020 at 8:49 AM

To: "grandjury@scgrandjury.org" <grandjury@scgrandjury.org>

Cc: Tracy Ferrara <tferrara@scottsvalley.org>

Members of the Santa Cruz Grand Jury:

Attached please find the approved responses from the Scotts Valley City Council to the following reports:

1. The Tangled Web: Oh, What a Managed Web We Weave . . .
2. Managers of Risk or Victims of Risk: Rocked by the Shocks
3. Homelessness: Big Problem, Little Progress: It's Time to Think Outside The Box
4. Ready? Aim? Fire! Santa Cruz County on the Hot Seat

All reports were approved at the September 16, 2020 Scotts Valley City Council meeting. Note that the "Tangled Web" report previously submitted by September 14, 2020 and is included here for convenience.

Thank you,

Tina Friend

Tina Friend

City Manager

City of Scotts Valley

[tfriend@scottsvalley.org](mailto:tfriend@scottsvalley.org)


(831) 440-5606



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**4 attachments**

 **1- TangledWeb\_ScottsValleyCityCouncil\_Packet.pdf**  
418K

 **2 - ManagingCityRisks\_ScottsValleyCC\_Packet.pdf**  
484K

 **3 - Homelessness\_ScottsValleyCC\_Packet.pdf**  
462K

 **4 - FireRisks\_ScottsValleyCC\_Packet.pdf**  
428K



**The 2019–2020 Santa Cruz County Civil Grand Jury  
Requires that the**

**Scotts Valley City Council**

**Respond to the Findings and Recommendations  
Specified in the Report Titled**

**The Tangled Web**

**Oh, What a Mangled Web We Weave...**

**by September 14, 2020**

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When the response is complete, please

1. Email the completed Response Packet as a file attachment to [grandjury@scgrandjury.org](mailto:grandjury@scgrandjury.org), and
2. Print and send a hard copy of the completed Response Packet to

The Honorable Judge John Gallagher  
Santa Cruz Courthouse  
701 Ocean St.  
Santa Cruz, CA 95060

## **Instructions for Respondents**

California law PC §933.05 (included [below](#)) requires the respondent to a Grand Jury report to comment on each finding and recommendation within a report. Explanations for disagreements and timeframes for further implementation or analysis must be provided. Please follow the format below when preparing the responses.

### **Response Format**

1. For the Findings included in this Response Packet, select one of the following responses and provide the required additional information:
  - a. **AGREE** with the Finding, or
  - b. **PARTIALLY DISAGREE** with the Finding and specify the portion of the Finding that is disputed and include an explanation of the reasons therefor, or
  - c. **DISAGREE** with the Finding and provide an explanation of the reasons therefor.
2. For the Recommendations included in this Response Packet, select one of the following actions and provide the required additional information:
  - a. **HAS BEEN IMPLEMENTED**, with a summary regarding the implemented action, or
  - b. **HAS NOT YET BEEN IMPLEMENTED BUT WILL BE IMPLEMENTED IN THE FUTURE**, with a timeframe or expected date for implementation, or
  - c. **REQUIRES FURTHER ANALYSIS**, with an explanation and the scope and parameters of an analysis or study, and a timeframe for that analysis or study; this timeframe shall not exceed six months from the date of publication of the grand jury report, or
  - d. **WILL NOT BE IMPLEMENTED** because it is not warranted or is not reasonable, with an explanation therefor.

### **Validation**

Date of governing body's response approval: September 16, 2020 (Due to the emergency situation caused by CZU August Lightning Complex Fire, the resultant evacuation of the City of Scotts Valley and repopulation about a week later, and the attendant urgent matters arising from a declared Local Emergency, approval of this response packet did not occur prior to September 16, 2020 as was planned. However, the response packet is tendered on September 14, 2020 and confirmation of City Council approval will follow on September 16, 2020.

If you have questions about this response form, please contact the Grand Jury by calling 831-454-2099 or by sending an email to [grandjury@scgrandjury.org](mailto:grandjury@scgrandjury.org).

**Findings**

**F1.** County and City website information is sometimes missing, out-of-date, and inaccurate; links may be broken. Thus, many city and county departments aren't updating their websites often enough to keep citizens informed.

**AGREE**

**PARTIALLY DISAGREE** – explain the disputed portion

**DISAGREE** – explain why

**Response explanation** (required for a response other than **Agree**):

The City of Scotts Valley posts all City Council, Committee and Commission agendas on the City website's Agenda Center. Some commissions/committees meet only as needed and a committee's last meeting may have been a year or more in the past. Thus, even though agendas and minutes from 2019 or earlier appear in the Agenda Center, the content is current. Similarly, the City maintains various plans and documents on its website and although they may be dated years in the past, the posted documents are still the most current. The City updates its website content regularly.

**F2.** County and City administrations lack a process to review content accuracy and currency and thereby assure timely correction and revision of content.

**AGREE**

**PARTIALLY DISAGREE** – explain the disputed portion

**DISAGREE** – explain why

**Response explanation** (required for a response other than **Agree**):

The City of Scotts Valley does not have the resources for a dedicated webmaster and staff manages the website on a departmental level. City staff reviews and updates City webpages on regular, although not regimented, schedule.

**F3.** County and City goals for website redesign or quality improvement are not sufficiently “SMART”: Specific + Measurable + Attainable + Relevant + Time-Bound.

**AGREE**

**PARTIALLY DISAGREE** – explain the disputed portion

**DISAGREE** – explain why

**Response explanation** (required for a response other than **Agree**):

The City of Scotts Valley implemented a major upgrade to its website in May 2018, moving from an antiquated website to the current, highly functional and easy-to-navigate site. The City of Scotts Valley has not adopted the formal goal paradigm of Specific + Measurable + Attainable + Relevant + Time-Bound. However, the City maintains the goal, as an operational prerequisite, to provide current, timely and useful information to the public.

**F5.** County and City website content providers do not provide an explanation in content for incorrect or out-of-date information, even though they appear to know the reasons.

**AGREE**

**PARTIALLY DISAGREE** – explain the disputed portion

**DISAGREE** – explain why

**Response explanation** (required for a response other than **Agree**):

When the City of Scotts Valley identifies outdated or inaccurate information on its website, it is rectified as soon as is practically feasible. We view our website as an important communication and engagement tool with the community and do not allow erroneous information to persist on our website.



## **Recommendations**

**R1.** The County Administrative Officer and the City Managers should establish a formal process by December 31, 2020 for their departments to validate and verify the accuracy and currency of website information. (F1, F2, F5)

**HAS BEEN IMPLEMENTED** – summarize what has been done

**HAS NOT BEEN IMPLEMENTED BUT WILL BE IMPLEMENTED IN THE FUTURE** – summarize what will be done and the timeframe

**REQUIRES FURTHER ANALYSIS** – explain scope and timeframe  
(not to exceed six months)

**WILL NOT BE IMPLEMENTED** – explain why

### **Response explanation, summary, and timeframe:**

The City of Scotts Valley routinely updates information and maintains current agendas and notices. The City Manager will confer with the City's management team in the fourth quarter of 2020 to identify what problems may exist with our website content processes and how any problems can be most efficiently addressed.

**R2.** The County Administrative Officer and the City Managers should establish a protocol to be exercised quarterly, beginning January 2021, which requires department heads to confirm via documentation (initial a spreadsheet, for example) that they have verified the accuracy of their department's web information (F1, F2, F3)

- HAS BEEN IMPLEMENTED** – summarize what has been done
- HAS NOT BEEN IMPLEMENTED BUT WILL BE IMPLEMENTED IN THE FUTURE** – summarize what will be done and the timeframe
- REQUIRES FURTHER ANALYSIS** – explain scope and timeframe (not to exceed six months)
- WILL NOT BE IMPLEMENTED** – explain why

**Response explanation, summary, and timeframe:**

The City's website is not an expansive repository of documents and there does not appear to be a large-scale problem with stale or outdated information that would merit the creation and implementation of an extensive new protocol of monitoring, tracking and reporting. The City is unable to commit its extremely limited staffing to such a process at this time and will continue to regularly review and update the City website as appropriate.

**R3.** The County Administrative Officer and the City Managers should establish 'SMART' goals for website quality assurance and manage these goals beginning in 2021. (F3, F4, F5)

**HAS BEEN IMPLEMENTED** – summarize what has been done

**HAS NOT BEEN IMPLEMENTED BUT WILL BE IMPLEMENTED IN THE FUTURE** – summarize what will be done and the timeframe

**REQUIRES FURTHER ANALYSIS** – explain scope and timeframe (not to exceed six months)

**WILL NOT BE IMPLEMENTED** – explain why

**Response explanation, summary, and timeframe:**

When the City embarks upon its 2021-21 Strategic Plan development in the Spring of 2021, it could include a discussion of the SMART goals paradigm and whether or not to include a communications goals, which could encompass the City's website. As stated above, with the City's extremely low staffing, the City has to take great care to focus its resources on the greatest community benefit and at the appropriate scale for the challenge at hand.

## **Penal Code §933.05**

1. For Purposes of subdivision (b) of §933, as to each Grand Jury finding, the responding person or entity shall indicate one of the following:
  - a. the respondent agrees with the finding,
  - b. the respondent disagrees wholly or partially with the finding, in which case the response shall specify the portion of the finding that is disputed and shall include an explanation of the reasons therefor.
2. For purpose of subdivision (b) of §933, as to each Grand Jury recommendation, the responding person shall report one of the following actions:
  - a. the recommendation has been implemented, with a summary regarding the implemented action,
  - b. the recommendation has not yet been implemented but will be implemented in the future, with a timeframe for implementation,
  - c. the recommendation requires further analysis, with an explanation and the scope and parameters of an analysis or study, and a timeframe for the matter to be prepared for discussion by the officer or director of the agency or department being investigated or reviewed, including the governing body of the public agency when applicable. This timeframe shall not exceed six months from the date of the publication of the Grand Jury report, or
  - d. the recommendation will not be implemented because it is not warranted or is not reasonable, with an explanation therefor.
3. However, if a finding or recommendation of the Grand Jury addresses budgetary or personnel matters of a County department headed by an elected officer, both the department head and the Board of Supervisors shall respond if requested by the Grand Jury, but the response of the Board of Supervisors shall address only those budgetary or personnel matters over which it has some decision-making authority. The response of the elected department head shall address all aspects of the findings or recommendations affecting his or her department.
4. A Grand Jury may request a subject person or entity to come before the Grand Jury for the purpose of reading and discussing the findings of the Grand Jury report that relates to that person or entity in order to verify the accuracy of the findings prior to their release.
5. During an investigation, the Grand Jury shall meet with the subject of that investigation regarding that investigation unless the court, either on its own determination or upon request of the foreperson of the Grand Jury, determines that such a meeting would be detrimental.
6. A Grand Jury shall provide to the affected agency a copy of the portion of the Grand Jury report relating to that person or entity two working days prior to its public release and after the approval of the presiding judge. **No officer, agency, department, or governing body of a public agency shall disclose any contents of the report prior to the public release of the final report.**