

**San Benito County Grand Jury
2010-2011**

**SAN BENITO COUNTY
GRAND JURY
FINAL REPORT
2010-2011**



[Handwritten signature]

**Roxy Montana, Foreperson
2010-2011 San Benito County Civil Grand Jury**

Date:

5/16/11

**San Benito County Grand Jury
2010-2011**

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San Benito County Clerk
County of San Benito

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GRAND JURY
FINAL REPORT
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Date: _____

**Roxy Montana, Foreperson
2010-2011 San Benito County Civil Grand Jury**

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2010-2011**

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A Letter from Foreperson Roxy Montana

Dear Judges Tobias and Sanders ~

Time ... I have been honored to have served on the San Benito County Grand Jury five terms, including three of those as your appointed Foreman. Over the years, I have been truly privileged to have worked with some of the most dedicated people in our community who have labored long hours with little pay, just as the many others who offer to sit on various public seats.

For most of the terms that I have served, there are additional multi-year jurors whom I would like to thank for their immense personal contributions in providing continuity for the Grand Jury issues that also keep returning: Jwanita Alexander (6 terms), Gary Anderson (5 terms), and John Lemos (3 terms). Each Grand Jury is blessed to have had the continued support of previous year's returning members to provide bridges between the past and present terms: Jimmy Brooks, David Edrington, Betty Esparza, Bev Meamber, Kathy O'Donnell, Maureen Serafini, Susan Spencer, and Leon Wiley. Certainly, we hope that our freshman jurors will be coming back for an important second term: Mike Alcorn, Donald Dixon, Richard and Connie Gray, Steve Greer, Lisa Reeves, and Bonita Rivera-Villalobos.

At this time, I would like to comment on the Grand Jury as a body of people who literally have been noticed as the *"Watchdogs of the Community"*. While we are representing "The People" of San Benito County every bit as much as we ARE the people; we depict a cross-section of local residents with varying ages, ethnicity, backgrounds, occupations, education levels, and diverse political views. Our lives are filled with family obligations and responsibilities, successes and disappointments, as well as the good sense to cooperate as a productive team in search of what is for the good of the tax-paying citizens, the elderly and the young, the homeless, the sick, and the needy. We are compassionate and hardworking people with as many concerns as we do hope for the future of our beautiful rural area and growing population.

At the beginning of each term, new Grand Juror's are often unfamiliar with the specific relationships and operations of the many various departments within the community. Our responsibilities include inspections and interviews with leaders and officials and to relate our information to the public by way of writing our Consolidated Final Report (CFR). By the end of our term, the vision is clear, but the overall budget that dictates the spending of the funds within the community is blurred. Of course, we realize that there are some solutions to issues that will be entirely dependent upon availability of diminishing funds and our Final Report reflects our understanding. We note that our leaders have expressed major issues to overcome in the areas of safety, especially with our economy, budget cuts, and below minimal levels of law enforcement staffing, and for the purpose of a reminder, we have included a commentary regarding the sunset of our Measure T funding. If there are issues that we do not understand, perhaps it is because of the presentation by our providers, or even lack thereof.

Time ...

Historically, the multi-term members and I have observed that the Grand Jury has been handicapped in its systematic operations. Lacking a large pool of applicants prior to the end of our term, we have traditionally been impaneled in the late summer or fall, and consequently, our direction is delayed from the start, when every week counts. We actually lose more time, at not

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only the beginning when organizing our purview, but also at the end while waiting for Responses to come back from the various departments selected for our review, and the lengthy approval process before release. At the commencement of our current term, we hit the ground running with the experienced leadership and sought to strategize in a manner that would allow us to process our interviews, inspections, and investigations in order to meet an extremely challenging deadline and allow for the Responses to come back in an equally timely fashion so that next year's Grand Jury would be able to start on time and operate fresh on a new calendar ... *"Timing is everything."*

The SBC Grand Jury has been homeless for its entire life, and without the ability to regularly meet in the same location, conduct interviews in a ventilated space large enough to hold twenty people at a table, or to store our reference and confidential materials with access on an unrestricted basis, our growth has been stunted. At this time, we wish to thank Sheriff Thompson for his offering that the Grand Jury's permanent home will be a part of the new building plans.

This 2010-2011 San Benito County Grand Jury is pleased to announce that we have completed four main goals for our completion of this term: 1) to act in a timely manner to reconcile the past reports with the current findings and recommendations, 2) complete our Consolidated Final Report ahead of previous terms in order to receive the Responses within our term, 3) to resolve the issue of a permanent home for the Grand Jury office, and 4) to procure a pool of applicants for future Grand Jury selection.

Each Grand Juror has held themselves to the standards outlined in our code and we sought to demonstrate that we are able to operate like the rest of the departments within our community, or set a better example. Additionally, we succeeded in meeting our deadlines, and did so by coming in under-staffed and voluntarily under budget. We are proud to represent the good people of San Benito County and by working as an example of a cooperative unit without conflict or pre-determined agenda, we seek resolution of past, present, and future issues.

"Quid pro quo" ...

The beauty of the Grand Jury as a system allows for us to become better informed citizens with new experiences to share with our neighbors and family members. Some of us will come back to the Grand Jury in the future, some may read or listen to the local news affecting us all with a raised brow but hopeful heart, while others may seek to support or speak up about some of the issues as individual public members once our Final Report has been issued. Whichever the case, it is our greatest desire that our esteemed officials, as well as the general public, take the work of the San Benito County Grand Jury as seriously as we do our moral obligations on behalf of the people in which we represent.

Time ... it is my greatest gift, for I never seem to have enough time, certainly never too much of it, and I am grateful for this time spent serving as a member of the Grand Jury over the years.

Respectfully submitted,
Roxxy Montana
Foreman 2010-2011
San Benito County Grand Jury

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The 2010-2011 San Benito County Civil Grand Jury

Eight Grand Jury members returned from the 2009-2010 San Benito County Civil Grand Jury: Jim Brooks, David Edrington, Betty Esparza, Beverly Meamber, Kathy O'Donnell, Maureen Serafini and Leon Wiley. All 2010-2011 Grand Jury members were given training by a member of the California Grand Jury Association.

2010-2011 San Benito County Grand Jury Members

Roxy Montana, Foreperson
Jwanita Alexander, Pro-Tem
Beverly Meamber, Secretary
Betty Esparza, Treasurer
Bonita Villalobos-Rivera, Editorial
Michael Alcorn
Gary Anderson
Jim Brooks
Donald Dixon
David Edrington
Linda Emerson (R)
Connie Gray
Richard Gray (A)
Steve Greer
John Lemos (A)
Kathy O'Donnell
Lisa Reeves
Maureen Serafini
Susan Spencer
Henry Sumaya (R)
Leon Wiley

(R) Resigned during term

(A) Alternate

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Response Required

A response is required within the time limits and form as prescribed by California Penal Code §933. Relevant paragraphs from Section 933 are quoted below for respondents' guidance.

Time Limits for Responses

California Penal Code 933(c) requires that:

No later than 90 days after the Grand Jury submits a final report on the operations of any public agency subject to its reviewing authority, the governing body, and every elected county officer or pertaining to matters under the control of the governing body, and every elected county officer or pertaining to matters under the control of the governing body, and every elected county officer or agency head for which the Grand jury has responsibility pursuant to Section 914.1, shall comment within 60 days to the presiding Judge of Superior Court, with an information copy to the Board of Supervisors, on the finding and recommendations pertaining to matters under the control of that county officer or agency head and any agency or agencies which that officer or agency head supervises or controls. In any city and county, the Mayor shall also comment on the findings and recommendations. All of these comments and reports shall forthwith be submitted to the presiding Judge of the Superior Court who impaneled the Grand Jury. A copy of all responses to Grand Jury reports shall be placed on file with the clerk of the public agency and the office of the County Clerk, or with the Mayor when applicable, and shall remain on file in those offices. One copy shall be placed on file with the applicable Grand Jury final report by, and in the control of the currently impaneled Grand Jury, where it shall be maintained for a minimum of five years.

Form of Responses

California Penal Code 933.03 requires that:

(a) For the purpose of subdivision (b) of Section 933, as to each Grand Jury finding, the responding person or entity shall indicate one of the following:

- (1) The respondent agrees with the findings.
- (2) 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 therefore.

(b) For the purpose of subdivision (b) of Section 933, as to each Grand Jury recommendation, the responding person or entity shall report one the following actions:

- (1) The recommendation has been implemented, with a summary regarding implemented action.
- (2) The recommendation has not yet been implemented, but will be implemented in the future, (with a timeframe for implementation).
- (3) 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 head 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 publication of the Grand Jury report.
- (4) The recommendation will not be implemented because it is not warranted or is not reasonable, with an explanation therefore.

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Report Distribution Dates

The San Benito County Planning and Building Department (Distributed electronically 5/9/2011)

Responses due:

- * San Benito County Board of Supervisors (response required within 90 days)

Courtesy copy:

- * Courtesy copy has been delivered to San Benito County Planning and Building Department

The San Benito Planning and Building Department (Distributed electronically 5/9/2011)

Responses due:

- * San Benito County Board of Supervisors (response required within 90 days)

Courtesy copy:

- * Courtesy copy has been delivered to San Benito County Planning and Building Department

San Benito County Department of Elections (Distributed electronically 5/9/2011)

Responses due:

- * San Benito County Board of Supervisors (response required within 90 days)
- * San Benito County Clerk-Auditor-Recorder (response required within 60 days)

Health and Human Services Agency (Distributed electronically 5/9/2011)

Responses due:

- * San Benito County Board of Supervisors (response required within 90 days)

Courtesy copy:

- * Courtesy copy has been delivered to the Health and Human Services Agency.

The San Benito County Jail Review (Distributed electronically 5/9/2011)

Responses due:

- * San Benito County Sheriff's Office (response required within 60 days).
- * San Benito County Board of Supervisors (response required within 90 days).

San Benito County Juvenile Hall Review (Distributed electronically 5/9/2011)

Responses due:

- * San Benito County Board of Supervisors (response required within 90 days).

Courtesy copy:

- * Courtesy Copy has been delivered to San Benito County Probation Department

Inspection of the Hollister Police Department (Distributed electronically 5/9/2011)

Responses due:

- * Hollister City Council (response required within 90 days)

Courtesy copy:

- * Hollister Police Department
- * San Benito County Health Department.

City of Hollister – Wastewater Treatment Plant Inspection (Distributed electronically 5/9/2011)

Responses due:

- * Hollister City Council (response required in 90 days)

Courtesy copy:

- * City of Hollister, Department of Public Works Utility Division
- * Veolia Water West Operating Services

Anzar High School (Distributed electronically 5/9/2011)

Responses due:

- * Aromas-San Juan Unified School District

Courtesy copy:

- * Anzar High School Principal (response required within 90 days)

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San Benito High School (Distributed electronically 5/9/2011)

Responses due:

- * San Benito High School District, Board of Trustees (response required within 90 days)
- * San Benito County Office of Education, Board of Trustees (response required within 90 days)

Courtesy copy:

- * Debbie Fisher, SBHS Director of Finance and Operations

Hazel Hawkins Hospital Emergency Room (Distributed electronically 5/9/2011)

Responses due:

- * San Benito Health Care District Board of Directors (response required within 90 days)

Send Your Responses To:

Honorable Harry J. Tobias, Presiding Judge
San Benito County Superior Court
440 Fifth Street, Room 205
Hollister, CA 95023

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Measure T – Prepare for the Future

Measure T was approved in November 2007. It increased the sales tax of the City of Hollister by 1%. The new 8.25% sales tax was approved for five-years to help offset the cost of police, fire and city workers in a down economy. The measure passed with a 66% approval and went into effect April 1, 2008. The one-cent sales tax is scheduled to expire May 31, 2013.

Measure T provides roughly \$3 million in revenues to city coffers each year. That accounts for more than 20% of the city's annual \$14 million general fund budget [1]. According to the Measure T Report for fiscal year 2008-2009, prepared by the Measure T Citizens Oversight Committee, "All appropriations from Measure T revenues will be toward the restoration and enhancement of services within the Police Department, Fire Department, Community Services and Administration. The surplus will go toward the City's FY General Fund deficit [2]".

Unfortunately, the economic recession has trickled down to local budgets, and tax revenue has declined. This economic reality has made it necessary to shift Measure T funds disproportionately towards deficit reduction. This has circumvented the original justification for the tax increase, i.e. to restore and enhance local services.

The City of Hollister has made substantial progress in trimming its budget and cutting costs. However, without Measure T funding, drastic and deep cuts in local services would have been necessary. Public safety would have been hit especially hard. Police and fire services are already staffed at dangerously low levels based on comparable statistics, i.e. coverage area, population density, peer cities, etc.

Unless the economy performs significantly better than current projections, a Measure T extension may be placed on the ballot in 2012 for voter approval. The Grand Jury is not an advocate for or against an extension. The Grand Jury simply believes that it is prudent to encourage residents to prepare for the future and examine the consequences of such a vote. There are many arguments to consider. Some revolve around economic viability; others focus on quality of life issues. In either case, this issue is simply too important to ignore. Other solutions may present themselves between now and then, but if a vote is required in 2012, do so after a careful review of the facts.

[1] The Weekend Pinnacle Online, <http://www.pinnaclenews.com/>, City budget outlook murky at mid-year review, 3/11/2011, by Adam Breen

[2] <http://hollister.ca.gov/site/Documents/CitizenOversightCommittee.pdf>

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City of Hollister – Wastewater Treatment Plant Inspection

Conducted by the Cities and Special Districts Committee

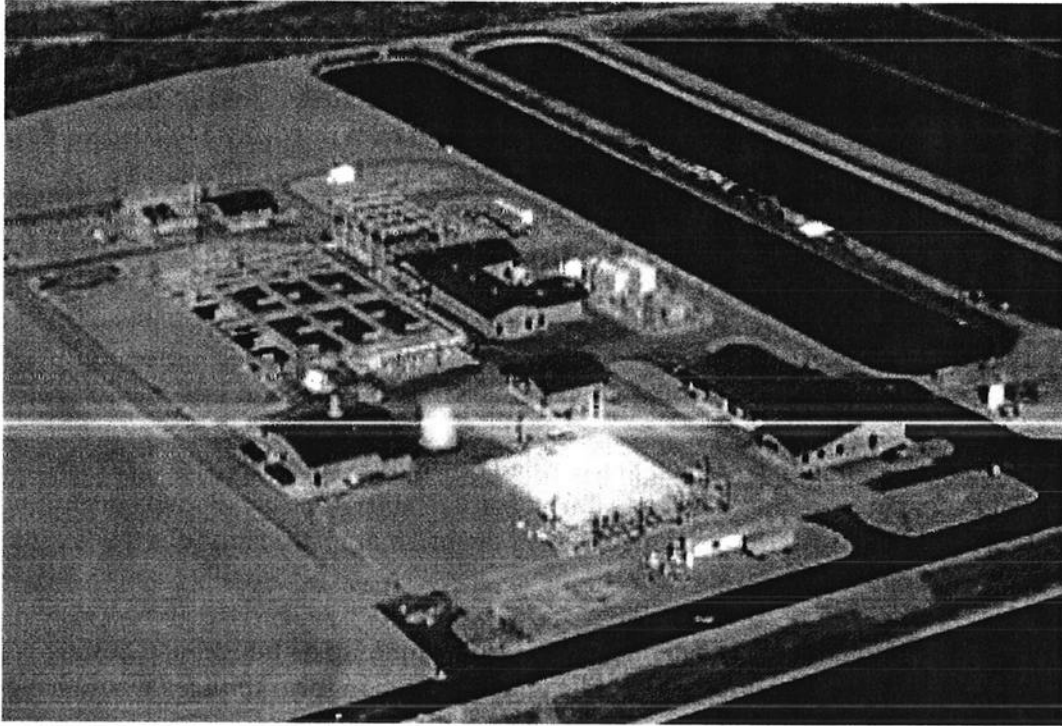


Photo: <http://www.hydroscience.com/portfolio-hollister.html>

Summary

The San Benito County Grand Jury (SBCGJ) periodically inspects municipal services for public safety, efficiency, and accountability. An on-site inspection of the Hollister Wastewater Treatment Plant located at 2690 San Juan Hollister Road was approved by the 2010-2011 SBCGJ. This was done in response to a new 10 year public-private partnership between Veolia Water West Operating Services and the City of Hollister. The contract formalizing the partnership was approved by both parties on August 3rd, 2010.

Background

In 2002, Hollister's Wastewater Treatment Plant reached its design capacity and the California Regional Water Quality Control Board (RWQCB) required Hollister to impose a building moratorium. California state law requires that every city must allow growth to provide its fair share of housing. As a result, a new treatment plant was deemed necessary to provide the additional capacity for renewed community growth and economic revitalization.

The new facility needed to accommodate the population growth per the City's General Plan to the Year 2023 or a flow capacity of five (5) million gallons per day (mgd). In addition, the new facility needed to achieve higher treatment standards designed to protect the groundwater.

HydroScience Engineers (HSE) designed and built the new facility for approximately \$100 million. It was commissioned into service July 2008 by HydroScience Operations on an interim

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basis. The facility is now managed by Veolia Water North America under a new 10 year contract.

The Veolia Water contract, valued at approximately \$688,000 per year (plus cost-of-living adjustments), stipulates that the City of Hollister owns all plant assets and sets user rates. The operation and maintenance of the wastewater facility is the responsibility of Veolia Water. This includes the water reclamation systems, ground maintenance, water reuse and recycling, emergency response, odor control, computer management and maintenance systems, laboratory work and management of the septic receiving station [1].

Veolia Water also manages the preliminary waste treatment, activated sludge treatment, membrane separation process, disinfection, water inventory management and biosolids. This enables the facility to produce treated water suitable for recycling in compliance with the California Department of Health Services regulations.

The long-term goal is to produce high quality water for reuse in crop irrigation. This will be possible once the salt content is reduced to acceptable levels in accordance with the Hollister Urban Area Water and Wastewater Master Plan.

The facility currently handles approximately 2.3 million-gallons-per-day (mgd) and has a 4 (mgd) capacity. It can be reconfigured to handle 5 (mgd) with additional upgrades. Veolia Water employs 1 project manager and 3 staff operators. The Hollister Department of Public Works contributes an additional resource. This individual acts as a liaison to Veolia Water and monitors contract compliance.

Note: Treated water is not potable. In other words, it is not suitable for direct human consumption. Expensive filtration would be required to produce drinking water. This option is not economically feasible.

Note: Veolia Water North America is a leading provider of comprehensive water and wastewater partnership services to municipal and industrial customers. Veolia Water provides services to more than 14 million people in approximately 650 North American communities. For more information, visit the company's Web sites at www.veolianorthamerica.com and www.veoliawaterna.com.

Purpose of Inquiry

The on-site inspection was approved in response to the new 10 year public-private partnership between Veolia Water West Operating Services and the City of Hollister. The SBCGJ initiated the inspection to become familiar with Veolia Water management, plant operations, and the safety protocols and procedures at the wastewater facility.

The on-site inspection also provided an opportunity to collect and disseminate information regarding the capabilities, limitations, and benefits of the wastewater facility to the residents of San Benito County.

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Methodology

The SBCGJ met with the Hollister Wastewater Supervisor, Veolia Project Manager, and Veolia District Manager at the Hollister Wastewater Treatment Plant for an on-site inspection on October 13th, 2010.

The SBCGJ reviewed plant operations and maintenance, safety protocols and procedures, and elicited information regarding the economic and environmental impact of the facility.

In addition, the SBCGJ reviewed the site incident reports, the Emergency Response Plan [2], and the contract between Veolia Water and the City of Hollister [3].

Discussion

In many respects, the on-site inspection was a tutorial on the state-of-the-art in wastewater management. At the heart of the facility is the Membrane Bioreactor (MBR). The MBR uses a membrane process with a suspended growth bioreactor to produce high quality effluent that meets the requirements for recycled water under the State of California Title 22 recycled water regulations.

The membrane process uses reinforced hollow fibers as shown in figure 1. Microfiltration removes contaminants by using pressure as a means of forcing water through the membranes. The MBR system does not reduce salinity, but is compatible with salinity control processes such as reverse osmosis. By 2015, the goal is to achieve low salinity through source water control, source water treatment, water softener ordinances and wastewater effluent treatment [8].

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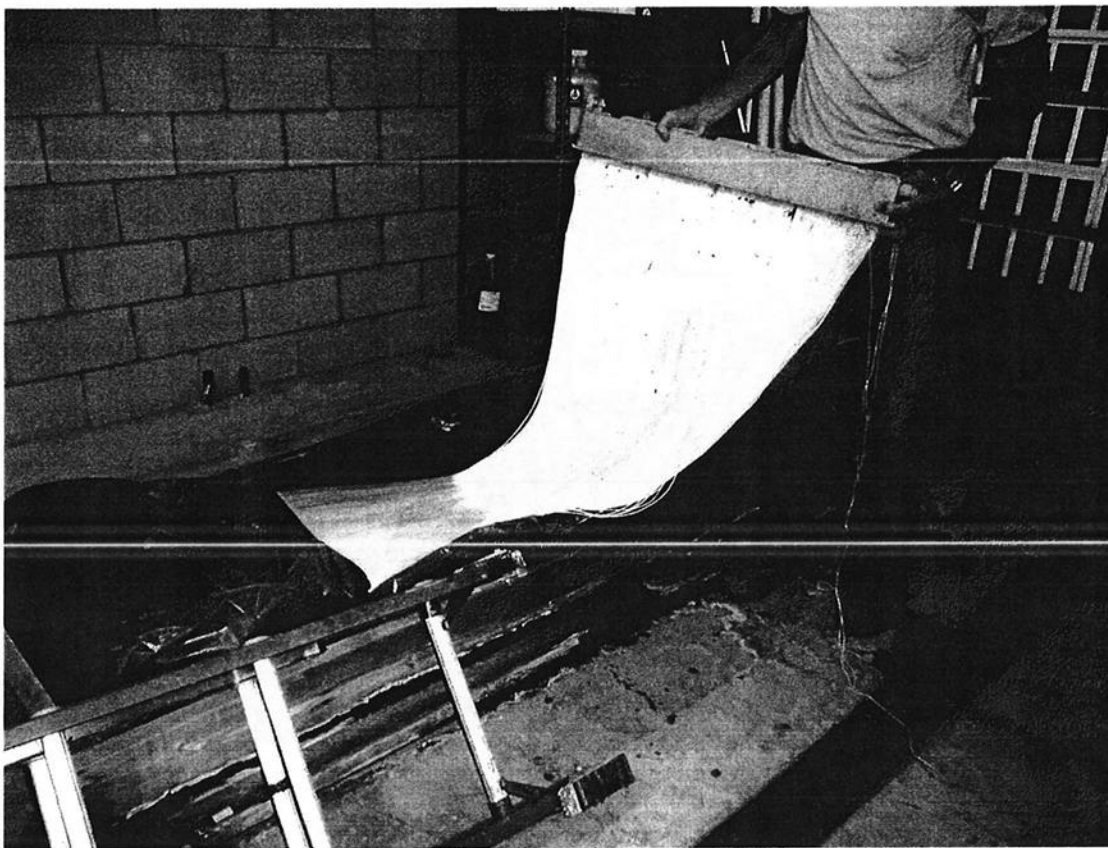


Figure 1

The facility also boasts a sophisticated computer control system (reference figure 2). This system automates plant operations and monitors “real-time” status. Safety triggers and alerts are built into the system. This enables plant operators to efficiently process wastewater safely and remotely. It also makes it feasible to run the facility with a minimal staff of highly trained and experienced operators.

Each operator is responsible for the safe operation of the facility. In 2010, there were no safety violations or incident reports at the facility. This is a testament to the emphasis placed on safety and the technology deployed at the facility.

The on-site laboratory in figure 3 is used to test wastewater samples. The laboratory ensures that treated wastewater complies with State and Federal regulations. In addition, the laboratory is used to monitor the bioreactor process.

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Figure 2

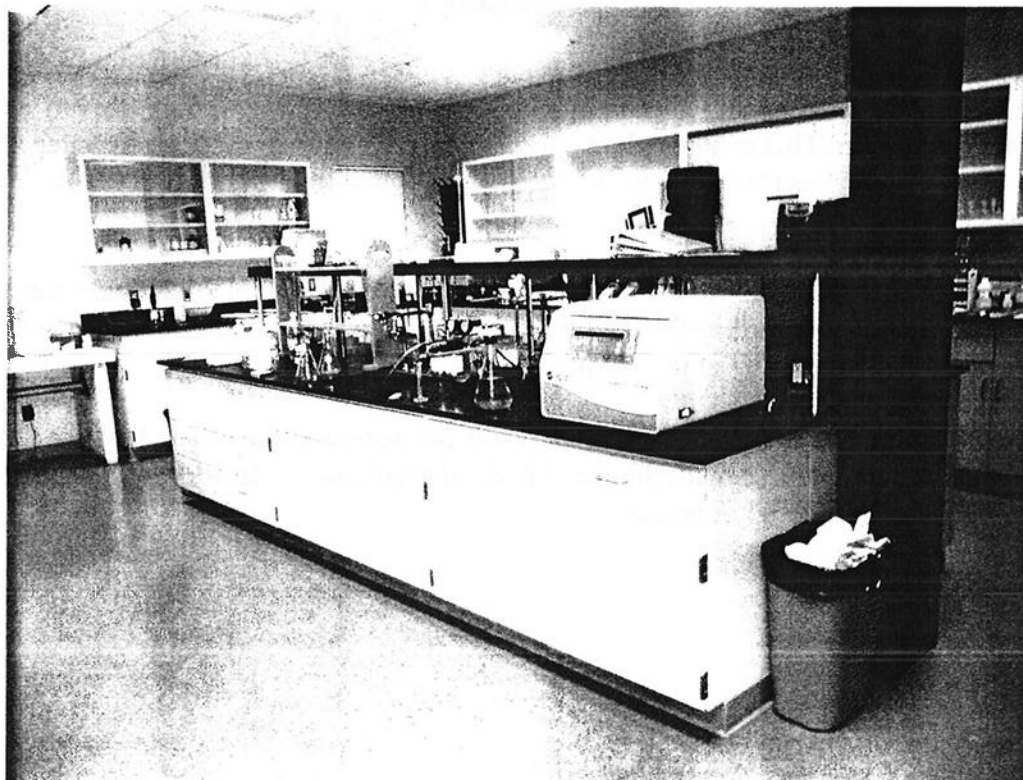


Figure 3

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Sodium hypochlorite solution, commonly known as bleach, is used to disinfect wastewater. Sodium hypochlorite is a strong oxidizer. Oxidation reactions are corrosive, solutions burn skin and cause eye damage, particularly when used in concentrated forms. The containment structure in figure 4 has scrubbing areas around the structure to treat exposure to sodium hypochlorite.

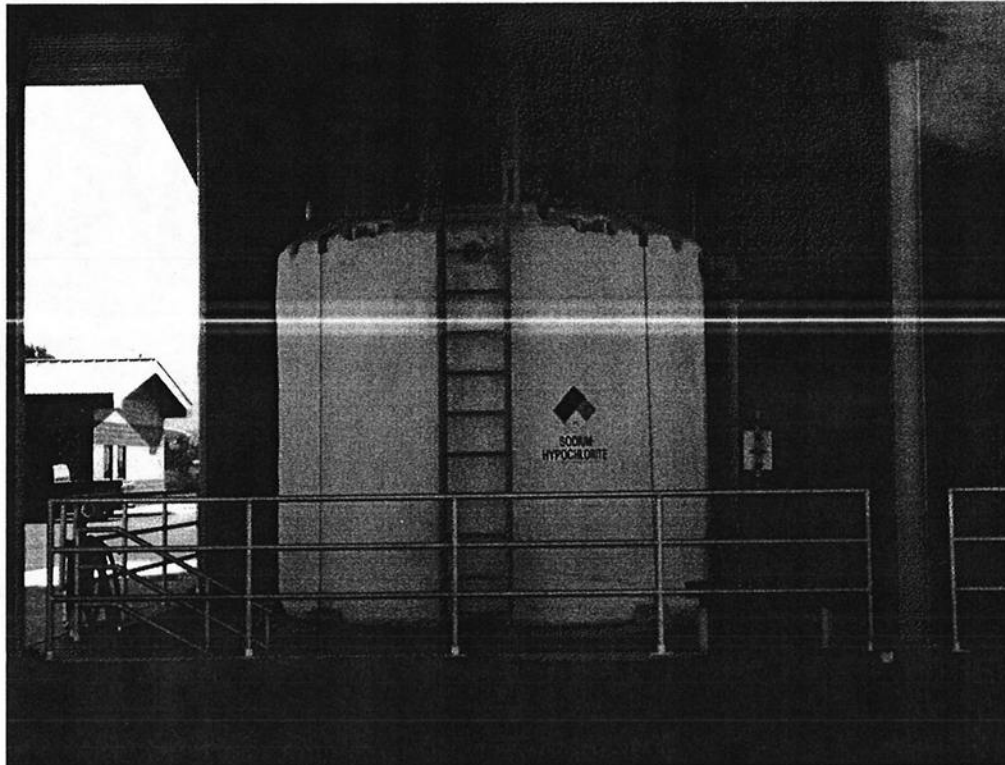


Figure 4

A 1.16 MW photovoltaic system with over 5000 solar panels for clean power generation is under construction at the wastewater facility (reference figure 5). The solar project is funded by Perpetual Energy Systems, a renewable energy company specializing in the finance and development of solar powered energy systems. ClearSpot Energy, a solar project developer, working in partnership with Rosendin Electric will install, operate and maintain the solar energy system [10]. ClearSpot will sell the clean energy to Hollister at a discount. It has been estimated the arrangement will save Hollister up to \$10.6 million over 30 years [12].

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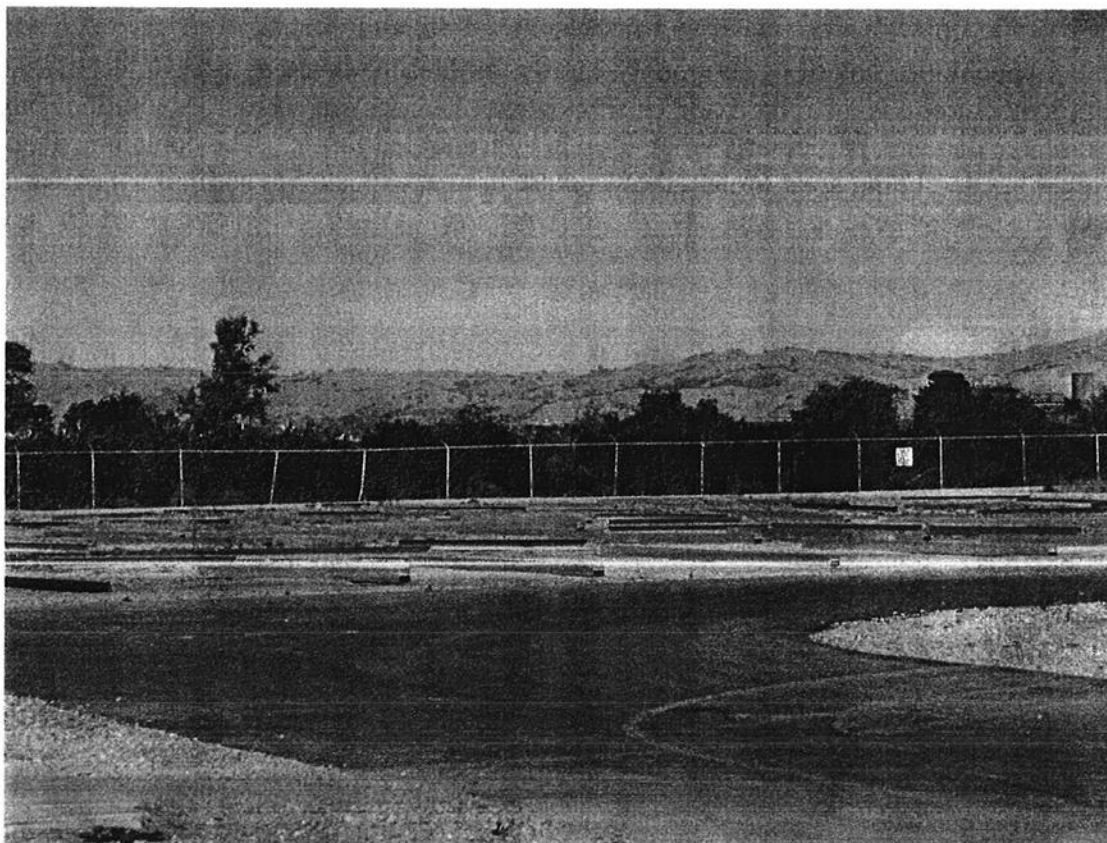


Figure 5

Findings

1. The decision to contract with Veolia Water keeps funding, capital, and policy decisions in the hands of local officials, but transfers the day-to-day operation and maintenance to Veolia Water.

As a leading provider of wastewater solutions, Veolia Water has the economy of scale to optimize service delivery by leveraging their industry knowledge, experience, and technical skills.

2. The SBCGJ was impressed by Veolia Water's commitment to safety and their record of compliance with State and Federal regulations.
3. The Central Coast Regional Water Quality Control Board has set an effluent limit of 5 (mg/L) of Total Nitrogen. Total Nitrogen is the sum of ammonia, organic nitrogen, nitrite, and nitrate components. The new standard is designed to improve groundwater quality. The 12 month rolling average of Total Nitrogen reported in 2010 was 6.5 (mg/L).

According to the Executive Summary in the Long-Term Wastewater Management Program for the City of Hollister (December 2005) [8], the MBR effluent system was

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designed to yield a concentration of 5 (mg/L) Total Nitrogen. In 2010, HydroScience Engineering and HydroScience Operations conducted a series of tests in order to identify sources of improvement. Veolia Water has this data and is working to further enhance the effluent process. In conclusion, the new limit should be achievable given the sophistication of the MBR process.

Note: groundwater resources are actively monitored and managed by the San Benito County Water District, which is responsible for importation of water from outside the county and management of surface water resources within the county.

4. According to the Veolia Water service contract, "Agreement for Operations and Maintenance Services -- section 2.2.13", Veolia Water must provide a draft emergency response plan to the city of Hollister within 120 days of assuming operations responsibility for the facilities. A final plan must be prepared within 30 days following receipt of city comments. The plan shall be reviewed annually and modified to ensure that it meets local, state, and federal OSHA regulations. Veolia must also coordinate with local emergency programs and work with fire, police, and other public agencies to resolve any conflicts.

The SBCGJ verified that the emergency response plan was developed in accordance with the contract guidelines. In addition, the plan was reviewed by the SBCGJ to ensure that it addressed specific contingencies relevant to the Hollister facility. The plan was comprehensive and complete. The plan was available for review and sign-off on August 8th, 2010.

5. The curb between the sidewalk entrance to the main operations building and the parking area is too high. This is an accident waiting to happen. People leaving the main operations building do not expect the high curb. A personal injury is a foreseeable consequence, as is the subsequent lawsuit.

Recommendations

1. Veolia Water and the City of Hollister (Department of Public Works Utility Division) may benefit from a formal risk mitigation plan to reduce the MBR level of Total Nitrogen effluent to 5 (mg/L). Both agencies have made a large investment with significant results in regard to the nitrogen challenge and they continue to work closely with the Regional Board to determine real world treatment and measuring methodology applicable to the cutting edge technology at the facility. Because of this, the Regional Board has taken no action against the City for not meeting the permit limit for Total Nitrogen.

The permit forbearance is a reasonable accommodation given the progress made to date, but the Total Nitrogen limit has been anticipated since 2005 [8]. At some point, non-compliance may trigger punitive measures. In extreme cases, operators can face civil and criminal penalties if they distribute water that does not meet wastewater standards.

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This scenario is unlikely; however a formal risk mitigation plan may spark additional progress. The plan should address all risk contingencies, provide remediation strategies, and establish progress milestones. This may help avoid any future escalation by the Regional Board.

2. Develop a sign-off checklist in the final Emergency Response Plan. This checklist would simply ensure that emergency stakeholders (ex. fire and police) have reviewed the annual plan. This may improve the response coordination to emergency situations and eliminate any conflicts and/or confusion.
3. Solicit bids and select a contractor to fix the curb between the sidewalk entrance to the main operations building and the parking area. The curb height is a public hazard.

HydroScience Engineers (HSe) designed and built the wastewater treatment facility. As the general contractor, warranty and other contract provisions may require them to fix construction anomalies of this type. This option should be explored.

Comments

(No formal response is required for comments in this section)

Communities with major sewer system upgrade and expansion projects experience dramatic increases in both monthly sewer rates and connection fees. The City of Hollister's sewer system costs are especially high due to the requirement for "zero discharge" of treated effluent to the San Benito River since the river is upstream of the ecologically sensitive Monterey Bay estuary.

The California Regional Water Quality Control Board (RWQCB) will not permit Hollister to discharge to the river. Instead, Hollister was required to upgrade and expand its treatment plant and install seasonal storage ponds. In addition, the cost of building and operating a new MBR facility is typically higher than conventional wastewater treatment, but the small footprint of the MBR system, and the high quality effluent produced, makes it particularly useful for water reuse applications.

Over the expected 40 year operational life expectancy of the Hollister Wastewater Plant, the return on investment (ROI) is more than a simple calculation of financial costs and cash flows. It must take into account all future improvements. This includes the social, environmental, and the economic welfare of San Benito County. The total impact significantly improves the ROI and the projected value of the wastewater facility.

Other communities may have lower rates in the short term, but this will change over time. The inevitable will happen. Other communities will need to increase capacity or improve their wastewater quality. This is an expensive reality. The City of Hollister has already made the necessary investment.

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In terms of fiscal accountability, the revenues collected from monthly sewer rates and connection fees are deposited into a Sewer Enterprise Fund and Sewer Expansion Fund respectively. State law, government accounting standards, and City ordinance places very specific conditions on expenditures from these accounts.

Enterprise funds must be utilized only for the benefit of the enterprise and expansion funds must be used only for the purposes identified in study adopted to impose them. Furthermore, when the City issues revenue bonds (as was done), it is legally bound by covenants, which pledge those revenues to repay the incurred debt.

Response Required

The California Penal Code §933 (c) requires a **written response to both the findings and recommendations** made in this report be delivered within 90 days to:

**Honorable Harry J. Tobias, Presiding Judge
San Benito County Superior Court
440 Fifth Street, Room 205
Hollister, CA 95023.**

The affected agencies are:

- Hollister City Council (response required in 90 days)

BIBLIOGRAPHY

[1] Source Link: <http://www.veoliawaterna.com/media/news-releases/2010-08-24,11840.htm>

[2] 08_02_2010_Veolia_Water_West_Operating_Services,_Inc.pdf, Agreement For Operations AND Maintenance Services.

[3] Veolia West Operation Services, Inc. – Emergency Action Plan, Reviewed on 8/11/10 DC.

[4] Source Link: <http://www.hydroscience.com/portfolio-hollister.html>

[5] Source Link: http://www.hydroscience-operations.com/pdf/CWEA_HSo_Presentation.pdf

[6] Source Link: <http://www.american towns.com/ca/hollister/news/city-considers-private-firm-for-sewer-plant-430497>

[7] Source Link (RevisedfactSheetFAQsfinal):
http://www.hollister.ca.gov/site/html/gov/office/engr_wwtp.asp

[8] Source Link:
<http://www.hollister.ca.gov/site/html/gov/office/documents/ExecutiveSummary.pdf>

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[9] Source Link:

http://www.waterboards.ca.gov/water_issues/programs/gama/docs/pr_nitratesunchecked_sfgate.pdf

[10] Source Link:

http://www.clearspotenergy.com/media/Groundbreaking_PressRelease_Oct_5.pdf

[11] Source Link: <http://www.pinnaclenews.com/news/contentview.asp?c=244240>

[12] Source Link: <http://www.pinnaclenews.com/news/contentview.asp?c=265082>

Note: additional information can be obtained by visiting the City of Hollister web site at www.hollister.ca.gov

* Courtesy copy has been delivered to City of Hollister, Department of Public Works Utility Division and Veolia Water West Operating Services.

**San Benito County Grand Jury
2010-2011**

The San Benito County Planning and Building Department

Conducted by the County Committee

Summary

The San Benito County Grand Jury received a citizen complaint regarding the County Planning and Building Department with reference to Precision Inspection Company. The complaint stated that Precision Inspection Company was exceeding the contract.

Purpose of Inquiry

The purpose of the inquiry was to see if in fact there was a breach in contract between the County Planning and Building Department and Precision Inspection Company.

Methodology

Grand Jury members of the County Committee read the complaint, interviewed the complainant, interviewed staff of the Planning and Building Department and also interviewed the County Administrative Officer for San Benito County.

Discussion

The complaint states that Precision Inspection Company is in violation of the contract with regards to double billing, use of county property, and is an exclusive non-competitive service.

Background

Precision Inspection Company is a contractor hired by the County to perform services within the Planning and Building Department. They have a contract with the County and were hired because of the backlog the County was experiencing. They are approved by the Board of Supervisors and because they are an independent contractor there is no state law necessary for competitive bid process. Precision has all of their own equipment and only uses office space. Precision is responsible for plan checks, issuance of permits and inspections (only when County Inspector is unavailable). Precision is paid a fee for their services in agreement with the contract between them and the County and only receive payment when services are rendered.

Findings

- F1. The County Administrative Officer and the Planning and Building Department answered all questions.
- F2. No wrong doing was evident based on the information we received.
- F3. Precision Inspection Company reduced the back log the County was experiencing and works well within the Planning and Building Department.
- F4. No violation of the contract between the County and Precision was evident.

Recommendations

- R1. Investigate the possibility of other companies providing this service.
- R2. If County employees are available they should be utilized first.
- R3. Information regarding the permit process is readily available to anyone requesting the services of the Planning and Building Department.
- R4. Precision Inspection Company and the County remain within the boundaries of the contract.

**San Benito County Grand Jury
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Response Required

To comply with the California Penal Code including sections 933 and 933.03, the following affected agency shall respond to all relevant findings and recommendations:

- San Benito County Board of Supervisors (response required within 90 days)

Please send your response to:

**Honorable Harry J. Tobias, Presiding Judge
San Benito County Superior Court
440 Fifth Street, Room 205
Hollister, CA 95023**

*Courtesy copy has been delivered to San Benito County Planning and Building Department

**San Benito County Grand Jury
2010-2011**

The San Benito Planning and Building Department

Conducted by the County Committee

Summary

The San Benito County Grand Jury received a citizen complaint regarding the County Planning and Building Department. The complaint stated that the planning and building department was negligent in proper procedure with regards to issuance of permits and fees.

Purpose of Inquiry

The purpose of this inquiry was to see if in fact the Planning and Building Department was negligent in the processing of permits.

Methodology

Grand Jury members of the County Committee read the complaint interviewed the complainant, and interviewed staff in the Planning and Building Department.

Discussion

The complaint included questions regarding the information available to the public when requesting a building permit. The complainants were required to perform many services in order to receive a final inspection on a dwelling constructed on their property. The complainants were charged fees for permits and inspections they were told were necessary to receive their final inspection. The complainants felt they were not given proper information when requesting their permit.

Findings

F1. The Planning and Building Department answered all questions.

F2. Based on the information the committee received, no wrong doing was evident.

Recommendations

R1. Ensure that staff properly informs applicants of full procedures in obtaining a permit.

Response Required

To comply with the California Penal Code including sections 933 and 933.03, the following affected agency shall respond to all relevant findings and recommendations:

- San Benito County Board of Supervisors (response required within 90 days)

Please send your response to:

**Honorable Harry J. Tobias, Presiding Judge
San Benito County Superior Court
440 Fifth Street, Room 205
Hollister, CA 95023**

*Courtesy copy has been delivered to San Benito County Planning and Building Department

**San Benito County Grand Jury
2010-2011**

San Benito County Department of Elections (SBDOE)

Conducted by the County Committee

SUMMARY

Grand Jury conducted an investigation of the San Benito County Department of Elections (SBDOE) to ascertain the effectiveness and efficiency of its delivery of services to voters. This Grand Jury made recommendations in the area of on-site polling place volunteer training.

PURPOSE OF INVESTIGATION

The Department of Elections (DOE) was investigated by the San Benito County Grand Jury (SBCGJ) to better understand its procedures and observe absentee ballot (early voting) counting process. Additionally a field investigation of voting day polling place was conducted.

METHODOLOGY

The members of the County Committee of the 2010-2011 Grand Jury interviewed the SBDOE staff.

FINDINGS

- F1. There was confusion by some of the election volunteers as to the process and appeared adequately trained.
- F2. Lack of supervisorial staff on site resulted in inappropriately marked ballots, which mandated costly hand counting.

RECOMMENDATIONS

- R1. Additional training for poll workers and election volunteers prior to voting day, so as not to cause costly hand counting.

To comply with the California Penal Code including sections 933 and 933.03, the following affected agency shall respond to all relevant findings and recommendations:

- San Benito County Board of Supervisors (response required within 90 days)
- San Benito County Clerk-Auditor-Recorder (response required within 60 days)

Please send your response to:

**Honorable Harry J. Tobias, Presiding Judge
San Benito County Superior Court
440 Fifth Street, Room 205
Hollister, CA 95023**

**San Benito County Grand Jury
2010-2011**

Health and Human Services Agency (HHSA)

Conducted by the County Committee

Summary

The County Committee was trying to ascertain what programs are available to families and individuals in need of assistance.

Purpose of inquiry

The purpose of the inquiry was to in fact see what programs are available.

Methodology

San Benito County Grand Jury members of the County Committee interviewed staff of the Health and Human Services Agency.

Discussion

The agency was very informative with what programs are available to families within San Benito County, with regards to Health, Human Services, Emergency Medical Services, Migrant Center and Communication Services and Workforce Development. **(See Attachment)**

Guidelines for these services are determined by the State. This year the need is greater due to Winter creating a higher demand because of lack of work. Waiting times are longer due to unemployment rates. The demands are so great that they were unable to keep up with the needs for January, 2011.

There are organizations known as community partners active in the county and available for assistance. They are:

- Food Bank
- Fishes and Loaves
- Homeless Task Force
- YMCA
- Community Foundation
- Hospital
- Emmaus House

Findings

F1. The staff of HHSA is very knowledgeable regarding programs available for those who require them.

F2. The agency, even short handed due to cut backs, does all it can to meet the needs of the applicants.

Recommendations

R1. No recommendations at this time.

Response Required

**San Benito County Grand Jury
2010-2011**

To comply with the California Penal Code, including sections 933 and 933.03, the following affected agency shall respond to all relevant findings and recommendations:

- San Benito County Board of Supervisors (response required within 90 days)

Please send your response to:

**Honorable Harry J. Tobias, Presiding Judge
San Benito County Superior Court
440 Fifth Street, Room 205
Hollister, CA 95023**

* Courtesy copy has been delivered to the Health and Human Services Agency.

HHSA Activities by Major Program Budget
(Picture inserts below)

Health and Human Services Agency (HHSA) Activities by Major Program Budgets

Health

The Public Health Division of Health and Human Services Agency (HHSA) provides a wide array of health-related services to the residents of the county from communicable disease surveillance and investigation and education directed at prevention, immunizations, food and drinking water monitoring, providing access to medical care for children with catastrophic illness, organizing response(s) to public health disasters, community education for the prevention of chronic diseases, etc.

EMS

The EMS Agency provides the clinical and regulatory oversight of the Emergency Medical Services provided within San Benito County by fire service agencies, ambulance transport services, dispatch communications services and the base hospital according to California State Health and Safety Codes. EMS also ensures that continuing education is available to these provider agencies. EMS is committed to emergency preparedness and work closely with Public Health and the Office of Emergency Services. EMS serves as the Medical Health Operational Area Coordinator and Alternate for resource procurement through the Region II Regional Disaster Health and Medical Coordination.

In addition, EMS manages many different types of data pertaining to clinical care, response time compliance, trauma system registry, Public Access Defibrillation and MADDY Funds distribution.

Human Services

Health and Human Services Agency provides a wide array of public assistance and child/adult protective services to the community. Public assistance programs are government entitlement programs for those that meet certain criteria. Protective services programs are designed to be the safety net for financially-needy individuals and/or those at risk of abuse and neglect. Services and programs include the following:

- CalWORKS – a cash aid and employment services program for needy families and children.
- Medi-Cal- the California version of the federal Medicaid program that provides health care coverage to CalWORKS recipients and other low-income, including pregnant women, families and children, the aged, blind or disabled.
- County Medical Services Program (CMSP) – another health care coverage program that are not eligible for Medi-Cal and meet the criteria as Medically Indigent Adults, ages 21 – 64. CMSP fulfills the County's requirement under W & I Code 17000 to provide medical services for the medically indigent.
- Food Stamps – a food access program for low-income families and individuals
- In Home Supportive Services (IHSS) – a program that allows the elderly and disabled to remain safely in their homes through the provision of supportive services that include personal care, bathing/feeding, meal preparation, etc. The IHSS program avoids expensive skilled nursing home care for this population.

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- Child welfare services (including foster care) – provides services to children that have experienced abuse/neglect or are at risk of abuse/neglect. Components of child welfare services include Family Maintenance, Family Reunification, and Permanency Planning. Foster care and support services for child welfare families are discussed in budgets #2211-514 Foster Care and #2211-515 Child Welfare.
- Adult Protective Services – provides intervention and assistance to elderly and dependent adults who are victims of abuse and neglect, including financial abuse. Referrals warranting intervention include: client needs assessment, case management, and referrals to food, shelter, transportation.
- Family Resource Center (FRC) – objectives are to prevent child abuse and neglect by providing models for positive parenting, redirecting children's behavior, exposure and linkages to community resources to improve the family's health and well-being, etc.
- Special Investigations Unit (SIU) – unit is responsible for investigating fraud in public assistance programs.

Migrant Center

The Migrant Center provides seasonal housing services for migrant farm worker families, utilizing 67 units at the County's Southside Road Migrant facilities. In addition to housing, the Center provides opportunities to families for accessing other community services that may include youth recreation, access to health care, educational activities, etc.

Community Services and Workforce Development

Workforce development for dislocated and unemployed workers that may include job readiness assistance in the form of interviewing, resume preparation, labor market information, and job search assistance. Other workforce development services include access to vocational training with financial assistance, on-the job training, and paid work experience. Some of these services are available to youth.

Safety-net services provided include: one-time rental assistance to stop an eviction or payment of first month of rent, PGE utility payment assistance and winter shelter assistance for families with children. CSWD also refers families to other community safety-net resources such as the Community Food Bank, Emmaus House, Homeless Coalition, Community Services Development Corp, Housing Authority, Hollister Youth Alliance, Fishes & Loaves, and other faith-based organizations.

CSWD is an active participant in many collaborative efforts that support its' workforce development and safety-net services. These collaborations include the One Stop Career Center partnership and community development/non-profit network with Homeless Coalition, Community Food Bank, and Emmaus House.

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The San Benito County Jail Review

Conducted by the Law and Justice Committee

Summary

The San Benito County Jail is responsible for providing a safe, secure and healthy environment for men and women (age 18 or above) who are detained at the facility located at 710 Flynn Road, Hollister, CA 95023.

The Jail is a division of the San Benito County Sheriff's Office. It serves as a detention and treatment facility for inmates waiting for their arraignments, having their cases tried in Court or serving their assigned sentences. The capacity of the Jail, determined by inmate/staff ratio is 145 beds. At the time of our visit, the Jail housed 132 inmates-128 men and 4 women. The annual budget for the Jail is \$2 million.

Purpose of Inquiry

Every year the Grand Jury performs a state-mandated inspection of San Benito County Jail to ensure that it is operating safely, securely and effectively.

Methodology

The Law & Justice Committee of the Grand Jury toured the San Benito County Jail and interviewed on-site staff on October 8, 2010. A follow-up visit was conducted on January 14, 2011.

Discussion

The Jail review and inspection covered the following areas:

- Jail Personnel
- Inmates
- Food Services
- Medical Services
- Support Services
- Maintenance Services
- Jail Facilities

Details for each of these areas are described in the following sections.

Jail Personnel

The Jail is staffed by one administrator, 4 Sergeants, 22 correctional officers; and one office assistant; except for the office assistant, employees work in rotating shifts. The central control position changes hands every four hours. Ideally, there should be one Sergeant and four Deputies on duty around the clock, but this ratio is not always possible due to illness and/or personnel cutbacks. The average ratio of deputies to inmates is currently 40 to 1. At the time of the tour, night-time staffing levels were one Sergeant and two Deputies. At the time of the initial Jail visit, two positions were vacant due to budget cuts, including one Deputy and one office

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assistant. Further changes will be based on additional budget cuts. They have three transport deputies separate from regular deputies.

Inmates

There are six housing units (called “pods”): two for maximum-security prisoners and four for general population, which includes both minimum and medium-security individuals. Female inmates are housed in two separate pod units. Inmates are transported to and from the jail by means of a van. Those detainees found intoxicated upon arrival at the jail are placed in sobering cells and monitored every thirty minutes, and those displaying violent or suicidal behavior are placed in a safety cell and checked every fifteen minutes. Once admitted, inmates are given one sheet and one blanket. They can be identified by the color of their assigned jumpsuits and also wear identifying wristbands. Inmates receive one hour of common recreation daily and a shower every day. Visiting hours are limited to one hour weekly visits, and inmates are advised that all phone calls are recorded.

Food Services

The Jail contracts with Aramark Food Service to prepare and deliver three pre-packaged meals a day to the facility: two cold meals and one hot meal. The hot meals are heated at the Jail and transported on a warming cart to each pod by inmates on a work order. The Jail also maintains a three-day supply of “emergency” meals. Depending on their status, inmates may purchase additional snack food items from the “traveling” commissary once a week. Medical and religious food requests are respected.

Medical Services

A registered nurse is on duty from 7 a.m. – 3 p.m. and there is a nursing assistant and a Deputy in the nurse’s office at all times. The Jail contracts with various medical providers for additional assistance as needed. During the inspection, there were several inmates, the two medical staff and a deputy all crowded in one extremely small exam space office.

Support Services

Currently, inmates have an opportunity to obtain a General Education Diploma (GED). All prisoners are allowed to participate in a variety of educational classes and programs, most of which are offered by volunteers, including religious services and anger management classes. In addition to formal programs, there are television sets, computers, crafts, board games, and exercise equipment available in the common area of each pod. Additionally, there is a variety of reading materials available in a designated reading room.

Maintenance Services

The Jail has one full-time maintenance/custodial person who is responsible for the repairs and upgrades of the facility.

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Jail Facilities

The Jail facility includes an intake unit, front office, holding cells, safety and sobering cells, housing pods, a command center, an educational room, kitchen, laundry, medical area, visiting area, and exercise yard. At the time of our visit, all areas of the Jail were exceptionally clean, organized, and well-maintained. There are monitoring cameras in the intake, general gathering and visitor's area; however, there are no monitoring devices in the individual cells.

The current Jail facility was built in 1992 at a cost of \$7 million. It is rapidly becoming too small to accommodate the growing inmate population as well as inadequate in terms of space needed for personnel, storage, and programs. Bill AB 900 (adopted in 2007) authorized a new jail.

Findings

F1. The Jail is well-run and well-maintained. An orderly, clean environment is the norm.

F2. The safety of prisoners is assured and there have been no murders, suicides or escapes since the Jail's inception.

F2. The Jail staff is well-trained and experienced. Professional development opportunities are ongoing.

F3. Prisoners are treated with respect.

F4. There are a variety of support services available.

F5. Jail is currently operating at maximum capacity.

Recommendations

R1: Personnel are stretched too thin due to budget cuts and non-replacement of deputies. Basic current needs include the hiring of at least four additional Deputies.

R2. The office for Medical Services is extremely cramped and a larger space should be considered.

Response Required

The California Penal Code § 933 (c) requires a response to the findings and recommendations made in this final report be delivered to the Presiding Judge of the Superior Court. The affected agencies are:

- San Benito County Sheriff's Office (response required within 60 days).
- San Benito County Board of Supervisors (response required within 90 days).

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2010-2011**

Please send your response to:

**Honorable Harry J. Tobias, Presiding Judge
San Benito County Superior Court
440 Fifth Street, Room 205
Hollister, CA 95023**

Bibliography

“San Benito County Civil Grand Jury 2010 Final Report, “San Benito County Civil Grand Jury,
June 30, 2010

“Sam Benito County Jail Overview,” San Benito County Sheriff’s Department,
<http://www.sbcsheriff.org/jail.html>

**San Benito County Grand Jury
2010-2011**

San Benito County Juvenile Hall Review

Conducted by the Law and Justice committee

Summary

The San Benito County Juvenile Hall is responsible for providing a safe, secure and healthy environment for minors while they are in temporary custody at the facility.

The Juvenile Hall is a division of the San Benito County Probation Department. It serves as a temporary detention and treatment facility that houses young persons awaiting a court hearing or release to parents, guardians or other responsible adults.

Purpose of Inquiry

Every year the Grand Jury performs a state-mandated inspection of Juvenile Hall to ensure that it is operating safely, securely and effectively.

Methodology

A committee of the Grand Jury visited Juvenile Hall and interviewed on-site staff and the Chief Probation Officer on October 8, 2010.

Discussion

The Juvenile Hall review and inspection covered the following areas:

- Juvenile Hall Personnel
- Juvenile Hall Wards
- Food Services
- Medical Services
- Educational Services
- Maintenance Services
- Juvenile Hall Facilities

Details for each of these areas are described in the following sections.

Juvenile Hall Personnel

The Juvenile Hall Superintendent is responsible for the daily management and supervision of the Juvenile Hall personnel. Juvenile Hall has a full-time staff of thirteen and a part-time staff of fifteen. Officers work rotating shifts. Detainees' cells are checked every fifteen minutes.

Juvenile Hall Wards

Juvenile Hall provides housing for young persons from twelve to eighteen years of age. Building capacity is 28; school capacity is 20. Reports indicate that approximately ninety percent of the detainees are there for gang-affiliation, and involved with drug use and related issues. The average age is 15-16 years. The average detention is 13-15 days, but the system in place allows for up to 90 days.

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Food Services

The Juvenile Hall has an attractive, clean, multi-use dining area. The facility contracts with Aramark Food Service to prepare and deliver three prescribed meals a day to the facility.

Medical Services

There is a registered nurse on duty from 8:00 a.m. - 1:00 p.m. Juvenile Hall contracts with a medical provider for assistance at other times.

Educational Services

Juvenile Hall provides educational instruction and support through the Pinnacle Court School, which is staffed by one teacher, one classroom aide and one juvenile instructor officer. Students are placed on individual learning plans, each working at his/her own pace. They receive four hours of instruction daily Monday through Friday. The number of students in the classes varies but instruction is also provided for special education students and migrant students.

Maintenance Services

There is no maintenance staff, however, the Juvenile Hall staff and residents voluntarily assume responsibility for on-going maintenance, repairs and daily janitorial duties.

Juvenile Hall Facilities

The Juvenile Hall includes an intake area, day room, school room, sleeping cells, showers, a control room, administrative offices, laundry room, storage area and courtroom. The overall appearance is outstanding: clean, neat, up-dated, spacious and youth-friendly. Signage on Highway 25 and the entrance is easily visible and attractive. There is a metal detector in place. They have a check in and check out system so the residents are responsible for keeping their room clean. The computer system has been upgraded. There is also a movie night in place.

Findings

- F1. The Juvenile Hall is operating in a safe, secure and effective manner. Staff members are exceptionally caring, involved and committed.
- F2. The washing machine has been replaced as a result of the 2009-2010 Grand Jury recommendation.
- F3. Ongoing maintenance and daily janitorial tasks are performed by residents and staff.
- F4. The Juvenile Hall continues to offer limited rehabilitative/treatment programs for those entrusted to its care.
- F5. Two videos developed by the facility staff and San Benito High School students—one for the purpose of orientating parents and residents, and another for sentencing/reporting-have received state awards and the models are being used by other juvenile hall facilities.
- F6. Currently providing onsite open houses for the community in order to be transparent.
- F7. Facility staff conducts parenting classes at the Presbyterian Church.
- F8. A Community Advisory Board has been established.

Recommendations

- R1. The Grand Jury has no recommendations at this time.

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2010-2011**

Response Required

To comply with the California Penal Code including sections 933 and 933.03, the following affected agency shall respond to all relevant findings and recommendations. The affected agencies are:

- San Benito County Board of Supervisors (response required within 90 days).

Please send your response to:

**Honorable Harry J. Tobias, Presiding Judge
San Benito County Superior Court
440 Fifth Street, Room 205
Hollister, CA 95023**

- Courtesy Copy has been delivered to San Benito County Probation Department

**San Benito County Grand Jury
2010-2011**

Inspection of the Hollister Police Department

Conducted by the Law and Justice Committee

Summary

The 2010-2011 San Benito County Grand Jury Law and Justice Committee performed a general review of the Hollister Police Department and the Evidence Room on February 2, 2011.

Objective

The objective of this review was to determine if the Hollister Police Department is adequately addressing the needs of their facility, personnel, and the community and to determine if the Police Department is adequately controlling and disposing of evidence in the Property Room and assuring that evidence records are adequately maintained.

Methodology

1. Interview with a Hollister Police Captain.
2. Committee toured the Hollister Police Department Facility.
3. Interview with the Hollister Police personnel responsible for evidence control.

Findings

F1. Staffing levels have not kept pace with the growth in population and are far below the General Guidelines of one deputy per 1000 people. According to these Guidelines, the HPD should have 52 sworn officers. At the present time, there are 26.

F2. Officers currently work 12 hour shifts.

F3. Shift coverage is minimal and must often be supported by the Sheriff's Office.

F4. Overtime pay is significant due to the shortage of officers employed and the number of officers (3) currently on medical leave due to injury.

F5. The Property Officer's job is very time consuming. Besides being in charge of organizing and servicing the evidence rooms, s/he is also tasked with the ordering all equipment for Officers, maintaining the vehicle fleet (24) cars and overseeing the maintenance of the entire building.

F6. Due to budget restraints, one Property Room officer position has been cut and now only one "non-sworn" officer is responsible for the assignment.

F7. The property room is inadequate for the amount of property currently stored there. There are two sections: one to store the documents and evidence and another smaller secure room for the storage of money and narcotics taken as evidence by the department and also those confiscated by United Narcotic Task Force (UNET).

F8. The storage room for narcotics has no ventilation. The odor and mold from the drugs poses a significant health risk for employees.

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F9. There has been significant progress in controlling and records management. A Bar Code System was implemented in 2002 to make handling and disposing of evidence much more effective.

F10. There is a sign-sheet to enter the property room and access is limited to only three people at a time, including the Multi-Service Officer.

Recommendations

R1. Protective services must be adequate to support the growing population of San Benito County. Staffing levels need to be re-assessed to assure this proper protection. Past recommendations have included sharing Administrative Staff, Training, Systems and other functions with other County and City Agencies.

R2. The Hollister Police Department should re-consider the establishment of a Citizens Youth Academy, School Dare Program, Neighborhood Watch program and Pal (Police Athletic League) Program.

R3. When possible, the department should budget for a part-time assistant (20 hours) to assist the Multi-Service Officer.

R4. Conduct a site audit to determine if mold is present and, if so, develop a mold abatement plan.

R5. Increase the size of the property room so that evidence can be more effectively stored, utilized and preserved.

Response Required

The California Penal Code Section 933 requires the response to the findings and recommendations found in this Final Report be delivered to the presiding Judge of Superior Court within 90 days of the receipt of the Report.

- Hollister City Council (response required within 90 days)

Please send your response to:

**Honorable Harry J. Tobias, Presiding Judge
San Benito County Superior Court
440 Fifth Street, Room 205
Hollister, CA 95023**

*Courtesy copies have been delivered to Hollister Police Department and San Benito County Health Department.

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2010-2011**

Anzar High School

Conducted by Health, Education and Welfare committee

Summary: Anzar High School is located just north of San Juan Bautista in San Benito County. The school was opened in 1994. It is a 4-year high school with approximately 430 students and is considered to be College Prep. The school provides culinary, arts, woodshop and photography electives, with great facilities for each. In the library, which is also open after school hours, there is a computer lab. The school is comprised of 18 classrooms, a gymnasium and a library building.

Purpose of Inquiry: Our subcommittee of the San Benito County Grand Jury (Health, Education and Welfare) is tasked with making sure that the schools in San Benito County are performing up to the highest possible standards. During our tenure on the GJ, we are visiting several schools in San Benito County, trying to highlight the strengths and to point out deficiencies so that continued progress can be assured.

Methodology: Six Grand Jury members arrived at the school unannounced, introduced ourselves to the principal and requested a tour of the facility. We informed the principal that we were not there to talk to the students, but rather to look at what is available to the students.

Discussion: The principal led us on a tour and talked about the school as we walked. She is very proud of what is taking place at Anzar. There are students from other school districts attending Anzar, because of its outstanding reputation. Up-to-date facilities are apparent throughout the campus. The culinary program provides students with the opportunity to actually cook items and sell them to other students. There is an organic garden which is tended by the students for use in the school lunch program. The gazebo, the vegetable bins and benches were built by the students. Student art work and photography were effectively displayed in the Art Room.

Findings:

- F1. All classroom doors can be locked from the inside.
- F2. Only the portable classrooms have air conditioning.
- F3. The school has two custodians (one is a maintenance / custodian / bus driver).
- F4. There is one groundskeeper for the whole district (three schools). The school grounds are very much in need of additional up-keep and care.
- F5. There are apparent water leaks in some of the bathroom ceilings and on the exterior walls of the Gym.
- F6. The school does not have a surveillance (camera) system, but there is an alarm and paging system throughout the campus.
- F7. The school site experiences very little vandalism, although some graffiti was evident.
- F8. There is no indoor cafeteria; students eat outside or in classrooms during inclement weather. The hot lunch is made at San Juan Elementary School and brought over to Anzar.
- F9. There was evidence of several minor fire code violations (e.g. extension cords running along the wall, lack of access to electrical panels in the bus garage).
- F10. The district has 7 bus drivers and 7 bus routes (all K-12). All drivers have training and transportation department documents are in order.
- F11. One of the district bus drivers received a major Level 3 Written Reprimand on February 10.

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F12. The American flag is displayed on a pole in front of the school. The Pledge of Allegiance or 'patriotic equivalent' is not being complied with per California Education Code section 52720. This Grand Jury requested proof of compliance and nothing was forthcoming.

Recommendations:

R1. Hire another full-time custodian or take other action as the District may determine appropriate to ensure adequate upkeep of the premises.

R2. Resolve the preventative maintenance issues.

R3. Develop a master plan for on-going landscaping needs and development.

R4. Have the fire department do an inspection of the campus and use their report / recommendations to correct the safety deficiencies noted therein.

R5. Water leaks (mold) are a current issue with both federal and state agencies. Conduct a site audit to determine if mold is present and, if so, develop a mold abatement plan.

R6. Comply with section 52720 of the CA Education Code.

R7. Provide an up-date / final report regarding the issue in F11. If possible, attach a copy of the final report, eliminating the identity and any personal information related to the driver involved.

Response Required

The California Penal Code §933 (c) requires that a response to the findings and recommendations made in the final report be delivered to the Presiding Judge of the San Benito County Superior Court within 90 days.

- Aromas-San Juan Unified School District

**Honorable Harry J. Tobias, Presiding Judge
San Benito County Superior Court
440 Fifth Street, Room 205
Hollister, CA 95023**

*Courtesy copy has been delivered to Anzar High School Principal.

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San Benito High School

Conducted by Health, Education and Welfare Committee

Summary

San Benito High School is located near downtown Hollister and services students in grades 9-12. Routinely, the Civil Grand Jury (Health, Education and Welfare Committee) visits local schools for informational and oversight purposes. It is also common for the Civil Grand Jury to follow up on previous findings and recommendations in order to ensure that progress is being or has been made.

Purpose of Inquiry

Between September 2010 and February 2011, members of the Civil Grand Jury visited San Benito High School on four separate occasions. The reasons for these visits were:

- To follow up on prior recommendations regarding surveillance and safety issues;
- To determine compliance with the CA state mandate regarding display of the American flag and daily recitation of the Pledge of Allegiance by students;
- To assess the number and general condition of student bathrooms;
- To tour / inspect the library and student cafeteria;
- To visit the transportation (bus) department and assess / ensure compliance with state-mandated safety, training and record-keeping procedures.

Methodology

Civil Grand Jury members visited the high school campus on four separate occasions. During each visit, they were given tours by a member of the school administration and were able to speak with teachers, department heads and various members of the staff. Access to records and files was also provided as needed and /or requested.

Discussion

San Benito High School has 2800 students and 109 teachers. Class size varies from 6-45. The school is situated on two sides of Nash Road which can be challenging for foot traffic as the road is not closed to traffic during school hours. There is, however, a "lighted" crosswalk, and adult crossing guards are on duty throughout the school day.

Safety Issues / Security Concerns

There are six surveillance ("panning") cameras centrally located on the main campus. There are no surveillance cameras on the south side of the campus, the new campus or Baler Alley. In addition to the cameras, there are highly-visible campus security personnel to ensure compliance with the school's code of behavior, question visitors and trespassers and monitor the flow of foot traffic throughout the campus. Lockdown drills are held 2-3 times a year and include participation by the local police and sheriff departments.

Bathrooms

There are six student bathrooms on the main campus, two on the east campus, four on the new campus, two in the shop area and two in the gym. All bathrooms are cleaned daily.

San Benito County Grand Jury 2010-2011

Library

The library is open during school hours and for tutoring after school. Internet access is available for the use of both students and parents. The library also provides office space and service areas for the Independent Study and Migrant Education programs.

Cafeteria

The cafeteria is relatively small but staff members are committed and able to provide for student needs in a variety of ways. Six snack-bar stations are situated throughout the campus; outside tables, chairs, and benches provide extra space for eating; and plans are in process for additional tables and chairs to be installed along nearby walkways. In the event of rainy weather, O'Donnell Gym is open during lunch time to make available an additional "covered" eating area.

Transportation

San Benito High School has 11 buses and employs seven certified drivers. Bus capacity is 84. Approximately 65 students occupy each bus. There are five bus routes. Bus drivers each receive 10 hours of training and are directed to 'count' students as they enter and exit the bus. Bus service is provided at no cost to students but there is some discussion about charging \$1 per day at a future time. Staff was not aware of the allegation of over-crowding or of specific complaints from students or parents regarding overcrowding. However it was agreed that the issue would be discussed with the bus drivers. While at the transportation department, the Grand Jury also brought up the problem Aromas-San Juan bus drivers had experienced in terms of gaining access to the 'locked' fuel pumps.

Lockdown Drill

San Benito High School conducted a full-school lock-down drill on February 14, 2011. It began with a signal from the air raid siren, lasted about 40 minutes and ended with the extended ringing of the general school bell. Members of both the sheriff's department and the police department were in attendance and actively involved. Nine members of the Civil Grand Jury positioned themselves throughout the campus in order to experience and evaluate various aspects of the drill.

Findings

F1. The six surveillance cameras are well-situated and appear to be a deterrent to gang issues and graffiti.

F2. The school does not have a campus-wide public address system.

F3. All classroom doors have been up-graded so that they can now be locked from the inside in the event of an emergency or lockdown drill.

F4. The American flag is displayed on a pole at the front of the school. Daily recitation of the Pledge of Allegiance (or other "patriotic equivalent" per CA Ed Code §52720) is expected by each class at the beginning period of the school day but teacher compliance varies and this topic is currently under discussion by the various departments.

F5. Student restrooms appear to be adequate, hygienic and well-maintained.

F6. The library and cafeteria are bustling with activity and staff members are committed to providing quality programs and services for students.

**San Benito County Grand Jury
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F7. The 'fuel access issue' between San Benito High School and other school districts appears to have been resolved.

F8. In general, students, teachers and staff members appeared well-prepared for the lockdown drill and reacted immediately by locking doors, blocking doorways, collecting cell phones, covering glass doors and windows with paper or other materials, and keeping students quiet / away from windows.

F9. Approximately 60 students (mostly 'tardy') were unable to achieve access to the locked classrooms and subsequently wandered the campus knocking on doors / appearing to be unsure of what they were supposed to do / where they were to go in order to be safe.

F10. The issue of tardiness seemed a minimal concern to the students arriving late, most of whom indicated there were few, if any, consequences and that it was easy to get the detention signed-off by coaches or teachers.

F11. The school telephone (in the main office) was not answered during the lockdown drill and when one concerned neighbor got no answer, she came across the street into the (unlocked) main hall to try and find out what was going on.

F12. The air raid siren initiated the lockdown drill but was then shut off. The lockdown drill lasted 40 minutes. During the last 39 minutes of the drill, tardy students, delivery persons, staff arriving at work, and parents coming to pick up their students had no knowledge there was a lockdown drill going on and appeared confused / unsure of what to do.

Recommendations

R1. Continue to discuss / make plans in the budget for additional surveillance cameras throughout the campus.

R2. Continue to investigate and budget for a school-wide public address system.

R3. Re-open / pursue discussion with the City of Hollister and San Benito County regarding the closure of Nash Road to automobile traffic during school hours.

R4. Review / refine Code Red policies and procedures regarding where students should go in they event they are 'locked out' or arrive at school after the lockdown drill has begun.

R5. Review / refine Code Red policies and procedures regarding continued communication with the public during the lockdown drill (eg., taped message on phone system, and/or or setting off air raid siren or some other warning device every few minutes throughout the duration of the drill).

R6. Review and improve enforcement of policies and procedures regarding student tardiness, with a view to making students more accountable for arriving at school / class on time.

R7. Ensure compliance by each teacher with California Education Code section 52720.

Response Required

The California Penal Code §933 (c) requires that a response to the findings and recommendations made in this final report be delivered to the Presiding Judge of the San Benito County Superior Court within 90 days.

- San Benito High School District, Board of Trustees (response required within 90 days)
- San Benito County Office of Education, Board of Trustees (response required within 90 days)

Please send your response to:

**San Benito County Grand Jury
2010-2011**

**Honorable Harry J. Tobias, Presiding Judge
Superior Court of San Benito County
440 Fifth Street, Room 205
Hollister, CA 95023**

*Courtesy copy has been delivered to San Benito High School Principal.

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Hazel Hawkins Hospital Emergency Room

Conducted by Health, Education and Welfare Committee

Summary

Hazel Hawkins Hospital recently completed the construction of a new Emergency Room Center. The building was created with the support of bond monies and began serving the public on December 6, 2010.

Purpose of Inquiry

The Grand Jury inspected the improvements that had been made to the facility and to determine its current effectiveness in serving the needs of the general public.

Methodology

Six members of the Grand Jury arrived unannounced at the facility on January 13, 2011 and requested a tour. The Emergency Room coordinator granted our request, conducted the tour and responded to our questions.

Discussion

The new Emergency Room is four times the size of the old quarters and consists of 18 fully-equipped rooms: 15 standard and 3 trauma. The set-up of materials and supplies is identical in each room in order to help streamline the emergency process. The ER receives 45-50 people per day and cannot by law turn anyone away. The average wait is 30-45 minutes. Sometimes ER patients are served and released; sometimes they are admitted to Hazel Hawkins Hospital; and sometimes they are stabilized and re-directed to other local area hospitals. At the present time, the ER has staff to service only 12 of the 18 available rooms. They are currently making an effort to 'track' daily 'admits' with the hope of eventually being able to re-calculate the staff- to-patient ratio.

Findings

F1. The ER facility appears well-planned and is equipped with state-of-the-art materials and equipment.

F2. Due to insufficient staff levels Hazel Hawkins Hospital is unable to maximize use of its new facility.

Recommendations

R1: Hire additional staff in order to reduce patient wait time and make full use of the space available.

To comply with the California Penal Code including sections 933 and 933.03, the following affected agency shall respond to all relevant findings and recommendations:

- San Benito Health Care District Board of Directors (response required within 90 days)

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Please send your response to:
Honorable Harry J. Tobias, Presiding Judge
San Benito County Superior Court
440 Fifth Street, Room 205
Hollister, CA 95023

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Information about the Grand Jury

**SUPERIOR COURT OF CALIFORNIA
COUNTY OF SAN BENITO
Office of the Jury Commissioner**

**440 Fifth Street, Room 205
Hollister, CA 95023
(831) 636-4057, ext. 40**

INFORMATION ABOUT THE GRAND JURY

WHAT IS THE GRAND JURY?

The California Constitution requires the appointment every year of a Grand Jury for each county. In San Benito County, 19 Grand Jurors are appointed to serve for a term of one (1) year, but not more than two (2) consecutive years. The Grand Jury is an official body of the Court with independent authority that is not answerable to administrators or legislators. Its principal purpose is to protect the public interest. Appointment to the Grand Jury provides citizens a means to participate in the affairs of the local governments.

WHO ARE THE MEMBERS OF THE GRAND JURY?

California Penal Code section 893(a) states that a person is competent to act as a Grand Juror if that person possesses each of the following qualifications:

- Be "a citizen of the United States"
- Be "of the age of 18 years or older"
- Have been a resident of San Benito County for one (1) year immediately before being selected
- Be in possession of "natural faculties, of ordinary intelligence, of sound judgment, and of fair character"
- Be "possessed of sufficient knowledge of the English language."

California Penal Code section 893(b) states that a person is not competent to act as a Grand Juror if any of the following apply:

- "The person is serving as a trial juror in any court of this state"
- "The person has been discharged as a grand juror in any court of this state within one year" of being selected (although for ease of transition from one year to the next, Jurors may be held over for a second year at the discretion of the Court)
- "The person has been convicted of malfeasance in office or any felony or other high crime"; or;
- "The person is serving as an elected public officer."

The Grand Jurors are selected by lot after a screening process by the Court at the beginning of the County's fiscal year (July 1). Anyone interested in becoming a Grand Juror may submit an application to the Jury Commissioner at the above address.

WHAT DOES THE GRAND JURY DO?

San Benito County Grand Jury 2010-2011

The Grand Jury serves a primary civil (non-criminal) function – namely the investigation of county and city government, special districts, and school districts. These civil investigations result in recommendations for improvements to save taxpayers' dollars and to improve services.

To do this, the Grand Jury is divided into committees, each of which concentrates on careful and diligent investigation of certain departments or functions of government. These committees study complaints submitted by citizens of San Benito County, visit various facilities, investigate records and documents, draw conclusions regarding the operation of local governments, and meet with officials.

The Grand Jury may subpoena witnesses to give testimony or deliver documents for study. The Grand Jury may seek advice from the District Attorney or County Counsel and may discuss problems with a Judge of the Superior Court. If these officials are unable to assist properly, the Grand Jury may request advice from the State Attorney General. After performing these activities, the Grand Jury submits recommendations for improvement of the operation of the county government to the Board of Supervisors.

WHO MAY ASK THE GRAND JURY FOR AN INVESTIGATION?

The Grand Jury may receive and investigate complaints by private citizens, local government officials, and local government employees regarding the actions and performance of public officials. Complaints requesting an investigation must be submitted in writing with a legible signature, address, and telephone number, and must include any supporting evidence available. Members of the Grand Jury are sworn to secrecy and, except in very rare instances, neither minutes nor records of its meetings can be subpoenaed by any outside body, thus assuring that all complaints will be handled in an entirely confidential manner. If the Grand Jury believes that the evidence submitted is sufficient or within their jurisdiction, a detailed investigation may be conducted. Complaints requesting a Grand Jury investigation must be mailed to the following address. Complaints submitted to an address other than the one listed below will not be reviewed by the Grand Jury.

San Benito County Grand Jury
P.O. Box 1624
Hollister, CA 95024

DOES THE GRAND JURY INVESTIGATE CRIMES?

In San Benito County most criminal complaints are handled through the Court. The Grand Jury may hear evidence concerning criminal activity and, where there is probable cause to bring charges, return an indictment. This happens infrequently. Information about the Grand Jury's work in this area is not included in the Grand Jury's Final Report.

THE FINAL REPORT

A Final Report is prepared at the end of the Grand Jury's term, which contains each committee's recommendations. Copies of this report are distributed to the public officials, county libraries and news media. The County Board of Supervisors must respond to each of the Grand Jury's recommendations within 90 days. Should you want to know what your Grand Jury has investigated and recommended, read the local library's copy or ask to read a copy of the Report at

**San Benito County Grand Jury
2010-2011**

Clerk of the Superior Court
440 Fifth Street, Room 205
Hollister, CA 95023

SAN BENITO COUNTY

PROSPECTIVE GRAND JUROR QUESTIONNAIRE

This questionnaire is to assist the Superior Court Judge in compiling a list of nominees which fairly represents a cross-section of our county. The information supplied on this questionnaire is confidential

JR NAME	_____	HOME PHONE	_____
JR ADDRESS	_____	WORK PHONE	_____
Y/STATE/ZIP	_____	E-MAIL ADDRESS	_____
NGTH OF RESIDENCY AN BENITO COUNTY	_____	DRIVER'S LICENSE OR I.D. NUMBER	_____

If you are currently employed, please provide the following information:

JR OCCUPATION	_____	ADDRESS OF EMPLOYER	_____
LOYER'S NAME	_____	CITY/STATE	_____

If you are married or have children, please provide the following information:

JR SPOUSE'S NAME	_____	SPOUSE'S OCCUPATION	_____
(S) OF CHILDREN	_____	SPOUSE'S EMPLOYER	_____

**HOW ARE THE STATUTORY QUALIFICATIONS FOR SERVICE AS A GRAND JUROR.
PLEASE ANSWER EACH ONE BY CHECKING THE APPROPRIATE BOX:**

Are you a citizen of the United States?

☐ YES ☐ NO

Are you at least 18 years of age?

☐ YES ☐ NO

**San Benito County Grand Jury
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Have you resided in San Benito County for at least one year before being selected?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Do you possess ordinary intelligence and good character?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Do you possess a working knowledge of the English language?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Are you presently serving as a trial juror?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Have you been discharged as a Grand Juror within the last year?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Have you been convicted of a felony or malfeasance in office?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Are you presently serving as an elected official?	<input type="checkbox"/> YES	<input type="checkbox"/> NO

**San Benito County Grand Jury
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The following questions are to assist the court in ensuring that it selects individuals who are representative of the community and free of bias.

EDUCATION: SCHOOLS AND LOCATIONS OF SCHOOLS YOU HAVE ATTENDED:

<u>NAME OF SCHOOL</u>	<u>LOCATION OF SCHOOL</u>	<u>GRADE LEVEL COMPLETED OR DEGREE ATTAINED</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

MEMBERSHIP: LIST ANY ORGANIZATIONS TO WHICH YOU BELONG, AND THE LENGTH OF YOUR INVOLVEMENT:

GRAND JURY EXPERIENCE: HAVE YOU EVER BEEN NOMINATED FOR OR SERVED ON A GRAND JURY?

☐ YES ☐ NO

If yes, please state when and where: _____

INTEREST: ARE YOU INTERESTED IN SERVING ON A GRAND JURY?

PUBLIC OFFICE: HAVE YOU EVER HELD A PUBLIC OFFICE?

☐ YES ☐ NO

If yes, what office and where? _____

ELECTED OFFICIAL: DO YOU NOW OR HAVE YOU EVER BEEN AN ELECTED OFFICIAL?

☐ YES ☐ NO

If yes, please state what office and when it was held by you: _____

PUBLIC AGENCY EMPLOYEE: HAVE YOU EVER BEEN AN EMPLOYEE OF A PUBLIC AGENCY IN THIS COUNTY?

☐ YES ☐ NO

If yes, what agency and when? _____

**San Benito County Grand Jury
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DO YOU HAVE RELATIVES EMPLOYED BY ANY PUBLIC AGENCY IN THIS COUNTY?
If yes, please state relative's name, relation to you and by whom they are employed:

☐ YES ☐ NO

PLEASE SUMMARIZE YOUR EMPLOYMENT HISTORY FOR THE LAST 5 YEARS, INCLUDING EMPLOYERS, POSITIONS HELD, AND DURATION OF EACH:

<u>PLACE OF EMPLOYMENT</u>	<u>POSITION HELD</u>	<u>LENGTH OF EMPLOYMENT</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

PLEASE SUMMARIZE YOUR SPOUSE'S EMPLOYMENT HISTORY FOR THE LAST 5 YEARS, INCLUDING EMPLOYERS, POSITIONS HELD, AND DURATION OF EACH:

<u>PLACE OF EMPLOYMENT</u>	<u>POSITION HELD</u>	<u>LENGTH OF EMPLOYMENT</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

HAVE YOU EVER SERVED IN THE MILITARY?

☐ YES ☐ NO

If yes, please state the dates, what branch, highest rank attained, and nature of employment:

<u>DATES OF SERVICE</u>	<u>BRANCH OF SERVICE</u>	<u>HIGHEST RANK</u>	<u>NATURE OF EMPLOYMENT</u>
_____	_____	_____	_____
_____	_____	_____	_____

PLEASE DESCRIBE ANY SPECIAL SKILLS OR ABILITIES YOU POSSESS THAT THE JUDGE SHOULD BE AWARE OF IN CONSIDERING YOUR APPLICATION:

DO YOU HAVE ANY SUGGESTIONS, COMMENTS OR OTHER MATTERS YOU WOULD LIKE FOR THE JUDGE TO CONSIDER IN CONNECTION WITH YOUR APPLICATION?

NOTE: Applications for nomination as a member of the San Benito County Grand Jury may be subject to background check and investigation as to the statutory qualifications for service and the applicant's ability and suitability for service.

**San Benito County Grand Jury
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In support of my application for selection as a member of the San Benito County Grand Jury, I declare under penalty of perjury that the foregoing is true and correct. Executed at _____, California, on this _____ day of _____ 20_____.

Signature: _____

The following questions are optional and will be used for statistical purposes only. The information provided will not be used as part of the grand jury selection process.

1. Age at the time of this application:

- ☐ 18-25
- ☐ 26-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75 and over

2. Gender:

- ☐ Male ☐ Female

3. Race or ethnicity (you may select more than one):

- ☐ American Indian or Alaska Native
- ☐ Asian
- ☐ Black or African-American
- ☐ Hispanic/Latino
- ☐ Native Hawaiian or other Pacific Islander
- ☐ White

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- ☐ Other race or ethnicity (please state: _____)
- ☐ Decline to answer

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San Benito County Grand Jury Complaint Form

SAN BENITO COUNTY GRAND JURY COMPLAINT FORM

NOTICE TO CITIZENS WHO WISH TO ISSUE A COMPLAINT: Among the many powers and responsibilities of the San Benito County Grand Jury is the investigation of citizen complaints to assure that all branches of county and city government are being administered efficiently, honestly and in the best interest of its citizens. It is not the function of the Grand Jury to help to settle disputes between private citizens and/or groups.

CONFIDENTIALITY: All complaints submitted to the San Benito County Grand Jury are required by law to be treated in the strictest of confidence.

COMPLAINT PROCEDURE: ALL COMPLAINTS FORMS MUST BE COMPLETED AND MAILED TO:

SAN BENITO COUNTY GRAND JURY
Post Office Box 1624
Hollister California 95024

PHONE CALLS AND FAXES ARE NOT ACCEPTED. THIS PROCEDURE IS TO ASSURE THAT ALL COMPLAINTS REMAIN STRICTLY CONFIDENTIAL. PLEASE TYPE OR PRINT CLEARLY.

NAME OF PERSON PRESENTING THIS COMPLAINT _____

PERSON OR AGENCY ABOUT WHICH COMPLAINT IS MADE _____

NAME _____ PHONE _____

POSITION OR OFFICE HELD BY PERSON NAMED IN COMPLAINT _____

IS COMPLAINT WITH A GOVERNMENT AGENCY AND NOT ONE PERSON? YES ☐ NO ☐

IF YES, WHAT GOVERNMENT AGENCY? _____

NATURE OF COMPLAINT _____

Note: if you need more space, please use the back of this form or attach additional page(s).

COMPLAINT CONTACTS: What other persons or agencies have you contacted about this problem?

ACTION REQUESTED: Please describe in detail, what action you would like the San Benito County Grand Jury to take.

"This information is true, correct and complete to the best of my knowledge."

NAME _____ DATE _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____

PHONE _____ SIGNATURE _____

Please see reverse side for additional instructions

**San Benito County Grand Jury
2010-2011**

FORMA PARA ENTABLAR UNA DENUNCIA AL GRAN JURADO DEL CONDADO SAN BENITO

AVISO A LOS HABITANTES QUE DESEEN ENTABLAR UNA DENUNCIA: Entre los muchos mandos y responsabilidades del Gran Jurado del Condado San Benito esta el de investigar las denuncias entabladas por los habitantes para asegurar que todas las agencias gubernamentales del condado y la ciudad están siendo administradas eficazmente, honestamente, y en el mejor interés de sus habitantes. No es el cargo del Gran Jurado de asistir a resolver disputas entre habitantes privados y/o grupos.

PRIVACIDAD: Todas las denuncias entabladas presentadas al Gran Jurado del Condado San Benito son requeridas por ley a ser tratadas con la más estricta privacidad.

PROCEDIMIENTO PARA ENTABLAR UNA DENUNCIA: TODAS LAS FORMAS DE DENUNCIA DEBEN ESTAR LLENAS Y ENVIAR POR CORREO A:

**SAN BENITO COUNTY GRAND JURY
Post Office Box 1624
Hollister, California 95024**

NO SE ACEPTAN LLAMADAS TELÉFONICAS O FAXES. ESTE PROCEDIMIENTO ES PARA ASEGURAR QUE TODAS LAS DENUNCIAS PERMANECEN EstrictAMENTE PRIVADAS. POR FAVOR ESCRIBA EN LETRA DE MOLDE O ESCRIBIR A MÁQUINA.

NOMBRE DE LA PERSONA PRESENTADO ESTA DENUNCIA: _____

PERSONA O AGENCIA DE LA QUE SE ESTÁ ENTABLANDO LA DENUNCIA _____

NOMBRE _____ #DE TELÉFONO _____

PUESTO O ADMINISTRACIÓN QUE SOSTIENE LA PERSONA NOMBRADA EN LA DENUNCIA _____

¿LA DENUNCIA ES CON UNA AGENCIA GUBERNAMENTAL Y NO UNA PERSONA? SI NO

SI ES SI, ¿QUÉ AGENCIA GUBERNAMENTAL? _____

NATURALEZA DE LA DENUNCIA _____

Nota: si necesita más espacio, por favor incluya otra hoja a esta forma

CONTACTOS DE DENUNCIA: ¿Con que otra(s) persona(s) o agencia(s) se ha comunicado con respecto a este problema?

QUE ACCIÓN SE SOLICITA: Por favor describa en detalle que acción quiere UD. que tome el Gran Jurado del Condado San Benito. _____

"Esta información es verdadera, correcta, y completa a lo mejor de mi conocimiento."

NOMBRE _____ FECHA _____

DOMICILIO _____ CIUDAD _____ ESTADO _____ CÓDIGO POSTAL _____

TELÉFONO _____ FIRMA _____

