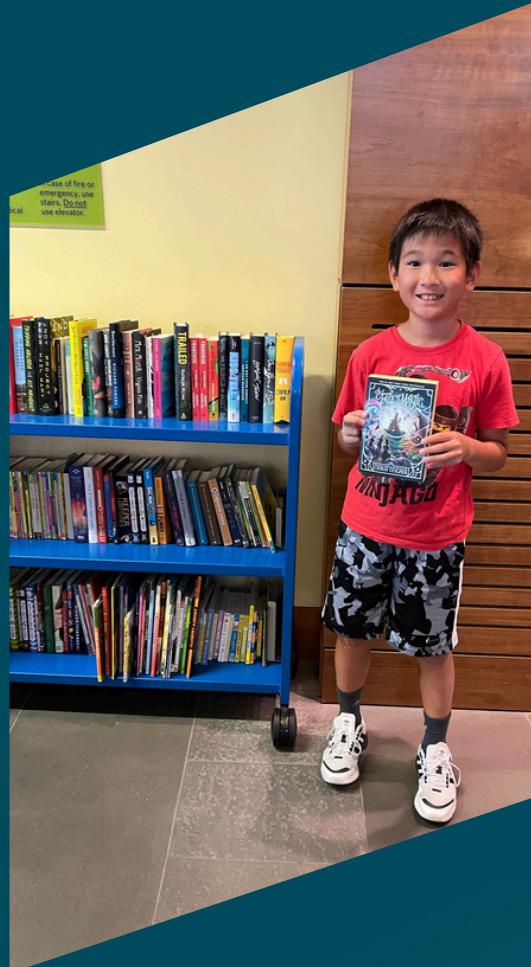


FY 2024-25 ANNUAL REPORT



TOWN OF
Los GATOS
CALIFORNIA

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Introduction from the Town Manager

I am honored to present the Town of Los Gatos Annual Report for Fiscal Year 2024–2025, highlighting our work and accomplishments from July 1, 2024, through June 30, 2025. This year was especially meaningful for me as I joined Los Gatos as Town Manager in November 2024, and it has been a privilege to work alongside our dedicated Town Council, talented staff, and engaged community members.

I would like to recognize the Town's senior staff team for their excellent work and commitment to serving Los Gatos and furthering the Council's Strategic Priorities:

- Ryan Baker, Library Director
- Nicolle Burnham, Parks and Public Works Director
- Jamie Field, Chief of Police
- Sai Kim, Chief Technology Officer
- Katy Nomura, Assistant Town Manager
- Cheryl Parkman, Human Resources Director
- Joel Paulson, Community Development Director
- Gitta Ungvari, Finance Director
- Gabrielle Whelan, Town Attorney
- Wendy Wood, Town Clerk

Over the past year, we advanced Council Strategic Priorities in emergency preparedness and prudent financial management, while successfully delivering high-quality services in key infrastructure projects, public safety, and library services. The 2025 Community Survey confirmed what we already know in that Los Gatos continues to be one of the best places to live and raise a family.

We also faced fiscal challenges. Through careful planning, we closed a significant budget gap while protecting our most valued services including public safety, parks, the library, and public works. Still, we face an ongoing structural deficit, and working toward long-term fiscal sustainability will be one of our most important initiatives moving forward.

In February 2025, the Town Council set high-level Strategic Priorities for 2025 through 2027. The top three included furthering emergency preparedness, particularly with regard to wildfire risks; ensuring prudent financial management; and preserving the community's unique small-town charm and providing a range of housing opportunities while implementing the Housing Element. The Town has made significant progress in these areas, detailed in the first part of this report immediately following the community survey results. The full list of the Council's Strategic Priorities can be viewed at www.LosGatosCA.gov/StrategicPriorities.

In the year ahead, we will continue building on our strengths while focusing on improving Town services, increasing technology investment in public safety, and continuing the efforts in disaster preparedness with a special focus on wildfire. Above all, we will work together to ensure Los Gatos remains strong, vibrant, and a place we are proud to call home.

Chris Constantin

Town Manager



2025 Community Survey

In early 2025, The Town conducted a scientific community survey to gather resident feedback and measure satisfaction with Town services, quality of life, and other information to help the Town better understand the community's priorities, concerns, and needs. The Town conducted a similar survey in 2022, with those results providing a benchmark for the 2025 survey results, culminating in a time series of community satisfaction.

The 2025 results had a precision of at least $+\/- 4.34\%$ at the 95% level of confidence that the survey sample was representative of the Los Gatos community.

Provided below are some of the high-level findings from the survey.

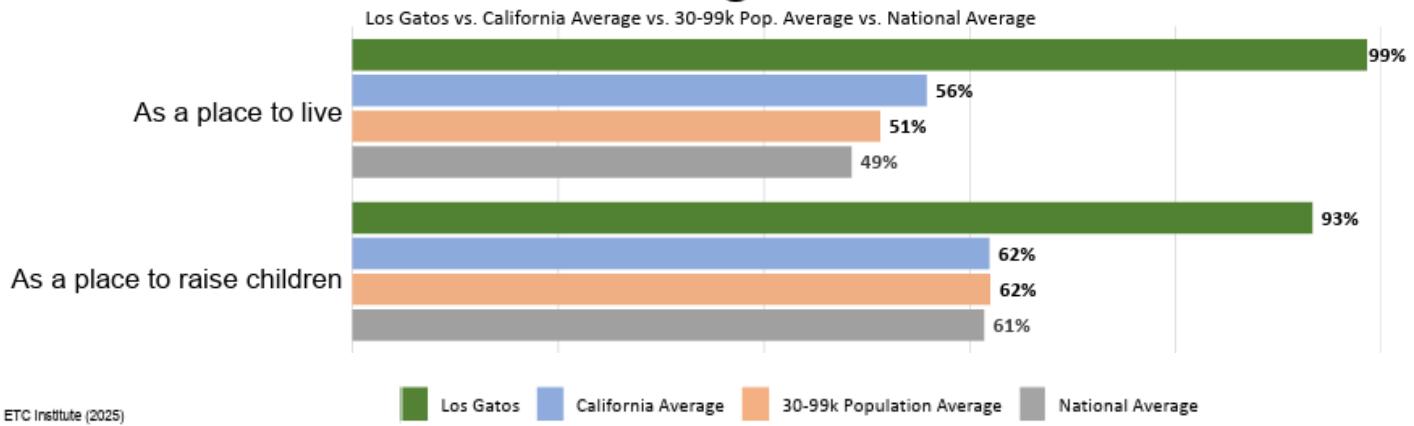
- The areas that had the highest satisfaction ratings in Los Gatos were overall **quality of life** in the Town (90%), overall feeling of safety in the Town (90%), and overall image of the Town (85%).
- Almost all residents rated the Town as either an excellent or good **place to live** (99%) and as a **place to raise children** (93%). Compared to the national average in both of these categories, the Town's rating as a place to live was over double the national average of 49% and 32% above the national average as a place to raise children.

- The highest levels of **satisfaction with Town services** were the overall quality of Library services (91%), Town parks and recreation facilities (89%), and overall quality of Police services (81%).
- The **top three Town services that are most important** to residents are overall maintenance of Town streets, sidewalks, and infrastructure (53%), overall quality of Town Police services (48%), and Town planning, building, and development services (e.g., issuing permits) (36%).
- The **top four community investment areas** were (1) Maintaining streets, sidewalks, and storm sewer systems (96%), (2) Improving traffic flow to reduce traffic congestion (94%), (3) Maintaining 911 response times (89%), and (4) Improving disaster preparation and response for hazards such as wildfires and earthquakes (89%).
 - Improving traffic flow to reduce congestion was the top choice when residents were asked which item was most important for the Town to pursue.

Check out the full survey results on the Town website at www.LosGatosCA.gov/CommunitySurveys.

Q1. Overall Ratings of Los Gatos

2025 Los Gatos Community Survey: Findings Report



Top Priority: Emergency Preparedness (Goal: Public Safety)

Further the Town's emergency preparedness, resiliency, and response capabilities, particularly in the area of wildfire risk.

One of the Council's top Strategic Priorities for the current year was emergency preparedness, which ties to the Town's core goal of public safety.

First Full-Time Emergency Manager

FY 2024-25 marked a foundational year for emergency preparedness in Los Gatos with the hiring of the Town's first full-time Emergency Manager. This new position has enhanced the Town's capacity to coordinate with Departments and community partners, improve disaster response, support preparedness initiatives, and help advance community-wide resilience efforts.

Wildfire Mitigation Efforts

The Town Parks and Public Works Department (PPW) led Town initiatives with regard to wildfire mitigation through vegetation management. This included managing three federal grants totaling over \$3.5 million for roadside and open space related work. From March through June, the Town completed 89 acres of Town open space mitigation work outlined in the Town's Vegetation Management Plan. PPW also served as the Town's liaison to the County of Santa Clara for Brush and Weed Abatement Programs which requires

property owners in Los Gatos to reduce fire hazards on their property.

Fire Hazard Severity Zones Update

With the guidance of the Community Development Department and County Fire, on June 17, 2025, the Town adopted a new Fire Hazard Severity Zones map, in compliance with State Government Code Section 51178, which is available to view on the Town's website at www.LosGatosCA.gov/FireHazardSeverityZone.

Pursuit of Federal Grant Funding

The Town prepared grant applications to support a Town-wide Evacuation Plan with Simulation-Based Modeling, an update to the Town's Vegetation Management Plan, and an outdoor emergency warning siren system. If successful, these grants could provide up to \$1.7 million in funding for the Town's emergency management initiatives.

Townwide Emergency Training

A new emergency preparedness training series of seven training sessions was launched to strengthen staff readiness and support coordinated response operations across Town departments.



Emergency Preparedness

BY THE NUMBERS

89 Acres of hazardous vegetation cleared (see photo)

6 Grant proposals prepared

7 Staff training sessions conducted or scheduled

1 Full-time Emergency Manager position filled

Top Priority: Emergency Preparedness (Goal: Public Safety)

Community Preparedness and CERT Support

The Town's Emergency Preparedness website was refreshed with updated resources and seasonal safety messaging. Emergency Management staff continued to support and coordinate with the Police Department's Community Emergency Response Team (CERT) program in collaboration with Santa Clara County Fire Department and local volunteers.

Public Safety

Emergency preparedness efforts are also supported by the Los Gatos-Monte Sereno Police Department (LGMSPD). LGMSPD leads the Town's core goal of public safety and provides Police services to the Town of Los Gatos and contractually to the City of Monte Sereno. The Department is committed to ensuring public safety with integrity, compassion, and professionalism by providing exceptional law enforcement services, building community partnerships, and engaging the community in problem solving.

All Police Department personnel are committed to the goal of creating a safe environment for all community members while providing an extraordinary level of customer service and success in this area was reflected in the Town's 2025 Community Survey results.

Continuing Growth - Building a Team

This past year, LGMSPD has hired more sworn and professional staff than any year in the history of the Department. Extensive time was invested into recruitment, reviewing applicants, conducting oral boards, and background processes.

LGMSPD continues to be selective in order to deliver compassionate, high quality public safety services, professionally and with integrity, to the community. The Department continues to develop future leaders with team-building workshops, promotional assessments, and implementation of supervisor guidelines. Collateral team development opportunities include DRONE, SWAT,

School Resource Officer, Range Master, Explosive Ordnance Disposal/Tracking K9, and the Honor Guard program.



Efficiencies & Improvements

The Department has improved fiscal management through agreement renewals. In addition, LGMSPD held the third Community Police Academy; integrated new schedules for Patrol, Dispatch, and Command Staff; and began processing concealed carry applications electronically.

LGMSPD facilitated an agreement with Silicon Valley Animal Control Authority which provided a localized service and cost benefit, went through a staffing study to analyze Department operations and functions, created a strategic plan to serve as a roadmap for the future, and integrated a new software giving officers the ability to issue citations and submit collision reporting digitally.

Community Policing

The Department's Community Policing model is to provide education and prevention with enforcement when necessary and it is often done through innovation and collaboration with community partners. Safety is a shared responsibility between the community, businesses, and the Police Department; hence the importance and value of community interactions and building relationships early and often. There is great value in having a local police department that creates familiarization and accessibility to the staff providing

Top Priority: Emergency Preparedness (Goal: Public Safety)

day-to-day services. LGMSPD participated in a number of events throughout the year that helped establish continuous relationships with the Los Gatos and Monte Sereno communities and partner organizations including: LGMSPD Police Recognition event, National Night Out, First Responder Day/Big Truck events, Shop with a Cop, third Community Police Academy, Neighborhood Watch and CERT oversight meetings, Bike Rodeos, Active Shooter Presentations, Community Safety Assessments, Special Olympics Torch Run, Bocce Ball, Polar Plunge, Halloween, Los Gatos in Lights, and the Children's Holiday Parade.



Wellness

The LGMSPD Wellness Program is committed to providing a platform for everyone to pursue the best possible version of themselves. The goal of this program is to support the well-being of each employee in the off-duty environment with friends and family. In turn, this also contributes to employees' overall well-being. Addressing a holistic approach to employee well-being fosters a positive work environment, enhances productivity, reduces absenteeism, and promotes a better work-life balance. The Wheel of Wellness is intended to be a tool for self-assessment, reflection, and allowing staff to evaluate the challenges and gratitude in their lives while having access and ability to overcome concerns.



What's Next

The Department is always making room for improvement, and as the year ends, the vision for the future is continuously evolving. We look forward to:

- Succession planning for upcoming retirements;
- Ongoing recruitment;
- Promotional process for a new Support Services Captain;
- Building space assessment and consolidation efforts;
- Prioritizing assessment recommendations; and
- Continuing to build a culture of accountability.

LGMSDP will continue to provide a high standard of public safety services to those that visit, reside or work in Los Gatos through prioritizing recruitment and professional development, fostering a culture of wellness and compassion within the Police Department, and engaging the community in serving and protecting through partnerships and positive relationships.



Top Priority: Prudent Financial Management (Goal: Fiscal Stability)

Ensure prudent financial management to result in structurally balanced five-year forecasts and fully funded five-year Capital Improvement Plans, managing liabilities such as pension costs and leveraging the Town's assets, efficiencies, partnerships, and revenue streams. Define and implement a cohesive deferred capital improvement program for Town facilities and lifecycle assets.

Prudent financial management, which ties to the Town's core goal of fiscal stability, is another of the Council's top Strategic Priorities.

The Council-adopted FY 2025-26 Town Budget endeavored to maintain essential public services while controlling operational costs in light of the five-year financial forecast, which predicts operating shortfalls in subsequent fiscal years. To responsibly align resources, the Capital Improvement Program was revamped with a tiered approach that focused funding and staff capacity on the highest priority projects which can be supported by both funding and staff capacity.

While the Town's operating funds budget is legally balanced through measured budget cuts and the planned use of reserves, the Town is not structurally balanced, as ongoing revenues are insufficient to fully support ongoing expenditures. For FY 2025-26, the gap between recurring general fund revenues and expenditures is being closed by applying a 4.6% vacancy savings factor and utilizing \$905,060 from the general fund unassigned fund balance.

As the Town continues its efforts to address this structural deficit, it must be mindful that it cannot continue to support the current level of operational investment without either identifying new ongoing revenue sources or reducing programs and services to bring expenditures in line with recurring revenues. The Town Council and staff remain committed to a strategy of proactive fiscal management, regularly reviewing revenues, expenditures, and reserve levels, and making strategic adjustments to ensure the Town's long-term fiscal health. As part of this strategy, the Town is pursuing a third-party study to analyze the Town's fiscal condition, financial forecast, and fiscal impacts of proposed and planned development.

The Town's Finance Department continually monitors actual revenues and expenditures. A mid-year (July - December) budget review occurs in February to allow Council to make any needed adjustments. The Finance Department is also responsible for day-to-day fiscal operations, including but not limited to, payroll, accounts receivable and payable, and internal controls.

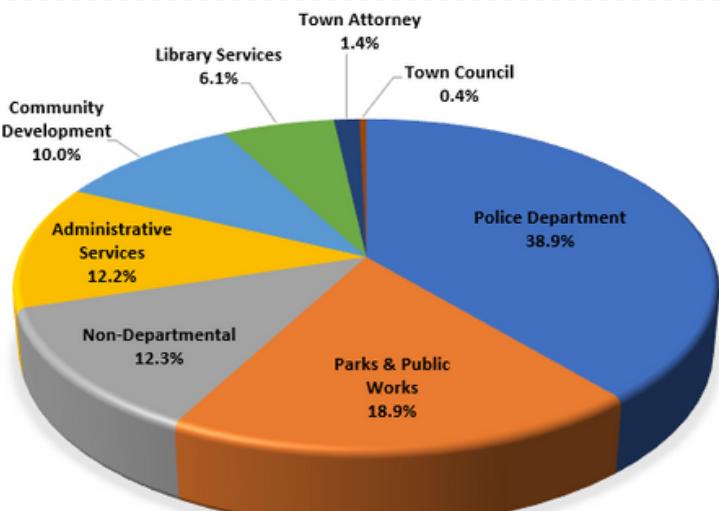


Top Priority: Prudent Financial Management (Goal: Fiscal Stability)

Budget at a Glance

The Los Gatos Town Council unanimously adopted a balanced budget for the FY 2025-26. The Town's fiscal year runs from July 1, 2025 through June 30, 2026. Each fiscal year, the budget is adopted in June following a discussion of the Council Strategic Priorities and a public hearing process. The Town budgets can be viewed at www.LosGatosCA.gov/TownBudget.

For FY 2025-26, the total Operating Budget Expenditure is programmed for \$60.4 million. In addition to the Operating Budget, the Council annually approves the Capital Improvement Budget, which has \$7.2 million in new funding. The Operating Budget funds day-to-day Town services while the Capital Improvement Budget funds street maintenance, park improvements, and other facility upgrades.

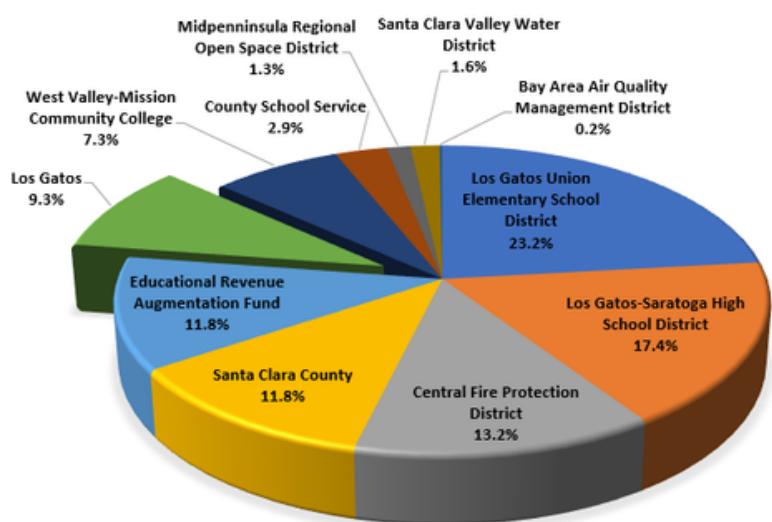


Where Does the Money Come From?

FY 2025-26 General Fund Operating Revenue \$59.9 Million

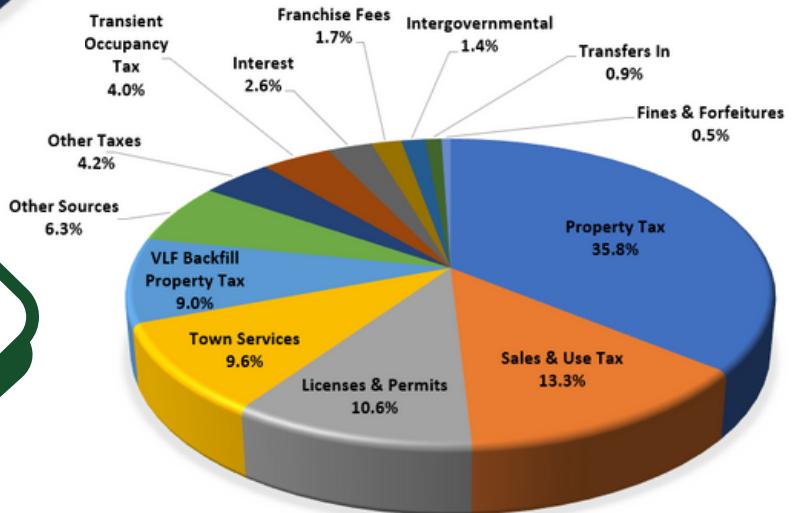
How is Property Tax Distributed?

- The Town receives \$9.30 per \$100 collected in property tax paid by property owners.
- The Town receives \$1.125 per \$9.125 of sales tax paid for taxable sales generated in Town.



FY 2025-26 General Fund Operating Expenditures \$60.4 Million

The allocation of funding for key Town services aligns with the Town goals of Public Safety, Quality Public Infrastructure, Community Character, Good Governance, Fiscal Stability, and Civil Enrichment.



Top Priority: Small-Town Charm and Housing (Goal: Community Character)

Preserve the Town's small-town charm and provide a range of housing opportunities and historic neighborhoods, while diligently maintaining and implementing the Housing Element.

Another one of the Council's top Strategic Priorities for the year encompasses implementing the Housing Element and providing housing opportunities while preserving Los Gatos' small-town charm and historic neighborhoods. This priority ties to the Town's core goal of community character.

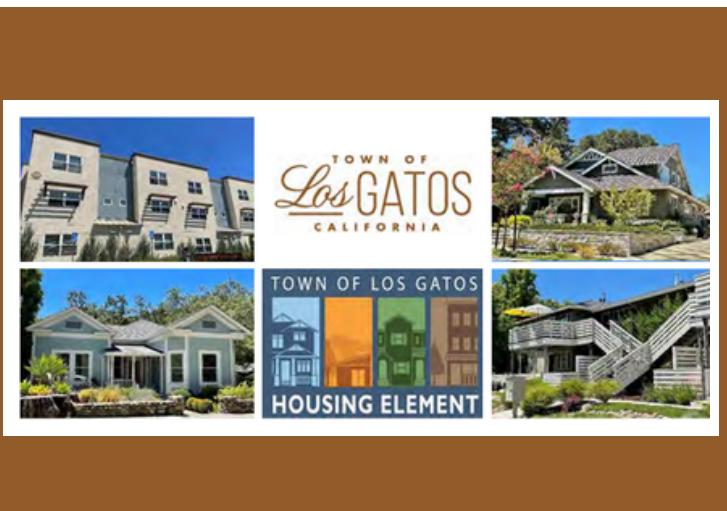
Throughout the 2024-25 fiscal year, the Community Development Department continued to work towards strengthening the character of the built environment while meeting community service needs.

The priorities for the Department were providing exemplary customer service to the Town's residents and development community; continuing progress on the Town's Housing Element Implementation Programs; and maintaining transparency and effective communication with the community about when Senate Bill (SB) 330 project applications were received and the status of those projects. You can learn more about SB330 applications at www.LosGatosCA.gov/SB330. The Town also began working with a video rendering consultant to provide alternatives to story poles, a physical

representation of proposed construction, for projects that are 3 stories or taller.

Accessory Dwelling Units (ADUs) continue to be built in Los Gatos, and the Community Development Department has streamlined the permitting process. As required by Assembly Bill 1332, the Town now offers an ADU plans gallery that provides pre-approved plans. To learn more about the streamlined process, or to view the new ADU gallery, visit www.LosGatosCA.gov/ADU.

The Department continued to process applications under Senate Bill 9 (SB9), providing an efficient path for property owners to subdivide property and/or develop units on a property. The Department adopted processes and regulations in response to additional directives from the State. An updated ordinance was drafted and will be considered by the Council next fiscal year. SB9 provides new housing opportunities to help address the Town's housing needs. More information on SB9 is available on the Town's website at www.LosGatosCA.gov/SB9.



Community Character and Development

In addition to the work noted in the previous section, the Town Community Development Department celebrated Building Safety Month in May with a social media campaign that shared information about various building safety programs, tools, and ways to be prepared if disaster strikes.

Community Development

BY THE NUMBERS

641 Planning applications filed

1,821 Building permits issued

14,560 Building inspections completed

386 Code Compliance citations

283 Code Compliance violations resolved

Reminder: Gas-Powered Leaf Blowers Prohibited

As a reminder, gas-powered leaf blowers have been prohibited in the Town since July 1, 2014, to help reduce emissions, noise, and prevent health risks to the operator and those who may be near leaf-blowers. Gas-powered leaf blowers continue to be the single most frequent violation in the Town. Noise complaints from gas-powered leaf blowers continue to exceed other noise complaint categories. Town Code Compliance issued over 150 citations regarding the use of gas-powered leaf blowers in FY 2024-25.



Community Vitality and Town Events

The Town's Economic Vitality program is key to maintaining Los Gatos' small-town charm. Economic Vitality staff continues to focus on business retention and attraction, permit streamlining, and overall flexibility to support current and prospective businesses, property owners, and other industry professionals in Los Gatos by creating connections between the private business sector and the public process. Together with Community Development and other Town Departments, Economic Vitality staff strive to provide high-quality customer assistance and cross-Departmental coordination that is tailored to the needs of individual businesses with the end goal of assisting each business to find a successful path forward in Los Gatos.

This year, Economic Vitality staff continued to develop and facilitate Leadership Los Gatos, an eight-month program focused on educating, engaging, and encouraging participants to find leadership roles in the Los Gatos community. Participants were given the opportunity to view local government from the inside out, engage with community leaders and special interest groups, and challenge themselves in new ways while strengthening their leadership skills and community network. After completing the program, graduates were encouraged to use their new skills and knowledge as a launching point to further their participation in civic and community service and non-profit organizations. There were fifteen graduates in the class of 2024.

Small-town charm and Community Vitality go beyond business success and include Town Special Events and facilitating the permit process for many festive, inclusive, and beloved community events. FY 2024-25 saw a continued increase in the community's interest in connecting through special events. The Town processed a total of 34 special event permits for community event organizers to host events in Town, several of which were multi-day events, accounting for over 57 days of community events hosted by local organizations.



In addition to community organized events, the Town implemented four annual Town events to celebrate with the Los Gatos community throughout the year. The fiscal year kicked-off with the Town's 4th of July event, Symphony in the Park, where community members gathered together to enjoy a very warm and energetic day filled with food, drinks, entertainment, a bike and stroller parade, the Billy Jones Wildcat Railroad and Carousel, flag raising ceremony with local Boys Scout Troop and Veterans, and a patriotic concert by the San Jose Wind Symphony within the beautiful setting of Oak Meadow Park.



Community Vitality and Town Events

In the fall, the Town hosted its annual movie night, Screen on the Green, where the community enjoyed the film "Wish" under the stars. Next the Town presented the Los Gatos Winter Celebration: Los Gatos in Lights, creating an inclusive celebration for the community to enjoy. The event included long-standing traditions of lighting the holiday tree and taking photos with Santa Claus, while embracing new traditions such as a winter wonderland in the park complete with snow flurries, a winter light show, holiday story walk, Los Gatos in lights, and more, topped off with live musical performances by the Fisher Middle School choir and strings groups. The Los Gatos Chamber of Commerce also debuted its Holiday Trolley at the event.

Finally, in the spring of 2025, the Town rounded out the FY's events with Spring into Green, a celebration of the Town's sustainability efforts, Earth Day, Arbor Day, and the expansive community organizations in Silicon Valley that focus on community connections, the environment, and sustainability. The event was implemented alongside the Town's weekly Farmers' Market, and featured over 25 exhibits run by local non-profits, a roving bicycle photographer, flower crown station, crafts, activities, bike valet, presentation by the Town's Poet Laureate, tree planting ceremony, and a live musical performance.

In the spring of 2024, as budget discussions commenced, the Town sunset the Town's Screen on the Green annual outdoor movie night event due to several factors, including the saturation of community-implemented special events in the Fall, dwindling attendance, and to preserve funding. The Town looks forward to continuing to implement the 4th of July Symphony in the Park, Los Gatos in Lights, and Spring into Green moving forward.

Additionally, the Town executed a multi-year agreement to continue to the production of the Town's annual summer concert series, Los Gatos Music in the Park, through the summer of 2027.



Parks and Public Works

In addition to the wildfire mitigation efforts noted in the “Emergency Preparedness” section of this report, the Parks and Public Works (PPW) Department continues to do excellent work maintaining the Town’s streets and parks, demonstrating support for the Town’s core goals and fulfilling the PPW vision to make Los Gatos “...a safe destination with a thriving community of people who live, work and play in well maintained public spaces and facilities...”

PPW’s major services include facilities management, fleet management and maintenance, park maintenance, streets maintenance, environmental services, and engineering. Work of the engineering team includes capital project management, land use review, traffic engineering and parking management.

PPW’s 34 full-time employees maintain Town-owned assets including 17 park and open space areas that total 223 acres, nine miles of trail, 113 miles of roadways (236 lane miles), 576,000 linear feet of sidewalks, 31 traffic signals, 2,100 streetlights, 12 public buildings totaling approximately 140,093 square feet, 23 surface parking lots (including lots in parks), and one underground parking structure. These major assets are supported by ancillary assets such as restroom buildings (five total), sidewalks, storm drainage systems, retaining walls, traffic and roadway signs, and street lighting. The Department’s overarching goal is to ensure the Town’s facilities are safe, functional, and aesthetically appealing.



Park and Street Operations

The 10 field staff in parks and streets completed 7,697 preventive maintenance and non-standard work tasks. In addition to day-to-day work, this team also supported events such as the holiday parade and the Town’s Los Gatos in Lights winter celebration, 4th of July Symphony event, and Music in the Park.

The Town’s parks hosted 24 private events through the special use permit program and PPW issued 636 park reservations to facilitate the use of picnic areas and other park spaces for family events, birthday parties, reunions and the like.

The street team keeps crosswalks and curbs painted, street and traffic safety signs up to date, performs sidewalk and asphalt repairs, and maintains the Town’s storm drainage system. In 2024-25, the team performed the legally mandated, biannual inspections on the drainage inlets and oversaw installation of 14 full trash capture devices, bringing the total number to 74 capture devices. These devices reduce the amount of litter and debris that reach waterways like Los Gatos Creek and are required per the Town’s municipal stormwater permit.

Capital Construction

In addition to annual projects for sidewalk and street maintenance, the PPW team completed a number of high-profile capital projects this year. The annual sidewalk project resulted in the repair of 1,100 feet of

Parks and Public Works

curb and gutter, 880 square feet of sidewalk, and the construction of 46 new curb ramps. The asphalt project provided 11 miles of crack seal, seven and a half miles of slurry, and three miles of pavement overlay, extending the life of roadways in Town.

In addition to these annual projects, the team completed the long-awaited Shannon Road Bicycle and Pedestrian project which resulted in the installation of 2,300 feet of new concrete sidewalks, 3,500 feet of bike lanes, new street trees, and repaving of Shannon Road from Los Gatos Boulevard to Cherry Blossom Lane. This project provides a marked improvement in safety along a route that is heavily used by elementary and middle school students.

The Los Gatos Creek Trail Connector at Highway 9 was also completed this year. This project provides new access to the trail on the north and south side of Highway 9, making access to the trail from the South Santa Cruz/University Avenue area easier and safer. This project was awarded "Project of the Year" designation by the American Public Works Association Silicon Valley Chapter.



Staff continue to work on numerous other activities like improvements to the bandstand at Oak Meadow Park, design of a new Highway 17 overcrossing at Blossom Hill Road, Shannon Road repair (scheduled to start next fiscal year), and the Valley Transportation Authority-led Highway 17 Congestion Relief Project.



Engineering Land Use Services

PPW Engineers support the Community Development Department by providing engineering design review of land use applications. This includes assessing proposed plans for impact to Town infrastructure and evaluating traffic impacts. The team was deeply involved in the review of the Los Gatos Lodge, 143-151 East Main Street, and North 40 Phase 2 approvals as well as all the other SB330 projects that have been proposed.

PPW also reviews permits for grading, tree removal and construction within the Town roadways (also known as encroachments). The team processed 390 encroachment permits, 275 tree permits, and conducted inspections associated with each permit issued.

Facilities Maintenance and Management

The Facilities team manages approximately 140,093 square feet of buildings within the Town. These range from the Civic Center to restrooms in parks and include the Los Gatos Theater and Adult and Youth Recreation Centers. Maintaining these buildings requires dedicated effort and planning. Work this year included roof repairs, air conditioning upgrades, and a significant renovation at the Civic Center to provide new offices for the Human Resources Department.

Parks and Public Works

Environmental Initiatives

PPW is responsible for a range of work required to meet various regulatory requirements and support sustainability practices. This includes sustainable landscape practices in parks wherever possible, managing the Town's stormwater system to make sure the regulatory standards for water quality are met, and working with the Town's trash collection agency to ensure garbage is collected and disposed of in accordance with best practices and applicable regulations. The fleet management team is also working with Silicon Valley Clean Energy to install EV charging stations in the public works yard. This is the first step in moving toward developing a zero emission fleet.

Process Improvements

PPW has a fundamental goal of modernizing practices whenever possible. This year, that goal was advanced through the implementation of process improvements from the land use team by creating submittal checklists and standard conditions of approval to provide clarity and consistency for the public.

Two key software implementations were also completed by PPW this year. One was for bidding and contract management and the second was for park reservations. With over 150 contracts processed by PPW each year, ensuring compliance with procurement and contract laws is important. The new software automates and tracks contracts, reducing administrative time. The new park reservation platform provides a more user-friendly interface and allows for credit card processing and automation that provides clarity for frontend users and reduces backend administration time.



Library Life

In FY 2024-25, the Library welcomed more than a quarter of a million visitors through its doors with continued seven-day-a-week service. Library users checked out over 400,000 items, both physical and digital, including non-traditional library items such as puzzles, games, and activity kits.

The Library offered 744 programs and events over the course of the year for all ages. More than half of the programs were produced in-house directly by Library staff, including storytimes, book clubs, technology tutoring, and crafting programs. Local community organizations partnered with the Library to host other events, including the Santa Clara County Peer Navigators, West Valley Muslim Association, NUMU, the Asian Law Alliance, SIREN, Parents Helping Parents, Q Corner, West Valley Stormwater Authority, and many more. The Library also welcomed professional performers and experts on a wide range of topics, from bubbles to birdwatching and tai chi to tarot. The Library aims to offer every person who comes into the building something new and exciting to explore.

For those not looking for a program or an event, the Library offers many other resources and services. In the lobby, the Library provides a Comfort Cabinet that offers free health and hygiene supplies to anyone who might need them. The Library activates as a heating/cooling center for community members during extreme weather or power outages, and staff members take emergency management courses to prepare for Town-wide emergencies. Several times a month, the Library distributes Narcan in the lobby, training community members to identify and treat opioid overdoses. Every school day, the Library welcomes more than a hundred students into the building, providing a safe place for them to spend a few hours. The Library has continued its sensory storytime programs for children with developmental disabilities, and each week hosts a talented team of workability volunteers.

In addition to books, eBooks, magazines, media, games, and puzzles, the Library continues to offer innovative services such as laser cutting, 3D printing, gardening

seeds, sewing machines, art kits, home energy improvement kits, and community science kits. The Town's historical archives are also housed in the Library, consisting of 130 years of documents, photographs, and print materials that tell the story of Los Gatos.

Library

BY THE NUMBERS

252,105 Library visits

370,814 Physical books checked out

48,000 Ebooks checked out

744 Programs offered

21,000 Library program attendees

31,610 Library card accounts



Internal Operations

Information Technology (IT):

Over the past year, the Town's IT Department has delivered advancements in infrastructure, security, and digital transformation while addressing over 1,800 IT service requests. From the modernization of financial systems to bolstering cybersecurity and enhancing public meeting experiences, these improvements are laying the foundation for a more efficient and resilient government.

One of the most impactful initiatives and a major step forward in the Town's digital transformation was the implementation of a new Enterprise Resource Planning system. This financial management system is designed to help streamline business processes through automation, integration, and improved workflows. The new system will promote usability through an intuitive interface, reduce the need for duplicate data entry, and will help enhance efficiency by eliminating time-consuming manual work. It will also improve reporting capabilities by offering real-time data access and drill-down tools, while supporting interoperability with various third-party systems. Document management will also see major gains, as the system introduces centralized electronic storage that eliminates the need for saving data across multiple locations. Additionally, the transition to an electronic timesheet system will end the use of manual processes, streamline time tracking, and directly integrate with the Town's new payroll system.

In support of these growing operational demands, the IT Department has made upgrades to the Town's IT infrastructure. A new infrastructure monitoring system now provides enhanced visibility and alerting across the network, servers, and application layers, allowing for proactive system management. A backend storage appliance upgrade has increased the Town's data capacity and improved system performance, enabling faster access to virtual servers and optimizing storage efficiency. Furthermore, work in strengthening the network resiliency at the Police Operations Building has begun, which will ensure continuous operations in the event of a network outage to headquarters.

Improvements were also made to support public engagement and emergency readiness. The Town Council Chambers now features a new video conferencing system and a secondary TV display, which provides a backup broadcasting option and elevates the audio-visual experience for attendees and remote viewers alike. At the Emergency Operations Center, the audio-visual system was upgraded to support flexible input and output across multiple displays, enhancing communication and coordination during critical incidents.

Recognizing the increasing threat of cyberattacks, the IT Department also implemented stronger security protocols. Public-facing firewall protections were enhanced to reduce exposure to brute-force intrusion attempts and improve the Town's overall cybersecurity posture.

The IT Department's work over the past year reflects a strong commitment to innovation, security, and service. Through system modernization, infrastructure improvements, and user-focused upgrades, IT is ensuring the Town remains efficient, resilient, and well-equipped to meet the evolving needs of its residents.



Internal Operations

Town Attorney's Office:

In FY 2024-25, the Town Attorney's Office assisted the Planning Division with Housing Element implementation, including:

- A replacement units ordinance and a resolution adopting replacement units' guidelines, pursuant to Implementation Program AU of the 2023-2031 Housing Element;
- An ordinance amending the Town Code to add low barrier navigation centers as a by-right use in mixed-use and nonresidential zones pursuant to Implementation Program AD of the Housing Element;
- An ordinance amending Town Code regarding State-mandated density bonuses pursuant to Implementation Program R of the Housing Element; and
- An ordinance amending Town Code to add the definition of qualifying alterations.

The Attorney's Office also worked on the acquisition of private property for the Shannon Road Capital Improvement Project, including the initiation of eminent domain and preparation of the purchase agreement.

Attorney's Office

BY THE NUMBERS

14 Claims processed

7 Police complaints reviewed

291 Contracts reviewed

31 Public Records Act productions reviewed

12 Subpoenas received and documentation sent, including obtaining payment of witness fees and document production costs

Other ordinances the Attorney's Office worked on this year include:

- A sidewalk vending ordinance following coordination of internal staff meetings and incorporation of feedback from a Town Council study session;
- Updates to the curfew and sign ordinances;
- An ordinance to repeal Town Code sections regarding all electric construction requirements; and
- A floodplain ordinance consistent with Santa Clara County.



Internal Operations

Clerk's Office:

The Clerk's Office is the central hub for managing the Town's official records, including Town Council meeting materials and minutes, ordinances, resolutions, agreements, and other key governance documents. These materials are publicly accessible on the Town's website, reinforcing the Town's commitment to transparency and open government.

This fiscal year, the Clerk's Office continued its efforts to improve transparency, public access, and operational efficiency through several new initiatives. A key milestone was the implementation of a new Board and Commission recruitment module. This module features a public-facing portal that simplifies the application process and enhances transparency around vacancies and appointments. It provides an automated workflow for Board and Commission recruitment, significantly reducing manual processing, improving access to records, and ensuring consistent documentation throughout the recruitment process. The system centralizes Commission information, allowing the Town to instantly generate the State-required Maddy Act list, rosters, and recruitment packets. It also tracks Oath of Office compliance and integrates with the conflict of interest filing system to manage Form 700 filings and ethics training requirements for all Commissioners.

To further support civic education and good governance, the Clerk's Office initiated Commissioner training which covered essential topics such as meeting format and structure, ad hoc subcommittee formation, attendance and resignation protocols, Brown Act compliance, parliamentary procedures, and Town policies. This training ensured that both new and continuing Commissioners were prepared to fulfill their roles effectively and in accordance with legal and procedural requirements.

The Clerk's Office has also completed the transition to a new Public Records Act (PRA) request system. This upgraded system enhances operational efficiency,

streamlines workflow management, and offers a more user-friendly experience for both staff and the public. The system includes tracking tools, automated reminders, and centralized documentation, which all help reduce processing times and increase overall efficiency in responding to requests in compliance with State law. It also offers a public portal where users can create an account, track their requests, and access records in one convenient location.

In collaboration with the Town Manager's Office, the Clerk's Office continued to provide administrative support for the Hotel Program, which offers temporary shelter to unhoused residents during extreme weather events.

These enhancements reflect the Clerk Office's ongoing commitment to modernizing services, promoting open government, and providing responsive support to the Town Council, staff, and community.

Clerk's Office

BY THE NUMBERS

287 Public Records Act requests completed

327 Council agenda reports processed

48 Commission applications processed



Internal Operations

Human Resources (HR):

As a service organization, the delivery of exceptional Town services depends on top performing, professional, and engaged employees. The HR Department supports the Town's Departments using a strategic talent acquisition approach to ensure the Town has adequate staff resources to deliver Town services. Recruiting and filling vacant positions in a timely manner and ensuring a fair and compliant recruitment process are vital to the Town's operations. Attracting and retaining a diverse workforce is also central to the Town's success. During this fiscal year, HR completed 33 recruitments, an increase from the 27 recruitments completed last year. HR also successfully filled 18 full-time and 17 temporary/hourly vacant positions and oversaw six employee promotions and two reclassifications.

Human Resources continues to enhance and implement new technology efficiencies that have improved automation and streamlined essential HR functions. HR worked with Finance on the implementation of HR modules that will allow staff to move from manual paper-process tasks to digital processes, reducing staff time and errors. HR also implemented a new online performance management software, designed to

streamline and automate employee performance evaluations, and a new human resources information system that updates and upgrades HR's ability to run important reports and accurately store employee data.

HR continues to invest in a proactive safety culture, employee training and development, and health and wellness for Town employees.

Human Resources

BY THE NUMBERS

52 Panel interviews and examinations

2,156 Applications reviewed

18 Full-time hires

18 Temporary Hires

6 Internal promotions

33 Recruitments including Town Manager, Police Corporal, and Police Sergeant



Internal Operations

Town Manager's Office (TMO):

The core services of the TMO include providing administrative direction and leadership for all Town Departments and programs to ensure the community receives high quality services, overseeing the Town Council agenda process to provide comprehensive information and analysis to the Town Council in a timely manner, overseeing Los Gatos emergency management work, managing communication and community outreach, and supporting business attraction and retention through economic vitality efforts among other duties.

In November 2024, the Town Manager's Office welcomed Chris Constantin as the new Los Gatos Town Manager. Chris joined the Town with over 28 years of government experience, including city management, public safety, fiscal responsibility, education, and community engagement.

This year, the TMO supported implementation of the Senior Roadmap and the work of the Community Health and Senior Services Commission. Some of the accomplishments included hiring a grant-funded, part-time Senior Service Coordinator, partnering with the County on an age-friendly survey, and applying for and receiving membership in the AARP Network of Age-Friendly Communities.

55+ Senior Services

BY THE NUMBERS *JANUARY - JUNE 2025 ONLY

901 55 Plus members

661 Programs offered

10,048 Community encounters

1,964 Incoming calls to the 55 Plus phone line

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In addition, the Manager's Office set up a shared office space for non-profit service providers at the Adult Recreation Center (also known as the Interim Community Center) and began a pilot program to host West Valley Community Service's mobile food pantry twice a month near the Library.

The Town Manager's Office also took the lead on implementing services for unhoused residents. Staff continued working with community partners to increase access to showers, food, and other services. TMO staff also continued coordinating with the Clerk's Office to manage the Hotel Program, increasing access to shelter during inclement weather, with 94 hotel rooms booked this year. Through County grant funding, Los Gatos also provided targeted outreach and engagement support for the unhoused in the community.

Other TMO work this year included supporting the Town's DEI Commission, overseeing the hiring of the Town's first full-time Emergency Manager, communication and community outreach, supervising economic vitality work, leading a scientific community survey (see page 3 of this report for the results), and renewing a number of Town contracts and lease agreements.



Connecting and Communicating

In FY 2024-25, the Town remained dedicated to community engagement by continuing to produce a weekly digital newsletter, maintaining a strong official Town presence on Facebook, Instagram, Nextdoor, X, and LinkedIn social media platforms, utilizing print media, and website content.

The community can sign up to receive the Town's weekly newsletter by either (1) visiting the Town's website and clicking "Notify Me," (2) calling (408) 354-6832, or (3) sending an email to Engage@LosGatosCA.gov with the subject line "Sign Me Up." The newsletter goes out every Friday afternoon and provides updates about services, events, and news in Los Gatos. There are currently over 2,100 subscribers.

The Town continues to utilize social media to deliver timely and relevant information, respond to inquiries, and engage with the community. Over 3,800 people follow the Town on Facebook and there are over 5,900 followers on Instagram. Over 2,400 subscribe to the Town's X feed and the Town can reach up to 27,000 members by posting on Nextdoor. The Town's LinkedIn page has over 1,200 followers.

Every Thursday, the Town posts a #tbtLG series, providing a throwback look at Los Gatos history. The Town also runs a #ProudToBeLG campaign, where Town employees are recognized on their milestone work anniversaries, providing the community an opportunity to see some of the faces behind Town services and learn why Town staff are proud to work for Los Gatos. #LosGatosParksAndTrails is a social media series that highlights the gorgeous outdoor spaces the Town has to offer.



The Town also shares West Valley Stormwater Authority's #WaterWednesday posts with helpful water-related information and tips for the community. Following every Council meeting, the Town recognizes the Pledge of Allegiance Leader, usually a student in the community, with a #ThankYouLGpledgeLeaders shout out. The Town also published a targeted campaign for Building Safety Month in May.

This year, the Town kicked off a new campaign called #PrepareforEmergencyLG designed to empower community members to prepare for natural disasters and other emergencies.

Direct mailing postcards were sent out on topics including community development projects. For more information and to stay connected, visit the Town's website at www.LosGatosCA.gov.



Nextdoor

Boards, Commissions, and Committees

The main goal for the **Youth Commission** this year was to update its Resolution so that the Commission could continue to operate in the best interest of the community. The Youth Commission also magnified awareness of historical campaigns that Commissioners had previously worked on regarding straws, nicotine, and fentanyl. The Commission added a new project regarding the safety of street crossings near Los Gatos High School and the Civic Center, which will be completed in upcoming years.



The **Diversity, Equity, and Inclusion Commission (DEIC)** participated in the Town's Screen on the Green event by sponsoring a short film "Boundin'" that played before the main feature and hosting a children's bookmark coloring activity. The Commission discussed a community learning opportunity on historic inequities, leading to information regarding Santa Clara County's Restrictive Covenant Modification Program being added to the Town's website. Commissioners conducted outreach to schools, religious groups, businesses and non-profits/service organizations regarding opportunities for collaboration. The DEIC also provided input regarding language for a welcome banner at the Town's annual winter celebration, and discussed ways the Commission could make visible the equity issues that matter to the larger community.

The **Finance Commission** continued its mandated reviews of the Town's Annual Comprehensive Financial Report (ACFR), the Town's Proposed Operating and Capital Budgets and made recommendations to the Town Council regarding expenditure reductions and revenue enhancements. In addition, the Commission continued focusing on the Town's Capital Improvement Program, and opportunities to reduce the Town's unfunded pension liability.



Boards, Commissions, and Committees

The **Arts and Culture Commission** finished the third phase of the Gateway Project, installing a gateway cat sculpture on Winchester near Highway 85. They also installed the first “Art in the Chambers” exhibit since the pandemic, and created the call for artist process for future “Art in the Chambers” exhibits that will go up in FY 2025-26.



The **Community Health and Senior Services Commission** continued to support the implementation of the Senior Roadmap and advise the Town Council on matters related to community health and senior services. The Commission recommended hiring a part-time Senior Service Coordinator, which was completed this fiscal year.

The **Complete Streets and Transportation Commission** coordinated and supported three ad hoc subcommittees regarding Beach Traffic, VTA Bus Passes, and the Bicycle and Pedestrian Master Plan. The Master Plan ad hoc subcommittee recommended potential next projects for the Town’s capital team to consider. The Beach Traffic and VTA Bus Pass ad hoc subcommittees created written reports. Other items the Commission considered included quarterly reports from the Safe Routes to School Coordinator and the Police Department’s Traffic Sergeant and additional reports on various capital projects completed by the Parks and Public Works Department.

connect **BIKE** **SKATE** **stay**
LOS GATOS **JOG** **gather** **PLAY** **walk**

Boards, Commissions, and Committees

The **Parks and Sustainability Commission** reviewed activities related to park activities including e-bikes, field use policies, and park use agreements. The Commission also supported the development and implementation of a trail maintenance day that was run by the Santa Cruz Mountain Trail Stewardship group. Each meeting of the Commission included a discussion of pickleball, with players and residents expressing ongoing interest in this topic. In particular, the use of the courts at La Rinconada park was discussed extensively.



The **Library Board** worked on revisions of policies to address changes in usage patterns and mitigate evolving issues. Additional policies and procedures were created in order to conform to changing legislation from the State as they pertain to libraries, data privacy, and accessibility.

The **Planning Commission** worked throughout the year to review and make recommendations on development projects, planning-related policies, and Zoning Code changes. Their work affects the physical appearance of buildings throughout the Town and the mix of uses allowed. Over their 15 meetings this year, the Commission considered and gave direction on 47 agenda items.



Boards, Commissions, and Committees

The **General Plan Committee** provided recommendations on Housing Element Implementation Programs and a revised Fire Hazard Severity Zones Map. Its work included three agenda items over two meetings.



The **Development Review Committee** continued the work of reviewing minor development projects for compliance with the Town Code and applicable guidelines. Its work included 28 agenda items over 23 meetings.

The **Conceptual Development Advisory Committee** provides guidance and feedback to prospective applicants prior to submittal of a formal development review application. The work this year included discussion and feedback on a potential subdivision and a preliminary review of a planned development for construction of a multi-family residential development. Its work included two agenda items over two meetings.



The **Historic Preservation Committee** continued its work to determine the historic status of buildings in Town and advise on project compliance with the Town's Residential Design Guidelines for buildings that are historic or located within the Town's Historic Districts. Its work included 64 agenda items over 13 meetings.

TOWN OF
LosGATOS
CALIFORNIA