



**TOWN OF LOS GATOS
COUNCIL AGENDA REPORT**

MEETING DATE: 8/18/2026

ITEM NO: 10

DATE: August 18, 2026
TO: Mayor and Town Council
FROM: Chris Constantin, Town Manager
SUBJECT: Receive the Bi-Annual Police Services Report for January - June 2026.

RECOMMENDATION: Receive the Los Gatos-Monte Sereno Police Department (LGMSPD) Bi-Annual Police Services Report summarizing departmental operations, organizational initiatives, technology advancements, community engagement, regional partnerships, and public safety accomplishments occurring between January 1 and June 30, 2026.

FISCAL IMPACT:

There is no negative fiscal impact to the Town associated with receiving this report.

STRATEGIC PRIORITY:

This item aligns with the strategic priority of emergency resiliency and response capabilities, along with prudent financial management and ensuring a safe feeling in Los Gatos. It also aligns with several of the Town's Core Goals, including Good Governance, Civic Engagement, Fiscal Stability, and Public Safety.

BACKGROUND:

This report provides an overview of significant accomplishments, operational initiatives, organizational development efforts, technology enhancements, community engagement activities, and strategic planning initiatives completed during the first six months of 2026.

While maintaining uninterrupted police services, LGMSPD personnel simultaneously prepared for several nationally significant events, including Super Bowl LX and the FIFA World Cup, implemented new public safety technologies, strengthened emergency preparedness capabilities, expanded partnerships throughout the community, and continued investing in the

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professional development of sworn and professional staff. Training examples include Tactical Dispatch, Why'd You Stop Me - 21st Century Policing, crisis response team training, investigative development and resources. The LGMSPD also continued advancing long-term organizational initiatives designed to improve service delivery, increase operational resiliency, modernize public safety infrastructure, and ensure LGMSPD remains positioned to address evolving needs of the communities we serve.

The first six months of 2026 represented one of the most active and transformational periods in recent LGMSPD history. These efforts reflect the LGMSPD's commitment to balancing today's operational responsibilities while proactively preparing for tomorrow's public safety challenges.

DISCUSSION:

Executive Summary

During the first half of 2026, the LGMSPD continued building upon the momentum established over recent years by investing strategically in four key areas: the LGMSPD team, operational readiness, technology, and community partnerships.

Internally, significant emphasis was placed on leadership development, employee engagement, organizational culture, and succession planning. This was evidenced through the LGMSPD Department Meeting in February, Management Team Building Workshop, and Crisis Response Commander and Supervisor training. Operationally, the LGMSPD maintained its commitment to responsive policing. Personnel participated in extensive planning efforts associated with Super Bowl LX and the FIFA World Cup, and successfully managed significant incidents occurring within the community.

Technology continued serving as a force multiplier for both officer safety and community service. The LGMSPD expanded its implementation of the Axon technology ecosystem through continued implementation of Body Worn Cameras, Fleet cameras, Axon Translate, Fusus Real-Time Crime Center integration, virtual reality training, and TASER 10 deployment in the first six months of 2026. Additional investments included Verkada camera deployments, development of the Drone as First Responder program and associated policies, alarm permit modernization, and planning associated with the implementation of Next Generation 911. Collectively, these initiatives improve situational awareness, investigative capabilities, transparency, and operational efficiency while enhancing service delivery to the community. Community policing remained the hallmark of the LGMSPD's service philosophy. Personnel continued strengthening relationships with residents, businesses, schools, volunteers, nonprofit organizations, and community partners through outreach, education, volunteer programs, and youth engagement. Events such as the Law Enforcement Torch Run, Police Foundation initiatives, Community Police Academy planning, Neighborhood Watch engagement, and school partnerships demonstrate the LGMSPD's continued belief that public safety is most effective when built upon trust, communication, and shared responsibility.

Finally, the LGMSPD continued advancing several strategic initiatives intended to position LGMSPD for long-term success. Facility planning efforts, regional policing evaluations, technology modernization, organizational assessments, and continuous improvement initiatives were all undertaken while maintaining daily police operations and preserving the high level of service expected by the communities of Los Gatos and Monte Sereno.

Organizational Development and Investing in Our People

The LGMSPD recognizes that its greatest asset is its people. During the January through June 2026 reporting period, LGMSPD continued investing in employee development to maintain a highly trained, adaptable, and professional workforce. Personnel completed 1,745 hours of specialized training across 36 different instructor-led courses, certifications, conferences, and leadership programs designed to enhance operational readiness, officer safety, investigative capabilities, supervisory effectiveness, and employee wellness. These investments strengthen organizational resiliency, support succession planning, and ensure personnel remain current with evolving laws, technology, tactics, and industry best practices.

Training encompassed every major function of the organization, including leadership development through the Why'd You Stop Me 21st - Community Policing in the 21st Century, the California Police Chiefs Association Training Symposium, and the Axon Conference; advanced tactical and operational instruction including SWAT Commander, SWAT Team Leader, SWAT School, Firearms, TASER, Motor Officer School, Field Training Officer (FTO), and Officer-Involved Incident Investigations; specialized investigative training in sexual assault, child abuse, narcotics, enhanced drug identification, missing persons, emotional intelligence, and forensic alcohol investigations; emergency communications training for Tactical Dispatch and CIT Dispatch personnel; and wellness and resiliency initiatives including Peer Support and WRAP Instructor certification. Collectively, these investments enhance organizational readiness, expand specialized capabilities, and ensure LGMSPD personnel are prepared to meet the increasingly complex demands of modern municipal policing.

Several employees successfully completed Leadership Los Gatos. Participation in Leadership Los Gatos provides employees with valuable insight into the Town's governmental structure, nonprofit organizations, local businesses, and community priorities, creating stronger partnerships and a broader understanding of the community they serve. During this reportable period, two dispatchers, a Captain, and a Detective completed the Los Gatos leadership course.

As with many law enforcement agencies throughout California, recruitment and retention continue to present challenges. While statewide hiring trends remain competitive, LGMSPD remains committed to attracting and retaining highly qualified employees who embrace the Department's culture of service, professionalism, and community engagement. Recruitment efforts continued throughout the reporting period while recently hired personnel progressed through academy training, field training, and probationary development.

Budgeted Sworn	Academy Trainees (<i>graduation scheduled 9/24/26</i>)	Current Sworn	Off for injury/protected leave	Field Training	Total active and available
39	1	35	3	3	29

Department Meeting – "Game Ready"

On February 2, 2026, the Department convened its Department Meeting held once every two years under the theme "Game Ready." The meeting brought together personnel to discuss operational readiness, reinforce Department expectations, and recognize the important role each employee plays in delivering exceptional police services and the vision and future initiatives of the LGMSPD. The Department Meeting reinforced organizational alignment, strengthened communication across divisions, recognized employee accomplishments, and ensured all personnel understood the Department's strategic priorities for the year ahead; technology advancements, potential expansion of law enforcement partnerships, recruitment, employee development, and retention.

POST Team Building Workshop

In March, Department personnel participated in a Team Building Workshop made possible through a POST grant and fiscal support of the LGMS Police Foundation. The workshop provided employees from across the organization an opportunity to strengthen communication, collaboration, trust, and problem-solving skills while examining how individual leadership styles contribute to overall organizational effectiveness. The workshop reinforced the Department's commitment to investing not only in technical proficiency, but also in the interpersonal skills necessary to maintain a resilient, high-performing team.

Specialized Training and Professional Development

A patrol officer successfully completed extensive Motor Officer training to augment, when needed, the LGMSPD's traffic enforcement program, strengthening the Department's ability to address traffic safety concerns, specialized enforcement, and support community events. Communications dispatchers continued advancing Tactical Dispatcher training, recognizing the critical role dispatchers play during critical incidents. Tactical Dispatch training enhances the Department's ability to coordinate complex incidents, support field personnel during high-risk operations, and improve communication during rapidly evolving emergencies.

LGMSPD also celebrated accomplishments within its Explorer Program, including an LGMSPD Explorer receiving Top honors during academy training in June. The Explorer Program continues serving as an important leadership development and recruitment pathway while providing young adults valuable exposure to careers in law enforcement and public service.

Operational Excellence and Public Safety

Providing exceptional public safety services requires far more than responding to calls for service. It demands continuous preparation, rigorous training, thoughtful deployment of personnel and resources, and the ability to adapt to an increasingly complex public safety environment.

Department personnel responded to thousands of calls for service, investigated criminal activity, enforced traffic laws, assisted vulnerable populations, managed critical incidents, participated in regional operations, and maintained proactive community policing efforts. Simultaneously, employees dedicated significant time to training, regional planning, technology implementation, and specialized operational assignments designed to ensure the Department remained prepared for both routine calls and extraordinary events. During this reporting period LGMSPD also underwent a POST audit of our records, process, and personnel records compliance; and was notified to have passed. Below is a comparison chart of the communications division call volume during the same period in 2025.

January – June	Inbound 911 calls	% of 911 calls answered < 10 seconds	Incoming non-emergency calls	Non-emergency Outbound calls
2026	4,736	95.90%	13,925	6,555
2025	4,716	95.95%	14,863	6,767

Patrol Operations and Community Response

Patrol officers remain the most visible representatives of the Department's service delivery model, responding to emergencies, conducting proactive enforcement, and engaging with residents. While emergency (Priority 1) calls remain a core responsibility, officers also devoted considerable time to community engagement, directed patrol, follow-up investigations, traffic enforcement, school-related concerns, mental health response, and neighborhood problem-solving initiatives. The LGMSPD's community policing philosophy continues to emphasize proactive engagement rather than reactive enforcement whenever appropriate. Below comparison chart reflects response times:

January – June	Priority 1 – 5 Minutes	Priority 2 – 10 Minutes	Priority 3 – 15 Minutes
2026	4:07	6:27	7:05
2025	4:22	6:28	6:59

Critical Incident Response

Although the Department strives to prevent crime through proactive policing and community partnerships, personnel remained prepared to respond effectively when significant incidents occurred. During the reporting period, officers successfully managed several complex and high-risk incidents requiring coordinated responses among patrol personnel, investigators, dispatchers, supervisors, and regional partners. These included responses to barricaded subjects, bomb threat investigations, violent crime investigations, and incidents requiring specialized resources and coordinated command.

Traffic Safety and DUI Enforcement

Traffic safety remained a significant priority throughout the reporting period. Department personnel continued balancing proactive traffic enforcement with education and community outreach to improve roadway safety for motorists, bicyclists, and pedestrians. Traffic enforcement efforts and comparison are reflected in the chart below:

January – June	2025	2026	Difference
Traffic Stops	1770	2041	+271
Citations	644	1221	+577

The Department expanded its traffic safety capabilities through the continued development of its Motor Officer program and successful 2-week training completion by an officer. Specialized motorcycle enforcement enhances the Department's ability to address speeding complaints, school-area safety concerns, collision investigations, special events, and community requests while providing increased visibility throughout both communities.

Recognizing the continued dangers associated with impaired driving, officers conducted proactive DUI enforcement throughout the reporting period. LGMSPD was the recipient of a significant grant focused on DUI enforcement in 2025 that was implemented into this reporting period. Several notable DUI arrests, including incidents involving younger drivers, reinforced the importance of continued education and enforcement efforts. Beyond enforcement alone, the Department utilized social media and public messaging to remind residents of the potentially tragic consequences associated with impaired driving. One of LGMSPD's officers was recently recognized by Mothers Against Drunk Driving (MADD) for a centennial award of having more than 100 DUI arrests within a one-year period.

Fiscal Year	FY 2024 - 2025	FY 2025 - 2026
DUI Arrests	175	204

E-Bike Education and Enforcement

The continued popularity of electric bicycles has created public safety challenges for communities throughout California. Working closely with local schools, parents, students, and

community stakeholders, Department personnel continued providing education regarding applicable California Vehicle Code requirements, safe riding practices, helmet usage, and responsible operation. Officers remained committed to using education as the primary tool whenever appropriate while continuing targeted enforcement. The Department also continued refining educational materials and quick-reference resources to assist both officers and community members in understanding the evolving legal framework governing electric bicycles.

Preparing for Super Bowl LX and the FIFA World Cup

Throughout the first half of 2026, LGMSPD continued strengthening regional partnerships through collaborative planning, training, and operational support. Although neither Super Bowl LX nor FIFA World Cup matches occurred within the Town's jurisdiction, both events required extensive regional planning due to their unprecedented scale and anticipated public safety demands throughout Santa Clara County. Throughout the reporting period, Department leadership and operational personnel participated in planning meetings, training exercises, intelligence briefings, logistics coordination, communications planning, and mutual aid preparation alongside numerous local, state, and federal public safety partners.

LGMSPD's participation also included deployment of specialized resources, including the Department's Explosive Detection K-9, which supported public safety operations at Levi's Stadium as part of broader regional security efforts.

The operational accomplishments reflect a broader philosophy that preparedness is not a single event but an ongoing process. Daily patrol operations, specialized training, regional collaboration, emergency planning, and continuous evaluation collectively ensure that the Department remains ready to respond effectively regardless of the complexity of the incident.

Technology, Innovation, and Modernizing Public Safety

Technology continues to transform the delivery of municipal policing by improving officer safety, increasing operational efficiency, enhancing transparency, and expanding investigative capabilities. Each investment is evaluated based on its ability to improve decision-making, increase transparency, enhance officer and community safety, reduce administrative workload, and provide measurable public value. This deliberate approach ensures technology serves as a force multiplier that complements professional policing while preserving the LGMSPD's commitment to community-oriented service.

During the first six months of 2026, LGMSPD continued implementing its technology modernization strategy to improve officer safety, emergency response, investigative capabilities, transparency, and organizational efficiency. Investments focused on expanding the Axon technology ecosystem, advancing the Real-Time Information Center (RTIC), implementing Drone as First Responder (DFR), and enhancing investigative technologies while maintaining compliance with California privacy, transparency, and data governance requirements. These

initiatives provide officers with improved situational awareness, streamline investigations, reduce administrative workload, and support informed decision-making in the field.

Technology Highlights:

- Expanded the Axon technology ecosystem, including Body-Worn Cameras, Fleet Cameras, Axon Translate, Axon Virtual Reality (VR), TASER 10, and Axon Fusus.
- Utilized Axon Translate for 4,572 translations across 19 languages, improving communication with community members and supporting equitable access to police services. Languages detected for translation included: Arabic, Chinese (Mandarin), French, German, Greek, Hebrew, Hindi, Italian, Japanese, Korean, Persian, Polish, Portuguese, Romanian, Russian, Spanish, Tagalog, Turkish, and Vietnamese.
- Continued implementation of Axon VR scenario-based training to enhance decision-making, communication, and de-escalation skills. The Defensive Tactics and De-escalation team has been trained and are utilizing these tools in training.
- Expanded deployment of TASER 10 to provide officers with enhanced less-lethal response capabilities. Within two weeks of deploying this tool, it was utilized in a dynamic incident to swiftly resolve an incident that could have had an outcome resulting in potential injury to involved officers and community members.
- Continued implementation of Axon Fusus to establish the foundation for LGMSPD's Real-Time Information Center (RTIC) by integrating multiple public safety technologies into a single operational platform.
- Completed installation of the Drone as First Responder (DFR) rooftop docking station while advancing training, policy development, and operational readiness.
- Expanded Verkada camera deployment to support investigations and situational awareness. Following the reporting period, integrated Verkada and ALPR technology contributed to the rapid identification of all suspects involved in the juvenile Orbeez-gun assault on multiple victims and many more investigations.
- Continued deployment of Flock Safety Automated License Plate Reader (ALPR) technology for systems in the Town of Los Gatos and City of Monte Sereno in compliance with California law (SB 54 and SB 34) and LGMSPD policy, supporting investigations, stolen vehicle recovery, and officer safety.

The Department remains committed to balancing technological innovation with transparency and privacy protections by maintaining publicly available policies, regular auditing, and compliance with all applicable statutory requirements.

Residential Alarm Ordinance and Permit Modernization

During the January through June 2026 reporting period, LGMSPD continued implementation of Residential Alarm Ordinance 2375 through a phased approach emphasizing education, customer service, and voluntary compliance prior to full enforcement. In collaboration with the Town Clerk, Finance Department, and Town Attorney's Office, LGMSPD completed a comprehensive review of the program's fee structure to ensure registration fees and false

alarm penalties were transparent, legally supportable, and reflective of the reasonable costs associated with administering the ordinance. Initial registration fees were waived through June 30, 2026, to encourage participation while the registration process, public outreach, and educational resources were refined. LGMSPD will continue monitoring registration trends, false alarm data, and program performance.

Program Highlights:

- 1,100 residential alarm permits registered as of June 29, 2026.
- Approx. 300 resident contacts completed through phone, email, and in-person.
- Resident inquiries declined to an average of approximately two contacts per week following outreach and program enhancements.
- Approximately 1,750 unique residential addresses generated alarm responses between 2021 and 2025, demonstrating additional opportunity to increase program participation.
- Transitioned to the next implementation phase on July 1, 2026, initiating registration fees for new permits while continuing an education-first approach to enforcement.
- Resident feedback was incorporated into updated FAQs and will be integrated into the Town's CRM311 platform to improve public access to information.

Residential Alarm Fee Schedule:

- Initial Registration: \$95
- Renewal Registration: \$50
- Second False Alarm (within six months): \$175
- False Alarm Without Registration: \$190

Emerging Technology and Innovation

LGMSPD expanded technology integration while preparing for future advancements in emergency response, autonomous vehicles, digital evidence management, and administrative automation.

- Coordinated with Waymo to prepare officers for autonomous vehicle operations within the LGMSPD service area through operational familiarization and training.
- Continued evaluating automation and digital evidence management solutions to improve efficiency and reduce administrative workload.
- Expanded technology integration to improve situational awareness, investigative capabilities, and operational decision-making through Verkada and Axon tools.
- Continued implementation of public-facing technology policies and governance practices to support transparency, accountability, and responsible technology deployment.
- Increased use, deployment, and requests as a mutual aid resource for LGMSPD's Utility Vehicles (UTV) from Santa Clara County Fire and Sheriff's department to access remote areas.

Community Partnerships and Community Engagement

During the first six months of 2026, LGMSPD continued strengthening community partnerships through public education, youth engagement, volunteerism, emergency preparedness, and collaborative outreach. These efforts support community policing by building trust, expanding public safety education, and strengthening relationships in Los Gatos and Monte Sereno.

Program Highlights:

- Continued partnership with the Los Gatos-Monte Sereno Police Foundation, supporting technology, youth outreach, employee recognition, the inaugural Foundation newsletter, and community events, including National Night Out (August) and the annual Bocce Tournament (June).
- Prepared for the 2026 Community Police Academy (September-November), providing residents with an in-depth understanding of patrol operations, investigations, dispatch, traffic enforcement, technology, and crisis response.
- Conducted community presentations (26), neighborhood meetings (4), business outreach, school engagement, and public safety education.
- Continued youth engagement through the School Resource Officer, e-bike safety education, crime prevention programs, and the Police Explorer Program.
- Continued support of CERT (252 trained members / recruited 12), DART (767 volunteer hours), Volunteers in Policing (2,752 volunteer hours), and Police Explorers (42 volunteer hours) with thousands of volunteer hours annually supporting emergency preparedness, special events, crime prevention, and community outreach.
- Participated in the Polar Plunge (March) and the Law Enforcement Torch Run (May) benefiting Special Olympics Northern California.
- Maintained publicly available policies governing emerging public safety technologies. LGMSPD received an award of Excellence from Lexipol for Policy management.

Strategic Initiatives and Organizational Improvement

Throughout the first six months of 2026, LGMSPD continued advancing strategic initiatives. In addition to daily police operations, LGMSPD completed several major organizational initiatives, including the DLR Group Facility Consolidation Study, continued implementation of a comprehensive technology modernization strategy, advanced planning for Next Generation 911, modernized the Residential Alarm Program, and completed extensive operational, financial, and organizational planning associated with the potential expansion of regional policing services to the City of Saratoga. These initiatives position LGMSPD to meet future public safety demands while preserving the high level of municipal policing services provided to Los Gatos and Monte Sereno.

LGMSPD also continued emphasizing continuous organizational improvement by evaluating administrative processes, records management, emergency communications, technology integration, staffing models, and operational deployment strategies.

Emergency Communications and Strategic Initiatives

During the January through June 2026 reporting period, LGMSPD advanced several strategic initiatives that strengthen long-term public safety capabilities, emergency communications, and regional partnerships. Key accomplishments included implementation planning for Next Generation 911 (NG911), evaluation of regional municipal policing opportunities, and preparation for emerging public safety technologies. This will help with enhanced capabilities and increased system resiliency.

LGMSPD secured approximately \$407,000 in California Governor's Office of Emergency Services funding to support implementation of Next Generation 911 (NG911), California's modernization of the 911 system that will improve caller location accuracy, regional interoperability, system resiliency, and future multimedia communications.

At the request of the Town Council, LGMSPD also completed comprehensive operational, financial, legal, staffing, technology, and deployment analyses associated with the potential expansion of municipal policing services to the City of Saratoga while maintaining its commitment to preserving existing police services for Los Gatos and Monte Sereno.

To prepare for emerging transportation technologies, LGMSPD hosted operational training with Waymo's Law Enforcement Liaison and Government Relations teams, providing sworn and professional staff with an overview of autonomous vehicle operations, emergency response procedures, investigative considerations, and officer interactions. LGMSPD also continued evaluating emerging technologies, automation, artificial intelligence, cybersecurity, and legislative changes to proactively prepare for future public safety challenges.

Looking Ahead

During the second half of 2026, LGMSPD will continue implementing strategic initiatives that enhance public safety, organizational resiliency, and community engagement. Primary priorities include continued recruitment and employee development, implementation of the Drone as First Responder (DFR) program, expansion of Real-Time Information Center capabilities, continued deployment of the Axon technology ecosystem, implementation of Next Generation 911, long-term facility planning, and ongoing collaboration with the Police Foundation and community partners. LGMSPD will also continue emphasizing traffic safety, DUI enforcement, emergency preparedness, youth engagement, succession planning, and organizational development while maintaining its commitment to providing responsive, innovative, and community-focused police services.

CONCLUSION:

The first half of 2026 represented a significant period of organizational advancement for LGMSPD. While maintaining exceptional police services to the communities of Los Gatos and

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Monte Sereno, the organization advanced major technology initiatives, strengthened emergency communications, completed long-range facility planning, expanded community partnerships, invested in employee development, and evaluated future regional policing opportunities. Collectively, these efforts reflect LGMSPD's continued investment in its people, technology, and community while establishing a strong foundation for the future of public safety.

ENVIRONMENTAL ASSESSMENT:

This is not a project defined under CEQA, and no further action is required.