



**TOWN OF LOS GATOS  
PARKS AND SUSTAINABILITY  
COMMISSION REPORT**

MEETING DATE: 12/01/2025

ITEM NO: 3

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DATE: November 26, 2025  
TO: Parks and Sustainability Commission  
FROM: Nicolle Burnham, Parks and Public Works Director  
SUBJECT: Reservation Systems for Town Tennis and Pickleball Courts

**RECOMMENDATION:**

Receive a Report on the Potential Reservation Systems for Town Owned Tennis and Pickleball Courts.

**REMARKS:**

At the October 27<sup>th</sup> special meeting of the Parks and Sustainability Commission meeting the Commission recommended that Staff research the implementation of a reservation system for Town owned tennis and pickleball courts. The two options currently being considered are managing the reservation system in house with Parks and Public Works staff or outsourcing the reservation system to Los Gatos Saratoga Recreation (LGSR).

By managing the reservation system for the tennis and pickleball courts in house, staff has the ability to maintain alignment with Town priorities. The Town would maintain more internal control over the features and processes and maintains ownership and control of data security and information. The user experience and customer service would be administered by Parks and Public Works staff, keeping the interactions consistent for residents. A town managed system would require additional staff hours to maintain and would likely have a slower implementation rate opposed to outsourcing to LGSR. Additionally, a town managed reservation system may face a slower adoption rate as users of the tennis and pickleball courts are unfamiliar with the Town's system.

By outsourcing the reservation system to LGSR, the Town can likely expect a fast implementation timeline and program administration from experienced staff using proven technology. Limited staff time will be required during the implementation phase, followed by minimal staff time once operational. Parks and Public works staff would have reduced input of the user interface and not have direct access to information and data. Staff interactions with residents would be reduced. Additionally, by outsourcing the reservation management to LGSR, the Town would have ongoing transaction costs related to this agreement.

**PREPARED BY:** Tyler Thomas  
Superintendent

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ATTACHMENTS:

1. Pros and Cons of a Town Managed Reservation System
2. Pros and Cons of the LGSR Managed Reservation System

# TOWN OF LOS GATOS MANAGED RESERVATION SYSTEM

## PROS



Internal control of system features & processes

Familiar customer service experience for residents

Town oversight of data security & information

Better alignment with Town priorities

## CONS



Requires additional staff hours to manage

Implementation timeline may be slower

Slow adoption rate from residents

# LOS GATOS SARATOGA RECREATION MANAGED RESERVATION SYSTEM

## PROS



Fast implementation timeline

Proven technology

Minimal Town staff time required to manage

LGSR has experience managing similar programs

## CONS



Limited Town staff interaction with residents

Town does not have direct access to information

Reduced Town input over user interface

Ongoing transaction costs