

## Los Gatos At-A-Glance: Achieving the Town's Core Goals

**Public Safety:** Ensure public safety through proactive community policing, effective emergency response, community-wide emergency preparation, education, and a community design that is responsive to the full range of potential natural and humanmade hazards and safety issues.

### Key Projects

- Community policing and partnerships
- Crime prevention
- Reduce crime and Improve traffic safety
- Appropriate use of technology
- Organizational wellness
- Multi-Jurisdictional Hazard Mitigation Plan includes Los Gatos (submitted for CalOES/FEMA review)
- Participated in the County's Community Wildfire Protection Plan update and now preparing the Los Gatos Annex

### By the Numbers

- 10,668 9-1-1 calls received by Dispatch
- Less than 5-minute Patrol response time to Priority I calls (immediate emergency with threat of life and public safety hazard)
- Responded to 175 Priority I calls, 6,450 Priority II calls (urgent emergency), and 10,500 Priority III calls (non-emergency)
- 1,400 cases investigated

**Quality Public Infrastructure:** Maintain the condition and availability of public facilities, infrastructure, and a well-connected transportation system that enables safe access for all transportation modes, including pedestrians, people with access and functional needs, bicyclists, motorists, transit riders, and people of all ages and abilities.

### Key Projects

- Roadway, curb, gutter, and sidewalk improvements
- Temporary reconstruction for upper Shannon Road
- Permanent design for the upper Shannon Road repair
- Final design for the Shannon Road bicycle pedestrian project
- HVAC at Police Operations Building
- HVAC repairs at Library
- Installation of an emergency back-up battery at Library
- An accessible restroom at the Adult Recreation Center
- Storage building at Parks and Public Works yard

### By the Numbers

- Handled 2,576 work orders for parks and streets in addition to the 627 daily park opening tasks and the 2,602 park patrol tasks
- Completed 754 work orders for service and maintenance in Town-owned buildings
- Fulfilled 414 work orders on Town vehicles (the Town's fleet includes 80+ vehicles)

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**Community Character:** Preserve and enhance the Town's historic resources and smalltown character; foster the economic vitality of all business locations; maintain and enhance diverse neighborhoods, promote sustainability practices, and protect and conserve the natural environment for present and future generations.

### Key Projects

- Housing Element
- Story Pole Policy Update
- Creation of an Analytics Dashboard to measure cycle time and other indicators for Building Permits, Planning Applications, and Code Compliance Violations
- Expand the scope of the Parks Commission to the Parks and Sustainability Commission
- Streamline processes

### By the Numbers

- Issued 1,106 Downtown Employee Parking Permits and 112 Olive Zone Employee Parking Permits
- Continue to provide next day inspections approximately 99 percent of the time and completed 14,084 total Building Inspections
- Issued 1,735 Building Permits in 2023
- Processed 385 Planning applications in 2023 (not including Tree Removal Permit applications)
- Received 885 Code Compliance violations in 2023 and bi-annually resolved more than 93 percent of the violations
- Processed 662 Encroachment Permits for work in the Town roads, 33 Architecture and Site applications and 31 Grading Permits, and 43 "mapping exercises" such as subdivision mapping, lot line adjustments, and urban lot splits
- Handled 214 tree permit applications in 2023 for removal of trees on private property
- Supported 29 Special Event Permit, Free Speech Permit, and Block Party Permit applications submitted by the community.

**Fiscal Stability:** Maintain current and long-term fiscal stability while striving to deliver high-quality, cost-effective, and efficient municipal services that meet the current and long-term needs of the community.

### Key Projects

- Balanced Budget
- Clean Audit
- Update Five-Year Forecast
- Continued to leverage Town resources with outside agency grants
- Implementing new financial management system (ERP) for improved efficiency and reporting

### By the Numbers

- 185 payroll checks issued bi-weekly
- 65 accounts payable checks issued bi-weekly
- 8,000 invoices processed annually

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**Civic Engagement:** Foster opportunities for meaningful community involvement in government processes, encourage recreational and personal enrichment, and promote ethnic, cultural, and socio-economic diversity and equity to enhance the quality of life in Los Gatos.

### Key Projects

- Completion and endorsement of the Senior Services Roadmap
- Senior Roadmap implementation under way
  - Interim Community Center work
  - HUB Brochures
  - \$1250k grant for adult day services and case management for seniors
- Completion and acceptance of the Diversity, Equity, and Inclusion Plan
- Establishment of the Diversity, Equity, and Inclusion Commission
- Re-started the Leadership Los Gatos Program
- Public Art Master Plan

### By the Numbers

- 28 total Council meetings (2022/23), including Study Sessions, Closed Sessions and Pension/OPEB Trusts
- 153 total meetings of Town Commissions, Boards, and Committees
- Library visits: 220,928 (2022/23)
- Total Library check outs (includes all physical items as well as ebooks): 398,090
- Total Library check outs of children's materials (subset of above): 246,195
- Total number of Library programs, events, and activities offered: 648

**Good Governance:** Ensure open, responsive, accountable, transparent, accessible, inclusive, and collaborative government that encourages public involvement.

### Key Projects

- Improved website and ease of accessibility by consolidating all Town meeting agendas to a single location
- Enhanced weekly digital newsletter
- Increased social media communications

### By the Numbers

- Responded to 1,100 constituent requests
- 250 total Public Record Act requests processed, of which 50 required legal review
- 21 claims and 11 subpoenas processed