



TOWN OF LOS GATOS
DEI COMMISSION AGENDA REPORT

MEETING DATE: 08/13/26

ITEM NO: 3

DATE: August 7, 2026
TO: DEI Commission
FROM: Holly Young, Senior Management Analyst
SUBJECT: Receive Information Regarding the Launch of MyLosGatos311

REMARKS:

The Town continues to focus on finding ways to modernize how people connect with local government, expand access, and improve the overall service experience.

On June 1, 2026, the Town launched MyLosGatos311, a free mobile community engagement application. This user-friendly app increases access to government services for community members and puts it in the palms of their hands. This new centralized platform makes it easier than ever for Los Gatos residents and community members to connect with the Town.

The community can now submit non-emergency service requests (e.g., potholes, graffiti, etc.), report concerns, and send messages to the appropriate Town department all through one convenient channel. Once someone submits a request, they will receive real-time status updates and automated notifications as their request is reviewed and resolved. The system enables direct, two-way messaging between community members and Town staff, so requestors are never left wondering about the status of their concern. Additionally, the MyLosGatos311 provides a significant amount of Town information making it easier for the community to access information.

This level of transparency and responsiveness is a meaningful upgrade to the community experience and reflects the Town's commitment to open and accessible government. As always, Town staff continue to be available to serve and connect with the community by phone and in person.

The app is available for free download in the Apple App Store and Google Play by searching "MyLosGatos311."

For those who prefer not to download the app, service requests can still be submitted anytime through the Town website at www.LosGatosCA.gov/MyLosGatos311 or directly from the Town's homepage by clicking "Report A Concern."

The Town appreciates Commissioners helping to spread the word about MyLosGatos311 in their personal capacities throughout their networks within the community. Business cards

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(Attachment 1) are available to be passed out if desired. The other side of the business cards contains important emergency preparedness information.

ATTACHMENT:

1. MyLosGatos311 Business Card