

# Town of Los Gatos 2022 Department Work Plans

## Town Manager's Office

<b>CORE SERVICES (90% +)</b>	
1.	Lead the entire Town staff organization to implement the policies and direction of the Town Council.
2.	Support individual and full Council decision-making, including all Council Committees and Ad Hoc Council Committees.
3.	Provide overall accountability for the entire Town operation, ensuring proper Town-wide fiscal and administrative controls.
4.	Provide constituent services to residents and businesses.
5.	Monitor regional efforts and state legislation to determine appropriate Town involvement.
6.	Represent the Town organization with other agencies and external organizations.
7.	Coordinate the preparation of Town Council and Council Committee agendas and packets.
8.	Manage the Town's surplus real estate assets, including possible leases, sales, etc.
9.	Oversee the use of the Civic Center facilities.
10.	Engage the community by enhancing Town-wide communications, including managing official Town social media platforms.
11.	Monitor fiscal, economic, demographic, and other trends to assist the Council and the Town organization in developing strategic priorities.
12.	Provide support on Strategic Priorities while ensuring maintenance of core local government services.
13.	Administer the Senior Services Committee, Community Health and Senior Services Commission, and Finance Commission.
14.	Oversee and administer the Human Services and Arts and Culture Community Grants.
15.	Track and oversee referrals from Town Council meetings, Council Members, and the Town Manager.
16.	Oversee Town Clerk, Information Technology, and Economic Vitality functions.
17.	Track performance to ensure timely, responsive, cost effective, and high-quality services.
18.	Manage contracts with NUMU, Friends of the Library, and other community organizations
<b>SPECIAL PROJECTS (10% or less)</b>	
A.	Improve the transparency and access to government records through technology enhancements.
B.	Develop a Town Communications Plan focused on community engagement.
C.	Enhance Town-wide Emergency Preparedness.
D.	Oversee implementation of Town's new Enterprise Resource Planning system
E.	Lead Town inclusivity, diversity, and equity efforts.
F.	Oversee COVID recovery efforts, including Federal ARPA assistance .
G.	Oversee 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.

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## Town Attorney

CORE SERVICES (90% +)	
1.	Provide legal advice to the Town Council, Successor Agency to the Redevelopment Agency, Commissions, Committees, Boards, the Town Manager, Department Heads, and Town staff.
2.	Defend the Town against claims and litigation and initiates civil lawsuits on behalf of the Town.
3.	Enforce and prosecute violations of the Municipal Code, including both criminal prosecutions and civil abatements.
4.	Process and evaluate all personal injury, property damage, and other monetary claims against the Town and manages all litigation involving the Town.
5.	Administer the Town's liability insurance and Risk Management Programs.
6.	Drafts and/or reviews all proposed ordinances, resolutions, and contracts.
7.	Negotiates key transactions such as property acquisitions.
SPECIAL PROJECTS (10% or less)	
A.	Amend ordinances and policies per Council priority.
B.	Amend the Claims Settlement Authority and Procedures.
C.	Amend the Purchasing and Contract Review Procedures.

## Clerk Department

CORE SERVICES (90% +)	
1.	Administer local elections and fulfill the duties of the local Filing Officer and Filing Official under the Political Reform Act.
2.	Prepare, record, and maintain proceedings of Council meetings, minutes, ordinances, resolutions, contracts, etc.
3.	Maintain the Municipal Code.
4.	Coordinate the recruitment and appointment process for Boards, Commissions, and Committees.
5.	Be the custodian of the Town's records and administration of Town-wide records management program.
6.	Coordinate cross-departmental responses to all Public Records Act requests.
7.	Coordinate and process all Town agreements.
8.	Review and process insurance certificates for agreements.
9.	Coordinate bid openings and bonds with Parks and Public Works.
10.	Coordinate the submittal of legal ads for all departments.
11.	Coordinate the Conflict of Interest Form 700 filings and Ethics Training requirements
SPECIAL PROJECTS (10% or less)	
A.	Implementing an electronic Public Records Act and Social Media retention systems.
B.	Implementing the Records Retention Program.
C.	Implementing an Insurance Tracking system.

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**Economic Vitality**

<b>CORE SERVICES (90% +)</b>	
1.	Lead the implementation of the Town's economic recovery and community vitality efforts for the business community and other stakeholders, including but not limited to the Town's semi-permanent parklet program and the Economic Recovery Resolution and its initiatives.
2.	Act as a liaison between the Town, and current and prospective businesses to assist with the Town's planning, building and code compliance processes, property/space matchmaking, and other business-related needs.
3.	Collaborate with the Community Development Department on processing business permit applications and business-related ordinance and policy updates.
4.	Work closely with the Chamber of Commerce, commercial brokerage community, and other organizations to promote Los Gatos.
5.	Develop and maintain relationships with property owners, business owners, and industry commercial real estate professionals in Los Gatos.
6.	Business outreach, retention and attraction through meetings, recognition programs, and education opportunities.
7.	Manage Chamber of Commerce relationship and annual contract.
8.	Oversee and administer Special Events permitting, street pole banners, and decorations.
9.	Participate in regional committees and professional groups as they relate to economic vitality, industry trends, and land use.
<b>SPECIAL PROJECTS (10% or less)</b>	
A.	Continue to prepare policy and ordinance drafts for consideration by the Council Policy Committee, Planning Commission, and Town Council to continue to diversify business mix, simplify permit processes, and enhance business opportunities in Town.
B.	Provide guidance and direction for businesses on new policies and active resolutions that offer the opportunity for businesses to modify use permits and business practices.
C.	Develop opportunities to enrich downtown and create additional vitality.
D.	Inform and assist businesses to understand how new policies may be utilized by their specific business to create greater opportunities for their business including permit applications and conditional use permit modifications.

# Town of Los Gatos

## 2022 Department Work Plans

### Information Technology

<b>CORE SERVICES (90% +)</b>	
1.	Complete contracting, purchasing, and payments for IT related consultants, contractors, and supplies.
2.	Train and inform users on productivity enhancements and emerging threats to network security.
3.	Maintain user accounts and associated security permissions for folders and systems.
4.	Replace PCs, laptops, servers, and network devices reaching end of useful life.
5.	Maintain hosted voice over IP phone system.
6.	Coordinate geographical information systems (mapping) data and online system improvements and maintenance.
7.	Maintain security updates and health of the Town's network servers and network computers.
8.	Support network applications and user technical requests on systems, such as Police, Finance, Permitting, Public Works, document imaging, antivirus, online access, and others.
9.	Research and plan for productivity enhancements and other systems upgrades Town-wide.
10.	Maintain and improve backup systems to ensure business continuity.
11.	Maintain Office 365 suite, including cloud anti-spam, threat management, and content search for Public Record Act requests.
12.	Assist Departments with information technology research and procurement.
13.	Maintain internet service connections, firewalls, routers, switches, cabling, microwave, and wireless access points, and other equipment.
14.	Support technology in patrol vehicles, including vehicle and officer worn cameras, laptops, wireless connections, and network security.
<b>SPECIAL PROJECTS (10% or less)</b>	
A.	Implement technology enhancements for efficiencies and preparedness.
B.	Implement a disaster recovery solution utilizing cloud services to ensure optimal uptime of critical IT services and infrastructure during a declared disaster.
C.	Migrate the current IT backup solution to a more robust and reliable solution.
D.	Manage the implementation of the Town's new ERP System.
E.	Enhance cybersecurity with a multi-factor authentication system for remote access.
F.	Upgrade aging network switches to cloud managed switches for better security and manageability.
G.	Upgrade the permitting site for a more enhanced citizen access experience.
H.	Update the Intranet site for a more modernized experience and ease of access to relevant information and resources for Staff.
I.	Upgrade the Town's GIS website for increased reliability and uptime.

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**Library Services**

<b>CORE SERVICES (90% +)</b>	
1.	Oversee entire library operation as a seven day, 54 hours per week public service.
2.	Manage the circulation of materials.
3.	Provide reference and reader's advisory services in-person, via email, via instant message, and via telephone.
4.	Maintain and develop the collection by anticipating the informational needs of the local community.
5.	Provide outreach services within the community, connecting and showcasing library services.
6.	Implement up-to-date technology and virtual services.
7.	Provide Children's, Teen, and Adult programming, including story times, special family programs, Summer Reading, Be A Book Family, book clubs, technology trainings, special presenters etc.
8.	Administer the Library Board and the Arts and Culture Commission.
9.	Support Friends of the Library programming, events, projects and meetings.
<b>SPECIAL PROJECTS (10% or less)</b>	
A.	Adapt service models due to COVID impacts and develop services and programs that assist with community recovery.
B.	Diversify historical archives by seeking out materials and recording oral histories reflecting the past and present experiences of People of Color within Los Gatos.
C.	Replace public access computers with circulating laptops for public use and modify existing computer seating areas to accommodate more flexible library use.
D.	Implement a sound mitigation plan for Library lobby.

# Town of Los Gatos

## 2022 Department Work Plans

### Police

<b>CORE SERVICES (90% +)</b>	
1.	Provide police services to the Town of Los Gatos and contractually to the City of Monte Sereno.
2.	Respond to emergency and non-emergency calls for service, conduct proactive vehicle and foot patrol as well as special operations to interdict crime and build community partnerships.
3.	Review all criminal cases, conduct follow-up investigations, prepare and present appropriate cases to the District Attorney for prosecution.
4.	Operate the Dispatch Center for emergency and non-emergency calls, including support to field staff and coordination with other agencies.
5.	Provide police services and educational opportunities to K-12 school campuses, including substance abuse prevention, vaping diversion programs, active shooter response, cyber-bullying and digital safety awareness.
6.	Maintain safe and orderly flow of traffic through pedestrian, bicycle and vehicular traffic enforcement and education. Manage the Town's parking permit program, enforce applicable parking regulations and engage in abandoned vehicle abatement efforts.
7.	Establish and maintain special duty teams, including K-9, Bicycle, Special Weapons and Tactics, Hostage Negotiation, Traffic Investigations, Crime Scene, Homeless Liaison and Peer Support.
8.	Build community partnerships by participating in Department and community programs such as Coffee with A Cop, Drug Free Meetings, Safe Routes to School, Special Needs Awareness Program (SNAP), and Crisis Text Line partnership.
9.	Create and implement proactive solutions to keep the community safe, such as Neighborhood Watch Meetings, Los Gatos on Watch Program, Victim Services Unit, Volunteers in Policing and Operation C.A.R.E. (senior wellness check-in).
10.	Coordinate with the Town Manager's Office and Santa Clara County Fire Department to build a robust emergency preparedness capacity to include ability to manage and recover from critical incidents, administration of Community Emergency Response Teams and assistance with revisions to the Town's Emergency Operations Plan.
11.	Evaluate public safety requirements for proposed Special Events.
12.	Administer the Youth Commission.
<b>SPECIAL PROJECTS (10% or less)</b>	
A.	Recruit, hire and retain sworn and civilian police staff to fill existing and anticipated vacancies. Ensure that Department staffing is commensurate with Town growth.
B.	Implement technology projects, including replacement of CAD/RMS, Body Worn Cameras/Mobile Audio Video, automated feedback and customer service survey system and a full feature online report system.
C.	Continue to partner with Santa Clara County Behavioral Health Services to implement and expand the Mobile Crisis Response Teams that will assist adults and juveniles suffering from mental health issues.
D.	Monitor State legislation and update policies and procedures to ensure compliance, including: AB 748 (disclosure of audio and video recordings); AB 1421 (release of peace officer personnel records) and AB 953 (racial profiling mandates and vehicle stop data collection).
E.	Continue to participate in implementation of the Silicon Valley Regional Communication System that will provide all County public safety entities with full digital interoperability.
F.	Institute a Wellness/Resiliency program for Department members centered on development of functional fitness and compassion cultivation training.

# Town of Los Gatos

## 2022 Department Work Plans

### Parks and Public Works (PPW)

<b>CORE SERVICES (90% +)</b>	
1.	Maintain and operate Town assets (parks, streets, buildings, and vehicles), including emergency repairs.
2.	Develop and deliver the Town's capital project program.
3.	Lead and advance the Los Gatos Safe Routes to School program
4.	Represent the Town on the VTA Technical Advisory Committee and Capital Improvement Committee.
5.	Administer the Complete Streets and Transportation and Parks Commissions
6.	Seek grant opportunities to advance Town priorities.
7.	Represent the Town in efforts of the Beautification Committee.
8.	Evaluate all engineering, stormwater, and traffic issues for private development applications.
9.	Approve and inspect public improvements constructed by developers as required by their permits.
10.	Permit and inspect construction activities in Town right-of-way, including coordination with outside agencies and utilities.
11.	Manage all park reservations.
12.	Coordinate with West Valley Clean Water Program and other agencies on environmental services, including increased stormwater regulations, water resource issues, and clean energy.
13.	Act as the liaison with the West Valley Solid Waste Authority
14.	Review and permit tree removal applications.
15.	Create and maintain databases on Town infrastructure needs.
16.	Evaluate public works implications for proposed Special Events.
17.	Manage Landscape and Lighting Districts.
18.	Implement enhanced community outreach plans to ensure residents are aware and engaged.
<b>SPECIAL PROJECTS (10% or less)</b>	
A.	Support efforts related to COVID-19 and economic stability.
B.	Develop and deliver vegetation management for wildfire risk reduction.
C.	Advance mitigation measures for traffic congestion in Town.
D.	Deliver projects in the Connect Los Gatos Transportation Program.
E.	Manage the Phase 1 and future phases North 40 construction activities in coordination with CDD.
F.	Continue to pursue funding and implementing projects from Measure B.
G.	Support implementation of the downtown parklets pilot program.
H.	Support General Plan Update.
I.	Develop Transportation Policies and Transportation Demand Management Policy.
J.	Develop a Policy for Small Cellular Installations.
K.	Lead implementation of SB1383 (organics recycling).

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**Community Development (CDD)**

<b>CORE SERVICES (90% +)</b>	
1.	Review, analyze, and prepare reports for all Planning applications, working with applicants, other departments, interested residents, outside agencies, and others.
2.	Administer Planning Commission, Conceptual Development Advisory Committee, General Plan Committee, Historic Preservation Committee, and Development Review Committee meetings.
3.	Review and analyze all Building applications, working with applicants, other departments, interested residents, outside agencies, and others.
4.	Oversee and manage Building Plan Check consultant.
5.	Inspect all construction projects for Planning and Building compliance.
6.	Respond and resolve Code compliance cases.
7.	Respond to resident and business inquiries regarding allowable uses and development options.
8.	Evaluate proposed business uses prior to Business License and Certificates of Use and Occupancy and Home Occupancy permit issuance.
9.	Prepare land use data for annual Joint Venture Silicon Valley survey, Valley Transportation Authority Survey, Department of Finance population estimates, Association of Bay Area Governments and Metropolitan Transportation Commission surveys, Housing and Community Development (HCD) Annual Report, and other data requests.
10.	Monitor and participate as appropriate in State legislation, Plan Bay Area Update, and other State, regional, and local efforts.
11.	Oversee the Below Market Price housing program.
12.	Oversee and manage Town consultants providing arborist, architecture, environmental review, housing, Water Efficient Landscape Ordinance (WELO), Below Market Price (BMP) housing, and other services.
<b>SPECIAL PROJECTS (10% or less)</b>	
A.	Support Council consideration of several land use applications.
B.	Administer the General Plan Update.
C.	Administer the development of Objective Standards.
D.	Update land use policies based on Policy Committee efforts.
E.	Update the Zoning Code to be consistent with new State laws and Council Strategic Priorities.
F.	Administer the Housing Element Update and Housing Element Advisory Board process.
G.	Manage the Phase 1 North 40 construction activities in coordination with PPW.



# Town of Los Gatos

## 2022 Department Work Plans

### Finance

<b>CORE SERVICES (90% +)</b>	
1.	Provide prudent, professional financial management and internal controls of all accounting functions for the Town's funds and accounts.
2.	Prepare the Town's annual operating and five-year capital budgets for fiscal and service accountability, including the five- and ten-year forecast.
3.	Receive an annual, third party finance and compliance audit, actuarial studies, and other fiscal reports.
4.	Complete the Annual Comprehensive Financial Report (ACFR) to verify proper fiscal practices.
5.	Prepare materials for the Finance Commission.
6.	Administer the Town's business license, accounts payable, accounts receivable, and payroll functions.
7.	Oversee the Town's purchasing, debt service, investments, trusts, and claims administration functions.
8.	Account and maintain records on the Town's fixed assets (equipment and infrastructure).
9.	Oversee the Town's investments and provide quarterly investment report for Town Council.
10.	Provide financial administration to the Successor Agency to the Redevelopment Agency.
<b>SPECIAL PROJECTS (10% or less)</b>	
A.	Participate in the Enterprise Resource Planning upgrade.

### Human Resources

<b>CORE SERVICES (90% +)</b>	
1.	Attract, develop, and retain a quality workforce, as well as training and professional development.
2.	Oversee compensation, classification, benefits, safety, workers' compensation, and other employment-related policies and programs.
3.	Oversee employee relations, including matters related to labor relations and bargaining agreements.
4.	Manage employee, retiree, and COBRA benefits, including coordination with CalPERS and industry brokers for maintenance and implementation of all benefit plans (medical, dental, vision, deferred compensation, life, disability, and supplemental insurances).
5.	Develop, maintain and update employment policies, including the oversight of legal mandates for the workplace.
6.	Administer performance management, including the annual evaluation system.
<b>SPECIAL PROJECTS (10% or less)</b>	
A.	Administer the Annual Health Open Enrollment for benefits changes that are effective January 2023.
B.	Review existing Human Resources related Administrative Procedures and recommend revisions or creation of new procedures, as necessary. In addition, update the Town's Personnel Rules and Regulations to reflect current federal and state legislation.
C.	Continue to update existing job classifications to capture current job duties, required knowledge/skills/abilities, and minimum educational and experience requirements and create new job classifications as needed.
D.	Negotiate labor contracts for the Town Employees' Association, the American Federation of State, County and Municipal Employees, and the Police Officers' Association.
E.	Participate in the Enterprise Resource Planning upgrade.