



**TOWN OF LOS GATOS
COUNCIL AGENDA REPORT**

MEETING DATE: 01/20/2026

ITEM NO: 17

DATE: January 8, 2026
TO: Mayor and Town Council
FROM: Chris Constantin, Town Manager
SUBJECT: **Receive the Bi-Annual Police Services Report for July – December 2025**

RECOMMENDATION: Receive the bi-annual update from the Los Gatos-Monte Sereno Police Department (LGMSPD) outlining staffing, training, operations, community engagement, and strategic efforts from July 1 through December 31, 2025, while also highlighting the workload, impact, and preparation underway for major regional events in 2026

FISCAL IMPACT:

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

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:

The second half of 2025 reflected a period of substantial transformation, workload, and measurable impact for the Los Gatos-Monte Sereno Police Department. This report captures LGMSPD's continued dedication to excellence in public safety, strategic planning, technology implementation, and community trust-building.

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Chief of Police

Reviewed by: Town Manager, Assistant Town Manager, Town Attorney, and Finance Director

- LGMSPD executed major projects, including the approved contract and start of the full-scale implementation of the Axon ISLE 10+ (Drone for First Responders, Real Time Crime Center, translation, and other valuable functionality and equipment), procurement of mobile data computers, automation of subpoenas and DA filings, false alarm ordinance approval and automated management system, and progress on the DLR space assessment of the Police Department buildings.
- LGMSPD managed over 3,900 training hours, hosted large-scale community events like Halloween and the 69th Children's Holiday Parade, and navigated lean staffing through targeted recruitment and commitment to efficiency.
- LGMSPD also operationally prepared for unprecedented regional events coming this year (2026), such as Super Bowl 60, FIFA World Cup, and the 250th Anniversary of U.S. Independence.

This high level of performance was achieved without expanding the Department's staffing footprint, and while fulfilling daily responsibilities across enforcement, community outreach, dispatch services, and emergency preparedness.

DISCUSSION

Staffing, Recruitment, and Retention

Despite limited personnel capacity, the Department successfully hired one Records Specialist, three Officer Trainees, and one Lateral Officer from a combined applicant pool of over 768 applicants (417 sworn and 351 Records Specialist applicants).

This achievement came amid continued reliance on overtime, training pipeline management, and schedule flexibility to meet operational demands. As of December 31, 2025, LGMSPD had, 27 deployable sworn officers for daily operations out of 39 budgeted. The vacancies are due to two officers in the police academy, protected leave, and vacancies. There were several retirements during this period, including an Officer, Sergeant, and a Captain.

The Department's recruitment pipeline remains active, though public safety market competition, along with complexities of background clearance requirements and timelines, continue to affect the onboarding velocity. There are oral boards scheduled almost monthly in the coming months. The Department's efforts to accelerate hiring timelines without compromising quality, including hosting six oral boards in six months. A competitive recruitment strategy, including accelerated oral boards, updated outreach materials, and stronger candidate tracking and engagement, has enabled the Department to maintain momentum during lean staffing conditions.

Beyond numerical metrics, the human capital reality of LGMSPD is a testament to both

dedication and strategic compromise. Each unfilled position represents not just a vacancy but a shift in workload to remaining staff, many of whom absorb additional duties while maintaining response standards. This has a downstream impact on wellness, training time, and the Department's ability to provide non-enforcement services. For example, community engagement and preventive patrols often yield to urgent calls, investigations, and mandated follow-ups. Recruitment challenges stem not from lack of effort, but from a competitive public safety labor market in the Bay Area and the rigorous standards LGMSPD maintains to preserve culture and quality that this department is proud of and known for.

These panels processed a cumulative applicant pool of 768 individuals. From this extensive pool, the Department hired 1 Records Specialist, 3 Officer Trainees, and 1 Lateral Officer. While the numeric yield may seem modest, this is reflective of the Department's high standards in background, ethics, fitness, and community alignment. Each candidate undergoes an intensive multi-phase process, including testing, oral interviews, backgrounding, polygraph, psychological, and medical evaluations.

LGMSPD's Field Training Program remained active throughout this period, with training officers often managing dual responsibilities. The scale and selectivity of the hiring process reflect a dual imperative: the urgent need to fill vacancies, and the non-negotiable requirement to preserve cultural integrity and public trust. Each new hire represents thousands of dollars and hundreds of hours in processing and onboarding. For every one position filled, approximately 100 applicants were screened, a reality that underscores the labor-intensive and mission-critical nature of hiring in public safety.

Training and Professional Development

From July to December 2025, LGMSPD personnel completed 3,949 hours of structured training across a diverse spectrum of professional competencies. This training investment includes over 2,000 hours of POST Academy instruction, 284 hours of SWAT training, 516 hours in specialty positions, and targeted instruction in leadership, investigations, traffic, Crisis Intervention Training, and field operations. The Department also hosted and participated in high-value courses such as Field Training Program Update, substance abuse awareness and enforcement, and core or specific investigative skills.

Training remains a critical retention tool and a driver of operational excellence. LGMSPD continues to leverage both Police Officer Standards and Training (POST) funded and grant-supported opportunities to reduce training cost while maximizing impact.

The Department also facilitated Red Cross First Aid and CPR training for 24 CERT and DART volunteers at the EOC in November 2025, enhancing volunteer readiness.

Not all training hours are created equal; the quality, diversity, and strategic alignment of training content are what make LGMSPD's investment particularly noteworthy. From state-

mandated curriculum to future cutting-edge virtual reality scenarios under the Axon suite, LGMSPD is building a workforce equipped to meet today's and tomorrow's policing needs. Investments in Investigative Core Course certifications and digital cell phone / forensic analysis expand investigative reach, while internal FTO updates and supervisor development strengthen succession readiness. Training is also a core retention strategy. Officers who feel they are growing professionally are more likely to stay and invest back into their community. LGMSPD's 3,949 training hours reflect a department that isn't merely checking boxes, but strategically upskilling its people.

Community Engagement, Explorers, and Volunteerism

LGMSDP remained deeply engaged with the community during the second half of 2025, prioritizing visibility, transparency, and collaboration. The Department welcomed four new Police Explorers and three new Disaster Aid Response Team (DART) members, strengthening its pipeline of future volunteers. These individuals received orientation and training, and became fully active participants in event support and outreach deployments. The cumulative engagement hours by Explorers and DART/CERT exceeded 450 hours from July to December 2025, including parade support, training attendance, first aid coverage, and logistical staging.

Volunteers were integral to major event operations, including the Halloween deployment and the 69th Annual Children's Holiday Parade. CERT and DART members contributed to traffic control, crowd management, and first aid services, often working side by side with sworn personnel. Volunteers in Policing conducted 575 vacation checks during this reportable period and many Welcome Packets. Additionally, there were two Neighborhood Incident Command Posts (NICPs) completed during this reportable period to provide improved access and resilience for CERT Neighborhoods supported by CERT Leads.

In addition to traditional engagement methods, the Department significantly expanded efforts in traffic safety education and enforcement, most notably around e-bike usage and through the addition of another trained motor officer. In response to community concern, LGMSDP launched targeted saturation patrols in school zones, conducted education campaigns, and distributed a 2025 E-Bike Safety Brochure in collaboration with Safe Routes to School and the Youth Commission. There was also an immense partnership with both school districts in educating and curbing unsafe e-bike behavior, and whether e-bikes would be allowed on campuses and when.

The Department's presence at school events, civic forums, and business walkabouts further emphasized its commitment to being a proactive, collaborative partner in community safety. Community engagement remains one of LGMSDP's most differentiating attributes. The Department doesn't simply respond to calls, it invests in trust, participation, and safety ownership through connecting with the community that we serve.

LGMSDP engaged community members at National Night Out, Annual LGMSDP Recognition

Luncheon at the JCC, and Neighborhood Watch meetings, often with 15-30 community members present. We also participated in presentations to service clubs, Terraces, faith based organizations, and preschools. These interactions create a partnership and shared vigilance.

The Youth Commission started anew with the school year and under their 2025 updated ordinance. The Youth Commission is supported by the Office of the Chief throughout monthly meetings, and its Council approved two-year work plan that is currently underway, with a report out forthcoming in May 2026.

Technology Modernization, Innovation, and Major Project Implementation

LGMSPD made substantial progress in implementing several Council-approved initiatives during this reporting period. These include the Axon ISLE 10+ technology suite, mobile data computer deployment, false alarm permit ordinance overhaul, and implementation of TurboData for alarm billing and code enforcement integration.

Each of these initiatives required extensive staff coordination, program development, interdepartmental alignment, vendor management, training, and public messaging. For example, the implementation of TurboData required technical integration with Town systems, internal workflow changes, and design of community-facing materials. The successful rollout of CourtNotify automated subpoenas also reduced sworn overtime related to court appearances.

One of the most transformative achievements during this reporting period was the Council-approved Axon ISLE 10+ agreement. This 10-year contract includes upgrades to the Department's body-worn and in-car camera systems, virtual reality training environments, and drone surveillance capabilities. The agreement also enables real-time operations center capabilities via FUSUS integration, supporting both transparency and situational awareness.

LGMSPD further invested in mobile data technology, acquiring and configuring 14 Panasonic Toughbooks and vehicle routers to replace aging mobile units. Automation efforts extended into Records, and automated digital report filings to the DA's Office were implemented. An update and audit of all department cell phones to allow for mobile access and automated citation ability occurred in Fall 2025 as well.

Each technology deployment is more than equipment, it is an ecosystem transformation towards modern policing. The Axon suite, for example, integrates not only cameras but cloud-based evidence management, real-time alerts, and cross-agency collaboration tools. The mobile data computer rollout is not just hardware, it ensures officers can access CAD, RMS, and dispatch information quickly and securely from the field, reducing radio traffic and increasing real-time decision-making.

CourtNotify has significantly impacted daily staffing management by removing the need for on-call court appearance prep. These gains compound over time. With automation of DA filings,

LGMSPD eliminated several hours per week in manual records transport. The technological leap over the past 6 months has been a significant staff effort and time, but has materially improved operational resilience and efficiency.

These project rollouts underscore the Department's strategic capacity and the measurable impact of Council-supported modernization efforts. As of December 2025, all major projects remain on track, but the implementation burden necessitates maintaining project stability in 2026 before initiating additional programs.

Key efficiency through technology and updating of an ordinance in this period included the revision and Council approval of the updated False Alarm Ordinance, which now encompasses residential alarm users. This was also recommended via the Meliora LGMSPD assessment report. The revised code mandates annual alarm permits, defines enforcement thresholds, and provides online permit processing, backed by the TurboData system, which also manages our parking enforcement program. Public education began in the last several months with door hangers, emails, and renewal notice inserts to existing businesses. During this reportable period, LGMSPD responded to 436 false alarms, with 216 being commercial and 220 being residential.

Facility Assessment, Space Planning, and Long-Term Infrastructure Needs

Following the Council-funded DLR Group assessment, LGMSPD received a comprehensive space needs evaluation in fall 2025 for both the Police Headquarters and Police Operations Building. Preliminary findings confirmed that current facilities fall short in capacity, functionality, and long-term viability to support existing or future staff and the needs of the community. The assessment projects a need for at least approximately 28,000 sq of space to accommodate full operations for a unified police facility. This work provides an actionable blueprint for future capital planning, reinforcing the importance of continued investment in public safety infrastructure as the Town grows and public expectations evolve.

The need for a modernized, consolidated police facility is not hypothetical, it is mission-critical. In December 2025, the Town experienced localized flooding due to prolonged rainfall and drainage limitations. Water levels approached the Dispatch Center's entry thresholds, raising alarms about potential operational compromise. Concurrent water intrusion also impacted shared Town offices, including in Police Headquarters, underscoring the building's vulnerability. These operational threats lend urgency to the findings of both the 2025 DLR Space Needs Assessment and the 2024 Meliora Report, which independently called for consolidation of the Police Department and its operations.

A centralized, purpose-built public safety facility is essential not only for infrastructure integrity, but for workforce efficiency and community experience. Currently, LGMSPD functions across disconnected spaces, creating duplication of effort, logistical strain, and security concerns. Records staff, dispatchers, patrol officers, investigators, and command staff work in separate

zones, fragmenting workflows that should be integrated. In addition, modern public safety facilities are designed to host multi-agency coordination, community meeting space, real-time operations centers, and scalable EOC configurations. These needs are not met in the current footprint. A co-located facility enhances both the business plan for public safety employees and the community's experience when seeking service, submitting records, or attending meetings.

Dispatch, Calls for Service, Records, and Operational Metrics

During the second half of 2025, LGMSPD Dispatch/ Communications Center handled 8,810 calls for service. Dispatchers received 4,716 9-1-1 calls, 11,108 non-emergency calls, and 10,380 Administrative calls; for a total of 26,104 calls in the second half of the year.

Records processed 1,038 reports and 790 citations, while reducing the DA submission backlog through the newly automated filing process. These metrics do not fully capture the case management workload, follow-up investigations, redaction compliance, and subpoena preparation, all of which remain labor-intensive despite partial automation.

LGMSPD maintains a response time average of under 5 minutes for Priority 1 calls (4:22), 10 minutes for Priority 2 calls (6:28), and 15 minutes for Priority 3 calls (6:59), reflecting continued efficiency under load.

Grant Funding, Financial Efficiency, and Foundation Support

LGMSPD secured the largest grant in its history just before the start of this reportable period (June 2025): a \$248,955 DUI Enforcement Grant from the California Highway Patrol, supporting impaired driving reduction through directed enforcement, education, and equipment. These grant benefits have shown through officer training during the second half of 2025 and the procurement of two dedicated DUI enforcement vehicles.

The Department also received a POST Innovation Grant to fund its 2026 leadership offsite retreat, aimed at strategic planning, resiliency, and succession development. Support from the Los Gatos-Monte Sereno Police Foundation remained strong, with funding provided for ballistic helmets, the Annual Police Recognition Luncheon, Axon 10+ contribution, training, National Night Out, and more. The Department continues to model strategic fiscal stewardship through grants, partnerships, and LGMS Police Foundation support.

Special Event Management: Halloween, Los Gatos in Lights, Children's Holiday Parade

LGMSPD successfully led operations for several of the Town's largest community events: Halloween Night, Los Gatos in Lights, and the 69th Annual Children's Holiday Parade. These events required mobilization of sworn and non-sworn personnel, coordination with CERT/DART and Explorers, Parks and Public Works, Economic Vitality, and event organizers. The Department's professional handling of these events exemplifies the value it delivers beyond traditional enforcement.

The workload for major event operations is often invisible to the public. Planning and multiple meetings for Halloween began months in advance, with risk assessments, staff coordination, traffic planning, and deployment rosters. During the Children's Holiday Parade, over 30 LGMSPD personnel were deployed, managing tens of thousands of attendees. Crowd monitoring posts were staffed for hours, with staff balancing visibility, response capability, and public relations duties in a compressed downtown footprint. The evening prior, Explorer volunteers and sworn staff were present to staff and assist with the Los Gatos in Lights event as well.

Super Bowl LX and Regional Event Readiness for 2026

While Super Bowl LX will be hosted outside Town limits, LGMSPD is executing a regional readiness plan that includes proactive staffing, special deployment scheduling, and contingency resource allocation. Past major events (e.g., Super Bowl 50) have taught that the weeks leading up to and following major sporting events become stages for a wide spectrum of public safety challenges. These include, but are not limited to, unsanctioned gatherings, watch parties, celebratory motorcades, nightlife surges, protest activity, public intoxication, and regional traffic congestion. The post-event period often presents its own set of risks, particularly with crowd dispersal and celebratory behavior.

To mitigate these challenges, the Department has issued early overtime postings, engaged in inter-agency planning calls and meetings, and aligned with County resources. The FIFA World Cup and 250th Independence Celebration, both in planning phases, will require similar posture and interdepartmental support but over a much more expanded period of time between June and July 2026. These events necessitate ongoing coordination, demand forecasting, and operational agility. The Department's preparation ensures the Town remains safe, visible, and connected during nationally significant events.

The operational implications of Super Bowl LX, FIFA World Cup qualifiers, and the 250th Independence Celebration extend far beyond the physical boundaries of their respective venues. While Levi's Stadium may serve as the host location for Super Bowl and World Cup activity, the regional footprint, including the Town of Los Gatos, is directly impacted by the influx of spectators, visitors, media, and security demands.

In preparation, LGMSPD has designated “no time off” periods of a week in February 2026 (Super Bowl operations) and an extended period in June to July 2026 (FIFA World Cup operations). These blackout dates ensure sufficient surge staffing and contingency deployment options are in place, but also come at an increased staffing cost to the Town. These weeks will require command-level oversight, dedicated traffic posts, and ongoing mutual aid coordination.

The workload burden on LGMSPD staff leading up to and during these periods is significant, not only due to the expanded hours but also to the complexity of training, preparing collateral teams, anticipating and responding to unpredictable public behavior. Officers will be operating

under extended work plans and at heightened alert, making wellness and resiliency planning a necessary complement to operational planning.

This is a defining opportunity for LGMSPD to demonstrate regional partnership in regional coordination, tactical readiness, and public service under high visibility. Council's awareness of these demands is essential as planning intensifies over the coming weeks.

Strategic Direction, Risk, and 2026 Outlook

Looking ahead, LGMSPD's strategic focus will center on completing current projects, continuing recruitment, deepening community relationships, and preparing for regional events. Risk factors include staffing volatility, recruitment lag time, and demand surge tied to regional events. However, the Department is positioned to meet these challenges. The strategic direction is clear: complete what has been started, remain agile, and invest in both people and platforms. The payoff will be a safer, more connected, and future-ready Los Gatos.

Looking ahead to 2026, the Department will host its formal Department Meeting, the first such gathering in three years. This all-staff event will feature a renewed articulation of the Department's vision, goals, and operational methodology. The intent is to re-energize the workforce, reinforce shared purpose, and ensure every member understands the roadmap for service delivery and professional development.

CONCLUSION

The Department remains deeply committed to delivering high-quality, responsive public safety services. This report demonstrates a period of intense execution, innovation, and preparation for the future. With the support of the Town Council and the community, LGMSPD will continue to serve as a trusted, transparent, and adaptable organization. However, the current volume of mission-critical projects, upcoming regional events, and staffing structure necessitate a cautious consideration of new initiatives during 2026. This period will focus on stabilizing, delivering, and reinforcing the systems, programs, and operations now underway.

ENVIRONMENTAL ASSESSMENT:

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