

Mountain View Police Department



"Safety, People, Results"

2023 Annual Report

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A Message From Chief Mike Canfield

As Chief, I am honored to present the 2023 Annual Report for the Mountain View Police Department. I took command of the MVPD at the end of June 2023, with my foremost priorities being to continue prioritizing exceptional police services and public safety for our community during this transition and beyond.

At the MVPD, we are dedicated to transparency and community access. In 2023, we demonstrated this commitment by sharing our twice-yearly reports on performance and feedback, along with an annual report on our School Resource Officer program, with the Public Safety Advisory Board. I'm proud to present the 2023 annual report as a comprehensive overview of our achievements over the past year as a part of that continued commitment.



Over the past year, the department has focused on enhancing community connections, expanding access to our services, maximizing public safety, and supporting the wellness, training, and preparedness of our staff. I am grateful to have such exceptional people at the MVPD providing the highest level of service to the community 365 days a year – patrolling neighborhoods, answering 911 calls, leading community and youth-focused programs, supporting our operations, and conducting complex investigations.

By safeguarding MVPD staff wellness, developing their skills and fostering a united sense of purpose, we are able to provide a safe and responsive police department for all of Mountain View. We have made significant strides in these areas, but our work is never complete. We strive to build a department that continuously improves to not only tackle crime and enhance public safety but also respond to the community's needs, proactively engaging with residents to build trust and collaboration.

I invite you to review this 2023 annual report as a summary of the activities and achievements of the hard-working and dedicated staff of the Mountain View Police Department over the past year. We are your partners in public safety, and together, we will continue to make our community stronger and safer.

Sincerely,

Mike Canfield

Our Values

Provide Exceptional Service

We value being responsive to the community's needs and seek to earn the public's confidence and satisfaction with fair and impartial services that are highly competent, professional, and accessible to all.

Act with Integrity

We value a commitment to the nobility of policing, and the ethical standards of the organization and our profession. We are trustworthy, reliable and committed to doing the right thing, the right way, for the right reason.

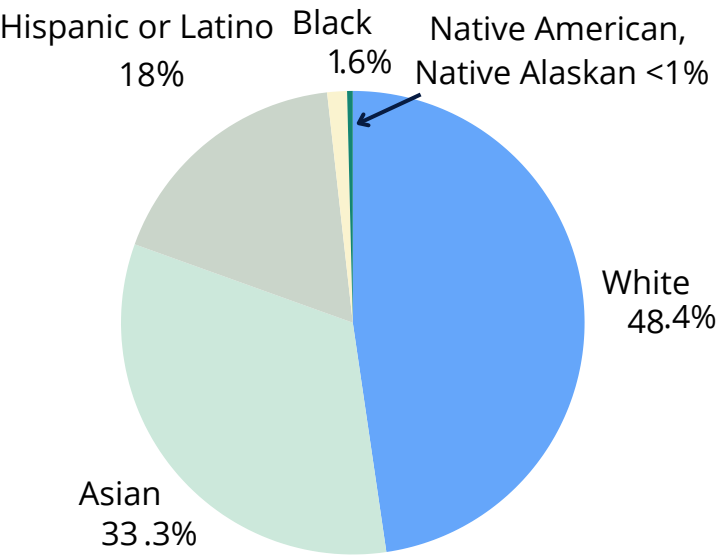
Treat Others with Respect

We value approaching every contact with a guardian mindset that embodies treating people with dignity and respect, giving them a voice and listening, being impartial and fair, and building trust in our interactions with the public and our colleagues.

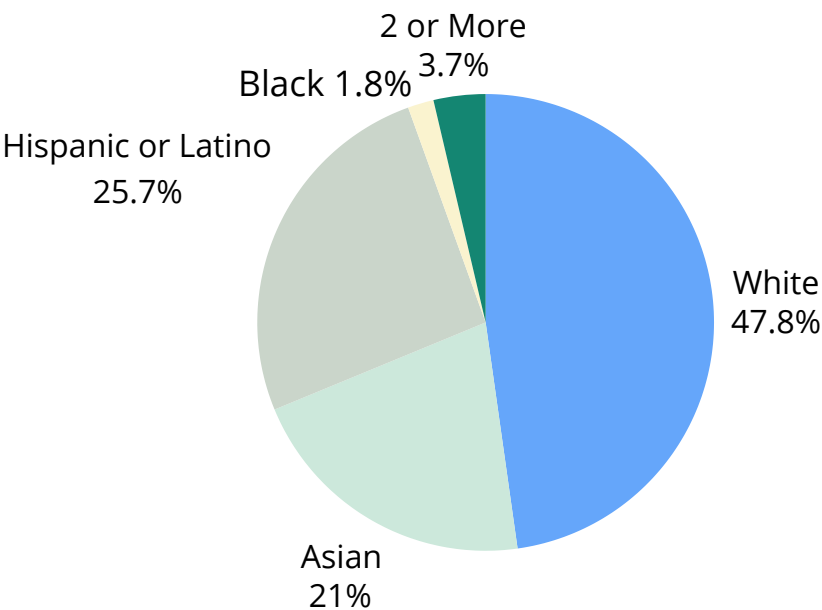
Department at a Glance

Safety, people, results—those are three tenets that guide our department every day. The men and women of the Mountain View Police Department strive to protect and serve the community, keeping the community’s best interest at heart in every aspect of our work.

CITY OF MOUNTAIN VIEW



MVPD PERSONNEL



Sworn MVPD Staff:
88% Male
12% Female



MVPD Professional Staff:
32% Male
68% Female

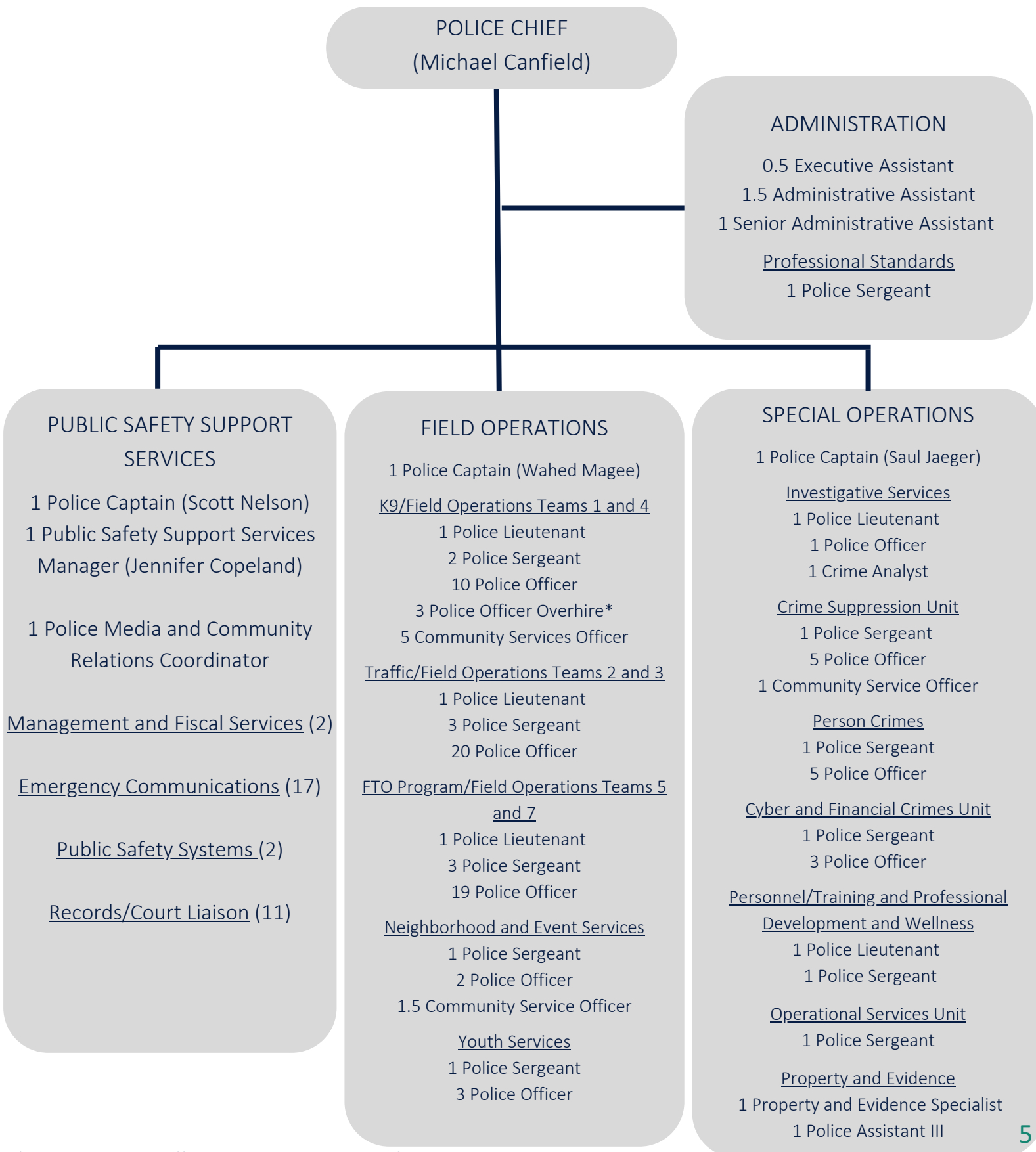


MVPD staff speak **7** different languages including: Spanish, Tagalog, American Sign Language, Portuguese, Hindi, and Cantonese



Organizational Structure

In 2023, the Mountain View Police Department employed **143.5** full time equivalent positions.

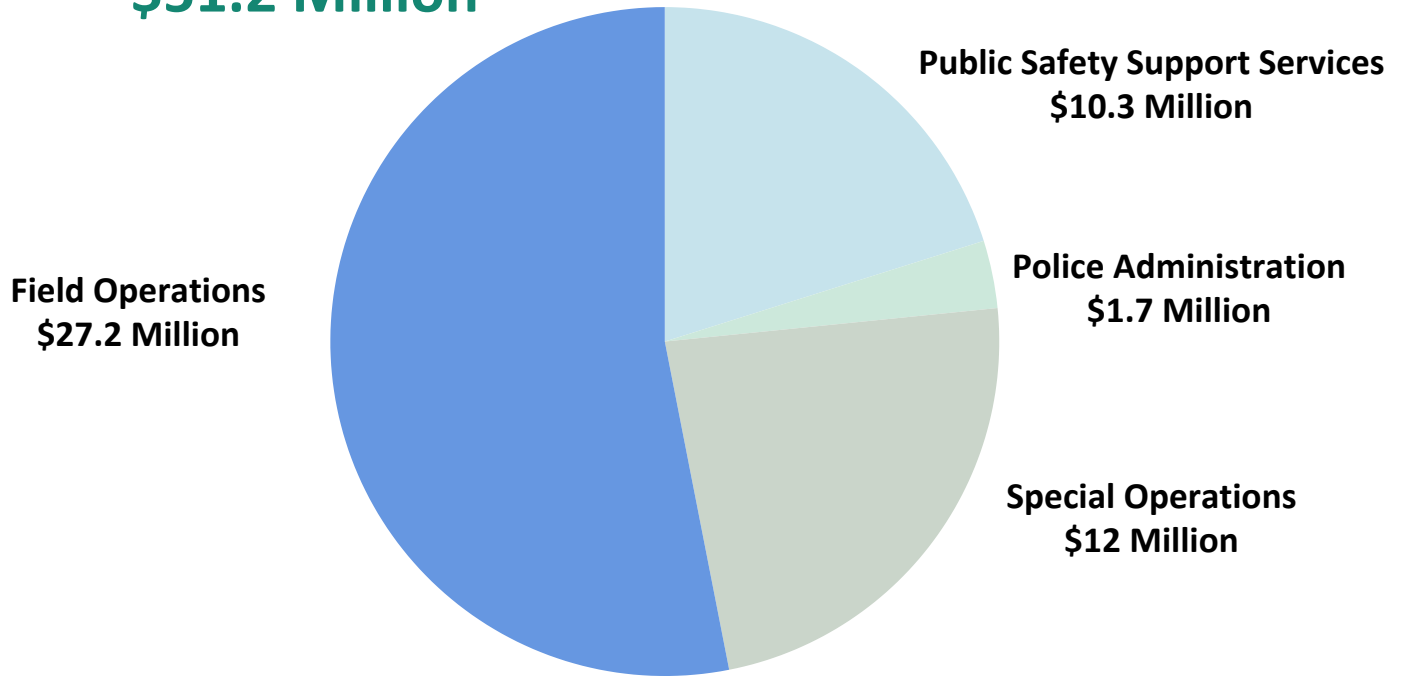


* The three Police Officer overhire positions are funded at 50%.

Budget

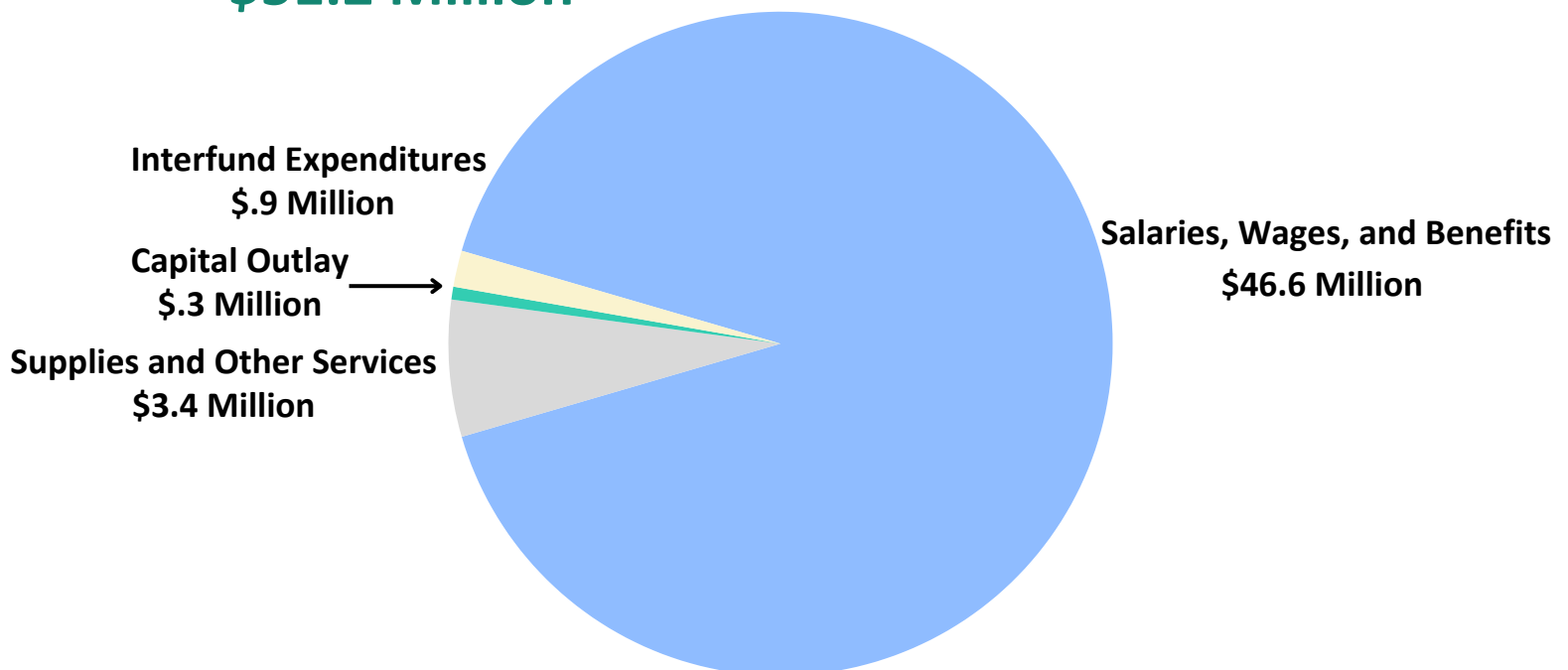
Fiscal Year 23-24 Adopted Budget by Division:

\$51.2 Million



Expenditures by Category:

\$51.2 Million



Case Statistics

86,535

Total Population
(2020 U.S. Census Data)

12 Square Miles



City of
Mountain View



109,218

Total Calls for Service

Includes dispatched and officer-
initiated responses

31,259

Total Emergency Calls

Officers dispatched and on scene
in <= 4 minutes 53.9% of the time



Average Per Day



3.5 Citations



8 Crimes Reported



3.3 Arrests



53.4 Dispatched Calls
for Service



21.2 Police Reports
Taken

Crime at a Glance

Preventing crime and keeping our community safe continues to be a top priority. Some of the ways we do this include: prompt responses to emergency calls, outreach efforts, engagement on social media, working in collaboration with the County and community-based organizations, supportive assistance, diversion programs, and other services to those in need.

In 2022, we fully transitioned from the Uniform Crime Reporting System (UCR) to the National Incident Based Reporting System (NIBRS). Under UCR, only the highest criminal offense that occurred as a part of one incident would be reported to the FBI. NIBRS allows for all the offenses within an incident to be reported.

GROUP A OFFENSES	2022 Total	2023 Total
PERSON CRIMES		
Arson	36	9
Assault Offenses		
Aggravated Assault	207	257
Simple Assault	493	587
Intimidation	73	126
Homicide Offenses		
Murder	1	1
Human Trafficking Offenses		
Commercial Sex Acts	0	8
Kidnapping	54	113
Prostitution Offenses		
Prostitution	0	1
Assisting/Promoting Prostitution	0	8
Robbery	69	85
Sex Offenses(Force)		
Forcible Rape	27	16
Forcible Sodomy	11	1
Sexual assault with an object	3	1
Forcible Fondling	37	40
Sex Offenses(Non-Force)		
Statutory Rape	1	5
TOTAL	1012	1258
GROUP A OTHER OFFENSES	2022 Total	2023 Total
Drug Offenses		
Violations	218	352
Equipment Violations	185	281
Gambling Offenses		
Porn/Obscene Material	17	14
Weapon Law Violations	110	155
TOTAL	530	802
TOTAL GROUP A	4929	5631

PROPERTY	2022 Total	2023 Total
Burglary	455	421
Forgery	39	83
Vandalism	362	423
Embezzlement	10	16
Extortion	13	20
Fraud Offenses		
False Pretenses	165	180
Credit Card	34	101
Impersonation	36	53
Larceny Offenses		
Pick Pocket	22	31
Purse Snatching	12	5
Shoplifting	228	286
Theft from building	106	99
Theft from coin operated machine	3	2
Theft from Motor Vehicle	656	574
Theft of Motor Vehicle Parts	183	188
All Other Larceny	750	783
Motor Vehicle Theft	236	225
Stolen Property Offenses	77	81
TOTAL	3387	3571

Group B	2022 Total	2023 Total
Curfew/Loitering	38	31
Disorderly conduct	237	272
Driving under the influence	282	290
Non-violent Family offenses	19	38
Liquor Law Violations	0	1
Trespassing	133	91
All other offenses	474	608
Total Group B	1183	1331

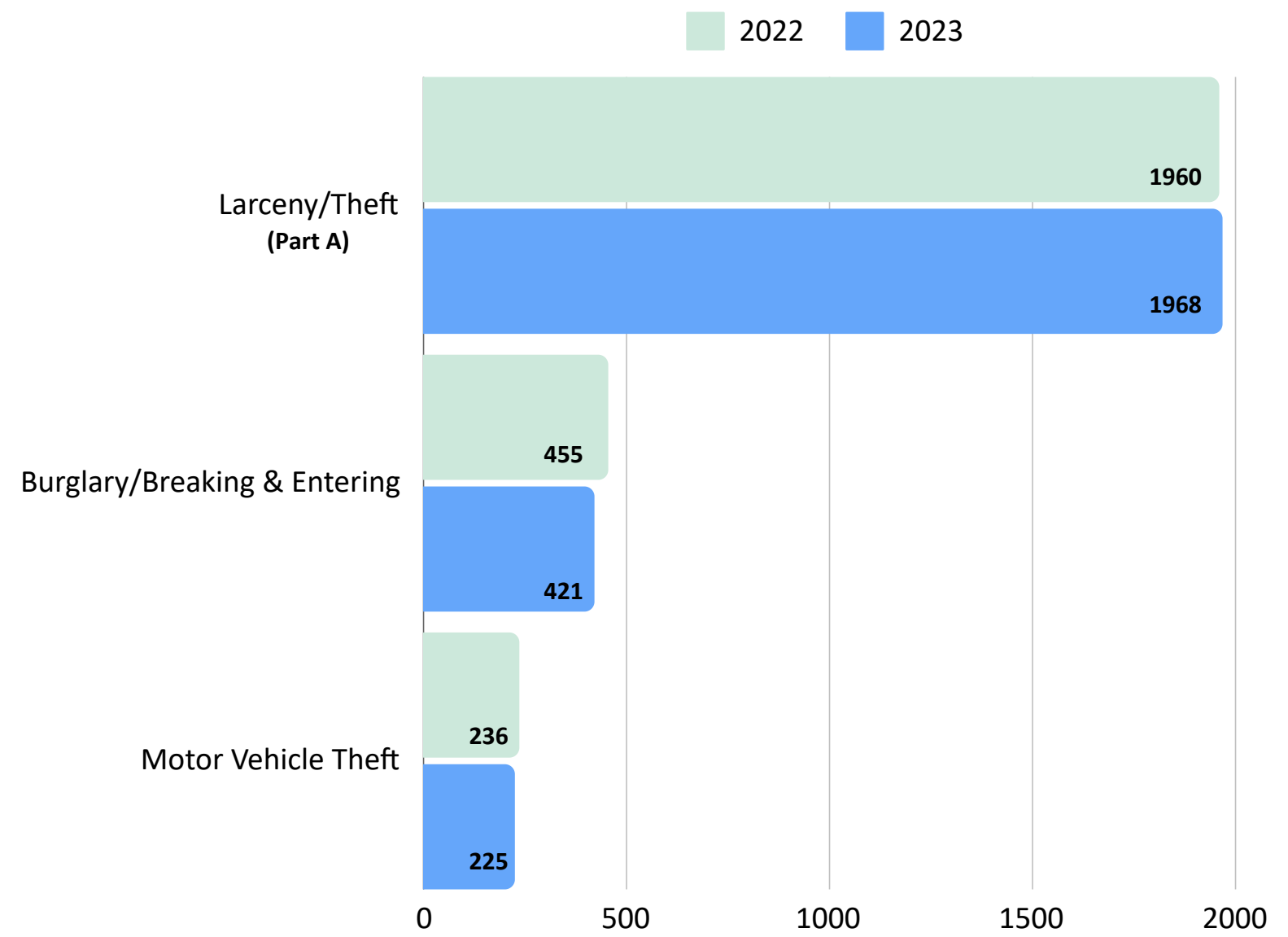
Data obtained on 6/13/2024.

Note: Some 2022 numbers have changed since initially reported, and may continue to change, due to additional crimes being identified during the course of an investigation, crimes being re-classified after further investigation, or updated criteria by the FBI.

*Note: Offenses where “0” crimes occurred in both 2022 and 2023 were omitted from the chart.

Crime Trends

Since the Department’s transition in 2022 to NIBRS, new crime definitions and crime categories have made comparing older UCR Summary Reporting data (2021 and previously) invalid. Crime trends in Mountain View in 2022 and 2023, using NIBRS data, are reported below.

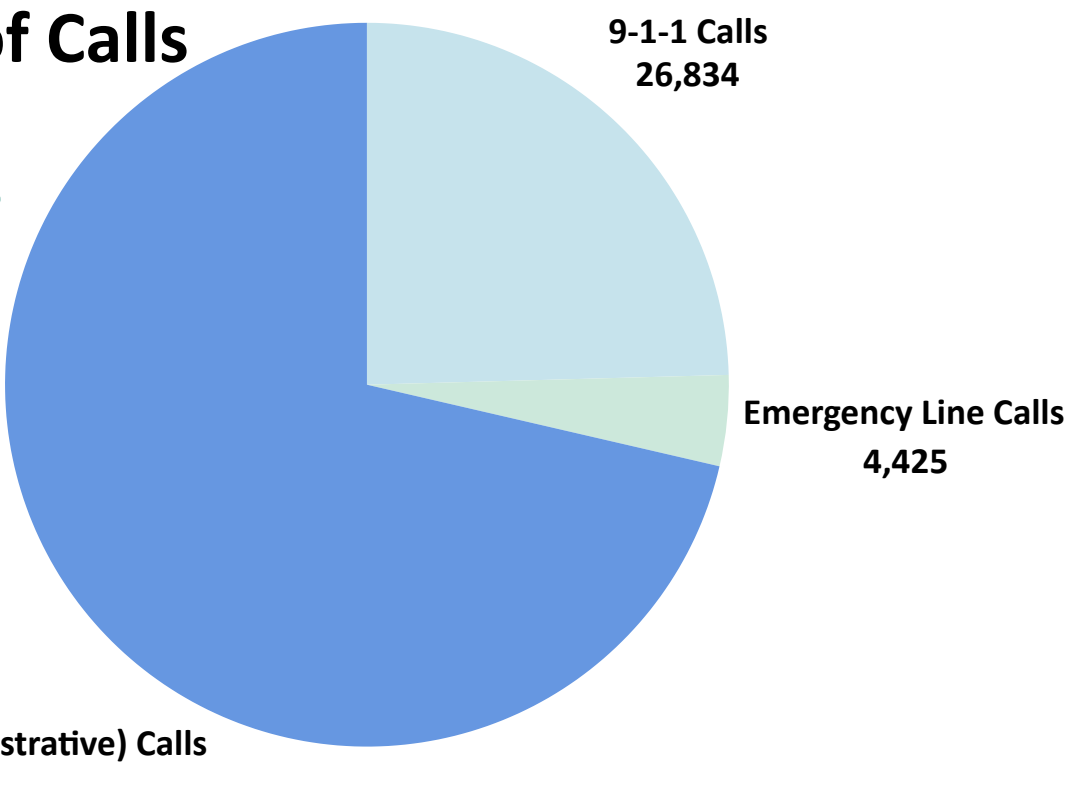


Note: Some 2022 numbers have changed since initially reported, and may continue to change, due to additional crimes being identified during the course of an investigation, crimes being re-classified after further investigation, or updated criteria by the FBI.

Activity Overview- Calls for Service

The Emergency Communications Center (ECC) is a fast-paced, Public Safety Communications Center that is open 24 hours a day, 365 days a year and staffed by a dedicated team of professional public safety dispatchers who process thousands of inbound and outbound calls a year. The team dispatches Police and Fire emergency response units, monitors status and provides assistance for Police, Fire, and Mid-Peninsula Regional Open Space District Rangers. The ECC also handles administrative and City departments requests from Police, Fire, Mid-Peninsula County Rangers, and after hours emergencies for City parks streets, facilities and utilities services. From providing life-saving medical instructions to updates on in-progress crimes to responding officers, Mountain View dispatchers are instrumental to the community and the public safety agencies they serve.

**Total Number of Calls
Taken in 2023:**
109,218



Call Definitions

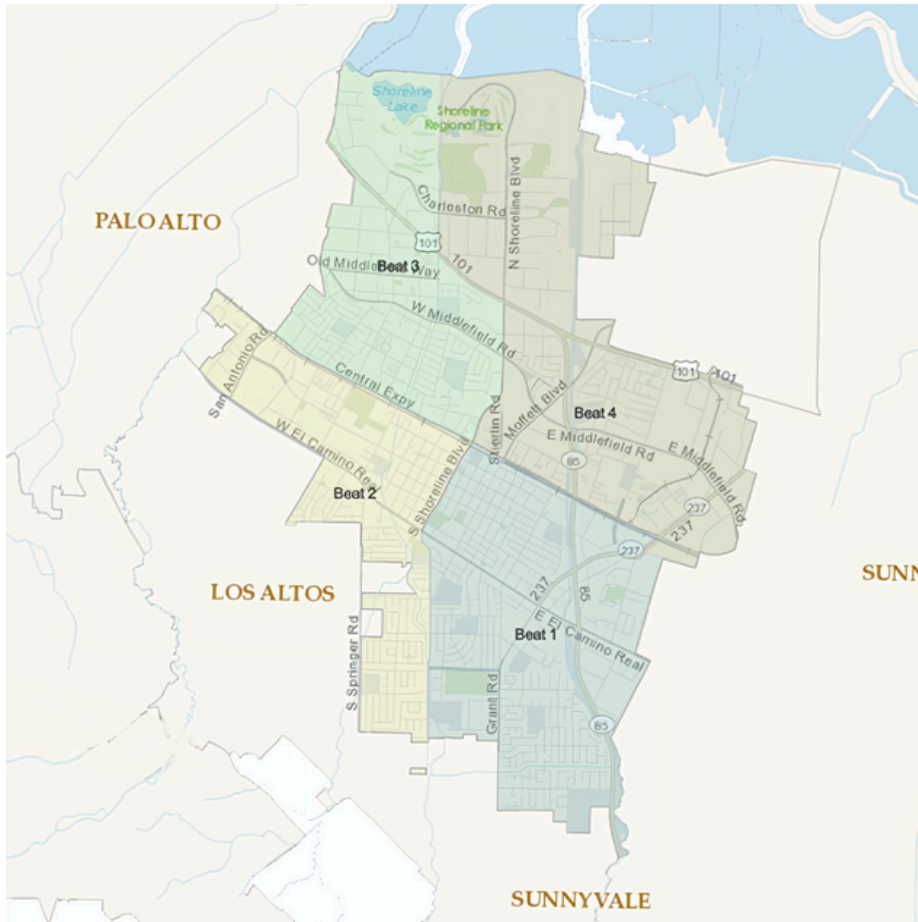
9-1-1 Calls- Universal Emergency Number for incidents that are life-threatening or pose imminent danger to the public, requiring immediate response by police, fire, or ambulance.

Emergency Line Calls- the 10-Digit emergency lines used by allied agencies (CHP, law enforcement, other Public Safety Answering Points), alarm companies, emergency elevator alarms in city jurisdiction, Shoreline call boxes, and after-hours requests for public works, parks or facilities. We also dispatch the Mid-peninsula Open Space District Rangers and answer a portion of their emergency call boxes.

Non-Emergency (and Administrative) calls- non-emergency and administrative calls include all other lines such as PD Officers lines, fire station ring-downs, County Ambulance, Mid-peninsula Open Space District, and administrative lines from all City departments.

Activity Overview- Map

In **2023**, response time to "Emergency" and Priority 1 Events (first unit dispatched to first unit arriving) was **4** minutes or less **53.9%** of the time. (**747** out of **1,387** events)



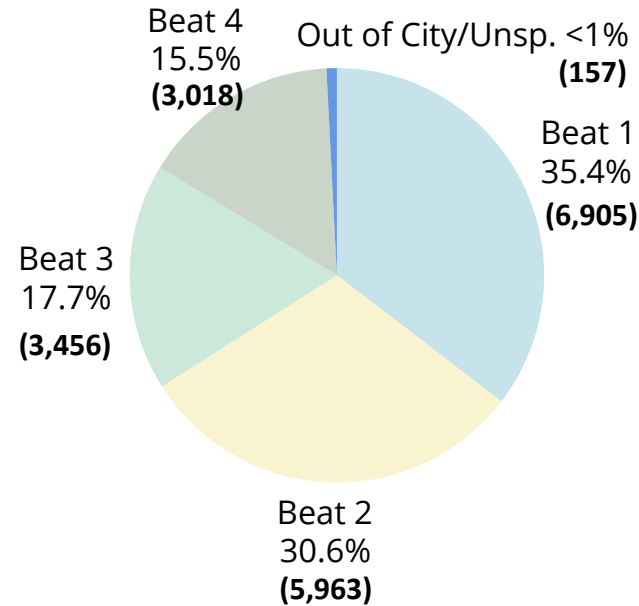
RESPONSE TIMES BY BEAT

(Response time listed as minutes)

Average		Median	
Beat 1: 16.1	Beat 3: 15.9	Beat 1: 9.1	Beat 3: 9.1
Beat 2: 17.0	Beat 4: 17.5	Beat 2: 8.6	Beat 4: 9.5
All: 16.5		All: 9.0	

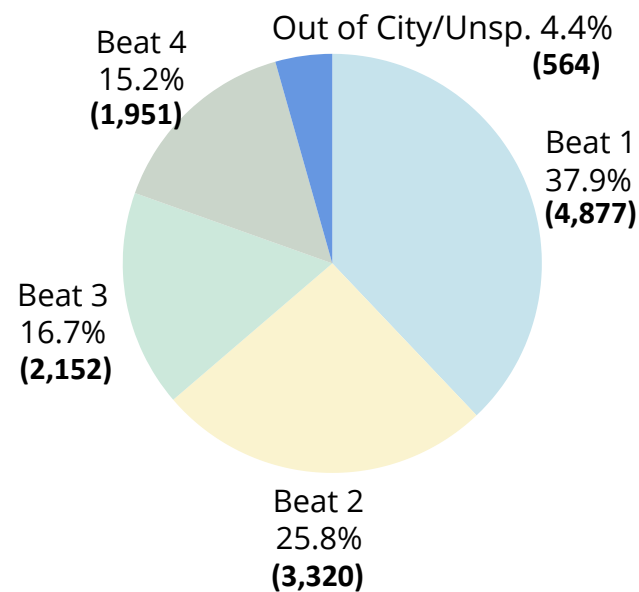
DISPATCHED CALLS BY BEAT

Total Dispatched Calls- 19,499



OFFICER INITIATED CALLS BY BEAT

Total Officer Initiated Calls- 12,864



Note: These numbers do not include online, walk-in, other interactions with dispatch, for which no units were dispatched or those instances in which the response was cancelled.

Activity Overview- Contact Demographics

2023						
RACE	VICTIM	WITNESS	REPORTING PARTY	SUSPECT	CITED PERSON	ARRESTED PERSON
Not Listed	11.00%	2.32%	3.06%	3.54%	6.06%	0.42%
American Indian or Alaskan Native	0.29%	0.00%	0.40%	0.11%	0.23%	0.08%
Asian Indian	5.06%	3.67%	4.22%	1.46%	7.80%	2.35%
Black/African American	2.67%	4.05%	4.99%	9.80%	2.65%	10.80%
Cambodian	0.07%	0.00%	0.00%	0.00%	0.08%	0.00%
Chinese	6.50%	2.32%	4.41%	0.83%	6.96%	1.17%
Filipino	0.69%	0.77%	0.98%	0.52%	0.61%	1.17%
Hispanic	19.30%	43.63%	27.90%	27.56%	32.78%	51.84%
Japanese	0.76%	0.58%	0.80%	0.11%	0.15%	0.25%
Korean	0.87%	0.00%	0.44%	0.09%	0.45%	0.08%
Native Hawaiian	0.09%	0.00%	0.04%	0.00%	0.08%	0.00%
Other	3.99%	2.90%	3.61%	1.46%	6.89%	1.59%
Other Asian	4.19%	5.21%	4.77%	2.27%	10.14%	3.94%
Pacific Islander	0.29%	0.58%	0.62%	0.36%	0.45%	0.34%
Samoan	0.09%	0.00%	0.04%	0.07%	0.00%	0.08%
Unknown	17.77%	6.56%	14.31%	37.06%	5.22%	0.75%
Vietnamese	0.52%	0.77%	0.36%	0.27%	0.76%	0.75%
White	25.84%	26.64%	29.06%	14.48%	18.70%	24.37%

Note: Individuals may belong to more than one category, and therefore may have been counted more than once.

The above contact demographics reflect the race of the individuals that police officers came into contact with through the course of their duties while investigating criminal acts.

Contacts by the police are not necessarily reflective of the total population categories in Mountain View due to reporting patterns of crime, different risk of crime victimization, and movements of residents and non-residents in and out of the City.

Records

Our records unit consists of **14** hardworking and dedicated staff members that help support the daily operations of the police department through the processing of police reports, arrest records, citations, warrants, and assisting the public with various requests.



Case Reports: 7,721



Warrants Issued by the Court and Activated by MVPD: 576



Sex Offender Registrants: 49



Sex Offender Violations: 2



Arson Registrants: 2



Gang Registrants: 2



Cases filed with the District Attorney: 1,157

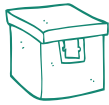


Citations Issued: 1,300



Property and Evidence

Our property and evidence unit consists of **2** skilled and diligent specialists who process and maintain all evidence for the Police Department. They meticulously catalog, store, maintain, and process all evidence, eventually releasing property to its owner or for destruction.



Items Processed: 10,295

Items Booked: 3,363



Narcotics Booked: 328

Paraphernalia Booked: 262

Narcotics and Paraphernalia Destroyed: 3,344



Guns Booked for Safekeeping: 10

Guns Booked for Evidence: 26

Guns Found: 2

Guns Booked in for Destruction: 30



Guns Returned to Their Owner: 27

Guns Destroyed: 84

Guns Transferred to the Crime Lab for Their Library: 0

Guns Retained by MVPD for Official Use: 0

Professional Standards

Our department and our community expect Mountain View Police personnel to provide considerate, professional services to all. Every employee should treat community members and colleagues with the utmost regard, work and act with integrity, both personally and professionally, provide exceptional service, and work to always be present and engaged with the Mountain View community.



Use of Force Incidents: 12

- No Injuries- **5** uncontrolled takedowns
- Minor Injuries- **1** personal weapon, **3** uncontrolled takedowns, **2** CED (taser)
- Major Injuries- **1** uncontrolled takedown
- Fatalities- **0**



Officer Commendations: 22

Number of Awards: 2



Pursuits: 7

- Initiated by MVPD- **7**
- Apprehensions- **5**
- Collisions- **5**
- With Injuries to Suspects- **4**

All 7 pursuits were in policy



Personnel Complaints: 14

- Sustained- **3**
- Unfounded- **9**
- Pending- **2**

Personnel investigation disposition definitions

Sustained - The act occurred and it constituted misconduct.

Unfounded - The alleged act did not occur, the complaint was frivolous, or did not involve department personnel.

Pending- Investigation of the complaint is in process.

Personnel and Training

Our department believes in continuous improvement through training and education to improve professionalism and practice perishable skills. In California, the Commission on Peace Officer Standards and Training (POST) oversees the training curriculum for police officers. Police officers begin their careers by attending a six-month police academy, which involves over 1,000 hours of training. Academy graduates and lateral police officers then go through extensive in-house training following their arrival at the MVPD. Officers and professional staff continue their training and education throughout their careers. The City supports employee development by providing up to \$2,000 in tuition reimbursement for education advancement annually, with a one-time opportunity for up to \$20,000 for the completion of a work-related Bachelor's or Master's degree. These benefits encourage staff to not only continue their professional training but their higher educational goals as well.



Hours of training attended by MVPD personnel: 4,300+

Training Topics Included-

- Threat Assessment
- Driving
- Use of Force
- LGBT Community Awareness
- Firearms
- Effective Response to Persons Experiencing Mental Health Crisis
- Leadership and Management Training

Our personnel also attended conferences on a variety of topics including peer support and wellness, women in law enforcement, and many more.

Special Events and Community Outreach



Concerts at Shoreline Amphitheatre Patrolled by MVPD: 27



40 community events attended by MVPD staff

Events Include

- Coffee with a Cop
- National Night Out
- City of Mountain View's Monster Bash
- Art and Wine Festival
- Mountain View High School and St. Francis football games
- The Law Enforcement Torch Run for Special Olympics



Traffic Unit

The Police Department's specialized traffic team is made up of officers trained in the operation of our police motorcycles. The traffic team's primary duties include traffic enforcement, collision investigation, education, and engagement with our community. In 2023, the Mountain View Police Department received a grant from the State Office of Traffic Safety to focus on traffic violations that are the primary cause of collisions, such as distracted driving and driving under the influence.

In addition, the MVPD Traffic Unit conducted directed patrols providing enforcement and education in areas identified as bicycle safe routes, school zones, and areas where collisions frequently occur. The MVPD also supports the City's Vision Zero Plan, which aims to eliminate fatal traffic crashes that affect all transportation modes, including motorists, pedestrians, bicyclists, and transit riders. The Plan will analyze historic crash data, compile proven countermeasures, identify and prioritize projects to enhance safety, and recommend projects for implementation. Throughout 2023, Motor Officers also engaged with Mountain View residents at Coffee with a Cop and Cocoa with a Cop events where they provided traffic safety tips and answered traffic-focused questions. During the course of the year, the Traffic Unit handled two fatal traffic collisions.



Traffic Violations: 6,519

Traffic Violations by Type-

- Parking Citations- **4,952**
- Traffic Citations- **1,567**



Traffic Accidents: 298

Traffic Accidents by Type-

- Fatal- **1**
- Major Injury- **22**
- Minor Injury- **146**
- Non-Injury- **129**



K9 Unit

The Mountain View Police Department has one of the longest-serving K9 programs in Santa Clara County. Our K9 teams work hard every shift responding to calls, tracking, searching, and attending community outreach events. Currently, our K9 teams are Officer Lau and K9 Thor, Officer Einfalt and K9 Atlas, and Officer Shull and K9 Maia.

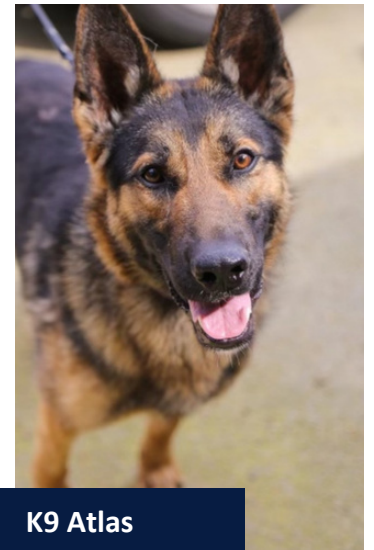
The K9s and their partners logged **604** hours of training and were deployed **199** times in 2023. The K9 teams had **5** apprehensions (incidents in which the K9s assistance led to the arrest of a suspect).

In 2023, Officer Einfalt and K9 Atlas conducted a **2.25** mile track, from El Camino Real and Grant Road to Sunnyvale, of a suspect that hit a Sunnyvale officer with their car. The track led to a local hotel and search by Sunnyvale Department of Public Safety.

The K9 program continues to provide an invaluable service to the department and the community.

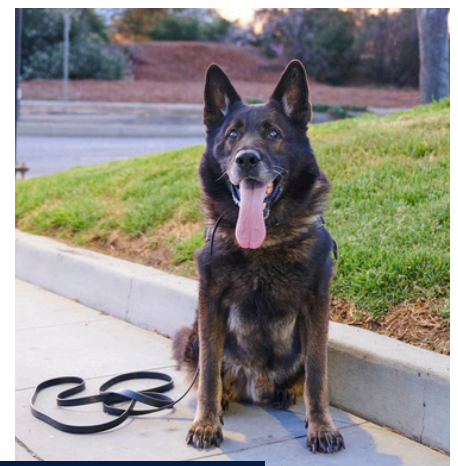


K9 Maia



K9 Atlas

Training Hours- **604**
Total Canine Deployments- **199**
Apprehensions- **5** (all non-injury)
Suspects Located by the Canine- **3**
Evidence Finds by the Canine- **5**
Drug Finds by the Canine- **4**
Community Outreach Events Attended by Canine Teams- **7**



K9 Thor

Youth Services Unit

Mountain View Police Department created the first specialized youth officer in 1962. At the inception of the program the concept was to form a partnership between the school districts and the MVPD, allowing specially trained and dedicated officers to work with youth. The program aimed to guide youth away from a life of crime, help them make better decisions, and better meet their needs within the community.

Today, the Youth Services Unit (YSU) consists of three School Resource Officers (SROs), a unit coordinator, a Sergeant, and police assistants. Working in partnership with the Mountain View Whisman School District and Mountain View Los Altos Union High School District, SROs conduct investigations into criminal matters or threats related to our schools, as well as providing year-round education, engagement, enrichment, and prevention programs to help students overcome challenges, build confidence, and avoid antisocial behaviors. Some of the YSU programs, like Dreams and Futures, a summer program for underserved youth in Mountain View, are provided in collaboration with the Police Activities League (PAL) and with the financial support of El Camino Health.

The Mountain View PAL, a 501(c)3 nonprofit organization, was formed to bring together youth with responsible adult role models, including police officers, through a variety of sports, educational, and recreational activities. The overall goal of PAL is to provide mentorship and a constructive influence as a powerful antidote to juvenile delinquency and help youth build positive values and life skills.

Youth Served

PAL Mentoring- **47**

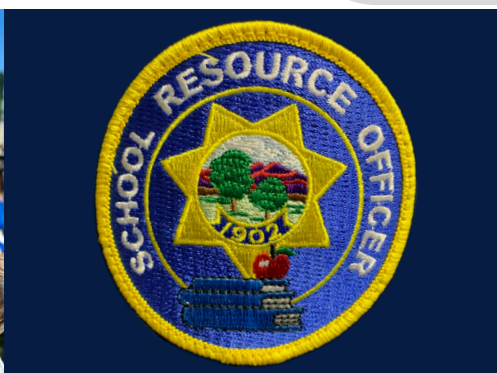
(Castro and Monta Loma Elementary School)

PAL Boxing- **35**

ROAR- **50** (Graham Middle School)

Dreams and Futures- **100**

Cops That Care- **984**



Neighborhood and Event Services Unit

The Neighborhood and Event Services Unit (NES) works with the City Manager's Office Human Services Division and non-profit organizations to provide outreach and assistance to homeless and unstably housed individuals, including those living in vehicles. NES invests time to build relationships and trust with the unhoused population and get to know their needs. With this foundation, NES staff work to connect people in need with county-wide social service groups to improve their wellbeing and support them on the path to stable housing.

The organizations NES makes referrals to include the Community Services Agency (CSA) for food and other essential services, the LifeMoves interim housing community, and the MOVE Mountain View safe parking program. NES works closely with these and other organizations to understand the resources available for vulnerable populations and facilitate their access to services.

In addition to this outreach and referral function, NES also enforces applicable City and state laws. The NES team strives for a balanced approach of outreach and enforcement to meet the needs of those persons living in their vehicles and experiencing homelessness, and also ensure compliance with important laws and regulations. The relationships that NES builds in the community are helpful in encouraging voluntary compliance during enforcement situations.

The Cannabis Compliance Officer (CCO) is also part of the NES unit. This position is responsible for enforcing regulations involving any cannabis business that operates in the City of Mountain View. The CCO actively monitors all cannabis operations to prevent any safety issues that may be associated with these operations. There is currently one cannabis business operating in the city.

Throughout the year, NES also attends events, including crime prevention meetings with local apartments and neighborhood associations, as part of its efforts to build relationships and share information with the community.



County Permanent Housing Referrals- **30**
(including people that have successfully obtained permanent housing, are waiting for housing to become available, or are in the application process)
Community Outreach Events- **30**
Community Presentations- **5**

Investigative Services Division

The Investigative Services Division encompasses the Crimes Against Persons Unit, the Crime Suppression Unit, and the Cyber and Financial Crimes Unit. The Investigative Services Division also oversees Mountain View officers assigned to the Santa Clara County Regional Auto Theft Task Force, Regional Enforcement Allied Computer Team, and Santa Clara County Specialized Enforcement Team.

Over the course of a year, MVPD had been investigating a series of violent assaults involving gang members and firearms. In June 2023, suspects were arrested, and firearms were seized pursuant to arrest warrants and search warrants that were issued and served by MVPD.

In August 2023, **the Crimes Against Persons Unit** investigated a homicide involving a male suspect who shot another man with a firearm. Detectives obtained evidence implicating the suspect, who was arrested for the homicide and is awaiting trial. The Crimes Against Persons Unit also investigated numerous child-related crimes, sex crimes, robberies, and other violent crimes.

The Crime Suppression Unit, which investigates property crimes, narcotics cases, and arsons, had a busy year as burglaries and thefts continued to be a regional trend that has impacted communities across the Bay Area. The Unit also supports patrol and other investigative units with surveillance for cases they are working. In one of the incidents investigated by the Crime Suppression Unit in March 2023, a detective developed information about a narcotics dealer selling fake oxycodone pills. During the investigation, three suspects were arrested for selling these counterfeit pills. The counterfeit oxycodone pills contained fentanyl, which is one of the primary substances that is responsible for the rise in drug overdose deaths.



Investigative Services Division Continued

In 2023, the **Cyber and Financial Crimes Unit** supported the MVPD Investigative Services Division, the MVPD Field Operations Division, and numerous law enforcement agencies and task forces in the Bay Area with criminal investigations. In these investigations the unit performed digital forensic examinations on **462** devices, including computers, phones, tablets, flash drives, memory cards, and vehicle infotainment systems. A wide variety of evidence was recovered from the digital forensic examinations for crimes, including, but not limited to, homicides, robberies, possession of illegal firearms, possession of Child Sexual Abuse Material, burglaries, and illegal narcotic sales. The Unit provided on-site support and management of a digital forensic lab shared by the Santa Clara County Special Enforcement Team Task Force and the Law Enforcement Investigating Human Trafficking Task Force.

Several Cyber and Financial Crimes Unit members were selected for specialized training at the National Computer Forensic Institute, a training facility run by the United States Secret Service's Criminal Investigative Division dedicated to providing instruction on digital evidence and cyber-crime investigations. The Cyber and Financial Crimes Unit is an active and contributing participant in the Silicon Valley Internet Crimes Against Children Task Force, which focuses specifically on investigating technology-facilitated child sexual exploitation and internet crimes against children. In 2023, the Unit performed **22** internet crimes against children investigations and **64** fraud and cyber-crimes investigations.



Devices the Cyber and Financial Crimes Unit
Examined- **462**
Internet Crimes Against Children Investigations- **22**
Fraud and Cyber-Crimes Investigations- **64**

Let's Connect

The Mountain View Police Department values its ability to stay connected with residents and with audiences that extend well beyond our city limits. You can find us on any of the following platforms to stay in touch, ask questions, or get connected with department personnel.



@MountainViewPD



Mountain View Police
Department



@MountainViewPD



@MountainViewPD



Address

1000 Villa Street
Mountain View, CA 94041

Lobby Hours

Monday- Friday: 8:00 am- 5:00 pm
Saturday: 9:00 am- 3:00 pm
Sunday: Closed

Website: www.mvpd.gov



Emergency
9-1-1

**Non-Emergency
and Records**
(650) 903-6344

Tip Line
(650) 961-5800

**Abandon Vehicle
Hotline**
(650) 903-6358