



2024 Annual Report



MOUNTAIN VIEW POLICE DEPARTMENT

"Safety, People, Results"



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A MESSAGE FROM CHIEF MICHAEL CANFIELD



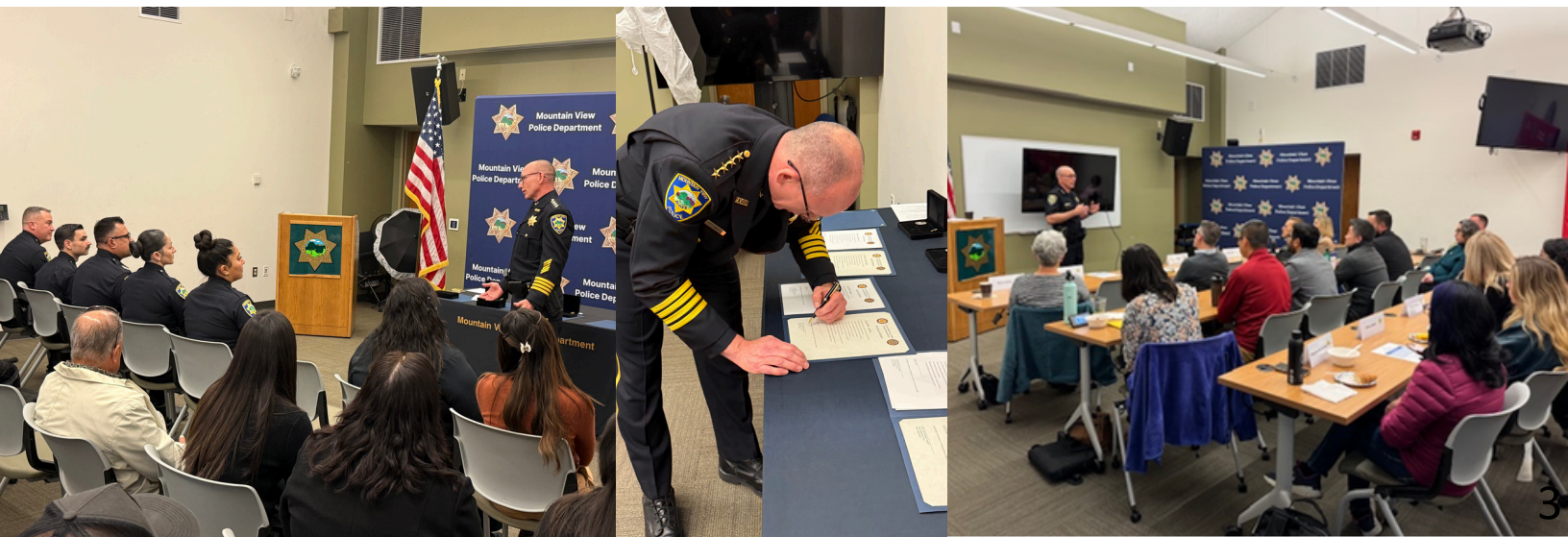
It is my privilege to present the City of Mountain View Police Department's 2024 Annual Report. This report offers more than just a summary of data and departmental accomplishments. It is a reflection of the people behind the work: a team of dedicated professionals who serve this City with integrity, skill, and passion.

Throughout the past year, I have continued to be inspired by the commitment of our MVPD team, sworn officers, professional staff, community services officers, dispatchers, analysts, records specialists, and so many others. These valued team members come together with a shared purpose to serve our Mountain View Community. The work we do is not easy. It demands technical expertise, strategic thinking, under pressure, tenacity for our mission, empathy, and compassion. Every day, I witness the care our staff brings to their work, whether they are responding to emergencies, solving crimes, supporting victims, or simply showing up for someone in their moment of need.

Our strength lies in our shared purpose and teamwork. From investigations to patrol, from community outreach to behind-the-scenes support, our department functions as one team with a unified mission: To provide meaningful police services to all, delivered with exceptional dedication, integrity, and respect.

As we look back at 2024, I'm proud of our progress and humbled by the dedication of this Department. The City of Mountain View continues to be a safe, vibrant city with a dedicated and community-focused Police Department.

Thank you for taking the time to review this report and learn more about your police department. We remain committed to earning your trust, strengthening our partnerships, and delivering public safety for all of our community.





OUR VALUES

Provide Exceptional Service

We value being responsive to the community's needs and strive to be a police department for all. We seek to earn the public's confidence and satisfaction through fair, impartial, and highly competent services that are professional and accessible to everyone.



Act With Integrity

We are committed to the nobility of policing and the highest ethical standards of our organization and profession. We are trustworthy, reliable, and unwavering in our commitment to integrity, consistently making ethical decisions, following best practices, and upholding our core principles in every action we take.



Treat Others With Respect

We value approaching every contact with a service-oriented 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 EXECUTIVE COMMAND STAFF



Chief of Police
Michael Canfield

Office of the Chief

The Office of the Chief provides leadership and oversight for the entire department. It manages departmental operations and professional standards to ensure effective and efficient policing. The Office of the Chief works closely with the Police and Community Relations Coordinator to strengthen relationships between the department and the community. This office is responsible for setting the department's strategic direction, upholding professional standards, and fostering public trust.



Captain
Scott Nelson

Special Operations Division

The Special Operations Division focuses on crime reduction through prevention, investigation, and suppression, while also supporting patrol operations and special events. This division includes the Investigation Services, Crime Suppression Unit, Person Crimes, and Cyber and Financial Crimes Unit, along with Personnel Training, Professional Development, and Wellness programs. Additionally, the Special Operations Division oversees the Operational Services Unit, which manages the department's Property and Evidence Management. This division plays a vital role in maintaining public safety and ensuring efficient police operations.



Captain
Wahed Magee

Field Operations Division

The Field Operations Division provides all uniformed police services, responding to criminal activity and calls for service while focusing on crime suppression and prevention. It includes Patrol, Traffic Safety, Youth Services, and Neighborhood and Event Services, which support school resources, juvenile diversion, gang suppression, and outreach to unhoused residents. Additionally, the division oversees specialized units such as Canine, SWAT, Crisis Negotiations, Bicycle Patrol, and the Field Training Officer programs.



Public Safety Support Services Division (Vacant During Reporting Period)

The Public Safety Support Services Division provides essential administrative and technical support to the Mountain View Police and Fire Departments. It oversees the Emergency Communications Center (handling 9-1-1 and nonemergency calls), Public Safety Systems (managing the City's radio systems), and Records (maintaining records, data processing, and arrest warrants). Additionally, the division manages community engagement and public information, coordinating crime prevention efforts and maintaining open communication with local media.



COMMAND STAFF



Lieutenant Frank St. Clair



Lieutenant Matthew Atkins
Promoted to Captain
03/02/2025



Lieutenant Evan Crowl



Lieutenant Fernando Maldonado



Lieutenant Laurina Holt
Promoted to Lieutenant
10/27/2024



Lieutenant Alan Corpuz
Promoted to Lieutenant
10/27/2024



Public Safety Support Services Manager
Jennifer Copeland



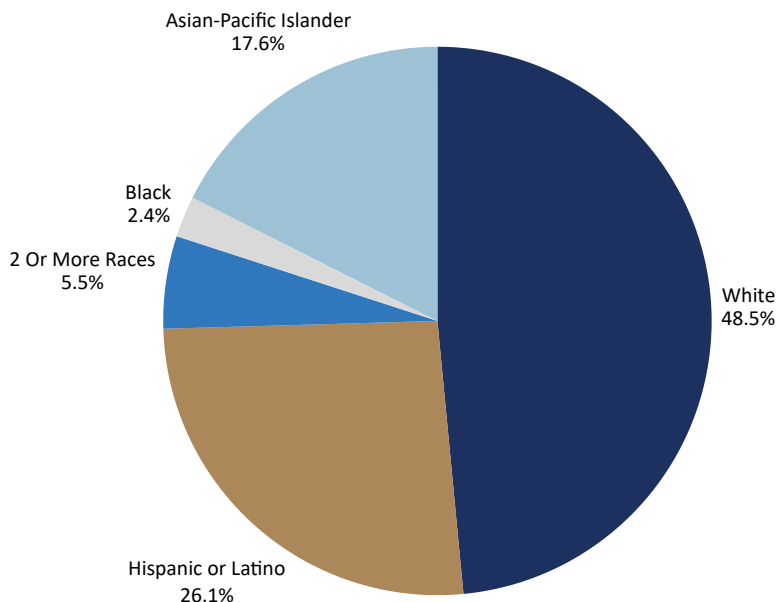
Emergency Communications Manager
Jocelyn Santos
Promoted to Emergency Communications Manager
06/23/2024



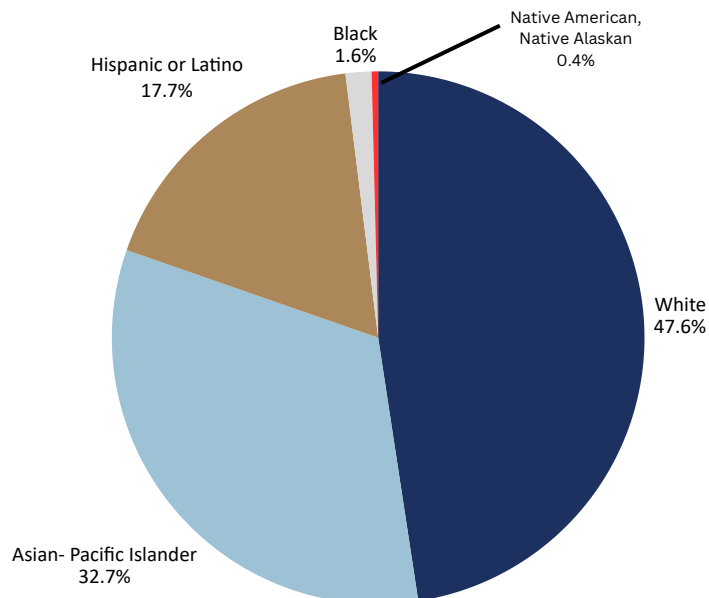
A VIEW OF OUR DEPARTMENT

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

MVPD Personnel Demographics



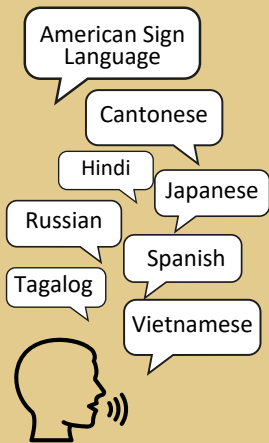
City of Mountain View Demographics



86,535 Total Population (2020 U.S. Census Data)

The City of Mountain View is 12 Square Miles

Mountain View Police staff speak **9** different languages

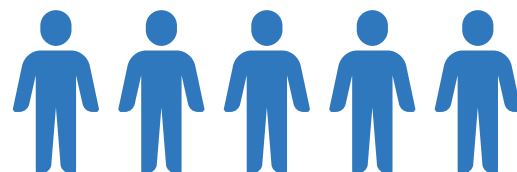


Sworn MVPD Staff:



85% Male **15% Female**

MVPD Professional Staff:



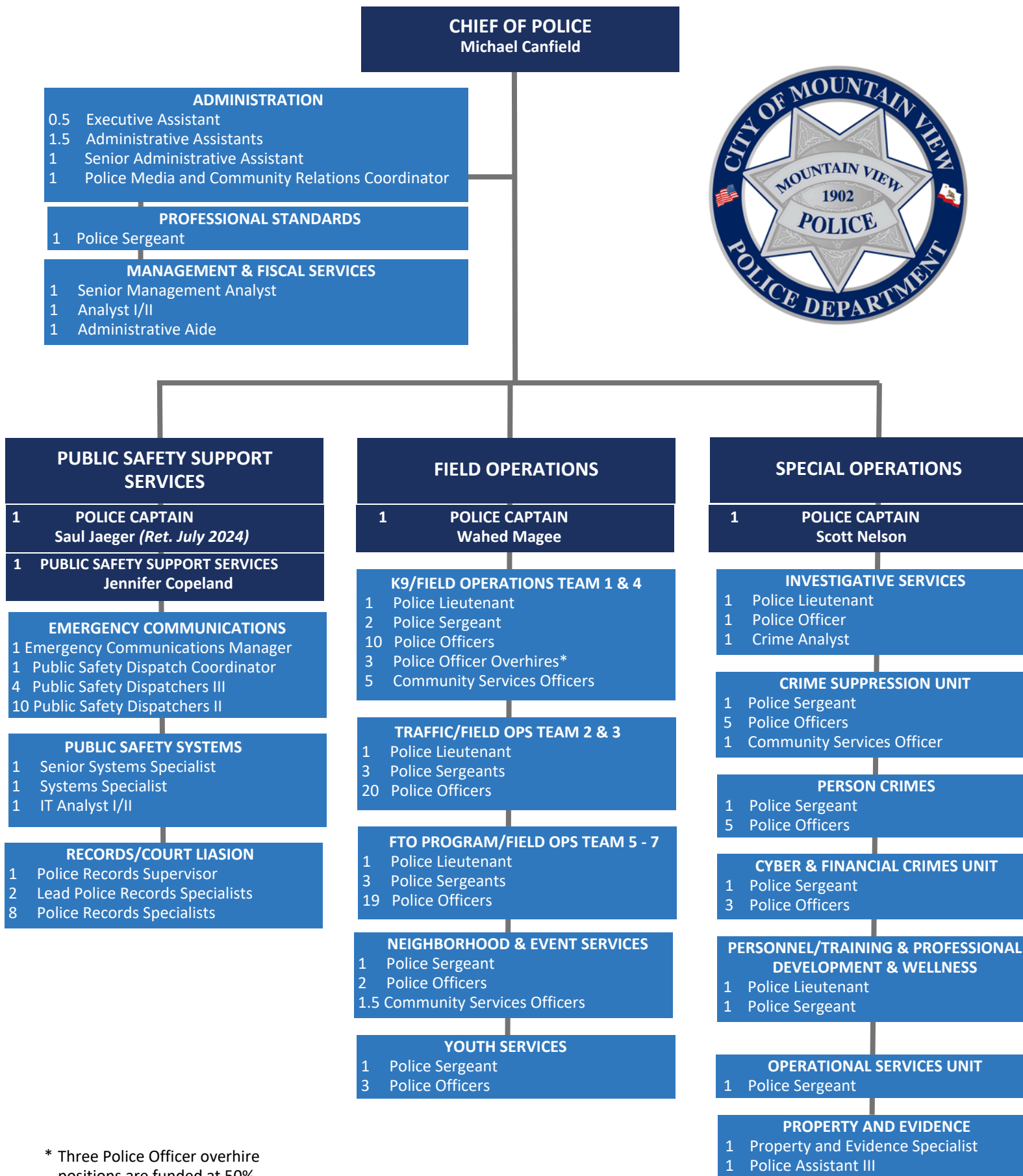
30% Male **70% Female**





ORGANIZATIONAL STRUCTURE

In 2024, the Mountain View Police Department employed 144.5 full-time equivalent positions.



* Three Police Officer overhire positions are funded at 50%.



DEPARTMENT BUDGET

EXPENDITURES BY CATEGORY	FY 2024/2025 ADOPTED
Salary, Wages, Benefits	\$49,988,744
Supplies and Other Services	\$3,888,002
Capital Outlay	\$2,275,881
Interfund Expenditures	\$971,000
Total Police Expenditures	\$57,123,627

EXPENDITURES BY DIVISION	FY 2024/2025 ADOPTED
Field Operations	\$28,601,027
Police Administration	\$4,008,754
Public Safety Support Services	\$11,135,979
Special Operations	\$13,377,867
Total Police Expenditures	\$57,123,627



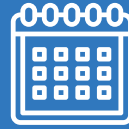


PROPERTY CRIMES AT A GLANCE



2,376

Total Property Cases for 2024



8,150

Total Cases for 2024

THE FOLLOWING PERCENTAGES ARE CALCULATED FROM THE TOTAL PROPERTY CRIME CASES.



29%

All Other Larceny



18.3%

Theft From Vehicle



17%

Burglary



12.3%

Vandalism



11.7%

Shoplifting



6.6%

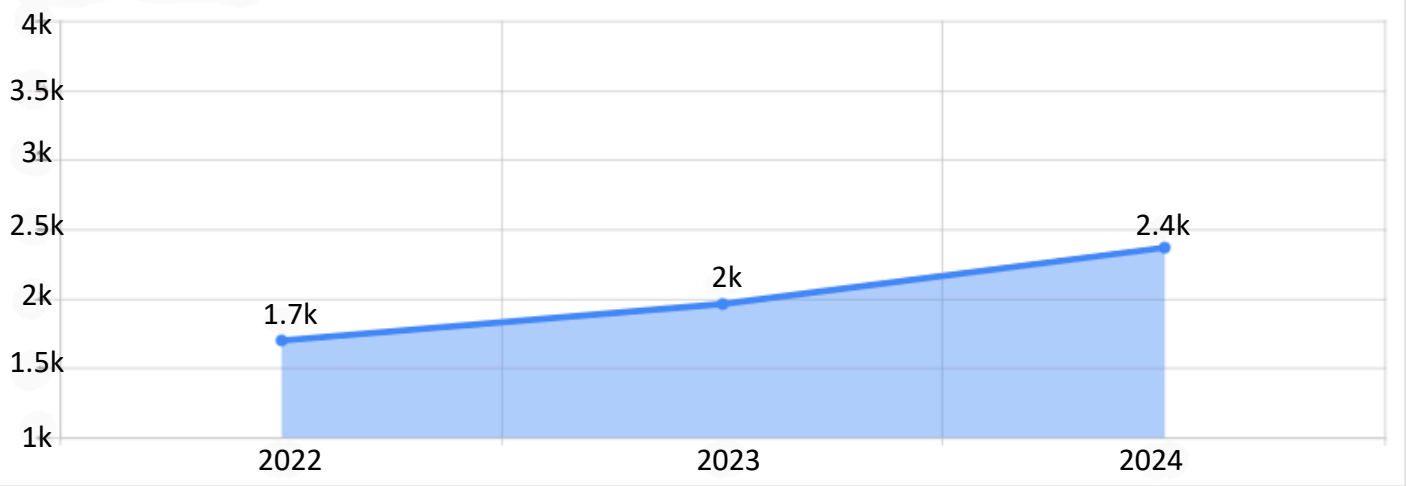
Theft From Building



5%

Theft of Vehicle Parts

TRENDS | PROPERTY CRIMES



Not displayed is the Total Group "B" Offenses, which include loitering, DUI, trespass, disturbances, etc.

Note: Some numbers may 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.



PERSON CRIMES AT A GLANCE



737

Total Person Crime Cases for 2024



8,150

Total Cases for 2024

THE FOLLOWING PERCENTAGES ARE CALCULATED FROM THE TOTAL PERSON CRIME CASES.



51.2%

Simple Assault



19.4%

Aggravated Assault



10.2%

Intimidation



6.4%

Robbery

6.1%

Sex Offenses (Force)

3.7%

Kidnapping



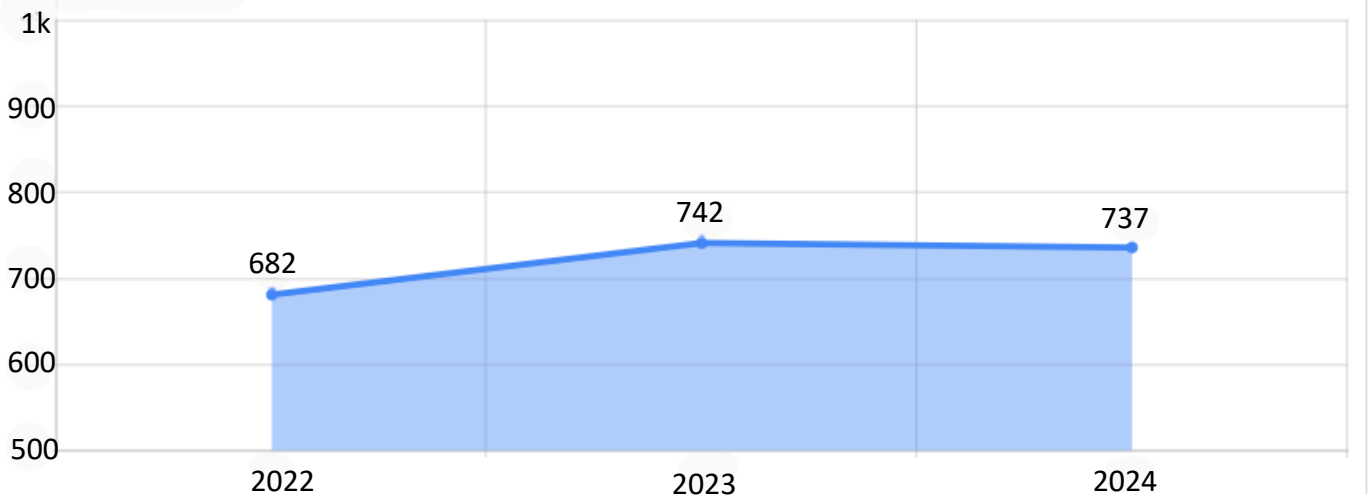
2.6%

Arson

0.5%

Sex Offenses (Non Forcible)

TRENDS | PERSON CRIMES



Not displayed is the Total Group "B" Offenses, which include loitering, DUI, trespass, disturbances, etc.

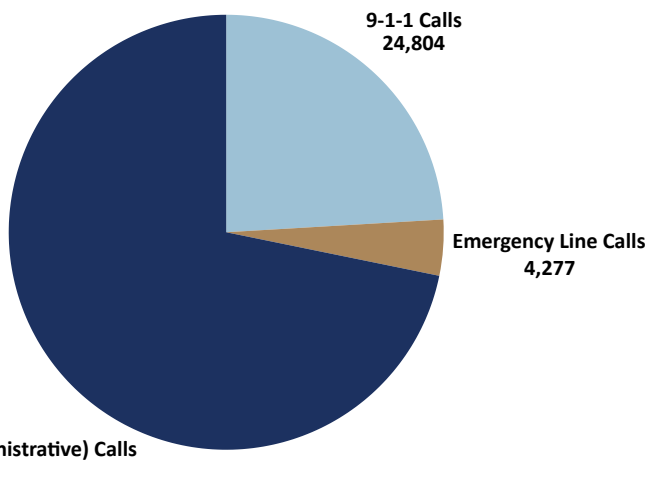
Note: Some numbers may change due to additional crimes being identified during the course of an investigation, crimes being re-classified after further investigation, or updated criteria by the FBI.



CALLS FOR SERVICE OVERVIEW

The Emergency Communications Center (ECC) is a fast-paced, Public Safety Communications Center that operates 24 hours a day, 365 days a year and is 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 their 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 Regional Open Space District, and after-hours emergencies for City parks, streets, facilities, and utility 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.

103,082 Total Number of Calls Taken in 2024



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 police department officer lines, fire station ring-downs, County Ambulance, Mid-Peninsula Open Space District, and administrative lines from all City departments.



97.9% of 911 calls were answered within 10 seconds

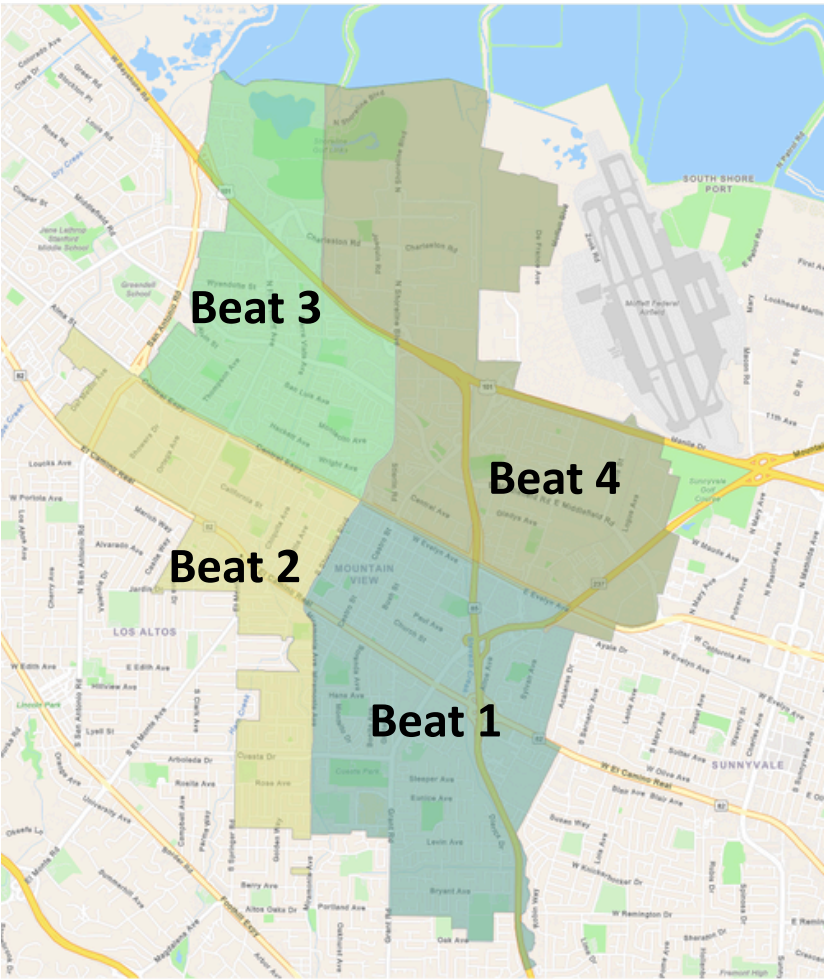


35,840
Total Emergency Calls, which include dispatched and officer-initiated responses



GEOGRAPHIC ACTIVITY OVERVIEW

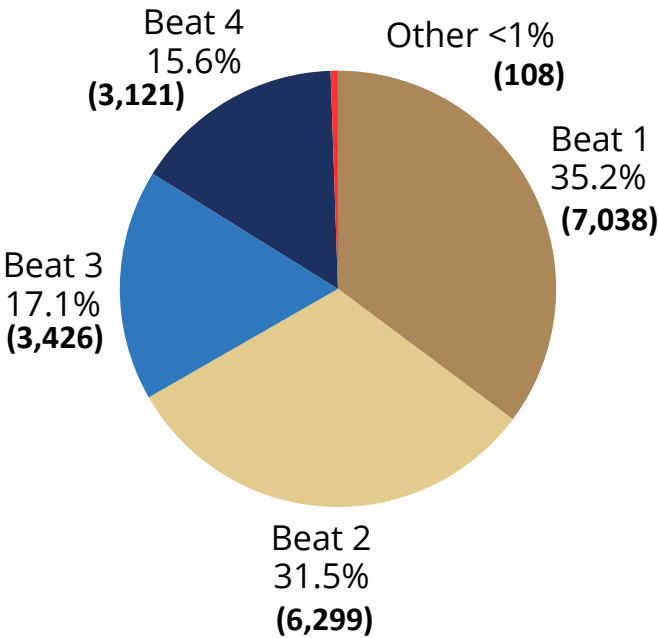
In 2024, response time to Priority 1 Events
(first units dispatched to first units arriving)
was 5 minutes or less 64.5% of the time.



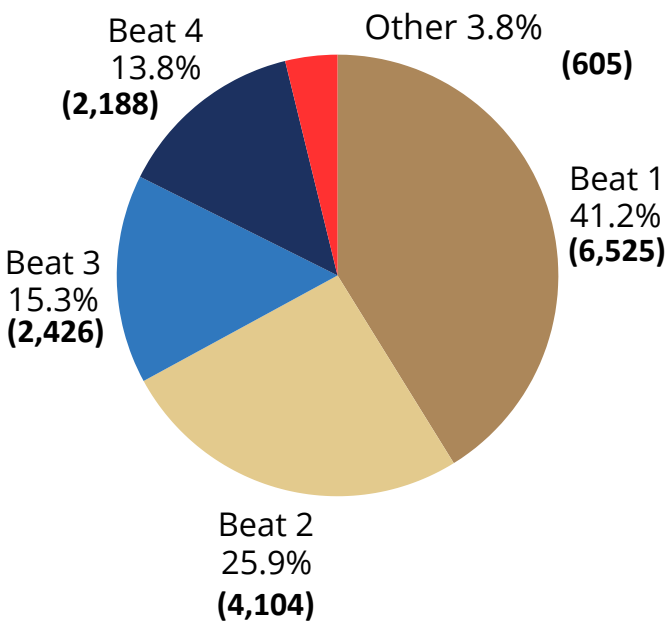
RESPONSE TIMES BY BEAT
(Response time listed as minutes)

Average		Median	
Beat 1: 16.2	Beat 3: 17.2	Beat 1: 9.0	Beat 3: 10.1
Beat 2: 15.7	Beat 4: 17.9	Beat 2: 8.8	Beat 4: 10.3
All: 16.5		All: 9.3	

DISPATCHED CALLS BY BEAT
19,992 Dispatched Calls



OFFICER INITIATED CALLS BY BEAT
15,848 Officer Initiated Calls



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.



RECORDS UNIT

Our Records Unit consists of 17 hardworking and dedicated staff members who help support the daily operations of the Police Department through the processing of police reports, arrest records, citations, and warrants and assisting the public with various requests.

The Records Unit also handles public lobby operations Monday through Friday, 8:00 a.m. to 5:00 p.m. and Saturday from 9:00 a.m. to 3:00 p.m. The lobby is closed on City-observed holidays.



8,374 Case Reports



2,552 Citations Processed
(traffic citations, CMV Municipal Code tickets)



1,368 Cases Filed with the District Attorney



693 Warrants Issued by the Court and Activated by MVPD



504 Livescans Completed
(Fingerprinting for City and other employment forms)



49 Sex Offender Registrants



2 Arson Registrants



2 Gang Registrants



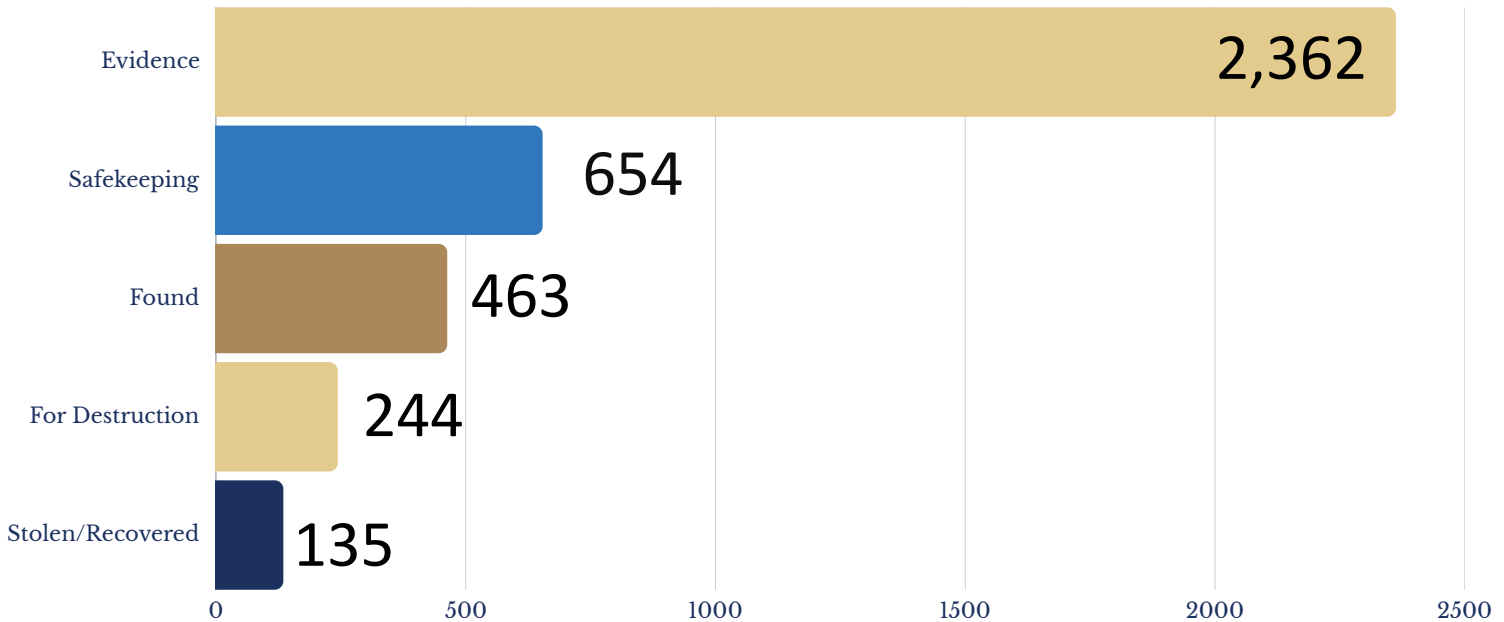
2 Sex Offender Violations



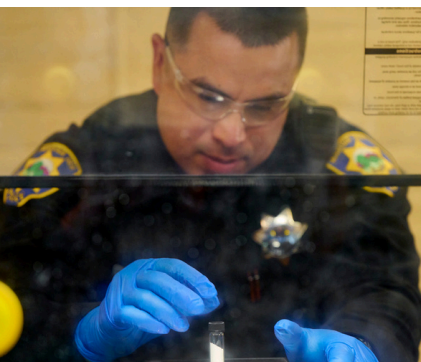
PROPERTY AND EVIDENCE UNIT

Our Property and Evidence Unit consists of two skilled and diligent specialists who process and maintain all evidence for the Police Department. They meticulously catalog, store, and manage evidence, ensuring proper processing and, when appropriate, release property to its owner or arrange for its destruction.

3,858 Total Items Booked



- 394 Narcotics Booked
- 309 Paraphenlia Booked
- 35 Guns Returned to Their Owners
- 34 Guns Booked in for Destruction
- 19 Guns Booked for Evidence
- 16 Guns Booked for Safekeeping
- 12 Guns Were Transferred to the Crime Lab for Their Reference Library



**7,838 Total
Items Processed**



**1,455 Total Narcotics and
Narcotic Paraphernalia
Destroyed**





PROFESSIONAL STANDARDS

The expectation from our department and community is that the Mountain View Police Department personnel provide empathetic, professional services to all. Every employee should treat members of the public 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 our Mountain View community. As part of this commitment, the Professional Standards Unit tracks and reviews the following statistics and conducts investigations in response to personnel complaints.

20 Use of Force Incidents:



- **16** Minor Injuries (1 control hold, 8 uncontrolled takedowns, 1 baton, 5 CED (taser), 1 K-9)
- **4** No Injuries: (2 control holds, 2 uncontrolled takedowns)

8 Pursuits:



- **8** Initiated by MVPD
- **2** Apprehensions
- **1** Collisions



5 Officer Commendations

7 Personnel Complaints:



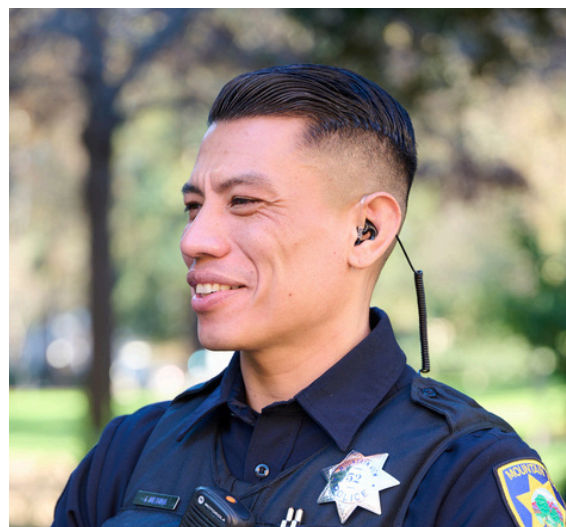
- None Sustained
- **5** Unfounded
- **2** Pending

Personnel investigation disposition definition:

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

The Mountain View Police Department believes in continuous improvement through training and education to improve technical skills, enhance professionalism, and maintain “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 between 900 and 1,200 hours of training, depending on the academy. Those who complete the police academy or join the City of Mountain View as a “lateral” hire from another police agency go through several weeks of in-house training at MVPD and then several months of field training under the supervision of training officers.

Officers and professional staff continue their training and education throughout their careers. The City of Mountain View supports employee development by providing up to \$2,000 in tuition reimbursement for educational advancement annually, with a one-time opportunity for up to \$20,000 for the completion of a work-related Bachelor’s or advanced degree or approved leadership program. These benefits encourage staff to not only continue their professional training but also their higher personal educational goals.

14,124 HOURS OF TRAINING ATTENDED BY MVPD PERSONNEL





PERSONNEL AND TRAINING CONTINUED

TRAINING TOPICS INCLUDED

**Crime Scene Investigation | LGBT Community Awareness | Behavioral Threat Assessment
Crisis Intervention and De-Escalation | Procedural Justice | Implicit Bias and Community Policing
Interview and Interrogation | Active Shooter Response | Crowd Control | CPR, First Aid and AED
Use of Force and De-Escalation | Firearms Instructor | Drug and Alcohol Recognition Training
Background Investigation | Domestic Violence Update | Defensive Tactics Instructor
Field Training Officer | Precision Immobilization Technique Certification | Dispatch Training**

The POST Perishable Skills Program also requires that every 2 years officers complete 12 hours of psychomotor training, focusing on precise motor responses, attention, and cognitive problem-solving abilities, 4 hours of use of force training, and two hours of strategic communications training. The 2023-24 two-year cycle ended on December 31, 2024, and all Mountain View Police Department staff complied with the POST training requirements. MVPD personnel completed **5,960** hours of POST training, well above the minimum requirements.





SPECIAL EVENTS AND COMMUNITY OUTREACH



66 Community Events Attended by MVPD Staff



27 Concerts at Shoreline Amphitheatre Supported by MVPD

**Art and Wine Festival | Bike Rodeo
Chinese Language Leadership Academy Presentation
City of Mountain View's Monster Bash | Coffee with a Cop
Cops and Gobblers | Cops That Care
Football Games at Mountain View and St. Francis High School
National Night Out | Rape Aggression Defense (RAD)
Tree Lighting Ceremony
The Law Enforcement Torch Run for Special Olympics**





TRAFFIC UNIT



The Traffic Unit consists of specially trained officers with the primary assigned task of traffic enforcement and collision investigation. Traffic Unit personnel patrol the City on motorcycles, which enable officers to efficiently and effectively move safely through traffic and frequently arrive at locations before officers in patrol vehicles.

Traffic Officers focus on improving roadway safety for motorists, bicyclists, and pedestrians through enforcement, education, and partnering with community members and local organizations to come up with innovative ways to address problem areas.

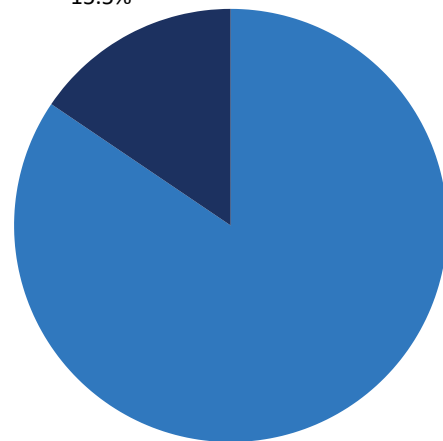
In 2024, MVPD was awarded a traffic enforcement grant through the California Office of Traffic Safety, which provided funding for enforcement to address distracted driving, bicycle and pedestrian safety, motorcycle safety, and violations that are determined to be primary collision factors. Enforcement operation locations were based on frequent collision areas.

The Traffic Unit has continued to focus on community engagement by attending National Night Out and other downtown events, talking with community members about traffic complaints, and answering traffic questions.



Traffic Violations 12,385 (Parking and Moving Violations)

Traffic Citations
15.5%

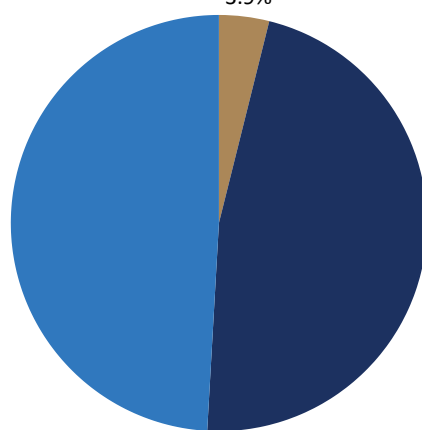


Parking Citations
84.5%



Traffic Accidents 335 No Fatal Accidents

Major Injury
3.9%



Non Injury
49.1%

Minor Injury
47%





123 TOTAL CANINE DEPLOYMENTS



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, conducting searches, and attending community outreach events. In 2024, our K9 teams were Officer Lau and K9 Thor, Officer Einfalt and K9 Atlas, and Officer Shull and K9 Maia.

After nearly a decade of dedicated service, K9 Thor retired in 2024, marking the end of an exceptional career with the Mountain View Police Department. Partnered with Officer Lau since May 2015, Thor quickly became certified in patrol tracking, apprehensions, and narcotic detection. Throughout their tenure, Officer Lau and Thor made a lasting impact on both the department and the community.

Thor earned a reputation as an outstanding tracking and evidence-locating canine, playing a critical role in numerous operations. Beyond his work in the field, Thor was also a beloved presence at community events, where he and Officer Lau engaged with residents, visited schools, and demonstrated the vital role K9s serve in law enforcement.

As Thor transitions into retirement, he will enjoy a well-earned rest alongside Officer Lau and his family. We will always remember his years of service and contributions to public safety, and we extend our deepest gratitude for his unwavering dedication.



K9 Maia



K9 Atlas



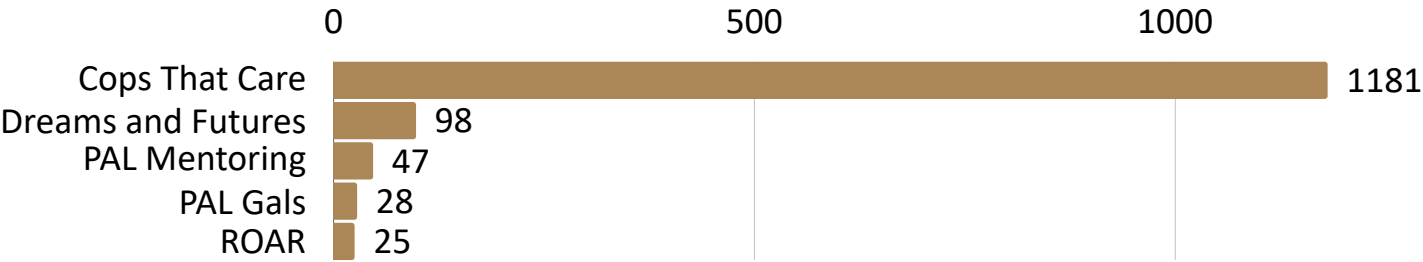
K9 Thor



YOUTH SERVICES UNIT



1,379 YOUTH SERVED IN 2024



Since 1962, the Mountain View Police Department has supported local youth through specialized programs, beginning with the Youth Officer role. Today, the Youth Services Unit (YSU) continues this mission with three School Resource Officers (SROs), a coordinator, a Sergeant, and police assistants who investigate school-related matters and lead prevention programs for youth. In partnership with local schools and the Police Activities League (PAL), YSU offers initiatives like the Dreams and Futures summer program, providing opportunities for underserved youth in our community. Supported by community partners like the El Camino Healthcare District, these programs provide mentorship, foster prevention, early intervention, and connect Mountain View’s youth with the resources to succeed.

PAL fosters strong connections between youth and positive role models, including police officers, through sports and educational programs. This school year, PAL Gals launched at Graham and Crittenden middle schools, empowering girls to overcome challenges, build supportive relationships, and develop essential life skills. PAL Gals complements existing programs like ROAR, now in its third year at Graham Middle School, which mentors 8th graders to promote a positive and inclusive campus.





NEIGHBORHOOD AND EVENT SERVICES UNIT

184 COUNTY PERMANENT HOUSING REFERRALS

This includes individuals who have secured permanent housing, are awaiting housing availability, or are in the process of applying.

The Neighborhood and Event Services Unit (NES) collaborates with the City Manager's Office of Human Services Division and community-based organizations to provide outreach and assistance to unhoused and unstably housed individuals, including those living in vehicles. NES focuses on building trust and relationships with the unhoused population to better understand their needs. Through this foundation, NES connects individuals with social service organizations, such as the Community Services Agency (CSA) for food and essential services, LifeMoves interim housing, and the MOVE Mountain View Safe Parking Program, to support unstably housed people on their path to stable housing.

In addition to outreach and referrals, NES enforces relevant City and State laws, aiming for a balanced approach that addresses both the needs of those experiencing homelessness and ensures compliance with important regulations. The relationships NES develops in the community help encourage voluntary compliance during enforcement actions. NES also engages in community events, including crime prevention meetings with local apartment complexes and neighborhood associations, to foster communication and strengthen community ties. The Cannabis Compliance Officer (CCO), also part of NES, ensures cannabis businesses in the City comply with regulations and actively monitors for any safety concerns.



18 Community Presentations



INVESTIGATIVE SERVICES DIVISION



The Investigative Services Division plays a critical role in addressing complex criminal activity, encompassing the Crimes Against Persons Unit, Crime Suppression Unit, and Cyber and Financial Crimes Unit. Additionally, the division oversees Mountain View personnel assigned to specialized regional task forces, including the Santa Clara County Regional Auto Theft Task Force, Regional Enforcement Allied Computer Team, and Santa Clara County Specialized Enforcement Team.



In 2024, the Crimes Against Persons Unit conducted extensive investigations into serious offenses, including a case involving a suspect accused of multiple sexual assaults. During the investigation, detectives gathered key evidence leading to an arrest. The unit remained steadfast in investigating a range of violent crimes, including child-related offenses, sexual assaults, robberies, and other acts of violence, ensuring justice for victims and the community.

The Crime Suppression Unit focused on tackling property crimes, narcotics-related offenses, and arson investigations. Notably, Detectives conducted operations that led to the closure of two local smoke shops involved in selling illegal controlled substances. As burglary and theft remained prevalent across the Bay Area, the unit worked proactively all year to address these regional challenges. In addition to independent investigations, the team provided crucial surveillance and tactical support to patrol and other investigative units, enhancing enforcement efforts citywide.

In 2024, the Cyber and Financial Crimes Unit continued to play a vital role in supporting MVPD's Investigative Services and Field Operations Divisions, as well as regional law enforcement agencies. The unit conducted digital forensic examinations on 453 electronic devices, including computers, mobile phones, tablets, and vehicle infotainment systems. This work provided critical evidence for cases related to robberies, illegal firearms possession, child exploitation, burglaries, and narcotics trafficking.

The unit also managed a digital forensic lab shared by the Santa Clara County Special Enforcement Team Task Force and the Law Enforcement Investigating Human Trafficking Task Force, offering expert on-site support for ongoing investigations. Additionally, as an active member of the Silicon Valley Internet Crimes Against Children Task Force, the unit conducted 54 internet crimes against children investigations and pursued 150 cyber and financial crimes cases, furthering efforts to combat digital crimes affecting the community.

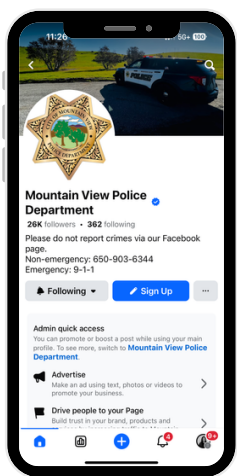
Through strategic investigations, innovative technology, and regional collaboration, the Investigative Services Division continues to strengthen public safety and hold offenders accountable, ensuring Mountain View remains a safe and secure place for all.

- **453 Digital Forensic Examinations**
- **150 Cyber and Financial Crimes Cases**
- **54 Internet Crimes Against Children Investigations**



LET'S CONNECT

The Mountain View Police Department is committed to fostering strong connections with our community. Social Media is one tool for building these connections. The community is invited to follow MVPD on various social media platforms to stay informed, ask questions, and connect directly with dedicated personnel. Whether seeking important updates, safety tips, or a behind-the-scenes look at the department, the MVPD's digital presence ensures that communication remains open, accessible, and responsive. Join online and be part of the conversation, keeping the City of Mountain View safe and informed.



Mountain View Police Department



@Mountainviewpd



@MountainViewPD



@MountainViewPD



MVPD.gov



PolicePio@Mountainview.gov



1000 Villa Street Mountain View, CA 94041



Lobby Hours

Monday- Friday: 8:00 a.m.- 5:00 p.m.

Saturday: 9:00 a.m.- 3:00 p.m.

Sunday: Closed



Emergency: 9-1-1

Non-Emergency & Records: 650-903-6344

Tip Line: 650-961-5800

Abandon Vehicle Hotline: 650-903-6358