



Mountain View  
Police Department

# 2025

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# Annual REPORT

**MOUNTAIN VIEW POLICE DEPARTMENT**

*"Safety, People, Results"*



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# A MESSAGE FROM CHIEF MICHAEL CANFIELD



As I reflect on 2025, I am reminded that public safety is ultimately about people, relationships, and trust.

Mountain View is a very special place, with a community that cares deeply about safety, engagement, and transparency. We are fortunate to serve a community that remains thoughtful, involved, and invested in the future of Mountain View.

I am immensely proud of our dedicated staff across all ranks and divisions of the Mountain View Police Department (MVPD). Their commitment, compassion, resilience, and professionalism continue to reflect the very best of public service.

This year, our department experienced near-record hiring and continued to attract talented and driven people committed to serving our community. We also continued to invest in the development and wellness of our personnel because healthy, well-trained, and supported employees are essential to delivering professional and compassionate service.

Throughout the year, our department engaged in key community conversations about the MVPD's commitment and policy to not participate in civil immigration enforcement, and questions involving technology, privacy, and transparency regarding the Flock Safety camera system pilot program. While I remain deeply disappointed that the vendor fell short of department expectations regarding access to the City's data, I also saw firsthand the value this technology can provide in helping protect our community and support investigations involving crime and victimization. Throughout the process of reviewing the City's experience and choosing to discontinue the contract, I remained proud of the professionalism, ethical standards, and transparency demonstrated by our personnel.

As we move forward, we remain committed to fostering trust and ensuring Mountain View continues to be a safe community for all. Our role is not simply to respond to emergencies or investigate crimes, but also to help maintain the sense of safety, stability, and connection that allows a diverse community to thrive. This report reflects the work accomplished in 2025 and the continued commitment of the men and women of the Mountain View Police Department to serving this community with professionalism, care, and integrity.





# OUR MISSION AND VALUES

## The Mission

The Mountain View Police Department is dedicated to providing professional, compassionate, and transparent service. By prioritizing crime prevention efforts and strong community partnerships, we strive to ensure safety for all, while promoting a culture of wellness and building enduring trust within our diverse 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 committed to integrity. We consistently make ethical decisions, follow best practices, and uphold our core values 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 community groups and stakeholders to build and strengthen relationships with the department. This office is responsible for setting the department's strategic direction, upholding professional standards, and fostering public trust.

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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.

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Captain  
Matt Atkins

## 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.

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Captain  
Wahed Magee

## Public Safety Support Services Division

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 Evan Crowl



Lieutenant Fernando Maldonado



Lieutenant Laurina Holt



Lieutenant Alan Corpuz



Lieutenant Matthew Hom



Public Safety Support Services Manager  
Jennifer Copeland



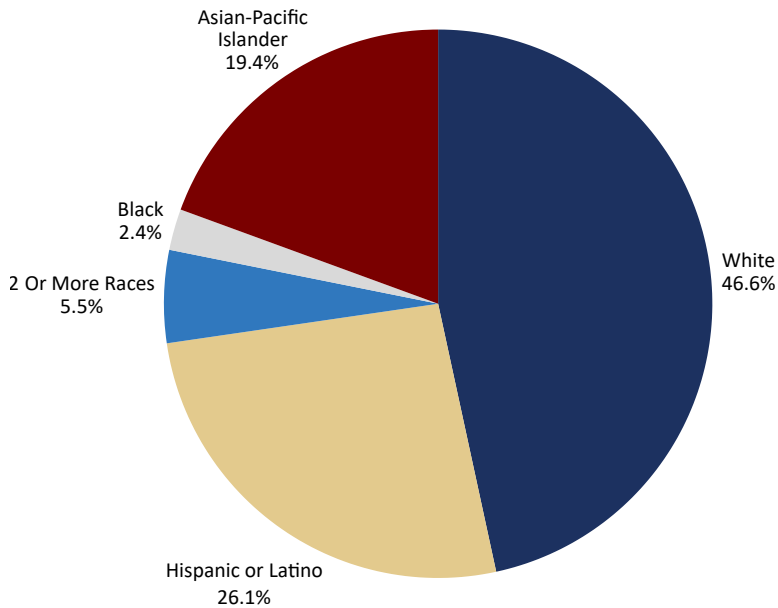
Emergency Communications Manager  
Jocelyn Santos



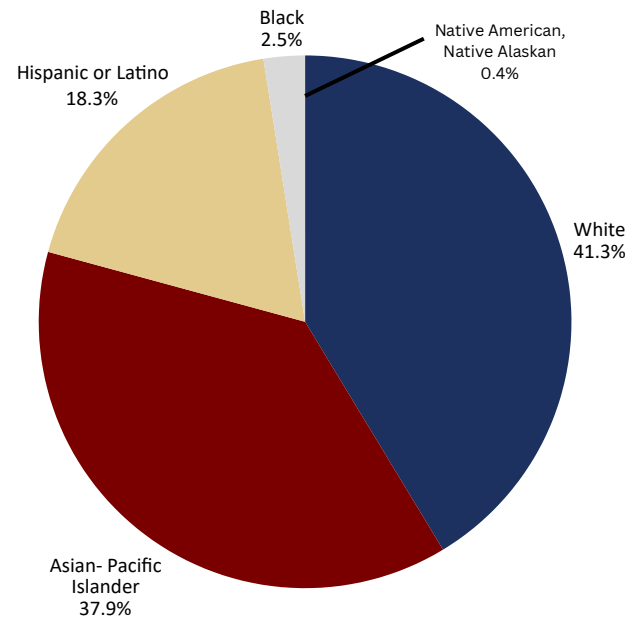
# A VIEW OF OUR DEPARTMENT

The department's commitment to safety, people, and results guide what we do 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.

## 2025 MVPD Personnel Demographics



## 2020 Mountain View Demographics

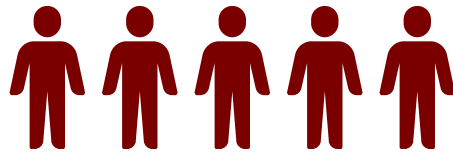


86,513 Total Population (2020 U.S. Census Data)  
The City of Mountain View is 12 Square Miles

**Mountain View Police staff speak 10 different languages**

- American Sign Language
- Arabic
- Cantonese
- Hindi
- Japanese
- Portuguese
- Russian
- Spanish
- Tagalog
- Vietnamese

## MVPD Professional Staff:

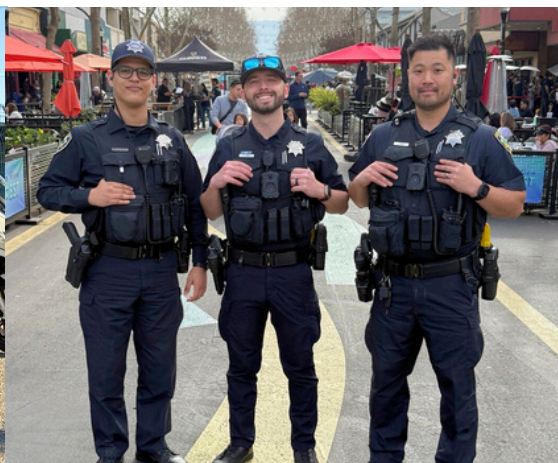


**26% Male 74% Female**

## Sworn MVPD Staff:



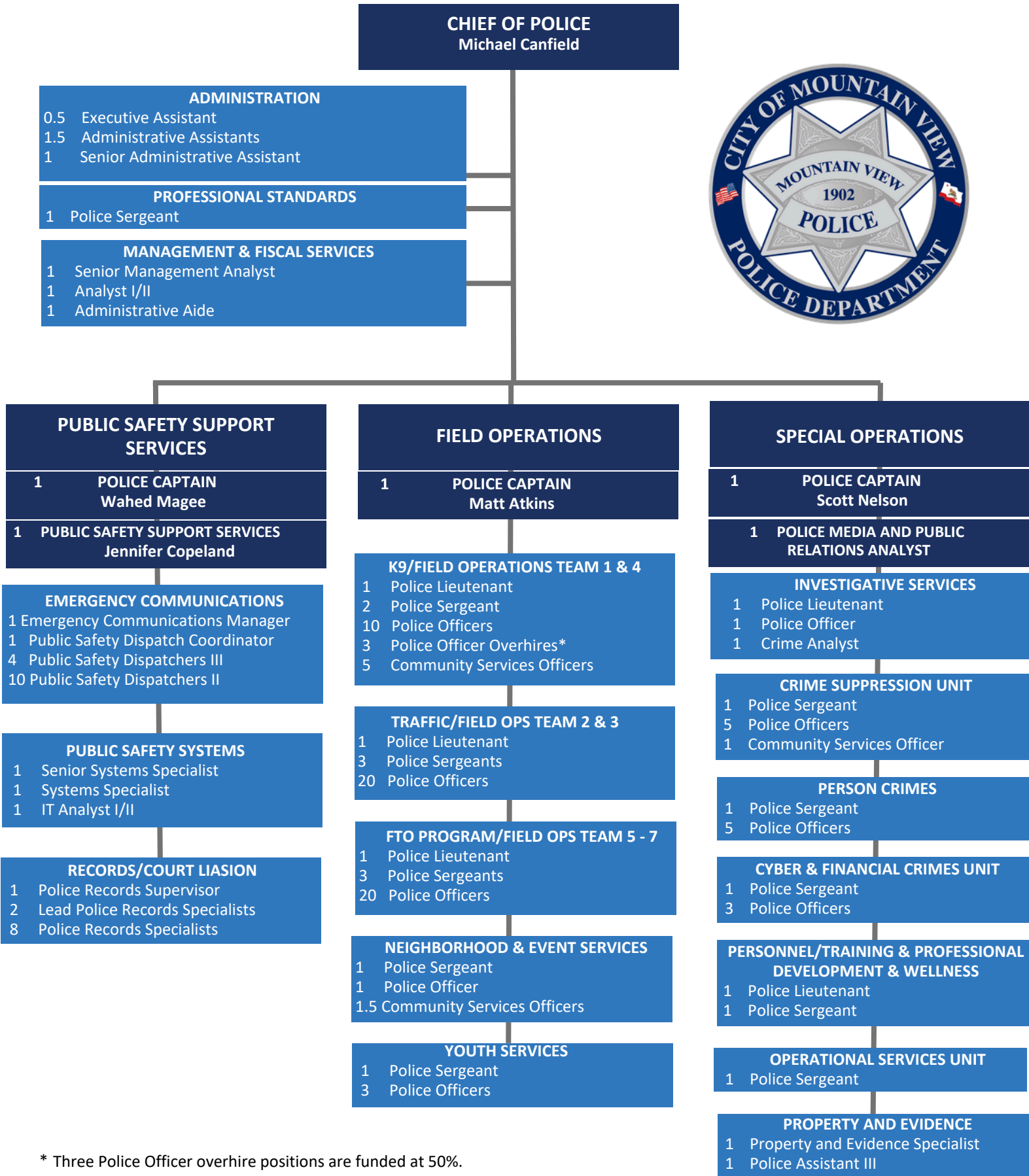
**80% Male 20% Female**





# ORGANIZATIONAL STRUCTURE

In 2025, the Mountain View Police Department employed 144.0 full-time and 0.5 regular part-time personnel.



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



# DEPARTMENT BUDGET

EXPENDITURES BY CATEGORY	FY 2025-26 ADOPTED
Salary, Wages, Benefits	\$52,807,258
Supplies and Other Services	\$3,993,802
Capital Outlay	\$2,618,263
Interfund Expenditures	\$1,021,000
<b>Total Police Expenditures</b>	<b>\$60,440,323</b>

EXPENDITURES BY DIVISION	FY 2025-26 ADOPTED
Field Operations	\$31,927,018
Special Operations	\$12,922,540
Public Safety Support Services	\$11,651,073
Police Administration	\$3,939,692
<b>Total Police Expenditures</b>	<b>\$60,440,323</b>

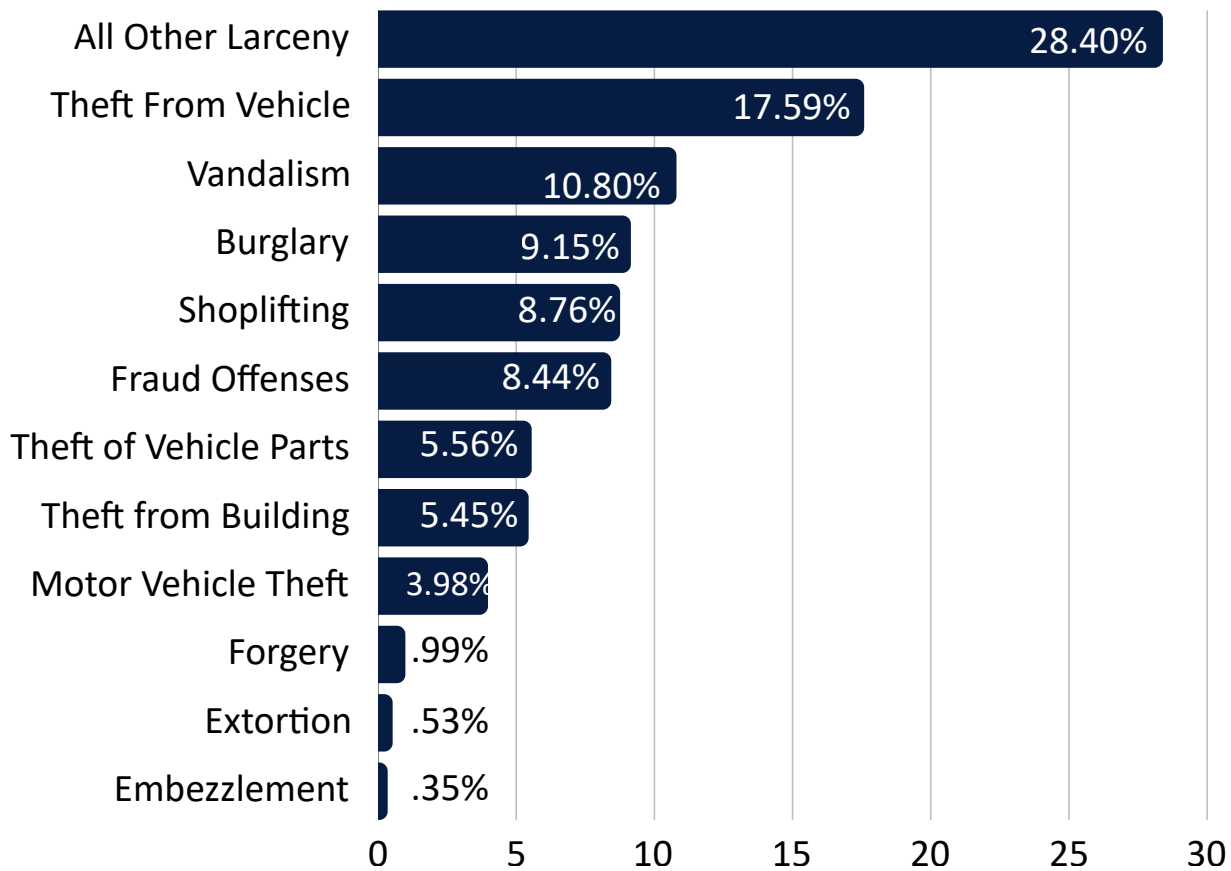




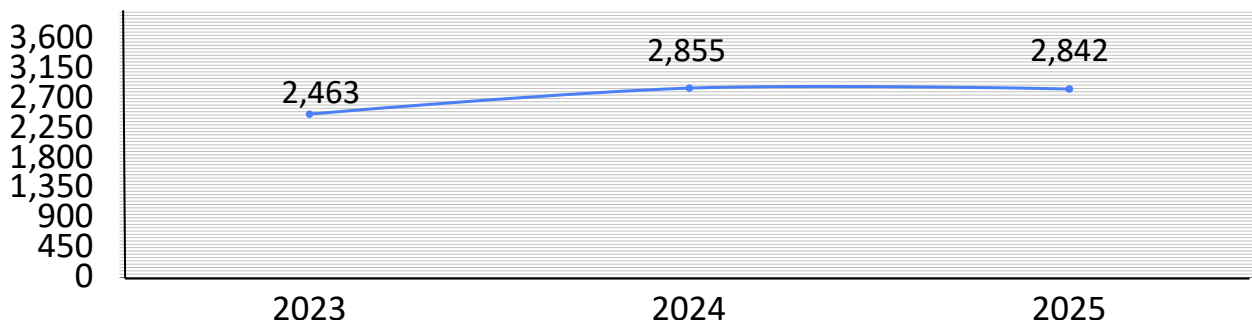
# PROPERTY CRIMES AT A GLANCE

A property crime is a crime with a primary purpose of taking or destroying the property of another. During the reporting period, a total of 2,842 property crimes were reported in the City of Mountain View across 12 designated categories. The first figure presents a breakdown of these offenses by percentage, providing a clear view of the relative frequency of each crime type. The second figure highlights property crime trends over the past three years, offering insight into patterns, fluctuations, and potential emerging areas of concern. This analysis supports a data-driven approach to resource allocation, crime prevention strategies, and ongoing efforts to enhance public safety within the community.

## 2025 Property Crimes by Type



## PROPERTY CRIME TRENDS



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.

The percentages in the above table represent the twelve categories listed.

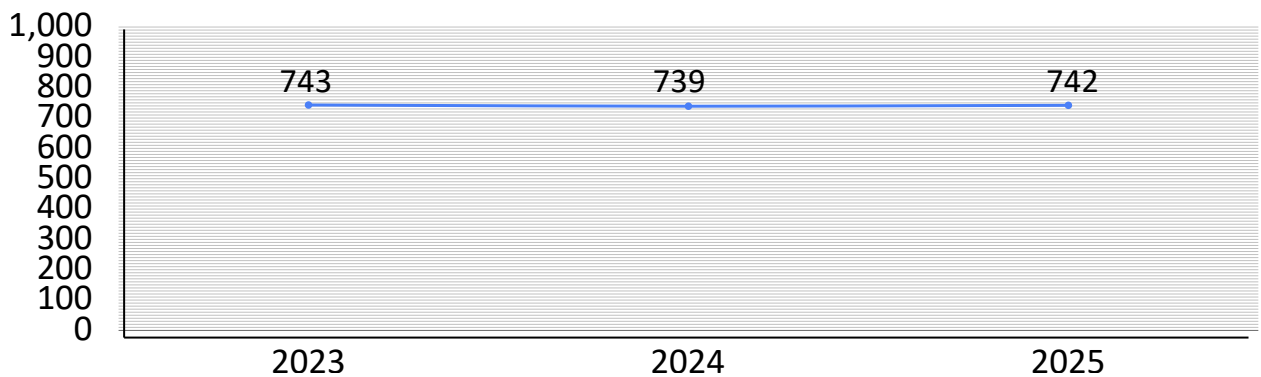
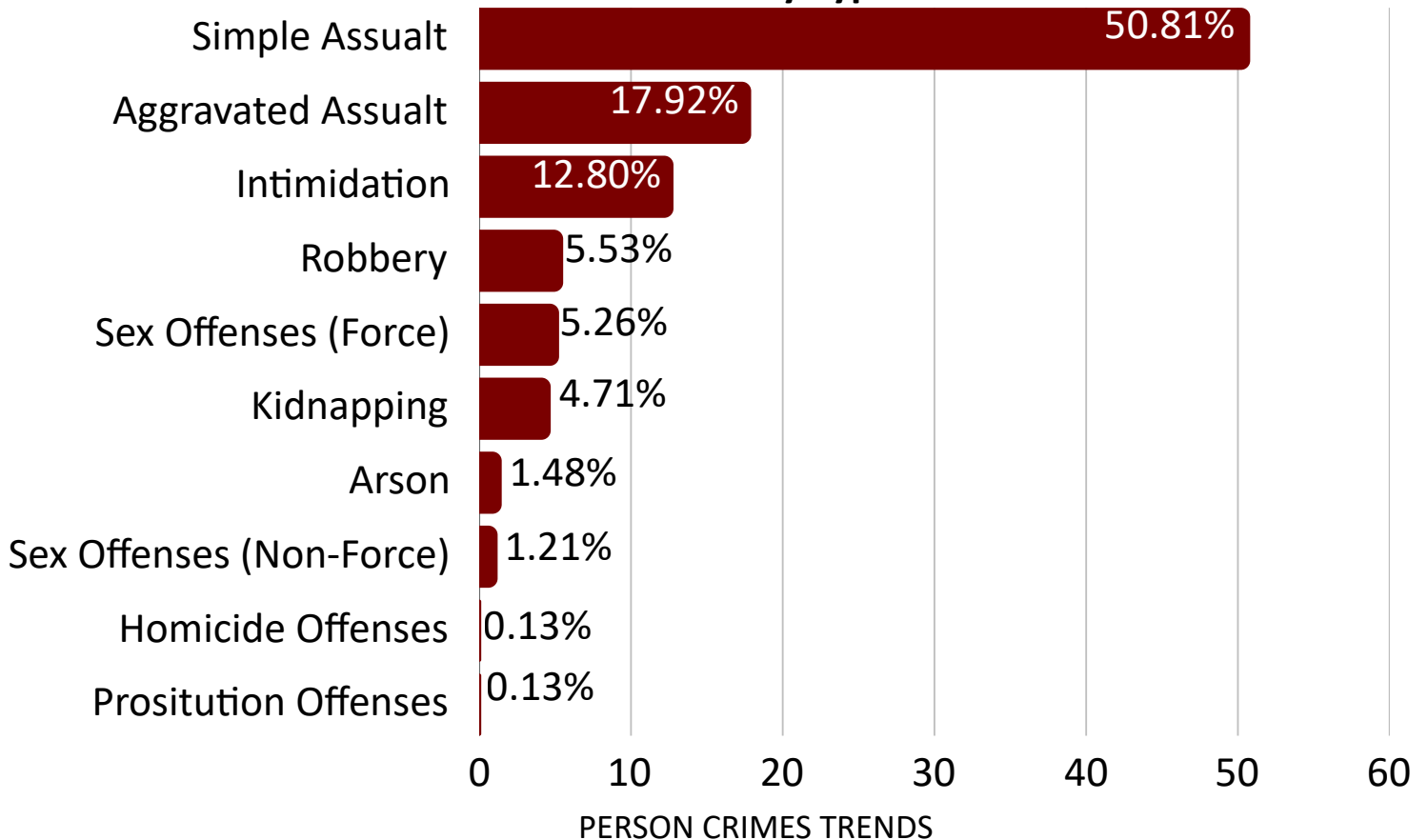
Data retrieved on 5/14/26.



# PERSON CRIMES AT A GLANCE

A person crime is a crime that involves harm or the threat of harm to an individual. During the reporting period, a total of 742 person crimes were reported in the City of Mountain View across 10 designated categories. The first figure presents a breakdown of these offenses by percentage, providing a clear view of the relative frequency of each crime type. The second figure highlights person crimes trends over the past three years, offering insight into patterns, fluctuations, and potential emerging areas of concern. This analysis supports a data-driven approach to resource allocation, crime prevention strategies, and ongoing efforts to enhance public safety within the community.

## 2025 Person Crimes by Type



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.

The percentages in the above table represent the ten categories listed.

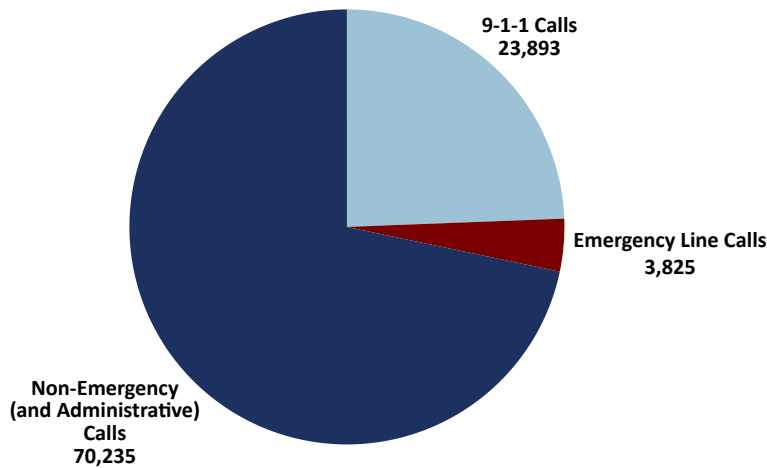
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# EMERGENCY COMMUNICATIONS CENTER

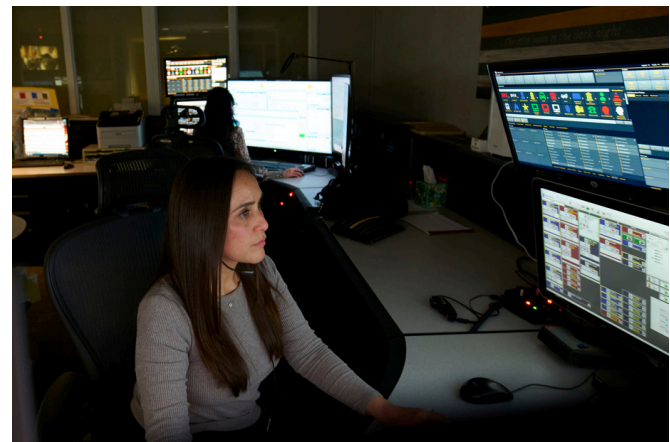
The Emergency Communications Center is a 24/7 public safety dispatch center staffed by professional dispatchers who handle thousands of calls annually. They dispatch Police and Fire units, monitor field activity, and support Police, Fire, and Mid-Peninsula Regional Open Space District Rangers. The ECC also manages administrative and after-hours calls for City departments, including parks, streets, facilities, and utilities. From providing life-saving medical instructions to relaying critical updates during active incidents, Mountain View dispatchers play a vital role in public safety.

## 2025 Calls Taken (97,953 Total)



### 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 City public works, parks, or facilities services. 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.



**98.14% of 911 calls were answered within 10 seconds**



**37,547**

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



# EMERGENCY COMMUNICATIONS CENTER

The Emergency Communications Center has released its Public Safety Answering Point answer time report for 2025. As shown, 9-1-1 calls are answered within 10 seconds 98.14% of the time, far exceeding the National Emergency Number Association standard and representing a significant accomplishment.

Additionally, nearly all 911 calls (99.96%) were answered within 40 seconds. “Answer time” is measured from when a caller dials 911 to when the call is answered by 911 personnel. This indicates that response times for 911 calls were minimal, allowing for quick access to help.

## 2025 PSAP Answer Time Summary

Time 911 Calls Are Answered	Percentage of Calls being answered
Less than 10 Seconds	98.14%
Within 15 Seconds	99.35%
Within 20 Seconds	99.63%
Within 40 Seconds	99.96%

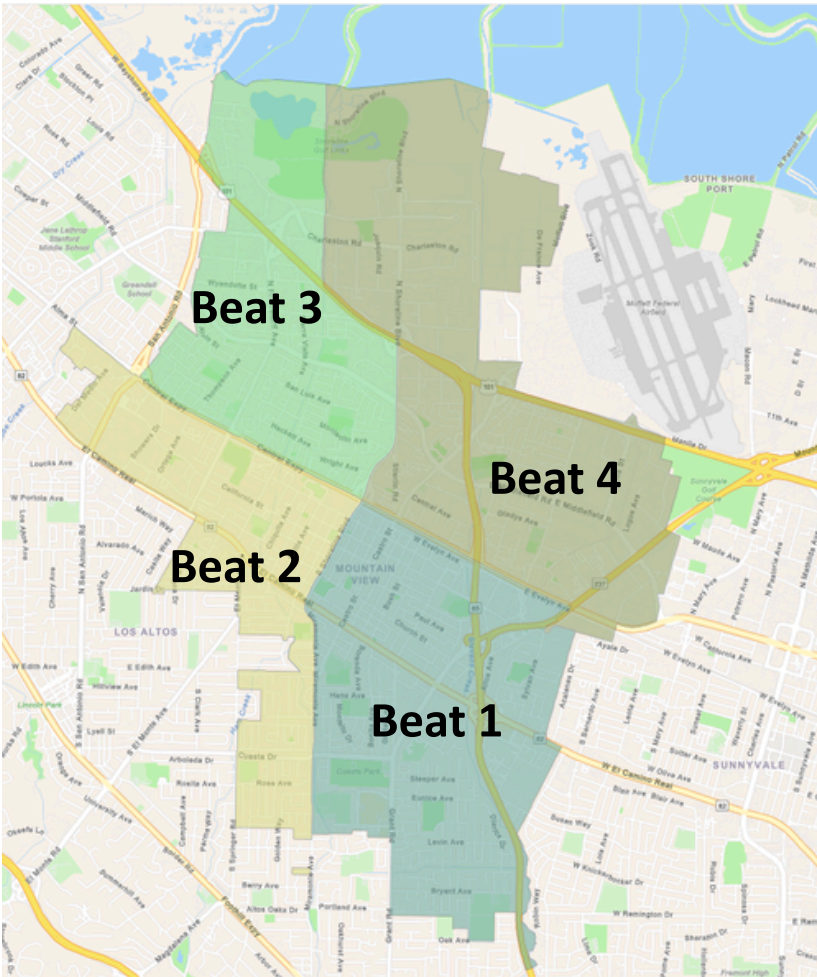
## Additional Accomplishments:

- Secured over \$14,000 in training reimbursements through CalOES ATA funds, supporting staff development and training attendance.
- Improved staffing with two Public Safety Dispatcher IIs completing training and one new hire onboarded, reducing vacancies in the communications center.
- Partnered with the Mountain View Fire Department to launch Rescue Medic 51, an ambulance, in April 2025, requiring extensive coordination, training, and new dispatch protocols.
- Participated in the State’s 988/911 Interface Working Group, helping to improve coordination between emergency communications systems, and support the integration of behavioral health crisis response (988) with traditional emergency dispatch (911) to enhance outcomes for individuals in crisis.

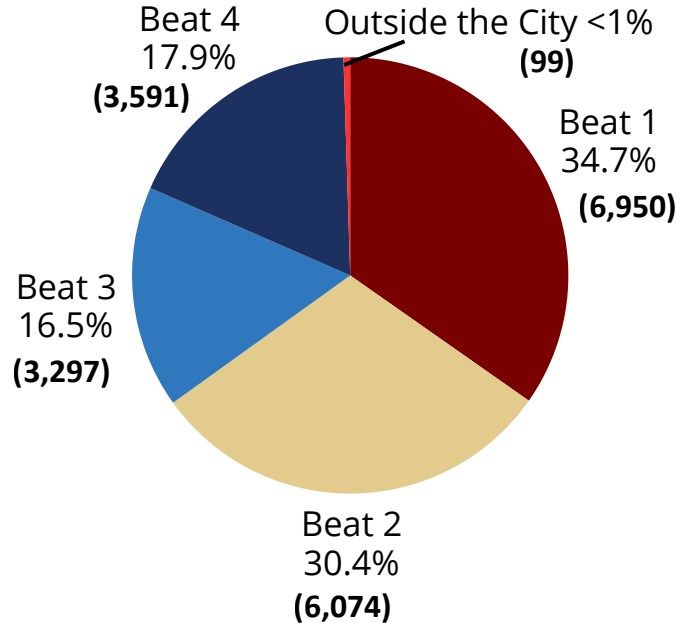


# GEOGRAPHIC ACTIVITY OVERVIEW

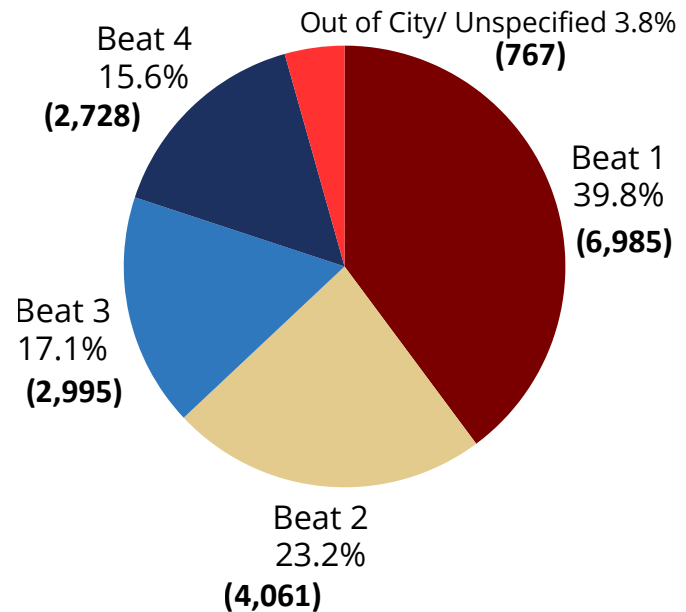
In 2025, response time to Priority 1 Events (first units dispatched to first units arriving) was 5 minutes or less 60.8% of the time.



## 2025 DISPATCHED CALLS BY BEAT (20,011 Total)



## 2025 OFFICER INITIATED CALLS BY BEAT (17,536 Total)



## RESPONSE TIMES BY BEAT (Response time listed as minutes)

Average		Median	
Beat 1: 16.5	Beat 3: 16.0	Beat 1: 9.4	Beat 3: 9.0
Beat 2: 16.8	Beat 4: 17.4	Beat 2: 9.5	Beat 4: 10.9
Overall Average: 16.7		Overall Median: 9.7	

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.

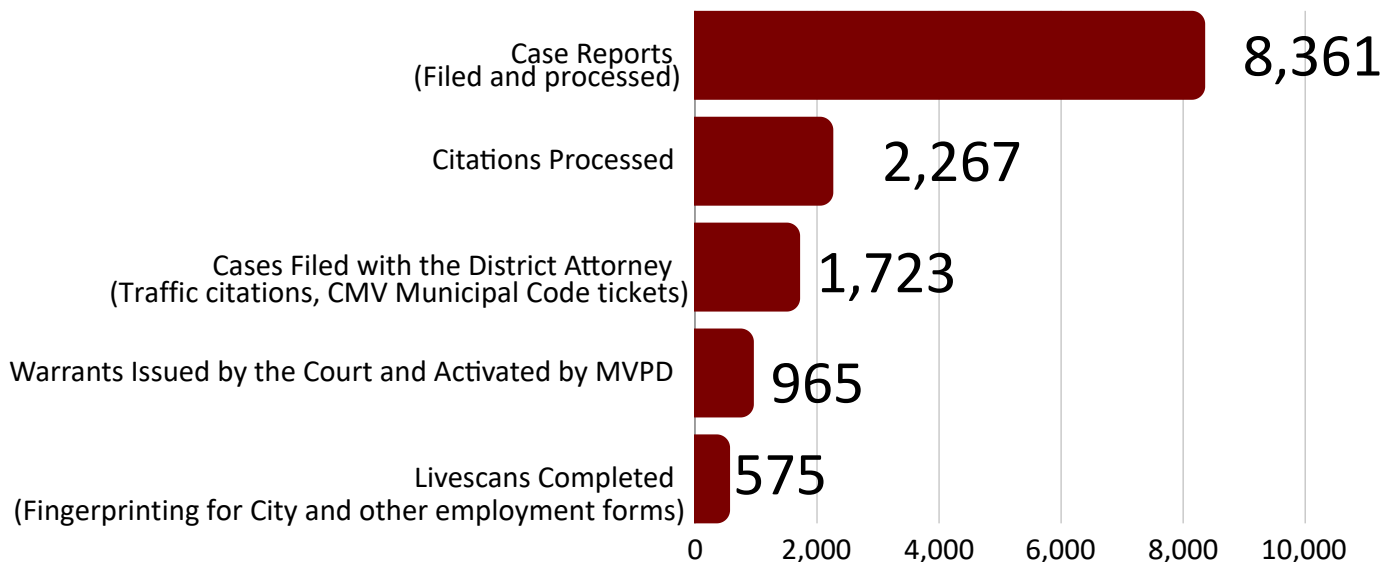


# RECORDS UNIT

The Records Unit is made up of 11 dedicated professionals who play a critical role in keeping the Department running efficiently behind the scenes. Their work spans a wide range of responsibilities, including the accurate processing and maintenance of police reports, arrest records, citations, and warrants. In addition to these core functions, the unit includes specialized roles, such as a court liaison, who ensure seamless coordination with the courts.

Beyond their operational responsibilities, Records staff serve as a key point of contact for the community. The team manages the Department's public lobby, assisting residents with records requests, report inquiries, and general questions. The lobby is open Monday through Friday from 8:00 a.m. to 5:00 p.m., and Saturday from 9:00 a.m. to 3:00 p.m., and is closed on City-observed holidays. During periods of extreme heat, the lobby also serves as a designated cooling center, providing a safe and accessible space for community members seeking relief. Through both their technical expertise and customer service, the Records Unit provides essential support to officers, staff, and the public alike.

## 2025 Records Volume

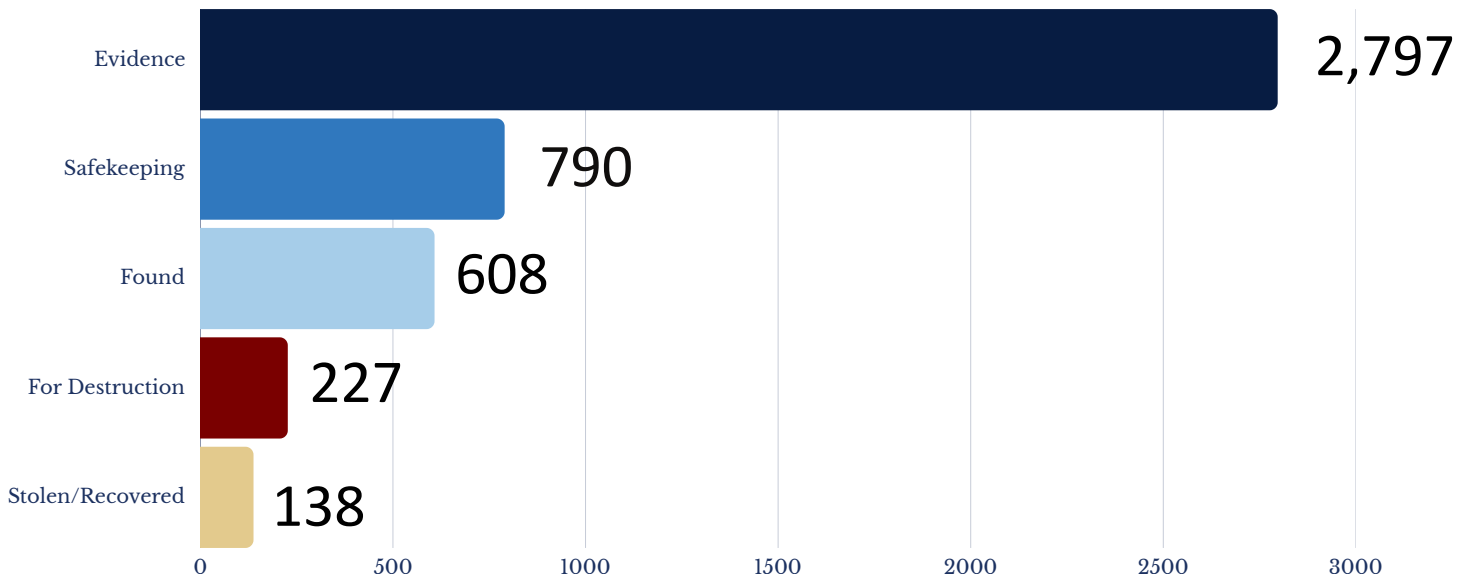




# PROPERTY AND EVIDENCE UNIT

The Property and Evidence Unit is staffed by two dedicated specialists who oversee the intake, processing, and secure storage of all evidence for the Mountain View Police Department. They carefully document, safeguard, and manage each item, ensuring proper handling and facilitating the return of property to its lawful owner or coordinating its authorized destruction when appropriate.

## 2025 Items Booked (4,560 Total)



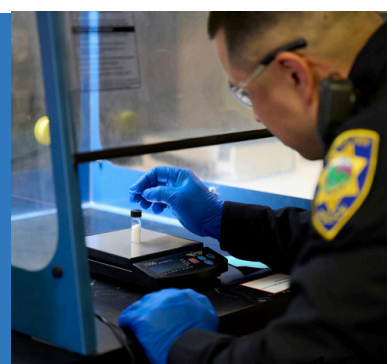
## 2025 Items in Further Detail

Narcotics Booked	495
Paraphernalia Booked	454
Guns Destroyed	38
Guns Booked for Safekeeping	37
Guns Booked in for Destruction	14
Guns Booked for Evidence	14
Guns Returned to Their Owners	4
Guns Transferred to Crime Lab Reference Library	3
Guns Booked as Stolen Recovered	3



**8,529 Total  
Items Processed  
(of which 4,560  
were booked)**

**52 Total Narcotics and  
Narcotic Paraphernalia  
Destroyed**





# PROFESSIONAL STANDARDS UNIT

The expectation from the City, MVPD, 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.

## 13 Use of Force Incidents:



- 1 Major Injury (1 uncontrolled takedown)
- 5 Minor Injuries (4 uncontrolled takedowns, foot pursuit)
- 7 No Injuries: (2 control holds, 3 uncontrolled takedowns, 2 defensive strikes)

## 10 Pursuits:



- 10 Initiated by MVPD
- 6 Apprehensions
- 1 Collisions (The suspect vehicle intentionally rammed a patrol vehicle)

## Officer Awards



- 22 officers recognized through 9 external Letters of Commendation
- 2 awards issued
- 3 officers have pending award nominations for 2025

## 8 Personnel Complaints:



- 2 Sustained
- 5 Unfounded
- 1 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.

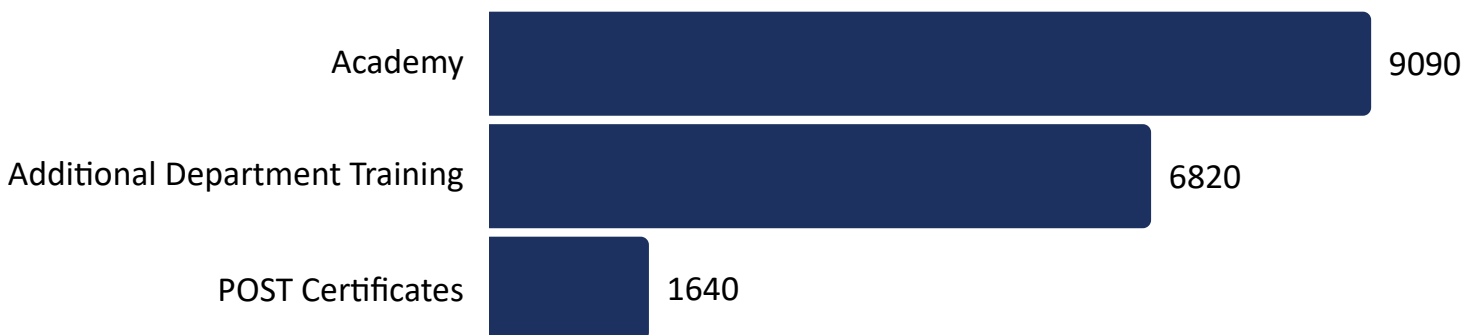
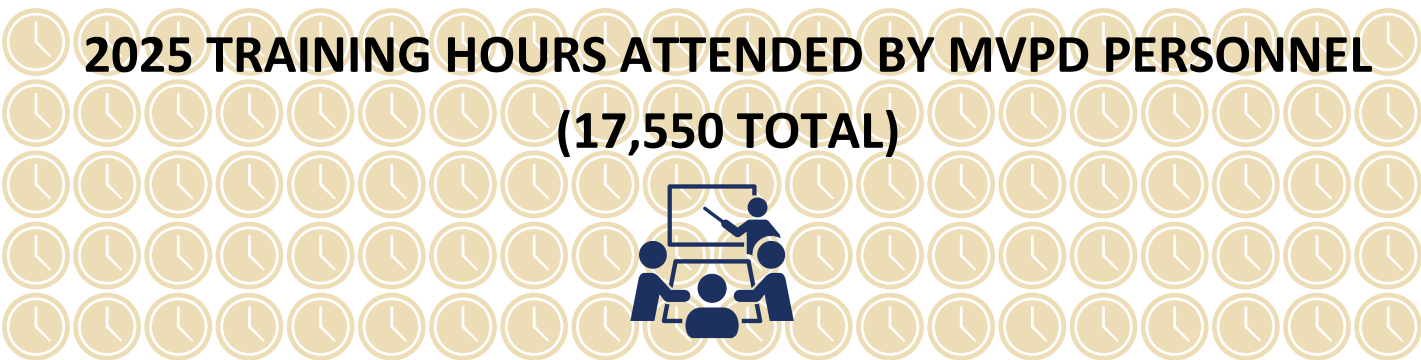




# PERSONNEL AND TRAINING

The Mountain View Police Department believes in continuous improvement through training and education to improve technical skills, enhance professionalism, and maintain “perishable skills” that may need refreshing over time. 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 a minimum of 900 hours and can reach up to 1,200 hours of training, depending on the academy. After academy graduation officers begin an extensive in-house and field training program. Those who complete the police academy as a self-sponsor 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 for all regular City employees 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.





# PERSONNEL AND TRAINING CONTINUED

## TRAINING TOPICS INCLUDED

Officer-Involved Critical Incidents | Behavioral Threat Assessment | Axon Taser 10 Certification  
Crisis Intervention and De-Escalation | Legal Update | Firearms Training and Qualifications  
Interview and Interrogation | Active Shooter Response | Crowd Control | CPR, First Aid, and AED  
Strategic Communications | Firearms Instructor | Drug and Alcohol Recognition Training  
Pit Certification | Use of Force and PC 835a | Domestic Violence Update | Defensive Tactics Instructor  
Field Training Officer | Drug Identification and Under the Influence | Driver's Training |  
Bloodborne Pathogens | Officer Wellness (Emotional, Financial)

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 2025–26 two-year training cycle ends on December 31, 2026, and Mountain View Police Department staff are already in substantial compliance with POST training requirements.



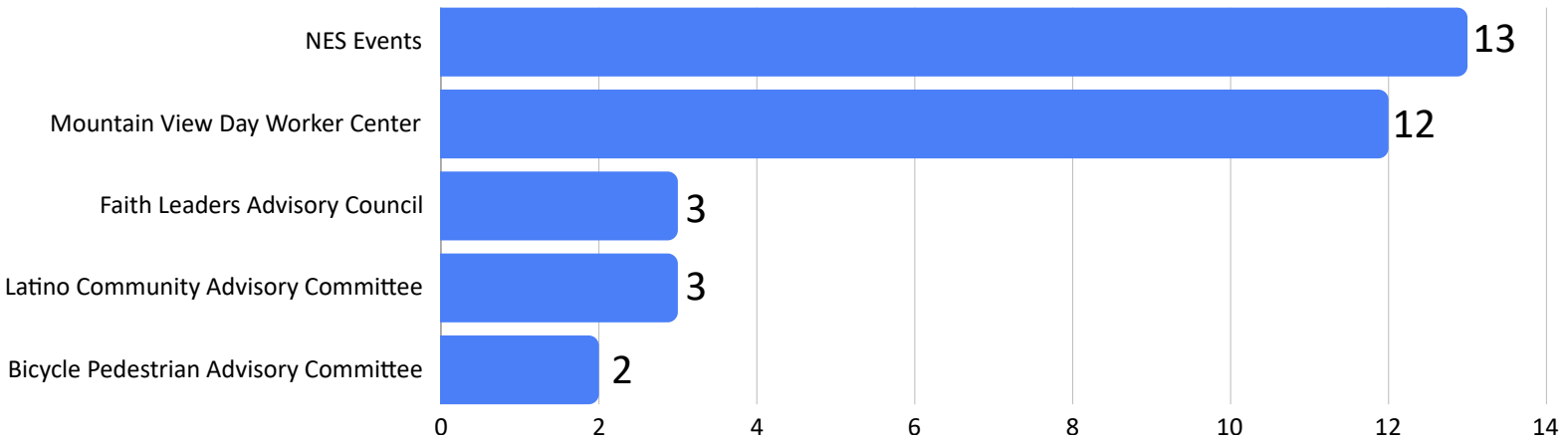


# SPECIAL EVENTS AND COMMUNITY OUTREACH



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) Training  
Tree Lighting Ceremony | The Law Enforcement Torch Run for Special Olympics

## Community Meetings and Advisory Meetings Attended by MVPD Staff Highlights



## 102 Community Events and Meetings Attended by MVPD Staff





# TRAFFIC UNIT



The Traffic Unit's primary focus is roadway safety for all motorists, bicyclists, and pedestrians throughout the City. Traffic Officers are trained to conduct collision investigations and are the primary responder assigned to all major collisions.

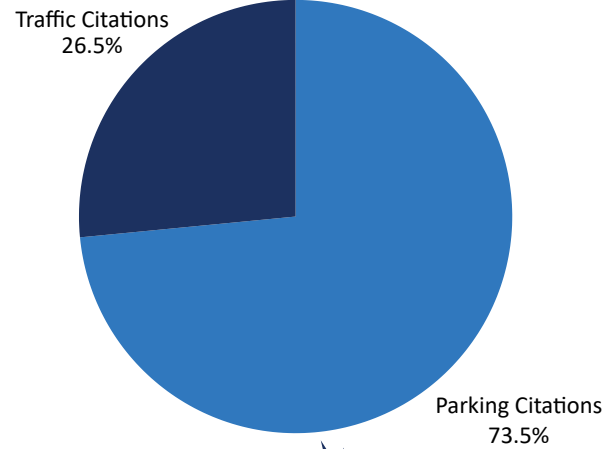
Traffic Officers identify problematic traffic areas and areas of frequent collisions using analytical data, then focus enforcement efforts on the primary collision factors. Through enforcement and education, the unit aims to reduce collisions and ensure safe driving practices by everyone on the roadway. The unit's work directly supports the City of Mountain View's Vision Zero plan by proactively addressing behaviors and conditions that contribute to serious and fatal traffic collisions.

In 2025, MVPD sought and received funding from two traffic safety grants, the Office of Traffic Safety Grant and the CHP Cannabis Tax Fund Grant. These two grants provided overtime funding for additional traffic enforcement of collision-causing violations and DUI enforcement. Additionally, the CHP grant funded three dedicated DUI enforcement vehicles. In the last three months of 2025, these grant-funded DUI enforcement operations accounted for fourteen DUI arrests.

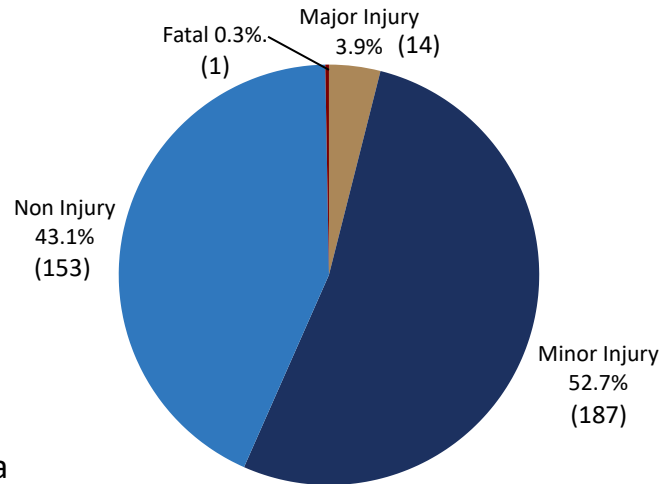
Traffic Officers took part in several community meetings and festivals, including the Special Olympics Torch Run, Coffee with a Cop, Faith and Blue, parades, tree lighting ceremony, and National Night Out. These events allowed officers to display the Traffic Unit's equipment, meet with community members, and answer traffic safety questions.



## 2025 Traffic Violations (7,764 Total)



## 2025 Traffic Accidents (357 Total)





# K-9 UNIT



The Mountain View Police Department takes pride in having one of Santa Clara County's longest-serving K9 programs. In 2025, our K9 teams were vital to public safety. They conducted critical searches and maintained a strong presence in our community. This year, two dedicated teams led the program: Officer Einfalt and K9 Atlas, and Officer Shull and K9 Maia.

Our K9s had a remarkably productive year:

- K9 Atlas was an active team member with 63 total deployments. His work led to the recovery of key evidence, four significant narcotics alerts, and 11 non-injury apprehensions, demonstrating his effectiveness in safely de-escalating dangerous situations.
- K9 Maia was deployed over 30 times, balancing her duties between drug searches, evidence location, and community relations. Maia also frequently played a crucial role in assisting in local investigations, including at San Francisco International Airport. Moving forward, Maia will undergo specialized training to further expand her capabilities in evidence searches and missing persons cases.

As we look toward 2026, the canine program is growing. Officer Lau is returning to the K9 team with his new partner, Doc. The department is eager to introduce Doc to the community; he and Officer Lau will soon undergo handler training to prepare for their upcoming assignment in the Patrol Division. We look forward to seeing this new team in action as they help us continue our mission of keeping Mountain View safe.

## 93 TOTAL CANINE DEPLOYMENTS

K9 Maia



K9 Atlas





# YOUTH SERVICES UNIT



## 2025 Youth Program Participation



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 law enforcement matters that involve students and school campus referrals and lead youth-focused prevention programs. The Department is proud to recognize long-time SRO Thomas Low as he transitions out of the unit and back to patrol in early 2026.

In partnership with local schools and the Police Activities League (PAL), YSU offers initiatives such as the Dreams and Futures summer program, which provides opportunities for underserved youth in the community. Supported by community partners like the El Camino Healthcare District, these programs provide mentorship to engage youth in positive relationships and activities, prevention and early intervention services to reduce justice system involvement and consequences, and resources that Mountain View youth need 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 Middle School and Crittenden Middle School, empowering girls to overcome challenges, build supportive relationships, and develop essential life skills. PAL Gals complements existing programs such as ROAR, now in its third year at Graham Middle School, which mentors eighth-grade students and promotes a positive, inclusive campus environment. More information about our School Resource Officer program can be found on our police department website under the transparency section.





# NEIGHBORHOOD AND EVENT SERVICES UNIT

## 2025 NES Activities

Citations (72 Hour Parking Violations)	1301
County Permanent Housing Referral	99
Tows	97
Community Presentations	13

The Neighborhood and Event Services Unit (NES) collaborates with the City Manager’s Office 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 this includes addressing vehicles parked in excess of 72 hours and the placement of items in the public right of way. 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 residential communities 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.





# INVESTIGATIVE SERVICES DIVISION



The Investigative Services Division (ISD) plays a critical role in addressing complex criminal activity through its Crimes Against Persons, Crime Suppression, and Cyber and Financial Crimes units, as well as participation in several regional task forces.

In 2025, the Cyber and Financial Crimes Unit (CFCU) supported investigations for MVPD and Bay Area law enforcement agencies by conducting digital forensic examinations on 434 devices, including phones, computers, tablets, and storage media. These examinations provided critical evidence in cases involving homicide, robbery, illegal firearms, child sexual abuse material, burglary, and narcotics sales. CFCU also managed a shared digital forensic lab supporting the Santa Clara County Specialized Enforcement Team and Human Trafficking Task Force.

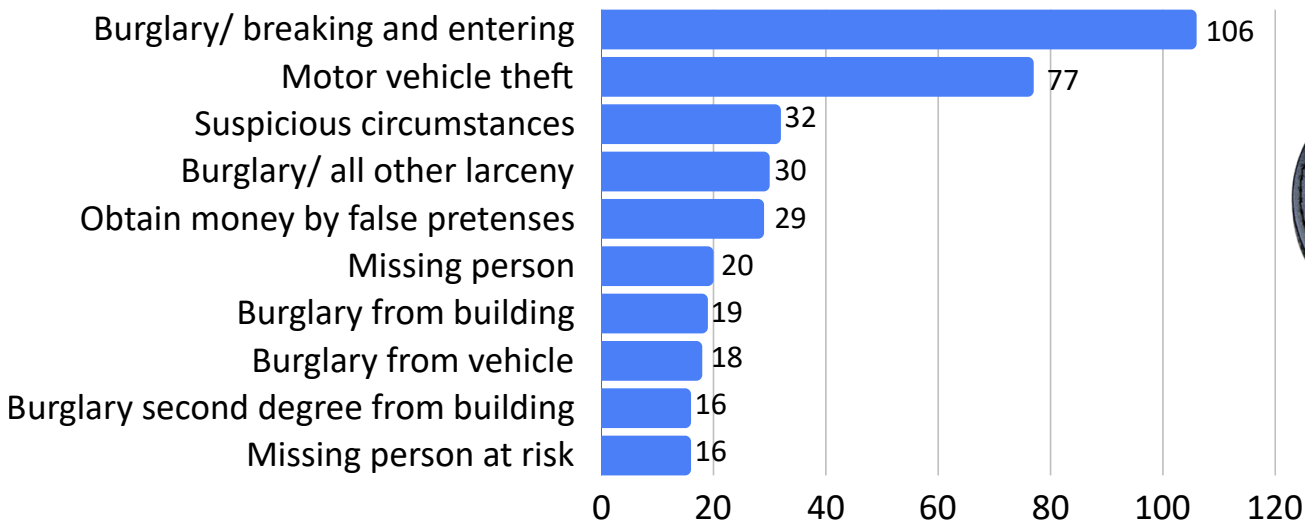
MVPD also remains an active participant in the Silicon Valley Internet Crimes Against Children Task Force, which investigates technology-facilitated child exploitation and internet crimes against children.

**CFCU performed digital forensics on 71 devices for task force investigations, and ISD closed 11 task force cases within Mountain View. One of those cases resulted in the rescue of three children from the production of child sexual abuse material.**

**672 Total Cases Assigned to Investigations in 2025**

- 434 Digital Forensic Examinations
- 150 Cyber and Financial Crimes Cases
- 71 Internet Crimes Against Children Investigations

## Top Ten Case Types Assigned to Investigations





MVPD continues to research and evaluate emerging technologies and will also research potential funding streams for the possible procurement of updated platforms.



### Transparency Portal

The Department maintains an interactive public transparency portal that provides access to key data, including calls for service, use-of-force incidents, neighborhood-specific crime statistics, and detailed stop data categorized by demographics and reason for contact. The platform features some interactive search capabilities, allowing users to explore certain data based on their specific interests and needs.

Updated to ensure timely and accurate information, the portal serves as a valuable resource for community awareness. By leveraging digital tools and prioritizing open access to information, the Department reinforces its commitment to accountability and continues to strengthen community trust.

### Body Worn Cameras

The Department advances transparency and accountability through the use of Body-Worn Camera (BWC) technology. Officers are required by policy to activate BWCs during calls for service and all law enforcement activities, ensuring a consistent and factual record of community interactions.

BWC footage provides an objective account of incidents, informing internal reviews, strengthening public trust, and enhancing evidentiary integrity. Such footage is a critical tool in Internal Affairs investigations, including officer-involved incidents, citizen complaints, commendations, and identifying training needs.

Additionally, BWC footage allows for supervisory oversight to ensure compliance with Department policies and procedures. In 2025, over 60 random audits were completed by thoroughly reviewing body-worn camera footage.





## Unmanned Aerial Systems

The Department's Drone Team is a specialized, extra assignment made up of carefully selected officers who demonstrate strong technical aptitude and sound decision-making. To operate a drone, team members must obtain and maintain an FAA Part 107 Remote Pilot certification, ensuring they meet federal standards for safe and compliant flight operations. The drone program enhances public safety by providing real-time aerial awareness during critical incidents, supporting search and rescue efforts, improving scene documentation, and reducing risk to officers and the community by limiting the need for more hazardous tactics. Drone use is conducted in compliance with City Council policy, which specifically addresses privacy concerns and establishes clear guidelines for responsible and appropriate deployment.



## Flock Automated License Plate Reader

While the Flock Safety automated license plate reader (ALPR) pilot program was approved by the City Council in 2024, the majority of the camera installation, operational use, and auditing occurred during 2025. In total, the pilot included 30 cameras.

Throughout the year, the pilot program demonstrated meaningful investigative value. ALPR technology helped investigators generate timely leads, identify vehicles associated with crimes, recover stolen vehicles, locate missing persons, and coordinate with neighboring agencies investigating organized property crime, retail theft, burglary, and other regional criminal activity. During the pilot period, MVPD personnel used ALPR data in hundreds of investigations and several significant arrests involving violent crime, burglary crews, auto theft, organized mail theft, and other offenses impacting Mountain View residents and businesses.

From the outset, the department approached the program deliberately, with significant emphasis on privacy protections, transparency, accountability, and oversight. MVPD developed operational procedures governing system access, auditing, data retention, and authorized use. MVPD policy and State law prohibit the use of Mountain View ALPR data for immigration enforcement purposes. The MVPD policy required outside agencies to formally request access and to agree to comply with California law and department policy before access would be granted.

As the program was implemented incrementally during 2025, MVPD personnel conducted ongoing audits and oversight reviews of system use and data-sharing practices. Late in the year, personnel discovered that, contrary to the system design and assurances provided by Flock Safety, certain system settings had been enabled in ways that did not align with the department's expectations or operational requirements. Specifically, the department learned that external access settings had allowed broader data-sharing, beyond the requests for access that had been reviewed and approved by the department. This differs from the functionality presented to the MVPD and what was intended or understood during implementation.

Once these issues were identified, the department took immediate action. MVPD disabled the affected settings, publicly disclosed the issue, communicated directly with the community, initiated further review and auditing, and ultimately shut down the camera system pending City Council action regarding the future of the program. While the department saw firsthand the legitimate public safety value that ALPR technology can provide, the experience reinforced a core principle: community trust and accountability must remain more important than any individual technology platform or vendor relationship.





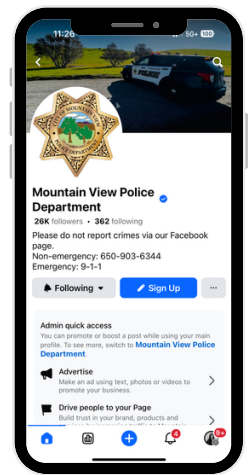
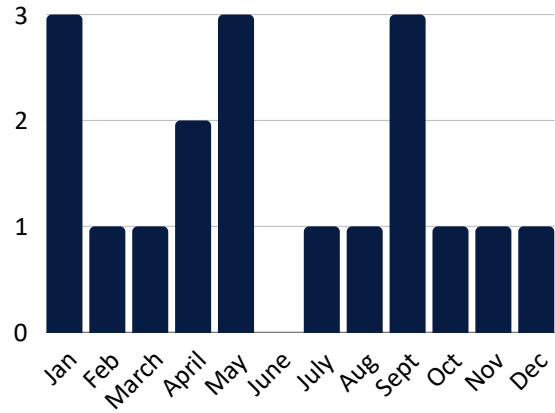
# TECHNOLOGY CONTINUED

## Social Media

Operating in the heart of Silicon Valley, the Mountain View Police Department prioritizes innovation and digital engagement to enhance accessibility, transparency, and community connection. The Department maintains a strong presence across multiple social media platforms, providing timely information, safety tips, recruitment messaging, and updates on community outreach efforts. Social media serves as a key tool for fostering relationships with the community by offering opportunities for direct interaction with Department personnel and accessible communication from personal devices. Through multimedia content, the department also provides a more personal, behind-the-scenes perspective of law enforcement, helping to strengthen understanding and trust.

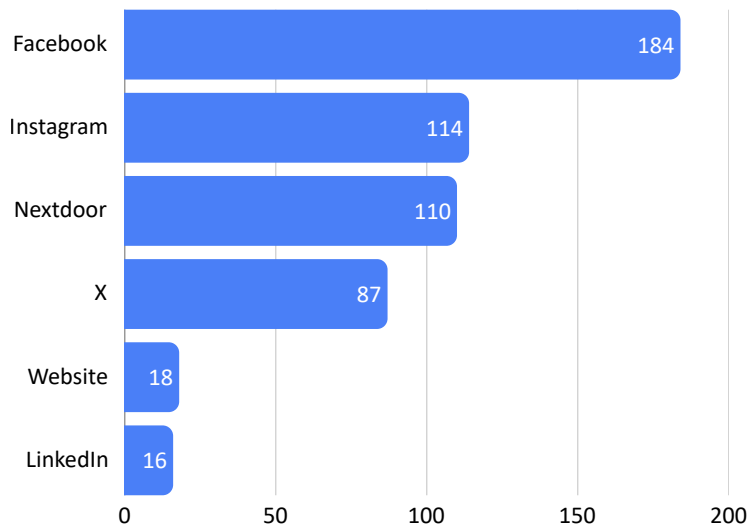
The community is encouraged to engage with MVPD's digital platforms to stay informed, ask questions, and participate in ongoing dialogue. By leveraging these tools, the Department ensures communication remains open, responsive, and accessible, supporting its commitment to keeping the Mountain View community safe and informed.

## 2025 Press Releases Distribution by Month



## 2025 Social Media Posts

(559 Total)





# OFFICER WELLNESS

This year, the Department continued to prioritize employee wellness as a core component of organizational readiness and long-term sustainability. Recognizing the unique demands of law enforcement, we took meaningful steps to expand resources that support both the physical and mental well-being of our personnel. These efforts reflect an ongoing commitment to ensuring that employees have access to the tools and support needed to perform at their best, both on and off duty.

A major milestone in this effort was the development of a dedicated wellness room, designed to provide a quiet, restorative space for employees. This room will offer a supportive environment where staff can decompress, recharge, and access wellness-related resources in a private and comfortable setting. The Department wellness room opened in early 2026, and we look forward to the positive impact it will have on employee health, resilience, and overall workplace culture.

In addition, the Department expanded its wellness programming by introducing optional comprehensive wellness screenings for the first time. These screenings provide employees with valuable insights into their health, helping to identify potential concerns early and encouraging proactive, preventative care. Participation in the program reflects a growing awareness and acceptance of the importance of wellness within the profession.

Together, these initiatives represent a significant step forward in building a more holistic and supportive approach to employee wellness. They are valuable additions to our established wellness program and join offerings such as our peer support team, Chaplaincy program, financial wellness education, a wellness app, and more. The Department remains committed to continuing these efforts and exploring new opportunities to enhance the well-being of its workforce in the years ahead.





# LOOKING FORWARD

2026 will be a significant year for the Mountain View Police Department. As our department evolves to meet emerging public safety challenges, we remain focused on our mission to protect life and property, reduce crime and harm, and provide exceptional service to our community.

One of our highest priorities will continue to be hiring exceptional people who are committed to service, professionalism, and crime prevention. Exceptional policing requires well-trained professionals who can respond to complex situations with sound judgment, compassion, and integrity. Supporting the physical and mental wellness of our personnel remains essential to maintaining a healthy organization and ensuring the highest level of service to the community.

The department will also continue thoughtfully evaluating technology and investigative tools that support public safety, improve operational effectiveness, and assist investigators in solving crimes and reducing victimization. As we do so, we remain committed to implementing these tools responsibly, with appropriate oversight, transparency, accountability, and respect for privacy and community trust.

Looking ahead, the future development of a new Public Safety Building represents an important long-term investment in the City's emergency response infrastructure. In particular, the project will support the development of modern, seismically resilient facilities for critical public safety functions, including the Emergency Communications Center and Emergency Operations Center, helping ensure continuity of operations during emergencies and disasters for generations to come.





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**



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