



**MEMORANDUM #19-24**

Fire Department

**DATE:** January 31, 2024

**TO:** All Fire Personnel

**FROM:** Amanda Slovick, Senior Management Analyst

**SUBJECT:** Fire Department Annual Report, Fiscal Year 2022-2023

Members,

Attached please find the Fire Department Annual Report for Fiscal Year 2022-2023.

Thank you.

# CITY OF MOUNTAIN VIEW FIRE DEPARTMENT



## ANNUAL REPORT

### Fiscal Year 2022-23



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# CHIEF'S MESSAGE

On behalf of the members of the City of Mountain View Fire Department (MVFD), we are proud to present the MVFD's Fiscal Year 2022-23 Annual Report. This past year was a very exciting year for the department, and this report has been prepared to provide a perspective of our year through highlighting some of the significant events, accomplishments, and the exciting plans for the celebration of our 150th Anniversary in 2024.

During Fiscal Year 2022-23, our total incident count for emergency incidents and other calls for



service totaled 11,497 calls. Our single-unit calls were 7,977 events, which represents an increase of 18% compared to the prior year. On March 14, 2023, we experienced our busiest day on record when a strong wind-driven storm caused an unprecedented surge of incidents. On that day, MVFD responded to 76 calls for service, which included 46 fallen trees. In addition, our department completed 4,672 hours of training to maintain the skills necessary to deliver a high level of service. Our Office of Emergency Service completed 1,701 hours of community preparedness and training. Between Fire Suppression and Fire Prevention staff, we completed over 2,500 fire code inspections and made contact with over 10,000 people during in-person fire education events.

We also held a memorial service in Tyler, Texas for retired Fire Captain and former Local 1965 Union President, Greg Cooper, who succumbed to cancer. His service was very well-attended by members who traveled to Texas and was simulcast into Mountain View City Council Chambers. Greg had retired in December of 2021 and passed on January 30, 2023.



# CHIEF'S MESSAGE

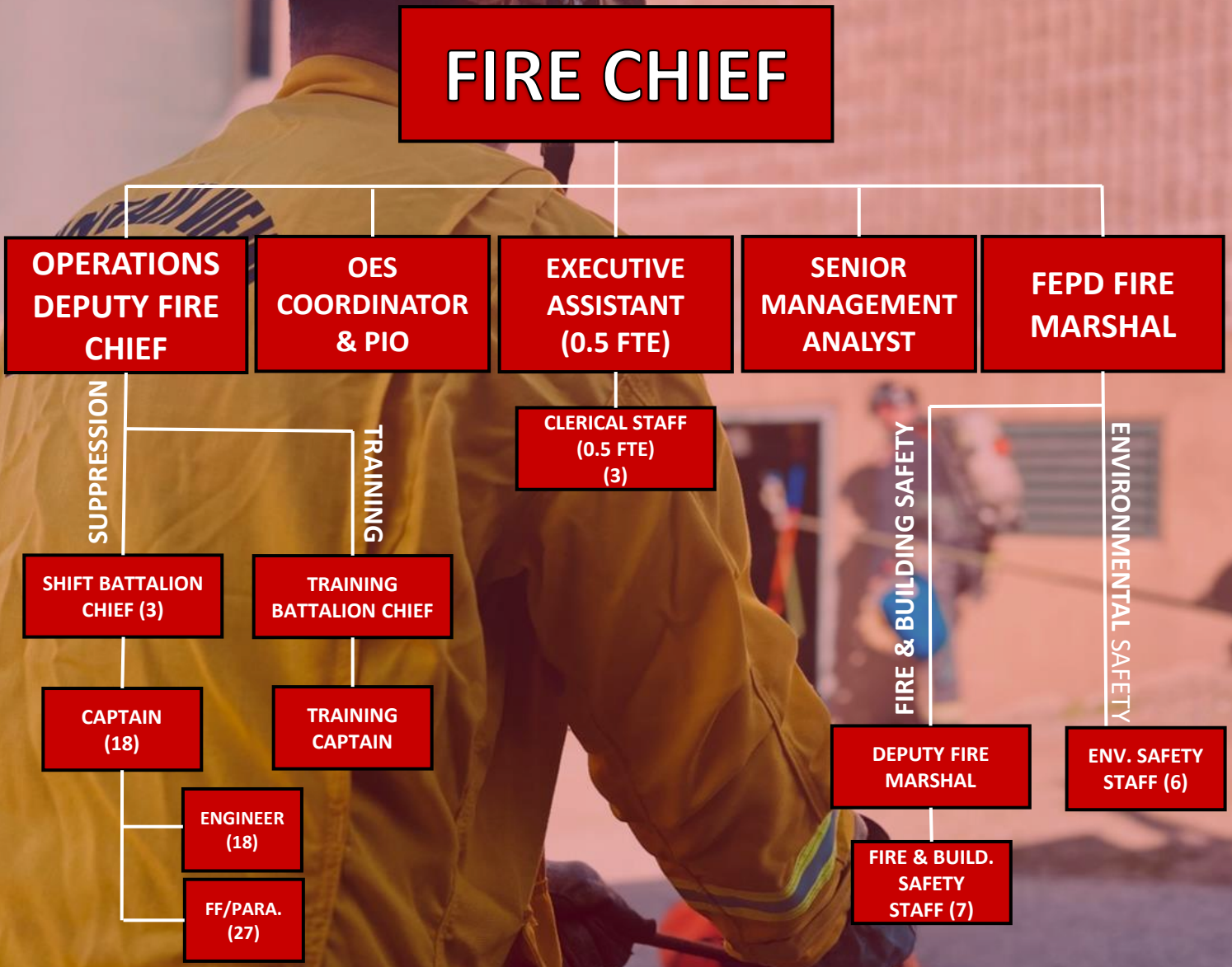


As the City of Mountain View continues to grow and modern, midlevel residential units are built, we are seeing an increase in our calls for service. However, your fire department has undergone changes as well. During this year, we ordered a new heavy rescue apparatus and a Fast-Response Vehicle ambulance. We continue to monitor our performance and abilities with a laser focus on providing the highest levels of services to our residents and visitors. We changed our response model to maximize efficiency and adjust to our increase for calls. Through our effectiveness and efficiency with progressive innovation, we maintain an ongoing analysis of our services. Our success and initiatives would not be possible without our most valuable assets—our employees. MVFD continues to be rated by the Insurance Services Office as a Class 1 Fire Department, making us the only agency in Santa Clara County with such a prestigious rating. Our diverse work force, our employees' dedication and work ethics, combined with the support from the City Manager and our elected officials, creates a cohesive environment where we all work together to achieve our goals.



# ORGANIZATIONAL CHART

**FIRE CHIEF**





# MISSION & VISION



## MISSION

The Mountain View Fire Department exists to save lives and property, protect the environment, and minimize the risk of fire and natural disasters by investing in education, training, and prevention.

## VISION

A progressive fire department that treats everyone with respect and dignity and applies best practices in innovative emergency response, fire prevention, training, environmental protection, and public education.



# ORGANIZATIONAL VALUES



## CARING

Deliver services with courtesy and sensitivity.  
Treat others with dignity and respect.  
Be concerned about the individual's welfare.

## INTEGRITY

Maintain the highest ethical standards.  
Act with sincerity, honesty, and openness.  
Earn the trust and respect of others.

## DEDICATION

Commitment to the profession and provide  
high-quality service to our citizens  
by demonstrating pride and loyalty to our  
organization.

## FISCAL RESPONSIBILITY

Manage resources effectively. Control  
expenditures within budget constraints.  
Focus on results.

## POSITIVE WORK ENVIRONMENT

Enjoy your work. Be able to laugh.  
Keep a sense of humor.

## TEAMWORK

Work together to solve problems. Seek out  
others' opinions. Strive for unity.

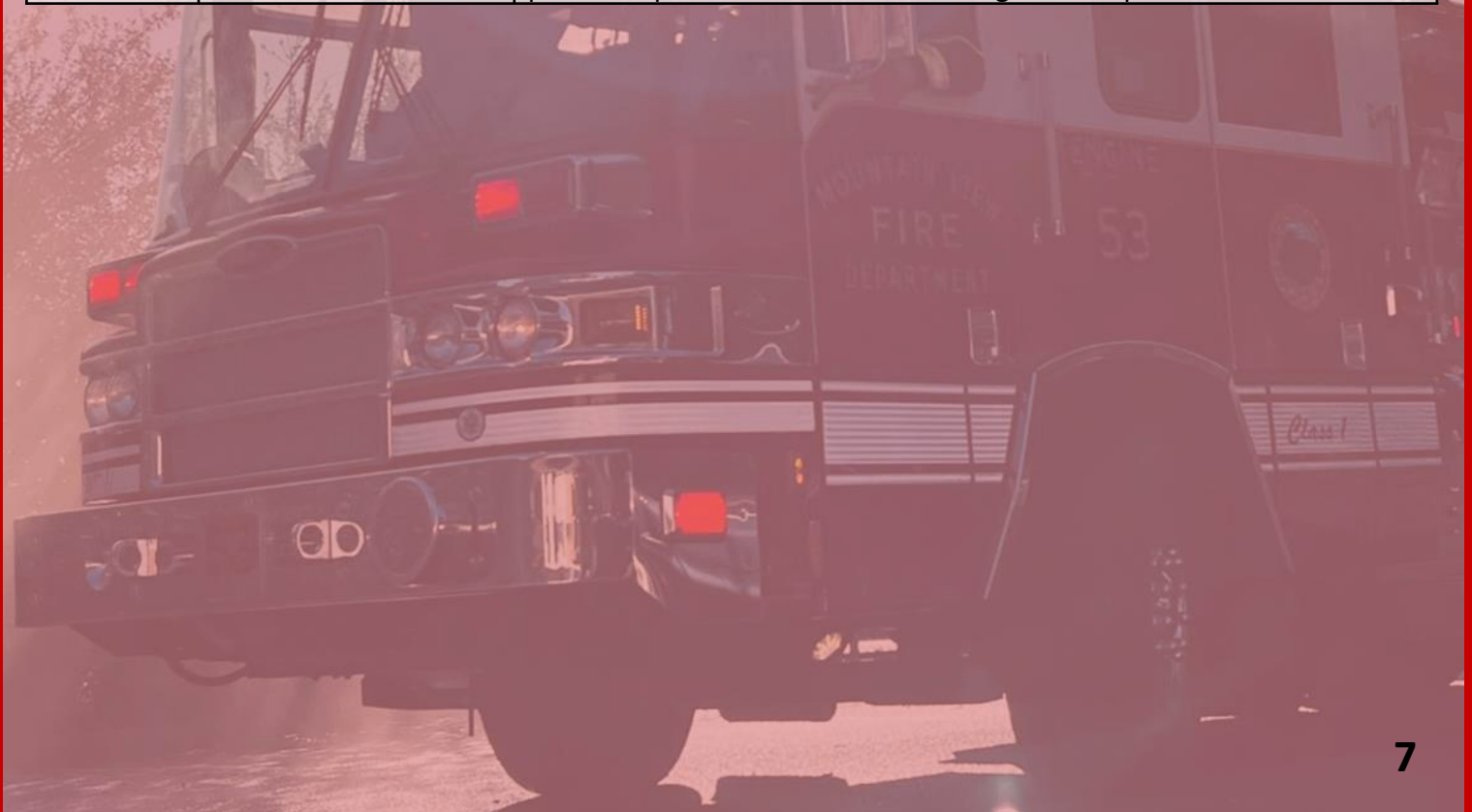


# STATION LOCATIONS AND DESCRIPTIONS

STATION NUMBER	ADDRESS OF STATION	STAFFING PER SHIFT	FIRE UNIT NUMBER
Station 1	251 South Shoreline Boulevard	9	E51, T51, R51, B51, and U51
Station 2	160 Cuesta Drive	3	E52 and E652
Station 3	301 North Rengstorff Avenue	3	E53 and CalOES E404
Station 4	229 North Whisman Road	3	E54, E152 (Reserve), E154 (Reserve), B151 (Reserve), and U54
Station 5	2195 North Shoreline Boulevard	3	E55, Hazmat 55, T155 (Reserve), and UTV55

# UNIT TYPE ABBREVIATIONS AND DESCRIPTIONS

TYPE	TYPE NAME	DESCRIPTION
BC	Battalion Chief	1 Battalion Chief/Incident Commander
TRN BC	Battalion Chief	Training, EMS, Safety Officer
TRN CA	Fire Captain	Training, EMS Captain
E	Engine Company	1 Captain EMT, 1 Fire Engineer EMT or Paramedic, and 1 Firefighter EMT or Paramedic (either the Fire Engineer or Firefighter shall be a Paramedic)
T	Ladder Truck Company	1 Captain EMT, 1 Fire Engineer EMT or Paramedic, and 1 Firefighter EMT or Paramedic (either the Fire Engineer or Firefighter shall be a Paramedic)
R	Rescue	2 Firefighters (at least one of the two Firefighters shall be a Paramedic)
HM	Hazardous Materials	5 Firefighters certified in hazardous materials mitigation, cross-staffed with engine crew personnel
U	Utility	1 Firefighter, delivery light and air supplies to fire operations. Cross-staffed with engine crew personnel.
UTV	Utility Terrain Vehicle	Used for accessing remote or crowded areas, capable of carrying one patient supine. Cross-staffed with engine crew personnel.



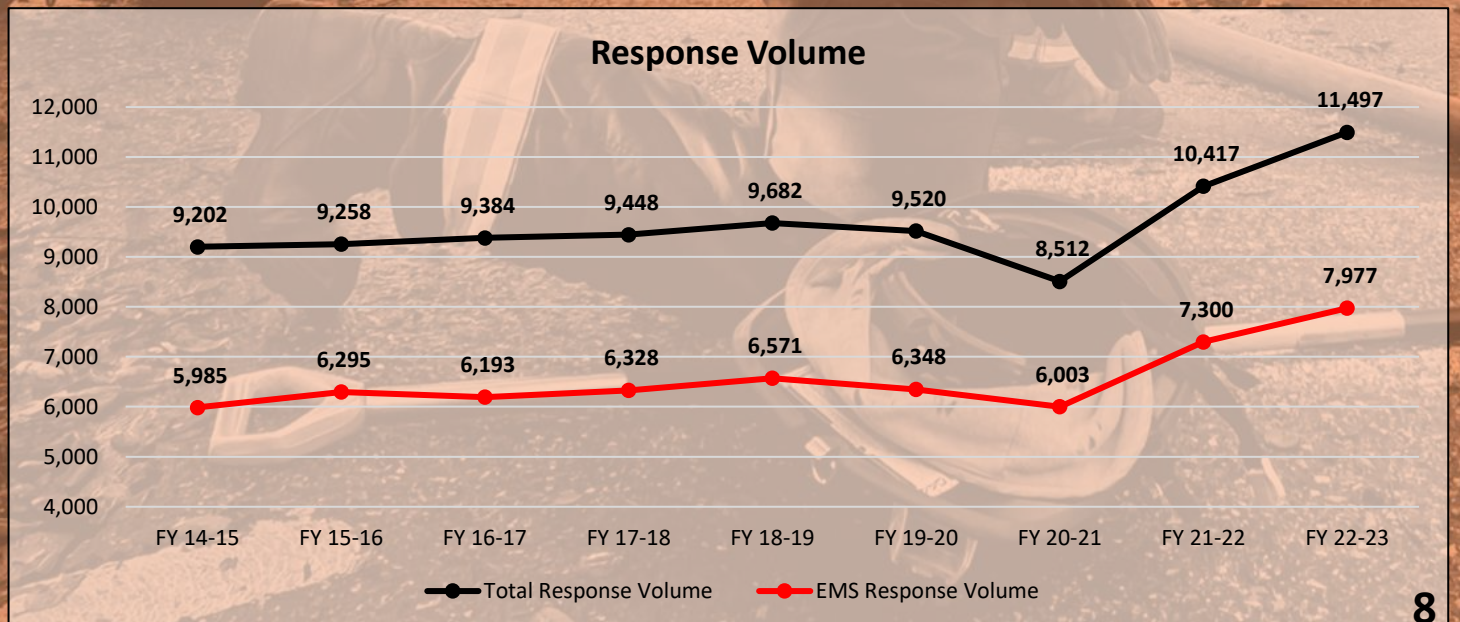


# RESPONSE DATA

## Response by Unit

Unit	Fire	Overpressure Rupture, Explosion	Rescue & EMS	Hazardous Condition	Service Call	Good Intent	False Alarm, False Call	Misc.	Total Incident Count
B51	99	3	440	44	57	98	7	3	751
E51	85	3	1,539	81	108	141	155	11	2,123
E52	61	3	1,648	34	121	149	140	1	2,157
E53	77	1	1,374	53	182	148	240	13	2,088
E54	50	3	853	24	94	109	120	2	1,255
E55	22	1	364	21	36	53	67	4	568
HM55	0	1	2	13	2	1	1	0	20
R51	66	3	1,214	38	63	94	6	7	1,491
T51	92	3	543	51	106	120	126	3	1,044
<b>Total</b>	<b>552</b>	<b>21</b>	<b>7,977</b>	<b>359</b>	<b>769</b>	<b>913</b>	<b>862</b>	<b>44</b>	<b>11,497</b>

Fiscal Year	Total Response Volume	Total Response % Change	EMS Response Volume	EMS Response % Change
FY 14-15	9,202		5,985	
FY 15-16	9,258	1%	6,295	5%
FY 16-17	9,384	1%	6,193	-2%
FY 17-18	9,448	1%	6,328	2%
FY 18-19	9,682	2%	6,571	4%
FY 19-20	9,520	-2%	6,348	-3%
FY 20-21	8,512	-11%	6,003	-5%
FY 21-22	10,417	22%	7,300	22%
FY 22-23	11,497	10%	7,977	9%

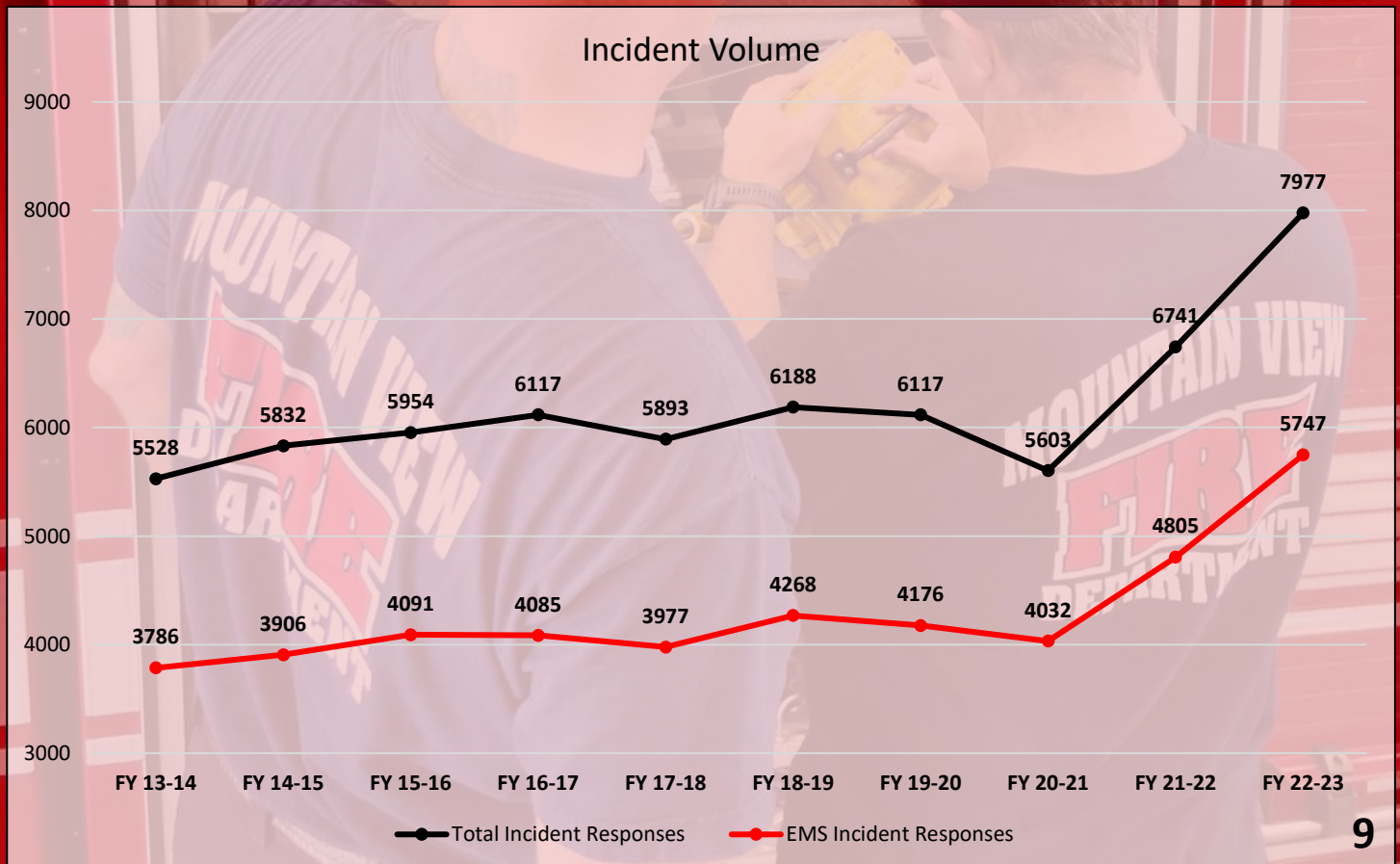




# RESPONSE DATA

## Response by Incident

Incident Type	2018-19	2019-20	2020-21	2021-22	2022-23
Fire	103	112	151	177	196
Overpressure Rupture, Explosion, Overhead (No Fire)	9	6	10	5	7
Rescue & EMS	4268	4176	4032	4805	5747
Hazardous Condition (No Fire)	166	155	121	141	186
Service Call	403	371	345	403	539
Good Intent Call	596	640	407	599	546
False Alarm & False Call	632	649	535	605	718
Special Incident Type	11	8	2	6	38
<b>Total</b>	<b>6188</b>	<b>6117</b>	<b>5603</b>	<b>6741</b>	<b>7977</b>
<b>Increase (+/-)</b>	<b>5%</b>	<b>-1%</b>	<b>-8%</b>	<b>20%</b>	<b>18%</b>





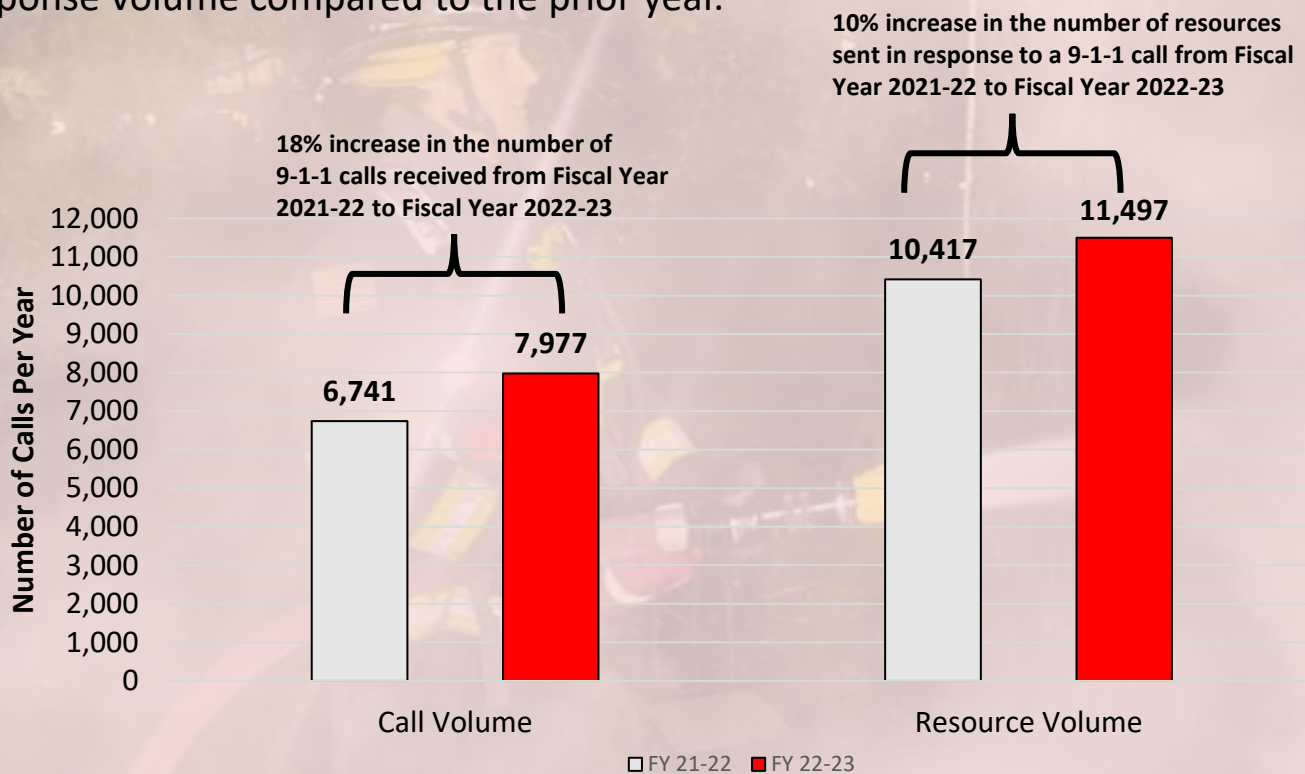
# FREQUENT RESPONSES

MOST FREQUENT RESPONSES TO STREET ADDRESSES	RESPONSE COUNT	% OF TOTAL RESPONSES TO STREET ADDRESS CALLS
701 EAST EL CAMINO REAL	402	5%
2530 SOLACE PLACE	239	3%
1949 GRANT ROAD	185	2%
1701 WEST EL CAMINO REAL	94	1%
2566 LEGHORN STREET	89	1%

FREEWAY/HIGHWAY RESPONSES	RESPONSE COUNT	% OF TOTAL FREEWAY/HIGHWAY CALLS
U.S. 101	235	69%
STATE ROUTE 237	33	10%
STATE ROUTE 85	73	21%

# EMERGENCY SERVICES

The Mountain View Fire Department Suppression (Emergency Services) Division continues to meet the challenges of rising call volumes due to growing population, multi-family housing, and increased traffic on our City streets and freeways. Fiscal Year 2022-23 saw an increase in call volume of 18% and a 10% increase in response volume compared to the prior year.



Suppression members are given many exciting training opportunities each year. One of the most stimulating and informative trainings of the year was the Fire Department Training Network (FDTN) Live Fire Training, where nine members engaged in training under live fire conditions. In addition, the Suppression Division also saw the return of the Countywide regional wildland fire training exercise as well as engagement in personnel development opportunities to further develop individual ability and qualifications in Fire, EMS, Tactical Emergency Medical Team, USAR, and HazMat.

On March 14, 2023, the Fire Department experienced our busiest day on record when a strong storm caused an unprecedented surge of incidents. On that day, MVFD responded to 76 emergency incidents in the City, which included 46 fallen trees.



# STORM SURGE

**MARCH 14, 2023**

From 0600 hours to 1800 hours, the City of Mountain View experienced wind speeds in the 14-30 MPH range with wind gusts up to 56 MPH. Wind gusts peaked at 56 MPH at approximately 1210 hours. The City experienced 0.58” of precipitation that day. At approximately 1200 hours, the Fire Department began to experience a surge in 9-1-1 emergency incidents. During the surge in emergency responses, the Fire Department experienced a “near miss,” where a large tree fell near a Firefighter and the apparatus. The storm caused approximately 8,000 Mountain View residents to lose power. Some residents were without power for up to six days.





# RECRUITMENT COMMITTEE

The goal of the Recruitment Committee is to recruit talented applicants. Committee members work closely with Command Staff and Suppression members by attending recruitment and outreach opportunities at fire academies, paramedic and EMT schools, high schools, community colleges, nursing programs, and career events.

The Recruit Committee prides itself in efforts to find diverse candidates. For example, since 2018, the Committee participated in efforts that supported in doubling the number of female firefighters hired to the Department.





# **FIREFIGHTER ACADEMY**

During the 2022-23 fiscal year, the Mountain View Fire Department hosted an in-house lateral fire academy at Fire Station No. 4. A lateral recruit is a firefighter who possess, at minimum, a Firefighter 1 certificate and has been employed previously by another agency. This year's five lateral recruits came to us with advanced skill sets and an increased knowledge base of the fire service. They were trained to be proficient in Mountain View policies and procedures and demonstrate the ability to uphold our core values.

Members of the Mountain View Fire Department committed their time and effort to ensure the successful completion of all five recruits in both academies.





# CHIEF'S INSPECTIONS

On November 11, 2022, MVFD completed the 2022 Annual Fire Chief's Inspection of all fire stations, apparatus, and Class A Uniforms. The inspections are conducted to ensure the following:

- A clean, safe, and healthy work environment is maintained in all areas.
- Equipment, personnel, and facilities are in a state of operational readiness.
- Uniformity of operations, policy, and procedures amongst all companies within the Department.
- Provide feedback to personnel on maintenance expectations.
- Communicate updates on Department activities as well as seeking input from Department personnel.

Diligent review of the results were conducted by the inspection team, which included Fire Chief Juan Diaz, Deputy Fire Chief Brian Jones, Training/EMS/Safety Battalion Chief Jenna Graham, Battalion Chief Melton Wong, and Training/EMS Captain Geoff Dinger. The inspection team awarded Fire Station No. 5 the "Fire Station of the Year," and Engine 54 the "Fire Apparatus of the Year." These awards indicate that Fire Station No. 5 and Engine 54 were both the cleanest and had the best presentation.





# STATE MUTUAL AID

The Mountain View Fire Department participates in the State of California Mutual-Aid System and deploys staff to assist with wildland fires and other emergency incidents. The City is reimbursed at agreed-upon rates by the State for personnel hours, administrative costs, travel costs, and vehicle-related costs for participating in strike team/mutual-aid deployments.

In Fiscal Year 2022-23:

- Eight State mutual aid deployments.
- 17 personnel resources requested and deployed made up of 12 different people across the ranks of Firefighter, Engineer, Captain, Battalion Chief, and Deputy Fire Chief.
- Eight apparatus resources requested and deployed made up of six different agency apparatus used.
- Over \$555,000 received in reimbursement.





# REIMBURSEMENT OUTCOMES FOR FISCAL YEAR 2022-23 WILDLAND SEASON

## REIMBURSEMENT OUTCOMES FROM FISCAL YEAR 2022-23 WILDLAND SEASON

Personnel (Overtime)	Fleet & Supporting Vehicles	Travel Expenses	Administrative Fees	Total Reimbursement
\$384,125	\$30,161	\$337	\$141,337	\$555,959

Funds are deposited into Suppression's Overtime (OT) expenditure account to reimburse the OT spent on deployed members and backfill.

Funds are deposited into Fleet's revenue account. These funds are not available to the Fire Department.

Funds are deposited into Suppression's Miscellaneous expense account to reimburse travel expenses, such as approved rental cars or hotel stays while deployed.

Funds are deposited into Suppressions revenue account, where they then become part of the City's General Fund. These funds are not available to the Fire Department.

Reimbursement rates are based on the California Fire Assistance Agreement (CFAA) and rates as submitted on the Annual CalOES Salary Survey form.

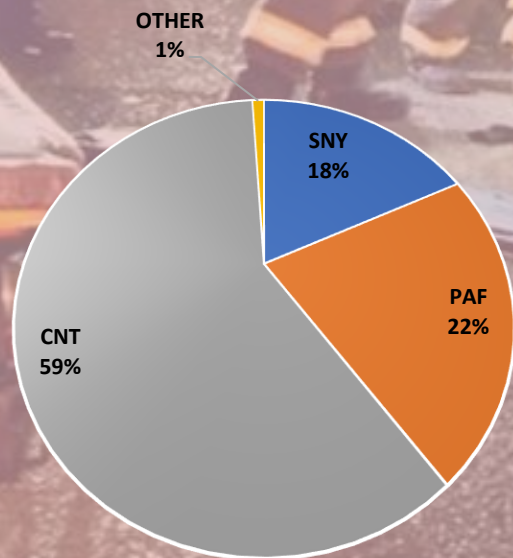
### A Deeper Look at Administrative Fees

Administrative Fees are an additional rate for services that is collected on all reimbursements. While the fee rate varies depending on the reimbursing agency, in most cases, the rate is determined by calculating the administrative costs associated with wildland deployments. Mountain View proposes an administrative fee rate each year to reimbursement agencies along with substantial back-up documentation to justify the rate. Collected administrative fees are deposited into the City's General Fund and are unavailable for use by the Fire Department.

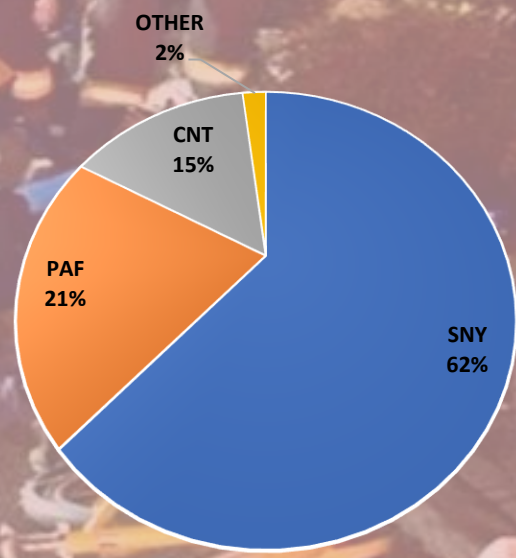


# OPERATIONAL AREA MUTUAL AID

Aid Given by Department



Aid Received by Department



**Aid Given: 209 Incidents**

- Sunnyvale Public Safety Services (SNY): 18%
- Palo Alto Fire Department (PAF): 22%
- Santa Clara County Fire Department (CNT): 59%
- Other: 1%

**Aid Received: 164 Incidents**

- Sunnyvale Public Safety Services (SNY): 62%
- Palo Alto Fire Department (PAF): 21%
- Santa Clara County Fire Department (CNT): 15%
- Other: 2%



# SUPPRESSION FIREFIGHTING TRAINING

In October 2022, the Mountain View Fire Department sent nine members to scenario-based live-fire training in Indianapolis, Indiana. The Fire Department Training Network (FDTN) in Indiana is known worldwide for its realistic live-fire training courses that are as close to a real fire as possible. This level of training is not available in our region due to air pollution restrictions; however, attending it is invaluable as it enhances our firefighting skills, fostering a more prepared and effective response force to emergencies.

This training provides Mountain View Firefighters with some of the best fire training in the world. The feedback from our nine members that attended was overwhelmingly positive, and all attendees felt that this training opportunity was extremely valuable as it allowed our personnel to develop the recognition and primed decision-making skills necessary for making split second, life-saving decisions on the fireground. It is MVFD's intention to continue to send nine members a year to this training, as our budget allows.





# **SOUTH BAY INCIDENT MANAGEMENT TEAM, TYPE 3**

The South Bay Type 3 Incident Management Team is managed by Mountain View Fire Department Deputy Fire Chief Brian Jones with several other members of Mountain View Fire Department participating on the team:

- Battalion Chief Jeff Cole, Logistics Section
- Battalion Chief Jim Hoefling, Logistics Section
- Fire Captain Ian Crossley, Plans Section
- OES Coordinator Bob Maitland, Public Information Officer/Plans Section

The South Bay Incident Management Team (SBIMT) is under the joint authority of the Santa Clara County, San Mateo County, and Santa Cruz Fire Chiefs' Associations.

The mission of the South Bay Incident Management Team is to provide a cadre of highly trained personnel to requests for assistance to any jurisdiction within Santa Clara County, Santa Cruz County, and San Mateo County or from the California Office of Emergency Services (Cal OES) to assist with the management of emergency incidents and planned events. The team also coordinates multi-jurisdictional responses and mutual aid in the interests of public safety for the protection of life, property, and the environment.



The team assists in all phases of incident management, including mitigation, stabilization, restoration, and documentation of the incident. The requesting agency maintains jurisdictional responsibility of the incident.

South Bay Incident Management Team's notable accomplishment during Fiscal Year 2022-23 includes participating in the CalFire CZU Expanded Incident Exercise.

# MEDICAL TRANSPORT

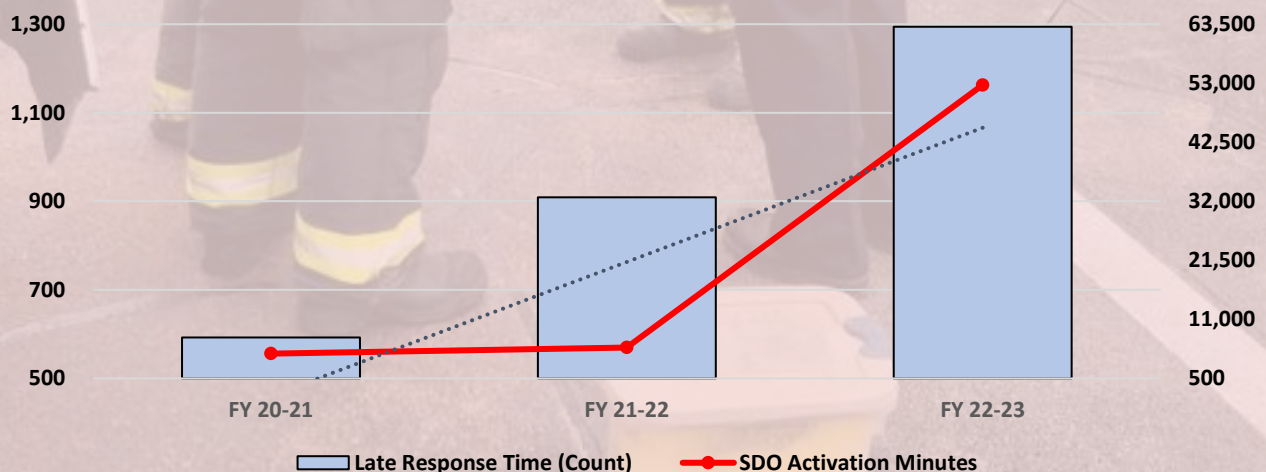
At the start of Fiscal Year 2022-23, fire departments across Santa Clara County experienced dramatic increases in situations where no ambulances were available to provide medical transportation for patients or where only Basic Life Support (BLS) ambulances were available for patient transport.

A series of Standard Dispatch Orders (SDOs) are activated when ambulance levels are low to ensure Countywide stability of the EMS system. In such cases, fire departments, even those that do not provide standard medical transportation, engage in transportation services in place of an ambulance to continue providing patients with life-saving care and resuscitation.

As a result of providing medical transportation services when SDOs are activated, the Mountain View Fire Department, like many other fire departments in Santa Clara County, have seen an increase in both total time dedicated to an incident (dispatch to clear time) and response time (dispatch to on scene time).

During Fiscal Year 2022-23, there were 80 instances where Mountain View Fire Department personnel were retained to provide care en route to the hospital due to no ambulance or a BLS ambulance on scene. In such cases, the total time dedicated to an incident increased by 82%, with an average total time of 55 minutes and 42 seconds.

Late Responses versus SDO Activation Minutes





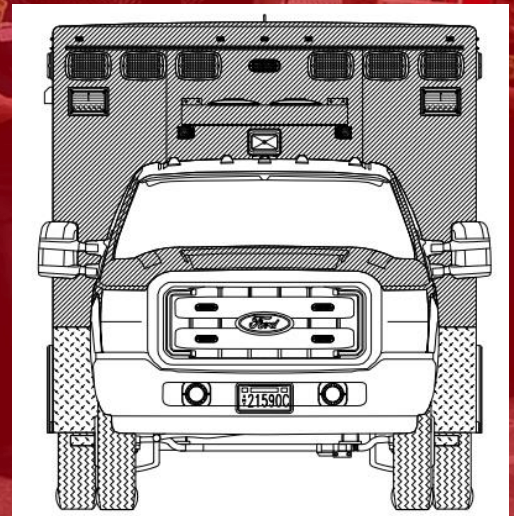
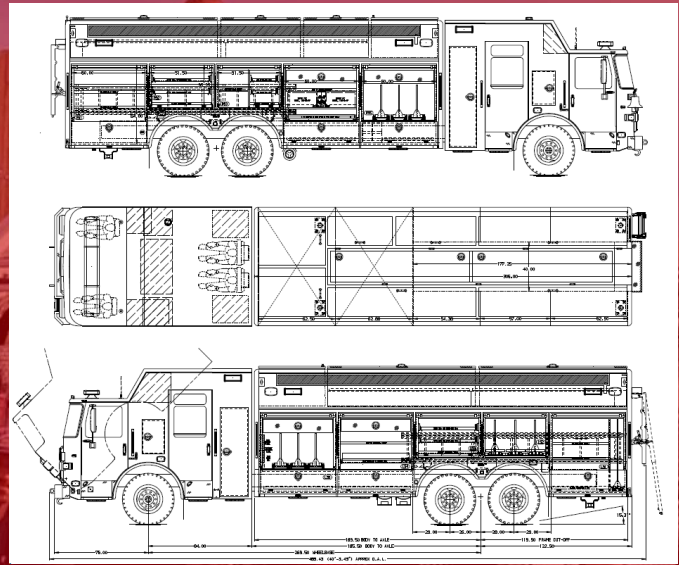
# EXCITING AQUISITIONS

## RESCUE UNIT

Approved to purchase one Pierce Enforcer Heavy Duty Response Apparatus, which will serve as the Urban Search and Rescue (USAR) vehicle. The vehicle will be an excellent addition to the Fire Department fleet as we continue to serve Mountain View citizens with the best equipment and tools possible.

## FAST RESPONSE VEHICLE (AMBULANCE)

Mountain View Fire Department has purchased a North Star 167-3 Ambulance on a 2024 Ford E-450 4x2 gas chassis. Fast-response vehicle capable of supporting rescue, emergency medical service, and equipped for patient transport.



## VETTER AIRBAG HEAVY RESCUE SET

Vetter Airbags are a tool used to free trapped persons from various rescue situations, such as traffic accidents, collapsed buildings, or machinery accidents. Out of the various sizes that come in the set, the largest bag can lift up to 65 U.S. tons and can inflate as high as 15.5”.



# EXCITING AQUISITIONS

## NARCBOX

The NarcBox is a narcotic security system designed to keep controlled substances locked and secure. Access information of controlled substances in the NarcBox is submitted to a secure server that is accessible to users through any internet-enabled device. Administrators can log in to the web portal at any time and understand where every vial of inventory is located, how much is in stock, and when they will expire.

## WASHER EXTRACTOR

A commercial grade washer-extractor for personal protective gear cleaning and sanitizing. The Washer Extractor is a front-loading programmable washing machine designed specifically for washing and sanitizing fire and EMS personal protective gear, which includes pants, jackets, outer shells, and interior moisture barrier liners. This machine is capable of washing three firefighters' sets of PPE (three pant and jacket shells or three pant or jacket liners) and is NFPA 1851 compliant.

## LUCAS CPR DEVICE

The Lund University Cardiopulmonary Assist System (LUCAS) device provides mechanical chest compressions to patients in cardiac arrest. LUCAS has been shown to create more blood flow to the brain compared to manual CPR and significantly improves return of spontaneous circulation rates.

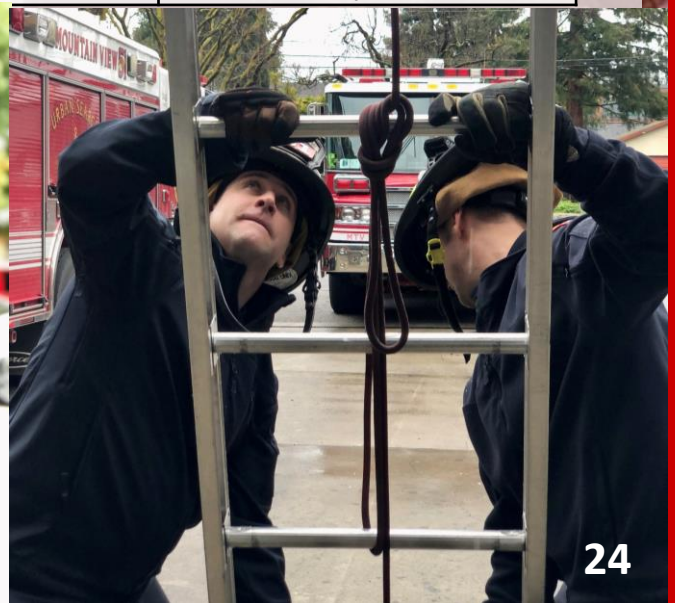




# TRAINING

Emergency Services personnel engaged in over 4,600 hours of trainings during Fiscal Year 2022-23. Training categories included EMS, Building Construction and Utilities, Fire Suppression Operations, Hazardous Materials, Rescue Operations, Administration and Management, Hydraulics and Pump Operations, Investigation and Prevention, Pre-Incident Planning and District Study, Professional Development, Target Solutions, Tools and Equipment, Vehicle Operations, and Wildland.

Training Category	Hours Completed
Academy	1,400
Fire Suppression Operations	699
Rescue Operations	575
Pre-Incident Planning and District Study	564
Tools and Equipment	468
EMS	448
Target Solutions Training	371
Administration and Management	362
Vehicle Operations	321
Hazardous Materials	384
Hydraulics and Pump Operations	180
Building Construction and Utilities	134
Investigation and Prevention	70
Professional Development Classes	66
Wildland	30
<b>TOTAL</b>	<b>6,072</b>





# TRAINING

In addition to training opportunities, Suppression members also participated in certificate-based training and on-going education opportunities, including the following:

Training Name	Members Attended	Training Hours Per Attendee
Company Officer 2D	4	40 Hours
Investigation 1A	3	40 Hours
ICS 300	8	24 Hours
Blue Card ICS Training	5	50 Hours
Chief Officer 3D	3	24 Hours
AH 330	2	24 Hours
S290	2	320 Hours
Rope Rescue	1	40 Hours
ICS 400	3	16 Hours

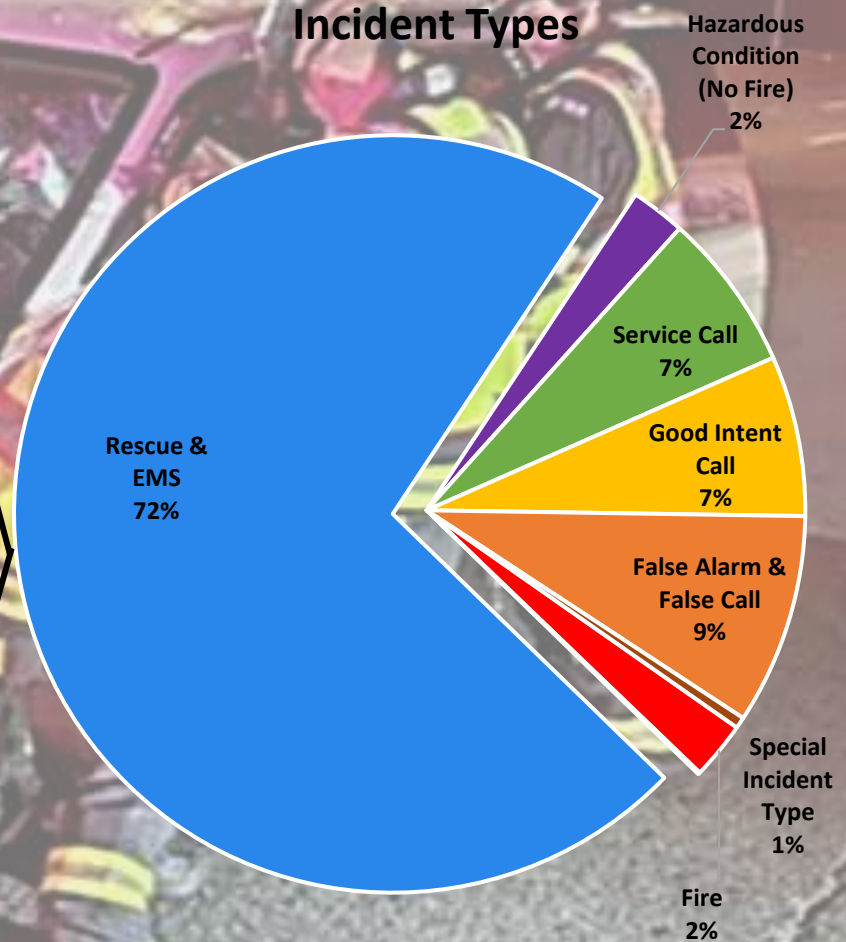




# EMERGENCY MEDICAL SERVICES

## Incident Types

Rescue & EMS Call Types	Count
EMS call, excluding vehicle accidents	5,100
Motor vehicle accident with injuries	252
Medical assist, assist EMS crew	112
Motor vehicle accident with no injuries.	112
Removal of victim(s) from stalled elevator	54
Rescue or EMS standby	48
Motor vehicle/pedestrian accident (MV Ped)	41
Lock-in (if lock out , use 511 )	18
Extrication of victim(s) from vehicle	8
Search for person on land	1
Swift water rescue	1
<b>TOTAL</b>	<b>5,747</b>

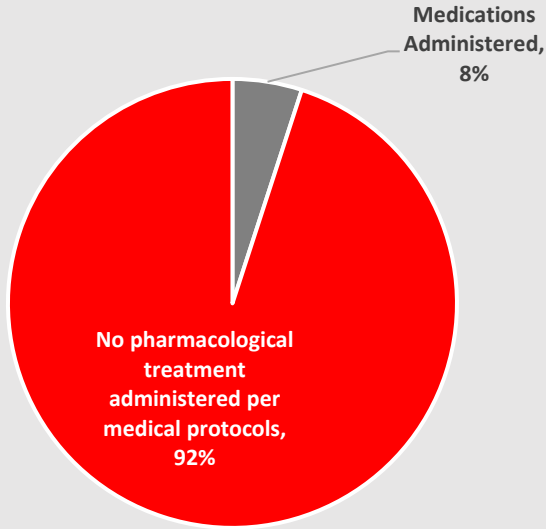


Emergency Medical Services (EMS) is a system that provides emergency medical care. Mountain View Fire Department participates as one of many agencies in Santa Clara County EMS System. We provide full Advanced Life Support (ALS) services from every deployed Fire Engine, Truck, and Rescue. All areas of the City receive ALS service 24/7 from our own Firefighter/Paramedics. While there is a private ambulance company that provides patient transportation to the hospital, our Firefighter/Paramedics will ride with or escort a patient to the hospital when needed to provide exceptional service and ensure the best comprehensive care. ALS is designed to provide definitive pre-hospital emergency medical care, including, but not limited to, cardiopulmonary resuscitation, cardiac monitoring, cardiac defibrillation, advanced airway management, intravenous therapy, administration of specified drugs and other medicinal preparations, and other specified techniques and procedures administered by authorized personnel under the supervision of a base hospital as part of a local EMS system at the scene of an emergency. As a result, our Firefighter/Paramedics can treat illness in the field and throughout the City when summoned through 9-1-1. Some of the life-threatening illnesses that are commonly treated by our Firefighter/Paramedics are low blood sugar (hypoglycemia), myocardial infarction, allergic reactions or anaphylaxis, sepsis, cardiac arrest, shock, respiratory distress, stroke, and trauma.



# EMERGENCY MEDICAL SERVICES

Out of 5,996 EMS incidents, medications were administered 8% of the time

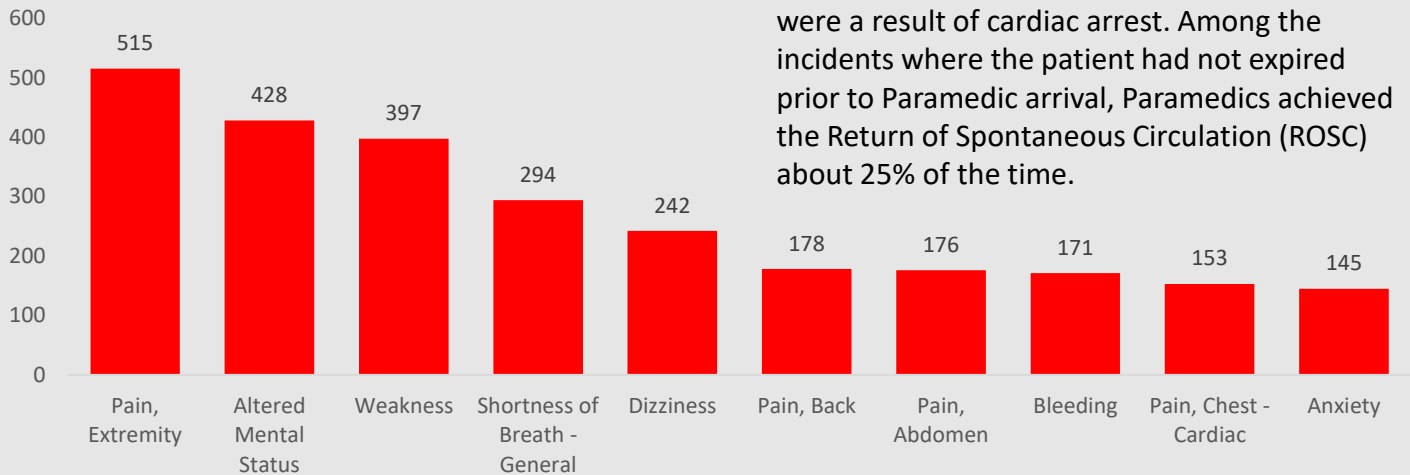


In Fiscal Year 2022-23, we responded to almost 6,000 EMS incidents that required the completion of a Patient Care Report (PCR) by a Firefighter, Engineer, or Captain Paramedic.

8% of all PCR incidents required medication administration, with a little over 1% of all PCR incidents requiring the administration of narcotic medications, which are used in extreme medical emergencies such as seizures and severe physical pain.

In most cases, Paramedics responded to EMS incidents where the primary symptom was extreme pain. However, altered mental state and general weakness are also common EMS responses.

## Top 10 Primary Symptoms



About 2% of the total number of EMS incidents were a result of cardiac arrest. Among the incidents where the patient had not expired prior to Paramedic arrival, Paramedics achieved the Return of Spontaneous Circulation (ROSC) about 25% of the time.

NO. OF INCIDENTS WITH PCR		5,996
No. of cardiac arrest incidents		93
No. of traumatic cardiac arrest incidents		3
No. of nontraumatic cardiac arrest incidents		54
No. of reported "obvious death" incidents		36
No. of cardiac arrest incidents with return Of spontaneous circulation (ROSC) outcome		14
No. of cardiac arrest incidents with attempted resuscitation via advanced airway		15
No. of cardiac arrest incidents with attempted resuscitation via advanced airway leading to ROSC outcome		3
No. of cardiac arrest incidents with attempted resuscitation via intraosseous cannulation		30
No. of cardiac arrest incidents with attempted resuscitation via intraosseous cannulation leading to ROSC outcome		8
No. of cardiac arrest incidents with attempted resuscitation via mechanically assisted chest compressions		9
No. of cardiac arrest incidents with attempted resuscitation via mechanically assisted chest compressions leading to ROSC outcome		2
No. of cardiac arrest incidents with attempted resuscitation via medication administration		36
No. of cardiac arrest incidents with attempted resuscitation via medication administration leading to ROSC outcome		11



# EMERGENCY MEDICAL SERVICES

Mountain View Fire Department Paramedics take pride in excellent service and care for Mountain View residents and visitors as though they are part of our own families. Notable highlights during Fiscal Year 2022-23 include the following:

- PEARS – Pediatric Emergency Assessment training.
- Infrequently used skills EMS training with Dr. D’Souza.
- Four members of EMS Committee traveled to JEMS/FDIC .
- Annual EMS Update.
- Intraosseous (IO) vascular training with EZ-IO (Teleflex) rep.
- Onboarded two new paramedics and three new EMTs.
- Social Services related to EMS – Community Services Agency, Adult Protective Services, Child Protective Services, Bill Wilson Center.

## EMS Committee

The EMS Committee plays a significant role in the delivery of emergency medical services by Mountain View Fire personnel. Committee members attend training and conferences to fully understand the most up-to-date information and nuances related to the EMS field. As subject matter experts, EMS Committee members distill important information and industrywide best practices to their fellow Mountain View Fire personnel.

The Committee is comprised of two paramedics per shift along with the EMS Supply Officer, Training Captain, and the EMS Battalion Chief.

The Fiscal Year 2022-23 roster included:

- A Shift: Miguel Vega and Steve Pairman
- B Shift: Brian Sheckler and Blake Minor
- C Shift: Gabe Shamiya and vacant
- EMS Supply Officer: Brian Hagerty
- Training Captain: Geoff Dinger
- EMS Battalion Chief: Jenna Graham



# SUPPRESSION: MULTI-FAMILY HOUSING INSPECTIONS

Suppression personnel completed 283 apartment/multi-family inspections during Fiscal Year 2022-23.

## Inspections Completed by Shift:

SHIFT	COUNT
A SHIFT	88
B SHIFT	101
C SHIFT	94
<b>TOTAL: 283</b>	

## Inspections Completed by Engine:

ENGINE	COUNT
E51	53
E52	54
E53	64
E54	51
E55	61
<b>TOTAL: 283</b>	



# SUPPRESSION: A-SHIFT PROJECTS AND PROGRAM AREAS

Name & Position Description	Project Description
Melton Wong A-Shift Battalion Chief, Facility/Logistics	Shift and emergency scene management, response readiness, Fire safety inspections, facility management, liaison to CMV Facility Services, station supplies, vacation scheduling, Committee Oversight of Cancer Prevention, Honor Guard, UAV, uniform, and station privacy
Ryan Eddy Captain, A-Shift Engine 51	Facilities liaison for fire stations, fire extinguishers, fire station supplies
Derek Schmitz Fire Engineer, A-Shift Truck 51	SCBA project co-coordinator, antique fire apparatus
Ryan Vallelunga Firefighter/Paramedic, A-Shift Truck 51	SCBA project co-coordinator
Leonard Hall Captain, A-Shift Engine 52	Uniform officer
Erik Roth Captain, A-Shift Engine 53	Turnout/PPE project coordinator, Department historical curator
Brian Cavellini Captain, A-Shift Engine 54	Shift training coordinator, including training manual, safety general orders, training grounds, and EMS general orders
George Mocak Captain, A-Shift Engine 55	Shift HazMat Team Leader, HazMat equipment, monthly HazMat team training, Class A/B foam, station furnishings, combustible gas indicators





# SUPPRESSION: B-SHIFT PROJECTS AND PROGRAM AREAS

Name & Position Description	Project Description
Jeff Cole B-Shift Battalion Chief, Apparatus/Equipment	Shift and emergency scene management, response readiness, fire safety inspections, apparatus management, suppression vehicle management, on-board equipment management, liaison to CMV Fleet Services, liaison to CalOES Fleet, Division (OES404), Committee Oversight of Apparatus
Ryan Santos Captain, B-Shift Engine 51	Apparatus maintenance, fire extinguishers on apparatus, apparatus wash/wax supplies, pump testing
Luis Santolalla Captain, B-Shift Truck 51	Daily staffing/payroll, tiller certification and recertification, T51 and R51 saws, truck equipment, and rescue tools
Gary Van Dyke Captain, B-Shift Engine 52	Onboard tools and equipment, fire nozzle maintenance, electrical PPE and equipment testing
Mike Robbins Captain, B-Shift Engine 53	Run maps and on-site drawings
Vacant Captain, B-Shift Engine 54	Shift Training Coordinator, including training manual and classroom
Vacant Captain, B-Shift Engine 55	Shift HazMat Team Leader, HazMat equipment, monthly HazMat team training, decontamination equipment





# SUPPRESSION: C-SHIFT PROJECTS AND PROGRAM AREAS

Name & Position Description	Project Description
<p>Jim Hoefling C-Shift Battalion Chief, Special Operations</p>	<p>Shift and emergency scene management, response readiness, fire safety inspections, HazMat program management, technical rescue program management, wildland program management, single-resource program management, radio program management, workforce program management, CA-TF 3 liaison, XSC HazMat group liaison, XSC FROG Committee liaison, Committee Oversight of HazMat and Technical Rescue</p>
<p>Brian Hagerty Captain, C-Shift Engine 51</p>	<p>EMS supplies and equipment</p>
<p>Ian Crossley Captain, C-Shift Truck 51</p>	<p>Daily staffing/payroll, tiller certification and recertification, USAR program for equipment and training, workforce program</p>
<p>Lawrence Ignacio Captain, C-Shift Engine 52</p>	<p>Wildland equipment and PPE, swiftwater equipment</p>
<p>Corey Demers Captain, C-Shift Engine 53</p>	<p>Radios and communication equipment, MDCs/iPads/cell phones</p>
<p>Zeyad Abouata Captain, C-Shift Engine 54</p>	<p>Shift training coordinator, including MPEs and drill tower, union president/labor relations</p>
<p>Brant Heely Captain, C-Shift Engine 55</p>	<p>Shift HazMat team leader, HazMat equipment, OES typing</p>





# OTHER PROJECTS AND PROGRAM AREAS

<p><b>Brian Jones, Deputy Chief</b></p>	<p><b>Jenna Graham, Battalion Chief, Training/EMS/Safety</b></p>	<p><b>Geoff Dinger, Training Captain</b></p>
<p>Major emergency/incident scene management, manage and direct suppression and training division operation, manage suppression and training budgets, biweekly workforce limited-period budget audit, Department point of contact to outside agencies, Department complaints, LODD information packets, workers' compensation, administration vehicles, mutual aid/auto aid plans, XSC operations section rep, Communications liaison, CAD/RMS liaison, station telecommunications, promotional and recruitment processes, Command staff scheduling/agenda, SBIMT manager/liaison, CMV safe parking liaison, Committee oversight of Operations and LMI Staffing.</p>	<p><b>Training:</b> Annual/monthly training calendar, CalJac program coordinator, apprenticeship management, fire incident reporting, continued professional development, out-of-class training and testing, probationary testing, recruit academies, State Fire Marshal classes, contemporary issue training, emergency vehicle operations training, CICC applications, training records activity reporting, Department representative on XSC Training Officer.</p> <p><b>EMS:</b> Monthly response time reporting, EMS equipment, paramedic accreditation, EMT licensure, CQI, data collection, EMS documentation, continuing education, EMS unusual occurrences, controlled substance program, CPR program, EMS policies, rep to XSC EMS Section, DEPT Infection Control Officer.</p> <p><b>Safety:</b> Annual medical surveillance, Injury and Illness Prevention Program, OSHA compliance, CISD coordinator safety policies, Committee Oversight of CISM/Peer Support, EMS, safety, sub-jac, and TEMS.</p>	<p>Monthly training calendar, probationary testing, recruit academy, MPEs, monthly training report, training manual/policies, personnel qualifications matrix, training center, Department rep on XSC Safety, section paramedic accreditation, EMT licensure, field mentorship program, EMS training: ALS and BLS.</p>



# MEDICAL EXAMINATIONS

The background image shows several firefighters in full protective gear, including helmets and air tanks, standing in front of a building entrance. The scene is dimly lit, suggesting an indoor or nighttime setting. The firefighters are positioned in a line, looking towards the entrance. The overall tone is professional and focused.

Firefighter annual medical testing is essential for mitigating the health risks associated with firefighting. Firefighters can be exposed to bloodborne pathogens or carcinogenic toxic elements when responding to emergency medical and rescue incidents. Sounding alarms bring the heart rate from resting to maximum very quickly, while sirens, air horns, engine pumping, chainsaws, and extrication tools can permanently and severely damage hearing.

As such, all suppression members in the Mountain View Fire Department are given the opportunity to participate in annual medical and cancer screenings paid for by the City with no out-of-pocket costs to the firefighters or their families.

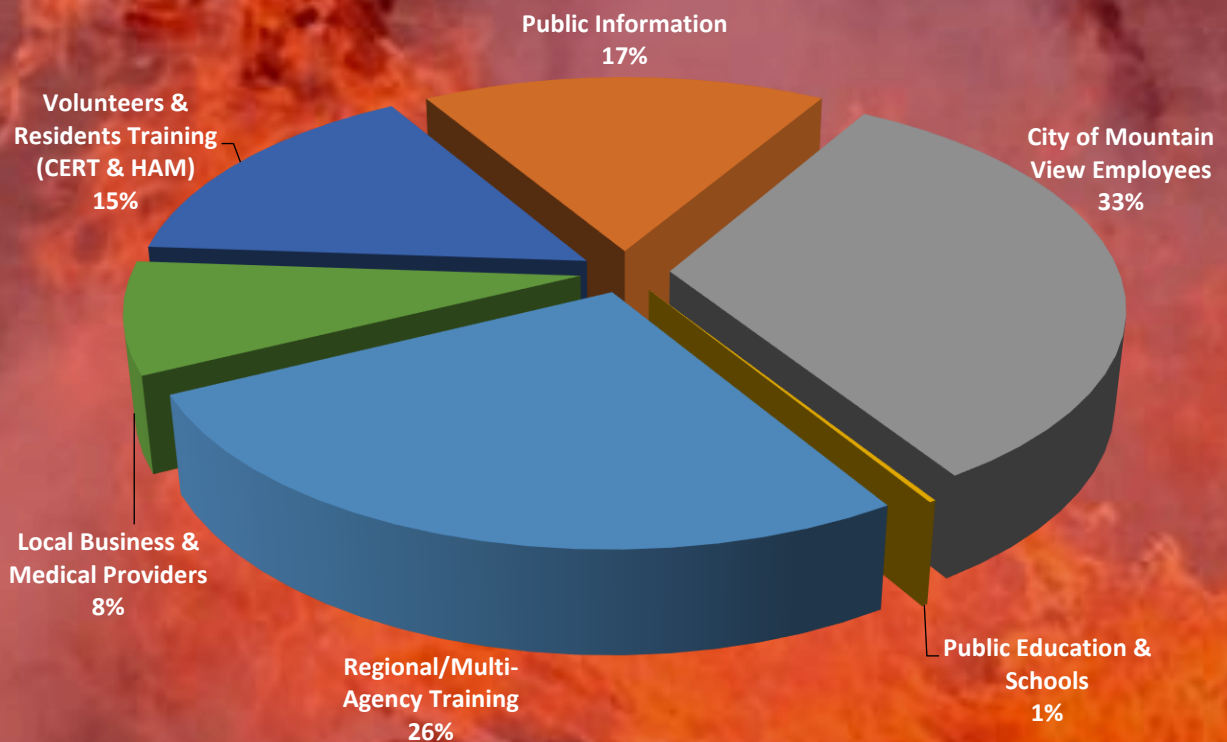
During Fiscal Year 2022-23, there was 100% compliance among eligible personnel participating in the medical examinations. The screening included labs, physicals, cardiopulmonary assessment, fitness analysis, ultrasound screening, behavioral health assessment, blood tests, hepatitis panel, as well as radiology and cardiology follow-ups as needed.



# OFFICE OF EMERGENCY SERVICES

The Office of Emergency Services (OES) maintains readiness to support the City's disaster response, recovery, and mitigation capabilities. The OES strives to ensure the City's staff is prepared through Emergency Operations Center (EOC) drills and exercises as well as City volunteers through nationally recognized programs such as the Community Emergency Response Team (CERT) and Amateur Radio Emergency Services (ARES).

## Office of Emergency Services Preparedness Training Hours for Fiscal Year 2022-23: 1,701 Hours





# OFFICE OF EMERGENCY SERVICES

Notable OES events during Fiscal Year 2022-23 include the following:

- Oversaw the FEMA-assigned EOC training of 74 City employees, including conducting an EOC drill.
- Graduated 43 Community Emergency Response Team (CERT) volunteers between two CERT academies.
- Awarded a total of \$14,273 in CERT Neighborhood Grant funds to the CERT Neighborhood Groups that applied.
- Coordinated over 6,000 CERT and ARES volunteer hours, including refresher training, group activities, and Committee meetings.
- Updated the City's Emergency Operations Plan.
- Coordinated the opening of City cooling centers when temperatures exceeded 90°F, providing shelter for at least 169 people that sought relief from the heat.
- Provide occupants of residences affected by fires and other residential disasters with the resources needed to purchase necessities in the wake of tragedy. Assistance included aid provided by the American Red Cross and securing donations from the California Fire Foundation.
- Managed media relations and community engagement through effective public information methods and procedures with social media, the Department website, City Council Connection updates, interviews with the press, photography, and spontaneous interactions with the public via computer, telephone, and email.
- Planned and coordinated active shooter training at the Municipal Operations Center, City Hall, and Library for City staff with the City Manager's Office, Police Department, Human Resources Department, and department heads.
- Presented at the Spanish Leadership Academy and the Chinese Leadership Academy.
- The OES activated during the inclement winter weather, acting as the liaison between the City's EOC and the Santa Clara County Office of Emergency Management.
- The OES led the City's Multi-Jurisdictional Hazard Mitigation Planning Team to refresh the existing plan. The County Multi-Jurisdictional Hazard Mitigation Plan's purpose is for agencies in the operational area to perform a risk assessment, a capability assessment, develop a mitigation strategy, and perform plan maintenance.
- The OES coordinated the delivery of 51 smoke alarms from local businesses to keep on engines to install in underprivileged residences.

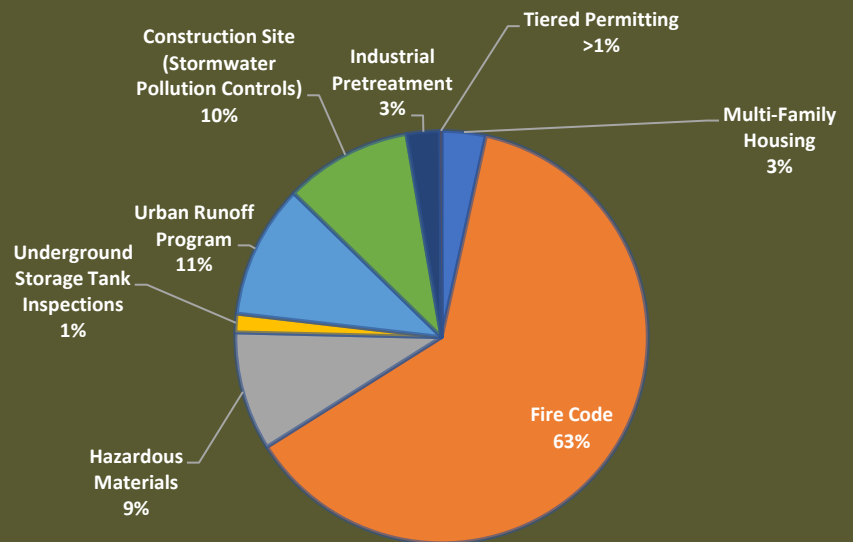


# FIRE & ENVIRONMENTAL PROTECTION DIVISION

Fire Inspections (routine and new/tenant improvement development)	1,540
Plans Reviewed	409
Fire Investigations including Mutual-Aid/Task Force Responses	2
Special Events Reviewed/Inspected	48

Multi-Family Housing	71
Fire Code	1,286
Hazardous Materials	191
Underground Storage Tank Inspections	30
Urban Runoff Program	215
Construction Site (Stormwater Pollution Controls)	205
Industrial Pretreatment	54
Tiered Permitting	2

Total Primary and Secondary Inspections: 2,054





# PRESERVING OUR HISTORY

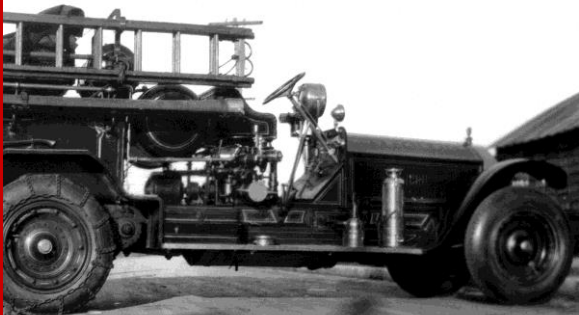
On April 1, 1874, the Mountain View Fire Department was formed when 50 of the town's civic-minded residents sat around a pot-bellied stove and a cracker barrel in the "Rogers & Rogers" department store and organized the first brigade for the then-town of Mountain View. They called it "Mountain View Station Hook & Ladder Co. No. 1."

In spring 1928, the residents living on the outskirts of Mountain View also wanted fire protection. They had an election to create a new fire district. On July 11, 1928, the City Council passed a resolution to create the Fremont Fire District.

A new headquarters station was completed in 1953 at Villa Street and Franklin Street. This station replaced the station "Firehouse at Waterworks," which was dedicated in 1924. Our newest "headquarters station" on Shoreline Boulevard dedicated in 1995 has the 1953 fire bell mounted out front on the sign. This fire bell was brought back from Oakland in 1905 by Jake Mockbee to be used as the City's first alarm bell.

Fire Station No. 2 at Cuesta Drive and Grant Road was dedicated on January 1, 1959. Fire Station No. 3 at Rengstorff Avenue and Montecito Avenue was opened in September 1961. Fire Station No. 4 on Whisman Road opened in March 1968. Fire Station No. 5 is our newest station and houses the only fire pole in the City and was dedicated on December 15, 2011.

The volunteer firefighters in Mountain View were disbanded in 1964. Today, Mountain View has a fully paid professional fire department with over 86 personnel. We continue to preserve our history by maintaining the still-working antique fire apparatus housed at Fire Station No. 4.



EST. APRIL 1, 1874



# PUBLIC EDUCATION, SPECIAL EVENTS, AND OUTREACH

The Mountain View Fire Department participates in community outreach events throughout the year. These events are aimed at identifying fire hazards and preventing unwanted situations in the future. We focus on increasing awareness about fire prevention and changing the behavior of the public so there are fewer dangerous situations, fires, and injuries. This education can reduce the rate of fire-related incidents and deaths. Events like these are designed to improve participants' understanding of potential hazards and different City services available to assist them.

Notable special events outreach during Fiscal Year 2022-23 include the following:

- National Night Out.
- Elementary school risk reduction presentations, engine visits, and station tours.
- Social media presence with fire safety tips.
- Public education at community and neighborhood events.
- Coastal Creek Cleanup Day.
- Career days and career panels at local teen center and high schools.
- NorCal First Alarm Girls Fire Camp.
- Senior Resource Fair.





# COMMUNITY INVOLVEMENT



Members across the Mountain View Fire Department are honored to engage with the community in events and activities that strengthen the fabric of our City. In addition to participation in annual food drives, holiday events, and parades, we are proud to host an Honor Guard.

In all, Department personnel engaged in contacts with over 8,000 community members during Fiscal Year 2022-23.





# ADMINISTRATION & OES



Juan Diaz  
Fire Chief



Brian Jones  
Deputy Fire Chief



Melia Pierceall  
FD Executive  
Assistant (0.5 FTE)



Amanda Slovick  
Senior Management  
Analyst



Robert Maitland  
Office of Emergency Services (OES)  
Coordinator/Public Information Officer



Claudia Gonsalves  
Administrative Aide  
(0.5 FTE)



Jennifer Crist  
Senior  
Administrative  
Assistant (0.5 FTE)



Cynthia Bettencourt  
Administrative  
Assistant (0.5 FTE)



Rachna Singh  
Administrative  
Assistant (0.5 FTE)



# SUPPRESSION AND TRAINING LEADERSHIP



Melton Wong  
"A" Shift, Facilities  
Battalion Chief



Jeff Cole  
"B" Shift, Apparatus Manager  
Battalion Chief



Jim Hoefling  
"C" Shift, Special Operations  
Battalion Chief



Jenna Graham  
Training, EMS, and Safety  
Battalion Chief



# **FIRE & ENVIRONMENTAL PROTECTION DIVISION LEADERSHIP**



**Carrie Sandahl**  
Fire Marshal



**Matt Gundersen**  
Deputy Fire Marshal



**Brian T. Jones**  
Environmental  
Safety Coordinator



# PROMOTIONS



**Carrie Sandahl**  
Fire Marshal

Appointment: January 22, 2023



**Brian Cavellini**  
Fire Captain

Promoted: August 21, 2022



**Patrick Mauri**  
Senior HazMat Specialist,

Promoted: November 14, 2022



**Lawrence Ignacio**  
Fire Captain

Promoted: August 21, 2022



**Brian T. Jones**  
Environmental & Safety  
Protection Inspector

Promoted: January 2023



**Amanda Slovick**  
Senior Management Analyst

Promoted: July 1, 2022



# NEW HIRES



**Chase Fox**

Hire Date: August 1, 2022



**David Ho**

Hire Date: August 1, 2022



**Cody Parks**

Hire Date: August 1, 2022



**Shannon Thompson**

Hire Date: August 1, 2022



**Koy Wilson**

Hire Date: August 1, 2022



# RETIREMENTS



**Scott Robbins**  
Captain/Paramedic  
Hire Date: October 26, 1998



# IN MEMORY



GREGORY HOWARD COOPER was born on December 4, 1968, to parents Pamela and Dennis Cooper in Downey, California.

Greg attended El Camino High School and later Sacramento College. Greg enjoyed all sports, especially baseball and bass fishing.

Greg loved the gospel and was a man of great faith.

In November 1998, Greg married the love of his life, Jennifer. In 2002, they were baptized together.

Greg served with honor, distinction, and dedication to the residents of Mountain View and the State of California. In 1998, he was hired by the Mountain View Fire Department and was the union president of the International Association of Firefighters Local 1965. He retired in 2021 from Engine/Hazmat 55 and moved to Tyler, Texas with his family.

Greg is survived by his wife Jennifer, sons Jaxon and Dawson, parents Pamela and Dennis Cooper, sister Stacy Truex, in-laws Darlene and Victor Cardoza, sister-in-law Tiffany Cordoza, niece Logan (Brandon) Tuberg, nephew Cody, and a host of extended family, friends, and colleagues.

