ANNUAL REPORT

FISCAL YEAR 2015-2016

Mountain View Fire Department
California

The Mountain View Fire Department exists to save lives and property, protect the environment, and minimize the risk of fire and natural disaster by translating service requests into action, and investing in education, training and prevention.

We are 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.

CLASS 1 DEPARTMENT
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MESSAGE FROM THE FIRE CHIEF

We are pleased to present the Mountain View Fire Department Annual Report for Fiscal Year 2015-16. The City of Mountain View Fire Department, being an “all risk” emergency responder; has a proud history in providing exceptional fire prevention, environmental protection, EMS and rescue services.

Historically, the City has invested significant resources into delivering quality emergency response services to our community. This year we continued with the enhancement of emergency resources by having a modest increase in our emergency operations budget.

Within this document you will find information related to our budget, capital assets, inspection and education programs, as well as data measurement statistics pertaining to response times and station activity.

The City of Mountain View takes the health and safety of its citizens and their property very seriously. To deliver the highest level of fire and emergency medical services, we hire and train exceptional individuals who are dedicated to our community and profession.

To accomplish our mission, the City not only selects highly qualified personnel, but we also ensure that our personnel are equipped with state of the art equipment, tools and apparatus. We are an “all risk and service” fire department, on duty 24 hours a day, 365 days per year to provide services to our community.

Please feel free to contact us if you have any questions, concerns, comments, or compliments.

Best Regards,

Fire Chief
Juan Diaz
ISO CLASS 1 RATING

The Mountain View Fire Department has been awarded a Class 1 Public Protection Classification rating by the Insurance Services Office (ISO), an organization that independently evaluates municipal fire protection efforts in communities throughout the United States. The Class 1 rating is the highest possible score that can be given to any fire department nationwide. Class 1 represents an exemplary fire suppression system on the 1 to 10 classification scale. Insurance companies use ISO information combined with other factors to establish local commercial business and residential property insurance rates – generally offering lower premiums in communities with better protection.

While it is no secret that the City of Mountain View takes great pride in the service we deliver to our community, we believe this independent rating objectively validates the investment made by the City and our firefighters to ensure “exemplary” fire suppression and emergency response services are always available. This rating is a reflection of the tremendous and consistent investment that our citizens and community leaders have made in our Fire Department, dispatch technology and water system.

For more information on ISO and the current rating system please visit:  www.isomitigation.com
City Governance
The City of Mountain View was incorporated on November 7, 1902 and became a charter city on January 15, 1952. The City operates under a council-manager form of government.

City Mission Statement
The City of Mountain View provides quality services and facilities that meet the needs of a caring and diverse community in a financially responsible manner.

City Organizational Values
• Provide exceptional service
• Act with integrity
• Treat others with respect

2016 City Council Members
• Patricia Showalter – Mayor
• Ken S. Rosenberg – Vice Mayor
• Christopher R. Clark – Councilmember
• John M. Inks – Councilmember
• R. Michael Kasperzak, Jr. – Councilmember
• John McAlister - Councilmember
• Leonard M. Siegel - Councilmember

City Staff
• Daniel H. Rich, City Manager
• Jannie L. Quinn, City Attorney
• Lorrie Brewer, City Clerk
• Audrey Seymour Ramberg, Assistant City Manager
• Roger Jensen, CIO/IT Director
• Patty J. Kong, Finance and Administrative Services Director
• Randal Tsuda, Community Development Director
• Michael A. Fuller, Public Works Director
• J.P. de la Montaigne, Community Services Director
• Rosanne M. Macek, Library Services Director
• Juan Diaz, Fire Chief
• Max Bosel, Police Chief
JURISDICTION OVERVIEW

City of Mountain View 2016 Population
• 77,925 (1) (1.6% increase from 2015)

Santa Clara County 2016 Population
• 1,927,888 (1) (1.3% increase from 2015)

State of California 2016 Population
• 39,255,883 (1) (0.9% increase from 2015)

Housing Units in Mountain View
• 35,239 (2)

Community Profile
Mountain View is a modern, high-tech city located in the metropolitan San Francisco Bay Area, and is home to major technology companies such as Google, Intuit, Microsoft, Symantec and LinkedIn, to name a few. Downtown Mountain View is the “heartbeat” of the City. This vibrant and active center offers restaurants, shops, theater, sidewalk cafes, clubs, and the civic center. Downtown Mountain View is known for its activities—festivals, parades, cultural events, free concerts, a variety of unique celebrations throughout the year and the weekly farmers’ market held Sundays, from 9-1pm. The Mountain View Farmers’ Market was awarded #1 Favorite Farmers’ Market in the Bay Area by the American Farmland Trust’s America’s Favorite Farmers’ Market Contest, #2 Favorite Farmers’ Market in the State of California, and #5 Favorite Large Farmers’ Market in America. The City's extensive park system not only provides an outstanding array of neighborhood parks, but also includes an innovative regional park. Shoreline-at-Mountain View Park, built along San Francisco Bay, features an 18-hole golf course, a sailing lake and a wildlife interpretive trail. Stevens Creek Trail offers 5.14 miles of paved all-weather pathway for pedestrians and cyclists.

(1) California Department of Finance E-1 Population Estimate 2016
(2) California Department of Finance E-5 Housing Estimate 2016
FIRE DEPARTMENT HISTORY

The Mountain View Fire Department was started on April 1, 1874, when fifty of the town’s civic-minded men sat around a pot-bellied stove and a cracker barrel in Rogers & Rogers Department Store and formed the first organized fire brigade for Mountain View. They called it "Mountain View Station Hook & Ladder Co. No. 1." In the spring of 1928, the citizens living on the outskirts of Mountain View wanted fire protection also. 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.

Today, the Mountain View Fire Department provides services to over 77,000 residents in a 12.3 square mile area and responds to over 5,000 calls for service each year.

A new headquarters station was completed in 1953 at Villa and Franklin Streets. This station replaced the station “Firehouse at Waterworks” which was dedicated in 1924. Our newest “Headquarters Station” on Shoreline Boulevard was dedicated in 1995 and 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 2 at Cuesta and Grant was dedicated January 1, 1959. Fire Station 3 at Rengstorff and Montecito was opened on September 1961. Fire Station 4 on Whisman Road opened on March 1968. Fire Station 5 is our newest station, houses the only fire pole in the City and it was dedicated on December 15, 2011.

The Department operates out of five stations with five engine companies, one rescue unit, one ladder truck and one Hazmat unit; with 86 full-time personnel, including Suppression Division, Fire & Environmental Protection Division, and Administrative Division employees. The Department delivers fire suppression and rescue response, hazard prevention and education, and disaster preparedness, with a minimum on-duty daily staffing of 21 personnel. Each of the Department’s 5 engine companies is staffed with a paramedic.
HISTORICAL APPARATUS PHOTOS

1917 Model T

1930 Model A

1947 Dodge Tanker

1953 American LaFrance

1958 Ford Rescue

1963 Crown Pitman Snorkle
ORGANIZATIONAL VALUES

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

DEDICATION
Provide high-quality service to our citizens. Be responsive and innovative, make things happen. Demonstrate pride and loyalty to our organization.

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

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 other opinions. Strive for unity.
Fire Chief
Juan Diaz

Fire Administration
1 Deputy Fire Chief: Brian Jones
0.5 Executive Assistant*

Fire Suppression

Operations
3 Battalion Chiefs:
Ted Vandenberg
Zack Bond
Jim Hoefling
3 Fire Captains/HM II
2 Fire Captains/HM I
13 Fire Captains
3 Fire Engineers/HM II
2 Fire Engineers/HM I
13 Fire Engineers
3 Firefighters/HM II
2 Firefighters/HM I
21 Firefighters/Paramedics**
4 Firefighters

Training/Safety/EMS
1 Battalion Chief: John Owen
1 Fire Captain

Fire and Environmental Protection

1 Fire Marshal: Jaymae Wentker

Environmental Safety
2 Hazardous Materials Specialists
1 Environmental Safety Coordinator
1 Environmental and Safety Protection Inspector
1 Water Environment Specialist

Fire and Building Safety
2 Fire Protection Engineers
1 Deputy Fire Marshal
1 Public Education/Fire Safety Specialist
1 Building Inspector I/II

Office of Emergency Services
1 OES Coordinator
MVFD COMMAND STAFF

Juan Diaz, Chief
Joined MVFD on May 5, 2014. Chief Diaz comes to us from the City of San Jose where he previously served as Deputy Fire Chief. Chief Diaz began his career in 1985 as a Santa Clara City Volunteer Reserve Firefighter.

Brian Jones, Deputy Chief
Joined MVFD on May 31, 2016. Chief Jones comes to us from the City of Stockton where he previously served as a Battalion Chief. Chief Jones began his career as a Firefighter with the Columbia College Fire Department and Tuolumne County Fire Department in 1993.

Ted Vandenberg, Battalion Chief; ‘A’ Shift

John Owen, Battalion Chief; Training

Zack Bond, Battalion Chief; ‘B’ Shift

Jaymae Wentker, Fire Marshal; Fire & Environmental Protection

Jim Hoefling, Battalion Chief; ‘C’ Shift
## POSITION SUMMARY

<table>
<thead>
<tr>
<th>POSITIONS</th>
<th>2014-15 ADJUSTED</th>
<th>2015-16 ADOPTED</th>
<th>2016-17 ADOPTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Chief</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Deputy Fire Chief</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Battalion Chief</td>
<td>4</td>
<td>4</td>
<td>4 *2/3</td>
</tr>
<tr>
<td>Fire Marshal</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Office of Emergency Services Coordinator</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Emergency Medical Services Coordinator</td>
<td>1</td>
<td>1</td>
<td>0 *3</td>
</tr>
<tr>
<td>Fire Protection Engineer</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Deputy Fire Marshal</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Public Education/Fire Safety Specialist</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Fire Captain/HM II</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Fire Captain/HM I</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Fire Captain</td>
<td>13</td>
<td>13</td>
<td>14 *2</td>
</tr>
<tr>
<td>Fire Engineer/HM II</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Fire Engineer/HM I</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Fire Engineer</td>
<td>13</td>
<td>13</td>
<td>13</td>
</tr>
<tr>
<td>Firefighter/HM II</td>
<td>3</td>
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<tr>
<td>Firefighter/HM I</td>
<td>2</td>
<td>2</td>
<td>2</td>
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<tr>
<td>Firefighter/Paramedic</td>
<td>21 *1</td>
<td>21 *1</td>
<td>21 *1</td>
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<tr>
<td>Firefighter</td>
<td>4</td>
<td>4</td>
<td>3 *3</td>
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<tr>
<td>Haz Mat Specialist</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Environmental Safety Coordinator</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Environmental &amp; Safety Protection Inspector</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Water Environment Specialist</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Building Inspector I/II</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Executive Assistant</td>
<td>0.50</td>
<td>0.50</td>
<td>0.50</td>
</tr>
<tr>
<td><strong>TOTAL REGULAR</strong></td>
<td>85.50</td>
<td>85.50</td>
<td>84.50</td>
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<tr>
<td><strong>TOTAL PART-TIME HOURLY</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL POSITIONS</strong></td>
<td><strong>85.50</strong></td>
<td><strong>85.50</strong></td>
<td><strong>84.50</strong></td>
</tr>
</tbody>
</table>

*1 Authorization of 21 Paramedics includes Engineer level and Firefighter/HM II level.

*2 Midyear reclassification per the MVFF MOU of the Training Battalion Chief position to Fire Captain.

*3 Midyear restoration of the Training Battalion Chief position with the elimination of a Firefighter position and the Emergency Medical Services Coordinator position.
FIRE DEPARTMENT BUDGET

### Department Program Budget

<table>
<thead>
<tr>
<th>Department Program</th>
<th>2014-15 Actual</th>
<th>2015-16 Adopted</th>
<th>2016-17 Adopted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Administration</td>
<td>$925,531</td>
<td>$990,389</td>
<td>$958,284</td>
</tr>
<tr>
<td>Fire Suppression</td>
<td>$18,435,146</td>
<td>$19,597,333</td>
<td>$20,404,094</td>
</tr>
<tr>
<td>Fire &amp; Environmental Protection</td>
<td>$2,586,368</td>
<td>$2,845,182</td>
<td>$2,844,802</td>
</tr>
<tr>
<td><strong>Total Expenditures</strong></td>
<td><strong>$21,947,045</strong></td>
<td><strong>$23,432,904</strong></td>
<td><strong>$24,207,180</strong></td>
</tr>
</tbody>
</table>

### Expenditure Summary

<table>
<thead>
<tr>
<th>Expenditure Summary</th>
<th>2014-15 Actual</th>
<th>2015-16 Adopted</th>
<th>2016-17 Adopted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries, Wages &amp; Benefits</td>
<td>$20,620,178</td>
<td>$21,672,929</td>
<td>$22,522,583</td>
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<tr>
<td>Supplies and Other Services</td>
<td>$928,965</td>
<td>$1,160,525</td>
<td>$1,105,413</td>
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<tr>
<td>Capital Outlay</td>
<td>$65,490</td>
<td>$217,850</td>
<td>$196,184</td>
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<tr>
<td>Interfund Expenditures</td>
<td>$332,412</td>
<td>$381,600</td>
<td>$383,000</td>
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<tr>
<td><strong>Total Expenditures</strong></td>
<td><strong>$21,947,045</strong></td>
<td><strong>$23,432,904</strong></td>
<td><strong>$24,207,180</strong></td>
</tr>
</tbody>
</table>

### Percent of FY2015-16 Department Budget by Division

- **Fire Administration**: 4%
- **Fire Suppression**: 84%
- **Fire & Environmental Protection**: 12%
FIRE DEPARTMENT BUDGET

Fire Administration
Administration is responsible for management of the Fire Department. The division provides strategic planning, leadership, management and support for the Fire Department personnel and the programs that lead to the accomplishment of the department’s mission.

Fire Administration Expenditure Summary

<table>
<thead>
<tr>
<th>SUMMARY</th>
<th>2014-15 ACTUAL</th>
<th>2015-16 ADOPTED</th>
<th>2016-17 ADOPTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries, Wages &amp; Benefits</td>
<td>$859,098</td>
<td>$861,995</td>
<td>$865,226</td>
</tr>
<tr>
<td>Supplies and Other Services</td>
<td>$35,870</td>
<td>$68,294</td>
<td>$50,774</td>
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<tr>
<td>Capital Outlay</td>
<td>$9,572</td>
<td>$49,000</td>
<td>$2,284</td>
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<tr>
<td>Interfund Expenditures</td>
<td>$20,991</td>
<td>$11,100</td>
<td>$20,000</td>
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<tr>
<td></td>
<td>$925,531</td>
<td>$990,389</td>
<td>$938,284</td>
</tr>
</tbody>
</table>

FY 2015-16 Expenditure Summary
Administration Division

- Salaries, Wages & Benefits: 87%
- Supplies and Other Services: 5%
- Capital Outlay: 1%
- Interfund Expenditures: 7%
FIRE DEPARTMENT BUDGET

Fire Suppression
The Suppression Division consists of the Operations, Personnel & Training, and the Office of Emergency Services/Public Information Sections. The Operations Section provides firefighting, hazardous materials incident, paramedic, and rescue response services from the five fire stations strategically located throughout the City. Firefighters also conduct fire prevention inspections, public education, equipment and facilities maintenance, as well as ongoing training activities. Paramedic Firefighters are assigned to every fire station. The Training Safety Section plans, schedules, and provides training to firefighters. The section also coordinates the firefighter recruitment and selection process. The Office of Emergency Service Section is responsible for disaster preparedness and coordinates disaster response.

Fire Suppression Expenditure Summary

<table>
<thead>
<tr>
<th>SUMMARY</th>
<th>2014-15 ACTUAL</th>
<th>2015-16 ADOPTED</th>
<th>2016-17 ADOPTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries, Wages &amp; Benefits</td>
<td>$17,536,866</td>
<td>$18,406,958</td>
<td>$19,179,311</td>
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<tr>
<td>Supplies and Other Services</td>
<td>$570,751</td>
<td>$692,925</td>
<td>$729,881</td>
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<tr>
<td>Capital Outlay</td>
<td>$55,918</td>
<td>$168,850</td>
<td>$193,900</td>
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<tr>
<td>Interfund Expenditures</td>
<td>$271,611</td>
<td>$328,600</td>
<td>$321,000</td>
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<tr>
<td></td>
<td>$18,435,146</td>
<td>$19,597,333</td>
<td>$20,424,094</td>
</tr>
</tbody>
</table>

FY 2015-16 Expenditure Summary
Suppression Division

- Salaries, Wages & Benefits: 94%
- Supplies and Other Services: 3%
- Capital Outlay: 1%
- Interfund Expenditures: 2%
FIRE BUDGET

Fire & Environmental Protection
The Fire & Environmental Protection Division consists of the Environmental Safety and the Fire and Building Safety Sections.

The Environmental Safety Section is responsible for the enforcement of local hazardous materials storage codes, State underground chemical storage tank regulations, industrial waste discharge, and Federal & State regulations related to the control of industrial waste and storm water runoff. Efforts are aimed at preventing uncontrolled releases and movement of hazardous and toxic substances.

The Fire and Building Safety Section is responsible for conducting the City’s fire and housing code enforcement programs, fire cause investigations, and technical support to the Suppression Division.

Fire & Environmental Protection Expenditure Summary

<table>
<thead>
<tr>
<th>SUMMARY</th>
<th>2014-15 ACTUAL</th>
<th>2015-16 ADOPTED</th>
<th>2016-17 ADOPTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries, Wages &amp; Benefits</td>
<td>$2,224,214</td>
<td>$2,403,976</td>
<td>$2,478,044</td>
</tr>
<tr>
<td>Supplies and Other Services</td>
<td>$322,344</td>
<td>$399,306</td>
<td>$324,758</td>
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<tr>
<td>Capital Outlay</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
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<tr>
<td>Interfund Expenditures</td>
<td>$39,810</td>
<td>$41,900</td>
<td>$42,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$2,586,368</strong></td>
<td><strong>$2,845,182</strong></td>
<td><strong>$2,844,802</strong></td>
</tr>
</tbody>
</table>

FY2015-16 Expenditure Summary
Fire & Environmental Protection Division

- Salaries, Wages & Benefits: 84%
- Supplies and Other Services: 15%
- Interfund Expenditures: 1%
ADDITIONAL PROGRAMS & SERVICES

FIRE CODE INSPECTIONS
All industrial and commercial businesses are inspected for compliance with the California Fire Code. Special attention is given to high life-safety occupancies, including day-care centers, convalescent and elderly care facilities, and places of assembly such as restaurants, churches and clubs.

FIRE CAUSE/ARSON INVESTIGATION
When a fire causes extensive fire loss, or the conditions of the fire are suspicious in nature, Deputy Fire Marshals investigate the fire scene for clues to determine cause and origin.

MULTI-FAMILY HOUSING PROGRAM
Two-thirds of the City's housing stock consists of rental units. The Multi-Family Housing Program was established to maintain this housing stock through an inspection program. Basic building, plumbing, mechanical and electrical issues are inspected in individual dwelling units to ensure a minimum standard of habitability and safety are being maintained in rental units.

ENVIRONMENTAL PROTECTION
Hazardous Materials Program — Over 250 facilities are inspected during a given year. These facilities use or store hazardous materials ranging from paints and thinners to exotic chemicals used in the manufacture of high-tech equipment components.

Urban Runoff Program — The purpose of this program is to influence and change behaviors that negatively affect storm water runoff. Through practicing various pollution prevention efforts, we can improve water quality in our creeks and Bay at a fraction of what it would cost to install conventional storm water treatment systems.
COMMUNITY OUTREACH

THE OFFICE OF EMERGENCY SERVICES
The Mountain View Fire Department Office of Emergency Services (OES) is responsible for helping City employees, residents, businesses and schools prepare for, respond to and recover from emergencies and disasters, both natural and man-made. The duties of the OES include: maintaining the Emergency Operations Center; training City staff; conducting CERT training; conducting Personnel Emergency Preparedness training; and maintaining the City’s Emergency Plan.

THE COMMUNITY EMERGENCY RESPONSE TEAM
The Community Emergency Response Team (CERT) training is free for Mountain View residents and those who work at a Mountain View business and provides instruction and assistance in preparing for potential disasters. The CERT program includes the following elements: Introduction, Organization and Management, Fire Suppression, Damage Assessment, Standard First Aid, Safety and Security, Simple Search and Rescue, Sheltering and Special Needs, Crisis Intervention, and Field Day.

PUBLIC EDUCATION
The Mountain View Fire Department educates the community on the basics of fire safety through a variety of events throughout the year. The annual events included the A La Carte and Art downtown event, the four City sponsored Thursday Night Live events, the Art and Wine events, Cops that Care, the Pancake Breakfast and numerous neighborhood sponsored events. We also work with high-risk populations, such as seniors and those with disabilities, to ensure that they are aware of the unique challenges facing them and offer options to ensure their safety. The Fire Department worked with local schools to make sure that students in Kindergarten, First and Second Grade were taught fire safety in their classrooms and that every Kindergarten class was able to visit and tour a fire station. Mountain View Fire Department’s Public Education personnel are involved in an average of 80 public outreach activities per year.
# DEPARTMENT CALLS FOR SERVICE

## CALLS FOR SERVICE BY TYPE FY 2015-16

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Calls</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>False Alarm &amp; False Call</td>
<td>478</td>
<td>8.0%</td>
</tr>
<tr>
<td>Fire</td>
<td>102</td>
<td>1.7%</td>
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<tr>
<td>Good Intent Call</td>
<td>712</td>
<td>12.0%</td>
</tr>
<tr>
<td>Hazardous Conditions (No Fire)</td>
<td>141</td>
<td>2.4%</td>
</tr>
<tr>
<td>Overpressure, Rupture, Explosion, Overheat (No Fire)</td>
<td>6</td>
<td>0.1%</td>
</tr>
<tr>
<td>Rescue &amp; Emergency Medical Service Incident</td>
<td>4,053</td>
<td>68.0%</td>
</tr>
<tr>
<td>Service Call</td>
<td>403</td>
<td>6.8%</td>
</tr>
<tr>
<td>Severe Weather &amp; Natural Disaster</td>
<td>0</td>
<td>0.0%</td>
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<tr>
<td>Special Incident Type</td>
<td>8</td>
<td>0.1%</td>
</tr>
<tr>
<td>Other (Not Available)</td>
<td>55</td>
<td>0.9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>5,958</td>
<td>100%</td>
</tr>
</tbody>
</table>

## NUMBER OF RESPONSES BY UNIT FY 2015-16

<table>
<thead>
<tr>
<th>Unit</th>
<th>Responses</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>B51</td>
<td>555</td>
<td>0.6%</td>
</tr>
<tr>
<td>E51</td>
<td>1,646</td>
<td>17.8%</td>
</tr>
<tr>
<td>E52</td>
<td>1,392</td>
<td>15.0%</td>
</tr>
<tr>
<td>E53</td>
<td>1,701</td>
<td>18.4%</td>
</tr>
<tr>
<td>E54</td>
<td>868</td>
<td>9.4%</td>
</tr>
<tr>
<td>E55</td>
<td>571</td>
<td>6.2%</td>
</tr>
<tr>
<td>HM55</td>
<td>20</td>
<td>0.2%</td>
</tr>
<tr>
<td>R51</td>
<td>1,657</td>
<td>17.9%</td>
</tr>
<tr>
<td>T51</td>
<td>848</td>
<td>9.2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>9,258</td>
<td>100%</td>
</tr>
</tbody>
</table>
DEPARTMENT CALLS FOR SERVICE

CALLS FOR SERVICE BY FISCAL YEAR & % CHANGE FROM PRIOR FY

FY 2015-16 CALLS FOR SERVICE BY CALL TYPE

- Emergency Medical & Rescue: 68%
- False Alarm & False Call: 8%
- Service Call: 7%
- Good Intent Call: 12%
- Hazardous Condition (No Fire): 2%
- Other: 1%
- Fire: 2%
PERFORMANCE MEASURES

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>PERFORMANCE/WORKLOAD MEASURES</th>
<th>2014-15 ACTUAL</th>
<th>2015-16 ACTUAL</th>
<th>2016-17 TARGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suppression</td>
<td>Percent of time a first-in fire engine arrives on a structure fire scene within six (6) minutes of dispatch</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Suppression</td>
<td>Percent of time the second due fire engine arrives on a structure fire within eight (8) minutes of dispatch</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Suppression</td>
<td>Percent of emergency medical Code 3 calls where responding unit arrives within six (6) minutes of dispatch</td>
<td>93%</td>
<td>94%</td>
<td>&gt;90%</td>
</tr>
<tr>
<td>Fire &amp; Environmental Protection</td>
<td>Percent of plans checked within fifteen (15) working days of receipt by division</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Fire &amp; Environmental Protection</td>
<td>Number of inspections conducted by Environmental Safety Section</td>
<td>1,769</td>
<td>1,641</td>
<td>1,600</td>
</tr>
</tbody>
</table>
PRESS RELEASES: FISCAL YEAR 2015-2016

July 31, 2015: 2 Alarm Fire in the 300 Block of Escuela Avenue
Mountain View firefighters were dispatched to a structure fire in the 300 block of Escuela Ave. Upon their arrival, firefighters found flames and heavy smoke coming from multiple units on the second and third stories. Firefighters and police officers worked to ensure that the residents were out of the complex and then firefighters worked to control and extinguish the fire. A 2nd alarm was called bringing in additional units from surrounding cities to assist with the operation. Damage to some units was extensive, with other units being affected by smoke or water damage. Residents in 29 apartment units were displaced from their homes. The Mountain View Senior Center was opened as a shelter while residents waited for firefighters to complete their operations and determine who was allowed back into their units. Those that were not able to return home were offered overnight shelter assistance by the American Red Cross at the Senior Center.

November 29, 2015: Structure Fire in the 3300 Block of Robleda Drive
Fire units arrived on scene in the 3300 Block of Robleda Drive and found a fully involved garage fire spreading to the first and second floors of the home. Fire crews made an aggressive interior fire attack and were able to save most of the interior of the home. The garage fire was intense, as it contained motorcycles, fuels and ammunition. The fire melted the gas meter which created a burning gas line. The fire also extended to the electrical panel and as a result, firefighters were unable to shut off the utilities. PG&E arrived on scene and secured the electrical system, which also enabled fire crews to secure the gas line. One adult male was transported to the hospital with minor injuries and was later released. One Firefighter suffered a minor back injury. Four adults were displaced from the residence and Red Cross provided housing assistance.

November 30, 2015: 2 Alarm Structure Fire in the 200 Block of Lassen Avenue
Mountain View Engines 51, 53, 54, 55, Truck 51, Rescue 51 and Battalion 51 responded to the fire in the 200 block of Lassen Avenue. Firefighters arrived on scene and found the structure, a single family home, fully involved. The fire had also spread to the neighboring home in the 200 block of Lassen Avenue. No injuries were reported during this incident and all occupants of both homes were accounted for. Both homes were uninhabitable and the American Red Cross was contacted to provide the residents with housing assistance.

February 5, 2016: Structure Fire in the 500 Block of Easy Street
Fire units arrived at the a duplex in the 500 block of Easy Street at 5:58 pm. Fire crews performed an interior fire attack and extinguished the fire by 6:10 pm. Fire crews conducted a search of the structure and gave the all clear at 6:15. All occupants of both units in the building were accounted for. Both units of the structure were not habitable. Unit A sustained heavy fire damage throughout and unit B suffered smoke damage. A total of five residents were displaced and the American Red Cross responded to provide housing assistance.
PRESS RELEASES: FISCAL YEAR 2015-2016

February 21, 2016: Structure Fire in the 200 Block of Mariposa Avenue

Fire units arrived at the address, which is a two story single family residence and found heavy smoke showing from the residence. Firefighters searched the home and found a fire in the kitchen area. The sprinkler system had activated and firefighters quickly initiated an aggressive fire attack and extinguished the fire. The homeowners were not present but arrived shortly after the fire was extinguished. The family cat was missing for a short time but was located.

February 27, 2016: Structure Fire in the 70 Block of Gladys Avenue

Mountain View Engine 54 arrived at the duplex and found heavy smoke in the structure with fire spreading from the laundry room into the hallway. Firefighters initiated an aggressive fire attack and were able to extinguish the fire. The fire was contained to the laundry room. The structure suffered smoke damage, but the adjacent unit was not damaged. The occupant of the residence had evacuated prior to the arrival of the Fire Department and is safe. The residence was deemed uninhabitable and the resident has accommodations for the evening and declined assistance from the American Red Cross.

April 11, 2016: 2 Alarm Structure Fire in the 60 Block of East Evelyn Avenue

Fire units arrived at the single story commercial building and found heavy smoke in the area. Firefighters initiated an aggressive fire attack and called a second alarm. Units from Palo Alto Fire responded to assist. Fire crews worked to extinguish hot spots within the building.

May 13, 2016: 2 Alarm Structure Fire in the 700 Block of Alice Avenue

Mountain View communications received a 911 call reporting heavy smoke in the 700 block of Alice Avenue. Firefighters arrived on the scene of a one story single family residence and found the garage fully involved. Firefighters initiated an aggressive fire attack and began searching the home. One person was located in the back yard and was transported to Valley Medical Center with non life threatening injuries. A second alarm was called and fire units from Palo Alto and Sunnyvale responded to assist.
DEPARTMENT FLEET

Engine 51 (Station 1)  Engine 52 (Station 2)  Engine 53 (Station 3)

Engine 54 (Station 4)  Engine 55 (Station 5)  Engine 152 (Station 2)

Engine 154 (Station 4)  Rescue 51 (Station 1)  Rescue 51 (Station 1)

Hazmat 55 (Station 5)  BC Vehicle (Fire Admin)
FIRE STATION LOCATIONS

Fire Station 1
251 S. Shoreline Blvd.

Fire Station 2
160 Cuesta Drive

Fire Station 3
301 N. Rengstorff Ave.

Fire Station 4
229 N. Whisman Rd.

Fire Station 5
2195 N. Shoreline Blvd

Fire & Environmental Protection
500 Castro St., 4th floor

Fire Administration
1000 Villa Street
CONNECT WITH MOUNTAIN VIEW FIRE DEPARTMENT

For emergencies dial 9-1-1
Non-emergencies: (650) 903-6395

Mountain View Fire Administration
1000 Villa Street
Mountain View, CA 94041
(650)903-6365

MVFD Website
Mountainview.gov/depts/fire

MVFD Website
Mountainview.gov/depts/fire

MVFD on Facebook
facebook.com/mtnviewfire/

MVFD on Twitter
@MtnViewFire

Work With Us!
MVFD Employment Opportunities:
mountainview.gov/depts/hr/work_with_us/
or
www.calopps.org/city-of-mountain-view